



SHORT GUIDE · PROCESS · FOUR-EYES PRINCIPLE

A large invoice, a single initial? Above your amount, two people review.

Whoever approves large amounts should not decide alone. This short guide shows how PaperOffice sends invoices above an amount you set to a group as a review task and completes it only after two reviews. For accounting, purchasing and management.

KEY TAKEAWAY

A HITL Agent defines which invoices are reviewed. Above your amount, the amount rule raises the number of reviews. The task is done once different people have decided.

01 · THE PROBLEM

One person checks, one pays. Often it is the same person.

Many companies have a rule: above a certain sum, a second person countersigns. In daily work, the invoice ends up on a pile, the colleague is in a meeting, and in the end an initial by email has to do. Later it is hard to show who checked what and when.

WHY IT HAPPENS

The limit lives on paper

The amount limit is written in a policy, but nothing holds the invoice. Whether two people reviewed it depends on someone remembering.

The second person is away

Vacation, meetings, part-time: if approval depends on one specific person, the invoice waits, or it ends up being waved through by one person after all.

Seeing the checkmark, people nod

If the second reviewer already sees the first decision, they often just take a quick look. An independent second opinion rarely comes about that way.

HOW YOU NOTICE IT

- Invoices above your limit are approved by an initial in an email or a quick word in passing.
- During vacation or sick leave, an approval sits untouched for days.
- Whoever entered an invoice often approves it as well.
- During an audit, someone asks who confirmed the payment and when, and the answer is missing.
- If an invoice lacks the amount or shows a foreign currency, everyone decides differently.

02 · THE WAY WITH PAPEROFFICE

Set the rule, choose the group, wait for two votes.

Invoices flow into a workspace with AI-DMS. After processing, a HITL Agent evaluates your rules and creates a review task for a group. The amount rule determines how many people decide.

1

Read invoices in one place

Upload, scanner and mailbox deliver into one workspace with AI-DMS. PaperOffice recognizes the document type and reads the total amount and currency.

[MODULE: CLASSIFICATION](#)

2

Trigger the review

After AI processing, a HITL Agent evaluates your rules, for example for every invoice or on low confidence. An IDP Agent with a review queue reports missing required fields as a task.

[MODULE: IDP AGENT](#)

3

More reviews above your amount

For invoices, receipts and credit notes: from the amount of a tier, as many people review as you choose. If the amount is missing or the currency differs, it is two.

4

One task for the group

The task shows up for everyone in the group. Whoever has already reviewed it cannot claim it a second time. With blind review, nobody sees the others' decision beforehand.

5

The majority decides

If both approve, the task is done and the confirmed values are stored on the document. A tie or disputed field values end the review as **Escalated**, without approval.

03 · IN THE APP

Five steps in the app to the second review.

This is how you set up the amount rule for invoices and work through a review task. The names match the app.

1

Create a HITL Agent

Under **Workflow AI** > **HITL Agents**, create a new HITL Agent, give it a name and enter the instruction for the reviewer, for example: check amount, supplier and bank details.

2

Trigger for invoices

In the **Trigger** tab, choose the invoice workspace and the document type Invoice. A rule of type **Always** creates a task for every invoice.

3

Group and amount rule

In the **Assignment** tab, choose **Group** and pick the group, keep **Reviews required** at 1. Switch on the **Amount rule** and add a tier with your amount and 2 reviews.

4

Keep the second opinion independent

Blind review is preset: with 2 or more reviews, nobody sees the others' decision, comment or field values until the task is completed.

5

Work through the task

Under **Workflow AI** > **Human In The Loop Tasks**, claim the task, review it and approve, reject or escalate. You add single documents to the review by hand via **Actions** > **Agents & workflows** > **Send to HITL review**.

TIP FROM PRACTICE

Two reviews need a group PaperOffice distributes multiple reviews to a group. Create a group with at least two people who may approve invoices and assign the HITL Agent to that group. With an individual user, it stays at one review.

04 · AN EXAMPLE

An engineering firm. Signatures on request.



