Kofax MarkView

Features Guide for Oracle E-Business Suite

Version: 10.5.0

Date: 2023-12-01

KOFAX

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Table of Contents

Preface

This guide gives an overview of MarkView features and options. This guide includes information about how features impact the workflow, the interaction amongst features and products, the touch points with the Enterprise Resource Planning (ERP) system, and how the product features address business problems.

Use this guide to become familiar with product features. This information can help you decide which features are important to the business challenges that you face and which features best suit your company's needs.

Who should read this guide

Customers and prospective customers who are planning to implement MarkView products should read this guide, including those who fill the following roles:

- Financial managers
- Accounts Payable professionals who help decide invoice processing workflows

Document conventions

This guide refers to Oracle and the Oracle E-Business Suite as the "ERP" or "ERP system."

Related documentation

The documentation set for Kofax MarkView is available online:[1]

https://docshield.kofax.com/Portal/Products/MarkView/10.5.0-yw2qf8m7r6/MarkView.htm

In addition to this guide, the documentation set includes the following items:

1 You must be connected to the Internet to access the full documentation set online. If the security policy for your organization requires offline access (without an Internet connection), see the Installation Guide.

Kofax MarkView Planning Guide

Use this guide to learn about the prerequisites for implementing MarkView products. This guide includes system information, such as the protocols required for communication between servers, hardware and software prerequisites, and minimum RAM requirements.

Use this guide in conjunction with the *Kofax MarkView Technical Specifications* document on the Kofax MarkView Product Documentation site to prepare a site for product installation.

Kofax MarkView Installation Worksheet

Use this worksheet to collect and record the information you need to install or upgrade MarkView products.

Kofax MarkView Installation Guide

Use this guide in conjunction with the *Kofax MarkView Installation Worksheet* to install and configure MarkView products and to configure third-party products that integrate with MarkView.

Kofax MarkView Upgrade Guide

Use this guide in conjunction with the *Kofax MarkView Installation Worksheet* to upgrade and configure MarkView products.

Kofax MarkView Integration Guide

Use this guide in conjunction with the *Kofax MarkView Technical Specifications* document on the Kofax MarkView Product Documentation site to learn about the prerequisites for implementing Kofax products and preparing a site for product installation.

Kofax MarkView Reintegration Guide for Upgrades to Oracle E-Business Suite R12 or 12.2

Use this guide to reintegrate MarkView after an upgrade to Oracle E-Business Suite R12 or 12.2.

Kofax MarkView Administrator's Guide, Volume 1

Use this guide to administer the MarkView system. This guide describes how to configure and maintain the applications, solutions, and users that make up the MarkView Suite. The guide also describes how MarkView influences the administration of other servers and software that interface with MarkView applications.

The MarkView Administrator should be well-versed in database administration, application server setup, tuning and maintenance, or should know where to get such information. The administrator's guide does not replicate this information, but conveys MarkView product-specific information.

Kofax MarkView Administrator's Guide, Volume 2

Use this guide to maintain MarkView components that are administered outside of the MarkView interface. This guide includes advanced administrative tasks and describes MarkView custom packages and join points.

Kofax MarkView Release Notes

Use this document to learn what is new with the latest MarkView release, identify outstanding defects and workaround solutions where applicable, and learn which defects the release fixes.

Kofax MarkView Technical Specifications
Use this document to learn about supported operating systems and other system requirements.

Getting help with Kofax products

The Kofax Knowledge Portal repository contains articles that are updated on a regular basis to keep you informed about Kofax products. We encourage you to use the Knowledge Portal to obtain answers to your product questions.

To access the Kofax Knowledge Portal, go to https://knowledge.kofax.com.

The Kofax Knowledge Portal is optimized for use with Google Chrome, Mozilla Firefox, or Microsoft Edge.

The Kofax Knowledge Portal provides:

- Powerful search capabilities to help you quickly locate the information you need.

  Type your search terms or phrase into the **Search** box, and then click the search icon.
- Product information, configuration details and documentation, including release news.

  To locate articles, go to the Knowledge Portal home page and select the applicable Solution Family for your product, or click the View All Products button.

From the Knowledge Portal home page, you can:

- Access the Kofax Community (for all customers).

  On the Resources menu, click the **Community** link.
- Access the Kofax Customer Portal (for eligible customers).

  Go to the Support Portal Information page and click **Log in to the Customer Portal**.
- Access the Kofax Partner Portal (for eligible partners).

  Go to the Support Portal Information page and click **Log in to the Partner Portal**.
- Access Kofax support commitments, lifecycle policies, electronic fulfillment details, and self-service tools.

  Go to the Support Details page and select the appropriate article.

Chapter 1

Product highlights

About Kofax MarkView features

Kofax MarkView comprises MarkView for Accounts Payable, MarkView for Expense Management, and MarkView Document Library. The Kofax MarkView Financial Suite of products lets your company save electronic versions of invoices, back-up documents, and supplier documents in a database for easy retrieval.

With the Kofax MarkView solution, your employees can capture invoice images from multiple sources through Kofax Capture and move those electronic images into MarkView workflows for processing. Using electronic images eliminates the time that paperwork spends in paper mailing systems.

MarkView further streamlines core financial processes by:

- Storing metadata for captured images in a database that associates the image with the Oracle record.
- Enforcing best practices for your financial process using MarkView workflows. MarkView workflows allow your employees to access captured images at the appropriate stages and facilitate actions such as entry, approval, review, QA review, and audit.
- Allowing employees who do not use the Enterprise Resource Planning (ERP) system (such as Oracle E-Business Suite) directly to interact with and provide accounting data for invoices.
- Allowing all employees who use the ERP system to see an image of a document associated with a record in the ERP system alongside the structured Oracle data.
- Letting you configure MarkView by organization, allowing you fine-grained control over invoice processing.

MarkView includes the following features to help employees manage documents and the system:

- MarkView Viewer for seeing captured images.
- MarkView Working Folder or Web Inbox for processing invoices through workflows. This interface lets an employee view and interact with invoices assigned to them.
- Mobile access from supported devices to Web Inbox for Business Users. In the mobile application, Business Users can take actions on a document (approve, route for comment, and so forth) in much the same way as they can in MarkView Viewer accessed from a computer.
- Email notification that gives a user the convenience of viewing an attached invoice and approving or rejecting the invoice directly in the email. The action taken is recorded in the document history and includes the same data that is included if the user takes an action in the MarkView Working Folder or Web Inbox.

- Electronic notations called *annotations* for adding information to a captured image and *actions* for moving the invoice through the workflow.
- A best practices set of workflows for processing electronic images through the system, from capture through release-to-pay, in a way that is both efficient and secure.
- An Invoice Audit utility that lets an AP Manager batch-print invoices listed in a .csv file for auditing purposes. Details about using the utility appear in the *Kofax MarkView Administrator's Guide, Volume 1*.
- A Migration utility that lets your team migrate a MarkView production database to a non-production environment. Your team can use this environment to test new functionality, train new users, or reproduce issues that might occur in a production environment.

  The utility generates a SQL script that updates the MarkView URLs and design-time data on the non-production environment. Details about using the utility appear in an appendix in the *Kofax MarkView Installation Guide*.

About Kofax MarkView products

Kofax MarkView products include the following:

- Kofax MarkView for Accounts Payable: Integrates with and extends the functionality of the ERP system to provide an online method for submitting, approving, and reviewing AP invoices.
  - Tight integration with Kofax Capture and Kofax Transformation Modules: Helps to automate the invoice entry process by extracting invoice data from the submitted document.

    Using Kofax Transformation Modules with MarkView only supports the processing of invoices and credit memos.
  - MarkView Process Monitor: Gives your administrative team insight into the queues where invoices and expense reports are located.
  - MarkView Interactive Queries: Provides web-based reports for tracking key metrics in the combined MarkView and Oracle system.
- Kofax MarkView Expense Management: Integrates with and extends the functionality of Oracle Internet Expense (iExpense) to provide an online method for submitting, approving, and reviewing expense reports.
- Kofax MarkView Document Library: Provides a repository where your team can store a large volume of MarkView and non-MarkView documents (non-MarkView documents remain in their original file format). MarkView Document Library does not integrate with Oracle and is therefore independent of the ERP.

Add-on products for Kofax MarkView

The following add-on products work with Kofax MarkView for Accounts Payable to further streamline invoice processing:

- SupplierExpress: Lets your suppliers submit invoice PDFs and check the status of their invoices through a self-service web portal. This service reduces the cost of handling supplier inquiries and can also reduce the cost of handling invoices in AP. A supplier can submit an invoice with the header information, which can eliminate some AP invoice entry touch points.

- MarkView Self-Service Invoice (SSI): Lets employees create Non-PO Invoices through a browser-based interface. This can help a company that has decentralized offices and is subject to long invoice payment lead times due to the need to mail invoices to a central AP office.

The following add-on products work with MarkView for Accounts Payable and MarkView Expense Management:

- Kofax Import Connector (KIC): Lets you capture documents by email or fax and import them into Kofax Capture and then into Kofax MarkView.
- MarkView also supports integration with third-party document repositories, such as the IBM Content Server, Documentum Content Server, FileNet Content Manager, and Oracle WebCenter Content Server.

Kofax MarkView also supports Kofax Analytics for MarkView that produces a graphical business intelligence dashboard based on near real-time data collected during the batch processing workflow. Kofax Analytics for MarkView is an extension of Kofax MarkView that brings together data from the Oracle E-Business Suite system, MarkView, and Kofax Transformation Modules workflows to give you strategic information about your business activities.

About document images

MarkView stores captured document images on the MarkView Document Server. Once captured, the image file becomes a MarkView document. The entry process creates a permanent association between the MarkView document and the Oracle record.

MarkView supports the following TIFF formats:

- TIFF 6.0 Baseline
- TIFF 6.0 Extensions:
  - CCITT Bilevel Encoding
  - LZW Compression

About user authentication

MarkView Authentication feature lets the system validate the identity of users with associated passwords and prevent unauthorized access. The MarkView administrator can configure the levels of access permitted to users using groups, roles, responsibilities, and preferences.

Using Authentication Configuration menu item, the MarkView administrator can select and set up one of the supported authentication methods:

- Oracle E-Business Suite Authentication
- MarkView Internal Authentication
- Microsoft Active Directory
- Oracle Internet Directory
- General LDAP Server
- Custom Authentication

About Single Sign-On

Single Sign-On (SSO) is a third-party authentication source that authenticates users or verifies that a user is already logged in, then presents MarkView with the relevant user credentials. Typically when MarkView is integrated with a SSO provider, user credentials are passed into MarkView either by a HTTP Header/Cookie or by the Security Assertion Markup Language Standard (SAML).

MarkView supports the following SSO configurations:

- **Standard Cookie/Header SSO Configuration**: MarkView does not verify user credentials but uses the credentials provided by the SSO system.
- **Custom Cookie/Header SSO Configuration**: MarkView passes all HTTP request headers, cookies, and parameters to the custom PL/SQL code for the authentication.
- **SAML authentication via WebSSO profile**: Kofax recommends that you use SAML to enable SSO in MarkView.

About Automated User Setup and Synchronization

The Automated User Setup and Synchronization (AUSS) feature maps user Oracle Application Responsibilities or users in Active Directory to MarkView Profiles. The mapping provides MarkView users with privileges required for the tasks they perform in MarkView.

Using AUSS, the MarkView administrator leverages user information from the ERP system or Active Directory rather than recreating it in MarkView.

About workflows

A *workflow* is a system of business tasks represented by queues and business rules that move MarkView documents through the payment process. Queues are virtual containers for MarkView documents. Each workflow queue represents a different business status, for example:

- Awaiting entry
- Awaiting approval
- Approved
- In need of review

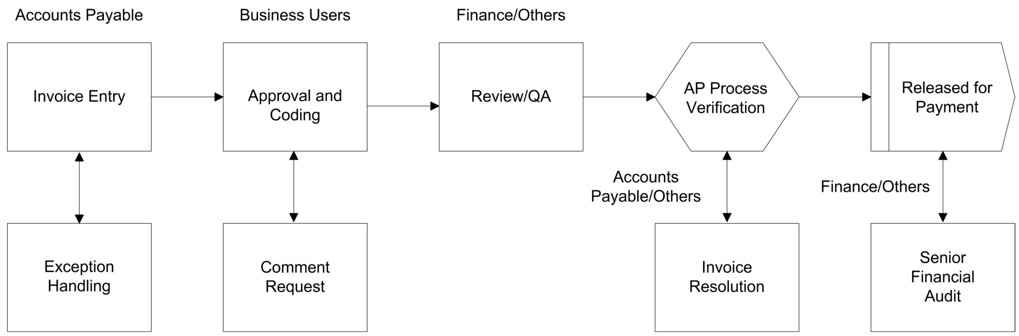
Rules determine when MarkView documents move to a queue and to which queue they move.

MarkView includes several preconfigured workflows. These workflows are available as part of MarkView for Accounts Payable and MarkView Expense Management, each of which is designed to address a specific business issue.

MarkView workflows can support your efforts to comply with the Sarbanes-Oxley Act, which requires careful monitoring of financial processes. The audit history that MarkView provides also gives Business Users key information with which to make decisions about invoice processing to further reduce errors.

Invoice and expense report processing also involves different employees who serve different functions within a company. The MarkView workflow routes invoices or expense reports to those employees. For example, MarkView Expense Management pauses the report moving through the Oracle workflow to allow a supervisor to approve expenses.

The following diagram shows a sample AP invoice workflow, which is comprised of queues, and identifies the employee or department responsible for acting on the invoice and moving it to the next phase of processing.



Sample AP Invoice workflow

Organizations

MarkView lets you control invoice processing and expense management on an organizational level. For example, your company might have an organization in the United States, another in the UK, and another in Asia. A single accounting office handling all invoices and expenses may need to keep the processing separate for each organization.

Each organization can have workflow rules different from those used by other organizations. For example, your UK operation may require that all invoices be entered prior to being returned to the supplier. Your US operation may not require that invoices be entered before being returned. You can configure MarkView to support both scenarios.

About best practices

Kofax provides recommendations about how to leverage MarkView features with your ERP system to derive the greatest benefit for your business. The defaults take into account your ERP setup, company size, organizational structure and business goals. This information, in combination with industry-standard Financial processes, helps to determine the best practices to implement in your AP workflows.

For example, a standard industry practice involves setting an approval limit for the total value of an invoice. If an invoice exceeds the limit, the practice identifies who, at a higher level in the hierarchy, has authority to approve the invoice amount.

You can configure MarkView to read approval limits from the Oracle Purchasing module, which retrieves the values that identify which invoices require additional approval. Or, you can set up approval hierarchies and limits in MarkView.

In MarkView workflows, invoices that require additional approval do not move to the next phase of processing until the invoice completes the approval step.

Establishing the appropriate hierarchy and leveraging the hierarchy for invoice approval is an example of a best practice.

Chapter 2

MarkView for Accounts Payable

The integration between MarkView for Accounts Payables and the ERP system can help free your company from the disadvantages of dealing with paper.

With MarkView, your company can minimize:

- The time lost while paper documents pass between approvers.
- The expenses associated with mailing and storing paper copies.
- The loss of document integrity as paper documents move between people and sites.
- The loss or misfiling of paper copies.
- Compliance issues for meeting corporate and industrial standards, such as Sarbanes-Oxley.

MarkView for Accounts Payable can also help you:

- To enforce standardized business rules.
- To take advantage of early payment discounts.
- To pay invoices on time to avoid late payment penalties.

MarkView notifies employees by email when they need to provide input or take action. These notifications eliminate the need for an employee to check MarkView manually, while helping to ensure that items do not stagnate in the system. The MarkView Administrator configures whether MarkView sends notifications daily or whenever a new work item needs an employee's attention.

Features

MarkView for Accounts Payable integrates with and extends the functionality of the ERP system. Together, MarkView and the ERP system streamline the processes associated with Oracle Payables and provide workflows for processing invoice and supplier documents.

With MarkView for Accounts Payable, your company can:

- Enforce security or regulatory restrictions.

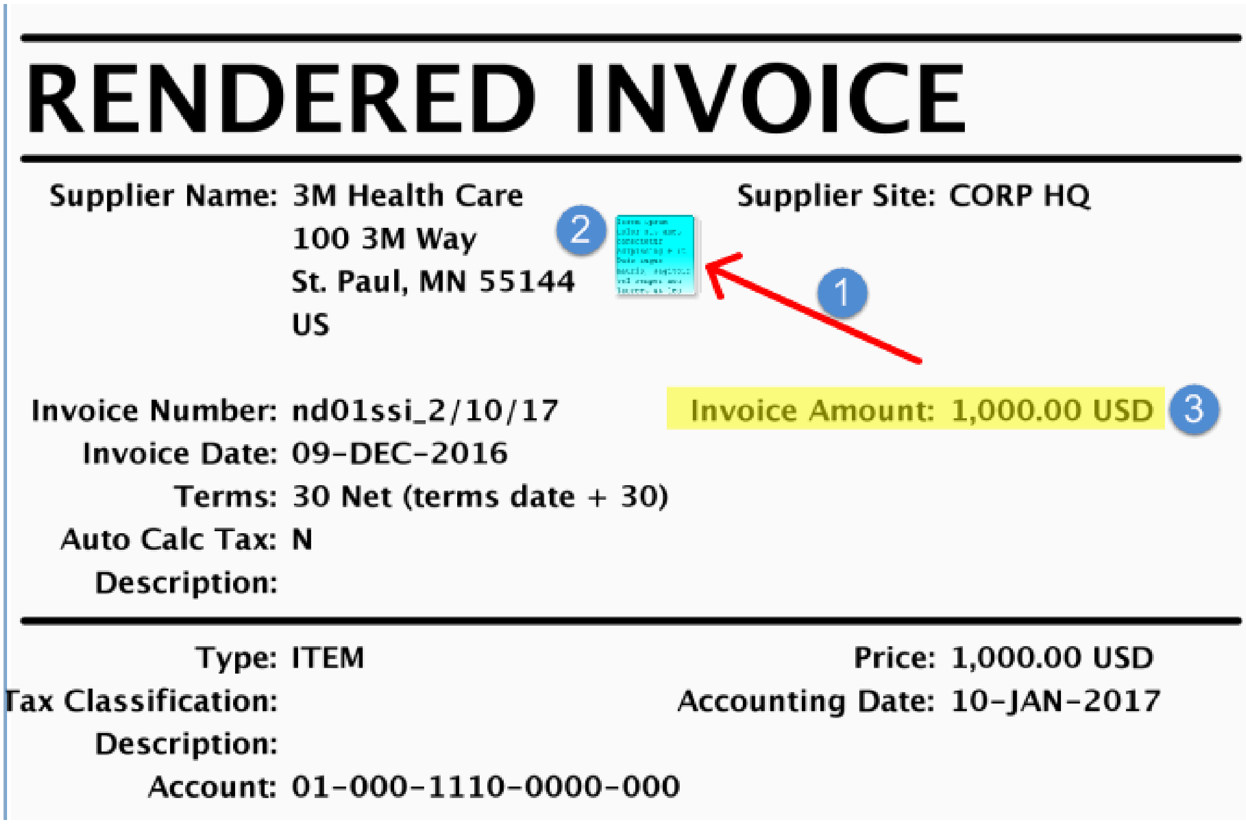
  For example, one employee in your company might be responsible for processing all invoices for the U.S. Org and another processes all invoices for the South American Org. Using organization setup, you can ensure that each employee sees only those invoices for which they are responsible.
- Enable suppliers to submit invoices and supplier documents through the mail or by email with PDF invoices attached. (MarkView uses add-on applications to provide the functionality for submitting invoices electronically or through email.)
- Enable employees to create digital versions of invoices and supplier documents for entry into the ERP system.

- Direct MarkView to automatically route invoices through workflows based on the type of invoice (for example, PO invoice) or the type of processing required (for example, approval).
- Retain an audit history of the process that employees can access as needed.
- Protect against potential conflicts of interest or other possibilities of fraud by using built-in checkpoints and controls.
- Ensure that invoice processing complies with corporate and industry standards through built-in best practices.
- Reduce the cost associated with processing invoices, improve compliance, ensure that invoices are paid on time, and capture early payment discounts.
- Increase employee efficiency through the use of targeted alerts that signify when and where their input is needed.

Integrating associated information

MarkView for Accounts Payable helps your team capture invoice-related information electronically to provide quick online access to data. Processing invoices online lets you reduce the processing time for a more efficient AP operation. By incorporating the recommended best practices, you can also ensure that invoices do not bypass critical steps, like management approvals.

MarkView lets AP employees add electronic annotations to a captured invoice image without altering the original capture as shown in the following figure.



MarkView Electronic Annotations

1. Attention arrow
2. Sticky note
3. Highlighter

Web-enabled access to captured images and annotation features lets Business Users view, approve, and comment on their invoices as needed.

Leveraging the ERP system features

Capturing invoice data as early as possible helps your company approach end-to-end automation of the procure-to-pay process.

The MarkView for Accounts Payable configuration reprograms the Oracle Zoom button to open captured document images. An employee working in Oracle clicks the button to retrieve and view the next invoice that needs processing. Because the employee does not need to exit Oracle to see an electronic version of the invoice, processing is more efficient.

MarkView for Accounts Payable automates PO-based and non-PO-based invoice processing in the Oracle Payables application.

With PO invoices, MarkView optimizes the hold resolution process by routing the invoice to the user responsible for resolving the hold. With MarkView for Accounts Payable, the employee can access information online, help resolve holds in the ERP system, and approve PO invoices for payment.

A *hold* is a status that the ERP assigns to an invoice when the information associated with the invoice conflicts with the business rules set up in the ERP. For example, the ERP may apply a hold to an invoice if the price on the invoice does not match the price on the purchase order.

For Non-PO invoices, MarkView for Accounts Payable routes invoices to the AP department, where employees enter header information into the ERP. After an employee selects an approver, MarkView leverages the Oracle system of authority to route the invoice to the appropriate line-of-business manager. By clicking the link, the manager can access the invoice image in a browser for coding and approval.

You can configure whether MarkView requires coding before invoice approval.

Viewing the electronic version of an invoice lets an employee verify the invoice document against data in the ERP, use annotation features to annotate the electronic version of the invoice, and keep the invoice moving in the workflow. These capabilities:

- Help your team to process and pay invoices more quickly.
- Prevent payment until the invoice completes each step in the workflow.

After completing ERP processing, the electronic image and workflow processing steps remain available for future reference.

Controlling the process

MarkView for Accounts Payable provides preconfigured workflows for processing invoice documents. Your team configures each invoice and invoice document type to follow a unique workflow, which ensures that the invoice follows the correct processing path.

To ensure that the right people view and act on an invoice, MarkView for Accounts Payable defines which invoice document types an employee can access, and what actions the employee can take.

MarkView uses a combination of roles and user groups to permit employee access and action. Roles provide access to workflow queues and groups enable an employee to trigger actions in MarkView workflows. To process invoices in MarkView, an employee must be assigned to both a role and a user group.

An employee can belong to many user groups and roles, which can have many members. The members of a user group and role inherit the privileges granted to that user group and role.

About Interactive Queries

Interactive Queries are web-based reports for tracking key metrics in the combined MarkView and ERP system.

- Identify inefficiencies in workflows.

- Identify employees who may have productivity problems.
- Make sure employees are assigned appropriate privileges.
- Uncover potential fraud.
- Identify issues that an auditor may uncover.
- Assist in period-end closing processes

Queries are divided into the following categories:

- Compliance and Controls
- Financial Accounting
- Operational Performance
- ocr-Invoice Performance

MarkView also provides an interactive query that lets you list PO invoices that are tagged for receipts-based invoice verification, but do not yet have associated receipts.

The MarkView System Administrator can allow access to each inquiry based on user permissions. For example, the company controller can access the Unprocessed Invoice Liability query, which provides the total value of invoices the AP department is processing. However, the controller does not need access to User Working Folder Detail, a query that provides detail of individual employee Working Folders.

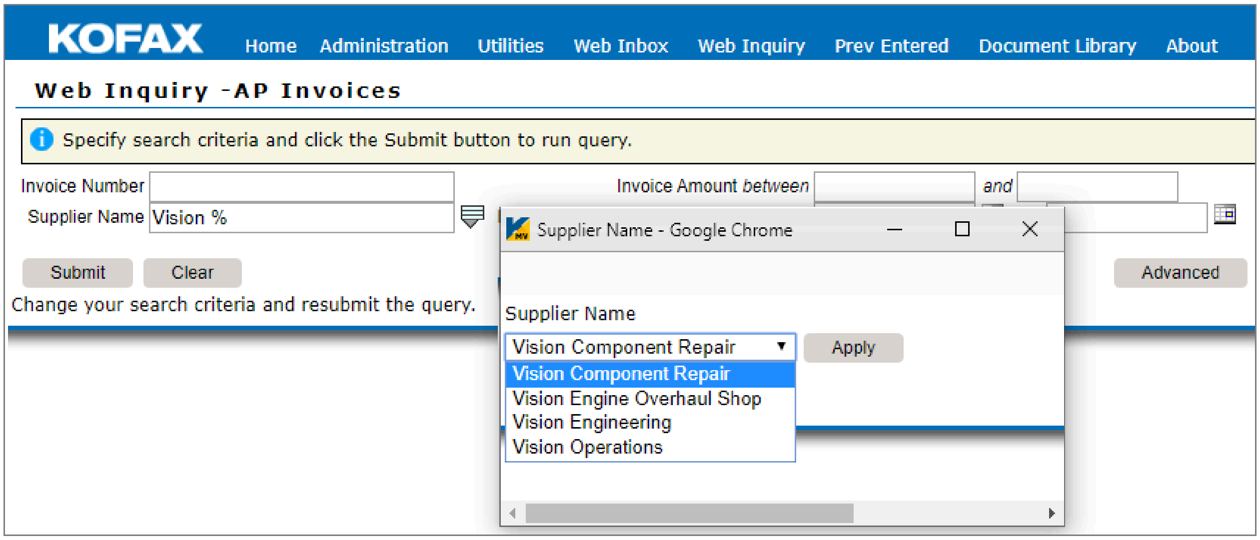
Query access

An employee accesses Interactive Queries through a web form. The form allows financial managers to query data that they need.

