

DocuWare for Invoice Processing

Frequently Asked Questions

DocuWare has developed a solution for invoice processing based on our vast experience of building Accounts Payable solutions over the past 30 years. The preconfigured cloud solution handles the entire invoice process, automatically and digitally; eliminating paper and removing manual, error-prone data entry. From data capture to approval to collecting transactional data available for downloading into your accounting system.

What exactly does DocuWare's solution for invoice processing do?

In a nutshell, our preconfigured solution is used by accounts payable departments and by invoice approvers to automate the accounts payable process, with a focus on these key steps:

- **Capturing** invoices from a scanner, MFP, email, or drag-n-drop from desktop
- **Validating** invoices based on your defined business processes and rules
- **Reviewing** invoices, GL coding, and approval process
- **Approving** invoices by your organization's stakeholders from any device at any time

How are AP invoices captured in the solution?

Invoices are quickly and easily captured into DocuWare from a network connected scanner, multifunctional printer (MFP), directly from your email, or drag-n-drop from a desktop. DocuWare can capture invoices from different types of sources (e.g. PDF, TIFF, JPEG and other graphical formats including text-based formats such as email).

How are the AP invoices validated?

DocuWare Intelligent Indexing (a machine-learning technology) automatically captures the predefined data fields from an invoice that are required for processing (including Vendor Name, ID, Invoice Number, Sub-Total, Tax, Freight and Total Amount).

These captured data fields can be customized based on your organization. With a library of over five million documents from various vendors all over the world, DocuWare recognizes over 80% of all invoices correctly – typically in less than a minute.

When invoices are not recognized in the solution, our One Click Indexing function provides users an easy way to capture missing data fields by simply highlighting the correct information and the system will automatically recognizes the data fields on future invoices. This takes only seconds.

The preconfigured workflow automatically checks for duplicate invoices and determines if the vendor is an approved vendor. If no vendor exists, the solution initiates an automated vendor onboarding process. These checks help eliminate fraudulent invoices and vendors.

How are the AP invoices assigned and approved in the solution?

Invoices can be assigned for approval by any of the following methods:

- a. QuickMatch (fully automated):** Vendor invoices you receive that are fixed or repetitive can be identified for QuickMatch. A QuickMatch vendor is set up with a predefined dollar limit in the vendor master record. If the invoice falls under the QuickMatch threshold the invoice will go directly to the completion process without any manual intervention.
- b. 3-Way Match (fully automated):** The required documents are a purchase order (PO), packing slip, and invoice. This process will match the invoice total with remaining open PO amount, and if there is a match the invoice will go directly to the completion process.
- c. Requestor and Cost Center Approval:** For invoices that fall outside the automated process, DocuWare provides three approval options to suit your business needs.
 - 1. No Approval:** Once invoice details are checked, send it directly to the completion process without any additional approvals.
 - 2. Requestor Approval:** The invoice is assigned to a specific person for approval.
 - 3. Multi-level Approval:** The invoice is assigned to one or more cost centers with the ability to divide the invoice amount among the different cost centers.

DocuWare kicks off a workflow to notify the assigned approvers who will see the pending invoice in their task list. The task's due date will align to the due date of the invoice; if a task is not completed in time, DocuWare forwards the task to a substitute delegated approver. DocuWare stores every user's authorization level and approval limits in addition to the user's delegated approver and the user's manager.

Can invoice data be exported for posting into an accounting system?

Yes. The DocuWare workflow collects transactional data throughout the process. Once invoice processing is completed, the data is available for download to be consumed by your accounting system.

Can the solution help with audit preparation and response?

DocuWare's invoice processing solution is a great tool to help you prepare material and respond to audits in an efficient and complete manner. All invoices are searchable in a few clicks and easy for auditors to use and findable by vendors, amounts, dates or whatever other data is needed. And if you have integrated with your financial application, invoices can be accessed directly from there as well.

Who would use the solution on a day-to-day basis?

DocuWare has over 12,000 customers globally. Of those, more than half use DocuWare for different functions in finance – accounts payables, accounts receivables, employee records, contract management, and more.

For processes like invoice processing within accounts payables, DocuWare is used by Accounts Payable Specialists, Senior Accounts Payable Specialist, Accounts Payable Managers, as well as Directors of Finance and CFO for day-to-day operations. These staff members ensure processes run smoothly, and handle exceptions that fall outside automated workflow. Managers with approval rights would also use DocuWare regularly. Their responsibility is to review and approve, which typically takes seconds.

Often, Chief Financial Officers (CFOs) will use DocuWare to approve key invoices, review important documents, or examine process efficiency. Depending on the size and setup of your organization, this may or may not be day-to-day.

How many users and documents does the solution support?

DocuWare's solution for invoice processing uses DocuWare Cloud as its platform, but provides preconfigured workflows, profiles and settings to simplify deployment and get your team up and running quickly:

- **Cloud Base:** Includes 4 named client users with 20 GB storage
- **Cloud Professional:** Includes 15 named client users with 50 GB storage
- **Cloud Enterprise:** Includes 40 named client users with 100 GB storage
- **Cloud Large Enterprise:** Includes 100 named client users with 250 GB storage

For any plan, you can scale upward with additional users or storage.

Do I need to buy every feature, or can I just buy what I need?

Any tier of DocuWare Cloud, which is the foundation of our invoice processing solution, comes with every feature and capability unlocked and available on day one. Unlike competitors, DocuWare does not base pricing on features. This enables you to grow and configure DocuWare in a way that supports your unique organization and not worry about "does it have this" or "does it have that".

The invoice processing solution is deployed with all workflows ready to use. However, you only need to use what you need at first and adapt as you grow.

How long does it take to get up and running?

DocuWare's preconfigured solution for invoice processing can be deployed in days, depending on the complexity of your implementation, including user training.

We have a Statement of Work that defines the simple implementation steps.

Installation and training is done remotely, ensuring minimal disruption of your operations while increasing your AP department's efficiency and productivity in days. Users access the DocuWare system with any standard web-based browser – just log on and go. We provide your users (typically a non-technical system administrator) with the ability to change users, roles or other non-workflow related fields.

Does DocuWare integrate with other systems?

Yes. If you're running SAGE, QuickBooks or other financial software, integration is possible. DocuWare has successfully integrated with over 500 unique applications across 12,000 customers in 90 countries. We offer robust integration methodologies, from point-and-click simple to deep API-based integration. There are also dedicated connectors for SAP, Outlook and more available.

The invoice processing solution collects transactional data throughout the process. Once invoice processing is completed, this data is available for download to be used as input to your accounting systems.



DocuWare Corporation

4 Crotty Lane, Suite 200 | New Windsor, NY 12553 | United States

Office: +1 (845) 563-9045 | Toll-Free: +1 (888) 565-5907

dwsales@docuware.com