



OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #16-63-SYS

CENTRALIZED INDEXING UNIT

Date: August 12, 2016	Subtopic(s): Operations
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to introduce the new Centralized Indexing Unit (CIU) which is responsible for indexing all applicant/participant documents. The policy bulletin is informational for all staff.</p> <p>The CIU, under the Office of Support Services, is located at 253 Schermerhorn Street and 98 Flatbush Avenue and is being phased in over the next few months.</p> <ul style="list-style-type: none"> • The first phase began Thursday, April 28, 2016 and focused on the SNAP (Supplemental Nutrition Assistance Program) TIPS 24 (Telephone Interview Processing Services) Center including documents received through applicant/participant Self-Service scanners, Right Fax, and scanning and indexing mail from the US Post Office box connected to that TIPS office. • The second phase, began in July of 2016, to centralize the SNAP Mobile Doc indexing and expand the Mobile Doc to Cash Assistance (CA). • The final phase, expected in December of 2016, will involve indexing any remaining work for SNAP and CA, including centralizing additional TIPS indexing and CA Self-Service Scanners, Right Fax and In-Center document returns. <p>The CIU should be fully operational by December of 2016, and it will be responsible for indexing all CA and SNAP applicant/participant documents including CA and SNAP documents received through applicant/participant Self-Service scanners, mobile document uploads, Right Fax, the US Post Office return mail and other citywide sources.</p> <p>Although the CIU is responsible for indexing documents, Center Staff will continue to have the ability to index applicant/participant documents after scanning them in the Center.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

For details on scanning and indexing please refer to the POS
(Paperless Office System) Scanning and Indexing User Guide
(**Attachment A**)

Effective Immediately

Related Items:

[PB #03-65-SYS](#)

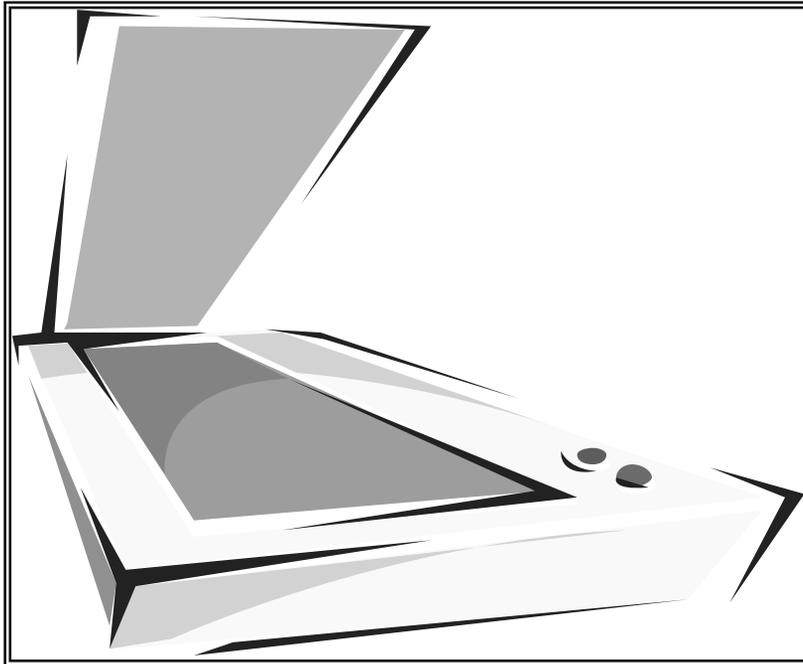
[PB #15-95-SYS](#)

Attachment:

Attachment A POS Scanning and Indexing User Guide

Paperless Office System (POS) Scanning and Indexing User Guide

City of New York
Human Resources Administration
Family Independence Administration



Seth Diamond
Executive Deputy Commissioner

James Whelan
Deputy Commissioner

Introduction

The purpose of this User Guide is to provide Workers at the Job Centers with instructions for using the Hewlett-Packard (HP) Digital Sender 9100C to scan and the Paperless Office System (POS) to index the documents of applicants/participants.

Scanning and indexing documents are important tasks in your daily routine and can be time-consuming. The scanning and indexing processes in this guide are in a simplified, step-by-step format illustrated by screen shots.

Many of the required documents that should be scanned and indexed are referred to in the Documentation/Verification Desk Guide (**W-203Y**).

Section 1: SCANNING

What is Scanning?

Scanning is a process of storing or filing paper documents in an electronic file or paperless case record. It's as easy as making photocopies. The Hewlett-Packard Digital Sender is used to create this electronic file.

How to Scan a Document

Collect all the documents you need to scan. Make sure that staples and paper clips have been removed, and that the condition of each document is appropriate for scanning.

You can scan each document on a separate page, creating separate documents, or you can scan smaller documents such as a social security card and birth certificate together on a page, creating one document. You need to use the Flat Bed scanner in order to scan documents together on the same page. (After you finish scanning, you will need to index [see page 7] the documents.)

The Digital Sender is a device used to scan documents into the Image Store Server. Read the display panel on the Digital Sender for messages and prompts that guide you every step of the way. Each Function Key performs the function that is displayed above the key.

If the initial screen is not displayed, press **FINISH** or **BACK**.

ALWAYS FOLLOW THE PROMPTS ON THE DISPLAY PANEL.

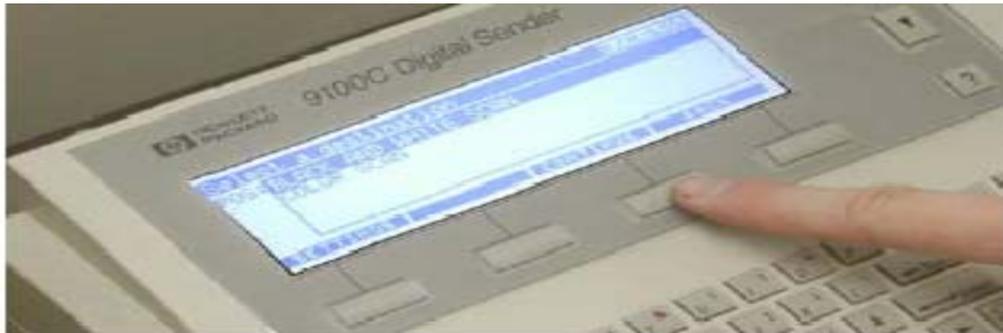
STEP 1: Select the **POS** button on the keypad.



STEP 2: Use the up/down arrows on the right side of the Scanner to select **Black and White** or **Color**. Scan photo IDs, Pink and Blue, and hard to read documents such as old, faded, photocopies, in **Color**. All other documents should be scanned in **Black and White**. After the color option is selected, press **CONTINUE**.



STEP 3: The display panel will show two options: **Case Number** and **User ID**. Press the **CHANGE** button to select the **Case Number**. A pop-up box will appear on the panel to enter the case number. Enter the complete **Case Number** (four leading zeros, followed by the 7-digit and the last letter, known as the alpha) of the case you're scanning documents to then press **OK**.



STEP 4: Use the **Down Arrow** to scroll to **User ID**. Press the **CHANGE** button to select **User ID**. A pop-up box will appear on the panel. Enter your **WMS User ID** (the first six characters of your WMS ID). Press **OK**.



STEP 5: Place the document(s) onto or into the Scanner as follows:

- Face up on the **AUTOFEEDER**

or

- Face down on the **FLAT BED**



Autofeeder



Flat Bed

AUTOFEEDER (ADF) scanning: For letter (8 ½" x 11"), legal (8 ½" x 14) or A4-A5 sized documents, place them all together into the top automatic document feeder (**ADF**) **FACE UP** (adjust paper guides if necessary). Press **GREEN SEND**  button to scan. Press **FINISH** when all the pages have been scanned.

