RICOH

Integrated
Cloud
Environment

Ricoh Accounts Payable
for
Small Business

User Guide

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Getting Started

1. Sign Up

- On Ricoh Cloud AP Solution's main page, click **Try Now** to display the page where you can create your free 30-day trial account.
- When the page loads, the **Accounting Provider Selection** dialog will display. Select one of the following:
    - **Sage** (Sage 100 ERP)
    - **QuickBooks** (QuickBooks Online/Desktop)
- Enter your email address, password, first and last name. This email address and password will be your new Ricoh Cloud AP Solution account credentials.
- Read the terms and conditions, and privacy policy, and then select the checkbox to agree to them.
- Click the **Create My Account** button.
    - From this point forward, signing up steps vary depending on whether you are a QuickBooks or Sage user. Please follow the appropriate steps below. (Follow the guidelines under **QuickBooks Users** or **Sage Users** based on your accounting provider selection.)

2. QuickBooks Users

- The **Connect Ricoh Cloud AP Solution to Intuit** dialog is displayed.
- Click the **Connect to QuickBooks** button to authorize your Ricoh Cloud AP Solution account to connect to your QuickBooks company. This is necessary to access your company data.
- The **Intuit App Center**'s **Sign in** tab is displayed. Enter your email or user id and password.
    - If you do not have an Intuit account, create one by clicking the **Sign up now** link.
- You're almost ready to use Ricoh Cloud AP Solution... after you select the company to which Ricoh Cloud AP Solution must connect. Click **Authorize**.
- Ricoh Cloud AP Solution and your selected accounting provider are now connected with authorized access.
- Once you have successfully signed up, you will see Ricoh Cloud AP Solution’s main page.

3. Sage Users

- Once you have successfully signed up, you will see Ricoh Cloud AP Solution’s main page.
- Click your username at the top right corner and select **Account Settings** from the drop-down.
- Click the **Interfaces & Plugins** tab on the left.
- Click on **Sage 100 ERP Integration**.
- Click the **Download** button to download the Sync utility onto your computer having the Sage Server software. Run the executable to install the Sync utility.
    - This is an application required for Ricoh Cloud AP Solution to communicate with Sage 100 ERP. (See Sync Utility for more information.)
- Use your Sage account credentials to login to the ICEAPS - Sage Sync utility.
- From the list of companies select the required company and click the **Connect** button to connect it to Ricoh Cloud AP Solution.
- When prompted to login, use your Ricoh Cloud AP Solution account credentials.
- Click **Yes** to authorize the connection. An initial sync occurs.

- The **Options** button opens a dialog that allows you to change the frequency of sync between Sage and Ricoh Cloud AP Solution. (See Sync Utility for more information on the options.)

- Click the sync utility's tray icon to display the context menu.
- Select **Ricoh Cloud AP Solution** from the context menu to navigate to the Ricoh Cloud AP Solution home page. Sign in and notice that you are now connected. You can navigate to **Account Setting > Interfaces and Plugins** to confirm.

Notes: You can have ***one company connected per Ricoh Cloud AP Solution account***. So, to access another company you must create another Ricoh Cloud AP Solution account.

4. Sign in

Click the green **Sign in** button at the top right corner of the page to display the **Sign in** dropdown.

- Sign into Ricoh ICE APS using one of the following:
    - **Ricoh ICE APS credentials** - enter email address and password for your Ricoh ICE APS account. Click the **Sign in** button.
    - **Intuit credentials** - Click the link next to ***Looking for the Intuit login?*** to display the **Sign in with Intuit** button. Click it to display the **Intuit App Center**'s **Sign in** tab. Enter your Intuit login and password.
        1. You will be prompted to create a Ricoh ICE APS account.
- If your credentials are not valid, you will be prompted to login again and also be offered to sign up in case you don't have an account with Ricoh ICE APS.
    - If you forgot your password, click the link next to ***Forgot your Password?*** A form to request a password reset displays. Enter your email address and click **Send**. You will shortly receive an email with a link to reset your password. Follow the instructions in the email.
- If your credentials are valid but your Ricoh ICE APS account did not have an accounting provider associated with it, you will encounter the **Accounting Provider Selection** dialog. Select one of the following:
    - **Sage** (Sage 100 ERP)
    - **QuickBooks** (QuickBooks Online/Desktop).
- Your Ricoh ICE APS account will be connected to the selected accounting provider. All your account synchronizing and invoice posting will be to that provider.
- Once you have successfully signed in, you will see Ricoh ICE APS's main page.

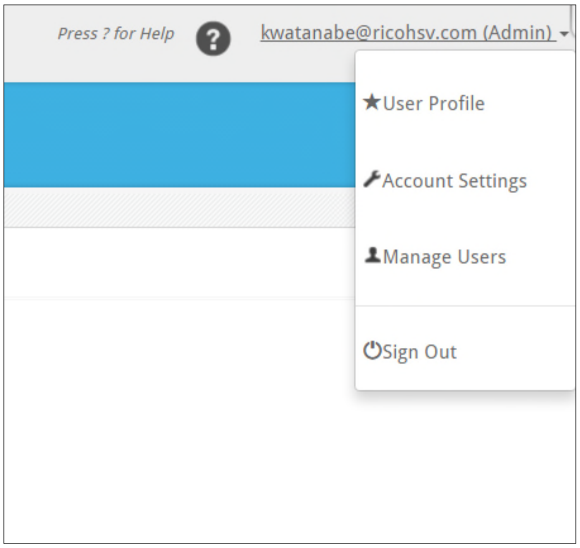
5. Sign Out

Sign out of Ricoh ICE APS by clicking on your login name and choosing **Sign Out** from the drop-down. This signs you out of Ricoh ICE APS and disconnects you from your accounting software provider (QuickBooks or Sage).

