



Allmakes DMS

Dealer Management System

- Workshop job cards
- Vehicle sales
- Stock control
- Service histories
- Purchase orders
- Postcode look up
- SMS Text Messaging
- Service reminders
- EPOS & barcoding
- Sage line 50 support
- Management reports
- Price files updates
- Knowledge base
- Export to Excel
- Contact management
- Multi-site capable
- Windows based
- Mail merge with Word
- Outlook integration
- Stock lists
- Estimates
- Credit notes
- Online ordering
- Fiche integration

Allmakes 4x4, the world's leading supplier of Original parts for Land Rover, brings you Allmakes DMS, an easy to use, cost effective system, which can help you manage every aspect of your 4x4 business, from customers to suppliers and from parts to workshop.

With Allmakes DMS, you can

- Manage your customers and their vehicles
- Manage your Parts, Prices, Orders, Suppliers and Supplier Part Number variations
- Manage your Land Rover discount codes and percentages
- Manage your workshop, technicians and ramps through a fully integrated scheduler
- Exports sales ledger info to Sage Line 50
- Manage Accounts, Credit, Customer Statements
- Stock and sell vehicles
- SMS Support available
- HPI and Postcode Lookups available
- Full Bar Coding Support
- CRM Suite included



Allmakes DMS configuration

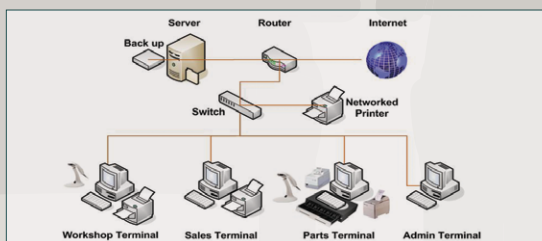
Allmakes DMS supports a wide range of configurations.

At the bottom end, Allmakes DMS can be installed on a single Windows machine with a standard A4 printer. This configuration is suitable for any small workshop.

Allmakes DMS can also support larger workshops. A typical system would include a Windows Server and 3 or 4 client machines. Each machine can be dedicated to a specific role. i.e. Workshop, Parts, etc.

Allmakes DMS supports a wide range of additional hardware including:

- 3" receipt printers
- Cash drawers
- Barcode scanners
- Label printers



Best business practice

Allmakes DMS has been tuned to help a workshop operate in the most effective way, using best practice. In every department, the processes taken care of by Allmakes DMS ensures the smooth flow of transaction detail.

Advanced technology

Balancing continuity and consistency with progressive evolution and new technology is the main objective of the Allmakes 4x4 development team.

Recent introductions including SMS Text Messaging and email integration ensure you have the tools you need.

Competitive advantage

Staying ahead of the competition is a continuous challenge facing every workshop. Exploring the potential of Allmakes DMS is a key element in operating your workshop more successfully.

Class leading support

Deep Blue, the support company behind Allmakes DMS have numerous elements that help to provide good customer support. They provide telephone assistance during office hours as well as a wide array of online support options including:

- Documentation
- Knowledge base articles
- Program updates and price file updates

For further information, please visit: www.allmakes4x4.com/dms
Alternatively call **01235 862020** to arrange an on-site demonstration.

In association with

DEEPblue

System features

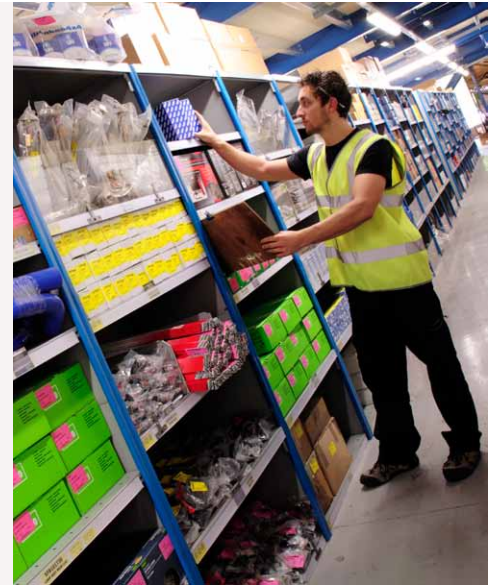
- Full stock control
- Quick invoice generation
- Customer back orders
- Picking lists
- Supplier and product groupings
- Stock taking
- Product kits
- Stock correction log
- Min/max stock re-order levels
- Alternative suppliers
- Purchase orders
- Website order support
- Online supplier ordering (EDI)
- Export data to Microsoft Excel

