Auto/Mate®
by DealerSocket

YOU TAKE THE WHEEL.
WE CALL SHOTGUN.

Get the DMS You Deserve.

The stories our customers tell us about their previous DMS vendors are a dealership's worst nightmare: lousy support, hidden costs and staggering multiple-year contracts just to name a few. So why stay with a provider that treats you like profit instead of family? More often than not, it's fear of switching. But all of that is about to change as you prepare yourself for a journey toward a DMS that treats you right. A DMS that does business differently. With the best conversion process in the industry, world-class support and a style and spirit that feels right, we're the DMS dealers actually enjoy doing business with.

"It was important for me to not only find the best value in a DMS provider, but also a company that values me as a customer."

— C. Bradford Scott, President, Scott Volkswagen, Rhode Island

WHY AUTO/MATE?

The idea is simple, really: We're a DMS designed *By Car People, For Car People*™

We understand your business and what you're trying to achieve. Auto/Mate helps dealerships of all sizes boost profits and increase customer satisfaction without nickel and diming you every step of the way. We built our DMS with your dealership in mind because we're car people ourselves. We only hire support, training and installation people who have dealership experience. We know what your team is going through because we've been in your shoes.

At Auto/Mate, we earn our dealers' business with world-class support, free web training and upgrades for life and, most of all, a user experience they love. Couple that with terrific software, and it's no wonder why we have such a high retention rate. Isn't it time you get the DMS you deserve and a partner you actually want riding in the car with you?

The Auto/Mate Difference

- *Free* upgrades
- *Free* web training for life
- *Free* 24/7 emergency support
- User-friendly software
- Auto/Mate University tutorials
- Best data conversion in the industry
- Data is never purged and is controlled by the dealership

Best Customer Support

- Received consecutive DrivingSales Dealer Satisfaction Awards
- Phones answered by real people
- 99% of support cases are closed and 81% are resolved on the first call
- Support staff with more than 1,600 years of combined dealership experience

"The people from Auto/Mate are absolutely splendid; no problem is too big or too small or too complicated."

— Andy Claydon, University Motors
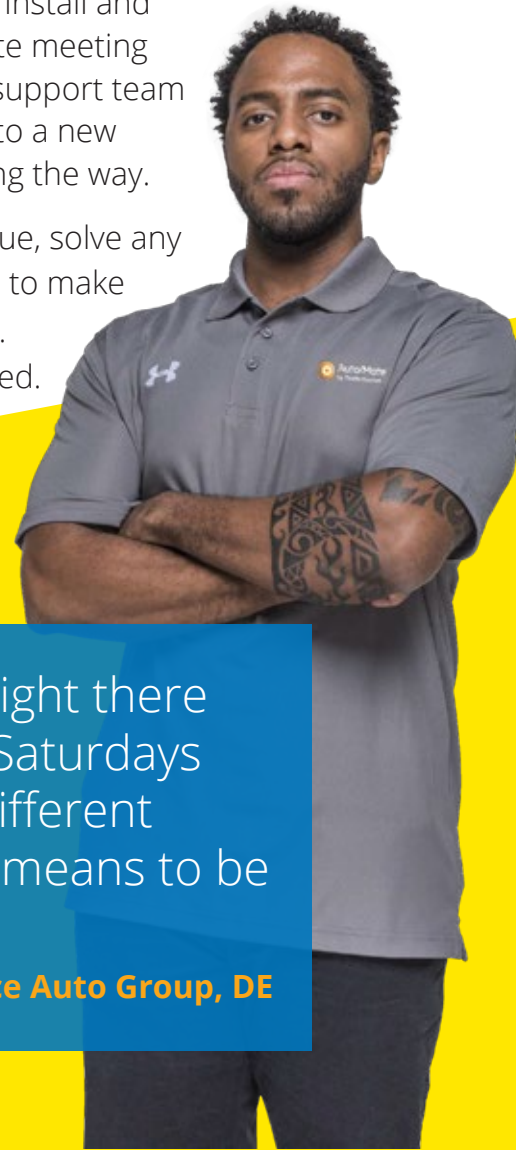
World-Class Support

Support from a DMS with real dealership experience that understands your needs.

