

# ETCETERA® EPM & ECM Applications

## OPTIMIZE INTERNAL PROCESSES WHILE ACHIEVING REGULATORY COMPLIANCE

### SAMPLE DEPARTMENTAL SOLUTIONS

#### Accounting – Accounts Payable

- Check Request
- Request for Travel Advance
- T&E Expense Report
- Customer Refund Request
- Returned Goods – Debit Memo Request
- Request Change in Invoice Account Coding
- Request for Expedited Payment
- Request to Delay a Payment
- Distributed Vendor Invoice Entry with Invoice Submission
- Request for Vendor Invoice Copy
- Request for Check Copy
- Request for T&E Expense Report for Customer Reimbursed Expenses
- Request for Vendor ID
- Request Invoices for State Use Tax Audit
- Request Invoices for External Auditors
- Lost/stolen Credit Card Notification
- Lost/stolen PCard Notification
- Electronic Funds Transfer (EFT) Authorization
- Request for a Domestic Wire Transfer
- Request for an International Wire Transfer
- W-9 Receipt Acknowledgement
- W-8BEN Receipt Acknowledgement
- Request for Lodging Exception
- Mileage Log
- Currency Conversion Calculator

#### Accounting – Payroll

- Time Entry – Exempt Employee
- Time Entry – Non Exempt Employee
- Request for Vacation Time-Off
- Request for Maternity/Paternity Leave
- Request for Court Leave
- Request for Leave Without Pay
- Request for Military Leave
- Request for Administrative Leave
- Request for Sick Leave Pool Hours
- Return to Work Status
- Request for Attendance Summary
- Request for Bereavement Leave
- Request Copy of W-2
- Request Copy of Pay Stub
- Request Review of Pay Calculation
- Departmental Payroll Voucher
- Authorization to Work and Pay Differential
- Shift Differential Pay Request and Authorization
- Overtime Request and Authorization
- Federal Withholding Change
- State Withholding Change
- Benefits Change
- Beneficiary Change
- Bonus Pay Authorization
- Savings Payroll Deduction
- Request for Self Pay Coverage
- 401K Enrollment
- 401K Change
- US Savings Bond Payroll Authorization
- Authorization for Direct Deposit
- Flexible Spending Account Enrollment
- Flexible Spending Account Waiver
- Flexible Spending Claim
- Authorize Release of Information
- Check Cancellation and Replacement Request
- Employee Change of Home Address
- Tuition Assistance Reimbursement

#### Human Resources

- I-9 Employment Eligibility Verification
- W-4
- W-2 Replacement Request
- Application
- Appreciation Recognition Authorization
- Performance Review
- Candidate Evaluation Form
- Confidentiality Agreement
- Code of Ethics
- Use of Company Assets Acknowledgement
- Counseling Record for Disciplinary Action
- Discipline Warning
- Disability Accommodation Request
- Exit Interview
- Employee Handbook Acknowledgement of Receipt
- Checklist – New Employee
- Checklist – Direct Hire Temporary Employee
- Checklist – Transferring Employee
- Family and Medical Leave Notice
- Health and Safety Review
- Hiring Process
  - Telephone Interview/Phone Screen
  - Interview - Required Information
  - Internal Job Application
  - Job Candidate Evaluation
  - Job Offer
  - Reference Check
- Performance Development Plan
- Personnel File Access Request
- Progressive Discipline Warning
- Request to Initiate Layoff
- Shared Leave – Request to Donate
- Shared Leave – Request to Receive
- Request to Place Help Wanted Ad
- Request to Hire Placement Agency
- Incident Report
- Termination Checklist

### EXAMPLES OF SOLUTIONS SPANNING INDUSTRIES

#### Accounting/Finance

- Accounts Payable (See Detail Opportunities)
- Accounts Receivable
- Payroll / Time & Attendance (See Detail Opportunities)
- Treasury
- Budgeting
- Forecasting
- Reporting
- Shared Services Environments
- Distributed Service Environments

#### Administration

- Board of Director Minutes
- Corporate Records
- Policies & Procedures
- Legal
- Mergers & Acquisitions

#### Credit and Collections

- Credit Files
- Credit Scoring & Authorization
- Billback Management
- Claims Management
- Tax Exemption Management

