Mekorma Invoice Capture User Manual

Build x90 — Last update: Apr 13, 2023

Mekorma

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1. Release Notes for Mekorma Invoice Capture Build 90

Mekorma Build x90 was released on Thursday, April 13, 2023.

- Mekorma Build x90 is compatible with Microsoft Dynamics GP 18.4 and 18.5.

> ✳ If you are a new user, please go directly to: Introduction to Mekorma Invoice Capture.

Follow the links below for detailed notes on:

- New Features & Changes
- Issues Fixed

PLEASE NOTE

> ❗ If you upgrade from Mekorma build x80, and you receive the error message shown in the screenshot below, **please run the installer again**. If this error message persists, please contact the Customer Success Team and open a support case for assistance:
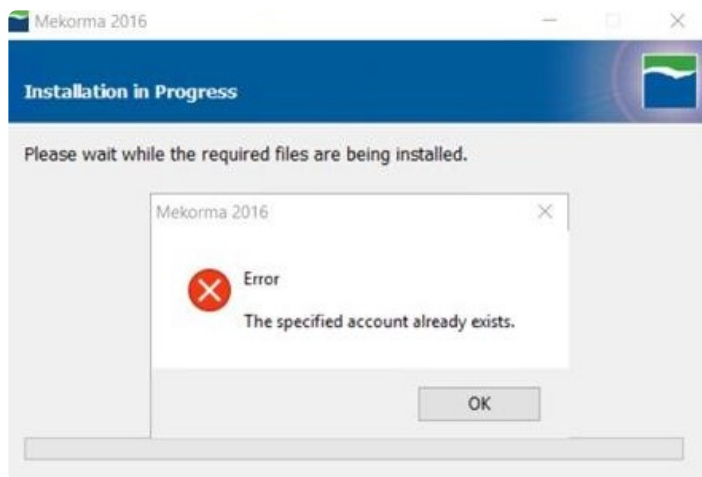
> ✳ You can always download the most recent version of Mekorma Payment Hub from our website. Thank you!

> ✳ IMPORTANT: If you are running a Mekorma customization for a version prior to your current Microsoft Dynamics GP release, please contact Mekorma's Customer Success

Team before upgrading to ensure compatibility with the new version.

1.1. New Features & Changes

Release Notes for Mekorma Build x90 released Thursday, April 13, 2023.

- You can now process multiple invoices at the same time using our updated Invoice Capture Validation window. You can also use our new Range filter to narrow down your searches.
- There is now more flexibility in which documents are scanned when using Invoice Capture.

1.2. Issues Fixed

Release Notes for Mekorma x90 released Thursday, April 13, 2023.

Invoice Capture Validation window no longer displays any date/time errors, regardless of the data.

2. Introduction to Mekorma Invoice Capture

Mekorma Invoice Capture allows you to reduce the tedious and manual effort of getting invoices into Dynamics GP without the complexity of a document management system! Supporting documents are interpreted with Microsoft AI Builder and attached to invoices automatically with DocAttach. This is a simple and streamlined system for automating invoice data entry, voucher creation, and approvals.

Using Microsoft Dynamics GP and Mekorma together, you now have a complete end-to-end AP automation solution:

Receive	Capture	Validate	Approve	Pay
Set up a dedicated email inbox for vendor invoices	AI reads invoice content and pushes the data into Dynamics GP	AP staff review, adjust, and confirm invoice details	Save invoice to a batch and send through Dynamics GP approval workflow	Generate payment with Mekorma Payment Hub or your preferred payment solution
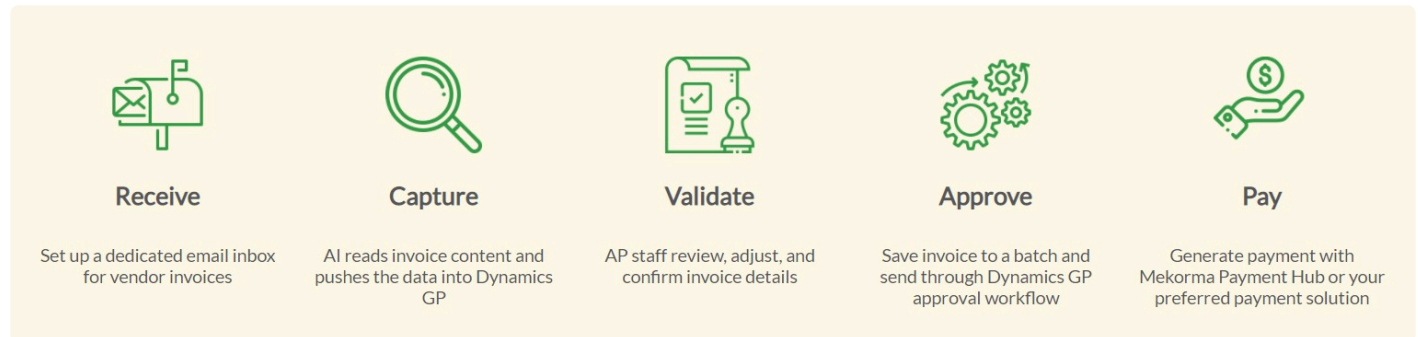
Once your invoices are in the GP system, approved, and posted, they are ready to be paid. Invoice Capture is a stand-alone product, which means you can use it with or without Mekorma Payment Hub solutions.

From the moment you have a new vendor to the day payment is sent, Mekorma and Microsoft Dynamics GP make your AP process easier.

2.1. How does Mekorma Invoice Capture Work?

Mekorma Invoice Capture integrates with Outlook email, Microsoft Power Platform with AI Builder, and Microsoft Dynamics GP. The system receives invoices through email and uses Power Platform and AI Builder to interpret them behind the scenes. We then give you an easy-to-use window in GP to validate the invoice data before converting it to an AP Voucher. The invoice and any supporting documents will be automatically attached to your vouchers through Dynamics GP DocAttach.

After the AP staff converts invoices to AP vouchers, they can be approved through the GP workflow, posted, and paid.

2.2. Why Mekorma Invoice Capture?

- Mekorma Invoice Capture provides a simplified product for companies that don't need a full-fledged document management system.
- AP needs relief: too much paper!
- Approvers need to see original documentation before approving invoices or payments.
- Getting rid of paper makes it easier to work in remote locations.
- Manual entry is time-consuming, and mistakes are easy to make.
- When used with Mekorma Payment Hub, GP users can have an end-to-end automation solution.

3. How to Use This Guide

Welcome to Mekorma's online User Guide, designed to equip you with the knowledge needed to configure and run payment processes using Mekorma Invoice Capture for Payables. This guide can always be accessed from our website. You can review this guide for any applicable new feature information, or utilize it as an ongoing reference tool:

- Pull targeted results using the Search functionality in the top menu bar.
- Use the expandable menu on the left sidebar to discover topics of interest.
- Each page in the Guide has its own unique URL, so individual pages can be bookmarked, or links shared with colleagues.
- Print individual pages by clicking on the printer icon at the top right corner of any page.
- Download/ print the entire User Guide by clicking on the Download as PDF button at the very end of the left-hand menu.
- At the bottom of each page you will find a general feedback form: please fill out and submit if you require more information on any particular topic.

