ApprovalMax

xero

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 inside the account.

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. They also have a list of the users invited in the given organization.

Please note: ApprovalMax Organisations are linked 1-on-1 to Organisations in Xero.

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

Roles on account level

Account Owners have comprehensive rights and can manage subscriptions as well as 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 / Reviewer.

Roles on a workflow level

Requesters are authorised by the Administrator to raise requests during Purchase Order / Bill / Contact / Batch Payment creation. For the corresponding workflows, Requester rights can be granted based on parameters such as supplier, account, tracking category, and others. Apart from raising them, Requesters can also make changes or cancel their requests, and mark their Purchase Orders as Billed. 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 review and then 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 the given workflow. They are allowed to add other Approvers from their Organisation to the request as well as remove those that have previously been added. Note that it is only possible for the steps where the Approver is eligible for approval.

Reviewers - Approvers with Review & Coding rights are allowed to revise Bills before their approval; this includes editing tracking categories and accounts as well as splitting line items.

Workflows

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

There are two types of workflows in ApprovalMax:

- **Connected workflows** are connected to Xero and enable the routing of approval requests for finance documents kept in Xero.
- **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 Xero include:

- Purchase Order workflow
- Bill workflow
- AP Credit Note workflow
- Sales Invoice workflow
- AR Credit Note workflow
- Batch Payment workflow
- Contact workflow

Single sign up with Xero

You can use your Xero account for signing up with ApprovalMax. With the single-sign-up procedure, ApprovalMax will automatically connect to your Xero account and will also automatically create your connected Xero Organisation.

This is the fastest and easiest way for Xero users to create a new account with a new trial Organisation in ApprovalMax.

In case your Xero Organisation is already in use with ApprovalMax, or if you deny access to it, you'd fall back on the manual setup for your trial.

1

Request free trial on our website

2

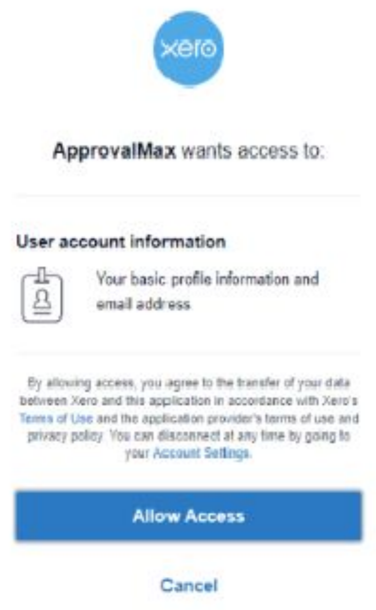
Don't enter your email address but select the option to sign up with Xero.

3

Log into your Xero account

4

Confirm access to Xero for ApprovalMax



Single sign-on with Google

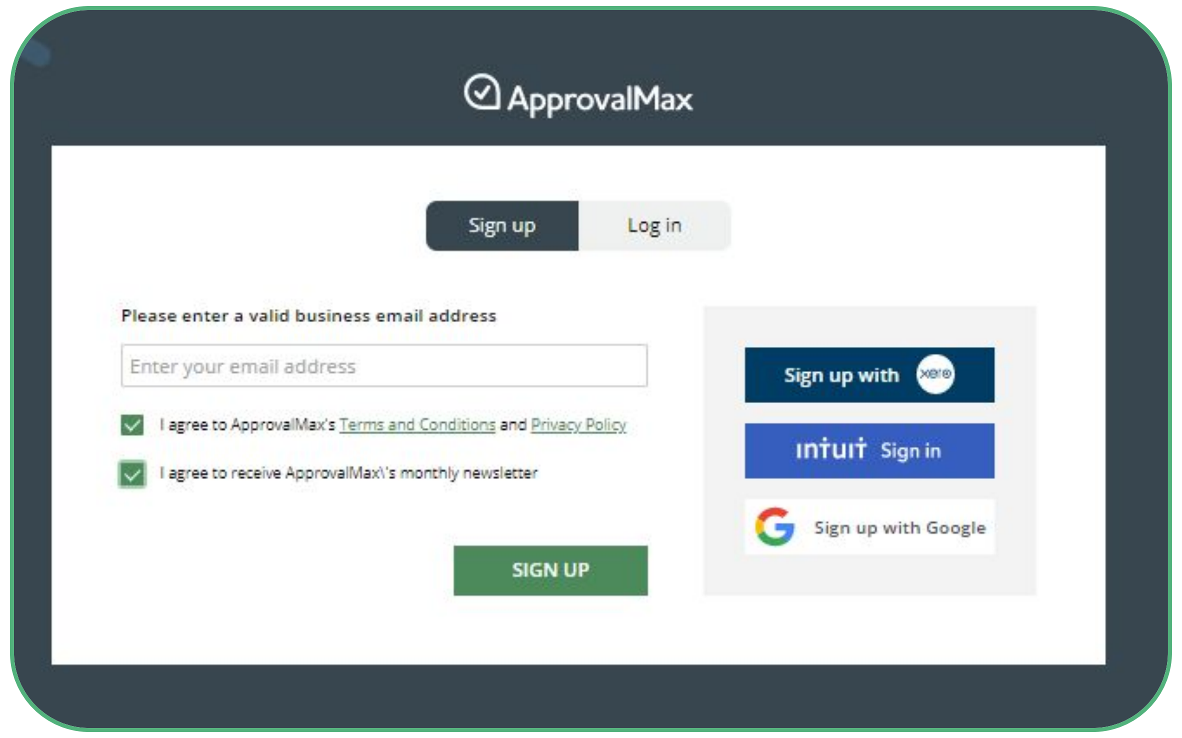
One more option to sign up instead of using your Xero account would using your Google account. When you click on start a trial on our website, select the option to sign up with Google.

1

Request your trial on our website

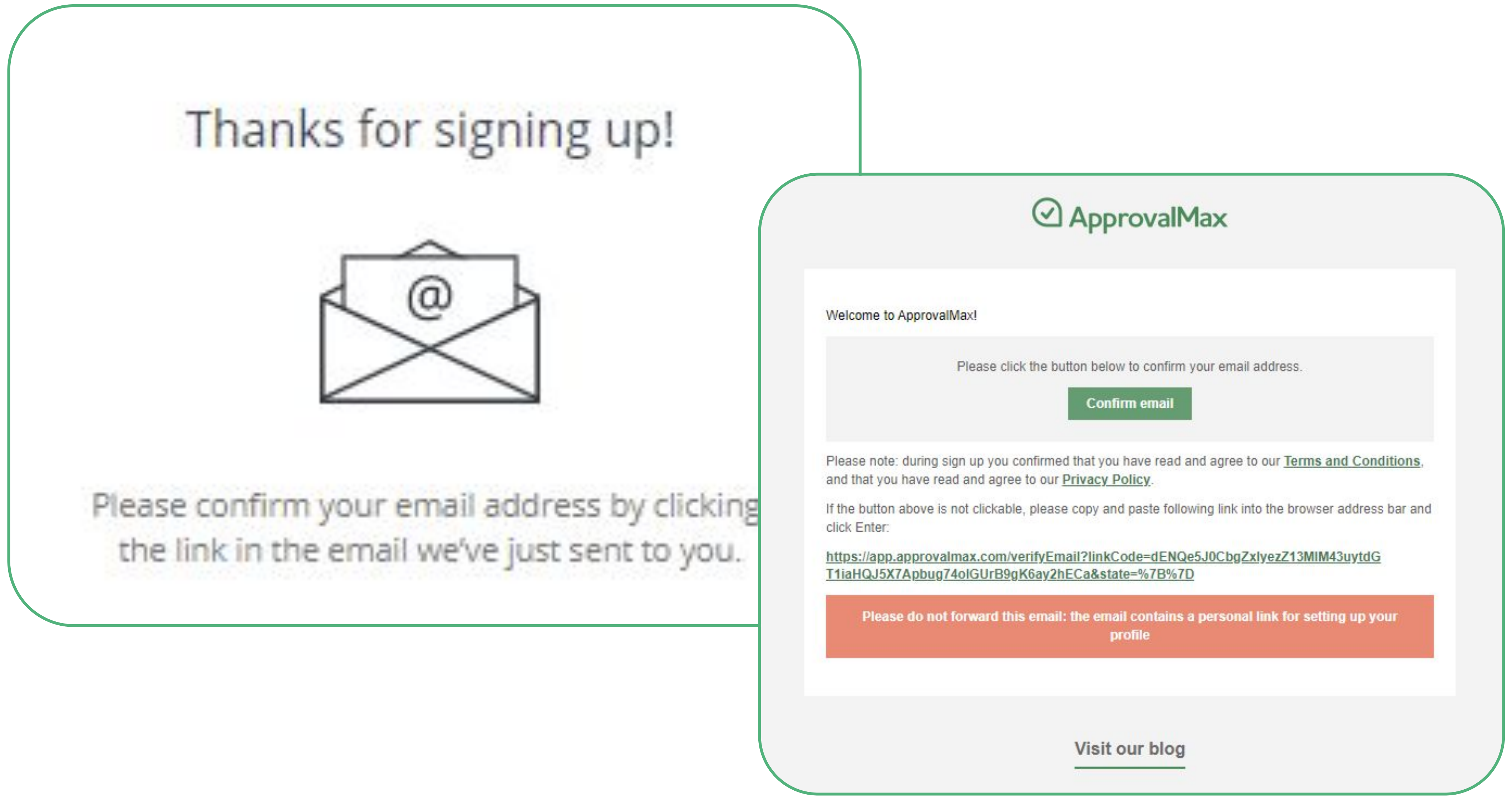
2

Enter your email address



3

Check the confirmation email and confirm your email address

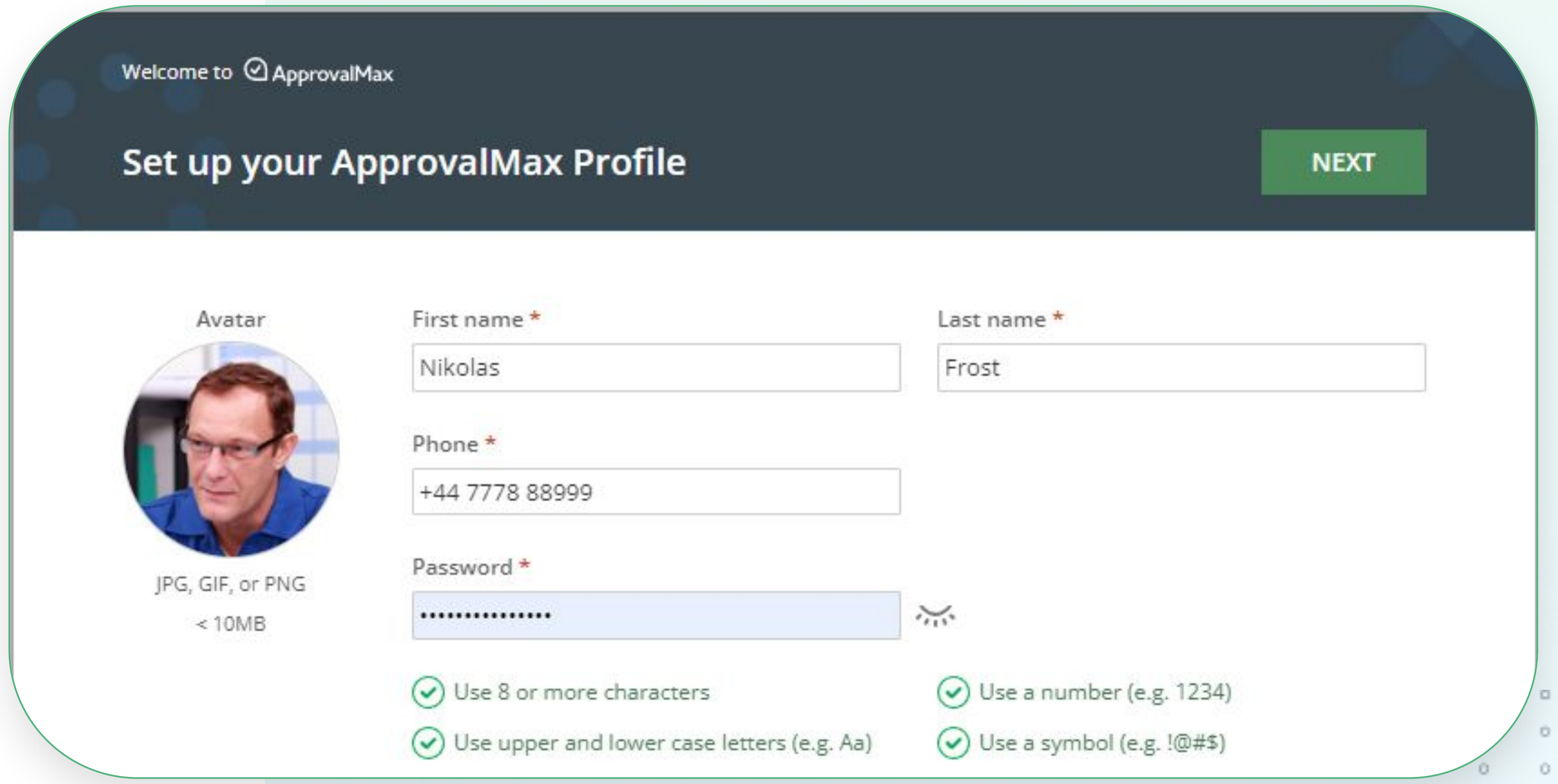


Set up your profile

4

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. !@#$)
- Different from your other passwords



Create or join an Organisation

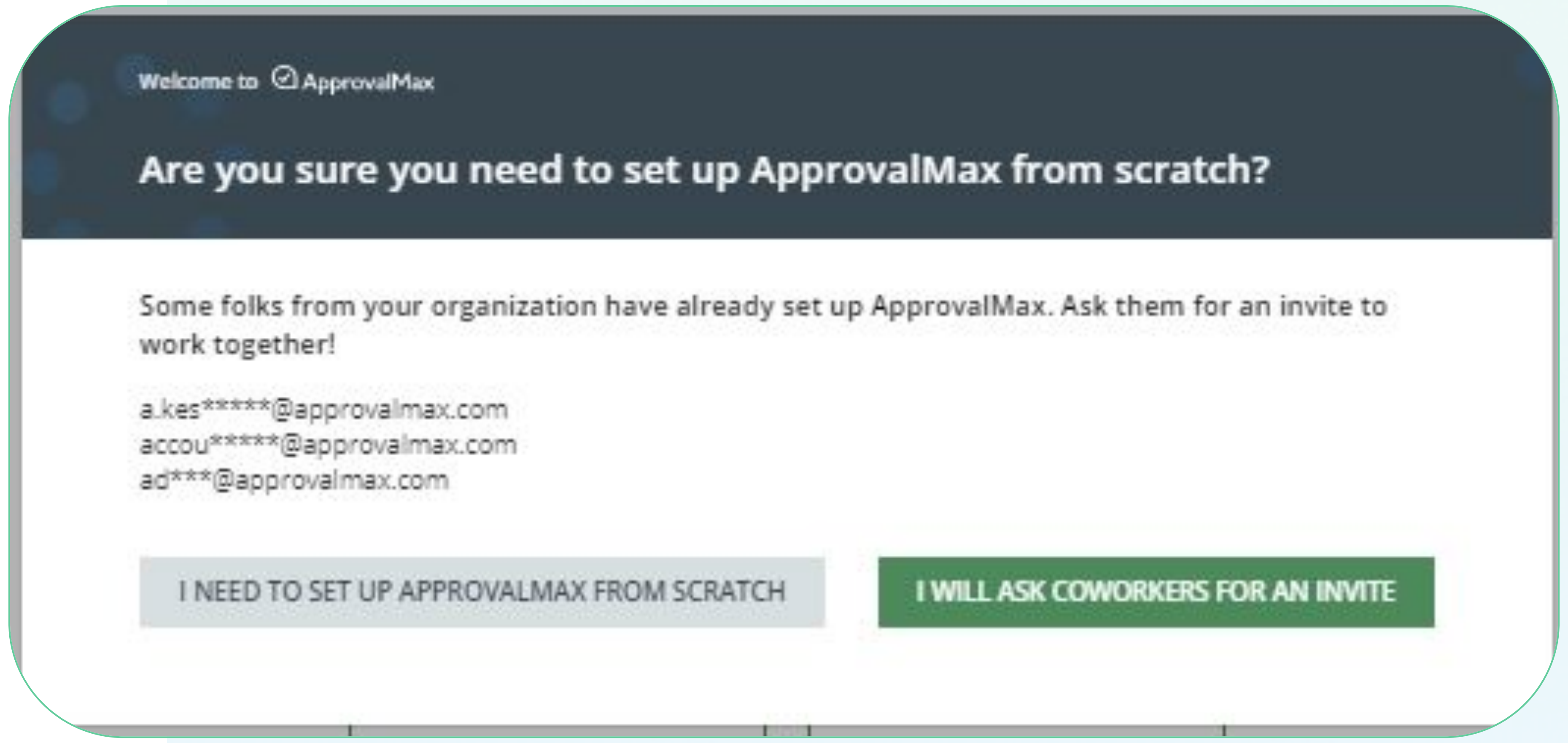
5

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 Organisations in Xero.

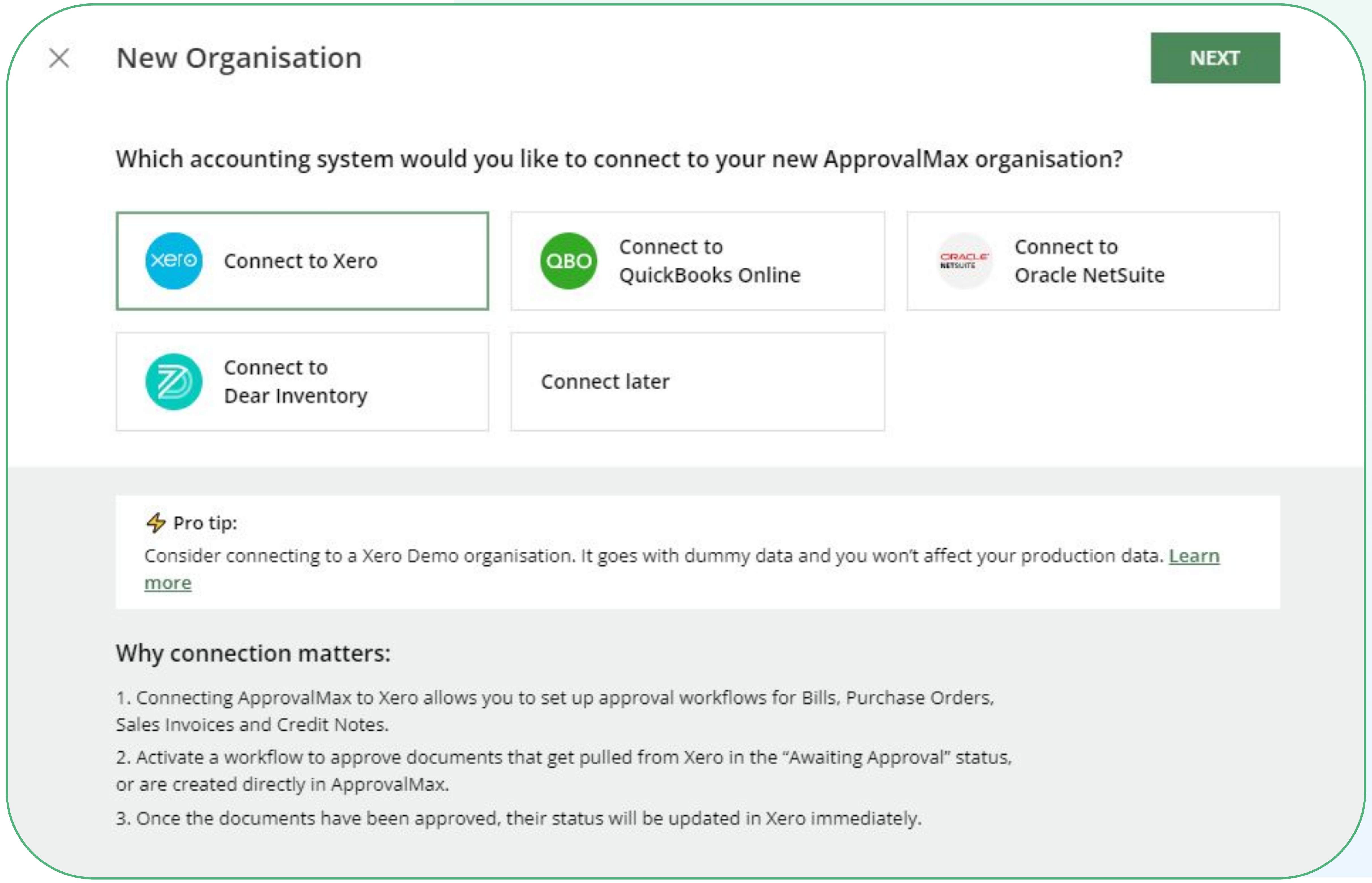


Connect to Xero

6

When you create an Organisation, it is best to enable its integration with Xero or to try ApprovalMax with Xero's Demo. This way, you can use connected workflows.

