Multi Destination Scan
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# Table of Contents

## Contents

Table of Contents .................................................................................................................. 4  
1 Preface ................................................................................................................................. 6  
2 Introduction ............................................................................................................................ 7  
3 Cloud Service Coordination ................................................................................................ 10  
4 Configuring default Values .................................................................................................. 11  
   Personal Application Settings ............................................................................................... 12  
   Selecting Default folder ....................................................................................................... 13  
   Disabling Sending to Cloud Service ..................................................................................... 14  
   Remove Blank Page.............................................................................................................. 14  
   Setting up Default File Name & File Name Key Words ......................................................... 15  
   Setting up File Name Formula............................................................................................... 15  
   Setting up Default Fax Number & Fax Address Book ......................................................... 16  
   Setting up Default Email Address & Email Address Book .................................................. 16  
   Setting up Default Email Subject ....................................................................................... 17  
   OCR 18  
   Scan Settings ....................................................................................................................... 18  
5 Operation of Scan to Multi Destination Workflow Application .......................................... 19  
   Folder ...................................................................................................................................... 23  
   Email To ............................................................................................................................... 25  
   Subject ................................................................................................................................. 27  
   Body 28  
   Fax Number ......................................................................................................................... 29  
   File Name ............................................................................................................................. 30  
   OCR 31  
   Remove Blank Page.............................................................................................................. 32  
   Scan Settings ....................................................................................................................... 33  
   Copying (Printing) Scanned Document ............................................................................... 36  
   Print Settings ....................................................................................................................... 37  
6 SharePoint Multi Destination Scan ..................................................................................... 41  
7 RICOH Content Manager Multi Destination Scan ............................................................... 43  
   RICOH Content Manager Indexing .................................................................................... 45  
8 Limitations ............................................................................................................................. 48  
   Multi Destination Scan Limitations ..................................................................................... 48
1 Preface

This guide provides the details on how to use the workflow Multi Destination Scan

About This Guide
This guide is divided into following primary sections:

1. Introduction
This section lays the foundation for understanding the workflow specification

2. Cloud Service Connection
This section describes how to do service connection with external cloud Services like Box, Dropbox, Google Drive, OneDrive for Business, SharePoint Online, RICOH Content Manager

3. Configuring Default Values
This section contains step-by-step instructions on how to configure default settings related to Multi Destination Scan application in User Site

4. Operation of Multi Destination Scan Application
This section contains step-by-step instructions on how to operate Multi Destination Scan application on MFP Operation panel

5. Limitations
Product Limitations

6. Appendix
This section contains additional reference materials

Note: The operation panel screen shot images and User Site images provided in this document are for illustrative purposes only. These images may not reflect the exact image you experience on your multi-functional printer (MFP device).
2 Introduction

What is Multi Destination Scan workflow?

Multi Destination Scan is a workflow application developed on Ricoh Smart Integration Platform.

This workflow enables users to easily scan and send scanned document to a Cloud Service (Box or Dropbox or Google Drive or OneDrive for business or SharePoint online or RICOH Content Manager) and as an Email attachment and as a fax through eFax service. Apart from sending the document to these destinations, user can also copy the scanned document by printing the scanned document.

A typical use case for this workflow is displayed here:

This use case is related to trucking industry, where Trucker fills out the log and scans the document once, Document is then stored into a folder on the cloud, emailed to his supervisor and faxed to a governing agency. Trucker can also make a copy of the document by printing it.
### Workflow Specification

