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Addendum	-

Basware - Reviewer/Approver

V01		26/03/2024	Project

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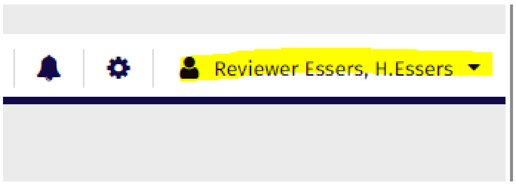
A. General

A.1 User settings

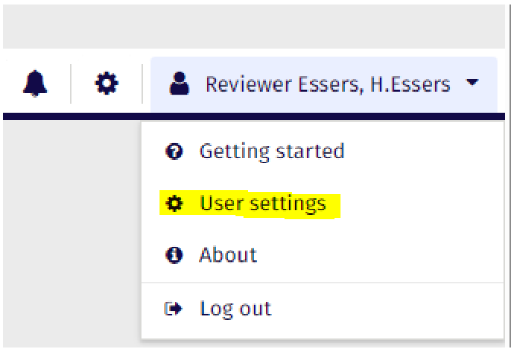
A.1.1 Backup settings

In case of illness, vacation, etc., your Basware tasks should be delegated to a colleague. To set-up a delegation of tasks, follow the below steps:

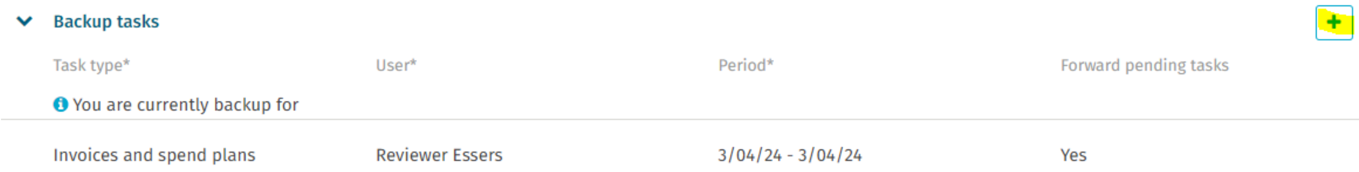
- Go to your name in the top right corner:



- Select “*user settings*”:



- Go to “*Backup tasks*” and click on the “*+*” button in the corner:



  - *Task type* is standard “*invoices and spend plans*”.
  - *User:* select your backup person
  - *Period:* choose the period for which the task delegation should be performed
  - Forward pending tasks: the tick box
    - Box ticked ☑ : all current open tasks will be delegated to your backup person
    - Box unticked ☐ : upcoming tasks will be delegated to your backup person. The tasks currently assigned to you before the delegation, will not be delegated

➢ Click on “save”

Now your backup colleague will have this announcement in his/her list of tasks, when he/she needs to review a task of you:

You are a backup person for Reviewer Essers.

A.2 PERSONAL VIEW

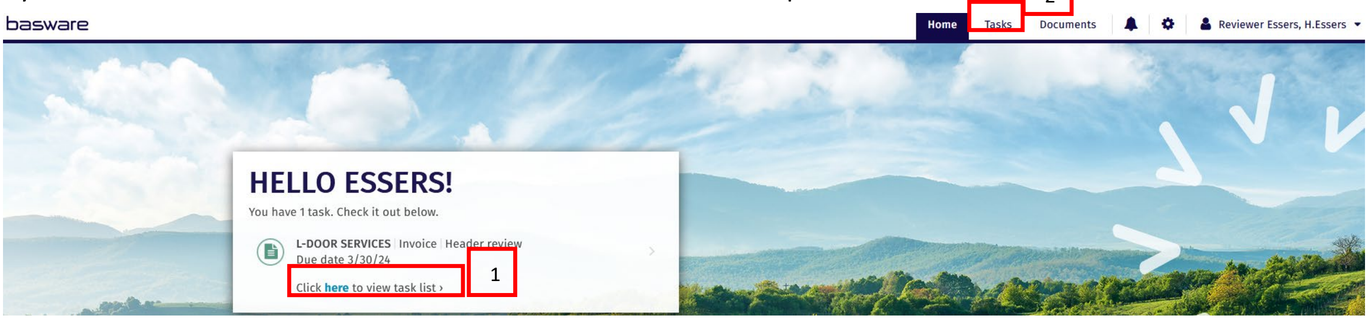
At the top of the welcome screen, you will see three main buttons:

- Home (A.2.1)
- Tasks (A.2.2)
- Documents (A.2.3.)

