



doc-link User Licenses

Repository Users (per Concurrent User)

When a user opens *doc-link* on the desktop utilizing a desktop deployment or a Terminal Services deployment, a repository user is checked out on the server. The number of users that can be logged on to the system at the same time is limited to the number of repository users purchased.

Workflow Users (per Concurrent User)

Workflow Users are configured into the workflow process and a Workflow User License is required each time they open Workflow.

Workflow Approver Users (per Named User)

The Workflow Approver User allows the user to view documents in their workflow status, place stamps or annotations on the documents, and move them to the next workflow status. The Workflow Approver is not integrated with accounting software for posting and automatic indexing.

doc-link Modules

Repository Base System (per Server)

The Repository Base System provides the foundation for system configuration, data and image storage, and document retrieval. The base system includes the *doc-link* Administrator, the *doc-link* Client, one Scan-link module and five Concurrent Repository Users.

The ***doc-link* Administrator** is the administrative client that provides a unified interface to access configuration and management tools used for each *doc-link* module. From the *doc-link* Administrator documents that are indexed in *doc-link* and/or routed via Output Manager can be retrieved at any time by searching for key property values. Images are displayed in the viewer along with all property values indexed for that particular document.

All user actions associated with documents can be tracked with ***doc-link* Auditing**. Audit records are stored in the *doc-link* database and can be queried directly from the *doc-link* Administrator, or displayed in predefined Crystal Reports. The specific actions to be audited are configurable by top-level folder and document type.

The ***doc-link* Client** provides an indexing interface to manually enter document images into *doc-link*; user tools to search for and retrieve documents; and ad hoc email, fax and print capabilities. Note: the user must have access to a MAPI-compliant email or fax system to output images on demand using these methods.

Scan-link (per Scanner)

Scan-link is Altec's packaged scanning solution used to capture electronic images ready to be indexed into *doc-link*. The scan software is installed on a scan PC that is attached to an ISIS-compliant scanner with a compatible SCSI card or USB connection.

Scanned images are batched and placed in a designated shared network directory for further processing. A user can point to this share from the *doc-link* Client to manually index documents, and/or when collating scanned documents into Workflow.

Workflow Base System (per Server)

Workflow is the automation of a business process, in whole or part, during which documents, information or tasks are passed from one participant to another for action, according to a set of procedural rules. Workflow replaces the movement of paper documents through the business for approval and review, ultimately filing a completed document in *doc-link* for easy retrieval. The Workflow Base System includes five concurrent Workflow Users.

In *doc-link*, workflow is comprised of several modules:

The **Collator Module** takes TIF images that have been scanned, faxed or emailed to *doc-link*, and allows the user to create multi-page documents, pre-index and assign these documents to the proper workflow processing queues, thereby entering documents into the workflow process.

The **Workflow Module** allows users to run the documents through the various steps in their business process, as well as integrate with the various accounting packages supported by *doc-link*.

The **Workflow Supervisor Module** allows a designated workflow, or AP/AR, supervisor to manage documents in Workflow. If the user has 'Supervise Workflow' permissions, the module will run in full mode, allowing full access to change a document's workflow status and or queue. If the user has 'Monitor Workflow' permission, the module will run in a search only mode, allowing user to only view documents in different statuses.

Configuring Workflow (Workflow Manager): 'drag and drop' workflow tools accessed from the *doc-link* Administrator provide an easy-to-use UI where required workflow elements, such as those listed below, can be created:

- **Document types** - the type of documents that will be processed in the workflow.
- **Queues** - a collection of items in workflow. Documents in a queue can be in one of many different statuses, indicating where they are in the approval process.
- **Properties** - the properties that must be pre-indexed in the Collator and/or which property will be used to search for documents of this type in workflow.
- **Statuses** - the workflow statuses that correspond to different processing steps in the company's approval process.

Once the basic elements are defined, the Workflow Manager's designer tools are used to graphically configure the movement of documents through workflow by allowing the administrator to configure which statuses can send documents to other statuses. The administrator can also configure the movement of documents between workflows. Using these tools the admin will create a flow diagram as part of workflow configuration similar to a Microsoft Visio® diagram specifying each possible 'move' between workflow activities.

ERM Module (per Server)

doc-link ERM (Enterprise Report Management) facilitates the automated capture, data scraping, indexing, and archiving of printed output from legacy systems, manufacturing systems, accounting systems, or other business software. ERM is the modern day term for what used to be called COLD, or Computer Output to Laser Disc. With ERM, print streams can be captured and stored in *doc-link*,

providing permanent archival and quick access to reports, customer invoices, purchase orders and other vital business documents.

doc-link ERM supports the capture and indexing of ASCII, PCL and EMF-based print streams. Reports may be captured from multiple input sources and an input source can be a file system folder (local or network path) or the Windows print spool.

doc-link ERM also supports the use of templates that emulate pre-printed forms with documents such as invoices and checks, merging the template and the data when viewing, printing, faxing or emailing the document. With ERM, VBScript can also be used to manipulate or filter extracted data before, or after, the document is indexed into *doc-link*.

