

# Virtual Office WORK-FLOW

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*Disclaimer: The screen shots below is for training purposes, it might be not exactly the same as yours.*

## Chapter 1: Introduction to Virtual Office Work-flow

Workflow is the automation of a business process, in whole or part, during which documents, information or tasks are passed from one participant to another for action, according to a set of procedural rules.

Nowadays, hundreds or, may be thousands of work processes' flowing within a company. With a **Standard** procedure, a company can:

1. Improved efficiency - automation of many business processes results in the elimination of many unnecessary steps
2. Better process control - improved management of business processes achieved through standardizing working methods and the availability of audit trails
3. Improved customer service consistency in the processes leads to greater predictability in levels of response to customers
4. Flexibility software control over processes enables their re-design in line with changing business needs
5. Business process improvement - focus on business processes leads to their streamlining and simplification

Virtual Office Work-flow enables you to:

- 1) Create your own tasks/jobs procedures templates
- 2) Assigning task to users
- 3) Monitor the task flow
- 4) Ensure the task is under control
- 5) Learn to adapt company's standard procedure

Workflow allow 2 main types of user to manage the flows. **Admin** is the user who have the access to manage/design the template and perform flow administration. User allow to perform the assigned job which come with the flow.

Table below shows the differences of accessibility between Admin and user:

Task	Admin	User
Create/ Edit/ Delete Template	Yes	No
Add/ Remove user to Group	Yes	No
Create/ Edit Type and Category	Yes	No
Transfer Flow	Yes	No
Create/ Edit Flow	Yes	Optional
Start a flow	Yes	Yes
End a Flow (By End Button)	Yes	Optional
View Template/ Flow listing	Yes	Yes

Table 1.1

**Tips** 

Follow the sequence below and you will be able to manipulate VO



## Chapter 2: Administrative Settings

First, you must have the access rights to administrate the Work-flow.

Log onto your virtual office, go to BizApp > Work-flow.

If you see "You don't have enough privileges to continue" message, means you do not have the access rights to this module. Please contact your internal Virtual Office Administrator for more details.

### Flow Management

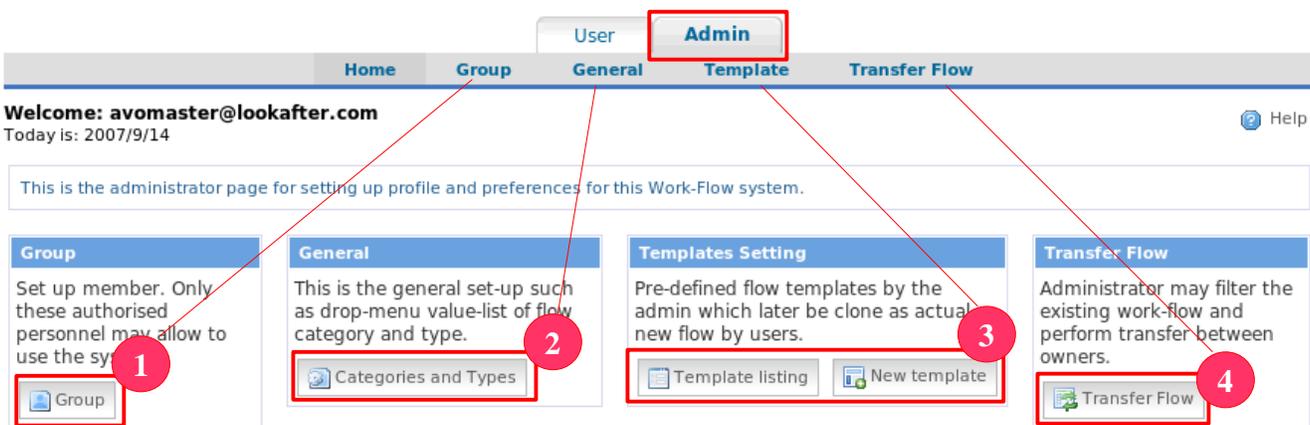
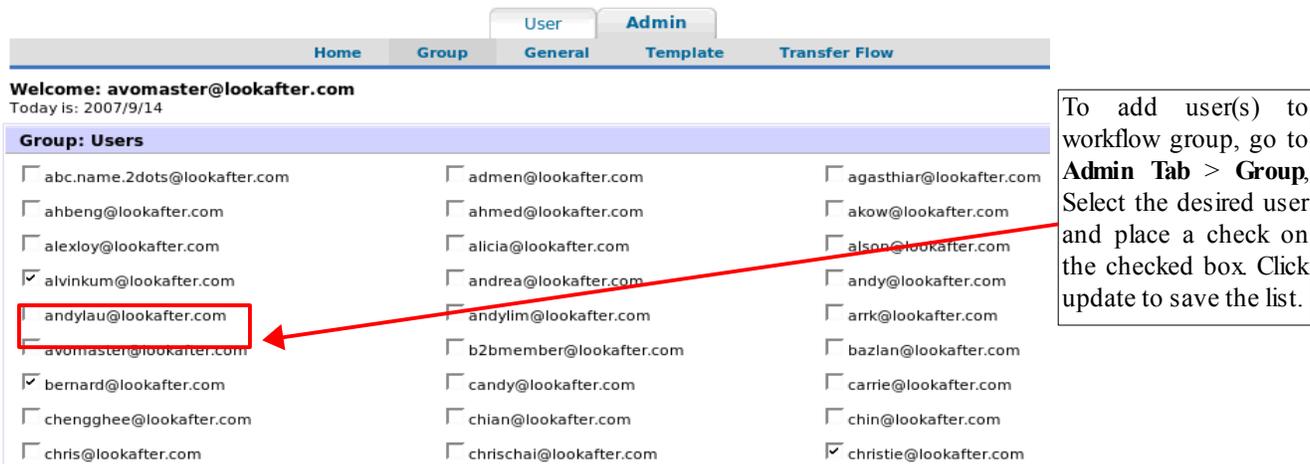


Figure 2.1

To start administrate your workflow, please go to the Admin mode and follow the following steps:

- 1 Select workflow user (figure 2.2)



2 Add Category/ Type (General)

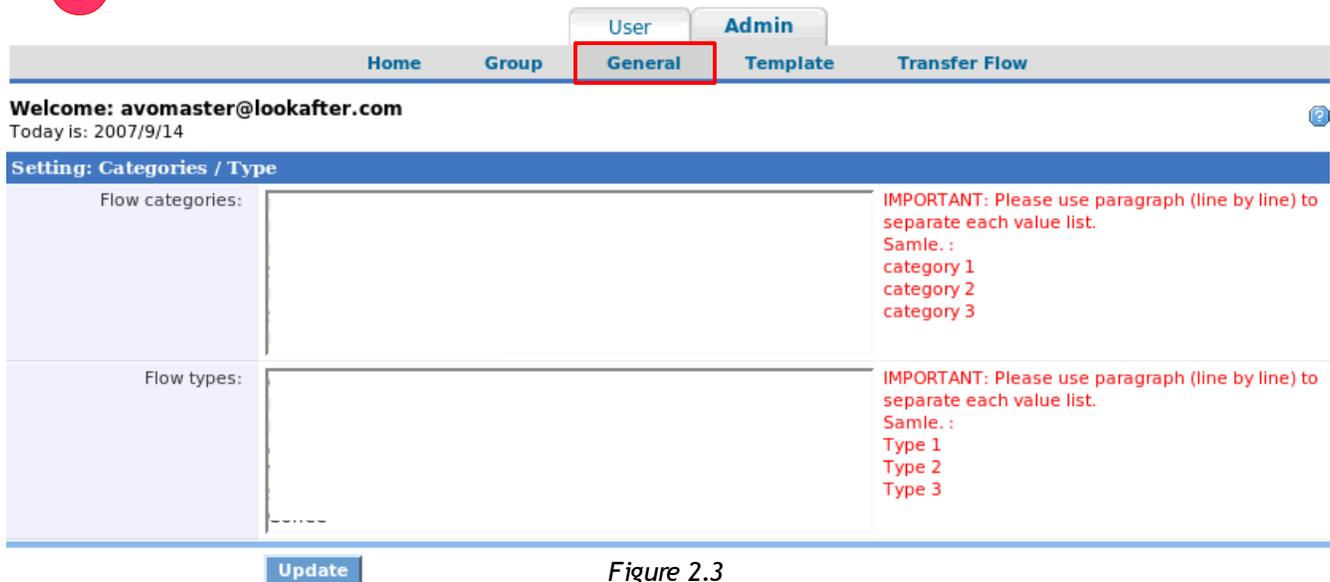


Figure 2.3

Define your **category** and **type** here (figure 2.3)

For Example, enter a new **category** call **Administration** and a new **type** call **Purchase Request**.

Home Group **User** Admin General Template Transfer Flow

Welcome: avomaster@lookafter.com  
Today is: 2007/9/14

Setting: Categories / Type

Flow categories:	Administration	IMPORTANT: Please use paragraph (line by line) to separate each value list. Samle. : category 1 category 2 category 3
Flow types:	Purchase Request	IMPORTANT: Please use paragraph (line by line) to separate each value list. Samle. : Type 1 Type 2 Type 3

Update Updated

Figure 2.4

figure 2.4 showed the new added **Category** and **Type**

Click Update button and the new category and type will be added to the list (figure 2.4)

**Tips** ⚡

For adding new **Category** or **Type**, key into the new line will do.

3 Add/Edit/Manage the Templates (figure 2.5)



Figure 2.5

You can perform:

- 1) View template listing View your existing template here
- 2) Edit existing template Click on subject of template to edit any existing templates
- 3) Create new template Click on **Create New** on your top right corner for create a new template

In this manual, we are going to use '**Purchase Request**' as the example. Here is the scenario:

- 1) Bernard from HR department send a purchase request to Administration Department for requesting purchase of stationery.
- 2) Ahbeng is the Manager of HR department.
- 3) Sarah is the Manager of Administration. She is the person who give approval for all purchase request.
- 4) Aaron is the staff of purchase department.

Click on **Create New** for create a new template. Figure 2.6 will show you the steps on creating a new template.

### Steps for Create New Template (figure 2.6)

#### Step 1:

Figure 2.6

- a) Drop down the dropdown menu to choose a suitable Category
- b) Select a type for this template
- c) Enter a subject for this template
- d) Enter description for this template
- e) Select the person(s) in charge
- f) Allow access to non active actions? - if this option set to **allow**, user will be able to view and edit those non active action during a flow is being executed (More details in Chapter 3)
- g) While ending a flow, what message will be display
- h) Click this to proceed to Step 2

**Step 2:**

Action: Listing			
^no:	Action	Description	Person Incharge
1	Send a request	A purchase request send out by any department. Please identify the department name	<input type="checkbox"/> aaron@lookafter.com <input type="checkbox"/> ahbeng@lookafter.com <input checked="" type="checkbox"/> bernard@lookafter.com <input type="checkbox"/> sarah@lookafter.com
2	Receive by Department Manager	The manager of depart receive the request	<input type="checkbox"/> aaron@lookafter.com <input checked="" type="checkbox"/> ahbeng@lookafter.com <input type="checkbox"/> bernard@lookafter.com <input type="checkbox"/> sarah@lookafter.com
3	Examine the Cost	Manager need to examine the cost of the purchase	<input type="checkbox"/> aaron@lookafter.com <input checked="" type="checkbox"/> ahbeng@lookafter.com <input type="checkbox"/> bernard@lookafter.com <input type="checkbox"/> sarah@lookafter.com
4	Approval	Department Manager approve/disapprove the request	<input type="checkbox"/> aaron@lookafter.com <input checked="" type="checkbox"/> ahbeng@lookafter.com <input type="checkbox"/> bernard@lookafter.com <input type="checkbox"/> sarah@lookafter.com
5	Receive by General Manager	Request send from the relevant department receive by GM	<input type="checkbox"/> aaron@lookafter.com <input type="checkbox"/> ahbeng@lookafter.com <input type="checkbox"/> bernard@lookafter.com <input checked="" type="checkbox"/> sarah@lookafter.com
6	Approval	GM approve/disapprove the request	<input type="checkbox"/> aaron@lookafter.com <input type="checkbox"/> ahbeng@lookafter.com <input type="checkbox"/> bernard@lookafter.com <input checked="" type="checkbox"/> sarah@lookafter.com

Figure 2.7

Design the action(s) for this flow and make sure the person(s) in charge is/are selected. Once you have finished designing all required/needed actions, click on **Proceed to step 3** button proceed to the next step.

