

incadea.engine®

Dealer Management System



Additional incadea products:

incadea.BI **incadea.CVRM** **incadea.IMS**
Business Intelligence Customer + Vehicle Relationship Management Importer Market Solution

incadea.engine® is an automotive retail management solution based on Microsoft Dynamics™ NAV.

Microsoft Dynamics NAV
Simple. Smart. Innovative.

Globalization is a key issue today and demands operational efficiency for businesses. Different customer demands, stringent regional compliance regulations and increasing competition force companies to operate more efficiently.

Microsoft Dynamics NAV helps achieving this efficiency by making people work faster and smarter, and opens the possibility to adapt to new opportunities and growth.

Especially for small and mid-sized companies, Microsoft Dynamics NAV is a driver of business success. It improves organizational agility, streamlines integration with a wide range of applications and optimizes reporting capabilities. Processes are automated and simplified, performance and business growth are sped up.

People can work more effectively with integrated financial, supply chain and customer relationship management information across the entire organization. Microsoft Dynamics NAV helps you to move your business forward.

Copyright © 2009

Microsoft, Windows, Windows NT, BizTalk and Microsoft Dynamics™ NAV are either registered trademarks or trademarks of Microsoft Corporation in the USA and/or in other countries. The text, illustrations and programs in the present documentation have been created with the greatest possible care. Nevertheless, Microsoft Corporate can assume neither legal responsibility nor any other form of liability for any possible errors or omissions or their resulting consequences. The present publication is protected by copyright law. All rights reserved. It is forbidden to reproduce any part of the present documentation in any form by photocopy, microfilm or other means or to convert any part of the present documentation to a language or form suitable for processing or storage by any machine, in particular by data processing systems, without the prior express written consent of Microsoft Corporation. All rights to use the present documentation in lectures or in radio, television or other broadcast media are also reserved.

incadea.engine®
SPEED UP YOUR BUSINESS



incadea.engine

SPEED UP YOUR BUSINESS

The automotive market is ever changing. Severe competition, more sophisticated demands, and new technologies such as internet or e-commerce are changing your business. We have developed **incadea.engine** to help you run your business more efficiently and successfully. It is up to you to set the pace!

incadea.engine has been designed especially for car dealers, workshops and importers and enables you to optimize your internal processes and workflows. It is perfectly adapted to your everyday working practices and offers exceptional value for money.

This is possible thanks to the use of a unique concept. Our starting point is a proven ERP System, which has been adapted to meet the needs of the automotive branch. **incadea.engine** results from the combination of Microsoft Dynamics NAV and incadea's great international experience with dealer and importer management systems.

Microsoft Dynamics NAV and incadea - The right team for your business

With Microsoft Dynamics NAV, Microsoft has created a comprehensive Enterprise Resource Planning System (ERP) which is designed especially to meet the needs of mid-sized companies. The software offers all commercial standard functions and complies with all factors that determine business practices now and will do so in the future - environmental development, sales and support structures and innovative technologies.

We have taken this ERP System and refined it to get a special software package for the automotive industry; perfectly adapted to the special needs of importers and car dealerships.

As a result, we can offer you a solution that ensures your benefit from the efficient combination of the skills and know-how of two international companies.



incadea.engine

ARCHITECTURE CUSTOMER VERSION

incadea and/or Partner Extensions

Legal and Make-Specific Country Customizations

International Make Specific Customization

incadea.engine



General Ledger (Basic + Finance)	Quick Launch	MIS Reporting	Data Exchange	Point of Sale	Service Scheduling
Service Management (Workshop)				Time Management	Damage Calculation (Interface)
Parts Management				Vehicle Evaluation (Interface)	Importer Management Module
Vehicle Management				Open Accounting Interface	Archiving (Interface)
Relationship Management				CRM	Cash Register
included			optional	Add-Ons	

Microsoft Dynamics™ NAV Standard and Country Specifics



General Ledger	Warehouse Management	Purchases & Payables	Resources	Inventory	Fixed Assets	Cost Accounting
	MS Office Integration	Sales & Receivables	Contact Management	Human Resources	Payroll	
included					optional	Add-Ons

incadea.engine - simple, efficient and geared to the way you grow

incadea.engine is based on the standard functions available in Microsoft Dynamics NAV and combines the proven commercial management options with special extensions designed for the automotive sector. **incadea.engine** is easy to use which enables customers to learn the system quickly. The system contains numerous open interfaces and supports the complete integration of Microsoft Office products.

incadea.engine provides you with comprehensive support for all business processes used in car dealerships and by importers. Data from the various processes can be efficiently accessed, managed and utilized. Thus, the data for the various manufacturers, e.g. items, labors, standard times, models and fixed prices, is stored just once in a database, irrespective the number of legal entities. Having imported the data it can subsequently be used in different companies.



