




Agenda

Succeed from Business Process Document Management and Production.

- Introduction
 - Documents – Document Management - Concepts
 - Value and the Engagement Process
 - Sebis and Capabilities
 - Providing Transparency - Access-Direct
 - Demonstrations
 - Tour
- 

Sebis

Stood for South East (side of Chicago) Business Information Systems



Bedford Park, (Chicago), IL

- Founded in 1989
- Three locations: Bedford Park, IL (Chicago) Phoenix, AZ and Brooklyn Heights, OH (Cleveland) – Disaster Recovery
- 100 Employees
- Open Source Solutions Philosophy – Community of Development

- Document Management – Document Production and Delivery
- Compliance SSAE (Formally SAS-70), HIPAA, PCI (Currently engaged)



Brooklyn Heights, (Cleveland), IL

Dunn & Bradstreet Open Ratings Score: 93 Paydex: 80

6 Truths

- 1) Organizations are run by documents and document processes.
- 2) Document management and production is not a primary competency of most organizations.
- 3) Document processes and process management is very sticky business.
- 4) Organizations want transparency and collaboration in their processes.
- 5) Organizations want to assign control of their document processes to the business owners.
- 6) **You want to add value to your engagements with your customer!**



What is a Document?

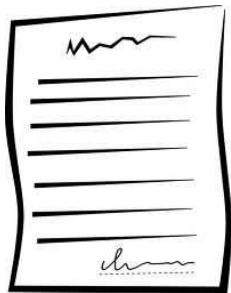
“A document is a presentation of information, data and content from one or many sources at a specific point in time.” - Wes Sanders

Lets examine an account statement and see if this is true.

- Customer information (terms, address, contacts)
- Invoices (Dates, amounts)
- Payment and balances (Credits and debits occurring over a period of time)
- Messages (Sale on Widgets this month)
- Call to action (Pay soon – or else!!!)

Notice the convergence of data in a statement.

•Paper Statement



What about These?

- **Email message**
- **Email attachment**
- **Phone conversation or IVR**
- **Web page**
- **A text**



A document becomes a record once it is presented.

What is governance? - What is your governance?

What is the most popular method of managing documents?

Content and Presentation

Content plus Presentation sends the Message

“Never use a big word when a little filthy one will do.”



The separation of content from presentation provides flexibility and economy. A message or a document can be re-used and transformed in numerous ways.

Systems should not describe what their content looks like, but rather only the values and meaning of those contents.

For example, rather than explaining how a balance due might be visually formatted, the system should simply say that a particular item is a balance due.

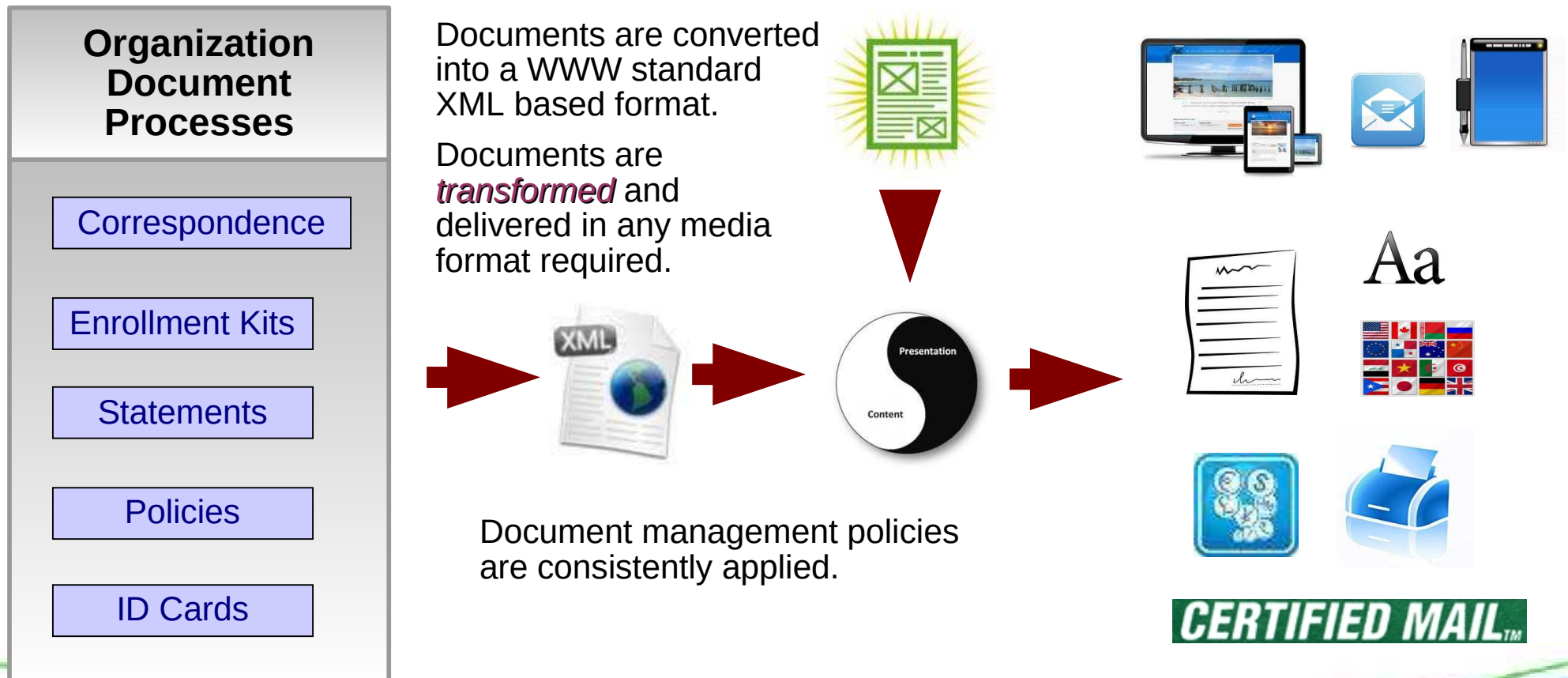
It is up to the external processing tool or application to create the presentation of the content and to decide where on a page the balance due should go and what it should look like. (And, indeed to decide whether or not it should be presented at all.)



Content and Presentation

Content can be transformed and delivered in any format.

Industry leading, open source document management and delivery systems adapt to any input format. XML technologies are used to process and transform documents into multiple formats and any presentation channel.



Business Document Processes

Documents

- Invoices
- Checks
- Statements
- Policies
- Certificates
- Legal Notices
- ID Cards
- Dues Bills / Renewals
- Combinations (Policies with ID Cards)
- Reminders
- Jury Summons

Industries

- Banks, Finance, Securities
- Credit Unions
- Insurance Agencies
- Insurance Companies
- Associations – Not-for-Profits
- Utilities
- Government Agencies (1/3rd of the economy)
- Healthcare Providers (Hospitals, Doctors)
- Healthcare Managers
- Pharmaceuticals – Drug Benefits (Medicare Part C, Part D)
- Law Firms
- Collection Agencies
- Waste Management
- Exterminators
- Employee Benefits

An example of industry Communications paths. The matrix of communications (documents) is complex!



