# RESOLVING WORKFLOW EXCEPTIONS: RECEIVED QUEUE

All new invoices in the system go through the receiving phase of the invoice process. The first activity in the receiving phase is validation. Depending on the system configuration, the validation is done either automatically or manually. Validation is done to make sure that invoices contain the mandatory data, the invoice images, and that there are no duplicate invoices in the system.

In the **Received** queue, you can view new invoices in the system. New invoices have different sub-statuses that can be used for filtering the invoices: "Draft", "Valid", "Invalid", and "Returned". You can also use free text, organization units, and column names in the invoice list view as filters when searching for invoices.
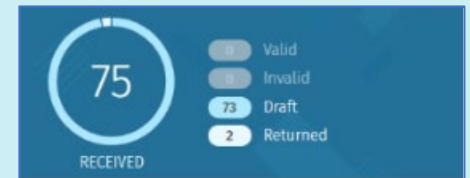
Valid:

By default, **Valid** invoices are automatically forwarded in the process.

Invalid:

The **Invalid** sub-status on a new invoice indicates that the validation has failed and that an AP user must investigate why it has failed. The system assists you by showing different icons for different validation failure scenarios. Possible reasons for failure include:

- o A missing image
- o Missing mandatory data
- o A duplicate invoice

After an invalid invoice is corrected, you must re-send it to validation.

What to do:

- Click the nvoice **>** Click the **Header data** tab **>** For header row fields that have a **Mandatory data missing** warning data is missing for the invoice.
- Reprocess invoices by clicking the down arrow **>** Click **Edit process >** Check the **Cancel invoice process** and provide a comment of cancellation **>** Click **Cancel process**
- Go to the AP Pro main page and click **Returned** Status **>** Select the invoice **>** Click **Send to Validation**

Draft:

Draft invoices are invoices that have not been validated. This may occur because there is no valid process found for the invoice, for example because of an incorrect organization. The draft invoices must be validated after which they can be forwarded in the process.

Returned:

Returned invoices are invoices that are sent to the process, but for these invoices, the initial process is canceled for some reason.