



dealerlogix

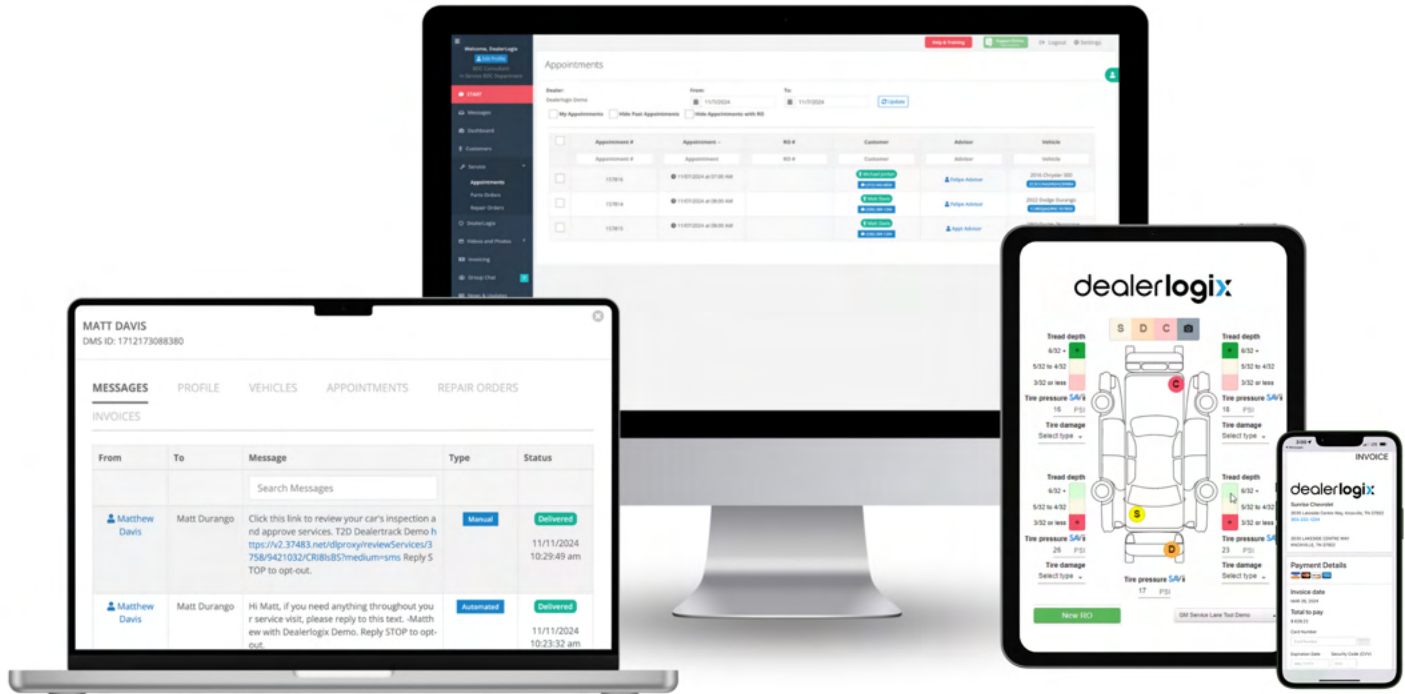
Creating a Smoother
Service Lane

DEALERLOGIX ALL-IN-ONE SYSTEM



NOTES

ALL-IN-ONE FIXED OPS SUITE >>>>



Transform your dealership into a powerhouse of efficiency.

Dealerlogix is a cloud-based, all-in-one solution with an easy-to-use, customizable, and scalable fixed operations suite you can use anywhere on any device.

Increase CSI scores, customer retention and grow profitability.

41%

Increase in Additional Service Recommendation Close Rates with Digital Inspections