#### Facilities Management

- Equipment Maintenance
- Request for Service
- Work Order Management
- Contractor Management
- Request for Proposals

#### Human Resources

- Employee Records (See Detail Opportunities)
- Insurance
- HR Surveys
- HR Vendor Management
- Incident / Accident Reporting
- Workers Compensation Management
- Awards & Recognitions

#### Human Resources (continued)

- Employee Training
- Employee Termination
- New Hire Management

#### Information Technology

- Move/Add/Change Work Order Management
- IT Capital Requests / Management
- IT Training Programs
- Information Security
- Account and Access Management
- Desktop Management
- Project Management
- Web Master – Content Management

#### Marketing

- Marketing Requests
- Travel Show Management
- Advertising
- Contractor Management
- Program Management

#### Purchasing

- Purchase Requisitions
- Vendor Approval Processes
- Contract Management
- Purchase Management
- RFP Management

#### Quality Assurance

- Quality Control
- Failure Testing
- Quality Improvement Plans
- Inspection Processes
- Test Plans

#### Sales & Sales Support

- Order Management
- Sales Management
- Proposal Reviews & Approvals

### EXAMPLES OF SOLUTIONS FOR INDUSTRY SPECIFIC DEPARTMENTS OR PROCESSES

#### Banking

- Deposit Operations & Item Processing
- Mortgages and Loans
- Customer Records
- Safety Deposit Box Management
- Lockbox Operations
- Trust Department
- Compliance and Risk Management
- Account Management & eSignature Cards

#### Communications

- Order Processing
- Work Order Management
- Customer Files
- Advertising / Sales / Contract Management
- Warranty Services
- Customer Support

#### Distribution

- Billback Management / Debit Management
- Price Protection Requests
- Claims Management
- Returns Management
- Return Authorizations
- Fleet Maintenance Records
- Driver Records

#### Engineering & Construction

- Job File Management
- Materials and Purchasing
- Equipment Maintenance and Repair
- Managing ECNs
- Contract Management
- Permit Management
- Mobile Workforce Enablement
- Site Inspections
- Safety Management

#### Financial Services

- Customer Files
- Stock Transfer Authorizations
- Asset Management
- Portfolio Management
- Real Estate Management
- Affinity Program Dealer / Broker Management
- Credit Markets and Money Markets
- Municipal Securities Management
- Risk Management
- Investigations

#### Government

- Licensing, Permits and Registration
- Agency Work Processes
- Student Records Management
- Customer Support
- Work Orders
- Maintenance Services
- Vehicle/Fleet Management Records
- Federal/State/Municipality Work Processes
- Public Administration
- Pension Management

#### Healthcare

- Medical Records
- Laboratory and Accessioning
- Radiology Records
- Pharmacy Records
- Blood and Organ Data Management
- Patient Financial Services
- Communication (Patients, Payers, Others)
- Credentialing
- Transportation Management (In house)
- Patient Registration/Intake
- Free Care Management

#### Healthcare (continued)

- Emergency Department
- RAC Audits
- Audit Preparation
- PPD Management
- Patient Surveys
- Professional Development
- Real Estate Management
- Contributions Management

#### Insurance

- Underwriting
- Claims Management
- Reinsurance
- Agency/Broker Management
- Policy Services

#### Life Sciences

- Product Lifecycle
- Chemistry/Bio Data Management
- Clinical Investigators
- Clinical Trials / Subject Enrollment
- Patient Data

#### Manufacturing

- Product Development / Engineering
- Engineering Change Notice
- Materials Requirements
- Supply Chain
- Production Management
- Quality Control
- Equipment Maintenance
- Managing RFOs
- Warranty
- Safety Programs
- Equipment Maintenance
- Waste Disposal

#### Not-for-Profit

- Membership
- Grant Management
- Donor Management
- Client Record Management

#### Professional Services

- Client Services Management
- Project Management
- Contract Management
- Order Management

#### Retail

- Chargeback Management
- Contract Management
- Real Estate Management
- Advertising Management
- Merchandising

#### Tourism, Hospitality & Leisure

- Tour Management
- Sales & Marketing
- Contract Management

#### Transportation

- Fleet Maintenance/Management
- Driver Records Management
- Delivery Services



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