

Customer guidelines

Welcome to MAKIRA Capture Service

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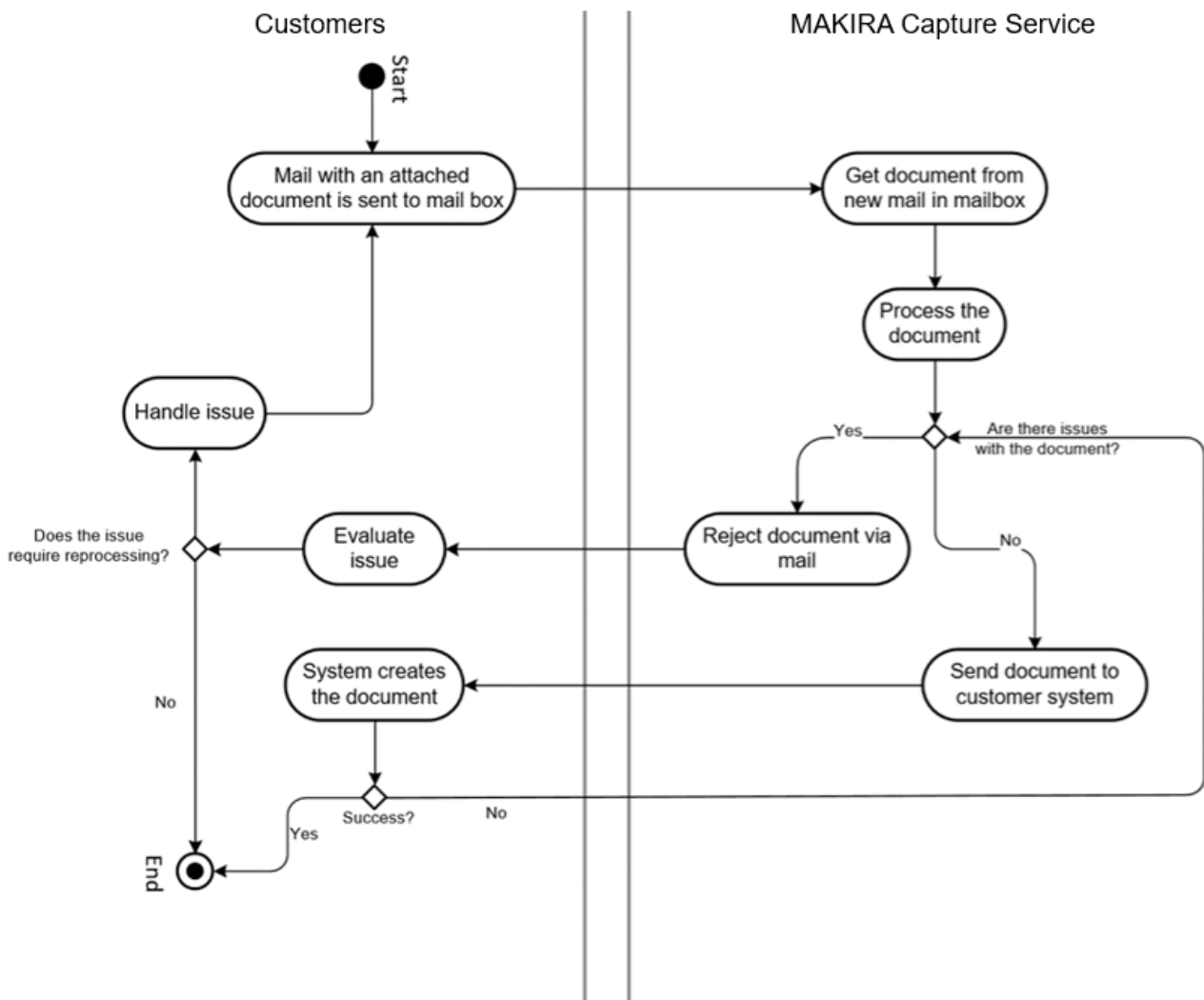
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1. Introduction

This document acts as a FAQ and gives some guidelines of how to handle different topics.

