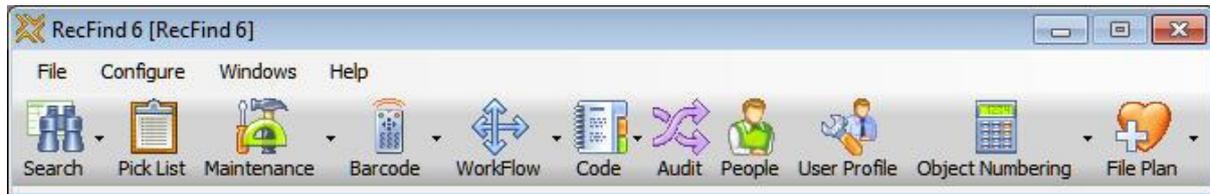




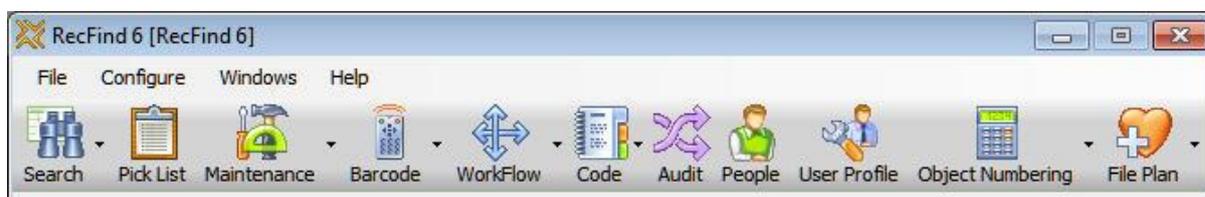
Contract Management with RecFind 6

A perfect partnership



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Overview

What is a contract management system?

Contracts are legal documents of vital importance to your organization. They define business and legal relationships between your organization and other organizations. These relationships are usually enforceable and non compliance can result in a significant financial loss and/or unwelcome legal action.

Contract management is all about managing paper, electronic documents and processes or 'workflow'.

That is, as well as managing the actual contracts we also need to manage all the work involved in, for example, creating the contracts, approving the contracts and renewing the contracts.

We need to ensure that we can find any contract instantly and we need to ensure that we are dealing with the correct version of the contract; ideally, the same version the other party is working on.

We also need to ensure that we capture all transactional information relating to the contract and that we link it to the correct contract. For example, amendments, meeting notes, emails, faxes, etc.

A good contracts management system provides instant, accurate access to all of the information required. It also provides the ability to run standard reports or create ad hoc reports as and when required. A good contracts management system also automates as many processes (e.g., workflow) as possible to both 'standardize' and speed up processing.

Typical key features of any contract management system are:

1. Creation/templates/standards
2. Negotiation management
3. Approval/endorsement
4. Analysis
5. Searching
6. Reporting
7. Security/User Access
8. Key date and renewal tracking and notification
9. Lifecycle management

RecFind 6 has all of the functionality required by a fully featured contract management system. It also has all of the functionality required to enable you to configure it to your exact and precise contract management needs; there is no need for compromise.

This short paper will illustrate how RecFind 6 can be easily and quickly configured to be a complete contract management system.

Types of contracts – is there a difference?

For our purposes there are just two types of contracts; those we produce internally and those that are produced by a third party.

Those that we produce internally we should be capturing and managing as electronic documents, e.g., in Word or PDF format. We will also probably want to manage the final paper version especially if it is the 'signed' copy.

Contracts produced by a third party may come to us either as just paper or as both paper and electronic. Just as with the contracts we produce, we will also want to manage both the electronic and paper versions.

Contracts coming to us from a third party may arrive by courier, in the mail, by fax or as attachments to an email. Regardless of what format it is in or how it arrives, we need to capture it as soon as it arrives and we need to be aware if it is an original, a copy or a new version.

It is obvious from the above that we require the same functionality in our contract management system for both internally and externally produced contracts. That is, we need to capture both and we need to be able to manage both electronic and paper forms and always be aware of the latest 'version'.

Capturing Contracts

Paper

The preferred method is to create the required Metadata (e.g., a contract file in RecFind 6) then, using the automated RecFind 6 scan process, scan the paper to create a TIFF file, OCR the TIFF file to extract searchable text and then encapsulate both the TIFF image and the extracted text into a standard, text searchable PDF document that can be saved in RecFind 6 and linked to the contract file.

The electronic contract file in RecFind 6 will be a facsimile of the physical contract file (usually a cardboard container) and we will use it to record changes to the physical file and track movements of the physical file. Ideally, the physical contracts file will have a file number and barcode number and these same numbers will also be used to identify the electronic contact file.

Email attachment

We should capture the email and attachment and attach both to the contract file. We may just do this with the electronic documents or we may also 'print' the email and attachment and also attach these copies to the physical contract file.

Whether or not you choose to manage the paper this way or are required to manage the paper this way, will depend upon the standards, practices and procedures of your office. Some offices will want to achieve a 'paperless-office' system and will manage only the electronic documents. Some offices will have concerns around 'rules-of-evidence' and will make a decision to manage both paper and electronic documents. The choice is yours with RecFind 6, we don't tell you how to run your business, we just provide all the tools and functionality and choices you need to run your business.

Fax

If all we have is a paper fax we should treat it exactly the same way we treat a paper document. That is; scan, OCR and convert to PDF before attaching it to the contract file.

If we receive Faxes as electronic documents (usually in the form of a PDF) we should capture them and attach them to the contract file. If we have a multifunction device we use to send and receive faxes we should be able to automate the capture using RecFind 6.

As with email attachments, you may also choose to print the fax and also store it as a paper document in the physical file.

What Information?

Information in computer systems can be in many forms. For our purposes let's just talk about the two main ways of storing information; as either Metadata (or 'information about information') or electronic documents (e.g., emails, Word and Excel documents, PDFs, etc).

Metadata is stored in 'records' as fields. Examples would be:

- Contract number
- Contract date
- Contract renewal date
- Contract type
- Contractor business name(s)
- Contractor(s) address(es)
- Contractor contacts
- Contract value
- Payment schedule
- Extension period
- Links to all captured electronic documents
- Links to all workflows
- Security code
- Etc

So our electronic contract file will contain all the Metadata contained within the physical contract file plus more to allow us to manage all ongoing transactional information.

The fields you require can be easily configured within the RecFind 6 DRM as can the captions, data types, default values, order, etc. There are no restrictions on the number or type of fields you may add to meet your precise requirements for contact management Metadata.

How?

In the following example I have used the  MetadataProfile table in RecFind 6 to configure our contract file.

I am using the  EDOC table to store all electronic documents and I am using the:

-  search function to search for information;
-  the reporting function to design and run reports;
-  the check-in and  check-out functions to capture and update contracts;
-  the workflow function to automatically manage all the work (business processes) required to manage contracts;
-  the security system to ensure a strict 'need-to-know' regime throughout my organization; and
-  the audit trail function to track and record every change to my contracts.

RecFind 6 has all the fully integrated functionality you need to manage contracts; this includes electronic document management, scanning, workflow, reporting, searching, security and audit trail.

Adding a contract management application to RecFind 6

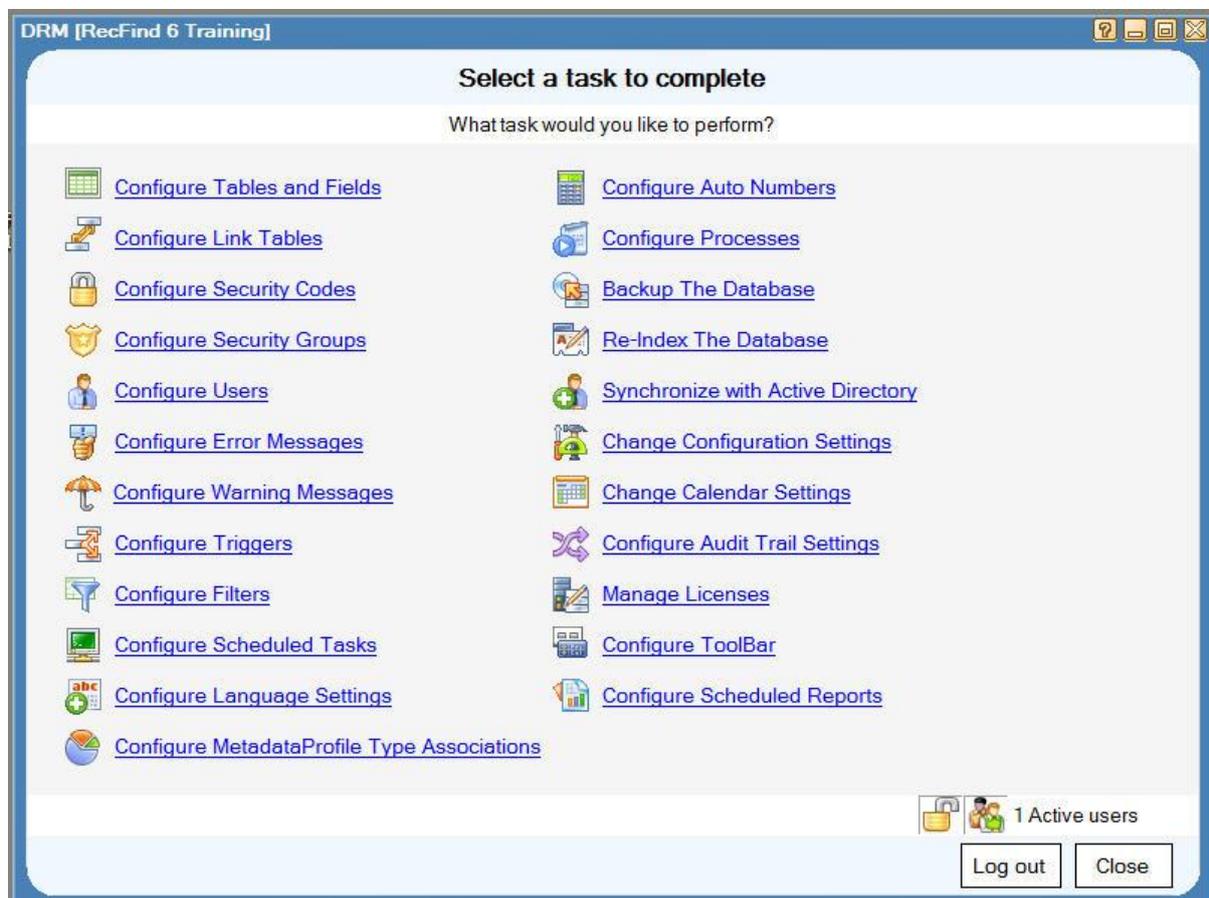
**The following actions need to be done in the order shown.*

Within the RecFind 6 DRM

The DRM is the RecFind administrator's tool; it is not available to normal users. It is used to perform all maintenance on RecFind 6 as well as to make any changes to RecFind 6 including modifying applications and adding new applications.

