CStoreOffice®

Docs Scanner Quick Guide

For Petrosoft Customers

Version 1.2

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About Docs Scanner

Docs Scanner is a tool for Petrosoft clients with the "Full Service" account, that is, clients who have their invoices and shift reports entered into CStoreOffice® by Petrosoft Operators.

Docs Scanner is used to provide scanned or photographed invoices and shift reports to Operators for entering. It combines the image editor, messenger and invoice status tracker in one tool. Docs Scanner minimizes efforts on invoice scanning and sending and helps you to respond promptly to any issues or delays.

What Can You Do with Docs Scanner?

With the Docs Scanner, you can perform the following operations:

- Quickly and easily provide images of invoices and shift reports using a method that is most convenient to you:
  - **Open images from the computer**: For example, you may have an invoice scanned earlier or sent to you and saved on the computer. You can browse to the saved files from Docs Scanner or even drag-and-drop them into the tool.
  - **Scan paper invoices or shift reports**: You must have a scanner connected to the computer and configured. After clicking a button in Docs Scanner, you scan an invoice or report, and it appears in Docs Scanner ready for editing and saving.
  - **Make snapshot from a camera**: If a camera is installed on the computer, you can use it to take a photo of your paper invoice or report, and it will be added to Docs Scanner.
- Send one or several invoice images at once.
- Edit every image: rotate it, zoom in and out, draw and add text directly on the image.
- Provide the necessary information about the invoice or shift report, like vendor and method of payment.
- Send comments or instructions for the invoice or shift report to Operators and get comments from them. You can exchange messages and view the history of your communication at any moment.
- View the status of every invoice or shift report, spot returned invoices that require attention, and edit them if necessary.

What Image Formats are Supported in Docs Scanner?

Docs Scanner supports the following image and document formats:

- JPEG
- PNG
- PDF

If you want to use Docs Scanner for the first time, check the requirements in Docs Scanner Prerequisites.

Docs Scanner Prerequisites

If you are going to use Docs Scanner for the first time, you need to make sure you have the required software and hardware configuration.

Prerequisites

Before you start working with Docs Scanner, check the following requirements:

- A camera or scanner is connected to the computer (if you are going to use one of these methods to get images of invoices).

  When Docs Scanner is run for the first time, make sure you have Administrator rights to be able to install the necessary software on the computer. The Administrator rights are not required for the subsequent runs of the tool.

- Required software:
  - (for MacOS users only) **TWAIN SANE Interface for MacOS X**: System automatically detects if you have the necessary software installed and prompts to download the necessary components from the TWAIN SANE web-site here. For details, see How to install TWAIN SANE Interface for MacOS X.
  - **Dynamsoft Service Component**: A component which is required to handle the communication between the hardware (scanner, webcam, etc.) and the browser. For details, see Installing the Dynamsoft Service Component.

You can install the required software in advance; however, this step is not required. The first time you add an invoice in Docs Scanner, you will be offered to install the required software. CStoreOffice® will take you through a quick installation process.

Installing Dynamsoft Service

The Dynamsoft Service is a component which is required to handle the communication between the hardware (scanner, webcam, etc.) and the browser. It represents the core piece of the Dynamic Web TWAIN SDK when it is launched in the service mode.

For more information about the Dynamic Web TWAIN SDK and its Dynamsoft Service component, refer to the manufacturer's official web-site: Dynamic Web TWAIN.

In CStoreOffice®, you will need to install the Dynamsoft Service to scan documents using scanner or camera. You will need to install the Dynamsoft Service only once and then continue scanning documents without any additional steps.

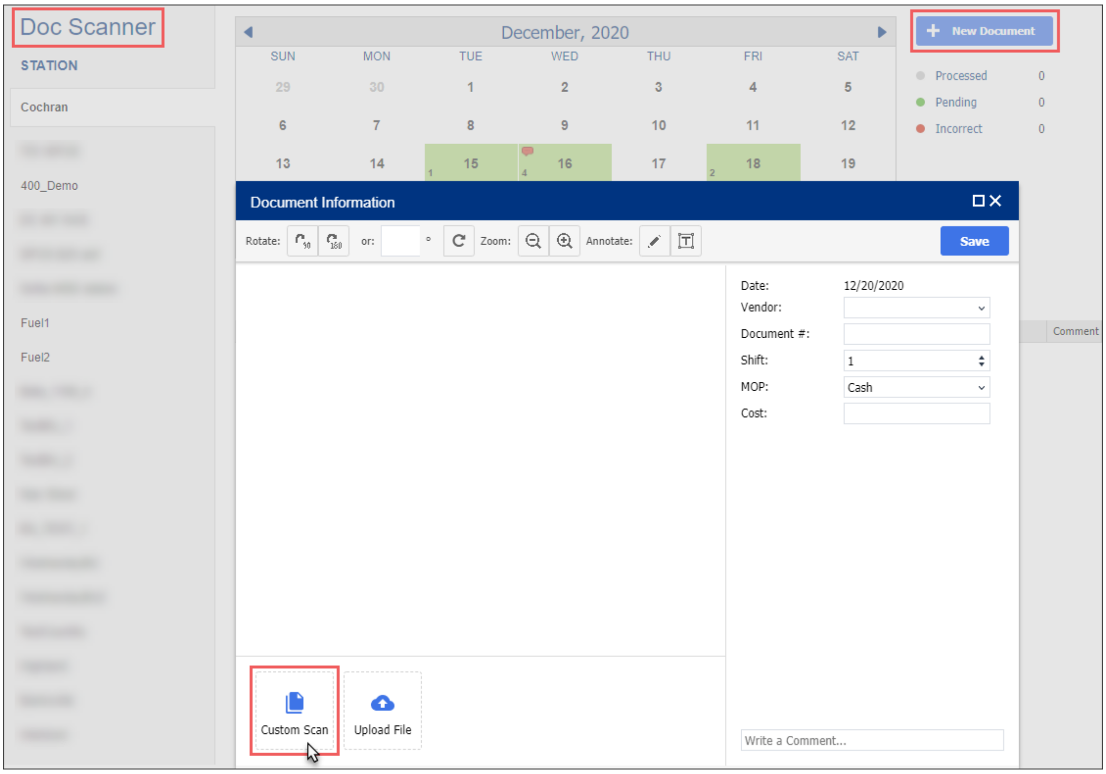
Your camera and scanner must support the TWAIN component as it is required for proper scanning or taking snapshots operations with the Dynamsoft Service. To learn how to check if your device supports TWAIN, refer to the Hardware article on the manufacturer's web-site.

To install the Dynamsoft Service:

1. From the CStoreOffice® main page, go to **Docs and File**s > **Docs Scanner**.
2. To the right of the calendar, click **New Document**.

