

Karmak Offers a Wide Range of Solutions for PACCAR Dealers

PACCAR and Karmak work closely together to provide technology solutions to Kenworth and Peterbilt dealers that save time, increase revenue, and improve efficiency.

Connect

Your customers who use Connect can check parts pricing and availability in your Karmak system in real time. This feature is built in to Karmak's Business Online e-commerce system, which also lets you sell parts online and provides an information portal for all your customers.

Customer Loyalty Card

For those customers who are involved in these types of programs, you will have the ability to import and update loyalty card notes and messages for display at the parts counter.

Electronic Parts Invoices

PACCAR Parts electronic invoices are imported directly into Fusion where they are compared to your purchase orders and receipts and can be automatically posted into Accounts Payable, freeing up your staff for other duties.

Financial Reporting

Automatically download your month-end financial statements to PACCAR. After creation and maintenance of the statements, it takes only a few keystrokes to transfer the documents to the PACCAR site for upload.

FOCUS

Fusion automates sending customer and parts sales data to the PACCAR Parts FOCUS CRM tool, so you can concentrate on increasing your sales.

Kenworth TruckTech+ / Peterbilt SmartLINQ (Decisiv)

Estimates are transferred directly into Fusion repair orders and updated as needed. Parts pricing and availability is visible within TruckTech+/SmartLINQ, and new customers and assets are easily added to Fusion, improving the experience for customers and your service writers.

Managed Dealer Inventory (MDI)

Parts sales and demand data is sent to PACCAR. Orders are calculated and sent back your system, saving you time and improving your inventory performance.

Online Parts Counter (WHI)

Fusion offers full integration with PACCAR's Online Parts Counter. Major fleet accounts use Online Parts Counter to look up parts information, check pricing and availability, and place orders. Parts orders from OPC are created in Fusion without the need to rekey anything, and printed in your warehouse for picking.

PACCAR Parts Fleet Services (Service Gate)

Fleet Services, also known as Service Gate, works with PACCAR Parts to make sure major fleet accounts are billed the right price for parts every time, over the counter or in the shop.

Parts Orders

Stock and Emergency orders can be exported from Fusion and uploaded to PACCAR Parts, eliminating the need to re-enter orders.

Truck Order Data

Fusion's integration with PACCAR's B2B infrastructure makes it possible to retrieve truck build data and specifications and update the information in your system. Key vehicle components, dates, and other information are mapped to the fields you want to track with no double entry of data.

Warranty Claim Submission

Fusion saves you time by capturing repair order details and sending it to PACCAR's warranty claim system, where it can be maintained online before being submitted for review.

