

How Avis Fleet Services Manages Its Fleet with Laserfiche

Vincent Kelly, Analyst Programmer, demonstrates how Avis Fleet Services manages traffic fines and accidents with Laserfiche.

Contributed by: Vincent Kelly, Analyst Programmer, Avis Fleet Services

Our vision here at Avis Fleet Services is to be a leading provider of fleet management and product support. We do that by providing an integrated motor vehicle usage solution to fulfill our customers' specific needs. Here is how we use Laserfiche integrated with our multiple systems to manage the various traffic fines and accidents accrued by drivers of our 200,000-vehicle fleet.

Capture

Traffic fines and accident reports are captured in Laserfiche using one of two methods:

- [Laserfiche Snapshot.](#)
- Scanner Vision integrated with Laserfiche using [Lf -Link.](#)

Once these documents are captured, Laserfiche Workflow automatically routes them to the relevant employee's working folder in the repository.

Folders	Name	Supplier ...	Pa...	In...	Creation Date	Last Modifi...	Template Name	AS400 Comme...	Capture Result
Laserfiche Repositories	IT QUERY		No		29/07/2010 03:29:26 PM	21/11/2011 ...			
AFSDEVLFVK	Error - 44750082 -		1	Yes	24/11/2011 09:31:58 AM	29/11/2011 ...	Supplier Invoices ...	Britt Jansen ha...	W.I.P
AFSLFPROD	Error - 4496719 - Vehicle ...		2	Yes	23/11/2011 02:50:41 PM	29/11/2011 ...	Supplier Invoices ...	Florence Sesin...	W.I.P
Archive	Error - 44999561 -		1	Yes	29/11/2011 12:12:17 PM	29/11/2011 ...	Supplier Invoices ...	Order number...	W.I.P
Departmental View	4497708 - Vehicle Mainte...	AUTOMALL (...)	2	Yes	30/11/2011 03:51:57 PM	30/11/2011 ...	Supplier Invoices	VALID	W.I.P
My Working Folder	4498776 - Vehicle Mainte...	BARLOWORL...	1	Yes	30/11/2011 02:53:31 PM	30/11/2011 ...	Supplier Invoices	VALID	W.I.P
Zelda Steenkamp	4466983 - Vehicle Mainte...	BB AUTO POL...	1	Yes	29/11/2011 12:16:58 PM	29/11/2011 ...	Supplier Invoices	VALID	W.I.P
Recycle Bin	4467840 - Vehicle Mainte...	BB AUTO POL...	2	Yes	29/11/2011 01:51:22 PM	29/11/2011 ...	Supplier Invoices	VALID	W.I.P
AvisFS-Dev	4364552 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:45:37 PM	30/11/2011 ...	Supplier Invoices	VALID	W.I.P
BWALFPROD	4369424 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:42:59 PM	30/11/2011 ...	Supplier Invoices	VALID	W.I.P
	4371483 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:43:31 PM	30/11/2011 ...	Supplier Invoices	VALID	W.I.P
	4495918 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:45:11 PM	30/11/2011 ...	Supplier Invoices	VALID	W.I.P
	4498341 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:45:04 PM	30/11/2011 ...	Supplier Invoices	VALID	W.I.P
	4503665 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:44:26 PM	30/11/2011 ...	Supplier Invoices	VALID	W.I.P
	4474325 - Vehicle Mainte...	C A T MOTOR...	1	Yes	30/11/2011 02:52:38 PM	30/11/2011 ...	Supplier Invoices	VALID	W.I.P
	4491231 - Vehicle Mainte...	C A T MOTOR...	1	Yes	30/11/2011 02:53:10 PM	30/11/2011 ...	Supplier Invoices	VALID	W.I.P
	4479315 - Vehicle Mainte...	COMMERCIA...	1	Yes	29/11/2011 12:34:12 PM	29/11/2011 ...	Supplier Invoices	VALID	W.I.P
	4426600 - Vehicle Mainte...	DATCENTRE ...	2	Yes	30/11/2011 03:41:02 PM	30/11/2011 ...	Supplier Invoices	VALID	W.I.P
	4502615 - Vehicle Mainte...	DATCENTRE ...	2	Yes	29/11/2011 02:00:44 PM	29/11/2011 ...	Supplier Invoices	VALID	W.I.P
	4499201 - Vehicle Mainte...	DATNIS NISS...	3	Yes	30/11/2011 03:53:31 PM	30/11/2011 ...	Supplier Invoices	VALID	W.I.P
	4328928 - Vehicle Mainte...	DEKRA AUTO...	1	Yes	29/11/2011 12:44:08 PM	29/11/2011 ...	Supplier Invoices	VALID	W.I.P
	4333775 - Vehicle Mainte...	DEKRA AUTO...	1	Yes	29/11/2011 12:43:52 PM	29/11/2011 ...	Supplier Invoices	VALID	W.I.P
	4347163 - Vehicle Mainte...	DEKRA AUTO...	1	Yes	29/11/2011 12:29:34 PM	29/11/2011 ...	Supplier Invoices	VALID	W.I.P
	4347176 - Vehicle Mainte...	DEKRA AUTO...	1	Yes	29/11/2011 12:29:54 PM	29/11/2011 ...	Supplier Invoices	VALID	W.I.P