Benefits of incadea.engine for your business:

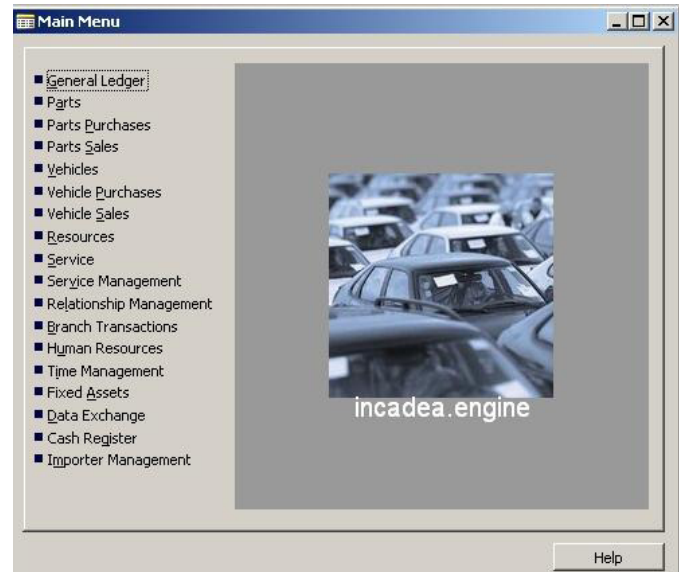
- Multi-company, multi-branch and multi-brand capabilities
- Low training requirements thanks to identical structures within each module
- Address concept which covers all customers
- Quick answers about your business because of real-time transaction posting
- Vast international automotive expertise and experience of incadea associates
- Connects your entire business
- Possibility to directly connect with OEM applications (optional)
- Integrated business information about customer, product, inventory, sales and purchases

The requirements of different dealers and workshops are individual and changeable. What are yours? Thanks to its modular structure **incadea.engine** can be easily configured to precisely meet your needs.

incadea.engine is updated continuously on the basis of a development plan which is reviewed every year. This plan takes into consideration the current level of technology development and our customers' requirements.

incadea.engine consists of the following modules:

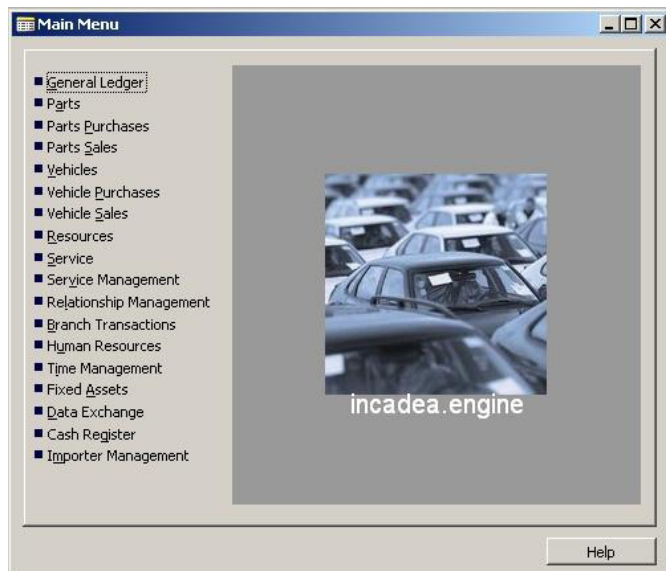
- General Ledger (Administration)
- Parts
- Vehicles
- Resources
- Service & Service Management
- CRM – Relationship Management (optional)
- Branch Transactions
- Human Resources
- Time Management (optional)
- Fixed Asset Accounting
- Data Exchange
- Cash Register (optional)
- IMM – Importer Management Module (optional)
- OAI – Open Accounting Interface (optional)



The General Ledger module

General ledger and administration are the basis of any ERP System. Microsoft Dynamics NAV, a tried and tested system, perfectly fulfills all essential tasks.

Additional general ledger functions regarding dimensions like department, make or branch assignments complete the functionality for your company accounts. You can also extend your general ledger functionality by adding the modules **Branch Transactions** and **Fixed Assets**. All postings are immediately available to ensure that you are always working with up-to-date data - quickly and accurately.



The Parts module

Parts is a central **incadea.engine** module. It can support multiple makes, multiple inventories and branches and therefore is suitable for all corporate structures. It improves your efficiency, optimizes company workflows, and helps to ensure you have the right item, at the right place and at the right time. The logical way in which data is acquired, administered and analyzed in **incadea.engine** reduces your workload while boosting your knowledge.

The item file data forms the core of the **Parts** module. To help you assign and use all data in the item card simply and correctly, it is divided into six tabs: **General**, **Invoicing**, **Ordering**, **Foreign Trade**, **Reporting** and **Additional Items**.

Extensive information is available for each item. The manufacturers' parts catalogs and price information are integrated. Extra texts supplement the descriptions in the catalogs.

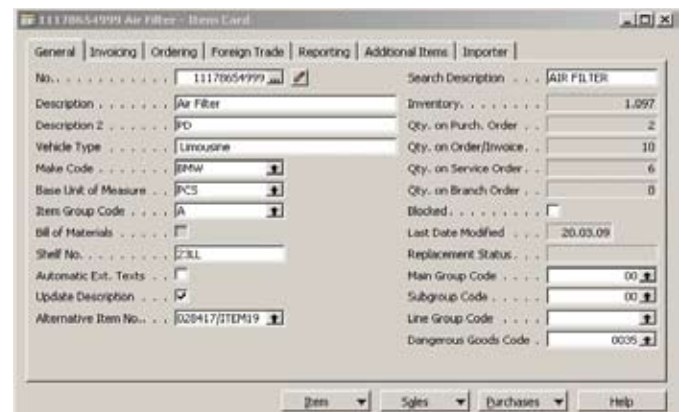
Ordering, purchase and sales functions for a perfect business flow

Purchase transactions are frequently placed by requisition worksheets. **incadea.engine** is able to generate these purchases in a flexible manner on the basis of the vendor and the purchase order type. It is possible to select between different worksheet types, such as rush orders, weekly or monthly orders, when purchasing items by means of a requisition worksheet. The program also informs you of reorder points and maximum inventory levels, requisition method and manufacturer requisition status. Order exactly what you need - simply and accurately.