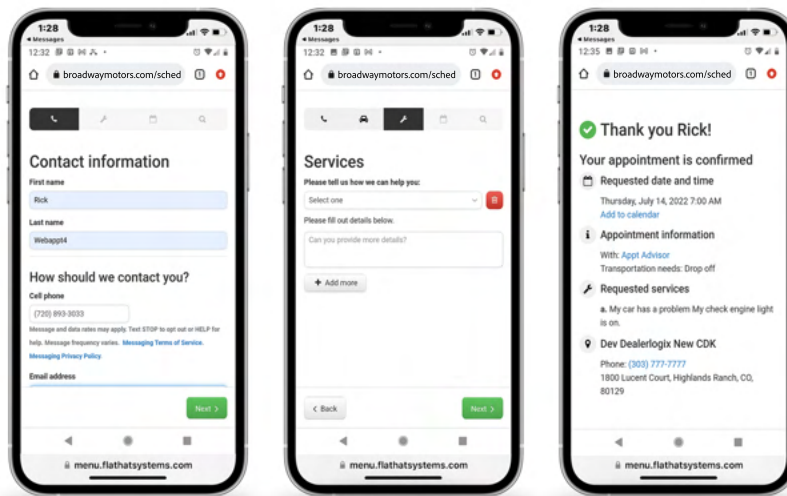
15%

Increase in CSI Scores

\$425+

Average Increase in CPPO Using Video

APPOINTMENT SCHEDULING

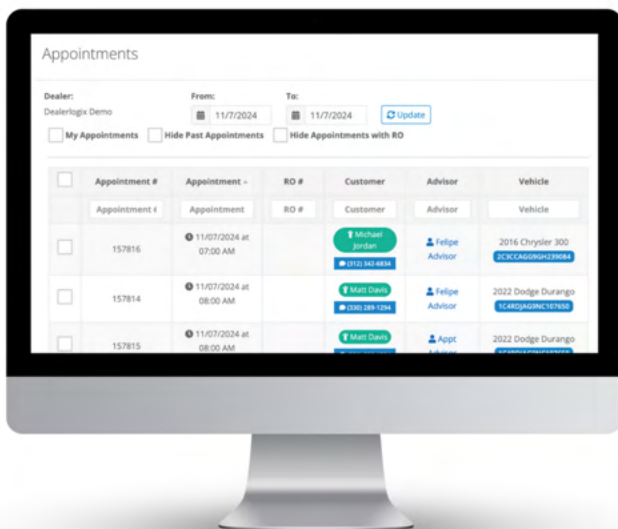


Dealerlogix empowers your customers to schedule their own service appointments.

Online appointment scheduling enhances customer satisfaction, improves retention, increases service capacity, and boosts profits. Customers can conveniently schedule appointments, describe issues, and request vehicle pickups or loaner vehicles directly online.

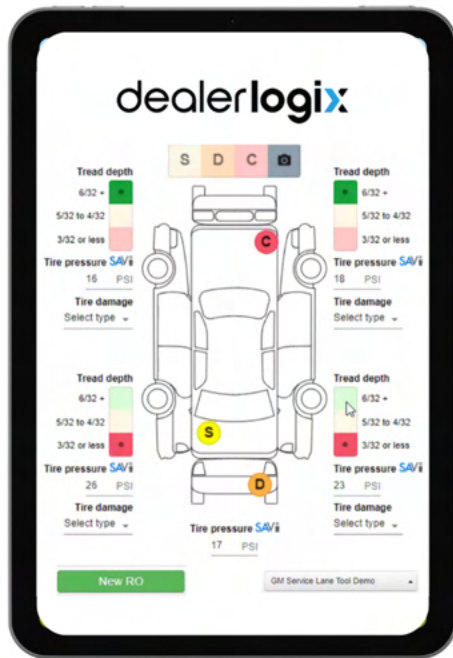
More Online Appointments, Less No-Shows

Efficiently manage service appointments with our robust scheduling tool that integrates with your DMS, OEM scheduling systems and even AI scheduling tools.



- Simplify Appointment Management
- Track Appointment Patterns and Customer Preferences
- Fine Tune Offerings and Marketing Strategies

DIGITAL MPI >>>>



Empower your team to conduct consistent, high-quality inspections.

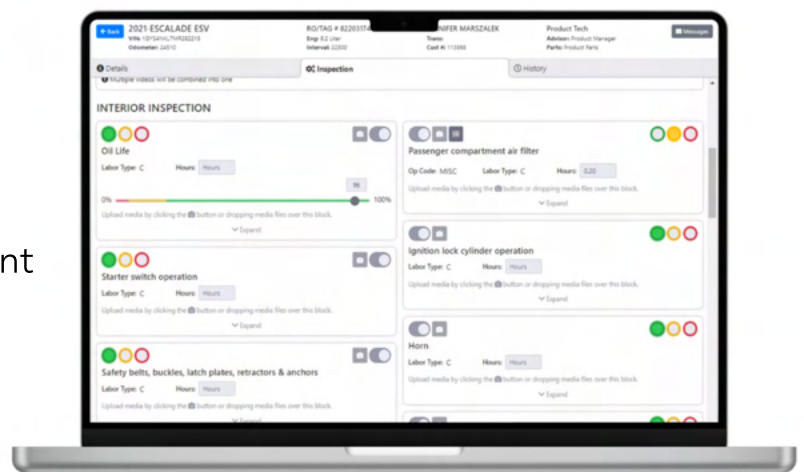
Ensure thoroughness and accuracy with our Digital Multipoint Inspection tool, enabling your team to perform consistent, high-quality checks that build trust and reliability with your customers.

