QUICKER
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SAFER

A collection of solutions to document- centric business process problems

Joanna Slusarz

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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.

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 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.

Folders	Name	Vendor Number	PO Number	Invoice Number
3544	357632 9332853436	3550	357632	9332853436
3545	356696 9332727301	3550	356696	9332727301
3546	355544 9331765663	3550	355544	9331765663
3547	354624 9331078019	3550	354624	9331078019
3549	354038 9330471072	3550	354038	9330471072
3550	353039 9329534553	3550	353039	9329534553
Billbacks	351222 9328392644	3550	351222	9328392644
Invoices	350922 9327986294	3550	350922	9327986294
Paybacks	350535 9327853893	3550	350535	9327853893
Payments	349849 9327556004	3550	349849	9327556004
Receiving	349373 9326976218	3550	349373	9326976218
3551	348850 9326607300	3550	348850	9326607300
3552	347794 9325898594	3550	347794	9325898594
3553	346930 9325370041	3550	346930	9325370041
3554	345601 9324921447	3550	345601	9324921447
3555	345467 9324244636	3550	345467	9324244636
3557	344795 9323796014	3550	344795	9323796014
3558	344355 9323465465	3550	344355	9323465465
3559	343410 9322835651	3550	343410	9322835651
3564	342811 9322149665	3550	342811	9322149665
3565	341606 9321304519	3550	341606	9321304519
3566	340829 9320737131	3550	340829	9320737131
3567	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.
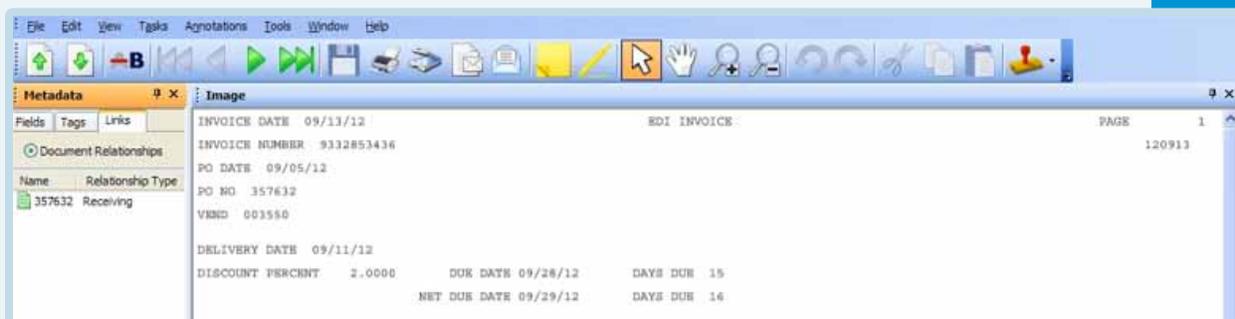

REVIEW PAYMENTS

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.

In order to accomplish this, the "Round Robin" routing option is used when configuring the "Route Entry to Group" activity.
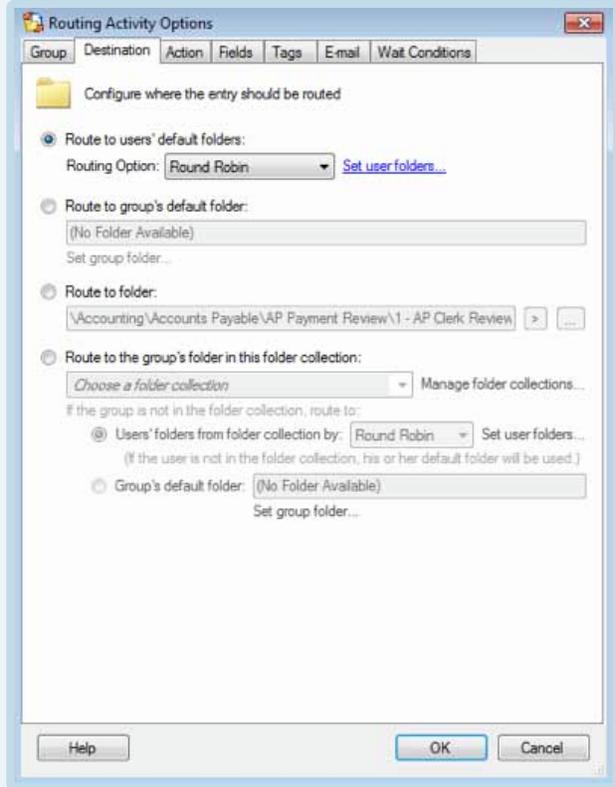
Each AP clerk is responsible for linking the supporting invoices and billbacks to each payment and reviewing it for accuracy.
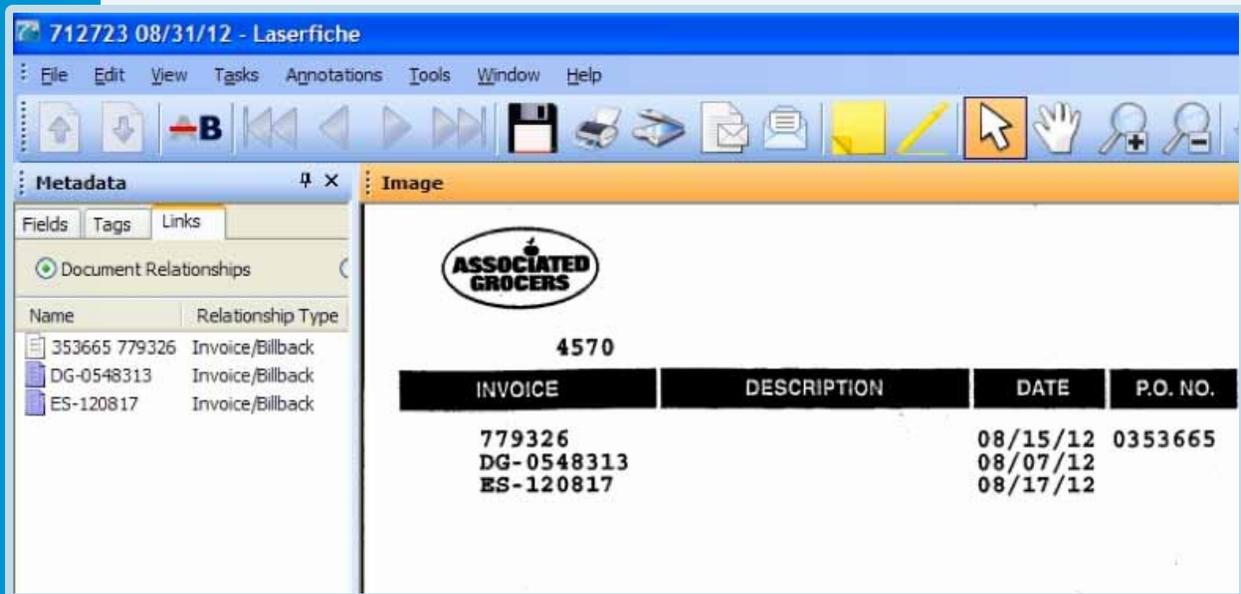
Once the supporting documents are linked and the payment has been reviewed and deemed correct, the AP clerk changes the value of the "1.2 - AP Clerk Review" field to "Approved". Alternately, the payment can be routed to the AP supervisor for further review or put on hold. In either case, the clerk provides an explanation in the "1.1 - AP Clerk Notes" field.

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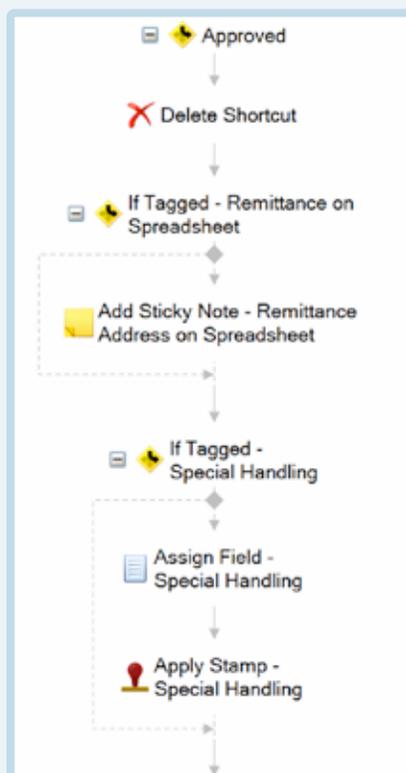
Payments routed to the AP supervisor can be voided or routed back to the AP clerk who originally routed them.

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.

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.

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

Folders:
Laserfiche Repositories
- AssociatedGrocers
  - Accounting
    - Accounts Payable
      - AP Payment Review
        - 1 - AP Clerks
        - 1.3 - AP Supervisors
        - 2 - AR Clerks
        - 3 - AR Check Release
          - Special Handling
      - Bank Deposit
      - Miscellaneous
      - Snapshot Inbox
      - Vendors

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.

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

Folders:
- 4560
- 4562
- 4563
- 4564
- 4568
- 4570
  - Billbacks
  - Invoices
  - Paybacks
  - Payments
  - Receiving
  - Vendor Info
- 4572
- 4574
- 4576
- 4577
- 4578

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.

ACCOUNTS PAYABLE

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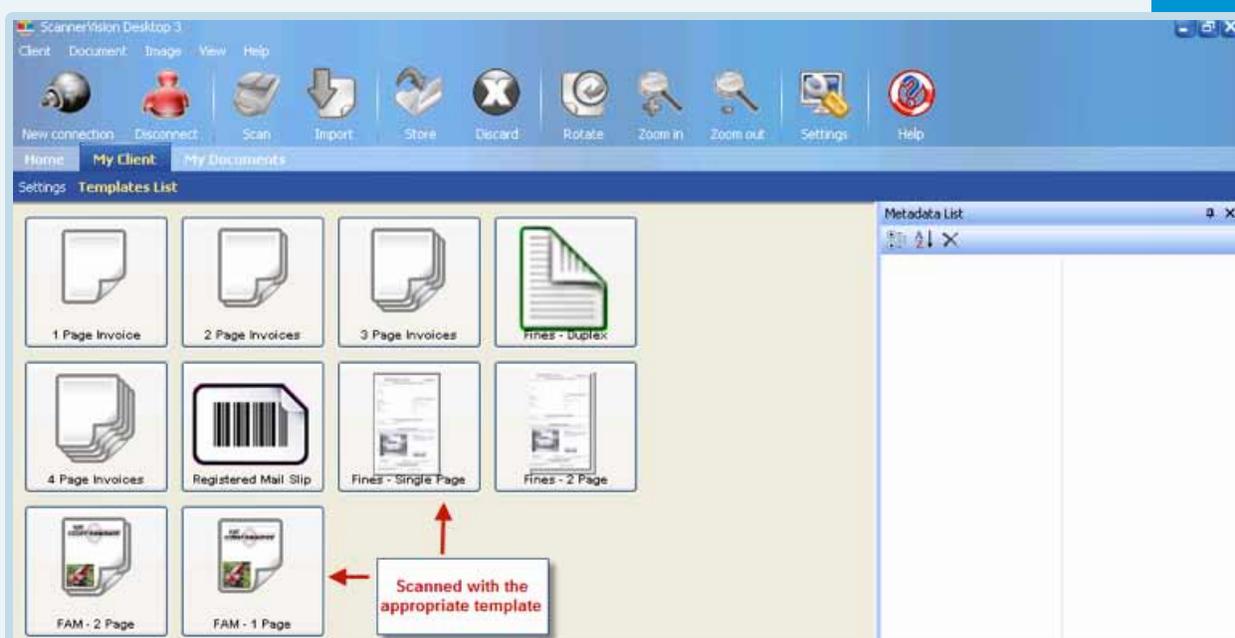
Once the document is scanned and indexed, the Scanning Clerk finds the Order Number on the order and enters it into the relevant template field. A process in the background then fills in some other vital metadata based on what is stored in the database of our Fleet Management System (FMS). The FMS is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

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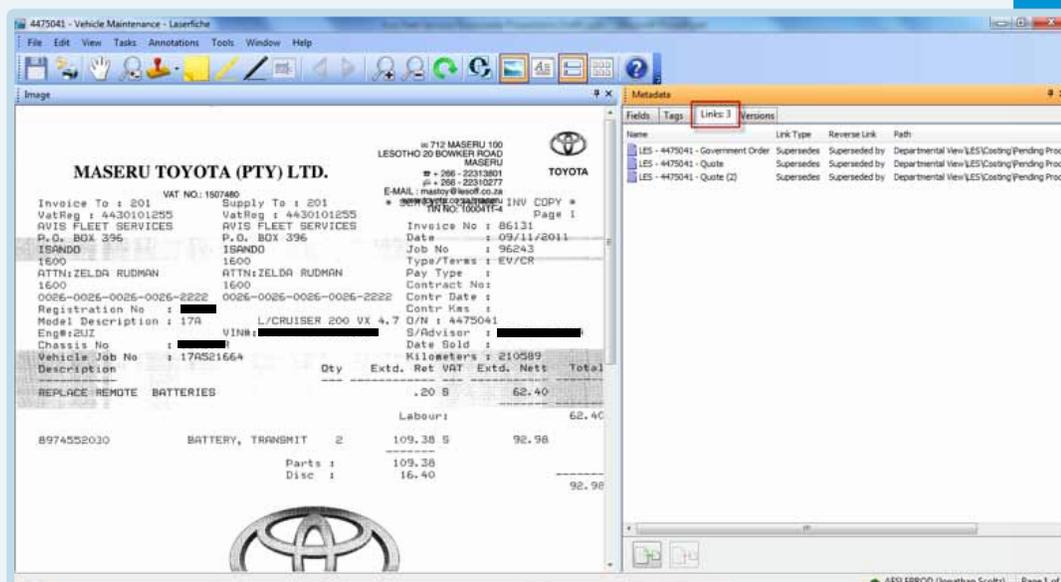
Let's say that someone in the Costing Department gets a query from a customer about a specific order. They can either open this document directly in the Laserfiche Client or they can pull it up from the FMS. The Costing Clerk types in the Order Number and the order details are displayed. Once they hit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

Document metadata can also be viewed inside the FMS and, for some processes, it can also be flagged as approved or rejected by the Costing Clerk.
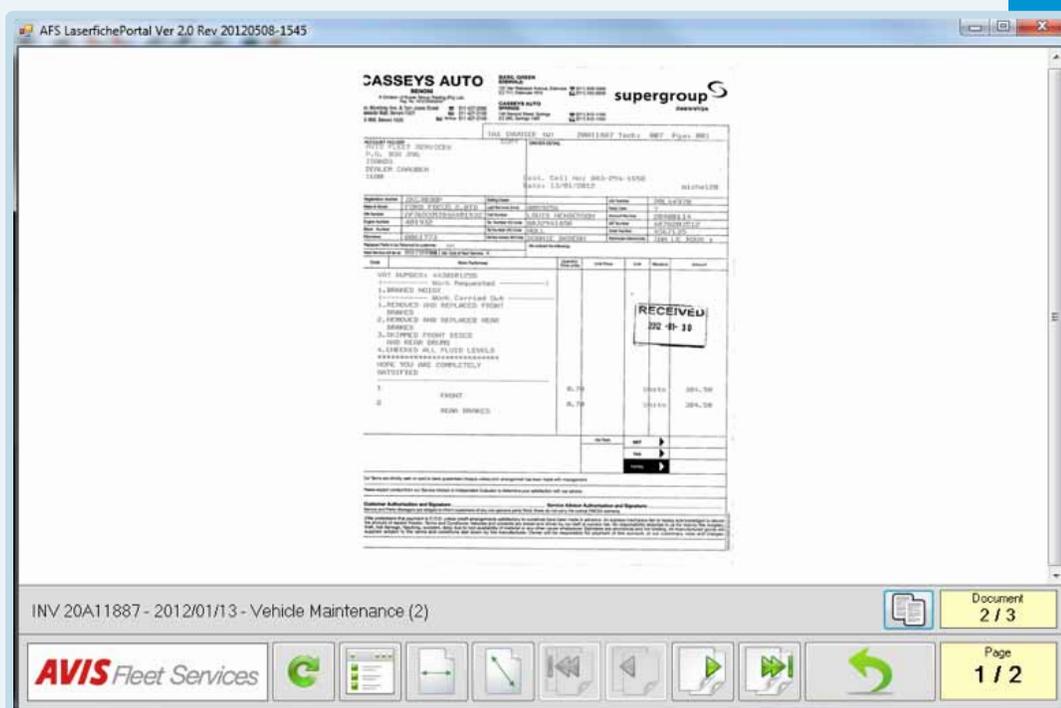
ACCOUNTS RECEIVABLE

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:

Proposed AR Process: Oracle Statements Phase 1

Proposed AR Process: Oracle Statements Phase 1
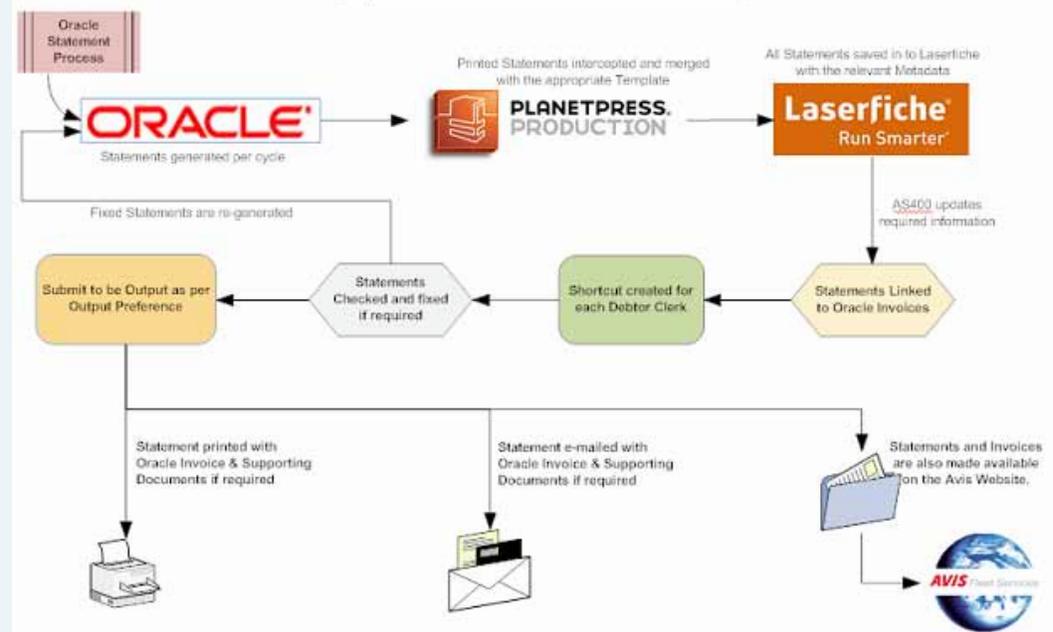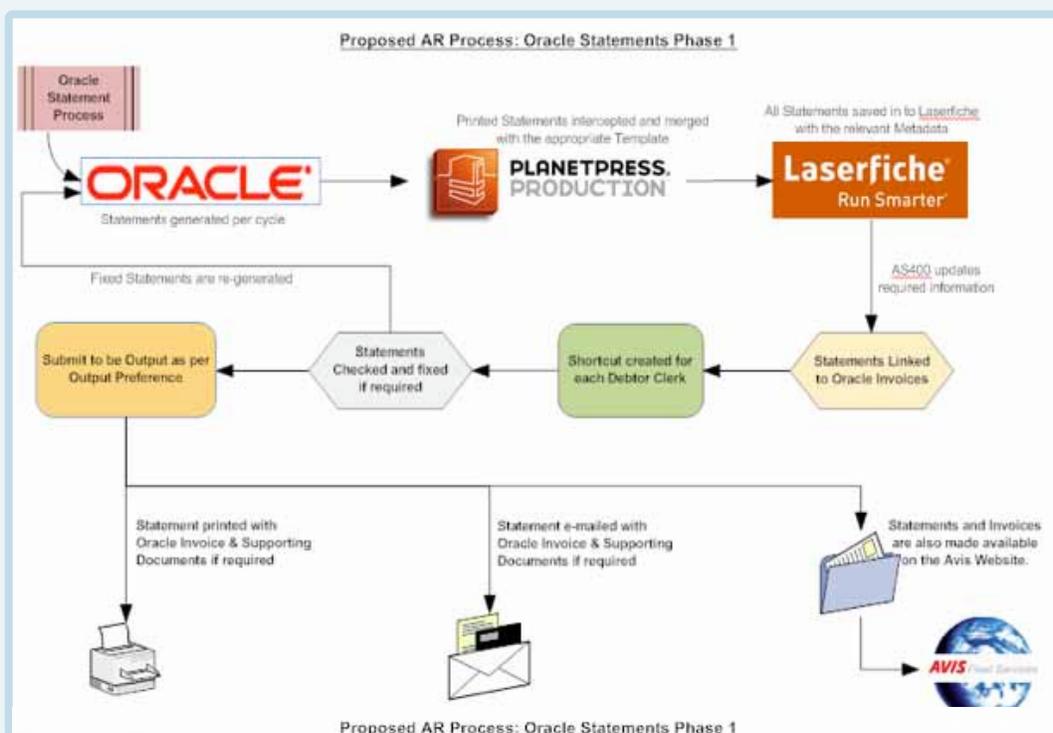
Here is a sample e-mail message:
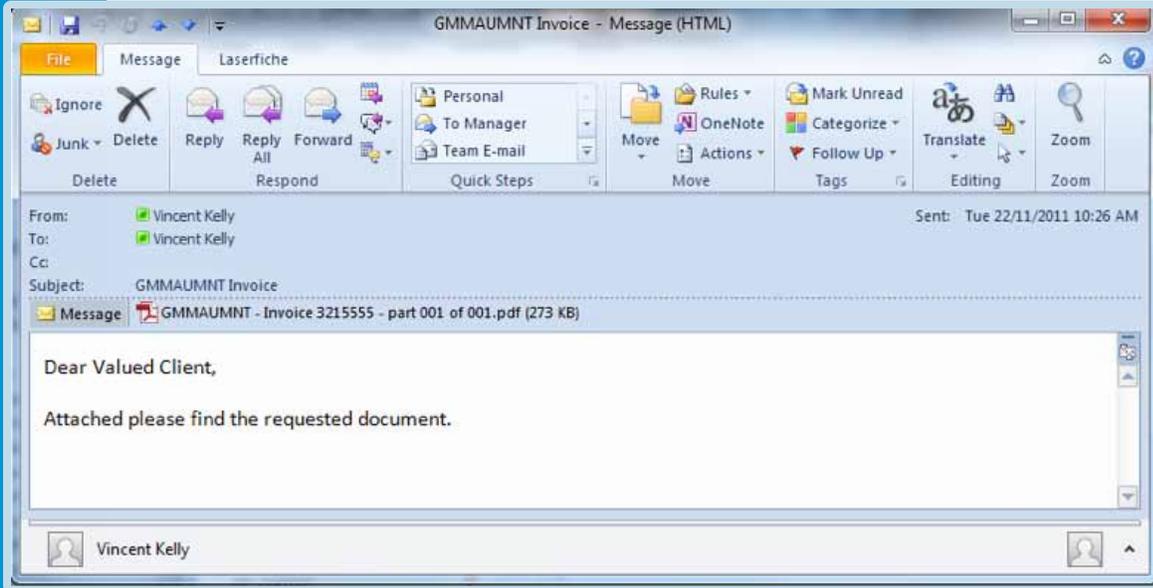
We have implemented a custom Laserfiche plug-in that allows the Debtors Clerk to generate a single PDF document of the statement/invoice and all of the supporting documents.

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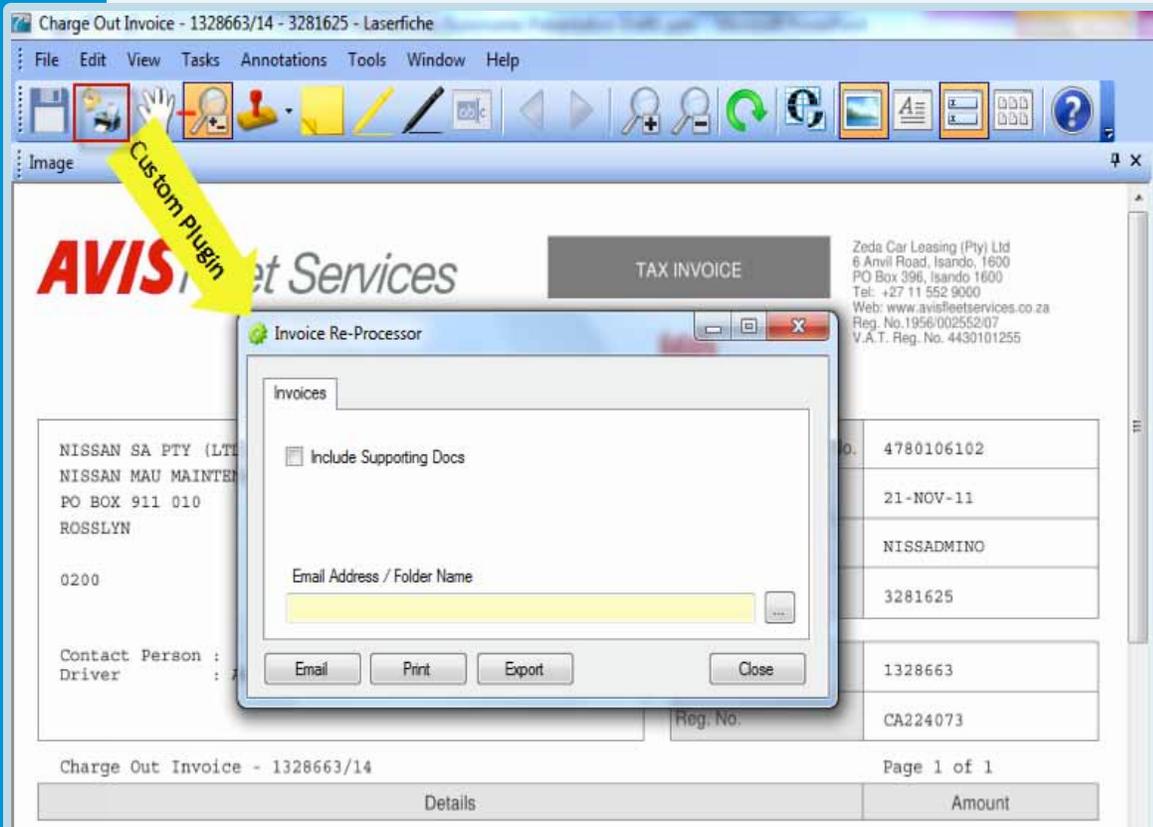
We have also made use of the Laserfiche SDK on the Avis Website. Customers can log in, find the relevant invoice and view it as a PDF. Our custom script retrieves the required document from Laserfiche based on the metadata acquired from the FMS for the specific customer.

