

CLIENT FILE BACK SCANNING PROCEDURE

REQUIREMENTS & PROCESS

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PREPARED BY:	David Singh, Business Analyst
REVISION BY:	Joel Smith, Corporate Records Officer
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Document Control

Revision History

Date	Revision	Author	Revision Details
November 2010	1.0	David Singh	Initial draft that summarises: <ul style="list-style-type: none"> Requirements surrounding the back scanning procedure and roles and responsibilities of the involved parties. Details the end to end process and the various components involved.
December	1.1	David Singh	Updated to include document title page, document control and revision blocks
24 December 2010	1.2	Joel Smith	Updated invoicing details.
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26 October 2011	1.5	Joel Smith	Minor update to metadata and technical requirements.
7 February 2011	1.6	Joel Smith	Major updates to most of Section 1 of the document.

1. INTRODUCTION

The major objective of this document is to provide a detailed and standardised procedure which identifies the people related processes concerned with the digitising of physical hardcopy client files. These files are stored at various locations throughout Housing NSW (HNSW) and will need to be converted to electronic/digital format.

The digitisation service will be delivered by an external scanning vendor who will return the electronic documents and associated metadata so that the information can be uploaded into the corporate recordkeeping system – TRIM.

The two specific areas of focus related to physical hardcopy client files are:

1. ad hoc scanning
 - As required or one-off scanning of a file including File Parts are digitised as an individual or discrete process.
2. volume back scanning
 - Volume digitisation of client files stored at various storage area locations within the organisation processed in batches.

This document will provide specific detail around these areas and will document the requirements, specifications, processes and resources required to undertake these services.

2. DOCUMENT PURPOSE & SCOPE

The purpose and scope of this document includes defining the technical requirements and documenting a standardised procedure that all parties involved within the process of digitising hardcopy/paper records can clearly understand and follow.

Sufficient detail will be provided within this document so that NO confusion exists with respect to how client files will be processed and digitised plus what the roles and responsibilities are for the various parties involved.

The organisations involved in the procedure are:

1. Housing NSW (HNSW) - an agency of the NSW Department of Family and Community Services (FACS) is one of the largest providers of social housing in the world, providing a range of housing solutions to meet the needs of today's community.
2. Scanning Vendor – the outsourced scanning service provider.
3. NSW Businesslink - shared services provider in records management and information technology services for the Department of Family and Community Services.

3. BACKGROUND

There are very large volumes of physical client files scattered throughout HNSW offices. These files are generally green manila type folders that have been stored in compactuses, cabinets, storerooms, staff desks and drawers. Each client file is identified by a unique number known as the Record Number (in TRIM).

As part of this process, all files MUST be barcode labelled so that they can be effectively tracked. However, not all files may have been labelled properly with a TRIM barcode label. In many cases, the record number has been handwritten on the front of the file cover.

It is essential that the labelling process detailed within document is undertaken as specified because there is a critical dependency associated with it. That is, the barcode is used by HNSW and possibly the scanning vendor to track the movement of the file throughout the entire digitisation process and is also the means of identifying and reporting on the process.

4. WHAT WILL BE SCANNED

ONLY “**active**” client files will be digitised and must be processed in line with the instructions and processes detailed within this document. Active Client Files are defined as current applicant or tenant files. Additionally, all Parts of active client files that are stored at that location are to be digitised.

5. WHAT WON'T BE SCANNED

Client Files that are considered to be “Inactive” or identified as “culled” files are NOT to be included in the digitisation process. Other file types such as Administrative files are NOT included in this process and are NOT to be scanned.

6. THE ANATOMY OF A CLIENT FILE

Client files contain varying types of paper based information. The size of the file can range from approximately 50 to 300 pages; with the average size being approximately 150 pages.

The typical file contents can include, but is not limited to, a combination of the following items:

- Mixture of page sizes from receipts (less than A5) to A4
- Booklet style forms
- Light weight pages e.g. tracing paper or early gestetner style paper
- Pages torn from a notepad with handwritten notes
- Post-It notes
- Photographs
- Torn pages that will need repair or copying prior to scanning
- Pages are either anchored in top left corner to the folder or use a 2 hole fastener on the left side of the file
- Pages may be double sided
- Pages may be folded or creased and contain staples, pins or clips
- Documents contained in envelopes must be removed and processed.
- Irregular sized documents such as photos, receipts, post-it notes etc can be arranged collectively and processed as a single A4 page document providing they remain in the exact order they were taken off the file.
- Documents that may be torn can be repaired and put back together so that they can be processed.
- All other scanning related issues will be left to the discretion of the vendor how to manage and handle the service. The requirement is that every piece of paper is processed and included in the upload file in same order.
- Front, back and insides of the folder must also be scanned.

