

DocStore

Part 2: Working with Documents in DocStore



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This guide is part of the DocStore User Guide Series, which explains how to set up, use and manage documents in DocStore.

The series includes:

- Part 1 – System Setup and Configuration
- Part 2 – Working with Documents in DocStore
- Part 3 – Managing Document Approvals

1. WORKING WITH DOCUMENTS

DocStore allows emails and attachments to be stored and viewed directly within Gold, removing the need for paper documents. Documents can be added by email, scanning or saving files from the network, and are automatically indexed so they can be easily retrieved. This manual explains how to find, view and file documents in DocStore during day-to-day processing. It forms part of the DocStore User Guide Series, which explains how to set up, use and manage documents in DocStore.

1.1 Managing On Hold Documents

The Document Details program is used to manage documents that have not been filed automatically. Documents may be placed On Hold if required information is missing or if further processing is needed. This commonly occurs when key details are not available at the time the document is received.

Using Document Details, you can:

- Search for and review documents that are currently On Hold.
- Add or amend references if a document has been stored incorrectly.
- Enter missing information to complete document filing.
- Change document types where required.
- Delete documents if necessary.

In Gold, navigate to
Purchase Ledger > Document Management > Document Details

1. Enter a **Document Number** to view a specific document or select **OK** to open the document lookup.

2. The document lookup includes **Search** and **Select** tabs. If no Document Number is entered, documents with a status of On Hold are shown by default.

3. Use the **Select** tab to refine the search. Results can be filtered by document type, status, sender, date range, subject text or related references such as customer, supplier or job.

4. A list of matching documents is displayed. Depending on user access, documents may be shown across multiple companies.

5. From the document list, you can:

Find – search within the results.

Select – refine the search criteria.

AutoSet – open a document to view or amend filing details.

Rule – create, amend, or review existing document rules.

Attach – view attached documents, including multiple thumbnails.

A	Type	Sent	At	From	Subject
1	CUST	30/04/08	13:36	scan2@co.co.uk	Scanned Documents
1	CUST	30/04/08	14:04	scan2@co.co.uk	Scanned Documents
1	CUST	30/04/08	15:03	admin@SGM.co.uk	SGM 1201
1	CUST	30/04/08	15:28	scan2@co.co.uk	SGM 1201
1	CUST	30/04/08	14:46	admin@comp.co.uk	CUST 1200
1	SUPP	30/04/08	14:47	scan2@SGM.co.uk	SUPP 1201
1	PAPI	30/04/08	15:15	admin@comp.co.uk	PAPI 1201
1	WSJ	30/04/08	15:42	scan2@co.co.uk	WSJ 10572
1	CUST	1/05/08	8:50	admin@SGM.co.uk	SGM 1201
1	CUST	1/05/08	8:53	scan2@SGM.co.uk	SGM 1201
1	CUST	1/05/08	8:54	admin@SGM.co.uk	SGM 1201
1	SUPP	1/05/08	9:07	scan2@co.co.uk	SUPP 1201
1	CUST	1/05/08	8:41	admin@SGM.co.uk	SGM 1201
1	CUST	1/05/08	8:41	scan2@SGM.co.uk	SGM 1201
2	SUPP	1/05/08	9:41	admin@comp.co.uk	SUPP 1201
3	SUPP	1/05/08	9:51	scan2@co.co.uk	SUPP 1201

Document: D0000001400.TXT
Sent: 30/04/2008 15:42:28 Received: 30/04/2008 16:26:29
Sent by: poolescan2@ibcos.co.uk
WSJ 105722 CO2S
Rule Applied: Type: WSJ Company: 26
Keys | References
Workshop Job: 105722
Customer: 1200 Trans. Date: 31/03/2008 Trans. Ref.: 121880

When AutoSet is selected, a pop-up box opens with the following options:

✓ **Keys Tab**

Displays the main fields used to store the document. Updating these fields will change where the document is filed. If information was missing from the email subject, it can be entered here.

