

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



***Our TOTAL MANAGEMENT Package***





## **Dealership Software, LLC**

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

Dealership Software provides *Total Management* of Sales, Service, Parts, Rentals and QuickBooks for your dealership. 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 *Total Management* 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.*

# Total Management Software Package

Dealership Software's *Total Management* Software is designed to address all aspects of a full-service dealership. *Total Management* will make your business more efficient and profitable!

## Sales Manager

- Provides powerful selling tools to close deals and print contracts
- Includes a comprehensive Menu Selling system

## Parts & Service Manager

- Allows Customer, Dealer, Warranty, Insurance and Customer/Other Pay Codes on the same service order
- Displays Supplier Catalogs for easy part selection
- Has Bar Code Scanning to track technician productivity on service orders

## Point of Sale (POS)

- Accommodates payment of cash, check, credit card, returns and voids
- Prints Bar Codes for hard to scan items
- Handles out-of-stock and override items
- Includes Sales Analysis tools

## Accounting Integration

- With Total Management and QuickBooks® integration, you can transfer deals from Sales Manager; service invoices from Parts & Service Manager; and retail sales from POS into QuickBooks, as well as payments, bills and purchase orders, eliminating manual data entry into the accounting system.



## *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:** We will send you two lists to fill out and return to us. One is the list of Users (full names) who will be logging into Total Management. The second is a list of Employees. We need the Employees' full names and job titles (i.e. Sales Manager, Service Manager, Technician, Specialist, etc.) for entry into QuickBooks.
3. **Contracts:** The purchase of our software includes setting up a **maximum of 9** contracts / forms. For each contract / form, we need three originals. One original is a filled-in sample of the form. For bank contracts, the sample must show the actual calculations on the bank contract. Bank contracts may vary between banks. It is very important that the sample bank contract you send us is true and accurate. The extra originals are needed to ensure accuracy in lining up the document when printing – copies will not line up accurately.

Mail forms to: Dealership Software Attn: Tina, 85 Industrial Circle, Lincoln, RI 02865.

**You will have 45 days from the initial purchase of our software to send us your contracts / forms to take advantage of the free contract/forms setup service for up to a maximum number of 9 forms.**

All contracts and forms submitted after 45 days or over the maximum of 9 forms allowed will incur the following charges:

- o \$165 setup fee per contract for any new contracts
- o \$ 45 per contract for any changes to existing contracts and forms

**Minimum processing time is 2 to 4 weeks and is dependent on the number of contracts.**

**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.

4. **Parts Catalog:** You will need to contact your parts vendors and obtain parts catalog files. Please e-mail the files to [tina@dealershipsoftware.net](mailto:tina@dealershipsoftware.net) **Note:** The files must be in **.txt, Excel, or ASCII** format. Be sure that these files contain the following:

1. Part Description
2. Vendor Cost
3. Part Number
4. UPC Codes(if applicable)
5. MSRP

5. **Data Transfer:** We will import your customer, vendor, employee, and vehicle inventory files that **you** provide in Excel format from your existing software. Please review and edit the worksheets for duplications prior to sending them to Dealership Software. It is your responsibility to provide us with accurate and compatible files. There will be some additional work for you to do after the transfer, but it will be significantly less work than manually entering all names and vehicles. 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 Sales and Parts and Service transactions. Customers, employees, and vendors exist in the database. (Customers and employee 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 3 sessions covering the following topics:
  - **Sales Preferences and Pricing;**
  - **Parts and Service Preferences;**
  - **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 3 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 Total Management Training**

**Option 1: Total Management Online Course.** This course includes 5 sessions held over 2 weeks. The fee is \$95 per company for the entire course. Attendance is limited to 5 companies. Each company can have an unlimited number of employees attending but only one microphone/speaker. An agenda for each session will be published and posted on our website. All sessions are recorded and will be available for your downloading.

**Option 2: Private One on One Training Session.** 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...

1. If you are considering purchasing Point-of-Sale (POS) equipment, we recommend purchasing the equipment through Dealership Software. We have negotiated special pricing with a vendor to provide you with equipment that has been thoroughly tested with our software. **POS Equipment Packages include:**

- 19 X 15 Cash Drawer
- Directional Barcode Scanner
- Thermal Receipt Printer
- 5 Rolls of Receipt Paper
- Keyboard
- Parallel Interface Cable
- Cash Drawer Cable



Dealership Software cannot guarantee that your existing POS equipment will work with our program, however, we will do everything we can to fix any problems within our expertise. The solution may require the purchase of new equipment.

2. We recommend that you enter each Vehicle in your Sales Inventory into the Sales Manager. This is a process that should be done carefully to ensure accurate information and accounting links. If we have imported your vehicles for you, open and review each vehicle record. Add any missing data. In general, Customers and Vendors will have been imported for you. Add any new names into either Parts & Service Manager or Sales Manager.

3. 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?**

Hosted Users receive automatic and free upgrades of the Total Management 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 Total Management 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 Total Management program.

### **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 Total Management programs only. These programs are Sales Manager, CRM, Parts & Service Manager, Walkthrough, Rental Manger, Time Clock, Menu Set-Up and WebRenter. We do not support QuickBooks, Windows, Internet Explorer or Terminal Services.

Dealership Software will fix problems caused by our Total Management 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 Total Management 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 Total Management.

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

### **Backup Support:**

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



