

DocSavi Solutions Overview

CM Mitchell Consulting Corporation (CMMC) solution leverages Oracle's native attachment functionality. Documents can be attached to any form or function already enabled for attachment functionality. Additionally attachments can be enabled for standard or custom Oracle Forms or functions that are not enabled by default.

Other solutions use screen-scraping technology or an Oracle flexfield to enable attachment functionality. Neither of these provides an elegant solution as their functionality is limited to what can be "scraped" from the screen or populated in a user defined field. By leveraging the base Oracle attachment functionality, the *DocSavi*[™] solution provides the end user a standard way to access documents across Oracle applications with all the security features and functionality that IBM FileNet offers within their product. In simplest terms, we enable the "paperclip" for Oracle users automatically with documents that reside in IBM FileNet Content Manager and other CMIS compliance document management systems. This makes our approach easy for Oracle users to accept and use, while still providing the benefits associated with a true document management system which can be expanded to include other FileNet P8 modules such as Records Management, Business Process Management, etc. By leveraging built-in Oracle technologies *DocSavi*[™] is easily supportable and upgradeable.

For reference, A CMMC client that has had *DocSavi*[™] implemented in production for the last three years, has upgraded their Oracle E-Business Suite applications from 11.5.7 to 11.5.10.2 and independently upgraded the FileNet system from P8 2.01 to 3.0 without any loss of functionality. This supports the *DocSavi*[™] approach to allow each system to maintain their independence while seamlessly integrating to provide the users the most efficient method of accessing the documents they need.

The CMMC approach has been to "image enable" line-of-business (LOB) applications and leverage any existing workflows whenever possible. This has been very successful because it utilizes existing process flows without new development efforts. Additional benefits include:

- Continued use of the LOB application that best fits the organization's needs
- Users who already understand and use an existing application have the additional ability to access supporting documents without having to learn another system
- Maintaining the independence of each system so that they can be enhanced/upgraded autonomously

This approach allows organizations to get the most value from the applications they use while providing a common document management infrastructure that can be shared across the organization.

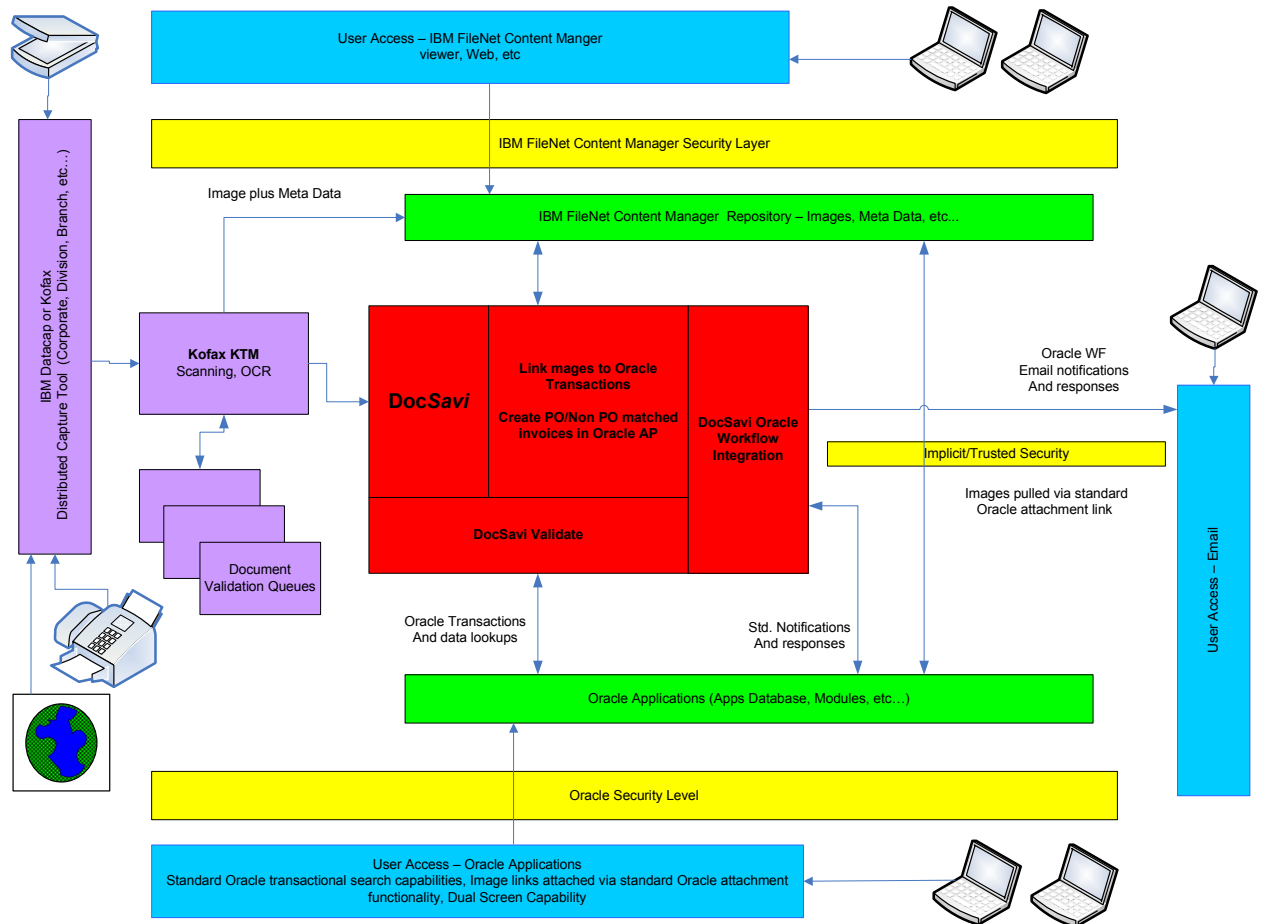
The *DocSavi*[™] solution utilizes or enhances existing Oracle workflows for process automation, where available. Rather than building workflows in another system and bridging the gaps, our approach again leverages Oracle integration points while "image enabling" standard processes and functionalities. This supports rapid acceptance of document management by users and raises their efficiency within the organization.