4. Preparing for Mekorma Invoice Capture

The Mekorma Invoice Capture Solution will be installed for you by the Mekorma Customer Success Team. We work hand in hand with you, your Dynamics partner, and IT team to ensure the most successful installation possible.

The Stakeholder Team

These are the people you will need on your team for a successful implementation:

- IT team: The IT team will provision the Microsoft licenses, create email accounts, manage security, and work with the Mekorma team on the install of Microsoft Power Platform and Mekorma Invoice Capture.
- External IT: Please include your Hosting IT partner or Microsoft partner if they maintain your systems.
- Controller or AP Manager: This person will advise on your company's invoice notifications, approval rules, and provide oversight.
- AP Specialist(s): These specialists will be guided in the daily use and best practices.

AP Specialist Work Station

The AP Specialists on your team will now be monitoring invoices on computer screens rather than on paper. For this, they will need monitors large enough to view the invoices legibly and have the data entry window to the side of the invoice view window so that they can see the invoice and see the data entry at the same time.

- For this purpose, we recommend a minimum monitor size of 25" and HD resolution (this is recommended but not required).

You will probably still get some invoices on paper and will need a scanner. The Fujitsu ScanSnap series works very well for low-cost, low-volume scanning.

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You will probably still get some invoices on paper and will need a scanner. The Fujitsu ScanSnap series works very well for low-cost, low-volume scanning.

4.3. IT Preparation

Your IT department needs to make some decisions before we can proceed:

- Determine your Microsoft licensing requirements for Microsoft Power Platform and AI Builder.
- Purchase required licenses.

> ✳ For lower licensing costs, consider using an extended trial license.

- Specify what email address you will use for receiving invoices.
- If your users want to be notified about incoming emails, specify who you will notify for each company.

The Mekorma Invoice Capture setup screen is available on the Mekorma Area Page under Setup>System>Invoice Capture Setup. It allows you to setup an email address used to monitor the system, the addresses your vendors should use to email invoices, and individuals to be notified when the system gets new invoices:

Your Mekorma implementer will walk you through the considerations for setting up your Power Automate Environments and coordinating them with your email setups. These setups will depend a lot on whether you have one or many companies and whether you have independent AP departments or shared services environments.

The sections below give you an advanced view of these considerations.

4.4. Power Automate Environments and Email Setup Requirements

Email setup and the number of Power Automate environments (and licenses) depend on the number of companies you manage and whether they share services and domain names.

1. If you administer 1 company, you need 1 license
2. If you administer multiple companies and you segregate invoice data out of security concerns, you will need a separate Power Automate environment for each one.
3. If you administer multiple companies with a centralized AP department, you may be able to share your Power Automate environment.
4. Even if you have a centralized AP department that shares data, if you want your companies to have distinct email addresses for your vendors to send their invoices, you will need different Power Automate environments.

The Details

This chart shows these 4 cases in more detail and describes its setup:

	1. GP companies	Data access allowed between companies?	Separate email domain required for each company?	Number of Power Automate environments needed	Email(s) associated with Power Automate environment	Company Invoice Email
1	1	N/A	N/A	1	APInvoice@xxx.com	APInvoice@xxx.com
2	Multiple	N	Y	Multiple	APInvoice@xxx.com, APInvoice@yyy.com, APInvoice@zzz.com…	APInvoice@xxx.com for company A; APInvoice@yyy.com for company B; APInvoice@zzz.com for company C…
3	Multiple	Y	N	1	APInvoice@xxx.com	There are two options for setting up the email. One is using Microsoft plus addressing. The other is using Email aliases. Please see below for more details.

| 4 | Multiple | N | Y | Multiple | APInvoice@xxx.com, APInvoice@yyy.com, APInvoice@zzz.com… | APInvoice@xxx.com for company A; APInvoice@yyy.com for company B; APInvoice@zzz.com for company C… |

Configuring for Multiple Companies to Share one Power Automate Environment

There are two ways of configuring email so that individual companies can each have their own AP address but all the emails get forwarded through one Power Automate flow:

1. Microsoft Plus addressing
2. Email aliases

Microsoft Plus addressing (Case 3 recommended option)

With Microsoft Plus Addressing in Exchange Online, using the following format will allow you to receive the invoice in a mailbox that the user desires:

Company invoice email address followed by a plus sign (+) and the company database name as shown in the example: APInvoice+TWO@xxx.com.

Email aliases (Case 3 alternative)

If Microsoft Plus addressing is not possible, the alternative is to create email aliases to make incoming invoices go to the right company. They all need to use the same domain:

- APInvoice1@xxx.com for company A
- APInvoice2@xxx.com for company B…

We recommend Microsoft Plus method become in some customer's systems, the alias email does not work properly when an email is sent from the same domain.

Why Are We Making This So Complicated?

Note that when you have multiple companies, the setup suggested in cases 2 and 4 is more straight-forward. So why do we support case 3?

The purpose that case 3 serves is to save you money by lowering the number of Power Automate environments you need to license. It has the disadvantage of having to use the same domain name for email across all your companies and may lead to difficulty communicating with vendors who are servicing multiple companies.

4.5. Sharing an Email Address Used for other Purposes

We recommend that you dedicate an email address for receiving AP invoices. However, if you have considerations that make you want to use the email address for other purposes, such as monitoring a more general AP queue, it can be done, with the caveat that senders will need to put a specific moniker in the subject line. The main use for this is in a testing scenario when you are first getting to know the product. It could also be used in very low volume situations.

In that case, you can designate a moniker, such as (INV) that goes at the beginning of each subject line. You can use Outlook with a rule to move any incoming email with that moniker to a sub-folder in your outlook. Any invoices moved to sub-folder will trigger the AI flow.

If you are using this on an ongoing basis, it is unlikely that vendors will put (INV) in their subject lines. The individual monitoring the email address will have to sift invoice emails and move them to that sub-folder.

4.6. 'User to Notify' Email Address

You have the option to designate a user who will be notified whenever an invoice email is ready to verify in Dynamics GP. This can be a separate user for each Dynamics GP company or you can designate the same user for more than one of the companies. You can designate only one notification email address—if you need multiple people to be notified you will have to set up an email group in Active Directory.

The system will notify the user once an invoice email has been fully processed by the Power Automate flow and is ready to be verified in Dynamics GP.

Note that the *User to Notify* Email address cannot be the same as any *Company Invoice Email* or email associated with the Power Automate Environment.

If you do not wish to receive notifications for each invoice that is received, this field is not required.

4.7. Controlling the Page Count in AI Builder

> ✳ [For lower licensing costs, consider using an extended trial license.](#)

Microsoft charges based on number of pages/month scanned by Power Automate AI Builder. The number of pages scanned might be of concern to you if you are processing over 500 invoices a month. These configuration options help save on your page count.