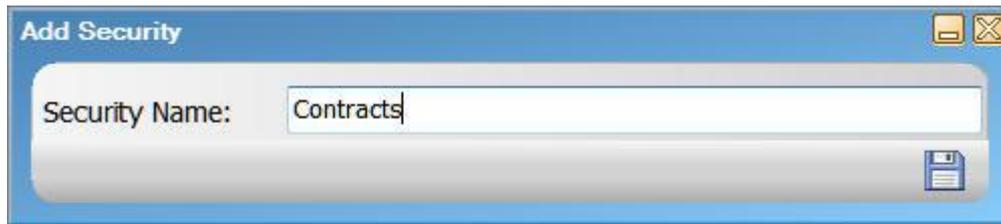
Importantly, most maintenance can be carried out while users are still connected.

*****The following example shows just the main steps in configuring a contract management system in RecFind 6; this document is a white paper, it is not meant to be a detailed user manual or substitute for a training course.***



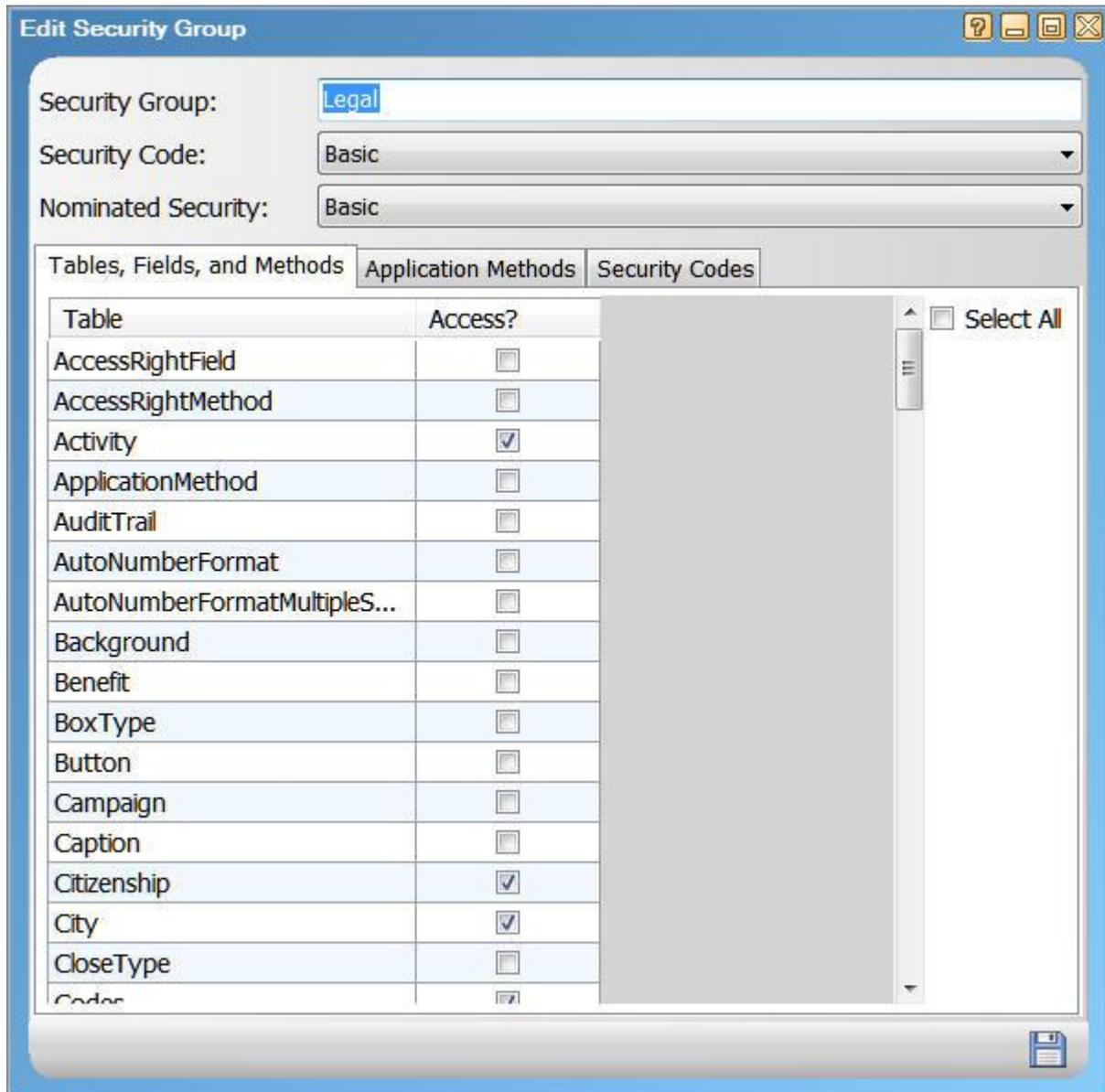
Add a security code – contracts

Select Configure Security Codes



Add a security Group - Legal

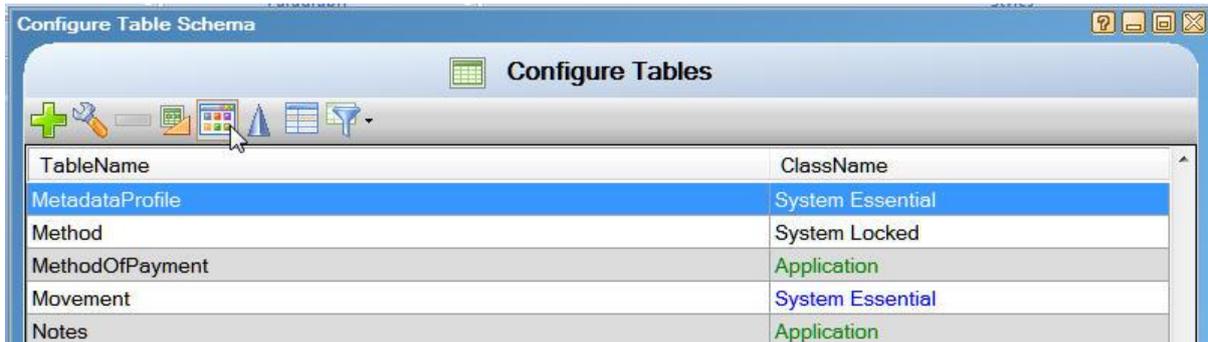
Select Configure Security Groups



Configure the contract file (i.e., configure a new 'type' for the MetadataProfile table)

Select Configure Tables and Fields

Then select Types



And add your new type 'Contract' for the MetadataProfile table

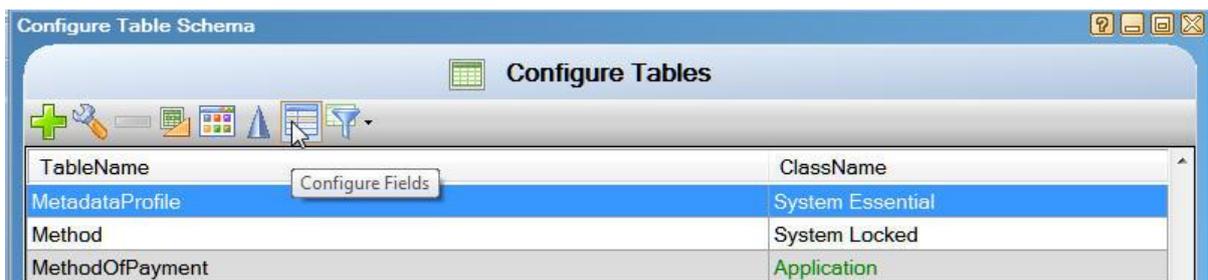


This new Type will allow us to configure a different view of the MetadataProfile table. We will configure it to meet the exact requirements of our contract management application with all of the fields we require.

