



Overview

Industry:

Retail, Automotive Parts and Accessories

Application:

Solutions featuring 2D imaging technology are used to capture and store digital images of employee time sheets and customer invoices for streamlined and paperless workflow

Product Solution:

4600 2D Imager with a browser application by Direct Source and the Dolphin® 7200 Mobile Computer

Solution Provider:

Direct Source



CSK Auto Implements State-of-the-Art Image-Based Data Collection to Improve Efficiency and Customer Service

Executive Summary

CSK Auto, an auto parts and accessories retailer with 1,263 stores in 22 states, was in search of a way to improve their processes for collecting and storing employee timesheets and commercial customer invoices - their existing method of using hard copy documents required significant administrative and storage resources. Their solution was to deploy devices featuring Adaptus® Imaging Technology, enabling them to capture digital images of these documents and store them electronically.

The Business Challenge

Traditionally, CSK Auto physically captured associates' signatures for time and attendance documents. Paperwork processing alone accounted for an administrative burden and significant cost to the Company, since associates had to sign a physical paper document and then mail the document to the corporate office to be filed. If questions arose, the document then had to be physically retrieved.

Processing invoices from business-to-business customers presented similar challenges with its commercial delivery invoice system. Upon delivery, customers would sign a four-part NCR form, with one copy going to the customer, one to the store and two to the corporate office. The form was then filed, creating the same storage and retrieval issues CSK Auto faced with its time and attendance documents.

"The fact that we were producing over six million invoices a year that involved this filing process was a tremendous cost, both in labor and materials," says CSK Auto Senior Vice President and Chief Information Officer, Larry Buresh. "We knew there was a better way."

The Solution

CSK Auto found a solution and initiated two rollouts - the Honeywell 4600 2D Imager and the Dolphin 7200 Mobile Computer. By running a pilot program first at one-store and then district-wide, both the 4600 2D imagers and the Dolphin 7200 Mobile Computers proved to be effective and affordable solutions to both challenges.

Using the Honeywell 4600 2D Imager, powered by Adaptus® Imaging Technology, CSK Auto worked with Direct Source to develop a browser application for capturing digital images of an employee's timesheet and then transmit it electronically via CSK's network. By implementing 1,200 4600 scanners into its stores, associates can now scan their timesheets and upload the electronic images to the server themselves. This greatly reduces the time it takes for the receipt of the timesheets in the corporate office and improves accuracy. In addition, retrieval of the timesheets in the event of a



question or dispute is fast and easy since they can be searched electronically.

To address the issue of collecting signatures on their commercial invoices, CSK Auto deployed Honeywell's Dolphin 7200 Mobile Computer, also featuring a built-in image engine that enables digital image capture. Durable and easy to use, the Dolphin 7200 met CSK's needs for a device that their delivery drivers could take on the road and depend on for reliable use, day after day. In total, CSK Auto deployed 1,400 units of the Dolphin 7200 to its commercial delivery fleet.

Using the Dolphin 7200 mobile computers, CSK Auto commercial delivery drivers pre-scan their deliveries before leaving the store, giving them a checklist of the day's transactions. Drivers also scan each delivery at the customer's location to acknowledge the delivery - at this point, the customer's signature is also captured electronically using the image capture functionality of the Dolphin 7200. At the end of each delivery route, the driver uploads the batched data to the CSK Auto server. Soon after the data is uploaded, customers can retrieve an electronic image of their invoice and signature online.

The Dolphin 7200 has the ability to time-stamp each scan, giving CSK Auto a insight into how much time is required to complete various delivery routes and transactions. Having this data enables CSK Auto to more strategically plan routes and to quote more accurate delivery time to customers, which is critical in a business where time is of essence.

"It wasn't just a matter of implementation," added Buresh. "Our store Associates and our customers were accustomed to having paper documents so going to the digital version required some adaptation."

The Benefits

Through using 2 of Honeywell's image-based solutions, CSK Auto has achieved savings on labor and materials, and has reduced processing time in 2 critical areas of their business. By eliminating paper processing, the 4600 scanner and the Dolphin 7200 mobile computer have helped to increase information accuracy, lowered administrative costs and burdens, and increase customer satisfaction by facilitating the billing process.

CSK Auto believes that undertaking these projects with Honeywell helps to position them for the future, since it now has the hardware and software in place for additional applications. Thanks to the 4600 image scanner, the corporate office receives timesheets and required forms in a faster, less expensive and more accurate manner while the Dolphin 7200 helped streamline the processing time of their commercial delivery invoices.

"We almost cost-justified the commercial signature application just on savings in eliminated pre-printed forms," says CSK Auto Director of Store Support George Duckworth. "Also, being responsible for the hardware, I was able to phase out the dot matrix printers that were used to print invoices - hardware that I no longer have to repair. That was very good news for me."

Honeywell Imaging and Mobility
700 Visions Drive
PO Box 208
Skaneateles Falls, NY 13153-0208
www.honeywell.com/aidc

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