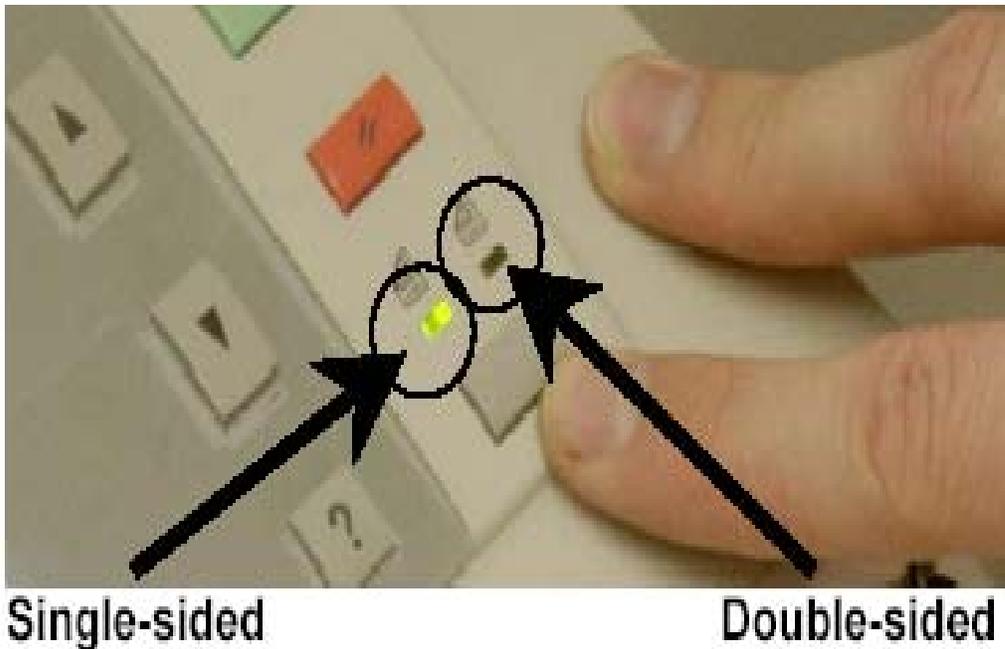
FLAT BED scanning: To avoid paper jams, use the Flat Bed (glass window) to manually scan all fragile, mutilated & ID cards/documents that are too large for the Autofeeder or smaller than a 5"x5" page. Place each document in the **FLAT BED FACE DOWN**. Press the **SEND** button to scan each page. After you press **SEND**, a message will prompt you to remove the document left on the glass. Click the **FINISH** button when you have scanned all your documents. The Flat Bed does not have an automatic document feeder. All the documents must be placed manually onto the flat glass surface.

The imaged document is sent to the Image Store Server that holds all images until they are indexed.

STEP 6: After you finish scanning, click **OK** and/or **BACK** to exit.

SCANNING DOUBLE-SIDED DOCUMENTS:

- Place the documents into the Automatic Document Feeder (ADF), face up
- Press the **DUPLEX** button on the lower right of the DigiSender panel.
- Press the button labeled "**FINISH.**" The scanner will scan the front side of every document in the ADF and then prompt the user to reload the documents for scanning the other side of the documents.
- **DO NOT TURN THE DOCUMENTS OVER WHEN RELOADING!** The scanner has already flipped the documents when scanning the first side. Simply pull the documents straight out from the lower tray and place them back into the ADF without flipping.
- Press the **SEND Button**  to scan the other side of the documents.
- When the scanning is completed, press the **BACK** button to return to the initial display.



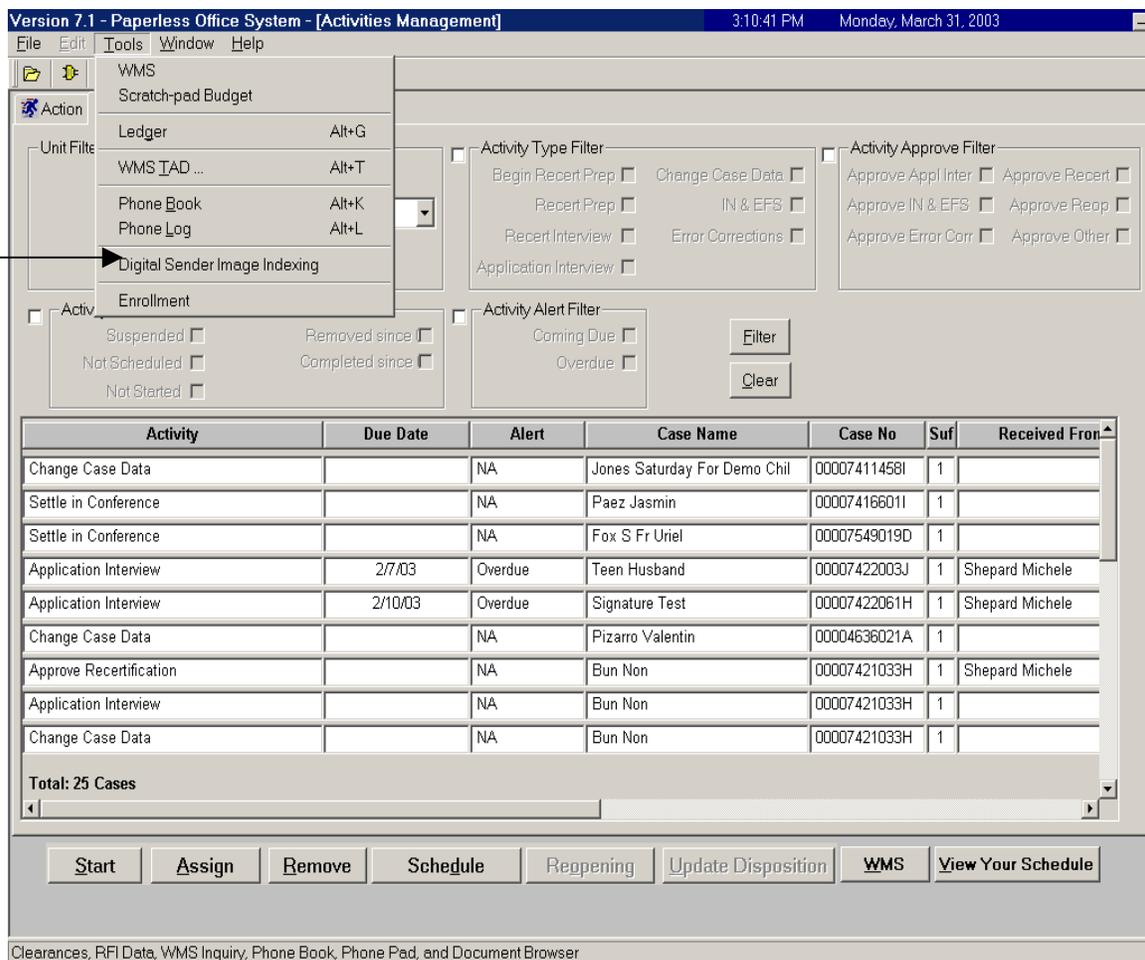
Section 2: INDEXING

What Is Indexing?

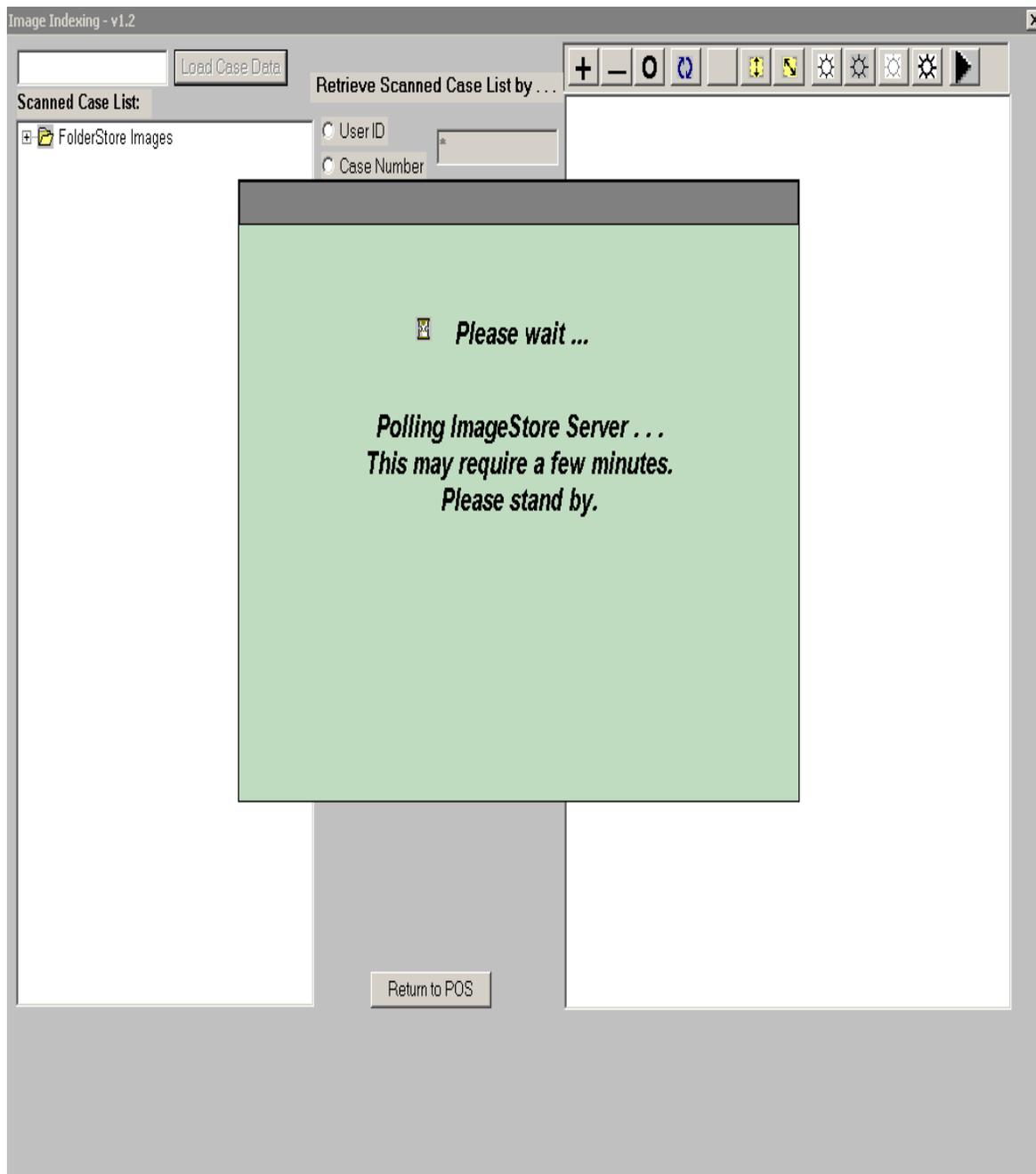
Indexing is a way of organizing all the documents that belong to the same applicant/participant into one file, just as you would file them all together in the same case record. The indexed images are connected or linked to each other and become part of the permanent Case Record.

