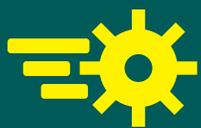


QUICKER BETTER SAFER

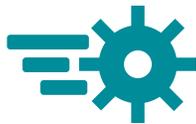


A collection of solutions to document- centric
business process problems

Joanna Slusarz

QUICKER BETTER SAFER

A collection of solutions to document-centric
business process problems



JOANNA SLUSARZ

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Toronto - London - Shanghai - Panama

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INTRODUCTION

Every department and business unit has its own unique content management needs. Some are looking for simple search-and-retrieval, some need to access information through their GIS, CRM or ERP application, and some want to enable repeatable processes such as contract management, AP processing or customer onboarding.

Finding a system that's flexible enough to accommodate these divergent goals and objectives can be a challenge, particularly when so many enterprise content management (ECM) systems require the services of expert—and expensive—programmers, analysts and consultants to customize and configure them.

An ECM system with the ability to delegate administrative privileges and workflow configuration rights to departmental business analysts and line-of-business managers ensures two things:

- ▶ User acceptance, because the people configuring the system are enmeshed in the day-to-day reality of the group's working requirements, and they know how to ensure that the right work gets done the right way at the right time.
- ▶ Flexibility to evolve with changing market conditions, because the group does not have to wait for a vendor, consultant or IT department to maximize the performance of its localized solutions.

This type of flexible ECM system—which provides centralized control over an organization's information infrastructure while still offering individual business units the flexibility to configure local solutions—also allows organizations to set what we call the ROI Multiplier Effect in motion.

Our customers have traditionally deployed ECM in a transactional capacity where they've been able to get a "quick hit" of ROI that they can tie to the bottom line. (For example, RMS, a medical device manufacturer, cut order processing from 10 weeks to 72 hours.) Once they have that, it's easy to take advantage of the ROI justification to roll out ECM across the enterprise to engage the ROI Multiplier Effect.

The ROI Multiplier Effect is more than a math problem and it does more than simple arithmetic; it exponentially extends the cost savings of ECM once it's deployed as a foundational technology. For example, RMS moved on from using ECM for transactional order processing to using it as a foundational technology that automatically generates device history records, automates accounts payable, simplifies auditing and allows employees across two plants in Minnesota and Tennessee to access job-related information through a company intranet. These steps have allowed the company to reap additional benefits including:

- ▶ Cost savings of \$70,000 through the automatic generation of DHRs (\$50,000 on outside service and \$20,000 on labor/storage).
- ▶ Time savings of more than 200 hours of staff time annually by automating the accounts payable process.
- ▶ Conversion of document storage space into manufacturing space.
- ▶ Simplified FDA audits with a comprehensive audit trail showing who has created, moved or approved any given document.

At Laserfiche, our goal is to help your organization achieve the ROI Multiplier Effect, and we believe that the best way to do that is to empower all our users with the knowledge and expertise they need to deliver value quickly, easily and without the need to engage expensive experts.

This book is a collection of some of the most useful solutions our users have created. We invite you to tap into their knowledge to help employees within your organization become more informed and more efficient than ever before.

This book contains 19 customer-built solutions.
For more than 100 additional solutions, please visit:

Laserfiche.com/SolutionExchange



ACCOUNTS PAYABLE

Every organization has invoices that need to be paid. An efficient accounts payable process helps conserve cash, enables staff to focus on revenue-generating activities and minimizes the chance that the organization will be seen as a bankruptcy risk due to late payments.

This section contains solutions for accelerating and simplifying the capture, processing, review and approval of accounts payable documentation.

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ASSOCIATED GROCERS INC.

Industry: Commercial
Number of employees: 500-1,000
Headquarters: Baton Rouge, LA

Associated Grocers, Inc. (AG) provides a full line of services such as procurement, marketing and merchandizing to more than 210 independent retailers in Louisiana, Mississippi and Texas.

The company implemented Laserfiche Avante in six departments to streamline business processes and eliminate lost documents.

Before Laserfiche, the accounts payable (AP) process involved printing, manually collating and physically filing invoices, payments and supplemental information. Here is how Laserfiche Avante, in conjunction with Laserfiche Quick Fields, enabled AG to optimize and automate this process.



Faron Kraemer, Assistant Accounts Payable Supervisor, describes how Associated Grocers optimized its accounts payable process with Laserfiche Quick Fields and Laserfiche Workflow.

CAPTURE THE INVOICES

The majority of the invoices originate in the Electronic Data Interchange (EDI) format. Batches of these invoices are printed to the "Accounts Payable - Snapshot Inbox" folder in Laserfiche using Laserfiche Snapshot, a tool for converting electronic documents into TIFF images.

From there, Laserfiche Quick Fields:

- ▶ Separates each invoice from the batch. "OmniPage Zone OCR" is used to detect when the page number is "1" so that Laserfiche Quick Fields knows that it is dealing with a new invoice.
- ▶ Assigns the "AP Inventory Invoice" template.
- ▶ Populates the vendor number, purchase order number and invoice number fields with data extracted from the documents.

The screenshot displays the Laserfiche Quick Fields application window. The main area shows an invoice document with the following extracted data:

INVOICE DATE 09/13/12
INVOICE NUMBER 9332853436
PO DATE 09/05/12
PO NO 357632
VEND 003550
DELIVERY DATE 09/11/12
DISCOUNT PERCENT 2.0000 DUE DATE 09/28/12
NET DUE DATE 09/29/12
SHIPMENT METHOD OF PAYMENT PREPAID
ADJUSTMENT 58 HANDLING 02
ADJUSTMENT 40 HANDLING 02
QUANTITY U/M UPC CASE CODE

The interface includes a menu bar (File, Edit, View, Action, Scan, Tools, Help), a toolbar, and several panels: "Session Configuration" on the left, "Document Properties" on the right, and "Document Revision" at the bottom left. The status bar at the bottom indicates "Page 1 of 4 (42.5 KB): 6000 x 5100, 600 X 600 DPI".

The AP clerk prints invoices that arrive by e-mail to Laserfiche with Laserfiche Snapshot, manually assigns the “AP Inventory Invoice” template and enters the metadata. Invoices that arrive by mail are scanned directly into Laserfiche and the field data is manually entered by the AP clerk.

Supplementary receiving documents (similar to packing slips) are all prepped and scanned as a single batch with Laserfiche Quick Fields, which automatically separates each receiving packet and indexes both the vendor number and purchase order number. The “OmniPage Zone OCR” process is used to extract two bits of text that always appear on the first page of the receiving documents. Since the last page of the receiving documents has the same header as the first, the second zone is used to differentiate between the first and last pages.

After being processed by Laserfiche Quick Fields, all of the invoices and supplemental materials are stored in the appropriate vendor folder in Laserfiche.

Name	Vendor Number	PO Number	Invoice Number
357632 9332853436	3550	357632	9332853436
356696 9332727301	3550	356696	9332727301
355544 9331765663	3550	355544	9331765663
354624 9331078019	3550	354624	9331078019
354038 9330471072	3550	354038	9330471072
353039 9329534553	3550	353039	9329534553
351222 9328392644	3550	351222	9328392644
350922 9327986294	3550	350922	9327986294
350535 9327853893	3550	350535	9327853893
349849 932756004	3550	349849	932756004
349373 9326976218	3550	349373	9326976218
348850 9326607300	3550	348850	9326607300
347794 9325898594	3550	347794	9325898594
346930 9325370041	3550	346930	9325370041
345601 9324921447	3550	345601	9324921447
345467 9324244636	3550	345467	9324244636
344795 9323796014	3550	344795	9323796014
344355 9323465465	3550	344355	9323465465
343410 9322835651	3550	343410	9322835651
342811 9322149665	3550	342811	9322149665
341606 9321304519	3550	341606	9321304519
340829 9320737131	3550	340829	9320737131
339992 9320146679	3550	339992	9320146679
338966 9319463410	3550	338966	9319463410
338653 9319055066	3550	338653	9319055066



AP uses both an invoice list in our PROMPT reconciliation software and a custom “open purchase orders” report to know which invoices need to be worked. The AP clerk searches for each invoice using the purchase order number. The clerk links the invoice and receiving documents in Laserfiche using the “Link” option in the metadata pane.



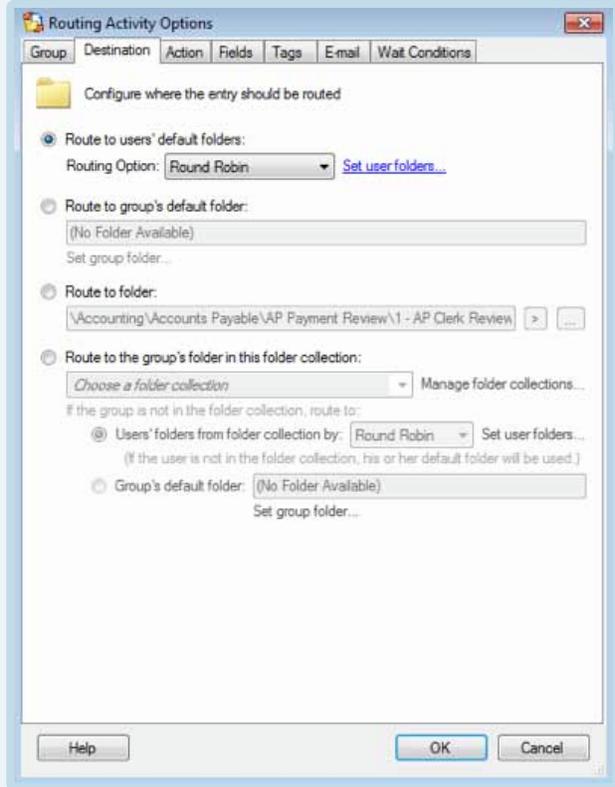
REVIEW PAYMENTS

Once the invoices are reconciled, the payments are then generated by our Lawson Financials software, and a remittance copy is scanned into Laserfiche and indexed by vendor number, payment number and date.

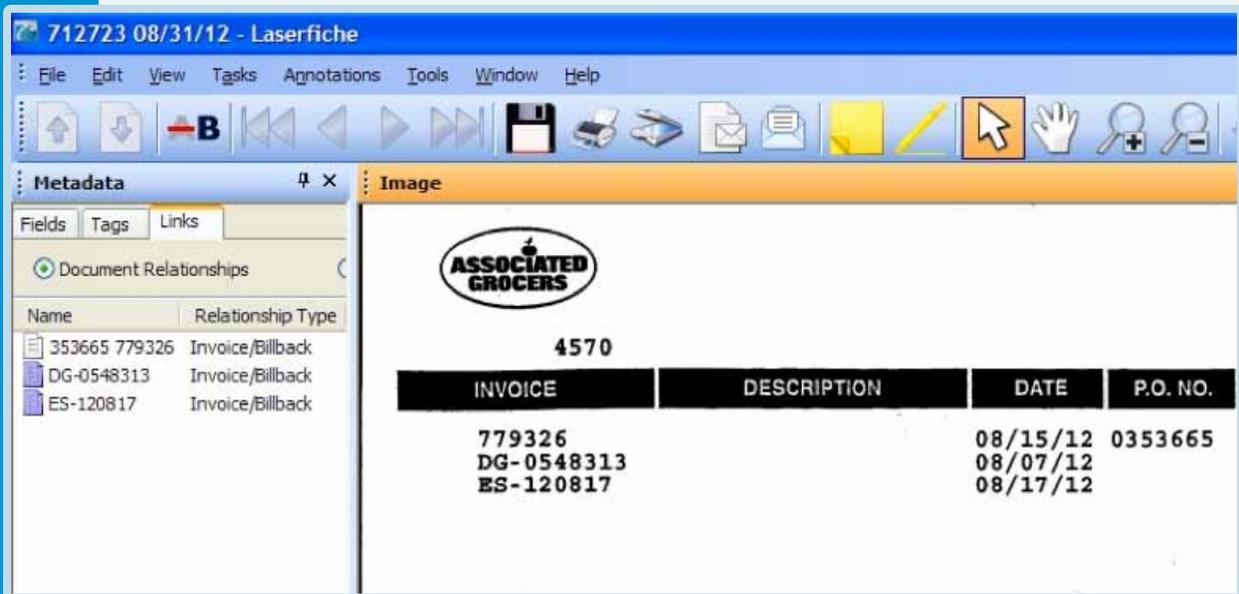
In order to make sure that every AP clerk has the same workload, a workflow was created that evenly allocates payments into each AP clerk’s working folder.

Name	Vendor Number	Payment Number	Date	Payment Type
712681 08/31/12	2350	712681	08/31/12	Check
712686 08/31/12	2690	712686	08/31/12	Check
712691 08/31/12	2945	712691	08/31/12	Check
712696 08/31/12	3157	712696	08/31/12	Check
712701 08/31/12	3400	712701	08/31/12	Check
712706 08/31/12	3579	712706	08/31/12	Check
712711 08/31/12	3986	712711	08/31/12	Check
712716 08/31/12	4387	712716	08/31/12	Check
712723 08/31/12	4570	712723	08/31/12	Check
712726 08/31/12	4851	712726	08/31/12	Check
712731 08/31/12	5088	712731	08/31/12	Check
712736 08/31/12	5149	712736	08/31/12	Check
712741 08/31/12	5411	712741	08/31/12	Check
712746 08/31/12	5567	712746	08/31/12	Check
712751 08/31/12	5755	712751	08/31/12	Check
712756 08/31/12	5825	712756	08/31/12	Check
712761 08/31/12	5960	712761	08/31/12	Check
712766 08/31/12	6066	712766	08/31/12	Check
712771 08/31/12	6187	712771	08/31/12	Check

In order to accomplish this, the “Round Robin” routing option is used when configuring the “Route Entry to Group” activity.



Each AP clerk is responsible for linking the supporting invoices and billbacks to each payment and reviewing it for accuracy.





Once the supporting documents are linked and the payment has been reviewed and deemed correct, the AP clerk changes the value of the “1.2 - AP Clerk Review” field to “Approved”. Alternately, the payment can be routed to the AP supervisor for further review or put on hold. In either case, the clerk provides an explanation in the “1.1 - AP Clerk Notes” field.

Template: AP Payments

Vendor Number (required)
4570

Payment Number (required)
712723

Date (required)
08/31/12

Payment Type (required)
Check

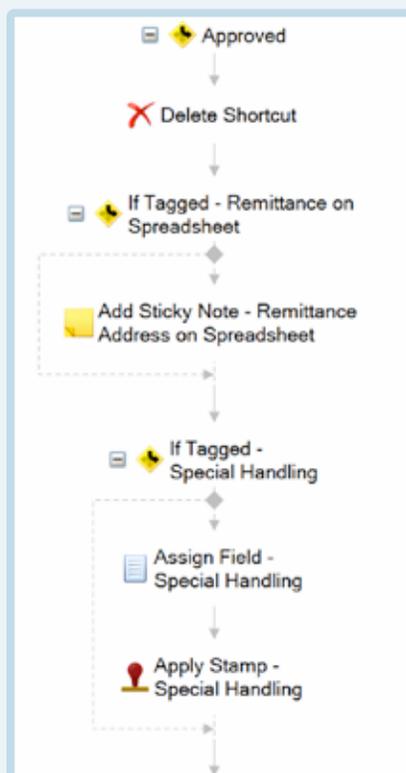
Add/Remove Fields...

1.1 - AP Clerk Notes
*

1.2 - AP Clerk Review
Pending

Pending
Approved by %(Username) on %(Datetime)
Routed to AP Supervisor by %(Username) on %(Datetime)
Put on Hold by %(Username) on %(Datetime)

The clerk can also tag the payments with the “Remittance on Spreadsheet” tag (if the payment needs to be mailed to an address other than the one on the invoice) or “Special Handling” tag (if a payment requires extra attention such as foreign postage). If either of those tags is applied, Workflow applies a sticky note or stamp respectively letting the accounts receivable clerks know to take this into consideration during their review.



Payments routed to the AP supervisor can be voided or routed back to the AP clerk who originally routed them.





Payments that have been approved by the AP clerk are automatically routed to the accounts receivable (AR) department for an audit review. The same “Round Robin” option is used to divide work evenly among the AR clerks.

Folders	Name	Vendor Number	Payment Number	Date	Payment Type
Laserfiche Repositories	712710 08/31/12	3983	712710	08/31/12	Check
AssociatedGrocers	712713 08/31/12	4236	712713	08/31/12	Check
Accounting	712714 08/31/12	4250	712714	08/31/12	Check
Accounts Payable	712715 08/31/12	4368	712715	08/31/12	Check
AP Payment Review	712717 08/31/12	4389	712717	08/31/12	Check
1 - AP Clerks	712718 08/31/12	4430	712718	08/31/12	Check
1.3 - AP Supervisors	712720 08/31/12	4517	712720	08/31/12	Check
2 - AR Clerks	712721 08/31/12	4548	712721	08/31/12	Check
Debbie	712722 08/31/12	4550	712722	08/31/12	Check
Faye or Lola	712723 08/31/12	4570	712723	08/31/12	Check
3 - AR Check Release	712727 08/31/12	4910	712727	08/31/12	Check
Bank Deposit	712729 08/31/12	4945	712729	08/31/12	Check
Miscellaneous	712733 08/31/12	5115	712733	08/31/12	Check
Snapshot Inbox	712735 08/31/12	5137	712735	08/31/12	Check
Vendors	712737 08/31/12	5177	712737	08/31/12	Check
	712738 08/31/12	5223	712738	08/31/12	Check

The AR clerk can approve or decline a payment by changing the value of the “2.2 - AR Clerk Review” field. If a payment is declined, it is sent back to the AP clerk who originally approved it so that he can either make corrections or route it to the AP supervisor.



Once the AR clerk approves a payment by check, it is routed to the “AR Check Release” folder for the person who releases the physical checks.

The screenshot shows a file explorer window with a folder tree on the left and a table of payment records on the right. The folder tree is expanded to show '3 - AR Check Release' under 'Accounts Payable'. The table lists various payment records with columns for Name, Vendor Number, Payment Number, Date, and Payment Type.

Name	Vendor Number	Payment Number	Date	Payment Type
712714 08/31/12	4250	712714	08/31/12	Check
712715 08/31/12	4368	712715	08/31/12	Check
712716 08/31/12	4387	712716	08/31/12	Check
712717 08/31/12	4389	712717	08/31/12	Check
712718 08/31/12	4430	712718	08/31/12	Check
712719 08/31/12	4489	712719	08/31/12	Check
712720 08/31/12	4517	712720	08/31/12	Check
712721 08/31/12	4548	712721	08/31/12	Check
712722 08/31/12	4550	712722	08/31/12	Check
712723 08/31/12	4570	712723	08/31/12	Check
712724 08/31/12	4723	712724	08/31/12	Check
712725 08/31/12	4819	712725	08/31/12	Check
712726 08/31/12	4851	712726	08/31/12	Check
712727 08/31/12	4910	712727	08/31/12	Check
712728 08/31/12	4916	712728	08/31/12	Check

From there, the AR clerk either releases or voids the check by updating the value of the “3.2 - AR Check Release Review” field accordingly. No physical check is released to be mailed until the digital version in Laserfiche has both the AP and AR clerks’ approvals.

Note that throughout the entire process the original documents are stored in separate vendor folders, with the clerks and supervisors only dealing with document shortcuts. These shortcuts are automatically deleted once the clerks have completed their review. The benefit of using shortcuts is that the original version is always stored in one standardized location and cannot be accidentally deleted or misplaced.

The screenshot shows a file explorer window with a folder tree on the left and a table of payment records on the right. The folder tree is expanded to show 'Payments' under '4570'. The table lists various payment records with columns for Name, Vendor Number, Payment Number, Date, and Payment Type.

Name	Vendor Number	Payment Number	Date	Payment Type
712723 08/31/12	4570	712723	08/31/12	Check
709162 07/27/12	4570	709162	07/27/12	Check
708831 07/23/12	4570	708831	07/23/12	Check
705016 06/15/12	4570	705016	06/15/12	Check
701277 05/11/12	4570	701277	05/11/12	Check
699782 04/27/12	4570	699782	04/27/12	Check
697013 03/30/12	4570	697013	03/30/12	Check
693040 02/17/12	4570	693040	02/17/12	Check
691648 02/03/12	4570	691648	02/03/12	Check
689560 01/16/12	4570	689560	01/16/12	Check
686282 12/12/11	4570	686282	12/12/11	Check
685475 12/02/11	4570	685475	12/02/11	Check
683281 11/11/11	4570	683281	11/11/11	Check
682500 11/03/11	4570	682500	11/03/11	Check
680989 10/24/11	4570	680989	10/24/11	Check
679646 10/07/11	4570	679646	10/07/11	Check
677456 09/19/11	4570	677456	09/19/11	Check
674930 08/26/11	4570	674930	08/26/11	Check



SUMMARY OF BENEFITS FOR ASSOCIATED GROCERS

Implementing Laserfiche Avante at Associated Grocers has had the following benefits for the accounting department:

- ▶ AP saves 20 cases of paper each year.
- ▶ AP was able to convert the group's "working desk" into a desk for another team member.
- ▶ Documents are immediately available in Laserfiche so staff members don't spend critical work time searching through physical files.
- ▶ Invoices and payments are no longer manually sorted among the AP and AR clerks—resulting in everyone having the same workload.
- ▶ Instead of searching through manually printed and filed paperwork, AP clerks can easily work invoices and review payments directly from the digital copy in Laserfiche—saving time and resulting in a more efficient process.

AVIS FLEET SERVICES

Industry: Commercial

Number of employees: 1,000-5,000

Headquarters: Johannesburg, South Africa

Existing Laserfiche integrations: Planet Press Suite, ScannerVision to Laserfiche Connector, AS400, Oracle Accounting System

Avis Fleet Services provides specialized solutions to more than 2,000 customers in the country's private and public sectors. The company manages a fleet of more than 200,000 vehicles from its headquarters in Johannesburg, South Africa, includes seven field offices and provides services in six neighboring countries.

Avis Fleet Services goes through a great deal of invoices—ranging from invoices for repair services to those for automobile maintenance—to manage its fleet.

Here is how the company has integrated Laserfiche with its other systems to process 85,000 pages of accounts payable and receivable documents each month.

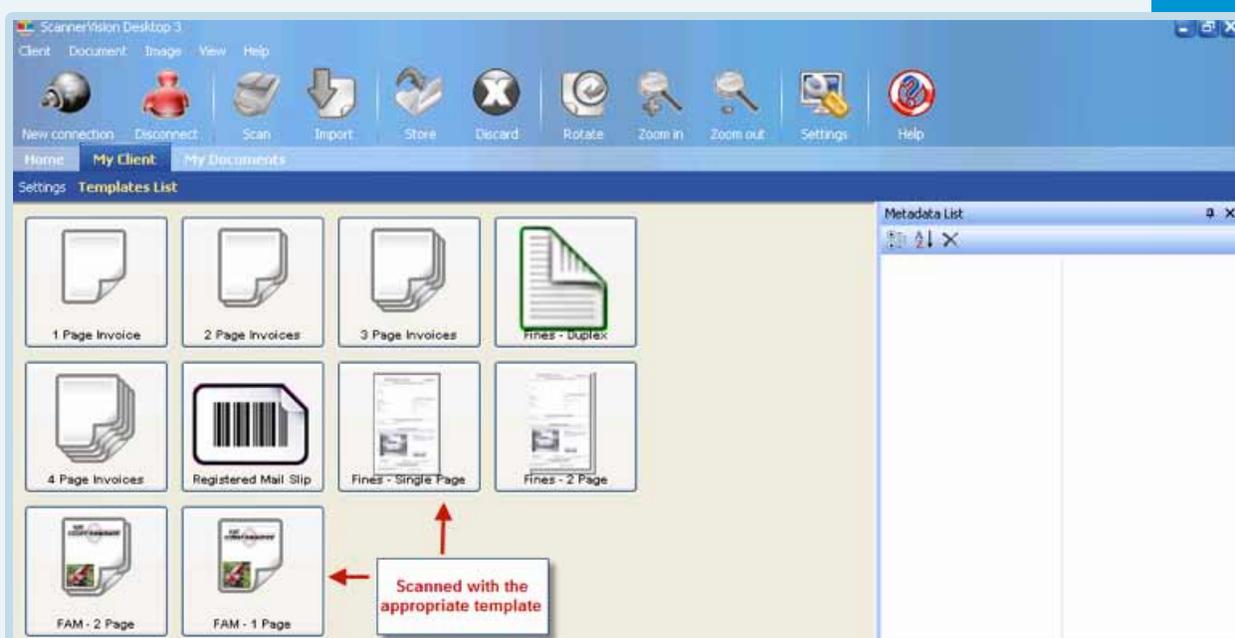


Learn how Avis Fleet Services uses Laserfiche to improve customer service with advice from Vincent Kelly, Analyst Programmer.

ACCOUNTS PAYABLE

All of the supplier invoices have to be stored in our Laserfiche repository first. We scan these in using ScannerVision, an advanced document capture middleware solution that is integrated with Laserfiche using the ScannerVision to Laserfiche Connector (LF-Link).

- ▶ A user chooses the appropriate template and the appropriate settings are automatically assigned.



Once the document is scanned and indexed, the Scanning Clerk finds the Order Number on the order and enters it into the relevant template field. A process in the background then fills in some other vital metadata based on what is stored in the database of our Fleet Management System (FMS). The FMS is where all of our customer and supplier data is kept.

The other information, such as the Invoice Number, Invoice Date, Vehicle Registration and Invoice Total must be entered manually by the Creditors Clerk.

MEYERS MOTORS
 BRANCHES: EAST LONDON • KING WILLIAM'S TOWN • MTHATHA
 Meyers Motors East London | 75 Cambridge Street, East London 5201
 PO Box 518, East London 5200 | Tel: 043 701 6600
 AFTER HOURS BREAKDOWNS:
 Passenger 082 555 7372 / Commercial 082 533 7370
 Fax General 043 702 6655 / Spares 043 702 6680
 info@meyersgroup.co.za | www.meyersgroup.co.za

AVIS FLEET SERVICES
 P O BOX 396
 ISANDI
 1600
 MEDEEL

DATE: 22/11/2011
 ORDER NO: 4500658
 DOCUMENT NO: 10138495

Tax Invoice (W) VET REG. NO. 4010101006

Contact: DANE
 Tel No.: [REDACTED]
 Ddo : 0059700
 Job No.: 10R39010 Control: 0
 Cust. Cell No: [REDACTED]
 Serv Advisor: SHAWN BOSCH

REGISTRATION NO	REG YEAR	MAKE	MODEL	SERIAL/CHASSIS NO	ENGINE NO	ACCOUNT NO
FJS443EC	2010	ISUZU	KB 250 D-T EQ EX	ADM2RP86B7 3521276	4JK1855602	102A5024

Part Number / INSTRUCTIONS DETAILS ORDERED DEL UNIT PRICE DISCOUNT TOTAL DUE

Part Number / INSTRUCTIONS	DETAILS	ORDERED	DEL	UNIT PRICE	DISCOUNT	TOTAL DUE
11060765	Labour 85W-140 500ML	3	3	32.79		1120.56
						98.37

VAT NUMBER: 4430101255
 Sold By : MEYERS MOTO RS (PTY)
 Date Sold : 26/07/10
 (-----) Work Requested -----
 CARRY OUT 60 000KM SERVICE
 (-----) Work Carried Out -----
 COMPLETED 60 000KM SERVICE

RECEIVED
 2011-11-30

Metadata Panel:
 Template: Supplier Invoices
 AS400 Comments: VALID
 Invoice Type: Vehicle Maintenance
 Order Number: 4500658
 Supplier ID: MEDEEL
 Supplier Name: MEYERS EAST LONDON - 1603
 Invoice Number: [REDACTED]
 Invoice Date: [REDACTED]
 Vehicle Registration: [REDACTED]
 Invoice Total: [REDACTED]
 MVA Number: 1423085
 Capture Result: W.L.P

MASERU TOYOTA (PTY) LTD.
 713 MASERU 100
 LESOTHO 20 BOWEN ROAD
 MASERU
 Tel: +266-22313801
 Fax: +266-22310277
 E-MAIL: mastoy@lesoft.co.za
 TEL NO: 10204174

Invoice To : 201 Supply To : 201
 VatReg : 4430101255 VatReg : 4430101255
 AVIS FLEET SERVICES AVIS FLEET SERVICES
 P.O. BOX 396 P.O. BOX 396
 ISANDI ISANDI
 1600 1600
 ATTN: [REDACTED] ATTN: ZELDR RUDMAN
 1600 1600
 0026-0026-0026-0026-2222 0026-0026-0026-0026-2222

Registration No : [REDACTED]
 Model Description : L/CRUISER 200 VX 4.7
 Eng#: 2UZ VIN#: [REDACTED]
 Chassis No : [REDACTED]
 Vehicle Job No : 17A521664

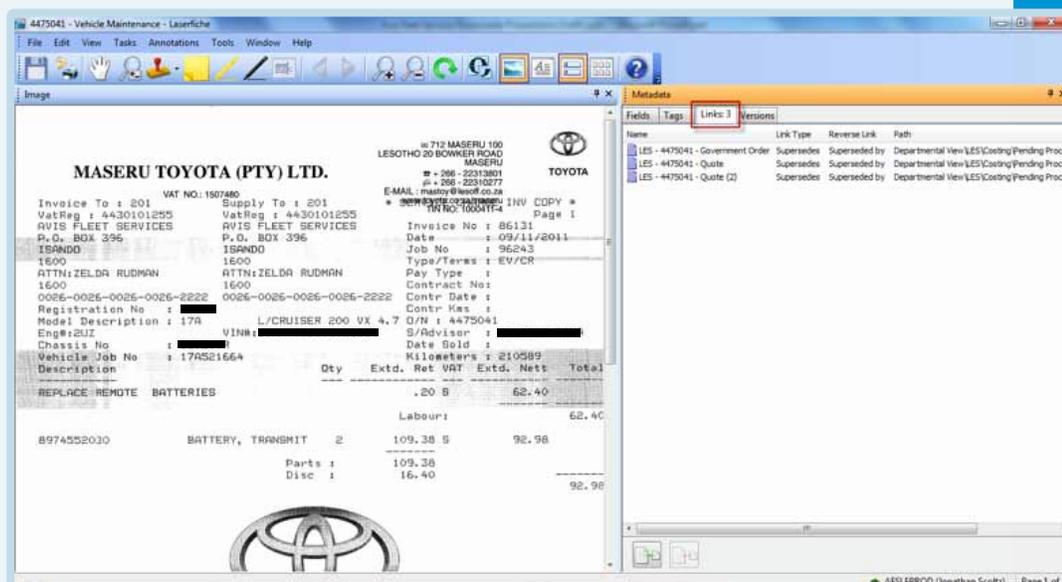
Invoice No : 86131
 Date : 09/11/2011
 Job No : 96243
 Type/Term : EV/CR
 Pay Type :
 Contract No :
 Contr Date :
 Contr Res :
 O/N : 4475041
 S/Advisor : ELLIOTT GAMA
 Date Sold :
 Kilometers : 210569

Description	Dty	Extd.	Ret VAT	Extd. Nett	Total
REPLACE REMOTE BATTERIES		20.5		62.40	
			Labour:		62.40
8974552030	BATTERY, TRANSMIT	2	109.38	92.98	
	Parts :		109.38		
	Disc :		16.40		
					92.98

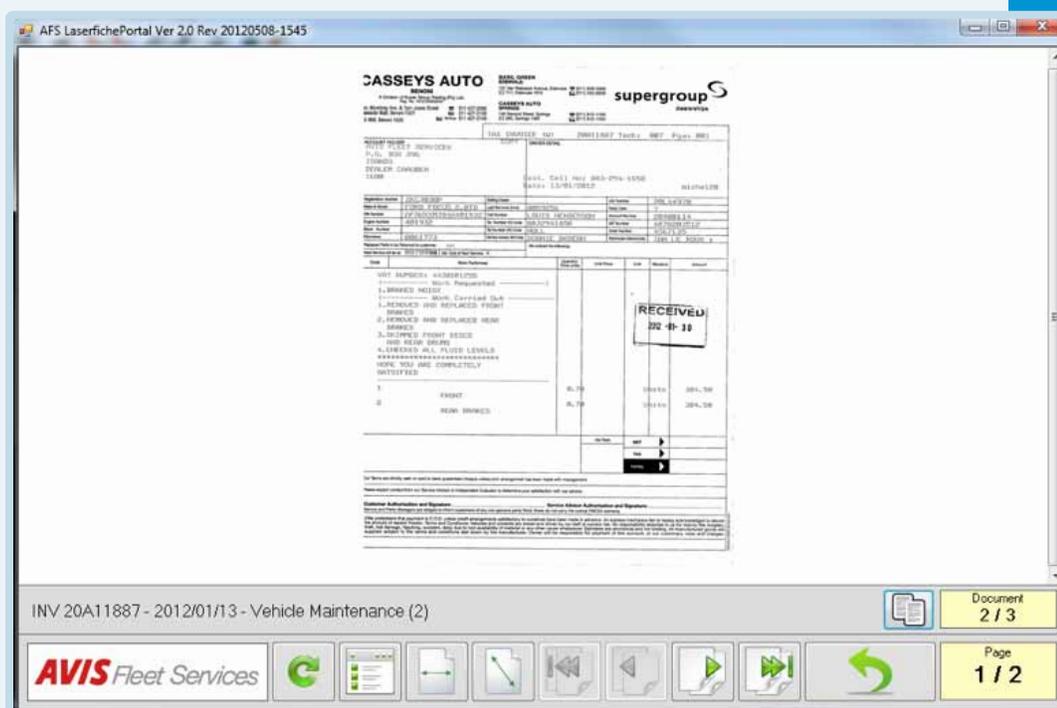
Metadata Panel:
 Invoice Type: Vehicle Maintenance
 Order Number: 4475041
 Supplier ID: MASTO
 Supplier Name: MASERU TOYOTA (LES)
 Invoice Number: 86131
 Invoice Date: 09/11/2011
 Vehicle Registration: [REDACTED]
 Invoice Total: 177.13
 MVA Number: 1317388
 Capture Result: Invoice Captured
 Employee Name: [REDACTED]
 Costing Result: W.L.P



All of the supporting documentation is linked to the supplier invoice by the Order Number field and is easily accessible to the Costing Department.



Let's say that someone in the Costing Department gets a query from a customer about a specific order. They can either open this document directly in the Laserfiche Client or they can pull it up from the FMS. The Costing Clerk types in the Order Number and the order details are displayed. Once they hit F11 on the keyboard, this document opens in a custom developed Laserfiche Viewer which is integrated with the FMS.



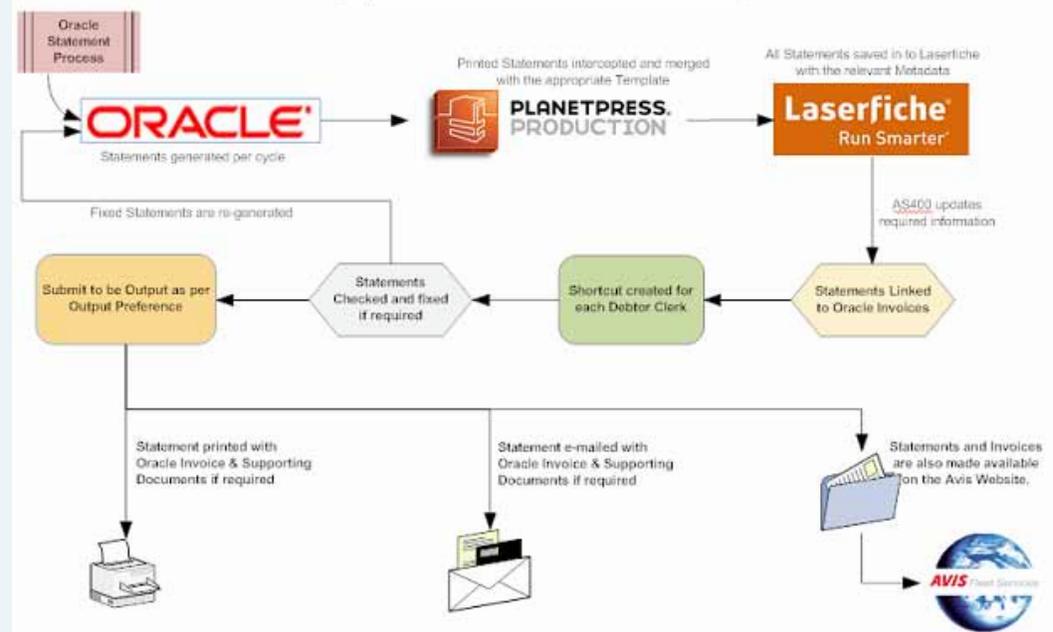
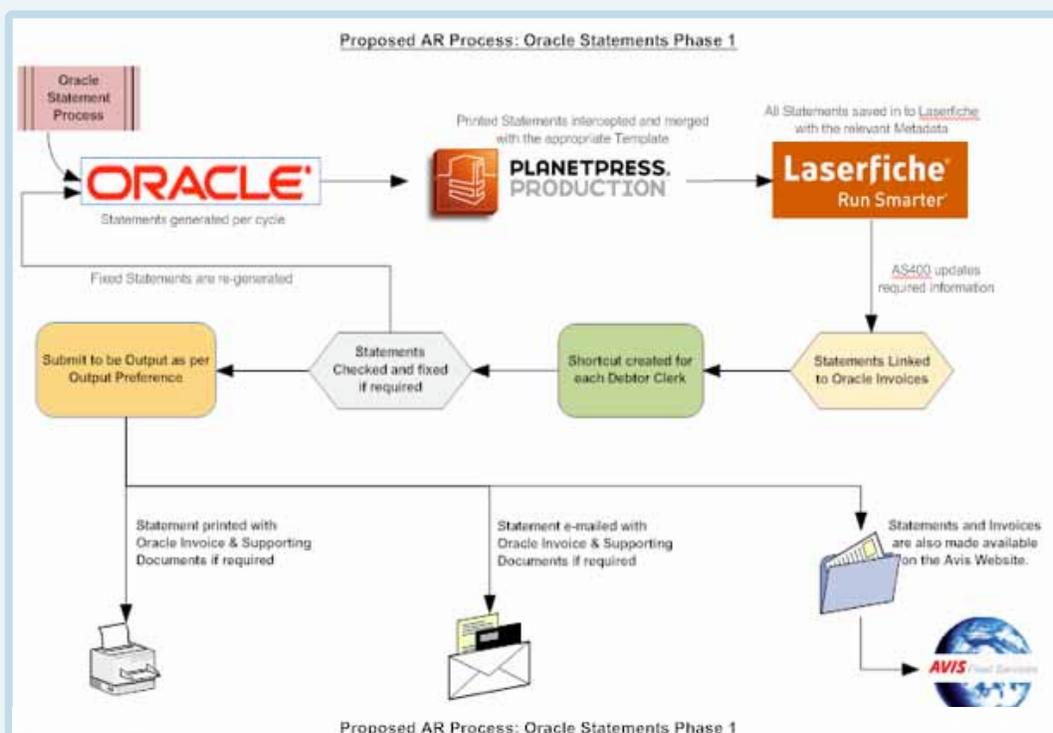


ACCOUNTS RECEIVABLE

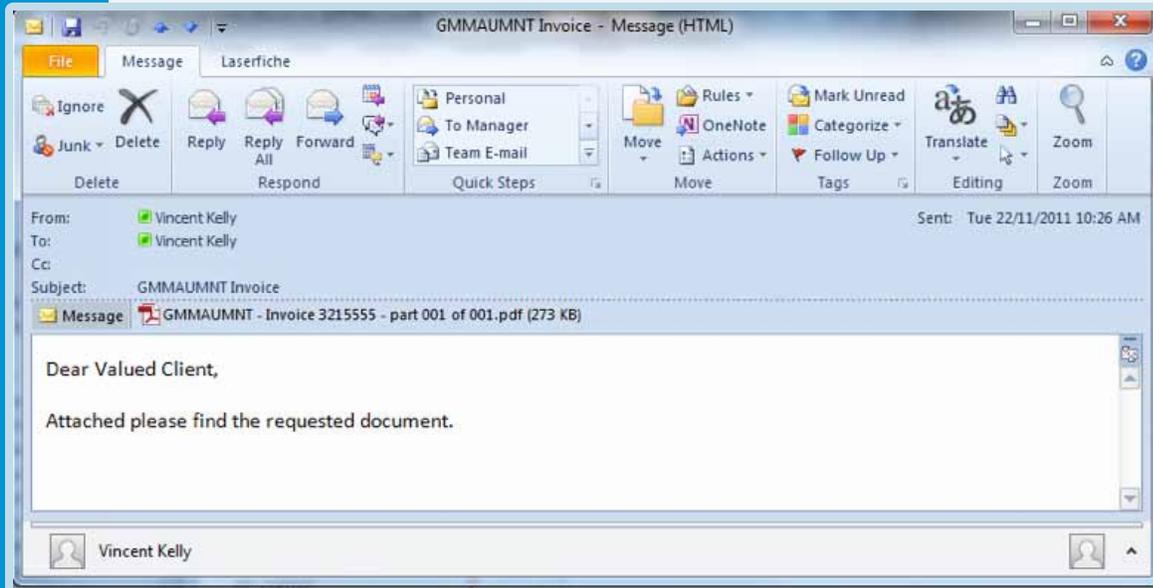
Once we have all of the supplier invoices and relevant supporting documents in the system, we generate our accounts receivable statements. We produce the transactions in our Oracle Accounting System, after which they go through Planet Press, where they are input into a specific form and released as statements. Each statement is then stored in Laserfiche.

If the customer has opted to receive statements electronically, they are e-mailed. Otherwise, they are printed and mailed directly. Statements and invoices are also made available on the Avis Website.

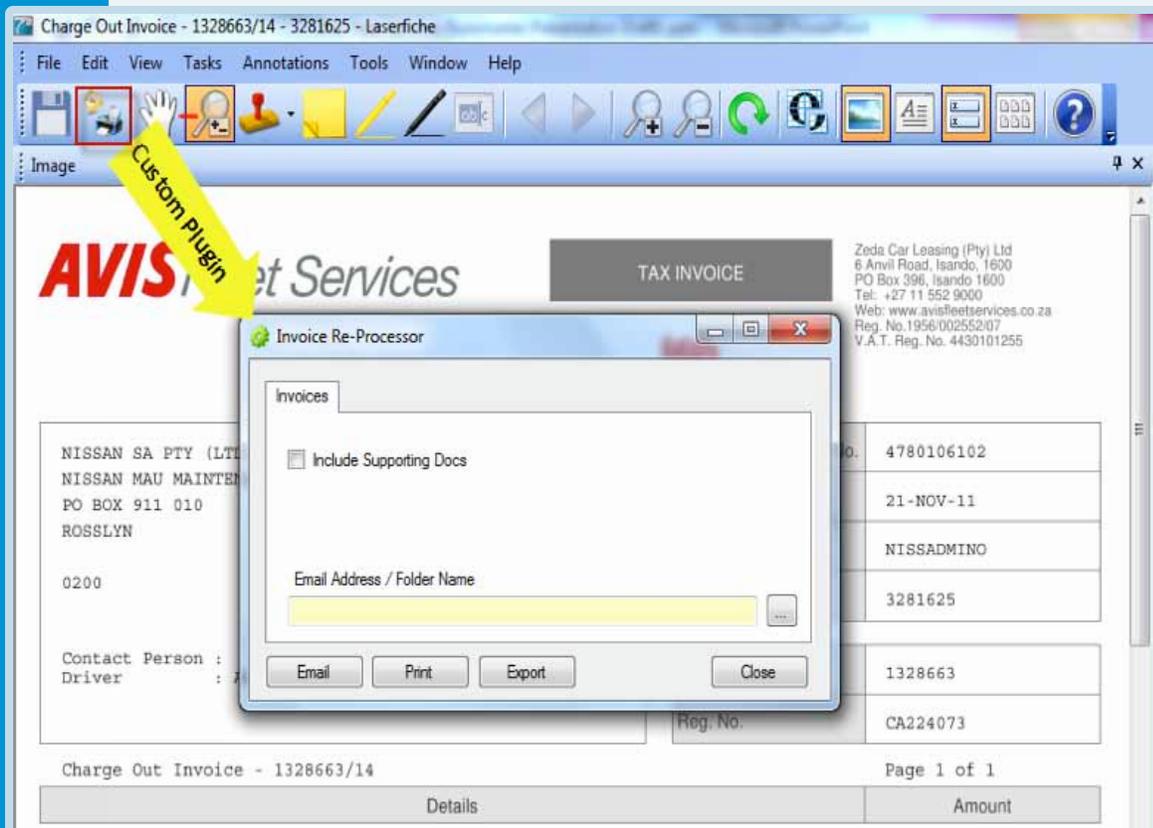
Here is a diagram of the entire process:



Here is a sample e-mail message:



We have implemented a custom Laserfiche plug-in that allows the Debtors Clerk to generate a single PDF document of the statement/invoice and all of the supporting documents.





The document is also watermarked as a "Copy".

AVIS Fleet Services **TAX INVOICE**

Avis Rent A Car System, Inc.
 17000 W. Higgins Road, Suite 200
 Skokie, IL 60076-4000
 Tel: 847-474-4000
 Fax: 847-474-4000
 Web: www.avisrentacar.com
 E-mail: fleet@avisrentacar.com

BILLING OR PAY (BY) BILLAR AND MAINTENANCE COMPANY (BY) PO BOX 211 210 BOSTON MA CONTACT PERSON : DRIVER : ADDRESS0000000000	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Customer VRT Reg No.</td><td>410010000</td></tr> <tr><td>Date</td><td>01-09-11</td></tr> <tr><td>Account Number</td><td>00000000</td></tr> <tr><td>Document Number</td><td>000000</td></tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>NYA No.</td><td>000000</td></tr> <tr><td>Reg No.</td><td>0000000</td></tr> </table>	Customer VRT Reg No.	410010000	Date	01-09-11	Account Number	00000000	Document Number	000000	NYA No.	000000	Reg No.	0000000
Customer VRT Reg No.	410010000												
Date	01-09-11												
Account Number	00000000												
Document Number	000000												
NYA No.	000000												
Reg No.	0000000												

Charge for service - 120001714 Page 1 of 1

Description	Amount				
1. RENT SERVICE	\$ 3,990.00				
CITY CENTER : BOSTON - BOSTON PROPERTY : MA MODEL DESC : BUICK SAVANNA 2-DOOR AND OPTION CUSTOMER KEY : N/A RENT NUMBER : 443777 RENT DATE : 01/09/11 SUPPLIER NAME : 000100 - INC BOSTON 0040001 SERVICE NUMBER : 000000 ALLOWANCE : 000000					
TOTAL (incl VAT)					
	\$ 3,990.00				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"> Account Name: SUPPLY SERVICES Tax: 17% NATIONAL TAX Invoice Number: 00000000 Order Date: 0000 Email: CORPORATE CREDIT DEPT@AVIS.COM </td> <td style="width: 50%; text-align: center;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>VAT Details</td></tr> <tr><td>\$ 400.00</td></tr> </table> </td> </tr> </table>	Account Name: SUPPLY SERVICES Tax: 17% NATIONAL TAX Invoice Number: 00000000 Order Date: 0000 Email: CORPORATE CREDIT DEPT@AVIS.COM	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>VAT Details</td></tr> <tr><td>\$ 400.00</td></tr> </table>	VAT Details	\$ 400.00	
Account Name: SUPPLY SERVICES Tax: 17% NATIONAL TAX Invoice Number: 00000000 Order Date: 0000 Email: CORPORATE CREDIT DEPT@AVIS.COM	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>VAT Details</td></tr> <tr><td>\$ 400.00</td></tr> </table>	VAT Details	\$ 400.00		
VAT Details					
\$ 400.00					
TOTAL (incl VAT)					
	\$ 400.00				
TOTAL					
	\$ 3,590.00				

Due for payment by: 01-09-12

We have also made use of the Laserfiche SDK on the Avis Website. Customers can log in, find the relevant invoice and view it as a PDF. Our custom script retrieves the required document from Laserfiche based on the metadata acquired from the FMS for the specific customer.