Tired of dealing with a DMS that dodges your concerns and turns every support call into a sales opportunity? As the old adage goes, "Time is money." Other DMS providers are largely impersonal and too large to serve your needs. So why spend an arm and a leg for software that leaves you waiting on hold while there's an issue you need resolved right away?

Supporting your dealership is what we do best and is the reason we get out of bed every morning. Our team of dealership experts boasts more than 1,600 years of combined experience. When you call, you'll talk to someone who's been in your shoes and understands your challenges. Our team is up to the task and typically solves your problem during the first phone call because we know your time is precious and that you need answers fast.

These same dealership experts are the ones who have the best install and training processes in the industry. When they're not at Auto/Mate meeting your team's needs and providing them with best practices, our support team is out on the road making sure that your dealership transitions to a new system without any hurdles or disruptions to your business along the way.

As we grow, Auto/Mate will always be large enough to fix any issue, solve any problem you face and give your dealership the best information to make the best decisions. With Auto/Mate, you're more than a number. You're family, and we enjoy watching our family members succeed.

"If I have a problem, the support team is right there in the trenches with me. They're working Saturdays and Sundays when we're going through different transitions, and really understand what it means to be a dealer."

— **Trevor Shoun, Director of IT, Price Auto Group, DE**

The Best Data Conversion in the Industry

Nobody converts more data than Auto/Mate.

Other than people, your dealership's most valuable asset is data.

Many dealers hesitate and cringe at the thought of changing DMS providers because of the overwhelming fear of losing their dealership's precious data. You've probably heard horror stories from other dealers who have experienced a "nightmare conversion."

But rest assured, we've perfected the conversion process.

Nobody converts more data from your old DMS than Auto/Mate. And we're one of the only DMS providers that doesn't outsource the conversion process. Our number one goal is the preservation of your existing information. With other DMS providers, you might go weeks without access to your data. That's why conversions take place prior to the Auto/Mate install, so there aren't any disruptions to your day-to-day processes.

Put the power back into your profits

Give your customers the options they deserve, while maximizing your dealership's profits and productivity.

Auto/Mate's Variable Ops Suite unifies all of your processes and keeps you inside the DMS. This results in less double entry and eliminates the need to purchase expensive third-party tools.

The modules and features inside our Variable Ops Suite give your customers the buying experience they're looking for, while creating more upsell opportunities. Create a customer-driven environment, improve your transparency and increase your sales metrics.
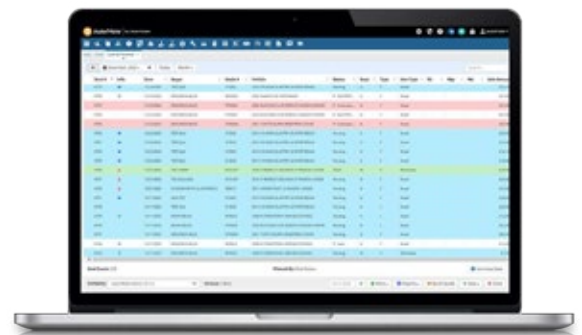
Sales & Finance Module

Maximize profits by offering the best possible deal to your customers.

Save time, improve accuracy and increase profits by eliminating the need for expensive third-party desking tools. Auto/Mate's Sales & Finance Module is designed to help sales departments provide the customer with a clear and quick car-buying experience while also increasing their gross profit. Intuitive and straightforward screens make it easy to present your customer with custom proposals using our A/B comparison and multi-quote features. With Sales & Finance, we provide sales and F&I departments a one-stop shop for creating, closing and billing deals, as well as integrations to credit providers, valuation tools and financing sources.

