

DocStore

Part 3: Managing Document Approvals



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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. APPROVING DOCUMENTS

DocStore provides electronic document approval and control within Gold, removing the need for paper-based authorisation. Documents can be reviewed, approved and authorised electronically. This guide explains how to manage document approvals in DocStore. It forms part of the DocStore User Guide Series, which explains how to set up, manage and approve documents in DocStore.

Documents may be:

- Approved before posting to Gold.
- Forwarded to another user to resolve issues that prevent processing.
- Held pending payment authorisation before being released for payment.

Once any issues are resolved and approvals are completed, documents are returned for processing and stored against the relevant transaction.

The document approval process follows these key stages:



Documents are emailed and received into DocStore



The document can then be processed, or forwarded again if it cannot be processed, with its status saved.



The document is classified by rule and type to determine which section of Gold it will be posted to.



Once posted in Gold, if payment authorisation is required, the document is sent to the relevant user for approval.



The accounts user forwards the document to an individual for approval and comments before posting.



Payment cannot be made until the invoice is authorised by a user within their authorisation limits.



Once approved, or after further forwarding for approval, the document is marked with a '*' and returned to the cost posting section.

1.1 Set Up

There are two types of authorisation used in the DocStore approval workflow:

- Document Forward - which controls who documents can be forwarded to for review, approval and comments prior to posting.
- Payment authorisation - which controls who can authorise invoices and credits for payment.



Did you know?

If an authorisation group is added to a document type that is not an invoice/credit, these are added to the **To Be Viewed** tab in the document approval screen.

Payment Authorisation Groups

Payment Authorisation Groups are used to define which users can authorise invoices for payment and under what conditions.

In Gold, navigate to
Housekeeping > Text Images/Printers > Payment Authorisation Group

1. In the **Group** field, enter a group code (up to 6 characters).

2. Enter a **Description**.

3. In the **Authorisation** field, select **Any User** (any user from the list will be able to approve documents) or **All Users** (all listed users must approve).

4. Select **OK** to save the group.

5. Navigate to the **Users** tab. The users listed can authorise invoices within the value limits defined.

6. In the **Operator** field, enter user initials from the Personal Security File or select via lookup.

7. Set **Override Other Users in Group?** to **Yes** if the user should be able to override others in the group and authorise any invoice/credit.

8. If required, enter a minimum invoice value for the user to authorise in **Min Value**. This value is exclusive of VAT.

9. If required, enter a maximum invoice value for the user to approve in **Max Value**. This allows users to be restricted to a maximum value that they can authorise. This value is exclusive of VAT.

The screenshot shows the 'Authorisation Group Maintenance - Insert Mode' dialog box. It has two tabs: 'Group' and 'Users'. The 'Group' tab is active. The 'Group' field contains 'PARTS', the 'Description' field contains 'Parts Documents', and the 'Authorisation' dropdown menu is open, showing 'Any User' selected, with 'Any User' and 'All Users' as options. 'OK' and 'Cancel' buttons are at the bottom.

The screenshot shows the 'Authorisation Group Maintenance - Amend Mode' dialog box. It has two tabs: 'Group' and 'Users'. The 'Users' tab is active, displaying a table of users with columns for 'User', 'Override', 'Min. Value', and 'Max. Value'. The table contains three rows: George Osbourne (GO), Carl Brockman (CB), and Harry Newman (HN). Below the table, the 'Operator' field is set to 'George Osbourne', 'Override Other Users in Group?' is set to 'No', and 'Min. Value' and 'Max. Value' fields are set to '0.01' and '100.00' respectively. 'OK' and 'Cancel' buttons are at the bottom.

User	Override	Min. Value	Max. Value
GO George Osbourne	No	0.01	100.00
CB Carl Brockman	No	100.01	5000.00
HN Harry Newman	Yes	0.01	0.00



Did you know?

You can set a minimum value (for example, £100.00), meaning invoices up to £99.99 do not require payment authorisation.