**Note: Person In-charge (PIC)** – the person(s) in-charge under the **Person Incharge** column is the assignee(s) to carry out the task and/or to ensure it is completed accordingly. The PIC will be alerted with a notification email when it is his or her turn to carry out the task assigned. The notification email will be repeatedly sending to the assignee(s) if the task is not done within the pre-defined time frame or taken over by another PIC or skipped to another level. The frequency of the email notification depends on the setting.

**Step 3:**

**Create New Flow Template: STEP 3**

Now you've just created all the actions (levels) required for this new flow template.

Please proceed to STEP 4 to define each action (level) profile -

- Add buttons for the person in charge of each action (level) to execute the escalation.
- Preset automation behaviour in case the person in charge did not respond.

Proceed to step 4

Action: Listing							
	^order:	^title:	Person Incharge	^in:	^lastaction:	^out:	^timespent:
1.	01	Boil Water	bernard@lookafter.com				0^hr: 0^min:
2.	02	Get ready cups and coffee powder	bernard@lookafter.com				0^hr: 0^min:
3.	03	pour in water	bernard@lookafter.com				0^hr: 0^min:
4.	04	sugar?	bernard@lookafter.com				0^hr: 0^min:
5.	05	milk?	bernard@lookafter.com				0^hr: 0^min:
6.	06	Stir	bernard@lookafter.com				0^hr: 0^min:
7.	07	Serve	bernard@lookafter.com				0^hr: 0^min:

*Figure 2.8*

On step 3 (figure 2.8), review all of the entered actions and click on **Proceed to step 4** to go to the next step.

**Step 4:**

**Action button**

User can preset up to 10 action buttons for each level. The use of the action button is for denying or accepting certain steps in the flow. You can define any action button which meets your requirement or suit your step(s) as long as it is meaningful.

Action	Example
Denying	If the request of purchase deny by department manager, the request could not complete and it won't forward to purchasing department. The flow shall end from here. Therefore, while the workflow Admin design the template, he/she can assign an action button called <b>Disapprove</b> for instance to decline the request.
Accepting	When the department manager approve the request, he/she can hit the action button <b>Approve</b> to accept the request for instance. The workflow admin should design a template which can meet the requirement for a business process.

Home Group General **Template** Transfer Flow

User Admin

Welcome: avomaster@lookafter.com Today is: 2008/3/18 Help

Template: Detail Back: Template listing

Category: Administration  
 Type: Purchase Request  
 Subject: Purchase Request for Stationery [Department]  
 Description: Procedure for Purchase request  
 Owner:  
 Person Incharge: aaron@lookafter.com ahbeng@lookafter.com bernard@lookafter.com sarah@lookafter.com  
 Special: **Allow access to non active actions?**  
 Allow

Edit Info

Clone this template

Action: Listing New

	^order:	^title:	Person Incharge
1.	01	<a href="#">Send a request</a>	bernard@lookafter.com
2.	02	<a href="#">Receive by Department Manager</a>	ahbeng@lookafter.com
3.	03	<a href="#">Examine the Cost</a>	ahbeng@lookafter.com
4.	04	<a href="#">Approval</a>	ahbeng@lookafter.com
5.	05	<a href="#">Receive by General Manager</a>	sarah@lookafter.com
6.	06	<a href="#">Approval</a>	sarah@lookafter.com
7.	07	<a href="#">Request receive by Purchase department</a>	aaron@lookafter.com

Figure 2.9

When you on Step 4, screen above (figure 2.9) will showed on your screen. On this stage, template has been created successfully.

*Note: once the template created, user will be leaded to Edit Action Detail page (figure 2.9). You may continue design the action button for this template or exit from this stage.*

Click on the title of each level to edit/design the pattern of the flow.

Home Group General **Template** Transfer Flow

User Admin

Welcome: avomaster@lookafter.com Today is: 2008/3/18 Help

Template: Action Detail Back: Template detail

Subject: Purchase Request for Stationery [Department]  
 Desc.: Procedure for Purchase request  
 Action Order: 03  
 Action Title: Examine the Cost  
 Person Incharge: [ahbeng@lookafter.com](mailto:ahbeng@lookafter.com)  
 Click on each email to IM (Instant Messaging).  
 Description: Manager need to examine the cost of the purchase  
 Start:  
 End: ( Time spent: 0Hr 0Min )  
 Duration: 1 Hours

Updated < Previous Edit Info Next > New Action

Click here to edit the detail for this level

Click Next or Previous button to navigate to others levels

Figure 2.10

Figure 2.10 show u the page after click on the title name. Click **Edit Info** to edit the detail for this action level. Below is the page for **Edit Info** (figure 2.11).

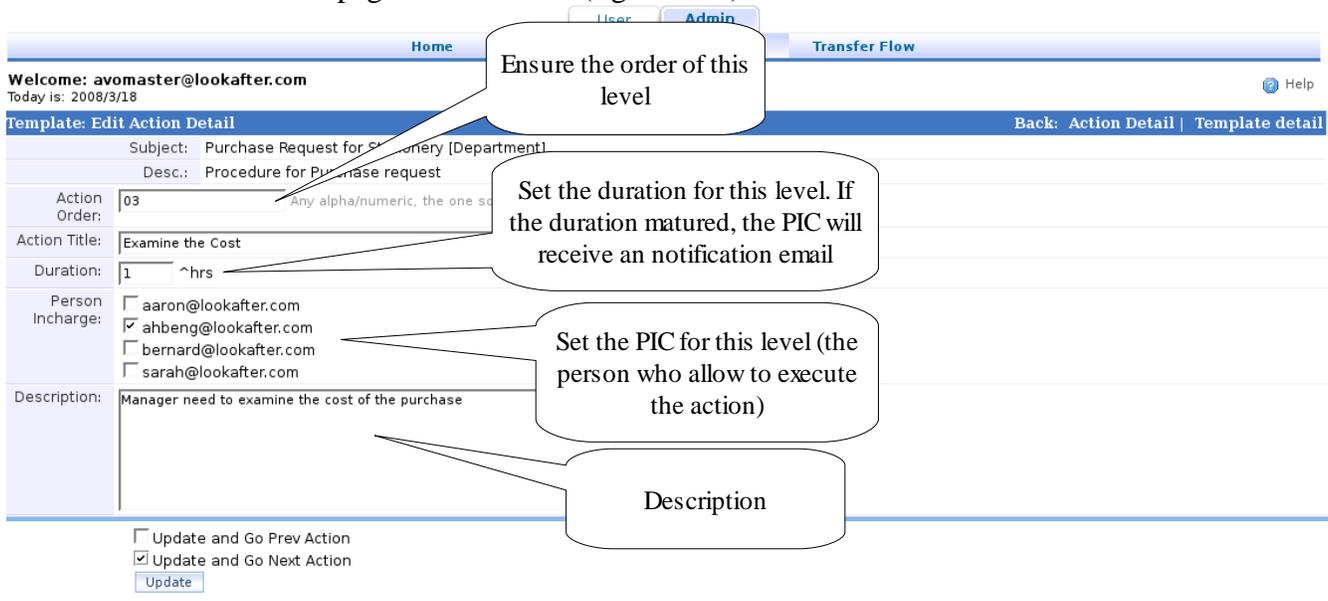
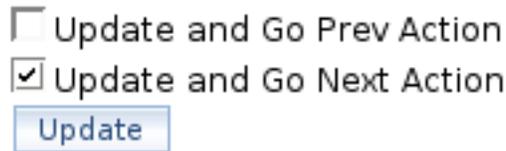


Figure 2.11

Update and Go Prev Action	When this option selected, once hit the <b>Update</b> button, the page will navigate to Previous level for this flow
Update and Go Next Action	When this option selected, once hit the <b>Update</b> button, the page will navigate to Next level for this flow



Add action button to each level

After the settings done on figure 2.11, scroll down further the page, and a page as below (figure 2.12) will display. This is the page allow workflow admin to assign action button(s).

**Actions (levels)**

Fill in the below to create the actions (levels) required to run this flow.

- Key in the name of the action button under the "Label".
- Action (level) will not be created on those "Label" with empty input.
- "Trigger", number of PIC to trigger the action.
- Under "Go to" choose the target action (level).
- If not fill in "Statement", the system will auto pick the pre-defined statement by the admin to generate into the journal log.

Automation

1.  Do action | Approval  after duration

2.  -Email all PIC when this action is active

No	Label	Trigger	Go to	Trigger New Flow	Statement
1	Cost > 5000		Receive by General Manager	<input type="radio"/> None <input type="radio"/> Trigger New Flow <input type="radio"/> Activate pre-determined flow	Cost of purchase request exceed the limit Need General Manager approval
2	Cost < 5000		Approval	<input type="radio"/> None <input type="radio"/> Trigger New Flow <input type="radio"/> Activate pre-determined flow	Cost of purchase request less than the limit Department Manager make decision
3				<input type="radio"/> None <input type="radio"/> Trigger New Flow <input type="radio"/> Activate pre-determined flow	
4				<input type="radio"/> None <input type="radio"/> Trigger New Flow <input type="radio"/> Activate pre-determined flow	

Figure 2.12

a) Do Action After Duration	Enable the automation for this level. Once the duration end, the flow will execute to the next level
b) Email all PIC When this action is active	All involved PIC will receive notification email while this level of action is active
c) Label	The label for action button
d) Go to	Set the destination level while action button execute
e) Trigger flow    None	No flow will be trigger while action button execute
f) Trigger flow    Trigger new flow	While action button execute, a new flow will be trigger

For example: A staff from HR department send out a purchase request to department manager. The company have the policy which the purchase request cost shall not exceed RM5000. If so, the request needed General Manager approval in order to proceed.

Workflow admin can assign 2 button for this level of action. The 2 buttons are:

- Cost > 5000 This means the cost for the purchase request is exceed 5000. If the cost exceed 500, which level shall the PIC move to?
- Cost < 5000 This means the cost is less than 5000. If the cost less than 500, where should the PIC proceed to?

Therefore, the workflow admin have to assign action button properly in order to allow the Person in charge can easily handle the purchase process. At this stage, workflow admin need to consider the below:

- I) Can all PIC understand the label of the button?
- II) Do the action button execute to the right level?
- III) Is the flow logic?
- IV) Which level should go while an action button execute?
- V) When the flow shall end/stop?

Once workflow admin complete assigning action button for any level, hit **Update** to save the settings. If you have 10 levels of action for this particular flow, you have to repeat the steps above (figure 2.10 2.12) to assign action button for each level.