Boost transparency with custom workflow tools.

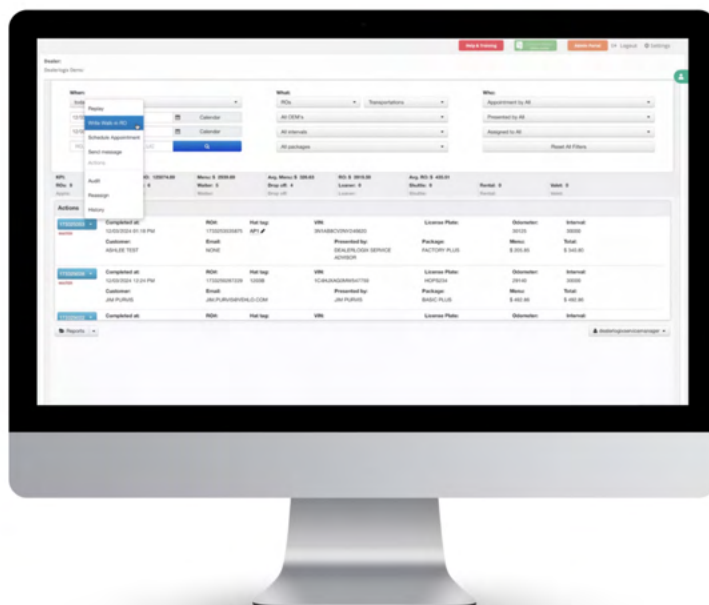
The Dealerlogix Service Suite Pro provides detailed vehicle visualization tailored to dealer-specific inspection points – simplifying comprehensive inspections, repair recommendations, and damage documentation with photos as part of the walk around, write up process.

Features of Our MPI Solution are Customizable and Efficient

- ☒ Video MPI creation
- ☒ Tech quick picks
- ☒ Photo and video per inspection point
- ☒ Phone/Tablet optimized
- ☒ OEM inspection standards
- ☒ Industry best practice standard templates



RO WRITE-UPS

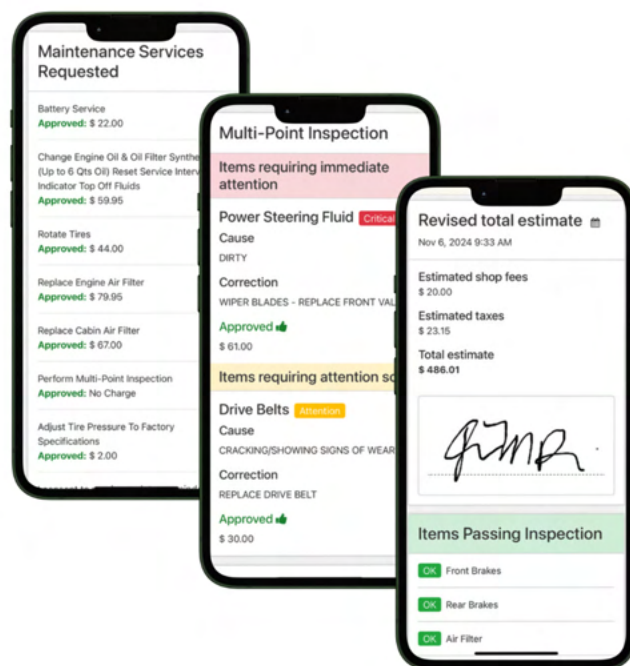


Capture detailed information swiftly and effortlessly, while integrating OEM vehicle data.

Streamline documentation with digital Repair Order Write-Ups, reduce errors and improve efficiency. Capture every detail accurately and quickly to keep your service operations running smoothly. Dealerlogix pulls OEM vehicle data, including service history, extended service contracts, technical service bulletins, warranty information and recalls.

