Corporations and Charities System

Staff Console User Stories

April 2015

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Document Revision History

Version	Date	Description
0.10	4/9/2015	Receive – Mailed Filings user stories draft.
0.11	4/12/2015	Receive – Front Counter user stories draft.
0.12	4/14/2015	Fulfill user stories draft.
0.13	4/16/2015	Document Management and Exceptions user stories draft.
0.14	4/21/2015	Search, Print Queue, and Phone Team user stories draft.
0.15	4/22/2015	Reports and Admin user stories draft.
1.0	5/11/2015	Final draft, submitted for final approval.

1 INTRODUCTION

1.1 Purpose

The Corporations and Charities System Staff Console User Stories document captures details of how users will perform common activities in the Corporations and Charities System. Most of the user story descriptions employ wireframe images to illustrate the user activities, while other user stories present descriptions of system back-end functionality that supports the activities.

1.2 Scope

The Corporations and Charities System as designed will not limit users to the particular user stories depicted in this document. These user stories are intended to provide a solid but not exhaustive overview of the activities expected to be supported by the system.

1.3 Resources

The user stories contained in this document are based upon:

- Information gathered during numerous deep-dive sessions with Corporations and Charities Division staff to observe current business processes;
- Identification of common problems with current processes;
- Desired changes to current processes that have been expressed by management and line staff;
- Industry best practices; and
- Feedback received from Corporations and Charities Division staff during initial wireframe reviews.

1.4 Constraints and Considerations

The following constraints and considerations apply to the user stories presented in this document:

- As a rule, each wireframe is presented only once in this deliverable, though there are instances where a wireframe appears multiple times either with variations, or to point out a screen element that was not described in an earlier user story that contained the wireframe. Most user stories contain one or more references to wireframes presented in earlier user stories.
- Most wireframes contain only dummy data except when it is necessary to show realistic data. For example, most ID numbers and dates are comprised of all zeros. Additionally, the order and item ID number formats shown in the wireframes do not necessarily reflect what those formats will be in the final system.

1.5 References

The following references were used in the development of the Staff Console User Stories document:

- Observations and notes taken during deep-dive sessions with division staff.
- Notes taken during meetings with senior staff.
- Change requests and additional information received from division senior and line staff during initial wireframe reviews.

1.6 Document Maintenance

This document will be updated during the project period should Corporations and Charities Division identify any desired changes to its future business processes.

This document contains a revision history log. When changes occur, the document's revision history log will reflect an updated version number. The date, the owner making the change, and the change description will also be recorded in the revision history log.

2 Receive User Stories – Mailed Filings

This section presents user stories for Receive activities performed by users as they process received paper mail.

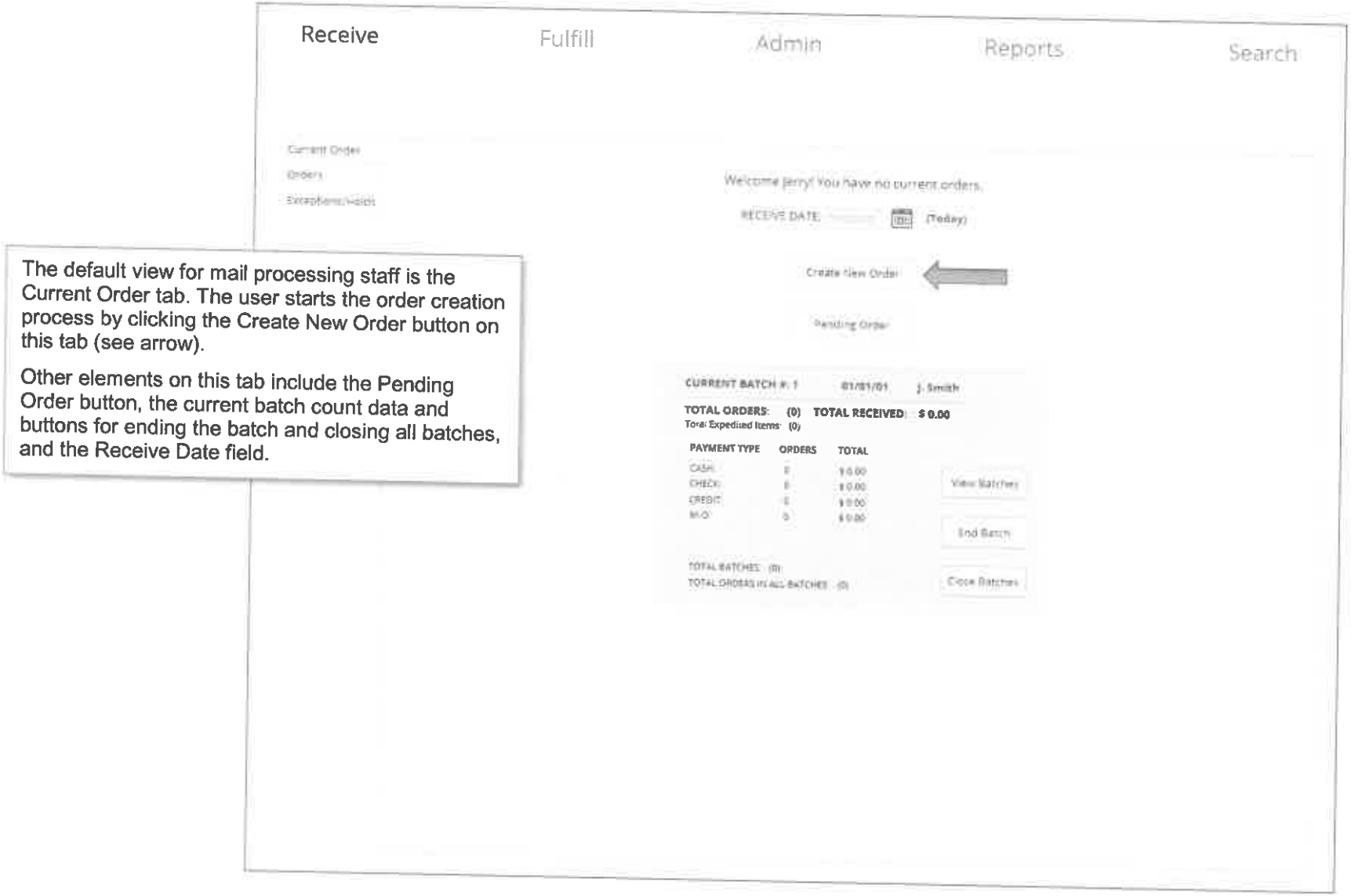
2.1 User Creates an Order with One Item and One Payment – No Exceptions

2.1.1 Description

User Story #	Story Action
US001	A user receives a piece of mail containing one filing and one payment. The user creates a new order, adds the item to the order, and enters the payment information. The payment amount matches the item cost.

2.1.2 Wireframes

2.1.2.1 Create New Order



The default view for mail processing staff is the Current Order tab. The user starts the order creation process by clicking the Create New Order button on this tab (see arrow).

Other elements on this tab include the Pending Order button, the current batch count data and buttons for ending the batch and closing all batches, and the Receive Date field.

2.1.2.2 Enter Entity and Item Details and Payment Information

When the user clicks Create New Order, the system displays a blank order page. By default, the page contains data entry areas in which to enter the service or services being purchased by the customer (referred to as work items, or items for short), and for recording the customer's payment information.

Receive Fulfill Admin Reports Search

Current Order
Orders
Exceptions/Holds

ORDER: 000-000 Receive Date: 00/00/00 TOTAL: $ 0

Item: 3570001

(Optional)

AMOUNT: $ 0

Category Subcategory Service

Exception Expedite

Add/View Notes Print Barcode Add Item

Payment Information

Balance Due: $ 0

Payer Name

Payment Method

Address 1:

Payment Amount $

Delete Payment

Address 2:

Zip: City: State: WA

Country: United States

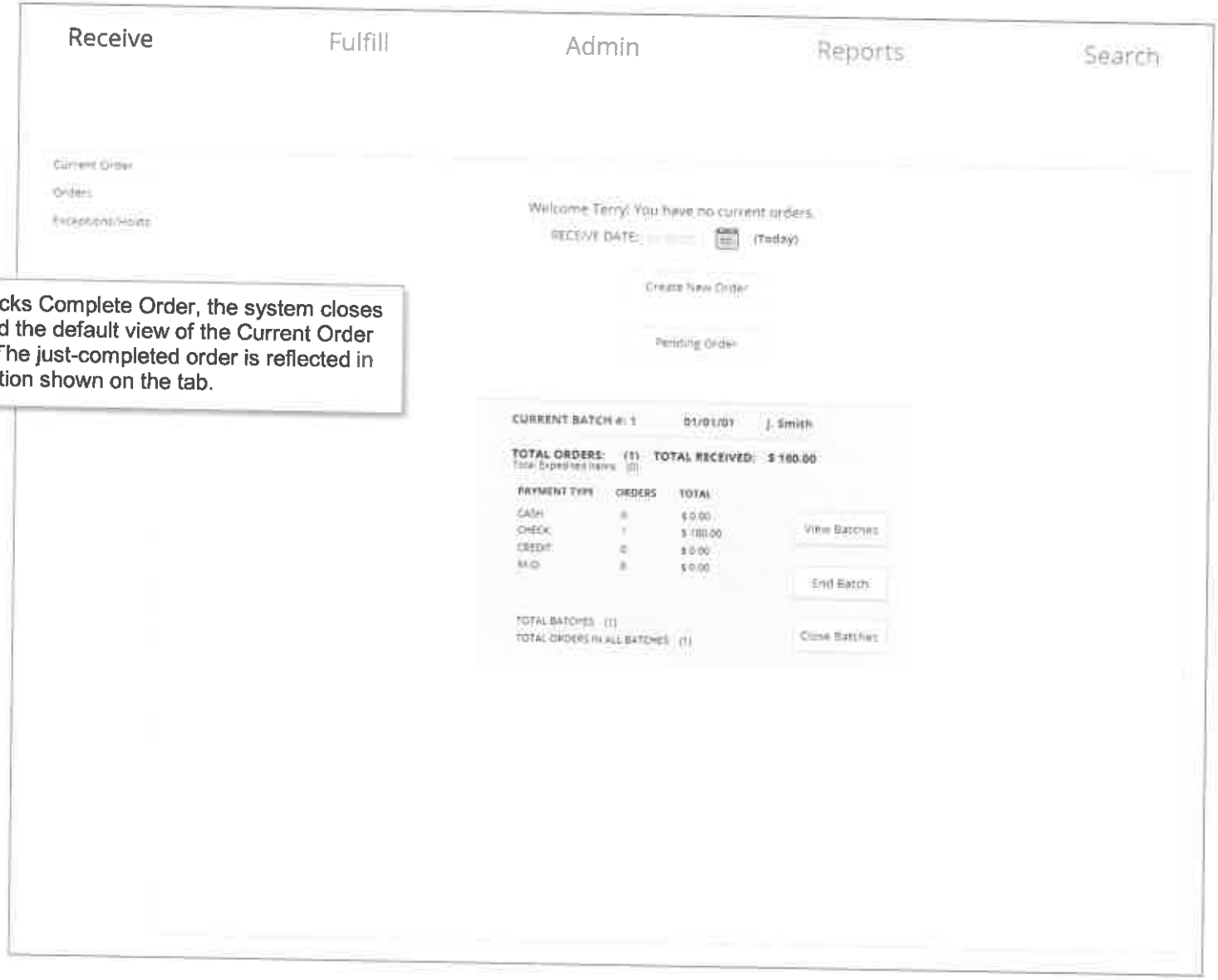
Add Payment

Complete Order Cancel Order

In this user story, the user enters a single item that is paid for with a single payment. If the customer already has an entity ID, the user enters the ID in the field provided. When the user tabs out of the field, the customer's entity name is auto-filled (and read-only), and the entity's category and subcategory are auto-filled (but editable). The user selects the service being requested (e.g., an annual report), after which the system displays the cost of the service and the balance due. The user clicks Print Barcode to print a barcode sheet for the filing document. This barcode is used to index the document to the work item in the system during scanning.

The user then enter's the payer's information in the field provided. The user then selects the payment method (Check, Credit Card, Money Order, or Cash). For Check or Money Order, fields are displayed for entering the check/MO number and date, and an Endorse button is displayed. The user places the check or money order in their validator machine and clicks Endorse to endorse the payment. For Credit Card, fields are displayed for entering the name on the card and the card number. The user then types the enclosed payment amount in the Payment Amount field. When the user tabs out of the field, the system re-calculates the balance due. In this user story, the customer has paid in full and the balance due is $0. The user then clicks the Complete Order button.

2.1.2.3 Complete Order



When the user clicks Complete Order, the system closes the order form and the default view of the Current Order tab is displayed. The just-completed order is reflected in the batch information shown on the tab.

2.1.3 Non-UI Requirements

2.1.3.1 Entity ID is Leveraged

When an entity ID is entered for an item, the ID is leveraged in two ways:

1. When applicable, the system will auto-fill form fields with the latest data on file for the entity.
2. The ID can be used to locate the item in the system even before the item has completed the Fulfill process.

2.1.3.2 Entity Name is Leveraged

When an entity name has been entered for an item (automatically or manually), the entity name can be used to locate the item in the system even before the item has completed the Fulfill process.

2.1.3.3 Completed New Order Items are Placed into a Pending State

Once a new order is completed, its work items are placed into a pending state in the system, where they wait for their corresponding paper documents to be scanned.

2.1.3.4 Barcode Sheet Includes Human-Readable Text

In addition to the barcode, the barcode sheet contains human-readable text. The specific human-readible to be included will be determined by SOS, based on what information will be most useful to SOS staff.

2.1.3.5 Scanned Documents are Automatically Indexed to Work Items

When each work item is entered into the system, the user prints a corresponding barcode sheet that is placed on top of the document associated with that item. When the document is scanned, the scanning software reads the barcode and automatically indexes the document image to the work item. Once the system pairs a work item with a document image, the work item is released from its pending state into either the Fulfill or Exception worklist for processing, depending on whether or not any exceptions were found in the item or order during the Receive phase.

2.2 User Creates an Order with Two Items and One Payment – No Exceptions

2.2.1 Description

User Story #	Story Action
US002	A user receives a piece of mail containing two filings and one payment. The user creates a new order, adds the items to the order, and enters the payment information. The payment amount matches the item cost. This user story is representative of any scenario in which an order contains multiple filings.

2.2.2 Wireframes

2.2.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.2.2.2 Enter Item Details for First Item

The user enters the item details for the first work item, as already detailed in Section 2.1.2.2 on page 5.

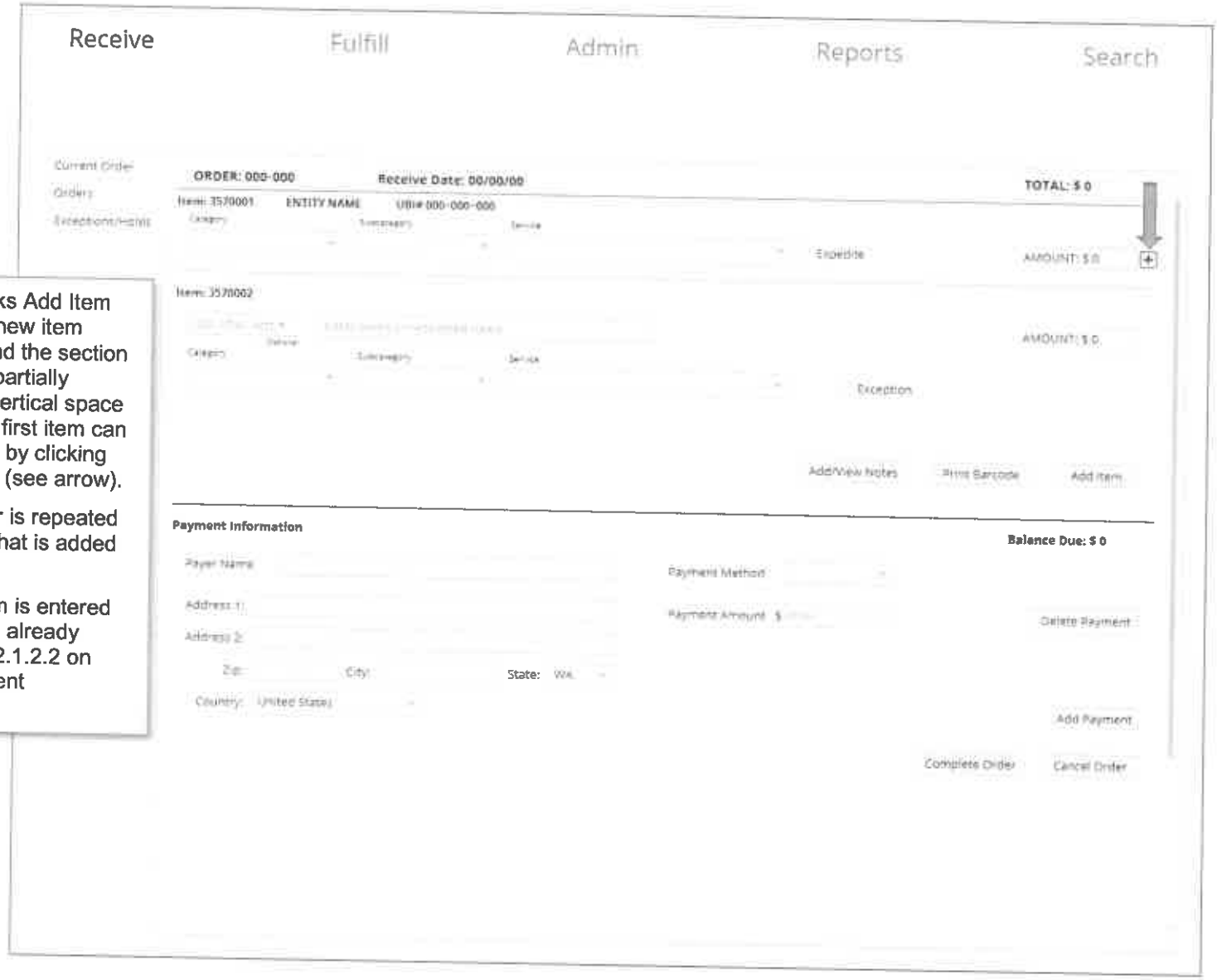
The user then clicks the Add Item button.

