CREATE FOLDER

CREATE FOLDER

FOLDER FIELDS

ORGANIZATION FIELDS

CONTACTS

DATE FIELDS

SUBJECT

RELATED FOLDERS

MORE / LESS FIELDS

SYNOPSIS

SELECT FINAL SIGNER and DATE SIGNED

REMAINING FIELDS

NOTE: Information on the DOCUMENTS TAB, WORKFLOW TAB, and NOTES TAB can be found by clicking on those sections in the Table of Contents.

CREATE FOLDER

A folder can be created in two ways: through the scanning process or by a user who is authorized to create a new folder.

To create a new folder, the user clicks the <Create Folder> menu option on the Main Menu as shown in **Figure 1**.

Figure 1: Main Menu – Create Folder

Figure 2: Create Folder

If the user clicks <Create Folder> the new folder will automatically be created in the user's default group and module.

The user clicks <Select> to create the folder within another group or module. The 'Select Authorized Group/User' is displayed in the List View (**Figure 3**) or Tree View (**Figure 4**) according to the user's preferences.

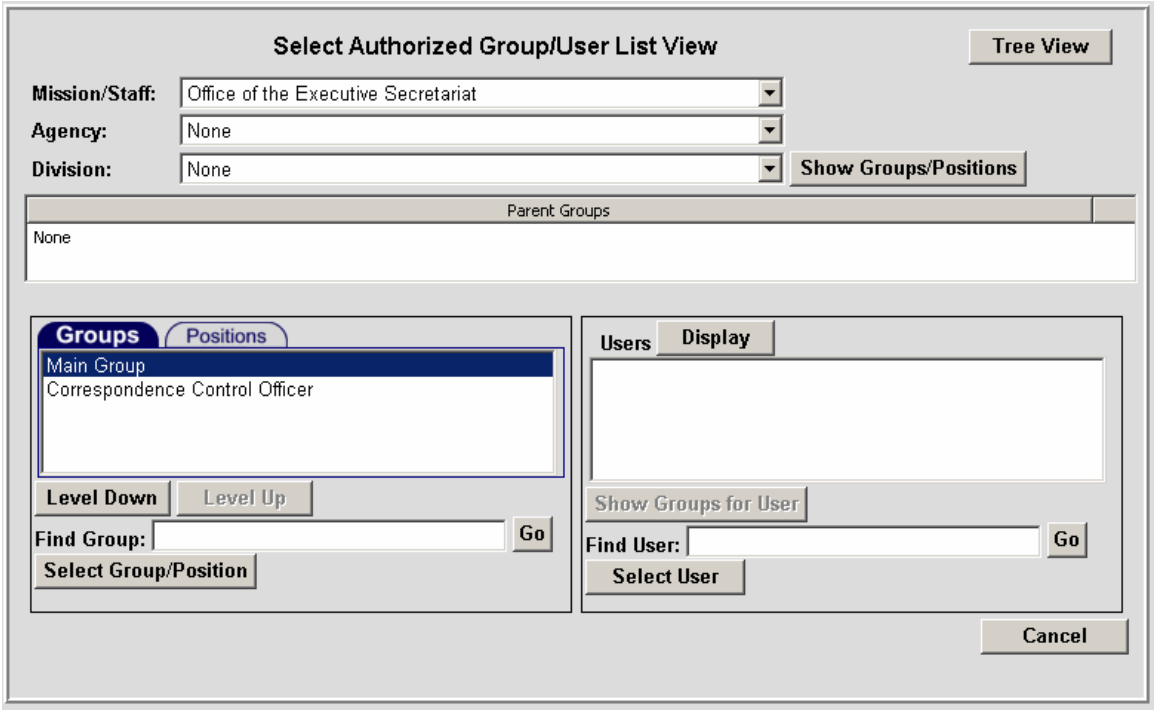


Figure 3: Select Authorized Group/User – List View

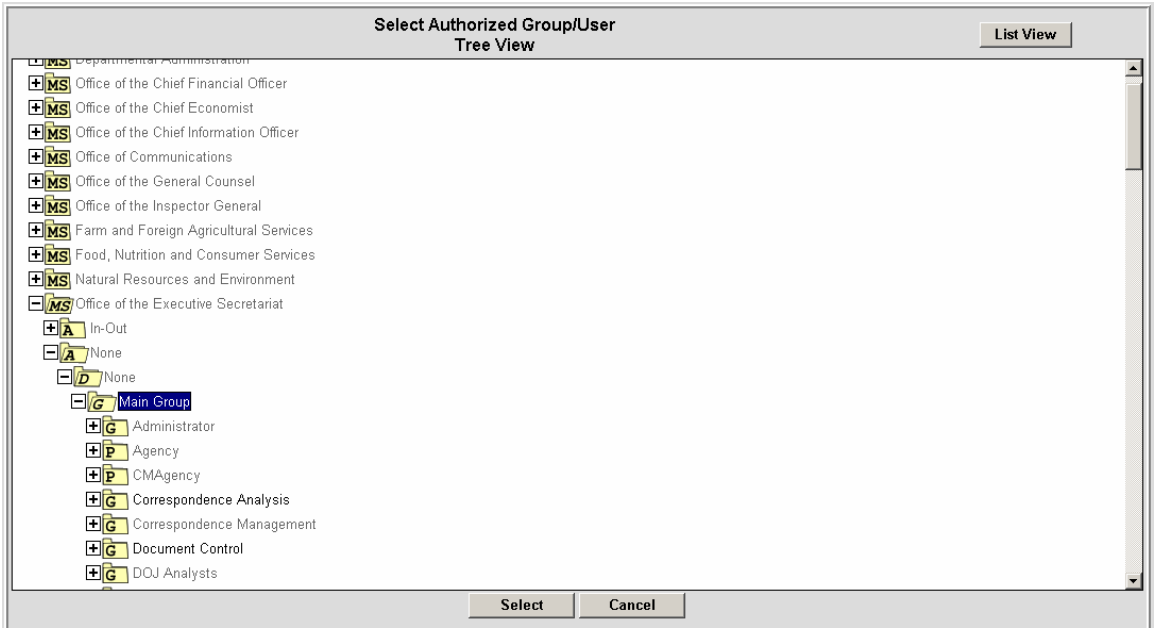


Figure 4: Select Authorized Group/User – Tree View

The group selected must be authorized to be a Folder Owning Group. If it is not, the message seen in **Figure 5** will be displayed.

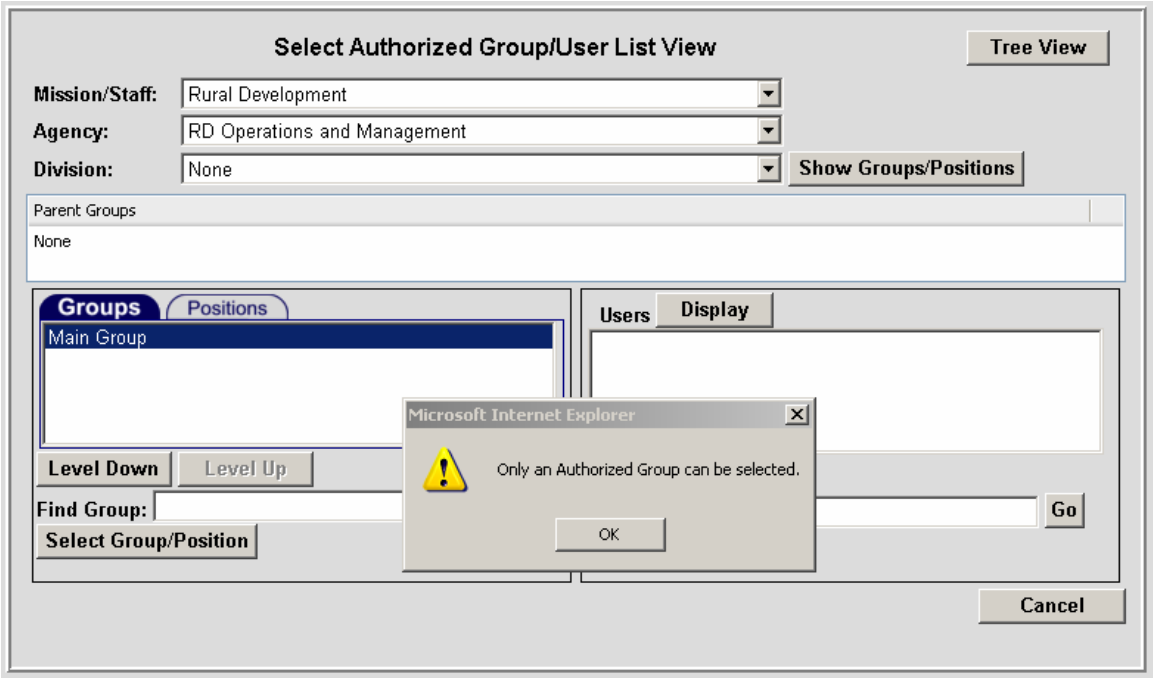


Figure 5: Unauthorized Folder Owner Error Message

Once the group/user has been selected, the user clicks <Select>, <Select Group/Position>, or <Select User> and is returned to the Create Folder Screen. The fields will be populated with the user's selections.

The user the clicks <Create Folder> and the new folder is created as shown in **Figure 6**.

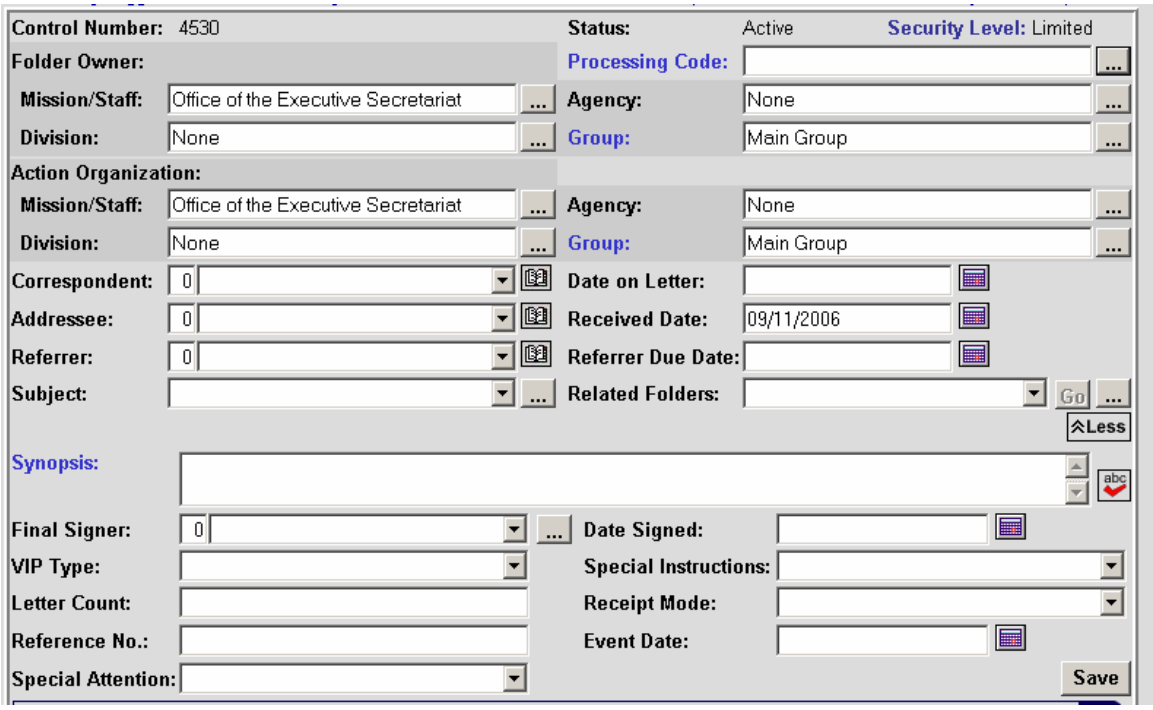


Figure 6: Create Folder

FOLDER FIELDS

When a new incoming correspondence document is received and the user selects the Set Up Folder task, the Folder is opened with the documents tab displayed and all folder fields visible.

