



Paaras Ali Taimoor &lt;paarasalitaimoor@gmail.com&gt;

## I am facing an issue in staple api

22 messages

**Paaras Ali Taimoor** <paarasalitaimoor@gmail.com>  
To: hello@staple.io

Mon, Nov 15, 2021 at 5:06 PM

Hi..  
i am working on staple apis.  
create login, create group, create queue api's are working fine.  
but when i try to scan a "Bank statement" by using following api:

<https://api-gateway.staple.io/v1/documents/scan/bank-stat>




i am getting status=INCOMPLETE in response..  
here is my email address.

i am sharing my code file(its written in php/Laravel) and response file as well.

and one thing more it that it was working fine a month back but now it's creating issue. i am sharing it's results also.  
it'll be really nice of you if you can help me out.  
Thanks

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### 3 attachments

-  **StapleApiController.php**  
4K
-  **Staple bank stat response**  
4K
-  **success scanresults that is was getting a month back**  
817K

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**Team Staple** <hello@staple.io>  
To: Paaras Ali Taimoor <paarasalitaimoor@gmail.com>, Team Staple <hello@staple.io>  
Cc: Josh Kettlewell <josh@staple.io>, Luc Vo Van <vvluc@staple.io>

Mon, Nov 15, 2021 at 5:59 PM

Hi Atif,

Thanks for reaching out to Staple support.

We have been reviewing your ticket. We have copied Josh, Jaipal and Luc in this email in order to facilitate a swift response. [@Josh Kettlewell](#) please see:

- the transcript below, which details the background to the problem
- sample code snippets developed by Atif in PHP/Laravel
- sample documents scanned
- postman screenshots shared separately

Atif indicated that he used the API a month ago, in the exact same fashion, with no INCOMPLETE being returned. Today the API is returning INCOMPLETE.

Atif, please confirm the following:

1. That the document is not in the RECEIVED tab. If it is in RECEIVED, it will return INCOMPLETE.
2. That there is data in the response body
3. That the document is marked as COMPLETE

If all of the above is true, we will need to work to resolve this issue.

[@Team Staple](#) please assist ASAP.



**paarasalitaimoor@gmail.com** 7:28 PM

i am getting INCOMPLETE in response when scanning a Bankstate



**Staple** 7:28 PM

Bank statement?

Let me refer you to someone in our tech team.



**paarasalitaimoor@gmail.com** 7:28 PM

can you help me out?



**Staple** 7:28 PM

Sure

One moment please



**paarasalitaimoor@gmail.com** 7:29 PM

thanks



**Staple** 7:30 PM

Could I get your login email?



**paarasalitaimoor@gmail.com** 7:31 PM

issue is that... when i try to scan it from staple dashboard.. it returns correct results..



**Staple** 7:31 PM

But you're using the API and that error is returned



[paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com) 7:31 PM

but when i try to scan doc throug api then it returns INCOMPLETE

it was working fine a month ago..

i can share my postman screenshot that what data i am passing...and response also.



**Staple** 7:33 PM

I believe this is referring to the document's position in the queue. Is it in "received"?

The JSON data might be there but it may be in the RECEIVED tab



[paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com) 7:33 PM

i am able to login,create group,create queue..



**Staple** 7:34 PM

I see



[paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com) 7:34 PM

it is receiving in RECEIVED tab



**Staple** 7:34 PM

Please share your postman screenshot and email address. The tech team will get on this immediately.

I will get them to respond in 30 mins or less



[paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com) 7:35 PM

Attachment:

- *image.png*

sure.. here is my email.

[Pixelpkk@gmail.com](mailto:Pixelpkk@gmail.com)



**Staple** 7:36 PM

Could you share the response also?



**paarasalitaimoor@gmail.com** 7:36 PM

here is header info.. that i am passing.

Attachment:

- *image.png*

x-api-key: b3bec2a8317bab6163543a75598a36da49508da1b8f7d32b744db0e419ff54e1

Authorization: Bearer eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.

eyJ1aWQiOiJ1MSwiaWRlbnRpdHkiOiI1OTEiLCJpYXQiOiJlE2MzY5NzQ3OTQs

ImV4cCI6MTYzNzU3OTU5NH0.AE5fcr6ZxRb0th10GGrrx2JV-aTehCS6cfkKrn0eFtU

Attachment:

- *Staple bank stat response*



**Staple** 7:42 PM

For this response, it appears to be as expected. The document is in INCOMPLETE because it has not been marked as complete in the UI or API

Could you confirm that the response body has data?