<table>
<thead>
<tr>
<th>Setting</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Folder</td>
<td>Folder Browse and select</td>
</tr>
<tr>
<td>Email To</td>
<td>Optional, <strong>Note:</strong> Supports Multiple Email addresses</td>
</tr>
<tr>
<td>Subject</td>
<td>Optional, Email Subject</td>
</tr>
<tr>
<td>Body</td>
<td>Optional, Email body</td>
</tr>
<tr>
<td>Fax Number</td>
<td>Optional, <strong>Note:</strong> User need to have eFax service, configure Gmail address which is used for Service Coordination in next section in their ‘Send Email Addresses’ (See Screen Shot below)</td>
</tr>
<tr>
<td>File Name</td>
<td>Optional (If entered, this value is used as filename)</td>
</tr>
<tr>
<td></td>
<td>If filename is left blank, filename is created using the formula programmed in User Site (Refer to section ‘Configuring default Values’)</td>
</tr>
<tr>
<td></td>
<td>Default Formula:</td>
</tr>
<tr>
<td></td>
<td><code>YEAR(NOW()) &amp; &quot;.&quot; &amp; MONTH(NOW()) &amp; &quot;.&quot; &amp; DAY(NOW()) &amp; &quot;.&quot; &amp; HOUR(NOW()) &amp; MINUTE(NOW()) &amp; SECOND(NOW())</code></td>
</tr>
<tr>
<td></td>
<td><strong>Example:</strong> 2018-12-21-091654.pdf</td>
</tr>
<tr>
<td>OCR</td>
<td>Off, PDF, PDFA, WORD, EXCEL, Default: Off</td>
</tr>
<tr>
<td>Remove Blank Page</td>
<td>OFF, ON, Default: OFF</td>
</tr>
</tbody>
</table>

Default values can be configured for above settings and Scan settings.
## Account Overview

Update your Preferences by clicking the "Edit" links below.

### Current Plan:
- **Data Pro**

### Enhanced Security:
- **No**

### Download Email Messages:
- Windows 7/8/10
- Mac OS X
- Linux

### Language Preference:
- **English**

### Time/Date Preference:
- **12 hour clock**

### Default Home Page:
- **My eFax Home Page**

### Send Email Addresses:
- amarina@gmail.com
- guy.ruggieri@ricoh-usa.com
- fax@ricoh-usa.com
- fyu@ricoh-usa.com

### Receive Email Addresses:
- guy.ruggieri@ricoh-usa.com

### Resolve Fax Options:
- **File Name:** PDF
- **Receive Fax Order:** 48 Hours

### Send Fax Options:
- **Send Fax Order:** Default Send Receipts: Yes

### Display Messages:
- **Yes**

### VoiceMail Options:
- **Voice Mail Language:** English
- **Voice Mail:** Disabled
3 Cloud Service Coordination

What is Cloud Service Connection?

Before using Multi Destination Scan workflow, user need to establish connection (authentication) with Cloud service of choice. As of now following Cloud Services are supported.

1. Box
2. Dropbox
3. Google
4. OneDrive for Business
5. SharePoint online
6. RICOH Content Manager

For each Cloud Service there is a separate Scan to Multi Destination application available On MFP Operation Panel.

Note:

1. Service Connection with Google is mandatory for this workflow application. This application uses eFax as fax service. User need to have eFax account and they have to configure the Gmail address (Which is used for service connection above) in their eFax account under ‘Send Email addresses’.
2. There is an attachment limit of 25MB, if the scan job exceeds 25MB, sending to eFax will fail and also making copy of the scanned document will fail.

Refer to Smart Integration Cloud Service Coordination User Guide for step by step instructions.
4 Configuring default Values

Smart Integration User Configuration Site URL

https://www.na.smart-integration.ricoh.com/site/home

Login to above site using your credentials.

Click on ‘Set Personal application settings’

Click on ‘Multi Destination Scan’. This will display a page where all necessary parameters can be configured.
Personal Application Settings

RICOH Smart Integration

Multi Destination Scan

External Service Settings: Box

Folder

Select Folder

All Mails

Open External Service Connections

Common Settings

Default Screen for Folder Browsing

Default Layout for Folder Browse

Default Parameter Settings

OCR

Keep in application

Cloud Service Upload

File Name Formula

YEAR(NOW()) & " " & MONTH(NOW()) & " " & DAY(NOW()) & " " & HOUR(NOW()) & " " & MINUTE(NOW()) & " " & SECOND(NOW())

Remove Blank Page

Email To

Result To

Dictionary Label

Dictionary Defender
Selecting Default folder

Click on ‘Select Folder’ to select required default folder for this application.

Select required folder and click ‘OK’
Disabling Sending to Cloud Service

By default, this is ‘ON’, disabling this make this a simple Scan to Email and/or Scan to Fax application. Also check ‘Hide in application’ below Folder’. This will hide folder browsing User Interface in application.

