

Customer Support
User Guide

INVOICE SUBMISSION VIA EMAIL

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Transcepta User Guide

- This submission method requires you to first provide a sample of your invoice format, to be approved by our development team. The following file types are acceptable for submission via email (pending approval of your sample):
 - PDF (cannot be scanned, text must be digital)
 - TXT or RTF (text or rich text file)
 - DOC or DOCX (word document file)
 - XLS or XLSX (excel file)
 - CSV (comma separated value or similar)
 - EDI (electronic data interchange)
 - XML or cXML (extensible markup language file)
- Transcepta **CANNOT** accept image files, or files that are created by scanning. For most accounting systems, you can email the invoice directly from the application (without printing/scanning). Or, you can save the invoice directly to your computer, attach the file to an email, and submit it as a valid sample invoice.

1. Email Submission Configuration (Onboarding)

Please see the following setups to configure Email Submission through Transcepta:

1. **Email Transcepta a valid sample invoice.** Confirm that the sample invoice is:
 - a. **Not** a scan. You should be able to highlight the text on the file, copy it, and paste it.
 - i. To quickly test this, open the file and press CTRL + A on your keyboard when you see the document text. If the file is valid, the text should highlight on the page.
 - b. An acceptable file type (PDF, TXT, RTF, DOC, DOCX, XLS, XLSX, CSV, EDI, XML, cXML)
 - c. Billed to your customer, and meets your customer’s invoicing requirements (attached)
- **PLEASE NOTE**
 - If you have more than one invoice format, you should submit a sample of each
 - Your sample invoice(s) should be **EXACTLY** what you would send to your customer.

- Our system can only accept an invoice via email (sample **OR** live) if the sender is listed as a user on the account. For example: If the only user on the account is john.doe@company.com (John Doe), but john.smith@company.com (John Smith) sends the sample, John Smith’s email message will be rejected back to him. For information on how to edit users on an account, please see the guide for “Managing Users” [Available Here](#).
2. **Invoice “Mapping” Process** – Shortly after you submit your sample document(s), you will receive a notification that your sample has been received. If you **do not** receive a notification within two (2) hours that your sample has been received, please contact support@transcepta.com for assistance. Our Rule Development Team will work to map your invoice format(s). This is how our system learns to “read” your documents properly.
- **PLEASE NOTE**
 - During this Onboarding period, please inquire to your Customer how to submit invoices in the interim.
 - If our development team is unable to successfully map or test your sample document(s) for any reason (e.g., missing information, scanned document, blank document, etc...), our Customer Support Team will contact you explaining why, and request a new sample.
3. **Account goes “Live”** – After our Rule Development Team has successfully mapped and tested your invoice format(s), your account will “go live”. You should receive a “Connection Complete” notice from our system indicating the account is now live for document processing. From this point forward, any invoice you submit to Transcepta via email, that matches the format of the sample provided will be automatically processed, validated, and delivered to your customer.
- **PLEASE NOTE**
 - Please **do not** submit live invoices via email until you receive the Connection Complete notification from Transcepta that your account setup is complete.

2. Tips for Successful Submission

The Transcepta system is **automated**, and therefore requires that your invoice format remains consistent with the sample(s) provided during the Onboarding process. This helps ensure smooth processing of your documents. The following inconsistencies can result in errors processing and should be avoided by suppliers who are submitting invoices via email:

- **Changing Document Properties (PDF files)** – this typically happens when the invoice is created using a different program or computer. For example: when John creates an invoice on his computer, the PDF version is 8.0, but when Jane creates an invoice on her computer, the PDF version is 6.0. Although the invoice formats may look identical, the difference in the document (PDF) properties can cause errors in processing.
- **Shifting Format** – this typically happens when your accounting system does not have a designated invoice format, and instead changes the format of your invoice depending on the contents of the document. A “shift” in format causes inconsistencies within the file, that do

not match the configured format(s) for your account (i.e. moving of fields, addition/removal of fields, column width changes, margin size changes, etc...)