Value and Annuity

Provide application solutions to your clients.

Value = (Revenue of the job) x (The number of Iterations) x (Additional opportunity) x (Stickiness)

An **application** is the programs and objects that together fully manage a business process.

To add value, help your customer really manage these processes.

Do not sell images, clicks and ink! Sell the solution.

What is the value of a W-2 application?

A \$ 5,000.00 W-2 job is worth \$50,000.00. (assume 10 years)

Thinner margins still yield profit over the life of the application.

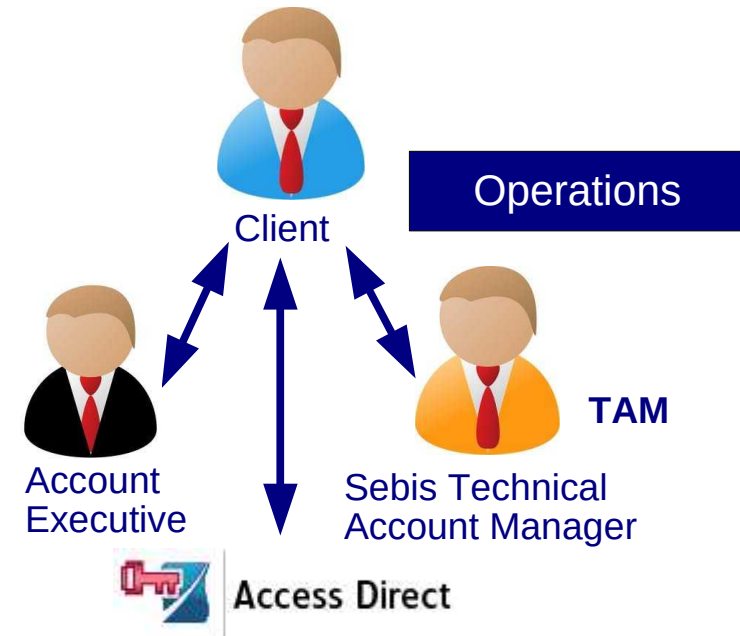
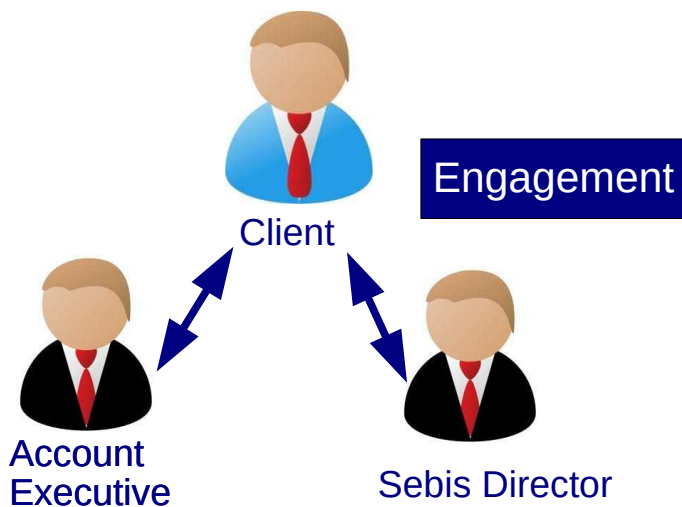
Don't be trapped into margin requirements. Don't be a target!

The Rule of Three.

To be successful in this domain, achieve three applications for at least two separate client organizations.



How does this work?



- Obtain the prospect.
- Collaborate with Sebis. Evaluate needs and metrics. Conference calls.
- Proposal Stage. Develop proposal. Present (Usually in person) Refine – Sign.
- Development.

- On-line management of processes.
- Command and control of applications.
- About 50% of contact with the application will be electronic. 30% TAM.
- Access-Direct is branded to your organization.
- Autopilot mode.
- Minimal office assistance effort.



VAR Challenges

Challenges - Objections

- Perception of Relationship. If you provide advertising specialties, it may be difficult to establish your role in BPO.
- Broker may add perception of risk. Longevity and perpetual existence is required.
- Financial health.
- Your personal knowledge, skillsets and training, education.
- Sales cycles can be very long. *(Even years)*
- Margin. The more business critical the application, the more likely you may be competing with direct providers.
- Loss of security, command, control and reporting.

Remedies - Rebuttals

- Let this perception be OK. Patience and persistence are required.
- Name the provider in your contracts. Prove the value of the arrangement. Provide checks and balances.
- Sum the financial health of your organization with that of the provider.
- Use the knowledge-base and the key personnel from the provider. Take them with you on qualified calls.
- Don't be ignored. ***You have the machine gun.***
- On-line interfaces should provide more control and real-time information than is currently available.

Remember the rule of three!





Be the Agent of Change!


The best opportunities for engagement occur when an organization or its environment is changing.

- Obsolescence of IT or internal production equipment. (Cost of upgrading is expensive)
- Purchase or sale of the organization or a division.
- Moving to new location.
- Divesting of a location.
- Change in rules and regulations.
- Cost increases.
- Political changes or changes in laws.
- Initiative to outsource.
- Postage rate increases or postal rule changes. (Example: Move-Update, Intelligent Mail Barcode – IMB)
- Growth or shrinkage in the organization. (These both can be favorable!)
- Negative changes in the current outsource provider.
- Shift in customer demand or communication. (Social Networks).
- Changes in key personnel.

Have Constant Presence!!!

Does not mean physical presence. Does not demand relationship.

You need to be thought of when change occurs.





Your Customers Costs

- Blank and Printed forms.
- Envelopes.
- Other inserts.
- Document composition and production software cost to acquire and cost to maintain.
- Postal processing software cost to acquire and cost to maintain.
- Laser printer or other imaging hardware acquisition and maintenance.
- Laser printer or other imaging hardware consumables.
- Inserting equipment acquisition and maintenance.
- Any computing hardware associated solely with production of documents.
- Electricity, heating and cooling of hardware.
- **ONE TIME CHARGES! (these will be hidden from you).**
- Floor space of hardware.
- Computing operators.
- Imaging operator.
- Assembly operator.
- Postage cost.
- Delivery to the Post Office.
- Hand assembly of non-machinable packages.
- Reproduction of defective items.
- Spoilage of materials.
- Training of operators.
- Required upgrades to hardware and software platforms.
- NCOA or FASTforward license cost OR U.S.P.S. charges for Address Change Service.
- Cost of mailings delayed by machinery breakdowns.
- Cash advantage of speeding up mailing by 1 day, 2 days, 3 days, etc.

When and Why Sebis?



TRADE



printer

Printer / Digital Printer / Fulfillment / Bindery with IT / Web Online resources.

**Usually lower cost per item.
Faster ad-hoc / job shop.
Ink vs. no ink.**



**IT – Document Management
Process Outsource organization.**

**Can develop applications can
manage any document process and
produce any document in any
format using any channel.**

**Sebis provides compliant
embedded business process
outsourcing.**

IT Development

Sebis development capabilities cover the environments and tools that bring the latest open source software, programming languages, and platforms together with the paradigms that apply to document process outsourcing.

