

### Business System > Service Management

The Karmak Service Management system offers complete service tracking for a heavy-duty truck or trailer dealership or repair facility. Easily generate repair orders and conveniently perform all functions, from adding parts and technician time to printing an invoice. The system automatically updates historical data for units, customers, technicians, and operations as work progresses. Provides advanced features for tracking preventive maintenance schedules, warranties, parts, supplies, and labor. In-depth reports allow you to analyze the profitability on every operation, while real-time dashboards let you see how the department is running at a glance. Fully integrated with Sales, Parts Inventory, Accounting, and Lease and Rental modules for total unit tracking from sales to service.

#### > Heavy Duty Service Department Management

Offers complete computerization of your service facility.

- Work orders are easily created, closed, invoiced, voided, and re-opened.
- Track actual time worked by each technician on each operation and easily compare to the operation's flat rate or "book" time.
- Parts added to service orders are immediately removed from inventory.
- Mix repair types on the same work order—such as warranty, internal work, and jobs for which a customer pays.
- "Split" an order and close only specific jobs—for example, move a warranty job to a new repair order and finalize the portion for which a customer pays.
- Adjust hours for any technician.
- History data for units, customers, technicians, and operations are updated as work progresses.
- Automatic updating of costs and prices for labor and materials by repair type to ensure more accurate repair estimates.
- Build your own repair type codes.
- Define job/operation instructions for technicians.
- Historical analysis of parts used by job/operation.
- Track the status for each service operation and for each repair order.

#### > Service Reporting

- Integrated with ProfitMaster® Real-time Performance Monitor, which offers customizable dashboards of critical service information in real time.
    - > Set thresholds to identify problem areas in the service schedule.
    - > Track performance by monitoring time to close repair orders and comparing hours worked to hours billed.
    - > Review repair order history to identify recurring problems.
  - Work-in-process reports
  - Repair shop productivity, gain/loss percentage, and efficiency reports
  - Month-end work order analysis
  - Technician efficiency analysis by technician or operation
  - Track service operations by repair type, customer, or unit.
  - Track average cost, labor and parts by repair type.
  - Customer sales analysis by customer, internal, or warranty, or by service work classification
  - Unit repair/maintenance history reports
  - Job/operation statistics, including high, low, and average repair times
- #### > Invoicing
- You determine whether the final invoice includes detail listing of parts or rate per hour by job.
  - Enter technicians' time directly from a daily time record.
  - Easily change a customer's name or bill-to address—even after parts and labor have been added.

R/O #	Opened	Date	Processed	Status	R/O	R/O	R/O	R/O	Status	Completed	Op. Cost	Waiting	In R/O	Checked	Customer	Phone	Location
310074	08/20/2002	08/20/2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	J.P. TRANSPORT LTD.	204264795	PE
310081	08/20/2002	08/20/2002	2.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	PROUDER RENTALS & LEASE	7897920	PE
310083	08/20/2002	08/20/2002	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	STEVES SCDA		PE
310084	08/20/2002	08/20/2002	12.00	12.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	SMITHWAY EDUCATION INC		PE
310085	08/20/2002	08/20/2002	4.40	5.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	STAFFORD MANITOBA LTD.	204264795	PE
310086	08/20/2002	08/20/2002	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	PROUDER RENTALS & LEASE	2047920	PE
310087	08/20/2002	08/20/2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	THE CRAY FARM		PE
310088	08/20/2002	08/20/2002	2.00	15.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	COURTESY FREIGHT	8072220	ON
310089	08/20/2002	08/20/2002	2.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	GLICK TRAFFER LTD.	786011	PE
310090	08/20/2002	08/20/2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	PROUDER RENTALS & LEASE		PE
310091	08/20/2002	08/20/2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	PROUDER RENTALS & LEASE		PE
310092	08/20/2002	08/20/2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	PROUDER RENTALS & LEASE		PE
310093	08/20/2002	08/20/2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	HEMPSTER CONCRETE LTD.	895412	PE
310094	08/20/2002	08/20/2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	PROUDER RENTALS & LEASE		PE
310095	08/20/2002	08/20/2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	PROUDER RENTALS & LEASE		PE
310096	08/20/2002	08/20/2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	PROUDER RENTALS & LEASE		PE
310097	08/20/2002	08/20/2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	PROUDER RENTALS & LEASE		PE
310098	08/20/2002	08/20/2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	PROUDER RENTALS & LEASE		PE
310099	08/20/2002	08/20/2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	PROUDER RENTALS & LEASE		PE
310100	08/20/2002	08/20/2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	PROUDER RENTALS & LEASE		PE

Browser-based dashboards provide critical service data in real-time—from a summary of open repair orders to the details of every job, and virtually anything in between.