2. The process

The activity diagram below shows the process for the document flow with MAKIRA Capture Service.



3. Contacting the service center

The MAKIRA Capture Service Center can be reached directly at sol-dk-itdochs@nttdata.com.

Please contact the service team via email in these two situations:

1. Data has been incorrectly extracted.
2. Documents are missing.

Procedure for Incorrectly Extracted Data: If you notice that data has been incorrectly extracted from your invoice:

1. Contact the service team at sol-dk-itdochs@nttdata.com.
2. Clearly explain which data was extracted incorrectly.
The service team will then: a) Correct the extraction pattern to prevent future errors, or b) Reprocess the document upon request (you'll need to resend the document to the system)

Procedure for Missing Documents: Before reaching out about a missing document, please follow these steps:

1. Confirm that you sent the invoice to the correct email address.
2. Verify that the invoice was sent within the last 2-3 business days.
3. Ensure the invoice is in a supported format (typically PDF).
4. Check your email for any rejection notices from our system.

If you've completed these steps and still can't locate your invoice, please contact our MAKIRA Capture Service Team with the following information:

- Invoice number.
- Date the invoice was sent.
- Total amount.
- Your company name and vendor ID (if known).

Our team will investigate and update you on the status of your invoice within 1-2 business days. For smooth processing, always send invoices as attachments to our designated email address.

For all other questions, issues, and change requests, please create an ISP ticket.

Important! All communication must be in English to ensure language independence. We kindly request that you provide as much detail as possible in your correspondence to facilitate efficient communication and minimize the need for lengthy email exchanges.

4. Rejection reasons

Rejections can vary depending on the target system. Here are general and system-specific reasons for document rejection:

4.1. General rejection reasons

1. Poor Image Quality
 - a. MAKIRA Capture Service relies on OCR technology, which requires high-quality images for accurate results.
 - b. Documents with excessive image noise or poor quality may be rejected if un-processable.
 - c. Computer-generated PDF files typically provide the best quality.

Mitigation: Ensure document creators (e.g., suppliers for invoices) provide the highest possible quality documents.

For more information, please refer to the "Details about image quality" section.

2. Incorrect Document Type
 - a. Documents not matching the expected type may be inadvertently processed by MAKIRA Capture Service.

Mitigation: Refine your document submission process to exclude unsupported file types.

3. Missing or Unclear Information
 - a. Documents lacking crucial information or containing incorrect data may be rejected.
 - b. Example: Missing currency information on invoices can lead to processing errors.

Mitigation: Instruct document creators to include all necessary information clearly and accurately.

We strive to minimize rejections and improve processing efficiency. If you encounter persistent issues or need further clarification on rejection reasons, please don't hesitate to contact our support team. We're here to help optimize your experience with MAKIRA Capture Service.

4.2. SAP

Document Creation Errors in SAP

1. SAP's Standard Checks
 - a. SAP implements numerous standard checks that may prevent document creation.
2. Mitigation Strategies:
 - a. Many errors can be resolved by adjusting settings within the SAP system.
 - b. The specific solution depends on the individual scenario.
3. Support Available:
 - a. NTT DATA offers consultancy services to address these issues.
 - b. Our experts can provide tailored solutions to optimize your SAP configuration.

If you encounter persistent document creation errors, please don't hesitate to reach out to our support team. We're committed to helping you streamline your processes and maximize the efficiency of your SAP integration with MAKIRA Capture Service

5. Error reporting

We categorize errors into two main types:

1. Data Quality Issues
 - a. Examples: Missing or incorrect data on documents
 - b. Action: Report to the service center for future improvement
2. Technical Issues
 - a. Action: Report to the service center, who will escalate to technical experts

When reporting any error:

- Be as detailed and precise as possible in your description.
- This helps us understand and address the issue effectively.

Our service center is your primary point of contact for all error reports. They will ensure that each issue is directed to the appropriate team for prompt resolution.

We appreciate your cooperation in helping us maintain and improve the quality of our service. If you have any questions about the error reporting process, please don't hesitate to ask.