1.2 Managing Processing Issues

Approved documents are normally available for processing in the relevant Gold programs, such as Parts Invoice Confirmation, Plant Cost Posting, Miscellaneous Cost Posting, Wholegood Cost Posting and Planned Maintenance Cost Posting.

If an issue prevents a document from being processed, it can be forwarded to another user for resolution and held in an Issues Pending state. Below is an example of forwarding a parts invoice confirmation.

1. Start **Parts Invoice Confirmation** in the normal way.

2. Selects **Docs** to check for invoices and credits available from DocStore.

3. If an issue is identified with a selected invoice, select **Forward** from the **Orders** tab or from the **Document List** to send the document to another user for action.

4. Select **Fwd.List** to view documents that have been forwarded and are awaiting resolution.

5. Use **Comment** to add notes explaining the issue. The system automatically records the user, date and time. If comments already exist, the button appears as ***Commnt**.

6. If required, add manual notes directly to the PDF using the Gold Viewer to highlight issues.

Atts	Type	Sent	At	From	Subject
1	PAPI	14/01/09	18:44	poolescan3@ibcos.co.uk	PAPI 1233
1	PAPI	1/07/09	15:04	Analysed from inbox by LS	PAPI 1201
1	PAPI	9/07/09	10:47	Analysed from inbox by LS	PAPI 1102
1	PAPI	9/07/09	10:48	Analysed from inbox by LS	PAPI 1102
1	PAPI	6/10/09	9:57	Analysed from inbox by LS	PAPI 1201 0000000
1	PAPIJD	18/06/09	9:10	colin@ibcos.co.uk	PAPIJD 1200 44444

Forward Document

Forward To: ... Harry Newman

Reason:

Resolving Issues

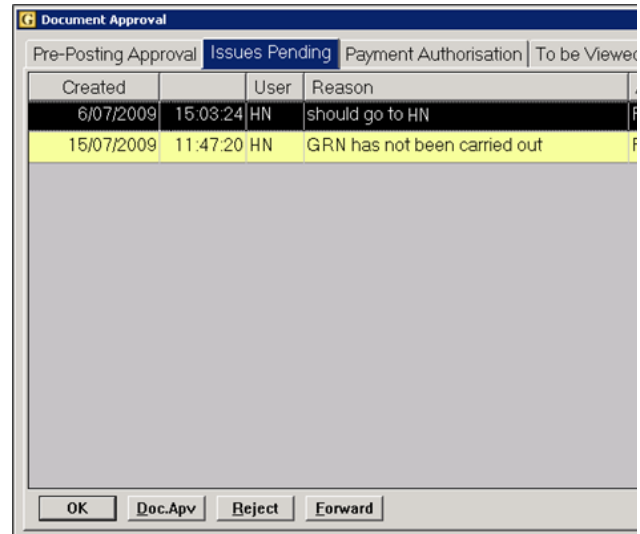
Documents that have been forwarded appear in the Issues Pending list in the Document Approval program.

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

1. Select the **Issues Pending** tab. While a document remains in the Issues Pending list, it is not available for processing in invoice confirmation or cost posting programs.

2. Once the issue has been resolved, approve the document by pressing **Enter** on the line or selecting **Doc.Apv**. The document then becomes available for processing again.

3. If required, select **Amend** within the Document Approval window to access document details and change the document type.



Created	User	Reason
6/07/2009	15:03:24 HN	should go to HN
15/07/2009	11:47:20 HN	GRN has not been carried out



Did you know?

In Parts Invoice Confirmation, any details entered before the document was forwarded are retained and recalled automatically once the issue has been resolved.

1.3 Authorising Documents for Payment

Document types with a Payment Authorisation Group assigned must be authorised before invoices and credits are available for payment through the Stop/Release Invoice program. Until authorised, the invoice or credit is held with a status of Wait. Users who belong to the required authorisation group can view documents awaiting payment authorisation in the Document Approval program.