Note: In the **Account Settings** page's **Interfaces and Plugins** tab you can disconnect your company database from QuickBooks by clicking the **Disconnect** button.

6. Account settings

You can configure your account by defining or changing the account settings. Account settings are generally defined once. The web app behavior is determined by your profile setup, rules to improve the recognition accuracy during invoice analysis, and the plugins added or removed.



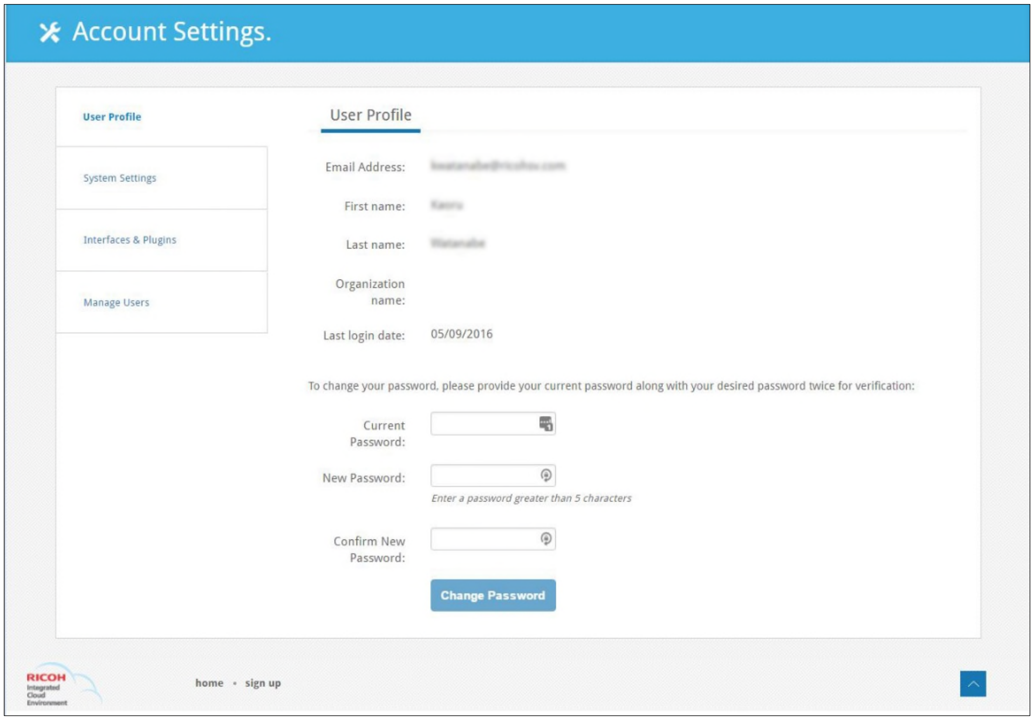
Note: An Admin can navigate to all the tabs of the Account Settings page, while a non-admin User can only view the User Settings tab.

- Access the **Account Settings** page from the drop-down list under your login name.
- Click on your login name or the down arrow beside it to view the list items. Select **Account Settings** to display the **Account Settings** page.

7. Account setting tabs

I. User Profile

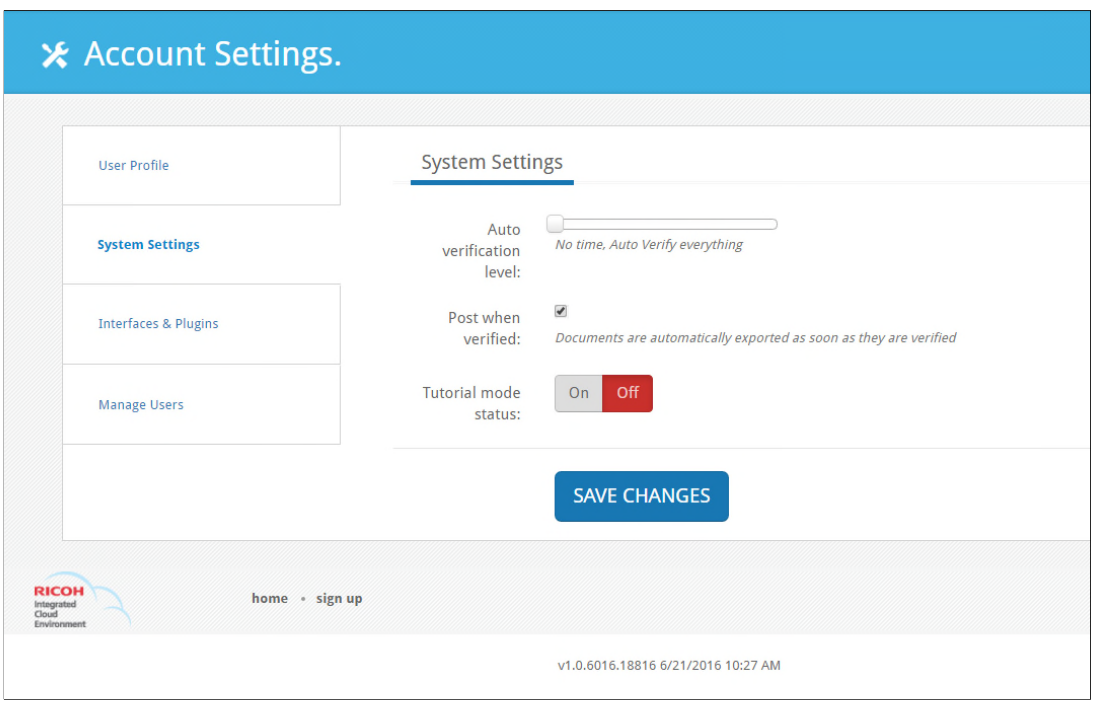
Your profile information includes the Account type, Email address, First and Last name, Organization name, and Last login date of the current user. This is your QuickBooks account information. These fields are non-editable in Ricoh ICE APS.