This powerful combination can be applied to solve the most demanding client document management challenges.





Capabilities

Outsource and Maintain Control.

- Adoption of Open Standards.
- Staff of developers.
Web, document composition, file processes, web-store-fronts, USPS processes, ECM, hardware, networking, security.
- Web based Documentation Repository. (Full ECM).
- Web accessible dashboards.
- Transparent connectivity to all document processes.
- Compliant production systems. (Security, Accuracy)
- On-site NCOA license. - Under one roof production.
- Broad print fulfillment capability. (Color, MICR, Cards, Books)
- Multiple locations - Cleveland / Chicago.
- Multiple delivery channels – (*Content vs. Presentation*)
- Very complex document composition and production capability
- Automated processes - “Lights-out Automation”

Imaging Capabilities

- Full-Color Laser
- Full-Color / Black Digital Press
Up to 2.5MM images per day
- MICR Black Laser (checks)
Up to 300M check images per day
- Highlight Color Laser
Up to 200M images per day
(until 12/2012)
- Black Laser
Up to 1.5MM images per day
- Ink-jet
Up to 1MM images per day
- Plastic ID Cards
Up to 10M cards per day
- TESLIN ID Cards
Up to 20M cards per day



True Press



Technology

- Over 2.5MM 8 ½ x 11” impressions per day.
- Black and full **color**.
- Edge-to-edge printing.
- Duplex integrity (barcoded).
- Form perforation (horizontal and vertical).
- Perforate only the pages that require perforation (Dynamic).
- 720 dpi – 4 dot sizes.
- 420 FPM – Duplex - 20 1/2” width.

Advantages

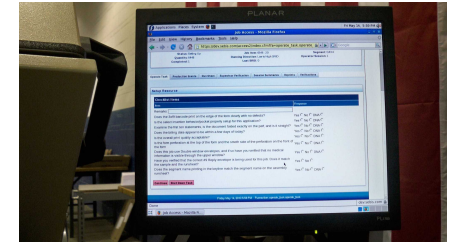
- Forms cannot become obsolete.
- Changes to forms can be done instantly.
- Ad-hoc inserts don't require printing, delivery, etc.
- Can't run out of forms.
- Can't use the wrong form.
- No freight charges.
- Color graphics can be fully dynamic.
- It's much much lower cost than IGEN, Nexpress, etc. (*about half*)

Assembly



Sebis provides compliant, high security, document assembly.

- Online controls, tracking and checklists.



Document production must provide zero defect integrity to protect health and personally identifiable information.

- 1D and 2D Barcode and Security Features.
- Processes are fully auditable. What document was assembled by who and when.
- All document types use security technologies that meet compliance requirements.



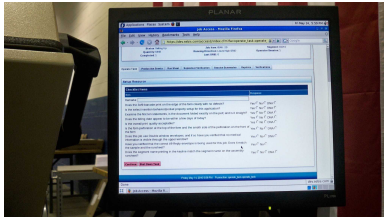
Bedford Production Facility

Production Quality

Batch Balancing: Processes are batch balanced before production is started.

Assembly Faults: All assembly faults are logged and verified. Multiple schemes are employed. Perfect ordinal sequencing is checked.

Package Integrity: Finished quantities subject to batch balances. Freight totals must balance to individual quantity/rate frequencies. Separation of gathering/collation from scanning verification.



Operator Accountability: All operations precisely related to operator. Single point of responsibility for each operation.

Incident Logging: Defect recording and investigation and reporting processes associated with applications.

ID Cards - Books



ID Cards

- PVC 20 mil and 30 mil.
- PVC simplex / duplex.
- 20 mil and 30 mil TESLIN.
- TESLIN in full color.
- Multiple TESLIN dies for ID cards and keytags.
- Carrier affixing with camera and barcode matching technology.



Books

- Perfect Binding.
- Booklet Making.
- Full color book blocks and covers.
- Dynamic book block thickness.
- Fully dynamic book content.
- Side gluing. – Scoring.
- Book pages may be dynamically perforated.
- Books can include ID cards.

Certified Mail



Sebis makes certified mail production simple.

Forget those silly tear-off forms attached to each letter. Certified mail has gone electronic.

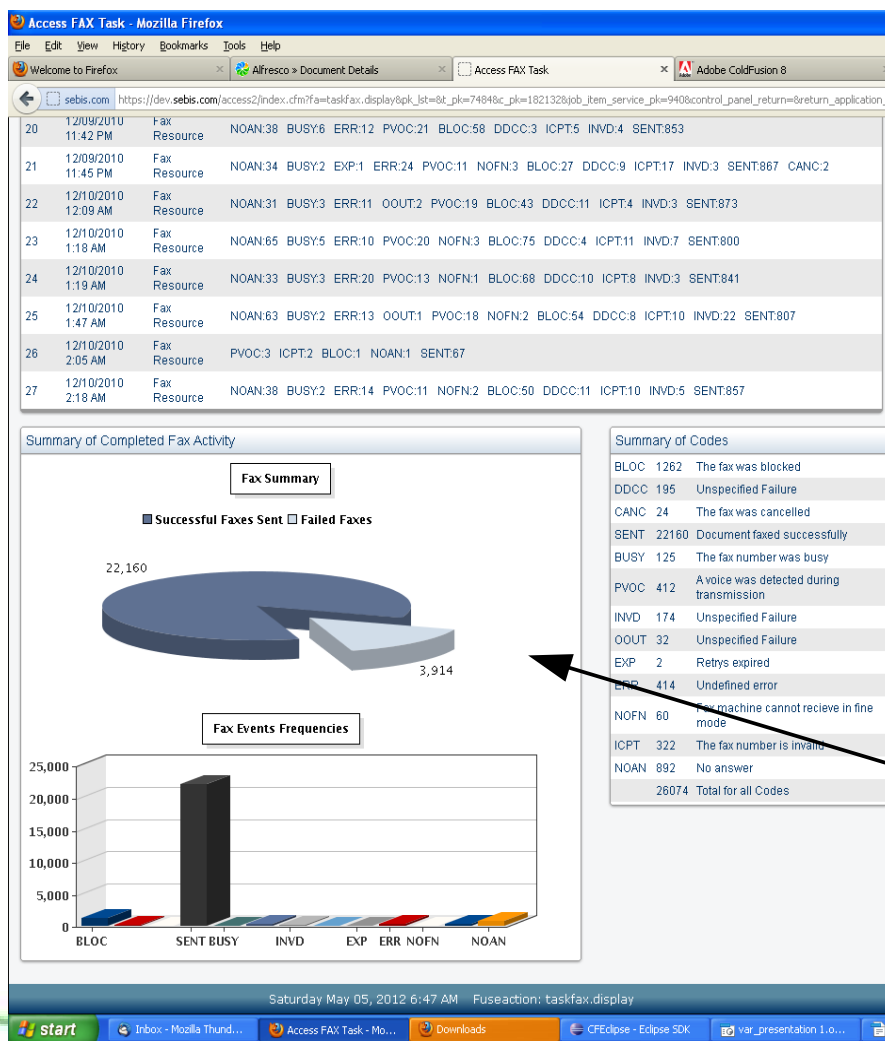
- Sebis is approved to for electronic submissions of certified mail. Each mailed document is identified by a unique identifier key that allows the USPS to track the progress of the mailpiece as it is sorted and delivered to recipients.
- Certified letters may be multi-page documents with up to 6 duplex pages of content.

