TYLER SERVICE DESCRIPTIONS

Tyler's Eagle Recorder is more than just a product, it's a concept in document recording. It's not just about the features themselves—it's really about how those features are implemented that determine the overall benefits to your staff and patrons.

We've specifically developed Eagle's feature-rich functionality based on our extensive domain experience, including more than 240 clerk and recording office implementations in 22 states. Quite simply, at Tyler, we know how to create, deliver and support the types of solutions that don't just meet your needs, we exceed them.

Our state-of-the-art solutions turn even the most complicated tasks into streamlined, fast, efficient processes that will fit smoothly into your daily workflow, enabling you to get more done with less time, energy and resources.

RECORDER HIGHLIGHTS

CASHIERING

Documents can be cashiered in batches or individually. Fees are automatically calculated based upon document type and number of pages, or other transaction type.

PAYMENTS

Payment can be applied or the receipt can be parked for later processing. Payment types are user-defined and typically include cash, check, credit/draw-down, EFT/ACH, and credit card. Daily ACH processing can be automated, where billing statements are created, then funds pulled from the users account and deposited directly into the County's account.

DOCUMENT BAR CODE LABELS AND RECEIPT PRINTING

Receipts and bar code labels are printed automatically unless otherwise specified. Electronic validation can be used in conjunction with first page only bar code labeling or with cover pages.

SCANNING & BAR CODE RECOGNITION

While scanning a large number of images, a barcode can be read during the scanning process to compare number of pages scanned to the number of pages receipted. Scan-first / Up-Front scanning processes are also supported and can be implemented on specific workstations (i.e., Front Counter).

eRECORDING

Eagle eRecording module easily integrates with any PRIA complaint esubmitter. Eagle supports the state eRecording portals, as well as providing direct G2G (Government to Government) capabilities. Automated receipting for specific documents can also be implemented (i.e., Tax Collector liens, etc.).

Tyler Service Descriptions

OCR

Extract valuable, valid information, such as company names, people's names, related numbers, return addresses, and legal descriptions from recorded documents.

Indexing

Documents can be manually indexed or indexed with assistance from Eagle OCR Automated Indexing. Any information that is inputted during cashiering can be linked to an index field, and automatically becomes part of the indexed data.

Redactions

Redactions can be applied manually or with assistance from Eagle OCR Automated Redaction.

Searching

Search capabilities in the Eagle Recorder software allow your staff and the public to find information quickly within the database. Eagle Recorder's search capabilities are unparalleled and allow for users to view and retain multiple search results during their search session. Releases and other related documents are linked to the original documents in the search results.

Workflow & Workspace Management

A flexible workflow means that the Eagle Recorder solution can be configured to fit your needs. You have the ability to automate, simplify, and direct the flow of documents through the County, which results in more efficient operations, better customer service, and consistent information in the hands of the people who need it. If you are unsure of your current needs, or desire a better workflow plan, our experienced implementation staff can guide you with best business practices based on our past experiences with Counties like yours.

Workspace Management

User Workspace configuration is client-defined. Users can be restricted to pre-defined templates for their workspaces, creating a controlled work environment. Multiple screens can be open, allowing users to easily switch from one task to another. Individual screens are displayed as tabs in the Workspace; however, they can also be undocked and used as stand-alone screens, perfect for dual monitors and power users.

Widgets
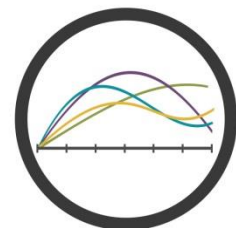
Tyler Service Descriptions

Work Stations are customized by including user-defined widgets in the space. Widgets can include system information, user notes, contact information, news feed, County information or many other types of data within the application.

Key Performance Indicators (KPI)

One of the strengths of role-based work stations is the ability to add configurable KPIs relevant to the user's work processes. Managers can quickly configure widgets to show key workflow metrics and user productivity statistics, which allows them to quickly reassign or readjust staff workflow priorities.

Drill-Down Functionality

All data used from the application to create Widgets include full capability to drill down into the data, and jump to active processing screens directly from a workspace. Data is automatically updated each time the Widget is used. All Widgets in the application are fully interactive and allow users to customize queries, add/change column orders, groupings and more.

Scalability

Tyler's Eagle Recorder is a software solution that can be sized and scaled according to the needs and demands of each client. Our knowledgeable team has been providing software for Counties like yours since 1978, and our Clerk and Recorder experts have completed hundreds of installations on Counties of all sizes. The Eagle Recorder architecture allows the software to expand exponentially to fit the needs of our customers, and continue to grow along with them.

Eagle Recorder features dynamic built-in tools that provides our clients with the ability to define, capture, and manage site-specific processes, workflows, configurable forms, business rules, etc. Additionally, our experience has helped us to form best practices that we pass on to our clients. Our team is happy to help find the best configuration to fit your needs.

Audit Trail

The Eagle Recorder system automatically applies audit trails to each record that passes through the system. Audit trails maintain a record of system activity both by system and application processes and by user activity of systems and applications. Audit trails can assist in detecting security violations, performance problems, and errors during the workflow process. Audit trails can be used to review what occurred after an event, for periodic reviews, and for real-time analysis. Image Auditing allows for the restoration of images that have been deleted or over-scanned inadvertently.

