

About the NSSC

NASA Shared Services Center is a partnership between NASA and CSC. The NSSC consolidated selected activities from the ten NASA Centers in:

- Financial Management
- Human Resources
- Information Technology, and
- Procurement

The NSSC customers are NASA civil servant employees, NASA vendors, and NASA grantees.

Operation of the NSSC frees agency resources that can be redirected to NASA's core mission.

The NSSC provides customer-focused, consistent, high-quality, easily accessible and timely support services.

NSSC Vision

Unparalleled Service

NSSC Mission

To provide timely, accurate, high quality, cost effective and customer focused support for selected NASA business and technical services.



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National Aeronautics and
Space Administration



nssc
NASA Shared Services Center

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SAP Workflow
QUICK REFERENCE GUIDE

NSSC-SD-0014
Revision 5

SAP Workflow for Electronic Invoice routing - Quick Reference Guide

SAP Workflow provides automation for the invoice certification process and electronic communications between the NSSC Accounts Payable and Center Procurement offices. The electronic invoice approval allows the NSSC to send invoices electronically for certification, thus eliminating the need for faxing and mailing documents.

Electronic Invoice Approval Process via SAP Workflow

- Invoices are entered into SAP and attached to the SAP document (NSSC)
- Invoices with attachments are sent via workflow (NSSC)
- Workflow automatically goes to the buyer (P-Group) in SAP (Center)
- Buyer receives an e-mail notification that workflow items exist in SAP that require action (Center)
- Invoice exists in Buyer/Contracting Officer SAP workflow in-box via iView Portal/CMM link (Center)
- When the buyer clicks on the "Approve Invoice Production" tab, SAP workflow will be launched (Center)
- Buyer must obtain all necessary documentation (Center)
- Buyer can attach any documentation electronically in SAP (Center)
- Buyer forwards workflow item to Contracting Officer (CO) for approval (Center)
- CO approves workflow item in SAP via iView Portal/CMM link and notifies Buyer it has been certified (Center)
- After approval, the invoice is automatically routed in SAP to NSSC Accounts Payable for payment
- If the P-Group approver in SAP Workflow is not an authorized approver, then the authorized approving official is to **sign a copy of the invoice and attach it in SAP**
- E-mails or notes attached in SAP are **not** acceptable approvals. Invoice approvals by e-mail are **not** acceptable approvals.

Workflow Messages

- Messages can be attached to workflow items in SAP
- Buyer must create a message to the CO
 - > Message must indicate that the invoice is ready to be certified and the total amounts to be paid must be indicated
 - > Message should explain any differences from amount on scanned invoice and outline any other issues or exceptions
- CO must create a message to the Payment Processor
 - > Message must indicate that the CO is certifying the invoice, indicate the total amount to be paid, and explain any differences from the amount of the invoice
 - > Message can outline any other issues, conditions, or exceptions

CO Requires Further Action by the Buyer

- CO creates a message attached to the workflow item
 - > Message must indicate why the invoice is not being certified and the actions required by the Buyer
- CO forwards the workflow item back to the Buyer
- Buyer completes the additional requirements and creates a message attached to the workflow item
 - > Message must verify that the additional requirements have been met, indicate the total amount to be paid on the invoice, and explain any differences from the amount of the invoice
 - > Message can outline any other issues, conditions, or exceptions

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Rejecting Invoices

- Buyer determines that invoice cannot be certified
 - > Buyer creates a message attached to the workflow item
 - * Message must indicate why the invoice cannot be certified, and the actions being taken to correct the invoice
 - > Buyer rejects the invoice back to the payment processor
 - > Vendor submits corrected invoice and corrected invoice is entered into SAP
 - > Approval process initiated for corrected invoice

Helpful Hints for SAP Workflow Users

- For detailed instructions and screenshots, visit the Enterprise Performance Support System (EPSS) <https://epssprod01.ifmp.nasa.gov/nav/index.htm>
 - > Select Contract Management Module (CMM)
 - > Select Purchasing
 - > Select Sub-Process Area
 - > Select Review Invoice
- Do not use the "back" button on the Web browser to go to a previous screen in CMM - errors will occur
- To access iView, visit <https://iview.ifmp.nasa.gov>
- Single-click on the title of the workflow item. Do not double-click unless the document is to be reserved. When an item is reserved, it is removed from all boxes other than that of the individual that reserved it
- If the buyer is sending the invoice to the CO to be certified, indicate the exact dollar amount to be paid and explain any difference from the amount of the scanned invoice
- If the buyer is rejecting the invoice, indicate what steps you are taking or the payment processor needs to take to get the invoice corrected for resubmission
- SAP workflow automatically generates an e-mail notification every 2 days until the invoice is either approved or rejected
- If the invoice has not been approved within 11 business days, the Center Liaison will escalate it to the POC's immediate supervisor