

Australian/New Zealand Standard™

**Document management—Machine-readable paper forms—Optimal design for user friendliness and electronic document management systems (EDMS)**



## **AS/NZS ISO 12029:2014**

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee IT-021, Records and Document Management Systems. It was approved on behalf of the Council of Standards Australia on 24 October 2014 and on behalf of the Council of Standards New Zealand on 3 October 2014. This Standard was published on 11 November 2014.

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The following are represented on Committee IT-021:

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## PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee IT-021, Records and Document Management Systems, to supersede AS/NZS ISO 12029:2007, *Electronic imaging—Forms design optimization for electronic image management*.

The objective of this Standard is to specify requirements concerning the design of forms for user friendliness, with optimal machine readability for processing by electronic document management systems (EDMS). These requirements are limited to forms using roman characters.

This Standard is identical with, and has been reproduced from ISO 12029:2010, *Document management—Machine-readable paper forms—Optimal design for user friendliness and electronic document management systems (EDMS)*.

As this Standard is reproduced from an International Standard, the following applies:

- (a) In the source text 'this International Standard' should read 'this Australian/New Zealand Standard'.
- (b) A full point substitutes for a comma when referring to a decimal marker.

None of the normative references in the source document have been adopted as Australian or Australian/New Zealand Standards.

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## INTRODUCTION

This International Standard discusses issues and provides guidance for the design of forms that are used for electronic capture of handwriting information. Features include colour dropouts, type fonts, printing screen tints, line width, data storage and other interrelated issues. It is necessary to balance conflicting requirements of user-friendliness and electronic capture. Making a form appealing by use of colour or graphics could assist users when they complete the form but could also decrease the form's scannability or other automated, related functions. This conflict might require compromise in the design of a form.

While this International Standard focuses on the design and structure of paper-based forms, it is worth noting that the design and structure of electronic based forms can have different characteristics, ensuring usability and readability. The user is advised that use of these specifications when developing paper-based forms while keeping in mind that electronic forms can be easily replicated in an electronic format (with the same content as in the paper-based form), but with differing fonts and spacing.

## AUSTRALIAN/NEW ZEALAND STANDARD

**Document management—Machine-readable paper forms—Optimal design for user friendliness and electronic document management systems (EDMS)****1 Scope**

This International Standard specifies requirements concerning the design of forms for user friendliness, with optimal machine readability for processing by electronic document management systems (EDMS). These requirements are limited to forms using roman characters.

**2 Normative references**

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 1073-1, *Alphanumeric character sets for optical recognition — Part 1: Character set OCR-A — Shapes and dimensions of the printed image*

ISO 1073-2, *Alphanumeric character sets for optical recognition — Part 2: Character set OCR-B — Shapes and dimensions of the printed image*

ISO 12651-1, *Electronic document management — Vocabulary — Part 1: Electronic document imaging*

**3 Terms and definitions**

For the purposes of this document, the terms and definitions given in ISO 12651-1 and the following apply.

**3.1****alphanumeric**

pertaining to a character set that contains letters, numbers and other characters, such as punctuation marks and symbols

NOTE Adapted from ISO/IEC 2382-4.

**3.2****character pitch**

number of characters per unit length of a line of print

**3.3****dropout ink**

ink of a colour that cannot be detected by a scanner