### Add New Action

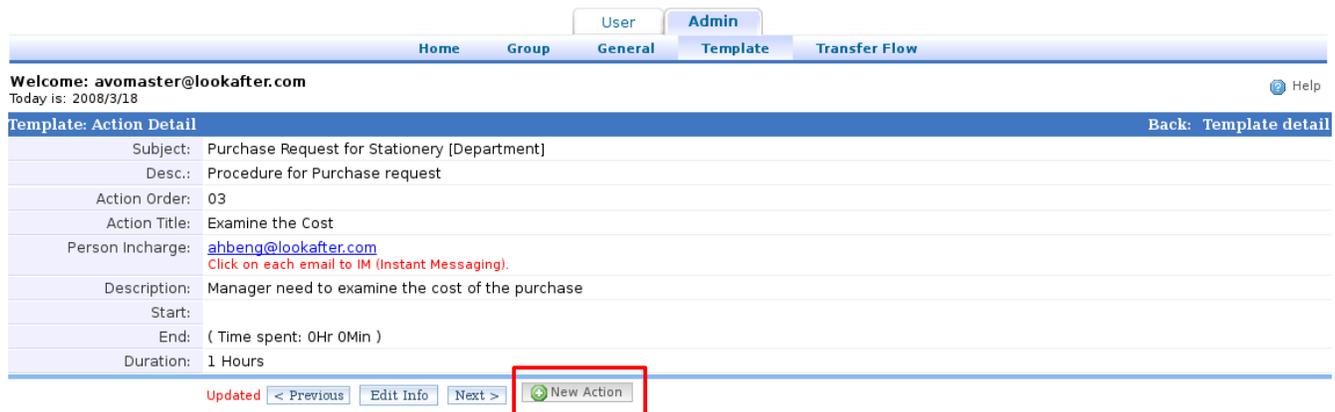


Figure 2.13

On figure 2.13, the highlighted icon allow you to insert new action to this flow template (This option can be found on template edit page). Once you click on it, a page as below will display (figure 2.14):

User Admin

Home Group General **Template** Transfer Flow

Welcome: avomaster@lookafter.com  
Today is: 2008/3/18 Help

**Template: Create New Action** Back: Template detail

Subject: Purchase Request for Stationery [Department]  
Desc.: Procedure for Purchase request

Action Order:   
Any alpha/numeric, the one sort at the top has the highest apperance, eg. A or B1

Action Title:  Brief of the action

Duration: 24 Hours

Person Incharge:  aaron@lookafter.com  
 ahbeng@lookafter.com  
 bernard@lookafter.com  
 sarah@lookafter.com

Description:   
More detail of this action

Automation: 1. If person incharge taken no action:  
 -Do action  after duration  
2.  -Email all PIC when this action is active

Figure 2.14

Action Buttons	^no:	Label	Trigger*	Go to	^triggernewflo:	^statement:
	1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/> ^none: <input type="radio"/> ^triggernewflo: <input type="radio"/> ^triggerexeflo: <input type="text"/> <input type="text"/> <a href="#">^pickflo:</a>   <a href="#">^reset:</a>	<input type="text"/>
	2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/> ^none: <input type="radio"/> ^triggernewflo: <input type="radio"/> ^triggerexeflo: <input type="text"/> <input type="text"/> <a href="#">^pickflo:</a>   <a href="#">^reset:</a>	<input type="text"/>
	3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/> ^none: <input type="radio"/> ^triggernewflo: <input type="radio"/> ^triggerexeflo: <input type="text"/> <input type="text"/> <a href="#">^pickflo:</a>   <a href="#">^reset:</a>	<input type="text"/>
	4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="radio"/> ^none: <input type="radio"/> ^triggernewflo: <input type="radio"/> ^triggerexeflo: <input type="text"/> <input type="text"/> <a href="#">^pickflo:</a>   <a href="#">^reset:</a>	<input type="text"/>

Figure 2.15

For figure 2.14 and 2.15, you may refer back to figure 2.11 and 2.12 as reference.

**Note:** On figure 2.14, please assign the order for this level of action carefully. If the order incorrect, the flow might not working properly.

### Chapter 3: User Page

In this chapter, you will learn: (i) **Create and add a flow by using existing template**, (ii) **Start and End a flow** and (iii) **Check the list of pending flow**. All user of Workflow (and given access rights) allowed to **Add/Create** flow, **Execute** and **End** a flow.

#### 3(i) To Create and Add a New Flow

Go to Virtual Office > BizApp > Work-flow > User > New Flow >



Figure 3.1

Select an existing template which fit your needs from the list (figure 3.1) or click on Create New Flow to start a new one (create a new flow by a new template). Or, you may create a flow through Webmail or Sales Management Module.

Webmail:



Figure 3.1a

Scroll down to the bottom of the email and you will find a similar link as above. Click **Create Flow** to create a flow.

Sales Management:

The screenshot displays the 'Opportunity Information' section for a sales opportunity named 'Sales of Packaging Machine'. The details include:
 

- Amount: MYR5000.00
- Type: newbiz
- Expected close: 2007/10/31
- Manager: salesmanager@lookafter.com
- Sales stage: Close Won
- Sales: salesperson@lookafter.com
- Probability: 100%
- Description: Customer would like to order a few machine for packaging purposes

 Below the details, there are navigation tabs: 'Journal', 'Quotation (1)', 'Biz Process Flow' (highlighted with a red box), and 'Close Sales'. Under the 'Biz Process Flow' tab, there is a 'New Flow' button (highlighted with a red arrow) and a 'Filter' button. The status is set to 'Active'.

Figure 3.1b

Go to any opportunities page, navigate into **Biz Process Flow**, Click **New Flow** to create a new flow for any business process. Please refer back to Chapter 2 to learn how to create flow template.

Let's go back to the topic, **Create New Flow**. In this manual, you will learn how to create a new flow in under Workflow Module. Go to **User Tab**, and click on **New Flow**, a list of template will be listed as per figure 3.1. Click the **Create New Flow** icon to proceed, or you may select the existing template which suit your needs to proceed. Let's use **Purchase Request of Stationery** as the example for this manual.

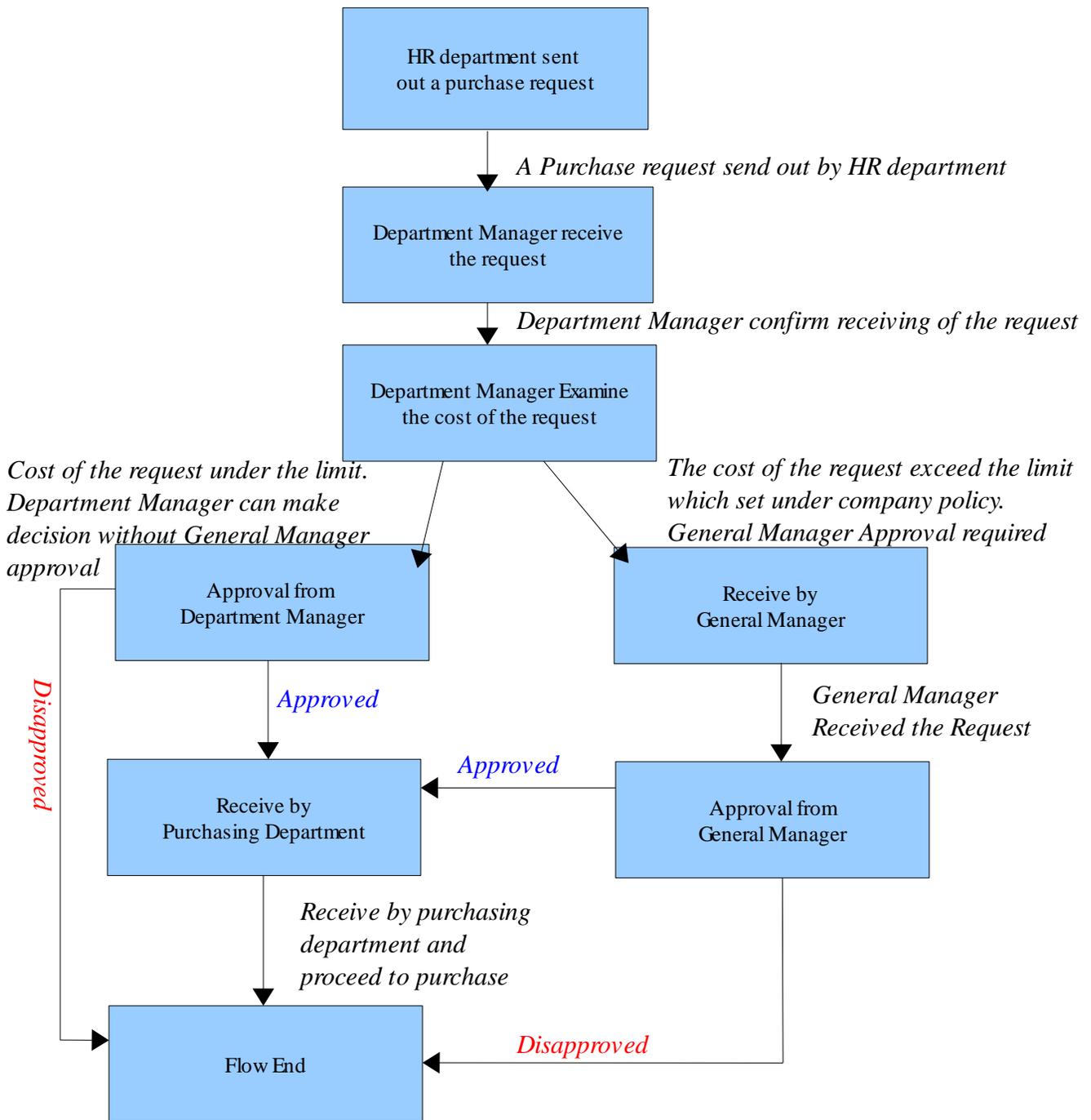
Here is the scenario:

- 1) Bernard from HR department send a purchase request to Administration Department for requesting purchase of stationery.
- 2) Ahbeng is the Manager of HR department.
- 3) Sarah is the Manager of Administration. She is the person who give approval for all purchase request.
- 4) Aaron is the staff of purchase department.

From HR Department, a staff send a request for purchasing stationery. The request will send to the department manager first. Department manager will first examine the cost of the request. If the cost does not exceed the limit, then the Department manager will approved the request and forward to purchasing department. A notification will be return to requester.

If the cost exceed the limit which set by the company management, then the department manager need to forward the request to General Manager for the approval. If the the request approve, then it will forward to purchasing department. A notification will return to requester.

The flow chart below will describe the flow better:



**Template: Preview**

Category: Administration  
 Type: Purchase Request  
 Subject: Purchase Request of Stationery [Department]  
 Description: Procedure to send out a purchase request  
 Owner: avomaster@lookafter.com  
 Person Incharge: aaron@lookafter.com ahbeng@lookafter.com bernard@lookafter.com sarah@lookafter.com  
 Special: Allow access to non active actions?  
**Allow**

[Use Template To Create New Flow](#)

If select a template from the template list, user will be led to **template preview** page (figure 3.2). Click **Use Template to Create New Flow** create a new work-flow

**Action: Listing**

	Order No.	Title	Person Incharge
1.	01	Send a Request	bernard@lookafter.com
2.	02	Receive by Department Manager	ahbeng@lookafter.com
3.	03	Examine the cost	ahbeng@lookafter.com
4.	04	Approval	ahbeng@lookafter.com
5.	05	Receive by General Manager	sarah@lookafter.com
6.	06	Approval	sarah@lookafter.com
7.	07	Request receive by Purchase department	aaron@lookafter.com

Figure 3.2

There are **three** major steps involved. Please follow the instructions below:

**Step 1: Flow Details**

**Flow: Edit info**

Reference: Mr. Low  
 Status: New  
 Category: Administration  
 Type: Purchase Request  
 \*Subject: Purchase Request of Stationery [Department]  
 Description: Procedure to send out a purchase request

\*Owner: avomaster@lookafter.com

\*Person Incharge:

- aaron@lookafter.com
- ahbeng@lookafter.com
- bernard@lookafter.com
- christie@lookafter.com
- cptan@lookafter.com
- eleen@lookafter.com
- esther@lookafter.com
- gigi@lookafter.com
- meeijen@lookafter.com
- sarah@lookafter.com

Special: **Allow access to non active actions?**  
 Allow  Don't allow

End flow statement: **If not fill in, system will auto pick the pre-defined end flow statement by the admin.**  
 End this work-flow now.

[Proceed to step 2](#)

1

Enter reference, category, type and a subject for this flow

2

Select Person(s) in charge for this flow

3

This option will discuss on next page (figure 3.4 & 3.5)

Once you have filled up all the required fields, click **Proceed to Step 2**

Figure 3.3

**Tips** ⚡

**Allow access to non active actions?**

This is an option which allow the in charge person to check back those non active action(s) during the flow is being executed.

**Why allow?**

The person in charge can double check the coming/past action(s) whether has been setup correctly or not. Correction can be made anytime (if needed).

