Developing Services into E-Services

Lecturer: Timo Oravainen
Structure

• 1. Role play in a traffic office
• 2. Process optimization
  • 2.1 Before
  • 2.2 After
  • 2.3 Benefits
• 3. Process of eService vehicle registration
1. Role play in a traffic office

Enjoy!
2. Process optimization
2.1 Process Optimization – Before

- Start
  - Go to traffic department
    - Registration document available? [yes → Fill in document to cancel old car’s registration, no → go home]
  - Registration document is necessary → go home
  - Pick a number → wait
  - Payment for cancelling car registration
  - All necessary documents? [yes → Payment for re/registration of car, no → go home]
  - Payment for re/registration of car
  - Fill in Sepa-Mandate and application
  - Sign acknowledgment
  - Go to extern company, buy number plates
  - Pick up your documents at counter for documents
  - End
2.2 Process Optimization – After

1. Open website
2. Choose service
3. Fill in relevant document/application
   - cancel car’s registration
   - reregistration
   - registration
4. Original documents via registered post
5. Receive e-mail with settlement
6. Payment via PayPal/Creditcard
7. Get the original documents back and receive number plate
2.3 Benefits of E-Services

- Services available 24/7
- Saves time
- Secure
- Possibility to do it from home
- Various payments available
- No need to queue
- Can view all services available from home
- Quick communication
3. Process of eService vehicle registration

• 1. Online Application

  Necessary Information:
  • Data of the Car owner
  • Data of the vehicle
  • TÜV-Certificate
  • Insurance Number

  This information is saved on a central server with a reference number.

• 2. Online Payment (CC, Paypal)

  Links to the service website.
• 3. Receiving a reference number
  After confirmed payment, the applicant receives his reference number.

• 4. Visit Traffic Office
Layers of eService

Connection Layer: Internet
(Online application, Online payment)

System Layer: Central server of traffic office (Register Number)

Service Layer: Traffic office
(Access on data by Register Number)
Benefits of eService vehicle registration

→ Quick data access, only data check necessary
→ Payment process already done

• More efficient workflow of advisors
• Short waiting time → no frustrated applicants and advisors
• Also interesting for companies (car sellers, car rental, company cars)
### Federal Department for Vehicles

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Thank you for your attention!