7. SCANNING TRIGGERS

Approval must be obtained and funds allocated and available prior to undertaking any scanning project. There a number of triggers which determine when digitising or scanning should take place within the organisation.

The major categories related to physical hardcopy scanning are:

- ad hoc scanning

Files are scanned in this fashion when there is a specific demand or need for a Particular client file. This may occur in a legal case, audit or for GIPA reasons.

- volume back scanning

The major catalysts for volume scanning are; office relocation or closure, the lack of suitable file storage or capacity, the need for more efficient information sharing or just simply a need for the reduction of physical storage in the current office.

Irrespective of which of the abovementioned drivers is the trigger to initiate the scanning of client files, a very similar process needs to be followed with the exception being the file selection and sorting process for ad hoc scanning categorised client files.

8. RESOURCES & RESPONSIBILITIES

Key operational staff will participate in the digitisation process within each of the involved parties. The following series tasks or functions will be performed by varying staff members within these organisations.

8.1 Housing NSW Staff

- Primary contact and management of scanning projects
- Set the technical requirements, process and procedure
- Provide information and advice on back scanning and respond to queries
- Undertake Quality Assurance process for metadata validation of TRIM Export files.
- Tracking and monitoring the progress of each batch of files.
- Processing and signing of completed batches ready for invoicing.
- Provide lists to scanning vendor for the return and destruction of files/boxes.

8.2 Scanning Vendor

- Organise the collection and secure transportation of boxes from Businesslink offices to the vendor's premises.
- Client files are to be suitably prepared for the scanning process. That is; preparing all contents of the file.
- Perform the physical sorting, preparation and scanning/digitisation function.
- Undertake Quality Assurance processes for all aspects of processing and post-processing of records including image capture, indexing, storage and destruction.
- Responsible for the return of any identified boxes/files within agreed timeframes to the specified location.

- Create and supply the metadata TRIM Upload File and status reporting of the batches.
- Provide secure transportation and hand to hand delivery of a set of 2 portable USB Hard Drives for the exchange of documents and the TRIM Upload Files as required for each batch.
- Urgently required files from a volume batch are priority processed and e-mailed to Businesslink within 48 hours of the request.
- Ad hoc scanned files are to be processed and returned to Businesslink by email within 48 hours (max 50MB email).
- Provide temporary storage of completed batches of files and boxes for a minimum period of six (6) months.
- Provide secure destruction services by shredding or pulping and provide a certificate of destruction.
- Return specific boxes and/or files after processing and storage that represent a 5% 'Archive' sample of the files processed for each office/project.
- Return any specific boxes and/or files after processing and storage that HNSW has identified for return and 'not to be destroyed'.
- Provide the required project status reports to HNSW in a timely manner.

8.3 NSW Businesslink

- Identify and collect files for digitisation or scanning.
- File and Box labelling – all files and boxes must be correctly barcode labelled.
- Boxing – files are barcode scanned into labelled boxes ready for transport.
- Preparing files for transport and making them available for collection at each site.
- Create the TRIM Export file and TRIM Reference File and forward to HNSW
- Close "physical" files and create any required electronic File Parts in TRIM.
- Receive and store the completed batches of files and boxes that have been identified as 'Archive' or 'not to be destroyed'
- Receive and manage the USB hard drives used to transport the digitised data from the scanning vendor.
- Manage and execute the TRIM Upload process including updating the original File Parts identified in the TRIM Export file as being 'back scanned'.
- Identify any associated File Parts that have been processed but still do not have an electronic back scanned document attached to the latest part.
- Register any ad hoc documents received from the Scanning Vendor.

9. TECHNICAL REQUIREMENTS

The following items detail the technical requirements the scanning vendor will need to comply with whilst performing the digitising service. These are:

9.1 PDF Client File Generation

- Resolution: All documents are to be scanned at a resolution of 300 dpi in 8 bit greyscale.
- Format: Files are to be returned in compliant PDF/A format using Group IV lossless compression.
- The PDF file must resemble the exact contents of the physical file. That is, the PDF document must NOT contain pages from different files or File Parts.
- Size: The generated PDF files can contain any number of pages
 - If the PDF file size is over this 20MB limit, then the PDF must be split into two (or more) individual sections.
 - Individual PDF sections should be no larger than 20MB and no smaller than 15 MB each, with the exception of the last PDF section that may contain only a small number of pages and therefore a smaller file size.
 - If a File Part is larger than the specified size limit and a new PDF section is created, then those individual PDF files must be uniquely identified with metadata with “Section X” appended to the record Title.
 - The filename is of no significance – a system generated filename will suffice.