Search and Download Invoices

Document Number :

Transaction Type :

Transaction Number :

Start Date : 2011/06/02

End Date : 2011/12/02

Registration Number :

MVA Number :

: Refresh the search results.
 : Export the search results to an Excel spreadsheet.
 : Export the search results to an Adobe portable (PDF) document.
 : Downloads the invoice.

Note : You may type values in the input fields inside the search results to filter on document number, transaction number, transaction type, motor vehicle asset number or vehicle registration number. You may sort the search results by clicking on the column header.

Document Number	Generated Date	Transaction Number	Transaction Type	MVA Number	Reg. Number
<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3272798	2011/11/03	1520684/7R	Charge Out Credit Note	1520684	BJ36RVGP
3258994	2011/11/03	1520684/7	Charge Out Invoice	1520684	BJ36RVGP
3270911	2011/11/03	1520684/7N	Charge Out Invoice	1520684	BJ36RVGP
3274087	2011/11/11	1312030/22	Used Cars Repair Invoice	1312030	XRJ439GP
3283044	2011/11/21	1320984/22	Used Cars Repair Credit Note	1320984	XTZ172GP
3283039	2011/11/21	1320984/21	Used Cars Repair Invoice	1320984	XTZ172GP
3291286	2011/11/30	1520684/4C	Charge Out Credit Note	1520684	BJ36RVGP
3291292	2011/11/30	1520684/7N C	Charge Out Credit Note	1520684	BJ36RVGP



SUMMARY OF BENEFITS FOR AVIS FLEET SERVICES

As a result of streamlining our accounts payable and receivable process with Laserfiche, we have found the following benefits:

- ▶ Improved customer service. Issues with invoices can be addressed while on the phone with a customer or supplier by simply searching for the invoice by Order Number in Laserfiche.
- ▶ With documents all linked together in Laserfiche, a clerk does not need to go between departments looking for information, but can access everything with one click.

FRANKLIN COUNTY, PA

Industry: State and Local Government
Number of employees: 500-1,000
Headquarters: Chambersburg, PA
Existing Laserfiche integrations: Jail System

Named after Benjamin Franklin, Franklin County, PA, was established in 1784 and today has 140,000 residents.

The county first implemented Laserfiche in 2000 in the Commissioner's Office to simplify document sharing. It upgraded to Laserfiche Rio in 2010 to make Laserfiche the foundation of its disaster recovery plans. Currently, 36 out of 56 departments use Laserfiche, and there are 40 active workflows running across different departments.

The deposit slips workflow, which is used in the Treasurer's Office, has saved Franklin County \$7,000 per year in printing costs. Here's how it works.

Once the user clicks the “Submit” button, the form is submitted and saved in the Laserfiche repository. The e-form fields are mapped to template fields that are automatically populated during the import process.

The screenshot shows a 'Metadata' window with a 'Template: Deposit Slip' dropdown. Below the template name, there are several input fields with their corresponding values:

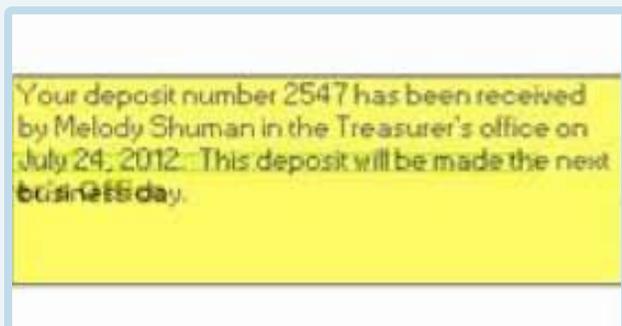
- DepSlip_Trans_No: 2547
- Dept Number: 139
- DepSlip_Recd_From: MELODY SHUMAN
- date yymmdd: 2012-07-24
- email: mfshuman@co.franklin.pa.us
- DepSlip_Amount: \$385.00
- DepSlip_Deposit_Date: 07/24/2012
- DepSlip_Category: 9900 - Primary
- DepSlip_NotifyTaxOffice: (empty dropdown)
- DepSlip_Clerk: Melody Shuman

At the bottom of the form is a button labeled 'Add/Remove Fields...'.

- ▶ Laserfiche Workflow uses the “Retrieve Field Values” activity to extract those field values for use as tokens in the rest of the workflow.
- ▶ The actual deposit slip is now moved to the “Pending Cash Receipts” folder with the “Route Entry to Folder” activity where the document waits for the actual money to come into the department.
- ▶ Since the deposit should be received within two business days, we use the “Deadline” activity to enforce this timeframe.
 - If the money is received at the office by the courier, the “DepSlip_Deposit_Date”, “DepSlip_Category” and “DepSlip_Clerk” fields are changed and the deposit slip moves to the next step in the workflow.
 - If the money is not received in the specified timeframe, an e-mail notification is generated using the “E-mail” activity and sent to the department that originated the deposit and the Treasurer’s Office, alerting them that this money has been overlooked or misplaced. Workflow then uses the “Wait for Entry Change” activity to pause the workflow until the money is received and the corresponding template field updated.

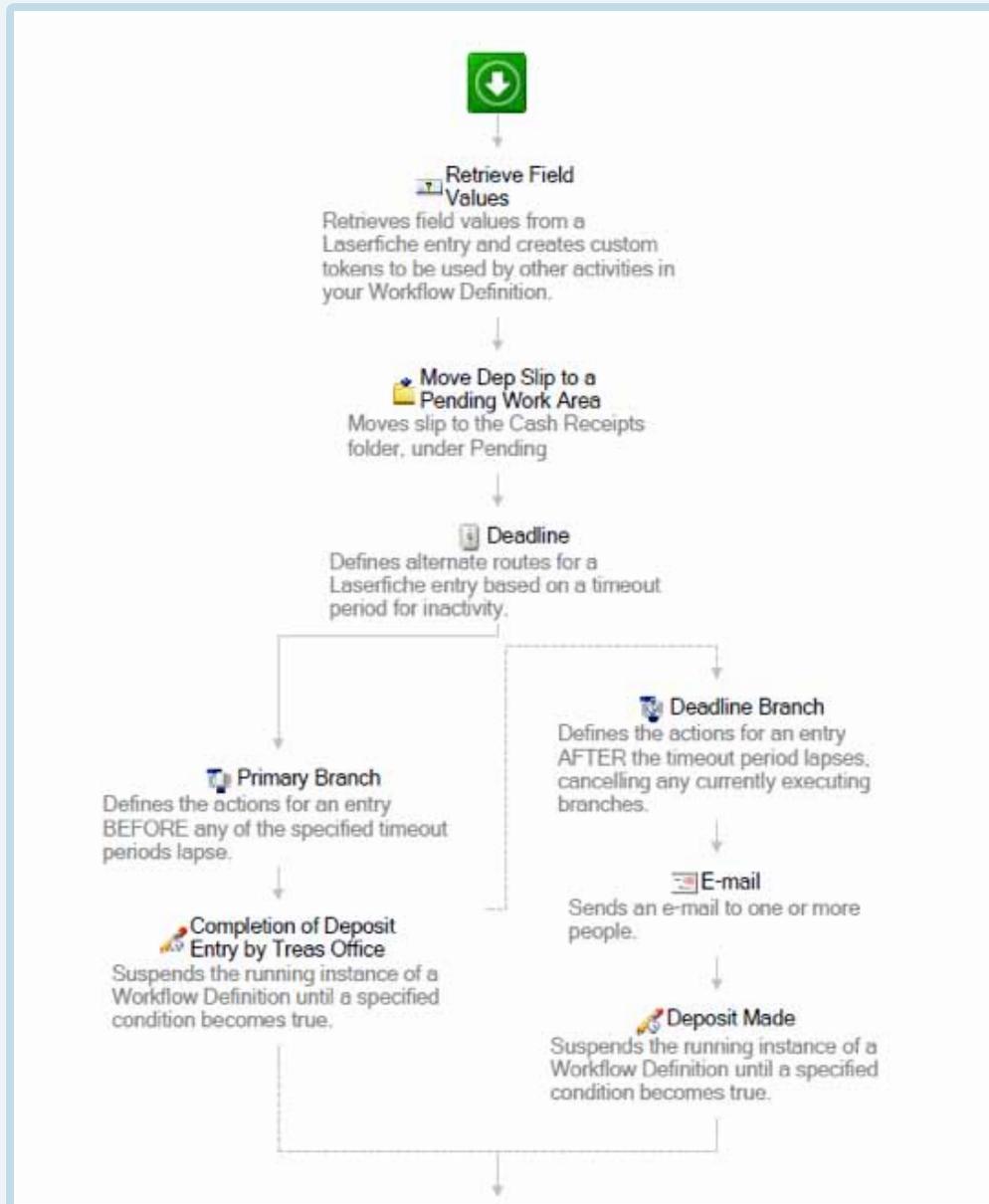


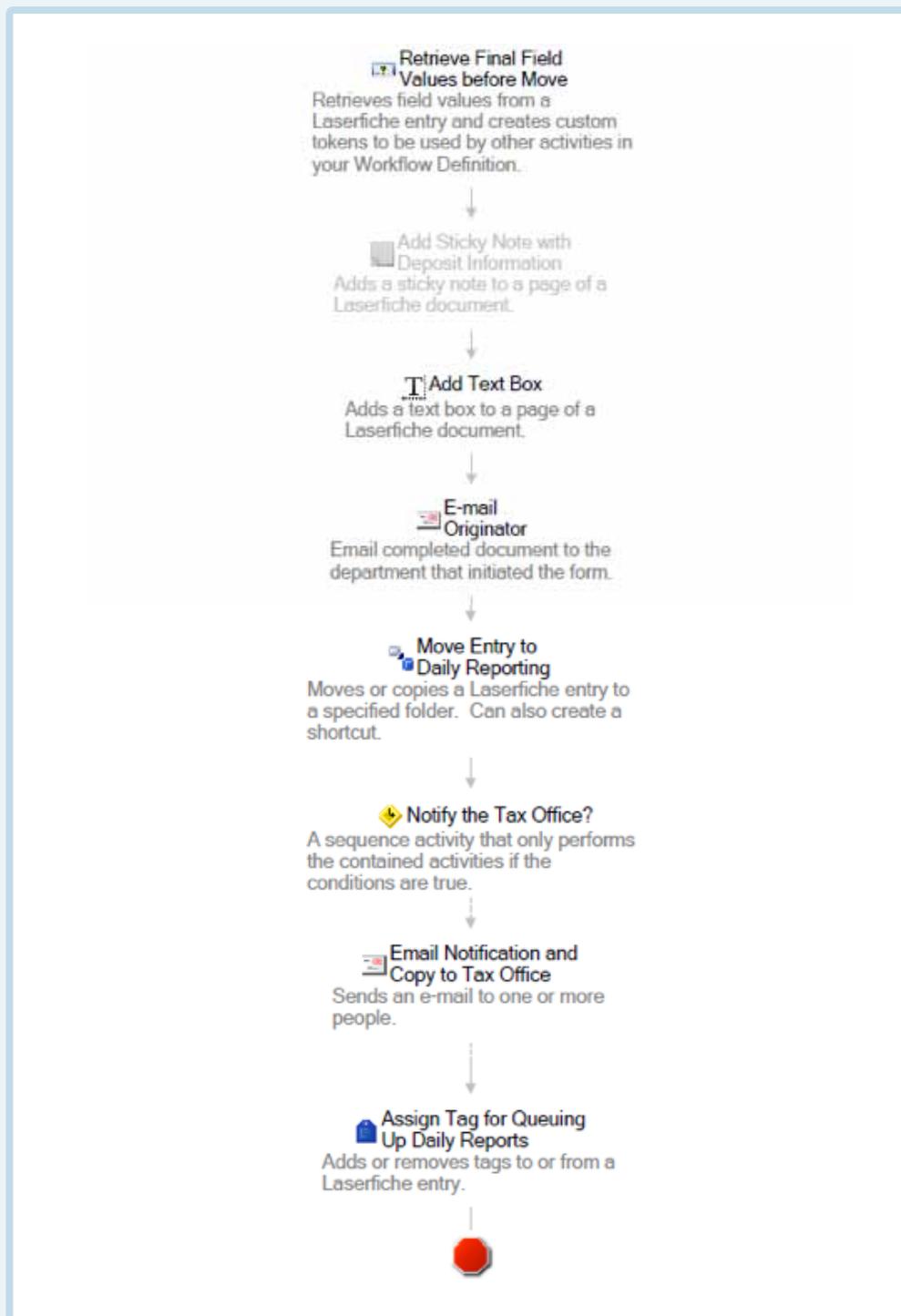
- ▶ Next, we use the “Retrieve Field Values” activity to generate updated tokens for use in the remainder of the workflow.
- ▶ We use these tokens in the contents of a text box annotation, generated with the “Add Text Box” activity that is added to the deposit slip. This text box contains details about the transaction.



- ▶ Next, the completed document is e-mailed to the originating department with another “E-mail” activity and the “Move Entry” activity is used to move the document to the “Daily Reporting” folder.
- ▶ In our county, regional tax collectors receive money due on property taxes. Whenever one of the tax collectors brings funds into the Treasurer’s Office for deposit, the tax office needs to be notified of incoming money. A “Conditional Sequence” activity checks to see if the value of the “DepSlip_NotifyTaxOffice” field is set to “yes”, which generates an e-mail notification to the tax office.
- ▶ After the e-mail is generated and if the value of the “DepSlip_NotifyTaxOffice” field is set to “No”, a “New Deposit” security tag is assigned to the deposit slip with an “Assign Tags” activity.

Here is what the full workflow design looks like:





A separate workflow runs on a schedule and looks for all the documents with the “New Deposit” tag, populates the SQL reporting database with the deposit metadata, and routes the document to its final storage in Laserfiche. A manager can then generate a custom SQL report with information about all new deposits that have been made.

The screenshot shows a SQL Reporting Services (SSRS) report titled "Bank Deposits Made" generated on Tuesday, July 24, 2012, at 7:28:56 AM. The report is displayed in a web browser interface with a ribbon menu at the top. The left sidebar shows the "All Access Objects" pane with "Reports" expanded to show the "Deposit Report".

Transaction	DepositDate	DepositCategory	DepositAmount
2526	07/23/2012	2100 - 911	\$1.24
2525	07/23/2012	2100 - 911	\$3.72
2524	07/23/2012	2100 - 911	\$7.29
2523	07/23/2012	2100 - 911	\$52.00
2512	07/23/2012	2100 - 911	\$196.86
2511	07/23/2012	2100 - 911	\$6.20
			\$267.31
2546	07/23/2012	9900 - Primary	\$316.50
2544	07/23/2012	9900 - Primary	\$50,133.74
2536	07/23/2012	9900 - Primary	\$225.11
2535	07/23/2012	9900 - Primary	\$57.00
2531	07/23/2012	9900 - Primary	\$587.60
2529	07/23/2012	9900 - Primary	\$610.20
2521	07/23/2012	9900 - Primary	\$98,110.48
			\$150,040.63



SUMMARY OF BENEFITS FOR FRANKLIN COUNTY, PA

As a result of implementing Laserfiche Workflow in the Treasurer's Office, we have:

- ▶ Saved \$7,000 per year on printing deposit slips.
- ▶ Saved one hour of staff labor each day.
- ▶ Increased transparency as the department now knows when to expect incoming money.

PEBBLE LIMITED PARTNERSHIP

Industry: **Commercial**

Number of employees: **50-100**

Headquarters: **Anchorage, AK**

Existing Laserfiche integrations: **Microsoft Great Plains**

Established in 2007, Pebble Limited Partnership (PLP) is responsible for exploring and advancing the production of one of the world's largest scale copper, gold and molybdenum mines in a remote region of southwestern Alaska.

PLP operates three offices in Alaska and British Columbia. It purchased Laserfiche Rio so that all offices could be on one, centrally managed enterprise system.

Here is how PLP uses Laserfiche integrated with Microsoft Great Plains to make its accounts payable process nearly paperless.



C'Les Jensema, Document Controller, describes Pebble Limited Partnership's extensive, automated accounts payable process.

CAPTURE

Invoices get imported into the Laserfiche repository in two different ways:

- ▶ Paper documents are scanned to the "Accounting Scans" folder on the network. From there, Laserfiche Import Agent imports them into the "Incoming Documents" folder in the Laserfiche repository.
- ▶ Electronic documents are printed directly into the "Incoming Documents" folder with Laserfiche Snapshot.

Laserfiche Quick Fields Agent runs a scheduled Quick Fields session nightly to sweep the "Incoming Documents" folder and identify document types, assign templates and populate fields. AP techs check all the documents in the morning to make sure that all of the fields have been populated correctly before sending them to the "Invoice Materials Ready for Techs" folder in Laserfiche.

Accounting payables forms* - Laserfiche® Capture Engine - Quick Fields

File Edit View Action Scan Tools Help

Retrieve items from: Anchorage\Accounting\Accounts Payable\L... Documents matching: Assigned template:

Session Configuration 28% No samples

Accounting payables forms

- Pre-Classification Processing
 - Rotate
 - OverPage OCR
- Classification
 - Check
 - PO
 - Quote Request
 - Check Request
 - Master Expense Report
 - Invoices

Document Revision

Document Manager

- Anchorage
 - Accounting\Accounts Payable\Checks\%fields.Check Number)
 - Accounting\Accounts Payable\L Incoming I
 - SKMBT_C22012022089190
 - SKMBT_C22012022089290
 - SKMBT_C22012022089380
 - SKMBT_C22012022089340
 - SKMBT_C22012022089370
 - SKMBT_C22012022089330
 - SKMBT_C22012022089450
 - SKMBT_C22012022089411
 - SKMBT_C22012022089420
 - SKMBT_C22012022089450
 - SKMBT_C59012022315260
 - Accounting\Accounts Payable\Purchase Ord
 - %fields.Purchase Order Number)
 - Accounting\Accounts Payable\Quote Requir
 - quote requiradn
 - Unidentified Documents

Document Properties

Document name: %fields.Purchase Order Number)

Fields Tags Settings

Template: Accounts Payable

Vendor ID: NOROFF

Vendor Name: NORTHERN OFFICE SUPPLY

Document Type: AP

Purchase Order

Status: AP

Technician

Invoice Number: 9383290-0

History: ORDER

Purchase Order Number: 0002436

Check Number: 015909

More Options: Save Scan Info Document Manage Metadata

THE pebble PARTNERSHIP

PEBBLE LIMITED PARTNERSHIP
3301 C. STREET SUITE 404
ANCHORAGE AK 99503
USA
PHONE: 907.339.2600
FAX: 907.339.2686
EMAIL: glp@invoicing@pebblepartnership.com

PURCHASE ORDER

Purchase Order No. 0002436
Date 12/23/11
Vendor ID NOROFF
Requestor Tom Covington
Final Approver Jocke Hovel

NORTHERN OFFICE SUPPLY
jerryj@nosataka.net
8160 GREENWOOD STREET
STE 200
ANCHORAGE, AK 99518

PEBBLE LIMITED PARTNERSHIP
41 BROADSHINE STRIP
SIAMONA AK 99606
USA
PHONE 907.871.1388 FAX 907.871.1389

PEBBLE LIMITED PARTNERSHIP
3301 C. STREET SUITE 404
ANCHORAGE AK 99503
USA

12/23/11

1 CHAIR FOR MIKE MARGE 2 Each 20ACTIVITY H&S SUPP PLP 1/20/12 399.00 798.00

Output

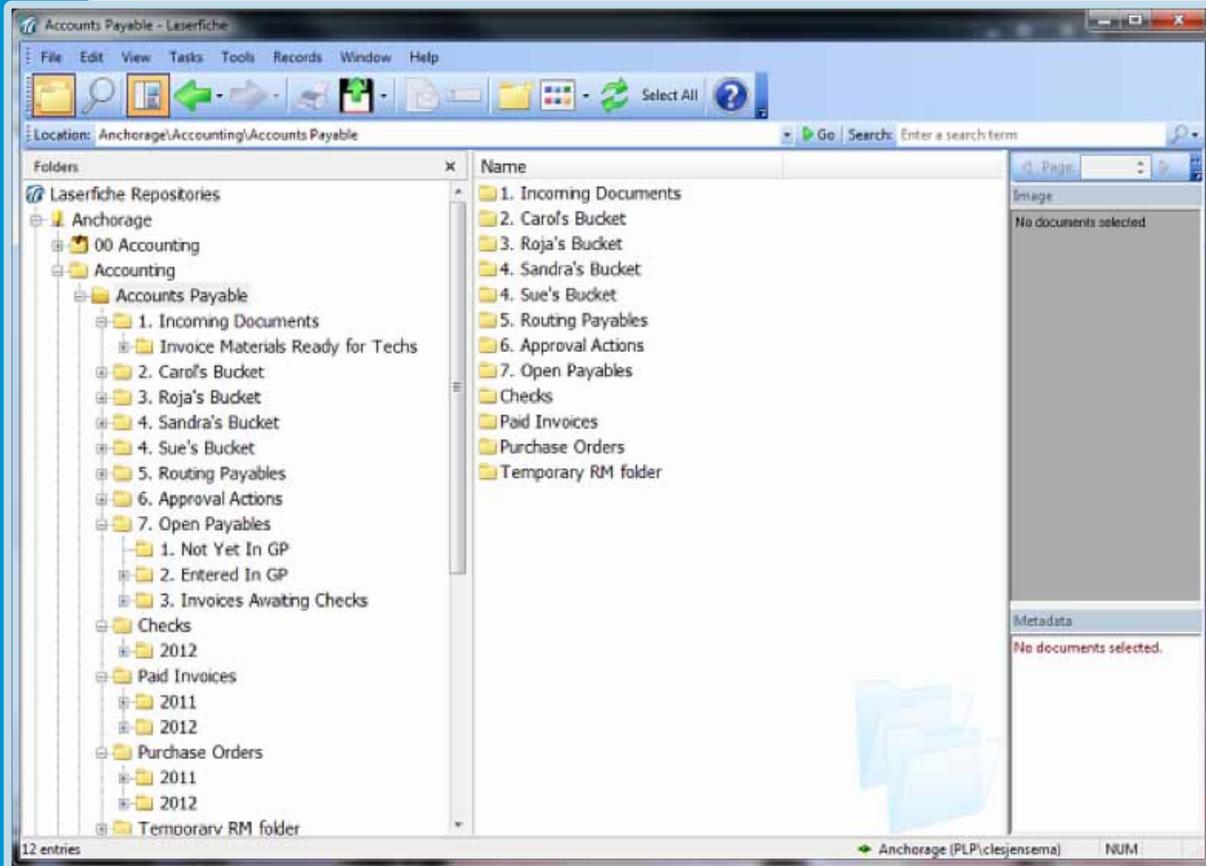
Processing Summary:
94 pages processed
25 identified document(s)
9 Check (9 pages)
1 PO (1 pages)
1 Quote Request (1 pages)
0 Check Request (0 pages)
1 Master Expense Report (1 pages)
13 Invoices (82 pages)
0 unidentified document(s)
20 email(s) occurred
Pages Per Minute: 5

Time: 90:21:14, Pages: 94, PPM: 5

Page 1 of 1 (228.5 KB); 2550 x 3300, 300 X 300 DPI

INVOICE PROCESSING

AP techs look through the invoices in the “Invoice Materials Ready for Techs” folder and select the invoices for which they are responsible by updating the value of the “Technician” field. Each tech has particular invoices that she is always responsible for but it is very easy to reassign invoices if workloads need to be modified. Laserfiche Workflow then changes the invoice’s status to “Awaiting Materials” by updating the “Status - AP” field and routes the invoice to the assigned tech’s “bucket” folder.



- ▶ Populate the "Vendor ID" and "Invoice Number" fields.
- ▶ Assign the reviewers, approvers and executives by adding the required fields and updating their values. Since only invoices with a very large dollar amount are required to be reviewed by executives, that field may sometimes be set to "Not Needed".

The screenshot displays a software application window titled "FOOSER 2/24/2012 9:58 AM:1 - Larefiche". The main area shows an invoice from "FOOD SERVICES OF AMERICA" with a "RECEIVED" stamp and handwritten notes: "20 activity - food" and "Done 2-14-12". A right-hand panel titled "Template: Accounts Payable" contains the following fields:

- Vendor ID: FOOSER
- Vendor Name: FOOD SERVICES OF AMERICA
- Document Type-AP: Invoice
- Status-AP: Awaiting Materials
- Technician: Carol
- Invoice Number: 3676179
- History: (empty)

Below these fields is an "Add/Remove Fields..." button and three approval sections:

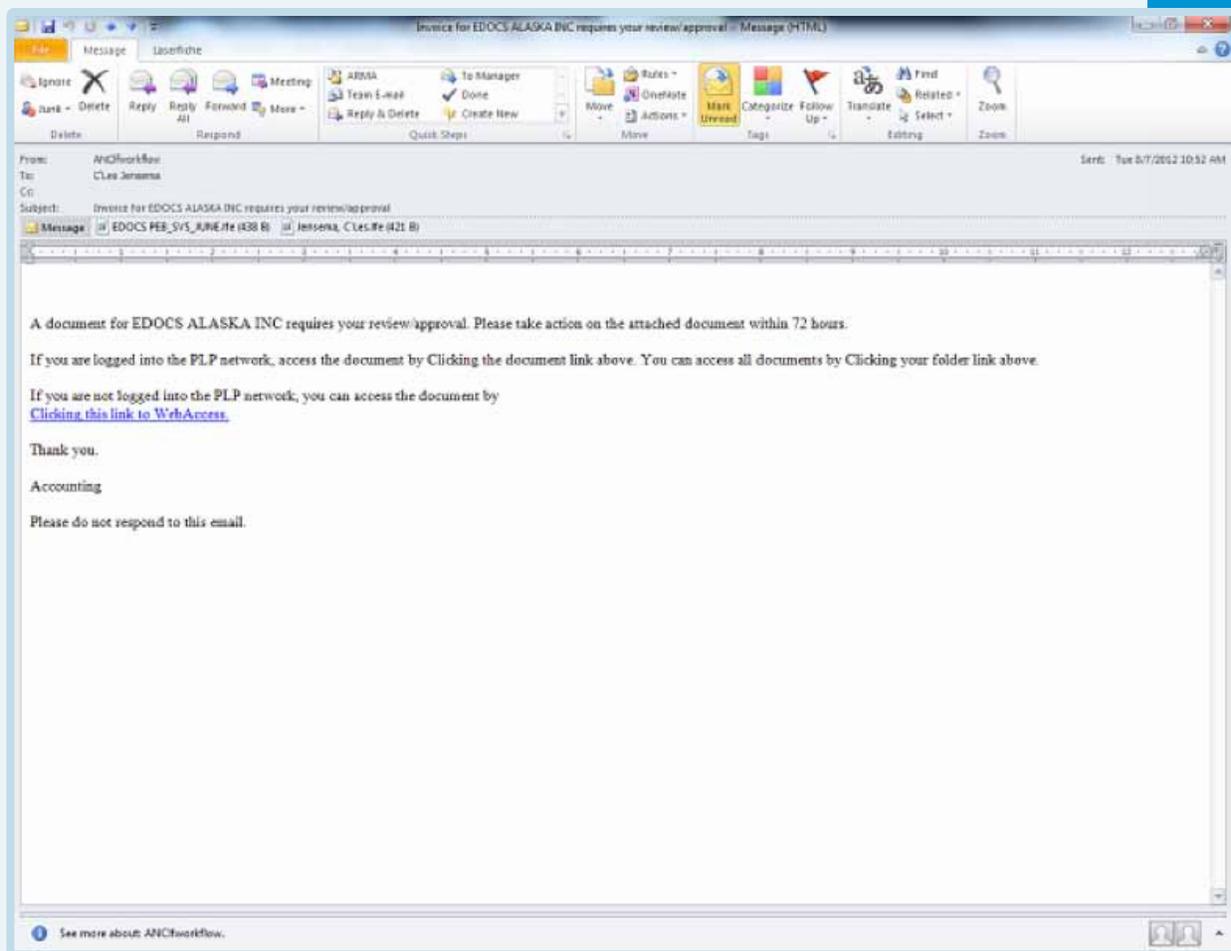
- Department Manager Approvals-AP: Wolber, Gernot
- Executive Approvals-AP: Not Needed
- Reviewers-AP: Anderson, Carol

The bottom right corner of the window displays "Anchorage (PLP)CarolAnderson Page 1 of 6".



Once these tasks have been completed, the AP tech changes the status to “Ready for Review” and closes the invoice.

Laserfiche Workflow routes the original invoice to the “Routing Payables” folder and creates a shortcut in the “Approval Actions\Employee” folders. It also sends an e-mail notifying the reviewer that there is an invoice pending review. The e-mail includes a link to the invoice and a link to the employee’s “Approval” folder (in case they want to access multiple invoices immediately), along with a Laserfiche Web Access link, which the reviewer can use to open the invoice remotely if they are not in the office.



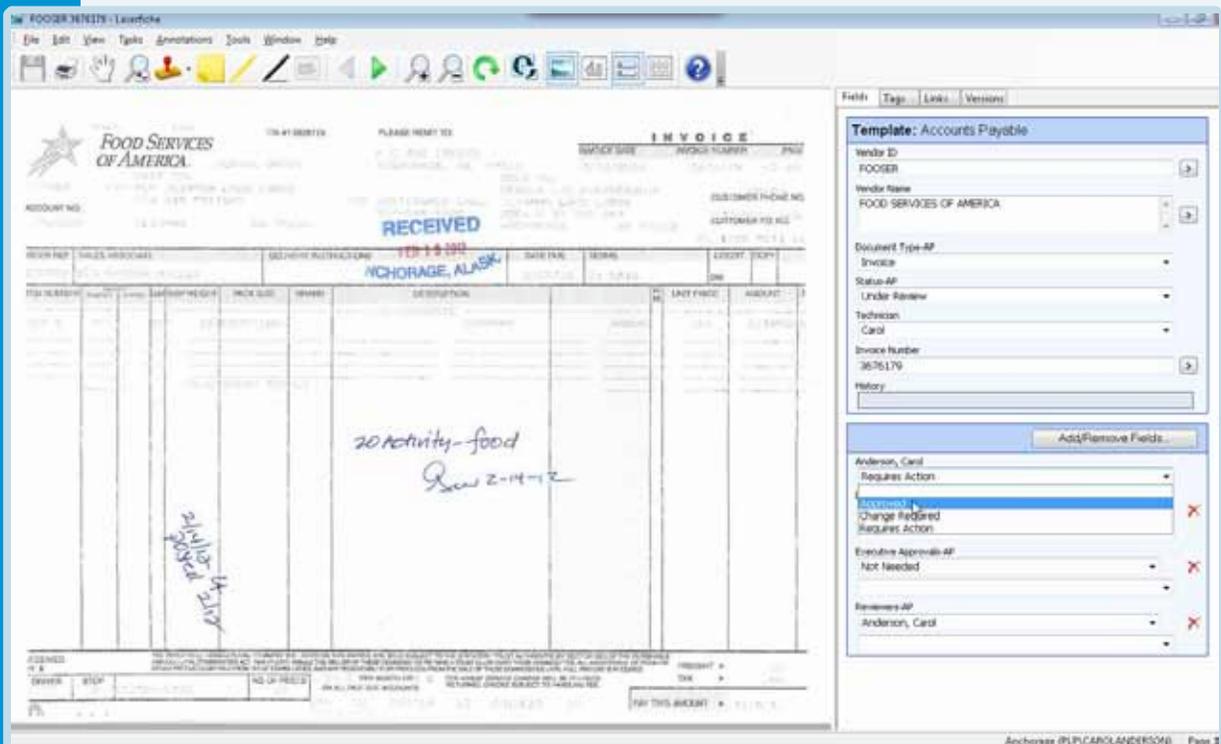
Multiple reviewers can review the invoice simultaneously. After review, Laserfiche Workflow routes the invoice on to the approvers. After each status update, Laserfiche Workflow populates the "History" multi-value field with the action performed, the username of the person making the change and the date. This allows the approvers to see exactly what has happened to the invoice thus far.

History
PLP\TOMJORDAN "Approved" 6/20/2012
PLP\JOSIEHICKEL "Approved" 6/21/2012
PLP\REJEANCARRIER "Approved" 6/21/2012
PLP\MATTFAGNANI "Approved" 6/21/2012
PLP\MIKEHEATWOLE "Approved" 6/21/2012

Once the approvers have reviewed the invoice, it goes to the executives for approval, if needed. Multiple executives can review and act on the invoice at the same time.

If the invoice or accounting coding sheet is found to be incorrect at any point in the process, the individual who is reviewing the invoice must:

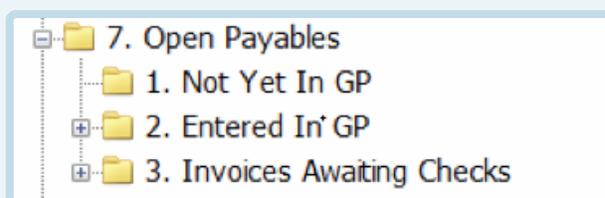
- ▶ Place a sticky note on the invoice to indicate the changes needed.
- ▶ Update the invoice status to "Change Required."





Laserfiche Workflow then sends the invoice back to the initial AP tech with an e-mail notification. Reviewers, approvers and executives have 72 hours to review the invoice. If no action is performed within that timeframe, the accounting manager is notified by e-mail. She can either send an e-mail reminder to the individual in question to spur action or notify the AP tech to create an emergency routing straight to an executive.

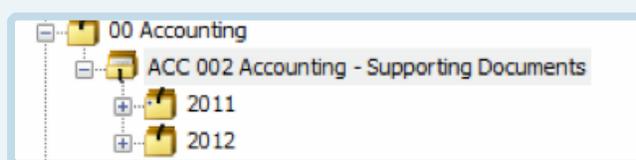
Fully approved invoices are automatically stored in the “Not yet in GP” folder with an updated status of “Approved for Payment”.



CHECK PROCESSING

Once checks are generated and printed from Great Plains, they are scanned into the “Incoming Documents” folder in Laserfiche. Laserfiche Quick Fields is then launched to add a template to each check, read the check number and perform a lookup into the Great Plains database to populate the remaining fields: “Check Amount”, “Date”, “Vendor ID” and “Related Invoices”.

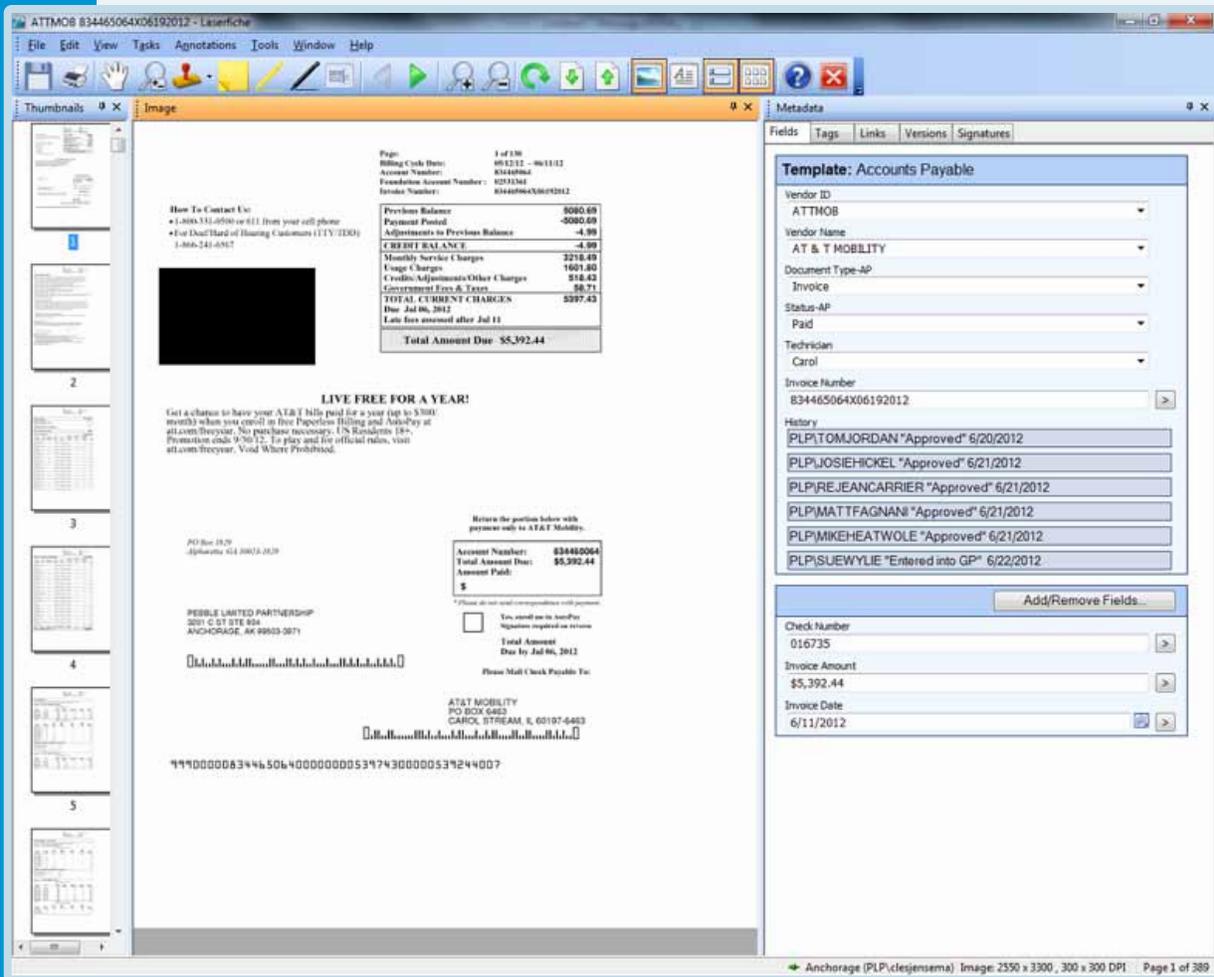
An AP tech performs a quality check on the checks then sends them to a records management folder for storage.



Another Laserfiche Quick Fields session is launched to sweep the “Entered into GP” and “Invoices Awaiting Checks” folders to look for paid invoices. If it finds an invoice that hasn’t been paid, it sends it back to the “Invoices Awaiting Checks” folder. Otherwise Quick Fields does a lookup into the Great Plains database and automatically populates the metadata:

- ▶ Check Number.
- ▶ Invoice Date.
- ▶ Amount.
- ▶ Description.

The invoice’s status is changed to “Paid” and the invoice is stored in the “Accounting” records management folder. Shortcuts are generated in the “Paid Invoices\Vendor” folders for easy access.



The Accounting Manager searches for paper checks to be signed by the check number using the “Field Search” in Laserfiche. She verifies the check amount against the invoice. These checks are sent to executives for signatures and are subsequently returned to the AP techs to be mailed.



SUMMARY OF BENEFITS FOR PEBBLE LIMITED PARTNERSHIP

Implementing Laserfiche at PLP has resulted in the following benefits:

- ▶ A savings of \$8,300 per year just on postage, paper and storage costs.
- ▶ 97% of all invoices are now received electronically and never printed.
- ▶ Invoices are processed much faster. Before Laserfiche, a telephone invoice took fourteen days to process. Now it takes only two.
- ▶ Employees can access Laserfiche easily from any location, even the remote mine site.
- ▶ Accounting managers can easily monitor invoice activity.
- ▶ Data errors have decreased as everything is easily looked up from Great Plains.
- ▶ Approvals occur in a timely matter. If no action is performed on an invoice in three days, the appropriate people are notified and certain steps can be bypassed if needed.



CASE MANAGEMENT

Case management is a collaborative process that enables the smooth delivery of human services such as income assistance, medical care and housing, among others. Effective case management is essential for providing high-quality services to qualified individuals at an affordable cost.

This section contains solutions for automating the case management process to increase staff productivity.

City of Norfolk, VA	46
City of Wichita Falls, TX	58
Durham County, NC	72

CITY OF NORFOLK

Industry: State and Local Government

Number of employees: 1,000-5,000

Headquarters: Norfolk, VA

With a population of 242,803, Norfolk is Virginia's second-largest incorporated city. The city implemented Laserfiche in 2001 in the Commissioner of Revenue Offices and has since expanded to other divisions, including the Department of Human Services – Benefits Division (NDHS).

NDHS deals with a large number of documents on a daily basis relating to temporary assistance for needy families, foods stamps and several other public assistance programs.

Due to the extreme amount of paperwork related to these cases, the department's scanning center used to have a four-to-five day backlog. Here is how NDHS has completely eliminated the backlog with Laserfiche and now maintains a one-day turnaround on cases.



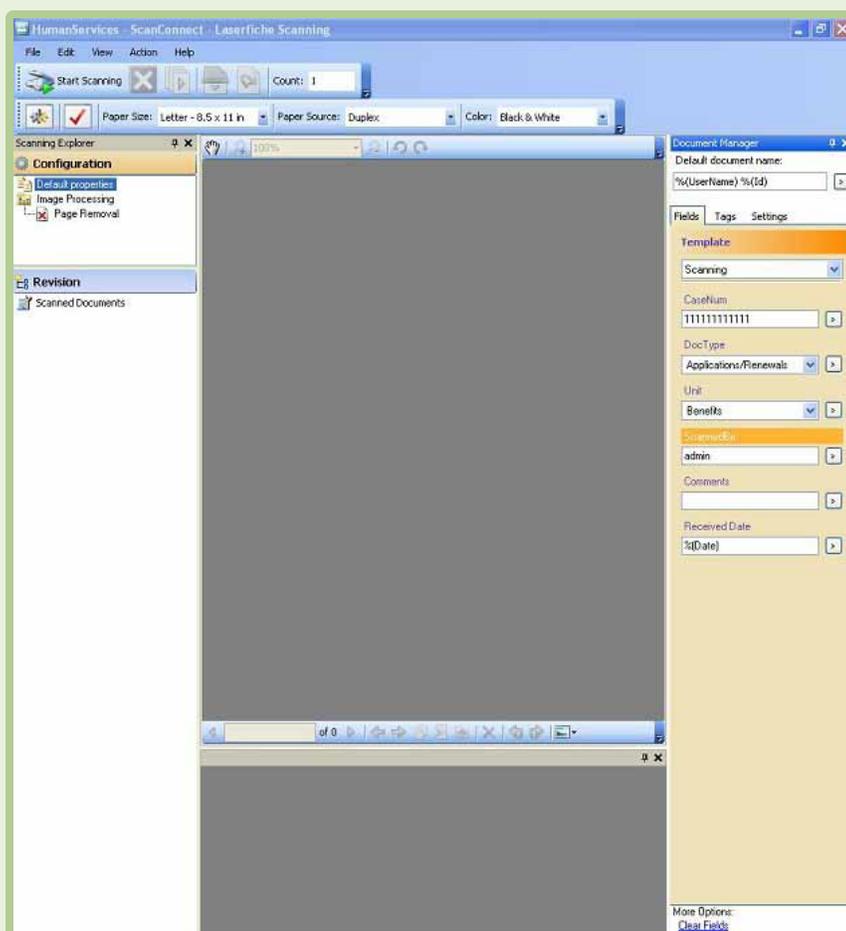
Mark Formella, Application Development Team Supervisor at the City of Norfolk's Department of Human Services (NDHS), walks us through the entire case management process, from capture to records retention.

CAPTURE

Case documentation arrives at our office in a few different ways, including the US Mail and in-person interviews. In addition to hard copies of documents, we also deal with some electronic documents such as searches from the State of Virginia's Systems Partnering in a Demographic Repository (SPIDeR) and screenshots. Here is how we store all of these documents in our repository.

1. Direct Scanning

A large number of case documents are scanned directly into Laserfiche using Laserfiche Scanning. Certain employees, such as those dealing with clients who drop off documentation, have access to scanners directly and can scan documents themselves. During this scanning process, they enter certain vital metadata, such as the Case Number, manually into the Case Files template.



The majority of employees do not have access to a scanner. Because of this we have a dedicated scanning center with two and a half full-time employees responsible for scanning documents into Laserfiche. Before sending documents to the scanning center, employees must print out a cover sheet for each different case. They do this with an in-house interface that uses Laserfiche metadata to generate barcodes.

After opening the barcoding program, employees can search for the case by any of the following parameters:

- ▶ Case or Adapt Number
- ▶ Last Name
- ▶ First Name
- ▶ Social Security Number (SSN)

The screenshot shows the NSSBarcode application window. It features a search interface with input fields for Case or Adapt Number, Last Name, First Name, and SSN. A search button is present. The results table shows one entry for Case 11111111111, ADAPT 77777, Last Name Doe, First Name Joe, and SSN - last 4 6789. Below the search area is a 'New Sheet' section with dropdown menus for Doc Type, Unit, User, and Received. A 'Comments' text area is also visible. A red error message at the bottom states 'Printing not allowed: case is transferred'.

Case	ADAPT	Last Name	First Name	SSN - last 4
11111111111	77777	Doe	Joe	6789



After clicking Search, they will be presented with a list of cases that match their search parameters. Double-clicking on a case will bring up all of the associated metadata. Once employees have verified that this is the case that they need, they can print out a cover sheet.

The screenshot shows a 'Case' form window with the following fields and values:

Case Number	111111111111	<< Verify entry does not exist	
Adapt Case Number	77777		
Last Name	Doe	Address	1 main st
First Name	Joe	Address2	APT 2
Middle Name	J	City	Norfolk
SSN	123456789	State	VA
DOB	01/01/2000	Zip Code	23510
Other ID	OTHER ID 1	Phone	757-111-1111
Other ID2	OTHER ID 2	Phone Alt	757-222-2222
Bypass Updates	No	Intake Worker	1564
Status	Transferred	Ongoing Worker	8521
Closed	Today	Center Code	P

* required fields

Update Cancel

Printing not allowed: case is transferred 1.0.4.3

This cover sheet includes a barcode with the encoded Case Number and a list of other identifying metadata.

