

5 Ways Your Fleet Can Benefit from a Paperless Shop

A Guide to Going Paperless



An RTA white paper

OVERVIEW

The average office worker uses 10,000 sheets of paper a year. That's 20 reams of paper.¹

For fleet operations, that can be thousands of work orders, purchase orders, vehicle history reports, warranties or other information that need to be tracked and stored. This introduces the risk for misfiling, misplacing or mistakenly throwing away thousands of sheets of paper that include important information on a fleet's vehicles and assets. If that information doesn't get recorded and filed, vehicles will be missing data that could be vital to their maintenance and warranty records.

To bypass this problem, more fleets are opting to have paperless shops. This allows fleet operations to use fleet management software to create and assign work orders, submit purchase orders, and store and gather key information on vehicles. This lets staff members access data and work orders and allows all information to be stored and secured electronically.

**The average office worker
uses 10,000 sheets of paper
a year.**

HOW PAPERLESS SHOP

IMPROVES YOUR OPERATION

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IMPROVES ORGANIZATION AND ACCESSIBILITY

Paperless Shop tools allow fleet operations to eliminate paper forms that can be easily lost and instead store all important forms and information electronically.



ENABLES ACCURATE TIME TRACKING

With Paperless Shop tools, technicians can record time directly inside the work orders to track exactly how long each task takes to complete.



INCREASES SPEED AND PRODUCTIVITY

Paperless Shop tools eliminate time spent deciphering handwriting and tracking down vehicle history and other important information on each asset. Instead, it's all in the software system.



ENHANCES ACCURACY

Using electronic forms allows operations to store important information on each vehicle. Paperless tools also have safety nets built in to help prevent data-entry errors.



CREATES FINANCIAL AND ENVIRONMENTAL BENEFITS

Paperless Shop tools allow operations to use less paper, which results in both financial savings and environmental benefits.

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IMPROVED ORGANIZATION AND ACCURACY

PAPERLESS SHOP TOOLS ELIMINATE KEY PROBLEMS

BY TRANSFERRING FROM PAPER
FORMS TO ELECTRONIC, PAPERLESS
SHOP TOOLS CAN REMOVE COMMON
PROBLEMS FROM ACROSS THE ENTIRE
FLEET OPERATION



LOST OR MISPLACED FORMS

Paper forms can be easily lost or misplaced as they are handed from person-to-person. Instead, paperless forms are stored electronically, allowing for one version that can be accessed by the necessary individuals.



UNREADABLE HANDWRITING

Having individuals fill out paper forms can result in unreadable handwriting. This can result in errors if it's not read correctly. With paperless forms, all information is typed so it's easy to read and interpret.



DELAYS IN SERVICE REQUESTS

When forms are lost or handwriting is unable to be deciphered, delays can occur as technicians find the information. With paperless forms, all information is stored electronically so technicians can quickly access the needed information.

Running a paperless shop allows fleet operations to keep key information all within the fleet management software. This makes the operation more organized and makes important data accessible by all staff members who use the software system.

With paper forms, fleets risk losing work orders. This can lead to delays in service requests and can potentially keep vehicles off the road longer. Using handwritten work orders can also pose the risk of the recipient misreading or misinterpreting the written notes on the WO. With paper forms, operations also risk losing important forms like warranty information, claims, vehicle history and purchase orders.

Using paperless tools can help fleet operations bypass these issues. Storing all information in fleet management software modules allows forms to be accessible via the system. This helps ensure information is not misplaced and is instead entered into the software. It can also help improve workflows for employees as those with access to the software can assign and access tasks and information as needed. Work orders can be created and assigned to specific individuals, removing the risk of a paper form not getting to the correct person. The technicians can then record notes into the work order, track hours and check parts inventory -- all without passing a piece of paper between departments.

**Paperless tools allow
information to be accessible
by multiple users.**



ACCURATE TIME TRACKING

IMPROVE LABOR TRACKING

Paperless shop solutions can function as a time clock, allowing technicians to track their time per task into the software. This eliminates the guesswork regarding how much time a job takes to complete. As technicians complete work orders, they can record their time directly into the system.

This time-tracking feature enables management to allocate labor resources with accuracy and priority, and it allows fleet operations to identify training and hiring needs. If routine maintenance tasks are taking too long to complete, it can identify areas where workflows need to be enhanced, or employees need more training. It can also expose areas where the operation is understaffed if delayed tasks are due to a lack of resources.



