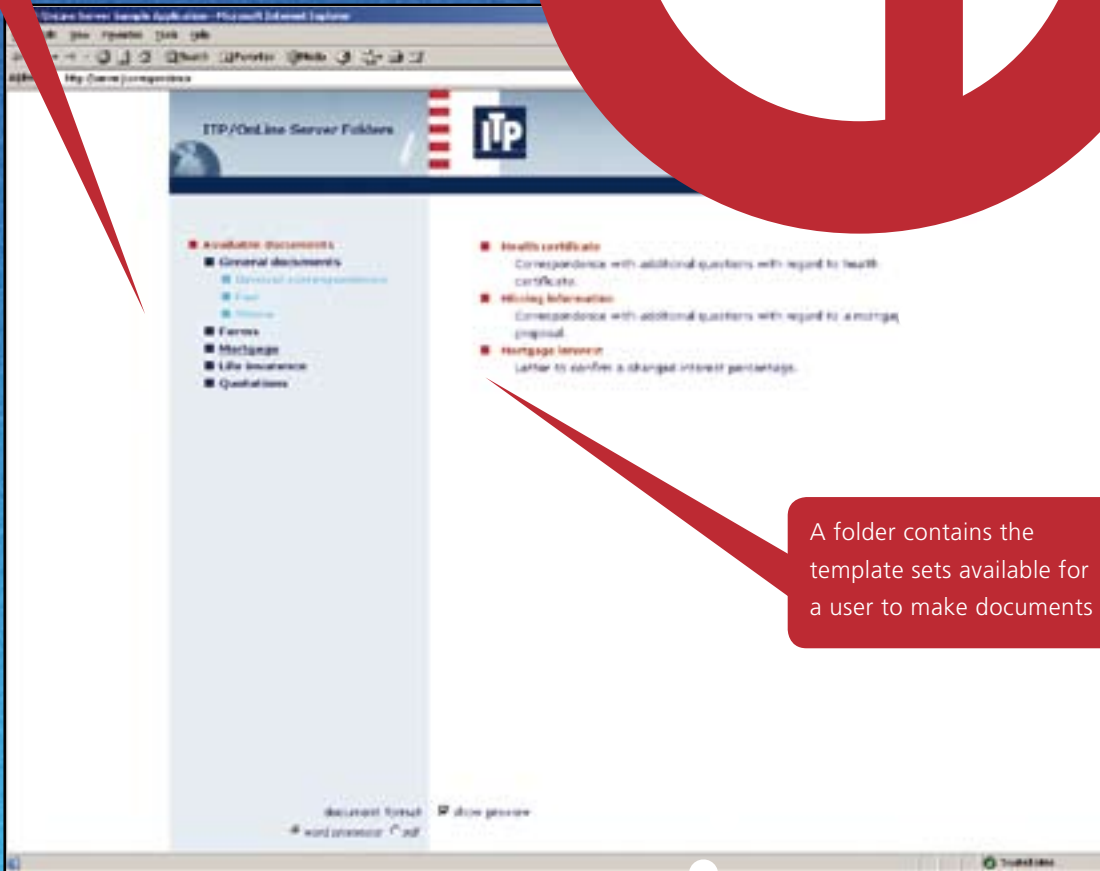


A row of colorful mailboxes (red, blue, yellow) with the word 'Correspondence' overlaid in large white text. The mailboxes are mounted on a dark metal rack. The red mailbox has a red ribbon tied to its handle, the blue mailbox has a blue ribbon, and the yellow mailbox has a yellow ribbon. The background is a blurred wall with a red horizontal stripe.

# Correspondence



Users see only those folders and templates that are authorized to them



A folder contains the template sets available for a user to make documents

### Step 1: Select a letter model

To start the process, a structured screen with helpful guidelines shows all possible document model selections. Role-based authorization allows users to only see the folders and templates to which they have access. ITP can also be launched directly from an application.



Users supply the specific information required to produce a unique document



## Step 2: Use a dialog to build a document

Using a dialog and help screens, users can easily compose correspondence simply by answering scripted questions and providing any additional information unique to that document. A screen preview allows continuous evaluation to ensure the document is being constructed properly.