The cover sheet displays the following information:

Doc: Doe - Transferred In

800273397

Case Number
111111111111

Adapt Case Number
77777

First Name
Joe

Last Name
Doe

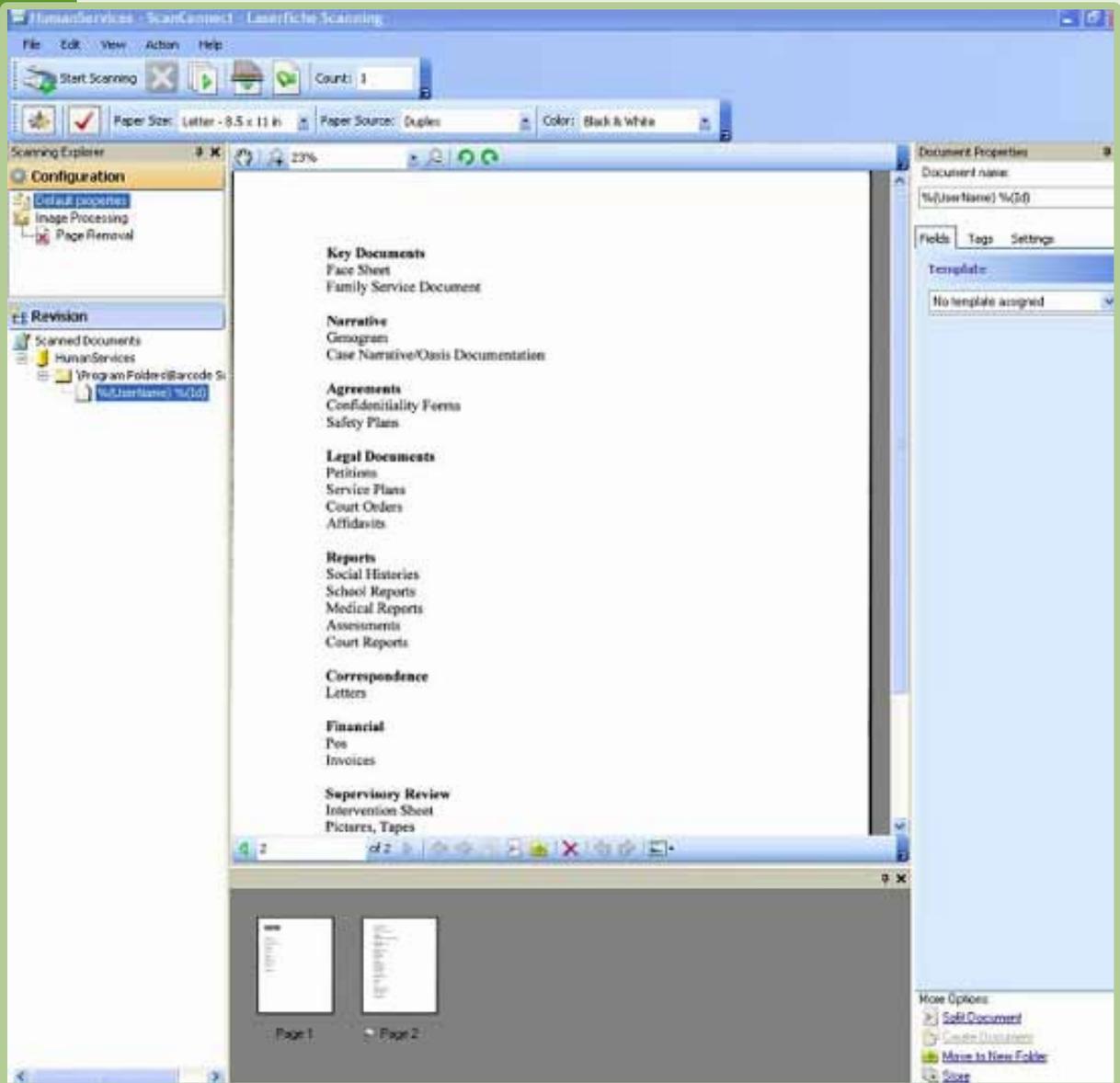
DocType
Transferred In

Received Date
3/14/2012

Closed Date

LF Username
AACHMS

The employee appends this coversheet to the case documentation and the entire packet is routed to the scanning center. The scanner operators scan the case documents into the Barcode Scanning folder in Laserfiche and use the Page Removal process to remove the blank pages. Before storing the documents in the repository, they use the information on the cover sheet to populate the metadata.



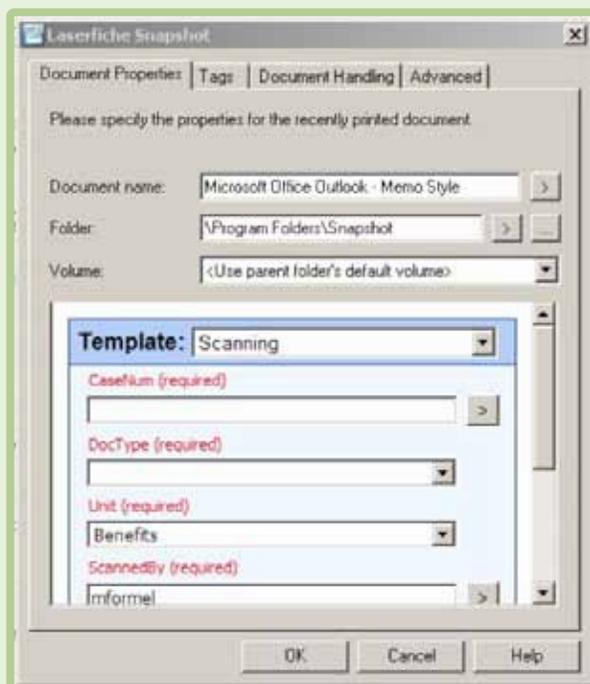


2. Laserfiche Snapshot

Whenever we have a new case, we must check if the individual exists in any of the myriad of state systems by searching in SPIDeR. SPIDeR was developed by the Virginia Department of Social Services to enable effective and efficient data sharing between government agencies at the state, local and federal levels. After employees generate a search in SPIDeR, they use Laserfiche Snapshot to print a copy of the results directly into Laserfiche.

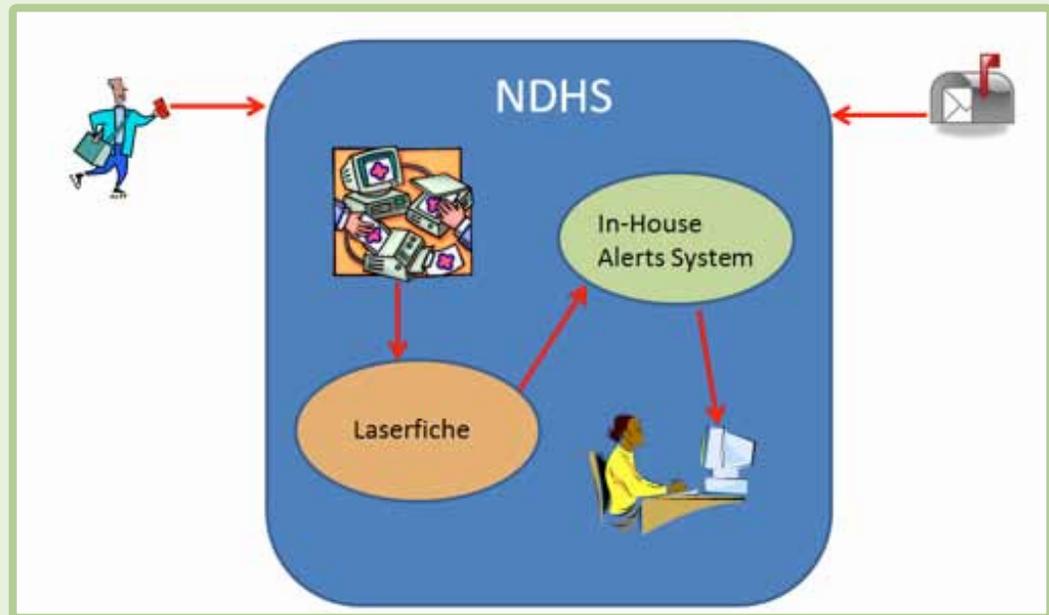


During the printing process, employees manually apply the metadata, such as the Case Number.



3. In-House Alerts System

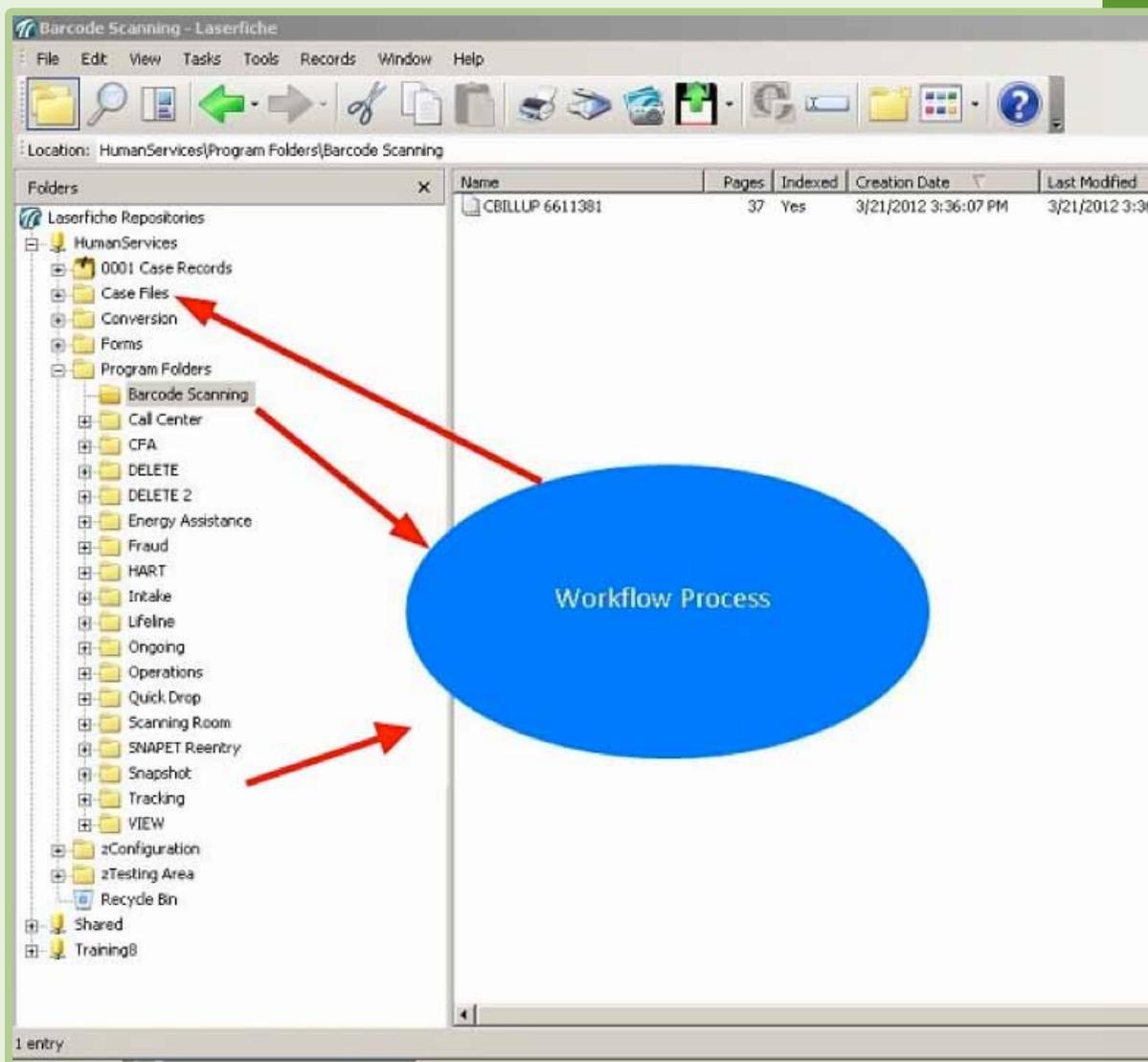
In order to notify case workers of newly scanned documents pertaining to their cases, we utilize our In-House Alerts System. A SQL query runs hourly on the Laserfiche database to check for all newly scanned case documents. A COBOL program uses the query results to look up the Case Number in the database. It then determines the assigned case worker and e-mails that person an alert that there are new case documents for review. Here is a brief diagram of this process.





PROCESS

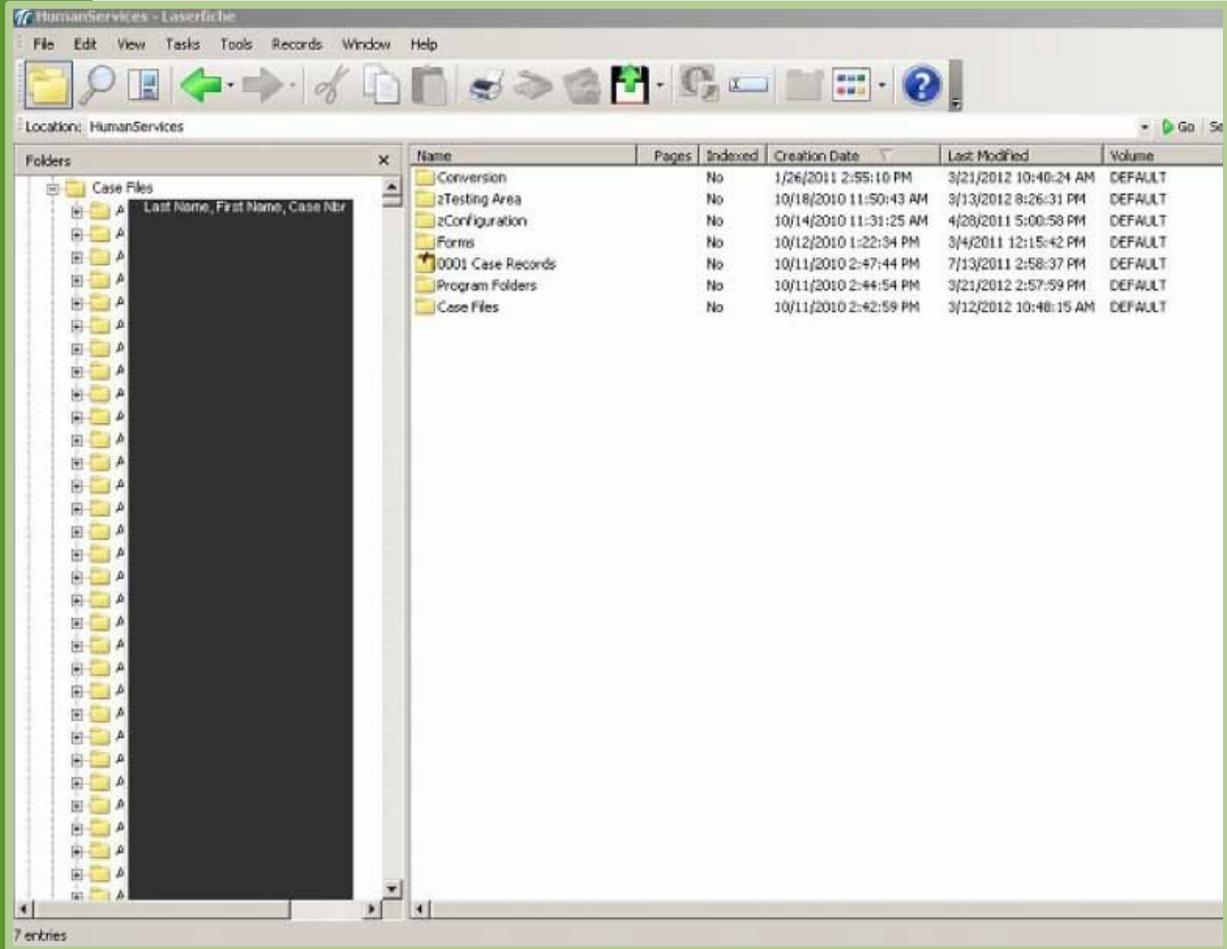
Once the various case documents have been captured in Laserfiche, they need to be moved to the appropriate place in the repository. For this purpose, we use Laserfiche Workflow. We have created different workflows to route documents from the various folders into which they have been scanned to the appropriate record folder for storage. Shortcuts to these documents are then saved in the appropriate subfolder within the Case Files folder. Records retention is described in more detail in the next section.



The workflow that deals with files in the Barcode Scanning folder, deletes the cover sheet before routing the documents.

RETRIEVE DOCUMENTS

We have over 150,000 active cases on file. Each case has its own subfolder within the Case Files folder in the repository.





It would take a very long time to browse through all of these folders to find the exact case that an employee is looking for. Since every document has a Case Number, the easiest way for employees to retrieve these documents is to search using the Field Search. They can search by any field in the Case Files template, not only the Case Number, such as Name or Social Security Number.

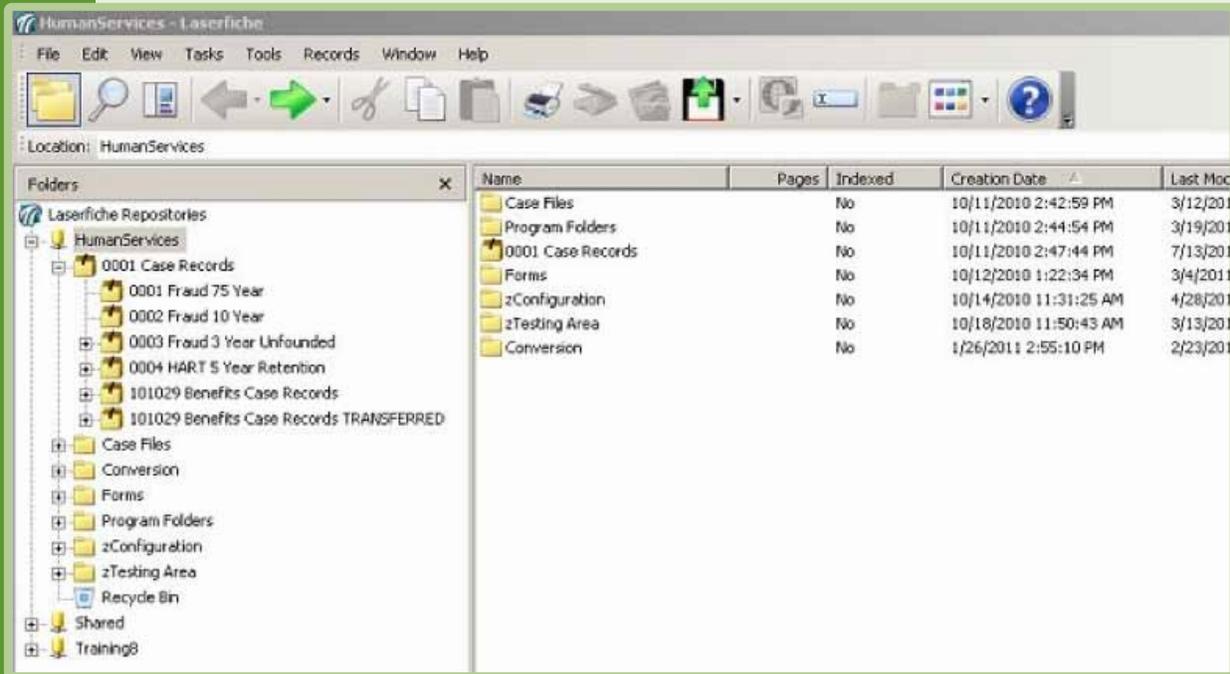
The screenshot shows the 'Search Results - Laserfiche' application window. The interface includes a menu bar (File, Edit, View, Tasks, Tools, Records, Window, Help), a toolbar with various icons, and a search panel on the left. The search panel has options for 'Save', 'Load', 'Customize Search', and 'Select Records Manager Search'. The 'Field Search' section is active, showing a search template with fields for 'CaseNumber', 'DocType', 'Unit', 'ScannedBy', 'ADAPTCaseNumber', and 'LastName'. The search results are displayed in a table with columns for 'ADAPTCaseNumber', 'Name', 'Path', 'LastName', and 'FirstName'. The results list various document types such as 'Applications/Renewals', 'Authorization/Consent Forms', 'Claims', 'Correspondence Forms', 'Identity', 'Reporting Forms', 'Spider Results', and 'Transfers In', all associated with the ADAPTCaseNumber '77777' and the employee 'Doe Joe'.

ADAPTCaseNumber	Name	Path	LastName	FirstName
77777	Applications/Renewals 3/14/2012	...Applications/Renewals	Doe	Joe
77777	Applications/Renewals 3/14/2012 (2)	...Applications/Renewals	Doe	Joe
77777	Authorization/Consent Forms 1/5/2012	...Authorization/Consent Forms	Doe	Joe
77777	Authorization/Consent Forms 2/15/2012	...Authorization/Consent Forms	Doe	Joe
77777	Authorization/Consent Forms 2/15/2012 (2)	...Authorization/Consent Forms	Doe	Joe
77777	Claims 11/16/2011	...111111111111111111 3/21/2012\Claims	Doe	Joe
77777	Claims 2/15/2012	...111111111111111111 3/21/2012\Claims	Doe	Joe
77777	Correspondence Forms 1/5/2012	...Correspondence Forms	Doe	Joe
77777	Identity 12/21/2011 (2)	...111111111111111111 3/21/2012\Identity	Doe	Joe
77777	Reporting Forms 3/20/2012	...111111111111111111 3/21/2012\Reporting Forms	Doe	Joe
77777	Reporting Forms 3/20/2012 (2)	...111111111111111111 3/21/2012\Reporting Forms	Doe	Joe
77777	Spider Results 1/18/2012 (3)	...111111111111111111 3/21/2012\Spider Results	Doe	Joe
77777	Spider Results 2/6/2012	...111111111111111111 3/21/2012\Spider Results	Doe	Joe
77777	Spider Results 3/19/2012	...111111111111111111 3/21/2012\Spider Results	Doe	Joe
77777	Transfers In 3/21/2012	...111111111111111111 3/21/2012\Transfers In	Doe	Joe

Found: 15 entries, 0 hit(s)

MANAGE RECORDS

As soon as a case document is captured into Laserfiche, it is automatically saved in one of our record folders. There are instances when the case moves from Benefits to Fraud. When this happens, a shortcut to the record series in question is placed in the Fraud record folder so that the case exists in both places.





Each record folder has a different retention schedule that is inherited by all of its subfolders. Retention is automatically applied based on the document type and business unit. In the example below, the documents are set to be destroyed three years after the case has closed. Laserfiche does not delete any documents, it just notifies an administrator of all the documents that are past their required lifespan. The administrator can then manually delete these documents from Laserfiche. This allows the administrator to have final say in what actually gets deleted.

The screenshot displays the Laserfiche application window. The main interface shows a tree view of folders under 'HumanServices'. A 'Folder Properties' dialog box is open for the folder 'HumanServices\0001 Case Records\101029 Benefits Case Re'. The 'General' tab is active, showing folder contents: 331337 Child Folders, 876027 Child Documents, 3481891 files (300.56 GB) Image Count, 3429736 files (11.02 GB) Text Count, and 42358 files (3.88 GB) Electronic Count. The 'Folder Properties' section shows 'Default Volume: DEFAULT' and 'Filter Expression' with the checkbox 'Inherit filter expression from parent folder' checked. A 'Record Series Properties' dialog box is also open, showing 'Code: 101029', 'Name: Benefits Case Records', and a description: 'This series documents for, and payment of, financial assistance such as auxiliary grants and general relief through energy assistance, food stamps, Medicaid, and TANF'. The 'Retention Schedule' section is set to '3 Year' with 'Final Disposition Type: Destruction' and 'Retain for: 3 year(s), 0 month'. Other options include 'Designate these records as permanent', 'Designate these records as vital', and 'Review Cycle'.

CITY OF WICHITA FALLS

Industry: State and Local Government

Number of employees: 1,000-5,000

Headquarters: Wichita Falls, TX

Existing Laserfiche integrations: Infosol court management system and Affinity

The City of Wichita Falls, TX, population 104,500, implemented Laserfiche in 2010 in the City Clerk's office in order to reduce paper and enforce records retention before expanding to five other departments in the next two years.

In the Wichita Falls municipal court, employees work with Class C misdemeanor offenses such as traffic tickets and violations of city code. Managing these court case files through their records lifecycle used to be a time-consuming, error-prone and paper-heavy process.

Here is how Laserfiche Records Management Edition and Laserfiche Mobile for iPad simplified this process, while allowing the court to adhere to the Texas State Library records retention rules.



Patrick Gray, Business Systems Application Analyst, describes how Wichita Falls, TX, uses Laserfiche to manage municipal court files with Laserfiche Mobile for iPad.

FROM CAPTURE TO RECORDS RETENTION

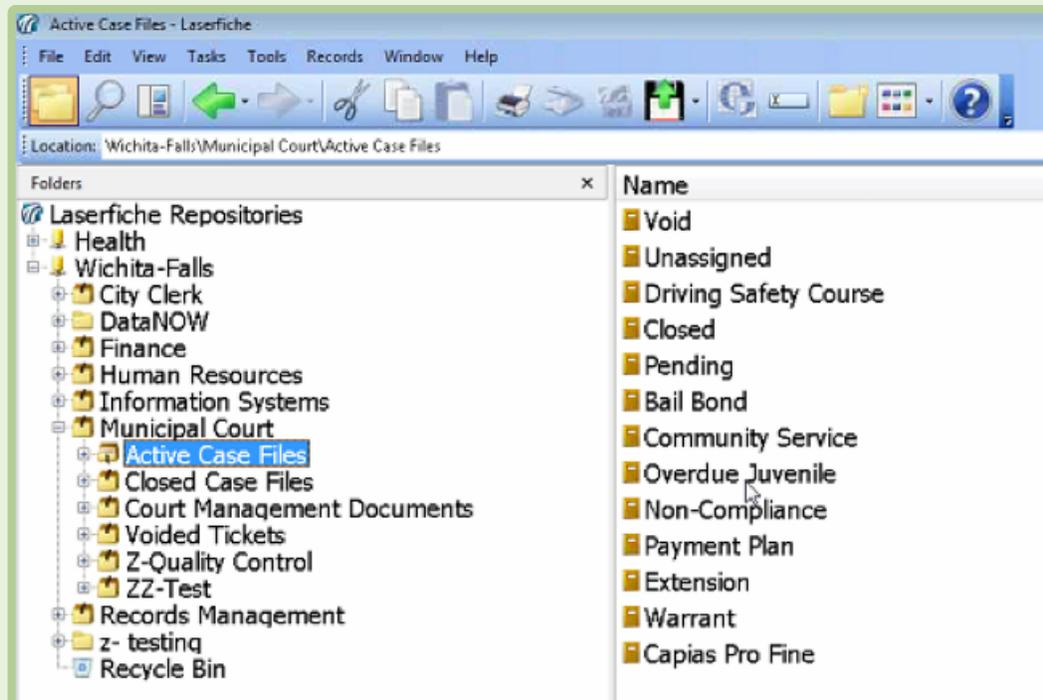
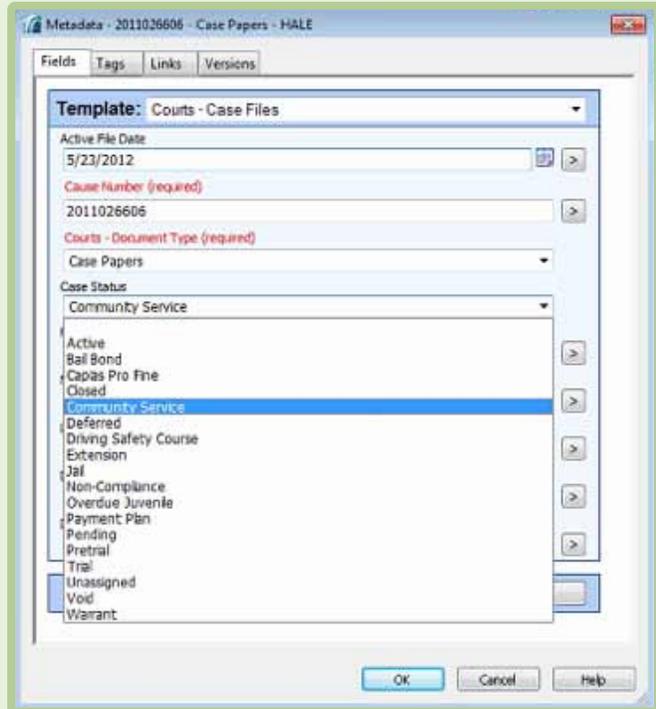
Court clerks import case documents into the “Z-Quality Control” folder in Laserfiche directly from within the Infosol court management system with the help of Affinity, a screen scraping tool that serves as the bridge between Laserfiche and Infosol. Once a clerk clicks the Affinity button inside the court system, the documents are sent to Laserfiche, a template is applied and all of the fields except for “Active File Date” and “Dead File Date” are automatically populated.

The screenshot shows a window titled "Metadata - 2011026606 - Case Papers - HALE". The window has tabs for "Fields", "Tags", "Links", and "Versions". The "Fields" tab is active, showing a form with the following fields:

- Template:** Courts - Case Files
- Active File Date:** 05/23/2012
- Cause Number (required):** 2011026606
- Courts - Document Type (required):** Case Papers
- Case Status:** Community Service
- First Name:** ROBERT DEWAYNE
- MI:**
- Last Name:** HALE
- Date:** 11/28/2011
- Dead File Date:** / /

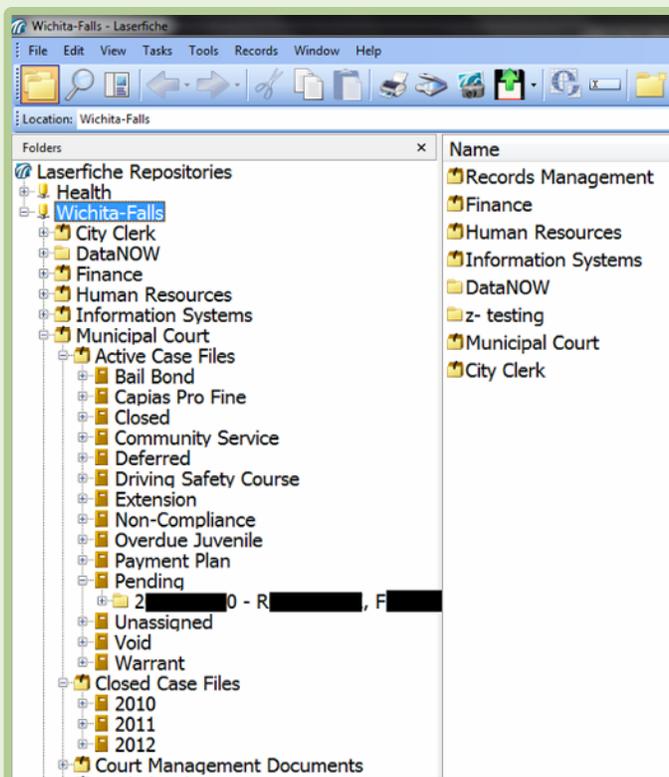
At the bottom of the form is a button labeled "Add/Remove Fields...". At the bottom of the window are buttons for "OK", "Cancel", and "Help".

The “Case Status” is set as “Pending” and the file is automatically routed into the “Municipal Court” – “Active Case Files” – “Pending” folder in Laserfiche.

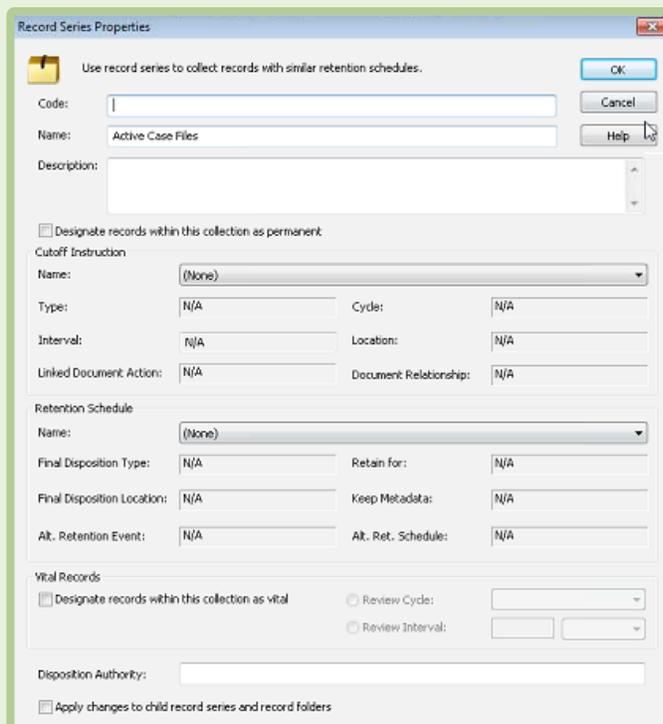




A folder is then created based on the “Cause Number” and “Name” of the defendant where the related documents are stored.



Because these records are active, there is no retention applied to them.

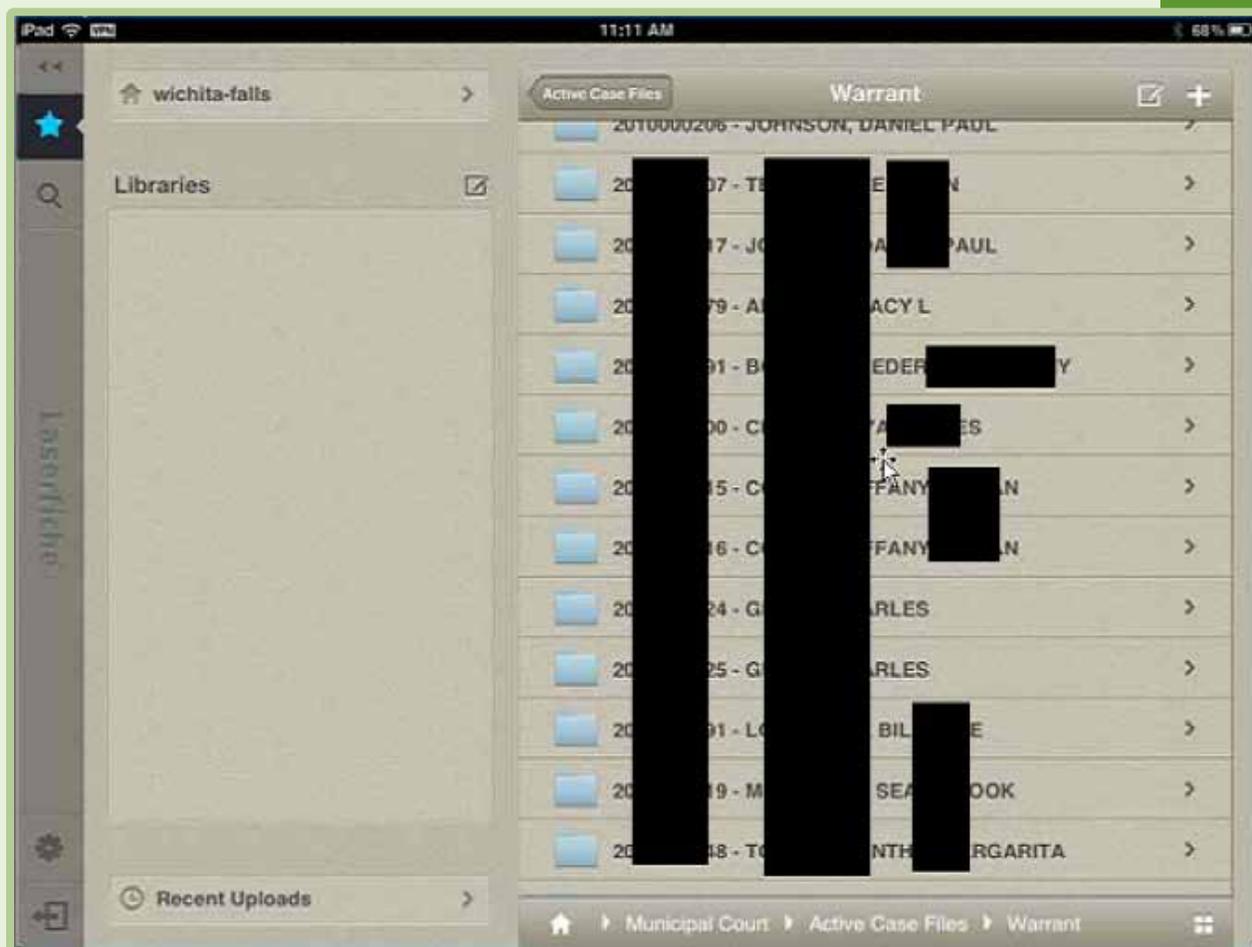


When the case is in court, the judge logs into the Laserfiche Mobile for iPad app directly from the bench and opens up the defendant's case file. After making a judgment, he simply changes the value of the "Case Status" field to whatever he deems necessary and Laserfiche Workflow routes all of the case documents into the appropriate folder within the "Active Case Files" records series.

The screenshot displays a mobile application interface for case management. At the top, the word "Fields" is displayed in a bold font, accompanied by a right-pointing arrow icon. Below this header, a series of form fields are arranged vertically. The first field contains the alphanumeric string "2011025905". The second field is labeled "Courts - Document Type" and contains the text "Case Papers". The third field is labeled "Case Status" and contains the text "Warrant". The fourth field is labeled "First Name" and contains the text "REBECCA RIOS". The fifth field is labeled "MI" and is currently empty. The sixth field is labeled "Last Name" and contains the text "JOHNSON". The seventh field is labeled "Date" and contains the text "November 18, 2011". The eighth field is labeled "Dead File Date" and is currently empty. Below these fields is a button with a blue plus sign icon and the text "Add/Remove Fields", followed by a right-pointing arrow. At the bottom of the form, the "Creation Date" is shown as "Jan 13, 2012 10:36:29 AM". The label "Last Modified" is partially visible at the very bottom of the form.



For example, if the judge wants to issue a warrant for the defendant, he updates the “Case Status” to “Warrant” and the case file is automatically moved to the “Warrant” folder in the repository.



If a case file is dismissed, the judge fills in the “Dead File Date” in the case file template. This triggers Laserfiche Workflow to:

- ▶ Add this date to the metadata of all of the documents in the case file.
- ▶ Route the entire file to the “Closed Case Files” records series.
- ▶ File it by year and month for easy retrieval at a later time if necessary.





Once the file is moved to “Closed Case Files”, retention rules are automatically applied. According to the Texas State Library Record Retention Rules, we have to keep all files for five years before destroying them. We use a time-based cutoff instruction where records are destroyed on a yearly basis. They are eligible for cutoff in January following their “Dead File Date” and eligible for destruction by the Records Manager five years from then.

Record Series Properties

Use record series to collect records with similar retention schedules.

Code:

Name:

Description:

Designate records within this collection as permanent

Cutoff Instruction

Name:

Type: Cycle:

Interval: Location:

Linked Document Action: Document Relationship:

Retention Schedule

Name:

Final Disposition Type: Retain for:

Final Disposition Location: Keep Metadata:

Alt. Retention Event: Alt. Ret. Schedule:

Vital Records

Designate records within this collection as vital Review Cycle:

Review Interval:

Disposition Authority:

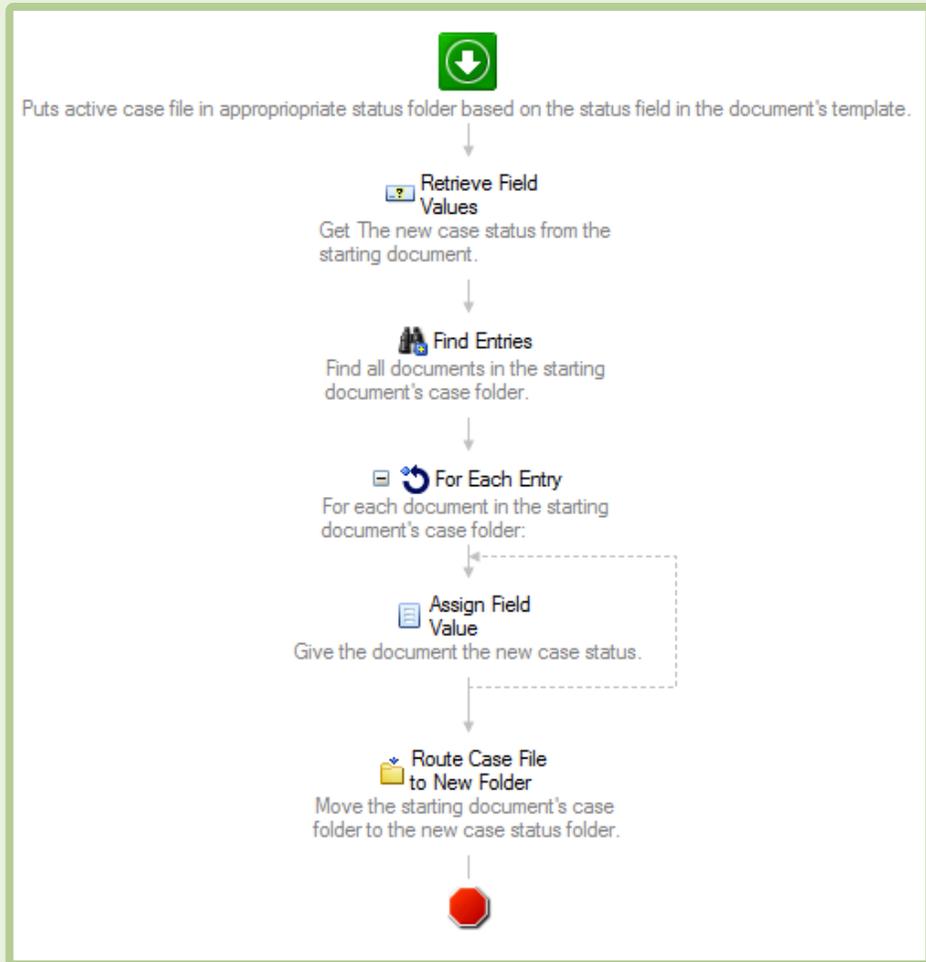
Apply changes to child record series and record folders

OK Cancel Help

WHAT HAPPENS BEHIND THE SCENES

The entire municipal case management process is powered by Laserfiche Workflow. Different workflows run behind the scenes, routing files to various locations within the repository.

This workflow routes the case file to a different folder within the "Active Case Files" records series based on the updated value of the "Case Status" field:





This workflow looks for a “Dead File Date” and routes the case file to the “Closed Case Files” records series where it is stored by year and month:

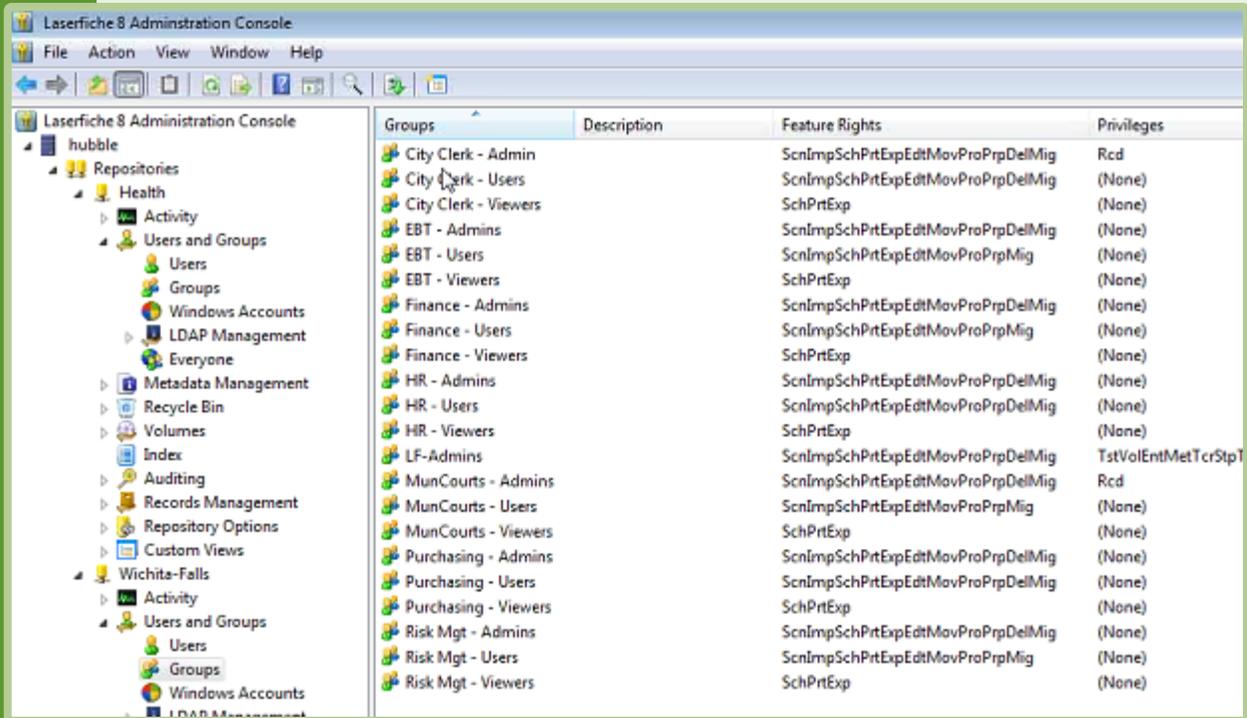


LASERFICHE MOBILE AND SECURITY

“Let your business process drive your security needs.”

Security and privacy are extremely important at the Wichita Falls municipal court. We have taken the following precautions to make sure that we maintain optimal security of our Laserfiche system at all times.

- ▶ Security is granted to all of our Laserfiche users based on group membership. For example, court clerks who need administrative access have different permissions than court clerks who only need view access to documents. While the first group is allowed to perform any action including deleting and modifying documents, the second group can only view and print.





- ▶ We have set up VPN on the iPads that we've distributed to our judge and clerks so that they are able to access Laserfiche from any wireless access point within the court.



- ▶ The iPads are configured to connect to a wireless network only from within the confines of the court building. We have also set up an HTTP proxy to monitor the internet traffic and prevent certain internet activity such as streaming media.



- ▶ The wireless network within our courts is available only to municipal court-enabled devices. Users must have specific permission and be integrated with our Active Directory to be able to connect.



SUMMARY OF BENEFITS FOR THE CITY OF WICHITA FALLS, TX

With Laserfiche, Wichita Falls has seen the following benefits:

- ▶ More space due to a reduction from 14 filing cabinets to a mere two drawers in a single cabinet.
- ▶ Enhanced employee productivity by automating review and approval processes.
- ▶ Complete adherence to the Texas State Library records retention rules.

DURHAM COUNTY, NC

Industry: State and Local Government

Number of employees: 1,000-5,000

Headquarters: Durham, NC

Durham County, NC, implemented Laserfiche more than four years ago in one of the county's largest departments, the Department of Social Services (DSS), in order to simplify case management.

Since then, the system has expanded to 700+ active licenses and six repositories in six departments, all housed on a combination of virtual and actual servers.

DSS uses Laserfiche Rio with Laserfiche Quick Fields to automate the entire case management process—from submitting the initial paperwork to taking the documents to court.

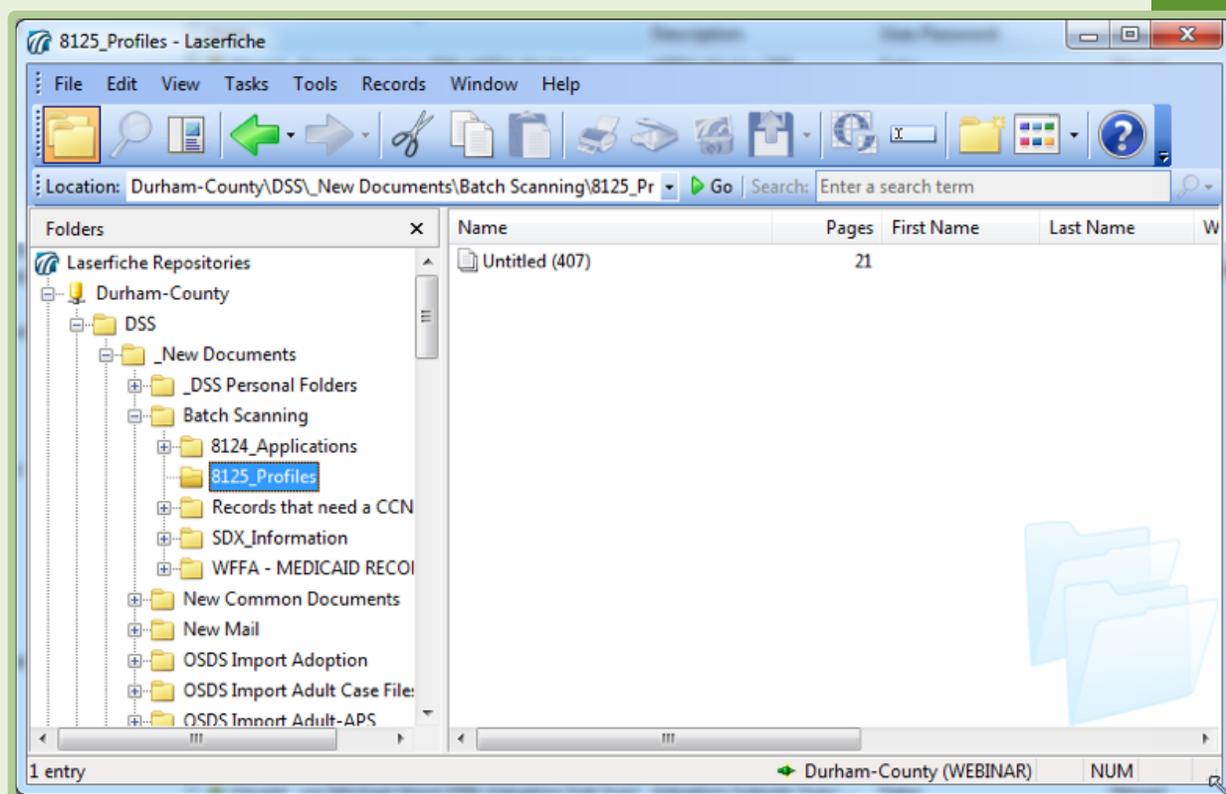


Jerry E. Sawyer, Jr., Senior Programmer Analyst at Durham County, NC, demonstrates how the Department of Social Services uses Laserfiche to process case profile changes as well as prepare child welfare cases for trial.

