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Overview of the Sections

Please see the table below for an overview of this section

SECTION	DESCRIPTION
News in the Latest Release	See the most important news and features in new versions of Continia Document Capture 365.
Modules and Features	Learn about the modules and features available for Continia Document Capture 365.
Road Map for Future Releases	See the roadmap where we plan out the future releases for Continia Document Capture 365 in the next 12-18 months.
Usage and Invoicing	Understand how your subscription usage is calculated and invoiced.
Data Protection	Protecting our customers and user's data has the highest priority at Continia. See how we keep your data safe.
GDPR Compliance	Continia is GDPR compliant and provides full visibility on how we work with data. Read more about it or request our Data Processor Agreement.

See Also

- [Continia Software Homepage](#)
- [Continia Document Capture 365 Homepage](#)
- [Help for Dynamics 365 Business Central](#)

News in the Latest Release

December 2019 - Release of Document Capture 6.00

We are proud to announce the release of Document Capture 6.00.

With Document Capture 6.00, we have released our first extension for Microsoft Dynamics 365 Business Central 2019 release (BC15) on-premises.

Furthermore, with Document Capture 6.00, we also launch the new module XML Import for handling XML-based vendor invoices. The document processes are the same as with PDF documents. However, compared to PDF documents, the XML formats ensure very high accuracy and a high level of details of all data.

Read more about XML Import [here](#).

Modules and Features

When using Continia Document Capture 365, you can select the modules that are useful for you. You always start with the essential and add other modules on top of this.

Continia Document Capture 365 has the following modules available:

MODULE	DESCRIPTION
Essential	This module is mandatory and contains all basic functionality to handle purchase invoices and credit memos. This module enables you to recognize header fields using OCR, but not lines.
Advanced Capture	Allows you to process other document types than purchase invoices and credit memos. The module is especially relevant if you have complex documents, several companies or if you need to capture lines.
Order Matching	Enables you to match incoming purchase invoices and credit memos with existing orders, posted receipts, return orders and posted return shipments.
Document Approval	Contains a wide range of enhancements to the standard purchase approval workflow module in Microsoft Dynamics 365 Business Central. If you need invoice and credit memo approval, this module should be added.

Why did we split up Continia Document Capture 365 into modules?

Some of the main reasons to split Continia Document Capture 365 into modules are:

- You can start with the Essential module and add additional modules later.
- You only pay for what you need.
- You only see fields and actions for the modules you have enabled.

Which modules are included in the free trial version?

When installing Continia Document Capture 365, you can start the subscription immediately, or you can start a 30-days trial period. All modules are enabled in the trial period so that you can test everything. Please be aware that in the trial period you can process a maximum of 25 documents.

Essential Module

The Essential module contains the base functionality of Continia Document Capture 365 and allows you to start processing purchase invoices and credit memos.

Please find a description of some of the main features below.

Automated setup and configuration

When installing and activating Continia Document Capture 365, your system is configured with standard setup and settings for Continia Document Capture. You can always change these settings afterwards, but you start with a system that is ready to go.

Receiving purchase invoices

When you have a PDF/XML invoice or a credit memo that needs to be processed by Continia Document Capture 365, you start by attaching it to an e-mail and sending it to a dedicated e-mail address provided and hosted by Continia. When an e-mail, with a PDF document, is received at this address, it will be OCR processed and afterwards ready to process in Microsoft Dynamics 365 Business Central. When an XML document is received, it is immediately ready to be imported into Document Capture.

An XML invoice can also be copied to a folder set up in Document Capture, so there are two ways to receive invoices in XML format.

Capturing data

Continia Document Capture 365 can recognize header information like invoices number, invoice date, due date, total amounts, etc. Header amounts recognized in invoices or credit memos can be transferred to a specific G/L account when registering an invoice or credit memo. Please note that to recognize invoice and credit memo lines you also need the [Advanced Capture module](#).

Manual split and merge

Some vendors send multiple invoices or credit memos in one PDF-file. With Continia Document Capture 365 you can manually split one PDF-file into multiple invoices or credit memos. Please note that to have Continia Document Capture 365 split invoices or credit memos automatically during import, you also need the [Advanced Capture module](#).