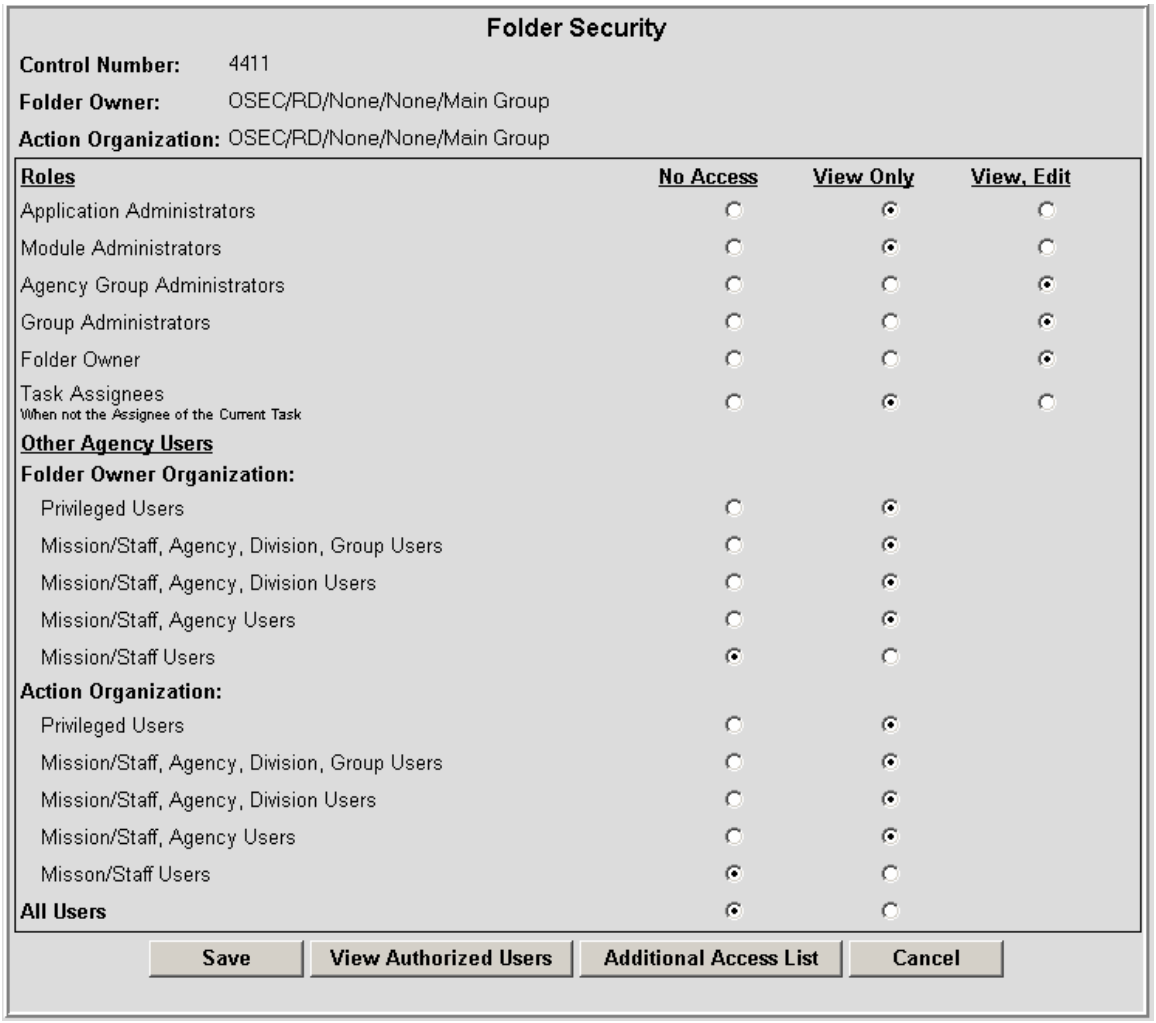
Control Number: a unique identifying number that is system generated when a new folder is created.

Status: Each folder has a status field in the center at the top of the page. The system automatically maintains the folder status fields based on operations performed on the folder. Possible Folder Statuses are:

- Active – Work on the folder is in process. A new folder's status is set to Active by the system when it is created.
- Suspended – The workflow has been suspended. Additional tasks will not be started – although a task that is in process can be completed. A folder will be suspended while the Folder Owner edits the workflow for the folder.
- Closed – Work on the folder has been completed. The Folder Owner closes the folder. No changes can be made to the folder when it is closed. If necessary, the Folder Owner may re-open the folder.
- Archived – The folder has been archived based on its retention schedule. This means the folder has been closed long enough to be archived. The retention schedule for the folder is managed by the Records Management application (future implementation).
- Deleted – The folder has reached the end of its retention schedule and its contents have been purged. The Records Management application directed the destruction of the Folder's contents (future implementation).

Security Level: By clicking the words 'Security Level', the user may view the Security Screen for that folder as seen in **Figure 2**. A user with authority to do so can modify security settings for a folder. The possible security levels are:

- Public
- Limited
- Private



Folder Security

Control Number: 4411

Folder Owner: OSEC/RD/None/None/Main Group

Action Organization: OSEC/RD/None/None/Main Group

Roles	No Access	View Only	View, Edit
Application Administrators	○	◉	○
Module Administrators	○	◉	○
Agency Group Administrators	○	○	◉
Group Administrators	○	○	◉
Folder Owner	○	○	◉
Task Assignees When not the Assignee of the Current Task	○	◉	○
Other Agency Users			
Folder Owner Organization:			
Privileged Users	○	◉	
Mission/Staff, Agency, Division, Group Users	○	◉	
Mission/Staff, Agency, Division Users	○	◉	
Mission/Staff, Agency Users	○	◉	
Mission/Staff Users	◉	○	
Action Organization:			
Privileged Users	○	◉	
Mission/Staff, Agency, Division, Group Users	○	◉	
Mission/Staff, Agency, Division Users	○	◉	
Mission/Staff, Agency Users	○	◉	
Misson/Staff Users	◉	○	
All Users	◉	○	

Save | View Authorized Users | Additional Access List | Cancel

Figure 2: Folder Security

Processing Code: The user selects a Processing Code to be associated with the folder or change an existing Processing Code. To select a processing code, the user clicks the <…> button next to the processing code field. A screen similar to the one shown in **Figure 3** will be displayed.

Processing codes are unique to an organization. For example, OES has many standard processing codes. The processing code categorizes the type of processing that must be associated with the document that was received. The system initially displays the processing codes associated with the organization/group of the Folder Owner. However, the user can select processing codes for a different group by clicking the <Select Group> button.

In the example in **Figure 3**, a Processing Code of OES50 flags the folder as Congressional. To add the processing code to the folder, the user highlights the processing code and clicks <Select> as shown in **Figure 3**.

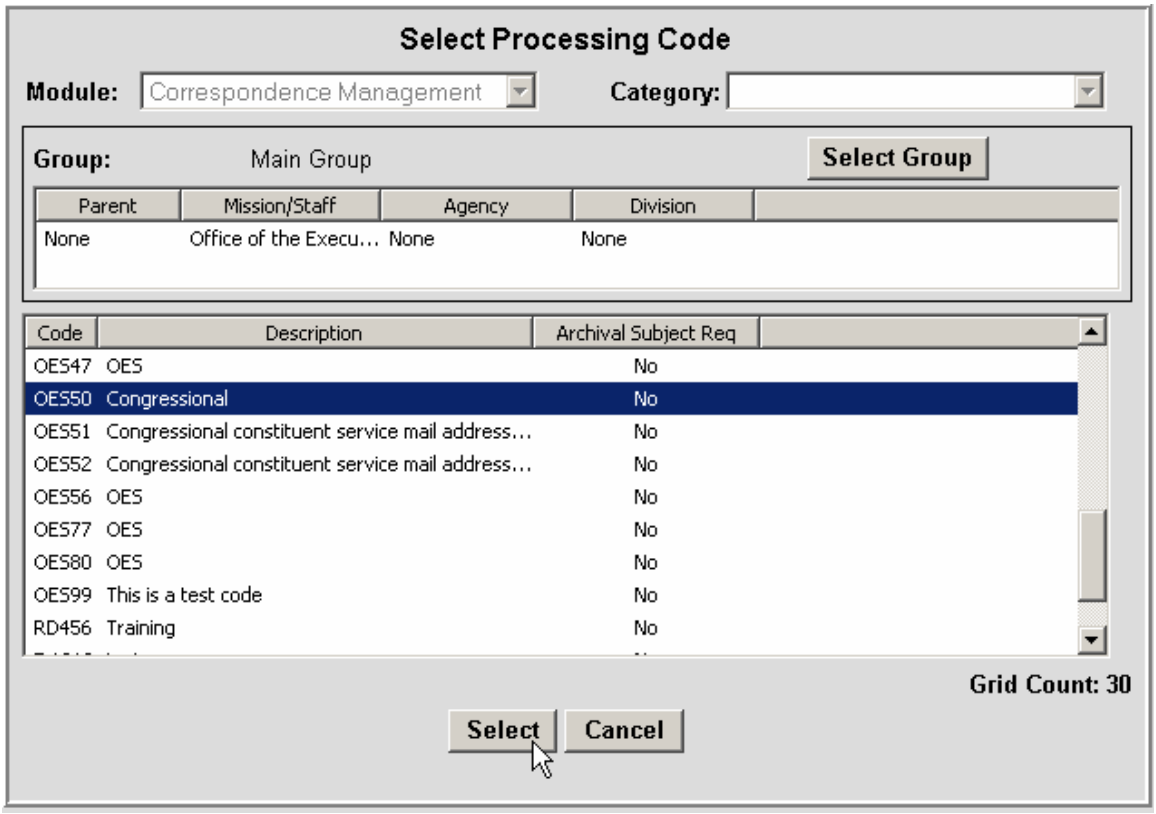


Figure 3: Select Processing Code

The new processing code will be displayed on the Folder as seen in **Figure 4**.

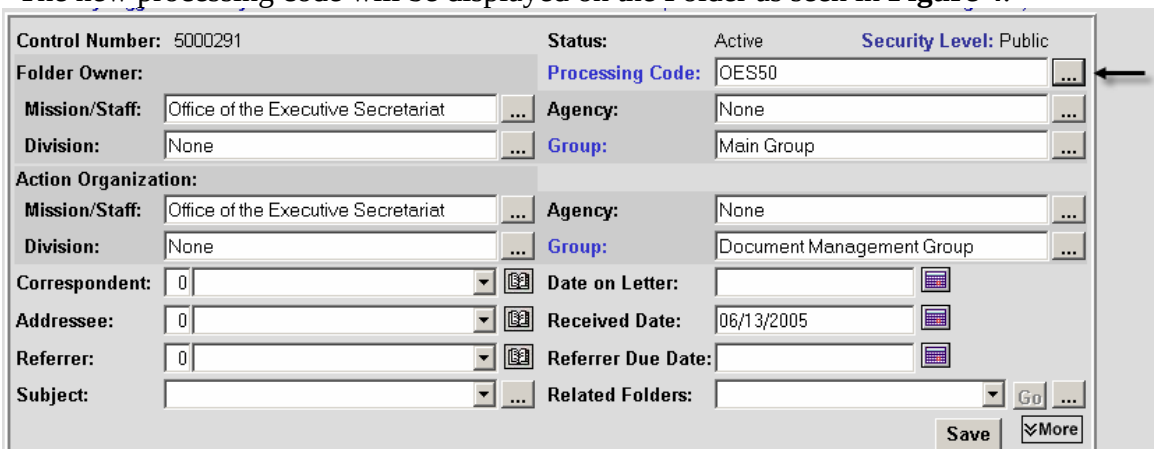


Figure 4: Add or Change the Processing Code

Any processing code can be associated with a default workflow list that will be used to process the folder. The system generates the default workflow when the user adds or changes a processing code, clicks the <Select> button, and then the <Save> button on the folder. If no default workflow has been associated with the processing code, then no default workflow is loaded.

When the user clicks the label “Processing Code”, the description will be displayed as shown in **Figure 5**.

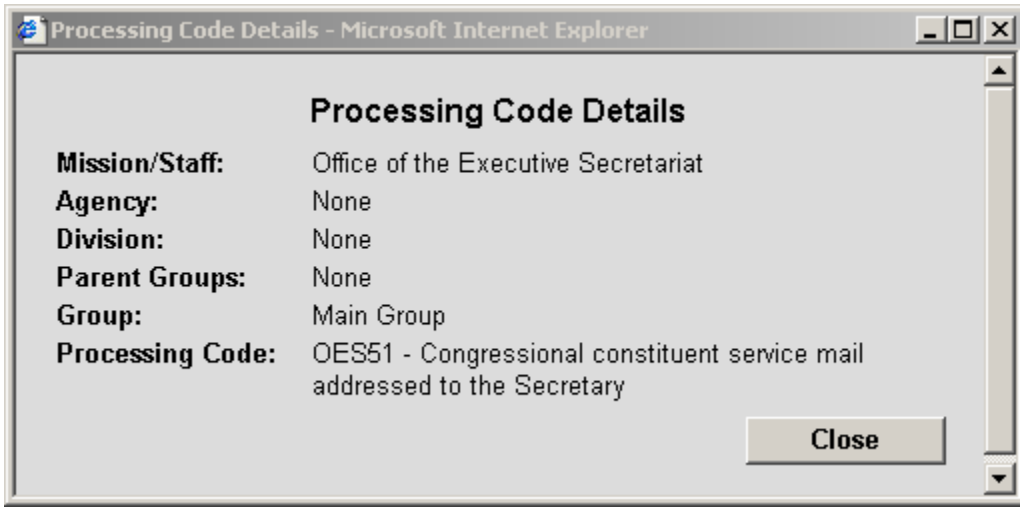


Figure 5: Processing Code Detail

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user’s work session times out before the changes are saved, those changes are lost.

ORGANIZATION FIELDS

The Mission/Staff, Agency, Division and Group fields determine the organization associated with the folder. The organization fields are initially filled with the Folder Owner’s default organization. The user clicks a <…> button next to any of the organization fields to select different organization values. The <…> button displays the Select Group in the List View or the Tree View according to the user’s defaults.

Action Organization - the group responsible for completing the tasks or providing the response. If an assignee for one or more tasks is a group or position with an organization alias, these fields will be used to resolve the alias.

The new organization and group fields are now filled in as shown in **Figure 6**. This screen does not show Parent Groups. However, if the user clicks the “Group” label, the system will display the parent groups for the group shown as seen in **Figure 7**.

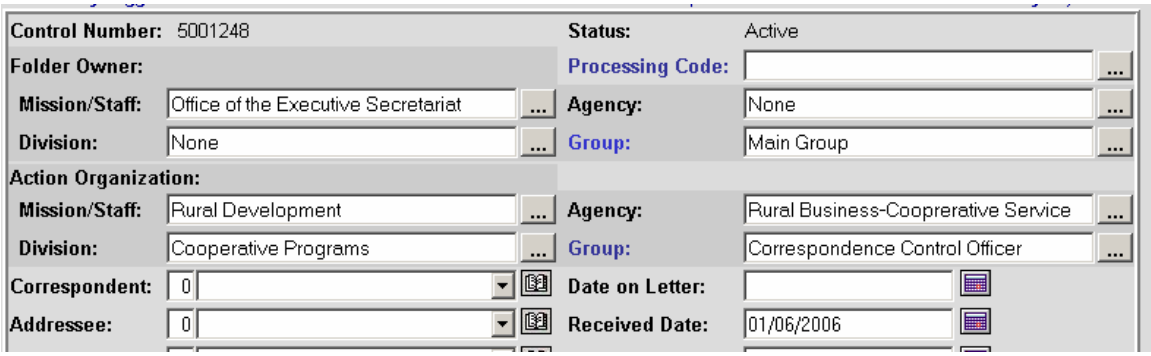


Figure 6: Modified Action Organization

Figure 7: Parent Group Details

CONTACTS

Next the user selects contacts for the following folder fields.