9.2 Data Requirements

- Data is to be returned on a NTFS v3.1 ‘on disk’ formatted hard drive for use with Windows XP (SP3).
- Data is to be grouped by batches in individual folders on the hard drive with their corresponding TRIM Upload File.
- The “Title (Free Text Part)” field of the TRIM Upload File must be generated as specified below. The components of the various metadata elements are:

Title (Free Text Part) = Client Name – XXnnnnnn – Part XX – Section X

Client Name	→	Surname, First Name - Salutation (“Title” metadata field & on the file label). Salutation may or may not be included.
XXnnnnnn	→	8 character field (“Record Number” metadata field & on the file label)
Part XX	→	The ‘Part’ number of that T file (e.g. -01 or -02 from the “Record Number” field and on the file label)
Section X	→	Indicates the PDF ‘section’ in a series of a file when the total digitised document is larger than 20MB in size.

Please Note: Title case is to be used when updating the fields including all commas, hyphens and spaces. Each metadata element is separated by a; “ – “ (“space” + “hyphen” + “space”).

Examples: Doe, Jane – T4223571 – Part 03 – Section B
Smith, John – Mr – ST300024 – Part 02 – Section A

10. METADATA REQUIREMENTS

The following will identify the metadata requirements for the various files that will be generated and referenced by Businesslink, the scanning vendor and HNSW staff during the various stages in the digitisation process.

These files are:

- Ad hoc File List – The scanning vendor will create an Excel spreadsheet identifying the document/s and return it along with the digitised client file to the requesting officer for registration.
- TRIM Export File – Businesslink will generate a text file with the information for a batch of files to be processed by the scanning vendor. This file will be identified with a batch number. This file will also be used by Businesslink to update the existing File Parts. The batch number will included as part of the file name (HODxx). This batch number is the Record Number of the TRIM Export File that was registered in TRIM.
- TRIM Upload File – The scanning vendor will update the text file and return it, referencing the batch number, along with the digitised images for uploading into TRIM.

10.1 Ad hoc File List - Metadata

The scanning vendor will produce an Excel spreadsheet to support the digitised client file/s that was created during the ad hoc scanning process. This information is referenced by the requesting officer when attaching the PDF to the existing TRIM record.

The metadata fields are:

DOS file, Record Number, Title (Structured Part), Title (Free Text Part)

Ad hoc File List Example:

Ad hoc - File List returned FROM Scanning Vendor			
DOS file	Record Number	Title (Structured Part)	Title (Free Text Part)
11111.pdf	T0948211-01	DOCUMENT - Back Scan	Ducasse, Lara Nathali - Ms - Part 01 - Section A
22222.pdf	T0948211-01	DOCUMENT - Back Scan	Ducasse, Lara Nathali - Ms - Part 01 - Section B
33333.pdf	T0948211-02	DOCUMENT - Back Scan	Ducasse, Lara Nathali - Ms - Part 02 - Section A
44444.pdf	T0948211-02	DOCUMENT - Back Scan	Ducasse, Lara Nathali - Ms - Part 02 - Section B

10.2 TRIM Export File

Businesslink staff will extract data from TRIM and generate a “Tab Delimited Text File” with the following fields. This information is to be referenced and used by the scanning vendor in the digitisation process.

The metadata fields are:

1. TRIM Barcode: The TRIM Context system assigned barcode of record identified in the Expanded Number (client file).
2. Container: The box number of the record identified in the Expanded Number.
3. Latest Part: The latest part number of the record identified in the Expanded Number.
4. Expanded Number: The actual unique record number of the client file.

5. Title: The free text ‘name’ of the Client whos file is being scanned.
6. Back Scanned? User defined field in TRIM that identifies the client file as has having been scanned and that back scan documents are available on the latest part.