II. System settings

The System Settings include Auto Verification level, Post when verified, and Tutorial mode.

Auto Verification level allows you to determine how much manual involvement is required during verification. Set the Auto verification level to one of the following:



- No time, Auto Verify everything
- Require manual verification when unsure
- Always require manual verification

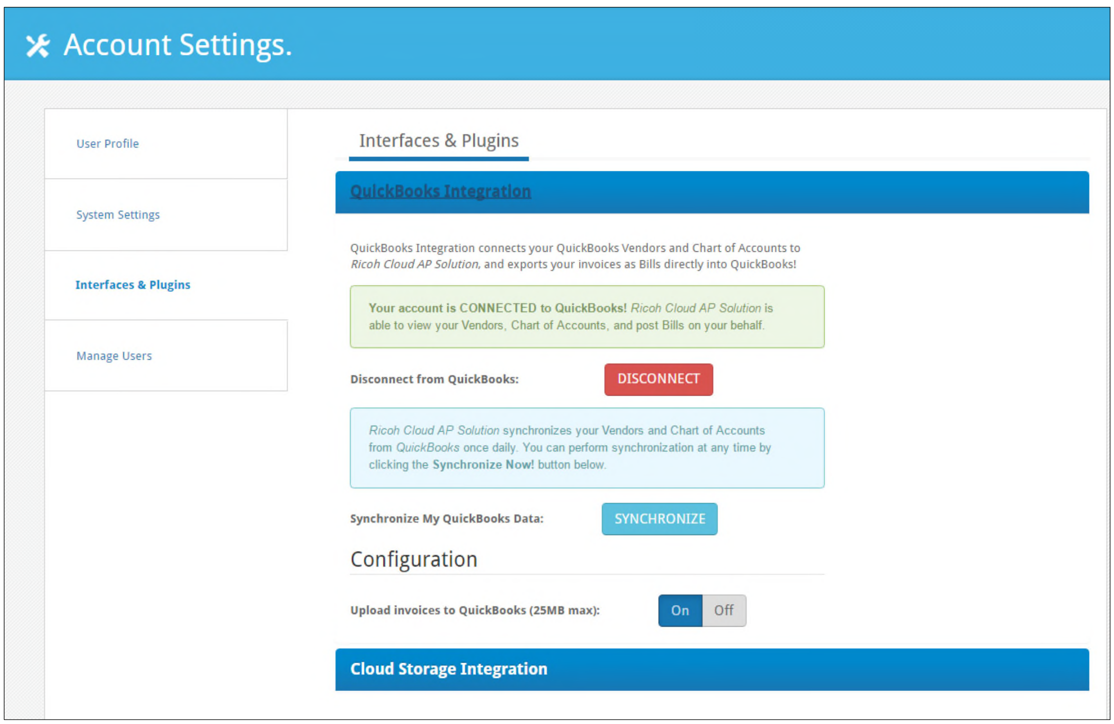
You can automate the Post Invoices step by authorizing all verified invoices to be automatically posted. Select the **Post when verified** checkbox to bypass manually authorizing the post.

A Tutorial mode is available and can be toggled On or Off.

- Turn the Tutorial mode **On** when you require assistance using a page or are still getting familiar with the app.
- You can exit the tutorial at any time by clicking the **Exit** button.
- Once familiar with using the app and the page elements, turn the Tutorial mode **Off**.

III. Interfaces & plugins

QuickBooks users



QuickBooks integration

QuickBooks integration enables you to import QuickBooks vendors and chart of accounts into Ricoh ICE APS and post your invoices as Vendor Bills into QuickBooks. Click the **Connect to QB** button to authorize Ricoh ICE APS to connect to Intuit's QuickBooks.

Ricoh ICE APS will not be able to process your invoices successfully until it is connected to QuickBooks.

Ricoh ICE APS synchronizes your Vendors and Chart of Accounts from QuickBooks once daily. You can also synchronize at any time by clicking the **Synchronize Now!** button. For instance, if you have added new vendors or Accounts, you can manually synchronize to Ricoh ICE APS. Vendor information is used by Ricoh ICE APS to improve accuracy and to post invoices.

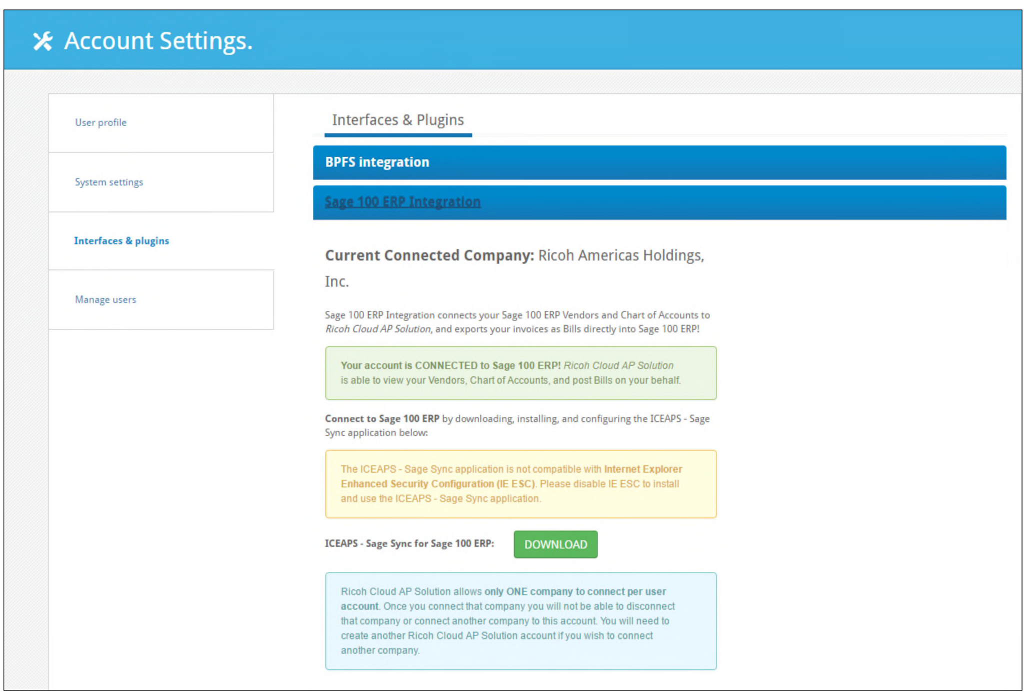
Connecting to QuickBooks
When connected to QuickBooks, Ricoh ICE APS can view your vendors, chart of accounts, and post bills on your behalf.