Audit queries can be created from a centralized audit console within the software based upon specific criteria such as module, user, object, action performed and date range. Users can drill-down on detailed transaction views to supporting details. Audit logging features provide an audit footprint for each processing step, which includes user identification, date, and time.

TYLER SERVICE DESCRIPTIONS

SEARCH FUNCTIONALITY

The ability to search and find information is paramount to clients – and to your clients, the public and other County offices. The Eagle Recorder solution provides an extremely powerful search engine with features that are available to your staff and the public. Security can be applied to specific search fields that limit information retrieval by certain users.

DOCUMENT SEARCH SCREEN

The search results can be displayed in several pre-defined formats and can include as many names as desired or a limited number to allow for more documents to show in the search results. The maximum number of search results returned can be managed by the system administrator. Typically, the search result set is limited to between 5,000 and 10,000 records for manageability. Users receive a message asking them to further define the search query when the search result set exceed the maximum number.

EXACT NAME OR BOOLEAN SEARCHES

Exact name and "Boolean" searching are available. Boolean searches are Google-type searches – you can use quotes for exact names, + when searching for two grantor names on the same document, and "NOT" when searching for one name but excluding those records where it occurs on the same record with the "NOT" name i.e., Swiss NOT Twiss. This can drastically reduce the amount of results, which gets you to the data you need faster.

SORT

The query result set can be sorted. The fields on which the data can be sorted are set by the System Administrator and typically include Instrument / File Number; Book/Page Number; Grantor Name; Grantee Name; Recorded Date; Subdivision, Lot, Book / Section, Township and Range; and Related Number.

FILTERS

Filters can be set to filter and customize a search to specific document types. When filters are used, a Filter On indicator will display on the Document Search Screen. Filters can be easily reset and reselected.

SEARCH RESULTS SCREEN

The information that displays on the Search Results Screen is defined by each client. A typical Search Result Screen will include Instrument / File Number, Date/Time of Recording, Document Type, Grantor and Grantee names, Related Number and Legal Description. Index entries can be selected using standard Windows conventions and the index and image information for the documents selected can be viewed.

TYLER SERVICE DESCRIPTIONS

RELATED DOCUMENTS

Searchers can easily check to see if a document is related to another document as the related information is displayed on the search screen. For example, a Tax Lien is related to the Release of Tax Lien which is filed at a later date, and visa versa. By clicking on the Related Number, both the original document and related document information and images can be accessed. Professional searchers find this feature very useful.

SAVED SEARCHES

A query can be saved by a system user with proper security. Saved queries can be accessed and run from a Bookmarked Search View. For example, a saved search may include 10 different document types and a certain date ranges. Bookmarking and saving the search criteria makes it easy to run the search any time. Bookmarked Searches are often created for Oil and Gas researchers as well as other searchers with specific needs.

REPORTING & PRINTING FORMS

The system's integrated Report Writer was used to create the library of reports that comes with the system. Unlike a 3rd party report writer solution that can potentially expose your data and images to security issues, the Eagle Recorder Report Writer is tightly integrated, providing the highest level of security for your data and images – and peace of mind for you. Additionally, the integrated report writer allows users to create their own user defined reports. Also included is an integrated Forms Printing Module which allows users to print letters and data to County forms, either manually or through automated workflow processes. The Forms module also allows the printed forms to be saved as a secondary attachment to the associated record.

INTEGRATED REPORT WRITER

The Report Writer is included with all of Tyler's Eagle applications at no additional cost. Also included, is an extensive library of standard reports. These are described in other sections of the Eagle Recorder Product Narrative.

By including an integrated Report Writer with the Eagle applications, you do not have to purchase, support, learn or manage 3rd party report writers, or deal with the additional security management that is required for 3rd party report writers.

The library of standard reports Includes Grantor, Grantee, Reception Book, Summary, Document Transactions, etc. Each report can be run on-demand, or can be scheduled to run during off-peak hours. And, because these standard reports were created using the Report Writer, the Report Writer can be used to copy and modify any standard report to create a new report. This is a real time saver when only slight modifications to an existing report are needed for a new report.

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In addition to modifying existing reports, you can use the Report Writer to create new reports. Report formatting features (font, font size, width of field, etc.) are all defined by the user as each new report is created.

The integrated Report Writer provides several print formats which are accessible from the search menus via a Quick Print option. These formats are: reception book format, grantor index format and grantee index format.

RECORDING REPORTS

These are some of the standard recording reports that are included with the system:

- Missing Names Report lists any key fields missing from the index, e.g., reception date, reception time, number of pages, document code, return address, grantor, grantee, and recording fee.

- Reception Book is the index of recorded documents for a user-specified date range. It can be run for all recorded document types, or a subset of document types (i.e., marriage licenses, liens, etc.). The data elements included on this report are: instrument / document number, book, page, recording fee, excise number, document type, return address, recording date and time, document date and legal description. The report is sorted by Instrument / Document Number.

