

Enterprise Content Management (ECM) System

Telephone and Utility Invoice Processing Module

Agency Desk Procedures

December 2008

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Enterprise Content Management (ECM) System Telephone and Utility Invoice Processing Module Agency Desk Procedures

Process Flow

The Office of the Chief Financial Officer, Controller Operations Division (COD) implemented the Enterprise Content Management (ECM) Invoice Processing Module for the Telephone Vendors (TELE) and Utility Vendors (UTVN) Systems invoices on January 14, 2008. The implementation of this module is in support of USDA's Lean Six Sigma objective to further automate and streamline invoice processing. A major benefit of this initiative is that electronic images of telephone and utility invoices are stored in ECM as soon as they are received. In the event of a disruption of normal business processes, these invoices can be retrieved and processed from an alternate worksite. Additionally, the invoices can be accessed to determine payment status and view notes made during their processing life cycle.

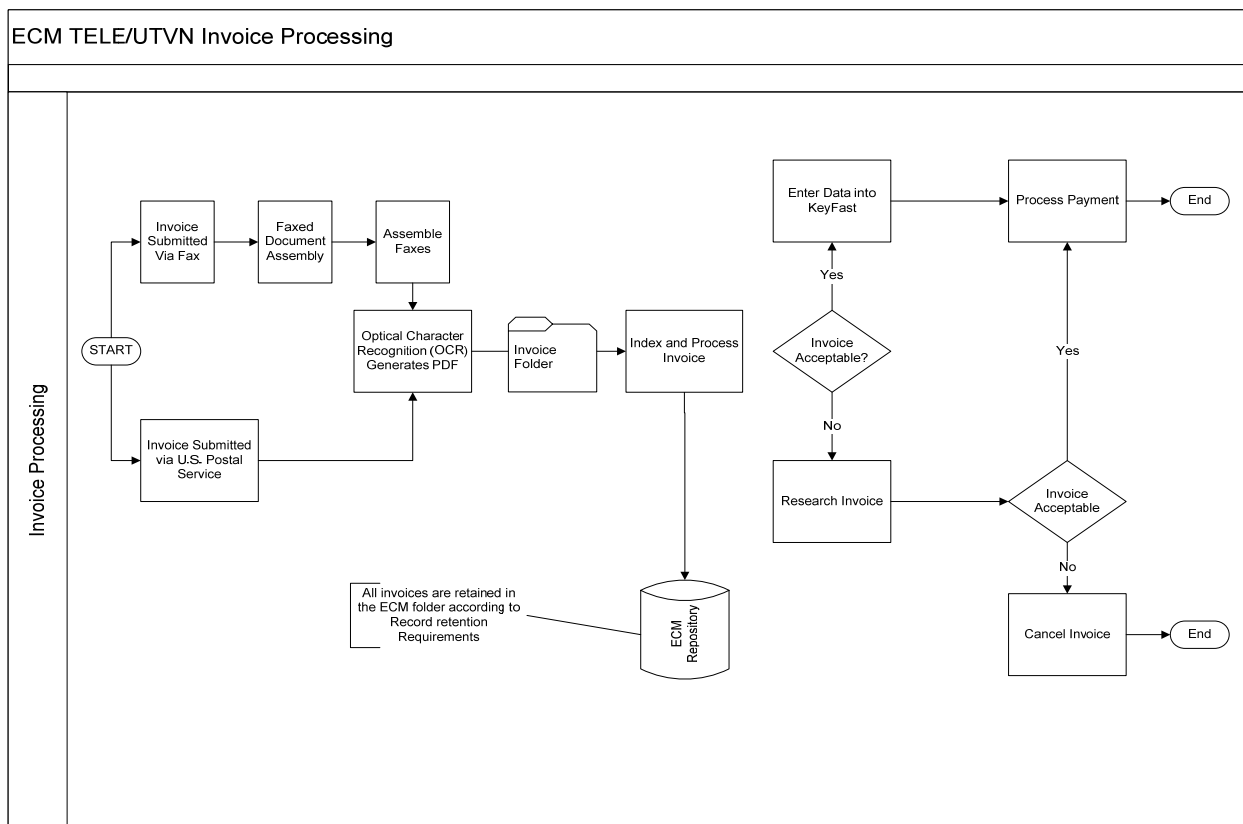


Figure 1. Invoice Processing Flow diagram

Telephone and utility invoices are captured, processed, and stored in ECM in one of the following ways:

- Invoices for both TELE and UTVN are faxed directly to the ECM fax server at (314)-457-4582 and assembled by COD processors; or
- Invoices are mailed directly to the appropriate TELE or UTVN address at Rural Development's Centralized Servicing Center (CSC) and scanned into ECM by CSC's scanning processors.

TELE Invoices are mailed to:

USDA Telephone Invoices
(Agency Name)
P.O. Box 66509
St. Louis, MO 63166.