Click image to enlarge.

- The employee opens a document in Laserfiche and creates a new incident by entering certain information, such as the **Traffic Fine Number**, the **Vehicle Registration** and the **Document Type** into the Fleet Management System (FMS). The FMS is where all our customer and supplier data is kept. Since the traffic fines are not in a uniform document format, we haven't been able to automate this part of the process yet.
- Once the employee updates the **Fines Result** field in the document's template, a workflow that validates the data between Laserfiche and the FMS is invoked.
- From there, the document will be routed to the "Unresolved" folder, where it waits for further processing.
- At this time an e-mail is sent to the customer notifying him of a new traffic fine in our database. In addition to the **Traffic Fine Number** and **Registration Number**, the e-mail includes a copy of the actual traffic fine as an attachment for the customer to view and verify. We also provide him with a link to our online customer portal.
- Once logged into the portal, the customer can go to the "Traffic Fine Management" option and perform a search by the **Registration Number** provided in the e-mail. Clicking on any of the documents that have been returned in the search extracts the document from the Laserfiche repository and converts it to a PDF using a custom plug-in.
- Once the customer views the fine and is satisfied that the information is correct, he can either notify us to pay his fine or ask that the fine be redirected to another driver.

Fleet Accident Management

In addition to managing the process of traffic fines and citations, we also deal with the insurance companies if a customer is involved in an accident. Laserfiche Workflow routes the claim documents through each of the various stages in the fleet accident management process until the claim is resolved. At each stage in the workflow, the claim moves to a different folder in the Laserfiche repository.

- Awaiting Assessor Report.
- Awaiting General Documents.
- Awaiting Invoice.
- Awaiting Quotes.
- Staging.

While in each folder, the claim awaits any supplemental documents, such as the invoice while in the "Awaiting Invoice" folder and the quotes while in the "Awaiting Quotes"

folder. The Clerk monitors each folder, and once each supplemental piece of information is received, he selects the next step in the claim's template field. Workflow then routes this claim and supplemental documents to the next folder in the repository.

The screenshot shows a file explorer window with a folder tree on the left and a table of claims on the right. The folder tree includes 'Laserefiche Repositories', 'AFSDEVLPVK', 'AFSLFPROD', 'Incoming FAM', 'Archive', 'Departmental View', 'My Working Folder', 'Adilson Correia', '*Unresolved', 'Awaiting Assessor Report', 'Awaiting General Docs', 'Awaiting Invoice', 'Awaiting Quotes', 'Staging', 'AECI BORD', 'To Capture', 'Recycle Bin', 'AvisFS-Dev', and 'BWALFPROD'. The table lists claims with columns for Name, Entry ID, Creation Date, Last Modified, Incident Date, Vehicle Registration, and Trading Name. Annotations highlight workflow stages and metadata retention.