Below is the screen shot of **Not allow** access non active action (figure 3.4):

	Order	Title	Person Incharge	In	Last action	Out	^timespent:
1.	01	Send a Request	bernard@lookafter.com	2008/3/19 13:38:50	Start	2008/3/19 13:38:50	0Hr 1Min
2.	02	Receive by Department Manager	ahbeng@lookafter.com				
3.	03	Examine the cost	ahbeng@lookafter.com				
4.	04	Approval	ahbeng@lookafter.com				
5.	05	Receive by General Manager	sarah@lookafter.com				
6.	06	Approval	sarah@lookafter.com				
7.	07	Request recevie by Purchase department	aaron@lookafter.com				

Now is the screen shot of **Allow** access non active access (figure 3.5):

	Order	Title	Person Incharge	In	Last action	Out	^timespent:
1.	01	Send a Request	bernard@lookafter.com	2008/3/19 13:38:50	Start	2008/3/19 13:38:50	0Hr 1Min
2.	02	Receive by Department Manager	ahbeng@lookafter.com				0Hr 0Min
3.	03	Examine the cost	ahbeng@lookafter.com				0Hr 0Min
4.	04	Approval	ahbeng@lookafter.com				0Hr 0Min
5.	05	Receive by General Manager	sarah@lookafter.com				0Hr 0Min
6.	06	Approval	sarah@lookafter.com				0Hr 0Min
7.	07	Request recevie by Purchase department	aaron@lookafter.com				0Hr 0Min

Figure 3.5

If this option set to **Allow**, the title of the action has turn into blue color and it has become an active link. Therefore, user can edit the action details anytime (if needed).

**Step 2:**

**Create New Flow With Template: STEP 2**

You've just updated a flow detail. As the creator of this flow, you're now the "OWNER" of this flow which only you may allow access to update the detail info.

You may now fill in the below to create the actions (levels) required to run this flow.

- The actions (levels) listed below are clone from the selected template.
- Click "proceed to step 3" to edit each and everyone of these action (level).

Proceed to step 3

Click here to proceed step 3

Flow: Detail	
Reference:	Mr. Low
Category:	Administration
Type:	Purchase Request
Subject:	Purchase Request of Stationery [Department]
Owner:	avomaster@lookafter.com
Special:	<b>Allow access to non active actions?</b> Allow

Updated [Edit Info](#)

Action: Listing							
	^order:	^title:	Person Incharge	^in:	^lastaction:	^out:	^timespent:
1.	01	Send a Request	bernard@lookafter.com				0^hr: 0^min:
2.	02	Receive by Department Manager	ahbeng@lookafter.com				0^hr: 0^min:
3.	03	Examine the cost	ahbeng@lookafter.com				0^hr: 0^min:
4.	04	Approval	ahbeng@lookafter.com				0^hr: 0^min:
5.	05	Receive by General Manager	sarah@lookafter.com				0^hr: 0^min:
6.	06	Approval	sarah@lookafter.com				0^hr: 0^min:
7.	07	Request receive by Purchase department	aaron@lookafter.com				0^hr: 0^min:

**Step 3: Action setup and action button assigning**

You have **two part** to complete in step 3  
**Part 1 Set the duration**

The ordering for this Action.  
 You may assign this action  
 on any order depend on  
 sequence of the flow

Flow: Edit Action Detail	
Subject:	Purchase Request of Stationery [Department]
Desc.:	Procedure to send out a purchase request
Action Order:	01 <small>Any alpha/numeric one sort at the top has the highest apperance, eg. A or B1</small>
Action Title:	Send a Request <small>Brief of the action</small>
Duration:	1 ^hrs
Person Incharge:	<input type="checkbox"/> aaron@lookafter.com <input type="checkbox"/> ahbeng@lookafter.com <input checked="" type="checkbox"/> bernard@lookafter.com <input type="checkbox"/> sarah@lookafter.com
Description:	Send out a purchase request <small>More detail of this action</small>

Select the person(s) in charge  
 (assignee) for this particular  
 level

[Update](#)

**Figure 3.7**

## Part 2 Assign Action Button to this Action

**Create New Flow With Template: STEP 3**

You're now updating the profile of each action (level) under this flow. The system will guide you to go through each and every existing actions (levels).

- Fill in the "Automation" if you want this action (level) to auto escalate if the person in-charge did not respond within the specific time given.
- Fill in the name of each escalation button and their respective target.
- Upon update will save the profile and move to the next action (level) detail.

**Actions (levels)**

Fill in the below to create the actions (levels) required to run this flow.

- Key in the name of the action button under the "Label".
- Action (level) will not be created on those "Label" with empty input.
- "Trigger", number of PIC to trigger the action.
- Under "Go to" choose the target action (level).
- If not fill in "Statement", the system will auto pick the pre-defined statement to generate into the journal log.

Automation

1. If person incharge taken no action
  - Do action Send a Request after duration
  - 2.  -Email all PIC when this action is active

No	Label	Trigger	Go to	Trigger New Flow	Statement
1	Done	<input type="checkbox"/>	Receive by Department Manager <span style="border: 1px solid red; padding: 2px;">Send a Request</span> Receive by Department Manager Examine the cost Approval Receive by General Manager Approval Request receive by Purchase department ^endflo:	<input checked="" type="radio"/> None <input type="radio"/> Trigger New Flow <input type="radio"/> Activate pre-determined flow <a href="#">^pickflo:   Reset</a>	Receiv... request
2		<input type="checkbox"/>		<input checked="" type="radio"/> None <input type="radio"/> Trigger New Flow <input type="radio"/> Activate pre-determined flow <a href="#">^pickflo:   Reset</a>	
3		<input type="checkbox"/>		<input checked="" type="radio"/> None <input type="radio"/> Trigger... flow <input type="radio"/> Activate pre...	

Activate the automation while the duration of the action is mature

if this option checked, all of the person in charge will receive notification email if the step is still pending

Statement column as the logs of the flow while the action button being executed

Select the next step/next level to go while execute the action button

Figure 3.8

Once the part 1 and part 2 for Step 3 completed, click **Update** button (figure 3.7) to save the settings. If you have 10 level of actions under one flow, please repeat Step 3 for each level.

**Tips**

**Workflow Additional Feature Walk through - ^endflow: and ^endflonewflo:**

**End Flow:**

**^endflo:** is a feature for end or terminate the flow. For example, when a request rejected by department manager, the flow shall stop at this stage and no further step to proceed. Therefore, an **^endflo:** action button can be created in advance to avoid the progress flow being stuck. (Learn to create action button on figure 3.8) This allow user terminate the flow on any level.

**Create Flow Back-to-Back - ^endflonewflo:**

**^endflonewflo:** This is a feature to allow user to start a new flow immediately when a running flow ended. For example:

The template we use in this manual is for purchase request purpose only. Therefore, no purchasing steps was included. In this case, the owner of the flow can enable this option for the purchasing department to continue with a new flow once the current one ended.

This feature appear only after the flow has been created. You may open the Flow detail for checking this feature status.

Below are the steps to turn on **^endflonewflow:** feature (figure 3.9 3.14).

Step 1: **1**  
Go to Flow detail page for checking the status of this **^endflonewflow:** feature

Step 2:

The screenshot shows a 'Flow Detail' page with the following information:

Reference:	Mr. Low
Status:	active
Category:	Administration
Type:	Purchase Request
Subject:	Purchase Request of Stationery [Department]
Description:	Procedure to send out a purchase request
Owner:	avomaster@lookafter.com
Person Incharge:	aaron@lookafter.com ahbeng@lookafter.com
Special:	Allow access to non active actions? Allow
^endflonewflo::	^newflonote: ^no:
Time spent:	1 days
Start date:	2008/3/19 13:38:50
End date:	

A callout box points to the ^endflonewflo: field, showing the status 'show no' with a circled '2' next to it. At the bottom of the page, there is an 'Edit Info' button.

Figure 3.9

Make sure the status of **^endflonewflow:** , if the status shows **no** (figure 3.9), click on **Edit Info** button

Step 3:

Flow: Edit Info		Back: Flow detail
Reference:	Mr. Low	
Status:	active	
Category:	Administration	
Type:	Purchase Request	
Subject:	Purchase Request of Stationery [Department]	
Description:	Procedure to send out a purchase request	
Owner:	avomaster@lookafter.com	
Person Incharge:	<input checked="" type="checkbox"/> aaron@lookafter.com <input checked="" type="checkbox"/> ahbeng@lookafter.com <input checked="" type="checkbox"/> bernard@lookafter.com <input type="checkbox"/> christie@lookafter.com <input type="checkbox"/> cptan@lookafter.com <input type="checkbox"/> eleen@lookafter.com <input type="checkbox"/> esther@lookafter.com <input type="checkbox"/> gigj@lookafter.com <input type="checkbox"/> meeijen@lookafter.com <input checked="" type="checkbox"/> sarah@lookafter.com	
Special:	Allow access to non active actions? <input checked="" type="radio"/> Allow <input type="radio"/> Don't allow	
^endflonewflo:	<input checked="" type="checkbox"/> ^newflonote:	
Date:	Start: 2008/3/19 13:38:50 End:	
End flow statement:	<small>If not fill in, system will auto pick the pre-defined end flow statement by the admin.</small> End this work-flow now.	

Check here for activate ^endflonewflo: 3

Figure 3.10

Now you are on the flow information edit page (figure 3.10). Place a tick on the check box for option ^endflonewflo: HitUpdate button to save the setting.

Step 4:

Flow: Detail		Back: <a href="#">Flow listing</a>
Reference:	<b>Mr. Low</b>	
Status:	<b>active</b>	
Category:	Administration	
Type:	Purchase Request	
Subject:	Purchase Request of Stationery (Department)	
Description:	Procedure to send out a purchase request	
Owner:	avomaster@lookafter.com	
Person Incharge:	aaron@lookafter.com ahbeng@lookafter.com	
Special:	Allow access to non active actions? Allow	
^endflonewflo:	^newflonote: <b>^yes:</b>	<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; margin-left: 10px;">4</div>
Time spent:	1 days	
Start date:	2008/3/19 13:38:50	
End date:		
^Updated: <a href="#">Edit Info</a>		

Figure 3.11

When **^endflonewflo:** is turned on (figure 3.11), you may execute your flow now.

Step 5:

Please create a new work-flow  
[Create New Flow](#)

Flow: Detail		Back: <a href="#">Flow listing</a>
Reference:	<b>Mr. Low</b>	
Status:	<b>end</b>	
Category:	Administration	
Type:	Purchase Request	
Subject:	Purchase Request of Stationery (Department)	
Description:	Procedure to send out a purchase request	
Owner:	avomaster@lookafter.com	
Person Incharge:	aaron@lookafter.com ahbeng@lookafter.com bernard@lookafter.com	
Special:	Allow access to non active actions? Allow	
^endflonewflo:	^newflonote: <b>^yes:</b>	<div style="border: 1px solid black; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; margin-left: 10px;">5</div>
Time spent:	1 days	
Start date:	2008/3/19 13:38:50	
End date:	2008/3/19 15:52:25	
Action: End By: avomaster@lookafter.com  Statement/ Remark: End this work-flow now.		
^: <a href="#">Edit Info</a>		

Figure 3.12

While flow ends, you will be able to see a banner on the top of the page (figure 3.12). Click on the link to create a new flow for continuing the process.