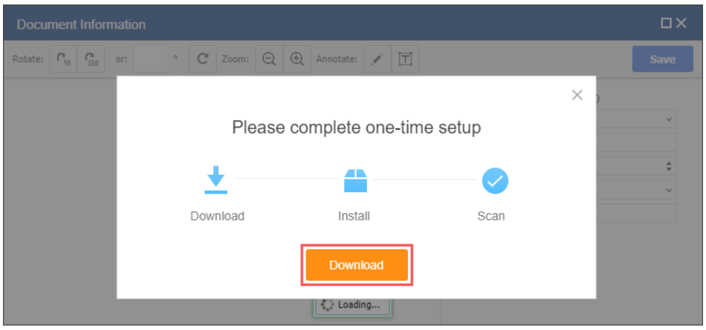
   Result: The Document Information form opens.

3. At the top left of the **Document Information** form, click **Custom Scan**.



Result: The service setup window opens.

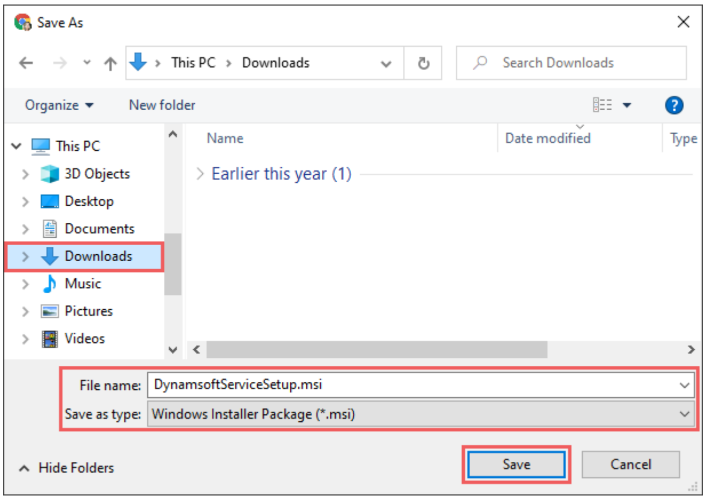
4. In the service setup window, click the **Download** button, to download the Dynamsoft Service installation file.



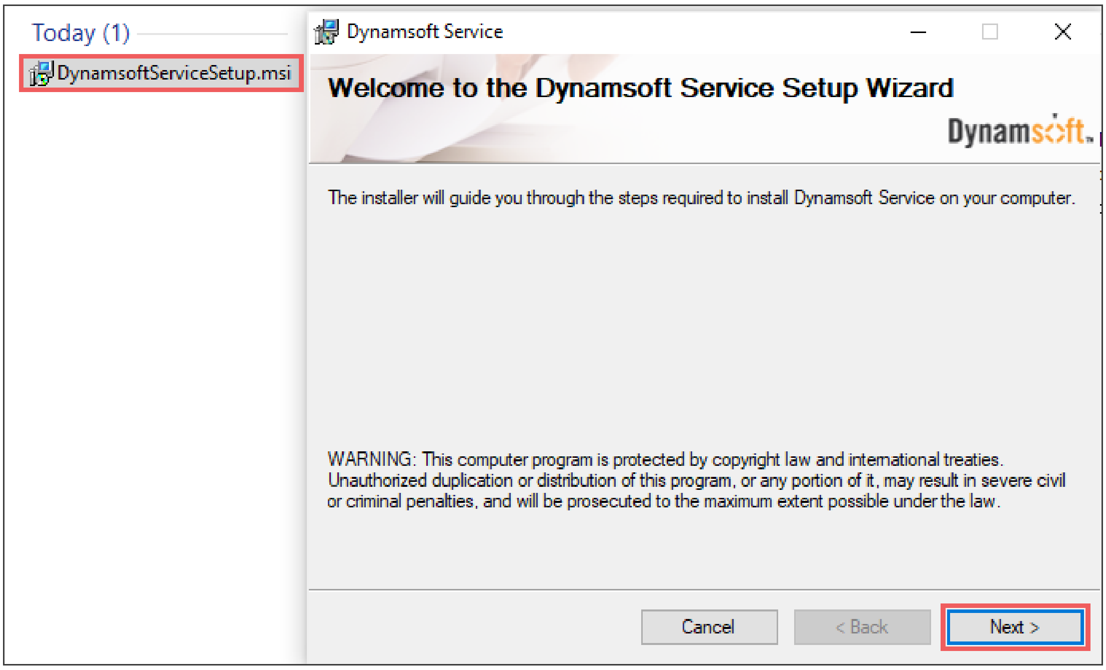
Result: The Save As form opens.

5. In the **Save As** form:
   a. Select the desired folder in which to save the *DynamsoftServiceSetup.msi* file.

b. Click **Save**.



6. Launch the *DynamsoftServiceSetup.msi* file and install the Dynamsoft Service component.



During installation, the antivirus software or security system installed on the computer may warn you about unknown software. Please allow installation anyway.

Result: After installation is complete, the application will run automatically every time you use Docs Scanner.

Although the installation process may be a little different depending on the operating system, browser and security settings, in general, you can try to refer to the following instructions if you are not sure how to install the application.

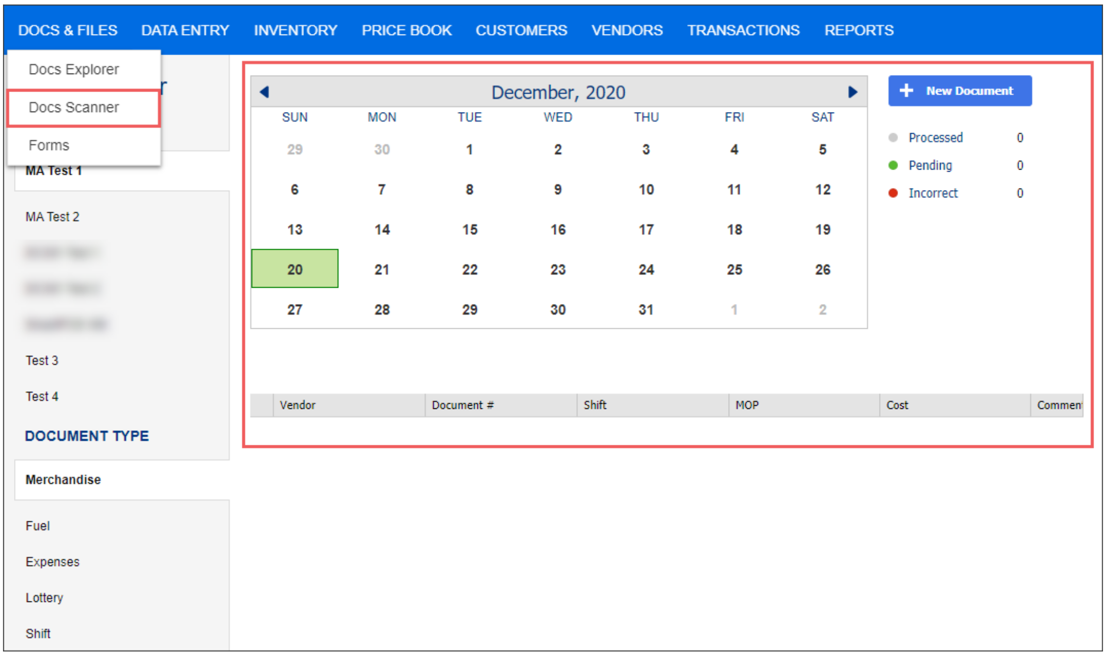
Adding Documents in Docs Scanner

To provide the Petrosoft Operator with a copy of the document that needs to be processed, you need to add this document to Docs Scanner.

