

# TALON

POWERSPORTS SOLUTIONS



## VEHICLES

- Automatic multi-brand VIN/model validation
- Customizable menu selling
- Sale types - retail, fleet, wholesale and consignment
- Inventory management
- Trade or transfer units
- Void and re-create deals

## POINT OF SALE

- Quick over-the-counter sales to keep the business flowing
- Track multiple sales people per transaction
- Wholesale transactions based on customer type
- Integrated secure EMV credit card processing
- Fast and secure POS employee tracking

## SERVICE

- Effective and secure management of service parts
- Texting integration to provide direct communication with customers
- Graphic view of service tech efficiency, proficiency and productivity
- One click access to customer BIO
- Manage daily schedules against available capacity

## TIME CLOCK

- Integration improves efficiency in scheduling, tracking and reporting
- Reduce payroll preparation time
- Track and report on W-time by technician or time code
- Mobile punch capabilities
- Vacation accrual and leave request functionality

- Fully integrated accounting for daily activities
- Controlled accounts & reporting
- Easy reconciliation of accounts
- Drill down general ledger reports

## ACCOUNTING

- Suggested order management based on usage history
- 80+ price books
- Markdown capabilities: seasonal & progressive strategies
- Special order management
- Ability to see inventory at related stores

## INVENTORY

- Scheduled reporting capabilities
- Customizable report views
- Standard reports with export capabilities to multiple formats
- Trend analysis
- MyScoreboard, simple & real time reporting tool customized for each user

## REPORTING

- Customize preferences to meet your dealership needs
- Maintain customer records with utilities such as customer merge
- Role-based security system settings
- Centralized users and security
- Quick & easy login with employee card swipes

## ADMIN

# Tools That Make Selling powersport vehicles Easier!



## Automated VIN Decode & Validation

Adding inventory made easy! Automated population of make, model, year and many other attributes. Reduce errors and add efficiency.

## Vehicle Inventory Management

TALONes provides the tools to manage your vehicle inventory. VIN validation and H-D Vehicle-Link make it easy to receive units. Looking for a specific model, year, or color? Vehicle availability allows you to search inventory at select dealerships.

## Sales Process

TALONes enhances your sales process in many ways including:

- Prepaid parts and labor management
- Wishlist import capability
- Menu selling
- Front-end/back-end profitability tracking and flexibility
- Unlimited deal charges for your creative vehicles sales initiatives

\*H-D integrations including Menu Link, Deallink and SWR electronic submissions allow for exceptional efficiency.

## Trade/Transfer

Vehicle trade/transfer removes a motorcycle from inventory. Floorplan trades automatically create a credit memo and an invoice for the exchanged units. TALONes also manages intricate details like PDI and incentives.

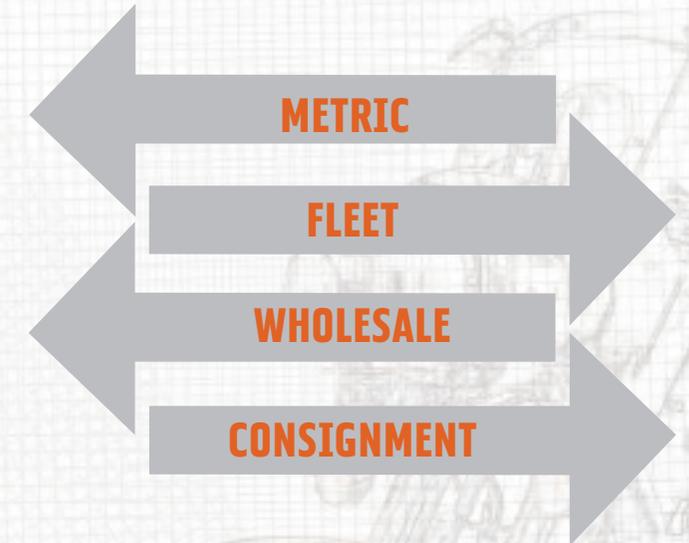
\*H-D integration allows for electronic submission of the unit transfer.

## Wholesale Vehicles

TALONes enables you to wholesale unlimited units on one transaction. Wholesale transactions post to a separate set of GL accounts, and are not included in employee commission reports.

## Sale Types

Based on the sale type of the deal, you will be able to separate unit sales in accounting and reporting. TALONes give you the ability to financially track retail, fleet, wholesale, consignment and EagleRider motorcycle sales.



# But we Don't Stop there!

# VEHICLES

# TALON INTEGRATIONS

## Financial Reporting

Manufacturer financial reporting requirements can become a time-consuming monthly task. Our H-D integration features a data harvest directly from your system, eliminating manual compilation and data entry, saving over 6-8 hours every month.