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

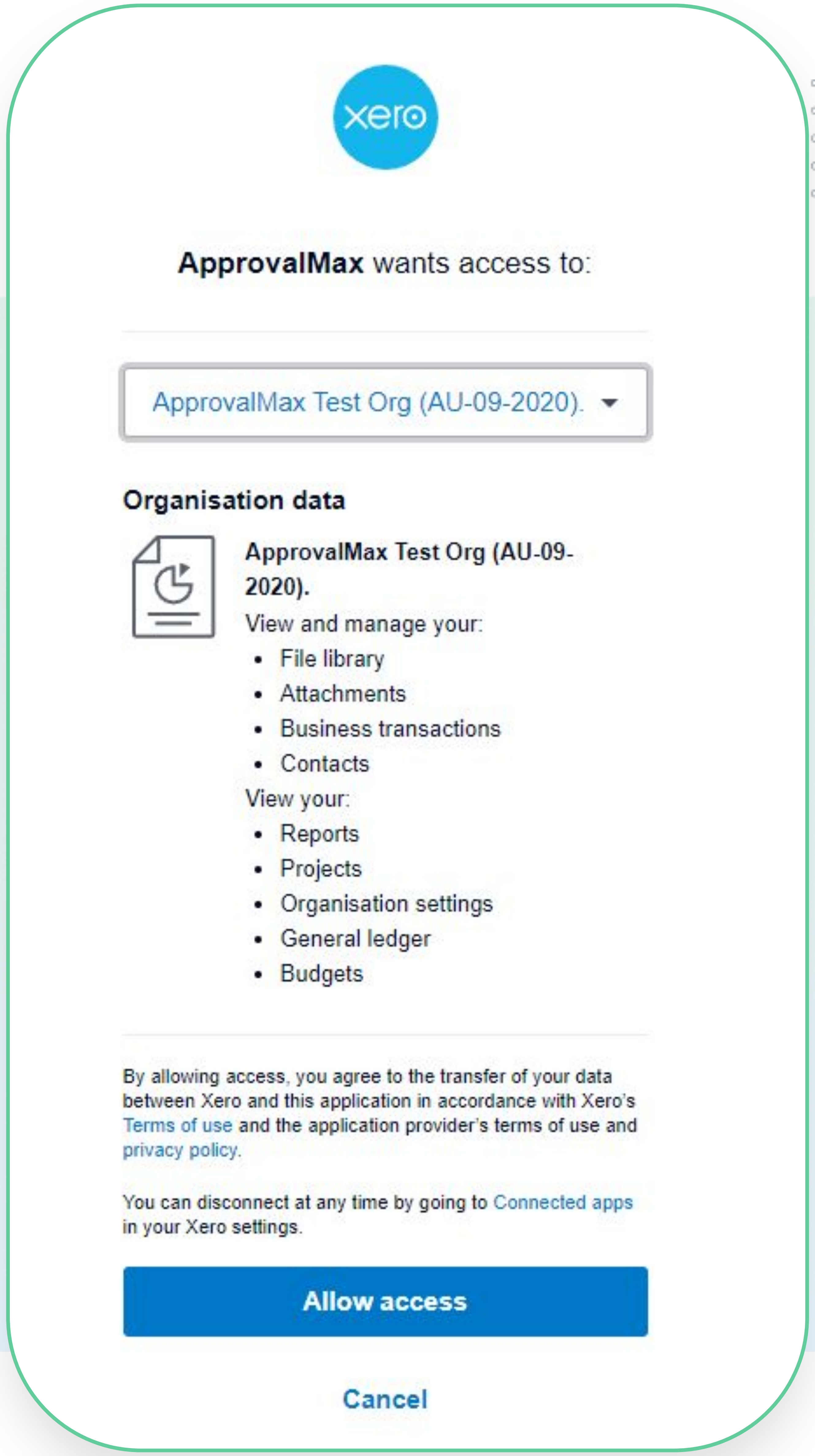


Connect to Xero

6.1

Select an Organisation for the integration.

Please note: an Organisation in ApprovalMax can be connected to only one Organisation in Xero.

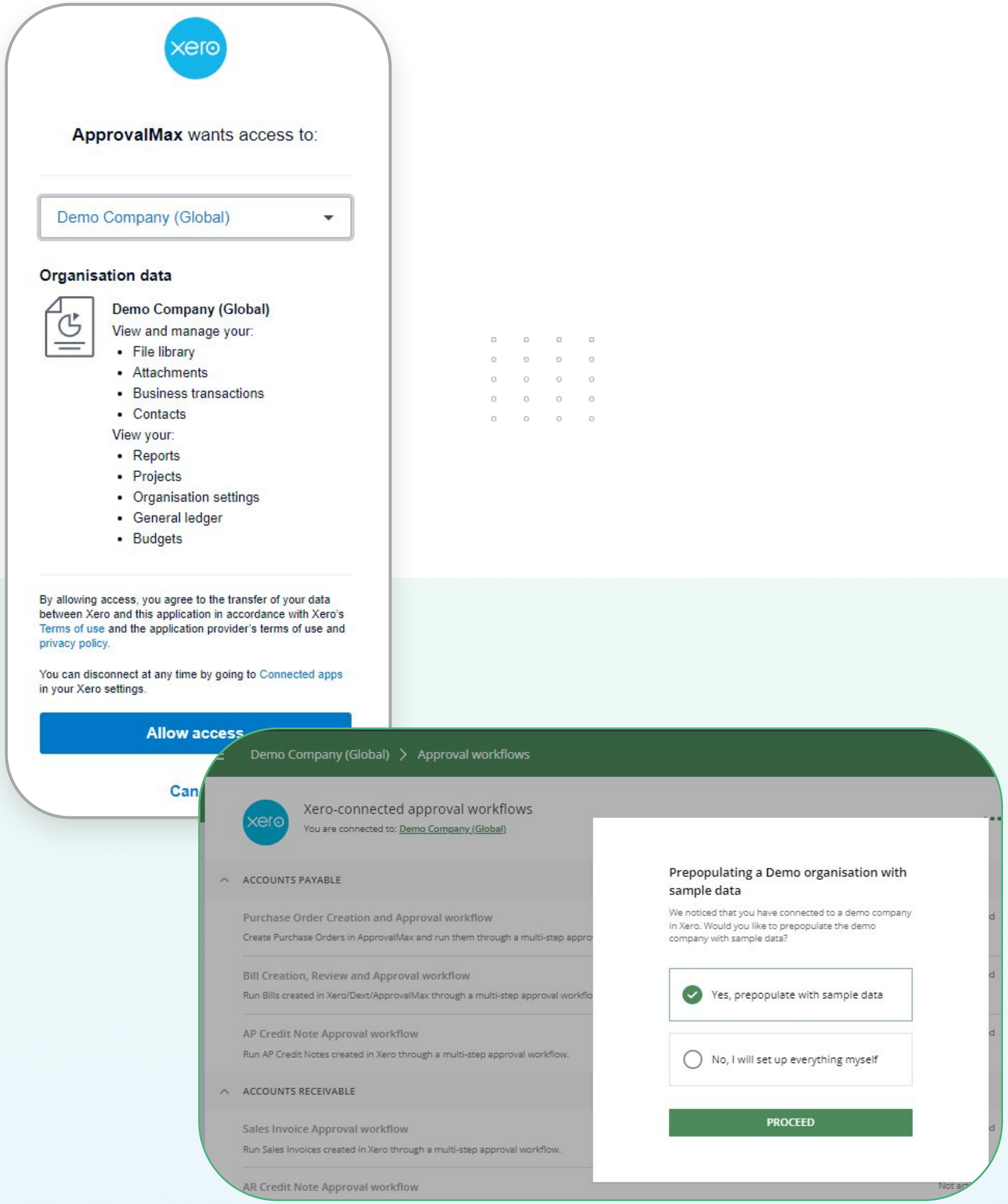


Connect to Xero

6.2

Select the Demo Company for the integration and choose the option “Yes, prepopulate the sample data” to use the predefined Xero data and try ApprovalMax without any risk to your own data or setting up your own Organisation.

Please note: an Organisation in ApprovalMax can be connected to only one Organisation in Xero.



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. But 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/Batch Payments/Contacts.

- To enable users as an 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.

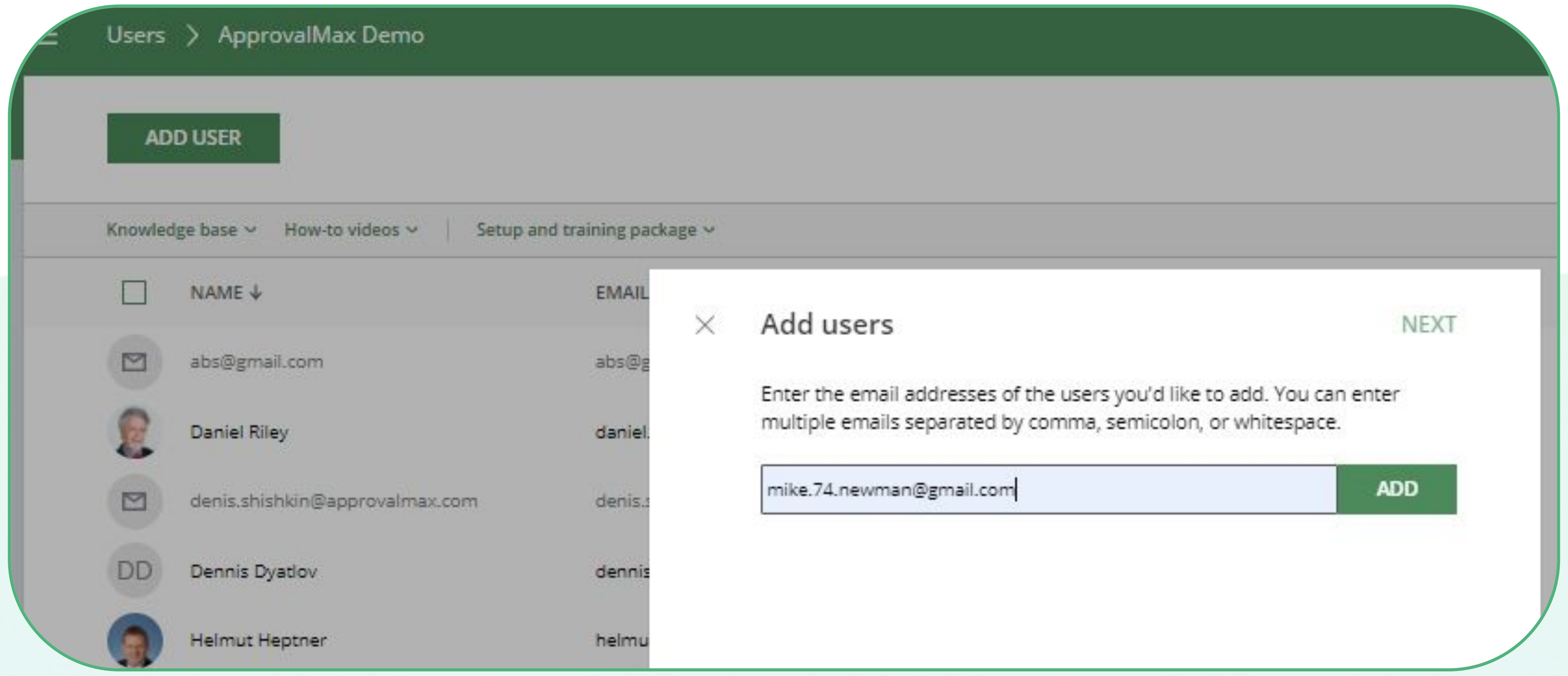
- **Please note:** invited users can start using ApprovalMax as part of an already existing Organisation. They are not to sign up on the ApprovalMax website as this would result in a new account and a new, disconnected Organisation.

Add a user on the Users page

1

Go to Organisation > Workflow and settings > Users.

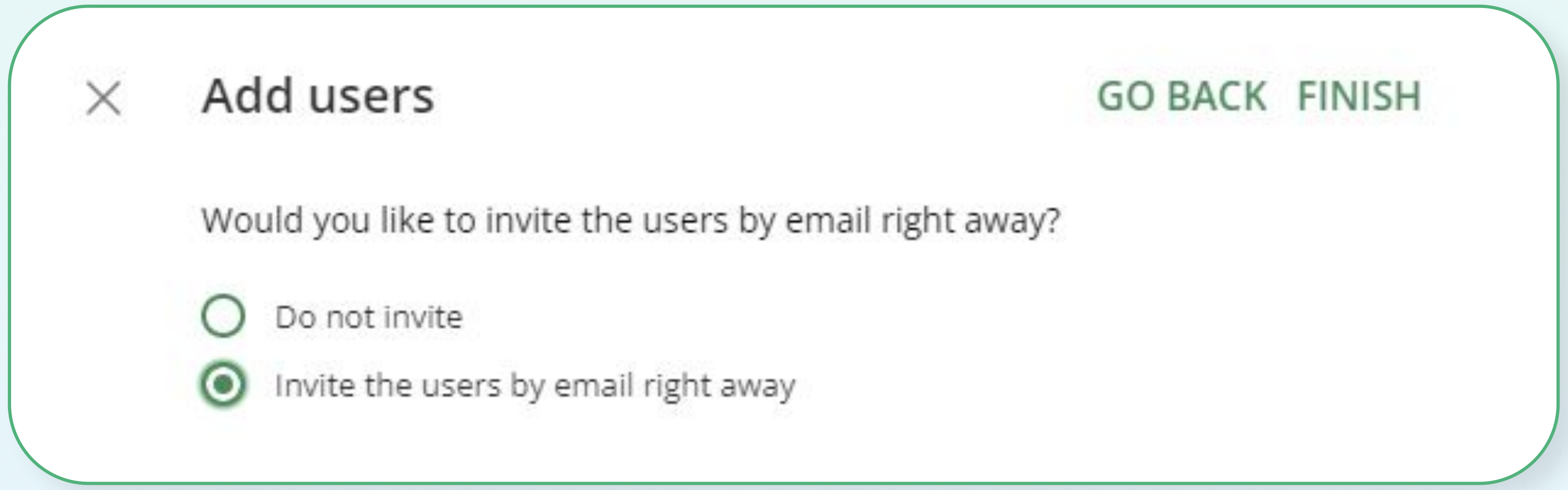
Enter the user's email address and click on ADD, then on NEXT.



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.

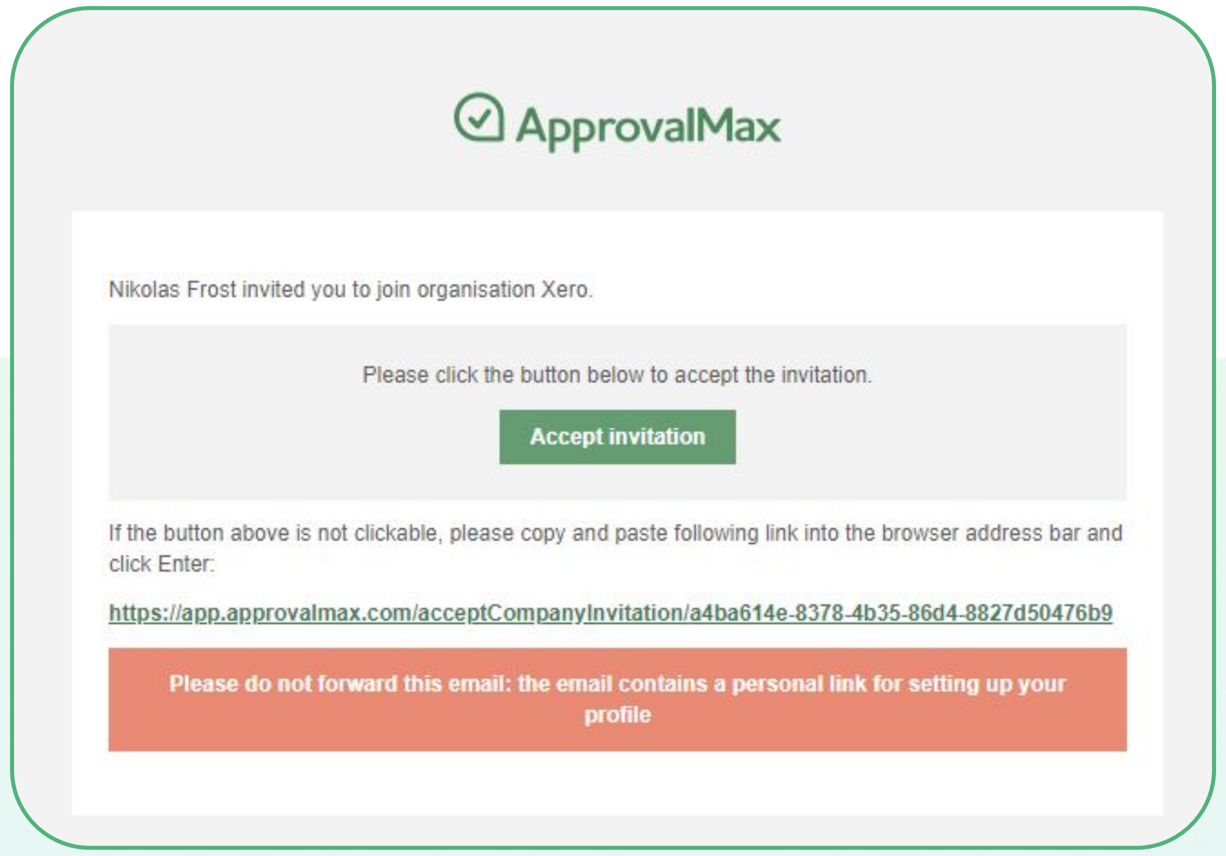


Add a user on the Users page

3

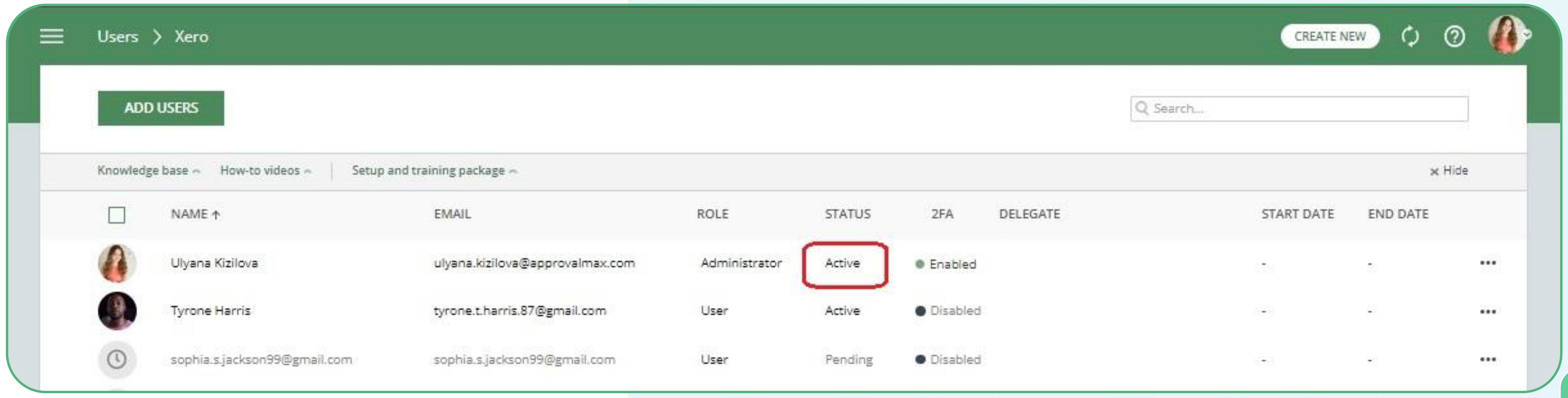
When users receive an invitation, they need to accept it by clicking on the Accept Invitation button.

