



Effortless Document Management for Property Sales & Lettings:

Automate, Classify, and Streamline
with Scan2x.



1. Overview



Goal

To streamline the processing of high volumes of property-related documents—both physical and digital—by automatically classifying them, extracting pertinent data, and routing them to the correct department or workflow (e.g., sales, letting, compliance checks). This reduces manual data entry, speeds up client onboarding, and ensures accurate record-keeping for legal and audit purposes.

2. Key Capabilities



Multiple Ingestion Methods

- **Physical Documents:** Contracts, property listings, and identification documents scanned via USB scanners or multifunction devices.
- **Digital Documents:** Email attachments, PDFs, or images automatically retrieved from monitored email inboxes or FTP folders.



Automated Classification

- **Template-Driven:** Identify recurring documents (e.g., standard tenancy agreements) via known layouts.
- **AI-Based Analysis:** Classify diverse or less-structured documents (e.g., scanned ID documents, reference letters) using keyword/context recognition.



Data Extraction and Enhancement

- **Metadata Capture:** Extract essential fields (e.g., tenant/landlord details, property address, rental amount, contract dates) from each document.
- **Third-Party Integrations:** Validate or enrich data through CRM/property management software (e.g., verifying prospective tenant references or retrieving property details).



Intelligent Routing

- **Workflow Decisions:** Determine the next stage automatically (e.g., compliance checks, managerial approval, filing in a property repository).
- **Notifications:** Alert relevant staff (sales agents, letting managers, finance team) when new documents arrive or are ready for action.

3. Stakeholders and Interests



Estate / Letting Agents

- Need quick access to listing details, tenancy applications, and contracts to expedite client interactions.
- Rely on accurate and up-to-date documents to manage property listings and viewings.



Administration / Office Staff

- Responsible for scanning, categorising, and distributing incoming documents (physical or digital).
- Benefit from less manual handling and automated data extraction.



Compliance / Legal Teams

- Must ensure legal documents (e.g., contracts, ID documents, anti-money-laundering checks) are complete and meet regulatory standards.
- Need reliable audit trails and quick retrieval during inspections or audits.



IT Department

- Manages the configuration of Scan2x and integrations with CRM or property management systems.
- Ensures data security, system uptime, and user access controls.



Finance / Accounts

- Relies on lease agreements, payment schedules, and invoices to manage rental income, deposits, and expenses.

4. Triggers



Manual Submission

- Staff scan batches of physical documents (e.g., new property contracts, tenant applications) using a USB scanner or MFP, adding them to Scan2x for classification.



Automated Monitoring

- Digital documents from email inboxes or FTP folders are automatically imported into Scan2x at preset intervals or upon arrival.



Scheduled Bulk Ingestion

- Large volumes of archived documents (e.g., end-of-month contract renewals) processed on a scheduled basis.

5. Main Success Scenario

1

Document Ingestion

- A staff member loads a set of tenancy applications and copies of tenant IDs into the scanner (physical) or places scanned PDFs in a monitored folder (digital).
- Scan2x ingests these documents together in a single job.

2

Classification

- Template Matching: Standard tenancy agreements and reference letters are recognised by layout.
- AI Analysis: Less-structured documents—like handwritten notes or ID scans—are identified through textual/visual cues (keywords, logos, recognised phrases).

3

Data Extraction

- Key fields are automatically extracted (e.g., tenant name, property address, rent amount, contract dates).
- Scan2x can validate some fields by querying a property management system (e.g., checking if a property ID is still active or if a tenant record exists).

4

Decision and Routing

- Documents containing sensitive ID information may be flagged for compliance review.
- Tenancy applications are forwarded to the letting team’s workflow, while purchase agreements go to the sales department for next steps.

5

Audit and Confirmation

- The system logs each document’s classification, extracted data, and final destination for future reference.
- A user-friendly dashboard confirms the processing status of each batch.

6

Notification

- Stakeholders (e.g., letting agents, compliance officers) receive automated emails or in-app notifications if any document requires action or manual validation.

6. Alternative Flows / Exceptions



Incomplete Document Pack

- **Trigger:** A scanned set is missing pages (e.g., contract signature page) or ID copies.
- **Action:** Scan2x flags the deficiency; staff are notified to locate or request missing files.



Low Confidence Classification

- **Trigger:** AI cannot reliably determine the document type.
- **Action:** Document is placed in a “Review” queue. The user manually classifies it, and the system learns for future recognition.



Third-Party Integration Error

- **Trigger:** Property management API is unavailable; data enrichment fails.
- **Action:** Scan2x logs the issue and retries. Staff receive an alert if repeated attempts fail.



Fraud or Compliance Mismatch

- **Trigger:** Documents do not match expected IDs or reference checks fail.
- **Action:** Scan2x flags the document for escalated compliance review, pausing further processing.

7. Postconditions

Successful Classification

- All property-related documents are now digitally stored with enriched metadata (e.g., tenant name, lease terms) and allocated to the correct workflow.

Data Integrity

- If required, property and tenant information is confirmed against a CRM or property database, ensuring consistent records.

Legal and Compliance Efficiency

- Required documents (ID checks, signed contracts) are readily available for audits.
- Automatic routing reduces manual oversight errors.

8. Benefits and Outcomes



Faster Onboarding

- Tenant or buyer applications are processed swiftly, giving agents more time to finalise agreements and provide customer service.



Improved Accuracy and Reduced Manual Work

- Automated data extraction curtails transcription errors, and staff spend less time on repetitive tasks.



Enhanced Compliance

- All key documents (IDs, contracts, references) are systematically captured with an audit trail, facilitating KYC (Know Your Customer) and AML (Anti-Money Laundering) checks.



Scalable, Future-Proof Solution

- Templating and AI classification adapt easily to new forms, property documents, or evolving regulatory requirements.








Centralised Visibility

- Departments (sales, letting, finance) can each access relevant documents securely, boosting inter-team collaboration and transparency.

Use Case Summary

A **Property Sales/Estate Agent or Letting Agency** can greatly optimise their document workflows with Scan2x by automatically ingesting and categorising tenancy applications, ID documents, reference letters, and sales contracts. By integrating with property management or CRM systems, Scan2x ensures that each document is enriched with the correct metadata and quickly routed to the appropriate stakeholder or workflow. This leads to faster client onboarding, better compliance, and a more efficient operation overall.



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