## Order Placement & Order Status

Automated submission of purchase orders to select manufacturers and export/import options for any vendor with an online submission capability. Check availability, order status, change or cancel items. \*H-D \*BRP Coming Soon

## Receiving

Automated packing lists download as the order is shipped. This integration allows for receipt by container or pack list to get your product to the floor faster. \*H-D

## eComm

This exclusive H-D integration allows increased sales through the Harley-Davidson e-commerce website. Quickly view, accept, and process orders for shipment or pickup within your DMS. Dealership in-store product availability is automatically shared with your on-line customers.

## Sales Warranty Registration

Sales Warranty Registration made simple with automated import of customer and sales details, automated import of all eligible installed or attached P&A.

## Menu Link™

Export deal information, work with your customer on selecting products, and import them back into the TALONes deal! No separate menu or manual entry of products and pricing.

## Safety Campaign History

Automatic Safety Campaign inquiries on VIN entry. Access from Scheduler, warranty, and work order screens makes it easy to provide outstanding customer safety, service and increased dealer profitability by promptly alerting your customers to any open safety campaigns on their H-D Motorcycle.

## Service History-Link

Report on H-D vehicle history across all authorized dealers. Exceed customer expectations by 'knowing' their vehicle no matter where they are in the country. Identify needed services and understand vehicle service history for proper trade-in valuation!

## Digital Technician™

Identify fault codes and transferred as notes to an open work order for an upselling opportunity. Ensure all downloaded calibrations are properly billed to work orders and reduce manual entry by transferring pinpoint diagnostic information for warranty. \*H-D exclusive

## Deallink™

Pull customer information from a deal to create a credit app, link financial information between Deallink and TALONes and obtain electronic signatures for a fully efficient experience.

## Warranty

TALONes creates warranty claims automatically from any H-D warranty event to eliminate duplicate data entry. Automatically submit and receive electronic responses and approvals for speed in warranty claim processing. \*H-D

## Collaborative Inventory Management

Dealership inventory data is transmitted nightly from your TALONes system to Harley-Davidson. Dealer data is analyzed to optimize your CIM replenishment orders. This program is free and exclusive for TALONes dealers.

## Wish List

H-D Customization easily imported to TALONes Wish List functionality, making it easy to customize units based on a customer's online profile.

## Parts Locator

Identify parts availability from authorized dealers from within TALONes. A button click away from finding the part you need. \*H-D \*BRP

## Automated Price Updates

TALONes provides over 80 price files included with standard support. These files are automatically made available on your system for easy loading and repricing.

## Shift4 Electronic Payment Processing

Integrated payment processing for efficient and professional transactions. Competitive rates and EMV compliant pin pad devices included.

## AsureForce Time Clock

Time keeping and so much more! Our integration with AsureForce time clock allows for automatic allocation of technician hours to an RO or RO event. Features including vacation accrual, leave requests, and payroll export combined with the most competitive rate available for these Time Clock features make this integration a must have.

## Snap-On & PartSmart

Parts Catalog integrations allow for inventory availability view on diagrams and easy pick list submission to TALONes.

# Speed, Accuracy, Control – Count on TALONes Integrated Accounting

## Key Accounting Features

- Integration – Financial Reporting, eComm credit memos, Riding Academy Student Management System
- Customizable reports for open receivables and payables
- Deal void process with minimal effort
- Easily see invoice accounting entry from the customer or invoice inquiry
- View work order or powersports deal from customer invoice screen
- Drill down general ledger reports
- Scheduled reporting

## Controlled Accounts and Reporting

With controlled accounts, you can establish the information required when posting to balance sheet accounts. These controls provide the ability to manage open transactions for your balance sheet accounts and eliminate manual maintenance of external spreadsheets for reconciliation.

## \*Financial Reporting

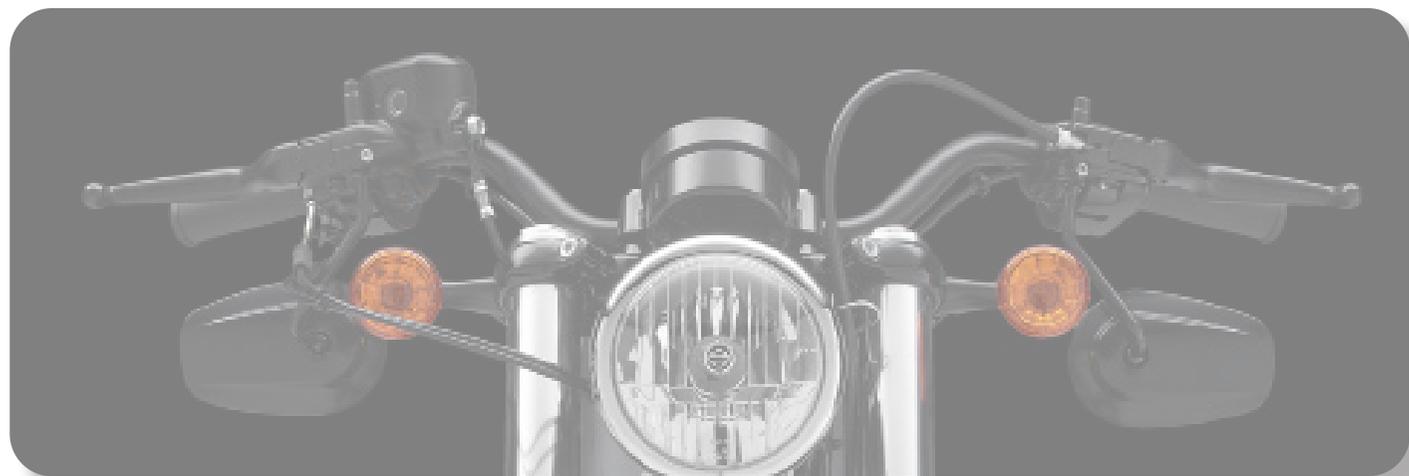
Frustrated with the number of hours you spend each month preparing Dealer Dashboard? Automate the process of submitting financial statements, service data, and departmental goals to Harley-Davidson in minutes. Data harvested directly from TALONes eliminates manual compilation and data entry, saving valuable time.

