

Quorum's DMS – XSELLERATOR™ - is a comprehensive dealership and customer management solution that automates, integrates and streamlines every department in a dealership. This document provides a summary of some of the key features and functionality included and available within the Quorum DMS, organized by dealership area.

*Italicized grey items are optional features or services (which may require additional fees).*

## Sales, and F&I and CRM Key Features

- Real-time Vehicle Inventory Management
- Basic Desking and F&I processing including side-by-side (three) scenario selling
- *Advanced desking (powered by Autovance) including customer presentation, build and price and all makes incentives, rates and residuals (Canada)*
- *QLeads Virtual Receptionist - Chat, text and email for your website, Internet Leads Management (Canada)*
- Sales Planner that organizes all tasks, appointments customer information for salespeople
- Mobile Sales Planner with access to inventory and sales information
- Forms and contracts (up to 25 included at implementation, *additional available*)
- Sales merchandising - Targeted promotions with results tracking Full integration to credit bureaus, financial portals and full FTC compliance through third party integration, eliminates duplicate data entry

## Accounting/Business Office Key Features

- Full general ledger
- Accounts payable & accounts receivable with "Point and Click" reconciliations
- Electronic purchase orders
- Cash receipts
- Ability to email statements
- Month-end / year-end routines and financial statements
- *Integrated payroll (3rd party product required)*
- *Integrated in-house leasing (3rd party product required)*
- Automated warranty and parts invoice reconciliation (not available for all franchises)
- Journal entry import from spreadsheet

## Communicator (optional)

- Integrated two-way texting and emailing
- Privacy laws "opt-in" capability
- Storage of all communication with the transaction
- System triggered automated messaging ("plug-ins")
- Ad-hoc messaging
- Parts Request messaging and fulfillment process
- Attachment (quotes, invoices, statements, pictures)
- Dealership and Dealer Group instant messaging

## Parts Key Features

- Inventory management & adjustments
- Stocking & ordering
- Special order parts management
- Receiving & claims
- Parts invoicing & returns
- Multiple pricing levels, including pricing matrices and round-up function
- Multi-year inventory history
- Purchase orders
- Parts Kits - PK number or attached to an Op Code
- Parts catalogue shopping list interface
- Basic Automated parts catalogue interface (*3rd party product required*)
- Integrated Electronic Inventory Barcode Scanning (*3rd party product required*)
- Electronic signature capture

## Service Key Features

- Repair Order write-up & invoicing
- Automated Shop Management
- Automated Technician Time Clocking
- Automated Repair Order
- *Multi-Option Automated Dispatching (paperless)*
- Hours to Sell function
- Intuitive Labor Operation Code Management
- Appointment Scheduling, including integrated on-line customer appointments (*3rd party product required if not supplied by Manufacturer*)
- Automated Parts Requests
- Retail Labor Time Guide Interface (*3rd party product required*)
- Service Notices & Service Merchandising with full BDC capability (with results tracking)
- Built-in Service Customer Retention Management
- Integrated Quoting Process that helps advisors and technicians quote needed repairs for customers seamlessly
- Vehicle Inspection Process – full walk around and inspection features that integrate with quotes and repair orders (available on tablets and mobile devices)
- Electronic signature capture
- Matrix Labor Pricing
- Automated Warranty OEM Credit Memo Reconciliation (for some OEMs)

# Key Functionality & Services

## Computing Environment

- Support for Tablet Devices (e.g.: Apple iPad, Microsoft Surface)
- Lower cost & more secure
- Fully automated system back-up (on and off-site)
- Secured remote user access included (tablets, Internet access)
- *Total Security Package, including:*
  - *Enhanced back-up (non-system user files backed-up)*
  - *Disaster recovery (failover to off-site server)*
- *Network Gateway Solution (basic and advanced)*
- *Security Monitoring as a Service (SMaaS)*

## System Highlights

- Unlimited storage of all transactions
- Real-time posting of all transactions – no batch processing
- Windows-based system with full drill down to any transaction
- Console (customizable dashboard), management and customized reporting
- Support for multiple facilities and franchises (Including central accounting, CRM and reporting features)
- Embedded CRM tools
- Enter customer and vehicle information only once
- All departments share the same information
- The software is built as one integrated system, not as a collection of modules
- Free employee time clocking function
- FlexReports - a library of customizable Excel reports that connect directly to the data in the DMS
- FlexDOC – a high level financial summary of the dealership – in real-time
- *eDocuments - turn paper documents into Automated ones*
- *Ability to email from within XSELLERATOR*
- *Integrated document scanning for signature documents (3rd party product required)*
- The Console desktop with real-time graphical reporting and system access tools
- All makes VIN translation

## Implementation & Support Services

- Advanced data conversion from previous system, including customer data cleansing
  - *Showroom system data conversion*
  - *Employee Data Conversion (for payroll)*
- Dealer Test Drive (“Pre-LIVE” check point to test set-up and forms)
- Full staff training with job specific curriculums and managed tracking, using your data
- On-site assistance during implementation
- First month-end close assistance
- Server maintenance and support including server monitoring
- North American based toll free support center
- After hours emergency support
- OEM price file, labor time guides, VIN translation table, antivirus (server only), and financial statement updates
- Frequent new versions of XSELLERATOR released each year include significant new features and functionality at no additional charge
- Billing via Automated Funds Transfer
- *eQUIP subscription-based online training service available, with uTRAIN new employee training (including on-line workbooks and the uTRAIN server to practice training modules)*
- Customer newsletters, Qmmunication (text notifications), Webcasts with Maury
- *Available remote and on-site consulting and training*