

Adobe® LiveCycle™ Barcoded Forms

Bridge the paper-to-digital divide with 2D barcode-enabled, fillable PDF forms



Take the pain out of paper forms processing

- Reduce the costs, errors, and time associated with manual data entry and OCR-based forms processing
- Support electronic and paper forms processing in a unified environment
- Process different types of forms with a single workflow definition
- Extend the value of your Adobe LiveCycle investment
- Enable better, faster customer service

Despite the increasing prevalence of electronic processes, many key business workflows continue to rely on information that is manually captured from paper forms. Paper forms persist for many reasons. For instance, many processes still require handwritten signatures, supplemental paper attachments, or review by third parties, such as attorneys or CPAs, prior to form submission.

Paper forms are not only less efficient and more error-prone than their electronic counterparts, but they also typically require entirely separate IT infrastructure and data integration. While IT departments generally oversee electronic forms systems, operations personnel oversee paper and faxed forms processing. Balancing these disparate processes involves spending money, time, and effort on tasks such as correcting data entry errors, which degrades your operation's efficiency and customer service, not to mention your ability to capitalize on revenue opportunities.

Integrate paper form data into core systems

For enterprises and government organizations faced with processing high volumes of “fill-and-print” paper forms, Adobe LiveCycle Barcoded Forms software bridges the paper-to-digital divide. It automates the capture of fill-and-print paper form data and efficiently integrates captured information into an organization's core IT systems. By eliminating costly and error-prone manual data entry, the Adobe solution enables an organization to realize the benefits of an electronic forms workflow, even when digital processes revert to paper. In the United States alone, enterprises spend \$15-20 billion per year on manual data entry!

Ease the transition to electronic forms processes

In addition to improving the efficiency and accuracy of paper form processing, Adobe LiveCycle Barcoded Forms alleviates the challenges of transitioning from paper to electronic forms processes. Because Adobe Portable Document Format (PDF) documents retain the precise look and feel of their paper originals, Adobe barcode-enabled, fillable PDF forms can provide a consistent user interface regardless of whether the form is ultimately submitted on paper or electronically.

Adobe provides all the components you need to turn expensive, labor-intensive paper form processes into a streamlined workflow that's easy on both you and your customers or constituents.

- With Adobe LiveCycle Designer 7.0 and Barcoded Forms, you can publish interactive and intelligent 2D barcode-enabled, fillable PDF forms on the Web or deliver them by e-mail or on CD. The form author specifies the format of the data to be encoded into the barcode. Data can be formatted as eXtensible Markup Language (XML), making it easy to move across multiple systems or any other format that is applicable to your core systems.

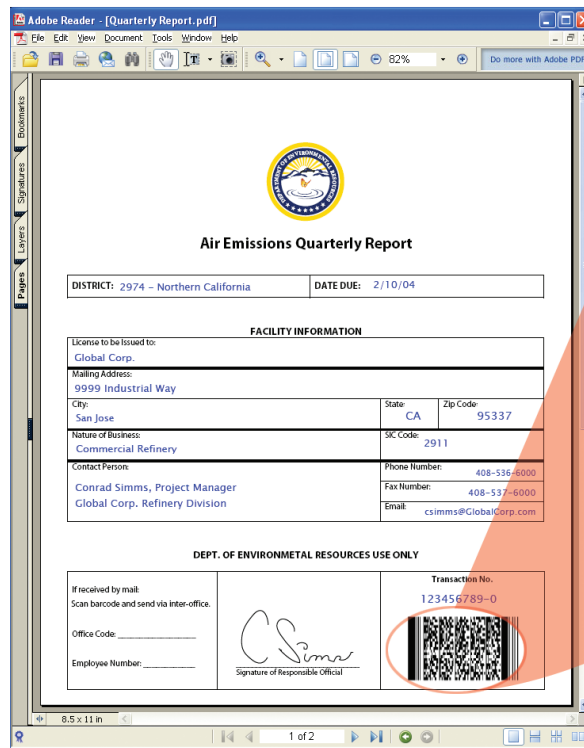


Figure 1
Because they are automatic and reliable, 2D barcodes eliminate the need for manual data entry and can lower the costs associated with processing fill-and-print paper forms.

Take forms even further with the Adobe LiveCycle

Adobe LiveCycle provides a secure and flexible way to extend the power and reach of enterprise applications inside and outside the firewall. It helps automate and accelerate the flow of business-critical information among employees, customers, suppliers, and constituents. By leveraging the platform's key components, enterprises and government agencies can streamline their forms-based processes beyond basic automated processing of 2D barcoded, fillable PDF forms.

For instance, organizations can enable Adobe Reader users to take advantage of enhanced capabilities, such as:

- Saving forms locally for offline filling and archiving of completed forms
- Adding comments and routing via e-mail for third-party reviews
- Applying digital signatures to authorize applications or transactions

With more than 700 million downloads to date, the free and ubiquitous Adobe Reader allows anyone to view and interact with a fillable PDF form. The broad global acceptance of Adobe Reader means your organization can collect information from anyone in a way that is convenient, intuitive, and completely free of charge for form end users.