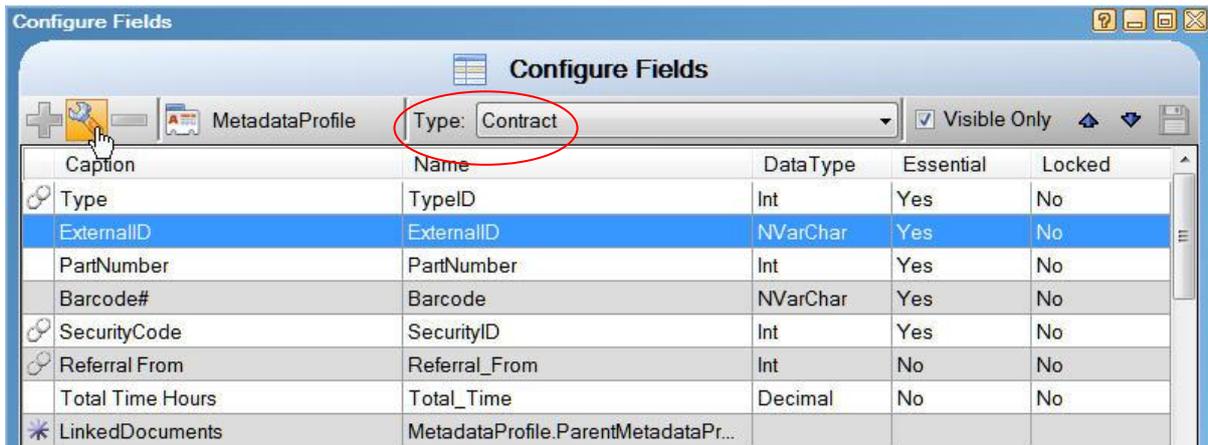
Note that we could also have created a brand new table for this application. However, the MetadataProfile table was specifically designed to hold and process Metadata of any kind so it is the best choice in most cases as most of the fields, links and processes you will require have already been configured. Also, in most cases, you will just be 'turning off' fields (making them invisible) for your contract view, not adding new fields.

Configure the new 'view' of the MetadataProfile table as our new contracts file

Select Configure fields



Select the Contract type then configure the fields you require for that type (contract).



In our example, the final new contract 'type' we have just configured (essentially a different view of the MetadataProfile table) looks as follows:

In the DRM:

MetadataProfile		Type: Contract
	Caption	
☞	Type	
	Contract_Number	
	PartNumber	
	Barcode#	
☞	Organization	
☞	Contact_Person	
	CurrentLocation	
	Description	
	Review_Date	
☞	CurrentStatus	
☞	Department/Division	
✳	Contract_Manager	
✳	Notes	
✳	WorkFlows	
✳	Linked Electronic Documents	
✳	Linked Contracts	
☞	SecurityCode	
✳	Requests	
✳	Movements	
☞	RetentionCode1	
☞	HomeLocation	
	CreatedDate	
	ClosedDate	
	ActiveUntilDueDate	
	ActiveUntilActualDate	
	ArchiveDestroyDueDate	
	ArchiveDestroyActualDate	
☞	Archive_Box_Number	

And the same thing, but in the RecFind 6 client, following; this is what the end-user sees.

Type	Contract
*Contract_Number	<input type="text"/>
PartNumber	1
*Barcode#	C(Sequence)
Organization	<input type="text"/>
Contact_Person	<input type="text"/>
CurrentLocation	<input type="text"/>
Description	<input type="text"/>
Review_Date	<input type="text"/>
CurrentStatus	Active
Department/Division	<input type="text"/>
Contract_Manager	
Notes	
WorkFlows	
Linked Electronic Documents	
Linked Contracts	
*SecurityCode	Vic Police
Requests	
Movements	
RetentionCode1	<input type="text"/>
HomeLocation	<input type="text"/>
CreatedDate	14 Apr 2010 03:03:20 PM
ClosedDate	<input type="text"/>
ActiveUntilDueDate	<input type="text"/>
ActiveUntilActualDate	<input type="text"/>
ArchiveDestroyDueDate	<input type="text"/>
ArchiveDestroyActualDate	<input type="text"/>

Add the new Contract Management application to the RecFind 6 toolbar

*****This makes it easier for your users to access and use the new contract management application.***

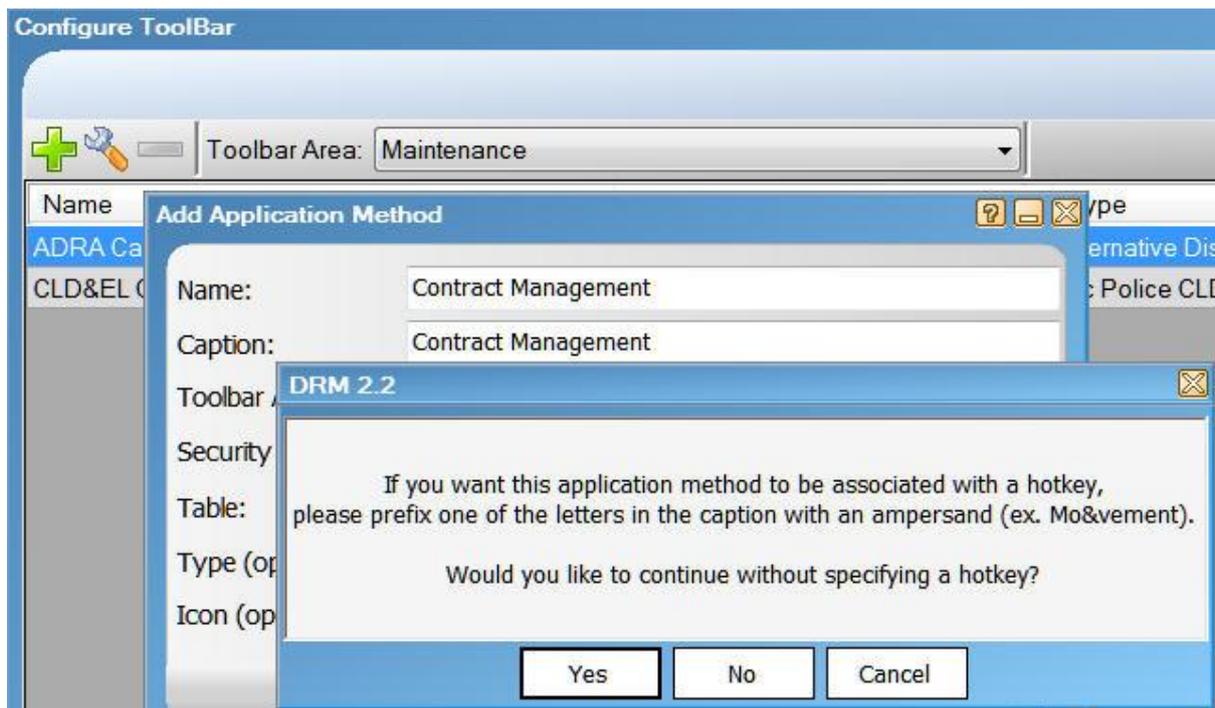
Select Configure ToolBar in the DRM



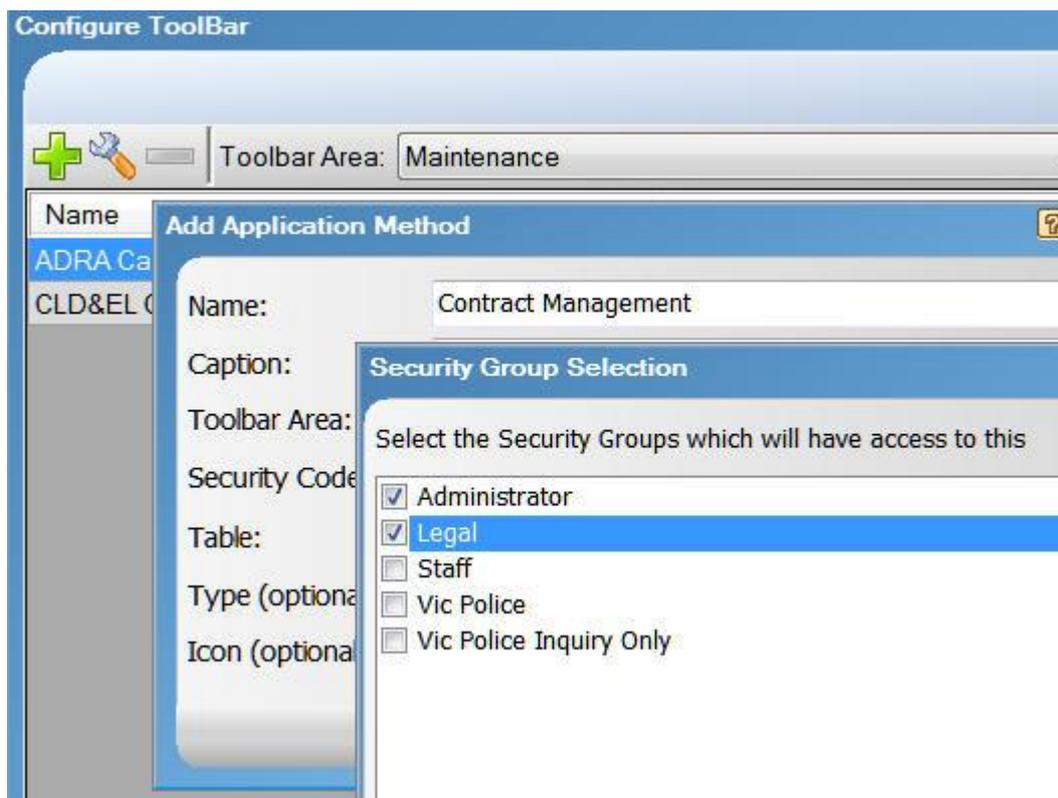
We first add our new contract management application to the Maintenance menu.



