

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 an “at a glance” 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)*
- Forms and contracts (up to 25 included at implementation, additional available)
- Sales merchandising
- Dealer Promotions – data mining customer database to develop targeted promotions, with results tracking
- Access to credit bureaus, financial portals and full FTC compliance through CBC integration *(3rd party product required)*
- Sales Planner that organizes all tasks, appointments and important customers information for salespeople
- Mobile Sales Planner for use on tablets and phones

Accounting/Business Office Key Features

- Full general ledger
- Accounts payable & accounts receivable with “Point and Click” reconciliations
- Purchase orders
- Cash receipts
- Ability to email statements (Communicator Required)
- 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)

Communicator (optional)

- Integrated two-way texting and emailing
- Privacy laws “opt in” capability
- Storage of all communication with the transaction and customer history
- Ad-hoc messaging and system triggered automated messaging (“plug-ins”)
- Parts Request messaging and fulfillment process
- Attachment and hyperlink capable
- Internal 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 rounding functions
- Multi-year inventory history
- Purchase orders
- Parts Kit use one part number to select a group
- Basic Automated parts catalogue interface *(3rd party product required)*
- Integrated Barcode parts receipts *(3rd party product required)*
- Electronic signature capture for parts invoices on tables or desktops

Service Key Features

- Repair Order write-up & invoicing
- Automated Shop Management
- Automated Technician Time Clocking
- Automated Repair Order
- *Full Automated Dispatching (paperless)*
- Hours Available to Sell function
- Labor Operation Code Management
- Appointment Scheduling, including integrated online customer appointments *(3rd party product required)*
- Automated Parts Requests
- Retail Labor Time Guide Interface *(3rd party product required)*
- Service Notices & Service Merchandising with full BDC capability
- Service Follow-Up (CRM) & call center support
- 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 for work orders on tablets or desktops
- Dealer Promotions – data mining customer database to develop targeted promotions, with results tracking
- Matrix Pricing

Key Functionality & Services

Computing Environment

- Centralized computing for Windows using Intel-based servers
- Support for Tablet Devices (e.g.: Apple iPad, Microsoft Surface)
- Lower cost & More Secure
- Fully automated system back-up (on and off-site)
- 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)*

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 week
- First month-end close assistance
- Server maintenance and support including server monitoring
- Toll free support center and after hours emergency support
- Support center that consistently achieves high levels of service and satisfaction and has the ability to shadow dealership staff to resolve issues more efficiently and effectively
- OEM price file, labor time guides, VIN translation table, antivirus (server only), and financial statement updates
- Two to three new versions of XSELLERATOR per year include significant new features and functionality
- Billing via Automated Funds Transfer
- eQUIP subscription-based online training service available, with uTRAIN new employee training (including online 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

Contractual Highlights

- Pricing Assurance – “Rate Lock” for future DMS users, no hidden charges
- Month-to-Month Contracts – no long term commitments
- Software Assurance – all XSELLERATOR and Microsoft Operating System updates included in the support fees
- *DMS Assurance Package – free server replacements (for local servers), F&I forms, eDocuments and FlexReports*

System Highlights

- Unlimited storage of all transactions – system acts as an Automated filing cabinet
- Real-time posting of all transactions – no batch processing
- Windows-based system with full drill down to any transaction
- Built in management reporting
- Support for multiple facilities and franchises (Including central accounting, CRM and reporting features)
- Embedded CRM tools to better care for your customers
- 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 basic Excel reports
- 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