Correspondent – The person(s) who sent the letter.
Addressee – The person(s) to whom the letter was sent.
Referrer – The person(s) who referred the letter to USDA.

To select the Correspondent, Addressee, and/or Referrer, the user clicks the Address Book button to the right of the input box and selects one or more contacts from the address book. When the user clicks the Address Book icon, the Select Contacts screen is displayed.

Two ways to find an existing contact are described.

Enter a string of characters followed by an asterisk (*) and click <Find>. A list of matches will be displayed. Highlight a contact, click on Correspondent, Addressee, or Referrer, and click select. The contact will be displayed as shown in **Figure 8**.

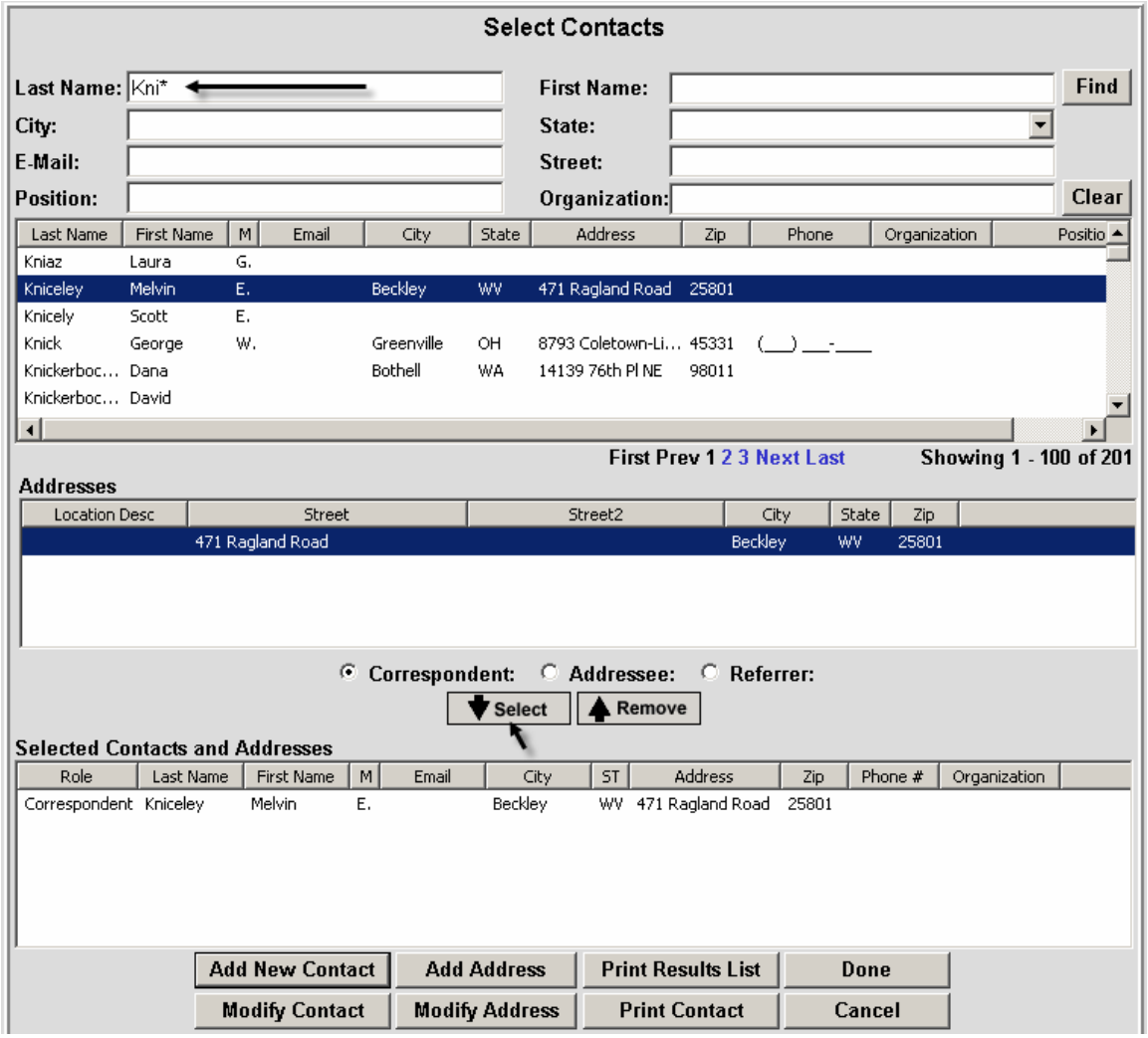


Figure 8: Select a Contact Using a String of Characters

Enter name (last or last and first) and click <Find>. A list of matches will be displayed. Highlight a contact, click on Correspondent, Addressee, or Referrer, and click select. The contact will be displayed as shown in **Figure 9**.

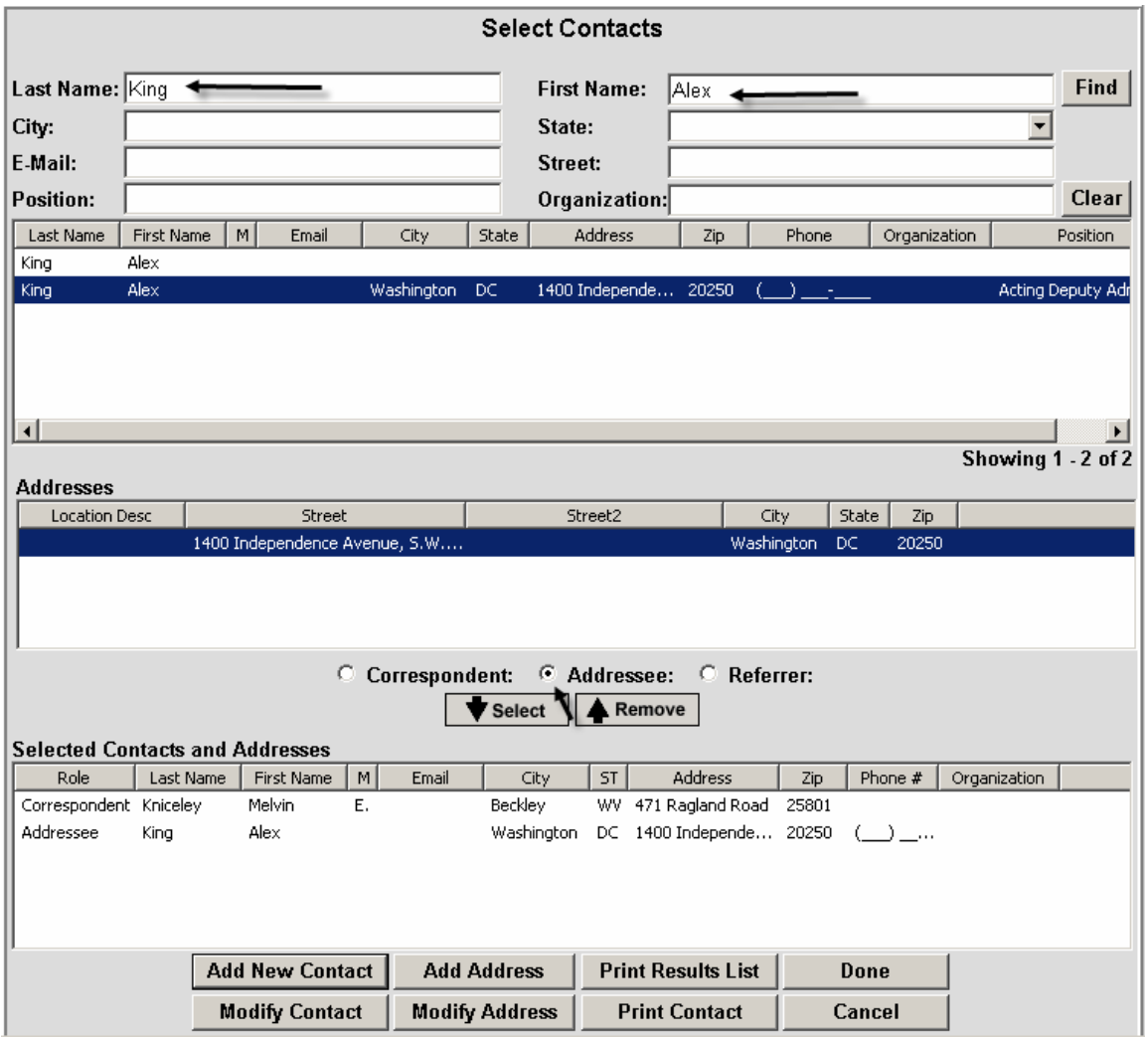


Figure 9: Select a Contact Using a Name

A new contact may be added to the address book by clicking <Add New Contact>. Enter the contact information as shown in **Figure 10** and click <Save>. The user will be returned to the Select Contact screen.

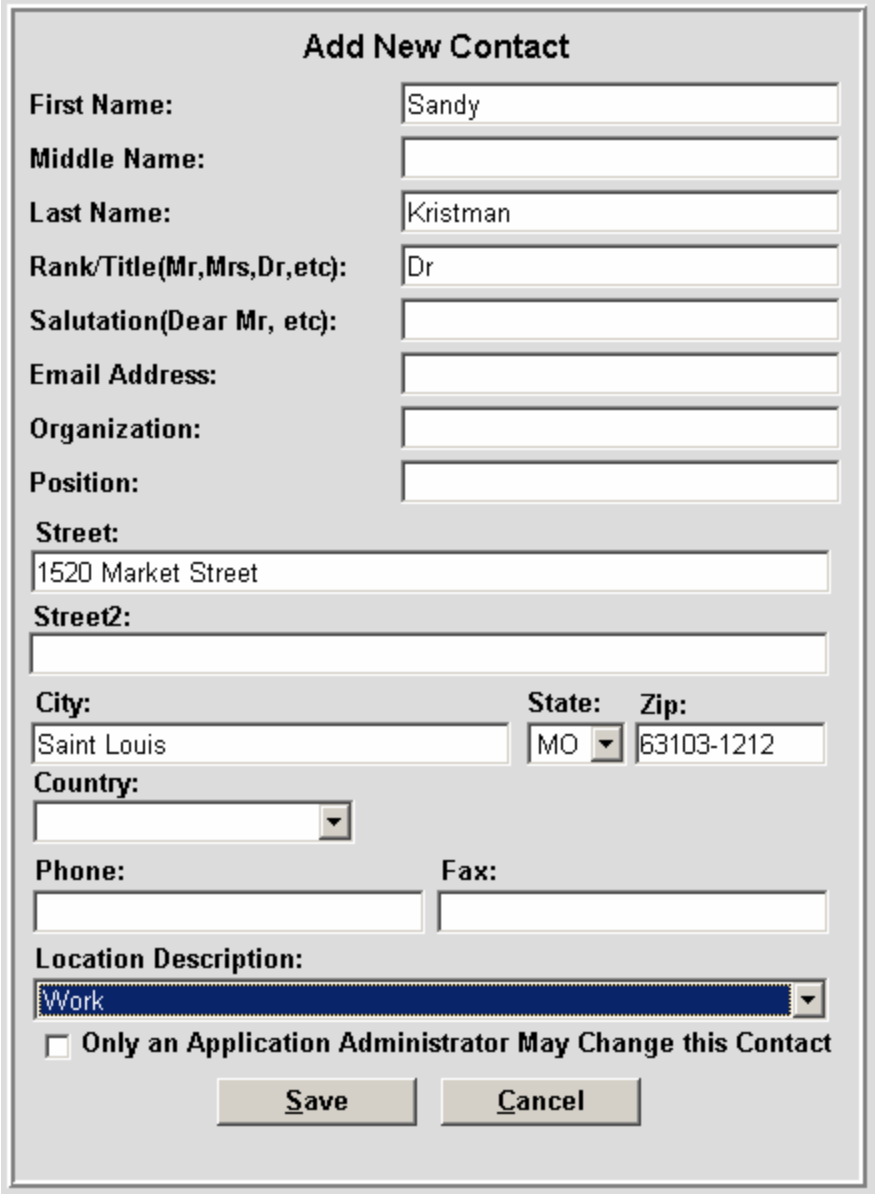


Figure 10: Adding A New Contact

The user can then add the newly created contact to the Selected Contacts and Addresses list by performing a search on the new name, highlighting it, choosing Correspondent, Addressee, or Referrer, and clicking select. The new contact will be added as shown in **Figure 11**.

