ApprovalMax

NetSuite

Administrator Guide

Cloud Approval Workflows for Finance and Accounting

March 2023

Contents

The terms "Account" and "Organisation"

Your ApprovalMax account is created when you sign up for a trial. The Account Owner manages the creation of Organisations that serve as containers for workflows, and invites other users to the app.

Please note: the Account Owner is not necessarily in charge of billing matters, which might be handled by a designated billing contact.

Organisations are entities created within the account that host the workflows; they can be connected to an accounting platform or work stand-alone.

Please note: ApprovalMax Organisations are linked 1-on-1 to Subsidiaries in Oracle NetSuite.

Any number of Organisations with unlimited user numbers can be created within an account.

Roles on account level

Account Owners have comprehensive rights and can create new / delete existing Organisations. The Account Owner can also connect / disconnect ApprovalMax to / from the accounting platform, add and invite other users to the Organisations, configure and change workflows, set Delegates, generate reports, override approval decisions for particular requests, force approval decisions, and leave comments.

Roles on Organisation level

- **Administrators** have comprehensive rights and can connect / disconnect ApprovalMax to / from the accounting platform, add and invite other users to the Organisations, configure and change workflows, set Delegates, generate reports, override approval decisions for particular requests, force approval decisions, and leave comments.

- **Auditors** have read-only access to all workflows, requests and the approval matrix. They can generate reports and leave comments in approval requests.

- **User** is the default role which is assigned to everyone except Auditors and Administrators. Users can be a Requester and/or an Approver.

Roles on a workflow level

- **Requesters** are authorised by the Administrator to raise Purchases Order / Bills in connected and/ or stand-alone workflows. For connected workflows, Requester rights can be granted based on parameters such as vendor, account, expense category, item and others. Apart from raising them, Requesters can also make changes or cancel their requests. They are allowed to add other Approvers from their Organisation in any step of their request as well as remove those that have previously been added.

- **Approvers** approve or reject requests, they can delegate the approval decision and leave comments for Auditors and Requesters – all according to the settings in the approval matrix for each particular workflow. They are allowed to add other Approvers from their Organisation to the request as well as remove those that have previously been added.

Workflows

A workflow is a sequence of approval steps based on predefined business rules.

There are two types of workflows in ApprovalMax:

- **Connected workflows** are connected to Oracle NetSuite and enable the routing of approval requests for finance documents kept in Oracle NetSuite.
- **Stand-alone workflows** are configured in ApprovalMax and have no dependency on data or documents stored on an accounting platform, like an HR approval workflow for leave requests.
- **Connected workflows for Oracle NetSuite include**: Purchase Order workflow; Vendor Bill workflow.

Single sign-on with Google

You can sign up to ApprovalMax with your Google account – when requesting a trial on our website, select the option to sign up with Google:

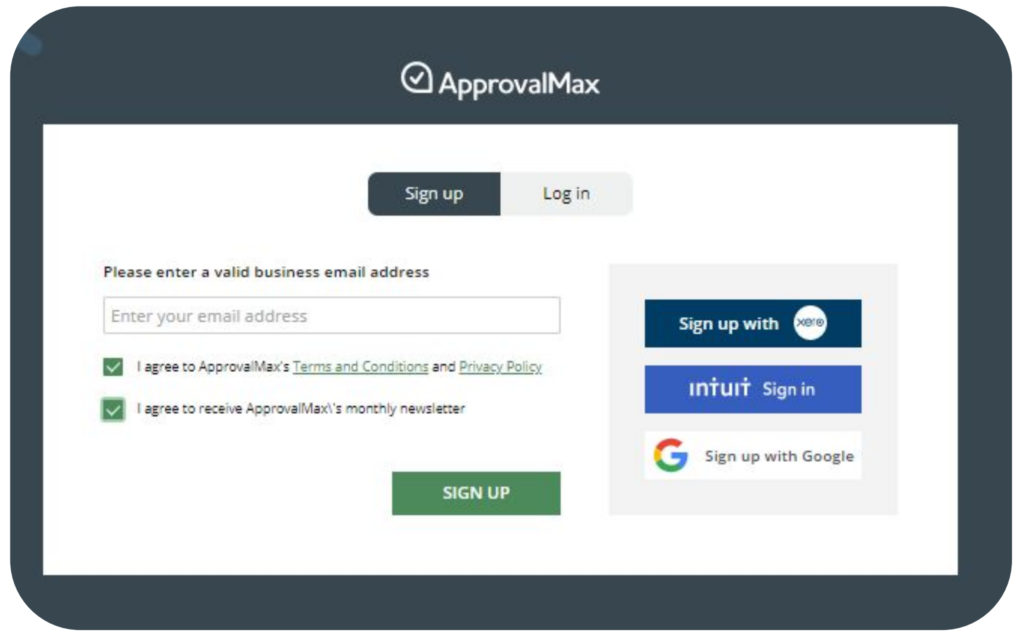
Request a trial

1

Request your trial on our website

2

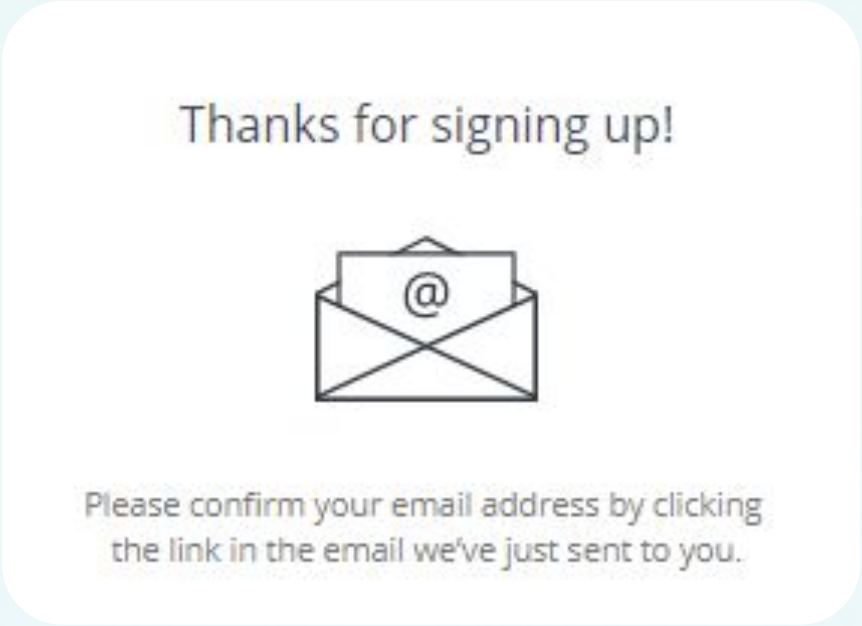
Enter your email address



Activate a trial

3

Check the confirmation email



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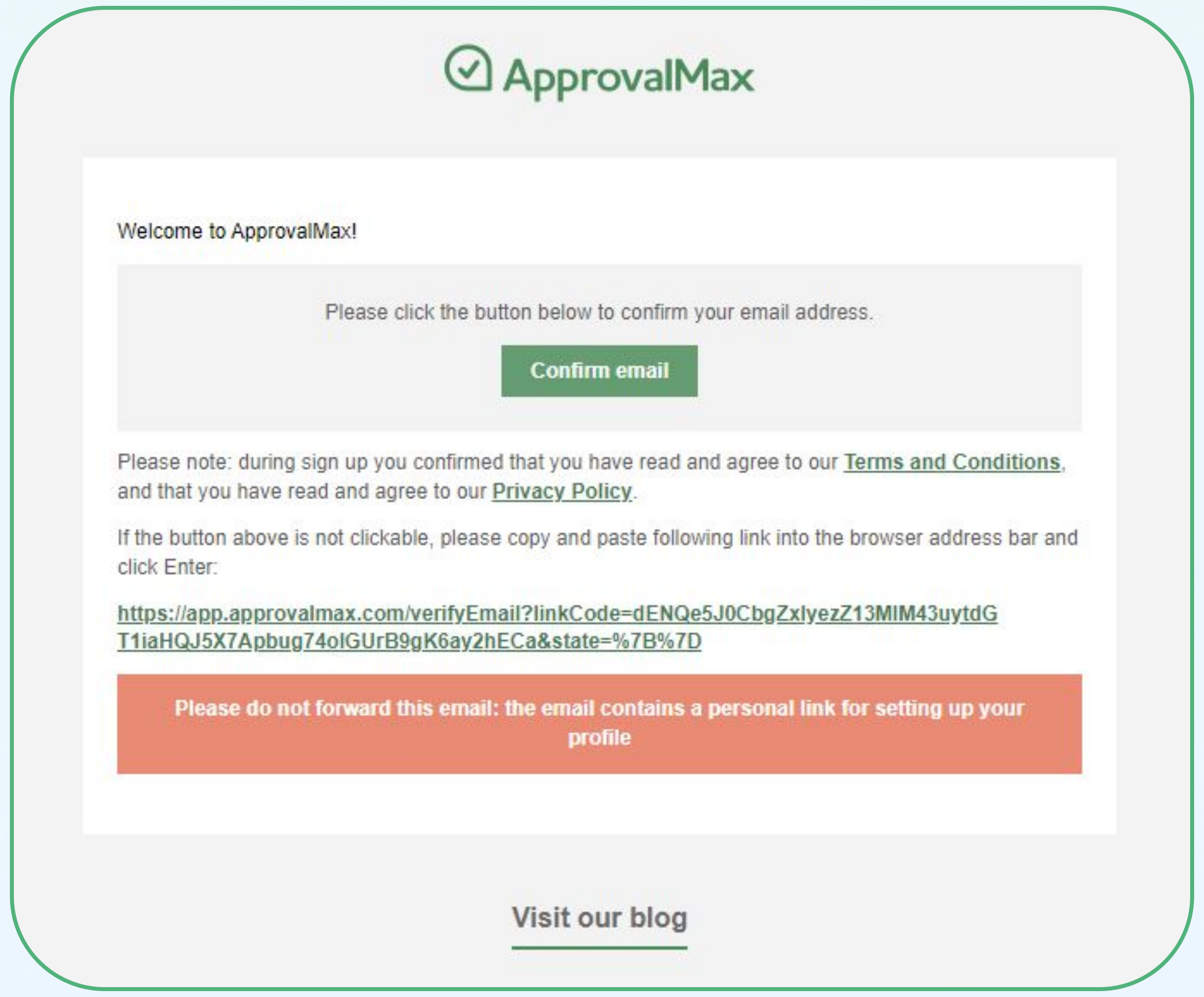


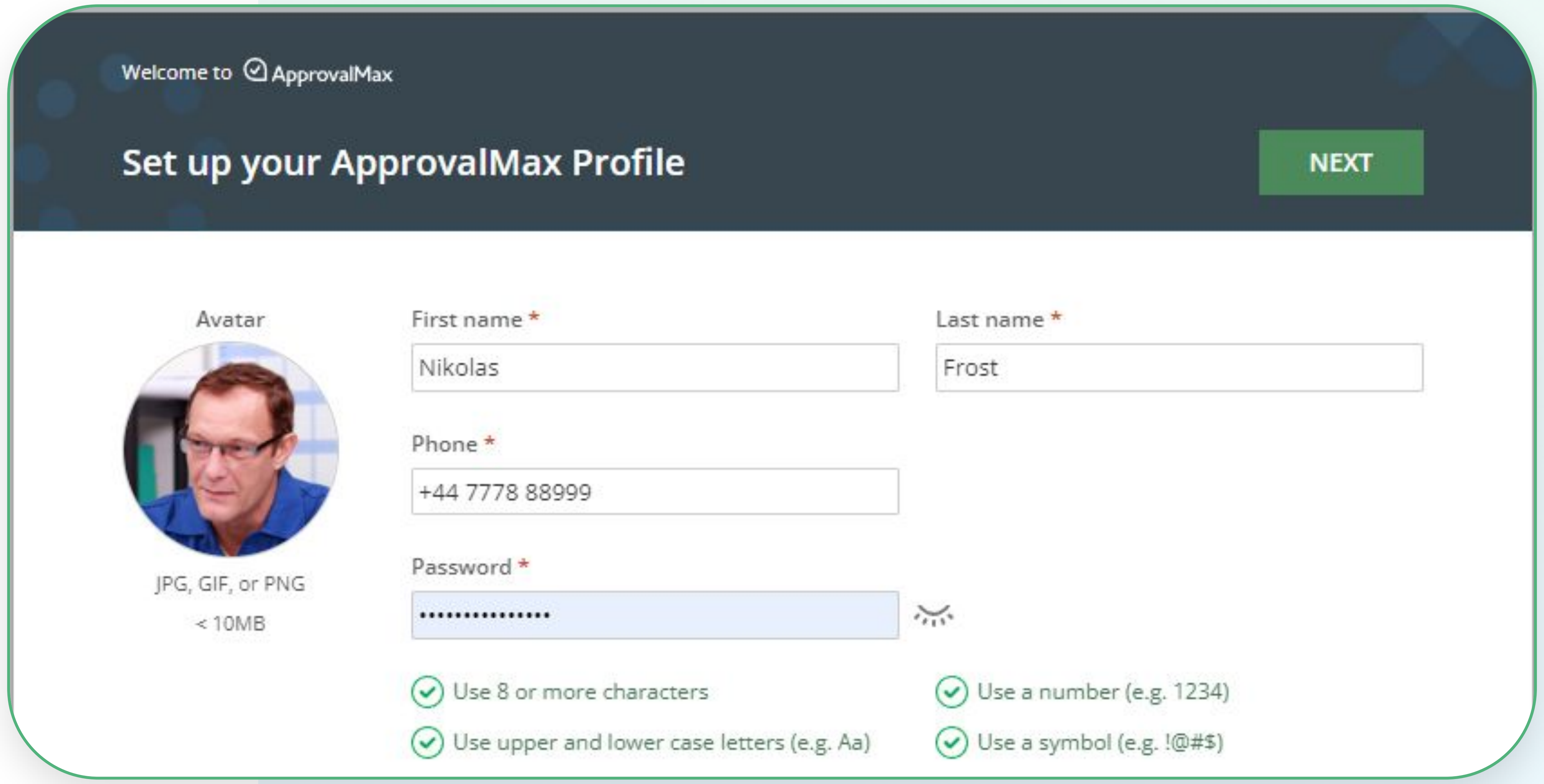
Set up your profile

5

Enter your profile details and set the password.

