EXOSTAR®

Secure Source to Pay (SS2P)
Getting Started
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EXOSTAR®

Contents

Purpose

The purpose of this document is to provide information on the Purchase to Pay (P2P) system.

The content of this document defines in explicit detail:
- The fundamental framework which constitutes the Purchase to Pay (P2P) core system.
- The standard user interactions associated with the operation of the completed system.

Application Layout

Most screens in the application share a consistent set of controls and features.

Application Bar: Contains a dropdown box that allows quick switching between installed applications. In addition, there are clickable links to the **Home** page, and to **Sign Out** of the application.

Title Bar: Describes the active screen in the application.

Vertical Navigation Bar: Contains a list of links to each main task the application can perform.

Quick-Link Buttons: These buttons only appear on a few key pages throughout the application, and are clickable links that go directly to a particular screen in the application. These buttons are usually embedded within the content section.

Content: Contains information and controls that make up a particular page of the application, and application screen.

Internationalization: The system can accommodate being operated within different countries. Even though many users from around the globe may be connected to the one centralized computer system, how they see the information presented to them from that one system is configured to the country within which each user resides.

Training Overview

Use the table below to determine for which user the P2P processes and menu items needed to perform the various business processes. Use this table in conjunction with the table of contents to establish the precise menu items for each user role to train in.

Note: The start of each main section of this document presents a learning directive and an overview.

System Roles

The system roles determine what functionality a user has access to within the P2P system. Users can have multiple roles assigned to them with multiple levels of functionality access.

Assignment of roles does not determine the hierarchical privileges in relation to the business location, for example, Department A, London Branch, South region, etc., is determined by the assignment of the user within the business model hierarchy.

Only System Administrators can assign system. On system setup at least one System Administrator user is created for each P2P system. Due to standard audit constraints, it is advised users should not be assigned a Requisitioner, Authorizer and Receipter role, due to fraud concerns in raising, authorizing and receipting their own purchases with system-based automatic invoice matching. The system does not prevent this configuration, but it is not recommended.

Access to system roles is via the Admin Center and only to those users with the System Administrator role. Assignment of a role provides functionality access as outlined within this section.

User Role Matrix

The following matrix outlines access privileges per role within the core P2P system. A System Administrator can assign a user multiple roles to allow access to multiple functional areas.

Menu Area	Menu Item	Business Function	Accounts Payable	Audit	Contract Manager	Financial Approver	Functional	Management	Procurement	Project Manager	Receipter	Reports	Requisitioner	System
Requisitioning	Raise Requisition	Raise Requisition							✓				✓	✓
Requisitioning	Raise Call Off Requisition	Raise Call Off Requisition						✓	✓				✓	✓
Requisitioning	Manage Approvals	View your Approvals		✓										
Requisitioning	Manage Approvals	Approve Requisitions				✓	✓	✓	✓	✓				
Requisitioning	Manage Approvals	Approve Contracts							✓					

Category	Subcategory	Action												
Requisitioning	Manage Approvals	Approve User Spend Scheme						✓						
Requisitioning	Manage Approvals	Approve Buyer Scheme							✓					
Requisitioning	Manage Approvals	Approve Product Category Scheme					✓							
Requisitioning	Manage Approvals	Approve Value Scheme				✓								
Requisitioning	Manage Approvals	Approve Project Mgmt Scheme								✓				
Requisitioning	View Rejected Requisitions	View Rejected Requisitions		✓		✓		✓	✓	✓			✓	✓
Requisitioning	All Requisitions	View All Requisitions		✓		✓		✓	✓	✓			✓	✓
Requisitioning	All Requisitions	Copy a Requisition							✓				✓	✓
Requisitioning	Raise from Saved Basket	View Saved Baskets							✓				✓	✓
Requisitioning	Raise from Saved Basket	Raise Requisition from Basket							✓				✓	✓
Requisitioning	Request New Product	Request New Product						✓	✓				✓	✓
Requisitioning	Request New Supplier	Request New Supplier						✓	✓				✓	✓
Orders	All Orders	View All Orders	✓	✓		✓		✓	✓	✓	✓		✓	✓
Orders	All Orders	Cancel Orders	✓	✓		✓		✓	✓	✓	✓		✓	✓