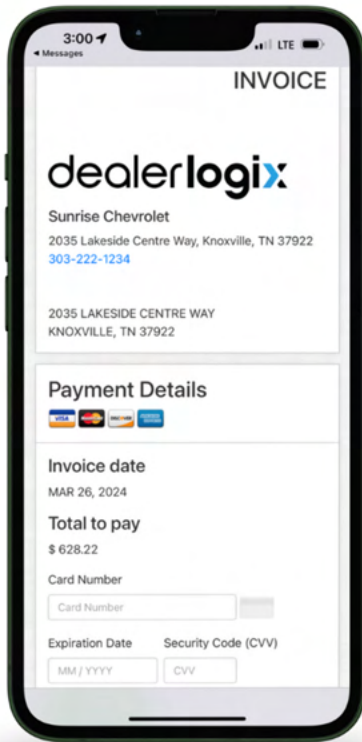
Customers can approve repair orders from anywhere at any time.

Service advisors can email or text recommended repairs. Customers can approve each repair, enter payment information, e-sign, and complete the process. Empowering customers to approve repairs electronically increases sales by 30%



SPEEDCHECKOUT

WITH FRAUD PROTECTION



Contactless invoicing for faster, smoother payments.

Simplify transactions with Dealerlogix SpeedCheckout with Fraud Protection, and enhance customer experience by providing effortless financial transactions right at their fingertips.

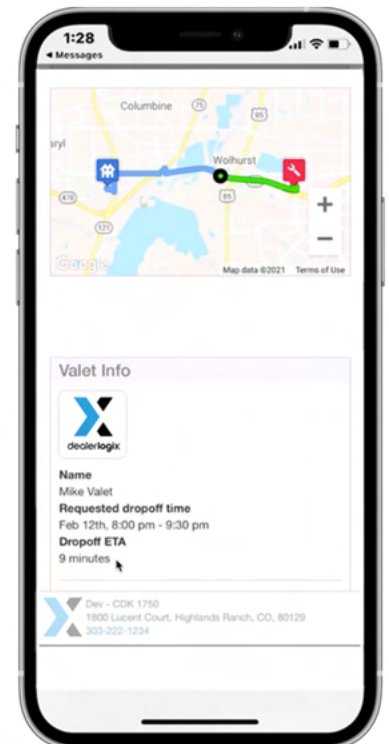
Customers receive a detailed repair invoice via text or email, allowing them to pay online. By entering payment information, signing, and sending, this hassle-free, contactless payment method enhances customer satisfaction and loyalty, ultimately driving profitability while protecting dealerships from fraudulent payment activity.

SERVICE VALET

Elevate your customer experience with our integrated service valet.

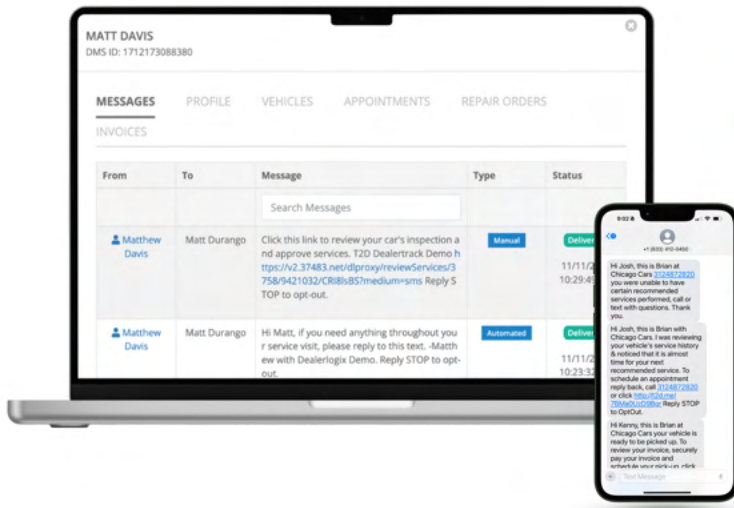
Offer seamless appointment scheduling with vehicle pickup and delivery options, boosting customer satisfaction while reducing no-show rates.

Dealerlogix Service Valet seamlessly integrates with your DMS to assess staff availability.





