



SHORT GUIDE · INDUSTRY · AUTOMOTIVE AND MOBILITY

Order here, damage report there, review in the inbox?

Now order, damage report and invoice sit side by side.

Repair orders, damage reports, insurer reviews, invoices and photos arrive through many channels, often filled in by hand. This short guide shows how PaperOffice reads them, links them by matching numbers and makes them easy to ask about. For dealerships, independent garages, body shops and fleets.

WHAT IT IS ABOUT

Plate, VIN and amounts as fields, order and invoice linked by the same number, photos and damage report in one folder, and questions about the insurer review answered with the documents as sources.

01 · THE PROBLEM

One claim, many papers. Each arrives differently.

A damaged car comes in with a handwritten towing order. Then come the damage report by email, photos from a phone, the repair invoice and, weeks later, the insurer's review. Anyone who wants to settle the cuts gathers all the pieces from inbox, filing cabinet and workshop software.

WHY IT HAPPENS

Many senders per claim

Towing service, assessor, insurer, lawyer and customer send documents in their own formats. Often the only common thread is the license plate or an order number.

Handwriting at the service desk

Towing orders, handover records and notes on the order are written by hand. Plate and VIN get retyped, and a transposed digit shows up only at billing.

Cuts hide in the details

An insurer review lists cut items, labor rates and reasons. To reply, someone lays damage report, invoice and review side by side and compares them line by line.

HOW YOU NOTICE IT

- Documents for one license plate are spread across inbox, filing cabinet and workshop software.
- A customer calls, and finding the damage report takes longer than the call.
- Plate or VIN are written differently on the order and on the invoice.
- An invoice came from the portal and as an email attachment and was booked twice.
- Reply deadlines from lawyers' letters exist only on paper in the tray.

02 · THE WAY WITH PAPEROFFICE

Read, link, ask.

Your workshop and dealer software remains the system for orders and stock. PaperOffice reads the documents around each claim, links them by their numbers and answers questions with the documents as sources.

1

Take everything in, photos too

Orders and letters arrive by scanner or upload, photos and notes go by Mobile App straight into the workshop's Workspace. AI-DMS also reads images and saved emails.

[MODULE: MOBILE APP](#)

2

Read handwriting

At the Ultra tier, AI-OCR also reads handwritten towing orders and handover records, line by line with position. The text is then available in search.

[MODULE: AI-OCR](#)

3

Vehicle data as fields

An IDP Agent reads plate, VIN, order number, line items and amounts. For registrations, the **Vehicle Registration** template brings plate, VIN, owner and first registration.

[MODULE: IDP AGENT](#)

4

Link by number

From AI-DMS Premium, the Knowledge Graph links documents in the same Workspace whose document or reference number matches, such as an order and its invoice.

[MODULE: KNOWLEDGE GRAPH](#)

5

Questions about the review

Document Chat reads damage report, invoice and insurer review and answers questions such as "Which items were cut?". It names the documents; you check every figure in the original.

[MODULE: DOCUMENT CHAT](#)

03 · IN THE APP

How order and invoice come together.

This is how the service desk and the office set up the process. The basis is a workshop Workspace with AI-DMS Premium; you process handwritten orders with Ultra.

1

Handwriting with Ultra

Select handwritten orders, choose **Actions › Agents & workflows › AI-DMS** and set the Ultra tier. Printed invoices and damage reports run on Premium.

2

Read vehicle data

Select a registration, open **Actions › Agents & workflows › IDP** and create an agent from the **Vehicle Registration** template. For orders, build a separate agent with plate, VIN and order number.

3

View the transaction

In the document list, choose the **Transactions** view under **Switch view**. Order and invoice with the same number hang together; a double-click opens each document.

4

Bundle photos and report

Drag a photo onto the damage report and choose **Create document folder**. Images, damage report and insurer review of one claim then sit visibly together.

5

Ask and set deadlines

Use **Ask Agent** to ask about the insurer review. For the reply to the insurer, add a task with deadline and assignee on the **Activities** tab.

TIP FROM PRACTICE

Put the order number on every invoice Print the order number on invoice and estimate, and ask assessors to carry it over. The Knowledge Graph then links the documents of a claim during processing.

04 · AN EXAMPLE

A body shop keeps every claim in view.



A body and paint shop with 22 employees repairs accident vehicles, mostly on behalf of insured drivers. The service advisor takes in vehicles, commissions assessors, writes invoices and answers insurer reviews, often between two phone calls.