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



4

As soon as users have accepted their invitation, their status changes from Pending to Active on the Settings page, and they can be added to approval workflows as Requesters / Approvers or Reviewers.

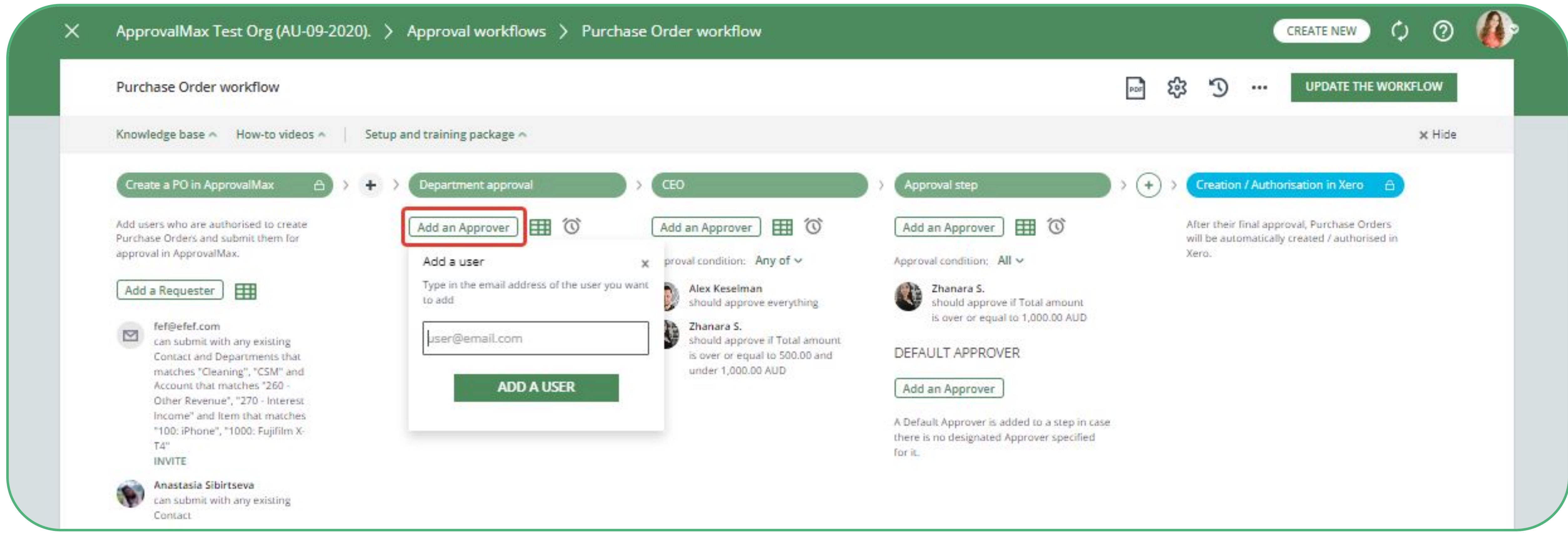


Add a user via the Workflow Setup page

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 Now button in the approval matrix.

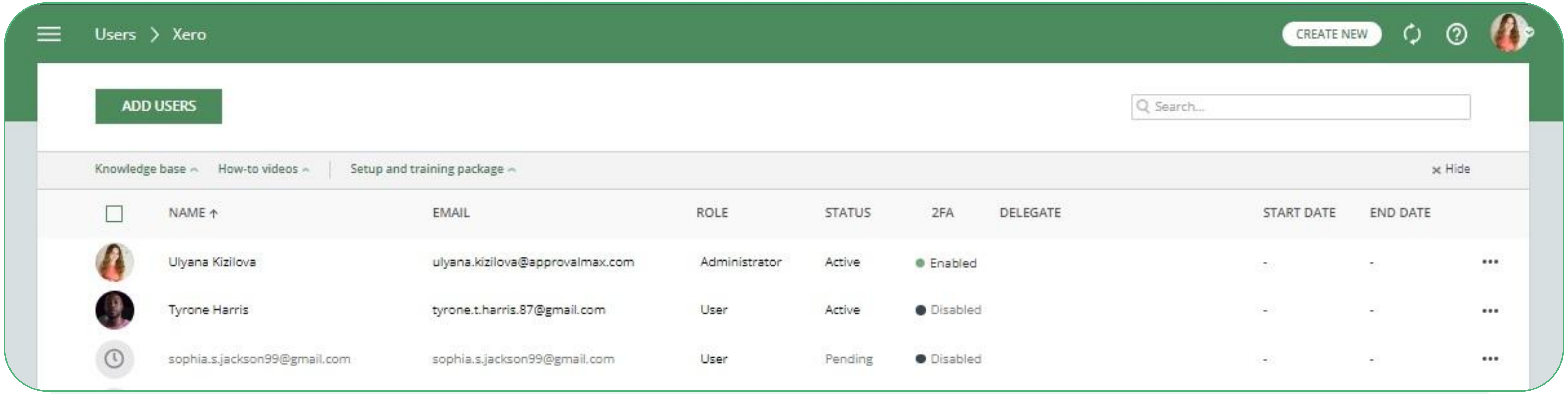
You can also enter a welcome message for them.

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. Connected workflows

All connected workflows are stored in the respective Organisation, which is linked to Xero. Depending on where the documents for approval originate from, the workflow in ApprovalMax will start either:

Option 1: right away – for Xero Purchase Orders / Bills / Contacts / Batch Payments that are created in ApprovalMax as well as for stand-alone workflows or Bills pulled from Dext Prepare.

Option 2: as soon as ApprovalMax receives from Xero documents such as approval requests for Bills, AP/AR Credit Notes and Sales Invoices with the status Awaiting Approval.

In order to start the approval workflow, Xero Purchase Orders / Bills can be created in ApprovalMax or get pulled from Xero. It is recommended though to raise Purchase Orders and Bills in ApprovalMax (option 1).

Please note: To enable notifications and approval status tracking for documents received from Xero (option 2), you need to specify an email address in the Pulling from Xero section. It is advisable to use a generic one such as finance@organisationname.com.

Types of Workflows. Connected workflows

This is how you set up a connected workflow:

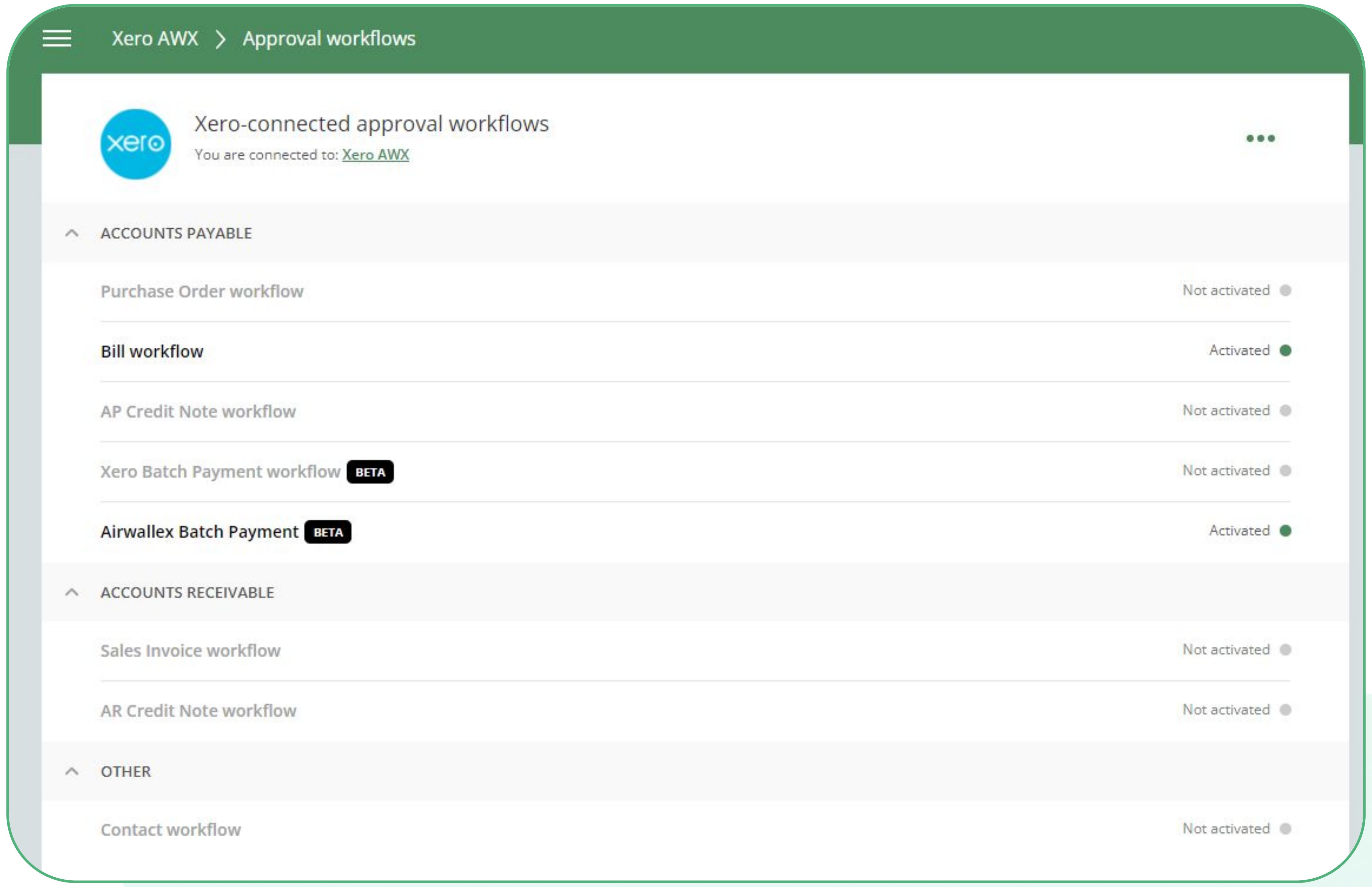
1 Go to Workflows and settings > Approval workflows

2 Select a predefined workflow, for instance, Bill Approval

3 Add at least one Requester in the Creation / Pulling from Xero / Receive from Dext Prepare 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



Types of Workflows. Stand-alone workflows

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

1 Go to Workflows and settings > Approval workflows

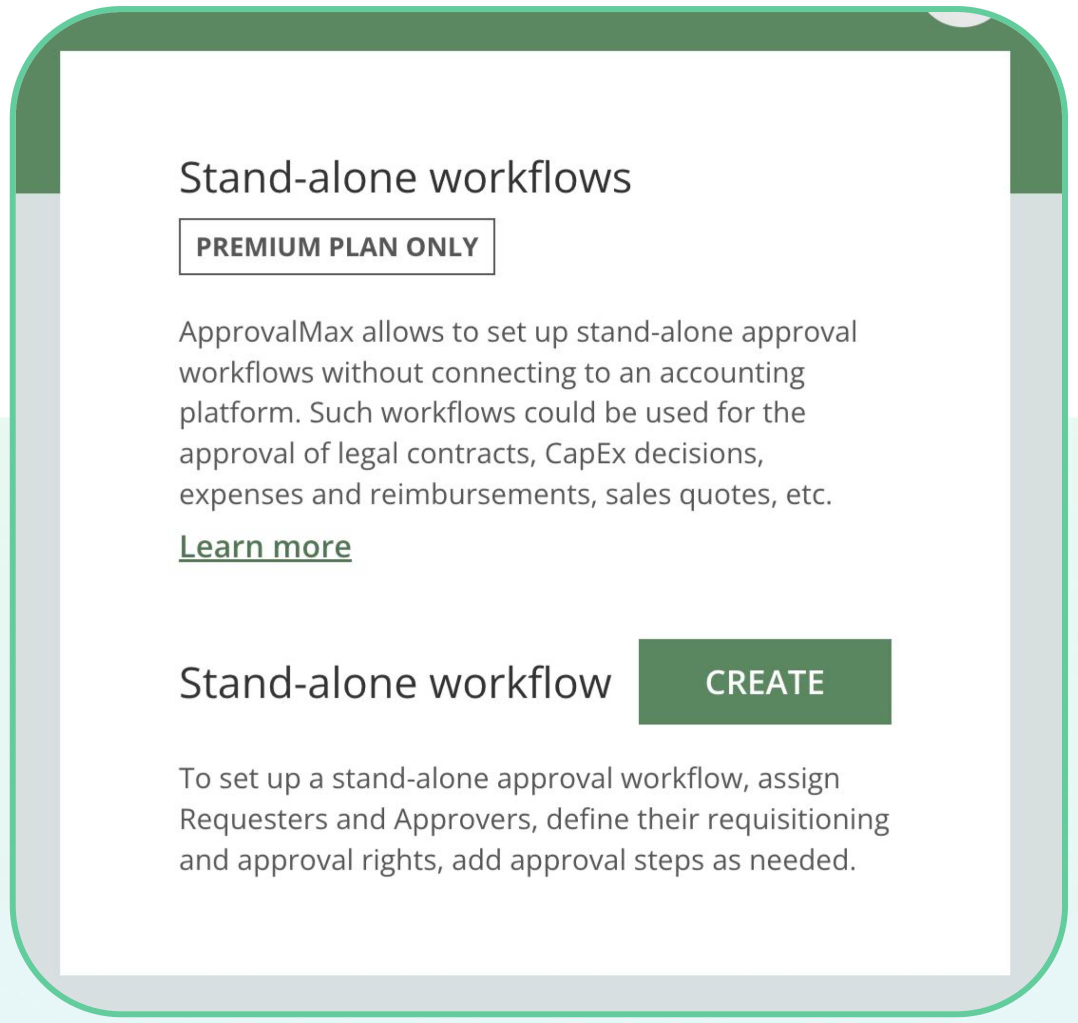
2 Click on the "+" icon on the right

3 Enter a name for the new stand-alone workflow

4 Specify all approval steps and add users, or type in the email addresses of the Approvers

5 Create all approval steps and add users, or type in the email addresses of Approvers and Requesters

6 Click on Save to apply your settings, and on Activate to start the workflow

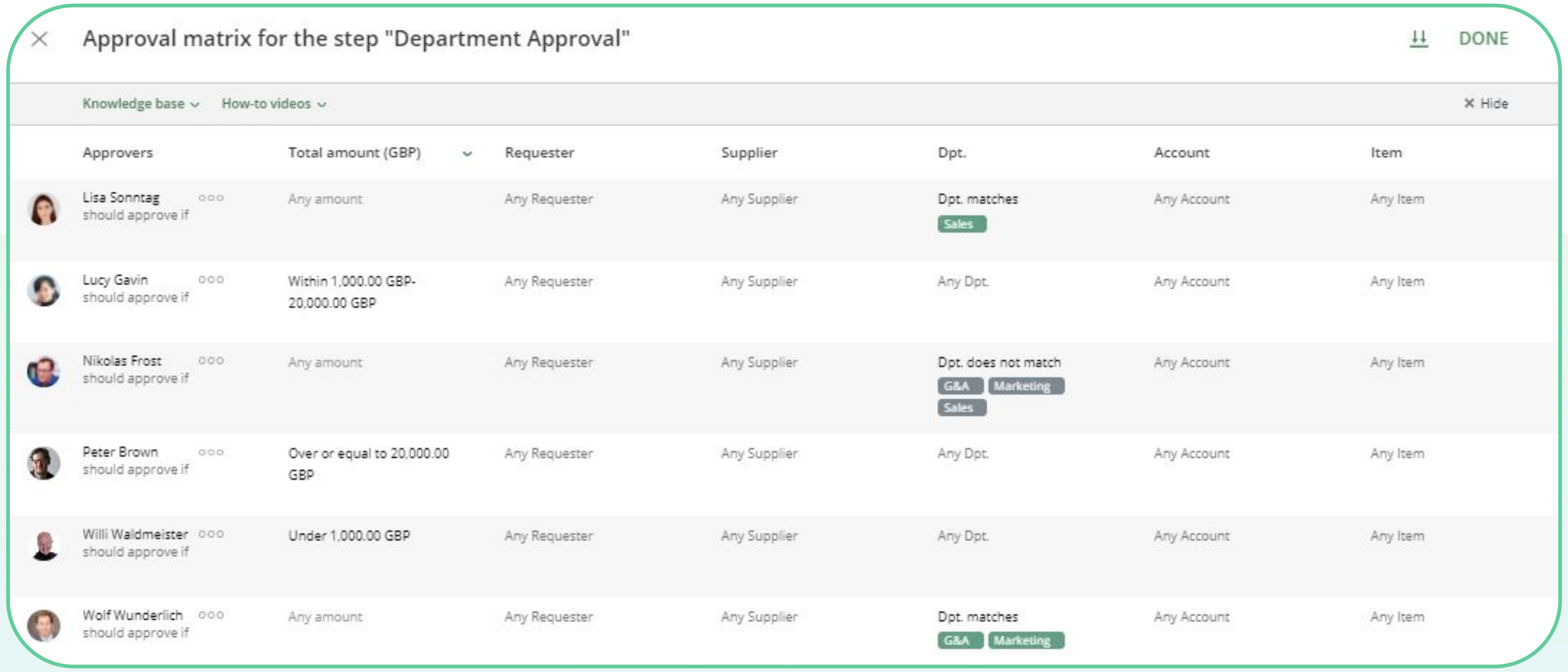


Approval matrix

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

You can also set alternative rules for the Approver as described in here.

