

Duplicate submissions in Dext.

Are you receiving this message below that you feel to be in error? Here are the steps that you can verify if you did actually submit this before or not.

Dext

Prepare

with Receipt Bank

Unsuccessful document upload

Hi [redacted]

We weren't able to process some of the documents recently uploaded to Dext Prepare by [redacted] sent through via supplier email on 2021-10-28T10:46:16-04:00:

- [redacted] pdf - This item was rejected as this file already exists within this account. (Item # [redacted] ;)
- Document owner: [redacted]

Item ID

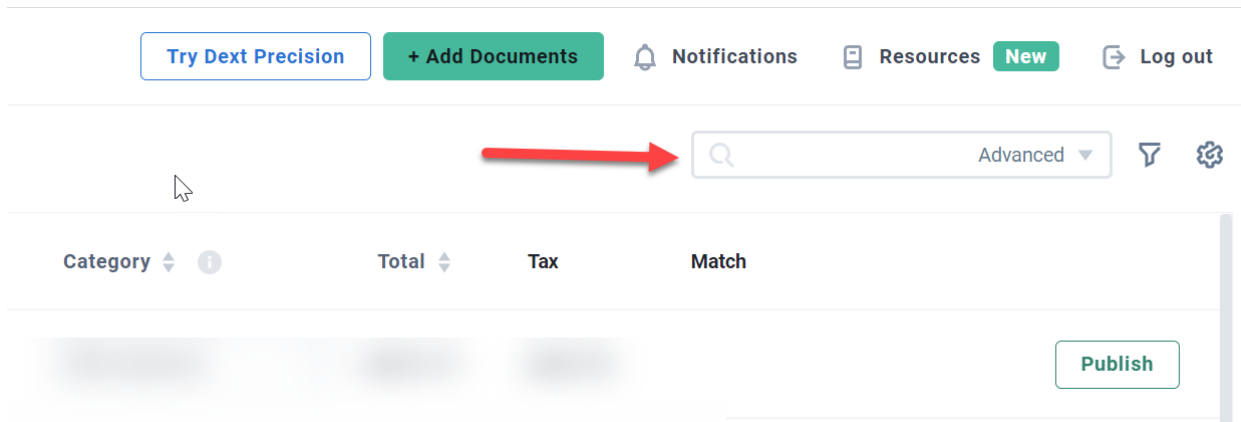
[Read more](#) about why your image might be rejected

[View your documents](#)

Kind Regards

The Dext Product Team

Log into your Dext account online and select the Advanced field in the top right corner.



When you select the drop down arrow, this form below will appear. Enter the Item ID# as shown in the email received and click apply.

ADVANCED SEARCH

Supplier

Amount to

Date to
Last 7 days | Last 30 days

Due Date to
Last 7 days | Last 30 days

Invoice number

Item ID

Type

Currency

Payment

User

Customer

Category

Expense Report

Added to an Expense Report

Reset

You will then be shown a list with the document that you can click on to verify if it is indeed the correct document.

The screenshot displays the Dext Prepare interface. At the top left, the logo 'Dext Prepare with Receipt Bank' is visible. The top right contains navigation links: 'Try Dext Precision', '+ Add Documents', 'Notifications', 'Resources', 'New', and 'Log out'. Below the header, there are action buttons: 'Publish', 'Archive', 'Add To Expense Report', and 'Tools'. A search bar with 'Advanced' options is on the right. An active filter shows 'Item ID: 9614286033' with a 'Reset' button. The main area features a table with columns: Status, User, Date, Supplier, Category, Total, Tax, and Match. One row is visible with a 'Ready' status and a 'Publish' button. The bottom right corner has a 'Support' button. The bottom center shows 'Showing 1 of 1 items'.

If it is not the same document, please forward it to us and let us know and we will report a ticket with Dext and process it manually in the meantime.

Tanya, Leanne and Sandra

Cloud Business Services