Configurable templates and fields

You can configure which fields to recognize in invoices and credit memos when being processed. For example, if you are using a specific dimension code on all invoices, and want to recognize this in the document or enter it manually, then you can create a new template field to handle it.

Registering invoices and credit memos

Purchase invoices and credit memos can be registered one-by-one, or you can choose to batch register all valid ones in one go. You can also automate if invoices and credit memos should be kept open after registering or posted immediately.

Archive

Continia Document Capture 365 archives all original invoices and credit memos and you will always be able to retrieve the original PDF or XML file using the standard Navigate-function. In addition to this, Continia Document Capture 365 also contains a free-text search option for you to find and display documents.

Attachment & Drag-and-Drop

You can drag-and-drop any attachment to an invoice or credit memo using Continia Document Capture 365. Attachments automatically remain, also when the invoice or credit memo is posted.

See Also

[Advanced Capture module](#)

Advanced Capture Module

The Advanced Capture module contains additional functionality for processing and capturing documents and are especially relevant if you have a higher number of documents.

Please find a description of some of the main features below.

Line recognition

Lines on invoices and credit memos can be recognized automatically. You can recognize all lines, or you can apply logic only to recognize lines under certain conditions.

Please be aware that to recognize lines they must be in a tabular format, and the values for one line cannot span across multiple lines. If you have high volume vendors that use a special line format, then please contact your Microsoft Dynamics 365 Business Central partner to discuss available options.

Unlimited document types

In addition to invoices and credit memos, included in the [Essential module](#), you can create and use other document categories and process any types of documents. E.g. Continia Document Capture 365 comes with a pre-built category for creating and processing PDF sales orders files received by e-mail..

If you have a special type of documents that you would like to process and archive with Continia Document Capture 365, you need this module. Please consult your Dynamics 365 Business Central partner to discuss adding a custom category.

Automated split and merge

This allows you to have invoices and credit memos (and other document types) split automatically when several invoices or credit memos are included in a single PDF file.

Company identification

When importing documents, you can configure Continia Document Capture 365 to identify and distribute documents to the correct company based on texts in the PDF file identifying the receiving company. This means that you can have just one e-mail address for invoices and credit memos. The alternative is to have an e-mail address per company or to move the documents manually after import.

See Also

[Order Matching module](#)

Order Matching Module

With the Order Matching module Continia Document Capture 365 streamlines the process of matching incoming purchase invoices and credit memos to existing orders, posted receipts, return orders and posted return shipments. This module is a must have when working with purchase orders and return orders.

Please find a description of some of the main features below.

Automated matching

Continia Document Capture 365 can match invoices, and credit memos automatically to either an existing purchase order, posted receipt, return order or posted return shipments. For each vendor, you can define which documents to match automatically.

Automated matching on header level

Matching on header level means that once you have recognized an order number and a total amount on the invoice, then Continia Document Capture 365 will search for either a purchase order or posted receipt with the same order number and total amount, and then match against this. You can configure a tolerance level for discrepancies and which account to post them.

Automated matching line-by-line

When matching on a line-by-line level then Continia Document Capture 365 will use each of the lines recognized on the invoice and search for a matching purchase order line or posted receipt line. During this process, things like vendor item number, quantity, unit price and line amount will be used to find the matching purchase order line or posted receipt line. Please note line-by-line matching requires the [Advanced Capture module](#).

Manual matching

Sometimes, you may want to match manually or check the result of the automated matching. Continia Document Capture 365 includes a screen used for manual matching and review of the match against existing purchase order lines and posted receipt lines. In this user interface, you get a clear overview of already matched lines, and you can easily update and accept price differences.

See Also

[Document Approval module](#)

Document Approval Module

Microsoft Dynamics 365 Business Central comes with basic workflow capabilities. Using the Document Approval module with Continia Document Capture 365 adds a wide range of functionality necessary to handle an end-to-end workflow in almost every company.

Please find a description of some of the main features below.

Continia Web Approval Portal

Continia hosts the Continia Web Approval Portal for you at no additional charge when you have the Document Approval module. The Continia Web Approval Portal is tailored specifically for users who need to approve invoices, credit memos, expenses, etc. This may be the best client for users who do not need access to other things in Dynamics 365 Business Central but still needs to approve invoices and credit memos. Still, we support approval directly in the Business Central web client, if that's what you prefer.

