

INTRODUCTION TO SIMPLE GMS

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Why?

Why have Silkmoth built a Garage Management System?

Data drives business

Around 50% of tyre dealers do not use a GMS or any kind of customer management system.

- Makes email campaigns and direct marketing almost impossible
- Makes automated reminders (MOTs) very difficult
- De-values the business

Why low adoption?

When surveyed dealers said they didn't use a GMS because:

- Too complex for their business
- GDPR concerns
- Too expensive

Keep it simple!

Silkmoth's Simple GMS is:

- Built from the ground up for tyre dealers
- Easy to use
- Connected to TyreClick
- Cost effective





Workshop Functions

Calendar

Intuitive drag and drop calendar to manage work across multiple bays/resources

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Job Sheets

Create job sheets and allocate them to workshop resources. Click to view, drag and drop to reschedule

Web Sales

Web sales drop straight into the calendar or can remain "unscheduled" for those dealers wanting flexibility

Widgets

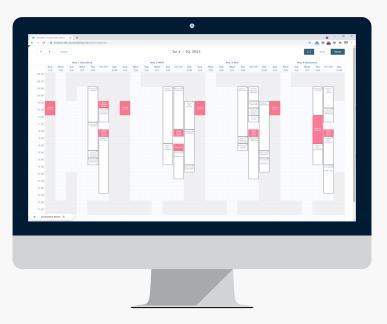
As well as connectivity with TyreClick dealers can add MOT and service widgets to their own website that will take bookings and drop them straight into the calendar

Calendar Day View / Week View

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Day View

Can be shown full screen allowing users to scroll forwards/backwards one day at a time. Date picker allows users to jump to any date past or present.



Week View

View an entire week's jobs. Scroll forwards/backwards one week at a time.

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Job Sheets

Date create 05/09/2022			Internal ID 17688	
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Customer

Linked to the customer record for contact details.

Vehicle

Linked to a vehicle record to show MOT status and MOT history together with history of vehicle maintenance carried out at the garage.

Job Description

Description of the work to be carried out and associated costs. Details will be used to create an invoice once work is complete.

Job Sheets The unit of work

Useful links Change slet - Add/update vehicle	health check - View vehicle - View custo	omer + 🕫 Splitjob shoet + View job s	heot	© 345
Customer	Customer name Ernest Bishop Customer checked-in ③ The customer has anti-ed was their	Phone number 07135244802 whitle and work con begin for the job	Emoil address emieb@silkmoth.com	Day
Vehicle	Registration no. EF70ACC Colour BLUE	Moke FORD MOT dee Unovailable	Model FOCUS (2020)	
Job sheet View imported booking details Norms	Allocated slat Characterized Tue Sep 6, 14:00 - 14:30	Est. duration time 30 mins	Proferred slot Sep 6, 14:00 - 14:30	
TBE25611 - EPTOAEC - Bishop Internal ID 17/6/0 Tracking ID NCPWWWW/W/WP Date created 01/09/2021 56:09	Job status ③ To do Update job sheet status	v →		1
Source				

10.30 11.00 11.30 11

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Job Sheet

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Click on a calendar entry to view a job sheet summary. Add more line items, amend customer details, reschedule job, create invoice.

Job Sheet Status

See which jobs have started, for which jobs the customer has checked in and their vehicle is on site. Track progress through to completion.

Daily Report

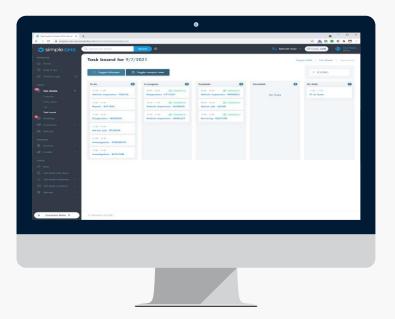
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	Customer checked-in O The customer has arrived with their vehicle and	work can begin for the job	
14:00	EF70AEC TBR25411 - EF70AEC - Bahop		

Printable Daily Report

A list of all of today's scheduled jobs in time orders showing VRM, vehicle make and model, customer details and resource allocation.

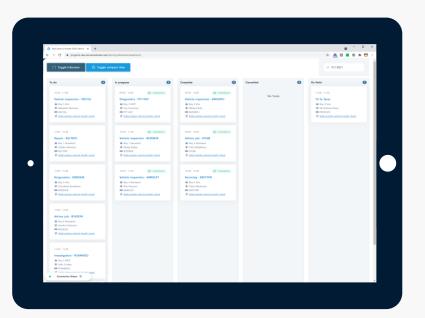
Task Board

Drag & drop updates from technicians



Task Board

See the status of all jobs. Simple drag and drop interface allows jobs to be progressed through the day.