1. Click the **Connect to QB** button and you are prompted to sign into your QuickBooks account, if you are not already signed in.
2. Sign in with your QuickBooks login name and password.
   The **Welcome to Intuit App Center** dialog is displayed and you are prompted to grant permission for Ricoh ICE APS to access your QuickBooks company data.
3. To grant access, click the **Authorize** button.
   The message, "Ricoh ICE APS and QuickBooks are now connected" is displayed.
   The **Interfaces and Plugins** tab of the **Account Settings** page also states that your account is connected to QuickBooks.

Other UI changes when connected to QuickBooks
In the **Account Settings** > **Interfaces & Plugins** tab. under the **QuickBooks Integration** dropdown. you will see additional UI changes:

- The **Disconnect** button is included in that tab. Use this to disconnect from QuickBooks when you have completed your invoice processing or at any time you want to disconnect.
- The **Synchronize** button is included in that tab. Use this to perform synchronizations in addition to the default once-a-day synchronization.

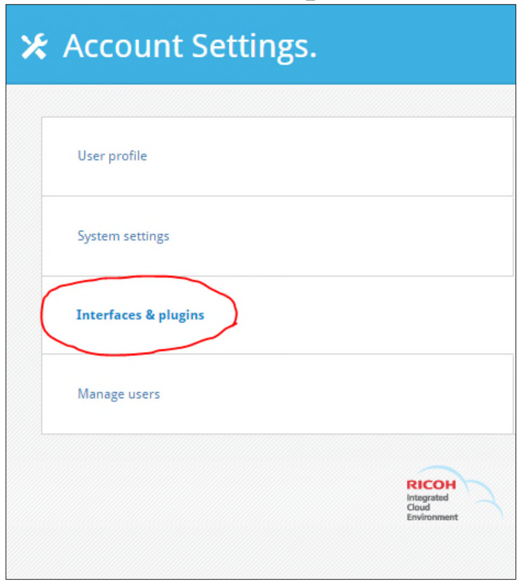
Sage Users



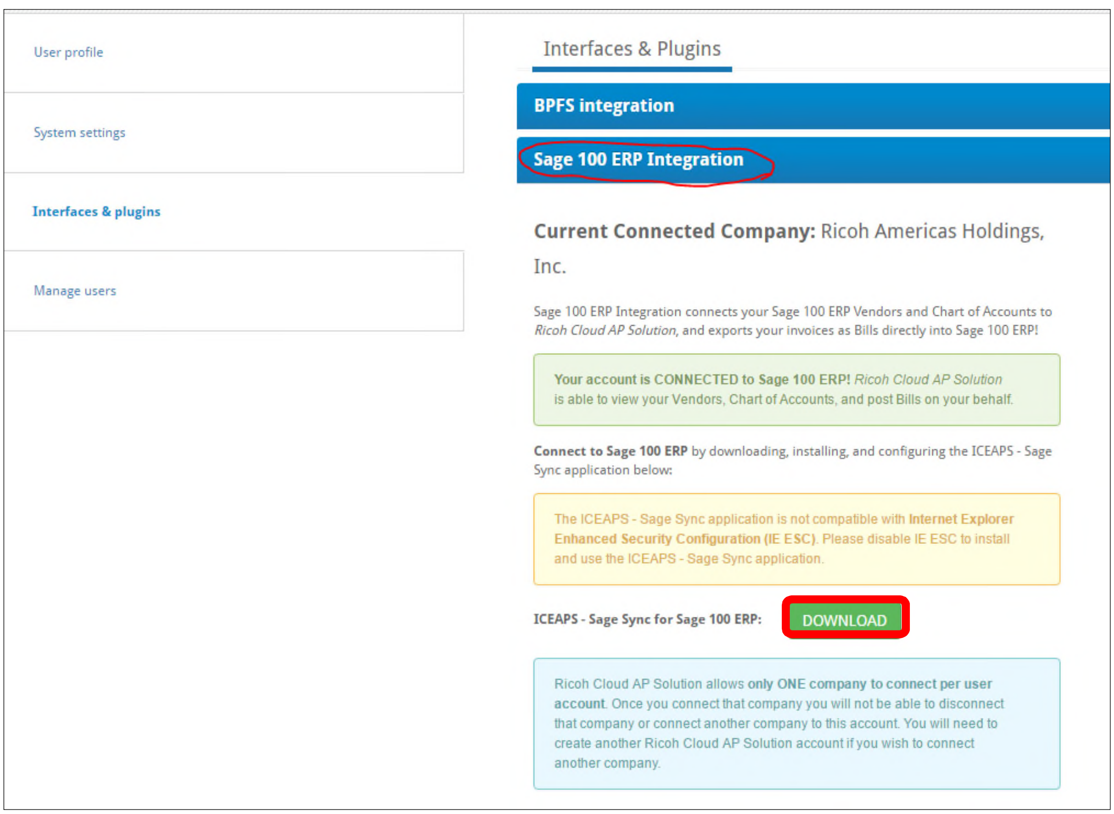
Sage 100 ERP Integration connects your Sage 100 ERP vendors and chart of accounts to Ricoh ICE APS and exports your invoices directly into Sage 100 ERP. Once you are connected to your

Sage 100 ERP account, Ricoh ICE APS can view all the necessary accounting information and post bills for you.

