



zPaper:Transport

Multi-Channel Document Exchange and Document Generation for ServiceNow. Simplified.

zPaper:Transport empowers customers to seamlessly receive, generate, and send documents within a unified ServiceNow experience, all under the secure umbrella of zPaper's HITRUST CSF Certified & HIPAA Compliant platform. Experience the convenience and security **for an unlimited number of users per org.**

In today's dynamic environment, organizations are overwhelmed with consolidating and managing extensive amounts of inbound and outbound documents from multiple sources. The need to utilize separate document exchange and generation tools brings additional integrations and expanded costs, leading to disconnected and costly processes, risks of missed or lost documents, leakage of confidential information, multiple manual processes, countless delays.

zPaper:Transport quickly improves engagement processes between healthcare organizations and patients by streamlining the exchange and generation of documents within a native ServiceNow experience, enhancing operational efficiency, care coordination, and user satisfaction, **all with no additional integration work required.**

Key Benefits

- **Quick Setup:** Install the zPaper:Transport managed package with no integration work required.
- **Secure and Multi-Channel Capability:** Utilize zPaper's HITRUST Certified and HIPAA-compliant fax infrastructure to send and receive documents securely across multiple channels such as fax, email, and Stampz.
- **Intuitive User Interface:** Experience a simplified, flexible solution that can be placed on a ServiceNow Ticket or Case.
- **Unlimited Users:** Access is on a per-org basis, allowing each licensed ServiceNow user within an org to access all zPaper:Transport functionality with no additional user charges.
- **Object Flexibility:** Initiate outbound documents from a Ticket or Case.
- **Dynamic Document Generation:** Easily generate documents with data from various ServiceNow objects, maintaining flexibility and compliance.
- **Enhanced Template Accessibility and Control:** Secure and flexible template storage, access, and version control, allowing for quick modifications and adherence to brand standards.
- **Efficient Document Management:** Document bundling, and dynamic length fields that ensure clean representation of all merged data and adapt to content length.

zPaper:Transport

Inbound and Outbound Document Management

Features and Capabilities

- **Centralized Document Retrieval:** Receive documents seamlessly from fax into a centralized list view.
- **Automated Ticket or Case Association** - Inbound documents are associated with a ticket or case that has been automatically created once received.
- **Channel Scalability:** Opt for a zPaper-provided fax line or utilize your own, and expand your reach with additional channels like email and Stampz by zPaper. Address evolving needs by upgrading to include Direct Message.
- **Outbound Sending** - Send outbound documents from a ticket or case.
- **Reduced Processing Errors:** Minimize errors due to administrative mistakes or discrepancies between analog and digital channels.
- **Advanced Insights:** Gain deeper insights into document retrieval, delivery, and fax call statuses through comprehensive reports and dashboards leveraging zPaper data.
- **Automated Routing** - Automatically route and attach outbound document to their originating record once returned utilizing zPaper's barcode features.

