QUICKER BETTER **SAFER**

FORMS

Joanna Slusarz

QUICKER **BETTER SAFER**

FORMS

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Compulink Management Center, Inc.

Long Beach - Washington, D.C. - Fort Lauderdale - Guadalajara - Hong Kong
London - Luxembourg - Shanghai - Toronto

Laserfiche®

QUICKER BETTER SAFER | Forms

Laserfiche
A Division of Compulink Management Center, Inc.
3545 Long Beach Blvd.
Long Beach, CA 90807

CONTENTS

INTRODUCTION

At Laserfiche, our goal is to enable you to make your organization's processes run more efficiently. We believe the best way to do that is to empower our users with the knowledge needed to deliver value quickly, easily and without the need to engage expensive experts.

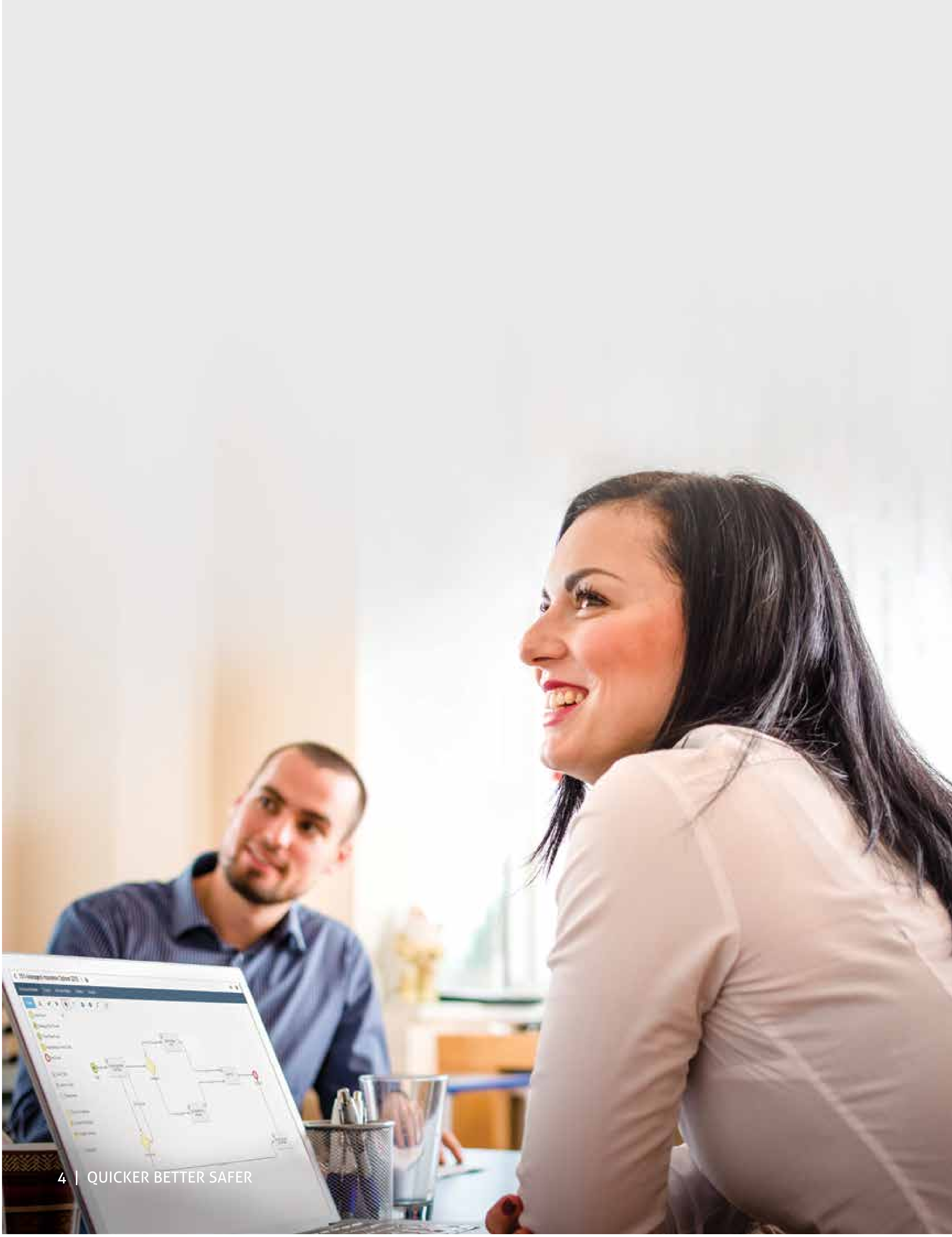
This knowledge is especially important when it comes to automating the capture, routing and approval of information trapped on paper and PDF forms. According to Gartner, 85 percent of business processes are initiated by a form. Yet research shows up to 40 percent of submitted forms contain missing information that must be corrected manually.

Laserfiche Forms enables you to quickly and affordably extend your business processes to the point of capture. By implementing process rules and management oversight, you can ensure accurate data collection and processing, and enable departments and business units to design web forms. Laserfiche Forms provides flexibility in form design and creation -- while still allowing IT and operations to maintain security and management controls.

This collection of real-world solutions provides an overview of ways customers around the world are gaining value from Laserfiche Forms, from streamlining hiring and claim processing to vendor registration and more. 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 15 customer-built solutions.
For more than 200 additional solutions, please visit:

Laserfiche.com/SolutionExchange



HUMAN RESOURCES

Onboarding is a traditionally paper-intensive process. Electronic forms accelerate the process for new employees and the HR department. The information can be instantly captured and used to create new employee files. Easy-to-design electronic forms simplify the process and enable a smooth transition away from paper forms.

The solutions in this section explain how different organizations have used electronic forms to transform the onboarding process.

HUMAN RESOURCES:
BENEFITS ENROLLMENT

City of Elgin, IL

INDUSTRY:
State and Local Government

NUMBER OF EMPLOYEES:
500-1,000

HEADQUARTERS:
Elgin, IL

Laserfiche Solution Contributed By: Jeff Massey, Chief Technology Officer, City of Elgin, IL

Located 35 miles northwest of Chicago and home to over 110,000 residents, the city of Elgin, IL, employs 850 people. The city recently implemented a Laserfiche system to take benefits open enrollment for its employees completely paperless.

Prior to implementing Laserfiche, employees were required to select their medical insurance benefits by filling out a five-page paper packet, which had to be completed even if no changes were being made. Once forms were received, they had to be manually reviewed. Changes were then manually entered into the SunGard NaviLine payroll system as well as the insurance provider’s system. This paper-based process took 400 hours of human resources staff time to complete.

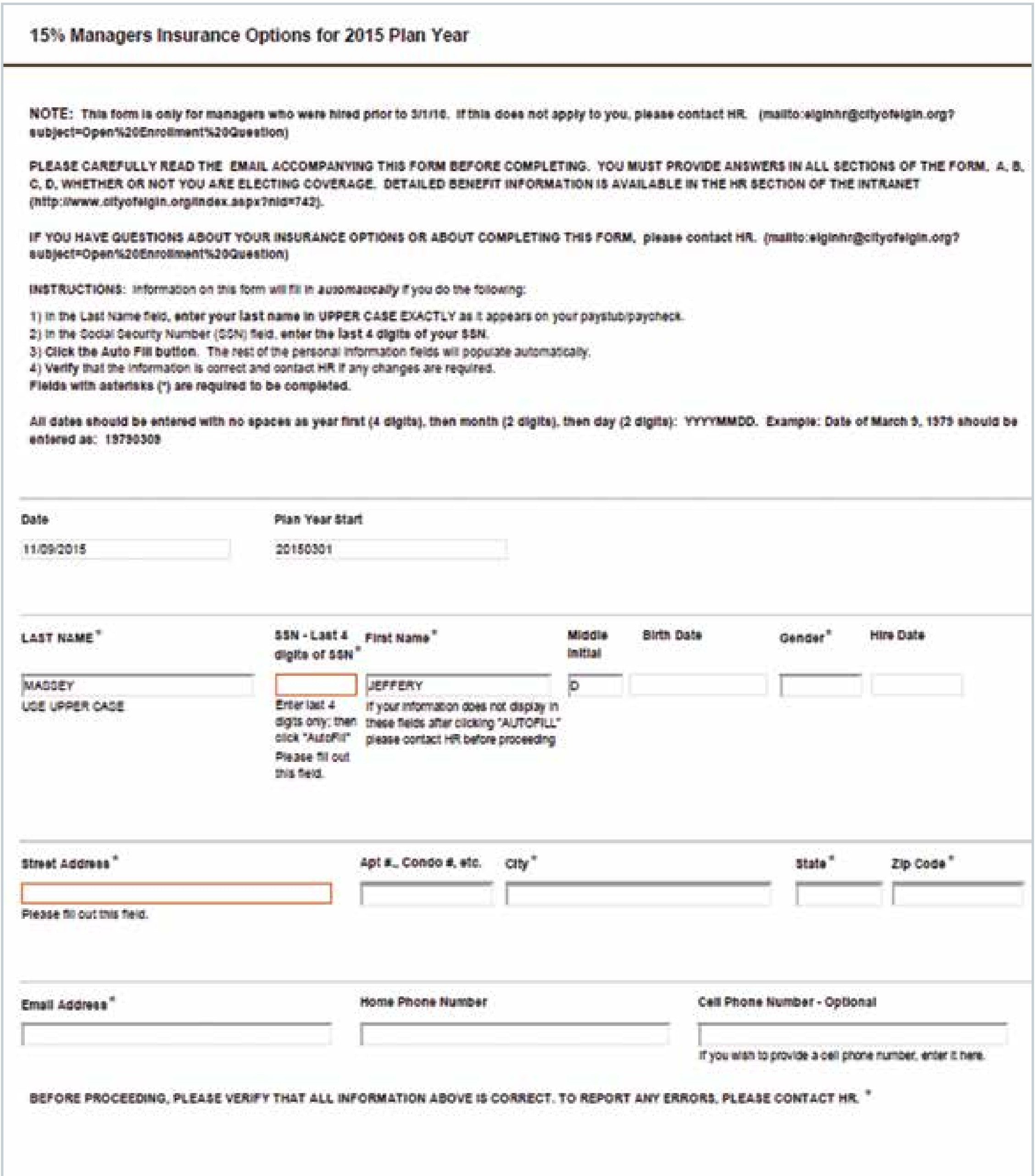
Using Laserfiche, the city automated both forms processing and data entry into NaviLine, cutting 350 hours of labor.

“Laserfiche provides real value to the city that results in hard dollar savings for the entire organization,” said Jeff Massey, Chief Technology Officer at the city of Elgin. “Within the first year of deployment, Laserfiche provided a positive ROI. The workflow improvements provided staff time benefits almost immediately.”

Here is how Laserfiche Forms and Laserfiche Workflow automated the city of Elgin’s benefits open enrollment process.

New Process

Once a year, all qualified city of Elgin employees receive an email with open enrollment instructions and a link to the form in Laserfiche Forms. The employee then clicks the link to open the form.



15% Managers Insurance Options for 2015 Plan Year

NOTE: This form is only for managers who were hired prior to 3/1/10. If this does not apply to you, please contact HR. (mailto:elginhr@cityofelgin.org?subject=Open%20Enrollment%20Question)

PLEASE CAREFULLY READ THE EMAIL ACCOMPANYING THIS FORM BEFORE COMPLETING. YOU MUST PROVIDE ANSWERS IN ALL SECTIONS OF THE FORM, A, B, C, D, WHETHER OR NOT YOU ARE ELECTING COVERAGE. DETAILED BENEFIT INFORMATION IS AVAILABLE IN THE HR SECTION OF THE INTRANET (http://www.cityofelgin.org/index.aspx?nid=742).

IF YOU HAVE QUESTIONS ABOUT YOUR INSURANCE OPTIONS OR ABOUT COMPLETING THIS FORM, please contact HR. (mailto:elginhr@cityofelgin.org?subject=Open%20Enrollment%20Question)

INSTRUCTIONS: Information on this form will fill in automatically if you do the following:

1) In the Last Name field, enter your last name in UPPER CASE EXACTLY as it appears on your paystub/paycheck.
2) In the Social Security Number (SSN) field, enter the last 4 digits of your SSN.
3) Click the Auto Fill button. The rest of the personal information fields will populate automatically.
4) Verify that the information is correct and contact HR if any changes are required.
Fields with asterisks (*) are required to be completed.

All dates should be entered with no spaces as year first (4 digits), then month (2 digits), then day (2 digits): YYYYMMDD. Example: Date of March 9, 1979 should be entered as: 19790309

Date: 11/09/2015

Plan Year Start: 20150301

LAST NAME *: MASSEY
USE UPPER CASE

SSN - Last 4 digits of SSN *:
Enter last 4 digits only; then click "AutoFill"
Please fill out this field.

First Name *: JEFFERY
If your information does not display in these fields after clicking "AUTOFILL" please contact HR before proceeding

Middle Initial: D

Birth Date

Gender *

Hire Date

Street Address *:
Please fill out this field.

Apt #, Condo #, etc.

City *

State *

Zip Code *

Email Address *

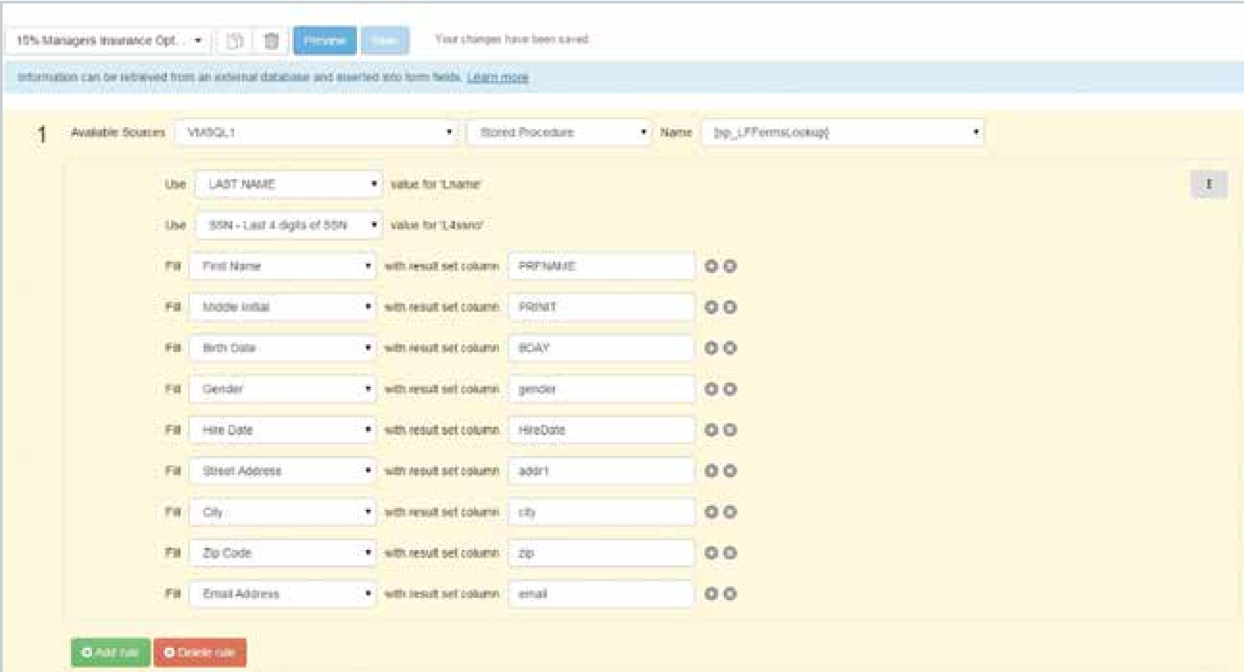
Home Phone Number

Cell Phone Number - Optional
If you wish to provide a cell phone number, enter it here.

BEFORE PROCEEDING, PLEASE VERIFY THAT ALL INFORMATION ABOVE IS CORRECT. TO REPORT ANY ERRORS, PLEASE CONTACT HR. *

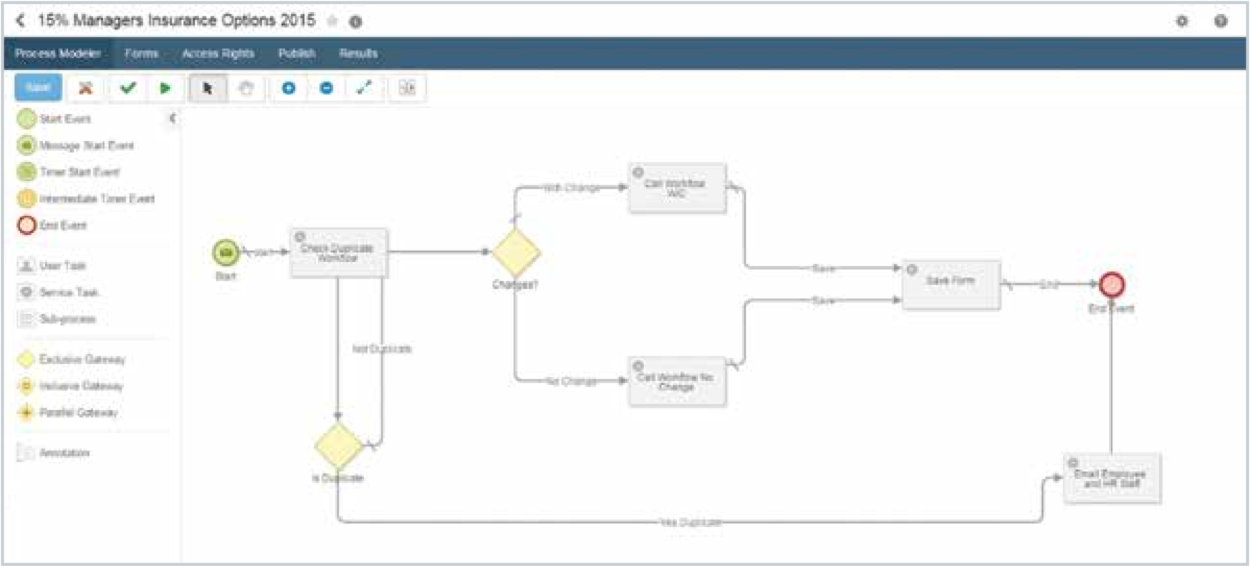
Employees select their benefits by filling out a Laserfiche form

Once the employee enters his last name and last four digits of his social security number, Laserfiche Forms auto-populates the remaining demographic fields by performing a lookup into NaviLine.



Laserfiche Forms looks up the employee's demographic information in the database based on the employee's name and last four digits of the social security number

The employee selects the appropriate dental, health and vision coverage. He can also select "No Change" in any of those sections. Once the form is completed and submitted, Laserfiche Workflow takes over.

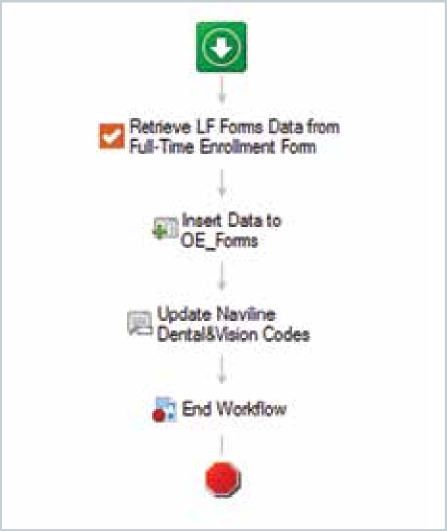


The Laserfiche Forms Process Diagram shows which workflow to launch depending on whether the employee indicated changes to benefits

Laserfiche Workflow:

- Extracts all data from the form
- Inserts this data into a SQL database
- Updates the SQL database with the appropriate codes in order to simplify uploading to NaviLine

Once the workflow finishes running, Laserfiche Forms saves the form in the employee's folder in Laserfiche. If "No Change" is selected for all sections, there is no further review necessary and the form is immediately saved in the employee's Laserfiche folder.



Laserfiche Workflow inserts new benefits enrollment data into NaviLine

A SQL reporting service runs daily on the SQL database and generates a CSV summary of all submitted information. This report is emailed to the HR department which can track the submissions as they come in and quickly contact the necessary employees if changes or corrections are needed.

At the end of the month, NaviLine imports the CSV file and updates employee records with the new benefits enrollment information so that the employees' pay can be adjusted accordingly.

Another SQL stored procedure runs monthly to produce a data file with all benefits enrollment information. This report is automatically saved to the benefit provider's FTP site so that it can update its records.

Benefits

Implementing Laserfiche at the city of Elgin has resulted in the following:

- HR staff saves 350 hours of labor by automating both forms processing and data entry into NaviLine. This equates to about $15,000 in savings.
- The city of Elgin saves an additional $15,000 in legacy support costs from the previous document management software that is no longer in use.
- Other departments save $30,000 in storage and retrieval costs.

HUMAN RESOURCES:
HIRING

Warmerdam Packing

INDUSTRY:
Commercial

NUMBER OF EMPLOYEES:
11-50 people

HEADQUARTERS:
Hanford, CA

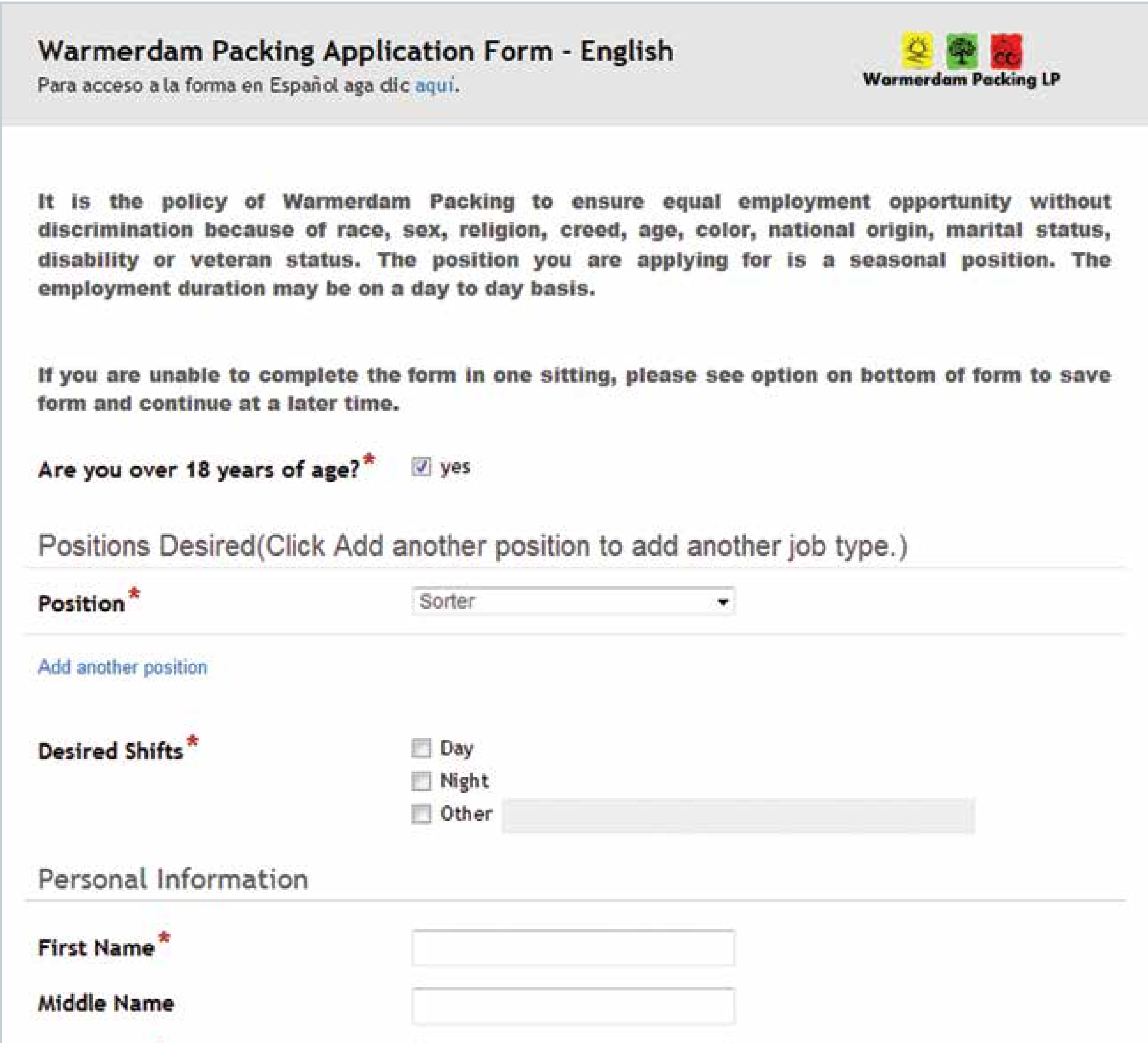
EXISTING LASERFICHE INTEGRATIONS:
Famous Software

Laserfiche Solution Contributed By: Russ Davidson, CFO and Maria Cabral, Office Manager, Warmerdam Packing; John Catano and Rory Quick, Appleby Co

As one of the leading cherry producers in California, Warmerdam Packing hires 1,500-2,000 seasonal workers every year. The hiring and onboarding process requires completing a great deal of forms (e.g., the job application, I-9, W-4, etc.). Here is how Laserfiche makes HR onboarding completely paperless.

Hiring Process

Warmerdam now uses Laserfiche Forms and Laserfiche Workflow to manage its hiring process. The job application is submitted through Laserfiche Forms. Computer stations at Warmerdam's job fairs allow applicants to fill out job applications in English or Spanish in person or they can apply at home at their convenience.



Warmerdam Packing Application Form - English

Para acceso a la forma en Español aga clic aqui.

Warmerdam Packing LP

It is the policy of Warmerdam Packing to ensure equal employment opportunity without discrimination because of race, sex, religion, creed, age, color, national origin, marital status, disability or veteran status. The position you are applying for is a seasonal position. The employment duration may be on a day to day basis.

If you are unable to complete the form in one sitting, please see option on bottom of form to save form and continue at a later time.

Are you over 18 years of age?* ☑ yes

Positions Desired(Click Add another position to add another job type.)

Position* Sorter

Add another position

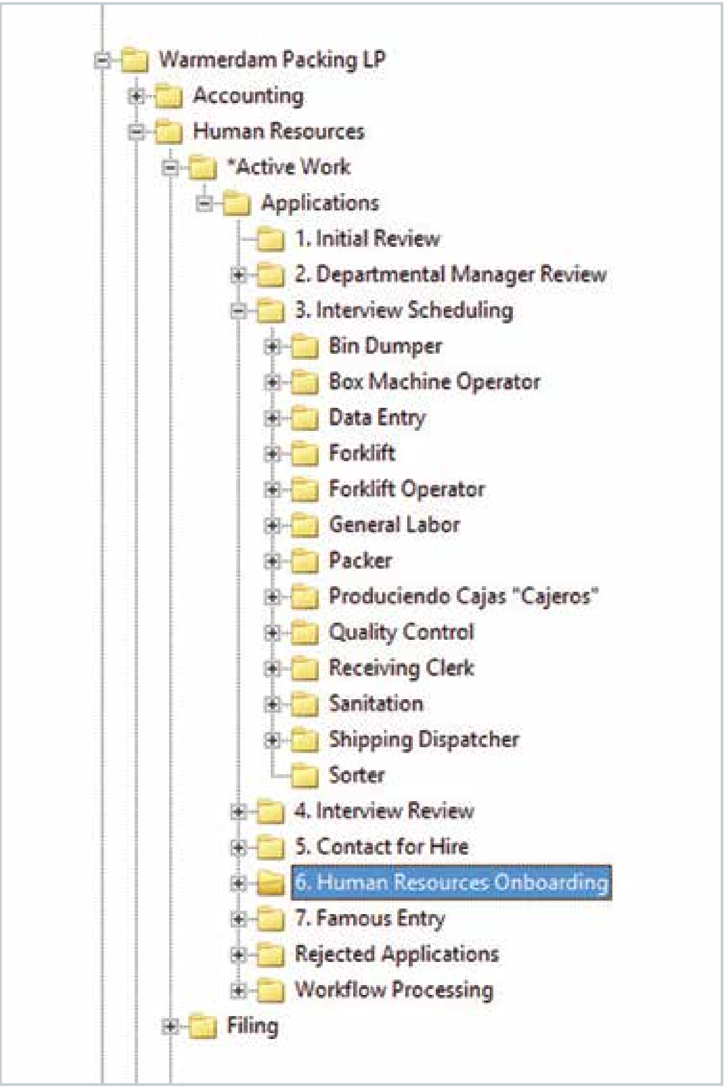
Desired Shifts* ☐ Day ☐ Night ☐ Other

Personal Information

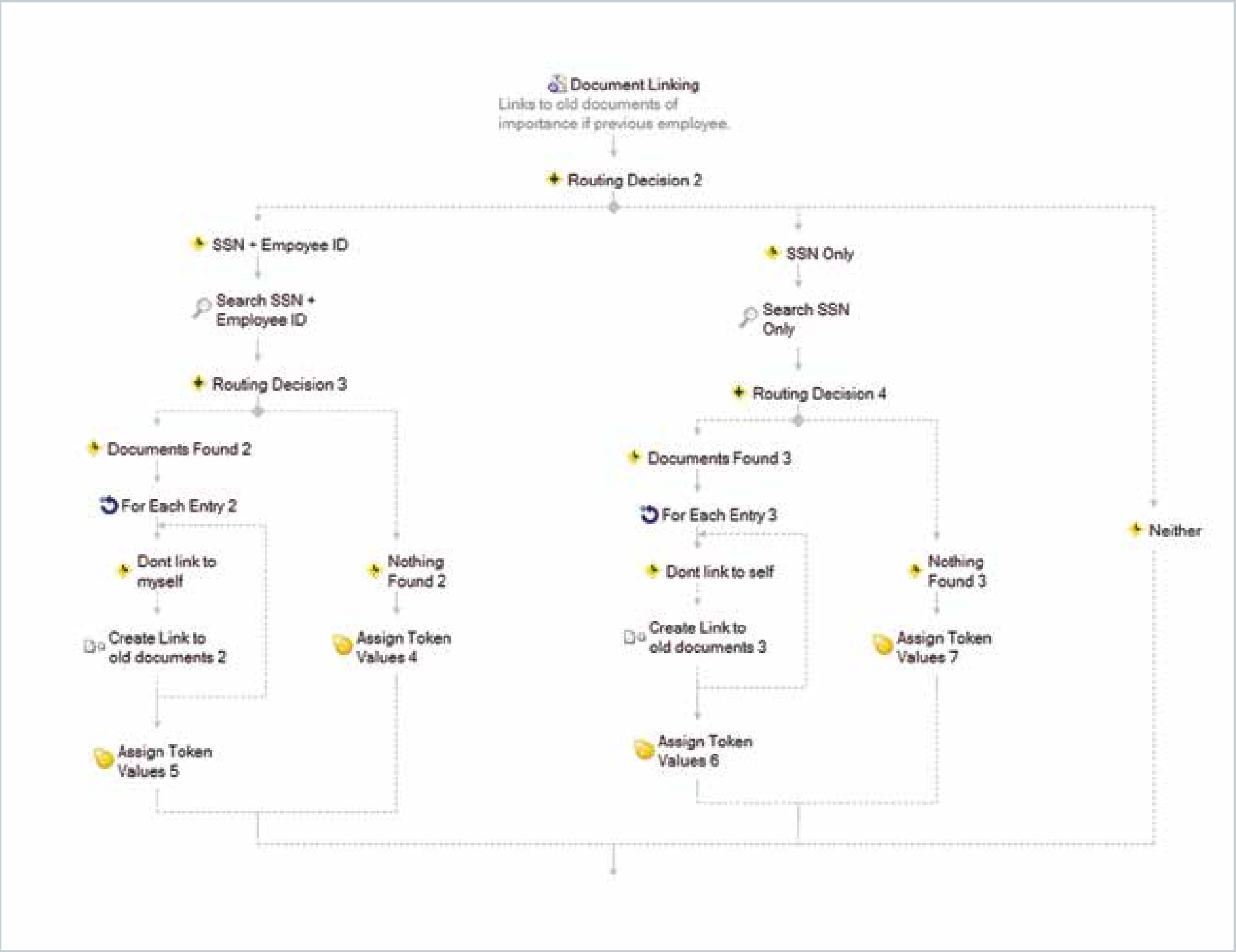
First Name*

Middle Name

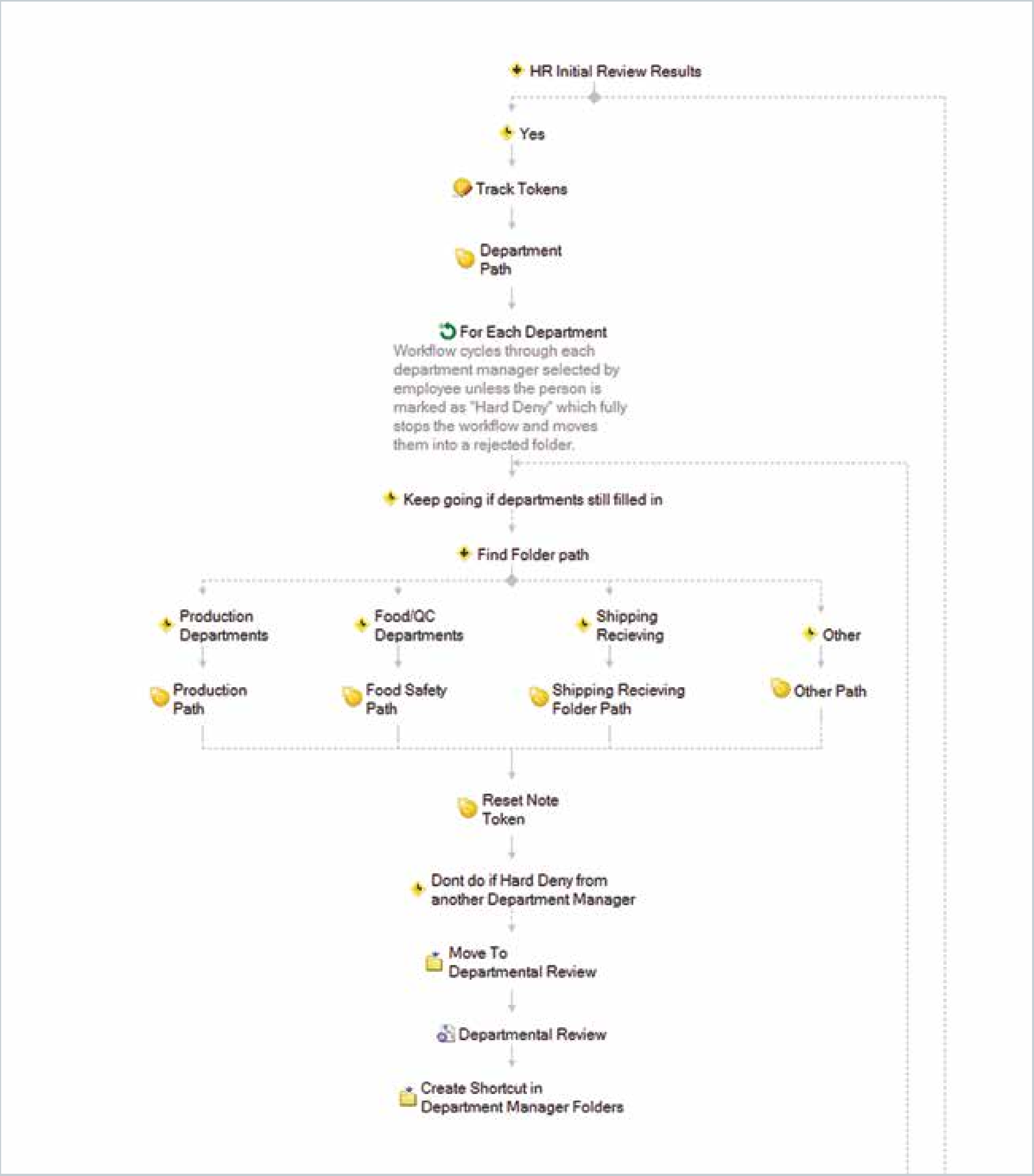
The folder structure in the Laserfiche repository corresponds with the different steps of the process. As the job application moves from step to step, Laserfiche Workflow automatically moves it to the next folder.