TRIM Export File Example:

Metadata supplied TO Scanning Vendor					
TRIM Barcode	Container	Latest Part	Expanded Number	Title	Back Scanned?
RD10017KVN	HO/13341	T0948211-03	T0948211-01	Ducasse, Lara Nathali - Ms	Yes
RD10017TMN	HO/13341	T0948211-03	T0948211-02	Ducasse, Lara Nathali - Ms	Yes
RD10010JQI	HO/13341	T2354043-02	T2354043-01	O'SHEA, MICHAEL - MR	Yes
RD1000XNLE	HO/13341	T2256277-02	T2256277-01	GIACALONE, THOMAS - MR	Yes
RD1000U35T	HO/13342	T2107670-02	T2107670-01	Arrua, Rita - Mrs	Yes
RD1000TGUK	HO/13342	T0948211-03	T0948211-01	Ducasse, Lara Nathali - Ms	Yes
RD1000G4KO	HO/13342	T0529673-02	T0529673-01	ELIAS, INTESSAR - MRS	Yes

10.3 TRIM Upload File

The scanning vendor will update the supplied TRIM Export file provided and populate it with the translated metadata fields after the batch of files are processed. The TRIM Upload File is to be generated and returned as a “Tab Delimited Text File” with the details as specified below:

The metadata fields are:

1. DOS file: The file name of the PDF section that matches to the import metadata.
2. Container: The container (number) where the PDF document is to be registered. The container is the latest part of the Client File.
3. Title (Structured Part): The structured portion of a record title which includes the Record Type and Thesaurus Term.
4. Title (Free Text Part): The free text ‘name’ of the Client whos file is being scanned. This text is also appended with the relevant Part and Section metadata.
5. Enclosed?: Sets the enclosed status of the record in TRIM to be enclosed in its container.

TRIM Upload File Example:

Volume - Metadata returned FROM Scanning Vendor				
DOS file	Container	Title (Structured Part)	Title (Free Text Part)	Enclosed?
11111.pdf	T0948211-03	DOCUMENT - Back Scan	Ducasse, Lara Nathali - Ms - Part 01 - Section A	Yes
22222.pdf	T0948211-03	DOCUMENT - Back Scan	Ducasse, Lara Nathali - Ms - Part 01 - Section B	Yes
33333.pdf	T0948211-03	DOCUMENT - Back Scan	Ducasse, Lara Nathali - Ms - Part 02 - Section A	Yes
44444.pdf	T0948211-03	DOCUMENT - Back Scan	Ducasse, Lara Nathali - Ms - Part 02 - Section B	Yes

10.4 Metadata Translation Table

The metadata translation table below identifies the relationships between the original metadata elements from the TRIM Export File and what fields will be used after the physical client file has been digitised.

In this example, the first 2 rows of the TRIM Export File have been processed, digitised and encapsulated in the TRIM Upload File.

Metadata Translation Table Example:

TRIM Export File					
Metadata supplied TO Scanning Vendor					
TRIM Barcode	Container	Latest Part	Expanded Number	Title	Back Scanned?
RD10017KVN	HO/13341	T0948211-03	T0948211-01	Ducasse, Lara Nathali - Ms	Yes
RD10017TMN	HO/13341	T0948211-03	T0948211-02	Ducasse, Lara Nathali - Ms	Yes
RD10010JQI	HO/13341	T2354043-02	T2354043-01	O'SHEA, MICHAEL - MR	Yes
RD1000XNLE	HO/13341	T2256277-02	T2256277-01	GIACALONE, THOMAS - MR	Yes
RD1000U35T	HO/13342	T2107670-02	T2107670-01	Arrua, Rita - Mrs	Yes
RD1000TGUK	HO/13342	T0948211-03	T0948211-01	Ducasse, Lara Nathali - Ms	Yes
RD1000G4KO	HO/13342	T0529673-02	T0529673-01	ELIAS, INTESSAR - MRS	Yes

TRIM Upload File				
Volume - Metadata returned FROM Scanning Vendor				
DOS file	Container	Title (Structured Part)	Title (Free Text Part)	Enclosed?
11111.pdf	T0948211-03	DOCUMENT - Back Scan	Ducasse, Lara Nathali - Ms - Part 01 - Section A	Yes
22222.pdf	T0948211-03	DOCUMENT - Back Scan	Ducasse, Lara Nathali - Ms - Part 01 - Section B	Yes
33333.pdf	T0948211-03	DOCUMENT - Back Scan	Ducasse, Lara Nathali - Ms - Part 02 - Section A	Yes
44444.pdf	T0948211-03	DOCUMENT - Back Scan	Ducasse, Lara Nathali - Ms - Part 02 - Section B	Yes

10.5 Metadata Field Mapping

The following metadata field mapping table identifies the relationships between the supplied metadata elements exported from TRIM and the fields that will be updated to generate the TRIM Upload File after the digitisation or scanning process.