6. Details concerning image quality

This section outlines the quality standards for documents we receive from our partners. While the examples shown are invoices, these standards apply to all document types (e.g., Sales Orders, Order Confirmations).

Optimal Quality:

- Achieved by exporting documents directly as PDFs from applications.
- Preferred over methods like printing and faxing.

Accepted Document Quality:

- Text is clearly readable.
- Page is vertically aligned.
- Items are easily distinguishable from each other.

The examples provided illustrate these quality standards visually.

To maintain optimal processing efficiency, we strongly recommend adhering to these quality guidelines for all document submissions.

6.1. Examples of accepted document quality

Documents where text is clearly readable, the page is vertically aligned, and items are easily distinguishable from each other.

Rekviritionsformular fra Lomax A/S

Accepted format/quality

Leverandør	Rekvirition
Nummer 968693-1 Dato 18/11-15 Indkøber Lise Pihl Knudsen E-mail Lise.Knudsen@Lomax.dk 1	
Betalingsadresse	Leveringsadresse
Lomax A/S Eisenbakken 37 3600 Frederikssund Danmark	Lomax A/S Eisenbakken 37 3600 Frederikssund Tlf. Ref. Ordre

Varenummer	Betegnelse	Antal	Enhed	Afpris %	DKK	Lin
3086880	Nifisk Handy Slicvac 2in1 25.2 V li-lo 18451115	1	Stk.	875,42	875,42	1
3124810	Stavsugerposer Nifisk 4 stk. Extreme 107407940	5	Stk.	52,80	264,00	2
3200080	Nifisk minimop, moppegam 20 cm 82531106	25	Stk.	17,00	425,00	3
3744190	Hepa filter til Nifisk VP300 stavsuger 107402902	5	Stk.	114,00	570,00	4
8870180	Fejestæt 'Ergonom', højde 75cm 62532032	36	Sætt	66,50	2.394,00	5
7005820	Nifisk slange til GD 930 1,9 m 140 2782 500	5	Stk.	240,00	1.200,00	6
7000920	Teleskopør i alu til Nifisk stavsuger 32 MM 011 8130 500	2	Stk.	164,50	369,00	7

Indkøbsordre

Accepted format/quality

solar

Side 1 af 2

Generelle oplysninger

IO-nummer 4606341285
Bestillingsdato 29.10.2015

Leveringsadresse

Kontakt
Telefonnummer
Faxnummer
E-mail

Leveringsoplysninger
Leveringsbetingelser DAP Delivered at Place

Pos.	Varenummer	Varebeskrivelse Type navn / Leverandør varenummer	Antal	Enhed	Leveringsdato
00010	Mat.nr:1000458727 G.nr:5478950990 VVS.nr:10740942 EAN:5715462041987	SLANGE ON/OFF 10,5M Ø30/32MM 42000115 42000115	2	STK	02.11.2015
00020	Mat.nr:1000458738 G.nr:5478950990 VVS.nr:10740942 EAN:5715462041988	SUGEKONTAKT I UDV. BOKS HVID (GARAGE) 42000223 42000223	3	STK	02.11.2015
00030	Mat.nr:1000458730 G.nr:5478950990 VVS.nr:10740942 EAN:5715462041984	MUNDSTYKKE COMBI Ø32MM 10740942 10740942	2	STK	02.11.2015
00040	Mat.nr:1000458731 G.nr:5478950990 VVS.nr:10740942 EAN:5715462041985	TELESKOPØR Ø32MM 10740942 10740942	2	STK	02.11.2015
00050	Mat.nr:1000458739 G.nr:5478950990 VVS.nr:10740942 EAN:5715462041986	CENTRALSTØVSUGER ALT+1 LOD DELUXE 42000207 42000207	2	STK	02.11.2015
00060	Mat.nr:1000458808 G.nr:5478950113 VVS.nr:10740942 EAN:5715462042180	UDLÆSNINGSVENTIL CENTRALSTØVSUGER 42000273 42000273	1	STK	02.11.2015
00070	Mat.nr:1000458739 G.nr:5478950990 VVS.nr:10740942 EAN:5715462042038	GRØNSUGR Ø60R ENKELT FISTØVSUGER RØRSYSTEM 42000256 42000256	16	STK	02.11.2015

6.2. Examples of rejected document quality

Printed and re-scanned pages, with or without comments, are not accepted.

