

DealerStar	Other DMS	Service Features www.DealerStar.com Live demo www.DealerStar.net
√		Service Advisor calendar with view of technicians
√		Technician calendar
√		Time clock view of all technicians, advisors – who is clocked in/out and from what terminal and time
√		Bulk Email reminders to service appointments
√		Tracking of sold, flagged, and actual hours
√		Menu pricing to enable packages of labor ops and part numbers with prices for each
√		Sublet charges linked to repair order from purchase order and cashier screen
√		Unlimited amount of “other” charges can be added to a repair order with mapping to a single GL or schedule controlled by Reference, Stock#, Cust#, last8, or VIN
√		Other charges (shop supplies) can be automatically added to each RO as a percent of labor, parts, both or fixed with max/min
√		Quick adding of internals for vehicle inventory by sales department with authorization
√		VIN decoder for adding customer's other vehicles
√		Customized sales tax script for service and another for parts sales
√		Cashier entry of technician flags, SMS, sublet, rental charges
√		Service recall (campaign) tracking
√		Can close Customer lines independent of Warranty and Internal (without creating 3 repair orders.)
√		Link service and parts payments to receipts to reconcile cash sales for balancing cash drawer
√		Unlimited amount of payment types that can be controlled by last8, stock#, custID, VIN, or reference – or intercompany.
√		Comeback tracking and reporting
√		Quick Repair Order/ Estimate - copy Estimate
√		Warranty Claim fields and tracking of submissions, compare to schedule balances
√		Over 25 reports including complete advisor / technician analysis
√		Three levels of dispatching; manual by advisor/manager, Auto Dispatch, and Available tech dispatch that shows current hours for the month so you can dispatch to a tech with less booked hours – to prevent paying guaranteed hours
√		Unsold shop hours tracking on dashboard
√		Skill levels and ranking by technician with a link to labor op code
√		Team and/or Tech flag hours - with upload to Payroll
√		Grid Labor - labor rates by flag hours
√		Mobile Tech clock on/off
√		Mobile Tech request parts
√		Complete mapping of sales by labor type, parts by source, and other sales by type to GL accounts
√		Easy Repair order routing page to filter by Status, Advisor
√		Appointments, Actions - tied to Customer and Repair orders
√		Service CRM - Search, then view or Export Customers by Last RO date, year, make, model, miles, VIN (or portion,) Recommended service.
√		Service CRM - View all vehicles owned with their history, recommended service, open Appts, Actions
√		Service CRM - View Customers by their Value, assigning points based on various factors like gross profit, sales amount. See in one place, total sales, gross profit - last RO date, deals, parts, etc.
√		Service CRM - Customer Value - filter by Deal salesperson, Outside salesperson, Inside parts salesperson
√		Service CRM - Best Customer List, rank customers by total sales, gross profit, number of ROs filter by Last RO date, etc.
√		Service CRM - Mass emails or letters by last RO date, Reminder of appointments, etc.
√		Overtime Watch
√		Calendar – Daily, Monthly, Year; dealership wide, both service and sales appointments
√		All Tasks to notify service department of meetings, events, training