## Trend Analysis

Plots activity from multiple accounting periods on a filterable grid. This is a useful tool for forecasting and budgeting as well as examining patterns, trends and inconsistencies. It is most commonly used to analyze profit & loss accounts, and reports can be quickly exported as a spreadsheet.

**ACCOUNTING**

# REPORTING



## Scheduled Reports

Schedule reports to automatically run on a consistent basis with configurations to include timing, recipients and export location.

## Custom Services

Our team is here to make you successful and ensure you have what you need to run your business. Custom report requests are satisfied at no additional cost to you.

## Labels

Easily create custom filters and quickly extract the data you need to send targeted marketing to your customers. Base your filters on select fields: dollars spent, vehicle information, last service date, warranty expiration, wish list, birth date, and much more! You can then export filtered email addresses or print mailing labels.

## Report Groups

Organize the reports you run regularly into groups based on department, frequency, or individual. Spend time on report analysis, not hunting through dozens of reports. Plus, you can track the last run date to ensure the report is being run consistently.

## Data Explorer

Built into a variety of TALONes standard reports, this reporting tool provides access to specialized SQL data views using predefined layouts. Views can also be customized.

## Report Builder

A quick, template-driven tool that enables users to build ad-hoc reports including simple tables, charts and matrices from data queries. You don't have to be a pro at reporting; it's easy with this drag and drop tool.

## My Scoreboard (MSB)

Replace the backroom whiteboard with one that auto-refreshes in real time allowing managers to spend less time running reports and more time increasing sales.

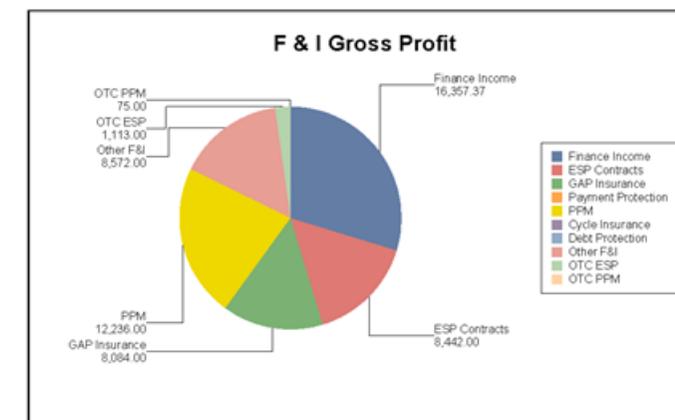
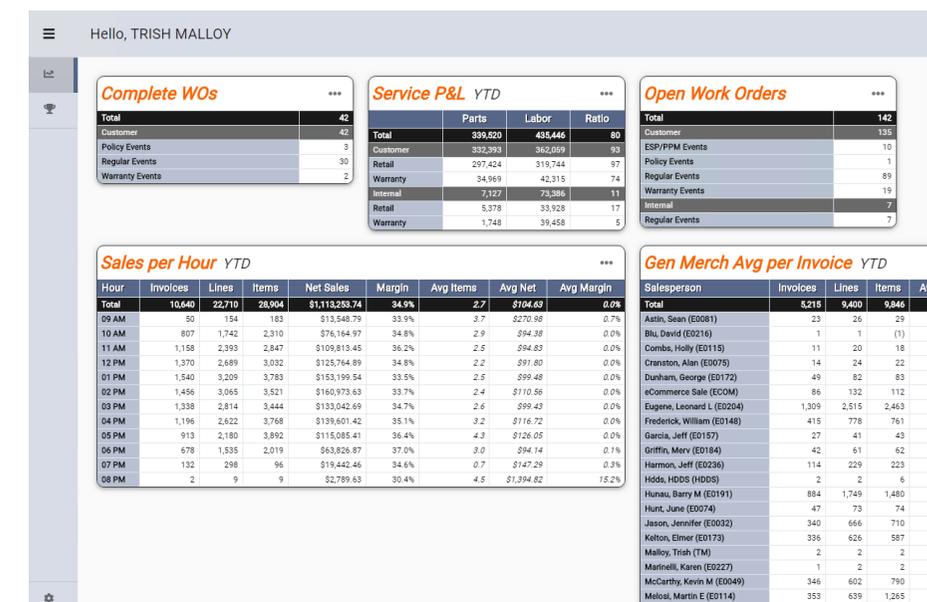
MSB displays actionable and timely metrics with a personalized view of report summary "widgets".