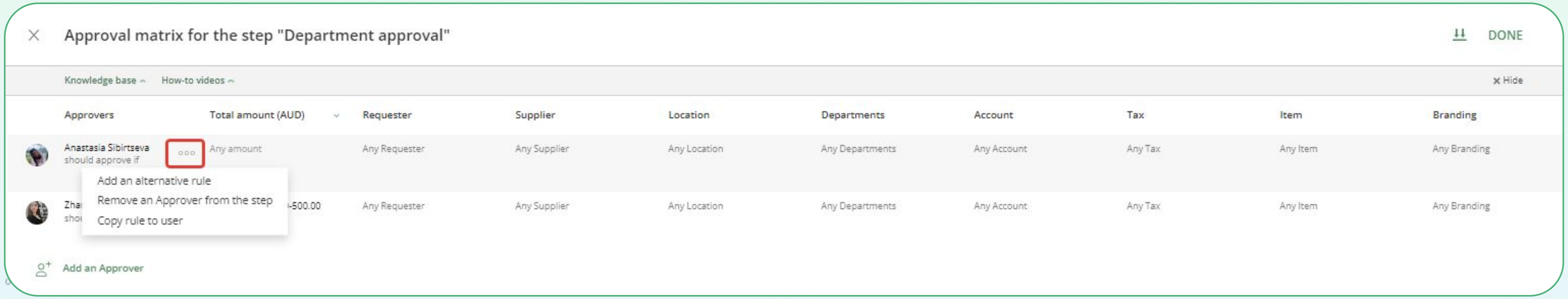
Please note: ApprovalMax will pull the categories from Xero after sync. If you add new categories, you need to sync manually from the Organization Settings and Connections page.



Copy the rules from a user to another

Organisation Administrators has the option to copy rules between Requesters, Approvers or Reviewers within different steps in the workflow.

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

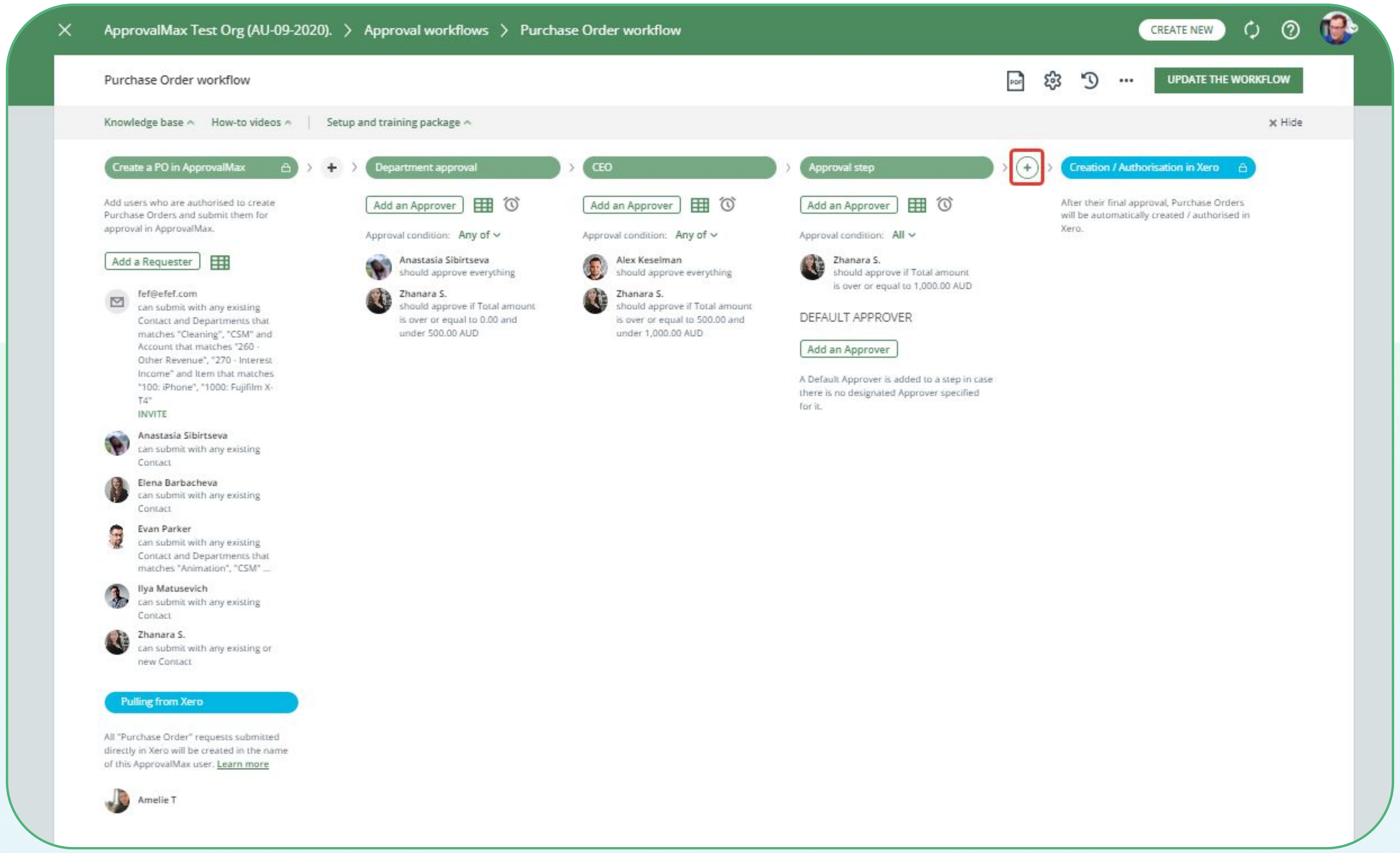


Sequential approval workflow

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

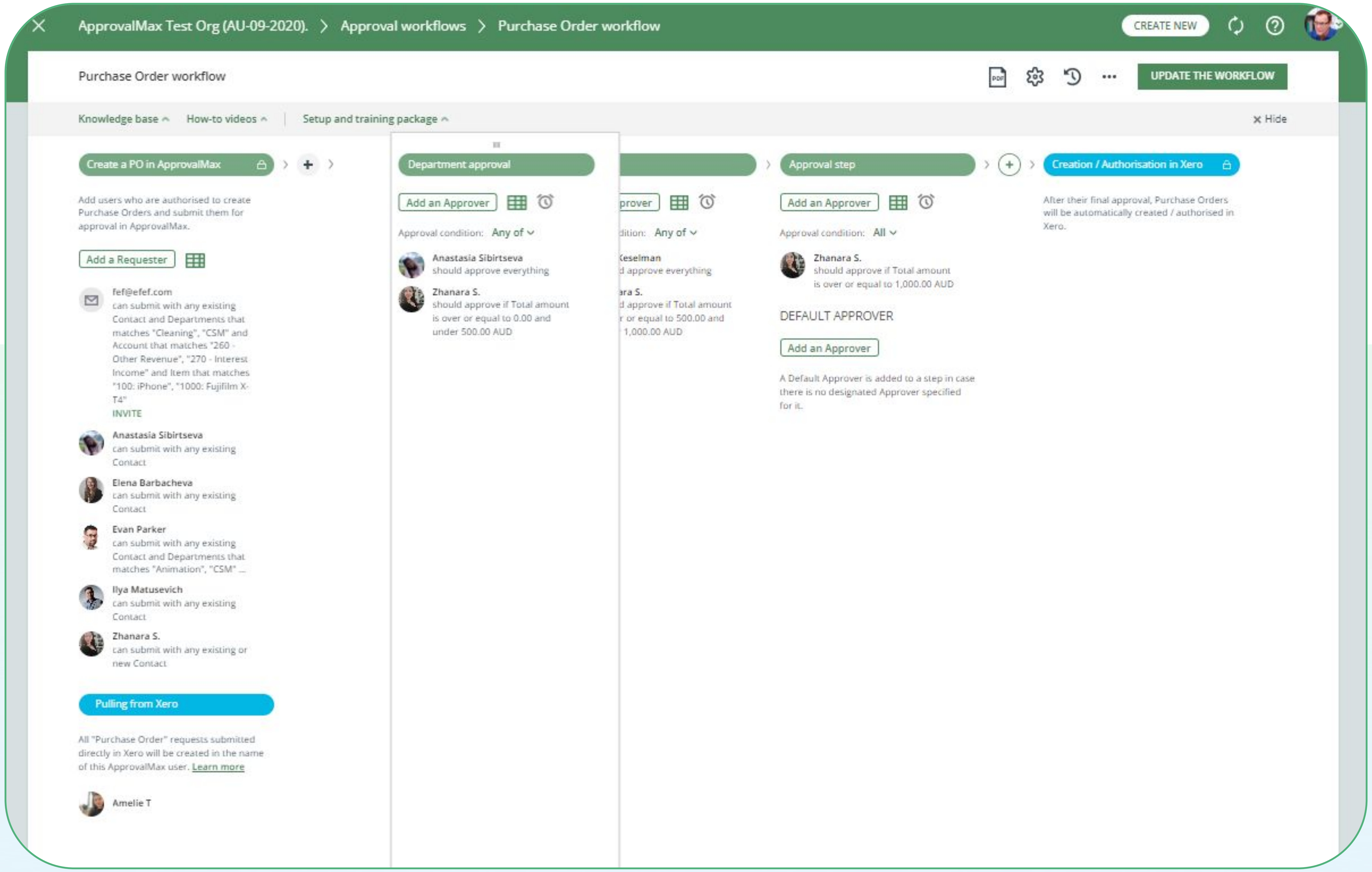
To set one up, click on the "+" icon and assign both a name and Approvers to each step.

Note: You can move the sequence of step by dragging them. click on the " ||| " 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.



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.



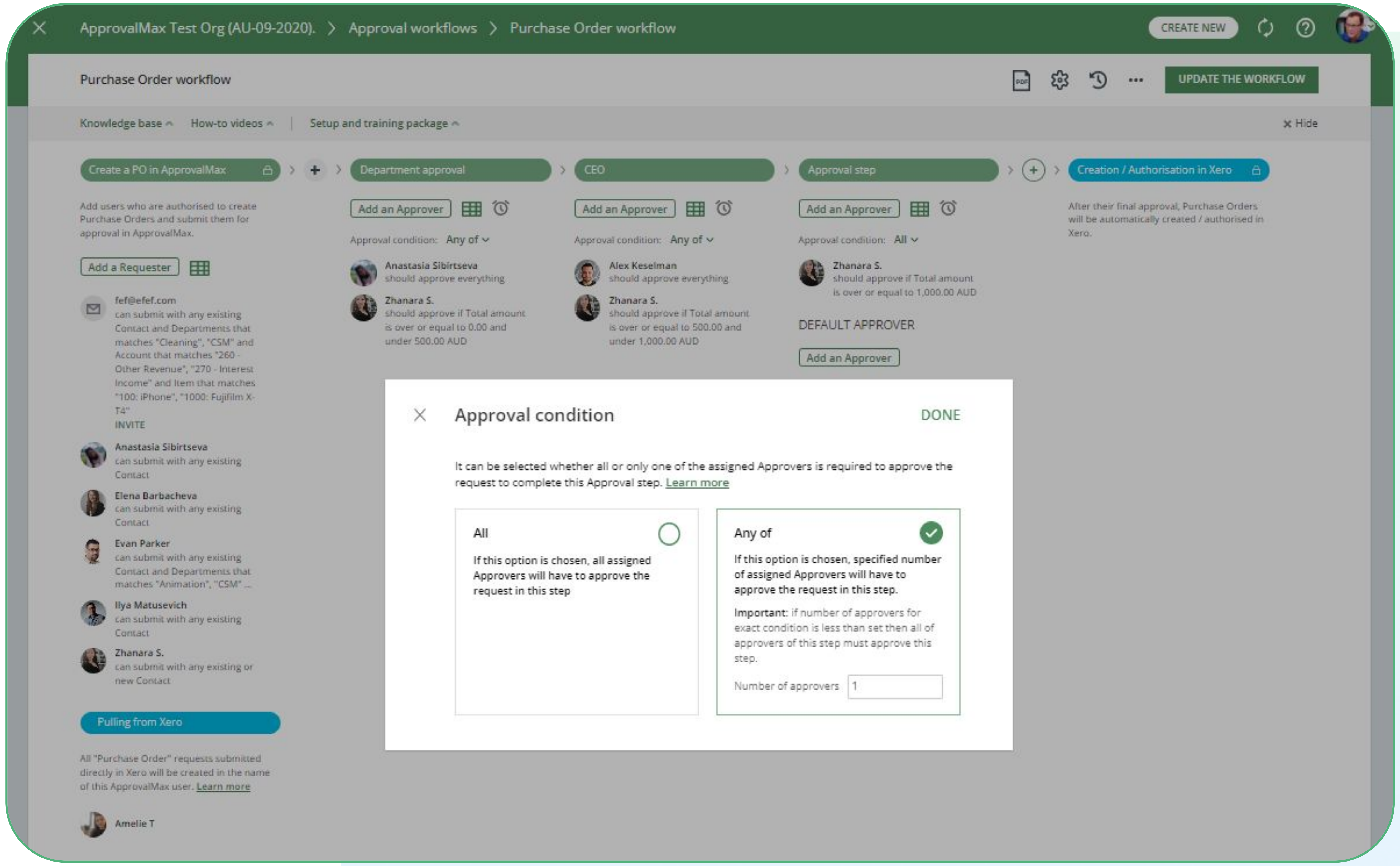
Parallel approval workflow

Approval decisions that are independent from each other could be perfectly 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 <u>*any of/all*</u>* Approvers make a positive decision. If one of the Approvers rejects the document, it will be returned to its Requester.

Depending on the approval condition (either <u>any of or all</u>) that was selected for the step.



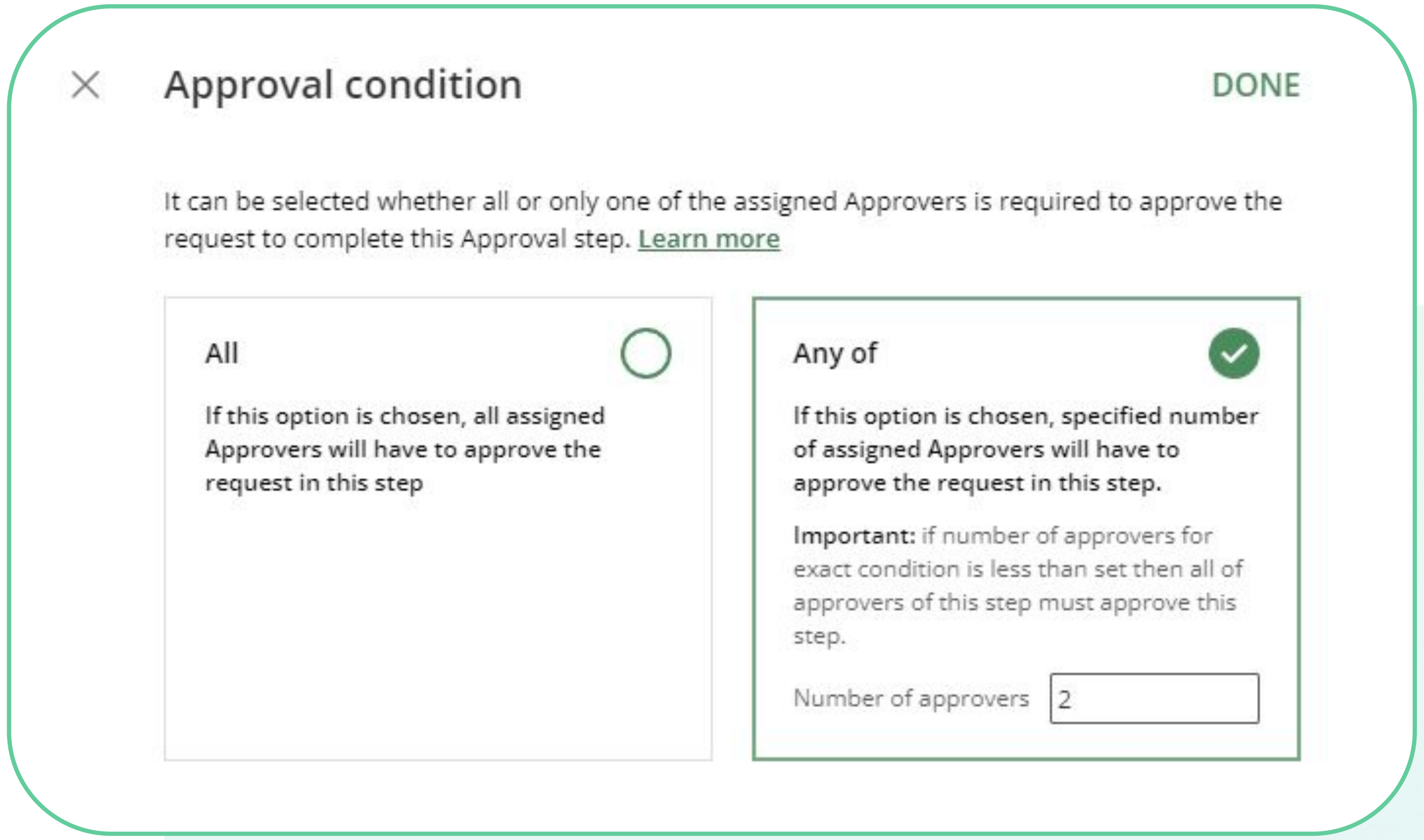
Approval condition

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.



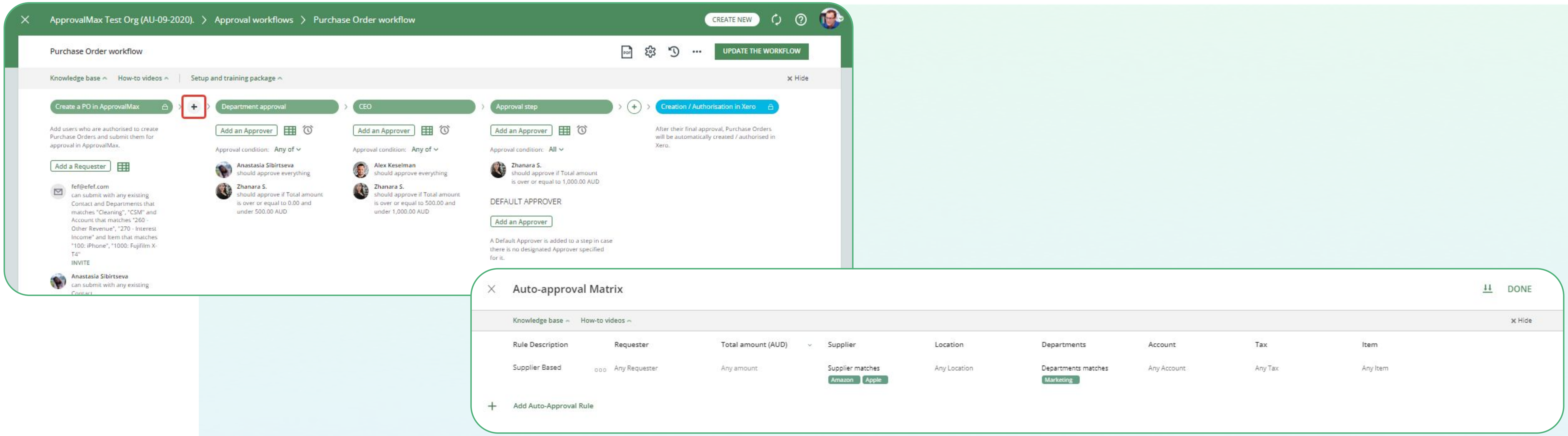
Example: if you need just two of your department managers to approve, add all your managers to this step and change the approval condition to *Any of*, then specify the number of required approval decisions (2). As soon as any two of the assigned managers approve, the approval step will be completed.

Auto-approval step

The Auto-approval step is an additional first step in workflows that's available during trials and Advanced feature trial periods as well as in Advanced / Premium plans.