Remove Blank Page

Default value for Remove Blank Page can be configured.
Setting up Default File Name & File Name Key Words

Enter Required Filename Default Value and also can setup dictionary of Keywords which can be used in the filename. A delimiter/separator can also be configured, if multiple keywords are used for naming the file. Check ‘Hide in application’ to hide the field in Operation Panel.

Setting up File Name Formula

Note: If you want to create Filename based on Formula, do not enter ‘File Name’ above also leave ‘File Name’ field blank on Operation panel. User entered File Name has higher priority than the File Name generated using Formula.

Default Formula:

YEAR(NOW()) & "-" & MONTH(NOW()) & "-" & DAY(NOW()) & "-" & HOUR(NOW()) & "-" & MINUTE(NOW()) & "-" & SECOND(NOW())

Note: Refer to Appendix for Functions related to formula, samples and how to validate formula before saving in User Site.

Note: There is no syntax checker in User Site, entering bad syntax will cause the workflow to fail. Please validate formula as mentioned in appendix before saving in User Site.
Setting up Default Fax Number & Fax Address Book

Enter required default value for Fax Number and also, most frequently used numbers can be entered in the dictionary. This will eliminate typing numbers on the MFP operation panel. Check ‘Hide in application’ to hide the field in Operation Panel.

Setting up Default Email Address & Email Address Book

Enter required default value for Email address and also, most frequently used Email Addresses can be entered in the dictionary. This will eliminate typing email address on the MFP operation panel. Check ‘Hide in application’ to hide the field in Operation Panel.

Note: Application supports multiple ‘To’ addresses. Use the ‘+’ to add additional addresses.
Setting up Default Email Subject

Enter required default value for Email Subject, most frequently used Email Subject can be entered in the dictionary. This will eliminate typing email subject on the MFP operation panel. Check ‘Hide in application’ to hide the field in Operation Panel.

Setting up Email body

Enter required default value for Email Body, most frequently used Email Body can be entered in the dictionary. This will eliminate typing email subject on the MFP operation panel. Check ‘Hide in application’ to hide the field in Operation Panel.
**OCR**
Default value for OCR can be configured.

**Scan Settings**
Default Scan settings can be configured here.
5 Operation of Scan to Multi Destination Workflow Application

Smart Integration MFP BrowserNX URL

Ricoh Smart Integration Initial Login

Above URL is available as Bookmark ICON on MFP. Very first time, administrator need to login to the site either using Tenant ID, User ID and Password or Email address and password.

Option 1: Login with Tenant ID

Option 2: Login with Email Address
After administrator login subscribed application will be displayed.

Above screen shows workflow application related to Box Cloud service.
Select ‘Multi Destination Scan’ application
End User is requested to Login. Press ‘Login’ Button to Login.
User need to login to the site either using Tenant ID, User ID and Password or Email address and password.

Option 1: Login with Tenant ID

Option 2: Login with Email Address
After successful user login ‘Multi Destination Scan’ Application Screen is displayed

Following Settings are available:

A. Folder
B. Email To (Optional)
C. Subject (Optional)
D. Body (Optional)
E. Fax Number (Optional)
F. File Name (optional)
G. OCR [Off, PDF, PDFA, WORD, EXCEL]
H. Remove Blank Page [OFF, ON]
Folder

Touch on ‘All files’ to open folder browsing dialog and then select desired folder

To select ‘17MTP’ Touch on ‘17MTP’
Touch on 'OK' to select folder
Email To

Touch on field next to ‘Email To’, this will display following screen.

‘+’ button will allow users to add additional email addresses. Touch on the email address field to enter email address or select from previously configured dictionary.
Sample screen with multiple email addresses

Email To

- steve.martin@ricoh-usa.com
- steve.martin@gmail.com
Subject

Touch on field next to ‘Subject, this will display following screen.

User can select subject, preconfigured in dictionary or enter desired subject.
Body

Touch on field next to Body, this will display following screen.

User can select email body text, preconfigured in dictionary or enter desired email body text.
Fax Number

Touch on field next to ‘Fax Number’, this will display following screen.