Once the application is submitted, Laserfiche Workflow searches the repository to see if an employee with the same social security number and/or employee ID already exists. If so, it adds a link to the old application in the new application's metadata. Here is the section of the workflow that searches for and links those documents:



The application is automatically routed to the Initial Review folder, where an HR employee performs the first review. After the initial review, the application automatically goes to the correct location based on job title. A shortcut is also created in the department manager's folder.



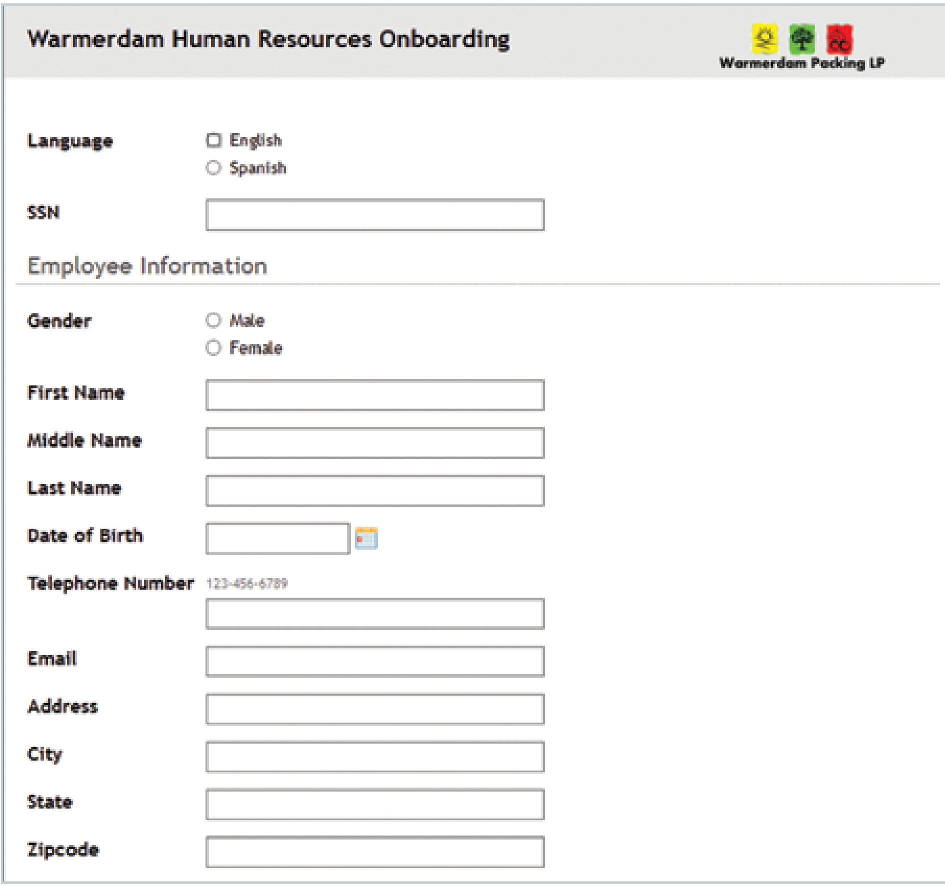
The manager decides whether to reject the applicant or move him to the next step. If the applicant has been previously employed by Warmerdam and the manager approves him, the applicant is moved to the Contact for Hire folder and is hired immediately. Otherwise, the workflow moves the new applicant to the interview scheduling step.

If the interview is successful, Laserfiche Workflow moves the application to the Contact for Hire folder. The applicant's information is then entered into a SQL database.

Rejected applications are moved to the Rejected Applications folder for archival.

Onboarding Process

On the employee's first day, the HR employee opens the HR Onboarding form. Upon entering the new employee's social security number, the majority of the form is automatically populated with information stored in the database. Here is what this form looks like:


Warmerdam Human Resources Onboarding

Warmerdam Packing LP

Language: English / Spanish

SSN

Employee Information

Gender: Male / Female

First Name

Middle Name

Last Name

Date of Birth

Telephone Number 123-456-6789

Email

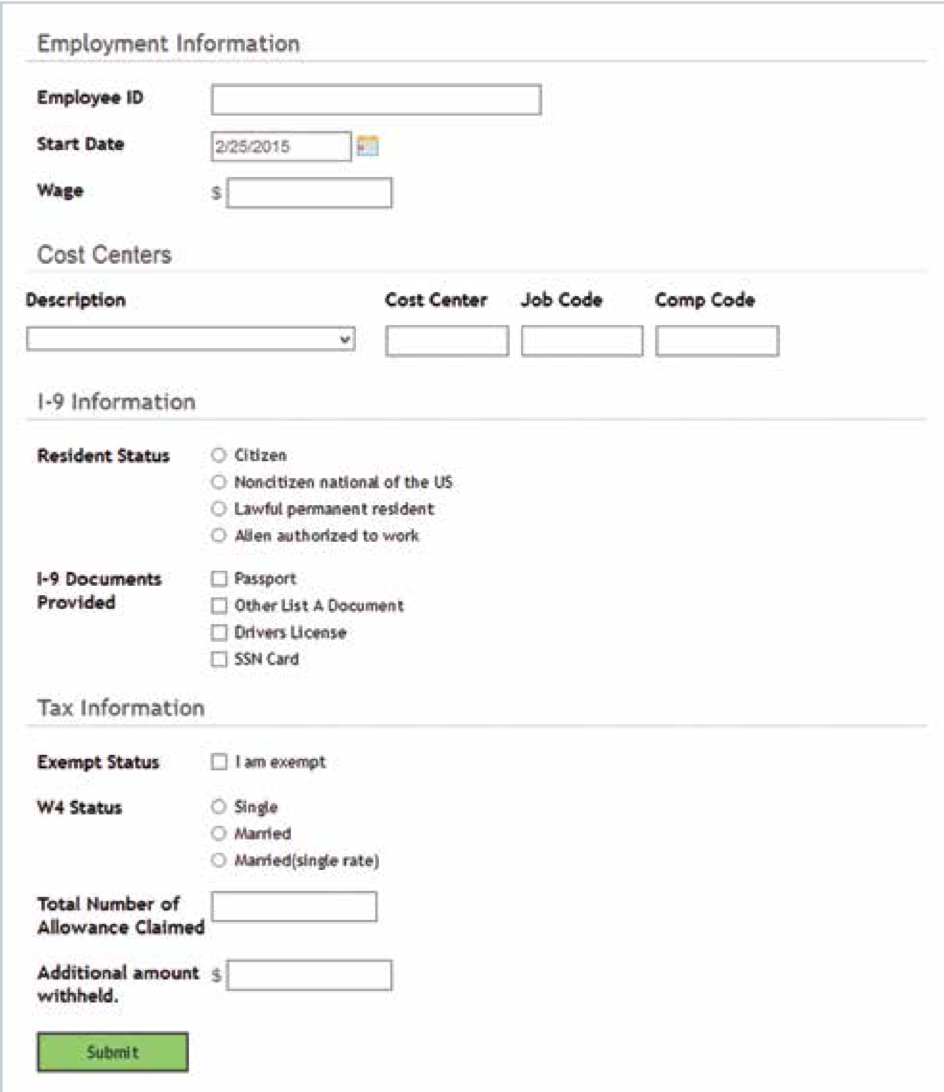
Address

City

State

Zipcode

The HR employee enters additional information into the form, such as the new employee's tax information.



Employment Information

Employee ID

Start Date 2/25/2015

Wage $

Cost Centers

Description | Cost Center | Job Code | Comp Code

I-9 Information

Resident Status
- Citizen
- Noncitizen national of the US
- Lawful permanent resident
- Alien authorized to work

I-9 Documents Provided
- Passport
- Other List A Document
- Drivers License
- SSN Card

Tax Information

Exempt Status
- I am exempt

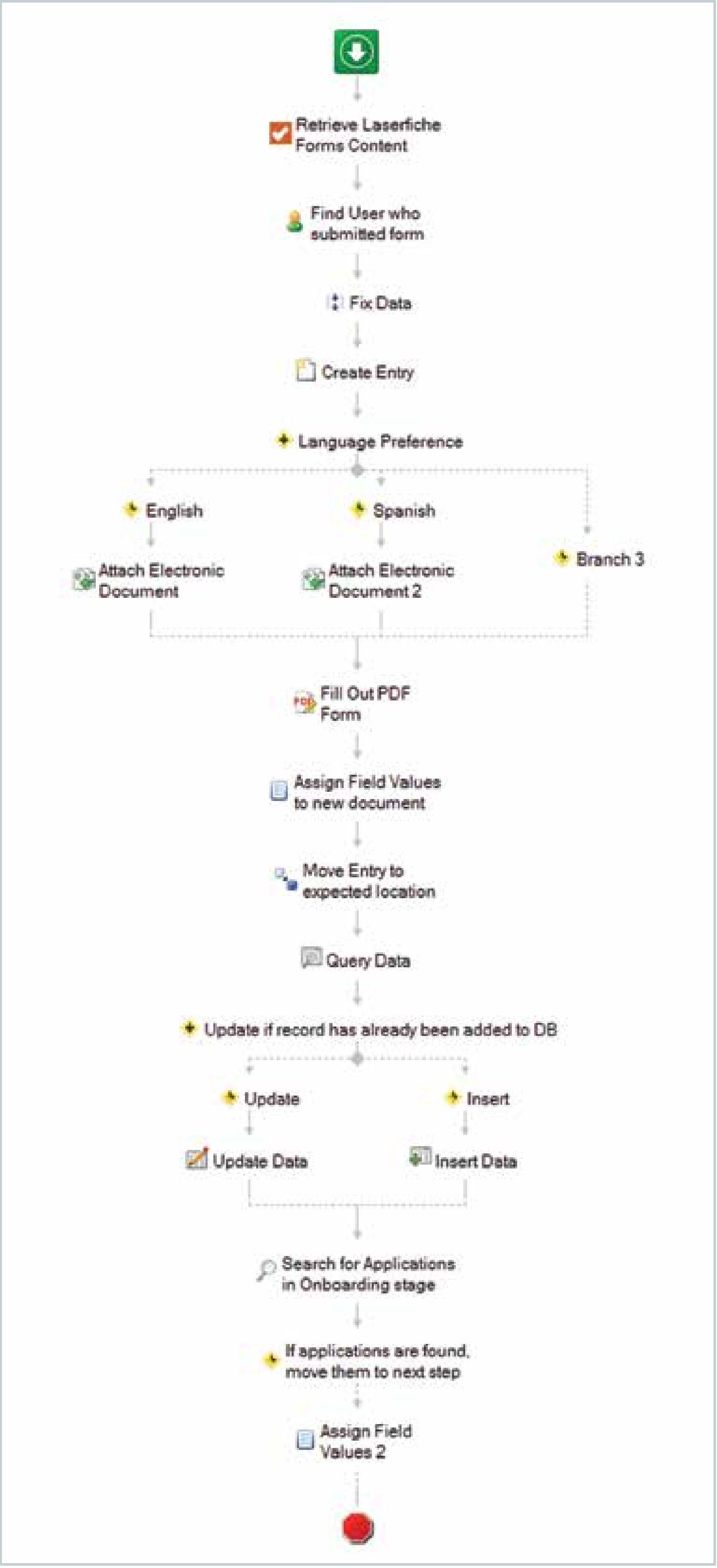
W4 Status
- Single
- Married
- Married(single rate)

Total Number of Allowance Claimed

Additional amount withheld. $

Submit

Once the form is submitted, Laserfiche Workflow takes the information from the form and automatically creates and populates PDF versions of W-4 and I-9 forms. Here is what this workflow looks like:



The new employee reviews the information in the forms and signs them on a Topaz signature pad. Here is an example of a pre-filled W-4 form with the employee's signature visible.

Separate here and give Form W-4 to your employer. Keep the top part for your records.

Form **W-4** Department of the Treasury Internal Revenue Service

Employee's Withholding Allowance Certificate

▶ Whether you are entitled to claim a certain number of allowances or exemption from withholding is subject to review by the IRS. Your employer may be required to send a copy of this form to the IRS.

OMB No. 1545-0074

2015

1 Your first name and middle initial: John | Last name: Doe | 2 Your social security number: 111-11-1111

Home address (number and street or rural route): 2828 North Wishon

3 ☒ Single ☐ Married ☐ Married, but withhold at higher Single rate.

City or town, state, and ZIP code: Fresno, CA 93704

4 If your last name differs from that shown on your social security card, check here. You must call 1-800-772-1213 for a replacement card. ▶ ☐

5 Total number of allowances you are claiming (from line H above or from the applicable worksheet on page 2) | 5 | 1

6 Additional amount, if any, you want withheld from each paycheck | 6 | $

7 I claim exemption from withholding for 2015, and I certify that I meet **both** of the following conditions for exemption.

• Last year I had a right to a refund of **all** federal income tax withheld because I had **no** tax liability, **and**

• This year I expect a refund of **all** federal income tax withheld because I expect to have **no** tax liability.

If you meet both conditions, write "Exempt" here ▶ 7

Under penalties of perjury, I declare that I have examined this certificate and, to the best of my knowledge and belief, it is true, correct, and complete.

Employee's signature (This form is not valid unless you sign it.) ▶ John Doe Date ▶ 1/27/2015

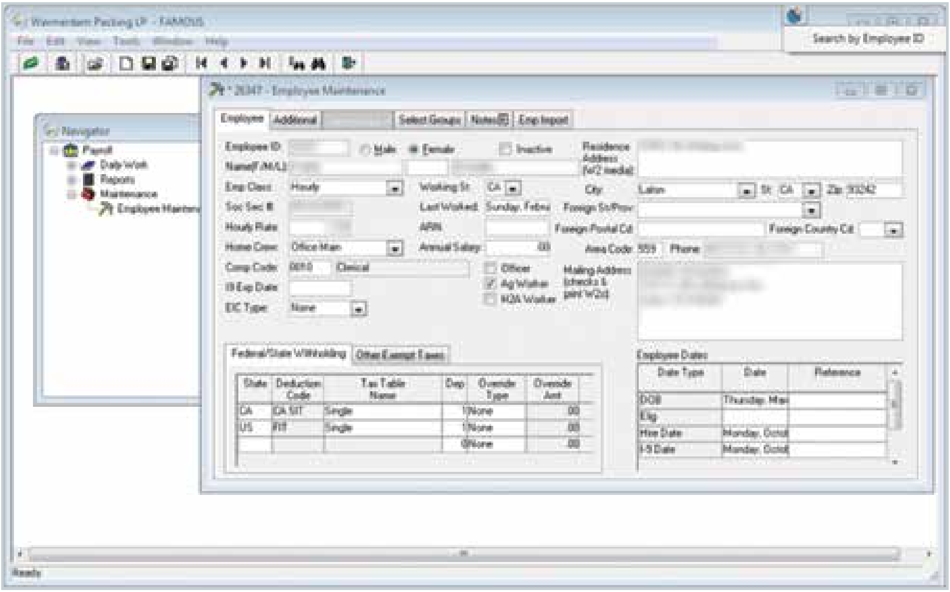
8 Employer's name and address (Employer: Complete lines 8 and 10 only if sending to the IRS.) | 9 Office code (optional) | 10 Employer identification number (EIN)

For Privacy Act and Paperwork Reduction Act Notice, see page 2. Cat. No. 10220Q Form **W-4** (2015)

At the end of the day, another workflow populates the Famous line-of-business application with all of the information relating to the employees hired that day.

Laserfiche Connector

Once the employee's information has been imported into Famous, Laserfiche Connector is used to link this information to the employee's documents in Laserfiche by employee ID. This allows Warmerdam HR staff to quickly pull up the employee's documents directly from their record in Famous, instead of having to perform a separate manual search in Laserfiche.



Benefits of Laserfiche

Implementing Laserfiche at Warmerdam Packing has resulted in the following benefits:

- The process of sorting through and reviewing all incoming applications to actual hire could take a team of people three weeks to complete. The new process, from the receipt of the online application to hire, takes approximately two hours.
- Since 75 percent of all applicants are rehired, finding their old files to check if they had been previously employed would take a long time. Now all the details are accessible in one place.
- The only paper that is generated during the HR hiring and onboarding process is the employee handbook. Everything else is stored in Laserfiche.
- Laserfiche Connector allows HR staff to pull up an employee's record in Famous and see all Laserfiche documents related to the employee without having to perform a separate search.

HUMAN RESOURCES:
NEW EMPLOYEE ONBOARDING

Breckenridge Grand Vacations

INDUSTRY:
Commercial

NUMBER OF EMPLOYEES:
200-500

HEADQUARTERS:
Breckenridge, CO

Laserfiche Solution Contributed By: Irina Garner, HR Technician, Breckenridge Grand Vacations

Breckenridge Grand Vacations manages four timeshare resorts in Breckenridge, CO. With 400 employees and a 50 percent turnover rate, the hiring process used to involve a great deal of paper. Here is how Laserfiche Forms made onboarding new hires a quick and painless process.

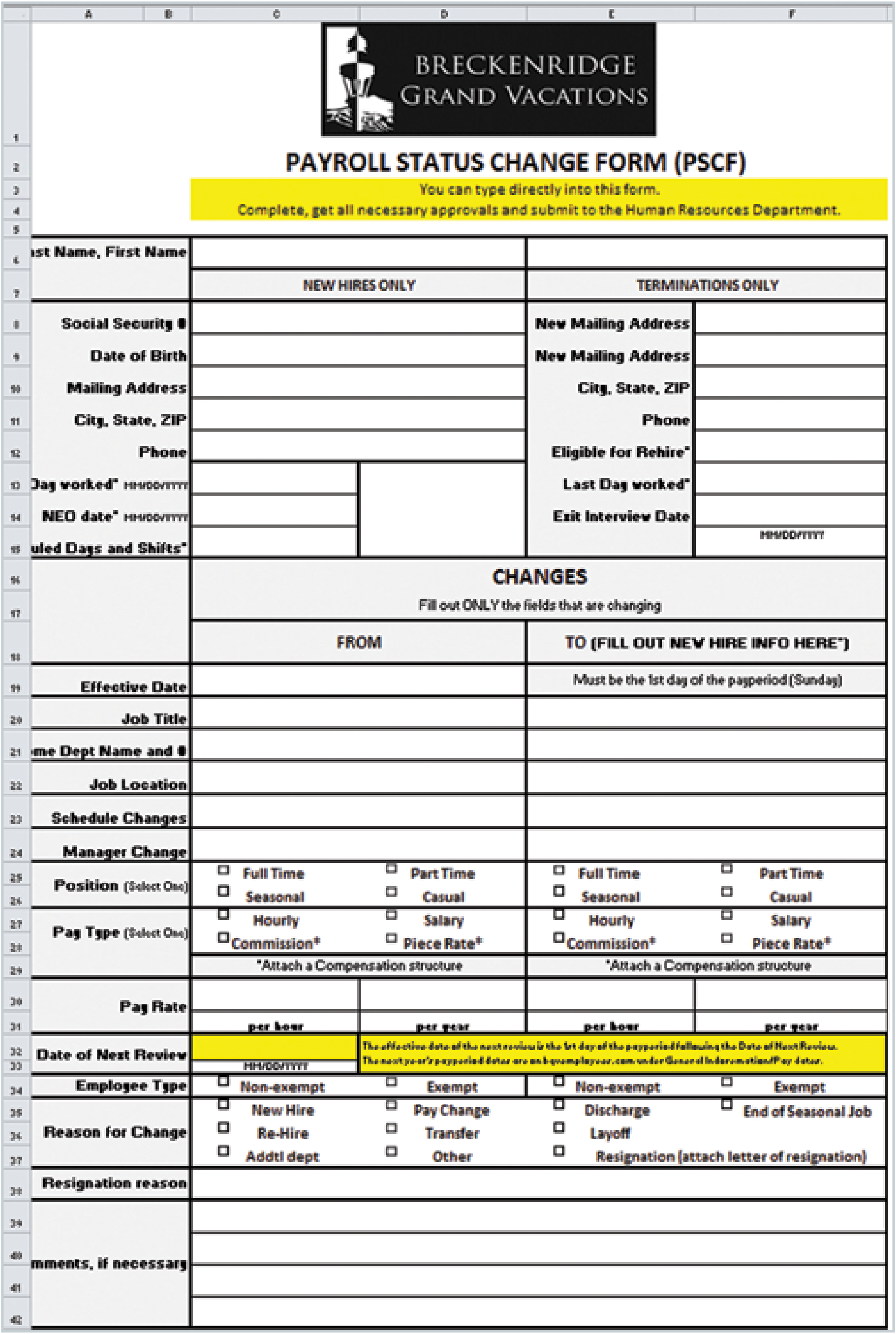
Legacy Process

After a prospective employee accepted a job offer at Breckenridge Grand Vacations, the hiring manager had to:

- Fill out a lengthy new hire form in Microsoft Excel with all of the new hire's personal data and salary information.
- Submit a new helpdesk ticket to set the new employee up with all appropriate hardware and software, such as computer login and phone number.
- Register the employee for new employee orientation.

Hiring managers generally performed these steps at different times, so the people who needed the information frequently didn't receive it in a timely matter. The new hire form in particular had to be printed and driven around the organization's eight different locations through interoffice mail to be signed. It was then delivered to HR, where an employee manually entered all of the new hire's information into the HR system, only to find out that required information was missing or the form was not filled out correctly.

Here is what the old, cumbersome new hire form looked like:



BRECKENRIDGE GRAND VACATIONS

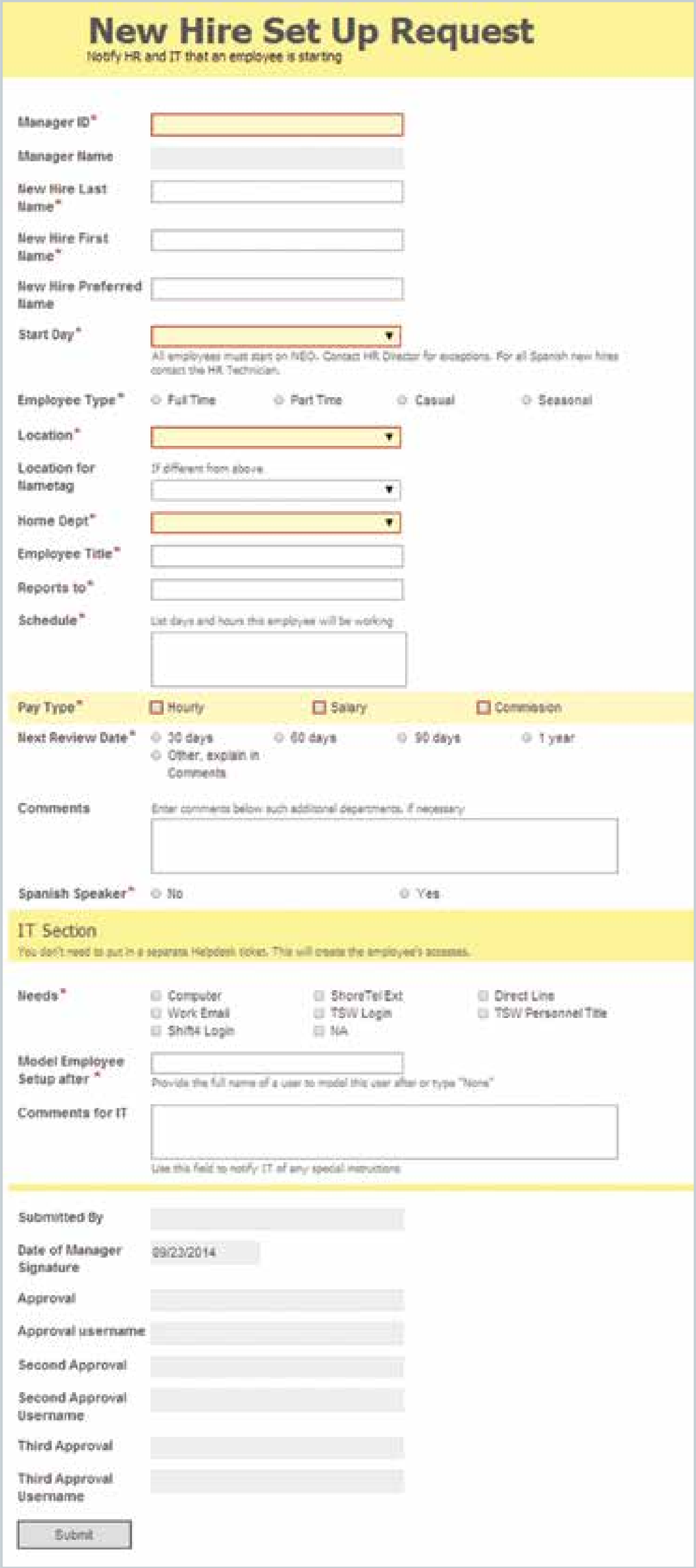
PAYROLL STATUS CHANGE FORM (PSCF)

You can type directly into this form.
Complete, get all necessary approvals and submit to the Human Resources Department.

ast Name, First Name				
	NEW HIRES ONLY		TERMINATIONS ONLY	
Social Security #			New Mailing Address	
Date of Birth			New Mailing Address	
Mailing Address			City, State, ZIP	
City, State, ZIP			Phone	
Phone			Eligible for Rehire*	
Day worked* MM/DD/YYYY			Last Day worked*	
NEO date* MM/DD/YYYY			Exit Interview Date	
uled Days and Shifts*				MM/DD/YYYY
	CHANGES Fill out ONLY the fields that are changing			
	FROM		TO (FILL OUT NEW HIRE INFO HERE*)	
Effective Date			Must be the 1st day of the payperiod (Sunday)	
Job Title				
me Dept Name and #				
Job Location				
Schedule Changes				
Manager Change				
Position (Select One)	☐ Full Time ☐ Seasonal	☐ Part Time ☐ Casual	☐ Full Time ☐ Seasonal	☐ Part Time ☐ Casual
Pay Type (Select One)	☐ Hourly ☐ Commission*	☐ Salary ☐ Piece Rate*	☐ Hourly ☐ Commission*	☐ Salary ☐ Piece Rate*
	*Attach a Compensation structure		*Attach a Compensation structure	
Pay Rate	per hour	per year	per hour	per year
Date of Next Review	MM/DD/YYYY	The effective date of the next review is the 1st day of the payperiod following the Date of Next Review. The next year's payperiod dates are on bgvemployees.com under General Information/Pay dates.		
Employee Type	☐ Non-exempt	☐ Exempt	☐ Non-exempt	☐ Exempt
Reason for Change	☐ New Hire ☐ Re-Hire ☐ Addtl dept	☐ Pay Change ☐ Transfer ☐ Other	☐ Discharge ☐ Layoff ☐ Resignation (attach letter of resignation)	☐ End of Seasonal Job
Resignation reason				
mments, if necessary				

Current Process

With the new process, the hiring manager simply fills out one Laserfiche form to perform all of the tasks listed above. Here is what this form looks like:



New Hire Set Up Request
Notify HR and IT that an employee is starting

Manager ID*
Manager Name
New Hire Last Name*
New Hire First Name*
New Hire Preferred Name
Start Day*
All employees must start on NEO. Contact HR Director for exceptions. For all Spanish new hires contact the HR Technician.
Employee Type* — Full Time, Part Time, Casual, Seasonal
Location*
Location for Nametag — If different from above
Home Dept*
Employee Title*
Reports to*
Schedule* — List days and hours this employee will be working
Pay Type* — Hourly, Salary, Commission
Next Review Date* — 30 days, 60 days, 90 days, 1 year, Other, explain in Comments
Comments — Enter comments below such additional departments, if necessary
Spanish Speaker* — No, Yes

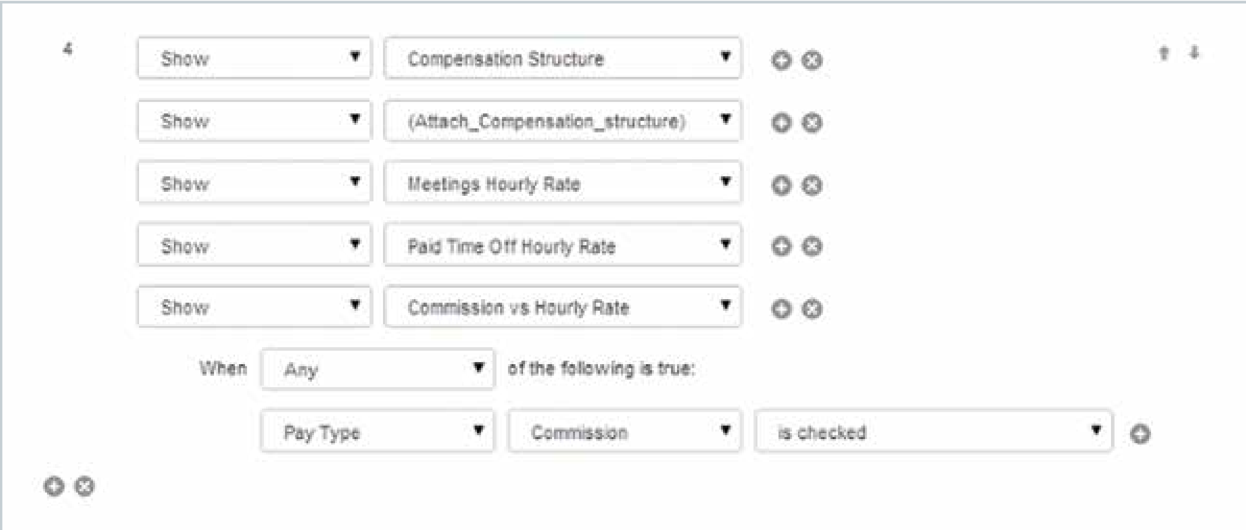
IT Section
You don't need to put in a separate Helpdesk ticket. This will create the employee's accesses.

Needs* — Computer, Work Email, Shift4 Login, ShoreTel Ext, TSW Login, NA, Direct Line, TSW Personnel Title
Model Employee Setup after* — Provide the full name of a user to model this user after or type "None"
Comments for IT — Use this field to notify IT of any special instructions

Submitted By
Date of Manager Signature — 09/23/2014
Approval
Approval username
Second Approval
Second Approval Username
Third Approval
Third Approval Username
Submit

This form is created to be as user-friendly as possible so that the hiring manager only enters a minimal amount of information. Some of the most useful features of this form include:

- Drop-down fields that ensure the manager selects an answer that is appropriate to the question. For example, the Location field has a list of all of the available locations. The manager does not have to remember the proper spelling or name of a location.
- Field rules that guarantee the manager only fills out information that is pertinent to the particular new hire. For example, the compensation structure fields only appear if the manager selects the commission pay type.



- Database lookups that allow some of the information, such as the name of the hiring manager's supervisor, to be prepopulated directly from the employee database. This ensures that the form is routed to the correct people for review.

- Custom JavaScript applied to the Start Day field that ensures that the new employee starts work on the day of a new hire orientation (every Monday for English speakers and every Friday for Spanish-speakers). This eliminates the problem of a new hire starting on a Tuesday, and not attending the new hire orientation until the following Monday. Here is what this JavaScript looks like:

JavaScript Learn More

```
$(document).ready(function () {
  $(".thisfieldreadonly input").prop("readonly", true);
  getMondays();
});

function getMondays(){
  var badMondays = [ '7/21/2014', '9/1/2014', '12/29/2014' ];
  var mondays = new Array();
  var maxWeeks = 12;
  var d = new Date();
  while(d.getDay() != 1){
    d.setDate(d.getDate() + 1);
  }

  while(maxWeeks >= 0){
    var m = (d.getMonth() + 1) + '/' + d.getDate() + '/' +  d.getFullYear();

    if(badMondays.indexOf(m) == -1){
      mondays.push(m);
      maxWeeks--;
    }
    d.setDate(d.getDate() + 7);
  }


  //FIND ELEMENT & SET VALUES
  //var dd = document.getElementById("XXXX");
  for(i=0;i<mondays.length;i++){
    $("#Field224").append(new Option(mondays[i], mondays[i]));
  }
}
```

- Read-only fields that ensure that some of the prepopulated data cannot be changed. For example, the three different approvers who need to review the form are automatically populated based on the employee ID of the submitter. Those fields are set as read-only so that the submitter cannot alter the chain of review.

Once the form is submitted, it goes through three different levels of approval (unless the first approver is one of the company's executives, in which case the other two approval levels are bypassed.) The reviewer is notified by email of a new hire form to review and can view and approve/reject this form directly in Laserfiche Forms. Alternatively, the reviewer can reply directly to the email with either "approve" or "reject" in the email body. Either action will move the form along in the process.

Here is what a sample email looks like:

Subject: A New Hire request has been submitted for your approval 488

You can perform this task via email by replying to this message with one of the following actions as the email body: Approve, Reject.

DEPARTMENT MANAGER submitted a New Hire Request for EMPLOYEE, NEW

Start Day: 10/13/2014

Employee Type: FULL TIME

Seasonal Job End:

Exempt/Non-Exempt:

Location: SKI TOWN OFFICE

Home Dept: ACCOUNTING - LOAN SERVICING HOURLY XX-XXX-X

Title: ACCOUNT MANAGER COMMUNICATIONS II

Pay Type:

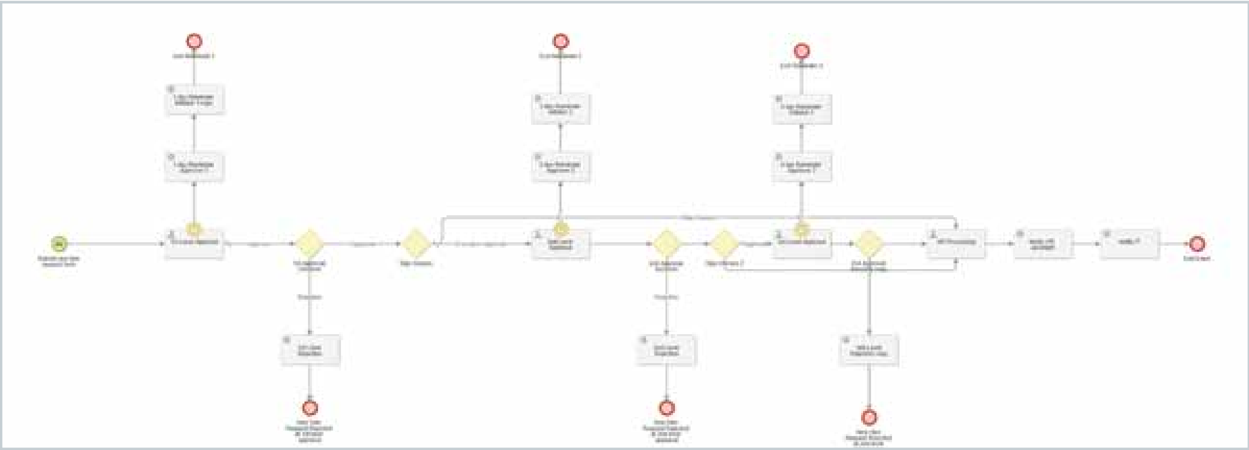
Hourly: CHECKED,

Salary: unchecked,

If the reviewer doesn't approve or reject the form in three days, he/she receives a reminder email. If at any point the form is rejected, an email is sent to the hiring manager and the process is terminated.

