Mitchell 1

ManagerEnterprise

Mitchell1 ®
Shop Management Solutions

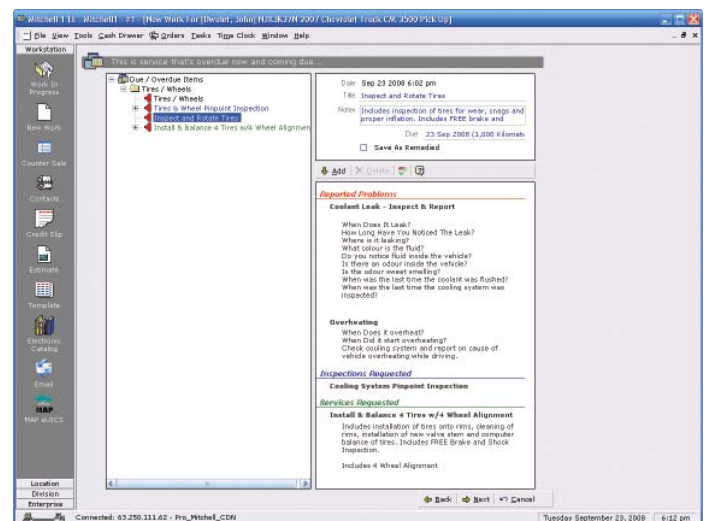## Why Mitchell 1 Shop Management Solutions?

As your service business grows, you need powerful tools that help you effectively manage your enterprise and maximize your profits. Whether you own one shop or 100, ManagerEnterprise from Mitchell 1 puts you in the driver's seat. ManagerEnterprise gives you central control of accounting, marketing, sales, operations and much more. You can even check in on each location remotely – from your headquarters, from the road, or even from the beach. With ManagerEnterprise, you're in control.

Mitchell1 ®
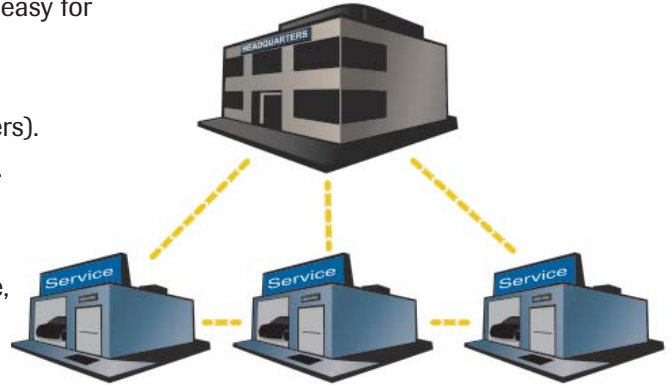# ManagerEnterprise

Powerful Foundation

ManagerEnterprise includes a robust foundation of features designed to help you get the most out of your personnel and maximize your profits on every job. They include:

- Point-of-Sale (POS) software designed to be used by your Service Advisors all day long.
- Intuitive, Graphical User Interface (GUI) similar to Microsoft Office® products.
- Microsoft SQL Server database which provides complete reliability, security, and a virtually unlimited database size.
- User-definable Service Categories and Profit Centers.
- Powerful Contact and Vehicle Management features for unlimited Contacts, Contact Categories, Contact Sites, Vehicles, and Groups of fleet vehicles.
- Built-in Maintenance Plan templates and authoring tools to create your own.
- Vehicle Maintenance History records automatically maintained and Service Reminders automatically generated based on the assigned Maintenance Plan.
- Integration with Mitchell 1 OnDemand5.com for easy access to labor times, TSBs, and service information.
- Built-in Common Complaints templates and authoring tools to create your own.
- Expert Tire Management features.
- Integrated e-mail system which allows you to send e-mail messages, Work Order documents, Credit Slips, Receivables Statements, Purchase Orders and reports directly from inside ManagerEnterprise.
- Built-in Pinpoint Inspection templates that support the Motorist Assurance Program (MAP) guidelines and authoring tools to create your own.
- Complete Inventory Management system for both parts and supplies.
- Perpetual Supplies inventory for accurate expense tracking (both for in-house consumption and supplies used in the shop).