Enter search criteria

An employee either types data into fields or selects data from lists. A search feature lets an employee type letters in the query form and use a percent sign as a wildcard to represent the missing letters.

The system displays only the options that contain the letters entered, as shown in the following figure.



Search Results in MarkView

Review displayed data

The system returns a line of data about each invoice or situation that fits the parameters entered. Each line usually includes a link to the relevant document image or to a details window that summarizes key data from the Oracle record.

Query results often reference specific periods of elapsed time, which is expressed as days:hours:minute:seconds.

Compliance and controls

The Compliance and Controls queries:

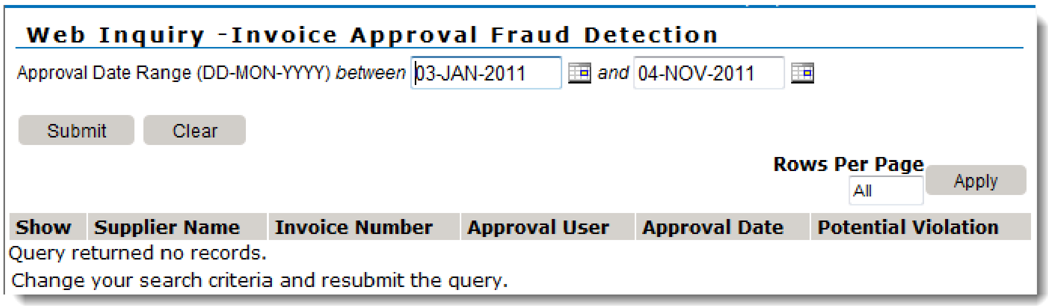
- Identify problematic business practices.
- Anticipate questions that an auditor may ask.
- Compile data related to document management.

Not all interactive query options are available at all locations.

Invoice approval fraud

This query lets your team determine how frequently, within a specified date range, employees approved invoices despite potential conflicts of interest. For example, the employee who creates an invoice record in Oracle generally should not approve that invoice.

The Non-PO Invoices workflow contains a checkpoint that prevents invoice approval under such circumstances.

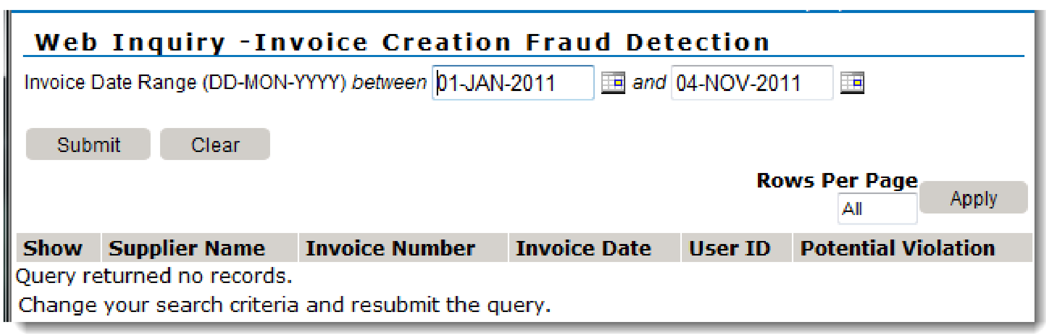


Invoice creation fraud

This query lets your team determine potential conflicts of interest among employees who create and update invoices. For example, an employee should not create or update an invoice record if the employee created or updated the associated supplier record.

All invoice workflows contain a checkpoint that flags questionable invoice creation. There is also the possibility to configure the business rules to prevent these invoices from being created.

The Invoice Creation Fraud query returns a line of data for each record created or updated by an employee with a potential conflict during a specified time. Each line of data names the person who created the record and the supplier.



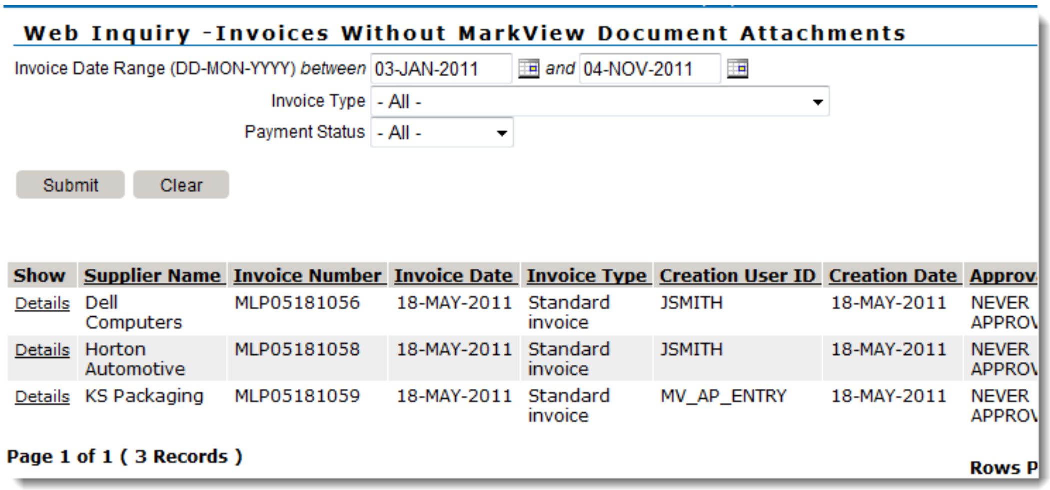
Invoices without attachments

This query lets your team determine how employees associate records with the appropriate documentation. Generally, every supplier invoice record created in Oracle should be associated with a bill submitted by that supplier.

This query prompts for the following search criteria:

- Invoice date range (required)
- Invoice type (optional): Choices include all Oracle invoice types
- Payment status (optional): Choices include no, yes, and partially

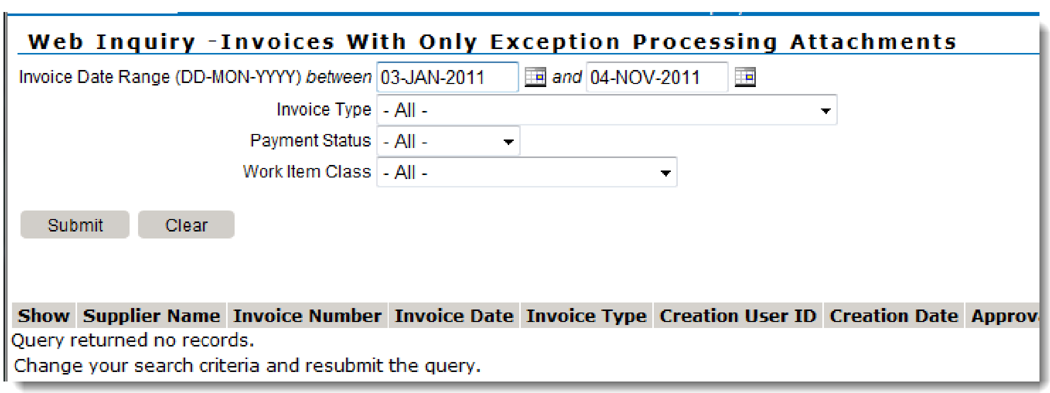
The query returns data about every invoice record that does not yet have a MarkView captured image attached. Every line of data includes the invoice number of the Oracle record, the user ID of the person who created the record, and the status of the invoice.



Invoices with exception attachments

This query lets your team query all invoice records that are not associated with a PO Invoice or Non-PO Invoice. This query prompts for the following search criteria:

- Invoice date range (required)
- Invoice type (optional)
- Payment status (optional)
- Work item class (optional)

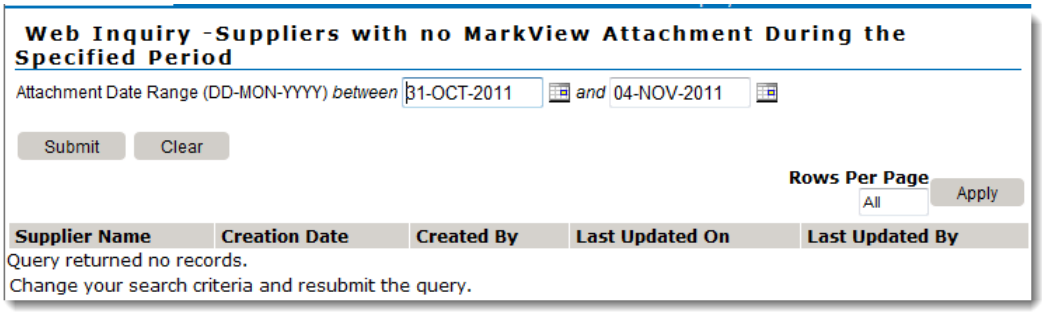


If your organization keeps the number of Previously Entered and Pre-Approved invoices to low levels, such statistics may be useful during an audit. This query gathers this type of data.

Suppliers with no MarkView document attachments

This query lets your team identify supplier records without back-up documentation.

The Suppliers with No MarkView Document Attachments query prompts for a date range. The query returns data on each supplier that meets the search criteria. Each line of data includes the user ID of the person who created the record, the date it was created, and the user ID of the last person who updated the record.


Web Inquiry -Suppliers with no MarkView Attachment During the Specified Period

Attachment Date Range (DD-MON-YYYY) *between* 31-OCT-2011 *and* 04-NOV-2011

Submit Clear

Rows Per Page All Apply

Supplier Name	Creation Date	Created By	Last Updated On	Last Updated By

Query returned no records.
Change your search criteria and resubmit the query.

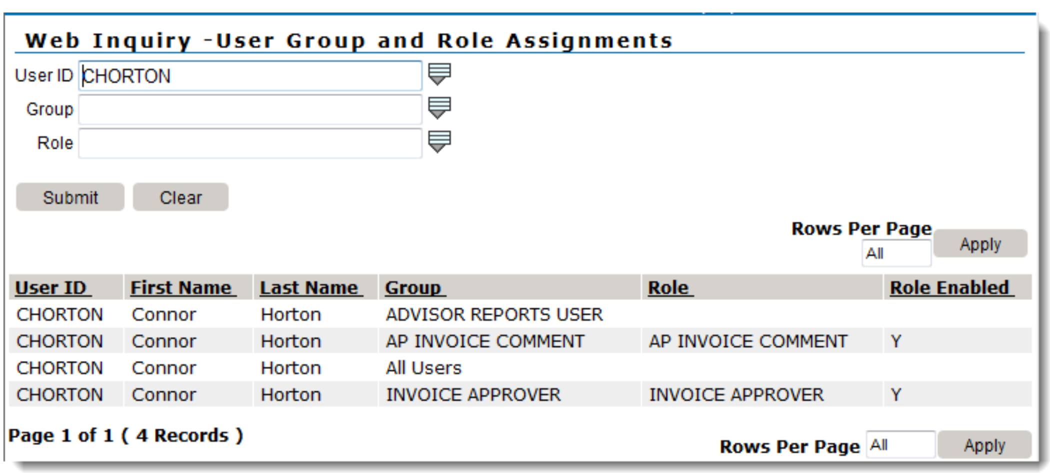
User privileges

This query helps track privileges assigned to employees.

The query prompts for the following search criteria. All of the fields are optional, but at least one must contain data:

- User ID
- Group
- Role

If searching for a user ID, MarkView returns a line of data for each group and role assignment granted to that user. The results also indicate whether the role in question is enabled. For example, the following figure shows information for User ID CHORTON.


Web Inquiry -User Group and Role Assignments

User ID CHORTON
Group
Role

Submit Clear

Rows Per Page All Apply

User ID	First Name	Last Name	Group	Role	Role Enabled
CHORTON	Connor	Horton	ADVISOR REPORTS USER		
CHORTON	Connor	Horton	AP INVOICE COMMENT	AP INVOICE COMMENT	Y
CHORTON	Connor	Horton	All Users		
CHORTON	Connor	Horton	INVOICE APPROVER	INVOICE APPROVER	Y

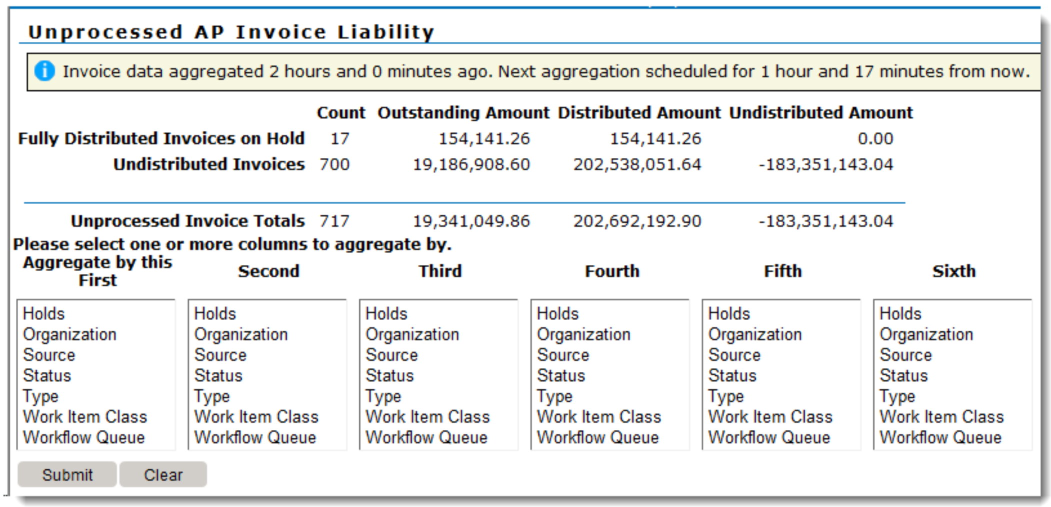
Page 1 of 1 (4 Records)

Rows Per Page All Apply

Financial accounting

Use the Unprocessed Financial Liability query to find information about the invoices the AP staff is processing, including the total dollar value of these invoices.

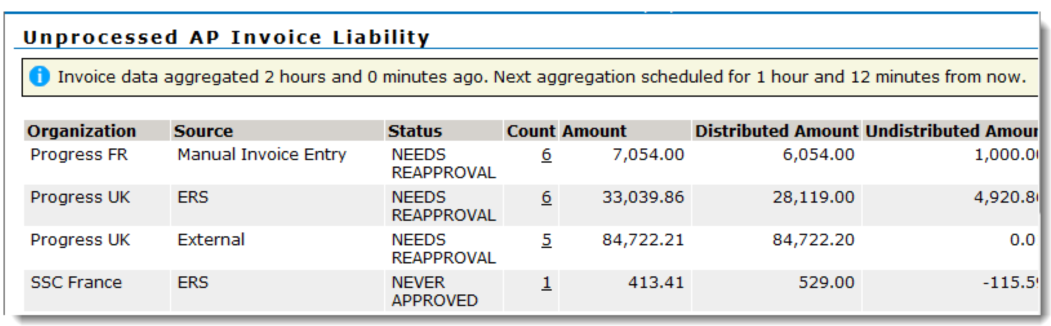
Executing this report gives an overview without prompting for any search criteria, as shown in the following figure. You can then sort the data and drill down for more information. Your Database Administrator can change how often the Unprocessed Financial Liability query runs through the MarkView materialized view.



Sort data

An employee can select up to seven columns to include in the results.

Once an employee selects the fields, MarkView organizes the data according to the employee's specifications. For example, the following figure displays data sorted first by Organization, then by Source and Status.



Organization	Source	Status	Count	Amount	Distributed Amount	Undistributed Amou
Progress FR	Manual Invoice Entry	NEEDS REAPPROVAL	6	7,054.00	6,054.00	1,000.0
Progress UK	ERS	NEEDS REAPPROVAL	6	33,039.86	28,119.00	4,920.8
Progress UK	External	NEEDS REAPPROVAL	5	84,722.21	84,722.20	0.0
SSC France	ERS	NEVER APPROVED	1	413.41	529.00	-115.5

Based the results, an employee can determine:

- The number of unprocessed invoices in each grouping.
- The total value represented by those invoices.
- The amount distributed and undistributed.

An employee can export the query results to a file such as a Microsoft Excel spreadsheet.

To view more information about a line, an employee clicks the number in the Count column. The window opens and shows every invoice represented by that particular row.

Scrolling to the right lets an employee see the status of the invoice in the workflow, such as approval or coding. To view an invoice document image, the employee clicks the invoice number.

Operational performance

Operational performance queries let your team assess the efficiency of individual processes and employees.

Operational performance inquiries are not available at all locations.

User throughput by queue

This query lets your team examine employee productivity or compare the performance of multiple workers. The query provides the number of items that a worker or a group of workers processed in a specified time.

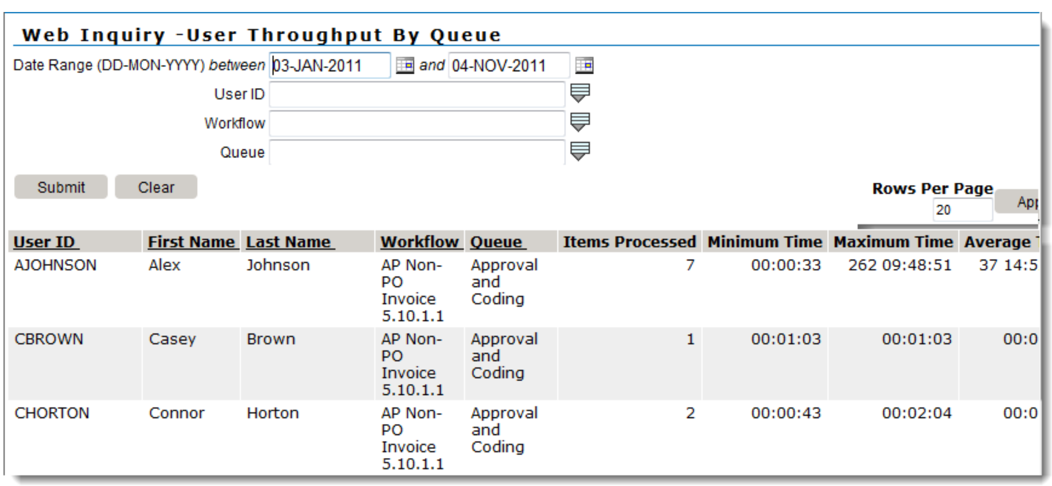
The User Throughput by Queue query prompts for the following criteria:

- Date range (required)
- User ID (optional)
- Workflow (optional)
- Queue (optional)

For example, if an employee enters a date range, MarkView displays the number of items processed by every employee in the system, categorized by queue. If an employee completes all the fields, MarkView displays data about one employee's performance in a single queue.

Query results include the total number of items each user processed, plus the minimum, maximum, and average times for processing an item.

The following figure shows the performance of all workers in the Approval and Coding queue.



User working folder detail report

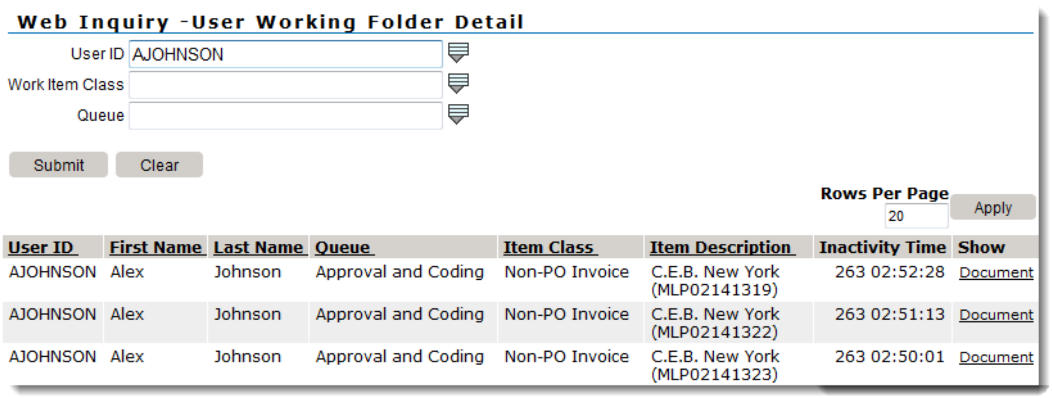
This query lets an employee view the items in an employee's working folder.

The query prompts for three types of data. All fields are optional, but at least one field must contain data:

- User ID
- Work item class (corresponds to the MarkView invoice type)
- Workflow

An employee can use this query to display the contents of the working folders of every employee working in a particular workflow. To examine a particular document in a specific employee working folder, the employee can search for that item.

For example, the following figure includes a line of data for every individual item in AJOHNSON's working folder that fits the search parameters. Each line includes a link to the document and the inactivity time—the amount of time since the employee last worked on the document.



Web Inquiry -User Working Folder Detail

User ID AJOHNSON
Work Item Class
Queue

Submit Clear

Rows Per Page 20 Apply

User ID	First Name	Last Name	Queue	Item Class	Item Description	Inactivity Time	Show
AJOHNSON	Alex	Johnson	Approval and Coding	Non-PO Invoice	C.E.B. New York (MLP02141319)	263 02:52:28	Document
AJOHNSON	Alex	Johnson	Approval and Coding	Non-PO Invoice	C.E.B. New York (MLP02141322)	263 02:51:13	Document
AJOHNSON	Alex	Johnson	Approval and Coding	Non-PO Invoice	C.E.B. New York (MLP02141323)	263 02:50:01	Document

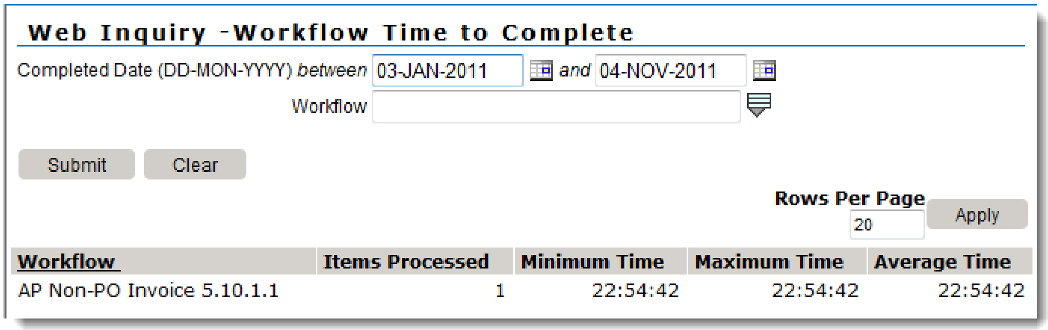
Time to complete workflow

This query lets your team determine how efficiently items move through a particular workflow. An employee can also compare the efficiency of multiple workflows.

The workflow timing query prompts for the following search criteria:

- Completion date range (required)
- Workflow

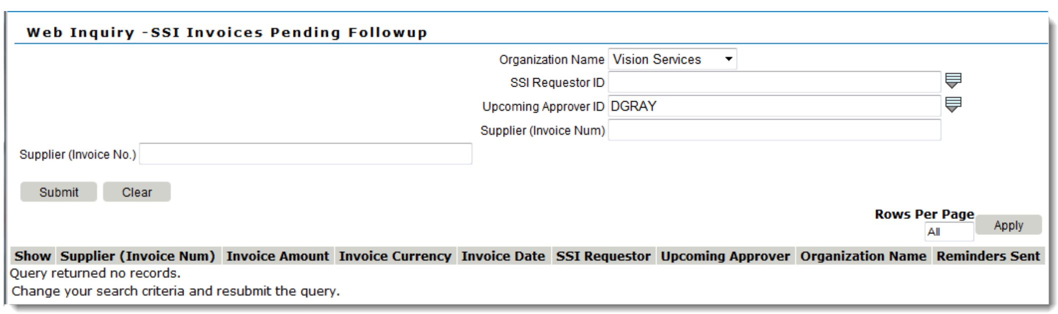
For example the following figure displays the number of items processed in each workflow, along with the minimum, maximum, and average processing time per item.



SSI invoices awaiting follow-up

This query lets your team see any SSI invoices that need follow-up. To use this query, complete the following fields:

- Organization Name: Select an organization from the list.
- SSI Requestor ID: Use the search button to use the ID of the person who submitted the SSI request.
- Upcoming Approver ID: Use the search button to select an approver who might have SSI invoices waiting for approval.
- Supplier (Invoice No.): Enter an invoice number to determine where in the process the SSI invoice is.

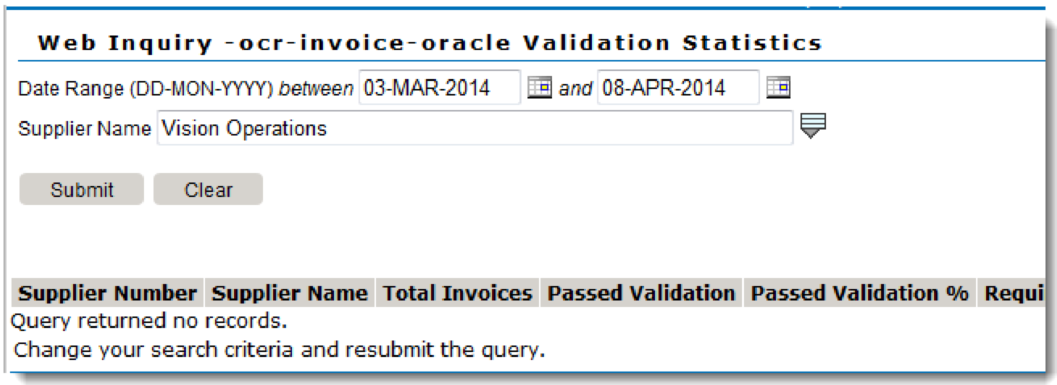


Web Inquiry - ocr-invoice performance

Use ocr queries to track how long it takes items to get from capture complete to the ERP, and how many items need additional processing after scanning before they enter the ERP system.

