



## THE OKLAHOMA TAX COMMISSION REALIZES BIG SAVINGS WITH SYSTEM UPGRADE

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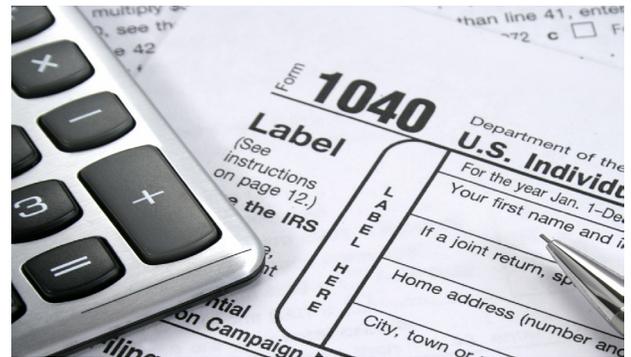
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 ibml



After upgrading to *Quick Modules 5.0*, *Check21* and *ibml 6450* scanners, the Oklahoma Tax Commission (OTC) realized a great savings by hiring over 50% fewer temporary employees to assist in processing returns and payments. Returns were processed and funds were deposited in a record amount of time when compared to the previous fiscal year. During non-peak days/weeks/months, the OTC's goal is to have all payments that are not deemed exception processing deposited the same day as received. This goal is attained and realized approximately 90% of the time.

*"OTC has gone through many changes and upgrades, with both equipment and software, over the last five years. However, within that time, the most significant changes from a processing perspective are the 2 new IBMLs, Fairfax 5.0 and Check21," said Fredda Puckett, Director, Central Processing Division. "In addition, OTC developers are now able to make changes and updates in the software, which is a tremendous benefit as well."*

### Transaction vs. Batch Processing

- Only problem transactions are delayed, not the entire batch
- Many problem transactions are easily resolved without reprocessing
- Combining tax/form types in a single batch (virtual batching) vs. the previous batch process eliminated over 160 batch type presorts
- *Quick Modules* automatically assigns processing priority

### Check21 Electronic Deposits

More than 99% of payments are deposited without the need for physical handling after imaging. Payments were previously handled 4 to 6 times.

### ibml Scanner Upgrade

The original *ibml ImageTrac 4* scanners were installed in 2007 and were nearing end-of-life. The new *ImageTrac 6* scanners significantly reduced downtime and time to repair.

### OTC Developers Provide Support

Developers at OTC are very familiar with the processes and associated details that are unique to our agency. This affords us the ability to update, test and implement quite efficiently as needed using *Quick Modules Studio (QMS)*.

## FAIRFAIX IMAGING MANAGING THE IMPACT OF HURRICANE IRMA



In early September, the Tampa area was threatened by Hurricane Irma, the same storm that wreaked havoc in the Caribbean and most of Florida. Since it had been 96 years since a hurricane had come ashore in Tampa, you always wonder how prepared you really are for such an event as a company and more importantly as a family of employees.

When the possibility of Irma coming ashore in the Tampa area became a concern, Fairfax Imaging implemented our disaster plan to make sure service to

our customers was uninterrupted and that our employees were prepared and safe.

First, we prepared the Tampa office to minimize damage should the storm surge breach the facility. We then decentralized our support team by transferring all support calls and activities to our Rockford, MD facility with assistance from staff located outside the storm zone. We then closed the office on Friday September 8th to allow employees to make their own storm preparations and evacuation plans. The following Monday, we began daily updates to keep our customers informed

While the storm took a last minute turn and avoided a direct hit on Tampa, our office remained without power and did not return to normal operation until September 14th. There was flooding in the Tampa area but our Tampa facility was spared.

This event provided a valuable opportunity to execute our disaster plan and evaluate where it can be improved. We are very appreciative of the thoughts and best wishes expressed by many of our customers during this time.

## ON THE ROAD WITH FAIRFAX IMAGING



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