ERM Processing: for the user, ERM requires only that a document originating from a business application be printed using a special print driver configured to process either PCL or EMF based print spool files. If capturing Text files, the corresponding files are placed in a designated directory where the ERM Service can poll and process new documents.

Auto/Retro-Index (per Server)

Auto/Retro-Index provides the ability to index properties on an image that has been scanned, faxed or ERM captured into the *doc-link* system.

The **Auto-Index Module** takes a document that is minimally indexed and, based on information entered, searches for index properties from an ODBC-compliant database. It then retrieves additional index properties to associate with the image. Auto-index utilizes information that has already been entered into a database to populate many of the document's index properties in *doc-link*. The result is a vast increase in efficiency and accuracy. For example, by indexing an invoice with the vendor number and invoice number, the document can automatically be indexed with the date, vendor name, account numbers and total dollar amount by retrieving that information from the accounting database.

Supplemental Documents Module (per Server)

As an add-on to the *doc-link* Output Manager, documents can now be automatically routed with all relevant supporting (backup) documentation. The Supplemental Documents Module can automatically distribute documents in *doc-link* with backup information via all supported output methods - print, email, fax, FTP and file copy. Note: Printing and faxing documents is available for TIF images only. Word docs, Excel spreadsheets, PDFs, etc. can't be printed or faxed automatically from Output Manager.

Scan Batch Transfer Module (per server)

Scan Batch Transfer is an add-on module that allows users to transfer scanned batches remotely from one location to another for indexing into *doc-link*. Users will use the Scan-link software to save images to a designated batch location. Scanned batches are then delivered via FTP, or file copy over a LAN to a destination directory.

From the Scan Batch Transfer client interface the user can configure multiple output methods, schedule transfers, and monitor transfer progress. Server-side components run as a Windows NT Service.

Decollator Module (per Server)

The Decollator manages the process of extracting individual pages from a fax file containing multi-page documents or multiple documents. The Decollator runs as an NT Service that polls a directory where incoming faxes are placed. When new files are found, the Decollator separates the multi-page

TIFs into single-page TIFs and moves these images to a location where they can be processed by *doc-link*.

Fax-link Module (per Server)

Electronically moves incoming faxes to the proper network folder for manual indexing or processing into workflow. Inbound faxes are received from the fax software, decollated into individual pages and distributed to files based on information (i.e., sending fax number) contained in the CSID banner on the fax.

Barcode Module (per Server)

Barcode is a separate executable that enables barcode recognition and indexing of CCITT Group 4 TIF files by reading information contained in a barcode. Documents that are provided by an external source can be placed in a folder which the Barcode service polls. When the service detects images located in this folder, Barcode will perform the following tasks:

1. When more than one document type is assigned to a Barcode Source, Barcode will attempt to determine the document type for each document based on the identification script and barcode value.
2. Read all Barcode Zones for the Document Type as configured in setup.
3. Attempt to perform Auto-Indexing for the Document Type if configured.
4. Index the document into *doc-link*.

Event Manager Module (per Server)

The *doc-link* Event Manager is configured to query the *doc-link* database and send notifications via email to alert users when documents change workflow status. Now remote approvers and other users with various job responsibilities can respond quickly to time sensitive transactions when notified of the event via e-mail.

Event Manager runs as an NT Service on the *doc-link* server.

Event & Data Manager Module (per Database Connection)

doc-link Event & Data Manager includes all the functionality of the *doc-link* Event Manager Module. Additional features include the ability to monitor and trigger events based upon changes made to database fields, execute Visual Basic Scripts to add or update database fields, and configure events to use multiple queries and monitor very sophisticated database conditions. In addition, the ability to trigger, generate, and automatically distribute Crystal Reports based upon database events and thresholds is also included.

doc-link Smart Client Module (per Server)

Provides access to *doc-link* documents via an Internet HTTP or HTTPS connection. Smart Client users can view, save, print, email as attachments, and download documents from the *doc-link* repository no matter where they are - via the World Wide Web. Access to documents is controlled through a secure web login, *doc-link's* role-based security model, and property-level filtering. Altec provides the required DLLs to offer the *doc-link* Smart Client via a company's web server. The Smart Client is a thin client installation.

The *doc-link* Smart Client advantage:

- Gives external vendors and customers immediate access to invoices, delivery receipts, sales orders and other relevant documents without having to call and request them.

- Allows users to view documents without having to install and configure the standard *doc-link* client on their desktop.
- Software updates are automatically installed when user's login.