A.2.1 HOME

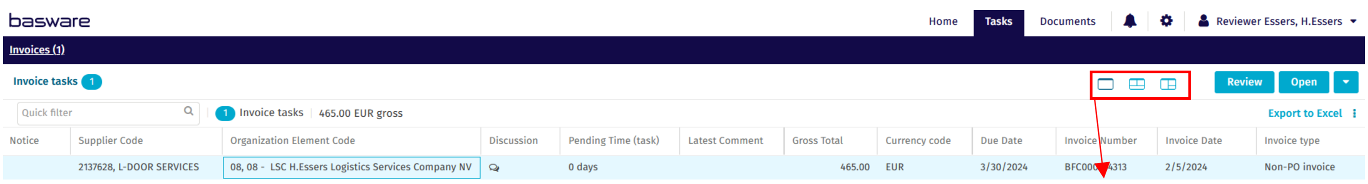
Your full list of invoices to review, can be reached in two ways:

1. By clicking “**here** to view task list”. This screen shows the most urgent tasks based on invoice due date
2. By menu point “Tasks



A.2.2 TASKS

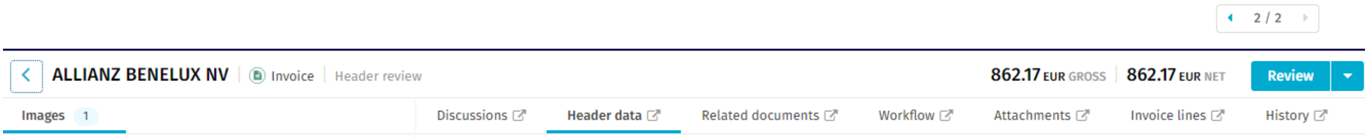
Tasks represent your pending invoices and spend plans for review and/or approval.



According to your preferences, the view of the task list can be toggled. There is a possibility to filter on every column and determine the order of the columns by dragging them in the desired order. Besides, it is possible to add and hide columns. Columns can be added or hidden as preferred, by first clicking on the three lines next to the column’s name (three lines are visible by hoovering on column). Next, click on the third sign.

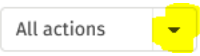
By clicking on the second sign, filters can be added.

To open an invoice, double click on it, or select the line and click on 'Open' at the right head corner. When there are multiple invoices to review, it is possible to switch between the invoices by clicking on the arrows next to the number of invoices you have in your tasks.



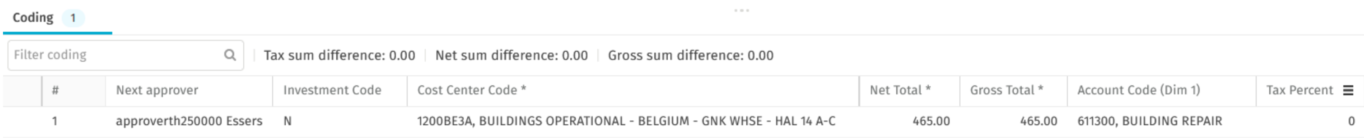
When you open an invoice, different options are available:

- *Discussion:* for starting an internal discussion with colleagues that also have access to Basware. (see A.4.1.5)
- *Header data:* here you find all the header data of the invoice that the accounts payable team has verified
- *Related documents:* if there are documents linked to the invoice, you find them here (for example, a credit note)
- *Workflow:* here you see the workflow the invoice went through
- *Attachments:* possibility to add Excel, contract. Disputes concerning this invoice are also attached.
- *Invoice lines:* only for PO invoices. Here, you can view which purchase order (PO) lines have been matched with the invoice.
- *History:* full history of the invoice. Possible to filter invoice history on action type:

  Different actions: User actions, system actions, comments and discussions.

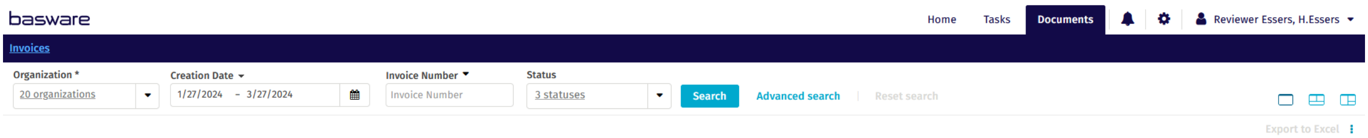
At the bottom of the invoice screen, Basware shows the coding row, how the invoice will be booked:



