NINE PEAKS SOLUTIONS®
Your 'Peak' Performance Technology Partner®

LASERFICHE USE CASE

CAPTURING AND MANAGING MUNICIPAL COURT SUMMONS

Using Laserfiche® to scan, index, organize, and retrieve citation and complaint records

BUILD A SEARCHABLE SUMMONS RECORD FROM THE FIRST SCAN

Capture the complaint number during scanning, organize one folder per summons, and make related court documents searchable by docket number, name, and date of birth.

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People | Solutions | Lasting Results

Laserfiche® Solution Provider

THE NINE PEAKS COLLECTION

Three Finger Jack | Peak 3 of 9

One of the nine Cascade peaks that inspired the name Nine Peaks Solutions

Discover the mountains behind our name:
The Mountains

USE CASE SNAPSHOT

Turn Scanned Summons into Searchable Court Records

Municipal court staff may receive scanned citations and complaints that are difficult to retrieve unless someone opens each image and reads it. A consistent folder, template, and capture process makes the summons searchable while preserving the scanned source document.

ITEM	PRACTICAL FOCUS
Audience	Municipal court clerks, court administrators, records staff, and Laserfiche administrators
Operational challenge	Staff need to locate a summons by complaint number, docket number, name, or DOB and keep later case documents with the original scan.
Desired outcome	One Laserfiche folder per summons, with verified metadata on the folder and all related documents stored inside.
Laserfiche capabilities	Scanning, capture profiles, templates and fields, Workflow, search, security, audit history, Smart Fields, and Records Management.

Use the Summons Folder as the Case Container

Create or locate a folder for each summons or citation. Apply the Citation and Complaint template to the folder so staff can search the folder record while documents accumulate inside it.

- Original scanned citation and complaint
- Corrected, amended, or supplemental filings
- Proof of service or related correspondence retained by the court
- Orders, notices, payment-related records, or other case documents
- Disposition or closure records maintained under the approved process

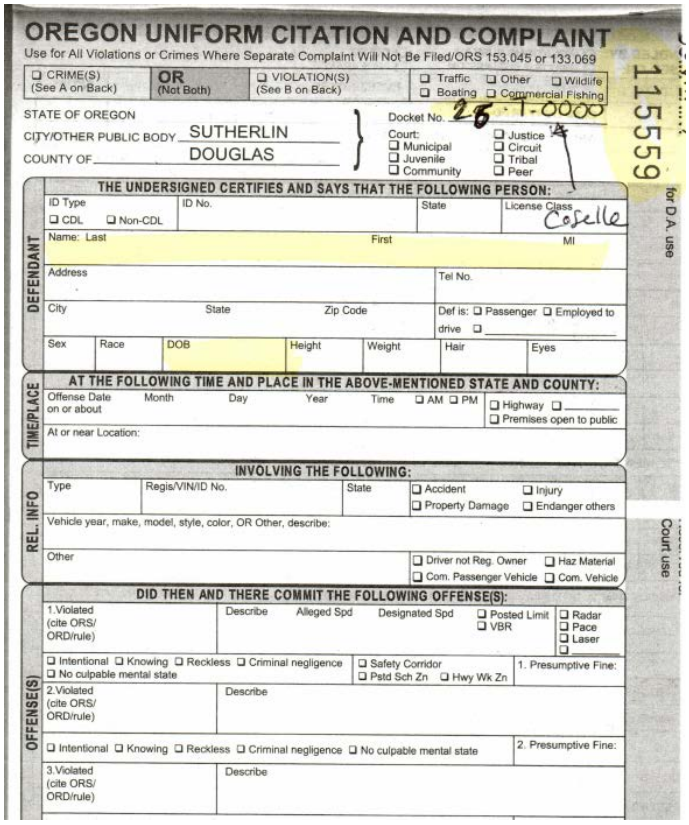
INFORMATION PROTECTION REMINDER

Court records can contain dates of birth and other personally identifiable information. Confirm access, disclosure, redaction, retention, and disposition requirements with the court administrator, records officer, and legal counsel before implementation.

SCAN AND CAPTURE

Capture the Complaint Number from the Scanned Form

The complaint number is printed vertically along the right edge of the citation. Because it appears in a predictable location, a Laserfiche capture profile can target that area and place the recognized value into the Complaint field.


OREGON UNIFORM CITATION AND COMPLAINT

Use for All Violations or Crimes Where Separate Complaint Will Not Be Filed/ORS 153.045 or 133.069

115559

STATE OF OREGON

CITY/OTHER PUBLIC BODY SUTHERLIN

COUNTY OF DOUGLAS

Docket No. 25-T-0000

THE UNDERSIGNED CERTIFIES AND SAYS THAT THE FOLLOWING PERSON:

DEFENDANT

AT THE FOLLOWING TIME AND PLACE IN THE ABOVE-MENTIONED STATE AND COUNTY:

TIME/PLACE

INVOLVING THE FOLLOWING:

REL. INFO

DID THEN AND THERE COMMIT THE FOLLOWING OFFENSE(S):