- Once you have successfully signed up, you will see Ricoh ICE APS's main page.
- Click your username at the top right corner and select **Account Settings** from the drop-down.
  - Click the **Interfaces & Plugins** tab on the left.

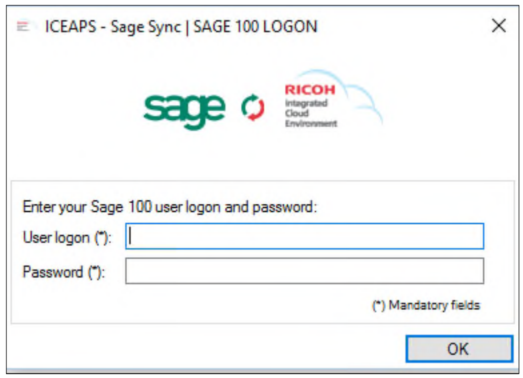


- Click on **Sage 100 ERP Integration**.



- Click the **Download** button to download the Sync utility onto your computer having the Sage Server software. Run the executable to install the Sync utility.
    - This is an application required for Ricoh ICE APS to communicate with Sage 100 ERP.
- Use your Sage account credentials to login to the ICEAPS - Sage Sync utility.

Click 

Log on 

- From the list of companies select the required company and click the **Connect** button to connect it to Ricoh ICE APS.
- When prompted to login, use your Ricoh ICE APS account credentials.
- Click **Yes** to authorize the connection. An initial sync occurs.
- The **Options** button opens a dialog that allows you to change the frequency of sync between Sage and Ricoh ICE APS.

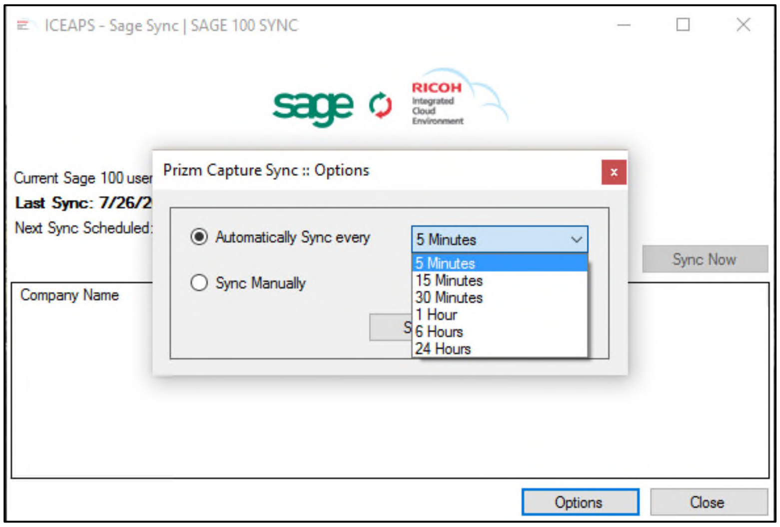
Sync Utility

The Sync utility is for users that have Sage as their accounting provider. Download and install the Sync utility on your machine that already has the Sage server installed. This is an application required for Ricoh ICE APS to communicate with Sage 100 ERP. It is a system tray application so you can access it at any time from your system tray (bottom right corner or where you docked your tray.)

After the ICEAPS - Sage Sync utility is installed, you can login to it using your Sage account login and password.

Configuring the Sync Process

On logging into the Sync utility the **ICEAPS - Sage Sync utility** dialog displays. It offers the following sync Options:



- **Manual** – Select Manual to manually sync Sage company information to Ricoh ICE APS. Every time a sync has to be performed, you will manually initiate it by opening the Sync utility and then clicking the **Sync Now** button on the ICEAPS - Sage Sync utility dialog. This can also be done from the Sync utility's context menu which is accessible from the system tray.
- **Automatic** – Select Automatic to set time intervals at which the Sage company information will automatically sync to Ricoh ICE APS. The time intervals available are:
    - 5 minutes
    - 15 minutes
    - 30 minutes
    - 1 hour
    - 6 hours
    - 24 hours

After connection, the sync will occur at the start of each time interval and repeat accordingly. Note that for 24 hours the sync will be at midnight.

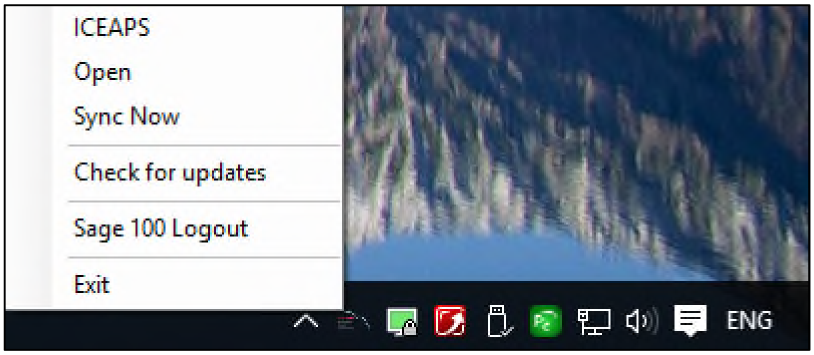
Connecting to a Company

The ICEAPS - Sage Sync utility dialog lists the companies you have in your Sage account. Select a Sage company to connect to Ricoh ICE APS and click the **Connect** button. This company is now associated with this Ricoh ICE APS account.

You can only connect to ***one company per Ricoh ICE APS account***. To connect to another company you must create another Ricoh ICE APS account.