How to Index a Document

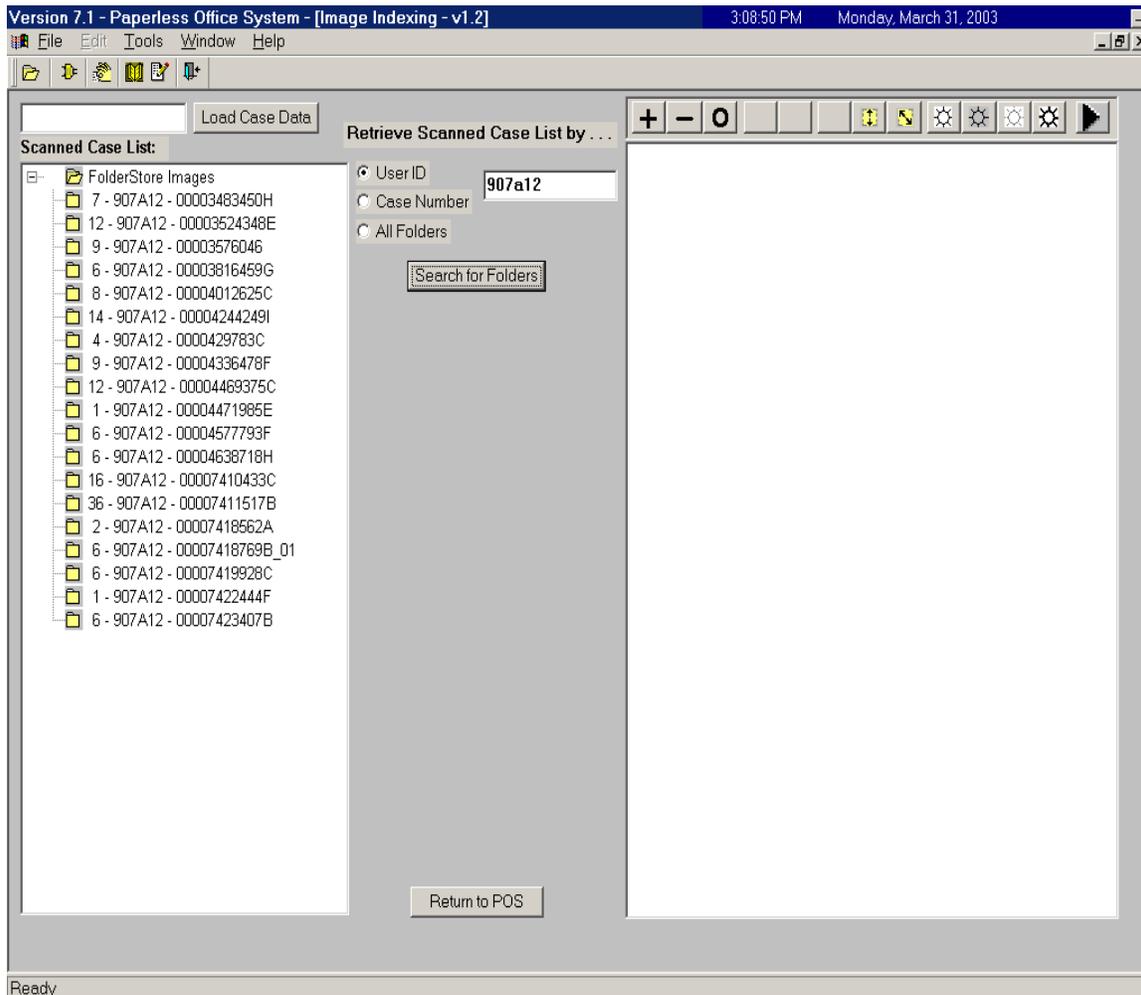
- STEP 1:** To index scanned documents:
- Select **Tools** from the menu bar in POS.
 - Select **Digital Sender Image Indexing**.



After you select **Digital Sender Image Indexing**, the screen below is displayed. The message it contains states that the system is accessing the indexing application:



The next screen provides the option to retrieve scanned images by User ID, Case Number or All Folders. The application defaults to User ID:



The screen above already contains a User ID, based on the log-on information. There are three (3) methods for searching scanned images that need indexing.

Method One: Searching for a Case Record Using a WMS ID/User ID

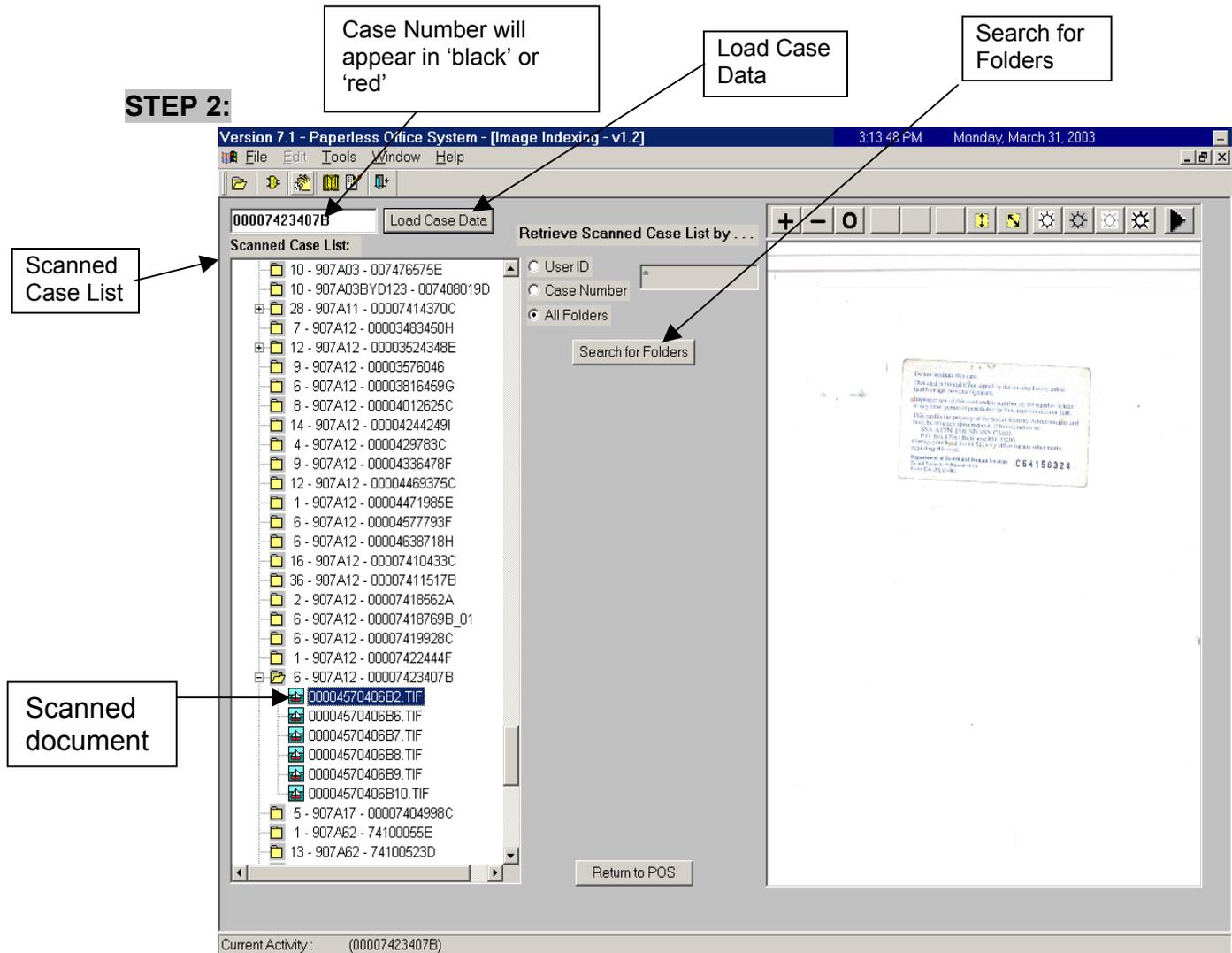
- The WMS ID/User ID of the user is always displayed on the main image indexing screen, displayed above, that contains the message “Retrieve Scanned Case List by.”
- Click on the “Search for Folders” button.
- When a list of case numbers appears, highlight the Case Number desired.
- Proceed to Step 2.

