

Scanning and Printing to DocuShare
to reduce paper, expenses, and lost time

Documentation Process Improvement

Phased Implementation

- Phase 1
 - Reduce hardcopy filing for Return Authorizations
 - Support retrievals and audits
- Phase 2
 - Eliminate unnecessary print and fax output
 - Apply proven methods to Sales Orders

Criteria First

Challenges

Documentation passed to filing from AR is not in a format conducive to good scanning practices.

- Highly unstructured
 - Variable number of pages per document
 - Pages not in a predictable order

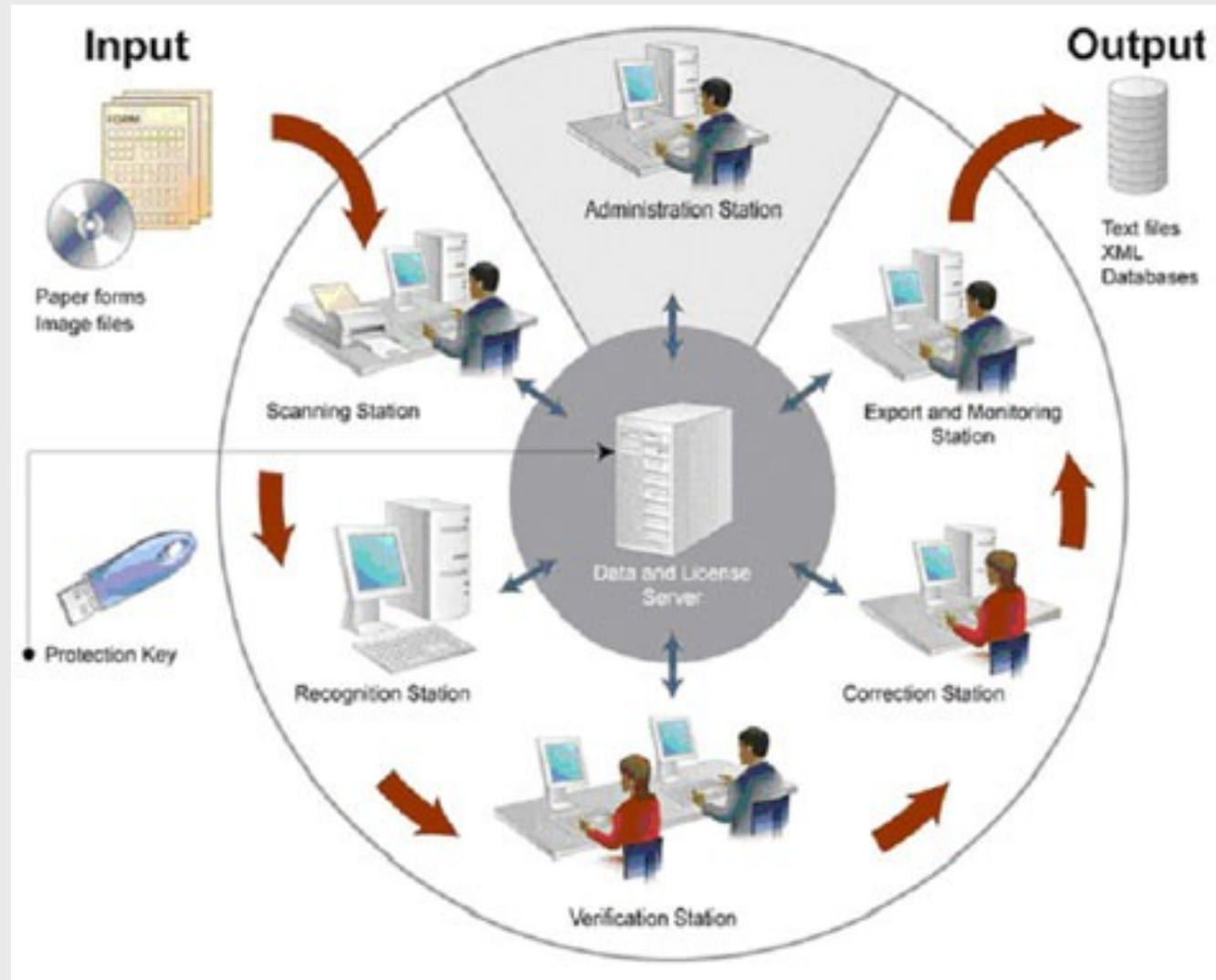
There is a scant amount of data to be captured