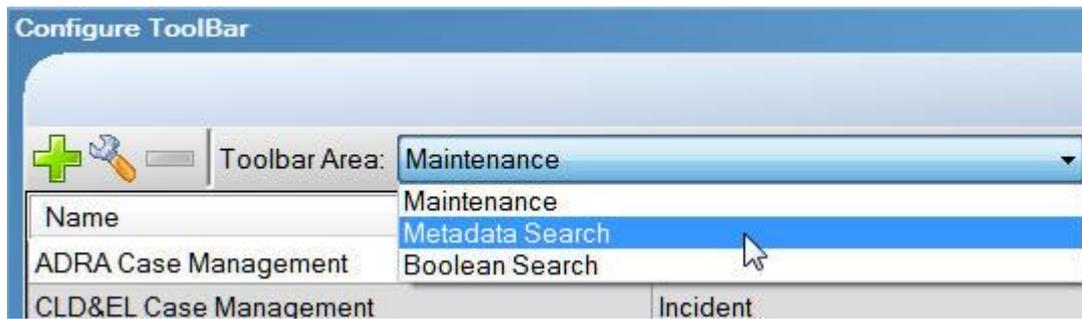
When you click OK the DRM will ask if you also want to specify a hotkey (for your advanced users who prefer to use keyboard shortcuts in lieu of the mouse), see below:



Then the DRM will ask which Security Groups should have access to this new application, see below:

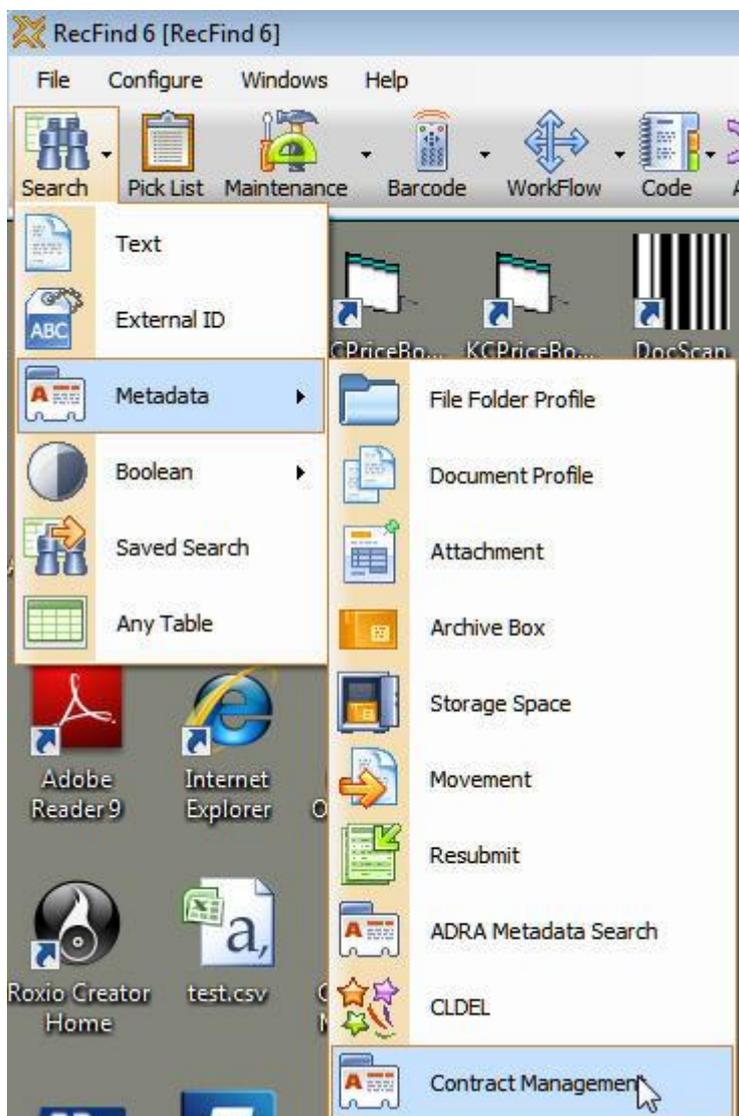


Now we do the same for the Metadata and BOOLEAN search menus, see below:

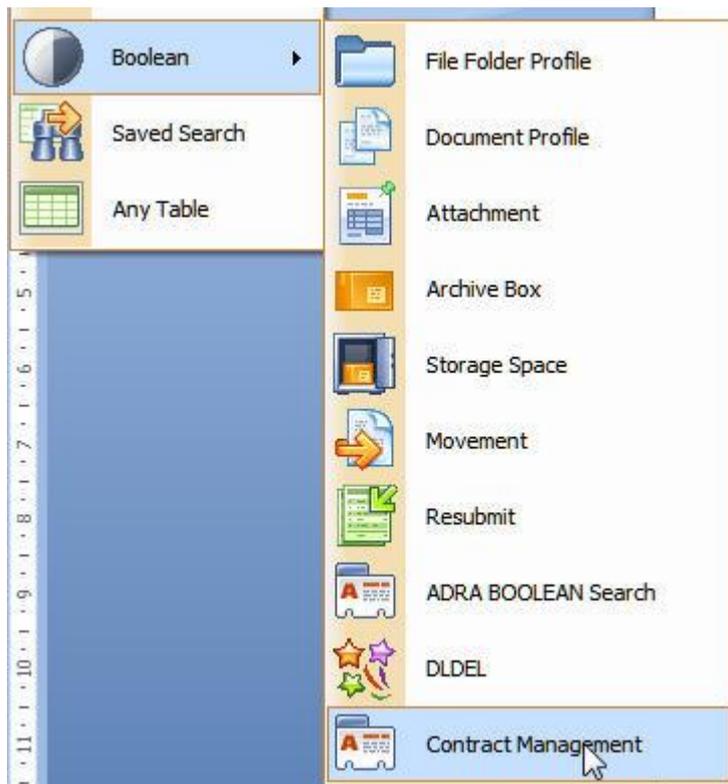


Now when we use the RecFind 6 client we will see our new Contract Management application in the Search and Maintenance menus as follows:

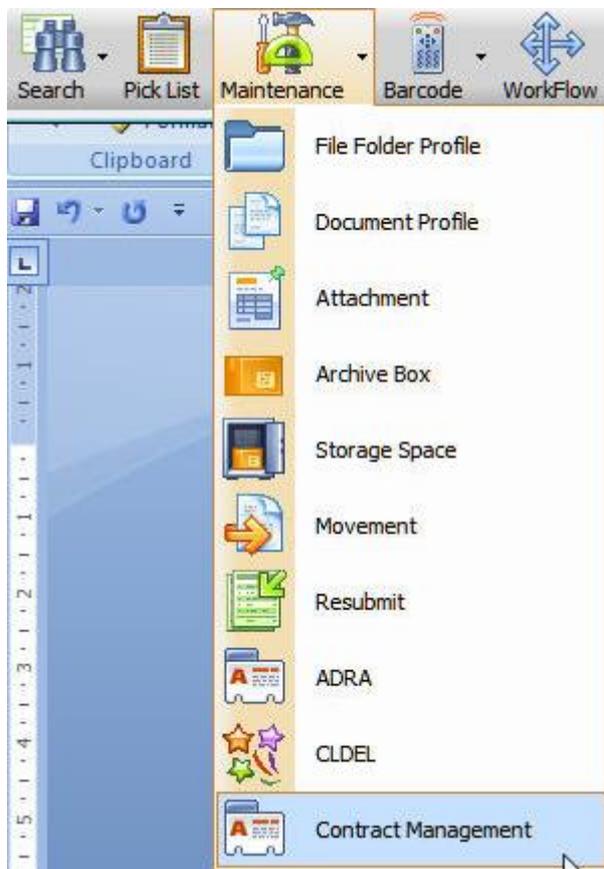
Metadata Search



BOOLEAN Search

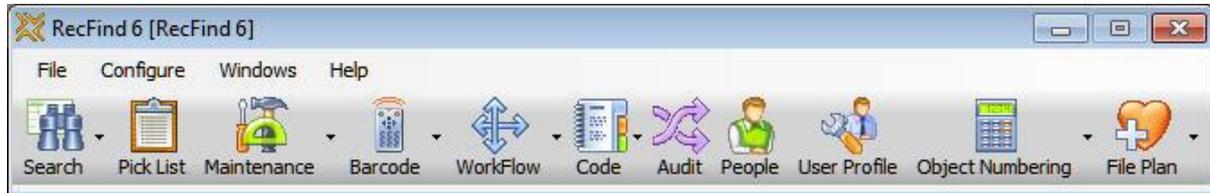


Maintenance



Now that we have successfully configured our new contract management application in RecFind 6, we can proceed to use it and enter data.

Using the contract management application within RecFind 6



***The above toolbar shows all functions. Before you roll out your new contract management application I would suggest re-configuring the toolbar (using the DRM) for your users so they only see the functions and sub-functions they require for contract management, see example below:*



Adding Users and Contacts

All 'people' regardless of whether they are your staff and users of the system or outside contractors or suppliers or customers are added to the Person table in RecFind 6 by first clicking on the People icon in the main toolbar.

The only difference is that your employees who are also users of the system MUST also have a linked User Profile record. This is where we record all their user details including user-id, password and security group.

Every RecFind 6 function works exactly the same way so once you learn one; you know how to use them all. We will therefore show some detailed screenshots from this example but not bother with so much detail with the following examples because the process is identical.

That is, click on the People icon.



Click Add.



Enter the details.

*ExternalID	Frank McKenna
Type	Employee
FirstName	Frank
OtherName	Francoise Franco
LastName	McKenna
Date of Birth	[calendar icon] [input field]
Work_Unit	[link icon] [input field]
Region/Dep	[link icon] [input field]
Movements	[star icon]
NamePrefix	Mr.
NameSuffix	[input field]
JobTitle	Chief Executive Officer
Sex	Male
Organization	Knowledgeone Corporation
Department/Division	[input field]
Location	[input field]
Manager	[input field]
WorkPhone	[input field]



Click save and it is done.

If it is an employee and a user of the new contact management system, you also need to add a linked User Profile record. You can do this from within the Person record by clicking on the link as follows:



Then add the user profile record just as you added the person record.

