

How Avis Fleet Services Simplified Accounts Payable

Learn how Avis Fleet Services used Laserfiche to improve customer service with advice from Vincent Kelly, Analyst Programmer.

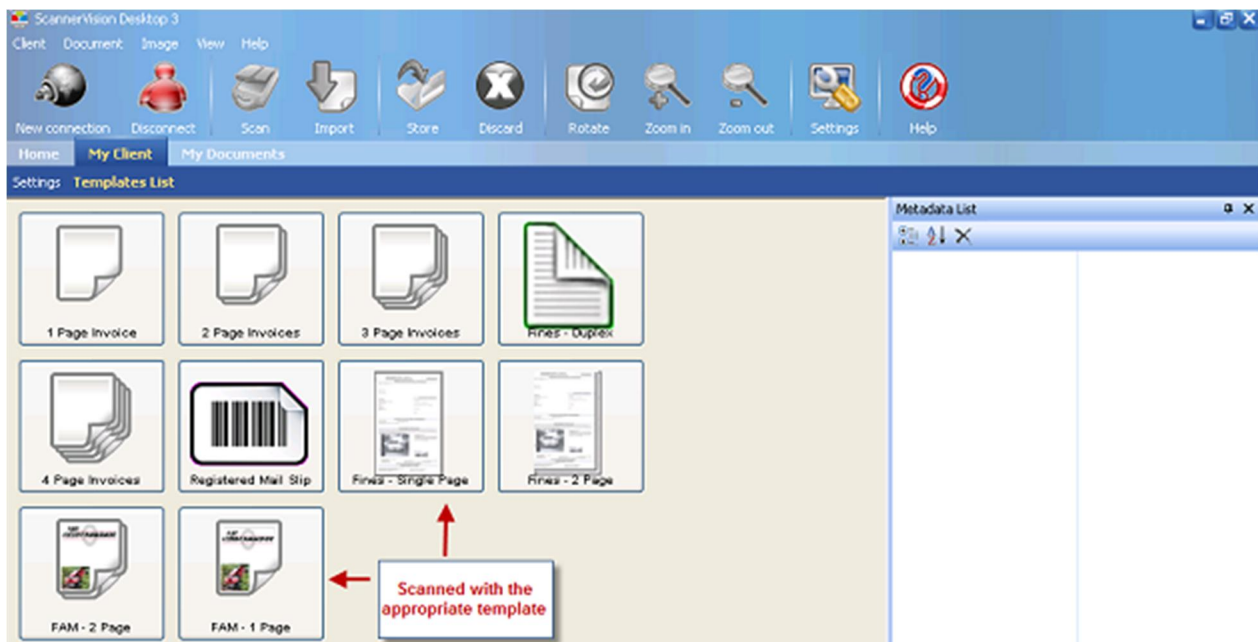
Contributed by: Vincent Kelly, Analyst Programmer, Avis Fleet Services

At Avis Fleet Services, a leading provider of fleet management and product support in Africa, we go through a lot of invoices – ranging from invoices for repair services to those for automobile maintenance – in order to manage our 200,000 vehicle fleet. Here is how we have integrated Laserfiche with all of our other systems to process 85,000 pages of accounts payable and receivable documents each month.

Accounts Payable

All of the supplier invoices have to be stored in our Laserfiche repository first. We scan these in using ScannerVision, an advanced document capture middleware solution that is integrated with Laserfiche using the ScannerVision to Laserfiche Connector ([LF-Link](#)).

- A user chooses the appropriate template and the appropriate settings are automatically assigned.



Once the document is scanned and indexed, the Scanning Clerk finds the **Order Number** on the order and enters it into the relevant template field. A process in the

background then fills in some other vital metadata based on what is stored in the database of our Fleet Management System (FMS). The FMS is where all of our customer and supplier data is kept.

The other information, such as the Invoice Number, Invoice Date, Vehicle Registration and Invoice Total must be entered manually by the Creditors Clerk.