The password must meet the following requirements:

- Use 8 or more characters
- Use upper and lower case letters (e.g. Aa)
- Use a number (e.g. 1234)
- Use a symbol (e.g. !@#$)
- Make it different from your other passwords



Create or join an Organisation

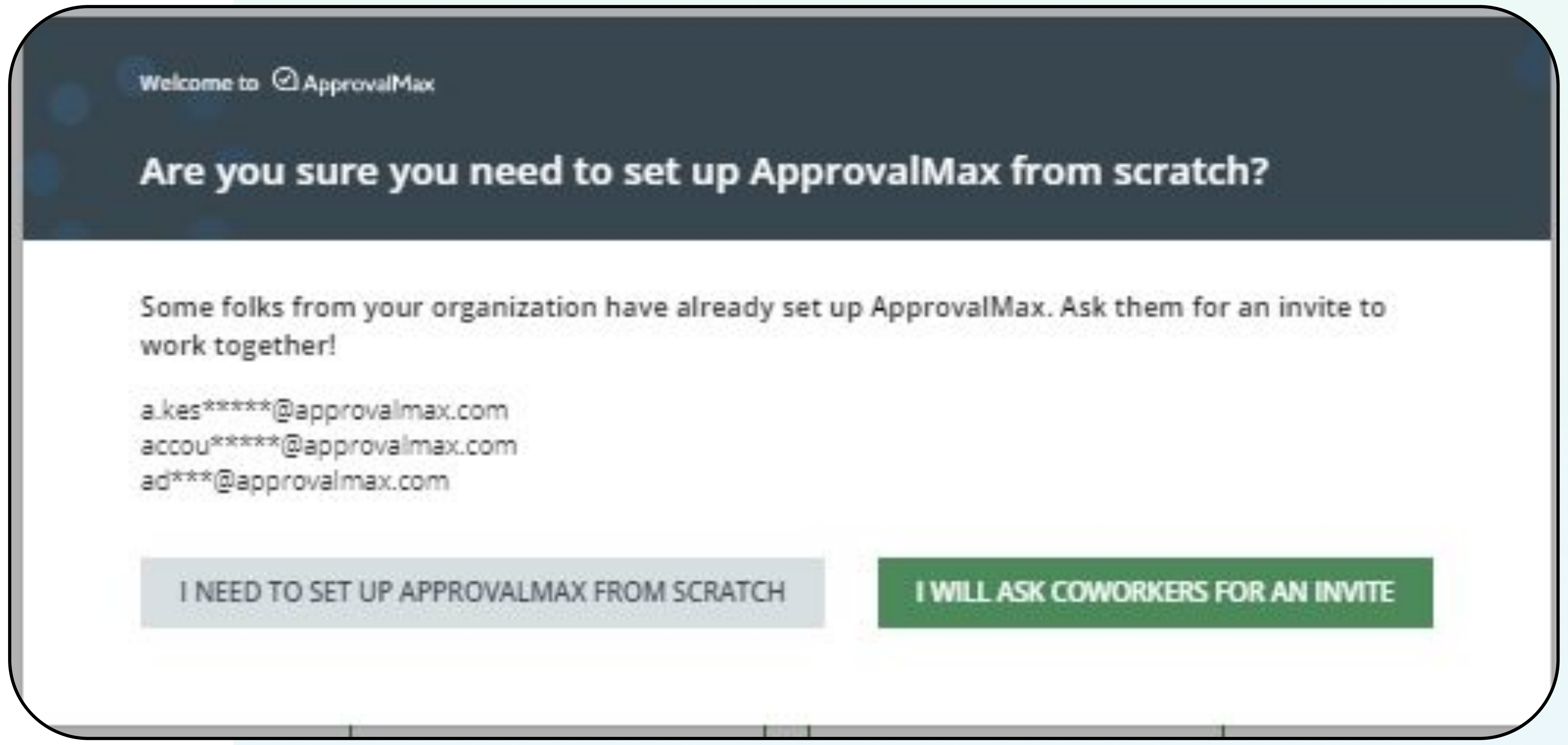
6

If there's no one in your team, this step will be skipped. If you do have teammates, you'll be asked whether you want to create or join an Organisation.

Please note: the creator of an Organisation automatically becomes its Account Owner and is the one who has to add and invite other users. Such users are not to sign up on the website; they just need to accept the invitation.

To sign up, select I NEED TO SET UP APPROVALMAX FROM SCRATCH.

ApprovalMax Organisations are linked 1-on-1 to Subsidiaries in Oracle NetSuite.



Connect to Oracle NetSuite

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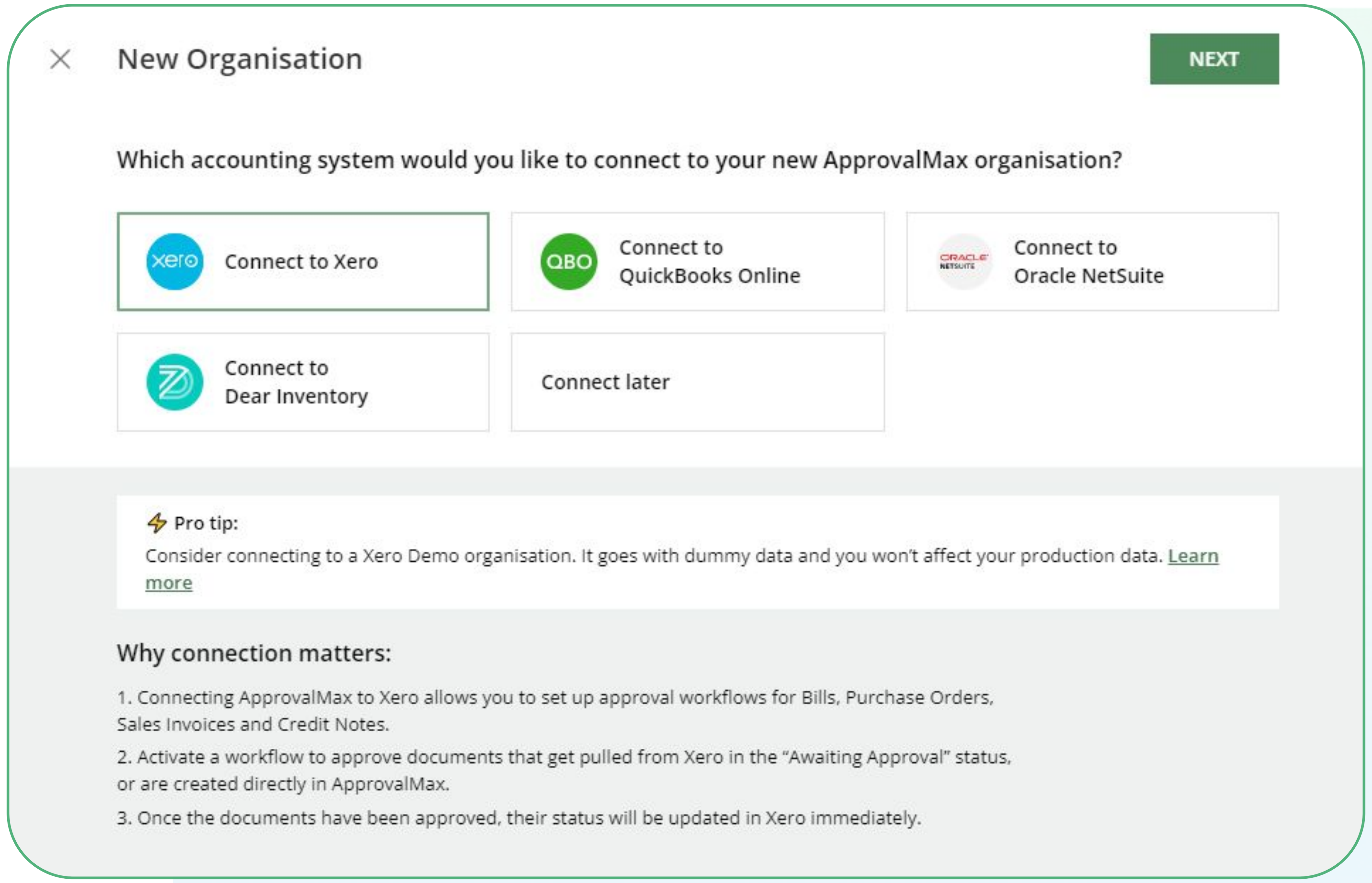
When you create an Organisation, it is best to enable its integration with Oracle NetSuite. This way, you can use connected workflows.

Note: Stand-alone workflows do not require a connection to an accounting platform.

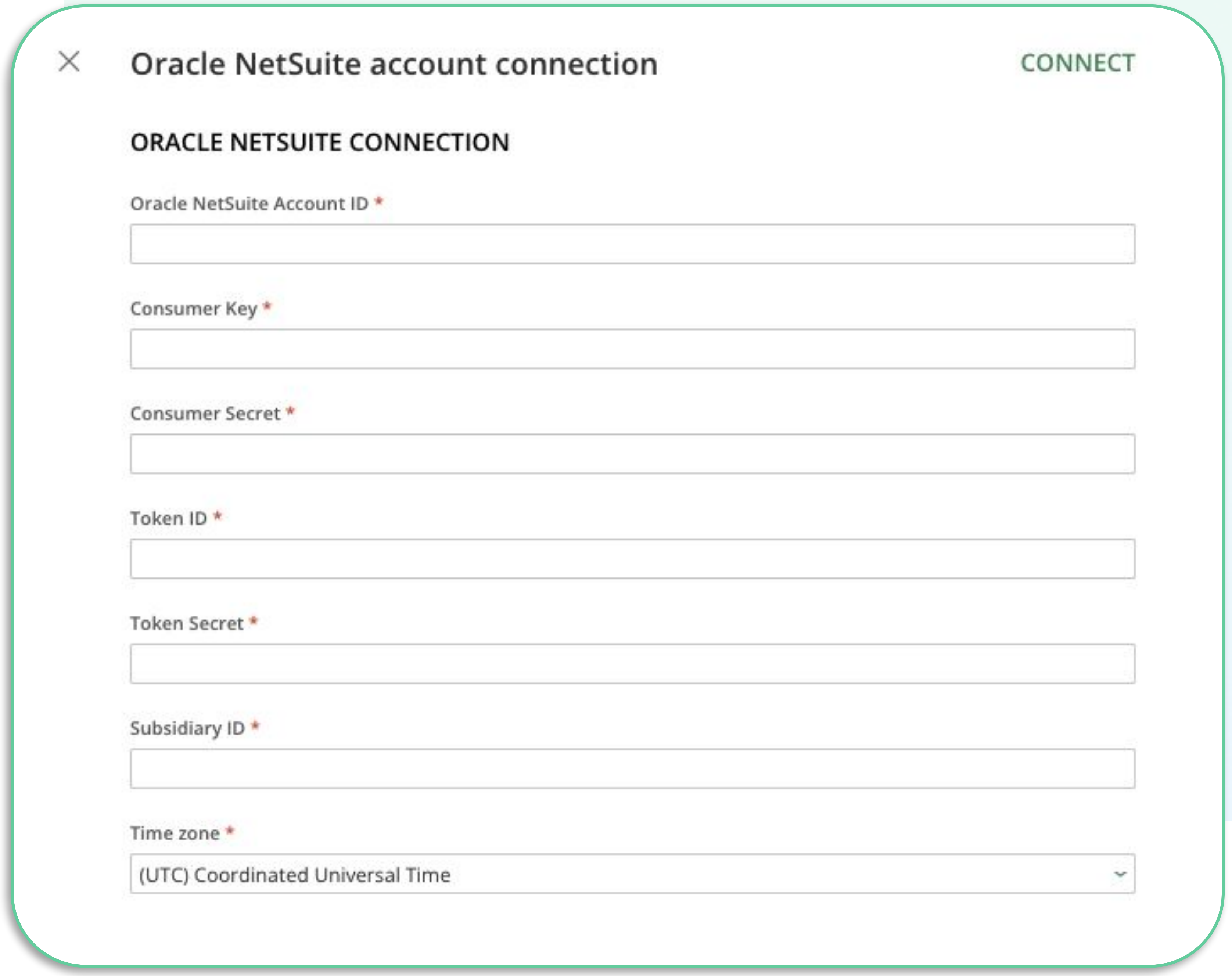


Connect to Oracle NetSuite

7.1

Generate tokens in Oracle NetSuite and copy them to ApprovalMax, insert Subsidiary ID for selected Subsidiary and timezone selected for a user on behalf of whom the API tokens were generated.

Please note: an Organisation in ApprovalMax can be connected only to one Subsidiary in Oracle NetSuite.



Add a user

There are two ways for adding users to ApprovalMax:

- **On the Users page, you can add their email addresses in bulk via copy/paste.**
- **On the Workflow Setup page, you can enter email addresses to authorise users as Approvers or Requesters.**

The actual invitation procedure for new users is the same for both options. The Workflow Setup page also allows to invite users who have already been added to the system.

Add and invite users

Onboarding a user in ApprovalMax is a two-step procedure:

- Enter the user's email address under Organisation > Workflow and settings > Users to add the user to ApprovalMax. However, this does not qualify the user for approving or raising Purchase Orders / Bills.

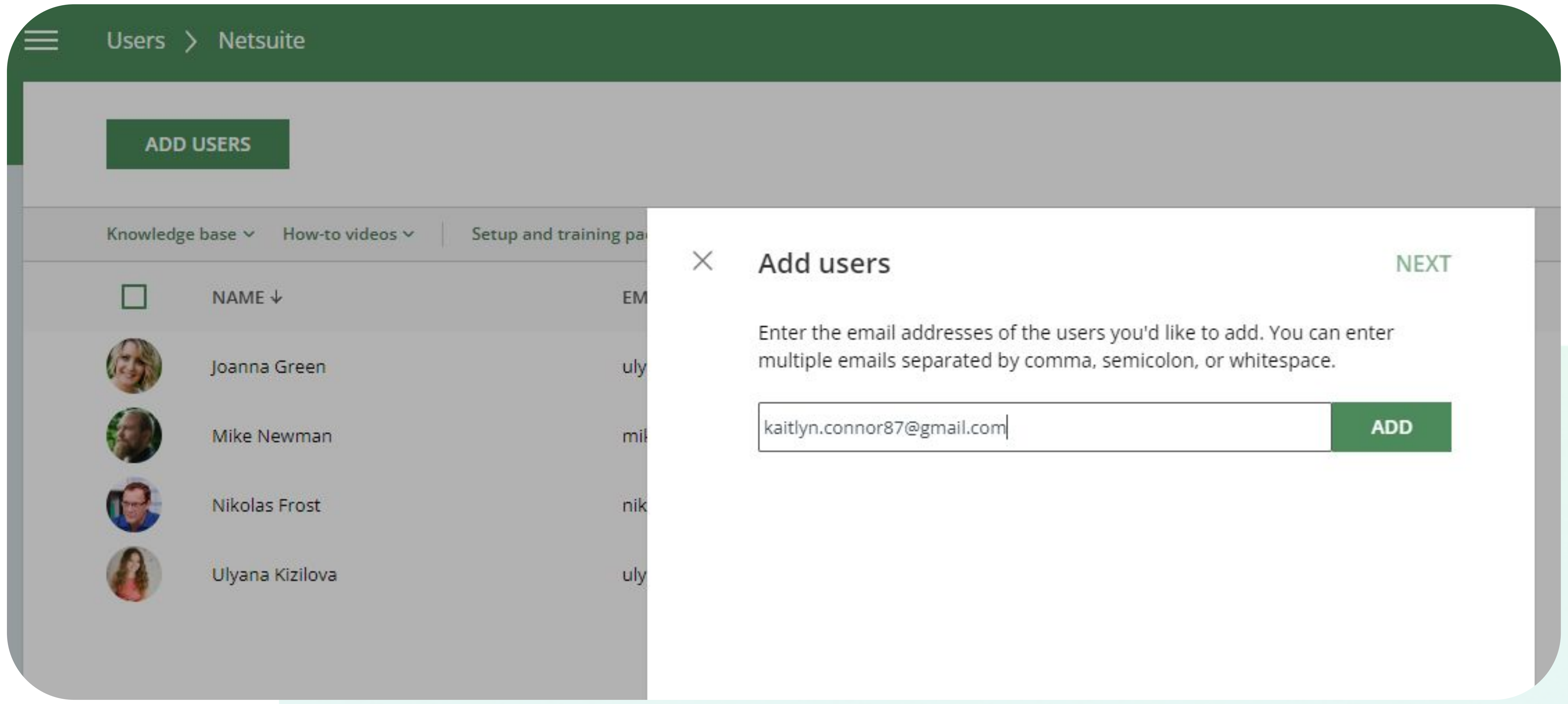
- To enable users as Purchase Order / Bill Approver or Requester and to initiate notifications about the status of their requests, they need to get invited to the ApprovalMax Organisation and accept the invitation.

