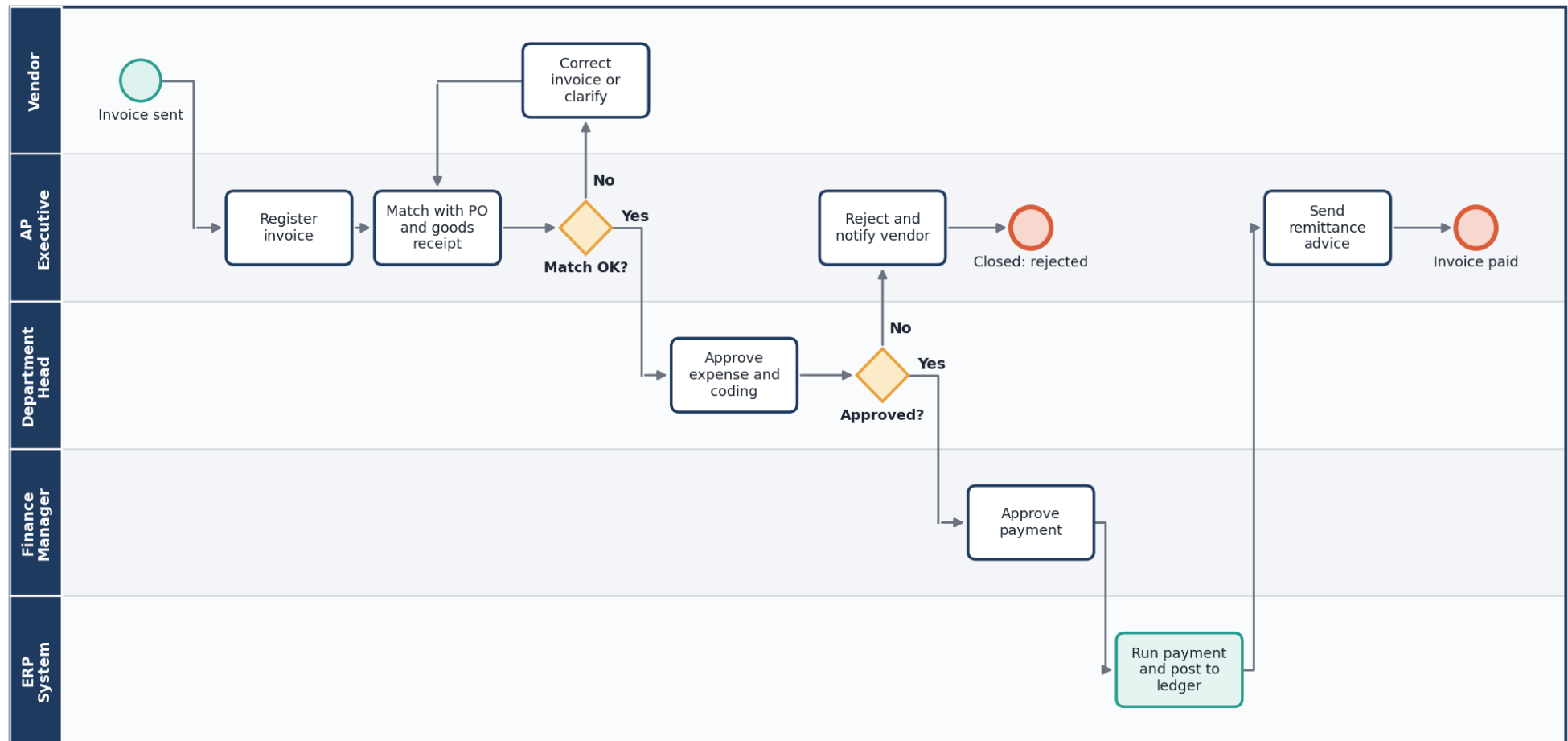


Business Process Mapping | SOP + BPMN Workflow Design

Example process: vendor invoice to payment. Swimlane map first, then the written SOP. Fictional sample process.



Legend: white box = manual task, green box = system task, amber diamond = decision, green circle = start, red circle = end. The BPMN 2.0 file in this folder opens in any BPMN editor.

SOP: Vendor invoice to payment

Version 1.0 (sample) | Owner: Finance Manager | Review: every 12 months

1. Purpose and scope

To make sure every vendor invoice is checked, approved and paid accurately and on time. Applies to all purchase invoices for goods and services under an approved purchase order.

2. Roles (RACI)

Step	AP Executive	Dept Head	Finance Manager	ERP / System
Register invoice	R	I	-	A
Match with PO and receipt	R	C	A	S
Approve expense and coding	C	R / A	I	-
Approve payment	I	I	R / A	-
Run payment and post	C	-	A	R (system)
Send remittance advice	R / A	-	I	S

R = does the work, A = accountable, C = consulted, I = informed, S = system support

3. Procedure

#	Step	Who	What happens	Control
1	Register invoice	AP Executive	Record invoice number, date, vendor, amount and PO reference on receipt	Duplicate-invoice check on vendor and number
2	Match	AP Executive	Compare invoice with purchase order and goods receipt for quantity, rate and tax	Tolerance set by policy; differences cannot be skipped
3	Resolve differences	AP Executive and Vendor	Ask the vendor or department to correct or clarify, then match again	Query logged with date and reason
4	Approve expense	Department Head	Confirm the expense is valid and coded to the right account and cost centre	Approver cannot be the person who raised the PO
5	Approve payment	Finance Manager	Review the approved invoice and release for the payment run	Approval limits by amount
6	Pay and post	ERP System	Payment run executed and entries posted to the ledger	Payment file reviewed before release
7	Remit	AP Executive	Send remittance advice to the vendor and file the invoice pack	Invoice pack complete and filed

4. Exceptions

- Invoice without a purchase order: return to the requester for a PO or a documented exception approval.
- Rejected invoice: notify the vendor with the reason and close the entry as rejected.
- Disputed amount: pay the undisputed portion only if the policy allows it, and log the dispute.
- Vendor bank details change: verify with the vendor through a known contact before any payment.

5. Controls summary

- Segregation of duties: the person who registers, approves and pays are different.
- Three-way match before approval.
- Duplicate detection on vendor and invoice number.
- Approval limits by amount.
- Audit trail: who did what and when is recorded for every invoice.

6. Measures (to be tracked monthly)

Measure	Definition	Target
Invoice cycle time	Days from receipt to payment	Set by management
First-time match rate	Invoices matched without a query	Set by management
Early or on-time payment	Invoices paid by due date	Set by management
Duplicate or wrong payments	Count per month	Zero

Fictional sample process created only to demonstrate the approach. No real company information is shown.