Rekviritionsformular fra Lomax A/S

Rejected due to printing and re-scanning + handwritten numbers

Leverandør	Rekvirition
Nummer 928415-1 Dato 13/05-15 Indkøber Lise Pihl Knudsen E-mail Lise.Knudsen@Lomax.dk 1	
Betalingsadresse	Leveringsadresse
Lomax A/S Eisenbakken 37 3600 Frederikssund Danmark	Lomax A/S Eisenbakken 37 3600 Frederikssund Tlf. Ref. Ordre

Varenummer	Betegnelse	Antal	Enhed	Afpris %	DKK	Lin
3086800	Bravo P Animal EU, grønmetal 18451169	1	Stk.	700,00	700,00	1
3095820	Smart vinduesvaser 18451150	3	Stk.	265,00	795,00	2
3095040	MikroBerkfade til Smart Vindu 81943055	1	Stk.	43,58	43,58	3
3095990	Smart Shine Ø Smart Vinduesve 81943068	2	Stk.	25,90	51,82	4
3745750	stavsugerstange 10,5 moto 42 030 115	1	Stk.	1.090,08	1.090,08	5

Fax reçu de : 83 89 37 18 48

16-11-15 09:08 Pg: 1

LOXAM

Bon de commande
No: 1198305
Date Commande 16/11/15
Édité le 16/11/15 à 09:25

Adresse du contact:
LOXAM THANN
PARC ACTIVITE DU PAYS DE THANN
57 RUE A. SCHEURER-KESTNER
58700 ASENAT SUR HAUT FR
Tél: +33 389371040
Fax: +33 389371040
thann@loxam.fr
Contact: CATHERINE ORY

Fournisseur:
Nr. Fourn: 920000150

Qté	Libellé/Numéro Article	Prix Unitaire	Montant	SUR
1.00	MANCHON ANTI-STATIQUE 46690 # equip. 177200 ASPIRATEUR MIXTE <2KW	7.81	7.81	

Date souhaitée de livraison: 16/11/15
Date prévue de livraison:

Rejected quality due to printing and re-scanning + handwritten comments

7. Monitoring your email account

MAKIRA Capture Service monitors one or more designated email accounts for incoming messages. When an email arrives containing an attachment of the agreed type (typically PDF is the only accepted format), the process of capturing relevant data from the document begins. Upon processing, the email is moved to an

email account subfolder, usually named "Processed Emails". This system allows customers to easily distinguish between processed and unprocessed emails, as those remaining in the regular inbox have not been handled by MAKIRA Capture.

As our valued customer, you have two options for managing this internal process:

1. Periodically review emails left in the inbox, which may include communication mistakenly sent to the invoice-only address.
2. Our recommended approach: Take no action on emails that do not adhere to document submission standards. This streamlines your workflow and reduces unnecessary administrative tasks.

Additionally, we strongly suggest creating your email account with "noreply" in the address (e.g., noreply.invoices@yourcompany.com). This nomenclature indicates an automated account and sets the expectation that senders should not anticipate a response.

We believe these practices will optimize your use of MAKIRA Capture Service and enhance your overall document processing efficiency. Should you have any questions or require further clarification, please don't hesitate to reach out to our support team.

8. SLA (Service Level Agreement)

The time from document arrival in the monitored email account to its creation in SAP is governed by the Service Level Agreement (SLA) specified in your contract. Please note:

- Processing times may vary depending on document type.
- SLAs are contractually defined.

If you're unsure about the specific SLAs for your service:

- Consult your contract directly.
- Reach out to your manager who should have access to the contract details.

Understanding your SLAs is crucial for managing expectations and optimizing your document workflow. If you need further clarification or have any questions about processing times, please don't hesitate to contact our support team. We're here to ensure you get the most out of our service.