✓ **Type**

Used to change the document type if it was stored incorrectly. When changed, the existing key fields are cleared and must be re-entered.

✓ **References Tab**

Shows where the document is currently linked. Additional references can be added if the document needs to be associated with more than one account.

6. Once the required information has been entered, the document is filed to the correct location and the system automatically moves on to the next document.



Did you know?

Workshop documents are stored against both the customer and the workshop job and remain on the list until the job is invoiced and the sales month end has been run.

1.2 Viewing Customer Documents

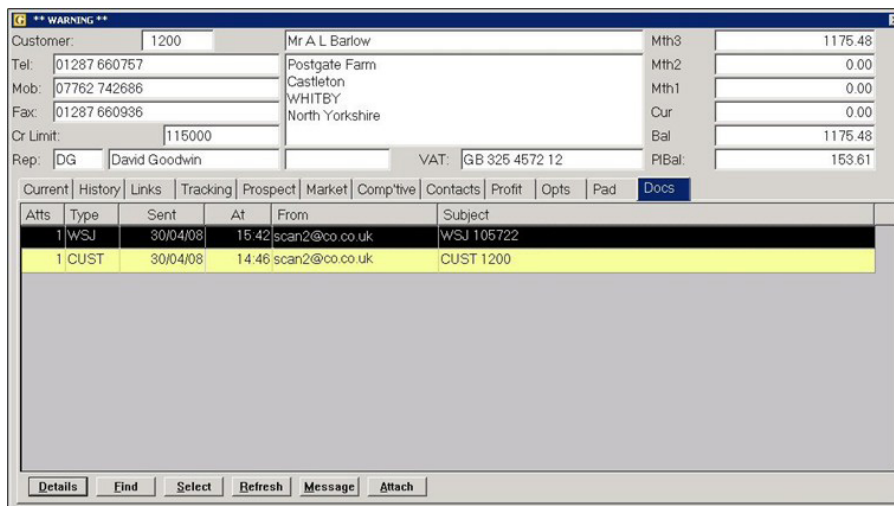
Customer documents can be viewed from the Customer Enquiry screen.

In Gold, navigate to
Sales > Customer Enquiry

1. Open the relevant **Customer Enquiry**.

2. Select the **Docs** tab to view documents stored against the customer account. If security levels are in place, the list may be restricted to documents you are permitted to view.

3. From the document list, you can view document details including date and time sent, amend filing information (if you have permission), search or refresh the list, view the email message, and open document attachments.



The screenshot shows a software interface for viewing customer documents. At the top, there is a warning icon and the text "** WARNING **". Below this, customer details are displayed in a grid format:

Customer:	1200	Mr A L Barlow	Mth3	1175.48	
Tel:	01287 660757	Postgate Farm	Mth2	0.00	
Mob:	07782 742686	Castleton	Mth1	0.00	
Fax:	01287 660936	WHITBY	Cur	0.00	
Cr Limit:	115000	North Yorkshire	Bal	1175.48	
Rep:	DG David Goodwin	VAT:	GB 325 4572 12	PIBal:	153.61

Below the customer details, there is a navigation bar with tabs: Current, History, Links, Tracking, Prospect, Market, Comp'tive, Contacts, Profit, Opts, Pad, and Docs. The Docs tab is selected. Below the navigation bar is a table of documents:

Atts	Type	Sent	At	From	Subject
1	WSJ	30/04/08	15:42	scan2@co.co.uk	WSJ 105722
1	CUST	30/04/08	14:46	scan2@co.co.uk	CUST 1200

At the bottom of the window, there are buttons for Details, Find, Select, Refresh, Message, and Attach.



Did you know?

Customer documents can be filed by entering **CUST** followed by the customer account number in the email subject line (for example **CUST 1200**).

1.3 Viewing Supplier Documents

Supplier documents, including any supplier parts purchase invoices, can be viewed from the Supplier Enquiry screen.