A screenshot of a user profile form. The form has a light blue background and a grey header bar with a person icon. The form is divided into two columns. The left column contains labels for various fields, and the right column contains the corresponding values or input fields. The fields are: *ExternalID (Frank McKenna), Type (with a link icon), *Person (with a link icon and the value Frank McKenna), EmployeeNumber (K1Corp00001), *UserID (Francoise), *Password (a masked field with asterisks), *SecurityGroup (with a link icon and the value Legal), Font, HeadingFont, ButtonFont, *Language (with a link icon and the value English), Citizenship, Qualifications, Benefits (with a star icon), JobTitle, JobRating, WhyLeft, WorkingHoursStartTime, WorkingHoursEndTime, WorkingHoursPerWeek, and HolidaysPerWeek.

Adding Entities (companies we contract with)

Click on the Code icon then on Organization then select Organization, see below:

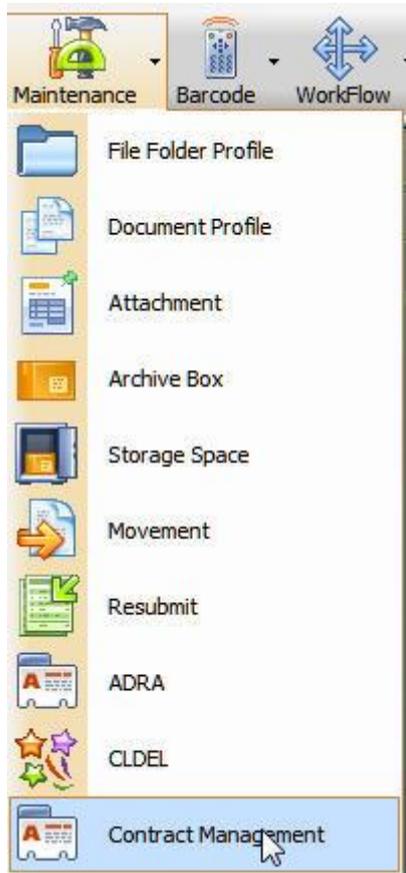


Then as before, click add and add your details as follows;

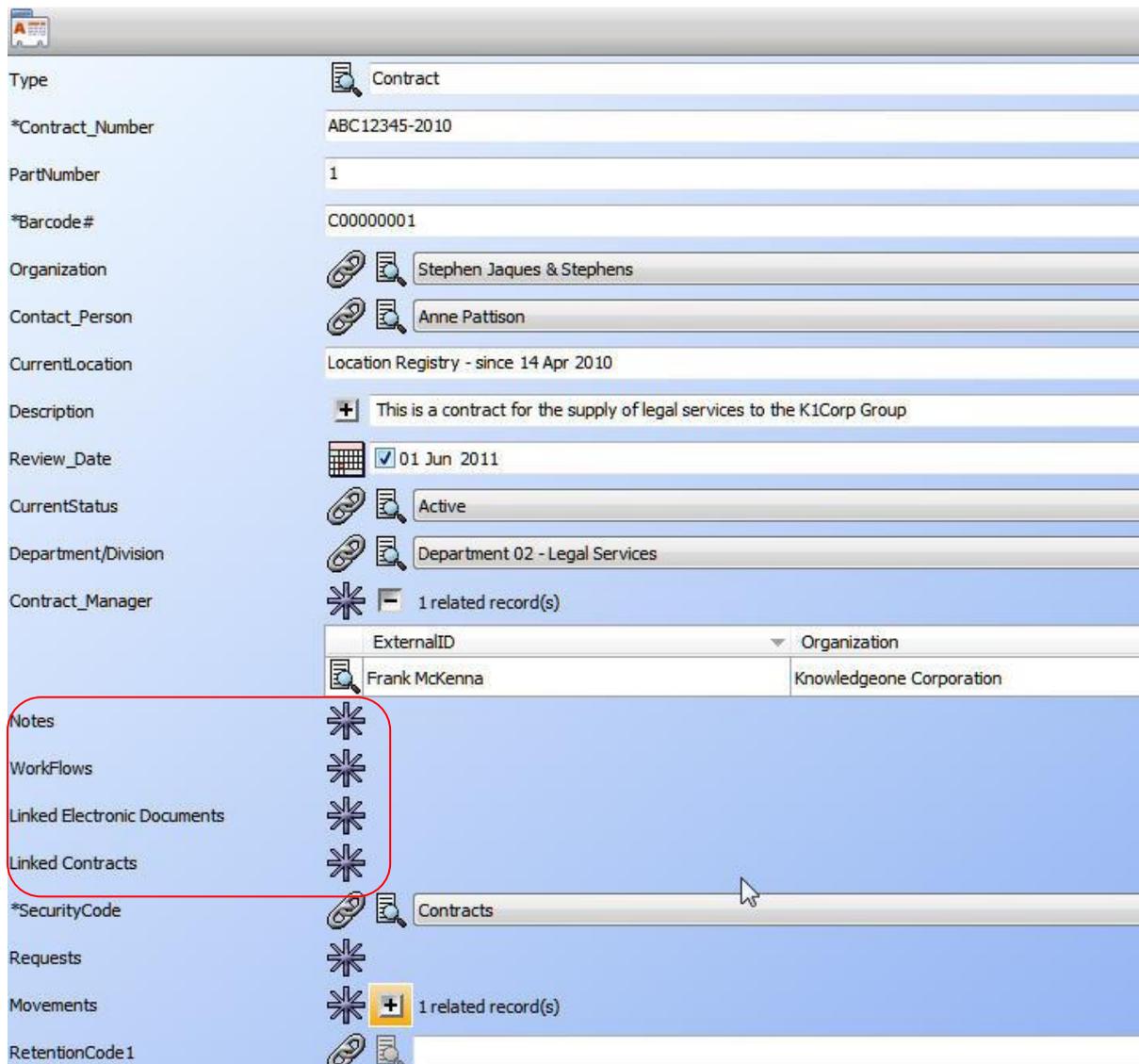
Name	Knowledgeone Corporation																				
Type	Corporation																				
Customer/Supplier #	C999999																				
Credit Ratings Assigned	*																				
ManagerID	John Smith																				
Credit Ratings Owned	*																				
DepartmentDivisions	*																				
Locations	<div style="border: 1px solid black; padding: 5px;"> <p>4 related record(s)</p> <table border="1"> <thead> <tr> <th>ExternalID</th> <th>Entity</th> <th>StreetAddress1</th> <th>StreetCity</th> </tr> </thead> <tbody> <tr> <td>Brisbane</td> <td>Knowledgeone Cor...</td> <td>320 Adelaide Street</td> <td>Brisbane</td> </tr> <tr> <td>Melbourne</td> <td>Knowledgeone Cor...</td> <td>level 6</td> <td>Melbourne</td> </tr> <tr> <td>North Sydney</td> <td>Knowledgeone Cor...</td> <td>Level 5</td> <td>North Sydney</td> </tr> <tr> <td>San Diego</td> <td>Knowledgeone Cor...</td> <td>3570 Camino Del R...</td> <td>San Diego</td> </tr> </tbody> </table> </div>	ExternalID	Entity	StreetAddress1	StreetCity	Brisbane	Knowledgeone Cor...	320 Adelaide Street	Brisbane	Melbourne	Knowledgeone Cor...	level 6	Melbourne	North Sydney	Knowledgeone Cor...	Level 5	North Sydney	San Diego	Knowledgeone Cor...	3570 Camino Del R...	San Diego
ExternalID	Entity	StreetAddress1	StreetCity																		
Brisbane	Knowledgeone Cor...	320 Adelaide Street	Brisbane																		
Melbourne	Knowledgeone Cor...	level 6	Melbourne																		
North Sydney	Knowledgeone Cor...	Level 5	North Sydney																		
San Diego	Knowledgeone Cor...	3570 Camino Del R...	San Diego																		
Movements	*																				
Purchases	*																				
Sales	*																				
Statements	*																				
FullName	Knowledgeone Corporation Pty Ltd																				
WebSite	Knowledgeone Corporation																				
Notes	*																				
Description	K1Corp is a software development company specialising in records, document and																				

Adding contracts

Because we have already added our application to the RecFind 6 toolbar we select the Maintenance icon and then Contract Management then click Add.



Add/select your contract details then click Save.



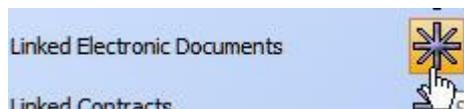
Note that we have allowed links to create multiple notes and workflows. We have also allowed for multiple linked electronic documents and multiple linked related contracts.

Remember that all the fields and links and relationships are configurable by you using the DRM. There are no limitations or restrictions on what you can do.

Capturing electronic documents and images

RecFind 6 provides multiple ways for us to capture electronic documents and scan images. There is the RecFind 6 client, the Button, GEM, RecCapture, the High Speed Scanning Module and RecScan.

For this paper we will just show how it is done within the standard RecFind 6 client. In the above screen we simply click on the Linked Electronic Documents link icon and then click Add as usual.



This is our blank add screen, note the two icons to the extreme right of the Images field.

We click the file folder icon  if we wish to capture an electronic document already stored in the file system (say a .DOC or .XLS or .PDF or .MSG file) and we click the Scan icon  if we wish to scan a paper document using any TWAIN compatible document scanner attached to our workstation (and yes, we can also scan from multifunction devices on the network).

When we scan we can also choose the format and we can choose to OCR the scanned image and convert it to a text searchable PDF (highly recommended), see below:

Saving the scanned image as a text searchable PDF in lieu of a TIFF means we have far more options when searching because RecFind 6 automatically full text indexes any electronic document containing text when it is added to the RecFind 6 database.

Applying workflows

Click on the Workflow link within the contract record and then click Add.



Workflow brief overview

There are three main components in RecFind 6 workflow; workflow templates, workflows and tasks.

