DHSS DocuWare Provider FTP Instructions

About

Delaware Department of Health and Social Services - Division of Substance Abuse & Mental Health (DHSS DSAMH) has implemented a document management and workflow solution in DocuWare to gain better control of processes for submitting, approving, and storing invoices. DocuWare for Invoice Processing provides a seamless solution for invoice management by digitizing paper invoices, capturing other electronic invoices, and subsequently triggering approval workflows based on business rules to ensure accurate and rapid processing and payments.

Invoices are submitted to the DocuWare system using File Transfer Protocol (FTP). This document provides information for installing and using FTP tools to upload invoices.

Download and install FileZilla

Depending on your organization's information technology (IT) policies, this may require your IT staff to assist. FileZilla is a free tool that has been tested and is used by DSAMH providers. It is not required to use this tool if your organization has an alternative in use (CuteFTP is an example).

DocuWare FTP with TLS encryption:
- For the use of FTPS or FTEPS, a dedicated FTP client will be needed.
- All FTP clients are supported, but here is a free version that is commonly used:
    - Go to https://filezilla-project.org/
    - Download the FileZilla client:

    - Navigate to the setup file for Filezilla and install:

Configure your FTP Client (FileZilla)

- Open the Filezilla application on your computer. Select the *File* menu and *Site Manager*

- Click the ***New Site*** button
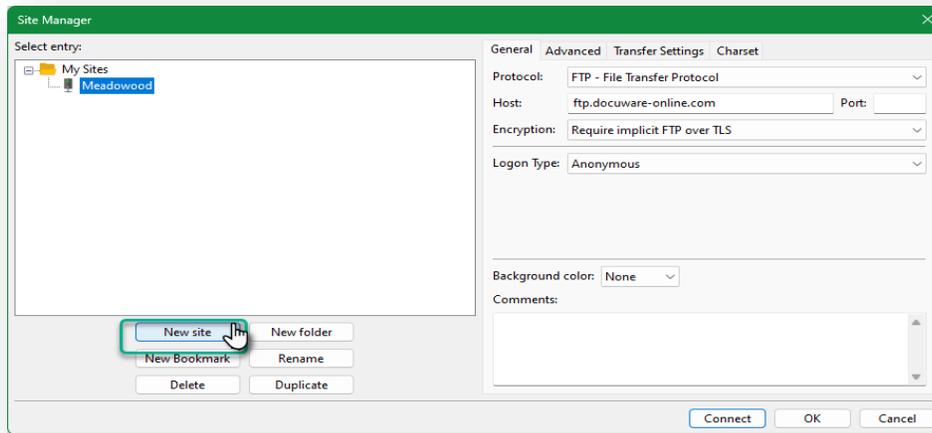
- Type your ***Site Name.*** In this example we used 'DHSS DSAMH Upload'.
- Paste the provided ftp URL in the ***Host*** field and enter either ***Port*** 989 or 990. You can also leave the ***Port*** field blank.

