## Friendly Cars Dealership Input Documents

**1.1a: -** When a car is delivered by the manufacturer to the dealership the delivery and car information is noted and stored as shown in fig 1.1a. This allows an accurate way to store the information about all the shipment received from the manufacturer on any particular date.

Friendly Cars Dealership

Delivery Information for Cars Delivered by Manufacturer

Date of Delivery \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time of Delivery \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Size of Delivery \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Employee Who Received the Delivery \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Price Sticker Present (Y/N) \_\_\_\_\_\_\_ Car Model Type \_\_\_\_\_\_\_\_\_ Quantity Received for Model \_\_\_\_\_

Vehicle ID\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Manufacture\_\_\_\_\_ Place of Manufacture\_\_\_\_\_

List Price \_\_\_\_\_\_\_\_\_ Mileage Recorded at Time of Delivery \_\_\_

Any Shipment Returned (Y/N) \_\_\_\_\_\_ Reason for Return \_\_\_\_\_\_\_

Vehicle ID of Returned Car \_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Figure 1.1a – Delivery Information for Cars Delivered by Manufacturer.**

**1.1b: -** Information of all the new cars sold at the dealership the following information shown in fig 1.1b is noted and stored. This provides seamless way to access all the information about any car sold at the dealership.

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Information of Cars Sold at Dealership

Date of Sale \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time of Sale\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Manufacture \_\_\_\_\_\_\_ Employee Who Made the Sale \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Car Trade In (Y/N) \_\_\_\_\_\_\_\_\_\_ Car Model Type \_\_\_\_\_\_\_\_\_ Color of Car\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Customer \_\_\_\_\_\_\_\_\_\_ Contact of Customer \_\_\_\_\_\_\_\_ Address of Customer \_\_\_\_\_\_\_

Vehicle ID\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Color of Car \_\_\_\_\_ Capacity of Car \_\_\_\_\_\_\_\_\_\_\_\_\_

Financing at Dealership (Y/N) \_\_\_\_ Customizations Bought (Y/N) \_\_ Extended Warranty (Y/N) \_\_\_\_\_

Mileage Recorded at Time of Sale \_\_\_ Taxes and License Fees Paid (Y/N) \_\_\_\_\_\_\_

List Price\_\_\_\_\_ Sale Price \_\_\_\_

Amount Paid \_\_\_\_\_\_ Amount Remaining \_\_\_\_\_\_\_

**Figure 1.1b – Information About Cars Sold at Dealership.**

**1.1c: -** Fig 1.1c shows the information which is noted and stored when a car received in trade in deal is sold at the dealership. This provides a separate and more clear way to track the sale of trade in cars at the dealership.

Friendly Cars Dealership

Information of Trade in Cars Sold at Dealership

Date of Sale \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time of Sale\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Manufacture \_\_\_\_\_\_\_ Employee Who Made the Sale \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Manufacturer \_\_\_\_\_\_ Mileage Recorded at Time of Sale \_\_\_

Name of Customer \_\_\_\_\_\_\_\_\_\_ Contact of Customer \_\_\_\_\_\_\_\_ Address of Customer \_\_\_\_\_\_\_

Vehicle ID\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Color of Car \_\_\_\_\_ Capacity of Car \_\_\_\_\_\_\_\_\_\_\_\_\_

List Price\_\_\_\_\_ Sale Price \_\_\_\_

Amount Paid \_\_\_\_\_\_ Amount Remaining \_\_\_\_\_\_\_

**Figure 1.1c – Information About Trade in Cars Sold at Dealership.**

**1.1d: -** Information about all the cars available at the dealership for sale is noted and stored as shown in fig.1.1d. This provides a quick and clear access to the inventory that is currently available at the dealership which will help finding out if more cars are to be ordered from the manufacturer.

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Car Information

Date of Delivery \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time of Delivery \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Manufacture \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Place of Manufacture\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Is It a Trade in Car (Y/N) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name of Manufacturer \_\_\_\_\_\_\_\_\_\_\_\_

Mileage Recorded at Time of Receiving \_\_\_ Car Sold (Y/N) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Car Model Type \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Vehicle ID\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Color of Car \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Capacity of Car \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Number of Doors \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Weight of Car \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Number of Cylinders \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- List Price\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Figure 1.1d – Cars Information.**

**1.1e: -** Information in fig 1.1e is noted and stored to provide the sale information for a car to the state government. This helps in keeping track about all the information that is required by the state government and helps in ensuring all the rules and regulations are followed by the dealership.