Please note: invited users can start using ApprovalMax as a part of already existing Organisation. They are not to sign up on the ApprovalMax website as this would result in a new account.

Add a user on the Users page

1

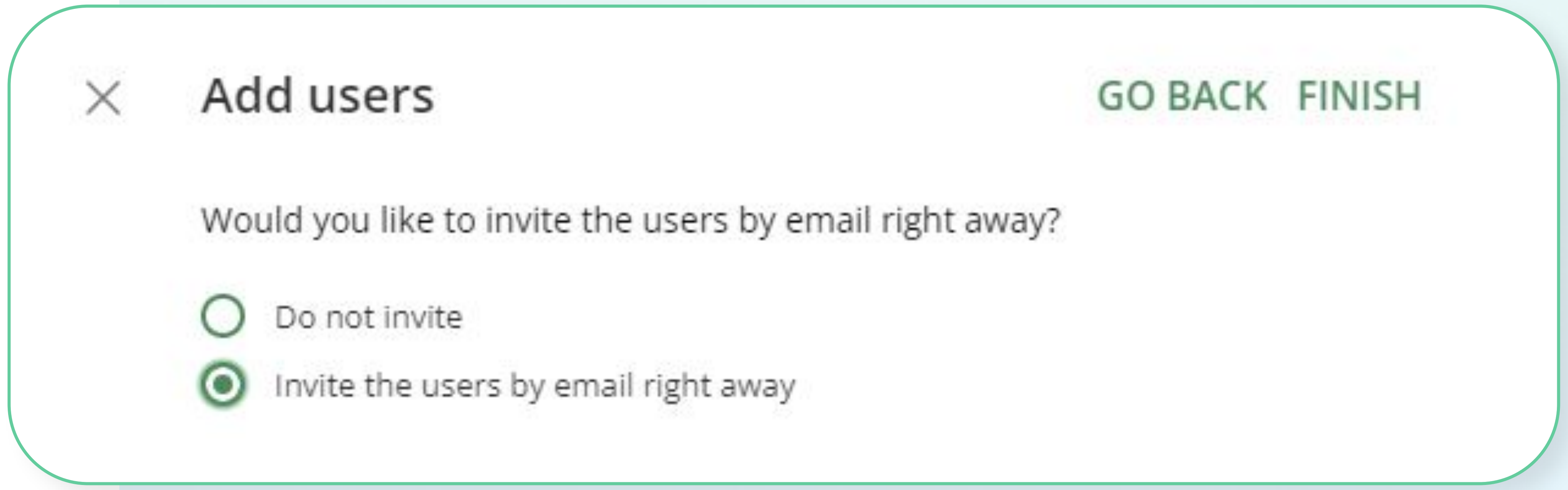
Go to **Organisation > Workflow and settings > Users**.
Enter the user's email address and click on ADD, then on NEXT.



2

Decide whether you'd like to invite the users right away, enabling them to act as an Approver or Requester and receive notifications.

If you prefer to delay inviting these users, click on **FINISH**.

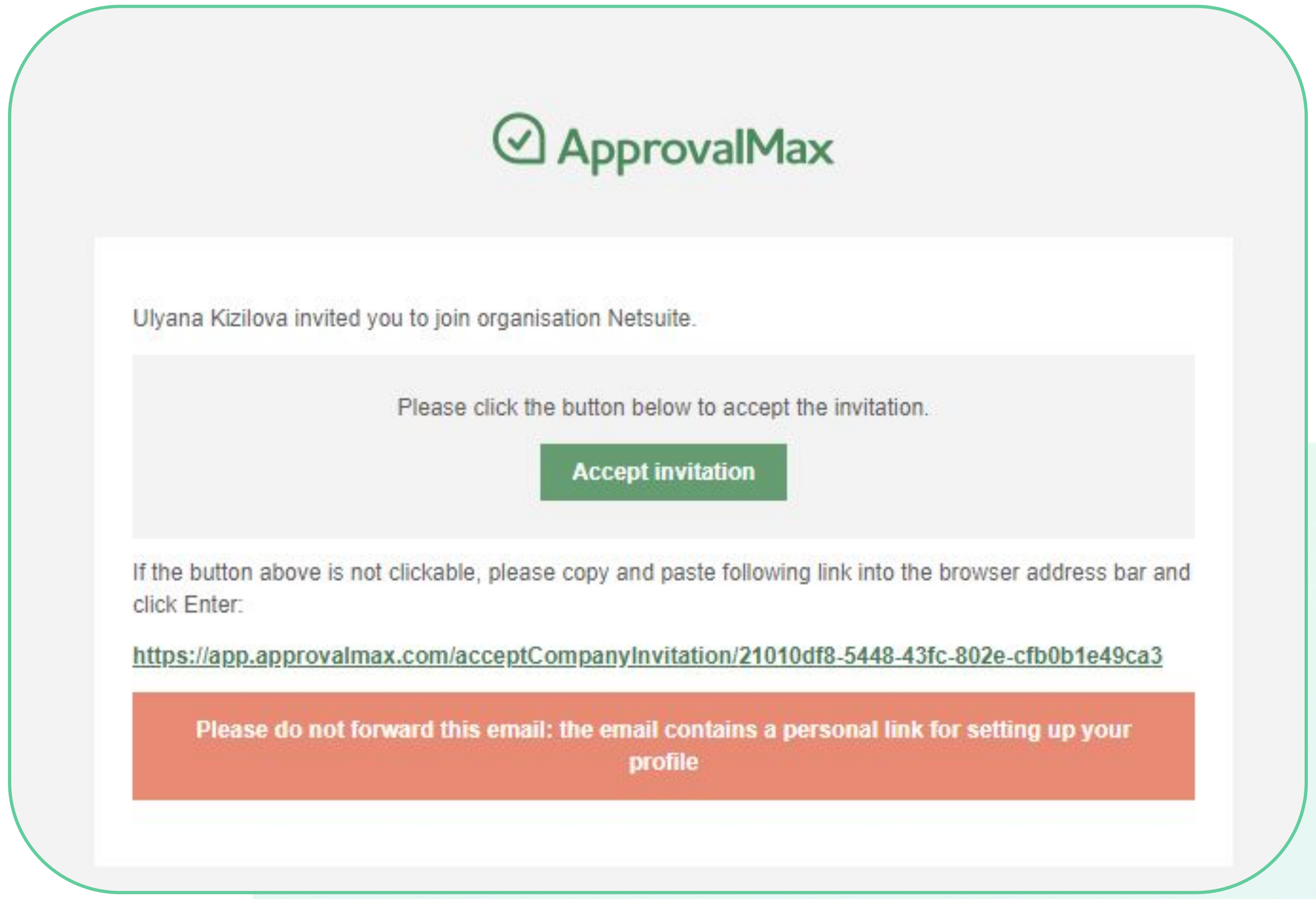


Add a user on the Users page

3

When users receive an invitation, they need to accept it by clicking on the Accept Invitation button.

The ApprovalMax website provides a Reset Password button on the log-in page, in case a user forgets his password.



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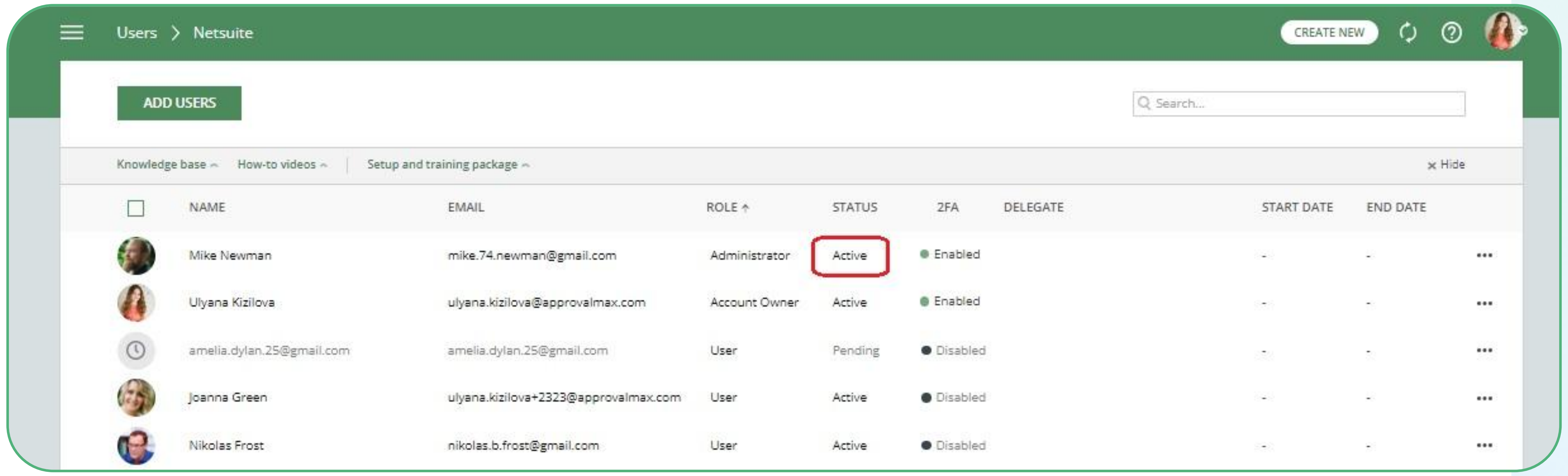
As soon as users have accepted their invitation, their status changes from Pending to Active on the Settings page and they are able to raise Purchase Order / Bill requests or act as an Approver.

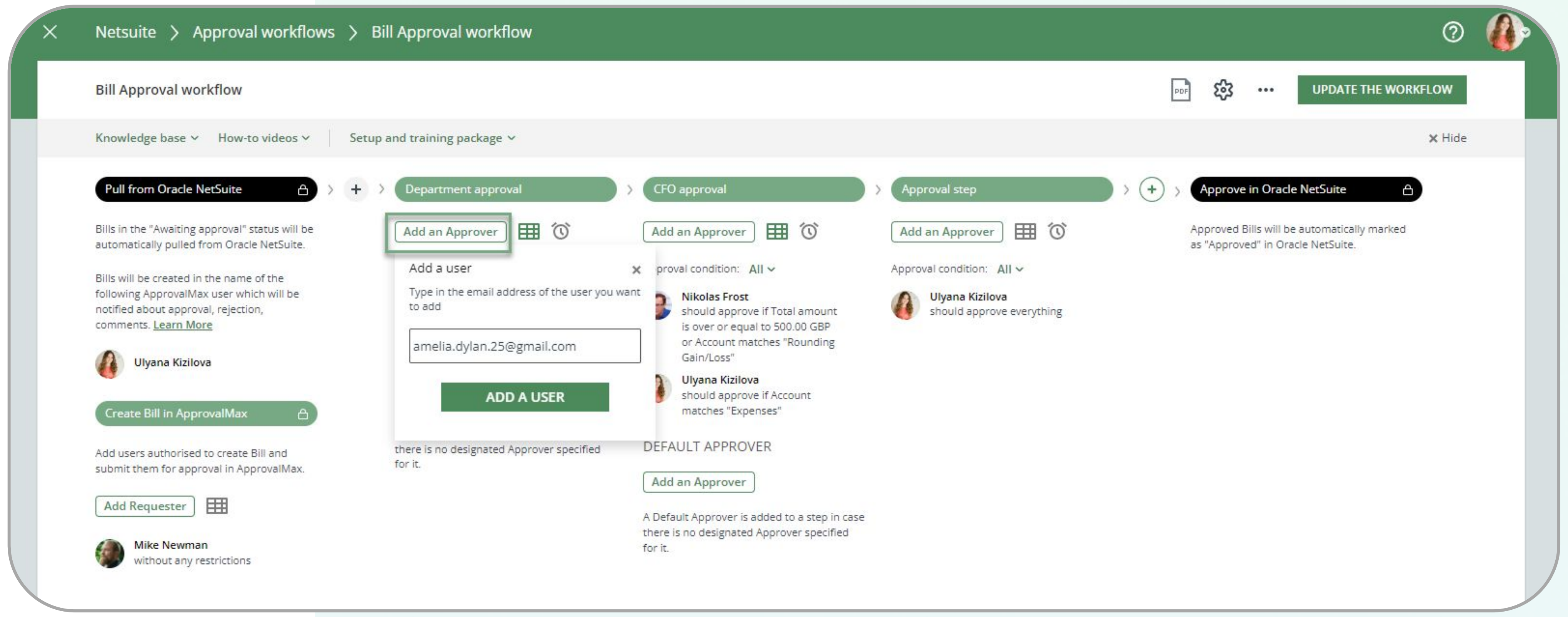


Add a user via the Workflow Setup page

1

Alternatively, you can add new users to ApprovalMax from the Approval Workflow Setup page.

Go to **Organisation > Workflows and settings > Approval workflows** and select the workflow you want to configure.

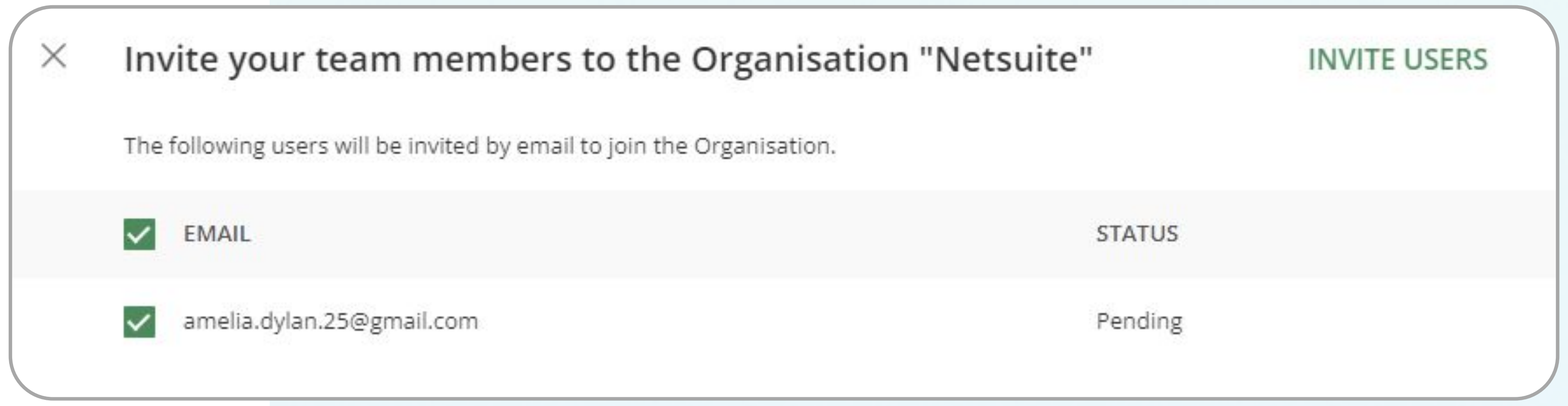


Clicking on Add an Approver allows you to add new users by entering their email address.

