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| **TITLE:** | Imaging Operations | | |
| **sop #:** | IND-01 | **revision #:** | 1 |
| **EFFECTIVE DATE:** | May 22, 2020 | | |
| **OWNER:** | Gurbax Minhas | | |

## REVIEWERS

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| --- | --- | --- | --- |
| Name | tITLE | sIGNATURE | dATE |
| Hellen Patrick | Imaging and Indexing Clerk | Signed | May 22, 2020 |
| Ravinder Bajaj | Imaging and Indexing Clerk | Signed | May 22, 2020 |
| Vruddhi Suthar | Imaging and Indexing clerk | Signed | May 22, 2020 |

## APPROVER

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| --- | --- | --- | --- |
| Name | tITLE | sIGNATURE | dATE |
| Gurbax Minhas | Manager, Invoicing and Indexing | Signed | May 22, 2020 |

# 1.0 purpose

The purpose of this workflow is to describe the tasks performed by the Imaging department when imaging documentation for Radiant.

# 2.0 SCOPE

This program applies to all imaging activities that take place at Courtneypark in the Administration department.

# 3.0 equipment

Transflo software for imaging & Batch Scan software

# 4.0 definitions

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| --- | --- |
| **Definition** | **Explanation** |
| **FIFO** | Stands for First In First Out which means that documents are processed in the order they are received. |
| **Transflo** | Document imaging software. |

# 5.0 Responsibility

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| **Responsibility** | **Activity** |
| **Invoicing & Imaging Manager** | * It is the responsibility of the Administration manager to ensure that document imaging and indexing is done in accordance with this documented process * It is the responsibility of the Administration Manager to assign resources as required to support the activities of the Imaging team. |
| **Imaging Team Lead** | * It is the responsibility of the imaging team lead to ensure that imaging staff are following documented procedure * It is the responsibility of the imaging team lead to resolve imaging issues as they arise * It is the responsibility of the Imaging Team Lead to escalate unresolvable issues to the Administration manager * It is the responsibility of the Imaging Team Lead to communicate with IT are resolve technical issues as they arise |
| **Imaging Team** | * It is the responsibility of the imaging team to ensure that the following document |

# 6.0 policy

## 6.1 IMAGING FOR INVOICING BY MAIL

1. Collect mail from reception and sort. Segregate mail that is to be scanned from mail that is to be delivered.
2. Deliver all mail that is not intended to be scanned. Deliver any statements received to the accounts payable department.
3. Open mail intended for scanning and prepare documentation to be scanned. The TEDS TMS will cross reference imaged documentation with required documentation and will make request for any missing information.
4. Organize the documents into batches (no more than 50 documents per batch), and add a coversheet which indicates ‘batch #’ and date. Batches will be kept in boxes arranged by chronological date. Note. Any address changes or assignments are sent to the Accounts Payable department to be updated in Epicor
5. Batch scan the documents creating a batch in the ‘Capture’ screen of the Transflo imaging software. Note. Batches will remain in queue in the ‘Capture’ mode in Transflo until indexed.
6. Index batches into the ‘INTRIPS’ folder in Transflo observing ‘First received, first completed’ methodology.
7. Stamp ‘notice of assignment’ on the invoices if there is an address change.

Note. Images are documented into Quickview in Transflo.

## 6.2 Imaging for Invoicing by fax Received

1. Review received fax images. Check that images have the load number and associated back up documentation - BOLs and PODs.
2. Follow steps 6.1.3 – 6.1.7

6.3 Imaging for invoicing by email received

1. Check documents that are received by email into the [accountspayablewii@radiantdelivers.com](mailto:accountspayablewii@radiantdelivers.com) inbox. Check that emails have the load numbers and associated backup documentation – BOLs and POD’s
2. Follow steps 6.1.3 – 6.1.7

6.4 Imaging for invoicing via email to scanning

1. Documents received by email into either [accountspayablewii@radiantdelivers.com](mailto:accountspayablewii@radiantdelivers.com) or [scanning@radiantdelivers.com](mailto:scanning@radiantdelivers.com) inbox are sent directly to ‘INTRIPS” to determine if any further action is required.
2. Attachments are reviewed for correct bill and load number information.
   * 1. Other documents not intended for scanning are forwarded to the appropriate department
3. Follow steps 6.1.5 – 6.1.7

6.5 Imaging for Accounts receivable

1. The accounts receivable (AR) group will scan their own documents into the Transflo imaging software
2. Index the scanned images for AR as follows in Transflo:
   * + 1. INTARCUST for Wheels International AR
       2. WLARCUST for Wheels Logistics AR

# 7.0 references

# 8.0 revision history

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| **Revision #** | **Revision Date** | **Description** |
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