For purchasing purposes you can either create purchase orders from the requisition worksheets, generate them by copying other documents such as quotes, or create them manually.

You are also free in the way you calculate purchase prices. It is possible to either use recommended manufacturer prices or your own price calculations. Updates and reviews are easy and possible any time. Furthermore, costs and gross profit can be adjusted, even after the sales process.

incadea.engine maintains a purchase history for every item line together with a log of performed calculations. You can also track manufacturer price changes. The options available for sales processing are as extensive as those provided for purchasing. Prices for private customers, fleet customers and independent dealers can be calculated automatically or edited manually and are logged for every order line. According to the logic of the purchasing history, there is also an item sales history.





You can create sales orders and invoices quickly and easily by copying lines from existing quotes and orders, combining one-off orders to create combined shipments, or by creating invoices for partial shipments. If necessary, the invoice and shipment can be initiated and posted independently of one another. This allows you to dispatch partial shipments which can be invoiced immediately or at a later time, ensuring total flexibility.

Procedure for reserved and replaced parts

It often happens that items are reserved for sales transaction. In **incadea.engine**, you can create a reservation in any sales document of your choice. The reservation may be linked to a purchase order, to available inventory quantities or even to quantities which are not currently available. In such a case the reservation simply results in a requisition worksheet. The program automatically assigns the ordered item to the sales order.

In the past, when manufacturers replaced existing items with new ones, it often involved a lot of extra work. Using **incadea.engine**, things become easier. If you want, item replacements can be implemented automatically via the manufacturer data. You approve the required replacements, the program executes them, creates a replacement history and identifies all replaced items.

If a replaced item is entered later on in a purchase or sales document, information regarding the replacement is automatically displayed.

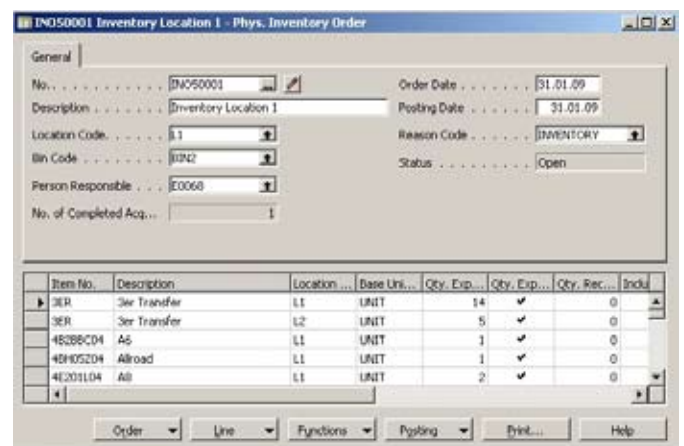
If you want, you can view all the replaced items together with their current inventory levels. This gives you an overview of the current situation and allows you to focus on selling replaced items in order to clear space for new ones.

Simple physical inventory procedure

Once a year you have to take it - the physical inventory. **incadea.engine** helps to perform this task quickly and without errors. You enter the items you want to record in a physical inventory order and the system automatically registers any differences and updates in connection with the current inventory.

Numerous analyses are available and the physical inventory is logged in the **General Ledger** module. The calculation of the inventory value is equally simple. For every negative inventory adjustment the program calculates the associated positive adjustment and corrects the inventory value accordingly. Once again, the inventory changes are recorded in the **General Ledger** module.

A great number of statistics and analyses are available to help you find more comprehensive and more detailed information about your purchasing and sales operations. **incadea.engine** provides you with item statistics based on location, bin or period. It also provides purchasing, and sales statistics for the individual items once you have specified the period you are interested in. The program additionally offers you a variety of vendor, customer, purchasing and sales statistics.



The functions of the *Parts* module:

- Purchasing
- Requisition worksheets, orders, receipts, invoices, credit memos/corrections
- Sales quotes, orders, shipments, invoices/combined invoices, credit memos/corrections
- Backorder processing/reservations
- Replacement part processing
- Physical inventory
- Item transfers/Branch transaction
- Item replacements
- Deposit management
- Handling of alternative parts

The *Vehicle* module

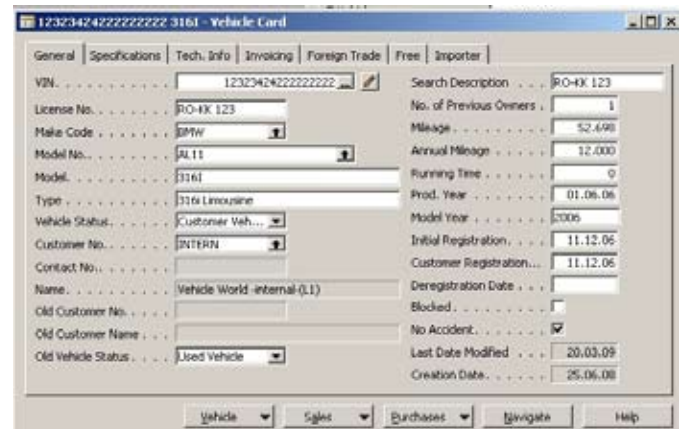
Vehicle sales is a complex area. For this reason, our automotive experienced software engineers focused on transparency coupled with easy data access. The entire sales process chain is easily identified and traced. All vehicles are managed in a clearly structured table.