9. MAKIRA Reports

MAKIRA Capture provides cloud-based reports offering insights into service consumption and performance. These reports provide essential information to help you monitor and optimize your document processing:

Key Report Components:

1. Volume: Track the quantity of documents processed.
2. SLA Information: Monitor our adherence to agreed service levels.
3. Rejection Reasons: Understand why certain documents may be rejected.

These reports are designed to give you a clear, at-a-glance view of your MAKIRA Capture usage and effectiveness. They serve as valuable tools for assessing our service performance and identifying areas for potential improvement in your document submission process.

For a demo video of how to navigate in the reports, please follow this link to the MAKIRA playlist: [MAKIRA Reports demo](#) (choose the video where title contains MAKIRA Reports).

9.1. Getting Started - Requesting User and Customer Activation

For first-time access to cloud reports, please follow these steps:

1. Send an email to makira-reports@nttdata.com to request a user account.
2. Use the template below for your request.
3. You will receive a confirmation email once your account is created.

Email Template for User Account Request:

Subject: Request for MAKIRA Reports Access

Dear MAKIRA Reports Team,

I am working with/on [Team/Project Name]. I am requesting access to MAKIRA Reports for the following customer(s):

- [Customer Name] + [email address]
- [Customer Name] + [email address]

Thank you for your assistance.

Best regards, [Your Name]

If you need any help with this process or have questions about report access, please don't hesitate to contact our support team. We're here to ensure you can easily leverage the insights provided by our cloud report.

9.2. Accessing the Reports

To view your reports:

1. Visit <https://www.titanit.io>
2. On the login screen, enter the email address you provided in your access request-
3. Note: No separate password is required – use your organizational login credentials-

Once logged in, you'll be directed to the Titanit.IO Homepage, where you can access your MAKIRA Capture reports.

Important: Ensure you use the same email address that was submitted in your access request template.

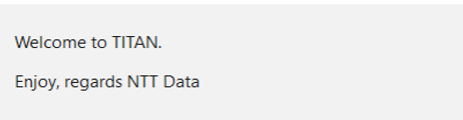


NTT DATA
Trusted Global Innovator

Sign in

[Can't access your account?](#)

Next



Welcome to TITAN.
Enjoy, regards NTT Data

If you encounter any issues during the login process or need assistance navigating the reports, please don't hesitate to contact our support team. We're here to ensure you can easily access and utilize the valuable insights provided by these reports.

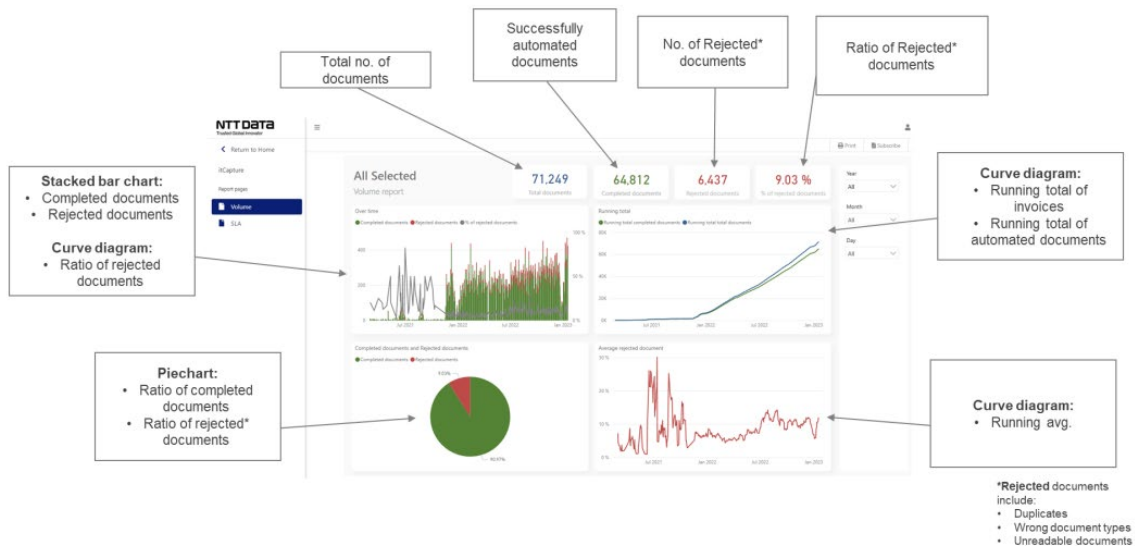
9.3. Types of Reports

After selecting your Organization, you can access three report types:

- Volume Report
 - Provides insights on document processing quantities.
 - Displays total, completed, and rejected document counts.
 - Includes percentage of rejections.
 - Visualized through graphs and charts.
- SLA Report
 - Measures efficiency and compliance of processed documents.
 - Shows total completed documents, those within SLA, and those failing SLA.
 - Includes KPI graph and table with 1st, 2nd, and 3rd level SLA percentages.
- Rejection Reasons Report
 - Identifies causes of document rejections.
 - Displays total documents, rejection counts, and percentages.
 - Highlights most common rejection reasons.

1.1.1. Volume Report

The Volume Report offers comprehensive insights into the quantity of documents processed within a given time frame. It displays the total number of documents, the completed documents, the rejected documents, and the percentage of rejections. This information is also visually represented through graphs and charts for easy interpretation.

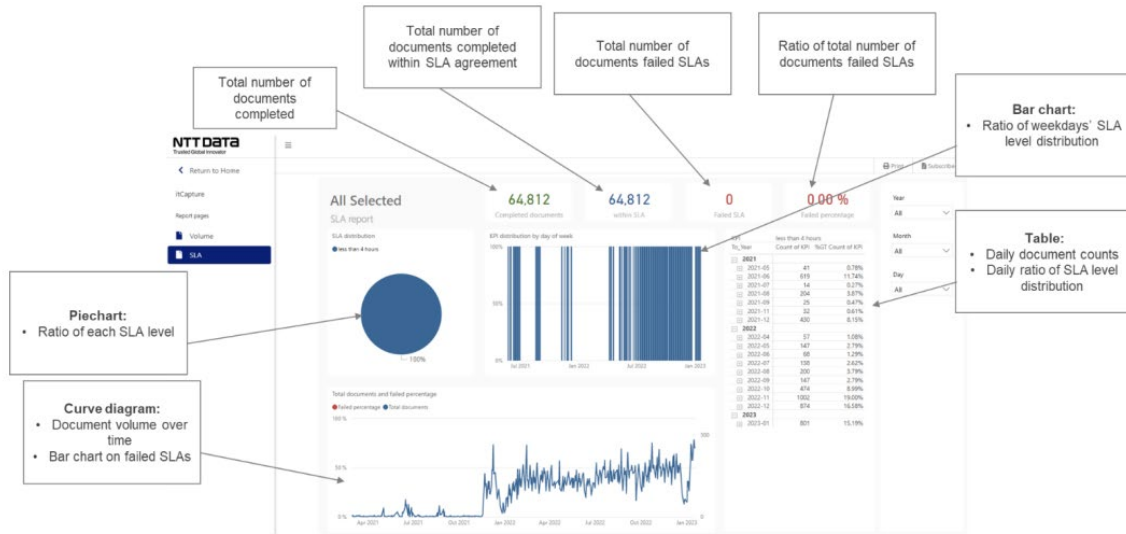


1.1.2. SLA Report

The SLA Reports are crucial for measuring the efficiency and compliance of processed documents. These reports allow you to easily assess the turnaround time for each document and ensure adherence to your service level agreements.

The reports display the total number of completed documents, those within SLA parameters, those failing to meet SLA, and the percentage of failures.