Tracking and Proof of Delivery

- Certified letters can include color and perforations and reply envelopes.
- Once submitted, all letters are ingested into a document repository. This repository records all documents exactly as they appear to the recipient
- Sebis interrogates the USPS delivery tracking api service once every 6 hours. This process collects and manages all delivery information for each mailpiece. ***This includes the signatures.***

Document FAX

Rumors of the death of the fax machine have been greatly exaggerated!



Fax is still a relevant document delivery channel. It is used in numerous industries including healthcare and consumer / retail.

Sebis provides the same degree of auditable controls with faxing as it does with all other channels.

Sebis can attest to the successful or failed delivery of a document to a fax destination.

These document events can be used for campaign controls and document management similar to any other delivery method.

Sebis records and reports all fax activity and delivery events.



On-Line Presentment and Payment

eDocument Direct provides a reliable, secure and comprehensive electronic document delivery channel and payment processing system using the Internet.

Integrate Online and Offline Documents.

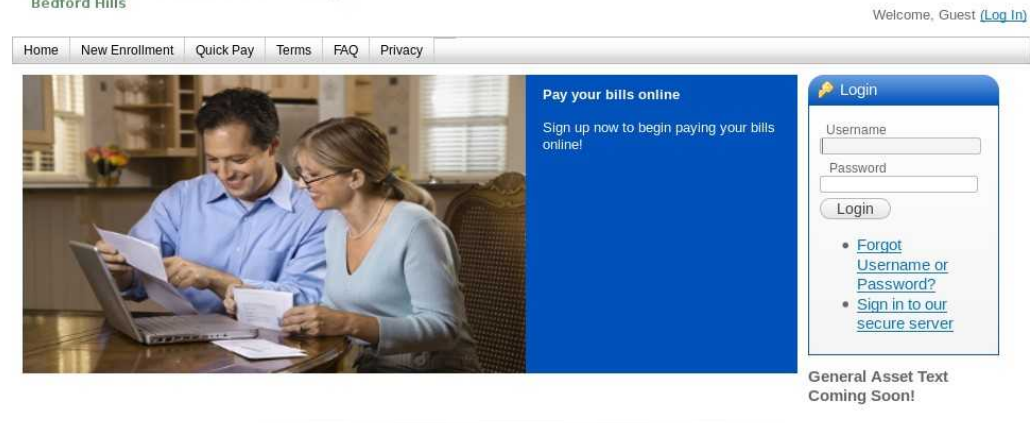
eDocument Direct delivers the economy and efficiency of the Internet channel for delivery of documents such as invoices, dues bills, notices and newsletters. This online solution is fully integrated with document production and Content Management.

Close the Bill Delivery and Payment Gap.

Reduce the payment cycle on your receivables by offering online bill payment services. Typical payment times on posted bills are 7-10 days - but with online bill payment you can provide your customer with an online payment option - reducing payment times to just a few days.

Accept Online Payments.

We provide secure eCommerce services and can accept incoming payments for your customers. The interfaces they see are branded with your identity for a seamless experience. Reduce your payment cycle and speed-up cash flow by accepting online payments for your invoices and bills.



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February 16, 2012
12:19 ET

Use Your Existing Billing System and Bills.

Your organization does not need to change its current billing software – or even the appearance of its bills.

Reduce Postage.

Adoption depends on industry, but even a low adoption percentage such as 15% will provide significant savings.

Provide Choices to Your Customers.

Bill payment is different in each household. Today's customers prefer to choose how they interact and communicate with their providers.

Provide a Green Alternative.

We all know that paper is renewable. Your customers want your organization to "go green". Provide the electronic delivery choice they are looking for.

Document Process Storefronts

SEBIS
DIRECT document management

Access Direct
Welcome

Access1 Home Logout

Jobs / Applications Tables Reports System Inventory Resources Utilities

Ohio National Financial Services

Ohio National Financial Services Document Store

Welcome to the Ohio National Financial Services On-Demand Interactive Document Storefront.

For questions regarding placing orders here, please contact Matt Harmeyer at 312-243-9300 x21.

Thank you.

Order Information

There are no items in the shopping cart. Click on Store Items below to select an item.

Document-Direct provides full document creation and composition control with modern web 2.0 interfaces.

Creating a new document package starts with selecting an item in the storefront. Once an item is selected, a three step process creates the document package.

Store Items Shopping Cart Order History Manage Documents Manage Documents (Searchable)

Display Order 1852

Items in Cart

ONCore Advantage Books Quantity: 1 PDF Hi-Res PDF Directives

These are the very effective and easy to understand and order Ohio National Life ONCore Advantage Qualified Plan Retirement Books.

Duplex (prints on front and back sides of sheets)
Item ID: 4916

Remark

Order Remark: Screen Sample

Ship to

Name: Sample
Position:
Company:
Address 1: 321 Sample Way
Address 2:
City: Blue Stripe
State: KS
Zip: 54321

Shipping Method

Select Shipping Method: UPS Ground

Notification email: mharmeyer@sebis.com
Contact Phone:

Order Status

Order Status: Order Submitted

Back to Order History Update Order Status

Step 1: Edit Document

Any number of directives, text, logos, dates, full rich-text editor.

Step 2: Examine Document

Once all of the directives are entered, the user can fully examine the document package.

Step 3: Confirm Document

Once confirmed, all directives are recorded and the item is submitted for automated processing and production.

- Upload merge data.
- Complex approvals.
- Save and re-run previous orders.
- Component repository stores all items used in the storefront.
- Documents of any complexity.
- Full reporting.

Web-2-Print Controls

Provide direct document composition control to your customer.

The screenshot shows the SEBIS web application interface. At the top, there is a navigation bar with the SEBIS logo and "DIRECT document management" text. To the right, there are links for "Access Direct", "Access1", "Home", and "Logout". Below the navigation bar, there is a menu with items: "Jobs / Applications", "Tables", "Reports", "System", "Inventory", "Resources", and "Utilities". The main content area is titled "Web Document Composition for Application". It contains a message: "The image shown is the most recently confirmed version of your document." followed by a small image of a document. Below the image, there is a link to download a PDF. The interface also shows a progress bar with three steps: "Step 1 - Edit Document", "Step 2 - Examine Document", and "Step 3 - Confirm Document". The "Edit Document" step is active, showing a form with fields for "Customer Service Number" (312-555-1212) and "Nurse Line Number" (800-555-1212). There is also a "Letter Composition" section with a rich-text editor containing the text: "Thank you for using General Mutual as your insurance provider. It is a pleasure to serve you!". At the bottom, there are "Continue" and "Clear" buttons.

