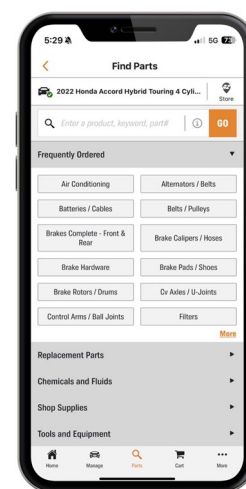


Top Tips

Increase Efficiency and Cut Costs with Digital Parts Ordering

Efficiency, accuracy, and customer satisfaction are essential to running a successful shop. Digital parts ordering lets technicians and shops move faster, work smarter, and deliver better service, improving the bottom line. From streamlining orders to consolidating information, digital parts ordering can drive improvements throughout the shop.

Read on to learn how digital technology can streamline operations.



1

Process orders faster.

Phone calls, hold times, paperwork, and manual parts searches can tie up valuable time, but digital parts ordering eliminates many of the traditional bottlenecks. With just a few clicks, service advisors and technicians can see available inventories in real time, making it easy to determine what's in stock, where those parts are located, and possible alternatives.

From there, they can place orders, eliminating hold times and back-and-forth communication. Parts arrive faster, repairs start sooner, and utilization increases, so shops can stay focused on their customers and complete more jobs throughout the day. AutoZone Pro also integrates with most leading shop management systems, providing seamless access to parts and order tracking.

2

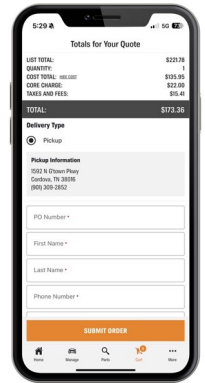
Access offers and promotions.

Every dollar counts, and digital systems can automatically provide access to promotions and special offers while making it easy to compare prices on different parts. Technicians and service writers can see available specials without having to ask or rely on the person on the phone to tell them about all available deals. The added transparency helps shops control costs and increase margins.

3

Eliminate errors and miscommunications.

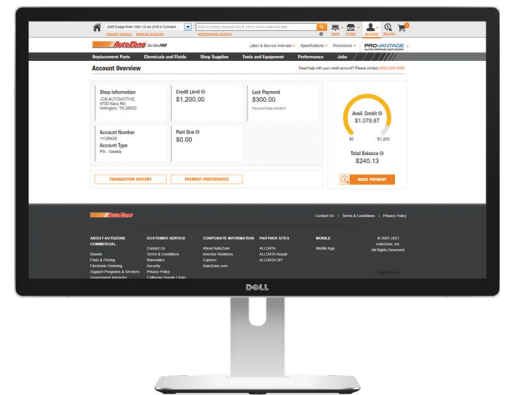
A single parts order can require a lot of data entry, and it is easy to introduce an error when keying in information manually or sharing it over the phone. Digital systems standardize the process and pull information automatically. VIN scanning through AutoZone Pro's mobile app, for example, captures information at the vehicle and sends it directly to the desktop, eliminating handwritten estimates and the need to walk back and forth. Plus, the website and app feature multiple product photos, reducing the risk of ordering the wrong part. If a return is needed, shops can request a pickup through AutoZonePro.com without having to specify which part is being returned.



4

Get real-time tracking.

Once the order is placed, visibility is critical. Users can check the order status and see estimated delivery times on AutoZonePro.com after the driver has left the store. Visibility makes it easier to manage customer expectations and accurately schedule work, boosting productivity and improving service.



5

Streamline internal communication.

Ordering platforms go beyond connecting shops to suppliers. They also improve collaboration inside the shop. On AutoZonePro.com, technicians can create repair orders. The website and app allow technicians to add parts to their cart and share information with service writers without leaving their bay. Once service writers approve the pricing, they can place the order instantly. The AutoZone Pro mobile app is available in English and Spanish, which ensures smoother communication across teams with different language preferences.

6

Improve customer service.

When shops operate more efficiently, customers benefit. By consolidating parts sourcing into a single location, technicians can quote repairs faster, get parts sooner, and complete work on time. Digital parts ordering also helps reduce the risk of delays caused by inaccurate orders and back-ordered parts. Improving customer satisfaction increases loyalty, which drives long-term growth.



7

Centralize critical information.

In addition to improving day-to-day operations, digital platforms create a centralized repository for information on ordering, tracking, repair orders, and payments. Managers can see previous purchases, reorder parts, track spending, and manage costs. Organized, accessible information simplifies reporting, which is especially helpful when creating financial reports and compiling tax records.



8

Optimize resources.

Ultimately, digital ordering platforms let shops use their resources wisely. By reducing friction, shops can service more vehicles in a day, improving key performance indicators, including average hours per repair order and technician productivity. They can also help shops look up existing inventory and the vehicles it fits. Using parts already in stock lowers inventory carrying costs, reduces returns, and keeps shops organized.

For more information on online ordering with AutoZone, visit autozonepro.com.

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