Step 6:

Work Flow

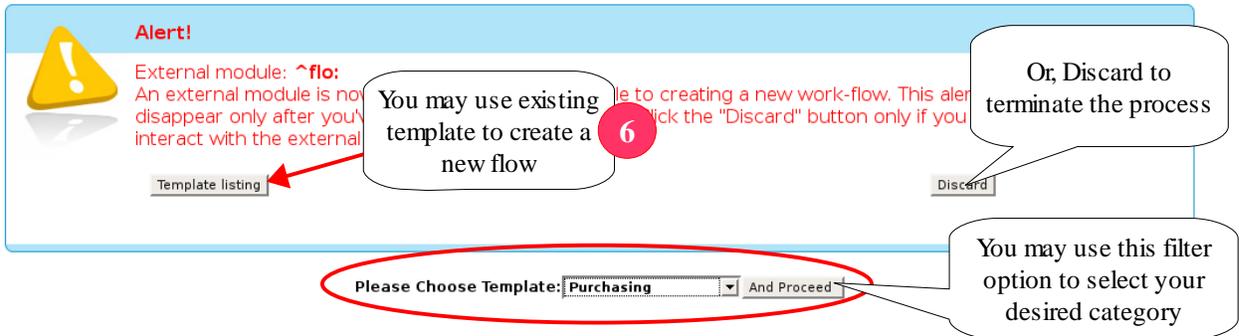
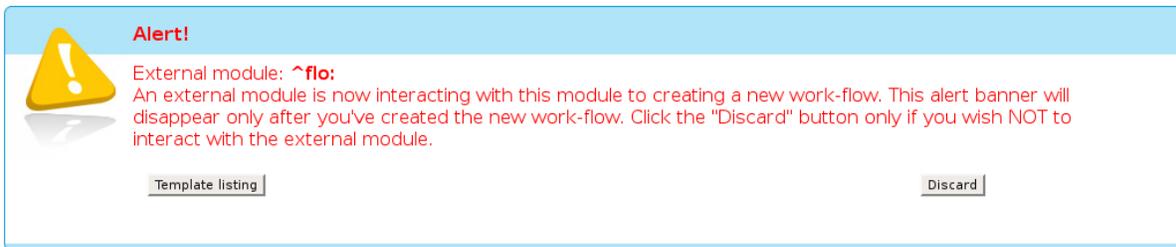


Figure 3.13

On this page (figure 3.13), please read the Alert banner carefully and follow the instructions. You may use the existing template to create a continuous flow or Discard to terminate the process.

Work-flow Management



Welcome: avomaster@lookafter.com  
Today is: 2008/3/19

Help

Work-flow: New Flow Create New Flow

Category: Purchasing Type: None Filter

Subject	Description
1. <a href="#">Purchase Order</a>	Place an order to supplier/vendor

Figure 3.14

After selected a category, the system will listed out the relevant template for the user. User may create a new flow now.

### 3(ii): Start and End a Flow

#### Start a Flow

Go to: Virtual Office > BizApp > Work-flow > User > My flow

A list of flow will be displayed. Select the assigned flow, click on the flow title and you will see the screen as below (figure 3.15). If the flow is not created yet, please refer to 3(i) (figure 3.1 3.8), learn to create a flow.

We are going to use the example to demonstrate the feature of Workflow.

	^order:	^title:	Person Incharge	n:	^out:	^timespent:
1.	01	<a href="#">Send a Request</a>	bernard@lookafter.com			0^hr: 0^min:
2.	02	<a href="#">Receive by Department Manager</a>	ahbeng@lookafter.com			0^hr: 0^min:
3.	03	<a href="#">Examine the cost</a>	ahbeng@lookafter.com			0^hr: 0^min:
4.	04	<a href="#">Approval</a>	ahbeng@lookafter.com			0^hr: 0^min:
5.	05	<a href="#">Receive by General Manager</a>	sarah@lookafter.com			0^hr: 0^min:
6.	06	<a href="#">Approval</a>	sarah@lookafter.com			0^hr: 0^min:
7.	07	<a href="#">Request receive by Purchase department</a>	aaron@lookafter.com bernard@lookafter.com			0^hr: 0^min:

Figure 3.15

#### (I) Send a Request

When a staff from HR department send a purchase request to Department manager for purchasing stationery for office use. Therefore the Staff need to follow the standard operating procedure (SOP) for the request. He/She have to create a flow, and execute it.

While the flow started, HR department staff have to navigate into the level which he/she in charge, to execute the flow into the next level in order to allow the person in charge (PIC) of the next level will receive a notification and proceed to further process.

	Order	Title	Person Incharge	In	Last action	Out	^timespent:
1.	01	<a href="#">Send a Request</a>	bernard@lookafter.com	2008/3/19 17:56:12	Start	2008/3/19 17:56:12	0Hr 1Min
2.	02	<a href="#">Receive by Department Manager</a>	ahbeng@lookafter.com				0Hr 0Min
3.	03	<a href="#">Examine the cost</a>					
4.	04	<a href="#">Approval</a>					
5.	05	<a href="#">Receive by General Manager</a>					
6.	06	<a href="#">Approval</a>					
7.	07	<a href="#">Request receive by Purchase d</a>	kafter.com				

Figure 3.16

As per figure 3.16, the highlighted part (yellow color) is the active action. User may click on the action's subject, to navigate into the action detail page for executing the action button to enter new level. In level 'Send a Request', a similar screen as below (figure 3.17) will be show.

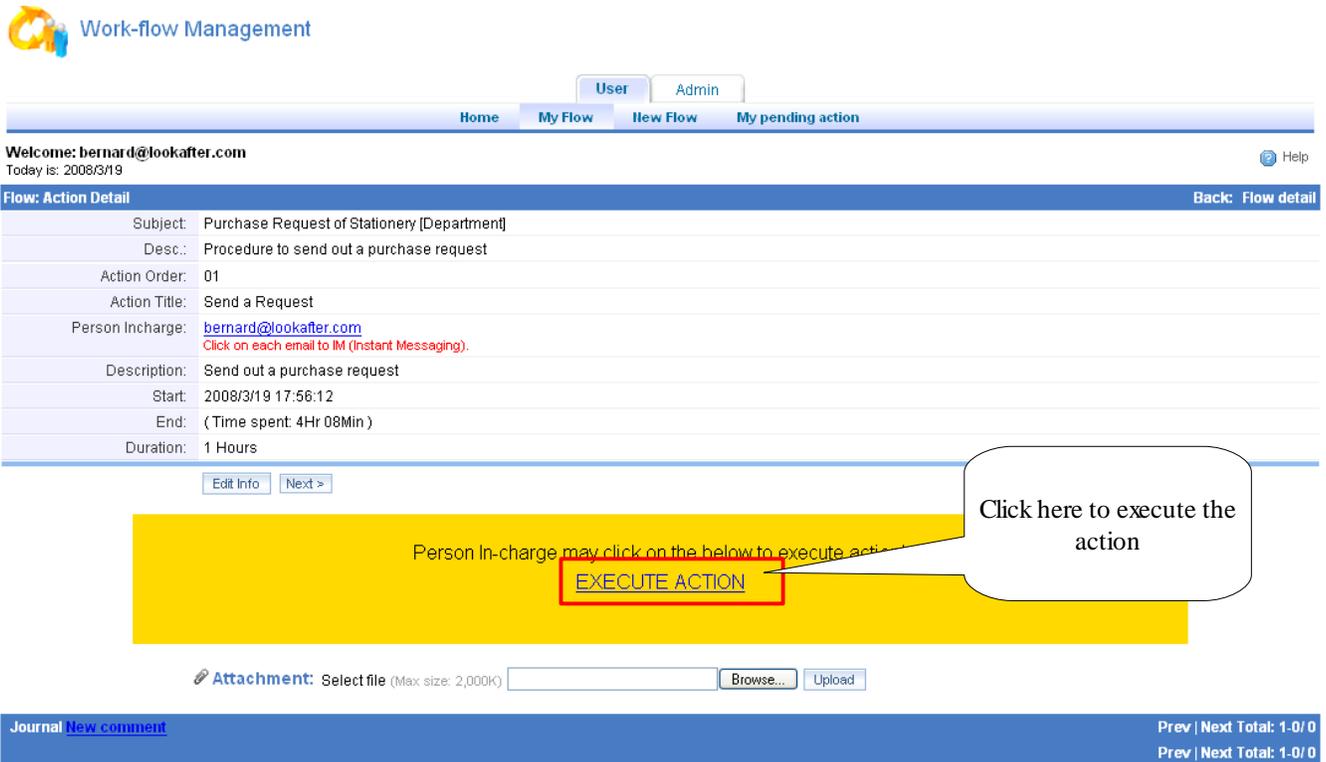


Figure 3.17

When user click on **EXECUTE ACTION**, a light box as below will pop up to prompt user enter action's comments (figure 3.18).

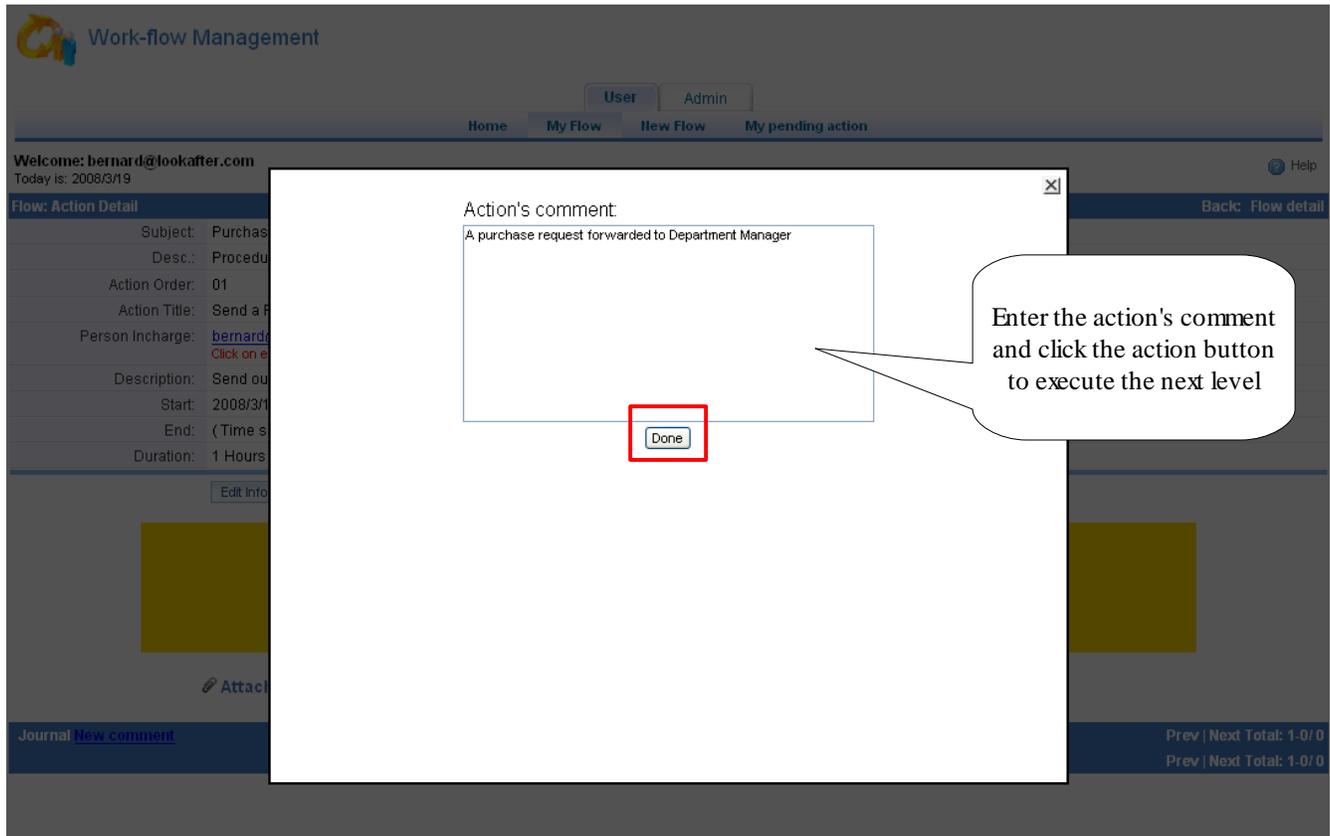


Figure 3.18

Without the action's comment, PIC will not allow to proceed to next level. An error message will display as below:



Figure 3.19

Click **Back** button on the browser to back to the action page.