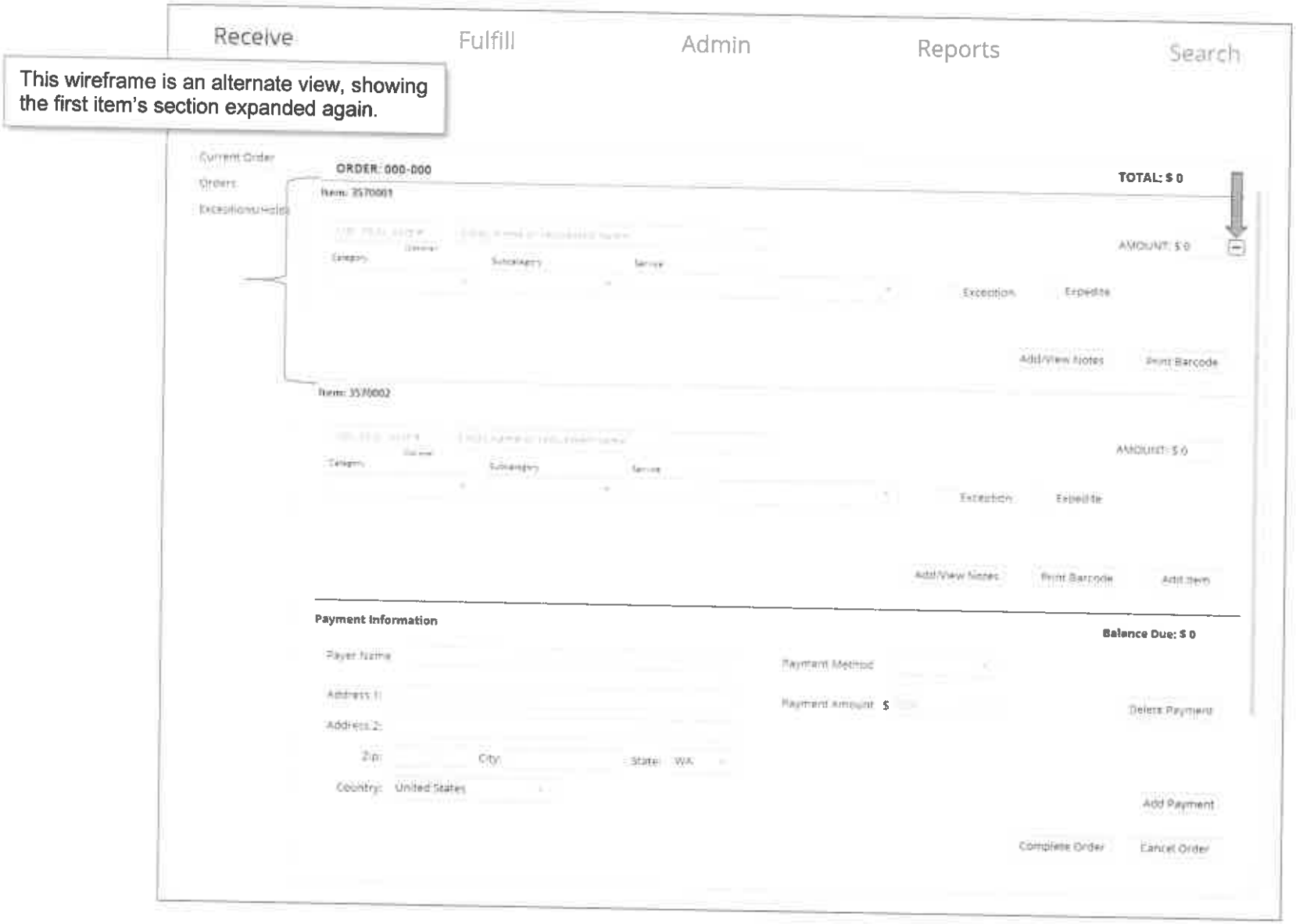
2.2.2.3 Add Second Item and Payment Information

When the user clicks Add Item on the first item, a new item section is added and the section for the first item is partially collapsed to save vertical space on the screen. The first item can be expanded again by clicking its expander button (see arrow).

This same behavior is repeated for each new item that is added to the order.

Each additional item is entered in the same fashion already detailed in Section 2.1.2.2 on page 5, as is payment information.





This wireframe is an alternate view, showing the first item's section expanded again.

2.2.2.4 Complete Order

The user completes the order, as already detailed in Section 2.1.2.3 on page 6.

2.2.3 Non-UI Requirements

There are no non-UI requirements for this user story not already detailed in Section 2.1.3 on page 7.

2.3 User Creates an Order with One Item and Two Payments – No Exceptions

2.3.1 Description

User Story #	Story Action
US003	A user receives a piece of mail containing one filing and two payments. The user creates a new order, adds the item to the order, and enters the payment information. The total of the multiple payment amounts matches the item cost. This user story is representative of any scenario in which an order is accompanied by multiple payments.

2.3.2 Wireframes

2.3.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.3.2.2 Enter Entity and Item Details and First Payment

The user enters the item details for the work item, and the payment information for the first payment, as already detailed in Section 2.1.2.2 on page 5.

The user then clicks the Add Payment button.

2.3.2.3 Add Second Payment

When the user clicks Add Payment on the first item, a new payment section is added and the section for the first payment is partially collapsed to save vertical space on the screen. The first payment can be expanded again by clicking its expander button (see arrow).

This same behavior is repeated for each new payment that is added to the order.

Each additional payment is entered in the same fashion already detailed in Section 2.1.2.2 on page 5.

For this user story, the combined payment amounts of the two entered payments result in a balance due of $0.

This wireframe is an alternate view, showing the first payment's section expanded again.

2.3.2.4 Complete Order

The user completes the order, as already detailed in Section 2.1.2.3 on page 6.

2.3.3 Non-UI Requirements

There are no non-UI requirements for this user story not already detailed in Section 2.1.3 on page 7.

2.4 User Creates an Order with a Balance Due Exception

2.4.1 Description

User Story #	Story Action
US004	A user creates an order for which the payment amount received is less than the total cost of the order. The user completes the order, resulting in a Balance Due exception being triggered by the system.

2.4.2 Wireframes

2.4.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.4.2.2 Enter Entity and Item Details and Payment Information, System Displays Balance Due

Receive Fulfill Admin Reports Search

Current Order
Orders
Exceptions/Holds

ORDER: 000-000 Receive Date: 00/00/00 TOTAL: $ 180.00

Item: 3570001

AMOUNT: $ 180.00

Exceptions Expedite

Add/View Notes Print Barcode Add Item

Payment Information

Balance Due: $ 90.00

Payer Name Payment Method

Address 1 Payment Amount: $ 90.00 Delete Payment

Address 2

Zip City State: WA

Country: United States

Add Payment

Complete Order Cancel Order

The user enters the item and payment information as already detailed in Section 2.1.2.2 on page 5.

In this user story, the customer's payment ($90) is less than the total balance due ($180). The system displays a warning message below the Complete Order button apprising the user that the order still has a balance due (see arrow). If the user completes the order with a balance due, the order is moved to the Exceptions worklist once the documents associated with the order's items are scanned and indexed.

If in this user story, the user were to enter a second payment of $90, the balance due would drop to $0 and the message below the Complete Order button would disappear.

Message as shown in wireframe is: "Completing this order with a balance due will send the order to exception handling."

2.4.2.3 Complete Order

The user completes the order, as already detailed in Section 2.1.2.3 on page 6.

2.4.3 Non-UI Requirements

2.4.3.1 Order Completed with Balance Due is Routed to Exception Handling

An order that is completed with a balance due is placed into an exception state and appears in the Exception worklist.

2.5 User Creates an Order with an Item Exception

2.5.1 Description

User Story #	Story Action
US005	A user creates an order for an item, and when reviewing the item for completeness discovers that the item contains an exception. The user flags the exception and completes the order, triggering an exception in the system.

2.5.2 Wireframes

2.5.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

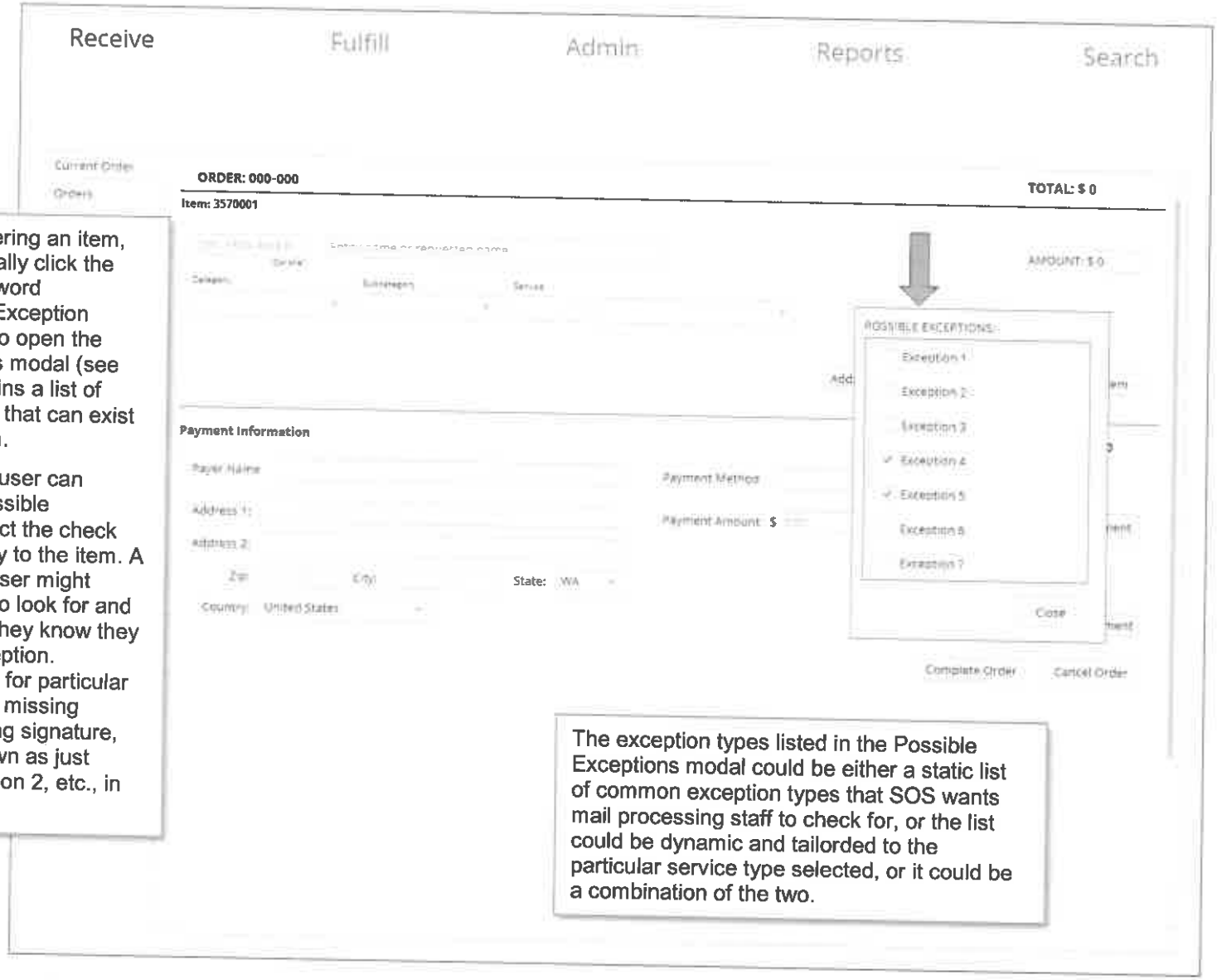
2.5.2.2 Enter Entity and Item Details

The user enters the entity and item information as already detailed in Section 2.1.2.2 on page 5.

2.5.2.3 Enter Exception

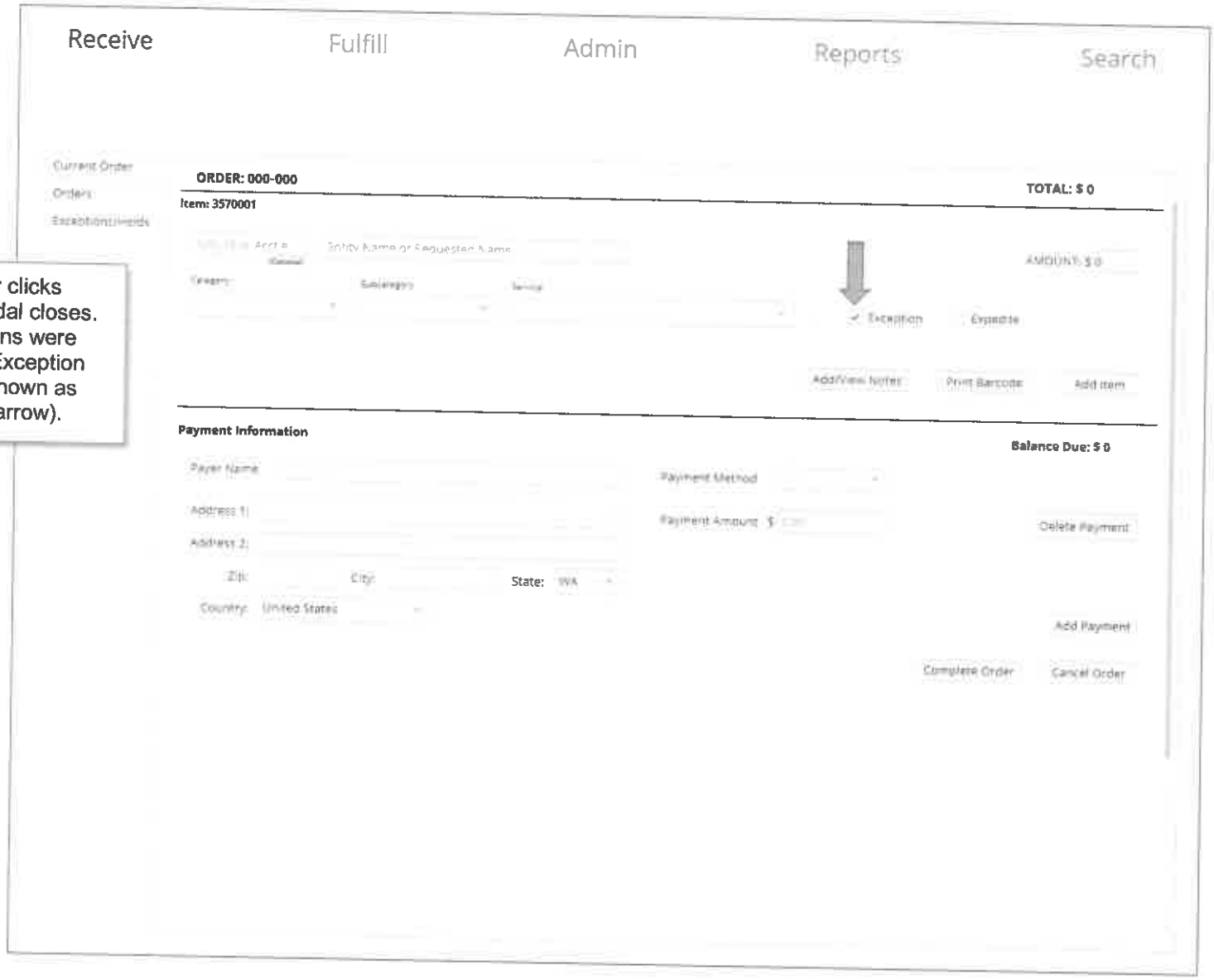
When a user is entering an item, the user can optionally click the Exception link (the word "Exception" on the Exception check box control) to open the Possible Exceptions modal (see arrow), which contains a list of possible exceptions that can exist on the selected item.