UTVN invoices are mailed to:

USDA Utility Invoices
(Agency Name)
P.O. Box 66500
St. Louis, MO 63166

When an invoice is received in ECM, it is assigned a unique COD Batch Number, which consists of the following:

1. Julian Date – the format is year and Julian day or YDDD (positions 1-4). This is the date the system assigns the batch number.
2. Invoice Type – The system places **B** for telephone invoices and **7** for utility invoices in the invoice type position (position 5) of the batch number.
3. Sequential Batch Number – This is the sequential number that the system assigns to the batch. The starting value for the field is 0001. The maximum value of this field is 9999 (positions 6-9). The value will reset to 0001 when the Julian date changes.
4. Sequence – The sequence number will always be 001 (positions 10-12).
Example: 8254B0001001

The documents are then processed by an Optical Character Recognition (OCR) engine, which attempts to recognize all of the words in the document.

After the document is processed by the OCR engine, it is converted into a Portable Document Format (PDF) file.

At this point, the invoice enters into the ECM Workflow Inbox.

How Can I Obtain Access to ECM?

To obtain View access in ECM, users should submit a form AD-1209, Enterprise Content Management (ECM) Security Request. To obtain the AD-1209 form, connect to the COD Web site at <http://cod.nfc.usda.gov>. Click on **[Publications]**, and then click **[Electronic Forms]** under Quick Picks on the left-hand side of the page. Select the AD-1209, Enterprise Content Management (ECM) Security Request, from the list of forms.

The form must be completed and an electronic version submitted via e-mail to nfc.misc@usda.gov. Electronically completed forms cannot be saved; therefore it is important that the agency retain a printed copy for its records. Access to ECM will be granted within 5 workdays of receipt of a properly completed request.

Note: An AgLearn Authentication ID is required to request ECM access.

How Do I Log into ECM?

Connect to the ECM Web site at <https://cms.ess.usda.gov/edm>. The USDA eAuthentication warning dialog box (**Figure 2**) is displayed.

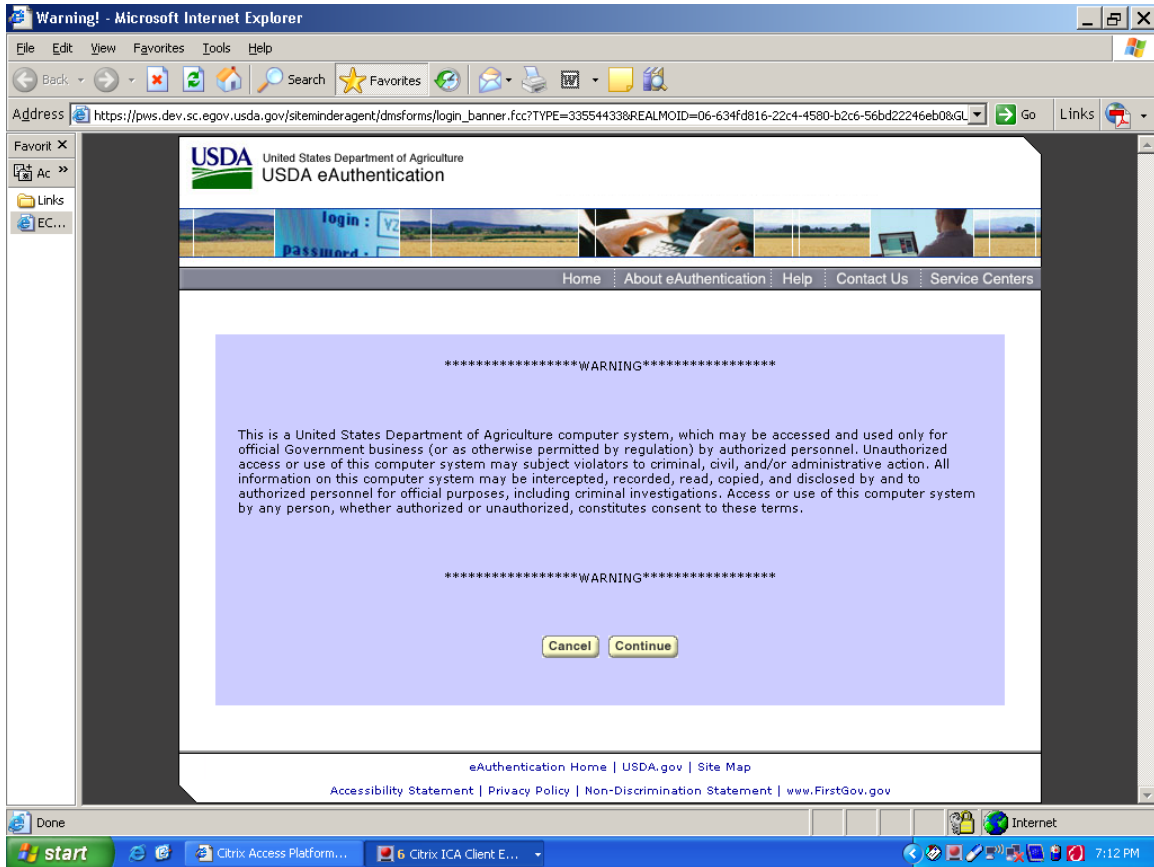


Figure 2. Warning dialog box

Click [Continue].