Docs Scanner supports for the following file formats: JPEG, PNG, and PDF.

To add a document to Docs Scanner:

1. From the CStoreOffice® home page, go to **Docs and Files** > **Docs Scanner**.



Result: The Docs Scanner interface opens.

2. If you have access to several locations, in the left pane, select the location for which you want to add an invoice.

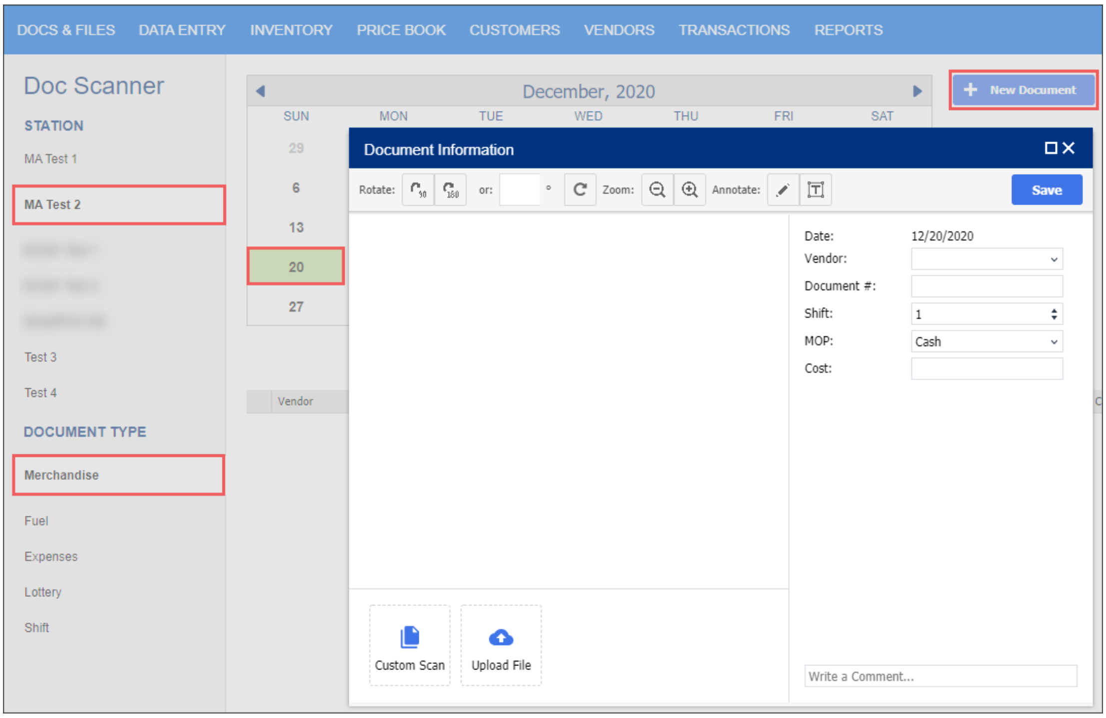
   In case you don't see your location in the left pane, make sure it is visible. Go to **Data Entry** > **Dashboard** > **Cash Register** > **Advanced** and make sure the **Invisible** check box is not selected. For details, go to Advanced Settings.

   In case fuel invoices are scanned at the location for the first time, a DPC manager gets the corresponding email notification.

3. In the left pane, in the **Document Type** menu, select the type of the document you are going to add. You have the following options:

- **Merchandize**
- **Fuel**
- **Expense**
- **Lottery**
- **Shift**

4. In the central area in the calendar, click the day for which you are adding the invoice or report. By default, the invoice or report is created for the current date.
5. To the right of the calendar, click **New Document**.
   Result: The Document Information form opens.



6. In the right pane, of the **Document Information** form, enter the following information about the invoice or report:
   - (Invoice only) **Vendor**: Select the vendor. To filter the list, start entering the name or number of the vendor.

> To be able to scan documents from EDI vendors, make sure the **Use Fintech** option is enabled for this vendor. For details, see Setting Up Merchandise Vendors.

   - (Invoice and shift report) **Document #**: Enter the invoice/shift number from your paper invoice. The document number must meet the following requirements:
     - The document number must be unique for the date and shift.
     - The document number must be up to 20 characters.

- You cannot enter the same document number of the same shift and date.

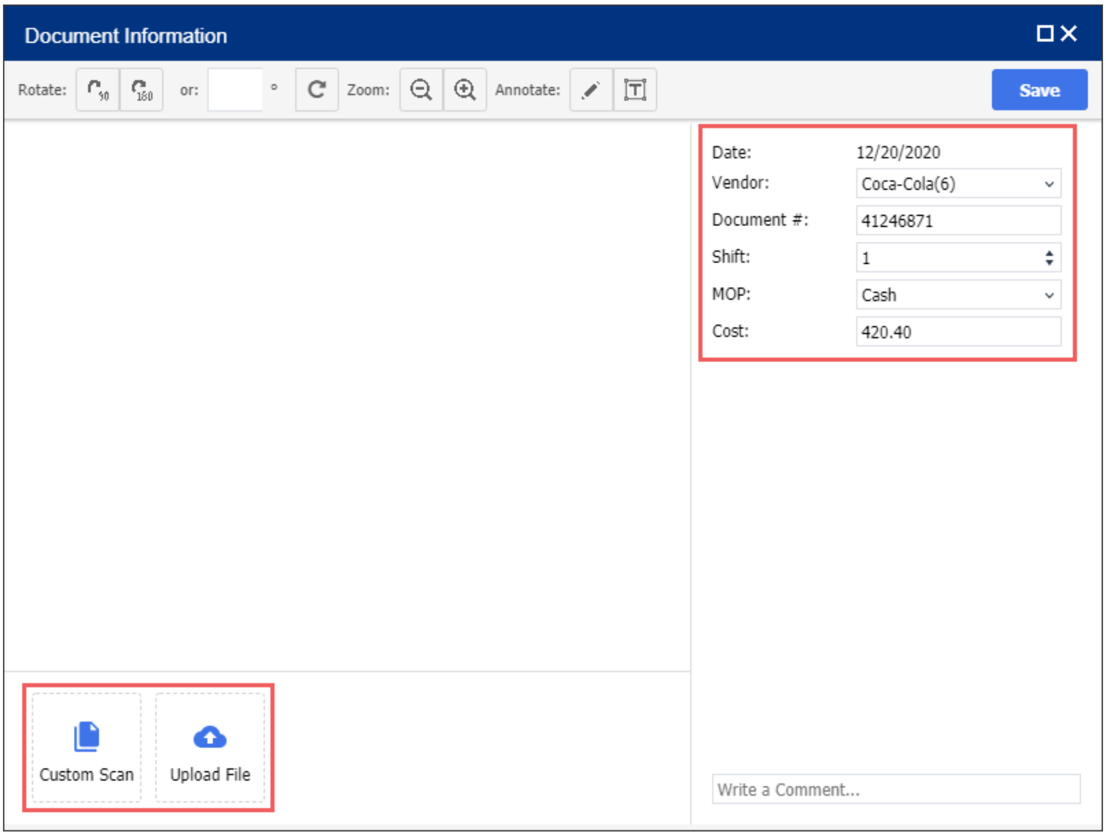
- (Invoice and shift report) **Shift**: Enter the shift when the invoice was received.
- (Invoice only) **MOP**: Select one of the available methods of payment. If you select **Check**, in the field below, enter the check number.
- (Invoice only) **Cost**: Enter the total cost from the invoice in dollars, for example: 420.40

