



Municipalities of All Sizes

Reducing Calls and Improving Services

Low Monthly Fee

# FOI Systems

FOIA Systems is a software solution that helps Governments and Agencies manage **Freedom of Information and Protection of Privacy Act (FOIPPA)** and Open Records requests. Communities of all sizes are required to comply with increasingly stringent regulations, while receiving a higher numbers of requests every year. The FOIA Systems solution automates the process of managing and tracking requests, therefore benefiting staff with a more efficient process.

THE OPEN RECORDS SYSTEM FOR GOVERNMENT

The FOIA Systems Suite captures all requests received by letter, web, email, fax, or walk-in. It handles all aspects of the request process by logging, routing and managing, calculating associated fees, generating letters and delivering the required documents.



### Features

- Fee Tracking**  
Tracks all fees, including waived fees
- Time Tracking**  
Easily tracks all staff time devoted to one or all requests
- Reporting**  
Over 30 standard reports and custom report writer
- Prior Request Searching**  
Quickly search prior requests for related issues and documents
- Appeals Processing**  
Manages all requests in appeals or opinion status

- Automated Routing**  
Automatically routes, notifies, escalates, and assigns
- Escalation Rules**  
Automatically notifies staff about any compliance issues
- Letter and Email Manager**  
Easily create and manage letters and email notifications
- Payments**  
Creates invoices with online payment option for fees
- Security**  
Manages all requests in appeals or opinion status

### Benefits

- **Increased Compliance** and more consistent handling of requests
- **Higher Revenue** with more accurate and easier handling of fees
- **Identify Costs** that are not currently being recouped, but are eligible to bill
- **Reduces Requests** with knowledgebase of information and documents

Complete. Easy. Affordable.