A less-experienced user can review the list of possible exceptions and select the check box of any that apply to the item. A more-experienced user might already know what to look for and only open the list if they know they need to flag an exception. Exceptions could be for particular missing information, missing documents, a missing signature, etc. (These are shown as just Exception 1, Exception 2, etc., in the wireframe.



The exception types listed in the Possible Exceptions modal could be either a static list of common exception types that SOS wants mail processing staff to check for, or the list could be dynamic and tailorded to the particular service type selected, or it could be a combination of the two.

When the user clicks Close, the modal closes. If any exceptions were selected, the Exception check box is shown as selected (see arrow).



2.5.2.4 Complete Order

The user completes the order, as already detailed in Section 2.1.2.3 on page 6.

2.5.3 Non-UI Requirements

2.5.3.1 Item with User-Entered Exceptions is Routed to Exception Handling

In a completed order, an item with one or more user-entered exceptions is placed into an exception state and appears in the Exception worklist.

2.6 User Creates an Order With a Post-Dated Check

2.6.1 Description

User Story #	Story Action
US073	A user creates an order for which the payment received is a post-dated check. When the user enters the check date, the system determines that the check is post-dated, displays a message to this effect, and does not allow the order to be completed.

2.6.2 Wireframes

2.6.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

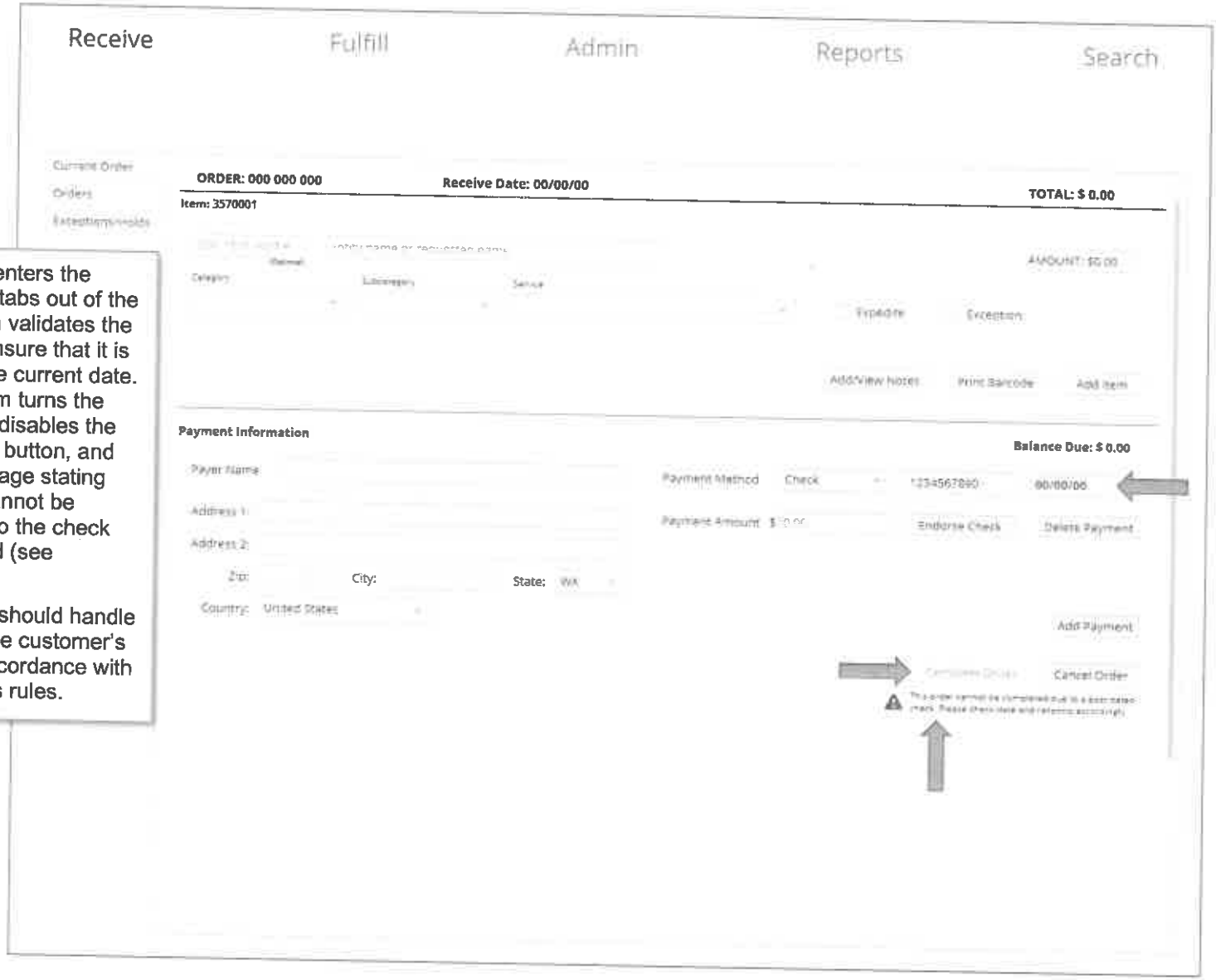
2.6.2.2 Enter Entity and Item Details

The user enters the entity and item information as already detailed in Section 2.1.2.2 on page 5.

2.6.2.3 Enter Payment Information

When the user enters the check date and tabs out of the field, the system validates the check date to ensure that it is not later than the current date. If it is, the system turns the check date red, disables the Complete Order button, and displays a message stating that the order cannot be completed due to the check being post-dated (see arrows).

Mail processing should handle the check and the customer's work items in accordance with internal business rules.



2.6.2.4 Cancel the Order

The user cancels the order and is returned to the default Current Order tab. The default Current Order tab in this case is the same as that already seen in Section 2.6.2.1 on page 23, because the batch count data has not changed since the order was cancelled.

2.6.3 Non-UI Requirements

There are no non-UI requirements for this user story.

2.7 User Creates an Order With an Overpayment

2.7.1 Description

User Story #	Story Action
US074	A user creates an order for which the customer has overpaid. When the user enters the payment amount that is higher than the balance due, the system determines that there is an overpayment and displays a message prompting the user to check the customer's order for any additional items that might have been missed.

2.7.2 Wireframes

2.7.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.7.2.2 Enter Entity and Item Details

The user enters the entity and item information as already detailed in Section 2.1.2.2 on page 5.

2.7.2.3 Enter Payment Information

For this user story, the user enters the payment amount, which is greater than the balance due for the order.

The Balance Due field indicates that the customer has overpaid, and a message is displayed below the Complete Order button, notifying the user of the overpayment and prompting the user to verify that they have not overlooked any items in the customer's order (see arrows).

Mail-receiving staff can complete an order that has an overpayment.

2.7.2.4 Complete Order

The user completes the order, as already detailed in Section 2.1.2.3 on page 6.

2.7.3 Non-UI Requirements

2.7.3.1 Overpayments Are Allowed in Corporations and Charities System

Overpayments on orders are allowed in the Corporations and Charities System, and the proper handling of these overpayments will be performed by the Revenue System in conjunction with the Corporations and Charities System.

2.8 User Selects a Service That Is Not Currently Valid for the Entity

2.8.1 Description

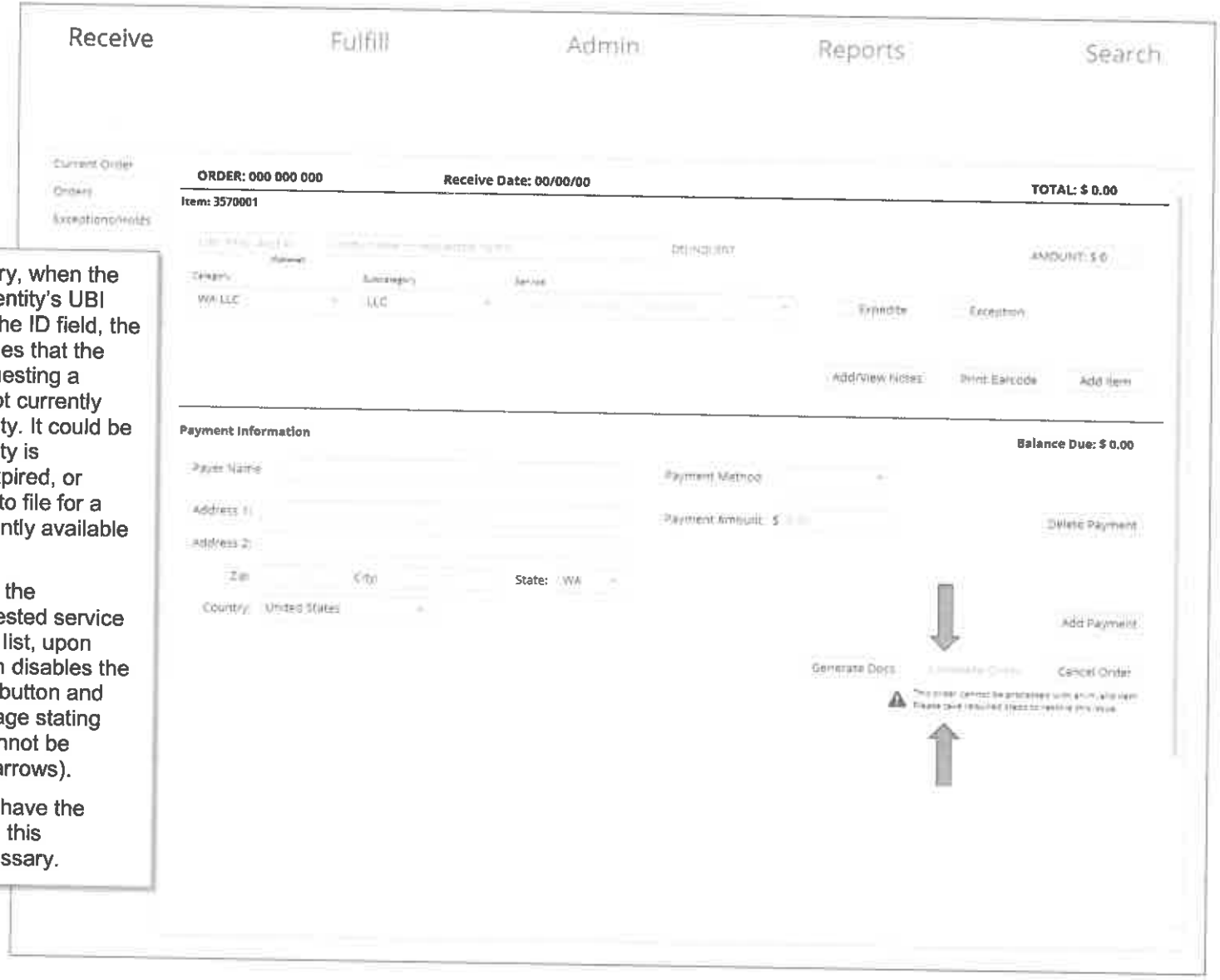
User Story #	Story Action
US075	A user creates an order for a service that is not currently valid for the customer. When the user selects that invalid service, the system indicates that the service is not valid, and does not allow the user to complete the order. The system provides the ability for the user to generate a letter to the customer detailing why the order is being returned to the customer.

2.8.2 Wireframes

2.8.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.8.2.2 Enter Entity and Item Details



For this user story, when the user enters the entity's UBI and tabs out of the ID field, the system determines that the customer is requesting a service that is not currently valid for that entity. It could be because the entity is delinquent, or expired, or otherwise trying to file for a service not currently available to it.

The user selects the customer's requested service from the Service list, upon which the system disables the Complete Order button and displays a message stating that the order cannot be processed (see arrows).

A supervisor will have the ability to override this restriction if necessary.

2.8.2.3 Generate Letter to Customer

The user clicks the Generate Docs button (see arrow), which triggers the system to generate a letter to the customer indicating why their order is being rejected. The user clicks Print to print the letter, encloses the letter with the customer's order and payment, and sends the order back to the customer.

Receive Fulfill Admin Reports Search

Current Order
Orders
Exceptions/Holds

ORDER: 000 000 000 Receive Date: 00/00/00 TOTAL: $ 0.00

Item: 3570001

AMOUNT: $ 0

Category WA LLC Subcategory LLC

Exception

Print Barcode Add Item

Payment Information

Payer Name

Address 1:

Address 2:

Zip: City:

Country: United States

Balance Due: $ 0.00

Delete Payment

Add Payment

Generate Docs Cancel Order

This order cannot be processed with an invalid item. Please take required steps to resolve this issues.

Documents Generated for This Item

Select All Clear All

✓ Item 357001, Invalid Service Exception Letter

View Email Print

2.8.2.4 Void and Close the Order

Once the user generates the letter to the customer, the Cancel Order button becomes the Void Order button (see arrow).

The user clicks Void Order to close the order, which is saved for future reference (as opposed to a canceled order, which is discarded).

The user is returned to the default view of the Current Order tab.

2.8.3 Non-UI Requirements

2.8.3.1 System Tracks Which Items Are Currently Valid for an Entity

Guided by Corporations and Charities business rules, the system tracks which service types are valid for each entity at any given point in time.

2.9 User Processes a Returned Item

2.9.1 Description

User Story #	Story Action
US006	A user receives a piece of mail containing a work item that was returned to the customer due to the item having an exception. The item as returned to the customer included a cover sheet with a barcode and an item number. There are three different paths to this user story, and the path followed depends on whether the customer included this cover sheet as instructed, or else did not include the cover sheet but did include identifying information somewhere on the returned item, or else returned neither the cover sheet nor any information that can be used to identify the item.

2.9.2 Path A: Returned Item Has a Barcode

2.9.2.1 Wireframes

There are no wireframes for this path of this user story.

2.9.2.2 Non-UI Requirements

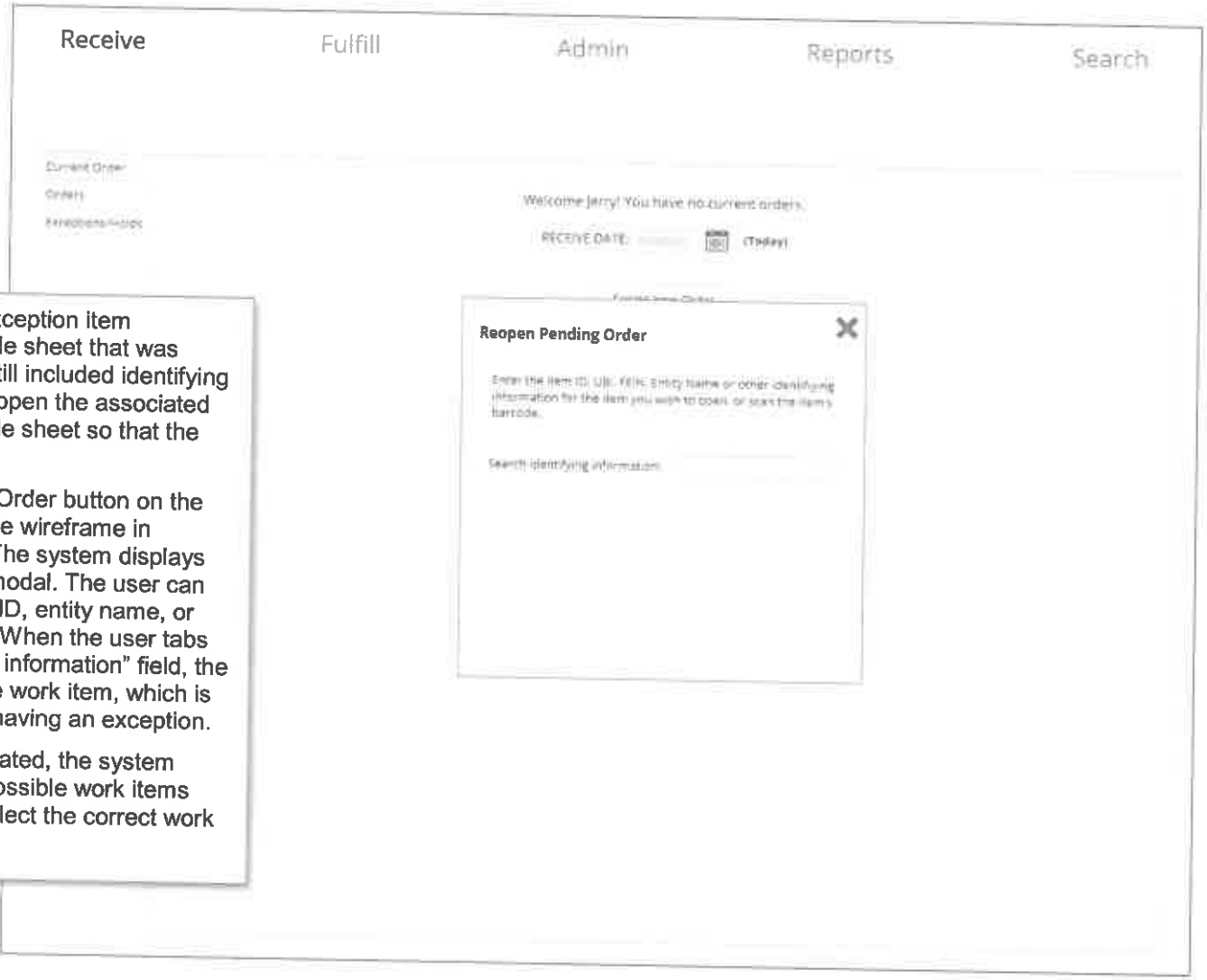
2.9.2.2.1 User Scans the Returned Item

The user does not need to perform any action in the system for the returned item. Since the item has its barcode sheet, the user scans the item just as they would any other item with a barcode sheet. The system indexes the returned document to the work item in the system, and the item appears in the Fulfill worklist with a status of Review Ready.