zPaper:Transport

Document Generation

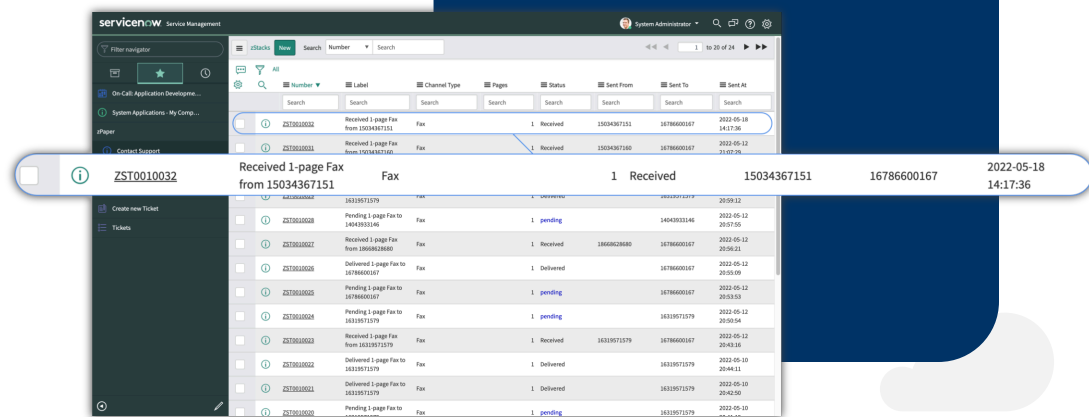
Features and Capabilities

- **Object Flexibility:** Generate documents effortlessly using data from a ticket or case.
- **Ease of Use:** Benefit from minimal configuration requirements and utilize DOCX documents for faster creation and updates compared to interactive PDFs.
- **Field Merge Wizard** - zPaper's merge wizard provides available fields from tickets and cases to which can be copied and pasted into DOCx template.
- **Rich Text Field Support:** Uphold style and brand standards with documents reflecting the required font types, styles, and colors.
- **DOCX Support** - Easily build merge templates from any solution that can save documents as docx files (ex: MS Word, Google Docs, and Adobe Acrobat).
- **Document Source Flexibility** - Generate documents with data merged from a ServiceNow ticket or case.
- **Structured File Naming:** Assign specific names to documents to ensure consistent template usage.
- **Dynamic Length Fields:** Adapt document fields to ensure all merged data is cleanly represented, adding new pages as necessary.
- **Document Bundling:** Create document bundles of up to 10 pages from a single experience with ease.
- **PDF File Attachment:** Generated documents are attached on the originating ticket or case.

How it Works

Inbound and Outbound Documents

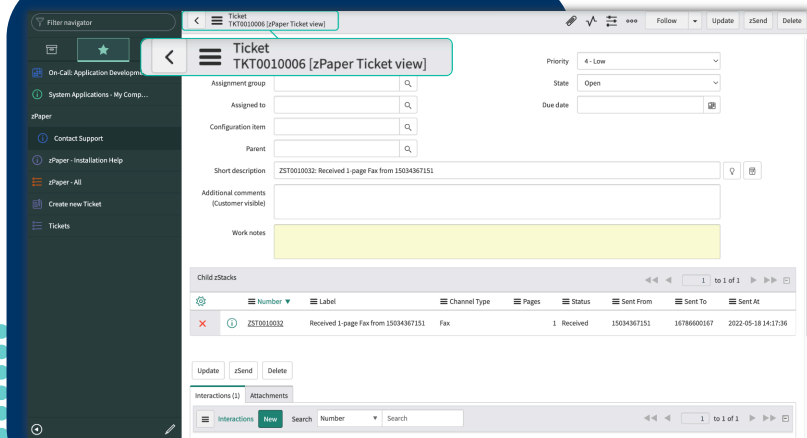
Receive documents from directly into ServiceNow.



The screenshot displays the ServiceNow 'zStacks' interface for 'Service Management'. A table lists received fax documents. A callout box highlights the entry for ticket ZST0010032, showing it is a 'Received 1-page Fax from 15034367151' with status '1 Received' and received at '2022-05-18 14:17:36'.

Number	Label	Channel Type	Pages	Status	Sent From	Sent To	Sent At
ZST0010032	Received 1-page Fax from 15034367151	Fax	1	Received	15034367151	16786600167	2022-05-18 14:17:36
ZST0010031	Received 1-page Fax from 15034367151	Fax	1	Received	15034367151	16786600167	2022-05-12 11:07:26
ZST0010028	Pending 1-page Fax to 14043033146	Fax	1	pending	14043033146		2022-05-12 20:07:55
ZST0010027	Received 1-page Fax from 15034367151	Fax	1	Received	15034367151	16786600167	2022-05-12 20:05:11
ZST0010026	Delivered 1-page Fax to 16786600167	Fax	1	Delivered	16786600167		2022-05-12 20:05:09
ZST0010025	Pending 1-page Fax to 16786600167	Fax	1	pending	16786600167		2022-05-12 20:05:05
ZST0010024	Pending 1-page Fax to 16319571579	Fax	1	pending	16319571579		2022-05-12 20:05:04
ZST0010023	Received 1-page Fax from 16319571579	Fax	1	Received	16319571579	16786600167	2022-05-12 20:05:03
ZST0010022	Delivered 1-page Fax to 16319571579	Fax	1	Delivered	16319571579		2022-05-12 20:04:11
ZST0010021	Delivered 1-page Fax to 16319571579	Fax	1	Delivered	16319571579		2022-05-10 20:42:50
ZST0010020	Pending 1-page Fax to 16319571579	Fax	1	pending	16319571579		2022-05-10 20:42:50

Newly received documents are associated to a ticket or case that has been automatically created upon receipt.



The screenshot shows the 'Ticket TKT0010006 [zPaper Ticket view]' form. The 'Short description' field contains 'ZST0010032: Received 1-page Fax from 15034367151'. The 'Child zStacks' section shows a table with one entry: 'ZST0010032: Received 1-page Fax from 15034367151' with status '1 Received' and received at '2022-05-18 14:17:36'.

