Our TOTAL MANAGEMENT Package

DEALERSHIP SOFTWARE.net

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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 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 and insurance 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. **Server**: You have the option of using an existing server or purchasing a new server. If you purchase a server, DealerShip Software offer servers specifically designed for our application that provide top performance and reliability. They are backed with a 3 year warranty and service.

    Note: When using an existing server, our program will be installed on the C:\drive, which may require increasing the size of your C:\drive. We will not be responsible for the success of our program if it is installed onto an existing server that is used for other applications; however, we will do everything we can to fix any problems within our expertise.

    Server disclaimer: The server cannot be used as a workstation – this creates technical problems and defeats the purpose of a server.

2. **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.

3. **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.

4. 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 of 9 forms.

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

- $ 165 setup fee per contract for any new contracts
- $ 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.

5. **Printers/Network**: Dealership Software only supports printing in a Thin Print® environment. Thin Print® provides for easy printing over the internet. Thin Print® is not included in the Total Management program. It must be purchased by your company and installed on each local computer. Dealership Software will help you with the installation and use of Thin Print® at no charge.

You are responsible for setting up drivers for local printers on your system. To print bank contracts, you will need an Epson LQ-590 or Epson FX-890 printer, which can be purchased at a discount through Dealership Software or can be purchased on your own. The difference between the 2 printers depends on the thickness of your contracts. The LQ-590 can handle up to a 5 part multi form and the FX-890 can handle multi part forms up to 8 parts.

We cannot guarantee or be held accountable for printer problems in a Terminal Services environment or for printer problems on your local computer. 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. This site includes printer compatibility information for Windows Server 2008.

6. **IP Address**: We strongly recommend that you establish a static IP address with your DSL or cable provider to facilitate our training, maintenance, and support. Once you have done this, please have your network support company configure your router to receive a Remote Desktop Connection utilizing Terminal Services and provide us with the IP address and administrative password. If DSL or cable is not available, the other option is a satellite link. Please call us for details on commercial satellites in your area.

We respect the fact that you may want to control who has access to your server. We can provide you with our static IP address. Your IT person can restrict Remote Desktop Connection to only allow access from our static IP address.

If you do not wish to obtain a static IP or if one is not available, other options are to set up Hamachi or an account at GoToMyPC.com. We can then connect to a user's session via the internet.

7. **Parts Catalog:** You will need to contact your parts vendors and obtain parts catalog files. Please e-mail the files to 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

8. **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.

9. **Training**:

- **Step 1: Online Tutorials**. Go to www.dealershipsoftware.net and click on the Training Tab. 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.

System Requirements for Dealership Software:

Server Operating System

- Windows 2000 or 2003 Server Standard
  Note: 2000 Small Business Server will not work
- FTP Client
- Pentium grade processor or equivalent
- 512 MB RAM or 200 MB for every User license
- 80 Meg Space on your HDD
- CD ROM Drive
- 1024 x 760 screen resolution in thousands of colors or better
- Broadband Internet connection (ADSL, Cable, etc.)
- Terminal Server
- Terminal Server Client access licenses installed

Work Station

- Pentium II 500 Mhz or equivalent CPU
- Windows 2000 or XP Professional
- 256 MB RAM
- 1024 x 760 screen resolution in thousands of colors or better
- Broadband Internet connection (ADSL, Cable, etc.)

Best Practices, environment:

- Prefer server to NOT be a Domain controller (can be a Domain member)
- Prefer server to NOT be the default gateway
- Software installed on an exclusive application server
- Prefer not to have anti-virus software installed on the same server as Dealership Software

News Bulletin

Get Customer Credit Reports through our software…

More great news for our clients! Credit reports at the push of a button. You will have access to Equifax, Experian, and TransUnion Credit Reports in one easy-to-read report. Plus, you will receive one consolidated bill from CBC Companies instead of three individual bills.

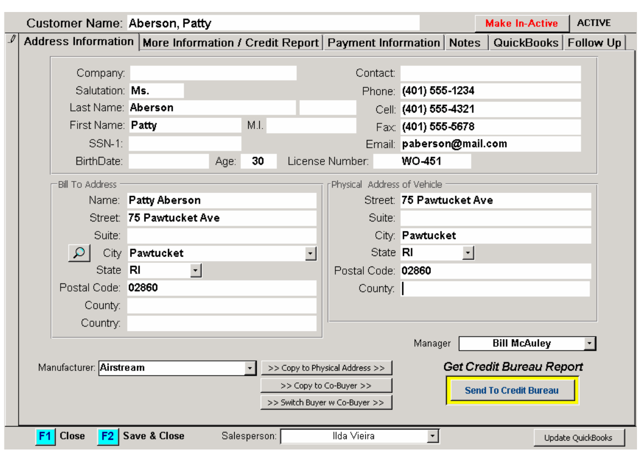
How do I get started?

Contact CBC at 1-888-824-0026 or fax your completed application to 1-888-977-1067

CBC Customer Service will provide you with a CBC Companies salesperson in your area. All you need to do is fill out the attached universal contract and membership application to send to or have picked up by the local salesperson. If contacting CBC via e-mail, please include a contact name, business name, complete address, and phone number. CBC will forward this information to your local salesperson, who will contact you directly.

Now that I'm a CBC Companies member, how do I get my reports?

During the transaction, simply click on the **Select Customer - F2 Button** in the **Buyer's Order Window**. Select an existing customer from the list and click on the **F2- Add Customer to Contract Button**. The selected customer's name will appear in the **Buyer's Order Window**. Click on the **Magnifying Glass Icon** next to **Customer / Credit Info**. The **Customer Information Window** will appear. Then just click on the highlighted **Send to Credit Bureau Button**.



<u>**Customer Information Window**</u>

Dealership Software LLC
Support Policy

What is included in the monthly support fee?
Dealership Software provides 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. We do not support security, anti-virus or any other programs that you have installed on your server.

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:
Dealership Software only supports printing in a Thin Print® environment. Thin Print provides for easy printing over the internet. Thin Print® is not included in the Total Management program. It must be purchased by your company. Dealership Software will help you with the installation and use of Thin Print® at no charge.

Server Support:
If your server fails, Dealership Software will re-install all Total Management programs. The fee is $ 599.00 if your server was purchased through Dealership Software. Otherwise, the fee is $ 899.00.

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.

User Name and Password List

If Additional Users are necessary please photo copy.

Please Fax this to (401) 305-3746

User Name	Password

Employee List and Department

If Additional employees are necessary please photo copy.

Please Fax this to (401) 305-3746

Employee Full Name	Department or Title