When the level executed, the page will go back to Flow listing page. Right now, PIC should be able to find the yellow bar has moved to the active level (as per figure 3.20)

Attachment: Select file (Max size: 2,000K)

**Action: Listing** New

	Order	Title	Person Incharge	In	Last action	Out	Timespent:
1.	01	<a href="#">Send a Request</a>	bernard@lookafter.com	2008/3/19 17:56:12	Done	2008/3/19 22:4:8	4Hr 11Min
2.	02	<a href="#">Receive by Department Manager</a>	ahbeng@lookafter.com	2008/3/19 22:4:8			0Hr 1Min
3.	03	<a href="#">Examine the cost</a>	ahbeng@lookafter.com				0Hr 0Min
4.	04	<a href="#">Approval</a>	ahbeng@lookafter.com				0Hr 0Min
5.	05	<a href="#">Receive by General Manager</a>	sarah@lookafter.com				0Hr 0Min
6.	06	<a href="#">Approval</a>	sarah@lookafter.com				0Hr 0Min
7.	07	<a href="#">Request receive by Purchase department</a>	aaron@lookafter.com bernard@lookafter.com				0Hr 0Min

Figure 3.20

If the user was not the PIC of this level, they will not be able to see the execute link and the yellow banner while they navigate into the action detail page.

Figure 3.21

Once the Department receive the purchase request, he/she need to respond to the requester. He/she need to execute to the next level to examined the cost of the request.

Figure 3.21

The department manager need to click the **Execute Action** link to execute the level to the next. A notification will send to the PIC by email to inform the Department manger have received the request.

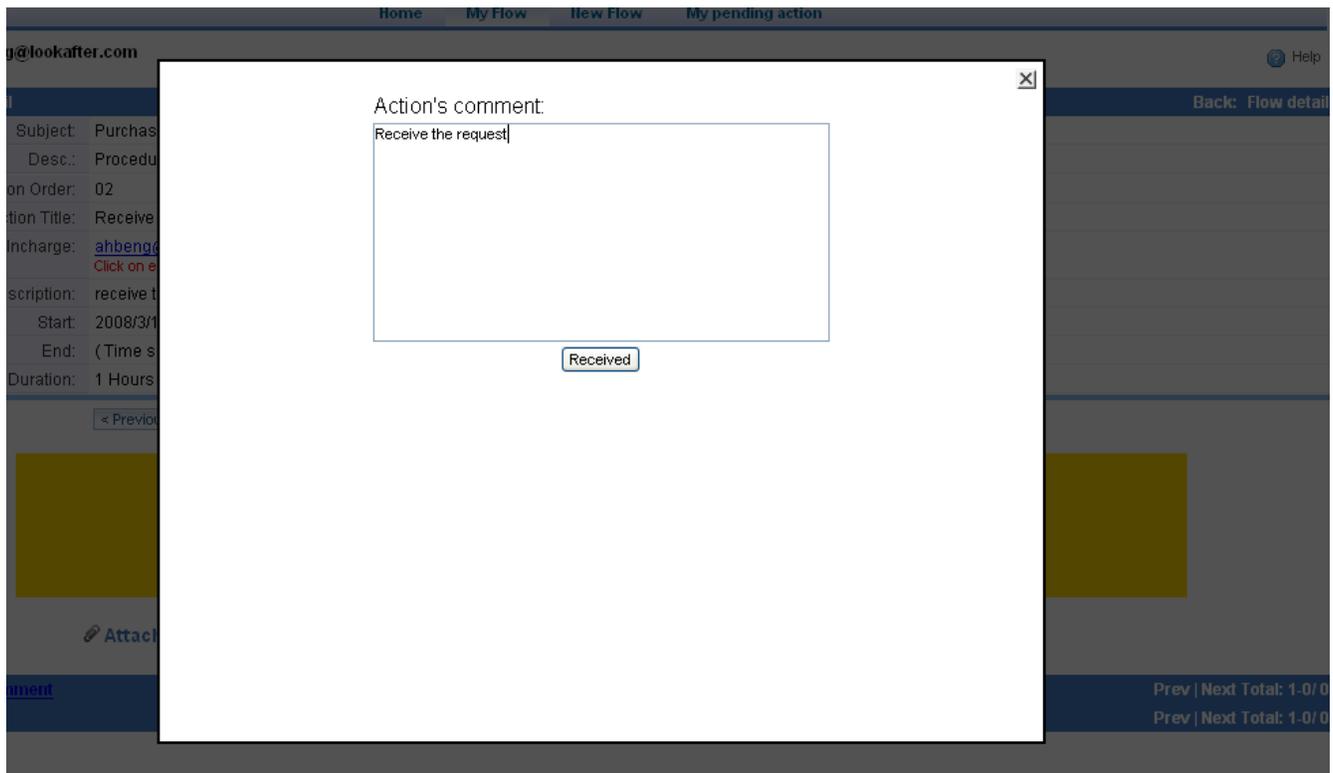


Figure 3.22

Same as previous steps, a light box will pop up to allow PIC enter the action's comment before the action executed. Hit the action button to execute to next level.

Action: Listing New

	Order	Title	Person Incharge	In	Last action	Out	*timespent:
1.	01	<a href="#">Send a Request</a>	bernard@lookafter.com	2008/3/19 17:56:12	Done	2008/3/19 22:4:8	4Hr 11Min
2.	02	<a href="#">Receive by Department Manager</a>	ahbeng@lookafter.com	2008/3/19 22:4:8	Received	2008/3/19 22:38:30	0Hr 34Min
3.	03	<a href="#">Examine the cost</a>	ahbeng@lookafter.com	2008/3/19 22:38:31			0Hr 1Min
4.	04	<a href="#">Approval</a>	ahbeng@lookafter.com				0Hr 0Min
5.	05	<a href="#">Receive by General Manager</a>	sarah@lookafter.com				0Hr 0Min
6.	06	<a href="#">Approval</a>	sarah@lookafter.com				0Hr 0Min
7.	07	<a href="#">Request receive by Purchase department</a>	aaron@lookafter.com bernard@lookafter.com				0Hr 0Min

Figure 3.23

The user may notice the level already execute to the next (Figure 3.23).

### (III) Examine the Cost

At this level, the department manger was set as the PIC. [ahbeng@lookafter.com](mailto:ahbeng@lookafter.com) is the PIC. He has to calculate the cost of the request whether exceed the limit or not. In this example, RM5000 is the limit for this company. Let's assume the request cost was less than RM5000. Therefore, this request do not need approval from General Manager of the company. Department manager can act as the decision maker for this request.

The PIC have to navigate into this level, and the page as below will be display (Figure 3.24)

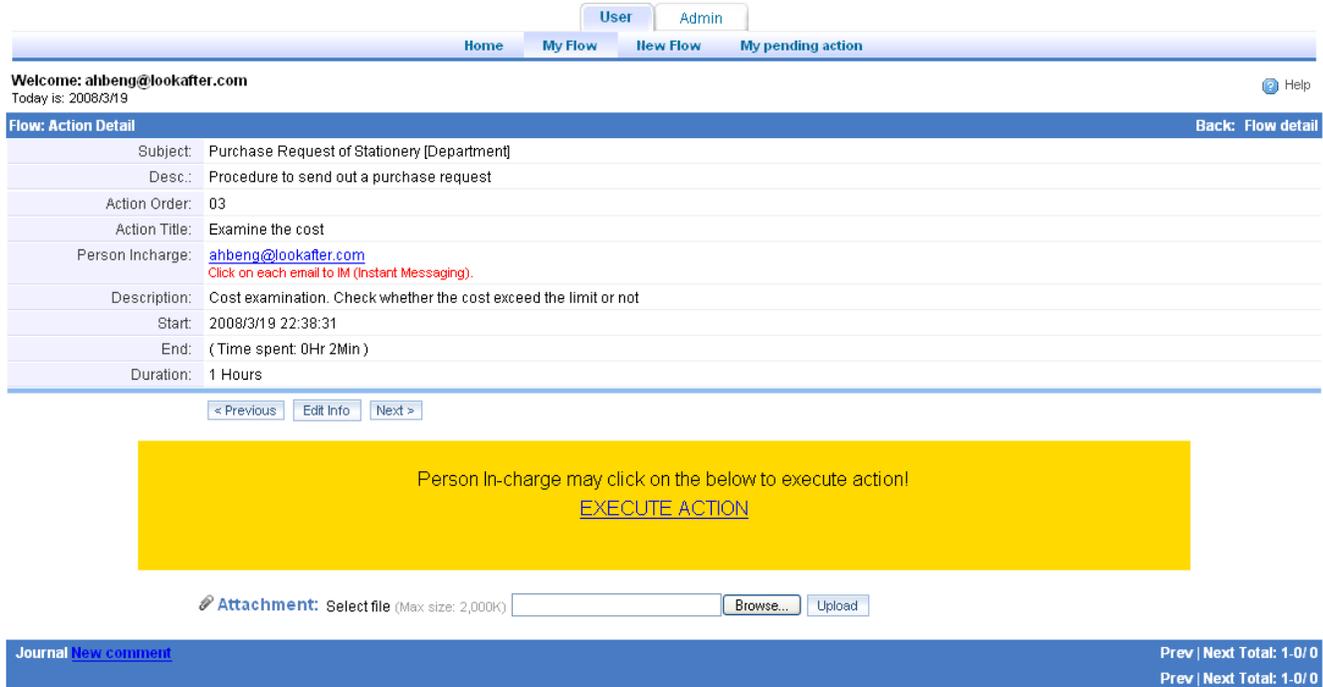


Figure 3.24

Repeat the same steps to execute the action Click on the **Execute Action** link. A light box will pop up again to allow PIC enter the action's comment.

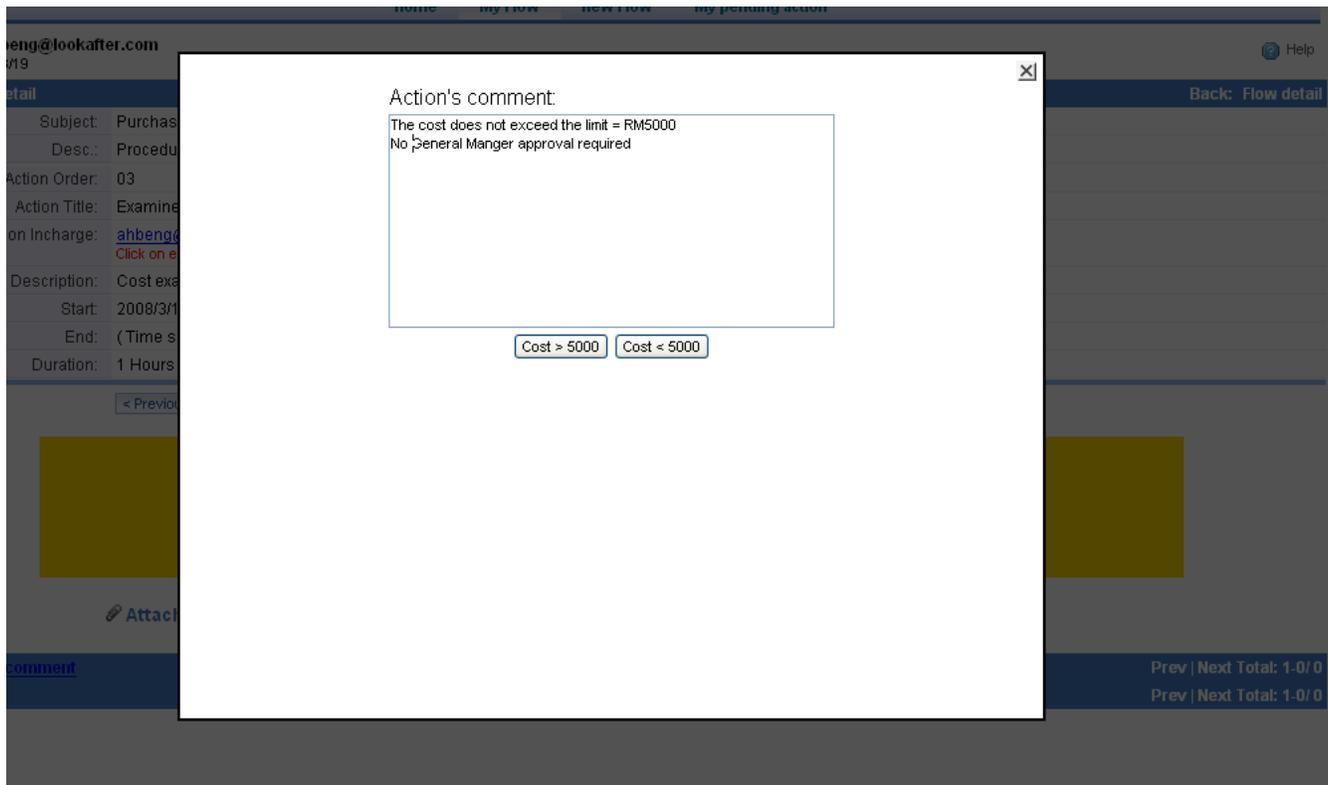


Figure 3.25

Since the cost of the request does not exceed the limit, PIC can execute the action button which determine the cost is less than the limit to proceed.

