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INFOR LN 10.8

Document Output Management (DOM)

TECHNICAL DEVELOPER HANDBOOK

Chapter 1 — Introduction to Document Output Management. What DOM is, why it exists, the business case for automated multi-channel document delivery, supported document types and real-world business scenarios.

PREPARED BY

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The configuration described in this guide concerns Document Output Management — DOM concepts, business benefits, multi-channel document distribution, supported document types and implementation scenarios. Readers are solely responsible for testing any change in a non-production tenant first and for following their organisation's change-management and approval processes. In no event shall FullOnBaan, the author, or any contributor be liable for any direct, indirect, incidental, consequential or special damages arising from the use of, or the inability to use, the information contained in this guide.

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About This Handbook Series

The Infor LN 10.8 Document Output Management (DOM) Technical Developer Handbook is a multi-volume FullOnBaan series written for Infor LN technical consultants, developers, system administrators, integration specialists, solution architects and support engineers. Each volume corresponds to one chapter of the master curriculum, so it can be consumed as a focused study unit or used as a stand-alone desk reference during an implementation.

This is Volume 1 — Introduction to Document Output Management. It establishes the conceptual foundation that every later volume builds on: what DOM is, why it replaced classic device-based printing, the business case for automated multi-channel document delivery, the document types DOM typically handles, and a set of real-world business scenarios that recur in almost every DOM project.

Who should read this volume

- Technical consultants and developers preparing for a DOM implementation or extension project.
- System administrators who will operate DOM in production — devices, queues, email and printing infrastructure.
- Integration specialists connecting LN output to IDM, ION, customer portals or external archives.
- Solution architects evaluating DOM against legacy printing or third-party output-management products.
- Support engineers who troubleshoot failed or missing customer documents.

Conventions used in this series

Convention	Meaning
Consultant note	Field-tested advice aimed at functional/solution consultants — scoping, design decisions, client conversations.
Developer note	Advice aimed at programmers — APIs, libraries, debugging, extension points.
Session reference	LN sessions are referenced by name with their navigation path; session codes (tt…) are given where they are stable across environments.
Cloud vs on-premise	Wherever behaviour differs between Infor LN CloudSuite and on-premise LN 10.8, a dedicated callout highlights the difference.

> **How to use this volume**
> Read sections 1–3 for the conceptual model, sections 4–7 for the distribution and document-type

landscape, and section 8 for business scenarios you can reuse in workshops with your own customers. Section 9 summarises cloud/on-premise differences and section 10 collects best practices and a first troubleshooting checklist. Volume 2 then dives into DOM architecture.

1. What is Document Output Management?

Document Output Management (DOM) is the Infor LN framework that takes the raw output of an LN report and turns it into a managed, multi-channel business document. Instead of a report being sent straight to a printer device, DOM intercepts the output, identifies which business document it represents (an invoice, a purchase order, an order acknowledgement), determines who must receive it, renders it into the required format — typically PDF — applies overlays such as letterheads and logos, attaches supporting files such as terms and conditions, and finally distributes it through one or more channels: email, printer, fax, the Infor Document Management (IDM) repository, or a custom destination such as a customer portal or an external archive.

In classic LN printing, the unit of work is a print job: a user runs a print session, picks a device, and the spooler hands the bytes to a printer. In DOM, the unit of work is a document with a lifecycle: it is prepared, stored, rendered, routed and delivered, and every step is recorded so that administrators can see exactly what was sent, to whom, through which channel, and whether delivery succeeded. That shift — from print jobs to managed documents — is the essential idea behind DOM.

1.1 DOM in one diagram

The end-to-end flow can be summarised textually as follows (a full architectural treatment follows in Volume 2):

```
LN Print Session (e.g. Print Sales Invoices)
        |
        v
DOM Device  ------------------> classic device output still possible
        |                       for non-DOM reports
        v
Document Preparation Engine     identifies the document type,
        |                       resolves report rules & variables
        v
Document Store                  the prepared document and its
        |                       metadata are persisted
        v
Rendering Engine                PDF / spreadsheet rendering,
        |                       overlays, attachments merged
        v
Distribution Engine             receiver determination, channel
        |                       selection (email / print / fax /
        v                       IDM / custom destination)
Delivery + Status Tracking      per-receiver delivery log
```

1.2 What DOM is not

It is worth being precise about scope, because in projects the term "output management" is used loosely. DOM is not a report designer — the layout of the report itself still comes from the LN report definition, Infor Reporting, or an external rendering tool such as SSRS. DOM is not a document management system — long-term storage, versioning and retrieval belong to IDM, with which DOM integrates. And DOM is not a general-purpose ESB — although it can call external services as custom destinations, complex orchestration belongs to ION. DOM sits exactly in the middle: it is the routing and delivery brain between report generation and the outside world.

> **Consultant note**
> When scoping a DOM project, draw this boundary explicitly in the blueprint workshop. A large share of DOM project overruns come from teams assuming DOM will also redesign report layouts (it will not — that is Infor Reporting / report customisation work) or archive documents with retention policies (that is IDM configuration work). Get the three work-streams — layout, routing/delivery, archival — separately estimated and staffed.

2. Why DOM Exists — From Legacy Printing to Digital Delivery

2.1 The legacy printing model and its problems

Before DOM, LN (and Baan before it) delivered documents through device definitions maintained in the Tools package (Device Data). Each output was a print job aimed at a physical or logical device. This model served the paper era well, but it created chronic problems as soon as businesses needed digital delivery:

- No receiver awareness. A printer does not know that invoice 4500123 belongs to customer ACME and should go to invoices@acme.com. Any emailing logic had to be custom-built per report, typically by customising the report script.
- One channel per run. A print session produced output to exactly one device. Sending an invoice to the customer by email, to the finance shared printer, and to the archive required three separate mechanisms.
- Fragile customisations. Every customer-specific delivery requirement (different language layout per country, different remit-to address per company) meant another conditional branch inside report scripts — expensive to build and very expensive to upgrade.
- No delivery audit trail. Once the spooler accepted the job, LN had no record of whether the document actually reached the customer — a serious gap for credit-control and compliance processes.
- Decentralised batch printing. High-volume runs (month-end invoicing, dunning) were hard to schedule, monitor and re-run selectively when individual documents failed.

2.2 The drivers for digital document delivery

Several business forces converged to make a managed output framework necessary rather than convenient:

- Customers and vendors expect electronic documents — emailed PDFs at minimum, portal or e-invoicing delivery increasingly often.
- Legal frameworks in many countries now mandate electronic invoicing formats and verifiable delivery (for example EU e-invoicing initiatives and country-specific clearance models).
- Shared-service centres consolidate document operations for many companies and countries, demanding rule-based, multi-company routing rather than per-site printer setups.
- Cloud deployment removes direct access to local printing infrastructure, forcing a rethink of how output leaves the ERP.
- Cost and sustainability programmes target print, paper and postage spend explicitly.