Once the form has been approved by all reviewers, the HR assistant is notified by email. Another email is sent to the IT helpdesk. The IT email notification contains all of the information the IT employee needs to set up the user in all systems.

Here is what the entire Laserfiche Forms business process looks like:



Benefits of Laserfiche Forms

Automating the new hire process with Laserfiche Forms has resulted in the following benefits for Breckenridge Grand Vacations:

- The HR and IT departments receive information that is always correct, complete and timely so that everything is ready before the new hire's first day.
- The forms can be built by an HR technician, who can also make changes without having to wait for assistance from the IT department.
- Direct approval allows managers who travel between locations to approve new hire forms quickly from their email inbox without having to log into Laserfiche Forms.
- Employee information is more secure—there is no longer the possibility of a form being lost on the way to another location or accidentally viewed by an unauthorized person.

HUMAN RESOURCES:
JOB REQUISITION

Steinhafels

INDUSTRY:
Commercial

NUMBER OF EMPLOYEES:
500-1000

HEADQUARTERS:
Waukesha, WI

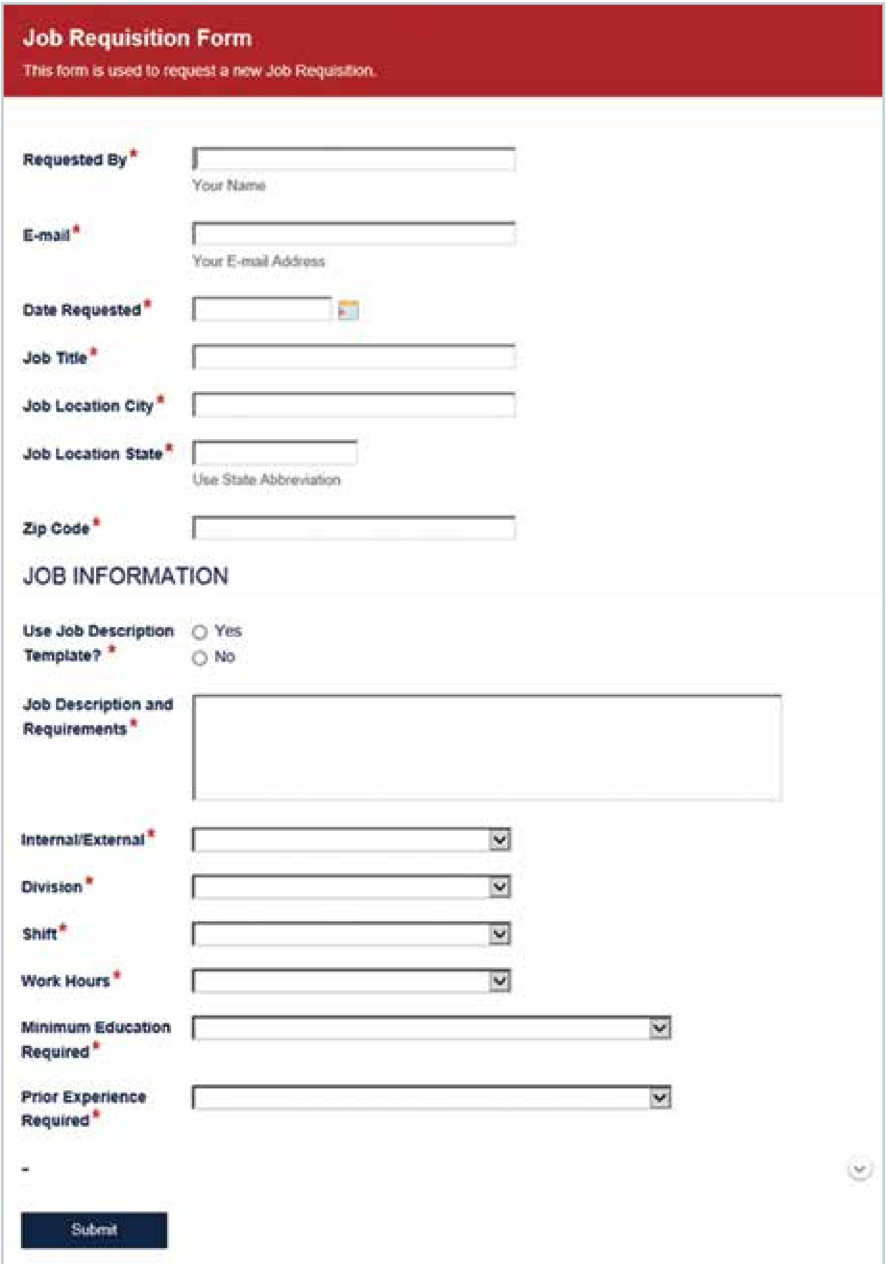
Laserfiche Solution Contributed By: Lynda Malmberg, HR Manager, Steinhafels Inc.

Steinhafels Inc. is a furniture store chain operating in the Midwest with 700 employees spread out across multiple locations. The company's rapid growth resulted in hundreds of non-standardized forms, an ad hoc approach to collecting information and the lack of a standard method for onboarding employees. Here is how Steinhafels used Laserfiche Forms and Laserfiche Workflow to standardize and fully automate the HR onboarding process.

Posting Job Openings

Steinhafels has as many as 60 different job openings at a time. Manually posting jobs to third-party career websites such as Monster.com is time consuming. Laserfiche has completely automated this process.

Now, a hiring manager can submit new job requisitions through Laserfiche Forms. Once submitted, the requisition is automatically routed to HR for approval.



Job Requisition Form

This form is used to request a new Job Requisition.

Requested By*
Your Name

E-mail*
Your E-mail Address

Date Requested*

Job Title*

Job Location City*

Job Location State*
Use State Abbreviation

Zip Code*

JOB INFORMATION

Use Job Description Template?* Yes / No

Job Description and Requirements*

Internal/External*

Division*

Shift*

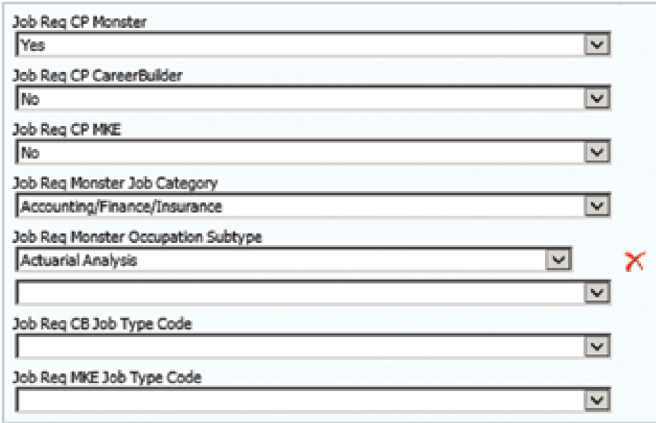
Work Hours*

Minimum Education Required*

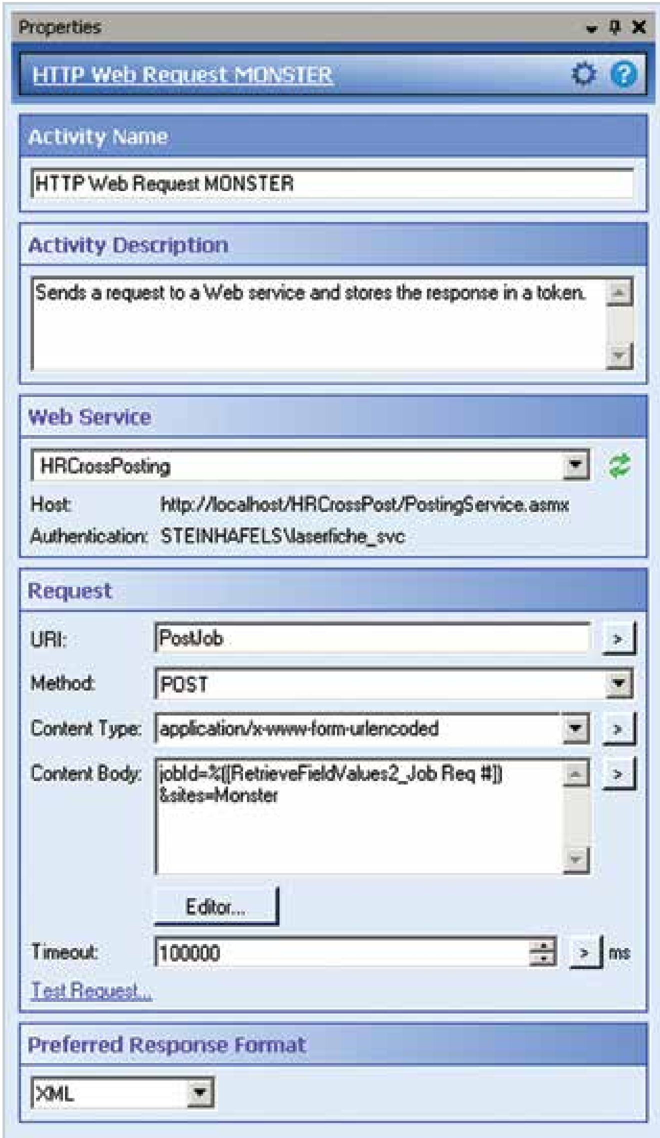
Prior Experience Required*

Submit

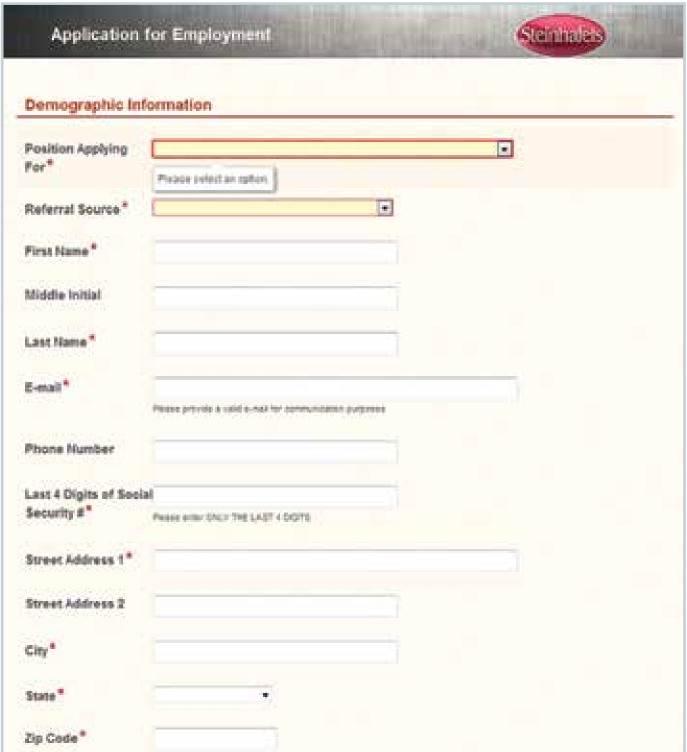
As part of the approval process, HR selects the job sites to which the job requisition will be posted (Monster, Career Builder or Milwaukee Jobs), the job categories and job types.



Once the selection is made, Laserfiche Workflow posts the job to the various websites under the Steinhafels account. Here is the configuration of the HTTP Web Request activity that posts jobs to Monster:



An embedded link in the third-party career site's job listing takes the applicant to Steinhafels' website to fill out a job application in Laserfiche Forms.


Application for Employment

Steinhafels

Demographic Information

Position Applying For*

Please select an option

Referral Source*

First Name*

Middle Initial

Last Name*

E-mail*

Please provide a valid e-mail for communication purposes

Phone Number

Last 4 Digits of Social Security #*

Please enter ONLY THE LAST 4 DIGITS

Street Address 1*

Street Address 2

City*

State*

Zip Code*

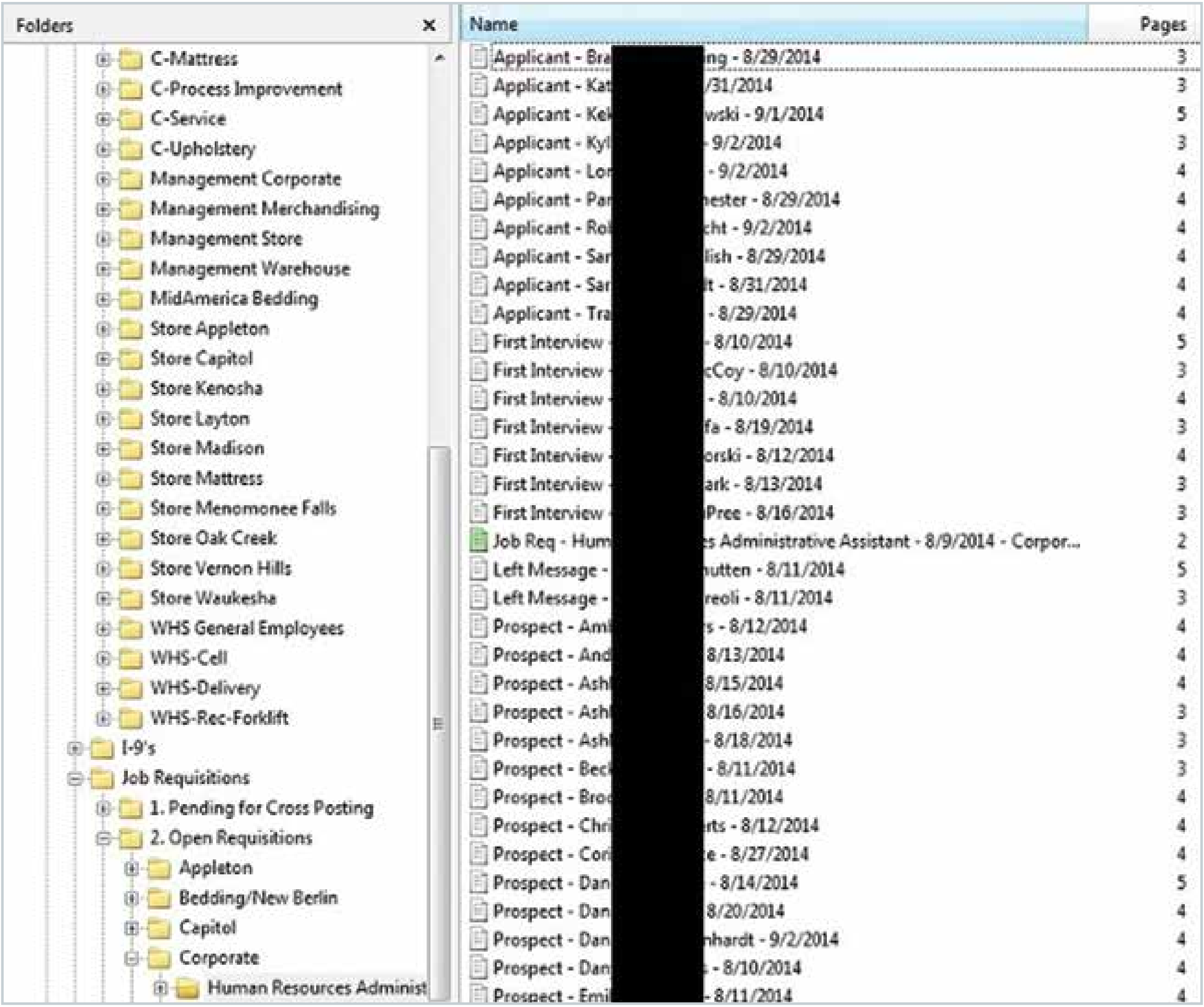
Hiring Process

Once the applicant submits the job application, it is routed to the appropriate hiring manager. The hiring manager can either qualify the applicant as a prospect or reject him. If a candidate is rejected, he is notified by email. If a candidate is qualified as a prospect, a new field called HR New Prospect Status is added to the template with the initial value set as Prospect. Every time the hiring manager changes the value of that field, the applicant moves to the corresponding stage in the HR Hiring Process workflow.

Here are the different options that the hiring manager can select to move the prospect along in the hiring process:

- Rejected
- Left Message
- First Interview
- Second Interview
- Request Background Check
- Background Check Cleared
- Offer Pending
- Request Survey
- Onsite Survey
- Hired

To help HR and the hiring manager see the status of the applicant at a glance, the entry is renamed based on the corresponding status update.



Certain stages of the hiring process involve other steps to be performed. For example, when the status of Request Background Check is selected, an automatic request is sent to HR who contacts an external company to initiate a background check. This company sends an email to the candidate letting him know that a background check has been requested. When the check is completed, HR is notified by email to review the results on the background check company's website.

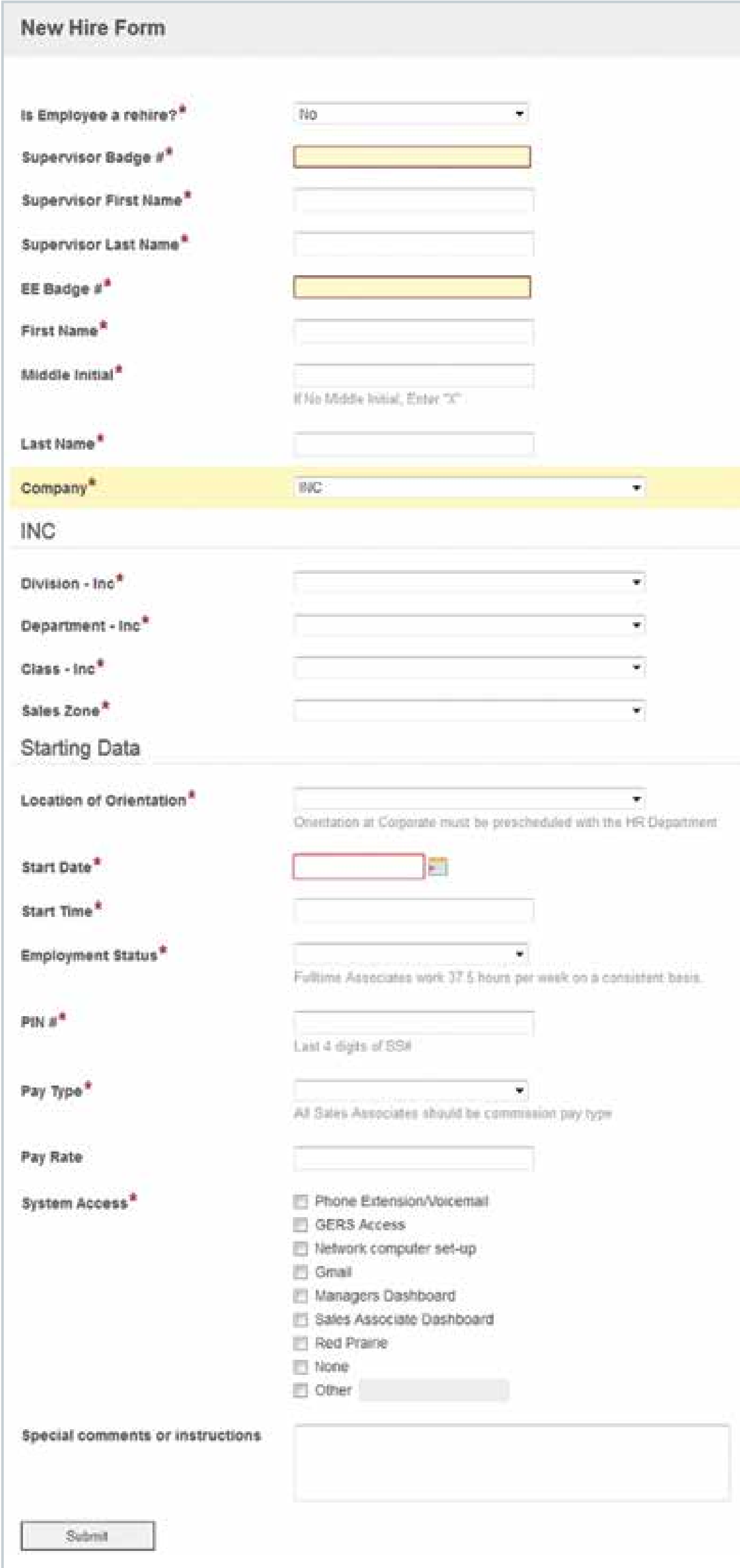
If the results are favorable, the candidate's status is changed to Background Check Cleared and the candidate advances to the pre-employment drug screen phase.

If the drug screen is successful, the candidate's status is changed to Hired. Laserfiche Workflow then:

- Renames the application to indicate that the employee has been hired.
- Inserts relevant new employee data, such as name and address, into the HR Employee Number Tracking database.
- Gets the generated employee number from the database and assigns it to the application.
- Sends two emails:
    - One email asking HR if there are any additional hires required for the position.
    - Another email providing the hiring manager with a link to the New Hire Form and the employee number.
- Creates a new employee folder and the necessary subfolders.
- Assigns the HR Employee Folder template to the employee folder.
- Moves the original employment application and any documents that the new hire submitted when applying into the newly created employee folder.

In the meantime, the hiring manager fills out the New Hire Form in Laserfiche Forms. Once the employee number is entered, most of the data is populated based on the information in the "HR Employee Number Tracking" database.

After the form is submitted, Laserfiche Workflow sends the link to the PDF version of the form (stored in Laserfiche) to HR and IT, along with the information they require to complete their respective work (such as setting up the user in the computer system, assigning a new phone number, etc.)



New Hire Form

Is Employee a rehire?* No
Supervisor Badge #*
Supervisor First Name*
Supervisor Last Name*
EE Badge #*
First Name*
Middle Initial*
If No Middle Initial, Enter "X"
Last Name*
Company* INC

INC

Division - Inc*
Department - Inc*
Class - Inc*
Sales Zone*

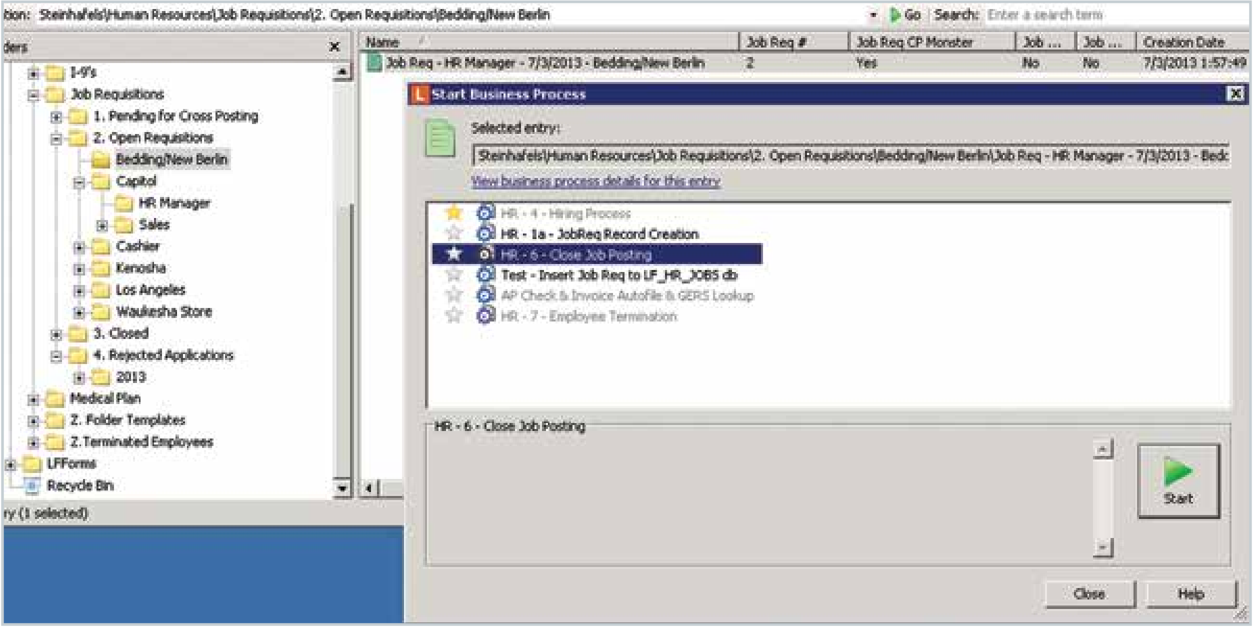
Starting Data

Location of Orientation*
Orientation at Corporate must be prescheduled with the HR Department
Start Date*
Start Time*
Employment Status*
Fulltime Associates work 37.5 hours per week on a consistent basis.
PIN #*
Last 4 digits of SS#
Pay Type*
All Sales Associates should be commission pay type
Pay Rate
System Access*
Phone Extension/Voicemail
GERS Access
Network computer set-up
Gmail
Managers Dashboard
Sales Associate Dashboard
Red Prairie
None
Other
Special comments or instructions
Submit

Closing a Job Requisition

If the job posting can be closed and the existing applicants or candidates for that position will no longer be moving forward in the hiring process, HR can change the HR New Prospect Status field to Rejected. Laserfiche Workflow sends an email to the applicants and moves the rejected files to a rejected applications folder.

HR then initiates the Close Job Posting Laserfiche Workflow business process on the original job requisition document.

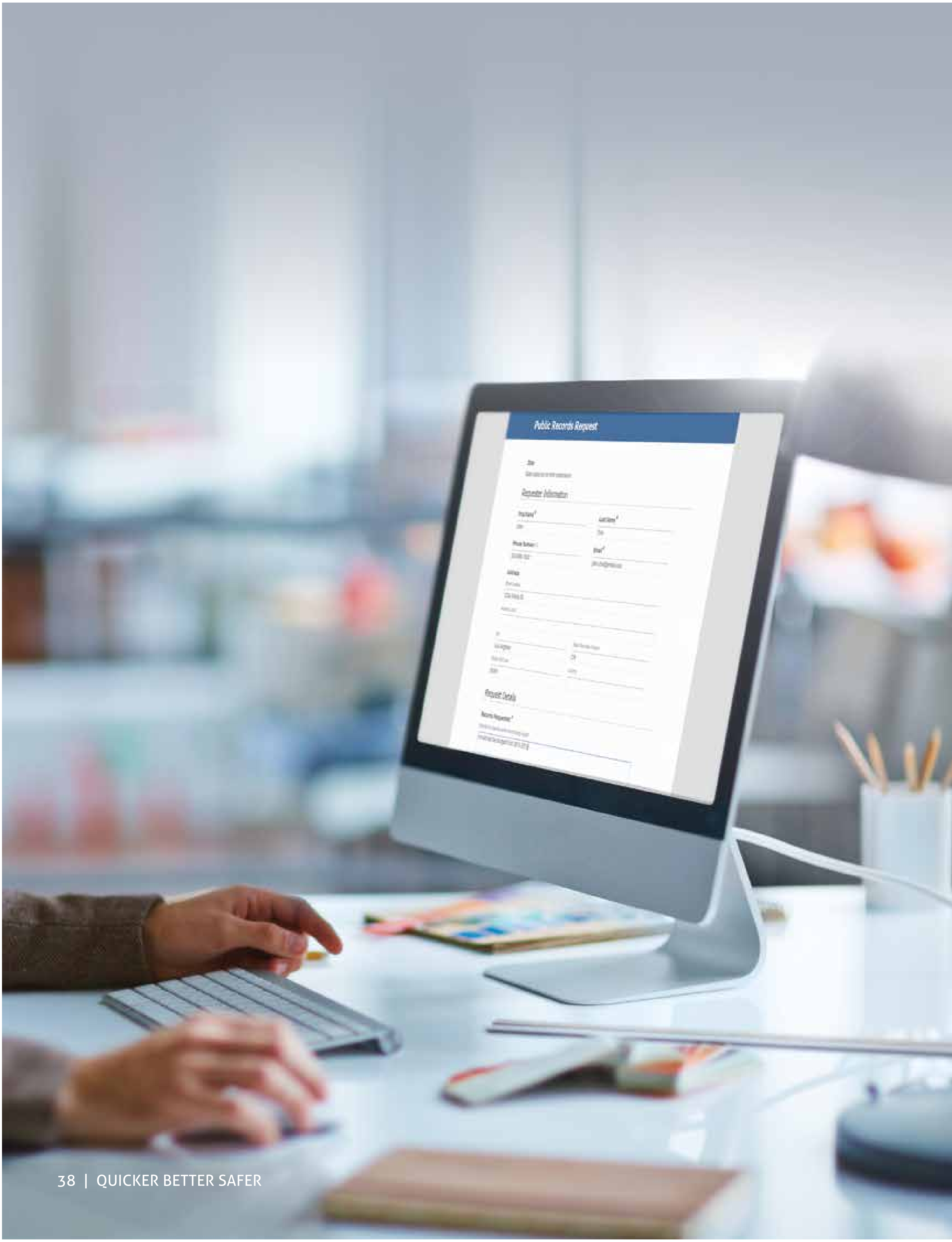


This Laserfiche Workflow business process moves the job requisition to a separate folder and removes the job listing from third-party career websites.

Benefits of Laserfiche

Implementing Laserfiche at Steinhafels Inc. has resulted in the following benefits:

- The HR and accounts payable implementations alone have resulted in savings of $78,369.20 per year. Laserfiche paid for itself in direct money and time savings within the first two years of the implementation.
- All employee files are immediately available and detailed security settings allow Steinhafels to control who has access.
- The hundreds of disparate hiring and application forms across the organization have been consolidated into 59 structured and consistent forms.


Public Records Request
Requester Information
Request Details

REQUESTS

Giving users the power to request documents online empowers them and makes the burden lighter for employees. Request forms enable information to be captured instantly and used to process documents without requiring the scanning of paper forms. Electronic request forms can generally be accessed via web portals, allowing users to access the form at all times.

Read to learn how users have made request forms electronic, saving time and simplifying the process for requesters.

REQUESTS:
PUBLIC RECORDS REQUESTS

City of Ithaca, NY

INDUSTRY:
State and Local Government

NUMBER OF EMPLOYEES:
500-1,000

HEADQUARTERS:
Ithaca, NY

Laserfiche Solution Contributed By: Julie Holcomb, City Clerk and Alan Karasin, Senior Network Administrator, City of Ithaca, NY

The Freedom of Information Law (FOIL) is an important piece of legislation that provides citizens the right to access information from the government. While critical and cherished, the process of disseminating requested information can be a headache for government organizations and a less-than-ideal experience for the information requester.

Located in central New York, The city of Ithaca is home to over 100,000 residents in the greater metropolitan area, as well as Cornell University, an Ivy League school of over 20,000 students. With such a large population, the city struggled to process over 600 information requests per year in compliance with (FOIL).

"The city of Ithaca has a very engaged constituency that holds its government to a high standard of transparency. Over the past decade we have increased the availability of public records via our website; however, there is a difference between making records accessible and making information accessible," says Julie Holcomb, City Clerk.

In order to improve request response, the city turned to Laserfiche—slashing the average FOIL request processing time by 35 percent.

Thanks to Laserfiche, the public has around-the-clock access to the FOIL request form through the city's website, eliminating the need to travel to City Hall. In addition, the city uses archived data to track frequent document requests to make this information available on-demand to the public via its Laserfiche WebLink portal.

"Laserfiche allows us to take the burden and responsibility for compliance off individual employees, and moves it to a centralized and defined system. Not only can we ensure documents are stored as long as they are required, they are now also safe from accidental loss or tampering, and easily available," adds Holcomb.

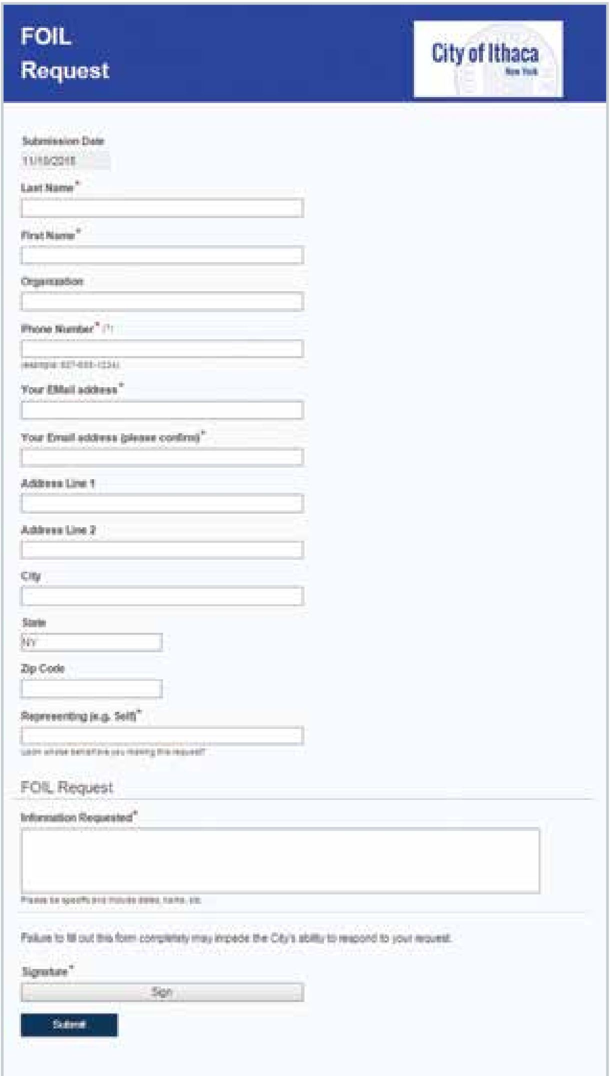
FOIL Requests

Previously, the FOIL request process was paper-based, costing the city both money and time. The law mandates that the city inform requesters that their request has been received within five days and that the requested information be made available within 20 days. The city did not always meet deadlines under the paper-based system.

Simply notifying the relevant departments took up to four days and the departments needed weeks to compile all necessary documents and send them to the requester. Requested information was discarded after delivering it to the requester, meaning that the entire process needed to occur again if the same information was requested at a later time.

Using Laserfiche:

- A member of the public submits an online FOIL request form through Laserfiche Forms.
  - Required information includes an email address for notification purposes.
  - A digital signature is created by the requester when completing the form.



FOIL Request

City of Ithaca
New York

Submission Date
11/10/2015

Last Name*

First Name*

Organization

Phone Number*

Your EMail address*

Your Email address (please confirm)*

Address Line 1

Address Line 2

City

State
NY

Zip Code

Representing (e.g. Self)*

FOIL Request

Information Requested*

Failure to fill out this form completely may impede the City's ability to respond to your request.

