

Customer Bank Approval Workflow

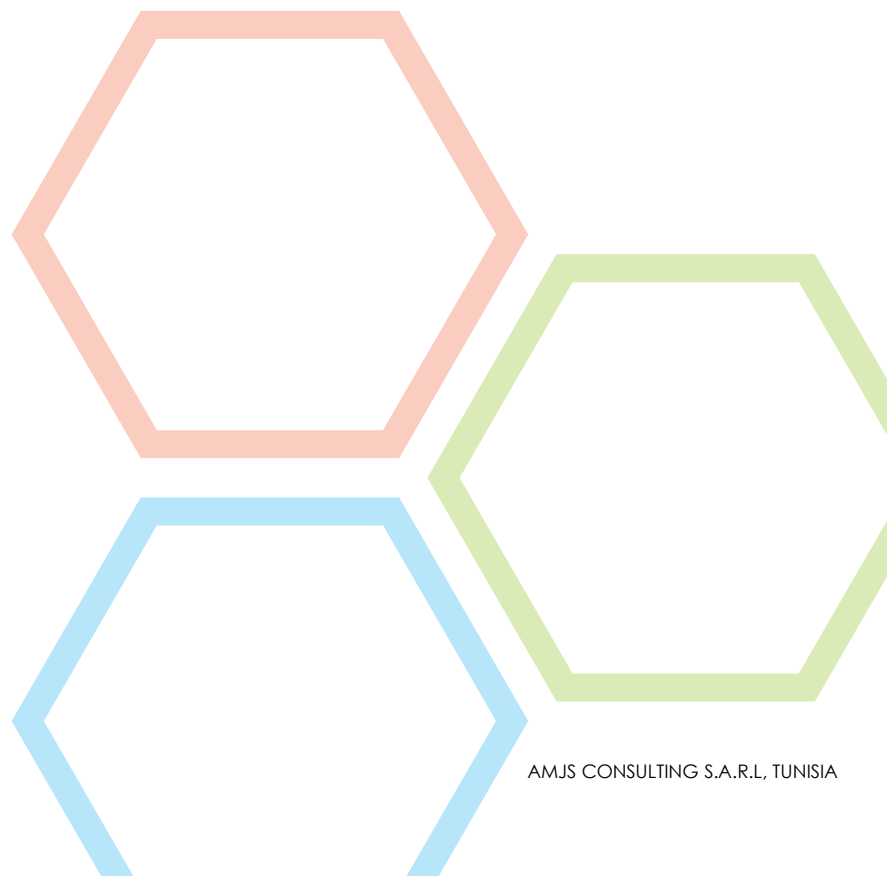


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I. Create Workflow from Template