2.9.3 Path B: Returned Item Has Identifying Information but No Barcode

2.9.3.1 Wireframes

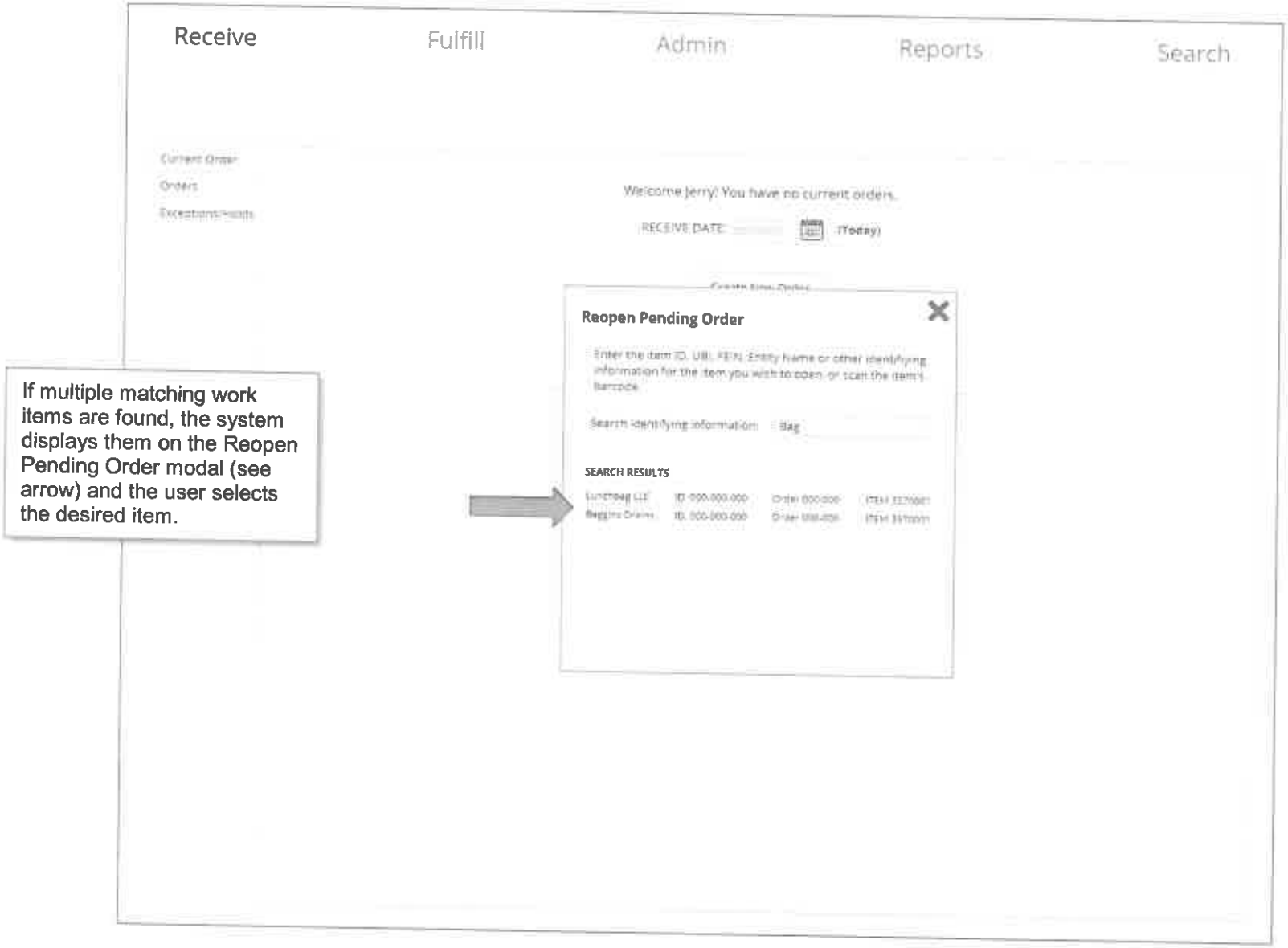
2.9.3.1.1 Open Pending Order



If the customer returns an exception item document without the barcode sheet that was included, but the customer still included identifying information, the user can re-open the associated order and print a new barcode sheet so that the document can be scanned.

The user clicks the Pending Order button on the default Current Order tab (see wireframe in Section 2.1.2.1 on page 4). The system displays the Reopen Pending Order modal. The user can search on the item ID, entity ID, entity name, or other identifying information. When the user tabs out of the "Search identifying information" field, the system attempts to locate the work item, which is in a pending state due to its having an exception.

If a matching work item is located, the system opens it directly. If multiple possible work items are located, the user must select the correct work item.


Receive
Fulfill
Admin
Reports
Search
Current Order
Orders
Exceptions/Holds
Welcome Jerry! You have no current orders.
RECEIVE DATE:
(Today)
Reopen Pending Order
Enter the item ID, UBI, FEIN, Entity name or other identifying information for the item you wish to open, or scan the item's barcode.
Search identifying information:
Bag
SEARCH RESULTS
If multiple matching work items are found, the system displays them on the Reopen Pending Order modal (see arrow) and the user selects the desired item.

2.9.3.1.2 Re-print Barcode

The pending work item is re-opened. The user locates the applicable item in the order and clicks the Print Barcode button for that item, and clicks Complete Order to close the order. The user then places the new barcode sheet on top of the returned document and scans it.

2.9.3.1.3 Complete Order

The user completes the order, as already detailed in Section 2.1.2.3 on page 6.

2.9.3.2 Non-UI Requirements

2.9.3.2.1 Scanned and Indexed Document Replaces Any Previous Version

Once scanned and indexed to the work item, if the work item already had an associated document image, the document image is given a new version number and supercedes the previous version of that document image in the system.

2.9.3.2.2 Work Item Appears in Fulfill Worklist

Once its associated document has been scanned and indexed, the returned work item appears in the Fulfill worklist with a status of Review Ready.

2.9.4 Path C: Returned Item Has Neither a Barcode Nor Any Identifying Information

2.9.4.1 Wireframes

2.9.4.1.1 Open Pending Order

The user attempts to locate the pending work item as depecited in Section 2.9.3.1.1 on page 35. In this path of this user story, the user is unsuccessful in locating the pending the work item.

2.9.4.2 Non-UI Requirements

2.9.4.2.1 Work Item is Routed to Exception Handling as Paper

A returned document for which the associated work item cannot be identified is routed to exception handling staff as a paper document. It is not yet scanned, as it cannot yet be indexed to an item. This scenario is referred to in the Corporations & Charities System To-Be Business Processes deliverable as a "No-ID Exception."

2.10 User Manually Tallies Batch Payments and the Tallies Match

2.10.1 Description

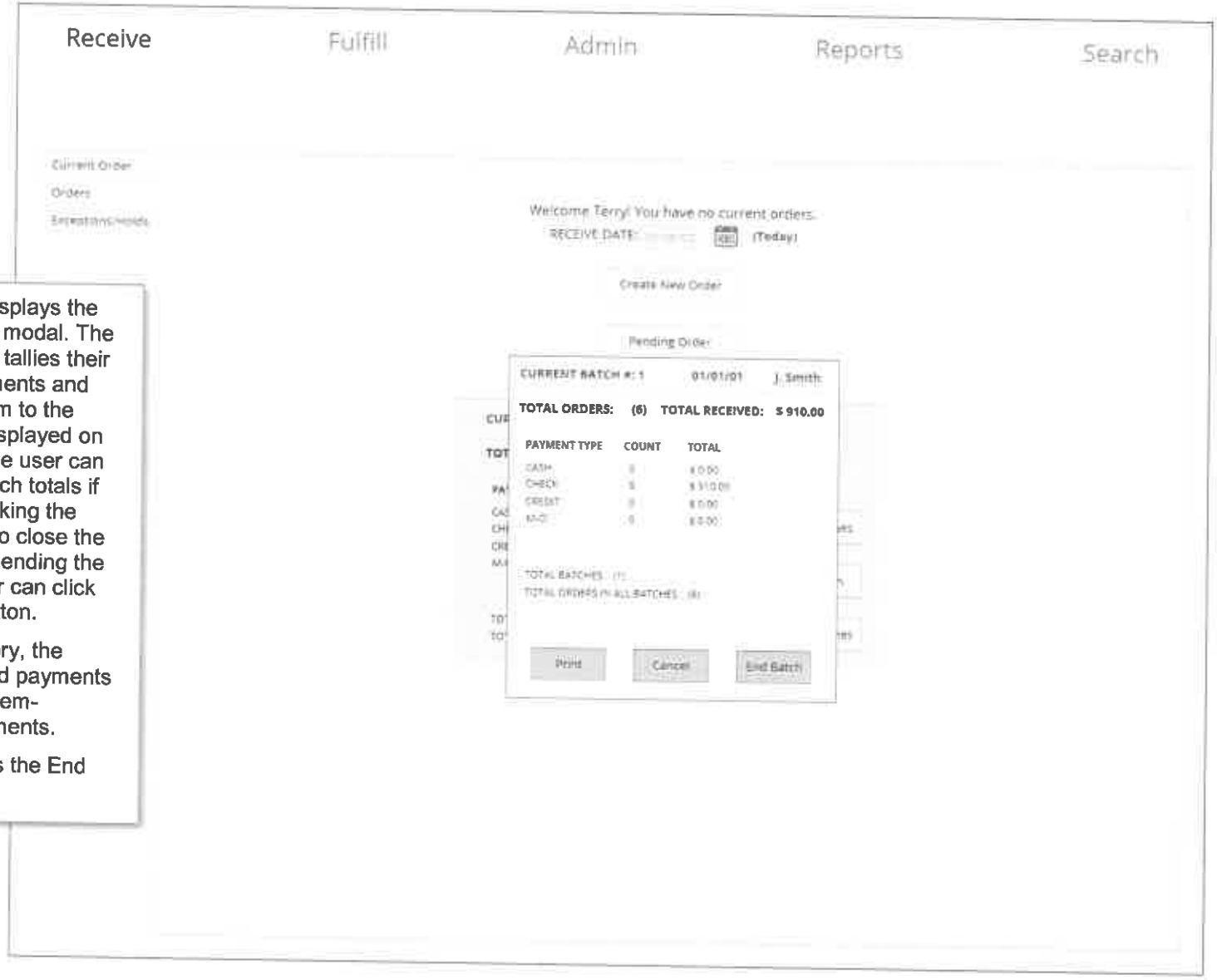
User Story #	Story Action
US007	A user finishes creating all of the orders in a batch and manually tallies the payments received. The manually tallied total matches the system-calculated total received payments for the batch. The user ends the batch in the system.

2.10.2 Wireframes

2.10.2.1 Select to End the Batch

When the user completes the desired number of work items for a batch and is ready to end the batch, the user clicks the End Batch button (see arrow).

2.10.2.2 Review Batch Details and Continue



The system displays the Current Batch modal. The user manually tallies their received payments and compares them to the batch totals displayed on the screen. The user can print these batch totals if desired by clicking the Print button. To close the modal without ending the batch, the user can click the Cancel button.

In this user story, the manually tallied payments match the system-tabulated payments.

The user clicks the End Batch button.

2.10.2.3 Next Batch is Started

When the user clicks End Batch, the system closes the Current Batch modal.

When the user ends a batch, the system automatically starts the next batch. The Current Batch number and Total Batches number both iterate by 1, all order and payment counts for the current order reset to 0, and the total number of orders from the previous batch is added to the Total Orders in All Batches count.

2.10.3 Non-UI Requirements

There are no non-UI requirements for this user story.

2.11 User Manually Tallies Batch Payments and the Tallies Do Not Match

2.11.1 Description

User Story #	Story Action
US008	A user finishes creating all of the orders in a batch and manually tallies the payments received. The manually tallied total does not match the system-calculated total received payments for the batch. The user reviews their completed orders in the system and compares them to the physical payments, identifies the order(s) with a discrepancy, corrects the discrepancy, confirms that the new system tally matches, and ends the batch.

2.11.2 Wireframes

2.11.2.1 Select to End the Batch

The user selects to end the current batch as already detailed in Section 2.10.2.1 on page 40.

2.11.2.2 Review Batch Details and Cancel

The user reviews the batch details and compares the batch totals to their manually tallied payments as already described in Section 2.10.2.2 on page 41. However, instead of finding no discrepancies and continuing, the user does find a discrepancy and cancels the ending of the batch.

2.11.2.3 Select Orders Tab and View My Orders

The user clicks the Orders tab, which displays the orders for which order entry has been completed.

2.11.2.4 Select Order That Has Discrepancy

The user configures the display filters to narrow the list of orders that the user will check for the discrepancy.

Once the user locates the order with the discrepancy, the user clicks the order number to reopen the order.

2.11.2.5 Edit and Complete the Order

The user makes the appropriate edits to the order with the discrepancy and re-completes the order. The process for doing this is very similar to the steps already detailed in Section 2.1.2.2 on page 5.

2.11.2.6 End the Batch

Once the user has successfully resolved the discrepancy, the user proceeds to close the batch as already detailed in Section 2.10.2.1 on page 40.

2.11.3 Non-UI Requirements

There are no non-UI requirements for this user story.

2.12 User Closes All of Their Batches for the Day

2.12.1 Description

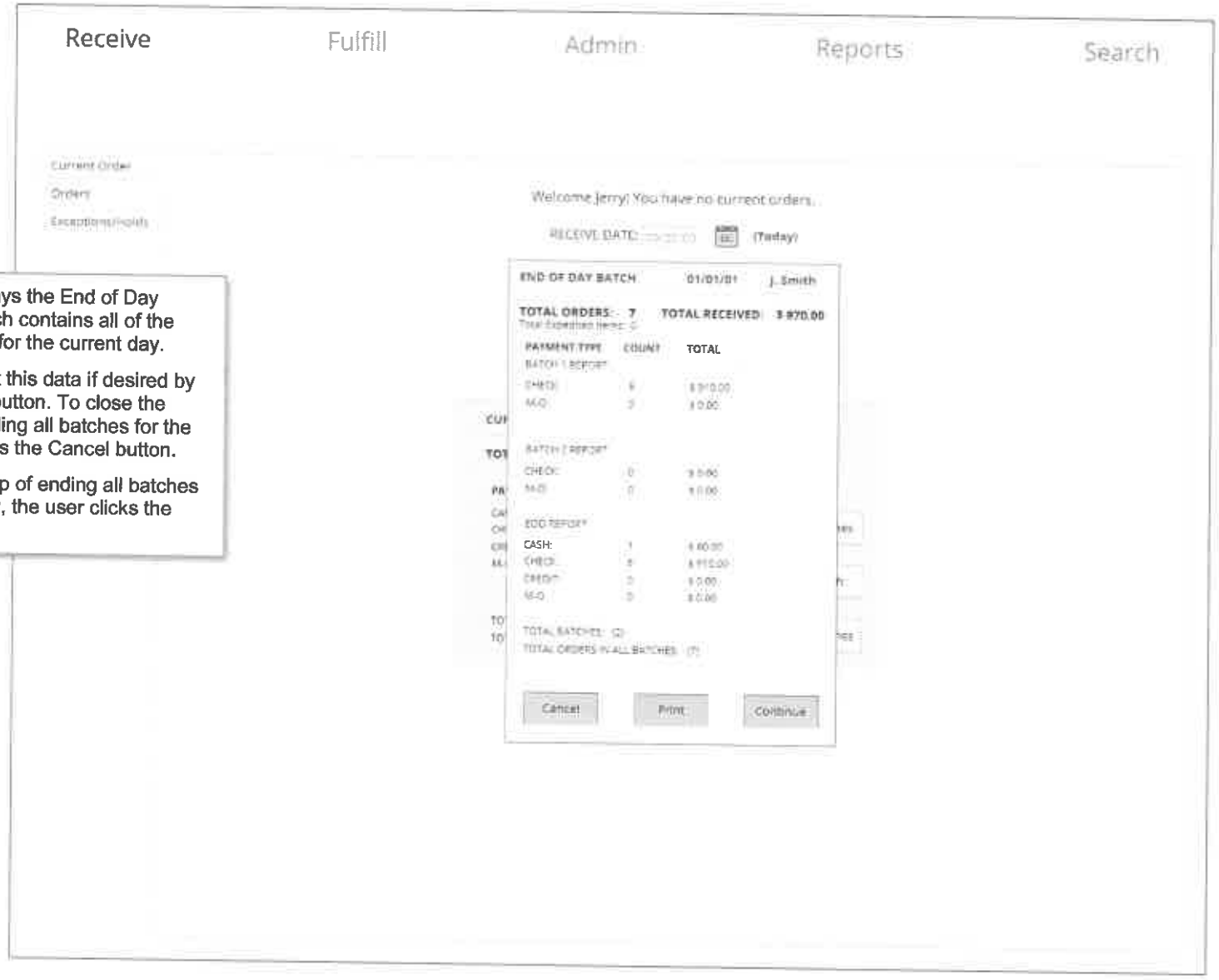
User Story #	Story Action
US009	A user has finished entering orders for the day and closes their batches.