The eAuthentication Login page (Figure 3) is displayed.

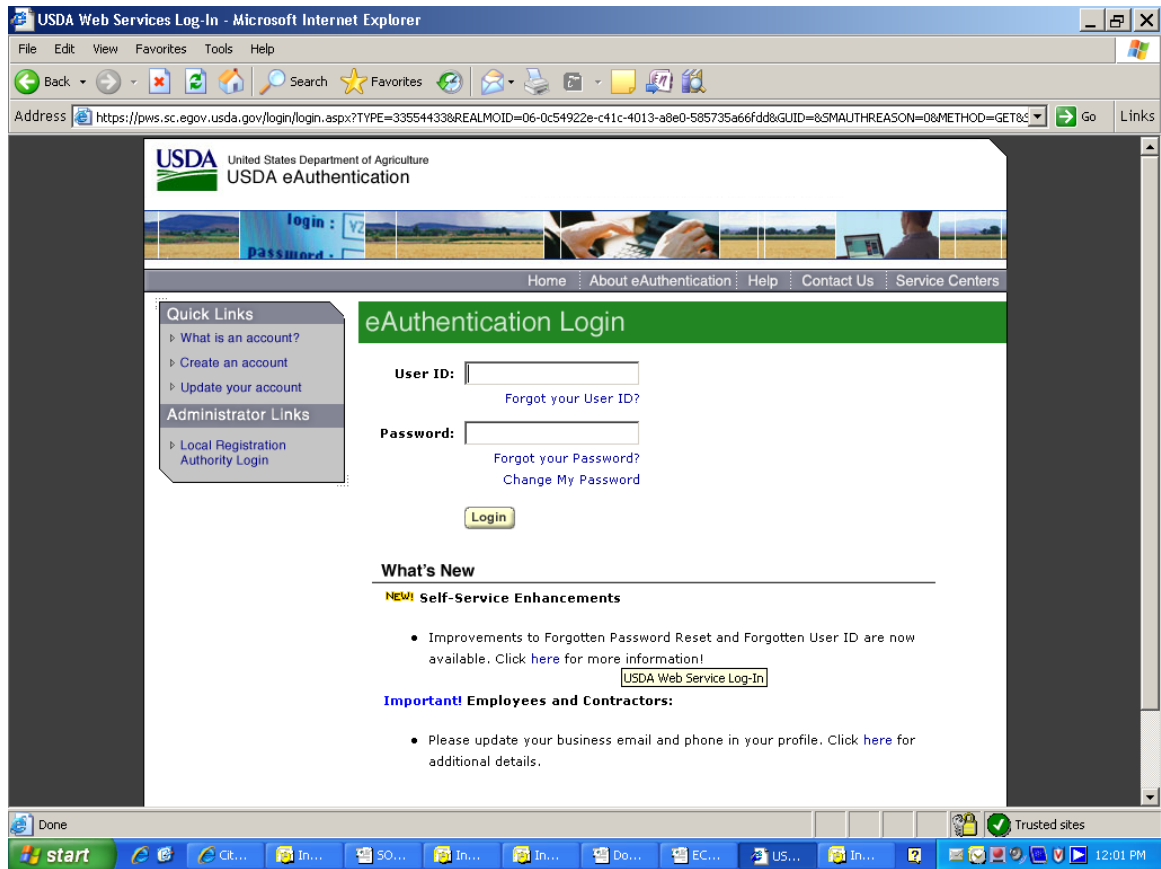


Figure 3. eAuthentication Login page

Enter your AgLearn User ID and Password. Click [Login].

The ECM Home page or Workflow Box (Figure 4) is displayed.