Method Two: Searching for a Case Record Using a Case Number

- Click on the “Case Number” button.
- Enter Case Number in the box under “Retrieve Scanned Case List by.”
- Click “Search for Folders” button. This will list all folders scanned and not indexed for the Case Number entered.
- Click on the desired document.
- Proceed to Step 2.

Method Three: Searching for a Case Record Using “All Folders”

- Click on the “All Folders” button.
- Click “Search for Folders” button.
- Click “OK” on the “Incomplete Scanned Case List” and then “More Cases” button if there are more cases to load.
- Select the desired Case Number.
- Proceed to Step 2.



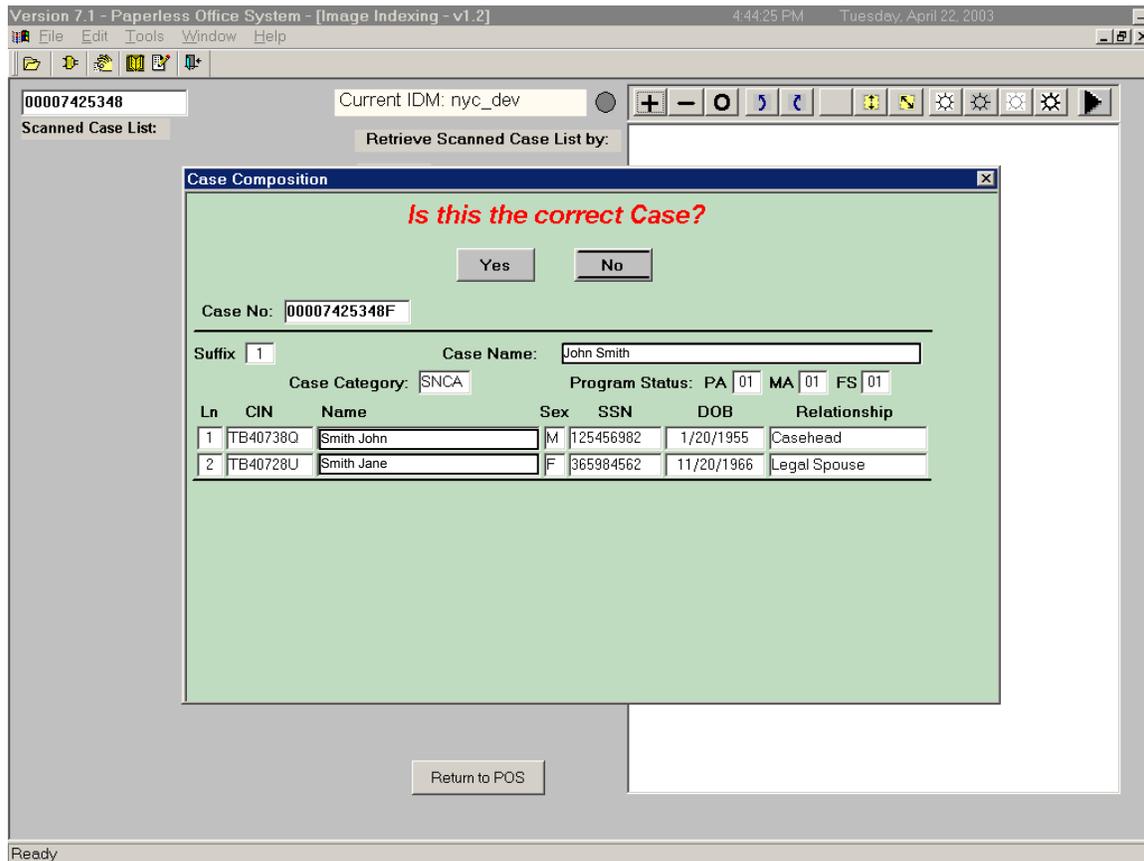
After you have selected your desired search method, click the “Search for Folders” button. The system will load the available data accordingly. Check the data in the “Scanned Case List” section:

- If Case Number is in Black, click “Load Case Data” button.
- If Case Number is in Red, the Case Number was entered incorrectly.
 - Delete incorrect Case Number and type in the correct Case Number.
 - Click “Load Case Data” button.
- To preview the documents click the **Plus Sign (+)** to the left of the yellow folder. Each document will appear on a separate line, click the line you want to preview and the image can be view on the right side of the screen.

STEP 3:

After “Load Case Data” has been selected, the “Case Composition” screen appears as a pop-up box that contains the Case information.

- If the information in the pop-up box is incorrect, select “No” and the application will take you back to Step 2.
- If the Case Number and Case Name in the pop-up box are correct, select “Yes” to proceed to the “Digital Index Imaging Screen.”



Digital Index Imaging Screen

Version 8.1 - Paperless Office System - [Image Indexing - v1.2] 4:35:23 PM Friday, May 28, 2004

File Edit Tools Window Help

00007434803I Image #: 1 of 14 images.

Case No:
First Name:
Last Name:
SSN: --
Line No:
DOB: 00/00/0000
Sex:
Suffix:
CIN:
Relation:

Reset Fields

Documents Submitted at Interview:
Documents Client Was Asked To Bring Back:

Document Type:
Document Description:
Page Number:

Power Search:

Commit Images Delete Image Search for Folders Return to POS

Current Activity: Application Interview TRAILER BLASER FOR TRAILER K (000074348845G)

Document Thumbnail
Commits Images
Delete Image
Power Search
Search for Folders
Exits from Indexing

Resets the fields and allows the Worker to redo indexing for image
CIN
List of documents submitted at interview
List of documents applicant/participant has to bring back
Document Type
Document Description

Left section of the Digital Index Imaging Screen

The left side of the screen contains a “minipicture” of the scanned documents/images that need to be indexed. Each image is numbered and is referred to as a **Document Thumbnail**.

Middle section of the Digital Index Imaging Screen

The middle section of the screen contains numerous fields and buttons. When you commit/index documents using the Manual Search (Step 4), you are required to provide the **CIN**, **Document Type** and **Doc Description** (document description) for the document you are committing/indexing.

When you commit/index documents using either the **Documents Submitted at Interview** list or **Documents Client was Asked to Bring Back** list (step 4), you must also provide the CIN.

You need to click the **Commit Images** button when all the images have been committed/indexed (Step 5). To exit the indexing application, click on the **Return to POS** button.

If you choose to index your images using the Power Search, you need to click on the **Power Search** button (Step 4). When you commit/index images using the Power Search option (Step 4), you are required to provide only the CIN for the document you are committing/indexing.

Right section of the Digital Index Imaging Screen

On the right side of the screen, there is a blank area that may contain a magnified version of the document thumbnail you selected. At the top of this area, there is a **Tool Bar**, which is utilized to change the appearance of the selected image. (See the **Tool Bar** on page 26.) Click **Zoom** to make the image larger. **Zoom Out** will return image to its original size. You can also make the image lighter or darker by clicking on the appropriate icon in the **Tool Bar**. See page 26 for more details on the **Tool Bar**.

STEP 4:

Before you can commit the images you must perform a search to include pertinent individual information, such as CIN and document type. You can search by using one of four methods. They are equally effective, but the **Documents Submitted at Interview** and **Documents Client Was Asked to Bring Back** searches are quicker.