Name	Entry ID	Creation Date	Last Modified	Incident Date	Vehicle Registration	Trading Name
92711	3442810	09/12/2011 08:49:23 AM	12/12/2011 11:55:16 AM	25/11/2011	CY45409	AECI SPECIALITY CHEMICALS
92670	3399992	06/12/2011 10:57:18 AM	09/12/2011 03:33:56 PM	03/12/2011	ZFW764GP	AECI MINING SOLUTIONS
92615	3463190	12/12/2011 08:41:58 AM	12/12/2011 08:44:27 AM	22/11/2011	XY100GP	AECI SPECIALITY CHEMICALS
92510	3404243	06/12/2011 02:48:36 PM	12/12/2011 11:23:09 AM	29/11/2011	ND492190	AECI SPECIALITY CHEMICALS
92491	3357715	02/12/2011 12:12:31 PM	09/12/2011 10:31:06 AM	12/11/2011	NU107184	AECI SPECIALITY CHEMICALS
92461	3357762	02/12/2011 12:24:28 PM	06/12/2011 02:26:50 PM	15/11/2011	ND561701	AECI SPECIALITY CHEMICALS
92438	3337682	01/12/2011 11:39:41 AM	05/12/2011 03:36:38 PM	26/11/2011	ZTF427GP	AECI LTD
92318	3281093	28/11/2011 09:00:17 AM	09/12/2011 09:47:01 AM	22/11/2011	ZHF088GP	AECI SPECIALITY CHEMICALS
92231	3192465	23/11/2011 09:16:58 AM	14/12/2011 08:46:38 AM	19/10/2011	HBK07NNW	AECI MINING SOLUTIONS
92219	2214802	24/11/2011 10:12:50 AM	20/11/2011 10:53:50 AM	21/11/2011	WTF073GP	AECI SPECIALITY CHEMICALS
92207	2011112736	2011112736	2011112736	13/11/2011	FSC096MP	AECI SPECIALITY CHEMICALS
91920	2011094219	2011094219	2011094219	11/11/2011		ONS
91924	2011111354	2011111354	2011111354	19/10/2011		ONS
91914	2011015141	2011015141	2011015141	31/10/2011		ONS
91735	3042583	10/11/2011 09:02:34 AM	17/11/2011 03:32:24 PM	05/11/2011		ONS
91624	3192841	23/11/2011 09:36:57 AM	05/12/2011 08:38:03 AM	26/10/2011		ONS
91423	2979092	03/11/2011 02:08:22 PM	21/11/2011 01:31:24 PM	27/10/2011	ZHK011GP	AECI SPECIALITY CHEMICALS
91291	2949776	31/10/2011 10:05:26 AM	21/11/2011 11:02:39 AM	17/10/2011	SPV204GP	AECI SPECIALITY CHEMICALS
91199	2956317	01/11/2011 10:37:43 AM	04/11/2011 10:36:20 AM	21/10/2011	BG17CWGP	AECI SPECIALITY CHEMICALS
91176	3322856	30/11/2011 12:51:29 PM	12/12/2011 09:57:41 AM	20/09/2011	DZP081MP	AECI MINING SOLUTIONS
91158	2933605	26/10/2011 09:24:26 AM	31/10/2011 02:19:09 PM	19/10/2011	BG47CSGP	AECI SPECIALITY CHEMICALS
91146	3114288	16/11/2011 12:45:18 PM	17/11/2011 09:30:11 AM	09/10/2011	SPC469GP	AECI SPECIALITY CHEMICALS
91142	2907792	21/10/2011 03:26:56 PM	31/10/2011 11:32:02 AM	19/10/2011	FZJ385NW	AECI MINING SOLUTIONS
90844	2913360	24/10/2011 10:15:40 AM	25/10/2011 03:28:30 PM	09/05/2011	VYF036GP	AECI MINING SOLUTIONS
90823	2969474	02/11/2011 01:50:26 PM	17/11/2011 12:04:30 PM	16/10/2011	PBR245GP	AECI SPECIALITY CHEMICALS
	2921177	24/10/2011 03:20:16 PM	16/11/2011 02:01:26 PM	09/10/2011	BM05MXGP	AECI SPECIALITY CHEMICALS
	2956928	01/11/2011 12:07:12 PM	01/11/2011 12:07:12 PM	17/05/2011	TKB089GP	AECI MINING SOLUTIONS
	2857528	17/10/2011 02:39:25 PM	20/10/2011 03:14:51 PM	02/10/2011	ZTN899GP	AECI MINING SOLUTIONS
	2876929	19/10/2011 09:36:52 AM	20/10/2011 04:13:19 PM	11/10/2011	STP243GP	AECI MINING SOLUTIONS