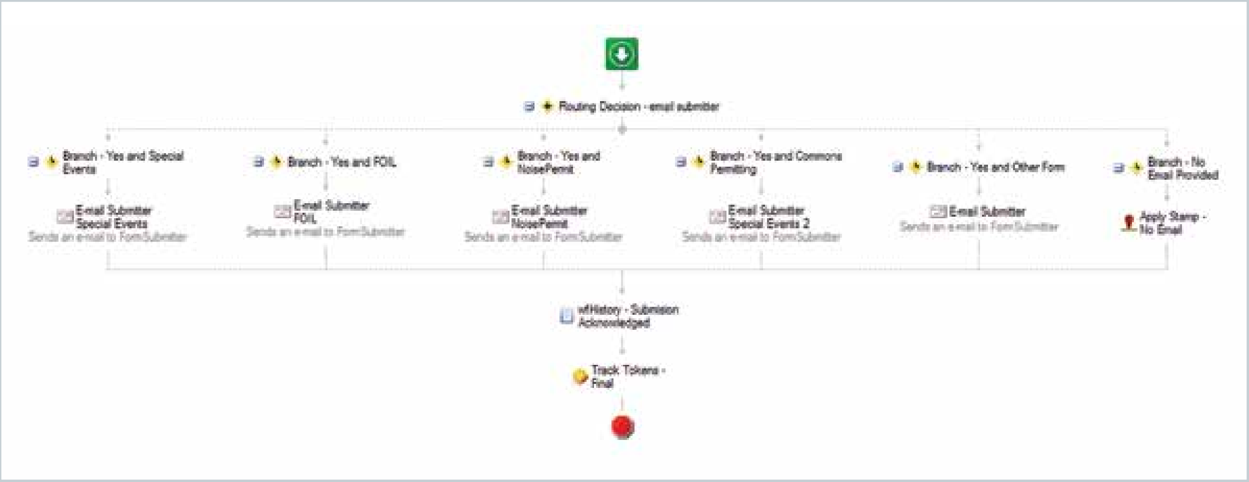
Signature*

Sign

Submit

Citizens fill in information about their request through Laserfiche Forms and can submit it from anywhere

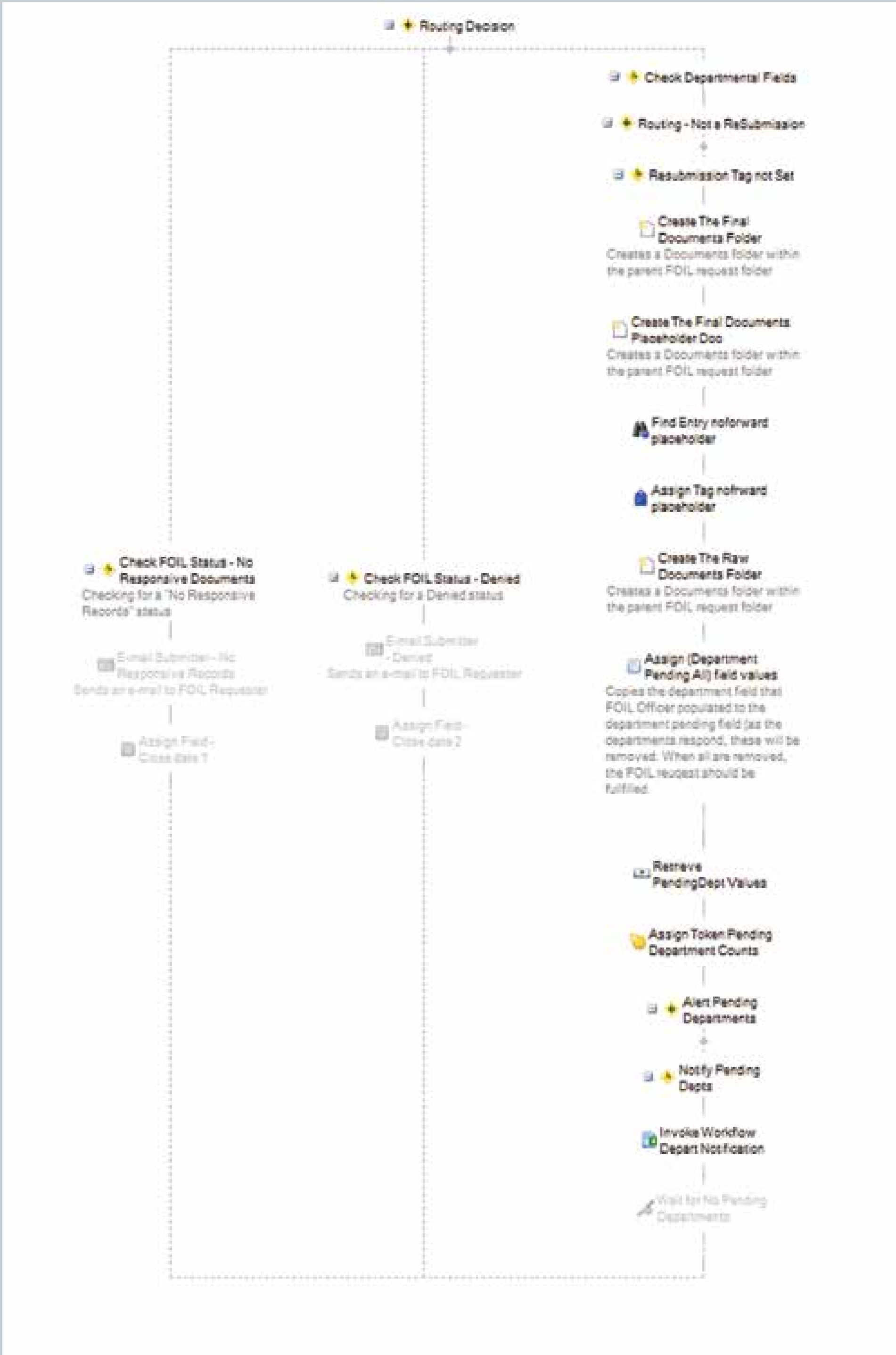
- Laserfiche Forms saves the request form to the repository.
- Laserfiche Workflow automatically sends an email notification to the requester, informing them that the request has been received by the city.



Automated notifications through Laserfiche Workflow ensure that the city complies with FOIL

- Laserfiche Workflow routes the request form to the clerk's office.
- A member of the clerk's office selects the departments relevant to the information request from a dropdown menu in the form's metadata.
  - The attorney's office sometimes has a more comprehensive understanding of an issue and knows that additional departments should be included in a search for records so they are notified of every request, enabling them to add or remove departments by altering the form's metadata.
- This change prompts Laserfiche Workflow to automatically email both the relevant department(s) and the attorney's office.
  - If the information request is not fulfilled and the document's status has not been changed from pending within five days, Laserfiche Workflow automatically sends a reminder email to the selected departments.

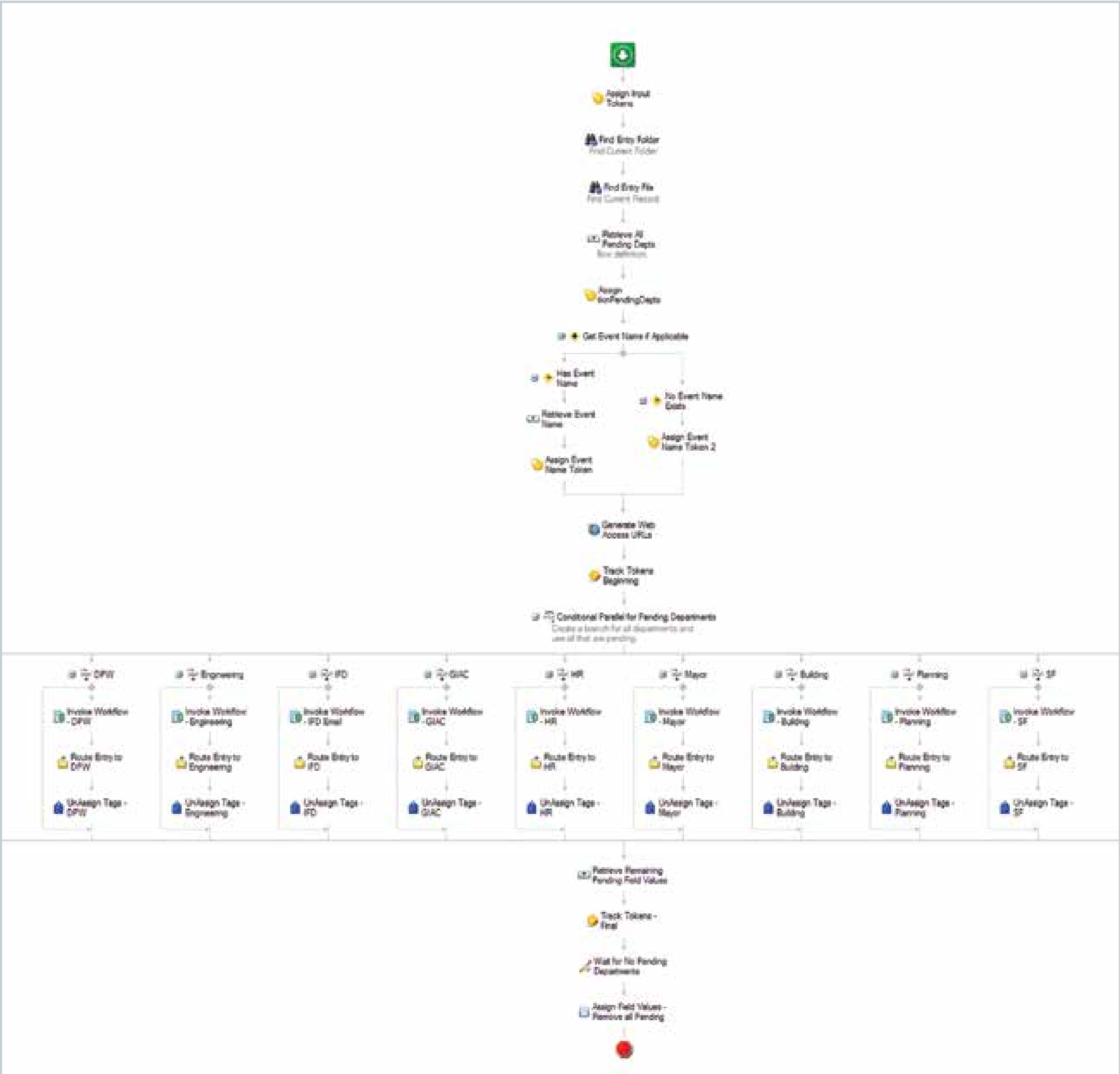
- Members of all relevant departments can add documents to the request folder, facilitating a collaborative work environment.



When the status field in the request's metadata has been altered, Laserfiche Workflow acts on the document according to the newly selected status

- After the documents have been added, members of the attorney’s office are given the opportunity to review and redact the information from within Laserfiche.
- At any point, a member of the attorney’s office can stop the progress of the request by altering a status field in the form’s metadata.
  - The status can be set as pending, denied, approved in part or approved in full.
- If the request has been denied or partially approved, employees can select various legal definitions from a dropdown menu in the form’s template.
  - The legal definitions automatically populate an email notification to the requester, explaining why the request was not completed in full.
- Laserfiche Workflow automatically notifies the requester via email with their completed request.

After the request has been completed, Laserfiche Workflow archives the document using Laserfiche Records Management Edition, storing it so that it is easily accessible if the same information is requested at a later date. Once archived, the retention schedule is automatically set according to state regulations, meaning that employees do not have to manually track retention and disposition rules.



Laserfiche Workflow automatically routes documents to the appropriate folder according to document type

Automation Benefits

The automation of the FOIL request process has resulted in the following benefits for the city of Ithaca:

- The city reduced FOIL request processing time by 7,000 hours in the first year.
- The public has around-the-clock access to the FOIL request form through the city's website, eliminating the need to travel to City Hall.
- Since requests are permanently archived in the Laserfiche repository, the city can track what requests the public makes frequently and can make this information available to the public via the Laserfiche WebLink portal.
- Records available through WebLink are text searchable so the public can easily find information, saving time for both potential requesters and city employees.
- The city always complies with state regulations regarding timely notifications.

REQUESTS:

PUBLIC RECORDS REQUESTS

Bonneville Joint School District

NUMBER OF EMPLOYEES:
Education

NUMBER OF EMPLOYEES:
1,000-5,000

HEADQUARTERS:
Iona, ID

Laserfiche Solution Contributed By: David Covert, Enterprise Applications Supervisor, Bonneville Joint School District No. 93

With nearly 12,000 students enrolled in 24 schools in Bingham and Bonneville Counties, Bonneville Joint School District No. 93 (D93) is the fifth largest school district in Idaho.

D93 has 14 elementary schools, three middle schools, and four high schools, including two comprehensive high schools, an alternative high school and a magnet school. D93 also offers curriculum online through Bonneville Online. The district employs over 1,600 people, of whom nearly 600 are certificated personnel.

The district receives around 100 public records requests annually, but the recent building of a new high school caused the number of requests for records to significantly increase. State law required that the district provide the information requested within 10 working days, which was a challenging deadline with a paper-based system.

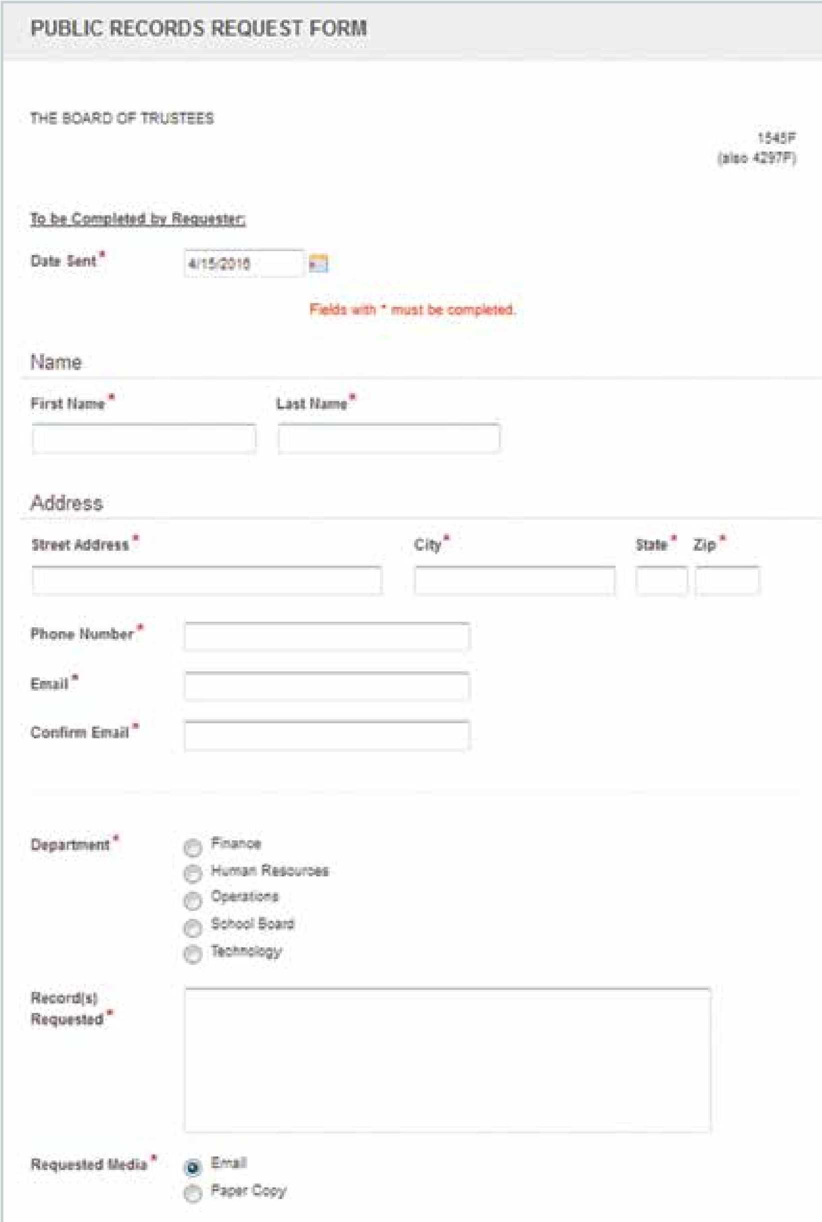
In the past, requesters had to fill out a paper form, which the board clerk walked around to different departments in order to collect the requested information. If someone was out of the office, the information couldn't be obtained until they returned.

Here is how Bonneville Joint School District No. 93 made the public records requests process completely electronic with Laserfiche Forms and Workflow.

Public Records Request Process

The new public records request process is as follows:

- Once the request is submitted by a citizen, it is sent to the board clerk for initial review. The date that the clerk opens the form is saved in the form and is the date that is used for calculating the 10 day timeframe during which the requested information must be provided to the citizen.



PUBLIC RECORDS REQUEST FORM

THE BOARD OF TRUSTEES

1545F
(also 4297F)

To be Completed by Requester:

Date Sent* 4/15/2016

Fields with * must be completed.

Name

First Name* Last Name*

Address

Street Address* City* State* Zip*

Phone Number*

Email*

Confirm Email*

Department* Finance / Human Resources / Operations / School Board / Technology

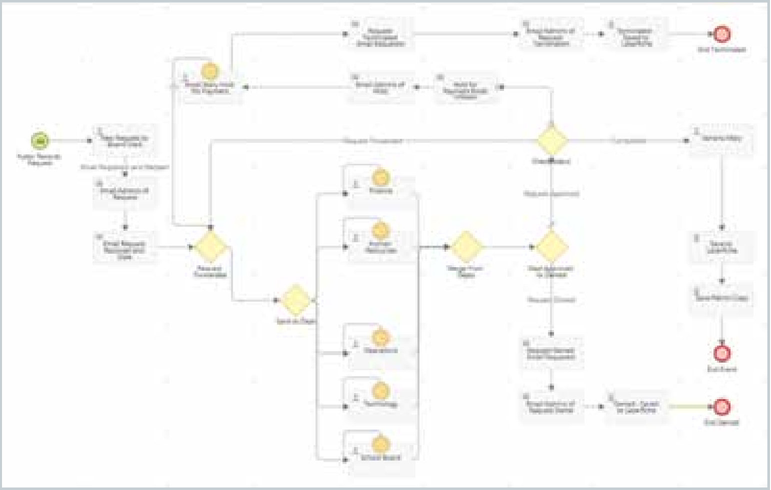
Record(s) Requested*

Requested Media* Email / Paper Copy

A citizen fills out an electronic public records request form from D93's website

- The board clerk calculates the 10 day deadline (excluding weekends and school holidays) and inputs it into the form. She also notes the departments that will provide the information.
- Once the form is submitted, the superintendent, assistant superintendents and the HR director are all notified and receive a copy of the request.
- The requester is also notified with an email which includes the date by which the information will be available.
- The request gets forwarded to a representative of the appropriate department. If the finance department is selected, for example, the finance administrator is notified. All of the information in the request is included in the email body, so that the representative does not need to open the actual form to view it.
- Once reading the request, the department representative forwards the email to the member of the department who can answer the question or gather the documentation and upload it to a network drive.
- Once the information or documentation is obtained, the department representative updates the form with the answer to the question and uploads any files. She can then mark it as complete or send it to a different department for more information. If, for some reason she thinks the request is invalid, she can also delete it.
- If the public records request results in over 100 pages of documents and/or over two hours of staff time, then there is a possibility of a charge for the information.
- The department representative inputs the number of hours and copies that will be required into the form and the total cost is automatically calculated based on Idaho state law. This action holds the request for payment.
- If there is a payment hold on the requested information, Laserfiche Forms sends an email to the requester with the payment information included. The board clerk is also notified to be on the lookout for payment.
    - If, after seeing the payment amount, the requester decides to cancel the request, the board clerk can terminate it. This triggers an email to the requester and department representative.
    - If the requester submits payment, the board clerk marks the form as paid and the request is sent back through the various departments who provide the information.

- All requests are saved to Laserfiche – including those that are denied or terminated.



Once submitted, the public records request is routed through various departments for processing

Once the approved request is saved in Laserfiche with all relevant documentation uploaded, Laserfiche Workflow sends an email to the requester with all documents attached.

Laserfiche Workflow sends the requested information to the citizen

Benefits of Laserfiche

Automating the public records request process with Laserfiche has resulted in the following benefits for D93:

- How fast a public record request was fulfilled used to depend on a person's in office availability. Now, if a person is out of the office, the request can be quickly forwarded to someone else via email.
- Requesters are kept in the loop throughout the whole process, creating a better customer service experience.
- Handling of public records requests is more streamlined. The board clerk does not need to forward the paper request to various departments manually.

REQUESTS:

PRIVATE GROUP TOUR REQUESTS

Ramblers Worldwide Holidays

INDUSTRY:
Commercial

NUMBER OF EMPLOYEES:
50-200

HEADQUARTERS:
Garden City, Hertfordshire, United Kingdom

Laserfiche Solution Contributed By: Richard Clowser, IT & Business Systems Manager, Ramblers Worldwide Holidays

Based out of the United Kingdom, Ramblers Worldwide Holidays has been organizing guided walking tours and holidays around the world for over 60 years. Most of their business processes are centered on documents. Here is how Laserfiche Forms and Laserfiche Workflow transformed its day-to-day operations.

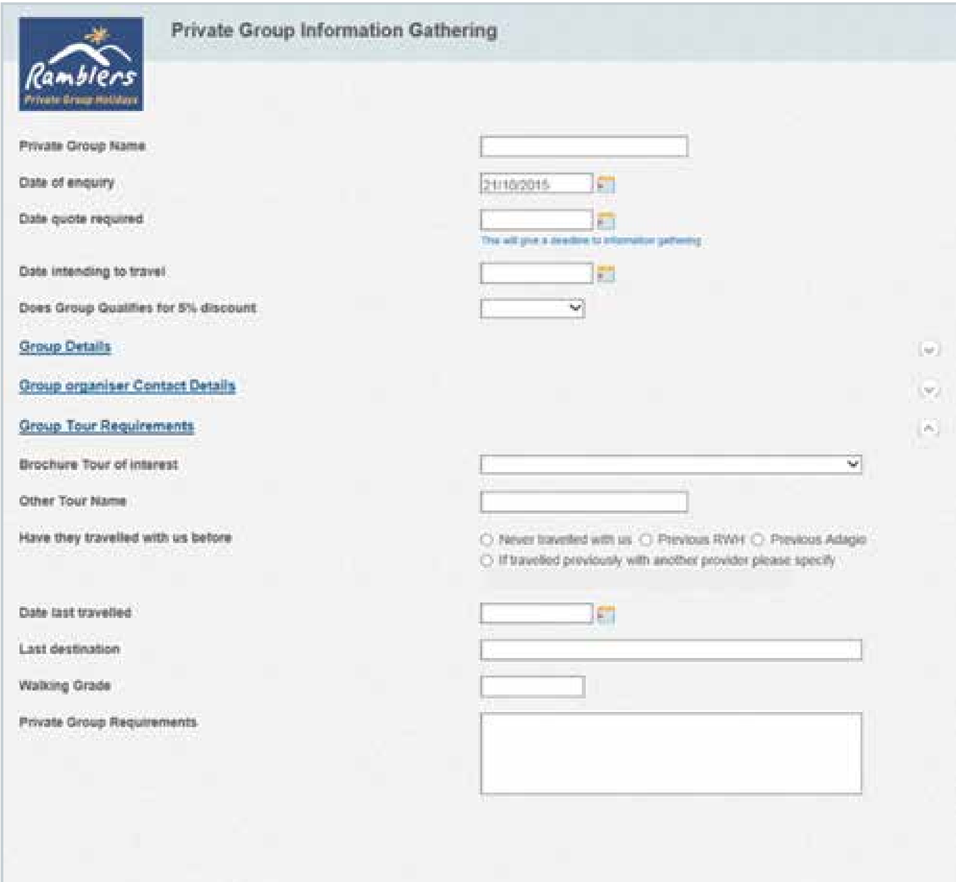
Laserfiche Forms

Ramblers uses Laserfiche Forms to:

- Coordinate a meeting time with the tour and clients who will not be travelling on the same flight as the group
- Register tour leaders around the world for the annual Ramblers conference

Laserfiche Forms also drives Ramblers' private group sale cycle from the conception phone call to providing a quote. This process works as follows:

1. The private group manager captures the client's requirements in a form

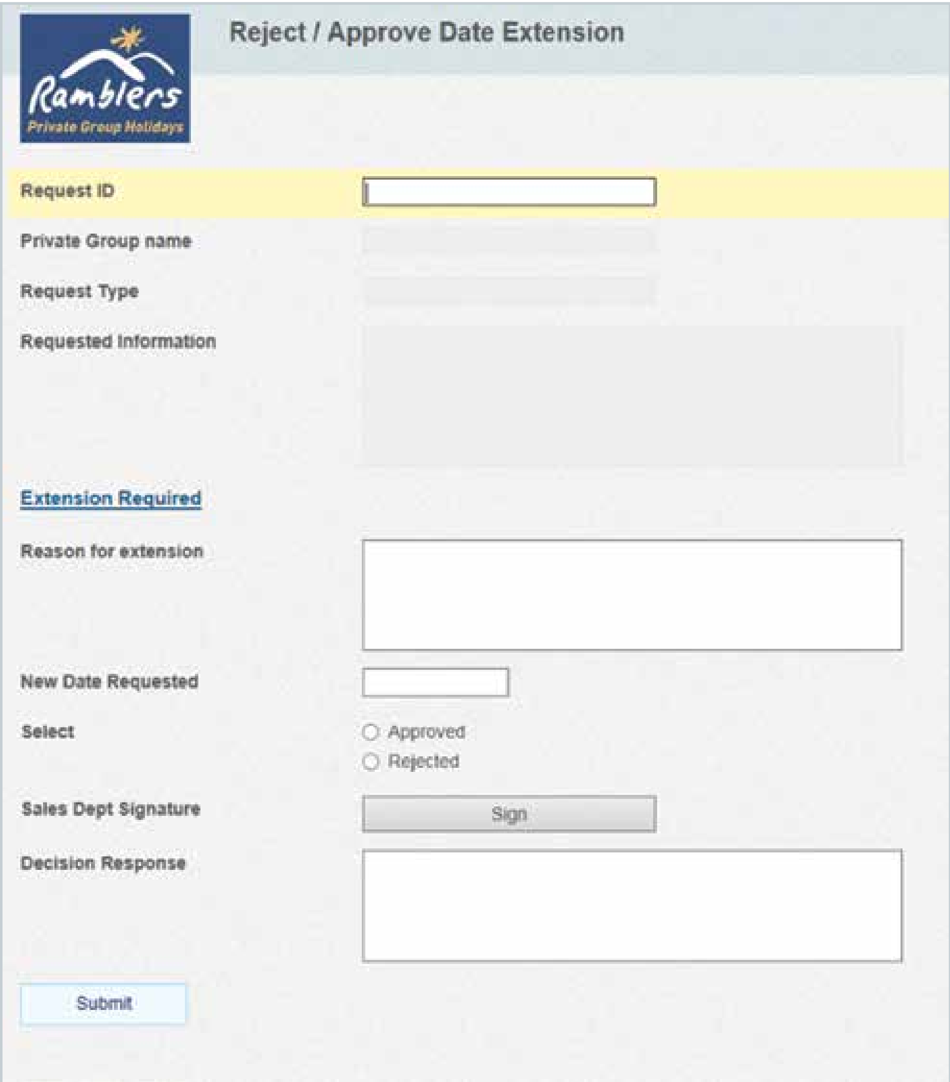

Ramblers
Private Group Holidays

Private Group Information Gathering

Private Group Name
Date of enquiry 21/10/2015
Date quote required
This will give a deadline to information gathering
Date intending to travel
Does Group Qualifies for 5% discount
Group Details
Group organiser Contact Details
Group Tour Requirements
Brochure Tour of interest
Other Tour Name
Have they travelled with us before ○ Never travelled with us ○ Previous RWH ○ Previous Adagio ○ If travelled previously with another provider please specify
Date last travelled
Last destination
Walking Grade
Private Group Requirements

Information about private group tours is entered into a Laserfiche form

2. Once the requirements are submitted, information must be obtained regarding travel, itinerary and available trip leaders to see if this trip is logistically feasible and generate trip costs. All of this information is entered into a different form by representatives from various departments. They can either indicate that they require more time to find pricing or information or supply the final information.
    - Each price quotation has to have a "Valid Until" date specified in the form. Laserfiche Workflow monitors this field and sends reminders when a quotation is about to expire.
    - A private group prospect can request an extension on any price quotes. The private group manager can approve or reject the extension.



Ramblers
Private Group Holidays

Reject / Approve Date Extension

Request ID

Private Group name

Request Type

Requested Information

Extension Required

Reason for extension

New Date Requested

Select

Approved

Rejected

Sales Dept Signature

Sign

Decision Response

Submit

Extensions are rejected or approved by filling out another Laserfiche form

3. The final form is sent to the sales manager, who generates a final price quotation

Laserfiche Workflow generates reminder emails at each step to ensure that any completion or cancellations of the prospects will notify any departments and people involved. These include:

- Sales and reservations
- Product planning
- Travel department
- Tour leaders
- Overseas departments

Laserfiche Workflow

Laserfiche Workflow is also used to automate 15 key business processes, which include:

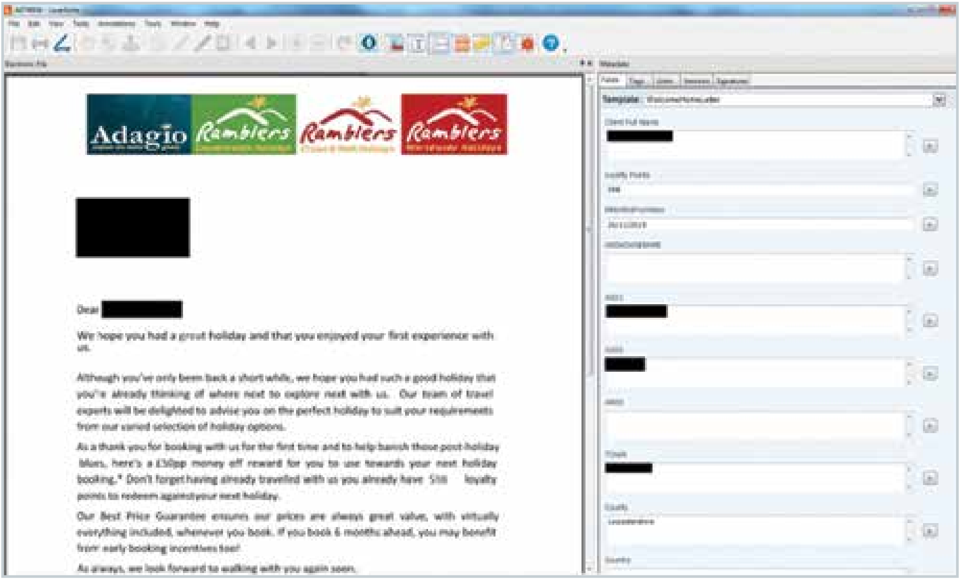
- Extending support to disaster recovery processes by replicating the critical documents to the Laserfiche cloud server when changes are made
- Assisting departments in filing documents
- Performing nightly statistical report runs that would otherwise exhaust system resources during working hours

Marketing research indicated that customers who booked a second holiday with the company in the first six months after their first were more likely to become regular customers.

Laserfiche Workflow monitors the reservation database and identifies first-time clients who have just returned from a holiday. It then sends them a voucher for a second holiday, which is redeemable within six months. Laserfiche Workflow:

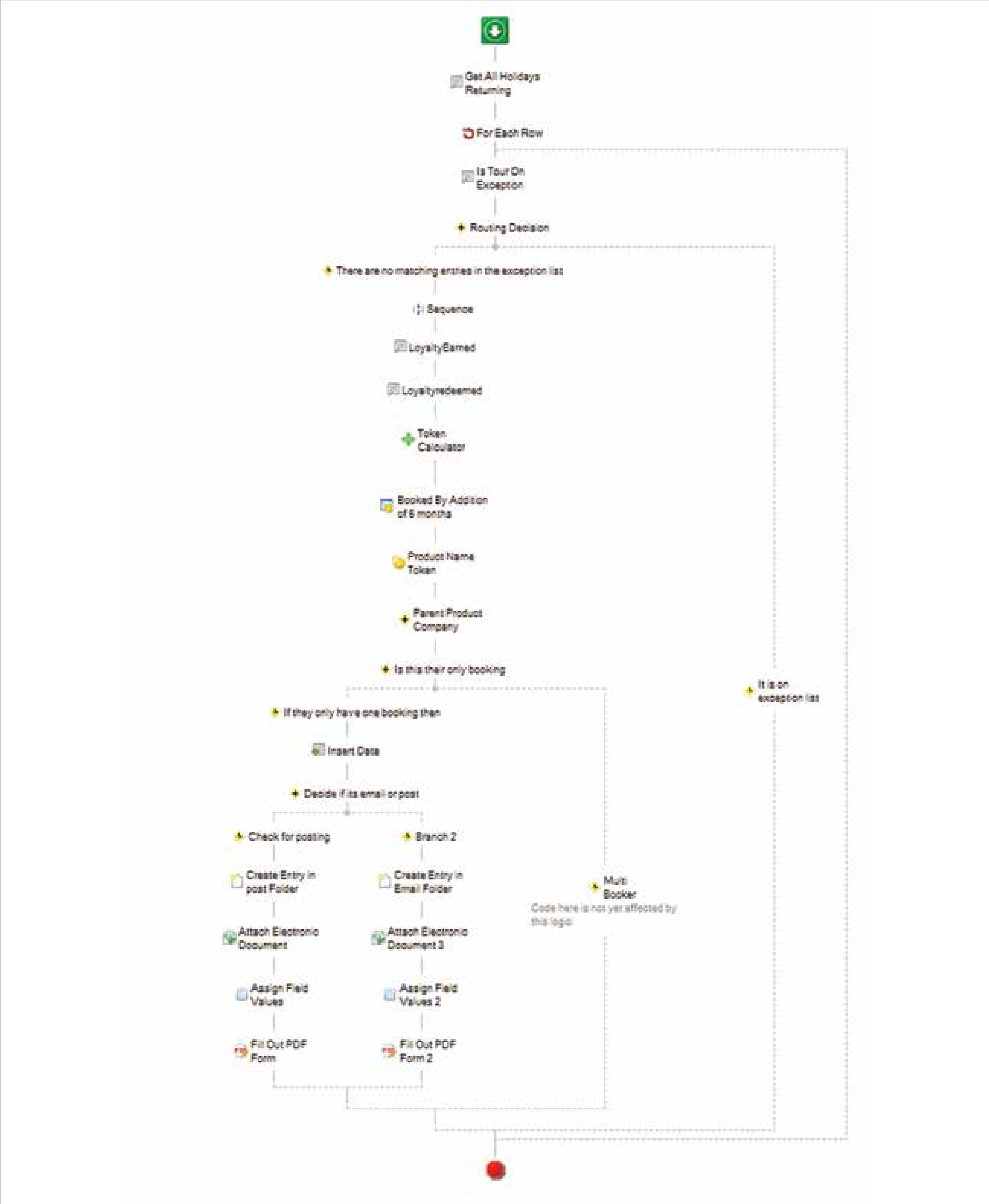
- Runs a defined SQL query every night to identify returning clients
- Checks that the tour they have just taken is not on any exception list (such as a private group tour)
- Gathers data about the client from the database such as their current loyalty bonus points earned and points redeemed (if any)
- Calculates a date six months from the day of return and stores it in a token
- Identifies the parent company of the tour that the client has returned from

- Checks to see if the client is a first time booker by counting the number of tours the customer signed up for in the database
- Inserts the booking reference number into the database. This acts as the unique voucher number and is used when the customer redeems the voucher in the future
- Creates a new document in the Welcome Home Letter Voucher folder and attaches a PDF form template to this document
- Fills out this PDF form with the data collected in the first part of the process and also uses it to populate the document's template



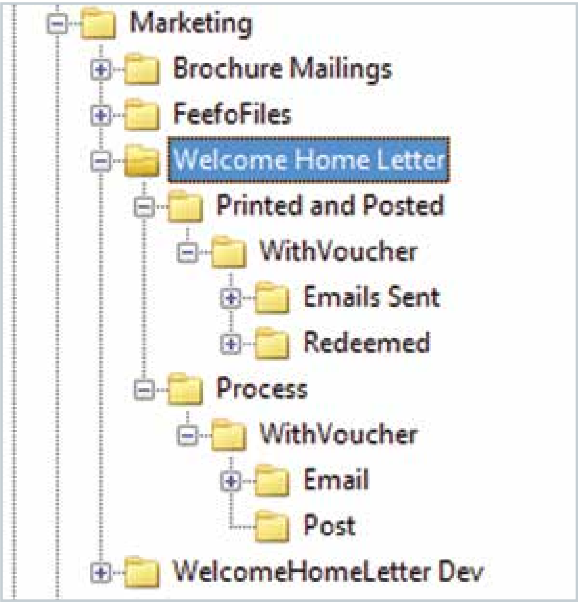
An example of a voucher with associated metadata

Here is what this workflow looks like:



Laserfiche Workflow moves the completed voucher into a special folder, where it awaits review by operations management. The supervisors check the voucher for accuracy and confirm that the client is new and is not found in the old reservations system. Once verified, they change the status field to Approved, which triggers a second workflow that sends an email to the client with the voucher included in the text as well as a PDF attachment. The final document is then stored in the processed folder.