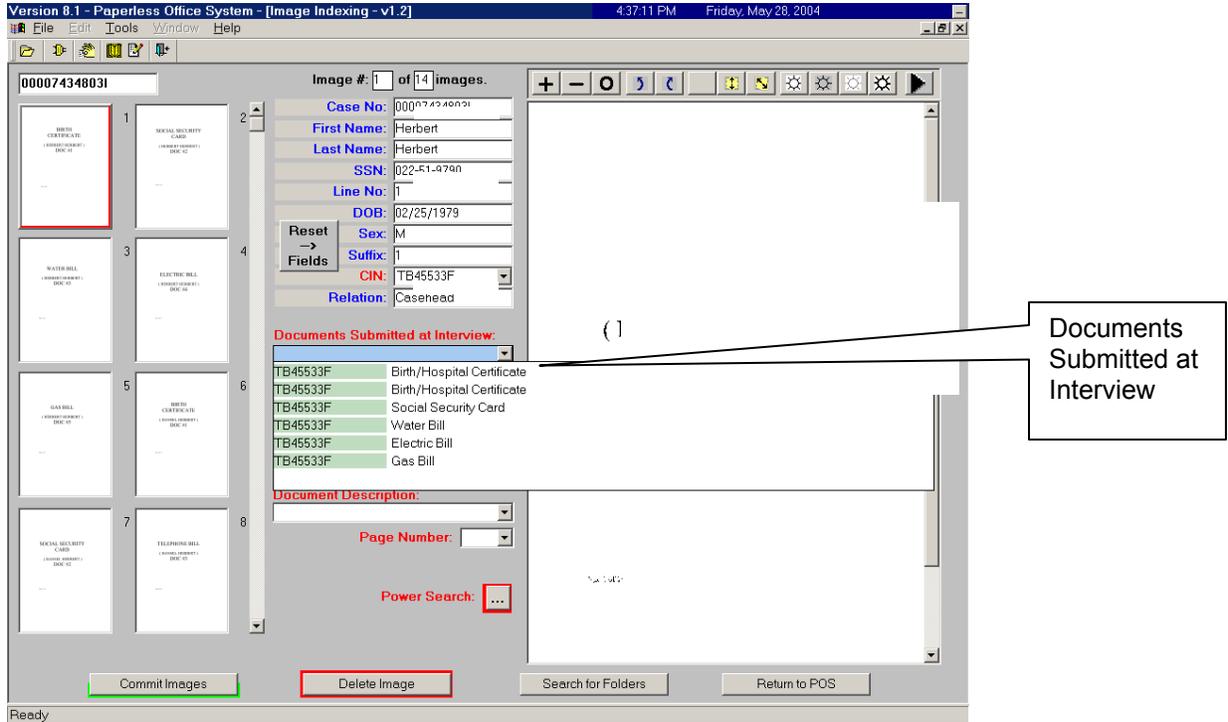
- Documents Submitted at Interview
- Documents Client Was Asked to Bring Back
- Power Search
- Manual Search

Documents Submitted at Interview

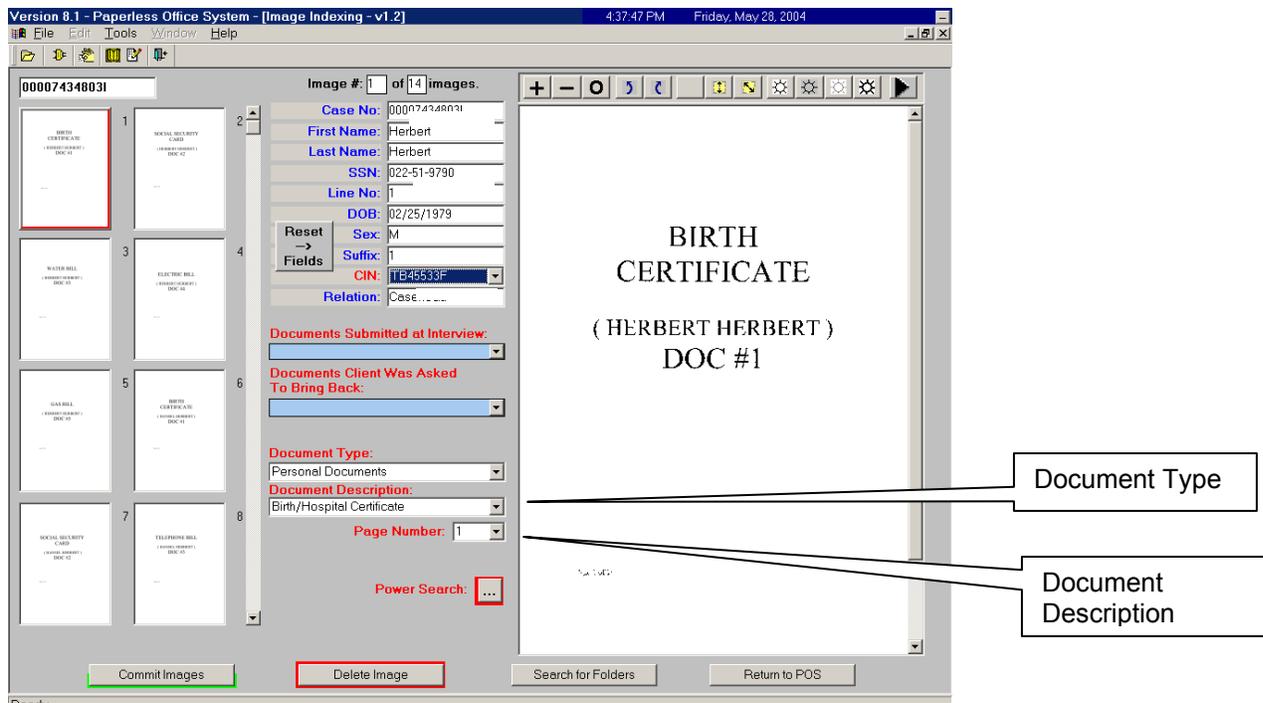
- Select the first image you want to index by clicking on thumbnail 1 (minipicture of the document on the left). It will appear in larger form on the right side of the screen.
- Before you commit an image, you can utilize the **Tool Bar** to change the appearance of the imaged document. For example, use the **Zoom** button to make the image/document larger and more readable.
- Click on the drop-down arrow in the **CIN** box and select the CIN corresponding to the individual to whom the document belongs. The selected CIN populates CIN, name, relationship and date of birth fields.
- If the scanned image corresponds to a document submitted for the selected individual at the time of the interview, click on the drop-down arrow in the **Documents Submitted at Interview** box and select the name of the document.
 - Then click on the next scanned image and continue to index.

Screens associated with Documents Submitted at Interview search

- After selecting a CIN, click on **Documents Submitted at Interview** and a drop-down list of documents submitted for the interview appears.



- Once a document is selected, the **Document Type** and **Document Description** fields are prefilled by POS.



Documents Client Was Asked to Bring Back Search

- Select the first image you want to index by clicking on thumbnail 1 (minipicture of the document on the left). It will appear in larger form on the right side of the screen.
- Before you commit an image, you can utilize the **Tool Bar** to change the appearance of the imaged document. For example, use the **Zoom** button to make the image/document larger and more readable.
- Click on the drop-down arrow in the **CIN** box and select the CIN corresponding to the individual to whom the document belongs. The selected CIN populates CIN, name, relationship and date of birth fields.
- If the scanned image corresponds to a document that the client was asked to bring back, click on the drop-down arrow in the **Documents Client Was Asked to Bring Back** box and select the name of the document.
 - Then click on the next scanned image and continue to index.

Screens associated with the Documents Client Was Asked to Bring Back search

- After selecting a CIN, click on **Documents Client Was Asked to Bring Back** and a drop-down list of documents that were supposed to be brought back by the applicant/participant appears.

The screenshot displays the 'Paperless Office System - [Image Indexing - v1.2]' interface. The top status bar shows the time as 4:40:13 PM on Friday, May 28, 2004. The main window is titled '00007436453A' and shows 'Image # 1 of 13 images'. On the left, there is a grid of 8 document thumbnails. The central area contains a form with the following fields:

- Case No.: []
- First Name: System
- Last Name: Testing
- SSN: 1
- Line No.: 1
- DOB: 11/11/1966
- Sex: M
- Suffix: 1
- CIN: []
- Relation: Casehead

Below the form, there are two dropdown menus:

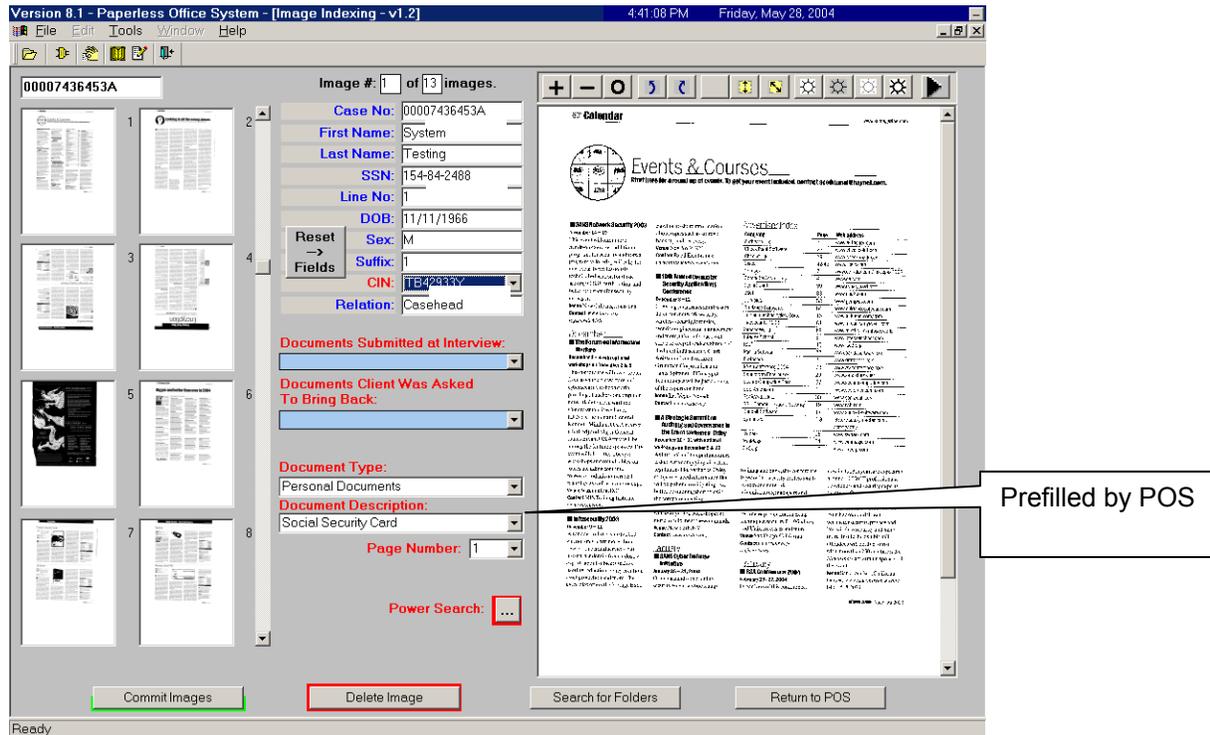
- Documents Submitted at Interview: []
- Documents Client Was Asked To Bring Back: []