2

When you're ready to invite previously added users, click on the **INVITE** button in the approval matrix.

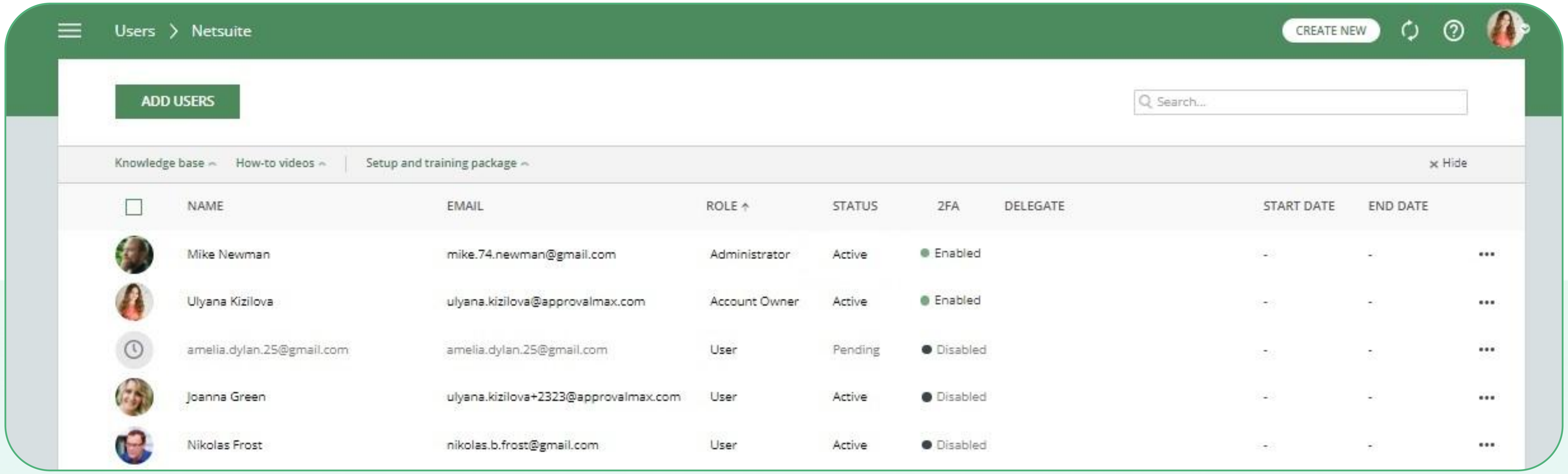
To complete, click on **INVITE USERS**.



Control and push users to use 2FA

Currently, there is no way to make 2FA mandatory for users within the system.

However, on the Users page, ApprovalMax displays whether or not a user has enabled 2FA. This allows the Administrator/Account Owner to remind the respective users to set it up if it is mandatory as per their company rules.



Types of workflows

A **workflow** is a sequence of approval steps based on predefined business rules.

There are two types of workflows in ApprovalMax:

- **Connected workflows** are connected to Oracle NetSuite and enable the routing of approval requests for finance documents kept in Oracle NetSuite.
- **Stand-alone workflows** are configured in ApprovalMax and have no dependency on data or documents stored on an accounting platform, like an HR approval workflow for leave requests.

Connected workflows for Oracle NetSuite include: Purchase Order workflow; Vendor Bill workflow.

Connected workflows

All connected workflows are stored in the respective Organisation, which is linked to Oracle NetSuite.

Approval workflows in ApprovalMax process requests for Oracle NetSuite Purchase Orders / Bills that get created either in ApprovalMax or in Oracle NetSuite.

Stand-alone workflows

This is how you set up a stand-alone workflow:

- Go to Workflows and settings > Approval workflows.
- Click on the “CREATE” button on the right.
- Enter a name for the new stand-alone workflow.
- Create all approval steps and add users, or type in the email addresses of Approvers and Requesters.
- Click on Save to apply your settings, and on Activate to start the workflow.

Types of workflows. Connected workflows

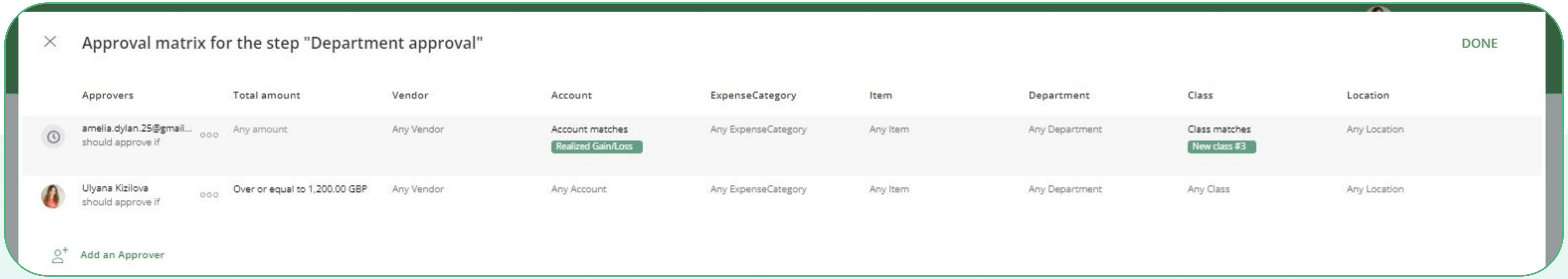
This is how you set up a connected workflow:

1. Go to Workflows and settings > Approval workflows.
2. Select a predefined workflow, for instance, Vendor Bill workflow.
3. Add at least one Requester in the Creation / Pull from Oracle NetSuite step.
4. Specify all approval steps and add users, or type in the email addresses of the Approvers.
5. Click on Save to apply your settings, and on Activate to start the workflow.

Approval matrix

In the approval matrix, you can specify the criteria for Approver selection and the routing of approval requests.

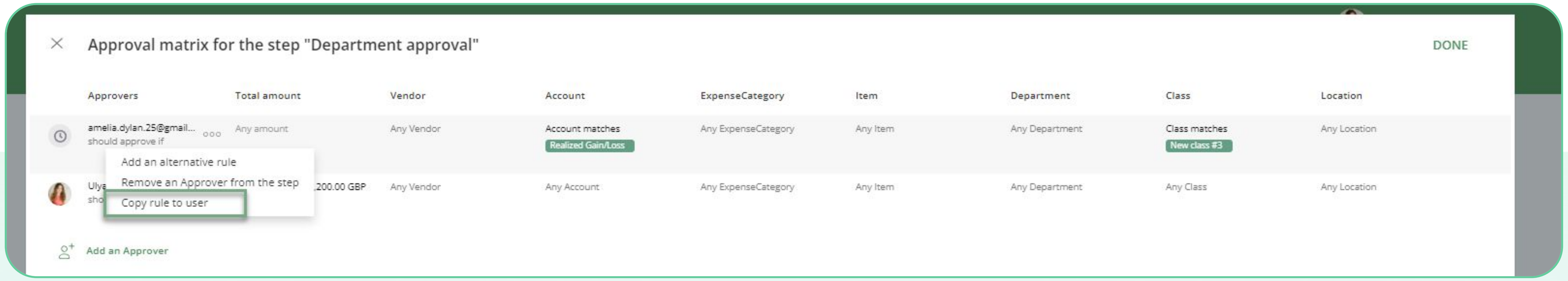
ApprovalMax will pull the categories from Oracle NetSuite.

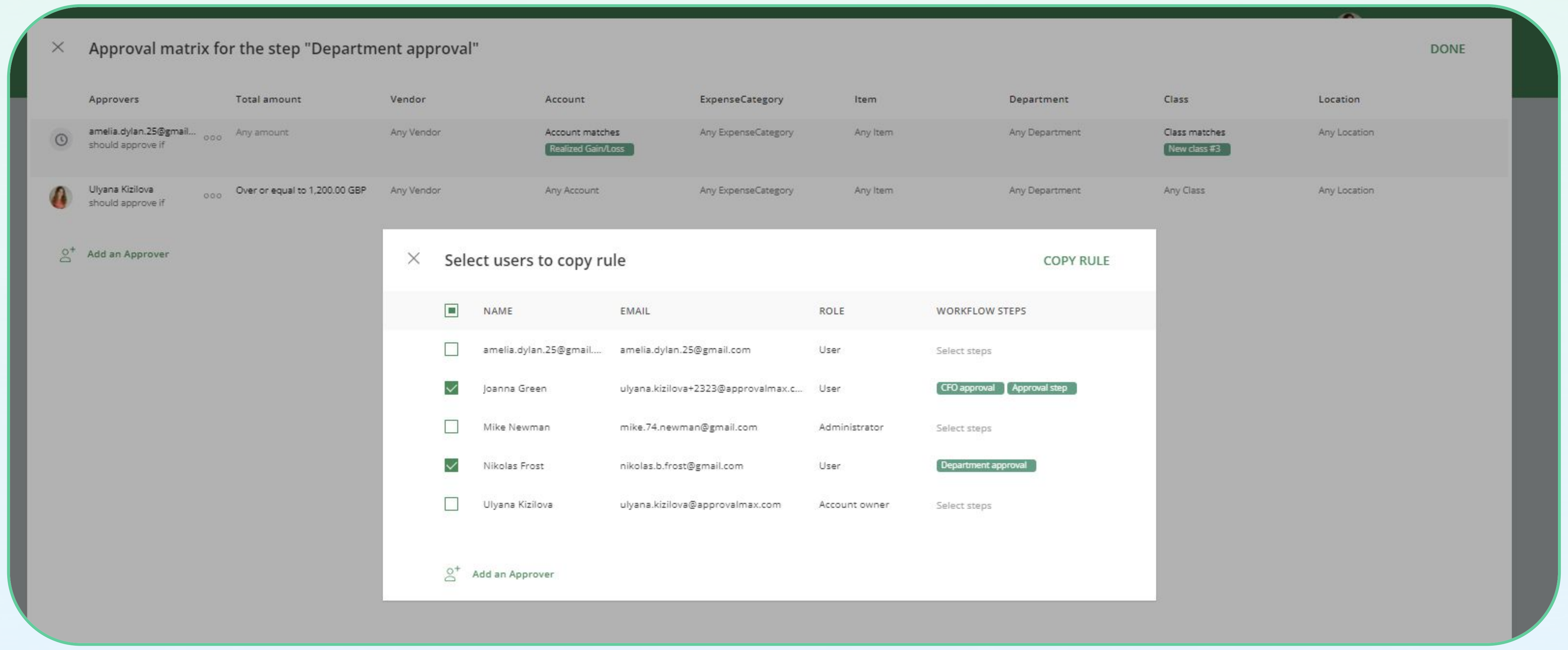


Copy rules from one user to another

ApprovalMax provides Organisation Administrators with the option to copy rules between Requesters and Approvers between multiple steps in the matrix.

Please note: the copied rules will overwrite the existing rules in the Requester / Approver matrix.

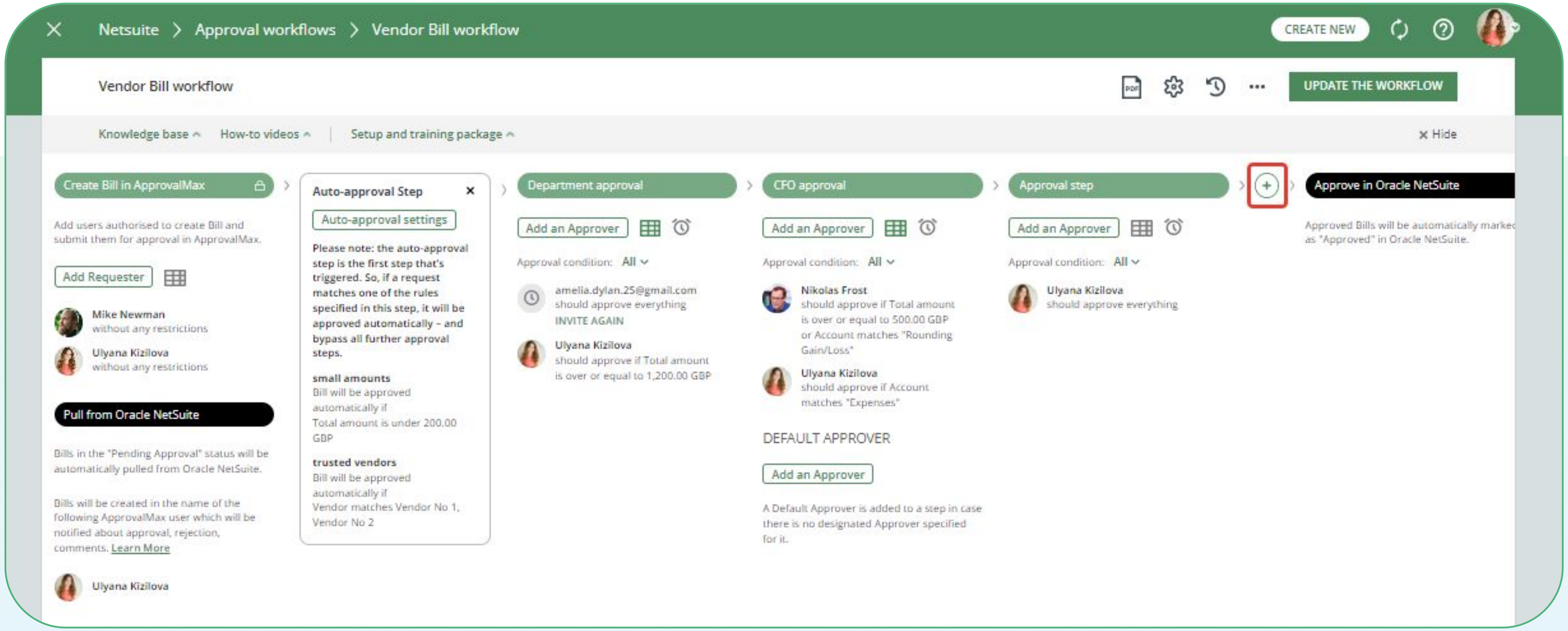




Sequential approval workflow

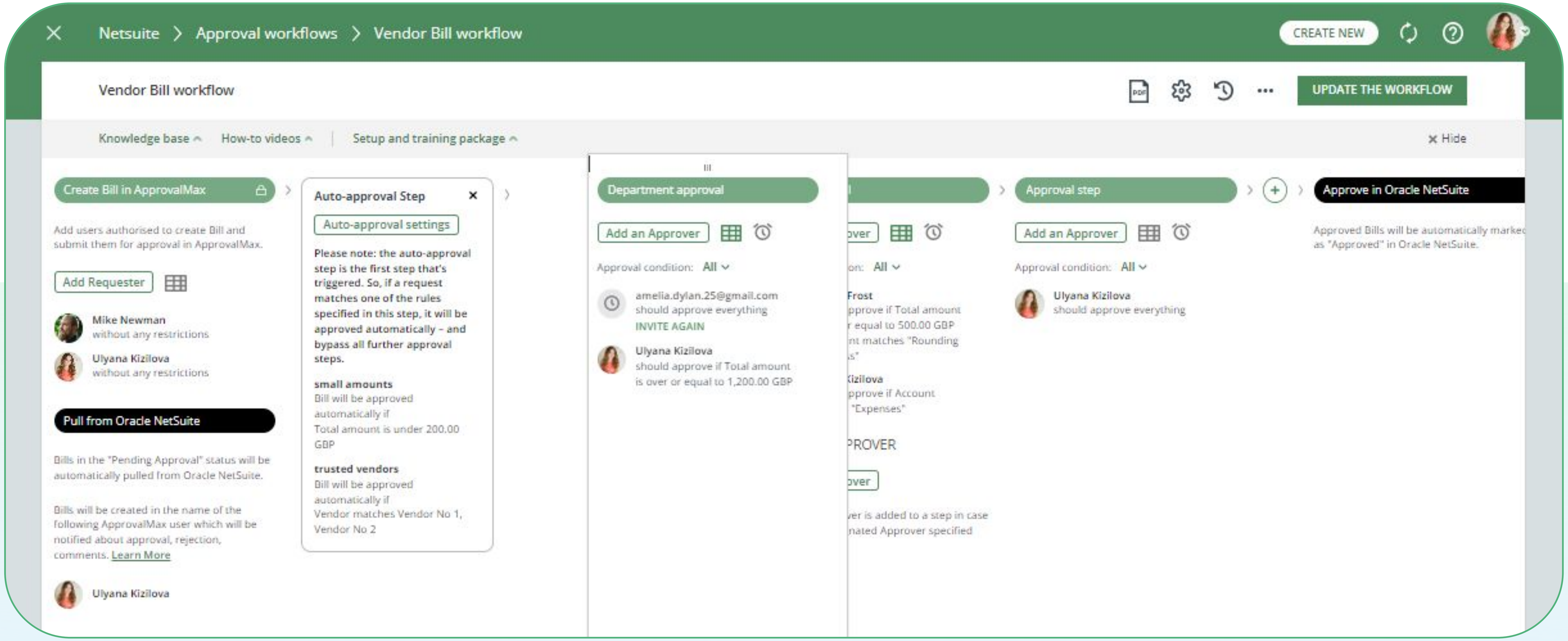
With a sequential approval workflow, you can define a sequence of approval steps.