MEYERS MOTORS
 BRANCHES: EAST LONDON • KING WILLIAM'S TOWN • MTHATHA
 Meyers Motors East London | 75 Cambridge Street, East London 5201
 PO Box 518, East London 5200 | Tel: 043 701 6600
 AFTER HOURS BREAKDOWNS:
 Passenger 082 555 7371 / Commercial 082 555 7370
 Fax General 043 701 6605 / Spares 043 701 6680
 info@meyersgroup.co.za | www.meyersgroup.co.za

DATE: 22/11/2011
ORDER NO.: 4500658
DOCUMENT NO.: 10138495

Tax Invoice (W) VAT REG. NO. 4010101006

AVIS FLEET SERVICES
 P O BOX 396
 ISANDLO
 1600
 MEDEEL

Contact: DANE
 Tel No.: [REDACTED]
 Odo : 0059700
 Job No.: 10R39010 Control: 0
 Cust. Cell No: 0787378585
 Serv Advisor: SHAUN BOSCH

REGISTRATION NO.	REG. YEAR	MAKE	MODEL	SERIAL/CHASSIS NO.	ENGINE NO.	ACCOUNT NO.
FJS443EC	2010	ISUZU	KB 250 D-T EQ EX	ADM2RP86B7 3521276	4JK1855602	102A5024

Particulars Table:

PART NUMBER / INSTRUCTIONS	DETAILS	ORDERED	DEL	UNIT PRICE	DISCOUNT	TOTAL DUE
11060765	Labour BSW-140 500ML	3	3	32.79		1120.56
						98.37

VAT NUMBER: 4430101255
 Sold By : MEYERS MOTORS (PTY)
 Date Sold : 26/07/10
 CARRY OUT 60 000KM SERVICE
 COMPLETED 60 000KM SERVICE

RECEIVED
 2011-11-30

Metadata Panel:
 Template: Supplier Invoices
 AS-400 Comments: VALID
 Invoice Type: Vehicle Maintenance
 Order Number: 4500658
 Supplier ID: MEDEEL
 Supplier Name: MEYERS EAST LONDON - 1603
 Invoice Number: [REDACTED]
 Invoice Date: [REDACTED]
 Vehicle Registration: [REDACTED]
 Invoice Total: [REDACTED]
 MVA Number: 1423085
 Capture Result: W.I.P

Click the image to enlarge.

MASERU TOYOTA (PTY) LTD.
 712 MASERU 100
 LESOTHO 20 BOWKER ROAD
 MASERU
 +266 - 22313801
 +266 - 22310277
 E-MAIL: mastoy@hesoff.co.za
 * newtoyota.co.za

Invoice To : 201 VAT NO: 1507480
 VatReg : 4430101255 Supply To : 201
 AVIS FLEET SERVICES VATReg : 4430101255
 P.O. BOX 396 P.O. BOX 396
 ISANDLO ISANDLO
 1600 1600
 ATTN:ZELDA RUDMAN ATTN:ZELDA RUDMAN
 0026-0026-0026-2222 0026-0026-0026-2222
 Registration No : X2939
 Model Description : 17A L/CRUISER 200 VX 4.7
 Eng#:2UZ VIN#:JTMHT05J105021664
 Chassis No : UZJ200R S/Advisor : ELLIOTT GAMA
 Vehicle Job No : 17A521664 Date Sold :
 Description Kilometers : 210589

Description	Qty	Extd.	Ret	VAT	Extd. Nett	Total
REPLACE REMOTE BATTERIES		.20	S		62.40	
						62.40
8974552030 BATTERY, TRANSMIT	2	109.38	S		92.98	
						92.98
		109.38				
		16.40				

Metadata Panel:
 Invoice Type: Vehicle Maintenance
 Order Number: 4475041
 Supplier ID: MASTO
 Supplier Name: MASERU TOYOTA (LES)
 Invoice Number: 86131
 Invoice Date: 09/11/2011
 Vehicle Registration: X2939
 Invoice Total: 177.13
 MVA Number: 1317388
 Capture Result: Invoice Captured
 Employee Name: JONATHAN SCOLTZ
 Costing Result: W.I.P

Click the image to enlarge.

All of the supporting documentation is linked to the supplier invoice by the **Order Number**field and is easily accessible to the Costing Department.