Metadata Field Mapping:

TRIM Export File	TRIM Upload File	Description
<i>TRIM Barcode</i>	not required	Used to track the physical file throughout the scanning process
<i>Container</i>	not required	The box that the file was transported in
<i>Latest Part</i>	<i>Container</i>	The file or file part that the digitised PDF document will reside in after the upload process is completed
<i>Expanded Number</i>	not required	
<i>Title</i>	<i>Title (Free Text Part)</i>	Constructed Title - values must be in Title Case
<i>Back Scanned?</i>	not required	Identifies that the File Part has been digitised and will be updated as part of this process
	<i>Title (Structured Part)</i>	Fixed value - "DOCUMENT - Back Scan"
	<i>DOS file</i>	Identifies the full path and filename to the physical document that was created during the digitisation process
	<i>Enclosed?</i>	Fixed value - Informs TRIM that the scanned document resides in the Container

10.6 Managing the Process

The generated TRIM Export and Upload files that will be used and referenced throughout the various processes within this procedure must be registered in TRIM. This is important as it provides HNSW a means of tracking and verifying which client files were processed in a particular batch and also ensures a consistent method for managing the overall process.

- An “Administrative Container” is created for each office that is having their Client Files digitised. This container will contain the following information:
 - TRIM Export File for each batch.
 - TRIM Reference File for each batch.
 - TRIM Upload File for each batch
 - Status Reports on the processing of files from that particular office.
- The TRIM Record Numbers of the “TRIM Export Files” will be used as unique references for each scanning batch and will be referenced in the Status Reports.

11. VALIDATION AND QUALITY ASSURANCE PROCESSES

When physical client files are digitised, the current “hardcopy” file in TRIM must be “Closed” (if it is not already) and an Electronic Part needs to exist (or be created in preparation) to contain and enclose the digitised images that are created during the scanning process.

Therefore, a series of validation routines will need to be performed by HNSW prior to the final upload process being executed.

These validation processes include the following:

- Validate the TRIM Export File and determine if the “Digital File Part” exists. (Housing NSW)
- Update existing Client Files to indicate that the file has been digitised. (Businesslink)

Image capture quality assurance processes include

- Images are to be viewed to ensure that the scanned image is an accurate and legible reproduction of the original. Any discrepancies are to be verified against the original and resolved. Acceptance quality is determined as “the image is a true and accurate representation of the original document”.
- Images must be corrected for any issues such as a skewed image, de-speckle and completeness of overall image and detail (eg. missing information on the edge).
- If the image is not acceptable, the page is to be rescanned.

Data entry and indexing:

- Scanning vendor specific quality assurance processes should be carried out on indexing, post scanning metadata and any data entry.
- The TRIM Upload File is to be verified by the scanning vendor prior to delivery. Upload File should be verified for metadata accuracy and that the metadata is linked to the correct scanned image (client, part and section).

12. POST PROCESSING ACTIVITIES

After the completion of the digitisation process, the scanning vendor will temporarily store the processed boxes awaiting notification to either transport certain boxes to Businesslink for archiving or to securely destroy the identified boxes.

12.1 Records Disposal

Digitised files will be sentenced and appraised in line with the provisions contained within the State Records GDA36 retention and disposal guidelines. In this case, the need to retain the hardcopy original file after digitisation is no longer required and can be destroyed.

The following areas are covered by this guideline include.

- All files and boxes that have processed must be securely and appropriately stored for a minimum period of 6 months.
- Before this storage period expires, Housing NSW will identify the files/boxes to be destroyed or returned to Businesslink as either Archive or Active files/boxes scanning vendor for a period of six months and then destroyed after notification.
- HNSW will provide a list of boxes/files that are to be sent to Businesslink.
- The scanning vendor is only to proceed with secure destruction of boxes once notification has been given by Housing NSW.
- Records must be destroyed in a secure and environmentally friendly manner by shredding or pulping. Businesslink or HNSW may choose to witness the destruction. Certificates of destruction are to be provided to Businesslink.

Coordination of these services will be managed by the scanning vendor and Businesslink.

12.2 Process Completion

Once the digitisation process has been completed for each batch, the original “TRIM Export File” supplied by HNSW for this batch and the “TRIM Upload File” generated by the scanning vendor is returned to Businesslink along with the PDF documents on an external USB hard disk drive. Data and TRIM files for the batches are to be separated into individual folders on the hard drive.