- Document Summary summarizes the number of recordings, scans and fees collected, for a user-specified date range. Beginning and ending instrument numbers by date are listed with totals. This would be useful to calculate the number of recordings and fees collected within a user-specified period of time.

- Missing Scans Report displays the instrument number of recordings where the number of pages recorded is different from the number of pages scanned.

- Grantor Index is sorted in grantor order, and can be printed for all recordings, or for a user-specified book type. Printed on this report are: grantor, grantee, instrument number, book, page, reception date, reception time, lot, block, tract, section, township, range and document type.

- Grantee Index is sorted in grantee order, and can be printed for all recordings, or for a user-specified book type. Printed on this report are: grantee, grantor, instrument number, book, page, reception date, reception time, lot, block, tract, section, township, range and document type.

There are also standard reports that list the contents of all the user-defined tables, such as the document code table, subdivision table, etc.

PRINTING REPORTS FROM THE SEARCH SCREEN

There are several standard print formats to select from to print Search Results: reception book format, grantor index format and grantee index format. Reports can be printed on-demand, or can be scheduled to print at a specific time.

Tyler Service Descriptions

User Defined Reports

Users can create their own ad hoc reports using the system's Report Designer functionality. One of the unique features of Eagle Recorder is the ability to create an "alias" of an existing report, then to change some of the new "aliased" report criteria.

Automated Attachment of Correspondence

Correspondence for non-returned marriage licenses, assumed name/business name renewals, and other correspondence can be generated through the Report Manager and emailed or printed for mailing to customers. Automated Attachment allows the correspondence to be automatically attached to the record that generated the specific correspondence. The attachment can be a public or staff-only secondary document. Automated Attachments are created in the Report Manager, and therefore can be scheduled to run and complete the generation of the correspondence or emails with little to no staff involvement.

Forms Module

Eagle Recorder supports the creation of a multitude of County forms. Forms may include comment Document Rejection Letters, Refund Letters, No Record Found Letters, etc. County specific Marriage License applications and certificates, Assumed Name/Fictitious Business Name reminder letters, etc., can be quickly and easily implemented.

Standard OCR

Most standard, legible information can be retrieved from a scanned document. The system uses a series of data recognition and processing techniques, as well as information identification rules to extract relevant data. Site specific data and indexing rules are customized for each specific client.

Eagle's Automated Indexing (AI) includes tools for manual OCR – using the mouse for roping text, allowing the AI tool to extract the relevant data. During manual indexing, the OCR mode can be activated and will remain active during the indexing session.

Automated Redaction functionality identifies and applies redaction to formatted Social Security Numbers, Bank Numbers, Federal Identification Numbers, and other confidential data that can be identified by the OCR engine.

Eagle OCR AI increases the productivity of your indexing staff by pre-filling index fields with the data extracted and processed during OCR. This process is completely transparent to the staff. Once the documents are processed, they appear in the Indexing/Data Entry workflow queue. The image and index information is presented side-by-side for the indexer to review. Changes and additions can be made as needed. At the point when your staff is reviewing the document, much of the indexing has already been done… automatically!

TYLER SERVICE DESCRIPTIONS

THE NAME LEARNING ALGORITHM

The OCR engine uses a number of learning algorithms to refine its name libraries. The system's ability to extract correct information is entirely dependent upon the name libraries and indexing rules it runs against. The logic behind Eagle OCR consists of extraction, naming, parsing and data transformational rules (automatically transforming "Bostonian CU" into "Bostonian Credit Union" to match a County's indexing rules). The system tracks the data that is automatically indexed, as well as the changes that are made by the staff. Using this information, the system can suggest changes that improve the integrity of the name libraries. Tyler staff will review these suggestions and implement changes by adding and removing names that increase the accuracy of Automated Indexing.

AUDITING

Eagle OCR makes use of the auditing utilities in Eagle Recorder to track data that is automatically indexed, to track changes made to that data, and to track new data that is indexed manually. The information in the audit logs helps us to fine-tune the system and to identify areas for future development. As a result, our OCR applications are constantly improving.

INDEXING

The system allows the creation of indexing and verification workflow that best meets the needs and requirements of your office. Re-key and sight verification are supported - you decide what works best for your office and your documents.

Some index fields are system-generated during the cashiering process. These include: Type of Document; Instrument / File Number; Number of Pages; and Recording Fee. Other information, such as Recording Request By and/or Return Address can be input at the time of cashiering or later, during indexing. If the data has been entered at the cashiering process, it does not ever need to be entered again.

DATA ENTRY

There are two methods for entering information into the index: keyboarding and via the Eagle Automated Indexing functionality. Eagle Recorder supports indexing via keyboarding and keyboarding shortcuts. Tabbing order can be controlled by the location of the index fields. User defined short-cut keystrokes can quickly move the user from one index field to another.

CODES

Name codes can include commonly used grantor and grantee names, e.g., WMS = WASHINGTON MUTAL SAVINGS. Enter a code and then Tab - the name will automatically be inserted into that index field. Return address codes include commonly used return addresses, e.g., WSB = WASHINGTON STATE BANK, 10101 WEST DENVER BLVD, 3RD FLOOR, SPOKANE, WA 90909.

