

Mail processing workflow



DELIVERY

Australia Post and Toll deliver mail to TIMG daily before 7 AM.



OPEN AND SORT

Mail is opened with a 3-sided opener and sorted as per agreement.

**Mail that doesn't meet the agreement criteria is moved to an 'exception batch' and sent back to client for review.*



CLASSIFICATION

Documents are batched and volumes are recorded by classification.



PREPARTION

Documents are prepared for scanning.



CONVERTED

Images are converted to PDF/A with Text Searchable Content.



INDEXING

Images are indexed then validated against available data. eg; Addressee and/or DA number.

**Exceptions such as missing DA numbers etc. are flagged in the data file and sent for review via HP TRIM*



REVIEW

Post Processing - review image quality and confirm the image volume by type. Match the volume of documents received.



PROCESSING

Scanned images are processed and stored on our secure servers which is backed up daily. Backups are sent to offsite storage.



SCANNING

Documents are scanned. [Images rotated, blank pages removed and image quality checked]



MANIFEST

A manifest is created using either a unique identifier and/or the index created.



REPORTING

Daily Report generated. Data, images and reports securely transferred to HP TRIM.



STORAGE

Hardcopies and manifests are filed in archive boxes and stored for an agreed period prior to secure destruction.



DESTRUCTION

Documents are securely destroyed and a Certificate of Destruction issued.