onPhase

Platform Product Guide

13577 Feather Sound Drive,
Clearwater, FL 33762

onphase.com

info@onphase.com

(727) 441-8228

TABLE OF CONTENTS

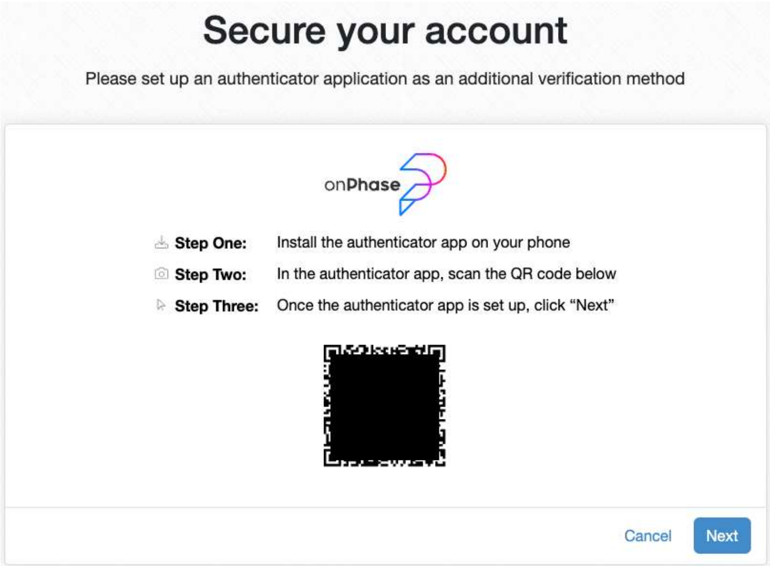
MULTI-FACTOR AUTHENTICATION (MFA)

Multi-Factor Authentication allows organizations to require that users provide a second method of authentication when logging into onPhase.

User Multi-Factor Authentication (MFA) Setup

Once MFA has been configured by the organization, users can sign into onPhase as usual. After authenticating with username and password or SSO/Okta, the user will see a “Secure your account” prompt which instructs them to download an app, scan the provided QR code, and setup the authenticator.

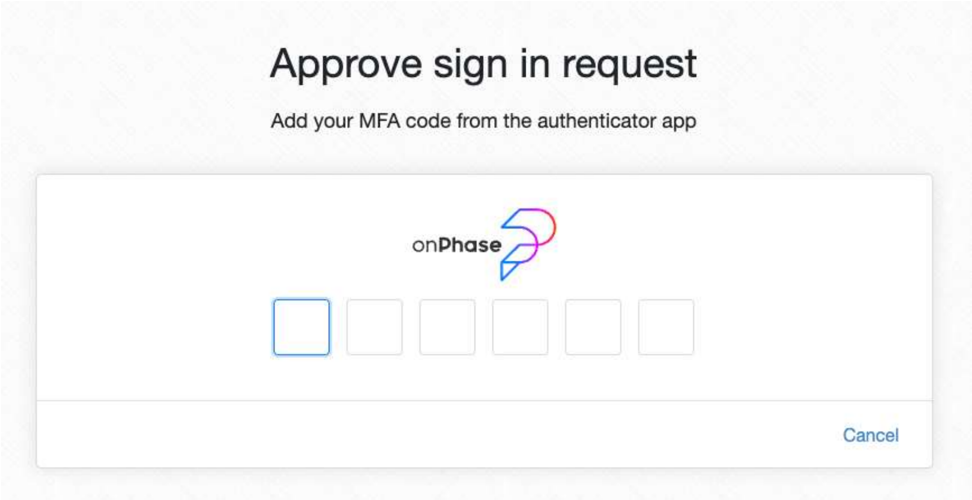
The authenticator apps supported by onPhase are Microsoft Authenticator, Google Authenticator, and Twilio Authy.



After signing into your onPhase Account, you’ll be prompted to download an authenticator app onto your mobile device.

Follow the steps in the chosen authenticator app to set up the MFA account.

After setup is complete, click “Next” in the onPhase prompt and enter the authentication code to access onPhase.



A MFA prompt will ask the user to enter the code shown in the authenticator app.

This login flow will appear each time users log into onPhase Platform in the future.

Logging into onPhase with Multi-Factor Authentication

Once Multi-Factor Authentication is enabled, users must enter a Multi-Factor Authentication code from their authenticator app each time they log into onPhase.

Username/ Password Login:

- Users will see the MFA Request screen after successfully entering their username and password.

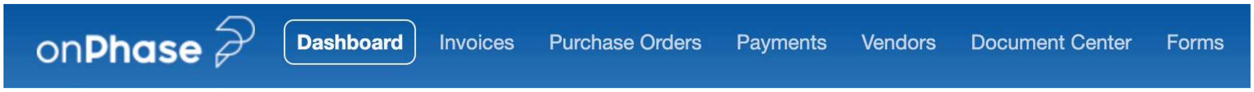
Single Sign-On/ Okta Login:

- Users will be automatically authenticated with their credentials but will still be prompted to enter their MFA code from the authenticator app before accessing onPhase.

NAVIGATING ONPHASE

onPhase uses a hierarchical navigational model.

Across the very top of the website is the “Module” Navigation Bar. These modules (Dashboard, Invoices, Purchase Orders, Payments, etc.) represent onPhase solutions. Regardless of which modules are enabled for an organization, all modules are visible in the Navigation bar.



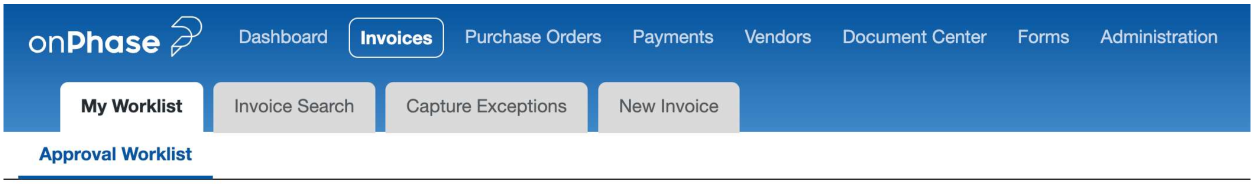
A screenshot of the Module Navigation at the top of the onPhase platform.

Clicking on the name of a module which is not active for your organization will direct you to onPhase Marketing.

INVOICES

For onPhase AP users, the default landing page after login is the “Approval Worklist”.

The tabs within the modules represent actions that the user can take within that module (My Worklist, Invoice Search, Capture Exceptions, etc..).



A screenshot of the Invoices module which shows the actions available in that module, such as My Worklist and Invoice Search. On the right, you can see the contextual “Administration” menu is visible.

To navigate to a different area of the software, click the name of the desired Module in the primary navigation, and then, if necessary, click the secondary navigation tab that represents the desired action.

Approval Worklist can be found under Invoices > My Worklist. This is where invoices assigned to the logged in user for review & approval can be accessed.

Imaged Invoice list can be found under Invoices > Capture Exceptions > Imaged Invoice List. This page allows users to view invoices which may need additional review after the capture process.