The screenshot shows a Laserfiche client window titled "4475041 - Vehicle Maintenance - Laserfiche". The main content is a Toyota invoice from MASERU TOYOTA (PTY) LTD. The invoice details include:

- Supplier: MASERU TOYOTA (PTY) LTD., 712 MASERU 100, LESOTHO 20 BOWKER ROAD, MASERU. Contact: +266-22313801, +266-22310277, E-MAIL: mastoy@lesoff.co.za.
- Customer: AVIS FLEET SERVICES, P.O. BOX 396, ISANDHO, 1600. Contact: +266-0026-0026-2222.
- Invoice No: 86131, Date: 09/11/2011, Job No: 96243, Type/Terms: EV/CR, Pay Type: , Contract No: , Contr Date: , Contr Kms: , D/N: 4475041, S/Advisor: ELLIOTT GAMA, Date Sold: .
- Vehicle: L/CRUISER 200 VX 4.7, VIN#: JTMHT05J105021664, Chassis No: UZJ200R, Vehicle Job No: 17A521664, Kilometers: 210589.

The invoice also includes a table for parts and labor:

Description	Qty	Extd.	Ret	VAT	Extd. Nett	Total
REPLACE REMOTE BATTERIES			.20	S	62.40	
Labour:					62.40	
8974552030 BATTERY, TRANSMIT	2	109.38	S		92.98	
Parts :		109.38				
Disc :		16.40				
						92.98

The metadata table on the right shows the following links:

Name	Link Type	Reverse Link	Path
LES - 4475041 - Government Order	Supersedes	Superseded by	Departmental View\LES\Costing\Pending Proces
LES - 4475041 - Quote	Supersedes	Superseded by	Departmental View\LES\Costing\Pending Proces
LES - 4475041 - Quote (2)	Supersedes	Superseded by	Departmental View\LES\Costing\Pending Proces

Click the image to enlarge.

Let's say that someone in the Costing Department gets a query from a customer about a specific order. They can either open this document directly in the Laserfiche Client or they can pull it up from the FMS. The Costing Clerk types in the **Order Number** and the order details are displayed. Once they hit F11 on the keyboard, this document opens in a custom developed Laserfiche Viewer which is integrated with the FMS.

AFS LaserfichePortal Ver 2.0 Rev 20120508-1545

CASSEYS AUTO
BENONI
A Division of Super Group Trading (Pty) Ltd.
Reg. No. 1972/009592/07
nr. Mowbray Ave. & Tom Jones Street
akeside Mall, Benoni 1501
3 668, Benoni 1500

BASIL GREEN EDENVALE
131 Van Riebeeck Avenue, Edenvale
2177, Edenvale 1610

CASSEYS AUTO SPRINGS
140 Second Street, Springs
2325, Springs 1560

supergroup
dealerships

TAX INVOICE (W) 20A11887 Tech: 007 Pgs: 001

ACCOUNT HOLDER: AVIS FLEET SERVICES, P.O. BOX 396, ISANDO, DEALER CAUBEN 1600

DRIVER DETAIL: Cust. Cell No: [REDACTED], Date: 13/01/2012, michel20

Registration Number	Selling Dealer	Job Number
ZKC3036P		20L44970
Make & Model	Last Serviced (ems)	Retail Date
FORD FOCUS 2.0TD	0059256	?
VN Number	Cell Number	Account Number
AFAUXXMJ04A401932	LOUIS HENDERSON	20400114
Engine Number	Tel. Number (H) Code	WT Number
401932	0832941850	4870203512
Stock Number	Tel. Number (W) Code	Order Number
	NULL	4567135
Kilometres	Service Advisor (NVCode)	Technician (Name/Code)
0061773	RONNIE BADENH	JAN LE ROUX

Replaced Parts to be Returned to customer: 00

We noticed the following:

1. WASHED CARBURETTOR
2. WASHED HOSE
3. CLEANED MARK CARBON OUT
4. REMOVED AND REPLACED FRONT BRAKES
5. REMOVED AND REPLACED REAR BRAKES
6. OIL CHANGED FRONT OILS AND REAR OILS
7. CHECKED ALL FLUID LEVELS
8. CHECKED ALL TIRE PRESSURES
9. WAXED CAR
10. WASHED CAR
11. WAXED CAR
12. WASHED CAR
13. WAXED CAR
14. WASHED CAR
15. WASHED CAR
16. WASHED CAR
17. WASHED CAR
18. WASHED CAR
19. WASHED CAR
20. WASHED CAR

RECEIVED 2012-01-13

INV 20A11887 - 2012/01/13 - Vehicle Maintenance (2)

Document 2/3

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AFS LaserfichePortal Ver 2.0 Rev 20120508-1545

CASSEYS AUTO
BENONI
A Division of Super Group Trading (Pty) Ltd.
Reg. No. 1972/009592/07
nr. Mowbray Ave. & Tom Jones Street
akeside Mall, Benoni 1501
3 668, Benoni 1500

