



Frequently Asked Questions

Oscar by HighIQ

Intelligent Automation for Accounts Payable Processes



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Q-1: What is Oscar?

Oscar provides end-to-end intelligent automation for accounts payable processes and runs in your secure AWS cloud environment. Oscar is powered by HighIQ's proprietary algorithms, Amazon's Textract and Robotic Process Automation (RPA) provided by Automation Anywhere. Oscar integrates with your existing systems and automates tasks such as invoice processing, payment scheduling, vendor statement reconciliations, month-end close processing, and more.

Q-2: How do I purchase Oscar?

Customers can subscribe to the solution by finding our offering on [AWS Marketplace](#) and clicking on the Continue to Subscribe button.

Q-3: What do I need to get started with Oscar?

Please refer to our [Getting Started Guide](#).

Q-4: How is Oscar deployed?

Oscar is available as a purely cloud hosted application. HighIQ offers this experience as a turnkey solution where the buyers do not have to worry about any infrastructure elements – HighIQ takes care of it all. Customers simply sign up to Oscar as a service. The end users can then access the platform using their browser.

Q-5: Via what channels can invoices be received by Oscar?

Invoices will be sent to Oscar as email attachments.

Q-6: What types of invoice formats can Oscar process?

Oscar 's Invoice Automation comes with a document pre-processor which is able to convert Invoices received in non-PDF or non-image format into PDF or TIFF formats as standard 'out of the box' functionality. The application can process - html, jpeg, pdf,



png, doc, docx, bmp and csv formats.

Q-7: How does Oscar discern what information to extract from an invoice?

Oscar leverages machine learning for continuous enhancement from user actions. Invoices are processed through a training instance which includes a list of data fields to capture and extract from each invoice. Invoices are trained and the results of the training are reviewed. This process is carried out as a service by HighIQ.

Q-8: What validations does Oscar conduct before entering data into ERP?

Oscar performs various data validations and data derivations at multiple steps before loading the data into the ERP system. For example, the Vendor information including address, vendor number etc. is derived based on the email contact/email domain and then validated when Oscar provides the output after reading the PDF document.

Q-9: How does Oscar handle exceptions?

Whenever exceptions are encountered in the invoice process Email notifications are sent to the relevant parties detailing the exception and providing a link to the invoice details in the HighIQ User Board (HUB) web application. The AP employee is then able to manually correct data or add required data to the invoice before submitting to the ERP system.

Q-10: How are invoices processed by Oscar stored?

Documents will be stored in a database and accessed via HUB.

Q-11: Can I process multiple attachments in one email?

If there are multiple invoices received in one email, Oscar will create a record for each invoice within the email.



Q-12: What is Oscar’s proficiency?

In terms of Straight Through Processing (STP) Oscar provides, with adequate training, upwards of 85% STP.

Q-13: Does Oscar have an Audit Trail?

Oscar maintains a complete audit trail of information from receipt of email to extract to the ERP system. This information is available through HUB where AP workers will be able to view and report on the process for actionable management information.

Q-14: What pre-processing is carried out on the invoice?

Oscar pre-processor is designed to achieve higher straight-through processing by increasing the resolution of scanned PDF documents, splitting multiple invoices received in a single file into separate documents, identifying and removing extraneous pages and auto-correcting tilted images.

Q-15: Is Oscar available in languages other than English?

Oscar is currently only available in English.

Q-16: How does Oscar manage approvals?

As part of ‘out the box’ functionality, Oscar allows for process thresholds to be configured to activate an Approval Workflow matrix which handles approvals based on business rules.

Q-17: What ERP systems does Oscar integrate with?

With Oscar’s ERP Integrator invoice data can be exported in any format required for upload into most ERP systems.



Q-18: What is Oscar security model?

There are multiple levels of security and encryption available within the solution. The application itself comes with a RBAC (Role Based Access Control), Security Vault and other such features.

Q-19: What reporting/tracking is built into the tool?

Oscar comes prebuilt with configurable process KPIs with intuitive graphs for real-time reporting.

Q-20: What support is available for Oscar?

Full support for Oscar is provided as part of the subscription.

Q-21: Which cloud platforms are supported by Oscar?

Oscar is available on Amazon AWS.

Q-22: How is Oscar updated?

For Oscar, customers are always on the latest and greatest version with updates rolled out by HighIQ on a regular basis.

Q-23: Where can I find product documentation on Oscar?

For more information about Oscar, visit our website [here](#).