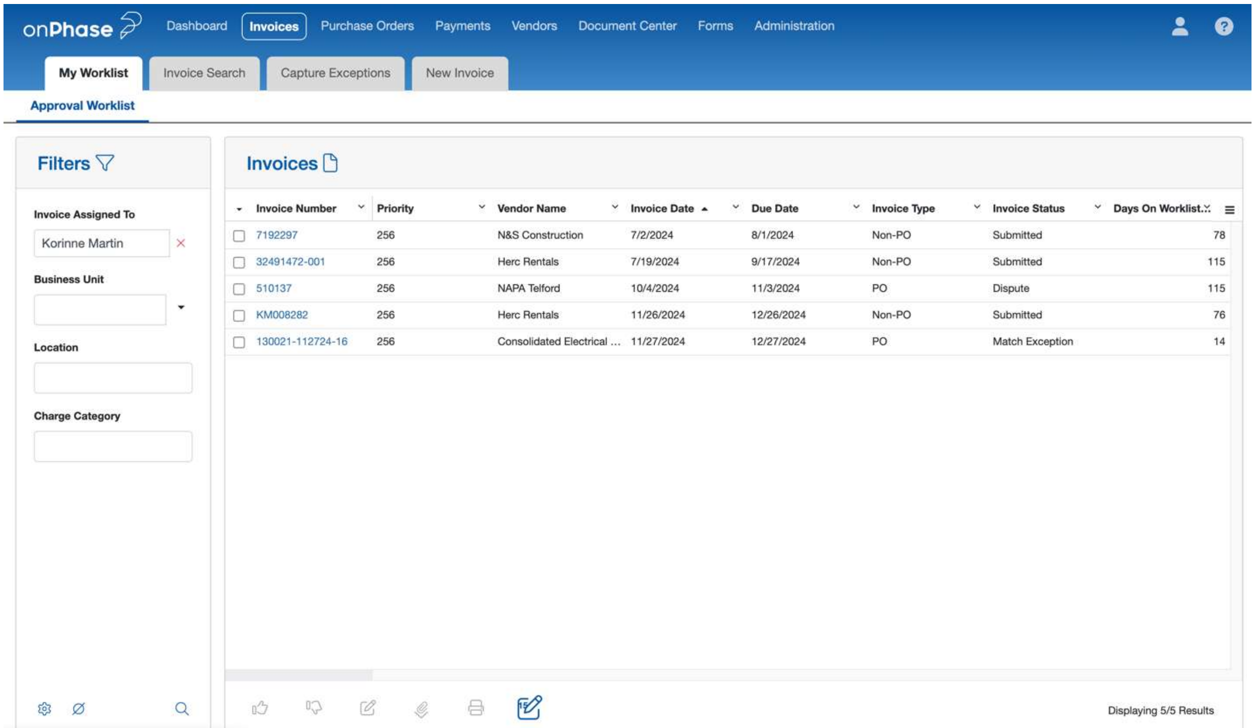
Invoice Search can be found under Invoices > Invoice Search. This is where invoice images can be searched & viewed.

Purchase Orders can be found under Purchase Orders > Purchase Order Search. This is where users can search for and view purchase orders.

Approval Stops can be found under Administration > Workflow > Manage Approval Stops. This is where global approval rules are created and modified.

My Worklist

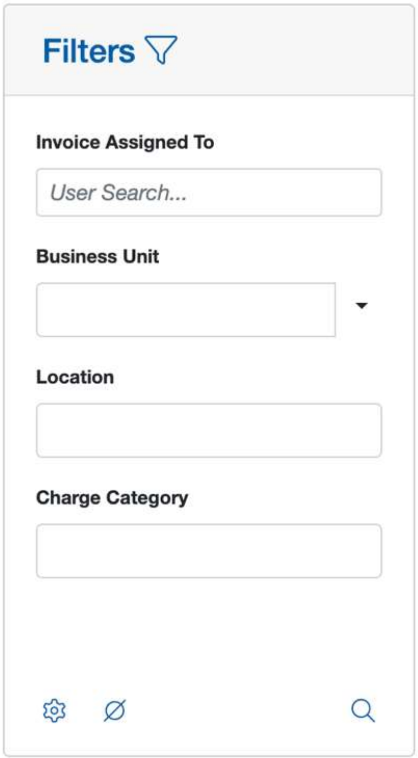
The Approval Worklist is filtered by the name of the user who is logged in. This represents all invoices which are awaiting approval, or which have been returned to the logged-in user for additional information or changes.



A screenshot of the Approval Worklist in the Invoices module.

Searching with Filters

Searching the Approval Worklist is done via the left-side Filters panel on the Approval Worklist page.



The Filters panel on the left side of the screen allows you to search by the parameters defined by your organization.

The default filter which is applied to the Worklist is that the “Invoice Assigned to” field is filtered to the logged-in user.

These filters can be changed to provide different search results in the Approval Worklist.

Use “Invoices Assigned To” to search for work assigned to specific users. Typing in this field provides an auto-complete list of all users in the system to choose from.

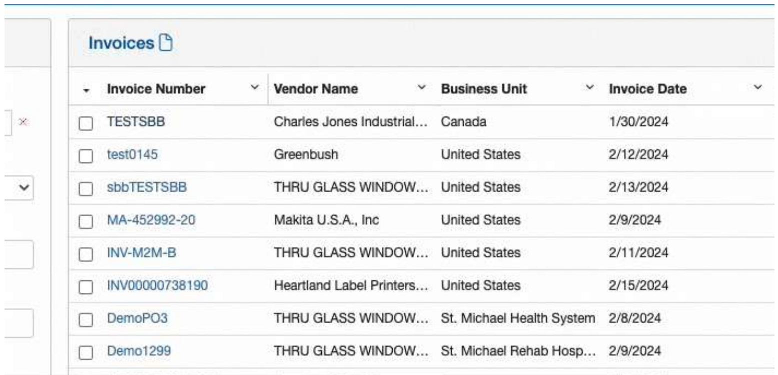
The “Settings” cog allows the user to select whether to include expired and deactivated users in the results, as well as whether to always default the business unit in the search.

The “Reset Settings” icon allows the user to clear all filters which have been added and start from the default filter settings (Invoice Assigned To = Currently Logged In user).

Clicking the “Search” icon will perform a search with the current Filter settings.

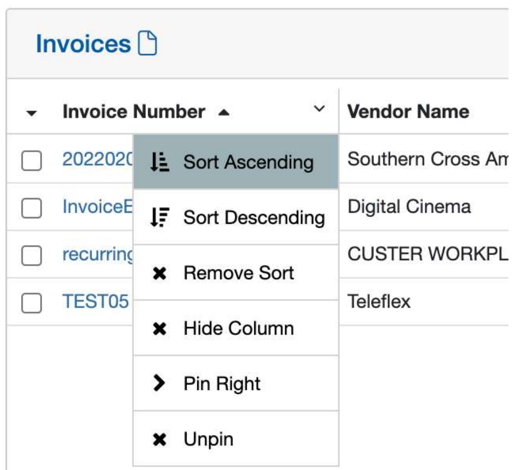
Filtering & Sorting Columns

Each column header can be clicked to filter by that column. Clicking once will create an ascending filter, clicking a second time will create a descending filter, and clicking a third time will remove the filtering from that column.



Click once to sort the column in ascending order, twice to sort in descending order, and a third time to disable sorting on that column.