To set one up, click on the "+" icon and assign both a name and Approvers to each step.



Rearrange workflow steps

You can rearrange the order of your workflow steps: just click on the III symbol at the top of a step and drag it to the new position. Existing steps will give way so that you can drop it at its new location.

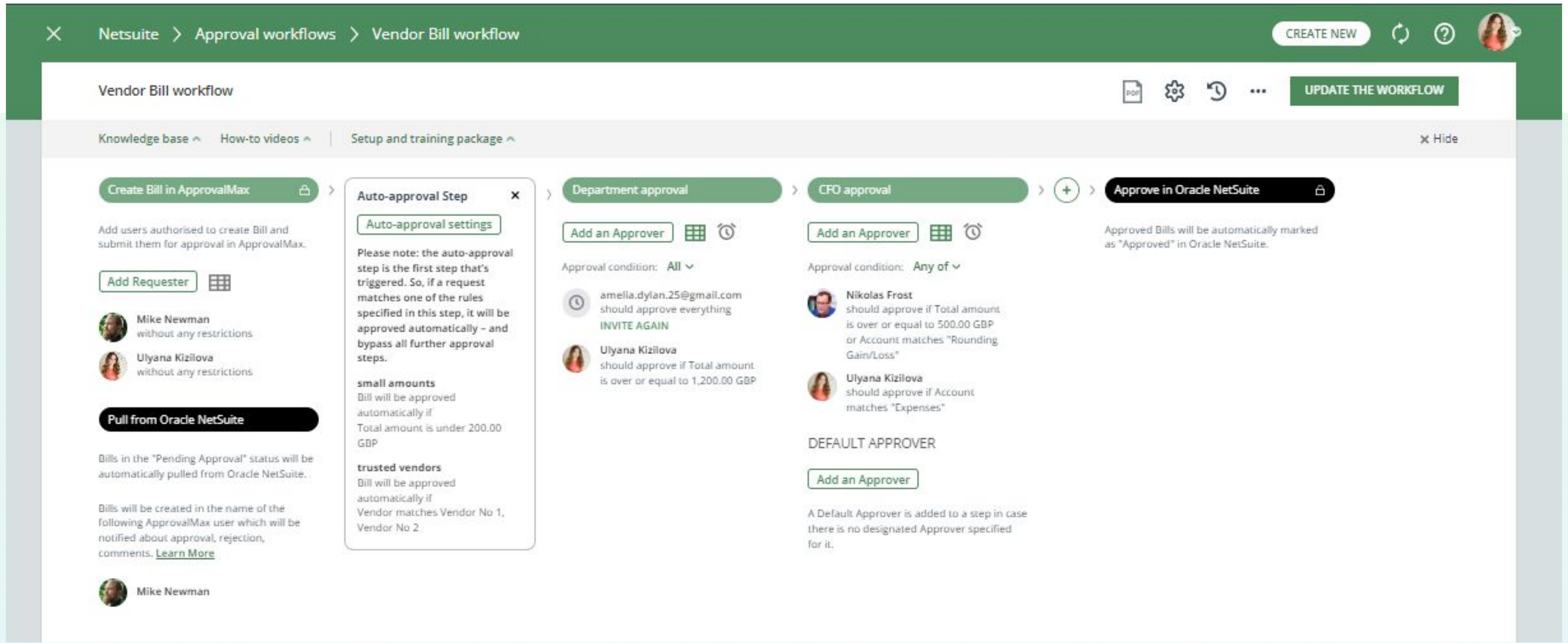


Parallel approval workflow

Approval decisions that are independent from each other are best arranged in a parallel approval workflow. To set one up, click on the Add an Approver button and enter the Approver's email address.

Please note: a document only gets approved if any of/all* Approvers make a positive decision. If one of the Approvers rejects the document, it will be returned to its Requester (in case the request was created directly in ApprovalMax) or in Oracle NetSuite in „Rejected" Approval status.

*Depending on the approval condition (either any of or all) that was selected for the step.



Approval condition

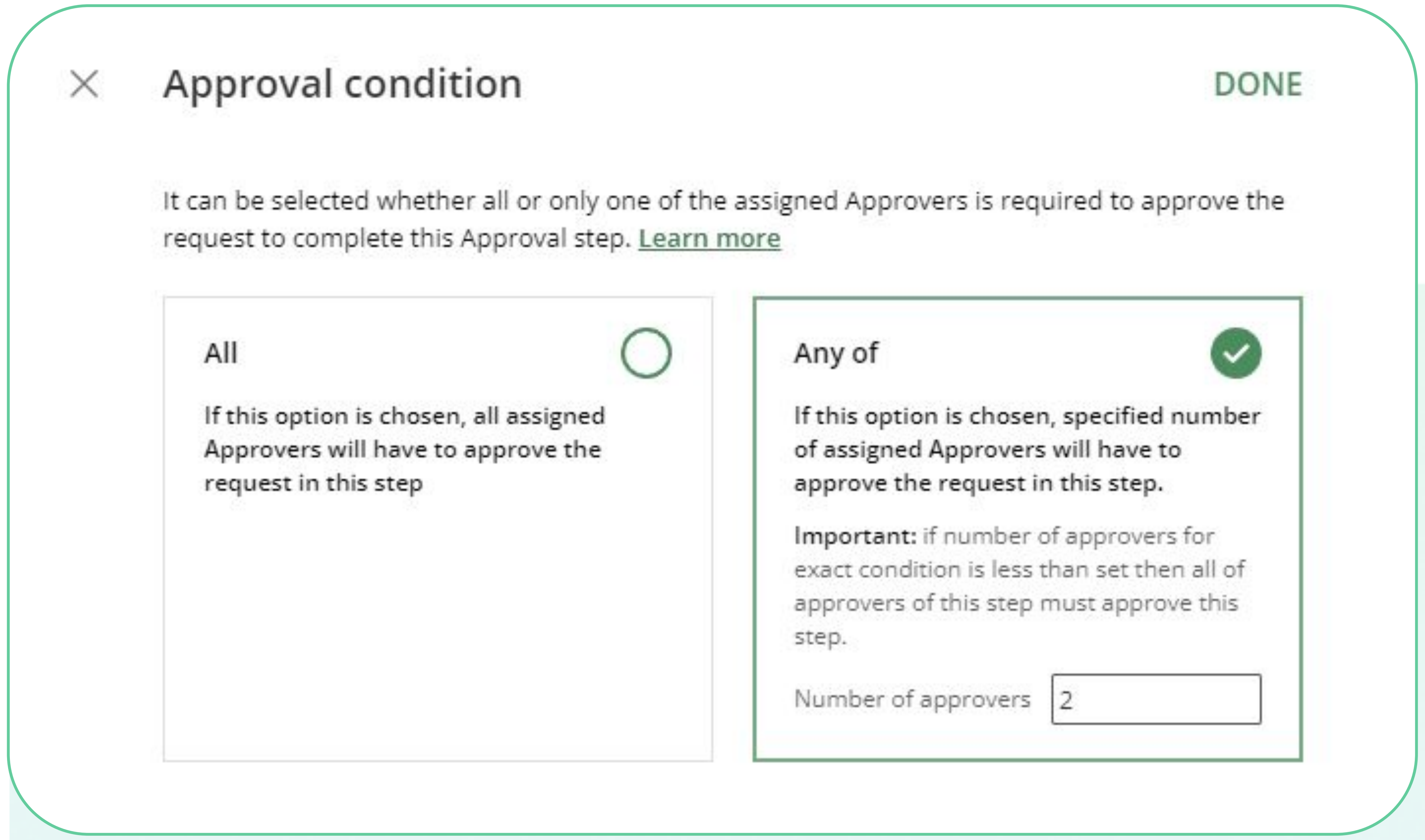
Each approval step can have multiple Approvers, and you specify how requests should be handled.

You can choose between two approval conditions:

All and Any of. They determine how many of the Approvers are required to complete the step — either all or a certain number of the assigned Approvers.

All is the default condition. When you add a new step, the approval condition will be set to All.

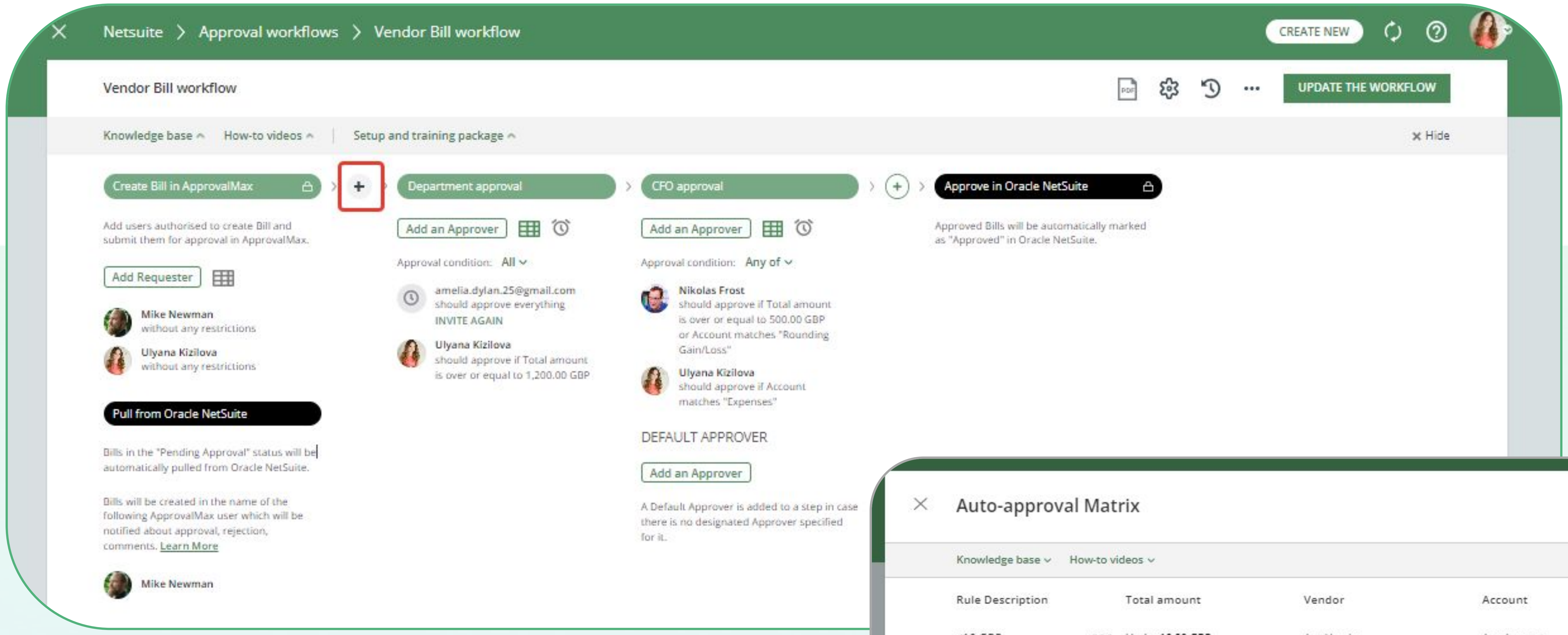
Example: if you need just two of your department managers to approve, add all your managers to this step and change the approval condition to *Any of*, then specify the number of required approval decisions (2). As soon as any two of the assigned managers approve, the approval step will be completed.

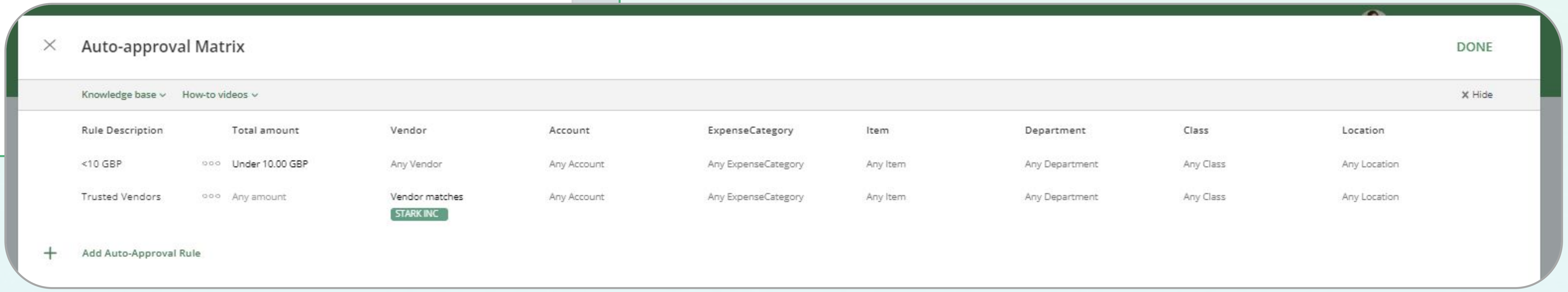


Auto-approval step

The Auto-approval step is an additional first step in workflows, where you can enter conditions for the automated approval of requests regardless of any rules specified in other approval steps or workflow settings.

If a request meets the criteria stated in the Auto-approval step, it will be automatically approved right away.