Ticket TKT0010006 [zPaper Ticket view]

Assignment group: []

Assigned to: []

Configuration item: []

Parent: []

Short description: ZST0010032: Received 1-page Fax from 15034367151

Additional comments (Customer visible): []

Work notes: []

Child zStacks

Number	Label	Channel Type	Pages	Status	Sent From	Sent To	Sent At
ZST0010032	Received 1-page Fax from 15034367151	Fax	1	Received	15034367151	16786600167	2022-05-18 14:17:36

Update zSend Delete

Interactions (1)

Interactions: []

Send an outbound document directly from a ticket or case.

zPaper:Send

Send To ⓘ
14043933146

Document Title ⓘ
J Massey SIG Missing Information

☒ Include barcode on first page

Source
Hard Drive

Uploaded File-1
Tahoe Patient Communication Template.docx

Source
Attached Files

Attachment-2
Jonathan Massey Intake.pdf

Generate and Deliver

Merge Assistant...

Append Section

Delete Section

Pages
All

Pages
All

Automatically route and attach documents to their originating record once returned utilizing zPaper's intelligent barcode feature.

servicenow Service Management

Ticket 14043933146 (zPaper Ticket view)

Manage Attachments ⓘ Jonathan Massey Intake.pdf (Personal) (download)

Number 14043933146 Priority 4 - Low

Assignment group Assigned to Configuration item Parent

State Open Due date

Short description ZST0010039 Received 2-page Fax from 13055037548

Additional comments (Customer visible)

Work notes

Child tickets

Number	Label	Channel Type	Pages	Status	Sent From	Sent To	Sent At
ZST0010039	Received 2-page Fax from 13055037548	Fax	2	Received	13055037548	16786600167	2022-05-18 15:08:15
ZST0010038	Delivered 2-page Fax to 14043933146	Fax	2	Delivered	14043933146	14043933146	2022-05-18 15:01:13

Child zStacks

	Number	Label	Channel Type	Pages	Status	Sent From	Sent To	Sent At
✖ ⓘ	ZST0010039	Received 2-page Fax from 13055037548	Fax	2	Received	13055037548	16786600167	2022-05-18 15:08:15
✖ ⓘ	ZST0010038	Delivered 2-page Fax to 14043933146	Fax	2	Delivered	14043933146	14043933146	2022-05-18 15:01:13

Track all document generation and delivery status information automatically as interactions.

servicenow Service Management

Ticket TKT0010006 [zPaper Ticket view]

System Administrator

Interactions (8) Attachments (1)

Interactions

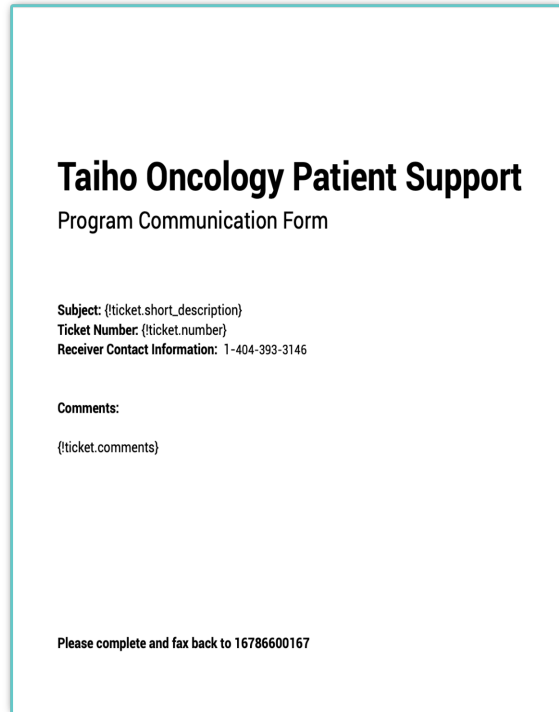
Run Set as Default Filter AND OR Add Sort

	Number	Opened	Short description	Opened for	State	Type	Assigned to	Updated	Updated by
<input type="checkbox"/>	IMS00000025	2022-05-18 10:17:39	Received 1-page Fax from 15034367151	(empty)	New	(empty)	(empty)	2022-05-18 10:17:39	admin
<input type="checkbox"/>	IMS00000026	2022-05-18 10:36:24	Generated 1-page PDF	(empty)	New	(empty)	(empty)	2022-05-18 10:36:24	admin
<input type="checkbox"/>	IMS00000027	2022-05-18 10:37:42	Generated 1-page PDF	(empty)	New	(empty)	(empty)	2022-05-18 10:37:42	admin
<input type="checkbox"/>	IMS00000028	2022-05-18 10:41:16	Generated 1-page PDF	(empty)	New	(empty)	(empty)	2022-05-18 10:41:16	admin
<input type="checkbox"/>	IMS00000029	2022-05-18 10:44:31	Generated 1-page PDF	(empty)	New	(empty)	(empty)	2022-05-18 10:44:31	admin
<input checked="" type="checkbox"/>	IMS00000030	2022-05-18 10:56:58	Pending 2-page Fax to 14043933146	(empty)	New	(empty)	(empty)	2022-05-18 10:56:58	admin
<input type="checkbox"/>	IMS00000031	2022-05-18 11:01:14	Delivered 2-page Fax to 14043933146	(empty)	New	(empty)	(empty)	2022-05-18 11:01:14	admin

How it Works

Document Generation

Create templates from any solution that allows you to save and export a document in DOCX format.