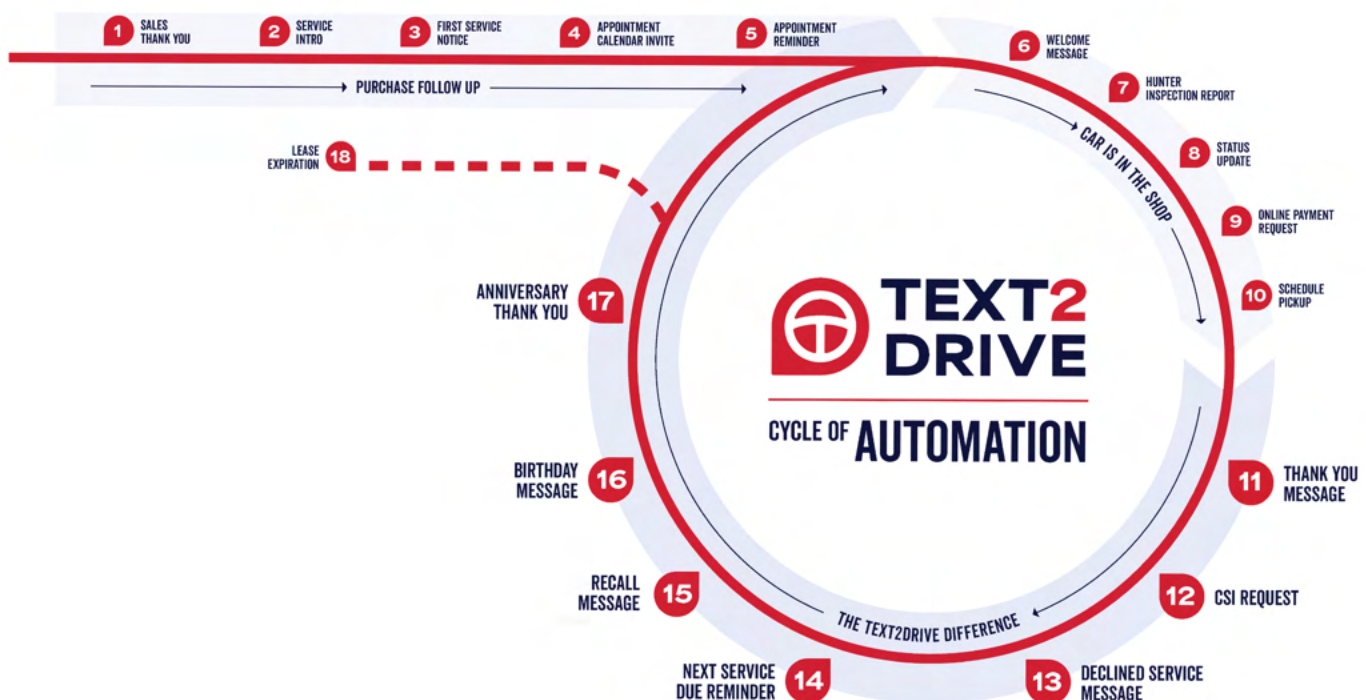
TEXTING & INTERDEPARTMENTAL MESSAGING



- Drive up to \$20,000 in Additional Service Lane Revenue
- Boost Dealership CSI by up to 20%
- Decrease Advisor Phone Calls by 75%

Automated Retention Text Communications

Text2Drive unifies dealership sales and service teams under a shared mission to acquire, convert, and retain lifelong customers. The platform features 18 text communications designed to automate low-value tasks like customer follow-up and appointment reminders so your teams can focus on high-value customer interactions. Allow your team to communicate in real time with interdepartmental messaging.

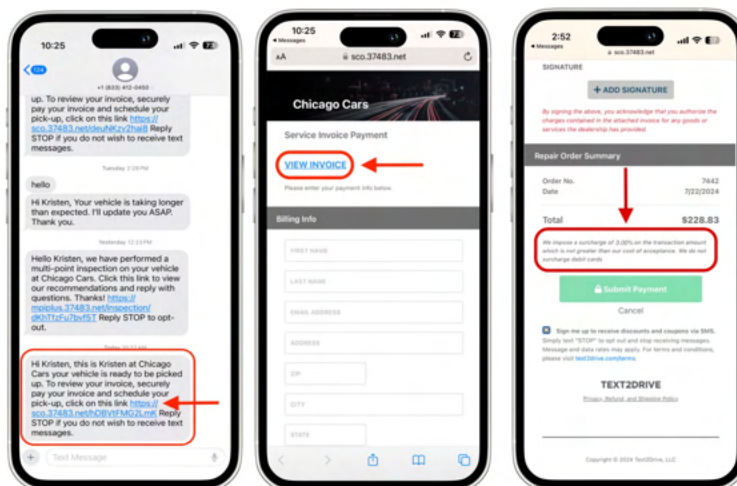




CONTACTLESS CHECKOUT

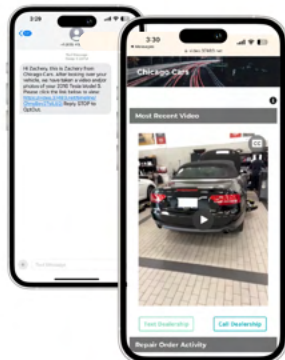
Speed CheckOut, Payment Processing, Surcharging And Advanced Fraud Protection