As an add-on feature, *doc-link* Smart Client can be configured to provide **remote workflow** functionality. If workflow is enabled, users can move documents to the next workflow status representing the next step in the approval process, and view supporting documents.

doc-link Web Client Module (per Server)

Users can now access *doc-link* documents via web browser. There's nothing to install on the desktop. Users simply navigate to the company's *doc-link* web site and log in. From the web page users can search, retrieve, view, save to file, email and print documents. With the *doc-link* Web Browser Client, the only requirements for accessing documents are an internet connection and Internet Explorer 6.0 or higher.

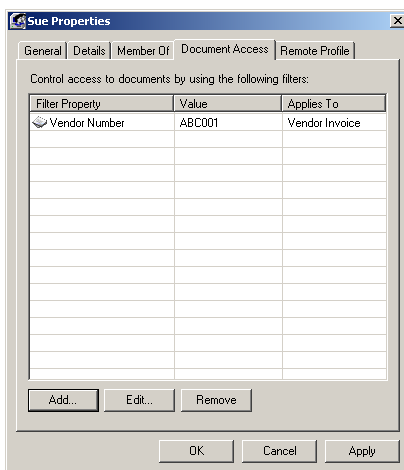
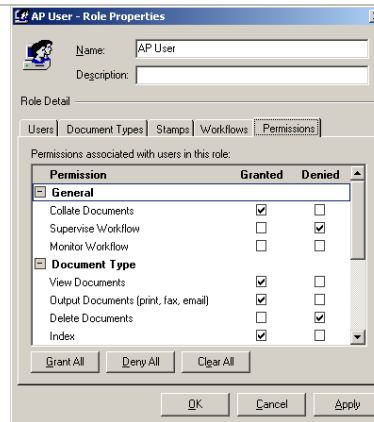
As with all *doc-link* products, the Web Browser Client respects *doc-link* roles and property-level security, ensuring that users have access to the appropriate documents. The web interface utilizes style sheets that can be customized to conform to the company's corporate branding.

doc-link Security

Security in all *doc-link* components are two-fold:

Role-based Security:

Users are assigned to roles that are associated with top-level folders and document types, stamps (both distribution and standard stamps), and specific workflows and workflow statuses. *Doc-link* administrators configure role permissions that explicitly 'Grant' or 'Deny' access to functionality.



Secure Property Filters:

With Secure Property Filters, you can now specify document access for a user based on the document's property values. Users can only access documents that are defined by their role membership.

However, if a secure property filter has been configured for the user, the filter will be applied each time they attempt to search or retrieve documents from the *doc-link* repository.

For example, you can create a user account for a customer that allows them to connect to *doc-link* over the Internet. They use *doc-link* Remote to retrieve their invoices. To ensure that they only retrieve their customer invoices, you create a secure property filter that limits them to viewing only Invoices indexed with their customer number.

Terms Used

These terms are provided to ensure that the terminology used in this document is clear and well defined.

Add Page Trigger	Triggers are used in <i>doc-link</i> for various purposes, usually to update the image files and index database files. Add Page Triggers are used to determine if a page is the beginning of a new document or if it should be added to the page in front of it, creating a multi-page document.
Auto-Index	Process where user manually indexes a document and <i>doc-link</i> retrieves additional index properties from the source database. One property, such as order number, is entered manually or in conjunction with the barcode module. This data element is used as the key to read a data file either in the <i>doc-link</i> database or another database that can be accessed on the network, and to return various other properties to fully index a new document into <i>doc-link</i> or update an existing document in <i>doc-link</i> .
Barcode Zone	Zones contain information to locate, read, validate and convert data contained in a barcode. Barcode uses information contained in a zone profile created to index the TIF image into <i>doc-link</i> . Multiple zones can be assigned for each document type, and multiple document types can be assigned to each input source.
Content Identifier	Content identifiers are used to uniquely identify the document type during ERM processing.
CSV	Comma Separated Value file format. With Output Manager, index properties can be routed in CSV format so they can be input into another table-oriented application such as Microsoft Excel or a database application.
Decollate	Decollation is the process of extracting individual pages from a file containing multi-page documents or multiple documents. For example, if you printed a batch of invoices, the file would need to be decollated into individual invoices before being processed by ERM.
Scan-link	Application used to create batches of scanned TIF files prior to indexing files into <i>doc-link</i> .
Document Type	Identifies the type of document or name a document is commonly referred to as. Every document stored in <i>doc-link</i> is associated with one document type. Examples of document types include invoice, check, signed delivery receipt and purchase order.
ERM	Enterprise Report Management (ERM) electronically captures printed output from an accounting or other business system and stores the document in <i>doc-link</i> . ERM can also be referred to as COLD or Computer Output to Laser Disc. Indexing is completed automatically by the ERM module, through setup definitions, to read fields from each document processed and index the specific document by those individual properties. For instance, a customer invoice can be printed to a file by the business system and be indexed automatically, after initial configuration, by invoice number, customer name, customer number, date, etc.