Using the Sync Utility Context Menu

Since this is a system tray application you can access it at any time from your system tray, bottom right corner or where you have the system tray docked. Click the sync utility's tray icon to display the context menu. It has the following menu options:

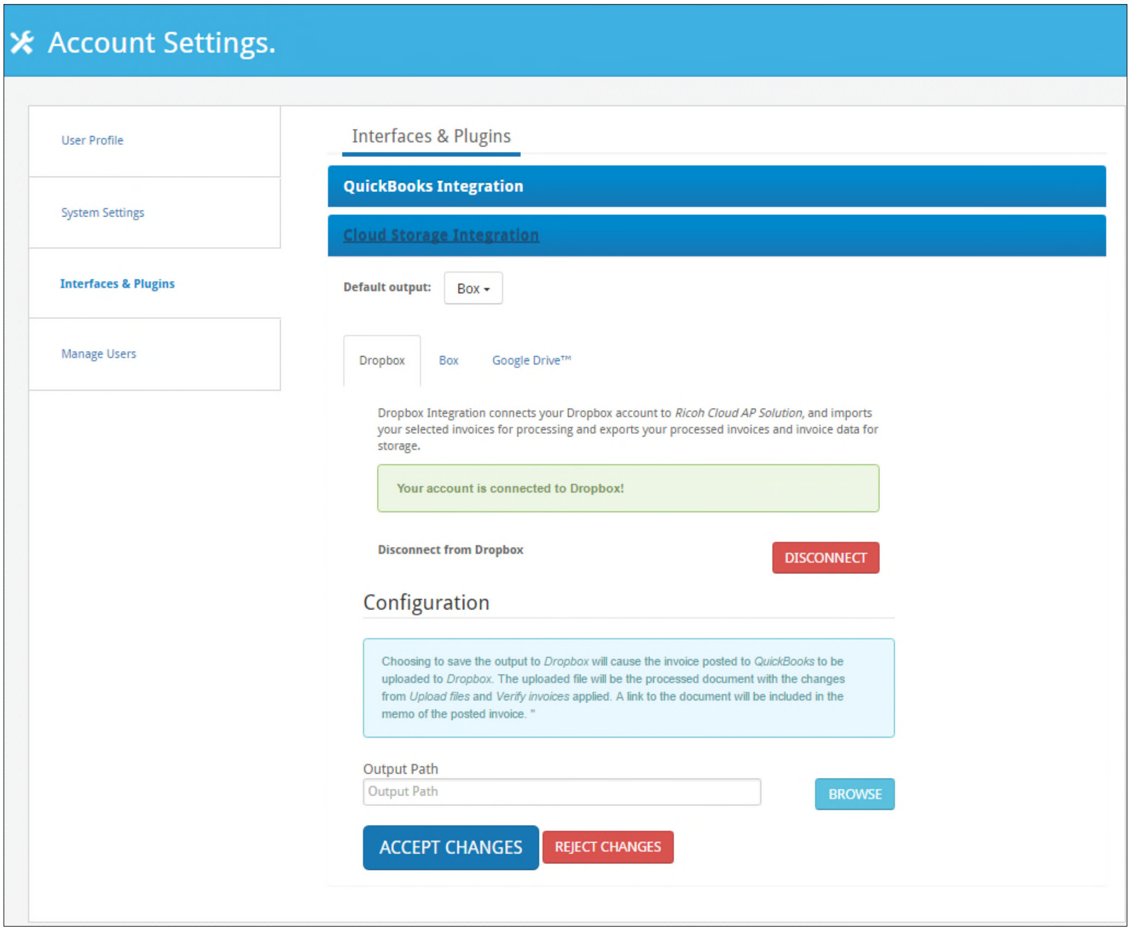


- **ICEAPS** - to navigate to the Ricoh ICE APS home page.
- **Open** – to open the Sync utility and display the ICEAPS - Sage Sync dialog.
- **Sync Now** – to open the Sync utility and sync the connected company to Ricoh ICE APS. If you did not have a company selected, you will be prompted to connect to a company.
- **Check for updates** – to check for updates to the ICEAPS - Sage Sync software. By default, it automatically checks for updates once every 24 hours while the application is running.
- **Sage 100 Logout** – Disconnects the company from Ricoh ICE APS and signs out of the Sync utility. Ricoh ICE APS is not informed of this disconnection. You can still access the Sync context menu. You can sign back into the Sync utility and connect to the company using Open from the context menu.
- **Exit** – Sync tray process is closed.

  - Click the sync utility's tray icon to display the context menu.
  - Select **ICEAPS** from the context menu to navigate to the Ricoh ICE APS home page. Sign in and notice that you are now connected. You can navigate to **Account Setting > Interfaces and Plugins** to confirm.

Notes: You can have ***one company connected per Ricoh ICE APS account***. So, to access another company you must create another Ricoh ICE APS account.

Cloud storage integration



Cloud storage integration currently supports Dropbox, box.com and Google Drive™. Integrating with these cloud storage services connects your account with Ricoh ICE APS and enables importing and exporting invoices and data.

Connect to Dropbox
In the Interfaces and Plugins tab, Cloud Storage Integration pane, connect to Dropbox by clicking **Connect**. You are prompted to sign in to your Dropbox account, if you had not already signed in.

Configure Dropbox

- In the **Interfaces & Plugins** tab, click on **Cloud Storage Integration** to display the Dropbox configuration.
- To also save all your posted invoices to Dropbox, select **Save Output**, specify the output path by clicking on the **Browse** button and select your destination folder. Click **Accept Changes**.
- The invoices posted to your accounting provider (QuickBooks/Sage) are also saved as PDF files in your output folder.

Note: QuickBooks Users - The Intuit drop-down menu is at the top right corner. It enables you to switch between Ricoh ICE APS, QuickBooks, and other apps you may have open. You can also go to the app store and purchase apps.

USER GUIDE

1. Upload files

You can upload files in 3 ways: Add invoice files from computers, Scan directly from Ricoh MFP, upload from cloud storage, such as Dropbox, Box, or Google Drive™

I. Add invoice files from computers

Upload your scanned files to the server for Ricoh ICE APS to access and process.