- **Speed CheckOut and Pickup Scheduling** - With Speed CheckOut, customers can pay bills and schedule vehicle pick-ups via text, avoiding lines and reducing wait times.
- **Payment Processing with Surcharging** - Completely eliminate credit card processing fees. TEXT2DRIVE ensures full compliance with major credit card regulations, applying a fixed 3% surcharge to transactions and displaying the charge on both the invoice screen and receipt.
- **Advanced Fraud Protection through 3D Secure** - Automatically shift liability for fraudulent chargebacks to the customer's bank, protecting your business from payment disputes with fraud reason codes.
- **Vehicle Pick-Up Scheduler** - Customers can easily schedule a pick-up time for their vehicle. TEXT2DRIVE alerts the assigned service advisor of the appointment, allowing for a contactless experience. Service staff can track pick-up times, confirm online payments, and prepare the vehicle efficiently.



Contactless Checkout
with Optional
Surcharging

Text2Drive Video Communication App



Accelerate service approvals and protect against false claims with TEXT2DRIVE's app. Your staff can easily record and send videos and texts to educate customers and enhance transparency. Detailed maintenance videos build trust and are shown to increase service revenue and customer pay.

- ✓ Speed Up Service Approvals
- ✓ Gain Customer Trust
- ✓ Sell To Customers Anywhere
- ✓ Better Internal Communication Equals Better Customer Service
- ✓ Dependable Quality Control

REPORTING TOOLS

Advisor	Miles	Avg. Miles	Miles per Order	Total # of Orders	Total #	Avg. #	Avg. #	Approved Total #	Approved #	Total #	Avg. #	Avg. #	Estimated Total #	Estimated #	Total #	Avg. #	Avg. #	Institution
Chris Moore	6	54776	9	1	0.0000	0.0	0.00	1	0.0	0.0000	0.0	0.00	1	0.0	0.0000	0.0	0.00	100.00
Brian Mynick	11	54020	6	6	\$ 1,064.67	0.0	\$ 127.70	9	1.0	\$ 1,064.67	0.0	\$ 127.70	10	1.0	\$ 1,064.67	0.0	\$ 127.70	100.00
Henry Galloway	9	40000	4	10	\$ 1,714.54	1.5	\$ 79.44	7	3.0	\$ 1,714.54	1.5	\$ 79.44	7	3.0	\$ 1,714.54	1.5	\$ 79.44	100.00
Henry Jones	9	34000	9	10	\$ 2,072.00	1.7	\$ 408.80	7	5.1	\$ 2,072.00	1.7	\$ 408.80	7	5.1	\$ 2,072.00	1.7	\$ 408.80	100.00
David Wilson	9	70000	2	12	\$ 2,021.00	2.4	\$ 504.25	7	7.0	\$ 2,021.00	2.4	\$ 504.25	7	7.0	\$ 2,021.00	2.4	\$ 504.25	100.00
David Anderson	6	40000	9	2	\$ 1,000.00	0.0	\$ 700.00	1	1.0	\$ 1,000.00	0.0	\$ 700.00	1	1.0	\$ 1,000.00	0.0	\$ 700.00	100.00
David Anderson	7	20000	9	2	\$ 1,000.00	0.0	\$ 700.00	1	1.0	\$ 1,000.00	0.0	\$ 700.00	1	1.0	\$ 1,000.00	0.0	\$ 700.00	100.00
David Anderson	11	70000	4	27	\$ 1,000.00	2.0	\$ 140.00	11	8.0	\$ 1,000.00	2.0	\$ 140.00	10	8.0	\$ 1,000.00	2.0	\$ 140.00	100.00
Henry Nguyen	6	30000	9	10	\$ 1,000.00	1.0	\$ 100.00	3	1.0	\$ 1,000.00	1.0	\$ 100.00	7	0.0	\$ 1,000.00	0.0	\$ 100.00	100.00
Scott Jurek	9	80000	4	17	\$ 1,000.00	1.0	\$ 100.00	9	0.0	\$ 1,000.00	1.0	\$ 100.00	12	40.0	\$ 1,000.00	1.0	\$ 100.00	100.00
David Galloway	7	30000	9	12	\$ 1,714.54	1.7	\$ 285.74	3	0.0	\$ 1,714.54	1.7	\$ 285.74	9	6.7	\$ 1,714.54	1.7	\$ 285.74	100.00
Adam Lanning	9	91000	7	9	\$ 1,000.00	0.0	\$ 80.00	1	0.0	\$ 1,000.00	0.0	\$ 80.00	4	0.0	\$ 1,000.00	0.0	\$ 80.00	100.00
Ty Smith	4	10000	4	1	0.0000	0.0	0.00	1	0.0	0.0000	0.0	0.00	1	0.0	0.0000	0.0	0.00	100.00
Total	88	82277	97	114	\$ 24,138.80	1.3	\$ 148.24	82	30.1	\$ 24,138.80	1.3	\$ 148.24	82	100.0	\$ 24,138.80	1.3	\$ 148.24	97.00