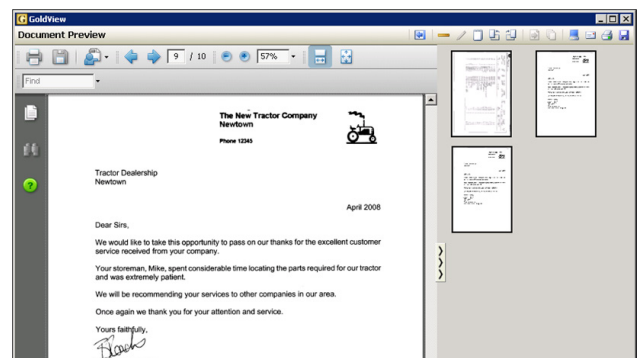
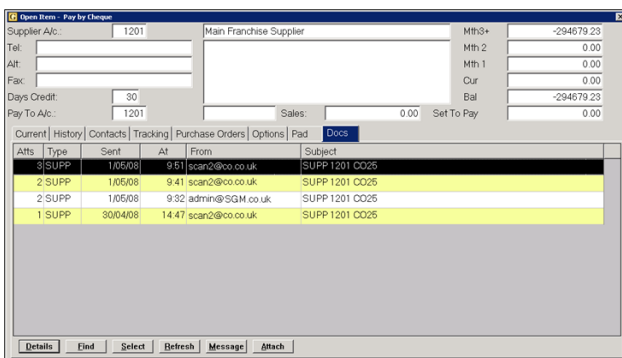
In Gold, navigate to
Purchase > Supplier Enquiry

1. Open the relevant **Supplier Enquiry**.

2. Select the **Docs** tab to view documents stored against the supplier account.

The number of attachments is shown where applicable. If security levels are in place, the list may be restricted to documents you are permitted to view.

3. From the document list, you can view document details (such as date and time sent), search or refresh the list, view the email message and open document attachments. If a document has a single attachment, it will open directly. If multiple attachments exist, they are displayed as thumbnails for selection



Did you know?

Supplier documents can be filed by entering **SUPP** followed by the supplier account number in the email subject line (for example **SUPP 1201**).

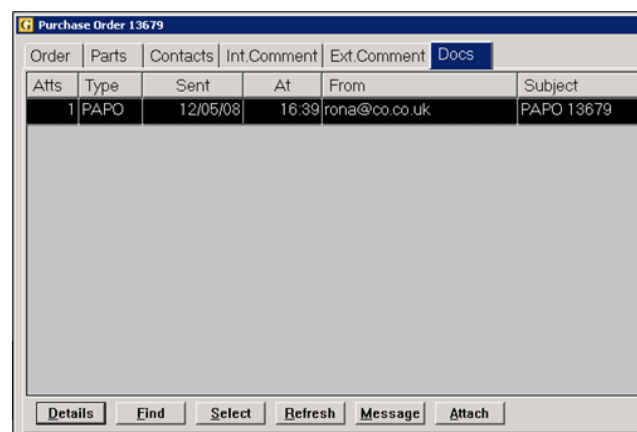
1.4 Viewing Parts Purchase Order Documents

Parts Purchase Order documents can be viewed from the Enquiry - Orders Suppliers/IDT screen.

In Gold, navigate to
Parts Control > Enquiry - Orders Supplier/IDT

1. Open the relevant **Supplier Order Enquiry**.

2. Select the **Docs** tab to view documents stored against the purchase order.



3. From the document list, you can view document details (such as date and time sent), search or refresh the list, view the email message and open document attachments. If a document has a single attachment, it will open directly. If multiple attachments exist, they are displayed as thumbnails for selection.



Did you know?

- Parts purchase order documents can be filed by entering **PAP0** followed by the purchase order number in the email subject line (for example **PAP0 13679**).
- Parts purchase order documents can also be viewed from Stock Enquiry via the Audit Trail tab. Selecting a transaction and viewing the order details will display any related documents on the **Docs** tab.

1.5 Viewing and Processing Parts Purchase Invoices

Parts purchase invoice documents are stored against the supplier invoice and are also available during Invoice Confirmation.