Workshop

Task board is particularly well suited for workshop tablets allowing mechanics to quickly update the status of jobs. Changes instantly reflected in the front-desk calendar.

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Automatic Messaging

Keeping customers informed through text messaging

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Job Sheet Changes

Customers are informed of changes to their jobs/appointments through automatic messaging. Text messages or email.



Customer Functions

Customers

Customer details, preferences and history

	Customer	Vehicles	Job sheets	Invoices				
Contact	Title		First name		Last name			
	Mr		Ken		Barlow			
			One out of the title and fi provided	rst nome must be				
	Email address (Opt	ional)	Phone number		Phone number type			
	ken.barlow@silkr	noth.com	07855 123456		Mobile Landline Enables SMS Disables SMS			
	Phone preferences		Email preferences		Post preferences			
	Marketing		Morketing		Marketing			
	O D Notification	15	O D Notifications		Notifications			
Address	Customer address (Optional)							
	O 1 Coronation St	reet, Weatherfield, Man						
	Change customer	oddress Remove custome	r oddress					
	Delivery address (
	Change delivery a							

Customer Details

Contact details including email address and phone number

GDPR

Customer contact preferences for marketing and notifications

Vehicles

List of vehicles associated with the customer together with MOT due dates.

Payment Terms

Customer type (retail, trade, insurance) and payment terms

Customers

Job sheet and invoice history

Job info	Ref	Silot info	Order created	Source	Status	Action
Fit 2x Tyres	GMS4095 Internal ID: 4015	This job sheet has not been assigned a time slot/bay	14/02/2022 13:57	Frontice Tracking ID: 573URCL6M990	To do	1
Full Service up to 2.5L B Invoice D Add/update health check	GMS408 Internal ID: 408	Time slot: 31/08/2021 08:00 - 10:00 Allocated boy: Mobilit/Van	26/08/2021 14:01	Tracking ID: 9N2CODBIDZDZ	Invoiced	1
Closs IV MOT	GMS415 Internal ID: 415	Time slot: 31/08/2021 10:00 - 11:00 Allocated bay: MOT	26/08/2021 14:24	Enance Tracking ID: WQ39R88MLP2O	Invoiced	I
Class IV MOT	GMS432 Internal ID: 432	Time slot: 03/09/2021 15:15 - 17:15 Allocated bay: Tyres	27/08/2021 15:08	Francis Tracking ID: 205OC/SUBDSCL	Concelled	ł
TS725824 - WN11HLY - Barlow Add/update health check	TS725824 Internal ID: 444	Time slot: 06/09/2021 08:00 - 09:30 Allocated bay: Tyres	02/09/2021 20.56	Grocitica Tracking ID: X04/Z3R3H0R1	(To do)	I
Full Service 2.0L4 B Invoice Add/update health check	GMS433 Internal ID: 433	Time slot: 30/09/2021 10:30 - 13:30 Allocated bay: Mobile/Van	27/08/2021 15:09	Inocking ID: OBRZAT/SNNOO	(Involue)	÷

View a list of all jobs carried out for a customer and their

					٠					
ustomer -	Mr Ken Ba	rlow						Simp	le GMS $ ightarrow$ Custome	rs o Mr Ken Barlo
			Customer	v	ahicles 34	ob sheets	Invoice	ю		
Outstanding cus						ce status alanc	ce ov	wed		
Amount due	Payment details		Status		Ref.	Due da	le	Customer	Job sheet	Action(s)
\$0.00 Fully paid	Total paid: £204.00 Invoice tatal: £204.00		Created Sent View	ed Paid	SG-39 Tracking ID: PK3HR26K	On colle Issued: 5 2022	ection September,	Mr Ken Barlow Acc No: 4500	2 tyre change Ref: <u>GMS17640</u>	I
£60.00 (Unpoid)		00.02 00.03	Created Sent View	ed Poid	SG-36 Trocking ID: 0FN8M6TNOH7U	On colle lasued: 3	ction 1 Morch, 2022	Mr Ken Borlow Acc No: 4600	Fit 2x Tyres Ref: <u>GM56731</u>	I
£100.00 (Unpoid)	Total paid: Invoice total: £100.00	00.02	Created Sent View	ed Paid	SG-35 Trocking ID: T167UHP6S	On colle E2K Issued: 2	nction Morch, 2022	Mr Ken Borlow Acc No: 4600	2 tyres Ref. <u>GM54607</u>	I
£0.00 Fully paid		£25.20 £25.20	Created Sent View	ed Paid	SG-32 Trocking ID: ILB2597G9	On colle Issued: 19 2022	iction 5 February,	Mr Ken Barlow Acc No: 4500	2 tyres Ref: <u>GMS4111</u>	ł
£0.00 Fully poid		00.692 00.692	Created Sent View	ed Poid	SG-31 Trocking ID: TVUKFAENTVCW	On colle Issued: 11 2022	ection 5 February,	Mr Ken Borlow Acc No: 4600	Fit 2x Tyres Ref. <u>GM54110</u>	I

Invoice History

See all invoices raised against a customer and their payment status.