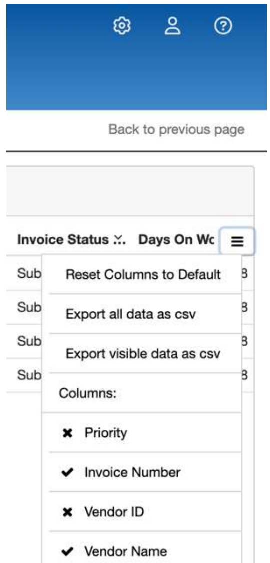
The user may also right click the column header they wish to sort by and select their sorting option from the presented list.



Clicking on the drop-down arrow next to the column header will allow the user to select whether to sort the filter in ascending or descending order.

At the right side of the column headers is a hamburger menu. From this menu, users can reset the column configuration to default, export all data as csv (exports data from both visible and hidden indexes), or export visible data as csv (exports only the visible data in the grid for all results).

Users can also show and hide columns by clicking to add/remove from the provided list. A checkmark means that the index is included in the view, an ‘x’ means that the index is **not** included in the data view.



At the right side of the list is a hamburger menu which can be used to change the columns shown in the invoice worklist. Changes will be reflected immediately, there is no need to save. This configuration will be saved for the logged-in user.

Available Actions

There are several available actions which can be performed on Invoices directly from the Approval Worklist. These actions are available at the bottom of the approval worklist.

From Left to Right: Approve, Deny, Edit selected Invoices, Download Attachments of selected invoices, Print the Selected Invoices, and Open and Edit the Top 15 Invoices.

Approval Rollback Notification

The Invoice Notification pop-up which is shown upon login informs the user of an invoice rollback.

When navigating to the Approval Worklist, users may see this message, which indicates that an invoice that was previously approved has been "rolled back" for corrections. This occurs when someone further along the approval chain determines that a change is needed & that the invoice must be opened for editing and re-approved.

☐	AZ-00025731-0001	American Bolt & Screw	Cavco	1/28/2024	2/27/2024
☐	↺ 84729	CUSTER WORKPLACE ...	Coushatta	1/28/2024	2/27/2024
☐	TESTSBB	Charles Jones Industrial...	Canada	1/30/2024	2/29/2024

A screenshot showing 3 invoices, one of which features the rollback icon.

Invoice Type

onPhase can process Purchase Order (PO) and Non-PO invoices as well as Multi-PO invoices.

Non-PO Invoices go through the Approval Process in onPhase before the approval information is sent to the ERP. Then, the payment is processed either in onPhase or in your ERP.

PO Invoices are automatically validated against the existing PO. Match Exceptions are sent back to users in the "Approval Worklist" to have their information updated.

onPhase does not perform Purchase Order capture or approval; POs and the associated data are stored in the ERP. This information is pulled into onPhase via an integration.

Invoice Status

The invoices in this list typically reflect two statuses: "Submitted" or "Match Exception".

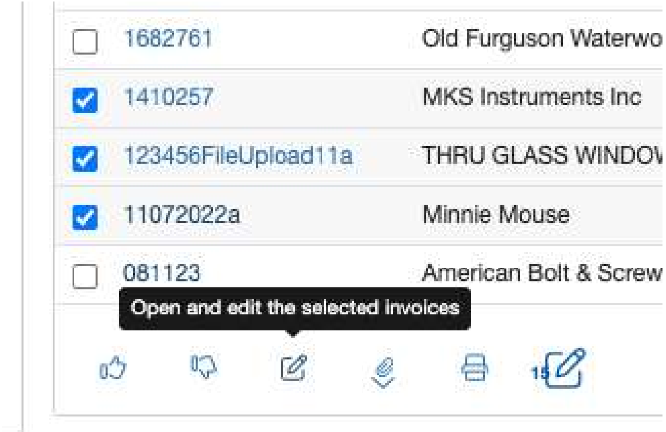
Status of "Submitted" means that the invoice needs to be coded and approved.

Status of "Match Exception" means that there has been some kind of exception in the PO match process – usually in the 3-way matching process, which the user must correct.

onPhase

Submitted Status

Invoices in “Submitted” status are ready to be coded and approved or denied. Click on an invoice number or select multiple invoices and click “Open and Edit Invoices” at the bottom of the invoice list.



Select several invoices and then click “Open and Edit Selected Invoices”

Selecting the “Open and Edit Invoices” option for multiple invoices makes the “List” tab available in the Invoice Edit screen.

Match Exception Status

Matches often happen in the background based on PO information and receipt data pulled from the ERP.

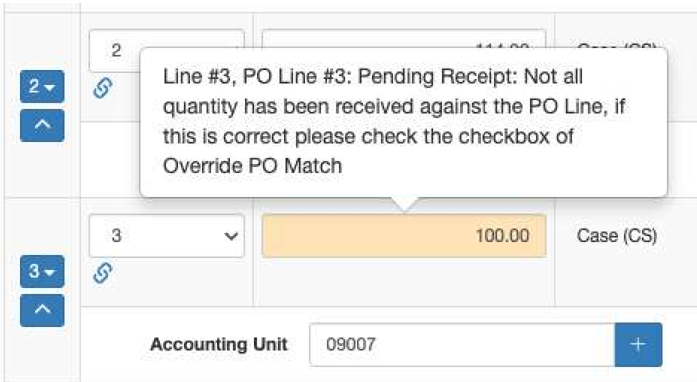
Fields which are highlighted on the invoice have some kind of associated error. Hovering over the highlighted field will produce a pop-up which will give information about the error being received.

If something changes on the PO or Invoice and the data is updated in onPhase, the match is re-attempted automatically.

Usually, the resolution has to do with the PO data, not the invoice data.

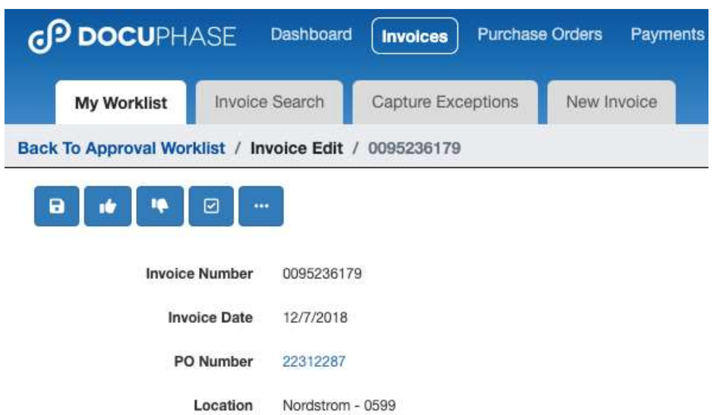
- Suppliers don’t usually bill based on what was ordered, they bill based on what has been shipped.
- The user may need to update the quantities on the PO in the accounting system to create the match

Hovering over a highlighted field will highlight the error on the screen.

