Accorto Cloud Plus – Release 1.4

Configuration Instructions

The following are post installation steps. As part of your subscription we will complete these tasks. You must be logged in with a System Administrator user to complete these steps. Detailed step by step instructions follow the summary.

Summary

Required Steps

The following actions are required to complete your installation of Accorto Cloud T&E.

Override Standard Buttons

Object	Button	Visualforce Page
Payment	New	PaymentSelection {Accorto_PaymentSelection]
Payment	Edit	PaymentSelection {Accorto_PaymentSelection]
Statement	New	StatementNew [accorto_StatementNew]
T&E Report	New	TEReportNew [accorto_TEReportNew]

Optional Steps

The following actions are optional.

To allow access to sample Chart of Accounts from Google docs

- Define Remote Site http://spreadsheets.google.com

To allow users to create or update T&E Items via email

- Define Email Service using Apex Class of TEItemEmailHandler.

To enable Customer approval of T&E Reports via email

- Define Email Service using Apex Class of TEReportCustomer

To prevent self approval of T&E Reports:

- Remove the Approve Now button from T&E Report Page layout. If specific users should be allowed to self approve, define a new page layout with the Approve Now button for their access or it can be defined in the approval process described below.

To allow creation of T&E Items from Cases, Activities and Tasks:

- Add the fields T&E Hours and T&E Amount to the appropriate page layouts.
- Add Button Create T&E Item to the appropriate page layouts

Approval Process

To allow enable approval of T&E reports you must define the Approval process. The following are some suggested guidelines

- No entry criteria is required.

- Approval Assignment Email template is T&E Report Approval Request
- All Actions required have been defined.
  - Initial Submission
    - Field Update – T&E Report Submitted
  - Approval Steps
    - Criteria T&E Report Items not equal 0, else Reject
  - Approval Actions
    - Email Alert – T&E Report Updated
    - Field Update – T&E Management Approved
  - Rejection Actions
    - Task – T&E Report Rejected
    - Email Alert – T&E Report Updated
  - Final Approval Actions
    - Field Update – T&E Report Approved
  - Final Rejection Actions
    - Field Update – T&E Report NotApproved
  - Recall Actions
    - Field Update – T&E Report NotApproved

Note: the field update of T&E Report Management Approved allows the definition of two different approval steps (e.g. Manager and Accountinng). To enable this, change the criteria of the management approval to Criteria met, else approve : "Management Approved = "". This field is the timestamp of the management approval and is null if that has not occurred.

Overdue Alerts

To allow enable the generation of Alerts if a T&E report is overdue define actions for the following workflow rules. Note you must have defined T&E Report frequency in at least 1 financial organization for the alerts to be triggered.

- Overdue T&E Item
  - Add Time Trigger
  - Add Time Dependant Workflow Actions : Select Existing Action or create a new one.
- Overdue T&E Report
  - Add Time Trigger
  - Add Time Dependant Workflow Actions : Select Existing Action or create a new one.

Detail

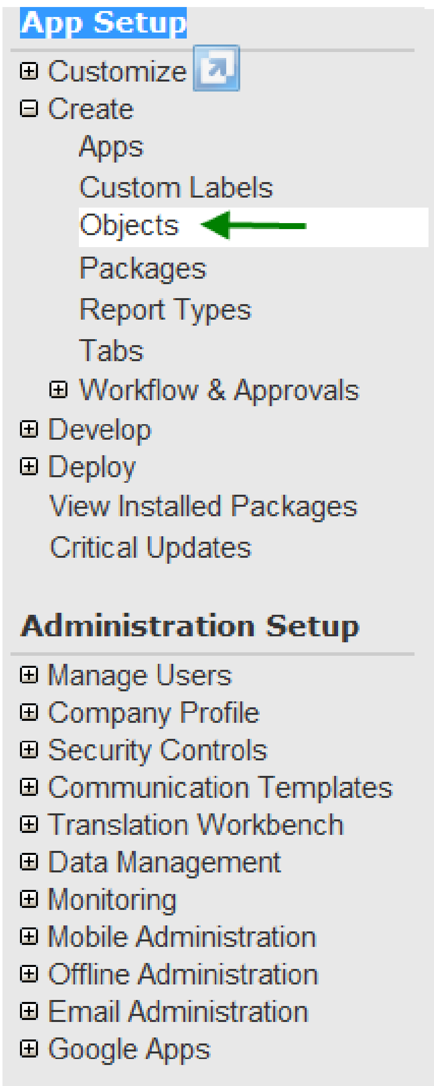
Required Steps

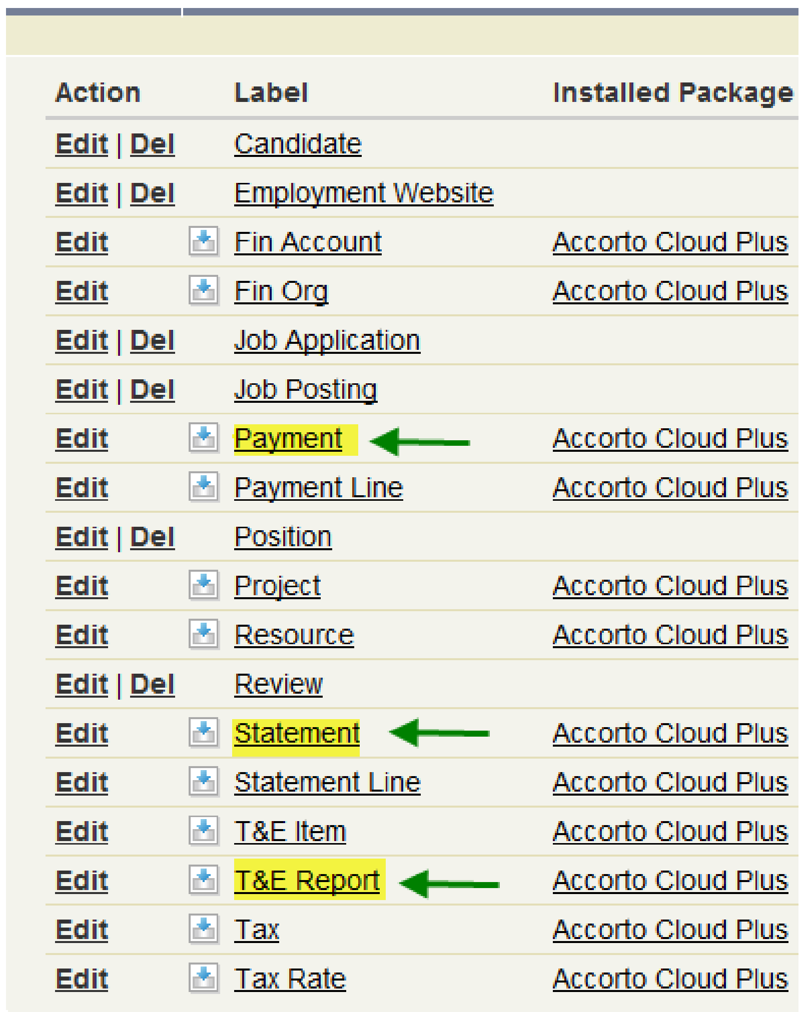
The following actions are required to complete your installation of Accorto Cloud T&E.

Override Standard Buttons

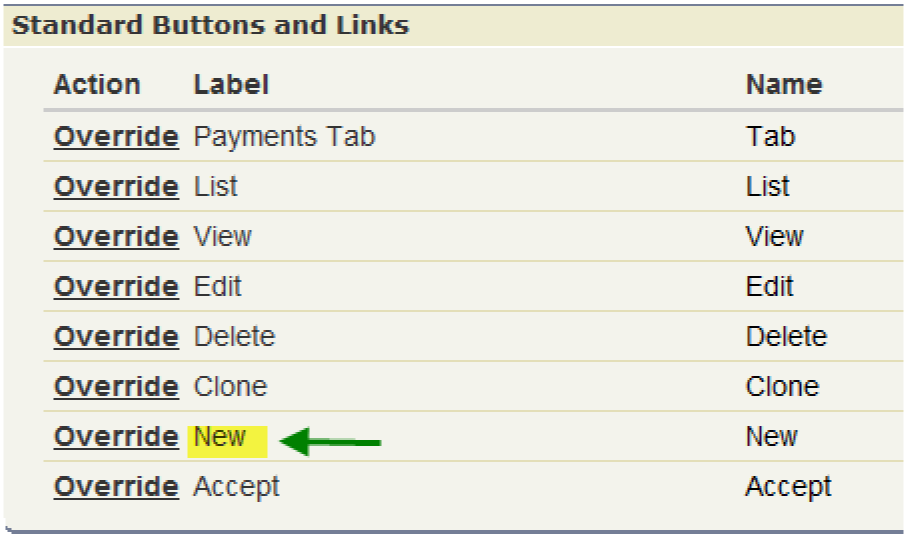
From the main Salesforce window, select Setup.

Navigate to **App Setup > Create > Objects**

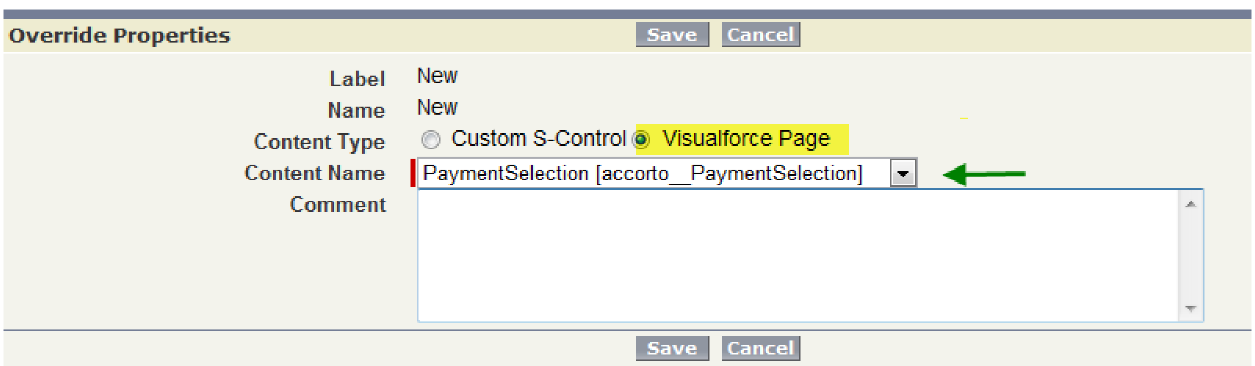




1) Override New button for the Payment Object.
   a) Double click the **Payment** Label to display the Payment Object window.

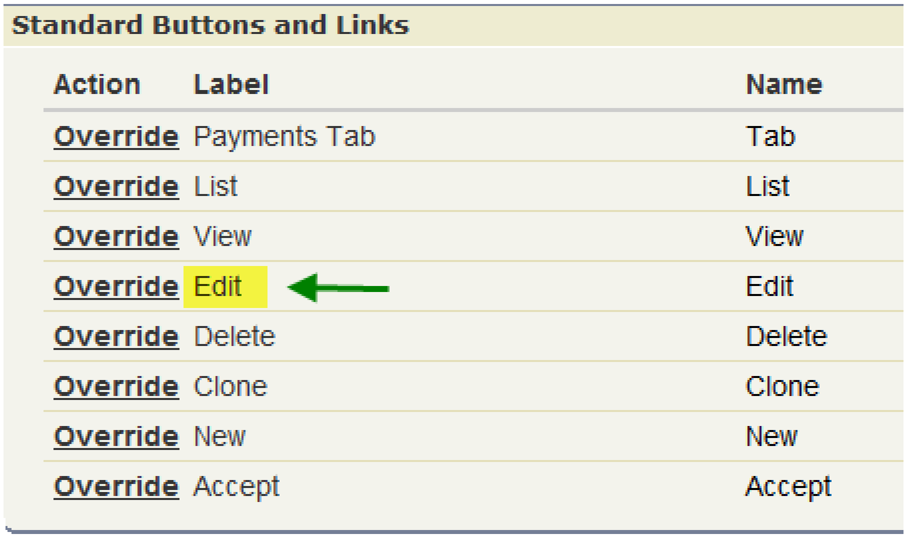


b) Scroll down to the **Standard Buttons and Links** section and click **Override** for the New Button.

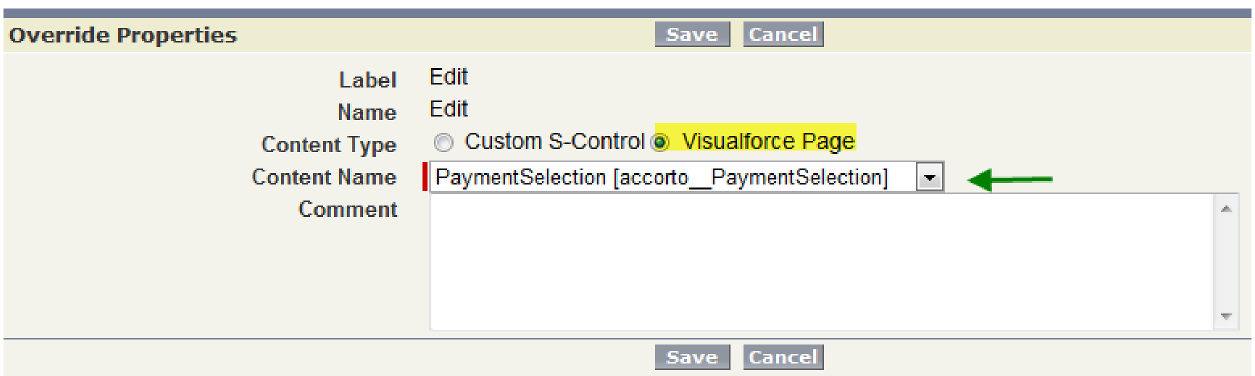


c) In Content Type, select the Visualforce Page radio button.
d) In Content name select 'PaymentSelection {Accorto_PaymentSelection]
e) Click Save and return to the Payment Object window.

2) Override the Edit button for the Payment Object.

