

***We have your solution...***



***Our TOTAL MANAGEMENT Package***

**DEALERSHIP**  
**SOFTWARE**.net



**Dealership Software, LLC**

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Imagine software that manages every aspect of your rental business in a simple, yet powerful system...That's exactly what *eWebRenter* will do for you.

Dealership Software provides *Total Management* of Rentals and Fleet Maintenance and QuickBooks for your rental business. Our menu driven system is fully integrated and user-friendly.

We are here for you every step of the way with training and support to make your move to *eWebRenter* smooth and easy.

This booklet will provide you with all the important information on system requirements and set-up. Please call us with any questions.

You can also visit our website at [www.dealershipsoftware.net](http://www.dealershipsoftware.net) for more detailed information on hardware requirements and online demonstrations.

*Thank you for your time and consideration. We are here to answer any questions and look forward to working with you.*

# *eWebRenter Software Package*

Dealership Software's *eWebRenter* Software is designed to address all aspects of a rental business. *eWebRenter* will make your business more efficient and profitable!

## **eWebRenter**

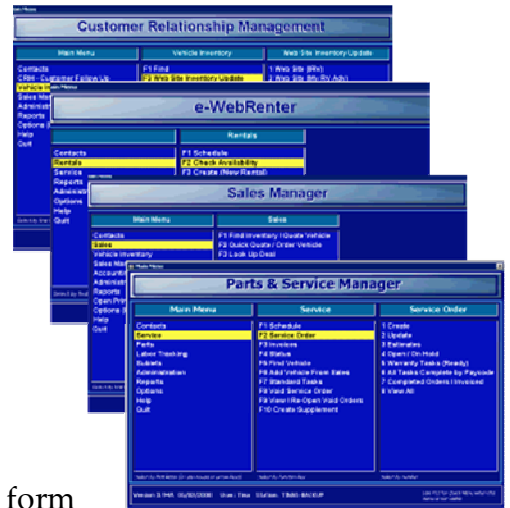
- Efficient processing of customer quotes
- Fleet availability and maintenance scheduling
- Flexible pricing
- Drag-and- drop scheduling
- Owner rental and lease back management

## **Communications**

- Customer e-mail activity accessible from the reservation form
- E-mail authentication

## **Accounting Integration**

- With *eWebRenter* and QuickBooks® Integration, you can transfer customers, contracts and payments to QuickBooks, eliminating manual data entry.



## *Here's what we need from Your Company:*

Continued support, maintenance and updates are included in our monthly support fee. Our support staff includes experienced RV dealership employees and accountants to answer all of your questions.

1. **Project Manager:** Please provide the name, phone number and e-mail address of your Project Manager. We need one contact person to help coordinate the installation, training, and assignments.
2. **Users and Employees:** Please fill out the User Name List. This list tells us how many users you will have.
3. **Printers/Network:** Dealership Software uses ThinPrint® Software for printing across the Internet. The ThinPrint® Software must be downloaded from our Website and installed on each computer that has a printer that you want to utilize. We have a certified technician on staff to assist in the installation if necessary. This printing technology makes it easy to print from anywhere.

You are responsible for setting up drivers for local printers on your system. We cannot guarantee or be held accountable for printer problems on your local computers. Poorly written device drivers have been identified as a major cause of system instability.

To ensure that your drivers are reliable, use drivers approved in the Windows Hardware Logo Program on your print servers. The HP LaserJet 1000 Series is an example of a proven printer for the Terminal Services environment. Check with the printer manufacturer or visit the Microsoft website for printer compatibility at [www.microsoft.com/technet/prodtechnol/windowsserver2003](http://www.microsoft.com/technet/prodtechnol/windowsserver2003). This site includes printer compatibility information for Windows Server 2008.

5. **Data Transfer:** We will import a customer file that **you** provide in Excel format from your existing software. Please review and edit the worksheet for duplications prior to sending it to Dealership Software. It is your responsibility to provide us with an accurate and compatible file. There will be some additional work for you to do after the transfer, but it will be significantly less work than manually entering all the names. The cost of this service is \$75.00 per hour. Typically, it takes 1 – 2 hours to complete this data transfer.

