



FLEET MANAGEMENT

Managing a fleet of vehicles requires an organization to achieve control over an inconsistent environment to keep vehicles and their operators performing at their peak. It requires a careful eye to maximize productivity while minimizing costs and ensuring compliance with government regulations.

This section contains solutions for increasing visibility into fleet operations to drive down costs and ensure consistency across departments and locations.

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AVIS FLEET SERVICES

Industry: Commercial

Number of employees: 1,000- 5,000

Headquarters: Johannesburg, South Africa

Existing Laserfiche integrations: Planet Press Suite, ScannerVision to Laserfiche Connector, AS400, Oracle Accounting System

Avis Fleet Services provides specialized solutions to more than 2,000 customers in the country's private and public sectors. The company manages a fleet of more than 200,000 vehicles from its headquarters in Johannesburg, South Africa, includes seven field offices and provides services in six neighboring countries.

Avis Fleet Services provides an integrated motor vehicle usage solution to fulfill customers' specific needs.

Here is how the company uses Laserfiche integrated with multiple systems to manage the various traffic fines and accidents accrued by drivers of its fleet.



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

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 ...			
AFSDEV\FVK	Error - 44730082 -		1	Yes	24/11/2011 09:31:58 AM	29/11/2011 ...	Supplier Invoices ...	Britt Jansen ha...	WLP
AFSLFPROD	Error - 4496719 - Vehicle ...		2	Yes	23/11/2011 02:50:41 PM	29/11/2011 ...	Supplier Invoices ...	Florence Sesin...	WLP
Archive	Error - 44999561 -		1	Yes	29/11/2011 12:12:17 PM	29/11/2011 ...	Supplier Invoices ...	Order number...	WLP
Departmental View	4497708 - Vehicle Mainte...	AUTOMALL (...)	2	Yes	30/11/2011 03:51:57 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
My Working Folder	4498776 - Vehicle Mainte...	BARLOWORL...	1	Yes	30/11/2011 02:59:31 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
Zelda Steenkamp	4466983 - Vehicle Mainte...	BB AUTO POL...	1	Yes	29/11/2011 12:16:58 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP
To Process	4467840 - Vehicle Mainte...	BB AUTO POL...	2	Yes	29/11/2011 01:51:22 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP
Recycle Bin	4364552 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:45:37 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
AvisFS-Dev	4369424 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:42:59 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
BWALFPROD	4371483 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:43:31 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4495918 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:45:11 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4498341 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:45:04 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4503665 - Vehicle Mainte...	BB MOTORS ...	2	Yes	30/11/2011 03:44:26 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4474325 - Vehicle Mainte...	C A T MOTOR...	1	Yes	30/11/2011 02:52:38 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4491231 - Vehicle Mainte...	C A T MOTOR...	1	Yes	30/11/2011 02:53:10 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4479315 - Vehicle Mainte...	COMMERCIA...	1	Yes	29/11/2011 12:34:12 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP
	4426600 - Vehicle Mainte...	DATCENTRE ...	2	Yes	30/11/2011 03:41:02 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4502615 - Vehicle Mainte...	DATCENTRE ...	2	Yes	29/11/2011 02:00:44 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP
	4499201 - Vehicle Mainte...	DATNIS NISS...	3	Yes	30/11/2011 03:53:31 PM	30/11/2011 ...	Supplier Invoices	VALID	WLP
	4328928 - Vehicle Mainte...	DEKRA AUTO...	1	Yes	29/11/2011 12:44:08 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP
	4333775 - Vehicle Mainte...	DEKRA AUTO...	1	Yes	29/11/2011 12:43:52 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP
	4347163 - Vehicle Mainte...	DEKRA AUTO...	1	Yes	29/11/2011 12:29:34 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP
	4347176 - Vehicle Mainte...	DEKRA AUTO...	1	Yes	29/11/2011 12:29:54 PM	29/11/2011 ...	Supplier Invoices	VALID	WLP

- ▶ 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.