The selected document in the dropdown list is:

- TB42933Y BCIS Form N550,N570 Certificate of Naturalization
- TB42933Y Social Security Card
- TB42933Y Landlord Letter (Statement from Non-Relative Landlord)
- TB42933Y Hotel Receipt

A callout box with a white background and black border points to the first document in the list, containing the text: 'Selecting the name of the document'. At the bottom of the interface, there are buttons for 'Commit Images', 'Delete Image', 'Search for Folders', and 'Return to POS'. The status bar at the very bottom shows 'Ready'.

- Once a document is selected, the **Document Type** and **Document Description** fields are prefilled by POS.



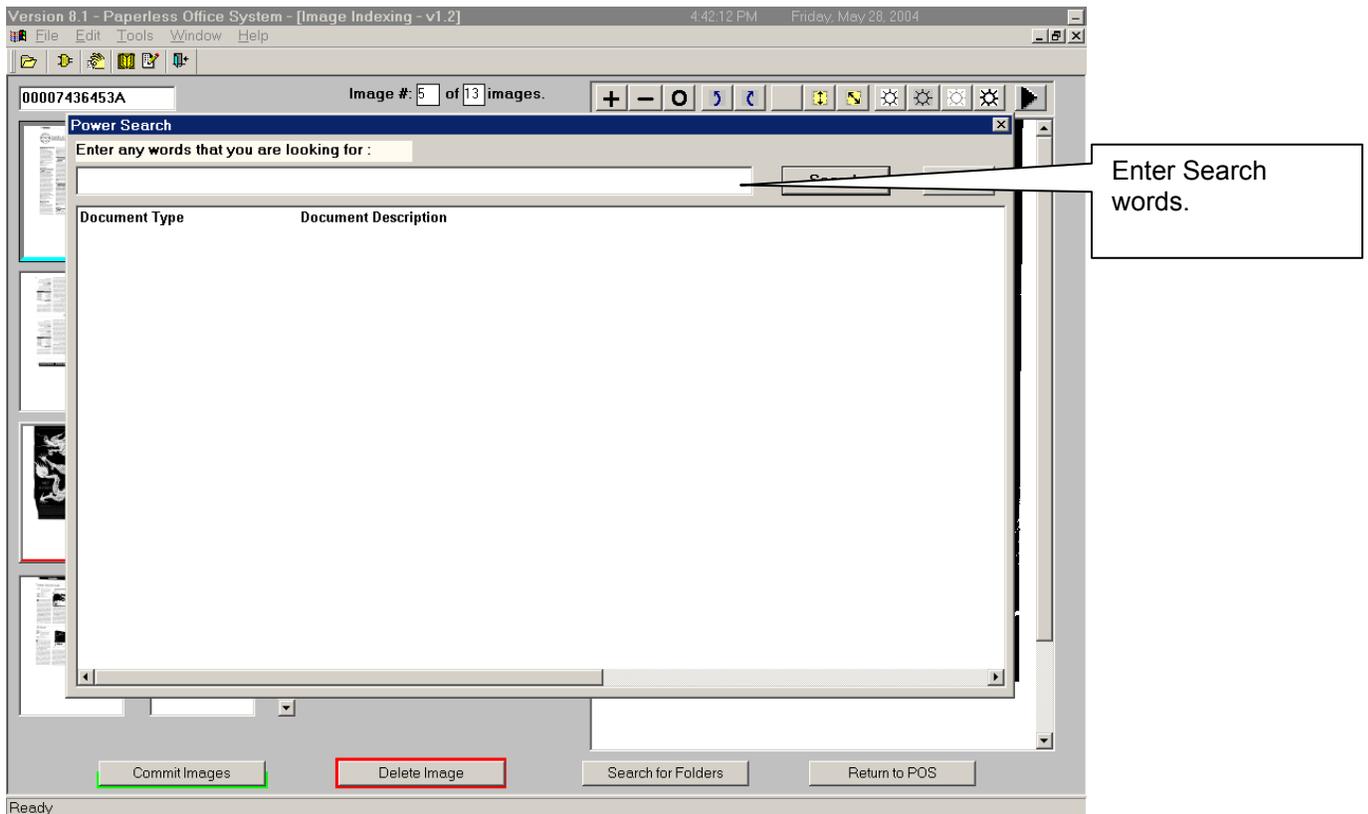
Power Search

- Select the first image you want to index by clicking on the thumbnail.
- Use the **Zoom** button to make the image/document larger and more readable.
- Click on the drop-down arrow in the **CIN** box and select the CIN corresponding to the selected document. The selected CIN displays CIN, name, relationship and date of birth.
- Click the **Power Search** button and a “Power Search” window appears.
- Type a phrase or form number that identifies the document (for example, shelter, **W-273B**, or driver’s license). Try to keep the description short to help the search engine find the right document.
- Click the **Search** button and a list appears in the lower box.
- Double-click on the item in the list that matches your selected document. The Power Search Tool automatically fills the **Document Type** and **Document Description** fields on the **Image Imaging** screen.

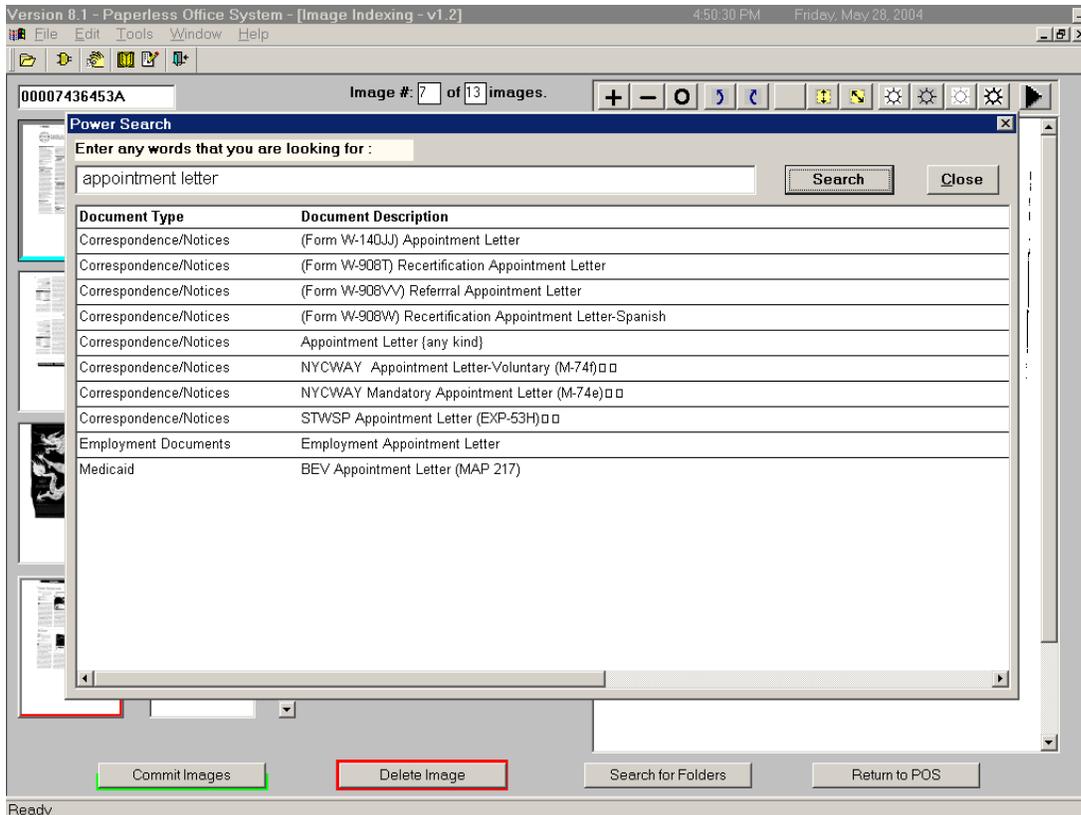
- Crop the image, if needed.
- Click on the **Page Num** field to select or change the Page Number if it is incorrect.
- Repeat for each thumbnail image you need to index.