Transparency from quote to sale

No matter if you are dealing with new vehicles, demo vehicle or used vehicles, **incadea.engine** allows you to offer all vehicles in your database including the vehicles you have configured yourself. Once you have created a configuration, it remains for the entire lifetime of the vehicle.

In the field of purchasing transactions, the **Vehicle Purchase** module simplifies purchase orders and calculations. You can automatically create vehicle purchase orders from quotes, other open or invoiced documents, or you create orders manually. The rules used to calculate the purchase price can be defined individually for each make. This is a major advantage of **incadea.engine's** multi-make capability. All calculations are logged. Using **incadea.engine**, trade-ins are handled in the same user-friendly, uncomplicated way. The automatic chaining of all related vehicle transactions quickly provides you with an overview. Just as for purchases, sales prices can also be freely calculated and are logged in detail. Here again, you can copy information for sales orders or invoices from existing documents, or create the orders or invoices directly. The same applies to the creation of credit memos or corrections.

Is it possible to perform a vehicle reservation? Yes! All new and used vehicles in your inventory can be reserved for your customers. The system issues a notification when the vehicle is reserved. This means in case you want to sell the reserved vehicle in another sales order it is blocked.



A major advantage is the clear and comprehensive way the information is displayed. Every transaction remains transparent all the time and risks are identified easily. Expenses and profits are clearly detailed for both, the individual transaction and the entire chain. All purchase and sales documents linked to a vehicle transaction are assigned and displayed. The program automatically determines calculatory costs while you manually post the real costs related to the vehicle in question. In doing so, you can accurately identify the expenses and profits in connection with each vehicle.

Other available information

You can track changes in vehicle prices and options at any time thanks to the price sticker log and you can print the price stickers, e.g. using Microsoft Word. If you want to make available additional information for vehicles, you can create suitable remarks. For example, when a sales order is initiated you can include a remark reminding you that the brakes are soon due for replacement. This cuts down the workload for your company and ensures good service for your customers.

You can improve your service even further using the appointment renewal function. Using that function, it is possible to save any number of service dates for each vehicle. Labor numbers can also be used as the basis for appointment renewals, and your customers are reminded in sufficient time that their annual services or exhaust emissions inspections are due.

The **Vehicle Customers** function provides you with an easy-to-use overview about the possible customer types for each vehicle. These types could be owner, vehicle user, manufacturer (warranty), service contract or insurance company.

Statistics and analyses also provide crucial information regarding vehicle sales. All processes and postings in which a vehicle is involved are included in vehicle-specific gross profit calculations and these calculations automatically constitute the basis for a broader range of information. You can create statistics for one vehicle, all vehicles or a freely defined selection of vehicles to display all the associated expenses and profits. You can, e.g. perform analyses by market segment or vehicle category or check the availability of models by branch or period.



Benefits for your vehicle sales activities:

- Vehicle configurator including check for inclusions/exclusions and combination prizes (manufacturer-dependent)
- Central vehicle file data for improved analyses
- Vehicle and options remain stored for entire lifetime
- Storage of photos
- Vehicle prize stickers including history
- Print-outs of vehicle stickers via Microsoft Office
- Multiple listing of vehicles possible on one document (e.g. quote or invoice)
- Various remarks concerning vehicles and customers
- Calculation of the costs for carrying a vehicle including flexible settings
- Simple preview of all printable documents
- Ability to handle foreign trades easily
- Determination of calculated costs per vehicle
- Gross profit calculation for each individual transaction or vehicle
- Transaction and the entire trade-in chain
- Item transfers/branch transactions
- Handling of purchasing and sales activities for the automatic calculation of bonuses, bulk customer refunds, registration premiums and sales assistance features
- User-dependent invoice lock if values are below the minimum margin or if the discount is exceeded
- Document status workflow for analyzing and tracing business transactions.

ARO46700764750 3200 - Vehicle Posting Statistics

General | Invoicing | Last Posting | Next Posting

Date Filter [] Branch Filter [01]

Book No. Filter [Y052624] Department Filter []

No. of Purcha... [1] No. of Sales [1]

	Unit Cost	Sales Price	Gross Profit	Gross Profit %
Vehicle	20.000,00	23.250,00	3.250,00	13,98
Manufacturer Options	0,00	0,00	0,00	0,00
Excessive Trade In-Price	0,00	0,00	0,00	0,00
Own Options	0,00	0,00	0,00	0,00
Veh. Transfer	360,00	400,00	40,00	10,00
Sales Incentive	0,00	0,00	0,00	0,00
Subtotal	20.360,00	23.650,00	3.290,00	13,91
Service Internal	3,42			
Miscellaneous	-2.000,00	0,00	2.000,00	0,00
Total	18.363,42	23.650,00	5.286,58	22,35
Charging Price Difference	0,00	0,00	0,00	
Posted Calculated Costs	0,00			
Unposted Calculated C...	0,00			
Total	18.363,42	23.650,00	5.286,58	22,35