When the client wants to redeem the voucher for £50 off their next holiday, the sales assistant checks that they have a valid voucher stored for future use, and moves it to the Redeemed folder.



Vouchers are saved in a special section of the repository

Benefits

Implementing Laserfiche at Ramblers Worldwide Holidays has resulted in the following benefits:

- Laserfiche Forms makes it possible to directly populate external database systems without having to export a CSV file or import the data manually
- Projects can go live sooner than standard application development because Laserfiche Forms enables a fast response to changing requirements
- Laserfiche Workflow has made Ramblers more efficient in handling day-to-day manual tasks related to data checking
- The Laserfiche Workflow designer is so intuitive that an external business process analyst was able to create five workflows that managed the entire online sales support process after just half a day of training
- Instead of hiring four additional employees to drive the secondary sales voucher initiative, Ramblers was able to automate the process with Laserfiche and have only one staff member handle approvals

COMPLIANCE

Regulations are important to comply with but often important steps are missed simply because they fall through the cracks. Automating compliance means that your employees can go about their tasks without fear that they will miss anything. Laserfiche does the work of ensuring compliance for you.

This section details ways in which different organizations across various industries have used Laserfiche to automate compliance with various regulations.

COMPLIANCE:
EMPLOYEE FINANCIAL TRANSACTION REPORTING

Tocqueville Asset Management L.P.

INDUSTRY:
Wealth Management

NUMBER OF EMPLOYEES:
50-200

HEADQUARTERS:
New York, NY

Laserfiche Solution Contributed By: Linda Schecter, Records Retention Officer, Tocqueville Asset Management

Tocqueville Asset Management L.P. is an SEC Registered Investment Advisor that provides portfolio management services to high net-worth individuals, institutional clients and mutual funds. As a financial services firm, Tocqueville has to comply with SEC, FINRA and Sarbanes-Oxley compliance regulations, among others. One such regulation requires employees to report any financial transactions that they've performed each quarter. Using Laserfiche Forms, Tocqueville streamlined this process completely.

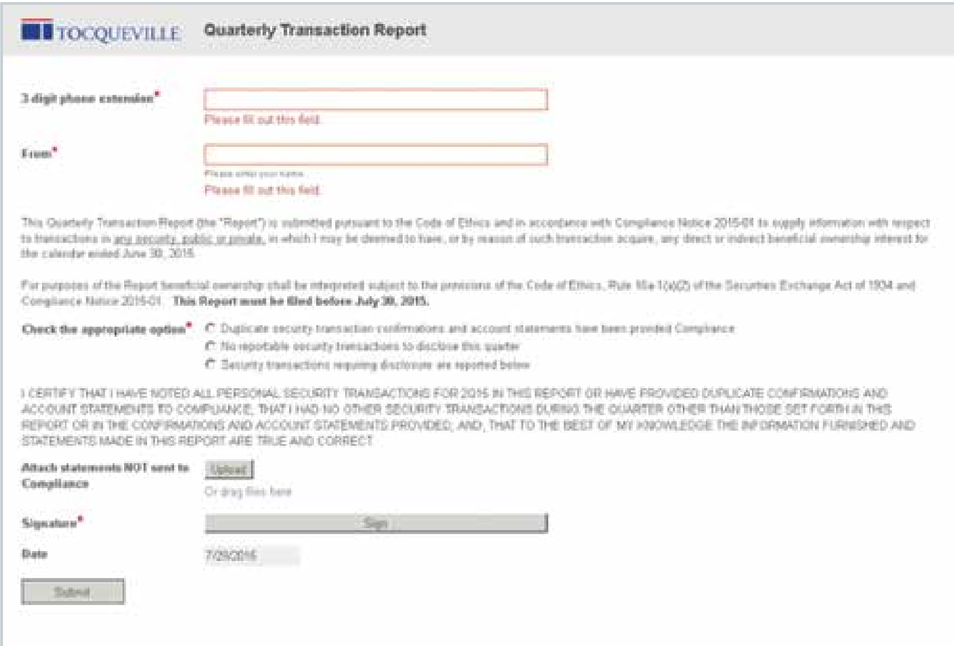
Legacy Process

With over 100 employees, the legacy quarterly transaction reports process was time consuming and paper-heavy.

- The compliance officer had to create the document and use mail merge to fill out each employee's name on the form.
- He would print the cover sheet and form, staple them together, then hand them out individually to employees.
- The employee signed the form and returned it by either hand-delivering it to the compliance department or sending it via interoffice mail.
- Occasionally, a form would be incomplete and had to be returned for revision and resubmission.
- The compliance officer kept a manual checklist of who completed the form and who still had to turn it in.

Laserfiche Forms

Employees are now emailed a link to the quarterly transaction report in Laserfiche Forms. The employee enters his three digit phone extension, which is used to auto-populate information in the form from the employee database.


TOCQUEVILLE **Quarterly Transaction Report**

3-digit phone extension*
Please fill out this field.

From*
Please enter your name.
Please fill out this field.

This Quarterly Transaction Report (the "Report") is submitted pursuant to the Code of Ethics and in accordance with Compliance Notice 2015-01 to supply information with respect to transactions in any security, public or private, in which I may be deemed to have, or by reason of such transaction acquire, any direct or indirect beneficial ownership interest for the calendar ended June 30, 2015.

For purposes of the Report beneficial ownership shall be interpreted subject to the provisions of the Code of Ethics, Rule 16a-1(a)(2) of the Securities Exchange Act of 1934 and Compliance Notice 2015-01. **This Report must be filed before July 30, 2015.**

Check the appropriate option*
- Duplicate security transaction confirmations and account statements have been provided Compliance
- No reportable security transactions to disclose this quarter
- Security transactions requiring disclosure are reported below

I CERTIFY THAT I HAVE NOTED ALL PERSONAL SECURITY TRANSACTIONS FOR 2015 IN THIS REPORT OR HAVE PROVIDED DUPLICATE CONFIRMATIONS AND ACCOUNT STATEMENTS TO COMPLIANCE, THAT I HAD NO OTHER SECURITY TRANSACTIONS DURING THE QUARTER OTHER THAN THOSE SET FORTH IN THIS REPORT OR IN THE CONFIRMATIONS AND ACCOUNT STATEMENTS PROVIDED, AND, THAT TO THE BEST OF MY KNOWLEDGE THE INFORMATION FURNISHED AND STATEMENTS MADE IN THIS REPORT ARE TRUE AND CORRECT.

Attach statements NOT sent to Compliance Upload
Or drag files here

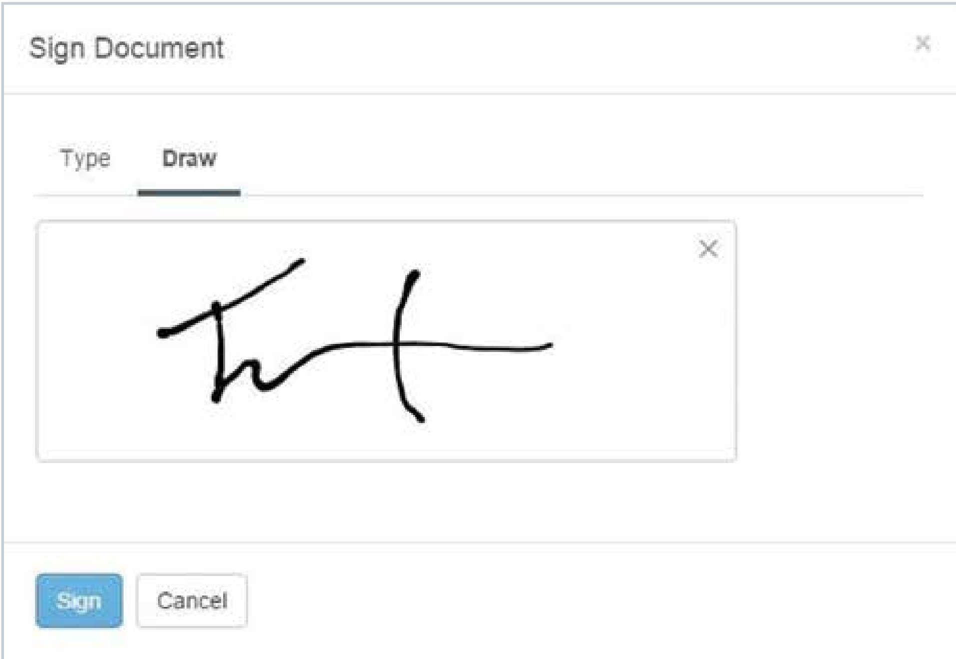
Signature* Sign

Date 7/29/2015

Submit

The employee fills out a quarterly transaction report in Laserfiche Forms

The employee selects the appropriate option regarding their security transactions, uploads any required documentation and applies an electronic signature before submitting the form. The form cannot be submitted until all required information is entered.

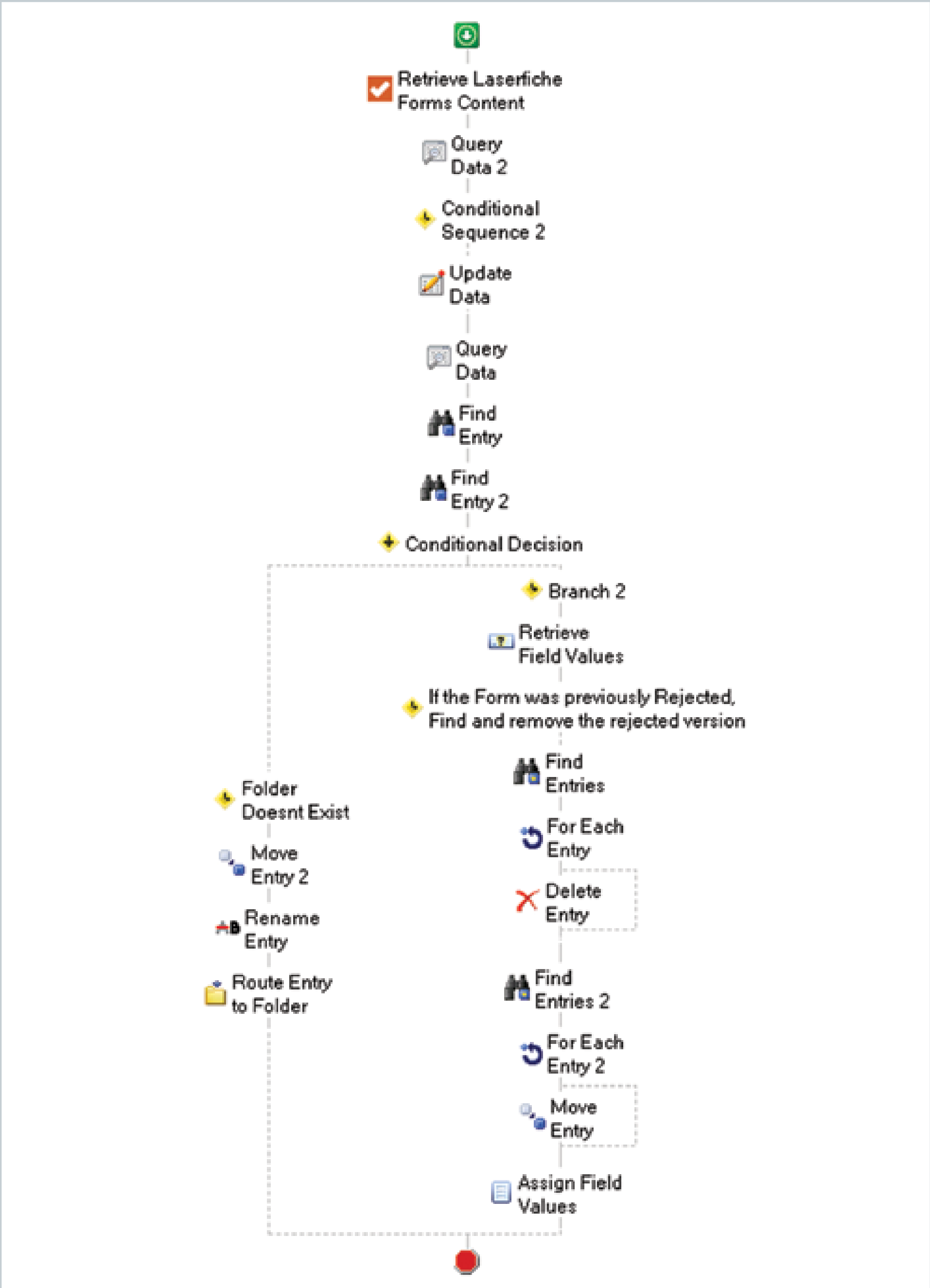


The employee signs the form by either typing a signature or drawing it with a mouse or stylus

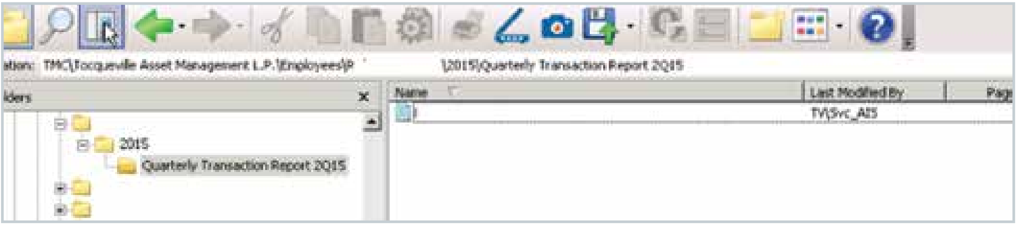
As soon as the form is submitted, it is saved into the Laserfiche repository and Laserfiche Workflow takes over.

Laserfiche Workflow

The compliance officer reviews each form and changes the status in the Laserfiche metadata to either approved or rejected. If the form is rejected, the submitter is notified by email and has to re-submit the form. Laserfiche Workflow then removes the first submission and replaces it with the new submission.

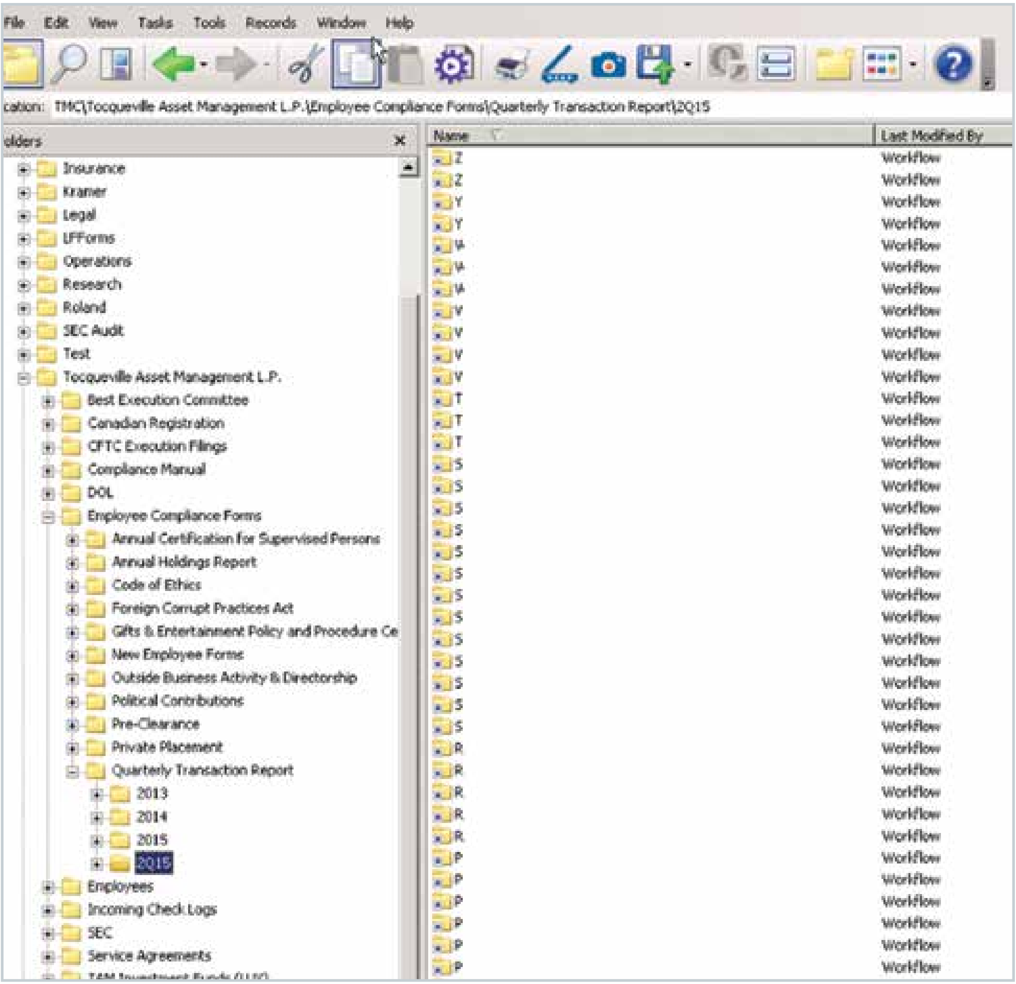


Approved forms are stored in the employee's folder.



Approved quarterly transaction reports are saved in the employee's Laserfiche folder

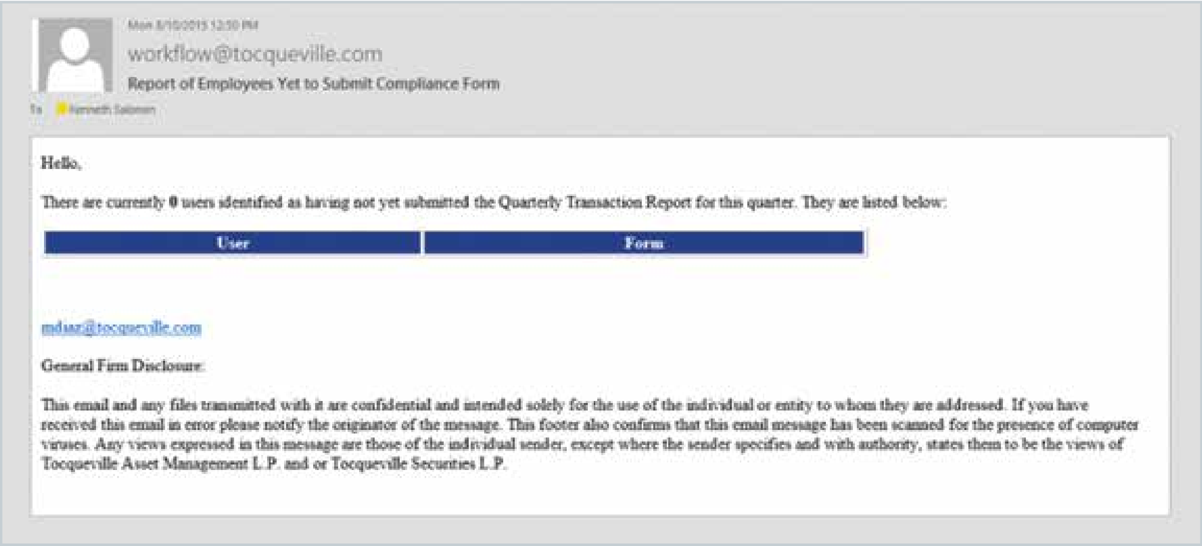
Short-cuts to the specific folder with the report are created in the Quarterly Transaction Report folder for easier viewing by the compliance officer.



The compliance officer can view all quarterly transaction reports through the use of short-cuts

Laserfiche Workflow sends three emails to the compliance department when they request them:

- A list of all employees who haven't submitted a form. This report is generated by compiling a list of all employees who submitted the form based on information stored in the form's metadata against a list of all active employees pulled from an employee database.



Mon 8/10/2015 12:50 PM

workflow@tocqueville.com

Report of Employees Yet to Submit Compliance Form

To Kenneth Salmon

Hello,

There are currently **0** users identified as having not yet submitted the Quarterly Transaction Report for this quarter. They are listed below:

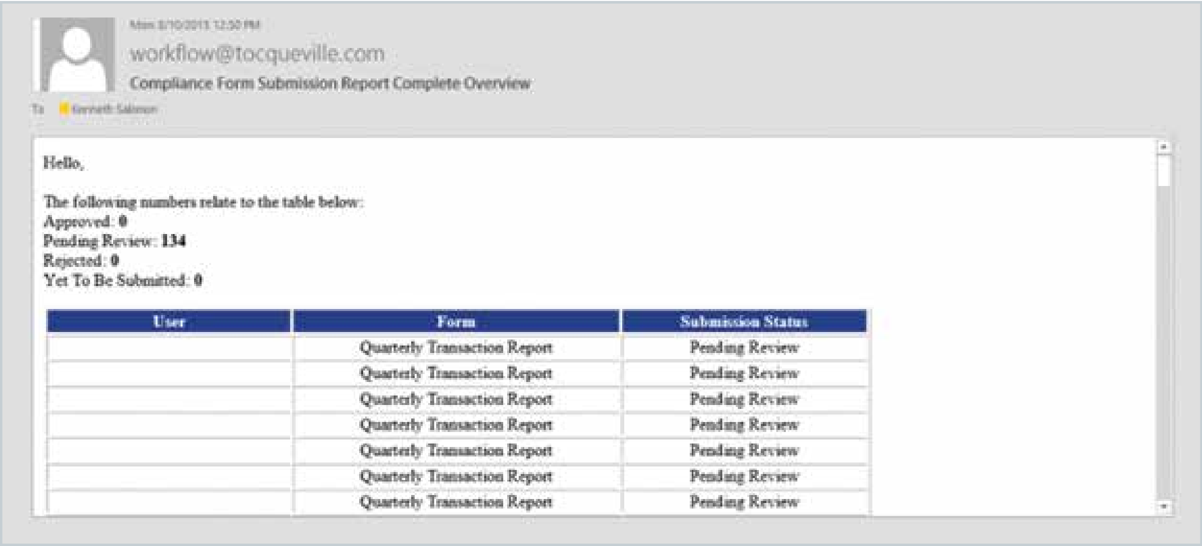
User	Form

mdiaz@tocqueville.com

General Firm Disclosure:

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the originator of the message. This footer also confirms that this email message has been scanned for the presence of computer viruses. Any views expressed in this message are those of the individual sender, except where the sender specifies and with authority, states them to be the views of Tocqueville Asset Management L.P. and or Tocqueville Securities L.P.

- A list of forms that have been submitted and need review. This report is created by compiling a list of all submitted forms with a pending review status.
- A list of all submitted forms and their status, alphabetized by employee name.



Mon 8/10/2015 12:50 PM

workflow@tocqueville.com

Compliance Form Submission Report Complete Overview

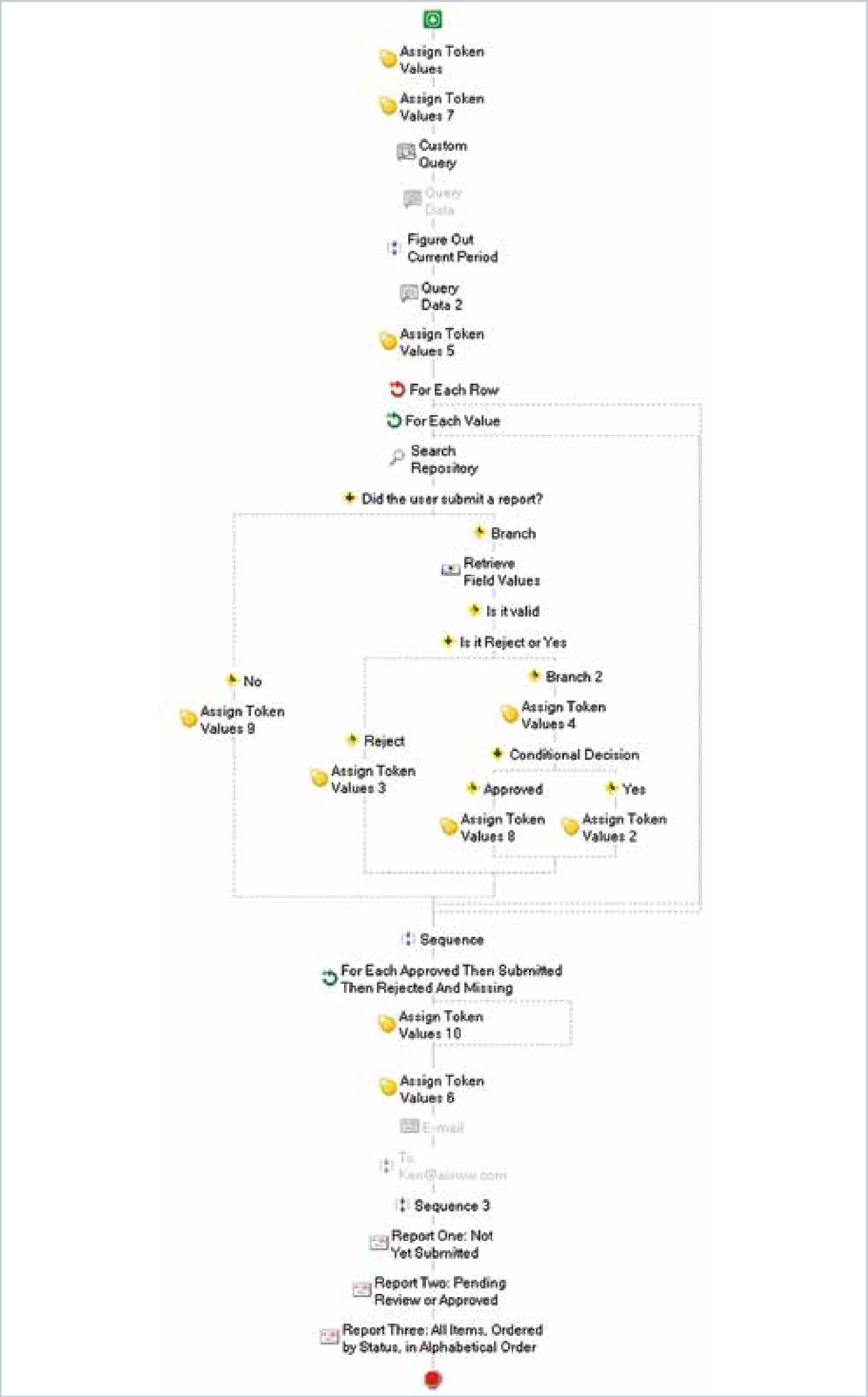
To Kenneth Salmon

Hello,

The following numbers relate to the table below:
Approved: **0**
Pending Review: **134**
Rejected: **0**
Yet To Be Submitted: **0**

User	Form	Submission Status
	Quarterly Transaction Report	Pending Review
	Quarterly Transaction Report	Pending Review
	Quarterly Transaction Report	Pending Review
	Quarterly Transaction Report	Pending Review
	Quarterly Transaction Report	Pending Review
	Quarterly Transaction Report	Pending Review
	Quarterly Transaction Report	Pending Review

Here is the workflow that sends the emails:



Benefits of Laserfiche

Automating the quarterly transaction reporting process with Laserfiche has resulted in the following benefits for Tocqueville Asset Management:

- Printing and manual distribution of paper forms has been eliminated, saving time and money.
- More employees submit the forms immediately. The first time this process was launched, 40 responses were received within 24 hours.
- The chief compliance officer can quickly see which employees have not submitted a form, allowing him to follow up with each employee directly.

COMPLIANCE:
MAINTAINING REGULATORY COMPLIANCE

Semper Augustus Investments Group, LLC

INDUSTRY:
Wealth Management

NUMBER OF EMPLOYEES:
1-10 people

HEADQUARTERS:
Highlands Ranch, CO

EXISTING LASERFICHE INTEGRATIONS:
Junxure CRM

Laserfiche Solution Contributed By: Chad Christensen, Partner and Chief Compliance Officer, Semper Augustus Investments

With 120 clients and $200 million in assets under management, Semper Augustus Investments must comply with several financial services regulations. Here is how the RIA uses Laserfiche Forms and Laserfiche Workflow to maintain compliance.

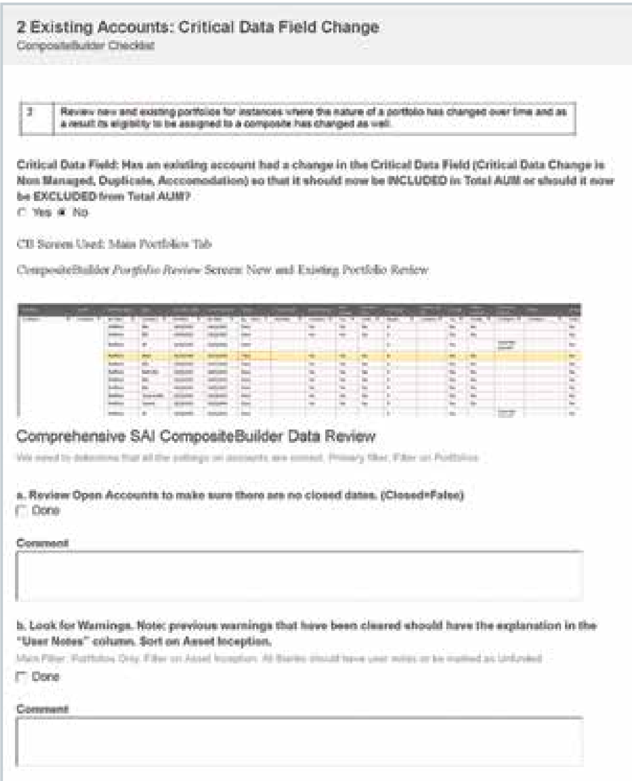
Ensure a Fair Representation of Investment Results

Semper Augustus uses CompositeBuilder, which is integrated with the PortfolioCenter portfolio accounting system, to manage investment portfolios. The firm developed a 25-step process with Laserfiche Forms that was modeled after the CompositeBuilder user manual to ensure fair representation of calculations and provide full disclosure of investment results. The Laserfiche Forms-powered process serves as a detailed checklist and instruction manual for Semper Augustus employees.

One form corresponds to each step and contains the following information:

- The purpose of the step.
- Instructions on how to perform the work.
- Screenshots of any settings the user may need to configure in CompositeBuilder to run the report.
- A comment box.

Here is an example:



2 Existing Accounts: Critical Data Field Change
CompositeBuilder Checklist

2	Review new and existing portfolios for instances where the nature of a portfolio has changed over time and as a result its eligibility to be assigned to a composite has changed as well.

Critical Data Field: Has an existing account had a change in the Critical Data Field (Critical Data Change is Non Managed, Duplicate, Accomodation) so that it should now be INCLUDED in Total AUM or should it now be EXCLUDED from Total AUM?
Yes No

CB Screen Used: Main Portfolios Tab

CompositeBuilder *Portfolio Review* Screen: New and Existing Portfolio Review

Comprehensive SAI CompositeBuilder Data Review
We need to determine that all the settings on accounts are correct. Primary filter: Filter on Portfolios

a. Review Open Accounts to make sure there are no closed dates. (Closed=False)
Done

Comment

b. Look for Warnings. Note: previous warnings that have been cleared should have the explanation in the "User Notes" column. Sort on Asset Inception.
Main Filter: Portfolios Only. Filter on Asset Inception. All Blanks should have user notes or be marked as Unfunded
Done

Comment

In each step, there is at least one supporting report generated from the portfolio accounting system that is reviewed by the user and uploaded to the form.

11 CompositeBuilder Portfolio Views Screen

All eligible Portfolios are included for all time periods.

11	Determine if all eligible portfolios are included in a composite for all eligible time periods.

Purpose:

CB Screen Used:

Attachments

Attach CB All Firm Assets *

Choose Files

Or drag files here

Attach CB Portfolio Views Firm Assets Ineligible *

Choose Files

Or drag files here

Attach CB Portfolios Excluded from Firm Assets *

Choose Files

Or drag files here

Attach CB Unfunded Portfolios *

Choose Files

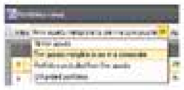
Or drag files here

1.3 Review portfolios and time segments classified as ineligible or explicitly excluded

Before computing composite returns, it is a recommended best practice to review all portfolios and time segments classified as either ineligible or explicitly excluded from composites or from firm assets.

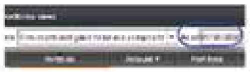
On the Portfolio List view, click the button for Portfolio Views on the tool bar.

The currently selected view will be displayed.



To change the view, click on the View dropdown. Four special views are available:

- All Firm assets
- Firm assets ineligible to be in a composite
- Portfolios excluded from firm assets
- Unfunded portfolios



These views are all snapshot views AS OF a requested date.

To change the AS OF date of the view, enter the new date in the AS OF field on the tool bar.

Three of the four views on the drop down will be very useful in the review process.

View	Content
Firm assets ineligible to be in a composite	Includes all portfolios classified as firm assets that are not eligible to be included in a composite on the specified AS OF date. Exclude from firm assets = No, or Discretionary = No, or Discretionary = Yes with Fee Paying = No and Include in a composite = No The view includes only individual portfolios. No groups. This view also includes any portfolio that is otherwise eligible to be in a composite but is blocked by an excluded segment with a status of **Removed for cash flow, Strategy implementation, or Non-discretionary**. The content is essentially the same as Section 15 in the Verification Export.
Portfolios excluded from firm assets	Includes all portfolios that are excluded from firm assets on the specified AS OF date. Exclude from firm assets = Yes This view also includes any portfolio that is otherwise eligible to be in a composite but is blocked by an excluded segment with a status of **Not managed**. The view includes only individual portfolios, and not groups. The content is essentially the same as Section 17 in the Verification Export.
Unfunded portfolios	Includes all portfolios with Unfunded = Yes. None of these portfolios will have a performance inception date. These portfolios should be periodically reviewed to verify that they have remained unfunded since the classification was originally made.

To review all excluded segments, regardless of their time range, use Section 20 of the Verification Export. Set the beginning date equal to the earliest composite inception date and the ending date to the end date of latest results.