- Adobe LiveCycle Barcoded Forms customers can use the Adobe LiveCycle Workbench intuitive graphical interface to define business processes that will automatically route a form's user-supplied information once it is processed. Each workflow description can include any combination of the ten kinds of business processes specifically intended for use with Adobe LiveCycle Barcoded Forms. These processes include the ability to easily discover the barcode and then decode the data, as well as the ability to route data on a form-by-form basis.
- Form end users fill in forms with the with free, cross-platform Adobe Reader® software, which dynamically updates the 2D barcode with user-supplied information. Form end users can then return the completed form electronically, by fax, or by mail.
- Adobe LiveCycle Barcoded Forms allows you to capture user-supplied information from submitted forms and extract user-supplied information to be integrated with other Adobe LiveCycle technologies through Adobe LiveCycle Foundation. Extracted form data arrives at your legacy processing system in the same exact format, whether the form was returned electronically or as a paper document.
- If your organization has already invested in barcode hardware or software, you can leverage Adobe LiveCycle Reader Extensions software to assign a 2D barcode usage right that will allow you to process Adobe barcoded forms with your existing third-party barcoded forms solution.

Combining industry-standard 2D barcode technology with the strengths of Adobe fillable PDF forms, Adobe LiveCycle Barcoded Forms draws on Adobe's expertise in providing superior process management solutions for enterprises and government agencies. Adobe's 2D barcode technology should never deliver a false positive, eliminating the need to test extracted data. In addition, the Adobe solution is designed to support workflows that rely on consumer-level printers and fax machines with highly successful barcode read rates.

The solution at work—Government

Governments the world over are striving to improve their constituent services by implementing processes that are more responsive, convenient, customer oriented, and cost effective. To achieve these goals, agencies must find an efficient process for capturing user-supplied data from paper documents and returning it to core systems.

By deploying Adobe LiveCycle Barcoded Forms, agencies can lower costs, improve service quality, and increase responsiveness to constituent requests. For example:

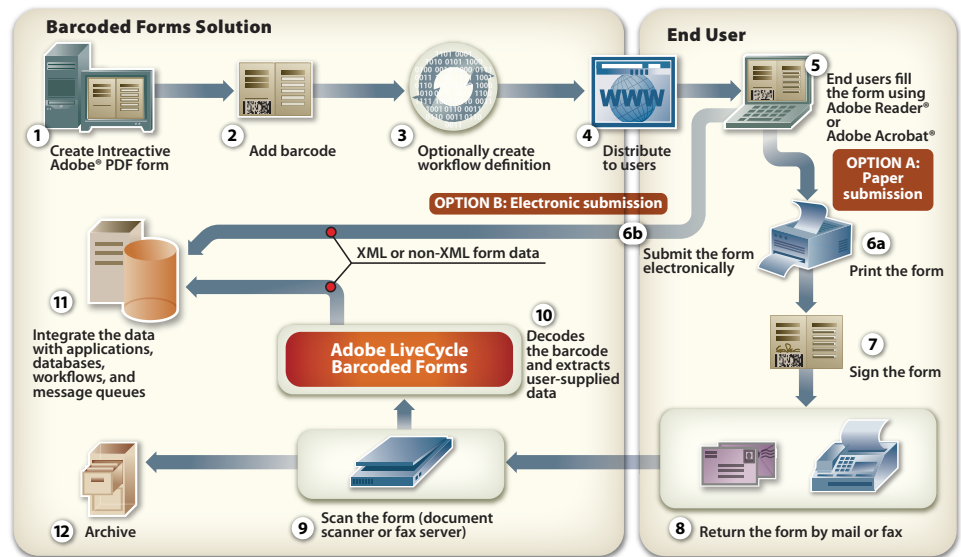


Figure 2
 Adobe LiveCycle Barcoded Forms enables organizations to capture paper-based form data with near-100% accuracy and export the information into their core systems.

- **Citizen tax forms**—Using the Adobe solution, agencies can reduce data entry time and effort, improve accuracy, and speed processing of completed tax returns and other forms. As a result, agency costs are lower and taxpayers receive their refunds sooner.
- **Motor vehicles forms**—Barcode-enabled forms allow Department of Motor Vehicles (DMV) agencies to eliminate manual rekeying and decrease the time and cost of processing applications, renewals, and registrations. By tying constituent data directly into back-end systems, the DMV can also streamline the automation of ongoing services, such as renewal reminders.
- **Voter registration**—With 2D barcode capabilities, governments can produce registration forms that not only reduce expenses but also minimize pre-election waiting periods.

The solution at work—Financial services

Financial services companies are under more pressure than ever to reduce operational expenses while finding new and innovative ways to retain valuable customers and acquire new ones. Despite the industry’s technological sophistication, certain financial processes still require ink signatures on physical paper for regulatory or historical reasons. These mandates present unique challenges to banking, securities, and insurance firms looking to streamline critical processes by integrating XML data derived from forms into their core content management, enterprise resource planning, and customer relationship management systems. Overcoming these obstacles is easy with Adobe LiveCycle Barcoded Forms.

- **Account applications**—2D barcode-enabled account applications can reduce processing time and expense, improve customer service, and speed time to revenue.
- **Manually initiated funds transfer (MIFT)**—With 2D barcode capabilities, you can reduce rekeying and costly inaccuracies common to manually initiated funds transfer processes.
- **Insurance policy applications**—The forms-intensive insurance industry can streamline the process of capturing data from paper forms—when forms are faxed from independent agents to affiliated insurance companies, for example.

Extract more from your paper forms with Adobe

For more information on how you can leverage Adobe LiveCycle Barcoded Forms and other Adobe LiveCycle to cut costs, improve data accuracy in core systems, and streamline mission-critical processes, visit www.adobe.com/barcodedforms.

¹ Pacific Crest Securities, Harvey Spencer Associates.