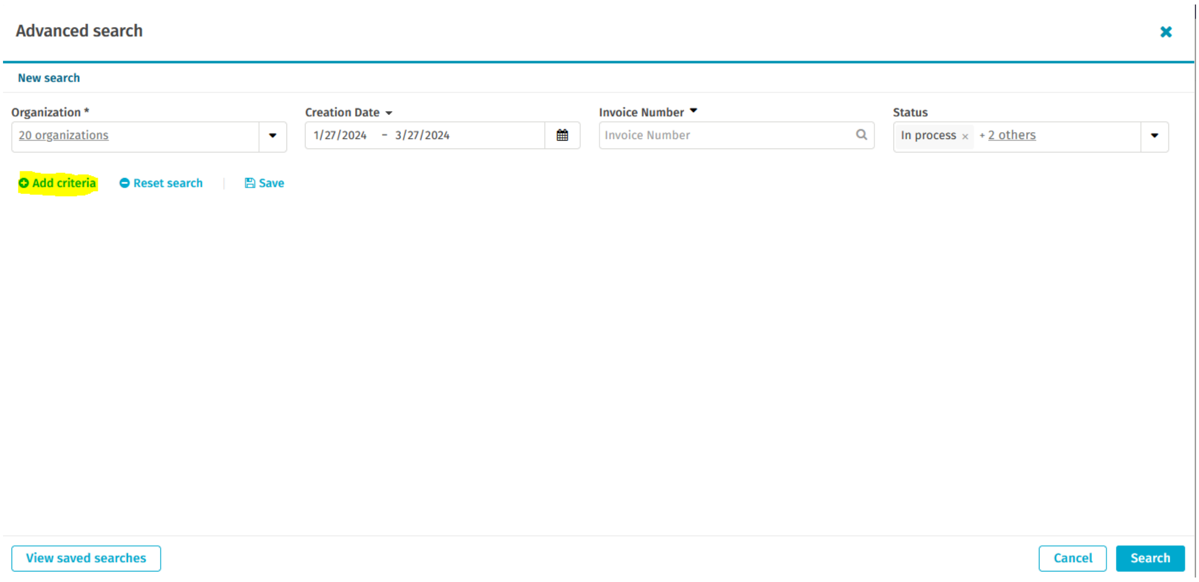
#	Next approver	Investment Code	Cost Center Code *	Net Total *	Gross Total *	Account Code (Dim 1)	Tax Percent
1	approverth250000 Essers	N	1200BE3A, BUILDINGS OPERATIONAL - BELGIUM - GNK WHSE - HAL 14 A-C	465.00	465.00	611300, BUILDING REPAIR	0

A.2.3 Documents

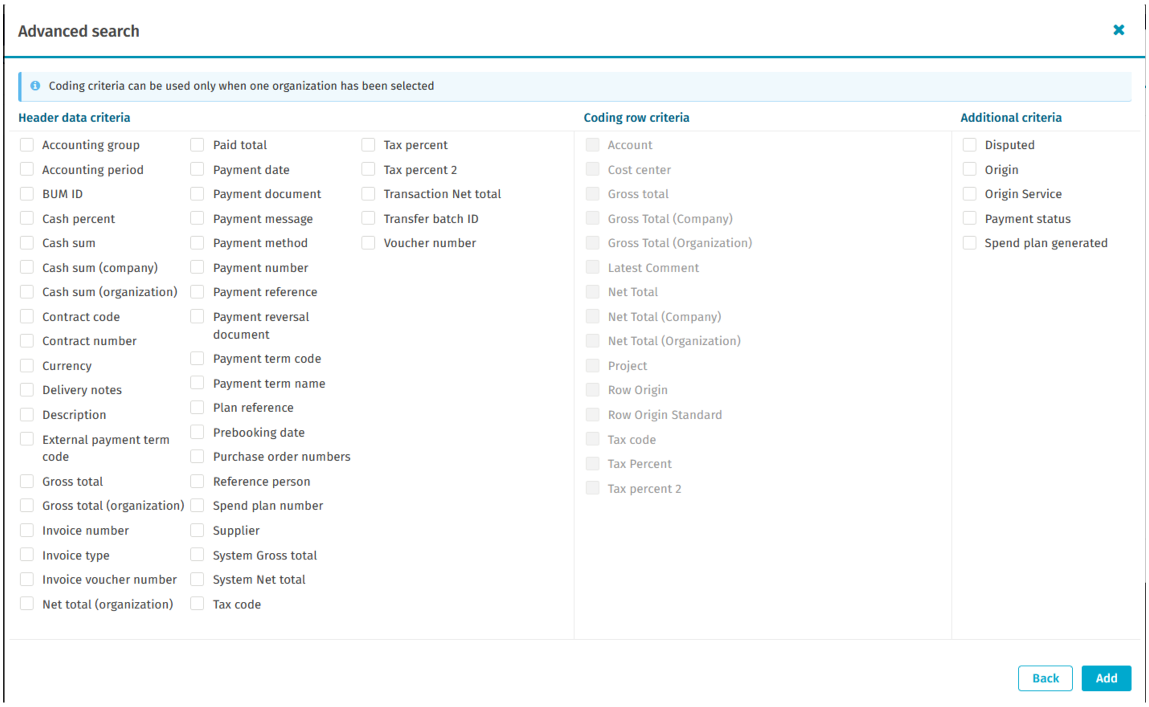
In this menu, it is possible to search invoices based on supplier, invoice number, reference,… The advanced search allows for numerous fields to search (refer below). If you should need access to other invoices, please send an email, containing the correct motivation to basware@essers.com.