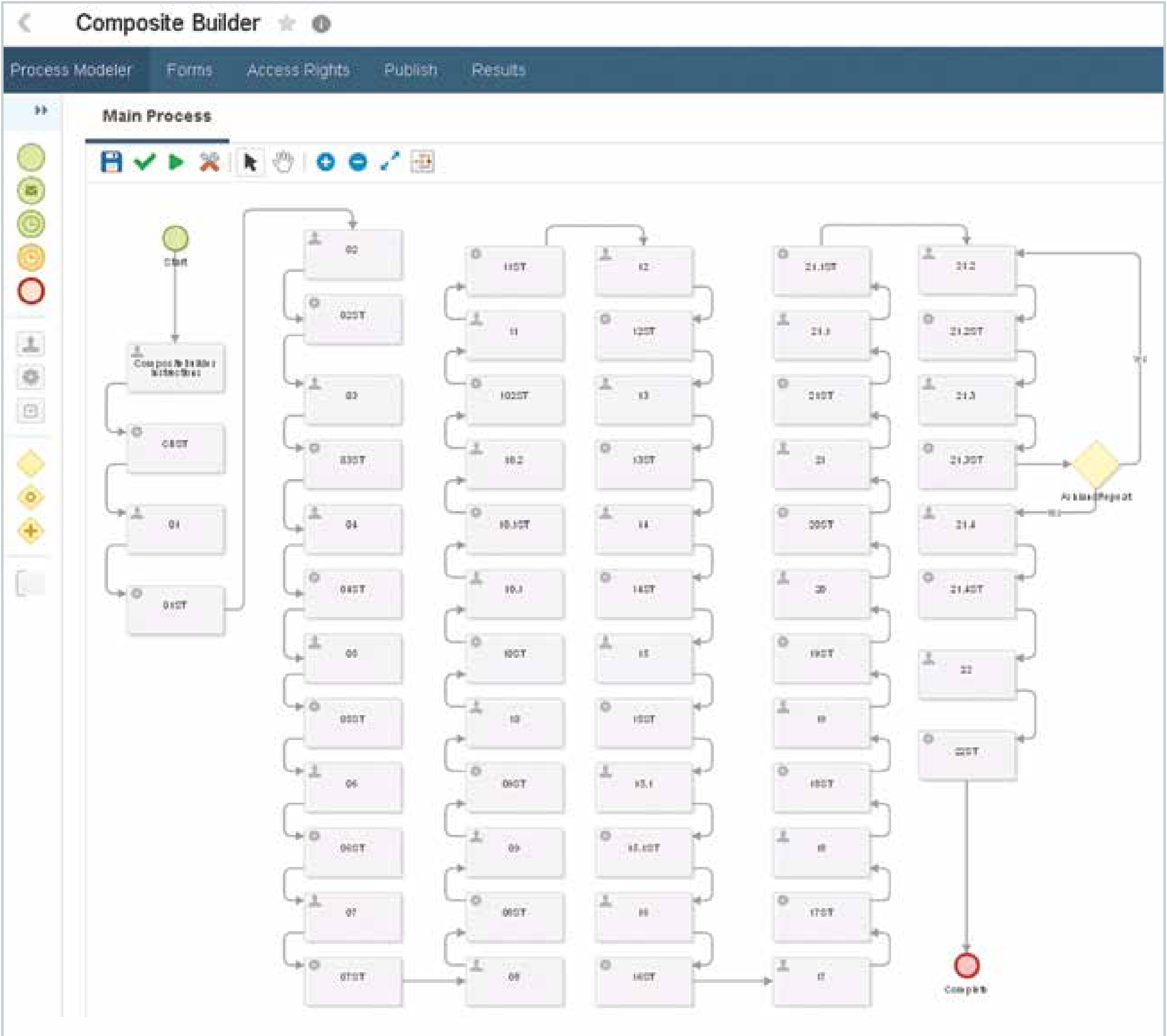
*

☐ Complete

Submit

Once the form is submitted, the user is prompted to move to the next step in the process by filling out the next form.

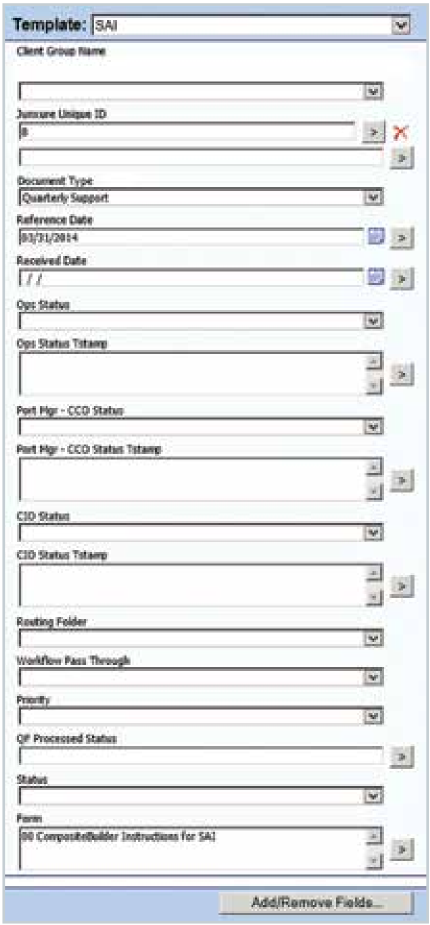
Throughout the process, other members within the firm receive status updates through automated email notifications, so that everyone is in the loop on work status. Here is what the whole Laserfiche Forms business process looks like:



As the steps are completed, each form is saved in its own folder in Laserfiche with the appropriate template applied. This process ensures that documentation is retained at each step in the process.

The last several forms in the process are used to capture all documents provided to the verifier (an auditor), such as a new client's custodial statement or investment application. Those documents are also uploaded using Laserfiche Forms in order to maintain a record of audited items.

Once the last form is submitted, Laserfiche Workflow strips the screenshots and compiles all of the forms and uploaded reports into one complete voucher package. A single voucher package can have as many as 4,000 pages.



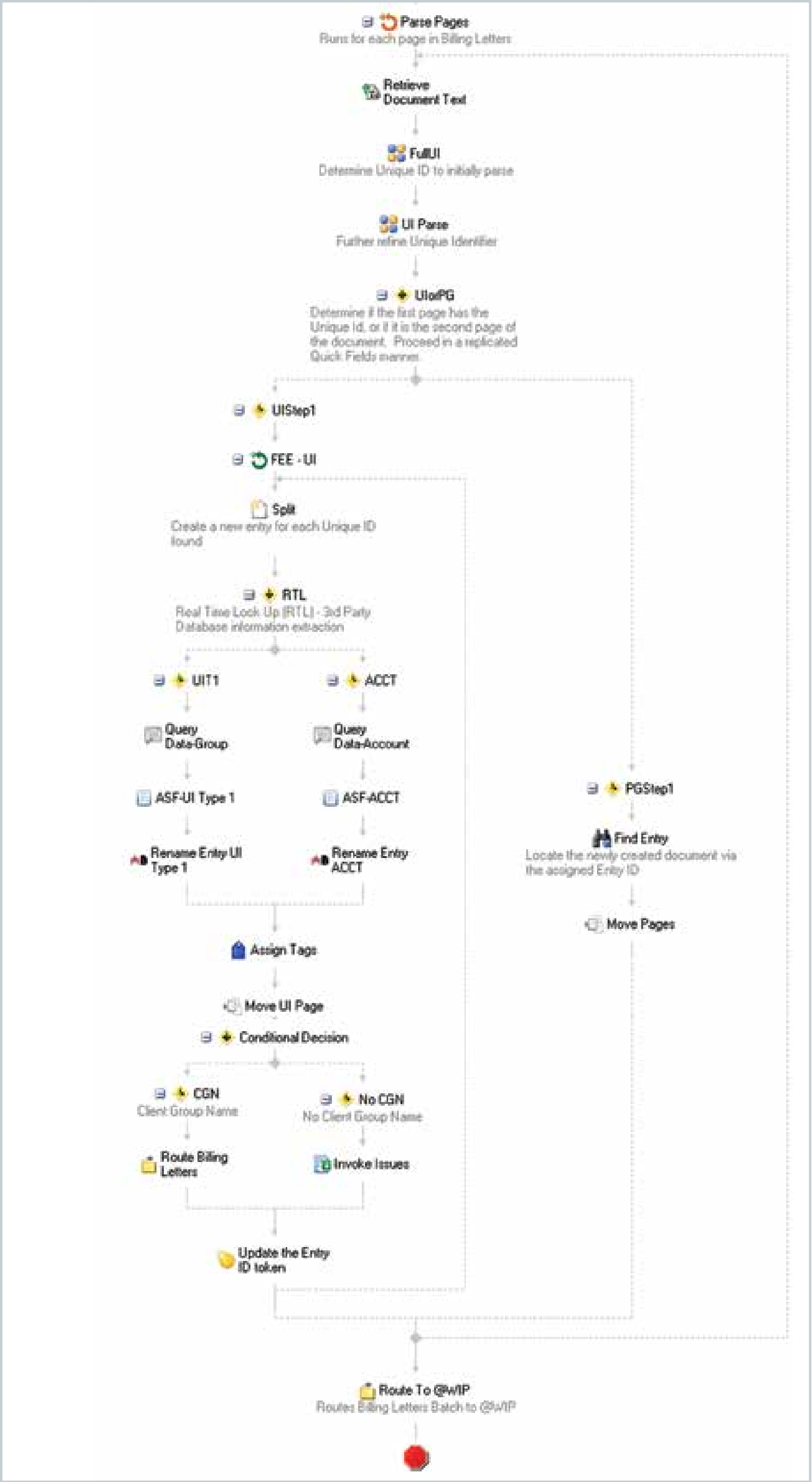
Import and Distribute Financial Statements

Semper Augustus Investments uses Laserfiche Workflow to categorize and distribute financial reports. Every month, a third-party accountant sends ten financial reports for the firm's pooled investment vehicle with one report containing 70 individual investor statements. Before Laserfiche, these reports had to be printed, sorted, collated and distributed by hand.

Now, emailed reports are saved into a network folder and imported into Laserfiche with Laserfiche Import Agent. The accountant prints the client's account number in a white font in the upper right corner of on each statement. The white color of the font makes the number invisible to clients but visible to Laserfiche Workflow through an OCR text string. Laserfiche Workflow:

- Uses the Pattern Matching activity to extract the account number from the statement.
- Splits the large document into 70 individual client statements.
- Looks up the client's information in the firm's Junxure CRM system with the Query Data activity to populate metadata.
- Routes each statement into the appropriate client folder.

Here is what a section of this workflow looks like:



Deliver Appropriate Information to Employees

Laserfiche Workflow is used to email employees documents they need to act on at the appropriate time. Four examples of such workflows include:

- Once a week, remote employees receive a reminder email that has a detailed listing of all documents waiting for their approval.
- The first day of every month, employees receive a standard email reminding them to submit their expense reports. This email includes the details of the firm's expense policy.
- Every quarter, Laserfiche Workflow emails employees the firm's strategic plan for review. Emailing this report with Laserfiche Workflow ensures everyone sees it.
- Laserfiche Workflow monitors work-in-process folders where documents are missing metadata which is preventing Workflow from routing documents. Each morning, it sends an email to the processors with a list of applicable documents.

Benefits of Laserfiche

Implementing Laserfiche at Semper Augustus Investments has produced the following benefits:

- Laserfiche Forms allows rules to be enforced during the composite performance compliance process. This means that, for the whole process to be finished, every step has to be performed correctly, giving Semper Augustus peace of mind.
- Employees can focus their time on customer service and revenue-generating activities since many administrative tasks have been automated with Laserfiche Workflow.
- Customer service has improved greatly since any document requested by a customer, no matter how long ago it was created, can be found in Laserfiche at the click of a button.
- Employees can perform their job functions from anywhere, even if they are traveling to see a client.
- Laserfiche has allowed the firm's business to be more scalable. With Laserfiche Workflow, automating new processes is quick and easy.
- The firm stays in compliance with SEC regulations and reduces risk.

COMPLIANCE:

RECORDS RETENTION COMPLIANCE

Town of Okotoks, AB

INDUSTRY:
State and Local Government

NUMBER OF EMPLOYEES:
50-200

HEADQUARTERS:
Okotoks, Alberta, Canada

Laserfiche Solution Contributed By: LeeAnn Marchant, Business Analyst/Project Coordinator, Town of Okotoks

Nestled along the Sheep River Valley in the heart of the Alberta Foothills, the city of Okotoks is the largest town in the Canadian province of Alberta. Situated fifteen minutes outside Calgary city limits, Okotoks is currently home to 30,000 residents.

Okotoks was the tenth fastest growing community in Canada from 2006-2011, with 42.9 percent population growth. Since 2011, the town saw 4 percent population growth from June 2011 to June 2012 and another 5 percent growth from June 2012 to June 2013. However, the town is undergoing an annexation process and is expecting population to grow over the next decades to approximately 80,000 residents.

To manage the town's operations, the IT and records management departments have used Laserfiche since 2004.

However, the system was only used for records archival and storage, and the town knew its use of Laserfiche needed to expand to accommodate its expanding population. IT and records management (RM) were able to expand the use of Laserfiche throughout the city by governing its use, instead of dictating it.

Previously, each document in Laserfiche had the same template with the same 10 fields appended to it. This structure did not lend itself to the types of documents that other business centres needed to work with on a daily basis.

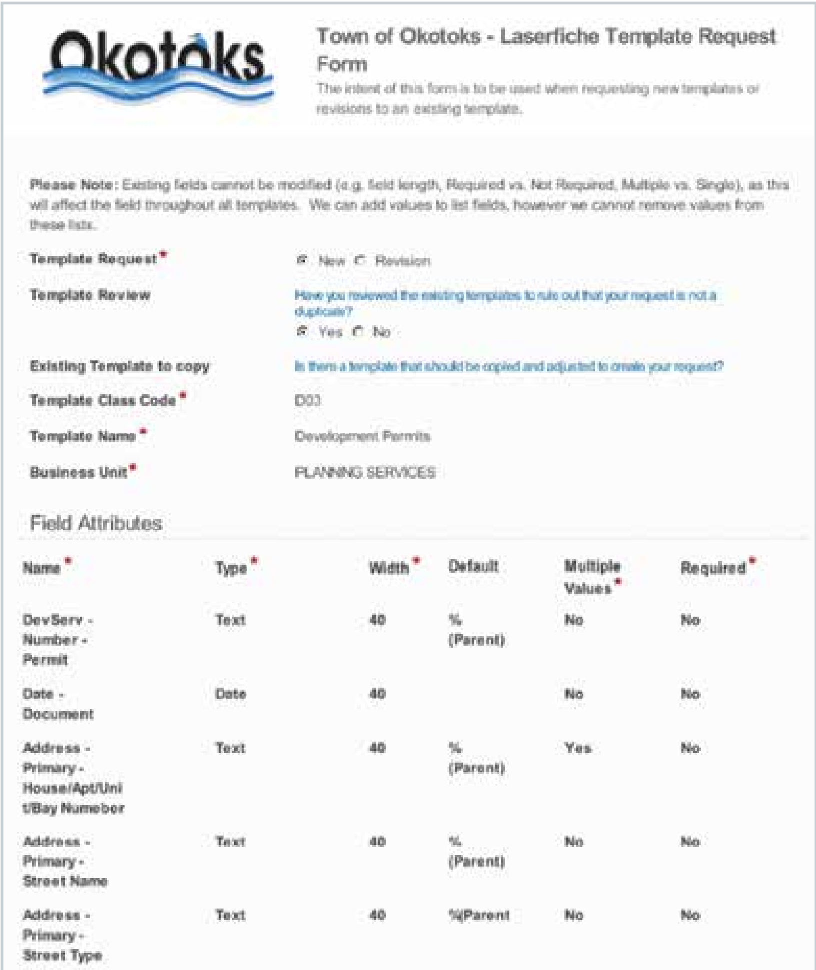
Business centres now use Laserfiche in a way that suits them, as long as it falls within the overall guidelines and standards. Business centres have a say in the metadata and access rights to records series, folders and documents related to their operations. Each unit controls the naming convention and develops the folder structure for everyone within the unit to use.

Laserfiche Forms is an essential tool in maintaining IT and RM governance while allowing individual business centres flexibility and customization. Here's how the city uses Laserfiche Forms to enable repository and records management.

Laserfiche Forms

Okotoks developed forms to help with basic requests. There is a form for requesting:

- Transfer of boxes of records offsite
- Changes to an existing retention schedule
- Destruction of records that have reached retention
- A new document template



Town of Okotoks - Laserfiche Template Request Form

The intent of this form is to be used when requesting new templates or revisions to an existing template.

Please Note: Existing fields cannot be modified (e.g. field length, Required vs. Not Required, Multiple vs. Single), as this will affect the field throughout all templates. We can add values to list fields, however we cannot remove values from these lists.

Template Request* New / Revision

Template Review Have you reviewed the existing templates to rule out that your request is not a duplicate? Yes / No

Existing Template to copy Is there a template that should be copied and adjusted to create your request?

Template Class Code* D03

Template Name* Development Permits

Business Unit* PLANNING SERVICES

Field Attributes

Name*	Type*	Width*	Default	Multiple Values*	Required*
DevServ - Number - Permit	Text	40	% (Parent)	No	No
Date - Document	Date	40		No	No
Address - Primary - House/Apt/Unit/Bay Numeber	Text	40	% (Parent)	Yes	No
Address - Primary - Street Name	Text	40	% (Parent)	No	No
Address - Primary - Street Type	Text	40	%(Parent)	No	No

- Access to a records series or folder

Laserfiche Record Series Permission Form

The intent of this form is to be used when requesting permissions to an existing record series.

Permission Request* ● New ○ Revision

Please Note: Prior to requesting permission, ensure a template exists for the specified Record Series. The template must correspond with the Record Series number (D16 Record Series = D16 Template). If a template does not yet exist, please create one using the Laserfiche Template Request Form by clicking here.

Business Center* ENGINEERING SERVICES

Manager Name

Manager Email

Permissions Requested

User/Group Name(s)*	Class Code*	Subfolder(s) (if applicable)	Permissions Requested*
Marty Gaffney	D16		☐ Modify Template Fields ☑ Import/Scan Documents ☑ Modify Documents ☑ Create Folders ☐ Full Access

Additional Comments Please specify any additional information you feel would assist with the setup or change of your request.
This is required for a collaborative project.

Once a form is submitted, Laserfiche Forms sends it to the appropriate manager for approval. After it is approved, the request is routed to the records management clerk who processes the request in a timely fashion.

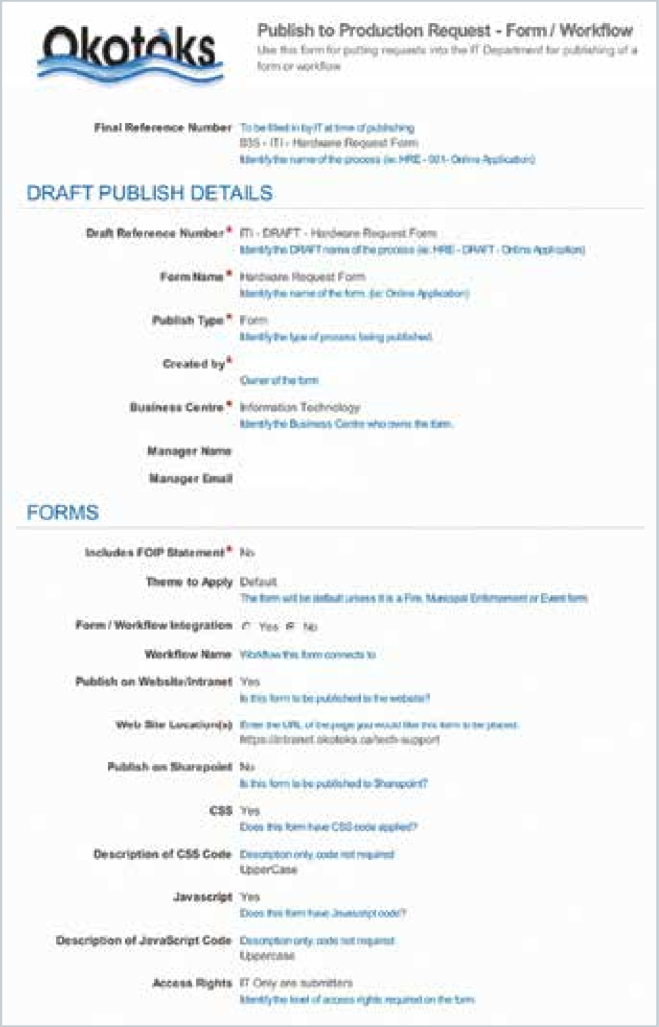
Example: Form for Publishing Forms

Okotoks' IT team decided to teach as many people as possible to create Laserfiche Forms, leading to the rapid creation of a large number of forms. However, IT could not manage testing and publishing all the forms that were being created.

In order to give business centres flexibility to design their own forms but still maintain overall control, IT developed a form for users to fill out when then want to publish a form. This request covers many of the areas needed to publish a form.

The process to publish a form is as follows:

- The initial form designer fills out a request to get the form published.
- Laserfiche Forms emails the manager who must review the form as well as the associated business process. This gives the manager an opportunity to understand each necessary step in the business process.
- If the requested form will be released to the general public, the initial form designer will have checked the "Includes Freedom of Information and Privacy (FOIP) Statement" box. If this is the case, after the form is reviewed, Laserfiche Forms sends an email to the FOIP coordinator who reviews the form to make sure that what is included meets the terms of the FOIP statement.
- Laserfiche Forms assigns the approved request to the quality assurance (QA) team who makes sure that the form meets the standards for all town forms and that it works as expected.
- If the form passes QA testing, it is assigned to the Laserfiche Administrator for publishing. The Laserfiche Administrator also sets up any associated fields, templates and folders in the repository that are necessary for the new Laserfiche Forms business process to run smoothly.
- The form is then saved to the repository so there is a record of the request and the date that the requested form was published.
- Laserfiche Forms notifies the form developer that the form is ready for user acceptance testing.


Okotoks

Publish to Production Request - Form / Workflow

Use this form for putting requests into the IT Department for publishing of a form or workflow

Final Reference Number: To be filled in by IT at time of publishing
BSS - ITI - Hardware Request Form
Identify the name of the process (ie. HRE - 001- Online Application)

DRAFT PUBLISH DETAILS

Draft Reference Number*: ITI - DRAFT - Hardware Request Form
Identify the DRAFT name of the process (ie. HRE - DRAFT - Online Application)

Form Name*: Hardware Request Form
Identify the name of the form. (ie: Online Application)

Publish Type*: Form
Identify the type of process being published.

Created by*:
Owner of the form

Business Centre*: Information Technology
Identify the Business Centre who owns the form.

Manager Name

Manager Email

FORMS

Includes FOIP Statement*: No

Theme to Apply: Default
The form will be default unless it is a Fire, Municipal Enforcement or Event form

Form / Workflow Integration: Yes No

Workflow Name: Workflow this form connects to

Publish on Website/Intranet: Yes
Is this form to be published to the website?

Web Site Location(s): Enter the URL of the page you would like this form to be placed.

Publish on Sharepoint: No
Is this form to be published to Sharepoint?

CSS: Yes
Does this form have CSS code applied?

Description of CSS Code: Description only, code not required
UpperCase

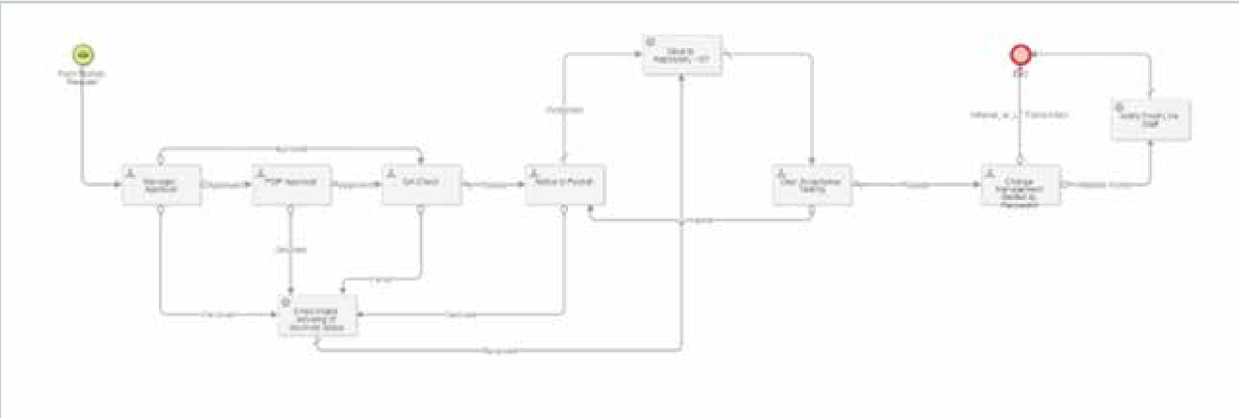
Javascript: Yes
Does this form have Javascript code?

Description of JavaScript Code: Description only, code not required
Uppercase

Access Rights: IT Only are submitters
Identify the level of access rights required on the form.

- Once the form passes user acceptance testing, the developer facilitates change management by letting his team know about the form and how it is going to impact existing processes.
- The developer confirms that change management practices have been put in place and Laserfiche Forms emails the front line staff and communication team in each town building with information on how to access the new form.

This whole process is diagrammed in the Laserfiche Forms Process Diagram.



Laserfiche Forms routes the request through various steps in the approval process before saving a copy of the form to Laserfiche

Benefits

Implementing Laserfiche Forms at the town of Okotoks resulted in the following benefits:

- Requests are completed much faster than before implementing Laserfiche Forms, and the length of time it takes to complete each request is tracked, allowing for further improvements.
- Business centres were forced to look at forms that they had been using for the last 20 years and eliminate legacy information to present a form that is more fitting to their business today. Units also reviewed associated processes and significantly reduced the number of people required to process a particular form.
- Users are notified of denied requests by an automatically generated email with comments as to why their application was denied. This feedback helps the applicant understand what is necessary for a successful application and saves IT time by preventing them from having to write a separate email each time a request is denied.

COMPLIANCE:
FIRE INSPECTIONS

City of Fargo, ND

INDUSTRY:
State and Local Government

NUMBER OF EMPLOYEES:
1,000-5,000

HEADQUARTERS:
Fargo, ND

Laserfiche Solution Contributed By: Renee Lura, Professional Services Manager, City of Fargo

As with most of the Dakotas and surrounding states, what were once quaint, quiet towns have now boomed into major metropolitan areas, fueled by the growth of the state economy. The city of Fargo, ND, felt this growth most acutely with public safety, permitting and building inspections.

The Fargo Fire Department inspects up to 800 buildings a year. Existing commercial buildings must be inspected every year, new buildings must be inspected prior to use and most residential apartment buildings are inspected every other year. Previously five full-time inspectors worked three shifts across seven stations to perform inspections.

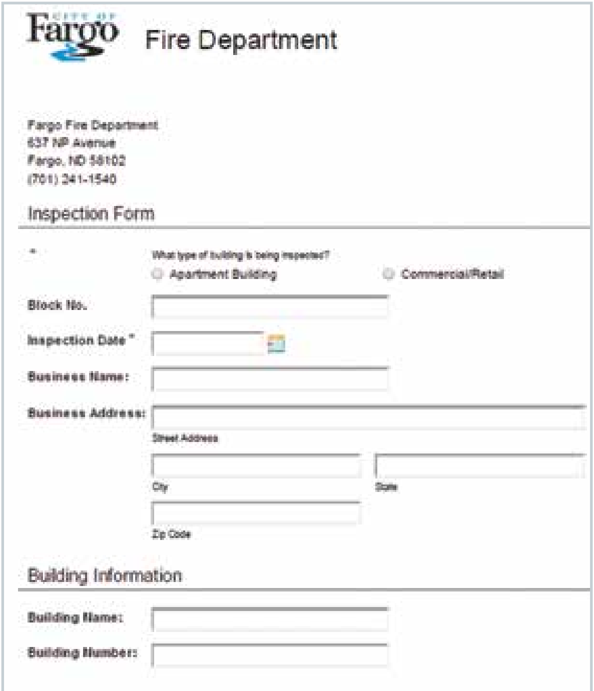
The city of Fargo used Laserfiche to reduce costs associated with unnecessary failed inspections, improve general compliance with building fire and safety codes, and cut in half the time required to complete the inspection process.

"Laserfiche catapulted Fargo's technology from the 1970s to contemporary standards," says Renee Lura, Professional Services Manager. "The ease of building forms and integrating form data into our overall process and applications positioned Laserfiche as the ideal way to connect our applications. Laserfiche Forms fit with our future goals, not just the immediate inspection need."

Laserfiche Forms

The fire inspection form has been created in Laserfiche Forms. The inspector opens this form on the iPad that he carries with him during the inspections. He types in the building address and the form is prepopulated with information from a lookup into the public safety records management system (RMS). Information that is pre-populated includes:

- Business name
- Plot information
- Notes about the property
- Owner's name
- Owner's email address



City of Fargo Fire Department

Fargo Fire Department
637 NP Avenue
Fargo, ND 58102
(701) 241-1540

Inspection Form

* What type of building is being inspected?
Apartment Building
Commercial/Retail

Block No.

Inspection Date *

Business Name:

Business Address:
Street Address
City
State
Zip Code

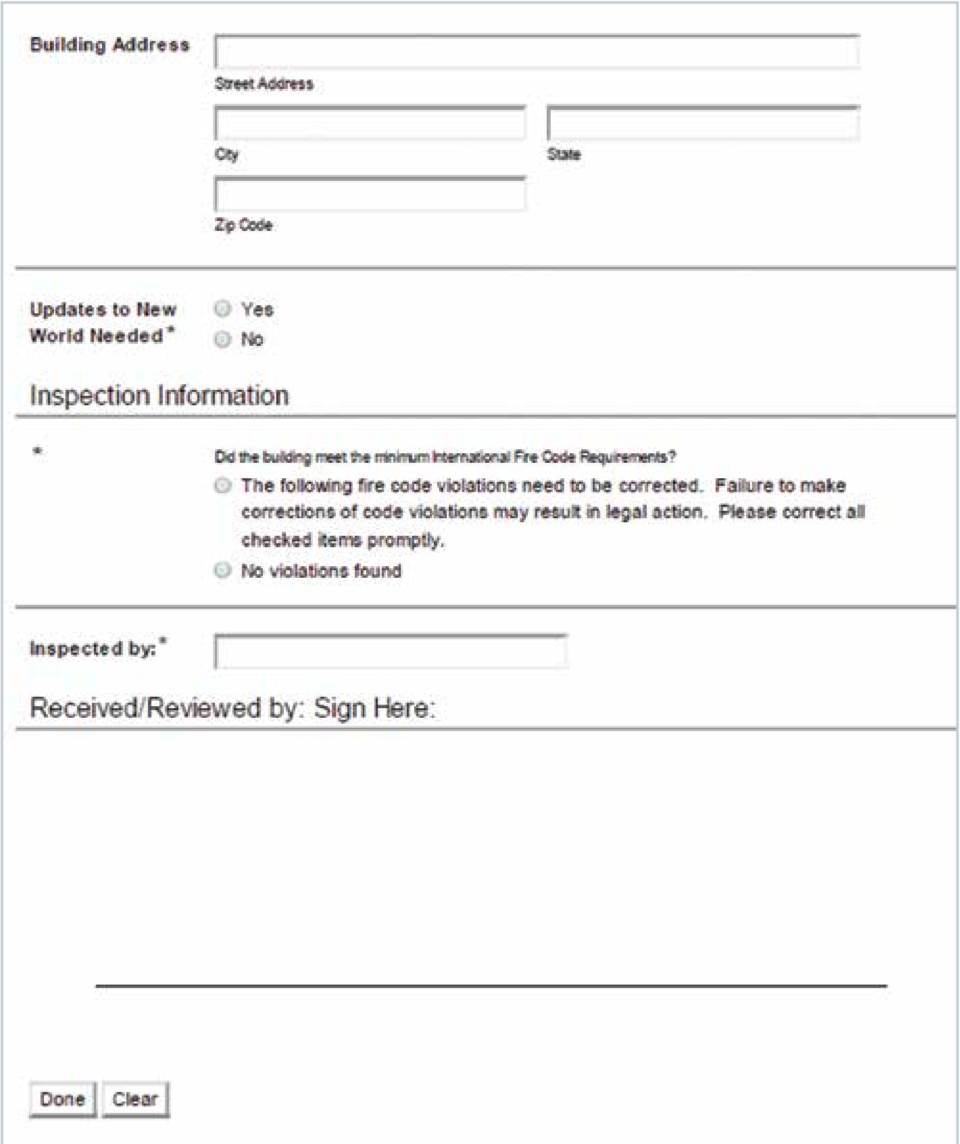
Building Information

Building Name:

Building Number:

Inspectors fill out an electronic form during the inspection

The inspector performs the inspection and fills out the rest of the form. Buildings can either pass or fail inspection. Any violations result in a fail. The inspector lists any violations found in the form and asks business or building owner to sign the inspection form on the iPad.


Building Address

Street Address

City

State

Zip Code

Updates to New World Needed*

Yes

No

Inspection Information

*

Did the building meet the minimum International Fire Code Requirements?

The following fire code violations need to be corrected. Failure to make corrections of code violations may result in legal action. Please correct all checked items promptly.