With previewing, users can continuously determine if the document content is being constructed correctly

Mistakes are easy to correct without losing completed data

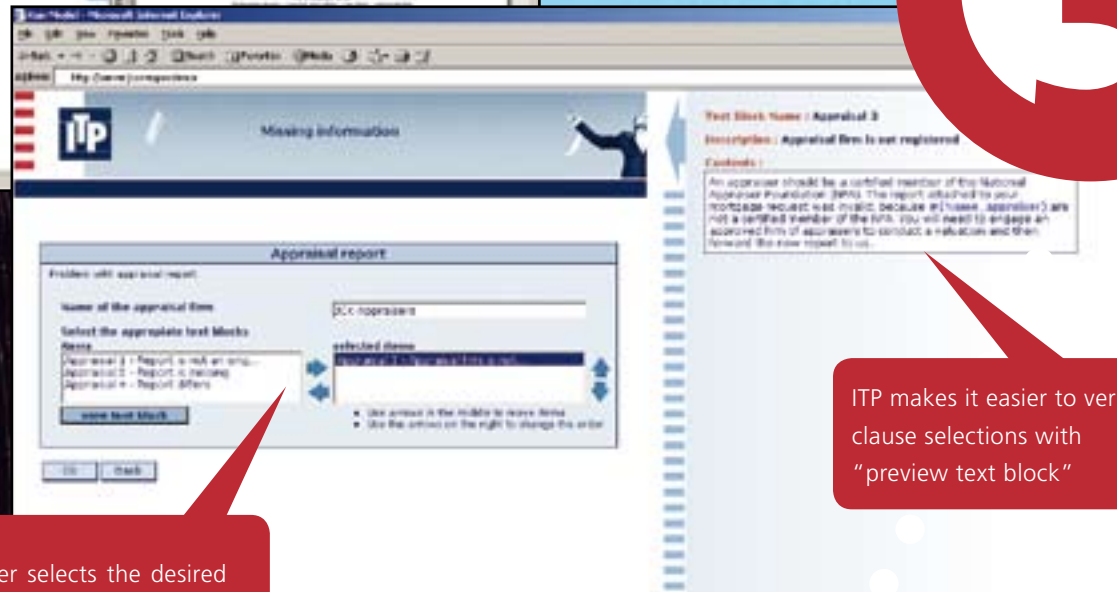
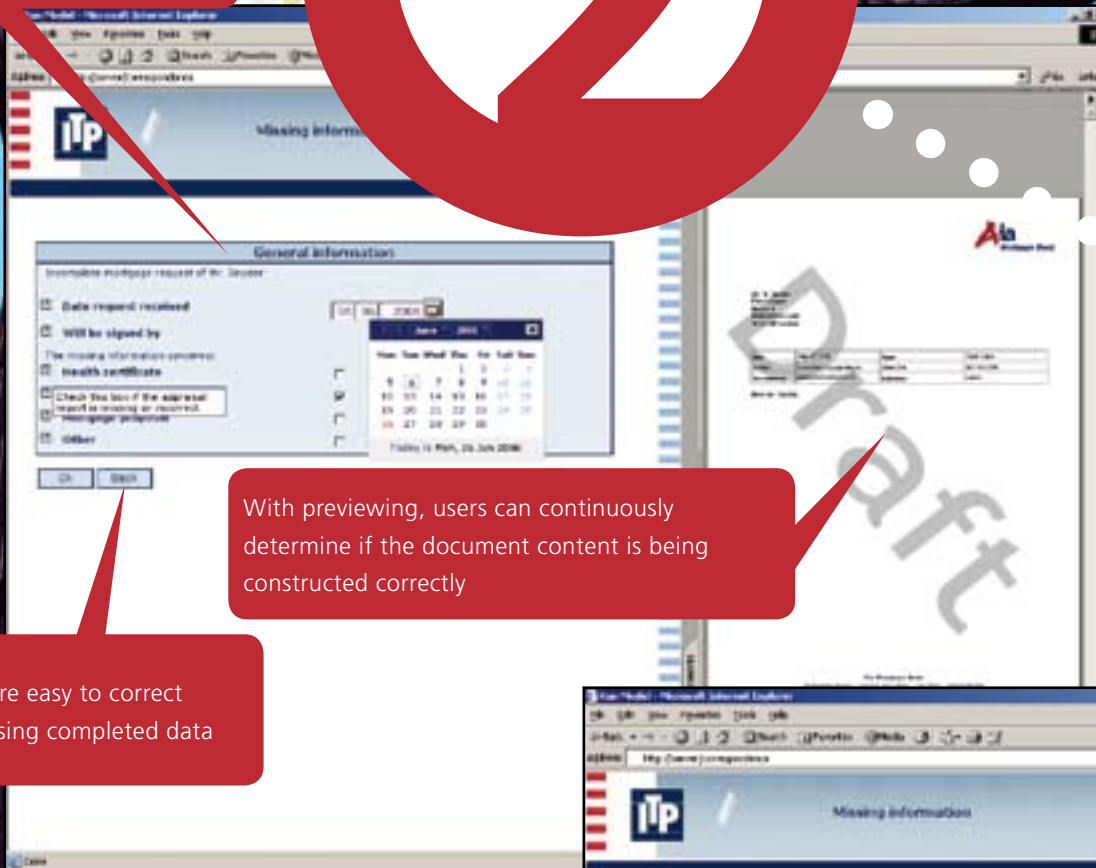


