BACKGROUND

A Northeast Port Authority uses business processes in IBM’s ECM solution to assemble invoices for printing, emailing and faxing. Two main systems feed documents into the IBM ECM repository. The first is a SAP system that generates a summary invoice. The second is Navis Express, which generates detailed accounts of shipments and storage. Using business processes within IBM’s ECM framework, the summary and detail documents are assembled into invoices.

The Challenge

The Port Authority’s main requirement was to be able to use their existing business rules or work queues within the IBM ECM framework to deliver assembled invoice packets to customers for payments.

Solution

Using IBM’s business processes, a request is generated and passed over HTTP to CrawfordTech’s Riptide. Riptide receives the request and assembles the summary and detailed content that makes up an invoice. The invoice packet is spooled within Riptide and distributed to various departmental printers and fax servers throughout the state. In addition to distributing the job, a cover page containing time/date stamp, job submitter, number of pages and target output device is added to the job for better sorting and handling. As an added benefit, Riptide provides output management capabilities such as re-prints, load balancing and notifications.

Results

The completed solution has provided the Port Authority with an automated invoice generation solution that eliminates manual processes and the overhead associated with these processes. With increased efficiencies, they have also reduced the time required to produce and deliver the invoices, so are benefiting from receiving customer payment more quickly after the service is rendered.