BASIL GREEN EDENVALE
131 Van Riebeeck Avenue, Edenvale
2177, Edenvale 1610

CASSEYS AUTO SPRINGS
140 Second Street, Springs
2325, Springs 1560

supergroup
dealerships

TAX INVOICE (W) 20A11887 Tech: 007 Pgs: 001

ACCOUNT HOLDER: AVIS FLEET SERVICES, P.O. BOX 396, ISANDO, DEALER CAUBEN 1600

DRIVER DETAIL: Cust. Cell No: [REDACTED], Date: 13/01/2012, michel20

Registration Number	Selling Dealer	Job Number
ZKC3036P		20L44970
Make & Model	Last Serviced (ems)	Retail Date
FORD FOCUS 2.0TD	0059256	?
VN Number	Cell Number	Account Number
AFAUXXMJ04A401932	LOUIS HENDERSON	20400114
Engine Number	Tel. Number (H) Code	WT Number
401932	0832941850	4870203512
Stock Number	Tel. Number (W) Code	Order Number
	NULL	4567135
Kilometres	Service Advisor (NVCode)	Technician (Name/Code)
0061773	RONNIE BADENH	JAN LE ROUX

Replaced Parts to be Returned to customer: 00

We noticed the following:

INV 20A11887 - 2012/01/13 - Vehicle Maintenance (2)

Document 2/3

Page 1/2

Template: Supplier Invoices

AS400 Comments
UPDATED

Invoice Type
Vehicle Maintenance

Order Number
4567135

Supplier ID
CAAUBEN

Supplier Name
CASSEYS AUTO BENONI

Invoice Number
20A11887

Invoice Date
13/01/2012

Vehicle Registration
2KC303GP

Invoice Total
3334.14

Currency

MVA Number

CASSEYS AUTO BENONI
A Division of Super Group Trading (Pty) Ltd.
Reg. No. 1972/000097
81, Mowbray Ave. & Tom Jones Street
Mandela Mall, Simon's Town
7608, Benoni 1500

BASIL GREEN EDENHALL
131 Van Riebeeck Avenue, Edenburg
201717, Edenburg 1810

CASSEYS AUTO SPRINGS
140 Second Street, Springs
2320A, Springs 1360

supergroup S dealerships

TAX INVOICE (W) 20A11887 Tech: 887 Page: 001

ACCOUNT HOLDER
AVIS FLEET SERVICES
P. O. BOX 396
ISANDI
DEALER CAAUBEN
16089

DRIVER DETAIL
Cust. Cell No: [REDACTED]
Date: 13/01/2012 nicho188

Registration Number	2KC303GP	Selling Dealer	Job Number	20A11887	
Make & Model	FORD FORD 3.0TD	Last Serviced (and)	06/09/2011	Rental Date	?
VIN Number	FAUXXHJ64B4B193P	Cell Number	I. DEUS HENDERSON	Account Number	20400114
Engine Number	48193E	Tax Number (H Code)	8832941658	VAT Number	467828351E
Stock Number		Tax Number (R Code)	NLE1	Order Number	4567135
Warranty	8861773	Service Advisor (M Code)	BUNNIE BODENH	Technician (M Code)	TAN L E ROUX

Replaced Parts to be Returned to Supplier: (V)

Next Service will be at: 68705268 | Est. Cost of Next Service: R

We noticed the following:

Code	Work Performed	Quantity/Time Units	Unit Price	Unit	Amount
	VAT NUMBER: 4438181255 (-----) Work Requested (-----) 1. BRAKES NOISY (-----) Work Carried Out (-----) 1. REMOVED AND REPLACED FRONT BRAKES 2. REMOVED AND REPLACED REAR BRAKES 3. SKIPPED FRONT DISCS AND REAR DRUMS 4. CHECKED ALL FLUID LEVELS				

RECEIVED
2012-01-30

INV 20A11887 - 2012/01/13 - Vehicle Maintenance (2)

Document 2/3

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AVIS Fleet Services

Document metadata can also be viewed inside the FMS and, for some processes it can also be flagged as approved or rejected by the Costing Clerk.

