V1

Exchequer Integration

DbCapture Client Crib Sheet – OnHold Reasons

OCR for Exchequer Release 1.5

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Contents

What is an On Hold Reason and how do I use it?

During the day to day usage of the software, some documents may require a degree of workflow to be properly processed.

This might be to reject the Invoice back to the supplier, split a multipage document or move it to a different Profile.

The following describes the behavior of each On Hold reason in the standard. To put a document on hold, open it in the DbCapture client and click the On Hold button. Make your selection, then click OK. The document will then be moved to the On Hold queue with a status of the reason you selected.

What do does each one do?

Depending on the DbCapture profile (POP or NONPOP) depends on which On Hold reasons are available.

Using the following pages as applicable, you can see which On Hold reason performs which function.

NONPOP Purchase Invoice DbCapture Profile

- **Document Incomplete**
  - An email is sent to the supplier with the document attached instructing them to resend it completed.*

- **Document is not an Invoice**
  - An email is sent to the AP Department (email address designated during setup) with the document attached informing them it is not an invoice. Documents in this state will be automatically purged periodically.

- **Duplicate Invoice**
  - An email is sent to the AP Department (email address designated during setup) with the document attached informing them the Invoice is a duplicate and to take relevant action.

- **Future Dated**
  - An email is sent to the AP Department (email address designated during setup) with the document attached informing them the Invoice is dated in the future. When the date is met, the system will automatically move it back to the queue for processing.

- **Multi Document PDF**
  - If a PDF has been imported that contains multiple documents, it needs to be split in to individual ones so they can be processed. An email is sent to the user with the document attached instructing them to scan it in, splitting it accordingly.

- **Send to POP Profile**
  - Assuming a document has been scanned / PDF imported to the incorrect DbCapture Profile, this will move the document to the alternate one. If from a scan, the user is emailed the document as an attachment as a tiff and instructed to rescan it. If from a PDF, the document is automatically moved with no further action required by the user.

- **Supplier not setup in Exchequer**
  - An email is sent to the AP Department (email address designated during setup) with the document attached instructing them to setup the supplier in Exchequer, only then can the document be processed.

*An email is also sent to the user who put it on hold to inform them this has happened.

POP Purchase Invoice DbCapture Profile

- **Document Incomplete**
  - An email is sent to the supplier with the document attached instructing them to resend it completed.*

- **Document is not an Invoice**
  - An email is sent to the AP Department (email address designated during setup) with the document attached informing them it is not an invoice. Documents in this state will be automatically purged periodically.

- **Duplicate Invoice**
  - An email is sent to the AP Department (email address designated during setup) with the document attached informing them the Invoice is a duplicate and to take relevant action.

- **Future Dated**
  - An email is sent to the AP Department (email address designated during setup) with the document attached informing them the Invoice is dated in the future. When the date is met, the system will automatically move it back to the queue for processing.

- **Invoice totals do not match PO – Reject to Supplier**
  - An email is sent to the supplier with the document attached instructing them to resend it corrected*

- **Invoice totals do not match PO – Reject to User**
  - An email is sent to the user who generated the PO, the document attached instructing them to correct it.

- **Multi Document PDF**
  - If a PDF has been imported that contains multiple documents, it needs to be split in to individual ones so they can be processed. An email is sent to the user with the document attached instructing them to scan it in, splitting it accordingly.

- **No PO – Reject to Supplier**
  - An email is sent to the supplier with the document attached instructing them to resend it including the PO reference.*

- **No PO – Reject to User**
  - An email is sent to the AP Department (email address designated during setup) with the document attached instructing them to review the document so the PO can be identified by the user.

- **PO not receipted – Reject to User**
  - Assuming orders are receipted, an email is sent to the AP Department (email address designated during setup) with the document attached instructing them to review the document so the PO can be receipted.

- **Send to NONPOP / POP Profile**
  - Assuming a document has been scanned / PDF imported to the incorrect DbCapture Profile, this will move the document to the alternate one. If from a scan, the user is emailed the document as an attachment as a tiff and instructed to rescan it. If from a PDF, the document is automatically moved with no further action required by the user.

- **Supplier not setup in Exchequer**
  - An email is sent to the AP Department (email address designated during setup) with the document attached instructing them to setup the supplier in Exchequer, only then can the document be processed.

*An email is also sent to the user who put it on hold to inform them this has happened.