## CRM Access to TALONes Data

TALON Powersports Solutions is empowering dealers with a seamless experience for the CRM vendor of choice by providing a method to set up data access through TALONes. This will provide the CRM vendor the ability to extract and utilize data within their system.

## Report Exports

Need to quickly email a report to a manager? Not a problem. All TALONes standard reports and reporting tools export to a spreadsheet or pdf.



# TALONes Reports...Your View to Success

- **Purchase Orders**
- **CIM+ Polling/Suggested Orders**
- **Price Books**
- **Receiving**
- **Stock Adjustments/Post issues**
- **Physical Inventory/Cycle Counts**
- **Store Availability**
- **Advanced Labels**
- **Special Order Management**

### **Streamlined Ordering and Receiving**

Save time and reduce costs transmitting purchase orders and receiving pack lists within TALONes using order exports or electronic ording and receiving.

### **Suggested Orders**

Increase sales and customer satisfaction by managing inventory levels using TALONes. Calculate reorder points and minimum/maximum stock quantities by vendor, based on your usage history.

### **Physical Inventory**

Ensure inventory accuracy by completing a full physical inventory or creating a schedule of cycle counts. These processes are easily managed using the comprehensive program within the TALONes inventory module.

### **Robust Reporting Tools**

Easy-to-use departmentalized reports to help you stay on top of your open-to-buy, inventory valuation, and sales velocity. Drag and drop fields in our powerful data explorer tool to create customized reports for evaluating sales or for target marketing. Schedule reports to automatically run on a consistent basis. Make smart decisions with the built-in sales and inventory tracking spreadsheet.

### **80+ Price Book Files**

Eliminate undercharging for ordered parts or missing out on special pricing by accessing over 100 price books from various licensed product and aftermarket vendors at no additional cost. Price books automatically download and send alerts to be installed via the TALONes Message Center.



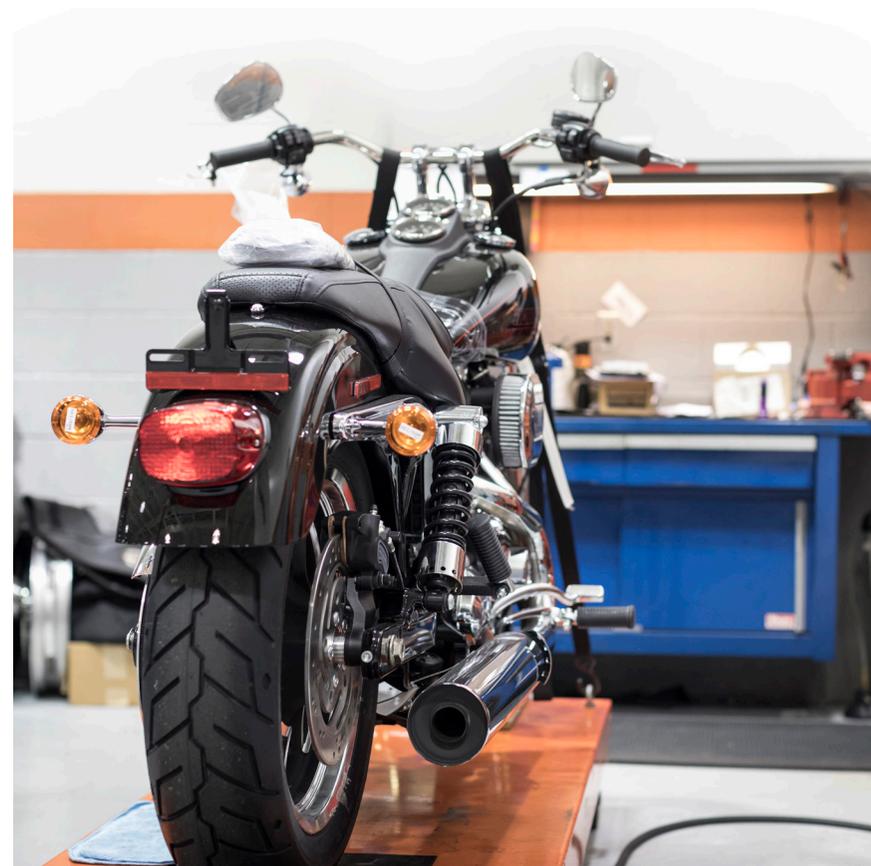
### **Special Order Labels**

Never again use sticky notes to indicate your customer's information on special orders. Labels are automatically generated in TALONes after the receiving process. These labels contain all of the information you'll need to manage special order items and contact your customers for pick-up.

