Workflow Configuration for HR & Payroll in Dynamics GP

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Purpose

The purpose of this document is to provide a standard guideline to setup the Workflow 2.0 in Microsoft Dynamics GP for the HR & Payroll module. Upon configuration, it would help the users to submit an HR & Payroll related document, master record or batch to the appropriate approver through the system. Email message setup is covered in detail in this document.

Scope of this document is limited to the following workflow types -

- **Employee Profile Approval** - allows employees to change their employee information, add emergency contacts, dependents and view their position history.
- **Employee Skills Approval** – allows employees to see/edit their education, test, skills and training information.
- **Payroll Direct Deposit Approval** – allow employees to start or stop direct deposit, remove or add accounts and edit the direct deposit information.
- **Payroll Timecard Approval** – allows the employees to submit timecards for approval.
- **Payroll W4 Approval** – allows employees to change their federal tax information on this W4 form and submit it for approval.

Prerequisites

Following are the prerequisites for the workflow in Dynamics GP for the HR & Payroll module -

System level

1. Web Services installed for Microsoft Dynamics GP
2. SQL Server Agent (should be running)
3. One time setup is required at the system level for the email notification/approval
   Path - Dynamics GP >> Tools >> Setup >> System >> Workflow Setup

HR & Payroll level

1. Employees are assigned with a GP User ID (Card >> Employee > Additional Information).
2. Timecard Assignments are created and assigned to employees (Dynamics GP >> Tools >> Setup >> Payroll >> Timecard Assignment Setup).
3. Pay Schedules are created and assigned to different employees (Dynamics GP >> Tools >> Setup >> Payroll >> Pay Schedule Setup).
4. Timecard Restrictions are created and assigned to employees (Dynamics GP >> Tools >> Setup >> Payroll >> Timecard Restrictions).
5. Batch Prefixes are created and assigned to employees (Dynamics GP >> Tools >> Setup >> Payroll >> Timecard Batches).

System Level one time setup

Path - Dynamics GP>> Tools>>Setup>>System>> Workflow Setup
Or Administration>> Setup>> System >> Workflow Setup

This is a one-time setup only. E-mail address is the e-mail address from which the e-mail will be sent for the notification. It is configured with a user ID which must be changed to a generic e-mail ID like purchasing@company.com. This window can be used for e-mail testing as well. The server name, authentication type can be discussed with your internal IT team. Whether a secure connection (SSL) is required or not can also be determined by your IT. Note - Dynamics GP Web Services Server is without the instance name.

Limitation - E-mail functionality may work or may not work despite setting it up correctly here. This could be because of the various missing components of the Web Services , ISS, .Net Framework etc.. This is beyond the scope of this document.

Workflow configuration

Company level setups

We need to setup the following for the workflow to work properly in each company -

- E-mail Message setup
- Workflow Calendar setup
- Assign Managers to workflow
- Creating New Workflow, Enter Name, Configure Options, Set overdue options
- Add Steps, Check active box to make workflow active, Save Workflow

We would examine each of these steps in the following paragraphs -

E-mail message setup

The Message Setup window defines what appears as the Subject and in the Body of a message when an email notification is sent from Dynamics GP. It can be setup from Administration >> Setup >> Company >> E-mail Message Setup
It has the following components :

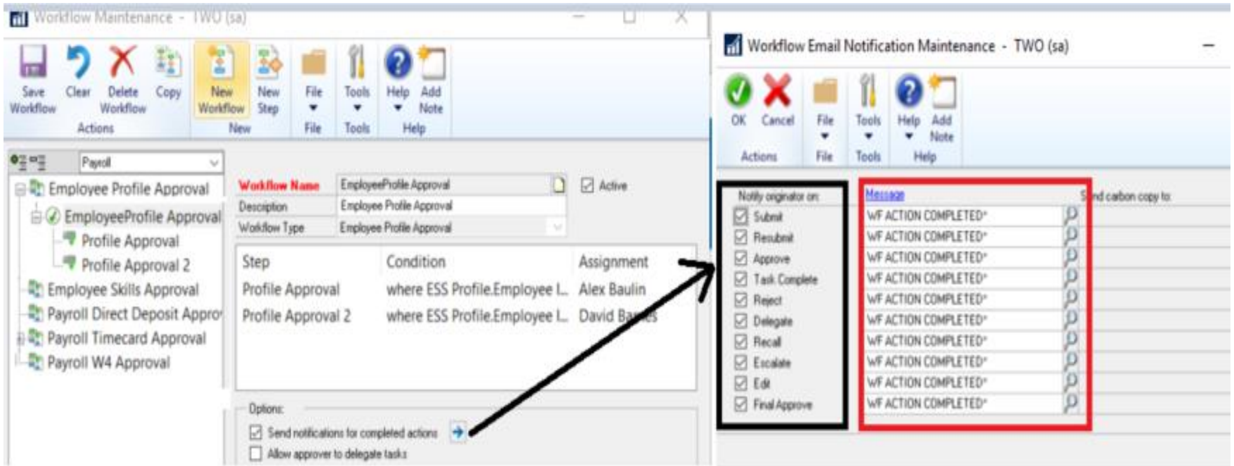
- **Message ID and Description**
  We can enter an ID to identify the message. It is recommended to indicate the associated Doc. Type in the ID so that it could be easily identified. The max limit is 25-characters for the ID field. We may type the detail of the message ID in the description field.
- **Message Type**
  We have 3 options available here. We would seelct one of the following message types -

- Standard - if we are creating messages for documents that we will be sent to customers or vendors.
- Workflow Assignment - if this is to be sent to the approver for the assignment of a workflow task (discussed later in the document in detail).
- Workflow Action Completed – This is used to notify the originator for different actions taken during the approval process (discussed later in the document in detail).