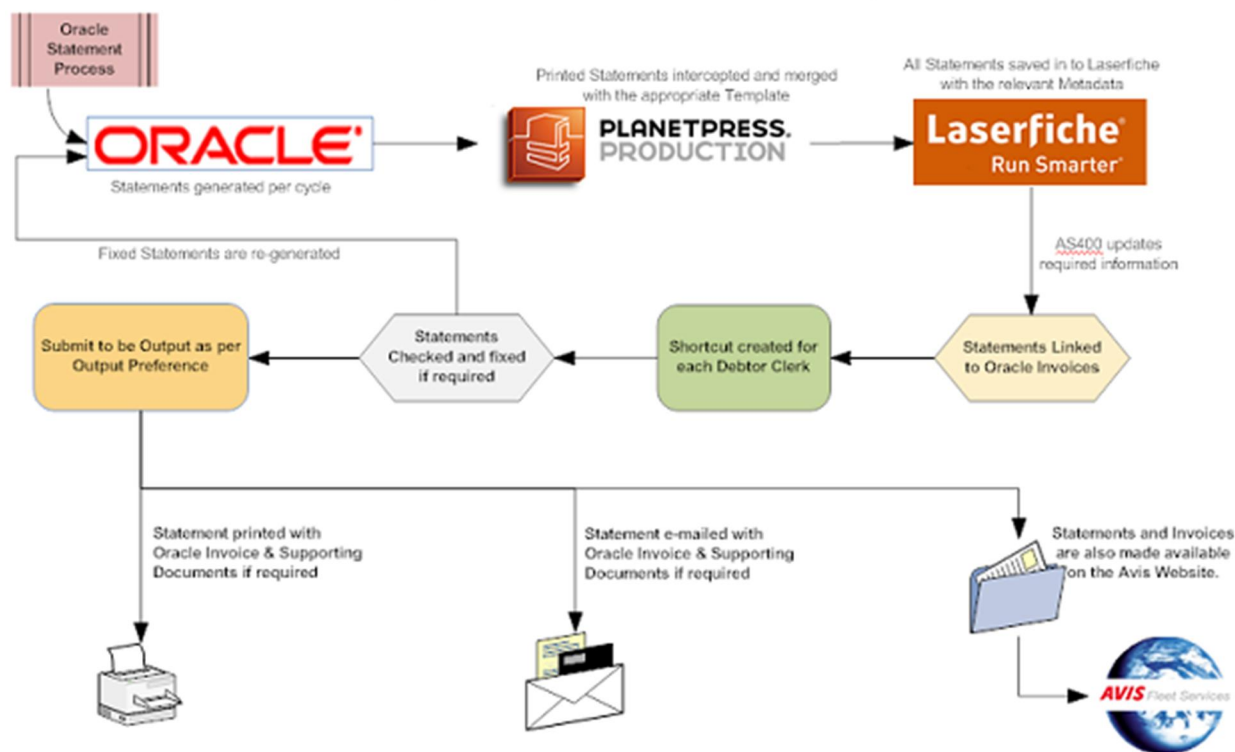
Accounts Receivable

Once we have all of the supplier invoices and relevant supporting documents in the system, we generate our accounts receivable statements. We produce the transactions in our Oracle Accounting System, after which they go through [Planet Press](#), where they are input into a specific form and released as statements. Each statement is then stored in Laserfiche.