Reports

- Stock lists, locations and values
- Stock sales and purchases
- Stock movements and histories
- Orders by month
- Customer orders
- Overdue parts
- Back orders
- Fast moving and dead stock

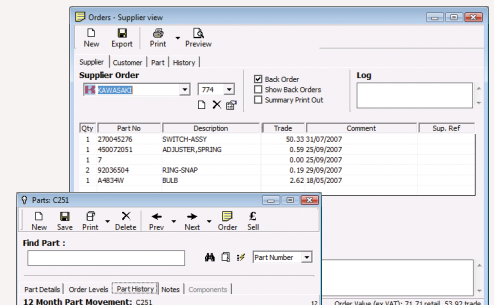
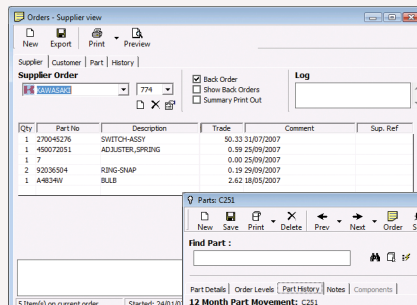
The Allmakes DMS Stock Control Management System provides a detailed parts stock record that is linked to major manufacturer and supplier price files. Product grouping, discounting, min/max order levels and alternative suppliers are all supported.

Allmakes DMS calculates your current stock requirements in real-time, tracking which lines have fallen below stock re-order levels and which are on order (for both customers and stock).



Main benefits of the Stock Control Management System

- Purchase orders for stock can be sent directly to suppliers, saving you time.
- Purchase orders can also be faxed or emailed directly to suppliers.
- On receipt and confirmation of a delivery, a stock allocation list is printed.
- Allmakes DMS can also print product labels including barcodes for stock items as well as customer names.
- Customer back orders can be instantly checked, allowing confirmation of outstanding orders.
- Individual parts can be cross referenced to get a full breakdown of their movements.
- Allmakes DMS has a comprehensive set of stock management reports providing information to control the business.
- Allmakes DMS has a stock taking and adjust stock function that is fully auditable.





Postnumbering

System features

- Sales orders and invoices
- Allows entry of vehicle types
- Vehicle cost breakdown analysis
- Location for stock vehicles
- Sales executives performance
- Re-con costs
- Internet broadcasting of stock
- Free form invoice text
- Export data to Microsoft Excel
- UK postcode look up
- SMS Text Messaging

Reports

- Stock, sales and delivery reports
- Group analysis by vehicle type
- Stock lists and values
- Sales executive reports
- Margin/profit reports
- Purchasing details
- Part exchanges
- VAT summary
- Vehicle filter stock and searches

Allmakes DMS enables you to break free from the confusion of supplier suffixes.

No other system in the world directly tackles the issue of supplier part number suffixes in the same way.

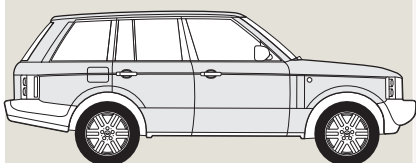
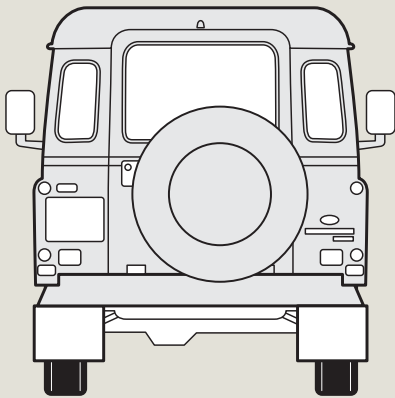
Aftermarket suppliers have for many years chosen to adopt a system of suffixes to determine the varying qualities of their part number alternatives.