Identify opportunities to boost efficiency and profitability.

Gain access to real-time performance data with our robust Reporting Tools. Make informed decisions by leveraging insights into efficiency and profitability, allowing you to identify key areas for improvement by advisor and technician.

Track performance metrics that matter most.

- Dollars per repair order
- MPI video performance
- Scheduled appointments
- ASR performance
- Menu sales by advisor and more

Advisor	Critical #	Service Interval #	Total #
Jeff Jackson	-	-	-
Henry Jones	100	100	200
Brian Mynick	95	95	190

ROI #	Completed on	Imp. Code	Customer	Service	Total #
01000001	3/4/2024 11:25:00	TSPN	CARLSON, LISA % (202) 585-7008	2014 - TOYOTA - HIGHLANDER	10
01000002	3/4/2024 12:00:00	TSPN	BAHL, ARI % (202) 585-8910	2014 - TOYOTA - CAMRY	10
01000003	3/4/2024 1:10:00	TSPN	PLANK, WILLY % (703) 319-0706	2003 - TOYOTA - COROLLA CROSS	10
01000004	3/4/2024 2:20:00	TSPN	LEONARD, ZACHARY THOMAS % (703) 488-8382	2002 - TOYOTA - TUNDRA	10
01000005	3/7/2024 10:00:00	TSPN	CRUZ, PHILIP % (202) 585-6708	2021 - TOYOTA - TACOMA	10
01000006	3/7/2024 2:00:00	TSPN	ZARONETA, KARA MARIE % (202) 515-0342	2021 - TOYOTA - AVALON	10
01000007	3/7/2024 3:00:00	TSPN	HOWARD, JOSEPH % (703) 536-8943	2011 - TOYOTA - CAMRY	10
01000008	3/8/2024 11:20:00	TSPN	OTOLAK, BRIAN JOSEPH % (703) 523-8825	2017 - TOYOTA - CAMRY	10
01000009	3/8/2024 11:30:00	TSPN	DAVAL, BRIAN CHANDRA % (202) 681-7187	2018 - TOYOTA - HIGHLANDER	10
01000010	3/8/2024 1:07:00	TSPN	BRADSHAW, CHELSEA % (202) 515-0342	2008 - TOYOTA - HIGHLANDER	10
01000011	3/8/2024 4:14:00	TSPN	NAVARO, JOSE % (703) 515-0342	2018 - TOYOTA - TACOMA	10
01000012	3/8/2024 10:45:00	TSPN	WILL, FELIX % (202) 585-8772	2018 - TOYOTA - HIGHLANDER	10