Menu Area	Menu Item	Business Function	Accounts Payable	Audit	Contract Manager	Financial Approver	Functional	Management	Procurement	Project Manager	Receipter	Reports	Requisitioner	System
Orders	Manage Scheduled Orders	View Scheduled Orders	✓	✓					✓		✓		✓	✓
Orders	Manage Scheduled Orders	Amend Scheduled Order Quantities	✓	✓					✓		✓		✓	✓
Orders	Manage Scheduled Orders	Cancel Scheduled Orders	✓	✓					✓		✓		✓	✓
Orders	Manage Scheduled Orders	Change the Schedule	✓	✓					✓		✓		✓	✓
User Role Matrix			Accounts Payable	Audit	Contract Manager	Financial Approver	Functional	Management	Procurement	Project Manager	Receipter	Reports	Requisitioner	System
Menu Area	Menu Item	Business Function												
Orders	View Unviewed Orders	View Unviewed Orders	✓	✓		✓		✓	✓		✓		✓	✓
Orders	View Acknowledged Orders	View Acknowledged Orders	✓	✓		✓		✓	✓		✓		✓	✓
Orders	Amend Order	Amend Order							✓					
Orders	Approve Supplier Amendments	View Supplier Amendments	✓	✓					✓					✓
Orders	Approve Supplier Amendments	Approve Supplier Amendments							✓					✓
Receipting	Receipt Goods and Services	Raise a Goods Receipt Note									✓			✓
Receipting	Receipt Goods and Services	Amend a Goods Receipt Note									✓			✓

Menu Area	Menu Item	Business Function	Accounts Payable	Audit	Contract Manager	Financial Approver	Functional	Management	Procurement	Project Manager	Receipter	Reports	Requisitioner	System
Receipting	All Receipts	View Receipts	✓	✓					✓		✓			✓
Receipting	View Receipts in Approval	View Receipts in Approval	✓	✓					✓		✓			✓
Receipting	Mass Receipt Goods and Services	Perform Mass Receipting												✓
Returns	Request Return	Raise a Returns Note	✓						✓		✓			✓
Returns	View Requested Returns	View Returns Requested		✓					✓		✓			✓
Returns	View Rejected Returns	View Rejected Returns		✓					✓		✓			✓
Returns	Manage Collections	View Returns Awaiting Collection		✓					✓		✓			✓
Returns	Manage Collections	Record the Collection of Goods							✓		✓			✓
Returns	Collected Returns	View Collected Returns		✓					✓		✓			✓
Invoicing	All Invoices	View All Invoices	✓	✓		✓		✓	✓	✓	✓			✓
Invoicing	Release Matched Invoices	View Matched Invoices	✓	✓										✓
User Role Matrix			Accounts Payable	Audit	Contract Manager	Financial Approver	Functional	Management	Procurement	Project Manager	Receipter	Reports	Requisitioner	System
Menu Area	Menu Item	Business Function												
Invoicing	Release Matched Invoices	Select Invoices	✓	✓										✓

Category	Subcategory	Item	1	2	3	4	5	6	7	8	9	10	11
		Ready for Payment											
Invoicing	View Paid Invoices	View Paid Invoices	✓	✓				✓	✓				✓
Invoicing	Raise Invoice	Raise an invoice	✓										✓
Invoicing	Manage Unmatched Invoices	Process Unmatched Invoice Lines	✓						✓		✓		✓
Invoicing	View Payments	View Payments	✓	✓		✓		✓	✓	✓			✓
Invoicing	View Released Invoices	View Invoices Sent for Payment	✓	✓		✓		✓	✓	✓			✓
Credit Notes	Request Credit	Request Credit	✓						✓				✓
Credit Notes	View Requested Credit	View Credits Requested	✓	✓		✓		✓	✓	✓			✓
Credit Notes	View Rejected Credit Requests	View Rejected Credit Requests	✓	✓		✓		✓	✓	✓			✓
Credit Notes	All Credit Notes	View All Credit Notes	✓	✓		✓		✓	✓	✓			✓
Reports	Standard Reports	Account Code Commitment Rpt										✓	
Reports	Standard Reports	Account Code Financials Rpt										✓	
Reports	Standard Reports	GRNI Report										✓	
Reports	Standard Reports	Supplier Spend Rpt										✓	
Reports	Report Writer	Report Writer										✓	

Menu Area	Menu Item	Business Function	Accounts Payable	Audit	Contract Manager	Financial Approver	Functional Approver	Management	Procurement	Project Manager	Receipter	Reports	Requisitioner	System Administrator
Mini Tender	All Mini Tenders	View All Mini Tenders							✓				✓	
Mini Tender	Create Mini Tender	Raise New Mini Tender							✓				✓	
Mini Tender	Create Mini Tender	Amend a Mini Tender							✓				✓	
Mini Tender	Create Mini Tender	Record Supplier Responses							✓				✓	
Mini Tender	Create Mini Tender	Close a Mini Tender							✓				✓	