Note: Email to & Fax Number fields are optional, if left blank Email and/or Fax will not be sent. Fax number limits minimum 7 numbers. Country code is required in Fax number. Refer to eFax documentation on how to enter fax numbers.
**Note:**

1. Maximum File Name length is 64 characters
2. If File Name is not entered, File Name is generated based on Formula entered in User Site.

Touch on field next to filename, this will display following screen.

User can enter the filename or use the predefined keywords to create a filename.
Touch on OCR to select available options
Remove Blank Page

Touch on ‘Remove Blank Page’ to select available options OFF & ON
Scan Settings

Touch on ‘Scan Settings’ to display Scan Settings Screen

Scan Color Mode
- Auto Color Select

Original Sides
- 1 Sided

Document Orientation
- Readable Direction

Scan Resolution
- 300 dpi

Document Size
- Auto

Manual Density
- 0

Scan Method
- Normal

Start
<table>
<thead>
<tr>
<th>Scan Settings</th>
<th>Available Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scan Color mode</td>
<td>- Scan Color Mode</td>
</tr>
<tr>
<td></td>
<td>- Auto Color Select</td>
</tr>
<tr>
<td></td>
<td>- B&amp;W (Binary) Text</td>
</tr>
<tr>
<td></td>
<td>- B&amp;W (Binary) Text/Photo</td>
</tr>
<tr>
<td></td>
<td>- B&amp;W (Binary) Photo</td>
</tr>
<tr>
<td></td>
<td>- Full Color Text/Photo</td>
</tr>
<tr>
<td>Original Sides</td>
<td>- Scan Settings</td>
</tr>
<tr>
<td></td>
<td>- Scan Color Mode</td>
</tr>
<tr>
<td></td>
<td>- Auto Color Select</td>
</tr>
<tr>
<td></td>
<td>- B&amp;W (Binary) Text</td>
</tr>
<tr>
<td></td>
<td>- B&amp;W (Binary) Text/Photo</td>
</tr>
<tr>
<td></td>
<td>- B&amp;W (Binary) Photo</td>
</tr>
<tr>
<td></td>
<td>- Full Color Text/Photo</td>
</tr>
<tr>
<td>Document Orientation</td>
<td>- Document Orientation</td>
</tr>
<tr>
<td></td>
<td>- Readable Direction</td>
</tr>
<tr>
<td></td>
<td>- Unreadable Direction</td>
</tr>
<tr>
<td>Scan Resolution</td>
<td>- Scan Resolution</td>
</tr>
<tr>
<td></td>
<td>- 100 dpi</td>
</tr>
<tr>
<td></td>
<td>- 200 dpi</td>
</tr>
<tr>
<td></td>
<td>- 300 dpi</td>
</tr>
<tr>
<td></td>
<td>- 400 dpi</td>
</tr>
<tr>
<td></td>
<td>- 600 dpi</td>
</tr>
</tbody>
</table>
To Start Scanning, insert paper and touch on ‘Start’ button. Following screen is displayed.

The document has been scanned and is now being processed.

Press ‘OK’ to Continue
In this screen touching on ‘Start’ button will print the scanned document.

Touch on ‘Print Settings’ to change the print Settings.

**Print Settings**

Touch on ‘Print Settings’ to display Print Settings Screen.
<table>
<thead>
<tr>
<th>Print Settings</th>
<th>Available Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Color Mode</td>
<td></td>
</tr>
<tr>
<td>Copies</td>
<td>Range 1-999</td>
</tr>
<tr>
<td>Sides</td>
<td></td>
</tr>
<tr>
<td>Input Tray</td>
<td></td>
</tr>
<tr>
<td>Collate/Stacking</td>
<td></td>
</tr>
</tbody>
</table>
Note: Some finishing options like Staple and Punch are available only when appropriate finishing unit is installed with Multifunction Device
6 SharePoint Multi Destination Scan

**Note:** Box, Dropbox, GoogleDrive, OneDrive for Business services, have a root folder. So if user does not select folder, document gets scanned to root folder or default folder set in User Site. In the case of SharePoint, it is necessary to Select a Site and Library/Folder under the site, by browsing.

The first level listed here are sites. Document cannot be uploaded to Site, users need to select a Library/folder under a site. If users select a site, following message is displayed.
Please select a Folder listed under a site.

