

RIPTIDE AND IBM ECM

A Shipping Port Authority Automates Invoices



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

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.

At a Glance

- A Northeast Port Authority has two systems that feed documents into an IBM ECM repository.
- Business processes with the ECM framework create summary and detail documents for invoicing.
- The Port Authority wanted to improve efficiencies by using existing business rules to deliver assembled invoice packets to their customers for payment.
- CrawfordTech's Riptide receives the request, assembles the summary and related content, and distributes to multiple printers and fax servers.
- Additional information is automatically added to the package to facilitate sorting and handling.
- The automated invoice generation solution eliminates manual processes, reduces errors, and saves costs.