### 6. **Training:**

- **Step 1: Online Tutorials.** Go to [www.dealershipsoftware.net](http://www.dealershipsoftware.net) and click on the Training Tab. Please call Dealership Software for the username and password. Turn on your speakers. Familiarize yourself and your staff with all pertinent videos and keep the log-in information handy for user access to the videos. Our training videos are based on our user guides so have your guides handy when following the videos. User guides are available on our web site for you to download and print. Hard copies are available from us at a cost of \$45 per book plus shipping.

- **Step 2: Using Our Demo Database.** Dealership Software will set up a demo database, Universal RV. The database contains Rental transactions. Customer names are fictional. This will allow you and your staff to learn the program before going live.
- **Step 3: One-on-One Sessions with Our Staff.** Once you have completed steps 1 and 2, please call to schedule your one-on-one sessions with a member of our expert staff. You will receive 2 sessions covering the following topics:
  - **Rental Preferences and Pricing;**
  - **Using the Quick Books Interface**These sessions will last approximately 30-45 minutes each and need to be scheduled with at least 24 hours notice. These 2 sessions are provided at no charge.

Please note: We do not provide Quick Books training. QuickBooks training can be done online at the Intuit/QuickBooks website or by utilizing the extensive tutorials in the QuickBooks program. Intuit also provides a toll-free support number (located on their website and in your copy of QuickBooks), along with printed manuals and extensive built-in help tools.

### **Optional eWebRenter Training**

**Private One-on-One Training Sessions.** If you feel that additional training is required, a one-on-one session can be purchased for a fee of \$75 per hour. This session will focus on your questions and training needs and will be limited to 1 hour per session. Sessions are recorded and can be downloaded.

## **Considerations...**

You are purchasing new software that is proven to perform in the industry. You may also have purchased new equipment based on our specifications to support the software and your business. It is a rule-of-thumb that you should run parallel systems for a minimum of six months. Industry standards indicate that running parallel systems for six months to a year allows you to learn, train, and understand the process well enough to be confident that everything works as it was designed. It is also a good accounting practice to run both the old system and the new system to ensure accuracy of data.

## **Dealership Software LLC Support Policy – Hosted Applications**

### **What is included in the monthly support fee?**

You receive automatic and free upgrades of the RV Rental Manager program provided you are current with monthly support fees. These upgrades may require additions or changes to your existing program preferences and options. You are responsible for any work required.

Registered users of eWebRenter have unlimited access to training videos on the Dealership Software website and can view or print user manuals from this site.

Users can call the Dealership Software support staff for help with program features or advice on how to handle a transaction. Our goal is to help you use all features of the RV Rental Manager programs.

### **What is not included in the monthly support fee?**

Your company will receive one printed set of user manuals. Extra printed user manuals are available at \$ 45.00 per manual + shipping charges.

Dealership Software supports our RV Rental Manager programs only. We do not support QuickBooks, Windows, Internet Explorer or Terminal Services.

Dealership Software will fix problems caused by our RV Rental Manager programs but is not obligated to fix problems created by user misuse of our programs. Our support staff will advise you on how to fix a problem or will fix the problem for you on a fee basis.

### **Printer Support:**

Our servers only support printing in a Thin Print™ environment. Thin Print provides for easy printing over the internet. Thin Print™ must be installed on each of your local computers with printers that you want to utilize. Dealership Software will help you with the installation and use of Thin Print™ at no charge.

### **QuickBooks Support:**

Dealership Software provides you with a new company file that is preloaded with items / accounts / classes and preferences specific to the RV Rental Manager programs. Dealership Software strongly recommends that you start a new QuickBooks company file. If you choose to use a current company file, Dealership Software has no responsibility for any duplication of data that might result from transactions being sent into your QuickBooks file from RV Rental Manager.

Dealership Software does not train you in the use of QuickBooks.

### **Backup Support:**

Dealership Software backs up your files daily using Enterprise-level technology.

