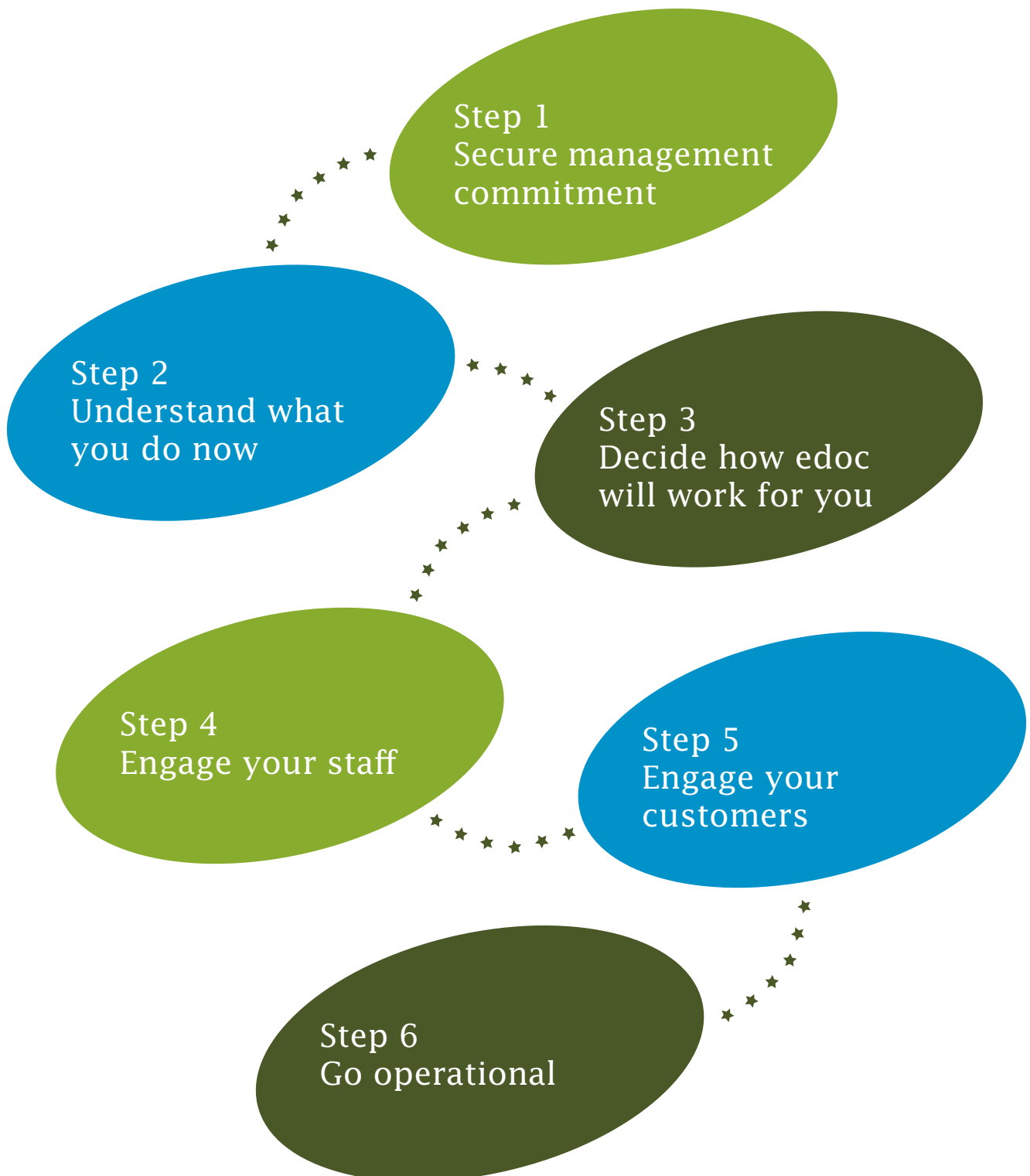


Implementing edoc in your business

Don't know where to start?
Follow these simple planning steps
to get your business using edoc.