(IV) Approval

Action: Listing <span style="float: right;">New</span>								
	Order	Title	Person Incharge	In	Last action	Out	*timespent:	
1.	01	<a href="#">Send a Request</a>	bernard@lookafter.com	2008/3/19 17:56:12	Done	2008/3/19 22:4:8	4Hr 11Min	
2.	02	<a href="#">Receive by Department Manager</a>	ahbeng@lookafter.com	2008/3/19 22:4:8	Received	2008/3/19 22:38:30	0Hr 34Min	
3.	03	<a href="#">Examine the cost</a>	ahbeng@lookafter.com	2008/3/19 22:38:31	Cost < 5000	2008/3/19 22:42:49	0Hr 4Min	
4.	04	<a href="#">Approval</a>	ahbeng@lookafter.com	2008/3/19 22:42:49			0Hr 1Min	
5.	05	<a href="#">Receive by General Manager</a>	sarah@lookafter.com				0Hr 0Min	
6.	06	<a href="#">Approval</a>	sarah@lookafter.com				0Hr 0Min	
7.	07	<a href="#">Request receive by Purchase department</a>	aaron@lookafter.com bernard@lookafter.com				0Hr 0Min	

Figure 3.26

According to the company policy, if the cost of the request less than RM5000, department manager can make the decision without the approval from General Manager. Department Manager now have to navigate into the Approval level whether to approve or disapprove this request.

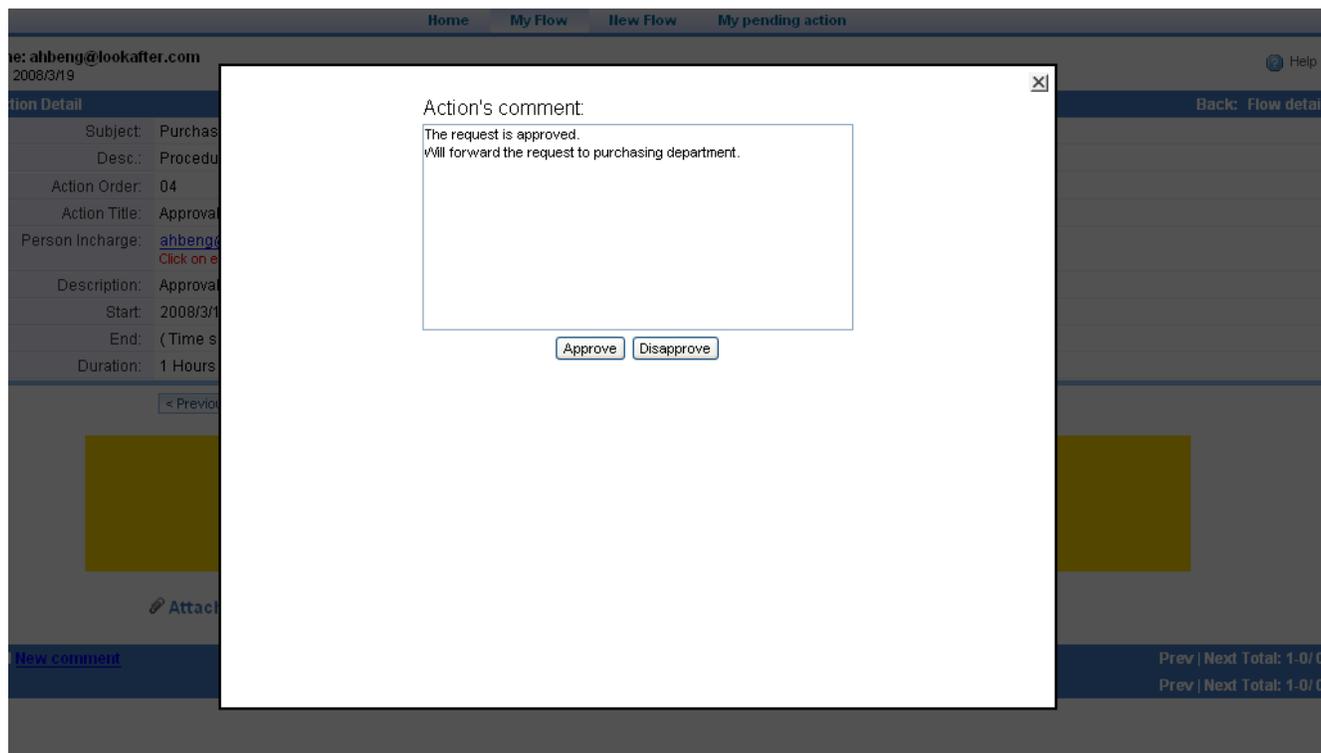


Figure 3.27

When there are more than 2 action button, we call it decision level. While execute different action button, the PIC will go to different level depends on how the workflow admin design the template. Let's assume department manager approve this request and he execute **Approve** button. Base on the design of this template, the level will escalate to the last level (You may refer back to the flow chart).

(V) Request Receive by Purchasing Department

Action: Listing								New
	Order	Title	Person Incharge	In	Last action	Out	*timespent:	
1.	01	<a href="#">Send a Request</a>	bernard@lookafter.com	2008/3/19 17:56:12	Done	2008/3/19 22:4:8	4Hr 11Min	
2.	02	<a href="#">Receive by Department Manager</a>	ahbeng@lookafter.com	2008/3/19 22:4:8	Received	2008/3/19 22:38:30	0Hr 34Min	
3.	03	<a href="#">Examine the cost</a>	ahbeng@lookafter.com	2008/3/19 22:38:31	Cost < 5000	2008/3/19 22:42:49	0Hr 4Min	
4.	04	<a href="#">Approval</a>	ahbeng@lookafter.com	2008/3/19 22:42:49	Approve	2008/3/19 22:44:42	0Hr 1Min	
5.	05	<a href="#">Receive by General Manager</a>	sarah@lookafter.com				0Hr 0Min	
6.	06	<a href="#">Approval</a>	sarah@lookafter.com				0Hr 0Min	
7.	07	<a href="#">Request receive by Purchase department</a>	aaron@lookafter.com bernard@lookafter.com	2008/3/19 22:44:42			0Hr 1Min	

Figure 3.28 show the flow has reached the **Request receive by Purchasing department**. The PIC of this level who is from the purchasing department have to confirm the receive of this request. He/she will receive a notification while this action active. He/She need to navigate into this level of action to execute it in order to confirm the above.

Home My Flow New Flow My pending action

User Admin

Welcome: aaron@lookafter.com  
Today is: 2008/3/19

Flow: Action Detail Back: Flow detail

Subject:	Purchase Request of Stationery [Department]
Desc.:	Procedure to send out a purchase request
Action Order:	07
Action Title:	Request receive by Purchase department
Person Incharge:	<a href="mailto:aaron@lookafter.com">aaron@lookafter.com</a> <a href="mailto:bernard@lookafter.com">bernard@lookafter.com</a> Click on each email to IM (Instant Messaging).
Description:	The approved request receive by purchasing department
Start:	2008/3/19 22:44:42
End:	( Time spent: 0Hr 1Min )
Duration:	1 Hours

< Previous Edit Info

Person In-charge may click on the below to execute action!  
[EXECUTE ACTION](#)

Attachment: Select file (Max size: 2,000K)  Browse... Upload

Journal [New comment](#) Prev | Next Total: 1-0/0  
Prev | Next Total: 1-0/0

Figure 3.29

Execute action and enter the action's comment as what we have done in previous steps.

Home My Flow New Flow My pending action

me: aaron@lookafter.com  
s: 2008/3/19

Action Detail Back: Flow detail

Subject:	Purchas
Desc.:	Procedu
Action Order:	07
Action Title:	Request
Person Incharge:	<a href="mailto:aaron@lookafter.com">aaron@</a> <a href="mailto:bernard@lookafter.com">bernard@</a> Click on e
Description:	The app
Start:	2008/3/1
End:	( Time s
Duration:	1 Hours

< Previo

Attach

[New comment](#) Prev | Next Total: 1-0/0  
Prev | Next Total: 1-0/0

Action's comment:

Purchase request received.  
Will issue PO to supplier

Received

Figure 3.30

(VI) End a flow

On this stage, the flow has reached to the last step and it is going to end. This action button has assigned as a **^endflo:** button, which means once the button executed, the flow will be terminated. A page as below will display to allow PIC to end the flow.

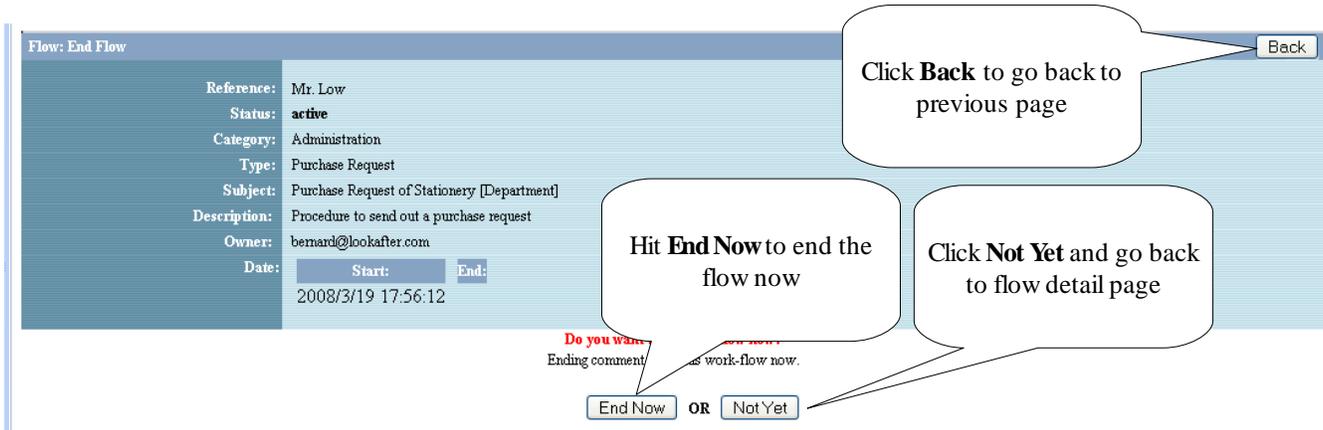


Figure 3.31

**Note:** *ONLY* owner of the flow allow to end the flow. If the PIC was not the flow owner, an error message as below will be display (figure 3.32)

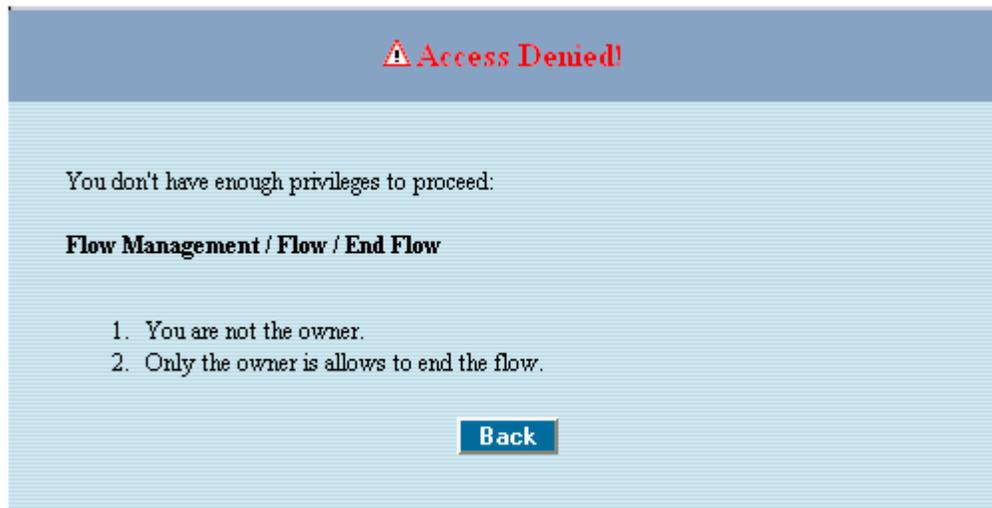


Figure 3.32

Hit **Back** button to go back to previous page. While you see this message, please contact your workflow admin or the flow owner.