Clear and actionable overviews

The lists of purchase invoices and credit memo are visually very clear and show the status of all invoices and credit memos coloured depending on their status. The bookkeeper has a range of actionable actions to get invoices and credit memos through the approval process as smooth as possible.

Automatic approval

Invoices and credit memos can be auto-approved if matched to existing purchase orders, posted receipts, return orders or posted return shipments. You can configure automatic approval on a vendor level, and therefore have the option to activate it for all or only some. Please note that to use automatic approval you also need the [Order Matching module](#).

Approval flow codes

In many cases, you have vendors and invoices that you want to put through a specific flow and approver. Using approval flow codes, you can easily create your flows of approvers and apply this to all invoices from a specific vendor on to only selected invoices and credit memos.

Approval sharing

Approval sharing is an effective way to share everything for approval for one person to another person. The second person can either be a colleague in the same department or it can be a manager to see all invoices and credit memos pending approval within their department.

Forcing approval

Continia Document Capture 365 can be configured to allow a superuser to force the approval of invoices and credit memos and thereby bypass the standard approval process. This is a global setting and can be completely disabled if your company policies do not allow this.

Putting documents on hold

Not all invoices and credit memos can be approved immediately but require additional research or feedback. In those cases, it is useful to put them on hold, showing that you have reviewed the invoice or credit memos but are not ready to approve it yet.

Out of office agent

When not in the office for a longer period you typically want another person to take over your approvals. Using the out of office functionality you can select a person to delegate approvals to and in which period.

Forwarding documents

When using Continia Document Capture 365, you can easily forward invoices and credit memos to a selected person.

Amount and dimension validations

Use amount and dimension validating to ensure that the amounts on the purchase lines sums up and matches the total amount on the incoming purchase invoice or credit memos. Thereby, you don't get invoices, or credit memos approved that does not contain the full amount on the lines. You can configure this on a vendor level, where you can also configure whether to check amount excluding vat, including vat or both. In addition to amount validating, you can also check for mandatory dimensions on the lines and other dimension rules. Normally these checks are first performed during posting, but with Continia Document Capture 365 you can have it checked during approval.

Account and dimension permissions

It is not unusual for companies to have policies about who can approve which accounts and dimensions. Enabling account and dimensions permissions with Continia Document Capture 365 ensures that at least one person with the rights to approve the accounts and dimensions have approved an invoice or credit memo.

Full audit trail on approvals

During approval Continia Document Capture 365 archives a full copy of the purchase invoice or credit memo, including lines and dimensions, when an approver approves it. Thereby you can always go back and see what was approved by each approver.

Purchase allocations / pre-posting

Invoices and credit memos are not posted, and thereby not reflect in the general ledger before, they are fully approved. Using the purchase allocation functionality with Continia Document Capture 365, you can have the total amounts posted to the general ledger when sending an invoice or credit memo for approval. When the invoice or credit memo is completely approved and posted, then the original purchase allocation is automatically reversed in the general ledger. This way the general ledger can reflect the outstanding vendor balance, including unposted purchase invoices and credit memos.

Road Map for Future Releases

In this article you can learn about what we are working on for the future releases of Continia Document Capture.

We would like to hear what you think we can improve in Continia Document Capture. You are always welcome to contact our [Solution Manager](#).

Future modules and functionality

The future modules and functionality show our efforts to deliver product enhancements. Contact our [Solution Manager](#) to get more information about future releases.