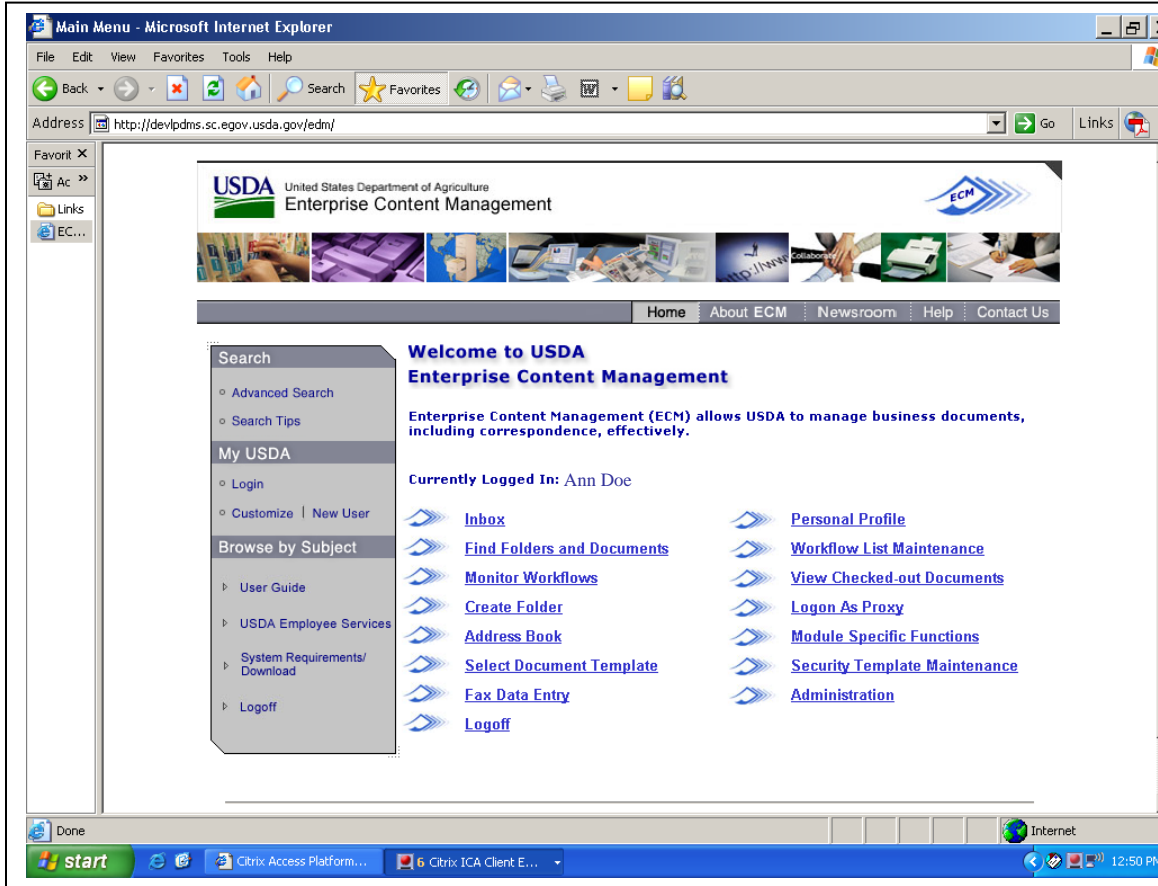


Figure 4. ECM Home page or Workflow Box

How do I View an Image or Obtain a Copy of an Invoice?

After invoices are scanned and indexed into ECM they can be viewed or copied. In accordance with record retention requirements, images are saved for 6 years and 3 months. Original invoices are destroyed 60 days after scanning into ECM.

To view the invoice, click **[Find Folders and Documents]** on the ECM Home page. The Find Folders/Documents screen (**Figure 5**) is displayed.