7. Use one of the following methods to add an invoice or shift report image:

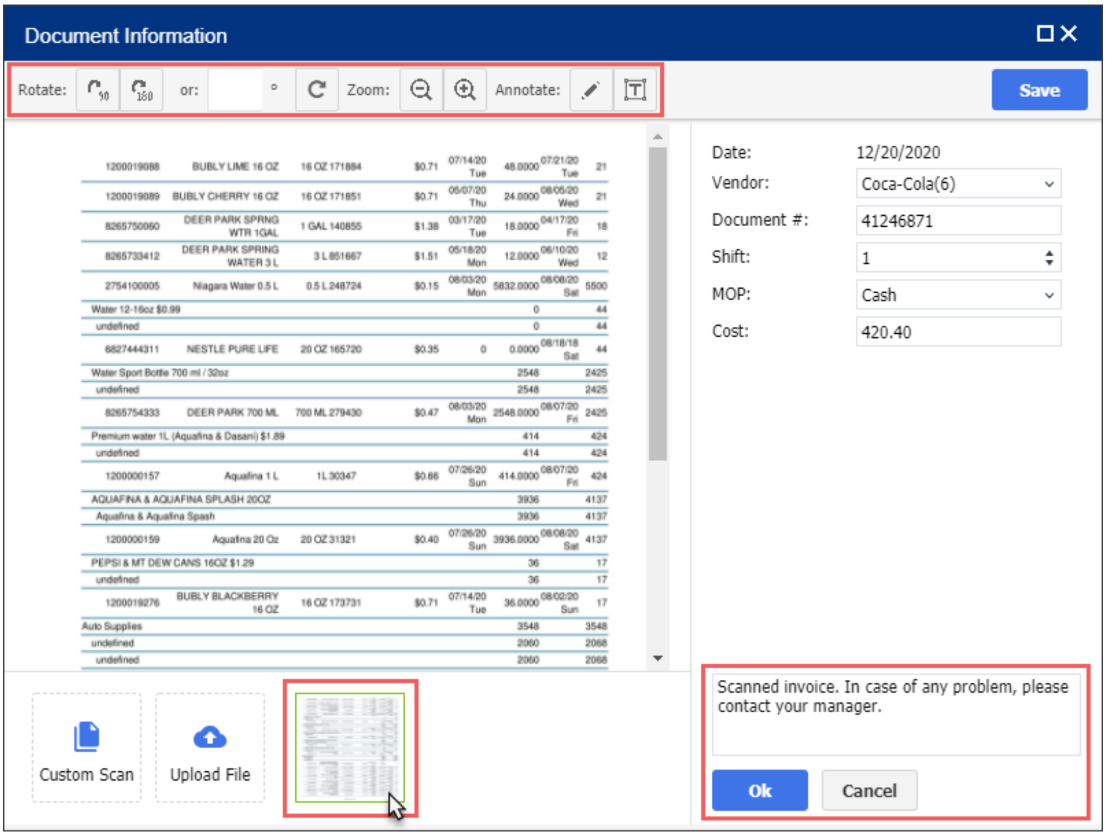
   - **Custom Scan**: Click this button at the bottom left of the form, if you want upload the document into the system in either of the following ways
     - Make a camera snapshot of a paper invoice or shift report.
     - Scan a paper invoice using a scanner.

> You can use camera or scanner in the Docs Scanner section only of the Dynamsoft Service component is installed on your computer. If it is not installed yet, you will be prompted to install it after clicking the **Custom Scan** button. For details, see Installing the Dynamsoft Service Component.

   - **Upload File**: Click this button, if you already have the image on your computer (for example, it was scanned earlier or sent to you), browse to the image, select it and then click **Open**.



8. The image is added to the **Document Information** window. You can click on it to preview it.
9. (Optional) If you want to add a message for the Operator, in the right pane, click **Write a comment...**, enter the message in the text box and click **OK**.



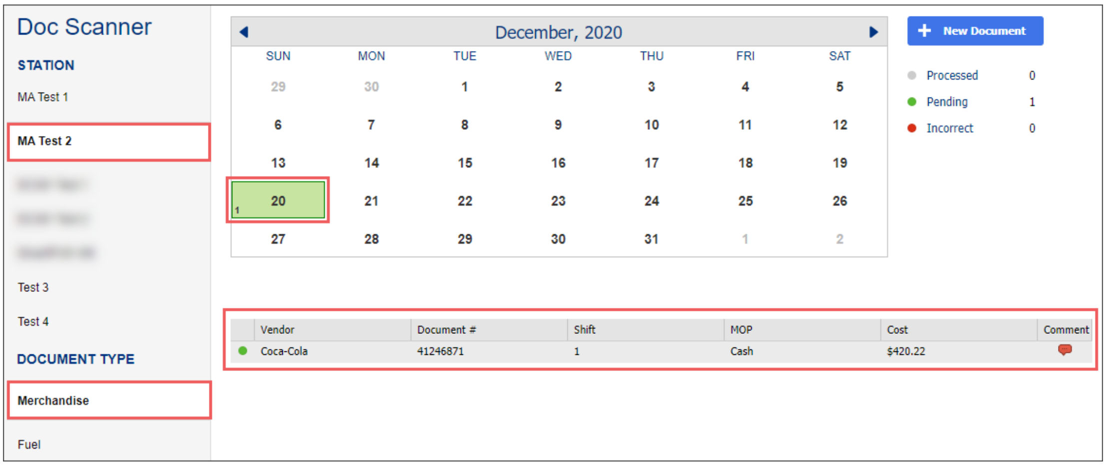
The added comment appears in the right pane. The Operator will see the comment during the invoice processing and take the necessary actions or reply to you. You can check if the message has been read and see replies from the Operator when monitoring the status of the invoice later. Read messages are displayed on the white background, and unread messages are displayed on the grey background. For more information, see Monitoring the Status of Invoices and Shift Reports.