To navigate here: Mekorma home page > Setup > System > Invoice Capture Setup

Maximum Scan-To Page

The Maximum Scan-To Page option limits the number of pages scanned in a single document.

- By default, this will be set up to 5 pages.
- If set to less than 1, it will error and re-set to 1.
- If set to greater than 10, it will error and re-set to 10.

Maximum Scan-To Page page is per document. It treats each document (email body or attachment) as a single invoice.

Email Body Action

Sometimes, a vendor may include pertinent invoice-related information in an email, along with the invoice attachment. With Build 90, Mekorma has updated Microsoft AI Builder's receiving and scanning process for emails. To give you more control over how your email bodies are captured, there are three actions available:

Ignore, *Store*, and *Store & Process*. Use the Email Body Action drop-down to determine how you want Invoice Capture to handle your email bodies.

- If you set Email Body Action to *Ignore*, Mekorma Invoice Capture will not scan the email body.
- If you set Email Body Action to *Store*, the system will store the email body only, but won't scan it unless there are no other attachments to process.
- To scan the email body for attachments and attach any PDFs to the invoice, set Email Body Action to *Store & Process*.

Add business rules to exclude scan files by file type

Mekorma Invoice Capture includes a feature to limit the number of pages scanned by Power Automate AI Builder to avoid exceeding more than 500 credits/2000 pages per month. This will help in reducing unnecessary scans. In the Mekorma Invoice Capture Setup window, you will find the Extensions button. By clicking it, you can select or deselect the extensions you would like to exclude. Extensions supported are:

- .JFIF
- .JPE
- .JPEG
- .JPG
- .PDF
- .PNG

By default, all the file types are marked. If none are marked, PDF will default.
Note: JPEG family includes: .JPEG, .JPG, .JPE

4.8. Determining Your Microsoft Power Platform Infrastructure and License Requirements

- Only a single Microsoft Power Automate "per user" license is needed to run the Mekorma Invoice Capture flow in a single or multi-company Microsoft Dynamics GP scenario, regardless of the number of users you have.
- If you have multiple companies which run different Power Platform environments for each company, and you are going to deploy Invoice Capture in each environment, you must acquire a Power Automate "per user" license for each environment.
- Even if your company runs a single Power Platform environment to support multiple AP departments (i.e. shared services), we recommend deploying an Invoice Capture solution for each department so that each department uses its own domain name email address. Please contact our Professional Services team for further assistance. One Microsoft AI Builder license may be shared and assigned to each Power Platform environment.
- Note that you will not need a license for each user in your AP department, but rather an individual license for the entire department. We recommend assigning the license to an account associated to the email account for your AP department.

4.9. Estimate Your Invoice Credits

Estimating the Number of Invoices You Process per Month

- The base Microsoft AI Builder license provides 1 million credits, which includes the ability to process up to 2000 pages per billing cycle.
- If you have more than one Power Platform environment for which you will be deploying Mekorma Invoice Capture, your AI Builder credits need to be split and assigned to each environment.
- If you need to process a greater volume you will need to purchase additional packs of pages per month.

Estimating the Number of Pages per Invoice

The Invoice Capture product will send the email body and any attachments through the AI engine with the assumption that each of those documents could be an invoice.

- For a single email, the lowest number of invoice pages would be 1. That would be for an email body that contains the invoice itself and is short.
- For the case where the email also has an attachment, the lowest number of invoice pages used will be 2.

By default, the system will cap the number of pages it processes in a single email body or attachment to 5. You can ask your Mekorma implementer to raise or lower that cap.

For more information about Microsoft Power Platform licensing costs, read Licensing overview for Microsoft Power Platform – Power Platform | Microsoft Docs. The Mekorma Customer Success team is available to help you figure out exactly what you need for your scenario.

> ✽ For lower licensing costs, consider using an extended trial license.

4.10. Try Before You Buy

As of Q3 2022, Microsoft offers extended trials of their Power Platform AI Builder component. At this time, customers can take advantage of this offer for a period of up to 2 years at Microsoft's discretion. After the trial period, customers must purchase AI Builder capacity at Microsoft published prices – $500 per AI Builder unit per month, as of this writing.

5. Using Mekorma Invoice Capture

5.1. Getting Vendors to Email Invoices

Email direct to capture

The easiest flow is to direct your vendors to email their invoices to you to an email address that is monitored by Mekorma Invoice Capture. If you have multiple companies, vendors should use the email address for the company they are billing.

Email through AP

When first installing, you may want to monitor the invoices more closely while you get comfortable with the system. You can continue to use an email address that vendors are already sending to. IT can create a temp email for the capture system, and you can forward invoices to it when you get them.

When you feel confident, you can reconfigure the system to use your official email address simply by changing the email address on the setup screen.

Dealing with snail mail Invoices

Scan any paper invoices to a folder on your local drive. You can then email them to your Invoice Capture email address. You can attach multiple invoices to the same email if they all belong to one of your companies.

Downloading Invoices from a Portal

Vendors commonly have online portals for you to pull your invoices from.

Try to convince your vendors to include invoices as attachments. It is inconvenient for you to log into the vendor portal and download each invoice.

If you must, download the files to a folder on your local drive, attach to an email, and send it to your Invoice Capture email address. You can attach multiple invoices to the same email if they all belong to one of your companies.

5.2. The Validation Window

After the invoice data has been extracted by AI and submitted to GP, it will be pushed to the Mekorma Invoice Capture Validation window for further processing. This is a Mekorma work table with all the captured invoices listed. The invoice data can be sorted by individual column by clicking on the column header. You will validate the transaction data accuracy, adjust the entry as needed and instruct the system to create a GP Voucher Transaction.

To get to the Validation window go to: Mekorma area page>>Transaction>>Payables>>Mekorma Invoice Capture Validation

First, fill in the batch ID that will be used for your GP Voucher transactions. You can override it in the GP Transaction Window if you need to put invoices in more than one batch. Then follow the Invoice Validation Checklist:

1. Review the invoice data
2. Handle the Attachments
3. Create a GP Voucher
4. Delete Bogus Invoices

In addition to the information about the process flow, we have 3 videos explaining more information about how the AI Engine process invoices:

1. How AI processes multiple invoices in one email from one vendor.

2. How AI processes multiple invoices in one email from different vendors.
3. How AI processes an invoice in the email body.