- **Series**
  We can select the series in which we would like this message to appear. The series available depends upon the message type selected above. By selecting 'All', the message is available for all of the available series. We cannot select a document type or add fields to customize the message if 'Standard' is the message type and 'All' is assigned as the series.
- **Doc. Type**
  Select the type of Document that we would be using with this Message ID. This field is required if we select any of the series instead if 'All'.
- **Subject**
  We have the ability to type the subject line here. It would become the subject line in the email notification to be sent for this message ID. We can insert fields here so that document specific information, such as document number and employee ID etc. from the document are displayed. Many fields are available for insertion.
- **Body**
  This is where we can type how the body of our message would look like. We can insert fields here so that document specific information, such as the document number, document date, and employee ID etc. are included in the message (discussed later in the document in detail).
- **Field**
  Select the field that we would like to place in the message body or subject line. The fields available in the list depend on the document type we have selected on the top. Fields are not available if we select 'Standard' as the message type and 'All' as the series.
- **Additional Fields checkbox**
  Marking this box displays additional fields in the Field list that we can embed for the selected document type.
- **Have Replies Sent to**
  We have the option to leave this field blank, however, in this case, the reply will go back to the message sender. We would enter or select an email ID that a responder of the email can use to send a reply email. For example, let's assume we have entered admin@company.com as the Reply To address. If we send a document in an email, the receiver receives the email from the user who had initiated the email. However, when the receiver replies to the email, admin@company.com is used in the 'To' field.

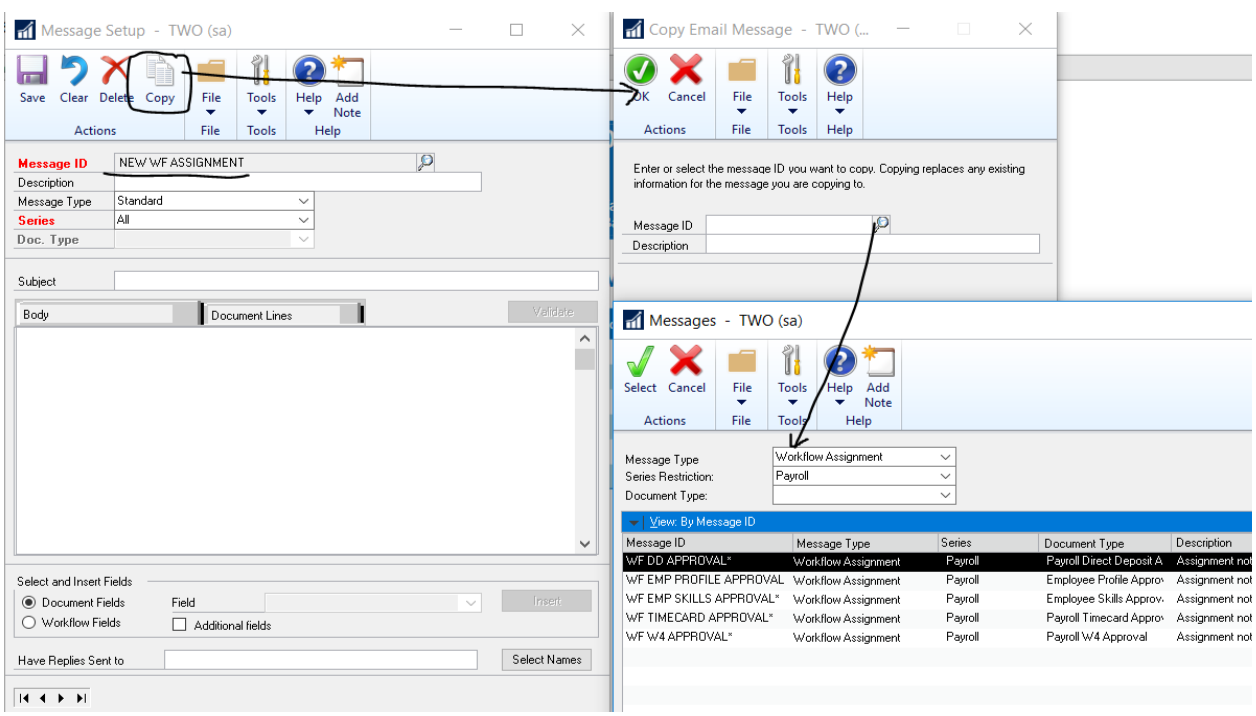
Configuring Message ID

Following are the action types for which a notification to the originator can be sent from Dynamics GP for each workflow configured (click on the blue expansion button to see the details).



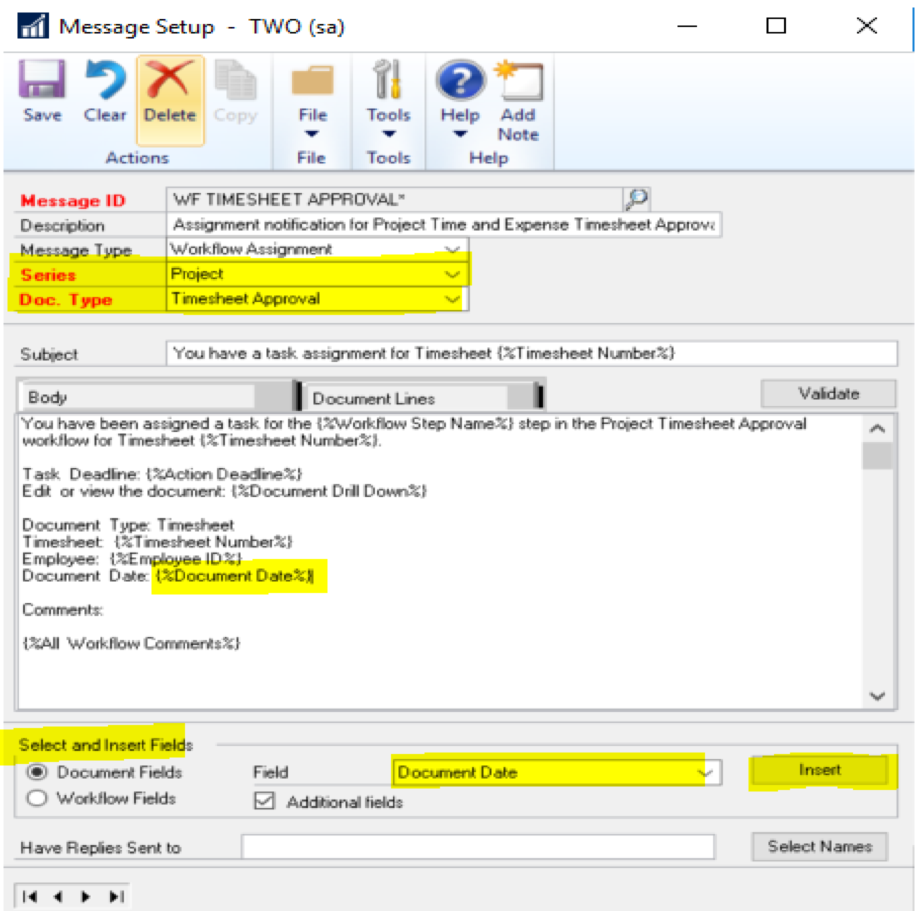
Marking and un-marking the checkbox beside the action type does the activation for that action. We might not activate the notification for each and every type of action as it could be annoying for the originator as well as the approver to get notified of each action initiated. However, setting up notifications related to the submission, delegation and the approval would be highly recommended. Every action has a Message ID linked with it as depicted above which is configured at Administration >> Setup>> Company >> E-mail Message setup (discussed above in detail).