Document-Direct allows your customer document composition control with modern web 2.0 interfaces.

This allows control of the document messages and composition to be moved away from IT and handed directly to the business owner.

Edit Existing Documents

Any number of directives, text, logos, dates, full rich-text editor.

- Text values
- Upload or select logo images.
- Upload or select graphics.
- Dates, numeric values, etc.
- Full rich-text editing including fonts, colors, underlines, bold, italics, etc.
- Allow edits only to pre-determined content containers. Protect document components that are not accessible.
- Multilingual
- Changes can take effect immediately.

Repository Access

- Full Historical Archive of every document ever produced.
(Subject to Policy and Governance)
- Search taxonomies and access controls customized for each user group.
- Records management includes destruction policy.
- Lucene search engine.



General Health

Welcome, GenHealth
System Administrator ([Log Out](#))

[Home](#) [Payment Access](#) [My Profile](#) [Payment Repair](#) [System](#) [Document Access](#) [User/Account Access](#)

Document Access

Enter information to locate a document.

| | |
|-------------------|--|
| Statement ID | <input type="text"/> |
| GPI | <input type="text" value="40349284"/> |
| Statement Date | <input type="text" value="1/7/2012"/> |
| Cerner MRN | <input type="text"/> |
| IDX MRN | <input type="text"/> |
| Guarantor First | <input type="text"/> |
| Guarantor Last | <input type="text"/> |
| Patient First | <input type="text"/> |
| Patient Last | <input type="text"/> |
| Minimum Payment | <input type="text"/> to <input type="text"/> |
| Override ID | <input type="text"/> |
| Patient Balance | <input type="text"/> to <input type="text"/> |
| Insurance Balance | <input type="text"/> to <input type="text"/> |
| Statement Balance | <input type="text"/> to <input type="text"/> |
| VIP Status | <input type="checkbox"/> |

Found 1 record(s) displaying 1-1

| GPI | Patient First | Patient Last | Guarantor First | Guarantor Last | Statement Date |
|--------------------------|---------------|--------------|-----------------|----------------|----------------|
| 40349284 | Pat First 5 | Pat Last 5 | Guar First 5 | Guar Last 5 | 01/07/2012 |

Document Access Information

Document Access is useful for searching for documents in the repository. Please enter your search criteria in the fields and click search to retrieve the results.



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English | [French](#) | [Spanish](#)

May 05, 2012 07:39
ET

Document Access

Thin client document viewer does not require any applications on the browser. (Not even Acrobat!)

All document history and events are visible.

All document properties are visible. Address, balance, invoices, etc.

Any and all related documents, payments or other transactions are provided.

An agent may fax, email or print /deliver documents from here.

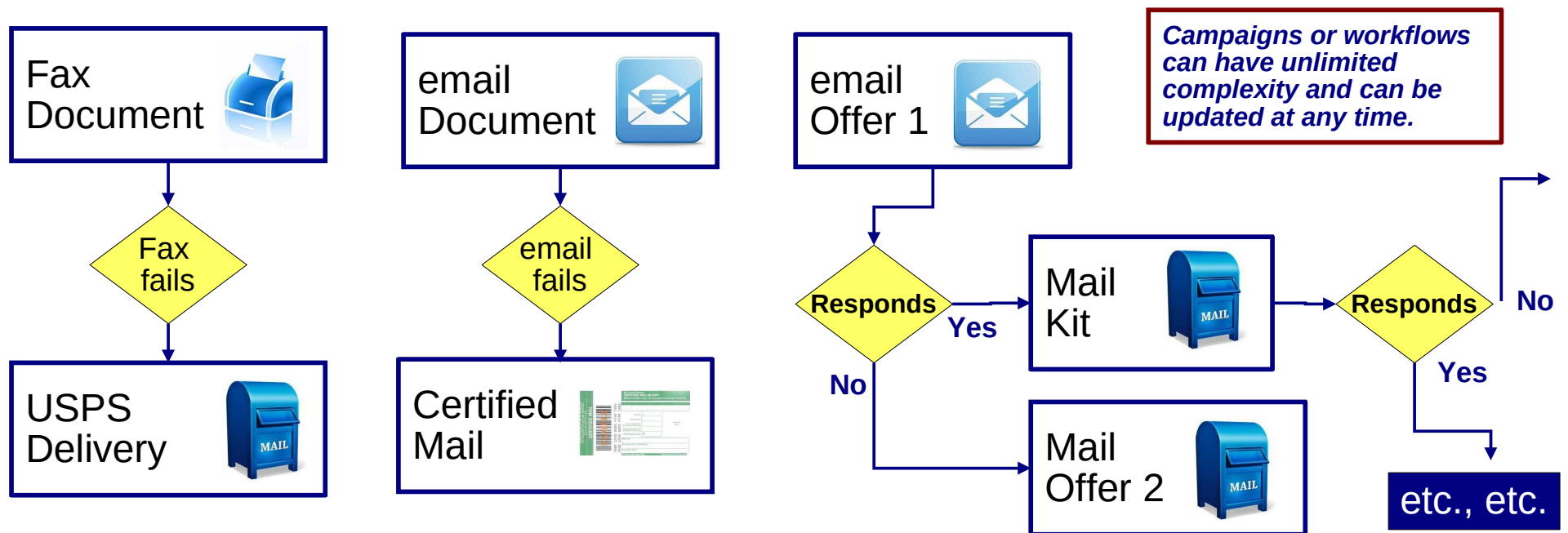
The screenshot displays the SEBIS DIRECT document management interface. At the top, the SEBIS logo and 'DIRECT document management' are visible, along with a 'Logout' link. The main content area is divided into several sections:

- Document Viewer:** Displays a document titled 'prod_357_00001_MAIN_21.xml'. The document content includes the Millennium Trust Company logo, a barcode, and a letter addressed to SUSY DE BARTOLO. The letter text reads: 'Dear SUSY DE BARTOLO, We recently have been appointed custodian of a number of retirement accounts and may have received retirement funds under your name. This would be retirement funds from a previous employer of yours. As custodian, we are trying to communicate with you so you can make decisions about your retirement funds. Please contact Millennium Trust at 877.682.4727. Sincerely, Client Services Millennium Trust Company, LLC 877.682.4727'. Below the viewer is a 'Document Events (Found 9)' table.
- Document Details:** Lists account information for SUSY DE BARTOLO, including Account ID: 933330104, Date, Title, Company, Address: 130 COVERT AVE APT 113, City: STEWART MANOR, State: NY, Zip Code: 11530-4907, App Code: mtc2, Run ID: 00001, Segment: MAIN, SRID: 21, Archive ID: 933330104, and Type: Transfer Notice. It also includes a 'Download PDF' button and a 'Back to Results' link.
- Document Events (Found 9):** A table listing document events with columns for Event, Who, Time, and Date.
- Related Documents:** A section containing a link to 'Signature Document'.
- On-Demand Delivery:** A section with two forms: 'Fax Document' with a 'Fax Number' field and a 'Send' button, and 'Email Document' with an 'Email To' field and a 'Send' button.