Touch on one of the folders, then Touch on 'OK'
7 RICOH Content Manager Multi Destination Scan

Note:

1. Box, Dropbox, Google Drive, OneDrive for Business services, have a root folder. So if user does not select folder, document gets scanned to root folder or default folder set in User Site. In the case of Ricoh Content Manager, it is necessary to Select a Cabinet first by browsing.

2. RICOH Content Manager Supports Indexing feature, User can select a Document Type and also set index values, based on what is configured in RICOH Content Manager.

Touch on '{unnamed Folder)
The first level listed here are Cabinets. Users need to select Cabinet or a folder under Cabinet. Please touch on ‘Cabinet’ then touch on ‘OK’.
RICOH Content Manager Indexing

Document Type and Indexing settings are available in RICOH Content Manager. Administrator of RCM will configure Document Types and associated indexing values.

Multi Destination scan displays available Document Type and associated indexing values. Users can select Document Type and indexing values before scanning.

Touch on ‘Document Type’ this will display available Document Types

Select desired ‘Document Type’
Touch on ‘indexing’ this will display indexing values related to selected ‘Document Type’

Depending on the type of values, different user input interface will be displayed.
Details of indexing values are shown below.

**Keywords**
Type: Textbox

**Programming Language**
Type: List

**Date**
Type: Date
8 Limitations

Multi Destination Scan Limitations

- Following characters are not supported for folder or filename creation. Using these characters in filename field is prohibited.
  ~"#%&*:<>?/\{|}
- Fax number limits minimum of 7 numbers.
- File name supports up to 64 characters
- Only English language is supported for OCR
- There is a Scan File Size limit of 25MB, due to limitations in Gmail APIs, which is used to send email to eFax Service.
- When Blank Page Removal is enabled, Maximum Scan file size is limited to 50MB
User Site Limitations

- Supported Browsers for User Site are:
  - Internet Explorer: 11 or later
  - Edge: Latest Version
  - Chrome: Latest Version
  - Firefox: Latest Version

- Limitations for Home Screen/Applications
  - Home: Maximum 20 for each profile, Max 32 characters for the name.
  - Applications: Maximum 18 for each home screen, Max 32 characters for the name

- User Management
  - Email address is unique in the system; same Email address cannot be used even if user belongs to different Tenants
  - Users belong to same tenant cannot set different time zones
  - User cannot change their login Email address, need admins assistance to change email address

- File Name Formula
  - There is no Syntax validator available in User Site. Please refer to Appendix on how to validate formula before Saving in User Site.
General Limitations

- Once Administrator has logged in to a Tenant on MFP, administrator from another tenant cannot login to same MFP. Refer to guide on ‘How to remove registered device’
- Back button inside application display screen must be used, instead for ‘Back’ button on the operation panel.

- Folder and File Search results varies from Cloud Service to Cloud Service, this depends on the Search API for each service.
## OCR Limitations