New Work Wizard provides service advisors with a fast, efficient way to capture all symptoms and desired work while also presenting predefined service packages, or canned jobs.

- Built-in Service Package (canned jobs) templates and authoring tools to describe commonly sold combinations of Labor, Materials and Supplies.
- New Work Wizard collects customers' complaints, service requests, inspection requests, then reviews deferred and upcoming work, and schedules an appointment with promised completion time quickly and efficiently.
- Scheduling system organizes appointments and promised job completion times by No-Shows, Today's Work, Work-on-Hold and Future Work.
- Workflow management system follows individual jobs through all work stages including: Tech Assignment, Inspections, Tech Reporting, Estimating, Customer Authorizations, Tech Instructions and Invoicing.
- Work Order documents are organized by Jobs to make them easy for customers to read and understand.
- Completely integrated Purchase Ordering system.
- On-line parts pricing and ordering (with participating suppliers).
- Built-in Report templates and custom Report authoring tools.
- Built-in Security/Password access system for all employees - administered exclusively by the company owner.
- Built-in Spell Checker with features such as spell-as-you-type, industry-specific dictionary of words, and auto-replace.

Franchise & Enterprise Support

ManagerEnterprise is multi-user software capable of running on any number of workstations at any number of locations or even multiple divisions within a franchise. The Enterprise Edition is a multi-user software system capable of running on any number of workstations at any number of locations, with the setup and reporting features necessary to support multiple Divisions. In addition to ManagerEnterprise's core features, this Edition includes:
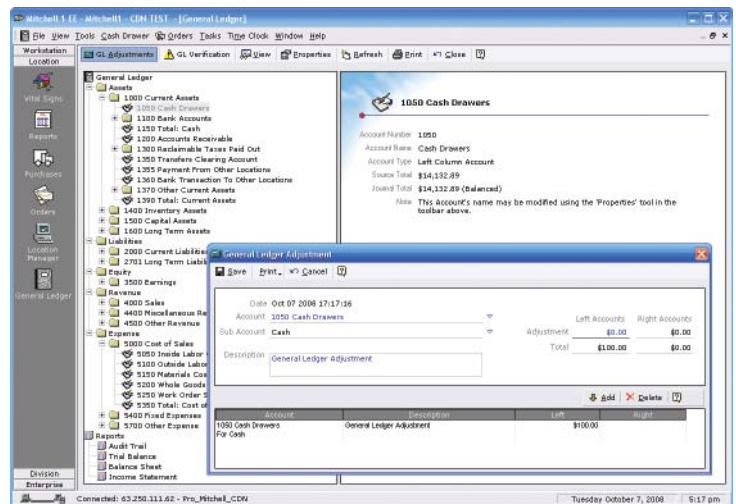- The ability to share Contacts among your Enterprise locations *.
- The ability to share and transfer inventory among your locations.
- The ability to author all setup templates for your divisions and locations.
- The reporting features required by your Head Office and Division Offices.

Using the Enterprise Edition, customer accounts receivable may (optionally) be handled by the Enterprise Head Office, allowing customers to have repair work done at any Enterprise location, and charge the work to their account. This is especially useful for large fleet accounts.

Integrated Accounting and General Ledger

ManagerEnterprise includes a full-featured accounting module designed to help you save time and money in your back office.
- Integrated GL
- Accounts Receivable
- Accounts Payable
- Tax Remittance
- Cash Balance
- Bank Register
- Monthly Operating Statement
- Supplier Cores Handling
- Returned Goods Handling

Manager Enterprise features a real-time, fully-integrated General Ledger. It operates silently in the background while you're going about your everyday business activities.

Management & Financial Reporting

You generate most management & financial reports using ManagerEnterprise's powerful Reports Manager. Reports are generated based on a variety of applicable parameters, and all reporting periods are user-defined.