1. On Ricoh ICE APS's main page, click the **+ Add Files...** button to upload the scanned documents to the server.

2. In the **Open** dialog, browse to the required folder and select the scanned documents (invoices) to upload. If you have Flash or Silverlight, you can select multiple files.

3. After uploading all the required invoices, click the **Process Batch Files** button.
   - The message, "Processing batch ..." is displayed as all the uploaded files are submitted to Ricoh ICE APS for recognition and analysis.
   - During processing each invoice will display a "Processing..." message on the right.
   - After processing, the invoices will be displayed with a **Verify** button at the right end of the invoice row.

You can continue adding more scanned documents or proceed to verifying these uploaded documents on the **Verify** page.

Notes:

- Once you have uploaded the invoice documents, the rest of the steps can always be done at another time. You can go offline and return online at a later time and continue.
- Loading of read-only files is not supported on Safari for Windows.

II. Upload from Dropbox

You can upload files from Dropbox for invoice processing. If you don't have a Dropbox account, set one up (www.dropbox.com).

Before uploading invoices from Dropbox, you must connect your Dropbox account to Ricoh ICE APS.

- **Connect to Dropbox** - On the **Account Settings** page, **Interfaces and Plugins** tab, **Cloud Storage Integration** pane, connect to Dropbox by clicking **Connect**. You are prompted to sign in to your Dropbox account, if you had not already signed in.
- **Configure Dropbox** - On the **Interfaces & Plugins** tab, click on **Cloud Storage Integration** to display the Dropbox configuration.

- o To save all your posted invoices to Dropbox, select **Save Output**, specify the output path by clicking on the **Browse** button and select your destination folder. Click **Accept Changes**.
- o The invoices posted to QuickBooks / Sage are also saved as PDF files in your output folder.

Also see Define Account Settings, Interfaces & Plugins tab for information on connecting to and configuring Dropbox.

III. Upload Files from Dropbox

After connecting to Dropbox and configuring it, you can now upload files from Dropbox.

1. On the **Upload Files** page, click the **Upload From Dropbox** button.
2. The **File Explorer for Dropbox** dialog displays listing the files in Dropbox.

- o **Note:** The **File Explorer for Dropbox** dialog has the **Settings** and **Refresh** buttons at the top right corner.
- o If your Dropbox files are not displaying in the dialog (and you connected to Dropbox after connecting to Ricoh ICE APS), refresh the list by clicking the **Refresh** button.
- o View or change your Dropbox settings in the **Account Settings** page **User Settings** tab, which has information about the Dropbox configuration.

3. Select the files to process from Dropbox and click the **Process Selection** button.
4. Verify and post the invoices.

IV. Additional Information

Other buttons on the **Upload Files** page:

- **Reset** – To clear all uploaded files, click the **Reset** button.
  All uploaded and unprocessed files are removed while displaying the message 'Resetting…'. This cannot be undone."

2. Verify invoices

Verifying invoices entails checking and confirming the values on the invoices and entering correct values in the fields where recognition is unsatisfactory or inadequate.

Only invoices that need additional verification before posting are displayed on the **Verify** page. Once you verify an invoice, the next invoice from the same vendor will process with more accurate results.

For each processed invoice, the fields are populated with the values recognized by the Ricoh ICE APS invoice processing engine.

I. Adding Vendor Names to QuickBooks

After processing uploaded invoices and during verification, you may notice you have vendors on the invoice that are not in QuickBooks. You can add them to your QuickBooks account in the Vendor tab.

1. In Ricoh ICE APS, select **Intuit > QuickBooks** to access QuickBooks.

2. In the QuickBooks **Vendor** tab, add the new vendor name, address, and phone number. Ensure the data you enter matches that on the paper invoice, as Ricoh ICE APS uses this information to match invoices to vendors.
3. Select **Intuit > Ricoh ICE APS** to return to Ricoh ICE APS.

II. Synchronizing Vendor Names in Ricoh ICE AP Solution

Synchronize accounting information with Ricoh ICE APS every time you add a new vendor to QuickBooks.

1. In the **Verify** page, click the **sync accounting information** button located on the **Vendor to pay** field. The newly added vendor name(s) from QuickBooks is synchronized with Ricoh ICE APS's vendor name drop-down list. The message, "Synchronizing Accounting Information" is displayed.

   Note: The vendor list is in alphabetical order after synchronizing.

III. Synchronizing Sage Accounting Information

See Sync Utility for information.

IV. Verifying the Fields

On the main page, click the **Verify** button on the invoice to open it in the **Verify** page.

In the Verify page, the fields are populated with the recognized values. Check the field values against the invoice content.

- If a field does not have the correct value, then click in the field and select the data on the invoice using the mouse. This will help train Ricoh ICE APS to recognize the field better the next time.
- If the correct value is not getting populated in a field in spite of selecting the data on the invoice, then enter it manually. Each field has a **Revert to original detected value** button you can use to revert to the original value detected from the invoice.

Note: Ricoh ICE APS learns about the correct location of the data when it is selected on the invoice using the mouse. This is the preferred method for making corrections. Select the data's location on the invoice and that location will be used for data recognition in the future.

- **For QuickBooks Users -** The **Vendor to pay** field has a **sync accounting information** button you can use to sync the vendor from QuickBooks.

Click the **Verify** button (at the right end of the blue bar) after you have checked, modified (if necessary), and verified all the fields against the invoice. The message, "Verifying…" is displayed. If there are more invoices, then the next invoice to be verified is displayed.

If you don't want to process sequentially (in order of uploading) and need to jump ahead to a specific invoice, you can use the blue invoice drop-down at the top and select the invoice to verify. The drop-down has the invoices identified by their vendor name and invoice number.