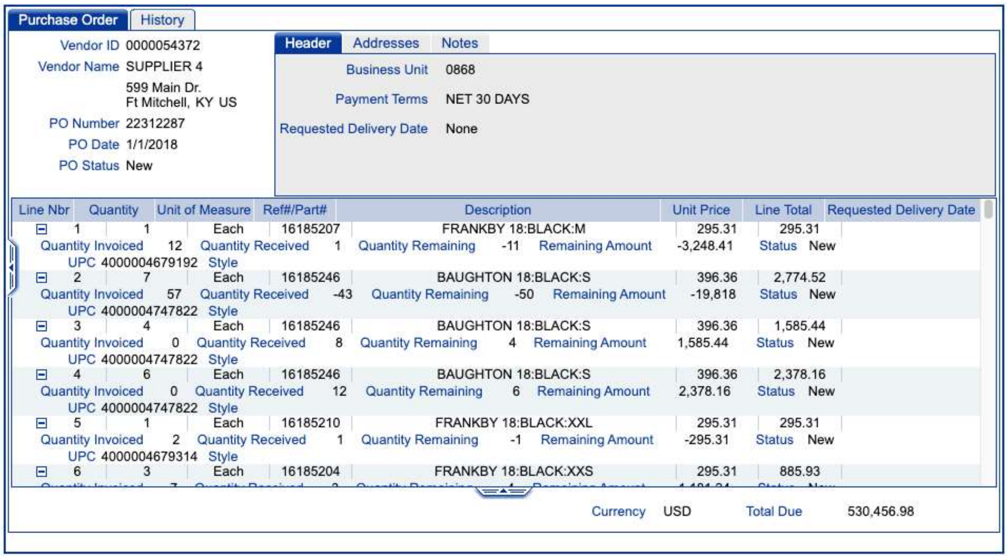


A screenshot of the coding section which features a Validation Error.

To view the PO information from the ERP, click the PO number in the Invoice Edit screen. This will open the Purchase Order in a new tab so that the details can be viewed.



A PO Invoice will show a PO Number with a link to the PO information.

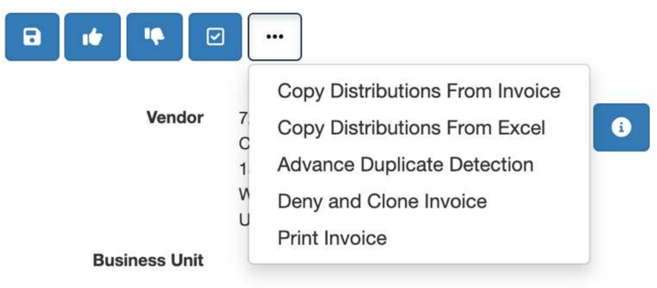


Clicking this link will present the user with the PO data from the ERP.

Approving Invoices (Invoice Edit)

After selecting one or several invoices from the Approval Worklist to process, the Invoice Edit screen will be presented.

At the top left of the Invoice Edit page is a series of buttons & "More Actions" that are accessible at this step of the invoice process.



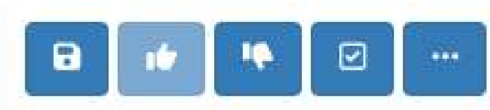
A screenshot of the Invoice Options and "More Actions" menu of the Invoice Edit screen.

Approval Requirements and Coding Errors

Before an invoice can be Approved, all required fields must be filled out and all errors on the invoice resolved.

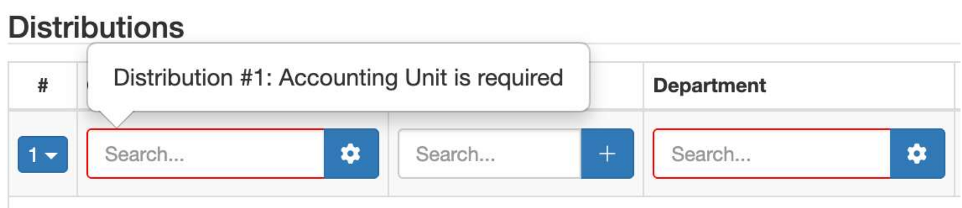
When the Invoice Edit page is open, the highlighted fields on the form represent issues that must be fixed on the Invoice before the invoice can be processed. This could be a simple fix, such as needing coding. The most common fields which will need to be filled on a Non-PO invoice are the Distribution lines.

If an approval option is not available, such as because there is still work to be done, the unavailable action will be greyed out for the user.



When an option is not available to the user, it will be greyed out, as the "Approve" button is in this screenshot.

To view Issues which are preventing processing the invoice, look for the highlighted fields on the coding form. Hover over the fields which are highlighted to view the reason for the issue.

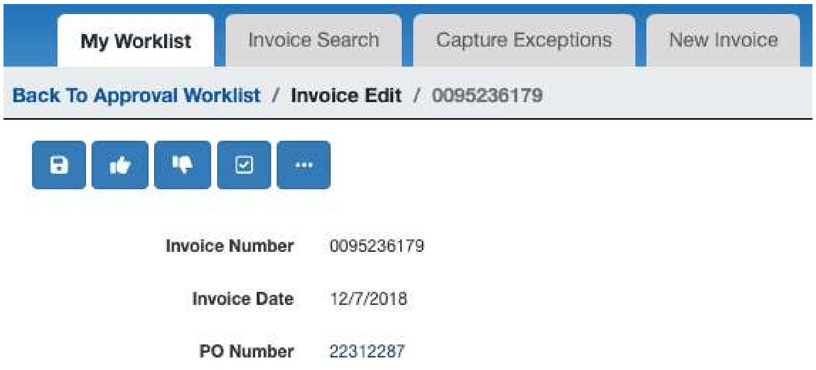


Hovering over a highlighted field will present the user with information about what work needs to be done to process the invoice approval.

This information can also be viewed in the "Validation Errors" tab of the Invoice Edit screen (covered in the following section – Invoice Edit "Tabs").

PO Invoices

When working with PO invoices, users may notice there are several areas that offer additional functionality beyond the Non-PO Invoice edit screen mainly for the purpose of providing access to the Purchase Order.



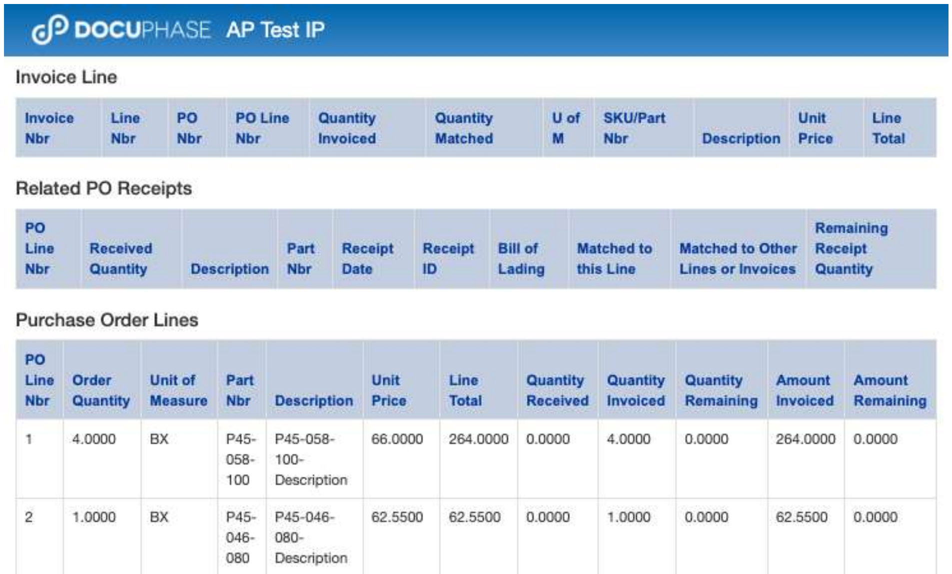
The PO number is included in the header when viewing a PO Invoice.