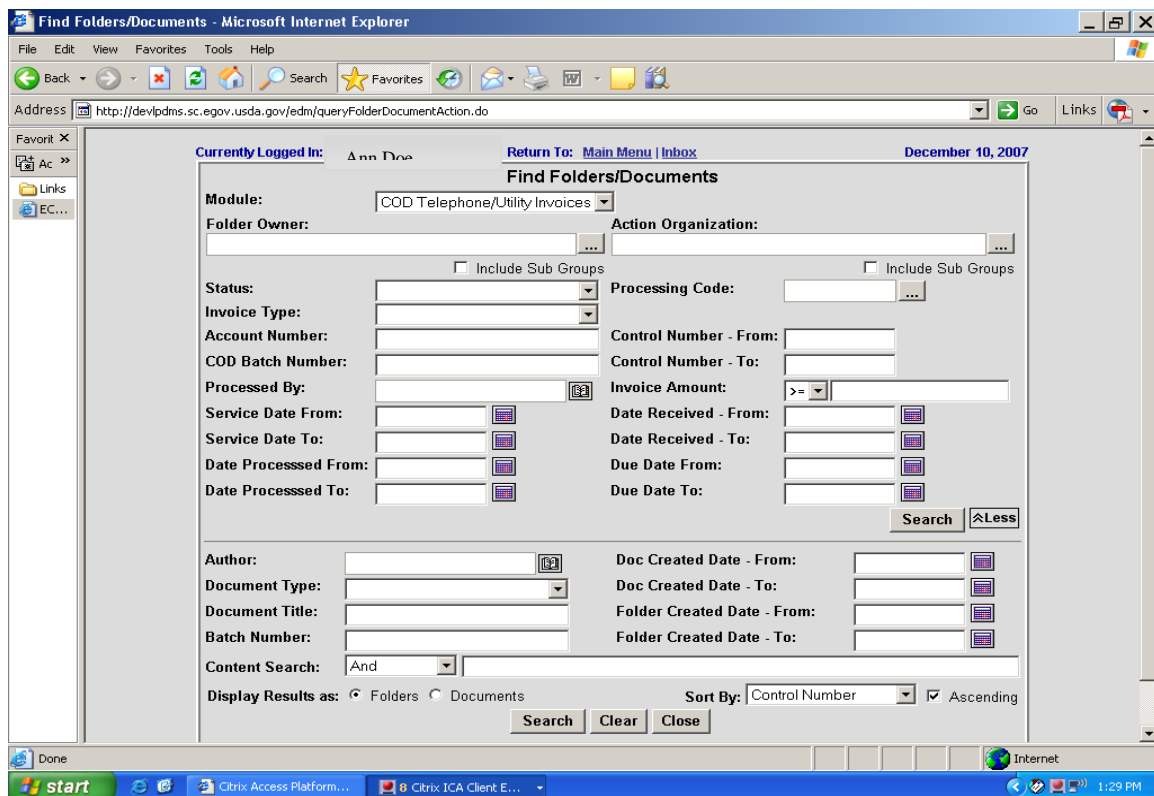


Figure 5. Find Folders/Documents screen

The Find Folders/Documents screen allows users to perform queries to access invoice folders. The user may enter any combination of query criteria. The system will display all folders or documents that match the criteria entered.

Note: The terms Folders and Documents are used interchangeably for TELE and UTVN.

In the Module field, select **[COD Telephone Utility Invoices]** from the drop-down menu.

-or-

To search for records by account number, enter the Telephone and Utilities Maintenance System (TUMS) account number in the “Account Number” field.

Click **[Search]**.

The Folder Results screen (**Figure 6**) is displayed with a list of the folders containing invoices processed for that account.

To search for records by COD batch number, enter the COD batch number in the COD Batch Number field of the Find Folders/Documents screen (**Figure 5**). Click **[Search]**.

The Invoice Folder screen (**Figure 7**) is displayed.

The oldest invoice listed within the Folder Results screen is the oldest invoice processed through ECM. **Note:** An invoice folder cannot be retrieved until it has been indexed by ECM.

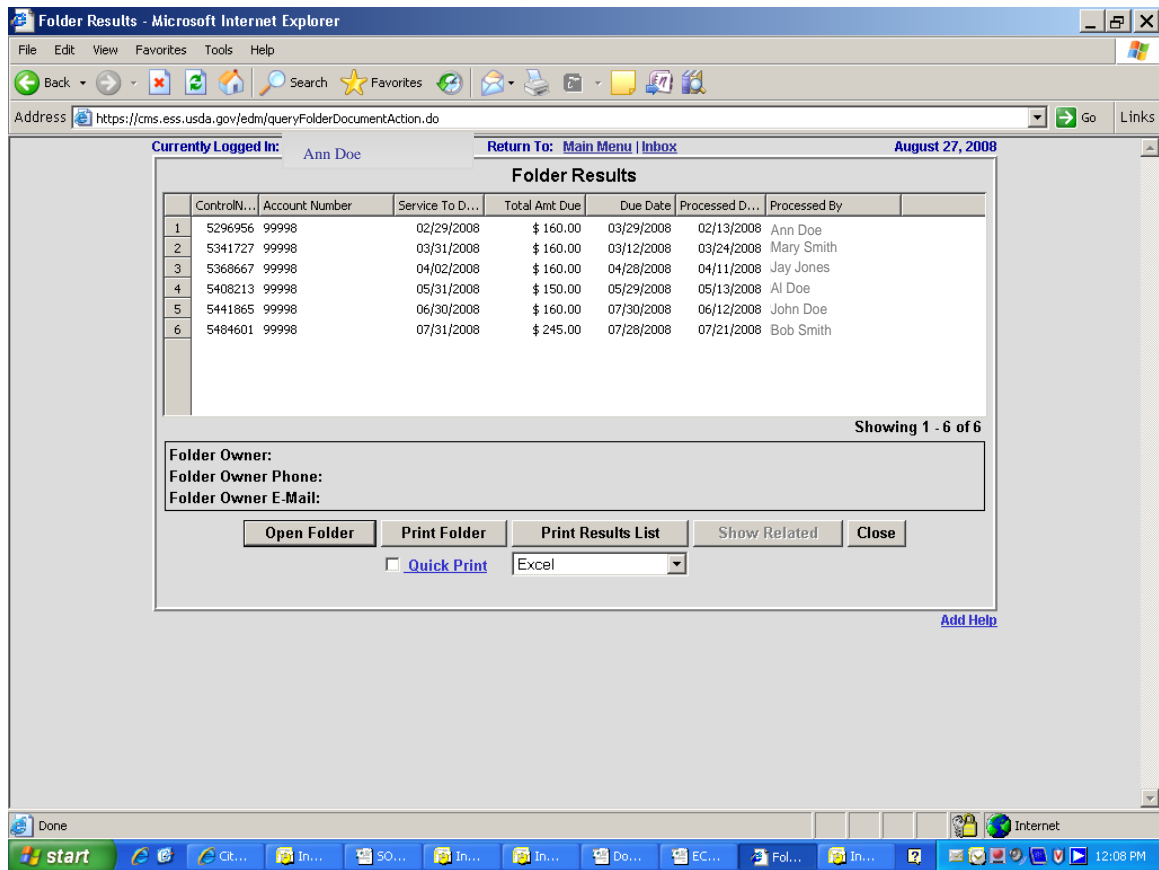


Figure 6. Folder Results screen

To print the query results list, click **[Print Results List]**.