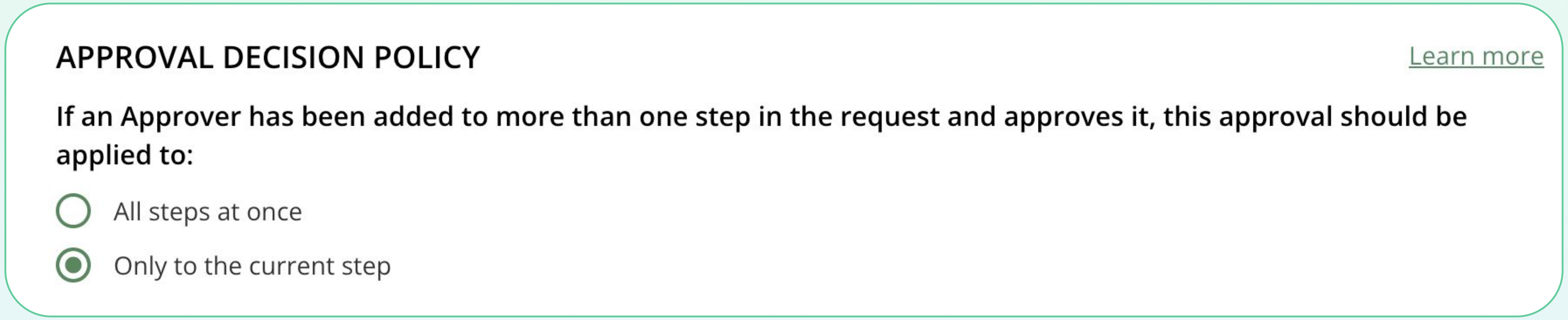
In this step, you can enter conditions for the automated approval of requests regardless of any rules specified in other approval steps or workflow settings.

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



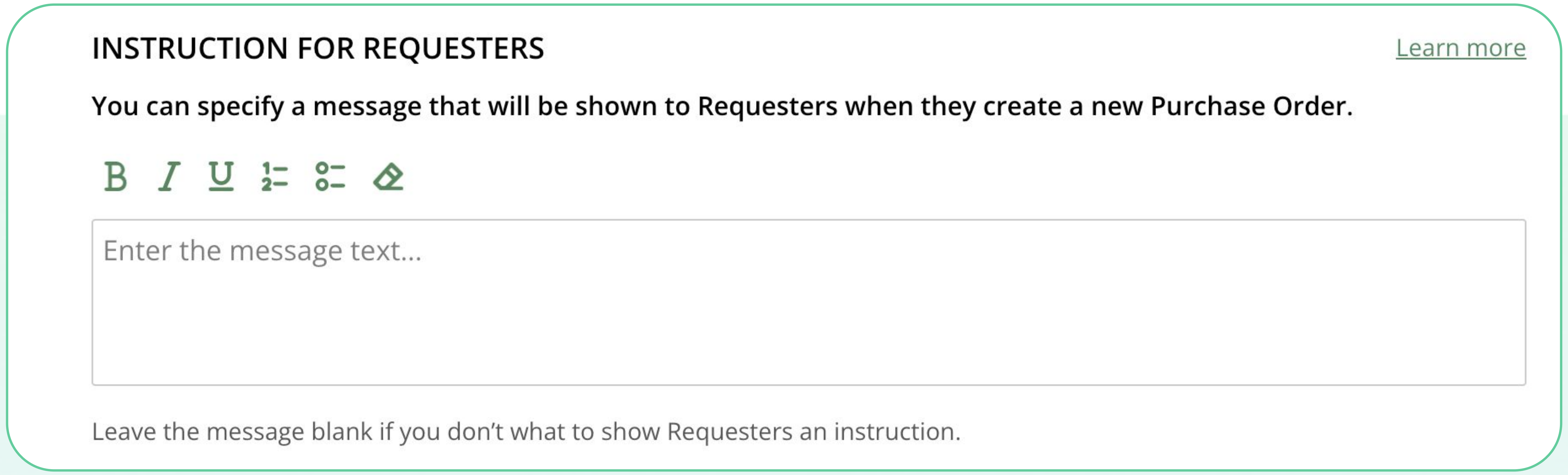
Approval decision policy

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.



Instructions for Requesters

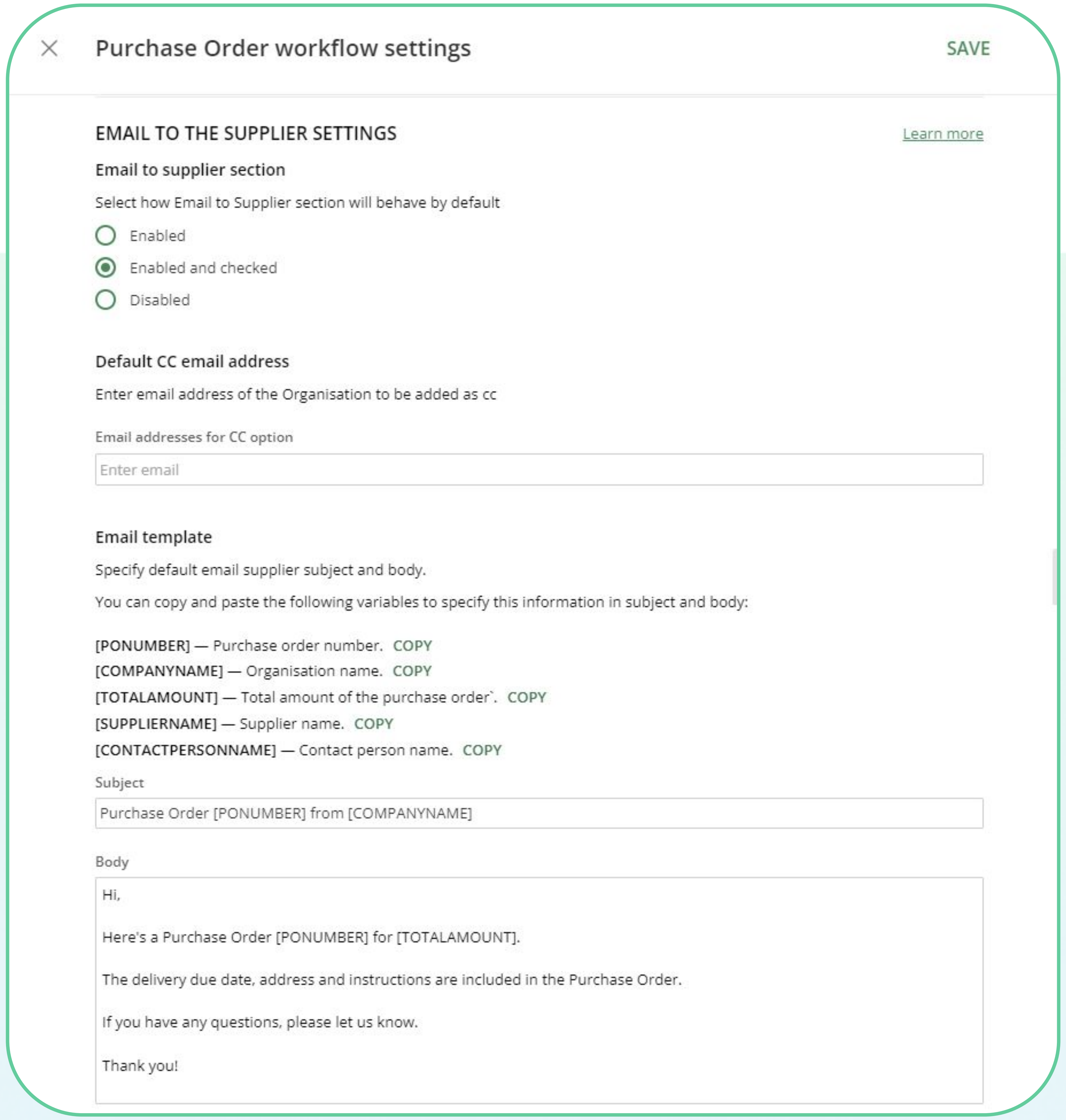
An Organisation's Administrator can provide a message that will be shown to Requesters during the creation of the request (Purchase Orders / Bills / Batch Payments / Contacts).



Email to Supplier template

ApprovalMax supports setting up a default email to the Supplier.

An Organisation's Administrator can enable and word a default text for emails to the Supplier in the Purchase Order workflow settings.

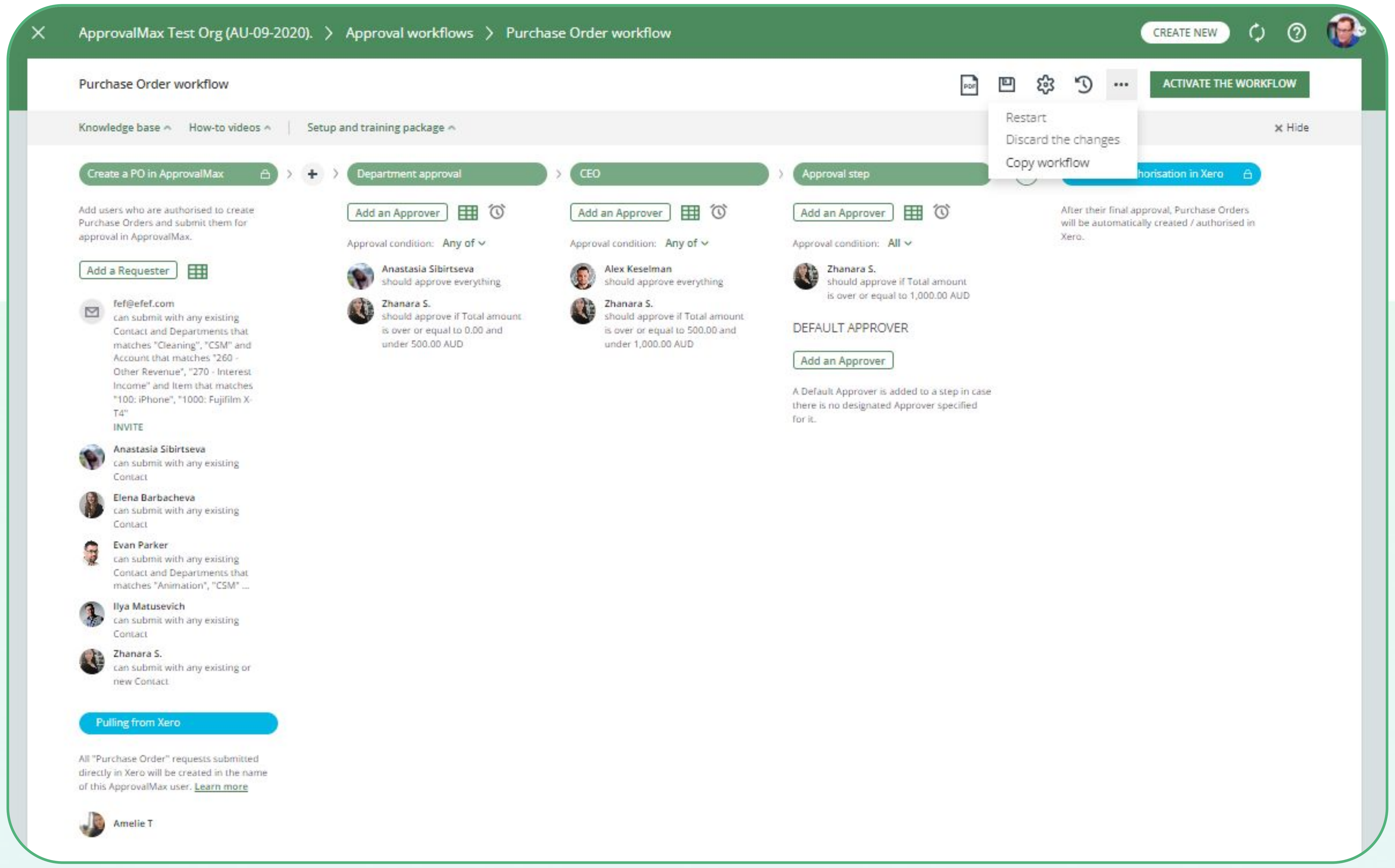


Activate a workflow

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

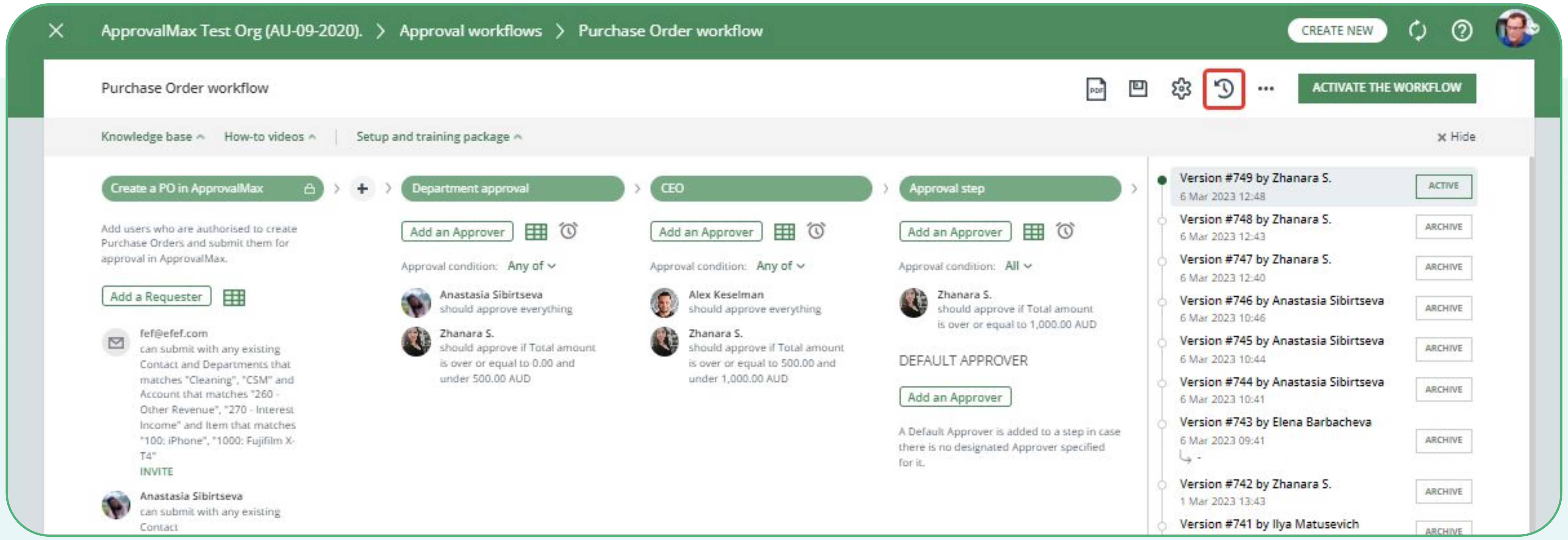
Every workflow version has the following data:

- 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.

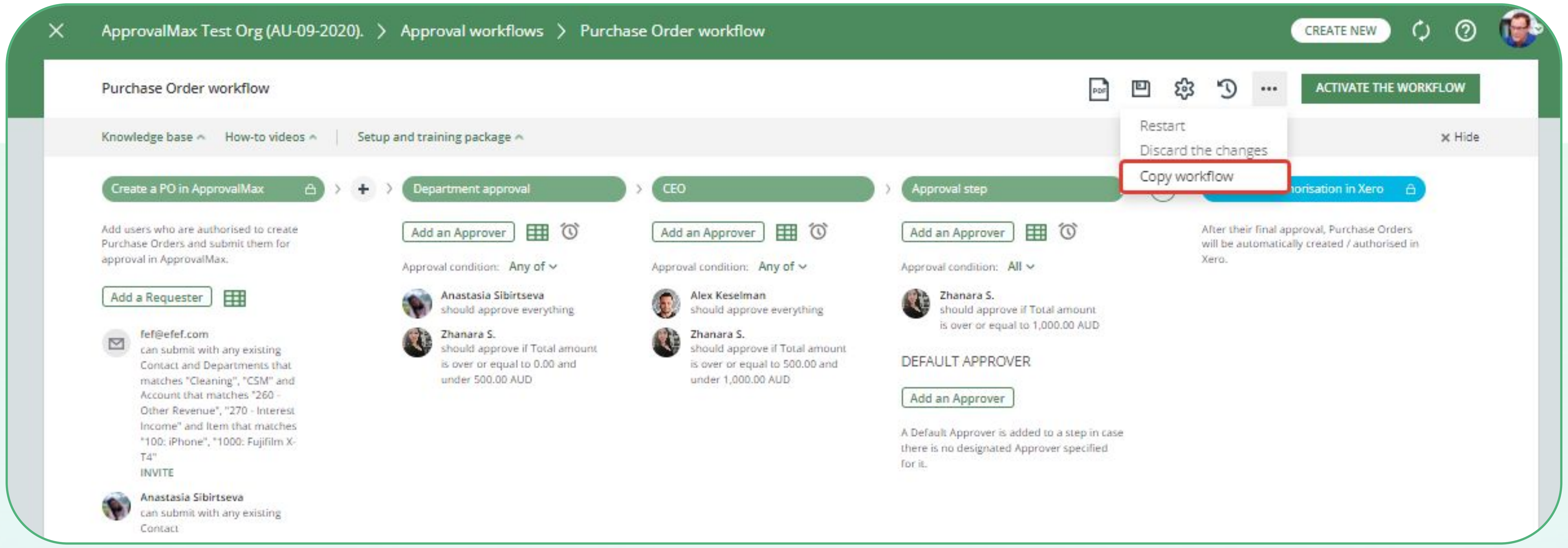


Copy workflows

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.



The Dext Prepare – ApprovalMax – Xero integration

Integrating Dext with your ApprovalMax Bill workflow enables Dext to push finance documents like supplier invoices and expenses directly to ApprovalMax instead of sending them to Xero as drafts first.

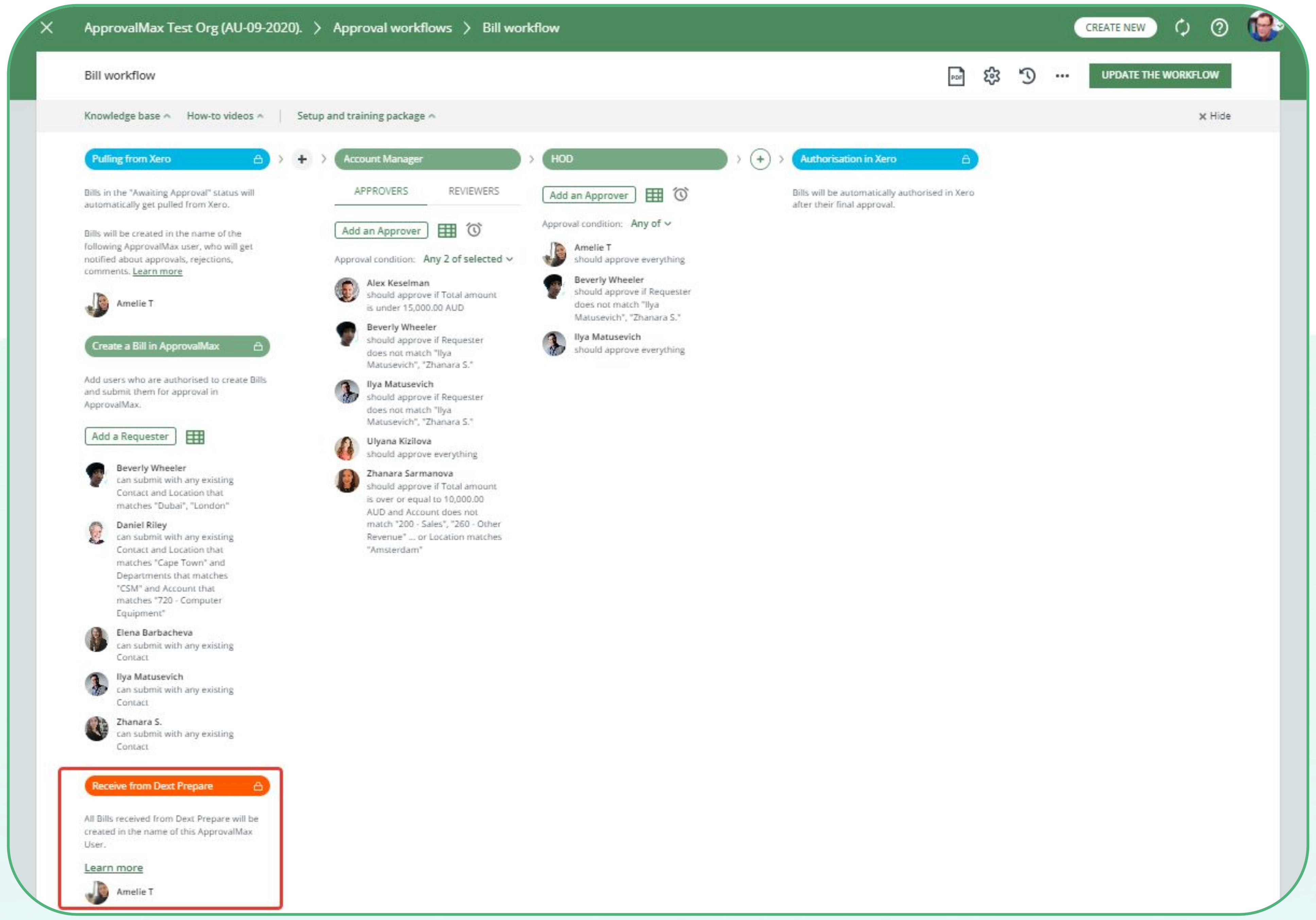
- The pre-accounting tool Dext Prepare extracts automatically the key data from invoices and receipts, and sends it to ApprovalMax.
- ApprovalMax takes care of the automated Bill Review and Approval based on approval criteria pulled from Xero (tracking category, supplier, amount, etc.) across multiple authorisation levels.
  Bills only enter Xero once fully approved, which ensures data security and minimises the risk of fraud or human error.