2.12.2 Wireframes

2.12.2.1 Select to End the Batch

Before closing all batches for the day, the user should end their current batch as detailed in Section 2.10 on page 39. If the user selects to close batches for the day while the current batch still contains items, the Current Batch modal is displayed first, prompting the user to compare the system batch counts with their manual tallies before they close all batches.

2.12.2.2 Review End of Day Batch



The system displays the End of Day Batch modal, which contains all of the user's batch data for the current day.

The user can print this data if desired by clicking the Print button. To close the modal without ending all batches for the day, the user clicks the Cancel button.

To confirm the step of ending all batches for the current day, the user clicks the Continue button.

2.12.3 Non-UI Requirements

There are no non-UI requirements for this user story.

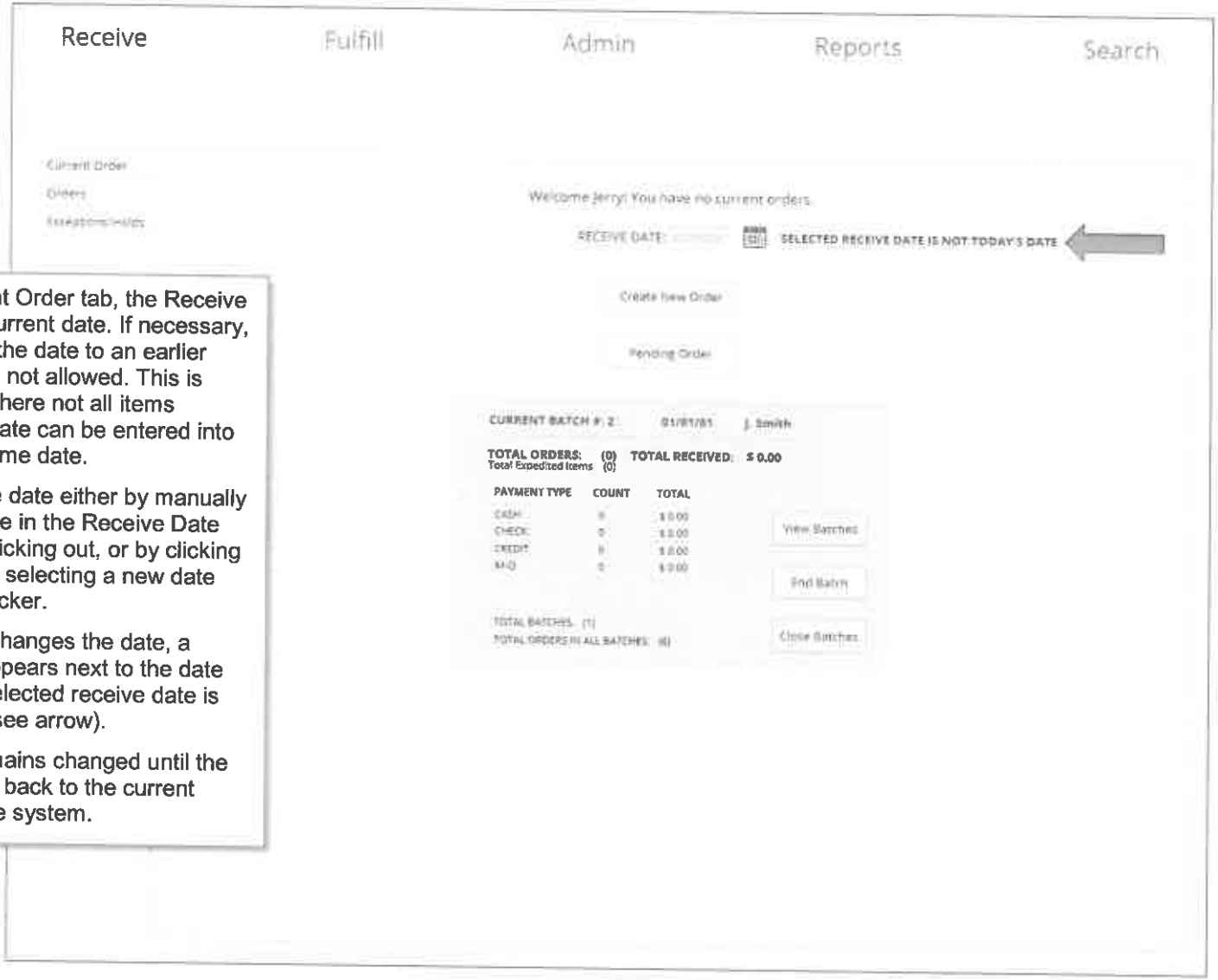
2.13 User Changes the Receive Date for Orders

2.13.1 Description

User Story #	Story Action
US010	By default, the Receive date for orders is the current date. However, a user can backdate the Receive date when necessary, such as when not all mailed items were entered into the system on the date when they were received. In this story, the user changes the Receive date to a past date.

2.13.2 Wireframes

2.13.2.1 Change the Receive Date



On the default Current Order tab, the Receive date defaults to the current date. If necessary, the user can change the date to an earlier one. Future dates are not allowed. This is helpful in situations where not all items received on a given date can be entered into the system on that same date.

The user changes the date either by manually typing the desired date in the Receive Date field and tabbing or clicking out, or by clicking the calendar icon and selecting a new date from a pop-up date picker.

As soon as the user changes the date, a reminder message appears next to the date field noting that the selected receive date is not the current date (see arrow).

The Receive date remains changed until the user either changes it back to the current date, or logs out of the system.

2.13.2.2 Changed Receive Date is Highly Visible on Orders

As on the default Current Order tab, the reminder message about the selected Receive date not being the current date also appears on the order form (see arrow).

2.13.3 Non-UI Requirements

There are no non-UI requirements for this user story.

2.14 User Enters an Order for a Reinstatement

2.14.1 Description

User Story #	Story Action
US011	A user receives a piece of mail containing a reinstatement for an expired entity. The user creates and completes the order.

2.14.2 Wireframes

2.14.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.14.2.2 Enter Entity and Item Details

The user enters the entity and item information as already detailed in Section 2.1.2.2 on page 5. The user selects Reinstatement as the service.

2.14.2.3 Enter Payment Information

The user enters the payment information as already detailed in Section 2.1.2.2 on page 5.

2.14.3 Requirements

2.14.3.1 Successfully Reinstated Entity Returns to Active Status

Once an Expired entity has been successfully reinstated, it returns to Active status in the system.

2.15 User Receives a Filing for a Delinquent Entity

2.15.1 Description

User Story #	Story Action
US012	A user receives a piece of mail containing a filing for an entity that is delinquent. The actions available to the user depend on the type of filing that was received.

2.15.2 Wireframes

2.15.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.15.2.2 Enter Entity and Item Details and Payment Information

For this user story, the user enters the entity's UBI and tabs out of the ID field. The system immediately determines that the entity is delinquent, and the word "DELINQUENT" is displayed next to the entity name.

In the Service list, all services remain selectable, but all services except Annual Report are shown with a different color of font. This indicates to the user that Annual Report is the only service that is currently valid for this entity.

If the user selects Annual Report as the service, the system calculates the balance due based on the fee for a delinquent annual report.

Receive Fulfill Admin Reports Search

ORDER: 000 000 000 Receive Date: 00/00/00 TOTAL: $ 0.00

Item: 3570001

WA LLC LLC

Expedite Exception

New Formation

Add/View Notes Print Barcode Add Item

Annual Report

Payment Information

Balance Due: $ 0.00

Payer Name

Address 1:

Address 2:

Zip City:

Country: United States

Delete Payment

Add Payment

Complete Order Cancel Order

2.15.2.3 Complete Order

The user completes the order, as already detailed in Section 2.1.2.3 on page 6.

2.15.3 Non-UI Requirements

This user story does not have any non-UI requirements not already detailed in Section 2.8.3.1 on page 33.

3 Receive User Stories – Front Counter

3.1 Differences Between Front Counter and Mailed Filings Receive Screens

The order and item creation interface accessible to Front Counter staff for processing items from walk-in traffic is nearly identical to the interface used for creating orders and items from received mail. The following differences exist in the Front Counter version of the interface:

- The Front Counter version of the interface does not have the Print Barcode button, since all documents are locally scanned and manually attached to a work item.
- The Front Counter version of the interface has an Enter Data/Edit Data button, which allows the user to fulfill expedited work items.

3.2 User Creates and Fulfills an Order with One Item and One Payment – No Exceptions

3.2.1 Description

User Story #	Story Action
US013	A user receives an expedited filing from a customer. The user reviews the filing and finds no exceptions. The user creates a new order, adds the item to the order and fulfills it, and enters the payment information. The payment amount matches the item cost.

3.2.2 Wireframes

3.2.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

3.2.2.2 Enter Entity and Item Details

The user enters the item details and payment information as already detailed in Section 2.1.2.2 on page 5.

Receive Fulfill Admin Reports Search

ORDER: 000 000 000 Receive Date: 00/00/00 TOTAL: $ 0

Item: 3570001

Attach Docs Add/View Notes Enter Data Add Item

Payment Information Balance Due: $ 0

Payer Name Payment Method

Address 1: Payment Amount $

Address 2:

Zip City State WA

Country United States

Add Payment

Generate Docs Complete Order Cancel Order

The user can also add notes to an item, and also view notes that have been entered on the item. When the user clicks the Add/View Notes button, the system displays the Add/View Notes modal.

Past notes are displayed in the upper area of the modal. To enter a new note, the user types the note in the "Enter note" box and clicks Save.

Receive Fulfill Admin Reports Search

Current Order
Orders
Exceptions/Holds

ORDER: 000 0
Item: 3570001
Category
Attach Docs
Payment Inform
Payer Name
Address 1:
Address 2:
Zip:
Country: Ur

Add/View Notes

Notes on Item 3570001 - LLC New Formation

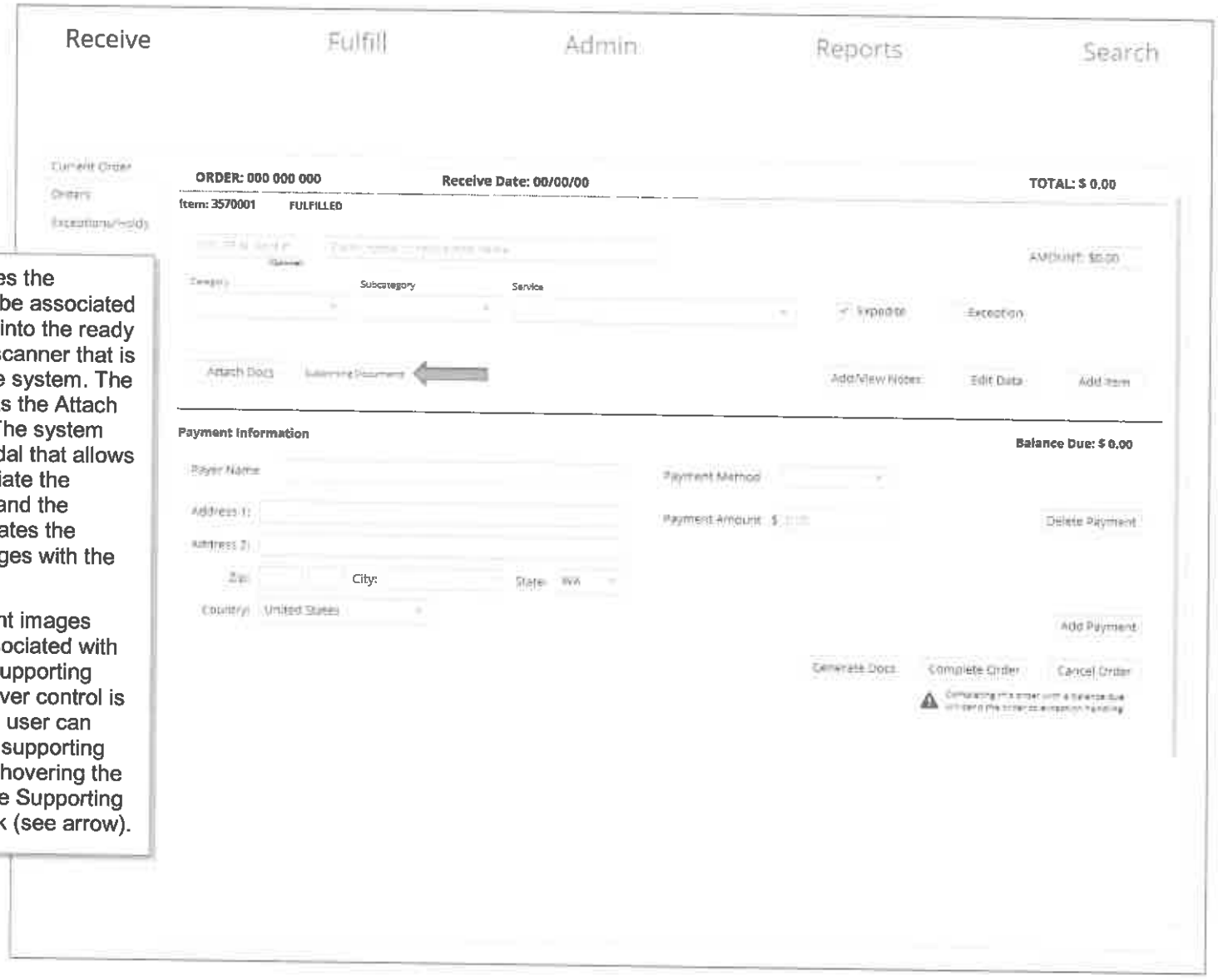
Date	Entered By	Note
02-20-2015, 10:26 AM	Lance Jackson	This is a note that was entered about this work item.
02-20-2015, 3:46 PM	Mary Reynolds	This is another note that was entered about this work item.

Enter note:

Save Cancel

TOTAL: $ 0
AMOUNT: $ 0
Exception
Enter Data Add Item
Balance Due: $ 0
Add Payment
mplete Order Cancel Order

3.2.2.3 Attach Supporting Documents



The user places the documents to be associated with the order into the ready position on a scanner that is attached to the system. The user then clicks the Attach Docs button. The system displays a modal that allows the user to initiate the scanning job, and the system associates the document images with the work item.

Once document images have been associated with the item, the Supporting Documents hover control is displayed. The user can view the list of supporting documents by hovering the pointer over the Supporting Documents link (see arrow).

3.2.2.4 Fulfill the Item

Receive Fulfill Admin Reports Search

Current Order

Orders

Data Entry Status: Incomplete Exception Status: No Exceptions Found Generated Docs: Not Yet Available

Register Charitable Organization

FEIN:

Entity name:

Entity email:

Send annual renewal reminders via email

Entity website:

Entity phone: Ext

Mailing address

Address 1:

Address 2:

Zip: City: State: WA

Country: United States

(Optional)
Street address Same as mailing address

Address 1:

Address 2:

Zip: City: State: WA

Country: United States

Other Addresses Used for Soliciting

Add Address

Federal Tax Exemption

Exempt

Non-exempt

Applied

Fulfill Save and Close

An item is fulfilled at the Front Counter only if it is expedited.

When the user selects the Expedite check box for an item, that item's Enter Data button is enabled. When the user clicks Enter Data, this system displays the appropriate form modal for the service selected for the work item. If the user entered an entity ID, the system pre-fills as many field's as possible with the entity's latest data.