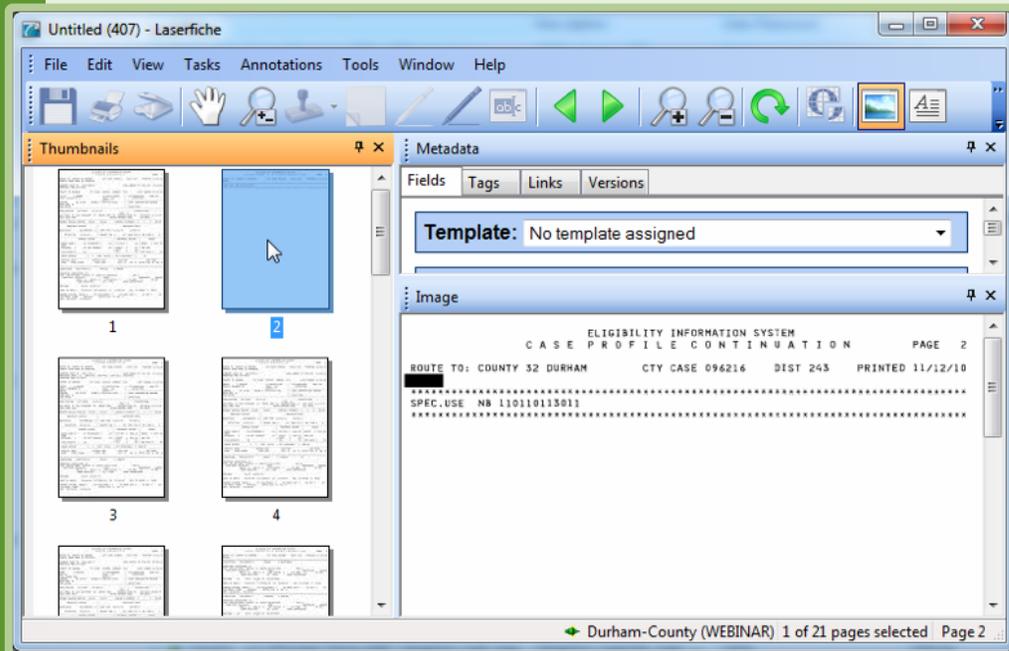
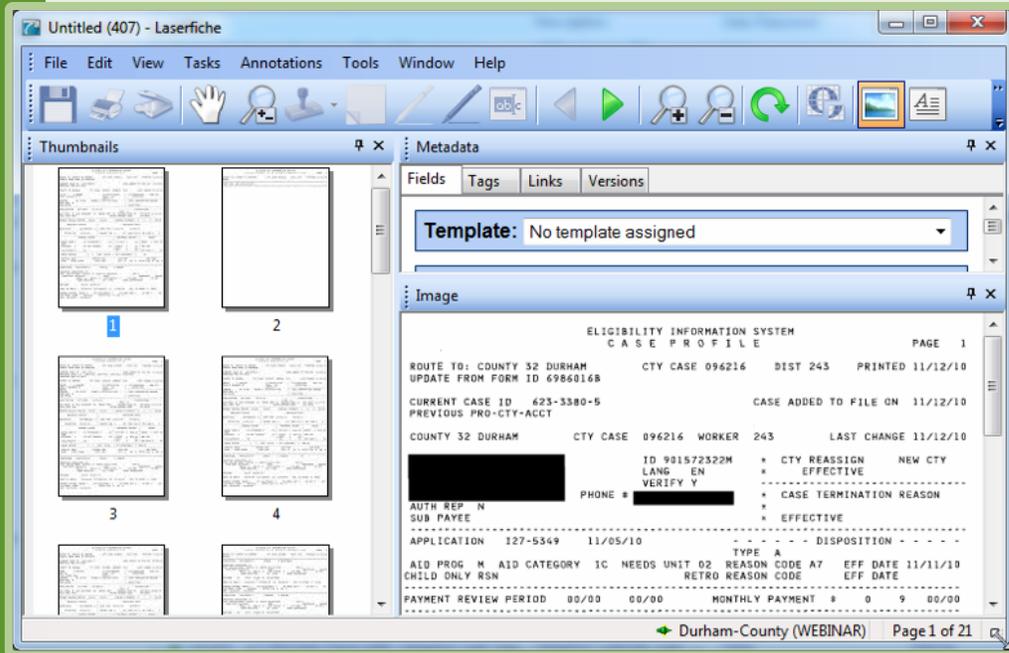
DOCUMENT CAPTURE

Case profiles and case profile changes have to be first printed from the Eligibility Information System (EIS). EIS is the State of North Carolina computer program to input and track Work First Family Assistance, Medicaid, Health Choice applications and cases. This paperwork must then be stored in the Laserfiche repository. The following are two ways that documents are captured:

- ▶ Certain employees have scanners at their desk to scan applications, ID and other pertinent case documents directly into the Laserfiche repository.
- ▶ Dedicated teams of scanning personnel in various locations within the department scan large volumes of documents such as the 8125 Case Profile, which outlines batch profile changes made to a case. 8125 Case Profiles are scanned into the _New Documents\Batch Scanning\8125 Profiles folder daily.



An update to a case will generate one to four pages depending on the number of changes for that case as seen below. For example, in Untitled (407), there are only a few cases with changes. The other sheets are continuation pages, as illustrated below.

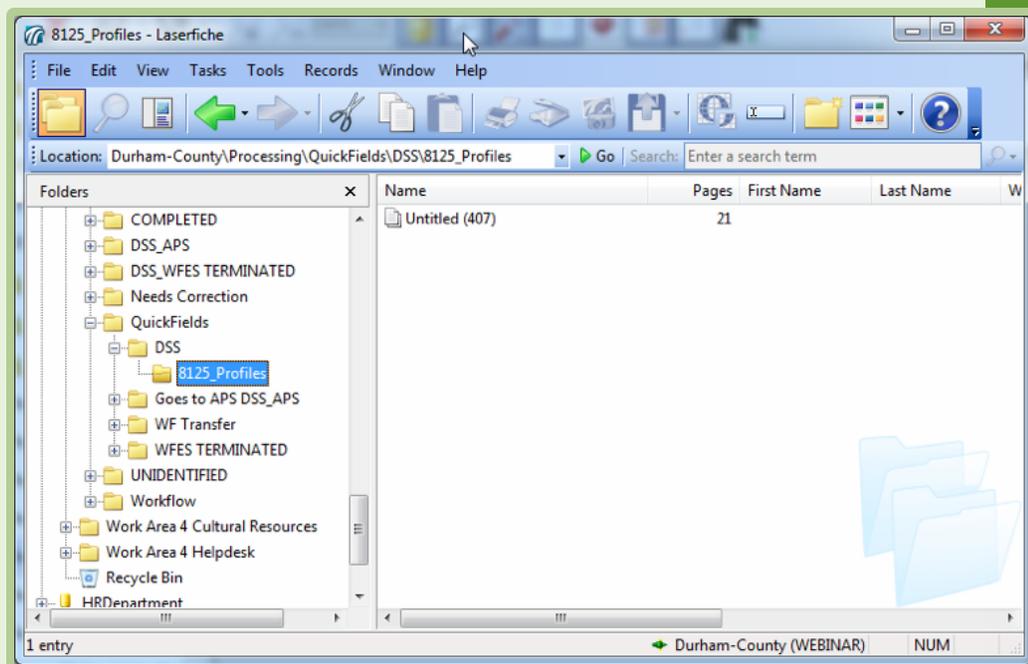




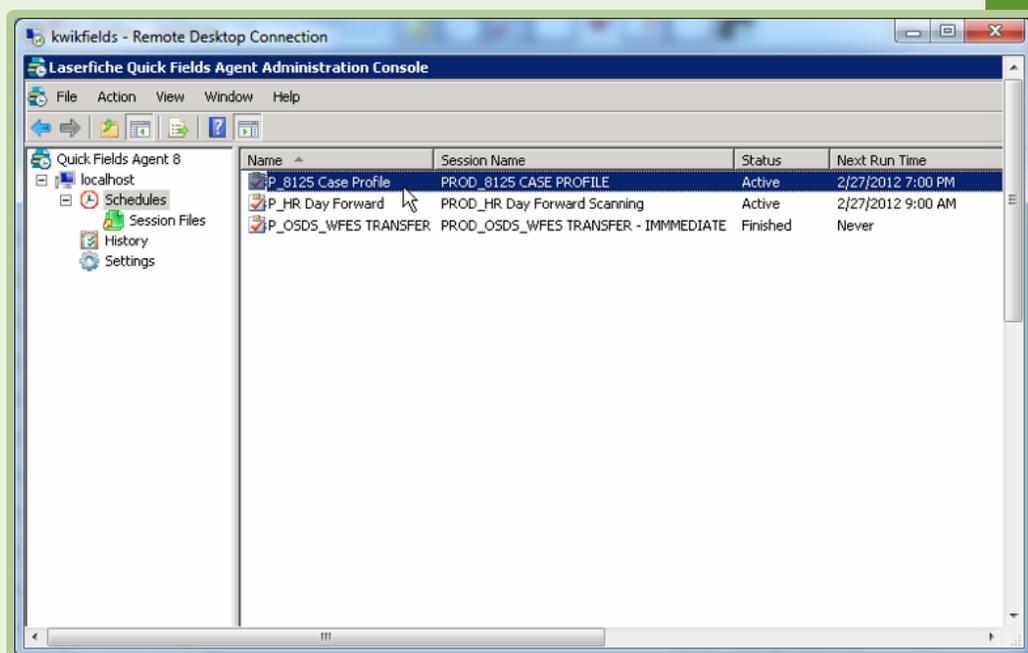
DOCUMENT PROCESSING

After all of the documents have been scanned, they need to be processed. Here is how Quick Fields works in conjunction with Laserfiche Workflow to accomplish this.

- ▶ Workflow routes all scanned documents into the \Processing\QF\DSS\8125 Profiles folder.



- ▶ Quick Fields is scheduled to run daily at 7:00 P.M. on our virtual server. Since the OCR process is resource intensive, we run the sessions outside of regular business hours.





- ▶ The Quick Fields session sends the completed documents to the Durham-County\Processing\Workflow\DSS\DSS_8125 CASE PROFILES folder for further processing.
 - Quick Fields Tokens are used to standardize document naming.
 - If the document's County Case Number is missing or incorrect, the corresponding field will be left blank and Workflow will route the document to the Unidentified folder for manual reconciliation. Once the correct County Case Number is entered and the correct WF Routing option selected in the template, the document moves to the correct location in the repository.
- ▶ The session we looked at above created 11 different documents from 21 pages. It also removed one blank page during processing.

The screenshot shows a file explorer window titled "DSS_8125 CASE PROFILES-WEBINAR - Laserfiche". The address bar shows the location: "Durham-County\Processing\Workflow\DSS\DSS". The left pane shows a folder tree with "DSS_8125 CASE PROFILES" selected. The right pane displays a list of files with columns for Name, Pages, and Template Name.

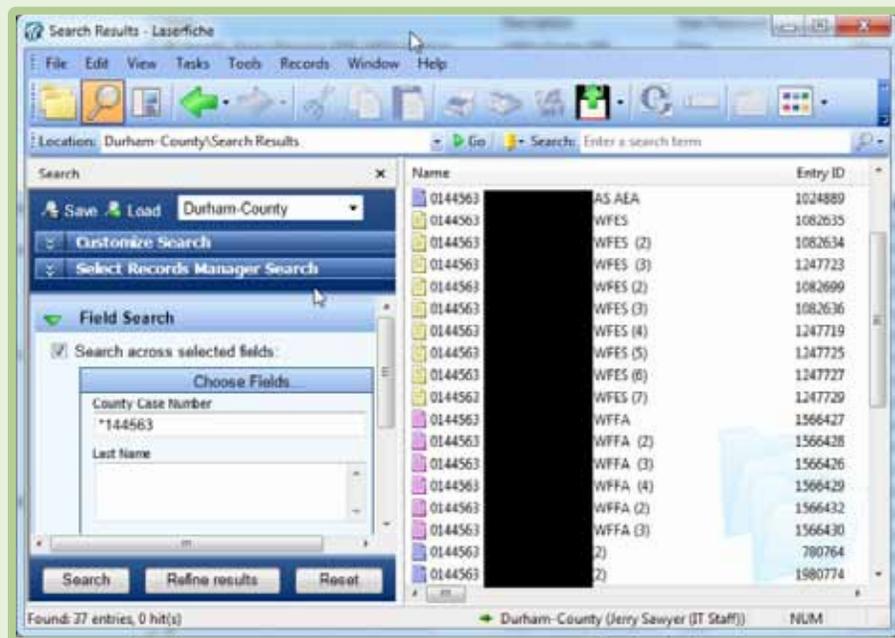
Name	Pages	Template Name
-, -	1	State Case Profile
-, - (2)	1	State Case Profile
-, - (3)	2	State Case Profile
-, - 111210	2	State Case Profile
0962 [REDACTED]	2	State Case Profile
1729 [REDACTED] E -	2	State Case Profile
2033 [REDACTED] - 111210	1	State Case Profile
2033 [REDACTED] - 1112...	1	State Case Profile
2181 [REDACTED] MOSES ...	3	State Case Profile
2289 [REDACTED] - 111210	2	State Case Profile
2322 [REDACTED] D - 111...	3	State Case Profile

REDACTION OF SENSITIVE INFORMATION

If a child welfare case is substantiated and needs to go to court (where all discoveries become public information), certain information will need to be redacted for the protection of all parties concerned. Key information to be redacted includes but is not limited to:

- ▶ The person initiating the complaint.
- ▶ The name of the parents and children.
- ▶ All contact information associated with the previously mentioned individuals.

The process is initiated when the County Attorney's Office sends a request for all case information to the DSS. The DSS in turn identifies all documents related to the requested County Case Number by performing a search based on the County Case Number against the non-editable History area of the repository.



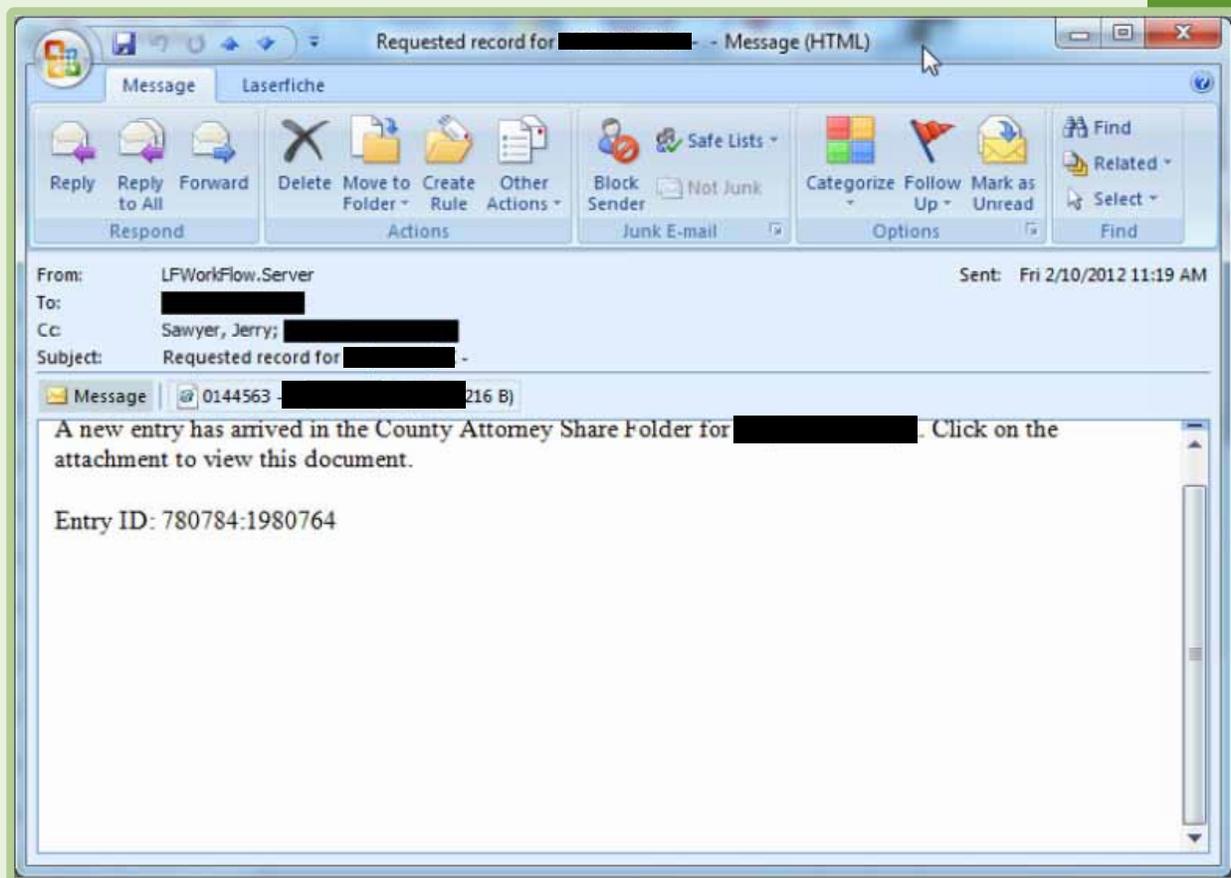
Once the requested documents are identified, the DSS employee pulls up the Tags tab in the metadata and checks the Requested Record tag.





This action initiates a workflow that makes a copy of the record, sends the copy to a folder for which the particular employee has edit rights and resets the tag back to null. Once the document is in the editable folder, the employee determines if redaction is necessary. After the employee is finished with the record, they once again check the Requested Record tag.

Workflow then routes the record to the \DSS\County Attorney Share folder to which both Child Welfare Services and the County Attorney have access rights. Workflow also sends an e-mail to the Administrator in the County Attorney's office with the requested document as an attachment.



The original and copied Entry IDs are included in the e-mail for tracking/troubleshooting reasons only.

DOCUMENT EXPORT

The Administrator then creates a portable version of the records (on removable media) via the Export function in Laserfiche. This enables attorneys to refer to this information during a trial or turn over all relevant discoveries to the presiding judge.



CONTRACT MANAGEMENT

Contract management is a risky process. Organizations need to ensure that the terms in all their contracts are favorable, that contracts are reviewed on a timely basis and that contracts are stored in compliance with industry rules and regulations.

This section contains solutions for driving consistency, transparency and accountability through the contract management process.

Mille Lacs Band of Ojibwe Indians
Texas A&M University System

82
88

MILLE LACS BAND OF OJIBWE INDIANS

Industry: **Government**
Number of employees: **1,000-5,000**
Headquarters: **Onamia, MN**

The Corporate Commission was created by the tribal government of the Mille Lacs Band of Ojibwe Indians to manage the business affairs of the Band.

The Corporate Commission implemented Laserfiche to manage contracts for 12 separate businesses, including Grand Casino Mille Lacs and Grand Casino Hinckley. Here is how it processes 500 contracts a year with Laserfiche.



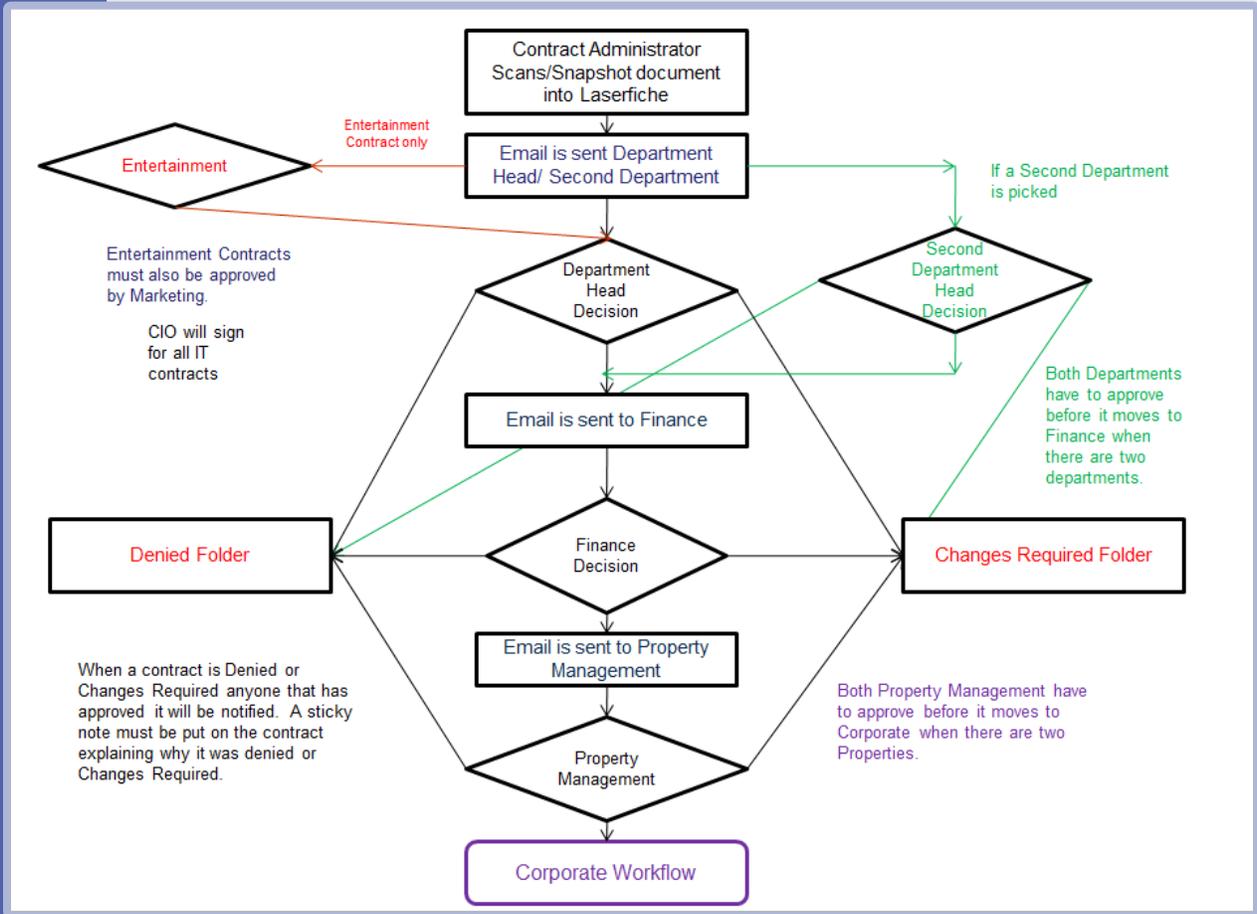
The Mille Lacs Band of Ojibwe Indians provides Workflow structures, tips and lessons learned in a quick implementation.

The Corporate Commission had been using a Laserfiche system with Quick Fields to scan HR documents. When Lance Dutcher, Systems Engineer for the Corporate Commission, saw the document routing and tracking capabilities of Laserfiche Workflow at the 2008 Laserfiche Institute Conference in Los Angeles, he realized he already had the tools to build a contract management system using Laserfiche.

“I literally went to one Workflow session at the Conference, came back and started designing workflows.”

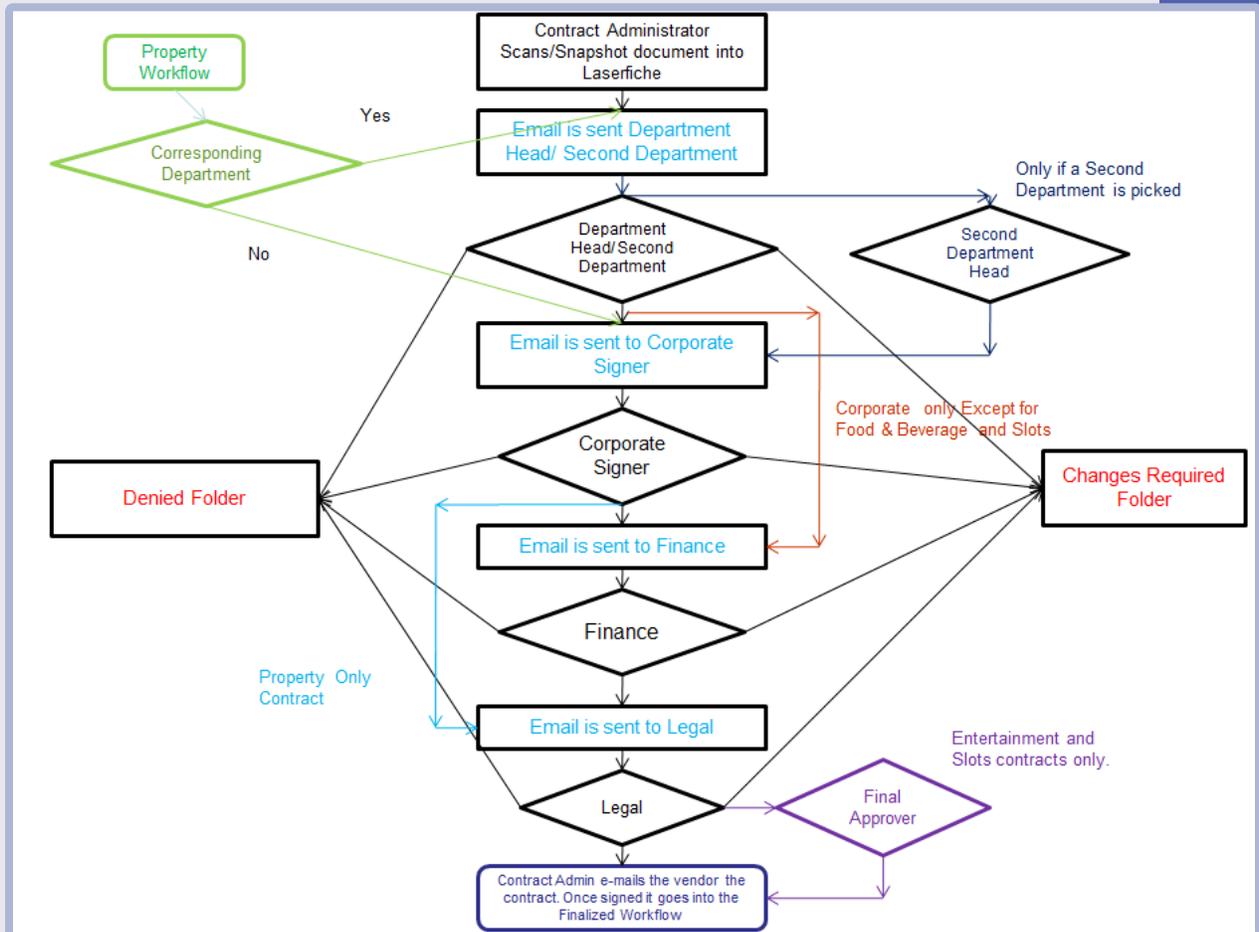
The Corporate Commission completed its contract management project in six months without incurring outside costs. “We already owned Workflow but weren’t using it,” Dutcher explains. “All programming and training were done internally.” Benefits include time savings, greater visibility into the contract management process and the elimination of unintentionally lapsed contracts.

PROPERTY WORKFLOW

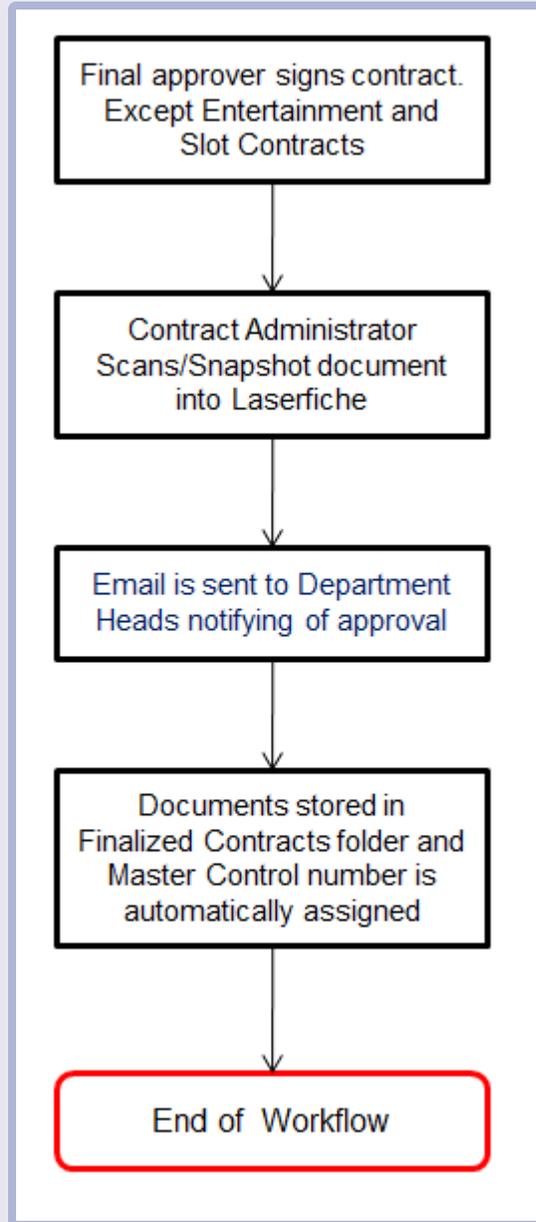




CORPORATE WORKFLOW



FINAL WORKFLOW





TIPS AND LESSONS LEARNED

- ▶ Know all exceptions to the rules before building the workflow.
- ▶ Keep the names of the activities generic so you can copy and paste them into other workflows.
- ▶ Use the search function and auditing to find issues in the workflow.
- ▶ Any information that is in a metadata field can be put into a report using Crystal Reports or Microsoft Reporting Services.
- ▶ Keep all workflow processes the same so you do not have to retrain end users.

TEXAS A&M UNIVERSITY SYSTEM

Industry: Higher Education

Number of employees: 1,000- 5,000

Headquarters: College Station, TX

Texas A&M University's Health Science Center (HSC) reaches across Texas to educate health professionals and researchers. The HSC originally implemented Laserfiche in 2008 in the finance department; today, the HSC's Laserfiche implementation spans eight different cities.

The Contracts Administration Office is responsible for processing, reviewing and approving contracts from various departments within the HSC.

Here is how it uses Laserfiche Workflow to decrease processing time from more than six weeks to a mere one or two weeks per contract.



Trevor Moran, Senior Information Technology Consultant at the Texas A&M University System Health Science Center (HSC), demonstrates how Laserfiche Workflow helped the HSC decrease contract processing time from eight to two weeks.

STORE INITIAL CONTRACTS IN LASERFICHE

Contracts originate in different HSC departments, including the College of Medicine, the College of Nursing, the College of Pharmacy, the College of Dentistry and the School of Rural Public Health. Staff from those departments can either scan documents directly into the “For HSC Review” folder in Laserfiche or use Laserfiche Snapshot to print the documents into the folder. During this scanning or printing process, the staff member manually enters the required metadata into the document’s template. In the template screenshot below, all the fields denoted in red are required.

Metadata

Fields | Tags: 1 | Links | Versions

Template: Contract

Contract Number
[] >

Contract Action (required)
NEW >

Business Type: (required)
Expenditure >

Other Party (required)
TREVOR TEST CONTRACT >

Other Party Contact Name (required)
TREVOR TEST CONTRACT >

Other Party Contact Phone (required)
999999999 >

Other Party Contact Email (required)
TREVOR TEST CONTRACT >

HSC Component (required)
CON >

Department Number (required)
2100 >

HSC Component Contact Name (required)
Tommy Bosquez >

HSC Component Contact Phone (required)
999-999-9999 >

HSC Component Contact Email (required)
TREVOR TEST CONTRACT >

Type of Contract (required)
Affiliation >

Contract Description (required)
TREVOR TEST CONTRACT >

Contract Begin Date (required)
4/19/2011 >

Contract End Date (required)
4/19/2011 >

Contract Complete Date
/ / >

Total Contract Value (required)
8 >

Source of Funds
[] >

Business Associate Addendum
[]

Areas of Required Review
[] >

Contract Reviewed by Matt Walton
[] >

Contract Reviewed by Mike Godfrey
[] >

Contract Reviewed by Jim Joyce
[] >

Contract Reviewed by Russ Gibbs
[] >

Contract Reviewed by Robby Bounds
[] >

Contract Reviewed by Julie Bishop
[] >

Contract Reviewed by Scott Honea (Interim CIO)
[] >

Add/Remove Fields...

Contract Received Date
2/28/2012 12:00:00 AM >

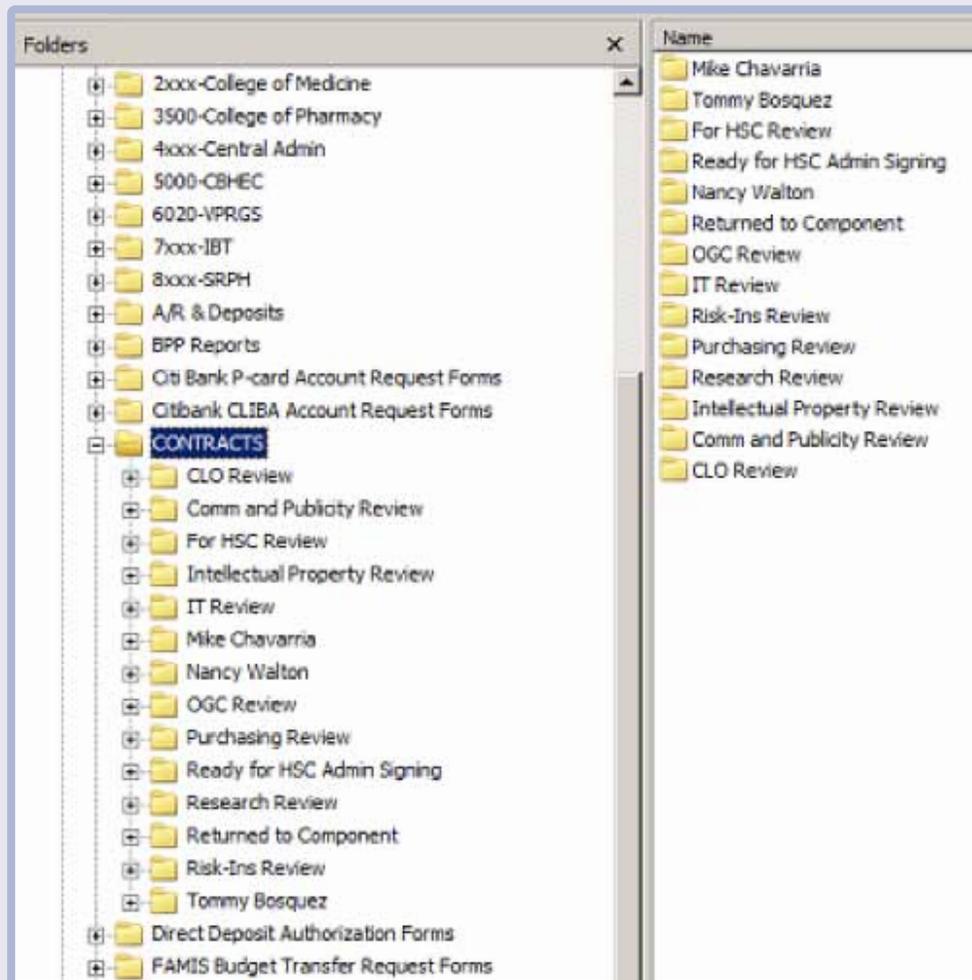
Required HSC Admin Signatures
VP for Academic Affairs > X

Signed by VP of Academic Affairs
Signed >

REVIEW AND EDIT THE CONTRACTS

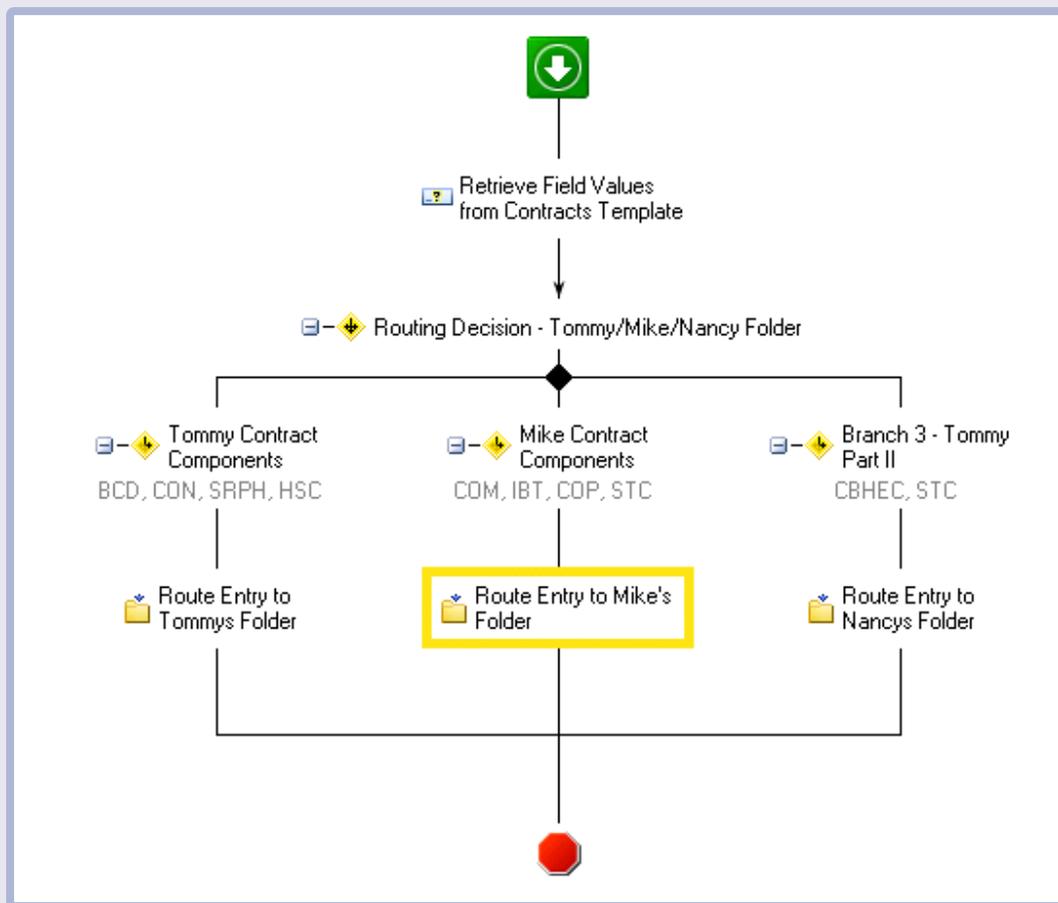
Once a document has been stored in Laserfiche, the review process begins. We have set up a series of template-driven workflows to facilitate the process.

Different people in the Contracts Administration Office are responsible for managing different types of contracts. For example, contracts from the College of Medicine and College of Nursing are assigned to one staff member (HSC Component Contact) while contracts from the School of Rural Public Health are assigned to someone else. The first workflow takes each contract from the "For HSC Review" folder and, depending on where it originated, routes it to the folder of the specific HSC Component Contact who will be managing the contract.





Workflow then automatically populates the Contract Number field in the template with the document's Laserfiche Entry ID. Both the HSC Component Contact and the person submitting the contract receive an e-mail stating that the contract has been received. This e-mail also contains the Contract Number, inserted as a token, in order to simplify tracking.

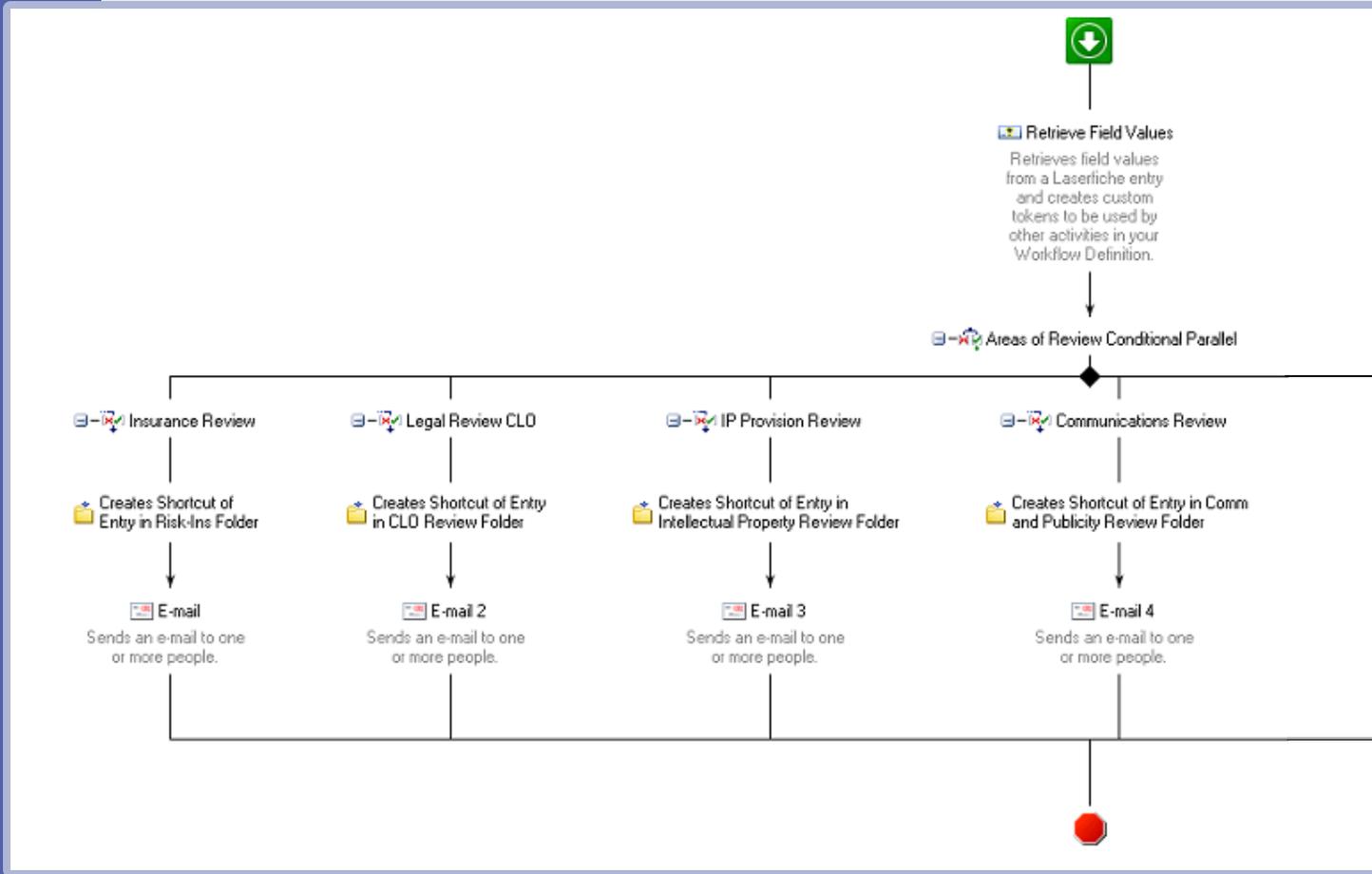


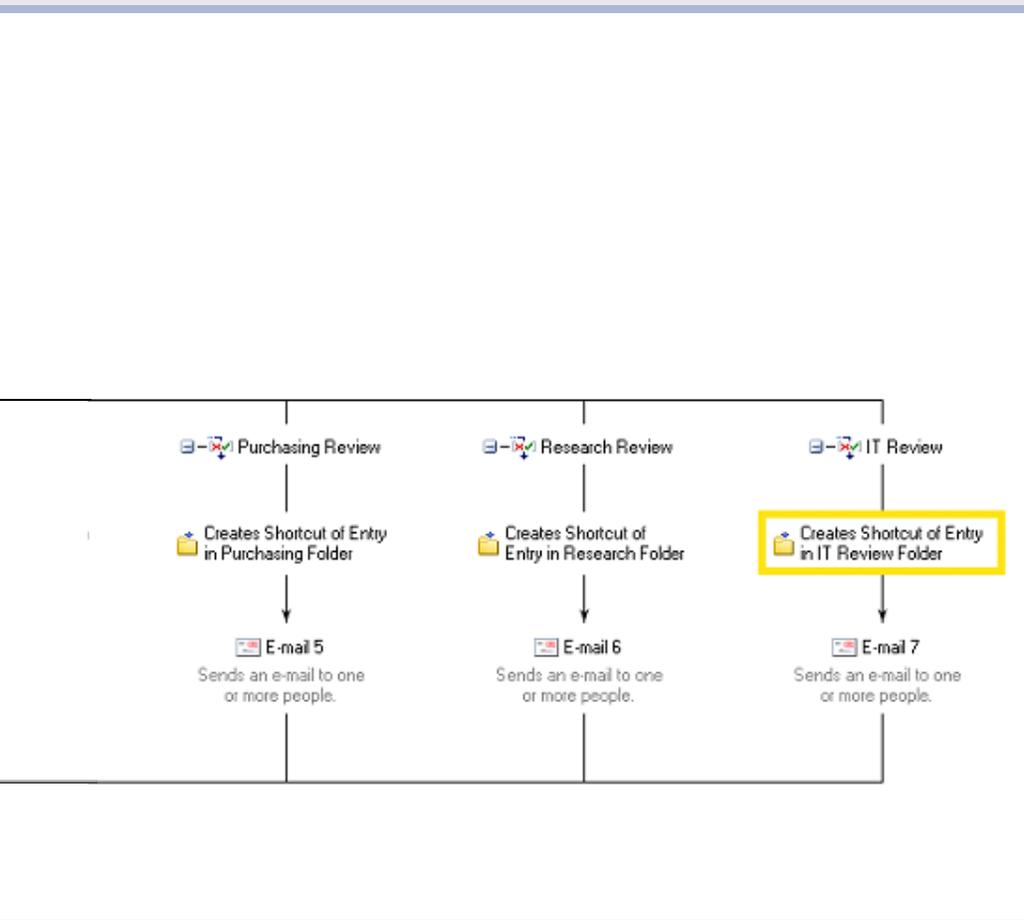
Workflow which routes contract to HSC Component Contacts.

As part of our template, we have a multi-value field named Areas of Requested Review. The HSC Component Contact populates this field with the names of the people who will need to review the contract. Another workflow then uses the Conditional Parallel activity to route a shortcut of the contract document to each reviewer's folder in the Laserfiche repository. In addition, Workflow e-mails every reviewer a shortcut to the document. This process enables simultaneous review of the contract by all the required parties.

The actual contract document is stored in the HSC Component Contact's folder.

Workflow which routes contracts for simultaneous review.