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Job Sheet History

status

Customer Check-in

Customers control their own data and preferences

Dealer QR Codes

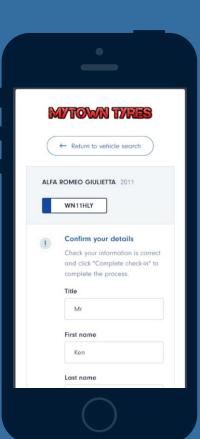
Customers scan QR code to start self check-in process from screen or from a poster. Alternatively, dealers could provide a tablet.

Data Accuracy

By encouraging customers to enter their own information the risk of data inaccuracies is greatly reduced. Accurate data creates significant business development opportunities and adds value to the business.

GDPR Compliance

By encouraging customers to check-in every time they visit they are asked to review their contact details and communication preferences.



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Customer Check-in

Scan the QR code to check-in and confirm

your details

Simple GMS

Check-in

MY REG

Email address

Phone number



Vehicle Functions

Vehicles Vehicle information and history

				۰			
Vehicle - V	VN11HLY						Simple GMS \rightarrow Vehicles \rightarrow Edit
		Vehicle info	MOT history	Health checks	Job sheets	Reminders	
	WNTHEY		Last online looky Last VSC issue Jan 21, 2019	GIULETTA (GREY) 9 Sep 5, 2022 17:11 id ii 1598cc 😤 Nov 1			
	Notes (Optional)						
1 1 1	Customer has 17" wh	eel option					
	Update vehicle	•					
	Tyre sizes			6	Mileage La	est 3 records	
1825							

Vehicle Information

Registration number, make, model, colour and fuel type. Date of first registration, engine size, fuel type and MOT due date.

Updates from DVLA

MOT due data and history updated directly from DVLA. **MOT** status updated on a daily basis at no extra charge to initial lookup.

Customers

List of customers linked to this vehicle.

Vehicles MOT history & vehicle health check history

	Vehicle info	MOI' history	Health checks	Job sheets	Reminders	
19 Nov, 2021 🌘	45560				MOI exp	orres 18 Nov, 2022)
Mileage 105,491		1 test number 36099081	Expiry d 18 Nov.			
Issues found:			10 100, 1		Mart of	ne. defects. and. advisories?
	aar Coll spring corroded	both (5.3.1 (b) (i))			NILL D	Ne denicia cina distributiva.
	ear Tyre slightly damage					
(ADVISORY) 0	ffside Front Anti-roll bar I	inkage ball joint has	slight play (5.3.4 (a) (())		
30 Dec, 2020 🧃	ASSID.					~
7 Dec, 2019	ASSED					~
19 Oct, 2018 🧉	MISSED					×
19 Oct, 2018	ALLO					~
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	_				_	

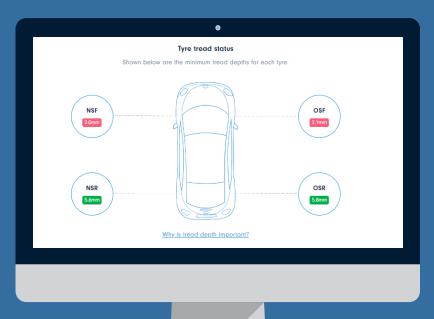
۲ Vehicle - WN11HLY Simple GMS \rightarrow Vehicles \rightarrow Edit Vehicle info MOT history Health checks Job sheets Reminders To create a new vehicle health without linking it to a specific job sheet, click the button below. If you wish to link it to a job sheet, go to the "Job sheets" tab and click "Add/update vehicle health check". + Add health check Report details Status overview 2 items requiring urgent attention 0 items on an advisory 2 items are visually OK 0 items have not been checked Tyre check Created Sent Viewed . . .

Health Check History

List of all vehicle and tyre health checks carried out and their results

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Simple Four Corner Check

Dealers can quickly check tyre depths and condition and produce a professional report.

Reminders

Dealers can add a reminder date to the report that will be automatically followed up.