10. (Optional) Click the image and edit it using the toolbar above the image preview. You can do the following:
    - Rotate the image.
    - Zoom the image in and out.
    - Add a text right on the image. To do this, click the  icon, click where you want to place the text on the image, enter the text and press **Enter** on the keyboard. If necessary, drag the comment to correct its location.
    - To draw freehand lines on the image, click the  icon and start drawing.

11. (Optional) If you want to add more images, repeat steps 2-10.

12. Click **Save**.

    Result: The invoice is sent to the Operator for processing. You can view the status of the invoice at any moment. For more information, see Monitoring the Status of Invoices and Shift Reports.



The workflow in Docs Scanner is flexible. The procedure described above is a recommended one, but you can adjust it. For example, you can upload several images first and then edit them one by one; or you can provide the invoice information (vendor, number, MOP and so on) after adding images.

Monitoring the Status of Invoices and Shift Reports

You can check the status of the invoices and shift reports you have provided to operators through Docs Scanner.

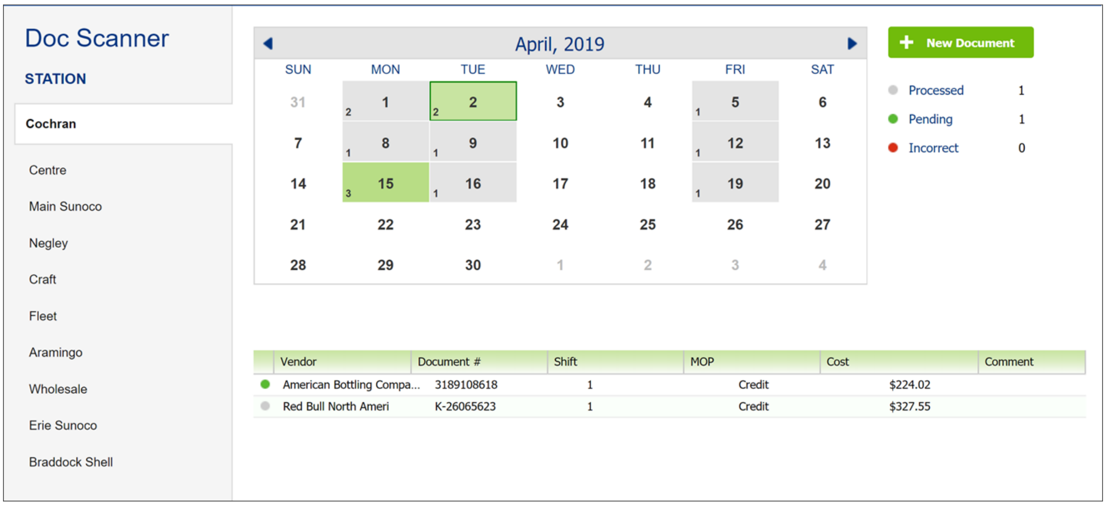
There are three possible statuses for documents:

- **Pending**: This status indicates that the document is waiting to be processed by the Operator.
- **Processed**: This status indicates that the document has been entered into CStoreOffice® by the Operator, and its data is already used for inventory calculations, reports and so on.
- **Bad**: This status indicates that the document was reviewed and marked as "bad" by the Operator. It requires your corrections or clarifications before it can be processed.

Viewing Invoices and Shift Reports

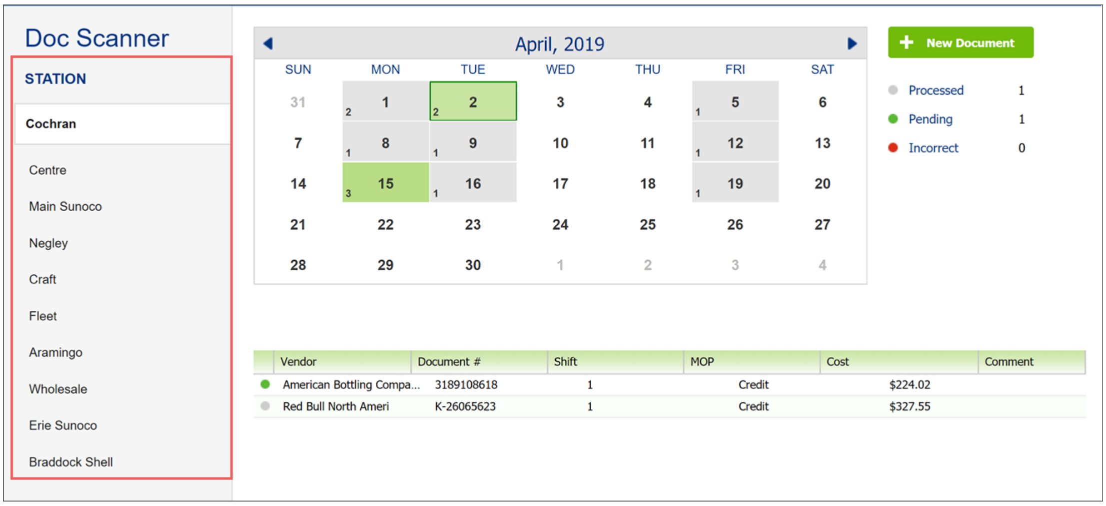
To view the status of documents added for processing, from the CStoreOffice® home page, go to **Docs and Files** > **Docs Scanner**.

The Docs Scanner opens. In this form, you can view all added documents for your location by day and document type, check their status, and edit them if necessary. The form consists of several main areas.



Station

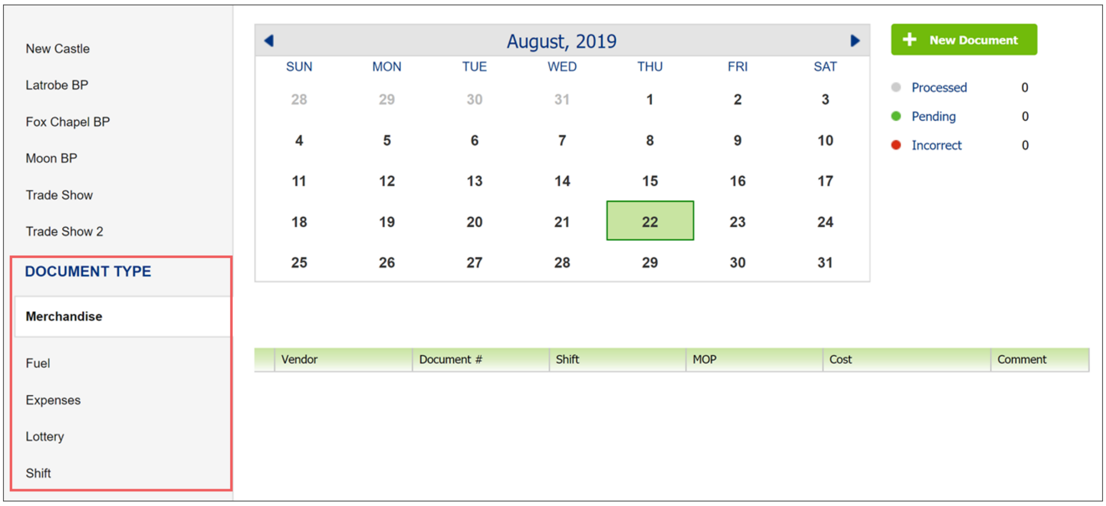
If you have access to several locations in CStoreOffice®, in this area in the right pane, select the location for which you want to view the added invoices. The calendar and invoice list show only data for the currently selected location. By default, the first location is selected.