In Gold, navigate to
Parts Control > Invoice Confirmation

1. Open **Invoice Confirmation** and begin processing the invoice as normal.

2. On the **Supplier A/c** field, select **F5 Docs** to view documents stored against the supplier to select the relevant invoice document.

3. Select the required document to view invoice details (such as sent and received dates and sender), view the email message, and open attachments. If multiple attachments exist, they are displayed as thumbnails.

4. Continue entering the remaining invoice header information. Where available, supplier reference details may be completed automatically from the selected document.

Atts	Type	Sent	At	From	S
1	PAPI	14/01/09	18:44	poolescan3@ibcos.co.uk	PA
1	PAPI	1/07/09	15:04	Analysed from inbox by LS	PA
1	PAPI	9/07/09	10:47	Analysed from inbox by LS	PA
1	PAPI	9/07/09	10:48	Analysed from inbox by LS	PA
1	PAPI	6/10/09	9:57	Analysed from inbox by LS	PA
1	PAPIJD	18/06/09	9:10	colin@ibcos.co.uk	PA

Buttons: Details, Fwd.Lst, Forward, Comment, Message, Attach

5. If no document is selected, use the available drill option to view documents awaiting processing.

6. Complete and post the invoice. Once processed, the document is stored against the related transaction found in Supplier Enquiry.



Did you know?

Parts purchase invoice documents can be filed by entering **PAPI**, followed by the supplier account number and invoice number, in the email subject line (for example **PAPI 1201 125492**). DO NOT add additional references, as this may cause the document to be considered already filed and unavailable during invoice confirmation.

1.6 Viewing Serial Number Documents

Documents linked to serial number items can be viewed from the Serial Number Enquiry screen.

In Gold, navigate to
Parts Control > Serial Number Enquiry

1. Open the relevant **Serial Number Enquiry**.

2. Select the **Docs** tab to view documents stored against the serial number item.

3. From the document list, you can view document details, search or refresh the list, view the email message, and open document attachments. If a document has a single attachment, it will open directly. If multiple attachments exist, they are displayed for selection.

The screenshot shows a software interface for viewing documents. At the top, there are fields for 'Mr. S. J. Kelly', 'ELM RISE FARM', 'HAY LANE', 'DERBY', 'DE42 8NL', 'Tel.', 'Account: 1212 KELLYS', and 'Serial No.: SN504/18679'. Below this is a 'Notes' section with a table:

Invoice No.	Date	Description	Total Value
121883	12/05/2008	General Parts Sale	558.13

Below the table is a 'Workshop Jobs' section with a 'Docs' tab selected. It shows a table of documents:

Atts	Type	Sent	At	From	Subject
0	PASN	12/05/08	16:19	rona@cc.co.uk	PASN SN504/18679

At the bottom of the 'Docs' section are buttons for 'Details', 'Find', 'Select', 'Refresh', 'Message', and 'Attach'.



Did you know?

Serial number documents are filed using the batch and line number, as serial numbers may not be unique. Enter **PASN** followed by the batch and line number in the email subject line (for example **PASN 100179/12**).

1.7 Viewing Workshop Documents

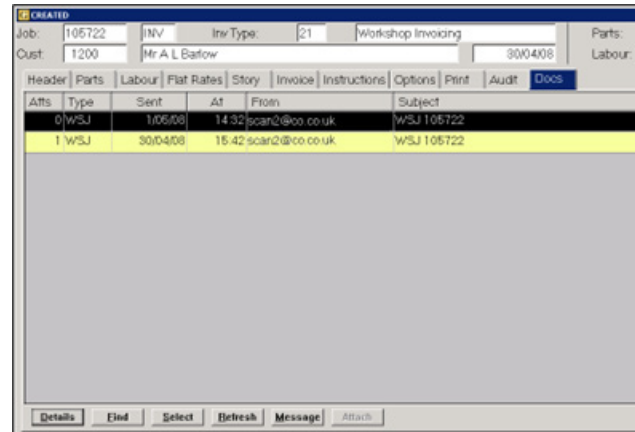
Documents relating to workshop jobs can be viewed from the Workshop Entry screen.