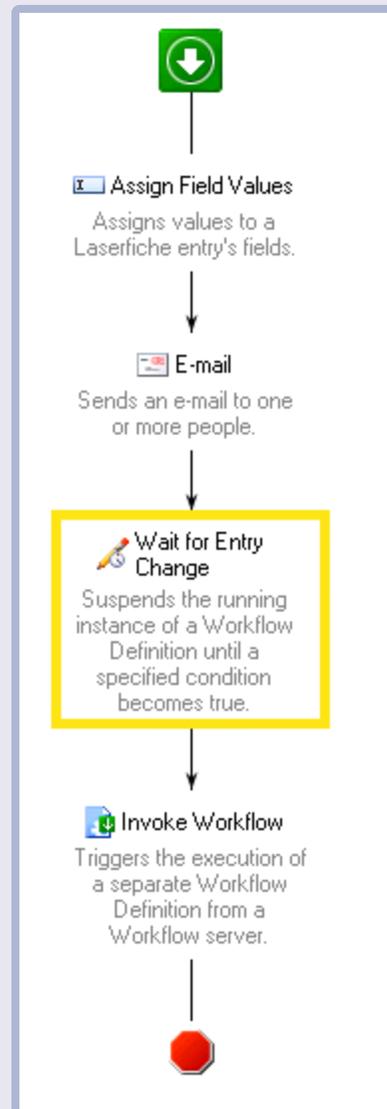




The reviewers make comments and corrections on the original document. Once they finish reviewing the contract, they mark the specific field in the template that pertains to them. If changes need to be made before the contract can be approved, Workflow moves the contract to a “Returned to Component” folder in the repository.

The person who initially submitted the contract receives an e-mail letting him know that the contract has been reviewed and that there are changes that need to be made before it can be approved. He opens the contract in Laserfiche from the shortcut included in the e-mail and creates a new contract with all the necessary changes. The pages of the revised contract are appended to the old contract which enables the changes to the contract to be tracked. This contract is then resubmitted.

This time around, the contract is automatically routed to the same HSC Component Contact and no new Contract Number is assigned. This review process is repeated until everyone agrees on the finalized version of the contract. Certain contracts may also be routed to General Counsel for an additional review after the initial review process is complete.



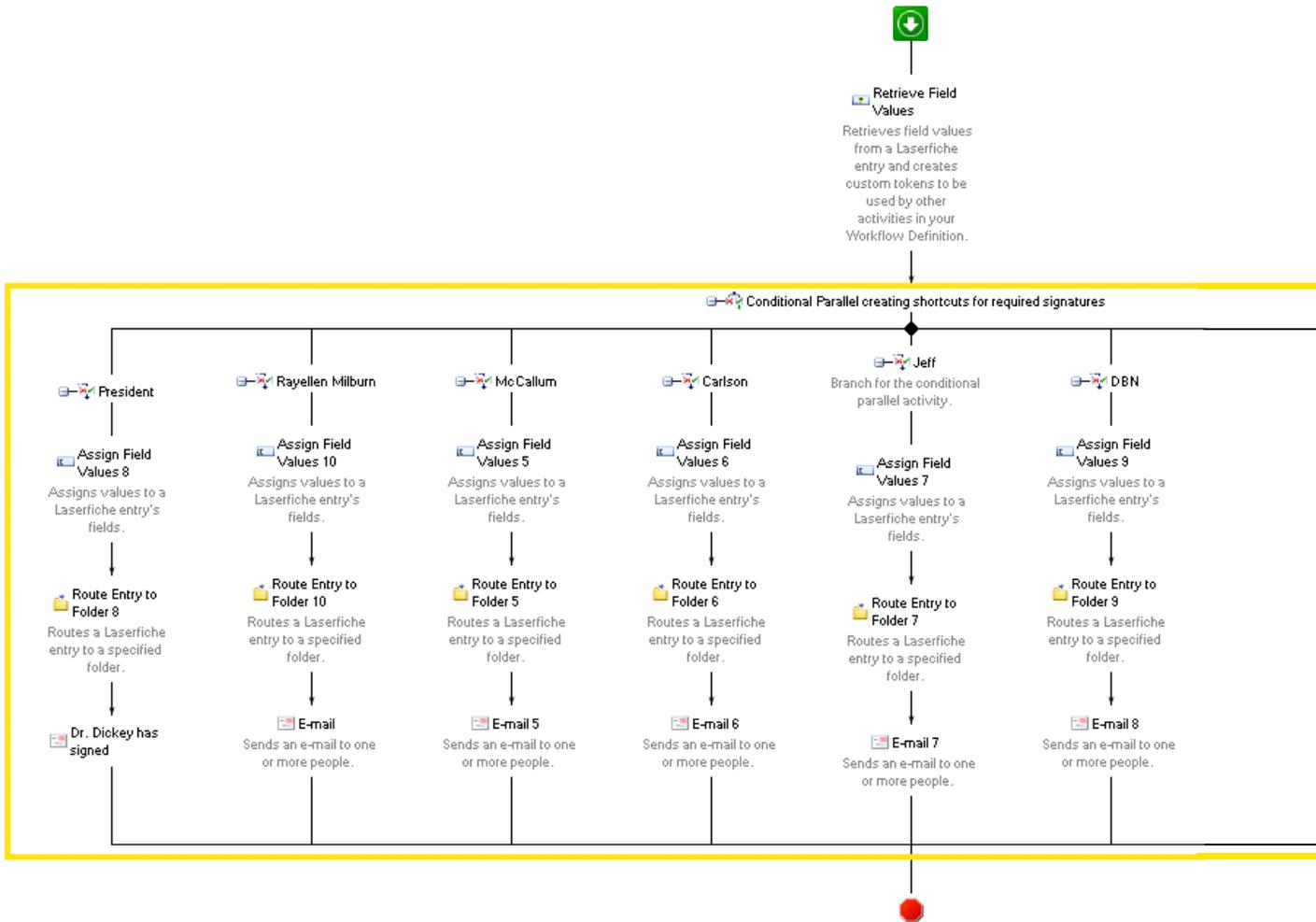
Workflow that waits for contracts to be reviewed.

SIGN FINALIZED CONTRACTS

After the contract has been finalized, it must obtain approval signatures. We use a Conditional Parallel activity in Workflow since the contract has to be signed by multiple parties at various levels. When the contract is ready to be signed, an e-mail, which includes a shortcut to the document, is sent to each person who needs to sign the contract. People sign the contract by appending a personal stamp to the document and then updating a particular field in the template.

Contracts that have been signed and finalized are moved into a record series where various staff can access and review them as needed.

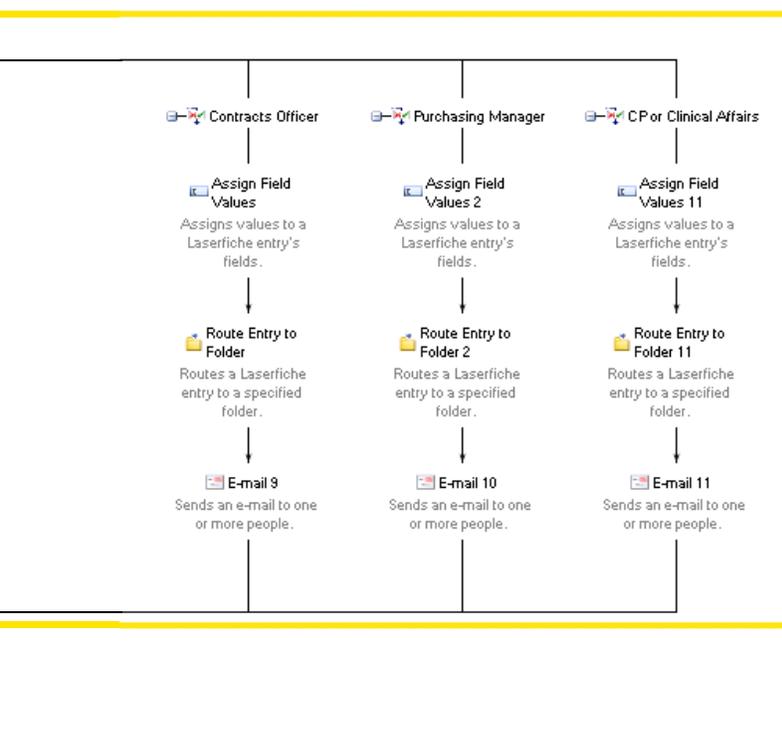
Workflow that gathers approval signatures.





GENERAL ADVICE ON PLANNING AND IMPLEMENTING WORKFLOWS

- ▶ Meet with all of the users involved in the business process and get them involved in designing the workflows.
- ▶ Be ready to adjust your workflows if necessary to account for changing business requirements.
- ▶ Set up security on templates so that only the people who need to edit certain fields can see them. This will eliminate user confusion and reduce data entry problems.
- ▶ Use security tags if you want certain users to be able to view only certain documents and not the entire contents of a particular folder.





CREDENTIALING

Effective credentialing helps healthcare organizations manage risk, attract customers and obtain accreditation from organizations such as the Joint Commission and NCQA. An efficient credentialing process also enables healthcare providers to more quickly deliver care to patients.

This section contains Molina Healthcare's solution for increasing the turnaround time for credentialing while decreasing costs and improving the security of protected information.

MOLINA HEALTHCARE

Industry: Healthcare
Number of employees: 1,000- 5,000
Headquarters: Long Beach, CA

Molina Healthcare, a managed care organization serving low-income individuals who frequently depend on government assistance, implemented Laserfiche Rio in 2009 to digitize and streamline the healthcare provider credentialing process.

The corporate credentialing department deals with credentialing both individual healthcare practitioners (e.g. doctors) and facilities (e.g. hospitals).

Here is how it has used Laserfiche to make the paper-heavy credentialing process completely paperless.



Ryan Boe, Manager of Corporate Credentialing at Molina Healthcare, describes how his organization saved \$750,000 in less than a year after implementing Laserfiche.

THE CREDENTIALING PROCESS

In order to provide services in the Molina network, a provider (practitioner or facility) must go through the credentialing process, which reviews and verifies a provider's credentials and history to ensure that provider is able to safely treat the members of the network. This process must be repeated every three years for the provider to remain in the network.

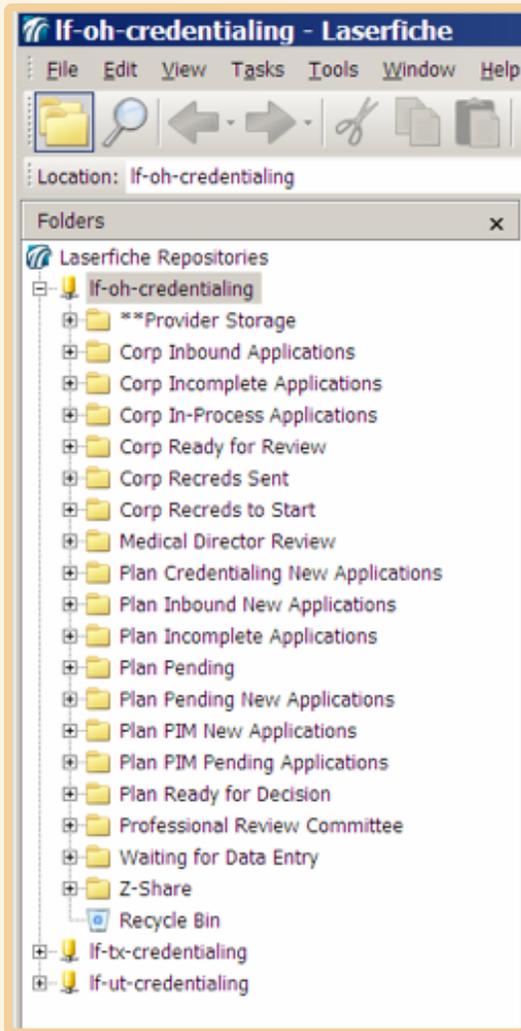
Our Corporate Credentialing Department works with three other departments to complete each provider's file:

- ▶ The Contracting team, which is responsible for initiating the contracting process and obtaining a credentialing application.
- ▶ The Provider Services team, which is responsible for obtaining information from non-responsive contracted providers.
- ▶ The Actual Office of the Provider, which is responsible for providing clarification and missing information.

The credentialing process used to be very cumbersome and lengthy, because the files needed to be passed between departments multiple times—and sometimes shipped back and forth between different states. We have streamlined the process using Laserfiche Workflow.

Since a provider has to be credentialed separately in every state, we have a different Laserfiche repository for each state. Each of these repositories has a folder structure corresponding to the different steps in the workflow, which we were able to replicate for each repository. As the application moves through each step of the credentialing process, it moves to a different folder and different person, possibly at a different physical location.

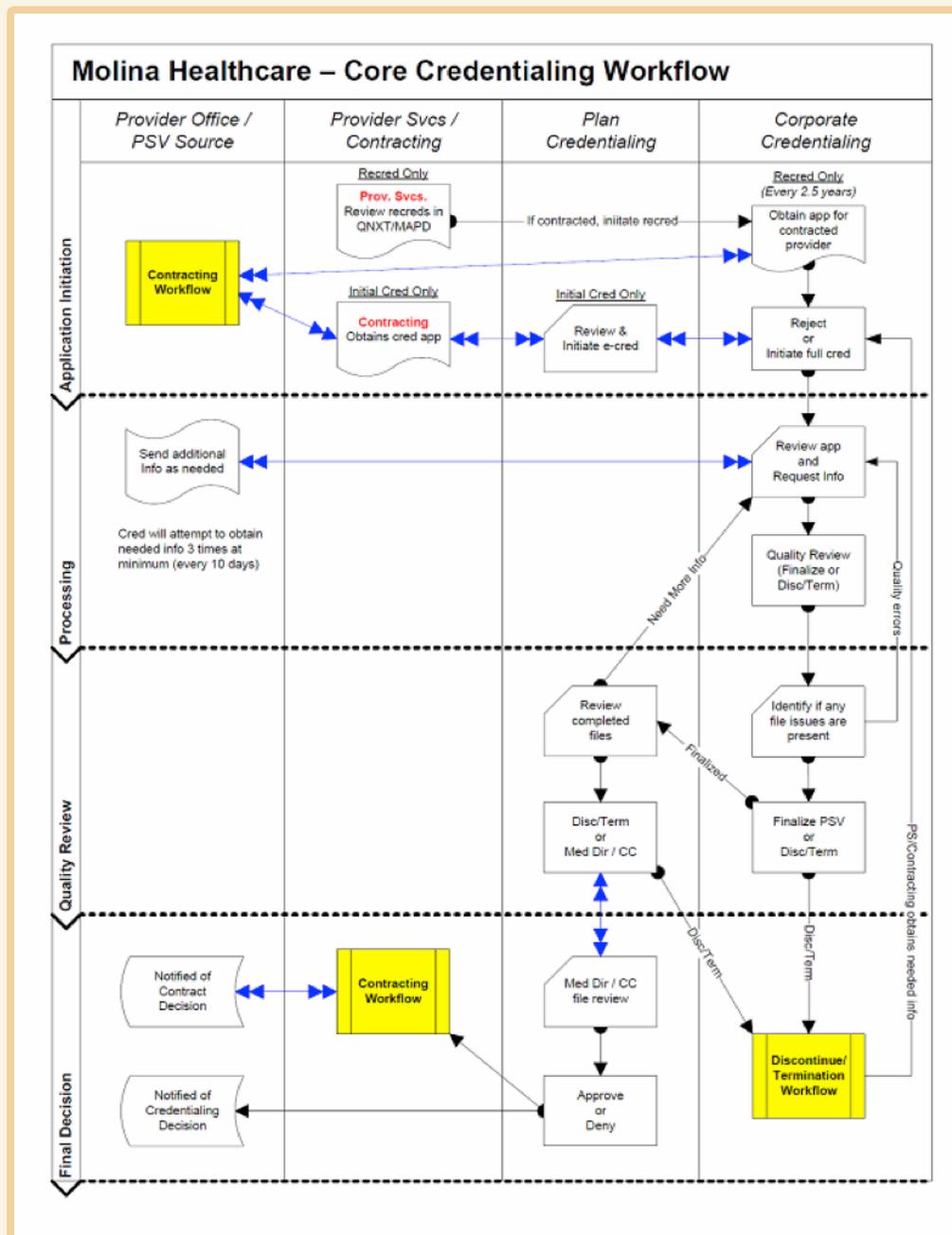
The application can move through several possible tracks depending upon the individual scenario (e.g., one application will move through for regular approval, while another might be discontinued mid-process).



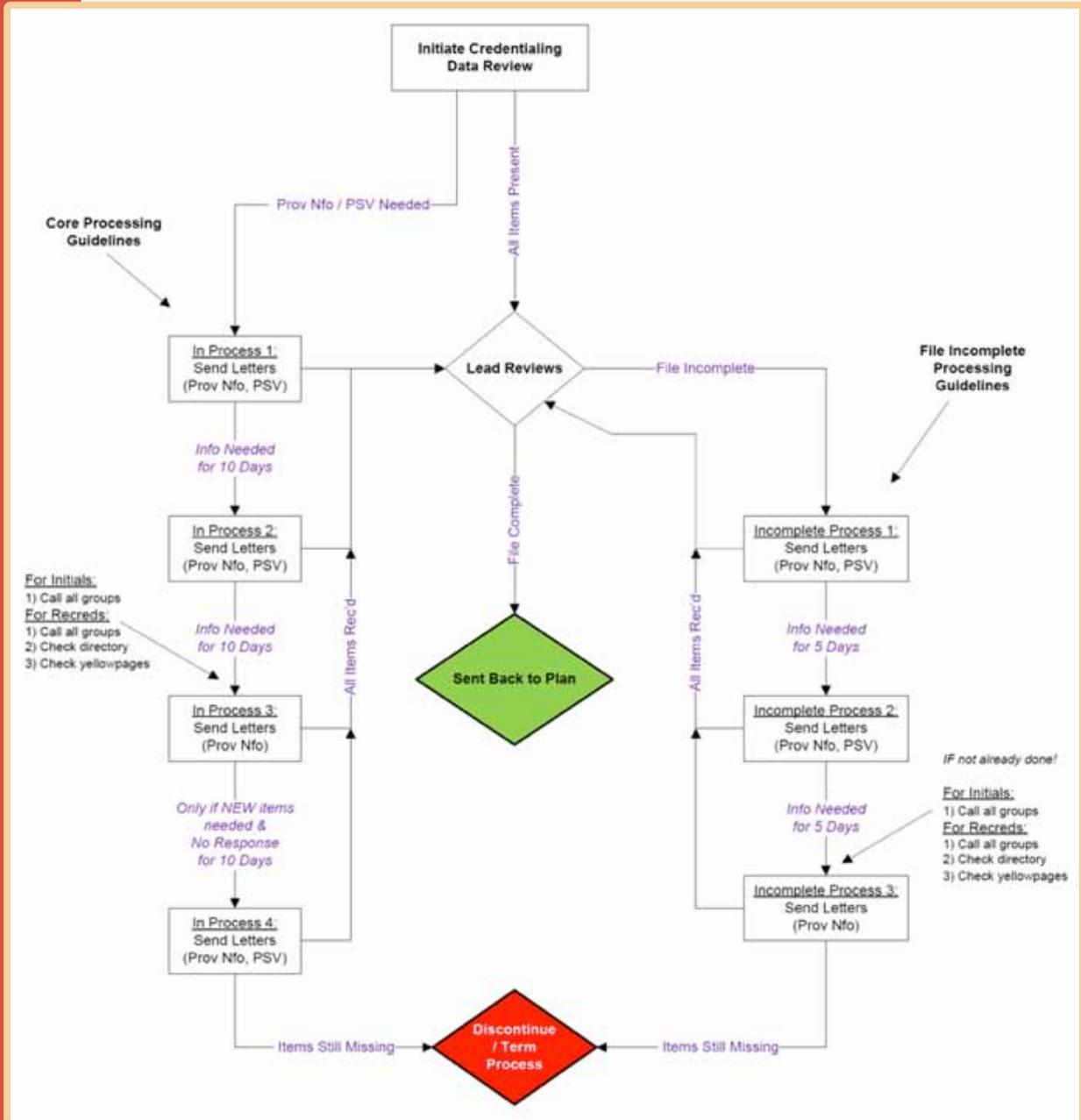


THE CREDENTIALING WORKFLOWS

Below is a general diagram of our core credentialing process. Each yellow box represents a separate master workflow.



Several of the different steps in this core credentialing process correspond to a breakout sub-workflow. For example, the "Review app and Request Info" step is comprised of the following workflow.





As you can see, the documents move seamlessly through the different offices. We no longer have to ship giant boxes of credentialing applications all around the country. Instead, we simply transfer files in a few seconds with a few mouse clicks.

Below is an overview of the entire credentialing process:

1. Application Initiation.

- a.** Approximately 60% of all applications come from the Council for Affordable Quality Healthcare (CAQH) database. A provider submits one application to CAQH and can use it to apply to multiple health insurance carriers in multiple states.
 - i.** After downloading such applications from CAQH, we use Laserfiche Snapshot and locally developed software to batch import them into Laserfiche.
 - ii.** We also use the XML version of the data to upload directly into our credentialing database when possible.
- b.** Approximately 40% of applications are still hand written.
 - i.** These applications have to be scanned into Laserfiche and data entered manually into our credentialing database.

2. Processing.

- a.** During this stage, we make sure that the applications are complete and request additional information if necessary.
- b.** We also verify multiple credentials (e.g., medical license, board certification, etc.) and use Laserfiche Snapshot to import them into the credentials file.
- c.** If the provider doesn't respond to our requests for missing or conflicting information after three attempts, the application is discontinued, at which point our networking units (Contracting or Provider Services) may decide to pursue the information.

3. Quality Review.

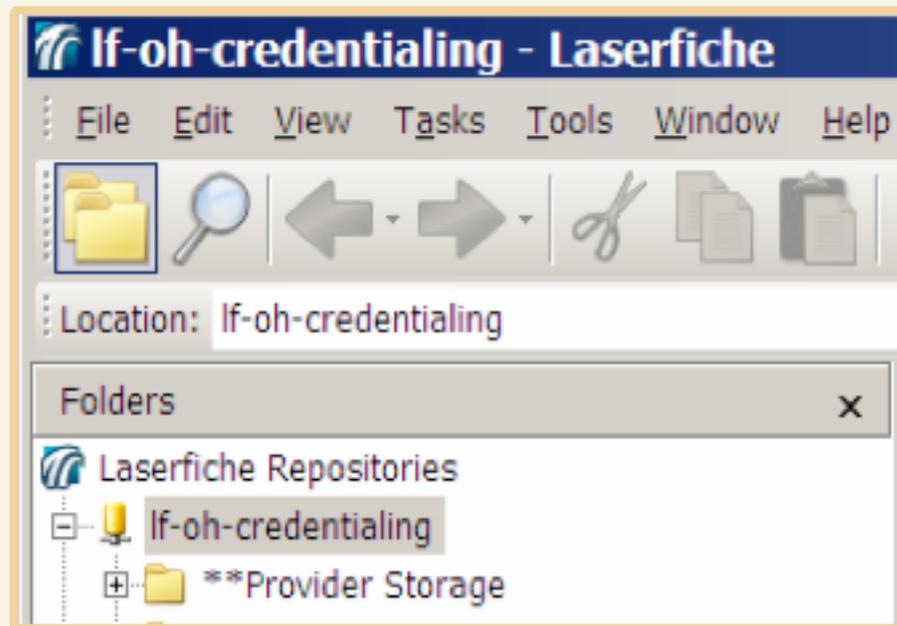
- a.** Once the application is complete, it must go through a quality review process. To demonstrate the level of detail applied here, some of the main items that need to be verified for quality are as follows:
 - i.** Licenses.
 - ii.** Education and training.
 - iii.** Board certifications.
 - iv.** Federal sanctions.
 - v.** Work history.
 - vi.** Malpractice insurance.
 - vii.** Malpractice history.
- b.** At any point during the quality review process, additional information may be identified that will need to be requested or the application may be discontinued.

4. Final Decision.

- a. During this stage, provider files are reviewed by a peer review committee (for files with issues) or a medical director (for clean files) for a final decision.
- b. Providers are then notified whether their application was approved, denied or discontinued.
- c. If the application was discontinued, a provider can supply the missing information and resubmit her application. It will then have to go through the entire process all over again. If a provider's contract was terminated because the provider failed to submit the required missing documentation, s/he must begin the contracting process again and be treated like an initial credentialing applicant.

5. Retain the records.

- a. Once the application approval and review is completed, the application moves to the "**Provider Storage" folder in the Laserfiche repository to be retained for up to 40 years after a contract termination, depending on the retention law in each state.

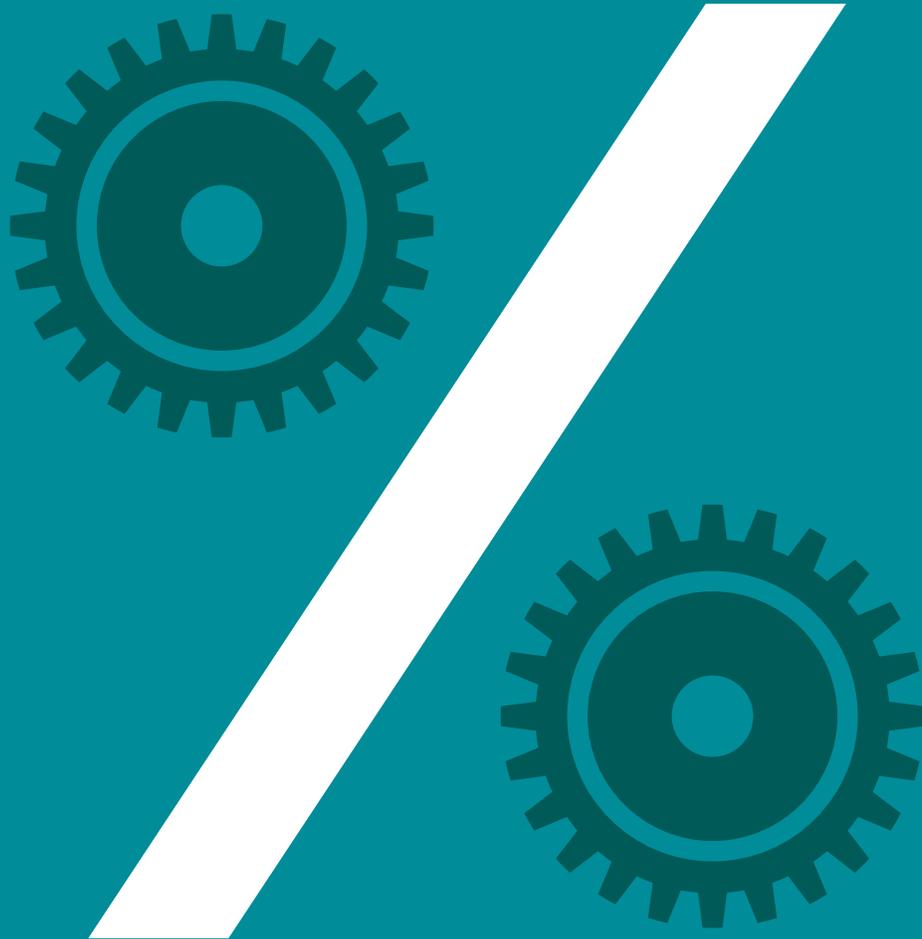




SUMMARY OF BENEFITS FOR MOLINA HEALTHCARE

Implementing paperless credentialing helped us to:

- ▶ Decrease our average processing time per file from 53 days to 35 days.
- ▶ Decrease our cost per file from \$180 to \$108, saving us a total of \$750,000 in the first year.
- ▶ Increase our average quality scores from 83% to 92%.
- ▶ Improve the speed of credentialing in new states that we service.
- ▶ Increase the general volume capacity when application volume fluctuates.
- ▶ Improve our confidence in retrieval of documentation for audits.



LOAN PROCESSING

As anyone who's ever applied for a loan knows, getting a loan requires filling out a lot of paperwork that must then be processed and maintained by the lender.

This section contains the Texas Higher Education Coordinating Board's solution for accelerating loan payment processing by improving the flow of information within the organization.

TEXAS HIGHER EDUCATION COORDINATING BOARD

Industry: Higher Education

Number of employees: 100 - 500

Headquarters: Austin, TX

Existing Laserfiche integrations:

Higher Education Loan Management System

The Texas Higher Education Coordinating Board (THECB) provides leadership and coordination for the Texas higher education system.

THECB provides low-interest loans for students who are eligible to pay in-state tuition. All loans are serviced at THECB until they are paid in full.

Processing loans is a very paper-heavy process—they process an average of 1.5 million documents a year. After purchasing Laserfiche Avante in 2010, THECB used Laserfiche to streamline loan payment processing and ensure a smooth flow of information throughout the loan operations department.

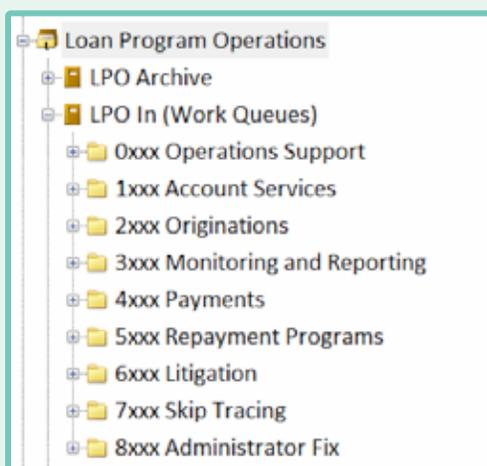


Deborah Whitis, Manager of Operational Support Services, describes how Laserfiche Workflow improved the efficiency of the Texas Higher Education Coordinating Board’s loan processing operations department.

IMPORT DOCUMENTS

Loan applications arrive at THECB in two ways:

- ▶ **Electronically.**
These applications are then transferred to the Laserfiche repository by Laserfiche Import Agent.
- ▶ **By mail.**
These applications are scanned and indexed manually.



Due to federal and state mandated regulations and the prospect of future litigation, we have to document and archive every single piece of information regarding the loans we process. This results in a great deal of supplemental documentation—ranging from e-mail and electronic customer service requests to screenshots of our Loan Management System and several other third-party systems—that must be archived for each loan. We use Laserfiche Snapshot to quickly and efficiently print these supplemental documents into the Laserfiche repository.

During the Snapshot process, we select the required template and manually enter the required metadata, the most important of which is the “LPO Department” field and “LPO Document Type” which are provided in a drop-down list.

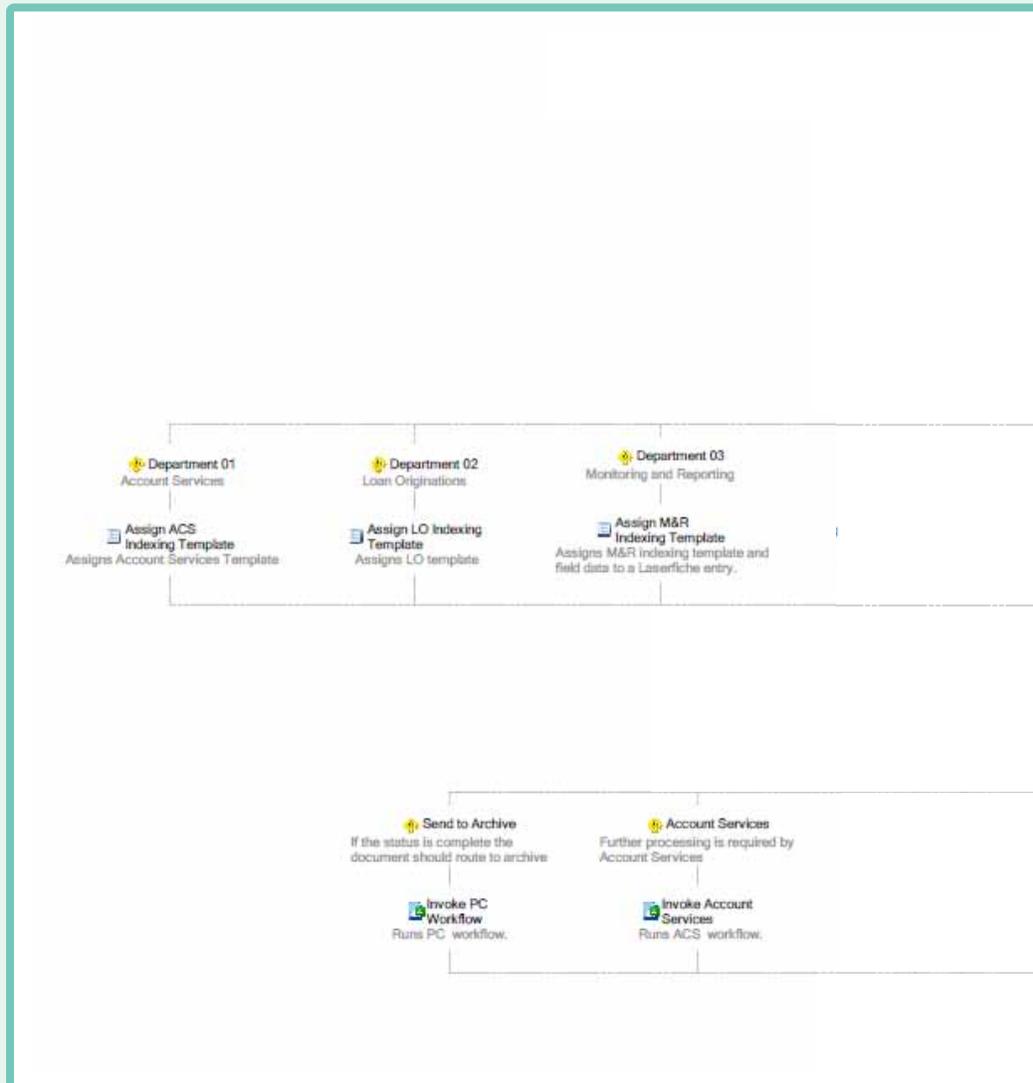
Field Name	Type	Width	Default Value	Multiple	Required	Constraint	Description
LPO Department	List	40		<input type="checkbox"/>	<input type="checkbox"/>		LPO Departments
LPO - Document Type	List	51		<input type="checkbox"/>	<input type="checkbox"/>		
Processing Notes	Char	80		<input type="checkbox"/>	<input type="checkbox"/>		Processing Notes
SSN	Char	9		<input type="checkbox"/>	<input type="checkbox"/>		

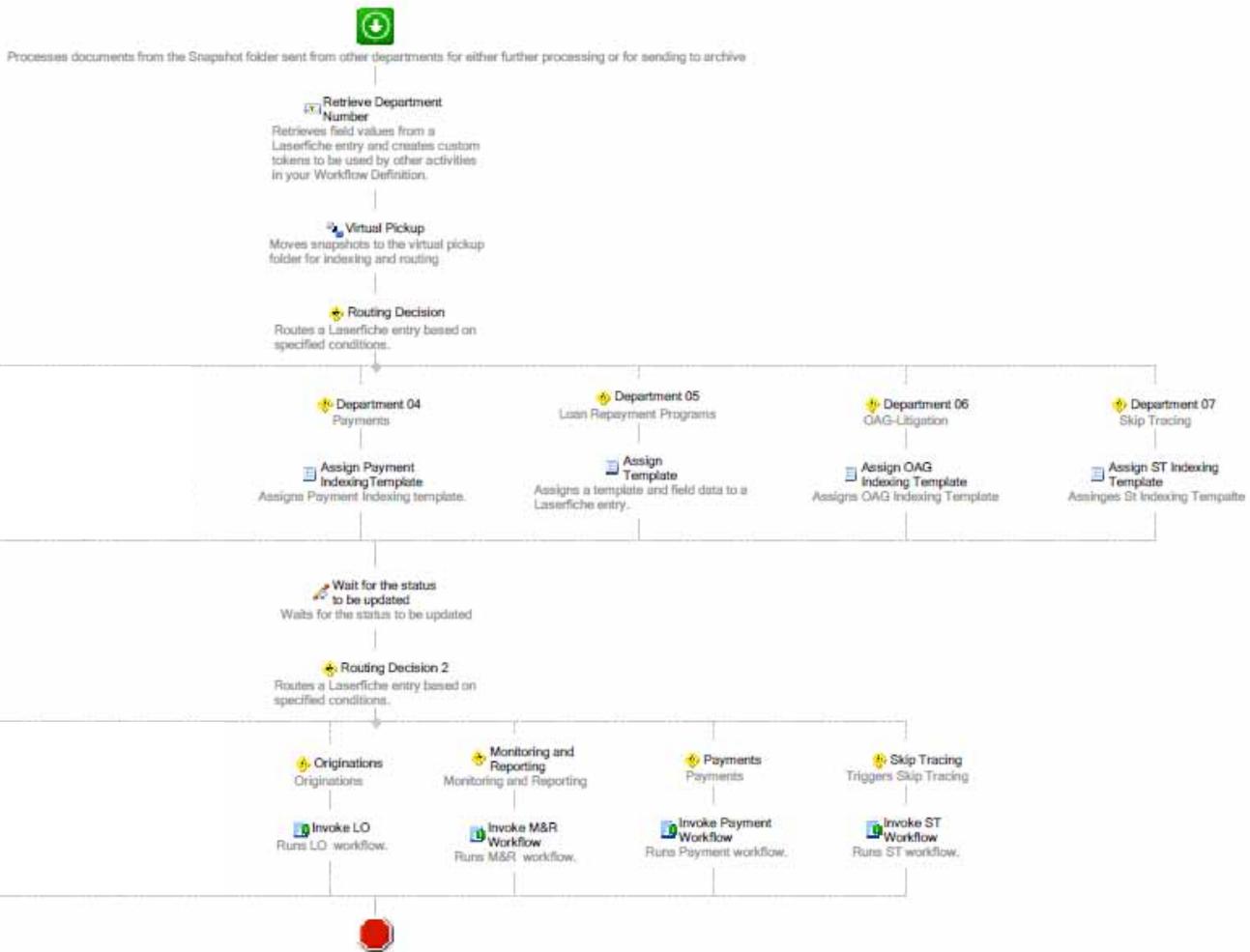
PROCESS DOCUMENTS WITH LASERFICHE WORKFLOW

Documents that have been printed with Laserfiche Snapshot

Once the supplemental documents have been printed into Laserfiche, the “Virtual Pickup” workflow is invoked. It routes the newly imported document to the “Virtual Pickup” folder in the repository. Depending on the value of the “LPO Department” field, it assigns the correct document template. The document is then routed to the correct folder in the Laserfiche repository based on the value of the “LPO – Document Type” field.

The document then waits in the folder for a reviewer to read through it and manually update the value of the “Status” field. Depending on the status update, another workflow is invoked for further document processing. For example, if the document happens to be a copy of a personal check, the “Payment Workflow” gets invoked. Here is what the “Virtual Pickup” workflow looks like:

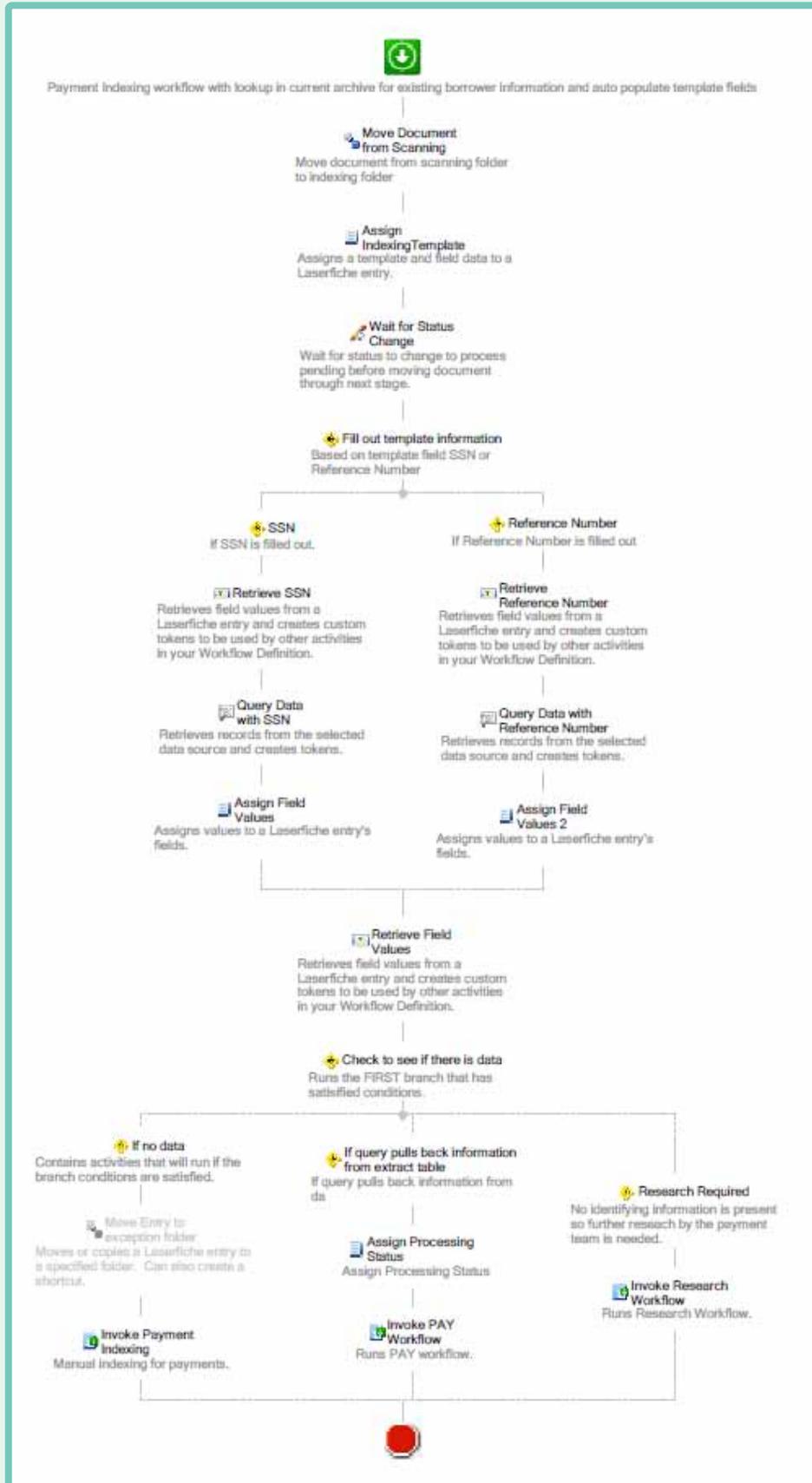




Documents that have been scanned

Once payment documents are scanned into the “Scanning” folder, the “Payment Indexing” workflow is invoked. Here is what the “Payment Indexing” workflow looks like:

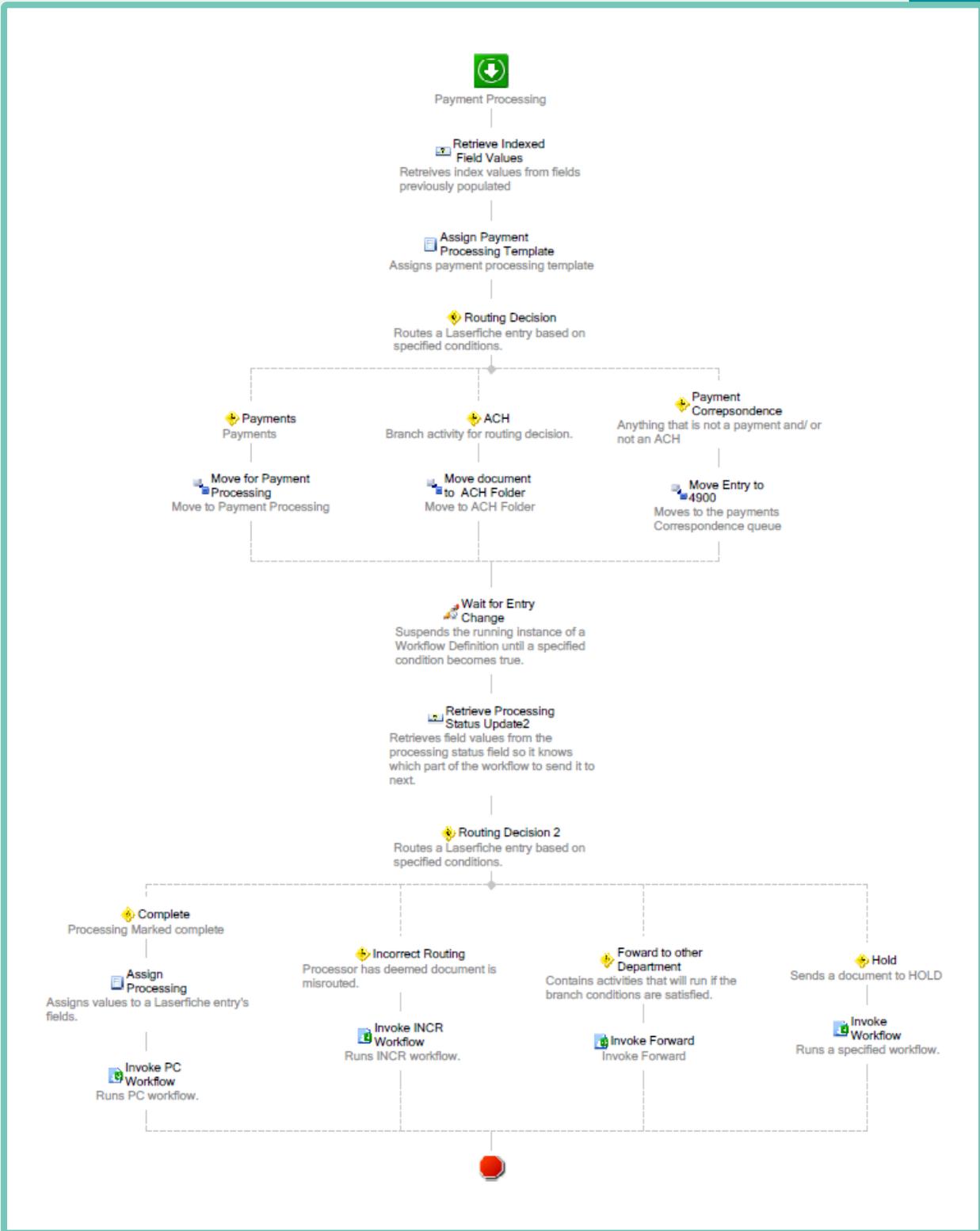
- ▶ The documents are moved from the “Scanning” folder into the “Indexing” folder and assigned to the “Indexing” template.
- ▶ A technician looks at the documents in the “Indexing” folder and manually fills out either the “SSN” field or the “Reference Number” field. He then changes the “Status” field to “Process Pending”.
- ▶ Laserfiche Workflow uses the Query Data activity to pull the rest of the information from the database based on the Social Security Number or Reference Number (depending on which was filled in by the technician). The Assign Field Values activity is then used to populate the remaining fields. This eliminates manual user entry error.
- ▶ Next, Laserfiche Workflow checks to make sure that the template was filled in completely.
 - If most fields are blank, which means the database lookup failed due to an incorrect Social Security Number or Reference Number, the document is routed to an “Exceptions” folder. The “Payment Indexing” workflow is invoked again, giving the technician an opportunity to correct the mistake.
 - If all of the data is successfully populated, the “Payment Processing” workflow is invoked.
 - If somehow there is no Social Security Number or Reference Number filled out, the issue needs researching by the payment team and the “Research Workflow” is invoked.



PAYMENT WORKFLOW

- ▶ The “Payment Workflow” uses the Retrieve Field Values activity to obtain the field values from the template, including the “LPO Department Number”, and turns them into tokens for later use.
- ▶ It then assigns the “Payment Processing” template to the document using the Assign Field Values activity. Depending on the value of the “LPO – Document Type” field, the document gets routed to the “Payments Processing” folder, the “ACH Folder” or the “Correspondence” folder using the Move Entry activity.
- ▶ The Wait for Entry Change activity waits until the value of the “Status” field is updated by the reviewer who monitors the particular folder on a regular basis.
- ▶ The Retrieve Field Values activity then converts the “Status” field into a token that is used in the Routing Decision activity to determine where the document needs to be routed next.
- ▶ This document can be completed, routed incorrectly (some documents originally appear to belong to one department but really should be processed by another), sent to another department for further processing (some documents need to be processed by multiple departments) or put on hold. Each of these actions invokes a separate workflow.

