



Input of RATP fine bills



THE CLIENT

RATP (Régie Autonome des Transports Parisiens) is responsible for a portion of public transport in Paris and its suburbs. It operates sixteen lines of the Paris Metro, six lines of the Ile-de-France tramway and some of the bus lines of Ile-de-France, and part of lines A and B of the regional express trains in Ile-de-France (RER). In the Paris region, the RATP transports some 3 billion passengers each year.

THE REQUIREMENTS

Fines given by the inspectors of the different networks are managed by the CRI (Centre de Recouvrement des Infractions), which oversees the registration, follow-up and collection related to the records.

In order for the CRI to focus on its mission of collecting fines, the input of the documents is outsourced.



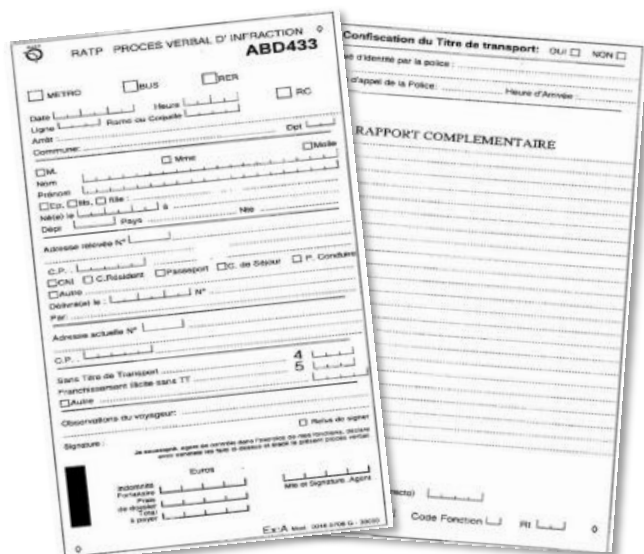
Numen dematerialises all types of documents with very heterogeneous contents to optimise the manual handling performed by its clients thus improving efficiency and reducing their consumption of resources.

SOLUTION

OUR OFFER

Numen performs the dematerialisation of written records of offence of the RATP. This service consists in:

- Stamping of the fine bills
- Scanning the fine bills
- Shredding* and image encryption before sending them to the production site
- Input
- Reassembling data
- Delivery by FTP



* Dividing information between several operators to secure it during input operations

FACTS & FIGURES

Average volume of 1750 fine bills/day, which can reach up to 3500 fine bills/day with a maximum processing time of 48 hours.

THE ISSUES

- Provided by the RATP inspectors, the fine bills are handwritten, and sometimes difficult to interpret;
- The input of the fine bill should be without fault so as not to cause serious financial and legal consequences due to the penal value of the bill;
- The fine bills include private and confidential information. Throughout their handling, access to the fine bills must be secure, both with regard to the physical form and the information in the electronic version.

THE CONTEXT

The fine bills drawn up by inspectors of the bus, RER and Metro networks are fully managed by the CRI of the RATP, which oversees the registration, follow-up and collection of the fines. In order for the CRI to focus on its mission of collecting fines, the input of the documents is outsourced.

PROCESS CHARACTERISTICS

- Automatic document reading
- Selecting of a value on a filtered list and consistency checks of relationship fields
- Integration of MEDIAPOST for input, doubt removal and postprocessing
- Each field has its own list (e.g., stop, station, town, place of birth ...)
- Quick pop-up search for fields with list in doubt removal (search for known word)
- Management of field consistency

BENEFITS

Numen offers its clients a range of equipment, human and digital resources to carry out the services by industrial processes that ensure cost optimisation and traceability

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