| Event | Who | Time | Date |
|-----------------------------------|-------|-------------|--------------|
| MAILED | Sebis | 7:00:00 PM | Dec 9, 2009 |
| ELECTRONIC SHIPPING INFO RECEIVED | USPS | 7:30:38 PM | Dec 9, 2009 |
| ARRIVAL AT UNIT | USPS | 6:26:17 AM | Dec 12, 2009 |
| UNDELIVERABLE AS ADDRESSED | USPS | 3:39:03 PM | Dec 12, 2009 |
| UNDELIVERABLE AS ADDRESSED | USPS | 3:39:04 PM | Dec 12, 2009 |
| ADDRESSEE UNKNOWN | USPS | 12:14:22 PM | Dec 15, 2009 |
| DELIVERED | USPS | 12:06:10 PM | Dec 21, 2009 |
| FAXED | admin | 3:44:22 PM | Feb 26, 2010 |
| E-MAILED | admin | 3:44:34 PM | Feb 26, 2010 |
| VIEWED | admin | 3:45:11 PM | Feb 26, 2010 |

Delivery Workflows


Campaign Management allows you to set-up automated customer contact workflows. Workflows can have any complexity and include any content, presentations and delivery channels.



- Workflows can have fully automated steps or human interactive steps.
- All document events are recorded.
- Current and final events are available as data or on-line.




Security/Compliance

- SAS-70 Certification
 - Secure – browser encryption, file encryption, etc.
 - DOD 50.15 compliant repository
 - Every document and package are identified and tracked throughout the processing, printing and assembly process.
 - 1D and 2D barcode identification of all documents in assembly. Highly secure assembly control and tracking schemes in use.
 - Data systems control access to data.
 - Physical site security includes key card access controls, camera surveillance and secured areas.
 - Assembly operations are fully tracked and recorded.
 - Encryption / Decryption of data using HIPAA accepted methods.
 - Records of all document access activity.
 - Data and Document destruction policy.
- 



Enterprise Content Management (ECM)

- Cloud implementation – all services hosted.
 - Document model is Department of Defence 50.15 certified.
 - Uses document content model and relational database model.
 - System provides all features of an ECM environment (Web content management, Transaction content management, Records Management, Workflow, Repository)
 - Documents and data fully XML.
 - Java / J2EE / Apache / Tomcat / MVC
 - Fully International and Multilingual.
 - Presentation separated from content. Allows multiple channels. (Web, Phone, Tablet, Paper and Fax)
 - Flexible/Extensible – easily configurable to Client unique requirements
- 

Access-Direct

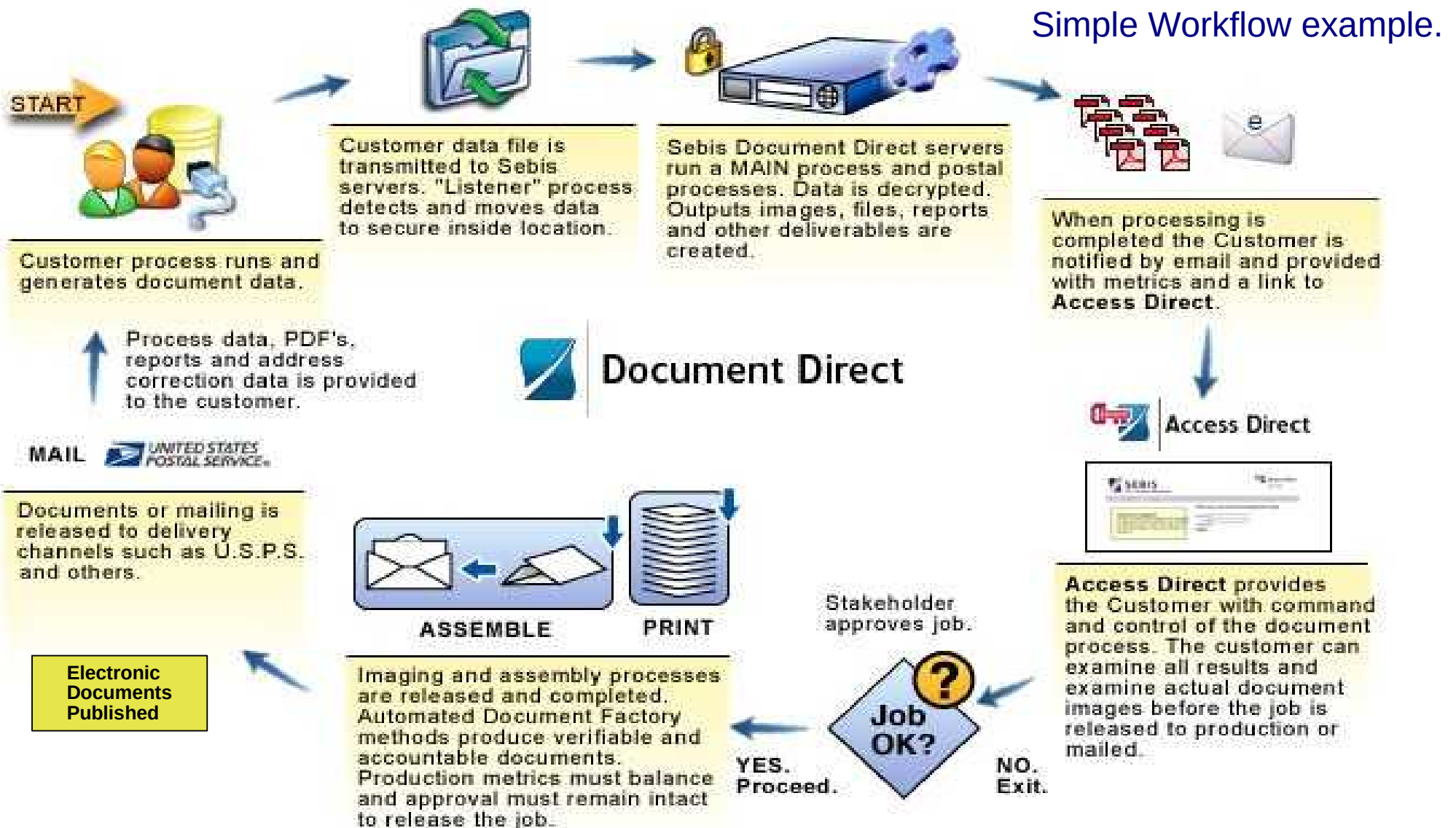


Access Direct

Access-Direct is your branded portal used by you and your customers to interact and control their document processes.

- File Submission and Processing 24/7.
- Processes Tested by Automated Constraints.
- Custom Process Reporting Metrics.
- Online Proofing.
- USPS Postal Documentation – Postage Usage.
- Simple Document Repository and Search.
- Real-Time Inventory Tracking.
- Reports.
- Instant Notification of Job-Related Events.
- Real Time Dashboard – Track All Processes On-line.
- Control Panel – Process History.
- Automated Pulls.
- Web-2-Print.
- Document Tracking.
- Storefronts.
- Development history of applications.
- User management.
- Billing.