Establish the Dext Prepare – ApprovalMax – Xero connection

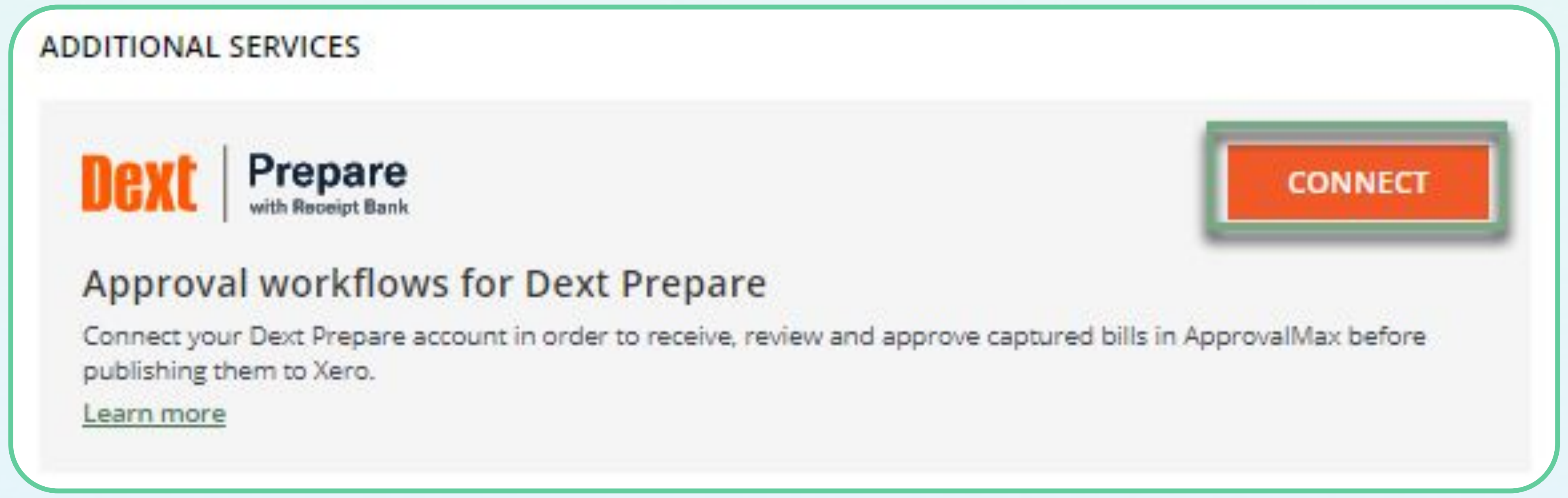
1

For establishing a direct connection between Dext Prepare and ApprovalMax, you'll need:

- An active subscription / trial
- An ApprovalMax Organisation that is connected to a Xero Organisation
- An activated Bill workflow: in the Receive from Dext Prepare section, specify a user – *all Bills received from Dext Prepare will be created in the name of this user*



Then, open the Organisation page in ApprovalMax and click on CONNECT next to the Dext Prepare logo.



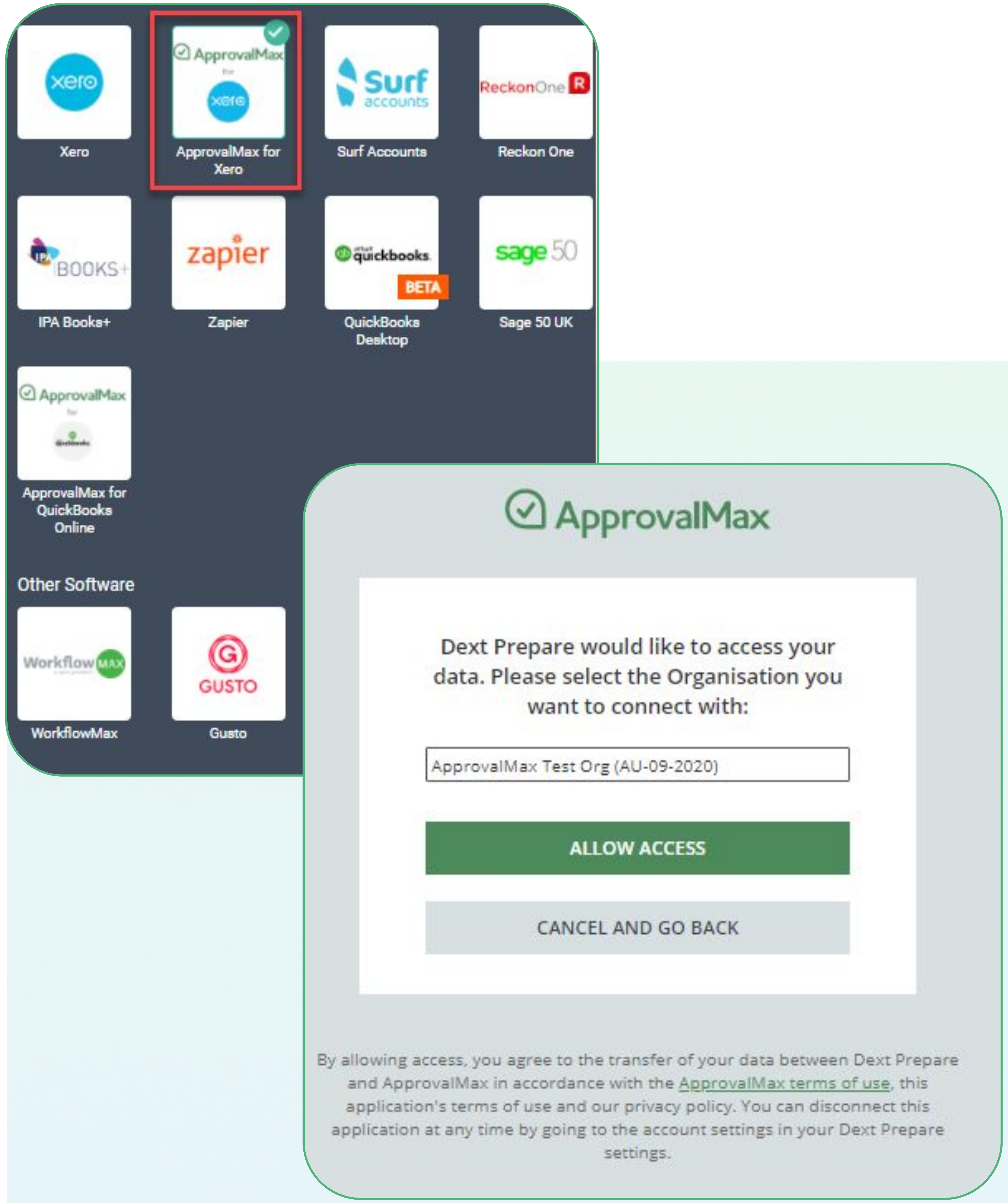
Establish the Dext Prepare – ApprovalMax – Xero connection

2

In the following window, select ApprovalMax for Xero and connect to your Dext Prepare.

Now, select a valid Organisation with an active Xero connection and click on ALLOW ACCESS.

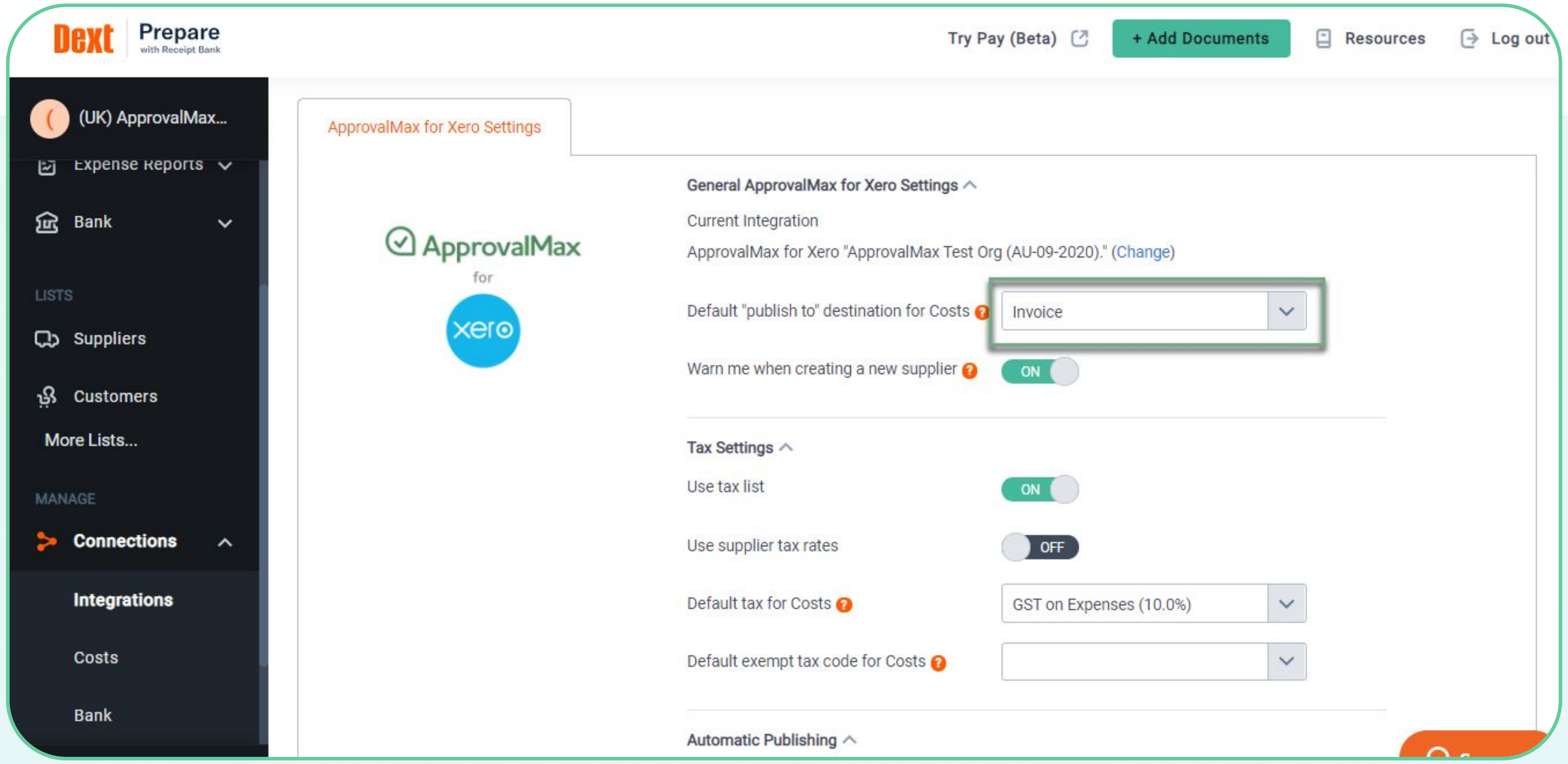
Once the connection has been established, the relevant Xero information will be synced to your Dext account so that you can pick the respective values in the drop-down fields.



Configure the default settings in Dext Prepare

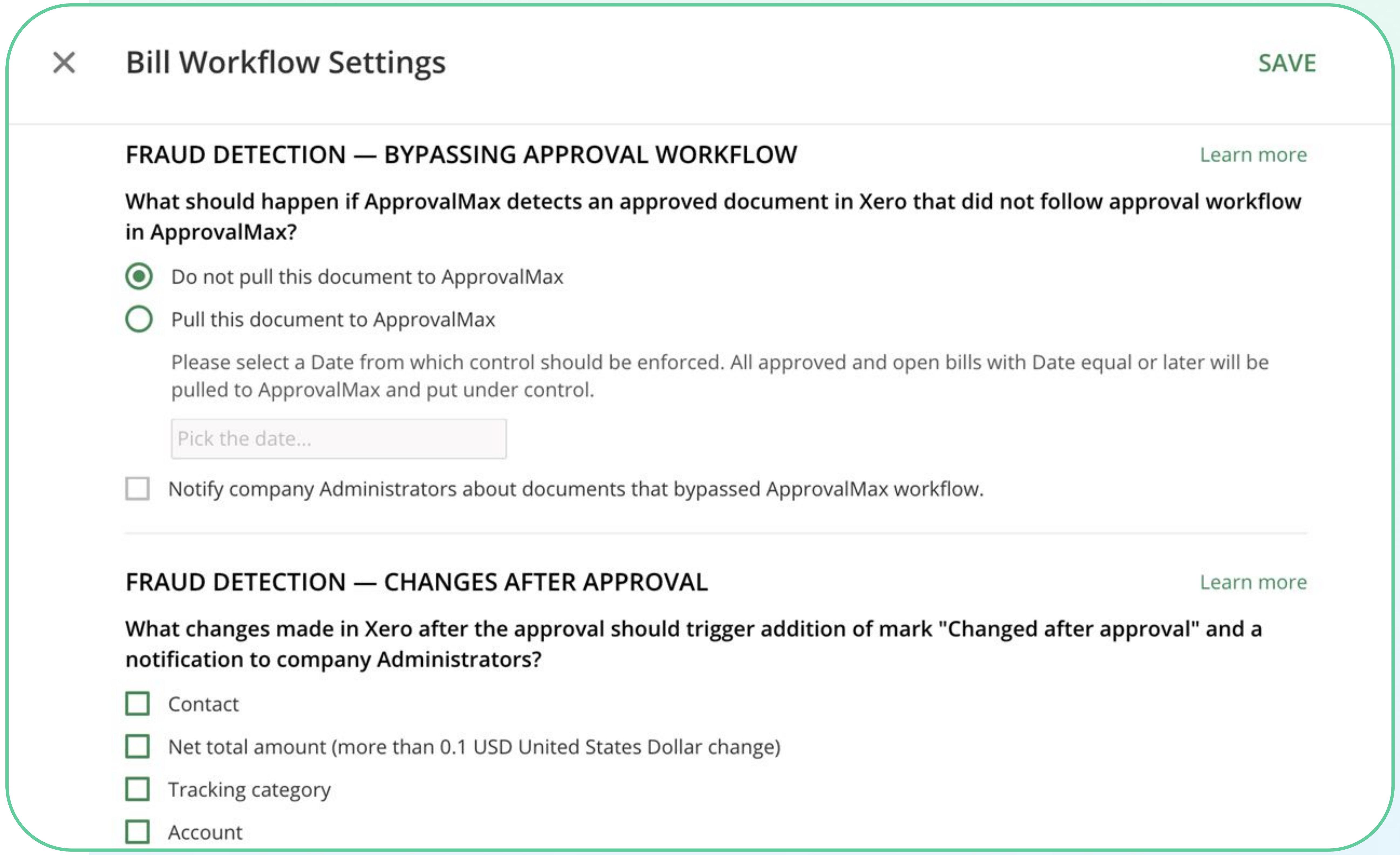
Documents that get pushed from Dext to ApprovalMax will only go through the predefined Bill Approval workflow if the value “Invoice” has been selected as the "Publish to" destination.

In Dext, under My Profile > Account Details, you can also set your preferred currency and your tax extraction preferences.



Fraud detection

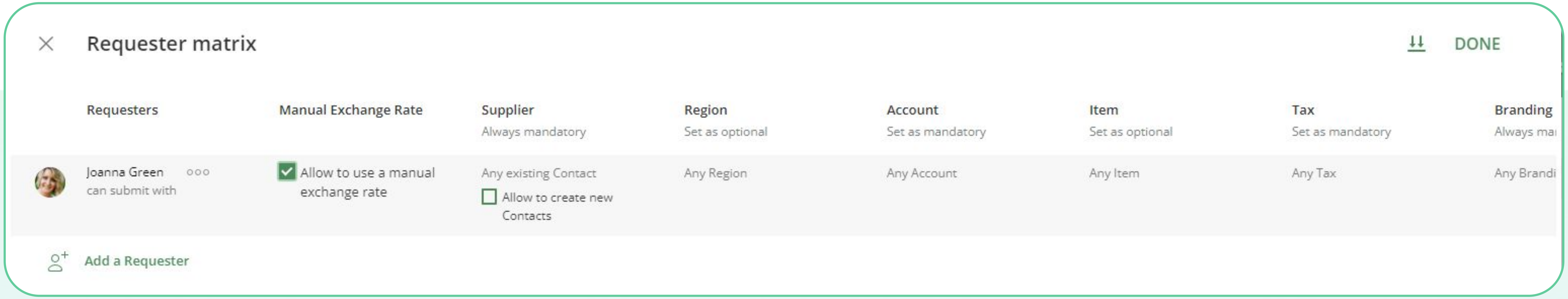
- ApprovalMax tracks the changes in a finance document in Xero that are made after its approval in ApprovalMax.
- Trackable changes include modifications regarding the supplier, tracking category, account, and others.
- The Administrator can manually select which criteria to be tracked for changes, and which should be ignored.



Manual exchange rate

Organisations with multiple currencies struggle to provide the required exchange rates for specific requests: currently all requests are created with the current rate, which works fine for today's and future dates but fails to meet the expected values of past requests.

To resolve this issue, the ApprovalMax Administrator can allow Bill and Purchase Order Requesters to set the exchange rate manually.