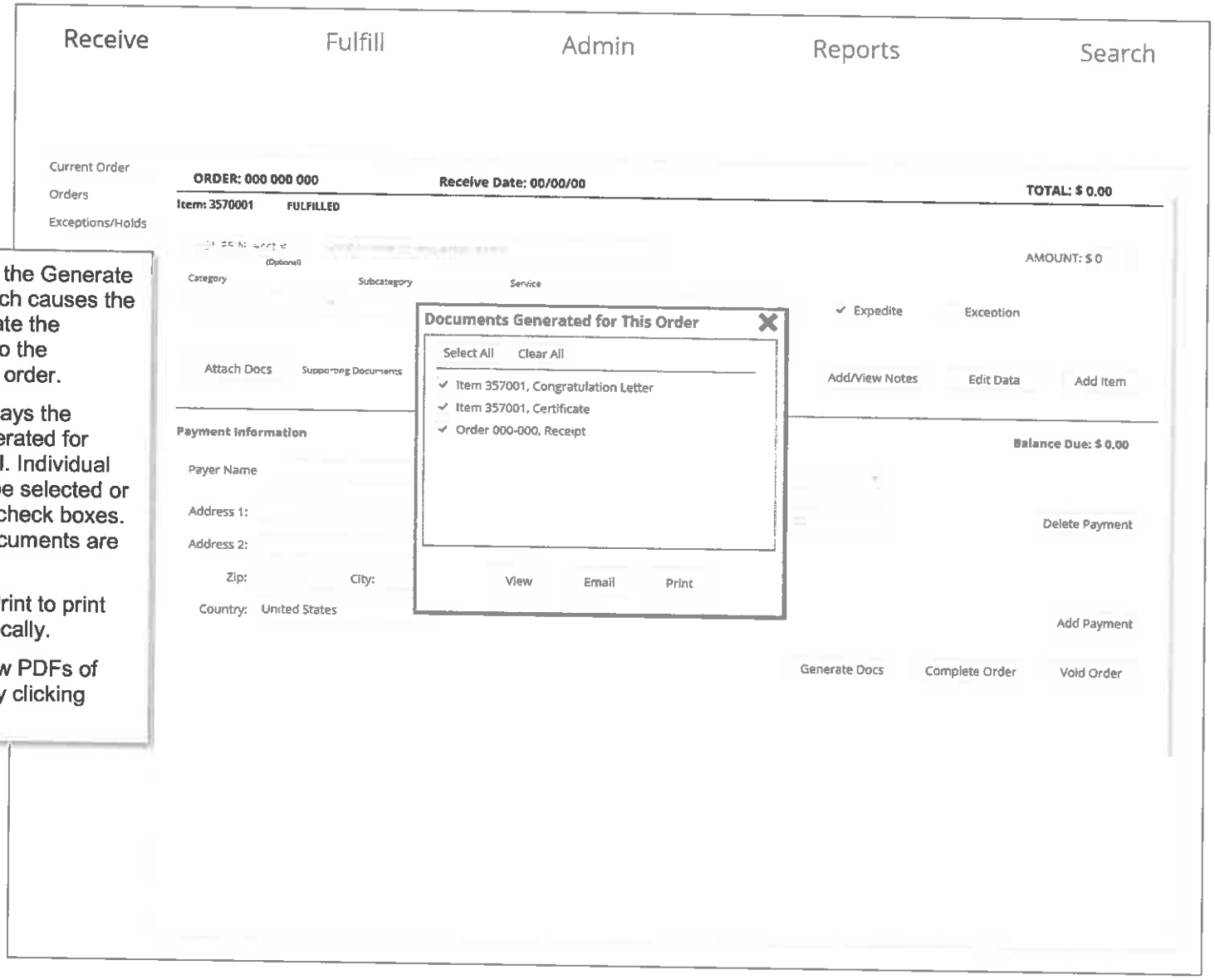
The user completes the form per the corresponding paper document supplied by the customer. When done, the user clicks the Fulfill button, which enables documents to be printed for the customer from the order view.

The user can also save the item information.without fulfilling the item by clicking Save and Close.

3.2.2.5 Enter Payment Information

The user enters payment information for the order as already detailed in Section 2.1.2.2 on page 5.

3.2.2.6 Generate Documents for Customer



The user selects the Generate Docs button, which causes the system to generate the documents due to the customer for this order.

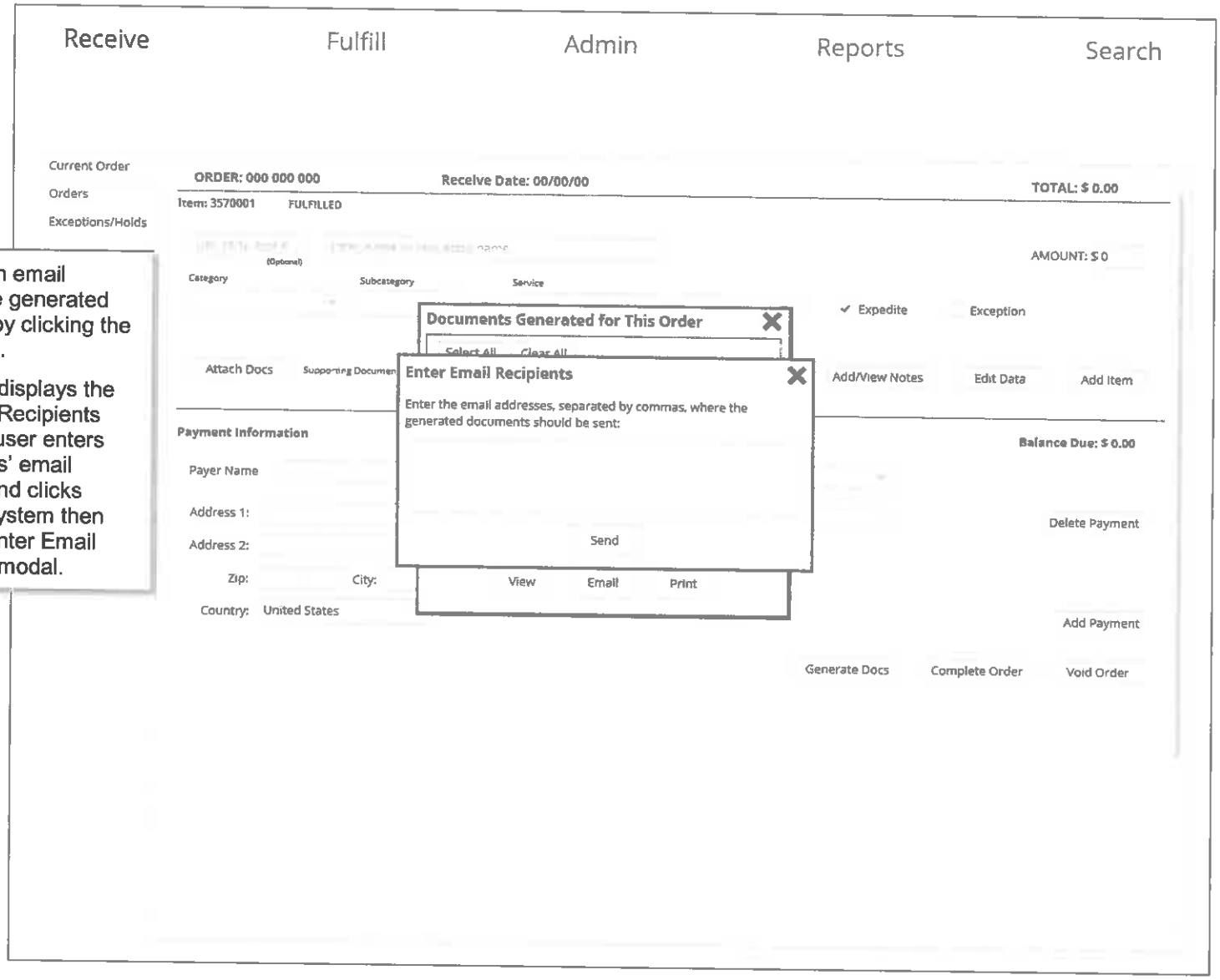
The system displays the Documents Generated for This Order modal. Individual documents can be selected or cleared via their check boxes. By default, all documents are selected.

The user clicks Print to print the documents locally.

The user can view PDFs of the documents by clicking View.

The user can email copies of the generated documents by clicking the Email button.

The system displays the Enter Email Recipients modal. The user enters the recipeints' email addresses and clicks Send. The system then closes the Enter Email Receipients modal.



3.2.2.7 Complete Order

The user completes the order as already described in Section 2.1.2.3 on page 6.

Receive Fulfill Admin Reports Search

Current Order
Orders
Exceptions/Holds

ORDER: 000 000 000 Receive Date: 00/00/00 TOTAL: $ 0.00

Item: 3570001 FULFILLED

AMOUNT: $ 0

Expedite Exception

Attach Docs Add/View Notes Edit Data Add Item

Payment Information Balance Due: $ 0.00

Payer Name Payment Method

Address 1 Payment Amount $

Address 2 Delete Payment

Zip City State WA

Country United States

Add Payment

Generate Docs Complete Order Void Order

3.2.3 Non-UI Requirements

3.2.3.1 Canceled Order is Not Saved in System

An order that has been canceled by the user is discarded. Once an order contains at least one fulfilled item, the order can no longer be canceled, and instead can only be voided.

3.3 User Creates an Order with Two Items and One Payment – No Exceptions

3.3.1 Description

User Story #	Story Action
US014	A user receives two expedited filings from a customer. The user reviews the filings and finds no exceptions. The user creates a new order, adds the items to the order and fulfills them, and enters the payment information. The payment amount matches the item cost. This user story is representative of any scenario in which an order contains multiple expedited filings.

3.3.2 Wireframes

3.3.2.1 Create New Order

The user creates a new order, as already detailed in Section 3.2.2.1 on page 60.

3.3.2.2 Enter Entity and First Item Details

The user enters entity and item information for the first item, as already detailed in Section 3.2.2.2 on page 61.

3.3.2.3 Attach Supporting Documents and Fulfill the First Item

The user attaches the first item's supporting documents and fulfills the item as already detailed in Section 3.2.2.3 on page 63 and Section 3.2.2.4 on page 64.

3.3.2.4 Add Second Item

The user adds a second item to the order as already detailed in Section 2.2.2.3 on page 9.

3.3.2.5 Attach Supporting Documents and Fulfill Second Item

The user attaches the second item's supporting documents and fulfills the item as already detailed in Section 3.2.2.3 on page 63 and Section 3.2.2.4 on page 64.

3.3.2.6 Enter Payment Information

The user enters payment information for the order as already detailed in Section 2.1.2.2 on page 5.

3.3.2.7 Generate Documents for Customer

The user generates documents for the customer as already detailed in Section 3.2.2.6 on page 66.

3.3.2.8 Complete Order

The user completes the order as already detailed in Section 3.2.2.7 on page 68.

3.3.3 Non-UI Requirements

There are no non-UI requirements for this user story not already detailed in Section 3.2.3 on page 69.

3.4 User Creates an Order with One Item and Two Payments – No Exceptions

3.4.1 Description

User Story #	Story Action
US015	A user receives an expedited filing from a customer. The user reviews the filing and finds no exceptions. The user creates a new order, adds the item to the order and fulfills it, and enters the payment information. The customer provides two payments. The total payment amount matches the item cost. This user story is representative of any scenario in which an expedited order is accompanied by multiple payments that equal the order's balance due.

3.4.2 Wireframes

3.4.2.1 Create New Order

The user creates a new order, as already detailed in Section 3.2.2.1 on page 60.

3.4.2.2 Enter Entity and Item Details

The user enters entity and item information, as already detailed in Section 3.2.2.2 on page 61.

3.4.2.3 Attach Supporting Documents and Fulfill Item

The user attaches the item's supporting documents and fulfills the item as already detailed in Section 3.2.2.3 on page 63 and Section 3.2.2.4 on page 64.

3.4.2.4 Add First Payment

The user adds the first payment, as already detailed in Section 2.3.2.2 on page 12.

3.4.2.5 Add Second Payment

The user addes the second payment, as already detailed in Section 2.3.2.3 on page 13.

3.4.2.6 Generate Documents for Customer

The user generates documents for the customer as already detailed in Section 3.2.2.6 on page 66.

3.4.2.7 Complete Order

The user completes the order as already detailed in Section 3.2.2.7 on page 68.

3.4.3 Requirements

There are no non-UI requirements for this user story not already detailed in Section 3.2.3 on page 69.

3.5 Customer Does Not Have Enough Money to Expedite, Makes No Payment

3.5.1 Description

User Story #	Story Action
US016	A user receives and fulfills a customer's expedited order. At payment time, the customer does not have enough payment to cover the base filing fee and expedite fee, and the Front Counter does not accept partial payments, so the customer makes no payment. The user saves the order, and it is added to the Exception worklist with a Balance Due exception.

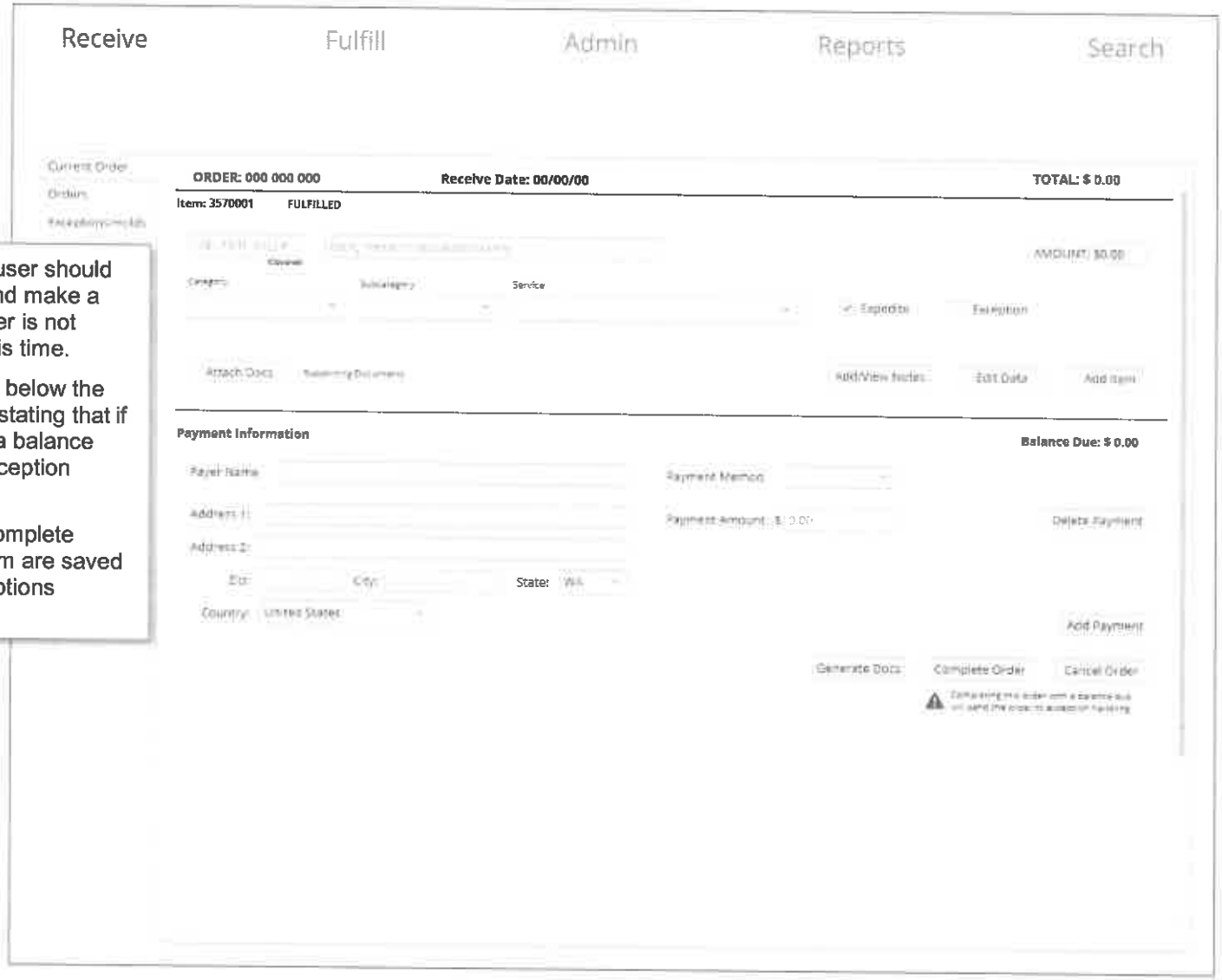
3.5.2 Wireframes

3.5.2.1 Enter Payment Information

For this user story, the user should click Add/View Notes and make a note of why the customer is not making a payment at this time.

A message is displayed below the Complete Order button stating that if the order is saved with a balance due, it will be sent to exception handling.

When the user clicks Complete Order, the order and item are saved and appear in the Exceptions worklist.



3.5.2.2 Complete Order

When the user clicks Complete Order, the order and item are saved and appear in the Exceptions worklist.

The default view of the Current Order tab is displayed, as already detailed in Section 3.2.2.7 on page 68.

3.5.3 Non-UI Requirements

There are no non-UI requirements for this user story not already described in Section 2.4.3 on page 18.

3.6 Customer Does Not Have Enough Money to Expedite, Customer Pays for Non-Expedite

3.6.1 Description

User Story #	Story Action
US017	A user receives and fulfills a customer's expedited order. At payment time, the customer does not have enough payment to cover the base filing fee and expedite fee, so the customer pays just the base filing fee and does not expedite the filing. The user saves the order, and it is added to the Fulfill worklist as a non-expedited order.

