

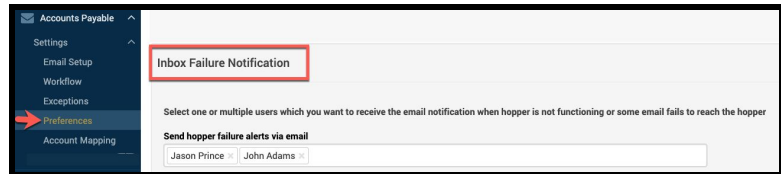
Setup AP Inbox Notifications

Grab & Go on the configuration and next steps for AP document failures.

CONFIGURATION

Configure who should be notified in the event a document fails to reach your AP Inbox.

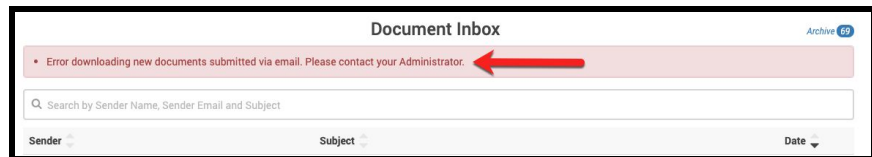
Located in *Accounts Payable* *Payable* -> *Preferences*, select one or multiple users with any of the following roles to receive these notifications.



- Administrators (including the current user)
- AP Managers
- AP Processors

WORKFLOW

When an invoice failure occurs, the AP Inbox (Hopper) view will display an error message.



Recipients defined above will receive two (2) types of notifications every 24 hours until the failure(s) is resolved.

- 1. Inbox Failure Notification:** Sent immediately upon system recognition of the failure.
- 2. Hopper Error Report:** Sent daily until no failures occur within a 24 hour period.

	A	B	C	D	E
1	Email Subject	Received Date	Sender	Document Name	Error
2	Office Inv# 438573458943895 PO# 234356	01/26/2021	W. W. GRAINGER <j.neesan@grainger.com>	Grainger+Inv#+438573458943895+PO#+234356.pdf	Unexpected error
3	Your della.com order invoice	12/29/2020	Aidan Markram <amarkram@dove.com>	Invoice+-+Order#+5643562.pdf	Unexpected error
4	[RECEIPT][Client Site: Farm house state][Work Order Id: 68794]	12/03/2020	Olivier Gerrard <OGerrard@gmail.com>	68426_NBTR_20210126_134752.pdf	Unexpected error
5	Invoice 4566 from P Electric, Inc.	10/26/2021	<p.electric@gmail.com>		Attachment not found or invalid
6	Invoice 43276823475 from Gmail Inc.	09/29/2020	John Doe <john.doe@gmail.com>		Attachment not found or invalid
7	Invoice 3454 from P Electric, Inc.	09/25/2020	<p.electric@gmail.org>	Inv_10035_from_P_Electricinc_59044.pdf	Unexpected error

See [Troubleshooting](#) document for failures causes and resolution steps.