Search and Download Invoices

Document Number :
Transaction Type :
Transaction Number :
Start Date : 2011/06/02
End Date : 2011/12/02
Registration Number :
MVA Number :

Search

: 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
3272798	2011/11/03	1520684/7R	Charge Out Credit Note	1520684	BJ36RYGP
3258994	2011/11/03	1520684/7	Charge Out Invoice	1520684	BJ36RYGP
3270911	2011/11/03	1520684/7N	Charge Out Invoice	1520684	BJ36RYGP
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	BJ36RYGP
3291292	2011/11/30	1520684/7N C	Charge Out Credit Note	1520684	BJ36RYGP

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.

Ed Yonker, Application Software Specialist at Franklin County, PA, walks through the deposit slip processing workflow used in the Treasurer's Office.

THE WORKFLOW

A staff member in the Treasurer's Office fills out an e-form with information about new bank deposits.

Franklin County Treasurer
Cash Deposit Slip

Your Information:

Department Number:	139	Submitted by:	MELODY SHUMAN
Email:	mfshuman@co.franklin.pa.us	Phone Number:	23120

Transaction Date: 07/24/2012

Received from or Payor: TREASURER

Explanation:

Additional Explanation: SG $275/BINGO $100/NOTARY $10

*** **Deposit Breakdown** ***

Please Enter Total Cash	$25.00
Please Enter Total Checks	$360.00
Total Amount to be Deposited	$385.00

*** **Deposit Allocation** ***

Org Code	Object	Amount	Org Code	Object	Amount
01139000	083100	$275.00	01139000	083200	$100.00
01139000	073255	$10.00			
			Total:		$385.00

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.

▸ 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.

Your deposit number 2547 has been received by Melody Shuman in the Treasurer's office on July 24, 2012. This deposit will be made the next business day.
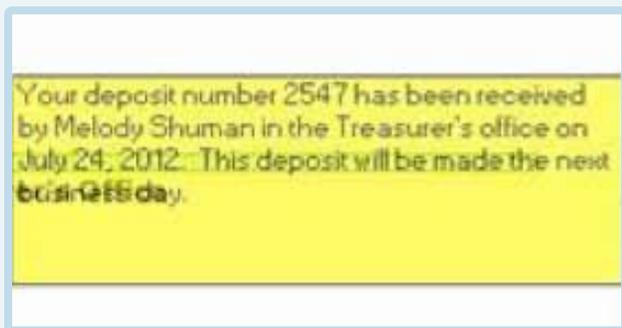
▶ Next, the completed document is e-mailed to the originating department with another "E-mail" activity and the "Move Entry" activity is used to move the document to the "Daily Reporting" folder.

▶ 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:

Retrieve Final Field Values before Move
Retrieves field values from a Laserfiche entry and creates custom tokens to be used by other activities in your Workflow Definition.

↓

Add Sticky Note with Deposit Information
Adds a sticky note to a page of a Laserfiche document.

↓

T Add Text Box
Adds a text box to a page of a Laserfiche document.

↓

E-mail Originator
Email completed document to the department that initiated the form.

↓

Move Entry to Daily Reporting
Moves or copies a Laserfiche entry to a specified folder. Can also create a shortcut.

↓

Notify the Tax Office?
A sequence activity that only performs the contained activities if the conditions are true.

↓

Email Notification and Copy to Tax Office
Sends an e-mail to one or more people.

↓

Assign Tag for Queuing Up Daily Reports
Adds or removes tags to or from a Laserfiche entry.

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.

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.

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.

Each AP tech is responsible for her own folder. The AP tech will:

▸ Combine the backup materials such as packing slips or vendor quotes and merge them with the invoice.

▸ Add a coding sheet to the last page.

  • A coding sheet is an Excel spreadsheet that is imported to the tech's "bucket" folder in the repository using Laserfiche Snapshot. It is then merged with the invoice.
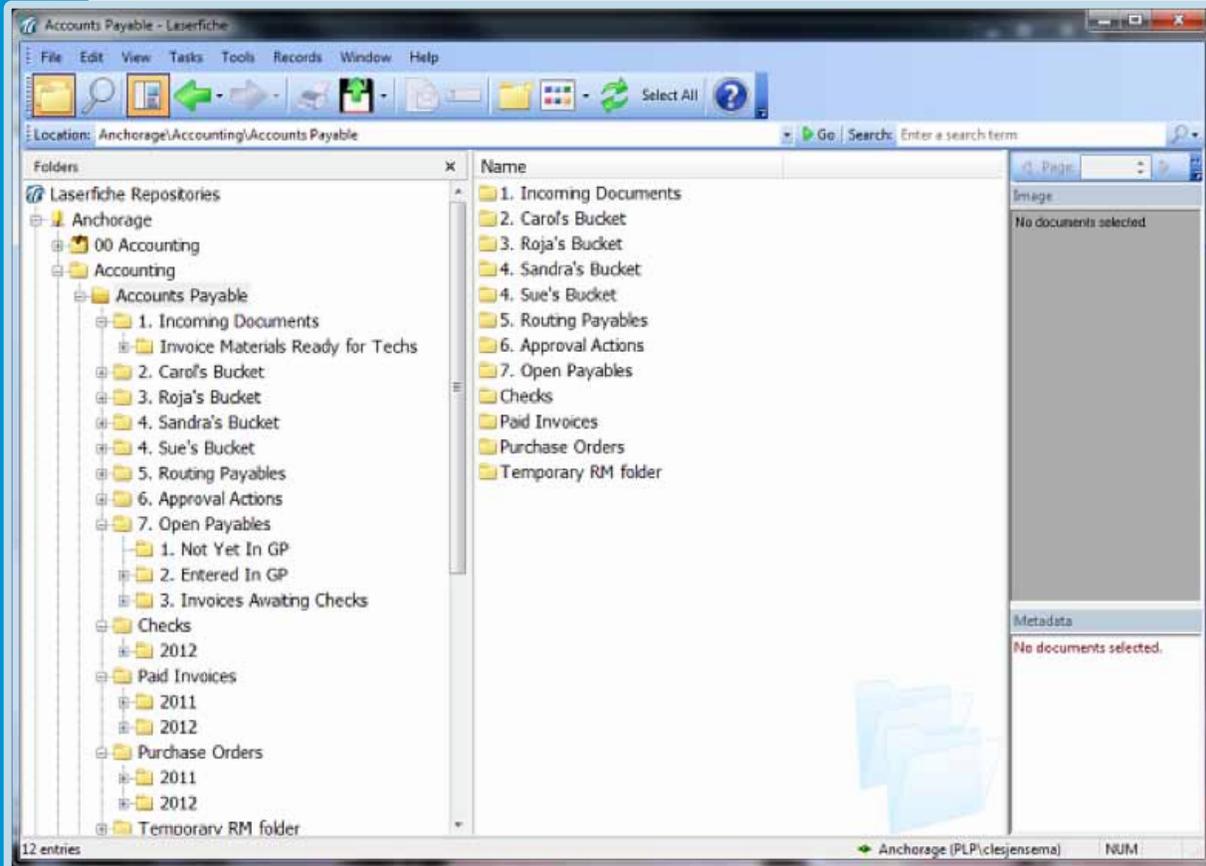
▸ Populate the "Vendor ID" and "Invoice Number" fields.

▸ 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".

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.
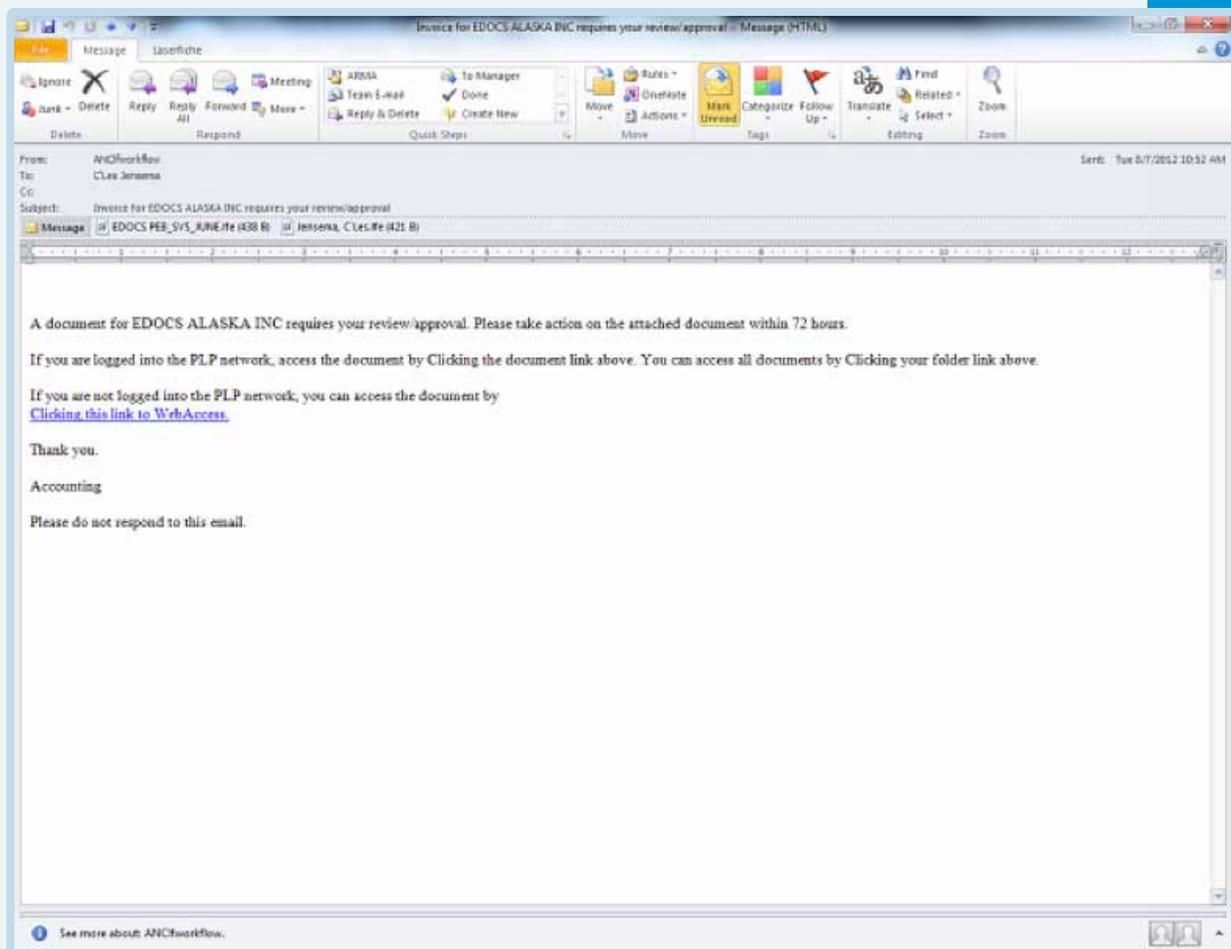
Multiple reviewers can review the invoice simultaneously. After review, Laserfiche Workflow routes the invoice on to the approvers. After each status update, Laserfiche Workflow populates the "History" multi-value field with the action performed, the username of the person making the change and the date. 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."
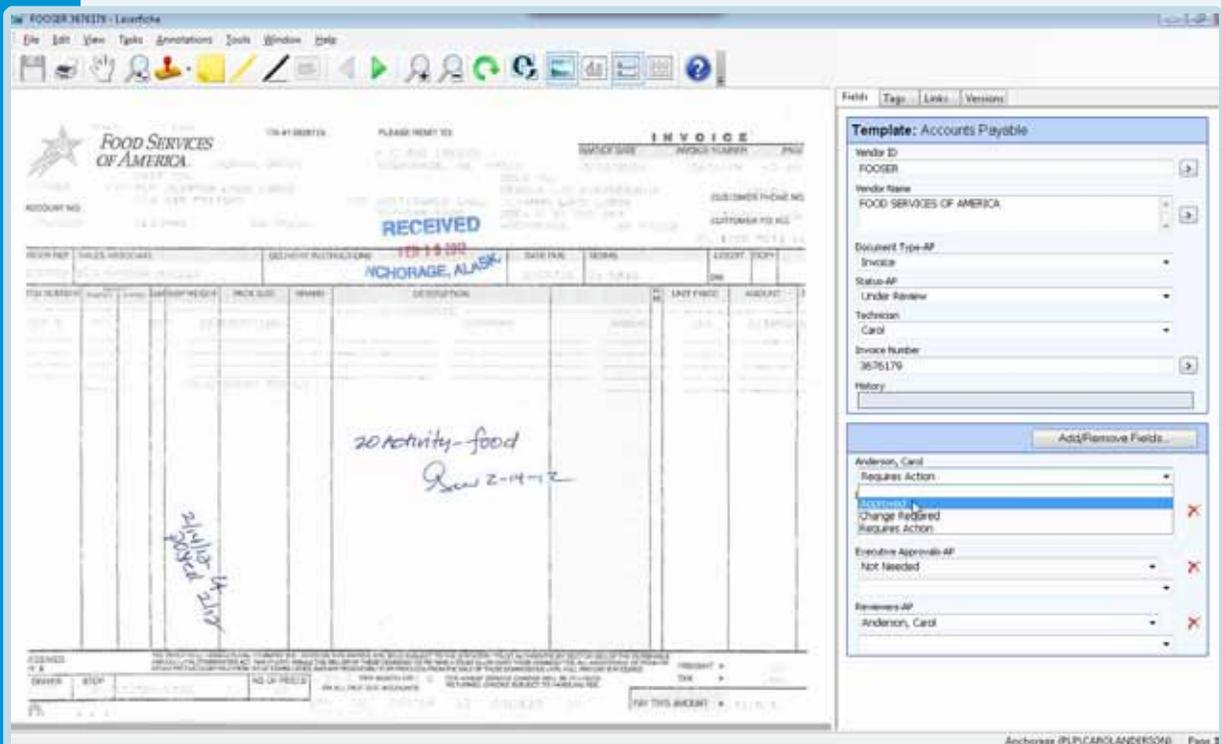
Laserfiche Workflow then sends the invoice back to the initial AP tech with an e-mail notification. Reviewers, approvers and executives have 72 hours to review the invoice. If no action is performed within that timeframe, the accounting manager is notified by e-mail. She can either send an e-mail reminder 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".
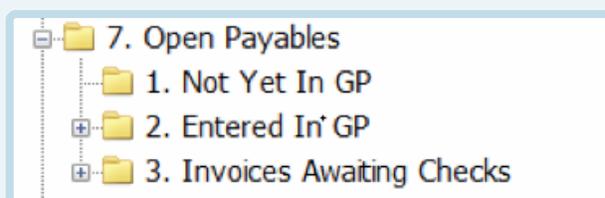
CHECK PROCESSING

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.
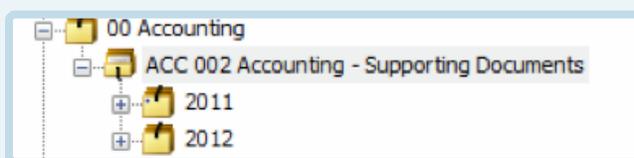
Another Laserfiche Quick Fields session is launched to sweep the "Entered into GP" and "Invoices Awaiting Checks" folders to look for paid invoices. If it finds an invoice that hasn't been paid, it sends it back to the "Invoices Awaiting Checks" folder. Otherwise Quick Fields does a lookup into the Great 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.
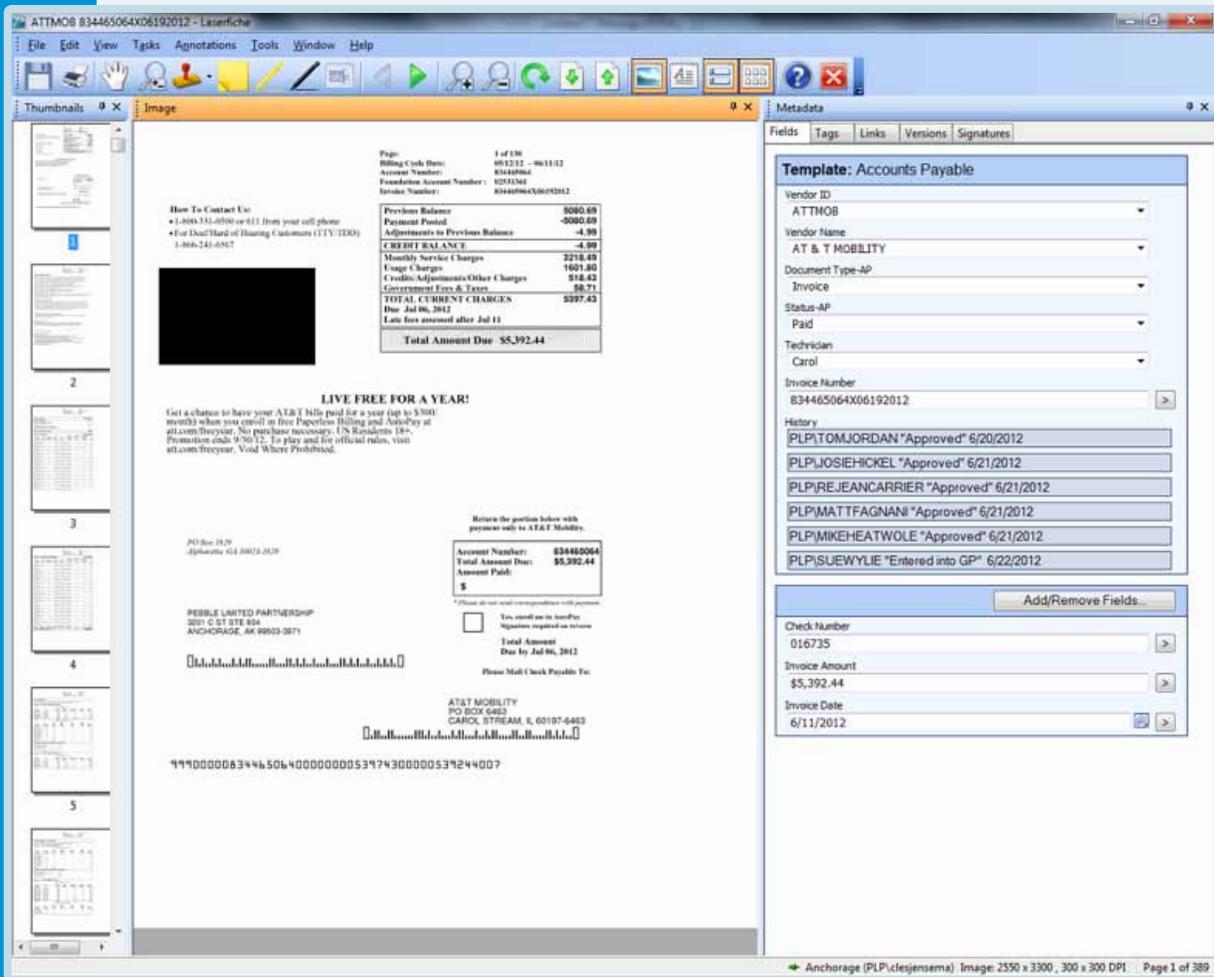
The Accounting Manager searches for paper checks to be signed by the check number using the "Field Search" in Laserfiche. She verifies the check amount against the invoice. These checks are sent to executives for signatures and are subsequently returned to the AP techs to be mailed.

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

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.
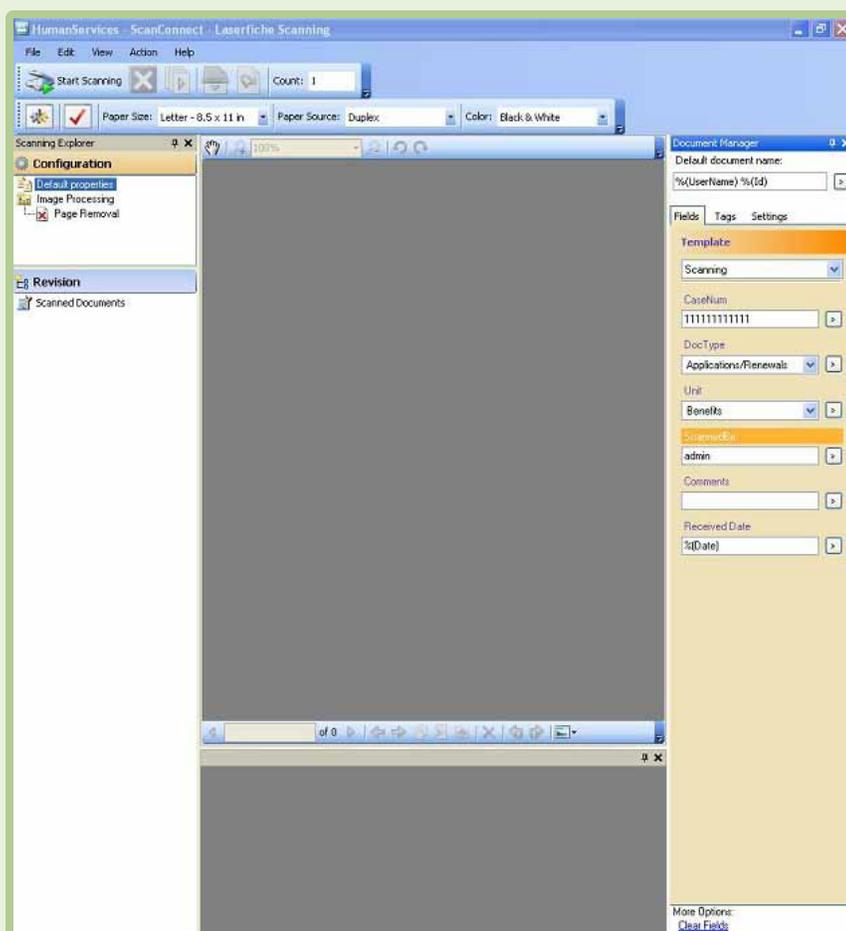
The majority of employees do not have access to a scanner. Because of this we have a dedicated scanning center with two and a half full-time employees responsible for scanning documents into Laserfiche. Before sending documents to the scanning center, employees must print out a cover sheet for each different 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)

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.