We have the ability to create a new message ID and assign it to a particular action type. We can also create a Message ID by copying it from an existing Message ID and customize it to suit our requirement/s. To copy, we would enter the ID and click on the copy button as depicted below



While coping, the Message type is populated with 'Standard' by default which can be changed for the payroll. Other details in the message setup window are copied from the selection.

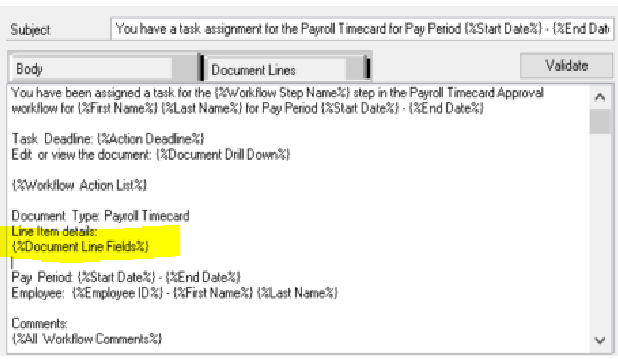
As highlighted above, we have the ability to type text in the body or insert some of the Dynamics GP fields within the body of the message. In order to do that, we would need to move our curser to the place where we would like to insert the field. We would then select the field from the dropdown field list and click on insert button. There are 2 types of fields available here for insertion – document related field and the workflow related field. We may select the appropriate field and insert it into the body of the text. Finally, we could have a meaningful message like the following which would be a combination of texts and Dynamics GP fields. We can save the message type when done.

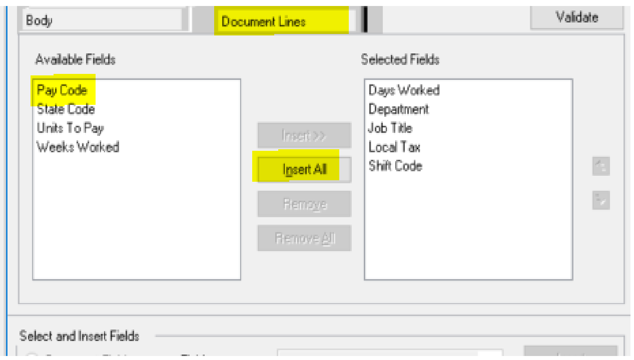


Later, we would assign the message ID to a particular action type. It is to be noted that the series and document type are important factors while creating a message type. If the series and the document type are not correct, the Message ID may not be available for assignment for the workflow type in question.

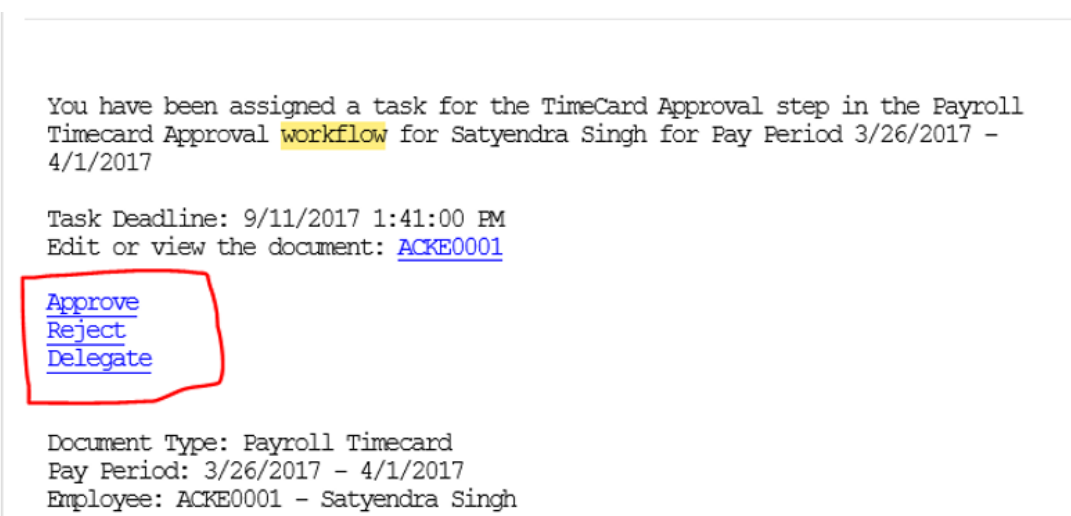
The same logic can be applied to customize the subject line of the message ID. It is highly recommended to use the default message IDs and customize it as per the requirement. Additionally, we can even copy and paste the content of an existing Message ID into a new Message ID and edit the fields to suit our requirements.