Paperless tools let technicians track their time per task.

INCREASE SPEED AND PRODUCTIVITY

Paperless shop modules provide technicians with the necessary information for maintaining a vehicle – including repair history and warranties – right at their fingertips. This eliminates the need for technicians to waste time trying to track down paperwork. Instead they can access important vehicle records in real-time via the software.

Allowing technicians to quickly access information in the software results in quicker responses and notes on work orders. The sooner technicians receive work orders, the faster they can start the request. Having the work order submitted through the system also allows the technician to check the parts inventory before beginning the job. This provides faster communication between the technicians and the parts room, as well technicians and drivers.



ENHANCE ACCURACY

Utilizing paperless shop solutions instead of forms helps increase the accuracy of a fleet operation. Handwritten forms can be difficult for technicians, managers and drivers to decipher. Instead of guessing at what is written, staff members can easily read the requests and information in the software system.

Handwritten orders and information invite room for error. Staff members might mistakenly write the wrong number or record the wrong information. There is no way to prevent this error – or even notice it – unless it happens to be caught by another person.

In paperless solutions, the software can help prevent these errors. If time is entered incorrectly, or the wrong number of parts is recorded, the system can help alert staff members to potential errors.

Paperless solutions also help protect vehicle information. While paper forms with vehicle history and warranty information can be misplaced or discarded, the information entered into the software solution will be saved.

This allows technicians to quickly look up a vehicle's history during a service appointment to look at past work. It also allows managers to check if parts are under warranty before new parts are ordered.

Paperless solutions help keep all of a vehicle's information in one place.

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WAYS PAPERLESS SHOP IMPROVES A FLEET OPERATION'S ACCURACY

- 1 ELIMINATES HANDWRITTEN FORMS
- 2 REDUCES RISK FOR DATA-ENTRY ERRORS
- 3 STORES VEHICLE HISTORY INFORMATION
- 4 ALLOWS EASY-ACCESS TO VEHICLE RECORDS
- 5 STORES VEHICLE AND PARTS WARRANTY INFORMATION
- 6 GIVES TECHNICIANS QUICK ACCESS TO WORK ORDERS AND VEHICLE INFORMATION
- 7 INCREASES COMMUNICATION BETWEEN STAFF MEMBERS
- 8 LETS TECHNICIANS RECORD LABOR HOURS PER TASK



FINANCIALLY AND ENVIRONMENTALLY BENEFICIAL

Transforming to a paperless shop can provide both financial and environmental benefits for operations. Going paperless allows companies to use less paper, which helps save money and reduces the amount of waste the operation is generating.

Fleet Services at Indiana University experienced both of these benefits when they turned to paperless shop to win a campus-wide contest.

To promote sustainability efforts throughout the campus, Indiana University challenged all departments to reduce their paper usage. The Fleet Services department looked for ways to reduce their printing of reports and other documents.

With reports accounting for the bulk of their printing needs, the team determined they could use the paperless shop module more efficiently and run the daily reports as PDF files. Instead of printing reports and work orders, they began sending them to managers by email as needed.

By utilizing the paperless shop module, the Fleet Services team won the university's challenge by eliminating 80 percent of its paper usage.

"Without the capabilities in Paperless Shop we would have not been able to win the challenge," Amanda Wilson, fleet manager at Fleet Services at Indiana University, said².

CONCLUSION

Paperless shop modules can improve operations' organization and accessibility, labor tracking, productivity, and financial and sustainability status. Paperless shop modules allow operations to eliminate paper forms – and the risks that come with them – and store the information in software systems that are accessible by staff members. This can improve workflows and productivity by eliminating time spent tracking down paper forms and information on vehicles. Paperless shop solutions also help eliminate the need for paper, allowing the operation to save money and reduce paper waste.

RESOURCES

¹<https://www.orsgroup.com/news/paperless/some-paper-waste-statistics-in-the-office>

²https://www.rtafleet.com/wp-content/uploads/2018/09/Case-Study_Indiana-University_Paperless-Shop.pdf

**Fleet Services
at Indiana
University
eliminated its
paper usage
by 80% using
Paperless
Shop.**





RTA strives to:

- **Give fleet managers clarity, confidence and peace-of-mind**
- **Provide solutions that enable fleet managers to save time, decrease costs and make our roadways safer**

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