



Deal Pack[®]

A product of Advanced Business Computers of America, Inc.



Deal Pack[®] Professional Dealership & Finance Company Software FAQ

Q: Is Deal Pack[®] a web-based system?

A: Deal Pack[®] offers a web-based solution (ASP) but can also be stored on an internal server to meet your specific needs.

Q: Who installs Deal Pack[®]?

A: Deal Pack[®] technicians handle all installations. In addition, our support team assists you with the initial set-up process.

Q: What type of training does Deal Pack[®] offer users?

A: Deal Pack[®] offers three types of training to accommodate your schedule in the most effective manner. Web based training, our most popular and simplest method, is conducted directly from our computer to yours, allowing you to watch step-by-step as we lead you through the various Deal Pack[®] operations. In addition, we offer on-site (your location) and in-house (our location) training.

Q: How long do training sessions last?

A: Typical training sessions can range from a couple of hours, focusing on a specific module or modules, to an entire day, depending on the areas that need to be covered. The length of training depends on the comprehension level of the student as well as the areas needed to be covered.

Q: What are the software support hours?

A: The Deal Pack[®] support team is available from 9 a.m. to 6 p.m. EST, Monday through Friday. An after-hours hot line is also available but is limited to emergency calls only.

Q: How long has Deal Pack[®] served the BHPH/Finance industry?

A: Advanced Business Computers of America, Inc. has served the industry since 1983, offering a fully-integrated UNIX based solution. Deal Pack[®] was released in 1999 to accommodate Windows users.

Q: What type of end-of-month accounting features does Deal Pack have?

A: Deal Pack[®] provides all necessary subsidiary schedules, financial statements and a bank reconciliation module along with numerous reports to assist with your process.

Q: Does Deal Pack[®] work with dual companies, such as sales and finance?

A: Deal Pack[®] is designed to handle a dual company scenario, such as a sales company with a related finance company (RFC). Deal Pack[®] keeps a separate set of books for both companies in that scenario. Deal Pack[®] handles the discounting of the receivable on the sales side and the deferment of the discount income on the finance side, providing you with all the tools necessary to manage both your dealership and your related finance company. Deal Pack[®] also offers a Service and Parts solution that can be linked with either your sales company and/or your finance company.

Q: Does Deal Pack[®] provide data back-up?

A: Deal Pack[®] offers an automatic daily back-up service as well as all the tools necessary for manual back-ups.

Q: Can Tracker data be converted to Deal Pack[®]?

A: Deal Pack[®] handles Tracker conversions, as well as data conversions from various other DMS solutions.

Q: How do I input a deal that has been paying for a year?

A: Depending on your current DMS, Deal Pack[®] can convert all of your previous data. However, if you desire to enter your previous accounts manually, the 'Direct Add' feature within Deal Pack[®] is designed for this purpose.

Q: Do I have to start from scratch and back date sale or print payments?

A: If your current data is converted to Deal Pack[®] everything is placed on the dates that the original payments were taken.

Q: What type of credit reporting/pulling features does Deal Pack[®] offer?

A: From within the Deal Pack[®] application, e-CBI is used to pull credit reports from the three main credit bureaus (Equifax, Experian, and

Transunion). As for credit reporting, Deal Pack® prepares the credit codes for the bureaus in Metro II Format, all you have to do is send the codes via internet or mail a disk to them.

Q: Does Deal Pack® have the ability to report directly to the credit bureaus?

A: Deal Pack® prepares the data in Metro II format; however it is your responsibility to send it to the bureau.

Q: Does Deal Pack have a built in DMV system?

A: Deal Pack® integrates with Vintek to export customer information needed to process title work.

Q: Does Deal Pack save past customers and insurance companies?

A: Yes, Deal Pack® will never delete any customers automatically. Insurance companies can be saved in a 'Parameter' file in order to prevent you from having to enter the information multiple times.

Q: Is there a fee for changing form settings when state laws update or change?

A: No.

Q: How are updates sent out?

A: Users are notified of software updates via a monthly upgrade letter. However, Deal Pack® can be updated at anytime in the 'Utility' section of the software.

Q: What kind of hardware is needed to run Deal Pack®?

A: For a complete list of required hardware visit: http://www.dealpack.com/pdf/DP_Without_Sql_Requirements.pdf

Q: What kind of printers does Deal Pack® require?

A: The only printer that Deal Pack® requires is an impact printer such as the Okidata 320 or 420 Turbo.

Q: Does Deal Pack® support plain paper forms?

A: Yes, Deal Pack® can generate PDF's and print them on ink jet or laser printers.

Q: Which types of payment receipts does Deal Pack® use?

A: Deal Pack® can take many types of payments; accounts receivable payments, irregular (pickup/deferred) payments, down payments, inventory deposits, side payments, add-on payoffs, lease payments, credits, floor plan payments and more.

Q: Is it relatively easy to take payments in Deal Pack®?

A: All payments are taken in the same module and involve only a few clicks. Users select the type of payment, enter the amount and click save.

Q: Can notes be added to a customer's account such as insurance due or phone number needed?

A: Deal Pack® has a full fledged remarks system built in. You have the choice of multiple types of remarks; promise to pay, left message, pop-up reminder, warnings, and you can even create your own remark type. These remarks are accessible in many parts of the program, and, in addition, there are reports that can make it easy to see and find what you're looking for.

Q: Is Deal Pack® password protected?

A: Deal Pack® uses an employee code extensively throughout the software. Almost all activity is tracked and at any given time you can tell who did what and where. You also have full ability to restrict and empower employees' access.

Q: Does Deal Pack® have the ability to add new users, if so are there extra fees?

A: Yes, new users may be added at the standard per user rate.

Q: Can pictures be added on the inventory screen?

A: Yes, you can import images of your inventory into Deal Pack®. There is also a special kiosk mode that will display your images, along with inventory information, in a slide show that you can display on your showroom floor. You can also upload customer photos.

Q: Does the repair order screen breakdown exactly what was spent and serviced on a vehicle?

A: Yes, you can see all the details of a repair order easily in Deal Pack® Service & Parts. Labor, parts, and sublet are listed in every repair order.

Q: Is there a report available that shows the profit made from repair orders?

A: Yes, Deal Pack® contains a 'Daily Profit' report.

Q: Does Deal Pack® remind the user when a PTP is due?

A: Yes, you can set a date and time for the promise to pay reminder. You can also pull a report of upcoming and broken PTP's.

Q: What sort of past due reports does Deal Pack® offer?

A: Deal Pack® offers a variety of past due reports. It has a fully integrated, paperless collections module that has the basic past due report. You also have delinquency, age analysis, recency, and collection performance reports.

Q: Does Deal Pack® provide a report that shows a returning customer's payment history?

A: Yes, Deal Pack® can create a report that has a customer's full payment history as well as a remark history and complete demographic information.

Q: Does Deal Pack® provide a delinquent ratio report?

A: Yes, Deal Pack® has a static pool report, as well as a repo and charge off delinquency report. In addition, other Deal Pack® reports offer summaries with percentages and ratios that can be used for delinquency analysis.