

CalSAWS

California Statewide Automated Welfare System

Design Document

DDID - 2522

CA 214061 – Return Mail Capture Modes

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Imaging Team
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR

DRAFT

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1 OVERVIEW

1.1 Requests

Per DDID 2522, create a single case and a multi-case scan mode for returned mail which will do the following:

- 1) Capture the envelope with the 'return to sender' information
- 2) Capture case information from single case mode, system generated document, or cover sheet.
- 3) Capture all documents for the same case as one document (including envelope) with the following metadata:
 - a) Case Name
 - b) Case Number
 - c) Form Name
 - d) Form Number
 - e) Applicable Date
 - f) Received Date
 - g) Document Type - All images/documents will have the value: 'Returned Mail'
- 4) Returned mail will not be marked as 'received' by the CalSAWS Software for the system generated time sensitive (tracked) documents.

1.2 Overview of Recommendations

- Configure a single case returned mail capture mode
- Configure a multi-case returned mail capture mode

1.3 Assumptions

- Routing and mark received logic of Returned Mail scan modes are documented in CA-214058 (Environment Workflow Configuration)
- Details on final indexing of document scanned via Returned Mail scan modes are documented in CA-214035 (Store Index Values)
- Advanced Optical Character Recognition processing of documents is documented in CA-214048 (Categorize by OCR)
- Document scanned via the Returned Mail scan modes will have the Document Type, Form Name, and Form Number of "Returned Mail"

2 RECOMMENDATIONS

2.1 Returned Mail Scan Modes

2.1.1 Overview

Documents being scanned to a single case as returned mail will use the “Returned Mail Single-Case” or “Returned Mail Multi-Case” scan mode. To invoke “Returned Mail Single-Case” or “Returned Mail Multi-Case” scan mode, the user will navigate into the Imaging Solution and select “Capture” from the toolbar.

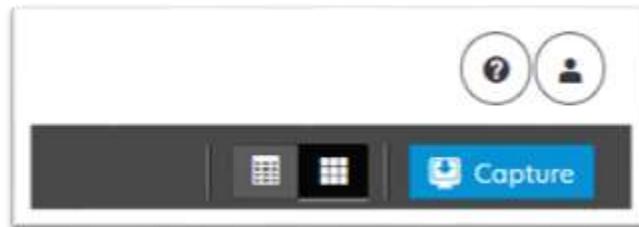


Figure 2.1.1.1 – Capture Mockup

2.1.2 Document Preparation

Documents scanned using the “Returned Mail Single-Case” or “Returned Mail Multi-Case” scan mode, may be arranged with the inclusion of generic separator sheets (patch sheets) to aid in document separation. Additionally an envelope can be scanned to be included with the document. Envelopes should be placed at the end of the document and serve to identify the end of a case or set of documents when being processed by advanced optical character recognition (OCR). Advanced Optical Character Recognition processing of documents is documented in CA-214048 (Categorize by OCR).

2.1.3 Initiating Scan

A dialog box will prompt the user to select “Returned Mail Single-Case” or “Returned Mail Multi-Case” from the list of available scan modes. The “Exception Routing” dropdown will be populated based off of exception queue, configurations of routing rules is documented in CA-214058 (Environment Workflow Configuration). Within the prompt the user will be presented with the option to define a “Received” and/or “Applicable” date, otherwise these fields will default to the scanning date. An optional “Bundle ID” representing the captured documents may be entered. Once documents have been properly prepared and placed in the scanner, the user will initiate scanning by pressing “Start”.

Figure 2.1.3.1 shows a dialog box titled "Capture and Indexing". The dialog contains the following fields and controls:

- Capture Profile:** A dropdown menu.
- Exception Routing:** A dropdown menu.
- Bundle ID:** A text input field.
- Applicable Date:** A date field with the value "04/02/2020".
- Received Date:** A date field with the value "04/02/2020".
- Buttons:** "Cancel" and "Start" buttons at the bottom right.

Figure 2.1.3.1 – Initiate Mockup

2.1.4 Scan Status

As pages are scanned into the imaging solution, the user will be presented with an upload prompt displaying thumbnails of each page as they are uploaded and processed. Once all the documents have been captured, the user will need to click the 'Open Batch' button in order to proceed to Quality Assurance and Finalization.



Figure 2.1.4.1 – Status Mockup

2.1.5 Scan Quality Assurance and Finalization

Once scanning has completed, the user will be presented with a preview of the scanned documents. If a document needs to be rescanned, or additional pages need to be added to the batch, the user can select the “Capture” icon from the left side of the toolbar (Fig. 2.3.5.1). The user will be presented with a “Add Pages” dialog to replace, or add pages before/after the currently selected document (Fig. 2.3.5.2). All documents scanned using this mode will be set to the documents type, form name, and form number of “Returned Mail”. Users will need to perform the following tasks (Fig. 2.3.5.3):

- a. Verify the quality of the scanned images are clear and undistorted
- b. Verify barcode numbers captured match barcodes on the images
- c. Verify the Applicable and Received Dates, updating as needed
- d. Separate the scan batch into individual documents
- e. **Single Case Only:** Specify the following field
 - Case Number

