



# Vehicle Exporter Records

Administrative Services Division

Implemented March 2015

By thinking Lean we  
reduced touch time **by 78%**

## Problem

Due to law enforcement requirements, vehicle exporters request paper vehicle records. This takes at least 11 days from the time the exporter mails the request until they receive records. The current process costs the exporters money in postage and paper, and the cycle time of 11 days results in exporters missing shipment dates and paying significant vehicle storage fees.

## Causes

- Payments are made only by mailing checks in with each request
- Requests are made in writing and checks are manually processed
- Requests are sent in by mail and routed through various teams and buildings
- Stakeholders only accept certified paper documents

## Improvements

- Created billing accounts for customers rather than mailing a check for each request
- Implemented invoicing process when payment is insufficient, eliminating rejects/returns
- Created and use certified cover letters for exporter documents
- Revenue Accounting delivers documents to mail room by 9:30 AM instead of 11:30 AM
- Communicated with customers and stakeholders regarding requirements

## Results