Name	Entry ID	Creation Date	Last Modified	Incident Date	Vehicle Registration	Trading Name
92721	3442010	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 03:31:56 PM	03/12/2011	ZFW764GP	AECI MINING SOLUTIONS
92615	3463190	12/12/2011 08:41:56 AM	12/12/2011 08:44:27 AM	22/11/2011	XVY100GP	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	NU007184	AECI SPECIALITY CHEMICALS
92461	3357762	02/12/2011 12:24:28 PM	06/12/2011 02:26:50 PM	15/11/2011	ND961701	AECI SPECIALITY CHEMICALS
92438	3337682	01/12/2011 11:39:41 AM	05/12/2011 09:36:38 PM	26/11/2011	ZTF427GP	AECI LTD
92310	3381093	28/11/2011 09:00:17 AM	09/12/2011 09:47:01 AM	22/11/2011	ZHF786GP	AECI SPECIALITY CHEMICALS
92231	3192485	23/11/2011 09:16:58 AM	14/12/2011 08:46:38 AM	19/10/2011	HBX707NW	AECI MINING SOLUTIONS
92219	3314851	14/12/2011 10:23:00 AM	30/11/2011 10:53:50 AM	21/11/2011	WTF173GP	AECI SPECIALITY CHEMICALS
92007	3042583	10/11/2011 09:02:34 AM	17/11/2011 03:32:24 PM	05/11/2011	F5C026MP	AECI SPECIALITY CHEMICALS
91924	3192841	23/11/2011 09:36:57 AM	05/12/2011 08:38:03 AM	26/10/2011		
91914	2979092	03/11/2011 02:08:22 PM	21/11/2011 01:31:24 PM	27/10/2011	ZH4130GP	AECI SPECIALITY CHEMICALS
91735	2949778	31/10/2011 10:05:26 AM	21/11/2011 11:02:39 AM	17/10/2011	SPV219GP	AECI SPECIALITY CHEMICALS
91624	2956317	01/11/2011 10:37:43 AM	04/11/2011 10:36:20 AM	21/10/2011	BG120VGP	AECI SPECIALITY CHEMICALS
91423	3322856	30/11/2011 12:51:39 PM	12/12/2011 09:57:41 AM	20/09/2011	DZV186MP	AECI MINING SOLUTIONS
91291	2933605	26/10/2011 09:24:26 AM	31/10/2011 02:19:09 PM	19/10/2011	BG47C5GP	AECI SPECIALITY CHEMICALS
91199	3114288	16/11/2011 12:45:18 PM	17/11/2011 09:30:11 AM	09/10/2011	SPC489GP	AECI SPECIALITY CHEMICALS
91176	2907792	21/10/2011 03:26:56 PM	31/10/2011 11:32:02 AM	19/10/2011	FZ085NW	AECI MINING SOLUTIONS
91158	2913360	24/10/2011 10:15:40 AM	25/10/2011 03:28:30 PM	09/05/2011	VVF036GP	AECI MINING SOLUTIONS
91146	2969474	02/11/2011 01:50:26 PM	17/11/2011 12:04:30 PM	16/10/2011	PBR245GP	AECI SPECIALITY CHEMICALS
91142	2921177	24/10/2011 03:30:16 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
	2857328	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

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:

- General
- AvisGeneric
- CognosSorting
- Delay
- DocumentArchiver
- E-mail
- End Workflow
- FindLinkedDocuments
- Invoke Workflow
- LesothoFolderChecker
- LinkedPrinting
- LogicalMultiLinking
- LogicalSingleLinking
- MultiLevelLinkedPDFPrinting
- MultiLevelLinkedPrinting
- MultiLinking
- Parallel
- Pattern Matching
- Sequence
- SingleLinking
- Snapshot
- Terminate Workflow
- VariableLinking

AvisGeneric

Activity Name: AvisGeneric

SERVICE NAME: http://10.90.225.133/DMS/Webservices/GenericProgramCall.as

STATUS:

PARAM01: AQV00FR

PARAM02: UPD

PARAM03: [Retrieve02_Order Number]

PARAM04: [Retrieve02_Vehicle Registration]

PARAM05:

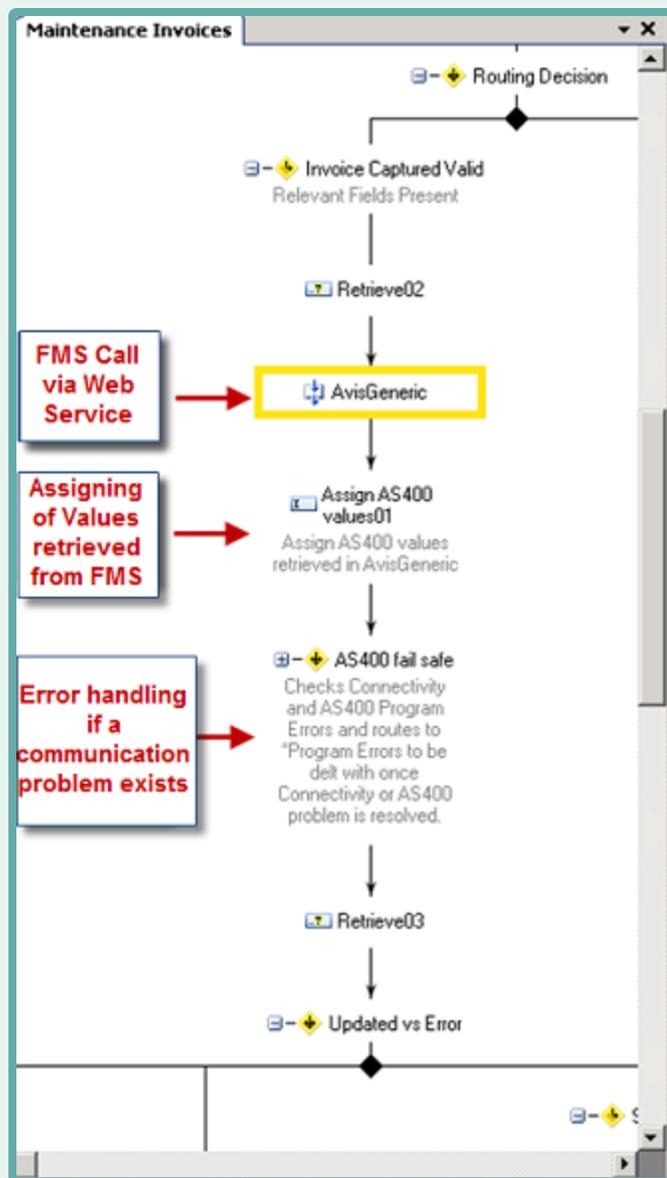
PARAM06: [Retrieve02_Invoice Number]

PARAM07: [Retrieve02_Invoice Date]

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:





SUMMARY OF BENEFITS FOR AVIS FLEET SERVICES

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.

UNITED ROAD TOWING ARIZONA

Industry: **Commercial**

Number of employees: **1,000- 5,000**

Headquarters: **Phoenix, AZ**

Existing Laserfiche integrations: **Towing software**

The Arizona branch of United Road Towing performs more than 7,200 tows monthly. A fleet of over 100 service trucks provides 24/7 emergency road service every day of the year.

The company implemented Laserfiche to ensure consistent processes between different staff groups and eliminate reporting late fees.

United Road Towing built a custom integration between Laserfiche Quick Fields, Laserfiche Workflow and towing software that gathers data from scanned vehicle barcodes, driver invoices and customer-submitted documents. The integration makes previously disconnected information readily available to multiple departments and provides in-depth documentation on the towing process.



United Road Towing delivers Workflow templates, code and tips for custom integrations.

“Laserfiche has helped us to streamline our processes but also makes sure that the processes are the same from location to location.”

— Sheila Gallegos, Project Manager.

The company worked with Laserfiche to create a custom Workflow script with an HTTP post to retrieve data from the towing software’s closed database. The script automatically pulls information from the towing software to fill in additional data in Quick Fields about the document after the barcodes are scanned:

- ▶ When the company tows a vehicle, the tow truck driver places a bar code sticker on the vehicle to identify it in the vehicle inventory and places a barcode on the storage report:



URS Southwest, Inc. Vehicle Storage and Inspection Report


806499

Law Enforcement Information
Please answer the following questions. If YES, have officer initial appropriate "Yes" box.

