



Accounting and Disbursements Division Accounts Payable Branch

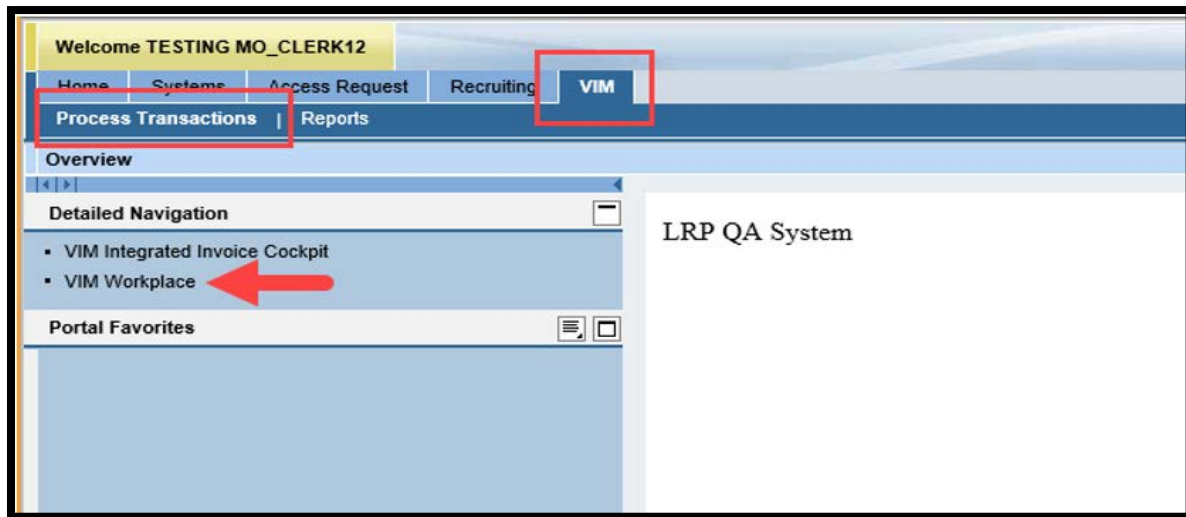
VIM Workplace Exception Vendor Communication

Overview

How to send an email requesting for more information to vendor using VIM

Instructions

- 🖥️ Login to SAP to access VIM
 - VIM will be another accessible main tab in SAP
- 🖥️ VIM Portal: VIM | Process Transactions | VIM Workplace | Personal View