No violations found

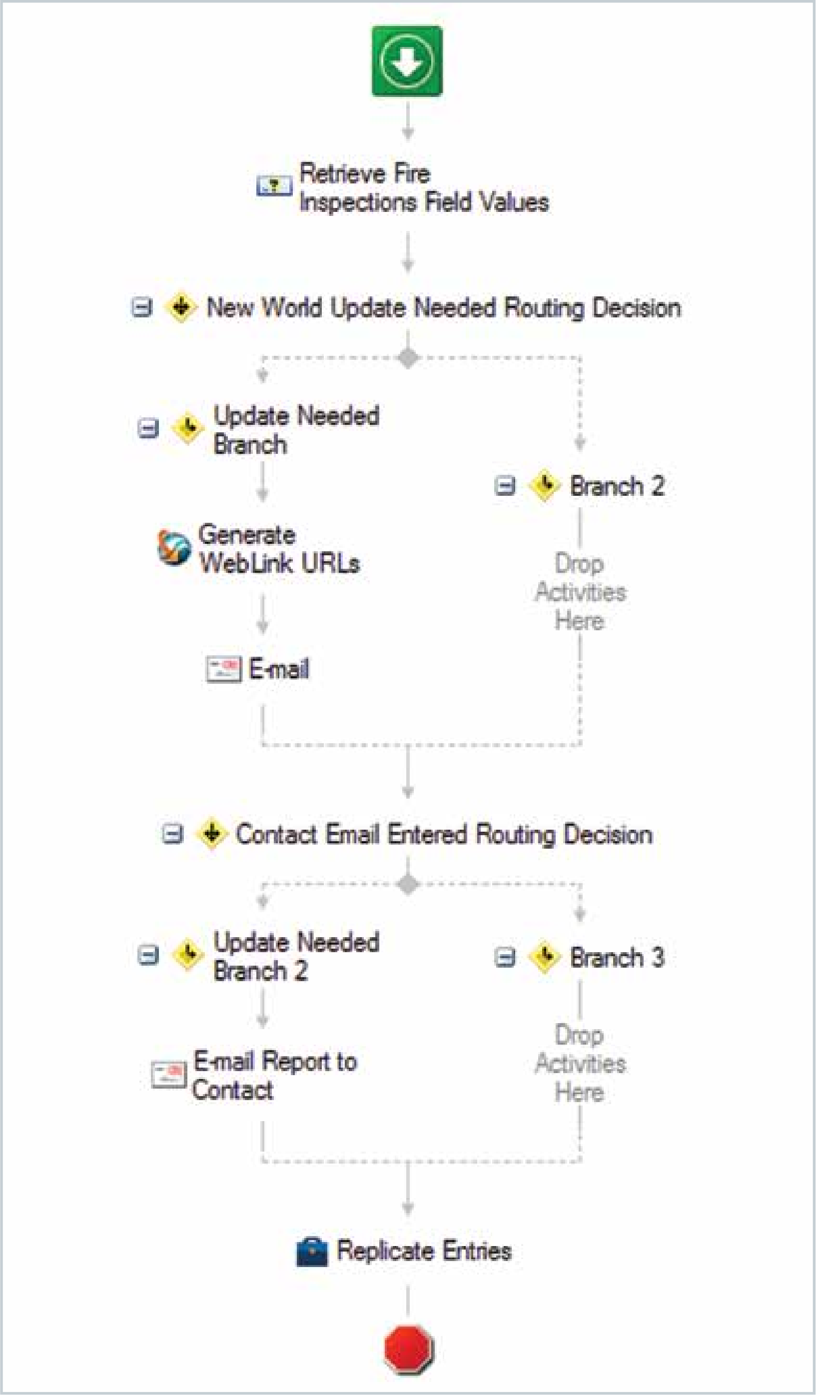
Inspected by:*

Received/Reviewed by: Sign Here:

Done Clear

Once the form is filled out, the customer signs it on the iPad

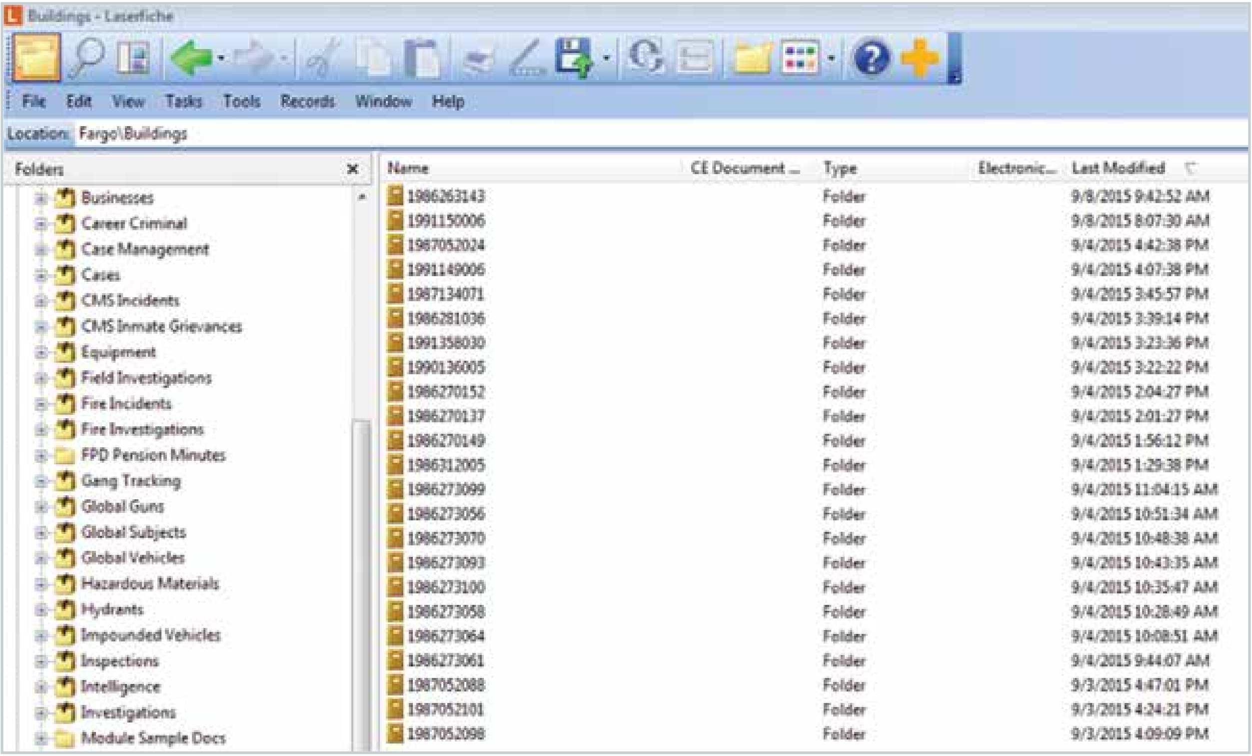
Once the form is submitted, Laserfiche Workflow sends an email to the building or business owner with either a copy of the passed inspection or a list of violations to correct before next year's inspection.



Laserfiche Workflow sends a copy of the inspection form to the business or building owner

Occasionally, some of the information about the building, such as the owner, has changed since the last inspection. If that is the case, the inspector checks a box on the form and fills in the new information. After the form is submitted, Laserfiche Workflow emails this new information to the front office employee, who updates the RMS system.

The inspection form is stored in a records management folder for archival.



Inspection forms are stored in the records management folders

Benefits of Laserfiche Forms

Automating the fire inspection process with Laserfiche Forms has resulted in the following benefits at the city of Fargo:

- The number of incorrectly filled out inspection forms has been reduced, since an inspection form cannot be submitted until all required information is filled out.
- All inspection reports are stored centrally and are accessible at any time without digging through file cabinets.
- The RMS system is in sync with Laserfiche, so all inspection information is always accurate.

COMPLIANCE:
CONTRACT APPROVAL

Davie County, NC

INDUSTRY:
State and Local Government

NUMBER OF EMPLOYEES:
200-500

HEADQUARTERS:
Mocksville, NC

EXISTING LASERFICHE INTEGRATIONS:
DocuSign

Laserfiche Solution Contributed By: John Gallimore, Chief Technology Officer, Davie County, NC

Davie County, NC, which was carved out of Rowan County in 1836, has an area of 264 square miles and a population of 41,000.

Before implementing Laserfiche, the county's contract approval process was paper-driven and inefficient. A department representative would fill out a submittal document in Microsoft Word, print it and attach it to a paper copy of the contract. This contract was then routed to various departments for signatures. If changes were necessary, paper copies were returned to the submitter for corrections, and then returned to the reviewing department for approval.

The paper-heavy process introduced several challenges:

- It was difficult to track the location of the contract, as there was no clearly defined order of review and approval
- Contracts were occasionally lost, delayed or misplaced
- Ensuring that the contract was signed by all parties before being finalized

The county used Laserfiche Forms, Workflow and Laserfiche DocuSign integration to automate the contract approval process and make it completely paperless.

New Contract

Once a new contract has been drafted, it is routed for approval and signatures. The submitter fills out the Contract Control form in Laserfiche Forms with details about the contract and uploads the contract draft. The submitter can select if the contract requires regular or expedited approval.

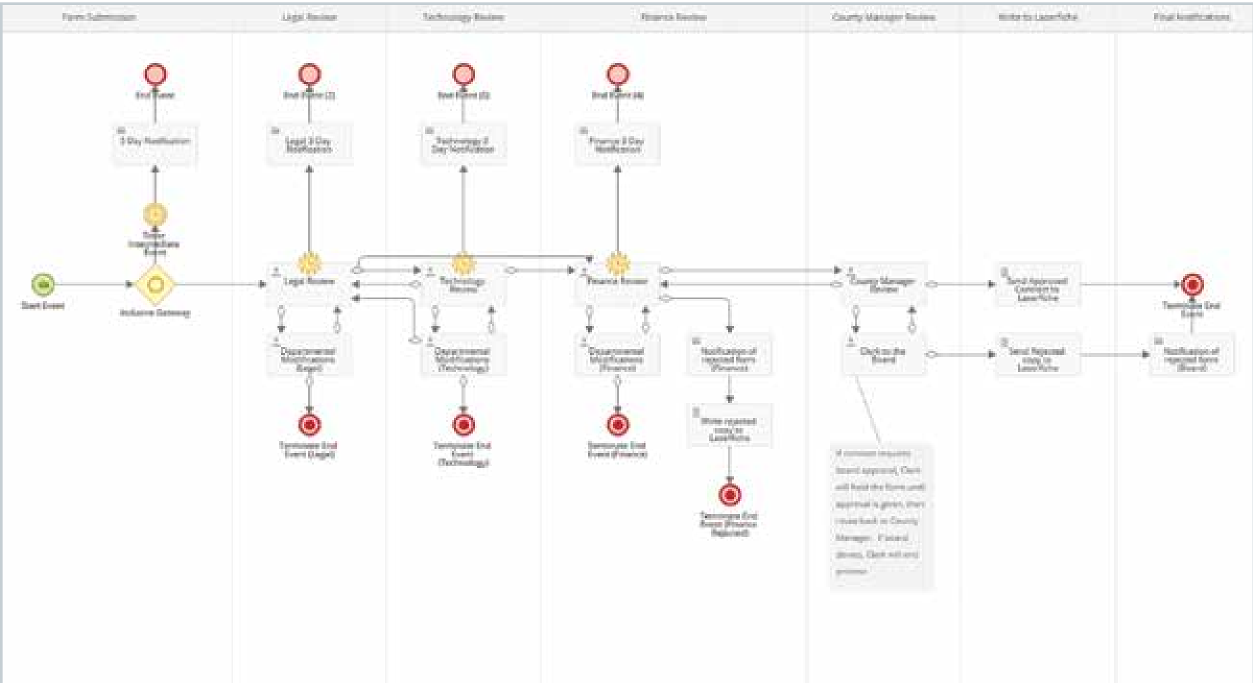
New contracts are submitted for review through Laserfiche Forms

Once the form is submitted, Laserfiche Forms sends the contact for legal review. Legal can approve the contract or automatically send it back to the submitter for modifications. If the contract relates to a technology purchase, legal can send it on for technology review, otherwise, the contract can be sent directly to finance.

Each department can approve the contract or send it back to the submitter for modifications. The submitter can then choose to make the required changes and resubmit, or terminate the whole process.

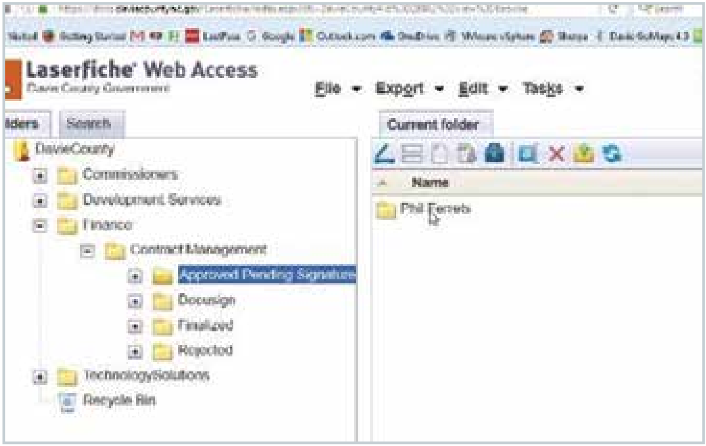
After finance review, the contract is sent to the county manager for final review and approval. The county manager can either approve the contract or, if the contract requires board approval, send it to the clerk to the board. The clerk presents the contract to the board and records the board's decision. If the board approves the contract, it is saved in Laserfiche where it awaits signatures. If the board rejects the contract, it is saved in a different folder in the repository and the process ends.

At any time during the process, if a department does not review the contract within three business days, an email reminder is sent to the county manager. If a contract requiring expedited review is not approved within five business days, an email is sent to the contract review team.



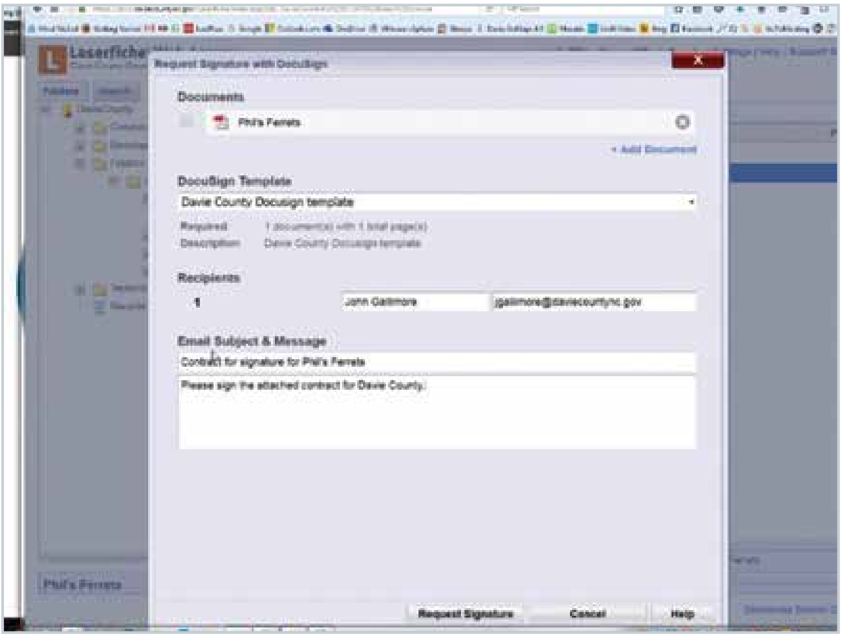
Approved Contracts

Once a contract is approved, it is saved in the repository in the Finance\Contract Management\Approved Pending Signature\Contractor Name folder.



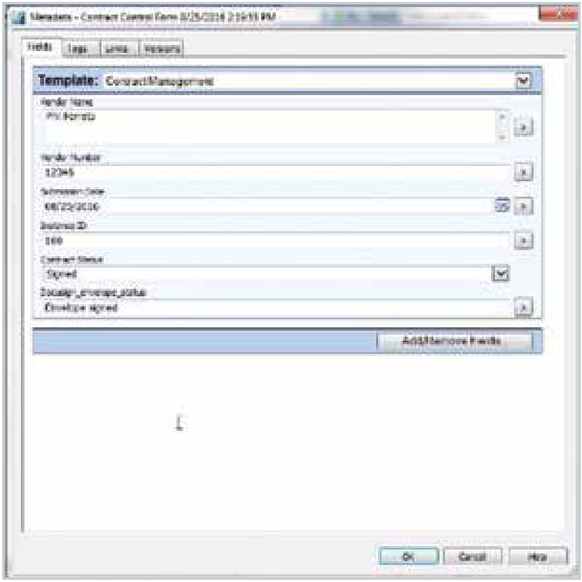
Once a contract is approved internally, it is routed to a special folder in the repository where it awaits signatures

From there, the clerk right-clicks the contract and selects the "Send to DocuSign" option. This action automatically emails the contract to the vendor for signatures via DocuSign.

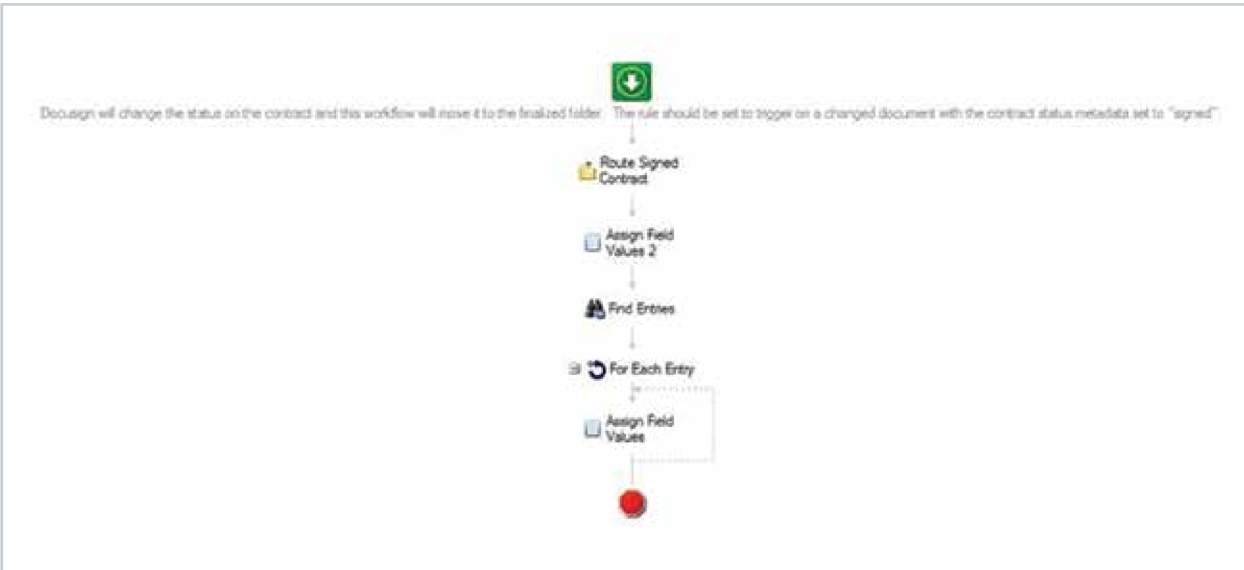


Contracts are signed through DocuSign and then automatically saved in the Laserfiche repository

Once the signed contract is returned, Laserfiche Workflow routes it to the Finalized folder and updates the metadata accordingly.



The metadata pane of a finalized contract

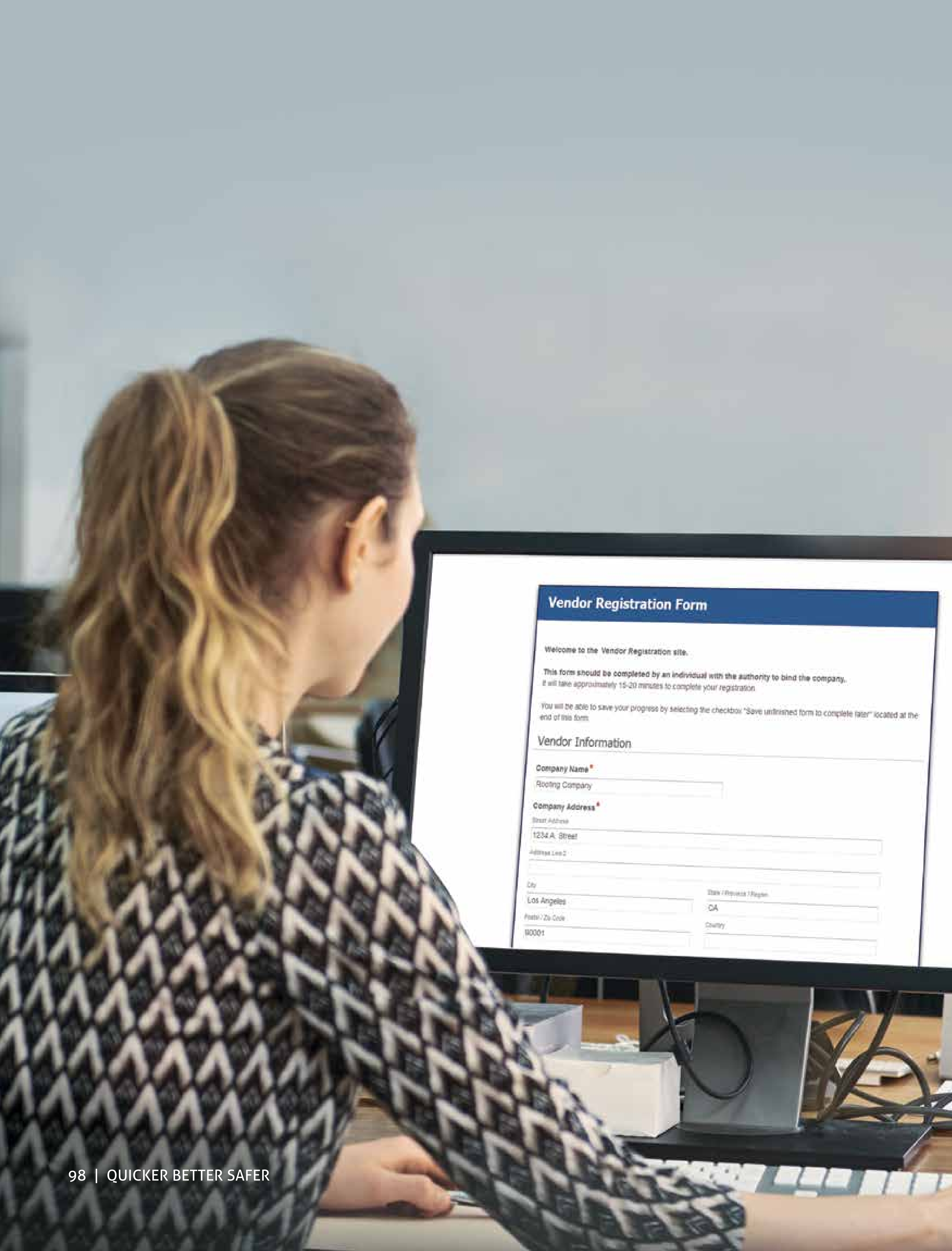


The workflow that routes contracts to the Finalized folder in Laserfiche and updates the metadata

Benefits of Laserfiche

Automating contract approval with Laserfiche Forms has resulted in the following benefits for Davie County:

- The process has been streamlined with a clear workflow and order of review, making contracts easily trackable throughout the process
- Participants can now be held accountable for their role in the process, eliminating delays
- Process bottlenecks can be identified and addressed quickly so that contracts are approved in a timely manner
- All contracts are stored in a centralized location, making them accessible anytime from anywhere by employees with the appropriate security rights
- Printing and storage costs have been reduced as the process is paperless from start to finish


Vendor Registration Form
Welcome to the Vendor Registration site.
This form should be completed by an individual with the authority to bind the company.
It will take approximately 15-20 minutes to complete your registration
You will be able to save your progress by selecting the checkbox "Save unfinished form to complete later" located at the end of this form
Vendor Information
Company Name
Rooting Company
Company Address
1234 A. Street
Los Angeles
CA
90001

REGISTRATION

The registration process is a frequently needed process that can often be paper intensive. Electronic forms makes the process easier for both the user registering and for the employees who must process the form.

This section contains solutions demonstrating how electronic registration forms have accelerated the registration process for different organizations.

REGISTRATION:
CUSTOMER ORDER PROCESS

Zeno Imaging

INDUSTRY:
Commercial

NUMBER OF EMPLOYEES:
50-200

HEADQUARTERS:
Houston, TX

Laserfiche Solution Contributed By: Jonathan Powers, Senior Solutions Architect

Zeno Imaging is a Laserfiche value added reseller based in Houston, Austin and Dallas, TX.

"For the past 20 years, Zeno has been a traditional MFP and managed print company," says Scott Copeland, Vice President of Professional Services at Zeno Imaging. "However in 2015, we launched a professional services division focused on providing automation and effective content distribution via the elegant and feature-rich Laserfiche product suite."

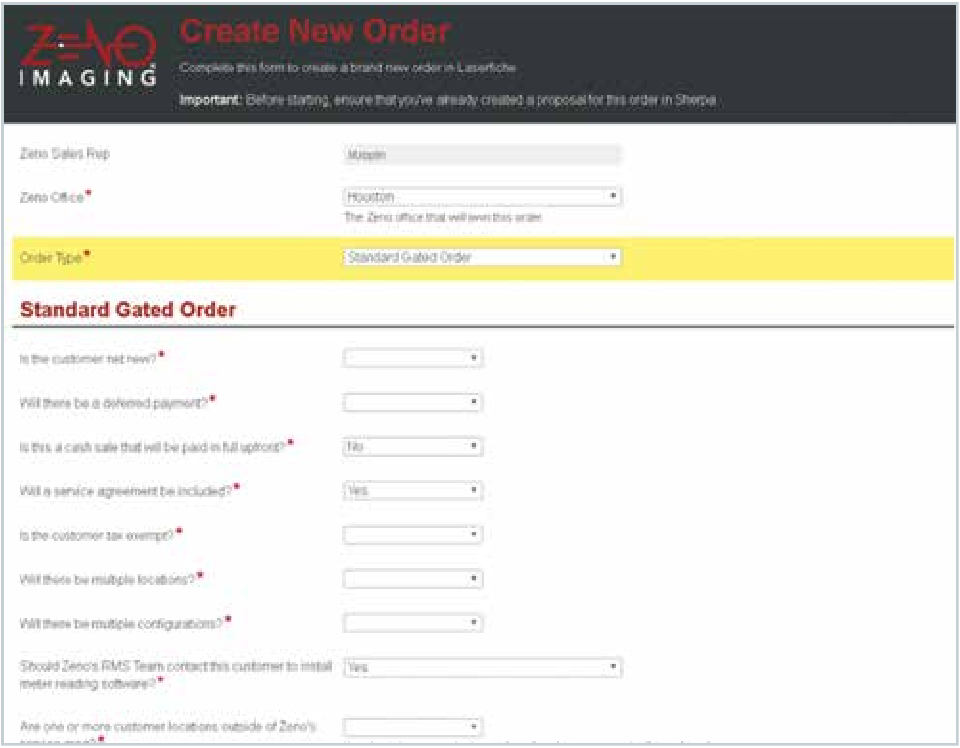
While the company is focused on selling enterprise content management (ECM), a large part of the company's business still revolves around selling equipment such as scanners and copiers. Each order packet and sale requires a substantial number of forms. In the past, this meant a customer would have to read, complete and sign up to 25 pages of paper forms. Frequently, forms would be incomplete, contain incorrect information, or be missing signatures. The sales representative would have to take the forms back to the customer to complete. This process could take weeks, especially if the customer was particularly busy and had infrequent times available for in-person meetings.

Once the order packet was complete, it had to be scanned, page by page, into a legacy document management system. Each page had to be saved separately, making scanning cumbersome and time consuming. Furthermore, sometimes admin staff forgot to scan the documents, or ran into technical issues with the legacy system and gave up. This resulted in significant challenges when searching for those documents at a later time.

Here is how Zeno overhauled the entire ordering process with Laserfiche Forms and Workflow, reducing order processing from several weeks to just four days.

Laserfiche Forms Customer Portal

Zeno's new process starts when a sales representative creates a new order by simply filling out a Laserfiche form titled Create New Order. This form has advanced logic built-in such that responses chosen on the form dictate the rest of the workflow for this order. For example, if the customer is tax exempt, the system marks the Tax Exemption form as a required form, and if their zip code is outside Zeno's regular delivery area, Laserfiche notifies the delivery team that they have an upcoming out-of-area delivery.

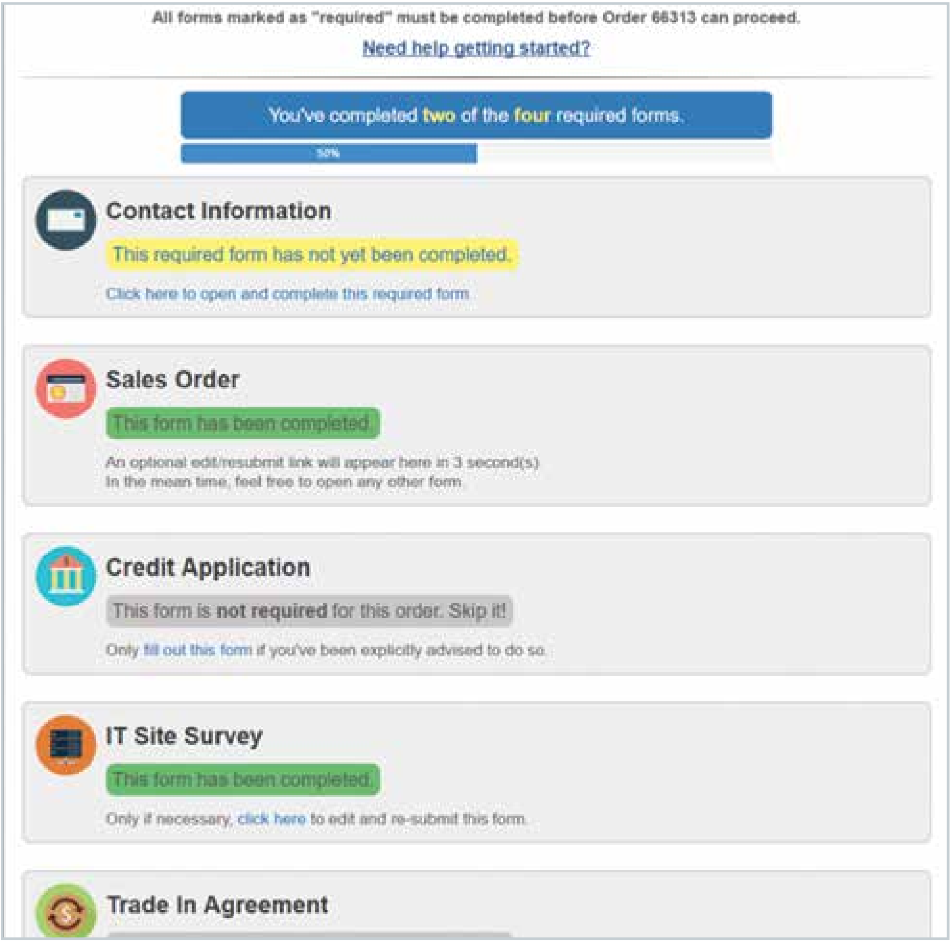


The sales representative starts each new order by filling out a form

Once this form is submitted, Laserfiche Workflow extracts the information from the form and saves it in a series of external database tables. Workflow then decides which forms need to be filled out in order to complete this order and generates unique URLs for each form by appending a randomly generated token to each form's URL. For all intents and purposes, this ensures that outside parties cannot access the information related to that order.

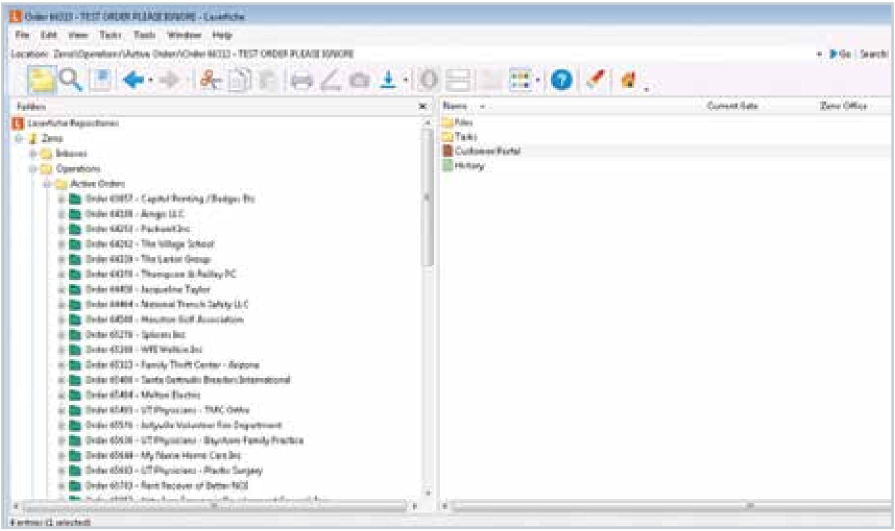
At this stage, the purchasing customer receives an email with a single URL. This URL points to a customer portal, which is a heavily customized Laserfiche form that aggregates the URLs for each form in their order along with their statuses. The main benefit of this approach is that the customer is always aware of their own progress (via a progress bar on the portal page that automatically updates as they submit each form) and knows whether the forms are required or optional.

Information submitted in previous forms is automatically looked up and used to populate similar or identical fields in subsequent ones, which dramatically reduces the need for data entry. This means customers have to spend much less time filling out forms, which directly translates to faster processing and fulfillment of orders.



Customers can track the progress of their order on their customized customer portal

At any point, the customer's sales representative can view their form completion status by selecting the order folder inside the Laserfiche Client and clicking a custom toolbar button. This button, titled the "Form Launcher," points to an executable developed using the Laserfiche Client Automation Tools. It reads the unique URL of that order's customer portal page from a metadata field on the order folder and launches a browser window with that URL.

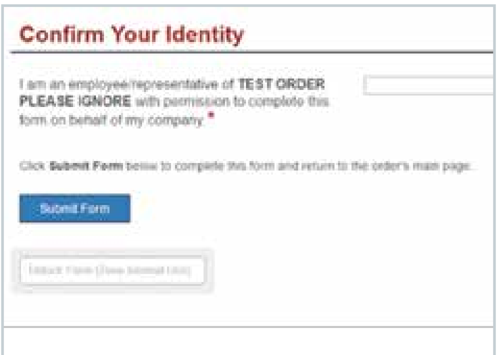


The sales representative can launch each customer's customer portal by clicking a button in Laserfiche

Making Changes to the Order

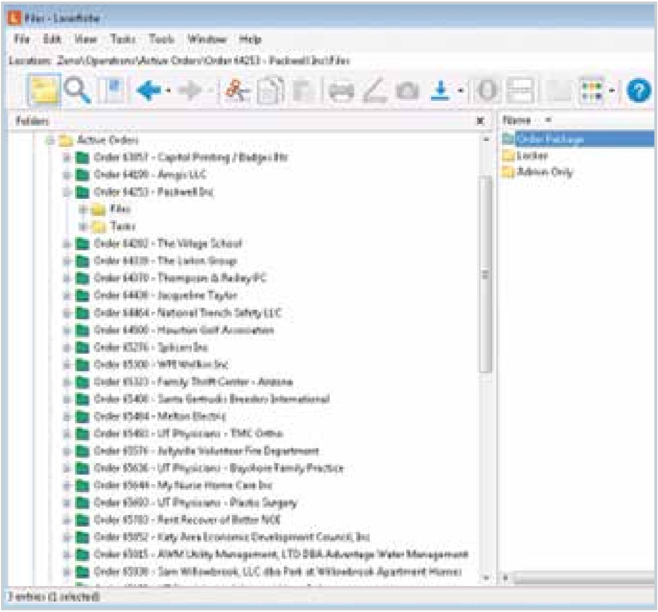
Occasionally, the sales representative needs to make changes to certain conditions or terms of the sale after negotiations with the customer. Those sections are read-only in the forms so that the customer cannot adjust any of the information.

However, if the sales representative must make changes to those sections of the form on the fly, he or she can unlock the form in real time by entering a passcode, known only to Zeno sales representatives, into a special field. This unlocks the form and makes it editable. The sales representative can then make any changes, which are immediately saved into the database, automatically updating all other forms with the new information.



If the terms of the sale have changed, the sales representative can unlock the form for editing by providing a password

Once all of the forms for an order are submitted, they are stored in a subfolder for that order in each customer's Laserfiche folder. The appropriate staff at Zeno is then notified that the forms are ready for processing. This allows Zeno employees to know that when they start processing an order, it will have all of the information required, eliminating time wasted retrieving missing information from a sales order.



All forms related to one order are stored in a centralized location in Laserfiche

Benefits of Laserfiche

Automating the order process with Laserfiche Forms and Workflow resulted in the following benefits for Zeno Imaging:

- The new order process now takes less than four days, as opposed to several weeks because all forms can be completed online.
- Sales representatives can now get a lot more done because they no longer have to try to arrange in-person meetings with clients just to get paperwork filled out and signed.
- Information is easily editable and able to be immediately verified, so any mistakes made in an order can be fixed immediately.
- The sales packet is available in a centralized location in Laserfiche, making it easy to find whenever it is needed.
- Zeno makes an excellent impression on customers as a modern technology company that focuses on efficiency, rather than just another traditional, old-school copier company.