Help

The functions of the Vehicle module:

- Purchasing:
 - Inquiries, orders, receipts, invoices, credit memos/corrections
- Sales:
 - Inquiries, quotes, orders, shipments, invoices/combined invoices, credit memos/corrections
- Trade-ins on used cars and chain trade-ins
- "Days Carried" calculation
- Gross profit calculation
- Vehicle inventory list
- Differential taxation
- Vehicle configurator
- Purchasing and sales activities
- Used Car Evaluation interface (optional)

The *Resources* module

The **Resources** module is included in the standard version of **incadea.engine** and is based on the Microsoft Dynamics NAV standard. Resources can be persons, machines or vehicles. These resources are managed by means of the resource scheduling and are basis for capacity scheduling, therefore they are the cornerstone of the **Service Scheduling** add-on menu. If a company additionally uses the **Time Management** module, employees can be linked with resources. Doing so has the effect that the system takes into account the efficiency value specified for the resources with regard to the clock in/out times which are returned or distributed to the service orders in service management area.

The *Service Management and Service* module

Service order processing and customer care are of vital importance to any car dealership. **incadea.engine's Service Management** applications guide the user through the whole service process. From appointment management to invoicing and the automatic planning of after-sales activities, e.g. customer satisfaction surveys. Important information about service history, availability of parts and upcoming customer services are always up-to-date and easily accessible.

There are available OEM interfaces to technical systems, such as parts catalogs and central service and warranty systems. This means, the warranty process is integrated in the service process. The **Service Management** of **incadea.engine** supports your company in handling customer service inquiries and organizing resources to reach maximum efficiency. It helps you to enhance customer satisfaction. Dates and appointments are more easily arranged and kept, resources are used rationally and unnecessary work is avoided. In addition, the costs are more transparent for you and your customers.

Of particular importance for your everyday activities is the fact that the order assignment is always unique and that the accounting aspects are self-explanatory.



The functions of the *Service Management & Service* modules:

- Inquiries
- Handling of quotes and estimates
- Sales order processing
- Labor and parameter-controlled standard times
- Job processing
- Package management
- Internal orders, external orders and warranty orders
- Order archiving
- Invoice splitting and preview
- Handling of credit memos and corrections
- Service Capacity Scheduling module (optional)
- Warranty and fair deal management
- Damage Calculation interface (optional)
- Service campaigns
- Order-related time acquisition



Benefits for your workshop:

- Quick sales order creation
- Clear assignment of orders by recording customer complaints and instructions as jobs
- Customer and vehicle search and display including all clients
- Automatic texts upon order initiation (outstanding orders, customer and vehicle remarks, credit limit exceeded, vehicle appointment expired)
- Invoicing of hours, parts, external services and text items
- Flexible splitting of orders into different invoices on job and line level as well as the possibility to split lines (deal splitting)
- Flexible determination of standard labor times
- Flexible price calculations possible for all line types
- Transparent invoices by combining order lines to form jobs
- Automatic renewal of vehicle appointments
- Integration of manufacturer modules such as parts catalogs and information systems
- Warranty claim acquisition and finding, warranty inspection and transfer, warranty credit memo posting and handling of parts which must be returned
- Transfer of data from damage calculation systems (optional)
- Service campaigns for handling manufacturer recall and service actions
- Chargeable fixed price packages and fixed price labor
- Paint material calculation option (manufacturer-dependent)
- Printing packages and jobs in one sum
- Warning messages for partial shipments and partial invoices
- User-dependent invoice lock if values are below the minimum margin or if the discount is exceeded
- Document status workflow for analyzing and tracing business transactions

Creating and processing orders

The order processing feature in **incadea.engine** is comfortable, comprehensive and easy to use. It allows you to accept orders quickly and invoice service operations without delay. To sum up it helps to improve your profitability and reduce overdue accounts.

The task of accepting repair work is uncomplicated and convenient. The employee initiates the process by identifying the customer and vehicle by name, number, registration, chassis number or other specifications as required. It is then possible to create a quote or service order. The program prompts automatically if an exhaust emission, statutory or periodic vehicle inspection or any other service is due. You are free to define the corresponding remarks. To define service orders accurately, the **Service** module uses all available data. Thus, if necessary, not only the file data – customers, vehicles, parts, labor – but also all catalog files for a make can be included automatically. Recurring standard operations are described in packages which also contain the associated parts. You can define these packages yourself or they are offered to you by the manufacturer. You can work based on your own calculations. Doing so, order processing is simplified and accelerated considerably. The program creates a job card and order confirmation at the end of the order assignment phase. The order is ready for the workshop now.

Job processing groups combine blocks of orders on the invoice in form of clearly identifiable jobs and ensure that invoices are easily comprehensible. Invoices can easily be split including a subdivision of individual invoice lines. You can further assign these divided lines to different invoice recipients such as owner, driver or manufacturer.