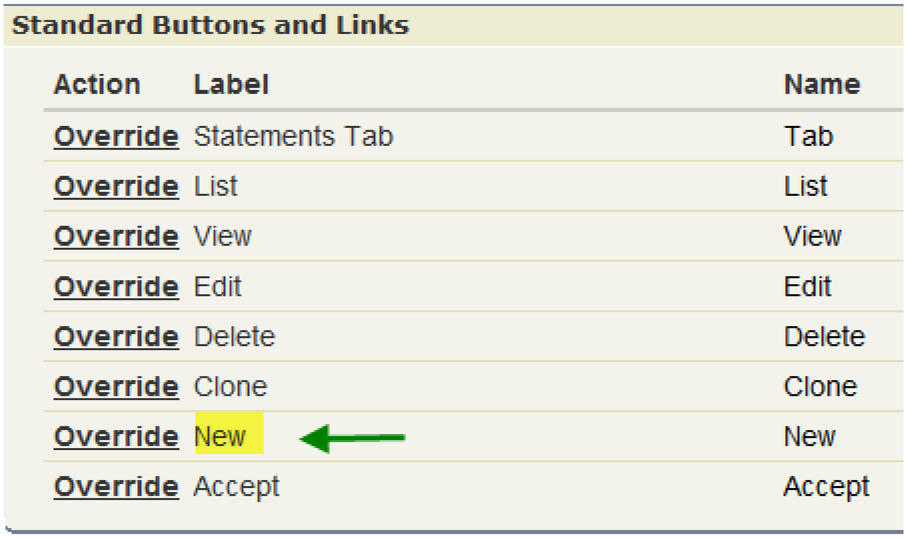


a) Scroll down to the **Standard Buttons and Links s**ection and click **Override** for the Edit Button.

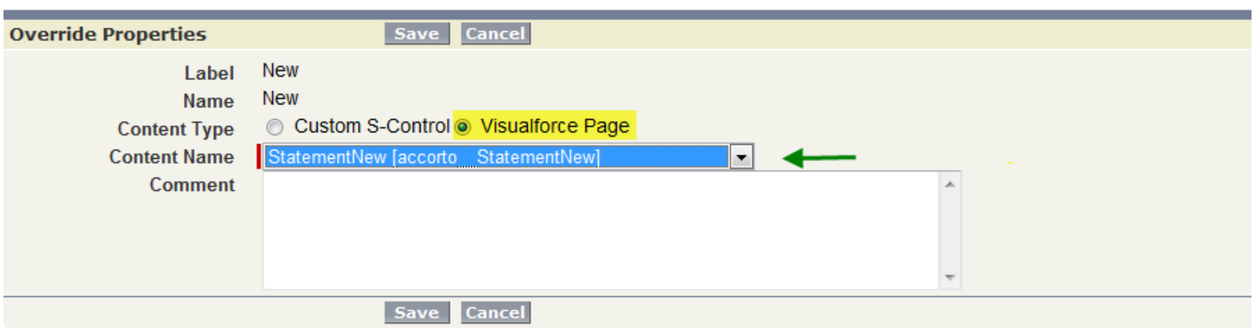


b) In Content Type, select the Visualforce Page radio button.
c) In Content name select ‘PaymentSelection [accorto_PaymentSelection]
d) Click Save and return to the Payment Object window.

3) Override the New button for the Statement Object.
a) Select Objects from the Apps Setup in the left menu.
b) Double click the Statement label to display the Statement Object window

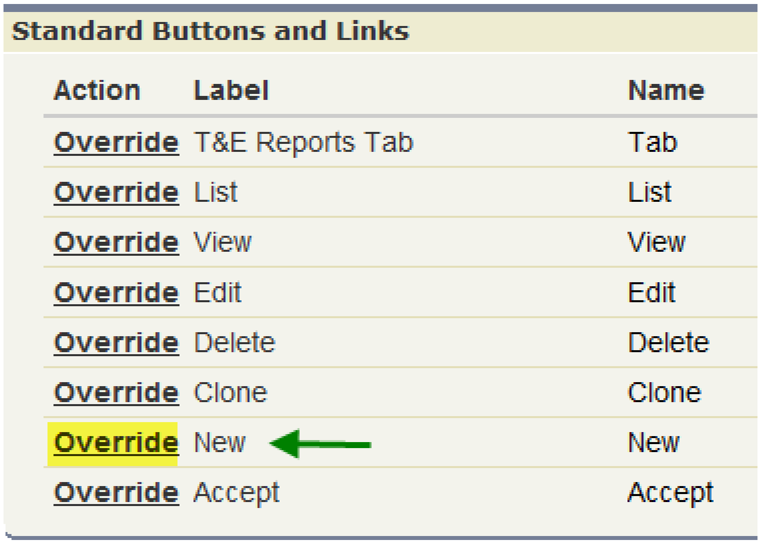


c) Scroll down to the **Standard Buttons and Links s**ection and click **Override** for the New Button.

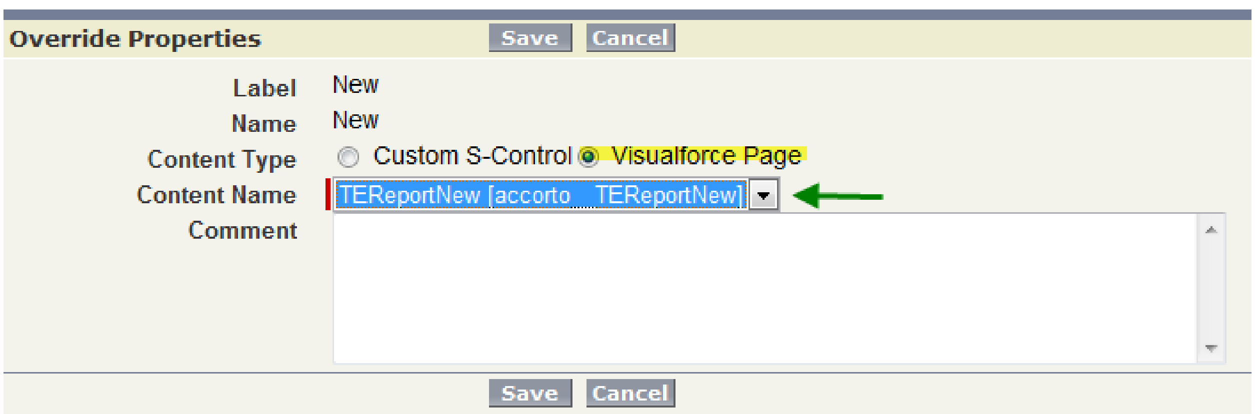


d) In Content Type, select the Visualforce Page radio button.
e) In Content name select ‘StatementNew [accorto_StatementNew]
f) Click Save and return to the Statement Object window.

4) Override the New button for the T&E Report Object.
   a) Select Objects from the Apps Setup in the left menu.
   b) Double click the TE Report label to display the TE Report Object window



c) Scroll down to the **Standard Buttons and Links s**ection and click **Override** for the New Button.



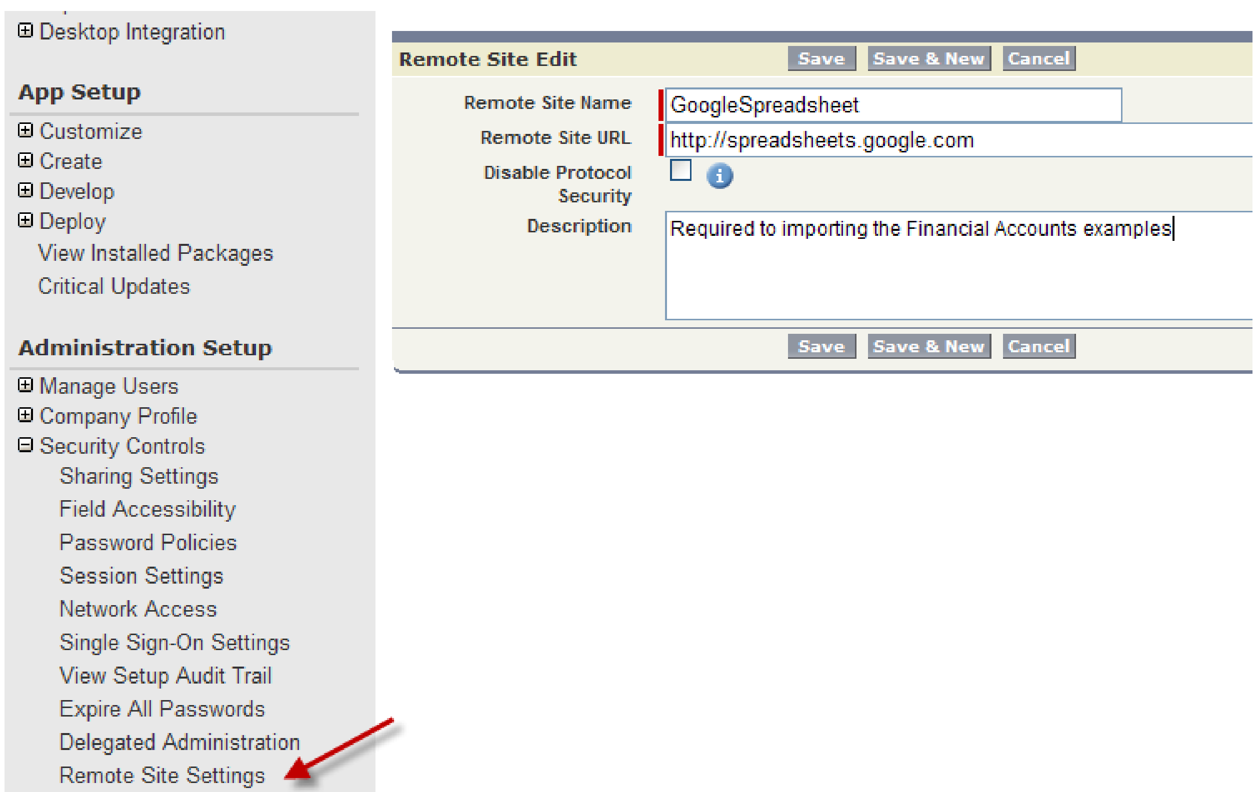
d) In Content Type, select the Visualforce Page radio button.
e) In Content name select ‘TEReportNew [accorto_TEReportNew]
f) Click Save and return to the T&E Report Object window.

Optional Steps

The following actions are optional. They are required only if you will be importing the sample Chart of Accounts from Google docs or if you will be creating or updating T&E items via email.

Allow access to Google Docs

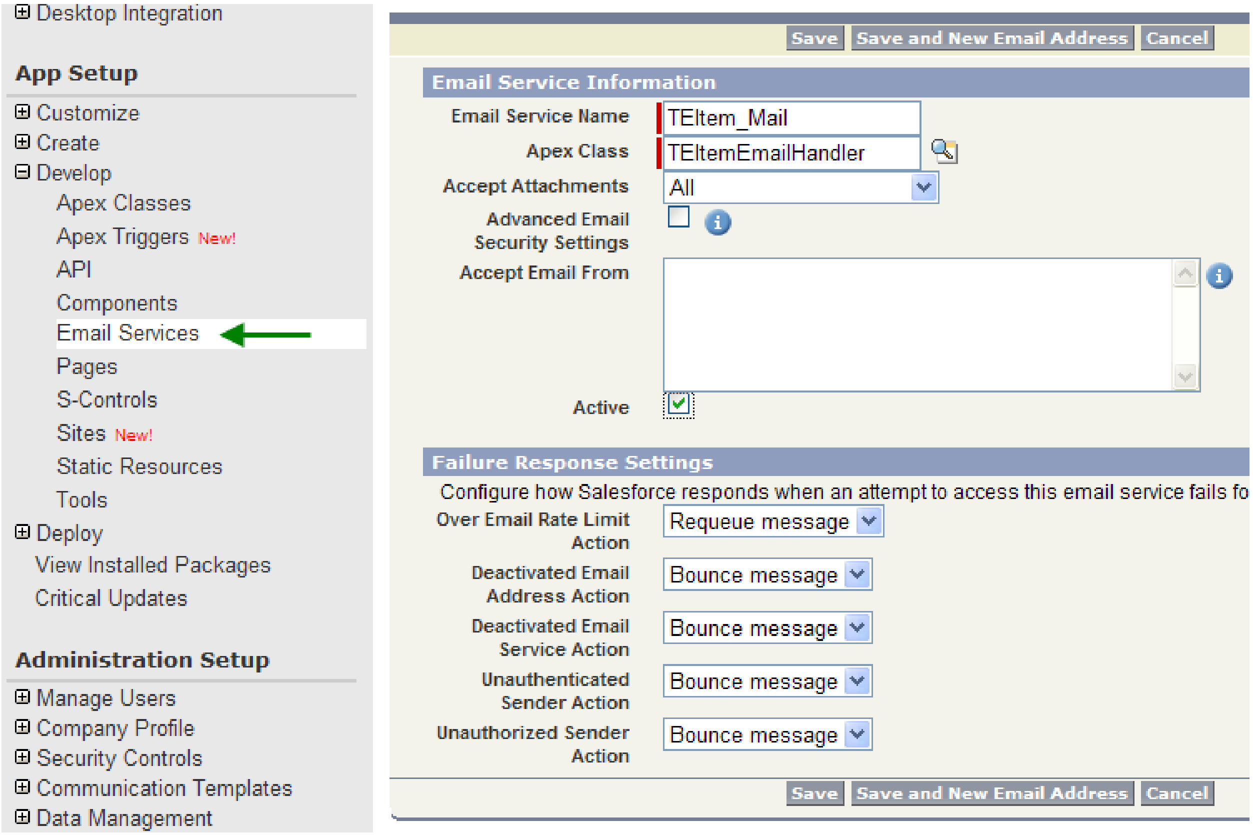
1) Navigate to **Administration Setup > Security Controls > Remote Sites**
   - Click the New Remote Sites button



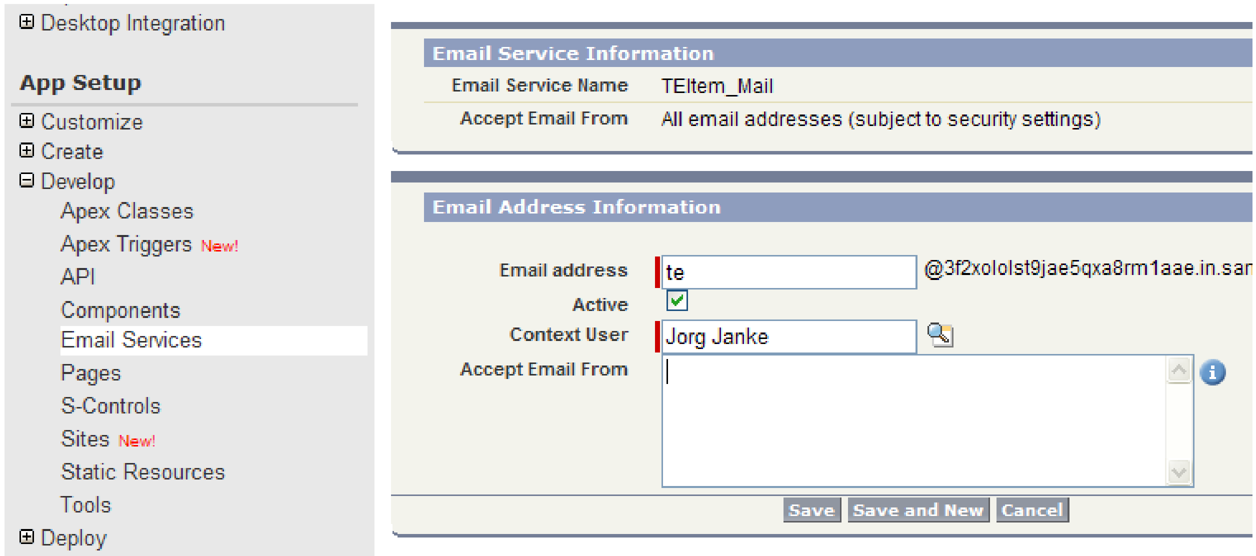
   - Enter a Remote Site Name of GoogleSpreadsheet
   - Enter a Remote Site URL of http://spreadsheets.google.com
   - Enter a Description
   - Click Save