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

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.
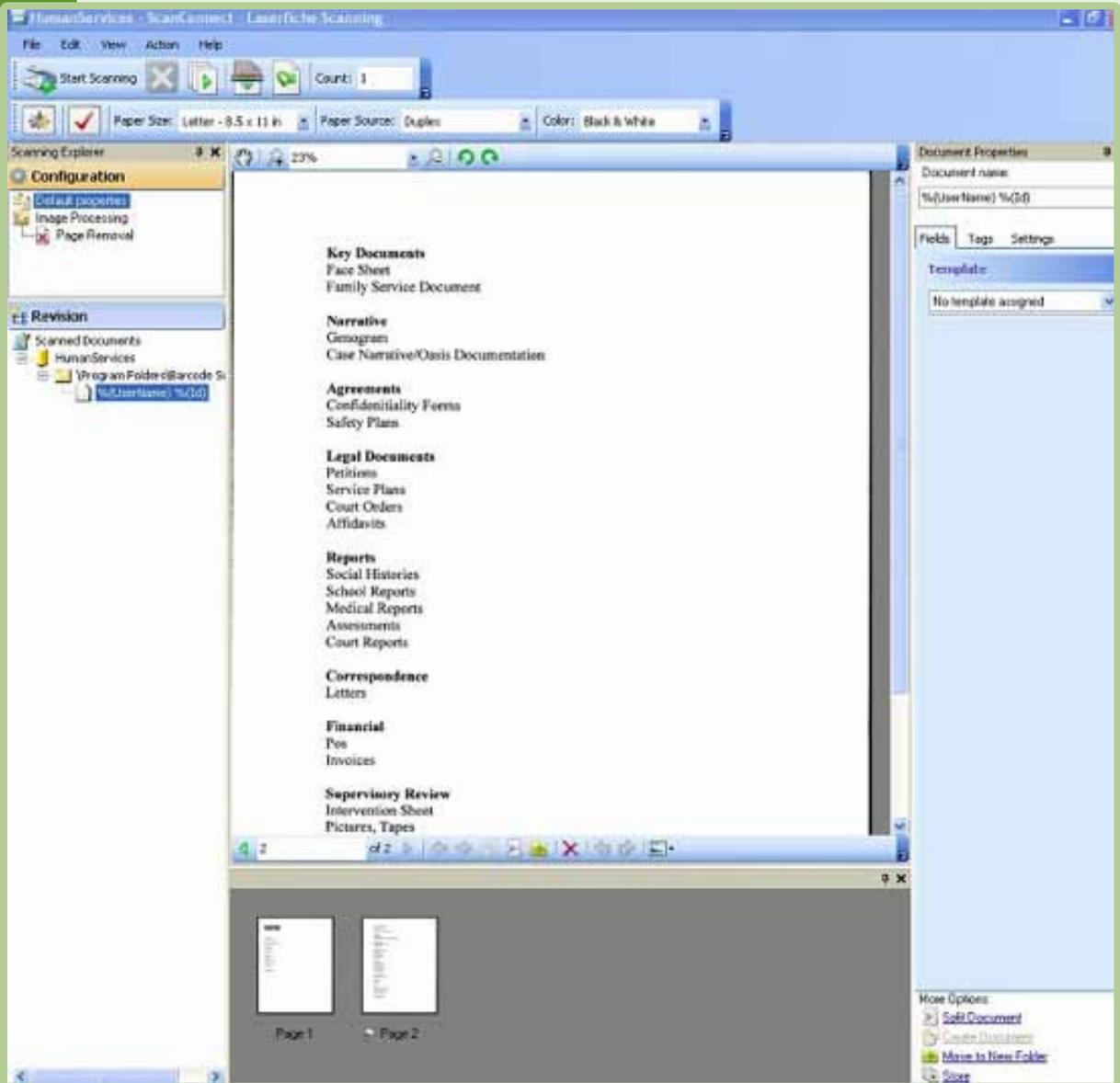
2. Laserfiche Snapshot

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.
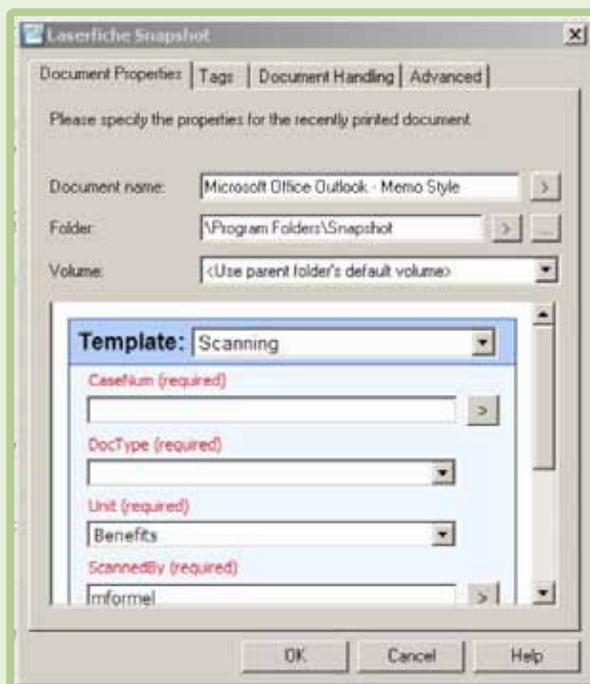
3. In-House Alerts System

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.
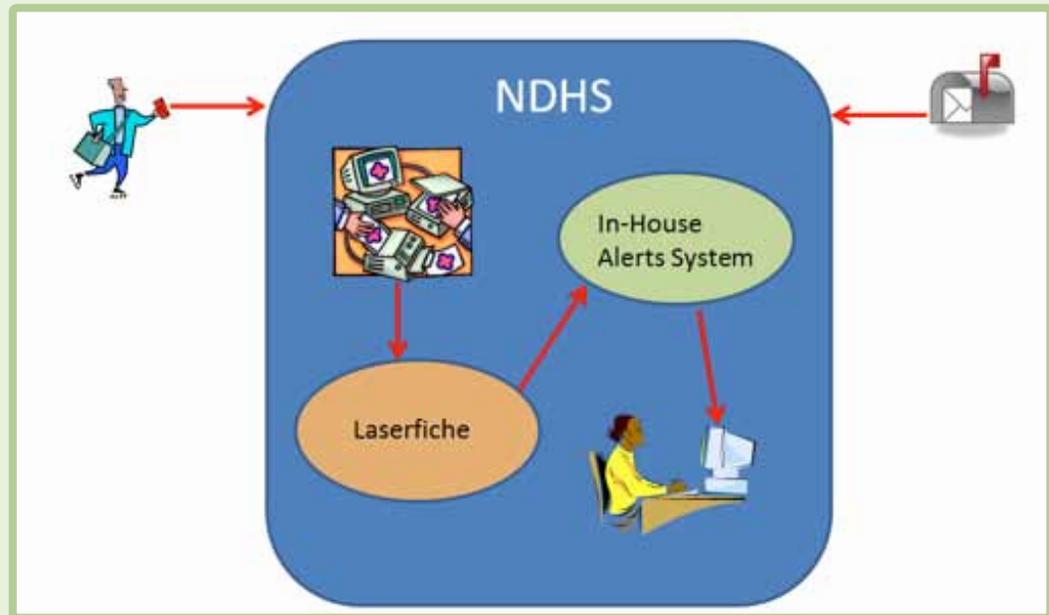
PROCESS

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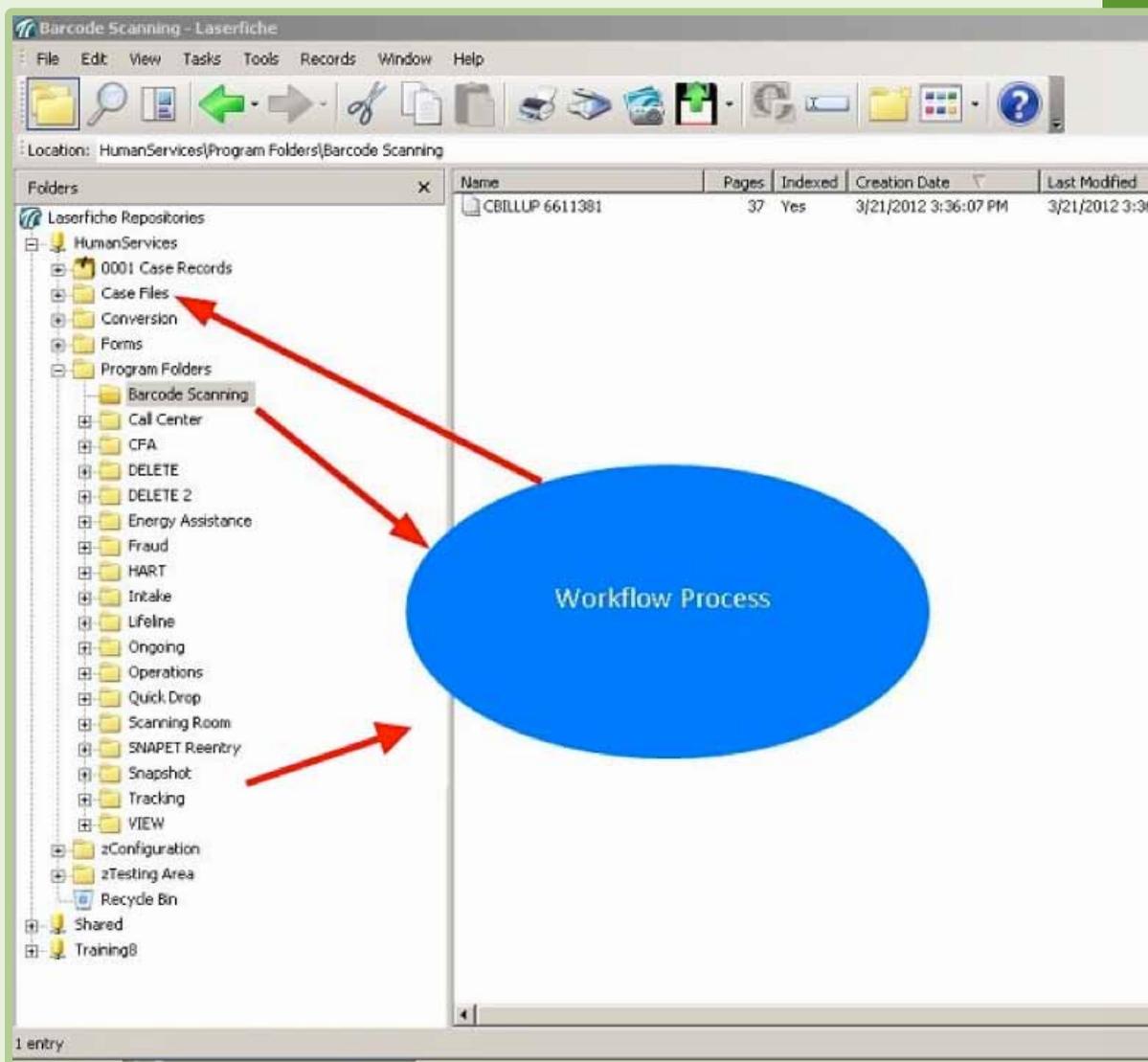
The workflow that deals with files in the Barcode Scanning folder, deletes the cover sheet before routing the documents.

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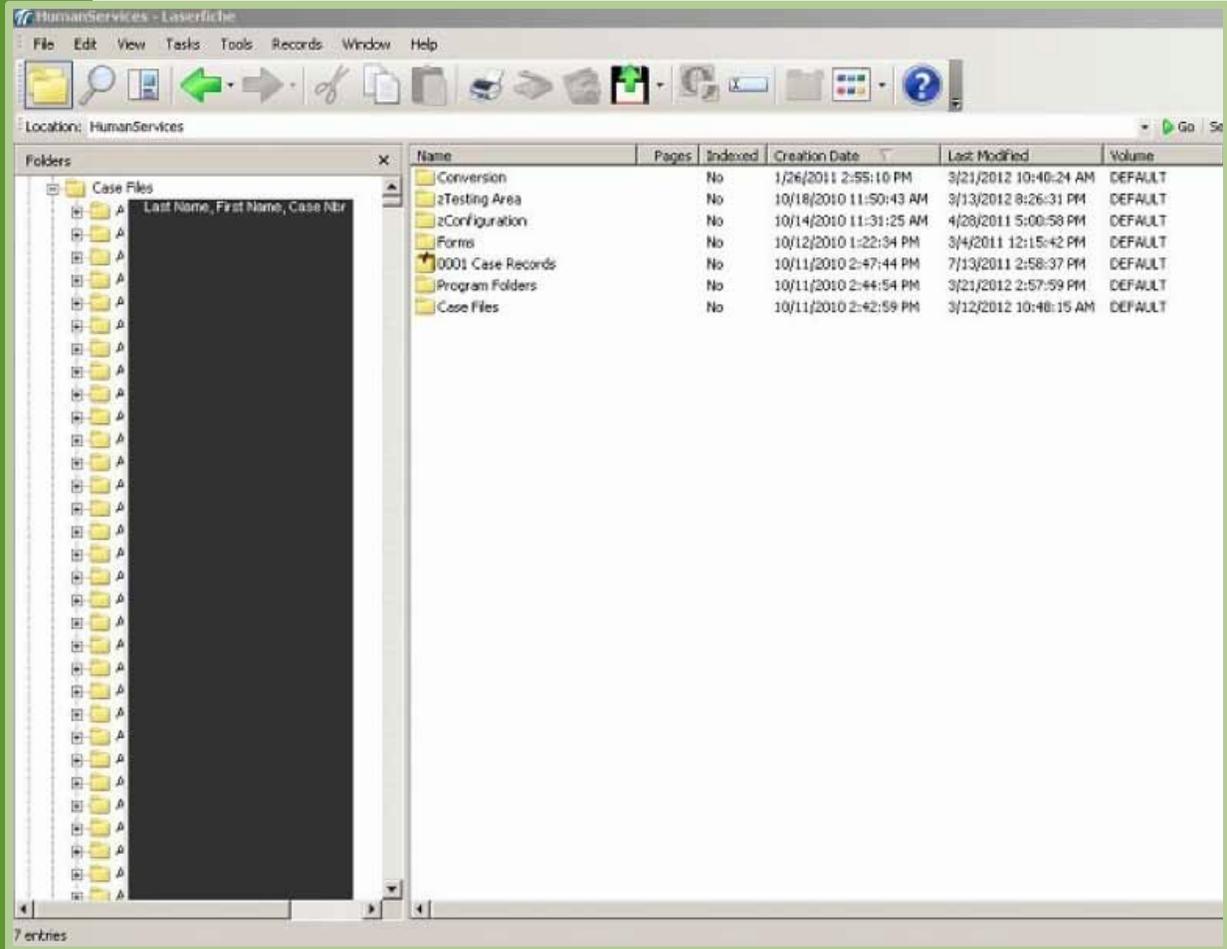
It would take a very long time to browse through all of these folders to find the exact case that an employee is looking for. Since every document has a Case Number, the easiest way for employees to retrieve these documents is to search using the Field Search. They can search by any field in the Case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

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.
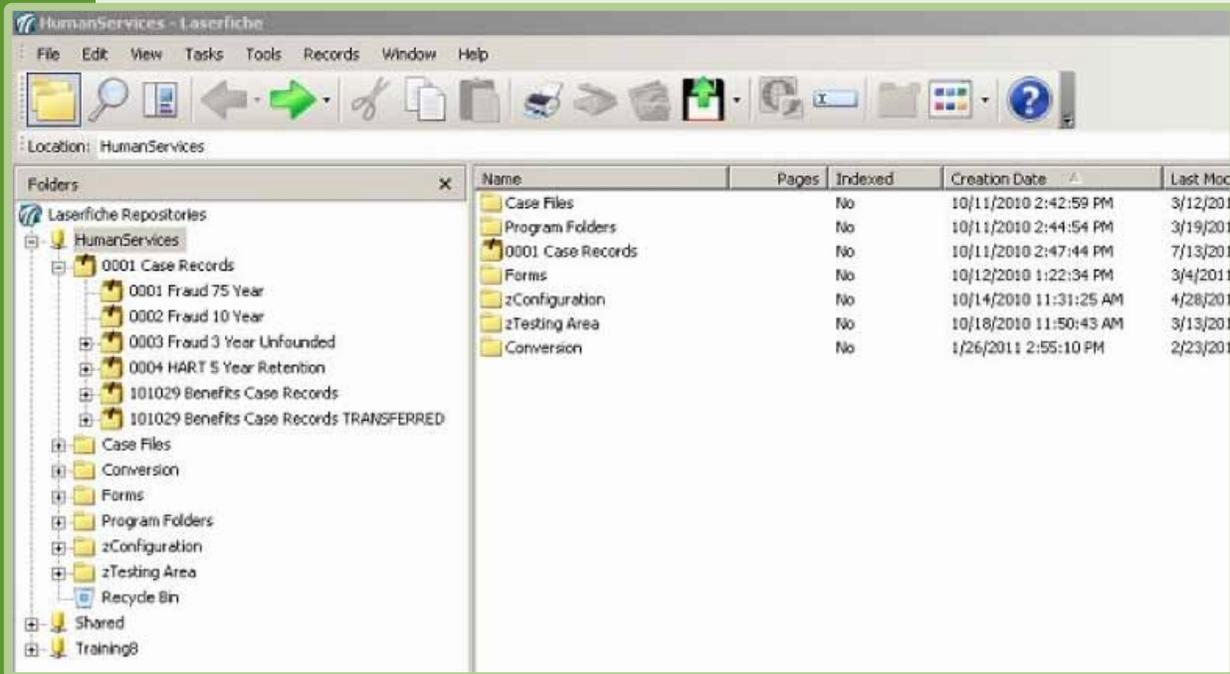
Each record folder has a different retention schedule that is inherited by all of its subfolders. Retention is automatically applied based on the document type and business unit. In the example below, the documents are set to be destroyed three years after the case has closed. Laserfiche does not delete 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.

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 "Case Status" is set as "Pending" and the file is automatically routed into the "Municipal Court" – "Active Case Files" – "Pending" folder in Laserfiche.
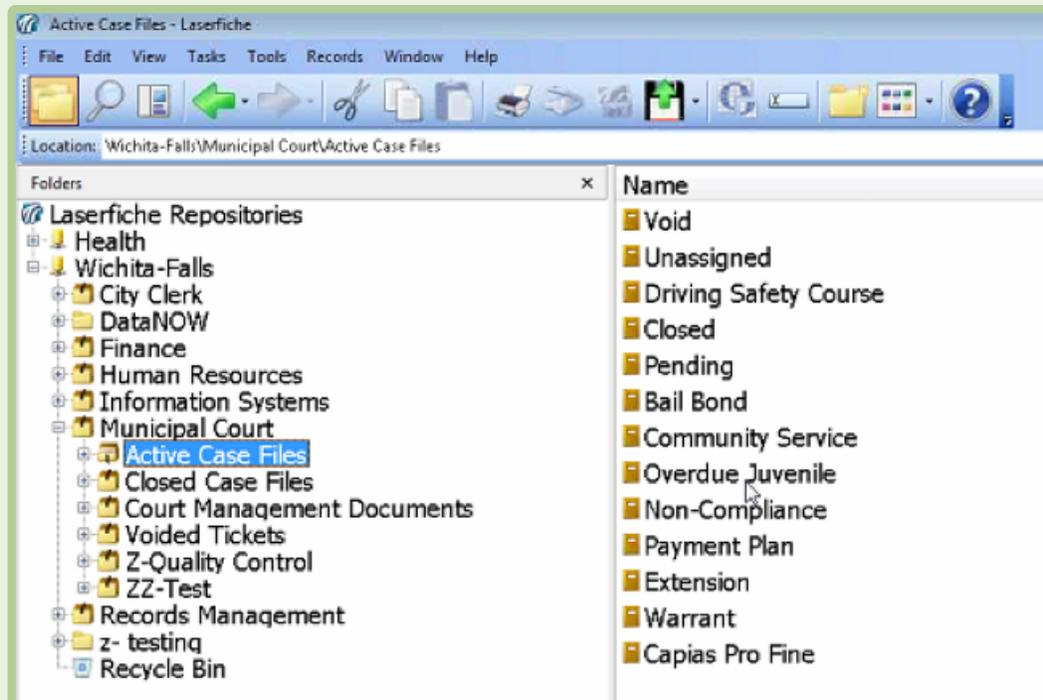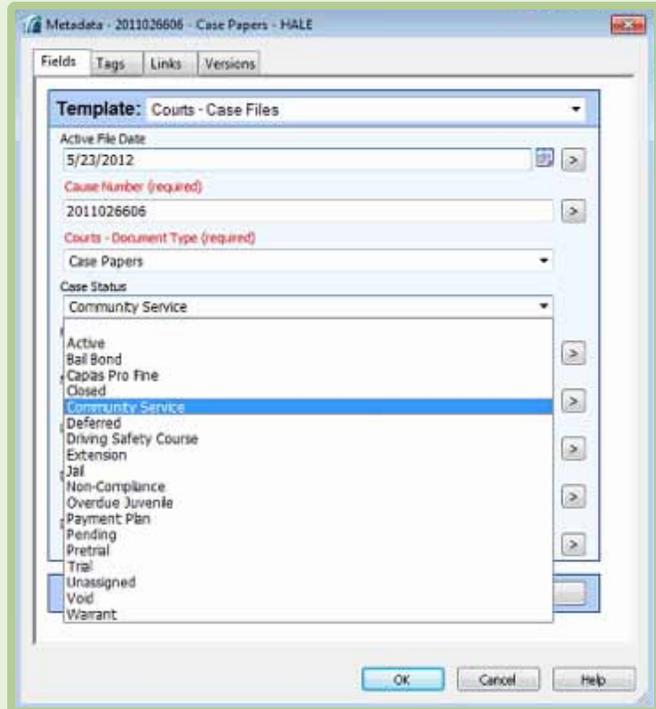
A folder is then created based on the "Cause Number" and "Name" of the defendant where the related documents are stored.
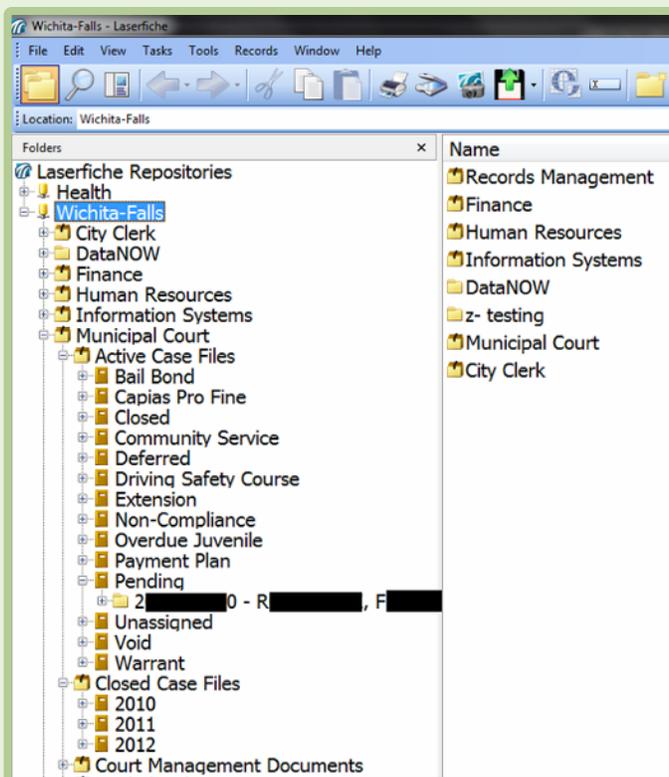
Because these records are active, there is no retention applied to them.
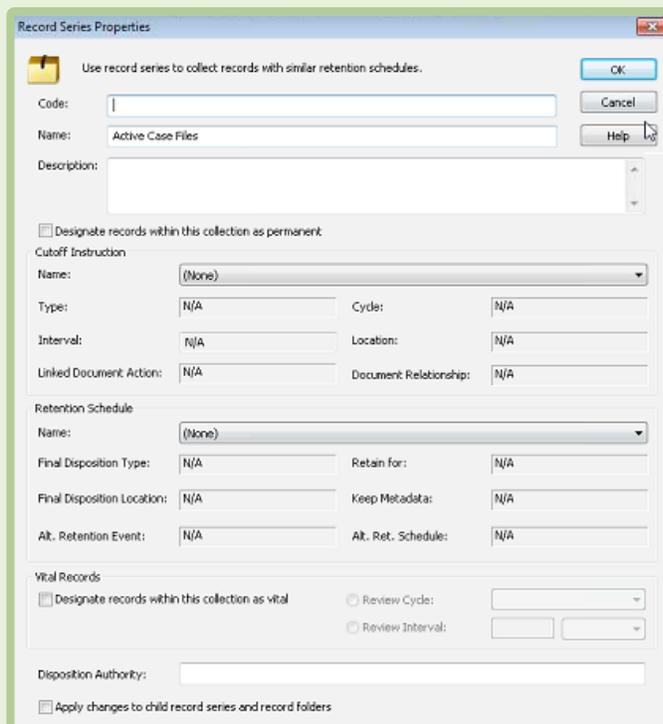
When the case is in court, the judge logs into the Laserfiche Mobile for iPad app directly from the bench and opens up the defendant's case file. After making a judgment, he simply changes the value of the "Case Status" field to whatever he deems necessary and Laserfiche Workflow routes all of the case documents into the appropriate folder within the "Active Case Files" records series.

Fields

2011025905

Courts - Document Type
Case Papers

Case Status
Warrant

First Name
REBECCA RIOS

MI

Last Name
JOHNSON

Date
November 18, 2011

Dead File Date

➕ **Add/Remove Fields**   >

Creation Date
Jan 13, 2012 10:36:29 AM

Last Modified

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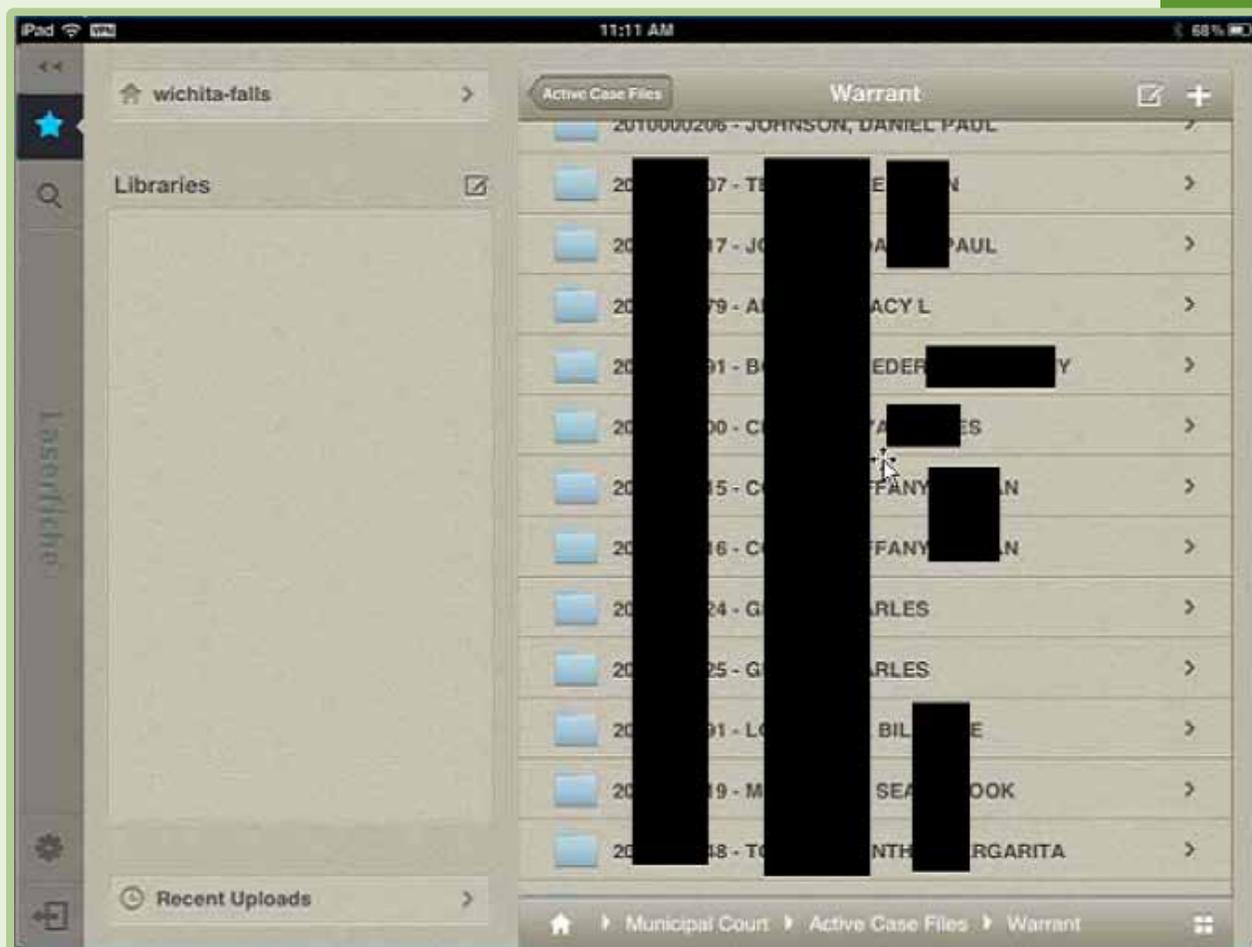
If a case file is dismissed, the judge fills in the "Dead File Date" in the case file template. This triggers Laserfiche Workflow to:

▸ 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.
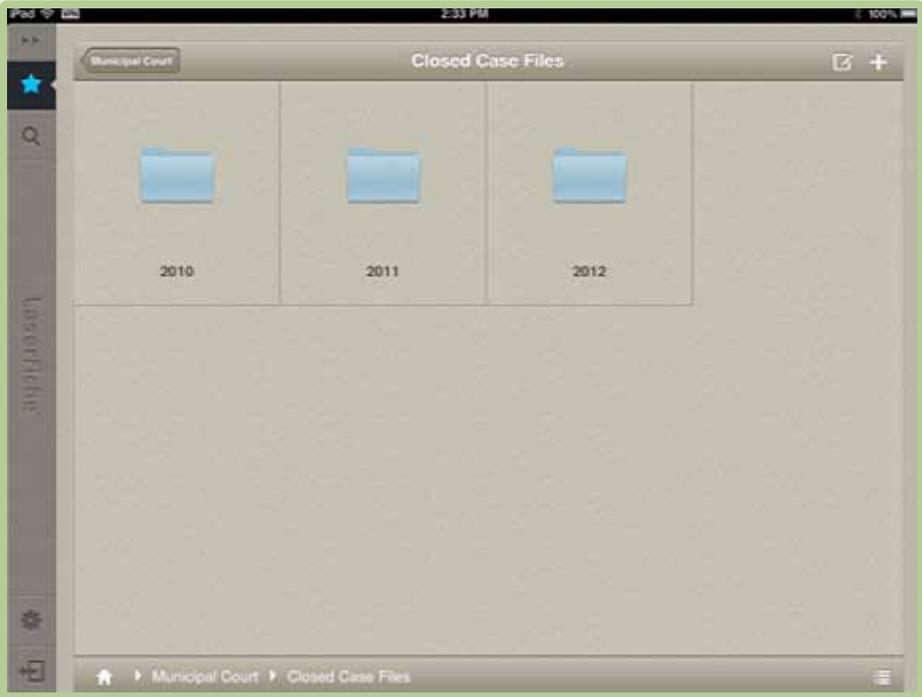
Once the file is moved to "Closed Case Files", retention rules are automatically applied. According to the Texas State Library Record Retention Rules, we have to keep all files for five years before destroying them. We use a time-based cutoff instruction where records are destroyed on a yearly basis. 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.