### **Store Availability**

Real time availability of general merchandise, parts, and vehicles from any dealer. With approval from another location, consistent use creates improved productivity and overall profitability.

## Less Hours Wasted... Ride Long Ride Free Ride Safe



### New levels of efficiency

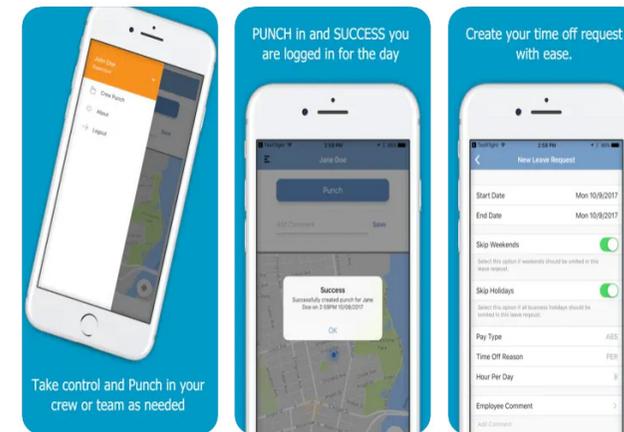
- Research bike service history
- Schedule technicians' available time
- Make appointments using available capacity and convert into work orders
- Prepaid parts and labor management
- Manage service inventory
- Customer bios
- Predefined service tasks

### Appointment Scheduler

Manage any department schedule with efficiency. Drag and drop functionality makes for easy appointment management. Time Clock integration allows to manage to employee capacity and availability with accuracy.

### Time Clock

Employees efficiently clock in using the Asure Mobile app. Reduce payroll preparation up to 80% using timeclock payroll interface. Leverage vacation accrual and leave requests to improve communication and tracking of employee vacations and time off.



### Inspection Sheets

Save time and money! These sheets are pre-populated with customer information and printed directly from TALONes.

### Prepaid Maintenance

Retain customers beyond the purchase of their motorcycle and improve dealership profitability. TALONes tracks the detail of your personalized or resold prepaid maintenance plans from the sale through redemption! Never miss an opportunity to bring your customers back.

### Service Parts Management

Manage inventory between parts and service departments with accountability and tracking.

### Technician Reporting

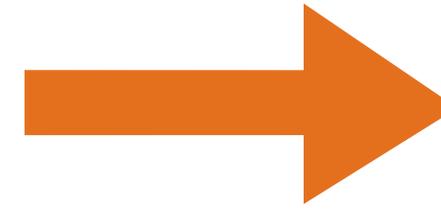
Provides the tools to improve technician productivity including service operations labor analysis, labor by employee, service technician history and integrated Time Clock with W-time codes.

### TALON TEXT

Integration with the service module will increase customer satisfaction, job approval rates and faster repair times. (See additional information on how you can use TALON TEXT for your dealership on the next page)

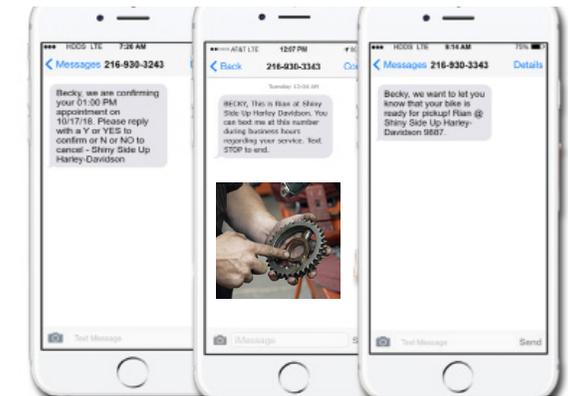


- **Intelligent texting solution**
- **Picture & video capabilities**
- **TCPA/FCC compliant**
- **Fully integrated with TALONes**



**Customers RESPOND to text!**

- Improve customer engagement
- Increase job approval rates
- Faster repair times



**Texting is on the rise and has become the preferred method of communication!**

- 99% of customers opt-in to receive text message updates
- Customer loyalty increased from 55% to 67% for customers receiving text messages\*
- Proven increase in customer satisfaction

**Take your dealership to the next level with numerous benefits and features!**

- Decrease appointment 'no-shows' with automated appointment reminders!
- Quickly share pictures and videos internally or directly with your customers
- Notify multiple customers with one click when their powersports are ready
- Automated welcome messages!
- eCommerce pick up notifications and Special order notifications!
- TCPA and FCC Compliant
- Fully integrated

Enhanced by work order and appointment data, this solution will allow you to engage your customers like never before using automated notifications and two-way conversational texting.