3.6.2 Wireframes

3.6.2.1 Enter Payment Information

The user enters the payment for the non-expedited order as already detailed in Section 2.1.2.2 on page 5.

For this user story, the user should click Add/View Notes and make a note that even though the item's data has been entered, the customer chose not to expedite it.

3.6.2.2 Complete Order

The user completes the order as already detailed in Section 3.2.2.7 on page 68.

The non-expedited item is processed just as if it had been received by mail, the difference being that the item's data has already been entered, meaning that the time for Fulfill staff to process the item will be reduced.

3.6.3 Non-UI Requirements

There are no non-UI requirements for this user story that have not already been detailed in other sections.

3.7 User Wishes to Complete an Order Containing an Unfulfilled Item

3.7.1 Description

User Story #	Story Action
US076	A user creates an order, enters data for an item, and saves and closes the data entry form without fulfilling the item. The user selects to complete the order, and the order and item are routed to exception handling because the item has not been fulfilled.

3.7.2 Wireframes

3.7.2.1 Create New Order

The user creates a new order, as already detailed in Section 3.2.2.1 on page 60.

3.7.2.2 Enter Entity and Item Details

The user enters entity and item information, as already detailed in Section 3.2.2.2 on page 61.

3.7.2.3 Attach Supporting Documents and Enter Item Data

The user attaches the item's supporting documents as already detailed in Section 3.2.2.3 on page 63. The user then begins entering form data for the item similar to what is detailed in Section 3.2.2.4 on page 64, but rather than completing the form and clicking Fulfill, the user clicks Save and Close.

3.7.2.4 Enter Payment Information

The user enters payment information for the order as already detailed in Section 2.1.2.2 on page 5.

3.7.2.5 Complete Order

A message is displayed below the Complete Order button stating that if the order is saved with an incomplete item, it will be sent to exception handling.

When the user clicks Complete Order, the order and item are saved and appear in the Exceptions worklist.

3.7.3 Non-UI Requirements

3.7.3.1 Order Completed with an Unfulfilled Item is Routed to Exception Handling

An order that is completed with an unfulfilled work item is placed into an exception state and appears in the Exception worklist.

3.8 User Receives and Processes a Returned Item

3.8.1 Description

User Story #	Story Action
US018	A user receives a returned item, searches for and opens it, and completes the item. This is most likely an item for which the customer received an exception letter, and rather than completing the item and returning it via mail, the customer elected to return the item in person. Per OSOS business rules, the returned filing is handled as an expedited filing.

3.8.2 Wireframes

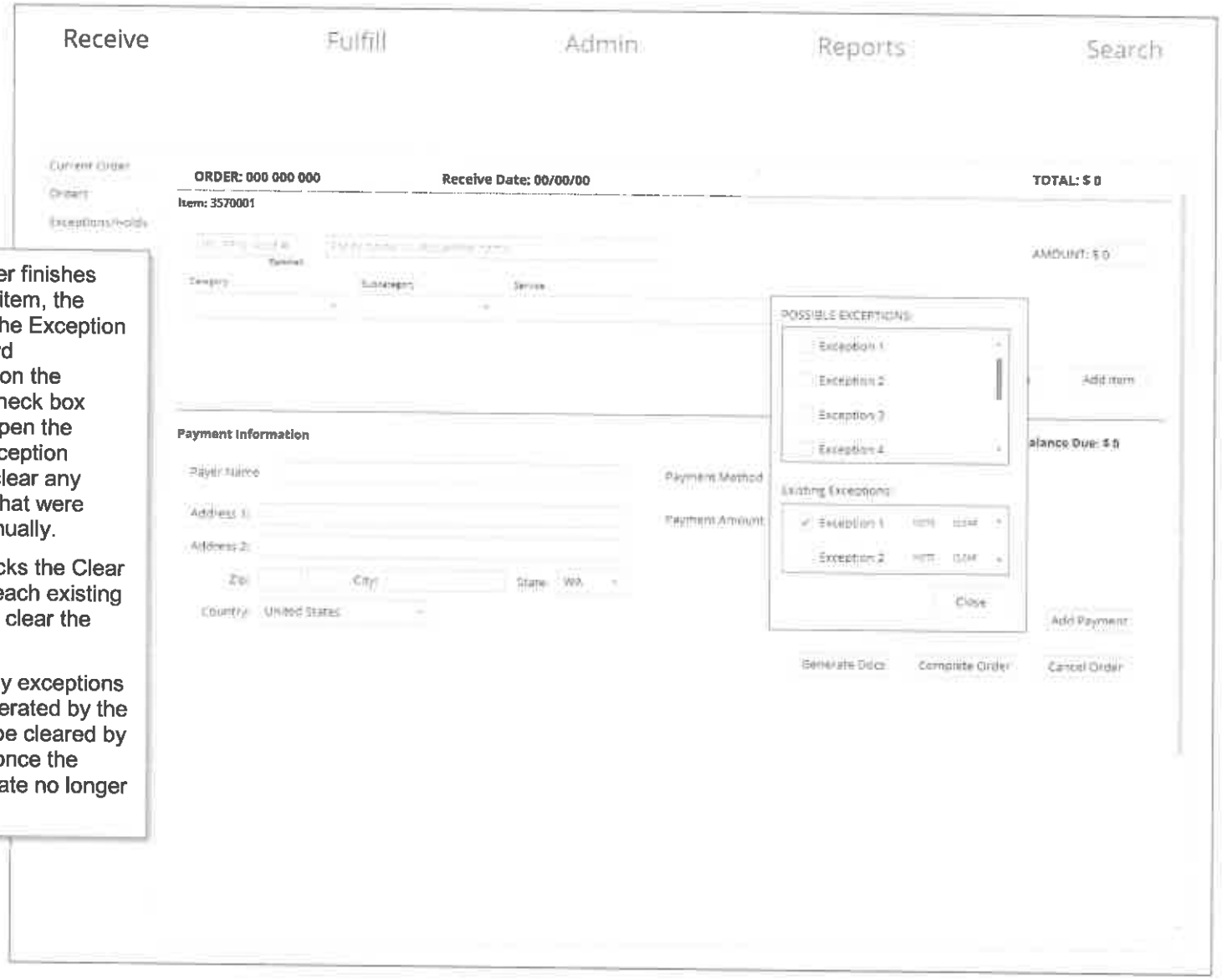
3.8.2.1 Search for Item

The user searches for the pending order as already detailed in Section 2.9.3.1.1 on page 35.

3.8.2.2 Scan and Update Item

The user attaches the item's updated supporting documents as already detailed in Section 3.2.2.3 on page 63. The user opens the item for editing by clicking the Edit Item button and updates the information as already detailed in Section 3.2.2.4 on page 64.

3.8.2.3 Clear Exceptions

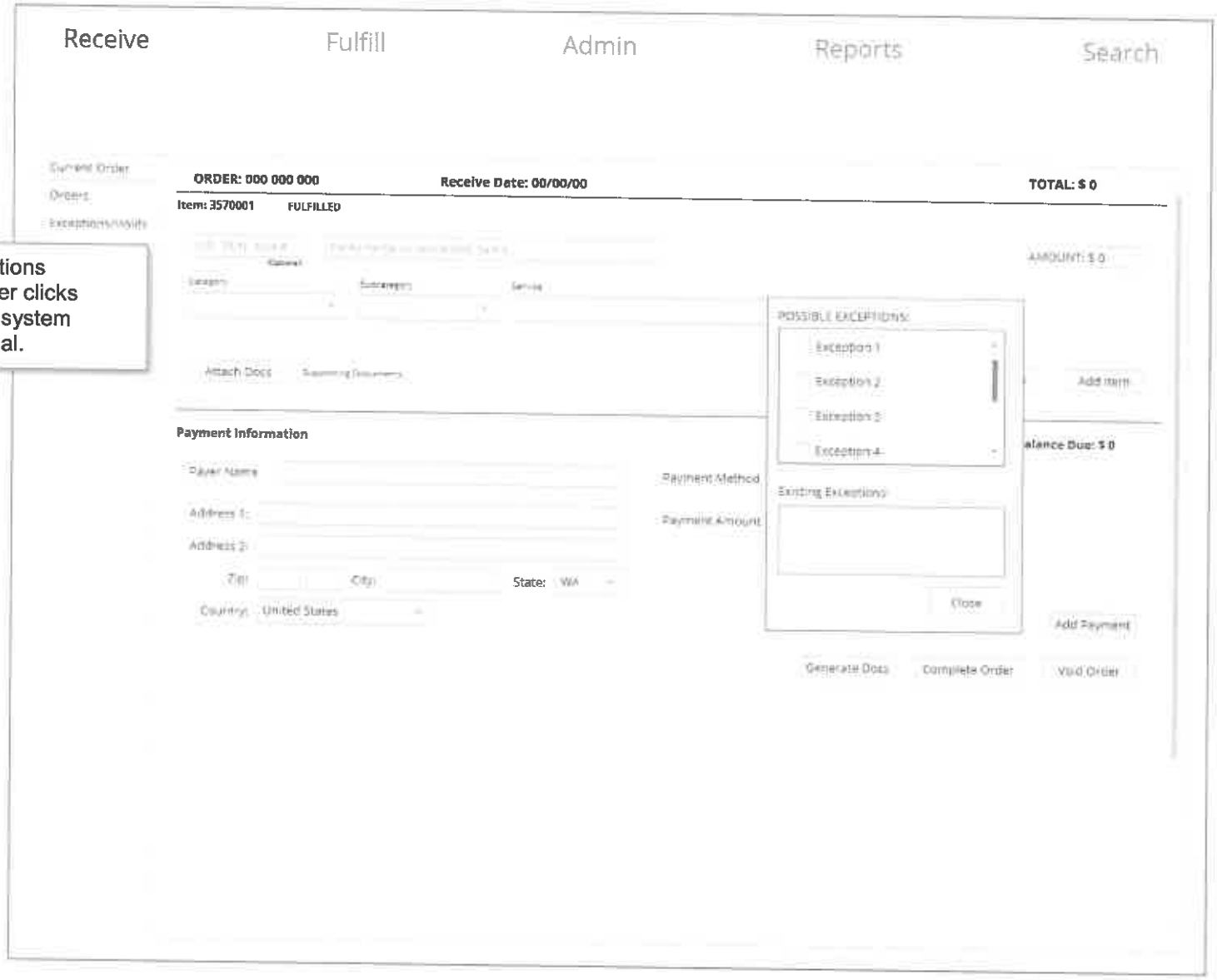


After the user finishes fulfilling the item, the user clicks the Exception link (the word "Exception" on the Exception check box control) to open the Possible Exception modal and clear any exceptions that were entered manually.

The user clicks the Clear link next to each existing exception to clear the exception.

Note that any exceptions that are generated by the system will be cleared by the system once the exception state no longer exists.

With the exceptions cleared, the user clicks Close, and the system closes the modal.



3.8.2.4 Generate Documents for Customer

The user generates documents for the customer as already detailed in Section 3.2.2.6 on page 66.

3.8.2.5 Complete Item

The user completes the order as already detailed in Section 3.2.2.7 on page 68.

3.8.3 Non-UI Requirements

3.8.3.1 Item Saved With Cleared Exceptions Removed from Exception Status

A work item that previously was in an exception state and has had its exceptions cleared and has been successfully saved is removed from the exception state.

3.9 User Manually Tallies Batch Payments and the Tallies Match

3.9.1 Description

User Story #	Story Action
US019	A user finishes creating all of the orders in a batch and manually tallies the payments received. The manually tallied total matches the system-calculated total received payments for the batch. The user ends the batch in the system.

3.9.2 Wireframes

3.9.2.1 Select to End the Batch

The user selects to end the batch as already detailed in Section 2.10.2.1 on page 40.

3.9.2.2 Review Batch Details and Continue

The user reviews the batch details and compares them to their manual tally as already detailed in Section 2.10.2.2 on page 41.

3.9.2.3 Next Batch is Started

The user starts the next batch as already detailed in Section 2.10.2.3 on page 42.

3.9.3 Non-UI Requirements

There are no non-UI requirements for this user story.

3.10 User Manually Tallies Batch Payments and the Tallies Do Not Match

3.10.1 Description

User Story #	Story Action
US020	A user finishes creating all of the orders in a batch and manually tallies the payments received. The manually tallied total does not match the system-calculated total received payments for the batch. The user reviews their completed orders in the system and compares them to the physical payments, identifies the order(s) with a discrepancy, corrects the discrepancy, confirms that the new system tally matches, and ends the batch.

3.10.2 Wireframes

3.10.2.1 Select to End the Batch

The user selects to end the current batch as already detailed in Section 2.10.2.1 on page 40.

3.10.2.2 Review Batch Details and Cancel

The user reviews the batch details and compares the batch totals to their manually tallied payments as already described in Section 2.10.2.2 on page 41. However, instead of finding no discrepancies and continuing, the user does find a discrepancy and cancels the ending of the batch.

3.10.2.3 Select Orders Tab and View My Orders

The user views their orders as already detailed in Section 2.11.2.3 on page 45.

3.10.2.4 Select Order That Has Discrepancy

The user locates and selects the order with the discrepancy, as already detailed in Section 2.11.2.4 on page 46.

3.10.2.5 Edit and Complete the Order

The user makes the appropriate edits to the order with the discrepancy and re-completes the order. The process for doing this is very similar to the steps already detailed in Section 2.1.2.2 on page 5.

3.10.2.6 End the Batch

Once the user has successfully resolved the discrepancy, the user proceeds to close the batch as already detailed in Section 2.10.2.1 on page 40.

3.10.3 Non-UI Requirements

There are no non-UI requirements for this user story.

3.11 User Closes All of Their Batches for the Day

3.11.1 Description

User Story #	Story Action
US021	A user has finished entering orders for the day and closes their batches.

3.11.2 Wireframes

3.11.2.1 Select to End the Batch

Before closing all batches for the day, the user should end their current batch as detailed in Section 2.10 on page 39. If the user selects to close batches for the day while the current batch still contains items, the Current Batch modal is displayed first, prompting the user to compare the system batch counts with their manual tallies before they close all batches.

3.11.2.2 Review End of Day Batch

The user reviews the end of day batch as already detailed in Section 2.12.2.2 on page 50.

3.11.3 Non-UI Requirements

There are no non-UI requirements for this user story.

3.12 User Waives or Otherwise Modifies Copy, Expedite, or Delinquency Fees

3.12.1 Description

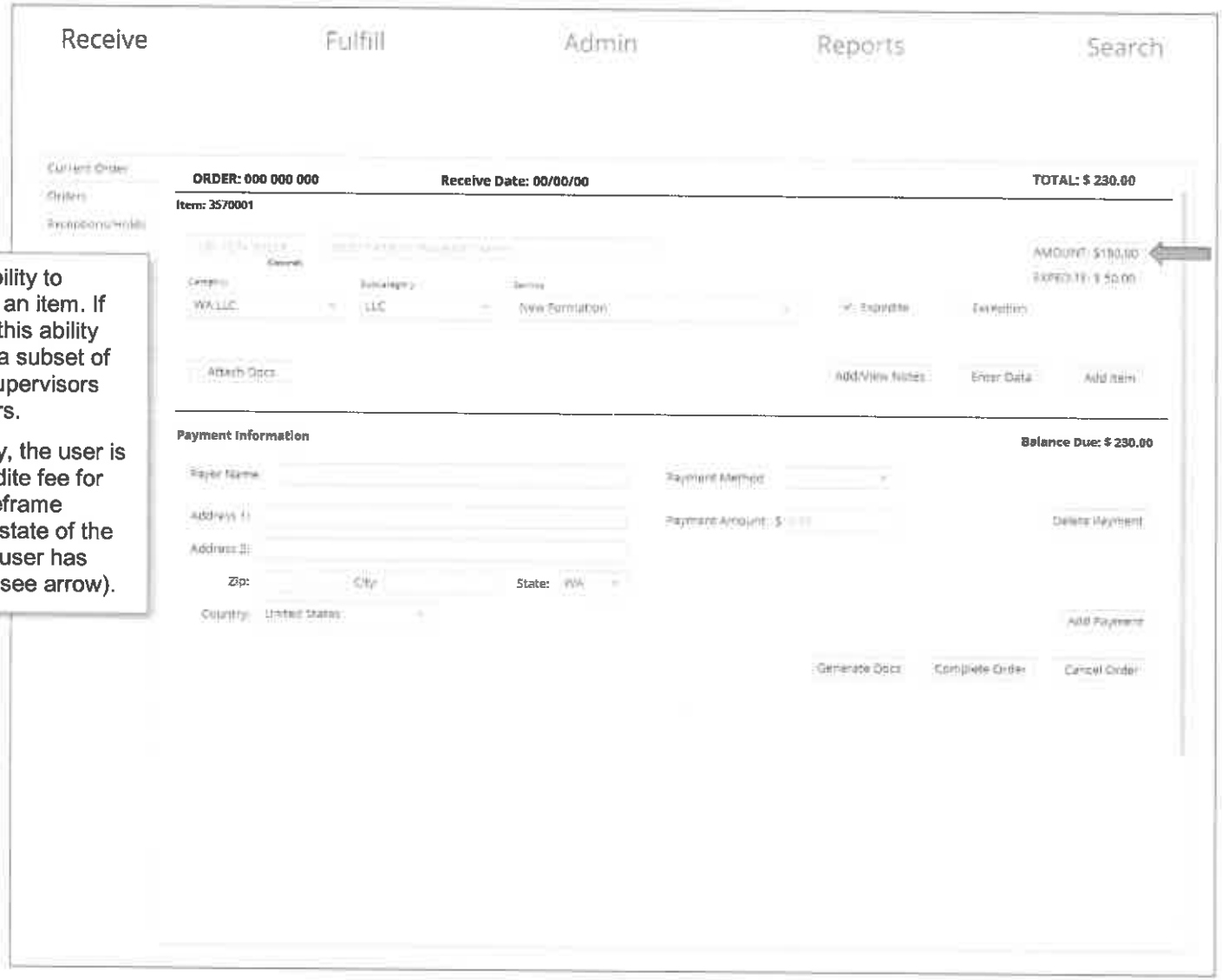
User Story #	Story Action
US023	At the user's discretion and in accordance with OSOS business rules, the user waives copy, expedite, or delinquency fees that normally would be added to a work item.