An engineering firm with 60 employees pays invoices from subcontractors, labs and software vendors. Management's rule: above a fixed amount, a second person countersigns. In practice, this depends on an assistant who prints invoices and collects signatures.

BEFORE

- The assistant prints every large invoice and puts it on the manager's desk.
- If the manager is away, the invoice waits or gets approved by an initial in an email.
- The second person sees the first initial and usually just signs as well.
- Who checked what and when is recorded on paper in a binder.

WITH PAPEROFFICE

- Invoices flow into the Incoming invoices workspace, and a HITL Agent creates the task.
- Above the set amount, the amount rule requires two reviews from the Approval group.
- With blind review, the second person decides without knowing the first decision.
- The decisions are in the task history, the confirmed values on the document.

Example for illustration, the firm and the process are made up. Check for yourself above which amount two people review in your company and who belongs to the approval group.

05 · CHECKLIST

Ten points for your approval rule.

Go through these points with accounting and management. Each one can be checked in your own business.

- ☐ The amount limit for two reviews is written down and known to management.
- ☐ An active HITL Agent is set to this workspace and the document type Invoice.
- ☐ Under **Amount rule**, there is a tier with amount and number of reviews for each limit.
- ☐ **Blind review** is switched on so that the second opinion stays independent.
- ☐ The instruction in the HITL Agent states clearly what to check: amount, supplier, bank details.
- ☐ All invoice channels deliver into one workspace with AI-DMS: upload, scanner and mailbox.
- ☐ The task goes to a group with at least two people authorized to approve.
- ☐ The currency of the amount rule matches the invoices you usually receive.
- ☐ It is clear who resubmits escalated invoices.
- ☐ Payment happens only once the review task is marked as done.

06 · FREQUENTLY ASKED QUESTIONS

What teams want to know before they start.

Is there a fixed euro amount?

No. You set the amount for each tier yourself, along with the number of reviews from 2 to 10. With several tiers, the highest tier the amount reaches applies. The currency is preset to EUR.

What happens if the amount is missing?

Then two people review, and the same applies to a currency other than the one in the rule. The reason appears as a note in the task, so both know why they review in pairs.

What if the two reviewers disagree?

With a one-to-one vote or a disputed field, the review ends as **Escalated**, with the disputed fields noted. For a new decision, send the document to review again. If a reviewer chooses "Escalate", the escalation group takes over.

Which documents does the amount rule apply to?

To invoices, receipts and credit notes; for credit notes, the amount counts without its sign. Other document types keep the number of reviews set in the HITL Agent.

Can one person review twice?

No. Whoever has already reviewed a task cannot claim it a second time. With two or more reviews, only people count, so a review through an integration does not count as a second pair of eyes.

How does this relate to quarantine?

AI-DMS Ultra also checks invoices for anomalies such as new bank details and keeps critical documents in quarantine. Releasing a document from quarantine is a separate step, the two reviews are handled by the HITL Agent.

07 · HOW TO START

Set up the second review for your next invoice.

Create an account on app.paperoffice.ai, route invoices into a workspace with AI-DMS and save a HITL Agent with an amount rule. HITL Agents are included in the Professional plan, details are on the pricing page.

Create an approval group

Create a user group with the people who may approve invoices, at least two, plus another one for escalations.

Set the amount and tiers

Agree with management above which amount two people review and above which three do, then enter the tiers in the [Amount rule](#).

Start with a test

Upload one invoice below and one above your amount, then check under [Workflow AI › Human In The Loop Tasks](#) which task shows [Consensus](#).

DATASHEETS ON THIS TOPIC

Workspaces

paperoffice.ai/downloads/paperoffice-ai-datasheet-workspaces.pdf

Classification

paperoffice.ai/downloads/paperoffice-ai-datasheet-classification.pdf

IDP Agent

paperoffice.ai/downloads/paperoffice-ai-datasheet-idp-intelligent-document-processing.pdf

Audit Center

paperoffice.ai/downloads/paperoffice-ai-datasheet-audit-center.pdf

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