Postnumbering cuts out the confusion and aligns brands, qualities and prices from one supplier with the best matching brands, qualities and prices from the other suppliers, giving you the best possible comparison between suppliers and instantly highlighting when new variations become available.



Main benefits of Postnumbering

- Our system only uses the supplier part number for ordering.
- Every part number from major Land Rover wholesalers is given a unique product record.
- Part numbers are assigned based on base part number, price and brand.
- The result is a much more accurate like for like comparison of parts from different suppliers.
- Plus you can stock the same supplier part number from multiple suppliers.
- All handled as part of the price update procedure



In association with **DEEPblue**

Call **01235 862020** today, or email: uk@allmakes.co.uk



Invoicing

System features

- Efficient invoice generation
- Customised invoices
- Barcode generation and scanning
- Sales orders and invoices
- Customer history records
- Pre-set customer discounts
- Logs sales by member of staff
- Supports cash till drawers
- Supports 3" receipt printers
- Free form invoice text
- Export data to Microsoft Excel
- Customer and UK postcode

Reports

- Sales by month
- Day totals
- Stock lists and values
- Sales by staff reports
- Margin/Profit reports
- Back orders
- VAT summary

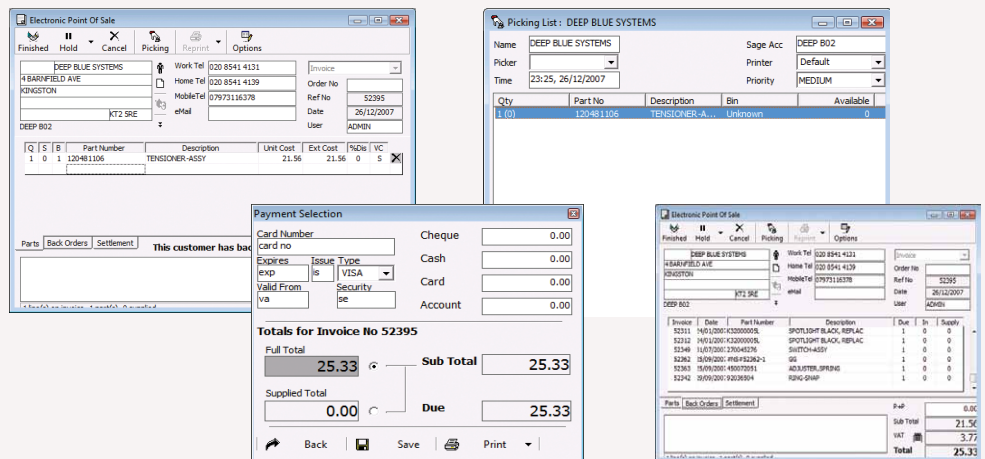
The Allmakes DMS EPOS Invoicing System is efficient and easy to use. Fast efficient invoice generation is the corner stone for your workshop.

All essential information is close to hand, shown in a clear and concise way. We can supply you a UK postcode database to help you quickly and accurately record customer details. Full supply and support for barcode scanners, receipt printers, label printers and cash drawers can also be provided.



Main benefits of the EPOS Invoicing System

- Customers can be selected by account reference, company name, surname or postcode.
- Customers can have pre-set discounts automatically applied to their invoices.
- The Point of Sale Invoicing System provides complete access to customers' back orders.
- Bar-coding is fully supported, allowing you to scan items, providing quick and easy product identification.
- Allmakes DMS can generate its own bar-coded parts labels and is fully compatible with barcode scanning.
- A customer facing display can also be supplied. This allows a customer to see the invoice's running total.
- Allmakes DMS supports in-progress and pro-forma invoicing as well as assigning alternative delivery addresses.
- Customer history records are available, allowing access to a customer's full purchase history for parts.
- Receipt and invoice headers can be customised with company logos and details for a professional look.
- Cash till draws can be used for counter sales, improving the sales process.





