

**SCOPE**

The fifth largest private Bank in Brazil distributed its credit cards via a courier service. They used a barcoded receipt that corresponded to an index in the database containing the client's data. In that receipt, the recipient would also sign and write his name, ID and date. Upon delivery, many of the credit cards where been stolen, delivered to baby sitters, to unauthorized people, or simply to the wrong person. The rightful owners where charged huge amounts under their name and are disputing those charges. The bank was getting hit hard on liability law suits and complaints. In order to confirm or deny the dispute, they allocated three clerks to search for the documents in more than 500 boxes that were piling up in their warehouse every month. Usually it would take them two days to find a delivery receipt.



Leader Microfilmadora, a renowned service bureau teamed up with Image Access to develop a solution.

**SOLUTION**

Leader acquire three scanners from Fujitsu model M3093GX for scanning the B5 sized document. Each scanner was run with BSCAN Standard stations and they had a fourth station with BSCAN Lite Plus for post process. They were able to scan 50 pages per minute on each scanner. All of the scanners were connected to Pentium 200 MHz machines with 32MB RAM on them.

The delivery stubs where prep in batches and trimmed on the side that would be fed to the scanner in order to avoid double feeds and jams.

***BSCAN PERFORMED THE FOLLOWING TASKS***

**SCANNING** Brightness and Contrast Controls

**IMAGE CLEANUP** Deskew and Rotation (when needed)

**INDEXING** BSCAN would search and read the three of nine barcode area in every document during scan time. In some cases the barcode was ineligible due to a mail stamp on top of it. For those instances the images were automatically routed to the post processing index station to be manually keyed. In any case, as soon as the value was entered it was correlated with the client's existing database. The images and its index information where then burned into two CDs for distribution. One CD would go to the client and the other stayed at Leader. If the client had to find out who signed for a specific receipt on any account, Leader could now retrieve that information in less than 10 seconds.

The client reduced its disputes in 90% of the cases and relocated the three clerks that were allocated for the document hunting.

**United States**  
543 NW 77 Street  
Suite 200  
Boca Raton, FL 33487  
800.378.5432  
Tel 561.995.8334  
Fax 561.995.8036

**Europe**  
Hatzfelder Str. 161-163  
D-42281 Wuppertal Germany  
Tel 49-202-27058-0  
Fax 49-202-27058-40

[www.imageaccess.com](http://www.imageaccess.com)