The *DocSavi*[™] solution supports integrating the Oracle PO matching functionality within either the IBM Datacap or Kofax Transformation Module (KTM) invoice capture process. This allows detailed invoice information to be sent directly to the Oracle AP module for auto-pay or for routing for additional approvals using the Oracle Approval Management Engine (AME). Using this OCR technology, the data entry of invoices can be significantly reduced.

The *DocSavi*[™] solution is a framework to interact with Oracle. Some of the components of this framework include:

- The integration between IBM Datacap or Kofax capture and the Oracle E-Business Suite applications
- The importing of documents into IBM FileNet Content Management repository with the appropriate metadata
- The linking of the documents that reside in the FileNet P8 content management repository to one or many locations within the Oracle E-Business Suite applications

In addition, the *DocSavi*[™] solution provides extensive error handling capabilities. Capabilities are provided to allow for the easy correction of errors consistently across applications so that documents are not orphaned from the master records.



Geographic Locations for paper routing for Approval process

Geographic Locations for paper receipt

The continued consolidation of the AP paperwork to corporate will streamline automated invoice processing solution and take full advantage of the Oracle and document management integration.

The base functionality of the proposed solution will consolidate the scanning of the AP Invoices from the corporate office. The scanning of the Proof of Delivery receipts will occur at the remote location.

Number of Accounts Payable Users with permissions to Oracle

Input

IBM Datacap or Kofax Transformation Module (KTM) using OCR converts AP Invoices into TIFF and PDF images. The vendors will mail the invoices to the corporate office. Individuals at the corporate office will prepare the invoices for scanning. OCR capture greatly simplifies the document preparation that is normally required for processing invoices. The document prep team no longer is required to presort the batches into the following classes:

- Vendor
- Document Orientation / Portrait or Landscape
- Single or Multi-Page Documents

OCR capture also eliminates the need to insert Patch Pages or separator pages when scanning multi-page invoices.

The benefit is the reduction in cost of associated with the document prep and the ability to process your invoices in a timelier manner. Here is a list of benefits:

- No Operator needed to create special batches
- No additional expense for printing of patch pages
- No Operator needed to insert patch page on multi-page invoices

Once the staples and rough edges are flattened, the scan operators will select the appropriate queue and begin scanning the documents. After the OCR processes the batch, the data and images from the batch are released for Oracle and the IBM FileNet Content Manager repository.

This information is then imported into Oracle Accounts Payable via the *DocSavi*™ product through the Invoice Open Interface capability within Oracle. Once the invoice has been imported into Oracle and the image is saved into the document management repository, our solution links the image to the invoice so that it may be accessed directly from the Oracle attachment "paperclip" button.