Here is the full “Payment Workflow” design.



KEEP TABS ON EVERYTHING THAT IS BEING PROCESSED

Since there are more than 29 different workflows running regularly, it is very important that I, as the manager of operational support services, am able to track their progress quickly and effectively. The Laserfiche Workflow Administration Console makes it easy to monitor where any document is at any given time. The first thing I do each morning is look in the “Wait Conditions” tab in the “Monitoring Node” to see if there are documents that have been stuck in any of our workflows for 24 hours or more.

The screenshot shows the 'Workflow Administration Console' interface. On the left is a tree view with the following structure:

- Workflow Administration Console
 - THECBLPAPDBWN01
 - Workflows
 - Starting Rules
 - Monitoring
 - Subscribers
 - Wait Conditions
 - LPO 00 Rejected (I)
 - LPO Archiving
 - LPO-00 Incoming Fax (SR)
 - LPO-00 Snapshot Processing (SR)
 - LPO-00 Administrative Push (SR)
 - LPO-00 Forward and Return (I)
 - LPO-00 Hold (I)
 - LPO-00 Incorrect Routing(I)
 - LPO-00 Letter Required (I)
 - LPO-00 Manual Import (SR)
 - LPO-00 Payments to Archive
 - LPO-00 Processing Complete(I)
 - LPO-00 Skip to Archive (SR)
 - LPO-00 Working File Name(I)
 - LPO-01 Account Services Indexing (SR)
 - LPO-01 Account Services Processing(I)
 - LPO-01 Account Services Return (I)
 - LPO-02 Originations Data Entry(I)
 - LPO-02 Originations Indexing(SR)
 - LPO-02 Originations Processing(I)

The main table displays the following data:

Entry ID	Repository	Activity Name	Instance ID	Time
342799	THECB	WaitforEntryChange	c321a205-a29e-4230...	Friday, May 04, 2012 2:15 PM
379916	THECB	WaitforEntryChange	aaf9a1e0-d721-433e...	Monday, May 21, 2012 7:49 AM
379943	THECB	WaitforEntryChange	c69ede18-cd7d-40b3...	Monday, May 21, 2012 7:49 AM
379944	THECB	WaitforEntryChange	d6b0e56d-d98f-4cbd...	Monday, May 21, 2012 7:49 AM
379945	THECB	WaitforEntryChange	100b2a85-133a-4086...	Monday, May 21, 2012 7:49 AM
379947	THECB	WaitforEntryChange	098feb75-dba1-4e06...	Monday, May 21, 2012 7:49 AM
379949	THECB	WaitforEntryChange	5b798350-20ff-4d0b...	Monday, May 21, 2012 7:49 AM
379951	THECB	WaitforEntryChange	2813899b-430e-4083...	Monday, May 21, 2012 7:49 AM
379953	THECB	WaitforEntryChange	c2e0829a-83b9-4fd8...	Monday, May 21, 2012 7:49 AM
380445	THECB	WaitforEntryChange	517b9987-ee20-44fb...	Monday, May 21, 2012 8:09 AM
380446	THECB	WaitforEntryChange	82546304-5c02-4822...	Monday, May 21, 2012 8:10 AM
380456	THECB	WaitforEntryChange	380420f5-1beb-462a...	Monday, May 21, 2012 8:10 AM
380460	THECB	WaitforEntryChange	3b78a4af-b1e2-408f...	Monday, May 21, 2012 8:10 AM
380464	THECB	WaitforEntryChange	7ca542e3-28c0-4dab...	Monday, May 21, 2012 8:10 AM
380467	THECB	WaitforEntryChange	bfc7501b-b00a-4baa...	Monday, May 21, 2012 8:10 AM
380476	THECB	WaitforEntryChange	2074018d-5d32-4e24...	Monday, May 21, 2012 8:10 AM
380480	THECB	WaitforEntryChange	8532acca-39f6-48b2...	Monday, May 21, 2012 8:10 AM
380483	THECB	WaitforEntryChange	d3946566-58fb-4576...	Monday, May 21, 2012 8:10 AM
380488	THECB	WaitforEntryChange	e50e9a32-8340-44e5...	Monday, May 21, 2012 8:10 AM
380491	THECB	WaitforEntryChange	5df74d3b-c0f0-447c...	Monday, May 21, 2012 8:10 AM
380495	THECB	WaitforEntryChange	6f79ff7-e0e7-44d7-8...	Monday, May 21, 2012 8:10 AM
380499	THECB	WaitforEntryChange	a5d8e7ad-ef60-43f1...	Monday, May 21, 2012 8:10 AM
380505	THECB	WaitforEntryChange	5a11145a-85c7-41ce...	Monday, May 21, 2012 8:10 AM
380507	THECB	WaitforEntryChange	30c09f3f-a350-483a...	Monday, May 21, 2012 8:10 AM
380508	THECB	WaitforEntryChange	7bc3e8d-721c-4399...	Monday, May 21, 2012 8:10 AM
380511	THECB	WaitforEntryChange	5396c44d-1581-402b...	Monday, May 21, 2012 8:10 AM
380513	THECB	WaitforEntryChange	107cf0fa-df61-40d5-9...	Monday, May 21, 2012 8:10 AM

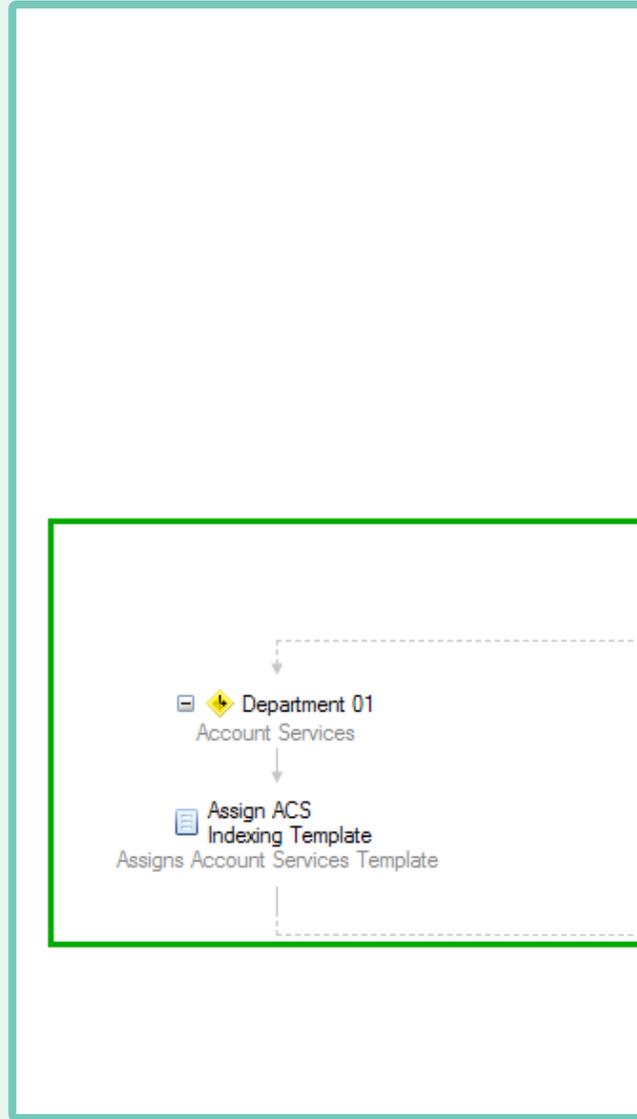


Selecting a document in the “Wait Conditions” node returns its “Entry ID” in the “Actions” pane. I can copy this number and, after clicking on “Open Workflow”, open the particular workflow in the Workflow Designer. I can then use the “Search” function in Workflow Designer to search by the “Entry ID” (which I had copied previously).



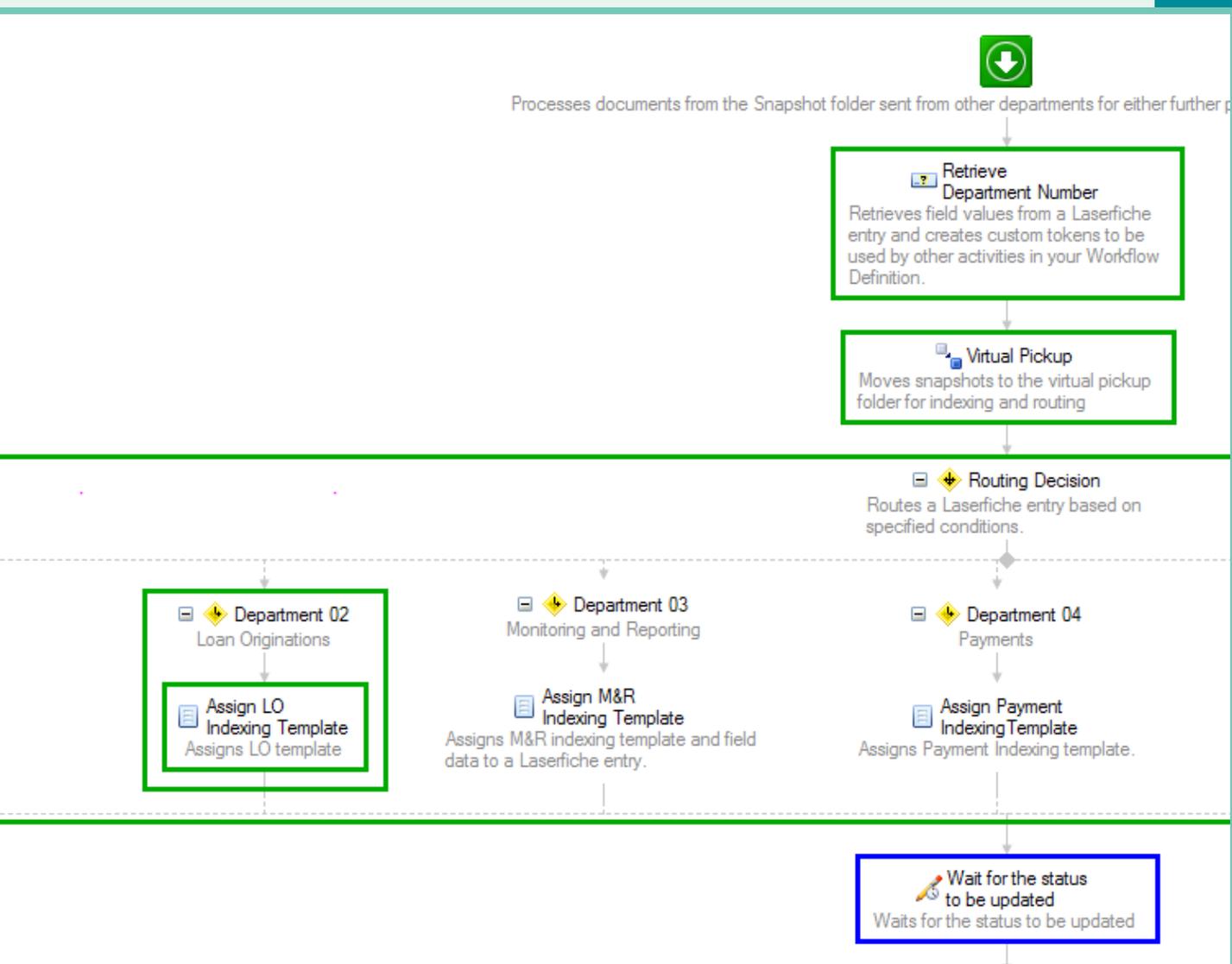
This search will return all of the workflows that are currently processing the selected document.

Workflow Name	Workflow ID	Total Instances	Running Instances	Average Time	Maximum Time	Minimum
LPO-00 Snapshot Processing (SR)	5	25	25	42 m 10 s	2 h 6 m	6 s 927 m
LPO-00 Incorrect Routing(I)	8	2	2	1 h 3 m	1 h 12 m	54 m 34 s
LPO-01 Account Services Processing(I)	16	10	10	1 h 23 m	1 h 28 m	1 h 19 m
LPO-02 Originations Data Entry(I)	17	2	2	2 h 9 m	2 h 10 m	2 h 8 m
LPO-02 Originations Processing(I)	19	50	50	1 h 34 m	1 h 35 m	1 h 34 m
LPO-05 LRP Indexing (SR)	25	103	103	1 h 5 m	1 h 13 m	1 m 20 s
LPO-00 Hold (I)	36	1	1	57 m 59 s	57 m 59 s	57 m 59 s
LPO Archiving	40	97	97	21 m 43 s	33 m 30 s	183 ms





Double-clicking on one workflow opens it in the designer pane. The path that the document took through the workflow is clearly marked in green and the place where the document is stuck is marked in blue. I can then investigate the problem and resolve it.



I can also view workflow statistics under the “Monitoring – Statistics” node.

Workflow Name	Workflow ID	Version	Total Instances	Running Ins
 LPO-00 Snapshot Processing (SR)	5	3	28	28
 LPO-00 Incorrect Routing(I)	8	40	5	5
 LPO-00 Letter Required (I)	9	3	4	4
 LPO-01 Account Services Processing(I)	16	8	1	1
 LPO-01 Account Services Processing(I)	16	11	1	1
 LPO-01 Account Services Processing(I)	16	12	41	41
 LPO-02 Originations Data Entry(I)	17	2	2	2
 LPO-02 Originations Indexing(SR)	18	4	1	1
 LPO-02 Originations Processing(I)	19	7	275	275
 LPO-03 Monitoring and Reporting(I)	21	4	37	37
 LPO-03 Monitoring and Reporting(I)	21	5	25	25
 LPO-04 Payment Processing(I)	23	5	1	1
 LPO-04 Payment Processing(I)	23	7	3	3
 LPO-05 LRP Indexing (SR)	25	2	100	100
 LPO-06 OAG Indexing (SR)	26	4	1	1
 LPO-07 Skip Tracing Processing(I)	29	18	62	62
 LPO-07 Skip Tracing Processing(I)	29	19	35	35
 LPO-00 Hold (I)	36	7	2	2
 LPO-00 Hold (I)	36	9	24	24
 LPO Archiving	40	3	95	95
 LPO-01 Account Services Return (I)	42	2	11	11
 LPO-01 Account Services Return (I)	42	4	1	1



SUMMARY OF BENEFITS FOR TEXAS HIGHER EDUCATION COORDINATING BOARD

- ▶ Documents are now available immediately after being scanned or printed into Laserfiche.
- ▶ Business processes can be monitored efficiently and problems identified and resolved as they occur.
- ▶ Unnecessary and redundant processes have been eliminated.
- ▶ Data entry error is significantly reduced.



PERMITTING

Reviewing, approving and issuing permits are arduous tasks. Incomplete forms, missing documentation and errors in manual data entry are common complications, and the fact that multiple people across multiple departments are involved creates additional bottlenecks and confusion.

This section contains solutions for speeding and simplifying the permit review, payment and approval cycles.

Colorado Oil and Gas Conservation Commission (COGCC)	126
Okotoks Safety Codes Department	132

COLORADO OIL AND GAS CONSERVATION COMMISSION

Industry: State and Local Government

Number of employees: 50 - 100

Headquarters: Denver, CO

Existing Laserfiche integrations: Custom e-forms application

The Colorado Oil and Gas Conservation Commission (COGCC) is a division of the Colorado Department of Natural Resources (DNR), which was created to oversee the state's land, mineral, water and wildlife resources.

Since purchasing Laserfiche in 2005 for use in court case litigation, the Colorado DNR has expanded its use of Laserfiche to seven divisions.

COGCC developed a custom e-forms application with the Ground Water Protection Council. Here is how, by integrating Laserfiche with this custom system, COGCC streamlined its oil and gas permitting process.



Learn how the Colorado Oil and Gas Conservation Commission manages permitting with an integration between Laserfiche and an e-forms application.

HOW DOES THIS PROCESS WORK?

1. An operator working in the field logs into the COGCC's Website and submits a regulatory form with all the required attachments through the custom e-form application.

The screenshot shows a web application window titled "Existing Forms". At the top, it displays "Total Rows: 1" and "Rows per page: 50". Below this is a section titled "Attachments for Document: 400218618" with a "Close" button. A table lists the attachments with columns for "Desc", "Name", and "View".

Desc	Name	View
FORM 2 SUBMITTED	LF@2869737 400218618	View
30 DAY NOTICE LETTER	LF@2869738 400218864	View
WELL LOCATION PLAT	LF@2869739 400218875	View
LEGAL/LEASE DESCRIPTION	LF@2869740 400250157	View
SURFACE AGRMT/SURETY	LF@2869741 400250158	View
SURFACE CASING CHECK	LF@2872292 2481429	View

2. These documents are then reviewed by staff at COGCC.
 - ▶ If they are incorrect, staff sends an e-mail to the operator letting him know what to correct and asking him to correct any data entry problems or to add missing documents.
 - ▶ If they are correct, the files get uploaded to the production database server.
3. Every 15 minutes, a Windows service runs the following VB script written in the Laserfiche SDK to import the documents from the database server into the Laserfiche repository.

```
' Instantiates a new document importer.  
Dim DocImporter As New DocumentImporter  
' Retrieves a document from the repository.  
Dim doc As LFDocument = db.GetEntryByPath("\Doc1")  
' Assigns the document to the document importer object.  
DocImporter.Document = doc  
' Sets document importer to insert pages before page 1.  
DocImporter.PageAction = Import_Page_Action.IMPORT_PAGE_ACTION_INSERT  
DocImporter.PageIndex = 1  
' Imports an image file.  
DocImporter.ImportImagesFromFile("C:\MyImage.png")  
' Cleans up unused handles.  
doc.Dispose()
```



4. At this point, Laserfiche Workflow initiates and assigns a Confidential tag to the documents.
5. The Laserfiche document entry numbers, which are stored in a table in the Laserfiche database, are also collected in a separate table in COGCC's Workflow database. These numbers are used by Laserfiche WebLink to provide a download page so that users can view these attachments.



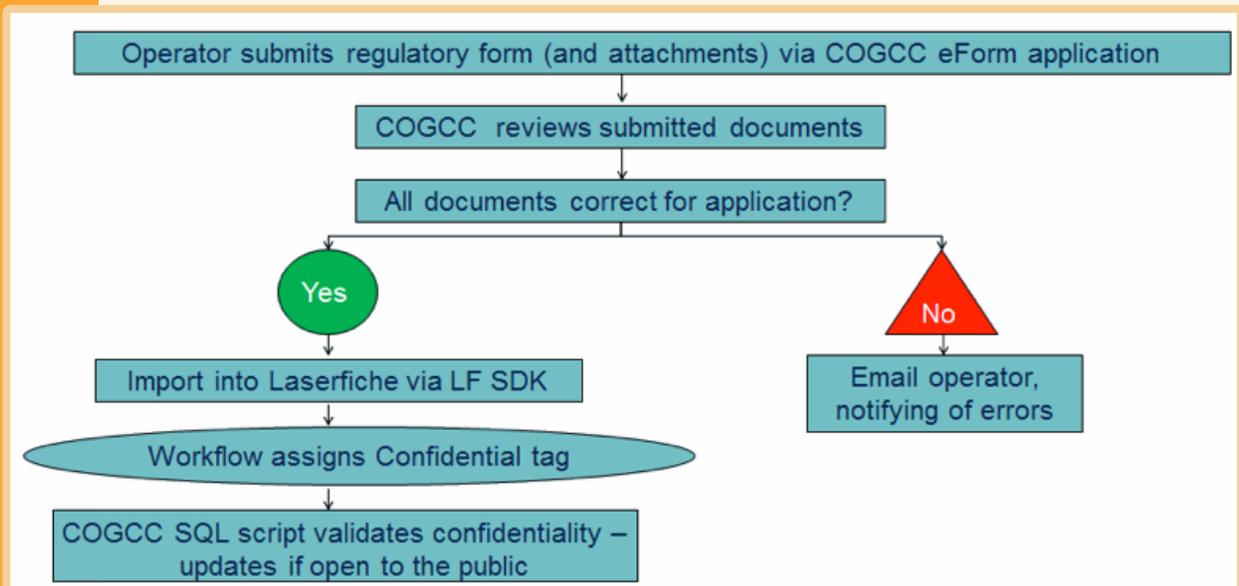
6. A SQL script then validates whether these documents are really confidential. If they aren't confidential and can be viewed by the public, the Confidential tag is removed.

```
DELETE
FROM entry_tag
FROM entry_tag INNER JOIN
    propval ON entry_tag.tocid = propval.tocid INNER JOIN
    ConfidentialDocuments ON propval.num_val = ConfidentialDocuments.attach_doc_num
WHERE (propval.prop_id = 31) AND (ConfidentialDocuments.conf_date < GETDATE()) AND
(entry_tag.tag_id = 2)
```

7. The public can then log into the Website and view those documents in Adobe Acrobat Reader.



This flowchart outlines the entire permitting process.





SUMMARY OF BENEFITS FOR THE COLORADO OIL AND GAS CONSERVATION COMMISSION

As a result of implementing this new permitting process, COGCC:

- ▶ Saved an average of 15 minutes of scanning and indexing time per file by allowing operators to upload attachments electronically.
- ▶ Further reduced processing time by allowing multiple people to work on the same forms simultaneously.

OKOTOKS SAFETY CODES DEPARTMENT

Industry: State and Local Government
Number of employees: 50-100
Headquarters: Okotoks, AB, Canada

The youngest community in Alberta, Canada, Okotoks has a population of just under 24,000. It is one of the first Canadian municipalities to establish growth targets balancing infrastructure development and environmental conservation. Originally implemented in the town's cemetery department to centralize information about cemetery plots, Laserfiche is now used within ten different departments.

The Okotoks Safety Codes Department handles 2,000 permits for infrastructure such as plumbing, gas, electrical, building heating and ventilation annually. With the town's population growing rapidly, permit applications are steadily increasing.

Here is how it uses Laserfiche to reduce permit processing time while complying with municipal and national records archiving standards—despite a four-fold increase in permit applications.



Marty Gaffney, Network Technician at the Town of Okotoks, AB, describes how the Safety Codes Department uses Laserfiche to streamline the permit approval process.

LEGACY PROCESS

Before Laserfiche our whole permitting process was very manual and paper-driven. This is what it looked like:



Applicants had to make multiple visits to the department in order to submit materials and pick up finalized permits. When applications for permits increased, we found it difficult to approve them all within the two-week timeframe mandated by the province.

CURRENT PROCESS

Implementing Laserfiche allowed us to streamline the whole permitting process. Our process now looks as follows:



1. The permit applicant downloads the appropriate permit application (a fillable PDF form) from the Okotoks Building and Construction Permits Website.



- After filling out the form, the applicant submits it to the Safety Codes Department as an e-mail attachment.



TOWN OF OKOTOKS
NEW RESIDENTIAL
CONSTRUCTION APPLICATION

APPLICATION NUMBER:

APPLICATION DATE:

Safety Codes Services • Town of Okotoks • Box 20 5 Elizabeth St Okotoks AB T1S 1K1 • Ph 403-938-8916 • Fax 403-938-7387 • safetycodes@okotoks.ca

CLASSIFICATION Single Detached Dwelling Semi Detached Dwelling

DISCIPLINE Building Plumbing Gas Electrical HVAC

OCCUPANCY Residential Group C Part 9

1. PROJECT LOCATION

MUNICIPAL ADDRESS	Street Number	Street Name	City/Town OKOTOKS	Province AB
LEGAL DESCRIPTION	Lot	Block	Plan	Zoning
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2. APPLICANT

NAME	Last Name/Company	First Name	
MAILING ADDRESS	Street Number	Street Name	City/Town
	<input type="text"/>	<input type="text"/>	<input type="text"/>
CONTACT NUMBER	Contact Number(Office)	Fax Number	Email Address
	<input type="text"/>	<input type="text"/>	<input type="text"/>

3. REGISTERED PROPERTY OWNER

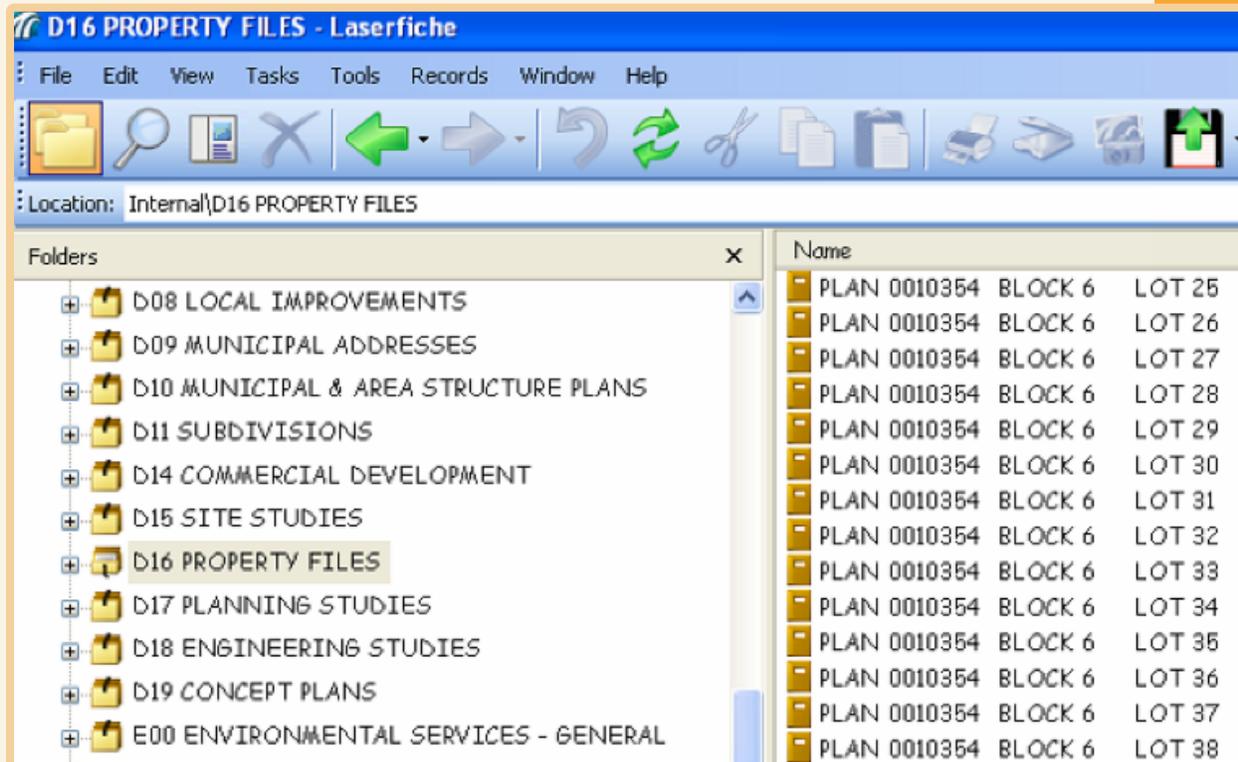
PROPERTY OWNER	Last Name/Company	First Name	
MAILING ADDRESS	Street Number	Street Name	City/Town
	<input type="text"/>	<input type="text"/>	<input type="text"/>
CONTACT NUMBERS	Contact Number (Office)	Fax Number	Email Address
	<input type="text"/>	<input type="text"/>	<input type="text"/>

Any supplemental information that needs to be included with this application, such as architectural drawings or blueprints, can be either e-mailed as an attachment or submitted in hard copy to the Safety Codes Department.

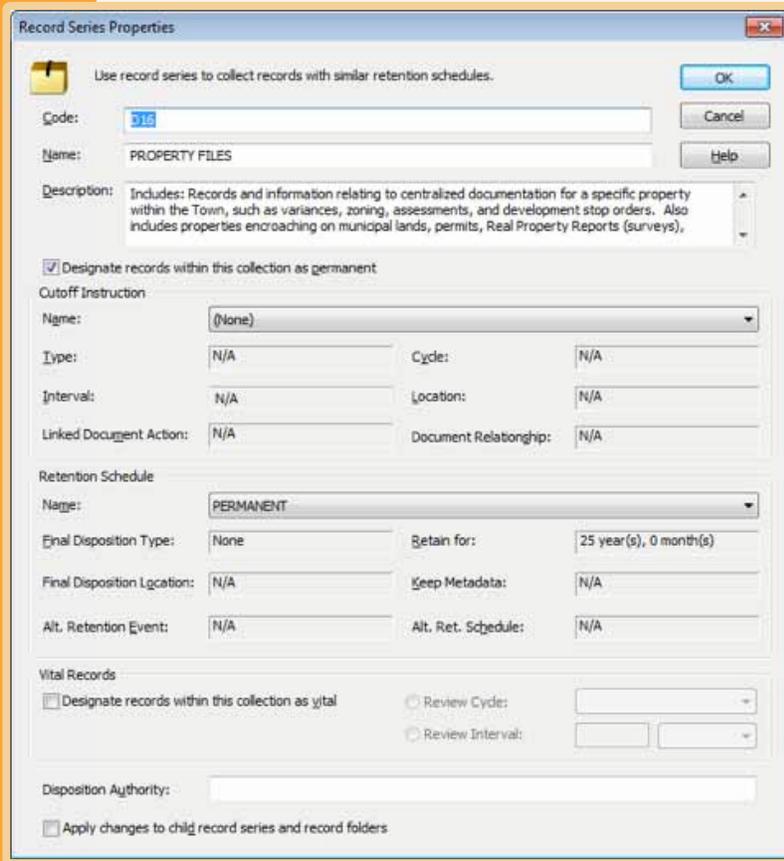
- The Safety Codes Department reviews the application and any supplemental information that has been submitted. If there have been changes to the project before the permit is approved, a new application must be submitted with the changes. During the review process, the legal information including the building address is verified in our Microsoft Dynamics CRM.



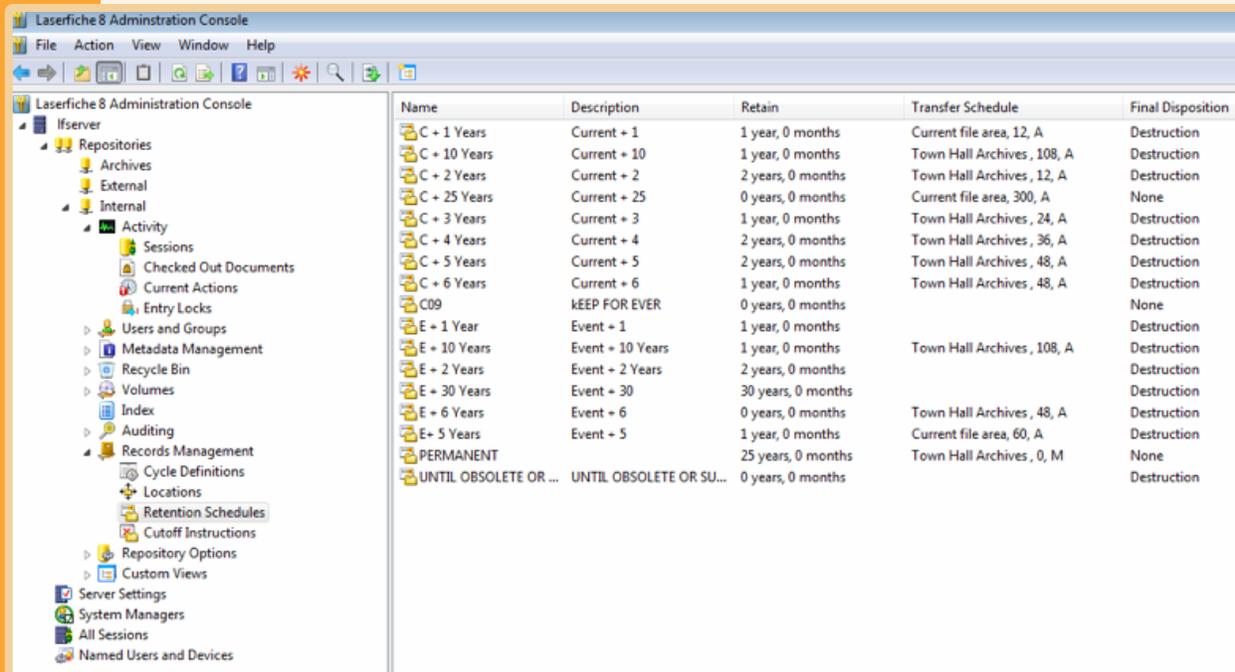
4. After the permit for construction has been approved, the entire application and supplemental documents (including the actual permit) are scanned into Laserfiche using Laserfiche Scanning. These files are all stored in one records folder in the Laserfiche repository based on the plan, block and lot number associated with the permit.



The appropriate records retention is then automatically applied to any document within a particular record series.

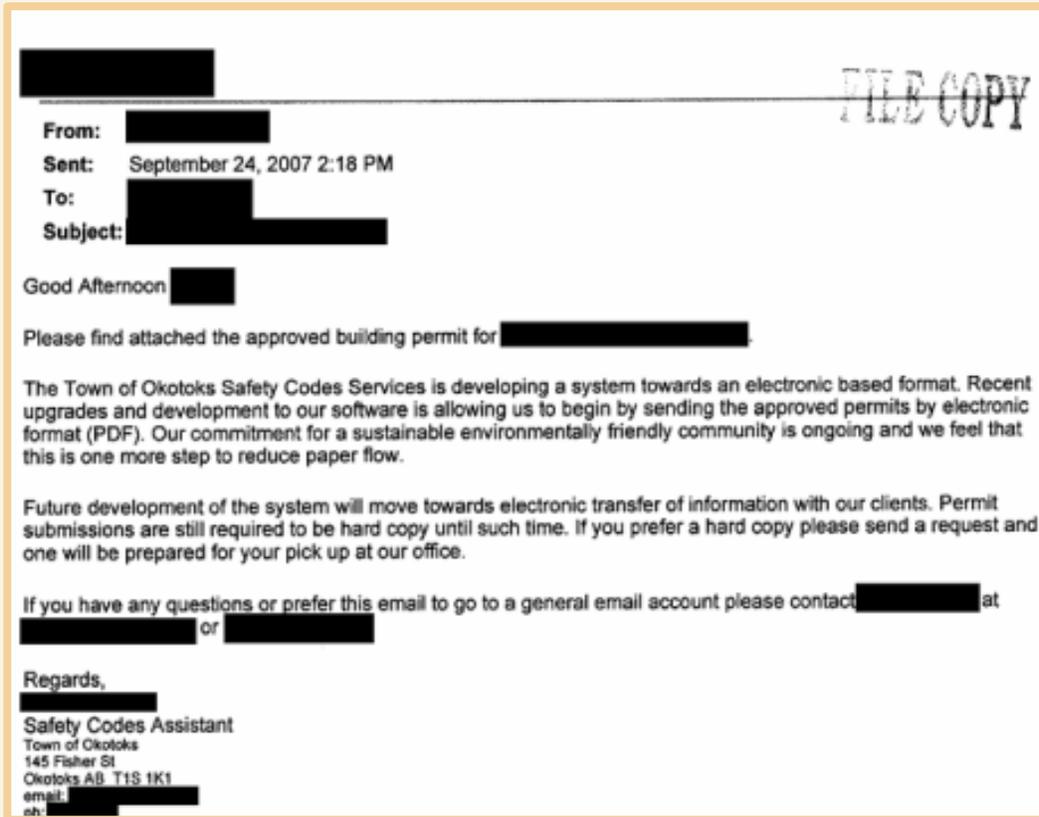


Different record series have different retention requirements. All of these retention rules are specified in the Laserfiche Administration Console.





- The final step in the permitting process involves sending the electronic version of the permit to the applicant as an e-mail attachment.



NEXT STEPS

We are constantly improving our permitting process and in the near future anticipate making it completely paperless from start to finish. Our future process looks like this:



Instead of applicants filling out a PDF form and e-mailing it to the Safety Codes Department, we plan on using Laserfiche Forms, a new e-forms product scheduled for release toward the middle of 2012, to create an electronic form that applicants will be able to fill out and submit online.

New Residential Construction Application

Safety Codes Services, Town of Okotoks
Box 20 5 Elizabeth St., Okotoks AB T1S 1K1
Ph: 403-938-8916 · Fax 403-938-7387
safetycodes@okotoks.ca



Classification

Discipline

Single Detached Dwelling Semi Detached Dwelling

Building Plumbing Gas Electrical HVAC

1. Project Location

Municipal Address

Street Number

Street Name

City/Town Okotoks

Province AB

Legal Description

Lot

Block

Plan

Zoning

Roll Number

2. Applicant

Name

Once the form is submitted, Laserfiche Workflow will route the form and supplemental information to the required storage area in Laserfiche where employees would review the documents before approving the permit. Employees would also use Laserfiche Web Access to access these files in Laserfiche without needing to have the program installed directly on their computers.



SUMMARY OF BENEFITS FOR THE OKOTOKS SAFTY CODE DEPARTMENT

Optimizing our permitting process with Laserfiche helps the Safety Codes Department:

- ▶ Increase customer satisfaction by reducing both traffic to the front counter and printing/copying requests.
- ▶ Consistently meet the two-week permit approval turnaround time.
- ▶ Save one week of staff time per month on information management, allowing staff members to expand their roles.
- ▶ Improve information sharing between departments.
- ▶ Eliminate the need for third-party applications such as plan drawing software, since the actual plans can now be easily scanned and viewed in Laserfiche.



RECORDS MANAGEMENT

In order to be agile, organizations need their information to be available, consistent and reliable. At the same time, regulatory and compliance mandates dictate that controls around organizational information be created and maintained.

This section contains solutions for efficiently processing, filing and sharing information in an easy and compliant manner.

Ada County Sheriff's Office	142
Jackson County Sheriff's Office	154

ADA COUNTY SHERIFF'S OFFICE

Industry: Justice Systems

Number of employees: 1,000 -5,000

Headquarters: Boise, ID

The Ada County, ID, Sheriff's Office is a shared-services agency that currently provides records management services for multiple agencies, the largest of which is Boise City Police Department. Ada County Sheriff's Office implemented Laserfiche in 2011 to simplify information sharing across various agencies.

The Ada County Sheriff's Office handles a large number of reports daily from multiple agencies. Each department has different forms and retention requirements.

Here is how the Sheriff's Office uses Laserfiche Workflow in its Departmental Records (DR) division to efficiently file police reports and share them among agencies and with police officers in the field.



Travis Curtis, Law Enforcement Records Tech/Project Lead, shares how the Sheriff's Office in Ada County, ID, implemented Laserfiche Workflow to automate departmental records processing.

CAPTURE THE REPORTS

Each department's police report is in a different format. Hard copies of these reports arrive at the Ada County Sheriff's Office from substations and officers in the field.

Page _ of _

GENERAL REPORT

Associated Reports		<input checked="" type="checkbox"/> ADA CO. SHERIFF <input type="checkbox"/> MERIDIAN POLICE		General Report Type	
<input type="checkbox"/> DUI	<input type="checkbox"/> Signature Form	<input type="checkbox"/> BOISE POLICE	<input type="checkbox"/> GARDEN CITY POLICE	<input checked="" type="checkbox"/> Initial	<input type="checkbox"/> Supplemental
<input type="checkbox"/> Domestic	<input type="checkbox"/> Witness Statement	<input type="checkbox"/> AIRPORT POLICE			
<input type="checkbox"/> Property Invoice	<input type="checkbox"/> Vehicle Disposition				
<input type="checkbox"/> Missing/Runaway	<input type="checkbox"/> Probable Cause/Supplemental				
<input type="checkbox"/> Case Status	<input type="checkbox"/> CS				

RD: 122 DR # 12345

OFFENSES		Date & Time Occurred		Date & Time Reported		Location of Occurrence		Location Code	
		04182012 1005		04182012 1105		123 Slate Dr Bedrock, Id 83601		13	

Offense/Charge #1	Law Section No	Count	Warrant/ Hold Felony	Misdemeanor	Infraction	Type Activity*	Hate Bias*
TESTONLYMalicious Injury To Property	18-7001	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Offense/Charge #2	Law Section No	Count	Warrant/ Hold Felony	Misdemeanor	Infraction	Type Activity*	Hate Bias*
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Offense/Charge #3	Law Section No	Count	Warrant/ Hold Felony	Misdemeanor	Infraction	Type Activity*	Hate Bias*
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Officer Involved	Ada No.	<input type="checkbox"/> Audio Recording <input type="checkbox"/> Video Tape	Officer Involved	Ada No.	<input type="checkbox"/> Audio Recording <input type="checkbox"/> Video Tape
T Curtis	1234				

VICTIM SUSPECT WITNESS OTHER*

Name	Nickname/ AKA	Race*	Sex	DOB	Age	Ht	Wt	Hair	Eyes
Flintstone, Frederick W		W	M	11-03-76	35	59	200	BRO	BRO
Residence Address	Residence Phone	O.L.N.	State	Using	Computer	Alcohol	Relationship Type*		
123 Slate Dr Bedrock Id 83601	555-1212	AB123456C	ID	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Business Address/ School	Cell Phone	SSN							
Occupation	Business Phone	How Identified	Injury Type*	Victim Type*					
Additional Info/Weapon/Clothing/etc/			<input type="checkbox"/> Cited <input type="checkbox"/> Arrested	Summons/Warrant No.					

Vehicle Year	Make	Model	Body Style	Color/Color	License No.	State	<input type="checkbox"/> Left at <input type="checkbox"/> Towed By:
95	Geo	Metro	2D	Blk	1ABC987	ID	

VICTIM SUSPECT WITNESS OTHER*

Name	Nickname/ AKA	Race*	Sex	DOB	Age	Ht	Wt	Hair	Eyes
UNKNOWN									
Residence Address	Residence Phone	O.L.N.	State	Using	Computer	Alcohol	Relationship Type*		
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Business Address/ School	Cell Phone	SSN							
Occupation	Business Phone	How Identified	Injury Type*	Victim Type*					
Additional Info/Weapon/Clothing/etc/			<input type="checkbox"/> Cited <input type="checkbox"/> Arrested	Summons/Warrant No.					

VICTIM SUSPECT WITNESS OTHER*

Name	Nickname/ AKA	Race*	Sex	DOB	Age	Ht	Wt	Hair	Eyes
Residence Address	Residence Phone	O.L.N.	State	Using	Computer	Alcohol	Relationship Type*		
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Business Address/ School	Cell Phone	SSN							
Occupation	Business Phone	How Identified	Injury Type*	Victim Type*					
Additional Info/Weapon/Clothing/etc/			<input type="checkbox"/> Cited <input type="checkbox"/> Arrested	Summons/Warrant No.					

SUSPECT VEHICLE						
Vehicle Year	Make	Model	Body Style	Color/Color	License No.	State
Additional Suspect Vehicle Identifiers/VIN	Owner	<input type="checkbox"/> Left at <input type="checkbox"/> Towed By:				

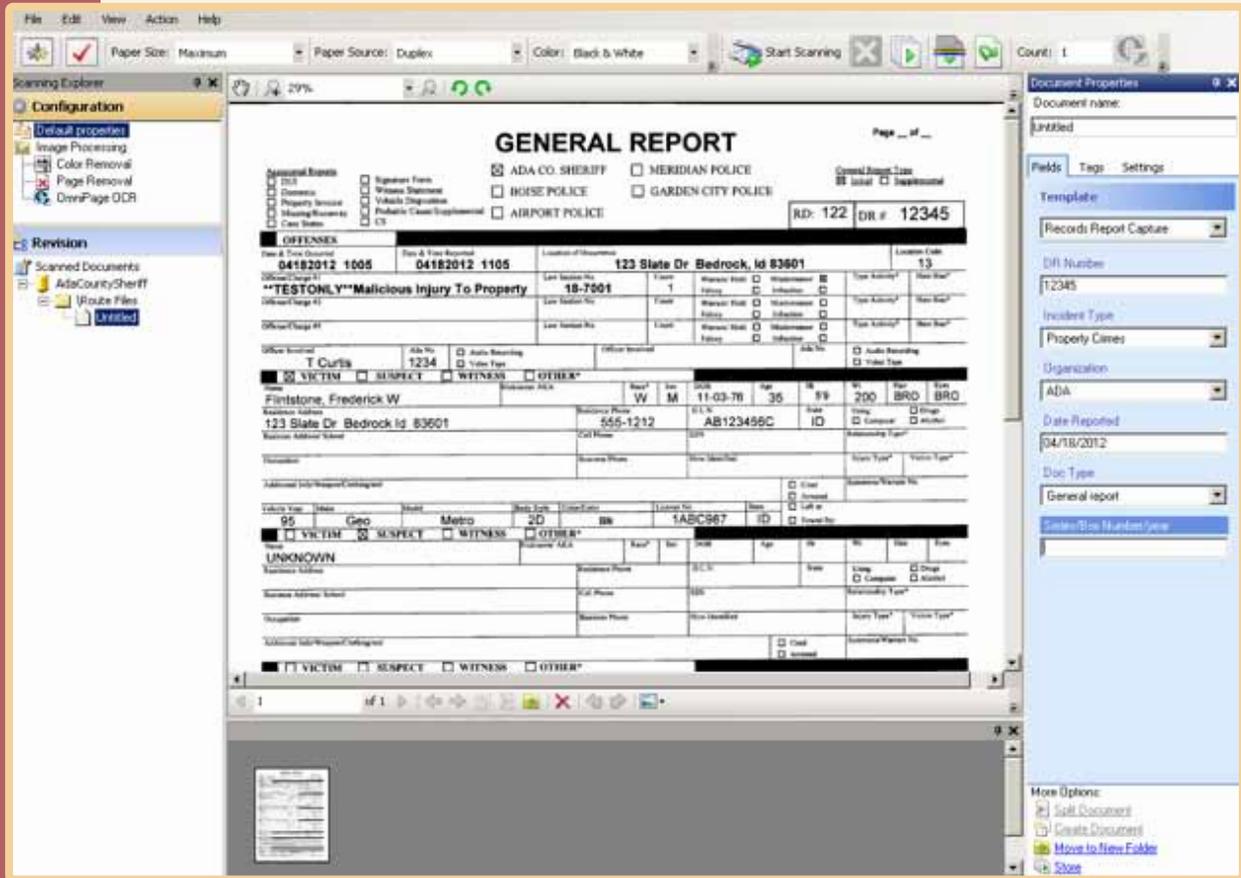
PROBABLE CAUSE
Unknown suspects maliciously injured property of victim. On 04/18/12 1105 hrs., I landlined Frederick Flintstone in reference to vandalism. Fred told me he went out to start his car this morning and discovered someone had thrown a rock through his driver's side window. He has no idea who may have vandalized his car, and nothing appeared to be stolen from the vehicle. He estimates that vandalism occurred on 04/18/12 between 0600 and 1000; he estimates damage at \$200.00.

STOLEN PROPERTY	
Property Value	Description

ADMINISTRATION					
Officer(s) Reporting	Ada	Reporting Officer's Signature	Related DR #s		
T Curtis	1234	<i>[Signature]</i>			
Supervisor Initial	<input type="checkbox"/> Phone Report	<input type="checkbox"/> Audio Recording	<input type="checkbox"/> Cuffs Checked *	<input type="checkbox"/> Door Locked	Routed To
<i>[Initials]</i>	<input type="checkbox"/> Counter Report	<input type="checkbox"/> Video Tape	<input type="checkbox"/> Seat Belted		
Copies To	<input type="checkbox"/> City Prosecutors	<input type="checkbox"/> County Prosecutors	<input type="checkbox"/> Domestic Violence Unit		
	Original - Records	Yellow - Follow-up	Pink - NIBRS	Gold - Crime Analysis	Ada County / Gang Unit - BPD

ACSO Revised 204 MO2611

The first step is to scan them into the Laserfiche repository. Scanning technicians do this using Laserfiche Scanning.





