

Car dealership digitizes processes and consolidates paperwork from four locations to boost customer service levels, meet document retention standards and improve productivity



Jeff Robinson, Fixed Operations Director
Moritz of Fort Worth, Fort Worth, TX

"Our ability to track long service issues and access complete vehicle information from any one of our other locations, has made customer service rise to new levels of satisfaction."



- Location:** USA
- Industry sector :** Retail
- Deployment:** On-Premises
- Department:** Company-wide
- Integration:** Reynolds & Reynolds

Thriving auto dealership improves customer service, efficiency and cash flow

Moritz of Fort Worth is a privately-owned car dealer group with four locations in the Fort Worth, Texas area. They operate three Kia dealerships, as well as a Chevrolet, Chrysler, Jeep, and a Dodge Ram group.

DocuWare integration with existing software made for cost effective digital processes

The service department is a large profit center in any dealership. So, ensuring all repair orders and supplemental documents are correctly recorded was one of Moritz's primary goals. Additionally, Moritz follows each manufacturer's requirements for document filing, including when date and time stamps are used, and when signatures need to be ink or digital. Failure to fulfill document requirements leaves a dealership open to large fines from manufacturers.

DocuWare's functionality, flexibility and competitive price point were influential in the Moritz team's decision-making process. Dealerships typically have a high employee turnover rate. Moritz leadership knew that they would constantly be training new employees to use the system, so ease-of-use was critical.

Furthermore, DocuWare's in-depth knowledge of Moritz's dealer software, Reynolds & Reynolds allowed them to integrate DocuWare into Moritz's existing IT landscape cost-effectively and "fill in" any gaps, such as the ability to store electronic documents not created in-house and add them to repair orders.

A step-by-step look at how DocuWare improved workflows

A repair order is created when a customer pulls into the service bay and the Service Advisor begins the paperwork for a scheduled repair. The mechanic can easily add other documents to the order, such as test results, repair or replace analysis worksheets, or sublet repair invoices. The mechanic signs, dates and returns the documents to the Service Advisor. The customer signs the repair order when they come to pick up their vehicle. If a customer pays for the repair, the workflow is complete.

All repair packets are scanned and indexed in DocuWare from the Reynolds & Reynolds print file. If additional documents need to be added to these repair documents later, they can be electronically stapled. For repairs that need to be submitted to the manufacturer or a third-party provider for a warranty or extended warranty payments, documentation is reviewed and submitted. Prior to DocuWare, this workflow took significantly longer.

"Now warranty audits are stress free. We know every document will be in our system."

"Once we digitized our repair paperwork, we were able to completely eliminate one file room and expand our waiting room to improve our customer's experience."

By popular demand, DocuWare is expanded to the body shop

DocuWare was so successful in the repair shop that the system was replicated in Moritz's body shop to digitally manage the larger number of incoming invoices.

Moritz now easily meets manufacturer's document requirements. Filing, retrieving and purging repair orders filed by VIN number was a lengthy and arduous process when working with paper files. With DocuWare, Moritz staff spend significantly less time scanning, and filing paper documents has been replaced by electronic indexing and instant document retrieval.

Management approvals are now done electronically, so warranty and extended warranty payments are processed on time and the dealer's cash flow is not compromised. By using DocuWare to identify missing documents and incomplete repair orders, workflows are uninterrupted, making it easier for the dealership to stay productive and therefore profitable.

"We eliminated the worry of receiving large fines because of missing documentation."



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