

Karmak Offers a Wide Range of Solutions for Daimler Trucks North America Dealers

Karmak Fusion is the leading Dealer Management System for Daimler Trucks North America (DTNA) dealers, including Freightliner, Western Star, and Thomas Built Bus. Fusion supports a full suite of interfaces to help simplify your day-to-day data processing needs.

Analytics (OTC)

Fusion automatically exports your customer and parts sales data to DTNA for use with their Analytics dealer reporting system.

Express WriteUp

Make your service writers more efficient by using DTNA's powerful mobile app to collect information during their write-up process, and quickly send it directly to Fusion to open the repair order without retyping.

Financial Reporting

Automatically transmit your month-end financial statements to DTNA. After creation and maintenance of the statements, they are securely transferred to DTNA with only a few keystrokes.

Parts Mission Critical

Parts Mission Critical helps you track and stock parts that are essential to the service department. Fusion collects information regarding vehicles serviced in the past six months by your service department. You are able to report on these parts, and DTNA uses this information to alert you to those "mission critical" parts for better inventory control and service department management.

Part Orders

Fusion can export your parts orders and returns for import into Paragon, saving time, eliminating keystrokes and reducing errors.

Pinnacle Fleet Solutions (Corcentric POS)

For your fleet customers who use Pinnacle Fleet Solutions to charge parts and repairs, integration at point of sale is a huge time saver. There are no extra copies required or postage fees; parts price verification, invoice authorization and settlement are real time. The fleet's invoice is transmitted securely to the PFS provider for payment at time of invoice.

PinnacleTruckParts.com (e-Commerce)

Fusion offers full integration with DTNA's PinnacleTruckParts.com. Your major fleet account customers use the website to look up parts information, check pricing and availability, and place orders. Parts orders are seamlessly created in Fusion without the need to re-key anything, and are automatically printed in your warehouse for picking.

Repair Order Surveys (CSI)

Fusion captures customer data from closed repair orders and transmits it to DTNA, where it is used to generate survey letters to your customers. You can then use the results to take steps to improve your customers' experience and satisfaction.

RIMpro

RIMpro is fully implemented in Fusion. Your parts sales, demand data, purchase order details, backorders, and supersession history are sent to DTNA. Orders are calculated and sent back to your system, saving you time and improving your inventory performance.

Uptime Pro

Service shop activity is automatically retrieved by Uptime Pro where it can be quickly reviewed by your management personnel.

VIP (Truck Specs)

It's a simple process to import truck specifications, by field, from DTNA into Fusion Sales or Service. Customizable mapping makes it easy to use manufacturer data to populate unit fields such as the unit characteristics, components and static data fields used throughout Sales and Service.

Warranty Claim Submission (OWL)

OWL provides a user-friendly front end to DTNA claim entry. With the ability to manage multiple locations from one login, Fusion is flexible when it comes to your business process. If you are serious about gaining efficiencies when filing warranty claims, then this is the download process to use.

DAIMLER