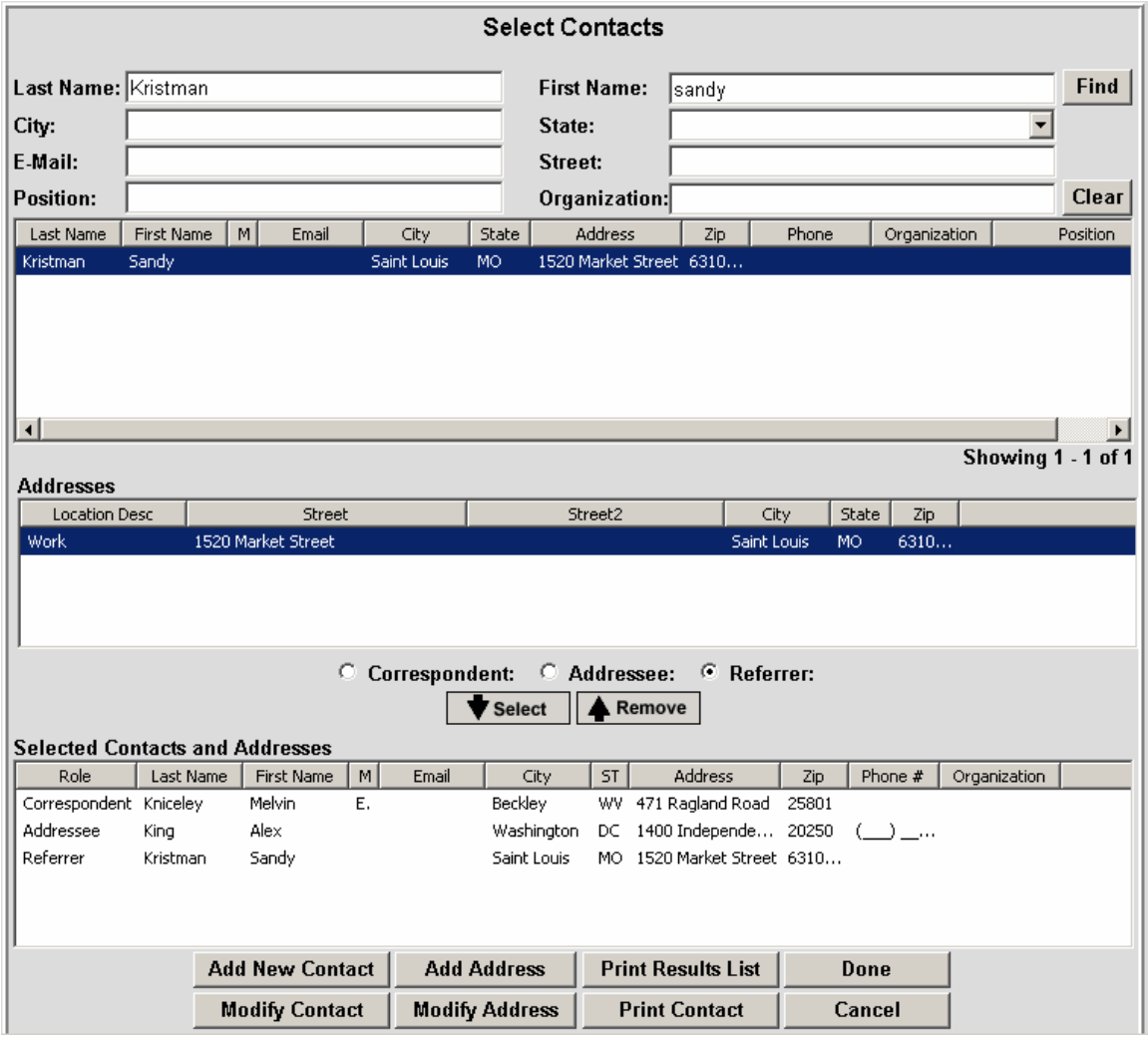


Figure 11: Selecting the New Contact

When all the contacts have been added, click <Done>. The contact fields will be populated as shown in **Figure 12**.

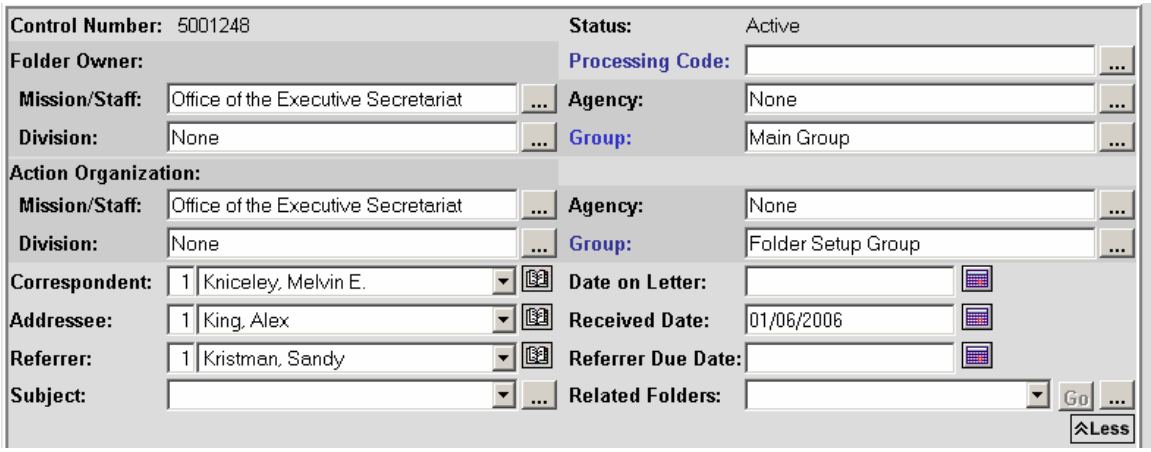


Figure 12: Contact Fields Populated

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

DATE FIELDS

The user then enters the following folder date fields.

Date on Letter – The date that is on the correspondent's letter (if any).
Received Date – The date the incoming correspondence was received. This field will be automatically filled with the Received Date if the folder was created from scanned incoming correspondence document.
Referrer Due Date – The due date, if any, that the referrer requested for the response.

The dates can be entered in the format mm/dd/yyyy or the user may click the calendar button and select the dates from a calendar. **Figure 13** shows the contact and date fields entered.

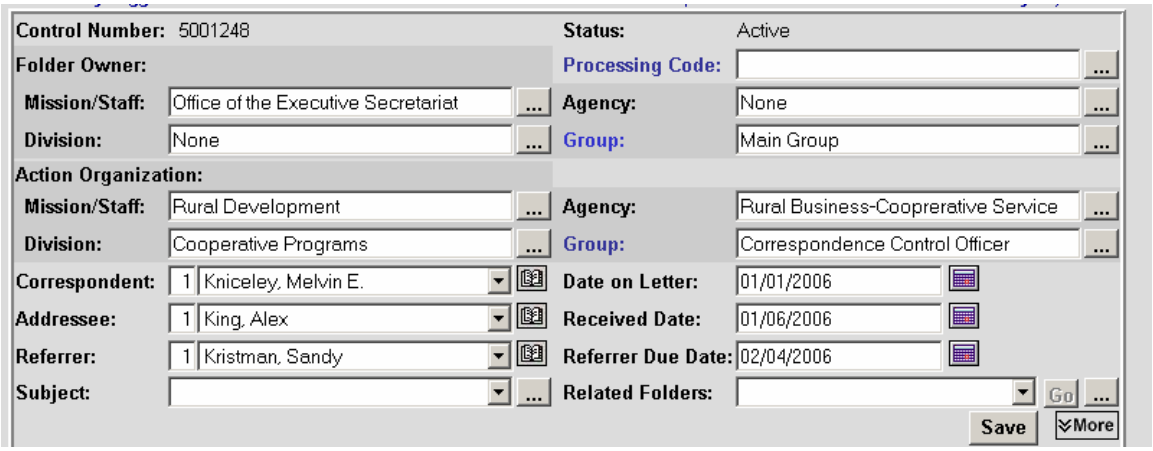


Figure 13: Folder Fields with Contacts and Dates Entered

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

SUBJECT

The user then enters a subject by clicking the <…> button.

Clicking <Go> will display the entire list of available subjects. The user may also enter a keyword and click <Go> to narrow the subject choices. The available subjects are displayed in the top panel. To search for a specific subject, the user enters a full subject or partial search string followed by an asterisk (*) in the 'Find:' field and clicks the <Go> button. The list of available subjects is now narrowed to just those that match the search string.

The user can select one or more subjects to associate with a folder. To select a subject, the user highlights the subject in the top panel and clicks the <Select> button. The

subject is added to the list of selected subjects in the lower panel. The user may remove a subject from the Selected Subjects list by highlighting it and clicking <Remove>.

The user may select one (and only one) subject as the archival subject for the folder. Only subjects that have an asterisk in the Archival column may be selected as the archival subject for the folder.

The Select Subject screen is displayed in **Figure 14**.

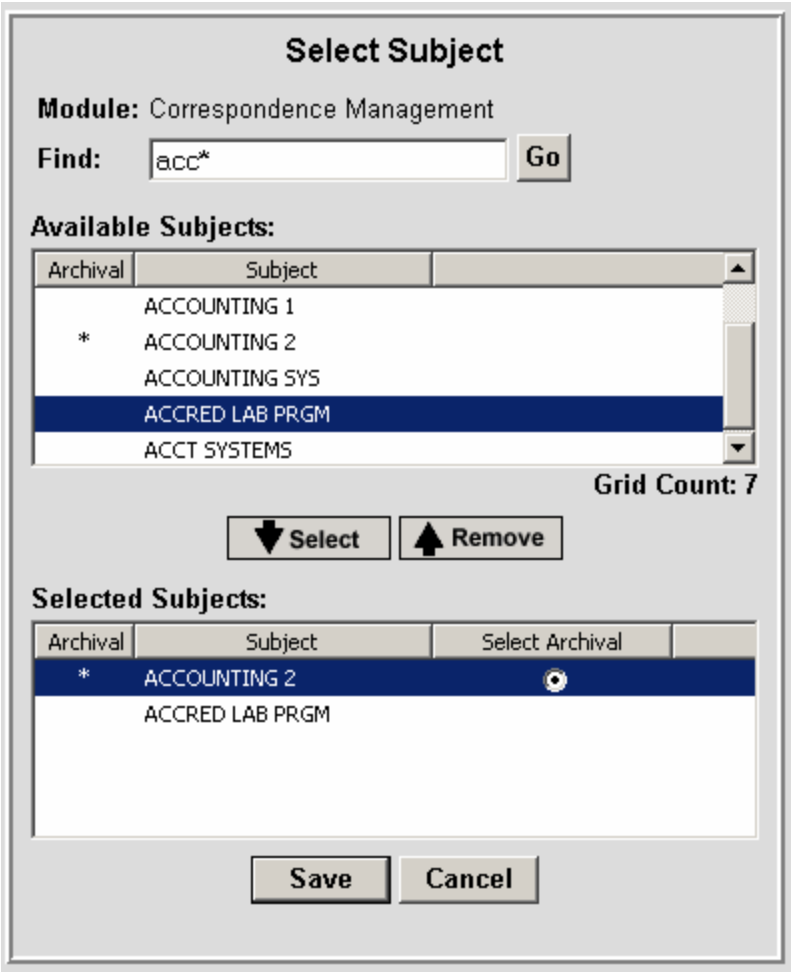


Figure 14:

The user clicks <Save> to save the selected subjects and is returned to the folder.

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

RELATED FOLDERS

The ECM application includes a Related Folders field on each work folder. This field allows users to link folders that are associated to each other. If a folder has a related

folder, the control number of that folder is shown in the Related Folders field. The user can select the control number and click the <Go> button to close the current folder and open the related folder.

The related folder has the control number for the first folder in its Related Folder field so the user can easily return to the previous folder by selecting it and clicking the <Go> button.

Add Related Folders

This capability allows the Folder Owner to add or remove control numbers for folders that are related. **Figure 15** shows an open folder with no related folders.

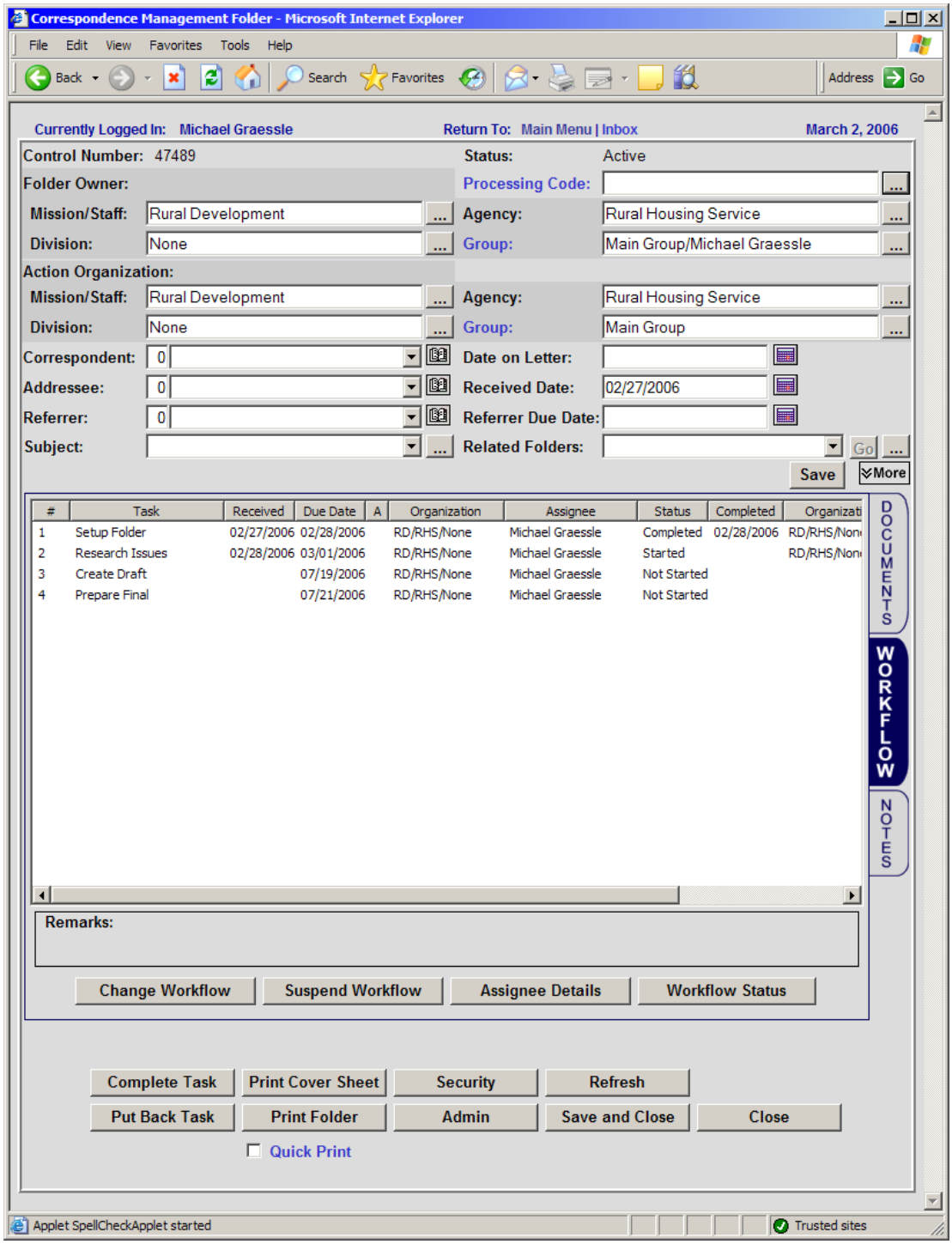


Figure 15: Opened Folder

To add a related folder, the user clicks the <…> button. The Add/Remove Related Folders screen is displayed as shown in **Figure 16**.