- **Process credit and ensure compliance**
- **Access to eDEAL™ for digital deals and less paper**
- **Show multiple vehicle and payment options**
- **Color-coded desk log with custom filtering abilities**
- **Value inventory with J.D. Power Values and Kelley Blue Book® integrations**

eDEAL™ Signature Capture Feature

Welcome your deals to the 21st century.

eDEAL™ Signature Capture allows F&I staff to accept and store electronically signed documents from their customers using digital PDF forms. This allows the dealership to store all forms digitally and send an email to the customer with all documentation attached, drastically reducing the amount of paper used to print impact forms.
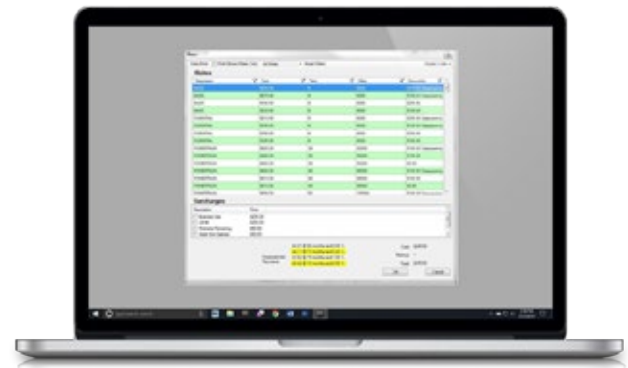
- **Expedite and modernize the F&I process**
- **Take your paper forms to the next level by making them digital**
- **Decrease the amount of paper and toner you use**
- **Conduct the signing ceremony anywhere with Remote eDEAL™**

Option/Mate™ F&I Menu Module

Sell the right product or package in your F&I department to fit your customer's needs.

Option/Mate™ is an interactive and customizable F&I menu-selling system with proven results. Display and offer your customers a variety of products for their vehicle to maximize your profits. Option/Mate™ also has the ability to pull product ratings for your service contracts and those contracts can even be eContracted to the service/ product provider.

- **Increase upsell opportunities**
- **Customize menus based on your dealership's F&I packages**
- **Generate disclosure statements that present all confirmed accessories**

Option/Mate™ Mobile Module

Take your sales and F&I departments on the go with an interactive F&I menu.

Option/Mate™ Mobile gives your customers the ability to answer questionnaires, watch product videos and give feedback — all from a tablet. This information is sent back to the F&I manager to present product options that maximize your profits and take your menu-selling to the next level.

- **Increase customer engagement**
- **Maximize sales**
- **Comprehensively explain product features to customers in several formats**
- **Compatible with any type of tablet**

Vehicle Merchandising Module

Manage inventory and move more cars off the lot with the insight you need.

Auto/Mate's Vehicle Merchandising Module is designed to help control inventory and allows you to maintain and update your vehicle inventory with ease and efficiency. Vehicle Merchandising enables you to view your inventory the way you want with the ability to sort and filter information. You can view current inventory age in real-time with custom age identifiers, as well as units that are currently in your service department. With integrations to most major manufacturers, you can also monitor incoming inventory with OEM downloads.

- **Value inventory and trades using NADA® Bookout and Kelley Blue Book®**
- **Easily transfer vehicles from one store to another**
- **Measure vehicle turnover and determine what models to order next**

Develop customer loyalty and retention with faster service

Our Fixed Ops Suite saves you time and optimizes the service experience in the process.

The over-reliance on paper to accomplish tasks in the service bay complicates your processes when your techs could be spending more time fixing cars. Overbooking service appointments, paper-pushing and frustrating parts orders can all be things of the past.
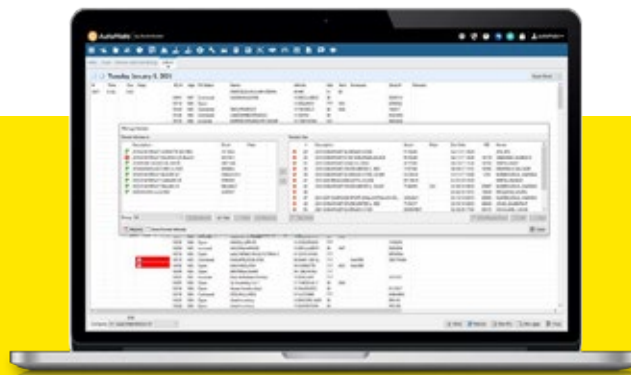
With our Fixed Ops Suite, you can accelerate the service experience, increase transparency and reduce inconvenient manual processes.