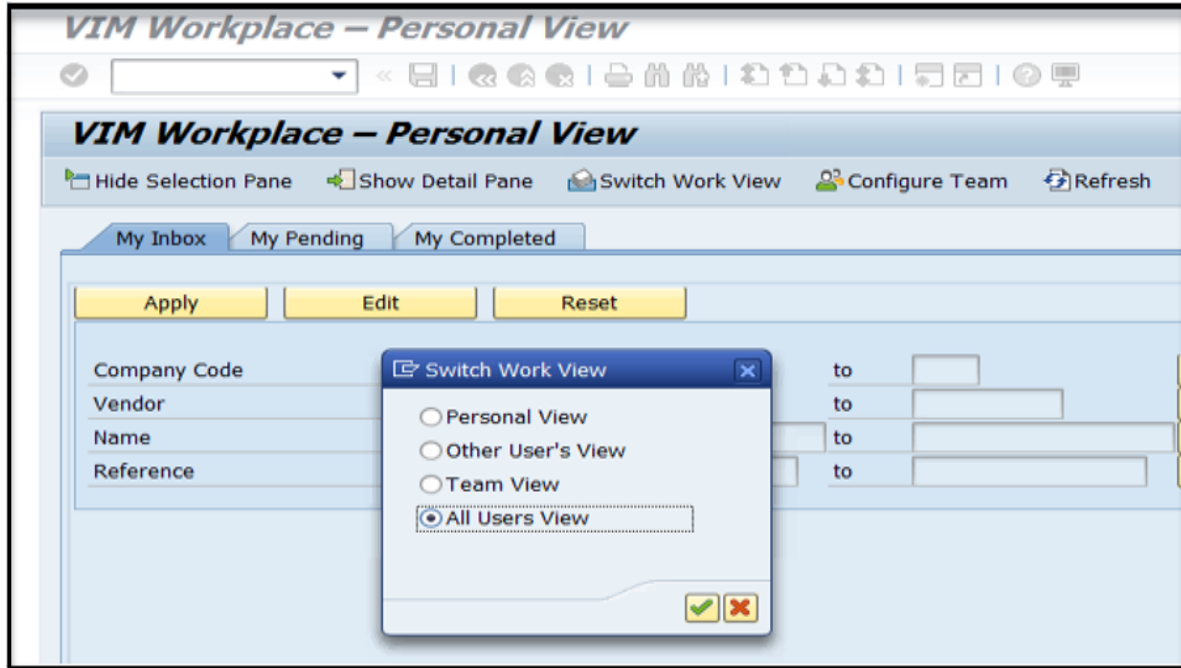


- Switch Work View | All Users View



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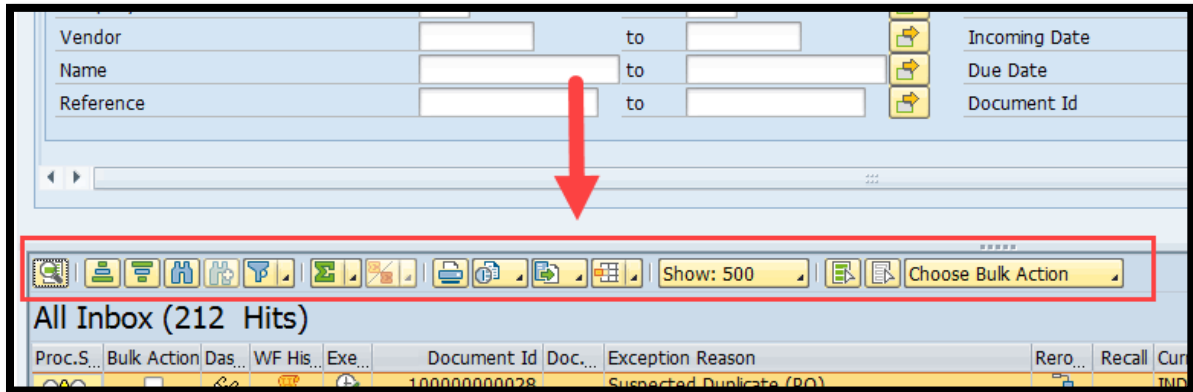
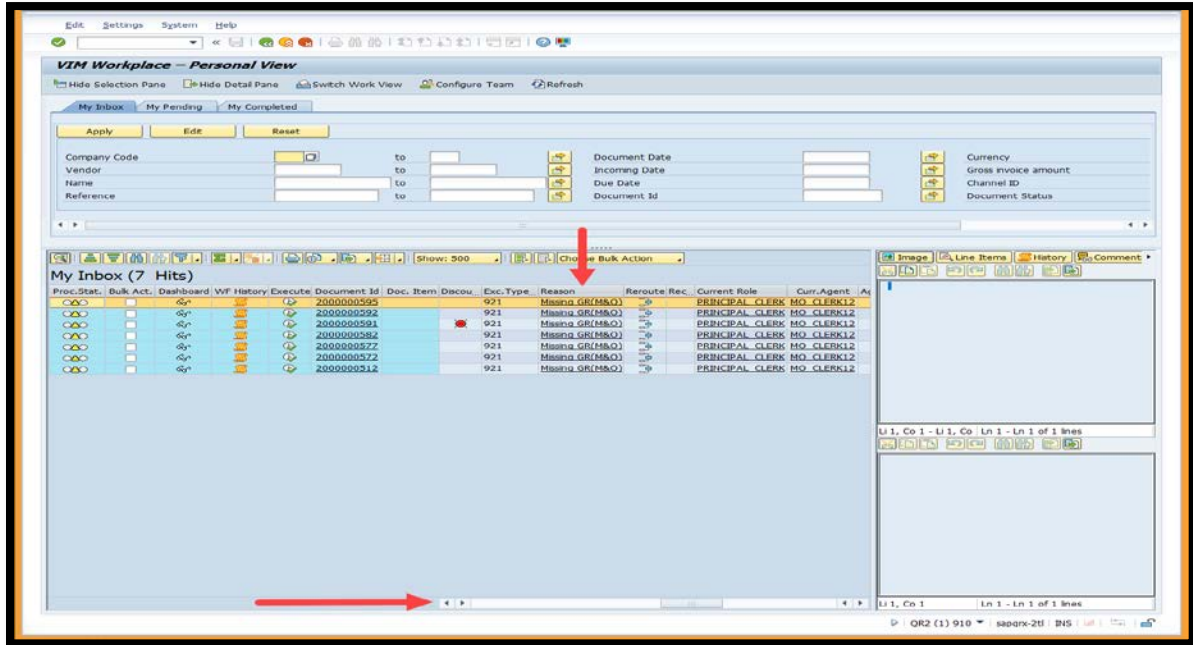