## Step 3: Select text blocks

The user selects the desired text blocks from a pre-defined list. Text blocks can be previewed to ensure that the right content is being selected, and users can then place text blocks in the proper sequence.

The user selects the desired text blocks

ITP makes it easier to verify clause selections with "preview text block"





Mr. H. Snyder  
Flat 4 Love  
House 1  
Marylebone Lane  
W1U 1QF London

Date	June 27 <sup>th</sup> 2006	Agent	Crisp Co. s
Subject	Homeplus mortgage request	Direct line	020 7910 3910
Our reference	MH200600002100R	Subsidiary	London

Dear Mr. Snyder,  
We received your mortgage request form on June 4<sup>th</sup> 2006 but unfortunately the information that you provided neither met the required criteria nor was complete.  
An appraiser should be a certified member of the National Appraiser Foundation (NFA). The report attached to your mortgage request was invalid, because JCK Appraisers are not a certified member of the NFA. You will need to engage an approved firm of appraisers to conduct a valuation and then forward the new report to us.

In addition, we require the following documents:

- A signed non-smoking statement
- A copy of your passport

Your mortgage request will be processed as soon as we have received this additional information.

We discussed on the phone that your application will be processed with great urgency.

Best Regards

Hancy Davillo  
Front-office Mortgages

Attachments:

- An unsigned non-smoking statement

Aia Mortgage Bank  
80 Boston Way - London SE1 6EN - Tel 0200 - 812340700  
www.aiamortgagebank.com - info@aiamortgagebank.com

