



Version 4.0

Requests Monitor User Guide



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1. Getting started with Encapture

Imagine Solutions' Encapture application is a document imaging tool for performing remote and/or centralized document capture. Encapture scans and places document images into a batch using any TWAIN compliant scanner and then transfers these completed batches to a central server. Batches can be reviewed and their image files can be assembled into documents, indexed, re-scanned, rearranged, deleted, or completed as needed.

Requests Monitor – an interface to view outstanding document requests. Document requests can also be satisfied by launching Capture Wizard from the Requests Monitor.

2. Processing Document Requests

2.1 Overview

2.1.1 About Document Requests

A document request is a request that is sent to a user for documents that must be rescanned or replaced because one or more documents that were included in a batch are incorrect or contain poor quality images. Requests may also be created in Encapture from other applications because documents are missing from a business transaction.

Document requests can be generated from within the Encapture Expert Index or from any line of business or workflow application that has been integrated with the Encapture document request Web service.

Users may be notified by email that a document request has been sent to them, or may access a list of their outstanding document requests using the Requests Monitor, Windows shell integration or any of the multi-function device clients.

Requests can be fulfilled from any of the Encapture scanning clients using a simple guided approach provided by the Encapture Capture Wizard and all of the multi-function device clients.

2.1.2 About Document Requests Data

Document Request List Column Headings

The column headings described below are those displayed in the Document Request List. To sort the results by a particular column heading, click the column heading name.

Column	Description
Login Id	The login id of the user whom the document request was sent to. Note that the list will contain all requests that were sent to the current user and any that were sent to users in any access groups that they are a member of.
Requestor Id	The login id of the user who submitted the request.
Create Time	The date and time when the request was created.
Expiration Time	The date and time when the request will expire.
Comment	The comment that was entered when the request was created.

Document Request Detail Fields

In addition to the fields displayed in the document request lists, the following fields can be accessed on the document request detail dialog:

Field	Description
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Content Type	The content type for which the document request was created
Custom Fields	All batch custom fields that were supplied when the document request was created.

Document Request Document List

Field	Description
Name	The document that is being requested
Minimum Count	The minimum number of these documents that must be provided when the request is fulfilled. Optional means that the request can be fulfilled without providing the document.
Maximum Count	The maximum number of documents that may be provided when fulfilling the request. Unlimited means that as many copies of the document as required may be provided when fulfilling the request.
Custom Fields	All document custom fields that were supplied when the document request was created.
Note	The note that was entered when a rescan or replacement request was created for the document in the indexing module.

2.2 Tasks

2.2.1 Submit a Document Request

1. On the toolbar, click **Process request**  to launch the Capture Wizard.
2. Follow the instructions in the Capture Wizard to scan or import the requested documents and submit the request.

Notes

- This option is only available when a document request is selected in the list.

Related Topics

[View Requested Document List](#)

[View Document Request Details](#)

2.2.2 View Document Request Details

1. On the toolbar, click **Request details** . To close the dialog click **Close**.

Notes

- This option is only available when a document request is selected in the list.

Related Topics

[Submit a Document Request](#)

[View Requested Document List](#)

2.2.3 View Requested Document List

1. On the toolbar, click **Document list** . To close the dialog click **Close**.

Notes

- This option is only available when a document request is selected in the list.

Related Topics

[Submit a Document Request](#)

[View Document Request Details](#)