

STATE OF THE ART FEATURES

Global Accessibility

- Connect to live data anytime, anywhere using laptops, desktops, tablets, or cell phones.
- Multi-Store Login for owners with multiple locations.

Customer Convenience

- QR Code Check-in: Customers can enter their personal data and vehicle data, saving your staff time and allowing for more accurate data entry.
- Once the customer checks in using a QR code, you only need to add service to generate an estimate within a minute.
- Go Paperless by sending your customers estimates, invoices, etc. all via Email/SMS, rather than hard copy.

Vehicle Information

- Motor Information Systems: Latest vehicle, parts and oil details.
- Motor Information Systems: Vehicle Service Intervals with real-time updates.
- CarFax® Integration. Auto-fill vehicle details and retrieve service history.
- Customer Service History from your invoices.
- Customer Recommended Services from prior visits.

House Accounts & National Fleet Accounts

- House Account Module for local fleets specific to only your location.
- National Fleet Account Module for large national fleet accounts.
- Generate monthly detailed statements of charges and payments.
- Apply payments received from fleet customers.

Customer Communication

- SMS and Email updates from check-in to check-out.
- Two-way SMS communication with your customers.
- Media Attachment Module to document issues and condition of vehicle using photos and videos.

Robust Security

- Different Security Levels for each group of users (Owner, Admin, Manager, Clerk, Technician, etc.).
- Unique login credentials for each user.
- Estimate and Draft Invoices have WARNINGS to customer Not to Pay – No Warranty.
- Finalized invoices cannot be edited, voided, or deleted without Owner Password.
- Transaction Dates cannot be manipulated by changing the desktop date, as dates are controlled by the AWS server.

Customized Digital Inspections using Tablets

- Digital Inspection forms: You can customize to include only those items you want your store employees to inspect.
- Send recommendations from Digital Inspection form to customers via SMS/Email for approval.
- When customer responds, approved items are automatically added to your invoice and declined items are automatically added to your vehicle recommended services.
- Revisions are automatically updated from the digital inspection form.
- Manual approval on tablets can be obtained while customer is at the store.

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Inventory

- Detailed Inventory Module.
- 4 Unique Ordering Systems (Stock Level Order, Manual Order, Historical Usage Order, Actual Usage Order).
- Barcode capability for receiving inventory and using inventory.
- Three supplier options for each part.
- Premium Oil Filter charge.
- Tire Inventory Module.
- Gross Profit Alerts on Invoices.

Marketing and Discounts

- Gift Card sales and tracking.
- Rewards program and group discounts.
- Partner with local businesses for marketing.
- Send your Reminders for oil changes, brakes, etc. via SMS/Email/Print.
- Send your Recommendation Reminders via SMS/Email/Print.

Comprehensive Reports

- Vital Statistics Report.
- End-of-Day Report.
- Estimated Profit and Loss Report.
- Over 50 other Reports.

Cloud-Based Security

- AWS Cloud Backup: Daily backups ensure data safety.
- Additional remote backup of AWS server.
- Never lose your data when your local computer crashes.

Enhanced Employee Management

- Timesheet entry and reports.
- Employee daily representation statements.

Customize Your Software

- Master Business Configurator allows you to customize your software settings.
- Customize the fees and taxes applicable to various services.
- Customize your Service Packages.
- Customize your Business Types (LOF; Brakes; Tires & Alignment; Smog, etc.).
- Customize the Payment Types your business accepts.
- Many more customization features, allowing you flexibility.

Third Party Software Integration

- QuickBooks API integration: online version.
- PartsTech: PartsTech Parts Orders; PartsTech Plus; & PartsTech Labor Guide.
- Bookafy: Basic Calendar & Appointments.
- AutoOps: Advanced Calendar, Appointments, and Marketing.
- Matrix/Throttle: CRM Marketing integration.
- Cinch: CRM Marketing integration.
- Drip Drop: CRM Marketing integration.
- MyFleetCenter: Fleet accounts management integration.

Single Store

\$180.00

Per store per month

Multi-Store

\$200.00

Per store per month

Includes Multi-Store Portal for owners with multiple locations.

- **\$250.00** Initial Setup Fee.
- **Data Conversion Fee:** \$500 for CSV ; Or \$1,000 for other formats.
- **SMS Fee:** \$12.00 per 1,000 texts (auto-renews when 100 texts remain)
- **Email Fee:** \$12.00 per 5,000 emails (auto-renews when 100 emails remain)

Included Third-Party Software Integration:

CarFax® Vehicle License Plate Lookup

CarFax® Vehicle History

Motor Information Systems:

- Quick Lubrication
- Vehicle Search VIN
- Maintenance Schedules



Optional Third Party Software Integration:

- PartsTech:
 - Parts Ordering: Free.
 - PartsTech Plus: \$45 per month (Includes Tires/Jobs/Price Metrics)
 - Labor Guide: \$50 per month.
- Matrix Throttle Marketing CRM: Charges per your agreement.
- Cinch Marketing CRM: Charges per your agreement.
- Drip Drop Marketing CRM: Charges per your agreement.
- MyFleetCenter Integration: Charges per your agreement.
- Bookafy Calendar: Approximately \$9 per month.
- AutoOps: Basic \$129 per month; PRO \$199 per month.
- QuickBooks API Integration: Online version.