Vehicle Management

System features

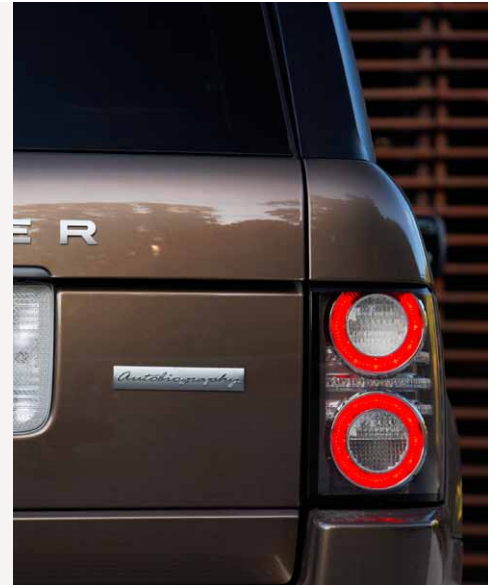
- Sales orders and invoices
- Allows entry of vehicle types
- Vehicle cost breakdown analysis
- Location for stock vehicles
- Sales executives performance
- Re-con costs
- Internet broadcasting of stock
- Free form invoice text
- Export data to Microsoft Excel
- UK postcode look up
- SMS Text Messaging

Reports

- Stock, sales and delivery reports
- Group analysis by vehicle type
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- Sales executive reports
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- Purchasing details
- Part exchanges
- VAT summary
- Vehicle filter stock and searches

The Allmakes DMS Vehicle Stock Management System effectively manages the sale of new and used vehicles, as well as the purchasing of vehicles for stock.

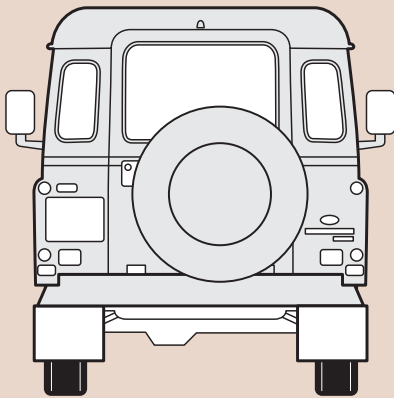
Allmakes DMS allows you to display and record huge amounts of information which you can define and set. It also provides you with an easy to use and highly visual set of screens. You can also export your used vehicle stock directly to NXGN, Web Trader or an HTML page.



Main benefits of the Vehicle Stock Management System

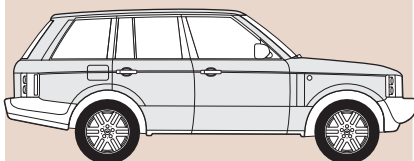
Need to know how many Land Rovers you have in stock? With a few clicks of the mouse you can get a full summary.

- Vehicles can be bought, sold, reserved and part exchanged in just a few seconds.
- Full access to purchase, sales invoice and customer details, all with a single click of the mouse.
- Allmakes DMS provides a vehicle registration screen which allows you to enter your allocation of new registration numbers.
- Vehicle types allow for more accurate data entry and processing e.g. new, used, demo, trade, car, bike.
- Reconditioning costs are updated in real time from workshop job cards to give you accurate vehicle costs.
- Allmakes DMS allows you to export your used vehicle stock directly to NXGN or Web Trader.