Note: If you click **Verify** without all the fields being verified, a message will popup stating you have an invalid value for a field. Verification cannot occur until all invalid values are corrected. Correct the error and click **Verify** to proceed.

Note: When you click in a field, notice the fieldname highlighted in green and the field's value highlighted in light red within the invoice. These are visual indicators to guide you on which fields and values were recognized and where they were identified on the invoice.

Additional tasks that can be done before clicking Verify:

- Click the **Reset** button to bring all fields back to their originally detected state.
- Click the **Delete** button to delete the current/displayed invoice page.
- Click the **Edit Pages** button to display the **Merge/Split/Rotate** dialog. You can merge invoices, remove pages from an invoice, and rotate invoices. This can be done before verifying the invoice.

3. Editing Invoices

Before verifying, you can also do the following:

Edit Pages button – To merge, split, and rotate invoices. All invoice pages processed in a batch will be available in the **Edit Pages** dialog.

- **Merge** – To merge/combine invoices, click the **Add** button at the bottom of the invoice thumbnail. The selected invoice (thumbnail) will be added to the invoice you are verifying.
- **Split** – To split invoices by removing pages, click the **Remove** button at the bottom of the invoice thumbnail. The selected invoice (thumbnail) will be an independent invoice in the drop-down.
- **Rotate** – To rotate/turn invoices, click the **Rotate** button at the bottom of the invoice thumbnail. It turns the invoice 90 degrees clockwise. Click the **Rotate** button as many times to get the required orientation for your invoice.

After editing, click the **Process Changes** button to process the edited invoices. Once processing has completed and the invoice drop-down updated, proceed with verifying the invoices.

4. Line Item Table (LIT)

The Line Item Table can be toggled on or off, as required. When the LIT is turned on, the line items on the invoice are recognized and displayed in the LIT. If there is a difference between the invoice Total Due and the Line Item Total, it is indicated in red, next to Difference. You will not be able to verify the invoice when there is a difference between the Line Item Total and the Total Due.

When the LIT is on, you can chose to hide the fields above it by clicking the **Hide Fields** button. This allows for a larger view of the invoice. You can always unhide the fields by using the **Show Fields** button.

Use the buttons under **Row Corrections** and **Column Corrections** to edit and correct data in the rows and columns.

Row Corrections includes the following:

I. Add Line – Add a row from the invoice to the LIT.

- Click **Add**. A message prompts you to highlight the required row on the invoice.
- Use the mouse to select the area on the invoice that represents the new row. The data (Description and Amount) from the row selected on the invoice is included in the LIT. The new line item is identified as a **Line** in the **Type** column.

II. Add Misc. Charge – Add miscellaneous charges, such as, taxes, surcharges, freight, and other fees, from the invoice to the LIT.

- Click the **Add Misc. Charge** button.
- Use the mouse to select the miscellaneous charges on the invoice. The data from the selected area is included in the LIT. The miscellaneous charges are identified as **Misc. Charge** in the **Type** column.

III. Remove – Removes row(s) from the LIT.

- Mark the row(s) to remove by selecting the checkbox at the beginning of the row.
- Click **Remove** to delete the selected row(s) from the LIT.

IV. Reset – Reverts the contents of the selected row(s) to its original detected values.

- Mark the row(s) to revert by selecting the checkbox at the beginning of the row.
- Click **Reset** to roll back the values in the row(s).

In case of rows with partial data, place the cursor in the field and select the specific data value on the invoice using the mouse to populate it in the LIT field. If the data does not populate in the field, then manually type it in.

Column Corrections includes the following:

V. Highlight – Select a column area on the invoice for the values to be incorporated into the current column of the LIT.

1. Place cursor in the column to fill.
2. Click **Highlight**. A message prompts you to highlight the required column on the invoice.
3. Select the column area on the invoice using the mouse and the values are included into the column of the LIT.

VI. Clear – Clears the current column off all its values.

1. Place cursor in the column to clear.
2. Click **Clear** to erase all the values in the current column.

Note: Clear has no effect on any miscellaneous charges added to the LIT.

VII. Assign the same Account or Class to Multiple Rows

You can assign the same account and/or class to multiple rows. It can be done for all rows or for specific rows.

- Select all rows by clicking the checkbox to the left of Description or select specific rows by clicking the checkbox that precedes each row.
- From the Account and Class drop-downs select the account and/or class to be assigned to the selected rows.

5. Post invoices

I. Post to QuickBooks Integration / Sage Integration

The verified invoices are displayed on the Ricoh ICE APS page with a **Post** button at the right end of the invoice.

On this page, you can:

- Click **Post** on the required invoice to immediately post it to your accounting provider.
- Click **Reject** on the required invoice to reject an invoice and remove it from the main page.

Note: You can automatically post documents after they are verified. On the **Account Settings** page, in **System Settings** tab, select the **Post when verified** checkbox.

II. Save Posted Invoices in Dropbox

To maintain an audit trail, you can have processed invoices stored in your Dropbox account. Connect to Dropbox and turn on the feature to save a PDF of the invoice images in your Dropbox account and insert a link to the PDF file in the memo field in QuickBooks / Sage.

Connect to Dropbox

- On the **Account Settings** page, **Interfaces and Plugins** tab, **Cloud Storage Integration** pane, connect to Dropbox by clicking **Connect**. You are prompted to sign in to your Dropbox account, if you have not already signed in.
- Select **Save Output**, specify the output path by clicking on the **Browse** button and select your destination folder.
- Click **Accept Changes**. The invoices posted to QuickBooks / Sage are also saved as PDF files in your output folder.

6. Alerts

The Alerts page lists processing errors. Each error listed has a **Cancel** button, which equates to ignore. Other buttons you may notice are the **Retry** button, for instances when the processing can be repeated, and occasionally, the **Connect to QuickBooks**button, when the connection failed.