If there is a document with detailed line items (like Timesheets, POs, Requisitions etc.), the line details can be inserted from the Document Lines as depicted below



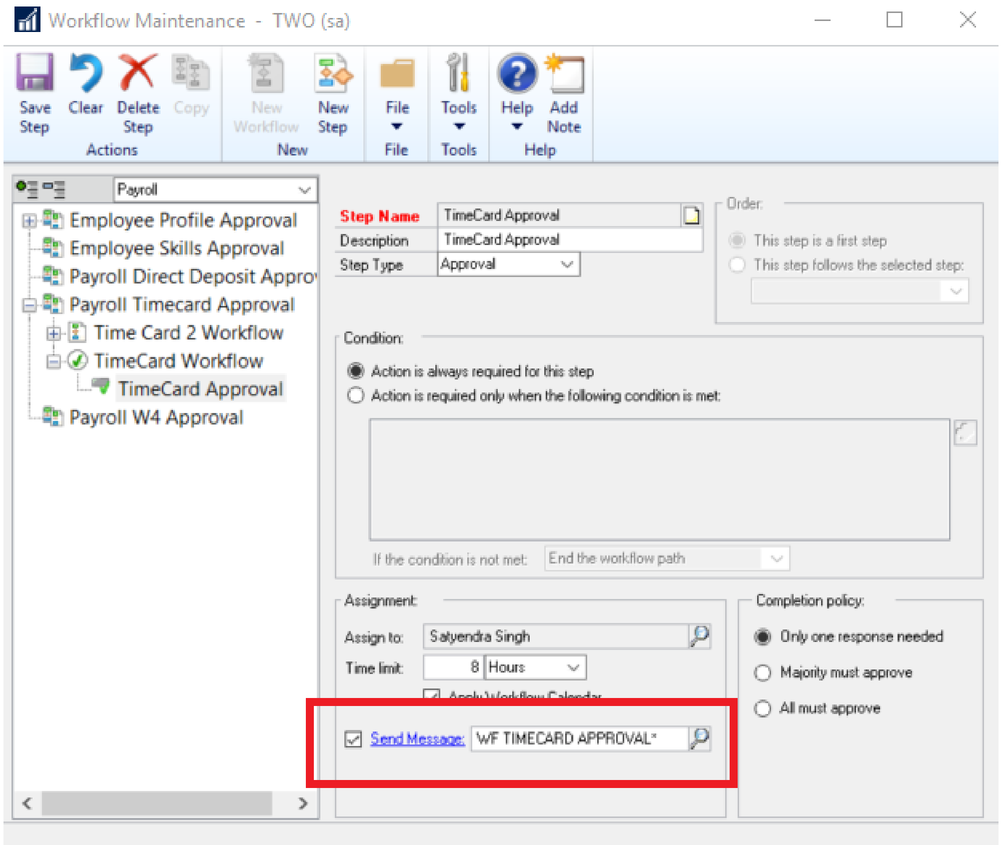


It is to be noted that {%Document Line Fields%} must be inserted into the body of the text message in order to get the line details for each submission. {%Workflow Action List%} defines the hyperlink for the workflow actions in the email. It should always be included else the following will NOT appear in the email notification sent from Dynamics GP –



We could use different message IDs for different action types i.e. we could have a different message ID for submission, re-submission, delegation and approval notification. It is to be noted that we can assign only one Message ID to a unique action type (one to one relationship) at a time. Additionally, a notification will only be sent for a particular action type when we have marked the check box ‘Notify Originator on:’ for that action.

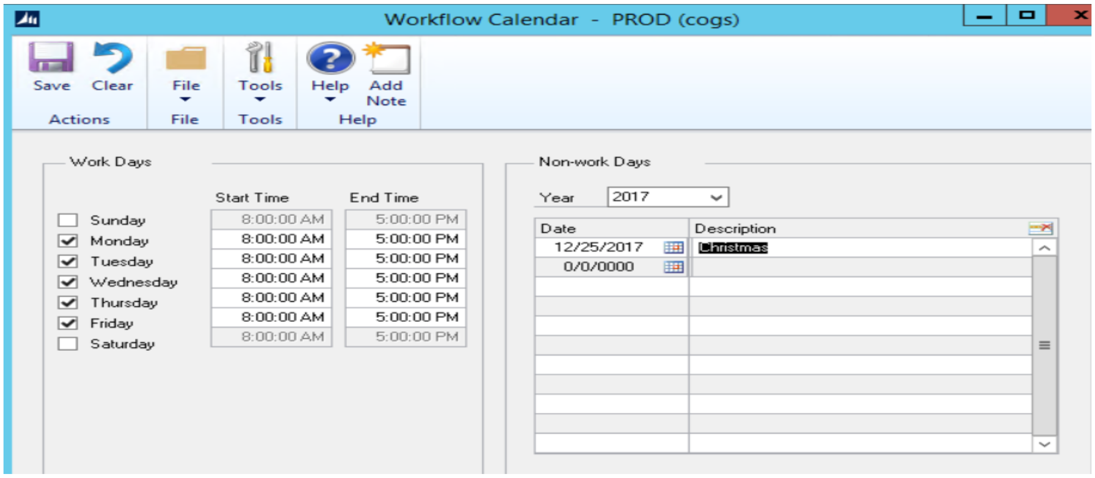
Assignment message to the approver is sent from this Message ID -



If there is a need to customize the assignment Message ID, we could either click on the 'Send Message' hyperlink (and bring the changes on the new window opened) or we may go to Administration >> Setup>> Company >> Email message settings to find and modify the content of the Message ID. If needed, a new customized Message ID could be created and assigned here for the notification of the task assignment to the approver.