On the Invoice Edit screen for PO invoices, the PO number is displayed in the header section of the screen. Clicking on the PO number in the header will open the PO in a new browser tab.

In the Line Items section, there is also a link icon beneath each line item. Clicking on this smart link icon opens a static view of the Invoice Lines, Related PO Receipts which are available, and Purchase Order lines so that all available information can be referenced.

The Smart Link icon is found underneath each line item.

When coding a PO Invoice, this information is helpful in resolving validation errors and data mismatches between what is displayed on the Invoice and what is on the PO and/or Receipt.



DOCUPHASE AP Test IP

Invoice Line

Invoice Nbr	Line Nbr	PO Nbr	PO Line Nbr	Quantity Invoiced	Quantity Matched	U of M	SKU/Part Nbr	Description	Unit Price	Line Total

Related PO Receipts

PO Line Nbr	Received Quantity	Description	Part Nbr	Receipt Date	Receipt ID	Bill of Lading	Matched to this Line	Matched to Other Lines or Invoices	Remaining Receipt Quantity

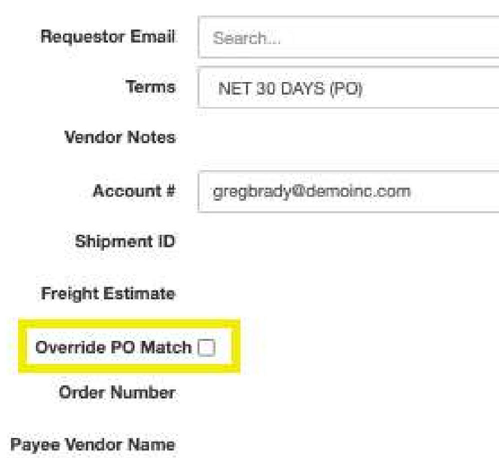
Purchase Order Lines

PO Line Nbr	Order Quantity	Unit of Measure	Part Nbr	Description	Unit Price	Line Total	Quantity Received	Quantity Invoiced	Quantity Remaining	Amount Invoiced	Amount Remaining
1	4.0000	BX	P45-058-100	P45-058-100-Description	66.0000	264.0000	0.0000	4.0000	0.0000	264.0000	0.0000
2	1.0000	BX	P45-046-080	P45-046-080-Description	62.5500	62.5500	0.0000	1.0000	0.0000	62.5500	0.0000

Clicking the "Link" icon under a line item opens this Smart Drilldown window which contains the Invoice Line Item info, any related PO Receipt information, and the PO Line Items.

Additionally, users may see additional/different Validation Errors when working with PO Invoices. Errors for PO Invoices may include mismatches with the PO or Receipt, such as not receiving the full quantity of an item.

If a matching error occurs, the user has the option to override the PO Match. This should be used in situations such as when the organization has been sent only part of an order and invoiced only for that partial shipment.

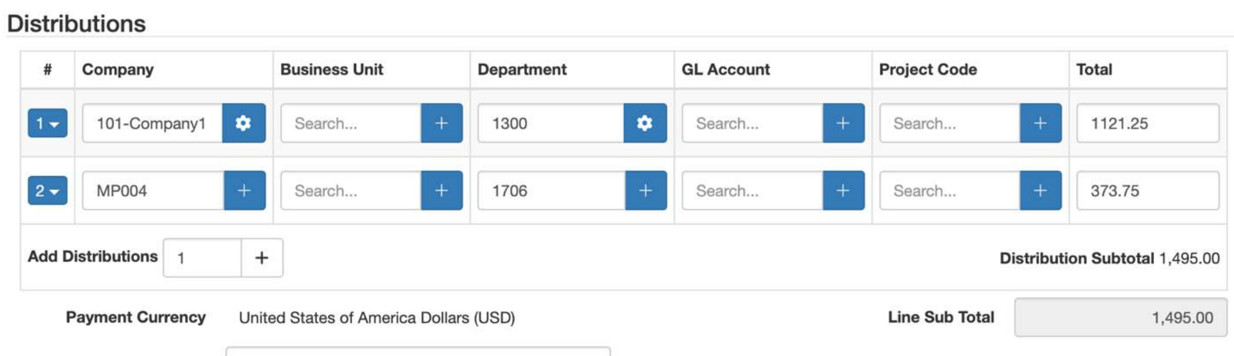


The "Override PO Match" option allows users to manually approve invoices that don't automatically match to purchase orders.

Default Coding

onPhase provides Default Coding functionality which allows organizations to define a default set of distributions per Vendor. When Non-PO invoices are submitted to onPhase for a Vendor which has default coding defined, the default coding is applied upon submission.

Note: Purchase Order Invoices inherit their distributions from the PO and in most cases will only require assignment to a user if there is a data mismatch.



Distributions

#	Company	Business Unit	Department	GL Account	Project Code	Total
1	101-Company1	Search...	1300	Search...	Search...	1121.25
2	MP004	Search...	1706	Search...	Search...	373.75

Add Distributions 1

Distribution Subtotal 1,495.00

Payment Currency United States of America Dollars (USD)

Line Sub Total 1,495.00

An example of distributions which were added by default to a new invoice.

Users can modify the applied defaults or change the coding entirely in the Invoice Edit screen.

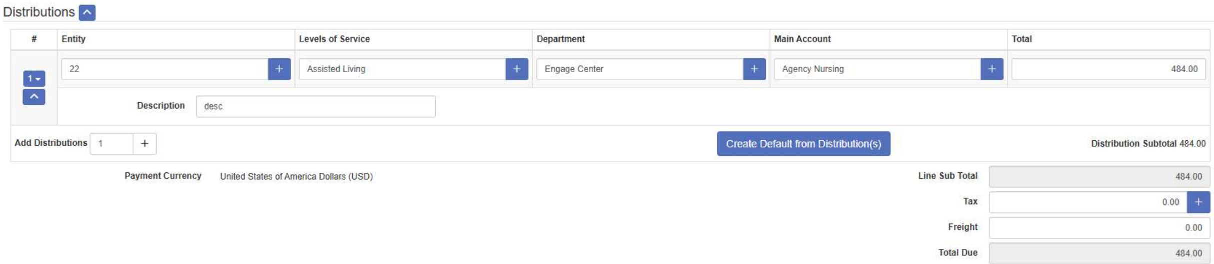
Default Coding is only applied at initial Invoice submission. Choosing to “Reroute” an Invoice which has already been coded does not retroactively apply defaults to the invoice. A rerouted Invoice will maintain its current coding.

Setting Vendor Defaults from Invoice Edit

If a Vendor does not have any Default Coding configured, then Vendor Defaults can be applied by users on the Invoice Edit screen.