There are lots of annotations that may interfere with scanning accuracy
- Automated filing is highly dependent upon scanning quality and recognition accuracy
- This will require verification of captured data

Criteria First

ABBYY FormReader 6.5 Enterprise Edition

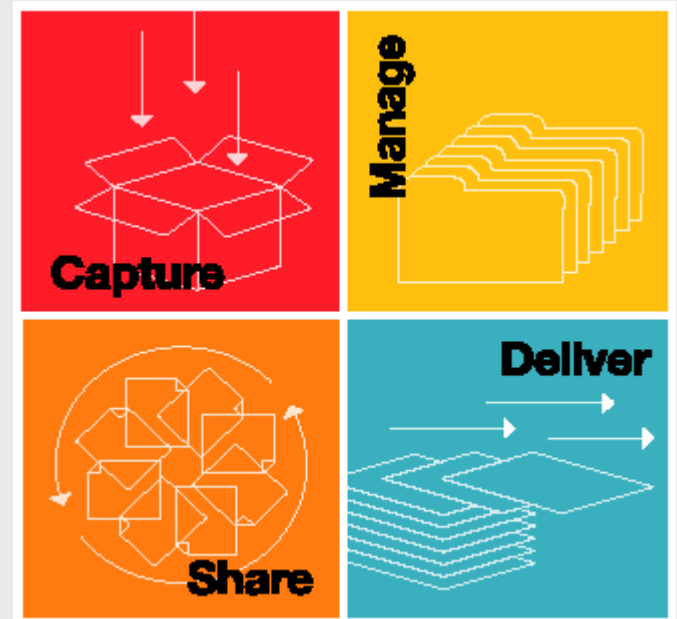
Accept image documents from various sources, capture data, and export information for use in your databases and upload the documents to DocuShare.



Criteria First

Xerox DocuShare

- Easy to use
- Versatile
- Secure
- Collaborative
- Expandable
- Scalable
- Open architecture
- Best value DMS



Options – part 1

ABBYY FormReader 6.5 Enterprise Edition

Recommended changes to reduce cost

- Modify the reports to provide better accuracy by adding handprint boxes for necessary annotations.
- Add unique data, such as a heading or page number, to the first page of printed reports to reduce printed data to be captured and increase accuracy and to skip pages with redundant information.
- Move pages relevant to the recognition process to the front of the document and ignore the rest.
- Use better/cleaner fonts to enhance recognition results.

Options – part 2

DocuPage Pro provides easy filing into DocuShare repository with your specific metadata.

- No changes necessary to current documentation process except to scan them in for viewing and indexing.
- Automated uploading and filing built in.
- Immediately adapts for new clients, customers, and stores.
- Customized for use with your Sales Orders and Licenses.
- Minimal training required.
- \$795 for one license with volume discounts available.

Return Authorization Process

- RAs may originate with customer or Dist. Center.
- CSRs gather and check documentation.
- Passes documentation to File Clerk.
- File Clerk scans one or more RAs in a batch.
- FormReader captures data and outputs PDFs.
- DAVupDoc uploads PDF documents to DocuShare with metadata into designated collection. For example ...

Criteria First

Benefits

- Once in DocuShare, you can browse or search for specific documents to retrieve and review them.
- Security is very flexible.
- Supports audits.
- Once documents are stored and backed up, hardcopy can be destroyed rather than stored for 7 years. This drastically reduces expenses.
- Expiration is set to delete documents after retention period, so no manual cleanup required.

Criteria First

Phase 2

Eliminate hardcopy faxes to be scanned

Utilize existing RightFax with TIFF output to feed into FormReader

- Less scanning (perhaps none)
- Better fidelity & recognition by FormReader
- Text-based PDFs for full text search
- No annotations

Criteria First

Phase 2

Eliminate hardcopy Credit Memos from ASW using **Reform Enterprise** to print directly to targeted DocuShare collections with appropriate metadata.

- Less scanning
- Better fidelity
- Text-based PDFs for full text search
- Relevant metadata applied
- Filed where they belong
- No hardcopy to store
- Nothing to shred

Criteria First

Reform Enterprise

- Accepts output from multiple sources: PCs, hosts, AS/400, ...
- Merges and reformats print with forms
- Applies rules to distribute print via
 - DocuShare
 - Email
 - Fax
 - Printers