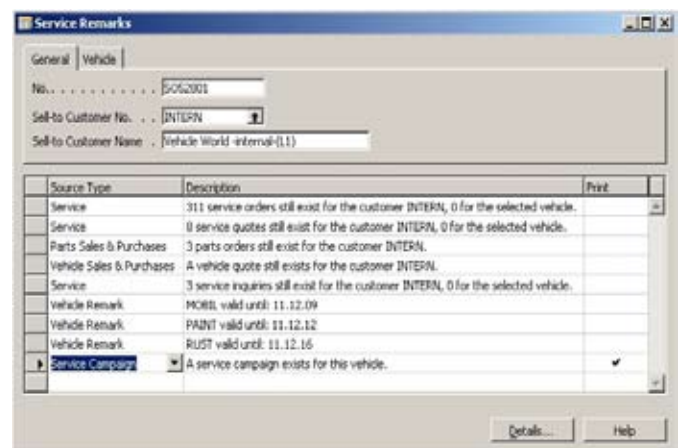
Calculations can be defined for your internal contribution charging. The system also allows warranty and deal processing. These are usually integrated in accordance with the manufacturers-specific procedures. You can invoice on shipment, receipt or multiple shipment and can view each document on screen before you print it.

Invoicing

The order lines for the invoice that will be created later are generate conveniently and can be easily verified. For this purpose, various sorting functions are available in a useful preview window.

You can post invoices, receipts/shipments and combined invoices. It is, of course, possible to create partial or split invoices for different invoice recipients within the same order, even down to line level.

When you select the invoicing function, the order is automatically checked. If the system finds exceptional conditions it issues document warnings or if necessary, will cancel the invoicing process. You can view current remarks related to the order, customer or vehicle. This way, you can professionally serve your customer taking all available data into account.



Processing credit memos and corrections

All documents can be used to generate credit memos and corrections. You can either copy an entire document including header data or copy selected lines only. When you transfer a line into a credit memo, you can either recalculate them or use them unchanged. As a result, it is generally not necessary to enter data once more when creating credit memos.

Additionally available information

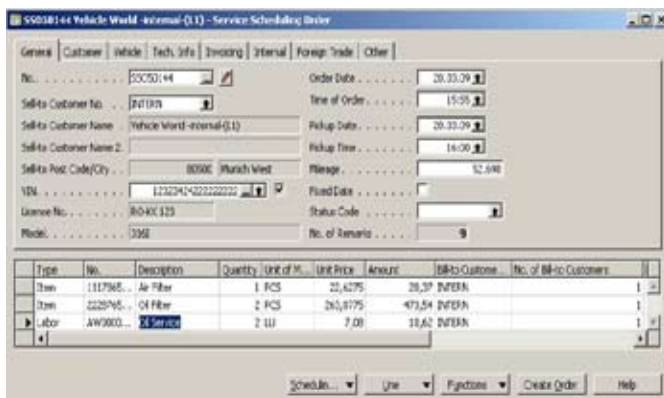
All the documents and lines relating to a business process are stored and can be retrieved at any time. Statistics and analyses are provided to help you extract important information from your data.

The resulting individual values can be processed in many different ways. The most important statistics and analyses are predefined in the program. A mouse click is enough to call labor sales statistics, order statistics or item sales statistic, all of them are up-to-date and immediately available.

The integration of manufacturer modules makes it possible to access external information. It is, for example, an easy task to import parts catalogs and workshop information systems into **incadea.engine**.

The Service Scheduling module (add-on module)

Capacity overlaps cause stress in a workshop and are an inconvenience for your customer. Using the **Service Scheduling** module you can detect and avoid bottlenecks well in advance. It also enables you to reorder all required parts in time. This helps you optimize the workshop's capacity utilization and to avoid bottleneck situations.



The Relationship Management module (CRM, add-on module)

When competition is tough, the ability to acquire new customers and ensure the loyalty of existing ones, is a key factor for success. A systematic, targeted marketing is required and again **incadea.engine** manages the entire cycle of customer relationships, from address management and OEM references to sales processes and after-sales activities. Supported by **incadea.engine**, you can centrally group and display all your customer contacts and data.

By means of this feature you can provide information and support to specifically targeted customers and customer groups as well as recognize and eliminate weaknesses before they become a risk. Potential customers are no longer omitted and customer satisfaction becomes a more manageable dimension.

Take control of your marketing! Using the marketing module you can define, edit and analyze appointments, activities and campaigns for each selected target group.

Address management for your marketing activities

The success of any marketing activity depends on the quality of your prospect file data. **incadea.engine** guarantees its completeness. Each address is stored in the system as a prospect. These addresses include customers, potential customers (prospects), vendors and employees. The **Relationship Management** module supports you in doing your daily chores. The module knows all your customers, stores their visits to your workshop and their parts purchases in a contact file and automatically reports these to your salesperson.

Furthermore, a contact appointment is generated automatically together with each posted invoice, allowing you to conveniently handle follow-up activities.



The *Human Resources* module

This module's focus is the administration of the operations in the area of human resources.

It contains the general data of the employees, as well as an absence registration. You have total control and overview of absence times. There is also a qualification overview of your personnel and the possibility to manage assigned equipment. In addition, you can store all different kind of personal information on your employees, e.g. information about relatives, drivers license or confidential information. It is up to you, how detailed you want to process the information required. The **Human Resource** module helps you in managing your staff by supplying you with current data.

incadea.engine's **Human Resource** module provides dealers with the tools to manage the most valuable asset ... their employees.

The *Branch Transaction* module

Car dealerships often consist of several branches. The supply with vehicles and parts is, however, usually executed by the "headquarters", from which the vehicles or parts are passed on and charged to the individual "subsidiaries".

