

Workflow Documentation Template

The blank template with all 13 sections, plus a filled-in example for a vendor invoice approval at a fictional distributor.

HOW TO USE THIS TEMPLATE

Part 1 is the blank template. Fill each line with your own workflow. Sections 10 to 13 are optional. Part 2 shows the same template filled in for a fictional vendor invoice approval. Its durations and SLAs are illustrative, not benchmarks.

Part 1: Blank template

1. Workflow overview

Workflow name	
Department	
Workflow owner	
Last updated	

2. Purpose and outcome

Why this workflow exists	
A completed run produces	

3. Trigger, frequency and boundaries

Trigger	
Frequency	
Starts at	
Ends at	

4. Participants and roles (each role is a swimlane)

ROLE OR TEAM	RESPONSIBLE FOR

5. Workflow steps

STEP	OWNER	ACTION	INPUT	OUTPUT	SYSTEM	TARGET DURATION

6. Handoffs

FROM ROLE	TO ROLE	WHAT IS PASSED	HOW / SYSTEM	EXPECTED TIMING

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7. Decision points, dependencies and exceptions

Decision: [Question] → If yes / If no	
Depends on	
Exception → Handling	

8. Approvals

STEP	APPROVER	ORDER	APPROVAL SLA	ESCALATION CONTACT IF NO RESPONSE

9. Tools and systems

Software	
Documents	
Access needed	

10. Workflow diagram or swimlane OPTIONAL

Link to or paste the lane view

11. Metrics

OPTIONAL

Cycle time

Error rate

Completion

12. Bottlenecks and fixes

OPTIONAL

BOTTLENECK	FIX

13. Related documents and change history

OPTIONAL

Related SOPs

VERSION	DATE	WHAT CHANGED

Part 2: Filled-in example, vendor invoice approval

1. Workflow Overview

Workflow name	Vendor invoice approval
Department	Finance
Workflow owner	Dana Reyes, AP manager
Last updated	September 15, 2026

2. Purpose and Outcome

Why this workflow exists	Pay only for approved goods received.
A completed run produces	An invoice queued for payment.

3. Trigger, Frequency and Boundaries

Trigger	A vendor invoice reaches the AP inbox
Frequency	About 40 a week
Starts at	Invoice receipt in the AP inbox
Ends at	Payment scheduling

4. Participants and Roles

Each role is a swimlane in section 10.

ROLE OR TEAM	RESPONSIBLE FOR
AP clerk	Matching each invoice to its PO and goods receipt, and scheduling payment
Budget owner	Confirming the spend against budget
Finance controller	Approving invoices over \$10,000

5. Workflow Steps

STEP	OWNER	ACTION	INPUT	OUTPUT	SYSTEM	TARGET DURATION
1	AP clerk	Match invoice to PO and goods receipt	Invoice, PO and receipt	Matched invoice	ERP	1 business day
2	Budget owner	Confirm the spend against budget	Matched invoice	Coded invoice	ERP approval queue	2 business days
3	Finance controller	Approve invoices over \$10,000	Coded invoice	Approved invoice	ERP	1 business day
4	AP clerk	Schedule payment for Friday's run	Approved invoice	Invoice queued for payment	ERP	Same day

6. Handoffs

FROM ROLE	TO ROLE	WHAT IS PASSED	HOW / SYSTEM	EXPECTED TIMING
AP clerk	Budget owner	Matched invoice	ERP queue	Within 1 business day
Budget owner	Finance controller	Coded invoice	ERP queue	Within 2 business days
Final approver	AP clerk	Approved invoice	ERP queue	Same day

7. Decision Points, Dependencies and Exceptions

Decision	Invoice matches the PO? If yes: step 2. If no: return to vendor.
Decision	Over \$10,000? If yes: step 3. If no: step 4.
Depends on	PO and goods receipt
Exception	Bank-detail change request
Handling	AP clerk phones the number on file.

8. Approvals

STEP	APPROVER	ORDER	APPROVAL SLA	ESCALATION CONTACT IF NO RESPONSE
2	Budget owner	1st	2 business days	Dana Reyes, then the CFO
3	Finance controller	2nd	1 business day	Dana Reyes, then the CFO

9. Tools and Systems

Software	ERP, AP inbox
Documents	Vendor master file, approval matrix
Access needed	An ERP login for each role

10. Workflow Diagram or Swimlane OPTIONAL

Three lanes, one per role.

LANE	STEPS IN THIS LANE
AP clerk	1. Match invoice to PO and goods receipt → 4. Schedule payment for Friday's run
Budget owner	2. Confirm the spend against budget

LANE	STEPS IN THIS LANE
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Finance controller 3. Approve invoices over \$10,000

11. Metrics OPTIONAL

Cycle time	Under 5 business days
Error rate	Zero duplicate payments
Completion	

12. Bottlenecks and Fixes OPTIONAL

BOTTLENECK	FIX
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Budget owners who travel stall approvals Each one names a delegate

13. Related Documents and Change History OPTIONAL

Related SOPs:

VERSION	DATE	WHAT CHANGED
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v1.2 September 15, 2026 Added the bank-detail phone check