User Role Matrix			Accounts Payable	Audit	Contract Manager	Financial Approver	Functional Approver	Management	Procurement	Project Manager	Receipter	Reports	Requisitioner	System Administrator
Menu Area	Menu Item	Business Function												
Contracts	Create	Create a Contract			✓									
Contracts	Create	Copy a Contract			✓									
Contracts	Manage Contracts	Review a Contract			✓									
Contracts	Manage Contracts	Amend a Contract			✓									
Contracts	Manage Contracts	Suspend a Contract			✓									
Contracts	Manage Contracts	Terminate Contract			✓									
Contracts	Contract Management Configuration	Configure												✓

Sign-In

The web3 Sign In screen allows quick and easy access to the application.

Sign-In Options

Sign into the system

1. Enter **User Name**.
2. Enter **Password**.
3. Click the **Sign in** button.
4. If the credentials are entered correctly, the application navigates to the **Dashboard** screen.
5. If the credentials are entered incorrectly, the error message **Incorrect sign-in details** displays, and you can attempt to sign in again.

   Note: If too many attempts to sign in are made, the user is locked out.

6. If you forget you password, enter your username and click the **Retrieve Password** button. You will receive the details in an email.

Register as a New User

1. Click the **Register User** button.
2. Enter the following information:
   a. **Title** (optional)
   b. Enter first name (required)
   c. Enter middle name (optional)
   d. Enter surname (required)
   e. Enter email address (required)
   f. Enter work contact number (optional)
   g. Enter mobile number (optional)
   h. Enter any notes for the Approver to read (optional)
   i. Enter the sponsor's email address (required)
3. Click the **Submit** button to submit the form into the approval process
4. The outcome of the approval is sent via email to this user and sponsor. If the registration request is successful, a username and initial password is issued by email.

View User Guides

A number of online guides are available for the main procurement activities performed in the system.

1. Click the **View User Guides** button.
2. Select the appropriate subject by clicking its link.
3. The online guide displays.
4. Click the forward or back buttons at the base of the comment box to navigate through the guide.
5. Click the **Home** button to return to the menu.

Dashboard

The user dashboard is the home page of the P2P system. It contains information most important to a particular user in the form of alerts in case they need to process specific tasks or links to new information.

Dashboard Controls

The dashboard consists of **Quick Link** buttons and various dashboard widgets. There is some level of control for each user regarding the choice of what information is displayed, and the size of the text used to display it.

Quick Links

These are fast-access buttons that navigate directly to the appropriate sub-menu item of the P2P system. Only buttons providing links to parts of the system where the particular user has access privileges are made available to each user to select for themselves.

Order Management Alerts

These are a standard set of business-critical messages sent to each user or system role. Each message has a counter incorporated into it to indicate the number of times that message was sent.

Alerts listed vary by system role and are only displayed when action is required.

Clicking a particular alert message redirects the user to the relevant menu item to address the alert.

Key Performance Indicators

These are also a standard set of messages, but differ from alerts as they contain statistical summaries of workload. Again, visibility to specific messages varies by system role.

Reminders

All users are able to set up personal reminders for themselves.

News Functionality

All users, except suppliers, have visibility to the news functionality for articles assigned to their location.

General Information Widgets

There are other supplementary modules, known as widgets, available, such as weather information, notepad, currency exchange rates, etc.

Layout

The Dashboard is the only area in the system that contains quick links, alerts, and general information widgets. Buttons and links are available throughout the application.

You can expand and collapse widgets by using the arrow icons on their respective header bars. To reposition widgets:
1. Click and drag the widgets around the Dashboard screen.
2. Click the **Save Layout Changes** button at the top of the screen.

Configure the Dashboard

Each user can choose which quick links and widgets show on the dashboard by way of configuration.
1. Click the **Modify Content** button to navigate to the dashboard configuration screen.
2. Scroll through the quick links and widgets list made available and check the individual boxes corresponding to those required to appear on the dashboard.
3. Click the **Save Changes** button to save the selection and return to the dashboard.
4. If no changes are required, click the **Back** button to return to the dashboard.

Reports

Standard Reports

The P2P system includes a reporting function that allows designated users the ability to produce a series of standard reports. Security of information is paramount and no-one can access information unless they have the appropriate authorization.

You can select report runtime as a parameter, this could be *now* or *scheduled* with a specified date and time.

Note: Reports are generated in Excel and PDF format and are selectable within the report parameters.

Once you enter all relevant information, the report is committed to a background server. After the server finishes compiling the report, the report is sent as an email attachment as a compressed zip file.