Workflow Calendar Setup

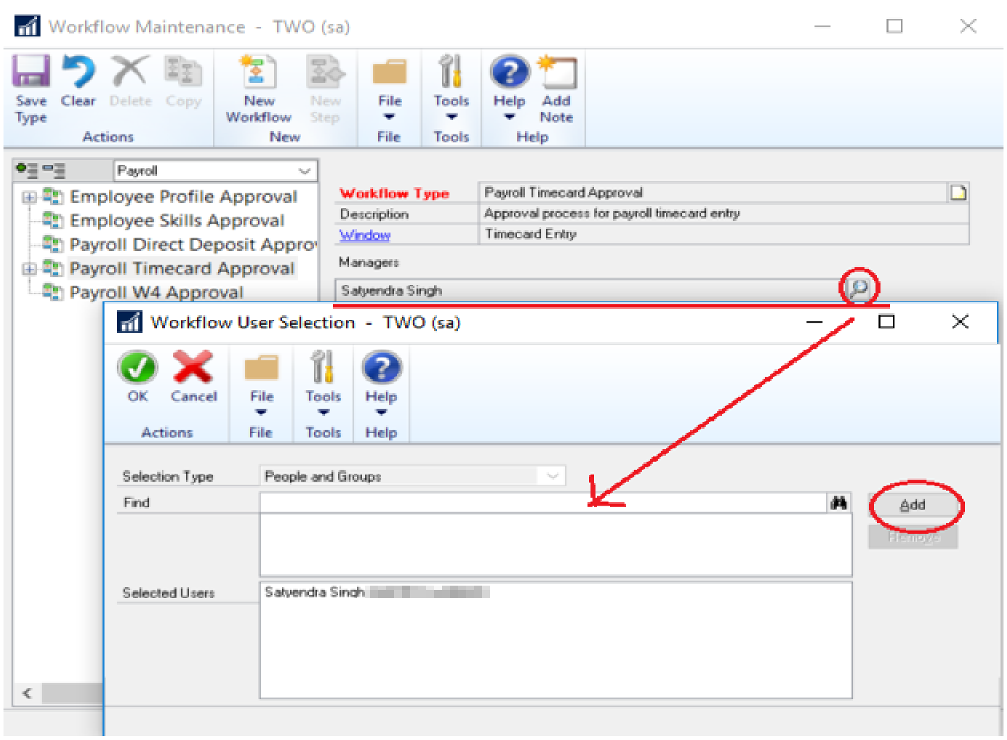
A Workflow Calendar is a setup to calculate the overdue hours/days in Dynamics GP and used for rejecting/escalating the overdue task/s. The setup is located at Administration >> Setup>> Company>> Workflow Calendar and looks like the following –



Additional holidays can be setup (though it is optional). The whole setup is optional.

Assign Managers to Workflow

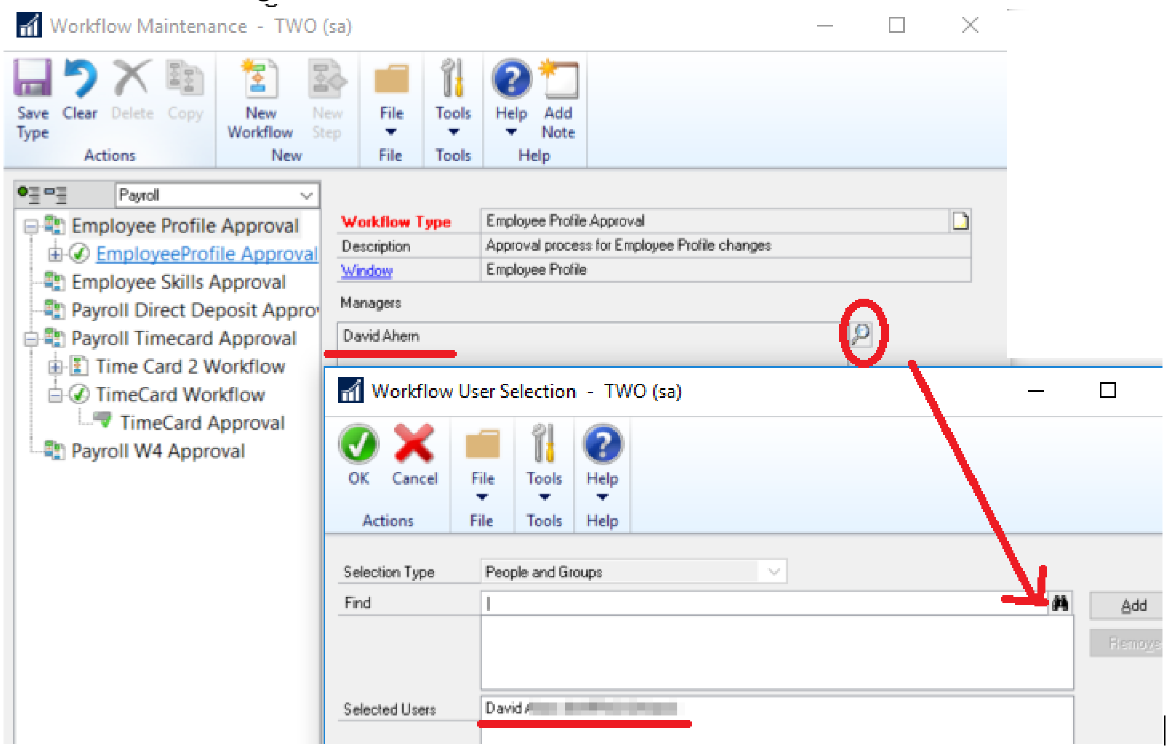
For each workflow to be setup within Dynamics GP, we must setup a Workflow Manager. It is a required configuration. We could have one or multiple workflow managers. This person must be in the active directory.