Allow access Email of T&E Items

1) Navigate to **App Setup > Develop > Email Services**
   a) Click the New Email Service Button



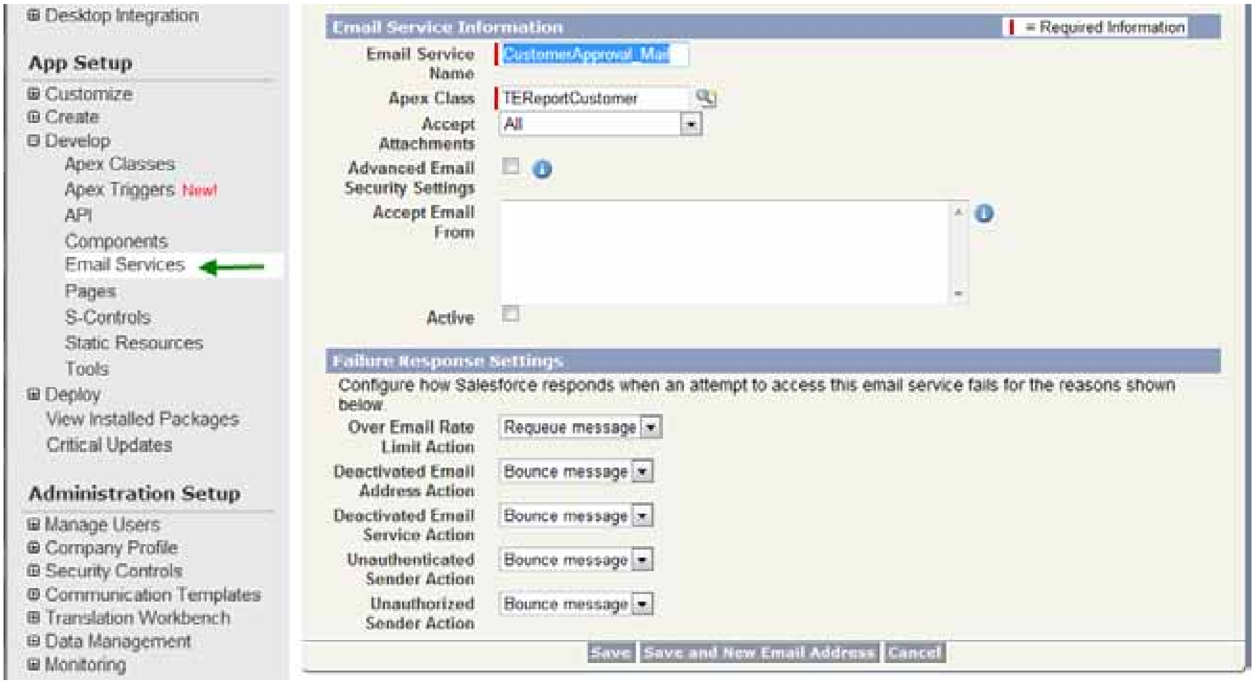
   b) Enter an Email Service name or TEItem_Mail
   c) Select the Apex Class of TEItemEmailHandler
   d) Set other options as displayed (or as appropriate for your organization)
   e) Click Save and New Email Address



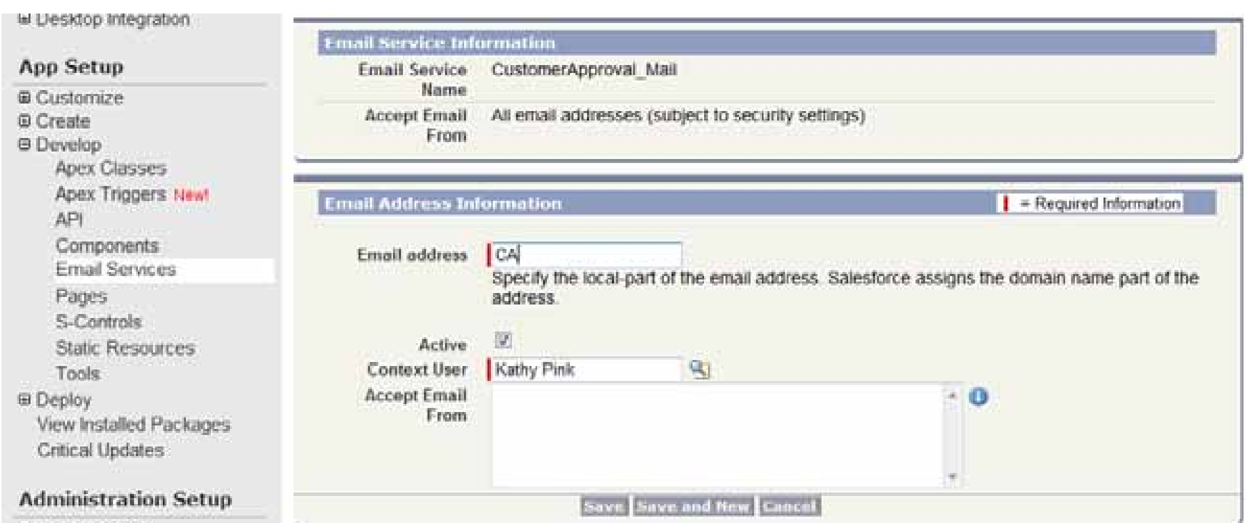
a) Change the Email address to te
b) Select a Context User
c) Delete any email addresses in the Accept Email From box unless you want to restrict the users who can use this option.
d) Confirm the configuration
   i) In the first tab in the “Welcome” tab, you will now see the email address. If not, make sure that the Email address is “te”.
   ii) You can set up a email address in your normal server and forward the mails to the address displayed. (so you do not need to remember the email address generated by SalesForce)
   iii) If you do not receive the test emails, make sure that the “Accept Email From” fields are empty and that the “Advanced Email Security Settings” are de-selected. If it is working, we suggest to enable the security settings to reduce/prevent spam

Enable Customer Approval of T&E Reports via Email

1) Navigate to **App Setup > Develop > Email Services**
   a) Click the New Email Service Button



b) Enter an Email Service name of CustomerApproval_Mail
c) Select the Apex Class of TEReportCustomer
d) Set other options as displayed (or as appropriate for your organization)
e) Click Save and New Email Address



a) Change the Email address to CA (or any other desired value)
b) Select a Context User

c) Delete any email addresses in the Accept Email From box unless you want to restrict the users who can use this option.

Restrict self approval of T&E Reports

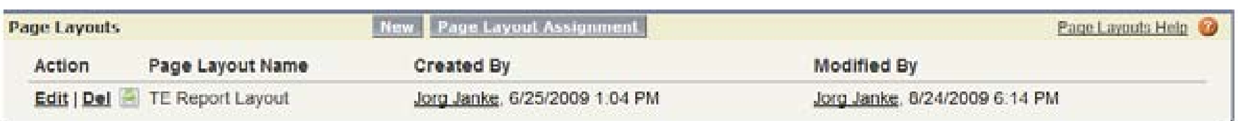
The T&E Reports window has a button “Approve Now”. Users with access to page layouts that include this button can self approve T&E Reports. The default page layout includes this button. To remove the button complete the following:

1) Navigate to **App Setup > Develop > Objects**

New Custom Object

Action	Label	Master Object	Deployed	Description
Edit	Fin Account		✓	Accorto Financial (natural) Account
Edit	Fin Org		✓	Accorto Financial Organization.
Edit	Payment		✓	Accorto Payment Selection
Edit	Payment Line	Payment	✓	Accorto Payment Selection lines
Edit	Project		✓	Accorto Project
Edit	Resource		✓	Accorto Resource
Edit	Statement		✓	Accorto Bank or Credit Card Statement
Edit	Statement Line	Statement	✓	Accorto Financial Institution Statement Line
Edit	T&E Item		✓	Accorto Time & Expense Item
Edit	T&E Report		✓	Accorto Time and Expense Report
Edit	Tax		✓	Accorto Sales or Value Added Tax
Edit	Tax Rate	Tax	✓	Accorto Tax Rates

a) Double click on the T&E Report Label field

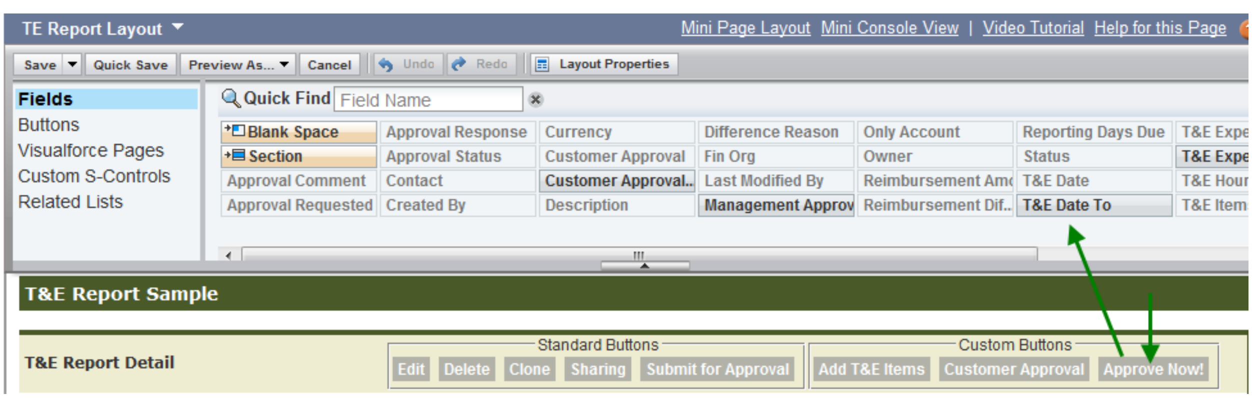


Page Layouts New Page Layout Assignment Page Layouts Help

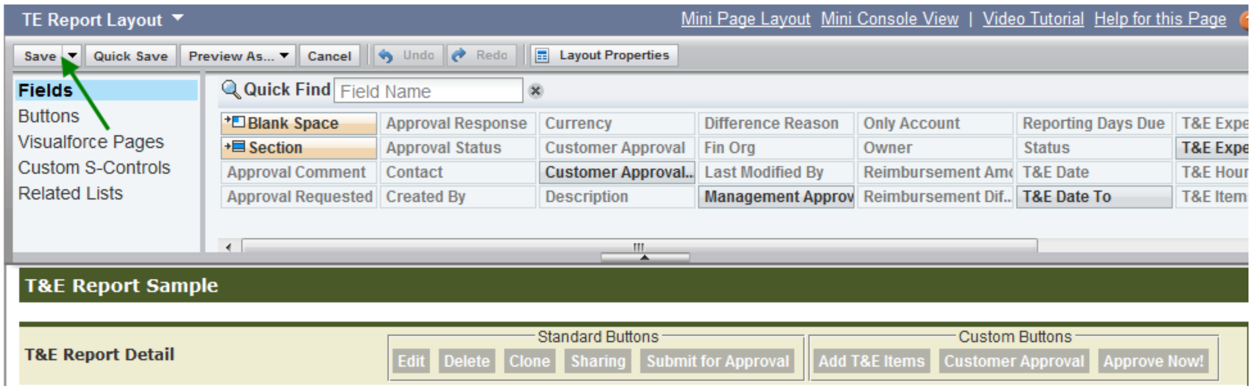
Action	Page Layout Name	Created By	Modified By
Edit | Del	TE Report Layout	Jorg Janke, 6/25/2009 1:04 PM	Jorg Janke, 8/24/2009 6:14 PM

b) Scroll down the Page Layout related list.

c) Click Edit



d) Click on the ‘Approve Now’ button and drag the button up to the gray section above.



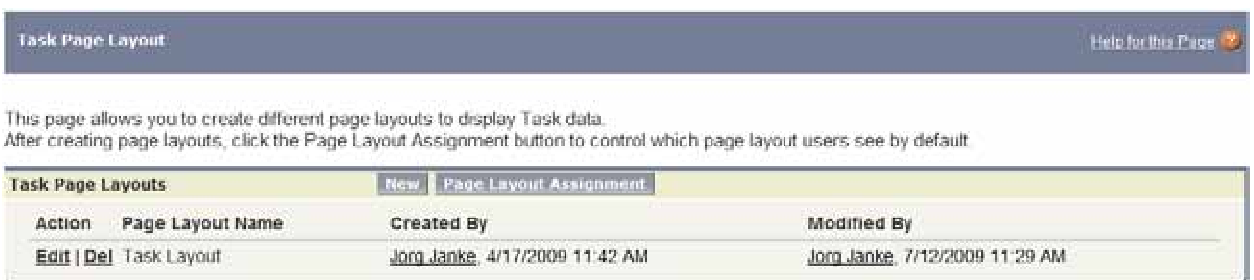
e) Don't forget to click Save to save your changes!

If specific users should be allowed to self approve, define a new page layout with the Approve Now button for their access or it can be defined in the approval process described below.