In Gold, navigate to
Purchase Ledger > Document Management > Document Approval > Payment Authorisation

1. A list of invoices and credits awaiting payment authorisation is displayed.
2. Review the highlighted document.

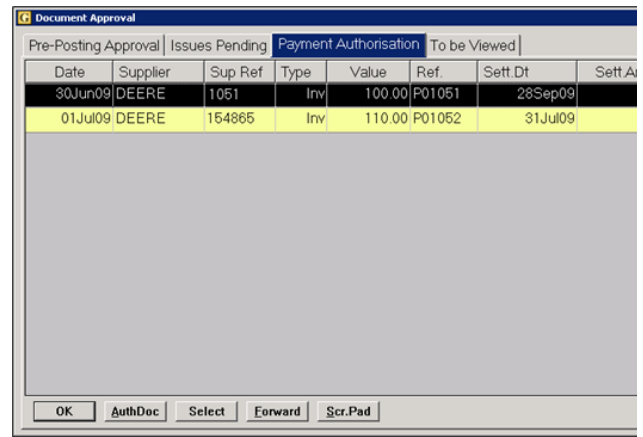
3. Press **Enter** to authorise the document for payment.

4. Select **AuthDoc** to view additional details for the highlighted document. From this screen you can apply a dispute code and add comments.

5. If required, select **Forward** to send the invoice or credit to another user for checking.

6. Use **Select** to refine the list of documents displayed. The list is generated based on settings in the Personnel Security File, subject to your security permissions.

7. Once authorised, the invoice or credit becomes available in the **Stop/Release Invoice** program for payment.



The screenshot shows a window titled "Document Approval" with a menu bar containing "Pre-Posting Approval", "Issues Pending", "Payment Authorisation", and "To be Viewed". Below the menu bar is a table with the following data:

Date	Supplier	Sup Ref	Type	Value	Ref.	Sett Dt	Sett A
30Jun09	DEERE	1051	Inv	100.00	P01051	28Sep09	
01Jul09	DEERE	154865	Inv	110.00	P01052	31Jul09	

At the bottom of the window, there are five buttons: "OK", "AuthDoc", "Select", "Forward", and "Scr.Pad".

Invoice Payment Forecast

The Invoice Payment Forecast report includes an option to list documents awaiting payment authorisation. Include Held Transactions options:

- **Yes** – includes all transactions, including those on hold pending authorisation.
- **No** – excludes held transactions.
- **Only** – lists only transactions awaiting authorisation.



Did you know?

If a Payment Authorisation Group is applied to a document type that is not related to Purchase Ledger payments (for example, customer documents), these documents appear in the Document Approval system with a status of **To Be Viewed**. Once accepted using the **Ack.Doc** button, the document is stored in the relevant area of Gold (for example, against the customer account).

2. STATEMENT DELIVERY AND STORAGE

Customer statements can be emailed or posted and stored in DocStore.

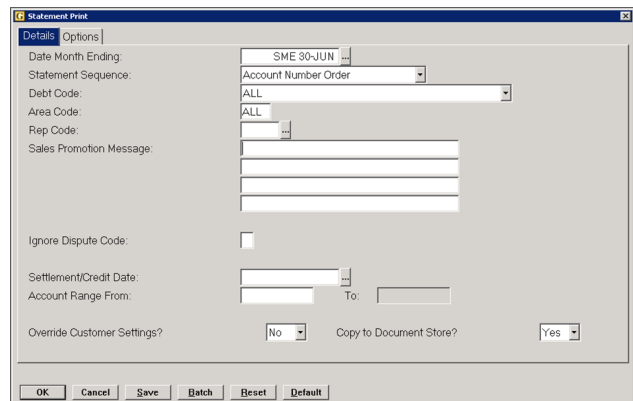
- The statement format is defined in the Company Control File (**Accounts** tab > **Sales**).
- The Depot Address / Seq Numbers program controls whether the depot address is printed on statements. These settings should be reviewed as part of the initial statement setup.