Here you can also add different kinds of filters. By clicking on Advanced search, criteria can be added:



Several fields can be selected for search purposes:



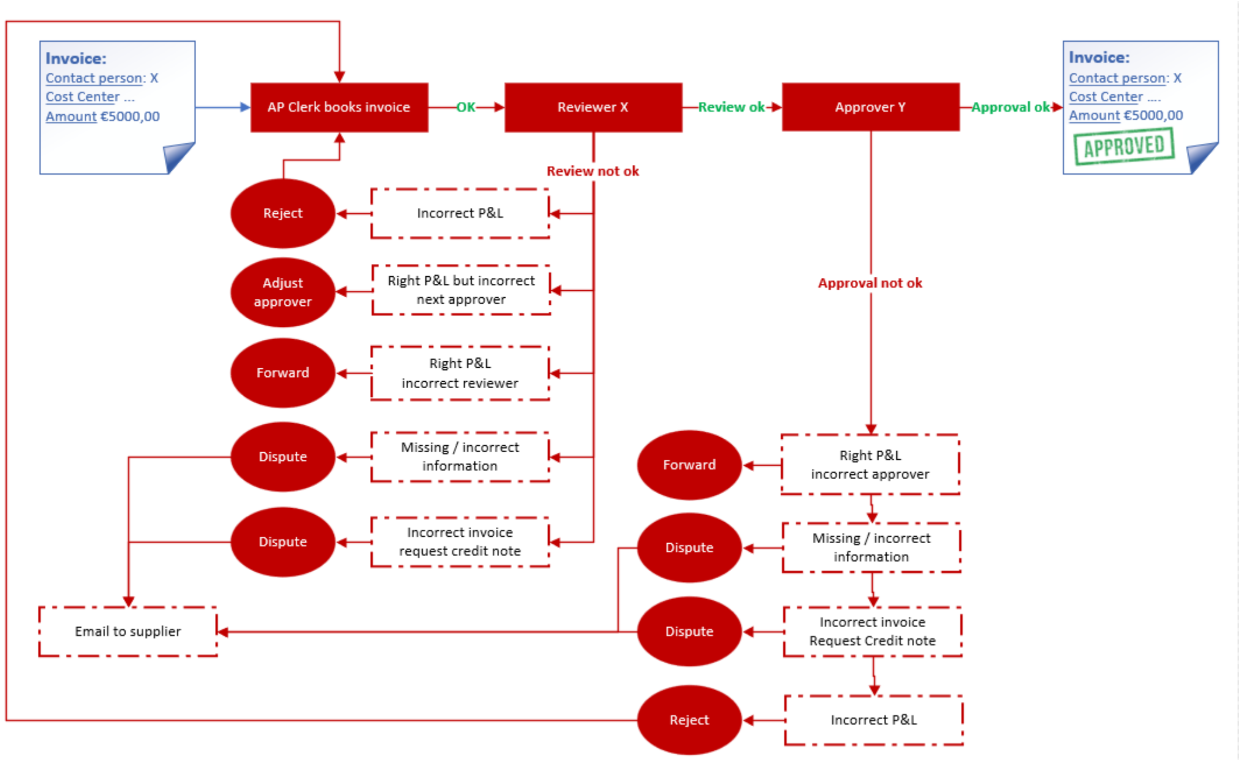
Advanced search views can be saved.

A.2.4 Notifications

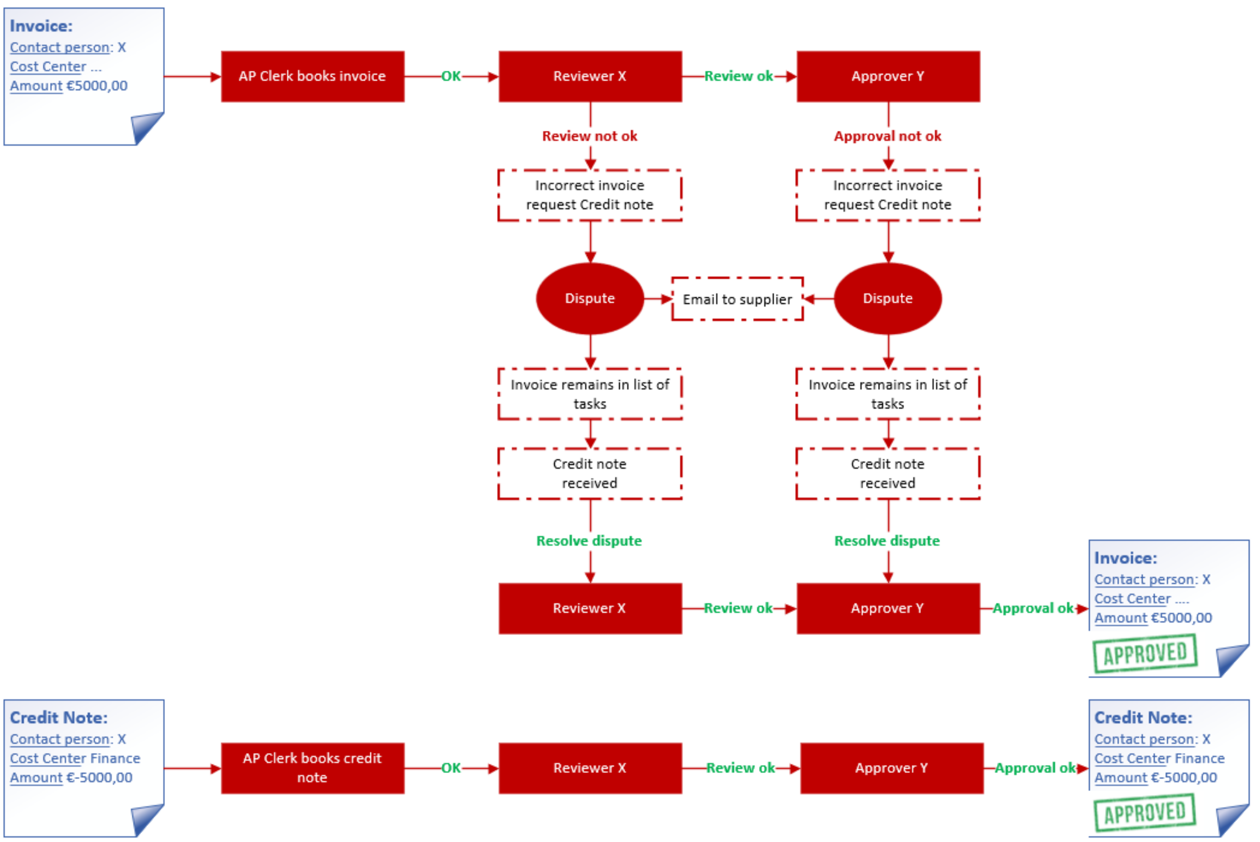
Next to the documents tab, there is a bell icon, showing any notifications. A red dot appears when there is a new notification. By clicking on any specific notification, you'll be redirected to the related invoice/spend plan.