OK   Cancel   Help

Code:

Name: Closed Case Files

Description:

☐ Designate records within this collection as permanent

Cutoff Instruction

Name: CALENDER YEARLY

Type:	Time	Cycle:	CY (Calendar Yearly)
Interval:	N/A	Location:	N/A
Linked Document Action:	N/A	Document Relationship:	N/A

Retention Schedule

Name: LC 2350-03C   Criminal Case Papers

Final Disposition Type:	Destruction	Retain for:	5 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

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:

Puts active case file in appropriate status folder based on the status field in the document's template.

Retrieve Field Values
Get The new case status from the starting document.

Find Entries
Find all documents in the starting document's case folder.

For Each Entry
For each document in the starting document's case folder:

Assign Field Value
Give the document the new case status.

Route Case File to New Folder
Move the starting document's case folder to the new case status folder.

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:

Workflow to close the active court case files

Retrieve Field Values
Retrieves field values Case Status, Case Closed Date.

Pattern Matching Year Retrieval
Retrieves Dead File Date

Find Entries
Finds Laserfiche entries and makes them available to other activities in your Workflow Definition.

For Each Entry
Performs additional activities on Laserfiche entries that have been returned or generated by a previous activity in your Workflow Definition.

Assign Field Value Dead File Date
Assigns Closed Status

Conditional Parallel
Performs two activities in parallel based on specified conditions.

01-09
Month between January and September

10-12
October thru December

Route Case File to CLOSED Status 2
Routes Case Folder entry to year it was closed folder.

Route Case File to CLOSED Status
Routes Case Folder entry to year it was closed folder.

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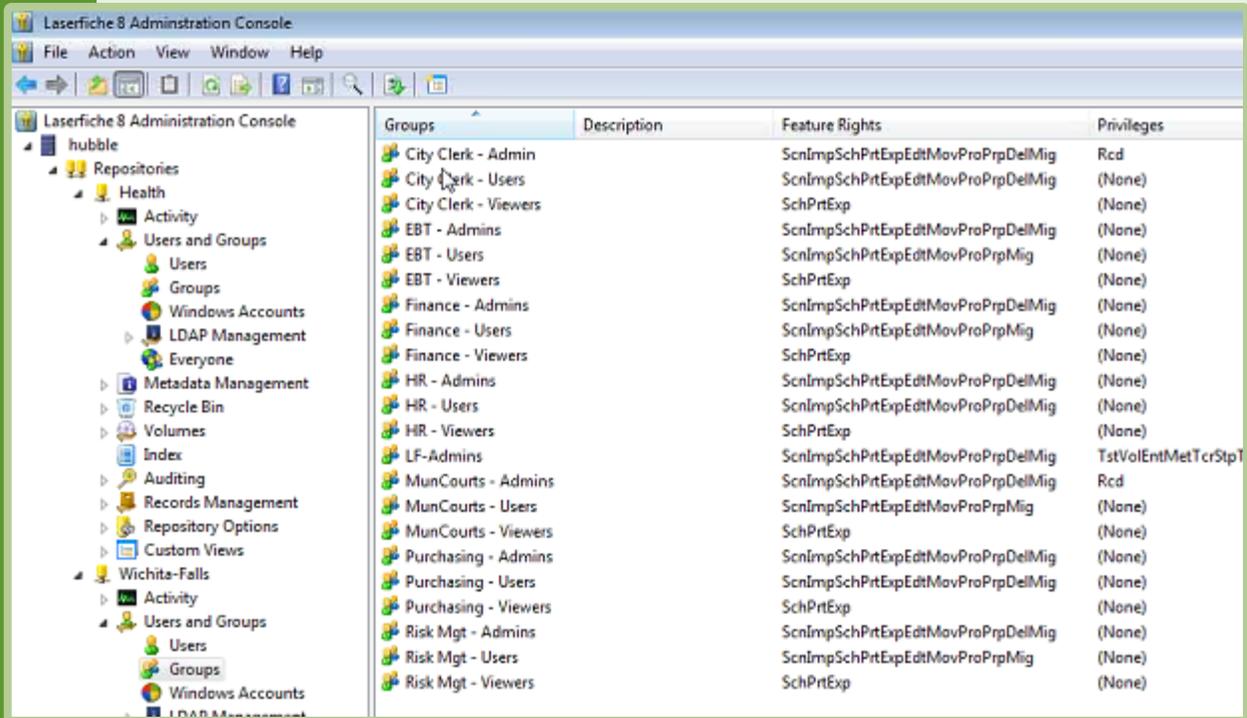
▸ We have set up VPN on the iPads that we've distributed to our judge and clerks so that they are able to access Laserfiche from any wireless access point within the court.

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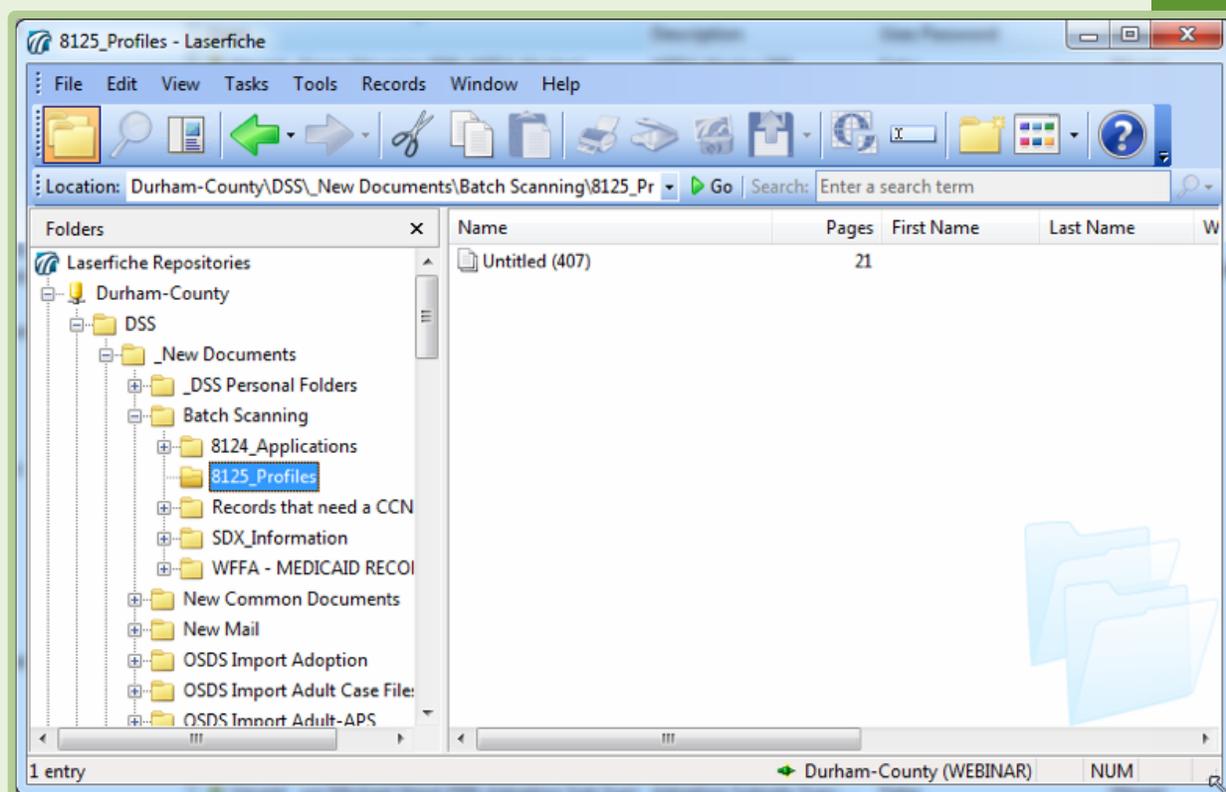
An update to a case will generate one to four pages depending on the number of changes for that case as seen below. For example, in Untitled (407), there are only a few cases with changes. The other sheets are continuation pages, as illustrated below.
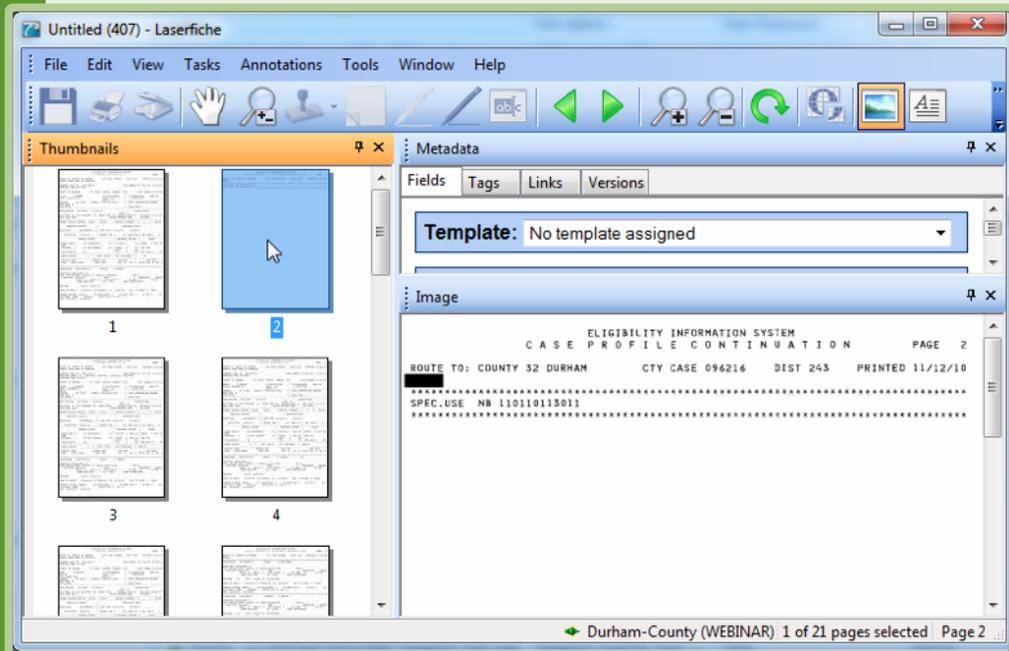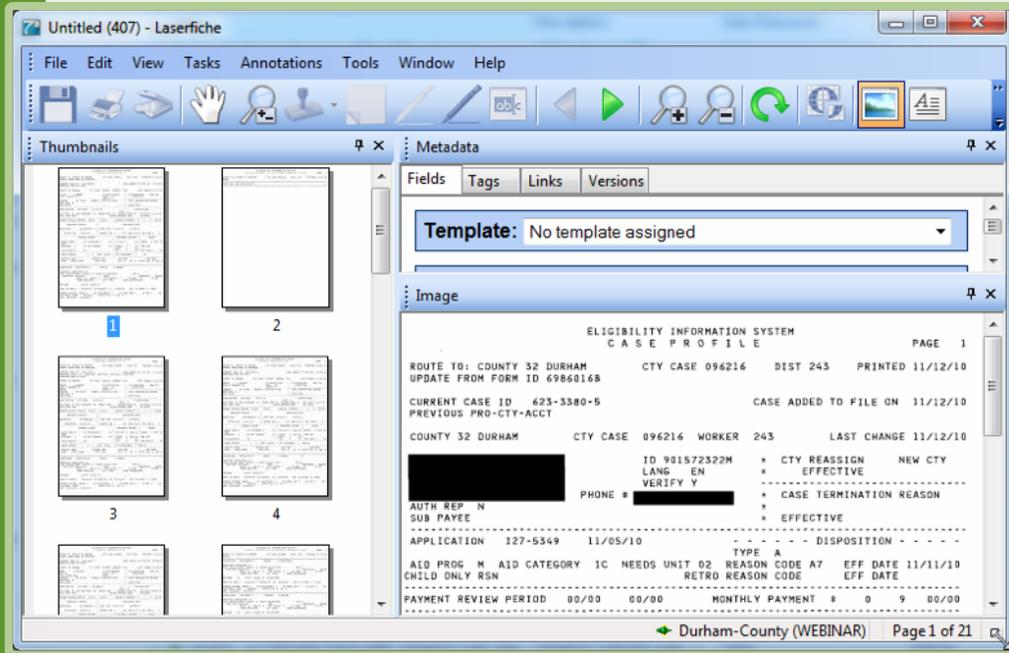
DOCUMENT PROCESSING

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.
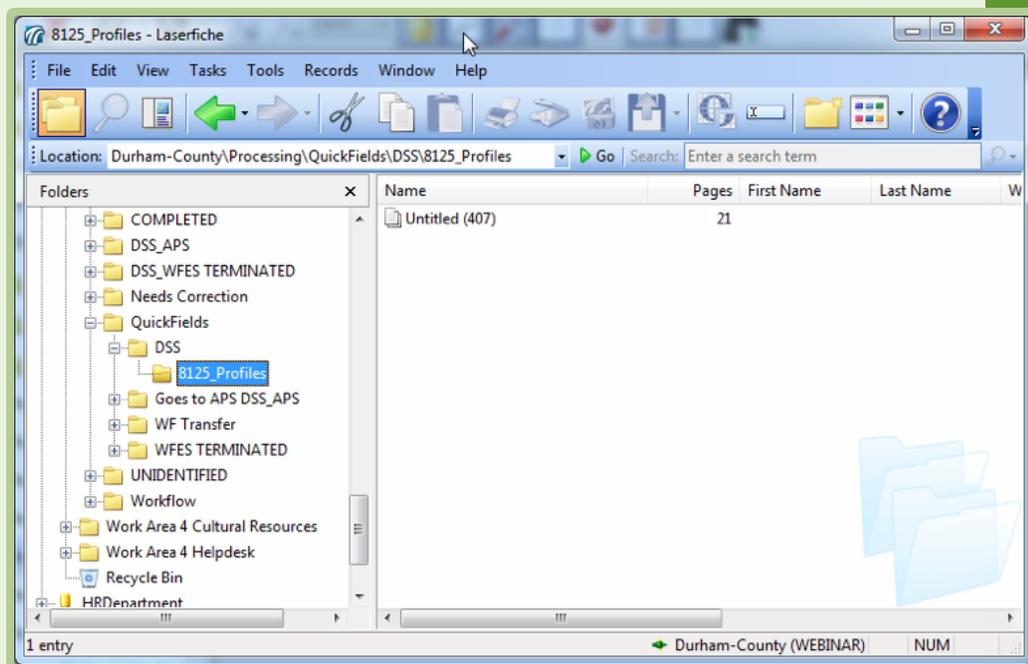
▸ Quick Fields is scheduled to run daily at 7:00 P.M. on our virtual server. Since the OCR process is resource intensive, we run the sessions outside of regular business hours.
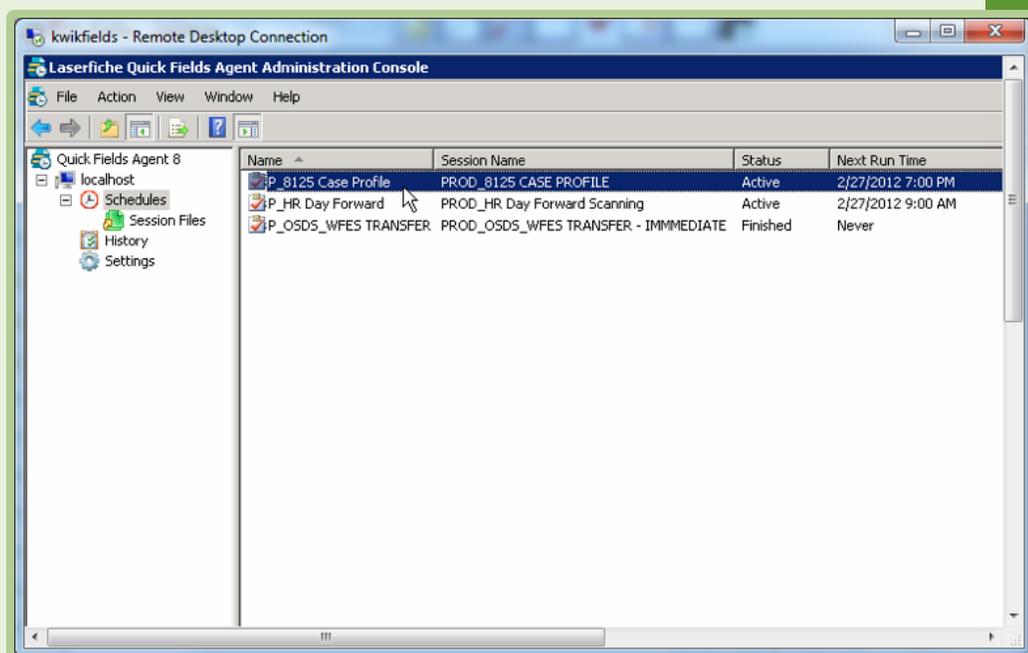
- Since each large file is actually composed of more than one document, Quick Fields splits the file and assigns the '8125 State Case Profile' template to each separate document. It also removes blank pages and performs OCR.
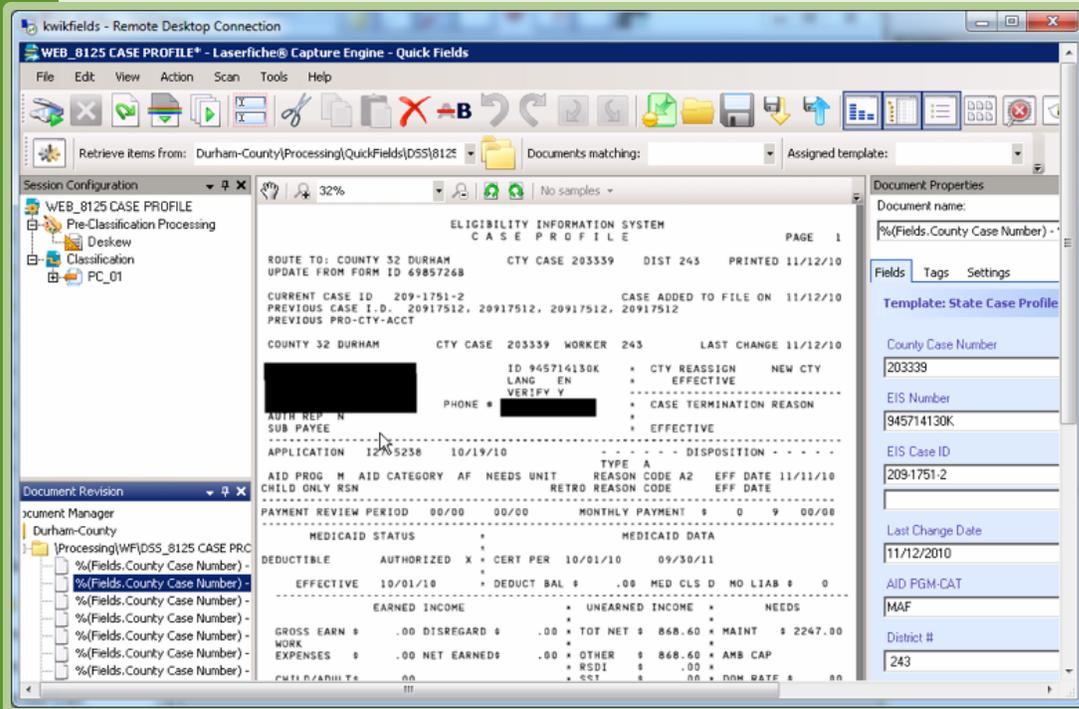
- Vital information, such as the County Case Number, EIS Number, EIS Case ID, Last Change Date, Aid Program and Category, District and the Client's Name, is extracted from the image and input into the template fields.
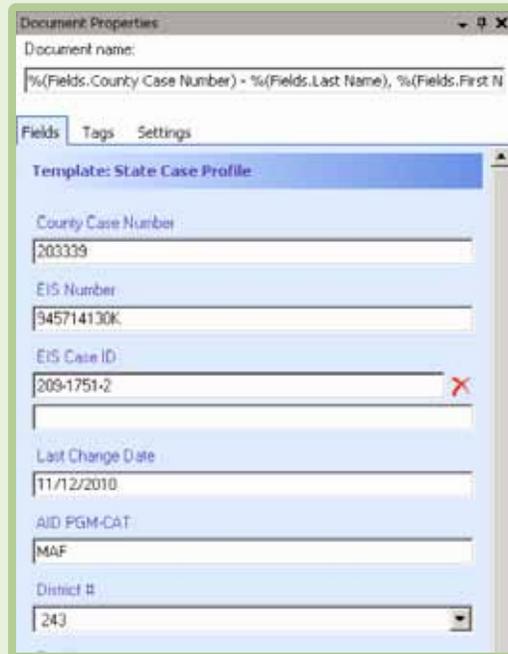
▸ The Quick Fields session sends the completed documents to the Durham-County\Processing\Workflow\DSS\DSS_8125 CASE PROFILES folder for further processing.