Document Type

Use this area to select which type of documents you want to view:

- Merchandise (selected by default)
- Fuel
- Expenses
- Lottery invoices
- Shift reports



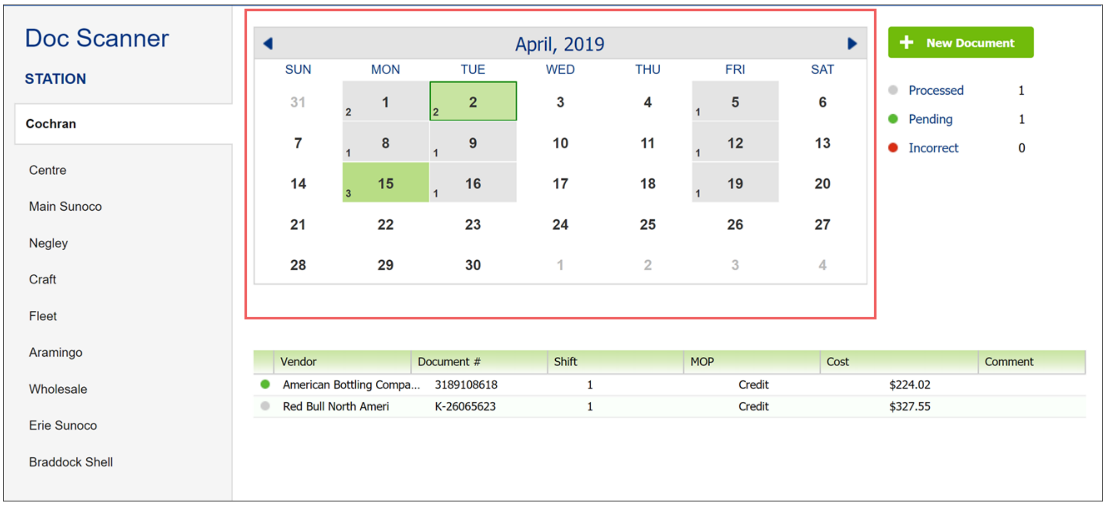
Calendar

Click any day in the calendar to view the documents added during that day. By default, the current date is selected.

The days with documents are highlighted in the calendar:

- **Grey**: Indicates a day with only successfully processed documents.
- **Green**: Indicates a day with pending documents.
- **Red**: Indicates that there is at least one document with status "Bad" for that day. The red icon in the upper-right corner indicates that there are unread comments from the operator for this day.
- **Light green**: Currently open date. The document list shows documents for this date.

The lower-left corner of the highlighted day shows how many documents are there to view, regardless of the status. For days highlighted with red, the number of "bad" documents is additionally displayed after slash.



Status Count

This area shows the number of documents with each status for the selected day, station, and document type.

Invoice List

This area shows all the documents for the selected day, station, and document type.

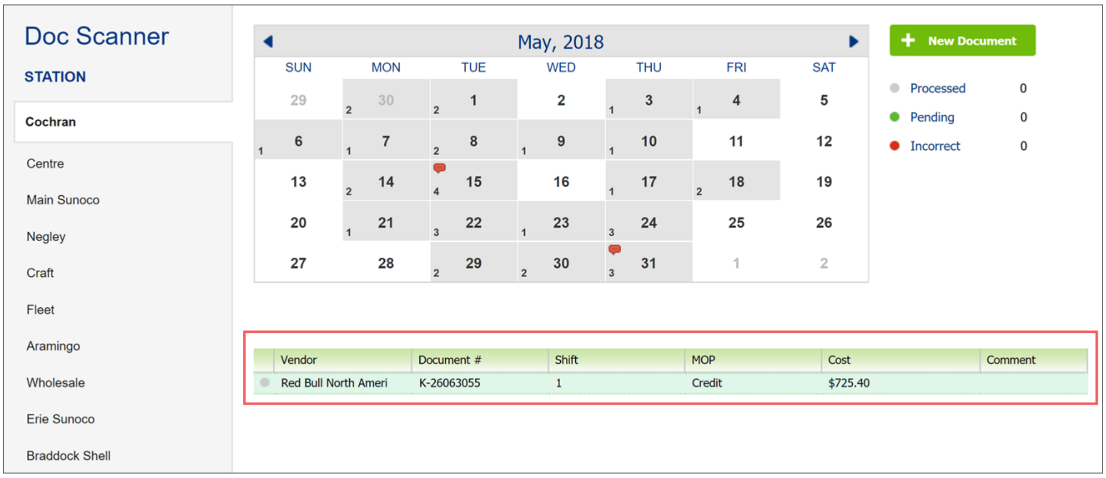
The status of each invoice is indicated in the first column with the following markers:

- Green: Pending documents
- Red: Bad documents
- Grey: Processed documents

The last column shows if the document has comments:

- The red comment icon indicates a new comment from the Operator that you have not read yet.
- The white comment icon indicates a comment that has been marked as "read".

To view or edit a document, double-click it in the document list.



Viewing and Editing a Specific Invoice or Shift Report

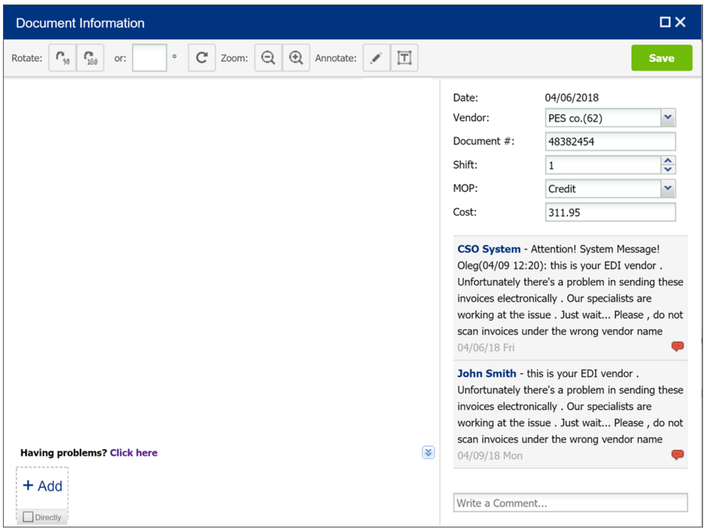
To view or edit a previously added document, double-click it in the document list in Docs Scanner. The document opens. Make any changes and click **Save**.