HARDWARE RECOMMENDATIONS

(You do not purchase any hardware from us)

ONE ALL-IN-ONE PC:

- 24-inch or larger touch screen.
- Windows 11 operating system. While our software works on Apple computers, there are certain hardware manufacturers, such as the signature pad company (Topaz) that do not support Apple, so we recommend Windows based systems for the main desktops at the locations.
- Minimum 512GB SSD.
- 16GB of RAM memory.
- Intel iCore 7 or newer processor.
- 4 or more USB ports.

Tablets (64GB Storage Memory)

You can purchase iPad tablets or Android tablets. The older generation iPads work fine and you do not need to purchase the more expensive Pro tablets.

It is highly recommended that at least two of the tablets at each location have a SIM card with active cell coverage. You might want to mix and match cell service providers (for example: 1 tablet with AT&T, 1 tablet with Verizon, etc.) for the tablets in case one provider goes down for some reason. One of the stores has had a good experience with using Amazon Fire HD 10-inch and 11-inch tablets which are reasonably priced.

Tablet Protective Cases: Colorful, rugged cases with tempered glass protectors.

Wi-Fi Router: NetGear Orbi Whole Home Tri-Band Mesh Wi-Fi 6 System (RBK753P): Comes with one router and two satellites and provides very fast internet speed with seamless connections between the main router and the two satellites. Covers up to 7,500 square feet of area.

Barcode Scanner: TEEMI Bluetooth Barcode Scanner.

Lube Sticker Printer: GoDEX RT 701 Pro Lube Sticker Printer.

Cash Register: APG Cash Drawer. APG Standard-Duty 16.2" Electronic Point of Sale Cash Drawer. Vesario Series VB554A-BL1616 / USB Pro Interface. Check Amazon for price.

Signature Pads for Customer Signatures on the Desktop: Topaz Signature Pads to be programmed to work with the desktop so electronic signatures can also be obtained by the counter clerk. These are connected to the desktop by USB. Black & White Model: T-LBK766-BHSB-R 4x5 Backlit LCD Signature Capture Pad, OR Color Model: T-LBK57GC-BBSB-R SigGem Color 5.7 Signature Capture Pad.

ROLLOUT & GOING LIVE SCHEDULE



We will only allow you to go live on our software once you complete the 4 week process described below.

FOUR WEEKS BEFORE GOING LIVE

- You will provide us your business Information and sign the month-to-month contract with our company.
- We will provide demo store credentials to you.
- You will enter payment information for SMS & Email Service and provide the information required by Twilio.
- You will order all hardware that the location requires. See list of Recommended Hardware.
- We will provide you with login credentials for your software so you can enter your inventory, service packages, and set up the preferences and enter other required information for your location.

THREE WEEKS BEFORE GOING LIVE

- You & your staff will complete watching all initial training videos on the live portal help section of the software.
- You will set up all third-party software that you want to use at your location such as: PartsTech; AutoOps or Bookafy; & Throttle, Drip-Drop, or Cinch.

TWO WEEKS BEFORE GOING LIVE

- You & your staff will complete watching the regular training videos on the live portal help section of the software.
- You & your staff will attend a 2-hour Zoom Live Question/Answer Session to solidify what the initial zoom training videos covered. You will be asked questions at this live session to ensure that you and your staff did watch all of the training videos.
- Data Conversion Preparation: Archive data older than five years and compact the database.

ONE WEEK BEFORE GOING LIVE

- All hardware must be at store one week prior to the store going live.

SATURDAY BEFORE THE SUNDAY/MONDAY GOING LIVE

- You must ensure all prior software data, reports, and documents are locally downloaded to a backup hard drive.
- You need to print all hard copies of your reports from your prior software as needed for your financial reporting and tax purposes.
- We will copy, convert & import your data into your Auto Repair Manager account.

SATURDAY/SUNDAY BEFORE GOING LIVE

- Confirm data from Saturday was converted successfully (or going live will be delayed one week).
- **IF YOUR LOCATION IS OPEN FOR BUSINESS ON SUNDAYS:** We will perform all the steps outlined above in the "Saturday before the Monday Going Live" section on Sunday after your business closes and convert the old data and import the converted data to your new A.R.M. software prior to Sunday morning when you open for business.

SUNDAY/MONDAY - GO LIVE DAY

- You & your staff to arrive at the location an hour prior to opening to make sure everything is working and there are no issues.
- Live phone support is available Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time (5:00 a.m. to 5:00 p.m. Pacific Time).

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