After a user has coded a Non-PO invoice and the invoice has passed edits, the user will be presented with the option to “Create Default from Distribution(s)”.

onPhase



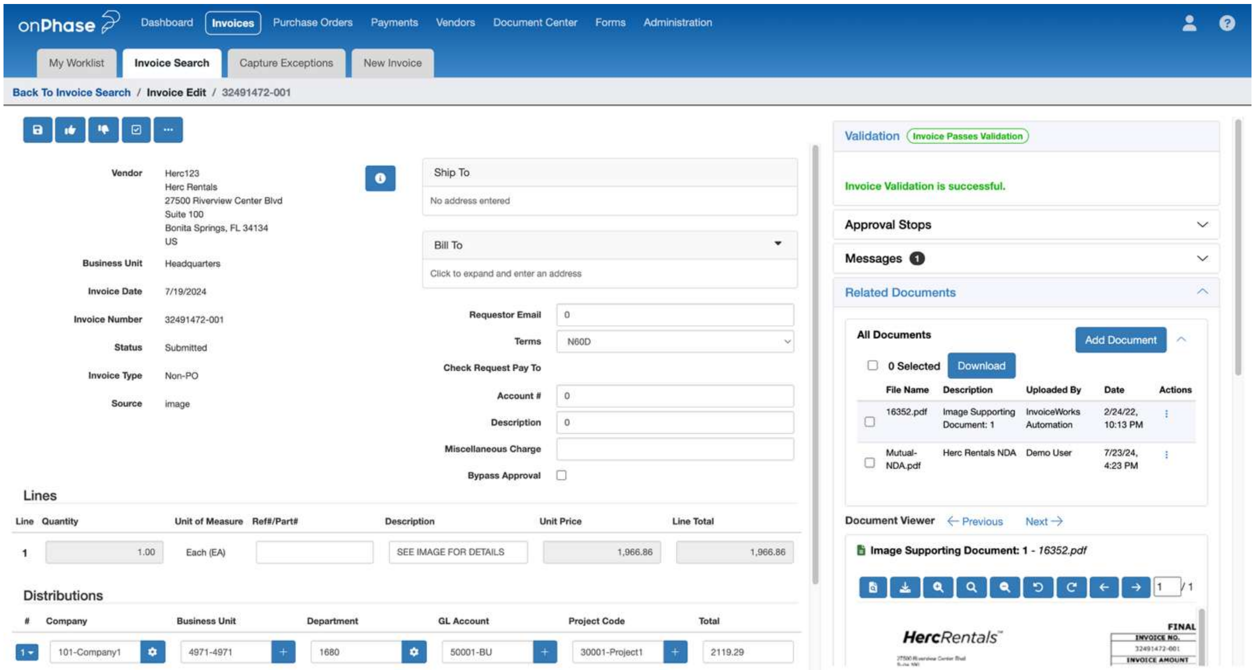
A screenshot of the "Create Default from Distribution(s)" button which appears when the user has added valid coding to an invoice where the Vendor has no configured Defaults.

This option is only available if the Vendor does not currently have a Vendor Default configuration. If the vendor already has Default Coding set up, this button will not show for users.

Clicking "Create Default from Distribution(s)" will set the validated distribution configuration as the default for the current Vendor.

Vendor Default settings can also be configured by authorized users from the "Vendors" module. Please see the "Vendors" module and "Vendor Default Coding" section later in this document.

Invoice Detail Panel



On the right side of the Invoice Edit screen is an Invoice Detail Panel which contains all relevant documents, approval history, future approval flow, and other important Invoice information. This accordion style design allows users to expand multiple detail sections simultaneously.

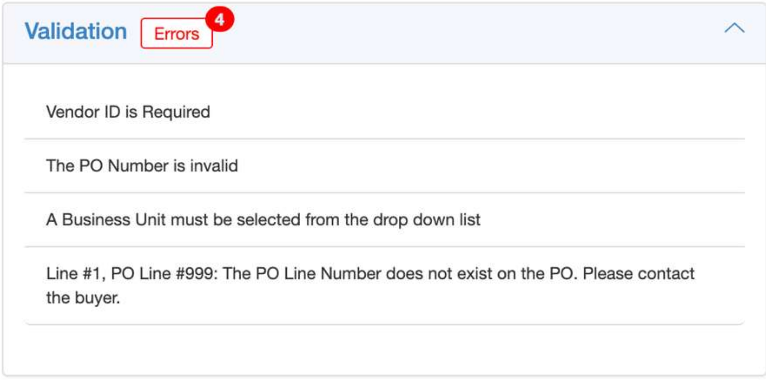
These panels are visible on both PO Invoices and Non-PO Invoices on Invoice Edit screen.

The order of the Invoice Detail panels.

Validation

The Validation Panel provides insight into any errors which are preventing the invoice from passing the required validations. Expanding this panel will list all errors that currently exist on the document. Clicking on any of the errors in the list will highlight the affected field on the Invoice form.

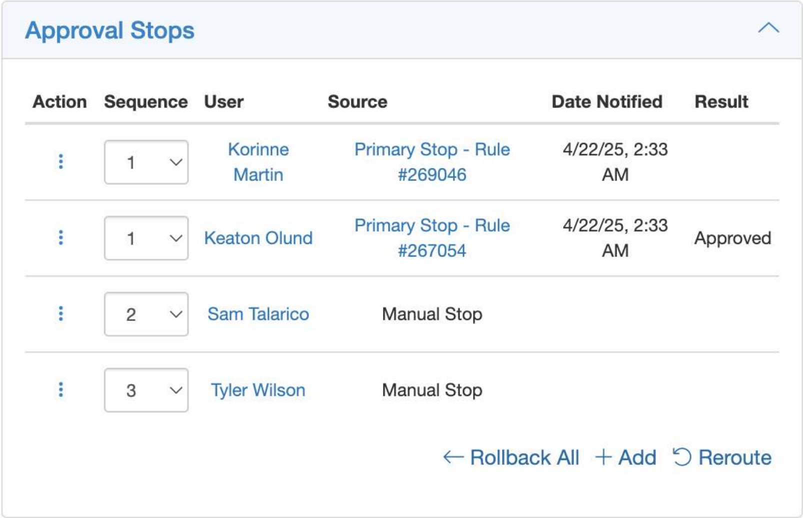
When invoice edits are made, the user can click “Check Edits” to re-run the validations on this invoice without closing the invoice. The Validation list will update as the errors are resolved.



The Validation Panel lists the errors that exist on the current invoice.

Approval Stops

The Approval Stops tab lists the approval structure for the chosen invoice based on the Workflow Steps defined in the AP System.