Vehicle Health Checks

Generating future income

Vehicle health check	report	🛛 🗐 Send	Simple GMS → Vehicles → Report report to customer Ŷ [*] Manage reminder Actions :
My Town Tyres 01625 433 388 mytowntyres@silkmoth.com	Vehicle RENAULT LAGUNA (2009) Reg: EF59YBN	Full report Date: 10 Dec, 2021	
Shov	Tyre tread status m below are the minimum tread depths for ec	sch tyre.	
NSF Gom NSR 2000		05F	Report overview (10 Dec. 2011) 2 items requiring urgent attention 3 items on an advisory 21 items nore visually OK 1 items have not been checked

VHC

27-point vehicle health check

Traffic Lights

Red, amber, green status for each item tested - easy for customers to understand

Follow-up Dates

Follow up dates to be used to drive future business

Vehicle Health Checks

Full Report

Non operation No	Construction Construction<	Check inside vehicle	Red	Amber	Green	N/C	Report & recommendations	Follow up date	Cost estimate
Normal Sector Normal S	Note Note <th< td=""><td>Horn operation</td><td></td><td></td><td>~</td><td></td><td></td><td></td><td></td></th<>	Horn operation			~				
Internet / vention Image: section of the	Intermets/vention I	Climate control		~			Air con not operating at approx. 25%. Recommend re-gassing	27/08/2021	£45.00
Non-service	Non-Name No <	Front and rear washers			~				
Note based Note based Note second se	Under Sonnet Ref More Form NC Report & recommendations Follow up dot Exclamation Bits fluid condition / leois I	Instruments / warning light			~				
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Name Nam Name Name	Name Name <th< td=""><td>Coolant condition / leaks</td><td></td><td></td><td>~</td><td></td><td></td><td></td><td></td></th<>	Coolant condition / leaks			~				
Ceck weeks out yee No Iwee No Performance	Cack where only we will be all with the second withe second with the second with the second with the se	Engine oil level / leaks / condition			~				
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OEF depth / condition Image: Condit Condition Image	OfF depth / condition Constraint Constraint <thconstraint< th=""> Constraint <</thconstraint<>	Check wheels and tyres	Red	Amber	Green	N/C	Report & recommendations	Follow up date	Cost estimate
NSR depth / condition (the tread 20mm) V Approaching legal limit. Recommend replacement within 1000 miles 27/10/2021 560.00 OSR depth / condition (the tread 20mm) V Approaching legal limit. Recommend replacement within 1000 miles 27/10/2021 560.00	NSR depth / condition Gamma /	NSF depth / condition (Min tread: 6.0mm)			~				
OSR depth / condition (kin west 20m)	OSR depth / condition (Hin wood 10mm)	OSF depth / condition (Min tread: 6.0mm)			~				
		NSR depth / condition (Min tread: 2.0mm)	~				Approaching legal limit. Recommend replacement within 1000 miles	27/10/2021	260.00
Spore / lock wheel nut / olignment	Spore / lock wheel nut / olignment	OSR depth / condition (Min tread: 2.0mm)	~				Approaching legal limit. Recommend replacement within 1000 miles	27/10/2021	£60.00
		Spare / lack wheel nut / alignment			~				

Report Contents

27-point check including:

- Horn
- Climate control A/C
- Front and rear washers
- Instruments / warning lights
- Seat belts
- Brake fluid level / leaks
- Battery condition / leaks
- Coolant condition / leaks
- Engine oil level / leaks
- Belt tension
- Tyres tread depth and condition
- Lighting front & rear
- Brakes discs and pads, front & rear
- Wiper blades
- Windscreen
- Steering
- Suspension

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Management Functions

Customer Invoicing

Created from job sheets

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One-Click Invoice Creation

Invoices created from job sheets with a single click.

Send to Customer

Invoices can be sent to customers by email or by SMS (a link to an online copy of the invoice is sent)

Job Description

Description of the work to be carried out and associated costs. Details will be used to create an invoice once work is complete.

Invoice-only Option for Walk-ins

Create invoices quickly without the need to schedule a job sheet for walk-in customers

End of Day Report

Reconcile payments

End of day rep	port for 5/	9/2022					Sempler GMB	Reports Ted u
		Invoices					Print	B 5/9/2022
poyments received.	\$405.16	Amount due	Payment details		Source	Add1 into	Customer	Action(1)
Card (debit or credit)	\$335.00	10.00	Point on 5/9/2222. Totel point Divorce salast	545.00 545.00 545.00	Cand (debit or credit): \$45.00 Total: \$45.00	Rot 10-14 Date: On columns Instant: 20/2/2022	Const these Acc free <u>6611</u>	1
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		10.03 (001)	Post or 5/9/2022 Tatel post. Invice stat	\$220.00 \$220.00 \$220.00	Cand (debt or could); \$228.00 http://\$228.00	Ref. <u>10-40</u> Diver 1 Distribut, 2022 Inscent: 5/9/2022	Mr. Mike Batchess Aut. No. <u>2004</u>	1
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		10.00	Paul or 5/9/2022 Seni paul Involce totale	£1,007.16 E1,007.16 E1,007.16				

All Payments

Lists all payments for the day so that the till/PDQ etc. can be quickly reconciled.