Typical Document Cycle



Document Process Dashboard

It's 2:00 AM, Sunday morning. Do you know where your document processes are?

Provide transparency that is better than production "in-the-building".

| Application / Run | Monday 04/13/2009 | Tuesday 04/14/2009 | Wednesday 04/15/2009 | Thursday 04/16/2009 | Friday 04/17/2009 |
|---|----------------------|---|---|--|---|
| Advocate Healthcare Invoices Run: 20090410 All Completed | | ✉ Assembly & Mailing (AMECH): Completed 7:45AM Delivered: 7:00PM | | | |
| Advocate Healthcare Invoices Run: 20090417 Some Completed | | | | | ⚡ Process Ran: 5:56PM ✓ Process Approved: 5:59PM |
| Advocate Health Collection Letter Run: 0804132009 All Completed | | ⚡ Process Ran: 9:56AM ✓ Process Approved: 9:56AM 🖨 Printing (MAIN): In Progress 1:12PM 🖨 Printing (MAIN): Completed 1:21PM | ✉ Assembly & Mailing (MAIN): Completed 8:29AM Delivered: 7:00PM | | |
| Baylor Medical Statements Run: 20090416 All Completed | | | | ⚡ Process Ran: 1:07AM ✓ Process Approved: 1:11AM 🖨 Printing (CMECH): In Progress 10:58AM 🖨 Printing (AMECH): In Progress 11:20AM 🖨 Printing (CMECH): Completed 12:50PM 🖨 Printing (AMECH): Completed 1:33PM | ✉ Assembly & Mailing (CMECH): Completed 8:29AM Delivered: 7:00PM ✉ Assembly & Mailing (AMECH): Completed 8:34AM Delivered: 7:00PM 🖨 Printing (CMECH): Completed 10:33AM |

Document processes can be highly articulated.
Dashboards consolidate and show the status of all activity from all applications in a single place.

Every document process is visible using the application dashboard.

See the state and all artifacts of all processes in one central place.

- Each process run has a row in the dashboard.
- Each event is exposed.

Control Panel

A control panel provides you and your clients with all of the history, status and directives of each application.

- History of every run.
- Production Incidents.
- Active Stock items.
- Assembly configuration (*not shown*)
- Reports and Contacts (*not shown*)

The screenshot displays a control panel for the application 'Waukegan Regular Billing'. The interface includes a navigation bar with tabs for 'Jobs / Applications', 'System', 'Utilities', 'Inventory', 'Color Estimates', and 'Incident Log'. Below the navigation bar, there are buttons for 'Search Applications' and 'Upload File'. The main content area is divided into several sections:

- Processes:** A sidebar menu with options to 'Search Processes' and 'View 30 Days Activity'.
- Process History:** A table showing the history of process runs. The table has columns for Run ID, Process, Status, Timestamp, and Tasks. The data shows five runs, all with a status of 'Process Approved' and 'All Completed'.
- Incidents:** A section stating 'There are no incidents.' with a 'Search Incidents' button.
- Active Stockitems:** A section showing 'Found 7 Matches. Displaying 1 - 5'. It includes a table with columns for ID, Client ID, Item Name, Type, Status, Onhand, and Allocated. The data shows three items: 'Waukegan - #10 TF - June09', 'Waukegan - #9 CRE - June09', and 'Waukegan - Census Flyer - Nov.09'.

Red arrows from the list on the left point to the 'Process History' table, the 'Incidents' section, and the 'Active Stockitems' table.

| Run ID | Process | Status | Timestamp | Tasks |
|--------|---------|------------------|---------------------|----------------|
| 00417 | process | Process Approved | 03/02/2011 11:19 AM | None Completed |
| 00416 | process | Process Approved | 02/23/2011 03:49 PM | All Completed |
| 00415 | process | Process Approved | 02/16/2011 10:05 AM | All Completed |
| 00414 | process | Process Approved | 02/09/2011 11:17 AM | All Completed |
| 00413 | process | Process Approved | 02/01/2011 11:15 AM | All Completed |

| ID | Client ID | Item Name | Type | Status | Onhand | Allocated |
|------|-----------|----------------------------------|----------------|--------|--------|-----------|
| 3009 | | Waukegan - #10 TF - June09 | Outer Envelope | Active | 56,274 | 2,353 |
| 3010 | | Waukegan - #9 CRE - June09 | Reply Envelope | Active | 62,263 | 2,353 |
| 3234 | | Waukegan - Census Flyer - Nov.09 | Insert | Active | 7,642 | None |

Document Tracking

Users can search for and obtain history of documents produced at any time in the past.

Not a replacement for a document repository.

This feature is provided with every application.

No repository charges for this basic feature.

The screenshot displays a web application interface for document tracking. At the top, there is a navigation menu with tabs: Jobs / Applications, Resources, Tables, System, Inventory, Reports, Utilities, and Home. Below the menu is a search form titled "Browse Documents". The form contains the instruction "Enter any of the fields below to search for Document Events." and several input fields: "Application" (a dropdown menu with "FTD Clearinghouse Statement" selected), "Run ID", "Name" (containing "sanders"), "Account", "SRID Range", and "Segment". At the bottom of the form are "Search" and "Clear" buttons. Below the search form, a table displays search results. The table header indicates "Found 20 Matches. Displaying 1 - 20". The table has columns for SRID, Account, Name, Info, Info, Segment, Images, Application, Run ID, and Activity. The data rows show various documents from SANDERS FLORIST and FLOWERS BY SANDERS, all associated with the "FTD Clearinghouse Statement" application.

| SRID | Account | Name | Info | Info | Segment | Images | Application | Run ID | Activity |
|------|---------|--------------------|------|------|---------|--------|-----------------------------|--------|-------------------|
| 2375 | 12-0551 | SANDERS FLORIST | | | CUSAM | 10 | FTD Clearinghouse Statement | 00099 | Mailed 01/20/2011 |
| 4822 | 12-0551 | SANDERS FLORIST | | | DUSAM | 8 | FTD Clearinghouse Statement | 00097 | Mailed 11/08/2010 |
| 1698 | 12-0551 | SANDERS FLORIST | | | CUSAM | 10 | FTD Clearinghouse Statement | 00095 | Mailed 10/20/2010 |
| 4816 | 12-0551 | SANDERS FLORIST | | | DUSAM | 10 | FTD Clearinghouse Statement | 00098 | Mailed 12/08/2010 |
| 4715 | 12-0551 | SANDERS FLORIST | | | DUSAM | 8 | FTD Clearinghouse Statement | 00100 | Mailed 02/08/2011 |
| 1903 | 26-1248 | FLOWERS BY SANDERS | | | CUSAM | 8 | FTD Clearinghouse Statement | 00100 | Mailed 02/21/2011 |
| 1791 | 26-1248 | FLOWERS BY SANDERS | | | CUSAM | 10 | FTD Clearinghouse Statement | 00098 | Mailed 12/20/2010 |
| 2480 | 26-1248 | FLOWERS BY SANDERS | | | DUSAM | 8 | FTD Clearinghouse Statement | 00095 | Mailed 10/08/2010 |