5.2.1. Review the invoice data

Double-click Sender Name on an invoice line to open the Mekorma Create PM Transaction window.
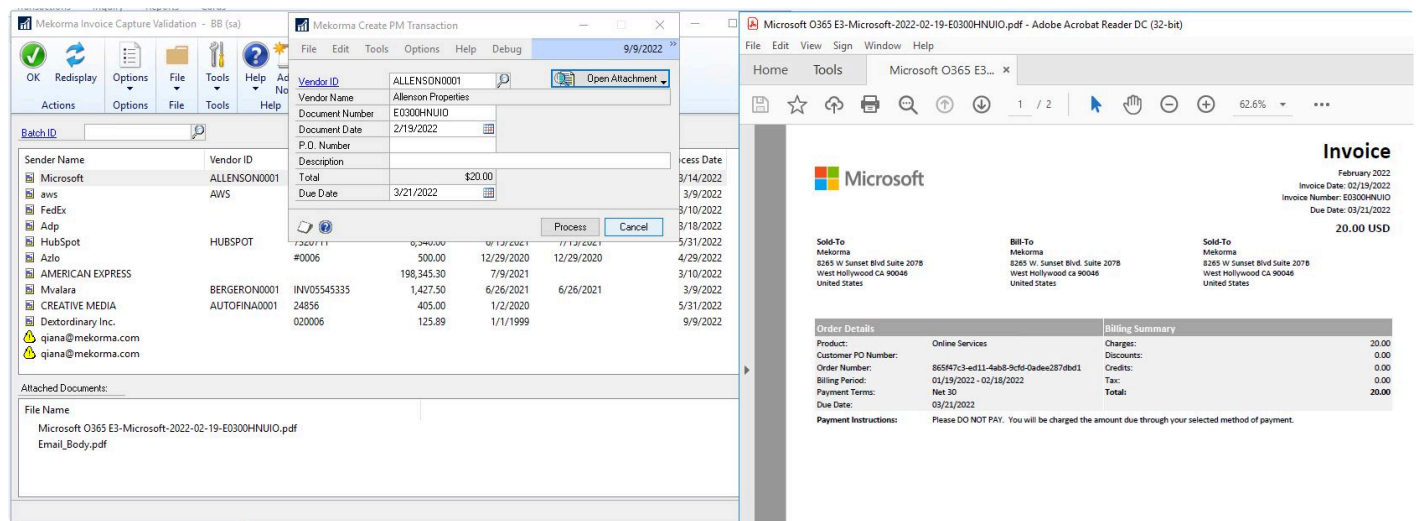
The invoice data captured by AI shows the Vendor Name, Vendor ID, Invoice Number, Document Date, Amount, and Due Date.

- Vendor name: The AI interprets the vendor name and fills it in here. Under some conditions, this will show the sender email address instead (see Why is sender sometimes an email address?).
- Vendor ID: The AI will attempt to match the vendor name to a vendor in GP, but often cannot or guesses wrong. This is the most important field to scrutinize, and the system lets you easily look up the vendor to correct this field.
- Invoice Number/Document Date/PO Number/Amount: Extracted from invoice document. If the AI cannot interpret these fields, they will show blank, and you can fill them in.
- Due Date: The AI will extract a due date if present on the invoice and the system will use that due date on the PM Transaction. However, if the vendor has default payment terms stored in the vendor master in Dynamics GP, those payment terms will over-write any due date from the invoice. In that case, the due date field will show, but will be read-only. If you would like to use the due date from the invoice for a vendor with Payment Terms, you will need to override it in the PM Transaction Entry window.

5.2.2. Why is Sender Sometimes an Email Address?

The system will only show a vendor name when the AI can identify something it perceives as a vendor name. Secondly, it needs to be able to identify something it perceives as an invoice number. When it cannot, it enters the sender email address instead of guessing the vendor name.

Sometimes this is because the email in not actually an invoice. See Delete Bogus Sender Lines for how to examine and handle these lines.

If the email is an invoice, you will be able to easily choose the correct vendor and you may only need to provide your own version of an invoice number to post this in Dynamics GP.

5.2.3. Choosing a Vendor

If the AI finds a vendor name that it has seen before, it will default in the Vendor ID. Sometimes, there are vendors with similar names so you should always verify the vendor ID.

Every time you match a vendor name with a vendor ID, the system will store that for future use. This means that if you have two vendors with the same name, there will be two vendor IDs associated to that name. There are three possible scenarios:

1. Vendor name not found
   a. You need to add a new vendor. Be sure to follow best practices. See What if the Vendor is not in the System?
2. Vendor name matched 1 vendor ID.
   a. If you want to further verify that this is the correct vendor, click the lookup button next to the vendor ID and then show the lookup detail to verify the vendor's address.
3. Vendor name matched multiple vendor IDs.
   a. The system will guess at one of your prior vendor IDs based on which has been used most often. An icon will appear next to the lookup button. If you click it, you will see a list of all of the vendor IDs that have been used with that vendor name, and you can pick a different one from the list.

5.2.4. What if the Vendor is not in the System?

What if you are processing an invoice and you find that there is no vendor? You should have a process for approving a new vendor into your system.

Best practices for new vendor setup include:

- Separation of Duties—Dynamics GP security should be set up so that the person entering or modifying the vendor maintenance file is not the same person that enters invoices or pays bills.
- Steps that are needed for setting up new vendors include:
  - TIN matching for IRS—you need to get a W9 and validate official vendor company tax info for 1099s.
  - Office of Foreign Assets Control (OFAC) screening.
  - Double verification for Remit-to address and banking information.
- Vendor Approval workflow—Microsoft Dynamics GP can be configured with a Vendor Approval workflow. When we discuss your needs, we will generally recommend that you include an approval workflow as part of your solution. A vendor approver will be a second set of eyes that ensures that the checklist steps are followed and approves the new vendor to the system.

The Mekorma Customer Success team is standing by to assist you with defining any of these policies and procedures to ensure a safe, auditable AP process.

5.2.5. Handle the Attachments

You will want to review each of the attached documents to make sure that only one of them is an invoice and that all of them are related to the invoice you are reviewing.

> ✳ In addition to the information about the process flow, we have 3 videos explaining more information about how the AI Engine process invoices: How AI processes multiple invoices in one email from one vendor, How AI processes multiple invoices in one email from different vendors, How AI processes an invoice in the email body

When you double-click on any of the attached documents, the corresponding default file viewer will automatically open. For instance, if you're trying to open a .pdf file, it will open with the default .pdf viewer that you have set on your computer. You can then compare the data in the Mekorma Create PM Transaction window with the original document. The file types supported by Microsoft AI Builder are: .pdf, .bmp, .jpg, .jpeg, .gif, .png, .tif, .tiff, .txt, .doc, .docx, .xls, .xlsx.

Mekorma Invoice Capture uses "smart guesses" to figure out what to do with emails that have multiple attachments. There are several scenarios:

- An email with just a body, no attachments
    - The email body will be converted to a .pdf. The AI engine will try to process it as an invoice. When you review, if it is not an invoice, you will be able to discard it as a bogus invoice (see Delete Bogus Invoices).

- An email with one attachment
    - Normally this will be an email body with a courtesy note or additional information and an attached invoice.
    - The system will convert the email body to a .pdf file as supporting documentation.
    - The invoice line will show two attachments: the email body and the invoice.
    - If you review these and find either of them bogus, you can right click and discard it.
    - If you review them and find that they are two different invoices, you can right click one of them and choose "Create New Invoice". It is unlikely in this case, but this ability exists for emails with multiple invoices attached to an invoice.