\* according to a J.D Power study

# POINT OF SALE

Quickly and efficiently process daily sales activities in the TALONes point of sale module. Easily work with customer special orders and layaways, wish lists, markdowns, service contracts, e-commerce orders, payment deposits, and more. Track sales and commissions using valuable reporting tools.

## Fast POS Quotes

Designed to meet the volume and speed for your busiest days and events.

- Quickly select customers using partial names or phone numbers
- Cash out the transaction with multiple payment options and the screen is instantly ready for your next customer
- Easily track sales by line item for flexible commission reporting and goal monitoring

## Wish List

Create wish lists and track items of interest.

- Provide impressive customer service experiences
- Create wish lists from electronic parts catalog
- Track items for registries and holiday marketing
- Transfer wish list items to over-the-counter sales, work orders, or vehicle deals

## Markdown Plans

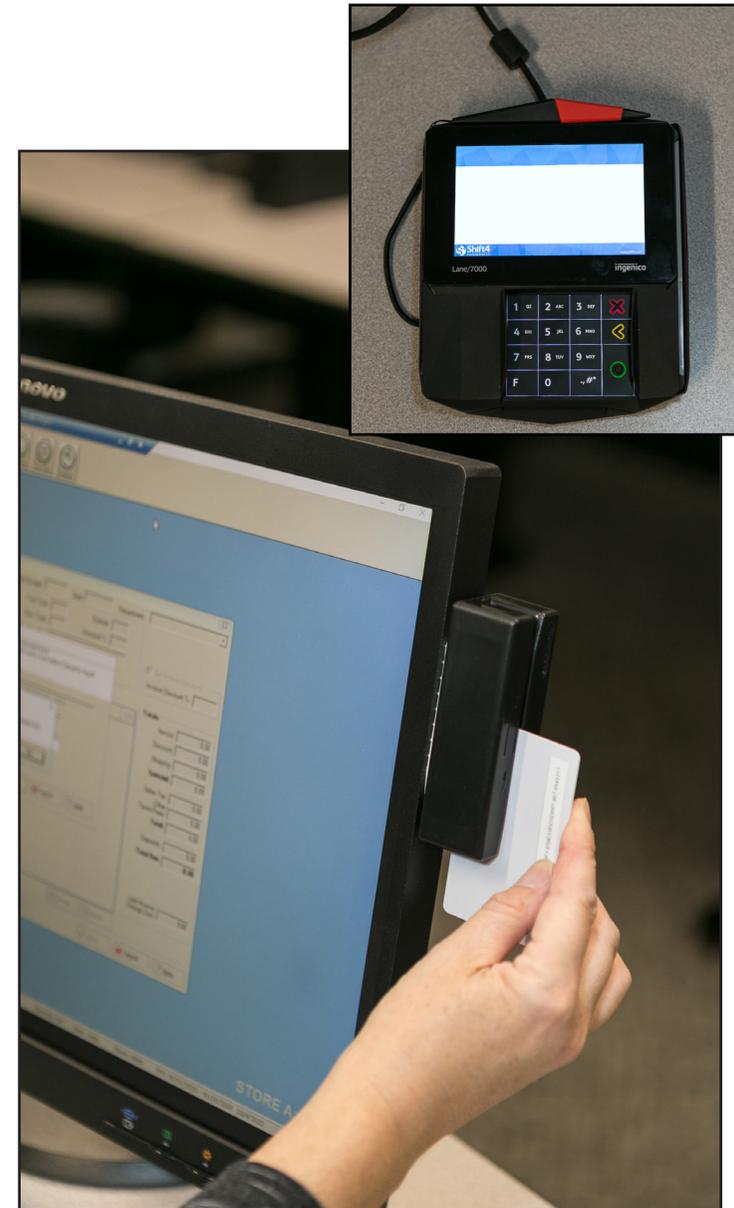
Create and manage markdown strategies that reflect inventory management principles.

- Create markdown plans from a predefined list
- Use time intervals to progressively mark down product to ensure timely inventory turns
- Static markdown plans based on product vendor or category

## Audit Trail

Track employee actions and critical attributes of transactional changes.

- Automatic tracking of quote/RO creation, deletion or changes
- Track repair order details, actions and attributes to avoid liability
- Deter the possibility of employee theft



## Employee Card Swipes (\*NEW\*)

Maximize security with efficiency at shared locations.

- Employees log in with a simple swipe
- Efficient manager overrides

Quick login for improved customer service, and no more forgotten passwords.

## EPP

Authorize credit card, debit card, checks and gift card payments all in one TALONes transaction.

- Competitive rates
- Simplified batch processing
- One fast and professional receipt per transaction
- Tap to pay features

## EPP Devices

EMV compliant PIN pad devices.