Service Merchandising Module
Increase profits and optimize workflow in the service department.

Service Merchandising is a profit-enhancing module that has a wide variety of tools to help increase service volume and seamlessly accelerate the repair order from start to finish. We bring convenience to your service department with real-time status updates in the appointment calendar, access to OEM integrations and repair order information.

- **Create and schedule service appointments**
- **Service estimating tool**
- **Monitor and manage your fleet of loaner vehicles**
- **Integration to myCARFAX**
- **Access to multi-point inspection tools**

eSign for Cashiering Feature

Streamline your processes and reduce printing and scanning.

eSign for Cashiering allows fixed ops staff to accept electronic signatures from their customers, apply them to service forms and archive them digitally in the DMS using an Apple or Microsoft tablet. This allows the dealership to streamline processes by eliminating a messy paper trail and ensuring all documentation is presented properly.

- **Reduce printing and scanning**
- **Easily access documents for factory audits**
- **Reclaim your physical storage and filing space by archiving digital forms in the DMS**

Credit Card Processing Engine

Streamline your payment reconciliation.

Auto/Mate's Credit Card Processing Engine from Vantiv/Worldpay allows cashiers and counter people to accept credit card payments, capture digital signatures if paired with eSign for Cashiering and automatically post payments into our Cash Receipts Module.

- **Reduce manual data entry errors**
- **Lower your cost to process credit cards**
- **Reconcile payments more quickly and automatically post in the DMS**
- **Provide your customers with the flexibility to make payments remotely**

Electronic Repair Order, Tech Console and Automatic Dispatch Modules

Assign the right job to the right tech at the right time.

Auto/Mate's Electronic RO, Tech Console and Automatic Dispatch Modules help service departments increase efficiency and improve the overall repair process. This system is available in two formats. Electronic ROs gives your techs access to the tech console and requires a dispatcher. Automatic Dispatch distributes ROs to your techs based on skill codes, eliminating the need for a dispatcher. By giving technicians access to the tech console, they can spend less time looking for work and dealing with paper processes.

- **Determine when action is needed with a customized alert system**
- **Prevent idle tech time by putting your techs in the DMS**
- **Access vehicle history, OEM information, MPI, parts and more**

Parts Inventory and Invoicing Module

Retrieve the parts you need without the hassles of manual orders or confusing software.

Auto/Mate's Parts Module is designed to manage your parts department's daily functions and inventory. With user-friendly software based on your workflow, this core module helps reduce idle tech time, increase parts sales and lower parts obsolescence.

- **Access electronic parts catalogs**
- **Manage special order requests**
- **Easily track all of your cores**
- **Easily sell parts to repair orders**

Rev/Mate™ Module

Scheduling service appointments has never been easier.

Auto/Mate's Rev/Mate™ Module allows your customers to schedule service appointments and track service history themselves. Rev/Mate™ also displays factory-recommended maintenance in a clean and easy-to-read menu that gives your customers good, better and best comparisons for everything they need to maintain their vehicles. Increase your hours per RO and gross profit with this user-friendly module that fully integrates with the DMS.

- **Control service appointment scheduling and transportation needs**
- **Factory-recommended maintenance with ability to add dealership recommendations**
- **Communicate via text or email with customers**

Mobile Service Consultant Module

Simplify your workflow by going from an appointment to a closed RO.

Auto/Mate's Mobile Service Consultant lets your service advisors get out in the service drive to greet customers. Now, with a tablet in hand, service advisors can begin the walk-around and write-up process. Customers can quickly verify the work they're coming in for with estimated pricing and can digitally sign forms. They can even receive an email copy of the repair order.

- **Scan VINs and access electronic MPI on the fly**
- **Add service notes, comments and concerns on mobile device**
- **Improve customer experience with engaged service advisors right in the service lane**

Service Pricing Guides Feature

Create consistency and transparency in your service department.

Auto/Mate's Service Pricing Guide (SPG) feature is an integrated quoting tool that allows your service advisors to quickly and accurately quote repairs. This resource includes all franchises with year, make and models going back to 1985, and gives your service department a competitive and consistent pricing structure for your customers.