From the Folder results screen, select the folder to be retrieved and double click, or click [Open Folder]. The Invoice Folder screen (Figure 7) is displayed.

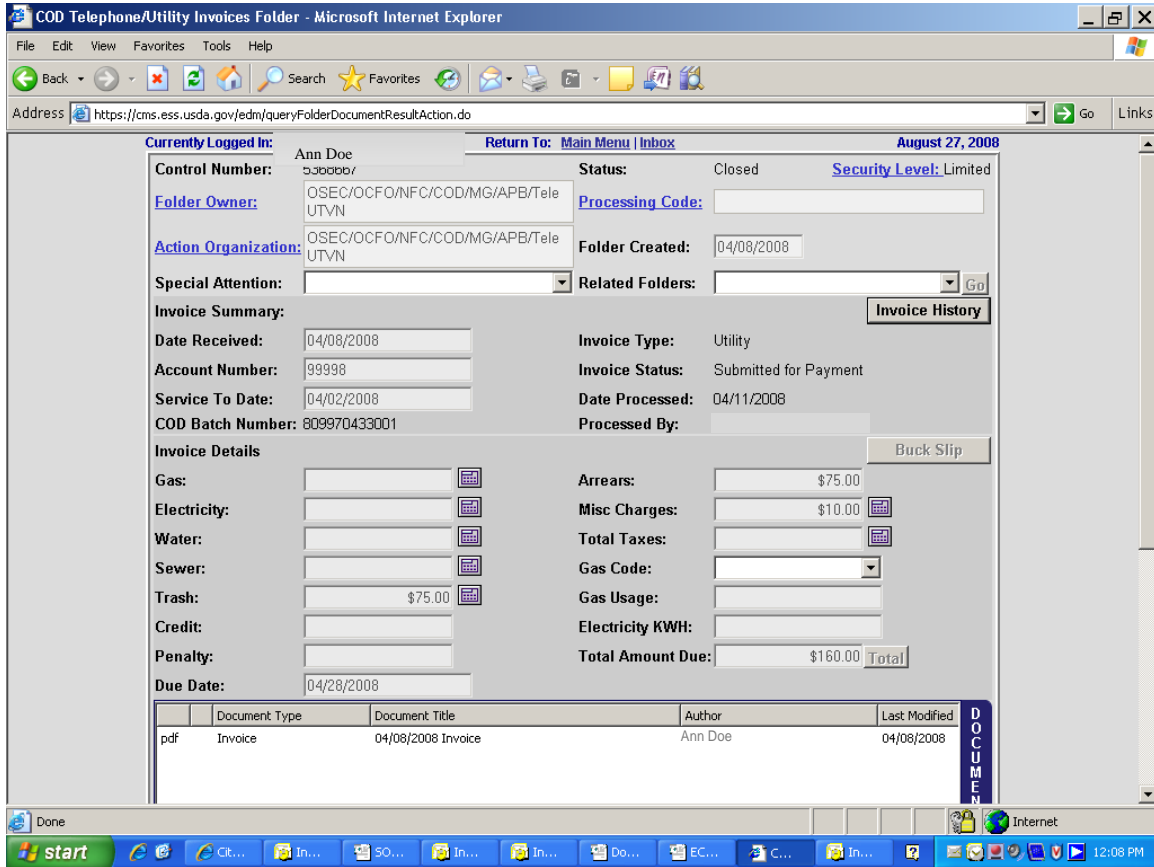


Figure 7. Invoice Folder screen

The Invoice Folder displays all of the data fields that were entered for that invoice. The [Date Received] field displays the date the invoice was received at Rural Development. The [Date Processed] field displays the date the payment data was entered into the COD payment processing system, also know as the TELE or UTVN data entry system (Keyfast). The [Processed By] field displays the name of the COD technician or contractor that entered the payment data into Keyfast. **Note:** Each invoice has its own folder.

Three tabs are available on the bottom right side of the Invoice Folder screen: Documents, Workflow, and Notes. The Document tab displays an image of the invoice. The Workflow tab displays the steps within the ECM process. The Notes tab displays any notes that have been made regarding the invoice by the COD invoice processing personnel.

Documents Tab

Click the **[Documents]** tab to display the invoice document line (**Figure 8**).