  • 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.
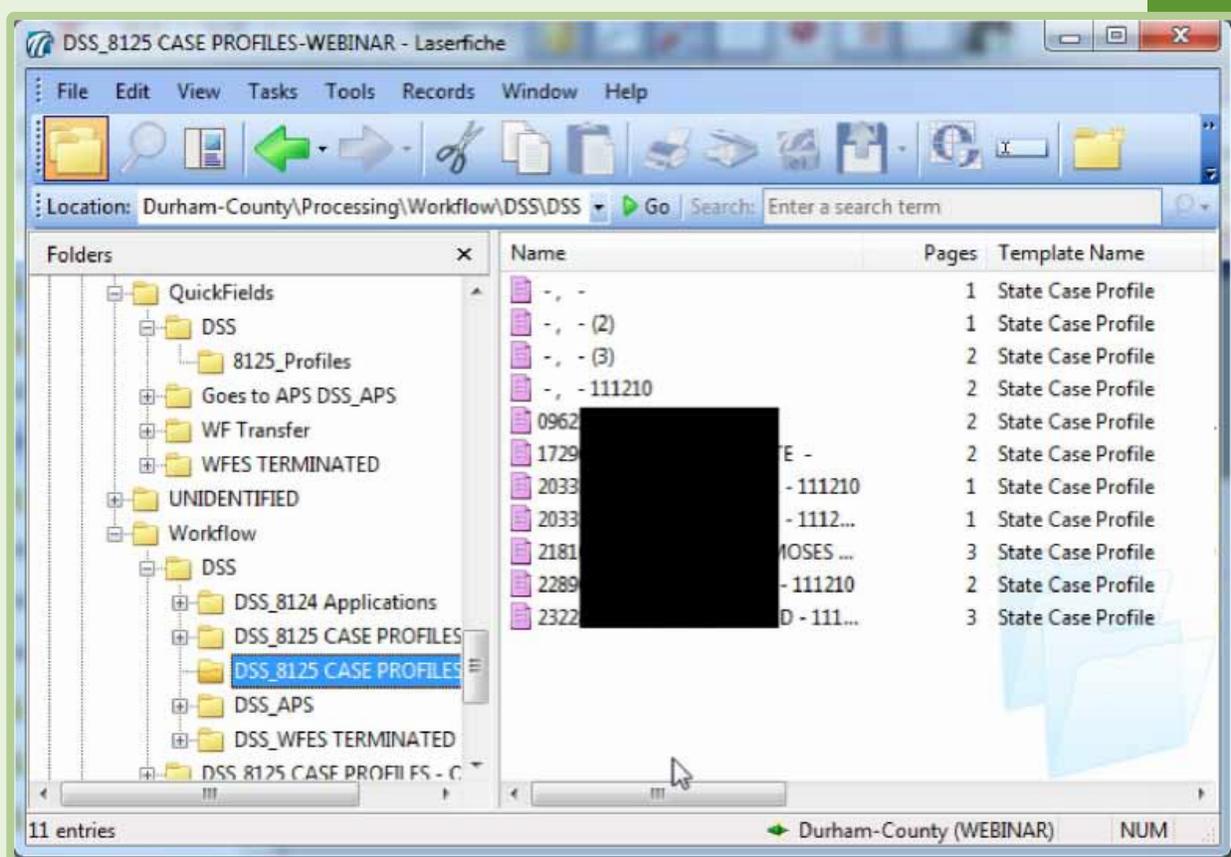
REDACTION OF SENSITIVE INFORMATION

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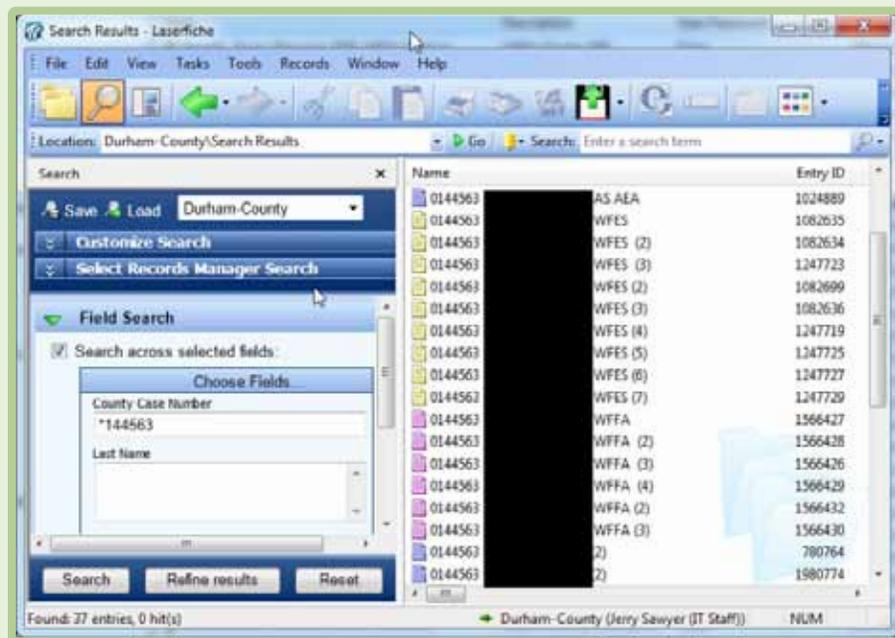
Once the requested documents are identified, the DSS employee pulls up the Tags tab in the metadata and checks the Requested Record tag.

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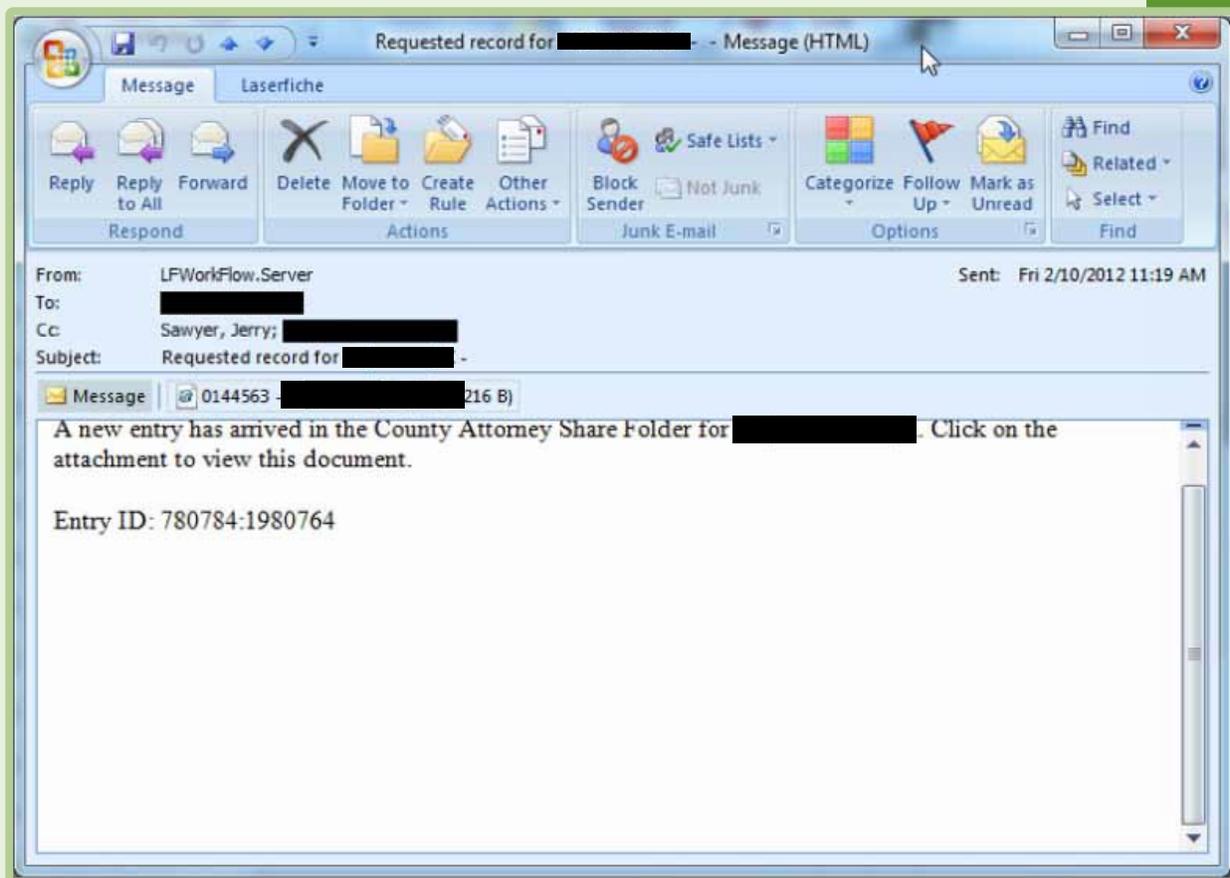
The original and copied Entry IDs are included in the e-mail for tracking/troubleshooting reasons only.

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

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

Contract Administrator
Scans/Snapshot document
into Laserfiche

Entertainment
Contract only

Entertainment

Email is sent Department
Head/ Second Department

If a Second Department
is picked

Entertainment Contracts
must also be approved
by Marketing.

CIO will sign
for all IT
contracts

Department
Head
Decision

Second
Department
Head
Decision

Email is sent to Finance

Both Departments
have to approve
before it moves to
Finance when
there are two
departments.

Denied Folder

Finance
Decision

Changes Required Folder

When a contract is Denied or
Changes Required anyone that has
approved it will be notified. A sticky
note must be put on the contract
explaining why it was denied or
Changes Required.

Email is sent to Property
Management

Both Property Management have
to approve before it moves to
Corporate when there are two
Properties.

Property
Management

Corporate Workflow

Property Workflow

Corresponding Department

Yes

No

Contract Administrator Scans/Snapshot document into Laserfiche

Email is sent Department Head/ Second Department

Only if a Second Department is picked

Department Head/Second Department

Second Department Head

Email is sent to Corporate Signer

Corporate only Except for Food & Beverage and Slots

Denied Folder

Corporate Signer

Changes Required Folder

Email is sent to Finance

Finance

Property Only Contract

Email is sent to Legal

Entertainment and Slots contracts only.

Legal

Final Approver

Contract Admin e-mails the vendor the contract. Once signed it goes into the Finalized Workflow

FINAL WORKFLOW

```
Final approver signs contract.
Except Entertainment and
Slot Contracts
          │
          ▼
Contract Administrator
Scans/Snapshot document
into Laserfiche
          │
          ▼
Email is sent to Department
Heads notifying of approval
          │
          ▼
Documents stored in
Finalized Contracts folder and
Master Control number is
automatically assigned
          │
          ▼
End of Workflow
```
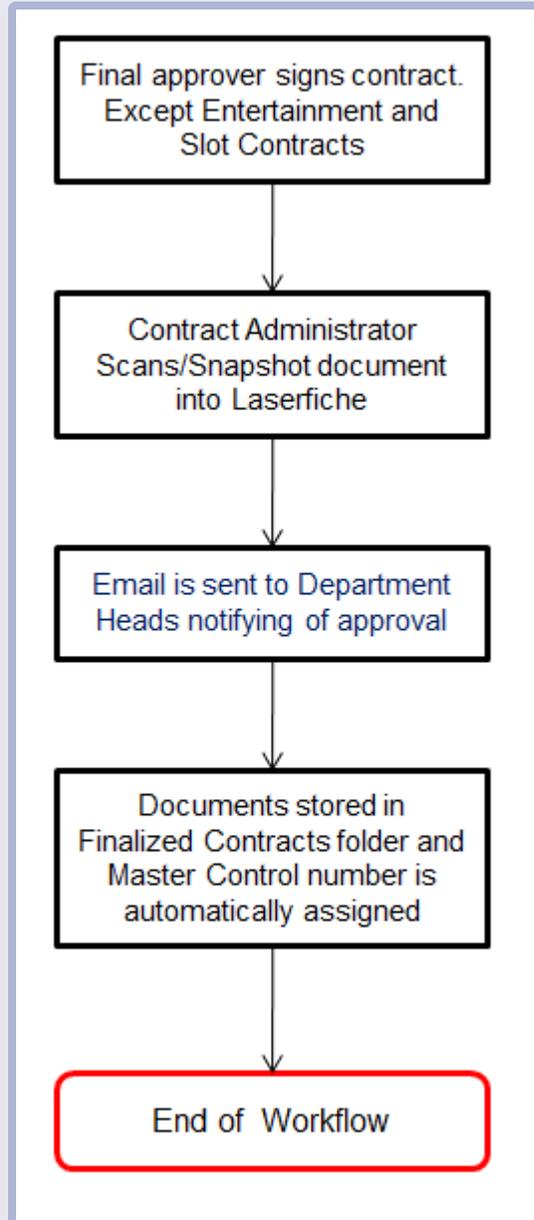
TIPS AND LESSONS LEARNED

▶ 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.

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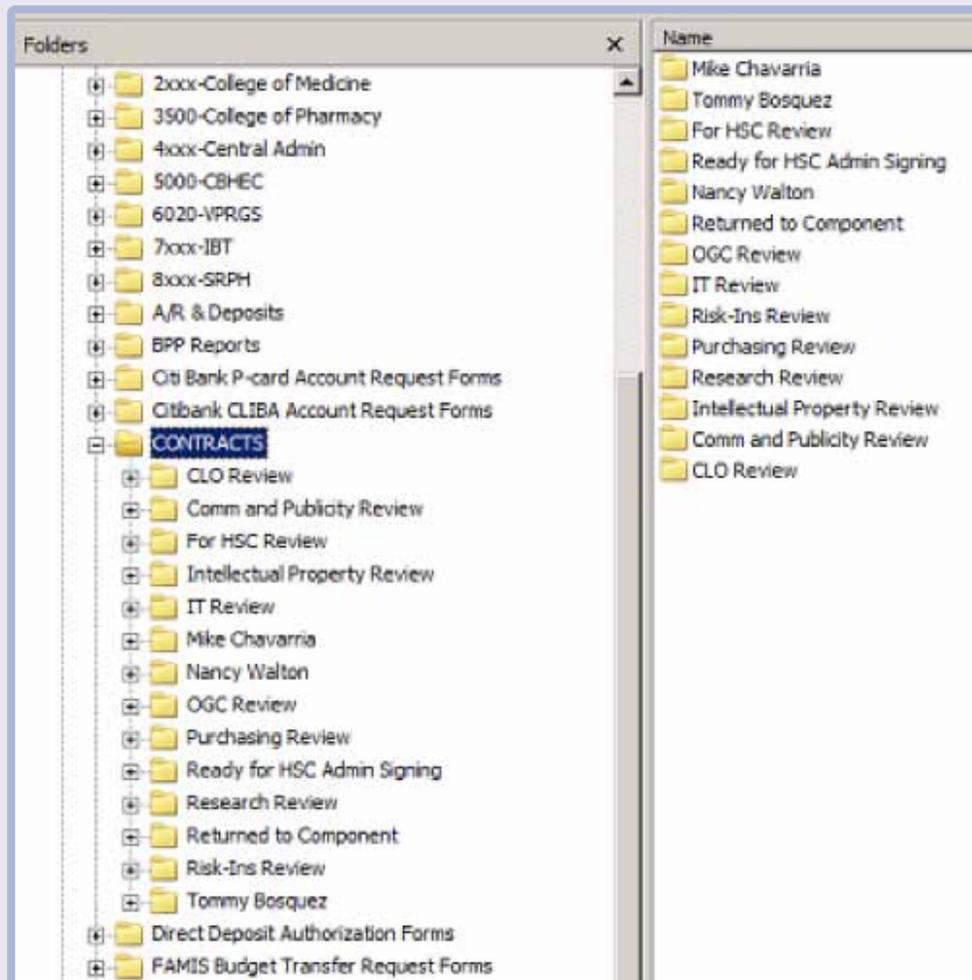
Workflow then automatically populates the Contract Number field in the template with the document's Laserfiche Entry ID. Both the HSC Component Contact and the person submitting the contract receive an e-mail stating that the contract has been received. This e-mail also contains the Contract Number,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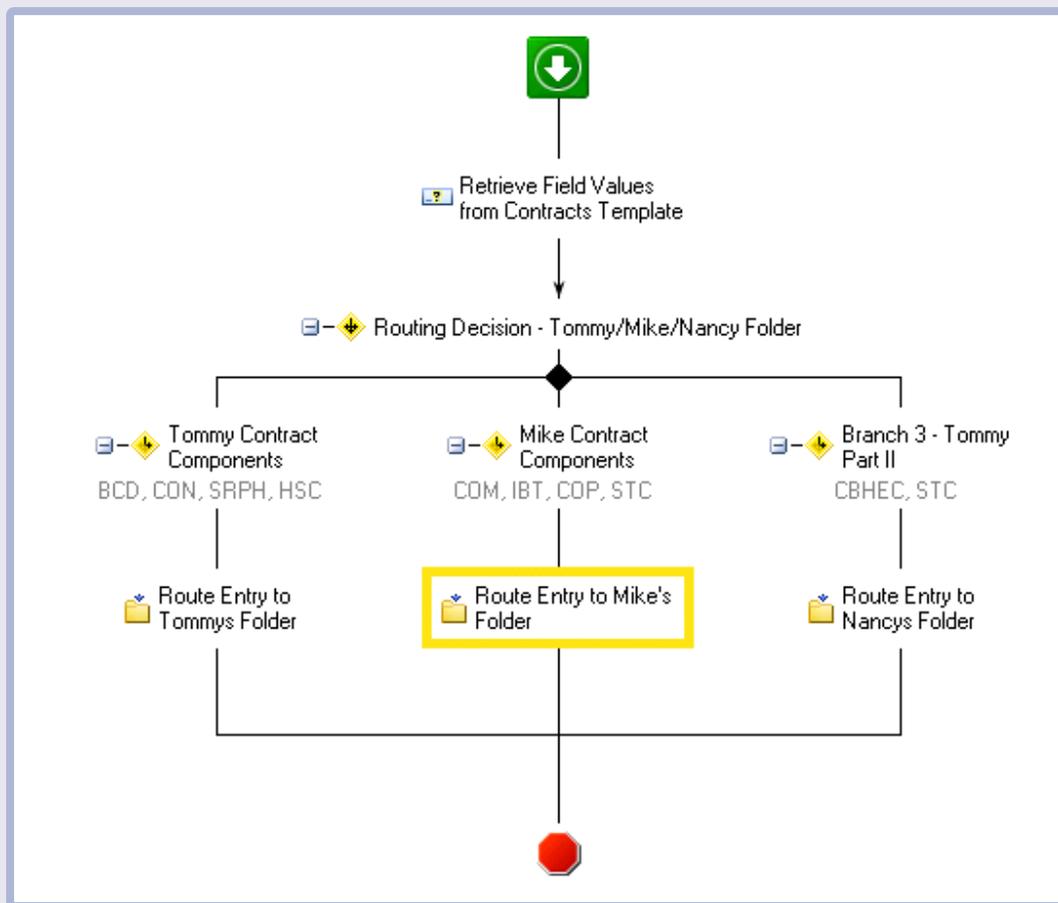
Workflow which routes contract to HSC Component Contacts.

CONTRACT MANAGEMENT

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.

92
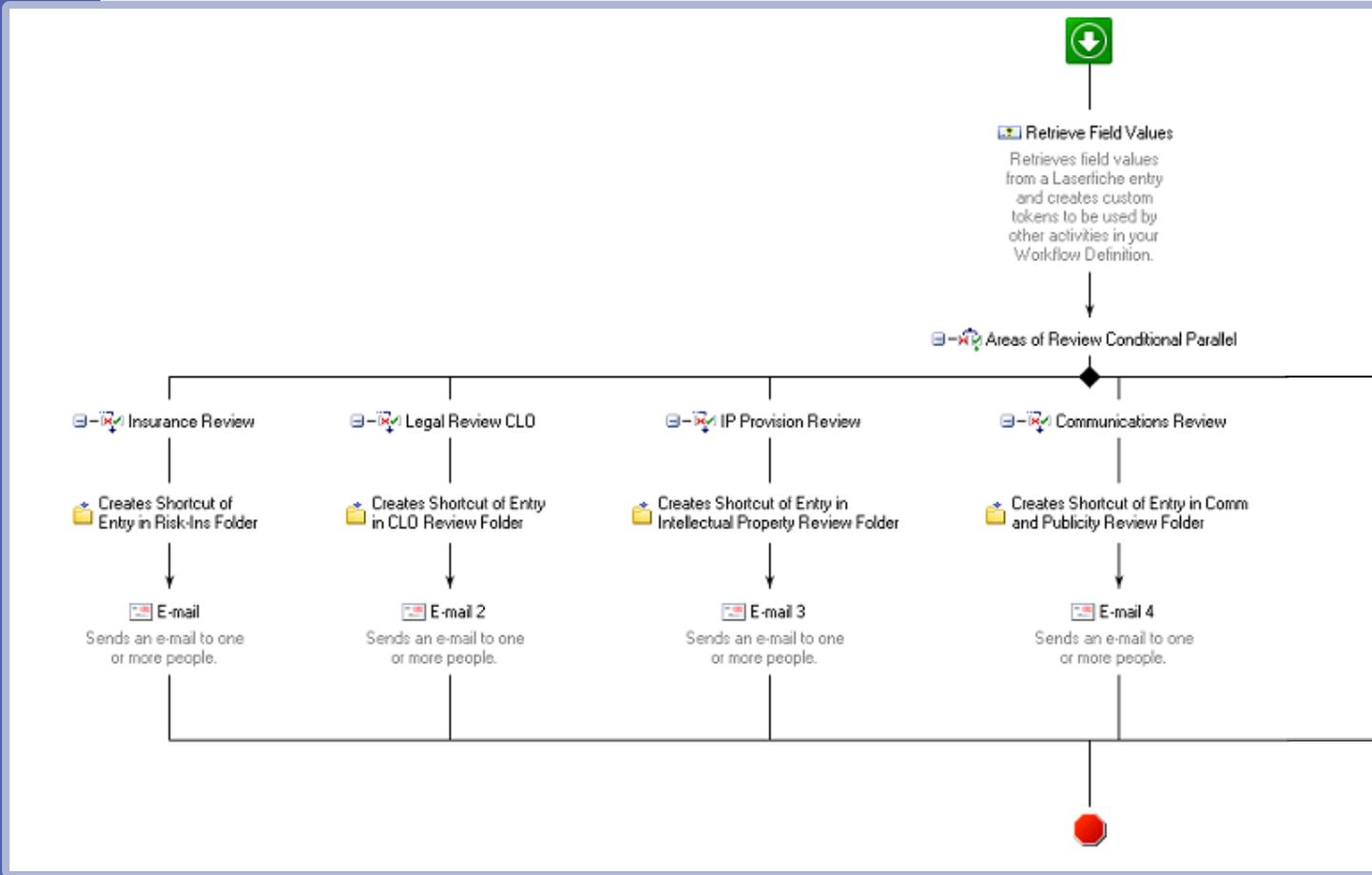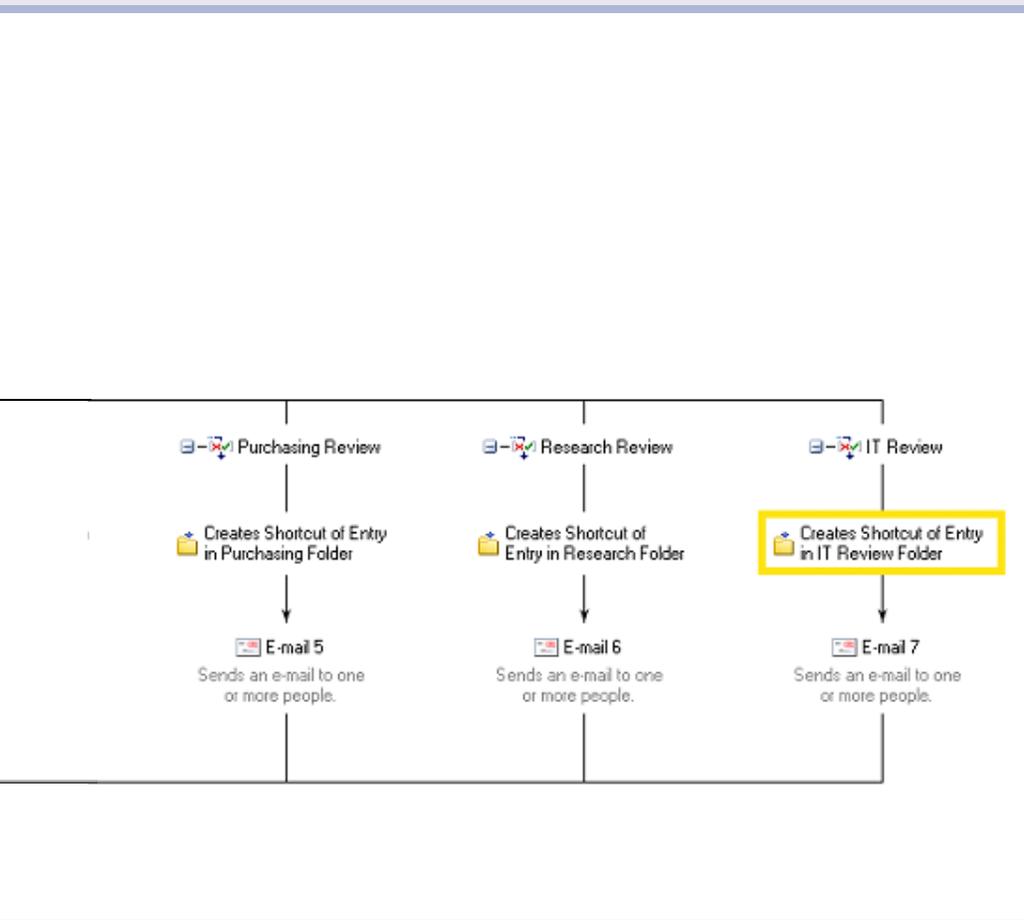
The reviewers make comments and corrections on the original document. Once they finish reviewing the contract, they mark the specific field in the template that pertains to them. If changes need to be made before the contract can be approved, Workflow moves the contract to a "Returned to Component" folder 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.
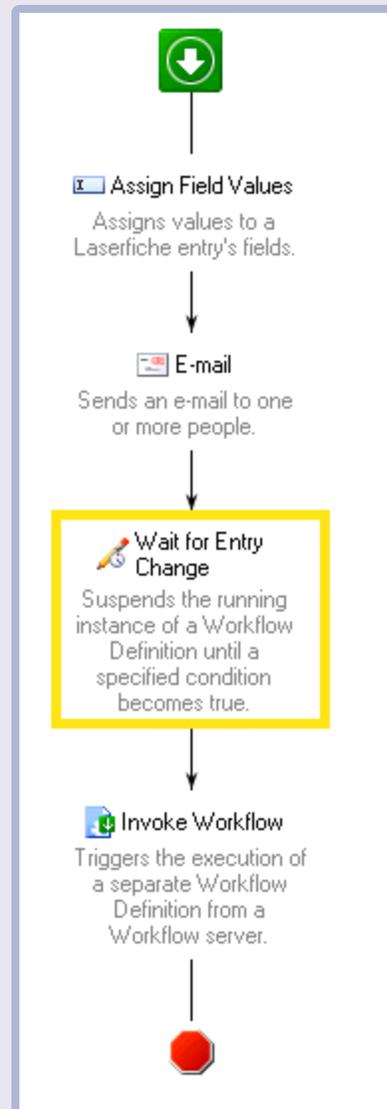
Workflow that waits for contracts to be reviewed.

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.

Retrieve Field Values

Retrieves field values from a Laserfiche entry and creates custom tokens to be used by other activities in your Workflow Definition.

Conditional Parallel creating shortcuts for required signatures

President

Assign Field Values 8

Assigns values to a Laserfiche entry's fields.

Route Entry to Folder 8

Routes a Laserfiche entry to a specified folder.

Dr. Dickey has signed

Rayellen Milburn

Assign Field Values 10

Assigns values to a Laserfiche entry's fields.