MODULE	FUNCTIONALITY	EXPECTED RELEASE
All	<p>We will release an upgrade toolkit that can be used to:</p> <p>Upgrade Document Capture 6.00 on Microsoft Dynamics 365 Business Central on-premises - 2019 Spring Release (BC14) fob based to Microsoft Dynamics 365 Business Central 2019 release wave 2 (BC15) on-premises (extension version)</p>	Released March 2020 in DC6.00 SP2
All	<p>Upgrade Document Capture 6.00 on Microsoft Dynamics 365 Business Central 2019 release wave 2 (BC15) on-premises (extension version) to Document Capture 6.00 on Microsoft Dynamics 365 Business Central 2019 release wave 2 (BC15) on Microsoft Business Central cloud.</p>	Released June 2020 in DC6.00 SP4
All	<p>Microsoft has announced that in the first half of 2021, they will stop supporting and retire Basic Authentication in Exchange Online. Therefore, we will extend the OCR service to support Exchange Webservices (EWS) instead of IMAP in order to support OAuth 2.0 for Exchange Online. We choose to support EWS instead of IMAP because Microsoft does not support API application permissions for IMAP, which is necessary for our service to work without user interaction when authenticating with Exchange Online. Please note that IMAP support will still be available to all other mail services.</p>	Q3 2020
All	<p>Events as requested by our partners.</p> <p>New events added in Document Capture will be documented in the changelog and a Zendesk article as they are included in Document Capture.</p> <p>Suggestions for a new event must be submitted from Continia Help Center -> Submit a request.</p>	Q1 to Q4 2020
Essential	<p>Continia Delivery Network is a service that integrates into various electronic data exchange networks such as VANS, PEPPOL eDelivery Network and more.</p> <p>This means that if you have vendors already connected to the PEPPOL eDelivery Network, you can ask them to send documents this way into Document Capture.</p>	Q3 2020
Essential	<p>Currently, the batch registering process skips documents having comments of type Warning.</p> <p>For specific comments appearing in the document page, an admin user will be able to configure if the comment should be of type Information or Warning and thereby controlling the comments that block batch registering.</p>	Q3 2020

MODULE	FUNCTIONALITY	EXPECTED RELEASE
Essential	Support QR-Codes with vendor data for the Swiss market.	Q3 2020
Order Matching / Adv. Capture	Support serial and lot numbers in the match process. Users will be able to register serial and lot numbers in the match page as done on purchase documents in standard Dynamics NAV/ Business Central.	Q3 2020
Order Matching / Adv. Capture	Implementation of line-level tolerances (today, we have a tolerance amount/percentage on totals, but not for lines).	Q3 2020
Order Matching	Support freight amounts in the match process by adding a function to create purchase lines for missing invoice lines such as freight and other charges (today, you will not be able to match an invoice against an order if the freight amount is not registered on the order).	Q3 2020
Order Matching	Automatic match via Job Queue: The matching routine will be executed periodically (e.g. every night), meaning that if invoices are not matched when imported, due to missing receipt, they will be matched automatically later, e.g. after posting a receipt.	Q3 2020
Order Matching / Adv. Capture	Adding the following two new filter buttons to the match page to: - see lines with match differences (unit cost) - see unmatched lines only	Q3 2020
Order Matching / Adv. Capture	Allowing documents to be assigned to a person, e.g. purchaser or warehouse manager. Developing a page to display these documents and enabling notifications to this person when: - the receipt is missing - the total amount on the invoice does not match to the related receipt or order - the unit cost on an invoice line differs from the unit cost on the related receipt/order line.	Q3 2020
Doc. Approval	Support Advanced Approval in Business Central cloud (today, Advanced Approval is only available for the on-premises versions).	Q3 2020
All	We will continue to improve the user experience by - hiding fields and functions when not used. - changing messages to notifications to limit user interruption. - adding a wizard to create new template fields. - adjusting existing wizards to make them easier to use and follow Business Central guidelines.	Q1 2021
All	We will launch a new Continia docs website and create a section there for Document Capture.	Q1 2021
Essential	When you change specific settings on a master template, you are asked if you want to update all related templates. We will extend this functionality to include all appropriate fields on the master template.	Q1 2021
Essential	It will be possible to view the PDF Invoice directly from the vendor ledger entries screen. This change will be developed using pages extensions and, therefore, only be available in BC15 and new versions.	Q1 2021