Could you also confirm this document is marked as complete?



**paarasalitaimoor@gmail.com** 7:44 PM

i was able to get response a month ago... i think there is some issue in latest version.. 😞



**Staple** 7:44 PM

I see



**paarasalitaimoor@gmail.com** 7:45 PM

even i can share results also that i was getting in previous version.

i can share my code as well.. that is written in php/Laravel.



**Staple** 7:47 PM

Sure

Could you send to [hello@staple.io](mailto:hello@staple.io)?



**paarasalitaimoor@gmail.com** 7:47 PM

my code file?



**Staple** 7:47 PM

I don't believe there have been updates that will affect this response. But I will confirm.



**paarasalitaimoor@gmail.com** 7:49 PM

i am not sure if update issue is due to update in version.. but i was getting correct results..and now it's not working.. even i tried by importing collection that is provided in documentation.

i am not sure if issue is due to update in version\*\*\*\*

could you help me out.. i am really stuck..it's been 4-5 hours i am unable to understand it..



**Staple** 7:55 PM

Yes sure, we are working on it now. I will arrange for someone to email ASAP. We are just checking if there is an issue

You will soon receive an email from our support address [hello@staple.io](mailto:hello@staple.io)

I will copy our CTO, head backend engineer and AI engineer on the email so that you get the best resolution



**paarasalitaimoor@gmail.com** 8:08 PM

thanks. you can also mail me on [paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com)



**Staple** 8:28 PM

How may I address you?



[paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com) 8:37 PM

Atif

[Quoted text hidden]

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**Paaras Ali Taimoor** <[paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com)>  
To: Team Staple <[hello@staple.io](mailto:hello@staple.io)>

Mon, Nov 15, 2021 at 6:03 PM

The document is in RECEIVED tab.

[Quoted text hidden]

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**Paaras Ali Taimoor** <[paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com)>  
To: Team Staple <[hello@staple.io](mailto:hello@staple.io)>

Mon, Nov 15, 2021 at 6:49 PM

1. That the document is not in the RECEIVED tab. If it is in RECEIVED, it will return INCOMPLETE. ( **Document is in the received tab.**)
2. That there is data in the response body( **I have already shared the response file with you** )
3. That the document is marked as COMPLETE( Document is not marked as completed.)

On Mon, Nov 15, 2021 at 5:59 PM Team Staple <[hello@staple.io](mailto:hello@staple.io)> wrote:

[Quoted text hidden]

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**Team Staple** <[hello@staple.io](mailto:hello@staple.io)>  
To: Paaras Ali Taimoor <[paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com)>  
Cc: Josh Kettlewell <[josh@staple.io](mailto:josh@staple.io)>, Luc Vo Van <[vvluc@staple.io](mailto:vvluc@staple.io)>

Tue, Nov 16, 2021 at 7:17 AM

[@Josh Kettlewell](#) [@Luc Vo Van](#)  
FYI

[Quoted text hidden]

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**Luc Vo Van** <[vvluc@staple.io](mailto:vvluc@staple.io)>  
To: Team Staple <[hello@staple.io](mailto:hello@staple.io)>  
Cc: Paaras Ali Taimoor <[paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com)>, Josh Kettlewell <[josh@staple.io](mailto:josh@staple.io)>

Tue, Nov 16, 2021 at 8:28 AM

Dear,

COMPLETE status indicates that the document was scanned successfully and INCOMPLETE otherwise  
By default, when a document is scanned, it will be in the RECEIVED tab, regardless of its status as COMPLETE or INCOMPLETE.  
Regarding the issue above, maybe there is some issue in the latest version. We will check and resolve it as soon as possible.

Thanks,  
Vo Van Luc

[Quoted text hidden]

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**Team Staple** <[hello@staple.io](mailto:hello@staple.io)>  
To: Luc Vo Van <[vvluc@staple.io](mailto:vvluc@staple.io)>  
Cc: Paaras Ali Taimoor <[paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com)>, Josh Kettlewell <[josh@staple.io](mailto:josh@staple.io)>

Tue, Nov 16, 2021 at 8:42 AM

Dear Atif,

Could you kindly share the original bank statement here with the team?