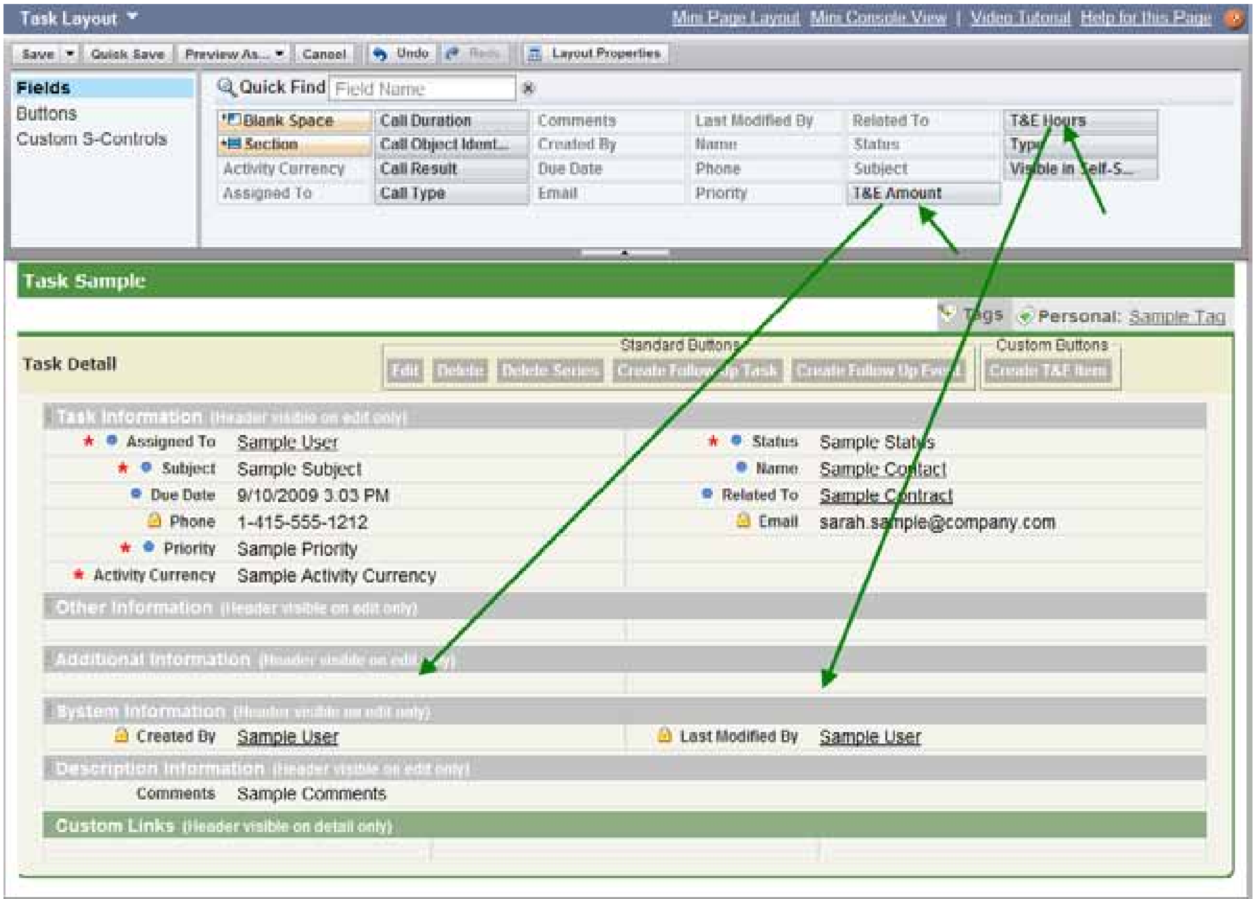
Allow creation of T&E Items from Cases, Activities, Tasks and Events

To allow creation of T&E Items from Cases, Activities, Tasks and Events you must add the fields T&E Hours and T&E Amount to the appropriate page layouts.

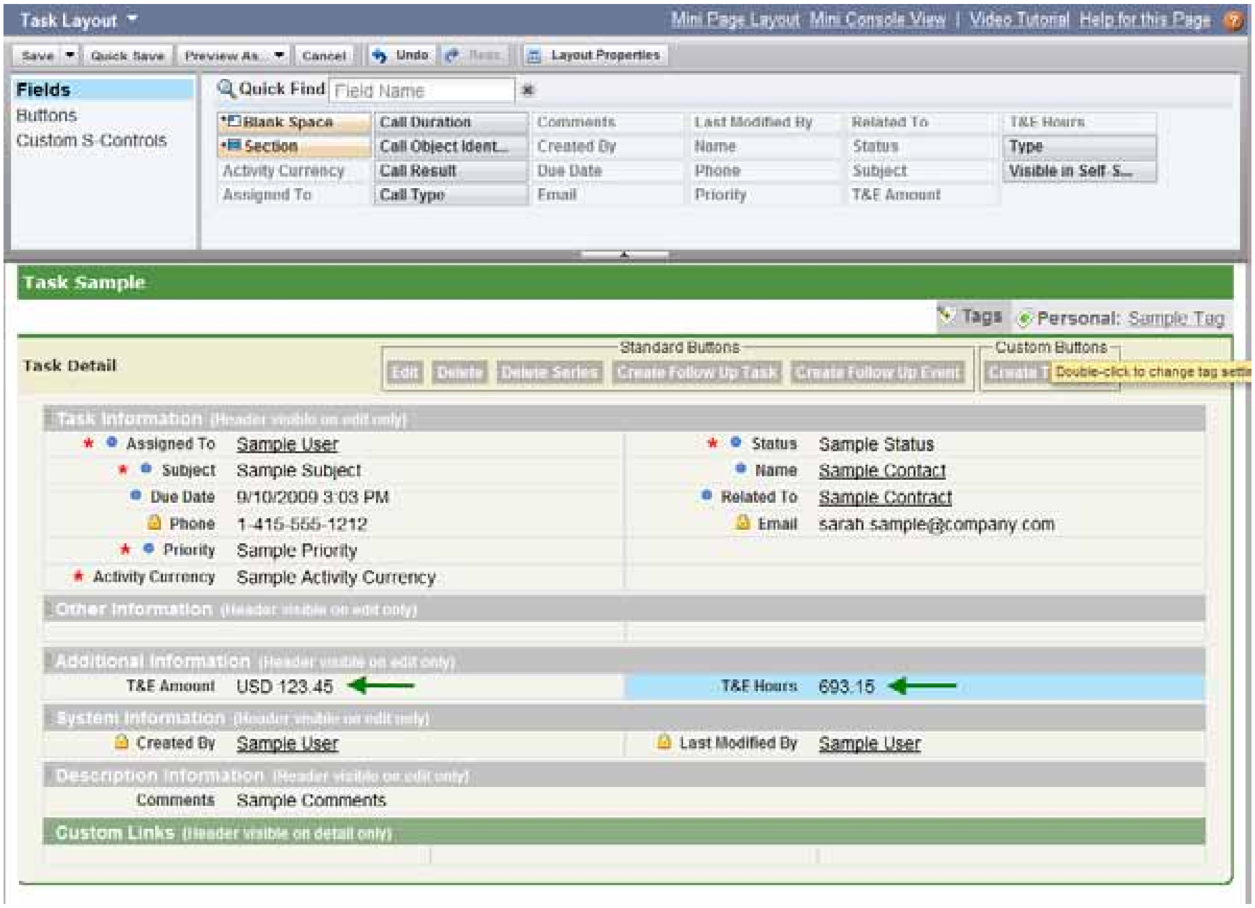
1) Navigate to **App Setup > Customize > Activities > Task Page Layouts**



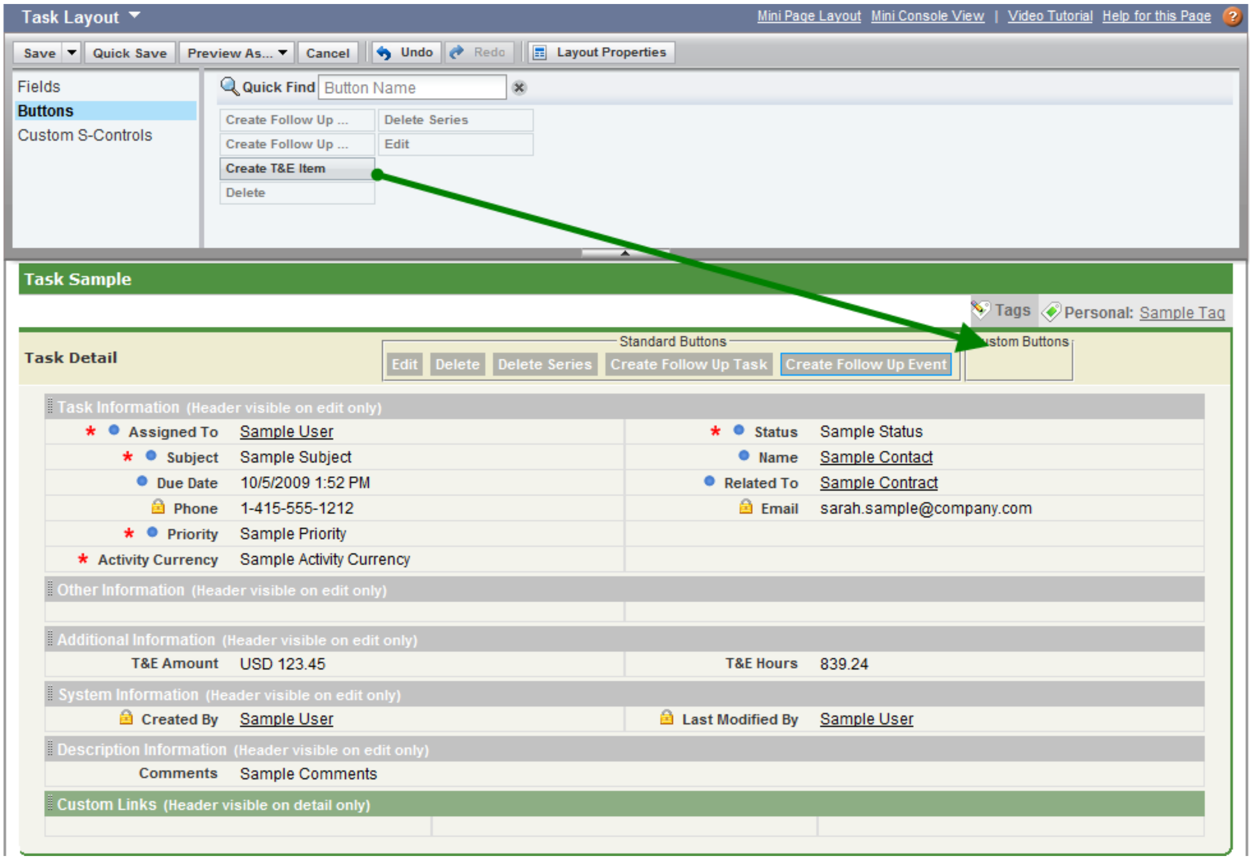
a) Click Edit
Note: Depending upon your SalesForce CRM setup, you may have multiple page layouts. The same steps should be taken for each page layout as appropriate.



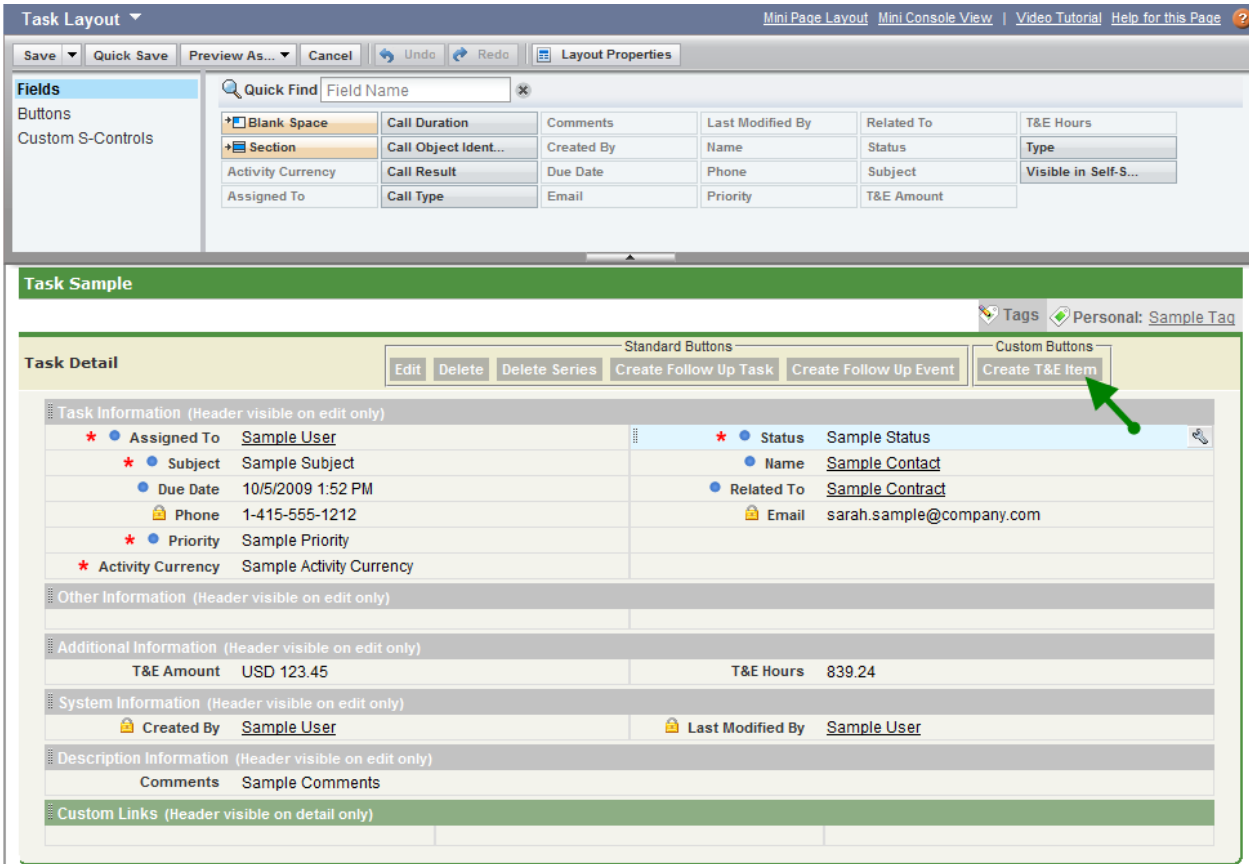
b) Click on T&E Amount in the Fields section and drag to the Additional Information section in the Page Layout
c) Repeat this for T&E Hours


Task Layout
Mini Page Layout Mini Console View | Video Tutorial Help for this Page
Save
Quick Save
Preview As...
Cancel
Undo
Redo
Layout Properties
Fields
Buttons
Custom S-Controls
Quick Find
Field Name
Blank Space
Section
Activity Currency
Assigned To
Call Duration
Call Object Ident...
Call Result
Call Type
Comments
Created By
Due Date
Email
Last Modified By
Name
Phone
Priority
Related To
Status
Subject
T&E Amount
T&E Hours
Type
Visible in Self-S...
Task Sample
Tags
Personal: Sample Tag
Task Detail
Standard Buttons
Edit
Delete
Delete Series
Create Follow Up Task
Create Follow Up Event
Custom Buttons
Double-click to change tag setti
Task Information (Header visible on edit only)
Assigned To Sample User
Subject Sample Subject
Due Date 9/10/2009 3:03 PM
Phone 1-415-555-1212
Priority Sample Priority
Activity Currency Sample Activity Currency
Status Sample Status
Name Sample Contact
Related To Sample Contract
Email sarah.sample@company.com
Other Information (Header visible on edit only)
Additional Information (Header visible on edit only)
T&E Amount USD 123.45
T&E Hours 693.15
System Information (Header visible on edit only)
Created By Sample User
Last Modified By Sample User
Description Information (Header visible on edit only)
Comments Sample Comments
Custom Links (Header visible on detail only)

d) Click Buttons in the upper left section



e) Click on Create T&E Item in the Buttons and drag to the Custom Button section in the Page Layout