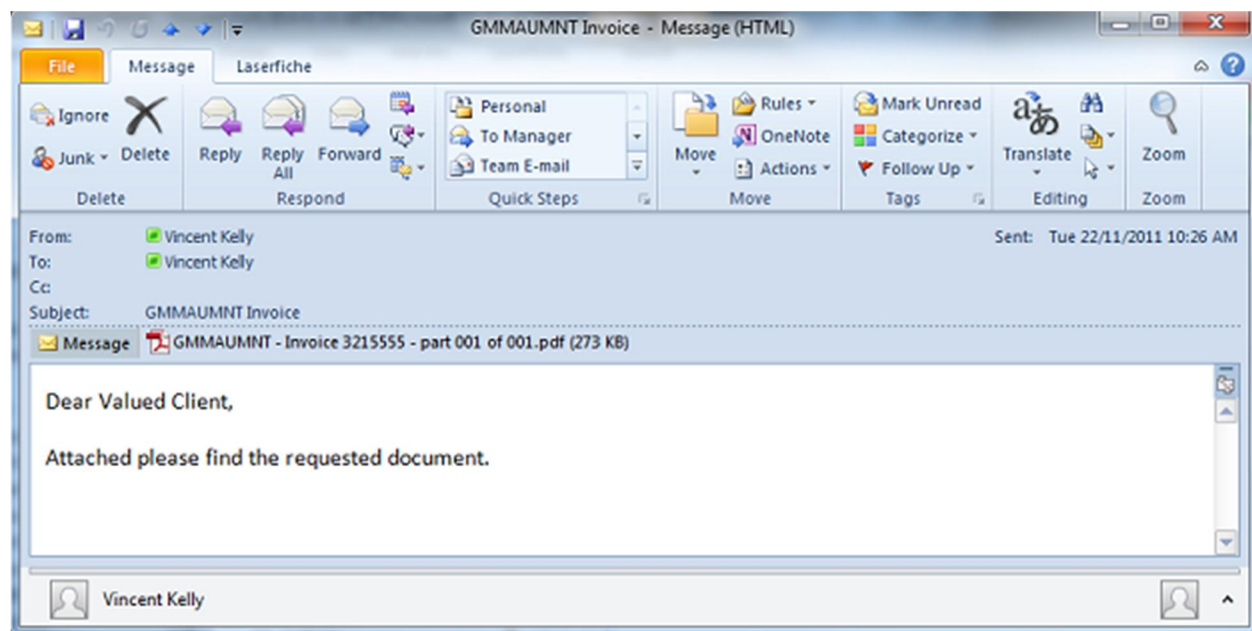
If the customer has opted to receive statements electronically, they are e-mailed. Otherwise, they are printed and mailed directly. Statements and invoices are also made available on the Avis Website.

Here is a diagram of the entire process:

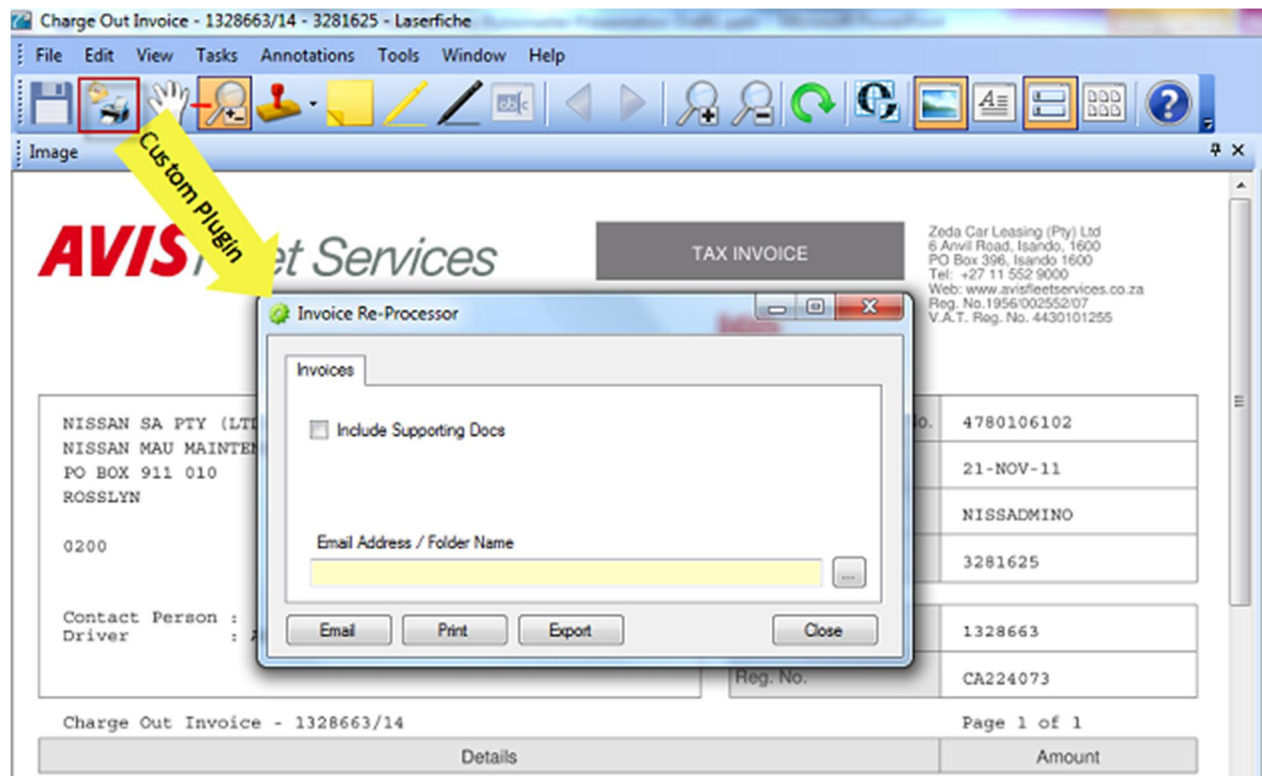
Proposed AR Process: Oracle Statements Phase 1