Thanks & Regards

[Quoted text hidden]

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**Paaras Ali Taimoor** <paarasalitaimoor@gmail.com>

Tue, Nov 16, 2021 at 10:59 AM

To: Team Staple <hello@staple.io>

Now it's working fine(like a month ago). but it was not working yesterday..it's showing inconsistency.. i was trying to scan these two docs.. but they were receiving me in RECEIVED tab. and it's in COMPLETED tab. i don't know what is the issue.

[Quoted text hidden]

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## 2 attachments



**test.pdf**  
65K



**test1.pdf**  
29K

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**Paaras Ali Taimoor** <paarasalitaimoor@gmail.com>

Tue, Nov 16, 2021 at 11:02 AM

To: Team Staple <hello@staple.io>

Even it was not working yesterday with the postman collection provided by you in documentation...but now it's working(With the same code)... can you figure out why it's showing inconsistency?

[Quoted text hidden]

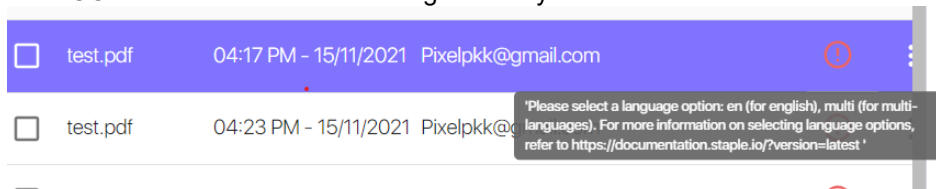
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**Paaras Ali Taimoor** <paarasalitaimoor@gmail.com>

Tue, Nov 16, 2021 at 11:13 AM

To: Team Staple <hello@staple.io>

on INCOMPLETE doc this is showing..this may be the issue.



[Quoted text hidden]

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**Josh Kettlewell** <josh@staple.io>

Tue, Nov 16, 2021 at 12:21 PM

Cc: Luc Vo Van <vvvluc@staple.io>, Paaras Ali Taimoor <paarasalitaimoor@gmail.com>

Hi Paara,

Thankyou for your patience. We believe we have found the issue.

### 1) The JSON of the document is empty because the queue used was made incorrectly via API.

We see the queue had the language setting previously set to "Test" (instead of "en" or "multi" or blank). We have corrected the queue setting in your account. If you scan documents again you should not have this issue. Or you can try to scan the document again with queue ID 1882. We are now patching the system and clearly the queue setting should not have been allowed.

### 2) The fact that the document is INCOMPLETE only means it is not in the complete tab when viewed in the UI. It is unrelated the the document JSON being empty.

Please let me know if this helps. I think it should address your problem!

Best regards,  
Josh

**Joshua Kettlewell, PhD**

CTO,

[www.staple.io](http://www.staple.io)[josh@staple.io](mailto:josh@staple.io)

+65 82897953



[Quoted text hidden]

**Paaras Ali Taimoor** <paarasalitaimoor@gmail.com>

Tue, Nov 16, 2021 at 12:37 PM

To: Josh Kettlewell &lt;josh@staple.io&gt;

Cc: Luc Vo Van &lt;vvluc@staple.io&gt;

Thanks for your support...i got it.

i need more help regarding the data i am getting through scan results.