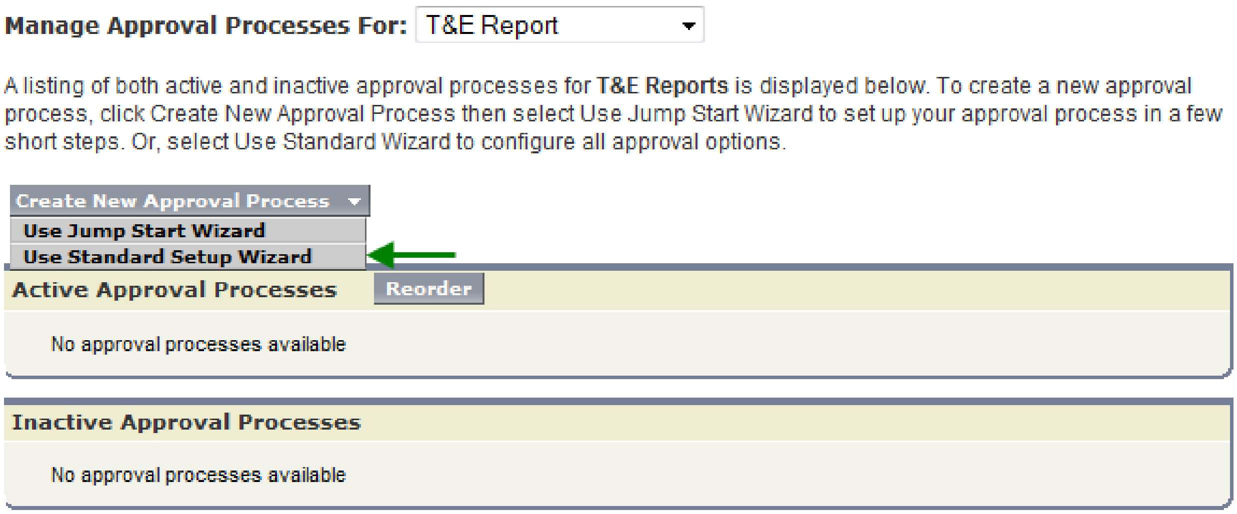
f) Click Save to save changes to the Page Layout.

2) Repeat these steps for the appropriate Page Layouts for **Activity – Event Page Layouts** and **Cases – Page Layouts**

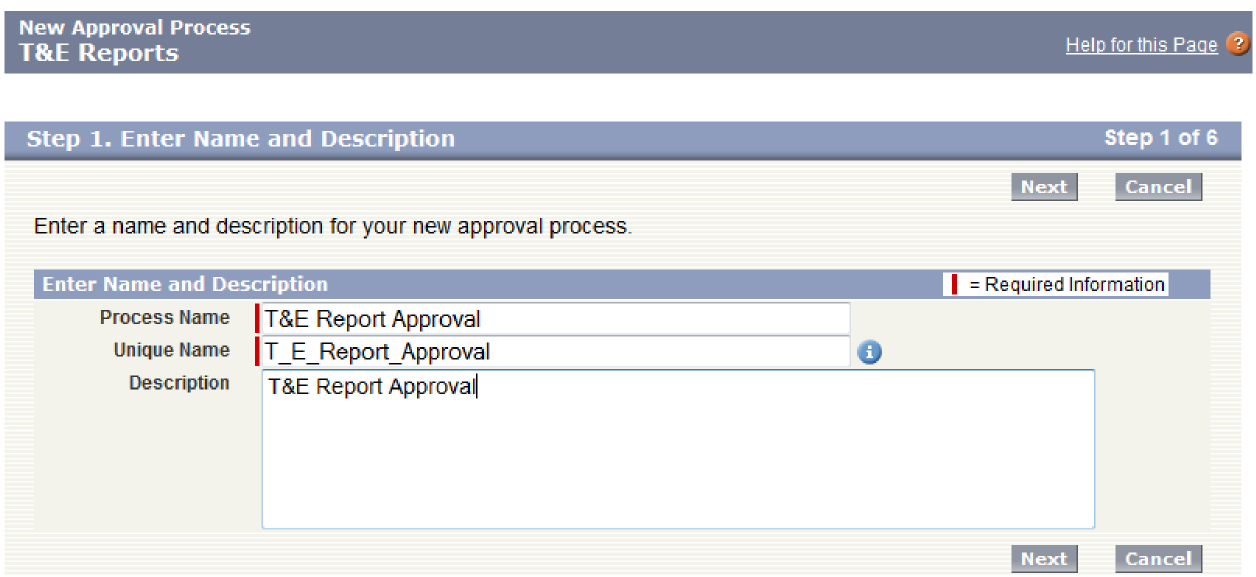
Approval Workflow

Define Approval Workflow

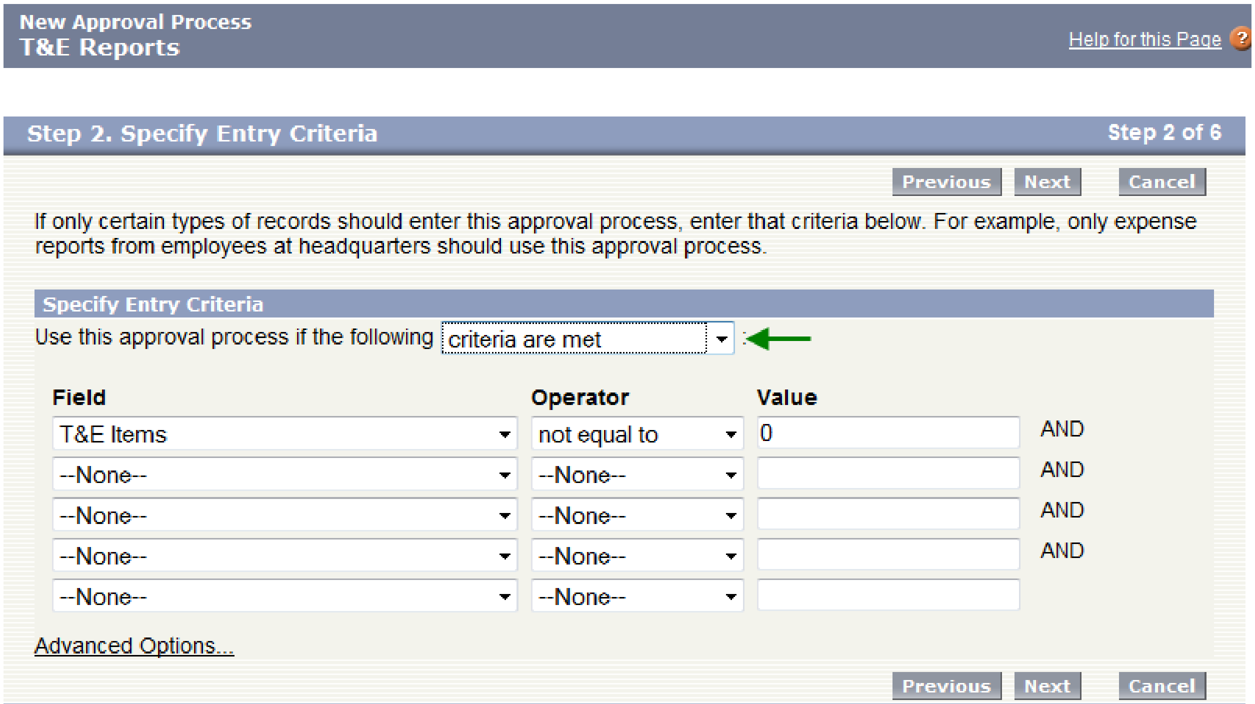
1) Navigate to **App Setup > Create > Workflow & Approvals > Approval Process**



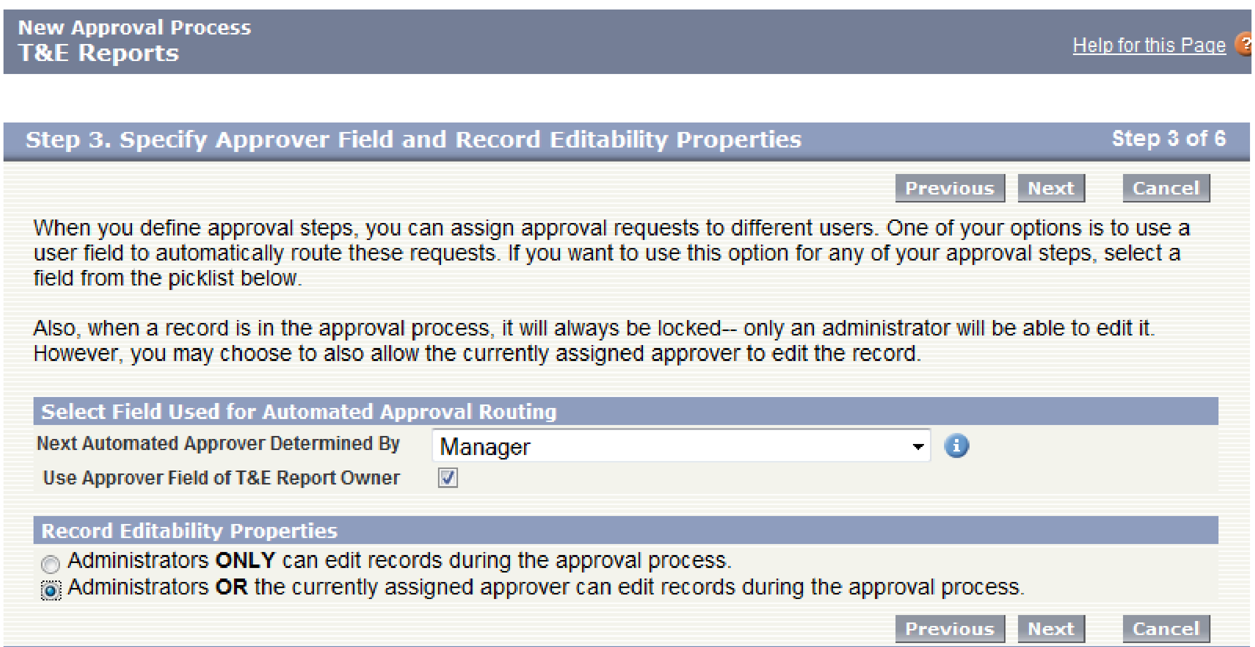
a) Select T&E Report in 'Manage Approval Process for'.
b) Click Create New Approval Process and select 'Use Standard Setup Wizard'



a) Enter a Process name and Description
b) Click Next

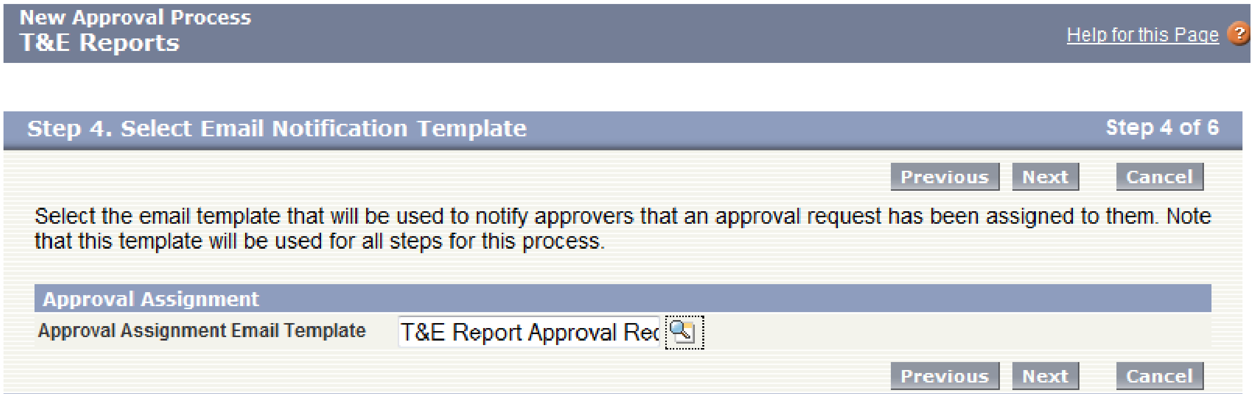


a) Select T&E Items in Field, an Operator of not equal to and value of 0 for the entry criteria.
b) Click Next



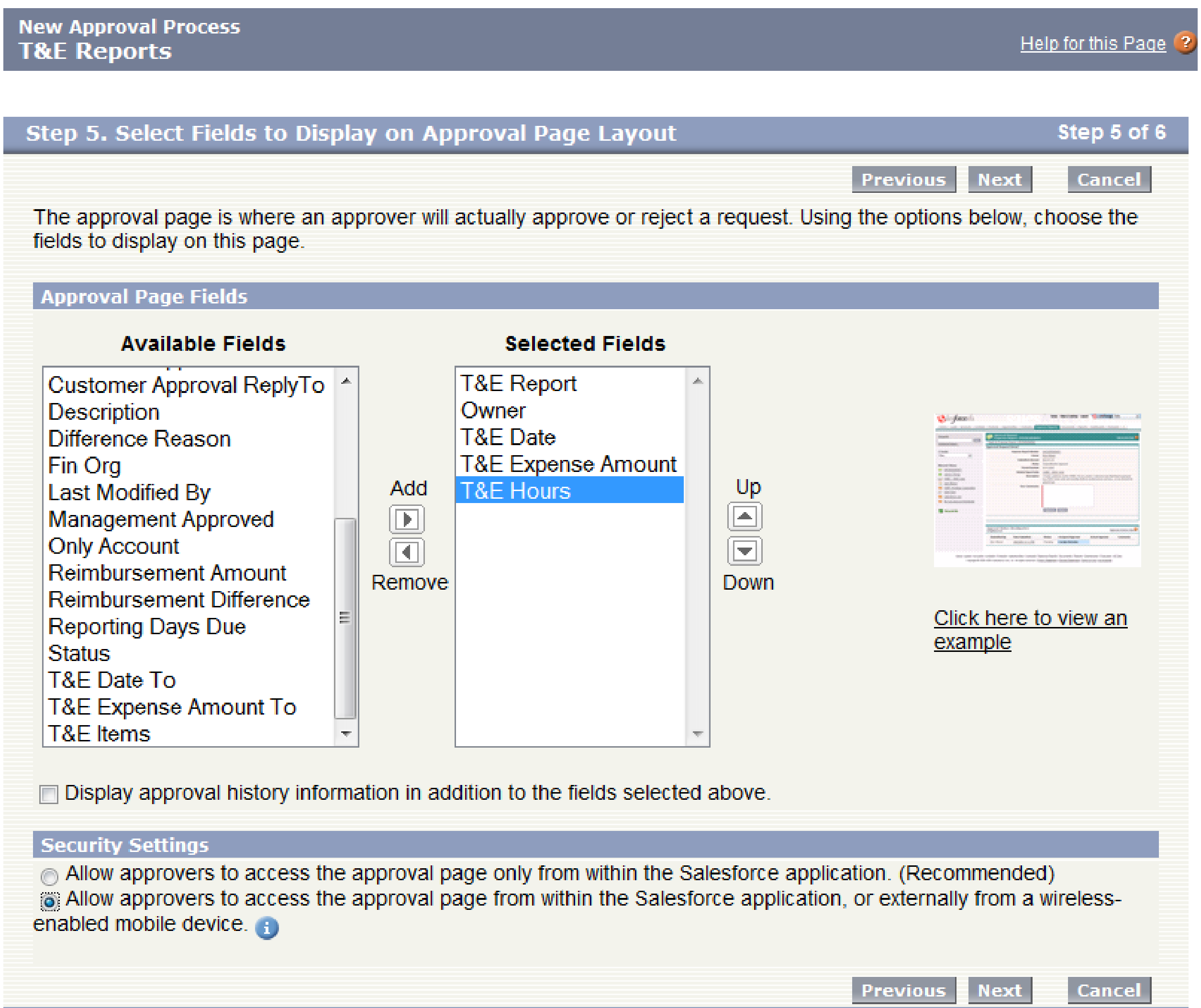
a) Select Manager in the drop down list box
b) Check the Use Approver Field of T&E Report Owner
c) Check the Admin or current assigned approver can edit records during the approval process