Duplex scanning is supported. During the import process, if the scanned page is blank and thus does not exceed the predetermined size of a blank page, the image is automatically deleted.

Scanning the Proof of Delivery (POD) documents occurs in the branch offices. The scan operator will select the proper queue and begin scanning. It is expected a small volume scanner will be implemented at the remote offices.

Link to Oracle transactional records, where applicable

The *DocSavi™* method of image-enabling the Oracle applications involves extensive use of native Oracle functionality. The basic method is to utilize Oracle's native attachment feature. *DocSavi™* is an application that will match the images to the transactions within Oracle. Using the metadata from the image within the IBM FileNet content management repository, this application will find the corresponding transaction(s) within Oracle and insert a document link. This will "enable" the paperclip on the tool bar to display paper indicating that an attachment is available. By clicking on the paperclip, the user will be able to view the attached image(s). *DocSavi™* is able to link multiple documents to the same transaction or multiple transactions to the same image. Anywhere you have the capability to attach documents on the Oracle form *DocSavi™* is able to attach a link to your documents stored outside Oracle. In this fashion, documents are available both natively from within Oracle or externally from the IBM FileNet Content Manager application.

AP Invoice Creation

The *DocSavi™* product with either IBM Datacap or Kofax capture automates the invoice processing in Oracle. This includes data validation, metadata population, loading of invoices, and workflow invocation for notification and approvals.

Searchable:

All documents in the IBM FileNet system will be searchable by any metadata information. This is an inherent IBM FileNet Content Manager functionality.

Remote Locations (Branch, Hub, etc.)

The location information will be defined as a property in the FileNet Content Manager, captured in either IBM Datacap or Kofax capture and passed to this document class. Whenever possible, the metadata will be automatically populated from the Oracle system.

Carrier

The carrier information will be defined as a property in the IBM FileNet Content Manager repository, captured and passed for this document class. Whenever possible, the metadata will be automatically populated from the Oracle system.

Vendor

The vendor information will be defined as a property in the document management application, captured and passed for this document class. Whenever possible, the metadata will be automatically populated from the Oracle system.

Transaction Amount

The transaction amount information will be defined as a property in FileNet, captured and passed to FileNet for this document class. Whenever possible, the metadata will be automatically populated from the Oracle system.

Appropriate masks can be defined in the capture system to ensure data consistency (i.e. with decimals and positions for the number of digits after decimal).

Access:

Security is enabled and enforced in the IBM FileNet Content Manager application. In addition, Oracle enforces its security through the responsibility assigned to individual users. The Oracle users can only access attached documents through Oracle that are accessible from the

responsibility. The documents are further secured within Oracle utilizing Oracle supported Security Type.

When users access the documents from Oracle, the user is authenticated within the IBM FileNet Content Manager system and all applicable security policies are also enforced. This layering approach will ensure that all documents will be properly secured within Oracle and the document management systems consistently.

Data can be viewed by authorized corporate and remote branch users

Oracle users will be able to access documents in the IBM FileNet Content Manager application from any locations with appropriate connectivity and authorization.

The non-Oracle users will be able to access documents from the document management application from any locations with appropriate connectivity and authorization.

Linked to Project Job Folder / job book, where applicable

Any document can be linked to as many forms or functions as necessary. In this case, a document can be linked in Oracle AP and also be linked into Oracle Projects. In the document management application, there will be one stored document with pointers from others so that the content is not duplicated. In Oracle, either the actual document or its equivalent pointers will be linked so that there is a one-to-one relation between a document in Oracle and an object in the document management application. This approach allows for finer grained security so that a project person can see a project related payables document without having the ability to see other payables invoices. Security of the linked document matches the access requirements for the document.

Matching through workflow to reduce manual keying input

Once the OCR is completed and the data elements identified, validation logic is applied to ensure data integrity. Additionally, metadata lookup from the Oracle system is performed using the key data to eliminate or reduce the manual entry of metadata. Our solution goes further by providing the means to actually extract the data from the invoice and validate it against available data in Oracle. For example, if a Purchase Order number is available, the purchase order number can be used to query the Oracle database to obtain the vendor number, vendor name, items ordered, unit price, tax, etc. so that it can be used to validate the scanned invoice. If the price of an item times the quantity received matches the invoice line, then no further action is required for this line. If, however, the amount does not match, it will require intervention for correction or rejection. All of these functions can be programmatically controlled within the capture solution in conjunction with the data available in Oracle. Following the OCR process, any documents that require further investigation will be placed in a separate queue for exception processing. Our approach has been to minimize data entry whenever possible. All solutions revolve around achieving this objective.

