

Business requirements: Invoice Desk

Example document. The company, people and numbers are fictional demo data.

Project name: Invoice Desk

Date: 26 October 2026

1. The problem

Accounts payable checks every supplier invoice against its purchase order by hand in Excel. About one invoice in twenty is paid at the wrong amount, and we only find out at month end. We want every invoice matched to its purchase order automatically, and any difference held before payment.

2. Who uses it

- 4 accounts payable clerks register and check invoices.
- 2 finance managers approve or reject invoices that are on hold.
- 1 finance controller wants a simple view of what is held and why.

3. Systems

- Power Apps: a canvas app for registering invoices and working the hold queue.
- Dataverse: invoices and purchase orders. Purchase orders already sit in a Dataverse table, refreshed every night.
- Power Automate: a cloud flow that does the matching and the hold.
- Outlook notifications to finance managers. No D365 F&O, no Power BI for now.

4. Data

- About 1,200 supplier invoices a month from about 300 suppliers.
- About 2,500 open purchase orders at any time.
- One invoice usually matches one purchase order. The invoice PDF is attached to the record.

5. Must-haves

- Register an invoice in the app: supplier, PO number, amount, invoice date and the PDF.
- The flow matches each invoice to its purchase order and sets one of three results: matched (within a 1% tolerance), over tolerance, or unknown PO. The reason is shown on the invoice.
- Over tolerance and unknown PO invoices go on hold. They cannot be released for payment until a finance manager approves or rejects them, with a comment.
- Clerks see their own invoices; finance managers see every invoice on hold, oldest first.
- A short guide for the clerks and managers.

6. Deadline

Working in our test environment within four weeks, and live in production before the quarter close on 31 January.