Route Entry to Folder 10

Routes a Laserfiche entry to a specified folder.

E-mail

Sends an e-mail to one or more people.

McCallum

Assign Field Values 5

Assigns values to a Laserfiche entry's fields.

Route Entry to Folder 5

Routes a Laserfiche entry to a specified folder.

E-mail 5

Sends an e-mail to one or more people.

Carlson

Assign Field Values 6

Assigns values to a Laserfiche entry's fields.

Route Entry to Folder 6

Routes a Laserfiche entry to a specified folder.

E-mail 6

Sends an e-mail to one or more people.

Jeff

Branch for the conditional parallel activity.

Assign Field Values 7

Assigns values to a Laserfiche entry's fields.

Route Entry to Folder 7

Routes a Laserfiche entry to a specified folder.

E-mail 7

Sends an e-mail to one or more people.

DBN

Assign Field Values 9

Assigns values to a Laserfiche entry's fields.

Route Entry to Folder 9

Routes a Laserfiche entry to a specified folder.

E-mail 8

Sends an e-mail to one or more people.

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.
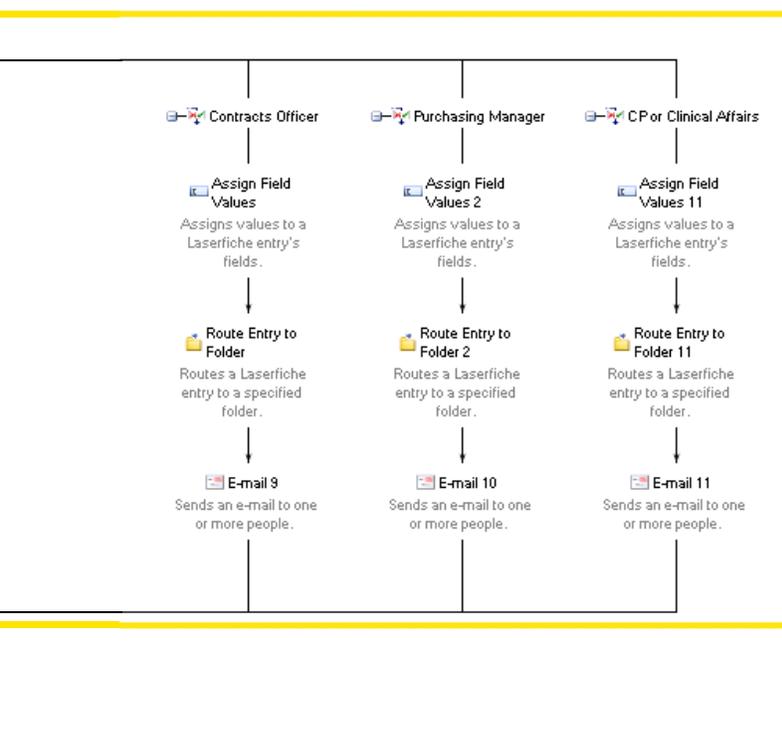
CREDENTIALING

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   **100**

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).
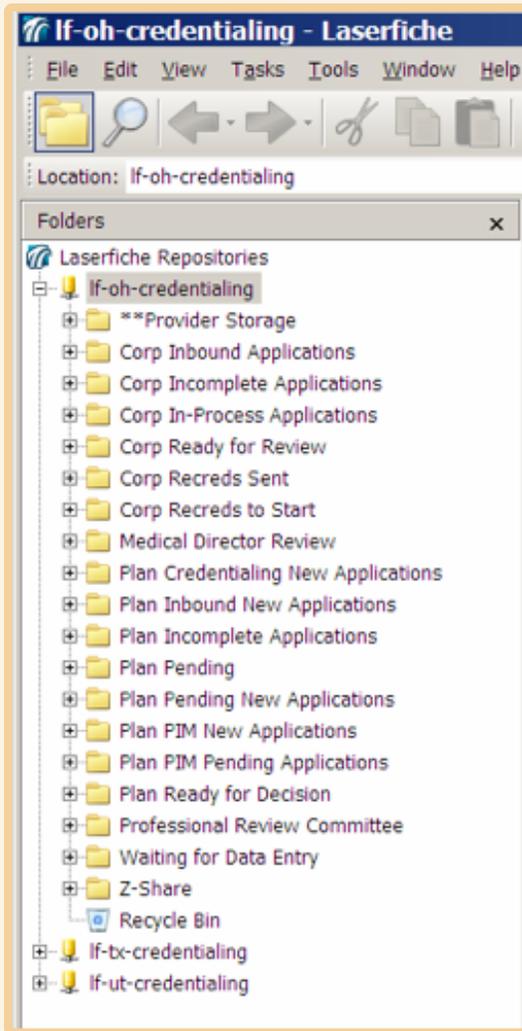
THE CREDENTIALING WORKFLOWS

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

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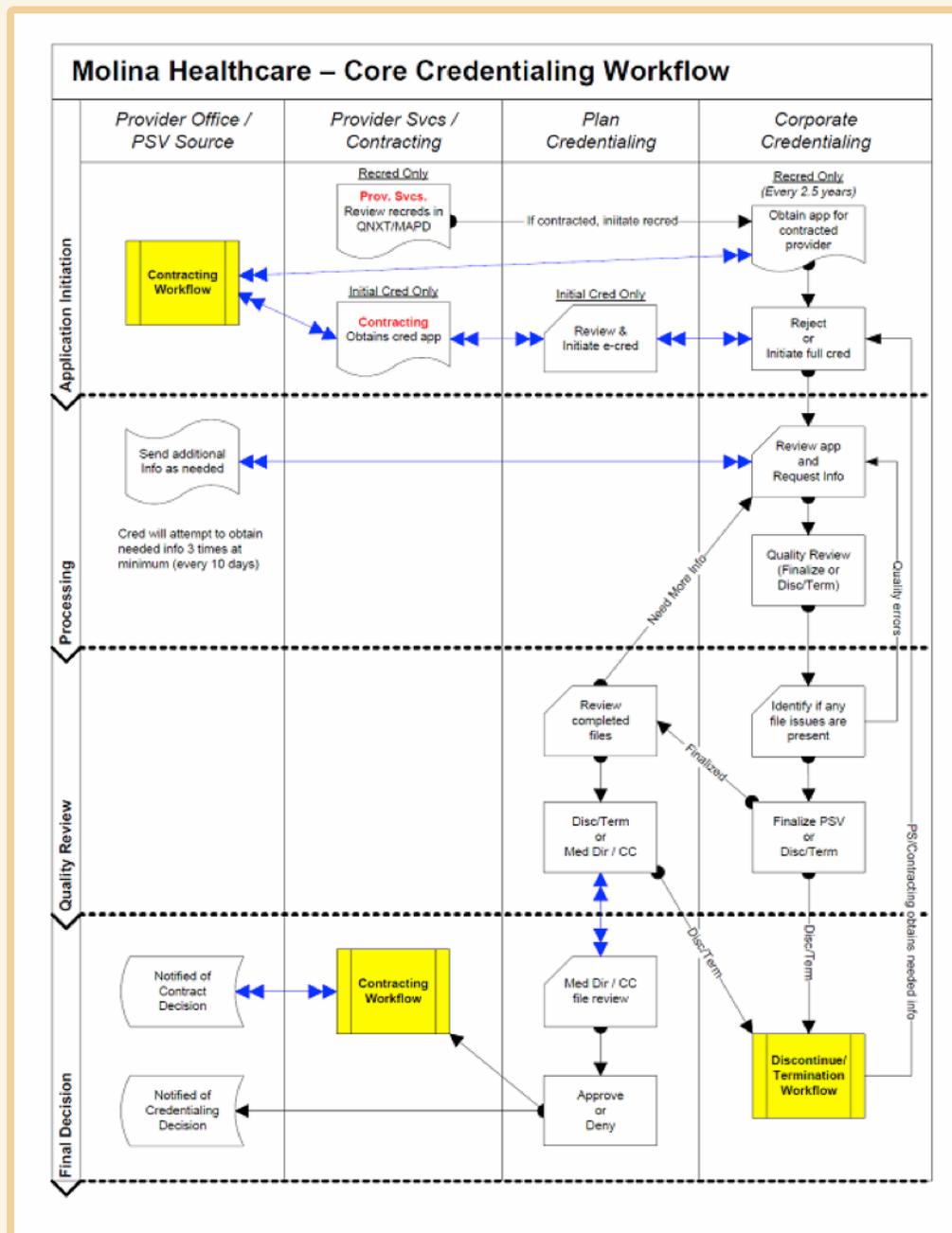
As you can see, the documents move seamlessly through the different offices. We no longer have to ship giant boxes of credentialing applications all around the country. Instead, we simply transfer files in a few seconds with a few mouse clicks.

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.
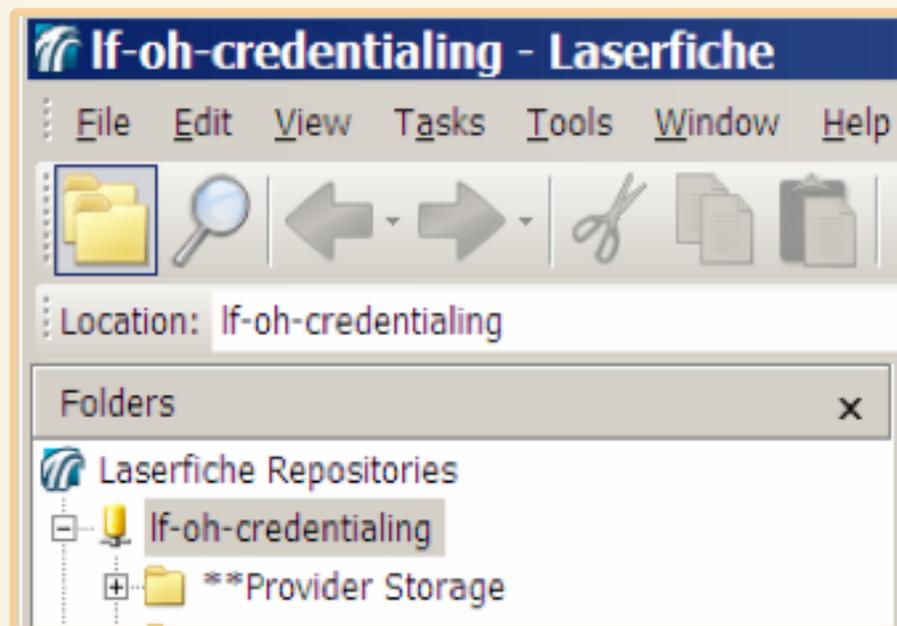
SUMMARY OF BENEFITS FOR MOLINA HEALTHCARE

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.
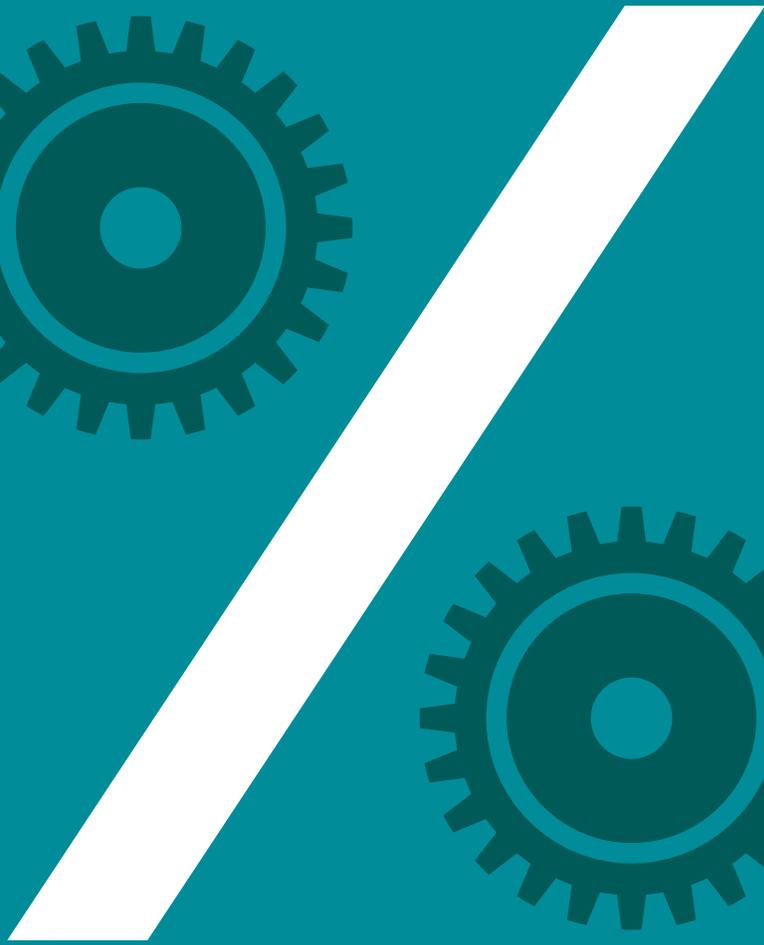
LOAN PROCESSING

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   **110**

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.
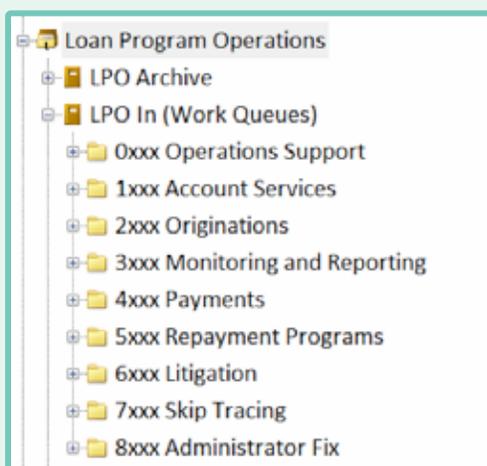
Due to federal and state mandated regulations and the prospect of future litigation, we have to document and archive every single piece of information regarding the loans we process. This results in a great deal of supplemental documentation—ranging from e-mail and electronic customer service requests 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.

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:

Processes documents from the Snapshot folder sent from other departments for either further processing or for sending to archive

Retrieve Department Number
Retrieves field values from a Laserfiche entry and creates custom tokens to be used by other activities in your Workflow Definition.

Virtual Pickup
Moves snapshots to the virtual pickup folder for indexing and routing

Routing Decision
Routes a Laserfiche entry based on specified conditions.

Department 04	Department 05	Department 06	Department 07
Payments	Loan Repayment Programs	OAG-Litigation	Skip Tracing

Assign Payment Indexing Template
Assigns Payment Indexing template.

Assign Template
Assigns a template and field data to a Laserfiche entry.

Assign OAG Indexing Template
Assigns OAG Indexing Template

Assign ST Indexing Template
Assinges St Indexing Tempalte

Wait for the status to be updated
Waits for the status to be updated

Routing Decision 2
Routes a Laserfiche entry based on specified conditions.

Originations	Monitoring and Reporting	Payments	Skip Tracing
Originations	Monitoring and Reporting	Payments	Triggers Skip Tracing

Invoke LO
Runs LO workflow.

Invoke M&R Workflow
Runs M&R workflow.

Invoke Payment Workflow
Runs Payment workflow.

Invoke ST Workflow
Runs ST workflow.

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 indexing workflow with lookup in current archive for existing borrower information and auto populate template fields

Move Document from Scanning
Move document from scanning folder to indexing folder

Assign IndexingTemplate
Assigns a template and field data to a Laserfiche entry.

Wait for Status Change
Wait for status to change to process pending before moving document through next stage.

Fill out template information
Based on template field SSN or Reference Number

SSN
If SSN is filled out.

Reference Number
If Reference Number is filled out

Retrieve SSN
Retrieves field values from a Laserfiche entry and creates custom tokens to be used by other activities in your Workflow Definition.

Retrieve Reference Number
Retrieves field values from a Laserfiche entry and creates custom tokens to be used by other activities in your Workflow Definition.

Query Data with SSN
Retrieves records from the selected data source and creates tokens.

Query Data with Reference Number
Retrieves records from the selected data source and creates tokens.

Assign Field Values
Assigns values to a Laserfiche entry's fields.

Assign Field Values 2
Assigns values to a Laserfiche entry's fields.

Retrieve Field Values
Retrieves field values from a Laserfiche entry and creates custom tokens to be used by other activities in your Workflow Definition.

Check to see if there is data
Runs the FIRST branch that has satisfied conditions.

If no data
Contains activities that will run if the branch conditions are satisfied.

If query pulls back information from extract table
If query pulls back information from da

Research Required
No identifying information is present so further research by the payment team is needed.

Move Entry to exception folder
Moves or copies a Laserfiche entry to a specified folder. Can also create a shortcut.

Assign Processing Status
Assign Processing Status

Invoke Research Workflow
Runs Research Workflow.

Invoke Payment Indexing
Manual indexing for payments.

Invoke PAY Workflow
Runs PAY workflow.

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.

Payment Processing

Retrieve Indexed Field Values
Retreives index values from fields previously populated

Assign Payment Processing Template
Assigns payment processing template

Routing Decision
Routes a Laserfiche entry based on specified conditions.

Payments
Payments

ACH
Branch activity for routing decision.

Payment Correpsondence
Anything that is not a payment and/ or not an ACH

Move for Payment Processing
Move to Payment Processing

Move document to ACH Folder
Move to ACH Folder

Move Entry to 4900
Moves to the payments Correspondence queue

Wait for Entry Change
Suspends the running instance of a Workflow Definition until a specified condition becomes true.

Retrieve Processing Status Update2
Retrieves field values from the processing status field so it knows which part of the workflow to send it to next.

Routing Decision 2
Routes a Laserfiche entry based on specified conditions.

Complete
Processing Marked complete

Incorrect Routing
Processor has deemed document is misrouted.

Foward to other Department
Contains activities that will run if the branch conditions are satisfied.

Hold
Sends a document to HOLD

Assign Processing
Assigns values to a Laserfiche entry's fields.

Invoke INCR Workflow
Runs INCR workflow.

Invoke Forward
Invoke Forward

Invoke Workflow
Runs a specified workflow.

Invoke PC Workflow
Runs PC workflow.

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.

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 n
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

□ ◆ Department 01
Account Services

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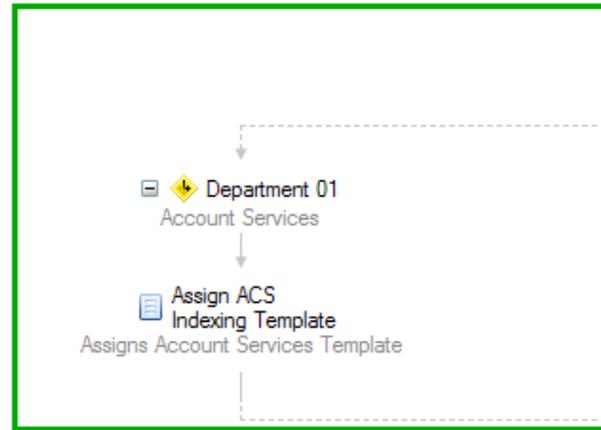
Double-clicking on one workflow opens it in the designer pane. The path that the document took through the workflow is clearly marked in green and the place where the document is stuck is marked in blue. I can then investigate the problem and resolve it.

Processes documents from the Snapshot folder sent from other departments for either further p

Retrieve Department Number
Retrieves field values from a Laserfiche entry and creates custom tokens to be used by other activities in your Workflow Definition.

Virtual Pickup
Moves snapshots to the virtual pickup folder for indexing and routing

Routing Decision
Routes a Laserfiche entry based on specified conditions.

Department 02
Loan Originations

Assign LO Indexing Template
Assigns LO template

Department 03
Monitoring and Reporting

Assign M&R Indexing Template
Assigns M&R indexing template and field data to a Laserfiche entry.

Department 04
Payments

Assign Payment IndexingTemplate
Assigns Payment Indexing template.

Wait for the status to be updated
Waits for the status to be updated

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

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.

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_AC-
TION_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.
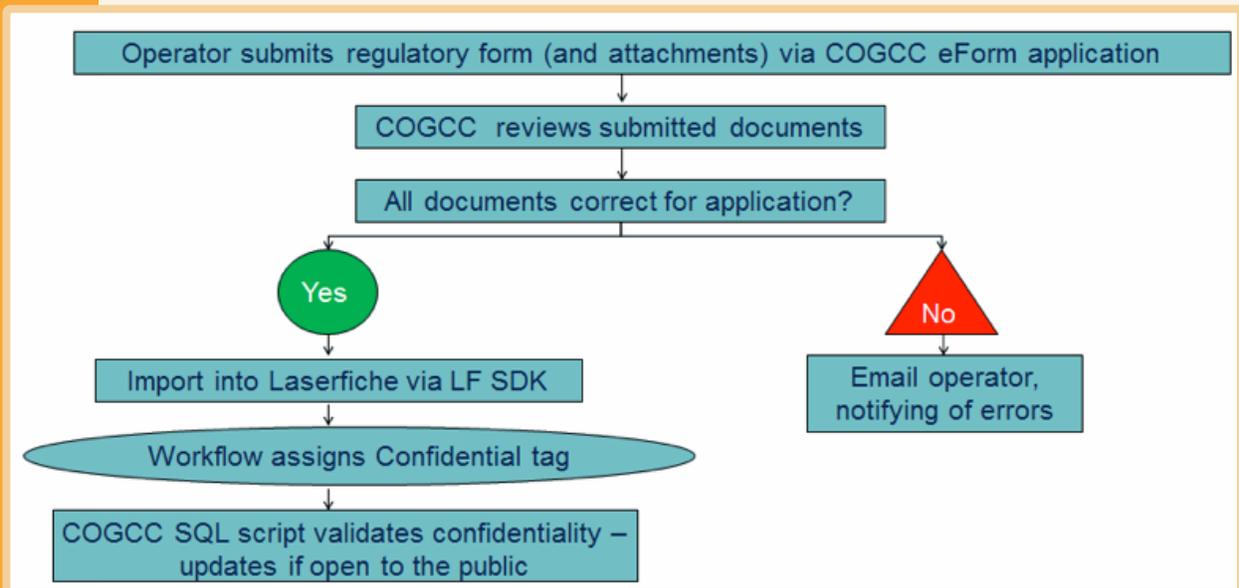
SUMMARY OF BENEFITS FOR THE COLORADO OIL AND GAS CONSERVATION COMMISSION

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.

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

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.

3. 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.
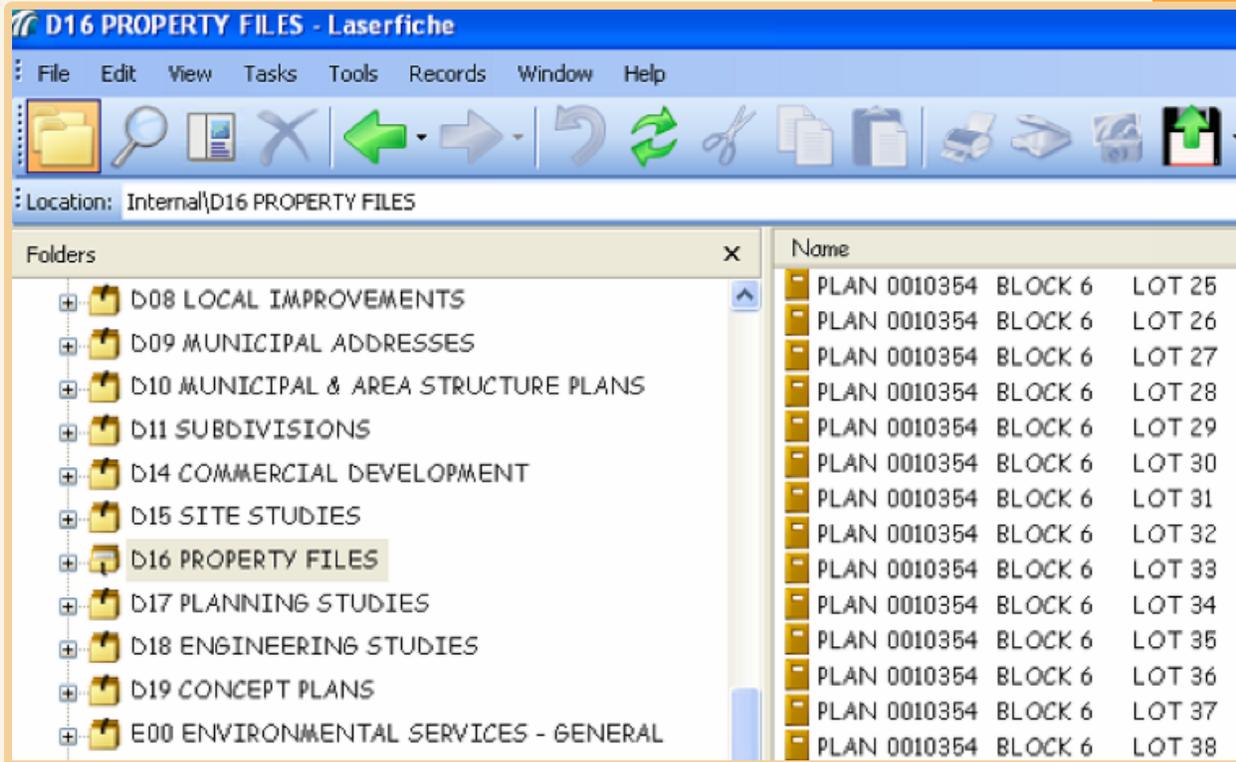
The appropriate records retention is then automatically applied to any document within a particular record series.