Supports Easy Pay Schemes

Payments can be categorized against payment schemes such as Payment Assist, Klarna etc.

Other Reports

Invoices raised, invoices paid (by day), outstanding balances (aged debtors)

Customer Export

Export customer data for campaigns

Customer details			
	Communication preferences	Vehicle details	Address details
Title	 Email marketing 	Registration number	Address line 1
First nome	Email notifications	Make	Address line 2
Last name	Phone marketing	Model	Town / city
Customer type	Phone notifications		County / province
Balance	Direct (post) marketing		Postcode / ZIP code
Phone number	Direct (post) notifications		
Phone number type			
Email address			
Notes			
Date created			
Toggle all	Toggle all	 Toggle all 	Toggle all
to treat it sofely and securely. We'd recon	an observation of the second s	id it.	bit yoo kacone if a controller of the data and it will be your requestivity

Campaign/Export Templates

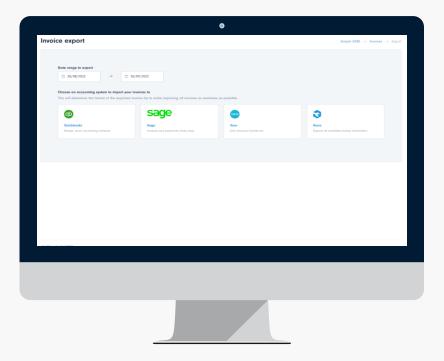
Pre-defined export templates for email, direct mail or telephone campaigns. Only export what you need.

GDPR Compliance

Dealer is reminded of their obligations under GDPR and must confirm their acceptance before export is allowed.

Invoice Export

Export invoice data to accounting systems



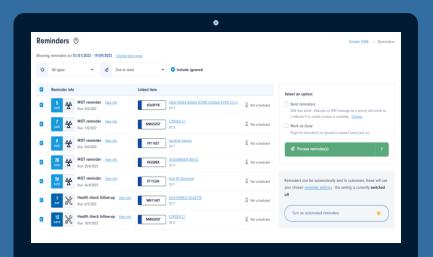
Quickbooks, Sage, Xero Export all invoice data to the most popular accounting systems.



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Reminders

New sales made easy



MOT Due Reminders

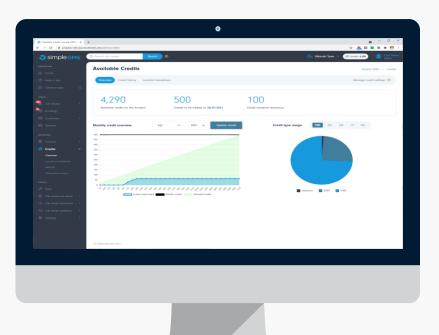
Remind customers that their MOT is due.

For non-MOT dealers, remind customers to get their tyres checked before their MOT (coming soon)

Vehicle and Tyre Check Reminders

Follow-up on vehicle and tyre health checks to get customers to come back to you

Credits Paying for third-party services



Third Party Services

Integration with third-party services makes using Simple GMS quicker and easier but the service can be used without them.

VRM Lookups

Connections to DVLA and other parties for vehicle data. 1 credit per lookup.

Address Lookup

Ensure accuracy of customer addresses with postcode lookup. 1 credit per lookup.

Text / SMS Messages

Save time by contacting customers by text message. Secure, reliable, send and forget. 1 credit per lookup.



Support

Training & Support



Onboarding

One-to-one online sessions with dealer:

- Onboarding 1 hour capture setup/configuration
- Getting started 1 hour
- Follow-up up to two 1 hour sessions

Support

- Mon-Fri 08:30 17:30
- Telephone
- Email
- Online chat

Knowledgebase

Online How To videos at www.simplegms.com/tutorials



Contact Us

Carl Dean

Managing Director J01625 433388 07855 399140 Carl.dean@silkmoth.com

Martin Riley

Sales & Marketing Manager 201625 433388 07905 102046 Martin.riley@silkmoth.com