- Professional look
- Ease of use
- No cost to you

# TALON Training

Invest in your most valuable asset - your staff!  
Choose the training path to fit your dealership needs.

## Classroom Training

Affordable classroom instruction at our Cleveland training center. Classes are facilitated by our seasoned and knowledgeable trainers for a wide range of topics: TALONes accounting, inventory management, service, warranty processes and general management.

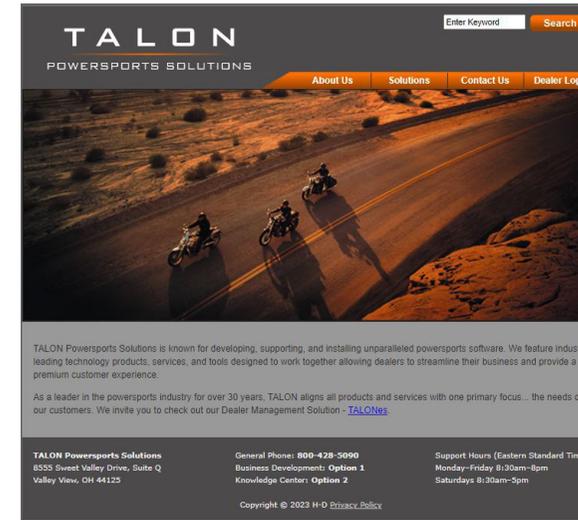
## Webinars

Fast, flexible, relevant and free! Register for one of our regularly scheduled online training sessions. Don't see what you need? We take requests.

## Custom Training

Our goal is to ensure your staff is skilled in the use of TALONes and successful in your business.

We can customize training to meet your needs as one-on-one training at your facility, group regional training, custom classroom or remote learning packages.



- **Critical network information**
- **Watch recorded content**
- **Featured topics and releases**
- **Training calendars**



# Digital Resources

Your staff has access to our digital resources for quick answers at your finger-tips.

## Dealer web page

Visit [www.talonsolution.com](http://www.talonsolution.com) dealer page for exclusive content and valuable information. Watch recorded training videos, utilize knowledge base articles, current release notes and FAQs to keep your staff up-to-date.

## Social Media Group

Join our TALON dealer social media groups to network with other dealers, crowd source questions and be notified of current events and opportunities.

## Road Map

Contribute to the digital Road Map with your TALON suggestions and vote on existing improvement ideas.

# TRAINING & RESOURCES

# Expert Teams Supporting your Business...

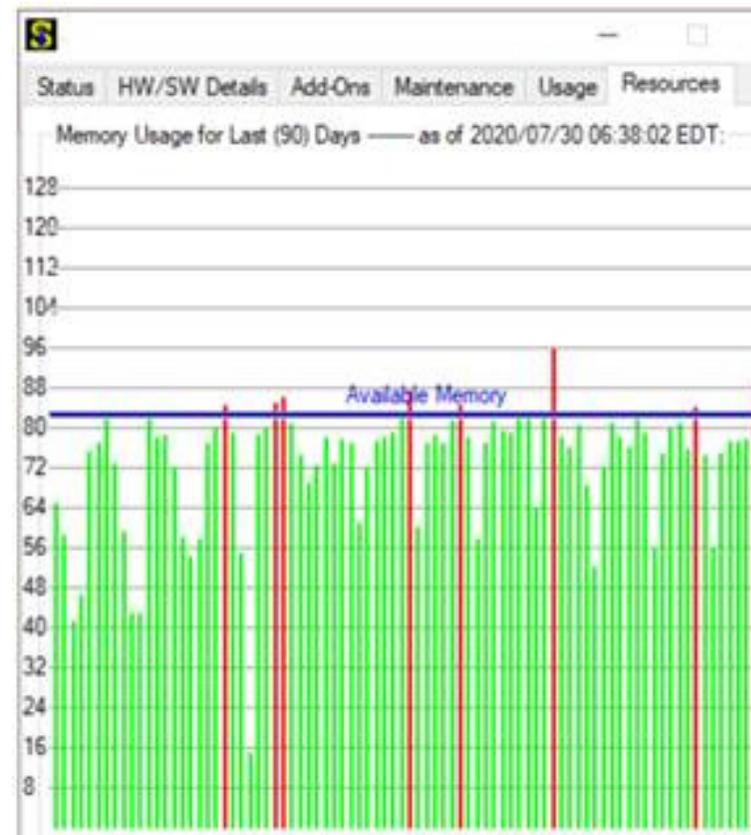
## Knowledge Center

Our software, accounting and technical support teams are available to meet your needs. The flexible hours of operation ensure support during your business hours. System outages or critical issues will always be responded to with our 24/7 critical support.

Proactive support tools allow our teams to monitor critical performance issues or possible threats to protect your business from outages and negative business impact.