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

Name	Description	Retain	Transfer Schedule	Final Disposition
C + 1 Years	Current + 1	1 year, 0 months	Current file area, 12, A	Destruction
C + 10 Years	Current + 10	1 year, 0 months	Town Hall Archives, 108, A	Destruction
C + 2 Years	Current + 2	2 years, 0 months	Town Hall Archives, 12, A	Destruction
C + 25 Years	Current + 25	0 years, 0 months	Current file area, 300, A	None
C + 3 Years	Current + 3	1 year, 0 months	Town Hall Archives, 24, A	Destruction
C + 4 Years	Current + 4	2 years, 0 months	Town Hall Archives, 36, A	Destruction
C + 5 Years	Current + 5	2 years, 0 months	Town Hall Archives, 48, A	Destruction
C + 6 Years	Current + 6	1 year, 0 months	Town Hall Archives, 48, A	Destruction
C09	kEEP FOR EVER	0 years, 0 months		None
E + 1 Year	Event + 1	1 year, 0 months		Destruction
E + 10 Years	Event + 10 Years	1 year, 0 months	Town Hall Archives, 108, A	Destruction
E + 2 Years	Event + 2 Years	2 years, 0 months		Destruction
E + 30 Years	Event + 30	30 years, 0 months		Destruction
E + 6 Years	Event + 6	0 years, 0 months	Town Hall Archives, 48, A	Destruction
E+ 5 Years	Event + 5	1 year, 0 months	Current file area, 60, A	Destruction
PERMANENT		25 years, 0 months	Town Hall Archives, 0, M	None
UNTIL OBSOLETE OR ...	UNTIL OBSOLETE OR SU...	0 years, 0 months		Destruction

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

FILE COPY

From: ▮▮▮▮
Sent: September 24, 2007 2:18 PM
To: ▮▮▮▮
Subject: ▮▮▮▮

Good Afternoon ▮▮▮

Please find attached the approved building permit for ▮▮▮▮.

The Town of Okotoks Safety Codes Services is developing a system towards an electronic based format. Recent upgrades and development to our software is allowing us to begin by sending the approved permits by electronic format (PDF). Our commitment for a sustainable environmentally friendly community is ongoing and we feel that this is one more step to reduce paper flow.

Future development of the system will move towards electronic transfer of information with our clients. Permit submissions are still required to be hard copy until such time. If you prefer a hard copy please send a request and one will be prepared for your pick up at our office.

If you have any questions or prefer this email to go to a general email account please contact ▮▮▮▮ at ▮▮▮▮ or ▮▮▮▮

Regards,
▮▮▮▮
Safety Codes Assistant
Town of Okotoks
145 Fisher St
Okotoks AB T1S 1K1
email: ▮▮▮▮
ph: ▮

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:

Applicant fills out permit request form → Safety Codes reviews application → Permit approved for construction → Paper documents scanned into Laserfiche → Documents Emailed to applicant

Laserfiche Forms ↑ (Applicant fills out permit request form)

Web Access ↑ (Paper documents scanned into Laserfiche)

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 Constrution 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

Okotoks

Classification   ☐ Single Detached Dwelling   ☐ Semi Detached Dwelling

Discipline   ☐ 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

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.

The first step is to scan them into the Laserfiche repository. Scanning technicians do this using Laserfiche Scanning.
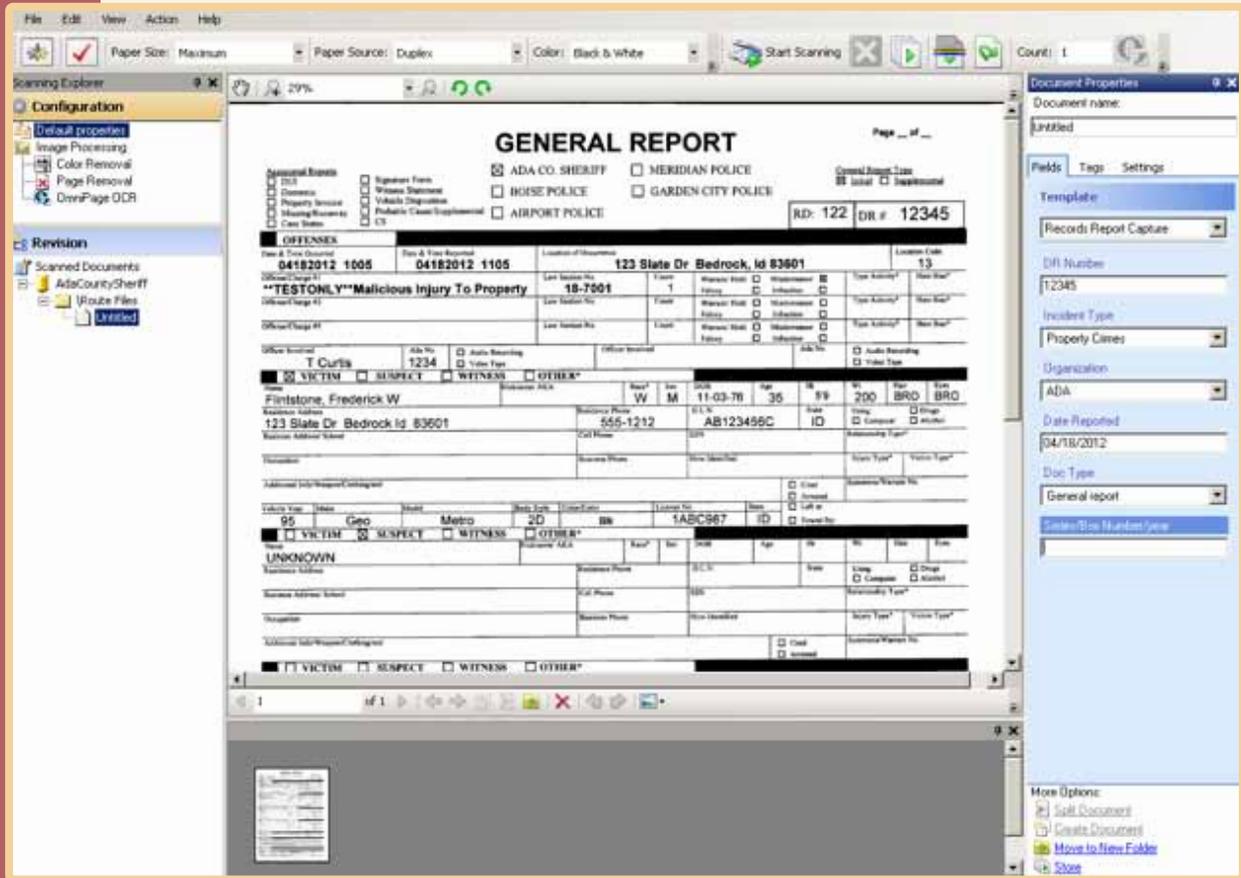
During the scanning process, the tech selects the "Report Records Capture" template and manually enters the important metadata: DR Number (the identification number), Incident Type (based on the "Occurrence" field in the report), Organization, Date Reported and Doc Type. The Series/Box Number/Year field 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.

After scanning the report, the scanning tech sends it to the \Route Files folder in the Laserfiche repository by clicking on the Store link.
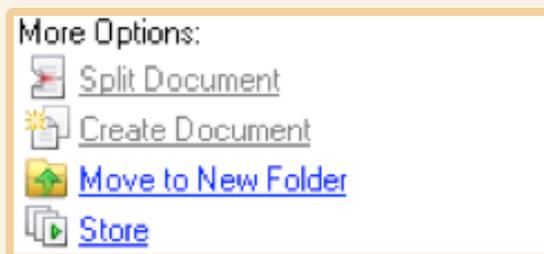
This triggers the Sheriff Workflow, described in detail in the next section.

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.

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.
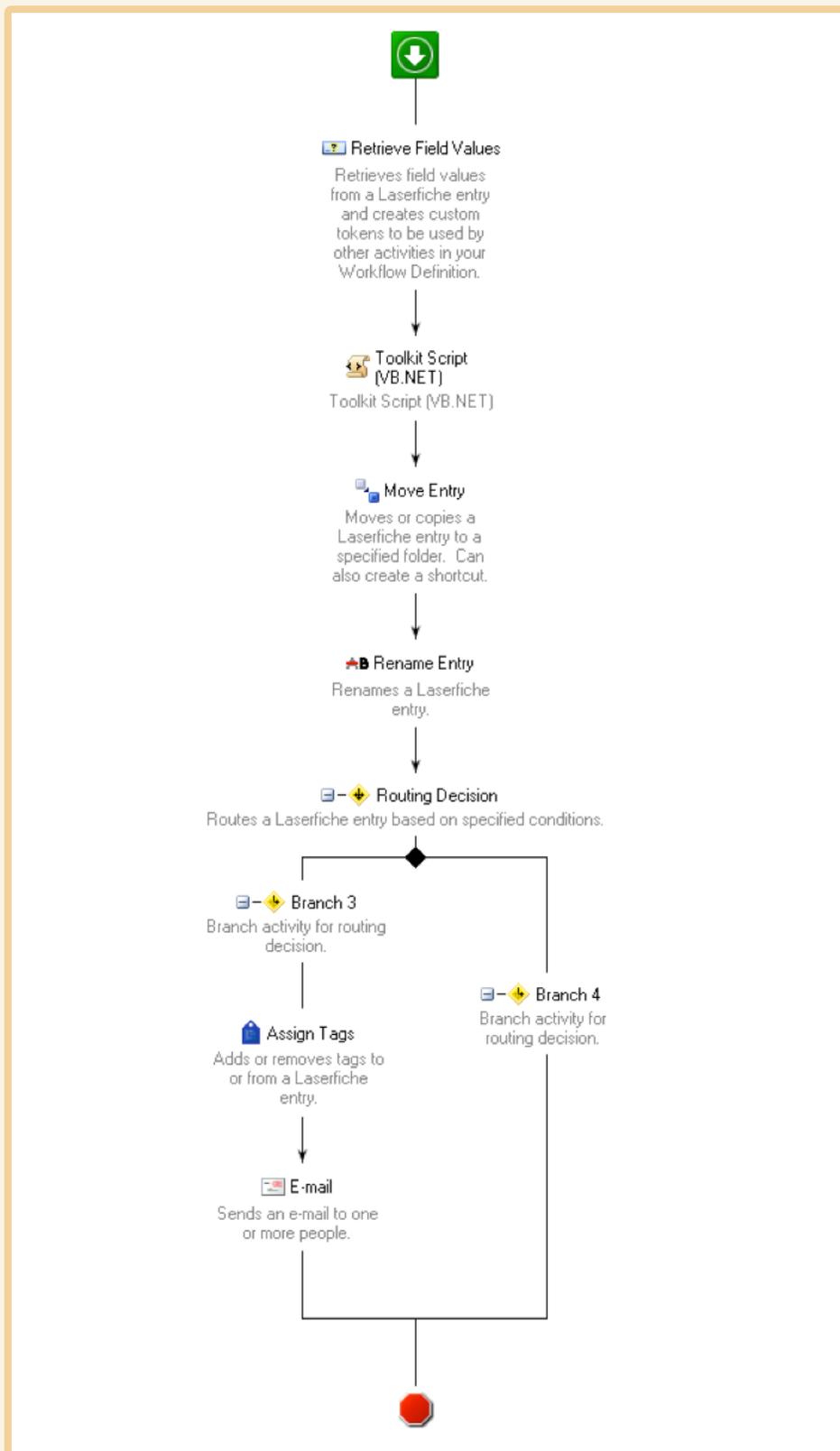
RETRIEVE FIELD VALUES

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

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).

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

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

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

- Starting Entry
- 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.

▸ 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.

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.
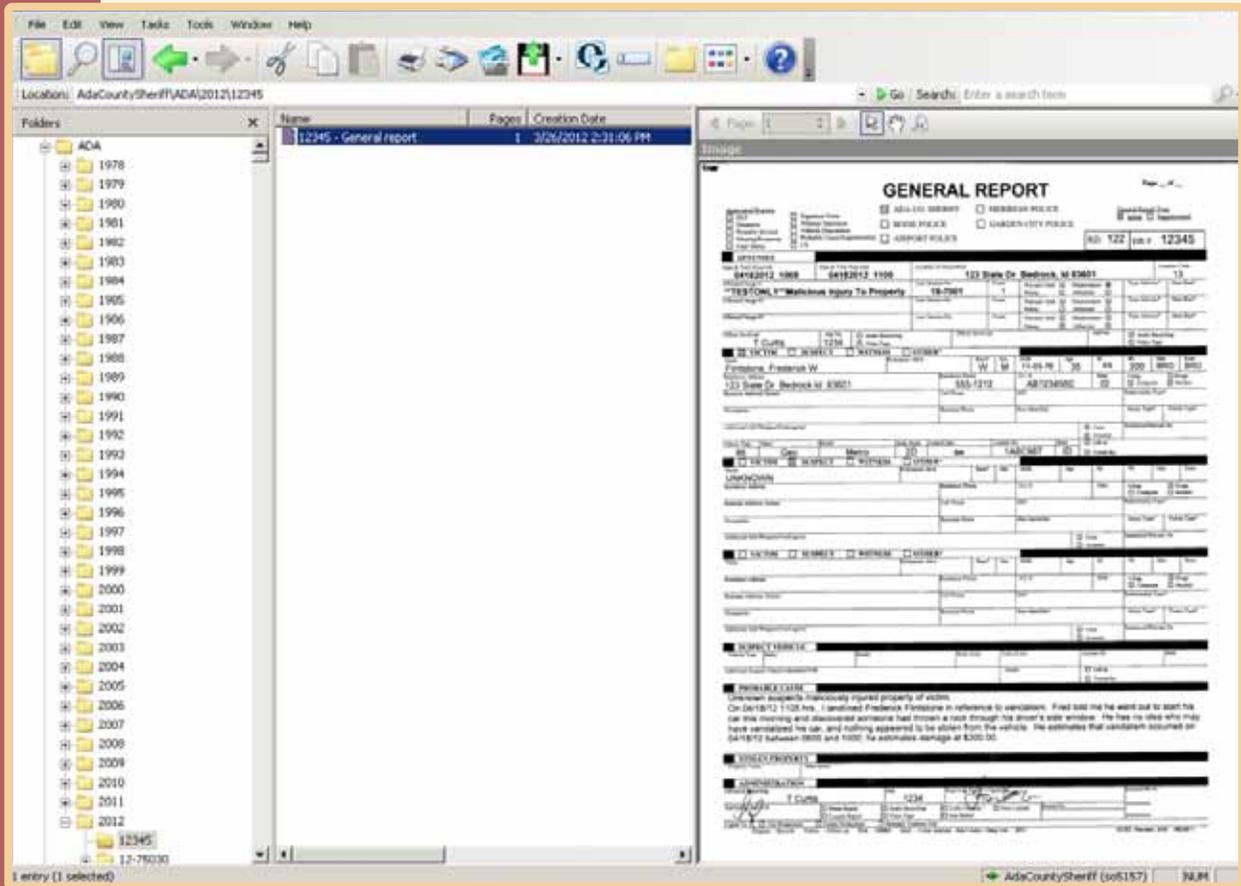
SHARING THE REPORTS

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.
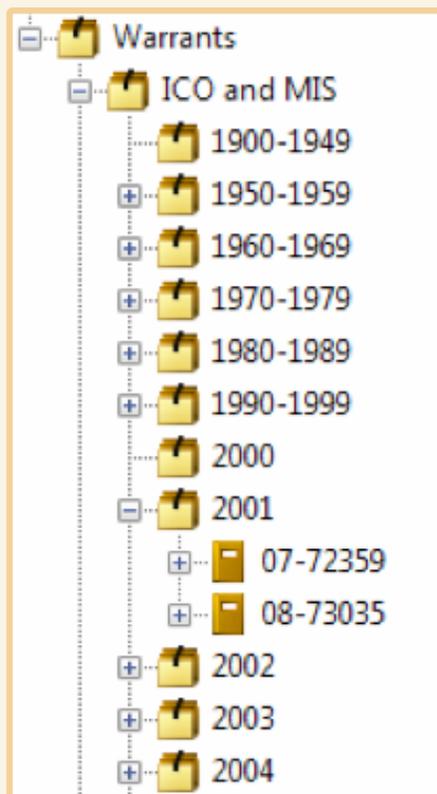
In order to create the two folder views, and to make sure that all the warrants are always filed and named correctly, we do not rely on users to manually file them, which would be a time-consuming and error-prone process. Instead, we created a workflow that automatically names and files all warrants 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.
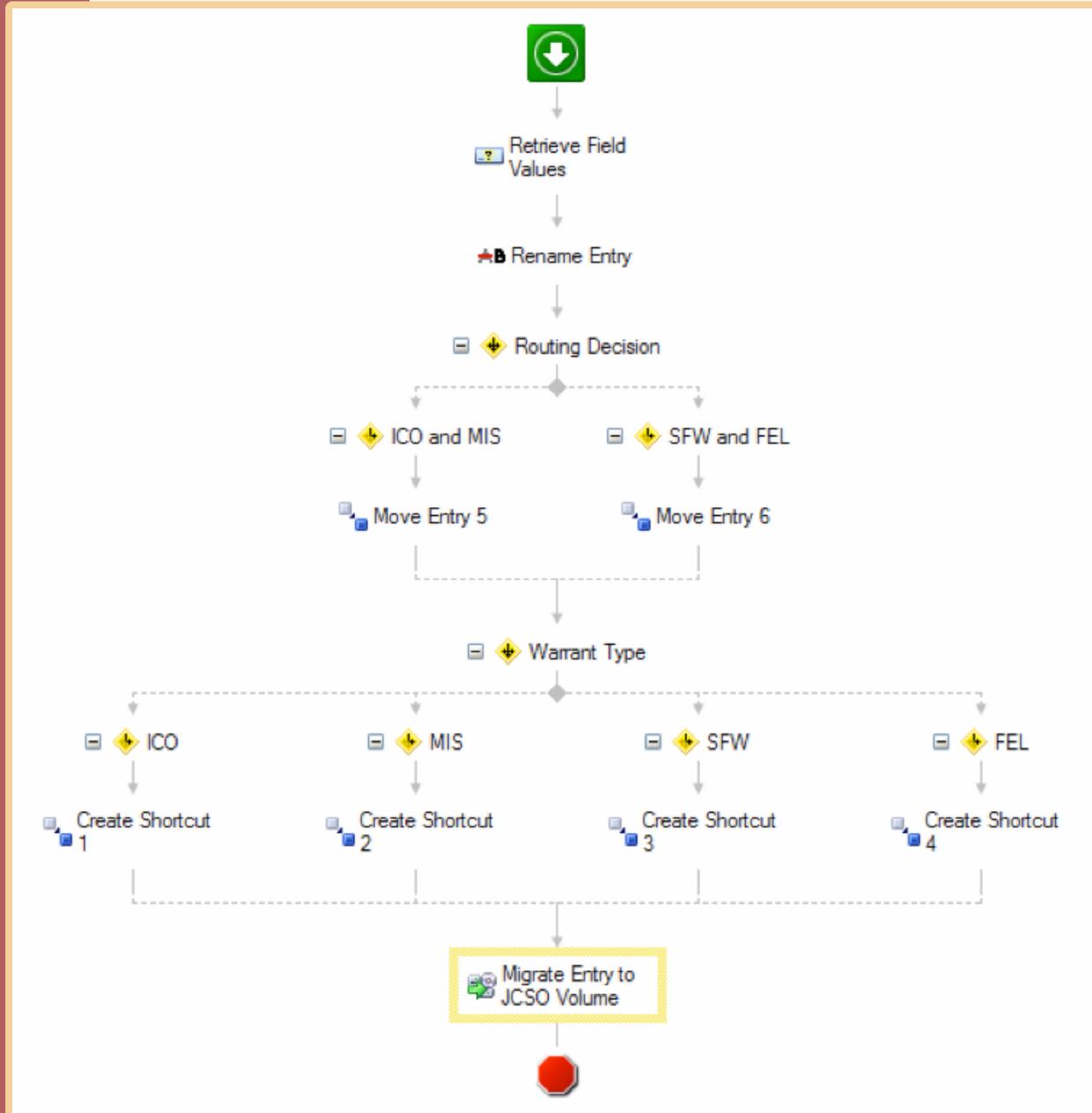
TRANSPARENT RECORDS MANAGEMENT WITHIN THE CIVIL JACKETS PROCESS

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:

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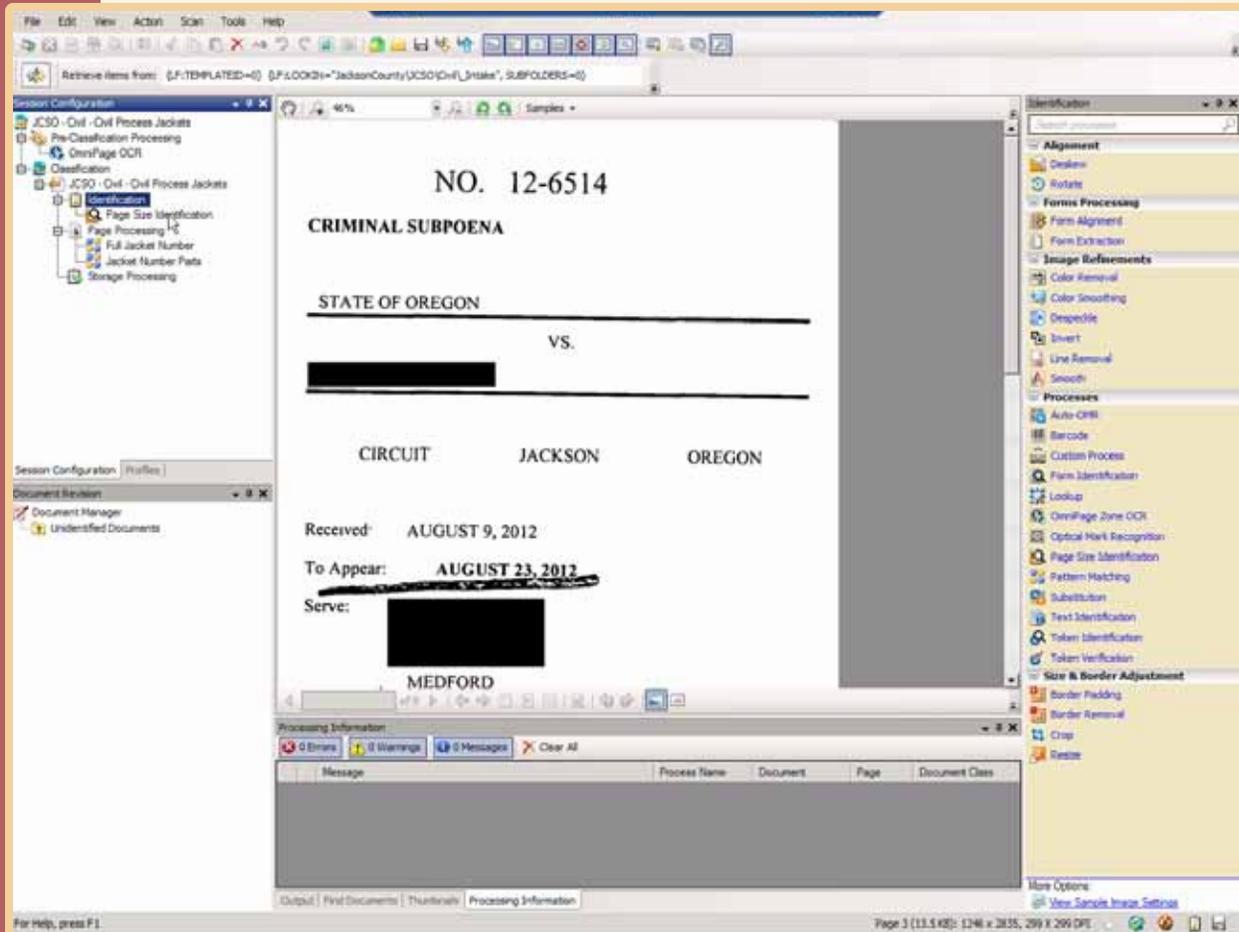
Laserfiche Quick Fields then routes the documents back to the "Intake" folder for quality assurance. If there is a problem with the document metadata, the civil jacket is renamed with the error to facilitate quality review. One common problem is the "Civil Jacket Number" or the "Date Received" being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

File   Edit   View   Tasks   Tools   Records   Window   Help

Location: JacksonCounty\IT\Testing\Civil

Folders	×
Laserfiche Repositories	
JacksonCounty	
Assessment	
County Policies	
DA	
HHS	
HR	
IT	
_Intake	
AppTeam	
Contracts	
Testing	
Assessment	
Civil	
Finance	
FORMS	

Name   /

Missing Values Require Manual Entry - 12-05883 -
12-06507 - 08/08/2012
12-06508 - 08/08/2012
12-06514 - 08/09/2012
Jacket Processing Error
Jacket Processing Error (2)

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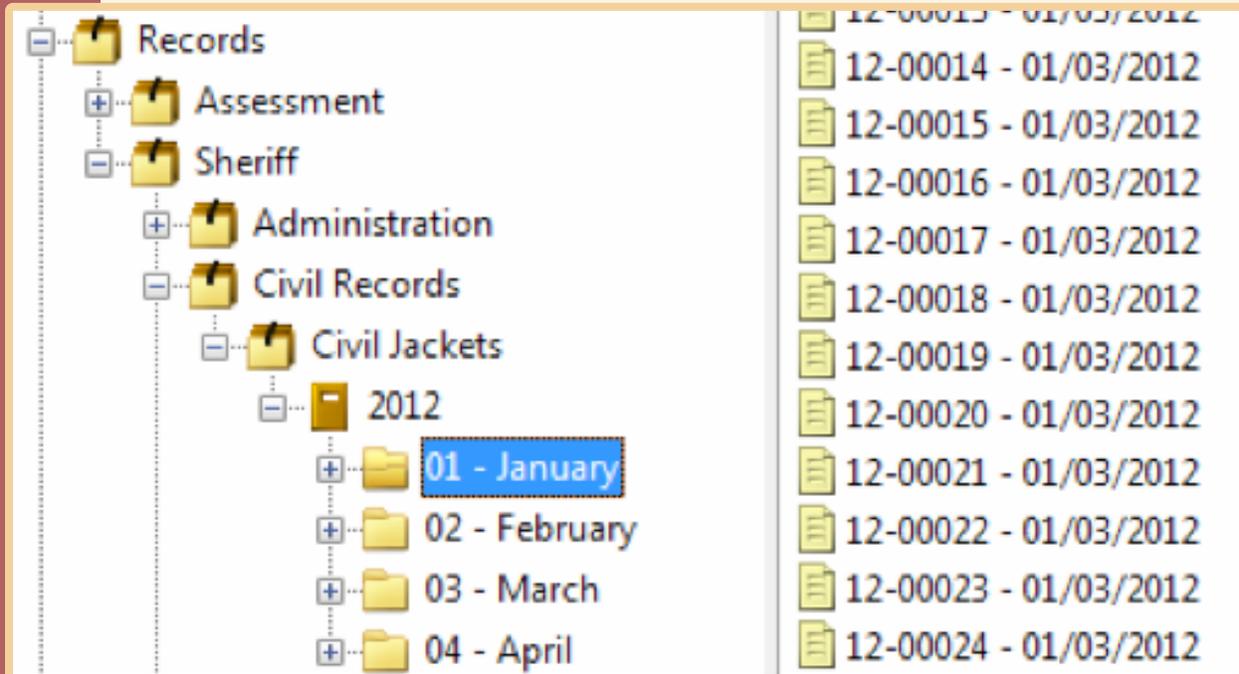
Once the civil jackets are stored in the records folders, records retention is automatically applied.