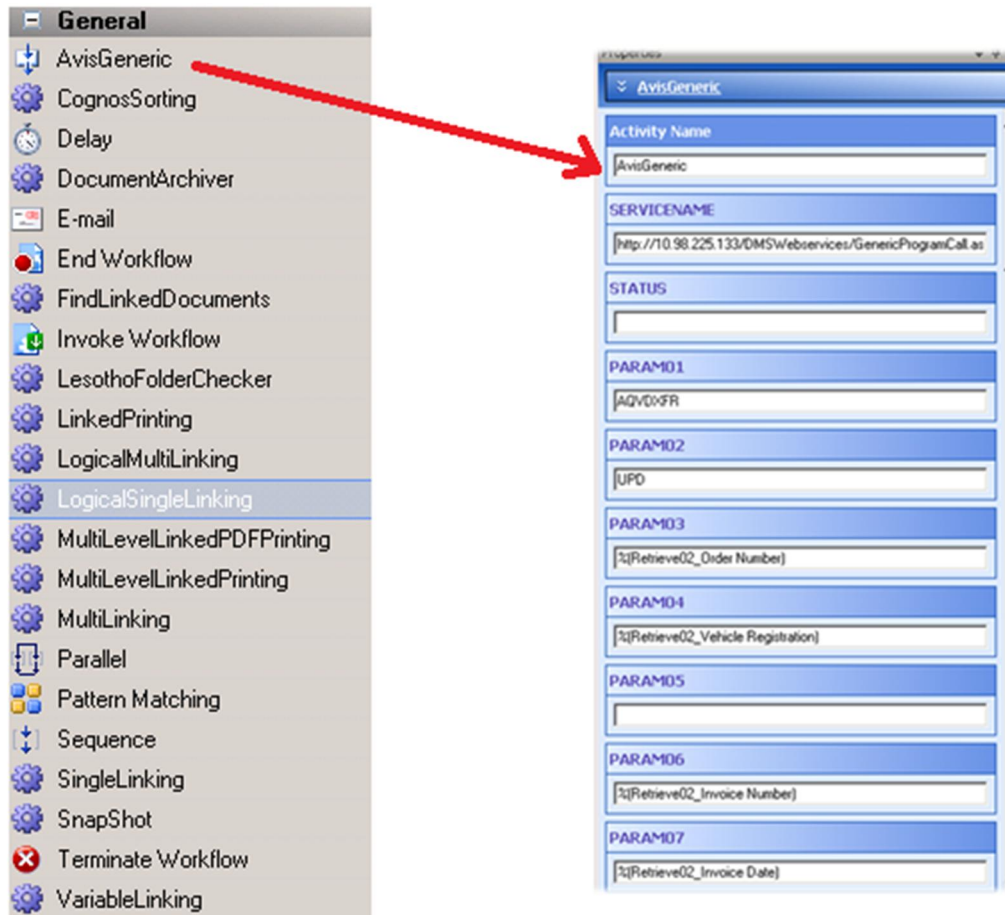
Annotations in the image:

- Claims move between different stages until it is resolved** (points to the 'Awaiting Assessor Report' folder)
- Keeping the relevant metadata on a folder level enhances the ability to identify customer info per claim** (points to the 'Awaiting Assessor Report' folder)
- Knowing how many claims is in each stage** (points to the 'Awaiting Assessor Report' folder)
- 84 entries** (points to the bottom left of the table)

Click image to enlarge.