Stock No.	Make	Model	Colour	Display Price	Spent	VIN No.	CC	Description	Purchase Date	Reg Date
110031	YAMAHA	T90	BLUE	250.00	0.00	35T006925	79		11/11/1999	21/05/1998
110112	KAWASAKI	Z636A	GREEN	2999.00	114.50	3K202964A00...	656		11/07/2003	07/09/2002
110189	KAWASAKI	ZR750-J1H	BLACK	0.00	0.00	ZADP750134016...	748		25/06/2004	06/07/2004 12...
110187	PIAGGIO	LIBERTY 50 ...	EXCALI...	0.00	0.00	ZAPC41200000...	49		10/11/2004	10/11/2004 11...
110031	YAMAHA	T90	BLUE	250.00	0.00	35T006925	79		11/11/1999	21/05/1998
110196	PIAGGIO	N9250	RED	1599.00	0.00	ZAPMC3000023...	244		26/11/2006	01/03/2002
110188	YAMAHA	DT125R	BLACK	1599.00	0.00	ZYADE01000008...	149		14/02/2006	14/02/2003
110237	PIAGGIO	GT15 250	EXCALI...	0.00	0.00	ZAPM45000001...	244		09/02/2006	09/02/2006 10...
110196	PIAGGIO	L150 217	EXCALI...	1849.00	0.00	ZAPC381010000...	49		27/06/2006	27/06/2006 12...
110194	PIAGGIO	L150 217	BLACK	0.00	0.00	ZAPC381010000...	49		04/07/2006	20/04/2007 21...
110204	PIAGGIO	ET2	SILVER	0.00	0.00	ZAPC160000-012...	49		13/07/2006	06/07/2006
110190	PIAGGIO	LIBERTY 50 ...	BLACK	1549.00	0.00	ZAPC421042222...	49		14/07/2006	14/07/2006 10...
110193	PIAGGIO	L150 217	BLACK	1849.00	0.00	ZAPC381010000...	49		28/07/2006	02/08/2006 16...
110196	PIAGGIO	X8 125	EX.SILV...	2599.00	0.00	ZAPM363010002...	124		28/07/2006	03/08/2006 16...
110197	PIAGGIO	ZIP 100	BLACK 94	1299.00	0.00	LEPM32000000...	100		28/07/2006	15/09/2006 11...
110209	GILERA	RUNNER 125V2	686/12...	1499.00	0.00	ZAPM40000001...	124		12/09/2006	08/10/2003 10...
110207	PIAGGIO	L150 41T	EXCALI...	1199.00	0.00	ZAPC383000000...	49		07/09/2006	17/09/2005
110208	PIAGGIO	ET4 50	686 PLAT	0.00	0.00	ZAPC261000001...	49		07/09/2006	05/11/2002
110195	PIAGGIO	Lx 125	GRAPH...	2449.00	0.00	ZAPM44000003...	M...		09/09/2006	09/09/2006 09...
110119	KAWASAKI	ER650 AGS	BLACK	3599.00	0.00	ZAPAE550A000...	656		30/11/2006	01/01/2006 14...
110220	HONDA	90	NTV	0.00	0.00	VTNR074704W5D...	125		06/12/2006	01/08/1998
110212	APRILIA	HABANNA	BLACK	999.00	0.00	Z0DP00000V510...	125		30/09/2006	11/05/2000
110213	PIAGGIO	SUPER HEVA...	686 PL...	999.00	0.00	ZAPM03 0000200...	49		03/10/2006	04/02/2002
110176	PIAGGIO	REG 50 POW...	174 ST...	0.00	0.00	ZAPC423000000...	49		24/10/2006	24/10/2006 13...
110177	PIAGGIO	FLY 50	E.SILV...	0.00	0.00	LEPM44500000...	C4...		24/10/2006	24/10/2006 13...
110178	PIAGGIO	GT 125	E.SILV...	2649.00	0.00	ZAPM313000000...	124		26/10/2006	27/10/2006 10...

Vehicle Information, ID: N537	
Stock ID	N 537
Category	VEHICLE
Group	
VIN No.	ZAPM45000010747
Make	PIAGGIO
Engine No.	M451M 12589
Model	GT15 250
CC code	244
Spec	
Colour	EXCALIBUR SILVE
Ignition Key	W6340
2nd Key	
Carton No	
Notes	
Description	
Location	
<input type="button" value="Self Vehicle"/> <input type="button" value="Clone"/> <input type="button" value="Print"/> <input type="button" value="OK"/> <input type="button" value="Cancel"/>	