Web Inquiry - ocr-invoice-oracle Validation Statistics

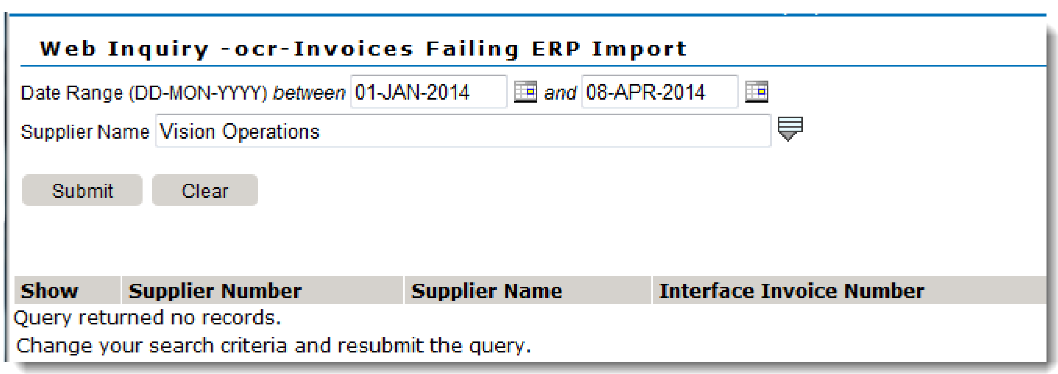
Use this query, ocr-invoices-oracle Validation Statistics, to see items within the specified date range that were imported from Kofax Transformation Modules and where they are in the validation process.



1. Enter a date range.
2. Optionally, limit the results by supplier, enter a supplier name or select from the supplier list.
3. Click **Submit**.

Web Inquiry - ocr-Invoices Failing ERP Import

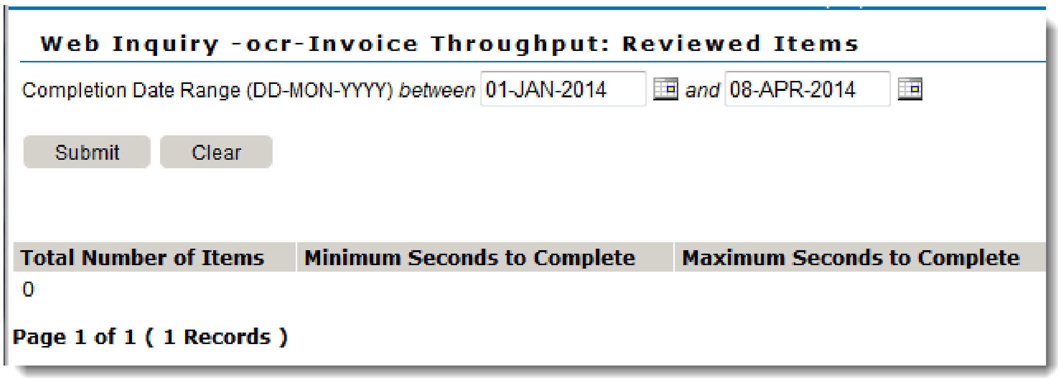
Use this query, ocr-Invoices Failing ERP Import, to see all items from Kofax Transformation Modules that were not successfully imported into the ERP, and that have not been routed for additional processing.



1. Enter a date range.
2. Optionally, limit the results by the Supplier Name, enter a name or select from the list.
3. Click **Submit**.

Web Inquiry - ocr-Invoice Throughput: Reviewed Items

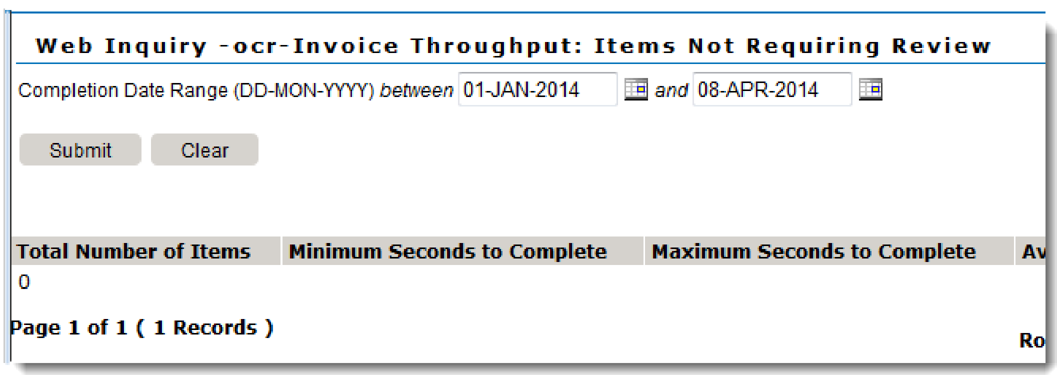
Use this query, ocr-Invoice Throughput: Reviewed Items, to see all items processed from Kofax Transformation Modules that require additional review and correction. The report also shows how long it took the invoices to get into the ERP system.



1. Enter a date range.
2. Click **Submit**.

Web Inquiry - ocr-Invoice Throughput: Items Not Requiring Review

Use the query, ocr-Invoice Throughput: Items Not Requiring Review, to see all items processed from Kofax Transformation Modules that did not require additional review. The report shows how long it took the invoices to get into the system.



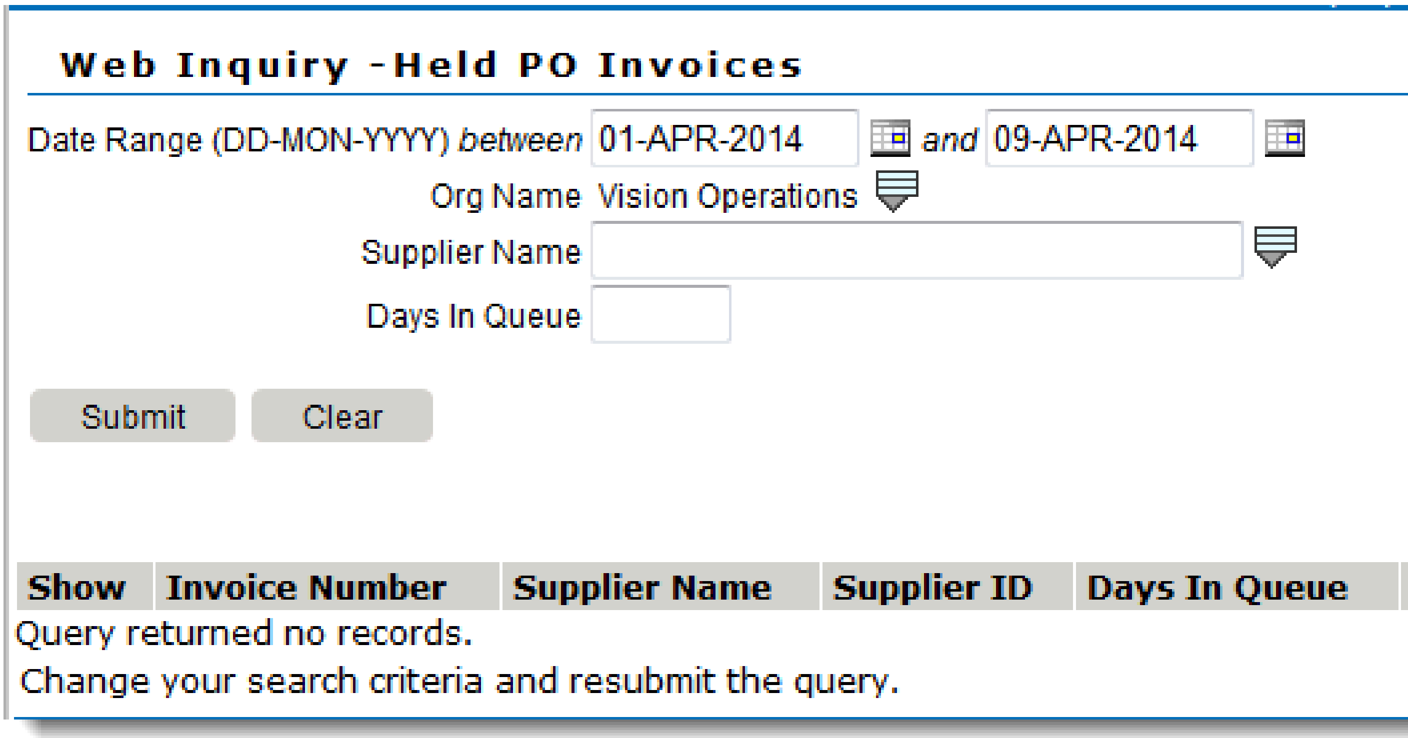
1. Enter a date range.
2. Click **Submit**.

Web Inquiry - Held PO Invoices

The Held PO Invoices form lists PO invoices that are tagged for receipts-based invoice verification, but do not yet have associated receipts. These invoices are in the Waiting for Receipts queue. Use the following fields to filter inquiry results:

- Date Range: The range of invoice dates to include in the inquiry results.
- Org Name: The code for the business unit, operating unit or organization to include in the inquiry results.

- Supplier Name: The name of the supplier. As needed, filter the Supplier Name field to narrow the scope of the list:
  - Type a partial name to filter the list to a subset of supplier names.
  - Use a percent sign (%) as a wild card before a string to search for all instances of that string. For example, type **%r** to search for all names that include the letter "R" or "r".
  - Use a percent sign (%) as a wild card to match zero or more characters following the string that you type. For example, type **R%** to search for all names that start with the letter "R".
- Days in Queue: The minimum number of days in queue to include in the inquiry results.



To see this report, the user must have permission to view documents from the Connector Validation workflow and must belong to a user group with access to the Held PO Invoices report.

About Process Monitor

The MarkView Process Monitor is a web-based feature that lets MarkView users gain insight and real-time information about workflows, and quickly identify processing bottlenecks.

The process monitor lets employees:

- Examine any queue in the system to see how many MarkView documents are in that queue.
- Drill down to see a description of each MarkView document.
- Open documents in MarkView Viewer.

The Process Monitor also lets an employee view a subset of the MarkView documents in a queue through filters. Filters might identify high-value invoices, high-priority contracts, or purchase orders from specific divisions.

Process monitoring includes the following:

- Real-time monitoring: Lets an employee follow the progress of workflows and set the refresh frequency at intervals ranging from seconds to hours.
- Configurations: Let employees:
  - Rename bars to names that are meaningful to employees.
  - Monitor a single queue or multiple queues from a single workflow or from multiple workflows.
  - Save different configurations for reuse.
  - Drill-down capability: Lets an employee drill down from one view of the data to another.
  - Role-based security: Restricts users to monitoring only those queues for which they have authorization.

User interface

The Process Monitor interface includes a toolbar and a display area. The toolbar and contents of the display area change based on the activity and user role.

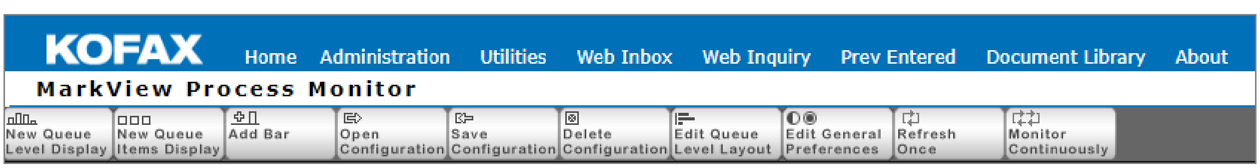
Display area

The display area can include the following:

- List of work items
- Bar graph
- Work Item details
- Configuration pages
- Preferences and other windows

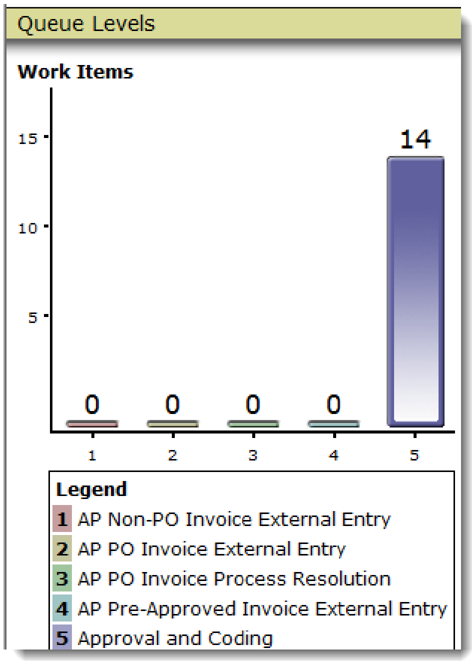
Process Monitor toolbar

An employee can use the toolbar to initiate activity and to navigate within the Process Monitor. As the employee moves between pages in the Process Monitor, the toolbar changes to reflect the actions available in that view.



Graph view

An employee accesses the graph view to see a bar graph of aggregate data.

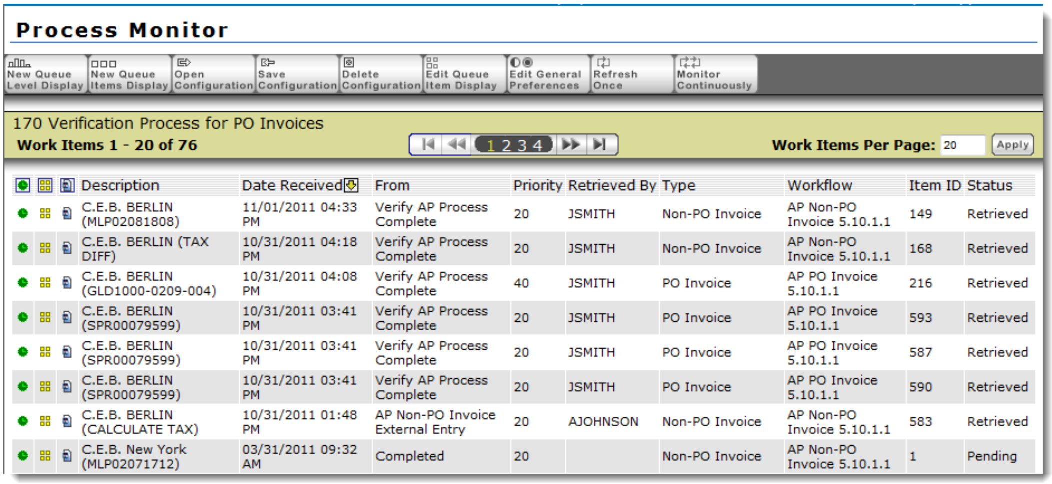


Using the bar graph, an employee can:

- Access queue details.
- Change the criteria of the display to see a different view.
- Change the appearance of the queue level display.
- Change bar labels.
- Add bars to the graph and delete bars from the graph.
- Change the graph title.
- Scale the size of the bar graph.
- View the Legend to identify the corresponding queue labels.
- View the number of work items in each queues.

List view

An employee uses the list view to see items in a queue.



Process Monitor

New Queue Level Display | New Queue Items Display | Open Configuration | Save Configuration | Delete Configuration | Edit Queue Item Display | Edit General Preferences | Refresh Once | Monitor Continuously

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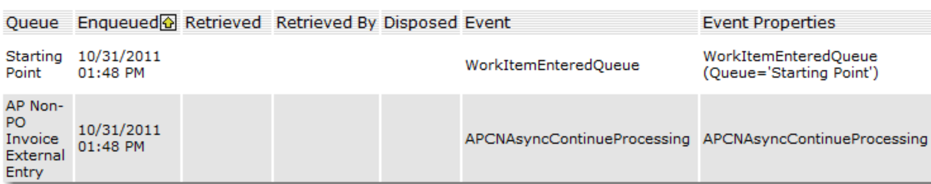
Work Items 1 - 20 of 76 — 1 2 3 4 — Work Items Per Page: 20 Apply

Description	Date Received	From	Priority	Retrieved By	Type	Workflow	Item ID	Status
C.E.B. BERLIN (MLP02081808)	11/01/2011 04:33 PM	Verify AP Process Complete	20	JSMITH	Non-PO Invoice	AP Non-PO Invoice 5.10.1.1	149	Retrieved
C.E.B. BERLIN (TAX DIFF)	10/31/2011 04:18 PM	Verify AP Process Complete	20	JSMITH	Non-PO Invoice	AP Non-PO Invoice 5.10.1.1	168	Retrieved
C.E.B. BERLIN (GLD1000-0209-004)	10/31/2011 04:08 PM	Verify AP Process Complete	40	JSMITH	PO Invoice	AP PO Invoice 5.10.1.1	216	Retrieved
C.E.B. BERLIN (SPR00079599)	10/31/2011 03:41 PM	Verify AP Process Complete	20	JSMITH	PO Invoice	AP PO Invoice 5.10.1.1	593	Retrieved
C.E.B. BERLIN (SPR00079599)	10/31/2011 03:41 PM	Verify AP Process Complete	20	JSMITH	PO Invoice	AP PO Invoice 5.10.1.1	587	Retrieved
C.E.B. BERLIN (SPR00079599)	10/31/2011 03:41 PM	Verify AP Process Complete	20	JSMITH	PO Invoice	AP PO Invoice 5.10.1.1	590	Retrieved
C.E.B. BERLIN (CALCULATE TAX)	10/31/2011 01:48 PM	AP Non-PO Invoice External Entry	20	AJOHNSON	Non-PO Invoice	AP Non-PO Invoice 5.10.1.1	583	Retrieved
C.E.B. New York (MLP02071712)	03/31/2011 09:32 AM	Completed	20		Non-PO Invoice	AP Non-PO Invoice 5.10.1.1	1	Pending

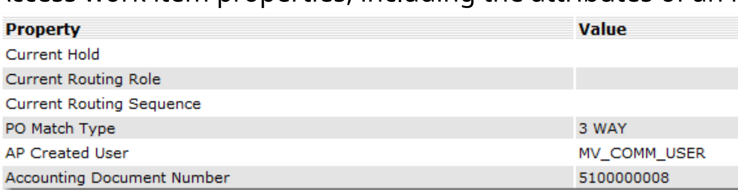
The list view lets an employee:

- View the name of the queue and a count of the work items.
- Navigate forward or backwards, a page at a time, or to the last or first page.
- Adjust the number of items per page.
- Reorder the list appearance.
- Edit a queue items display.
- Access work item history. Each line in the history list represents a queue that the item entered during the course of a workflow.



Queue	Enqueued	Retrieved	Retrieved By	Disposed	Event	Event Properties
Starting Point	10/31/2011 01:48 PM				WorkItemEnteredQueue	WorkItemEnteredQueue (Queue='Starting Point')
AP Non-PO Invoice External Entry	10/31/2011 01:48 PM				APCNAsyncContinueProcessing	APCNAsyncContinueProcessing

- Access work item properties, including the attributes of an individual item.



Property	Value
Current Hold	
Current Routing Role	
Current Routing Sequence	
PO Match Type	3 WAY
AP Created User	MV_COMM_USER
Accounting Document Number	5100000008

- Access an image of the document related to the work item. You should be authorized to view the image, which appears in the viewer.

Chapter 3

MarkView for Expense Management

MarkView for Expense Management integrates with and extends the functionality of Oracle Internet Expenses (iExpense). Together, MarkView for Expense Management and Oracle iExpense provide an online method for submitting, approving, and reviewing employee expense reports and receipts.

By capturing receipts online and using MarkView to associate the receipts with the Oracle expense reports, managers and AP personnel can view expenses and associated receipts electronically. The integration helps eliminate the delays inherent with a paper-based process.

If your company purchases MarkView for Expense Management, the installation process enables the application for all organizations in your system by default. However, with MarkView, you can disable MarkView for Expense Management for selected organizations and implement a phased rollout or enable the product in a subset of organizations.

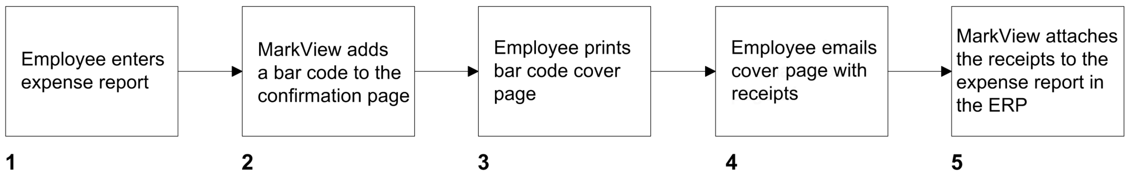
MarkView for Expense Management:

- Allows serial or parallel review of expense reports and the attached receipts by the employee's manager and Accounts Payable
- Allows the Accounts Payable department and AP auditors to review expense reports and the attached receipts.

  These employees can use MarkView to add comments or questions to a receipt without altering the original image.
- Supports all expense processes including manager approval, AP review, employee withdrawal, re-submission, short pay, and rejection.
- Creates a permanent audit trail as employees, managers, and AP professionals use the system.
- Leverages Oracle features to adapt to corporate policies through configuration, such as AP and manager approval levels, missing receipt reminders, and cost level for required receipts.
- Saves management time by providing an option that allows only expense reports that include all required receipts to be submitted for approval.
- Sends email reminders to expense report submitters when receipts are needed.
- Incorporates best practices by:
  - Capturing expense justification, especially for organizations that re-bill expenses to clients.
  - Offering an intuitive user interface and seamless integration with the Oracle expense application.
  - Strengthening internal controls by having AP and auditors review expense receipts online and permanently associating receipts with the expense reports in Oracle.

Expense reports processing

In MarkView Expense Management, expense report submission follows the basic flow chart described next.



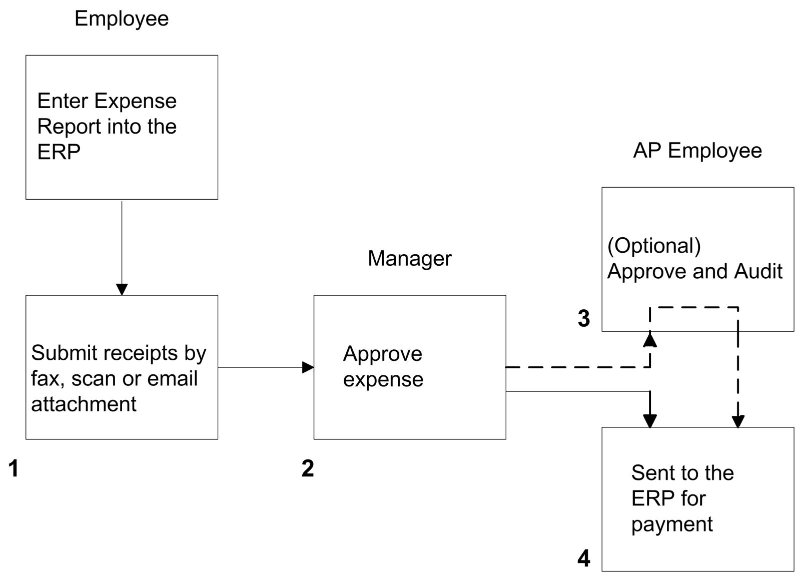
1. The employee enters an expense report using the Oracle expenses application.
2. When the employee submits the report, MarkView generates a confirmation page, which is integrated with the ERP expenses application. The confirmation page includes a bar code that lets MarkView associate the receipts with the expense report.
3. The employee prints the confirmation page, which serves as the cover page for the receipts that the employee submits.
4. The employee emails the receipts along with confirmation page to MarkView.

   If an employee fails to submit the required receipts, MarkView sends an email reminder. The administrator can configure MarkView to notify the manager about the expense report only after the employee submits all required receipts.
5. MarkView recognizes the bar code on the cover sheet, captures the electronic receipts, and attaches them to the expense report in Oracle.

If an employee sends additional receipts for an expense report, the system appends the newly submitted receipts to the existing receipts.

The electronic receipts are permanently associated with the expense report, regardless of the expense report status.

Once submitted, expense report processing proceeds according to the following flow.



1. An employee enters an expense report and includes the required receipts. The system notifies the manager that an expense report requires approval.
2. The employee's manager approves or rejects the expense report.

   When reviewing the expense report online, the manager can access the receipts directly from the Oracle expenses application.
3. The Accounts Payable auditor reviews the documents to verify that the expenses and receipts comply with the company's reimbursement policy.

   When the AP department reviews the expense report in Oracle, they can also review the attached online receipts. MarkView attaches the expense receipts to the invoice that AP creates from the expense report to reimburse the employee.
4. The expense report is imported into Oracle Payables for payment.

Employees can review the status of their expense reports and identify reports that need receipts through Oracle. The Status column displays the status Hold Pending Receipts for expense reports awaiting receipts. When the system receives and attaches the receipts, the expense report status changes to the next status in the expense report workflow, for example, Pending Manager Approval.

As the expense report moves through the review process, both managers and AP employees can view and, in some cases, add comments to the expense report.

Track expenses in Short Paid expense reports

When an expense report is Short Paid, Oracle Internet Expenses creates a new expense report for the unapproved or unpaid lines. The system copies the unpaid receipt from the original expense report to the new short paid expense report. Oracle notifies the employee that the expense was short paid and prompts the employee to resubmit additional receipts for the unpaid lines. MarkView appends additional receipts to the original receipts document.

MarkView for Expense Management generates a bar code cover page with submission instructions. The employee follows the instructions and then uses the notification page as the cover page for sending the receipts.

MarkView for Expense Management waits until the employee sends the receipts into MarkView before notifying the manager.

Access expense report history and status

To review expense report history, an employee uses Oracle Internet Expenses. MarkView for Expense Management adds an icon to the following windows that lets employees view receipts associated with expense reports:

- The Expenses Home page, which shows active reports. An active report has not been paid or was paid within the past 30 days.
- The Expense Reports page, which lets employees search for any submitted expense report.

Expense Report Status

Status	Description
Approved	Received all necessary approvals. The expense report can be paid.
Rejected	Rejected by an approver. This expense report cannot be paid, but can be resubmitted.
Hold Pending Receipts	Waiting for the submitter to send additional receipts.
Withdrawn	Removed from the expense report submission process by the employee, but can be resubmitted.
Short Paid	Received approval for partial payment for some of the items in the expense report. Unpaid portions can be resubmitted.

