

# Frequently Asked Questions (FAQ)

## Q: Why is my Document Not Processing?



NOT PROCESSED

- **A: Common reasons that Conexiom could not process document include, but are not limited to:**
  - The document layout doesn't match the sample documents used for configuration.
  - The document is missing key information, or information is in an unexpected location.
  - The document is not clear text.
  - Delivery is not possible. (for instance, your company SFTP or ERP API is unreachable)

### Next steps :

- ✓ Review the email sent to the Business Rep for an error message and action it as needed.
- ✓ Compare the failed document against a successful document for visual differences.
- ✓ Based on your findings, reach out to the customer or vendor about document change or submit a change request to Conexiom.

*No differences, or the issue was delivery?* Try to reprocess to document, it may deliver now.

*Still stuck? Submit a change request asking Conexiom to investigate why the document did not process and to fix for future documents.*

## Q: Why are my Emails Not Showing in the Portal?



- **A: Common reasons that the emailed document is not showing in the portal include, but are not limited to:**
  - The email was sent to the incorrect Conexiom email address.
  - There is a breakdown in your auto-forwarding or redirect rules (if applicable).
  - The email had no document attached.
  - The document triggered an “Unknown Customer” alert.
  - The document got redirected to the wrong customer/vendor.

### Next steps:

- ✓ Check that the portal email is written the same as at the top of the Company page in the “Company Details” section.
- ✓ Review your email forwarding settings for any errors (if applicable).
- ✓ Make sure the documents are attached.
- ✓ Check if it triggered an “Unknown Customer” alert. If so, review the assign key\* of the intended customer/vendor and make sure it is present in all documents.
- ✓ Check the “Emails Received” report in the Reporting tab on the left-hand side to see if the email was received by Conexiom.
  - ✓ If document is found in the incorrect customer/vendor, check assign keys\* to avoid future routing issues.

*Cannot find the document or a record of the email in the report?* Please contact your Conexiom Representative.

*\*For more information on assign keys, see “How to Select Good Assign Keys “ QRC*