MODULE	FUNCTIONALITY	EXPECTED RELEASE
Essential	Force registration of Document. We will implement a function that allow authorized users to force the registration of a document.	Q1 2021
Essential	The Drag and Drop functionality will be added to the Document Card and Document Journal. The attachments will be moved to the created purchase document during registration	Q1 2021
Essential	We will include a function that suggests captions on master template fields based on captions already used on vendor template fields.	Q1 2021
Essential	Register documents without vendor and create general journal lines instead of invoices (for one-time vendors).	Q1 2021
Essential	Support for additional storage types. We will prepare Document Capture so partners can easily extend Document Capture to use other storage types. We also aim to add more storage types such as Azure blob and SharePoint to Document Capture.	Q1 2021
Essential	We will add support for the following XML-file formats - Finvoice for Finland - SimplerInvoicing for Belgium/Netherlands - Fattura for Italy - ZUGFeRD for Germany (some of the above-listed formats may also be delivered in a service pack to DC6.50)	Q1 2021
Doc. Approval	Support of intercompany fields for purchase documents in the Continia Web Approval Portal.	Q1 2021
Doc. Approval	When users are setting up Out of Office, we will enable the user to copy the Out of Office setting to all companies.	Q1 2021
Essential	Include all OCR languages, including captions in all installations. Today, we only include English and the local language. Including all languages will enable Document Capture to recognize invoices in all the languages supported in all installations. (initially planned for Q1 2021)	Q3 2021
Essential	Support Template sharing across companies and template updates across companies in the same database. (initially planned for Q1 2021)	Q3 2021
Adv. Capture	Capture emails with no PDF-files assuming the email body is the invoice. (initially planned for Q1 2021)	Q3 2021
Adv. Capture	Advanced/flexible line recognition. We introduced XML Import to handle invoices with many lines and complex line layout. We are waiting to see the effect of this before we decide how to process invoices with complex line layout / if there still is a high demand for advanced/flexible line recognition.	Not scheduled
Doc. Approval	New Continia Web Portal combining approvals and the Expense Management portal. Key focus areas include new UI, ease of use, performance, availability, and integration.	Not scheduled

□ Note

The modules and functionality listed above can be changed before release. The overview shows an intent and is not in any way an expression of the final licensing of the individual functions. Continia Software takes no responsibility regarding the information of this article.

Usage and Invoicing

How is usage calculated?

Your prices for using Continia Document Capture 365 is based on the number of registered documents within Continia Document Capture 365. Each time you register a new document that counts as a usage. Your usage is automatically sent to Continia and used when calculating your monthly invoice.

This way of pricing means that:

- You can use Continia Document Capture 365 in an unlimited number of companies
- Your price will depend on the total number of documents registered across all companies
- Your monthly invoice will be lower in months with fewer documents and higher in peak months

How do you count documents registered?

When you import and register a document that will always count as one. If you at a later stage reopen the document in the document journal and reject or delete it, then the first usage will still be counted.

Please see the table below to understand exactly how we count usage in different situations:

SCENARIO	TOTAL USAGE COUNT
Document imported and registered	1
Document imported, then split into two documents, then both registered	2
Document deleted without being registered first	0
Document reject without being registered first	0
Document imported, then registered, then reopened, then deleted	1
Document imported, then registered, then reopened, then rejected	1
Document imported, then registered, then reopened, then split into two documents, then both registered	2

Price Lists

Your final price will depend on the total usage in a period. Please see the following price lists to understand the different price levels:

- [Price List in EUR](#)
- [Price List in DKK](#)

We will publish price lists in additional currencies when Continia Document Capture 365 is released in related countries.

Continia Data Protection

Continia products are used worldwide in over 7000 Microsoft Dynamics licenses to streamlining and automating a wide range of administrative tasks.

As part of our efforts to secure our user's data, protect their privacy and comply with global standards, we have established a Trust Center. Here you can read more about our security procedures, report potential threats or deficiencies, and request a copy of our ISAE3402 certification and data processing agreement. If you would like to request a copy of the certification, you can do this by requesting it. Read more about this here.

The purpose of this Trust Center is to build on the trust and trustworthiness of Continia products today and create some proactive processes to meet a generally growing need to comply with rules and standards for data protection.

Read more about this and what we do on <https://www.continia.com/global/legal/trust-center/>



GDPR Compliance

EU Personal Data Regulation

We are highly committed to protect our customers and users' personal data and comply with the rules contained in the EU Personal Data Regulation. Therefore, we follow ISEA 3402 standard which is also the foundation for our GDPR compliance.