The situation might arise, that a branch has a vehicle or part on stock which is required in another branch to complete a sales order. For handling such situations, **incadea.engine** offers the **Branch Transactions** menu. Here the user has the possibility of processing branch orders for both, vehicles and parts. To do so, the parts or vehicles to be transferred are entered in a special order, namely a branch order, and a negative adjustment is posted for the branch handing over the parts or vehicles (giving branch). A positive adjustment is posted accordingly for the receiving branch.

Furthermore, in connection with branch transactions, there is a value referred to as "Charging Price". The charging price is the value for goods and services, which is defined by a company for internal charging purposes. Charging prices are determined by means of calculations and represent an evaluation basis for internal services. There are companies having separate headquarters and branches, which are responsible for their own costs and possibly also for the rate of return generated for the company. A charging price has to be used for charging between the individual branches.



The **Time Management** module (add-on module)

The Time Management module offers the possibility to record all presence times and tasks using a time clock or an operational data collection terminal. The times thus recorded then can be further processed. For example, it is possible to edit the service order timestamps using the Clock In/Out Time Split function.

The times recorded in the Service module are posted using the Time Clock (or the Touch screen Time Clock) and the absence times are handled.

The presence times posted via the Time Clock are stored together with a task type code. Those presence times are automatically compared to the target times leading to an under/overtime balance calculated for each employee.

Optionally, you can transfer the calculated time totals based on these data to a payroll module (not included in incadea.engine).

The clocked times on service orders are linked to each service order, the jobs on the service order and for non standard labor values even to the single labor value. Efficiency is therefore calculated automatically by the system for mechanics, service orders or even jobs on service orders and is shown on various reports.

Those reports at a glance also show productive and unproductive times offering you a powerful tool to determine the efficiency and productivity in your company. incadea.engine was created to boost your company's transparency and efficiency. Intelligent data linking and utilization make an optimized use of resources possible and allow you to seize your market opportunities.

The **Fixed Asset** module

With the **Fixed Assets** module, you no longer need to spend a great amount of time, money and effort organizing, managing and accounting for your company's fixed assets. You save time and are able to focus on your business. The **Fixed Assets** module gives you a real-time, accurate information on all your fixed assets, so you always know the current status of these valuable business assets. All due to the **Fixed Assets** module that gives you a real-time, accurate overview of all your fixed assets. You always know your book value and your accumulated depreciation. With this feature you can easily reconcile your fixed assets. accounts with. your general ledger accounts.



The *Data Exchange* module

This is a versatile, adaptable tool that allows you to exchange data with numerous manufacturers under a wide range of conditions, namely without the development work usually associated with such an undertaking. For example, the import of data provided by manufacturers or importers, such as master catalogs, vehicle or item data, is a matter of minutes. This is also applicable for addresses used in marketing activities. The module also allows you to export order data for parts or vehicle purchases.

The DCS Cockpit is a feature which has been added to the **Data Exchange** module. It offers a standardized exchange of data with manufacturers, suppliers, customers and between different companies. Further you can monitor, process and coordinate all document-related transactions within **incadea.engine**. It is possible to view any document from within the DCS Cockpit. You can handle processes automatically using the **Job Spooler** feature in the **Data Exchange** module.

The *Cash Register* (add-on module)

incadea.engine offers an integrated cash register system, which supports your daily transactions in connection with any business process. The **Cash Register** module simultaneously manages assorted cash registers and facilitates easy customizing options that match the requirements of your transaction processes.

To accommodate complex inter-currency transactions, **incadea.engine** enables the user to accept payments in foreign currencies. The system combines cash and credit payments and automatically converts them into the default currency set by the user. Whether it is a payment or a withdrawal, all open ledger entries are automatically balanced. In addition **incadea.engine** includes discounts, defined for specific orders and suppliers.

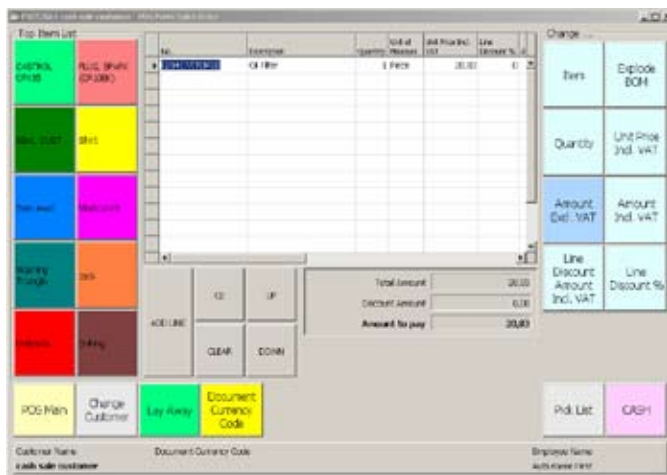
It also supports the user by adding more efficiency to the sales process. During an across-the-counter cash sale the cash drawer opens immediately. Once the invoice is posted, the system finishes the process. It prevents backorder processing and excessive paperwork by printing the sales receipts directly on a sales slip printer.