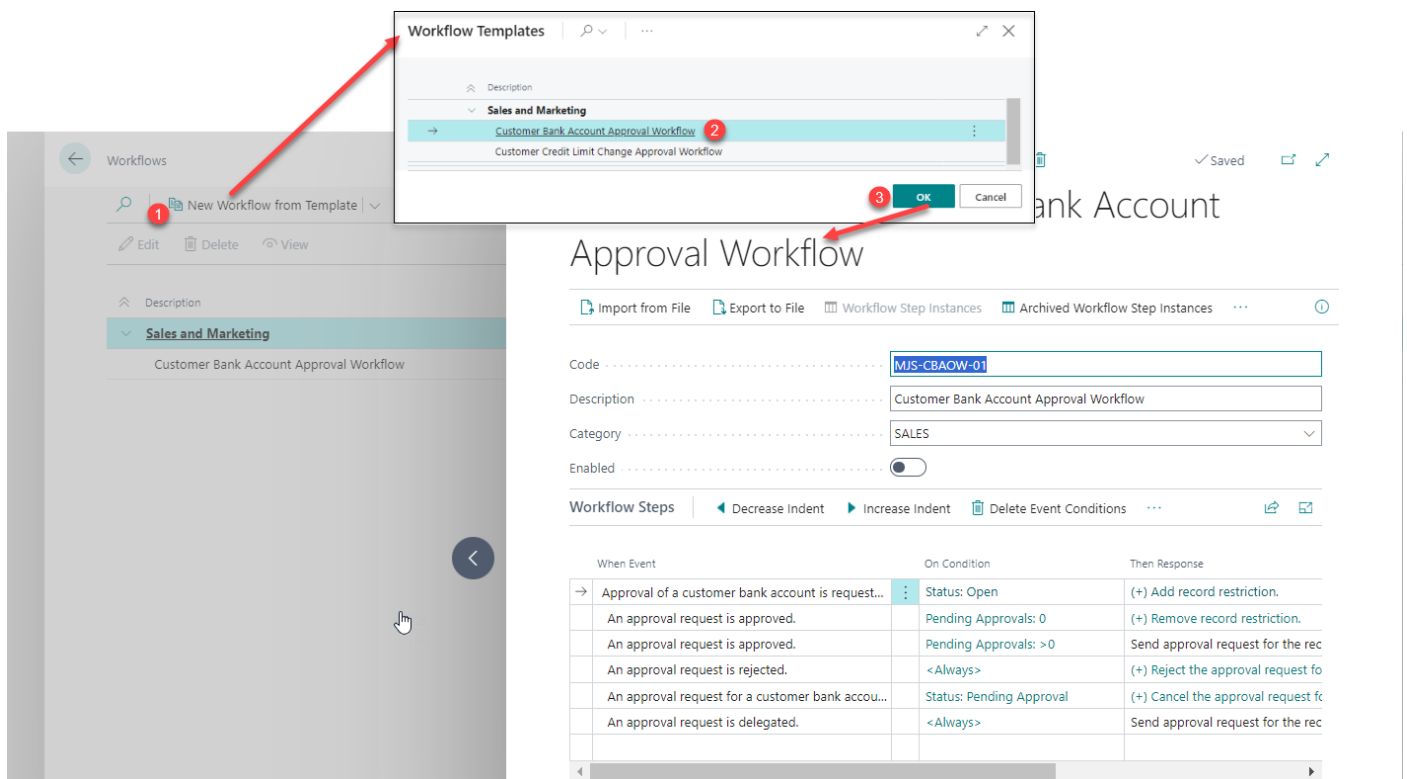
By automating the approval process, workflows help ensure that the process is consistent, efficient, and transparent. They also provide a clear audit trail of who approved what and when, which can be valuable for compliance purposes.

A "Workflow Template" is a pre-configured workflow model available on the Workflow Templates page in Business Central. It can be copied to create new workflows.

To create **Customer Bank Account approval workflow**:

1. Choose the  icon, enter **Workflows**, then choose the related link.
2. Choose the **New Workflow from Template** action. The **Workflow Templates** page opens.
3. Select a **Customer Bank Account Approval Workflow**, then choose **OK**.

The **Workflow** page opens for a new workflow containing all the information of the selected template. The value in the **Code** field is extended with, for example, "-01" to indicate this is the first workflow created from the workflow template.



The screenshot illustrates the steps to create a workflow from a template in Microsoft Dynamics 365 Business Central. It shows the 'Workflows' page with the 'New Workflow from Template' action selected. A modal window displays the 'Workflow Templates' list, where the 'Customer Bank Account Approval Workflow' is chosen. The 'Approval Workflow' configuration page is then shown, with the code field set to 'MJS-CBAOW-01' and a table of workflow steps.

When Event	On Condition	Then Response
→ Approval of a customer bank account is request...	Status: Open	(+) Add record restriction.
An approval request is approved.	Pending Approvals: 0	(+) Remove record restriction.
An approval request is approved.	Pending Approvals: >0	Send approval request for the rec
An approval request is rejected.	<Always>	(+) Reject the approval request fo
An approval request for a customer bank accou...	Status: Pending Approval	(+) Cancel the approval request fo
An approval request is delegated.	<Always>	Send approval request for the rec

