Fax Troubleshooting

Three problem areas to check if your faxed receipts are not received

1. **Barcode quality:** The three barcodes on the Fax Cover Page must be complete, clear, and dark.
2. **Receipt quality:** All receipts must be readable and suitable for faxing, either on sheets or in faxing jackets.
3. **Fax quality:** The pages must be placed properly in the fax machine.

Barcodes

Receipts

Faxing

Problem Area 2: Receipt Quality

Check that all your receipts are **clearly readable**, especially if on **colored paper**. For any that are not clear, photocopy the receipt using greater **contrast** and **darkness**.

Colored paper - low contrast

Print too light

Good receipt image

Problem Area 3: Fax Quality

When you fax your receipts, make sure:

- The cover page is **first**.
- Receipts are **right side up**.
- The pages are **facing correctly** in the fax machine (**face down** for most machines).
- The pages feed as **straight** as possible, not at a slight angle (use the side guides).
- The resolution is set to **Fine**, particularly on older machines.

Barcode quality problems can occur with faxing as with printing. To **check the quality** of the fax image, insert a cover page and press **Print**. If the quality is poor, have the fax machine cleaned or repaired, or use a different machine.

Insert pages **face down** (for most machines)

Make sure pages feed as **straight** as possible (use side guides)

Set resolution to **Fine** on older machines

Problem Area 1: Barcode Quality

When you print the Fax Cover Page, make sure that the **three barcodes are complete, clear, and dark**. Verify that they don't have the problems shown below.

If you see a problem, re-print the Fax Cover Page to correct the problem. You may need to:

- Replace the **toner**, or possibly have the printer repaired or use a different printer.
- Adjust your browser's **printing margins or orientation** (under File > Page Setup).
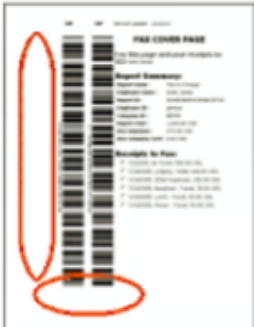- Change the printer's paper to **plain white**.

Problems like these can also occur due to faxing (see "Problem Area 3: Fax Quality")

Barcodes missing or cut off (adjust margins in browser)

Smudging or blurring (retry - printer or fax may need repair)

Graphic "noise" (use plain white paper)

Skewing (paper fed crooked into printer or fax)

To confirm that the fax was received

Give the system **5 minutes** to process your fax, and then click **Check Receipts.**

- Whenever an image is successfully attached to a report, the system sends an email notification. You can turn the notification on or off in Expense Preferences.
- If your fax has been received and processed, your cover page and receipts will be displayed.
- If not, you will see a page titled "Receipt Image Not Available":
  - In this case, **wait a few minutes** and click **Check Receipts** again.
  - If your receipts are still not available, try re-faxing your receipts **once**.
  - **Don't re-fax more than once.** If you have tried faxing the receipts for a report twice without success, contact your administrator.