Step 1 Secure management commitment

Any change of approach needs management support.
Think about what you need to get this and keep it.

Top tips

- **develop a robust business case:**
 - set out the issues and risks
 - define the benefits for your business
 - identify what resources (staff and any financial costs) you need
 - identify your stakeholders, within your business, and your customer base if appropriate
 - consider how to communicate the change
- **opt in or out - get firm commitment to use edoc**

You might want to gain just enough commitment so that you can carry out work to understand what you do now first (step 2). You can then use these findings to get a final decision from management.
- **know who will be responsible -**
identify key individuals or “champions” who will be your leads for edoc



Step 2 Understand what you do now

Knowing how you operate now is vital to making the transition to edoc.

Top tips

- **understand how you carry out duty of care now**
- **review your waste contracts - understand what and how these operate**
- **know what you've got - identify relevant data in existing electronic systems, for example in an invoicing system**
- **available technology - confirm what systems you operate, including browsers, use of mobile technology or other electronic waste tracking systems**

Using edoc on a modern browser (Internet Explorer 11, Chrome, Firefox etc.) will provide better performance.
- **engage with your IT colleagues early - discuss which option will work for your business, the web portal or the Application Programming Interface (API)**

Step 3 Decide how edoc will work for you

The best way to build confidence in edoc in your business is to know what it can do for you.

Top tips

- learn about edoc - use the edoc test system to help familiarise yourself with its key features
- consider a trial - use this approach in a part of your business, for example an individual construction project or a regional operation, and involve partners or customers
- check your firewall - you may need to configure this so you can access edoc (www.edoconline.co.uk) and receive emails from it. Check the email address no-reply@edoconline.co.uk is on your safe list of senders
- use existing data - learn how to extract and transform data from existing electronic systems and load it into edoc using the web portal or API
- identify technical skills - staff with relevant knowledge may help to make completing waster transfer notes simpler, for example being able to create a comma seperated value (CSV) file
- managing key tasks - identify how edoc can help you deliver key tasks, for example reporting and compliance activities



Step 4 Engage your staff

If you've decided edoc's for you, you'll need to plan how to tell your organisation and get them involved.

Top tips

- know who's got a role - identify key individuals who will be directly involved and what they have to do
- raise awareness of all those who need to know
- provide training - consider how best to train staff who will be using edoc
- make it business as usual - build it into your existing management systems (environmental, quality, health and safety)
- get feedback - this will help you understand how your delivery of edoc is going and if you can improve awareness and training

Step 5 Engage your customers

You'll need to keep your customers (and contractors) informed about your plans.

Top tips

- provide information about edoc and how using it will change the way you interact with them
- take the decision - consider making the use of edoc the only option for them
- support your customers/contractors - make sure they know who to go to for information
- make it easy - consider registering a customer as soon as they show interest
- require it - build the use of edoc into your own procurement procedures for your contractors



Step 6 Go operational

Going live with edoc isn't the end of the process. You should regularly review your activities and seek to continually improve as it will always add value.

Top tips

- manage your roll-out - consider adopting a phased approach
- are you ready - make sure you've already dealt with key tasks, for example any hardware and/or software needs, roles and responsibilities, training staff and planned your communications
- timings and milestones - understand what you can achieve by when and set realistic goals
- monitor your progress - you can then give regular updates to staff and/or customers
- continue to develop - get into the habit of continually reviewing your progress and implementation of edoc

IT matters

Top tips for a successful implementation

- use edoc on a modern browser (Internet Explorer 11, Chrome, Firefox etc.) - this will provide better performance and better compliance with web standards
- check your firewall - you may need to configure your firewall so you can access edoc (www.edoconline.co.uk) and receive emails from it. Check the email address no-reply@edoconline.co.uk is on your safe list of senders
- engage with your IT colleagues early to discuss your options and what it means to use the API
- identify sources of information - this may help to make completing waste transfer notes simpler as information may already be stored in other systems like an invoicing system
- identify technical skills - staff with relevant knowledge may also help make completing waste transfer notes simpler. For example being able to create CSV files or the ability to directly speak to edoc using its API