Approval decision policy

If the same Approvers are in several steps, an Organisation's Administrator can decide whether they have to approve in every single step, or if the approval decision made in the first step is to be applied also to all other steps.

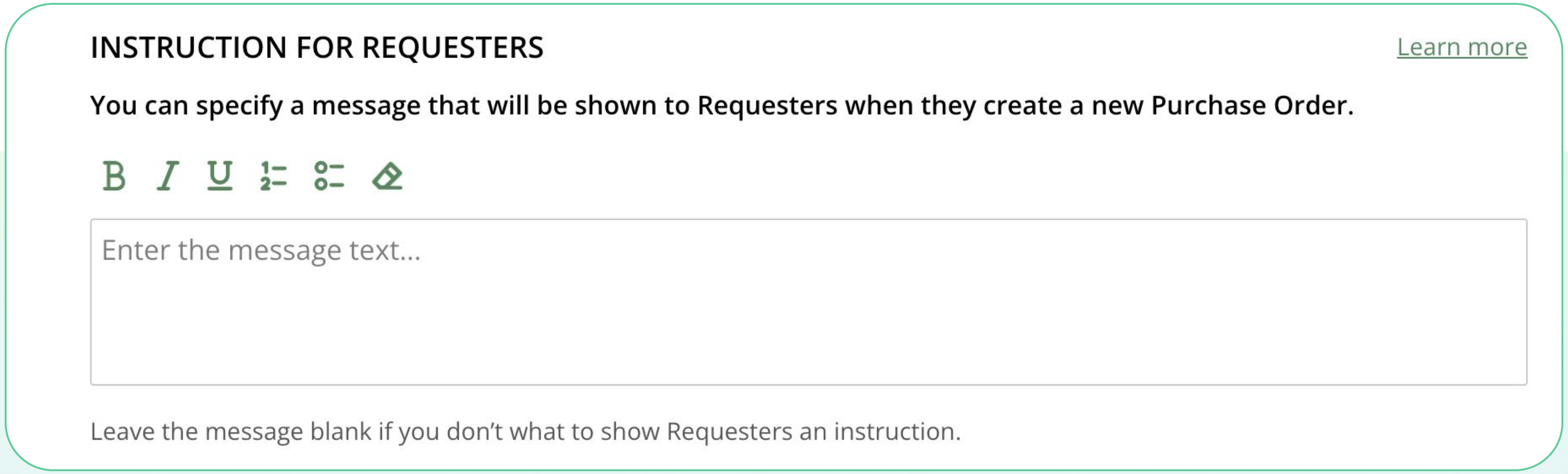
APPROVAL DECISION POLICY Learn more

If an Approver has been added to more than one step in the request and approves it, this approval should be applied to:

- ( ) All steps at once
- (•) Only to the current step

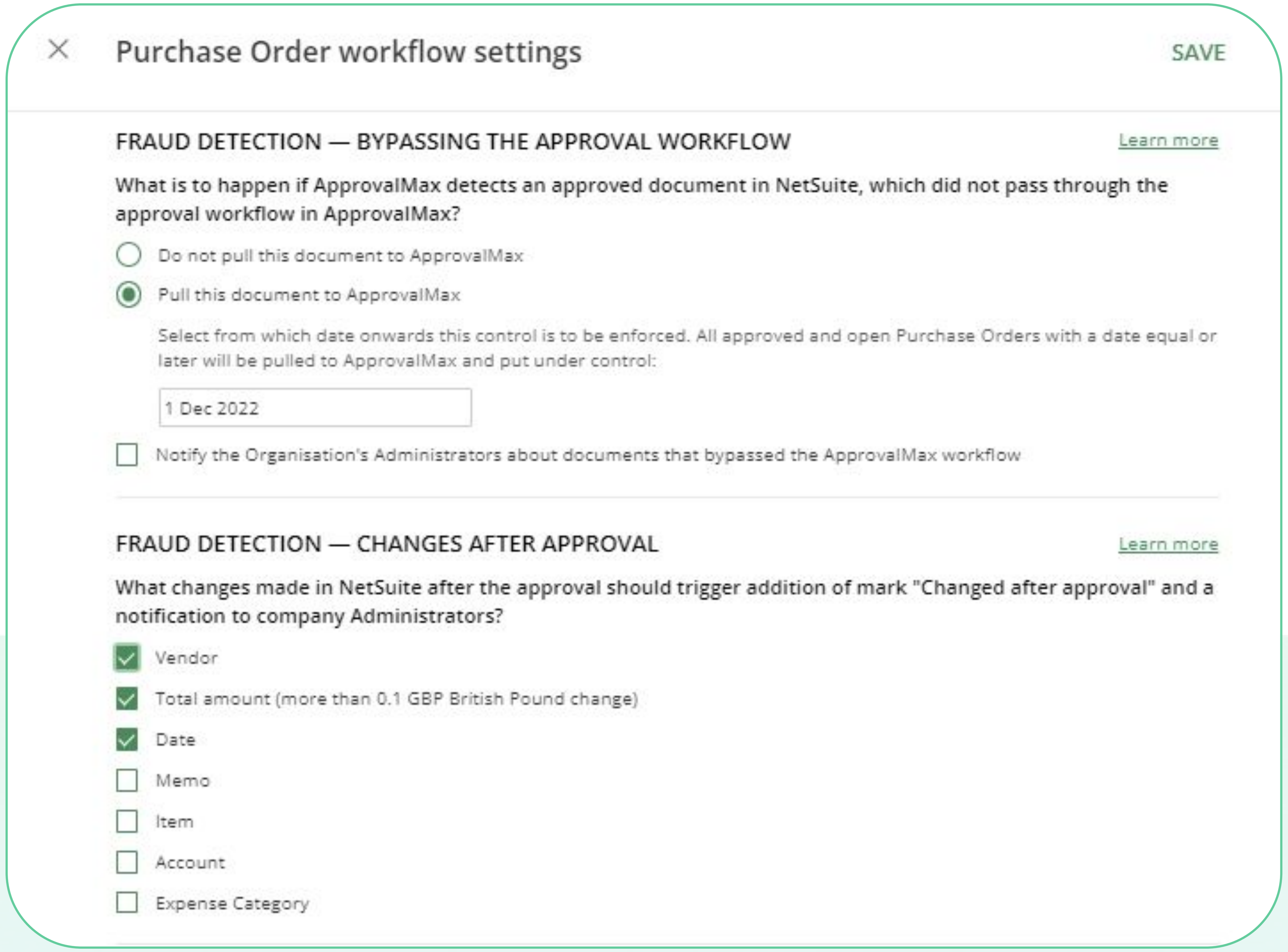
Instructions for Requesters

An Organisation's Administrator can provide a message that will be shown to Requesters during the creation of Purchase Orders / Bills.



Fraud detection

- ApprovalMax tracks the changes in a finance document in Oracle NetSuite that are made after its approval in ApprovalMax.
- Trackable changes include modifications regarding the vendor, amount, date, and others.
- The Administrator can manually select which criteria to be tracked for changes, and which should be ignored.

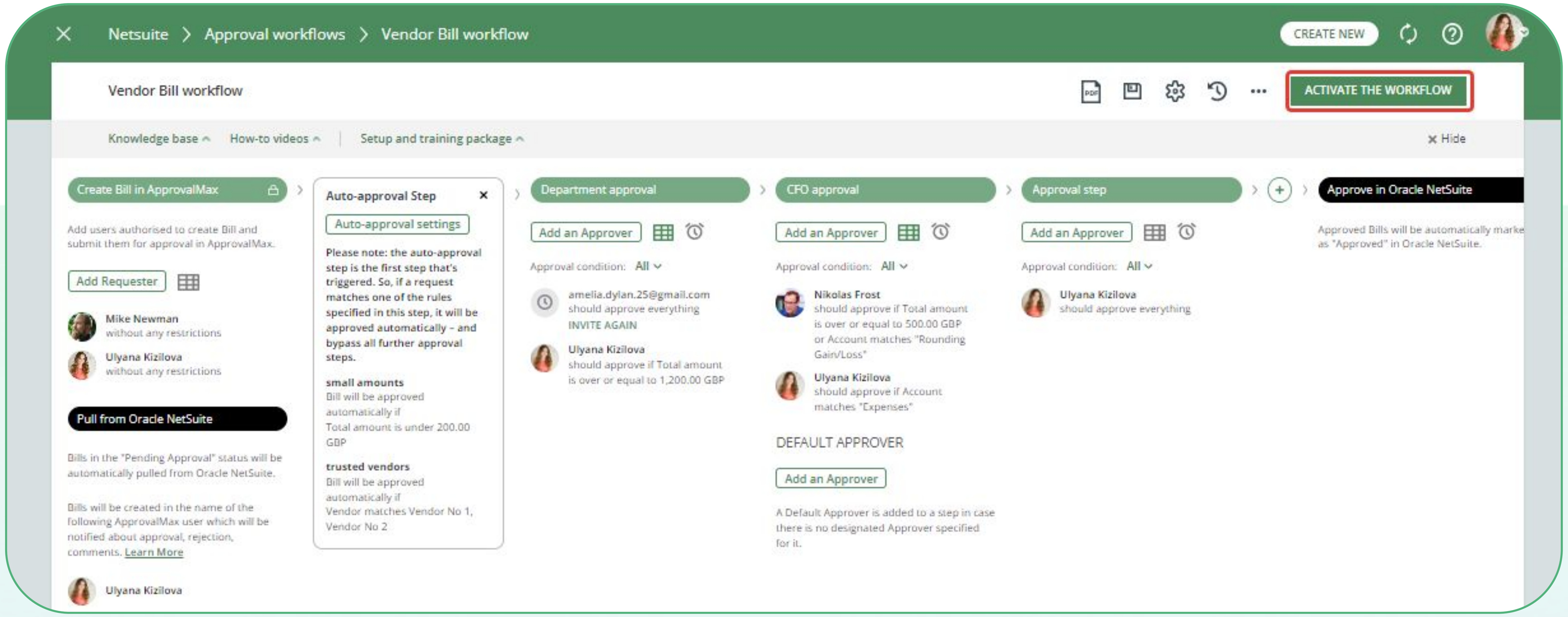


Activate a workflow

After configuring your approval workflow, click on ACTIVATE THE WORKFLOW in the top right-hand corner of the approval workflow screen.

If you need to modify, open the approval workflow again and make the changes, then click on Update.

Please note: if you want the newly made changes to apply also to requests that are already being processed, use the Restart option to start all running approval workflows anew.



Workflow version history

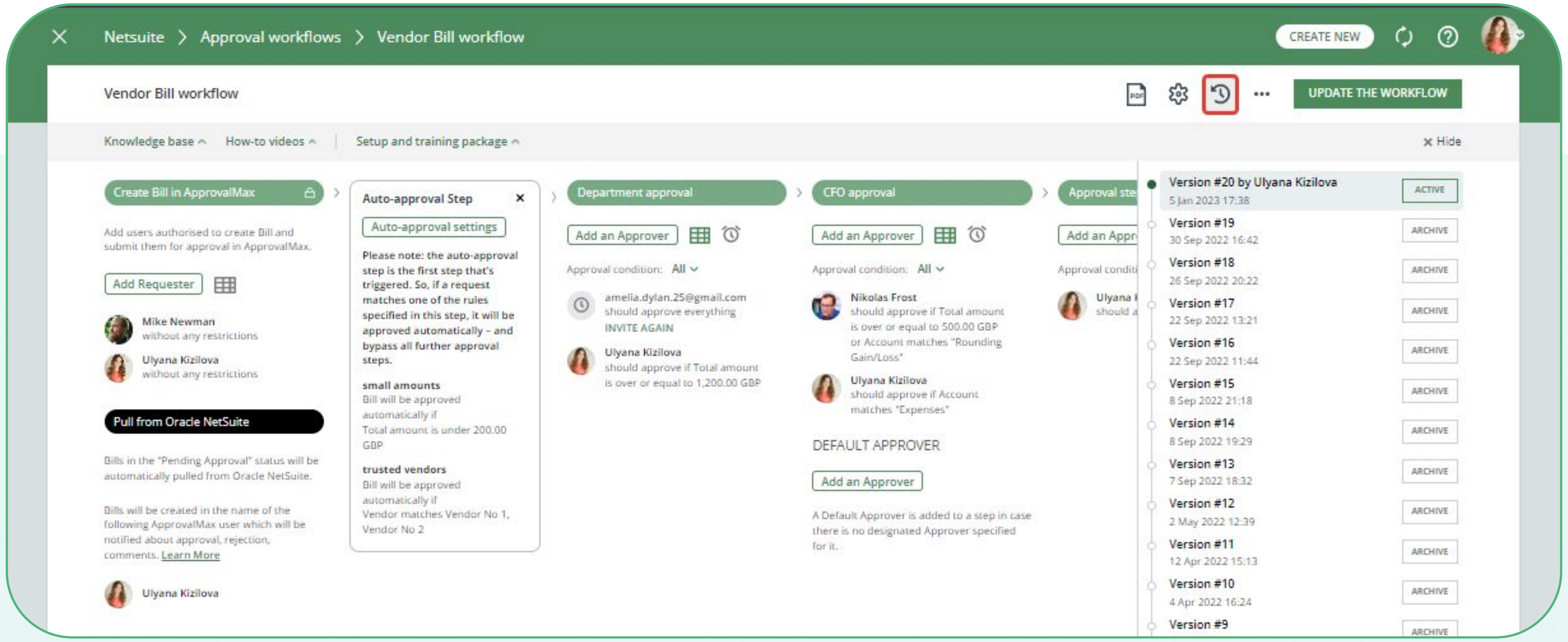
Every workflow version has the following data:

- Author
- Creation date
- Version #

By clicking on the clock button, a list of workflow archive versions is shown:

Click on the archived version to see the workflow before the last changes were made.

The workflow's working version is shown at the top of the list and marked as Active.

