From Paper to Electronic and Green in the Process

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Are you here?

Without space or time to research your paper records....
The winning combination...

Scanners

Disk drives

$$$
Benefits of Imaging

- Saves $$$, time and space.
- Retrieval time at your convenience.
- Better customer service, customers can access their own data.
- Green, minimize printing.
  - Think of trees before you print please.
- Empowerment, you retrieve the information important to you or your department at the moment you need it.
- All the images are backed up in an offsite location to be use during disaster recovery.
Our office ....

Before imaging

After imaging
Since 1996 all legally recorded documents are in Alchemy:

- Council Meetings
- Agendas
- Minutes
- Staff reports
- Ordinances
- Resolutions
In 2007 we introduced searchable video using the spoken word.

During council meetings, video is the official record.

Citizens can find the information they want on their own.
No more voucher printing and distribution. An email is sent with a payroll voucher attachment in pdf format created directly from the database.

850 employees every two weeks

Access to historical payroll data and W2 information from the Employee Access Center website.
Employees can access their Information on the Web

- Print their own W2s
Attached to employee records also are:
- Workers comp. documents.
- Retro pay calculations.
- Performance improvements plans.

With full security down to the action level.
Journal entries have attached documents as backup.

Saves a lot of time during the auditing process. We just give the auditor access to our system...
Accounts Payable

- Full scanned documentation of the A/P transaction, includes an scanned image of the voucher or check and any other backup documentation.
- Documents are attached to the vendor and the transaction.
- Saves A/P staff time researching transactions, employees can now do their own research from their desks.
- Vendors in direct deposit now receive an email and a voucher pdf attachment just like employees.
Researching A/P Transactions from your desk…
Invoices

- Consolidated invoices using NBID.
- Printing vendor also provides:
  - View and pay your invoice
  - Sign up for auto pay
  - Sign up for electronic presentment. 63% of our auto pay customers signed up for paperless bills. 🌳 Think of trees before you print please.
- Reduced from three different vendors to just one.
Quest – On Line Service Requests

- Request for service – 24/7
- Fully documents requests.
- The citizen receives an email when there are updates to their request or it is resolved.
Parking Adjudications

- Web Adjudication request.
- Citizens can upload pictures, prove of current registration and any kind of document that would help in the adjudication decision.
- If the citation is upheld there are instructed to pay on-line.
Saves 2 hours of research per planner per day ...

Every planning document since the 1900’s has been scanned.
Citizens Access from the Web

Access to all recorded documents from our GIS mapping system.

1904 Tract Map...
Accessing live Hazardous Materials documents from the Hazmat Truck.
Remittance Processing

- Where we are … The amount of printed bill is getting smaller every day …
  - Since 1992
    - NCR 7731
    - 600 Daily Checks at 30 Documents/Minute

- Where we want to be …
  - Smaller
  - Faster
  - With Check 21
What we learned ...

- Choose a document indexing software that can be used by any department (open).
- Share the cost of high speed scanning workstations.
- Replace old printers with new printing, scanning and fax combination.
- Use the attach file feature of your current financial and billing software.
- If you cannot buy write it, use your IT department to create software for you. Quest and NBID were written by our IT.