Is this tow an owner's request? () Yes () No
(i.e. did the vehicle owner or operator request this towing company)

Is this a special situation? () Yes

Canal Swimming Pool 4x4 Rollover
 River Bottom Desert Barrier Cable Other _____

Year _____ Make _____ Model _____ Style _____
 Color _____ License # _____ State _____ Lic. Yr. _____

Towing Company Name _____ Storage Yard Address _____
 Vin # _____ Odometer _____

Remarks _____

Is this a "PCC-36"? () Yes

If there is a Police Hold, please write the agency report number and the phone number to call to get the hold released.
 30 Day Hold ARS-28-3511 () Yes Boot and Tow () Yes PCC 23-55 () Yes
 Agency Report # _____ Phone # _____

Is this Tow to be billed to the Public Agency ordering the tow? () Yes () No

Signature & Badge Number _____ Date of Contact With Vehicle _____

Called By PPD Date 11/04/11 Time In 12:00

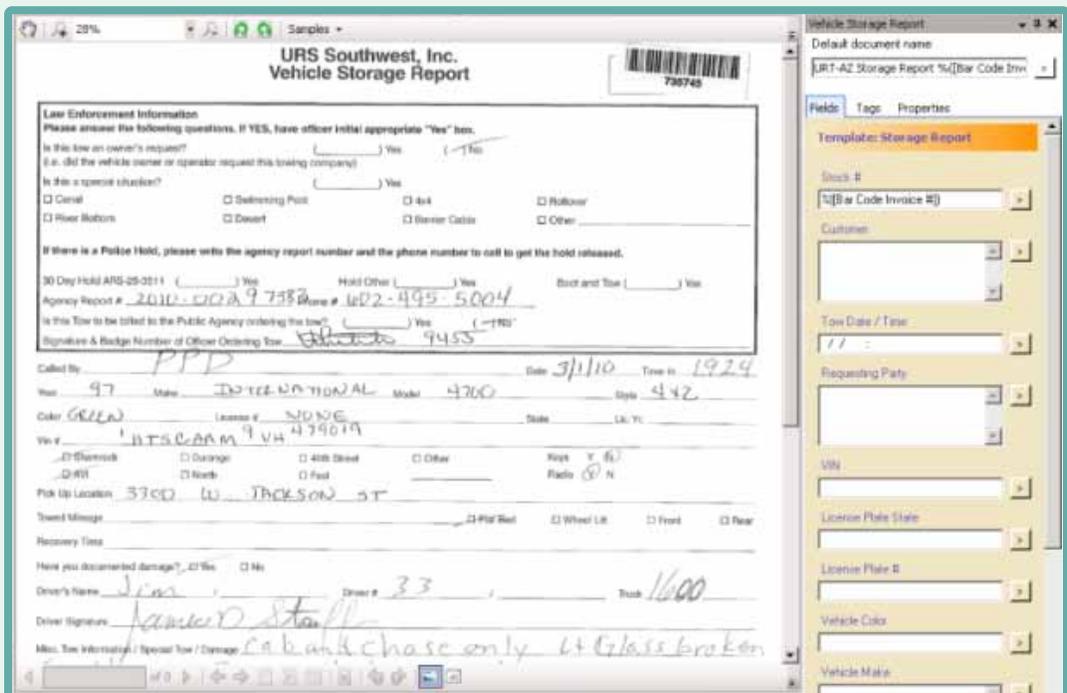
Shamrock Durango 40th Street Other Keys Y N
 AVI North Fast Radio Y N **(Released)**

Pick Up Location 129th McClintock

Towed Mileage _____ Flat Bed Wheel Lift Front Rear

Recovery Time _____

- ▶ Storage facility staff scans the storage report with the barcode into Laserfiche.
- ▶ Quick Fields reads the barcode, places the inventory number into a field and saves the storage report into the Laserfiche repository:



URS Southwest, Inc. Vehicle Storage Report

Barcode: 735749

Law Enforcement Information
Please answer the following questions. If YES, have officer initial appropriate "Yes" box.

Is this tow an owner's request? () Yes () No
(i.e. did the vehicle owner or operator request this towing company)

Is this a special situation? () Yes

Canal Delivering Post 4x4 Rollover
 River Bottom Desert Barrier Cable Other _____

If there is a Police Hold, please write the agency report number and the phone number to call to get the hold released.
 30 Day Hold ARS-28-3511 () Yes Hold Other () Yes Boot and Tow () Yes
 Agency Report # 2010-00289758 Phone # 602-495-5004

Is this Tow to be billed to the Public Agency ordering the tow? () Yes () No

Signature & Badge Number of Officer Ordering Tow 9455

Called By PPD Date 3/1/10 Time In 19:24

Year 97 Make INTERNATIONAL Model 4700 Style 442
 Color GREEN License # NONE State _____ Lic. Yr. _____
 Vin # 1HTSCARM9VH479019