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Workshop Scheduler

System features

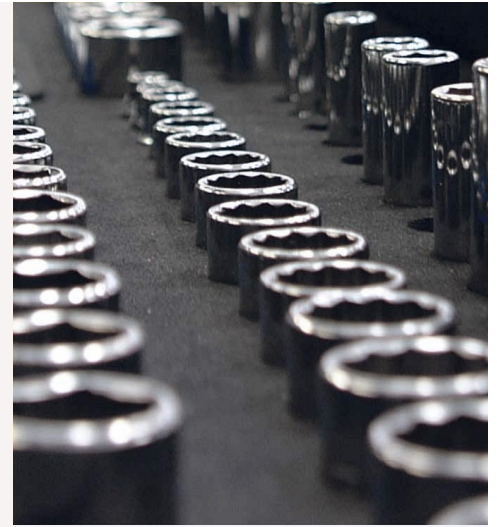
- Job card to invoice control
- Provides estimates/quotes
- Menu pricing and templates
- On screen diary
- Access to full service history
- Technician ramp allocation
- Quickly invoice completed jobs
- UK postcode look up
- SMS Text Messaging
- Vehicle on-site option
- Customer/vehicle histories

Reports

- Hours sold
- Hours worked
- Service reminders
- MOT reminders
- Margin reports
- Back orders
- Service reminders
- Recalls
- Warranty work
- Technician reports
- Workshop efficiency

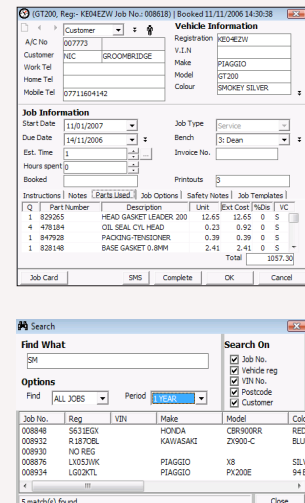
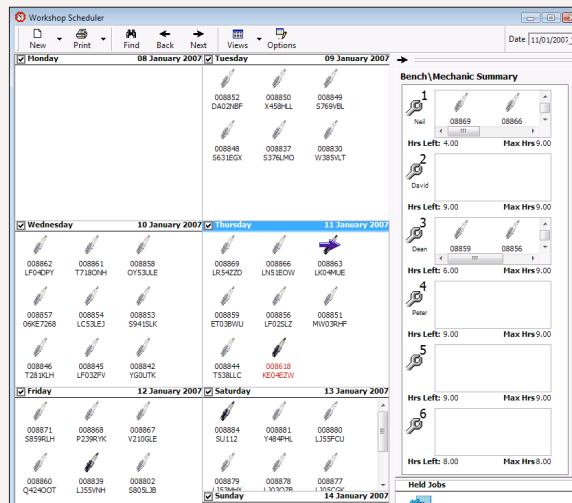
The Allmakes DMS Workshop Scheduler System manages a job from the time of booking, through the workshop and up to the point of invoicing.

It also provides an effective way for you to manage and control work carried out through your workshop. Using the workshop functions within Allmakes DMS, you can manage workshop loading and time, resulting in effective workshop utilisation thus maximising workshop potential.



Main benefits of the Workshop Scheduler System

- Assign any number of technicians to specific workshop ramps or pits.
- Manage technician loading, plan months in advance.
- Sell any number of different labour rates.
- Clock on and off jobs. Jobs can easily be planned months before hand or rescheduled for a different day.
- Job cards can quickly be amended and printed. At the start of each day Workshop Scheduler can print the days job cards.
- Jobs can act as 'holding' invoices where parts are booked as they are used.
- The Workshop Scheduler also allows you to include notes which can be associated with a specific job.
- Service managers can organise their time and quickly book in new jobs for customers.
- Technician absences can be added. The Workshop Scheduler can then stop any work being booked in.
- Vehicle service histories can be viewed from both customer and vehicle records.
- Vehicle history stays with the vehicle for life, irrespective of the current owner.
- Text messages can be sent upon completion of jobs.
- Service and MOT reminders can be sent via text messages.