POS - The Point of Sale (add-on module)

This tool was designed especially for over-the-counter sales. Its most important feature is a touch screen function which helps employees to perform the payment procedure for an over-the-counter sale. There are additional functions available in this module enriching **incadea.engine**. For example, top item functionality, gift card handling, lay away function, log-on for users/salespersons including password protection. You can assign different profiles to your sales staff and the system records all processes a user performs. Besides the touch screen you can connect external systems such as printers, bank terminals, cash drawers, scanners etc. The system is connected to other standard NAV and **incadea.engine** features, including parts sales and cash register.

It is also possible for a user to open an order and create an invoice. The system also gives you the ability to load pictures.



IMM – The Importer Management Module (add-on module)

incadea.engine also supports importer markets. This is important, because in some countries the manufacturer is not represented. In such countries the manufacturer cooperates with an importer, who distributes all necessary components to other dealerships in the country.

The IMM offers key functionalities combining **incadea.engine** commercial automotive management functionality integrated to the specific requirements of Importers.



The functions of the IMM

Parts Processing

- ❑ Handles dangerous goods, VIN mandatory, key number and engine number requirements.
- ❑ Age checking and freight charging functions

Warehouse Distribution

- ❑ Importer specific Advanced warehousing functions.
- ❑ Backorder release, cross docking and automatic release of backorders on receipts.

Vehicle Ownership/CRM

- ❑ Contact and marketing information about vehicle owners.
- ❑ Advanced level of ownership based on profile information.

Importer Vehicle Stocklist

- ❑ Single 'dashboard' like interface to manage all your vehicles.
- ❑ Snapshot of Vehicles available to the dealer network updated live. Value, search for, update and sell your vehicles from a single screen.

Import Costing

- ❑ Enables the distribution of shipping associated costs from multiple suppliers or internal costs to be apportioned by quantity, volume, weight, value, tariff, duty % and manually across individual shipments from multiple suppliers.
- ❑ Single point of processing for both Parts and Vehicles providing seamless integration with OEM Purchasing Systems.

External Access

- ❑ Secure External Access module has been developed to support online processing by dealers and third party warehouse suppliers.
- ❑ Real time data and document entry enables the dealer and importer to work seamlessly in Parts, Vehicles, Service (Warranty) and Account details.
- ❑ Use either a WEB Portal or Terminal Services connection to connect your dealer network to the importer database.

Warranty

- ❑ Warranty claims can be created directly in the Service Management area without a Service Order having been completed.
- ❑ Claimed (Dealers) vs. Paid (Manufacturer) amounts are recorded, tracked and reported on.
- ❑ Documents have been adapted to support the Importer Warranty model and a comprehensive Warranty 'Type' setup area allows the Importer to control the entire warranty process and differentiate between different claim types like 'Local' and 'Manufacturer'.

OAI – The Open Accounting Interface (add-on module)

As incadea wants to introduce **incadea.engine** in countries in which a localized country version of the standard Microsoft Dynamics NAV is not available, a standard accounting interface has been developed. The OAI exports general ledger postings, customer ledger entries, vendor ledger entries, customers' and vendors' standing data to a local accounting application. In return, OAI imports payment information to update the open balances of customers and vendors in **incadea.engine**.

Further Interfaces (add-ons)

Vehicle evaluation and damage calculation

The interface for external vehicle evaluation systems has been designed to import data determined by these programs into incadea engine.

You can call the external vehicle evaluation systems directly in the **Setup** submenu of the **Vehicle** main menu in **incadea.engine** and then import the results automatically from the external system into the incadea database.

incadea currently has modified its interfaces for the following systems: Eurotax Schwacke Autowert (Windows version) and Silver DAT II. These independent service providers offer automobile market data, analyses and software solutions focusing on reminder value ascertainment and management as well as damage calculation.

More information on add-on modules

In order to give you the opportunity to tailor the system to the requirements of your business, we offer a set of add-on modules which complement the **incadea.engine** standard package. For more information on each add-on module, please refer to the individual data sheets or contact your incadea associate.



Current incadea partner network:



Please visit our website at www.incadea.com for additional partner information and links to our partner websites.

Corporate Headquarter:

incadea GmbH
Franz-Brötzner-Str. 11
5071 Wals - Salzburg
AUSTRIA
Phone: +43 (0)662 857 600

Research & Development Center:

incadea GmbH
Rosenheimer Str. 33
83064 Raubling
GERMANY
Phone: +49 (0)8035 98 38 0

www.incadea.com
email: info@incadea.com

© 2009 incadea GmbH. All rights reserved.

incadea.engine is a registered trademark of incadea GmbH.

Microsoft, Outlook, Microsoft Dynamics are registered trademarks of Microsoft Corporation.

The data provided in this document is for information purposes only. While every care has been taken to compile the information in this documentation, ©incadea GmbH cannot be held responsible for any loss, damage or inconvenience, however caused, as a result of any omission, error or inaccuracy within these pages. Nothing in this document is intended to form part of a legally binding agreement with us. It must be noted that all other product names mentioned are the trademarks of their respective owners. **incadea.engine**® versions may differ from country to country which is due to partner adaptations and country layer versions. Further incadea does not guarantee any availability of certain versions and features in specific countries.

This publication is protected by copyright law. Whether whole or part of this document, it may not be directed at or intended for further publication or distribution through any broadcasting media or in any form and in any jurisdiction, where doing so could result in contravention of any applicable laws or regulations. Further reproduction of this document would require prior consent from ©incadea GmbH. All rights reserved.