TYLER SERVICE DESCRIPTIONS

TABLE LOOKUPS

Table lookups can be applied to any field. Typical table lookup fields are subdivision name; commonly used names (grantor, grantee fields); state, country; document rejection reasons; void reasons; return addresses; as well as many more.

REQUIRED FIELDS

Any field can be designated as a required field whether on the indexing, verification or cashiering screens.

CONDITIONAL FIELDS

Conditional fields are supported. Additional field(s) can be displayed and these fields can also be required when a certain condition is met.

USER-DEFINED MACROS

System users can create their own indexing and verification field macros. The number of system-defined indexing and verification macros is limited only by the number of keys on the keyboard.

DATA AUDITING

Errors, omissions and corrections can be tracked, whether using sight or re-key verification. The system includes an Audit Document applet that allows an authorized user to view the index history in a visual fashion. The previous index information is displayed on the left side of the screen; and changes, additions or deletions are displayed on the right side of the screen. This allows the supervisor to quickly determine what errors an indexer is making. This is especially useful when working with new employees. Changes, additions and deletions are all shown in a different color, so the differences are easily seen.

IMAGE AUDITING

Image changes can be tracked, whether the change is the deletion of a page or the entire image; or the rescanning of the image. In addition to tracking the image change, an option exists to allow the retention of the previous image. This allows for the recovery of the previous image when an inadvertent change has occurred.

IMAGING & TOOLS

The scanning and imaging functionality of Eagle Recorder is provided by an integrated imaging engine that was designed and created by Tyler, specifically for the Eagle solutions product line. And, because it is a Tyler solution, it is supported by the same group that supports all of your Eagle Recorder applications and modules.

TYLER SERVICE DESCRIPTIONS

Document scanning can be implemented at any desired point in your workflow. The system doesn't dictate procedure – you do! You can define whatever workflows you need to support the efforts of your office and the way you conduct your business. In order to minimize document handling, take advantage of OCR, and promote indexing from the document image, we recommend that scanning occur prior to data entry.

Scan-First and Up-Front scanning are both supported, as well as batch scanning. Scan-First and Up-Front scanning allow Counties to scan and return over-the-counter documents, thereby reducing your postage costs, increasing staff efficiency and enhancing customer satisfaction.

SCAN-FIRST

Scan-First can also be implemented for over-the-counter transactions. The primary difference is that the document(s) is scanned first, then the Cashier selects the pages of each document and the receipt is created based on the number of documents selected. Similar to an erecorded document, an electronic recording label is applied to the scanned image and a copy of the recorded image is sent to the customer. The physical document can be handed back to the customer. If the County desires, a physical recording label can be applied to the physical document that is handed back.

UP-FRONT SCANNING

Up-Front Scanning is typically implemented for over-the-counter transactions and can be configured by the workstation. The scanning screen automatically appears after the document(s) is receipted; the Cashier is prompted to apply a recording label and to scan the document(s). After the document(s) is scanned, the scanning screen verifies that all pages receipted have been scanned; if a discrepancy occurs in the number of pages scanned, the Cashier is notified and can fix the issue. Additionally, the Cashier can quickly review all the pages of the document prior to handing it back to the customer.

BATCH SCANNING

Batch scanning processes are typically implemented for large batches of documents, such as title company drop-offs, mail, or other large volumes of paper documents. Batch scanning allows the scanner to quickly and efficiently scan the documents, while highlighting any discrepancies in the number of pages scanned, as well as providing automated image quality control tools.

BAR CODE LABELS & VALIDATION LABELS

The system can be configured to produce and process first page bar code labels, cover pages or multiple page bar code labels. Electronic labels can be applied to in place of bar code labels, or in combination with first page bar code labels. Both labels and electronic labels are user defined and can include the client's name, instrument / file number, recording date and time, fees, document type, etc.

TYLER SERVICE DESCRIPTIONS

IMAGE QUALITY CONTROL

The system includes a utility for image quality control which allows staff to review each page of the document image. QC can happen while scanning, or as a planned workflow step that occurs later in the process. Each page of the document appears on the screen, along with a visual indication of a successful scan or an error, such as two pages recognized – only one page receipted. Errors must be corrected, or the error message be overridden, before the document can be processed and released to the next step in the workflow.

ELECTRONIC ANNOTATIONS

Electronic annotations can be applied to images at any step of the process. Annotations are an overlay and do not alter the original image. For example, if a redaction annotation is applied to a Social Security Number or a bank account number, the redaction annotation does not affect the original image. A user with proper security can view the redacted information and print an un-redacted copy of the image. A public user (or other person without proper security) cannot view the redacted information and cannot print an un-redacted copy.

MANUAL REDACTION

Authorized staff can manually redact confidential information using the annotation tool for redaction. Manual redactions can be applied on new or existing images. This capability is available in the basic OCR toolset that is included with Eagle Recorder.