<table>
<thead>
<tr>
<th>Category</th>
<th>Phenomenon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upside-down image rotation</td>
<td>Sometimes misrecognized</td>
<td>We identify the top and bottom from the image as pre-processing of OCR. We use information such as the direction of arrangement of letters, letter / picture / chart layout, ruled line position, etc. to infer which is upper. In the case of the following manuscripts, the OCR may also fail because the top / bottom discrimination fails. · Manuscript with only few letters · Manuscript with characters written diagonally · Documents with a dark background / background such as photos</td>
</tr>
<tr>
<td>OCR</td>
<td>Unusual fonts cannot be recognized</td>
<td>In OCR, it is based on standardly used fonts such as Arial / Verdana / Times New Roman for foreign languages, MS Ming Dynasty / MS Gothic / MS UI Gothic for Japanese. Therefore, recognition may fail in the following cases. · Using a special font · Using extremely large / small font size</td>
</tr>
<tr>
<td></td>
<td>Input image is not clear</td>
<td>Although 200 dpi to 600 dpi is recommended for engine specifications, if the recognition rate is bad at 200 dpi, please raise the resolution and scan again. Also, if the input images are blurred or are not enough contrast, the recognition rate will not improve. Please use clear images.</td>
</tr>
<tr>
<td>PDF output</td>
<td>Output size is different</td>
<td>Due to the limitation of the current engine, the size of the output PDF page may be different from the original document.</td>
</tr>
<tr>
<td>Sometimes impossible to print with EXP machine</td>
<td>Sometimes impossible to print with EXP machine When you print PDF with Japanese OCR by EXP machine, if alternative font is not installed in MFP, it may not be printed correctly.</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>Word output</td>
<td>Layout collapse The OCR engine writes the character string of the recognition result as Word text and uses the font size / font type / line spacing / text width etc. to try to make it as close to the original as possible, but it is difficult to match with the original perfectly. Therefore, the following phenomena may occur. · Although the manuscript was 2 pages, it became 3 pages / 1 page · Margins increase or decrease</td>
<td></td>
</tr>
<tr>
<td>The number of blank pages increases</td>
<td>The number of blank pages increases If you input multiple pages and try to output them in Word, blank pages sometimes increase.</td>
<td></td>
</tr>
<tr>
<td>Sometimes the footer's page number is incorrect</td>
<td>Sometimes the footer's page number is incorrect When outputting a document with a page number in the footer section as an input, Word automatically counts the page count and may be out of alignment with the page number of the document. Example: Manuscript: 2 pages of 3/8, 4/8 Word output result: 2 pages of 1/2, 2/2 (Since there are only 2 pages, Word automatically judges 2 pages, 8 replaces 2 and redoes the page)</td>
<td></td>
</tr>
<tr>
<td>Doc format, that is created by OCR, cannot be displayed in iOS UIWebView</td>
<td>Doc format, that is created by OCR, cannot be displayed in iOS UIWebView It is said that iOS does not officially support doc / xls etc., it may not be displayed normally on iOS machines. This is because the OCR function creates data in RTF format and then outputs it to</td>
<td></td>
</tr>
<tr>
<td>Sometimes blank page is removed</td>
<td>In decision of the current OCR engine, blank page is sometimes removed. So, for example, 4 pages sometimes become 3 pages.</td>
<td></td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Cell color/ Frame border are lost</td>
<td>For Word output, the color of the cell or the frame border of the table are lost during the transfer.</td>
<td></td>
</tr>
<tr>
<td>Excel output</td>
<td>Color / figure / photo are lost For Excel output, the color of characters is not reflected. Also, figures and photographs are not reflected. With regard to the part recognized as table, OCR engine uses the cell ruled line / cell combination to create table.</td>
<td></td>
</tr>
</tbody>
</table>
9 Appendix

File Name Formula
Formula functions are similar to Microsoft Excel Formulas. Not all Excel functions are relevant and supported.

Following two variables from the workflow application are available to use in the formula

1. TenantId [Smart Integration Tenant ID]
2. UserId [Smart Integration User ID]

Sample Formulas

<table>
<thead>
<tr>
<th>Formula</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>YEAR(NOW()) &amp; &quot;-&quot; &amp; MONTH(NOW()) &amp; &quot;-&quot; &amp; DAY(NOW()) &amp; &quot;-&quot; &amp; HOUR(NOW()) &amp; MINUTE(NOW()) &amp; SECOND(NOW())</td>
<td>2018-12-21-102657</td>
</tr>
<tr>
<td>YEAR(NOW()) &amp; &quot;-INVOICE&quot;</td>
<td>2018-INVOICE</td>
</tr>
<tr>
<td>_[UserId] &amp; &quot;.&quot; &amp; YEAR(NOW()) &amp; &quot;.&quot; &amp; MONTH(NOW()) &amp; &quot;.&quot; &amp; DAY(NOW())</td>
<td>TOM-2018-12-21</td>
</tr>
</tbody>
</table>

How to Validate the Formula
Open Microsoft Excel, enter the formula in an excel field add ‘=’ in front of the formula.

Note: Use only functions, but do not use variables from workflow mentioned above to validate in Excel.
Formula Functions

Formula Evaluation is based on Open Source, Apache POI

Note: Please see link below. All formulas listed may not be relevant to workflow application. Here is list of formulas.

http://poi.apache.org/components/spreadsheet/eval-devguide.html