

Karmak Offers a Wide Range of Solutions for Mack/Volvo Dealers

Karmak is proud to be one of the few authorized DMS providers for Mack and Volvo truck dealers, and we fully support all currently available dealer integrations covering parts, service, and accounting.

ASIST (Decisiv)

Service estimates from ASIST are transferred directly into Fusion repair orders and updated as needed. Parts pricing and availability is visible within ASIST, and new customer and assets are easily added to Fusion, improving the experience for your customers and your service writers.

Financial Reporting

Automatically transmit your month-end financial statements to Volvo. Once you have reviewed and approved the statements, they are electronically transferred to Volvo with only a few keystrokes.

Logistical Partners Agreement (LPA)

Volvo's implementation of managed dealer inventory is one of the most comprehensive OEM programs available. Fusion gives you control over which lines are managed by LPA and how.

MAPP (Market Area Parts Potential)

Integration with MAPP increases both the productivity and effectiveness of your retail parts sales effort. Fusion captures and transmits data to Volvo to help measure not just what your customers are buying but – more importantly – what they are not buying to identify new parts sales opportunities.

MV Preferred

Parts pricing look-up and validation ensures your national account customers are charged the right price, every time. Fusion also electronically retrieves credit authorization when the parts or repair order is invoiced, thereby eliminating the need to place a phone call. In short, MV Preferred makes it simple to get it right the first time.

Part Orders

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

R/O Labor Timestamp Reporting

Fusion collects timestamp data during the processing of repair orders, and transmits that data to Volvo where it can be analyzed to determine opportunities for improving customer service.

SELECT Parts Store (WHI)

Fusion is fully integrated with Mack/Volvo's SELECT Parts Store. Major fleet accounts use SELECT to look up parts information, check pricing and availability, and place orders. Parts orders from SELECT are created in Fusion without the need to rekey anything, and printed in your warehouse for picking.

Warranty Claim Submission (UCHP)

Filing warranty claims electronically not only saves valuable time that is better spent taking care of your customers, it also gets you paid quicker. Fusion captures repair order detail and helps you fill out the claim more efficiently.