AUTOMATED REDACTION

The automated identification and redaction of sensitive information is achieved through the capabilities of the advanced Eagle OCR module for Automated Redaction. Based upon pre-defined and configured business rules, the system can automatically identify and apply redaction to formatted Social Security Numbers and other confidential data that can be identified by the OCR engine.

CASHIERING

Documents can be cashiered in batches or individually. Fees are automatically calculated based upon document type and number of pages, or other transaction type. Fees such as transfer tax, documentary fee, oversize page, number of names, etc., are easily configured. Other required information can be input, as well, including parcel numbers, excise tax numbers for transfer deeds, recording requested by name, etc. Receipting is quick and easy through the pre-configured drop-down lists of products and pre-configured fee schedules that are associated with each product.

TYLER SERVICE DESCRIPTIONS

RECEIPTING

The Receipting module supports documents, applications, copies and other miscellaneous products. If a fee can be calculated, it can be created in Eagle's financial fee system. Documents and other products can be added, deleted, the sequence changed, etc., until the cashier processes the payment, or parks the receipt to be processed later. The order in which the documents are recorded can be changed. All information entered in at the time of receipting is available later throughout the application. Additionally, receipting supports copying products; for example, with a group of 50 city tax liens, the first lien can be receipted and the City's name is entered as the grantee; then the Cashier can quickly select "copy" and input "49" additional liens. All 50 liens appear on the receipt and all will have the City's name as the grantee.

PAYMENTS

After documents have been cashiered, a payment can be applied or the receipt can be parked for deferred processing. Tender types are user-defined, and typically include Cash, Check, EFT, On-Account and Credit Card. Multiple tender types can be applied to a single receipt. Combined tender types can also be defined e.g., cash and check. Additionally, the system can handle overages and shortages, and maximum amounts for those can be set, as well. Supervisors can override the payment amount when necessary, as in a no-charge document. A reason for the override can be a required entry. Once the receipt balance has been paid in full, the documents are officially recorded. Each document is automatically assigned a sequential Instrument Number, book/page number (if used), and recording date and time.

RECEIPT CORRECTIONS

Auditors will appreciate how Eagle Recorder complies with Generally Accepted Accounting Practices (GAAP) when Receipt Corrections and Voids happen. Using a receipt correction wizard, authorized staff can add or delete pages, correct other fees, etc., simply by calling up the original receipt and making the adjustment; then applying an appropriate payment or journal transaction. Receipts can also be voided and reissued. In this instance, the voided receipt and new receipt are linked for auditing purposes.

A receipt can be corrected more than once, if needed. Standard financial reports allow management to track the number of voids, the user creating the void, as well as the reason for the void. The system can require supervisory approval for the change and also require that a reason for the change or void.

BALANCING TILLS

Tills can be assigned to specific staff, or shared. At till closing, a Balance Till process is run. This process requires the cashier to enter the totals for each tender type used. These totals will be compared to the system calculated totals and any discrepancies will appear as an Over/Short amount. Discrepancies are handled according to the County's current processes.

TYLER SERVICE DESCRIPTIONS

BANK DEPOSIT REPORTS

After all tills have been balanced, a Bank Deposit Summary report is run. This report summarizes all of the funds being deposited with the County's bank or at the Treasurer's Office (Cash, Checks, Money Orders, etc.).

ACCOUNT SUMMARY REPORT

Also, at end of day, an Account Summary report is produced. This report includes all of the sales / transactions for the day, including those not listed on the Bank Deposit report, such as charges, EFTs, and journal transactions.

OVER / SHORT ACCOUNT

If your County allows it, an overage / shortage account can be created. The system administrator selects the amount that the user is allowed to be over or short per transaction. Funds are automatically added to (overage) or withdrawn (shortage) from this account. Reports will show the date of the overage/shortage, the amount, the tender type, and the user.

RECEIPT REPORTS

A variety of receipting and balancing reports are available. Here are some examples:

- Account Totals
- Other Payments
- Workstation Balance
- Bank Deposit
- Bank Deposit Summary
- Check Register
- Credit Card Transactions
- Journal Summary
- Product Sales
- Receipt Report

Reports can be run on-demand, or schedule to run at a specified time.

PRINTING OR EMAILING RECEIPTS

Receipts can be printed automatically, or on demand, and in detail or summary form. Receipts can be printed to any Windows compatible laser printer or to a receipt printer that has been certified by Tyler to

work with the system. Receipts can also be emailed instead of or in addition to printing the receipt. Frequent users can have their receipts automatically emailed to them, so that they always have a record of each transaction.

CUSTOMER STATEMENTS

Charge and pre-pay accounts are supported. Customer statements can be automated and mailed or emailed on a daily, weekly or monthly basis. Cashiers see the account balance in real-time whenever they are apply a charge/pre-pay account payment. The system is designed so that a transaction cannot be completed if the account lacks sufficient funds (pre-pay) or has exceeded its credit limit (charge).

AUTOMATED ACH PROCESSING WIZARD

An automated ACH Processing Wizard complements the Charge accounts. Counties can implement the Automated ACH Process with any account where payment is received electronically (Electronic Fund Transfer or EFT). The ACH Process Wizard allows staff to quickly create all the ACH account statement reports in electronic form, review them and email the statements. When desired, an ACH file is created and can be sent to the County's financial institution. The County financial institution will process the ACH file and will automatically pull funds from the ACH accounts and deposit those in the County's accounts.