Configuration options

MarkView lets your team configure a number of options, including:

- Whether MarkView for Expense Management is enabled globally for all organizations or only for specific organizations set up in MarkView.
- The text of the submission instructions on the cover page.
- The number and frequency of the missing-receipt reminders that the system sends when an expense report that requires receipts is submitted without the receipts.
- The number of days assigned to the missing-receipt expiration timeout. The system can automatically reject an expense report that does not include the required receipts after a specified number of days.
- Whether to ignore expense report lines marked as Original Receipt Missing.
- Whether receipts are required for manager approval.

Chapter 4

MarkView Document Library

MarkView Document Library (MVDL) lets an employee store different types of non-MarkView documents and related metadata in a central repository. MarkView Document Library provides permissions-based retrieval of documents stored in the library.

Paper documents must be converted to electronic documents. Once converted, employees can upload documents from their desktop.

Non-MarkView documents are stored in their native file format. For example, an employee can store PDF files, spreadsheet files, and other document types in Document Library.

An employee must belong to the right role and user group to add or retrieve documents from Document Library.

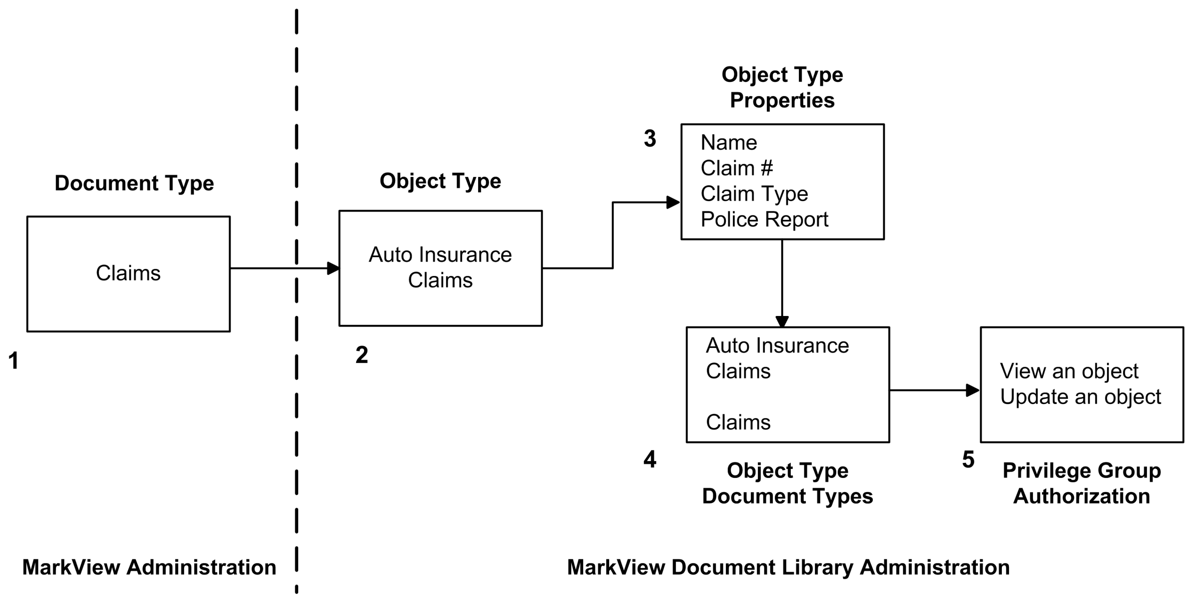
To set up the library for basic use, the MarkView administrator:

- Creates Document Types to use in MarkView Document Library.
- Creates Object Types that provide a framework with which to associate document types.
- Creates Object Properties to facilitate indexing and searching the library.
- Associates Document Types with Object Types.
- Gives MarkView User Groups authorization to access Object Types and Document Types.
- Assigns users to the user group that will have access to MarkView Document Library.

Object types, document types, privileges are interrelated to facilitate easy storage and access.

Scenario

Your company recently acquired an insurance firm and you need to set up Document Library to track auto insurance claims.



1. The document type helps you categorize the paperwork that you expect to receive. For example, Claims can be assigned to insurance claims forms.
2. The object type, Auto Insurance Claims, acts as the container for all auto insurance claims. You could have another object type for Home Insurance Claims.
3. Through Object Type properties, you define the type of information that you need to store in Document Library for the Object Type. This example shows a company that is storing Claims documents, therefore, "Claim # " is one of the properties defined.

   The properties defined help those using Document Library quickly locate the needed documents. To see object properties, a Document Library user does not need to open the document itself.
4. To create a link between them, you associate the object type with the document type.
5. Lastly, you specify which MarkView User Groups can access the object type and specify what actions members of the group can take.

If you have other documents, like reports and legal paperwork, to associate with claims, you create a document type for each. When you create the related Object Type, include properties that match some those of the Claims object type, for example, "Claim # ". The Document Library user can then enter the claim number and search by the property value for all documentation related to that claim number.

Document types

A document is an electronic file, such as a MarkView document, invoice, or receipt. A document can also be a non-MarkView document, such as a Microsoft Word file, graphic files, and a digital audio files.

The document type specifies the category to which a document belongs and the type of metadata to associate with a document.

MarkView document types fall into two categories, default document type (file), and non-default document types (forms). For example, the human resources department might store personnel records in Document Library along with forms for medical insurance, retirement information, and tax information.

Document properties

Document properties provide information related to the document that is not part of the document. For example, default document properties include information such as who created the document. When entering a document into the library, an employee specifies values for the document properties.

> On the Indexing page, the File document type has only the default properties.

All document types include the default document properties described in the following table.

Default Document Properties

Default property	Definition
Created By*	MarkView user name of the employee who entered the document into Document Library.
Created Date	Date on which this document entered Document Library.
Filename*	Name of the file before the file entered Document Library.
Name*	String identifier that is usually a different value than Filename. The web interface lets an employee enter a document into the system and assign any value to Name.
* For documents entered through a MarkView Capture and Output application, the system sets Created By to the MarkView user name of the employee who initiated the Capture and Output application, Filename to MarkView documents, and Name to a default value.	

The File type also includes the following properties:

- Description
- Key Words

Forms properties

Most forms provide properties that let you organize forms of the same type. The following table shows a sample of additional properties associated with different types of forms.

Examples of Forms Properties

Form type	Properties
Medical Insurance Form	Employee Name Medical Plan Name Dental Plan Name Employee Name Number of Dependents
Retirement Information Form	Employee Name Employee ID Number Deduction Amount Plan ID
Tax Information Form	Employee Name Tax ID Number Number of Dependents

Each property assigned to a form type is unique to that type and distinct from a property with the same name assigned to another type.

Search functions

MarkView Document Library lets users search for files by name, filename, creation date, creator, document type, and document text. Document text enables searching the entire text in a group of documents for keywords even if documents are in different file formats. Wildcards assist in searching.

The search function applies the security rules set at system setup. For example, the returned list of document types only includes those documents to which the user has access rights.

Enter and index documents

MarkView Document Library interface lets you enter and index documents.

- Entering a document places the document into Document Library. Documents that are entered but not indexed are unfiled documents.
- Indexing a document assigns document property values to the document. Successfully indexed documents are filed documents.

Through Document Library interface, an employee can:

- Enter, index, upload, add information, and save non-MarkView documents.
- Browse for files to upload.
- Generate a list of unfiled documents.

Configuration options

MarkView lets your team configure a number of options, including:

- Keep members of user groups from deleting documents from Document Library.
- Prevent users from annotating a document after the document is in the library.
- Create custom fields. For the best results, create no more than 3 custom search fields.
- Enable full-text search capabilities.
- Grant groups privileges to enter, delete, modify, and view indexed documents.

Chapter 5

MarkView Viewer

Kofax MarkView for Accounts Payable includes a viewer that lets employees see the captured image of an invoice and perform the needed processing through MarkView. Some invoices move through workflows with very little employee interaction. Others require employee interaction for clarification, review, coding, audit, or approval.

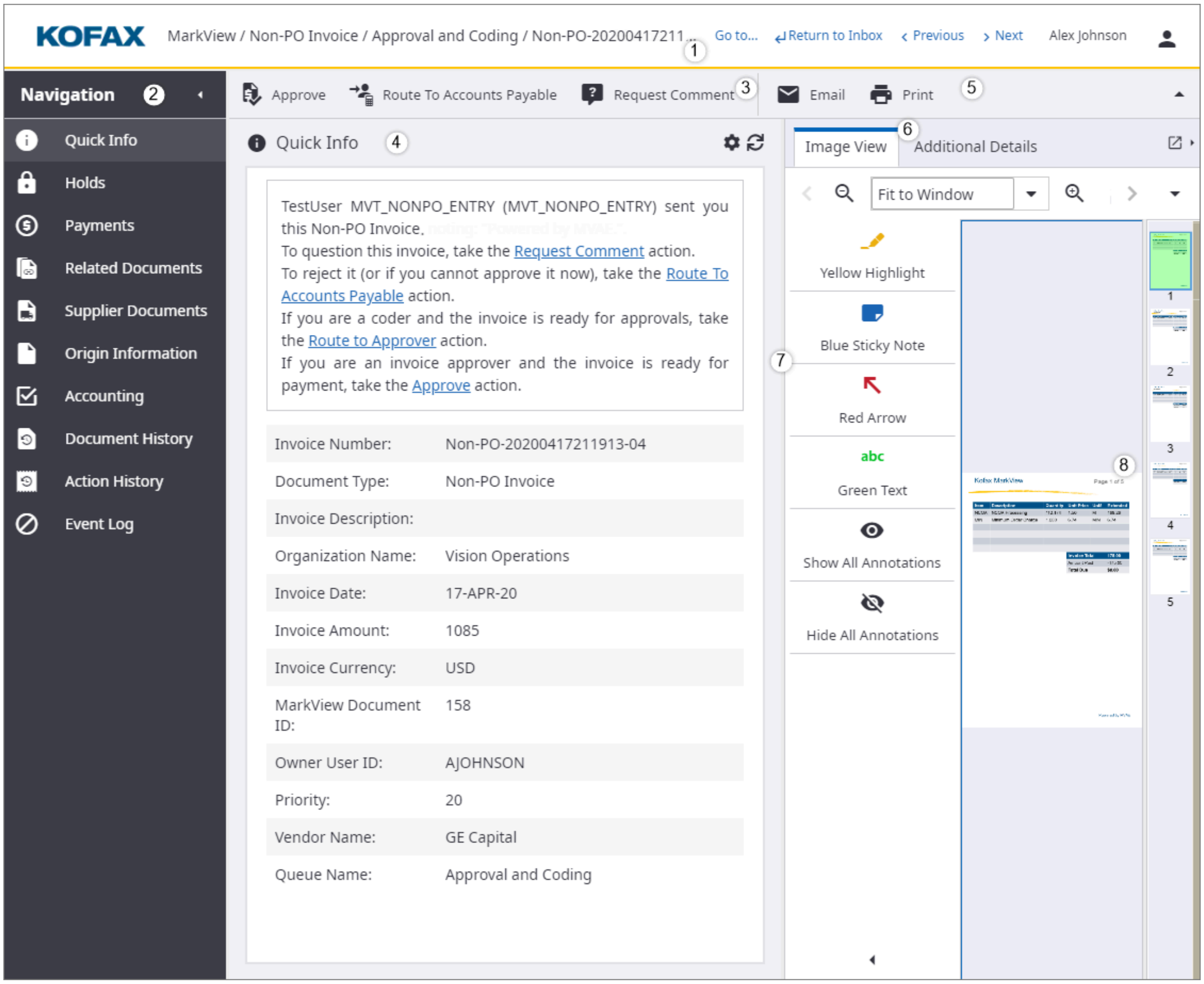
The viewer features available depend on the employee's profile. For example, the availability of annotations may vary, depending on the employee's user group membership.

With the MarkView Viewer Accounting feature, you can manually enter invoice lines for invoices and distributions for invoice lines. An invoice line can have one or more invoice distributions. Also, assign GL Accounts for invoice lines and distributions.

Employees use actions to move invoices to the next phase of processing or initiate exception handling. Taking some actions moves a document to the next step in Accounts Payable. For example, when you take the Request Comment action, the document moves to the inbox of the employee you specify.

Employees use annotations to add notes to invoice images in the viewer or to request comments about a captured image. For example, the employee can highlight a line that is illegible or add a sticky note to add clarification about an item on an invoice.

MarkView Viewer screen layout and navigation



1. **Document properties**: Provides information about the document displayed in the viewer, including document type, current queue, document name, and the Navigation tab selected.
2. **Navigation**: Lets users navigate to document detail sections. Contains comprehensive information about documents, including document source, receipts, and Holds and Payments.
3. **Actions**: Lets users move the invoice to another step in the workflow.
4. **Detail section**: Contains comprehensive information about the document, such as PO line details and document history.
5. **Output**: Lets users email and print documents.
6. **Image area**: Lets users control the appearance of the viewer, such as changing the default zoom or using thumbnails to quickly move through multiple-page documents. Gives user the

ability to undock and dock the Image View window. Additional Details contain comprehensive information about the document.

7. **Annotations**: Lets users highlight information and make notes.
8. **Document image**: Displays the captured image.

MarkView Viewer features

MarkView Viewer lets employees manipulate captured images for better viewing by providing controls to zoom in or out, rotate the image, scroll in any direction, or go to a selected page in a multipage document.

MarkView Viewer allows an employee to:

- Add lines and distributions to invoice lines in the Accounting detail section.

  The ability to add invoice lines and distributions depends on the employee's configuration.
- Assign or specify a GL Account for invoice lines and distributions.
- Add information to an invoice image and highlight parts of an image.
- Hide sensitive information in a document.
- Route invoices to other users for comments.
- Use forms to add data to invoices.
- Accept or reject invoices.
- Email and print documents.

The features available in the viewer depend on the user group to which the employee belongs, the type of the document, and the current queue in the workflow.

With the MarkView Viewer personalization settings, you can change:

- Columns in table grids (order, size, and hide/show options)
- State of the Navigation pane and toolbars (collapse/expand)
- State of the Image view area (collapse/expand)
- Position of splitter bars
- Default zoom of the image and rotation options (if selected in Settings)
- Document properties displayed in Quick Info

The viewer automatically saves all changes for your account.

Accounting

Open MarkView Viewer Accounting to view the table that lists invoice lines and distributions.

The table is available in read and edit modes. In edit mode, you can add lines and distributions for a line and specify GL Accounts for lines and distributions.

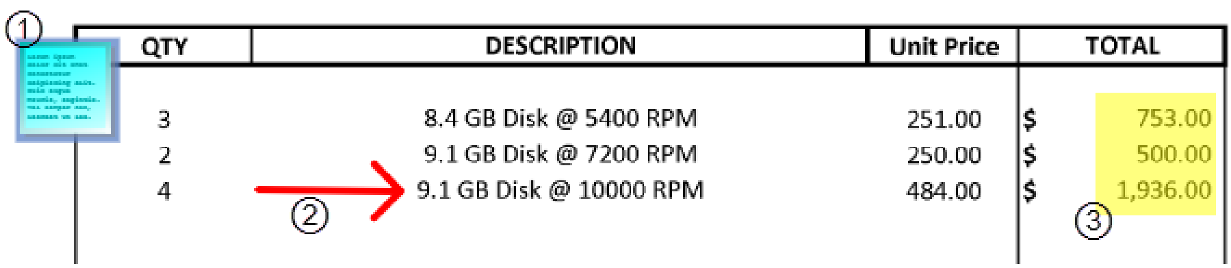
Fill in the table columns depending on your specific scenario. For the GL Account, use the drop-down list of values that were previously entered. Create a GL Account by segments in a new dialog box. Create an alias for a GL account that you frequently use.

Actions

In MarkView Viewer, you take actions to process documents. For example, when an AP Entry processor finishes adding information from the invoice into an Oracle record, the employee takes the Complete Entry action on the invoice image in the viewer. MarkView moves the invoice to the next queue in the workflow for processing. MarkView stores actions and includes the date that the action was taken and the User ID of the employee who took the action. The system helps maintain an audit trail.

Annotations

The following figure shows how some annotations appear on an image when used in MarkView Viewer.



1. Blue Sticky Note: Lets an employee add remarks for the next person to open and view.
2. Arrow: Points to a line or area of concern.
3. Highlighter: Highlights a line or a block of text.

See *Help for MarkView Viewer* for more information about available annotations.

Annotations do not change the invoice image, but they add a transparent layer to the image. MarkView puts annotations onto a virtual overlay.

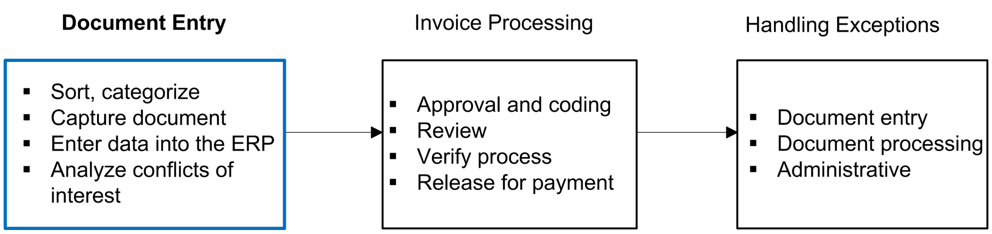
By default, you can add, edit, and view your own annotations. Based on your permissions, you can see annotations made by others, but you cannot modify them.

Adding an annotation does not update the document workflow, except for the New Document annotation, which ends the workflow of one document and starts the workflow of another document.

Chapter 6

Documents entry into the system

The chapter describes the first phase of invoice processing: document entry.



Because MarkView processes an electronic version of a document, processing begins with capturing a document image. The capture process transforms the paper version of a document into an electronic document image. Documents include invoices and supplier documents.

Documents that are already in electronic format, for example, PDF images of invoices entered through KIC, do not need to be scanned.

MarkView stores captured image files and writes information about the file to the MarkView database. Once an AP processor creates a record in the ERP, the MarkView database associates the captured image to related information in the ERP.

To capture a document image, a scan operator:

- Sorts documents into batches of the same document type and organization.
- Generates and prints a bar code cover sheet for a combination of document type and organization, using the MarkView Bar Code Generator.
- Scans or submits documents electronically into the MarkView system.

Sort and categorize documents

A company receives paper invoices, receipts, and other documents. The scan operator sorts the documents according to document type and Organization.

Document types

The following table describes MarkView document types.

Document Type	Description
Accounts Payable	
PO invoice	An invoice based on a purchase order.
Non-PO invoice	An invoice not based on a purchase order.
Pre-Approved invoice	A non-PO invoice that arrives at your AP department already coded and approved.
Previously Entered invoice	An invoice that needs to be paired with one or more existing Oracle records.
AP Invoice Follow-Up	A document that provides additional information relevant to an existing invoice record.
Suppliers	
Supplier Document	A document, such as a W-9 form, used for supplier setup.
Supplier Follow-Up	A document that provides additional information relevant to an existing supplier record.

Sub types

MarkView supports Sub Types that let your company route specific document types within an Organization to a particular set of users.

For example, Company X needs different groups of AP processors to handle different types of Non-PO invoices within the US Organization. One group of processors will process Facilities invoices, another group will process Utilities invoices, and a third group will process all the general Non-PO invoices. The MarkView administrator creates three Sub Types—one for Facilities, one for Utilities, one for General—that apply to the US organization. The administrator then assigns the appropriate users to a Sub Type role for each. The unique combination of the Document Type (Non-PO invoices), the Organization (US), and the Sub Type name (either General, Facilities, or Utilities) lets you separate and control the Non-PO invoice processing.

Taking this example a step further, Company X authorizes employee 12345 to use the Process Monitor to view all Non-PO invoices in the US Organization. Company X then authorizes employee 67890 to view only outstanding Facilities Non-PO invoices within the US Organization.

Because employee 12345 is a member of an organization-specific role (all Non-PO invoices for the US Organization), employee 12345 can view all of the invoices that employee 67890 can view, in addition to all General invoices.

In a company that has a number of locations and subdivisions, Sub Types can help to ensure efficient invoice processing.

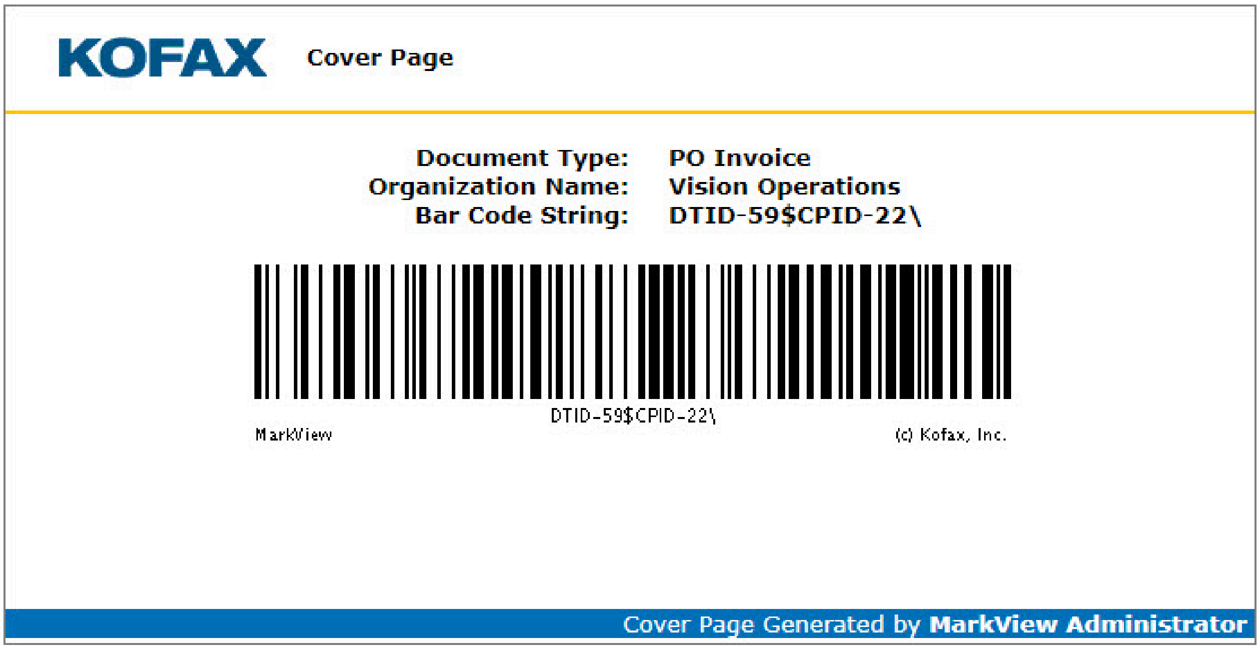
Generating bar codes

Using the MarkView Bar Code Generator, a web-based tool accessible from MarkView home, a scan operator generates and prints a bar code cover page for the document in the batch. The cover page can include properties such as the Document Type, Organization, the Sub Type, and the processing priority.

An employee or supplier can include an electronic version of the Bar Code Cover Page that you provide when submitting documents electronically. For example, if you send your suppliers a copy of a cover page, they can include it when sending email attachments or using SupplierExpress invoice submission.

Scan operators can reuse bar code cover pages. Some scanning equipment accepts thinly laminated pages, which can further reduce paper use.

The bar code cover page looks similar to the following figure.



Generated Bar Code Cover Page

If you have Kofax Capture with Kofax Transformation Modules installed, enabling the Auto-Categorization feature can streamline the process through batch class configurations. Using this feature allows uncategorized batch classes, batch classes with non-MarkView bar code separator pages or stickers, and batch classes with MarkView bar codes to bypass manual review and go directly to Kofax Transformation Modules. See Scan documents on page 51 for more information.

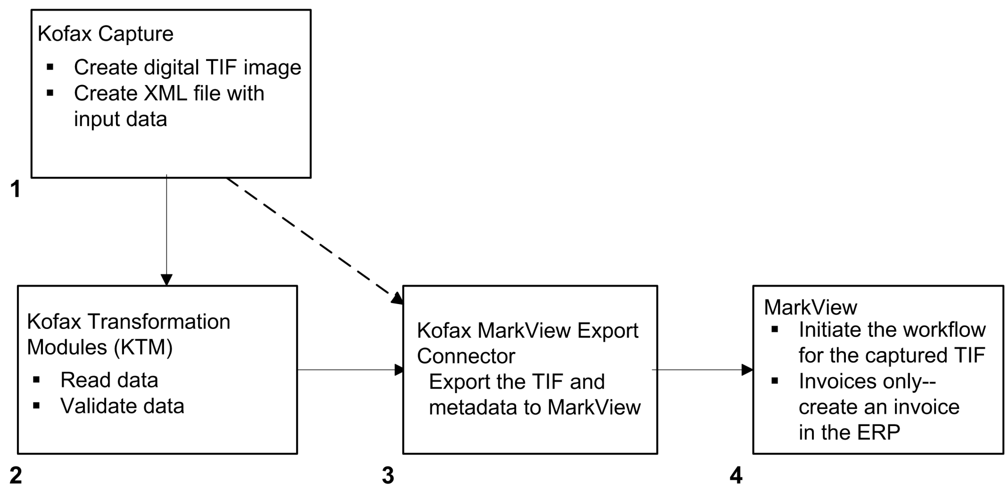
The MarkView Workflow Agent enables Kofax Capture to handle MarkView batches introduced through non-scan Kofax Capture products in the same way that Kofax Capture handles scanned batches. Non-scanned MarkView batch classes do not require bar codes. MarkView Invoice batch classes are subject to auto-categorization like scanned batch classes.

About capturing documents

Scan documents

After sorting documents and generating bar code cover pages, the scan operator scans the paper document using the cover page as the first page of the scan. The information on the bar code directs the document to the correct workflow.

MarkView, Kofax Capture, and Kofax Transformation Modules transform paper documents as follows (the numbers after the figure describe the related block within the figure):



1. Kofax Capture creates a digital TIF image of the paper invoice and an XML file with capture information.

   Kofax Capture reads the bar code on the cover page and calls a MarkView API, which returns a value for the Document Type and Organization ID. Kofax Capture passes the invoice to Kofax Transformation Modules (if installed).