Report Writer

An Ad-hoc report writer is made available by means of Microsoft SSRS. This tool is used in conjunction with an agreed implementation data model, to allow users to create their own reports.

Note: Training in this tool is performed separately, and it not covered within this document.

Account Code Commitment report (ACC)

This is a netting-type report where positive (increased order values) or negative (reduced order values) adjustments are shown within the reporting period where they originated. Conceptually, it shadows the budget facility by reporting the original order placement and any amendments to

it, then reporting any changes that effect the order value during its life, only at payment time. Items are grouped and totalled by account code.

Account Code Financials (ACF)

This is a netting-type report where positive (goods receipt values) or negative (goods return values) adjustments are shown within the reporting period where they originated. Conceptually, it shadows the goods receipting and goods returns processes, until flattened to zero upon closing the order. Zero-balance orders are removed from the report. Items are grouped and totalled by account code.

Goods Received Not Invoiced (GRNI)

This report is a running balance of goods received, grouped by their account details, and offset by their subsequent payments. All items are reported within budget periods. The running balance-type report sees adjustments accumulated and netted out along the life of each order so a perfectly fulfilled and paid order will net back to zero. Zero-balance lines are then removed from the report. All goods are grouped and totalled by account code. The report layout may not always show the net-to-zero clearly due to the budgetary periods, where the effect may be staggered over two or more periods.

Receipting is the first stage that gets reported, so neither requisitions nor orders are shown. When goods are receipted, their net value is added to the running balance for that particular account, and within the current budget period. If any goods are returned, their net value is deducted from the running total for the appropriate coding and period. Neither invoices nor credit notes impact the GRNI and are not shown. Invoices have no impact but payments do.

A payment against the receipted and invoiced goods means that amount is no longer eligible for showing on this particular report, and so it is removed by way of reversing it out. Therefore, a payment affects a negative adjustment and is deducted from the running balance. If any refunds are received, they have the opposite effect and place that value of goods back onto the report. So the refund, or reverse payment, affects a positive adjustment and is added to the running total.

Activity	Period 1	Period 2	Period 3	Running Balance
Raise a requisition for 10 * towels at £10.00 each in period 1	-	-	-	-
Convert to a purchase order	-	-	-	-
Receipt 6 of the 10 towels in period 1	60	-	-	60
Return 2 of the 6 receipted towels in period 2	-	-20	-	40
Invoice four 4 off towels in period 2	-	-	-	40
Pay for 3 off towels in period 2	-	-30	-	10

Receipt the remaining 6 towels in period 3			60	70
Invoice the remaining 6 towels in period 3	-	-	-	70
Pay the remaining 7 unpaid towels in period 3			-70	0

Supplier Spend Report (SSR)

This is a running balance-type report where adjustments are accumulated and netted out along the life of each order. Payments invoke a positive adjustment to the running balance, whereas refunds decrease it. Items are grouped and totalled by supplier.

Transactions Report

This screen-based report assists in solving transactional issues.

The screen categorizes invoices and associated requisitions/PO's to enable a simple view of where an action is required, what action is required, and who the action is required by.

The information on the screen assists in getting any issues resolved.

The screen is accessed via **View Transaction Report** under **Reports** on the menu. The View Transaction Report menu option is available to all user roles, with the specific data restricted to individual users in accordance with the business model.

By Reference

The screen is viewable by supplier and a filter/search facility allows the user to filter/search by:
- Supplier Invoice
- Invoice
- Requisition
- Purchase Order
- Goods Receipt Note (or goods returned note)
- Credit
- Barcode

The filter/search facility allows the choosing of the supplier and/or to enter the valid search criteria listed above

By Supplier

A search for a given supplier returns all documents related to the selected supplier. You can then enter additional search criteria, but it would only bring back results related to the supplier.

The **Clear Search Results** button resets the search screen.

By Date
A **Date From** and **Date To** search facility is available.

The screen features an option to hide any **Paid** invoices for the supplier. If the **Hide Paid Invoices** option is selected from the **Set View** drop down, all documents with a status of **Invoice Paid** are hidden.

You can also export the report to Excel, if required.

Invoices, associated requisitions, purchase orders (PO), and goods receipt notes (GRN) are categorized into a number of different cases to enable the AP team to have a simple view of where actions are required, and what action are on the documents for the supplier to ultimately be paid. The cases are categorized as follows:
- Invoice Paid
- Pending Coding with User
- Budget Unavailable
- Pending Approval with user
- Ready For Payment – Processed and Matched
- Awaiting Receipting
- Awaiting Supplier Invoice
- Acknowledge Purchase Order
- Invoice Unmatched
- Requisition Rejected in Workflow

Note: Any document that does not fall into any of the cases mentioned above are not displayed on screen for the associated supplier.