Figure 1 Create workflow from template

II. Customer Bank Account Status

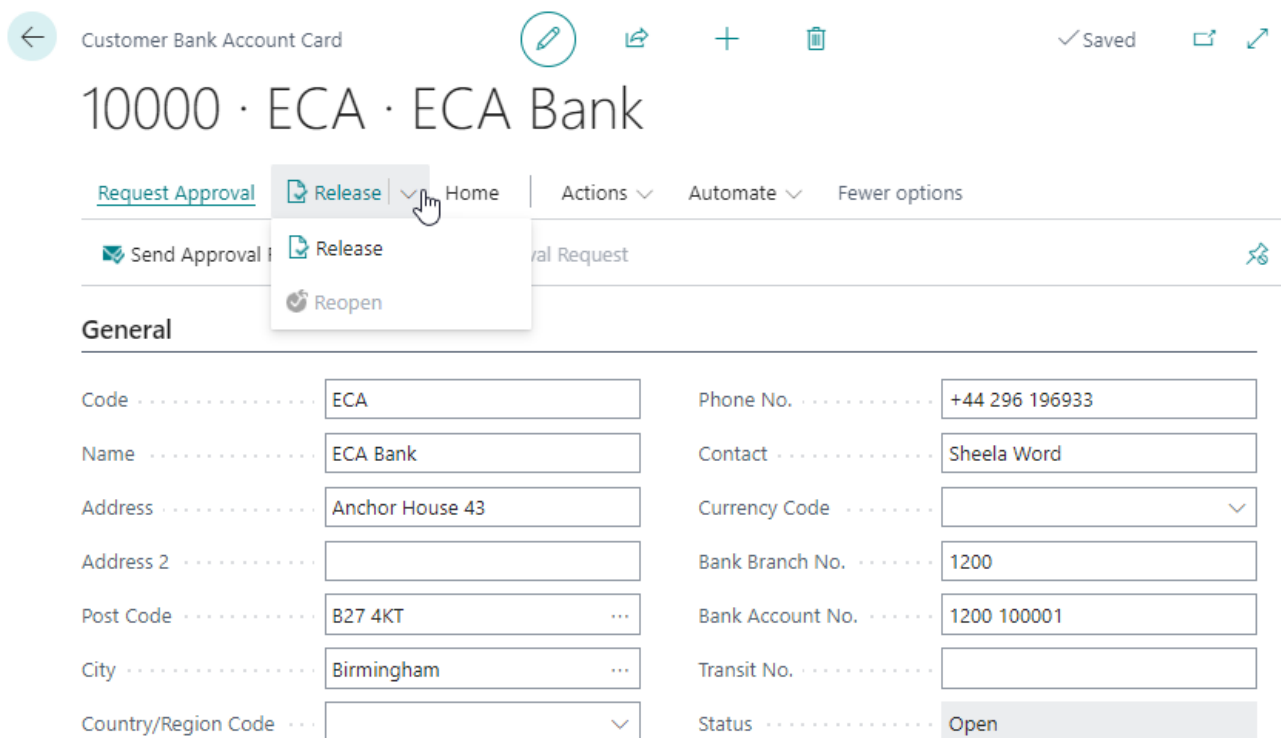
"Customer Bank Account Status" refers to the current state of a Customer's bank account information in the system. There are three possible statuses:

1. Open, where changes can be made to the account information.
2. Pending Approval, which occurs when the approval workflow is enabled and the information is under review. During this time, no modifications can be made to the information fields.
3. Released, indicating that the Customer's bank account has been approved and all information fields are locked. To make updates, the card must be re-opened.

The **"Release"** feature will only be functional when the approval workflow is not enabled. The **"Reopen"** function, on the other hand, can be used in any scenario to allow for changes to be made to the bank account information.

ⓘ Important

Once you send an approval request, you cannot use the **"Reopen"**, you must cancel or complete the process to reopen the document.



The screenshot shows the 'Customer Bank Account Card' interface. The card title is '10000 · ECA · ECA Bank'. The 'Status' field is set to 'Open'. The 'Actions' menu is open, showing options: 'Request Approval', 'Release', 'Home', 'Actions', 'Automate', and 'Fewer options'. The 'Release' option is highlighted, and a sub-menu is visible with 'Release' and 'Reopen' options. The 'General' section contains the following fields:

Code	ECA	Phone No.	+44 296 196933
Name	ECA Bank	Contact	Sheela Word
Address	Anchor House 43	Currency Code	
Address 2		Bank Branch No.	1200
Post Code	B27 4KT	Bank Account No.	1200 100001
City	Birmingham	Transit No.	
Country/Region Code		Status	Open

Figure 2 Release - Reopen Customer Bank Account Card



III. Send/Cancel Approval Request

"Customer Bank Approval Process" refers to the process of reviewing and approving changes made to a Customer's bank account information. To initiate the approval process, the user must click on the "Send Approval Request" button. If the approval workflow is enabled, the system will create the approval request and change the Customer Bank Account status to "Pending Approval". This means that the bank account information is now under review and cannot be modified until the approval process is complete.

Once user click on **"Send Approval Request"**, system will send an approval request and the status of document change to **"Pending Approval"**.