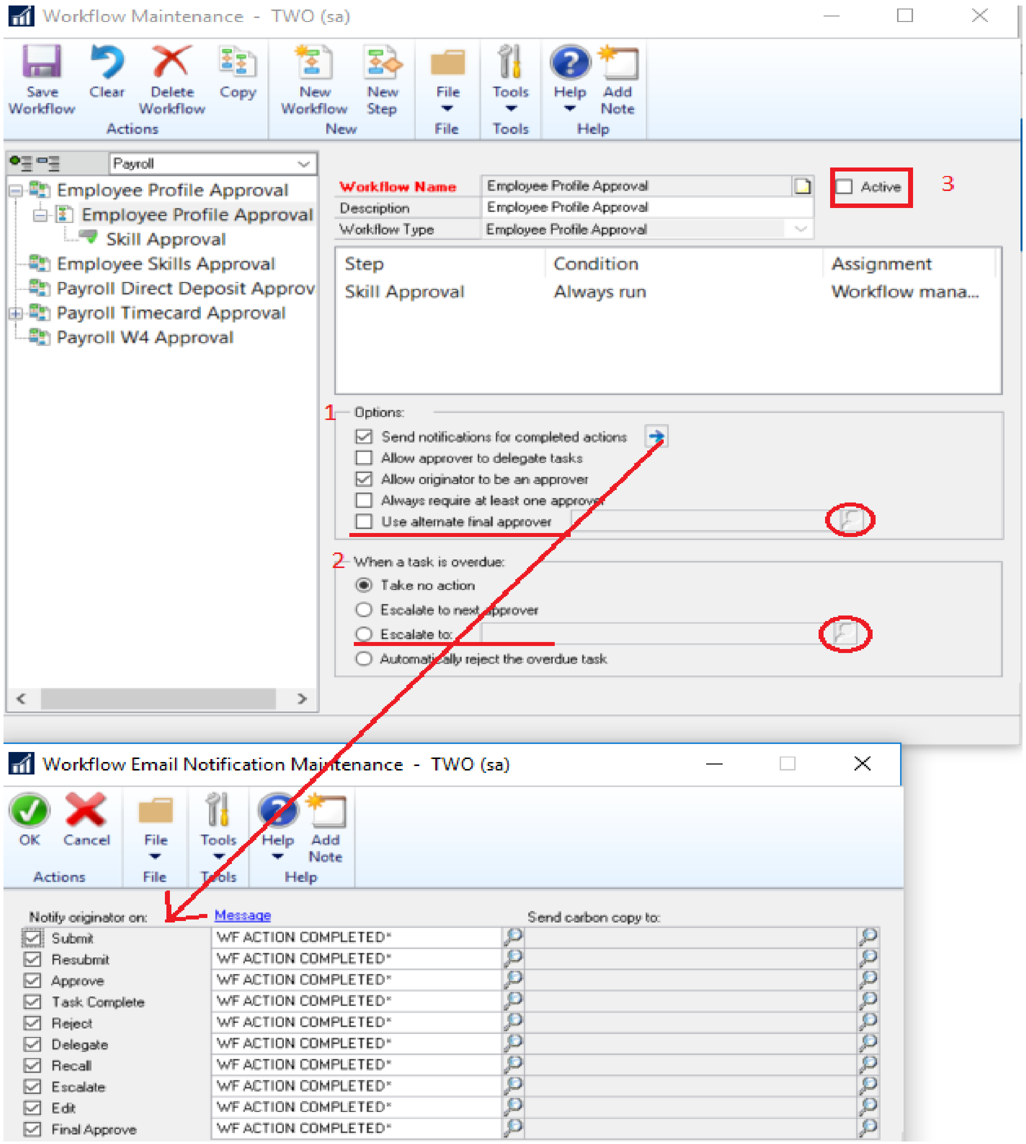
Creating the workflow

The process of creating/configuring different types of workflow is same. We begin the configuration by selecting the module for which we would be configuring the workflow.

We are presenting here an example of configuring the workflow for 'Employee Profile Approval'. As depicted above, the first step is to define the workflow manager. By clicking on the lookup button and selecting the windows user ID, we have identified 'David from the active directory as the Workflow Manager



Once the managers are assigned, we would click on New Workflow on the top as depicted above to get the following window where we'll configure different options –



Under Options (No. 1), we have the ability to define the types of notification to be sent (click the blue expansion button for the action types as depicted above). We can select different action types to notify the originator when one or more of the actions are completed. For each action, an email message can be selected. There is also the option to send a carbon copy of the message to additional parties.

When 'Allow approver to delegate tasks' checkbox is marked, the user who has a task assigned can delegate the task to another user for approval.

Any user who creates a document can submit it for approval. We can specify whether the originator of the workflow could be the approver by marking the checkbox 'Allow originator to be an approver'.

We would mark the checkbox 'Always require at least one approver' if the workflow requires at least one approval regardless of whether a condition for any step has been met or not.

If we need an alternate final approver, we may configure it here by selecting the respective user from the active directory. The alternate final approver is the last person in the approval process who is required to approve a document.

Under the 'When a task is overdue' option (No. 2), we have the ability to configure actions which would be initiated in case the approver failed to approve the document/record within the set time limit. It is to be noted that a holiday configured in the workflow calendar may delay the rejection process. We have the option to –

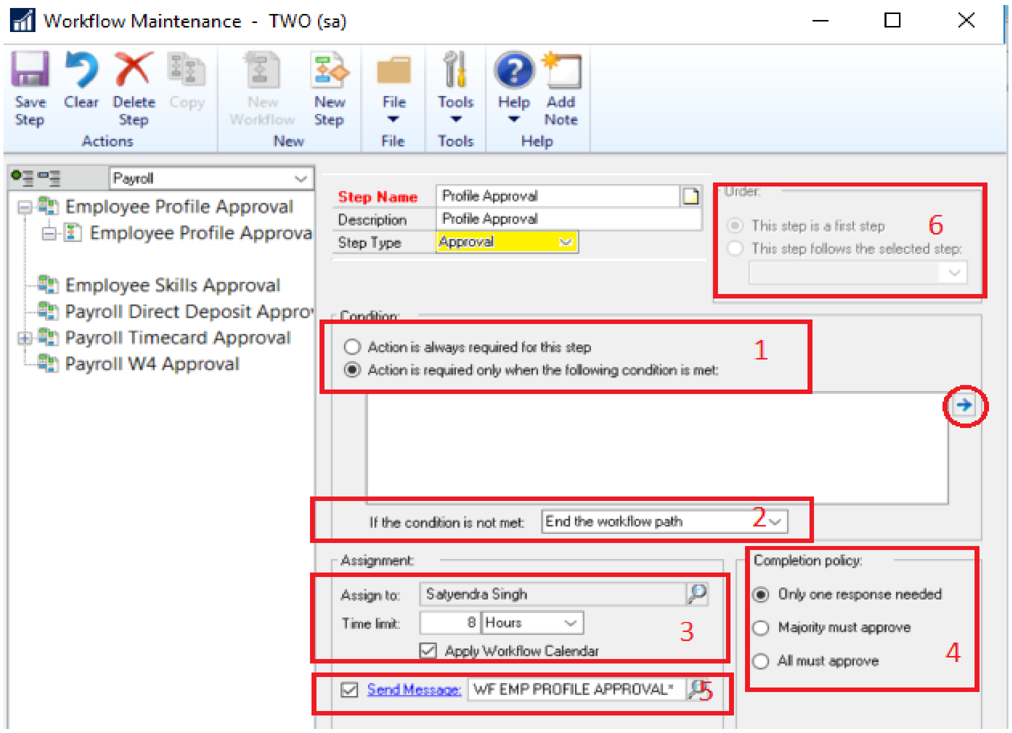
- Take no action
- Escalate to next approver
- Escalate to (we would need a person user ID if this selected) OR
- Automatically reject the overdue task.