The screenshot shows a web application interface for managing utility invoices. The browser window title is "COD Telephone/Utility Invoices Folder - Microsoft Internet Explorer". The address bar shows the URL: <https://cms.ess.usda.gov/edm/queryFolderDocumentResultAction.do>. The interface is divided into several sections:

- Form Fields:** Sewer, Trash (\$75.00), Credit, Penalty, Due Date (04/28/2008), Gas Code, Gas Usage, Electricity KWH, and Total Amount Due (\$160.00 Total).
- Document List:** A table with columns: Document Type, Document Title, Author, and Last Modified. It contains one entry: pdf Invoice, 04/08/2008 Invoice, Ann Doe, 04/08/2008.
- Navigation and Action Buttons:** Check Out, Check In No Changes, Doc Security, Send E-Mail, Check In, Open or Save Copy, Doc Templates, Remove Doc, Add Document, List All Versions, Doc Indexes, Move Doc, Complete Task, Security, Refresh, Put Back Task, Print Folder, Admin, Save and Close, Close.
- Additional Features:** A "Quick Print" checkbox and a message: "Folder locked for editing by Laurie Roy [laurie.roy@usda.gov] on 11/05/2008 11:10:17 AM CST." A vertical sidebar on the right contains "DOCUMENTS", "WORKFLOW", and "NOTES" tabs.

Figure 8. Invoice Folder screen with Documents tab selected

To open the invoice, double click the invoice document line. The message pop-up *Do you want to open or save the File?* is displayed.

Click **[Open]**.

A PDF image of the invoice (**Figure 9**) is displayed in an Adobe Reader window. Scroll down to view the entire invoice, as necessary.

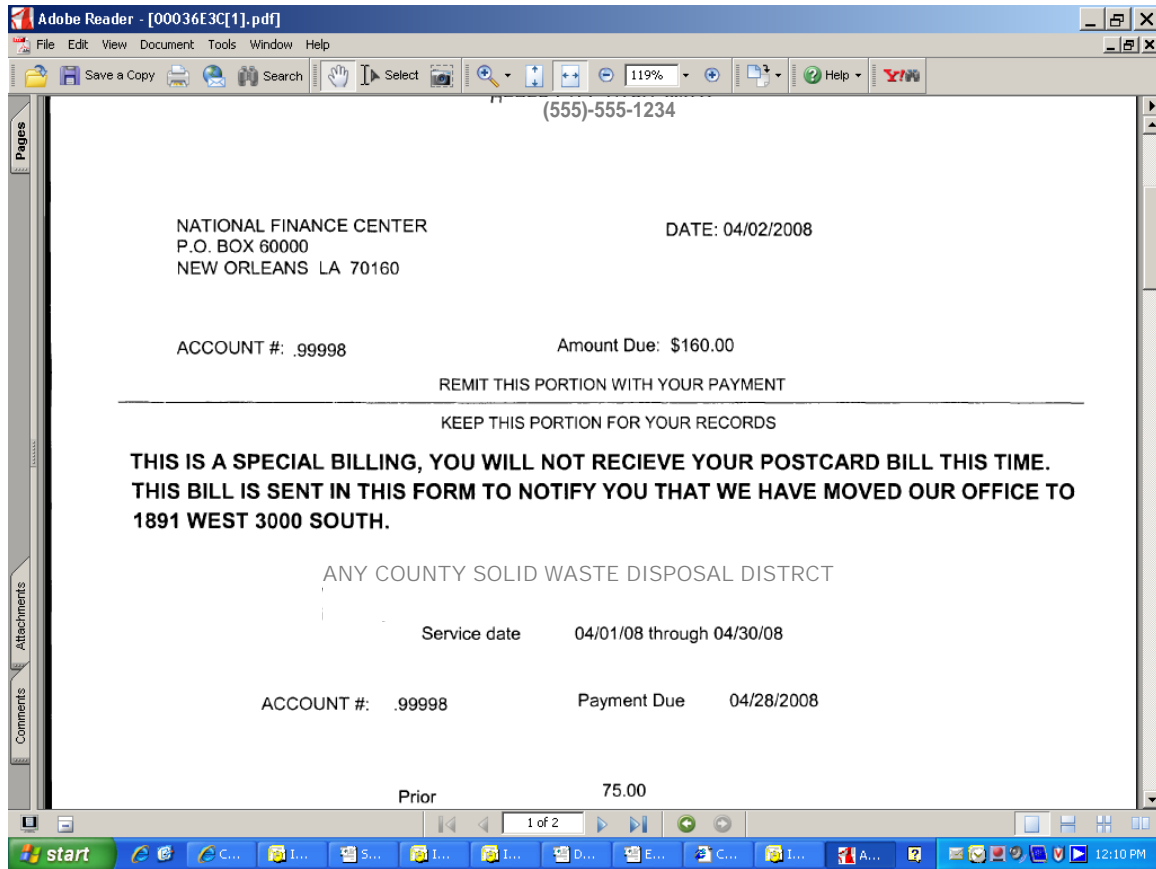


Figure 9. PDF image of invoice

To print a hard copy of the invoice, click the printer icon or **[File]** from the tool bar, then click **[Print]**. To close the Adobe Reader window, click **[File]**, and then click **[Close]**.