Custom Activities

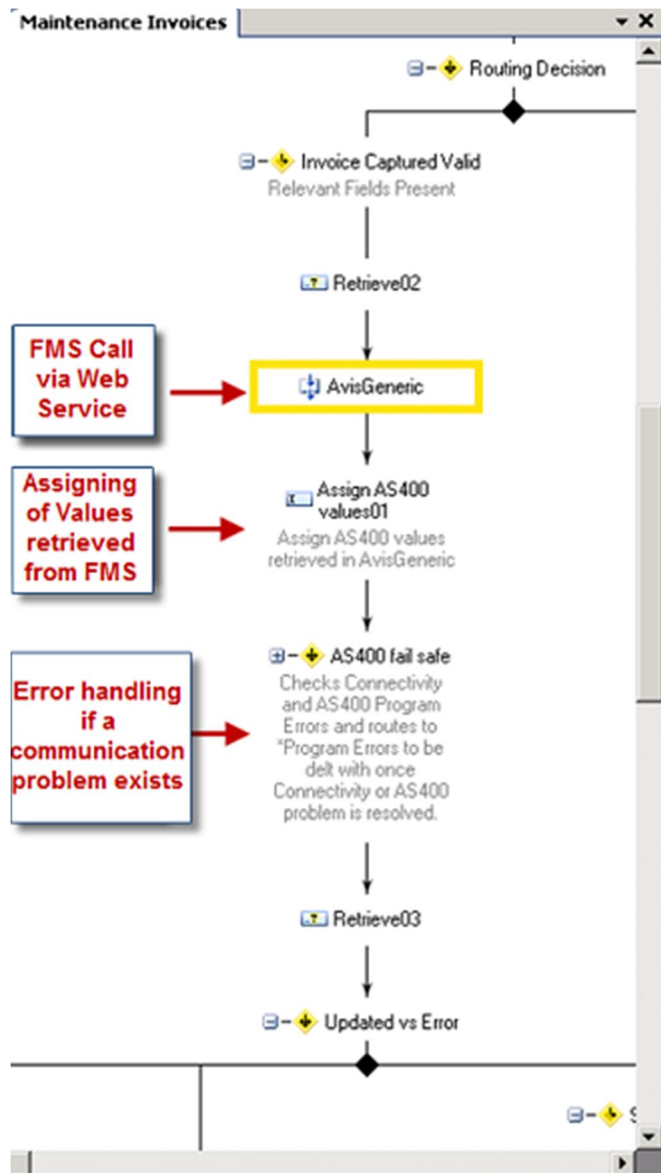
In order to facilitate our business processes, we have created a large number of [custom Workflow activities](#). Of those activities, the most important is **AvisGeneric**, which updates the information in Laserfiche from the FMS:



We basically call a Web Service by a specific path and pass the parameters into the FMS via the Web Service:

- Order Number
- Vehicle Registration
- Invoice Number
- Invoice Date

The data is then validated based on information contained in the FMS system and the relevant information is passed back via the Web Service to populate the document's template fields. Here is how this activity fits into a workflow:



Resulting Benefits

Implementing Laserfiche in our Traffic Fine and Accident Management processes resulted in the following benefits:

- Improved disaster recovery and business continuity. When our warehouse burned down we couldn't recover from loss of all the paper documents that were stored there. Now we have backup servers offsite and can easily recover from any disaster.
- With Laserfiche Audit Trail, we can easily trace any problem with a document to a specific time and user. This helps us resolve issues quickly.

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