Postage Balances and Activity

Postage Fund ID: 44 Name: Florists' Transworld Deliv

Description: Uses Sebis permit number 2486 for indicia and to track meter funds. Onhand: \$ 27,350.28

Client: FTD, Inc. Control Method: Maintain Quantity

Broker/VAR: Performance Comm. Group Trigger Qty: 17500 Order Qty: 20000

Cust ID: Expire Date: Expire Action: None

Activity Notification list: Rick Latta <rick.latta@performcom.com >

Additional emails:

Active: Yes Last Update by: brian at 2005-01-21 09:01:30.634799

New Add Search Refresh Edit Item Previous Next

Add Event 39 events found: 11/07/08 to 02/20/09. From: 10/30/08 To: 02/27/09 Change Date Range

| Action | Date | Time | Event | Serial | Source | Job | Remarks | Amount | Balance | Last Update |
|----------|----------|-------|----------|--------|-------------|---|------------------------|-----------|-----------|---------------------------|
| Edit Del | 02/20/09 | 16:40 | Received | 0:0 | Edit | | Wire Transfer | 20,000.00 | 27,350.28 | 02/20/09 16:41 danomalley |
| Edit | 02/20/09 | 10:26 | Used | 5248:2 | Task Closed | FTD 3 Non Members - Jan 2009 (Feb 2009) | Seg: CHECKS Run: 00040 | 19.18 | 7,350.28 | 02/20/09 10:26 lamont |

Inventory

Item Description

Item ID: 694

Item Name:
North American 20# White Bond

Description:
Used for Celtic Insurance Certificates TRAY SETTING MAIN CLU3

Item Type: Laser Form

Item Owner: North American Corporation

End Client: Celtic Insurance Company

Units: Each

Client ID:

Unit Cost: 0.00000

Item Thickness: 0.02000 (decimal inches)

Item Weight: 0.20000 (decimal ounces)

Item Vendor: None

Vendor ID:

Identification Question:

Identification Answer:

Activity Notification

Activity Notice List:

- Matthew Eric Harmeyer <mharmeyer@sebis.com>
- Greg Jandaček <gjandacek@nacorporation.com>

Additional emails:

Inventory Control

Onhand: 111,061

Warehouse: Bedford Park

Locations: 1st row

Quantity: 111061

Warehouse: Bedford Park

Expiration Action: None

Expiration Date:

Control Method: Maintain Quantity

Trigger Qty: 20000

Order Qty: 100000

Labeling Method: Apply Label to each Carton

Physicals Each: 120 Days

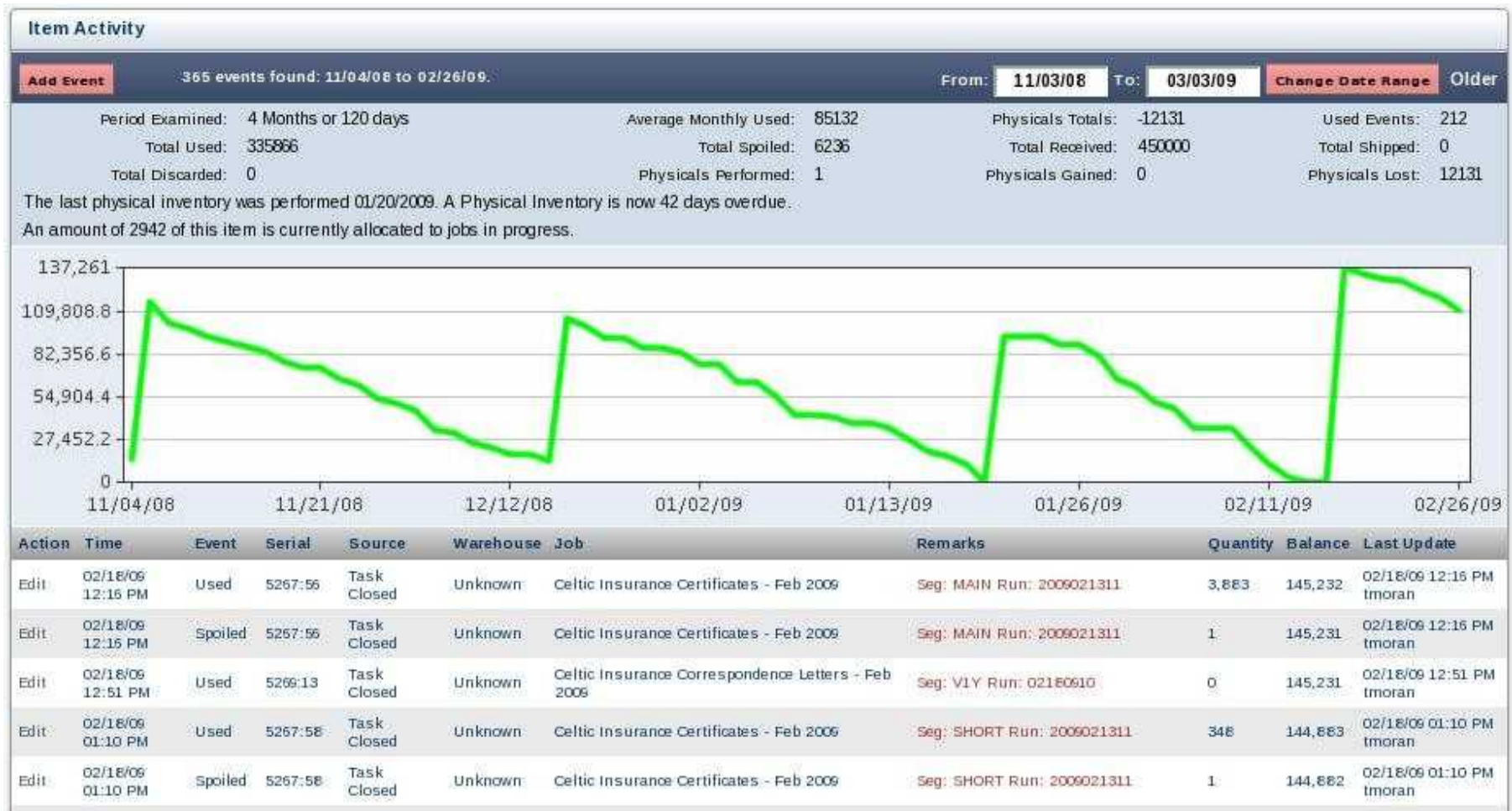


Your items are fully described.
Contact information, methods to control inventory and contacts are specified here.

Inventory

Average Usage
Automated Inventory Controls

Automated Reorder Triggers
Every touch is recorded.





Questions / Followup

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Documents shown here are available at:
www.sebis.com/publications/technology