   If Kofax Transformation Modules is installed and Auto-Categorization is enabled, you can configure Kofax Capture to allow MarkView Invoice batch classes to go to Kofax Transformation Modules without having bar code cover sheets. If Kofax Capture provides no categorization values, Kofax Transformation Modules tries to derive the document type and organization from the data extracted from the invoice image.

   You can also configure Kofax Capture to accept non-MarkView bar codes as separators between invoices.

2. Kofax Transformation Modules performs character and data recognition on the invoice and validates the data.
   - If the data is accurate, Kofax Transformation Modules passes the invoice directly to the export connector.
   - If a batch class stops in Kofax Transformation Modules for validation, an employee can change the entries before accepting the batch class. If the employee changes the document type, the window changes accordingly so that the employee can see what information the change requires.

3. Kofax MarkView Export Connector routes the TIF image and metadata to MarkView.
4. MarkView handles the invoice based on the metadata:
   - For an invoice, MarkView creates an invoice in the ERP system and passes the invoice into the MarkView workflow.
   - For a non-invoice document, MarkView passes the document to the MarkView workflow without adding information to the ERP.

When the Kofax Transformation Modules server processes an invoice, Kofax Transformation Modules reviews the image for information such as supplier address. The following table lists the information that Kofax Transformation Modules extracts from the invoice.

Information Extracted by Kofax Transformation Modules

Structure	Field	Invoice Type
Information extracted by Kofax		
Invoice header	Invoice Number	PO, Non-PO, Pre-Approved
	Organization	PO, Non-PO, Pre-Approved
	Document Type	PO, Non-PO, Pre-Approved
	Invoice Date	PO, Non-PO, Pre-Approved
	Vendor Number	PO, Non-PO, Pre-Approved
	Vendor Site	PO, Non-PO, Pre-Approved
	Contact*	Non-PO
	Currency	PO, Non-PO, Pre-Approved
	Invoice Total Amount	PO, Non-PO, Pre-Approved
	PO Number	PO
	Release Number	PO
	Sub Total Amount	PO, Non-PO, Pre-Approved
	Tax Amount	PO, Non-PO, Pre-Approved
	Freight	PO, Non-PO, Pre-Approved
	Misc. Costs	PO, Non-PO, Pre-Approved
	Discount	PO, Non-PO, Pre-Approved
	Delivery Note Number	PO
	Bill of Lading	PO
	Receipt Number	PO
Invoice Line		
	Line PO Number	PO
	Line PO Release	PO
	Description	PO, Non-PO
	Quantity Invoiced	PO, Non-PO

Structure	Field	Invoice Type
	Unit of Quantity	PO, Non-PO
	Unit of Measure	PO, Non-PO
	Unit Price	PO, Non-PO
	Article Code	PO
	Delivery Note Number	PO
	Bill of Lading	PO
	Receipt Number	PO
	Line Total Price	PO, Non-PO
	Line Tax Code	PO, Non-PO
	Line Tax Rate	PO, Non-PO
	Line Tax	PO, Non-PO
	Line Tax Status	PO, Non-PO
	Line Tax Amount	PO, Non-PO
	Line Tax Jurisdiction Code	PO, Non-PO
	Line Tax Regime Code**	PO, Non-PO
Information extracted by MarkView		
Invoice header	Terms Id	PO, Non-PO, Pre-Approved
	Created By	PO, Non-PO, Pre-Approved (defaults to MarkView Import user)
	Organization	PO, Non-PO, Pre-Approved
*Also known as "Approver." **Applies only to sites running Oracle R12. An employee needs to input the data.		

Kofax Transformation Modules also lets the employee select the invoice status, which MarkView uses to route invoices for Supplier Maintenance or for Return to Supplier. Kofax Transformation Modules captures and sends some tax (including VAT) and freight data from invoices to MarkView, which MarkView includes in the invoice record. From Kofax Transformation Modules, the employee can request that the invoice undergo a Tax or Freight review in MarkView.

For example, MarkView derives the PO line for a standard PO by attempting to match the following:

- A single-line Invoice to a single-line PO.
- A PO Line based on Quantity, Unit of Measure, Price.
- A PO Line based on Quantity, Unit of Measure.
- A PO Line based on Unit of Measure, Quantity Received.
- A PO Line based on Unit of Measure, Quantity Ordered.
- A PO Line based on Unit of Measure, Price.

For a blanket PO, MarkView uses similar logic to match the PO Line Locations. For example, MarkView attempts to match a PO Line Location based on Quantity, Unit of Measure, and Price Blanket.

For a PO that requires receipt matching, MarkView derives the PO line, receipt number, receipt line number, and receipt year by attempting to match:

- A single-line Invoice to Single Receipt Line.
- A Receipt line based Quantity and Unit of Measure.

When errors occur while importing the invoice into the ERP, AP processors use the Oracle Quick Invoices interface to add or correct the information. MarkView populates the Oracle Payables Open Interface.

If no import errors occur, MarkView attaches the MarkView document image to the Oracle record. MarkView then routes the associated work item to the appropriate Accounts Payable workflow.

The Oracle Open Interface requires that all invoices be balanced so that the distribution total equals the invoice total. To ensure that all invoices entered into the Oracle Open Interface are balanced, you can configure MarkView to auto-create a distribution line that includes an amount equal to the difference between the sum of the distribution amounts and the invoice total.

This line must be coded to a valid account code. You can configure MarkView to code the line to a dummy GL account code. This account code is configured on an organization-by-organization basis. MarkView automatically deletes the dummy GL line after the invoice is successfully imported through the Oracle Open Interface.

For each auto-created line, a dummy GL account code is populated. MarkView automatically deletes the dummy line after the invoice is attached to the record. During invoice processing, an employee can apply the correct GL account code to balance the invoice.

Submit invoices through email

As part of Kofax Capture integration, MarkView provides additional support for Kofax Import Connector (KIC). The import connector lets you import email attachments in to Kofax Capture, extract information from email headers, and route the email and attachments to MarkView.

Kofax Import Connector supports capturing the following formats:

- PDF
- TIFF (CCIT Group IV)
- DOC (Microsoft Word)
- XLS (Microsoft Excel)

Kofax Import Connector can extract additional information from email headers, which you can transfer into MarkView and store as work item properties. (You can use the MarkView Process Monitor to see work item properties.) For example, Kofax Import Connector can extract data from:

- To
- Cc
- From
- From Name

- Subject

The Kofax Capture administrator configures which email boxes Kofax Import Connector monitors. The administrator maps the mailboxes to cover pages, which can include bar codes that identify the document type and the workflow associated with the mailbox.

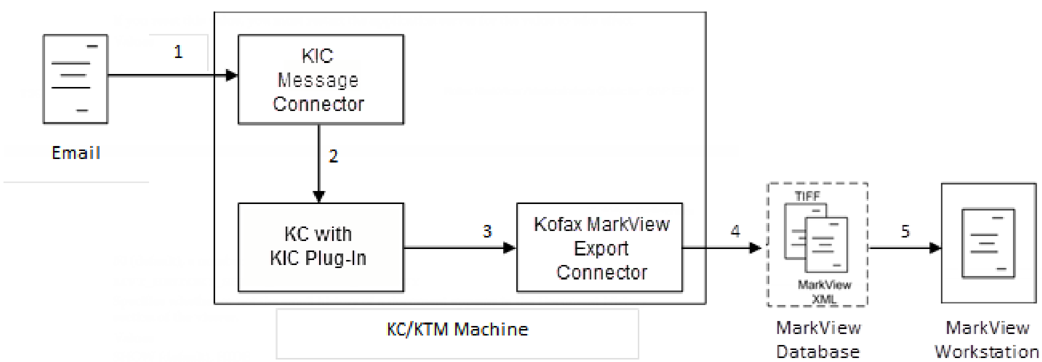
The administrator can also configure notifications for monitoring the email import process. The notification informs the administrator about problems processing an email and associated attachments.

If an invoice arrives by email and is processed by Kofax Import Connector, you can set the capture date to the date when the email was received.

MarkView integration with Kofax Import Connector

The MarkView and Kofax Import Connector integration uses features from the MVImportAPI. The processes communicate by way of XML files.

The following figure illustrates the Kofax Import Connector process flow:



1. Kofax Import Connector Message Connector retrieves email messages, extracts attachments and additional information from email headers (To, Cc, From, From Name, Subject).
2. Kofax Import Connector Plug-In, which resides with KC, processes the images and data provided by Kofax Import Connector Message Connector. The process converts images into the format and structure used by MarkView.
3. Batches are processed according to the Kofax Capture workflow and during export, an instance of Kofax MarkView Export Connector (installed on Kofax Capture machine) transforms the Kofax Capture batch XML to an XML file type that MarkView can read.
4. Kofax MarkView Export Connector sends the MarkView XML file and the TIFF image to MarkView. The additional information from email headers is mapped to MarkView work item properties.
5. At the MarkView workstation, an operator retrieves the document from the database server and views the document using MarkView Viewer.

Submit invoices through SupplierExpress

SupplierExpress, a MarkView for Accounts Payable add-on product, provides an Invoice Submission feature that lets your suppliers submit PDF versions of PO and Non-PO invoices electronically to your company. You can configure this option for all of your suppliers or only selected suppliers. To use this feature, the supplier must have the ability to create or access PDF versions of invoices.

The supplier follows on-screen instructions to upload a single PDF file from their PC. Depending on the invoice submission selected, the PDF can represent a single invoice or multiple invoices.

- Standard Invoice submission: SupplierExpress creates a MarkView document and routes the document to the queue configured for that supplier. The PDF can contain multiple invoices. After an AP processor enters the invoice information into the ERP, the supplier can use the Invoice Inquiry feature in SupplierExpress to check invoice status.
- PO Invoice submission: SupplierExpress enables suppliers to create and submit invoices from purchase orders that they have open at the buyer's site.
- Non-PO Invoice submission: SupplierExpress lets the supplier enter basic invoice header information, for example, invoice number and amount, which expedites processing. If configured, the supplier can also select an approver or point of contact. The PDF should contain a single invoice.
- Kofax e-Transactions Invoice submission: SupplierExpress displays invoices that a supplier submits using Kofax e-Transactions in the list of Submitted Invoices. The supplier uses the Kofax e-Transactions interface when submitting invoices through Kofax e-Transactions and SupplierExpress tracks invoice progress.

SupplierExpress users in your company can view reports to determine if a supplier submitted any PDF invoices.

Manual review

If a document has no bar code cover page or a cover page that cannot be processed, an employee must review the document manually to identify the document type.

A manual review lets the employee do one of the following:

- Mark the documents as new and manually enter the document type information.
- With the Auto-Categorization feature enabled, accept the batch and send it to Kofax Transformation Modules for categorization and validation.
- Delete/recycle the document.

Enter data into the ERP system

MarkView stores captured image files and writes information about the file to the MarkView database. MarkView associates the captured image with the Oracle record.

Transformation reduces the need for manual data entry. Without transformation, an AP processor must enter invoice information into the ERP.

After a document is submitted to MarkView, an AP processor can modify or enter information into the ERP.

Access invoices and image files

The MarkView installation and configuration process adds Get Next functionality to the Oracle Workbench. The process also copies the Oracle Quick Invoices functionality to create a MarkView Quick Invoices page to handle files imported through MarkView . This functionality lets an employee retrieve the next invoice that needs processing. Retrieving the invoice opens the viewer and displays the captured image.

An employee can also retrieve an invoice from MarkView by looking in their Web Inbox or Working Folder, or view an invoice in the MarkView Process Monitor.

Using Get Next, employees can retrieve only those documents:

- On which they are authorized to work.
- That belong to the Operating Units and Sub Types to which they have access.

MarkView sorts invoices for retrieval based on:

- The priority of the invoice; the employee retrieves high-priority items first.
- The date when the invoice entered the system; the employee retrieves older items first.

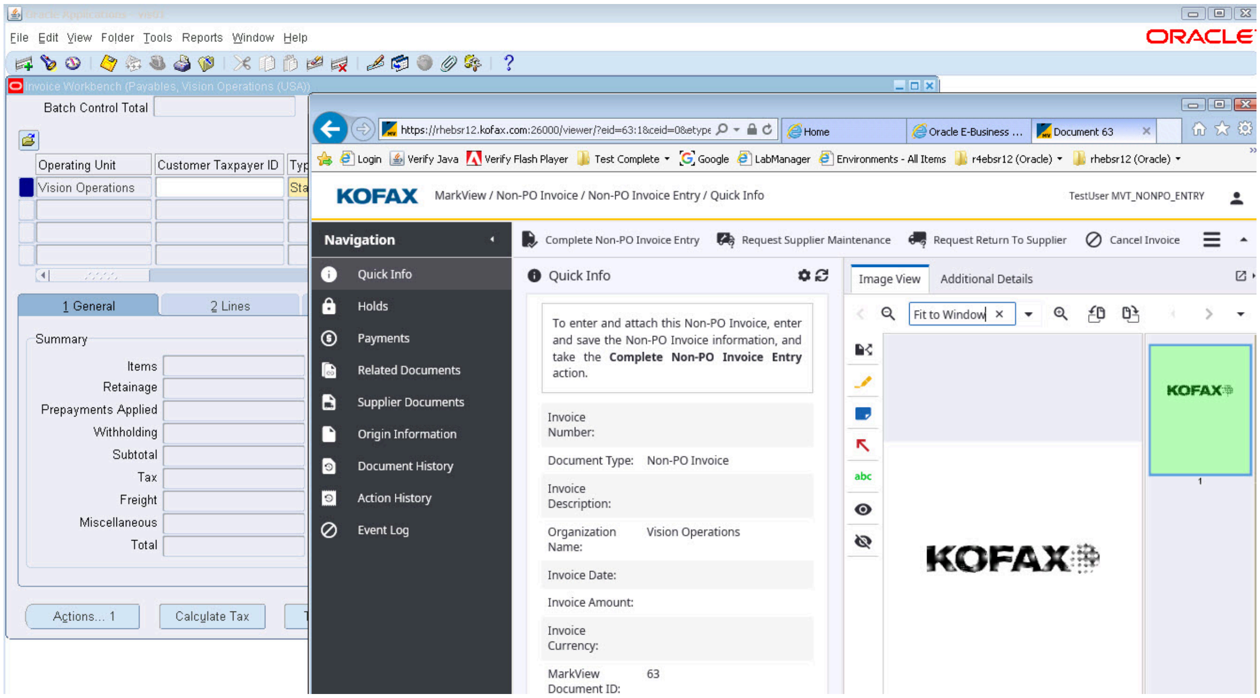
Enter information manually

For documents that require information added after being submitted to MarkView, an AP processor needs to enter information into the ERP system.

If an invoice enters the system through Kofax Capture, an AP processor uses Get Next to open the invoice in the Oracle Workbench and to open the invoice image in MarkView Viewer. The processor enters information from the invoice shown in the viewer into Oracle. If an invoice enters the system through Kofax Capture and Kofax Transformation Modules and fails to be imported into Oracle, an AP processor opens MarkView Quick Invoices to correct or add data.

With both the captured image and the ERP data entry form open, the AP processor can verify, modify, or add information into the ERP. Because both the form and captured image are visible on-screen, the AP processor can efficiently perform invoice entry and route the invoice to the next phase for processing.

An AP processor can use Oracle Quick Invoices to correct any errors received through the Oracle Open interface.



Open Oracle Invoice Workbench and Invoice Image in MarkView Viewer

When viewing an invoice image, the AP processor can interrupt processing to forward the invoice to someone else for verification or comment, to request a rescan, or to otherwise collect missing or unclear information.

Enter information automatically

Data from electronically entered invoices (Kofax Transformation Modules, EDI) is converted into an Oracle invoice and a MarkView document in the appropriate workflow. Automatically created invoices follow the same processes as those that are manually entered once the invoice enters the MarkView workflow. Information submitted automatically reduces the need for manual entry into the ERP.

You can configure what MarkView uses as the value of the invoice received date. This data is sent to the ERP system, where it can be used as part of standard processing, for example, to potentially calculate the invoice due date. The administrator can set the default value of the Invoice Received Date as the invoice date, the capture date (for Kofax Transformation Modules), or the current date (for Kofax Transformation Modules and Self-Service Invoice) by setting the KTM_INVOICE_RECEIVED_DATE preference. See the *Kofax MarkView Administrator's Guide, Volume 1*, for information about setting the preference.

MarkView uses this information when an invoice that has no Received Date set goes to Kofax Transformation Modules Validation.

Chapter 7

Invoice processing

This chapter describes invoice processing and some configuration options available for routing invoices through the MarkView workflow. This chapter also describes the impact of configuration choices on the workflow.

Setup by organization

With MarkView, you control the workflow process by organization, and allow filtering by organization and document type. For each organization, you can configure a different set of processing steps.

MarkView lets you configure a single global process so that your organizations follow the same standards, or configure processes by organization for handling exception cases. Settings that you make at an organizational level override global MarkView settings.

You can configure all of the following by organization:

- Configure workflow behavior
- Filter invoices by Sub Type
- Permit and restrict invoice viewing
- Configure action privileges, including Accounting Distribution
- Limit query results
- Route based on PO holds to different users or groups
- Add business controls to minimize the possibility of fraud

User roles

A key factor when implementing the MarkView for Accounts Payable workflows is understanding how new business processes impact individual users in a company. Two main user communities that interact with MarkView include:

- **Operational/Back Office teams**: AP processors who are responsible for processing invoices or supporting the invoice payment process.
- **Business Users**: Employees who are involved in ordering the goods/services included on invoices, and who approve invoices.

A standard MarkView for Accounts Payable solution includes these roles, which are described next.

Operational/Back Office teams

In most companies, invoice processing requires the involvement of Accounts Payable teams such as processors and scan operators, Finance leads such as AP Managers, Supplier Maintenance teams, and Purchasing teams.

Each group interacts with MarkView while working with invoices:

- Scan Operator:
  - Categorizes and scans documents to generate electronic images.
  - Rescans images as requested.
- Accounts Payable (AP) Processor:
  - Uses the Kofax Transformation Modules validation interface to review data that the transformation server could not interpret or validate.
  - Enters ERP invoice records, matches invoices to POs, and attaches MarkView document images to the ERP record.
  - Resolves issues associated with entered invoice records, including AP-related holds, questions from Business Users, and other issues that arise during invoice processing.
- AP Manager:
  - Tracks Accounts Payable activities and status using MarkView Process Monitor.
  - Performs Additional Reviews, such as potential fraud violations or high-dollar review, on designated invoices as needed.
- Supplier Record Management User: Enters and updates ERP Supplier records, including site information.
- Purchasing User: Resolves Purchase Order (PO) issues that arise during invoice entry, and Purchasing-related holds on PO-based invoices. The Buyer or PO Agent associated with the PO that the invoice references, or someone who works in Purchasing and has responsibility for general issue resolution, typically assumes this role.

Business Users

Business Users utilize MarkView to take action on invoices in several different capacities. Business Users may assume one or more of the following responsibilities:

- Coder: Enters account coding for Non-PO invoices.
- Approver: Provides approval for Non-PO invoices.
- Commenter: Provides information that AP or other Business Users need to complete their assigned invoice processing tasks.
- Requestor: Confirms that all goods and services associated with 2-way match PO invoices are satisfactorily delivered. The person who requested the goods/services or prepared the Requisition typically assumes this role.
- Holds Resolution User: Reviews receiving-related holds on PO-based invoices and takes action to begin the resolution process. The person who requested the goods/services or prepared the Requisition may assume this role.

Invoice review options

For Non-PO, PO, and Pre-Approved invoice processing, you can configure invoices to undergo different types of reviews. Review options are independent; an organization can implement one, all, or none.

MarkView performs reviews in the following sequence:

- Tax Review
- Freight Review
- Additional Review
- QA Review

If you configure invoices to undergo only two of the four reviews, MarkView follows the same order. For example, an invoice always undergoes Freight Review before QA Review.

A specific user or the member of a specific user group can perform reviews. The reviewer can complete the review, route the invoice to AP, or route the invoice to another user for comment or additional information.

An invoice is eligible for all reviews that you enable. MarkView does not release an invoice for payment until all reviews for which the invoice qualifies are completed.

Tax Review

Tax Review adds a financial and process control to the invoice payment process and helps ensure that all invoices are handled according to applicable tax laws, or that all tax amounts are reclaimed.

MarkView can route the following for Tax Review:

- Non-PO invoices after approval and coding is complete.
- PO invoices and Pre-Approved invoices after invoice entry is complete.

MarkView determines if the total tax amount or tax percentage exceeds the values specified by thresholds set in MarkView. If either value exceeds the threshold, MarkView routes the invoice for Tax Review. You can also set a sampling rate that directs MarkView to send a percentage of all invoices for random review. A Kofax Transformation Modules user can force an invoice to Tax or Freight review through a review request.

You can set thresholds at the system or organization level. The threshold applies to all workflows at the level specified.

Freight Review

Freight Review adds a financial control to the invoice payment process and helps ensure that all invoices are handled according to your company's financial policies.

MarkView can route the following for Freight Review after completing Tax Review, if configured, or after:

- Non-PO invoices complete approval and coding.

- PO invoices and Pre-Approved invoices complete invoice entry.

MarkView determines if the total freight amount or freight percentage exceeds the values specified by thresholds set in MarkView. If either value exceeds the threshold, MarkView routes the invoice for Freight Review. You can also set a sampling rate that directs MarkView to send a percentage of invoices for random review. A Kofax Transformation Modules user can force an invoice to Tax or Freight review through a review request.

You can set thresholds at the system or organization level. The threshold applies to all workflows at the level specified.

Additional Review

Additional Review adds a financial control in the invoice payment process and helps ensure that all invoices are handled according to your company's financial policies. Implementing this review enables your company to authenticate the financial obligation and to inform management that a high-value invoice is close to being paid.

MarkView can route the following for Additional Review after completing Tax and Freight Reviews, if configured, or after:

- Non-PO invoices complete approval and coding.
- PO invoices and Pre-Approved invoices complete invoice entry.

The base invoice amount determines whether an invoice is subject to this review. MarkView compares the invoice amount (represented by the base currency for the organization) to the threshold.

The default setting is 999,999.

You can set this threshold at the system or organization level. The threshold applies to all workflows at the level specified.

QA Review

QA Review provides a quality control to the invoice payment process and helps ensure that all invoices are handled according to your company's financial and audit policies. Implementing this review lets your company validate the quality of invoice data entry.

MarkView can route the following for QA Review after completing Tax, Freight, and Additional Reviews, if configured, or after:

- Non-PO invoices complete approval and coding.
- PO invoices and Pre-Approved invoices complete invoice entry.

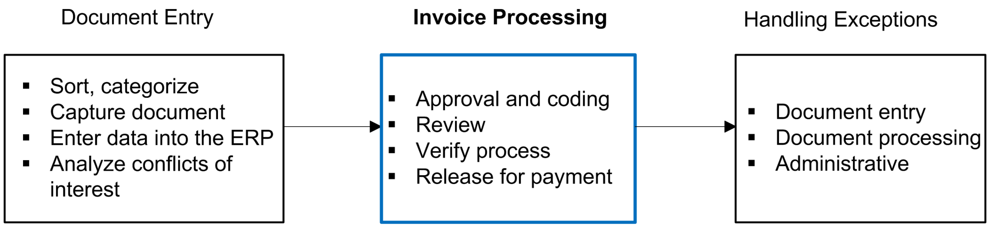
MarkView determines if an invoice is subject to this review based on a system value that specifies a percentage of overall invoice volume.

QA review is disabled by default.

You can set this percentage at the system or organization level. The threshold applies to all workflows at the level specified.

Accounts Payables invoices processing

This section describes the invoice processing phase of the workflow.



Once entered into MarkView and the ERP, the invoice undergoes processing based on the document type and the workflow, which comprises a series of queues. MarkView provides configurable workflows for processing invoices and supplier documents.

The way that a company configures their workflows has a direct impact on the efficiency of processing. Each company must consider industry best practices, recommended MarkView practices, and corporate business needs.

The following sections describe the basic workflows that invoices follow during MarkView and ERP processing and the employee actions needed. MarkView performs some actions that do not require employee interaction.

Employee roles vary according to corporate or departmental structures. Therefore, the roles used in the following workflows may differ from those used by your company.

Using Kofax Transformation Modules with MarkView only supports the processing of invoices and credit memos.