The hard drive is to be packed for safe transport and is to be delivered using an agreed secure method of hand to hand (signed) delivery.

These files will be used by Businesslink to update the existing client files and to batch upload the digitised documents into TRIM. The TRIM Upload consists of the following tasks:

1. Import the supplied TRIM Upload File, batch (or batch part), of metadata and documents from the scanning vendor into TRIM Production.
2. Update imported documents from the batch with a TRIM Note. The note must include the correct name of the scanning vendor, and the batch number that the document was processed from.

Example: "Tuesday, 7 February 2012 at 3:24:51 PM (GMT+11:00):
Scanning Service Provider: Scanning Vendor Pty Ltd
Scanning Batch: HOD12/123456"

3. Import the TRIM Export File into TRIM Production to update ‘Back Scanned?’ field metadata for the original File Parts. This is only to be done for the entire batch once all batch parts have been successfully imported.
4. Update the Import Progress Report.

13. STATUS REPORTING

HNSW requires regular status reports to be generated/updated by the scanning vendor and Businesslink and forwarded to appropriate contacts on a consistent weekly basis until the project is complete. Status reports have the following characteristics:

- Reports are to be treated as cumulative and indicate the progress and status of the scanning batches at a given point in time.
- Registered in HNSW TRIM and each new revision will replace the previous report. HNSW staff will register reports from the scanning vendor, but Businesslink will update the existing Import Progress report already registered in TRIM.
- Used to track the invoices that have been generated by the scanning vendor.
- Used by HNSW to validate the quantity of all boxes and files prior to disposal.
- Used by HNSW to provide statistics on actual volumes to assist future project estimates and volumes.

Specifically there are 3 types of reports that will be supplied to HNSW. These are:

- Ad hoc Scanning Report
 - One report is required. This report is to be updated and used for all ad hoc requests, regardless of office or team.
- Volume Scanning Report
 - Individual office/project reports are to be supplied for a single region, division, branch or office. These reports are to be provided consistently on a weekly basis.
- Import Progress Report
 - One existing report to be updated by Businesslink as each import is processed. This report is to be updated consistently after each import activity/task.

Ad hoc Scanning - Reporting Template

Housing NSW and Scanning Vendor Ad Hoc - Progress Report Project Reference: HOA45678									
Reference Number	Date of Collection	Number of Boxes Collected	Number of Files Collected	Number of Boxes Completed	Number of Files Completed	Number of Image Files Produced	Number of Pages Converted	Date Delivered	Invoice No
HOD10950655	18/10/2010	1	1	1	1	1	55	20/10/2010	INV123853
HOD10950780	12/02/2010	2	3	2	3	3	109	14/02/2010	INV123897
HOD10951249	19/02/2010	1	1	1	1	1	55	21/02/2010	INV124013
HOD10951854	24/03/2010	1	1						

Volume Scanning - Reporting Template

Housing NSW and Scanning Vendor Bulk Scanning - Progress Report - Burwood Office Project Reference: HOA26533									
Reference Number	Date of Collection	Number of Boxes Collected	Number of Files Collected	Number of Boxes Completed	Number of Files Completed	Number of Image Files Produced	Number of Pages Converted	Date HDD Delivered	Invoice No
HOD10950658	29/01/2010	65	390	65	390	449	22,815	5/02/2010	TBA
HOD10950753	12/02/2010	55	330	55	330	380	19,305	19/02/2010	
HOD10950940	19/02/2010	46	276	46	276	317	16,146	26/02/2010	
HOD10951245	24/03/2010	40	240	35	200	230	11,700	2/04/2010	
HOD10951348	4/04/2010	60	360						

Import Progress - Reporting Template

Housing NSW Back Scanning Import Progress Report						
Office	Reference (batch)	Import Parts	Part 1		Part 2	
			Date	# Files	Date	# Files
Location 1	HOD11/793054	2	1/01/2010	4521	7/01/2010	4423
Location 1	HOD11/825304	2	14/01/2010	5208	21/01/2010	3378
Location 1	HOD11/839361	1	28/01/2010	9576		

14. INVOICING

There are two options for invoicing that the scanning vendor must follow:

- Ad Hoc Scanning – Issue monthly invoices for each office.
- Volume Scanning – Issue a single invoice ONLY once all scanning works have been completed for a particular project/office.

These invoices should cross reference with the information, batches and volumes detailed in the status reports.