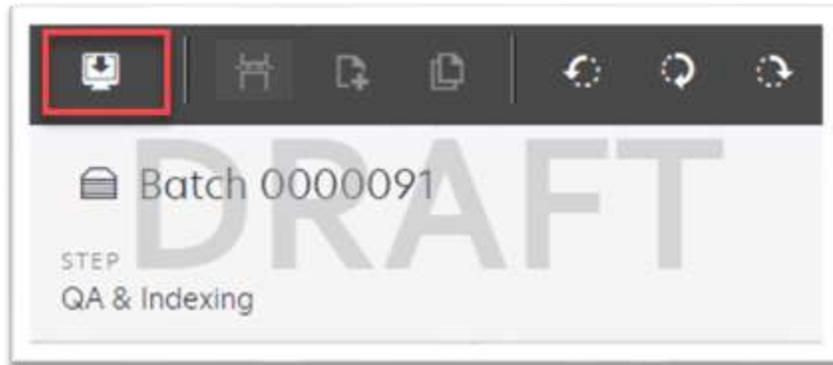


Figure 2.1.5.1 – Rescan/Capture Mockup

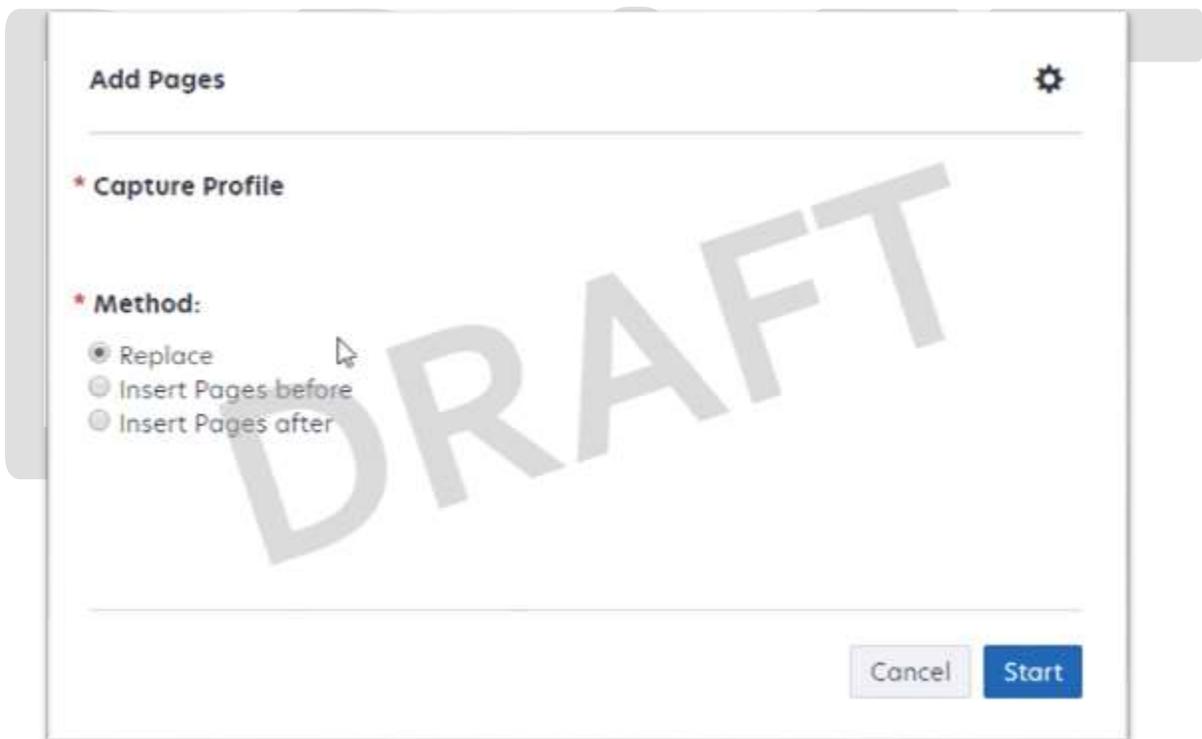


Figure 2.1.5.2 – Add Pages Mockup

PROPERTIES

* BARCODE NUMBER
0000001111111111

* PROGRAM SELECTION
Welfare to Work

* NO CHANGE SUPPORT
False

* APPLICABLE DATE
2020-04-30

* RECEIVED DATE
2020-03-31

* PERSON LEVEL OVERRIDE
False

* TASK OVERRIDE
False

Figure 2.1.5.3 – Properties Mockup

For the Returned Mail scan modes, the **Get Case Info** call will be performed leveraging the Case Number, entered by the user. If an invalid case number is provided, the user will not be able to finalize the scan. The following values will be retained from the webservice call and applied as metadata to the document:

- Case Name
- Case Unique ID

Once the user has verified that the returned case information matches the provided case number, the user will finalize the scan by selecting “Submit”.

3 REQUIREMENTS

3.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2522	<p>"The CONTRACTOR shall create a single case and a multi-case scan mode for returned mail which will do the following:</p> <ol style="list-style-type: none"> 1) Capture the envelope with the 'return to sender' information 2) Capture case information from single case mode, system generated document, or cover sheet. 3) Capture all documents for the same case as one document (including envelope) with the following metadata: <ol style="list-style-type: none"> 3a) Case Name 3b) Case Number 3c) Form Name 3d) Form Number 3e) Applicable Date 3f) Received Date 3g) Document Type - All images/documents will have the value: 'Returned Mail' 4) Returned mail will not be marked as 'received' by the CalSAWS Software for the system generated time sensitive (tracked) documents." 	<ul style="list-style-type: none"> • Routing logic of Returned Mail scan modes are documented in CA-214058 (Environment Workflow Configuration) • Details on final indexing of document scanned via Returned Mail scan modes are documented in CA-214035 (Store Index Values) • Advanced Optical Character Recognition processing of documents is documented in CA-214048 (Categorize by OCR) • Document scanned via the Returned Mail scan modes will have the Document Type, Form Name, and Form Number of "Returned Mail" 	<ul style="list-style-type: none"> • Configure a single case returned mail capture mode • Configure a multi-case returned mail capture mode

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