V1 Document Management

PIA for Sage X3

Purchase Invoice Automation

OnHold Reasons

Updated - 21 March 2018

Contents

What is an OnHold Reason?

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.

Assumptions:

- ▶ The Server / Client Installation and Implementation steps have been fully completed
- ▶ DbLogin users have been added and given access to PIA and the Sage Endpoints they want access to.
- ▶ DbLogin users have email addresses that match the equivalent user in Sage X3
- ▶ The APDEPT DbLogin user has been assigned an email address to the department / individual chosen to receive notifications via email
- ▶ The ITDEPT DbLogin user has been assigned an email address to the department / individual chosen to receive notifications via email

What is an OnHold Code?

As well as a plain English description of what action is to be taken against a document, a code can be added to decide what else happens to it, namely, to be archived in the EDM database and/or emailed to a DbLogin user to inform them of the activity.
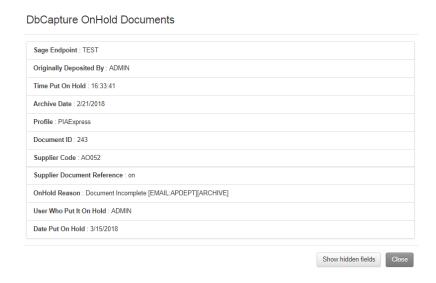
The standard adds these codes to all OnHold reasons.

Supported codes are:

[ARCHIVE]

Adding [ARCHIVE] to the OnHold reason means when put on hold, the document is added to the DbCapture OnHold Documents EDM table.

Doing this means none PIA users can view any documents that have been put on hold, who when and why in SmartRetrieve.

[EMAIL:<DBLOGIN USER>]

Adding [EMAIL:APDEPT] to the OnHold reason means when put on hold, the document is emailed to the DbLogin user specified in the code, this example is the APDEPT for instance.

How do I administrate the OnHold Reasons?

Adding OnHold reasons beyond archiving and emailing to do other tasks will require minor changes to the scripting files on the V1 Server.

Please raise this as an [enhancement via the portal](#) and it will be reviewed by our professional services team.

If however you wish to change the behavior of the existing codes:

- ▶ Open the DbLogin Admin Console and login as administrator / administrator
- ▶ Click the DbCapture Profile Manager at the top of the screen (cog icon with a pencil)
- ▶ Double click on [PIA] Express
- ▶ Click on Reason Messages
- ▶ Click on the message you with to change and click Edit
- ▶ Alter / remove / add codes as appropriate

What are the standard OnHold Reasons?

▶ **Document Incomplete [EMAIL:APDEPT][ARCHIVE]**

The Invoice / Credit lacks sufficient data to process.
The Supplier can be informed to then send a more complete document.

▶ **Document is not an Invoice [EMAIL:APDEPT][ARCHIVE]**

The document isn't a valid document. You are advised to delete these examples.

▶ **Duplicate Invoice [EMAIL:APDEPT][ARCHIVE]**

Duplicates are detected based on the Supplier Document Reference during validation.
You are advised to delete these examples.

▶ **Future Dated [EMAIL:APDEPT][ARCHIVE]**

When the date is met, these documents will automatically be moved back to the 'To be
checked' queue for the Sage Endpoint they originated.

▶ **Multiple Documents [EMAIL:APDEPT]**

The stitched document is attached to the email sent which can then be re-imported into
DbScanner, split and reimported in to PIA.

▶ **Supplier not set up in Sage [EMAIL:APDEPT][ARCHIVE]**

If a document has required manually intervention to identify the Supplier, you're always
advised to add the VAT number (GB Invoices as an example)

▶ **No Purchase Order [EMAIL:APDEPT][ARCHIVE]**

If a document has referenced an Order number which isn't found.

▶ **No Purchase Receipt [EMAIL:APDEPT][ARCHIVE]**

If a document has referenced a Receipt number which isn't found.

▶ **Invoice Totals Incorrect [EMAIL:APDEPT][ARCHIVE]**

If the document totals do not add up correctly.

▶ **Lookups Not Responding [EMAIL:ITDEPT][ARCHIVE]**

If the response from Sage has been compromised, inform the ITDEPT to investigate.