During the scanning process, the tech selects the “Report Records Capture” template and manually enters the important metadata: DR Number (the identification number), Incident Type (based on the “Occurrence” field in the report), Organization, Date Reported and Doc Type. The Series/Box Number/Year field is optional, and applies to report supplements that are received and scanned in after the initial report has been archived. Our initial reports are stored by DR Number sequentially in boxes and sent to the storage warehouse. New updates to reports are boxed separately before being sent to the warehouse and the Series/Box Number/Year field is utilized to track those individual files.

Metadata - 202003 - General report

Fields | Tabs | Links | Views

Template: Records Report Capture

DR number: 202003

Incident Type (required)

Parent Office

Organization (required)

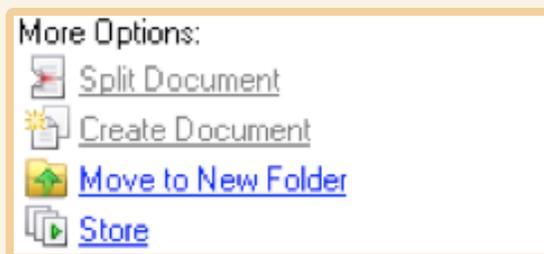
Date Reported (required): 01/12/2018

Doc Type (required)

Series/Box Number/year

Add/Remove Fields...

After scanning the report, the scanning tech sends it to the \Route Files folder in the Laserfiche repository by clicking on the Store link.



This triggers the Sheriff Workflow, described in detail in the next section.

PROCESS THE REPORTS

All Laserfiche workflows have Starting Rules—certain conditions that must be met to initiate the particular workflow. The Starting Rules for the Sheriff Workflow are:

- ▶ The document is associated with the “Records Report Capture” template.
- ▶ The report path equals \Route.

The screenshot displays the Laserfiche Rule Manager interface. The main window is titled "Rule Manager" and shows a list of workflows under the heading "Choose a Workflow". The "Sheriff Workflow" is selected and highlighted in blue. Below the list, there is a warning icon and the text "Sheriff Workflow".

The right-hand pane shows the details for the selected workflow:

- Workflow:** Sheriff Workflow1
- Description:** (No description)

Below the details is a table with the following columns: Active, Rule Name, and Description.

Active	Rule Name	Description
✓	Sheriff Workflow1	

Below the table are links for [Add Rule](#), [Delete Rule](#), [Edit Rule](#), and [Disable Rule](#).

The **Rule Preview:** section shows the starting event and conditions:

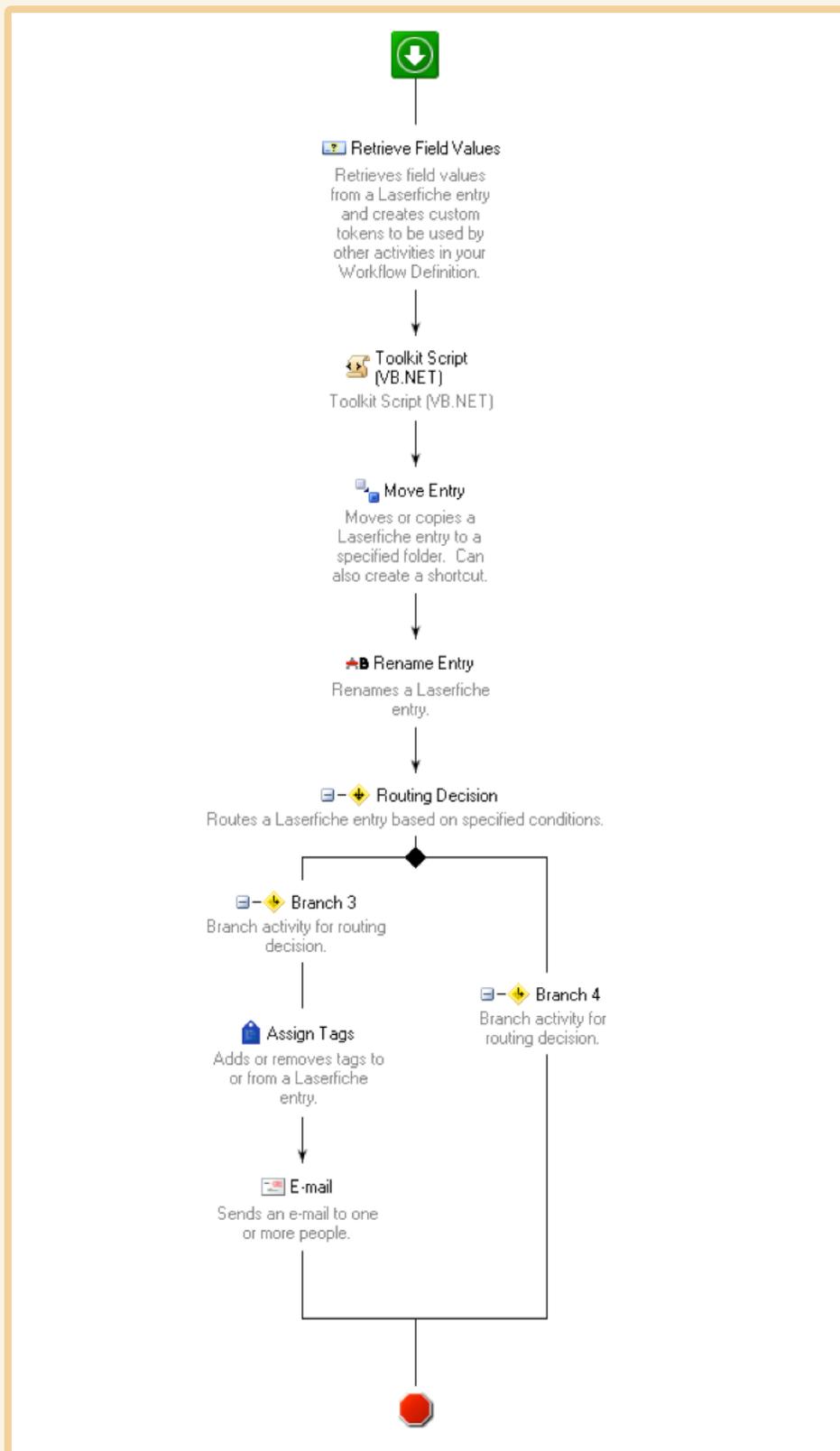
Starting Event(s): Entry created or moved

If all of these conditions are true

- Entry : Template Name equals Records Report Capture
- Entry : Path equals \Route Files



Once these rules have been met, the workflow is triggered. Here is the full workflow, but I will break it down to the individual activities.



RETRIEVE FIELD VALUES

In this step, field values from the Records Report Capture template are retrieved for use as tokens in the rest of the workflow.

The screenshot shows the configuration for the 'Retrieve Field Values' activity. It includes an 'Activity Name' field with the text 'Retrieve Field Values', an 'Activity Description' text area with the text 'Retrieves field values from a Laserfiche entry and creates custom tokens to be used by other activities in your Workflow Definition.', and a 'Field Names' table listing 'DR Number', 'Incident Type', 'Organization', 'Date Reported', and 'Doc Type'. Below the table are 'Add...' and 'Remove' buttons. At the bottom, there is a 'Field Value Source' section with radio buttons for 'Starting Entry' (selected) and 'Other Entry', and fields for 'Activity' and 'Property'.

Field Name	Field Index
DR Number	
Incident Type	
Organization	
Date Reported	
Doc Type	

TOOLKIT SCRIPT (VB.NET)

Next, to indicate that that the electronic version of this document is just a copy we wrote a custom VB.NET script that adds a public stamp with the text "Copy" to the document. The original hard copy of the initial report and all the supplements is retained in our files (as required by each agency's retention requirements).

The screenshot shows the configuration for the 'Toolkit Script (VB.NET)' activity. It includes an 'Activity Name' field with the text 'Toolkit Script (VB.NET)', an 'Activity Description' text area with the text 'Toolkit Script (VB.NET)', and an 'Entry Affected By Script' section with radio buttons for 'Starting Entry' (selected) and 'Other Entry'. Below this is a 'VB.NET Toolkit Script' text area containing the following code:

```
'Execute the script below when this acti
'The 'MsgBox' function is available for d
Protected Overrides Sub Execute()

    **** Add Stamp script starts here.

    Dim DocPages As LFDdocumentPage
    Dim PageOne As LFPPage = DocPage
    PageOne.LockObject(Lock_Type.LC

    Dim ann As LFStampAnnotation = Pa
    ann.Stamp = Me.Repository.GetPubli

    Dim myrectangle As LFRrectangle = a
    myrectangle.Top = 5
    myrectangle.Left = 5

    PageOne.Update()
    PageOne.UnlockObject()

    **** Add Stamp script ends here.

End Sub
```

At the bottom of the window is an 'Edit Script...' button.



MOVE ENTRY

We now need to move the document from the \Route Files folder into a new folder in the repository for storage. Tokens are used to determine where this report will be filed. The new file path is: Organization\Year\DR Number. If these folders don't exist, they are created.

In order to extract only the year from the Date Reported field, we use regular expressions. For example, in this case we type:

```
%(RetrieveFieldValues_Date Reported#<\d?\d?/\d?\d?//\d?\d?\d?\d?>#)
```

The first part is the token obtained from the Retrieve Field Values activity and the part after the “#” is the regular expression that specifies that only the year needs to be extracted.

Destination
<code>%(RetrieveFieldValues_Organization)%(RetrieveFieldValues_Date Reported#<\d?\d?/\d?\d?//\d?\d?\d?\d?>#)%(RetrieveFieldValues_DR Number)</code>

RENAME ENTRY

Next, the incident report document is renamed (DR Number – Doc Type) with tokens used to standardize the naming convention.

Rename Entry
Activity Name Rename Entry
Activity Description Renames a Laserfiche entry.
New Entry Name %(RetrieveFieldValues_DR Number) - %(RetrieveFieldValues_Doc Type)
Entry To Rename <input checked="" type="radio"/> Starting Entry <input type="radio"/> Other Entry Select... Activity: [No activity selected] Property: [No property selected]

ROUTING DECISION

Like most police agencies we have some police records that involve employees, family members or high-profile citizens and we don't want everyone in the department to be able to view their files. Therefore, we use a Routing Decision activity to determine which of these files need additional security measures applied to them.

First branch:

- ▶ Every police report has a DR Number automatically assigned. If the document has a DR Number that is equal to any of the below, then this branch will kick off. Future DR Numbers of reports that are deemed confidential can be added to this list by modifying the Condition section of the Routing Decision activity.

Branch 3
Activity Name Branch 3
Activity Description Branch activity for routing decision.
Condition If any of these conditions are true (Sheriff Workflow1::Starting Entry) : Field (DR Number) equals 09-49920 (Sheriff Workflow1::Starting Entry) : Field (DR Number) equals 10-52343 (Sheriff Workflow1::Starting Entry) : Field (DR Number) equals 10-63536 (Sheriff Workflow1::Starting Entry) : Field (DR Number) equals 10-63833 (Sheriff Workflow1::Starting Entry) : Field (DR Number) equals 10-64101 (Sheriff Workflow1::Starting Entry) : Field (DR Number) equals 11-64115 (Sheriff Workflow1::Starting Entry) : Field (DR Number) equals 11-65844 (Sheriff Workflow1::Starting Entry) : Field (DR Number) equals 11-67640 (Sheriff Workflow1::Starting Entry) : Field (DR Number) equals 11-68026



- ▶ An Assign Tags activity assigns a Confidential tag to this document, preventing unauthorized users from viewing these reports. These tags are set up in the Laserfiche Administration Console. In the Console we can also define which users can view which tags. In this example, only supervisors and the records manager can view the documents with a Confidential tag.
- ▶ Next, an E-mail activity notifies me, as records tech/ project lead, of the new confidential document. This enables me to retrieve the paper original and store it securely.

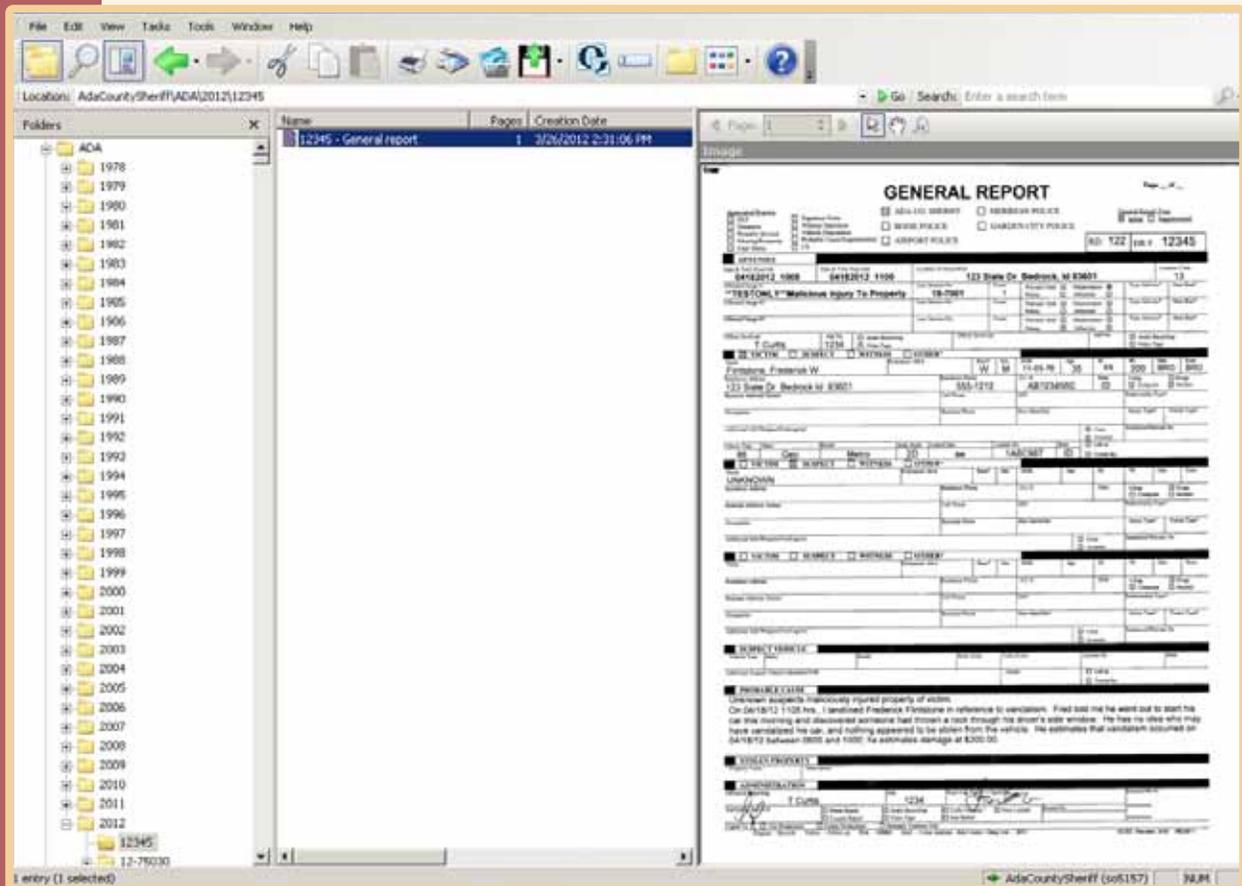
The screenshot shows the 'Assign Tags' activity configuration window. It has a title bar with a dropdown arrow and a help icon. The window is divided into several sections: 'Activity Name' with a text box containing 'Assign Tags'; 'Activity Description' with a text box containing 'Adds or removes tags to or from a Laserfiche entry...'; 'Add/Remove Tags' section with 'Assign Tags:' and a list box containing 'Confidential', and 'Remove Tags:' with a list box containing '(None)'; and 'Assign Tags To' section with two radio buttons: 'Starting Entry' (selected) and 'Other Entry' (with a 'Select...' link). Below the radio buttons are labels for 'Activity:' and 'Property:' both showing '(No activity selected)' and '(No property selected)' respectively.

The screenshot shows the 'E-mail' activity configuration window. It has a title bar with a dropdown arrow and a help icon. The window is divided into several sections: 'Activity Name' with a text box containing 'E-mail'; 'Activity Description' with a text box containing 'Sends an e-mail to one or more people...'; 'E-mail' section with fields for 'To...' (containing '"Travis Curtis" <tcurtis@adaweb.net>'), 'CC...', 'BCC...', 'Subject:' (containing 'Confidential File'), and 'Attach...'; a large text box for the message body containing a template: 'DR # %(RetrieveFieldValues_DR Number) - %(RetrieveFieldValues_Doc Type) has been scanned. A "confidential" tag has been added to the electronic file.'; 'Priority:' dropdown menu set to 'High'; and 'E-mail Editor...' button with a link to 'Advanced Settings'.

Second branch:

- ▶ All non-confidential documents are processed through this branch. There are no additional processes within this branch.

Here is what the final incident report looks like when processed using the Sheriff Workflow. This police report has been filed in the correct location based on the department, year and DR Number: ADA/ 2012 /12345. This report is not a confidential file, so no Confidential tag has been added.





SHARING THE REPORTS

If an officer in the field needs access to a report, he simply calls the office and an employee searches for the required report in Laserfiche by using the Field search. Once he finds the required document, he right clicks on it and selects Send Document in E-mail. This generates a PDF copy of the report, which is e-mailed to the officer to view on his mobile device.

Our police department substations can also access these reports directly through Laserfiche Web Access.

JACKSON COUNTY SHERIFF'S OFFICE

Industry: Justice Systems

Number of employees: 500-1,000

Headquarters: Medford, OR

Existing Laserfiche integrations: Assessment system,
Sherriff's records management software

Located in Southern Oregon, Jackson County borders California to the south and is surrounded by the Cascade and Siskiyou Mountain ranges.

Jackson County implemented Laserfiche in several departments including Sheriff, District Attorney, Assessment and IT. These departments are spread across four physical office buildings.

The Sheriff's Office processes a large number of warrants, case files and civil process jackets daily. In order to allow all its users to view and work with this content in a way that is most comfortable for them, the Sheriff's Office has implemented transparent records management.



Devin Goble, Programmer Analyst at Jackson County, OR, shares how the county implemented transparent records management in the Sheriff's Office.

WHAT IS TRANSPARENT RECORDS MANAGEMENT?

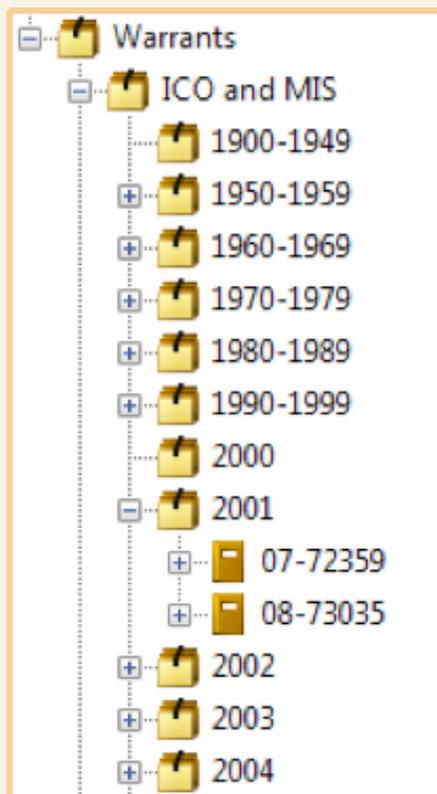
Transparent records management (TRM) is a way of organizing the same content in different ways for different users. It entails creating more than one view on the same data.

“Transparent records management is separating records ‘nuts and bolts’ from general use.”

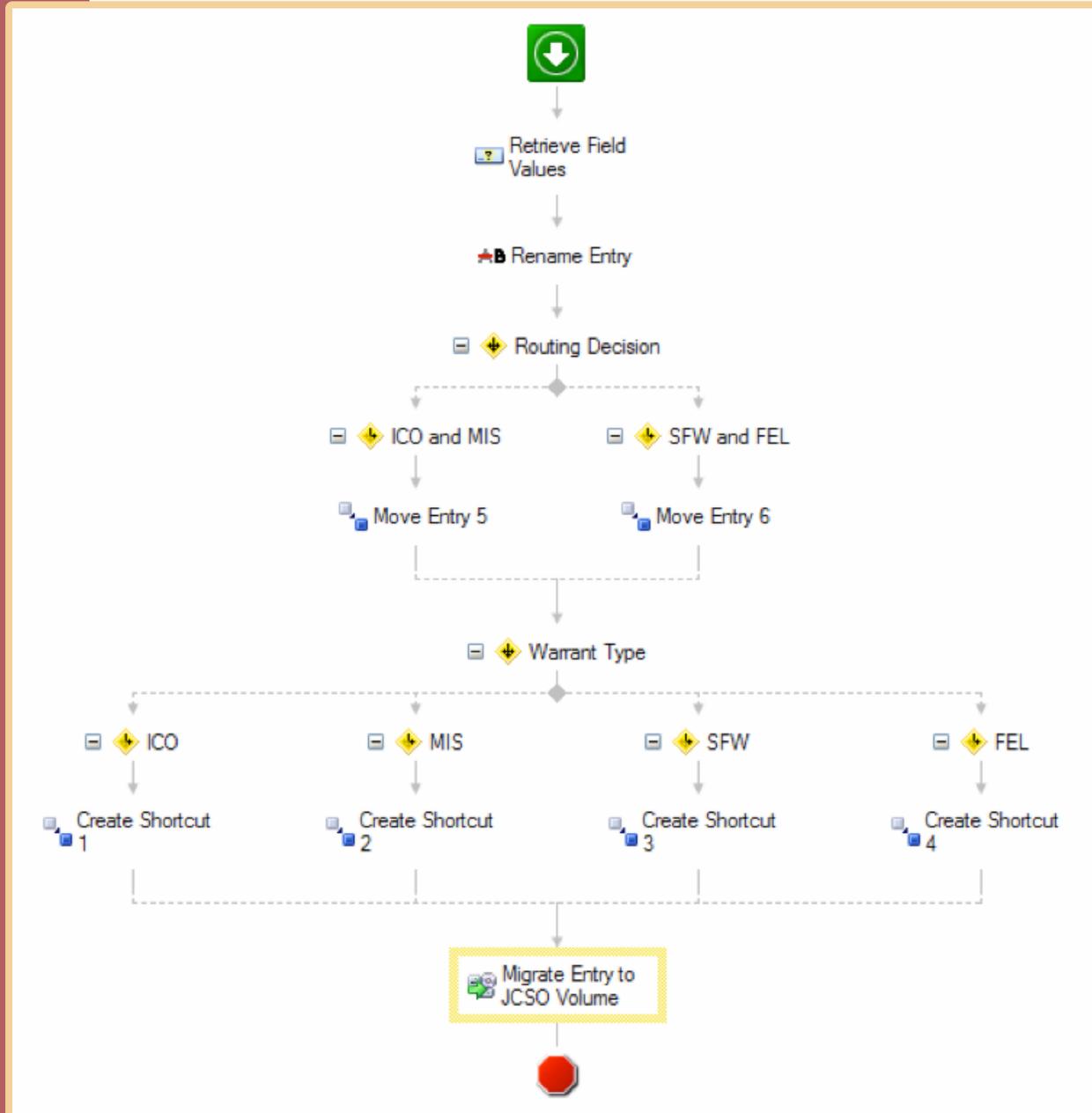
With TRM, records managers can view all of the content organized according to specific retention rules, while other users can view the same content organized in a much more granular, user-friendly way.

For example, our staff processes four different types of warrants with each one subject to different retention rules. Our records management folder structure accommodates this by sorting warrants by type and year. This type of folder structure is very useful to our records manager because he deals with content from a records retention standpoint only and therefore is only concerned with viewing warrants in a batch.

Since our clerks deal with processing individual warrants, they would like to see them stored in a more granular way. Whereas the record manager sees warrants grouped according to retention rules, the clerks see the same warrants grouped by type, date and warrant number.



In order to create the two folder views, and to make sure that all the warrants are always filed and named correctly, we do not rely on users to manually file them, which would be a time-consuming and error-prone process. Instead, we created a workflow that automatically names and files all warrants after they are scanned in. Laserfiche Workflow first routes the warrant files to the records management folders for storage, and then creates document shortcuts that are placed within the clerk's folder structure.





TRANSPARENT RECORDS MANAGEMENT WITHIN THE CIVIL JACKETS PROCESS

TRM is just one component of our automated business processes. Here is how TRM fits into the way we process civil jackets.

A civil jacket consists of documents that are brought in by a deputy when a person is served. Everything, including the envelope, is scanned into the "Intake" folder by a scanning clerk.

Laserfiche Quick Fields runs on a schedule to process all of these documents and associates them with the following template:

Metadata - 12-06507 - 08/08/2012

Fields Tags Links Versions

Template: JCSO Civil Process Jackets

Civil Jacket Number
12-06507

Date Received
08/08/2012

Scanned By
SmithJA

QA Status
Awaiting QA Review

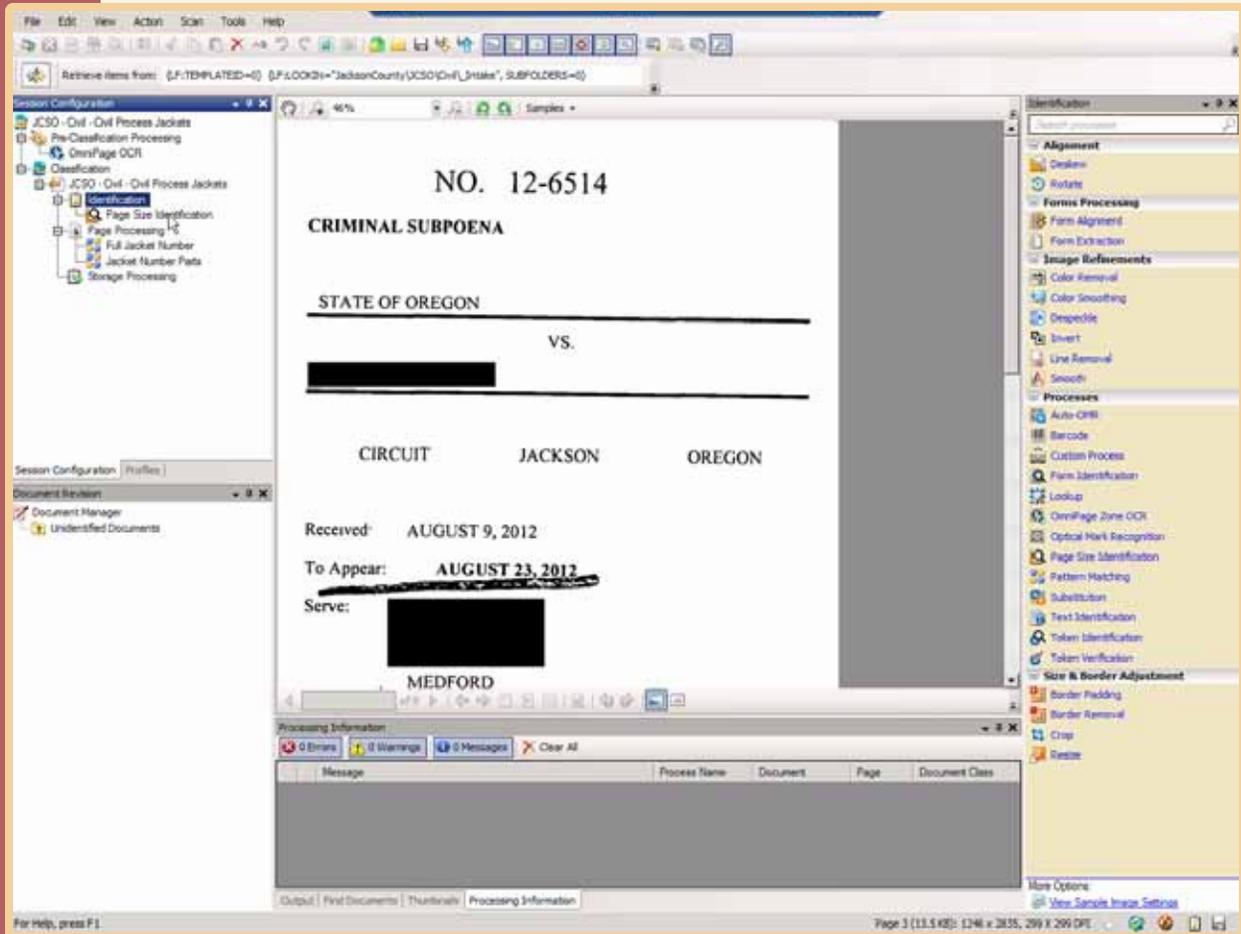
Awaiting QA Review
Approved for Filing
Return for Correction

Add/Remove Fields...

OK Cancel Help

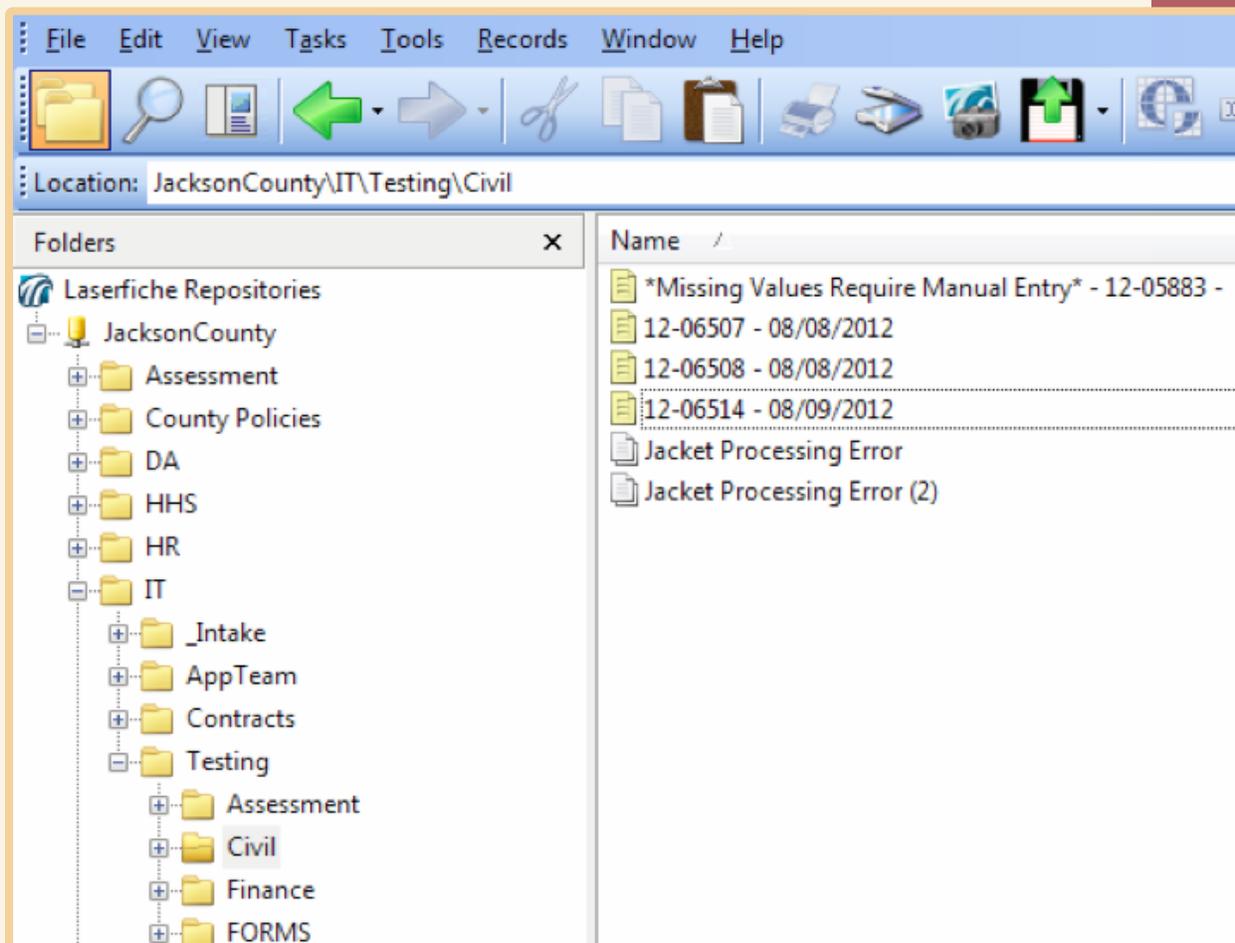
We use the “Page Size Identification” process to identify a new civil jacket. Since the envelope is always larger than the documents it contains, we know that a large page size signals a new civil jacket.

The “Civil Jacket Number” field is populated with the “Pattern Matching” process, which extracts the number from the envelope and, if the number has fewer than five digits after the dash, adds leading zeros in order to comply with the state’s records policy. Here is what our entire Laserfiche Quick Fields session looks like:



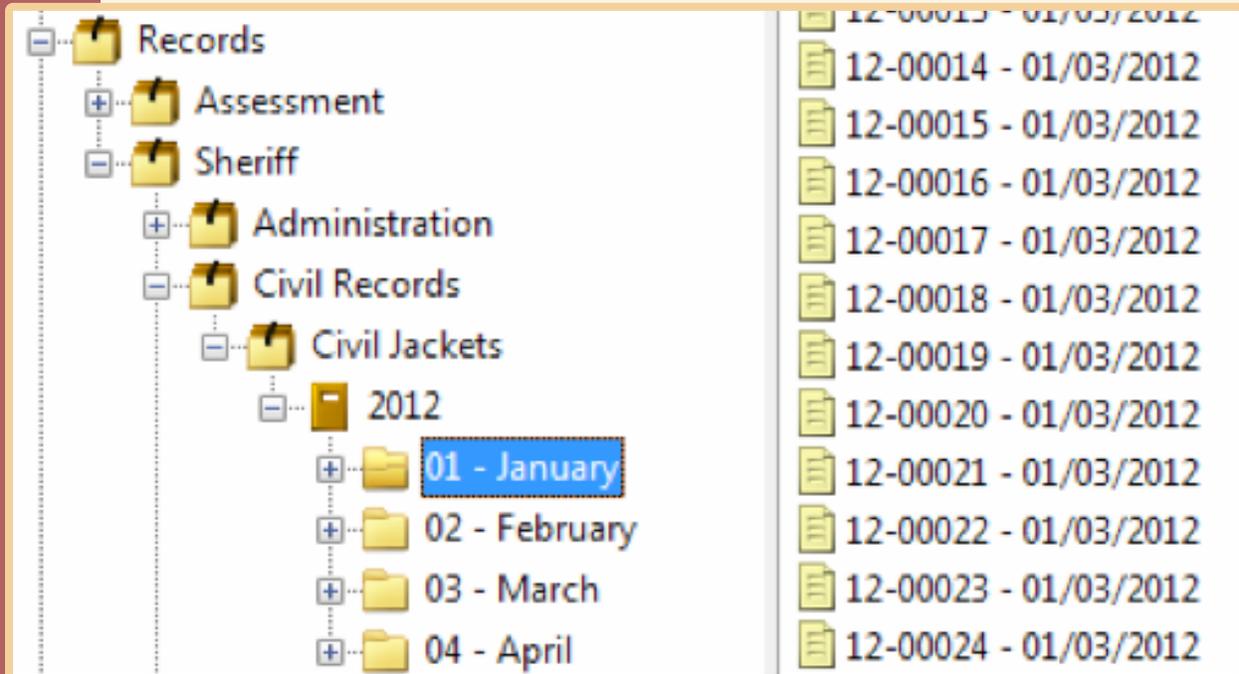


Laserfiche Quick Fields then routes the documents back to the “Intake” folder for quality assurance. If there is a problem with the document metadata, the civil jacket is renamed with the error to facilitate quality review. One common problem is the “Civil Jacket Number” or the “Date Received” being OCRred incorrectly due to handwritten annotations obscuring the original text.



In order to make sure that all the information is correct and in good order, each document is reviewed by someone other than the scanner. After reviewing a file, the reviewer changes the "QA Status" field to either "Approved for Filing" or "Return for Correction".

If the document is approved for filing, Laserfiche Workflow files the documents in the records folders and then creates shortcuts in the clerk's folders to the same document.





Once the civil jackets are stored in the records folders, records retention is automatically applied.

Record Series Properties

Use record series to collect records with similar retention schedules.

Code:

Name: Civil Jackets

Description:

Designate records within this collection as permanent

Cutoff Instruction

Name: JCSO - Civil - Jacket Disposition

Type: Time Cycle: MON (Monthly)

Interval: N/A Location: N/A

Linked Document Action: N/A Document Relationship: N/A

Retention Schedule

Name: JCSO - Civil - Civil Jacket - 2 Years

Final Disposition Type: Destruction Retain for: 2 year(s), 0 month(s)

Final Disposition Location: N/A Keep Metadata: No

Alt. Retention Event: N/A Alt. Ret. Schedule: N/A

Vital Records

Designate records within this collection as vital

Review Cycle:

Review Interval:

Disposition Authority:

Apply changes to child record series and record folders

Record Management

Name: JacksonCounty\Records\Sheriff\Civil Records\Civil Jacket

Record folder status: Eligible for Cutoff

Location: Current file area

Cutoff

Close
Cutoff
Retention
Destroy

Cutting off a record folder moves it into the hold period and signals that it is ready for retention. A record folder may be uncut off if it hasn't moved into disposition.
Note: If a record folder's cutoff instruction type is either Superseded or Disposition Action, records will be cutoff automatically when the cutoff criteria is met. You do not need to use the Perform Cutoff command to cutoff records with either of those types.

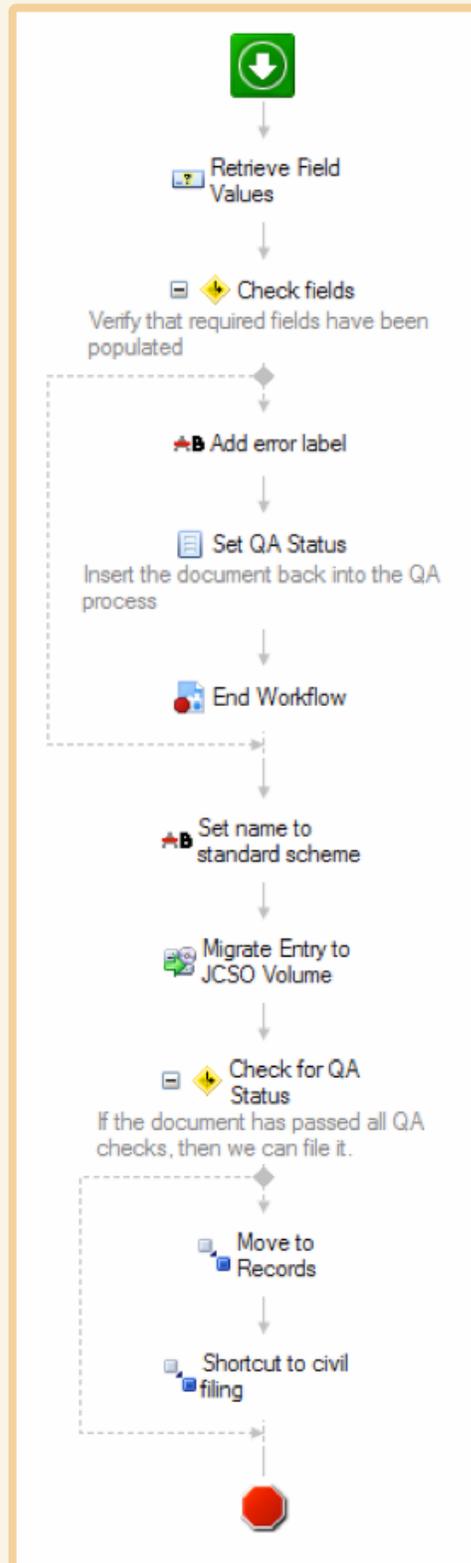
Cutoff Eligibility Date: 08/01/2012

Perform Cutoff Uncutoff

View Projected Eligibility...

View Record Folder...
View Record Series... Done Help

Here is what the workflow that checks the civil jacket for errors and then routes it to the appropriate locations in the repository looks like.





SUMMARY OF BENEFITS OF TRANSPARENT RECORDS MANAGEMENT

Laserfiche and TRM have resulted in the following benefits at Jackson County:

- ▶ Content is never lost or misfiled.
- ▶ Clerks are not burdened with the records management tools or structure.
- ▶ Records managers can easily make sure that all documents comply with state retention rules.
- ▶ It is quick and easy to change both the records management and user folder structure as necessary. Once the folder structure is changed, workflows can be run to automatically reroute the documents and create new shortcuts.
- ▶ Minimal user training is required for back scanning.



FLEET MANAGEMENT

Managing a fleet of vehicles requires an organization to achieve control over an inconsistent environment to keep vehicles and their operators performing at their peak. It requires a careful eye to maximize productivity while minimizing costs and ensuring compliance with government regulations.

This section contains solutions for increasing visibility into fleet operations to drive down costs and ensure consistency across departments and locations.

Avis Fleet Services	166
United Road Towing Arizona	172

AVIS FLEET SERVICES

Industry: Commercial

Number of employees: 1,000- 5,000

Headquarters: Johannesburg, South Africa

Existing Laserfiche integrations: Planet Press Suite, ScannerVision to Laserfiche Connector, AS400, Oracle Accounting System

Avis Fleet Services provides specialized solutions to more than 2,000 customers in the country's private and public sectors. The company manages a fleet of more than 200,000 vehicles from its headquarters in Johannesburg, South Africa, includes seven field offices and provides services in six neighboring countries.

Avis Fleet Services provides an integrated motor vehicle usage solution to fulfill customers' specific needs.

Here is how the company uses Laserfiche integrated with multiple systems to manage the various traffic fines and accidents accrued by drivers of its fleet.



Vincent Kelly, Analyst Programmer, demonstrates how Avis Fleet Services manages traffic fines and accidents with Laserfiche.

CAPTURE

Traffic fines and accident reports are captured in Laserfiche using one of two methods:

- ▶ Laserfiche Snapshot.
- ▶ Scanner Vision integrated with Laserfiche using Lf -Link.

Once these documents are captured, Laserfiche Workflow automatically routes them to the relevant employee's working folder in the repository.

Folders	Name	Supplier ...	Pa...	In...	Creation Date	Last Modifi...	Template Name	AS400 Comme...	Capture Result
Laserfiche Repositories	IT QUERY		No		29/07/2010 03:29:26 PM	21/11/2011 ...			
AFSDEVLPVK	Error - 44730082 -		1	Yes	24/11/2011 09:31:58 AM	29/11/2011 ...	Supplier Invoices ...	Britt Jansen ha...	WLP
AFSLFPROD	Error - 4496719 - Vehicle ...		2	Yes	23/11/2011 02:50:41 PM	29/11/2011 ...	Supplier Invoices ...	Florence Sesin...	WLP
Archive	Error - 44999561 -		1	Yes	29/11/2011 12:12:17 PM	29/11/2011 ...	Supplier Invoices ...	Order number...	WLP
Departmental View	4497708 - Vehicle Mainte...	AUTOMALL (...)	2	Yes	30/11/2011 03:51:57 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
My Working Folder	4498776 - Vehicle Mainte...	BARLOWORL...	1	Yes	30/11/2011 02:59:31 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
Zelda Steenkamp	4466983 - Vehicle Mainte...	BB AUTO POL...	1	Yes	29/11/2011 12:16:58 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP
To Process	4467840 - Vehicle Mainte...	BB AUTO POL...	2	Yes	29/11/2011 01:51:22 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP
Recycle Bin	4364552 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:45:37 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
AvisFS-Dev	4369424 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:42:59 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
BWALFPROD	4371483 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:43:31 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4495918 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:45:11 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4498341 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:45:04 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4503665 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:44:26 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4474325 - Vehicle Mainte...	C A T MOTOR...	1	Yes	30/11/2011 02:52:38 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4491231 - Vehicle Mainte...	C A T MOTOR...	1	Yes	30/11/2011 02:53:10 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4479315 - Vehicle Mainte...	COMMERCIA...	1	Yes	29/11/2011 12:34:12 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP
	4426600 - Vehicle Mainte...	DATCENTRE ...	2	Yes	30/11/2011 03:41:02 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4502615 - Vehicle Mainte...	DATCENTRE ...	2	Yes	29/11/2011 02:00:44 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP
	4499201 - Vehicle Mainte...	DATNIS NISS...	3	Yes	30/11/2011 03:53:31 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4328928 - Vehicle Mainte...	DEKRA AUTO...	1	Yes	29/11/2011 12:44:08 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP
	4333775 - Vehicle Mainte...	DEKRA AUTO...	1	Yes	29/11/2011 12:43:52 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP
	4347163 - Vehicle Mainte...	DEKRA AUTO...	1	Yes	29/11/2011 12:29:34 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP
	4347176 - Vehicle Mainte...	DEKRA AUTO...	1	Yes	29/11/2011 12:29:54 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP

- ▶ The employee opens a document in Laserfiche and creates a new incident by entering certain information, such as the Traffic Fine Number, the Vehicle Registration and the Document Type into the Fleet Management System (FMS). The FMS is where all our customer and supplier data is kept. Since the traffic fines are not in a uniform document format, we haven't been able to automate this part of the process yet.
- ▶ Once the employee updates the Fines Result field in the document's template, a workflow that validates the data between Laserfiche and the FMS is invoked.

- ▶ From there, the document will be routed to the “Unresolved” folder, where it waits for further processing.
- ▶ At this time an e-mail is sent to the customer notifying him of a new traffic fine in our database. In addition to the Traffic Fine Number and Registration Number, the e-mail includes a copy of the actual traffic fine as an attachment for the customer to view and verify. We also provide him with a link to our online customer portal.
- ▶ Once logged into the portal, the customer can go to the “Traffic Fine Management” option and perform a search by the Registration Number provided in the e-mail. Clicking on any of the documents that have been returned in the search extracts the document from the Laserfiche repository and converts it to a PDF using a custom plug-in.
- ▶ Once the customer views the fine and is satisfied that the information is correct, he can either notify us to pay his fine or ask that the fine be redirected to another driver.

FLEET ACCIDENT MANAGEMENT

In addition to managing the process of traffic fines and citations, we also deal with the insurance companies if a customer is involved in an accident. Laserfiche Workflow routes the claim documents through each of the various stages in the fleet accident management process until the claim is resolved. At each stage in the workflow, the claim moves to a different folder in the Laserfiche repository.

- ▶ Awaiting Assessor Report
- ▶ Awaiting General Documents
- ▶ Awaiting Invoice
- ▶ Awaiting Quotes
- ▶ Staging

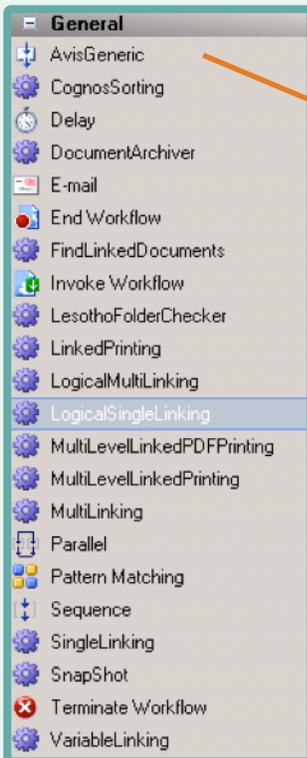
While in each folder, the claim awaits any supplemental documents, such as the invoice while in the “Awaiting Invoice” folder and the quotes while in the “Awaiting Quotes” folder. The Clerk monitors each folder, and once each supplemental piece of information is received, he selects the next step in the claim’s template field. Workflow then routes this claim and supplemental documents to the next folder in the repository.