MAILBACK

After verification, documents are sent to the Mail Back workflow queue. To reduce postage, documents with the same return address are grouped together. Documents can be marked as returned, leaving a permanent record of when the document was mailed back. Over-the-counter documents that are returned immediately after receipting via Up-Front or Scan-First processes automatically receive the same return date as the recording date.

SHARING

DATA AND IMAGE IMPORTS

An image import utility is available for importing historical images. Workflow can be assigned to the images during the import process, allowing staff to manage the historical records.

In addition to the image import utility, a Vital Records Upload utility is also available. The Vital Records Upload utility allows for Birth and Death records generated by the state to be quickly uploaded. The utility supports uploading data and images in electronic or paper format. Staff can quickly configure the utility to map the state textual file to the appropriate field for the Birth or Death record. Staff can review the upload and make changes to the data or images as needed prior to finalizing and processing the upload. County specific numbers can be generated automatically as part of the upload process, or staff can input the numbers manually.

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DATA AND IMAGE EXTRACTS

A data and image extract utility allows staff to quickly share records with other agencies, title companies or the public. Data can be extracted in .csv or text files. Images can be extracted as PDF or .TIF files. Extracts can be scheduled to run without staff intervention. Extracts can be written to disk, portable hard drives or directly to an FTP server. The extract utility is integrated in with the Cashiering functionality, which allows for the automatic generation of a receipt based on the number of records extracted or the number of images extracted, for those Counties that charge for furnishing the data and images.

DOCUMENT WEB SERVICES

Document Web Services provides a maintainable interface that allows 3rd party systems to query the Eagle Record database in a safe and secure manner. The Document Web Services uses standard Web Services conventions (SOAP), and is a well-documented interface. The Web Services allow for Assessor, GIS systems and others to query in real-time for records or images.

AUTOMATED INDEXING

In these times of rising document volumes and shrinking budgets, county land & vital records offices need tools that help them accomplish more work with fewer resources, fewer keystrokes, fewer screens, higher accuracy, and increased reliability. Tyler's Eagle OCR will help you achieve these goals with two levels of OCR technology: clickable data entry and roping, and a powerful document-based automated solution.

QUICK AND EASY INDEXING & VERIFICATION

WHAT IS CLICKABLE DATA ENTRY?

Position the cursor in the field you wish to populate and click on the word you want placed into the field. Click on last name, first name, middle name and in three mouse clicks you have entered an entire name. You can also "rope" a group of words and populate a field. With one quick maneuver, you can populate a legal description field with an entire metes and bounds description.

WHAT IS DOCUMENT-BASED OCR?

Document-based OCR takes your most frequently recorded (or standard) documents, applies your county-defined indexing rules, and automatically indexes those documents and puts them into the workflow queue for verification.

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HOW DOES THE SYSTEM KNOW WHICH DOCUMENTS ARE STANDARD?

Tyler staff will analyze several months of recordings to determine the documents most frequently recorded. Then, through an easy-to-use interface, Tyler staff will help you develop the business and indexing rules for each of the standard documents. You'll be able to add standard documents or make changes whenever necessary.

HOW DOES IT WORK?

Once recorded documents are scanned, the system automatically runs an OCR process on each page. When a standard document is detected the rules are automatically applied, the index fields are populated, and the document is placed in the verification queue for final review.

WHAT IF A DOCUMENT IS SCANNED ASKEW?

OCR technology employs a de-skewing algorithm that processes text on skewed images.

WHAT HAPPENS WHEN A NON-STANDARD DOCUMENT IS RECORDED?

A non-standard document isn't recognized by the OCR process and is placed in the workflow queue to be indexed—business as usual, right? Well, not exactly. Even though the document is in the indexing queue, Eagle OCR software provides the indexer with elegant features to make manual indexing more efficient.

WHAT FEATURES MAKE INDEXING MORE EFFICIENT?

With a single mouse click, the indexer can enable the product's OCR mode. Simply click on individual words or "rubber band" a name, address, lengthy legal description and so forth, and populate an index field without typing a thing. It's simple, quick, and accurate.

WILL THESE FEATURES WORK DURING THE VERIFICATION PROCESS?

Yes. What's more, the verifier can click on a field that was populated during the automatic index process and the data source in the document is highlighted and displayed— whether it's on the first page, the 12th page or the last page.

WILL ADDITIONAL EQUIPMENT BE REQUIRED?

You'll get peak performance when the OCR process is run on a dedicated server. Your Tyler sales representative can recommend a configuration based upon your document volume and specific office requirements.

EAGLE CLERK OVERVIEW

Tyler's Eagle Clerk is a revolutionary way to maintain the integrity of vital records. Index all documents appropriate for the jurisdiction, including birth, death, marriage, notary and fictitious business names and many others, as well as unlimited information such as parties, addresses, status, and cross-references. Eagle Clerk automatically prints bar code document labels (physical and/or electronic) and return address mail labels.