Sundry Functionality
Procurement Policies
A configurable Admin Center option enables System Administrators to upload policy documents. Those documents are available from a top level application link.

Uploading and Removing Policy Documents
System Administrators can access the **Upload Policy Documents** menu item via the **Administration** menu. Policy file name and description are captured and once uploaded, upload date is made available.

Note: Only the following document types can be uploaded; doc, docx, txt, pdf, as the purpose of this functionality is merely to provide visibility of policy documents rather than full document management and no version control is enforced.

Use the remove option next to a given document in order to delete.

Accessing Policy Documents

There is open access to all uploaded documents within this feature. All users can see all uploaded documents.

Access Points

You can access uploaded documents via the **Application** bar at the top of the screen, but only after you log in.

Punch Out Mapping

When a supplier is added to the system, a set of categories is assigned to them in the Admin Center via **Supplier Profile** tab, then the **Supplier Categories** sub-tab.

When raising a requisition using **Punch-Out** feature, the system navigates to the third party site and then back to web3. When the products are brought back to web3, you must assign categories from the list.

Items Returned from the Punch-Out Supplier Screen

Only categories assigned to the supplier should be shown for the web3 user in the Punch-Out basket.

Requisition Upload

Requisitions may be directly imported into web3 via an integration channel, if required. Touchpoints with the client's system are predefined and typically involve the client placing requisition content in a given pre-agreed format (typically XML or CSV) into a known location for web3 to consume via the web3 integration tier.

To ensure web3 does not know anything about content from external sources, and does not need to, any content coming in from an external system is converted by the integration tier into a standard requisition upload format. It is this format, which acts as a content-holding buffer between the client's back-end system and web3, which is imported into web3.

Depending on configuration, the imported requisitions can then be coded in web3 via the **Manage Requisition Coding** screen under the **Requisitioning** menu, or if pre-coded, can go straight into the approval process. At this point it is possible for the user receiving the request to code, providing they have adequate permissions to do so, can code, or reassign to another user or reject back to an AP User.

In reality, most imported requisitions are pre-coded due to the throughput that necessitated an integration in the first place.

Invoice Signing

Within web3, functionality exists supporting the signing and post-verification checking of signed invoice content.

A brief overview of the process is necessary prior to detailing how web3's interface supports such functionality:

1. Supplier sends invoice via invoice feed electronically OR creates invoice in portal.
2. web3 generates invoice and AP team validates it internally, then generates the PDF invoice.
3. If OK, the invoice is signed digitally via an eSigning hub and returned.
4. In due course, web3 issues a request to verify the invoice.
5. The verification is handled between the signing hub and the certificate authority.
6. The result is returned in the PDF invoice and received by web3.
7. web3, if all verifies correctly, matches and passes for payment (i.e. flagging the invoice as ready to pay and available to download).

Note: Only supplier portal invoices are eligible for the digital signature process. Invoices are created on the buyer's side are not going to be signed. To ensure the digital signature process does not hold up payment of the invoice, web3 invoice processing to web3 users continue as usual whilst simultaneously requiring the digital signature.

To monitor/resubmit invoices for signing, AP users can navigate to **Manage Digital Signing** under the **Invoicing** menu. This allows AP users to monitor the Digital Signature process and to address issues accordingly.

The main screen of this queue displays a list of all invoices inside e-sign process with all **Signature Statuses**.

Signature Status:
*   Not Signed
*   Being Signed
*   Signed
*   Being Verified

Dependent upon verification success: **Verified** or **Unverified.**

By way of monitoring the **Last Submitted For Signature** date/time column, it can be determined if an invoice should be resubmitted by choosing the **Resubmit** option.

View Invoice Page

In addition to downloading a standard PDF representation when viewing a given invoice, the user may retrieve e-signed pdf files, signed invoice, verification and where necessary the authentication file from the eSigning hub.

The **Retrieve e-Signed Copy** button shows invoices with the following **Signature Statuses**:
- Signed
- Being Verified
- Verified
- Unverified

Error handling from external Signing Process

Should any error occur within the external eSigning hub, the invoice status is brought back into the **Manage Digital Signature Work** queue with an **Error** status. This means the invoice is not signed, though the error cause returned back to web3 can be interrogated via the invoice's audit log. The error is for the use of an appropriately trained user, not typically a standard AP user.