Document Routing Logic

Initial Scan

The following routing logic applies to documents that have been scanned or uploaded into the CalSAWS Imaging Solution, processed through initial QA, and submitted.

1

If the document is not barcoded or the barcode found is invalid, the document will be routed to the following queue:

OCR Processing & OCR Handling

The Optical Character Recognition (OCR) technology attempts to process the document. If OCR is unable to identify the document, the document will be routed to one of the following queues:

(a) Exception / Exception Confidential

After a user reviews the document in the Exception / Exception Confidential queue and updates the document properties, they can select one of the following routing options:

(i) Exception Handling
- If the document is person-level, it will then be routed to 2 – Person Selection
- If the document is case-level, it will then be routed to 3 – Pre-Archive Processing

(ii) Document Removal
- This is the end of the process for the document. It will stay in this drawer until permanently deleted by the System based on data retention policy timeframes.

(iii) Other County Document
- The document will then be routed to 3 – Pre-Archive Processing

(iv) Barcode Verification
- This is for documents where the barcode is incorrectly indexed; the document will be routed to 1.b – Barcode Verification

(b) Barcode Verification / Barcode Verification Confidential

After a user reviews the document in the Barcode Verification / Barcode Verification Confidential queue and updates the barcode field, they can select one of the following routing options:

(i) Other County Barcode
- This is the default selection in most cases. The document will then be routed to 3 – Pre-Archive Processing

(ii) Exception
- This is for documents where the Form Name or Case Number/CIN is incorrectly indexed; the document will be routed to 1.a - Exception

(iii) Document Removal
- This is the end of the process for the document

2

If the document is a person-level document and OCR was able to identify the Form Name, the document will be routed to the following queue:

Person Selection

After a user manually reviews the document in the Person Selection queue and associates it to a person, they will route the document to Person Select Handling. From there, the document will be routed to Person Drawer Update, and then routed to 4 – Workflow Archive.

3

If a valid CalSAWS barcode is found or one of the Other County Department Capture Profiles is used, the document will be routed to the following queue:

Pre-Archive Processing

The document will then be routed to 4 – Workflow Archive.

A document may be routed to Task Generation if a document routing rule (DRR) has been configured for the document type or form name/number. Once the task has been generated or if there is no corresponding DRR, the document will be routed to the following queue:

4

Workflow Archive

Documents will sit in this queue until they are fully archived in the appropriate drawer.

Adding Back to the Workflow

Users can add documents that have been fully archived back to the Imaging workflow by clicking the Add to Workflow icon. They can select one of the following routing options.

1 [County Code] – Reindex – Form Only

When this option is selected via Archive, the document will be routed to the County Reindex / County Reindex Confidential queue. Once a user updates the necessary document properties (i.e., Form Name or County Code), they will route the document to Workflow Archive.

2 [County Code] – Document Removal

When this option is selected via Archive, the document will be routed to the County Document Removal drawer. This is the end of the process for this document.

3 [County Code] – Reindex All

When this option is selected via Archive, the document will be routed to the County Reindex All / County Reindex All Confidential queue. Once a user updates the necessary document properties (i.e., Case Number/CIN, Case/Person Name, Form Name or County Code), they will route the document to Workflow Archive.

Note: Documents can be viewed within drawers while still in workflow. The document may have a blue "RC Hold" stamp, which indicates that it is pending in one of the County-Maintained Workflow queue – **Barcode Verification, Exception, Person Selection, Reindex** or **Reindex All**.

The ability to access specific queues and routed document to specific queues is controlled by security rights. Users may not have access to all of the different routing options.

Example Scenarios

The following flows are examples of document routing logic that may occur.

Non-Confidential Barcoded Document with an Invalid Barcode

PRE-OCR
A user scans the documents, performs initial QA and submits the documents.

OCR PROCESSING & OCR HANDLING
Documents are processed by OCR, where OCR is unable to identify the barcode value.

BARCODE VERIFICATION
A user updates the barcode field and routes the document forward.

PRE-ARCHIVE PROCESSING

WORKFLOW ARCHIVE

Legend

- County-Maintained Workflow Queue

- System Queue

Non-Confidential Person-Level Document where OCR is unable to identify the Form Name

PRE-OCR
A user scans the documents, performs initial QA and submits the documents.

OCR PROCESSING & OCR HANDLING
Documents are processed by OCR, where OCR is unable to identify the Form Name.

EXCEPTION
A user updates the barcode field and routes the document forward.

EXCEPTION HANDLING

PERSON SELECTION
A user associates the document to a person.

PERSON SELECT HANDLING

PERSON DRAWER UPDATE

WORKFLOW ARCHIVE