- An email with multiple attachments: the system guesses between a number of scenarios:
    - One attached invoice and supporting documentation
    - An assortment of attached invoices. This capability is useful if AP wants to forward a batch of invoices through the workflow. For more information, see Scanning Paper Invoices. See Moving or Copying an Attachment from One Invoice to Another for an example.
    - Multiple attached invoices with some supporting documentation.

Using the AI, the system gets a pretty good guess about each attachment to detect if it is an invoice or not. Its goal is to automatically separate invoices into separate lines so that when you use Mekorma

Invoice Capture Validation window, you don't have to do that manually.

The system will process EACH of the attachments through the AI. It will find the invoice. Then, any documents that it doesn't recognize are attached as supporting documents.

But what if it finds multiple invoices? If all the documents are recognized as invoices, this is an easy case. The system will create a separate invoice line for each invoice. Each of them will also contain the body of the email as supporting documentation.

Another case is when none of the attachments are recognized as invoices. In that case, it is probably junk. The system groups them together for easy review. It creates one "invoice" line but instead of a vendor name it will show the sender email address. And that line will contain all the attachments for your review.

The most complex case is when there are multiple invoices and supporting documents. The system will create a separate invoice line for each invoice. It will group all unrecognized documents on a different line using the sender email address; the system will not try to match them to specific invoices. You will need to review these manually to move them to the correct invoices before processing those to GP Vouchers.

The next sections explain how to clean things up by deleting bogus sender lines or moving attachments between sender lines.

Delete Bogus Sender Lines

Mekorma Invoice Capture could receive an email that is not an invoice. In that case, you will see the sender's email address and you can review the attachments to ensure they are bogus.

To remove them:

1. Right click on Sender Name in the Mekorma Invoice Capture Validation window.
2. Choose Discard.
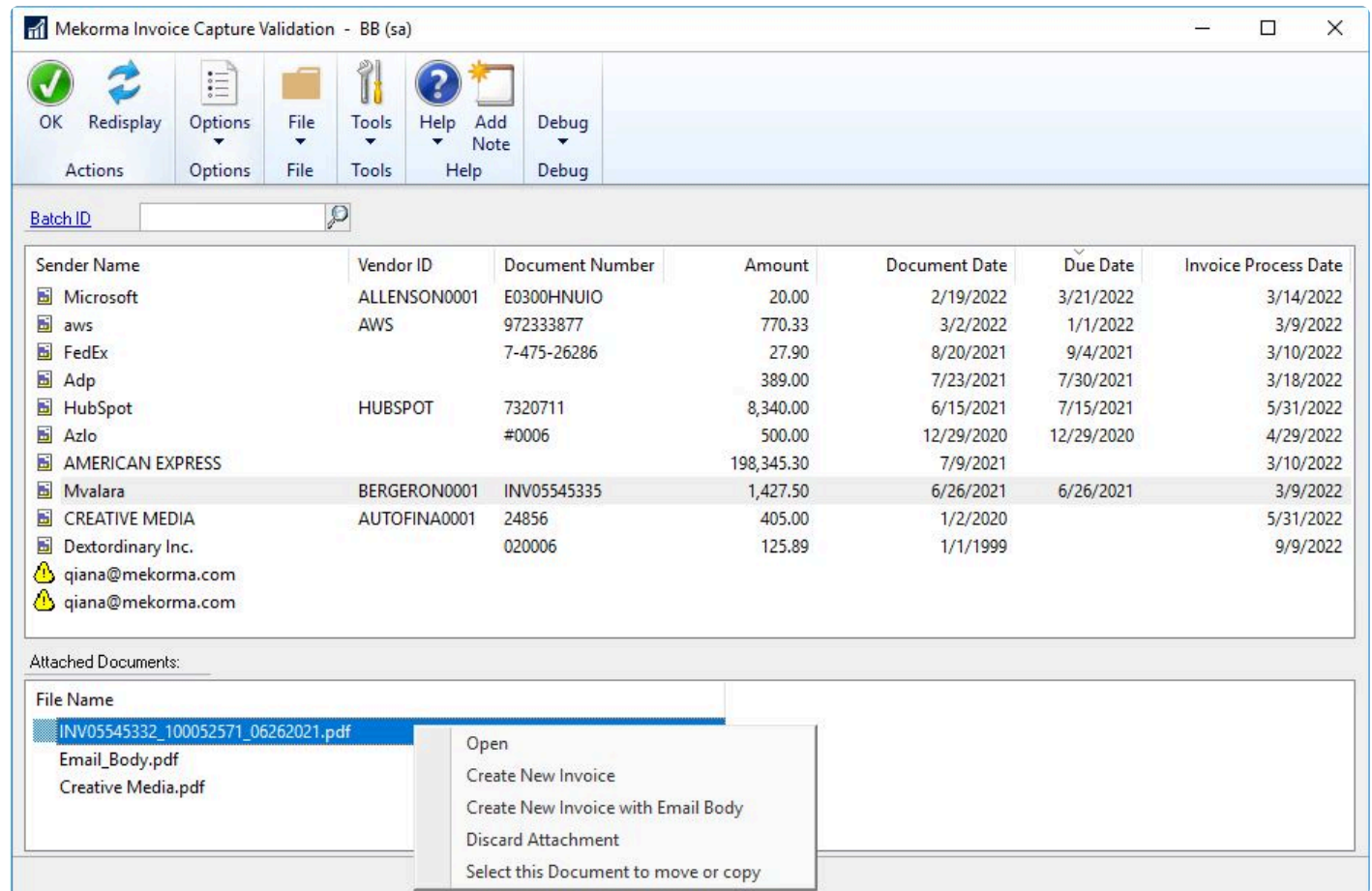
Moving or Copying an Attachment from One Invoice to Another

When you are reviewing attachments, there are two cases when you might want to move an attachment to another invoice line:

1. An attachment is a supporting document for an invoice on another line.
2. An attachment is an independent invoice.

To move or copy a supporting document to another line:

1. Right click on the supporting document in the Attached Documents window and choose "Select this document to move or copy".
2. Right click on a different invoice line in the Sender Name window.
3. Choose "Move File Email_Body.pdf Here" or "Copy File Email_Body.pdf Here". These options will show on the Invoice line context menu when you choose to move or copy an attachment.

To move a supporting document to its own independent invoice line:

1. Right click on the supporting document in the Attached Documents window and choose "Create New Invoice".
2. The system will create a new line under the Sender Name window with that attachment so that you can process it as an independent invoice.

Attaching the Same Attachment to Multiple Invoices

You may get one invoice document that you want to create in GP as multiple vouchers. For example, the invoice may have sections that need to be approved by different approvers.

In this case, when you are reviewing the attachment the first time, you can download it. Then email it back to the system for each split that you need to create. You will then adjust the total on each voucher you

create for just the part of the invoice you want to pay. You will also want to adjust the document number to make it unique for each voucher.

Delete Bogus Attachments

You may not need all the attachments on an invoice.