Non-PO Invoices

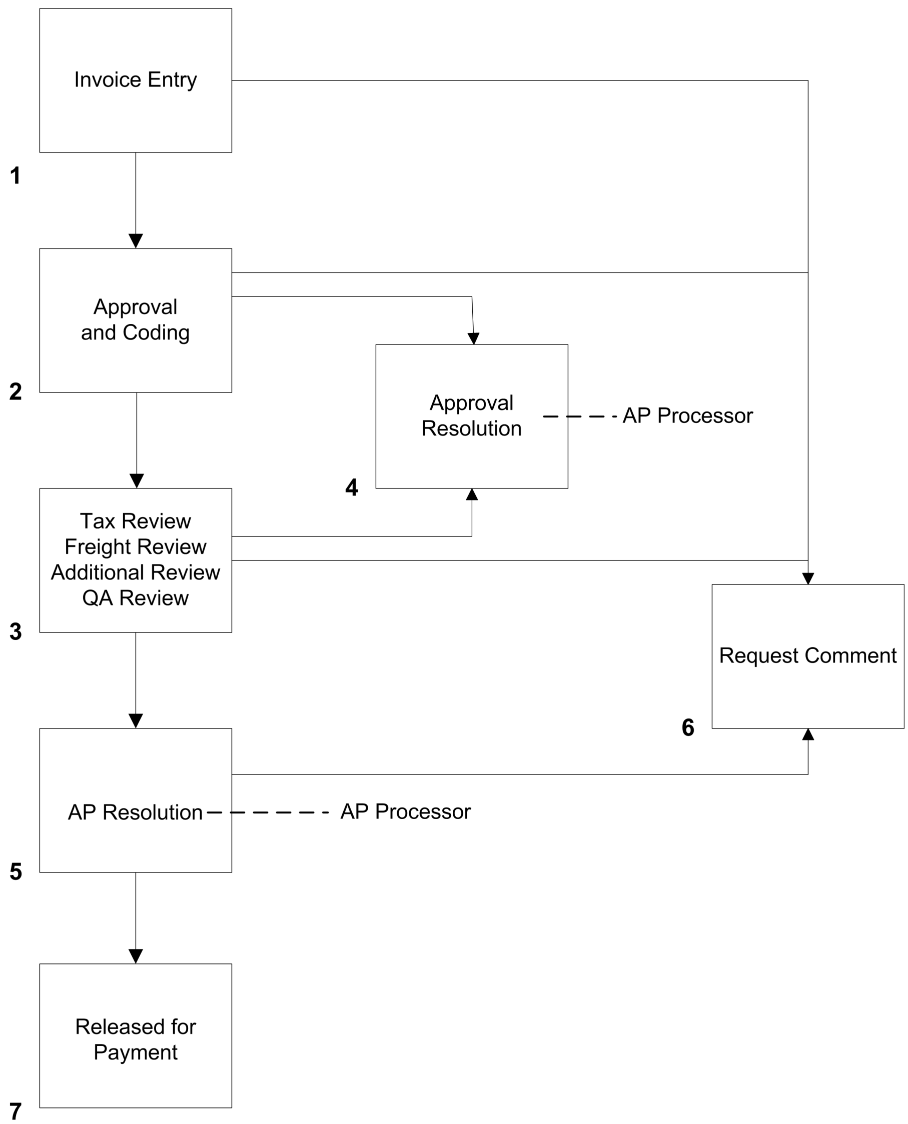
The Non-PO Invoice workflow requires that the employee who purchased the item or service verify the invoice total and the receipt of the purchased item or service.

An AP Employee or a Business User also codes lines of the invoice to associate the lines with the correct GL accounts.

Workflow

MarkView enables users outside of AP to be involved in the approval and coding of Non-PO invoices. During invoice entry, AP identifies the Business Users to involve.

The following flowchart shows the basic workflow that a Non-PO invoice follows for processing:



1. Invoice Entry: With Kofax Transformation Modules in use, invoice entry is completed without an AP processor taking action in the ERP.

   Without Kofax Transformation Modules, an AP processor reviews the invoice, enters the invoice information into the ERP, and selects the first person in the approval and coding process. The AP processor takes action in MarkView to signal the completion of the invoice entry process.

2. Approval and Coding: The Business User identified by the AP processor reviews the invoice and does one of the following:
   - Enters GL or Project-based account coding and approves the invoice.
   - Enters account coding, and selects another Business User to approve the invoice. For example, an assistant or financial analyst might enter the coding and forward the invoice to a manager for approval.
   - Routes the invoice to another user for comment and additional information prior to coding or approval. For example, an assistant might need help coding the invoice.

- Routes the invoice to AP when there is a question about the invoice or the Business User does not think that the invoice should be paid.

  Your company can choose from a number of approval hierarchy options to use when an invoice receives approval from a Business User.

  MarkView verifies the approval limit of the Approver through a lookup in the chosen hierarchy against the invoice amount.
- If the Approver has sufficient approval authority, the invoice moves to the next phase of processing.
- If the Approver does not have sufficient approval authority, MarkView uses the chosen approval hierarchy to look up the next Approver. This process continues until an Approver with sufficient authority approves the invoice.

The Accounting Details tool in MarkView lets you supply coding information for invoices during the invoice life cycle. A line can have multiple distributions. With Oracle E-Business Suite version 12.x, MarkView provides a check box that you can enable when adding lines to create a single distribution for the line automatically. You can configure the initial state of the check box. See the *Kofax MarkView System Administrator's Guide, Volume 2*. The appendix, "Oracle Configuration Parameters," provides information about adding the check box and setting the default value.

3. Tax Review, Freight Review, Additional Review, Quality Assurance (QA) Review: With MarkView, AP Managers and Finance Team members can optionally review a subset of invoices after invoice entry. These reviews help to ensure compliance with audit controls without creating workflow inefficiencies. A company can route invoices that meet specific criteria for review, for example:
   - The tax amount or percentage exceeds specified values.
   - The freight amount or percentage exceeds specified values.
   - The invoice uses the base currency of the Organization and MarkView has Tax or Freight Reviews enabled based on the Organization’s base currency.
   - MarkView has Tax or Freight Review enabled for the base currency of the Organization.
   - The invoice base amount exceeds an amount specified and requires Additional Review.
   - The invoice falls within a specified percentage of all invoices and requires a QA review.
4. Approval Resolution: If Business Users encounter issues during the approval and coding processes or during reviews, they can send the invoice to AP. You can configure MarkView to route the invoice back to the original AP processor, or to a queue accessible by multiple AP processors who specialize in issue resolution.

   Since this process usually requires additional analysis, more experienced AP processors generally assume responsibility for this task. The AP processor reviews the comments provided by the Business User, tries to resolve the issue, and returns the invoice to the Business User. If the AP processor determines that a different Business User is responsible for approving the invoice, the processor can route the invoice accordingly.

   If the invoice should not be paid, the AP processor can cancel the invoice.
5. AP Resolution: When a Non-PO invoice goes on hold, the hold must be resolved by Accounts Payable.

   This process often requires additional analysis, therefore more experienced AP processors generally assume responsibility for this task.

After determining what business situation created the ERP hold, the AP processor acts within the ERP to correct the situation. Or, the AP processor can solicit feedback from others or cancel the invoice after determining that the invoice should not be paid.

6. Request Comment: At various points in the workflow, AP and Business Users may need more information from other employees to complete the current invoice processing task. The Request Comment action provides a mechanism through which employees can officially request feedback and have MarkView monitor the request. The employee providing the comments and feedback must respond to the requesting employee.

   The availability of Request Comment depends on your configuration. For example, you can configure Request Comment to be only available if the invoice is attached to an ERP record. Request Comment is available from most Non-PO invoice workflow processing steps.

7. Released for Payment: The invoice completed all approvals and reviews, and all holds against the invoice are resolved, making the invoice eligible for payment.

Workflow configuration options

Responsibility for Approval and Coding

MarkView lets you configure whether one group both enters account coding and approves invoices, or two separate groups enter account coding and approve invoices.

By default, Approvers can enter account coding and approve invoices.

The MarkView System Administrator assigns employees to the MarkView user group for their role. An employee assigned to both groups, can both enter account coding and perform invoice approval.

- **Single group**: AP selects a Coder/Approver from the list and routes the invoice to that employee. Before approval, the selected Coder/Approver enters some or all of the account coding. If configured, the Coder/Approver can route the invoice to another employee for comment or help with completing the account coding.

  Because Accounts Payable chooses the Approver, this configuration option is considered a financial control.

- **Separate groups**: AP selects a Coder from the list and routes the invoice to that employee. The Coder enters the accounting details and then routes the invoice to the appropriate Approver. (The Coder should know who needs to approve the invoice.)

  Use this approach if Approvers do not have the business knowledge to enter account coding or if Coders do not exist in the hierarchy.

  This configuration places the decision about who approves an invoice on the Coder, who might be an administrative assistant. The decision can give Coders responsibility that they do not normally have.

  To mitigate the risk, make Approvers responsible for only approving invoices under their jurisdiction and for validating the account coding. An Approver can send an invoice back to AP if something is incorrect.

When deciding which configuration option to use:

- Identify which MarkView groups have the knowledge, training, and responsibility for entering the account coding for an invoice. For example, decide who in the company should do the coding: Coders, Approvers, or Commenters.

- Determine if contact information appears on invoices or decide how AP processors can determine which Business User to select for account coding (for example, a Coder) and which Business User to select for invoice approval (for example, an Approver).
- Identify who has the authority to determine the initial invoice Approver.
- Determine if the Business User responsible for invoice approval is also responsible for account coding. If not, decide if the Business User should validate account coding that was entered by another employee.

Hierarchy and Approval Limits

For Non-PO invoice approval, your company must identify the data repositories for MarkView to use for hierarchy and approval limits. This decision controls which set of business rules apply when MarkView determines the next Approver in the approval chain and the invoice approval limits.

MarkView supports the following options:

- Oracle E-Business Suite (EBS) Purchasing Hierarchy module and Oracle EBS HR module: Uses the same business rules that are set up to approve Oracle EBS Purchase Orders for approving MarkView Non-PO invoices. The approval limits for purchasing transactions come from the Oracle EBS Purchasing module. You can also use the Purchasing module for the approval hierarchy, and Oracle EBS HR data to determine the chain of Approvers or you can use other limits, such as Requisition approval limits.
- MarkView Hierarchy: Leverages the MarkView hierarchy to define and manage approval limits and approval relationships. The MarkView hierarchy tool is a web-based application that lets you set up an employee hierarchy and set approval limits for each level of the hierarchy.

MarkView uses option names that reflect the supported configuration of Oracle EBS. MarkView uses this approach to help you associate the correct settings in both applications for hierarchy and approval limits.

If your company uses data from Oracle EBS modules to approve Non-PO Invoice, select from the following options:

- Approver hierarchy: Identify the business rules to apply when MarkView chooses the next Approver in a hierarchy. Options include:
  - Simple Employee-Supervisor (default): MarkView uses the Employee-Supervisor relationship defined in the Oracle EBS HR module.
  - Org-based Employee-Supervisor: MarkView uses the Employee-Supervisor relationship defined in the Oracle EBS HR module. The HR module supports specifying Employees and Supervisors by Organization. MarkView uses this option to identify the Organization associated with the invoice.
  - Business Group-based Employee-Supervisor: MarkView uses the Employee-Supervisor relationship defined in the Oracle EBS HR module. The HR module supports the association of Employees and Supervisors with Business Groups. MarkView uses the Employee's Business Group to identify the supervisor.

    Only use this option if your company also uses the Oracle EBS Business Group setup.
  - Simple Positional: MarkView identifies a supervisor by finding the employee who holds the next highest position above the Employee's in the position hierarchy. MarkView selects the person who has held the position for the longest time.

- PO Control Function: Identify the name of the PO Control Function in Oracle EBS Purchasing to use for approval limits. (The Oracle EBS Purchasing module refers to the "transaction type" or "document type" as the PO Control Function.) PO Control Functions can include:
  - Approve Blanket Purchase Agreements
  - Approve Blanket Releases
  - Approve Contract Purchase Orders
  - Approve Internal Requisitions
  - Approve Planned Purchase Orders
  - Approve Purchase Requisitions (default)
  - Approve Standard Purchase Orders
- PO Control Method: Choose the PO control method to leverage. Use the name of the method (MarkView term) or the object type (Oracle EBS term) in Oracle EBS Purchasing for approval limits. Options include:
  - Document Total (default)
  - Account Range
- Invoice Value: Choose the value on the invoice that MarkView should compare against invoice approval limits to determine if the invoice can be approved.

  This choice determines for what aspect of the financial obligation an invoice Approver is responsible. Options include:
  - Standard (default): The greater of either the invoice total or the sum of the distributions
  - Invoice Total Amount
  - Invoice Net Amount
  - Sum of Distributions
  - Max of Single Distribution

The combination of decisions that you make for PO control function, PO control method, and invoice value defines employee approval limits in Oracle.

Some companies may have Business Users manually identify the next Approver in the approval chain. This can occur when the business requirements associated with selecting the next Approver do not conform to the hierarchy options available in Oracle EBS modules or MarkView Hierarchy. Because the Oracle EBS Purchasing module and MarkView Hierarchy continue to store the approval thresholds, MarkView automatically performs the verification and validation.

Review Options

You can configure invoices to undergo Tax Review, Freight Review, Additional Review, and QA Review. See Invoice review options on page 61 for descriptions of these reviews.

Invoice Approval Validation

When approving Non-PO invoices in MarkView, a company must decide if it requires account coding to be complete when the Approver approves the invoice. This feature is tied to an individual's financial responsibilities within a company. Your company must decide whether the Approver is responsible for approving the GL account coding as well as the invoice total. MarkView options include:

- **Anytime**: An Approver can approve an invoice regardless of the account coding status.

- **Invoice Fully Coded** (default): An Approver can only approve an invoice if the account coding is entered for the full invoice amount.

Approval Options for Alternate Users

MarkView includes a utility called Alternate User Assignment (AUA) that allows an employee to assign an alternate user within MarkView as a proxy to process invoices. Assigning an alternate user ensures that invoices continue to move through the workflow and do not become stuck due to an employee's absence or unavailability.

When approving Non-PO invoices in MarkView, your company must specify how to handle the approval authority and hierarchy for alternate users. This decision determines what invoice approval limits and invoice approval chain apply when a Business User approves an invoice on behalf of another Business User. To limit potential opportunities for fraud, consider the financial controls that your company has in place.

MarkView options include:

- Alternate's authority and original Approver's hierarchy (default): MarkView checks the alternate's approval limit against the invoice amount. If the alternate does not have sufficient authority, MarkView routes the invoice to the next Approver in the original Approver's approval chain.

  This option uses the alternate's authority as a safeguard against the original Approver who did not select an alternate with similar organizational responsibilities. Although AUA verifies that the original Approver and alternate have the same roles, the employees might not have the same approval limits.

  Routing the invoice through the original Approver's hierarchy eliminates the opportunity for an alternate to try to bypass the original hierarchy for fraudulent reasons.
- Original Approver's authority and hierarchy: MarkView uses the original Approver's invoice approval limit against the invoice amount. If the original Approver has insufficient authority, MarkView routes the invoice to the next Approver in the original Approver's approval chain.

  If your company holds the original Approver accountable for all invoice approval decisions, including the selection of an alternate with the appropriate organizational authority, consider this option.

  Using the original Approver's authority can provide more flexibility in a company where an Approver might not have a peer to select as an alternate. Instead of transferring all invoice approval responsibility to their supervisor, the employee can designate an alternate with lesser responsibilities.

  Routing the invoice through the original Approver's hierarchy eliminates the opportunity for that Approver to try to bypass the original hierarchy for fraudulent reasons.
- Alternate's authority and hierarchy: MarkView checks the alternate Approver's approval limit against the invoice amount. If the alternate has insufficient authority, MarkView routes the invoice to the next Approver in the alternate's approval chain.

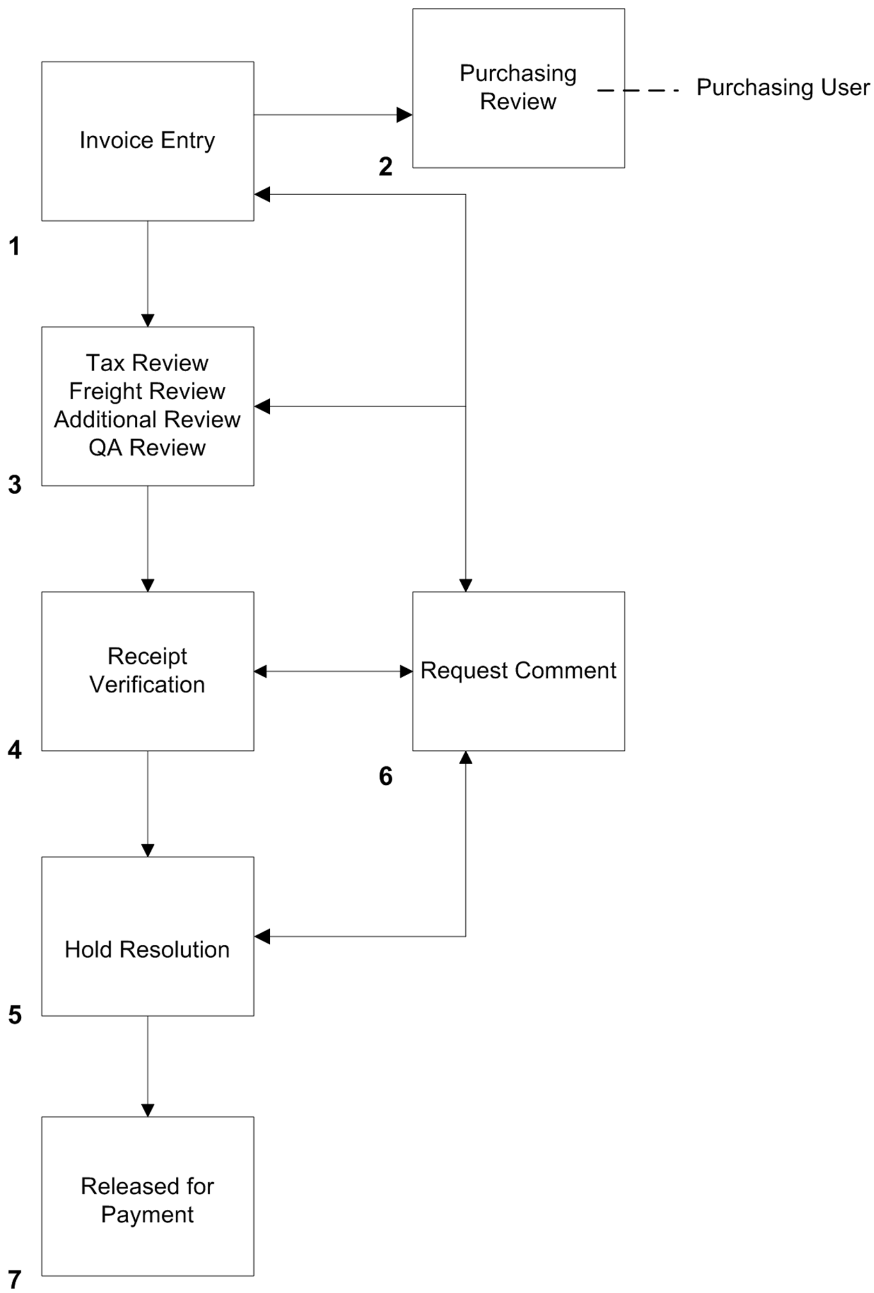
  Use this approach if the original invoice Approver actually transfers full ownership of invoice approval responsibilities to the alternate.
- Original Approver's authority and alternate's hierarchy: MarkView checks the original Approver's approval limit against the invoice amount. If the original Approver has insufficient authority, MarkView routes the invoice to the next Approver in the alternate's approval chain.

PO Invoices

This section provides information about PO Invoice workflow and configuration options.

Workflow

The following flowchart shows the basic workflow that a PO-based invoice follows for processing:



1. Invoice Entry: With Kofax Transformation Modules in use, invoice header entry is completed without an AP processor taking action.

   Without Kofax Transformation Modules, an AP processor reviews the invoice, identifies the PO associated with the invoice, enters the invoice information into the ERP. Using the captured invoice image, the processor matches the invoice to the Purchase Order to help in the completion of header entry and creation of the invoice lines. The AP processor takes action in MarkView to signal the completion of the invoice entry process.

2. Purchasing Review: If issues or questions arise that impact invoice entry, MarkView routes the invoice for review. For example, an invoice might not have a PO number, the PO might not be approved or might have no remaining funds available.

   In companies with a centralized Purchasing group that supports Accounts Payable, an AP processor can take action to route the invoice to the Purchasing group for issue resolution. The Purchasing employee who retrieves the invoice researches the issue, updates the PO as needed, and returns the invoice to AP with comments. AP can then complete the entry process.

   > For companies without a centralized Purchasing group, MarkView offers alternate functions for routing invoices to specific Buyers or other Purchasing users for comment and issue resolution.

3. Tax Review, Freight Review, Additional Review, Quality Assurance (QA) Review: With MarkView, AP Managers and Finance Team members can optionally review a subset of invoices after invoice entry. These reviews help to ensure compliance with audit controls without creating workflow inefficiencies. A company can route invoices that meet the specific criteria for review, for example:
   - The tax amount or percentage exceeds specified values.
   - The freight amount or percentage exceeds specified values.
   - The invoice value exceeds a specified high-dollar amount and requires Additional Review.
   - The invoice falls within a specified percentage of all invoices and requires a QA review.
4. Receipt Verification: For companies that process 2-way match POs, MarkView provides Business Users outside of AP with an opportunity to review the invoices. This function allows a single Business User (for example, the PO Agent, Requisition Preparer, PO Deliver To Person, Requisition Requestor) to acknowledge that they received the goods or services being invoiced. MarkView uses data from the PO in Oracle to determine who should verify the invoice.

   > Your company can set up 3-way matching POs that require the requester to acknowledge the receipt of goods online in the Oracle EBS. If your company uses 2-way matching and still wants requesters to acknowledge receipt of goods or services, you can use MarkView Receipt Verification.

   The employee performing Receipt Verification can approve the invoice and signal that they received the goods or services in question and that the invoice should be paid. Or, the reviewer can route the invoice to AP or another employee if they have questions about the invoice or they do not think that the invoice should be paid.
5. Hold Resolution
   - Receiving and Purchasing Resolution: MarkView enables users outside of AP (for example, PO Agent, Requisition Preparer/Requestor, Purchasing Group) to be involved in the resolution of PO Invoice holds.

     A company can specify which user or user group should review and resolve specific types of holds. The MarkView hold resolution process automates the routing of these invoices between the responsible users and groups within the Receiving Resolution and Purchasing Resolution processes. MarkView uses data from the PO in Oracle to determine to whom to route the invoice for resolution.

- The Receiving Resolution process includes invoices routed to a Requisition Preparer, a Requisition Requestor, a PO Deliver To Person, or a Receiving group.
- The Purchasing Resolution process includes invoices routed to the PO Buyer or a Purchasing group.

  Both processes expect the designated employee to make updates within Oracle EBS to resolve the invoice hold (for example, Approve the PO or receive the goods), or provide feedback to AP about how to handle the hold.

  Alternatively, the designated employee can route the invoice to another employee for comment or additional information.
- AP PO Invoice Process Resolution: If Business Users have an issue during the Receipt Verification, Additional/QA Review, or Receiving/Purchasing Resolution processes, they can send the invoice to AP.

  Since this process usually requires additional analysis, more experienced AP processors generally assume responsibility for this task. The AP processor reviews the comments provided by the sending user, tries to resolve the issue, and returns the invoice to the sending user with enough information to continue invoice processing. Alternatively, a user can click Holds Resolved to route the invoice to the Verify AP Process Complete queue. If the requestor changed, the invoice is assigned to a new requestor after the Approval Check. If the invoice should not be paid, the AP processor can cancel the invoice at this point.
- AP Resolution: In the PO workflow, a company can specify which user or user group should review and resolve specific types of holds. MarkView hold resolution automates the routing of these invoices.

  Although Purchasing or Receiving users or groups might take the responsibility for resolving some types of holds, others must be resolved by Accounts Payable.

  Since this process usually requires additional analysis, more experienced AP processors generally assume responsibility for this task.

  After determining what business situation created the Oracle EBS hold, the AP processor acts within Oracle EBS to correct the situation that created the hold. Or, the AP processor can solicit feedback from others or cancel the invoice after determining that the invoice should not be paid.

6. Request Comment: At various points in the workflow, AP and Business Users may need more information from other employees to complete the current invoice processing task. The Request Comment action provides a mechanism through which employees can officially request feedback and have MarkView monitor the request. The employee providing the comments and feedback must respond to the requesting employee.

   The availability of Request Comment depends on your configuration. For example, you can configure Request Comment to be only available if the invoice is attached to an ERP record. The action is available from most PO invoice workflow processing steps.
7. Released for Payment: The invoice completed all approvals and reviews, and all holds against the invoice are resolved, making the invoice eligible for payment.

Workflow configuration options

Review Options

You can configure invoices to undergo Tax Review, Freight Review, Additional Review, and QA Review. See Invoice review options on page 61 for descriptions of these reviews.

Receipt Verification

A company can configure MarkView to automate the review of 2-way match PO invoices. These invoices often apply to services instead of the delivery of physical goods. In the ERP, 2-way match PO invoices do not have any type of associated receipt record. Therefore, when AP processes a 2-way match PO invoice, there is no record within the ERP that confirms that the goods or services referenced were delivered.

The default is true: 2-way match invoices need to go through MarkView receipting.

When enabled, this feature automatically routes the 2-way match invoice to a reviewer who confirms the delivery of the goods or services. The invoice can be routed to a Buyer or to someone else associated with a Requisition. Available options for the person to conduct the verification review include:

- Requisition Requestor: Uses information from the Oracle Requisition associated with the matched Purchase Order.
- Requisition Preparer: Uses information from the Oracle Requisition associated with the matched Purchase Order.
- PO Deliver To Person: Uses information from the matched Oracle Purchase Order.
- PO Agent: Uses information from the matched Oracle Purchase Order.

If you disable this feature, AP must manually identify who should confirm delivery during the Invoice Entry process, as most companies require verification that services were delivered.

This feature also provides an additional audit control by ensuring that your company does not erroneously pay invoices when the quality or quantity of goods or services associated with PO invoice are unacceptable.

This feature helps to automate a manual process that most companies already have in place for confirming the delivery of 2-way match PO invoice goods and services.

Because reviewing 2-way match PO invoices is an approval task similar to approving Non-PO invoices or receiving within Oracle, most reviewers have no problem taking responsibility for the task.

Holds **Resolution**

For PO invoices, MarkView automates the review and resolution of invoices that have an associated Oracle hold. Business Users (for example, Requisition Requestors) and Purchasing Users (for example, PO Agents or Buyers) can be automatically included in the review process for specific Oracle holds. Your company can define a list of reviewers for each type of hold.

For example, the routing for a Quantity Ordered hold may include both the Requisition Requestor and AP. If an invoice has multiple Oracle holds applied, a priority is assigned to each Oracle hold. MarkView automatically routes any Oracle hold that does not have routing defined to AP.

Different holds route to different persons by default. For example, a hold applied because the system could not close a PO defaults to the PO Agent; a hold applied due to a receipt exception defaults to the PO Deliver To Person.