- In the *Encryption* type, select 'Require Implicit FTP over TLS'
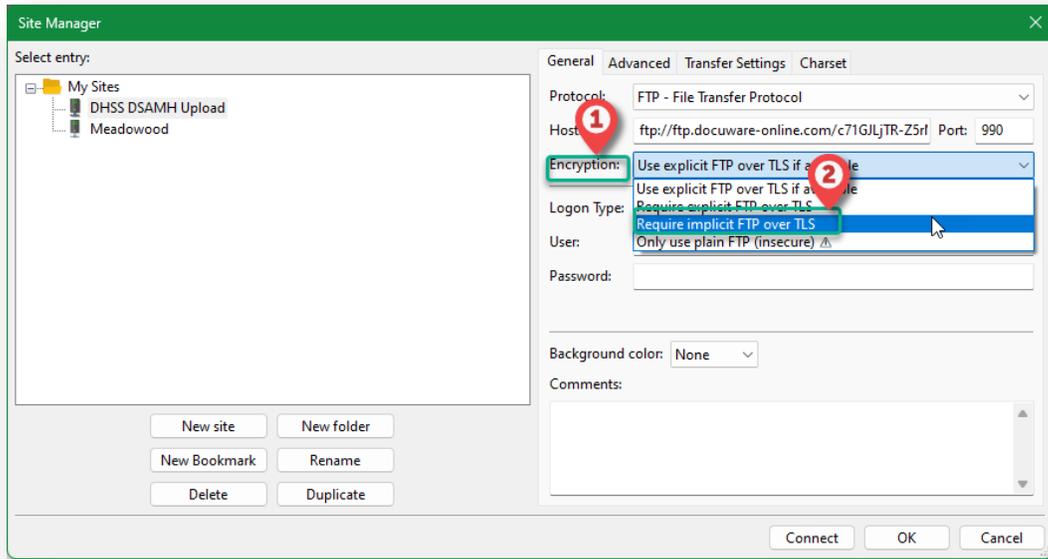
- Select 'Anonymous' *Logon Type* and click *OK*
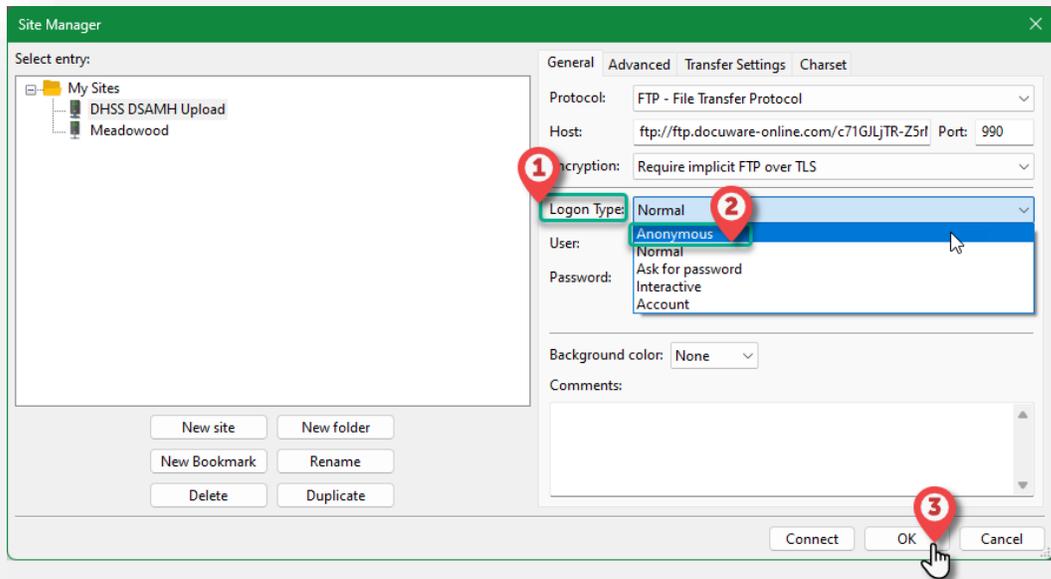
Upload Files

- Open the Site Manager from the drop-down menu and select the site you just created (our example was 'DHSS DSAMH Upload')
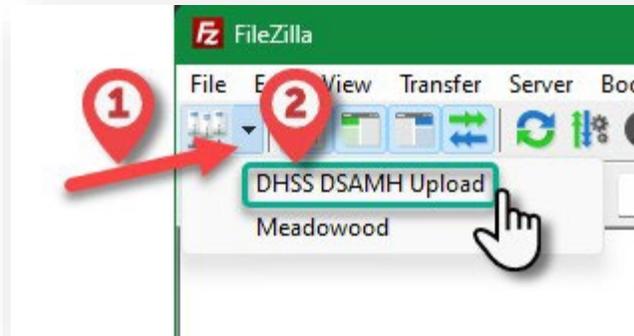
There are two ways to upload files:

- You can **right-click to upload** the document. Once you select the option to *Upload,* the file will be displayed in the right-hand window on the Remote Site until it is picked up by DocuWare (this is usually within seconds).
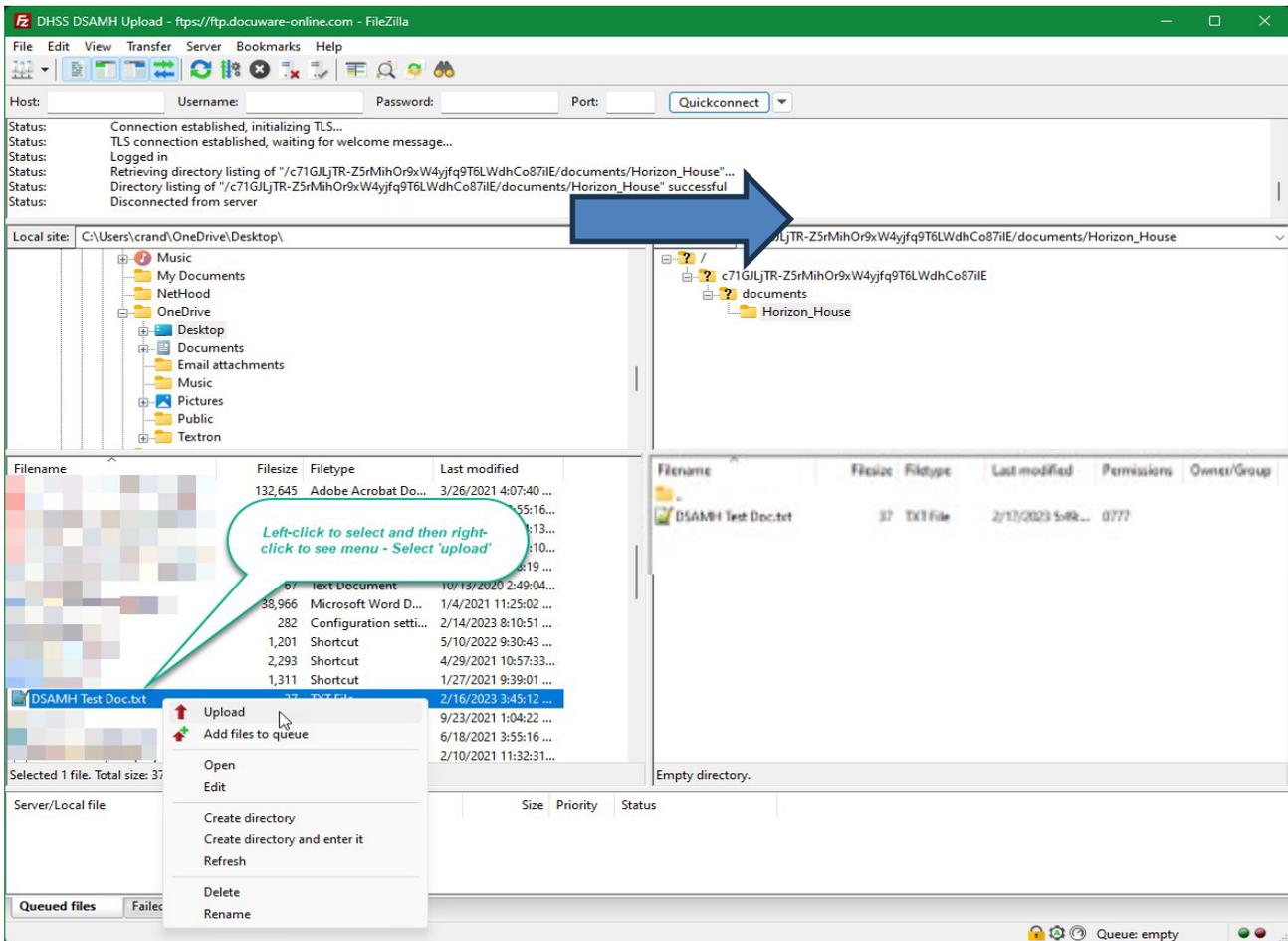
- OR you can **Drag & Drop** the document to upload. Once you drag the document to the right-hand