We can select one of these 4 options for the overdue tasks.

Marking the active checkbox (No. 3) enables the workflow and un-marking it disables it. Notification type and the content of the message is configured after clicking the expansion button as highlighted above with an arrow. Respective Message IDs could be assigned here for the notification.

Adding the Workflow Steps

When we have the workflow name in place, clicking on the 'New Step' button on the action pane will allow us to define the routing rules for the workflow. The configuration of each step will determine the routing for users and how their submissions will be processed.



At least 1 step is required for the workflow to be activated but we could have multiple steps configured here depending on our requirements. In order to create a new workflow Step, we'll highlight the workflow in the left-hand tree in the Workflow Maintenance window and then click on the New Step button in the New section of the ribbon. Steps could be a required step or it could be a conditional step as highlighted in box no. 1. If we need to configure routing to different managers (or groups) for different employees, we would configure the conditional step (described later on how to do that). What action should be initiated if the condition is not met, should be defined in box no. 2. Here, we have the option to continue with the other step or reject it.

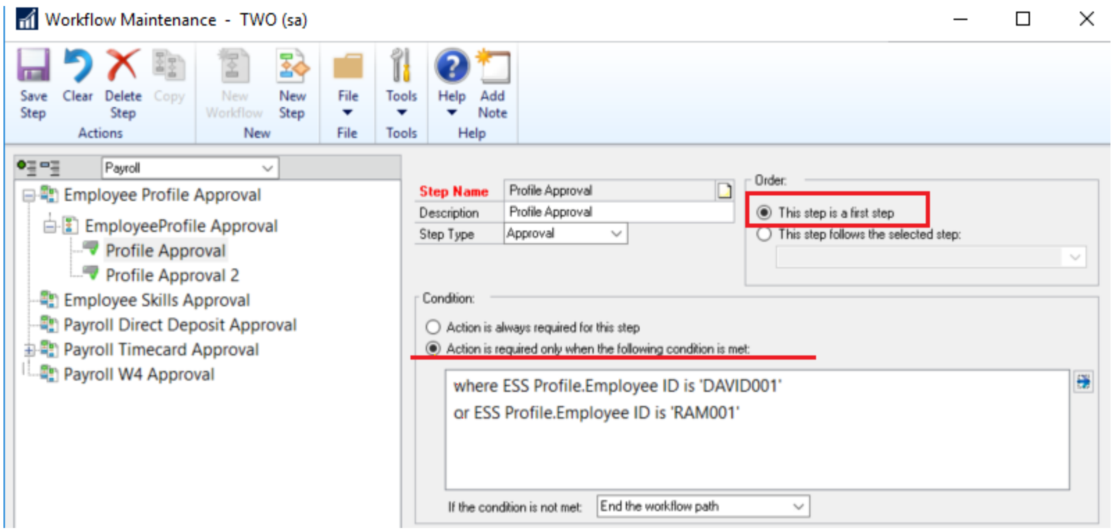
We would assign the manager for this step in box no. 3 and define the duration he has for the approval. We can mark or unmark the Apply Workflow Calendar option if we want to follow the rules defined in the calendar for the vacation.

In box no. 5, we have defined the message ID which would be sent to the approver for the task assignment for this step. Marking that check box will enable the email notification for this step. We have the ability to define the completion policy in box no. 4 which is self-explanatory.

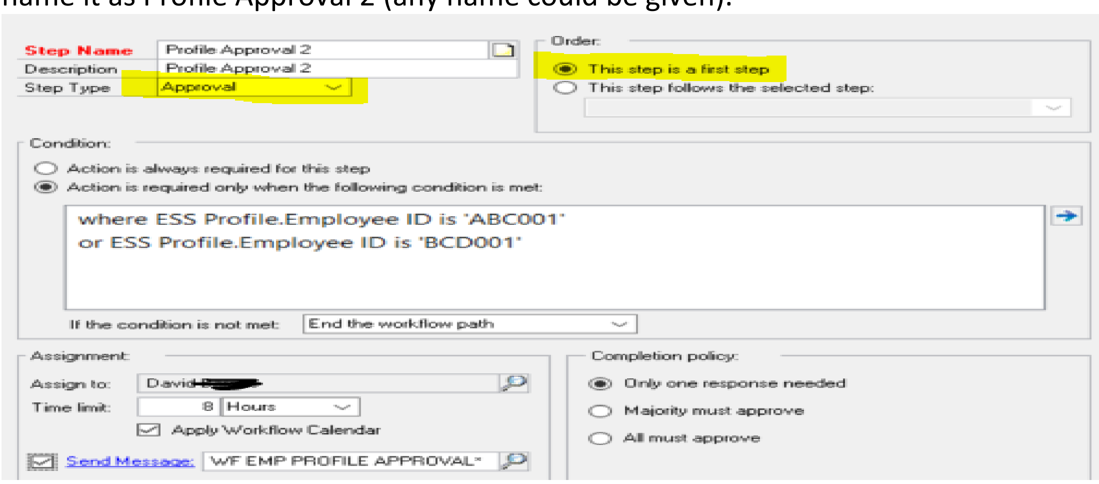
If we have multiple steps in our workflow, we can define precedence of each step in box no.6. Also, the step type (as highlighted in yellow above) would change if we have multiple steps in one workflow with precedence. The initial steps would be defined as 'Tasks' while the final one will be 'Approval'.