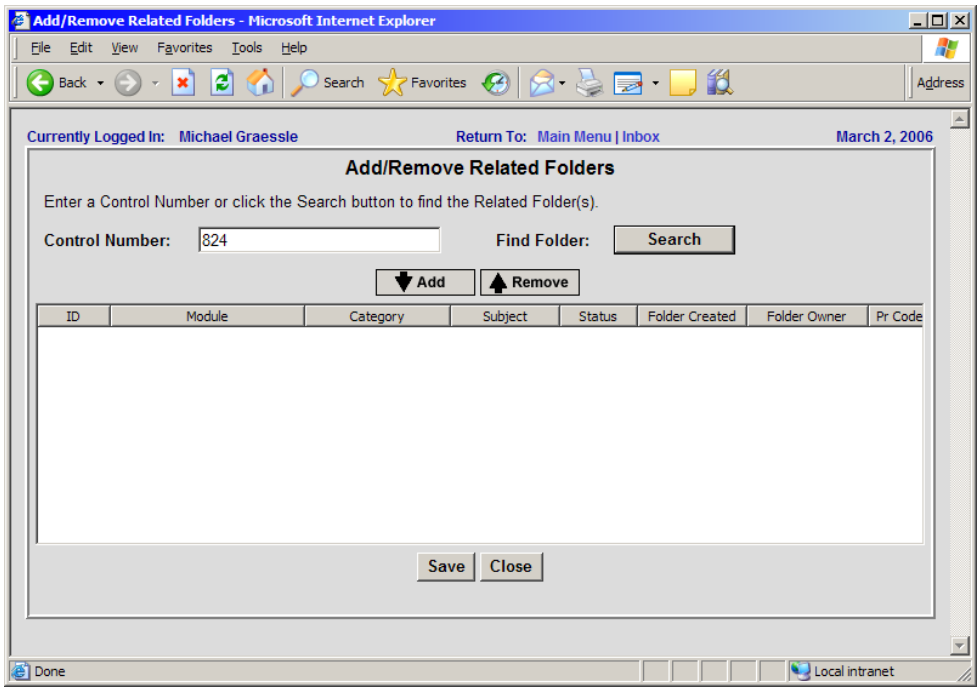


Figure 16: Add Related Folders Screen

The bottom panel shows the related folders that will be added. The user enters each control number and clicks the <Add> button. In the example shown in **Figure 17** the user enters 824 and clicks the <Add> button.

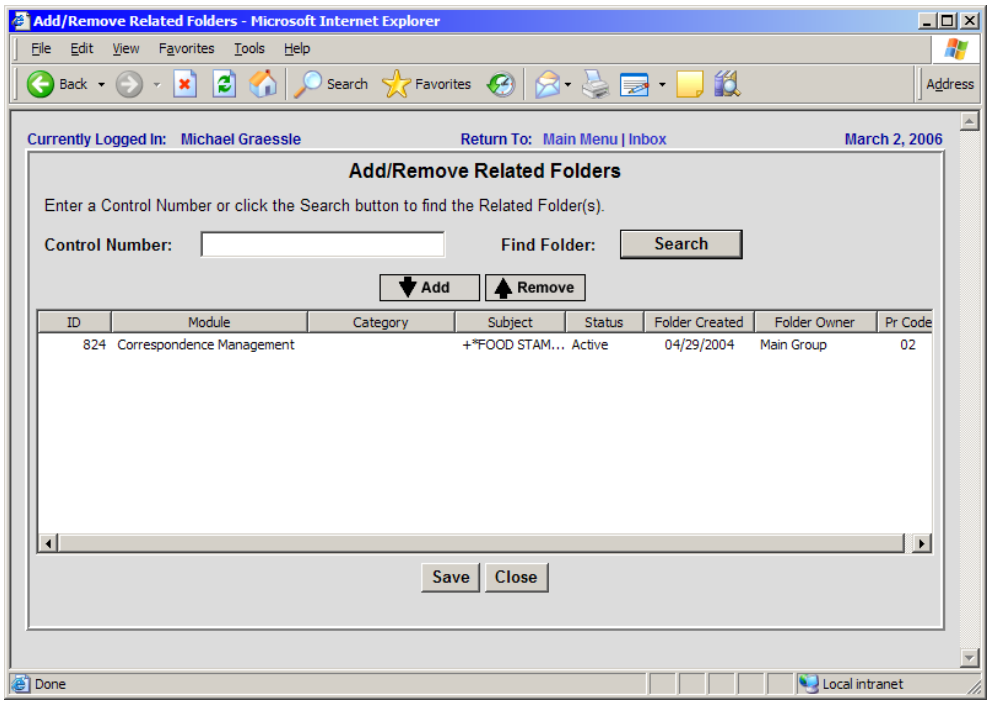


Figure 17: Add Related Folders - After Selection

Folder 824 is added to the selected folders panel. The user can type in additional control numbers as needed.

Search for Folder To Add

To search for a folder to add, the user clicks the <Search> button and the Select Folders screen is displayed as shown in **Figure 18**.

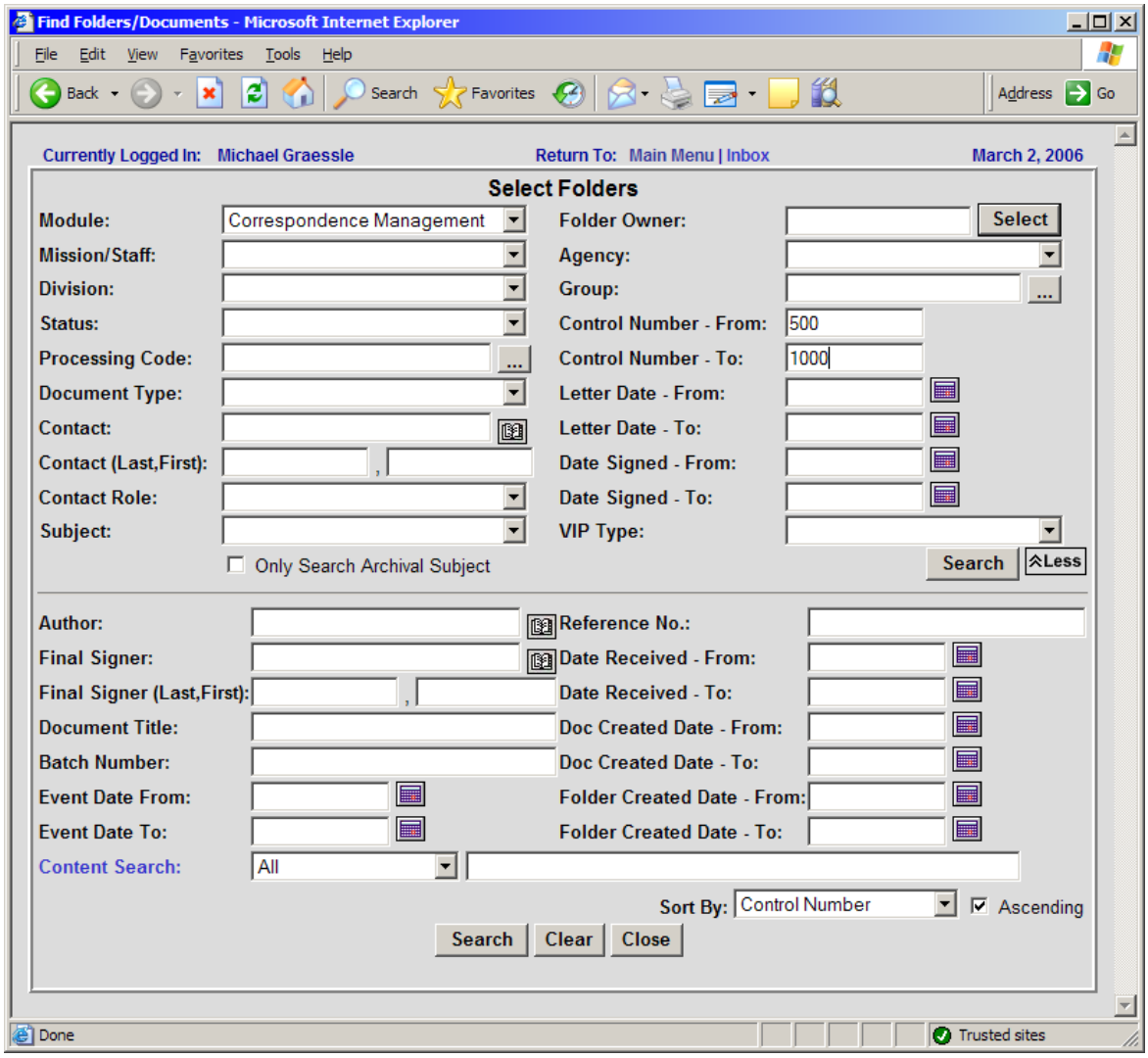


Figure 18: Query Folders to Select

This screen works the same as the ECM Query Folders screen. In the example in **Figure 18**, the user searches for Correspondence Management folders with control numbers between 500 and 1000. The user clicks the <Search> button. The results list shown in **Figure 19** displays all folders that match the query criteria.

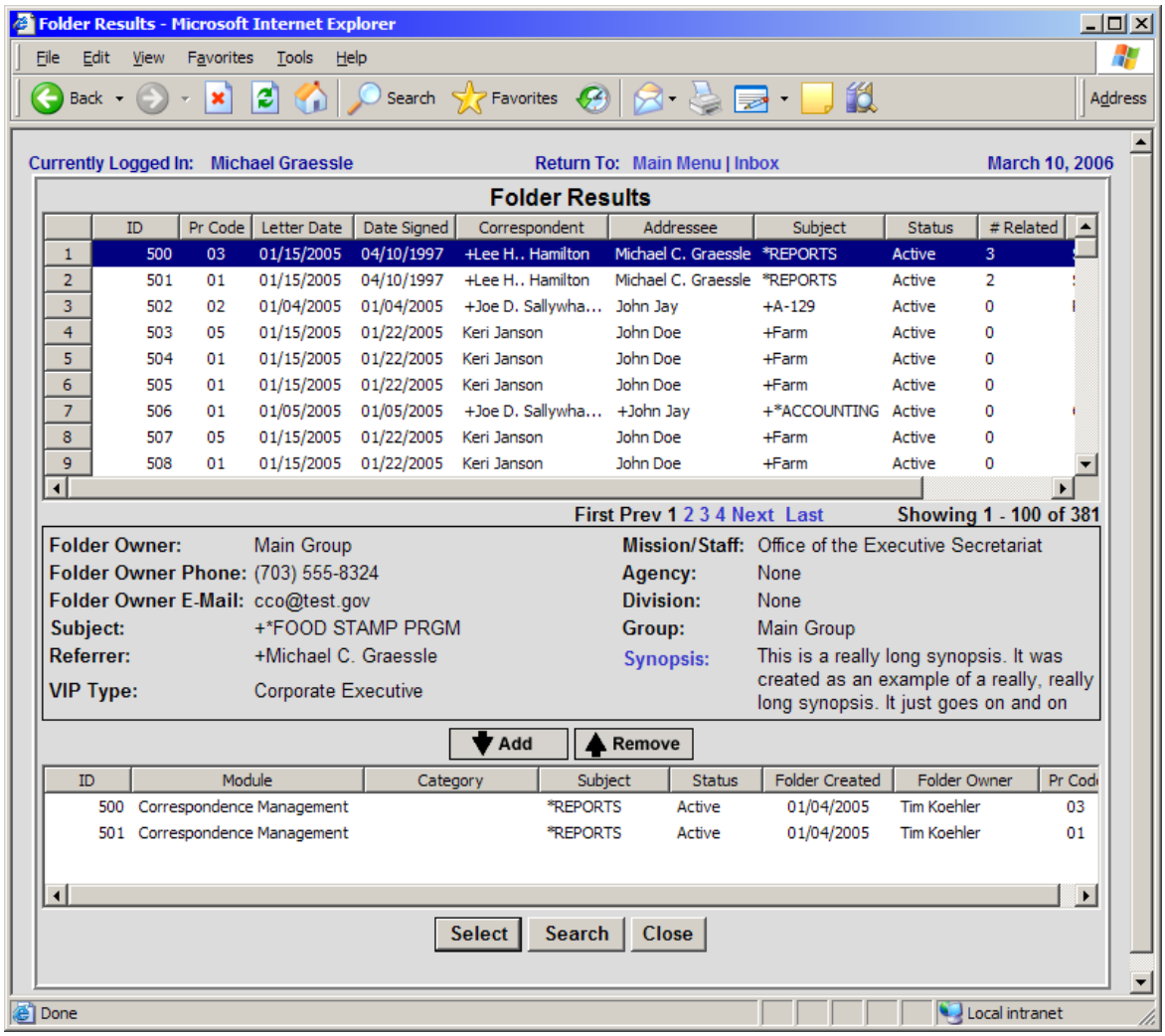


Figure 19: Query Folders to Select - Results List

The user selects one or more folders by highlighting them and clicking the <Add> button. The selected folders are added to the lower panel. When finished, the user clicks the <Select> button on the bottom of the form to return to the Add/Remove Related Folders screen and include the newly selected folders.

Alternatively, the user can click the <Search> button to return to the query screen to enter new criteria to find more folders. Any folders in the lower panel will remain selected when returning to the Query Screen.