Dual screen for processor keying/verifications; split screen for managers

The viewer is built in to the application....so expanding it to two screen may not yield any value. Oracle users usually benefit from dual screens. Since Oracle Forms utilize the available screen, it is beneficial to have a dedicated second screen for the display of documents for users who deal with documents regularly.

Parallel workflow approval process with approval escalation process

The *DocSavi*[™] product leverages Oracle workflow functionality for approval processing. Our approach has been to rely on the workflows of the line of business (LOB) applications as much as possible. In this scenario, the Oracle workflow provides the perfect vehicle for necessary automation. Through simple extensions of the workflow, *DocSavi*[™] provides the capability to link to the document with the email message so that the approver can easily view the invoice in

question. All security rules applicable to the document applies. In most cases, there has been no need to leverage an external workflow engine.

Branch / Division

Since the proposed solution is leveraging Oracle's workflow, the escalation process follows the definition within Oracle. Our solution will allow the attached documents to be routed as "clickable-links" within the Oracle workflow engine.

AP processor/manager (for tracking visibility)

The invoice related documents will be available through appropriate forms in Oracle. However, the documents will also be available from the document management application for visibility to others as necessary with proper security. If the user has access to Oracle, the attached document is available for review. In addition, If the user has access to the document management repository, then the document is available for review.

Upon Approval

Once the invoice is approved through standard Oracle workflow functionality, the invoice will be ready for auto-pay.

Approval queue into Oracle workflow for check processing

Since the *DocSavi*TM product utilizes Oracle workflow natively, there are no additional steps necessary to have an approved invoice routed for payment.

Describe the AP Invoice process integration with Oracle.

The *DocSavi*TM product is based around using existing information in any source Oracle system to (a) validate the entry, (b) minimize data entry efforts, (c) leverage existing workflows within Oracle, and (d) provide seamless access to the documents available in an external IBM FileNet system without having to leave Oracle by utilizing the attachments functionality within Oracle. To the end user, it will appear that the documents are attached to Oracle natively. However, the documents will be stored and managed in IBM FileNet Content Manager.

The solution we are proposing is Oracle centric and provides enormous efficiencies to the organization in the automation of loading invoices into Oracle or routing for approval natively within Oracle and without having to leverage a third workflow system. This is the strength of the solution that we are proposing. Our solution follows standard Oracle customization guidelines and is fully supported through patching and upgrades. This is not a bolted-on solution; it is a tightly integrated solution for your document management needs within and without Oracle.

The process is as follows:

- Invoices arrive via mail, fax, electronic means
- The invoice is scanned locally using a batch type of invoice
- The invoice image has been OCR'ed and presented for key validation to the operator
- The operator is asked to validate the key information from the OCR, like invoice number and PO number, if available. If there were no problem in reading the data, Oracle is queried with the available information for further processing.
- If the confidence of the OCR falls below pre-defined threshold, the operator is asked to verify the information extracted.
- Once corrected, the data from Oracle is queried that matches the PO for the invoice. The process matches the quantity ordered, shipped, backordered, unit price, extended price in the PO against what is on the invoice.
- The operator is only prompted to correct mismatched data
- Once this is completed, the invoice is released from Kofax
- Upon release, the invoice is loaded into Oracle using the standard interface
- Upon release, workflow is initiated to import the document
- The process within Oracle imports the data into payables invoices

- The link to the attachment is generated from the import process and added into the attachments functionality for this invoice in Oracle
- If a PO could not be found, the image has to be routed for approval
- Using AME, the routing is performed from within Oracle with a link to the document in the document management repository
- The approver is notified using the Workflow mailer functionality from Oracle
- The approver opens the email and provided an option to view the image by clicking the link
- Upon viewing the document, the approver either approves or rejects the invoice

IBM Datacap or the Kofax Transformation Module is used for the processing of invoice. Validation logic uses ODBC connections to the databases. Our solution allows for execution of stored procedures to obtain and populate the relevant metadata. Data exchange between the capture solution and IBM FileNet Content Manager application uses XML. All data loading into Oracle to create the invoice follows standard and supported invoice import process.