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Rescan Mail

Effective: 04/18/2016

## Working an Exception Code 13: Rescan Mail

If a single **scanned** image (i.e., not emailed or faxed) contains more than one invoice, or if the **scanned** image is illegible or missing pages, complete the steps below. **Do not assign to Team 1.**



- ECM Team will run an OAKS query on codes 11, 13, and 89 exceptions, will pull Exception Codes 13 and rescan.
- It's critical for the **OSS Comment** to specify the need for rescanning (e.g., multiple invoices were scanned as one image and needs to be split, image is illegible, etc.).
- If illegible item does not scan clearly on 2nd attempt, Mail Services will forward to ECM for return to sender.

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