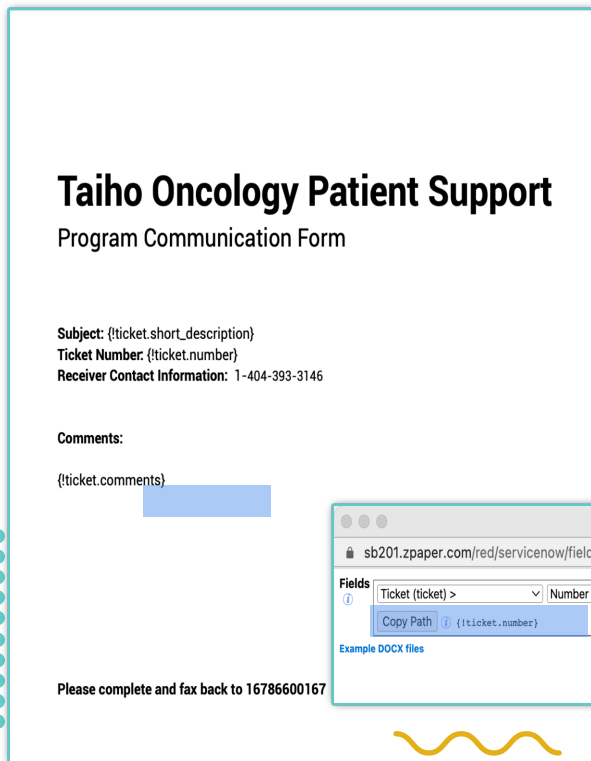


Taiho Oncology Patient Support
Program Communication Form

Subject: {ticket.short_description}
Ticket Number: {ticket.number}
Receiver Contact Information: 1-404-393-3146

Comments:
{ticket.comments}

Please complete and fax back to 16786600167



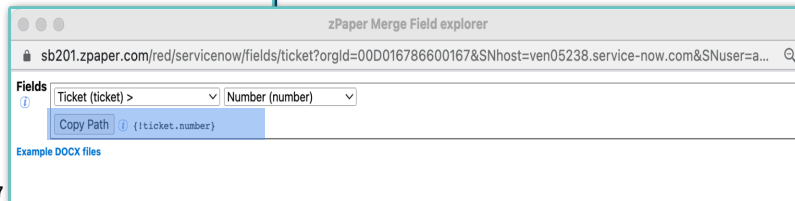
Taiho Oncology Patient Support
Program Communication Form

Subject: {ticket.short_description}
Ticket Number: {ticket.number}
Receiver Contact Information: 1-404-393-3146

Comments:
{ticket.comments}

Please complete and fax back to 16786600167

Quickly access fields across tickets or cases to map within your template utilizing zPaper's intuitive merge tool.



zPaper Merge Field explorer

sb201.zpaper.com/red/servicenow/fields/ticket?orgId=00D016786600167&SNhost=ven05238.service-now.com&SNuser=a...

Fields

Ticket (ticket) >	Number (number) >
Copy Path	{ticket.number}

Example DOCX files

zPaper:Send

Send To ⓘ
PDF

Document Title ⓘ
Missy SIG Missing Information

☒ Include barcode on first page

Source
Hard Drive

Uploaded File-1
Taiho Patient Communication Template.docx

Upload

Generate and Deliver

Merge Assistant...

Append Section

Pages
All

Select and generate templates within a single experience.

View generated document(s) within the ticket or case it was initiated from.

Taiho Oncology Patient Support
Program Communication Form

Subject: ZST0010032: Received 1-page Fax from 15034367151
Ticket Number: TKT0010006
Receiver Contact Information: 1-404-393-3146

Comments:
Patient SIG information needed

Please complete and fax back to 16786600167

0000100127

ZP-0000001641.gblncj35-ut-TKT0010006-01 ZP-0000001641.gblncj35-ut-TKT0010006-01

zPaper:Transport is reshaping how organizations handle document exchange and generation by delivering a secure, intuitive, and scalable solution built natively into ServiceNow. This ensures elevated operational efficiency, superior user satisfaction, and enriched patient interactions, establishing a new benchmark for multi-channel engagement.

Interested in learning more?

Visit us at www.zpaper.com

For additional questions,
contact us at:



Sales
sales.zpaper.com



Support
support.zpaper.com



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