A.3 Process

A.3.1 Invoice



A.3.2 Credit Note



A.4 Review/Approve an invoice

The invoice is processed first by the accounts payable clerk. The H.Essers contact person mentioned on the invoice, will be picked as invoice reviewer. If there is no contact person mentioned on the invoice, the reviewer will be chosen manually by the accounts payable clerk.

The reviewer is able to change the approver when reviewing the invoice. Only approvers linked to the same cost center, can be chosen.

An approval matrix is maintained by Finance, where each approver is linked to certain cost centers. If you desire to add/delete/adjust approvers, let us know through basware@essers.com.

A.4.1 How to review

A.4.1.1 Review task

If the invoice is correct, you click on ‘Review’.

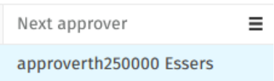
When reviewing the invoice, it is important to check following information:

- Who will be the invoice approver after the review step
- Will the invoice be booked as an expense or as an investment -> see investment code
- Which is the cost center the invoice will be booked
- Invoice details like price, quantity,…

Refer to more detailed discussion below.

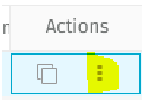
A.4.1.2 Next approver

The approver which is chosen by the system, based on the approval matrix, is visible for the reviewer on the coding line when reviewing the invoice.

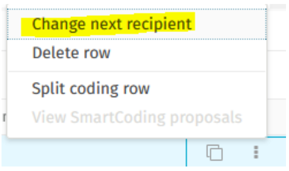


If approver is not correct → choose another approver. Only approvers linked to the cost center on which the invoice is booked, can be selected.

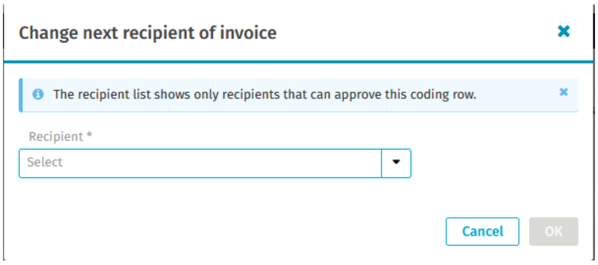
➢ Click on the three dots at the end of the coding line:



➢ Click on “Change next recipient”:



➢ Choose the next approver:



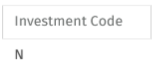
When the approver you want to select cannot be chosen, raise a discussion so Accounts Payable can check why the desired approver cannot be picked.

A.4.1.3 Investment Code

The investment code can have 2 values:

- 'Y' = It is an investment
- 'N'= It isn't an investment

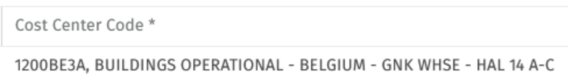
Not correct? → **Reject** the invoice and add in the comment field what it should be. Accounts payable will adjust the invoice (<u>if allowed by Belgian General Accounting Principles</u>). (See A.4.5)



A.4.1.4 Cost Center Code

The cost center code mentions the P&L on which the invoice is booked.