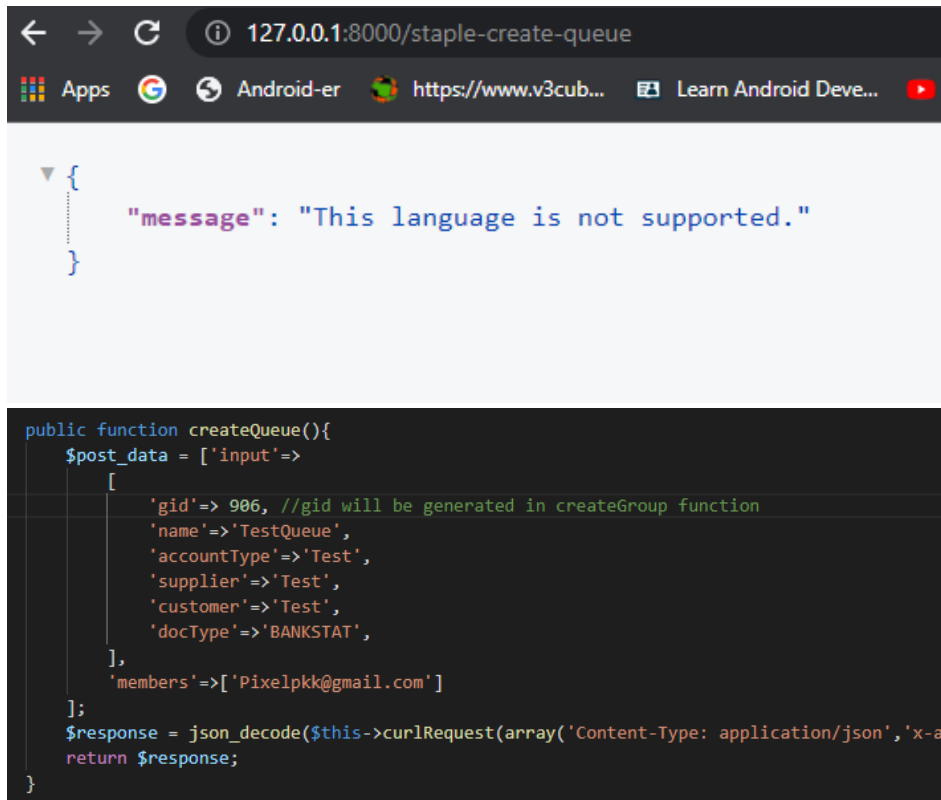
How i can populate it..it is returning matches array..can i set any specific keyword..so i can get only related information in key\_value pair?

[Quoted text hidden]

**Paaras Ali Taimoor** <paarasalitaimoor@gmail.com>

Tue, Nov 16, 2021 at 12:44 PM

To: Josh Kettlewell &lt;josh@staple.io&gt;



now i am unable to create queue..i have not setting any language while creating queue.

[Quoted text hidden]

**Josh Kettlewell** <josh@staple.io>

Tue, Nov 16, 2021 at 12:52 PM

To: Paaras Ali Taimoor &lt;paarasalitaimoor@gmail.com&gt;, Luc Vo Van &lt;vvluc@staple.io&gt;

Cc: Vivek Tadikamalla &lt;vivek@staple.io&gt;

Hi Paaras,

Please set language to either EN or MULTI. My apologies - that field can not be blank in the queue creation.

I would also leave the supplier and customer as null though - as currently you are saying the expected values will be "Test".

I will ask our engineers to update this documentation.



Best regards,  
Josh

**Joshua Kettlewell, PhD**  
CTO,  
[www.staple.io](http://www.staple.io)  
[josh@staple.io](mailto:josh@staple.io)  
+65 82897953



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**Paaras Ali Taimoor** <[paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com)>  
To: Josh Kettlewell <[josh@staple.io](mailto:josh@staple.io)>  
Cc: Luc Vo Van <[vvluc@staple.io](mailto:vvluc@staple.io)>, Vivek Tadikamalla <[vivek@staple.io](mailto:vivek@staple.io)>

Tue, Nov 16, 2021 at 1:01 PM

Ok, thank you.

"Thanks for your support...i got it.  
i need more help regarding the data i am getting through scan results.  
How i can populate it..it is returning matches array..can i set any specific keyword..so i can get only related information in key\_value pair?"

can you help me regarding this?or you can share any reference related to this?

[Quoted text hidden]

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**Josh Kettlewell** <[josh@staple.io](mailto:josh@staple.io)>  
To: Paaras Ali Taimoor <[paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com)>  
Cc: Luc Vo Van <[vvluc@staple.io](mailto:vvluc@staple.io)>, Vivek Tadikamalla <[vivek@staple.io](mailto:vivek@staple.io)>

Tue, Nov 16, 2021 at 1:20 PM

Hi Paaras,

At the moment there is no way to edit the return of the API in terms of number of fields. The data is already as a key value pair, but I think the JSON structure is giving you more information that you require. You should though be able to access the value of the data field you require from the JSON automatically as these fields are preset (things like account number, swift, etc).