The best way to think of any workflow is to think of it as a project plan you need to run multiple times. The 'project' details are contained within the workflow record and all the work that needs to be done is contained within one or more tasks linked to the workflow record.

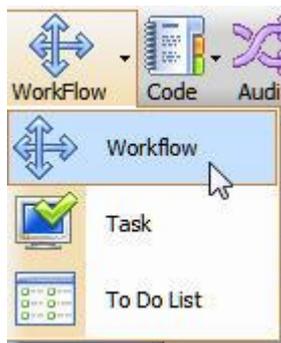
Tasks have a sequence and may have dependencies (e.g., prerequisites). Tasks may also have alternate paths depending upon what happens in preceding tasks.

We also employ the concept of delegators (those assigning the work) and delegates (those doing the work). So, just like in a project plan, we assign work to people and we assign dates.

And finally, workflow in RecFind 6 is 'email-enabled' which means you can use your email system to automatically advise staff when tasks have been assigned, completed or are overdue.

The easiest way to create and manage standard workflows is to create each as a template and to then use that template (with most of the work already done) to quickly and easily create new workflows as and when required.

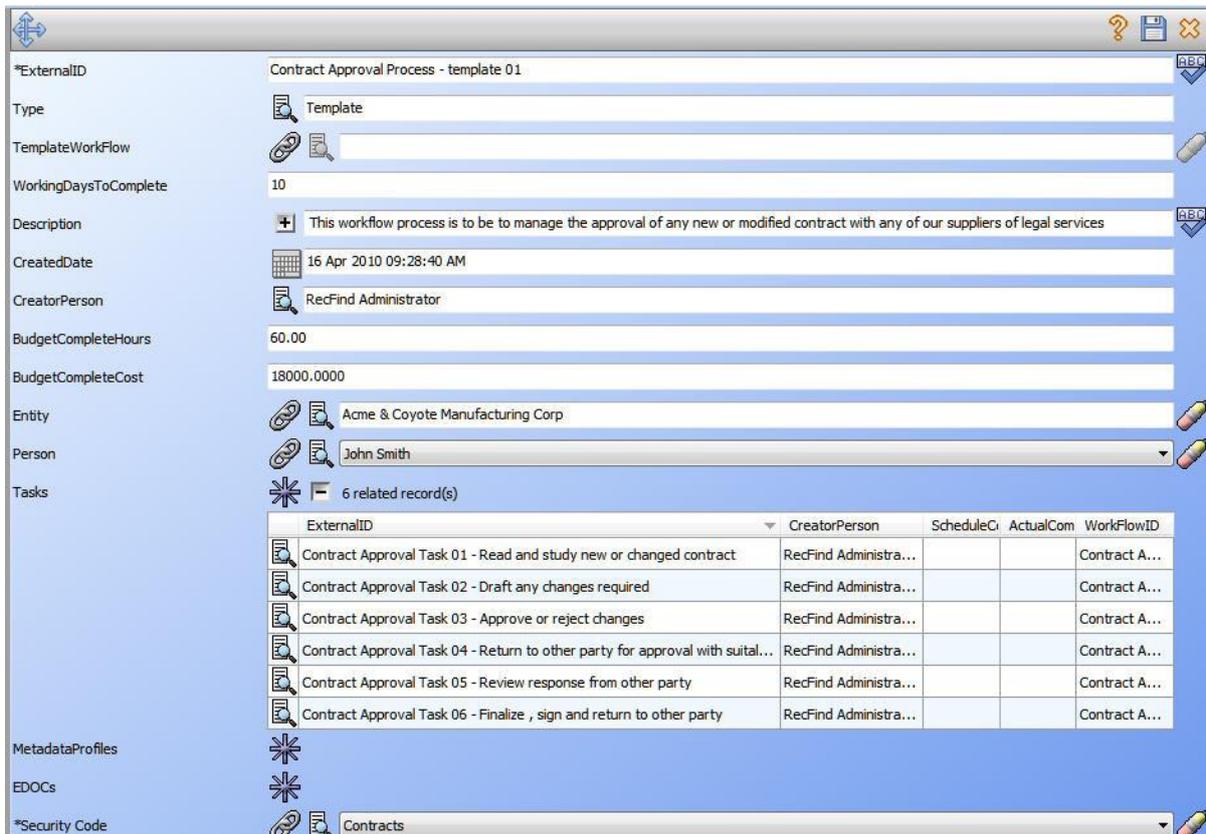
Creating a workflow template



Works the same way as everything else in RecFind 6; click on the icon in the RecFind 6 toolbar, select workflow, select add.

In this example we will add a template workflow with six related tasks to manage the processes involved in approving a new or modified contract.

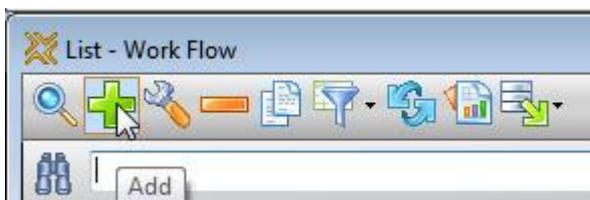
This is our final workflow template and its associated tasks:



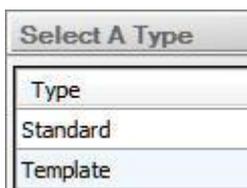
The reason we have created a template is because this then becomes a 'standard' we can use again and again. Every time a contract needs to be negotiated or changes need to be negotiated we just click on the workflow link in the contract record and add a new workflow based on this template.

Creating a workflow from a template

Click add



then select type 'standard' as below:



Then link to the required template so the new workflow is generated as a 'copy' of the template, as below:

*ExternalID New workflow to process changes for Acme contract April 2010

Type Standard

TemplateWorkflow Contract Approval Process - template 01

Then just click OK before entering any other data. The generated workflow looks as follows:

*ExternalID New workflow to process changes for Acme contract April 2010

Type Standard

TemplateWorkflow Contract Approval Process - template 01

WorkingDaysToComplete 10

Description This workflow process is to be to manage the approval of any new or modified contract with any of our suppliers of legal services

CreatedDate 16 Apr 2010 11:27:37 AM

CreatorPerson RecFind Administrator

ScheduleCompleteDate 30 Apr 2010

ActualCompleteDate

BudgetCompleteHours 60.00

BudgetCompleteCost 18000.0000

ActualCompleteHours 0.00

ActualCompleteCost 0.0000

Status Open

Entity Acme & Coyote Manufacturing Corp

Person John Smith

Tasks 6 related record(s)

ExternalID	CreatorPerson	ScheduleCo	ActualCompl	WorkFlowID
Contract Approval Task 01 - Read and study new o...	RecFind Administrator	20 Apr 2...		New workflow to proce...
Contract Approval Task 02 - Draft any changes req...	RecFind Administrator			New workflow to proce...
Contract Approval Task 03 - Approve or reject cha...	RecFind Administrator			New workflow to proce...
Contract Approval Task 04 - Return to other party ...	RecFind Administrator			New workflow to proce...
Contract Approval Task 05 - Review response from...	RecFind Administrator			New workflow to proce...
Contract Approval Task 06 - Finalize , sign and retu...	RecFind Administrator			New workflow to proce...

MetadataProfiles *

EDOCs *

*Security Code Vic Police

The above was created with a single click because we based it on an existing template; this time saving process clearly highlights the benefits of templates.

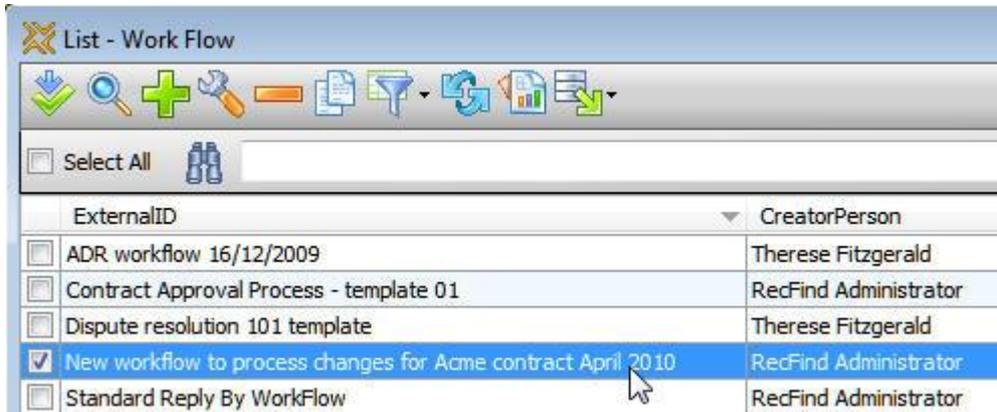
Assuming that you have the necessary access rights (i.e., from your security group), you can now edit the workflow and tasks and make any changes required for the particular circumstances of the current contract.