A SYSTEM FOR VITAL & OFFICIAL COUNTY RECORDS

- Maintain fictitious business name/DBA filings
- Maintain filings of notary bonds
- Maintain passport application filings
- Electronically label system-generated forms such as marriage licenses

FULLY INTEGRATED IMAGING SYSTEM WITH BATCH / SCAN PROCESSING

- Quickly scan and process batches of documents with bar code recognition software
- Labels on the first page or on every page, physical and/or electronic
- View document images in side-by-side display with recording information or in thumbnails
- Support for dual monitors—screen displays full image
- Use redaction to "mask" non-public information
- Scan "associated" documents and secure them from public view
- Create industry standard TIFF images with Group IV Compression

AUTOMATED CLIENT CONFIGURABLE UPLOAD / IMPORT UTILITIES

- Birth and Death records generated by the state can be quickly uploaded and filed
- Paper only uploads (scans) are supported
- Data uploads and data and electronic or paper image uploads are supported
- System supports mapping state textual file to appropriate fields for the Birth or Death record
- System supports automatically applying the County filing number

ADVANCED RECEIPTING /CASHIERING SYSTEM

- Create any number of user-defined fee schedules
- Process a batch of documents on a single receipt

Tyler Service Descriptions

- Print detailed receipts with stored auditable electronic copy

- Receipt filings, copies and services on a single receipt

- Establish customer accounts and generate customer statements

- "Hold" a receipt for completion at a later time

- Summary and detailed reports simplify end-of-day balancing

A Marriage Application and Licensing System

- Utilize county and/or state-mandated forms

- Allow patrons to complete and submit applications on-line, remotely or from an office computer

- Generate marriage licenses and certificates

- Track elapsed time from application to ceremony to recording

A Powerful Search Engine

- Perform quick searches using familiar Web techniques

- Broaden or narrow search results by using a few or many fields

- Search results can be viewed in a list format or one at a time

- Sort results by a click of the column header

- Tabbed search results

Web-enabled Public Access

- Supports searches for all public records while suppressing all confidential records or images

- Works with most popular Internet browsers

- Search by names, filing number, book/page, filing type, and other data

- Optional eCommerce module is available

Generate Customized Forms

- Create specialized forms

Allow the public to pre-fill and submit forms via Internet/ Intranet

MARRIAGE LICENSE MODULE

With the Marriage License module, you can issue and process marriage applications and licenses. The process begins with the completion of the marriage application form – bride and groom information is added by the couple or the marriage clerk; fees are collected by the marriage clerk; forms are generated based upon conditional requirements (application, license, consent forms, etc.); the marriage license is recorded, application and license are scanned, and license is returned. Information contained in the application is automatically copied to the index when the marriage license is recorded. Copies and certified copies can be generated for the application and/or license.

IN OFFICE MARRIAGE PROCESS

Bride and groom information is entered on the marriage application form by office clerk. The ages of the bride and groom are automatically calculated based upon their birth dates. Additional required fields are displayed for underage applicants. The signed application and consent forms can be scanned after signature and can be made part of the public record, or marked as confidential. Any waiting period and expiration date are automatically calculated per the County's business rules. Once all the information has been captured and verified, and all fees are paid, the application and license forms can be printed. Signatures can be captured electronically if permitted by statute. The application number can automatically be generated by the system or it can be user-created, depending upon the County's preference.

eMARRIAGE PROCESS

Marriage applications can be completed and submitted online or at a public kiosk within the office. After completion of the application, the applicants must appear at the clerk's office to complete the marriage application process. The fields to be filled out online are determined by the clerk, any field not elected to be captured over the web, for example Social Security Numbers, can be completed when the applicants appear in the office.

MARRIAGE REPORTS

Reports can be generated for non-returned marriage licenses and to create mailing labels or letters reminding couples to return their license for recording. Information about non-returned marriage licenses is also available as part of the Administrative workflow reports and charts.

REMOTE SITES

The Marriage module was designed with remote offices in mind. Any remote office can be configured to access the marriage module via a high speed Internet link. At a minimum, a PC, printer and Internet connection is required. If a bar code printer and scanner are available at the remote site, then the license

can also be accepted and recorded there. While the system includes remote capability, the County determines if state statutes will allow it and if they want to offer that service.

SOCIAL SECURITY NUMBERS AND OTHER CONFIDENTIAL INFORMATION

Any information can be captured in the index and made confidential based on the user's security level. For example, the marriage clerk can capture the Social Security Number in the index and print the marriage application form with that information on it. However, the general public would not have access to view the Social Security Number fields or be able to see the Social Security Number on the scanned form. The Social Security Numbers in the index are secured from public view via security settings. The Social Security Number printed on the application can be automatically redacted during scanning. Additionally, confidential information on any other documents filed with the marriage application e.g., a judge's consent form, can be redacted manually, or the entire form can be declared confidential. If the form is confidential, public access is prohibited, but staff access can be allowed.

MARRIAGE APPLICATIONS AND FORMS

English and Spanish application forms are supported, as well as Civil Union, Same-Sex and Gender Neutral forms, according to what the County and State requirements are.