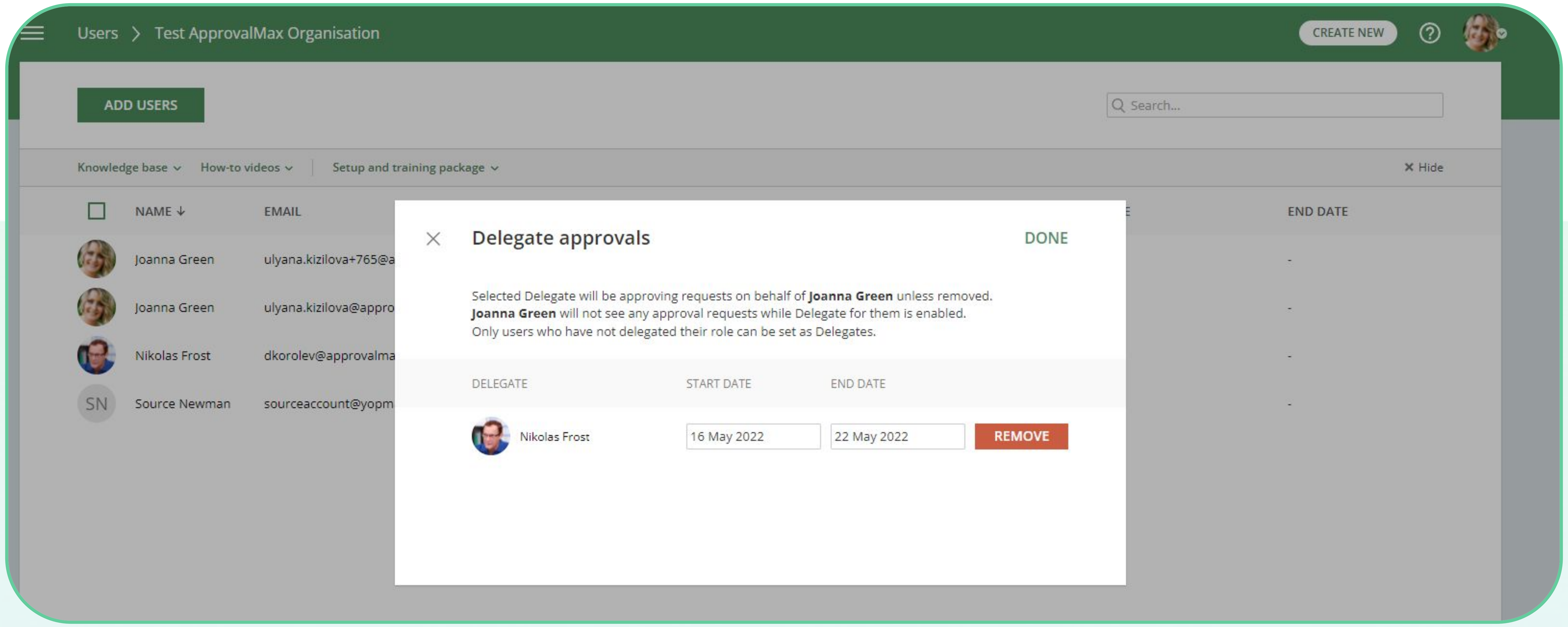


Date range for Out-of-Office

If an Approver goes on holiday, the Administrator can set a Delegate for the Approver 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.

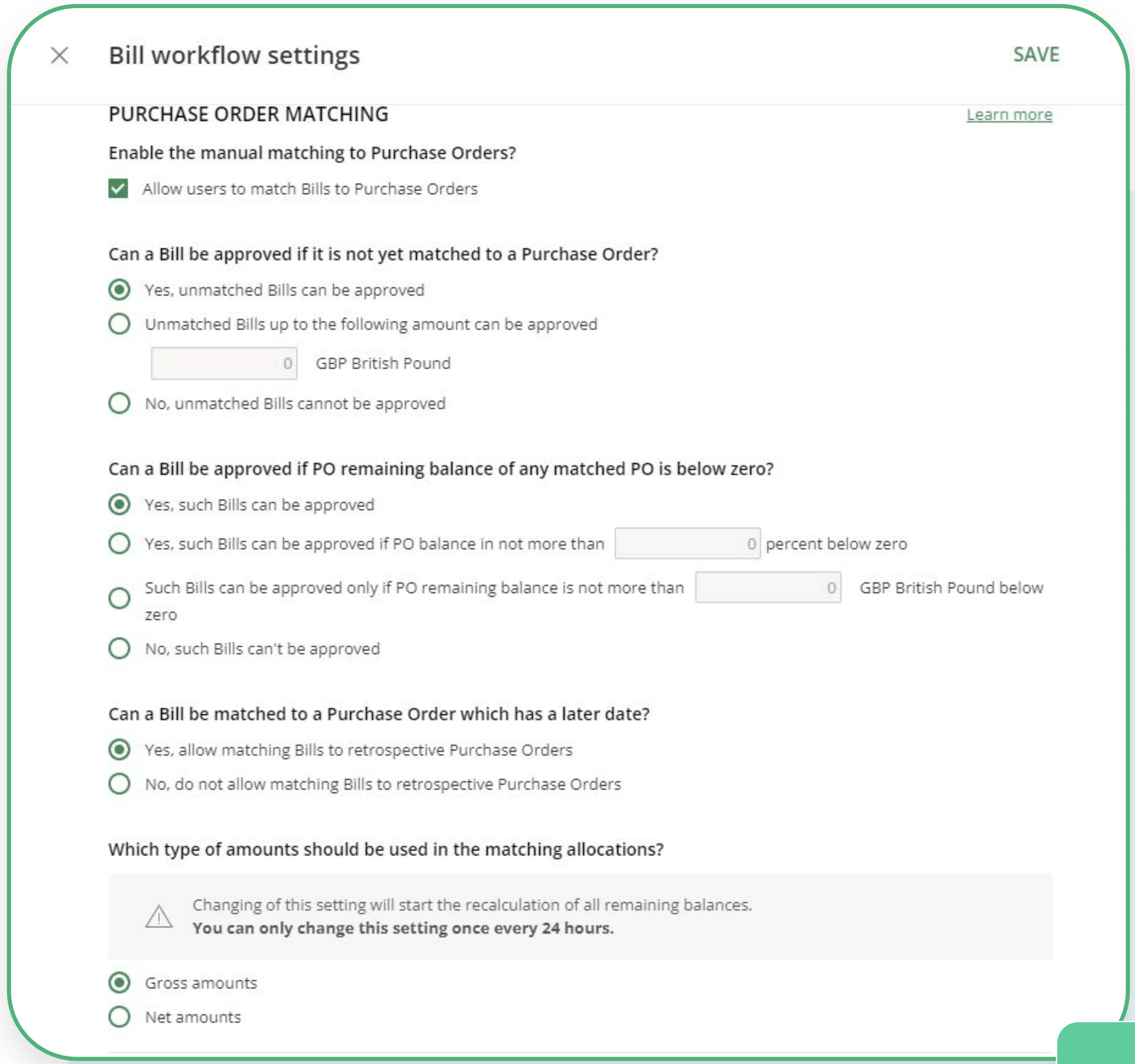


Bill-to-PO Matching

In ApprovalMax, Approvers can manually match incoming Bills and initial Purchase Orders and allocate amounts before making their approval decision, which brings much more control and accuracy to this stage of the approval process. The Administrator can activate the Matching feature in the settings.

There are also *advanced settings* for Bill-to-PO Matching, such as:

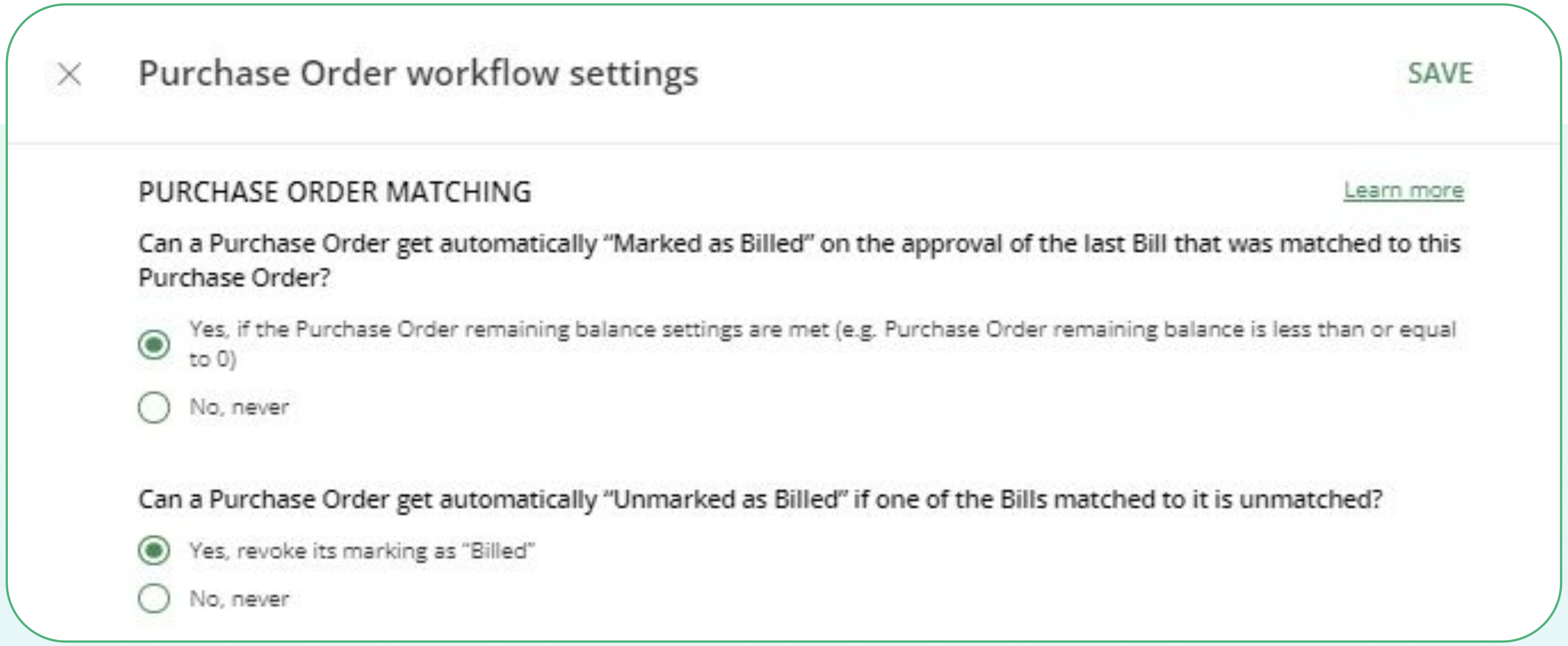
- the option to allow the approval of Bills which have not been matched to their corresponding Purchase Order(s)
- regulations in terms of whether or not Bills can be approved even if the remaining balance of any matched Purchase Order is negative
- restrictions for matching Purchase Orders dated later than the Bill, and gross/net amount settings for matching allocations.



Automatically mark/unmark Purchase Orders as Billed

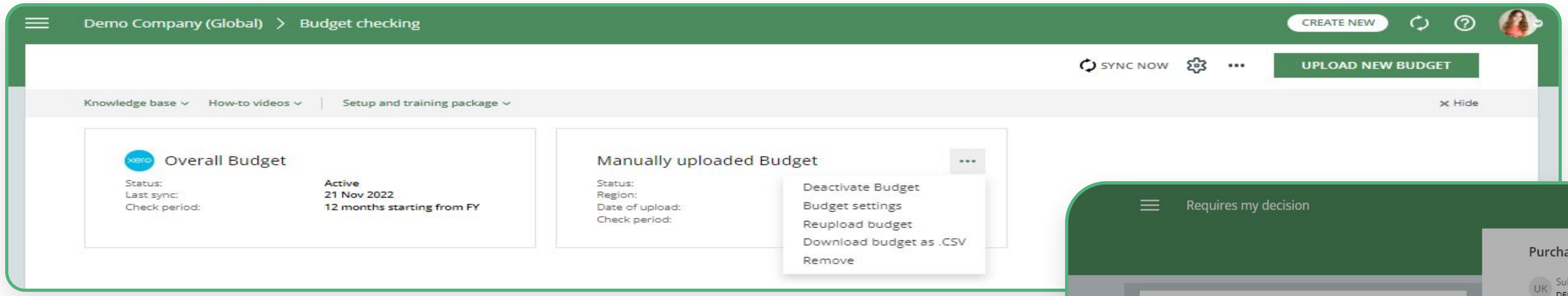
ApprovalMax supports marking Purchase Orders as Billed automatically on the approval of the last Bill matched to that Purchase Order.

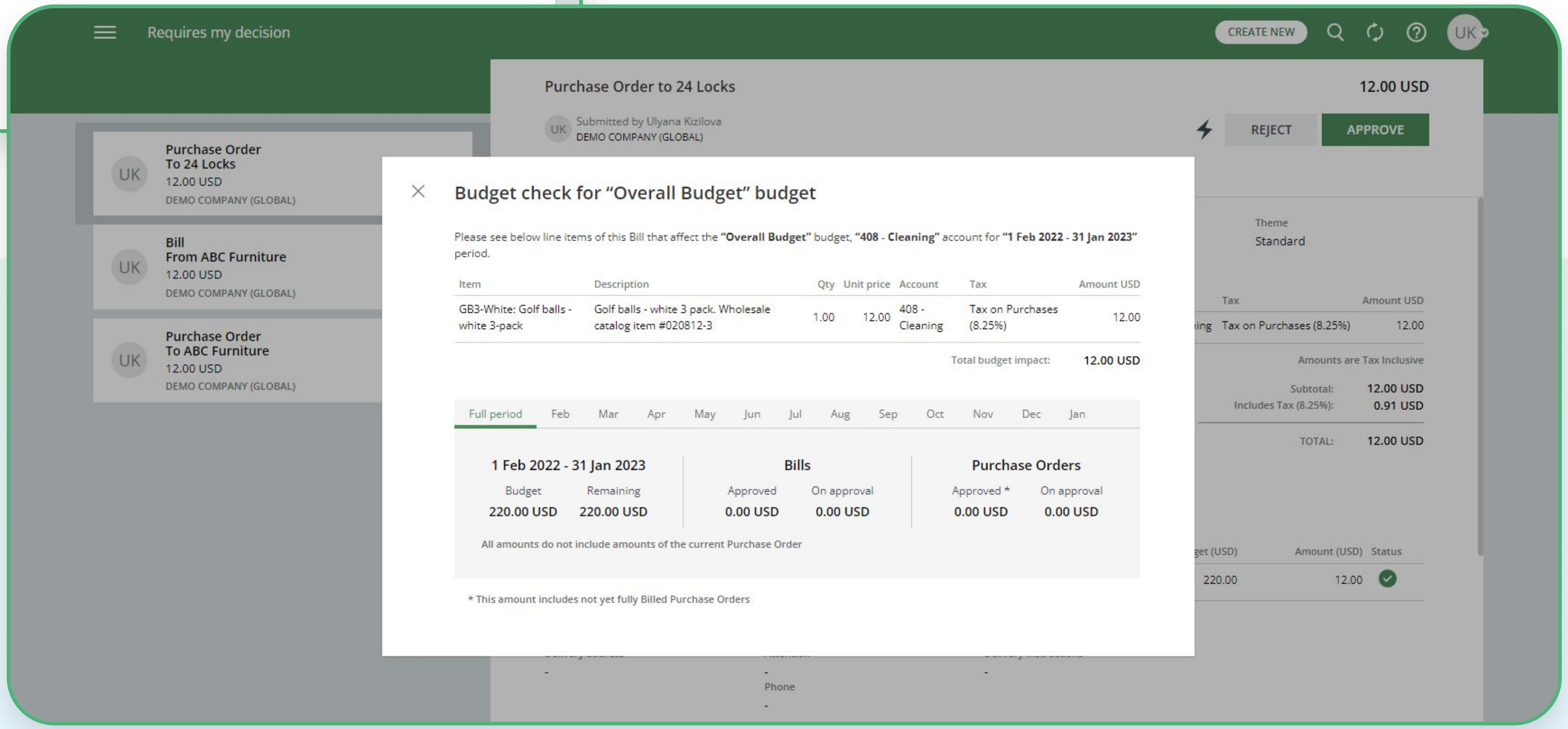
ApprovalMax supports unmarking Purchase Orders as Billed automatically if one of the Bills matched to it is unmatched.



Upload/sync Xero Budget

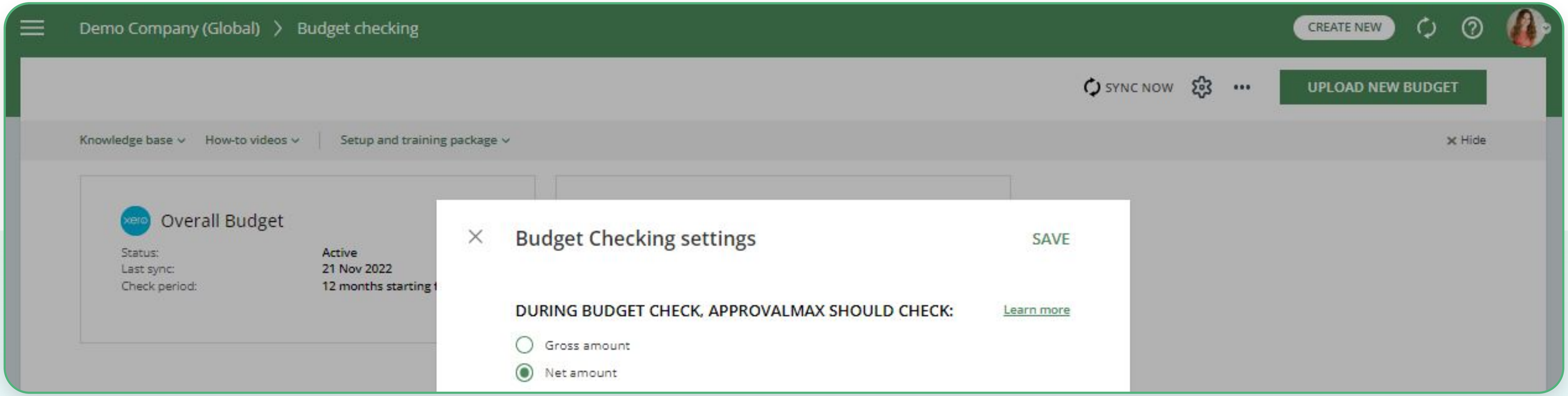
The Budget checking feature makes sure that an Organisation does not overspend, i.e. doesn't spend more money than intended.
Budgets are prepared either in Xero or some other 3rd-party system, and then uploaded/synced by Organisation Admin to ApprovalMax where Bills and Purchase Orders get checked against the respective budgets.