Customer History

System features

- Customer contact details
- Customer vehicle details
- Customer account details
- Customer preference details
- Customer history records
- Pre-set customer types
- SMS Text Messaging
- Full UK postcode look up
- Customer data extraction
- Export data to Microsoft Excel

Reports

- Customer activity reports
- Customer mailing lists
- Customer detail filters
- Customers credit reports
- Customers debt reports
- Customers on stop reports
- Outstanding invoice reports

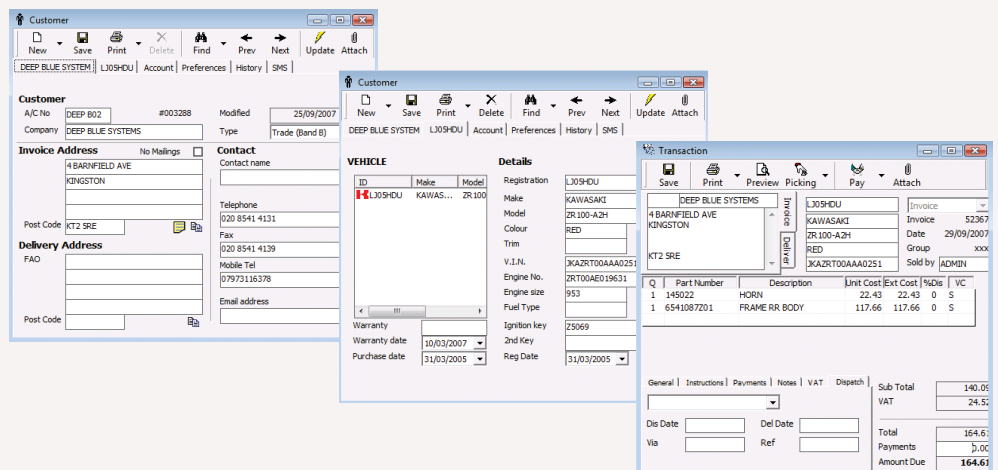
Allmakes DMS stores all the relevant information on your customers, including their name, billing and delivery address as well as their contact details such as email, and telephone numbers.

Allmakes DMS also maintains a complete record of every invoice, estimate and repair. This complete transaction history allows you to track every interaction with your customer. The information can also be utilised for marketing campaigns.



Main benefits of storing Customer History

- Customers can be selected by account reference, company name, surname or postcode for easy recall.
- You can view how much a customer owes as well as an aged debt analysis to manage your cash flow.
- Full access to payment details including payments received and statement printing.
- Customer credit card and payment details can be recorded for fast order processing for regular customers.
- Items are colour coded for easy identification and can be recalled with just a few clicks.
- Vehicle transactions stay with a vehicle between customers therefore maintaining an up-to-date vehicle history.
- You can quickly display and reprint any previous invoice should you need recall details or transactions at any time.
- Assign specific customer terms and preferences.
- Recall full history and activate service, warrant and MOT reminders.
- Full communication audit trail via the contact application.





SMS Text Messaging

System features

- Text customers instantly
- Fully auditable system
- No monthly charges
- No pre-purchase of messages
- Only pay for sent messages
- Each text only costs 7.5p to 10p

SMS applications

- Service and MOT reminders
- Vehicle ready for collection
- Back ordered parts arrivals
- Customer prospecting
- Marketing campaigns
- Single one off messages

SMS costs

Message per quarter	Cost per message
1 to 399	10p
400 to 999	8.5p
1000+	7.5p

The Allmakes DMS SMS Text Messaging System allows you to send text messages directly to your customers from your computer, creating a professional and efficient image.

Texting can help your business gain a competitive edge by keeping in touch with your customers, instantly making your communication channels simpler and cheaper. Allmakes DMS can be programmed to automatically send text messages to your customers for parts collections, service reminders and vehicle ready for collection messages.



Main benefits of the SMS Text Messaging System

- Texting saves you time when contacting customers as it only takes seconds to write and it is sent instantly.
- Text messages cost a fraction of the price of a mobile phone call saving hundreds if not thousands of pounds.
- Texting does not interfere with the way you do business thanks to the unobtrusive nature of text messaging.
- The texting system is fully auditable with full management, control, history and reporting.
- Automatically send text messages to customers for service and MOT reminders and parts and service collections.
- Create marketing campaigns and send a text message to your customers to promote your goods and services.
- There are no monthly charges for using the system or pre-purchase of messages, you only pay for sent messages.