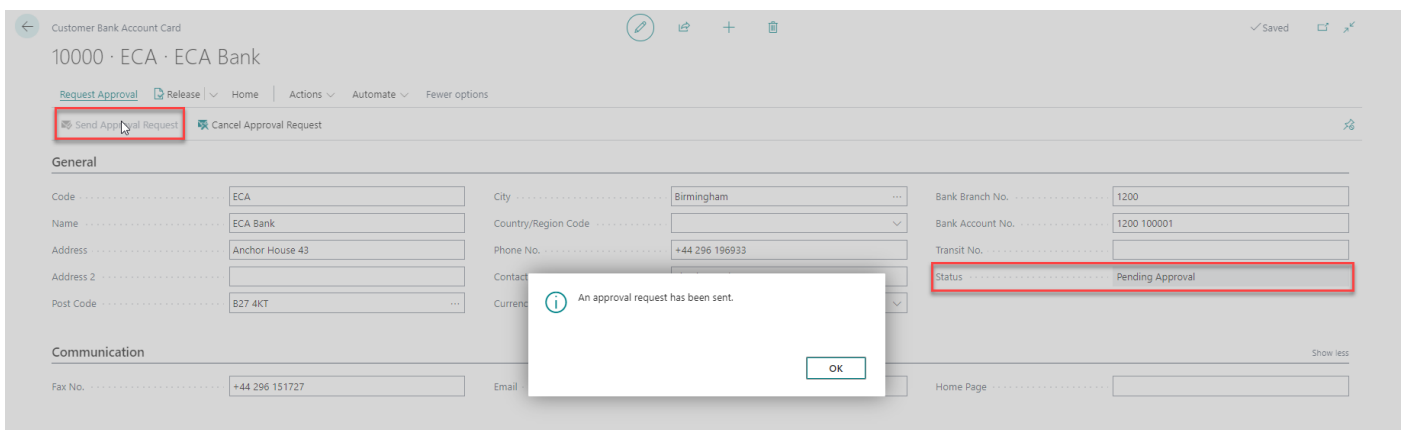


Figure 3 Send Approval Request

Once user click on **"Cancel Approval Request"**, system will send an approval request and the status of document change to **"Open"**.

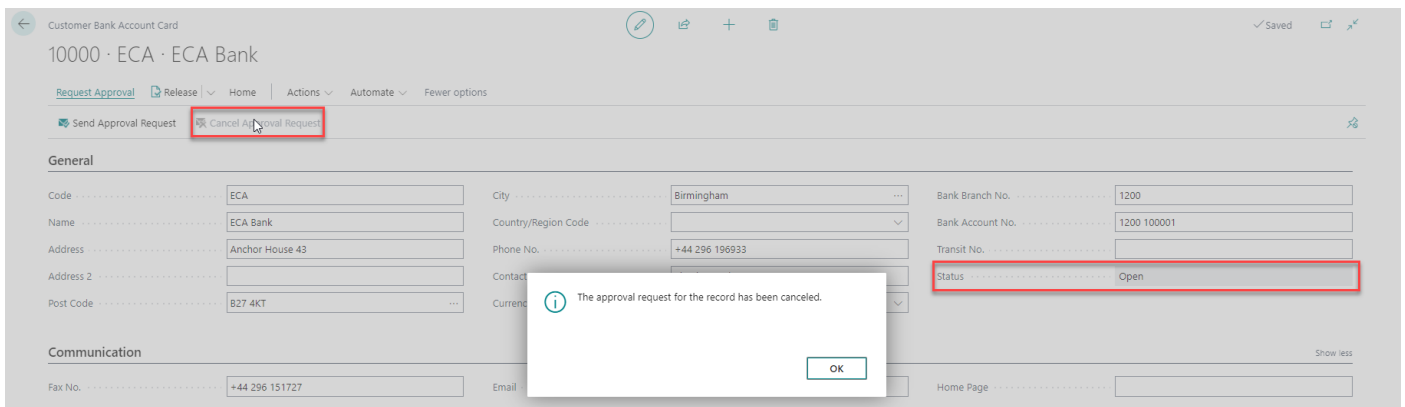
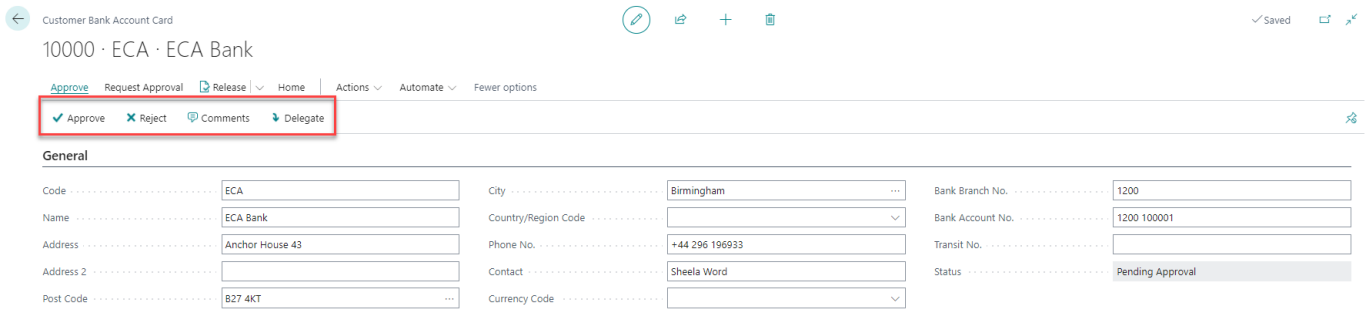


