

## Appending a Document

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Occasionally during the scanning process you may encounter a situation where after you scan and store a document, you will see a number beside the name. If you had two John Doe's then when the document is stored you will see:

John Doe

John Doe (2)

The situation is because there are two identical documents so the system places a number at the end of the document name. To ensure that you have a complete record, you will have to append or merge to two documents. You must ensure that the two documents are related and a perfect match. There are two methods to fix this type of situation and that's before scanning or after the document is scanned:

### Before Scanning

- Depending on your folder structure, it may be easy to search or locate the listing of your documents and then see if there is a match for the document that you want to scan.
- If you locate a perfect match you must then open that document.
- With the document open, press the Scan icon to open the scanning window.
- Scan your new document and then store it.

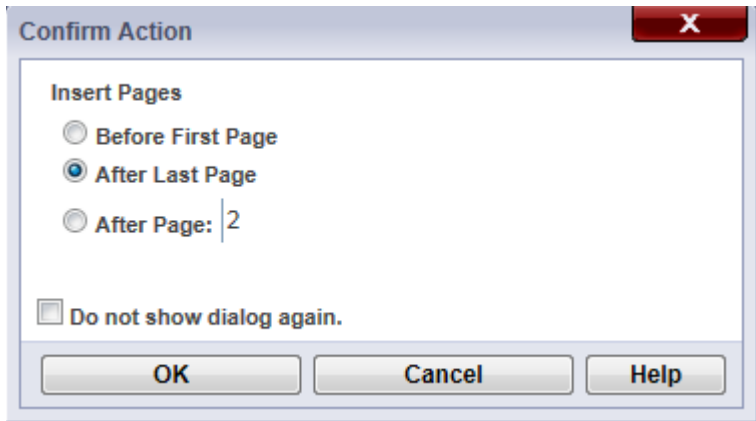
This will have merged your documents and there won't be any naming conflicts.

### Merging already scanned documents

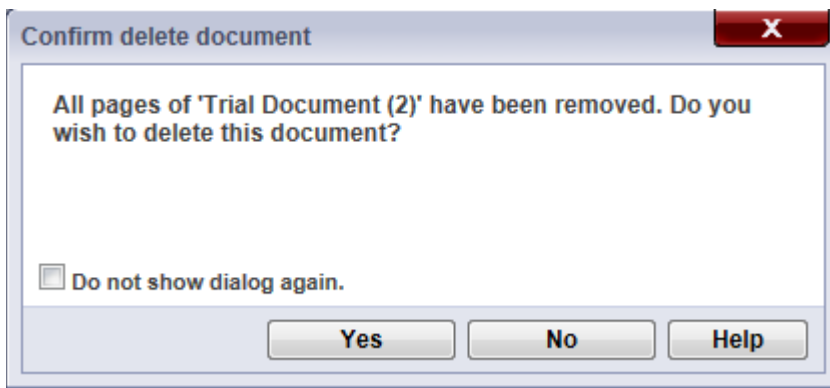
- Locate both documents
- Ensure that they match based on whatever criteria is used to identify records (ID number, Account number, Name, etc.).
- Click on one of the documents and then drag it into the other document.



- You will get a Confirm Action screen, where it will ask if you want to insert pages before the first page or after the last page. Make your selection and then click on OK.



- You will then get a Confirm delete Document window. This window is informing you that the document has been removed and do you wish to delete the document. Click on Yes.



- You will now see one document with the desired name and you will also notice that the number of pages has increased. You can click on the document to view and confirm that the new pages have been added.