Product options for the person or group to conduct the review include:

- Requisition Requestor: Uses information from the Oracle EBS Requisition associated with the matched Purchase Order.
- Requisition Preparer: Uses information from the Oracle EBS Requisition associated with the matched Purchase Order.
- PO Deliver To Person: Uses information from the matched matched Oracle EBS Purchase Order.
- PO Agent: Uses information from the matched Oracle EBS Purchase Order.
- Purchasing Group: The work item remains unretrieved in the Purchasing Resolution queue where a user can click Get Next to retrieve the next available work item.
- Requisitioning Group: The work item remains unretrieved in the Receiving Resolution queue where a user can click Get Next to retrieve the next available work item.

MarkView automates communication in a company between AP and teams outside of AP and relieves some of the pressure on AP to initiate the resolution process. Doing so allows AP to focus on tasks that improve the overall quality of invoice payment process.

Because this configuration option might assign new responsibilities to Purchasing and Business Users, include those groups in any change management activities.

To correct an Oracle EBS hold, the designated user must take corrective action in Oracle. Once the corrective action is complete, the employee takes action in MarkView indicating that they resolved the hold.

Receipts-based invoice verification

If you configure support for receipts-based invoice verification, MarkView automatically matches invoice lines to individual goods or services receipt lines. This can increase the success rate for automatic PO-based invoice verification and reduce manual intervention. It also enables buyers to pay only for goods or services received, and to pay for partial shipments without invoice holds.

Without receipts-based invoice verification, MarkView matches a single invoice line to a corresponding PO line. You can post the invoice in the ERP even if there is no matching receipt.

Activate receipts-based invoice verification on a line-item by line-item basis. If receipts-based invoice verification is active for a particular order item, there must be a corresponding invoice item that matches the receipt item. This is particularly useful when an invoice may be fulfilled with more than one delivery.

The Waiting for Receipts queue holds invoices until at least one receipt is entered for each invoice line that corresponds to a PO line marked for receipts-based invoice verification. Web Inquiry - Held PO Invoices allows you to display items in this queue.

See the Oracle documentation for more information about receipts-based invoice verification.

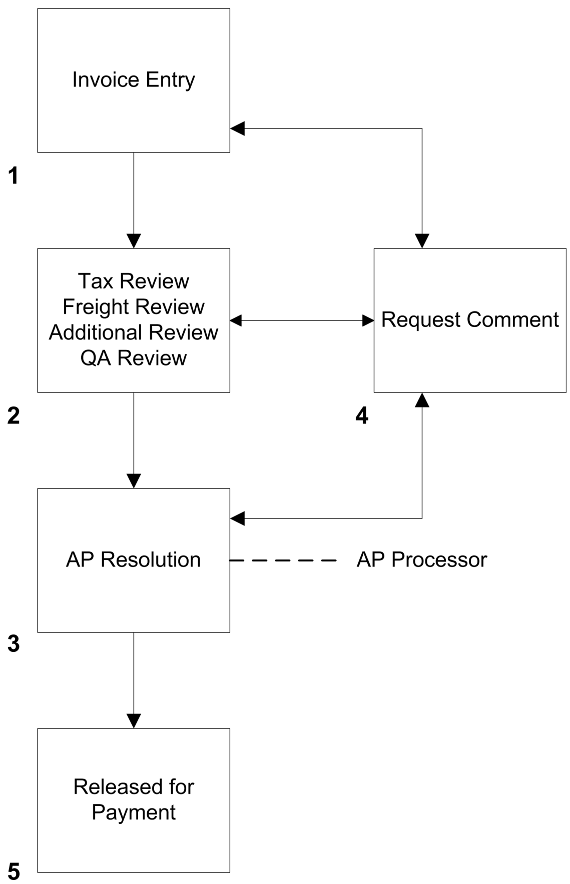
Pre-Approved Invoices

This section provides information about Pre-Approved Invoice workflow and configuration options.

Workflow

A company typically uses Pre-Approved invoices for recurring or specialized invoices such as rent, utilities or legal bills. MarkView assumes that all Pre-Approved invoices are approved when AP receives them, and that coding is provided or AP knows how to code the invoice.

The following flowchart shows the basic workflow that a Pre-Approved invoice follows for processing:



1. Invoice Entry: With Kofax Transformation Modules in use, invoice entry is completed without an AP processor taking action.

   Without Kofax Transformation Modules, an AP processor reviews the invoice and enters the invoice information into the ERP, including the header lines. The AP processor takes action in MarkView to signal the completion of the invoice entry process.

2. Tax Review, Freight Review, Additional Review, Quality Assurance (QA) Review: With MarkView, AP Managers and Finance Team members can optionally review a subset of invoices after invoice entry. These reviews help to ensure compliance with audit controls without creating workflow inefficiencies.

   A company can route invoices that meet the specific criteria for review, for example:

   - The tax amount or percentage exceeds specified values.

- The freight amount or percentage exceeds specified values.
- The invoice value exceeds a specified high-dollar amount and requires Additional Review.
- The invoice falls within a specified percentage of all invoices and requires a QA review.

3. AP Resolution: When a Pre-Approved invoice goes on hold, the hold must be resolved by Accounts Payable.

   Since this process usually requires additional analysis, more experienced AP processors generally assume responsibility for this task.

   After determining what business situation created the Oracle EBS hold, the AP processor acts within the ERP to correct the situation that created the hold. Or, the AP processor can solicit feedback from others or cancel the invoice after determining that the invoice should not be paid.

4. Request Comment: At various points in the workflow, AP and Business Users may need more information from other employees to complete the current invoice processing task. The Request Comment action provides a mechanism through which employees can officially request feedback (including entering, updating, or deleting invoice distributions) and have MarkView monitor the request. The employee providing the comments and feedback must respond to the requesting employee.

   The availability of Request Comment depends on your configuration. For example, you can configure Request Comment to be only available if the invoice is attached to an ERP record. The action is available from most Pre-Approved invoice workflow processing steps.

5. Released for Payment: The invoice completed all approvals and reviews, and all holds against the invoice are resolved, making the invoice eligible for payment.

Workflow configuration options

Entry Validation

In the Pre-Approved Invoice workflow, you can configure a control to ensure that account coding is entered for the full invoice amount before MarkView releases an invoice from the data entry process.

MarkView validation options include:

- **Invoice Fully Coded** (default): An AP processor can only mark the entry process as completed if the invoice total matches the sum of the invoice lines.
- **Anytime** (no validation): The entry process can be completed at any time. Nothing related to account coding is validated.

This option provides qualitative control in the AP data entry process.

If your company has a regular business situation that prevents an AP processor from completing the account coding, this control may not be useful.

Review Options

You can configure invoices to undergo Tax Review, Freight Review, Additional Review, and QA Review. See Invoice review options on page 61 for descriptions of these reviews.

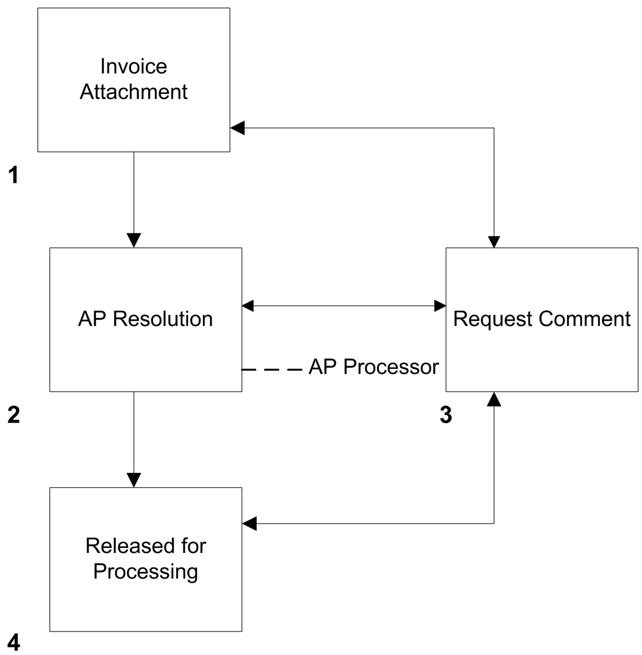
Previously Entered Invoices

This section provides information about Previously Entered Invoice workflow and configuration options.

Workflow

A company typically uses Previously Entered invoices to quickly attach one or more invoice documents to an Oracle record already in the system.

The following flowchart shows the basic workflow that a Previously Entered invoice follows for processing:



1. Invoice Attachment: An AP processor reviews the invoice against the invoice information in the ERP. The AP processor takes action to save the invoice in MarkView and then to signal that the invoice attachment is complete.
2. AP Resolution: When a Previously Entered invoice goes on hold, the hold must be resolved by Accounts Payable.

   Since this process usually requires additional analysis, more experienced AP processors generally assume responsibility for this task.

   After determining what business situation created the Oracle EBS hold, the AP processor acts within the ERP system to correct the situation that created the hold. Or, the AP processor can solicit feedback from others or cancel the invoice after determining that the invoice should not be paid.
3. Request Comment: At various points in the workflow, AP and Business Users may need more information from other employees to complete the current invoice processing task. The Request Comment action provides a mechanism through which employees can officially

request feedback (including entering, updating, or deleting invoice distributions) and have MarkView monitor the request. The employee providing the comments and feedback must respond to the requesting employee.

The employee requesting the comment can recall or reroute the request.

The availability of Request Comment depends on your configuration. For example, you can configure Request Comment to be only available if the invoice is attached to an ERP record. The feature is available from most Previously Entered invoice workflow processing steps.

4. Released for Processing: If the invoice completed all approvals and reviews, and all holds against the invoice are resolved, the invoice is released for payment. If the invoice needs to complete additional steps in the workflow process, the invoice becomes available for additional processing.

Workflow configuration options

Entry validation

In the Previously Entered invoice workflow, you can configure a control to ensure that account coding is entered for the full invoice amount before MarkView releases an invoice from the data entry process.

MarkView validation options include:

- **Invoice Fully Coded** (default): An AP processor can only mark the entry process as completed if the invoice total matches the sum of the invoice lines.
- **Anytime** (no validation): The entry process can be completed at any time. Nothing related to account coding is validated.

This option provides qualitative control in the AP data entry process.

If your company has a regular business situation that prevents an AP processor from completing the account coding, this control may not be useful.

Resolving a hold

A hold is a status that the ERP assigns to an invoice that has a problem such as missing required information, erroneous price, quality issues, and so forth. MarkView assigns a MarkView hold in the ERP to an invoice when the invoice enters the system. MarkView removes the MarkView hold after the invoice completes all Approval and Review processing required by the defined business steps.

The system routes invoices with holds for resolution based on who is responsible for resolving the hold. For example, Accounts Payable, the business user who requested the goods or who will receive the goods, or the buyer listed on the purchase order.

If more than one hold exists, the system routes the invoice through the process until all holds are resolved. Some holds require that more than one employee agree that the hold is resolved.

The resolution process begins when an employee retrieves an invoice from a hold reason resolution queue. After retrieving an invoice, an employee can:

- Send the document to another employee with a question or comment. The invoice does not continue in the resolution process until the recipient responds.
- Send the invoice back to AP. An AP processor can resolve the hold and return the invoice to the sender or cancel the record.
- Resolve the hold in Oracle and send the item into the workflow.
- Cancel the invoice (AP processor only).

If multiple holds exist with different routes assigned, they are processed sequentially based on the hold configuration. If you configure MarkView to resolve the Oracle hold through receiving or other system means, MarkView detects the resolution and routes the invoice to the next queue.

Processing Supplier Documents

When an employee needs to create or modify a supplier record, the employee generates a bar code using the Supplier Document type and scans the supplier document with a bar code. MarkView routes the document to the queue for supplier records (for example, W-9s).

The captured image becomes available to employees who can access the Supplier Entry form in Oracle and retrieve the supplier document image. Having both open, the employee can enter or modify the relevant information.

When the employee saves the document, the system attaches the document image to the new record. If the information for an existing supplier is being modified, the employee locates the record in Oracle and attaches the document.

If an invoice needs to be entered and the ERP has no supplier record for the company that submitted the invoice, the employee can route the invoice for supplier maintenance. Once completed, the invoice returns to Accounts Payable for processing.

Processing Follow-up Documents

MarkView lets an employee attach follow-up documents to existing supplier or vendor records. For example, your company may require that suppliers submit annual tax forms that you attach to their supplier record.

To process a follow-up document, an employee generates a bar code using the appropriate document type and scans the document with a bar code. MarkView automatically attaches the document to the supplier record. If an issue occurs, MarkView routes the document to a review queue.

> Employee interaction is only needed for exception cases.

MarkView examines the properties of the document and determines whether to attach the document to a record.

- If the bar code is legible and the information is valid, the system attaches the document to the record.

- If the bar code is illegible or the information is invalid, the system moves the document to a queue for manual review.

Archiving Invoices

MarkView does not delete invoices and the associated MarkView documents from the system but retains invoices and captured images for tracking and auditing purposes.

The MarkView system archives old invoice invoices within each workflow. When an invoice reaches the Completed queue, the invoice remains in the queue for a specified number of days. By default, invoices are retained for 30 days. After the specified number of days elapses, the invoice moves to an Archive queue.

Handling Out-of-Office Scenarios

To prevent interruptions and stoppages in invoice processing due to employee absence, MarkView allows for alternate user assignments. If an employee plans to be out of the office, the employee can assign an alternate user. In the employee's absence, MarkView forwards invoices that would be assigned to that employee to the alternate. If the absence is unexpected, the system administrator can assign the alternate employee.

Configuration Options

MarkView lets your team configure a number of options, including:

- Business control checkpoints:
  - Enabling and disabling checkpoints
  - Configuring auditing for checkpoint violations
- Enabling invoice review
- Enabling automatic invoice retrieval by the AP processor who entered the invoice when the invoice returns to the relevant queue
- For PO Invoices:
  - Specifying the order in which hold are resolved on invoices with multiple hold.
  - Specifying by hold type which user or group is responsible for resolution
  - Specifying the verification of the receipt of goods or services
- Including a Senior Financial Audit invoice review when the invoice is released for payment.
- Enabling comment routing
- Setting approval protocols, including:
  - Approval hierarchy to use
  - Alternate user configuration
- Setting Pre-Approved workflow entry conditions.
- Specifying that unattached document images cannot move to the next phase of processing.

Senior Financial Audit

The Senior Financial Audit process adds a layer of review to invoices after they complete the designated workflow. When enabled, this feature lets you route certain documents for an additional review after being released for payment.

The audit occurs after all users complete the invoice review and approval, making this a post-processing review. This feature does not delay invoice payment.

If you enable this feature, any employee with authorization within or outside of the AP department can flag an invoice for a Senior Financial Audit. At a the end of the workflow, MarkView checks to see if the invoice is flagged for this process and moves the invoice the appropriate queue.

Any action required on the invoice takes place outside of the automated workflow process.

You can configure MarkView to automatically route items for Senior Financial Audit review.

This process is available in the following workflows:

- Non-PO Invoices
- PO Invoices
- Previously Entered Invoices
- Pre-Approved Invoices
- Supplier Documents

The Senior Financial Audit process does not delay invoice payment.

About checkpoints and controls

MarkView for Accounts Payable provides segregation of duties checkpoints and business controls to reduce the possibility of fraud and conflicts of interest:

- Checkpoints: Identify where in a workflow MarkView checks for segregation of duties violations.
- Controls: Identify for which violations MarkView checks.

As it moves through a workflow, an invoice stops at the defined checkpoints and MarkView runs the associated control to determine if any segregation of duties violation occurred. MarkView provides the following checkpoints:

MarkView Checkpoints

Checkpoint Name	Description
ENTRY_COMPLETE	Verifies that the employee who created the invoice is not the same employee who created the supplier record in the ERP or the last employee to update the supplier record.

Checkpoint Name	Description
INVOICE_CODING	Verifies that the employee who coded the invoice is not the same employee who created the supplier record in the ERP or the last employee to update the supplier record.
INVOICE_APPROVAL	Verifies that the employee approving the invoice is not the same employee who created the invoice in the ERP. Also verifies that the employee is not the same one who created the supplier record or the last one to update the supplier record.
FINAL_APPROVAL	Verifies that the employee approving the invoice is not the same employee who coded the invoice or distribution lines for the invoice for the ERP.

The workflows for all invoice types include the Invoice Entry Complete checkpoint. This checkpoint analyzes whether the entry processor has a potential conflict of interest.

The MarkView Administrator can configure the checkpoint to do the following if it detects a possible conflict of interest:

- Log a violation without requiring additional action
- Force a review without logging a violation
- Log a violation and force a review

The System Administrator can also disable checkpoints.

For invoices entered into the system, the Invoice Entry Complete checkpoint checks to see whether the entry processor created the associated supplier record or was the last person to update the supplier information.

- If the entry processor did neither, the document continues in the workflow.
- If the invoice entry processor *did* create the supplier record record or was the last employee to update the record, the invoice moves to an Invoice Entry Review queue. Another employee retrieves the document and either accepts or rejects the invoice.

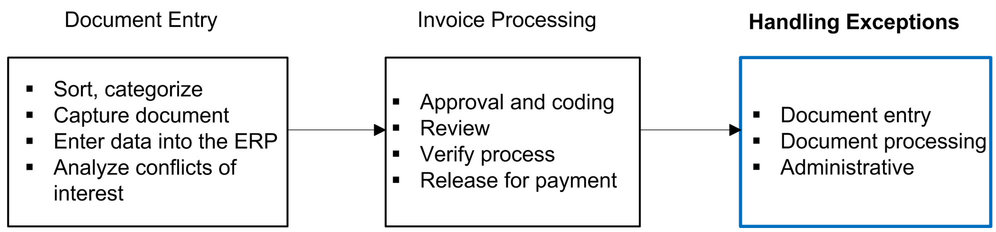
To determine how frequently employees need to review for potential conflicts, a manager can run a query that checks for invoice creation fraud. The Interactive Queries utility in MarkView provides additional reporting tools to give the management team insight into possible conflicts of interest.

Invoices that pass the Invoice Entry Complete checkpoint move to the next queue to continue processing.

Chapter 8

Exception handling

This section describes how to handle the exceptions that can occur during invoice processing.



Exception handling occurs when a document requires an action that falls outside of the usual workflow. For example, a scanned invoice may be illegible, the scan operator might have scanned invoices into the wrong document type, or a supplier is not set up in Oracle.

Employees can take the following actions to resolve exceptions:

- Request Rescan
- Re-create Document
- New Document
- Request Recycle
- Return to Supplier
- Recover Invoice
- Request Supplier Maintenance
- Cancel

Other handling that the employee may perform, includes:

- Request Comment
- Increase Priority
- Copy Document
- Email Document

Document processing exceptions

Request rescan

If an AP processor determines that a invoice image is illegible or was incorrectly scanned, the processor can request a rescan. After the processor moves the invoice to a queue for rescanning, you can configure MarkView to have a rescan reviewer evaluate whether the image needs rescanning. If the image needs rescanning, the reviewer rescans the image.

Re-create document

If an invoice is assigned the wrong document type or organization, an employee can take an action in the viewer to create a new MarkView document from the original, set the document properties appropriately, and have MarkView move the invoice to the appropriate workflow.

The original MarkView document moves to a Redirected Items queue for historical and auditing purposes.

New document

If a number of invoices are scanned in as a single document, an AP processor can use MarkView to split the document into separate invoices. During the procedure, the processor categorizes the documents, which routes them to the appropriate workflow for the document type.

Request recycle

From an entry queue, an employee can remove unnecessary documents from the workflow. The documents remain in the Recycle Bin for tracking. An optional Recycle Bin reviewer evaluates whether the document is unneeded, and either cancels processing or returns the document to the workflow.

Return to supplier

If an invoice has an issue that prevents the AP department from entering the invoice into Oracle, the AP entry processor can return the invoice to the supplier. For example, the invoice may not include a PO number, which prevents the AP staff from completing the invoice entry.

An employee can print or email the invoice back to the supplier, depending on the system configuration.

By default the system provides the following return invoice reasons:

- Invalid Invoice
- Duplicate Invoice
- Purchase Order Number Required on Invoice
- Contact Name Required on Invoice

You can also configure MarkView to have other return reasons defined.

Optionally, employees with the appropriate permissions can review returned invoices before sending them to the supplier. The employee determines if the invoice returns to the supplier or returns to the workflow.

Recover invoice

Using MarkView Returned Invoices inquiry, an employee can search for invoices that were returned to the supplier, recover the invoice, and return it to the workflow. An employee may need to do so:

- Once the supplier provides the information needed to continue processing.
- If a reviewer determines that the invoice was returned to the supplier in error.

The inquiry feature lets your team monitor suppliers and identify those who habitually forget to provide information, for example, a contact. Your team can then target communication with those suppliers.

Request supplier maintenance

An AP processor can send an invoice to the supplier maintenance team to update the supplier record before entering the invoice. For example, the supplier may be a new supplier, have added a new site, or may have changed their address.

Skip receipt waiting

If an invoice that is tagged for receipts-based invoice verification needs to continue in the workflow without all of the related receipts, an AP processor can use the Skip Receipts Waiting action. This action moves the receipt out of the Waiting for Receipts queue and provides a field where the AP Processor can add a comment.

Cancel invoice

An employee can cancel an invoice by canceling the invoice record in Oracle then taking the Cancel action in MarkView.

The invoice moves to a Canceled queue, where the system stores canceled images for tracking purposes. MarkView also provides an Invoice Sweep procedure that automatically removes canceled or deleted invoices from the active MarkView workflow.

Additional handling

Request comment

Most queues that allow user interaction also allow a MarkView user to request comments from another employee.

MarkView routes the item to the Web Inbox of the employee to whom the requestor sent the request. Once an employee receives a request for comment, the employee must respond. Employees cannot forward the request to someone else.

The original MarkView user who requested the comment can recall or reroute the request. The user accesses a Comment Inbox to view the invoices for which they requested comments. (The Comment Inbox is available from the user's Web Inbox.)

Invoices awaiting comment do not progress through the main workflow until the employee adds comments to the invoice.

Once the employee finishes commenting, the invoice returns to the previous step in the workflow and to the MarkView user who requested the comment.

Increase priority

Employees with appropriate permissions can change the priority of an invoice in any queue so that the invoice is retrieved before others with lower priority. Each time an employee uses this feature, the invoice priority increases by 10. Invoices begin with a priority of 20.

Copy document

Some documents serve multiple purposes, for example an invoice might also initiate the addition of or change to supplier information. The invoice would then be captured as an attachment to a supplier or vendor master record. An employee can copy documents to use for multiple purposes. When doing so, the employee categorizes the copy as a different document type than the original.

Email and print documents

In MarkView Viewer, an employee can use the Email Document feature to send a PDF version of the invoice to anyone, such as the supplier, to resolve questions. Or, the employee can email a document link to users with internal email addresses and a valid MarkView login.

For example, an employee looking at an invoice might want to double-check the invoice amount or address with the supplier. Using Email Document, the employee can email the invoice PDF to the supplier without having the invoice reassigned to another employee.

The viewer also provides buttons that let an employee print documents in the Viewer.

Managing workflow errors

MarkView sends documents that cause errors to the Workflow Administration queue, where a MarkView system administrator can:

- Resolve the error and return the invoice to the queue where it was prior to entering the Workflow Administration queue.
- Archive the invoice. Archiving an invoice removes the invoice from the workflow completely. An unpaid invoice remains unpaid.

Configuration options

MarkView lets your team configure a number of options, including:

- An intermediary Recycle Bin Review queue.
- A choice of specific return reasons in the Return to Supplier action.
- The use of an intermediary Returned Invoice Review queue.
- The ability to return an invoice that is already attached to an ERP record or document.
- The ability to request a comment on an invoice that is not yet attached to an ERP record or document.

Chapter 9

Automated Actions

MarkView for Accounts Payable includes Automated Actions configuration option that lets employees set up the system to automate some actions. Automated actions occur when invoices meet configured criteria.

Use the Automated Actions configuration menu item to set up the following actions:

- Escalate: Automatically moves an invoice requiring attention from the employee who retrieved the invoice to the next person in the hierarchy for invoice processing when an invoice meets the configured criteria.
- Increase Priority: Automatically increases the priority of any invoice that has an associated MarkView document when an invoice meets the configured criteria.

For example, the administrator can increase the priority of an invoice retrieved but not yet processed by an AP processor for more than a specified number of hours. When the time configured elapses, the system increases the priority of the invoice automatically.

If you set an automated Increase Priority action, the priority increases once in each queue. For example, an invoice in the Non-PO invoice Entry queue meets the criteria for an automated Increase Priority action and the priority increases. If the invoice moves to the Approval and Coding queue and still meets the criteria for the automated action, the priority increases again.

See *Kofax MarkView Administrator's Guide, Volume 1* for more information about automated actions.

Chapter 10

SupplierExpress

SupplierExpress works together with your MarkView for Accounts Payable and ERP systems to route invoices and track invoice progress through the workflow.

SupplierExpress is a web-based service that lets your suppliers check the status of their invoices and invoice payments, view details about Purchase Orders (PO) open with your company, and submit invoices to your company through a browser interface. An integrated correspondence feature lets a supplier initiate online communication with your company. SupplierExpress maintains the correspondence thread that your company and the supplier can use for reference.

This service reduces the cost and complexity of the invoice-to-pay process by streamlining supplier inquiry and invoice submission processes.

This section uses the following MarkView terms to describe Oracle elements:

MarkView Term	Oracle E-Business Suite **terms**
Business Units	Orgs in Oracle
ERP, ERP system	Oracle E-Business Suite (unless specified otherwise)
Non-PO Invoice	Non-PO invoices
PO Invoice	PO invoices
Supplier	Suppliers and vendors

Users

With SupplierExpress, your company and suppliers can do the following:

- Your company:
  - Customize SupplierExpress with your corporate logo, default invitation text, and personal information.
  - Issue invitations to your suppliers; cancel invitations, or deactivate supplier access to SupplierExpress.
  - Set up an Open Enrollment strategy and web page.
  - Initiate or respond to correspondence initiated by the supplier.
  - View usage reports to assess how often your suppliers access SupplierExpress.
- Your suppliers:
  - Accept the invitation to join the supplier community by completing the registration form.
  - Access your Open Enrollment page and ask to register with your SupplierExpress portal.

