

## Business Management System > Overview

The Karmak Business Management System utilizes cutting-edge technology to provide total computer support for heavy-duty dealers, distributors, service shops, and leasing companies. Whether you have a single store or multiple locations, you can easily analyze all aspects of your operation, explore detailed data, or take a look at the big picture.

Karmak's total Business Management System is designed specifically for heavy-duty businesses like yours—no more skipping steps or making compromises. Combine the basic system package with optional modules—including the new ProfitMaster® line of Windows®, web, and wireless applications—to control all areas of your company. Inventory control, parts sales, truck and trailer sales, service shop management, core management, accounting, factory communications, and lease and rental management—these and many other powerful, feature-rich software modules work together to control costs and increase profits.

### > Parts Inventory Management

- Inventory
  - › Automatic Cross-References and Substitutions
  - › Cycle Counting and Physical Inventory
  - › Kit, Assembly, and Template Management
  - › Core Tracking and Accounting
  - › Serial Number Item Tracking
  - › Inventory Report Generator
- Sales
  - › Point-of-Sale Invoicing
  - › Alternate Ship-to Customer Addresses
  - › Part Messages for Purchasing, Pricing, and Sales
  - › ProfitMaster Internet Parts Sales
  - › Bar Code Point-of-Sale
  - › Parts Sales Analysis
  - › Delivery Analysis
  - › Vendor Rebate Management
  - › ProfitMaster Mobile Parts Order Entry
- Pricing
  - › Special Discounts and Contract Pricing
  - › Velocity and Cost Matrix Pricing
  - › Vendor Price Updates
  - › Featured Items Control

- Purchasing
  - › Purchasing Control Management
  - › Alternate Source Purchasing
  - › Automatic Backorder Filling
  - › ProfitMaster Bar Code Receiving
  - › Miscellaneous Purchase Order Tracking
  - › eCommerce for Suppliers and Customers
  - › Vendor Managed Inventory

### > Service Management

- Service Management
  - › Technician Efficiency Analysis
  - › Job Profitability Analysis
  - › Shop Productivity Analysis
  - › Detailed Accounting Schedules
  - › Override Labor Rate by Customer
  - › Month-End Work Order Analysis
  - › Service History Tracking
  - › Work-in-Process Reports
  - › Customer Sales Analysis
- Service Operations
  - › Warranty Claim Processing
  - › Automatic Shop Supplies Billing
  - › Bar Code Labor Time Entry
  - › Quick Repair Order Entry
  - › Miscellaneous Purchase Order Tracking
  - › Technician Story Entry
  - › Customer Unit Detail Display
  - › ProfitMaster Mobile Service Writer
  - › ProfitMaster Mobile Repair Order Entry
  - › ProfitMaster Scheduling

- Preventive Maintenance
  - › Customer Unit Management
  - › Preventive Maintenance Management
- Inventory Management through Service
  - › Core Tracking and Accounting
  - › Inventory Allocation Reporting
  - › Shop Price Control
  - › Bar Code Point-of-Sale
  - › Parts Remanufacturing Management
  - › Automatic Backorder Filling

### > Accounting Management

- Special Features
  - › Core Tracking and Accounting
  - › OEM Financials
  - › Miscellaneous Purchase Order Tracking
  - › Interface to third-party payroll system
- General Ledger
  - › Flexible Financial Reports
  - › Automatic Recurring Journal Entries
  - › Accounting Schedules for any account
- Accounts Receivable
  - › Credit and Collections Management
  - › Customer Report Generator
- Accounts Payable
- Notes Payable Monitoring and Payments
- Fixed Assets with multiple depreciation methods

## Business Management System > Overview — continued

### > ProfitMaster Sales Management

- Unit Inventory
  - › Track units in inventory, on order, at other branches, or on consignment
  - › Track units from purchase order to sale
  - › Track warranties on components
  - › Track unit movement between locations
  - › Unlimited components and characteristics
  - › Update unit information in mass
  - › Attach documents and photographs
  - › Connect inventory to the Internet
  - › Update General Ledger and Accounts Payable automatically when receiving factory invoices
  - › Perform necessary accounting if unit is moved to another book branch
- Deal Processing
  - › Generate quotes, deal forms, and invoices
  - › Handle multiple-unit deals
  - › Centralized unit, customer, and vendor data
  - › Track potential trade-ins
  - › Track local purchase orders and set limits on expenses
  - › Track multiple contacts per customer
  - › Search units via Pocket PC or Tablet PC
- Floor Plan
  - › Handle multiple floor plan lenders and fees
  - › Reconcile floor plans
  - › Optionally post accounting for floor plan expenses

### > Lease and Rental Management

- Preventive Maintenance Scheduling
- Track and record repair/replacement expenses on units at any location through the Service Management module
- General Ledger Management
  - › Fixed Asset Depreciation Analysis by unit
  - › Establish Book and Tax depreciation schedules on each asset
  - › Track Notes Payable on lease and rental units
  - › Track amortization on specific notes
  - › Flexible payment processing
  - › Unit Profit and Loss Reporting by customer, unit type, or location
- Rental, Lease, and Contract Processing
  - › Track reservations
  - › Track insurance, licensing, and driver information for expiration warnings
  - › Recurring, batch, or individual billing
  - › Discounts by type of unit, class, or customer
  - › Automatic billing adjustments
  - › Check available credit
- Track fleet utilization and customer trends
- Handles multiple locations

### > Management Reporting

- KOLD: Online Document Management
- ProfitMaster Real-time Performance Monitor—customizable dashboards provide critical data in real time for parts, service, accounting, lease/rental, and sales management
- Sales and Profit Analysis
- Custom Reports
- Report Generators
- Drill-down and search capabilities
- Export to Excel®, Word, XML, CSV, or tab delimited files

### > Factory Communications

- OEM-specific interfaces, including:
  - Financial Statements
  - Electronic Parts Ordering
  - Electronic Warranty Claims
  - Managed Dealer Inventory programs
  - Parts Price Files
  - Labor Rate Guides
  - Centralized Billing
- Manufacturers and Buying Groups:
  - ATD
  - Caterpillar
  - Cummins
  - Ford
  - Daimler Trucks North America
  - GM
  - International
  - Hino
  - Isuzu
  - Kenworth
  - Mack
  - Nissan
  - PACCAR
  - Peterbilt
  - Select Trucks
  - ThermoKing
  - Trailmobile
  - Triangle Spring
  - Truck Pride
  - Utility Trailer
  - Volvo
  - Wabash

### > Director Series Interface

- Connects your business system to your customers running Karmak's Director Series software.
- Automated Customer Stock and Emergency Orders
- Allows customers to check parts availability electronically