



163 East Main St, Suite D
LITTLE FALLS, NJ 07424
TEL: (973) 256- 9036
FAX: (973) 256-2469
<http://www.issltd.com>

ISS SCANNING WORKFLOW/PROCEDURES

Preliminary Scanning

Prior to initiating production scanning, ISS will scan sample documents provided by the Client and have them available for review and approval by the Client. Production will commence only when approval is given.

Pickup/Delivery

All transfers of documents and CD's will be made by bonded courier unless otherwise directed by the Client. Courier costs will be passed-through by ISS. Alternatively, the Client can make necessary arrangements.

Receiving Documents in/Tracking

All documents arriving at ISS are noted with time/date of arrival, quantity of documents and nature of documents. Our scanning process will track the location of the images and documents on demand.

Clerical/Prepping

All documents must be prepped before scanning e.g. un-boxed, sorted, removal of staples, paperclips, unfolding bent edges, taping torn pages and positioning document-related photos. If this is necessary, it will be done by ISS' clerical department for which there is an hourly charge. This will require prepping time estimated at approximately 400 documents per hour.

Document Scanning

All documents will be scanned by Ricoh and/or Fujitsu high speed document scanners at 300 dpi for quality and to support any potential OCR processing. ISS has found the Ricoh and Fujitsu scanners output the best quality and consistency of any scanners on the market today. ISS will scan all sides of a document containing verbiage. ISS never takes it upon itself to decide what writings are important to the client. All indices are key entered by our data entry department. To assure index accuracy, ISS never relies on OCR for this function. Customer-supplied databases are integrated into process to achieve greater accuracy where possible. Optionally, additional processing is available. For example, **OCR** which provides a searchable PDF and **JBIG compression** which creates smaller image files that are faster to download/view and take up less space on the Archive/Document Management System.

Quality Control

Quality Control is simple at ISS - every image is checked after scanning. The image is QC'd for Clarity and Density. If an image requires additional attention, we re-scan it through special software to enhance it. Then each image is separately indexed.

Post Prepping

Unless told otherwise by the Client, ISS will return documents in original boxes. Any foldered documents will be rubber-banded by folder. Otherwise, exact reassembly of each folder is expensive - lead sheets have to be added where staples and clips appear. This takes time and adds to the image count and cost.

Quantity

ISS will prepare a Proposal based on initial Client estimates of total single-sided (simplex) and/or double-sided (duplex) pages. A double-sided page counts as (2) images to be scanned. Upon proposal acceptance, ISS will do a *no charge* survey of the Client documents to verify this number. Scanned images will be provided to the Client on CD/DVD.

Estimated Completion Time

Per agreement with the Client, ISS will pickup and return the documents in a single or multiple shipments using a bonded courier. The total time of the project will be estimated in business days. Projects typically are scheduled to start in 5-10 business days (unless otherwise negotiated) after receipt of a Client PO.

Document Retrieval

If a document should be required by the Client while it is being scanned at ISS, we can either fax, email or deliver said document or folder back to the Client. ISS caters to provide customer service.

We look forward to hearing from you!

Contact us at 973-256-9036 to discuss how we can turn your piles of paper into retrievable info!