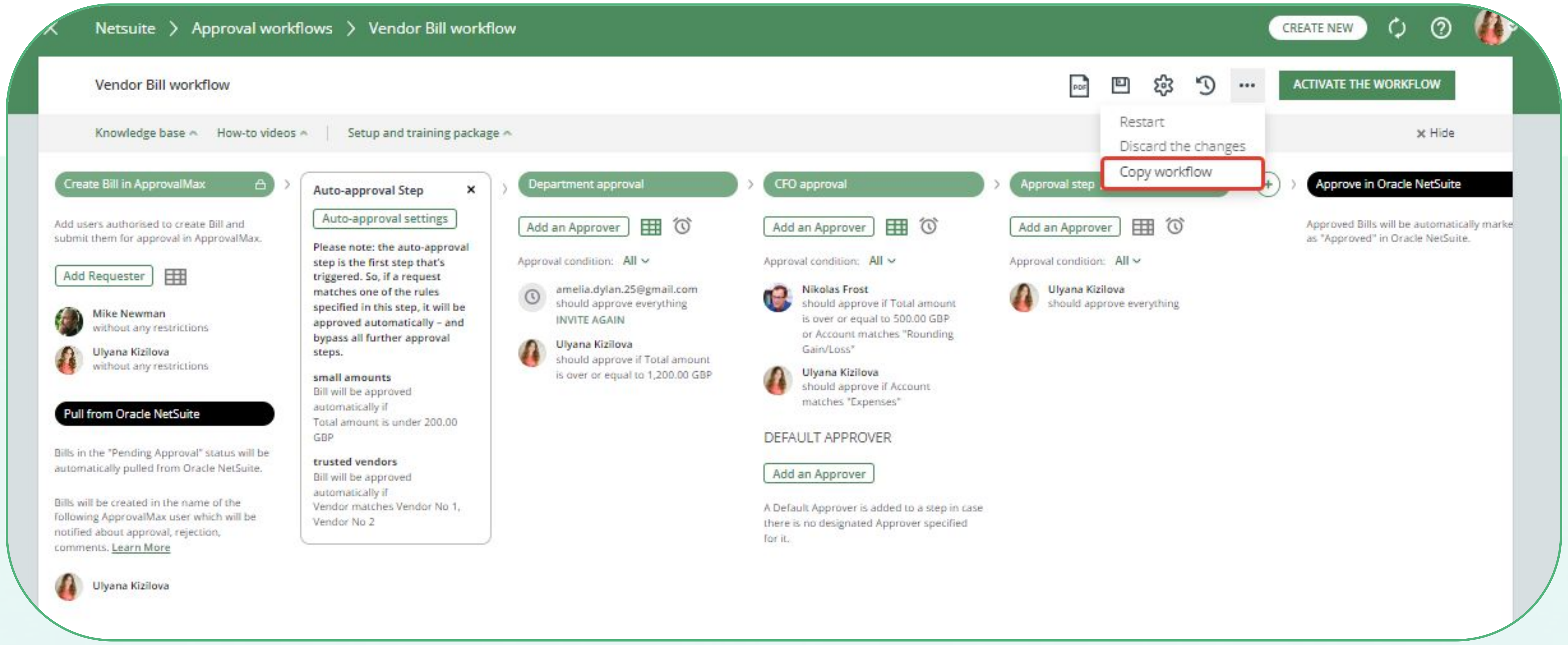


Copy workflows

ApprovalMax supports a tool that allows an Organisation's Administrator / Account Owner to copy a workflow setup between different workflow types in the same Organisation and between different Organisations under the same account.

The Copy Workflow tool helps to reduce the time needed for the workflow setup and allows to roll out additional Organisations / workflows faster.

Please note: the whole workflow setup gets copied from the original workflow to the target workflow and overwrites it. These changes cannot be revoked.

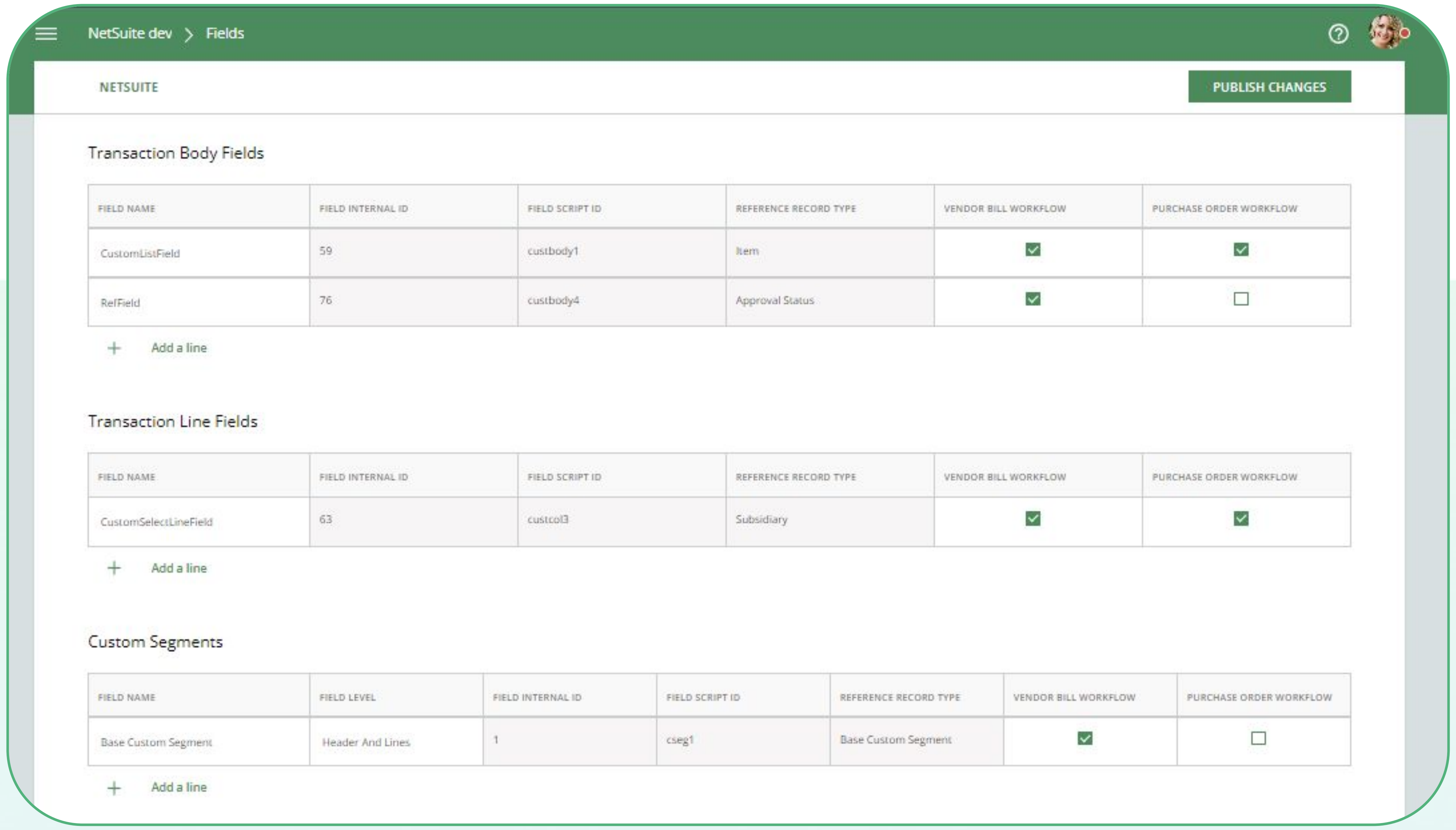


Custom fields

To extend the standard transactional data model with the specific attributes, ApprovalMax supports these NetSuite custom fields:

- Transaction Body Fields - custom fields on header level.
- Transaction Column Fields - custom columns on the line level.
- Custom Segments - custom fields on header or line level, which are exposed in reporting.

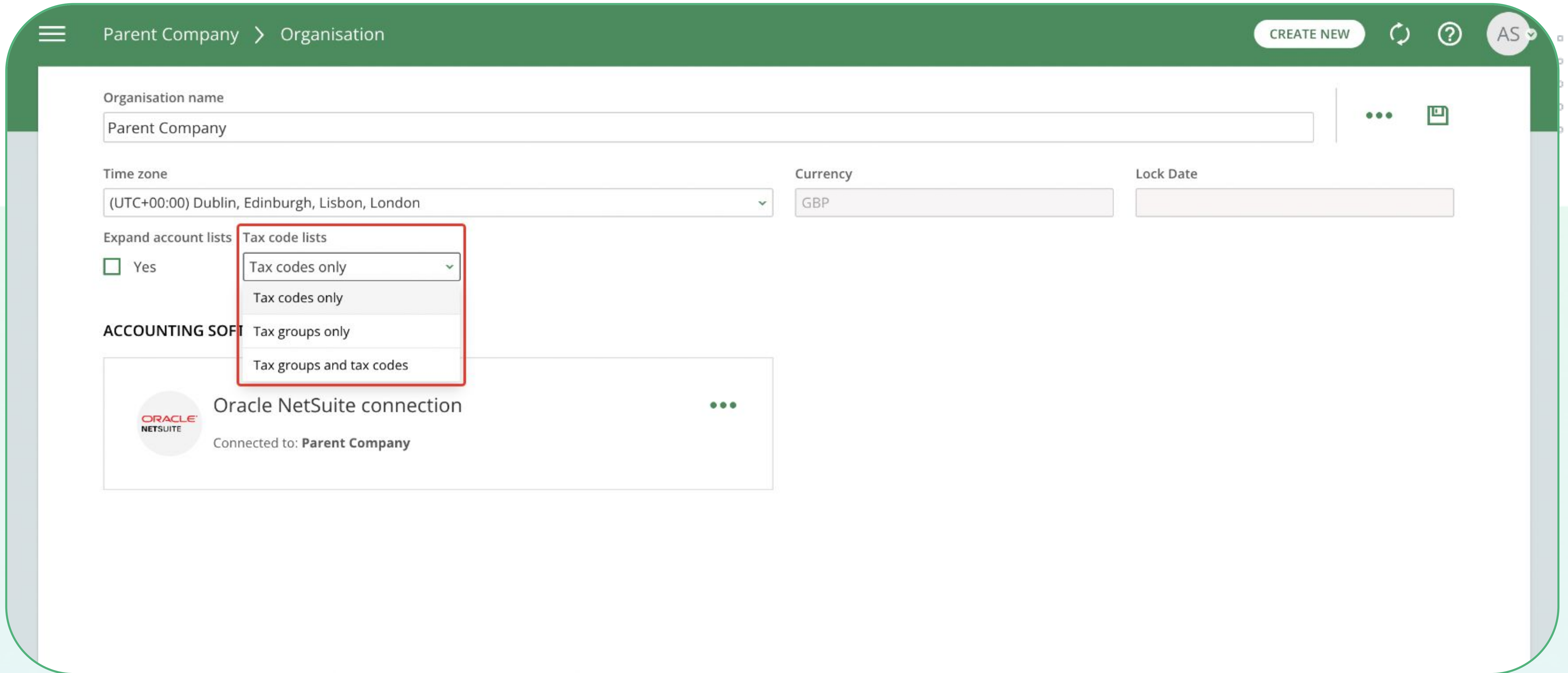
The Organisation Administrator can customise fields in the main menu under Workflows and Settings, in the Fields section.



Organisation settings: Tax code lists

ApprovalMax supports the NetSuite TAX CODE LISTS INCLUDE setting, which controls the values shown in the tax codes drop-down fields for lines: Tax Codes Only / Tax Groups Only / Tax Groups and Tax Codes.

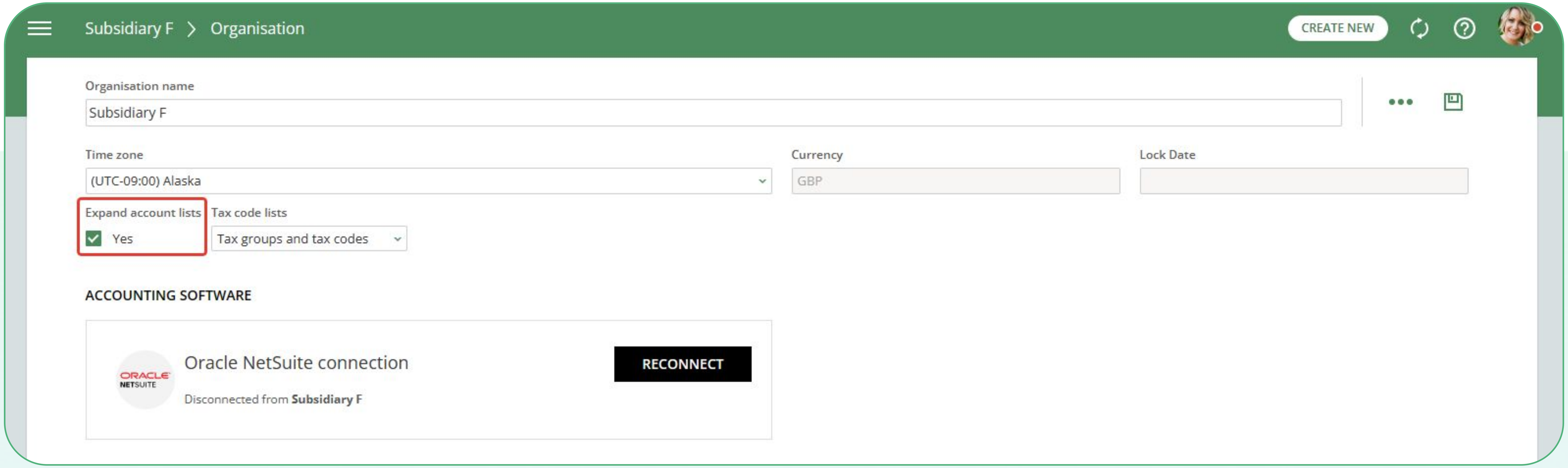
- With "Tax codes only" selected, ApprovalMax shows only tax codes in the tax drop-down field
- With "Tax groups only" selected, ApprovalMax shows only tax groups in the tax drop-down field
- With "Tax groups and tax codes" selected, ApprovalMax shows both tax codes and tax groups in the tax drop-down field



Organisation settings: Expand accounts lists

ApprovalMax supports the NetSuite EXPAND ACCOUNTS LISTS setting, which increases the number of accounts for selection due to more account types becoming available.

When this option is disabled, ApprovalMax shows in the account fields only the accounts Expense / Other Expense / Deferred Expense.
Tick the checkbox for Expand Account Lists if you want ApprovalMax also to show accounts such as Fixed Assets, Credit Card, Cost of Goods Sold, and others.

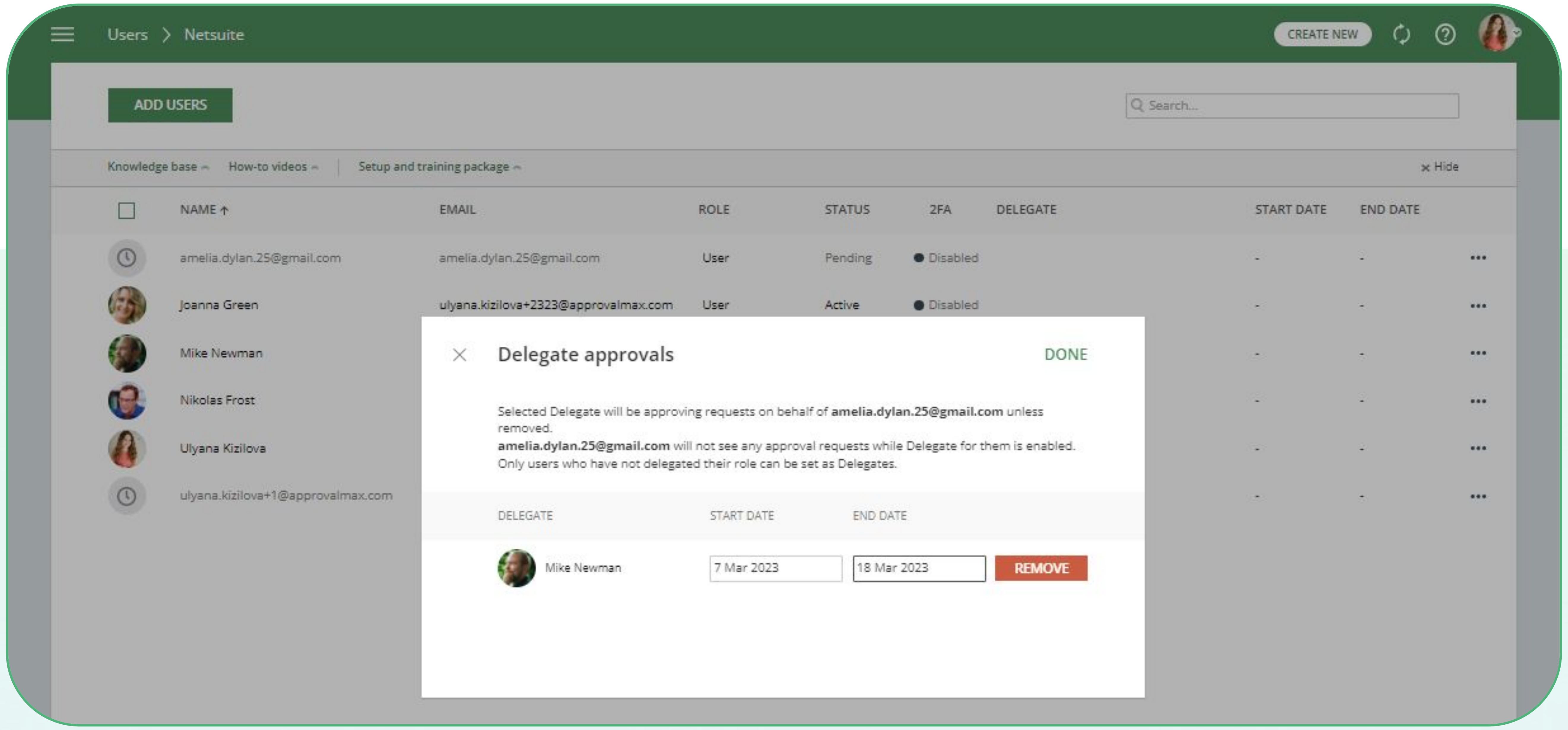


Date range for Out-of-Office

If an Approver goes on holiday, the Administrator can set a Delegate for that person on the Users page ***(Organisation > Workflows and settings > Users).***

In this case, all approval requests intended for this Approver will be sent to the Delegate.