Configuring conditional steps with examples

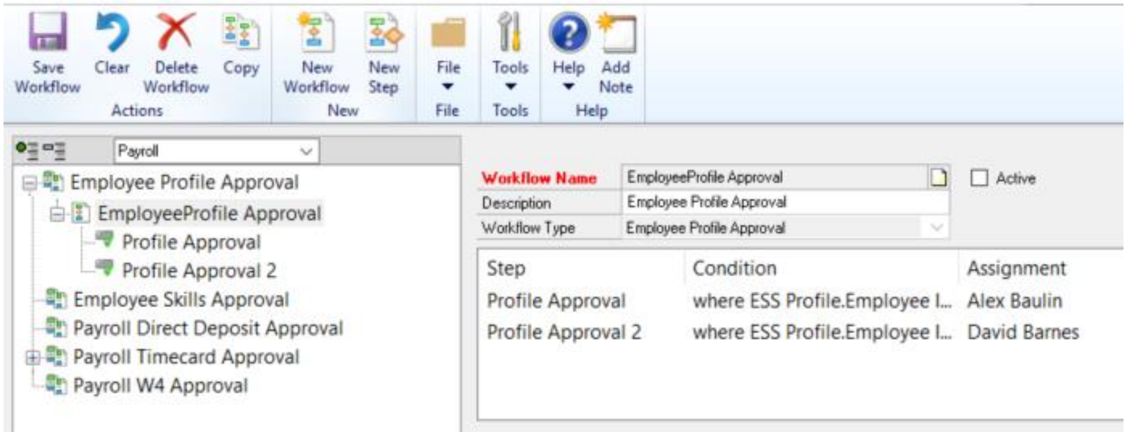
Let's assume we have 2 employees with their IDs are RAM001 and DAVID001. The supervisor responsible for the approval is Alex. In this case, we would configure these 2 employees like the following –



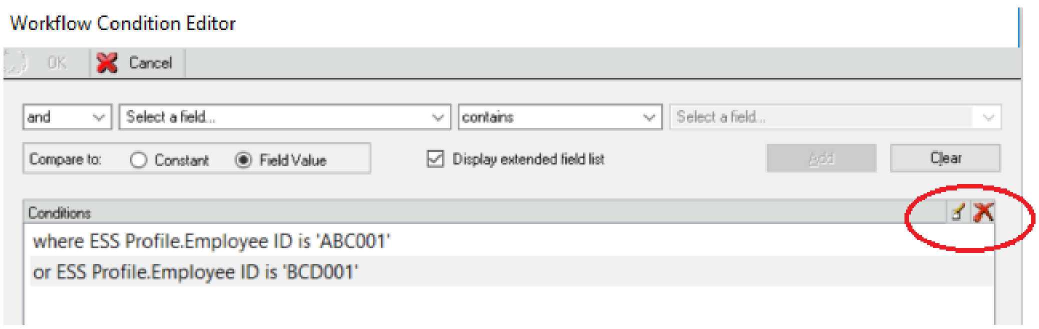
We have other employees in the same company whose supervisor is David and the employees reporting to David are ABC001 and BCD001. In this case, we would configure another step and name it as Profile Approval 2 (any name could be given).



It is to be noted here that the 2nd step is configured as 'This Step is a first Step' and the step type is Approval. This way each step becomes an independent step. Finally, the workflow would look like the following



We have the option to select different fields from the 'Workflow Condition Editor' window and define the rules for the routing based on these fields. It could be joined by an 'And' or 'Or' statement and could be compared to a different field or a static text. Additionally, we can use the pencil or the delete icon to edit or delete (respectively) the condition.

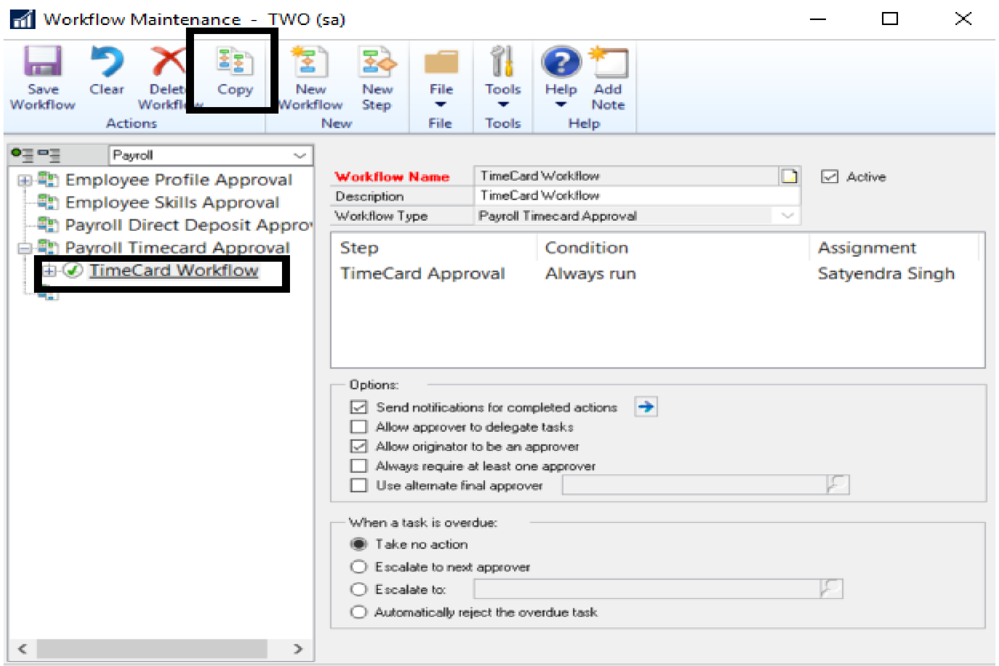


When the managers are setup, workflow and the steps are configured; we would save it and enable it by marking the active check box. The workflow should be working for the users if configured properly.

The process of configuring Workflow for other workflows like Employee Skills Approval, Payroll Direct Deposit Approval, Payroll Timecard Approval, and Payroll W4 Approval is the same and could be repeated. However, the routing conditions may change depending on the requirements.

Maintaining workflows

Once a workflow is activated and there had been some actions initiated within Dynamics GP for the workflow, it can not be deleted or edited. If there is a requirement to modify the workflow steps, we would recommend to copy the workflow and bring the changes into the copied version. A workflow can be copied by clicking on the workflow name and then clicking on the copy icon on the top (discussed previously in this document).



We may rename this workflow and bring the changes required. When satisfied, we may activate this copied version of the workflow. It is to be noted that at a time only one type of workflow under a particular module could be activated.