Here is a sample e-mail message:



We have implemented a custom Laserfiche plug-in that allows the Debtors Clerk to generate a single PDF document of the statement/invoice and all of the supporting documents.



The document is also watermarked as a "Copy".



NISSAN SA PTY (LTD)
 NISSAN MAU MAINTENANCE CHARGE OUTS
 PO BOX 911 010
 ROSSLYN
 0200

 Contact Person :
 Driver : ADNKO30000A001120

Customer VAT Reg. No.	4780106102
Date	21-NOV-11
Account Number	NISSADMNO
Document Number	3281625
M.V.A. No.	1328663
Reg. No.	CA224073

Charge Out Invoice - 1328663/14 Page 1 of 1

Details	Amount
---------	--------

1 90000 SERVICE COGT CENTER : HANDBODY : HANDBODY PRODUCT : MAU MODEL DESC : NISSAN HANDBODY 2.5TDI LWB (08)NP300 CUSTOMER REF : N/A ORDER NUMBER : 4419775 ORDER DATE : 29/09/11 SUPPLIER NAME : CMGFINE - CHEM PINTOWN (0446000) INVOICE NUMBER : 61458575 KILOMETERS : 0089983	R 2,892.87
--	------------



Account Name : AVIS FLEET SERVICES
 Bank : FIRST NATIONAL BANK
 Account number : 5503006338
 Branch code : 255005
 Branch : CORPORATE CORE BANKING JHB

VAT Claimable
R 405.00

TOTAL (Excl VAT)	R 2,892.87
VAT	R 405.00
TOTAL	R 3,297.87

Due for payment by: 01-JAN-12

You can download a full version of the plug-in code (written in the Laserfiche SDK 8.0) [here](#).

We have also made use of the [Laserfiche SDK](#) on the Avis Website. Customers can log in, find the relevant invoice and view it as a PDF. Our custom script retrieves the required document from Laserfiche based on the metadata acquired from the FMS for the specific customer.

Search and Download Invoices

Document Number :

Transaction Type :





Transaction Number :

Start Date :









End Date :

Registration Number :

MVA Number :

 : Refresh the search results.
 : Export the search results to an Excel spreadsheet.
 : Export the search results to an Adobe portable (PDF) document.
 : Downloads the invoice.

Note : You may type values in the input fields inside the search results to filter on document number, transaction number, transaction type, motor vehicle asset number or vehicle registration number. You may sort the search results by clicking on the column header.

Document Number	Generated Date	Transaction Number	Transaction Type	MVA Number	Reg. Number
<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
 3272798	2011/11/03	1520684/7R	Charge Out Credit Note	1520684	BJ36RYGP
 3258994	2011/11/03	1520684/7	Charge Out Invoice	1520684	BJ36RYGP
 3270911	2011/11/03	1520684/7N	Charge Out Invoice	1520684	BJ36RYGP
 3274087	2011/11/11	1312030/22	Used Cars Repair Invoice	1312030	XRJ439GP
 3283044	2011/11/21	1320984/22	Used Cars Repair Credit Note	1320984	XTZ172GP
 3283039	2011/11/21	1320984/21	Used Cars Repair Invoice	1320984	XTZ172GP
 3291286	2011/11/30	1520684/4C	Charge Out Credit Note	1520684	BJ36RYGP
 3291292	2011/11/30	1520684/7N C	Charge Out Credit Note	1520684	BJ36RYGP

Benefits of Laserfiche

As a result of streamlining our Accounts Payable and Receivable process with Laserfiche, we have found the following benefits:

- Improved customer service. Issues with invoices can be addressed while on the phone with a customer or supplier by simply searching for the invoice by Order Number in Laserfiche.
- With documents all linked together in Laserfiche, a clerk does not need to go between departments looking for information, but can access everything with one click.

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