You can add new images, open and edit the existing images, leave new comments to operator, and change the document information (vendor, method of payment, and so on). The process of document editing is similar to adding a new document, for more information about working with this form, see Adding Invoices and Shift Reports in Docs Scanner.

Besides editing, you can check if the Operator has read your message and view any new comments from the Operator. The messages are displayed in the right pane below the document information.

- The white background indicates a message that has been marked as "read".
- Grey background and icon indicate that the Operator has not read your message yet.
- Grey background and icon indicate that it is a new message from the Operator.

> After reading a new comment from the Operator, click it to mark it as read (the background becomes white).



Operators can also add text and draw right on the image in addition to their comments.

Working with Invoices or Shift Reports with the Bad Status

To process documents with the Bad status:

1. In the calendar, click the day highlighted with red, which is an indicator that there are "bad" documents for that day.
2. In the document list, double-click the document with status "bad"— it is marked with red.
3. In the right pane, read the comment from the operator. It usually contains the request or question to you necessary to process the document. Click the comment to mark it as read. The red icon and highlight on the comment disappear.
4. If possible, make the necessary changes based on the comment, for example, add a new image or add the missing info. For instructions on adding images and editing documents, see Adding Invoices and Shift Reports in Docs Scanner.
5. In the right pane, leave a comment for the Operator: confirm the changes, add instructions, or ask

a question to clarify the operator's request.

6. Click **Update**.

To prevent delays in document entering, always check for documents with the "bad" status and take prompt actions. After spending 6 month in the status 'bad', the invoice turns into invalid.

After you have made and saved the changes, the document changes its status to "pending" and moves to the pending documents where it waits for the operator's review.

Document Processing Requirements and Recommendations

When scanning invoices and shift reports, follow the recommendations below.

Preparing and Scanning Invoices

- Make sure you see the first and the last item of the page on the scanned copy.
- Make sure the left and right side of the page are visible and not cut off. If it is a multi-page invoice, you will need to scan all pages separately, but as a whole invoice. To do this, click **+Add** or **Upload File** for each page of the invoice.
- **Important!** Review the quality of the scanned document. Make sure that you can clearly read the scanned copy of the invoice. The Operators will see the same image, so if you cannot read the image, neither can they. If you cannot read the information on any of scanned invoices, please contact Petrosoft Tech Support at 412-306-0640.
- Do not use the same invoice number for several invoices for one day. If you use the date as the invoice number, make variations. For example: 080915. 8915, 0892015, 8092015....
- Do not enter “0” as the invoice number. Operators will not be able to process such invoice as they will not get the image of the invoice.
- **Important!** Please DO NOT DELETE scanned invoices. Even if you are rescanning, please do not delete a bad copy, as all comments/communications with the assigned Operator on that invoice will be deleted as well.
- **Important!** If you have to rescan an invoice, make sure to assign the correct date. If you assign it to the date on which you are rescanning, the Operator will receive it as a new invoice and a duplicate invoice will be created.
- **Important!** Operators form a database of all your vendors and your Price Book inventory. They enter items only by digital codes UPC or PLU. Therefore, it is important to provide UPC/PLU when scanning in invoices if the invoice provided by the vendor does not have the information. Simply

write the information on the invoice before scanning or use the comment box to add all missing information. Below is the list of UPC/PLU types needed to enter a certain type of purchases:

  - **Merchandise**: UPC/PLU is needed to complete the invoice.
  - **Store Use**: The system UPC will be created by the Operator, just indicate on the invoice that such item is for store use.
  - **Food Preparation**: The system UPC will be created by the Operator, just indicate on the invoice that such item is for store use.
  - **Business Supplies**: The system UPC will be created by the Operator, just indicate on the invoice that such item is for store use.
  - **Expenses**: The Other Charges section on the invoice is used for expenses.
  - There are items in the store that DO NOT have barcodes when purchased. You will have to create PLUs for them before scanning invoices and use the same PLUs for scanning such items on the register end: donuts, flowers, medicine (sold by single pack), penny candies, single pieces of slim jims/beef jerky, ice bags, propane, bait items, produce/fruits, bottle deposits.
  - Make sure that newspaper invoices show the name of the paper. Write the UPC or PLU for daily and Sunday papers BEFORE scanning.

- Make sure that handwriting invoices can be clearly read.
- **Important!** Each Operator is assigned to the vendor and he or she processes invoices only for that specific vendor. We cannot use Miscellaneous vendors; therefore, each scanned invoice will have to be scanned under the real name of the vendor, even if the vendor brings several items to your store.
- **Important!** Operators cannot enter or change the item CATEGORY, DEPARTMENT and RETAIL. Such changes will need to be made by a person accepting invoices on your end prior to invoice acceptance.
- Operators do not process the following types of invoices: EDI, Expenses/Service or Lottery. These types of invoices will have to be entered on your end manually. In addition, Expenses/Services and Lottery are set up with the help of a Price Book specialist during the Price Book setup process for automatic EDI.
- If an invoice has Previous Balance, please provide information on the items, together with the cost of the invoice.
- If an invoice has SHIPPERS, a break down of the items (UPC or PLU) and the quantity of each kind of items along with description are needed.
- If an invoice has a case of MIXED ITEMS, the names, UPC and quantity of each component are needed.

Reviewing Processed Invoices

When reviewing processed invoices, use the following tips:

- Do not delete processed invoices because of a wrong date, MOP, or shift. These criteria can be changed on your end while the invoice is pending.
- Do not delete processed invoices if the name of the vendor is wrong. Simply place a comment with the correct vendor name, and the Operator will reprocess the invoice.
- Do not delete a processed invoice if it does not belong to your location. The invoice may pertain to a different location on your account. Simply leave a comment for the Operator, and the Operator will ensure invoice transferring to the correct location.

Docs Scanner Troubleshooting and Optimization

If you experience a technical problem while using Docs Scanner, please try to look for a possible solution in this section.

Troubleshooting and Optimization

IS IT POSSIBLE TO MAKE MY DOC FLOW FILES VISIBLE ONLY FOR MY OWN OPERATORS WITHIN MY ACCOUNT?

Yes. Contact Support to have this option enabled for you.

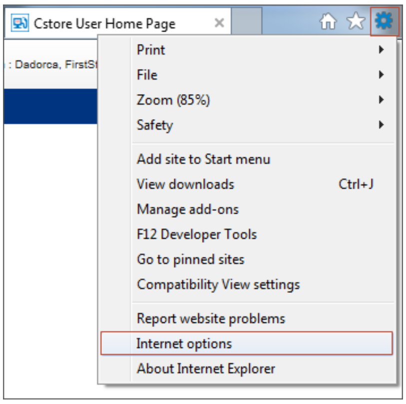
HOW CAN I DELETE AN OBSOLETE FOLDER UNDER DOCS & FILES > DOCS EXPLORER?