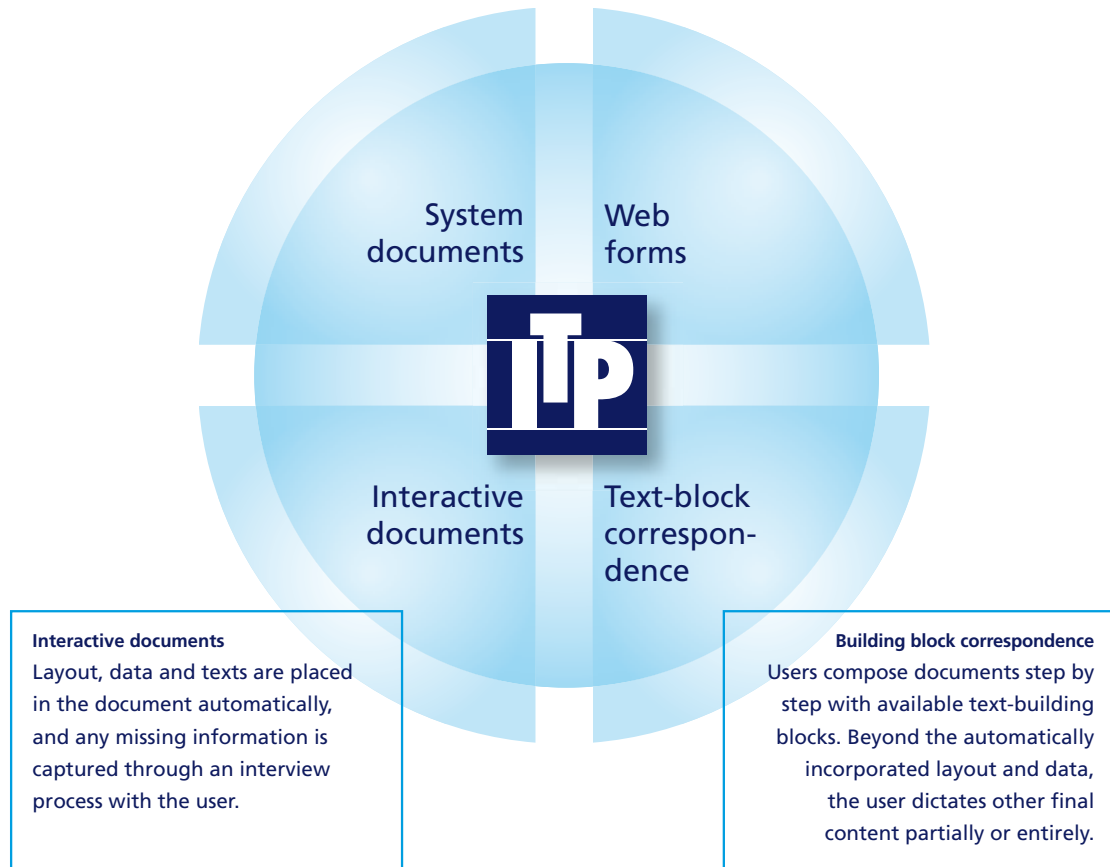
## Result Document

After dialog questions are completed, ITP produces the desired correspondence. The document can be modified using a word processor, while specific text can be protected against modification if required. ITP supports the layout capabilities of popular word processors, including headers and footers, tables, fonts, graphs, bar codes and color....

Depending on the output method, the letter can be opened in the word processor for final processing



## ITP DOCUMENT PLATFORM



**The ITP Document Platform offers an integrated solution for all your documents. This brochure tells how ITP interactive documents and building block correspondence can benefit your business through greater productivity and more cost-efficient processes.**

## AIA SOFTWARE

Aia Software is a leading worldwide provider of document solutions. Our ITP Document Platform helps your employees make relevant, personalized business-critical documents. Over 800 companies already use ITP as a single integrated solution to automatically produce large numbers of standard documents, compose sophisticated individual correspondence from text blocks, or dynamically complete Web forms. ITP seamlessly integrates with your business applications. Aia Software has branch offices in the US, the UK, The Netherlands, Germany, Switzerland and Australia.

## GAINING PRODUCTIVITY AND PROFIT

In any organization, employees compile a wide range of internal and external correspondence, which is only partially created using a process application. These letters include proposals, contracts, permits and claims correspondence. All letters which are made on demand by the users themselves.

The kind of correspondence where savings are there for the taking. By making it easier and less time-consuming to create documents, you will make it easier for your knowledge workers to concentrate on their own area of expertise.

