

Business Management & Productivity Tools

Karmak offers a variety of innovative tools designed to improve your productivity and profitability. The following modules, including the Windows-based ProfitMaster® line, work with the Karmak business system to provide advanced solutions for managing your business.

> Sales Management

Improves your total sales operation by tracking every aspect of a unit's history.

- Manage margins more closely by monitoring all unit costs and activities.
- Increase sales by quickly locating units with specific features from inventory, other branches, on order, on consignment, and even track potential trade-ins.
- Save time performing floor plan reconciliation and managing warranties, components, and attachments.
- Generate quotes and invoices quickly.
- Easily post all deal accounting, including invoices, floor plan expenses, down payments and deposits, and commissions.
- More than 70 reports are available for detailed sales and profitability analysis.
- Expand your market by quickly posting your inventory on the Internet with optional web interfaces.

> Service Management

Increase efficiency with complete service tracking and advanced preventive maintenance capabilities.

- Open repair orders with a single entry and eliminate re-keying data.
- Create new sales opportunities with automated tracking of deferred repairs and flexible preventive maintenance scheduling.
- Updates historical data and tracks technician performance, letting you efficiently and accurately review service history and measure comeback.
- Easily tie parts to a repair job, manage warranties and cores, and attach photos and documents to orders or claims.
- Track technician productivity by task and monitor technician certification.
- In-depth reports allow you to analyze profitability of every operation.
- Bar Code Time Entry maximizes efficiency, accuracy, and productivity by tracking repair orders, job numbers, technicians, and overtime charges.

> Real-time Performance Monitor (RPM) Modules

Track critical metrics with browser-based dashboards of real-time information.

- Customized color-coded, user-defined displays keep employees focused.
- Provides a powerful research tool to proactively forecast business trends.
- Quickly locate specific data with dynamic filtering and search features.
- Improve customer service by quickly identifying potential problems.

• RPM Accounting

- > Track daily controllable expenses and absorption ratio.
- > Instantly review General Ledger account balances and exceptions.
- > Review customer status with one click.

• RPM Parts

- > Minimize obsolete inventory by monitoring special orders.
- > Identify parts likely to fall below safe inventory levels.
- > Identify price overrides and review details.

• RPM Sales Management

- > Monitor deals from the sales worksheet to invoicing.
- > Analyze sales activity and trends.
- > Track current salesman performance.

• RPM Service

- > Manage the service schedule using thresholds to identify problem areas.
- > Track performance by monitoring time to close repair orders and comparing hours worked to hours billed.
- > Review repair order history to identify recurring problems.

• RPM Lease/Rental

- > Minimize turnaround time by identifying contracts about to expire.
- > Avoid downtime by tracking units due for preventive maintenance.
- > Track monthly utilization and review annual trends.

• RPM Customer Sales Watch

- > Track and analyze customers' buying trends.
- > Easily create customized views of your customer sales data, including customer account, unit sales details, and monthly sales information.
- > Optionally export data to spreadsheets, documents, e-mail, or virtually any CRM program on the market.

> Internet Parts Sales (IPS)

Expand your market share and use resources more effectively.

- Improves service to your customers by allowing them to search for parts, check pricing and availability, and place orders over the Internet at any time.
- Saves time spent manually entering and confirming faxed or phone orders.
- Eliminates errors caused by unreadable faxes or incorrectly entered part numbers.
- Sales personnel have more time to call or visit customers.
- Integrated with inventory to ensure accurate quantities.

> Bar Code Receiving

Improves inventory accuracy and increases employee efficiency.

- Shelve parts and fill backorders faster.
- Reduce overall turnaround time from part entry to part sold.
- Increase cycle count speed and accuracy.
- Lowers labor and operational costs.
- Validates part numbers and prices immediately.
- Easily integrated into inventory procedures.
- Maintain constant control of your inventory.
- Receive multiple purchase orders in a single session.
- Frees inventory personnel for more important projects.

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> Mobile Repair Order Entry

Increase efficiency by easily tracking mobile truck repairs or any service performed off-site.