Not correct? → **Reject** the invoice and add in the comment field on which P&L the invoice should be booked so Accounts Payable can update the coding. (See A.4.5)



A.4.1.5 Content of the invoice

An invoice reviewer is responsible for validating the content of the invoice (quantity, unit price, total price, …). A reviewer has no monetary limit, given the fact that a reviewer does not approve the invoice for payment. This task is performed by the invoice approver (refer below).

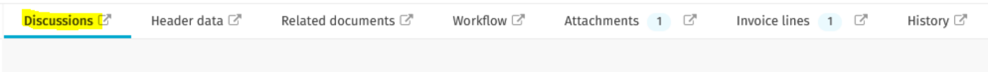
If the invoice content is not correct → '**Dispute'** the invoice (See A.4.7)

If the invoice content is correct → Click on '**Review'**

A.4.1.6 Discussions

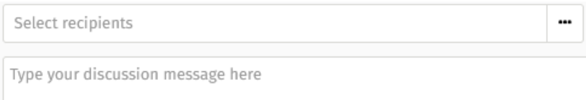
Discussions are used for communicating with other colleagues.

- Open the invoice you want to start a discussion about
- Go to the menu 'Discussions':



- Click on 'start discussion':

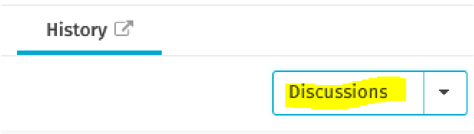
- Select the colleague(s) you want to start a discussion with in 'Select recipients.'



- After adding the comments/questions, click on 'Post.'

- The selected colleague(s) will receive a notification in Basware and via email.

Discussions stay visible all the time. You can also see them in the 'History' tab:



A.4.2 How to Approve

If the invoice is correct, click on 'Approve'. When the monetary threshold, based on your function level, exceeds the invoice amount, the invoice status will be updated to 'ready to pay' and will be sent to our ERP system. When the invoice due date is reached, the invoice will be paid.

If the invoice amount exceeds your threshold, the invoice will be transferred to the next approver.

Identical to the reviewer, the approver should check following items:

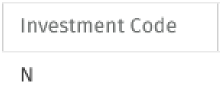
- Will the invoice be booked as an expense or as an investment -> see investment code
- Which is the cost center the invoice will be booked

A.4.2.1 Investment Code

The investment code can have 2 values:

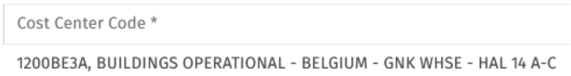
- 'Y' = It is an investment
- 'N'= It isn't an investment

Not correct? → **Reject** the invoice and add in the comment field what it should be. Accounts payable will adjust the invoice (<u>if allowed by Belgian General Accounting Principles</u>). (See A.4.5)



A.4.2.2 Cost Center Code

The cost center code mentions the P&L on which the invoice is booked.
Not correct? → **Reject** the invoice and add in the comment field on which P&L the invoice should be booked so Accounts Payable can update the coding. (See A.4.5)



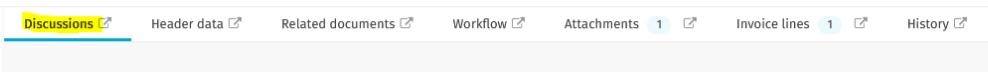
A.4.2.3 Content of the invoice

The content of the invoice should have been checked by the reviewer. However the 4-eyes principle requires a second person (approver) to check the invoice once again.
Not correct? → **Dispute**. (See A.4.7)

A.4.2.4 Discussions

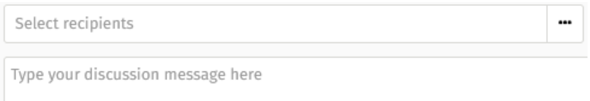
Discussions are used for communicating with other colleagues.

- Open the invoice you want to start a discussion about
- Go to the menu 'Discussions':



- Click on 'start discussion':

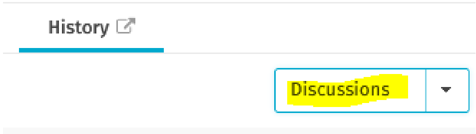
- Select the colleague(s) you want to start a discussion with in 'Select recipients.'



- After adding the comments/questions, click on 'Post.'

- The selected colleague(s) will receive a notification in Basware and via email.

Discussions stay visible all the time. You can also see them in the 'History' tab:



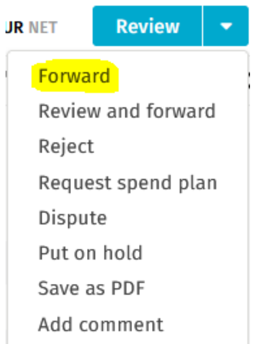
A.5 Other general functionalities

A.5.1 Forward

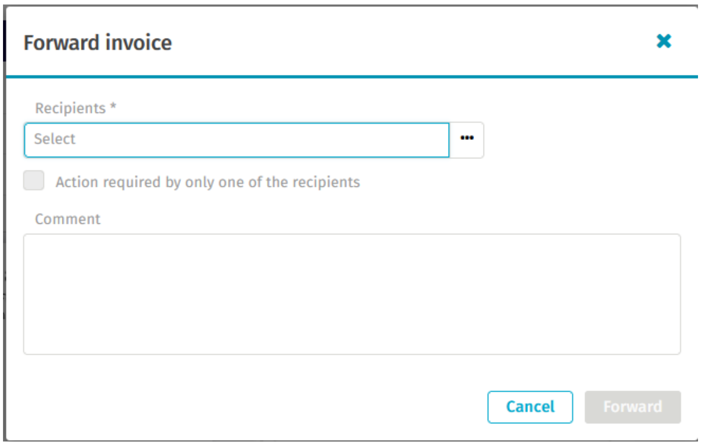
A.5.1.1 Forward review task

The forward function for a review task is used when you were selected as reviewer, but the invoice should be reviewed by someone else. If the correct reviewer is known, the review task can be forwarded.

- Click on the arrow next to the review button. Then click on 'Forward'.



A pop-up screen appears:



- Choose in the field 'recipients' the person who needs to review the invoice.
- **Warning:** it is not possible to choose a reviewer, who is already selected by the system as the invoice approver.

  If you are not able to select the person you want, please send an email to Basware@essers.com.
- Click on '**Forward**'.

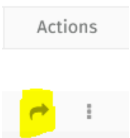
A.5.1.2 Forward approval task

An approval task can also be forwarded to another user. However, since each approver is linked to certain cost centers, it is only possible to forward your approval task to approvers who are also linked to the cost center on which the invoice is booked.

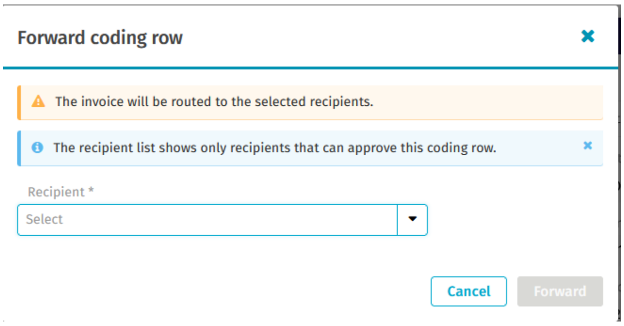
This function is used when:

- P&L is correct.
- Invoice is not for you but for your colleague with same threshold.

P&L is not correct? → Reject the invoice (See A.4.3.)
→ Click on the arrow next to the coding line at the bottom of your screen:



A pop-up appears, where the recipient can be chosen:



- Choose in the field 'recipients' the person who needs to approve the invoice. Only users linked to the same cost center can be picked for forwarding the approval task.

- Warning: if an invoice contains multiple coding rows, the approval task needs to be forwarded for each coding row separately.

If there are any doubts, or adjustments needed to the approver set-up, please send an email to Basware@essers.com.

➔ Click on 'Forward'.

A.5.2 Review and Forward

This function is used when it is desired to review an invoice and at the same time, forward the review task once again to another reviewer, before the invoice goes to the approver.

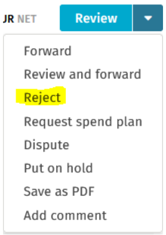
This can be used for example when invoices are first reviewed by colleagues in our H.Essers Service Center. They can use the review and forward functionality for certain invoices and forward the review task to another colleague.

A.5.3 REJECT

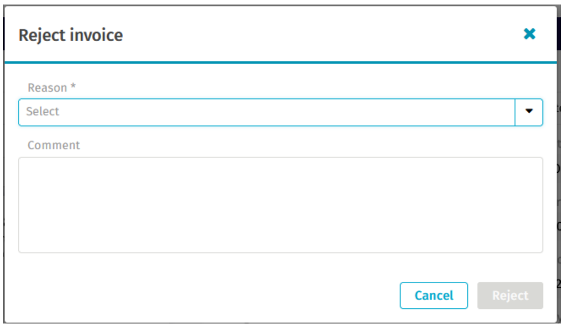
This function is used when:

- Invoice coding (investment code, cost center code, …) is incorrect.

➢ Click on the arrow next to the review button and choose reject:



A pop-up screen appears:



➢ Choose a reason why you reject the invoice.
   - *Task belongs to another user.*
   - *Other*: Mention in comment what needs to change.

A.5.4 REQUEST SPEND PLAN

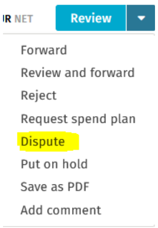
Not in use at this moment. Will be used in the future and be explained then.