SMS Text Messaging facts*

- An average of 80% of your customers will leave you their mobile number as a contact number for your service or parts department. If this is the case it will cost you an average of 70p to £1 for every call you make to tell them their vehicle or parts are ready for collection.
- On average a reminder letter to customers will cost you on average £1 to send, with an average response rate of 40%.
- The response rate to text messages is on average over 90%.
- On average 80% of mobile phone users carry their phone with them all the time.
- 1000+ text messages per quarter will cost you only £75 + VAT.

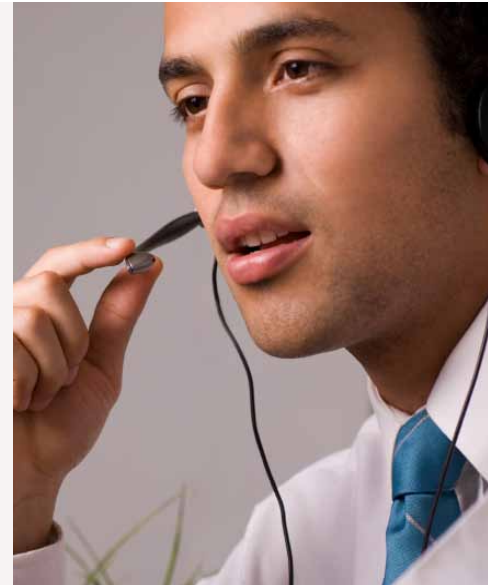
*Source: Mobile Data Association and feedback from our customers.

Support features

- Telephone support
- Email support
- Remote login support
- Price file updates
- Program updates
- Forum
- Knowledge base
- User guides
- Interactive tutorials

Allmakes 4x4 provides class leading support helping ensure you make the most out of Allmakes DMS.

Our support team have an in-depth knowledge of the automotive industry which has been obtained through many years of working within the industry and working closely with our customers to understand their businesses.



Knowledge base

The extensive knowledge base on our website has over 500 articles created by our support professionals who have been resolving queries and issues for our customers. It is constantly being updated, expanded and refined to ensure that it contains the very latest information.

The knowledge base is your first port of call for any questions or issues you may have:

- Over 500 trouble shooting articles
- Over 30 tutorials
- Installation and setup trouble shooting
- Network and printer trouble shooting
- Windows trouble shooting
- Complete Allmakes DMS user guide and technical manual

Telephone and email support

Allmakes 4x4 has a support telephone line, plus email support for handling enquires and issues about Allmakes DMS. It is available during office hours where calls are handled quickly and efficiently.

Remote login support

Allmakes 4x4 can provide real-time dial-in support for your systems. With this enabled it is possible for us to instantly resolve any issues that you may have and carry out systems maintenance allowing you to get on with work.

Updates

Allmakes DMS is forever being improved to cope with the changing business environment and customer requirements. Updates and improvements are released on average once a quarter where they can be downloaded via our website.

Shadow features

- Product Search
- Price Check
- Availability Check
- Check Alternatives
- Add to Basket
- Place Orders
- Upload CSV Orders
- See Specials
- Browse Catalogues
- View Historical Orders
- View Invoices
- Search Warranty and Returns (WARP) Claims
- Import order lists from Microcat.
- Import Baskets from Shadow into Allmakes DMS

Allmakes DMS includes a fully integrated POP ordering system and is built to work alongside Allmakes Shadow to deliver you real-time information from our Trade Portal, direct to your business software.

Allmakes Shadow is a FREE desktop application developed by Allmakes 4x4 to speed up the parts-ordering process for your business through our Trade Portal.

If you are a registered user of the Allmakes 4x4 Trade Portal, then you can download Allmakes Shadow and use it to order from us. You can also import Shadow basket items directly into an EPOS invoice in DMS, and check availability and access product information in the product record and the POP system.



Main benefits of using Allmakes Shadow alongside Allmakes DMS

- Check stock availability
- Import Shadow basket items directly into and EPOS invoice.
- Send orders to Allmakes direct from POP
- Check stock in POP and the Part Record
- Get product details in the Part Record such as Product Image, Weights and Dims
- Launches Shadow as required.