In Gold, navigate to
Workshop Control > Workshop Entry

1. Open the relevant **Workshop Entry** or **Workshop Quote**.

2. Select the **Docs** tab to view documents stored against the workshop job or quote.

3. From the document list, you can view document details, search or refresh the list, view the email message, and open document attachments. If a document has a single attachment, it will open directly. If multiple attachments exist, they are displayed for selection.



Did you know?

Workshop documents can be filed by entering **WSJ** followed by the job or quote number in the email subject line (for example **WSJ 105722**). Documents filed against quotes remain available when the quote is converted to a job.

1.8 Viewing Wholegood Transactions

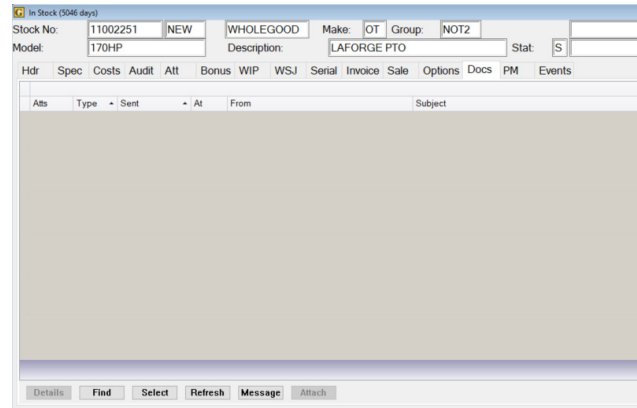
Documents relating to workshop jobs can be viewed from the Workshop Entry screen.

In Gold, navigate to
Wholegoods > Wholegood Enquiry

1. Open the relevant **Wholegood Entry**.

2. Navigate to the **Docs**.

3. From the document list, you can view document details (such as sent and received dates and sender), search or refresh the list, view the email message and open document attachments. If a document has a single attachment, it will open directly. If multiple attachments exist, they are displayed for selection.



Did you know?

Wholegood Transaction documents can be filed by entering **WGS** followed by the job or quote number in the email subject line (for example **WGS 1283376**).

1.9 Viewing Wholegood Documents

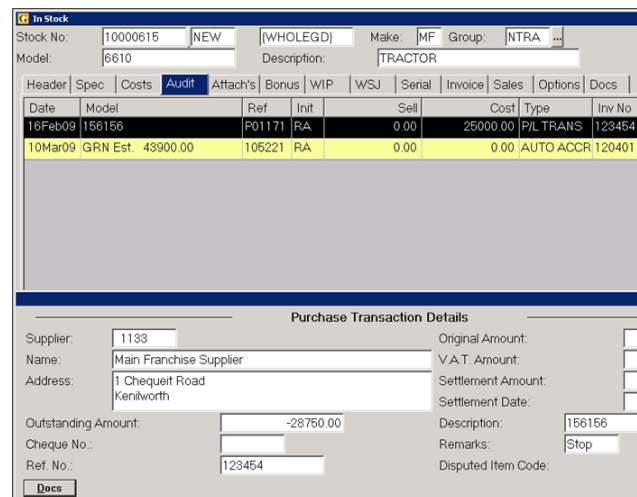
Documents relating to Wholegoods can be viewed from the Wholegood Enquiry screen.

In Gold, navigate to
Wholegoods > Wholegood Enquiry

1. Open the relevant **Wholegood Enquiry**.

2. Select the **Audit** tab.

3. Highlight a purchase invoice transaction and view the related documents using the available document options.



Tips

- Documents can be filed against Wholegood purchase orders by entering **WGPO** followed by the supplier account number and purchase order number.
- Wholegood advice documents (**WGAV**) are stored against the sales advice and can be viewed on the Audit tab of the Wholegood Enquiry once the sales invoice has been raised.