Shamrock Durango 40th Street Other Keys Y N
 AVI North Fast Radio Y N

Pick Up Location 3700 W JACKSON ST

Towed Mileage _____ Flat Bed Wheel Lift Front Rear

Recovery Time _____

Have you documented damage? Yes No

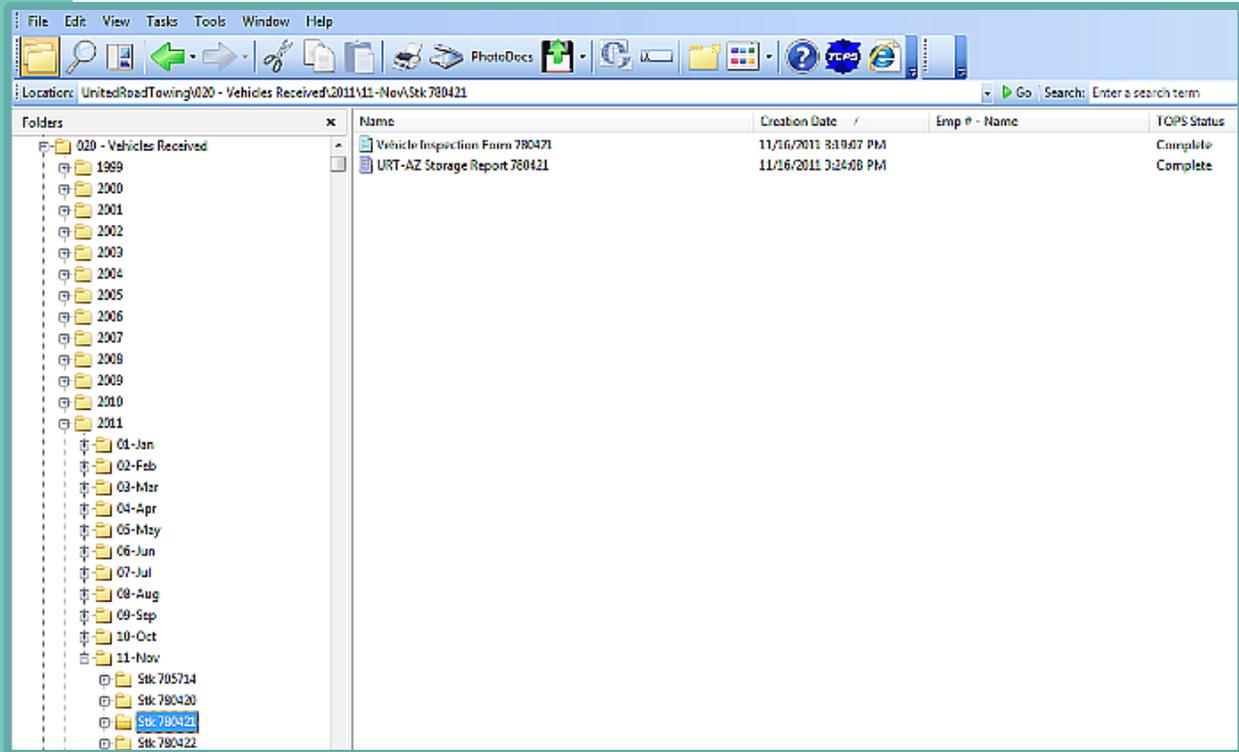
Driver's Name Jim Driver # 33 Truck 1600

Driver Signature James D. Stall

Misc. Tow Information / Special Tow / Damage cab and chase only Lt Glass broken

Fields List:
 Template: Storage Report
 Stock #
 [Bar Code Invoice #]
 Customer
 Tow Date / Time
 Requesting Party
 VIN
 License Plate State
 License Plate #
 Vehicle Color
 Vehicle Make

- ▶ When all fields are complete, the Workflow session electronically files the documents by tow date:



“Now anyone who answers the phone can answer inquiries about the status of a vehicle by doing a simple search in Laserfiche.”

— Sheila Gallegos, Project Manager.



TIPS AND LESSONS LEARNED

- ▶ Involve everyone who touches the documents to be sure that you don't miss something critical to the department. Find out what is important to them.
- ▶ Add quality checks to the system for those odd situations that might need to be processed differently.
- ▶ Document the current business processes and determine where Laserfiche can create efficiencies. Then set measurable and realistic goals as to when the efficiencies can be implemented.
- ▶ Think outside of the box.