## CORRESPONDENCE SOFTWARE

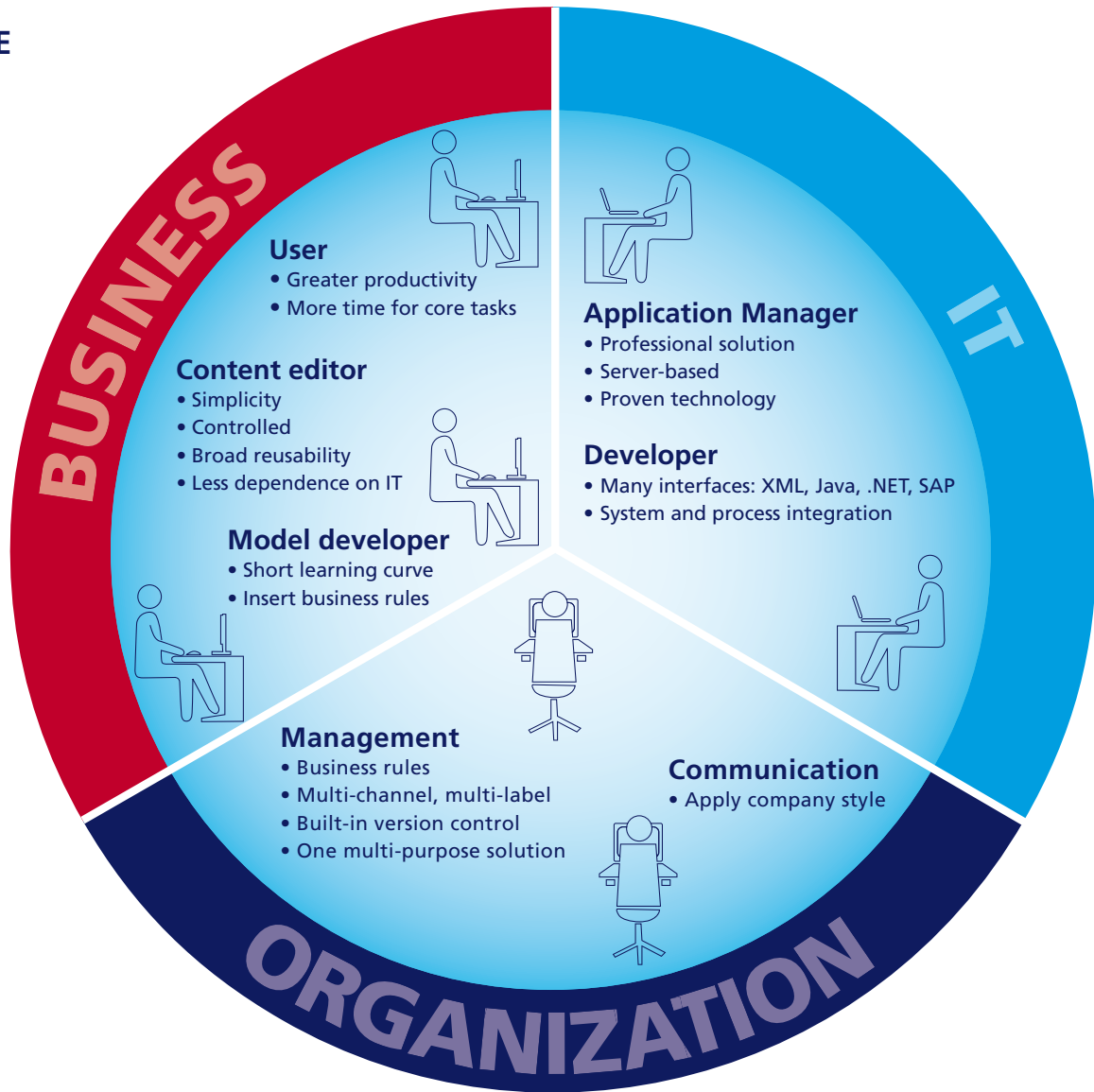
ITP Correspondence software brings it all within reach:

- Employees at all levels can quickly and easily create relevant documents.
- The browser-based letter book is centrally managed for authorizations, layout, text, versions and templates.
- A library of approved text blocks streamlines composition of letters.
- Automatic application of correct company style in text and layout ensures brand consistency.
- Documents can use data from any business application.
- Full integration with existing document or workflow management systems.
- Business rules defined in your templates automatically leverage employee expertise for correspondence.
- ITP Correspondence is based entirely on a central repository.
- Authorized users can create and maintain text blocks in a controlled environment.

ITP Correspondence creates satisfied users on both enterprise and IT levels.



**SCOPE**



<b>BUSINESS VALUE</b>	
<i>User</i>	Creates correspondence to drive business processes
<i>Content Editor</i>	Subject matter expert manages pre-determined text blocks
<i>Model Builder</i>	Builds and manages layout and logic for ITP templates
<b>IT</b>	
<i>Application Manager</i>	Controls authorization for letter and text block creation and maintenance
<i>Developer</i>	Ensures data and application integration
<b>ENTERPRISE</b>	
<i>Management</i>	Defines business rules to ensure documents support organizational goals
<i>Communication</i>	Defines and controls company style

## FITS EVERY INFRASTRUCTURE

- One scalable solution for batch, central server and Web environments
- Supports word processors like Microsoft Word and OpenOffice.org Writer
- Integrates with both open and proprietary data sources: XML, SAP, Web Services, ODBC, MQSeries, iSeries DB2, Oracle, MS SQL Server, etc.
- Broad interfacing to link with other business applications
- Several links with workflow, document and content management systems
- Document-oriented scripting language for tight, tailored process integration

## DOCUMENTS: *HAVE THEM YOUR WAY!*

Whatever your requirements, ITP can help create the documents you need:

- Correspondence, contracts, permits, policies, invoices and more, even with attached checks or forms
- Automatically follows correct layout and company style guidelines
- Useful for all correspondence, from simple standard letters to highly complex documents
- Print, e-mail or archive as PDF, HTML, XML, TIFF, Microsoft Word, OpenOffice.org or image
- Operate ITP from your company system or as a Web solution
- Entirely automated output in batch mode or on demand through user interaction
- Suitable for internal processes or for external customer self-service



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