2. REVIEWING UNFILED DOCUMENTS

A report is available to list documents that are waiting to be filed or require further action, such as supplier invoices that have not yet been processed.

In Gold, navigate to
Purchase > Document Management > Unfiled Documents

1. Use the table below to fill in the key details. A # indicates the default option.
2. Additional options for specifying email addresses, sent or received dates, subject text or reference types are available when using the Unfiled Documents option.
3. Select **OK** when complete.

Field	Options	Entry
Check	All# Scanned Documents Unfiled Documents Pre-Posting Approval Issues Pending/Fwd Docs Payment Authorisation To be Viewed Rejected Documents Locked Documents Unlock All Documents	Select ALL for all available types.
Document Type		A specific document type can be selected to limit the report.
Directory	All#	If Documents for Analysis or Confirmation was selected, an individual directory can be selected for checking.

The screenshot shows a software dialog box titled "Un-Filed Documents Report Print Preview". It has two tabs: "Options" and "Print". The "Options" tab is active. The "Check:" field has a dropdown menu open, listing various document categories. "All" is the selected option. Below it, "Document Type:" is empty. "Directory:" has a dropdown with "All" selected. "Operator:" has a dropdown with "ALL" selected. There are input fields for "Email From:", "Sent From:", and "Rec From:". "Sent From:" and "Rec From:" have "To:" fields with "TODAY" selected. At the bottom, there are buttons for "OK", "Cancel", "Last", "Save", "Batch", "Reset", and "Default".

3. BATCH SCANNING DOCUMENTS

Batch scanning allows multiple documents to be scanned and filed efficiently in one process. Pages belonging to the same document (for example, multi page invoices) can be grouped and stored as a single document. Batch processing is typically used in the following ways:

- ✓ By document type or depot, where documents are scanned into separate Inboxes. For example, parts invoices for a specific depot.
- ✓ By user or approval workflow, where documents are scanned into individual Inboxes for review, approval or forwarding.

3.1 Creating Inboxes

Scanned documents are temporarily stored in an Inbox. In multi depot environments, separate Inboxes are recommended for each document type and depot.

When using batch scanning:

- An Inbox determines where scanned documents are held.
- Document Rules can be linked to an Inbox to enable automatic filing.

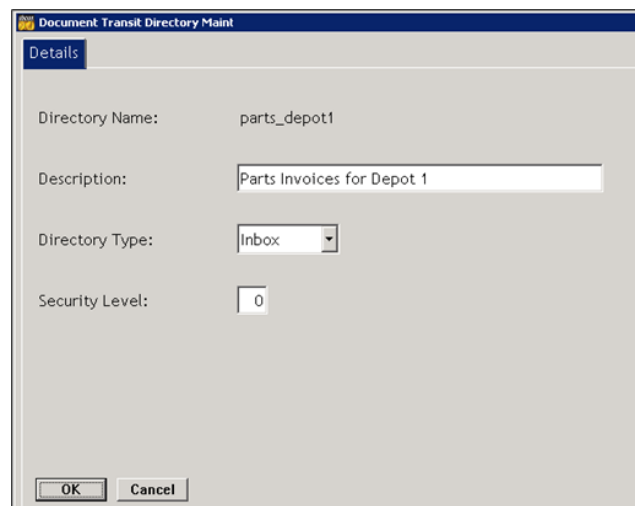
In Gold, navigate to
System Management > Text Images/Printers > Transit Directory Maintenance

1. Enter an Inbox name in the **Directory Name** field and add a **Description**.

2. Ensure that **Inbox** is selected for the **Directory Type**.

3. Enter the **Security Level** required to access the Inbox.

4. Select **OK**. Once created, the Inbox can be selected during scanning and linked to a document rule for batch filing.



Document Transit Directory Maint

Details

Directory Name: parts_depot1

Description: Parts Invoices for Depot 1

Directory Type: Inbox

Security Level: 0

OK Cancel



Did you know?