EAGLE QUICKDOCS

Eagle Quickdocs is a flexible, maintainable, and affordable way to manage increasing document volumes expediently, more efficiently, and more accurately while boosting office productivity. So when county clerks and recorders look for technology to help them deal with shrinking budgets, hiring freezes, and changing document volumes, they look to Tyler's Eagle Quickdocs. And in counties that are geographically dispersed, Eagle Quickdocs eliminates unnecessary travel for your submitters.

MULTIPLE DOCUMENT FORMATS, TYPES, AND PAGES

Increase electronic document volume, boost productivity, and revitalize your county's return on investment. Process single and multi-page documents, and single and multi-document packages.

ONE-CLICK RECORDING

Automatically receive electronic documents and closing packages into a workflow queue for examination by recording staff. Once recorded, they're automatically receipted, image uploaded, validation / recording stamps added and indexed based on the business rules already established in your Tyler Eagle Recorder system. They're now available for inquiry with Eagle Recorder.

TYLER SERVICE DESCRIPTIONS

REJECTIONS & DISCLAIMERS

Some documents just don't need recording requirements, or aren't recordable but need a disclaimer such as "Image does not meet Recording Standards." Now you can easily reject a document by selecting from a list of user-defined rejection reasons, or create one on the fly. When the package is returned to the submitter, the rejected document and rejection reason will be clearly identified.

RECORDING INFORMATION IS AUTOMATICALLY IMPRINTED

Each accepted document image is digitally imprinted with your specified recording information—document/instrument number, date and time, document type, recording fee, and so forth. They are available on any page and become a permanent part of the electronic document.

WORKFLOW HELPS ORGANIZE THE WORKLOAD

Tyler's eRecording application, Eagle Quickdocs is responsible for receiving, recording, and returning electronic documents submitted via the Internet to the County by various submitting parties. It is built as part of the framework of Eagle Recorder to automate manual recording processes. Eagle Quickdocs interfaces with all national and local eSubmitters using national erecording standards. This saves the County from developing and supporting many costly interfaces to different eSubmitters systems.

Eagle Quickdocs workflow / functionality:

1. Electronic documents are submitted by a title company or 3rd party eSubmitter

2. Electronic documents are received by Eagle Quickdocs

3. The Clerk & Recorder accepts or rejects the electronic documents, based on the same principals as recording of paper documents

    a. Electronic documents not meeting their standards for recording can be rejected back to the eSubmitter; the reason for rejection can be entered

    b. Electronic documents meeting their requirements are accepted and recorded

    c. All fee and recording information is electronically stamped on all accepted documents

    d. All rejected or recorded electronic documents are returned to the eSubmitter

    e. The Clerk & Recorder can run daily reports showing the amount of Recording Fees due from electronic documents

    f. The Clerk & Recorder receives Recording Fees through an EFT (Electronic Fund Transfer) payment process

TYLER SERVICE DESCRIPTIONS

Electronic documents submitted as a single document are processed that way. Electronic documents submitted as a "batch" or group of related documents will be accepted only when all documents in the batch are approved for recording; if one document in a batch "fails" all documents in the batch are returned. The eSubmitters are the ones who make the decision as to which documents to include in a batch submittal and which documents to send separately.

EXPERIENCE IS KEY TO YOUR PROJECT'S SUCCESS

With our open eRecording system, you receive and process electronic documents from a variety of trusted sources. This open system reliably integrates to multiple submitting parties, rapidly increasing volume and eliminating the need to purchase multiple "closed" systems—and eliminating the headaches that come with them. Now many clients process more than half of their recordings electronically.

VALUE PROPOSITION

Our relationships with our integration partners is paramount. Together we can increase your erecording volume to make your value proposition a reality, adding to the hundreds of thousands of electronic documents we've already processed. Watch as your volume of electronic documents increases...and significant savings follow. Tyler's Eagle Quickdocs—an innovative and affordable way to bring eRecording into your office.

EAGLE SELF SERVICE

Tyler's Eagle Self-Service is an online platform that provides the public with access to your county's land and official records. Members of the public can search, download and retrieve official and unofficial copies of documents ranging from property deeds to birth certificates to marriage licenses. Self-Service helps counties improve public access while reducing the burden on their staff.

Whether on desktop, laptop, tablet or smartphone, the responsive design of Self-Service ensures that every transaction and search runs optimally from any device. More than a website, Self-Service is a powerful platform that provides intuitive navigation similar to popular consumer websites. From submitting forms electronically to monitoring existing accounts, Eagle gives users the ability to take control of their own documentation needs whether they are seeking official or unofficial records.

The search function of Self-Service is highly advanced and includes an intuitive auto-suggestion feature to help users find what they need more quickly. Users can select multiple options directly from search, including "contains all" and "contains only" parameters so customers can locate documents quickly and easily. They can filter on Grantor/Grantee, dates and document types, for example. For frequent users, the account history remembers documents purchased previously and provides hyperlinks to those documents for faster access, similar to how popular consumer websites remember order histories and preferences.