- ☞ Displays all DP Documents with issue/s
 - Use bottom scroll bar to access the Exception Reason column (along with other columns such as PO, Vendor, Invoice, Discount, etc.)
 - Any column can be sorted or filtered by using the various function icons



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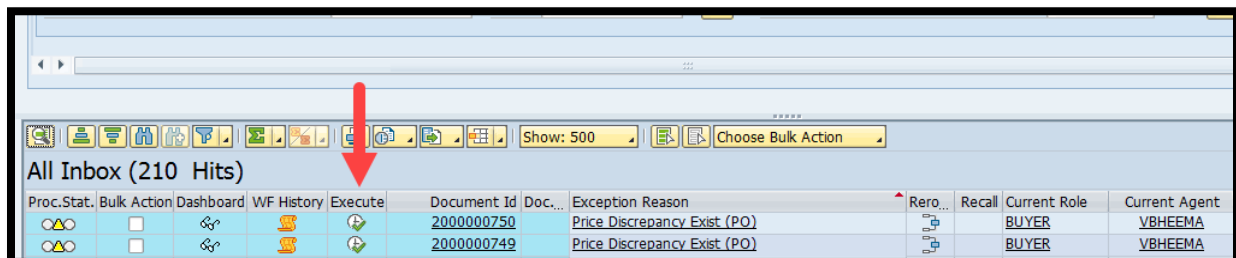