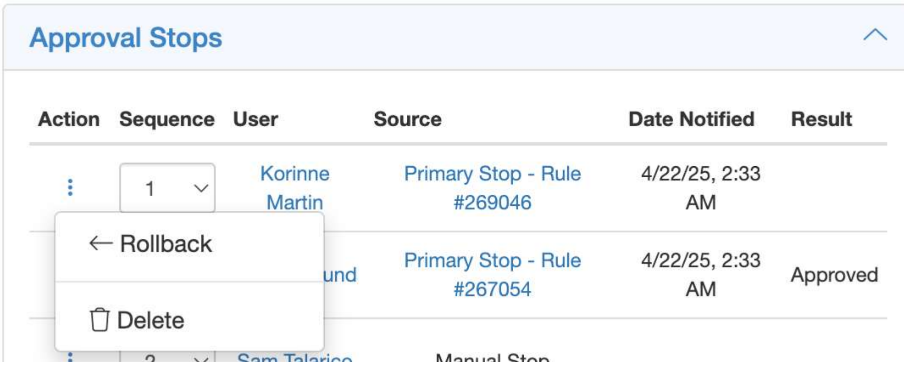


Action	Sequence	User	Source	Date Notified	Result
⋮	1	Korinne Martin	Primary Stop - Rule #269046	4/22/25, 2:33 AM	
⋮	1	Keaton Olund	Primary Stop - Rule #267054	4/22/25, 2:33 AM	Approved
⋮	2	Sam Talarico	Manual Stop		
⋮	3	Tyler Wilson	Manual Stop		

The approval stops panel for an invoice in onPhase.

If available, the user can click the ‘Sequence’ drop-down to change the approval sequence for this invoice.

The Action ellipses in the approver’s row offers options to Rollback or Delete the chosen stop.



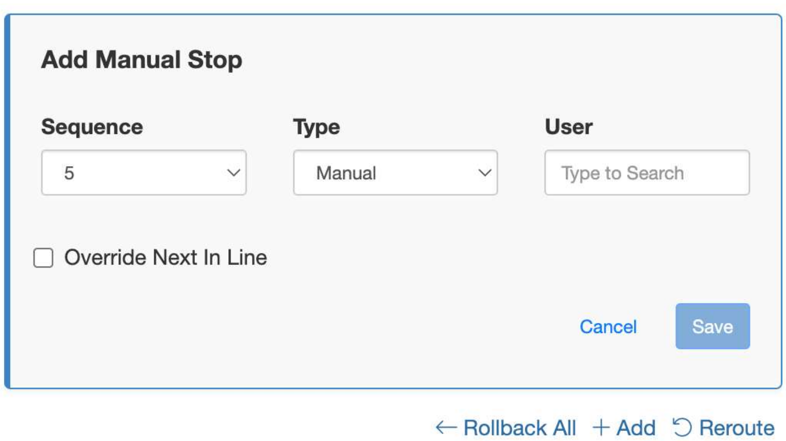
The “Rollback” and “Delete” options in the Approval Stops panel.

Rolling back the stop reverses the approval for that user and requires them to look at the invoice again. A comment is needed for why the stop was rolled back.

Deleting a stop removes that user from the invoice; the invoice no longer needs their approval.

“Rollback All” link at the bottom reverses all approvals of the invoice up to this point. A comment is required to be entered with the reason for the rollback.

Click “Add” at the bottom of this screen to add another approval stop.



A screenshot of the "Add Manual Stop" options of the Approval Stops.

Adding a manual stop allows for adding another user as an approver on a single invoice in an ad-hoc fashion.

There are three 'types' of stop available:

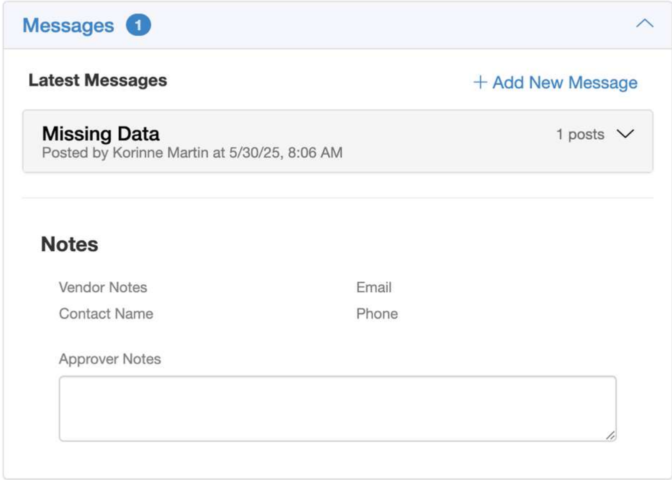
- **Manual**: User is responsible for reviewing (correcting any validation errors) and approving this invoice
- **Review Only**: User is responsible only for reviewing this invoice (correcting any validation errors)
- **Approve Only**: User is responsible only for granting an approval decision on this invoice

Selecting 'Reroute' on the Approval Stops panel will re-evaluate the workflow rules, vacation routing, and updated approval stops, sending the invoice back through the approval flow.

MESSAGES

Previously "Issues".

Users can create a Message to communicate about the Invoice both internally and to the suppliers through the portal. Without needing to hop into Outlook, send emails to other teams or the supplier, all communication can be done directly through onPhase, which ties all the communications back to the invoice record.

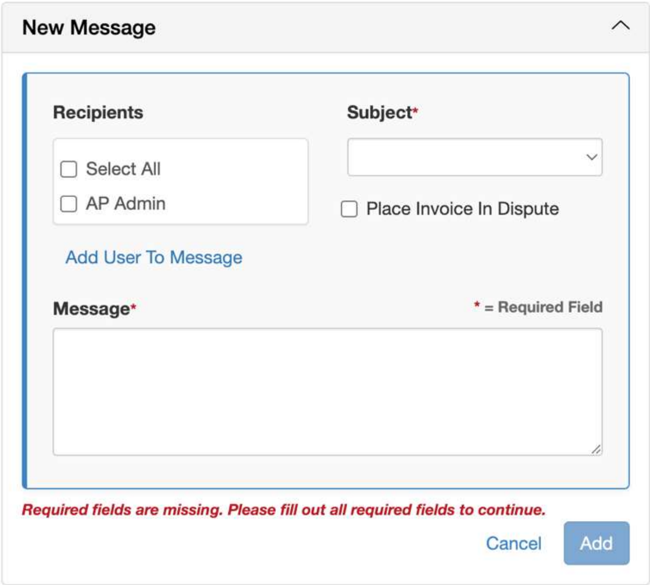


The Messages panel allows users to add a new message or notes to the invoice.

Add New Message

To add a new Message, click the Add New Message link. This will expand the section to enter the information regarding the issue. Recipients specify who the user wants to be notified about the issue. This allows for onPhase users who are not assigned the invoice as part of Approval Stops to be added and included as well.

Note: Users cannot add email addresses which are not associated with either an onPhase User Account or a valid Supplier Portal Account related to the Vendor on the current Invoice.



The New Message context which allows users to send a message related to the current invoice.

New messages will be added to the list under the “Latest Messages” header.

Reply

Expand an existing message to view the thread and choose to Reply.

In the bottom right corner, click the Reply link. Recipients specify the user to be notified about the issue. This allows for users who are not assigned the invoice as part of Approval Stops to be added and included as well.

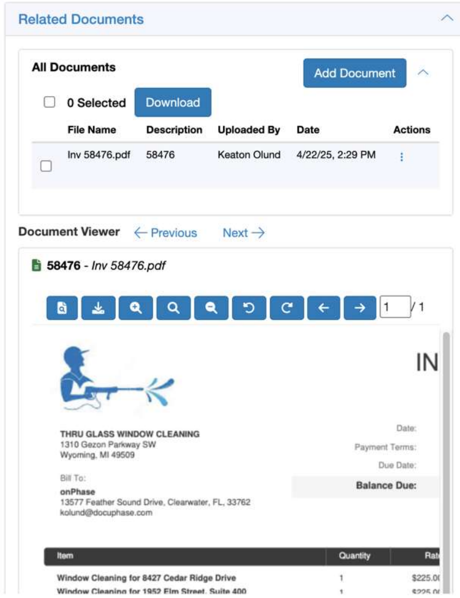
“Reply” can be chosen from the message thread.