Linking a workflow to a contract

When working in the contract record simply click on the workflow icon as follows:

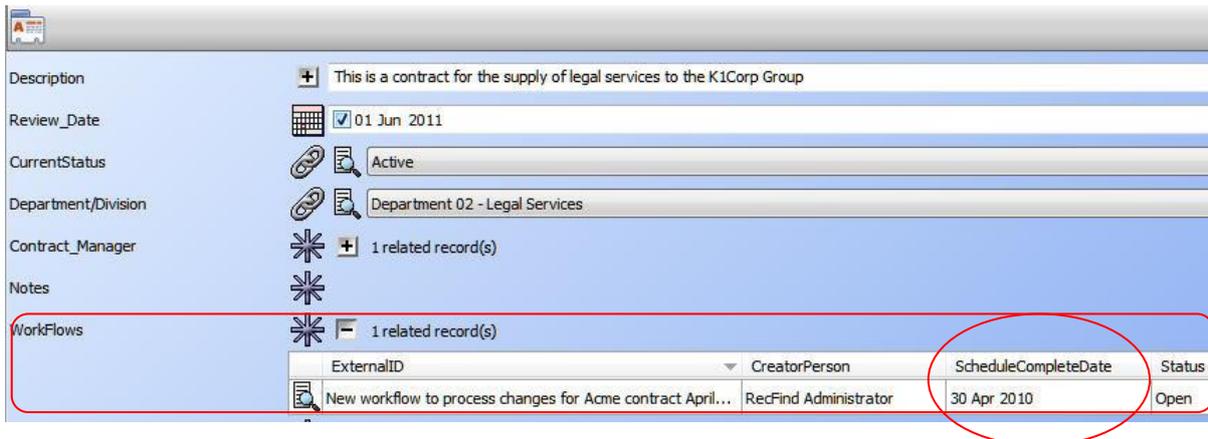


You then see the workflow screen.



Select the workflow you need to handle your approval processes and click the select  button.

Now the workflow has been linked to your contract record and all tasks and notifications will be assigned automatically by RecFind 6.



Usually, (and you can change this) delegates (those who have to do the work) will be notified by email when a task has been assigned and is due. Delegators (those assigning the work) will be notified when a task is overdue. You can also search on workflows and tasks and report on them using the standard reporting functionality.

All dates will be calculated relative to this contract and an expected completion date calculated.

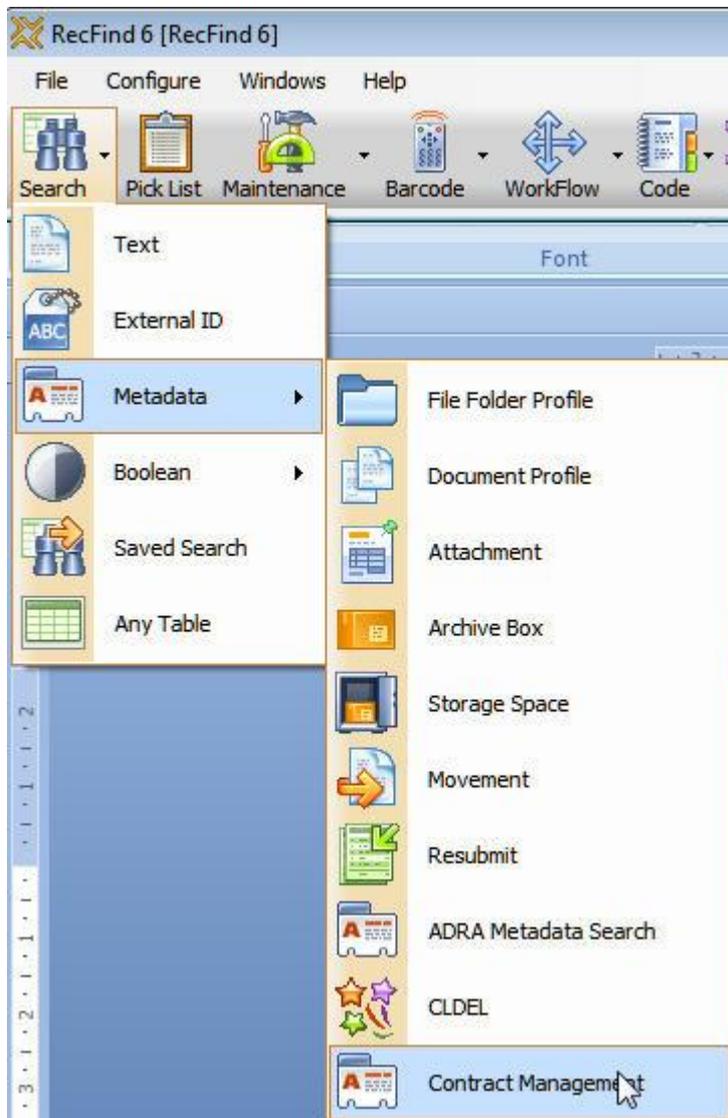
RecFind 6 will also automatically update the hours and dollars amounts in the parent Workflow record when each task is completed maintaining a running record of the time and money expended as the process move towards completion.

This is without doubt the worlds easiest to use and most powerful fully integrated workflow functionality.

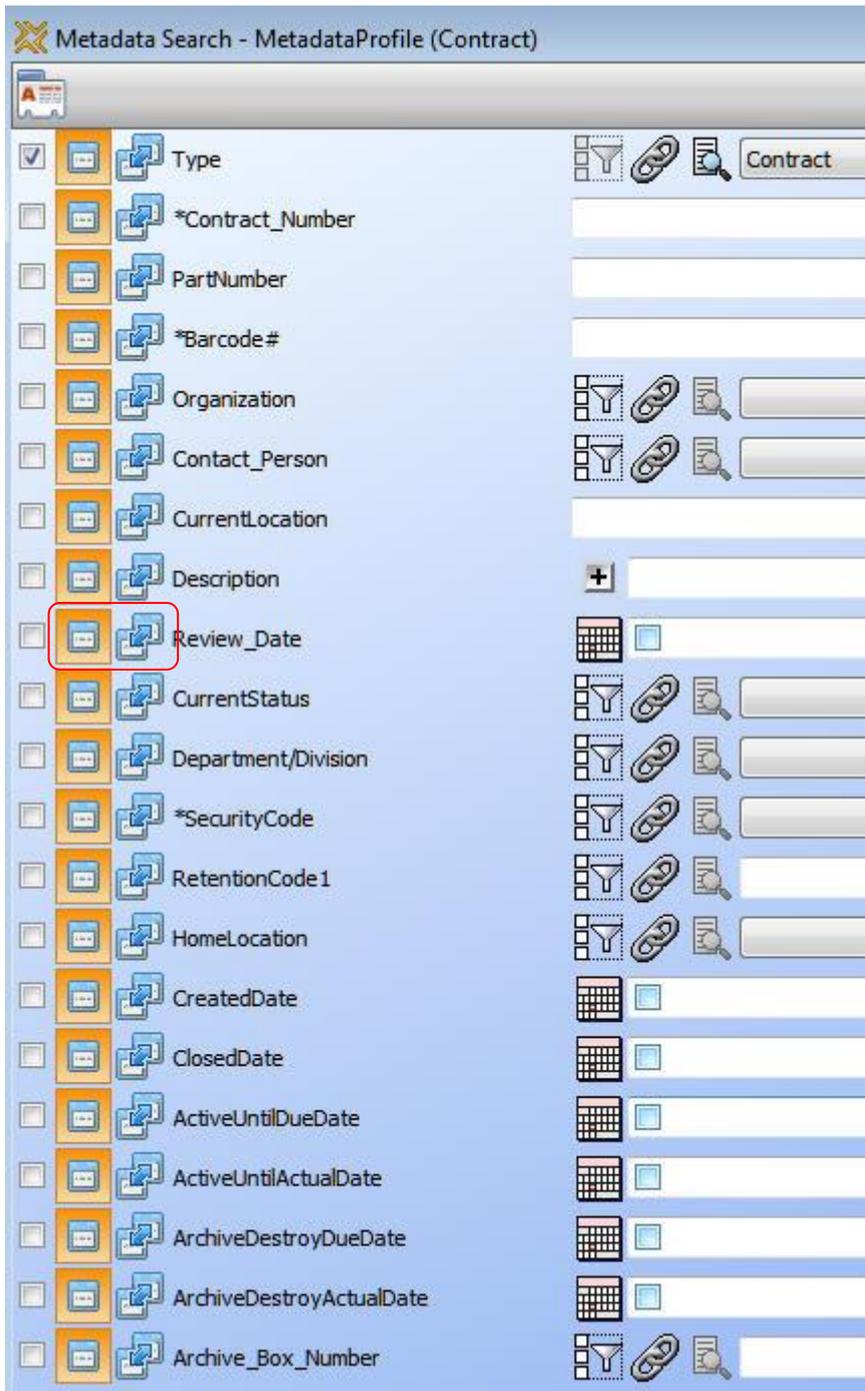
Search for and view contracts

We have multiple options for searching but in this example we will just show the very easy to use but extremely flexible and powerful Metadata search.

Click on the Search icon and then select Metadata and then Contract Management as follows:



Now you will see the following screen showing you the fields you have configured and allowing you to enter any number of search variables.



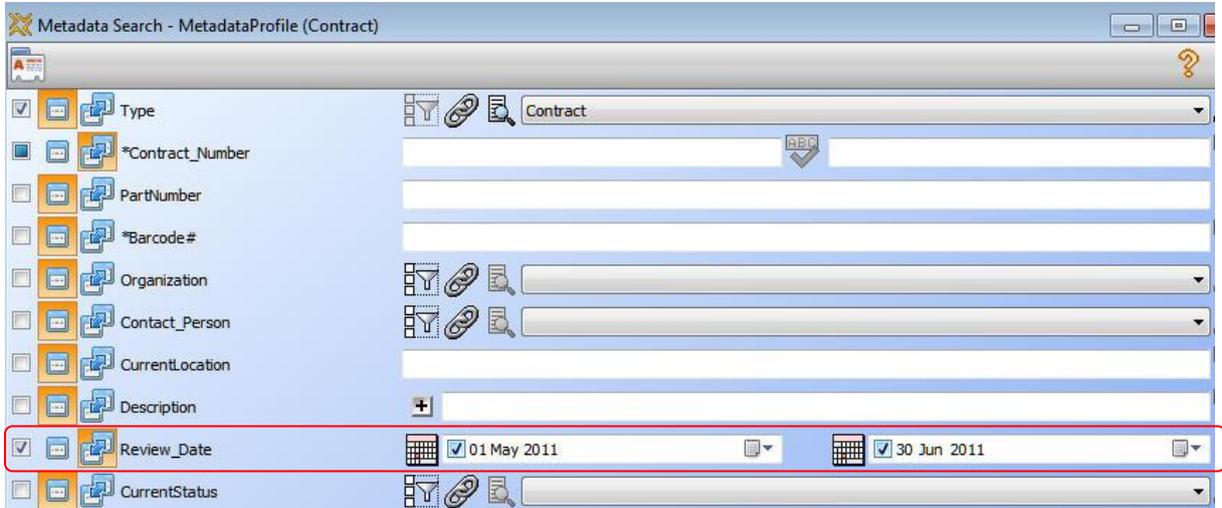
In any field we can choose to enter either a value or a range of values by clicking the control icon on the left as follows:



Or



The following is an example of a search to find the contract I added above:



Print Reports

RecFind 6 includes an embedded fully functioned report writer (for ad hoc reports) plus a number of standard reports you can use and or modify (and save as new reports). It includes the full designer so you can also create new reports from scratch.