Document rules must be created to specify which Inbox the documents are held in. When creating the rule in **Purchase Ledger > Document Management > Document Rules Maintenance**, ensure **Analyse Later** and **Attachments Only** are to set to **Yes** and the correct **Directory** is selected.

3.2 Analysing and Filing Scanned Documents

The Analyse Scanned Documents screen displays documents held in an Inbox or Transit Directory and allows them to be reviewed and filed individually or in batches using the document rule linked to that directory.

In Gold, navigate to
Purchase Ledger > Document Management > Analyse Scanned Documents

1. Select the **Inbox** to process.

2. Review the documents using the preview. Right-click to enable **Load Documents on Hover**.

3. Select the document for filing by clicking the **Green Tick** on the thumbnail. Selected documents are highlighted with a green border. Use the arrow keys to adjust document order if required.



4. To deselect a document, click the **Red Circle** icon.



Ord No	Date	Exp Date	Main Dp	Emerg?	Sup Acc	Supplier	Nickname	Typ
1	1559	13Jan09	13Jan09	1	N	1200	James As	ASHBURN USJ
2	123	05Jun09	05Jun09	1	N	1201	Main	Frc MAINF POS
4	1450	11Feb08	11Feb08	1	N	1201	John	Dev MAINF POS
5	1454	26Feb08	26Feb08	1	N	1201	Main	Frc MAINF USJ
6	1471	26Jun08	26Jun08	1	Y	1201	Main	Frc MAINF USJ
7	1479	26Jun08	26Jun08	1	Y	1201	Main	Frc MAINF POS
8	1480	26Jun08	26Jun08	1	Y	1201	Main	Frc MAINF POS
9	1481	26Jun08	26Jun08	1	Y	1201	Main	Frc MAINF POS
10	1486	07Jul08	07Jul08	1	Y	1201	Main	Frc MAINF POS
11	1487	07Jul08	07Jul08	1	Y	1201	Main	Frc MAINF POS
12	1487	07Jul08	07Jul08	1	Y	1201	Main	Frc MAINF POS
13	1488	07Jul08	07Jul08	1	Y	1201	Main	Frc MAINF POS
14	1489	07Jul08	07Jul08	1	Y	1201	Main	Frc MAINF POS
15	1490	07Jul08	07Jul08	1	Y	1201	Main	Frc MAINF POS
16	1490	07Jul08	07Jul08	1	Y	1201	Main	Frc MAINF POS
17	1492	30Jul08	30Jul08	1	N	1201	Main	Frc MAINF USJ
18	1501	15Aug08	15Aug08	1	Y	1201	Main	Frc MAINF POS
19	1501	15Aug08	15Aug08	1	Y	1201	Main	Frc MAINF POS
20	1502	15Aug08	15Aug08	1	Y	1201	Main	Frc MAINF POS
21	1504	15Aug08	15Aug08	1	Y	1201	Main	Frc MAINF POS
22	1512	07Oct08	07Oct08	1	Y	1201	Main	Frc MAINF USJ
23	1520	17Nov08	17Nov08	1	N	1201	Main	Frc MAINF USJ
24	1563	13Jan09	13Jan09	1	N	1201	Main	Frc MAINF USJ
25	1588	03Feb09	03Feb09	1	Y	1201	Main	Frc MAINF USJ
26	1589	03Feb09	03Feb09	1	Y	1201	Main	Frc MAINF USJ
27	1598	16Mar09	16Mar09	1	Y	1201	Main	Frc MAINF USJ
28	1598	16Mar09	16Mar09	1	Y	1201	Main	Frc MAINF USJ
29	1598	16Mar09	16Mar09	1	Y	1201	Main	Frc MAINF USJ
30	1626	18Jun09	18Jun09	1	Y	1201	Main	Frc MAINF USJ
31	1626	18Jun09	18Jun09	1	Y	1201	Main	Frc MAINF USJ

5. For multi-page documents, use the **Green Tick** to select all pages that belong together. Only pages of the same document type should be combined.