Related Documents

In the Related Documents panel, users can view all document images which exist related to that invoice. For invoices entered through Supplier Portal, or captured via EDI, there is no related document image.

Selecting “Add Document” will allow the user to add a new related document to this Invoice.

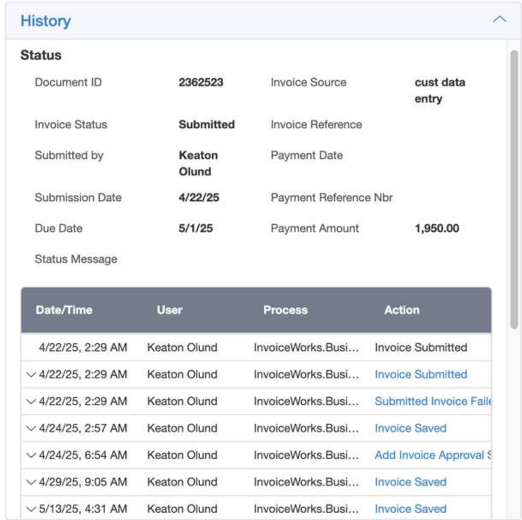
After selecting one or more documents from the presented list, the user may use the “Download” option to download all selected documents related to this invoice.



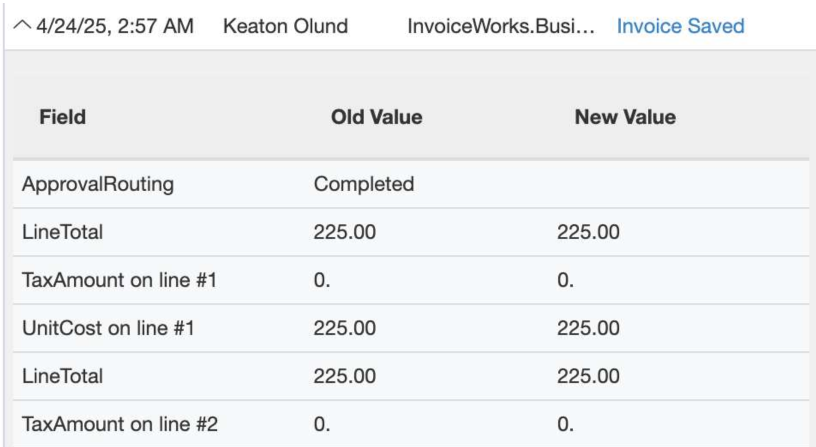
The Related Documents panel shows the invoice and any documents which have been uploaded to support the invoice.

HISTORY

The History panel gives the user a detailed view of the Invoice's path through the system so far.



The History Tab shows a history of all events, along with the user and Time/date of the action/change.



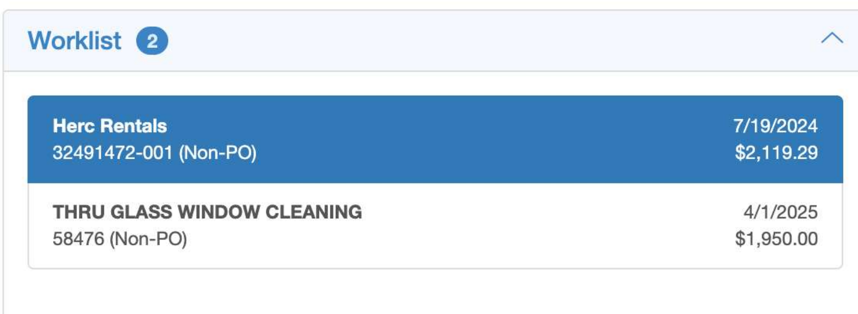
4/24/25, 2:57 AM Keaton Olund InvoiceWorks.Busi... Invoice Saved

Field	Old Value	New Value
ApprovalRouting	Completed	
LineTotal	225.00	225.00
TaxAmount on line #1	0.	0.
UnitCost on line #1	225.00	225.00
LineTotal	225.00	225.00
TaxAmount on line #2	0.	0.

Clicking the expand arrow at the left side of the list will expand each individual event so the user can view more information.

Worklist

The Worklist panel is only visible when the user has selected multiple invoices to be edited. From this list, the user can view basic information about the invoice and select a specific invoice to work on.



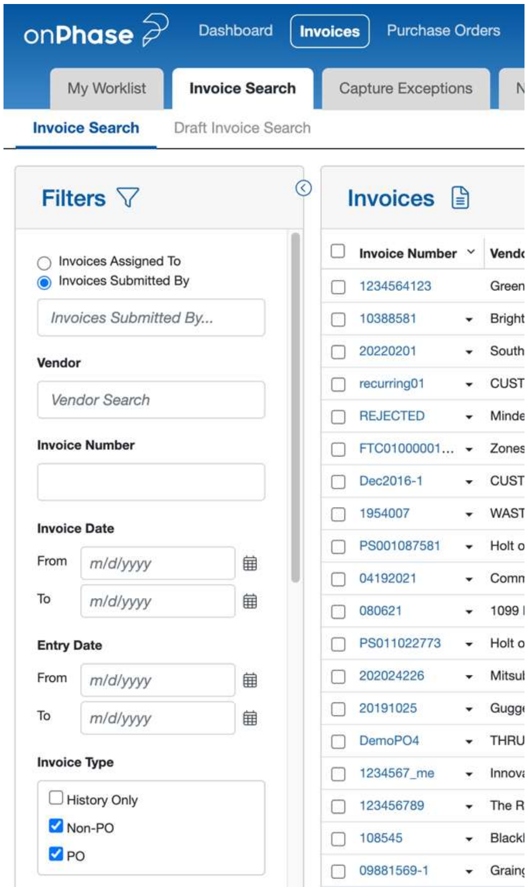
The Worklist panel allows users to view all invoices which they have selected for editing & navigate between these invoices.

Invoice Search

In Invoice Search, users can search all invoices entered in onPhase using the Filters panel.

By default, the Invoice Search filter is set to “Invoices Submitted by” the currently logged-in user. Clear this value from the ‘Invoices Submitted by’ text field to search across invoices submitted by all users.

Results can be filtered by column header. Click once to sort ascending, twice to sort descending, and a third time to remove the sorting.



Draft Invoice Search

The Draft Invoice Search screen allows users to view invoices which have been entered manually and have not been completely

Capture Exceptions

The Invoices > Capture Exceptions tab is where users can go to view the Imaged Invoice list, which includes validation errors, captures which need review, and non-invoice documents submitted to Smart Capture; Imaging Feedback, which allows users to update capture instructions and guidelines; and Rejected Images, where invoices which fall outside organizational guidelines are sent for review.

Imaged Invoice List

Invoices which have validation errors or confidence errors from Smart Capture can be found in the Imaged Invoice List (Invoices > Imaged Invoice List on the onPhase platform).