- Access information about invoices that they submitted to your company, check the payment status, and inquire about POs. Your suppliers can only view invoices that their company submitted to you. They cannot view invoices from other suppliers.
- Submit invoices electronically to your company (if enabled).
- Filter search results to locate an invoice or group of invoices, payments, and POs.
- Initiate or respond to correspondence to ask questions, request clarifications, and inquire about payments.

Inquiring about invoices

After the supplier registers and logs in, SupplierExpress accesses the MarkView and ERP databases to retrieve information about the supplier's invoices. Suppliers can inquire about payment status and search for invoices by invoice date or range of dates. The supplier can further refine the search results to show only invoices matching a specific date, invoice number, amount, or PO number.

For example, one of your suppliers opens SupplierExpress to see the status of an invoice and to determine when your company will pay that invoice. The supplier knows the invoice number, PO number, and submission date. Using SupplierExpress, the supplier inquires about the invoice by entering the submission date. To see only the status of that one invoice, the supplier refines the search by entering the invoice number.

Inquiring about payments

After registering and logging in, suppliers can inquire about payments made to them.

Suppliers can filter their inquiry by payment date range or payment summary results fields, which include:

- Payment Number
- Invoice Numbers
- PO Numbers
- Payment Date
- Currency
- Amount

On the payment summary results page, suppliers can click a payment to view payment details. In addition to the payment summary results information, the details pane displays the payment type, status, and payment address.

The payment inquiry features can help suppliers who have questions or issues related to payments.

For example, the supplier:

- Might not have received payment because the payment was sent to an incorrect address
- Might not know which invoices a received payment covers.

Inquiring about POs

The Purchase Order (PO) Inquiry feature lets your suppliers view detailed information about POs that they have open with your company. SupplierExpress collects information from the ERP to respond to the PO inquiry. If a PO includes multiple invoices, the PO Inquiry page shows the PO number and the number of invoices associated with the PO.

The PO Inquiry feature can help suppliers who have questions or issues related to POs. For example, a supplier might need to check:

- The balance remaining against a PO.
- The quantity of items supplied and the price per item.
- The total cost of a PO that was fulfilled 6 months ago.
- The number of invoices executed against a PO.

Blanket POs and Planned POs do not appear in the PO list. Nor does SupplierExpress display taxes applied to the PO or PO items.

Invoice submission

The Invoice Submission feature lets your suppliers submit invoices electronically to your company. Configuration options let you enable up to four different submission options: Standard Invoice, Non-PO Invoice, PO Invoice, and Kofax e-Transactions submission. You can enable some or all of these options for some or all of your suppliers.

To use Standard Invoice and Non-PO Invoice submission, the supplier must have the ability to create or access PDF versions of invoices. The supplier does not need to upload PDF files when submitting PO Invoices, although they have the option to upload supporting documentation during the submission process.

The supplier follows on-screen instructions to submit invoices from their PC. If uploading a PDF, the PDF represents a single invoice. On the Invoice Submissions page, SupplierExpress displays the status of the invoice transmission.

Your company can view reports to determine if a supplier submitted any invoices electronically. After the invoice information enters the ERP system, the supplier can see the invoice status in the Invoice Inquiry feature in SupplierExpress.

Non-PO Invoice submission

When using this option, the supplier enters basic invoice header information, for example, invoice number and amount, which expedites processing. SupplierExpress lets you configure a list of Approvers or points of contact from which the supplier can choose.

SupplierExpress and MarkView combine to direct the invoice to the correct processing queue. In Oracle, the process enters the invoice into the interface tables. To move the information from the interface tables to the Accounts Payable tables, your company must run the Payables Open

Interface import. After the import process finishes, SupplierExpress attaches the invoice to the MarkView Document.

For the best results, schedule the Payables Open Interface import process to run several times a day.

PO Invoice submission

PO Invoice submission lets a supplier electronically turn an open and approved PO (with funds remaining) into an invoice. PO Invoice submission uses data drawn directly from the PO at your company. This feature eliminates the need for your AP department to key in invoices manually. With this option, your suppliers generate more accurate invoices, which saves your company time and money.

Suppliers start the process by viewing their open Purchase Orders through the PO Inquiry feature and selecting a PO against which to create an invoice. Or, they can go directly to the Submit an Invoice page and follow the on-screen instructions.

Suppliers cannot add tax or freight when submitting a PO Invoice.

SupplierExpress creates an invoice image of the submitted PO Invoice and MarkView attaches the image to the Oracle record. If the supplier also uploads a PDF (optional), SupplierExpress attaches the file to the end of the created image.

Standard Invoice submission

Standard Invoice submission lets the supplier upload a PDF version of PO or Non-PO Invoices. The supplier does not enter any invoice information into SupplierExpress.

SupplierExpress and MarkView combine to direct the invoice to the correct processing queue for that Supplier.

KeT Invoice submission

Kofax e-Transactions consists of two applications: a Sender application installed at the supplier site and a Receiver application installed at the buyer site. When a supplier sends a document through Kofax e-Transactions, the Sender application contacts the Receiver application, which verifies that the Sender is a known location. The Sender transmits the document through encrypted email or FTP, thereby ensuring secure transmission.

Once installed, suppliers can use the Kofax e-Transactions Sender application to submit invoices and SupplierExpress to check invoice status.

Corresponding with suppliers

If your suppliers need more information, they can send you a message using the SupplierExpress Correspondence feature. SupplierExpress keeps a history of the correspondence for both you and your supplier to reference. Once suppliers register with SupplierExpress, the correspondence feature becomes available to them.

Your company can also use the Correspondence feature to give suppliers updates or new information about POs, payments, and so forth.

Posting announcements

SupplierExpress lets your company post announcements to notify all of your registered suppliers about planned outages, new features, or other important information. Kofax can also leverage the Announcements feature to communicate with all buyer and supplier companies as needed.

With the Announcements feature, you can:

- Include rich text with embedded HTML formatting tags.
- Specify a start and end date for displaying each announcement.
- Add links to any URL
- Assess the status of an announcement as pending, active or expired.

On the SupplierExpress home page, a message in the toolbar indicates how many active announcements are open in SupplierExpress. The Announcements page displays all the announcements sent by Kofax and all the announcements that your company created.

Suppliers see a similar notification on their SupplierExpress home page.

Access control

With SupplierExpress, you control which MarkView groups have privileges within SupplierExpress and which suppliers join your supplier community.

Issue invitations

For security purposes, only those suppliers whom you invite to join and who register can access the SupplierExpress service. Supplier Administrators whom you invite can invite other contacts within their company to join the service. However, you can disable a supplier contact and thereby prevent access to SupplierExpress.

The invitation process involves the following:

1. Through SupplierExpress, you send an invitation to a contact at the supplier company.
2. The supplier clicks a link within the invitation.

   The link opens the SupplierExpress registration page, which allows the supplier to register and join your supplier community.

When a supplier logs in, SupplierExpress verifies the login information and opens the invoice inquiry page for the supplier. When the supplier selects invoices, the service retrieves information from the MarkView and ERP systems and displays the related information.

Open Enrollment

The Open Enrollment feature lets you set up a URL where your suppliers can ask to register with your SupplierExpress portal. Your company reviews all supplier requests to register.

- If you accept a request, SupplierExpress sends the supplier an email invitation to join.
- If you reject a request, SupplierExpress sends the supplier an email notification that you rejected the request.

You can modify the email message in both cases. Use the email to include additional company contact information or to tell the supplier why you rejected the request.

Supplier Maintenance settings

Supplier Maintenance lets you manage settings for all of your invited suppliers from a central location. Supplier Maintenance lets you view and edit supplier configurations, see which suppliers are active, and identify which suppliers were invited but have not registered.

In the suppliers list, you can also select registered suppliers and take action on those that you selected. For example, you can disable or enable selected suppliers, configure invoice submission settings, configure Approvers for invoice submission, and change supplier settings.

The settings that you make for individual suppliers in Supplier Maintenance override global supplier settings.

Configuration options

With SupplierExpress, you can configure a number of options, including:

- Whether suppliers can submit invoices using SupplierExpress
- The type of invoices that the supplier can submit
- The default invitation text to use
- Whether to use Open Enrollment

Chapter 11

MarkView Self-Service Invoice

To use MarkView Self-Service Invoice (SSI), you must have MarkView for Accounts Payable installed.

SSI lets employees create invoices through a simplified, configurable browser-based interface. Fully integrated with the MarkView for Accounts Payable Non-PO Workflow,SSI enables employees with minimal or no invoicing experience to submit their invoice and follow-up documentation quickly. This allows decentralized invoices to leverage the benefit of faster entry and automated workflow processing.

For example, an employee can use SSI for:

- Check requests
- Recurring Utility Payments
- Charitable Donations
- Overbilling

Most default SSI features offer configuration options. SSI provides additional features that are available through configuration.

Configuration options

You can configure the SSI invoice creator fields to customize the data associated with each invoice. For example, SSI can show only the minimum information required to submit an invoice from a business user. By hiding invoice header and line fields and using default values based on supplier information, you can streamline the invoice entry process.

SSI can display different the SSI invoice creator fields for different Business Units. For example:

- In the US Business Unit, the SSI invoice creator can specify that an invoice is Paid Alone and can manually enter tax lines.
- In the Canada Business Unit these fields are hidden for quick check request submission.

Option	Configuration
Invoice templates	Enable, disable, or limit invoice template use as follows: • Employees can use invoice templates that another employee in their group creates. • All employees can share all invoice templates.
Hidden fields	Display or hide invoice fields. See SSI Invoice Header and Line fields on page 97.

Option	Configuration
Supplier Maintenance	Enable or disable supplier maintenance by invoice requestors.

SSI Invoice Header and Line fields

These are the default values for the Invoice Header and Invoice Line fields. Use the SSI interface to configure which optional fields are visible on the SSI user interface:

Default Invoice Header Settings

Description	Definition	Show/Hide
Approver	The name of the Accounts Payable user who will verify that this invoice is payable after it is submitted.	Show
Auto-Calculate Tax	Optional. Auto Calculate Tax specifies that Oracle automatically calculates the tax amount for this invoice.	Show
Description	An optional description that will appear in the header for this invoice. Although Description always appears, this field can be left blank.	Show*****
Exchange Rate	The exchange rate used for payment calculations.	Hide
Exchange Rate Date	The date associated with this exchange rate.	Hide
Exchange Rate Type	Additional information about the exchange rate.	Hide
Invoice Amount	The total cost for this invoice.	Show*****
Invoice Currency	The currency for the charges on the invoice.	Show
Invoice Date	The date on which the invoice was issued.	Show*****
Invoice Number	The unique invoice number. The system may generate a default value.	Show*****
Invoice Received Date	The date on which the invoice was received.	Hide*****
Pay Alone	Optional. Specifies that only one check should be issued for this invoice. Otherwise, this invoice may be paid in a batch with other invoices for this supplier.	Hide
Pay Group	Optional. The group with which this invoice is associated. In most cases the pay group determines when and how the invoice is paid.	Hide
Payment Currency	The currency used to pay the invoice.	Show
Payment Method	The method used to pay the invoice.	Hide
Terms	The terms for payment of the charges on this invoice.	Hide
*Not editable.		

Default Invoice Line Settings

Description	Definition	Show/Hide
Account	The payment account for this invoice.	Show

Description	Definition	Show/Hide
Accounting Date	The date the invoice was entered into accounting. This date can differ from the Invoice Date.	Show*****
Description	The optional user-supplied description of the line item. For example, "laser printer".	Show*****
Distribution Amount	The <cost> of the distribution for this invoice line. The field name displays the currency for this invoice.	Show*****
Distribution Set	The name of this distribution.	Show
Line Set	The list of line items and relative percentages for this distribution.	Show*****
Project Master lines	Additional custom fields.	Hide
*Not editable.		

Maintain supplier information

Your company must choose a strategy for maintaining supplier information such as company name and addresses:

- Your team can allow self-service invoice creators to request the addition or modification of supplier information. The Accounts Payable department approves and makes the changes or denies the request.
- Your team can keep self-service invoice creators from requesting the addition or modification of supplier information. Using this option implies that another organization, such as the Accounts Payable department, maintains supplier information.

If invoices come from a new supplier or new supplier sites where an established purchase agreement or supplier setup has not been made, allowing invoice creators to add or modify supplier information can streamline supplier maintenance.

If SSI invoice creators cannot find a Supplier or Supplier Site, or if Supplier data has changed, they can submit create or update requests when they create invoices. The MarkView workflow routes the supplier and invoice information to Supplier Maintenance personnel. The Supplier Maintenance personnel can update the Supplier data and return the invoice to the invoice creators with instructions for using the new supplier information and resubmitting the invoice. For companies with frequent supplier maintenance issues, this workflow processing is typically much faster than out-of-band, manual correspondence.

For companies with mostly established suppliers, SSI can be configured to not allow Supplier Maintenance Requests and instead maximize the simplified invoice entry user interface.

Accounting line entry

SSI supports both standard General Ledger and also Projects-based accounting. Users can enter Item, Freight, Tax, or Miscellaneous lines manually or take advantage of the integration with Oracle

Distribution Sets and select a Distribution Set that represents the proper proration for the invoice amount across multiple accounts or departments.

SSI supports the tax configuration that is used for your business unit in Oracle. A Business Unit can be configured to show Tax Classification Code/Tax Code or Regime-Rate tax fields, depending on which tax configuration is leveraged in Oracle. If tax will be automatically handled and calculated in Oracle through the Import or Validation process, System Administrators can configure SSI to hide tax fields for the most expedient invoice line entry and accounting.

Managing follow-up documents

SSI Requestors can submit follow-up documentation (check request forms, invoices, or approval correspondence) at any time during the invoice creation process.

- Email: If you integrate MarkView with Kofax Import Connector (KIC), users can use email icons next to each invoice request to attach PDF follow-up documents to an email message without using classification bar codes. KIC automatically attaches the follow-up document to the correct invoice, which is immediately available to view in KIC.
- Scan: For Scan follow-up submission, SSI provides a cover sheet that is tailored to the specific invoice request being submitted, which helps to guarantee immediate, accurate attachment. The MarkView System Administrator can configure these cover sheets with company information and guidelines to help ensure process adherence.

All follow-up documentation is compiled into a single, comprehensive invoice document that follows the approval process in the Non-PO Workflow. This ensures that the approvals and validation process prior to payment can access all possible follow-up documents associated with the invoice request.

Invoice templates

SSI invoice templates can significantly speed up entry and processing for recurring invoices. For example, invoices for rent, utilities, and other recurring services typically have to be addressed quickly and are the same each time the interval comes up and the payment is due.

An invoice template offers a short-cut for common types of invoices. Each invoice consists of the following:

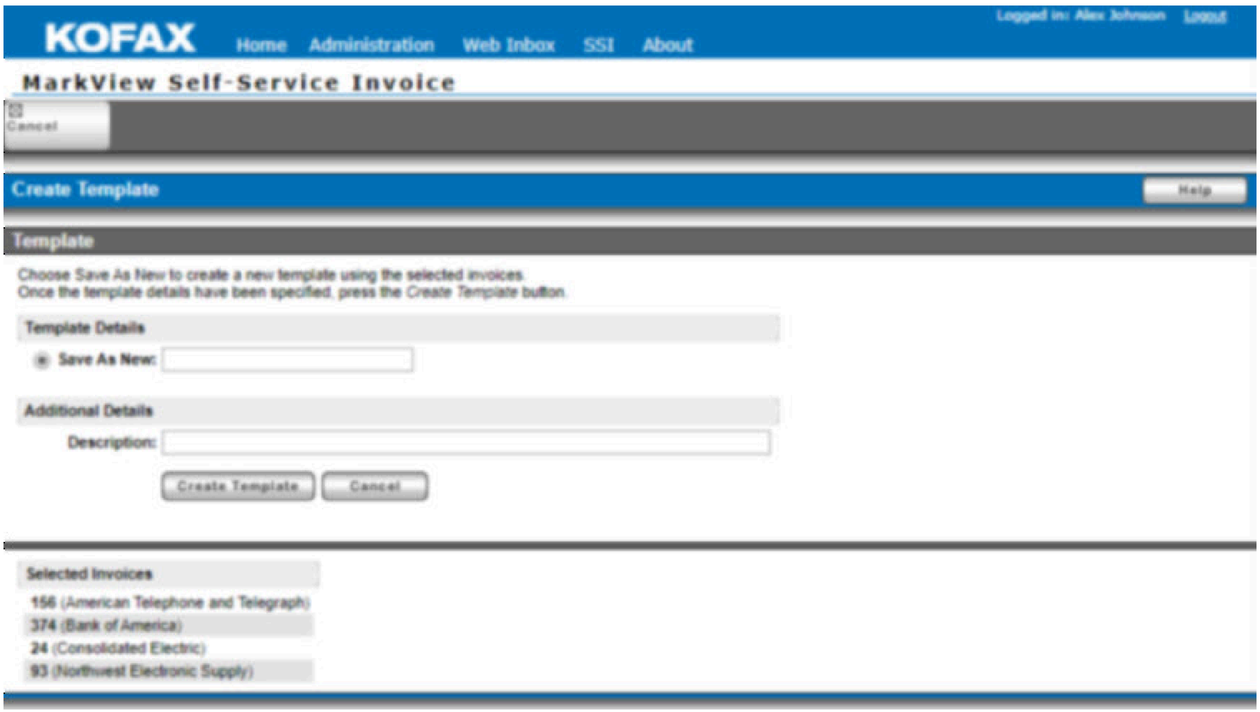
- One invoice header
- One or more invoice distribution lines (optional)

Invoice templates support Oracle distribution sets, which automatically distribute costs among the appropriate departments.

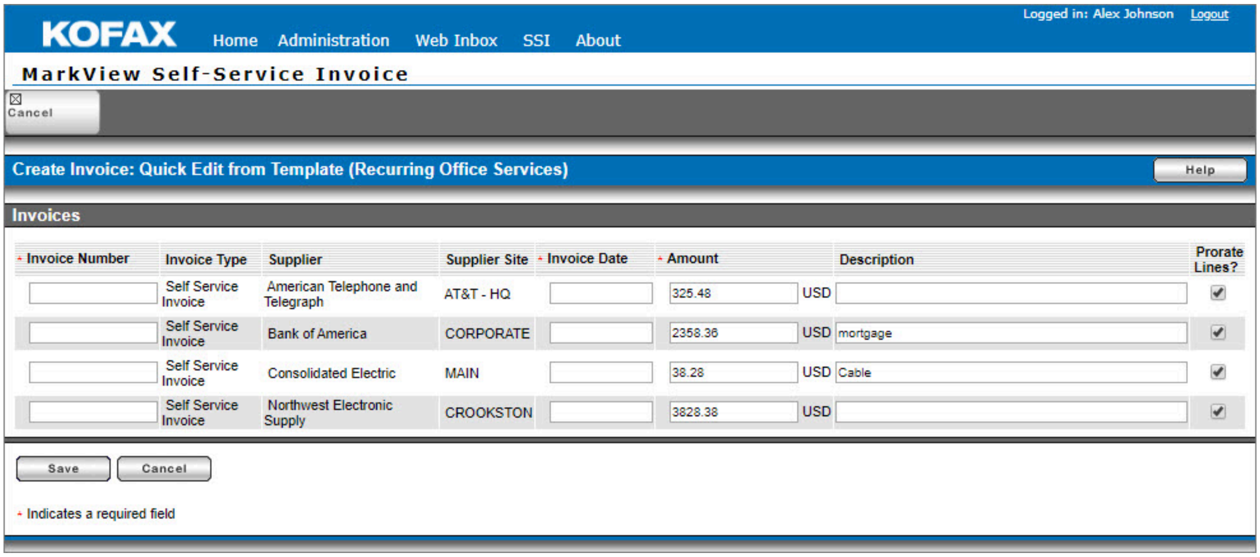
In a typical invoice template, many fields are hidden and the system enters default values into the fields. Hiding unnecessary fields saves time by letting employees enter only the information required for invoice submission. In a decentralized office environment, this can expedite invoice entry.

SSI template example

For example, an SSI Requestor at the Toledo office of a company has to pay rent, utilities, cable, and telephone every month. For simplicity she pays them electronically on the seventeenth of every month. She can set up a single invoice template for "Recurring Office Services" that invoices all four recurring payment requests.



Each month, she loads a single template and changes the invoice date and number and amount, if required. The invoices are processed and sent to Oracle with only minimal data entry, as shown below.



Integrate SSI invoices and the Non-PO Workflow

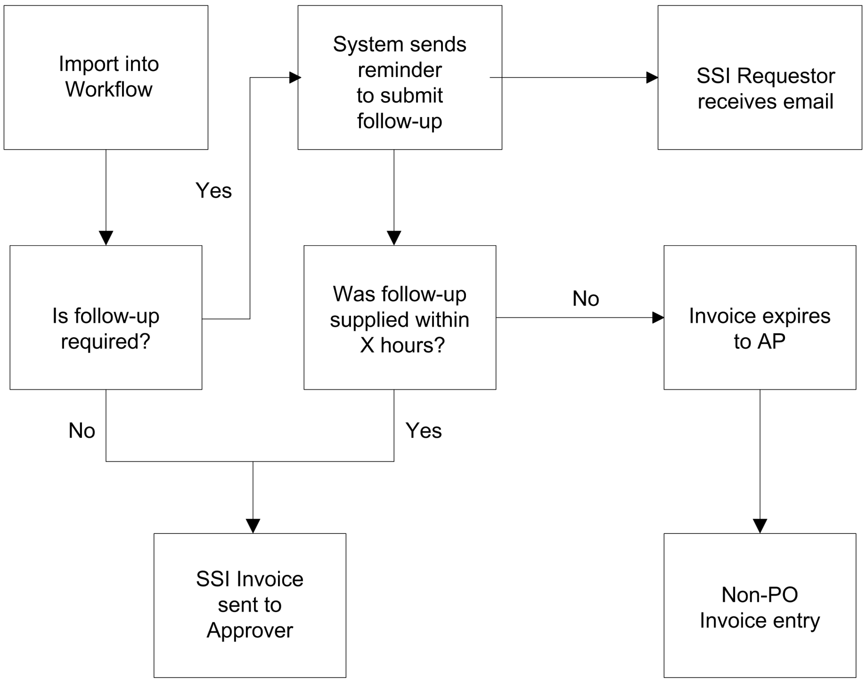
Once SSI invoices are imported into Oracle Payables, a rendered invoice image of the data entered, compiled with any additional follow-up documentation, enters the Non-PO Workflow for processing to payment. The Approver selected on the invoice header is the eventual recipient of invoice and follow-up documents. Once the invoice reaches the Approval process of the Non-PO Workflow, it is processed like any other Non-PO Invoice.

Prior to the Approval process, how the SSI invoice is handled can be configured to support your company's business needs. The following configuration options for Non-PO Workflow handling are available:

- Require follow-up documentation to be present before the Approval step.
- Send up to three reminders: If follow-up documents are required and have not been submitted, set the time interval for reminders.
- Setting an ultimate threshold or window where follow-up documentation must be supplied
- Automatic routing to the Entry queue if follow-up is not submitted

These options are configurable at the Business Unit level, so that different departments within your company can opt to activate different behavior for SSI invoices in the Payables Workflow. For example, the US Business Unit may want to implement SSI to an extensive number of users and require follow-up documents for all invoices, while the Canada Business Unit may choose to roll it out only for a select few users who are approved to submit urgent invoices through the web site, and not require follow-up documentation.

When these configuration options are combined together, they create the following configurable decision flow for SSI invoices in the payables workflow:



To track the process, Administrators can use a web inquiry "SSI Invoices Awaiting Followup" to check which SSI requests have not adhered to the follow-up documentation requirement and are held up from proceeding to the approval process. Administrator can query based on Supplier, SSI Requestor, or Contact (Approver).

Chapter 12

Integration with Kofax Analytics for MarkView

Kofax Analytics for MarkView is an extension of Kofax MarkView that produces a graphical business intelligence dashboard based on near real-time data collected during the batch processing workflow. Kofax Analytics for MarkView presents finance processes data in graphical and interactive views.

Kofax Analytics for MarkView is a browser-based product built on Kofax Insight. Kofax Insight is a process intelligence platform that monitors, analyzes and helps optimize your operational business activities to ensure compliance, eliminate risk and provide insight and visualization of all information.

Kofax Analytics for MarkView brings together data from the Oracle E-Business Suite system, MarkView, and Kofax Capture with Kofax Transformation Modules workflows to give you strategic information about your business activities. Kofax Analytics for MarkView provides the insight and metrics required to analyze the effectiveness of business processes.

With Kofax Analytics for MarkView you can:

- Prioritize daily activities
- Take advantage of available discounts
- Check for duplicate invoices and possible compliance violations
- Review invoice summary data
- Take action to meet key performance indicators
- Review invoice full history and status
- Optimize cash resources

Chapter 13

Document repositories

To use this product, you must also have MarkView for Accounts Payable, MarkView Expense Management, or MarkView Document Library installed.

MarkView systems can integrate with third-party content repositories.

Your employees can access documents that were entered through MarkView but stored in a third-party content repository. MarkView transports images to and from the repositories.

Documents with multiple pages can be stored as a set of unrelated images or as a single document.

MarkView also integrates with third-party content repositories that let your team store large volumes of captured document images.

MarkView supports the integration with the following content management systems:

- EMC Documentum Content Server
- FileNet Content Manager
- IBM Content Server
- Oracle WebCenter Content

See *Kofax MarkView Integration Guide for Content Management Systems* for more information about document repositories.

Appendix A

Third-party license agreement

BEA Public License Version 2.1

TERMS AND CONDITIONS FOR USE, REPRODUCTION, AND DISTRIBUTION

1. Definitions.
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   - "Licensor" shall mean BEA Systems, Inc.
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     (ii) ownership of fifty percent (50%) or more of the outstanding shares, or

     (iii) beneficial ownership of such entity.
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