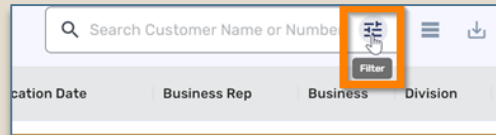


Frequently Asked Questions (FAQ)

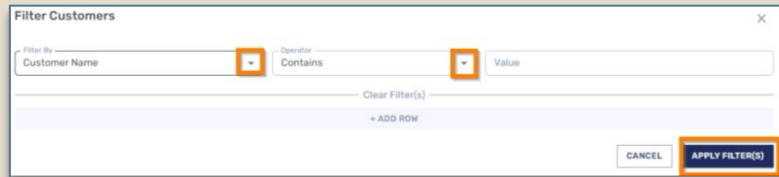
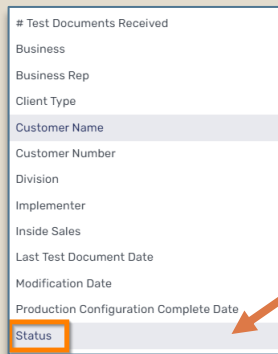
Q: How do I filter the Customer/Vendor list?



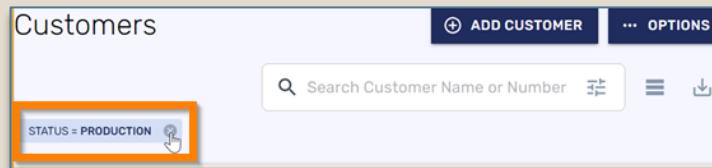
1. Click the Filter icon in the right-hand side of the search bar to display the Filter dialog box.



2. Click one or more of the drop-down menus and select the factors that will narrow down your list. Click on **Apply Filter(s)** to save.



Filter by status to isolate Production customers/vendors.



- The filters will remain until you clear them, allowing you to move between screens with the filter(s) in place. Close a filter to clear it from your view.

Q: What is a Duplicate document?



DUPLICATE

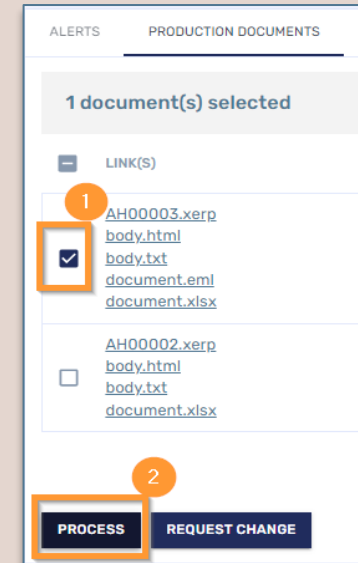
A: Conexiom will automatically mark a document as a duplicate* if there is an existing document with the same identifier (for example, two documents with PO# 1234).

- Duplicates are flagged and are not processed automatically.
- If a duplicate needs to be delivered to the ERP, you will need to reprocess it.

To reprocess:

1. Search for the duplicate document in the document section of the Customer/Vendor Details page and select it from the list
2. Click **Process**

If you need Conexiom to always process documents with duplicate numbers for a certain customer or vendor, this can be requested as a setting through a change request.



*For more information on document statuses, see "Document Statuses" QRC.