Figure 4 Cancel Approval Request

IV. Action Approval Request

The "**Customer Bank Approval Decision**" refers to the actions that can be taken by the approver once they receive an approval request for changes made to a Customer's bank account information. There are three options available to the approver: delegate, reject, or approve. These options can be accessed from the **Customer Bank Account card** page or **Requests to approve** along with any related approval comments. Only the approver or the Approval Administrator can delegate the approval request. The actual approval or rejection of the request can only be carried out by the approver.



Customer Bank Account Card

10000 · ECA · ECA Bank

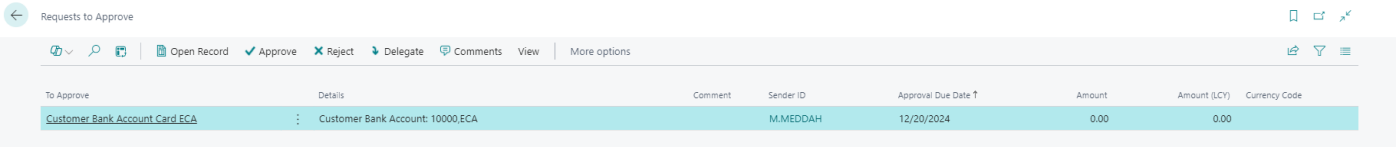
Approve Request Approval Release Home Actions Automate Fewer options

Approve
 Reject
 Comments
 Delegate

General

Code	ECA	City	Birmingham	Bank Branch No.	1200
Name	ECA Bank	Country/Region Code		Bank Account No.	1200 100001
Address	Anchor House 43	Phone No.	+44 296 196933	Transit No.	
Address 2		Contact	Sheela Word	Status	Pending Approval
Post Code	B27 4KT	Currency Code			

Figure 5 Approve Customer Bank Account (Customer Bank Card)



Requests to Approve

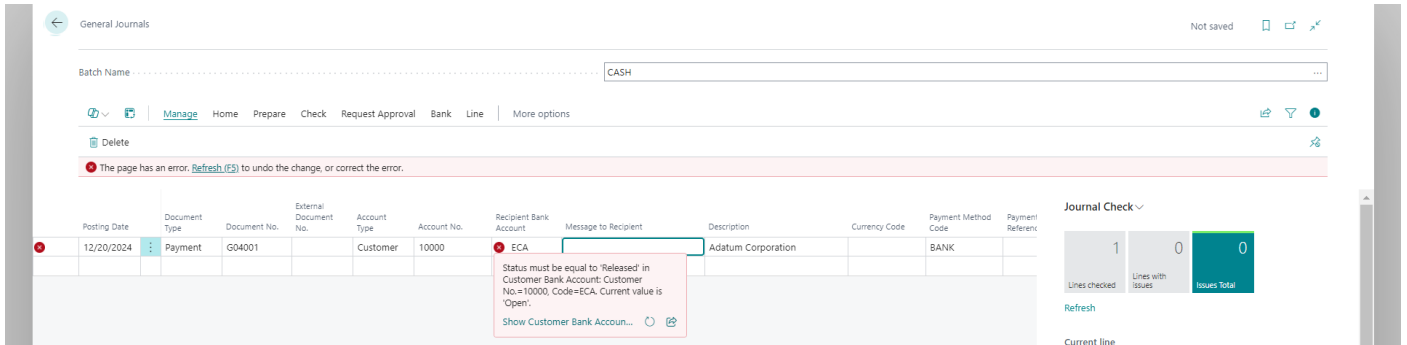
Open Record Approve Reject Delegate Comments View More options