It's possible to specify a date range for the delegation of approvals. If an End Date is stated, the out-of-office period will be disabled accordingly.



Create and run reports

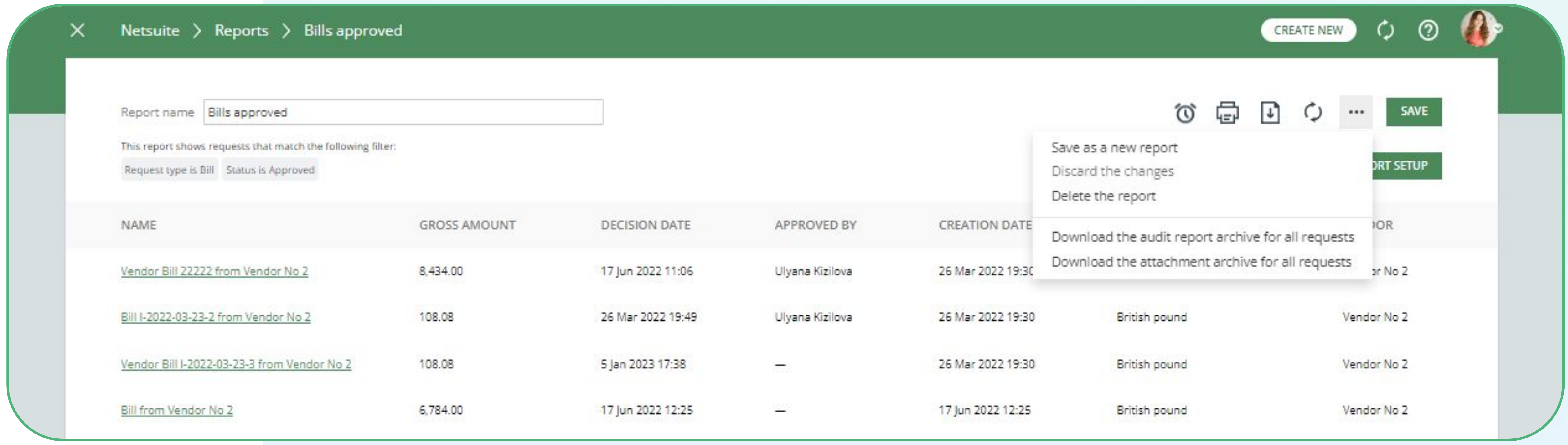
ApprovalMax provides 1 out-of-the-box report:

- Bills approved

This out-of-the-box report can be adjusted as needed; new reports can be generated by setting the respective filters.

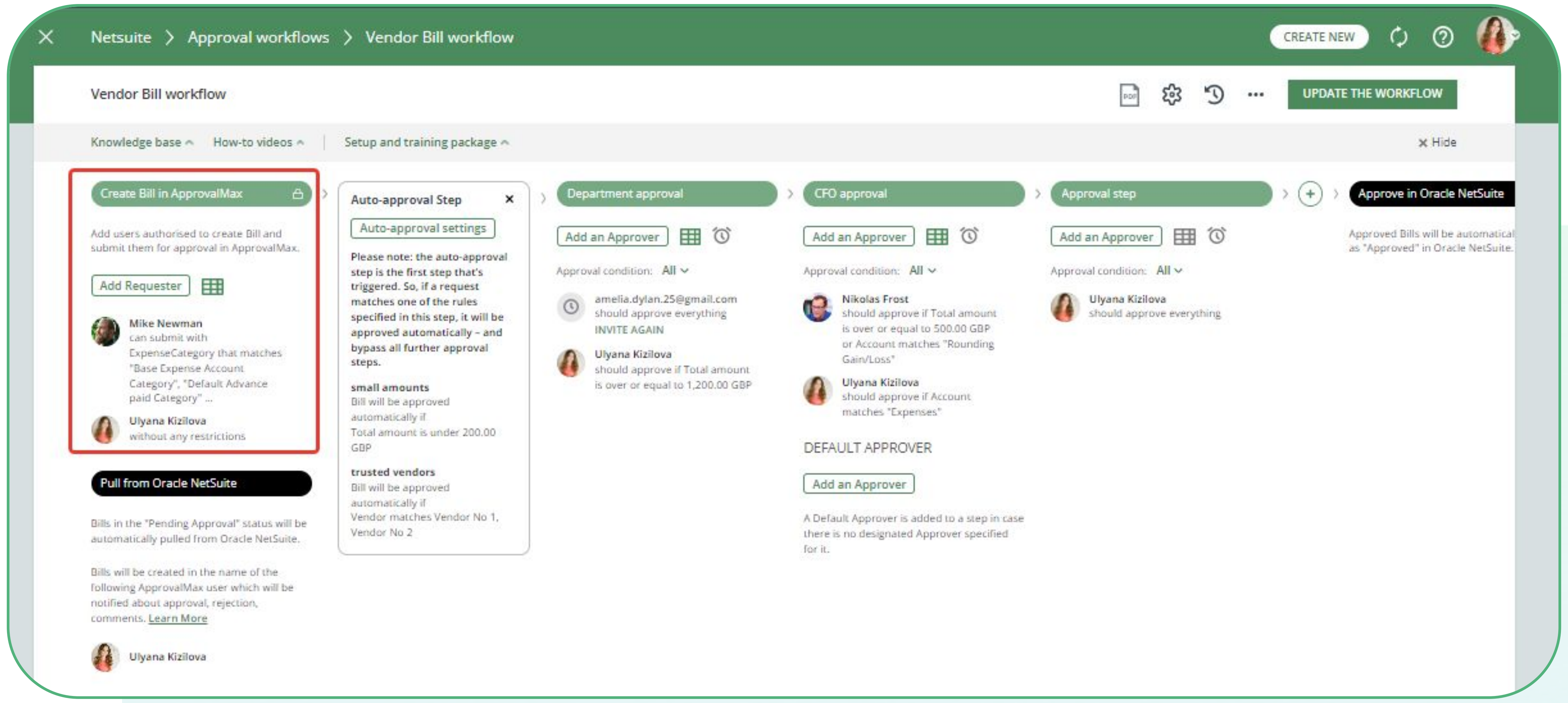
An archive with the audit reports for all requests can be downloaded as well as the attachment archive for all requests.

Note: that the option for downloading the attachment archive for all requests is available under the beta key. If you are interested in enabling this beta feature for your ApprovalMax Organisation, please contact us.



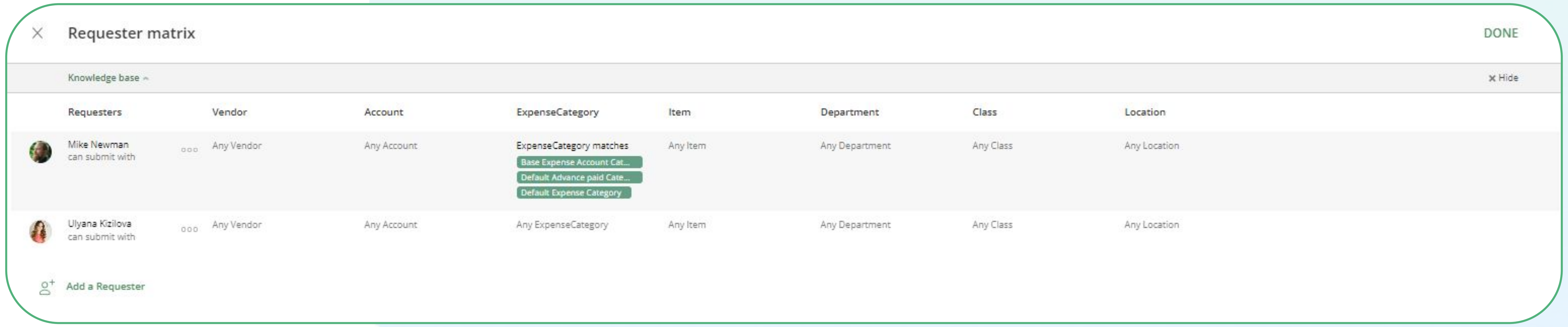
Restricted rights for Requesters

To make sure that only designated data is visible during Purchase Order / Bill creation, you can configure individual access rights for Requesters.



Restrictions can be put in place regarding:

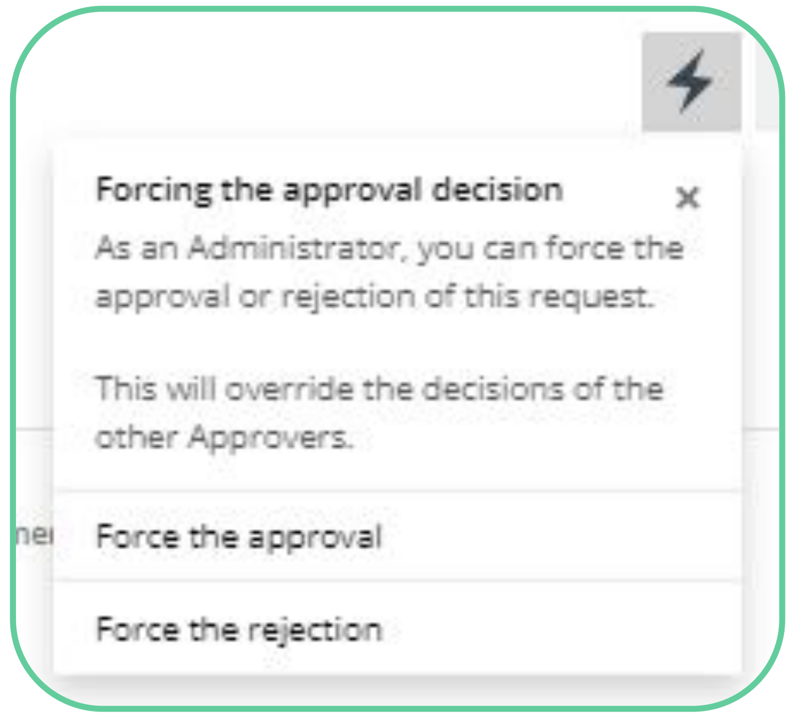
- Vendor
- Account
- ExpenseCategory
- Item
- Department
- Location
- Class

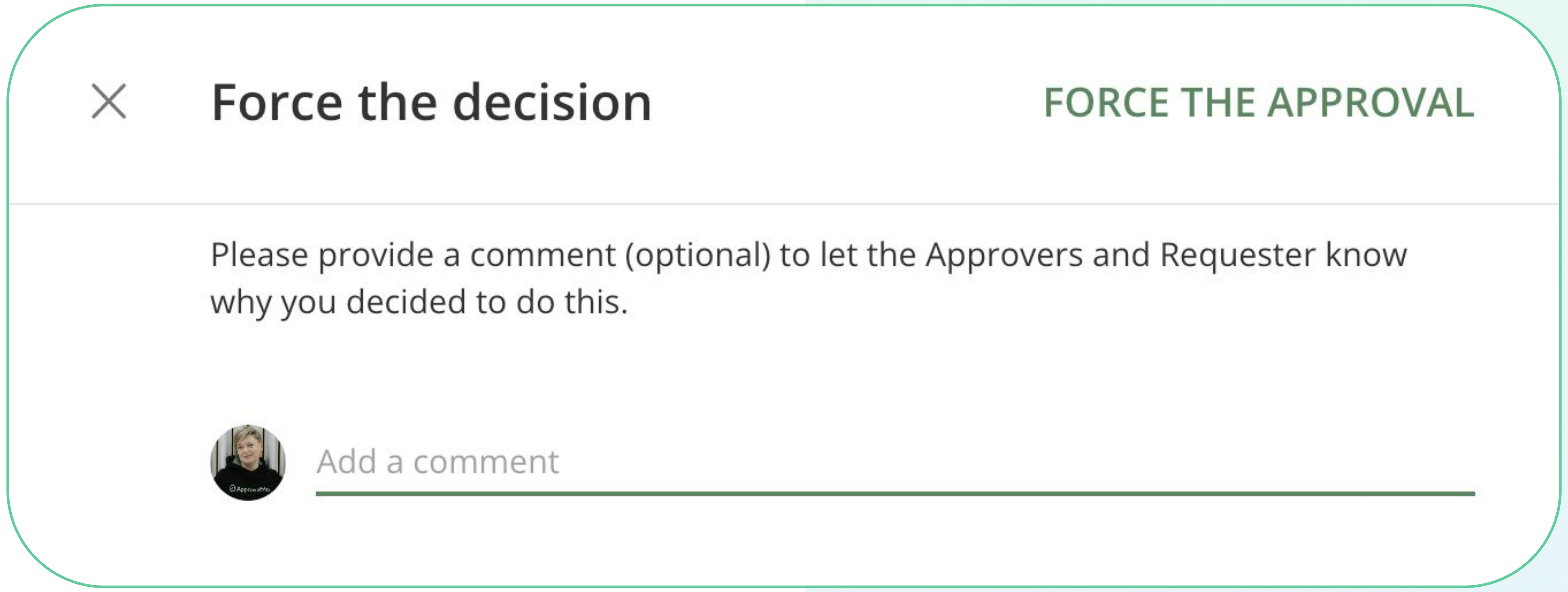


Forced decision

ApprovalMax provides Administrators with the capability to force approval / rejection decisions.

In the Force the Decision dialogue window, the Administrator can leave an explanatory comment for Approvers and Requester.





If you have questions, please refer to our **Knowledge Base** or fill in the **form**

For support queries, please contact us