1. Select the station to view the list of folders for that location.
2. Click **Rename Folder** to re-name the folder. Or click **Delete Folder** to remove the folder.
3. A new window comes up, either with the field for entering a new folder name, or the request of deleting confirmation. Specify the wished option and click **OK**.

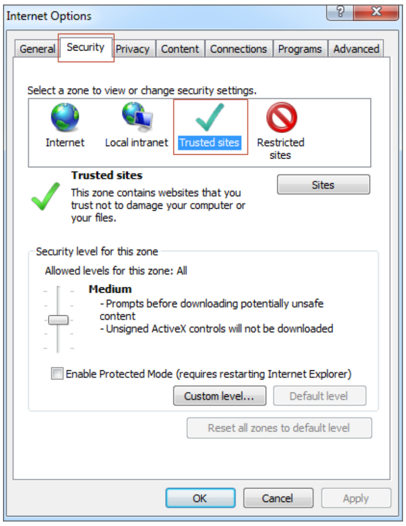
ISSUE ACCESSING THE DOCS SCANNER VIA INTERNET EXPLORER

If you have issue with accessing the Docs Scanner in Internet Explorer, follow these steps.

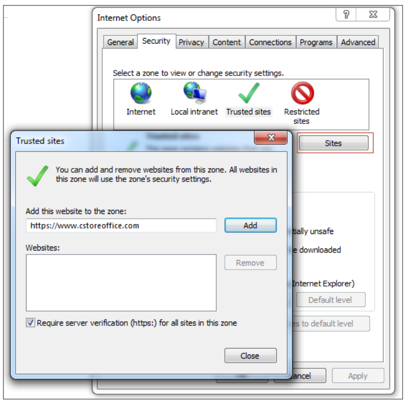
1. Go to Browser settings > **Internet options**.



2. Under the **Security** tab, click **Trusted sites**.



3. Click **Sites**, and add **https://*.cstoreoffie.com** to the list of trusted sites, or remove **https://www.cstoreoffice.com** from this list.



MY ANTIVIRUS SOFTWARE PREVENTS ME FROM USING DOCS SCANNER

Some antimalware software may block the Dynamsoft Service component which is required to scan the documents via the scanner or take the snapshots via the camera in the Docs Scanner. Usually, all you need to do is allow running the installation file in a dialog that your antivirus software shows when you install the tool.

In some cases, however, the tool may be still blocked after that. To solve the problem, you can try adding the Dynamsift Service component to the exception (exclusion) list of your antivirus software. For instructions, please refer to documentation for your antivirus software.

THE SCANNED DOCUMENT IS PENDING MORE THAN 48 HOURS.

Do one of the following:

- Close the Docs Scanner icon in the tray, and open it again.
- Restart your computer.

If the document upload is still pending, contact the support.

WHEN I TRY TO USE DOCS SCANNER, SOME SOFTWARE INSTALLATION STARTS ON MY COMPUTER.

Document Scanner requires specific software installed. If you don't have it installed yet, the installation starts automatically when you use Docs Scanner. You can just continue with the installation process when you are prompted to do it, or install it in advance before using Docs Scanner. See the list of required software and links for downloading it in the Prerequisites section.

If you have all the necessary software installed, you may be prompted to update it when the new version is available.

Scanning Invoices Using CSOMobile

With CSOMobile installed on a mobile device, you can take pictures of paper invoices and upload them to the CStoreOffice® data center. Petrosoft operators will then turn these documents into electronic invoices, and the invoice data will become available in CStoreOffice®.

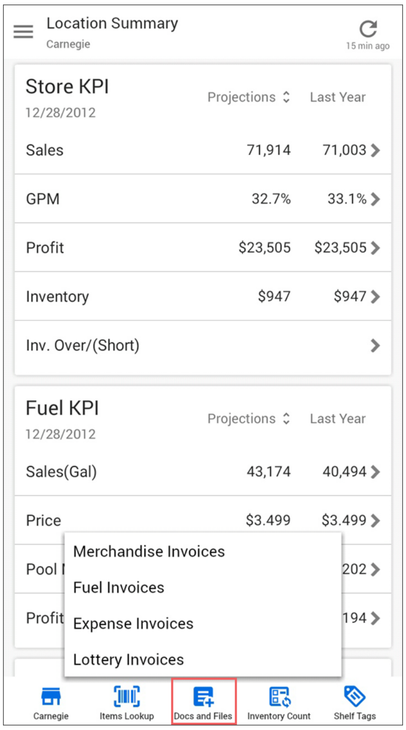
This option can be thought of as a 'mobile version' of Docs Scanner. For more details about this tool, see Docs Scanner.

> To be able to scan invoices, you need to have relevant permissions granted to your user. For details, see Docs and Files Permissions.

To scan an invoice with CSOMobile:

1. At the bottom of the Summary view, tap the location name and from the list, select the location for which you want to add the invoice.
2. At the bottom of the Summary view, tap **Docs and Files**.

3. In the **Docs and Files** menu, tap the necessary invoice type.

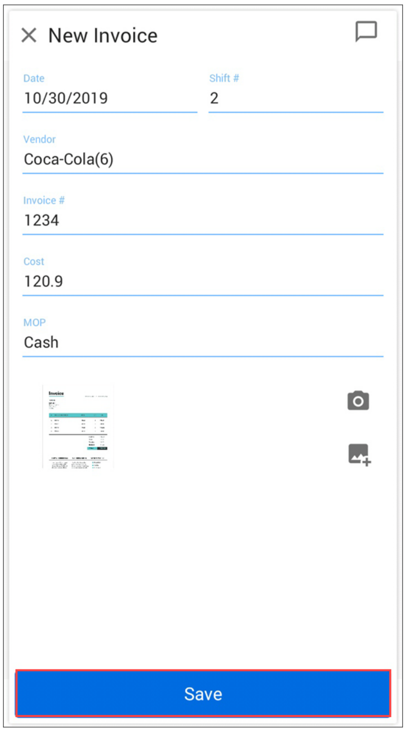


4. Tap the calendar icon and select the date for which the invoice is added.
5. At the top right corner of the view, tap the plus icon to add the invoice.

6. In the **Invoice** form, fill the following invoice data:

- **Shift number**: Type the shift number for the invoice.
- **Vendor**: Select the vendor for which the invoice is added.
- **Invoice #**: Type the invoice number.
- **Cost**: Type the invoice cost.
- **MOP**: Select the method of payment for the invoice.

7. Add the invoice image. You can do it in two ways:
    - To add a photo, tap the photo icon and take the invoice photo with the device camera.
    - To add a saved image, tap the image icon and browse to the invoice image on the device.
8. At the bottom of the view, tap **Save**.



Result: The invoice is sent to the Petrosoft data center for further processing by operators.

You can monitor the sending status in the **Docs and Files** menu at the bottom of the view. At the top right of the **Docs and Files** menu, you can view a digit (colored red) that indicates the number of images to be uploaded. When the red digit disappears, it indicates that all images are uploaded.