REGISTRATION:
STUDENT REGISTRATION

Bonneville Joint School District

INDUSTRY:
Education

NUMBER OF EMPLOYEES:
1,000-5,000

HEADQUARTERS:
Iona, ID

EXISTING LASERFICHE INTEGRATIONS:
PowerSchool

Laserfiche Solution Contributed By: David Covert, Enterprise Applications Supervisor, Bonneville Joint School District No. 93

With nearly 12,000 students enrolled in 24 schools, Bonneville Joint School District No. 93 (D93) is the fifth largest school district in Idaho. Located in Bingham and Bonneville Counties, D93 employs over 1,600 people, of whom nearly 600 are certificated personnel.

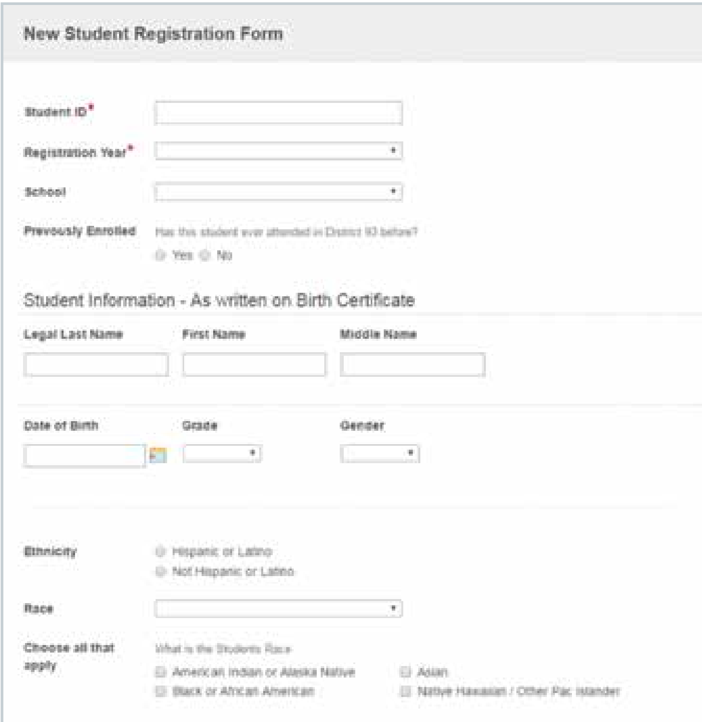
D93 has 14 elementary schools, three middle schools, and four high schools, including two comprehensive high schools, an alternative high school and a Magnet school. D93 also offers curriculum online through Bonneville Online.

To manage the large student population in the district's schools, every school year, school secretaries would have to process large amounts of paperwork for each new and returning student. Since parents filled out 11 paper forms per child per year, it took 20-30 minutes per child just to enter the information into the PowerSchool student information system.

Using Laserfiche Forms and Workflow, the district automated the entire student registration process, reducing the time required to complete the process by 96 percent—from 30 minutes to just one minute. Now, parents fill out an electronic student registration form and the information is automatically pushed to PowerSchool, saving time for both parents and school district employees.

Laserfiche Forms

As part of the student registration process, parents or guardians fill out an online New Student Registration form on the school's website.



New Student Registration Form

Student ID*

Registration Year*

School

Previously Enrolled — Has this student ever attended in District 93 before? Yes / No

Student Information - As written on Birth Certificate

Legal Last Name | First Name | Middle Name

Date of Birth | Grade | Gender

Ethnicity — Hispanic or Latino / Not Hispanic or Latino

Race

Choose all that apply — What is the Students Race
American Indian or Alaska Native / Asian
Black or African American / Native Hawaiian / Other Pac Islander

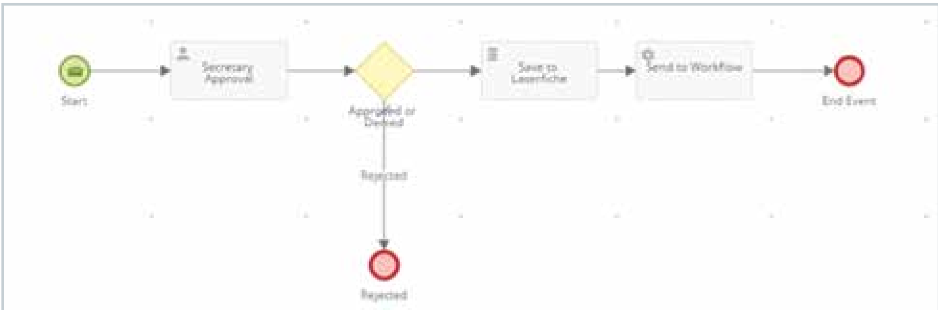
Parents fill out an electronic student registration form during registration

Based on the parents or guardians' selections, fields appear dynamically to obtain more information.

To simplify the routing of the form after it is submitted, the form includes a hidden field that contains the name of the appropriate school secretary. This field is populated using a database lookup based on the name of the school in which the student is being enrolled.

Once the form is submitted, it is routed to the secretary specified in the hidden field. The secretary reviews the form to ensure that all information, most importantly the address, is formatted correctly and makes any changes as needed.

Once the secretary approves the form, it is saved in the Laserfiche repository, launching the "New Student Registration" workflow.



The student registration process is mapped in Laserfiche Forms

When a student is reregistered the following year, the parent simply inputs the student's ID number into the form, and the rest of the information is populated automatically from the PowerSchool database. The parent can edit any of the information if it has changed from last year before submitting the form.

Laserfiche Workflow

Once the form is approved, Laserfiche Workflow populates the PowerSchool database with information entered in the form. If the student's record already exists in PowerSchool, information that has changed is updated. If the student is new, a completely new record is created.

Information in PowerSchool is contained in three different tables, so three different data update activities are used. Each activity updates data in a different table:

- Students
- Studentcorefields
- U_Studentsuserfields

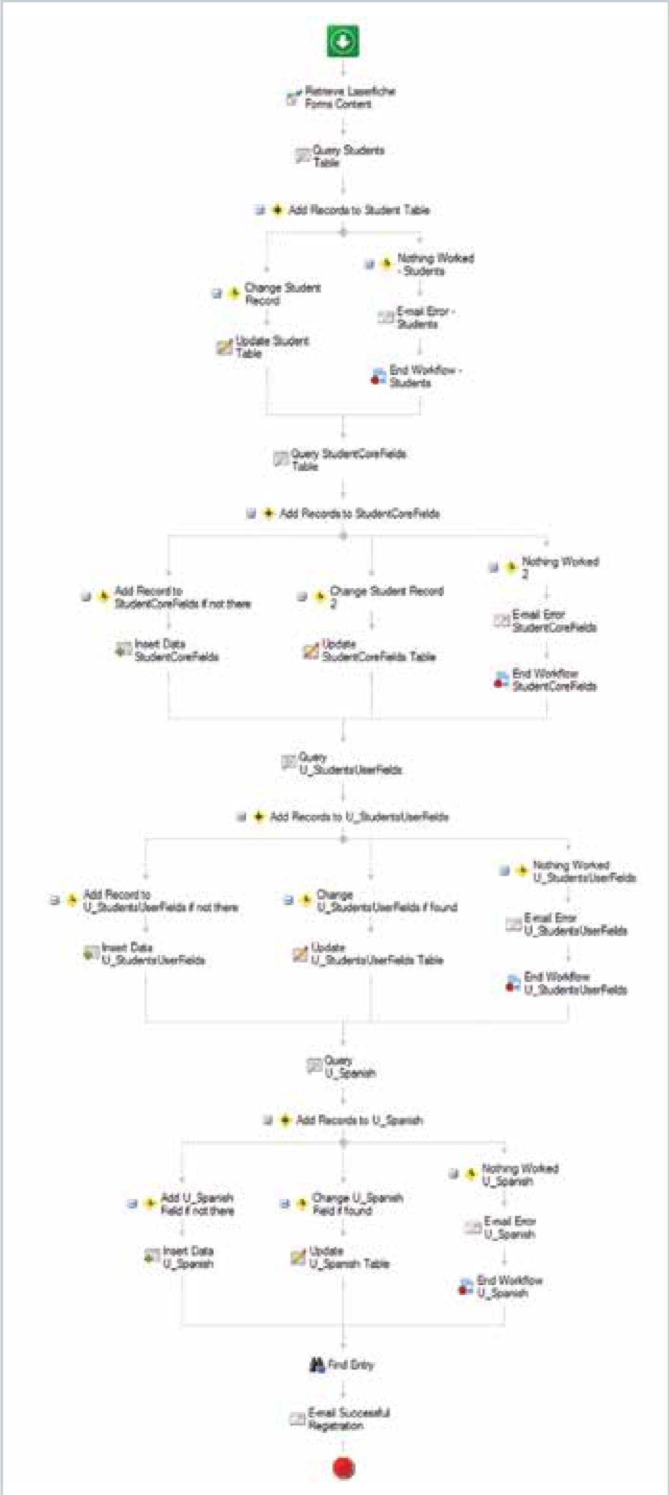
If the student is a Spanish speaker, the U_Spanish field is also updated.

Once all the information is updated in PowerSchool, Workflow automatically notifies the secretary of the successful registration by email.

Benefits of Laserfiche

Automating student registration with Laserfiche has resulted in the following benefits for Bonneville Joint School District:

- The use of electronic forms has reduced the time it takes for a secretary to process a student's information by 96 percent.
- The simplified reregistration process saves significant time and increases the accuracy of information.
- Information in PowerSchool is always up to date.
- The school district saved money on paper and postage since all forms are now online and hard copies no longer need to be mailed to every student prior to the new year enrollment.



Laserfiche Workflow inserts information from the registration form into the PowerSchool database

REGISTRATION:
VENDOR REGISTRATION

Waterloo Region District School Board

INDUSTRY:
Education

NUMBER OF EMPLOYEES:
5,000-10,000

HEADQUARTERS:
Kitchener, Ontario, Canada

Laserfiche Solution Contributed By: Lorie Hough, Freedom of Information, Privacy and Records Information Management Officer and Chad Anderson, Business Project Manager, Waterloo Region District School Board

Located in Ontario, Canada, the Waterloo Region District School Board (WRDSB) services approximately 63,000 students across 123 sites with a staff of approximately 9,000. With such a large employee and student population, WRDSB deals with a variety of vendors from painters to repair technicians. Before a vendor can be approved to work, he or she must register with the district. Here is how WRDSB made this vendor registration process completely paperless.

Legacy Process

Before Laserfiche, vendors would print the five-page registration form from WRDSB's website and fill it out by hand. The vendor would then attach three reference forms to the registration form. These forms varied depending on the type of vendor. It was up to the vendor to choose the correct forms to submit.

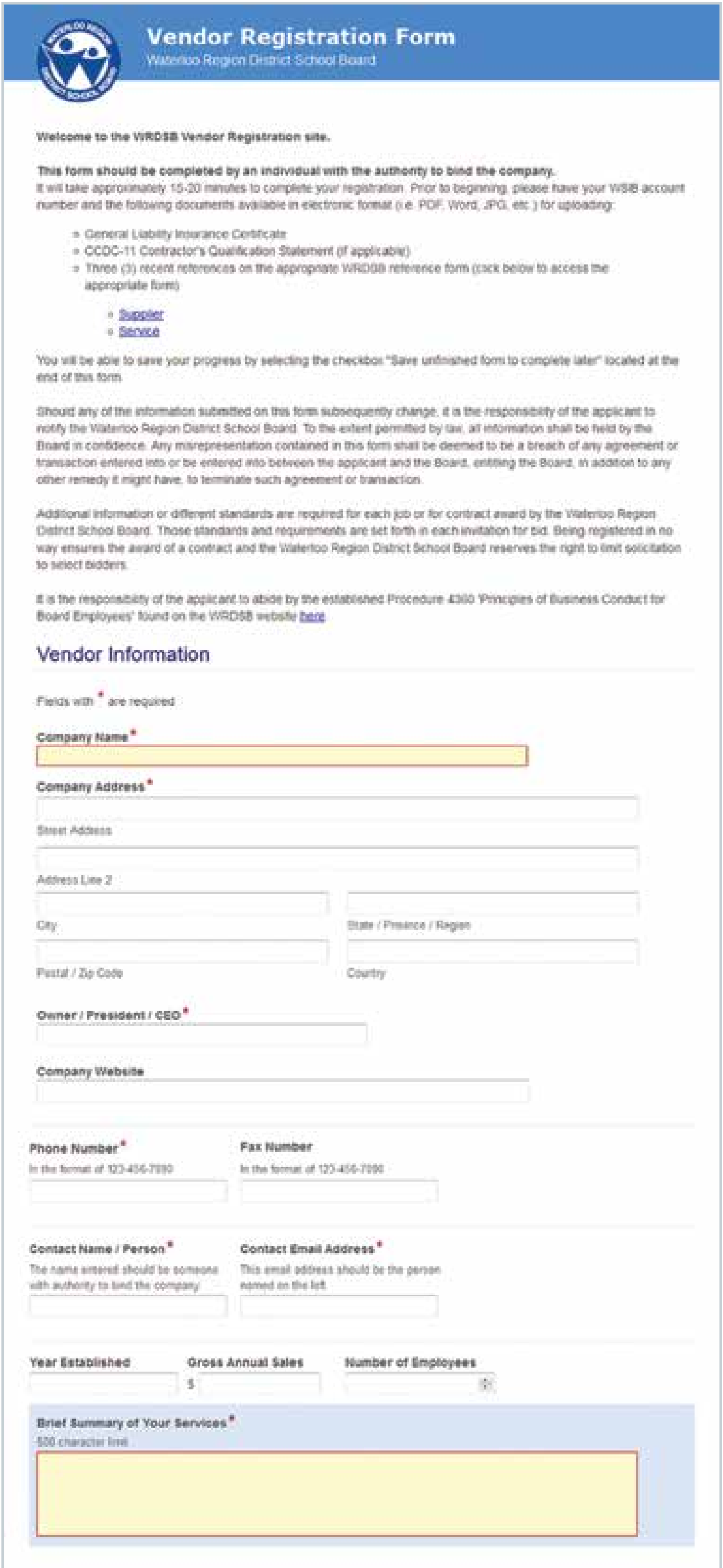
The completed registration packet was either faxed or mailed to WRDSB's head office, where a purchasing analyst would review it. Roughly 5-10 registration packets arrived per week. The purchasing analyst would confirm that the information was entered correctly and that the vendor had filled out the correct reference forms. The analyst also checked whether the incoming packet was for a new vendor or an update to a current vendor's information.

Frequently, the registration form was not filled out properly, was missing information or included the wrong reference form. The purchasing analyst then had to follow up with the vendor to correct any errors and obtain the correct information.

Once the purchasing analyst reviewed the registration packet, it would pass through an approval process. The purchasing analyst would manually enter the approved vendor's information into a master spreadsheet and notify the vendor of the approval by email. The registration packet was then placed in a pink file folder, labelled with the vendor's name and stored in a filing cabinet.

Current Process

The new process begins with a vendor filling out a single dynamic form in Laserfiche Forms. Additional fields appear based on the selections that the vendor makes. Here is what a section of this form looks like:



Vendor Registration Form

Waterloo Region District School Board

Welcome to the WRDSB Vendor Registration site.

This form should be completed by an individual with the authority to bind the company.
It will take approximately 15-20 minutes to complete your registration. Prior to beginning, please have your WSIB account number and the following documents available in electronic format (i.e. PDF, Word, JPG, etc.) for uploading:

- General Liability Insurance Certificate
- CCDC-11 Contractor's Qualification Statement (if applicable)
- Three (3) recent references on the appropriate WRDSB reference form (click below to access the appropriate form)
  - Supplier
  - Service

You will be able to save your progress by selecting the checkbox "Save unfinished form to complete later" located at the end of this form.

Should any of the information submitted on this form subsequently change, it is the responsibility of the applicant to notify the Waterloo Region District School Board. To the extent permitted by law, all information shall be held by the Board in confidence. Any misrepresentation contained in this form shall be deemed to be a breach of any agreement or transaction entered into or be entered into between the applicant and the Board, entitling the Board, in addition to any other remedy it might have, to terminate such agreement or transaction.

Additional information or different standards are required for each job or for contract award by the Waterloo Region District School Board. Those standards and requirements are set forth in each invitation for bid. Being registered in no way ensures the award of a contract and the Waterloo Region District School Board reserves the right to limit solicitation to select bidders.

It is the responsibility of the applicant to abide by the established Procedure 4300 'Principles of Business Conduct for Board Employees' found on the WRDSB website here.

Vendor Information

Fields with * are required

Company Name*

Company Address*

Street Address

Address Line 2

City

State / Province / Region

Postal / Zip Code

Country

Owner / President / CEO*

Company Website

Phone Number*
In the format of 123-456-7890

Fax Number
In the format of 123-456-7890

Contact Name / Person*
The name entered should be someone with authority to bind the company.

Contact Email Address*
This email address should be the person named on the left.

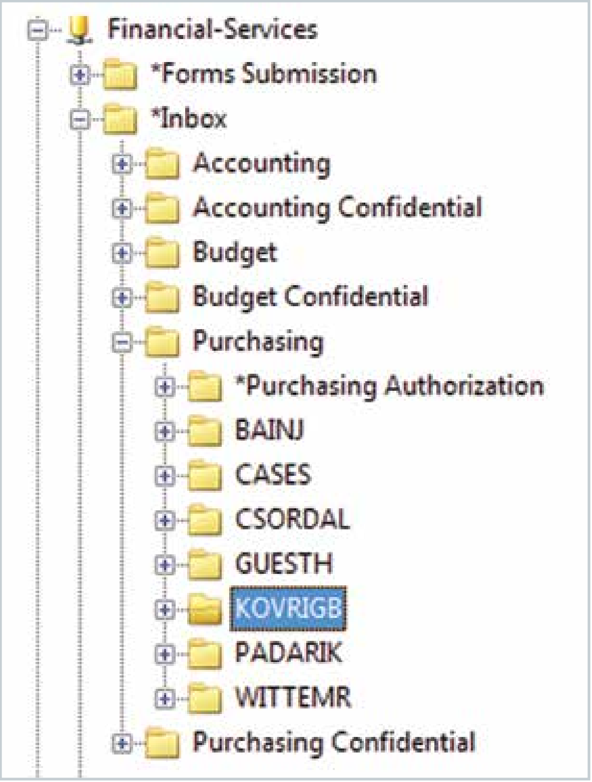
Year Established

Gross Annual Sales
$

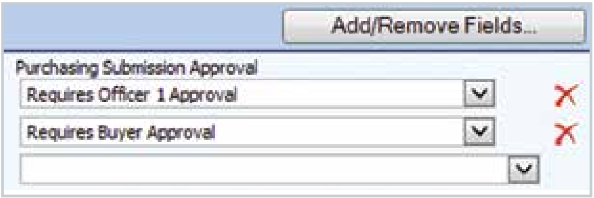
Number of Employees

Brief Summary of Your Services*
500 character limit

Once the form is submitted, the vendor receives a confirmation email along with a copy of the form for his records. The form and corresponding attachments are saved in a special purchasing inbox folder in the Laserfiche repository.



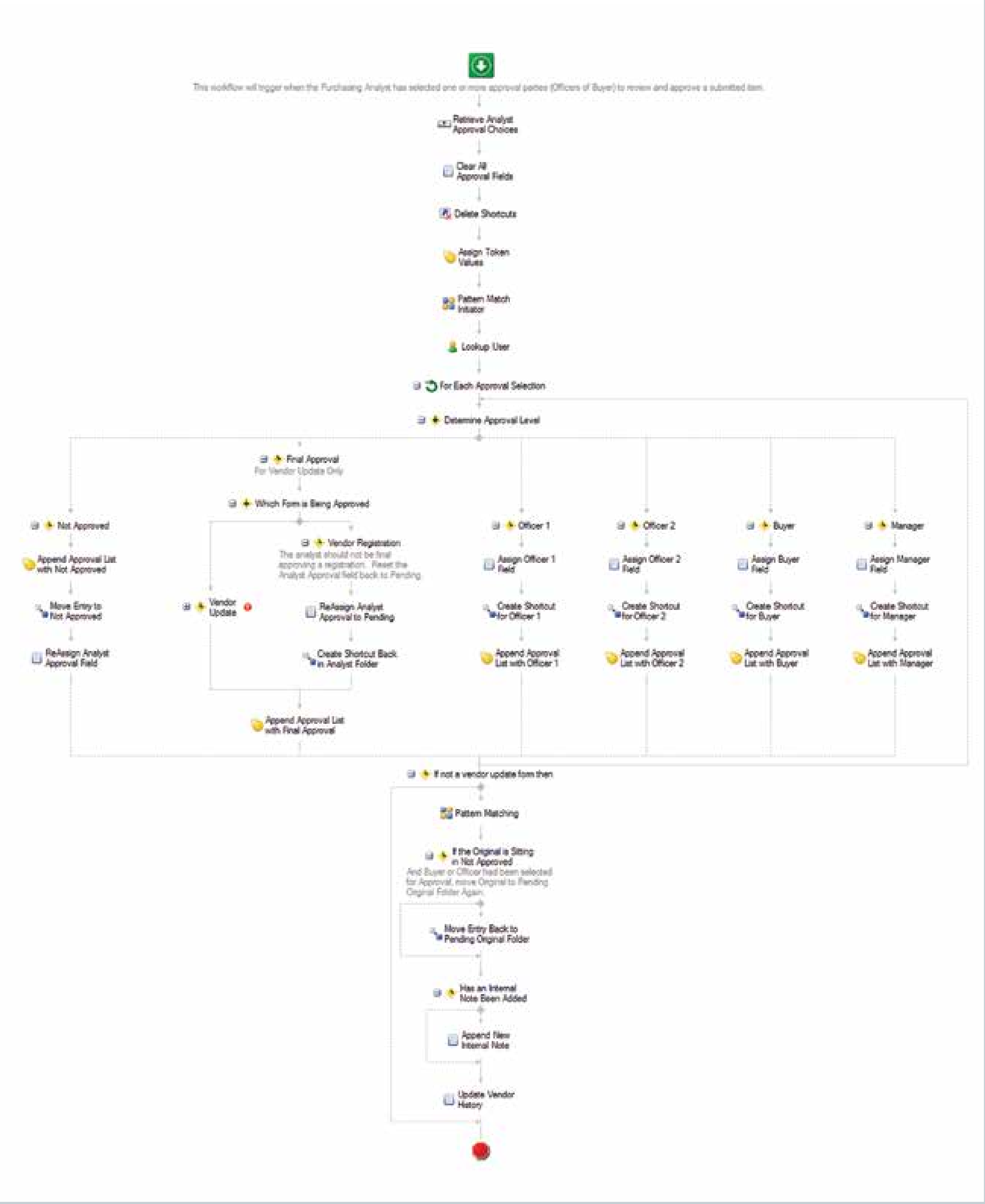
The purchasing analyst monitors this folder for any new submissions. As part of the approval process, the analyst selects the names of the buyers and/or officers who also need to review the submission.



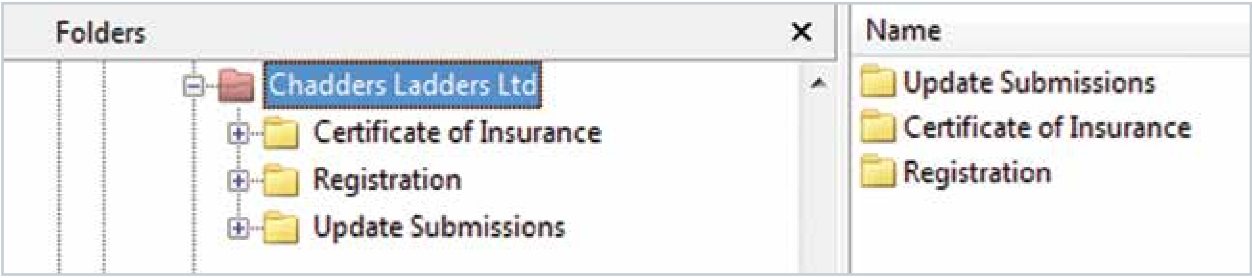
Laserfiche Workflow creates a shortcut to the original registration packet in each buyer and officer's Laserfiche inbox folder. Each person must review the package and either approve or reject it. Every time the registration packet is approved or rejected, the name of the person performing the action and date/time are recorded in a history field.

Once the registration packet has been approved by all buyers and officers, Laserfiche Workflow creates a shortcut in the purchasing manager's Laserfiche folder. The purchasing manager must review the submission and either approve or reject it.

Here is what this workflow looks like:



Approved registration packets are archived in a Registration subfolder within the vendor's folder.

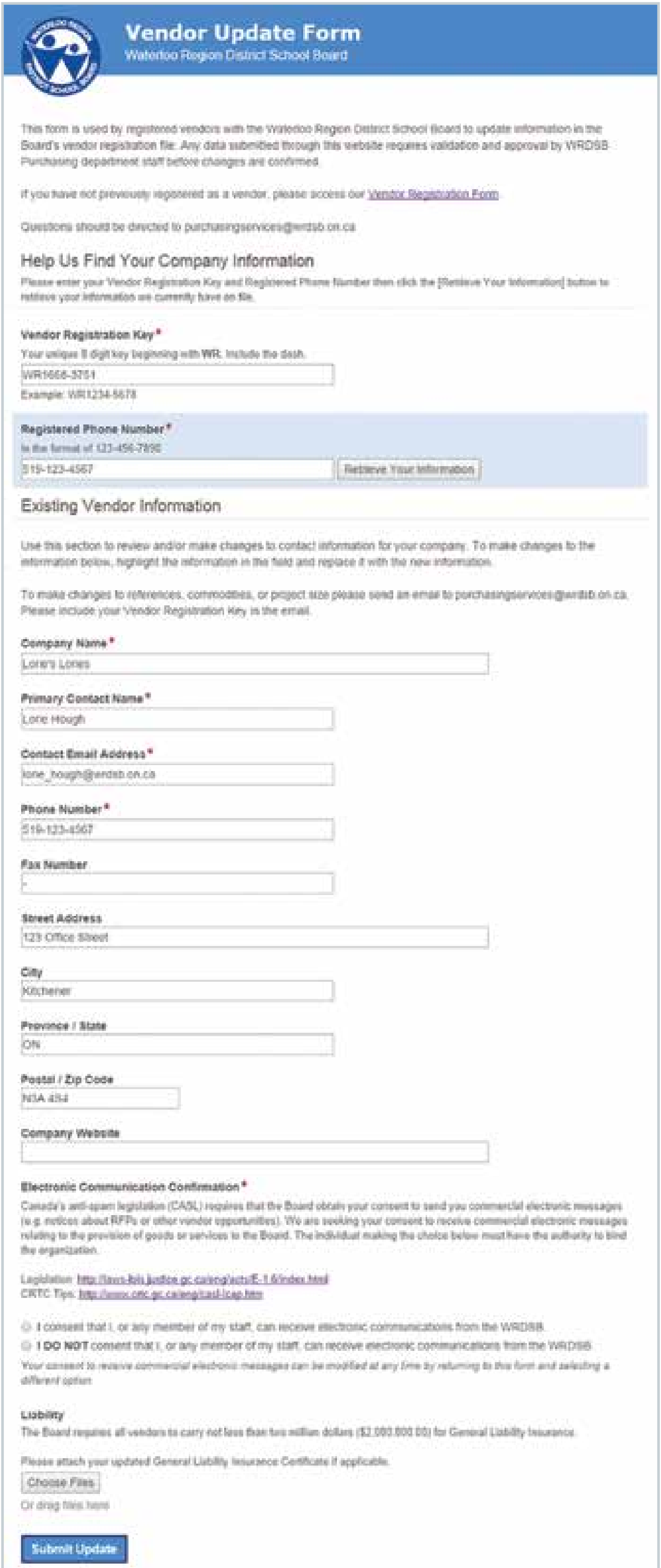


Laserfiche Workflow also:

- Updates the vendor folder's metadata based on the information extracted from the registration packet.
- Generates a random registration key.
- Emails the vendor the registration key, a message that the registration has been approved and information on how to access the form to update information in the future.
- Updates a SQL table with the new vendor's information.

If the vendor ever needs to update his information using the vendor update form, he will simply provide the registration key and registered phone number and the rest of the information in the form will be automatically populated when he presses the "Retrieve Your Information" button. The vendor would then modify any information that has changed or update a new Workplace Safety Insurance Board (WSIB) certificate, which must be done annually.

The submitted form moves through the same approval process as that of new vendors and, when the registration packet is approved, the vendor folder metadata will be updated.



Vendor Update Form
Waterloo Region District School Board

This form is used by registered vendors with the Waterloo Region District School Board to update information in the Board's vendor registration file. Any data submitted through this website requires validation and approval by WRDSB Purchasing department staff before changes are confirmed.

If you have not previously registered as a vendor, please access our Vendor Registration Form

Questions should be directed to purchasingservices@wrdsb.on.ca

Help Us Find Your Company Information

Please enter your Vendor Registration Key and Registered Phone Number then click the [Retrieve Your Information] button to retrieve your information we currently have on file.

Vendor Registration Key*
Your unique 8 digit key beginning with **WR**. Include the dash.
WR1668-3751
Example: WR1234-5678

Registered Phone Number*
In the format of 123-456-7890
519-123-4567
Retrieve Your Information

Existing Vendor Information

Use this section to review and/or make changes to contact information for your company. To make changes to the information below, highlight the information in the field and replace it with the new information.

To make changes to references, commodities, or project size please send an email to purchasingservices@wrdsb.on.ca. Please include your Vendor Registration Key in the email.

Company Name*
Lorie's Lories

Primary Contact Name*
Lorie Hough

Contact Email Address*
lorie_hough@wrdsb.on.ca

Phone Number*
519-123-4567

Fax Number
-

Street Address
123 Office Street

City
Kitchener

Province / State
ON

Postal / Zip Code
N3A 4S4

Company Website

Electronic Communication Confirmation*
Canada's anti-spam legislation (CASL) requires that the Board obtain your consent to send you commercial electronic messages (e.g. notices about RFPs or other vendor opportunities). We are seeking your consent to receive commercial electronic messages relating to the provision of goods or services to the Board. The individual making the choice below must have the authority to bind the organization.

Legislation: http://laws-lois.justice.gc.ca/eng/acts/E-1.6/index.html
CRTC Tips: http://www.crtc.gc.ca/eng/casl-lcap.htm

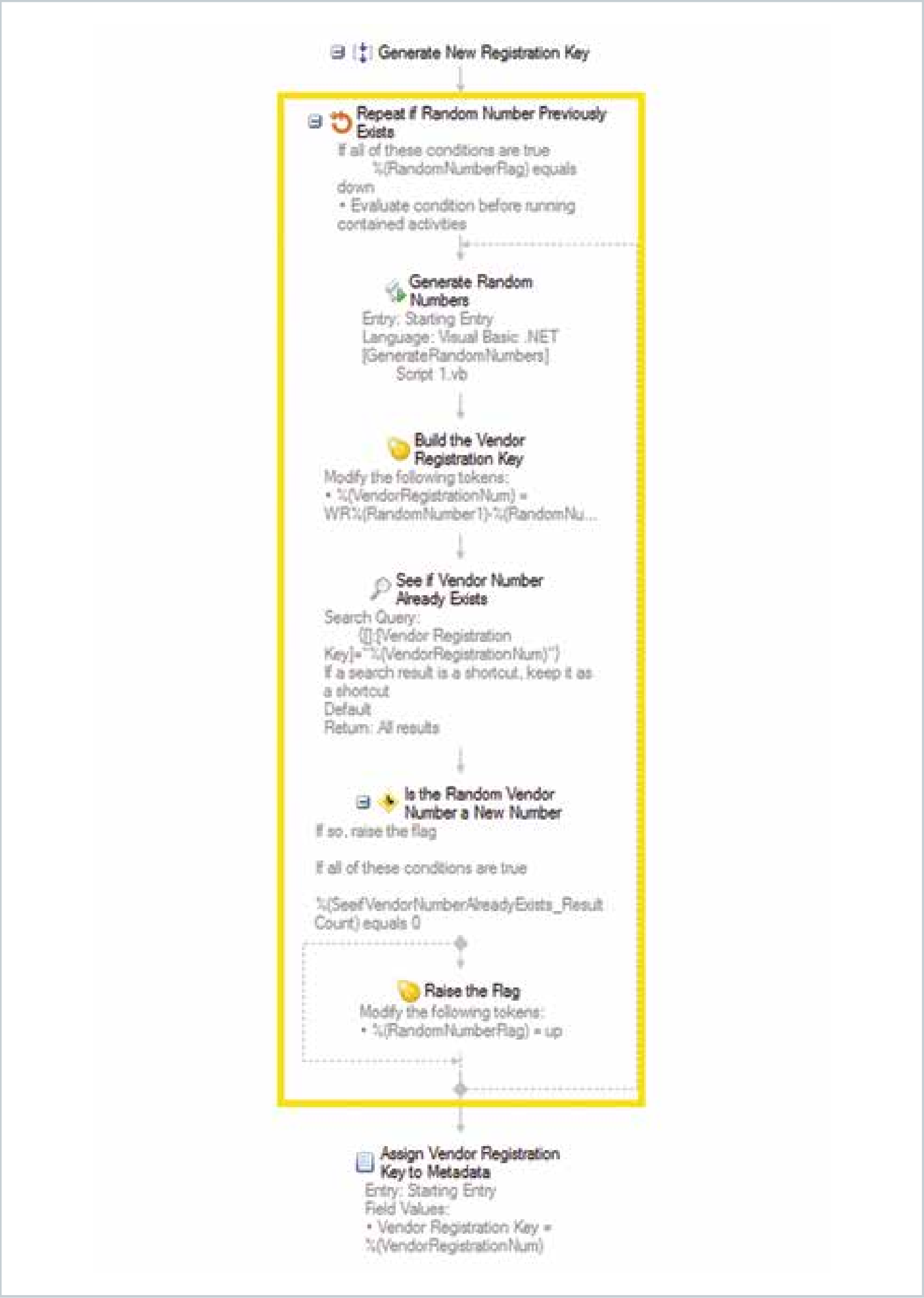
I consent that I, or any member of my staff, can receive electronic communications from the WRDSB.
I DO NOT consent that I, or any member of my staff, can receive electronic communications from the WRDSB.
Your consent to receive commercial electronic messages can be modified at any time by returning to this form and selecting a different option.

Liability
The Board requires all vendors to carry not less than two million dollars ($2,000,000.00) for General Liability Insurance.

Please attach your updated General Liability Insurance Certificate if applicable.
Choose Files
Or drag files here

Submit Update

Here is the section of the workflow that generates the new registration key:



Benefits

Automating the vendor registration process with Laserfiche has resulted in the following benefits for WRDSB:

- The use of an electronic form to collect information from vendors aligns with and promotes WRDSB's paper reduction initiative.
- Using field rules and required fields results in complete and accurate registration applications every time. Purchasing analysts no longer have to waste time in back-and-forth conversations with vendors to obtain the correct information.
- Since all vendor information is now automatically stored in a database, the purchasing analyst no longer has to keep track of everything in a giant spreadsheet.
- Documents are now automatically moved into employees' folders in Laserfiche so that each person can see the documents that require action.

QUICKER **BETTER** **SAFER**

FORMS

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 examples of how organizations can incorporate Laserfiche Forms into their business processes. With Laserfiche Forms, organizations can accelerate their business processes by simplifying data collection and processing—making entire business processes paperless from start to finish.

> "The ability to easily create forms and then deploy them within the organization is huge. Tie Laserfiche Forms into Laserfiche Workflow and the impact to an organization is significant."
>
> **Pete Otholt,** IT Administrator, Methodist Healthcare Ministries