Click "Execute" icon to access invoice for review

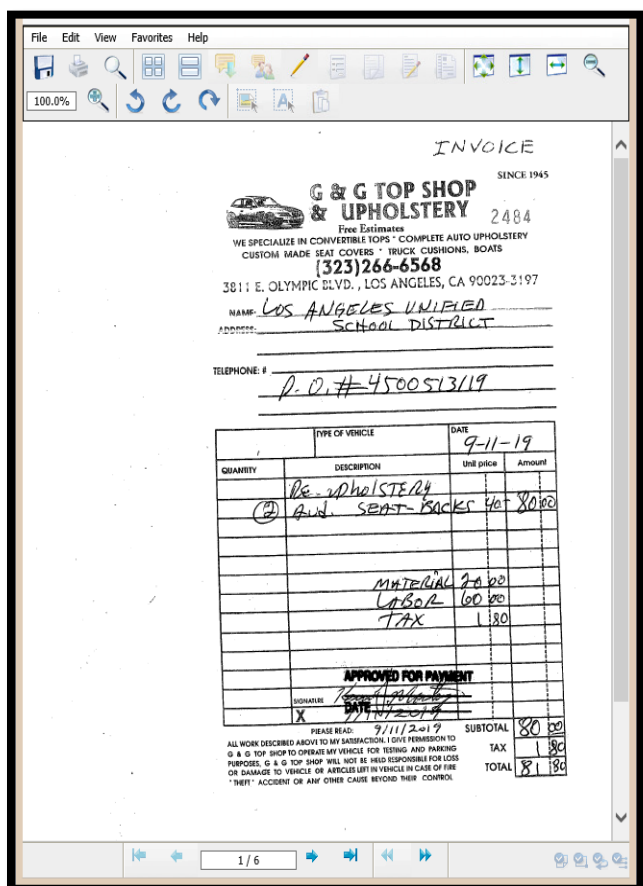


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- A separate screen, displaying the invoice image, will appear
 - User can close the invoice image window or keep window open to review



☐ Click "Yes" if Security Alert window appears

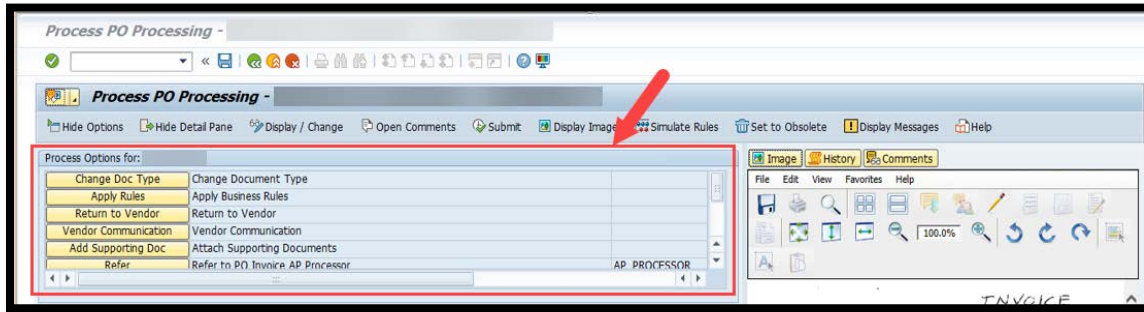


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📄 The necessary DP document fields will unlock to access Process Options





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VIM Workplace Exception Vendor Communication

Process PO Processing - Maintenance & Operations - 002000000714

Process Options for: AP Processor

Change Doc Type	Change Document Type
Apply Rules	Apply Business Rules
Return to Vendor	Return to Vendor
Vendor Communication	Vendor Communication
Add Supporting Doc	Attach Supporting Documents
Refer	Refer to PO Invoice AP Processor

Vendor Data

Vendor Number: 1000006467
Vendor Name: G & G TOP SHOP & UPHOLSTERY
Street / House No: 3811 E. OLYMPIC BLVD
Postl Code / City: 90023 LOS ANGELES

Recipient Data

Company Code: 1000

Invoice Data

Trans./event: Invoice
Reference Number: 2484
Auto-Calculate Tax:
Gross Amount: \$0.00
Total Tax Amount: 0.00
Vendor Charged Tax: 0.00
Discount Amount:
Freight Amount:
Requester: TACMAX
PO Number: 4500513119

INVOICE

G & G TOP SHOP & UPHOLSTERY
WE SPECIALIZE IN CONVERTIBLE TOPS - COMPLETE AUTO UPHOLSTERY
CUSTOM MADE SEAT COVERS - TRUCK CUSHIONS, BOATS
323)266-6568
3811 E. OLYMPIC BLVD., LOS ANGELES, CA 90023 3197
PHONE: P.O.#=4500513119

QUANTITY	DESCRIPTION	DATE	AMOUNT
	UPHOLSTERY	9-11-19	
	SEAT-BACKS		80.00
	MATERIAL		9.00
	LABOR		60.00
	TAX		1.80
	TOTAL		150.80

Click "Vendor Communication"

Process PO Processing -

Process Options for:

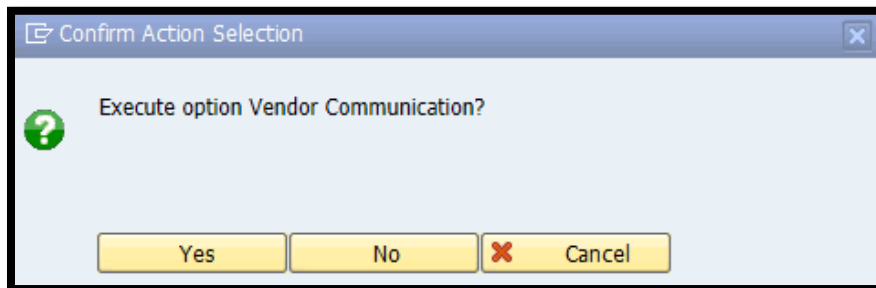
Change Doc Type	Change Document Type
Apply Rules	Apply Business Rules
Return to Vendor	Return to Vendor
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Add Supporting Doc	Attach Supporting Documents
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- Displays “Confirm Action Selection” window
 - Click “Yes” to execute option vendor communication



- Displays “Vendor Communication” window



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VIM Workplace Exception Vendor Communication

The screenshot displays the SAP Vendor Communication interface. The 'E-Mail Address' field contains 'DEBBIE@RISKSOL.COM'. The 'Subject' field is populated with 'Inv #19-1342 \$6,900.78 Info Required'. The 'Reason' section has several checkboxes, with 'Attach Invoice Image' checked. The 'Comment for Vendor' field is empty. The 'Mail Template' section shows 'ZAPTX_VEN_COMM_TEMPLATE' selected. The 'Generate Preview' button is visible.

File Type	Arch. Doc. Type	Arch.Date	A
<input type="checkbox"/>			01
<input type="checkbox"/>			01
<input type="checkbox"/>			01
<input type="checkbox"/>			01

- Confirm vendor email address
 - If incorrect, delete current information and enter correct vendor email address
 - Additional email address(es) can be added, if needed
- Subject field auto-populate with specific information
- Check necessary box(es) in the “Reason” section pertaining to invoice issue(s)
- Enter necessary comment(s) in “Comment to Vendor” and “DP Process Comments” fields
- Select Mail Template, if more than one selection
- Click “Generate Preview” to view message to be transmitted
- Displays selected “Reason” and written “Comment for Vendor” on the template



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VIM Workplace Exception Vendor Communication

- Click “Send” icon
 - Click on “Yes” to send vendor email and obsolete DP Document

Vendor Communication

E-Mail Address: VENDOR@ABCD.COM

CC Requester:

Subject: Inv #19-1342 \$6,900.78 Info Required

Attach Invoice Image

Reason

- Quantity issue
- Duplicate invoice
- Recipient address incorrect
- Missing or incorrect PO number
- Facilities- After the Fact, Contract/Task Order Expired
- Billing Period not within NTP/Task Order/Work Authorization or Contract Period
- Billing period covers two fiscal years
- Work is not within scope of services in the contract
- Approval Signature Missing/Approval Signature not in Authorized Approver List

Comment for Vendor

Remittance Information

Additional Documents

File Type	Arch. Doc. Type	Arch.Date	A
			01
			01
			01
			01

Language: EN

Mail Template

ZAPTX_VEN_COMM_TEMPLATE

Generate Preview

Preview

Dear Vendor,

Accounts Payable received the attached reference invoice and is unable to process the invoice. To continue the reviewing and approval process, please see "Reasons" and provide additional information requested under "Comments".

Invoice Details
Invoice # : 19-1342

Reasons:
Recipient address incorrect

Comments:
Remittance Information

Accounts Payable will review the additional information and will contact you if more information and/or corrective action is needed.

Thank you.

Vendor Communication

Send the Vendor Communication Email

- Email notification will be sent to vendor