



FAIRFAX IMAGING, INC.

Fairfax Imaging Solution Eases Change for Kansas Department of Revenue

Benefits at a Glance

- Hardware is upgradeable.
- Software is current and upgradeable.
- Maintenance costs are lower.
- KDOR can become self-sufficient creating their own new sort patterns and forms.
- Can automate additional tax types.
- Better service and support from a one-stop shop with no finger-pointing.



Chantel Lakey loads one of KDOR's Unisys NDP Quantum 300 Series payment processors with checks and voucher forms for tax payment processing.

In the Fall of 2006, when the Kansas Department of Revenue (KDOR) replaced their aging Unisys NDP 500 Series payment processors (NYSE:UIS), they stayed with the Unisys line of hardware but opted for a new direction in software.

"We chose the Quantum 300 Series because, even though they are slower than the 500's, they are upgradeable," said Ken Rakestraw, Core Process Manager, KDOR Channel Management. "The ability to improve and grow was the same quality we wanted in the software as well. That was one of the main reasons we went with *Quick Modules*."

Quick Modules is Fairfax Imaging's award winning document imaging and remittance processing software suite.

As KDOR approaches a peak requirement of 60,000 items per day during April tax time, the team is working hard to bring the system to its full capacity. The State purchased three of the Quantum 300's. This enables one machine to be down for cleaning and maintenance daily so that each machine can be serviced every three days. One of the 300's is also configured as a test bed for software updates and new sort patterns.

During my tour, six team members were processing 20 to 30 thousand documents per day with no difficulty.



Approach

At KDOR, sort patterns correspond to tax categories. Income, Withholding, Sales, Estimated and Corporate taxes each constitute a sort pattern. Most of these sort patterns contain multiple form types.

Income and estimated taxes make up the Lion's share of the department's workload.

For the batches being processed in the photo above, checks are accompanied by a

voucher. If a check comes in with no voucher, it goes to the research team who uses information from the check to create an in-house voucher. The check and in-house voucher are reinserted into the work flow for processing.

The checks and vouchers are scanned by the Unisys Quantum 300's. State of the art OCR and ICR engines, included in the *Quick Modules* solution, capture data from the images. Images and data are fed to a FileNet database for retrieval and to KDOR's Oracle based Automatic Tax Processing (ATP) system.

Any images with data fields that cannot be accurately read are automatically redirected to a key operator who corrects the data on screen. The operator has access to the entire image with full zoom capability and other tools to facilitate the correction process. This includes the ability to key from image or even paper if necessary.

Checks go back through the Unisys machines for traditional second-pass processing where the check is endorsed, the amount is verified and printed at the end of the MICR line and a deposit report produced.

At KDOR the checks are then bundled and sent to the Kansas State Treasurer's Office where they are balanced against the deposit report and then sent to the bank for deposit. Vouchers are saved for 90 days and then shredded.



Estimated tax vouchers and checks are scanned by the Unisys Quantum 300

Growing with the System

"We chose Fairfax Imaging because their solution was upgradeable so it would grow along with our needs," said Royce White, Applications Developer Supervisor. "We want to be self sufficient, create our own forms, make our own improvements and handle whatever the future brings. We're not there yet, but we can see that we will be."

"Our workforce is getting older," Ken Rakestraw added. "Manual processing is less viable as an efficient way of getting things done. We want to automate more of the smaller tax types that we are now doing by hand."

As the IT group becomes more familiar with Quick Modules, they feel more confident about their choice. As they learn more about what Quick Modules is capable of, the more applications they see for it within the KDOR operation.

"We want to be self sufficient, create our own forms, make our own improvements and handle whatever the future brings." - Royce White, Applications Developer Supervisor



Vouchers and checks are evened up for processing in a vibrating form jogger.

Maintenance

As the Unisys NDP 500's approached the end of their life expectancies, the maintenance load increases began to impact KDOR. "Maintenance costs were going up and sometimes we felt like we were keeping things running with tape and baling wire," joked Rakestraw. "It was necessary for us to monitor the entire maintenance process closely, to protect our ability to get the workload completed."

With the new Quantum 300 Series machines, KDOR can look forward to reduced maintenance costs. And now, there's only one number to call.

"When something goes wrong, we call Fairfax Imaging. It doesn't matter if it's a

hardware or software issue," said Royce White. "Fairfax takes care of it and we've been happy with the response."

Fairfax Imaging, Inc.

Headquartered in Chantilly, Virginia, Fairfax Imaging, Inc. is a leading provider of forms and financial document processing solutions. Established in 1994 with offices in Florida, California, Illinois, Maryland, and Texas, Fairfax Imaging develops its

"It doesn't matter if it's a hardware or software issue, Fairfax takes care of it." - Royce White, Applications Developer Supervisor



own processing software *Quick Modules*.

Quick Modules, is a highly successful and award winning forms and remittance processing solution. Currently *Quick Modules*' systems are processing millions of transactions per day; across many industries, both government and commercial.



The Kansas Department of Revenue, Channel Management, left to right: Royce White, Brian Sommers, Ken Rakestraw, Troy Ledbetter. Front, Chantel Lakey.