6. Select **Merge** to combine the selected page(s) and file the document.



7. In the **Filing Options** window, confirm the document type. If none is selected automatically, choose the correct type manually.

8. Fill in the relevant details, then select **OK** to store the document.

- For supplier parts purchase invoices, leave the posting reference blank. This will be completed later during Invoice Confirmation.

9. Once filed, the list refreshes so you can continue processing remaining documents.

1	A	B	C	D	E	F	G	H
Ord No	Ord Date	Exp Date	Main Dp	Emerg?	Sup Acc	Supplier	Nickname	Typ
2	1559	13Jan09	13Jan09	1	N	1200	James & ASHURTON	WSJ
3	123	05Jun09	05Jun09	1	N	1201	Main Fre MAINF	POS
4	1450	11Feb08	11Feb08	1	N	1201	John Dec MAINF	WSJ
5	1454	26Feb08	26Feb08	1	N	1201	Main Fre MAINF	WSJ
6	1471	26Jun08	26Jun08	1	Y	1201	Main Fre MAINF	WSJ
7	1479	26Jun08	26Jun08	1	Y	1201	Main Fre MAINF	POS
8	1480	26Jun08	26Jun08	1	Y	1201	Main Fre MAINF	POS
9	1481	26Jun08	26Jun08	1	Y	1201	Main Fre MAINF	POS
10	1486	07Jul08	07Jul08	1	Y	1201	Main Fre MAINF	POS
11	1487	07Jul08	07Jul08	1	Y	1201	Main Fre MAINF	POS
12	1487	07Jul08	07Jul08	1	Y	1201	Main Fre MAINF	POS
13	1488	07Jul08	07Jul08	1	Y	1201	Main Fre MAINF	POS
14	1489	07Jul08	07Jul08	1	Y	1201	Main Fre MAINF	POS
15	1490	07Jul08	07Jul08	1	Y	1201	Main Fre MAINF	POS
16	1490	07Jul08	07Jul08	1	Y	1201	Main Fre MAINF	POS
17	1492	30Jul08	30Jul08	1	N	1201	Main Fre MAINF	WSJ
18	1501	15Aug08	15Aug08	1	Y	1201	Main Fre MAINF	POS
19	1501	15Aug08	15Aug08	1	Y	1201	Main Fre MAINF	POS
20	1502	15Aug08	15Aug08	1	Y	1201	Main Fre MAINF	POS
21	1504	15Aug08	15Aug08	1	Y	1201	Main Fre MAINF	POS
22	1512	07Oct08	07Oct08	1	Y	1201	Main Fre MAINF	WSJ
23	1520	17Nov08	17Nov08	1	N	1201	Main Fre MAINF	WSJ
24	1553	13Jan09	13Jan09	1	N	1201	Main Fre MAINF	WSJ
26	1589	03Feb09	03Feb09	1	Y	1201	Main Fre MAINF	WSJ
26	1589	03Feb09	03Feb09	1	Y	1201	Main Fre MAINF	WSJ
27	1598	16Mar09	16Mar09	1	Y	1201	Main Fre MAINF	WSJ
28	1598	16Mar09	16Mar09	1	Y	1201	Main Fre MAINF	WSJ
28	1598	16Mar09	16Mar09	1	Y	1201	Main Fre MAINF	WSJ
30	1626	18Jun09	18Jun09	1	Y	1201	Main Fre MAINF	WSJ

Analyse Scanned Documents

Document: D00000124101.PDF

Sent: 5/08/2008 14:57:49 Received: 5/08/2008 14:57:49

Sent by:

Analysed from Inbox

Rule Applied: Type: PAPI Company: 1

Keys Fields References

Supplier: 1201 Supplier Ref.: 14586

Invoice Date: Our ref.:

OK Cancel

4. USEFUL INFORMATION



Support Number:
+44 (0) 1202 714200
Press Option 1



Support Email:
support@ibcos.co.uk



Document Version:
02/04/2026

For more information on Ibcos Computers Ltd., please visit www.ibcos.co.uk.