OFFENSE(S)

for D.A. use

Court use

Scanned citation excerpt showing the vertical complaint number and docket area

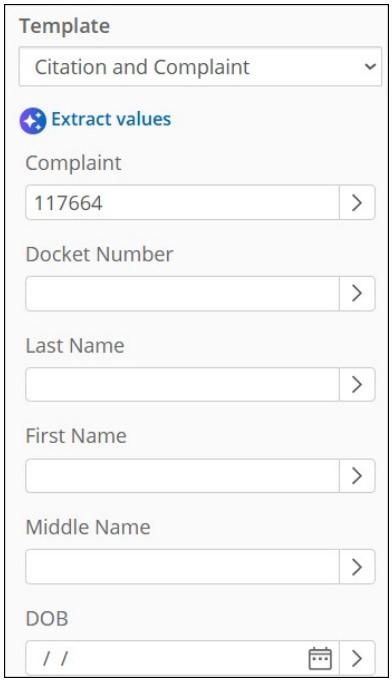
Step 1	**Scan the complete citation** Use the approved scanning settings and confirm that the vertical complaint number is visible and not clipped.
Step 2	**Run the capture profile** Use a fixed recognition zone for the vertical complaint number and assign the result to the Complaint field.
Step 3	**Validate the captured value** Reject or correct values that are incomplete, uncertain, or inconsistent with the scanned image.
Step 4	**Create or locate the summons folder** Use the validated complaint number and docket number to help prevent duplicate folders.
Step 5	**File the source document** Store the original scan inside the summons folder and preserve it according to the approved records process.

Scan quality matters: Skew, shadows, low contrast, marks near the number, or a clipped page edge can reduce recognition accuracy. Test the profile with different scanners and representative batches before relying on unattended processing.

CONFIGURE THE TEMPLATE

Create the Citation and Complaint Template

Create a reusable Citation and Complaint template in repository administration. The same core fields can be used during document capture and on the summons folder that becomes the searchable case container.



Core search fields

- Complaint Number
- Docket Number
- Last Name
- First Name
- Middle Name
- Date of Birth

Possible additional fields

- Citation or offense date
- Court appearance date
- Issuing agency
- Case status
- Document type

FIELD	TYPE	PURPOSE
Complaint Number	Text	Primary citation identifier captured from the vertical printed number
Docket Number	Text	Court-assigned identifier and primary search key
Last Name	Text	Separated name field for reliable searching
First Name	Text	Separated name field for reliable searching
Middle Name	Text	Middle name or initial when available
DOB	Date	Date of birth used only under approved access and disclosure controls

ORGANIZE THE SUMMONS RECORD

Create One Folder for Each Summons

The summons folder provides a stable location for the original citation and every later document. Apply the Citation and Complaint template to the folder and copy only verified values into its fields.

Step 1	**Check for an existing folder** Search the complaint number and docket number before creating a new folder.
Step 2	**Create the folder** Use a consistent name such as Complaint Number - Docket Number - Last Name, subject to local policy.
Step 3	**Apply the folder template** Assign the Citation and Complaint template and populate the verified primary identifiers.
Step 4	**Move or route the scan** File the citation inside the folder while preserving the original electronic image.
Step 5	**Add later documents** Store related filings and court records in the same folder using consistent document names or document-level metadata.

Recommended Workflow Pattern

STEP	ACTION	RESULT
1	Capture	Scan the citation and extract the complaint number.
2	Validate	Staff confirms the complaint number and other proposed values.
3	Match	Search for an existing folder by complaint and docket number.
4	Create or update	Create the folder when needed and populate verified folder metadata.
5	File	Move the scanned citation into the folder and record exceptions.

Searches the Design Should Support

- Exact complaint number or docket number
- Last name plus first name, with DOB used only when authorized
- Citation date, appearance date, issuing agency, or status when those fields are added
- Folders missing required metadata or documents that failed capture validation

Primary-key practice: Complaint and docket numbers should be stored as text to preserve leading zeros or formatting. Decide how duplicate, corrected, or reassigned identifiers will be handled before automating folder creation.

EXTEND AND GOVERN THE SOLUTION

Use Smart Fields for Assisted Metadata

Smart Fields can attempt to identify the docket number, DOB, and separated first, middle, and last names from the citation. Because these values are commonly handwritten, OCR confidence may be low and results can be incorrect even when the scan appears readable. Treat every extracted value as an unverified proposal until authorized court staff compare it with the scanned summons and approve or correct it.

Move Verified Values to the Folder

Extraction usually occurs on the scanned document. After validation, Laserfiche Workflow can create or locate the summons folder, apply the Citation and Complaint template, and copy approved document values to the folder fields. Workflow should route uncertain matches and possible duplicates to an exception queue rather than creating a second folder automatically.

Licensing and usage note: Smart Fields requires the Laserfiche Cloud Professional tier. Additional charges may apply based on overall Smart Fields usage. Confirm current licensing, included usage, and anticipated scan volume before enabling the capability.

Human review: Do not allow handwriting-based Smart Fields results to automatically create or match a folder, rename a record, or initiate another court action. Names, DOB, complaint numbers, and docket numbers must be verified against the image first. Automated extraction supports data entry; it does not replace court review.

Security Records and Quality Controls

- Limit access to DOB and other personally identifiable information according to policy.
- Confirm the authoritative record, record series, retention trigger, legal holds, and disposition approval.
- Retain the original scanned image and document any correction to captured metadata.
- Test multiple form versions, scanners, handwriting styles, and image-quality conditions.

Implementation Checklist

- Pilot with a small representative group of citations.
- Verify the complaint-number capture zone and field formatting.
- Confirm folder naming, duplicate detection, exception handling, and Workflow permissions.
- Require staff verification of every handwriting-derived value before it is committed to folder metadata.
- Train court staff to validate metadata before completing the capture process.

Resources and Next Steps

Oregon Uniform Citation and Complaint form supplied for planning reference
Municipal court demonstration scan and Citation and Complaint template
Confirm current court procedures, retention requirements, and legal guidance before implementation

REQUEST A LASERFICHE DEMONSTRATION OR CONSULTATION

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Product information in this guide was prepared using current public Laserfiche materials and Nine Peaks Solutions implementation experience. Capabilities, packaging, availability, and subscription allowances may change and should be confirmed for the selected offering.

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