d) Click Next

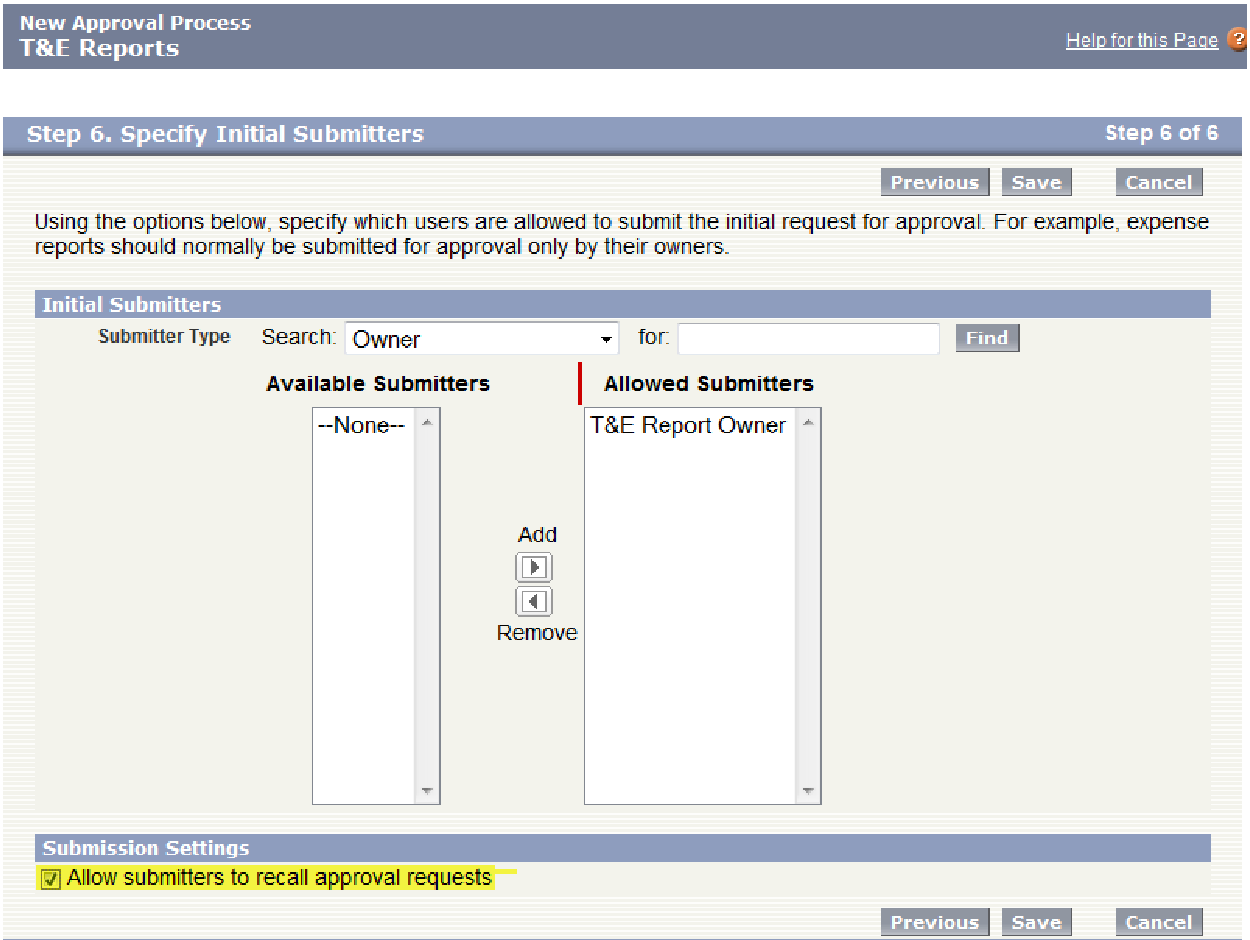


a) Select and Email Template of T&E Report Approval Request.
Note: Select the Accorto folder after clicking the lookup button

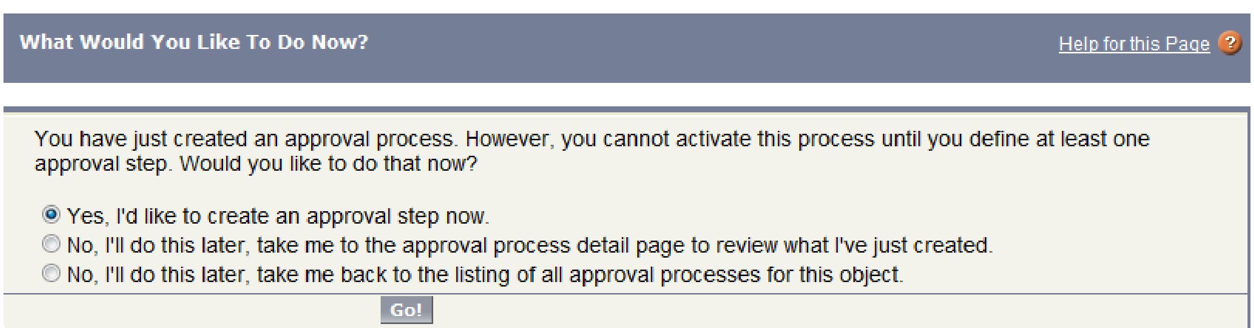
b) Click Next



a) Select the desired fields to display on the Approval page
b) Select the appropriate Security Setting for your company
c) Click Next



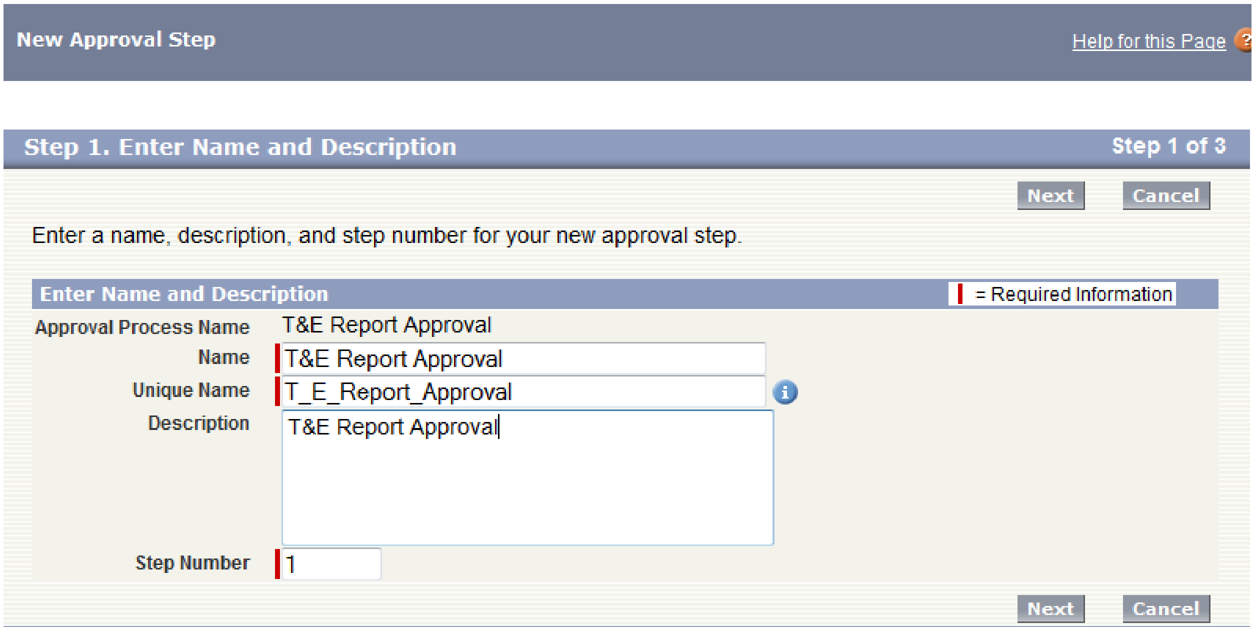
a) Leave T&E Report Owner in the Allowed Submitters column
b) Check Allow submitters to recall approval requests if appropriate
c) Click Save



a) Select Yes to create an approval step now
b) Click Go

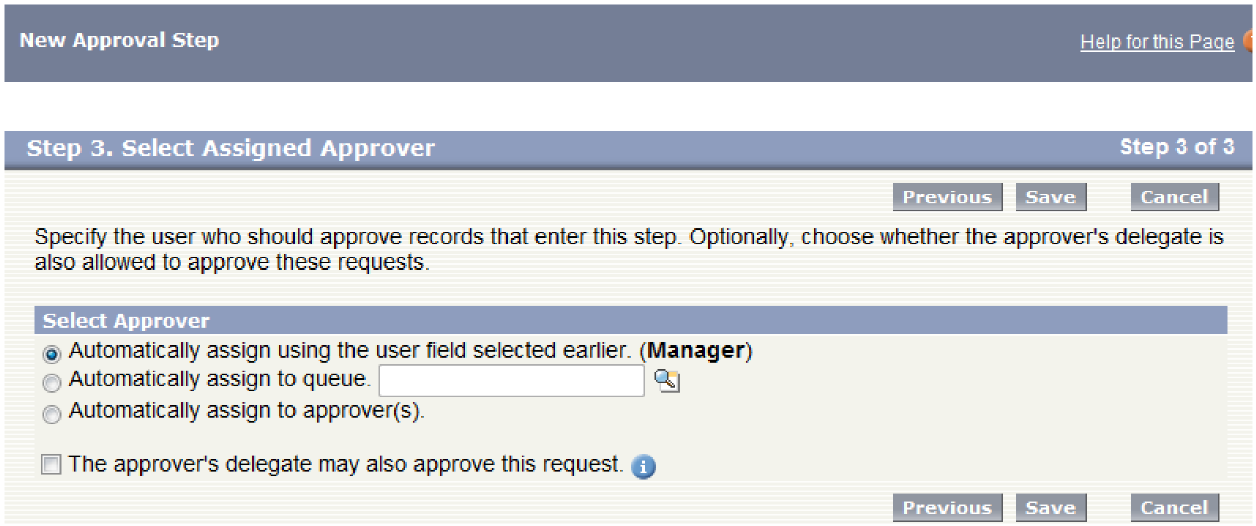
Define Approval Workflow Step

1) The following window displays

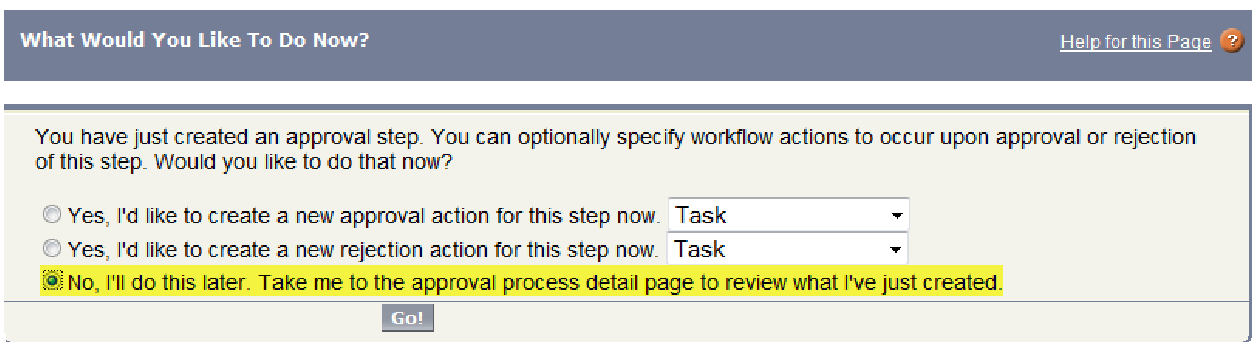


a) Enter a Name and Description of T&E Report Approval
b) Click Next

a) Select All records should enter this step
Note: If desired you could enter specific criteria where records would be 'auto approved'. Some examples are if the amount is less than 100.00 or for specific users.
b) Click Next