Screens associated with the **Power Search**

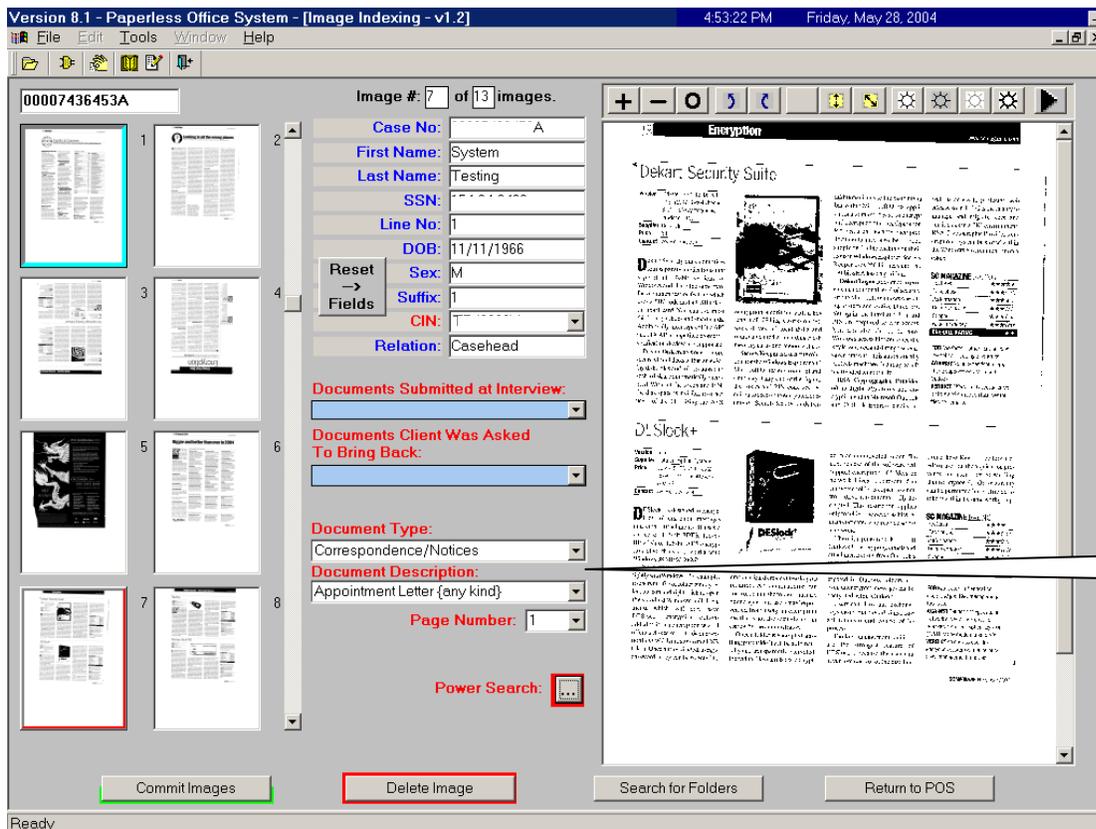
- After selecting a CIN, click on **Power Search** and the following screen appears.



- Enter words for the search.
- The screen on the following page appears listing the various documents based on your search.



- Select a document and the following screen appears. The **Document Type** and **Document Description** fields are prefilled by POS for the selected document.

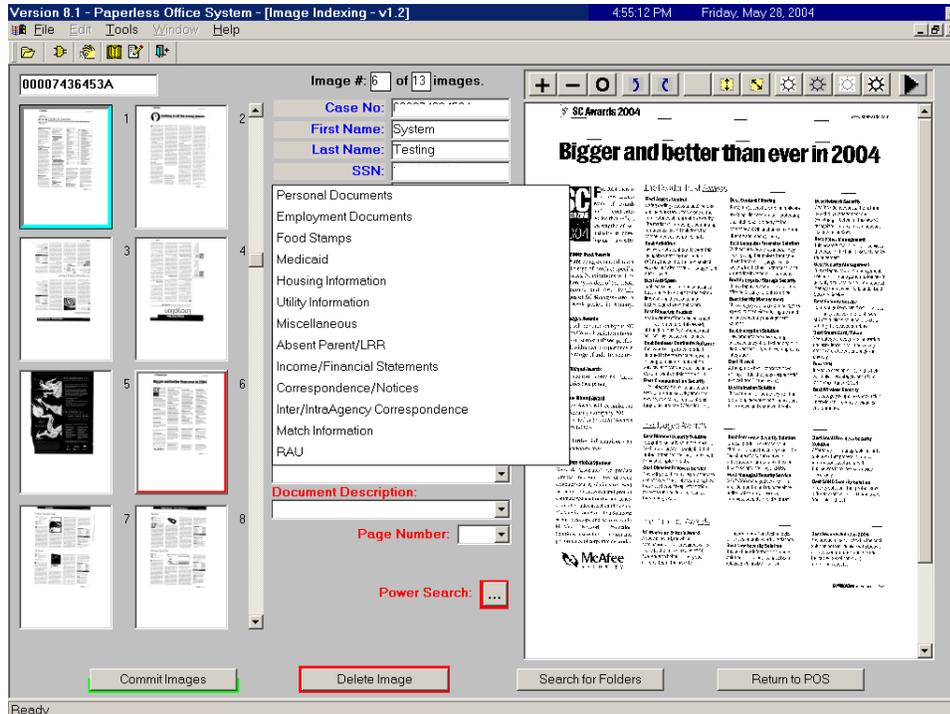


Manual Search

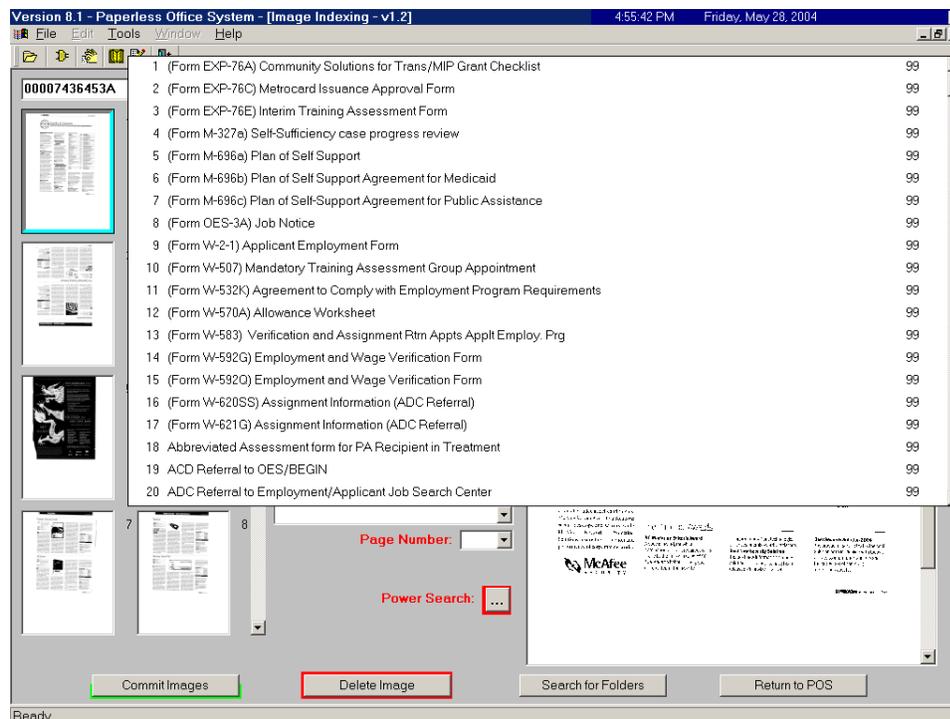
- Select the first image you want to index by clicking on thumbnail 1 (minipicture of the document on the left). It will appear in larger form on the right side of the screen. Please refer to the screen shots on the next page.
- Before you commit an image, you can utilize the **Tool Bar** to change the appearance of the imaged document. For example, use the **Zoom** button to make the image/document larger and more readable.
- Click on the drop-down arrow in the **CIN** box and select the CIN corresponding to the individual to whom the document belongs. The selected CIN populates CIN, name, relationship and date of birth fields.
- Click on the drop-down arrow in the **Document Type** box and highlight the type or category of document you are indexing. For example, your document can be a personal one such as a birth certificate or a utility bill.
- Click on the drop-down arrow in the **Doc Description** box and select the most appropriate description for the document you're indexing.
- Crop the image if needed for smaller documents like Social Security cards (see **Important Tips** in Section 3).
- Click on the page number box to select or change the page number if it is incorrect.
- Repeat for each thumbnail image you need to index.