A.5.5 DISPUTE

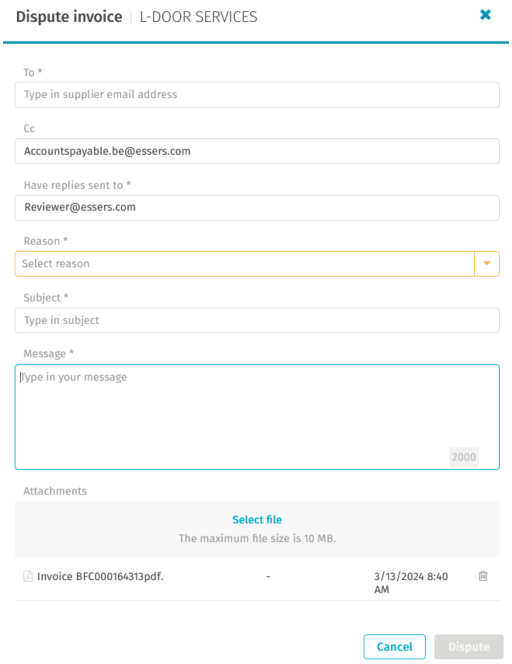
This function is used when:

- You want to contact the supplier for
   - **Credit note**
   - **More information**
   - …

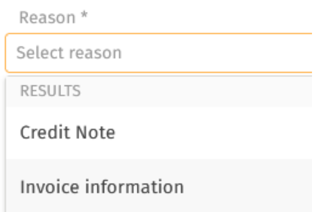
- Ja Click on the arrow next to the review button and choose 'Dispute'.



Below screen pops up:



- *To:* fill in the email address of the supplier you want to send the dispute to.
- *CC*: You are added automatically. Also add the email address from the account payable team (Accountspayable.be@essers.com) to keep them in the loop. In the future this will be filled in automatically.
- *Have replies send to:* your email address will appear here automatically. If the supplier replies on the dispute, it will go to that email address. The reply is **not** visible in Basware. Therefore, it's important to put the AP team in CC. Possibility to add email into the attachments.
- *Reason*: here you have two options:



- *Credit Note:* if something from the invoice content is wrong and the supplier needs to make a credit note and send a new invoice.
- *Invoice information*: when the invoice is not clear, and you need more information from the supplier.
- *Subject:* this field will be filled in automatically when you have chosen the reason.
- *Message:* This field also will be filled in automatically when you have chosen the reason. You can always add extra information to the message on the dots when necessary.
- *Attachments:* you can add any kind of attachment. For example, an order note. The invoice itself is automatically attached to the email when you send the dispute.

- Click on Dispute to send the email to the supplier. The invoice will stay in your tasks but gets the status 'Dispute'. In the task list, this status is visible in the column Notice'.

When a credit note has been requested and the supplier has sent it, the AP team will link the credit note to the original invoice, upon the condition that the supplier mentions the original invoice reference on the credit note.

- Resolve the dispute, add comment "credit note".
- Click on invoice to review.
- Click on credit note to review.

When you've asked for more information, and you've received this:

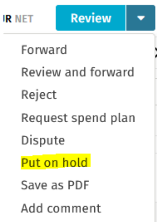
- Resolve the dispute, add comment "reason why dispute is resolved".
- Click on invoice to review.

A.5.6 PUT ON HOLD

This function is used when:

- You want to park the invoice.

- Click on the arrow next to the review button and click on 'Put on Hold'.



- It is mandatory to fill in the comment field so other colleagues know why the invoice is on hold.

The invoice stays on your list of tasks. If you go back to your list of tasks, you see this status in the column 'Notice'.

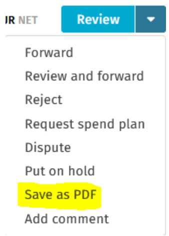
➢ Click on the release button and fill in the comment field when you want to review the invoice.

A.5.7 SAVE AS PDF

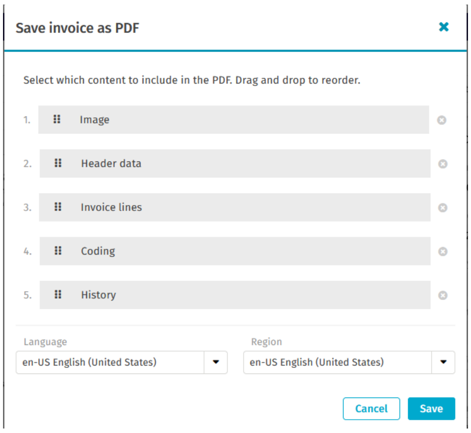
This function is used when:

- You want to save the invoice and other information in pdf format.

➢ Click on the arrow next to the review button, click on 'Save as PDF'.



Below pop-up appears:



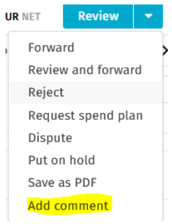
If you don't want to save all the information, you click on 'x'.

A.5.8 Add comment

This function is used when:

- You want to add information and notes for yourself.

➢ Click on the arrow next to the review button and click on ‘Add comment’.



➢ Consult your comment:
   - In your list of tasks on the invoice ‘Latest Comment’
   - In the invoice’s history.

➢ Comment for another colleague?
   - Use the **Discussion functionality**. He/she will receive a message in Basware and an email.