window on the Remote Site, it will be displayed until it is picked up by DocuWare (this is usually within seconds).
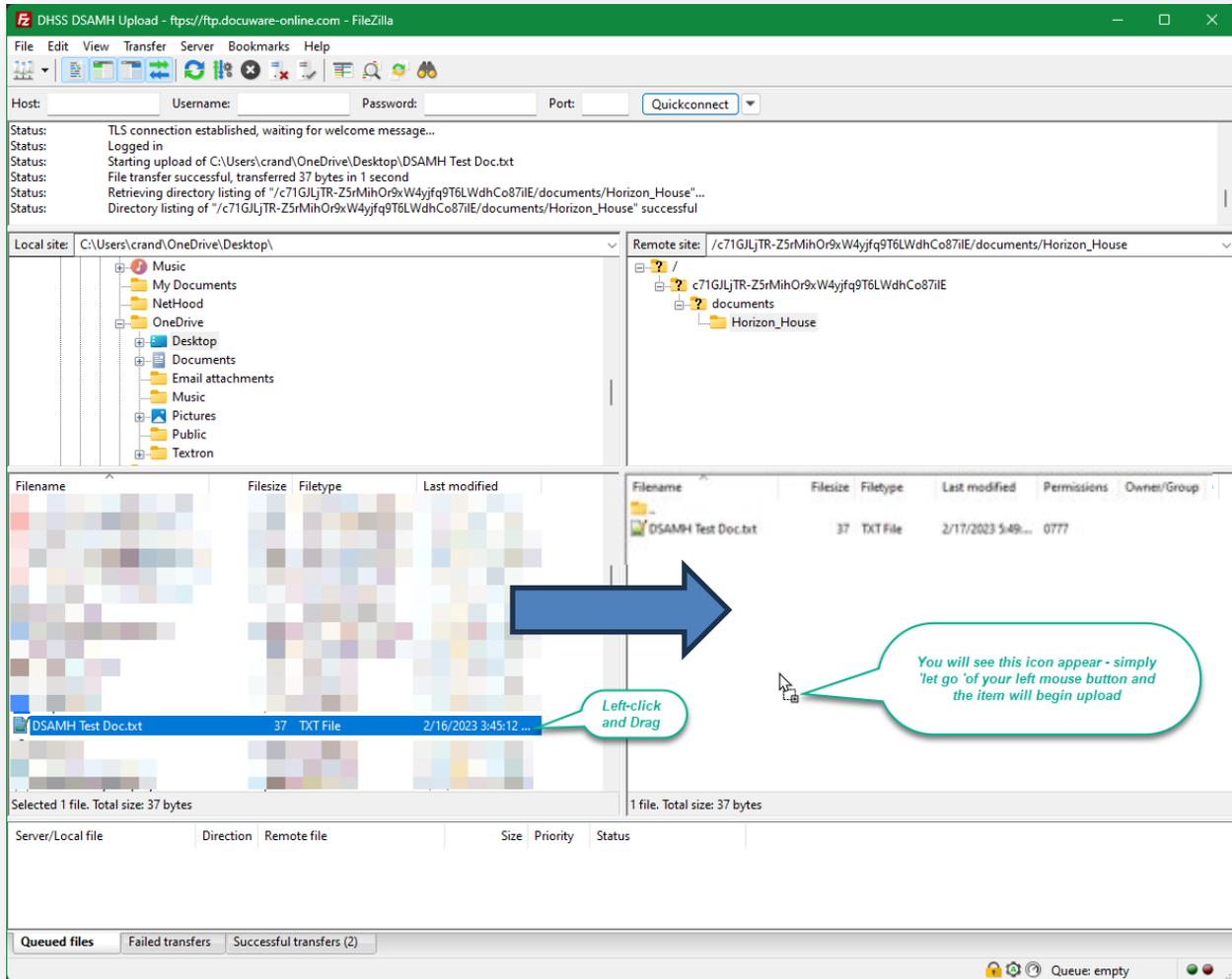
Whether you right click or drag and drop your files to upload your documents, the **_upload status_** will be displayed at the bottom of the screen:
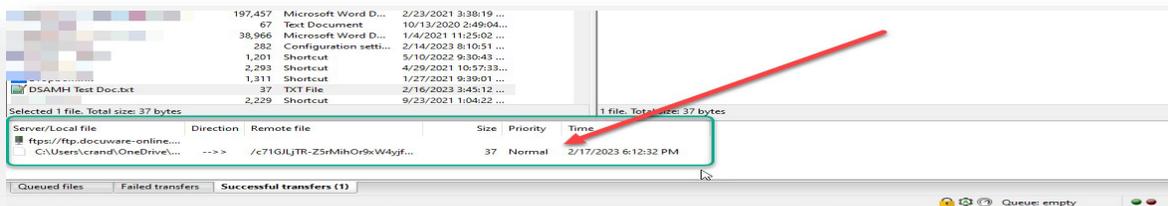
Important Notes:

- **DocuWare FTP Ports (Outgoing Traffic Only)**
  - TCP Port: Port 21
  - Passive FTP data ports: Ports 40100-40500
  - FTP over TLS data ports: Ports 989-990 (you can also leave this blank)

- **Uploading Documents**
  - When uploading documents to FTP, please ensure that your document is not open in another viewer, such as Microsoft Word, or you may receive an error message preventing you from uploading.
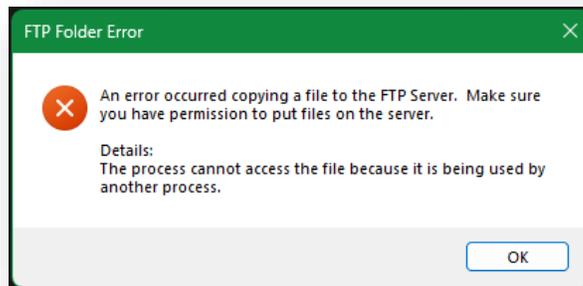
- **Encryption Support**
  - Note that Windows Explorer and the built-in FTP client for Windows do not allow any type of secure FTP. Windows native (built-in) tools only allow unencrypted FTP.

- **DocuWare FTP without encryption:**
  - Open ***Windows File Explorer:***
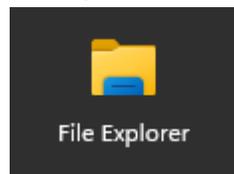
    This is the Windows File Explorer, not an internet browser such as Chrome or Edge

  - Copy/Paste your unique FTP Link, drag and drop your files into the folder.
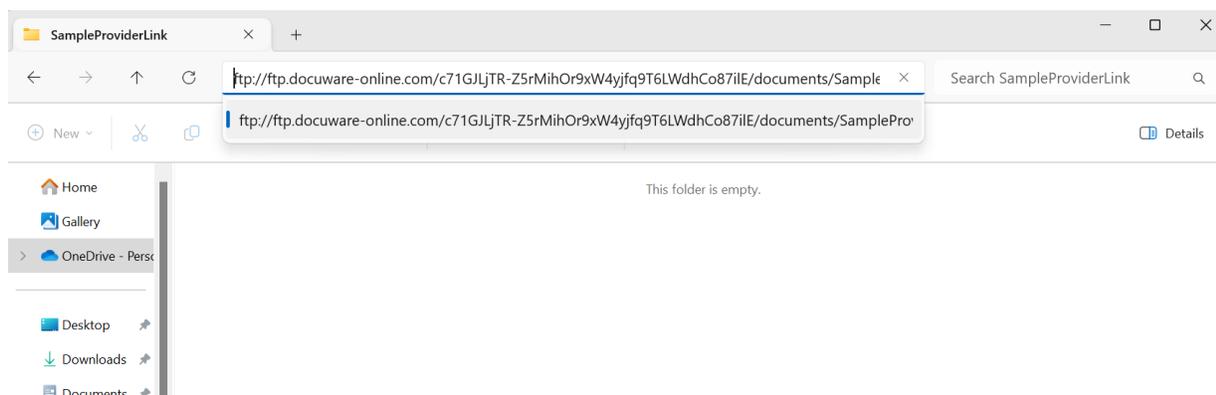
- **Email Confirmation**
  - All providers will need to provide an email group distribution address to receive notifications.
    - This email should be a group distribution list email address (e.g. invoicesubmissions@providername.com) rather than an individual email address.
    - Providers will be responsible for adding and/or removing users from this email distribution list.
  - Providers will receive an email notification when an invoice has been successfully imported and classified in DHSS DSAMH's DocuWare system:
    - This email will be received **AFTER** you have uploaded the document via FTP and **AFTER** the DSAMH Mailbox Administrator has reviewed and submitted your invoice to the AP Invoice Approval workflow process.
    - Please be advised that receipt of this email does not imply approval or payment of the submitted invoice. It is simply confirmation that it was received and submitted for approval.

- **Maximum Number of Users**
  - When uploading your invoice using FileZilla for submission, you may receive an error that states "DW has a max number of users (25)." DocuWare has a maximum number of concurrent connections of 25. If you receive this error this means that 25 other providers are already connected, and you will not be able to upload your invoice. Please allow some time to pass and try again. In addition, while we work to find a solution to this limitation, please close your FileZilla window after uploading your invoice to allow other users to connect.