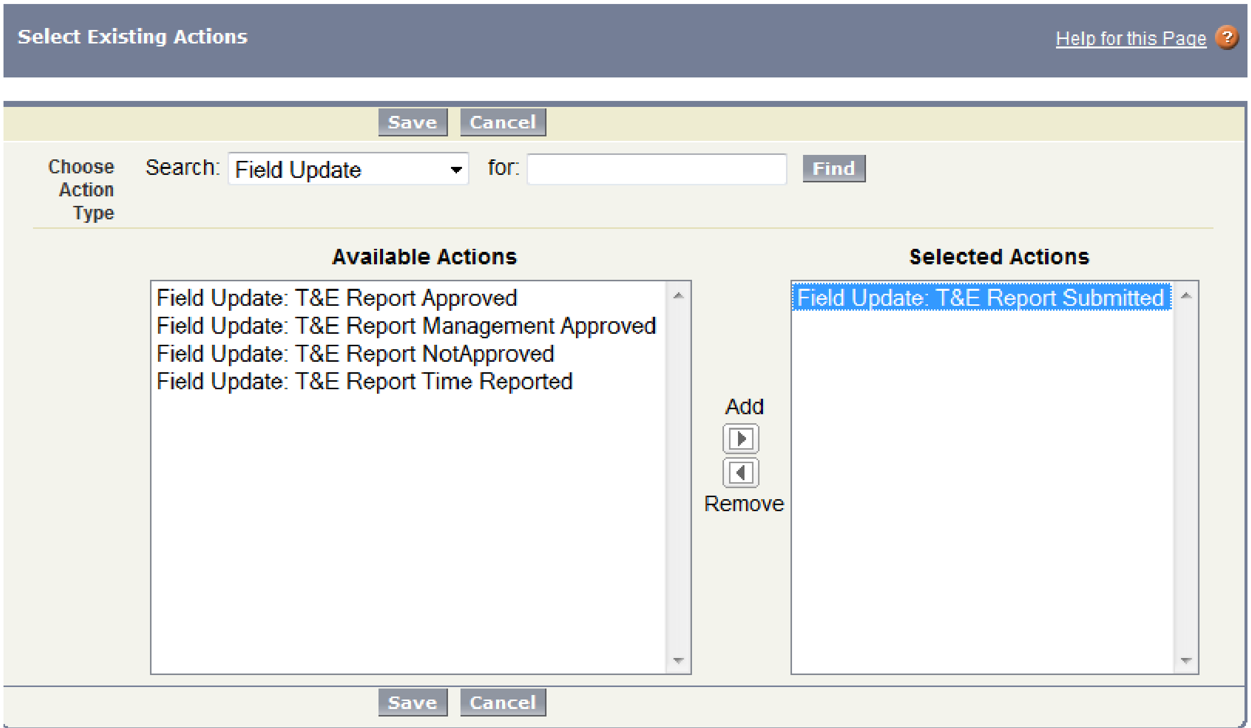
a) Select Automatically assign using the user field selected earlier.
b) Click Save



a) Select No, to creation of workflow actions.
b) Click Go

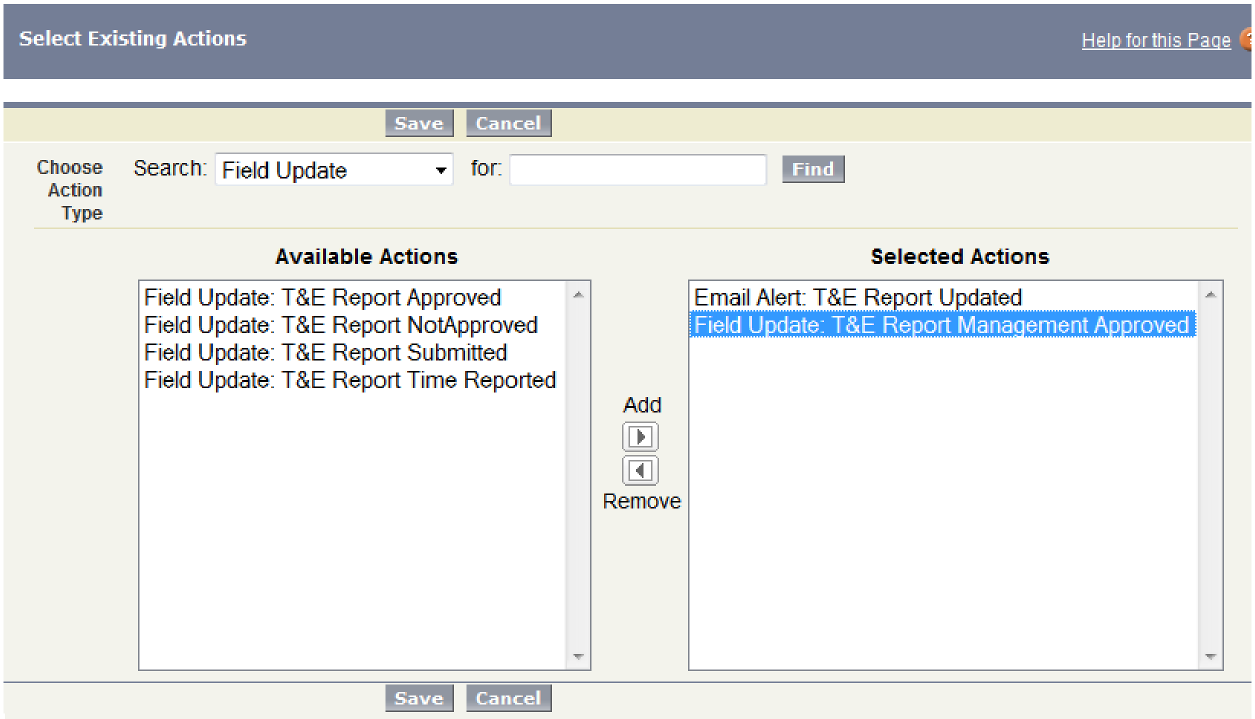
Define Approval Actions

1) From the Initial Submission Actions related list click Add Existing



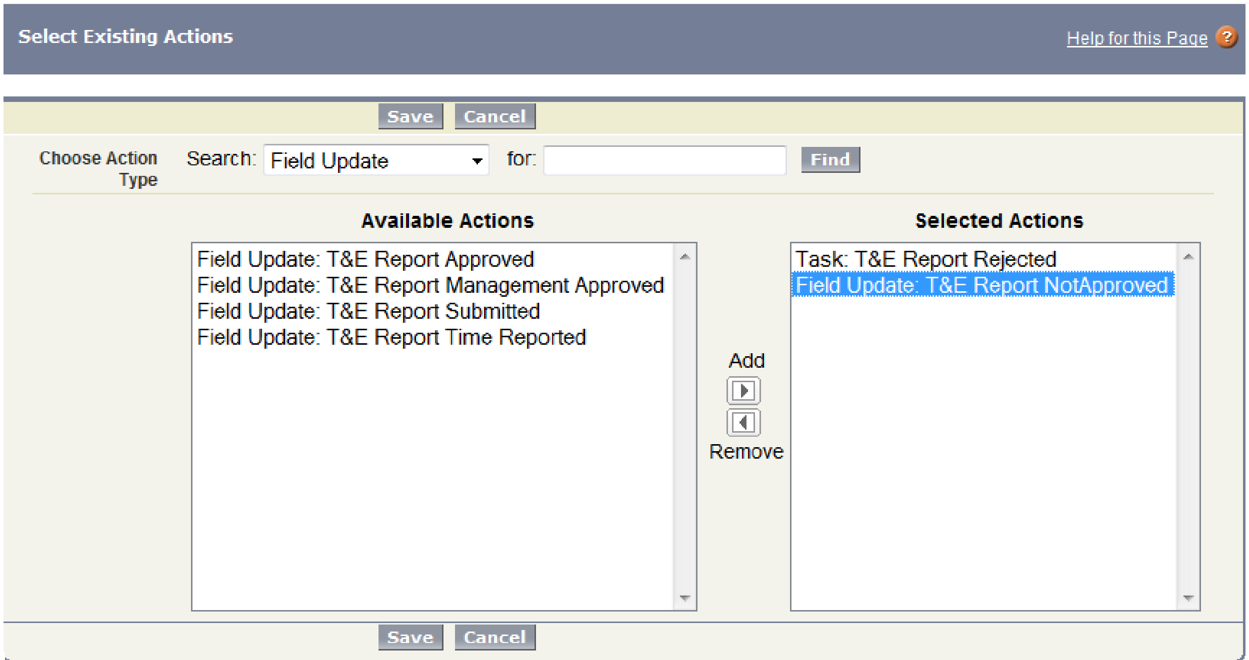
a) Select Field Update
b) Add Field Update T&E Report Submitted to the Selected Actions column
c) Click Save

2) From the Approval Steps related list click Show Actions
   a) From the Approval Actions related list click Add Existing



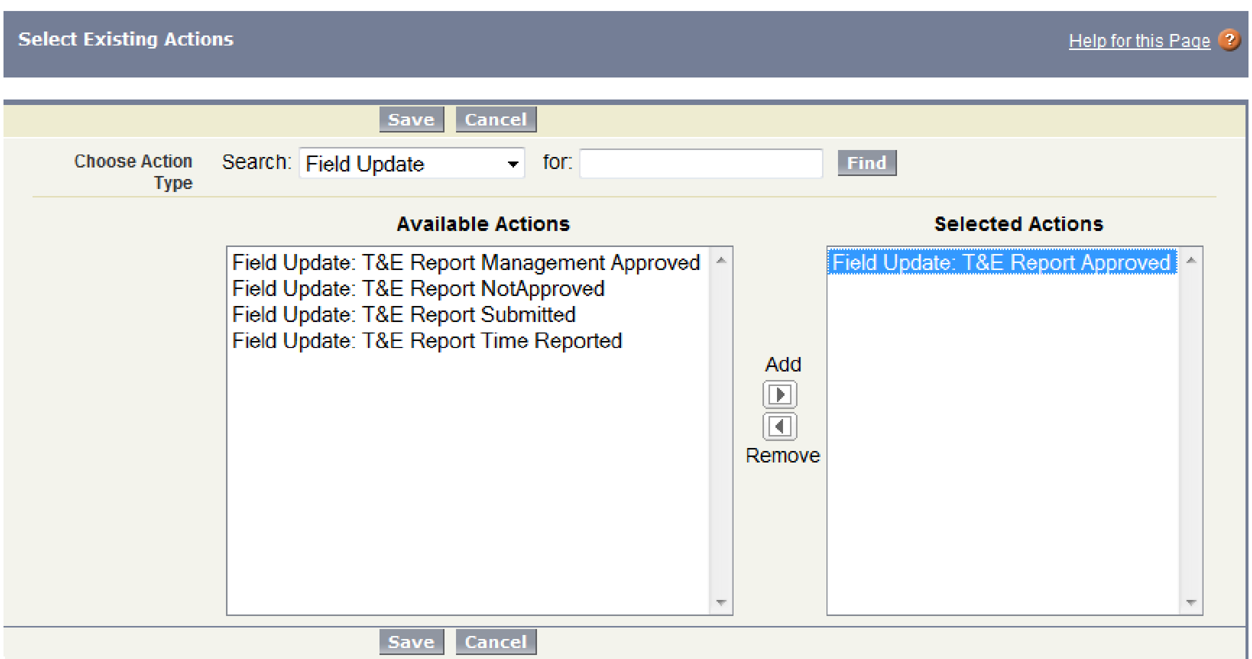
a) Select Email Alert
b) Add Email Alert: T&E Report Updated to the Selected Actions column
c) Select Field Update
d) Add T&E Report Management Approved to the Selected Actions column
e) Click Save

2) From the Approval Steps related list click Show Actions
   a) From the Rejection Actions related list click Add Existing



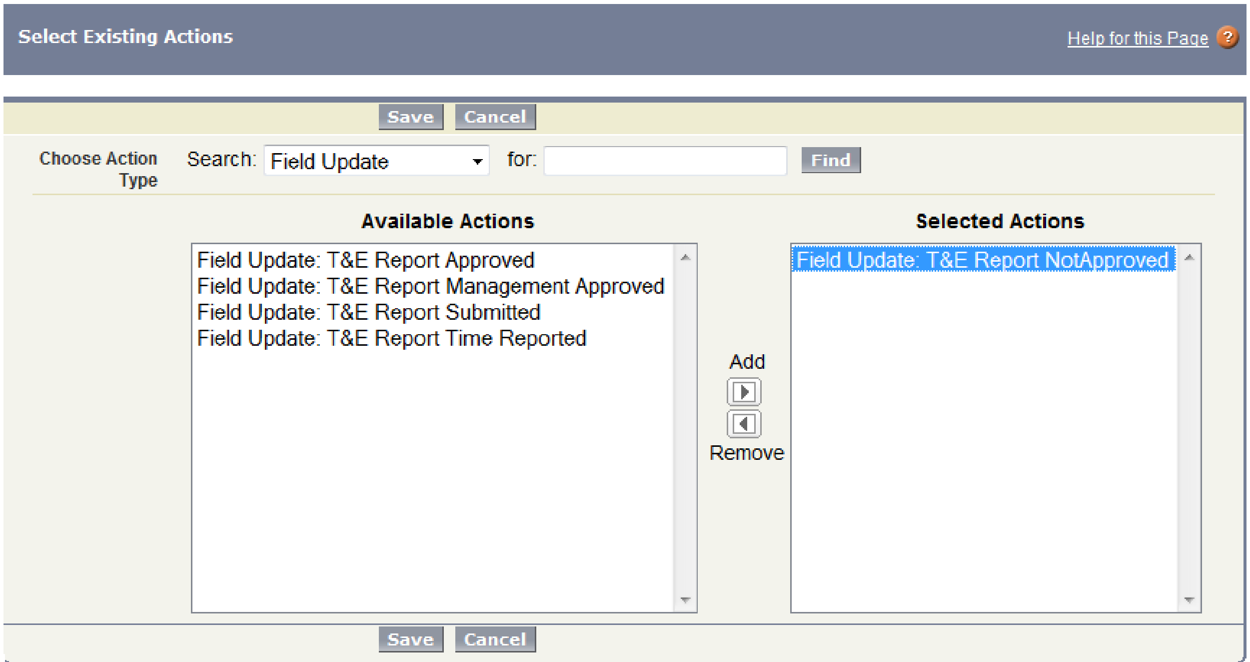
a) Select Task
b) Add Task: T&E Report Rejected to the Selected Actions column
c) Select Field Update
d) Add T&E Report NotApproved to the Selected Actions column
e) Click Save

2) From the Final Approval Actions related list click Add Existing



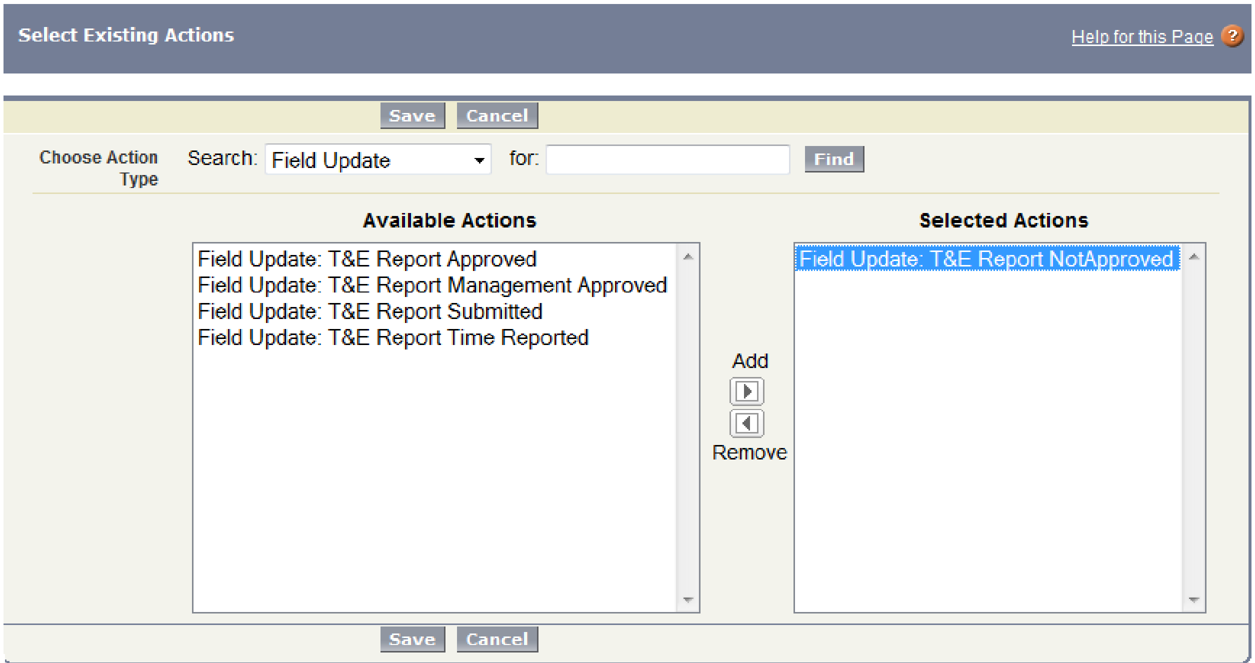
a) Select Field Update
b) Add Field Update T&E Report Approved to the Selected Actions column
c) Click Save