You use the Reports Manager to generate these reports:

- Sales and Gross Profit by Category, Service Advisor, or Technican.
- Invoice Summary and Cost Analysis Reports.
- Taxes and Other Charges Reports.
- Numerous Inventory Sales, Costs, History, Forecast and Physical Count Reports.
- Returned Goods Bin Reports.
- Accounts Receivable & Payable Detail and Summary Reports.
- Several Contact and Vehicle Reports and Lists.
- Time Clock/Technician Hours Reports.
- Service Reminders.
- Thank You Lists.
- …and many more.

Using ManagerEnterprise's Vital Signs screen, you may print Sales & Costs of Sales organized by Profit Centers and Service Categories for each Location, Division and the entire Enterprise. Audit Trail, Trial Balance, Income Statement, Balance Sheet and Account Journal reports are generated interactively using ManagerEnterprise's General Ledger Manager.
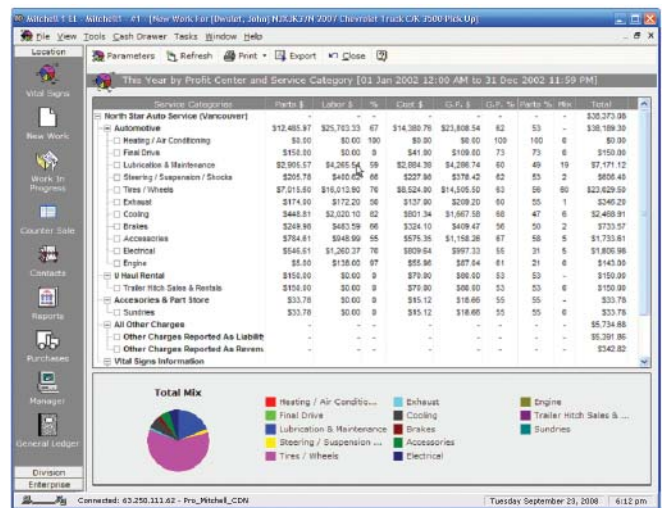
All reports may be customized, printed and/or exported to other Windows programs. And it is a fairly simple matter for ManagerEnterprise Services to prepare and deliver custom reports on any schedule your business requires.

With Mitchell 1's ManagerEnterprise, you can measure your business by location or for the entire enterprise in real time and from any location.

The Time Clock module increases efficiency in processing parts and labor sales. Time management is automated, collecting the actual times for the labor operations scheduled and sold.
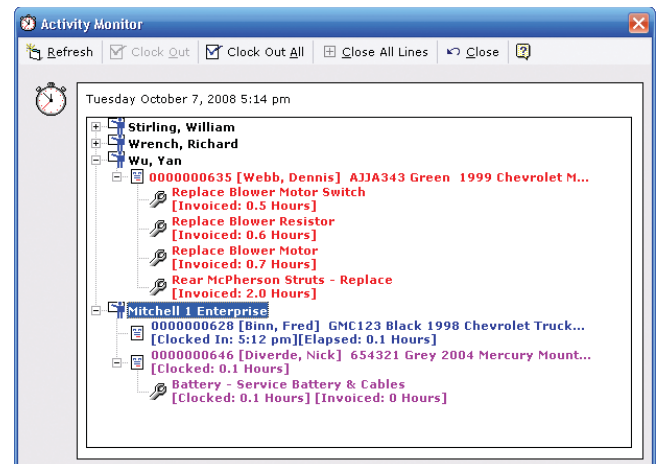
Integrated Marketing

ManagerEnterprise software offers a full suite of marketing solutions to help you increase your car count, customer retention and customer satisfaction while driving profit!

Any business owner will tell you how easy it is to lose a customer. Now with ManagerEnterprise, it has never been easier to keep your customers and attract new customers.

- New Customer Thank You
- Service Reminders

- Deferred Repair Reminders
- Appointment Confirmation

- Loyalty Reports
- Inactive Reports

To Order Call: **888.724.6742 ext.6313**

Locate Your Independent Sales Rep at:

Mitchell1.com

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