BEFORE

- The handwritten towing order sits in the tray at the service desk.
- Damage report and photos are in the inbox, the invoice in the workshop software.
- For an insurer review, she lays three printouts side by side and marks lines.
- The reply deadline to the insurer is on a sticky note on the screen.

WITH PAPEROFFICE

- Order, damage report, photos and insurer review sit in the workshop's Workspace.
- Ultra reads the towing order, and the IDP Agent takes over plate and order number.
- In the **Transactions** view, the invoice hangs on the order through the order number.
- She asks the chat about cuts, checks the original and adds a task with a deadline.

An invented workshop case for illustration. Check for yourself which numbers appear on your documents, who assesses insurer reviews and how you handle customer data.

05 · CHECKLIST

Is your workshop ready for linked documents?

Use these points to prepare the service desk and the office. The more numbers your documents share, the more PaperOffice links.

- ☐ Workshop, sales and fleet each have a Workspace of their own with suitable rights.
- ☐ Invoice and estimate carry the order number of the claim.
- ☐ The order agent has been tested on three real orders, including a handwritten one.
- ☐ Someone regularly checks invoices flagged as a possible duplicate.
- ☐ Whoever assesses insurer reviews checks every figure of a chat answer in the original.
- ☐ The workshop Workspace runs on AI-DMS Premium, handwritten orders on Ultra.
- ☐ The fields for orders are set: plate, VIN, order number, date, client.
- ☐ The service desk smartphones are paired, and photos land in the workshop's Workspace.
- ☐ Replies to insurers and deadlines from lawyers' letters have tasks with a deadline.
- ☐ For sales contracts with customer data, the Workspace asks for a password or SMS code on opening.

06 · FREQUENTLY ASKED QUESTIONS

What service managers and the office ask first.

How does PaperOffice work with our workshop software?

Orders, vehicle stock and accounting stay in your systems. PaperOffice reads the documents around them. You pull plates, amounts and deadlines into your software as an export or via the REST API, and AI assistants ask over MCP.

Can we find every document for a license plate?

Enter the plate in the search bar. Search finds it in the text of all documents, including scans and photos, and highlights the spot on the page. It searches the Workspaces you have rights to.

Does PaperOffice read manufacturer notices in English?

Yes. Text recognition determines the language of every page on its own. In the IDP Agent you choose the output language along with date, number and currency format, so the fields arrive in one consistent form.

Does PaperOffice find cuts in an insurer review?

Ask Document Chat which items the insurer cut and for what reason. It reads the documents and names them as sources. Whether you object is your decision, after a look at the original.

What happens to invoices that arrive twice?

With AI-DMS Premium, PaperOffice checks whether the content or the issuer's document number already exists in the account. A match appears as **Possible Duplicate** with its reason. You decide before anything is booked twice.

How do we keep track of deadlines from lawyers' letters?

An IDP Agent reads deadline type and deadline date as fields with their source location. On the letter, you add a task with deadline and assignee on the **Activities** tab. The legal assessment stays with your lawyer.

07 · HOW TO START

Link your next claim.

Create an account at app.paperoffice.ai, upload order, damage report and invoice of one claim and process them with AI-DMS Premium. You pay for what you process; the pricing page lists the tiers.

Test a closed claim

Upload the documents of a completed claim. You will see which documents the graph links and where a shared number is missing.

Agree on fields with the desk

Decide with the service desk and the office which fields every order should deliver, and test the agent on orders that are easy and hard to read.

Assign deadlines

Decide who handles replies to insurers and deadlines from lawyers' letters, and add tasks with a deadline on the document for them.

DATASHEETS ON THIS TOPIC

Mobile Apppaperoffice.ai/downloads/paperoffice-ai-datasheet-mobile-app.pdf**AI-OCR**paperoffice.ai/downloads/paperoffice-ai-datasheet-ocr.pdf**IDP Agent**paperoffice.ai/downloads/paperoffice-ai-datasheet-idp-intelligent-document-processing.pdf**Knowledge Graph**paperoffice.ai/downloads/paperoffice-ai-datasheet-knowledge-graph.pdf**Document Chat**paperoffice.ai/downloads/paperoffice-ai-datasheet-document-chat.pdf**Smart Search**paperoffice.ai/downloads/paperoffice-ai-datasheet-smart-search.pdf

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