DEALERLOGIX SERVICE SUITE PRO

All-In-One Fixed Ops Experience Suite

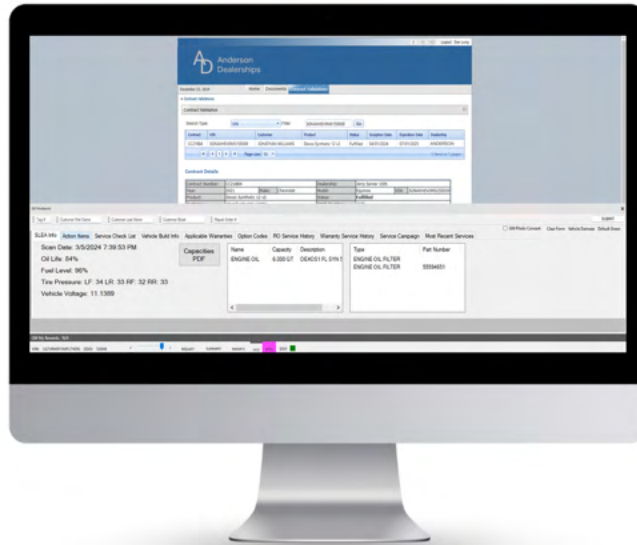
- Integrated DMS Partners: CDK, Reynold/Reynolds, DealerTrack, DealerBuilt, PBS, AutoSoft, AutoMate
- 100% Cloud Based Platform to keep you writing business when your DMS goes down
- Automated Retention Text Communications
- Smart Capacity Managed Online Appointment Scheduling
- Quick Tablet Check-in and Repair Order Write Up Process
- Simple Advisor Walkaround with Video and Pictures
- Text your Customers for Immediate-Response Mobile eApprovals
- Real-time Instant Messaging for your entire team!
- Easy Online Service Scheduler with Transparent Menu Pricing
- EasilyText/Email MPI with Videos and Pictures for Increased ASRs
- Access Detailed Manager Reporting from your Phone
- Manage your Fleet with TSD and DealerWare Integrations
- Sell More Tires at Write Up with our DealerTire Integration
- Both Virtual and Onsite Implementation Options
- Proactive Success Coaching
- Mobile SpeedCheckout Payment with Fraud Protection

A La Carte Options Available

- Service Lane eAdvisor OBDII Dongle Bundle Discount
 - Rapid Recon Bundle Discount
 - Valet Pickup and Drop Off
 - Hunter Engineering Alignment Integration
 - TraXtion Alignment Integration
-



Add a Faster, Smarter Check-In with Service Lane eAdvisor



Automate. Deliver. Streamline.

We pull key diagnostic info from the OBD-II port in just 5 –7 seconds, and then transmit it to the advisor's computer. While your advisor performs the walk around, eAdvisor automatically prints all the necessary OEM reports and VIN-specific maintenance recommendations, making up-selling a breeze. eAdvisor saves your team at least 3 minutes per check-in and increases their focus on the customer and selling opportunities.

Vehicle Scans

Fast, accurate vehicle scanning for speedy customer check-in

Wireless Data

Real-time vehicle data transfers wirelessly

RO Transfer

Vehicle data transfers to RO with a single click

Instant Alerts

DTC and recall alerts available immediately

Reports

OEM Vehicle Information Reports (VIS, VIP, Oasis, etc.)

Digital Tools

Recommended maintenance menus & service contract sales tool

How It Works



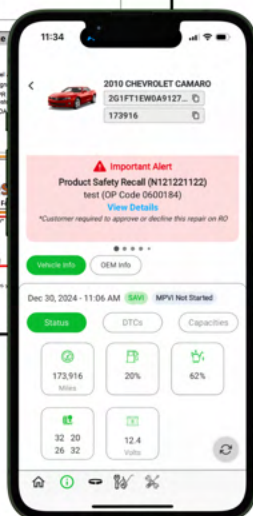
- 1 Greet customers at their vehicle and plug the eAdvisor scan tool into the vehicle's OBD-II port. eAdvisor will begin to transmit the vehicle data to the advisor's device.
- 2 While eAdvisor transmits the data, the advisor can consult with the customer.
- 3 eAdvisor will turn on the vehicle's exterior lights. This is a visual cue for the advisor to do a walk-around arrival inspection, checking lights, and tires.
- 4 During the walk-around eAdvisor automatically sends the vehicle reports to the printer and can be presented immediately to the customer.
- 5 Use the vehicle data pulled from the vehicle to begin the repair order. Flashing colors will alert you to open recalls, branded titles, service contracts, or factory pre-paid maintenance.
- 6 Review the printed VIN-Mileage specific maintenance report to inform customers of their vehicle's maintenance needs and recommend the purchase.



Autoprint
Reports

Ready to Optimize your Service Lane?

- Increase Hours and Dollars per Repair Order
- Improve CSI and Customer Retention
- Android/iOS App – Delivers vehicle data from the vehicle to your advisor's phone/tablet.



TECHNOLOGY COST REVIEW

Consolidate and Save with
Dealerlogix Service Suite Pro

➤ MPI

➤ Communications

➤ Video

➤ Mobile Check-In

➤ Scheduler

➤ Payments

Total:

dealerlogix
Powered by Text2Drive

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V241219