For example, when using a Blank Paper Invoice Form statement format, the depot address option can be set to **No** and a logo applied to the document form. This allows emailed statements to include company branding, while printed statements can be produced on headed paper.

In Gold, navigate to
Sales Ledger > Statements

When running the Statements program, the following options are available:

- **Override Customer Settings?**
Set to **Yes** to override the contact code defined on the customer account with the contact defined on the document form.
- **Copy to Document Store?**
Set to **Yes** to store a copy of the statement on the customer account, regardless of the sending method.

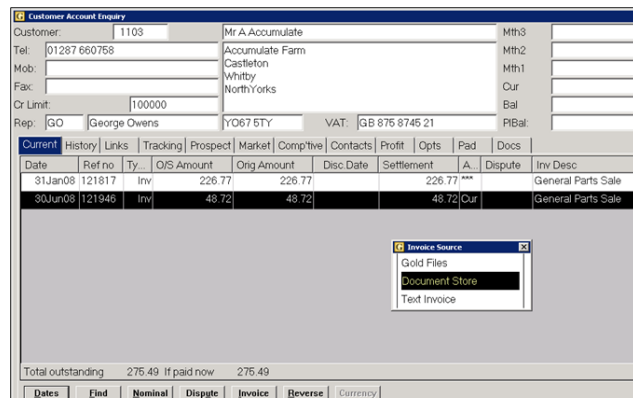


Viewing Customer Invoices

Invoices stored in DocStore can be viewed from the customer account.

In Gold, navigate to
Sales > Customer Enquiry

1. Select the **Current** or **History** tab (invoices move to History when paid at month end).
2. Highlight the invoice and select **Invoice**.
3. Select **Document Store** to view the stored document.



Debt Letter Processing

Debt letters sent to customers can also be stored in DocStore.

In Gold, navigate to
Sales Ledger > Letter Writer > Print Debt Letters

1. When running the program, set **Copy to Document Store?** to **Yes** to store a copy of each letter on the customer account.

2. Stored letters can be viewed from **Customer Account Enquiry > Docs.**

LETTER TYPE	CODE	DESCRIPTION	DATE
Send 1st Letter:	DL01	debt letter 1	30/06/2008
Send 2nd Letter:			
Send 3rd Letter:			
Send 4th Letter:			
Send 5th Letter:			
Send 6th Letter:			

Create Tracking Record: Yes Tracking Status Code:

Exclude Customers Who Have Had a Debt Letter Sent Since:

Update Customer Records to reflect Letter sent?: No

Override Customer Defaults?: No Update Document Store?: Yes

Buttons: OK, Cancel, Save, Reset, Default

CRM Mailshot Delivery

CRM mailshot letters can be stored against the customer account.

In Gold, navigate to
CRM/Sales Prospecting > CRM Extract/Print Mailshot

1. The following options are available:

- **Override Customer Settings?**
Set to **Yes** to override the contact code defined on the customer account with the contact defined on the document form.

- **Copy to Document Store?**
Set to **Yes** to store a copy of each mailshot letter on the customer account.

2. Stored letters can be viewed from **Customer Account Enquiry > Docs.**

Letter Code:

Type:

Sort By:

Preferred Contact Type (if specified for customer):

Second Choice of Contact (if 1st not available):

Override Customer Settings?: No

Copy to Document Store?: Yes

Buttons: OK, Cancel



Did you know?

DocStore can also store other customer-related documents, including Advice Notes, Quotes, Point-of-Sale invoices, Workshop, Cash Till, Wholegoods or Plant invoices, and Workshop Job Cards.

Storing Purchase Orders

Purchase orders can be emailed, posted and stored in DocStore when generated from Parts Control or Point of Sale. The purchase order format is set in the Company Control File (**Parts** tab > **Ordering**). This should be checked as part of the initial setup, as some formats (for example, 132 column formats) are not suitable for emailing.