- **OCR Scans** – OCR stands for Optical Character Recognition and is a technology that enables you to convert different types of documents, such as scanned paper documents, scanned files, or images captured by a digital camera, into editable and searchable data. Although you can highlight, copy and paste the data an OCR scanner produces, this data that cannot be reliably identified and extracted from the PDF. Because of this, OCR scans are not acceptable.
- **Scan Data of Any Kind** – Transcepta **CANNOT** accept image files, or files that are created by scanning. For most accounting systems, you can email the invoice directly from the application, or save the invoice directly to your computer, and without printing or scanning, attach the file as a valid sample invoice

3. Transcepta Notification Reports

The Transcepta System sends out several reports and notices to alert you of any status, activity, or processing errors on your account:

1. **Batch Confirmation Report** – automated email sent to the “Invoice Confirmation Contact” listed in the supplier portal under Settings>Manage Invoice Profiles & VAT>Confirmation Email Address. This report informs the recipient that we have received a document and our system is working to process it. This is sent out in response to every email by the submission email address (ending in *.invoices@submit.transcepta.com). This can be configured to be suppressed if requested.
2. **Supplier Daily Report** – automated email sent to the “Invoice Confirmation Contact” the day after any invoicing activity. This report will reference all invoice documents received and processed by our system during the previous business day. Although these reports can be suppressed, it is strongly suggested that this be left on as it is the main method of notification from our system letting you know what processed successfully and what failed.
3. **Invoice Rejection Notification** – automated email sent to the “Invoice Confirmation Contact” if an invoice fails to process any of the basic customer validations setup by your customer.
4. **Unable To Process Notification** – manual notification sent from our Support System sent to the “Invoice Confirmation Contact” when an invoice fails in our system that has been reviewed by our Rule Development Team due to any issue not caught by the automated system for customer validation errors

➤ **PLEASE NOTE**

- These reports can be sent from one of the following Transcepta Emails. Please make sure to white list these addresses in your system so they are not stopped by any spam blockers or junk mail filters.
 - Support@transcepta.com
 - Invoices@mail1.transcepta.com
 - reports@mail1.transcepta.com

- Also note that you should direct all responses or inquiries concerning these reports to support@transcepta.com. All other emails listed are automated and a reply may not be received if you respond back to them.

4. ATTENTION: QuickBooks Users ONLY!

If you are emailing your invoice(s) directly from **QuickBooks**, please delete the subject of the email, and report **ONLY** your authorized user email address, i.e. john.doe@company.com as the subject of the email message. This is how our system will be able to route message you email from QuickBooks directly to your Transcepta account for processing.

5. Frequently Asked Questions

Q: My invoice was rejected for “not adding up” correctly, but it adds up!?

A: If your invoice is rejected for not adding up correctly, but you believe it does add up correctly, please log into the [Transcepta Supplier Portal](#) and click on the “(\$) Invoices” button. Search for the rejected invoice and click on it to open the details. The portal will display what our system pulled from your original emailed file. Compare your original emailed file to the data on the portal, to determine if our system missed anything. If you see that our system failed to recognize a specific item on your invoice, please forward the rejection notification to support@transcepta.com and simply indicate that you believe the invoice does add up correctly. Our support team will research the rejection and provide resolution

Q: How do I change who receives the confirmation report(s)?

A: Any administrative user on your account can update the “Invoice Confirmation Contact” in our supplier portal by logging into the supplier portal and navigating to Settings>Manage Invoice Profiles & VAT>Confirmation Email Address

Q: How do I check the status of the document(s) that I emailed?

A: Suppliers who email invoices are encouraged to monitor the Confirmation Reports that are automatically sent out. However, if you are not the “Invoice Confirmation Contact” on the account who received these reports, you can also check the status of your invoices by logging into the [Transcepta Supplier Portal](#) and clicking on the “(\$) Invoices” button. Here, you can search specific invoices and/or date ranges to confirm that your invoice has been received by Transcepta, processed, and delivered successfully to your customer.

Q: What if my invoice format has changed permanently?

A: If your invoice format has changed permanently (i.e. new accounting system), and you can no longer submit invoices that match the original sample provided, please contact support@transcepta.com and attach a sample of the new format. Simply indicate that you would like to have the format updated for your account, and our support team will notify you once our development team has completed the necessary changes in our system.

Q: Can I submit more than one invoice per email?

A: Yes, you can submit multiple invoices in a single email. You can attach them all as separate attachments, or you can include multiple invoices in a single attachment.

➤ **PLEASE NOTE -The total file size of the email CANNOT exceed 10MB.**