2) From the Final Rejection Actions related list click Add Existing



a) Select Field Update
b) Add Field Update T&E Report NotApproved to the Selected Actions column
c) Click Save

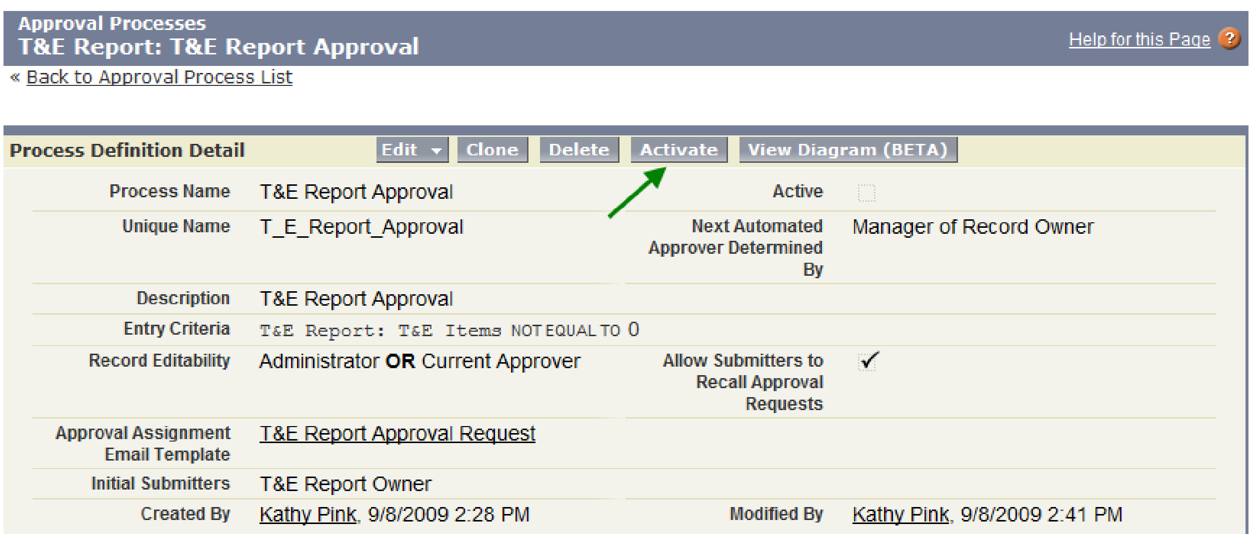
3) From the Initial Recall Actions related list click Add Existing



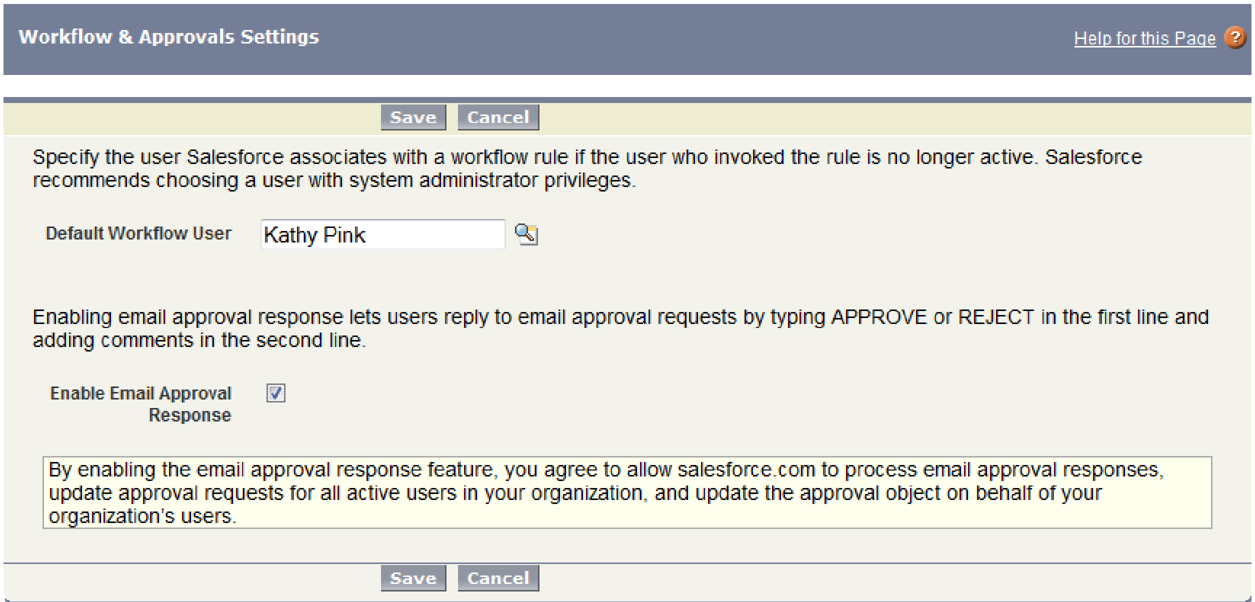
a) Select Field Update
b) Add Field Update T&E Report NotApproved to the Selected Actions column
c) Click Save

Additional Workflow definitions

1) Activate the Workflow



2) Allow approval of T&E Reports via Email
   a) Navigate to **App Setup > Create > Workflow & Approvals > Settings**

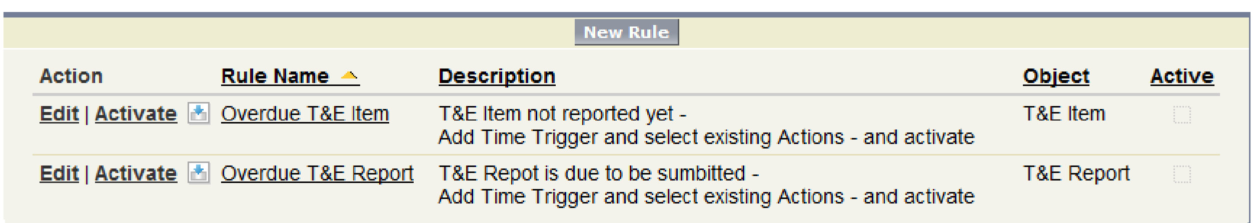


b) Select a Default Workflow User
c) Check the Enable Email Approval Response check box if appropriate
d) Click Save

Add Overdue Alerts T&E Items and Reports

Note: Some options are only available if your T&E Policy (defined in Financial Organization) has Reporting Frequency defined.

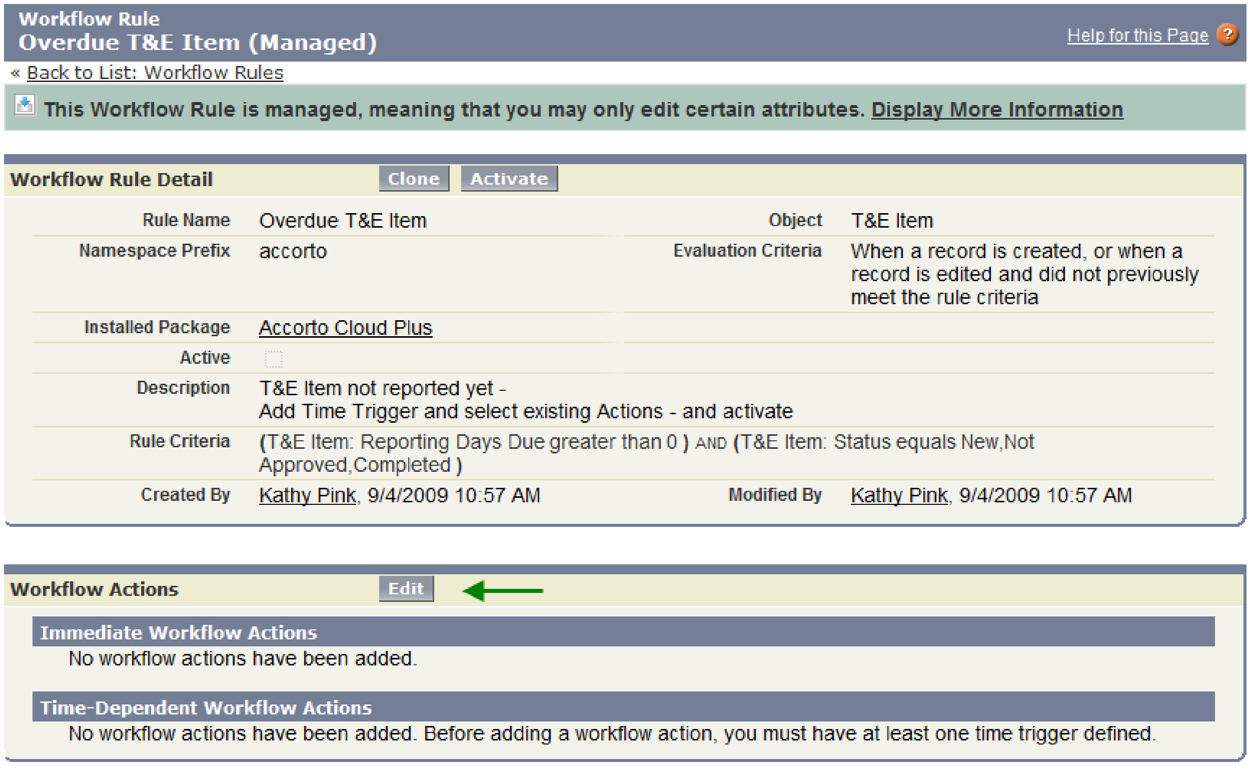
1) Navigate to **App Setup > Create > Workflow & Approvals > Workflow Rules**



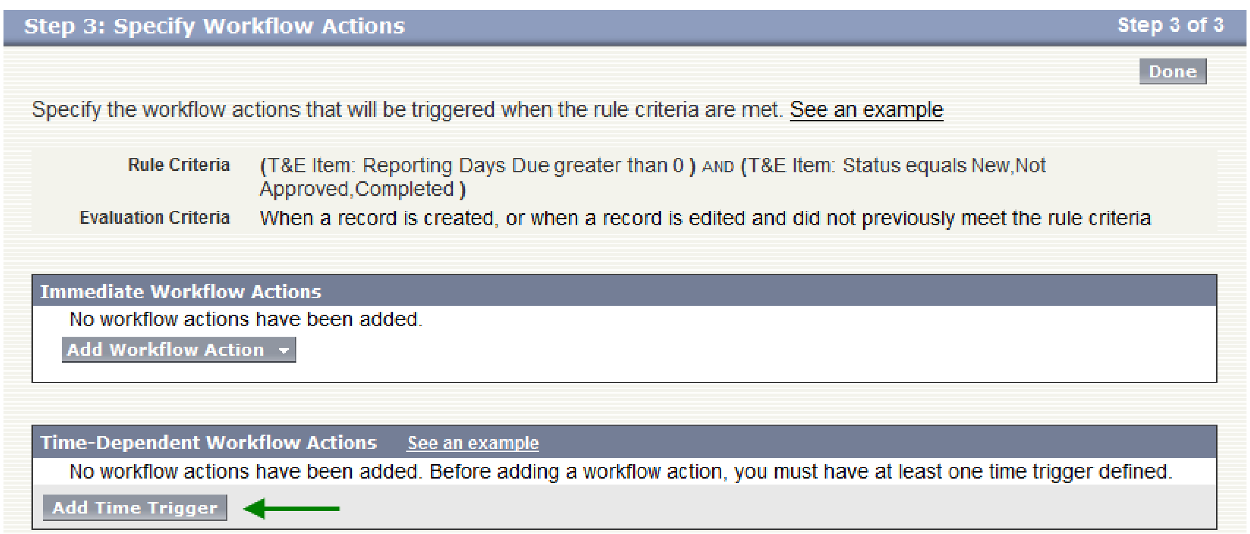
New Rule

Action	Rule Name	Description	Object	Active
Edit | Activate	Overdue T&E Item	T&E Item not reported yet - Add Time Trigger and select existing Actions - and activate	T&E Item	
Edit | Activate	Overdue T&E Report	T&E Repot is due to be sumbitted - Add Time Trigger and select existing Actions - and activate	T&E Report	

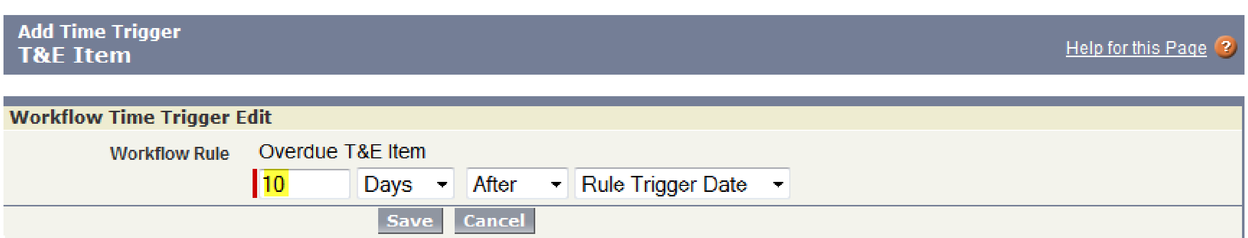
a) Double click the Overdue T&E Item Rule Name
Note: If the Workflow Rule is Active you must Deactivate prior to editing.



b) Click the Edit button in the Workflow Actions section



c) Click the Add Time Trigger button in the Time Dependant Workflow Actions section



d) Enter the desired number of days after the T&E due date when the alert should be sent.
e) Repeat this process for the Overdue T&E Report Rule.