Best regards,  
Josh  
**Joshua Kettlewell, PhD**  
CTO,  
[www.staple.io](http://www.staple.io)  
[josh@staple.io](mailto:josh@staple.io)  
+65 82897953



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**Paaras Ali Taimoor** <[paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com)>  
To: Josh Kettlewell <[josh@staple.io](mailto:josh@staple.io)>  
Cc: Luc Vo Van <[vvluc@staple.io](mailto:vvluc@staple.io)>, Vivek Tadikamalla <[vivek@staple.io](mailto:vivek@staple.io)>

Tue, Nov 16, 2021 at 1:21 PM

Ok, thanks for the clarification.

[Quoted text hidden]

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**Team Staple** <[hello@staple.io](mailto:hello@staple.io)>  
To: Paaras Ali Taimoor <[paarasalitaimoor@gmail.com](mailto:paarasalitaimoor@gmail.com)>

Wed, Nov 17, 2021 at 11:31 AM

Hi Paaras,

As mentioned - the **you are creating queues incorrectly. Please check the language setting when creating queues.**

If you wish to go on a call - I can set it up for later today or tomorrow to walk you through.

Best regards,  
Josh

[Quoted text hidden]

**Paaras Ali Taimoor** <paarasalitaimoor@gmail.com>  
To: Team Staple <hello@staple.io>

Wed, Nov 17, 2021 at 12:13 PM

Hi Josh,  
it's creating issues again. Look here I am creating Queue(EN is selected as language. you can check in response).  
and queue is created successfully.  
Here is it's response.

```
{
  "createQueue": {
    "id": 1910,
    "uid": 591,
    "gid": 922,
    "name": "TestQueue20",
    "accountType": "Test",
    "supplier": null,
    "customer": null,
    "tags": null,
    "docType": "BANKSTAT",
    "language": "EN",
    "createdAt": 1637133011770,
    "documentCount": 0,
    "automation": false,
    "xeroAccount": 0
  }
}
```

But when i try to scan BANKSTAT against this queue\_id. It returns INCOMPLETED.  
Here is the response of scanBankStat Api.

```
{
  "scanDocuments": {
    "data": {
      "num_pages": 4,
      "Type": "bankstat",
    }
  }
}
```

```
"TableDetected": false,
"DetectedText": "",
"AccountNumber": {
  "matches": [
    {
      "match": null,
      "value": null,
      "keyword": null,
      "page": 0
    }
  ],
  "UIName": "Account Number",
  "UICategory": "Payment Instructions"
},
"AccountName": {
  "matches": [
    {
      "match": null,
      "value": null,
      "keyword": null,
      "page": 0
    }
  ],
  "UIName": "Account Name",
  "UICategory": "Payment Instructions"
},
"Email": {
  "matches": [
    {
      "match": null,
      "value": null,
      "keyword": null,
      "page": 0
    }
  ],
  "UIName": "Email",
```

```
"UICategory": "Vendor & Customer"
},
"URL": {
  "matches": [
    {
      "match": null,
      "value": null,
      "keyword": null,
      "page": 0
    }
  ],
  "UIName": "URL",
  "UICategory": "Vendor & Customer"
},
"Currency": {
  "matches": [
    {
      "match": null,
      "value": null,
      "keyword": null,
      "page": 0
    }
  ],
  "UIName": "Currency",
  "UICategory": "VAT & Amounts"
},
"BankName": {
  "matches": [
    {
      "match": null,
      "value": null,
      "keyword": null,
      "page": 0
    }
  ],
  "UIName": "Bank Name",
```