To remove them:

1. Right click on the supporting document in the Attached Documents window.
2. Choose Discard Attachment.

5.2.6. Create a GP Voucher

Once you have finished organizing your attachments onto the correct invoices and reviewing the data in the *Mekorma Create PM Transaction window* , click "Process" on that window. This will open *PM Transaction Entry* in Dynamics GP. You can then verify your GL Distributions, Payment terms, remit-to address and so on, before saving to your batch.

Note that Due Dates and Terms Discount dates will be calculated with the vendor's default payment terms when you process the invoice line to Dynamics GP. Even if the invoice has a specific due date, the vendor's default payment terms will take precedence when the voucher is created in Dynamics GP.

That is it! It is the simple way to get your invoices in the system, with the attached documentation.

5.2.7. Window Positioning Hints
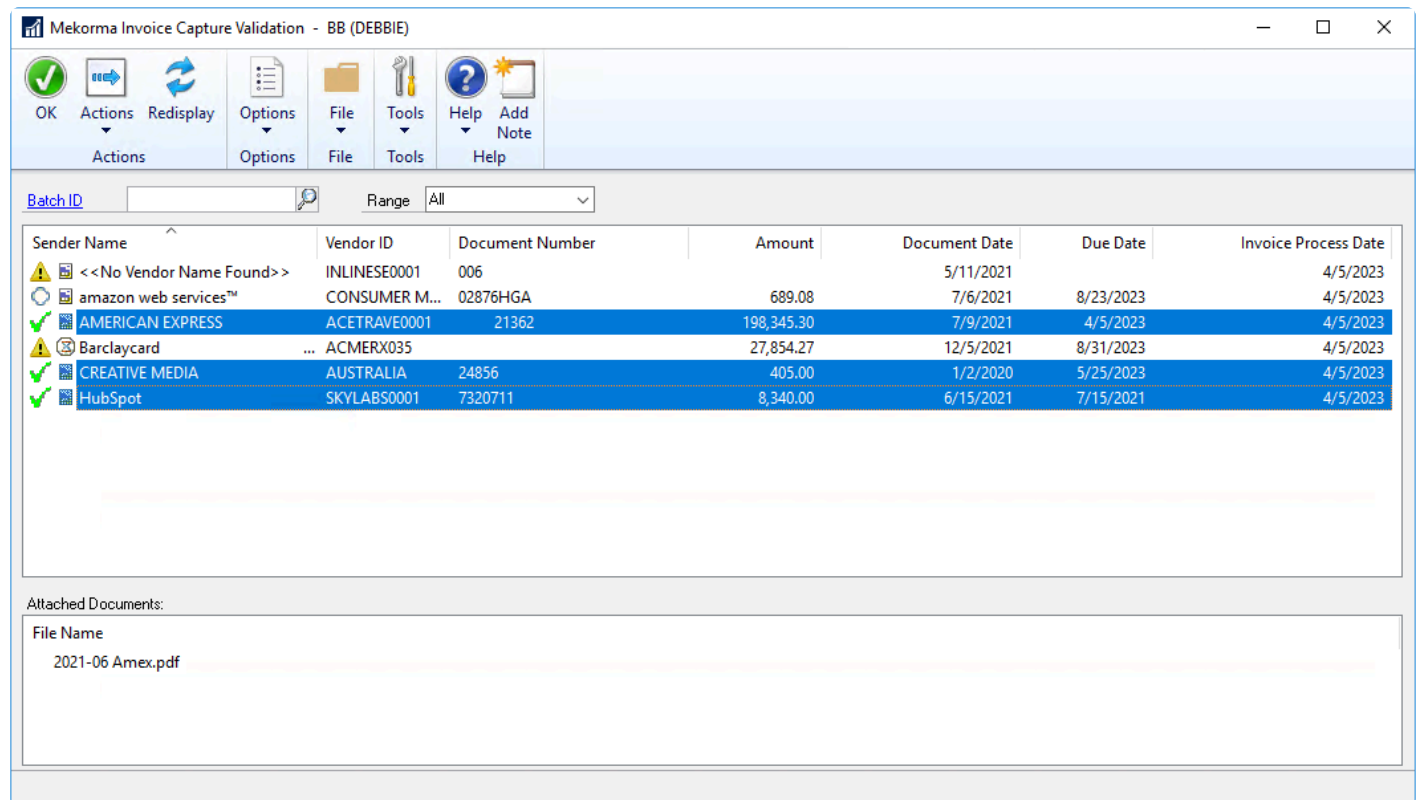
When you double click an invoice and attachment, both the attachment window and the Create PM Transaction window will open. The Create PM Transaction window will always open in the upper left area of the screen relative to Dynamics GP. We recommend that you reposition the attachment window to the right side of your screen. The system will remember where you put the attachment window. Since there are several file types supported (e.g. .pdf, .jpg, .tif, etc.), several different viewing applications are used. You will need to position the attachment window for each of these and the system will remember where they were.

5.2.8. Process Multiple Invoices

Mekorma Invoice Capture has the capability to process multiple invoices simultaneously. To select the desired invoices, click to the left of Sender Name or hold down the Ctrl or Shift key while clicking the specific invoices. Right-click to open the context menu and perform the necessary action. A *green checkmark* indicates that the invoice has all the necessary information and can be processed in the batch. Conversely, a *yellow alert* icon signifies that the invoice cannot be processed in a batch.

> ✳ Invoices with an alert can still be processed individually.

Once you have selected and marked the desired invoices, enter a Batch ID to create a Payables Batch Entry. After saving the batch entry, process the batch by clicking Actions > Process. Once the process is complete, you will receive a report called Payables Transaction Edit List.