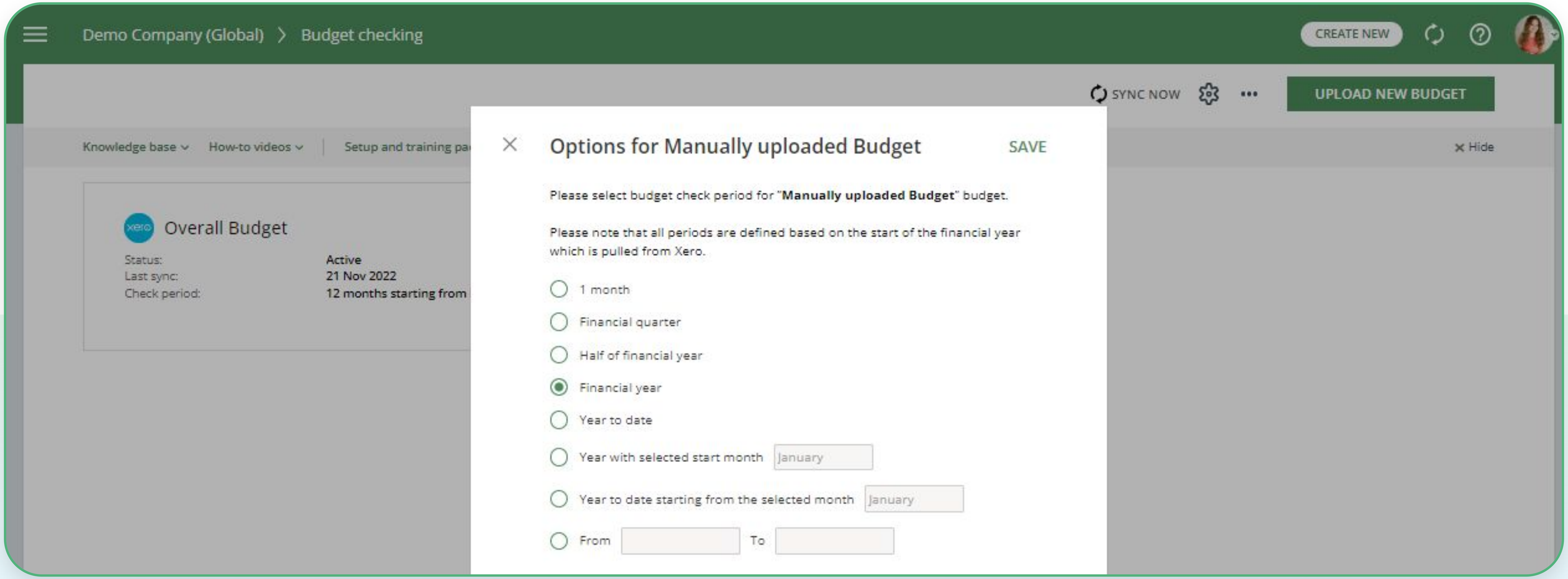
Budget checking settings

Organisation Admin can specify if net or gross amounts are to be used for checking and tracking budgets.



Budget checking periods

Organisation Administrator can choose from a number of options for tracking budgets: 1, 3, 6, 12 months and YTD; or have the budget checking period start either at the beginning of a financial year or from a custom month; or custom period up to 60 months (for manually uploaded budgets).



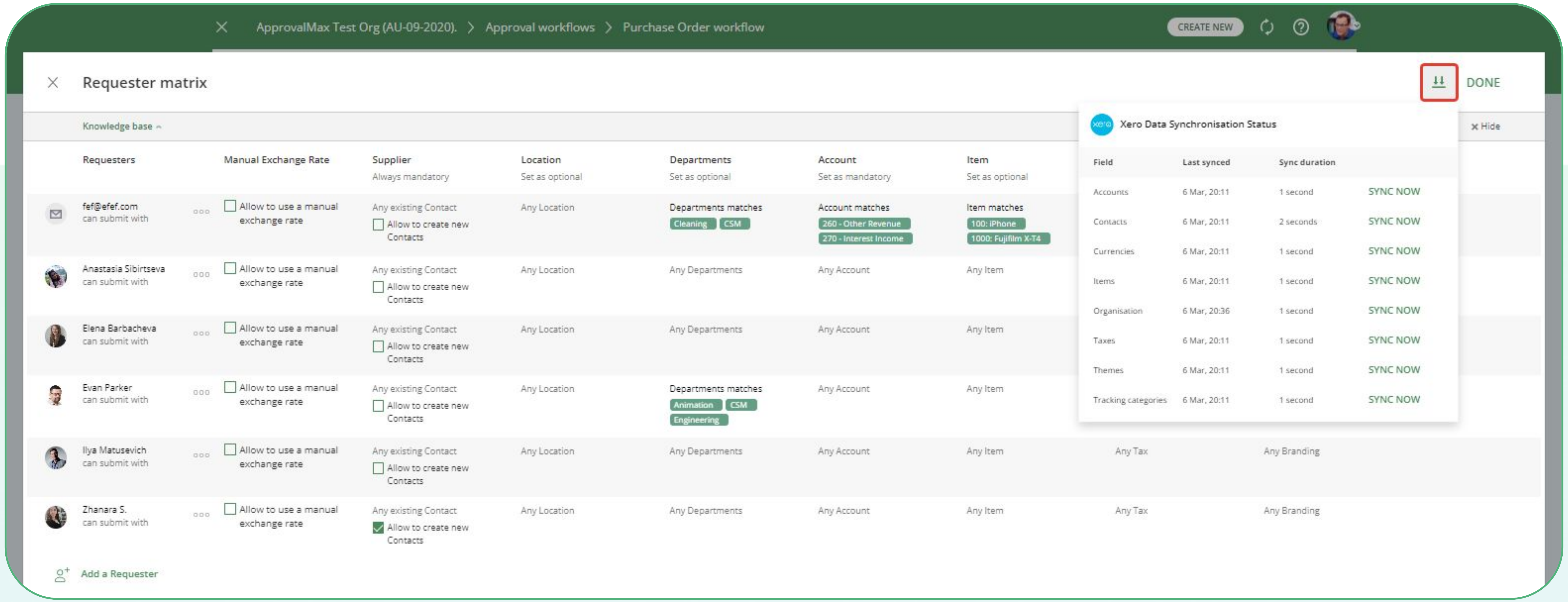
Forced (Manual) Xero synchronisation

ApprovalMax pulls data such as accounts, items, tracking categories, etc. several times a day from Xero.

At times, though, it might become necessary to force this synchronisation so that only the latest data is used in ApprovalMax.

For manually forcing the Xero synchronisation, the Administrator needs to open the Requester matrix, the Approval matrix, or the Organisation's settings and connection, then click on the sync button and select the fields that are to be synced.

ApprovalMax supports instant updates and gets notified if there's a change in one of the Bills/Invoices of a particular Organisation. Once such a notification is received, ApprovalMax reschedules the next planned sync date to ASAP, which reduces the waiting time to minutes instead of hours.



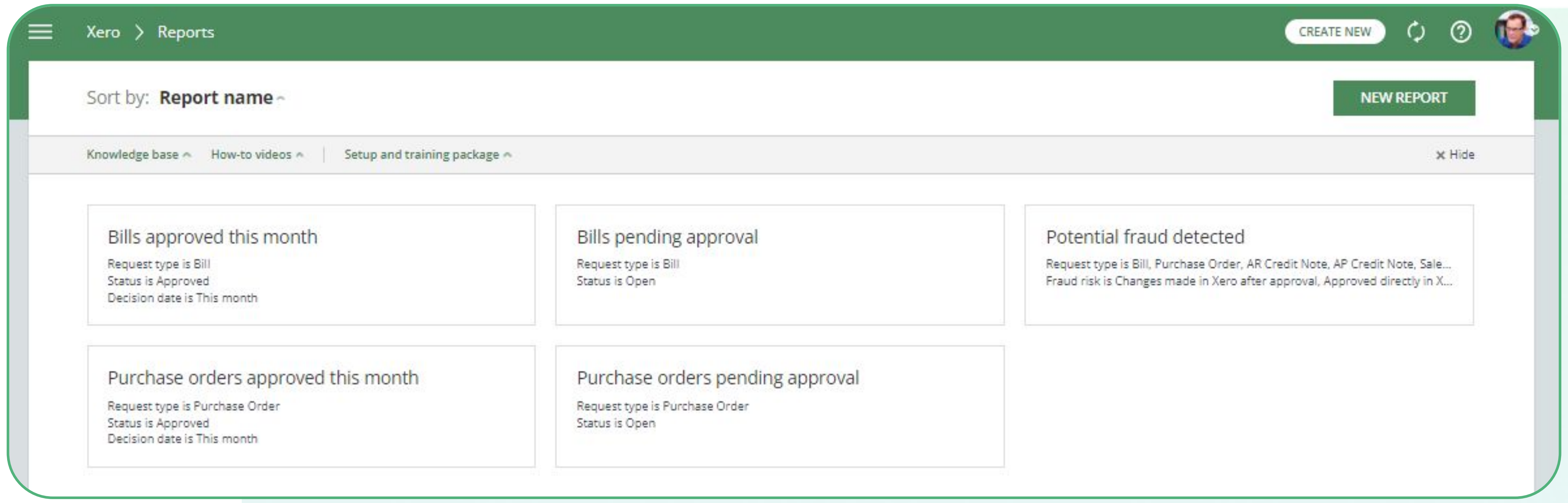
Create and run reports

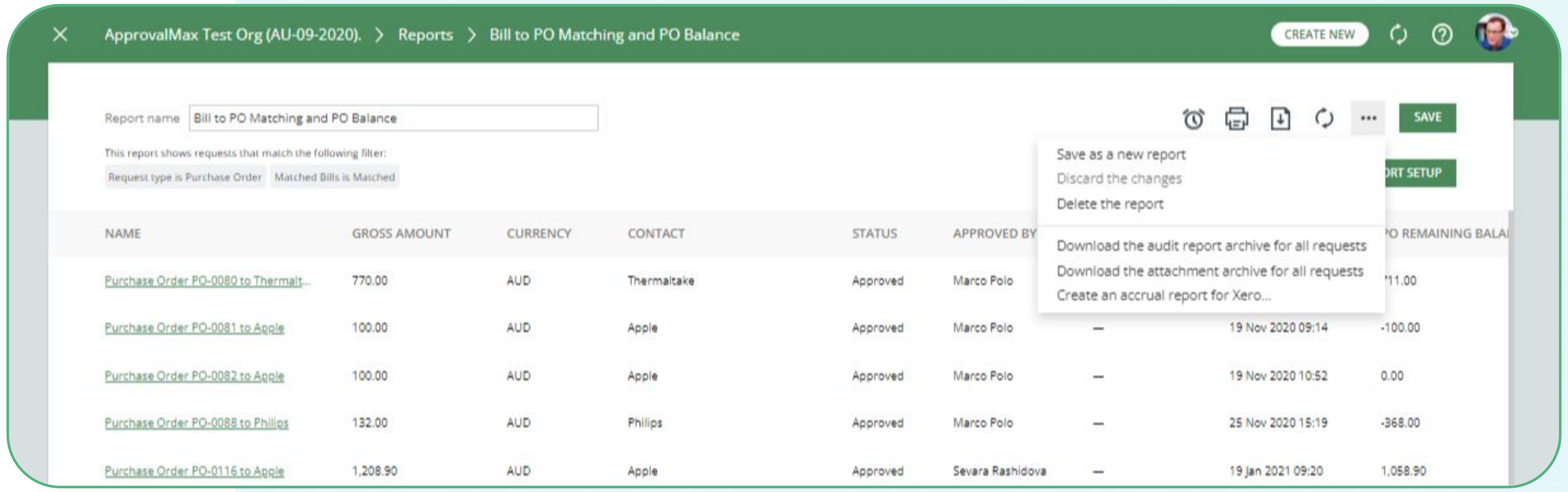
ApprovalMax provides 5 out-of-the-box reports:

- Purchase Orders pending approval
- Purchase Orders approved this month
- Bills pending approval
- Bills approved this month
- Potential fraud detected
- These out-of-the-box reports 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.



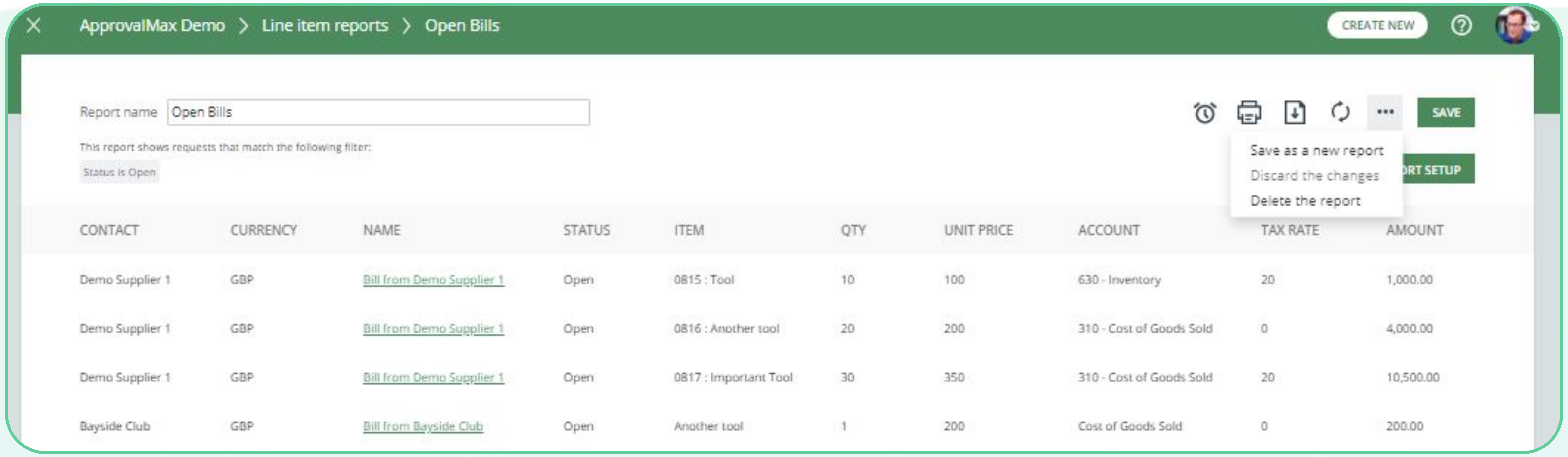


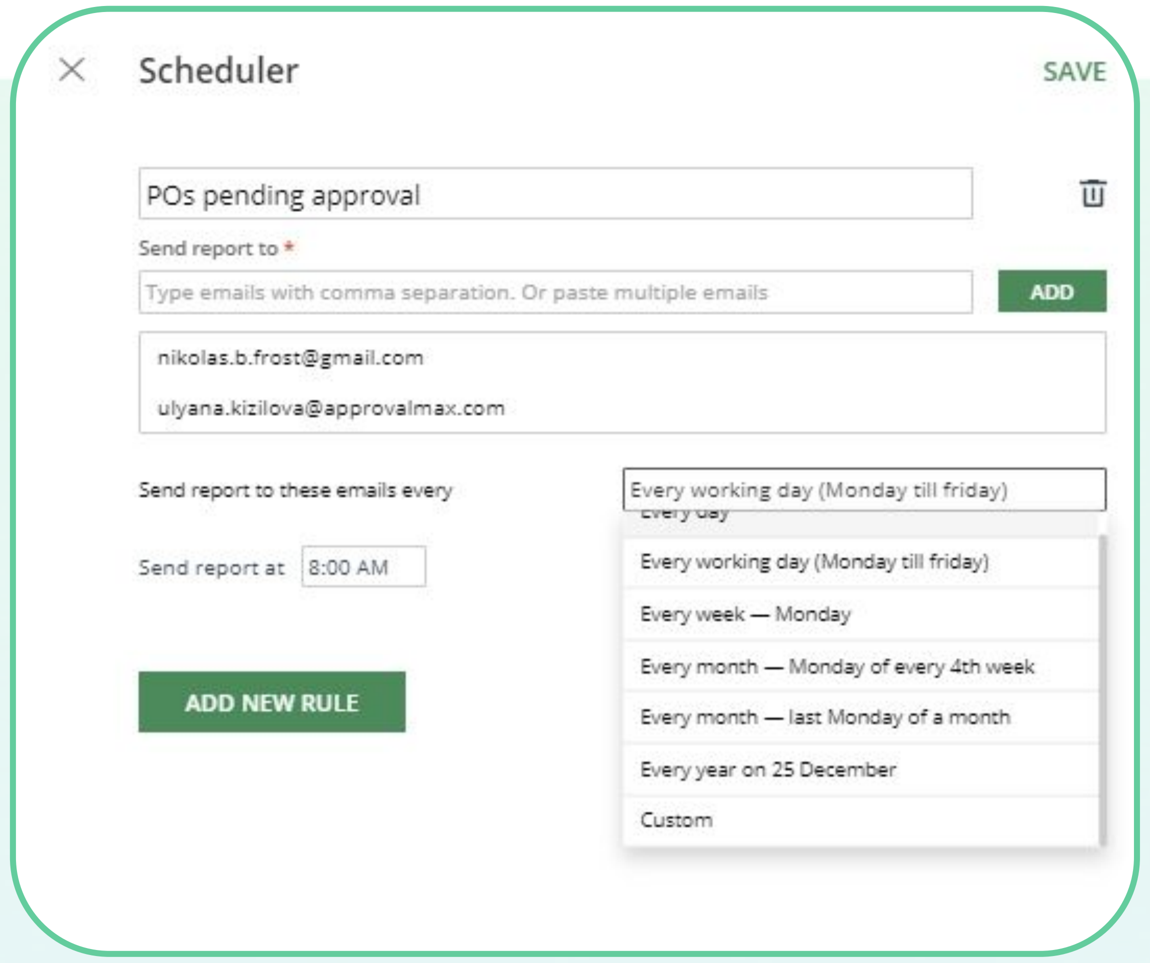
Create and run reports

ApprovalMax supports reporting at line item level.

You can generate reports with line item details and schedule reports generation and delivery to selected email addresses.

Line item reports allow you to look deeper into your accounts payable and accounts receivable to understand what exactly your expenses are for.

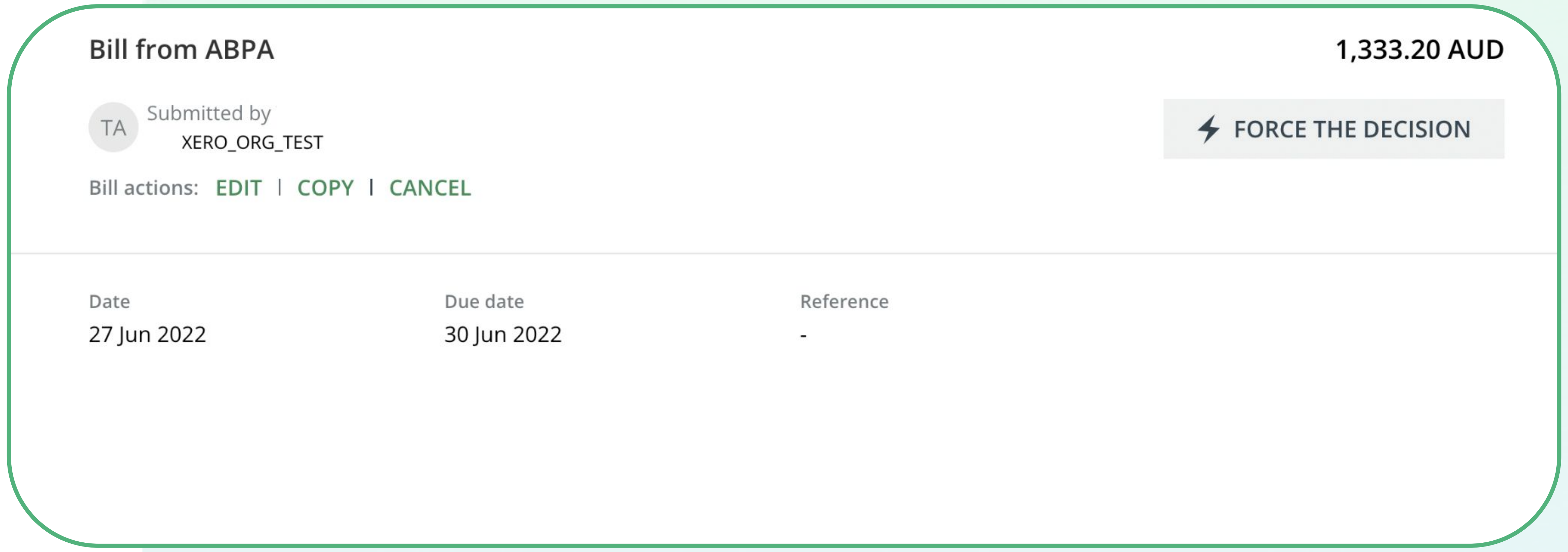




Forced decision

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

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



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

For Support questions, please contact us