FTP	Acronym for File Transfer Protocol. Used for copying files to and from remote computer systems on a network using TCP/IP, such as the Internet.
Graphic Overlay	These are the electronic files that simulate the “paper form” that data would be initially printed upon for distribution to the customers. Art file that makes up layer one in a template. This layer consists of the standard lines, shading, block outs, and words that will appear on each use of the overlay. Standard overlays include invoice, check and purchase order.
HTML	Hypertext Markup Language. The recipient will receive an HTML page with a link to the document image when Output Manager distributes information as HTML.
Logo	Company logo makes up layer two in a template. The logo is placed in a pre-determined location in relation to the graphic overlay. The same as the business logo being printed on the business form by the printing company supplying your invoices. This is done using camera-ready art in black and white.
Manual Index	Process whereby property values are entered by hand into <i>doc-link</i> and the document is indexed into the <i>doc-link</i> file system and the properties updated into the SQL database for easy retrieval.
Native	The recipient will receive the document from Output Manager in the format ERM captures it in (either PCL or Text). For example, if an invoice is captured as a PCL document, the recipient will receive a PCL file.
Output Format	Format in which the document will be distributed. Output Manager output formats include TIF, CSV, XML, HTML, and Native.
Output Method	Method by which the document is distributed. <i>doc-link</i> and Output Manager output methods include email, fax and print. Additionally, Output Manager includes file copy, and FTP.
Properties	Properties are data categories commonly found on business documents. Different documents contain different properties and sets of properties. An individual document is identified by one or more that one property that distinguished it from all other documents, such as invoice number. However, many documents have properties in common, such as dates, vendor names, vendor codes, etc. Properties are the attributes that are used to index, store, locate, and route documents.
Recipient	Individual or organization that receives a document via Output Manager.
Routing List	Configuration information relating to the routing or distribution of one document type via Output Manager. Information includes the routing list groups and a filter, if necessary. Routing lists allows the user to configure properties for the distribution of a document type, minimizing configuration requirements.
Routing List Group	A group of recipients to which the document will be routed. Routing list groups allow the administrator to configure properties for a group of recipients when possible, minimizing configuration requirements.

Scheduled Retro-Index Process	<p>Process whereby at scheduled intervals <i>doc-link</i> attempts to retrieve additional index properties from a source database to retro-index a document that is already stored in <i>doc-link</i>. Only documents that have been earmarked as 'incomplete' (missing one or more expected properties) get placed in the Retro-Index queue for scheduled retro indexing. The <i>doc-link</i> Indexing Service polls the database for any new documents at scheduled intervals.</p> <p>For example an accounts payable invoice is indexed into <i>doc-link</i> when it is initially processed. When the check is captured by the ERM process and automatically indexed into <i>doc-link</i>, two of the properties are check number and invoice number(s). Retro-Index will automatically index each invoice paid by a check with the check number, using the invoice number on the respective check to find the invoice file and add the check number to the invoice. This ties the check to the invoices and the invoice to the check for retrieval.</p>
Template	Lies over the top of ERM document, giving it the appearance of having been printed on a pre-printed form. In <i>doc-link 2.x</i> templates can be applied to both text and PCL files.
TIFF	Acronym for Tagged Image File Format. A standard file format commonly used for scanning and storage of gray-scale graphic images. The user will be able to view a picture of the document in an image viewer. Microsoft desktop operating systems normally have a TIF viewer associated automatically to enable an individual to double click with the mouse on a TIFF attachment to an email and be opened on the desktop.
Triggered Retro-Index	Process whereby a trigger document is indexed and stored in the <i>doc-link</i> database, prompting an automated retro-index process on a related document that is already stored in <i>doc-link</i> . See the invoice – check example under scheduled retro-index process above.
XML	Acronym for Extensible Markup Language. A pared-down version of Standard Generalized Markup Language (SGML) designed especially for Web documents. If XML is selected for output format in Output Manager, index properties will be routed in XML format. Output Manager will extract an XML data file from the ERM captured document and automatically route the data file to the recipient in an XML file format by FTP or email.

Conclusion

It is our goal to have provided you with additional definition of each module and how it is used in the business process of moving your company a few steps toward a "paperless office." The various modules of *doc-link* can be configured together to provide you with a streamlined document management software system that is fully integrated with your daily business processes such as accounts payable approval and vouchering of invoices; and the automatic filing of the purchase order, packing slip (receiver), invoice and check for historical filing and random retrieval by management or auditors from the desktop.

Please direct further questions to the *doc-link* sales specialist or the *doc-link* consultant assigned to your installation process.

Thank you.