

Once that information is filled out and the form submitted, Workflow generates the marriage certificate which the rep prints out and mails to the couple. The rep then scans the original, signed marriage license form into the couple's folder in Laserfiche.

The screenshot shows a web form for the City of Ithaca Marriage Register. At the top, it says 'City of Ithaca New York Marriage Register'. Below that, there's a 'Date' field with a note 'Date captured on form submission'. A 'Select Section' bar has three options: 'Spouse 1', 'Spouse 2', and 'Marriage Information', with 'Marriage Information' selected. The form contains several sections: 'Second Ceremony' with a radio button for 'No' selected; 'Solemnization Period Start' with fields for Date (12/1/2018) and Time (3:35 PM); 'Solemnization Period End' with Date (2/19/2019); 'Occurred On' with empty fields for Date and Time; 'Location Occurred' and 'County' with empty text boxes; 'Ceremony Type' with radio buttons for 'Religious', 'Civil', and 'Other'; and 'Officiant Name', 'Officiant Title', 'Witness 1 Name', and 'Witness 2 Name' with empty text boxes. A 'Submit' button is at the bottom.

If 90 days pass and the couple doesn't return the certificate with the marriage information, the license expires and all documents are moved to the Expired folder in Laserfiche.

Retrieving a Marriage Certificate Copy Is Quick and Easy

Many citizens come to the marriage licensing office to retrieve a certified copy of their marriage records. Since all marriage certification information is stored in Laserfiche, the customer service rep simply performs a field search using some of the person's information to find the appropriate folder. The folder either contains the original certificate information, and a scanned copy of the original marriage license, or, for all older licenses, an empty document with just the metadata that contains the appropriate information.

Older records may require the rep to enter additional information from historical marriage books into the metadata fields to complete the record but once this is done initially, the task never needs to be repeated. If there is no actual certificate available, the rep launches a workflow that generates the certified transcript of the marriage record. The rep then prints this certificate on the appropriate form. This whole process takes just a few minutes.

ICC Community Development Solutions

781 Elmgrove Road | Rochester, NY 14624

Toll Free: 855.436.2633

www.iccsafe.org/CDS

Helpdesk: 855.436.5500

Benefits of Laserfiche

Streamlining the marriage license process with Laserfiche has resulted in many benefits for the City of Ithaca. Unlike the old process, the new process can be launched from any computer with an internet connection, making it possible for people who are homebound or incarcerated to be able to apply for a marriage license. Marriage license transcripts are also much easier to retrieve since they are all stored in a central location and can be easily searched for versus flipping through pages of older handwritten books.

Town and City Clerks in New York State now have an additional product they can consider when evaluating their licensing needs. As with many Laserfiche projects, these benefits are the "gift that keep on giving." Future generations of municipal workers will become much more efficient and effective as they will no longer need to sort through old records in questionable condition and stored in less than optimal locations.