3.12.2 Wireframes

3.12.2.1 Modify the Fee Amount for an Item

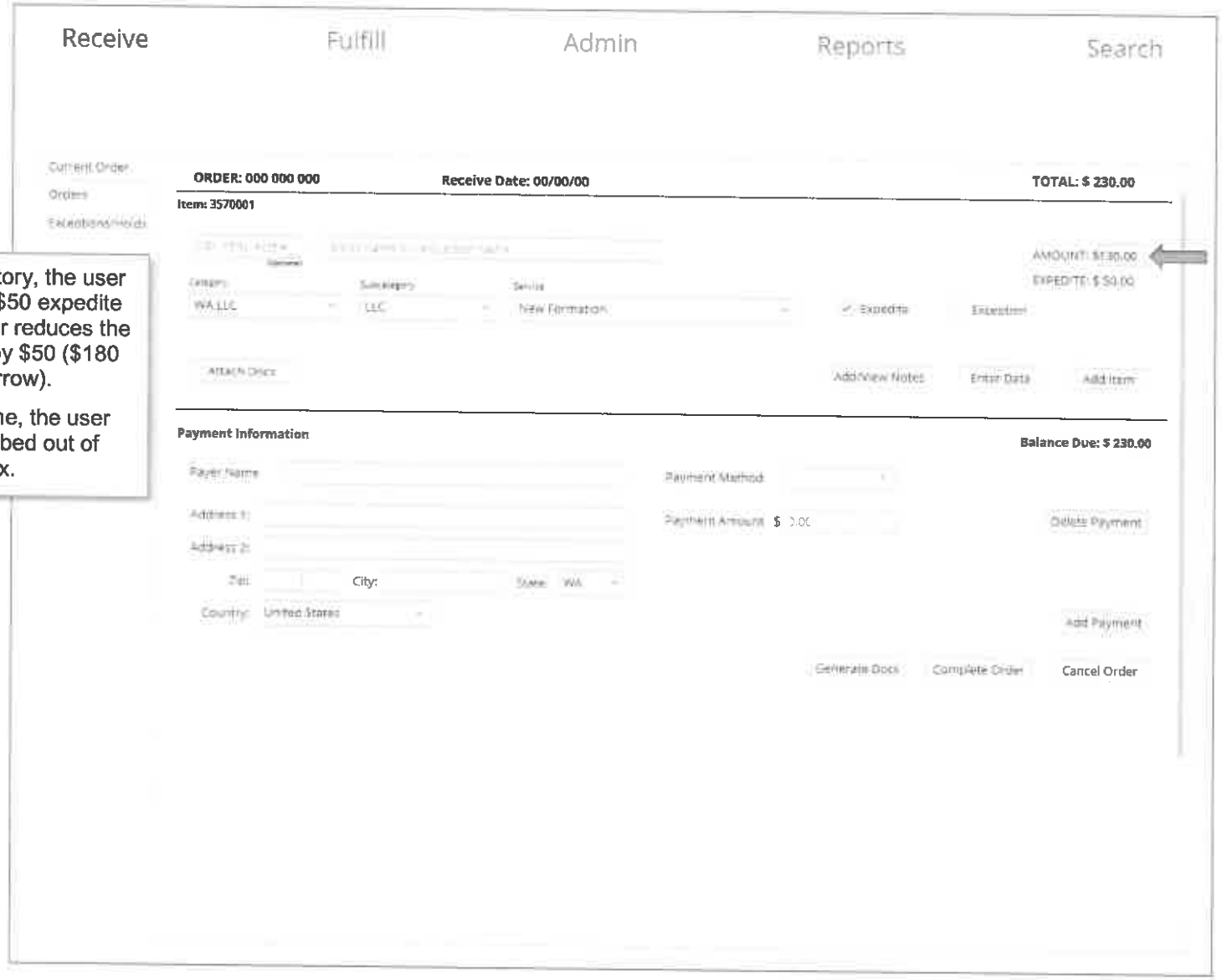
A user has the ability to adjust the cost of an item. If desired by SOS, this ability can be limited to a subset of users, such as Supervisors and Administrators.

For this user story, the user is waiving the expedite fee for an item. This wireframe depicts the initial state of the order, before the user has modified the fee (see arrow).



For this user story, the user is waiving the $50 expedite fee, so the user reduces the base amount by $50 ($180 to $130, see arrow).

In this wireframe, the user has not yet tabbed out of the Amount box.



3.12.2.2 Enter Note Explaining the Fee Modification

The user tabs out of the Amount box after changing the amount, prompting the system to display the Reason for Price Change modal.

The user selects the reason for the price change from the list provided, enters a note with more information, and clicks Save.

3.12.3 Non-UI Requirements

There are no non-UI requirements for this user story.

3.13 User Enters an Order for a Reinstatement

3.13.1 Description

User Story #	Story Action
US024	A user receives a piece of mail containing a reinstatement for an expired entity. The user creates and completes the order.

3.13.2 Wireframes

3.13.2.1 Create New Order

The user creates a new order, as already detailed in Section 3.2.2.1 on page 60.

3.13.2.2 Enter Entity and Item Details

The user enters entity and item information for the item, as already detailed in Section 3.2.2.2 on page 61. The user selects Reinstatement as the service type.

3.13.2.3 Attach Supporting Documents and Fulfill the Item

The user attaches the first item's supporting documents and fulfills the item as already detailed in Section 3.2.2.3 on page 63 and Section 3.2.2.4 on page 64.

3.13.2.4 Enter Payment Information

The user enters payment information for the order as already detailed in Section 2.1.2.2 on page 5.

3.13.2.5 Generate Documents for Customer

The user generates documents for the customer as already detailed in Section 3.2.2.6 on page 66.

3.13.2.6 Complete Order

The user completes the order as already detailed in Section 3.2.2.7 on page 68.

3.13.3 Non-UI Requirements

3.13.3.1 System Calculates Reinstatement Fees

The system calculates the customer's reinstatement fees based on the length of time that the entity was expired, per SOS business rules.

3.14 User Receives a Filing for a Delinquent Entity

3.14.1 Description

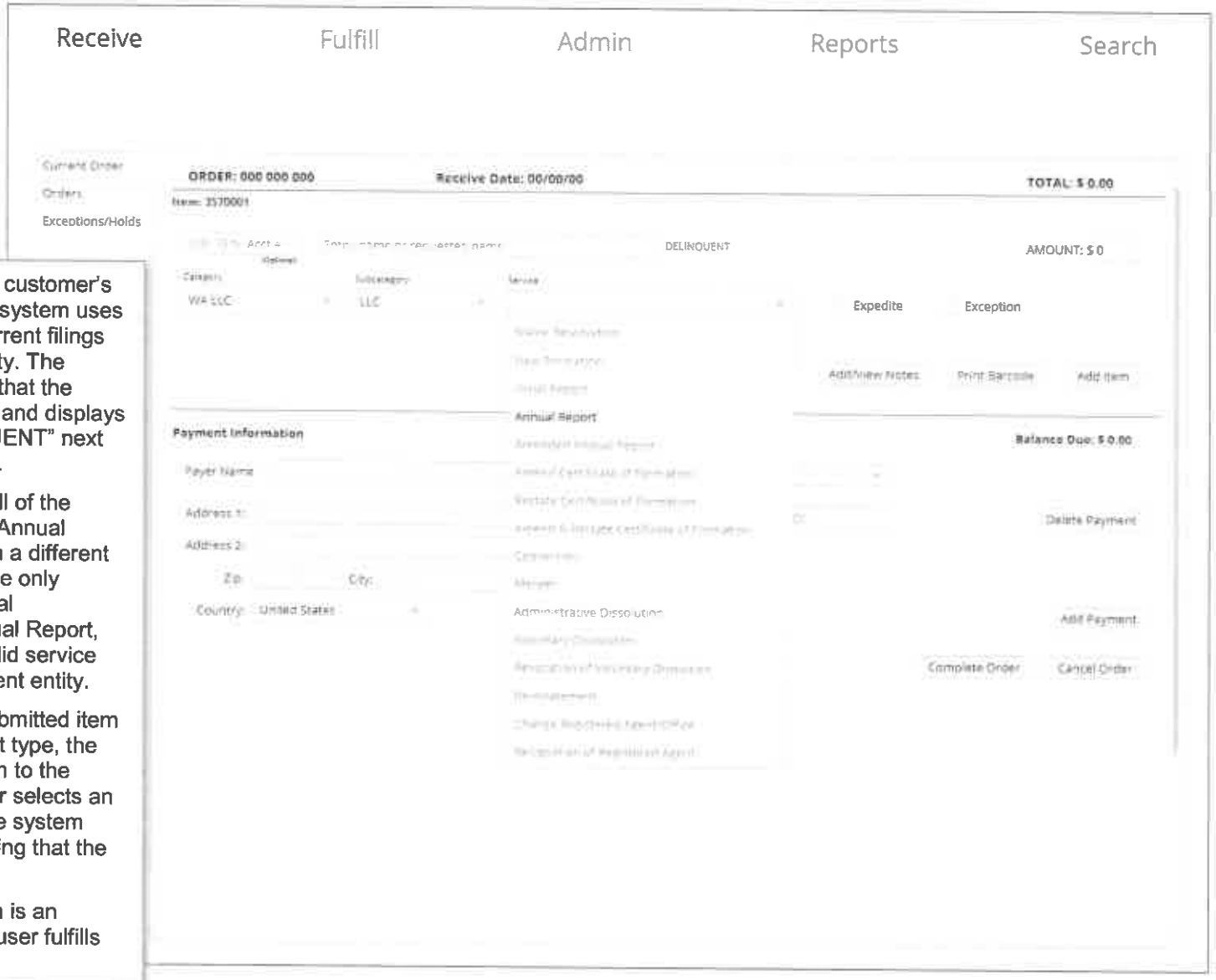
User Story #	Story Action
US025	A user receives a piece of mail containing a filing for an entity that is delinquent. The actions available to the user depend on the type of filing that was received.

3.14.2 Wireframes

3.14.2.1 Create New Order

The user creates a new order as already detailed in Section 3.2.2.1 on page 60.

3.14.2.2 Enter Entity and Item Details and Payment Information



The user enters the customer's entity ID, which the system uses to determine the current filings available to the entity. The system determines that the entity is delinquent, and displays the word "DELINQUENT" next to the entity's name.

In the Service list, all of the services except for Annual Report are shown in a different color than usual. The only service with a normal appearance is Annual Report, which is the only valid service type for the delinquent entity.

If the customer's submitted item is not Annual Report type, the user returns the item to the customer. If the user selects an invalid item type, the system displays text indicating that the item is not valid.

If the submitted item is an Annual Report, the user fulfills the item per usual.

3.14.3 Non-UI Requirements

3.14.3.1 System Tracks Entity Delinquency Status and Available Filings

The system tracks the active/delinquent status of each entity and uses this to determine which service types are available or unavailable to the entity when an entity is delinquent.

3.15 User Processes a Document Request for Regular or Certified Copies

3.15.1 Description

User Story #	Story Action
US026	A user receives an expedited document request for regular or certified copies.

3.15.2 Wireframes

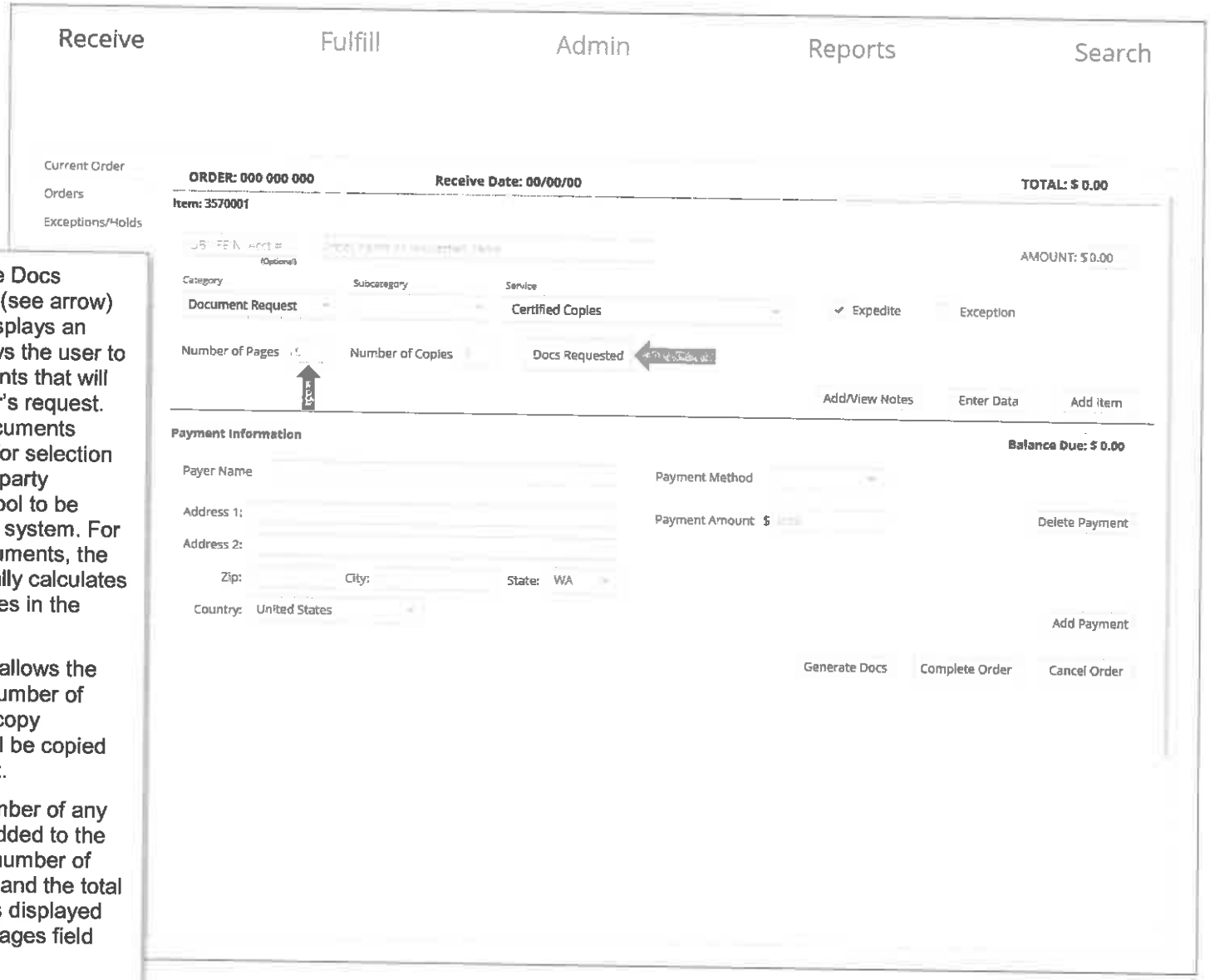
3.15.2.1 Create New Order

The user creates a new order as already detailed in Section 3.2.2.1 on page 60.

3.15.2.2 Enter Entity and Item Details

The user enters the entity and item information as already detailed in Section 3.2.2.2 on page 61. The user selects Document Request as the category and Copy or Certified Copy as the service type. The user selects the Expedited check box.

3.15.2.3 Select Requested Documents



The user clicks the Docs Requested button (see arrow) and the system displays an interface that allows the user to select the documents that will meet the customer's request. The viewing of documents being considered for selection is done via a third-party document image tool to be integrated with the system. For these imaged documents, the system automatically calculates the number of pages in the request.

The interface also allows the user to enter the number of pages of any hardcopy documents that will be copied to fulfill the request.

The calculated number of any imaged pages is added to the manually entered number of any copied pages, and the total number of pages is displayed in the Number of Pages field (see arrow).