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

[OK] [Cancel] [Help]

Record Management

Name:	JacksonCounty\Records\Sheriff\Civil Records\Civil Jacke
Record folder status:	Eligible for Cutoff
Location:	Current file area

- Close
- Cutoff
- Retention
- Destroy

Cutoff

Cutting off a record folder moves it into the hold period and signals that it is ready for retention. A record folder may be uncutoff 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.

Retrieve Field Values

Check fields
Verify that required fields have been populated

AB Add error label

Set QA Status
Insert the document back into the QA process

End Workflow

Set name to standard scheme

Migrate Entry to JCSO Volume

Check for QA Status
If the document has passed all QA checks, then we can file it.

Move to Records

Shortcut to civil filing
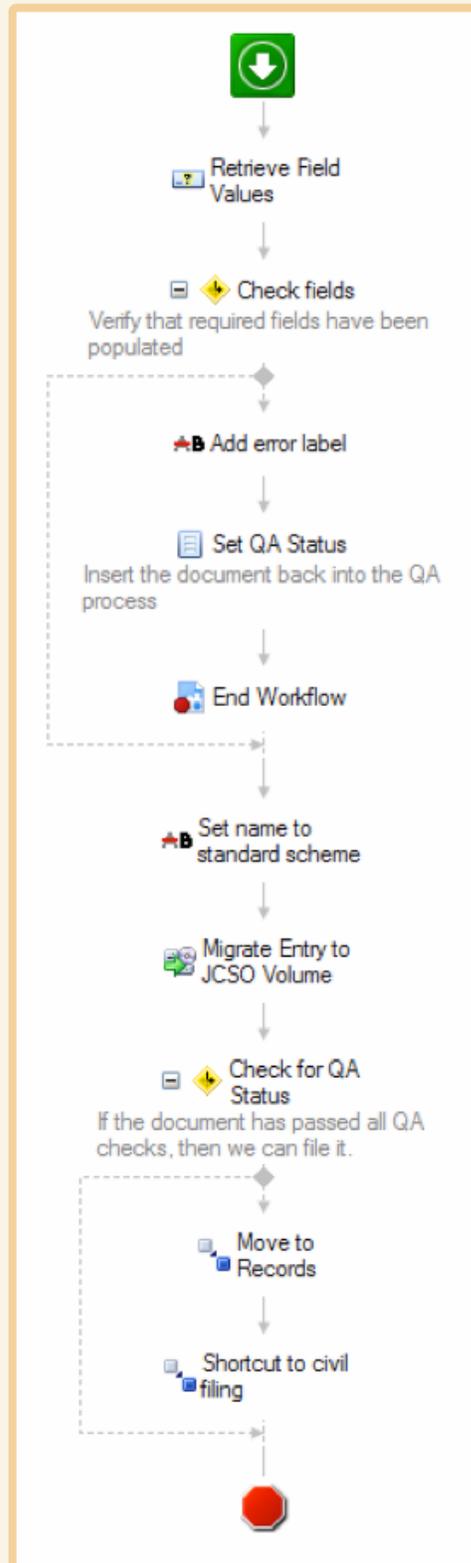
SUMMARY OF BENEFITS OF TRANSPARENT RECORDS MANAGEMENT

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

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.

‣ 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.

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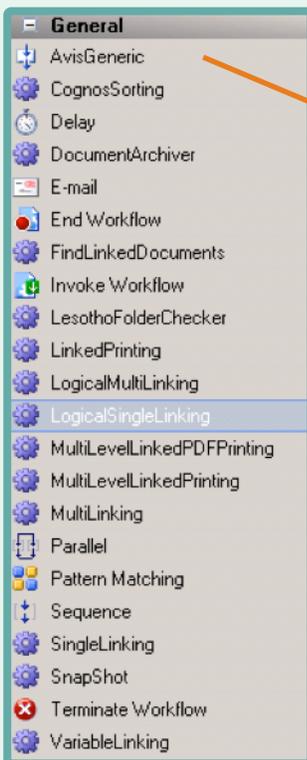
We basically call a Web Service by a specific path and pass the parameters into the FMS via the Web Service:

▸ 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:
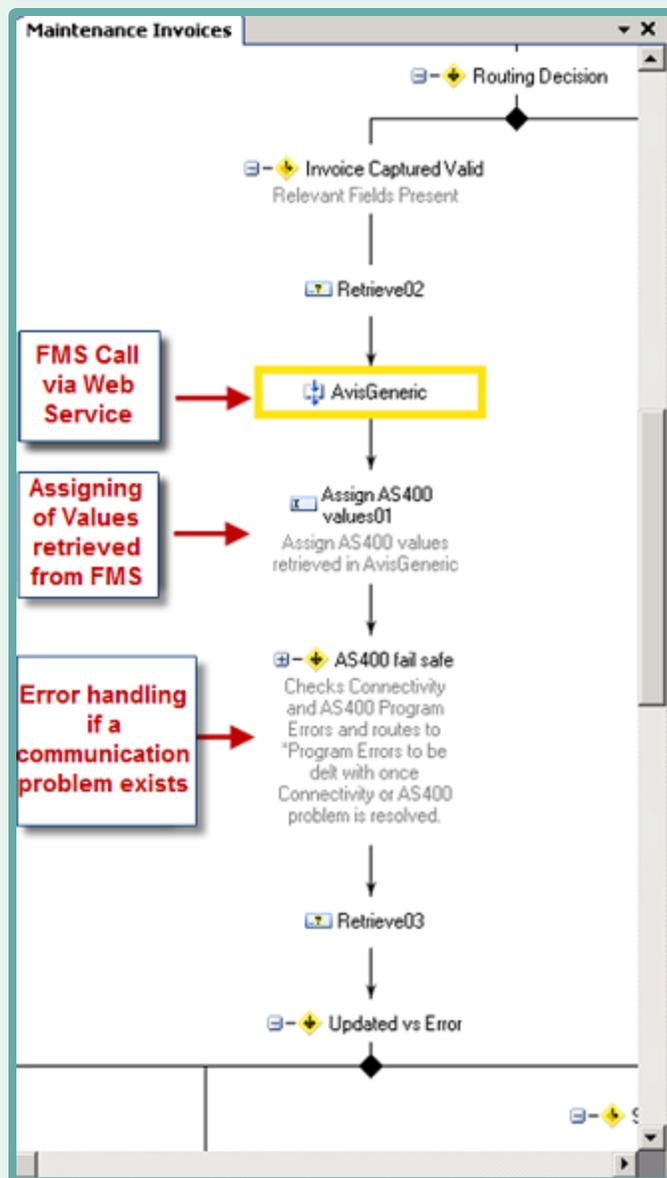
SUMMARY OF BENEFITS FOR AVIS FLEET SERVICES

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:

▸ 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:

▸ 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:

▸ When all fields are complete, the Workflow session electronically files the documents by tow date:
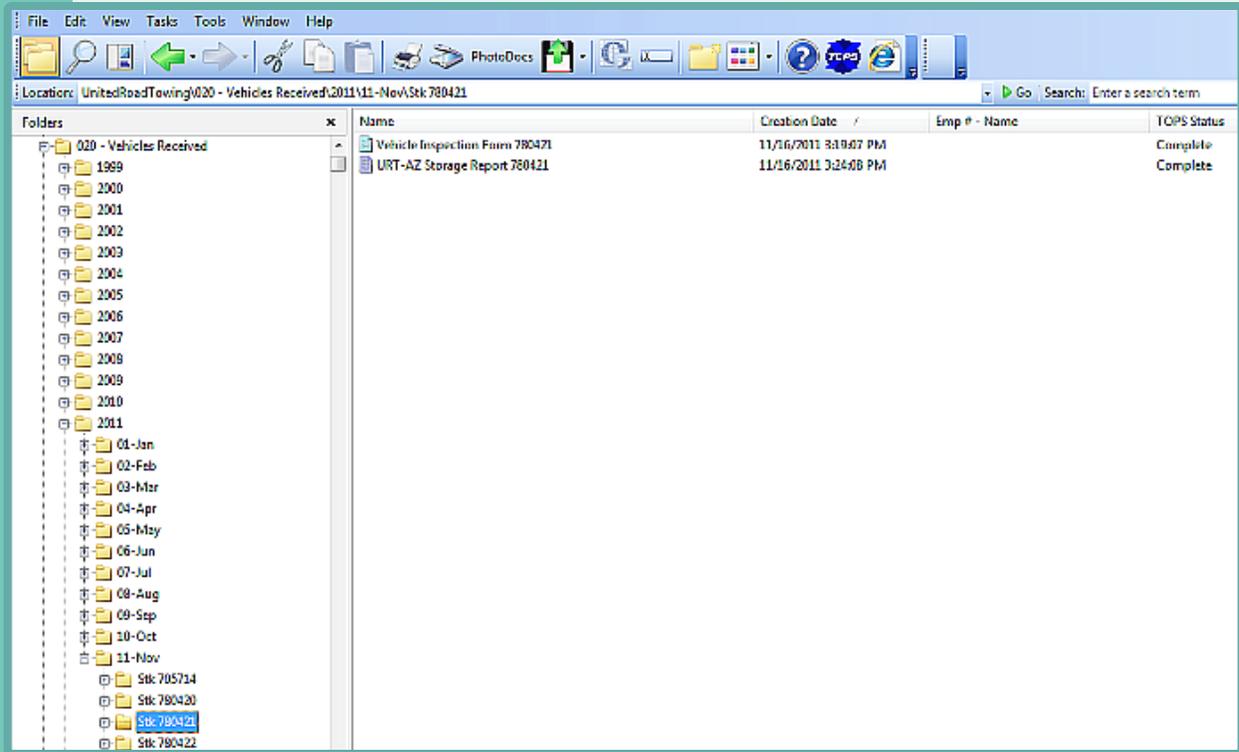
"Now anyone who answers the phone can answer inquiries about the status of a vehicle by doing a simple search in Laserfiche."

— 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.
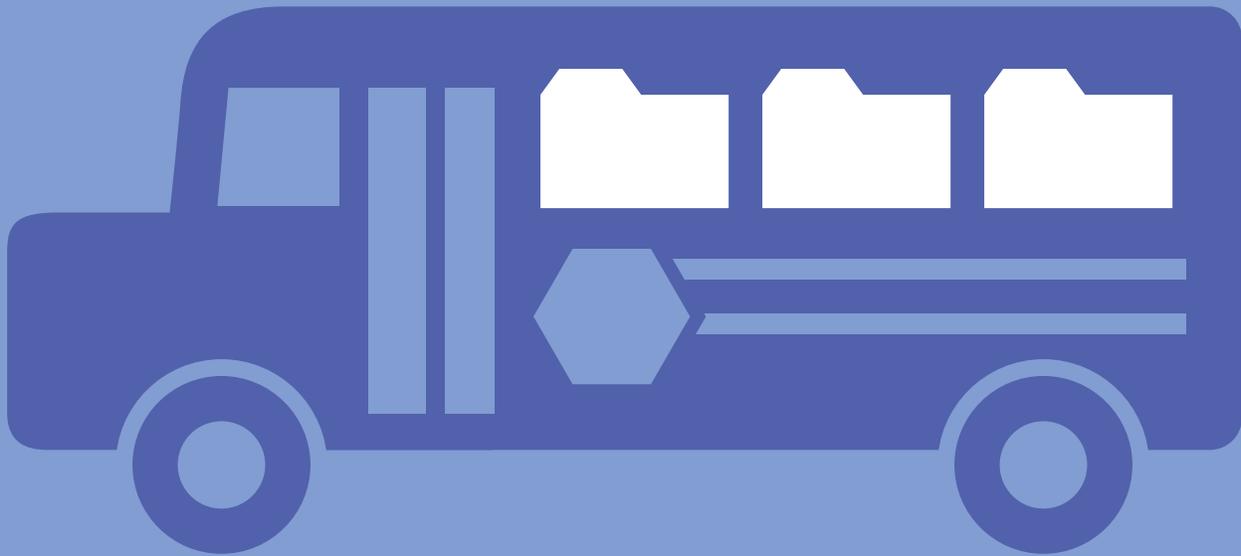
STUDENT RECORDS

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

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.

0000000000

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

3. 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.

4. 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.

5. Finally, we run the OmniPage OCR process in the off hours to best utilize our time and resources.
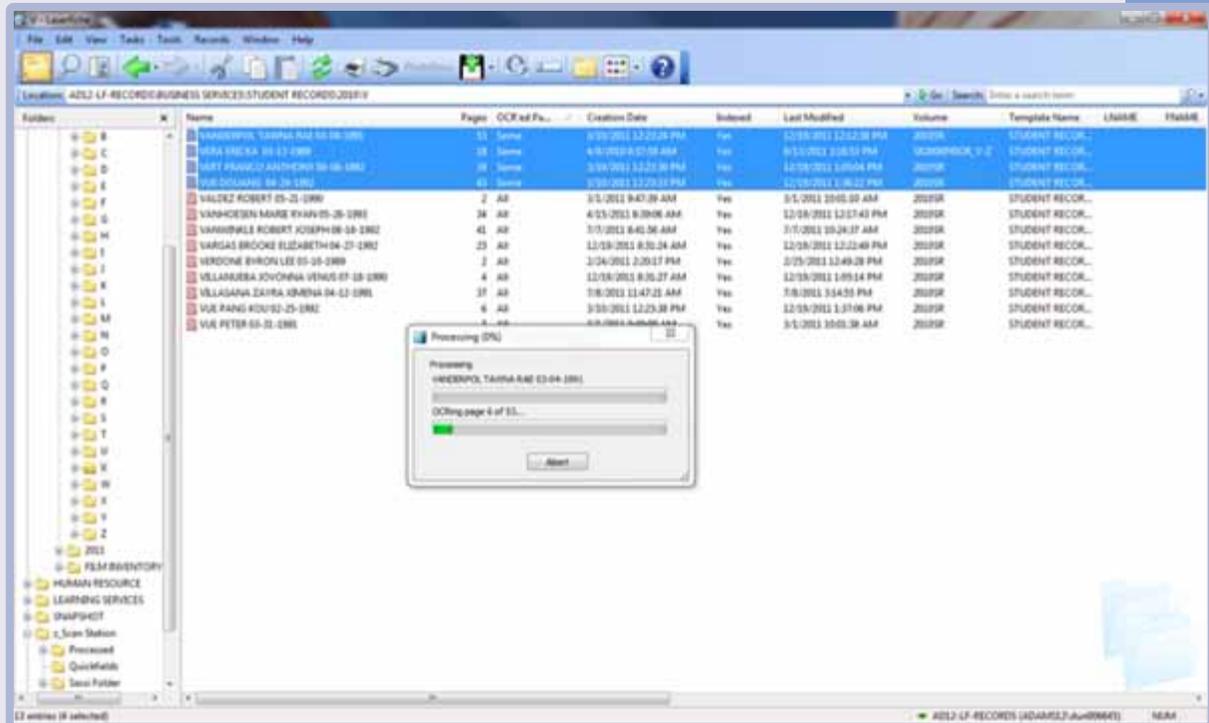
6. We use Laserfiche Records Management Edition to archive all of our student records.

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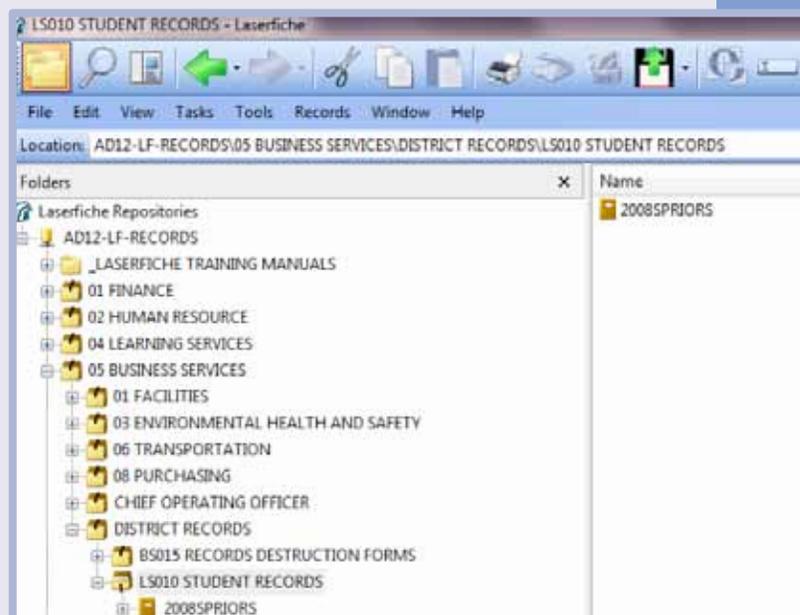
7. Retrieving a transcript is now as easy as performing a search in Laserfiche on the unique Student Number.

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:

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.

Missing Documents

Current Awards

Accept Awards

Check for missing items

Award History

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 assests 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.

Asset Information Worksheet

Section School Year Selection

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)	
Current net worth of investments (Including real-estate – NOT your home)	
Current net worth of business or Investment farm (Do not include a farm you live on)	

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.

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.
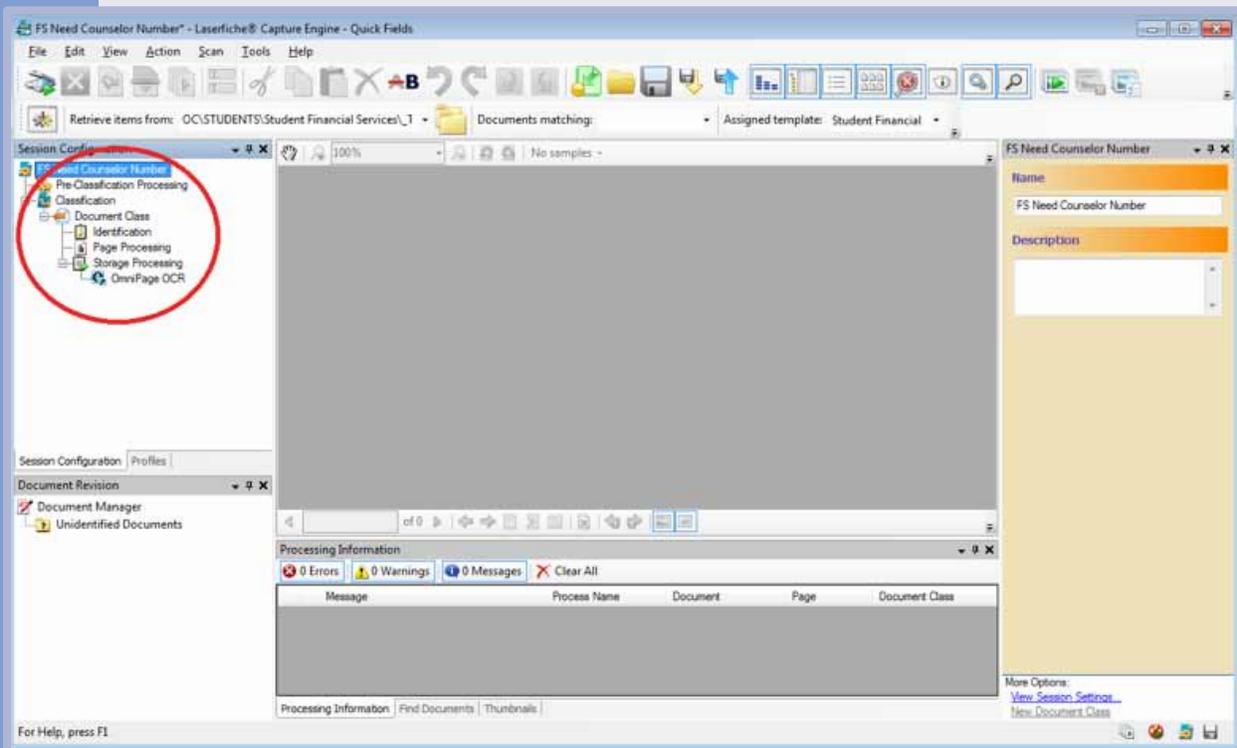
Here's how the folder of newly assigned student records appears to a Financial Aid Counselor in Laserfiche:
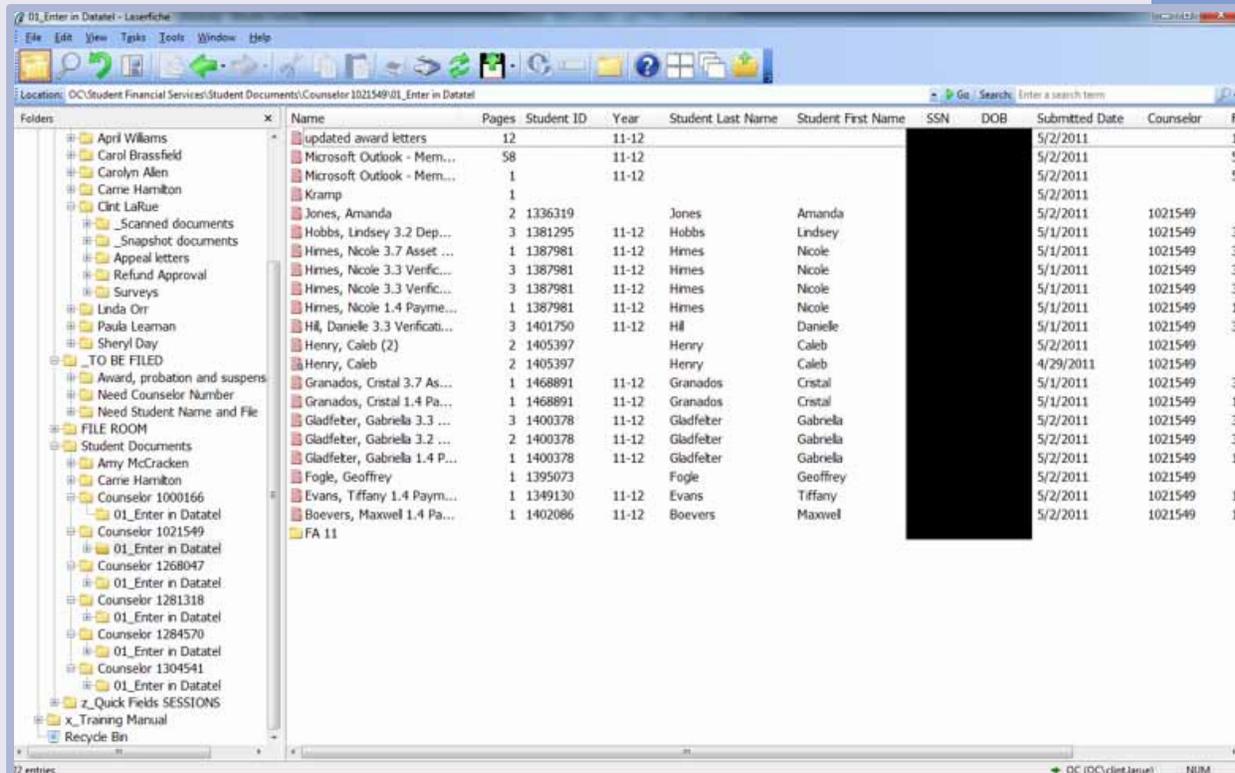
Every Financial Aid Counselor has access to his or her folder in Laserfiche from the Datatel Colleague environment, which provides easy access to documents. Through our Laserfiche integration with Datatel, an Affinity button is available in the toolbar of Datatel Colleague. A Financial Aid Counselor can simply click on the binoculars icon to pull up the relevant student documents in Laserfiche:
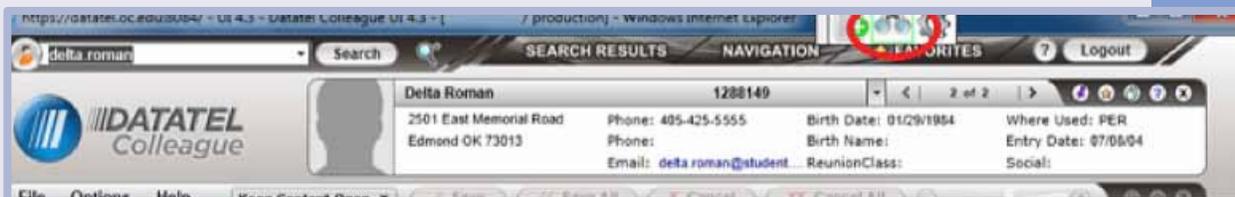
The Financial Aid Counselor then opens the submitted form in Laserfiche and reviews it to make sure everything has been filled out correctly. S/he then selects Received from the PFC Reviewed list field in the assigned template.

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.

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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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.
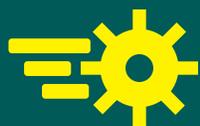
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ISBN 978-0-9726861-0-5

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