- **Provide fair, but competitive, pricing to customers**
- **Attach all estimates to the customer record**
- **Easily accessible in multiple fixed ops modules**

Texting Engine

Use a communication method preferred by 88% of your customers.

Auto/Mate's Texting Engine is a straight-forward, built-in tool that allows you to communicate with your customers right from the DMS. Since texting is the chosen method of communication for most people, we give your employees the ability to effectively, quickly and automatically converse with customers. No more playing phone tag or getting stuck on lengthy phone calls.

- **Automatically text your service customers with appointment reminders and other updates**
- **Save more time by creating a collection of texting templates**
- **Built right in the DMS, allowing for better workflow and ability to monitor all delivered texts**

"Auto/Mate has changed the way we run our business, empowering managers to make better decisions while increasing productivity."

-Mike O'Dell, General Manager, Five Star Motors, WA

Managing the dealership's finances doesn't have to be painful

Our Office Suite comes equipped with the tools and software you need to keep the dealership running.

Auto/Mate provides departmental control to your accounting office by bringing all of the moving pieces together, resulting in better communication, greater insight and a more streamlined workflow.

Accounts Payable Module

Nobody makes accounting easier for your dealership than Auto/Mate.

Whether your dealership processes payments for single or multiple locations, our Accounts Payable Module allows you to quickly and easily handle them. You can either enter an invoice one at a time or in batches.

- **Simple and easy to read menus (no need to remember executables or acronyms)**
- **Complete audit trail of all activity**
- **Prevent check fraud with Positive Pay integration**

Cash Receipts Module

Process receivables faster than ever.

Our Cash Receipts Module gives you the detail you need to anticipate, track and report incoming payments. Drill down to the level of information you need without aimlessly searching the system for it. Auto/Mate gives your accounting office convenience and peace of mind.

- **Track and create cash receipts for service, parts and sales**
- **Post single or multiple store receivables**
- **View and print reconciliation reports**

Payroll Module

You don't have to dread the end of the pay period anymore.

Auto/Mate's Payroll Module is a powerful time-tracking tool and processing application that saves time for employees who process payroll. Auto/Mate's electronic time clock, as well as our service-to-payroll integration, makes hourly and flat-rate tech time tracking seamless and automatic.

- **Federal and state tax rates maintained by Auto/Mate**
- **Perform intercompany postings**
- **Includes electronic time clock**
- **Service-to-payroll integration for importing flat-rate tech time**
- **ACA, W-2, W-3, 941, State and Workers Comp built-in reports**

Intercompany Accounting Feature

Intercompany Accounting provides ease, functionality and convenience.

Intercompany Accounting is an add-on feature allowing parent companies to expense multiple child locations automatically by setting up accounts payable and receivable for all locations. By eliminating manual posting of multiple company transactions, users can save time and reconcile what each store owes the other with ease and accuracy. Post journal entries, accounts payable, cash receipts and accounts receivable across multiple companies.

- **Send one A/R statement for all locations**
- **Automatically distribute payable expenses "due to/from entries" across multiple companies**
- **Expense salaries and taxes across multiple companies**

Purchase Orders Module

Control all purchases made throughout your entire dealership.

The Purchase Orders Module is a simple and flexible tool for controlling and monitoring all money leaving the dealership. Users can create, edit or close purchase orders, as well as filter all purchase orders based on their status. Distribute permissions or require passwords to individual users in order to perform certain processes.