To close the screen without selecting any folders, the user clicks the <Close> button.

When a folder is highlighted, data about the folder is displayed in the middle panel. The first part of the synopsis is displayed in the Synopsis field. To view the entire synopsis, the user clicks the Synopsis label and the full synopsis is displayed.

Add Multiple Folders

To add more folders to the related folders field, the user clicks the <Search> button on the bottom of the Folders Results screen. The Select Folders screen is re-displayed as shown in **Figure 20**.

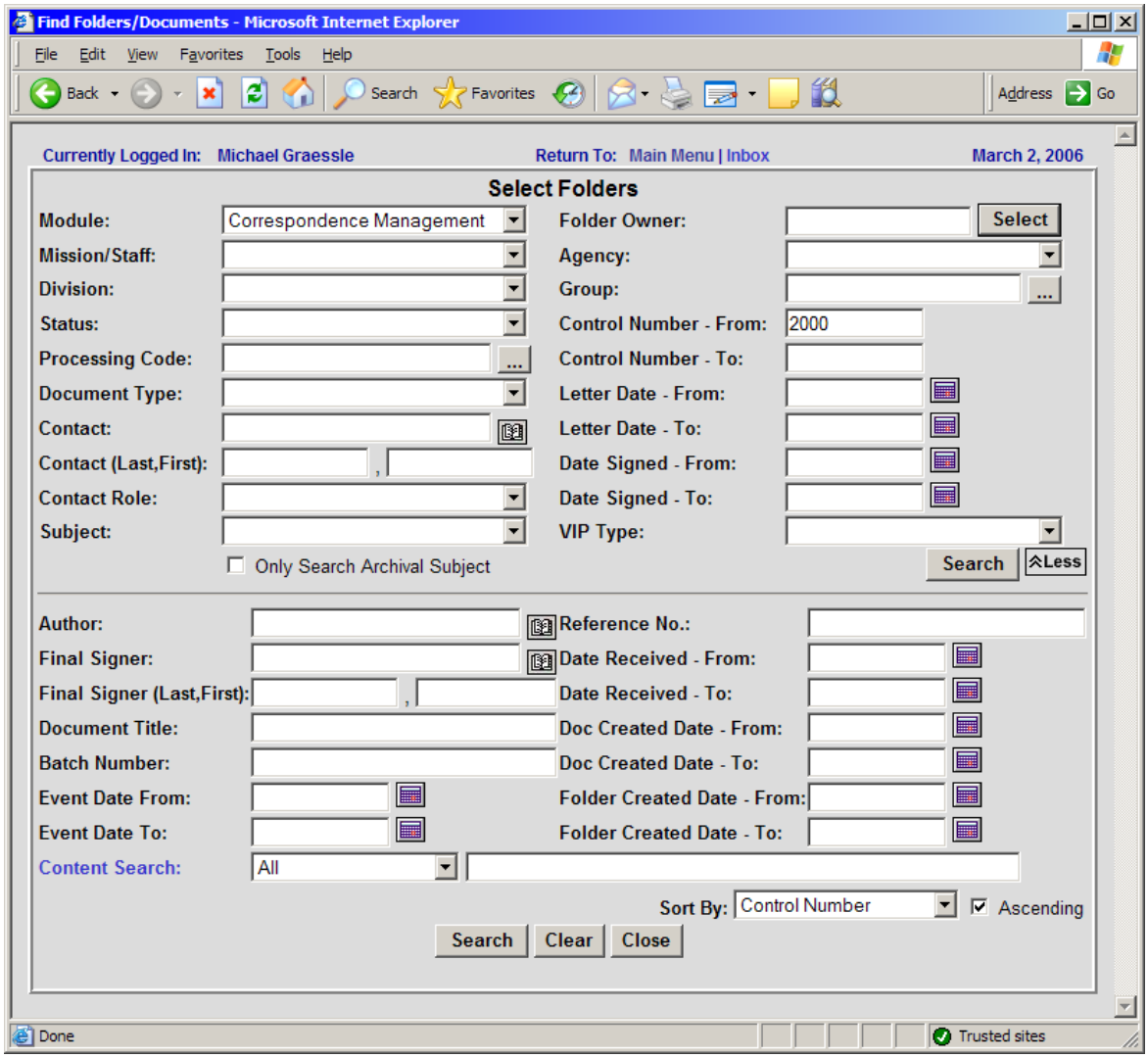


Figure 20: Query Folders to Select

The results list in **Figure 21** is displayed for the query in **Figure 20**.

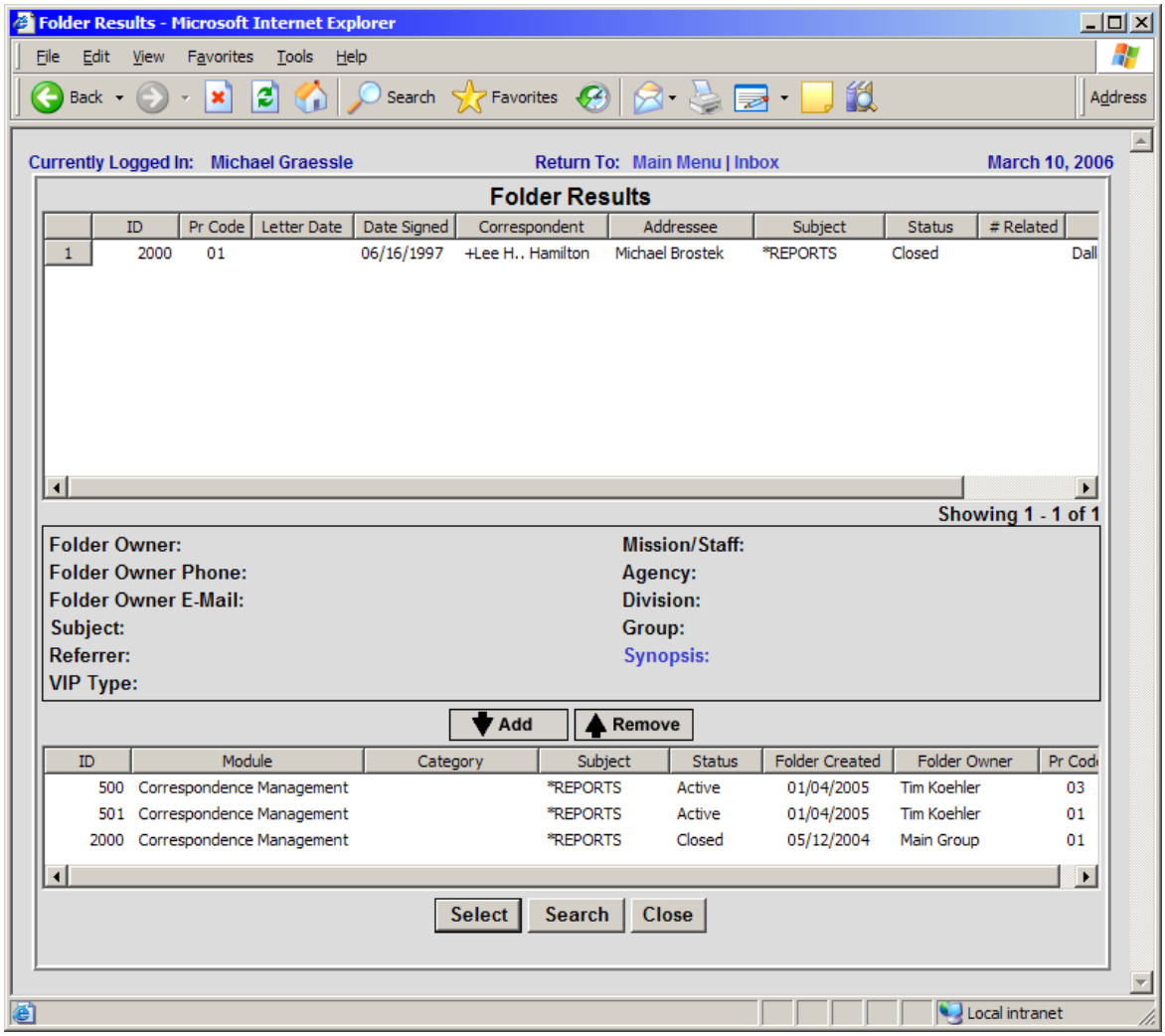


Figure 21: Query Folders to Select - Results List

The user selects the folder and adds it to the selected folders list. Now the user clicks the <Select> button. The Add/Remove Related Folders screen is displayed with the selected folders included as shown in **Figure 22**.

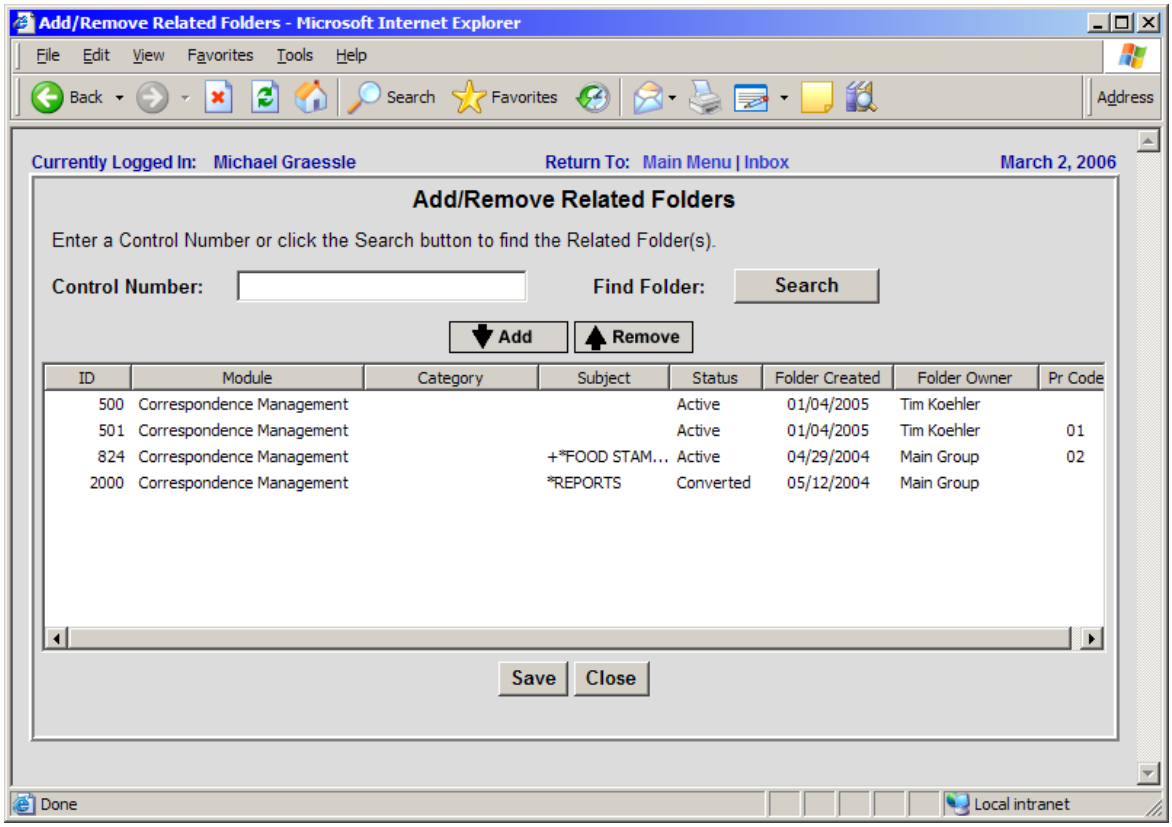


Figure 22: Add Related Folders - Selected Folders Complete

The three new folders are added to the one that was previously entered. The user clicks the <Save> button and the related folders field is updated as shown in **Figure 23**. The related folder will also have its Related Folders field updated with the control number of the initial folder.

To remove a related folder, the user selects it from the lower panel and clicks the <Remove> button. In the related folder, the reference to this folder will be removed also.

To save changes to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

Figure 23 shows a folder with the Related Folders field populated with several control numbers.