Reliable and knowledgeable teams to manage your FortiGate Firewall for heightened security.

Status	HW/SW Details	Add-Ons	Maintenance	Usage	Resources
Server Health — as of 2020/07/30 06:42:15 EDT:					
Days w/o Server Data:	0	Days w/o Dealer Data:	0		
Weekly Restore Points:	6	Page File Status:	OK / 32 GB		
Days w/o Reboot:	0	Days w/o AV Update:	1		
Drive C: Space:	40242 MB	SQL DB Backup Status:	OK		
Drive D: Space:	115981 MB	H-D Price Book Age:	3 Days		
Drive E: Space:	33681 MB	<input checked="" type="checkbox"/> Server Warranty Days:	21		
OS Version:	WIN_2016				
Polling Health (days w/o polling) — as of 2020/07/30 09:00:18 EDT:					
HD#	Sales	Service	GPS	SI	Alias
	0	1	1	0	StoreA



## Compliance

TALON Powersports Solutions working hard to ensure you have solutions in the ever-changing security and legal landscape.

- Secure pinpad terminals to support EMV compliance (Europay, Mastercard, Visa)
- Employee card swipes solutions to support MFA (Multi-Factor Authentication)
- Partnering with expert security solution providers to support FTC (Federal Trade Commission) rules and regulations
- Secure integration with Shift4 processing and gateway services to support PCI standards

## Installation Services

Experienced and knowledgeable technical staff available for TALON Powersports Solutions supported equipment recommendations and installation.

➔ Contact us before your next move, new dealership purchase, or any peripheral device installation.

## Conversion Services

Our conversion and data management team is available for custom data requests including:

- Accounting alignment services
- Data merge or removal
- Buyout and relicensing for new ownership
- Seamless conversion process from any other DMS

# SERVICES & TECHNICAL SUPPORT

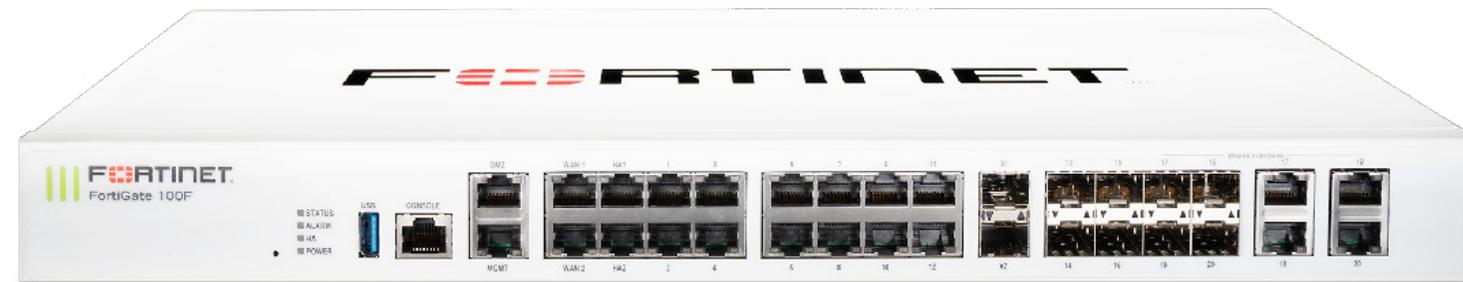
# Secure your business with enterprise level managed security solutions

Using millions of global network sensors, FortiGuard Labs monitors the worldwide attack surface and employs artificial intelligence to mine data for new threats.

## FortiGate Next-Generation Firewall (NGFW)

More than just a firewall; NGFW is designed to protect dealerships from hackers, malware, and cyber intrusions. Stop threats before they can attack systems and encrypt data.

- Automated antivirus updates
- Domain filtering
- Content and URL filtering
- Secure remote access (SSL & IPSec VPN)
- Fully managed service with certified technicians allowing you peace of mind



## FORTINET Security Fabric

### Fortinet wireless Access Point

- Dual radio and dual band provides excellent wireless coverage
- Secure, managed wireless access to your business network
- Provides customers a guest WIFI without risk to your business network
- Integrates with your FortiGate firewall for security and management

### FortiSwitch

- Extend the FortiNet security fabric to your wired network
- Enhance troubleshooting and isolation of network issues
- Integrates with your FortiGate firewall for security and management

TALON  
POWERSPORTS SOLUTIONS

Ransomware attacks  
on the rise...  
but not for dealers  
supported by  
**TALON**



NETWORK SECURITY

# CONTACT US

**From sales and  
service software  
to hardware and  
security,  
  
we are your turnkey  
business solutions**



## REQUEST

- Personalized on-site demonstration
- Benefits analysis
- Custom network configuration
- Product (& financing) options



## MORE INFORMATION?

- Call 800-428-5090 Option 1
- TPS-BDcontact@talonsolution.com
- Visit [www.TalonSolution.com](http://www.TalonSolution.com)