The Invoice Folder screen (**Figure 7**) is displayed.

Workflow Tab

Click the [Workflow] tab to display the Workflow data (Figure 10).

The screenshot shows a web application interface for managing invoices. The browser window title is "COD Telephone/Utility Invoices Folder - Microsoft Internet Explorer". The address bar shows the URL: <https://cms.ess.usda.gov/edm/monitorWorkflowAction.do>. The page is titled "Currently Logged In: Ann Doe" and "Return To: Main Menu | Inbox" with the date "August 24, 2008".

Key fields displayed include:

- Control Number: 5513348
- Status: Closed
- Security Level: Limited
- Folder Owner: OSEC/OCFO/NFC/COD/MG/APB/Tele UTVN
- Action Organization: OSEC/OCFO/NFC/COD/MG/APB/Tele UTVN
- Special Attention: (dropdown menu)
- Invoice Summary: Date Received (08/04/2008), Account Number (123456789), Service To Date (08/01/2008), COD Batch Number (8217B1000001)
- Invoice Details: Service Charges (\$42.78), Long Distance Charges, Credit, Penalty, Due Date (08/20/2008)
- Invoice Type: Telephone
- Invoice Status: Submitted for Payment
- Date Processed: 08/14/2008
- Processed By: joan henburg
- Total Amount Due: \$42.78

A table of tasks is displayed at the bottom:

#	Task	Received	Due Date	Organization	Assignee	Status	Completed	Organization
1	Index Invoice	08/04/2008	08/05/2008	OSEC/OCFO/NFC...	Telephone Processing	Completed	08/09/2008	OSEC/OCFO/NF...
2	Enter Payment Data	08/09/2008	08/11/2008	OSEC/OCFO/NFC...	Telephone Processing	Completed	08/14/2008	OSEC/OCFO/NF...
3	Close Folder	08/14/2008	08/14/2008	OSEC/OCFO/NFC...	joan henburg	Completed	08/14/2008	OSEC/OCFO/NF...

Figure 10. Invoice Folder screen with Workflow tab selected

When the Workflow tab is selected (see Figure 10), three or more sequentially numbered tasks are displayed. Index Invoice task displays the date the invoice was indexed in ECM. Enter Payment Data task displays the date the invoice was entered into TELE and UTVN. Close Folder task displays the date all steps were completed in the ECM process. The Open Folder or Research Invoice tasks may be displayed as appropriate. A folder may be opened, closed, researched, etc., multiple times.

Notes Tab

Click the **[Notes]** tab to display the Notes data (**Figure 11**).

The screenshot shows a web application interface for managing invoices. The browser window title is "COD Telephone/Utility Invoices Folder - Microsoft Internet Explorer". The address bar shows "https://cms.ess.usda.gov/edm/closeReOpenDeleteAction.do". The user is logged in as "Ann Doe" on "September 10, 2008".

Control Number: 5545671 **Status:** Active **Security Level:** Limited

Folder Owner: OSEC/OCFO/NFC/COD/MG/APB/Tele UTVN **Processing Code:** []

Action Organization: OSEC/OCFO/NFC/COD/MG/APB/Tele UTVN **Folder Created:** 08/28/2008

Special Attention: [] **Related Folders:** [] Go ...

Invoice Summary: **Invoice History**

Date Received: 08/28/2008 **Invoice Type:** Utility

Account Number: 123456789 **Invoice Status:** Submitted for Payment

Service To Date: 09/09/2008 **Date Processed:** 09/09/2008

COD Batch Number: 824170538001 **Processed By:** antonette nobles

Invoice Details: **Buck Slip**

Gas: [] **Arrears:** \$64.85

Electricity: [] **Misc Charges:** []

Water: [] **Total Taxes:** []

Sewer: [] **Gas Code:** []

Trash: [] **Gas Usage:** []

Credit: [] **Electricity KWH:** []

Penalty: [] **Total Amount Due:** \$64.85 **Total**

Due Date: 09/01/2008 **Save**

[Folder Note] 09/10/2008 09:09:41 AM CDT Ann Doe
Period Of Service override

Figure 11. Invoice Folder screen with Notes tab selected

When the Notes tab is selected (see **Figure 11**), all notes entered within ECM by APB technicians related to an invoice rejected within TELE and UTVN are displayed. These notes provide details of the corrective actions.

After all desired invoice information within the Invoice Folder has been viewed, click **[Close]**. The Folder Results screen (**Figure 6**) is displayed. At the Folder Results screen, click **[Close]**. The Find Folders/Documents screen (**Figure 5**) is displayed.

At Find Folders/Documents screen (**Figure 5**), the user can research another invoice or click **[Close]** to return to the ECM Home page or Workflow Box (**Figure 4**).

To exit ECM, click **[Logoff]** in the left-hand menu.