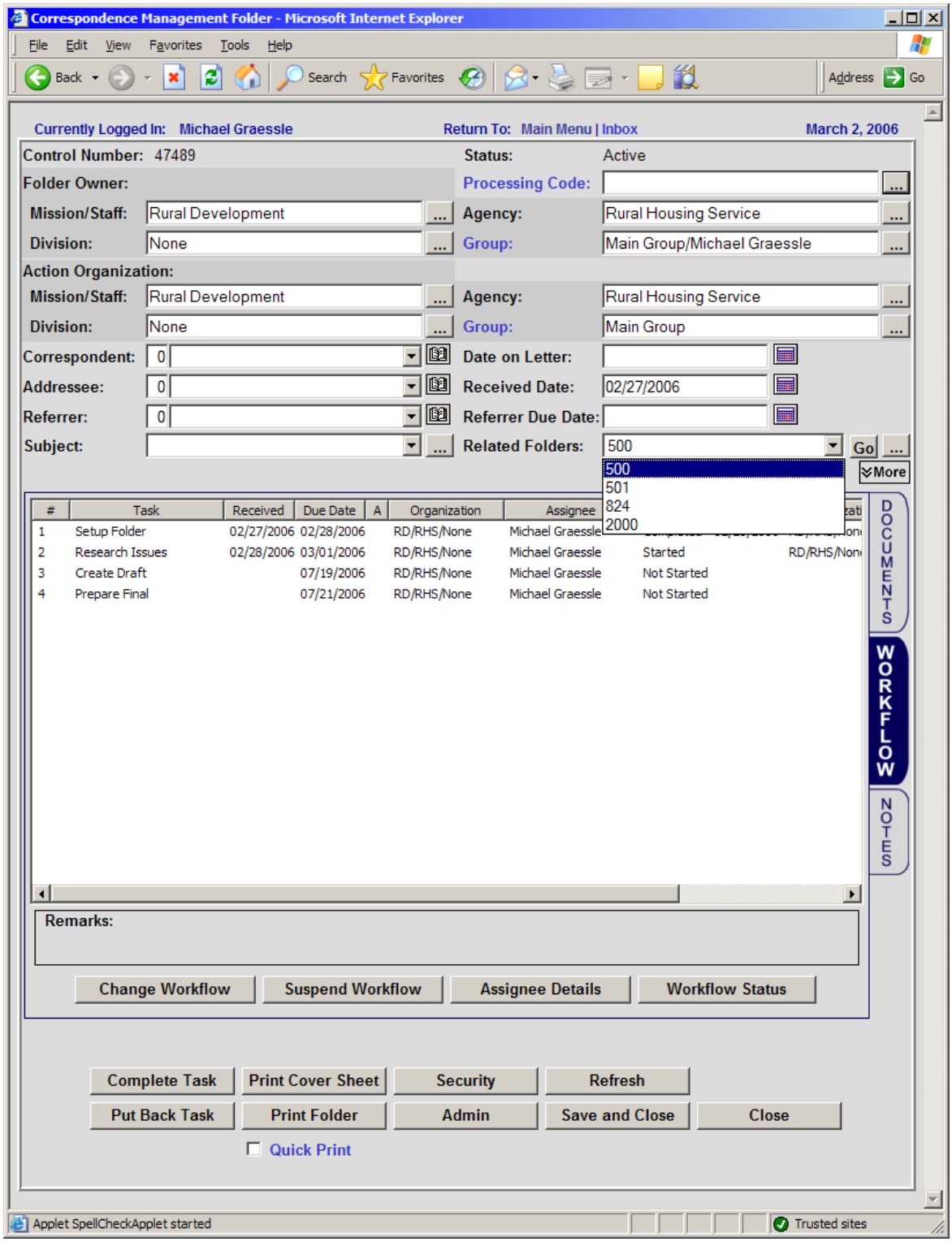


Figure 23: Work Folder with Related Folders Field Populated

Remove Related Folder

To removing a Related Folder, the user clicks <...> as shown in **Figure 24**.

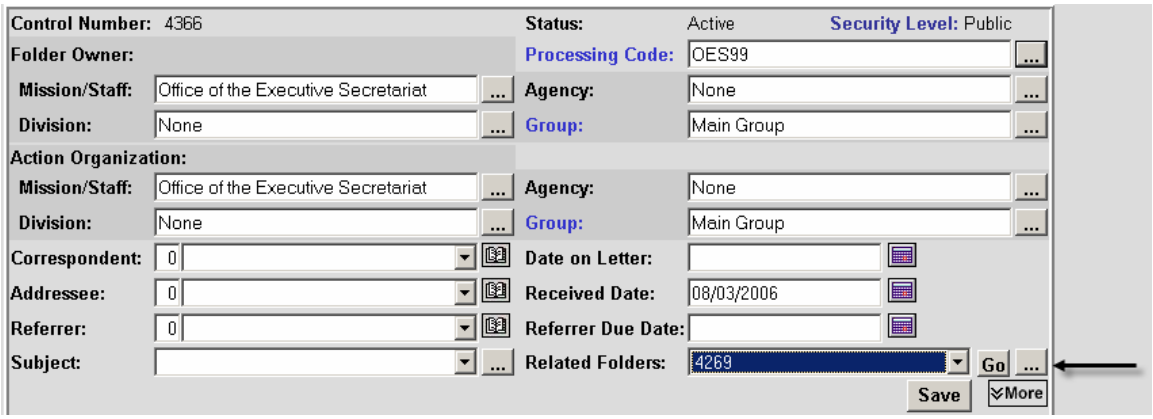


Figure 24: Related Folders – Remove

The user is taken to the Add/Remove Related Folders Screen. The bottom of the screen is populated with the folders that are in the related folders field for that folder. The user highlights the folder to be removed and clicks the <Remove> key as shown in **Figure 25.**

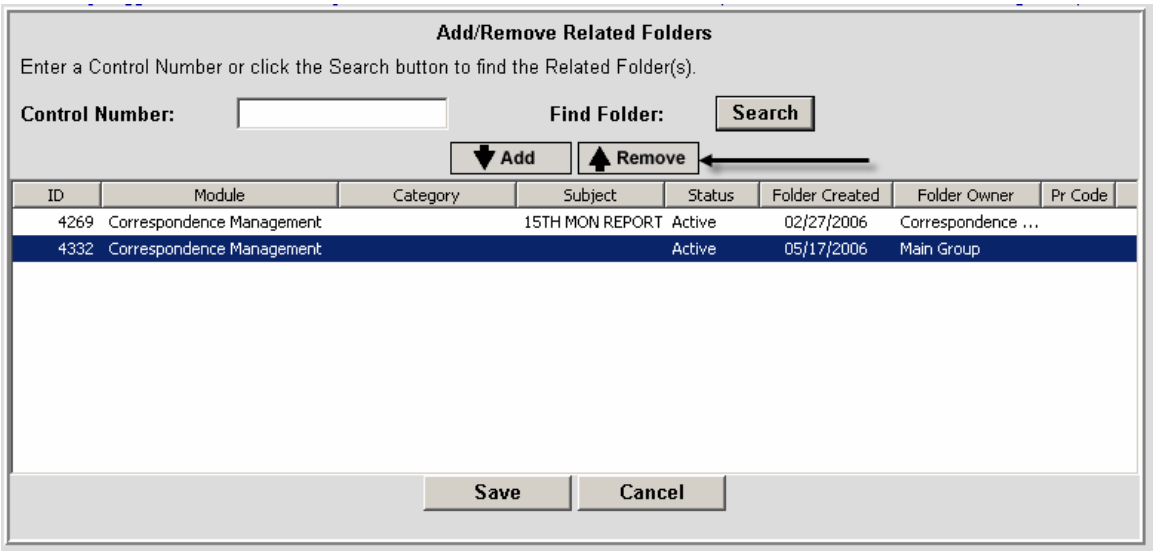


Figure 25: Related Folders - Remove

The highlighted folder is no longer on the bottom of the screen (**Figure 26**).

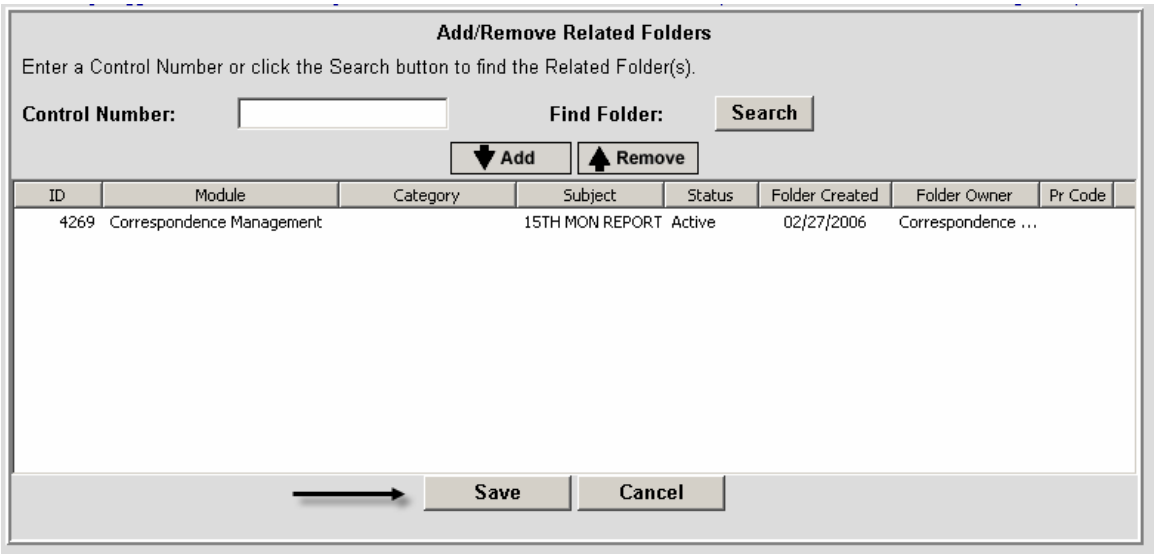


Figure 26: Related Folders – After a Folder is Removed

The user then clicks the <Save> key and is returned to the folder as seen in **Figure 27**. To save the changes to the Related Folders the user must also click <Save> after returning to the folder.

Figure 27: Related Folders - Drop Down After Folder Is Removed

Open A Related Folder

To open a related folder, the user highlights it in the list box and clicks the <Go> button. If the user has privileges to view the folder, it will be displayed. If the user does not have privileges to view the folder, a message will be displayed that includes contact information for the Folder Owner.

MORE / LESS FIELDS

Additional folder fields can be seen by clicking the <More> button as shown in **Figure 28**.

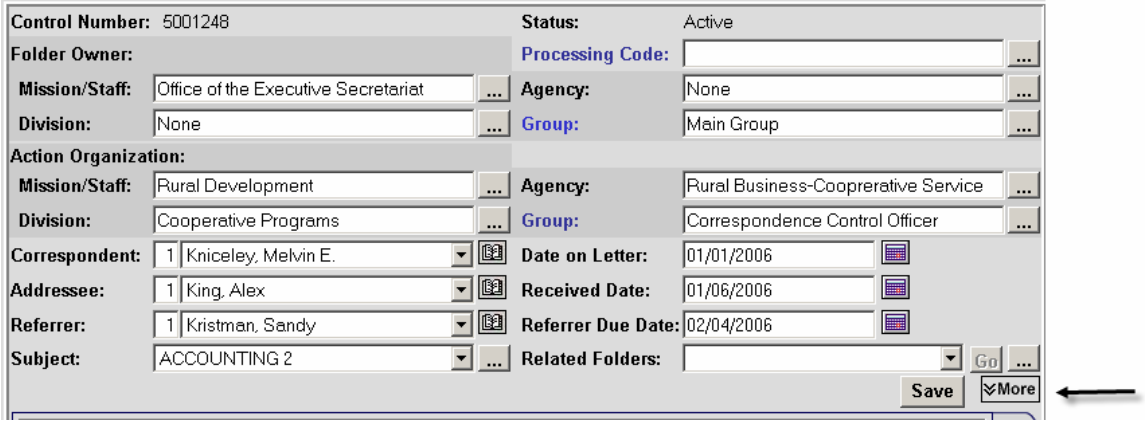


Figure 28: Expanding the Folder Fields

The Folder Fields can be collapsed by clicking on the <Less> key shown in **Figure 29**.

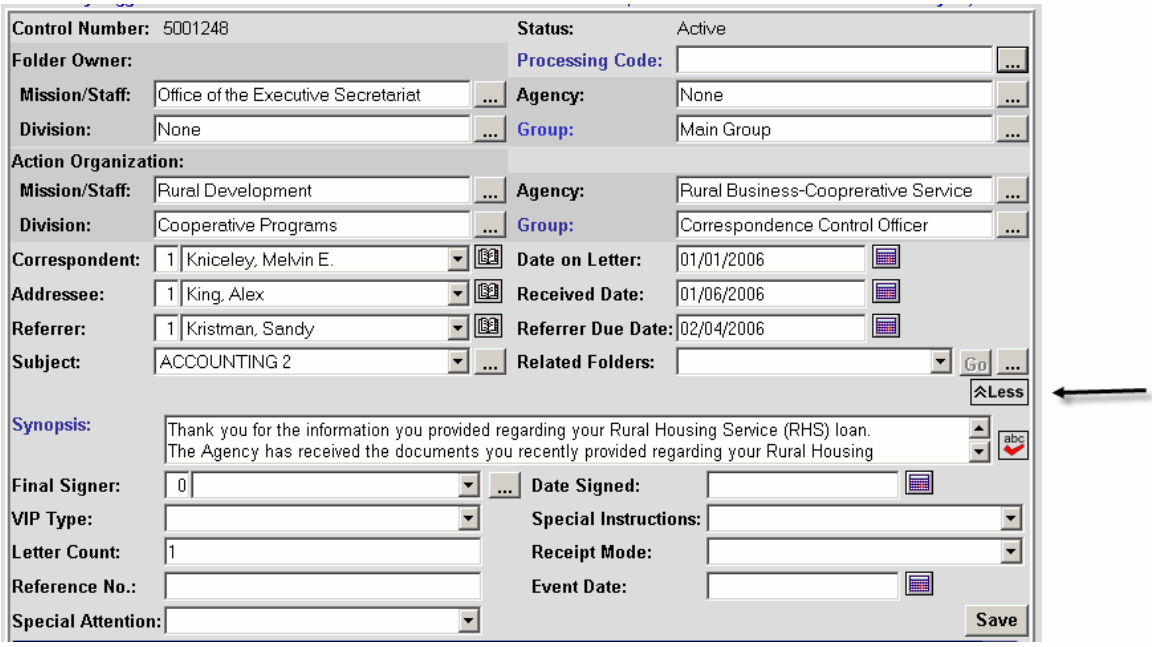


Figure 29: Expanded Folder Fields

The user can use the screen preference in the Personal Profile section to show more or less folder fields by default. See **Figure 30**.