Name	Entry ID	Creation Date	Last Modified	Incident Date	Vehicle Registration	Trading Name
92721	3442010	09/12/2011 08:49:23 AM	12/12/2011 11:55:16 AM	25/11/2011	CY45409	AECI SPECIALTY CHEMICALS
92670	3399992	06/12/2011 10:57:18 AM	09/12/2011 03:31:56 PM	03/12/2011	ZFW764GP	AECI MINING SOLUTIONS
92615	3463190	12/12/2011 08:41:56 AM	12/12/2011 08:44:27 AM	22/11/2011	XVY100GP	AECI SPECIALTY CHEMICALS
92510	3404243	06/12/2011 02:48:36 PM	12/12/2011 11:23:09 AM	29/11/2011	ND492190	AECI SPECIALTY CHEMICALS
92491	3357715	02/12/2011 12:12:31 PM	09/12/2011 10:31:06 AM	12/11/2011	NU007184	AECI SPECIALTY CHEMICALS
92461	3357762	02/12/2011 12:24:28 PM	06/12/2011 02:26:50 PM	15/11/2011	ND961701	AECI SPECIALTY CHEMICALS
92438	3337662	01/12/2011 11:39:41 AM	05/12/2011 09:36:38 PM	26/11/2011	ZTF427GP	AECI LTD
92318	3381093	28/11/2011 09:00:17 AM	09/12/2011 09:47:01 AM	22/11/2011	ZHF788GP	AECI SPECIALTY CHEMICALS
92231	3192485	23/11/2011 09:16:58 AM	14/12/2011 08:46:38 AM	19/10/2011	HBX707NW	AECI MINING SOLUTIONS
92219	3314851	14/12/2011 10:23:50 AM	30/11/2011 10:53:50 AM	21/11/2011	WTF173GP	AECI SPECIALTY CHEMICALS
92007	3042583	10/11/2011 09:02:34 AM	17/11/2011 03:32:24 PM	05/11/2011	F5C026MP	AECI SPECIALTY CHEMICALS
91924	3192841	23/11/2011 09:36:57 AM	05/12/2011 08:38:03 AM	26/10/2011		
91914	2979092	03/11/2011 02:08:22 PM	21/11/2011 01:31:24 PM	27/10/2011	ZH4130GP	AECI SPECIALTY CHEMICALS
91735	2949778	31/10/2011 10:05:26 AM	21/11/2011 11:02:39 AM	17/10/2011	SPV219GP	AECI SPECIALTY CHEMICALS
91624	2956317	01/11/2011 10:37:43 AM	04/11/2011 10:36:20 AM	21/10/2011	BG120VGP	AECI SPECIALTY CHEMICALS
91423	3322856	30/11/2011 12:51:29 PM	12/12/2011 09:57:41 AM	20/09/2011	DZV188MP	AECI MINING SOLUTIONS
91291	2933605	26/10/2011 09:24:26 AM	31/10/2011 02:19:09 PM	19/10/2011	BG47C5GP	AECI SPECIALTY CHEMICALS
91199	3114288	16/11/2011 12:45:18 PM	17/11/2011 09:30:11 AM	09/10/2011	SPC489GP	AECI SPECIALTY CHEMICALS
91176	2907792	21/10/2011 03:26:56 PM	31/10/2011 11:32:02 AM	19/10/2011	FZ085NW	AECI MINING SOLUTIONS
91158	2913360	24/10/2011 10:15:40 AM	25/10/2011 03:28:30 PM	09/05/2011	VVF036GP	AECI MINING SOLUTIONS
91146	2969474	02/11/2011 01:50:26 PM	17/11/2011 12:04:30 PM	16/10/2011	PBR245GP	AECI SPECIALTY CHEMICALS
91142	2921177	24/10/2011 03:30:16 PM	16/11/2011 02:01:26 PM	09/10/2011	BM05MXGP	AECI SPECIALTY CHEMICALS
	2956928	01/11/2011 12:07:12 PM	01/11/2011 12:07:12 PM	17/05/2011	TKB089GP	AECI MINING SOLUTIONS
	2857328	17/10/2011 02:39:25 PM	20/10/2011 03:14:51 PM	02/10/2011	ZTN899GP	AECI MINING SOLUTIONS
	2876929	19/10/2011 09:36:52 AM	20/10/2011 04:13:19 PM	11/10/2011	STP243GP	AECI MINING SOLUTIONS

CUSTOM ACTIVITIES

In order to facilitate our business processes, we have created a large number of custom Workflow activities. Of those activities, the most important is AvisGeneric, which updates the information in Laserfiche from the FMS:



AvisGeneric

Activity Name: AvisGeneric

SERVICE NAME: http://10.90.225.133/DMS/Webservices/GenericProgramCall.as

STATUS:

PARAM01: AQV00FR

PARAM02: UPD

PARAM03: [Retrieve02_Order Number]

PARAM04: [Retrieve02_Vehicle Registration]

PARAM05:

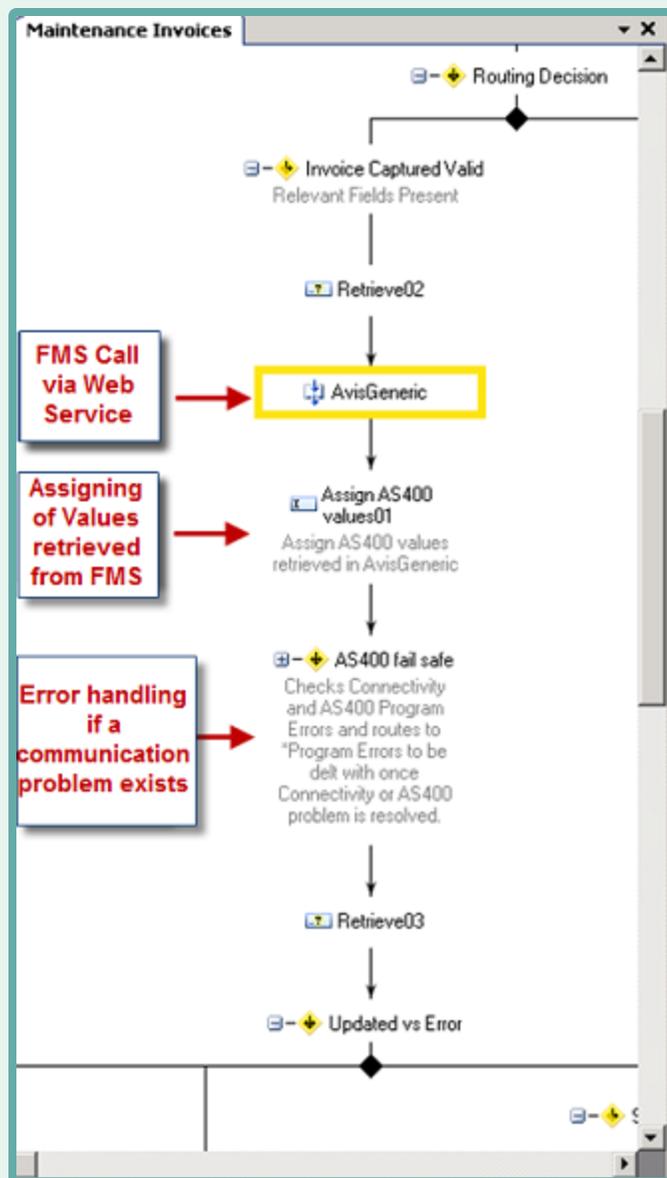
PARAM06: [Retrieve02_Invoice Number]

PARAM07: [Retrieve02_Invoice Date]

We basically call a Web Service by a specific path and pass the parameters into the FMS via the Web Service:

- ▶ Order Number
- ▶ Vehicle Registration
- ▶ Invoice Number
- ▶ Invoice Date

The data is then validated based on information contained in the FMS system and the relevant information is passed back via the Web Service to populate the document's template fields. Here is how this activity fits into a workflow:





SUMMARY OF BENEFITS FOR AVIS FLEET SERVICES

Implementing Laserfiche in our Traffic Fine and Accident Management processes resulted in the following benefits:

- ▶ Improved disaster recovery and business continuity. When our warehouse burned down we couldn't recover from loss of all the paper documents that were stored there. Now we have backup servers offsite and can easily recover from any disaster.
- ▶ With Laserfiche Audit Trail, we can easily trace any problem with a document to a specific time and user. This helps us resolve issues quickly.

UNITED ROAD TOWING ARIZONA

Industry: **Commercial**

Number of employees: **1,000- 5,000**

Headquarters: **Phoenix, AZ**

Existing Laserfiche integrations: **Towing software**

The Arizona branch of United Road Towing performs more than 7,200 tows monthly. A fleet of over 100 service trucks provides 24/7 emergency road service every day of the year.

The company implemented Laserfiche to ensure consistent processes between different staff groups and eliminate reporting late fees.

United Road Towing built a custom integration between Laserfiche Quick Fields, Laserfiche Workflow and towing software that gathers data from scanned vehicle barcodes, driver invoices and customer-submitted documents. The integration makes previously disconnected information readily available to multiple departments and provides in-depth documentation on the towing process.



United Road Towing delivers Workflow templates, code and tips for custom integrations.

“Laserfiche has helped us to streamline our processes but also makes sure that the processes are the same from location to location.”

— Sheila Gallegos, Project Manager.

The company worked with Laserfiche to create a custom Workflow script with an HTTP post to retrieve data from the towing software’s closed database. The script automatically pulls information from the towing software to fill in additional data in Quick Fields about the document after the barcodes are scanned:

- ▶ When the company tows a vehicle, the tow truck driver places a bar code sticker on the vehicle to identify it in the vehicle inventory and places a barcode on the storage report:



URS Southwest, Inc. Vehicle Storage and Inspection Report



806499

Law Enforcement Information
Please answer the following questions. If YES, have officer initial appropriate "Yes" box.

Is this tow an owner's request? () Yes () No
(i.e. did the vehicle owner or operator request this towing company)

Is this a special situation? () Yes

Canal Swimming Pool 4x4 Rollover
 River Bottom Desert Barrier Cable Other _____

Year _____ Make _____ Model _____ Style _____
 Color _____ License # _____ State _____ Lic. Yr. _____

Towing Company Name _____ Storage Yard Address _____
 Vin # _____ Odometer _____

Remarks _____

Is this a "PCC-36"? () Yes

If there is a Police Hold, please write the agency report number and the phone number to call to get the hold released.
 30 Day Hold ARS-28-3511 () Yes Boot and Tow () Yes PCC 23-55 () Yes
 Agency Report # _____ Phone # _____

Is this Tow to be billed to the Public Agency ordering the tow? () Yes () No

Signature & Badge Number _____ Date of Contact With Vehicle _____

Called By PPD Date 11/04/11 Time In 12:00

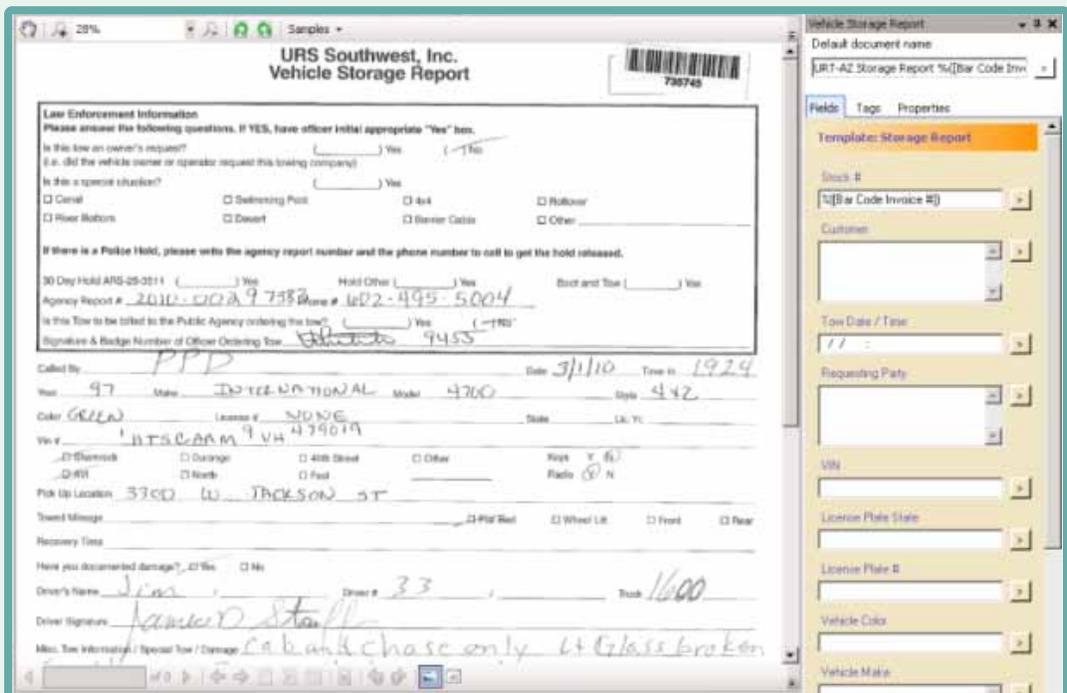
Shamrock Durango 40th Street Other Keys Y N
 AVI North Fast Radio Y N **(Released)**

Pick Up Location 129th McClintock

Towed Mileage _____ Flat Bed Wheel Lift Front Rear

Recovery Time _____

- ▶ Storage facility staff scans the storage report with the barcode into Laserfiche.
- ▶ Quick Fields reads the barcode, places the inventory number into a field and saves the storage report into the Laserfiche repository:



URS Southwest, Inc. Vehicle Storage Report

Barcode: 735749

Law Enforcement Information
 Please answer the following questions. If YES, have officer initial appropriate "Yes" box.

Is this tow an owner's request? () Yes () No
(i.e. did the vehicle owner or operator request this towing company)

Is this a special situation? () Yes

Canal Delivering Post 4x4 Rollover
 River Bottom Desert Barrier Cable Other _____

If there is a Police Hold, please write the agency report number and the phone number to call to get the hold released.
 30 Day Hold ARS-28-3511 () Yes Hold Other () Yes Boot and Tow () Yes
 Agency Report # 2010-00289758 Phone # 602-495-5004

Is this Tow to be billed to the Public Agency ordering the tow? () Yes () No

Signature & Badge Number of Officer Ordering Tow 9455

Called By PPD Date 3/1/10 Time In 19:24

Year 97 Make INTERNATIONAL Model 4700 Style 442
 Color GREEN License # NONE State _____ Lic. Yr. _____
 Vin # 1HTSCARM9VH479019

Shamrock Durango 40th Street Other Keys Y N
 AVI North Fast Radio Y N

Pick Up Location 3700 W JACKSON ST

Towed Mileage _____ Flat Bed Wheel Lift Front Rear

Recovery Time _____

Have you documented damage? Yes No

Driver's Name Jim Driver # 33 Truck 1600

Driver Signature James D. Stall

Misc. Tow Information / Special Tow / Damage cab and chase only Lt Glass broken

Fields List:
 Template: Storage Report
 Stock #
 [Barcode Invoice #]
 Customer
 Tow Date / Time
 Requesting Party
 VIN
 License Plate State
 License Plate #
 Vehicle Color
 Vehicle Make



- ▶ The custom Workflow script runs a session that searches the towing database using the barcode and fills in additional sections in Quick Fields with retrieved information about the vehicle, such as the vehicle's make, model, year, VIN as well as customer information, invoice and payment dates:

URS Southwest, Inc. Vehicle Storage and Inspection Report

Law Enforcement Information
Please answer the following questions. If YES, have officer initial appropriate "Yes" box.
Is this tow an owner's request? Yes No
Is this a special situation?
 Casual Swimming Pool Boat Robbery
 Fire/Bottom Desert Marine Cable Other

Vehicle Condition
 Damaged Checked Vandalized
 Stripped Buried See Remarks

Towing Company Name: _____ **Storage Yard Address:** _____
Year: _____ **Make:** _____ **Model:** _____ **Style:** _____
Color: _____ **License #:** _____ **State:** _____ **Lic. Yr:** _____
Win #: _____ **Odometer:** _____

Remarks:
Is this a "PDS-087"? Yes
If there is a Police Hold, please enter the agency report number and the phone number to call to get the hold released.
92 Day Hold AHS-08-011 Yes No **Boat and Tow:** Yes No **PCC 03 05:** Yes No
Agency Report # _____ Phone # _____
Is this Tow to be billed to the Public Agency making the tow? Yes No **Date of Commit With Vehicle:** _____

Signature & Badge Number: _____ **Date:** 11-18-11 **Time:** 12:00
 Standard Damage 45h Steel Other **Key:** Yes No **Released:** Yes No
 All No **Rate:** 0.75

Pick Up Location: 12798 McClintock **Towed To:** For Bid Wheel/Lift Front Rear

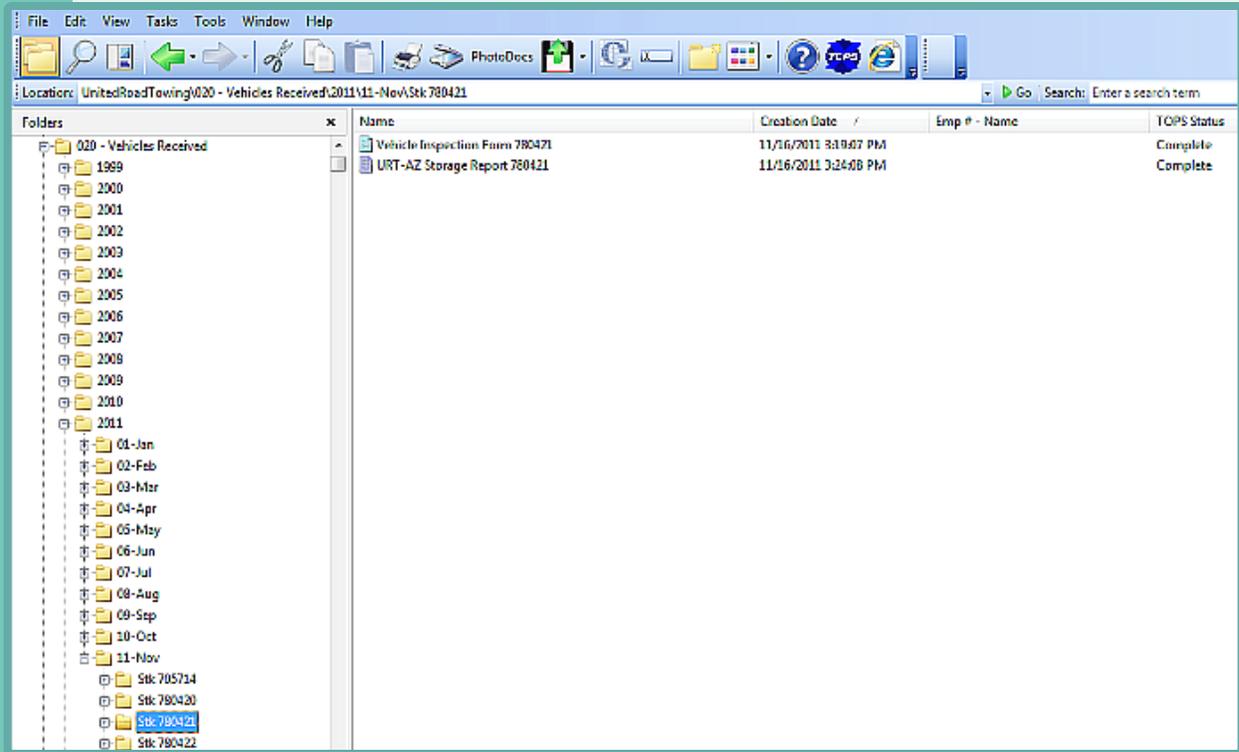
Recovery Time: _____
Have you documented damage? Yes No
Driver's Name: Abel **Driver's License:** 32 **Truck #:** 2110
Driver Signature: _____

Vehicle Information / Special Tow / Damage:
VIN# 1GKE63U761J64113 02 GMC Yukon 4 Door
BLACK PLATE AET694-12-12 AZ

Vehicle Diagram:
LEFT, RIGHT, FRONT, REAR, SS (Side Skirt)

Other Diagrams: Boat, Trailer

- ▶ When all fields are complete, the Workflow session electronically files the documents by tow date:



“Now anyone who answers the phone can answer inquiries about the status of a vehicle by doing a simple search in Laserfiche.”

— Sheila Gallegos, Project Manager.



TIPS AND LESSONS LEARNED

- ▶ Involve everyone who touches the documents to be sure that you don't miss something critical to the department. Find out what is important to them.
- ▶ Add quality checks to the system for those odd situations that might need to be processed differently.
- ▶ Document the current business processes and determine where Laserfiche can create efficiencies. Then set measurable and realistic goals as to when the efficiencies can be implemented.
- ▶ Think outside of the box.



STUDENT RECORDS

Keeping confidential student information secure is crucial to complying with federal and state requirements, but administering records access under FERPA, CIPA and HIPAA consumes staff time.

This section contains solutions for managing records that balances compliance, security and accessibility.

Adams 12 School District
Oklahoma Christian University

180

186

ADAMS 12 SCHOOL DISTRICT

Industry: **Education**

Number of employees: **1,000 - 5,000**

Headquarters: **Thornton, CO**

Existing Laserfiche integrations: **Infinite Campus Student Records Database, PeopleSoft, LincDoc, and Affinity**

Adams 12 is the fifth largest school district in Colorado with 5,000 employees and 39,500 students.

Since we have roughly 8,500 graduates and withdrawals annually, there are a large number of student records that need archiving.

Here is how we use Laserfiche to simplify the student records process.



Traves McCabe, Records Manager, describes how Colorado's Adams 12 School District uses Laserfiche to improve response times for student record requests.

STUDENT RECORDS

At the district office, we keep records of students who have either graduated or withdrawn. We also handle an average of 276 requests for transcripts, employment verifications and immunization verifications a month.

1. After the records arrive at the district office, our records technician goes through each student record and purges any documents that do not need to be retained, such as student photographs. Registrars also assist with this process before sending the documents to the district office.
2. Once the records are organized, our records technician prints a barcode cover sheet for each set of records. These cover sheets are printed from a Microsoft Access database that is regularly updated with data from our Infinite Campus student records system.

There are two different barcodes on the sheet. The top one is from our old student records system SASI, and the bottom one from Infinite Campus, which we've been using since 2009. These barcodes are our way of identifying in which database the student data is stored.

000000000

IMAGES

LAST NAME	DOE
FIRST NAME	JOHN
MIDDLE NAME	BARRY
OTHER	
BIRTHDATE	04/15/1975
SSN	555-55-5555
STUDENTNO	0000999999
INFINITE CAMPUS ID	
STATE ID	
SPECIAL ED	NO
NOTES	
STATUS	GRADUATED
SPECIAL ED FILM ROL	
FILM ROLL	105SG,09LF
ENTER DATE	1/1/97
EXIT DATE	6/6/97
SCHOOL	399
SCHOOL NAME	High Plains High School

- Once the cover sheets are printed, each one is appended to the corresponding documents. We create a batch of about 500 sheets which we run through a multi-purpose scanner (Kofax VRS) and scan directly into Laserfiche.



- Once all the student record documents have been scanned, they are processed with Laserfiche Quick Fields. We use the Barcode process to read the student number from the barcode. This student number is then used in the Lookup process to gather the information from our student records system and populate the rest of the metadata. This prevents mistakes by reducing manual data entry.

The screenshot displays the Laserfiche Quick Fields interface. The main window shows a scanned document titled "ELEMENTARY SCHOOL PERMANENT RECORD CARD JEFFERSON COUNTY PUBLIC SCHOOLS LAKEWOOD, COLORADO 80215 REGISTRATION AND WITHDRAWAL". The document contains a table with the following data:

ENTRIES FROM	CURRENT SCHOOL	ENROLLMENT	WITHDRAWAL	TRANSFERRING/WITHDRAWING TO			
1. School		Date	Grade	Date	Grade	1. School	2. City/State
1.	Thompson	5/1/07	00	10/4/07	07/0	1.	Castle Creek
2.						2.	
3.						3.	
4.						4.	

Below the document, the "Processing Information" window shows a list of messages:

Message	Process Name	Document	Page	Document Class
1 Barcode 1[Type-Code 38] 0000000000	Barcode			
2 Created document of class student records		S.Lookup_Last Name) 1...	1	student records
3 Barcode 2[Type-Code 38] 0000000000	Barcode 2	S.Lookup_Last Name) 1...	1	student records
4 StudentID: 141965	Lookup	S.Lookup_Last Name) 1...	1	student records

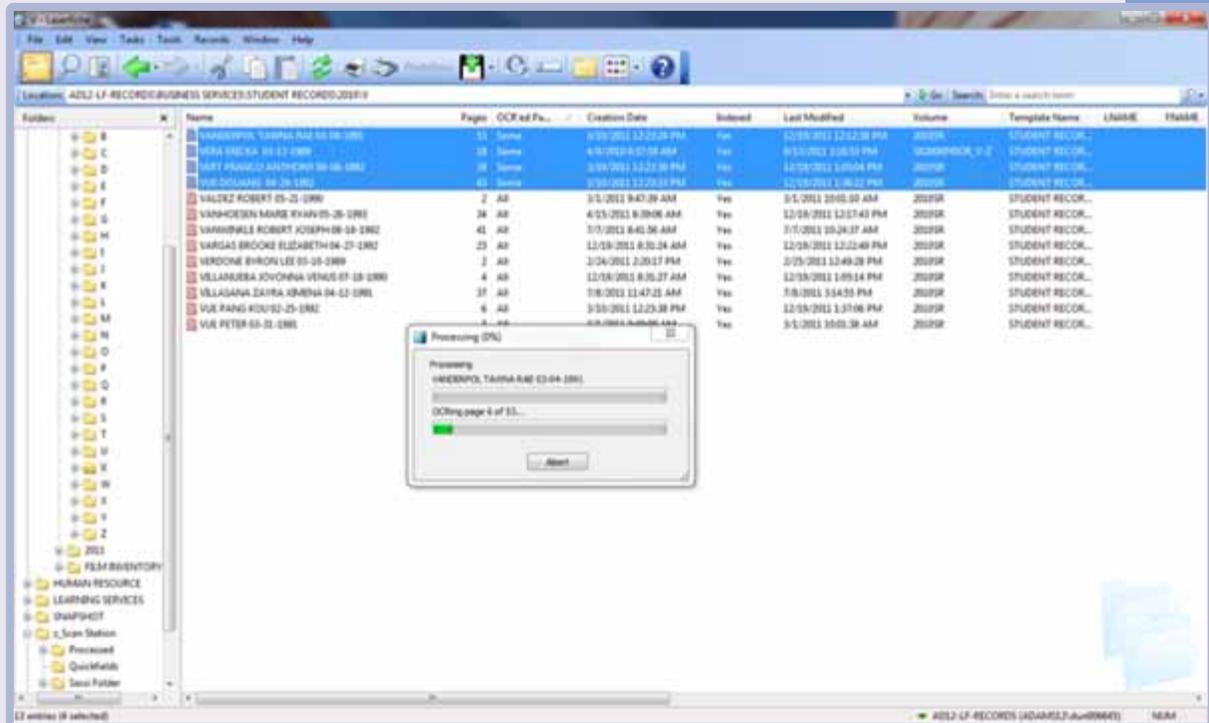
The "Output" window at the bottom shows a processing summary:

```

Processing Summary
3 page(s) processed
1 identified document(s)
1 student records (3 page(s))
2 unidentified document(s)
2 errors occurred
Pages Per Minute: 110
  
```

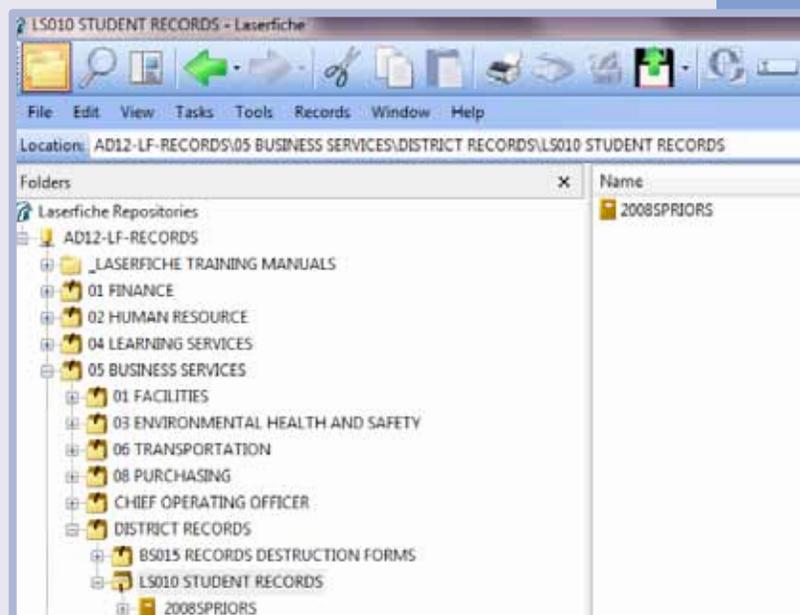


5. Finally, we run the OmniPage OCR process in the off hours to best utilize our time and resources.



6. We use Laserfiche Records Management Edition to archive all of our student records.

Though the records are stored permanently, I set up a retention schedule of “100 years, then review” because it is best to review these records and re-evaluate the retention against the schedule.



Record Folder Properties

2008SPR10RS

Filing Date: 6/ 4/2010

Designate records within this collection as permanent

Cutoff Instruction

Name: STUDENT GRADUATED OR WITHDRAWN

Type: Event (All) Cycle: N/A

Interval: N/A Location: N/A

Linked Document Action: N/A Document Relationship: N/A

Retention Schedule

Name: 100 Years, then review

Final Disposition Type: None Retain for: 100 year(s), 0 month(s)

Final Disposition Location: N/A Keep Metadata: N/A

Alt. Retention Event: N/A Alt. Ret. Schedule: N/A

Vital Records

Designate records within this collection as vital Review Cycle: FY (Fiscal Yearly)

Disposition Authority:

OK Cancel Help

7. Retrieving a transcript is now as easy as performing a search in Laserfiche on the unique Student Number.



EFFICIENCIES GAINED

Transitioning from microfilm to Laserfiche has resulted in the following efficiencies:

	MICROFILM	LASERFICHE
Scan/Film Minutes	240	47
Retreival/Print Per Request	2.5 Minutes	47 Seconds
Film/ Development Cost/Shipping	\$24.95 Per roll	None
Paper Count	7,500	7,500
State Archives Approval Before Destruction	2-12 Weeks	None
Development Time	1 Week	Instant
Quality Control	2 Hours per roll. Each roll is 1 banker's box.	45 Minutes per banker's box.
Toner Cost/3500 Copies	\$201.00 per cartridge.	None

OKLAHOMA CHRISTIAN UNIVERSITY

Industry: Higher Education

Number of employees: 100-500

Headquarters: Oklahoma City, OK

Existing Laserfiche integrations: Microsoft Sharepoint, Datatel Colleague (Ellucian), LincDoc

Oklahoma Christian University (OC)'s modest size offers big innovation: the private liberal arts college with 2,200 students and more than 60 degree programs is a visionary leader in advanced teaching and learning methods.

In 2010, OC implemented Laserfiche in the Student Financial Services Department and has since expanded it to other departments. Before implementing Laserfiche, OC's financial aid office struggled to output financial aid offers quickly with a paper-intensive application process, ultimately frustrating students and parents.

Here is how OC improved student financial services and obtained \$31,000 of hard savings in under two years by integrating Laserfiche with its existing Datatel Colleague ERP system (now known as Ellucian) and LincDoc eForms Creator.



Clint LaRue, Director of Student Financial Services at Oklahoma Christian University, demonstrates how integrating Laserfiche with Datatel Colleague, and LincDoc has simplified how the financial aid department manages student paperwork.

THE COMPLETE PROCESS

Every Oklahoma Christian University (OCU) student is assigned a personal network account that they can use to log into the MyOC portal, which provides students with campus news, e-mail, news about upcoming events and more. This portal is integrated with our Datatel Colleague ERP System and is built on Microsoft SharePoint. Here's the screen a student sees when logged into the portal:

The screenshot displays the MyOC portal interface for a user named John Hermes. The page features a navigation bar with links for Home, Calendar, Departments, Directory, Services, Faculty, and Staff. A weather widget shows "Sunny, and 47° F". The main content area includes a "Welcome John Hermes" message, a "You have 251 unread messages" notification, and a "Campus Announcements" section with a list of events such as "Outreach Day at Johnnie's" and "Annual Disclosure Report is due by January 31, 2012". A "Daily Devotional" section is also present, along with a "Chapel this Week" section listing services for Friday, Monday, Tuesday, and Wednesday. A "MyPoll" section shows a poll question: "What do you think is the best way to get around campus?" with a bar chart indicating that "Walking" is the most popular response at 55%. On the right side, there is a "quickLinks" section with categories for "Service Links" (including 2012 Benefit Enrollment Form, Create Credit Card Summary Report, Long Distance Billing, myReports, OC Campus Messenger OCCM, Phone Quick Reference Sheet - OC, Project Request Form (IT/University Service), Update Your Personal Information for HR, View Payroll Stub, W-2 Statements) and "Personal Links" (including Announcements, BackToMyMac/Personal, CallPilot Manager, My Page, RightNow Admin, RightNowSetup, SupportCentralList). At the bottom of the quickLinks section, there are options to "Add a service to your quickLinks" and "Add a personal link to your quickLinks".

This portal also allows students to manage their financial aid forms. Under the Services section and My Financial Aid, there is a Missing Documents link. Clicking on this link brings the student to a new screen which lists and describes all of the missing documents he must submit.

Current Awards

Accept Awards

Check for missing items

Award History

Missing Documents

Sarah

Before Oklahoma Christian can complete your financial aid file for 2011-2012, you need to complete the missing document(s) shown below.

Missing Documents for 2011-2012

Missing Items	Status
Parent's Signed Tax Forms Your FAFSA has been selected for a process called verification by the Department of Education. A signed and dated copy of your parents' prior year Federal Income Tax Return is required. If your parents do not have a copy, they can request one from the IRS by calling 1-800-829-1040.	Missing
Dependent Verification Worksheet Dependent Verification Worksheet - Your username is your first name followed by a period and then your last name. For example, it would be "John.doe". The password to login is your MyOC password. - Your FAFSA has been selected for a process called verification by the U.S. Department of Education. Please complete and sign the online worksheet verifying the number of people living in your household as well as certain income information. Financial aid cannot be disbursed until the worksheet is completed (by the student and parent) and reviewed by the Student Financial Services Office.	Missing
Asset Information Worksheet Asset Information Worksheet - Your username is your first name followed by a period and then your last name. For example, it would be "John.doe". The password to login is your MyOC password. Your FAFSA has been selected for a process called verification by the U.S. Department of Education. Please complete and sign the online worksheet showing totals of assets for both student and parents or spouse.	Missing

Our staff creates these documents through the LincDoc eForms Creator and then manually embeds the links to the forms in the student portal. For example, if a student clicks on the Asset Information Worksheet link in her Missing Documents section, she can open the following form after using her personal network ID and password to log into the LincDoc environment.



Section School Year Selection

Asset Information Worksheet

Which School year are you filling this out for? 2011-2012 ▾

Section 1.0: Asset Information Worksheet

We need more information to complete the Free Application for Federal Student Aid you submitted to the Federal Government. Please provide us with the following information, as of the date you completed your FAFSA.

Student's First Name:	Clint
Student's Last Name:	Larue
Student ID Number	1000101

Section 2.0: Student's Information

Student's (& spouse) Asset Information Note: Do not leave blanks. If the answer is 0, then write 0.

Current balance of Cash, Savings & Checking accounts (Do not include student financial aid)	<input type="text"/>
Current net worth of investments (Including real-estate – NOT your home)	<input type="text"/>
Current net worth of business or investment farm (Do not include a farm you live on)	<input type="text"/>

Section 2.5: Parent's Information

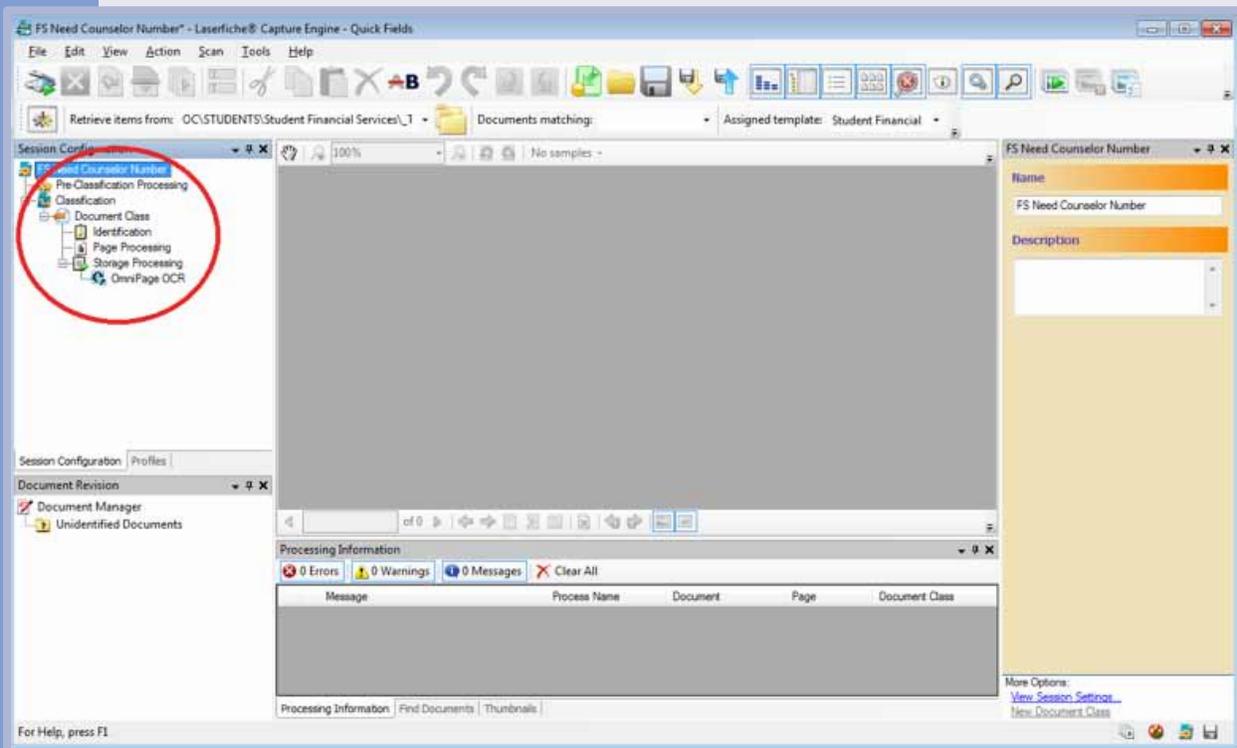
- ▶ The Student ID Number, Student's First Name and Student's Last Name fields are automatically populated based on the information supplied during the login process.
- ▶ Once the student and parent sign the form and click Submit, Laserfiche Workflow automatically routes the form to one of the subfolders inside the _TO BE FILED folder in Laserfiche.
- ▶ Depending on whether—and what—information is still missing, this form can be initially classified as either Award, probation and suspension, Need Counselor Number or Need Student Name and File.

<ul style="list-style-type: none"> <ul style="list-style-type: none"> _TO BE FILED Award, probation and suspens Need Counselor Number Need Student Name and File FILE ROOM 	<ul style="list-style-type: none"> Henry, Caleb Granados, Cristal 3.7 As... Granados, Cristal 1.4 Pa... Gladfelter, Gabriela 3.3 ... 	<ul style="list-style-type: none"> 2 1 1 3 	<ul style="list-style-type: none"> 1405397 1468891 1468891 1400378 	<ul style="list-style-type: none"> 11-12 11-12 11-12 	<ul style="list-style-type: none"> Henry Granados Granados Gladfelter 	<ul style="list-style-type: none"> Caleb Cristal Cristal Gabriella
--	--	--	--	---	---	--

We run Laserfiche Quick Fields sessions multiple times daily to further process and OCR the documents that arrive in those folders, with a different Quick Fields session for documents stored in each folder.

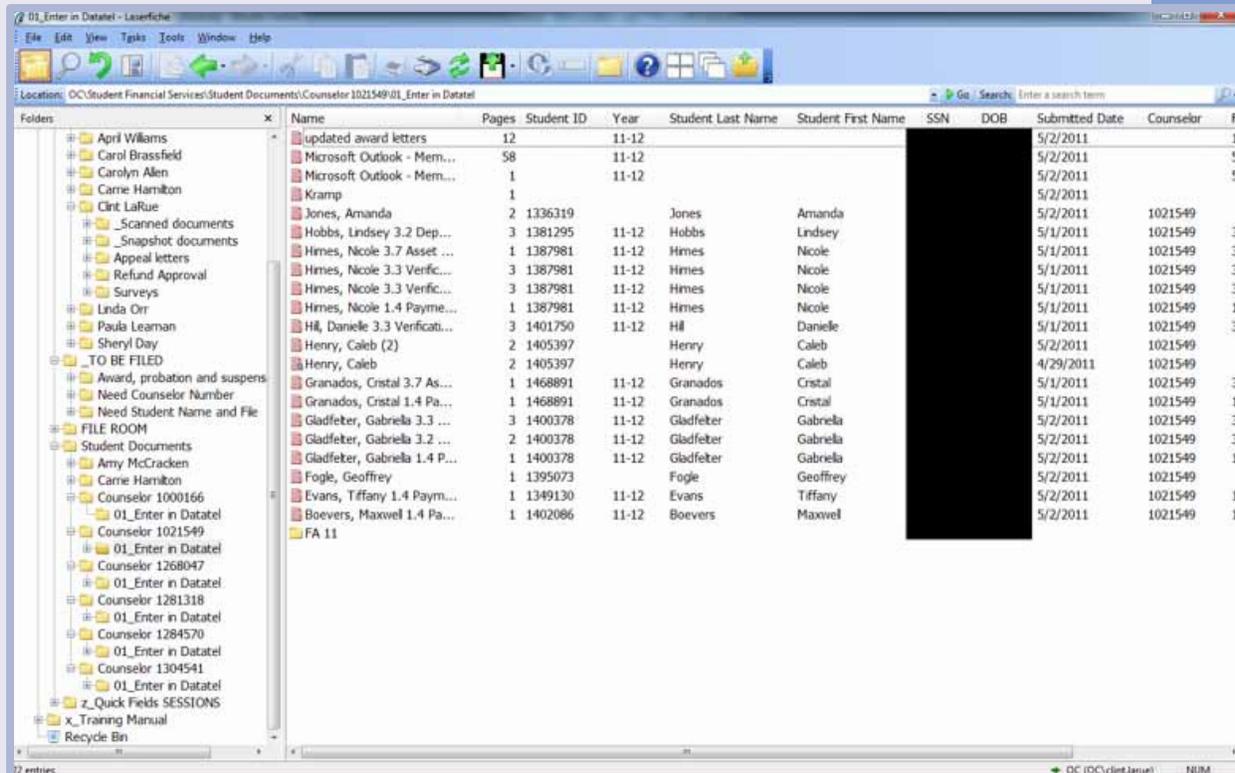
The session below processes the documents in the Need Counselor Number folder.

- ▶ Quick Fields identifies the Student ID and looks up the name of the appropriate Financial Aid Counselor, who is automatically assigned student files based on students' last names, in the Datatel Colleague database.
- ▶ Workflow then routes the document to the Financial Aid Counselor responsible for this student. Each counselor has his or her own 01_Enter in Datatel folder in Laserfiche where these documents are then stored.

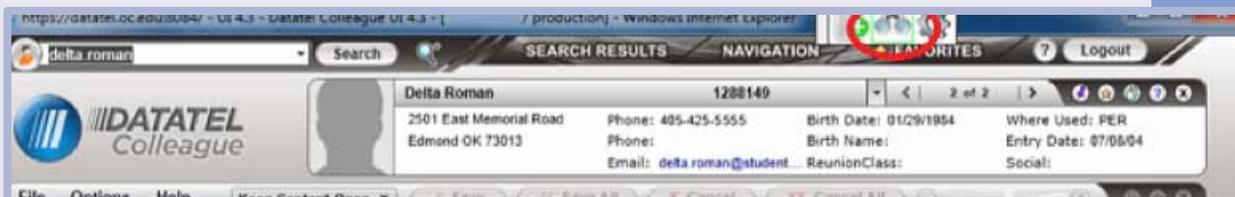




Here's how the folder of newly assigned student records appears to a Financial Aid Counselor in Laserfiche:



Every Financial Aid Counselor has access to his or her folder in Laserfiche from the Datatel Colleague environment, which provides easy access to documents. Through our Laserfiche integration with Datatel, an Affinity button is available in the toolbar of Datatel Colleague. A Financial Aid Counselor can simply click on the binoculars icon to pull up the relevant student documents in Laserfiche:



The Financial Aid Counselor then opens the submitted form in Laserfiche and reviews it to make sure everything has been filled out correctly. S/he then selects Received from the PFC Reviewed list field in the assigned template.

The screenshot shows a Laserfiche document viewer. The main document is an 'Asset Information Worksheet' for the 2011-2012 academic year. The form includes fields for Student ID (1000101), Student Name (Paul), and a table for asset information. The table has columns for 'Student (or Spouse)', 'Parents', and 'Current (net asset) of business or investment firm'. The 'Current (net asset) of business or investment firm' row shows a value of \$0.00. A notice at the bottom states: 'Notice: Do not leave blanks. If the answer is \$0 then write \$0.' The metadata panel on the right shows the template 'Student Financial Services' and various fields including Student ID, Year (11-12), and PFC Reviewed (set to 'Received').

Once the metadata is finalized, Workflow moves the document from the Financial Aid Counselor's folder into the relevant subfolder within the overall FILE_ROOM folder in the financial aid department's Laserfiche repository.

Folder Name	Document Name	Count	ID	Year	Owner
FILE ROOM	Gladreter, Gabriela 3.3 ...	3	1400378	11-12	Gladreter
	Gladreter, Gabriela 3.2 ...	2	1400378	11-12	Gladreter

The Financial Aid Counselor then logs into Datatel Colleague and changes the status of the document to Received in CRI. This updates the document section of the student's MyOC Portal so that this document is no longer labeled as missing.



SUMMARY OF BENEFITS FOR OKLAHOMA CHRISTIAN UNIVERSITY

By integrating Laserfiche with existing systems, the financial aid office has streamlined the entire financial aid award process. Today:

- ▶ Financial Aid Counselors can respond immediately to students who inquire about their financial aid status by pulling up their entire files right from their desktops.
- ▶ It is easy to track employee efficiency by simply looking at how many documents are in their folders, which have been processed and which still need to be processed. This allows management to delegate workloads more efficiently to staff and address underperformance.
- ▶ Students may easily submit information electronically, reducing incoming mail from all over the world and saving OCU \$31,000 in paper, mailing and storage costs a year.

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“We use Laserfiche to solve business problems across the enterprise. We started with 25 users, and after rolling it out to 13 departments, we now have 600 users. In the next 3-4 years, every employee in the organization will use Laserfiche just like they use e-mail.”

— Brandon Jackson, CIO, Gaston County, NC

QUICKER **BETTER** SAFER

When solving business process problems, gaining fresh perspective from your peers can be invaluable. That’s why Laserfiche encourages its customers to share concrete details (including screenshots) of their solutions to common problems with each other on the Laserfiche Solution Exchange.

This book is a collection of some of the most useful solutions our users have created. We invite you to tap into their knowledge to solve the business process problems that keep you up at night.

“Laserfiche provides an ECM standard that handles automated, repeatable processes in every department, while still giving each the flexibility it needs.”

— Caren Skipworth, IT Director, Collin County, TX



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