To Approve	Details	Comment	Sender ID	Approval Due Date ↑	Amount	Amount (LCY)	Currency Code
Customer Bank Account Card ECA	Customer Bank Account: 10000,ECA		M.MEDDAH	12/20/2024	0.00	0.00	

Figure 6 Approve Customer Bank Account (Requests to Approve)

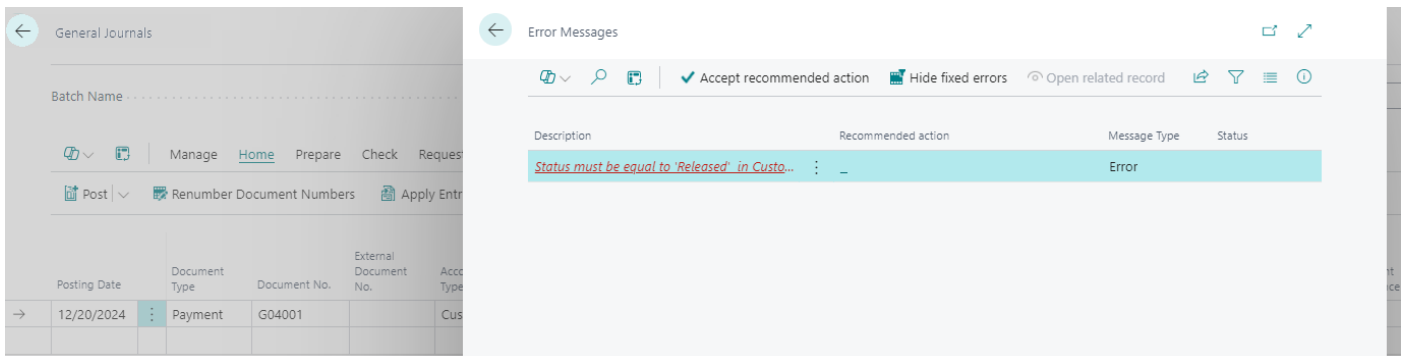
V. Journal Restrictions

"**Journal Restrictions**" refer to the limitations placed on the Journal to prevent the use of unapproved customer bank accounts. These restrictions ensure that only approved customer bank accounts can be used in the Payment Journal, thereby maintaining the accuracy and integrity of the financial information.



The screenshot shows the 'General Journals' interface. At the top, there is a 'Batch Name' field containing 'CASH'. Below this, a navigation bar includes 'Manage', 'Home', 'Prepare', 'Check', 'Request Approval', 'Bank', 'Line', and 'More options'. A red error message states: 'The page has an error. Refresh (F5) to undo the change, or correct the error.' Below the error message is a table with columns: Posting Date, Document Type, Document No., External Document No., Account Type, Account No., Recipient Bank Account, Message to Recipient, Description, Currency Code, Payment Method Code, and Payment Reference. The table contains one row with the following data: Posting Date: 12/20/2024, Document Type: Payment, Document No.: G04001, External Document No.: (blank), Account Type: Customer, Account No.: 10000, Recipient Bank Account: ECA, Message to Recipient: (blank), Description: Adatum Corporation, Currency Code: (blank), Payment Method Code: BANK, Payment Reference: (blank). A tooltip is displayed over the 'ECA' value in the 'Recipient Bank Account' column, containing the text: 'Status must be equal to 'Released' in Customer Bank Account: Customer No.=10000, Code=ECA, Current value is 'Open'. Show Customer Bank Account...'. To the right of the table is a 'Journal Check' summary showing 1 line checked, 0 lines with issues, and 0 issues total. A 'Refresh' button is located below the summary.

Figure 7 Journal Restrictions – On Selecting



The screenshot shows the 'General Journals' interface with the 'Error Messages' pane open. The 'Error Messages' pane has a navigation bar with 'Accept recommended action', 'Hide fixed errors', and 'Open related record'. Below this is a table with columns: Description, Recommended action, Message Type, and Status. The table contains one row with the following data: Description: 'Status must be equal to 'Released' in Custo...', Recommended action: (blank), Message Type: Error, Status: (blank). The background shows the 'General Journals' interface with the 'Batch Name' field containing 'CASH' and the 'Home' button selected in the navigation bar. The table below the navigation bar shows the same data as in Figure 7.

Figure 8 Journal Restrictions - On Posting