

# 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 RFQs  
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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