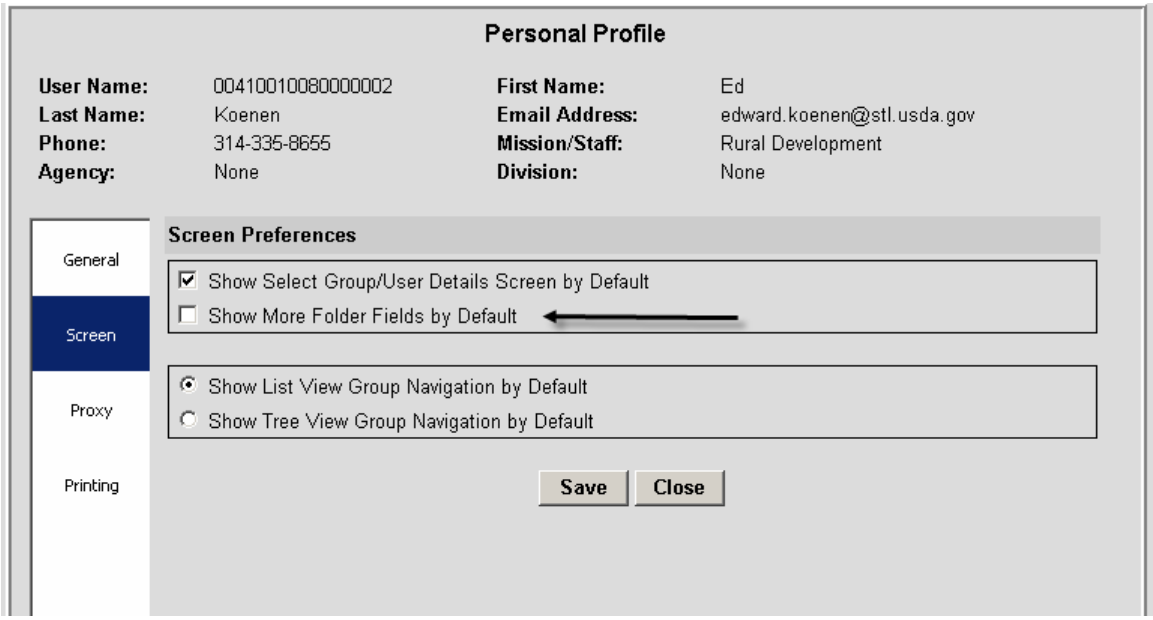


Figure 30: Person Profile – Set Default For Folder Fields

SYNOPSIS

The Synopsis field is used in two ways by ECM.

The application captures the first 500 characters of scanned documents after the salutation and stores them in the synopsis field of the folder. The application ignores all text up to the salutation and the name after the salutation.

The Synopsis is also a free form text field of up to 500 characters. The user can use the synopsis for meaningful and/or descriptive date.

The entire contents of the synopsis field can be viewed and edited when the user clicks on the ‘Synopsis’ label. The synopsis can be modified and Spell Check can be run against it. **Figure 31** shows this pop-up.

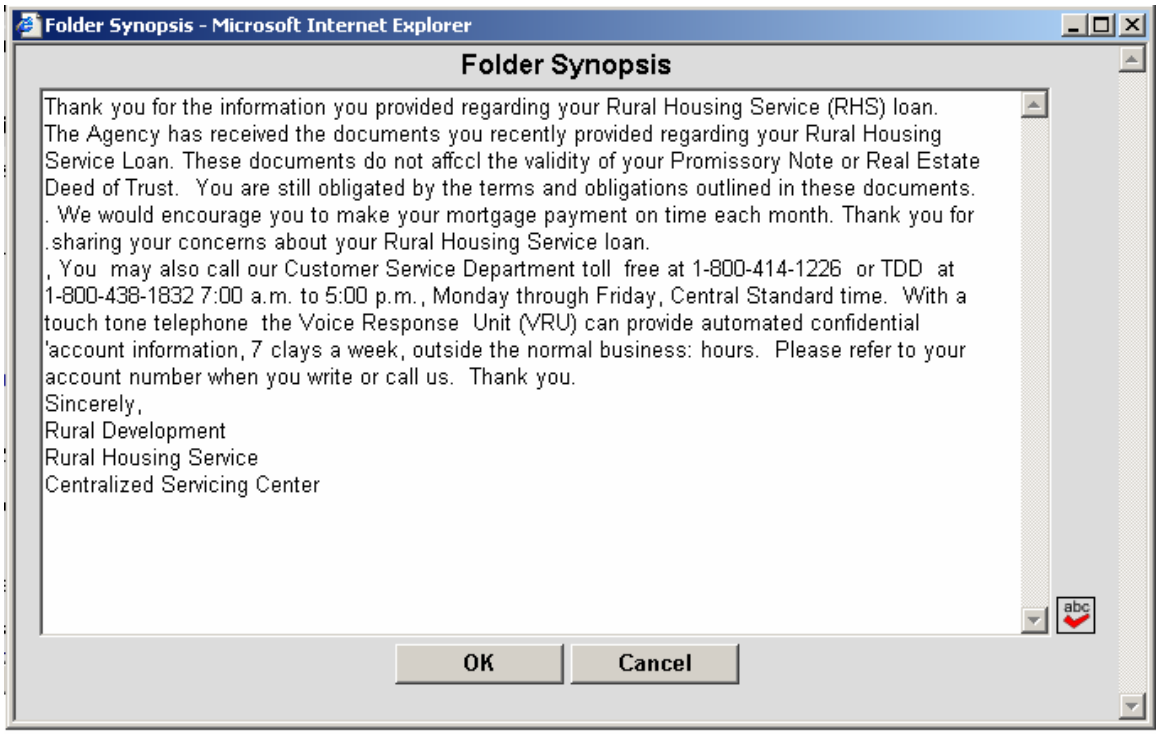


Figure 31: Folder Synopsis Pop-up

SELECT FINAL SIGNER and DATE SIGNED

A final signer can be selected. The Final Signer field shows the person(s) or position expected to sign the final version of the response letter. This may be a specific person or a position within USDA (e.g. Deputy Administrator). It may also be more than one person. The user clicks the <…> button next to the Final Signer field and the Select Final Signer screen is displayed in the List View (**Figure 32**) or the Tree View (**Figure 33**) according to the user's default.

The user highlights the applicable signer, clicks <Select> and <Save>.
When the letter is actually signed, the Final Signer(s) should be changed if it is different than when initially assigned. In this situation, the original Final Signer is stored along with the actual Final Signer.

At that time the Date Signed field is entered by the user. The date can be entered in MM/DD/YYYY format or by clicking on the calendar and selecting the date.

Upon being returned to the folder, the user clicks <Save> or <Save and Close>. If the user's work session times out before the changes are saved, those changes are lost.

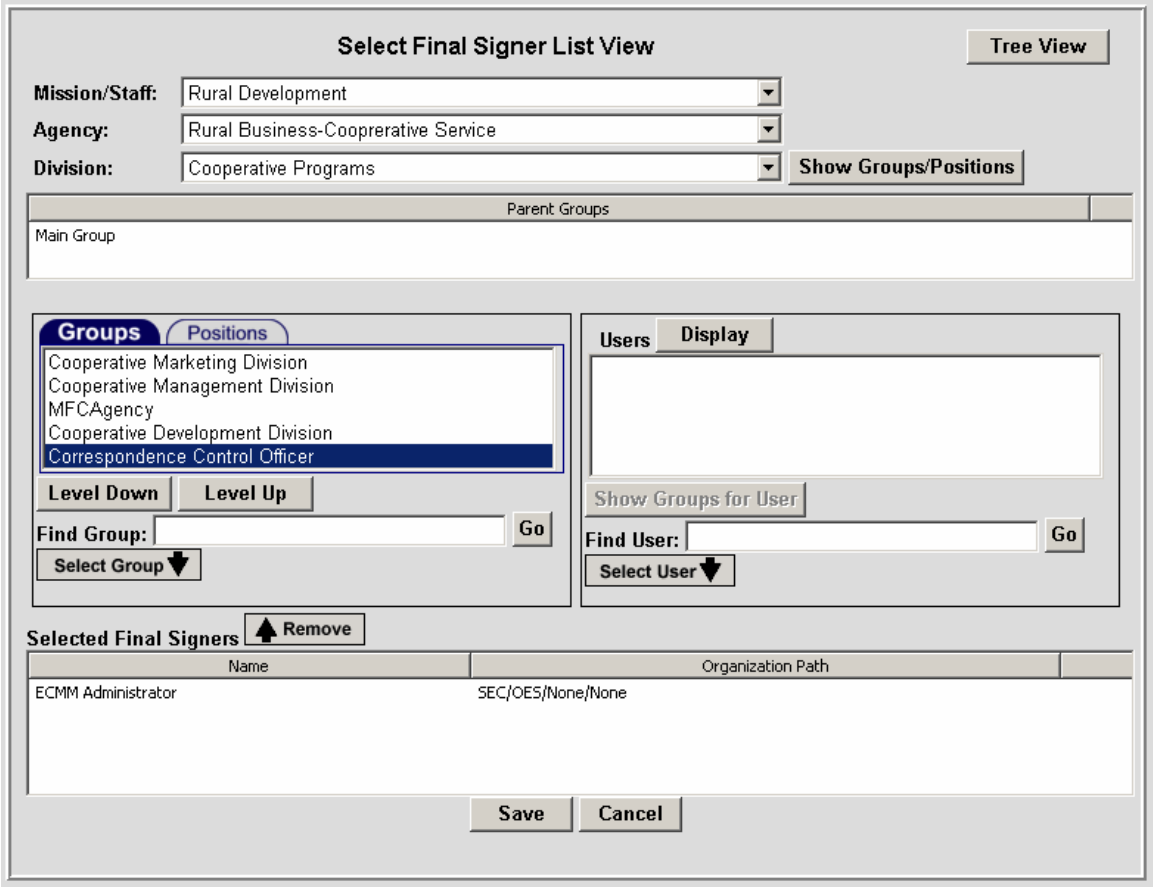


Figure 32: Select Final Signer – List View

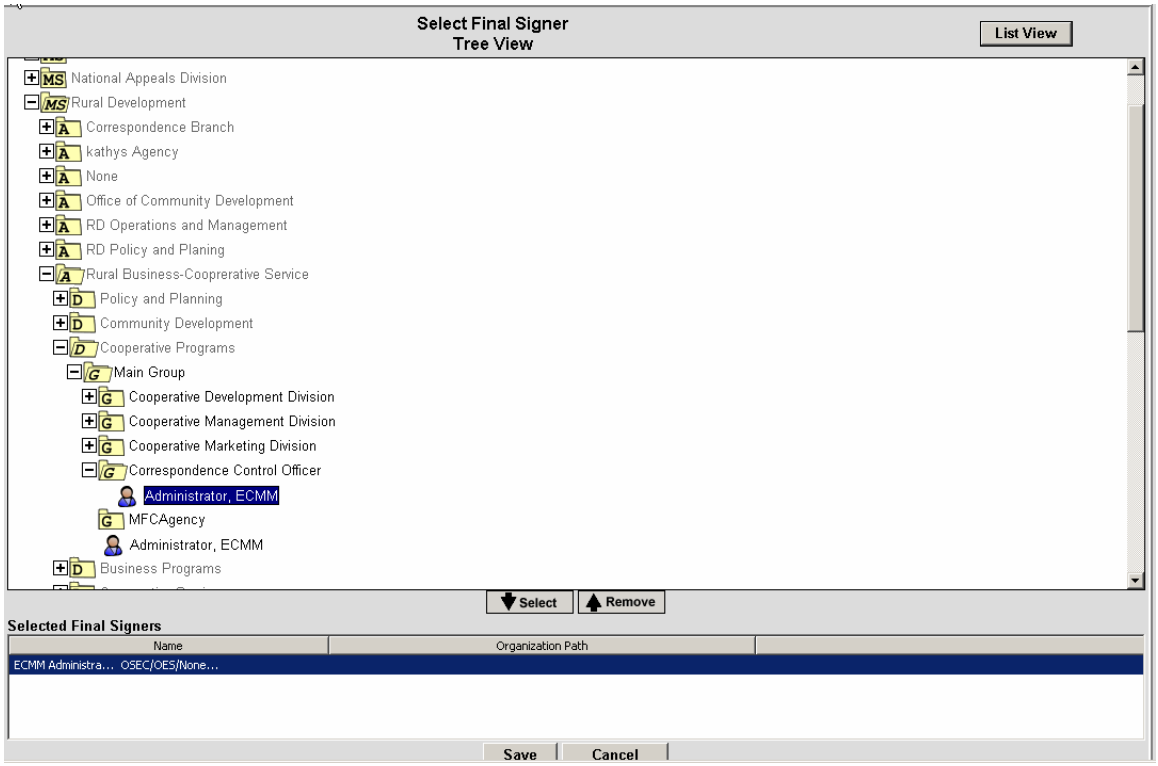


Figure 33: Select Final Signer – Tree View

REMAINING FIELDS

These remaining fields support special handling, special instructions, categorizing and/or tracking of the folder. Some fields have a drop-down list box with the available choices. Others can be used in ways meaningful to the user or group. These fields may be left blank if they don't apply to this folder. These fields are shown in **Figure 34**.

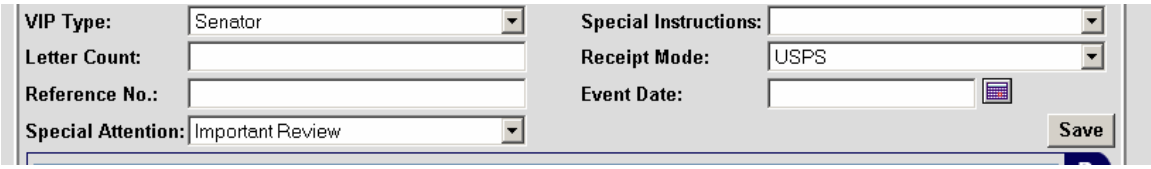


Figure 34: Additional Optional Folder Fields

VIP Type: This field associates a Very Important Person type to this folder. VIP types include President, Governor, Member of Congress and Tribal Official

Special Instructions: This field is used to provide special handling information for this folder. An example of a Special Instruction is Urgent.

Letter Count: This field can be used to track the number of letters received or generated through the folder.

Receipt Mode: This field is used to track the method in which the correspondence that triggered creation of the folder was received. The values include USPS, Scanning, and E-Mail.

Reference No.: This is a free-form field that can be used for data meaningful to the user.

Event Date: This field is used mainly to identify dates of events to which the Secretary of Agriculture has been invited.

Special Attention: This field is used to flag important folders. For this to be meaningful it should be used sparingly. When this is not blank, an exclamation mark will be displayed in the inbox next to tasks assigned for this folder. Valid values include Important Review, Scheduling-Secretary, and Homeland Security.