As part of ensuring GDPR compliance and commitment throughout the organization we have a strong focus on:

- Training employees
- Privacy and data protection is a key part of development and production
- Appointment of Dedicated Data Protection Officer
- Continuous checks and measurements
- All data is processed and stored in the EU
- All data is processed according to our data processing agreement

From our [Trust Center](#), you can request to receive our data processing agreement.



SUPPORT

Here you will find information on how to get support to Continia Document Capture 365. Also, if you have ideas for improvements to our solution, please contact our Solution Manager.

Overview

TO	SEE
Help us improve Continia Document Capture 365. Share your feedback via email to our Solution Manager. We will use your feedback for future improvements.	Continia Solution Manager
Learn about the different support options for products from Continia.	Customer and Partner Support

Contact Continia Solution Manager

We have done a lot of work to help you - our partners, customers, and end users - with your business. But there is always room for improvement.

Help us improve Continia Document Capture 365

At Continia, our goal is simple. We want to expand the limits of Microsoft Dynamics 365 Business Central with products of high quality and security. At the same time, we want to improve your work processes by making them **more flexible, easier, and faster**.

If you have any ideas on how to make Continia Document Capture 365 even better, you can provide suggestions for new features or capabilities by sending an email to our [Solution Manager](#) or call us at **+45 8230 5000**.

We value your feedback and use it continuously to improve our solution.

□ Note

Please do not contact our Solution Manager if you need support. You cannot be sure that your email will be read on time, and neither will your email be placed in the support queue to be handled by our support team.

Instead, use our [Customer and Partner Support](#) if you have a support request.

See Also

[Customer and Partner Support](#)

Customer and Partner Support

Access to professional and responsive support is essential when it comes to ERP systems – our solutions are supported by Microsoft Dynamics partners, and we support our partners when necessary.

Customer Support

Continia Software has more than 7000 active licenses worldwide. To handle that number of customers, we have a partner-only model, which means that our solutions are delivered and supported by Microsoft Dynamics partners.

□ Note

As an end-user, you must always contact your Microsoft Dynamics partner if you need support to one of our solutions. We have many training activities for our partners, and they can always contact us for help if needed for a specific support request.

Partner Support

Continia Software provides written support and phone support to all of our partners. Furthermore, our partners have access to a comprehensive set of online resources for training and education. From the Continia PartnerZone, you can as partner access all resources and find relevant contact information for our support options.

When supporting our partners, we most often use TeamViewer. In this way, it is possible to see the specific topics which the questions are related to and provide efficient support to our partners. Therefore, we recommend you to install [TeamViewer](#).

What to do before contacting support or creating a support ticket?

Before you contact our support or create a support request, you should do the following:

1. Make sure you have read and understood the purpose of the function by finding the related article in the User Guide where the function is described or by using the tooltip of the field when you hover over the field or the action.
2. Make sure you have the correct credentials if such is needed in a function related to the support ticket.

If you have still not found a solution to your problem, feel free to contact us. Please remember to install [TeamViewer](#) before you contact us.

Contact us by phone

Continia Software Partner Support +45 8230 5000

OPENING HOURS	
Monday - Friday	8:30 - 16:00
Closed all days between	11:30 - 12:10

How to create a support ticket

Support tickets must be created from the Continia PartnerZone where you can also search through our FAQ.

□ Note

Please be aware that only Microsoft Dynamics partners can create a support ticket with Continia. If you are an end-customer, then please contact your Microsoft Dynamics partner for help.

What happens when you create a support ticket?

1. Our support team processes requests on a *first-come, first-served* basis.
2. When we have gone through your request, we will contact you by email. Either we will suggest a solution, ask for more information, or tell you that we need more time to investigate the problem.
3. Usually, we respond to your support ticket within 24 - 48 hours.

4. When a solution is ready, we will send you a new mail with information about a solution.
5. If the problem can only be solved with the next update, we will notify you directly via email and ask you to wait for that update to be released.
6. You will be notified by email when the request is solved.
7. You will receive an e-mail to rate and provide feedback about your overall satisfaction on how your support ticket was handled.
8. The support ticket is closed.