Fax to Vendor FAQs



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Does Docupace transmit anything to the vendors/custodians?

Yes, there are many documents that are set up to fax to the vendor/custodian after Operations completes the Work Item, assuming the forms are properly indexed, and the vendor is set up to fax. It is always a best practice to follow up directly with the vendor/custodian to ensure all documents were received and the account was established and/or maintenance conducted.

How do I know if something is transmitting via "Fax to Vendor" in Docupace?

The Work Item will show as Sending to Sponsor or Custodian within Event History and on the Dashboard.

To access Event History, hover over the Work Item row within Client Work Item and click the pencil icon (Details), then click on Event History.

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						(Client Accou	unt			
	Work Item ID	Work Item Priority	Request Type	Account #	Client Folder Group	Client Folder Last Name	Client Folder First Name	Client Folder Company Name	Client Folder SSN Masked	Client Folder Rep Code D	Advisor Last stails no
	19673		New Account		CLIENT HOUSEHOLD	CLIENT	PRIMARY		XXXXX99999	PSC03	

Within Client Work Item Details, click on Event History on the left.

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What if the document or vendor/custodian is not eligible for faxing?

If the indexed form is not eligible for auto faxing, the user will receive a warning message prior to submission indicating they need to send to the vendor/custodian manually.

The document(s) are not eligible to be sent electronically. Please manually fax the documents to **X** the vendor once the request has been reviewed by the Back Office.

What if the fax fails?

If the fax fails, a Work Item will come into a Send Failed queue to let the user know they need to send to the vendor/custodian manually.



What about unindexed or improperly indexed documents?

Unindexed and improperly indexed documents will not fax. As in the example below, the first document faxed, but the second did not (even though it was the same form for Pershing.)

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How can I tell if a document is set to "Fax to Vendor"?

If you look at the Details of the Work Item Client Document (pencil icon), you can confirm if the document type is set to "Fax to Vendor".

Form APPLICATION FOR INDIVIDUAL OR JOINT	J	Account Maintenance	DOCUMENTATION SUPPLEMENT	Details	
ACCOUNTS	× 🗆	Form	INDIVIDUAL OR JOINT		

Scroll down within the Details section, and if the document is set to "Fax to Vendor" and there is a fax number on file for the vendor, then it will fax.

	N		
Fax to Vendor	Yes	~	0
visor Forwarded	MM/DD/YYYY	H	0