Friendly Cars Dealership

Sale Information for the State

Date of Sale \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time of Sale\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Taxes & License Fees Paid by Customer (Y/N) \_\_\_\_\_\_ Taxes & License Fees Remitted to State (Y/N) \_\_\_\_\_\_

Sales Taxes and License Fee Amount Received (Y/N) \_\_\_ Sales Taxes and License Fee Amount Remitted(Y/N) \_\_\_

Insurance Coverage Received from Customer (Y/N) \_\_\_ Insurance Coverage Submitted to State (Y/N) \_\_\_\_\_

Name of Customer \_\_\_\_\_\_\_\_\_\_ Contact of Customer \_\_\_\_\_\_\_\_ Address of Customer \_\_\_\_\_\_\_

Vehicle ID\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Car Model Type \_\_\_\_\_ Color of Car \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Financing at Dealership (Y/N) \_\_\_\_ Mileage Recorded at Time of Sale \_\_\_ Sale Price \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Figure 1.1e – Sale Information for State.**

**1.1f: -** When a car is sold following information shown in fig 1.1f is noted and stored. Having a bill of sale and unique bill number for each car sold helps in better tracking of the cars sold and helps during filing taxes and track the dealerships performance.

Friendly Cars Dealership

Bill of Sale

Bill Number \_\_\_\_\_

Date of Sale \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time of Sale\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Manufacture \_\_\_\_\_\_\_ Employee Who Made the Sale \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Car Trade In (Y/N) \_\_\_\_\_\_\_\_\_\_ Car Model Type \_\_\_\_\_\_\_\_\_ Color of Car\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Customer \_\_\_\_\_\_\_\_\_\_ Contact of Customer \_\_\_\_\_\_\_\_ Address of Customer \_\_\_\_\_\_\_

Vehicle ID\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Color of Car \_\_\_\_\_

Financing at Dealership (Y/N) \_\_\_\_ Customizations Bought (Y/N) \_\_ Extended Warranty (Y/N) \_\_\_\_\_

Mileage Recorded at Time of Sale \_\_\_ Taxes and License Fees Paid (Y/N) \_\_\_\_\_\_\_

List Price\_\_\_\_\_ Sale Price \_\_\_\_

Amount Paid \_\_\_\_\_\_ Amount Remaining \_\_\_\_\_\_\_

**Figure 1.1f – Bill of Sale.**

**1.1g: -** After a month from the day sale is made the customer is asked to fill up and provide the information on their satisfaction with the dealership throughout the buying process. This helps in tracking customer satisfaction, track performance of the salesperson and helps in figuring out the areas which dealership can improve and focus more on to provide better services to the customer.

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Customer Satisfaction Survey

Date of Sale \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time of Sale\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Customer \_\_\_\_\_\_\_\_\_\_ Contact of Customer \_\_\_\_\_\_\_\_ Address of Customer \_\_\_\_\_\_\_

Vehicle ID\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Color of Car \_\_\_\_\_ Car Model Type \_\_\_\_\_\_\_\_\_

Financing at Dealership (Y/N) \_\_\_\_ Customizations Bought (Y/N) \_\_

Employee Who Made the Sale \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Overall Satisfaction with Car (Rate from 0-5 where 5 is the highest) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Satisfaction with Customizations if Bought (Rate from 0-5 where 5 is the highest) \_\_\_\_\_\_\_\_\_\_\_

Satisfaction with Overall Services Provided (Rate from 0-5 where 5 is the highest) \_\_\_\_\_\_\_\_\_\_\_

Satisfaction with the Salesperson who made the sale (Rate from 0-5 where 5 is the highest) \_\_\_

Satisfaction with the Dealership (Rate from 0-5 where 5 is the highest) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Any Suggestions / Complaints \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Figure 1.1g – Customer Survey Report.**

**1.1h: -** Performance of a salesperson during a specific period is noted and stored as shown in fig 1.1h. This helps in accurately tracking performance of each salesperson and helps in finalizing the amount that is to be paid to the salesperson salary plus the commission.

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Salesperson Performance Report Information

Start of Sale period \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ End of Sale Period \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Employee \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Number of Customers Attended \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Number of Cars Sold\_\_\_\_\_\_\_\_\_\_\_\_

Vehicle ID \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

List Price \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Sale Price \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Total Commission Earned \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Figure 1.1h – Salesperson Performance Report Information.**

**1.1i: -** Whenever a customer visits the dealership basic information as shown in fig 1.1i will be noted and stored regardless of they buy a car or not. This information will help in developing creating a mailing list for potential customers and help in build a promotional and advertising strategy for the dealership.

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Customer Information

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Employee who attended the customer\_\_\_\_\_\_\_\_\_\_\_

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact & Email ID\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How They Heard About Us \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Did They Buy (Y/N) \_\_\_\_\_\_\_\_\_\_\_\_

Anyone They Can Refer (Y/N) \_\_\_\_\_\_ Name of Referral\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact of Referral \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email of Referral\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Figure 1.1I – Customer Information.**