V1 Document Management

Invoice Automation for Microsoft Dynamics NAV

Crib Sheet – DbCapture – OnHold Reasons

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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 AP Department, 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 – Reject to AP Department**
  - An email is sent to the AP Department (email address designated during setup) with the document attached and a link to view it instructing them to resend review it completed.
- **Document is not an Invoice – Reject to the AP Department**
  - An email is sent to the AP Department (email address designated during setup) with the document attached and a link to view it instructing them to review and delete it as necessary.
- **Duplicate Invoice – Reject to the AP Department**
  - An email is sent to the AP Department (email address designated during setup) with the document attached and a link to view it informing them the Invoice is a duplicate and to take relevant action.
- **Future Dated – Hold and Email AP Department**
  - An email is sent to the AP Department (email address designated during setup) with the document attached and a link to view it 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.
- **Multiple Documents – Email me for Separation**
  - If an image 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 and a link to view it instructing them to re-scan it in, splitting it accordingly.
- **Vendor not set up in Accounts Package – Reject to AP Department**
  - An email is sent to the AP Department (email address designated during setup) with the document attached and a link to view it instructing them to setup the Vendor in Microsoft NAV, only then can the document be properly processed.
- **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.

POP Purchase Invoice DbCapture Profile

In addition to the OnHold reasons present in the NONPOP Profile, the POP Profiles also features the following which are specific to Order / Receipt processing:

- **No PO – Reject to AP Department**
  - An email is sent to the AP Department (email address designated during setup) with the document attached and a link to view it informing them the Invoice totals to not match the Purchase Order and to take relevant action.
- **No PO – Reject to AP Department**
  - An email is sent to the AP Department (email address designated during setup) with the document attached and a link to view it informing them no Purchase Order has been found and to take relevant action.
- **PO not Receipted – Reject to AP Department**
  - An email is sent to the AP Department (email address designated during setup) with the document attached and a link to view it informing them the Purchase Order found has no receipt and to take relevant action.
- **Send to NONPOP 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.

*The action of sending the associated email to the AP Department also sends an email to the user who put it on hold to inform them this has happened.