In Gold, navigate to
Parts Control > Stock Order Entry/Amend

1. Create or amend the stock order as required.
2. To access DocStore options during order creation, ensure the order is set to **Immediate Printing**.
3. Review the **Format**. This defaults from Company Control but can be overridden if required.
4. Set **Override Supplier Settings?** to **Yes** only if the contact details on the supplier account should be overridden by the settings from the document form.
5. Set **Copy to Document Store?** to **Yes** to save a copy of the purchase order in DocStore.
6. Select **OK** to save changes.

The screenshot shows a software dialog box titled "Order" with the following fields and values:

- Status: New Order
- Prefix Code: MF
- Supplier A/c: 1133 (Main Franchise Supplier)
- Order Date: 31/07/2008
- Supplier Ref.: (empty)
- Goods Description: Spare Parts
- Despatch method: Carrier
- Order Type: Standard Orders
- Cost Price Base: Cost
- Print Order?: Immediate
- Format: 4 - 80 Column Invoice Stationery
- Export?: No
- Override Supplier Settings?: No
- Copy to Document Store?: Yes

Buttons at the bottom: OK, Cancel, Ord Typ, Chg No., Un Conf, Scr.Pad

- Copies of stored purchase orders can be viewed from **Enquiry > Orders Suppliers/IDT > Doc**
- The same DocStore options are also available when printing orders using Print Final Stock Order (**Parts Control > Print Final Stock Order**).



Did you know?

When creating an **Immediate Order** to a supplier in the Point of Sale module, the DocStore options are available for printing and storing the order.

Storing Remittance Advices

Remittance advices can be sent to suppliers and stored in DocStore. The remittance advice type is set in the Company Control File (**Accounts** tab > **Purchase**). This should be checked as part of initial setup.

In Gold, navigate to
Purchase Ledger > Remittance Advice & Payment List

1. Run the remittance advice process as normal.
2. Set **Override Customer Settings?** to **Yes** only if the contact details on the supplier account should be overridden by the settings from the document form.
3. Set **Copy to Document Store?** to **Yes** to save a copy of the remittance advice in DocStore.
4. Select **OK** to save changes.
5. Stored remittances can be viewed from **Supplier Enquiry > Docs**.

Remittance Advice Notes Print

Options

Payment Date: TODAY ...

Remittance Sequence: Account Number

From Account Number: To

Payment Method: BACS

Currency Code: GBP ...

Accounts Paid in Base? No

Override Supplier Defaults? No Update Document Store? Yes

OK Cancel Save Batch Reset Default

Storing Supplier Warranty Credits

Warranty credits raised to suppliers can be stored in DocStore.

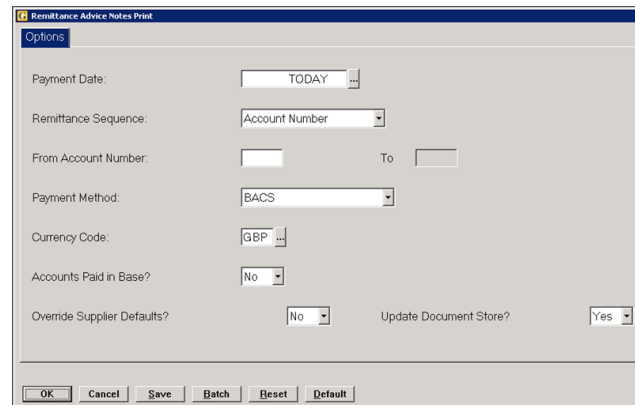
In Gold, navigate to
Workshop Control > Workshop Entry

1. Create the warranty workshop job invoice as normal.

2. Set **Override Customer Settings?** to **Yes** only if the contact details on the supplier account should be overridden by the settings from the document form.

3. Set **Copy to Document Store?** to **Yes** to save a copy of the supplier warranty to DocStore.

4. Select **OK** to save changes.



3. USEFUL INFORMATION



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