If an invoice is marked with a yellow alert icon, click the icon to review any issues. This may be due to the following:
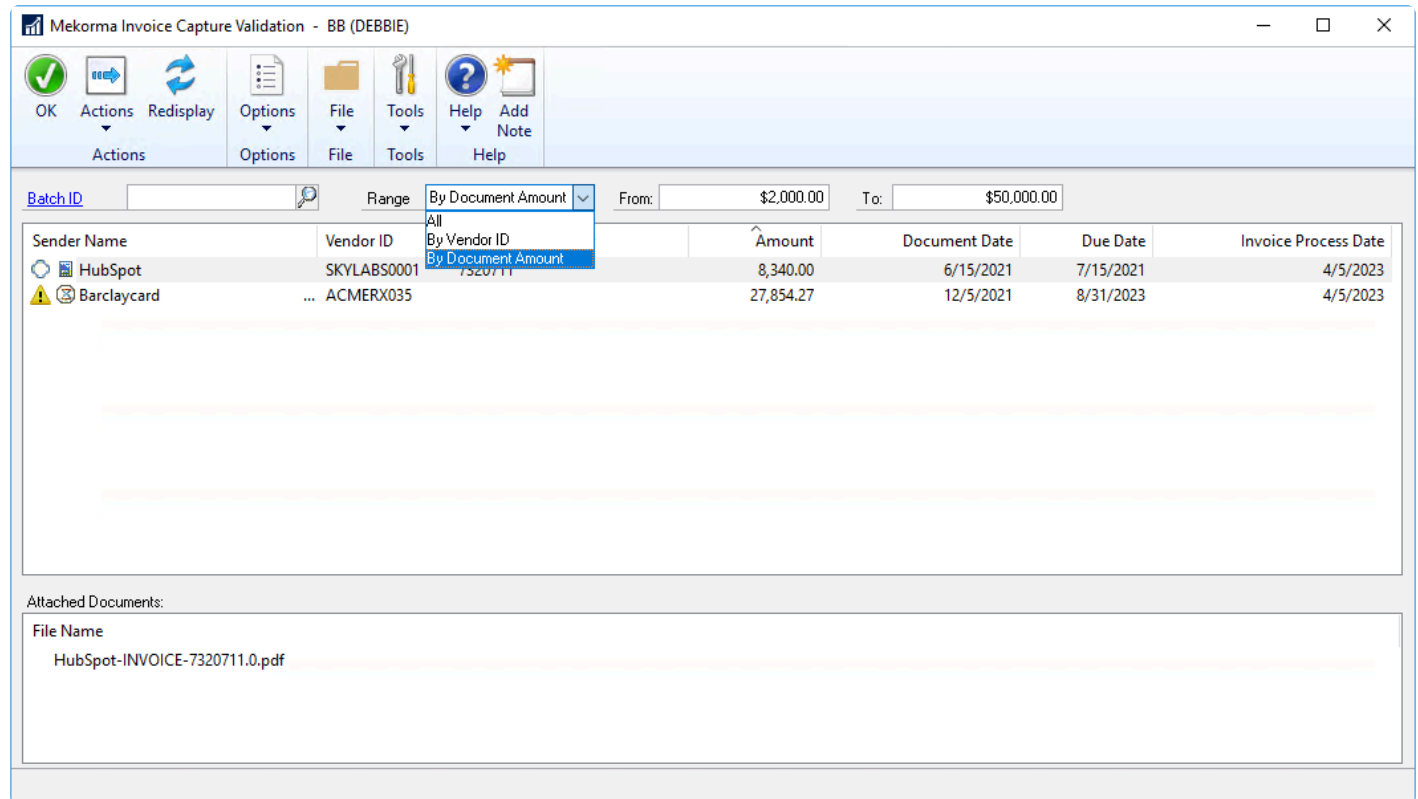
- Vendor ID is set with non-functional currency
- Vendor ID, Document Number, Amount, Document Date, or Due Date is empty or incomplete
- Vendor status is on hold

Unselectable Entry - BB (DEBBIE)

OK · File · Tools · Help

Actions · File · Tools · Help

Unselectable Entry

This line may not be Marked to process, as it is incomplete.
It may still be processed individually.

To process a line, it must have:
- Vendor ID
  - Vendor not On Hold
- Document Number
- Amount > $0.00
- Document Date
- Due Date
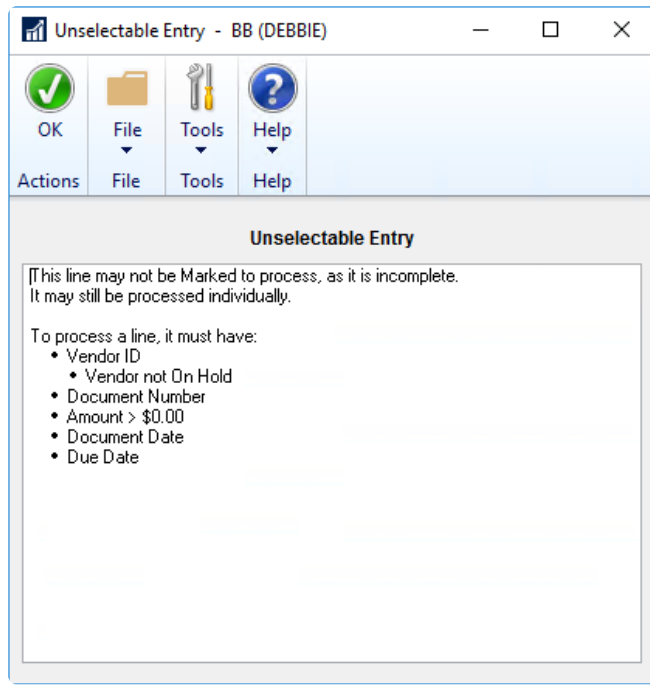
5.2.9. Filter Invoices

Filters are useful when you need to narrow down results more effectively. Using the **Range** drop-down, you can filter invoices alphabetically with Vendor ID or numerically with Document Amount.
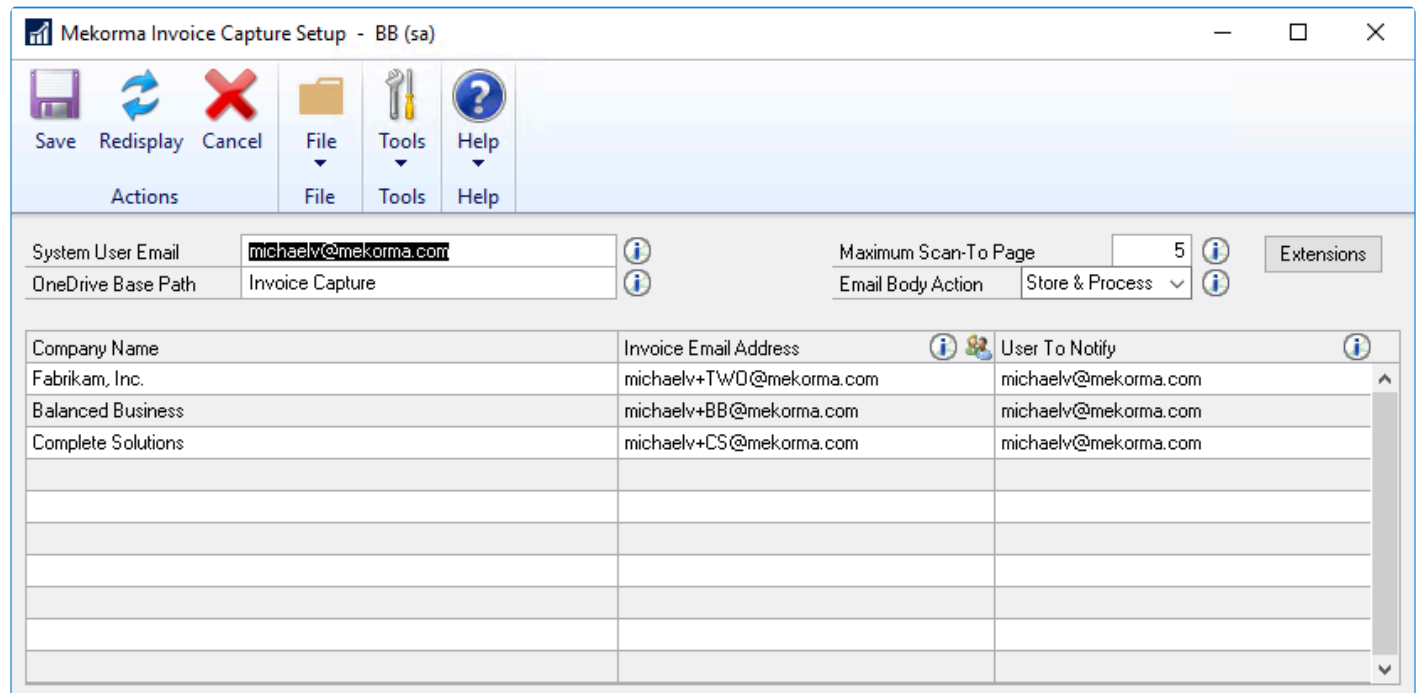
5.3. TIPS AND TRICKS

5.3.1. Dealing with Snail Mail Invoices

If you still receive invoices by postal mail, you can scan all the invoices to a folder. Then email all of the invoices in a single email to your AP email address. The AI will be able to see that they are all independent invoices and automatically split them into different invoice lines.