#### > Miscellaneous Purchase Order Tracking

When a Miscellaneous Purchase Order is issued in the service department, it is tied to the repair order and absolutely will not let you close that repair order without invoicing the item or service purchased on the Miscellaneous Purchase Order.

- Allows you to track these items from the time of creation through payment in Accounts Payable.
- Accounts Payable does not have to re-key the Miscellaneous Purchase Order into the system.

## Business System > Service Management — continued

### > Preventive Maintenance Management

Enables you to notify a customer when a particular unit is due for service based on miles or kilometers, hours, and/or days.

If the unit is a contract unit, the system will automatically post to the correct General Ledger account. If the unit is by the job, it will generate a repair order. In both cases, the system keeps track of all costs associated with the unit.

- Provide custom-designed maintenance service schedules to your customers by unit type.
- Increase your profits through increased service shop activity.
- Establish flat rate and/or a rate per mile or hour through contract billings.
- Establish multiple service levels per schedule.
- Reports of units due for service are provided on demand or automatically.
- Generate letters to customers reminding them of scheduled maintenance.
- Post dollars to separate General Ledger accounts.
- The next preventive maintenance service date is automatically updated when mileage or hours are entered through the repair shop or the Preventive Maintenance software.
- Obtain updated information on revenue and cost year-to-date, usage, open repair orders, and preventive maintenance jobs.

### > Core Tracking and Accounting

Track vendor and customer core returns, and avoid over-returns. Quickly display a customer's core right-to-return when creating a work order. Each exchange item is linked to a core part number so that cores are automatically billed when exchange items are sold. Maintain "dirty" and "inherent" cores separately in inventory and General Ledger.

### > Bar Code Time Entry

Save time in the shop and maximize efficiency, accuracy, and productivity.

- Track repair orders, job numbers, and technicians using bar codes.
- With the wave of a wand, your technician can clock onto a job and off the previous job at the same time. Hours worked are added immediately to the open repair order when your technician clocks off or changes jobs.
- Optionally charge overtime hours automatically.
- Determine which job a technician is clocked into at any moment.
- Generate a report showing all times technicians clocked on and off of jobs.
- Access technicians, repair orders, and conditions by simply entering a technician number.
- Easily add parts to the operation the technician is currently working on.
- Easily maintain time, or add technicians to a job after they start.

### > Customer Unit Management

- Tracks repair shop history for work performed on the customer's unit.
- Tracks unit-specific information about each unit such as year, make, model, VIN, and various component information on the unit.
- Enables you to customize up to 18 fields of information on each customer unit.

### > Shop Price Control

- Increase margins by pricing parts tied to repair orders at higher rates than those sold at the parts counter.
- Add a shop supplies percentage automatically, based on the labor total by job.
- Charge different environmental fees per operation.
- Turn environmental and shop supplies charges on or off by customer.

### > Warranty Management and Alternate Accounting Schedules

Post specified service shop operations to General Ledger accounts other than the usual sales and receivable accounts, for example, Warranty rather than A/R.

- Generate a more detailed audit trail of balance sheet accounts by control number.
- Establish alternate accounts to handle parts, cores, labor, and cost of goods sold for specified service jobs.
- Maintain internal warranties for service work performed for customers.
- Relate each warranty receivable to a warranty form number and G/L account.
- Track vendor warranty work performed on a customer's unit, but billed to the vendor.
- Track parts warranties for customers and automatically update a vendor warranty receivable.
- Track warranty receivables from a vendor back to a customer.
- Electronic warranty claims are available for all major OEMs.

### > Parts Remanufacturing Management

Track both material and labor used to remanufacture any product in your inventory.

- Reminds you that cores must be added and provides an average cost-per-piece for each batch of remanufactured products.
- At month end, provides a summary of all remanufactured items completed during the month and gives an average cost-per-item comparison for review by management.
- Automatically generates reports showing cost per unit for remanufactured items.