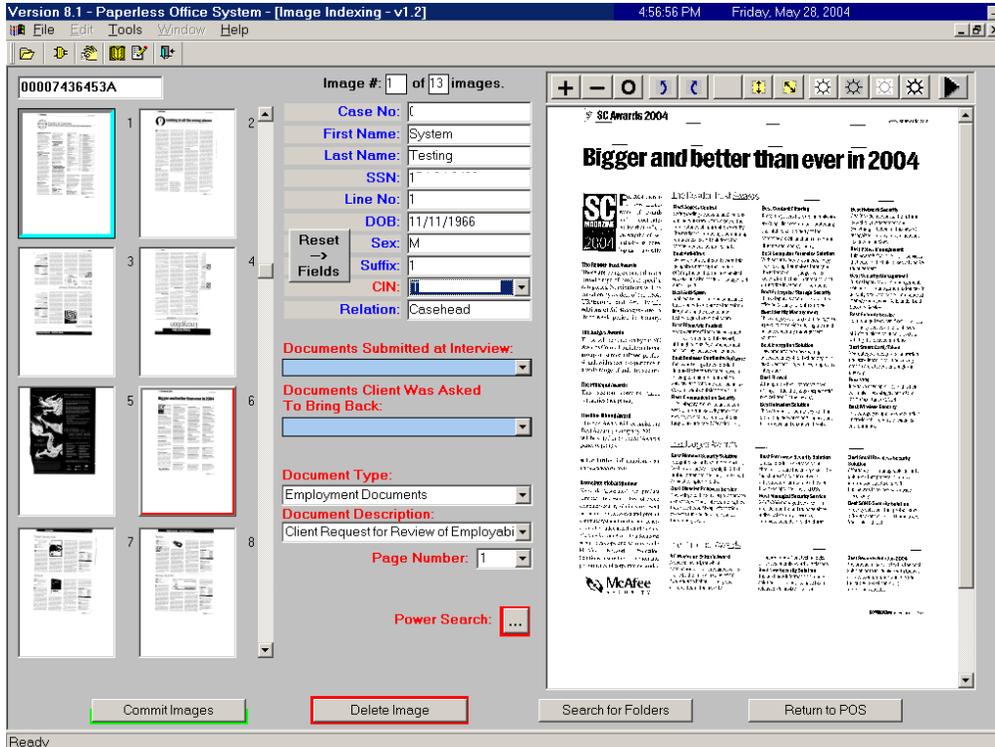
Screens associated with Manual Search

- After selecting a CIN, click on **Document Type** and the drop-down menu appears, from which a selection is made.



- Click on **Document Description** and the drop-down menu appears, from which a selection is made.



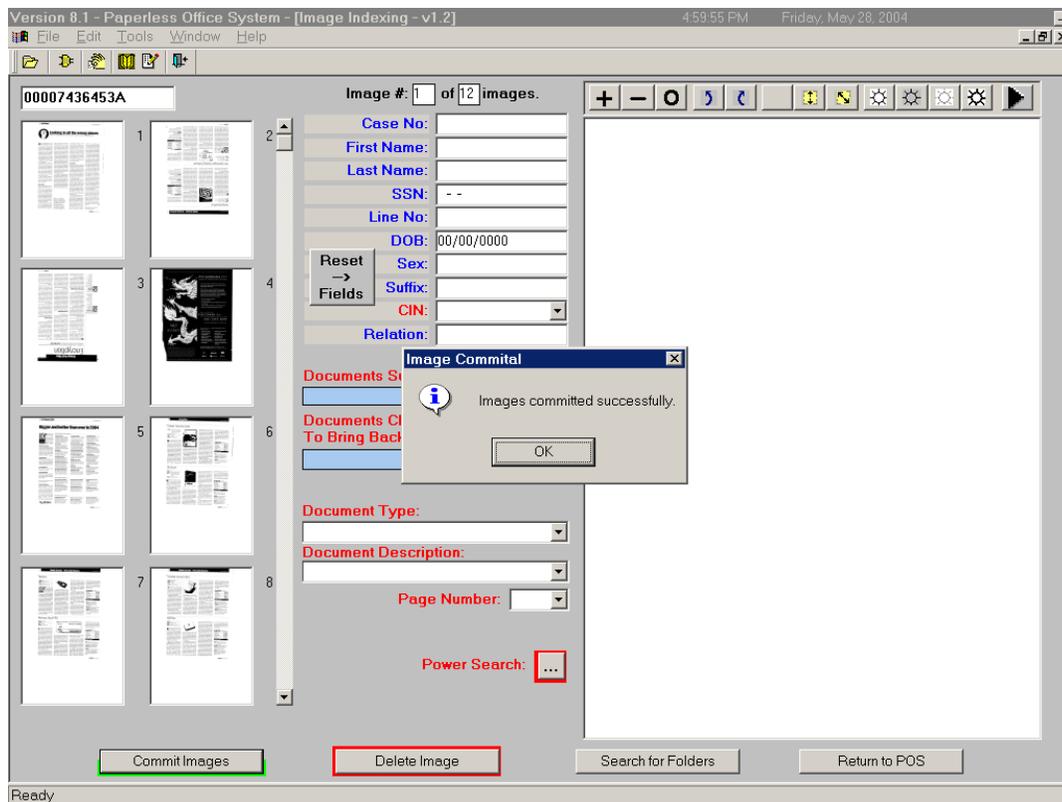


- The document that appears is based on the selections made in the **Document Type** and **Document Description** fields.

STEP 5:

Once you have selected all the images you want to index and the required fields have been populated with information, you can commit the images. To commit the images:

- Click on the **Commit Images** button when all the images are indexed.
- The indexing application displays an **Images Committal Information** window that states **Images Completed Successfully**.
- Press the **OK** button.

**STEP 6:**

To exit the indexing application:

- Click the **Return to POS** button; or
- Go to **File** and select **Close**.

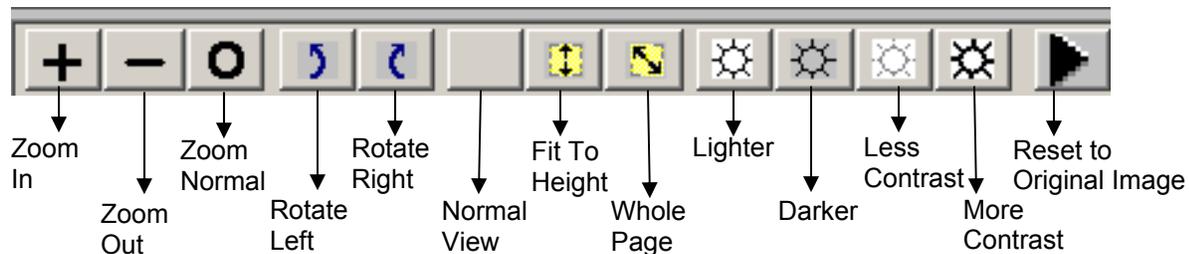
Section 3: IMPORTANT TIPS

Indexing:

- If you do not find your scanned case by your WMS ID/User ID, you can search by entering at least 3 digits of the Case Number or by loading the entire scanned list.
- When entering a case number to search, the last character should be an Alpha.
- If there are more than 300 folders, the Scanned Case List loads the first 100 folders and prompts you to click **OK** and then “More Cases” to load the next 100 folders.
- If there are no more folders to index, the list will be empty and a message stating “The Scanned Case List contains no folders to index” appears.
- Indexing under App Reg Number vs. Link Number:
 1. For documents scanned under the App Reg Number:
 - a. If your supervisor has not approved and transmitted the App Reg case to WMS, you need to index the case under the App Reg Number.
 - b. If your supervisor has already approved and transmitted the App Reg case to WMS, you need to index the case under the Link Number.
 2. For documents scanned under the Link Number:
 - a. If your supervisor has not approved and transmitted the App Reg case to WMS, you need to change the Link Number to App Reg Number and index as usual.
 - b. If your supervisor has already approved and transmitted the App Reg case to WMS, you need to index the case under the Link Number.
- To Index a Multipage Document (such as the Child Care Provider Application and Voucher Form [**W-273B**], or a lease):
 - Index the first page of the document.
 - With the first page of the document still selected, hold down the **CTRL** key.
 - While holding down the **CTRL** key, left-click on the subsequent thumbnail images that you want to attach to the first page.
 - Release the **CTRL** key when all pages have been selected.
 - Continue indexing the remaining documents.

To Crop an Image:

The **Image Indexing** screen **Tool Bar** allows the user to change the appearance of the imaged document. Cropping is the process by which the size of the document is adjusted to improve its readability.



- The image needs to be its original size. If you have zoomed in on the image, zoom back out so that the document returns to its original size.
- Click once on the document and the cursor will change to a “+.” Click a second time and drag the “+” from one corner to the opposite corner of the document. Release the mouse.
- A question will appear, asking you if you want to save the image. Click **Yes** if you have the whole area of the document in the cropping box. Otherwise, click **No** and try again.