- Quickly create a repair order from one screen on a laptop or Tablet PC.
- Eliminate technicians' time spent hand writing and re-keying repair orders.
- Save time spent manually entering data and reduce non-billable labor costs.
- Generate an invoice and capture signatures electronically from the field.
- Track inventory quantity for each mobile repair truck with optional branch license.

> Mobile Service Writer

Frees service writers from the desktop to jump start the work order process.

- Improve workflow by quickly opening repair orders as vehicles arrive on site.
- Quickly open a repair order in a single screen.
- Service writers are able to open more repair orders per hour.
- Increase customer satisfaction by assisting customers quickly.
- Avoid writing work orders on paper and deciphering handwriting.
- Works with Tablet PC in portrait or landscape mode for easy handling and greater mobility.

> Mobile Parts Order Entry

Makes outside sales personnel more efficient by allowing them to open parts orders on a portable PC.

- Track parts orders while visiting customer locations.
- Quickly look up customer and part data.
- Enter and bill parts orders quickly and more accurately.
- Eliminates illegible or lost paper copies.
- Generate orders as often as needed—no need to return to the office.
- Print a sales order for the customer.
- Easily preview, print, and electronically archive parts orders to KOLD.

> KOLD (Karmak OnLine Documents)

An innovative document management solution lets you conveniently view, distribute, archive, and retrieve Karmak documents.

- Converts many nightly, weekly, monthly, and annual Karmak reports and customer invoices into online documents.
- Save money on paper, storage space, labor, and equipment.
- Store data for less money.
- Prevent loss of vital documents in the event of a disaster.
- Easily view and e-mail reports on your PC.
- Quickly search reports or specific data within a report.
- Scalable to meet your business needs.

> eCommerce

Direct computer-to-computer communications take cost out of the supply chain.

- Easily exchange documents with suppliers and customers.
 - > Receive purchase orders.
 - > Send invoices.
 - > Receive price updates.
 - > Send sales data through Vendor Managed Inventory programs; receive suggested purchase order.
- Automate routine processes.
- Reduce errors and save time.
- Lower labor and mailing costs.
- Improve customer service.
- Receive price updates from suppliers faster; eliminate CDs, tapes, and mailing costs.
- Increase sales, reduce inventory costs, and improve inventory turns with Vendor Managed Inventory.

> Client Talk

Enhance client communications with automated e-mail notification.

- Improves customer service and saves time in parts and service departments by notifying selected customers when service work is finished or backordered parts are available.
- Eliminates missed calls and miscommunication.
- Provides you and your customer with accurate written records.

> CrossMaster-HD®

Quickly and easily access millions of part cross references and substitutions through the order entry and inventory programs in your business system.

- Save time searching for part numbers.
- Prevent lost sales by having the cross-reference information at hand.
- Increase customer satisfaction and encourage repeat business with savings from cost-comparisons that let you offer customers more competitive parts prices.
- Helps to reduce your obsolete stock.

> DataLink for Legend

A powerful reporting tool for advanced business analysis.

- Links data from your Legend business system to reporting programs such as Microsoft® Excel® and Business Objects® Crystal Reports®.
- Create specialized reports to meet your needs, from basic to complex.
- Refresh and share reports in real time.
- Quickly find specific data on screen—no need to print reports.
- Information is customizable by user, down to table and field levels.
- Includes data and security settings specific to your Karmak business system, eliminating complex setup procedures.

> Legend Access

Improve efficiency of everyday tasks with advanced terminal emulation software.

- Connect to and run Legend applications from a Windows-based PC.
- Quickly view many types of files from other directories on the Legend system (unlike many other emulators).
- Certified for Windows Vista™.

> Third Party Options

- **GoldFax** (Legend Only)—save time faxing statements and invoice reprints to customers and stock orders to vendors.
- **GrayMatter** (Legend and INFO 5)—adds flexible laser printing capability, allowing you to move away from serial devices, print on plain paper, and save money on pre-printed forms.