Once the flow end, you will find the page as below (figure 3.33):

Action: Listing <span style="float: right;">New</span>							
	Order	Title	Person Incharge	In	Last action	Out	*timespent:
1.	01	<a href="#">Send a Request</a>	bernard@lookafter.com	2008/3/19 17:56:12	Done	2008/3/19 22:4:8	4Hr 11Min
2.	 02	<a href="#">Receive by Department Manager</a>	ahbeng@lookafter.com	2008/3/19 22:4:8	Received	2008/3/19 22:38:30	0Hr 34Min
3.	 03	<a href="#">Examine the cost</a>	ahbeng@lookafter.com	2008/3/19 22:38:31	Cost < 5000	2008/3/19 22:42:49	0Hr 4Min
4.	 04	<a href="#">Approval</a>	ahbeng@lookafter.com	2008/3/19 22:42:49	Approve	2008/3/19 22:44:42	0Hr 1Min
5.	05	<a href="#">Receive by General Manager</a>	sarah@lookafter.com				0Hr 0Min
6.	06	<a href="#">Approval</a>	sarah@lookafter.com				0Hr 0Min
7.	07	<a href="#">Request receive by Purchase department</a>	aaron@lookafter.com bernard@lookafter.com	2008/3/19 22:44:42			0Hr 8Min

Action:

Figure 3.33

You will see the yellow bar gone and the **Start** and **End** button already gray out (freeze) and not allow to click.

Beside then assigned an **enflo**: action button to the flow for end the flow, owner of the flow may end the flow in another way. He/She can click the **End** button on the flow detail page (Figure 3.34).

Action: Listing <span style="float: right;">New</span>							
	Order	Title	Person Incharge	In	Last action	Out	*timespent:
1.	01	<a href="#">Send a Request</a>	bernard@lookafter.com	2008/3/19 17:56:12	Done	2008/3/19 22:4:8	4Hr 11Min
2.	 02	<a href="#">Receive by Department Manager</a>	ahbeng@lookafter.com	2008/3/19 22:4:8	Received	2008/3/19 22:38:30	0Hr 34Min
3.	 03	<a href="#">Examine the cost</a>	ahbeng@lookafter.com	2008/3/19 22:38:31	Cost < 5000	2008/3/19 22:42:49	0Hr 4Min
4.	 04	<a href="#">Approval</a>	ahbeng@lookafter.com	2008/3/19 22:42:49	Approve	2008/3/19 22:44:42	0Hr 1Min
5.	05	<a href="#">Receive by General Manager</a>	sarah@lookafter.com				0Hr 0Min
6.	06	<a href="#">Approval</a>	sarah@lookafter.com				0Hr 0Min
7.	07	<a href="#">Request receive by Purchase department</a>	aaron@lookafter.com bernard@lookafter.com	2008/3/19 22:44:42			0Hr 6Min

Action:

Figure 3.34

This method will return the same result which mentioned above.

**Tips** 



*This icon show there is a new message/journal was post under the particular level*

### **3(iii): Check the list of pending flow**

Once the flow is executed, user can check their pending action at:  
Virtual Office > BizApp > Work-flow > User > My pending Action

The screen below (figure 3.35) is the screen shot for pending action:

Ref.	Flow	Current action	PIC	*timespend:
1	Mr. Low Purchase Request of Stationery [Department]	Receive by Department Manager	ahbeng@lookafter.com	0*hr: 1*min:

Figure 3.35

Click either one to view flow details

Show how much time have been spent on this pending flow

If there is no pending flow on your pending list, which means, all of your assigned job(s) has been completed.

### **3(iv) Others Features of Workflow**

#### **a) Journal Posting**

Journal posting allow the PICs post their discussion on any level of flow. Navigate into any level of the flow to post your journal there (figure 3.36).



Figure 3.36

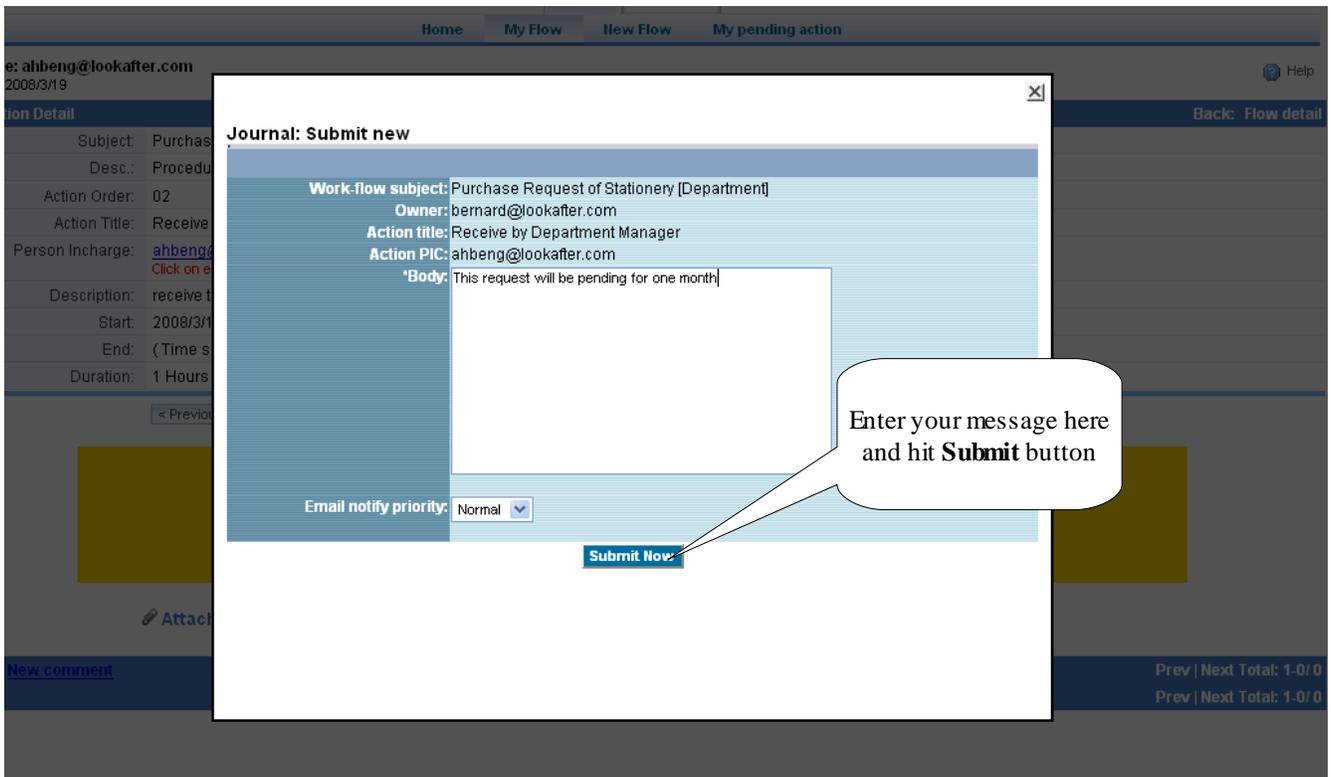


Figure 3.37

The screenshot displays the 'Flow: Action Detail' page in the Afteroffice system. The page header includes navigation tabs for 'Home', 'My Flow', 'New Flow', and 'My pending action'. The user is identified as 'ahbeng@lookafter.com' with a timestamp of '2008/3/19'. The main content area shows details for a 'Purchase Request of Stationery' action, including its description, order number (02), and start/end times. A yellow callout box highlights the 'EXECUTE ACTION' link, with a speech bubble stating 'Journal posted'. Below this, there is an 'Attachment' section with a file selection interface. At the bottom, a 'Journal' entry is visible, dated '2008/3/19 23:54:38' by 'ahbeng@lookafter.com', with the text 'This request will be pending for one month'. The page footer shows 'Prev | Next Total: 1-1/1'.

Figure 3.38

**b) Upload attachment**

PIC may upload relevant document to workflow for reference use. Therefore, all of the PIC may download the document directly from workflow.

PIC may upload the attachment to Flow detail page or the action detail page and the steps are the same. Figure 3.38 3.41 show how to upload an attachment to flow's detail page.

**Flow: Detail** Back: Flow listing

Reference:	<b>Mr. Low</b>
Status:	<b>active</b>
Category:	Administration
Type:	Purchase Request
Subject:	Purchase Request of Stationery [Department]
Description:	Procedure to send out a purchase request
Owner:	bernard@lookafter.com
Person Incharge:	aaron@lookafter.com ahbeng@lookafter.com bernard@lookafter.com sarah@lookafter.com
Special:	Allow access to non active actions? Allow
^endflonewflo:	^newflonote: ^no:
Time spent:	1 days
Start date:	2008/3/19 23:47:36
End date:	

Click browse to browse for the file which is going to upload

Attachment: Select file (Max size: 2,000K)

**Action: Listing** New

	Order	Title	Person Incharge	In	Last action	Out	*timespent:
1.	01	<a href="#">Send a Request</a>	bernard@lookafter.com	2008/3/19 23:47:36	Done	2008/3/19 23:47:53	0Hr 1Min
2.	02	<a href="#">Receive by Department Manager</a>	ahbeng@lookafter.com	2008/3/19 23:47:53			0Hr 18Min
3.	03	<a href="#">Examine the cost</a>	ahbeng@lookafter.com				0Hr 0Min

Figure 3.38

**File Upload**

Look in: My Documents

- Microsoft Excel Worksheet 17 KB
- desktop.ini Configuration Settings 1 KB
- Documents.doc** Microsoft Word Document 67 KB
- goodbye.bcproj Beatcraft Document 2,200 KB
- Hien (resume).doc Microsoft Word Document 46 KB
- My budget.xls

Select the desire file, click open to select the file

File name: Documents.doc

Files of type: All Files

Figure 3.39



Figure 3.40

Figure 3.40 show the attachment field which already filled up with the file directory. Double check the directory. If the directory confirmed, click **Upload** button to upload the file.



Figure 3.41

The file will take several minutes to upload. It is depends on the file size which you uploaded. The bigger file size, the longer time will take. Once the upload process completed, you will be able to see the attachment list on your page (as per highlighted on figure 3.41).

## Chapter 4: Flow Transfer

Go to Virtual Office > BizApp > Work-flow > Admin > Transfer flow, for transferring an existing flow from one person in charge to the another

**Welcome: avomaster@lookafter.com**  
Today is: 2007/9/20 Help

**Admin: Transfer Flow**

Choose a work-flow owner:

Select the work-flow listed below.

No	<input type="checkbox"/>	Ref.	Flow	Owner	Status
1	<input type="checkbox"/>	Reference	Purchase Request	bernard@lookafter.com	

Figure 4.1

Step 1.

Checked (place a tick) on the desired flow (figure 4.1) which you wish to transfer, click on **Transfer**.

User **Admin**

Home Group General **Template** Transfer Flow

**Welcome: avomaster@lookafter.com**  
Today is: 2007/9/20 Help

**Admin: Transfer Flow**

Select the work-flow listed below.

No	<input checked="" type="checkbox"/>	Ref.	Flow	Owner	Status
1	<input checked="" type="checkbox"/>	Reference	Purchase request	bernard@lookafter.com	

You are now in the process of transferring selected work-flow listed below to a new owner.  
From **bernard@lookafter.com** To   OR

Figure 4.2

Step 2.

Drop down the menu (figure 4.2) to select the new assignee's email address and click **Transfer Now** to transfer the particular flow to the selected person