- **Keep a closer eye on cash flow**
- **Easily search for individual POs based on vendor name**
- **Indicate what type of PO you're creating: general, sublet, vehicle, etc.**

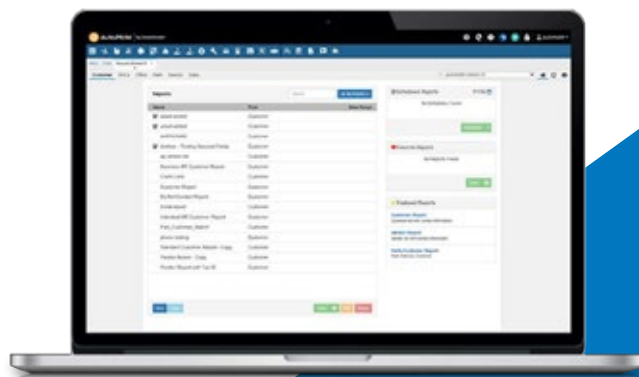# All The Data You Need to Reach Important Milestones

Auto/Mate's advanced reporting tools offer **every department** the ability to create detailed, cross-department reports that can track sales, inventories, G/Ls, trends, profit and expenses.

Measure performance, set achievable goals and increase efficiency and reliability by generating customizable and scheduled reports. These advanced report generators bring the ease of Excel® to DMS reporting.

Data fields are listed in an easy-to-understand manner so you can quickly search and identify the fields you need to report on. Easily move fields up, down or delete the ones you don't want. Do you only want to see certain criteria like a particular model, labor operation, bin location or G/L account? With our reporting, you can pre-filter the reports so you're only viewing the information you want to see.

Our secure sharing capability allows you to share reports with other users or departments, giving them either read-only or edit rights. You can also schedule a report so that it's waiting right in your inbox when you arrive in the morning.

Steer your dealership in the right direction with better decision making thanks to real-time data you can actually trust.

Measure your dealership's performance in real-time in a dashboard.

Wouldn't it be nice to see a snapshot every morning of how your dealership is performing? Dash/Mate™ gives you that insight to help create better decisions in the dealership. Any line item from your D.O.C. can be made into a customizable widget on your dashboard. Each person you grant access to can set up their own widgets based on the reports they have access to, and you can even pick and choose what figures your managers can see. Set up views for each individual company or side-by-side comparisons looking at this month, last month and even last year's statistics!

Report/Mate™ and Dash/Mate™ offer the following features and benefits:

- **Accurate and reliable cross-department reporting**
- **Ability to drill-down on specific field values for more detail**
- **Measure the pulse of your dealership and make better business decisions**

"Report/Mate is easy to use and has the flexibility to give you just about any report you want to create. With Report/Mate, we can create everything from basic inventory lists to detailed commission reports. It is an integral part of our day-to-day operations and saves us time and money."

— **Mike B., Anchor Subaru, RI**

You Decide Who You Do Business With

When dealers are selecting vendors — whether it's a CRM, mobile app or other third-party company — their DMS **shouldn't** be a factor.

But some other DMS providers hold your data hostage and charge outrageous integration fees, pushing you toward products or services that fall under their corporate umbrella. With Auto/Mate, you own 100% of your data, and you decide who accesses it. We've always been an advocate for open standards in the automotive industry as a way to increase competition, lower costs for the dealer and improve the quality of products offered by all vendors.

Our API, Open/Mate™, allows third-party vendors to integrate with Auto/Mate's DMS. With Open/Mate™, all data exchanged between Auto/Mate's DMS and third-party vendors is instantly and securely delivered in both directions. These real-time integrations greatly reduce redundancy and manual data entry errors by delivering accurate information allowing for better decisions.

Open/Mate™ offers the following features and benefits:

- **Seamless integration for third-party vendors**
- **Improved productivity**
- **Notifications for real-time data updates**
- **More vendor choices at a much lower cost**

"The more technology vendors we integrate with, the more choices our dealers have, allowing them to lower costs and increase efficiencies."

— **Steve Zadoorian, DealerSocket Senior VP of Operations and Customer Care**

A DMS That Does Business Differently

Auto/Mate by DealerSocket is a leading dealership management system provider. Our innovative software delivers the functionality, flexibility and value dealers need to maximize profits, optimize processes and enhance the customer experience while saving thousands on their monthly DMS bill.

The addition of Auto/Mate to DealerSocket's suite of products creates a new choice for dealers seeking a connected platform that's driven by innovation and backed by award-winning customer service. Together, we serve more than 9,000 dealerships and 300,000 users. For more information, visit www.automate.com.

Auto/Mate®
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