5.3.2. Modifying Email Addresses

You may want to change who gets notified about new invoices captured in the system. You can make changes in the Mekorma Invoice Capture Setup window.

Note that you should only change the "User To Notify" column. If you want to use a different email address for your vendors, you will need to coordinate that with your Power Platform environment. In that case, contact the Mekorma Customer Success team for assistance.

5.3.3. How AI Processes Multiple Invoices in One Email, from One Vendor

Mekorma Invoice Capture uses artificial intelligence (AI) to read, capture, and enter invoice data into Microsoft Dynamics GP. This video shows how Invoice Capture processes multiple invoices in one email, from one vendor.

https://www.youtube.com/embed/ebe-KBK134U?rel=0

5.3.4. How AI Processes Multiple Invoices in One Email, from Different Vendors

Mekorma Invoice Capture uses artificial intelligence (AI) to read, capture, and enter invoice data into Microsoft Dynamics GP. This video shows how Invoice Capture processes multiple invoices in one email, from different vendors.

https://www.youtube.com/embed/wFe0JPR3Ffo?rel=0

5.3.5. How AI Processes Invoices in the Email Body

Mekorma Invoice Capture uses artificial intelligence (AI) to read, capture, and enter invoice data into Microsoft Dynamics GP. This video shows how Invoice Capture handles invoices that arrive to you as part of the body of an email.

https://www.youtube.com/embed/v=zBjMrescTBQ?rel=0

6. Next Steps: Approving, Posting and Paying

The next steps in your process are to:

1. Route your invoices through the Microsoft Dynamics GP Workflow for Approval
   When we discuss your needs, we generally recommend that you include an approval workflow as part of your solution. The Mekorma Customer Success team is standing by to assist you with defining your approval rules and setting them up.
2. Post invoices
   Once the invoices are approved, the batch will be ready for posting
3. Pay
   Refer to Requesting Support, Implementation or Customization for more information on Mekorma Payment Hub.

7. IT Responsibilities and Troubleshooting

Mekorma Invoice Capture is based on Microsoft Power Platform. Microsoft Power Platform provides tools for monitoring its activities to detect kinks in the system.

These are the two Power Automate workflows that the IT department may monitor for errors:

- AP Mailbox Monitoring workflow
- AP Folder Monitoring workflow

7.1. AP Mailbox Monitoring Workflow

The AP Mailbox Monitoring workflow receives emails via the AP departmental mailbox and saves the email bodies and their attachments to a project file folder. Vendor invoices can be submitted in PDF, in image formats (JPEG, JPG, TIFF, BMP, etc.), or embedded in the body of the email.

The AP Mailbox Monitoring workflow convert the email body to a PDF document and saved in a project file folder on OneDrive. Sometimes the email is the invoice itself but most often it serves as supporting documentation.
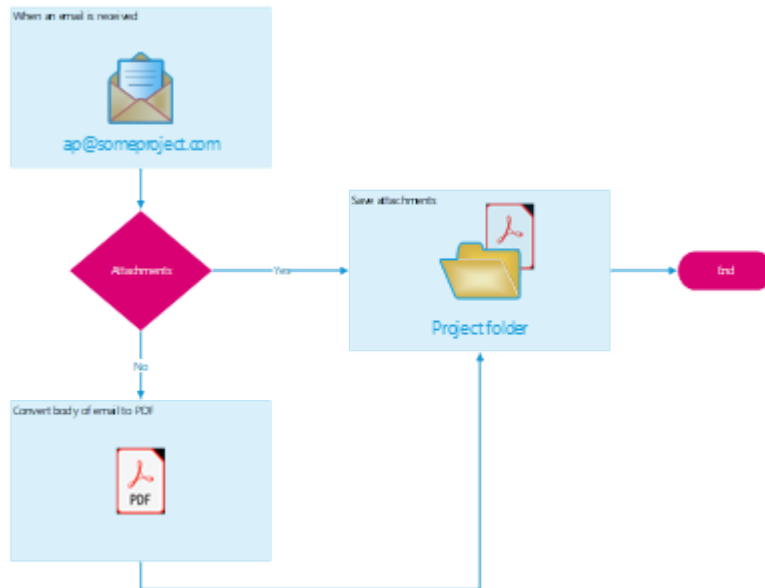
7.2. AP Folder Monitoring Workflow

The AP Folder Monitoring workflow will monitor the project file folder for files saved by AP Mailbox Monitoring. This workflow leverages artificial intelligence to recognize the document fields and extract these, then submit and store them in a Microsoft Dynamics GP table, leveraging eConnect. A step within the workflow will notify AP clerks that they have invoices in Dynamics GP for review.
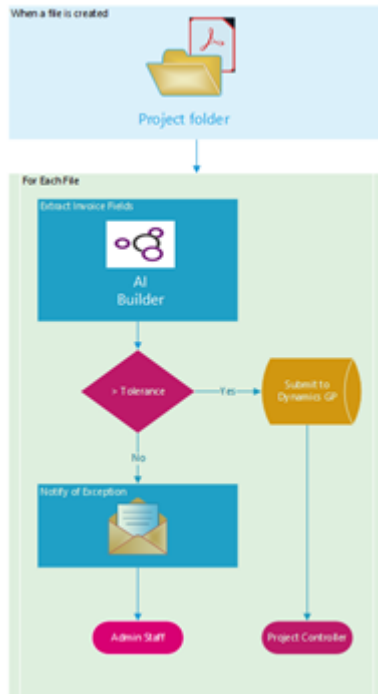
8. Requesting Support, Implementation or Customization

We are here to help!

If you are having a specific issue with your Mekorma products and require assistance from our **Customer Success Team**, please log in to our online portal and open a new case.

- Technical Support is included with your yearly enhancement plan (for users on a supported version of Dynamics GP). Open a support case.
- Implementation Support is available to help you prepare, install or configure any aspect of **Mekorma Payment Hub**.
- Customization Support is available if you want to go beyond the built-in feature set of our product.
- Automation Support is available through our Power Platform support team.