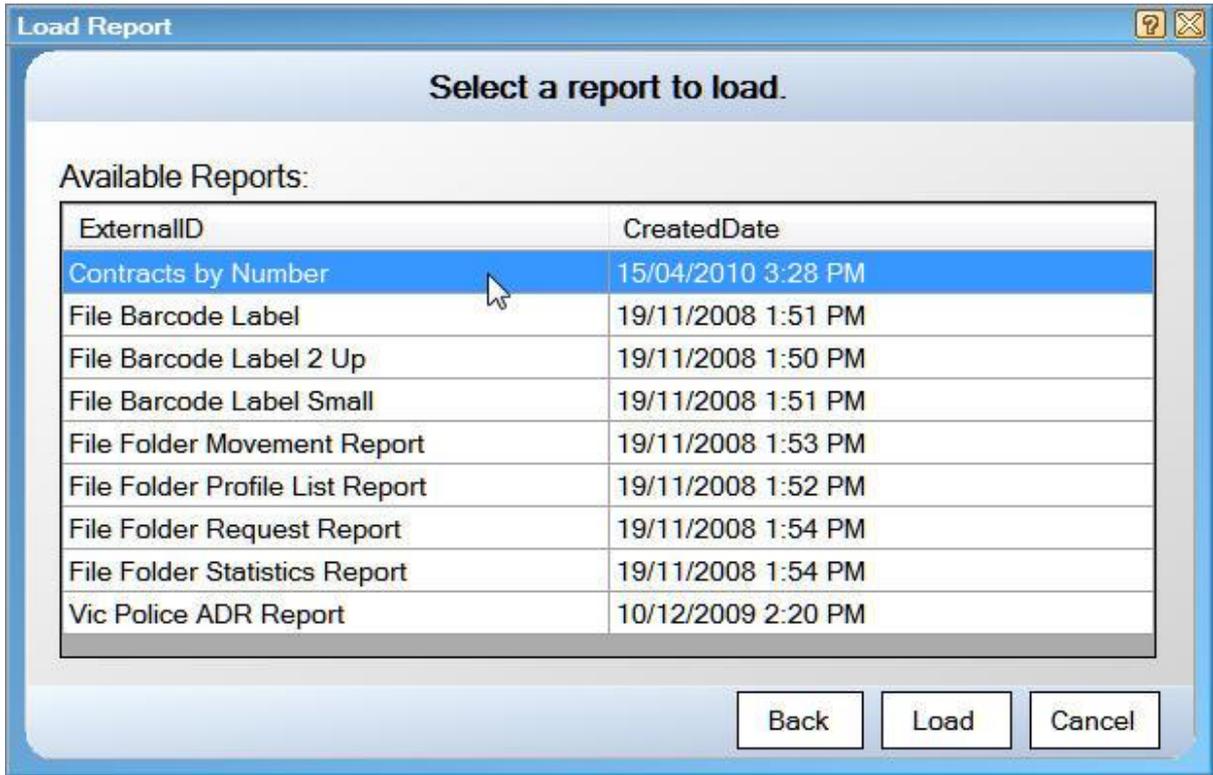
After finding our new contract we simply select it and then click on the Print icon as follows:



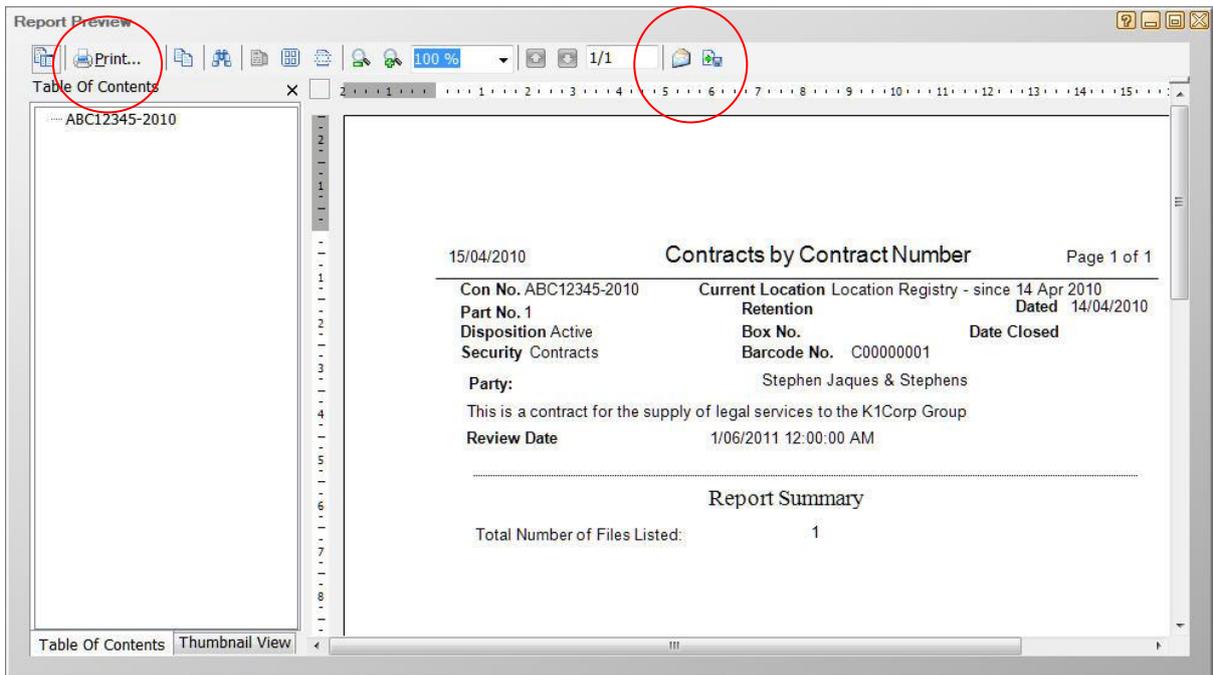
RecFind 6 then displays the following dialog and asks you what you wish to do.



I have previously created a new report based on an existing standard report (the quickest and easiest way to create a new report) and saved it for re-use. I select it, see below:



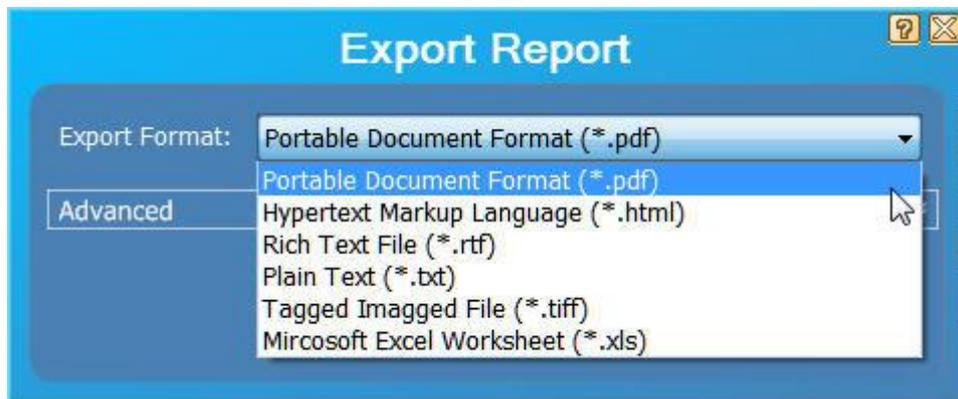
Then run it.



I can then print it, email it or export it in a number of different formats (e.g., PDF).



Nothing could be easier!



Summary

RecFind 6 is an ideal tool for contract management because it contains all the application functionality (including electronic document management, imaging, workflow, reporting, searching, security, etc) you will ever require in the standard RecFind 6 product. There is nothing else to buy and there is no limit on the number of discrete applications you can configure with a single copy of RecFind 6.

RecFind 6 also does not come with an empty database; we have pre-configured most of the tables and fields you will want to use for any number of applications including contract management. In fact, we have designed a number of applications within RecFind 6 as what we call 'eighty-percent solutions'. All the hard design work is done, and all you need to do is add the extra twenty-percent to make each a perfect fit for your needs.

The DRM makes it easy for you to take our pre-configured data model and configure it to your exact requirements. You never need to ask us to make changes for you.

The above simple example was configured in a just a few hours by an expert. For those new to RecFind 6 and the DRM you should assume it would take around two days to configure, test and fine tune the simple contract management system described above.

Obviously designing and creating a range of reports and maybe even specialised BOOLEAN and Metadata searches will take as long as is required. Say from an additional two days up depending upon your requirements and expertise.

However, no other product makes it as easy to create a specialised application that meets your exact needs and that will continue to meet your ever changing needs. This is because of the unique technology of RecFind 6 and the awesome power and ease of use of the RecFind 6 DRM tool.