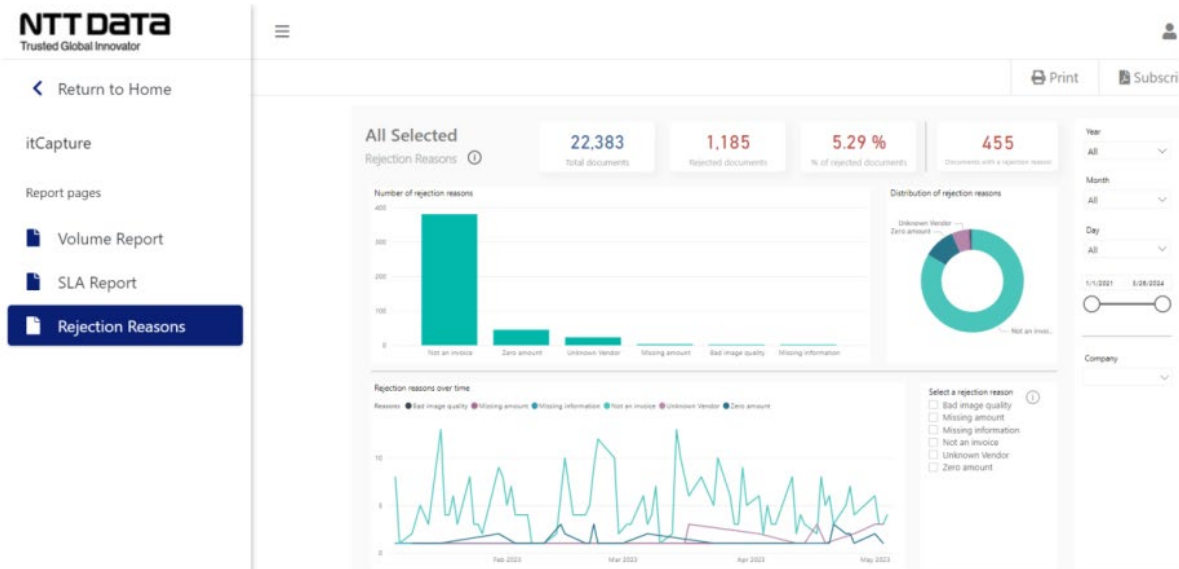
Additionally, a KPI graph and table are provided, showing the percentages for 1st, 2nd, and 3rd levels of SLA compliance, as well as SLA failures.



1.1.3. Rejection Reasons Report

The Rejection Reasons report helps identify the primary causes of document rejections.

When viewing the current year's data, you can see the total number of documents processed, the quantity and percentage of rejections, and a breakdown of rejections by specific reasons. This report enables you to easily identify the most common reasons for document rejection, facilitating targeted improvements in your document submission process.



9.4. Navigating and consuming the reports

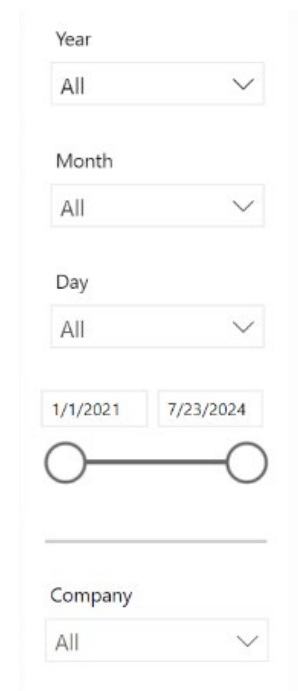
Navigating and Consuming Reports:

- Hover over charts to access additional options:
 - Copy as image.
 - View filter details.
 - Export data, show as table, spotlight, get insights.
 - Open in Focus Mode (full-screen view).

Filtering:

- Use date filters on the right side of the screen.
- Select specific periods or use sliders for quick adjustments.
- Company dropdown available for users assigned to multiple organizations.
- Year, month, and day fields for precise selection.

We encourage you to explore these reports to gain valuable insights into your document processing. If you need any assistance in interpreting the data or navigating the reports, please don't hesitate to contact our support team.



The screenshot shows a vertical sidebar of filtering controls. At the top is a 'Year' dropdown menu with 'All' selected. Below it is a 'Month' dropdown menu with 'All' selected. Next is a 'Day' dropdown menu with 'All' selected. Underneath these are two date input fields: '1/1/2021' and '7/23/2024'. Below the date fields is a horizontal slider with two circular handles. At the bottom of the sidebar is a 'Company' dropdown menu with 'All' selected.