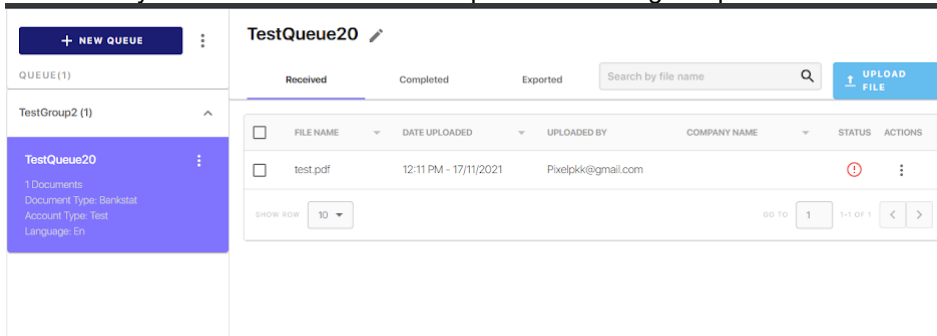
```
"UICategory": "Basic Information",
"UIType": "Text"
},
"AccountType": {
  "matches": [
    {
      "match": null,
      "value": null,
      "keyword": null,
      "page": 0
    }
  ],
  "UIName": "Account Type",
  "UICategory": "Basic Information",
  "UIType": "Text"
},
"BankBranch": {
  "matches": [
    {
      "match": null,
      "value": null,
      "keyword": null,
      "page": 0
    }
  ],
  "UIName": "Bank Branch",
  "UICategory": "Basic Information",
  "UIType": "Text"
},
"SmallBoxes": null,
"BigBoxes": null,
"DocSize": [
  2547,
  1800,
  3
]
```

```

    ],
    "LineItems": [],
  },
  "docId": 188354,
  "status": "INCOMPLETED"
}
}

```

I can show you from the dashboard the queue is showing all options.



So now what is the issue? As it was working fine last night (I had also acknowledged to you that it is working fine. But again it's not working).

[Quoted text hidden]

**Paaras Ali Taimoor** <paarasalitaimoor@gmail.com>

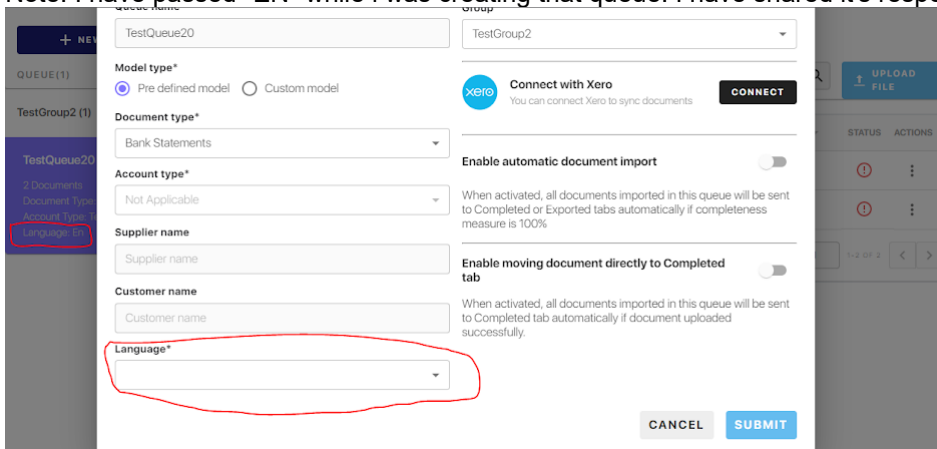
Wed, Nov 17, 2021 at 12:28 PM

To: Team Staple <hello@staple.io>

Look here in the screenshot. On the dashboard Queue is showing "EN" as a language.

But when I open it's Edit Model it's showing any selected option for language.

Note: I have passed "EN" while I was creating that queue. I have shared it's response as well in previous mail.



[Quoted text hidden]

**Team Staple** <hello@staple.io>

Wed, Nov 17, 2021 at 3:22 PM

To: Paaras Ali Taimoor <paarasalitaimoor@gmail.com>, Luc Vo Van <vvluc@staple.io>, Josh Kettlewell <josh@staple.io>

Hi Paara,

Again, my apologies that the documentation on the site is not up to date - we are working on it as we speak. The issue you are having is because the queue was made with the language setting 'en' instead of 'EN'. We are also updating the APIs to reject such API requests and not allow such queues to be created.

I also note you have put the account type as "test". This is also incorrect.

If it is OK - let us update our documentation so you can see how to call the API. Otherwise it may be easiest to make the queues via the UI if you are facing repeated difficulties using the API due to the documentation.

I can though assure you that is not a case of inconsistency - only in the documentation.

Best regards,  
Josh

[Quoted text hidden]

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**Paaras Ali Taimoor** <paarasalitaimoor@gmail.com>  
To: Team Staple <hello@staple.io>

Wed, Nov 17, 2021 at 3:23 PM

When can we have a call? today?

[Quoted text hidden]