

31 Questions Every Dealership Should Ask Before Choosing DMS Software

- 1. How large is their overall staff (e.g., programmers, support staff, trainers, sales, admin)?**
- 2. How long has the software company been in business?**
- 3. What are their support hours and do they offer emergency after hours support? What are the hours for any such support?**
- 4. What type of database does the software use? Is the database a client/server database? How many users and/or companies will the database safely support without upgrading to a client/server solution?**
- 5. Is the software offered as an ASP solution (i.e., hosted application) over the internet? Is there any software for me to buy to implement a hosted solution? What are the hardware requirements? How much redundancy is offered with the ASP solution?**
- 6. Can the software be installed on my computers and run over my existing network? What are the hardware requirements?**
- 7. Can the software handle customer deposits and pending sales? How many deposits can the software keep track of?**
- 8. What kind of security does the software provide? Does the software offer both user and group level security? Does the software offer an easy way to assign security by feature or function? What type of activity tracking does the software provide (e.g., address changes, balance changes, etc.)**
- 9. Does the software offer a direct integration between the dealership system and the accounting system (i.e., direct posting, not export and then import)? Is the software a true double entry accounting system that enforces these rules? Does the software offer a direct integration from the Accounts Payable system to the dealership system “*real-time*” (i.e., Can the software take expenses that were posted in the accounting system and post those real-time to the dealership software)?**
- 10. Does the software company offer an integrated Service and Repair Software to completely manage a complete repair shop including parts, sublet, warranty, and internal RO’s. In addition, is the solution integrated to the accounting application? Can the application dynamically create side notes in the buy-here/pay-here solution for repairs that need to be financed?**
- 11. Does the software have the ability to create *Custom Reports* within the software? Can you create your own calculated fields using data in the software? Can you then export these custom reports to excel or word? Can the custom reports have unlimited scope and sort options?**
- 12. Within the standard reporting contained within the software, how many options can you choose for scopes and sorts? How many ways can you group data to create subsets of data within the reports that can be individually analyzed?**
- 13. Does the software have an integrated V.I.N. decoder that is updated for Free?**
- 14. Does the software have integrated zip code tables that auto-populate city, county, and state fields?**

15. Does the software offer integrated credit application processing? When entering customers, does the software offer automatic duplicate customer verification? Does the software automatically update customer, co-signor, and reference information across all sales, current and previous?
16. Does the software offer a solution for extracting 8300 data for reporting to the IRS?
17. Does the software offer a solution for integrating word processing documents that can be mail merged during collections and sales closing?
18. Does the software offer Metro 2 Credit Reporting to report consumer data monthly to all 3 major credit bureaus (i.e. Equifax, Experian, and Trans Union)?
19. Does software support a Multi-Company installation (e.g., sales company, related finance company, etc.)? Does the software allow for multi-state operations? Can you lookup information across all companies at one time?
20. How many floor plans can the software track?
21. Does the software company offer data conversion services? What can they convert (i.e., payment histories, inventory, collection notes, etc.) If my loans need to be re-amortized can the software accomplish this during the data conversion?
22. How often do they update their software, and how is this performed?
23. How many states does the company do business in?
24. What type of training can the company provide? Does the company offer any e-training solutions? Can training be done on-site or on-line, and what is the process?
25. Does the software company offer an advanced collection system capable of dynamically queuing accounts to a collectors screen without having to use printed reports? Does the software have the ability to re-queue or transfer accounts to other collectors based on specific criteria or circumstances? Does the software have the ability to report on my collectors' activities and progress on their accounts?
26. Does the software company provide a printed user manual?
27. Does the software company provide an integrated website for FREE? Can I upload my inventory directly without re-entering vehicle information? How many pictures does the website support? Can I list my featured vehicles on my website? Does the website offer integrated maps and directions to my locations? Does the website offer secure credit applications protecting my clients' identity?
28. Does the software company offer email accounts for FREE with integrated virus scanning and SPAM filtering??
29. What is the software company's approach to compliance issues? How do they keep up with changes?
30. What is the time-frame for delivery of software?
31. Does the software offer an integrated wash-out screen that will recap my sales information?