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Managing fleet PCNs

A quick comparison guide

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Until recently, the only options for handling penalty charge notifications (PCNs), penalties and fines for large fleets of vehicles were: **1) manually** or **2) using a third-party system**. OASIS FileSmart offers a new, automated approach without logging into a separate system or sharing data with third parties.

Task	Manual process	Fleet PCN management system	OASIS FileSmart
Inputting ticket information	Your employees receive and categorise tickets, photos and emails. They scan or manually input data, often into basic spreadsheets, which is time consuming and prone to human error.	Either your employees, or the operator of your chosen PCN management tool, scan or input data into a third-party system which sits outside your IT domain.	Our team manages the receipt and upload of paper tickets, photos and emails into your FileSmart system, which extracts all necessary data automatically, and holds it within your own IT environment.
Allocating PCNs and other penalties to the correct driver or vehicle	Notifications are sent by fleet managers, finance teams or other employees via email or other internal tools.	Notifications are issued from the PCN system, which must be kept updated with your organisation's driver and vehicle information.	Notifications are automatically allocated to the responsible driver or vehicle using FileSmart, which is integrated with your HR and/or driver management system.
Managing appeals	Employees must check appeal timeframes and requirements, and submit necessary information to the ticket issuer.	The appeal process is automated within the standalone PCN system. Your data will be held separately to your other in-house systems and hosted outside of your environment.	FileSmart fully automates the appeal process, while writing back into your finance, HR, or fleet systems. Appeals are launched on time and with accurate data.
Paying fines	Employees must keep on top of deadlines and trigger payments manually, risking errors, delays, and larger fines.	You'll need to instruct the PCN system operator to pay fines on your behalf.	FileSmart integrates with your payment or finance systems for prompt payments without data leaving your environment. Payments are made ahead of deadlines to avoid penalty increases.
Tracking and auditing information	Searching for and exporting the necessary information for audit purposes is a laborious, manual process.	Appeals and payment information are held within the PCN vendor's system, not yours. Data must be extracted for audits, and employees must switch between different interfaces and logins.	Every PCN is logged and tracked within your in-house FileSmart system: reducing the risk of lost notices, and making audits easier.
Managing security and compliance	Employees must try to keep track of information-sharing and data transfers to avoid data leakage or security compromises.	The PCN tool is likely to be a hosted software-as-a-service (SaaS) system, meaning data is held outside your IT environment.	FileSmart is built on your existing enterprise-grade Microsoft security (Microsoft Entra ID, data-loss prevention (DLP) and GDPR-ready).
Reporting and analysis	Your team is unlikely to have the time – outside of making sure fines are correctly allocated and paid – to proactively report on patterns and trends.	All reporting will be generated within the third-party system, making it more labour-intensive to track trends and patterns relating to your private driver, vehicle or route data.	FileSmart creates detailed reports showing which drivers, routes, and locations generate the most tickets so you can proactively fix the root cause of problems.
Broader fleet management	Keeping on top of MOTs, vehicle insurance and so on requires multiple tools and systems.	Outsourced PCN management systems are designed for parking charges and can't typically be used for other fleet management processes.	FileSmart's capture, routing, and compliance framework can extend to other fleet documents such as tolls, insurance, and MOTs.
Budgeting for PCN management	The internal tools and technology used are low/no cost. The cost to your organisation comes from people hours spent managing the process, missed appeal opportunities, and late payment penalties.	The PCN system price typically doesn't cover hidden fees such as for additional users, appeals, DVLA lookups, finance connectors, and IT integrations.	FileSmart's flat licence fee covers the entire PCN lifecycle — capture, allocation, appeals, payments, compliance, and reporting — all embedded in your Microsoft 365 environment.

Less time on management, less money on fines

OASIS FileSmart is an enterprise-grade Microsoft 365 add-on that automates the PCN process from receipt to payment or appeal, with configurable rules, and integrations with your in-house logistics, HR and other systems – without data ever leaving your IT environment.

We work with some of the UK's largest employers to reduce operational headaches, help them work more efficiently, and avoid wasting money. Find out how we could help you take the stress out of PCN management.

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