

DOCUMENT

SERVI-FI TECH



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Car Showroom Management Services Document



Overview

This document outlines the comprehensive services provided by our mobile and web application for car showrooms in India. Our platform ensures seamless management of showroom operations, catering to various user roles such as General Manager (GM), Team Leader (TL), Sales Manager, and Normal User. The services are designed to comply with Indian laws and regulations, including GST compliance and vehicle registration processes.

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Inventory Management

Efficiently manage vehicle stock with real-time updates

- 1 Vehicle Details :-** Add and update car models, variants, colors, and pricing.
- 2 Stock Tracking :-** Monitor available stock, sold units, and incoming inventory.
- 3 Supplier Management :-** Track vehicles ordered from manufacturers
- 4 GST Compliance :-** Ensure proper invoicing with GST details.

Sales Management

Streamline the sales process from inquiry to delivery.

- 1 Lead Management:-** Track customer inquiries, assign leads to Sales Managers.
- 2 Quotation Generation:-** Generate customized quotations for customers.
- 3 Booking Management:-** Handle bookings with advance payment tracking.
- 4 Booking Management :-** Assign vehicles to customers based on availability.

Delivery Management

Ensure timely and organized vehicle deliveries.

- 1 Delivery Scheduling :-** Plan and manage delivery dates and times.
- 2 Quotation Generation :-** Prepare delivery challans and invoices.
- 3 Booking Management :-** Ensure vehicle readiness before handover.
- 4 Booking Management :-** Record customer acknowledgment upon delivery.

Payment and Receipt Management

Simplify payments and maintain accurate financial records.

- Multiple Payment Modes:-** Support for cash, card, UPI, and online transfers
- EMI Management :-** Integration with financial institutions for loan processing.
- GST Invoices :-** Generate tax-compliant invoices.
- Booking Management :-** Record customer acknowledgment upon delivery.

Customer Relationship Management (CRM)

Build strong relationships with customers.

- 1 Customer Database:-** Maintain a centralized record of customer details.
- 2 Follow-Ups :-** Automated reminders for service renewals or payment dues.
- 3 Feedback Collection:** Gather customer feedback post-sales and delivery.
- 4 Offers and Promotions:-** Notify customers about offers via email/SMS.

User Role Management

Assign specific roles and responsibilities to different users.

- 1 General Manager (GM):-** Access to all modules with full control.
- 2 Team Leader (TL):-** Oversee team activities and performance
- 3 Sales Manager:-** Manage customer inquiries, leads, and sales.
- 4 Normal User:-** Limited access to assigned tasks

Service and Maintenance Scheduling

Ensure post-sale customer satisfaction.

- 1 Service Reminders :-** Notify customers about due services.
- 2 Job Cards :-** Create and manage service job cards.
- 3 Spare Parts Management :-** Track inventory and usage of spare parts
- 4 Service History :-** Maintain records of completed services.

Reporting and Analytics

Provide insights for better decision-making.

- 1 Sales Reports :-** Analyze sales performance by period or user.
- 2 Inventory Reports:-** Monitor stock levels and aging inventory
- 3 Financial Reports :-** Track revenue, expenses, and profit margins.
- 4 User Performance :-** Assess the productivity of TLs and Sales Managers.

Compliance Management

Adhere to Indian regulations.

- 1 RTO Integration** :- Manage vehicle registration with the Regional Transport Office.
- 2 GST Filing** :- Simplify GST return filing.
- 3 Insurance Tracking** :- Offer insurance options and track policies.

Admin Panel with Advanced Analytics

Provide a centralized dashboard for management and insights

- 1 Customizable Dashboard :-** Overview of key metrics such as sales, inventory, and revenue.
- 2 Advanced Analytics :-** In-depth analysis of sales trends, customer behavior, and operational efficiency.
- 3 Real-Time Data :-** Monitor live data for better decision-making.

Admin Panel with Advanced Analytics

Provide a centralized dashboard for management and insights

1 **User Activity Tracking :-** Track activities and performance of all users

2 **System Logs :-** Maintain records of system changes and actions for accountability.

Push Notification Service

Enable instant communication and updates for users.

- 1 Lead Notifications :-** Notify Sales Managers when a new lead is assigned.
- 2 Booking Updates :-** Simplify GST return filing.
- 3 Insurance Tracking :-** Offer insurance options and track policies.

Push Notification Service

Enable instant communication and updates for users.

- 4 **Token Money Notifications** :- When a client pays token money, an automatic notification is sent to their assigned Sales Manager and Team Leader for further action.

Example Scenarios:

- **Service Reminder:-** Notify customers when their car service is due and alert service teams.
- **Stock Update :-** Notify General Managers when a vehicle variant is low on stock.
- **Test Drive Requests:-** Inform Sales Managers about scheduled test drive requests.

Additional Features

- 1 **Multi-Branch Support :-** Manage multiple showroom branches from a single platform.
- 2 **Mobile App :-** Access services on the go
- 3 **Real-Time Notifications :-** Notify users about updates or tasks.
- 4 **Secure Data Management :-** Ensure data security with encryption and role-based access

Compliance with Indian Laws

- 1 **GST Compliance :-**
 - Generate invoices with accurate GST details.
 - Maintain records for GST filings.
- 2 **Vehicle Registration :-**
 - Integration with RTO for seamless vehicle registration.
 - Generate forms required by Indian authorities.

Compliance with Indian Laws

- 3 Insurance and Loan Processing** :-
 - Comply with regulations for third-party insurance

- 4 Data Protection** :-
 - Adhere to the IT Act of India for data privacy and security.

User Journey: How the Application Works

For Users:-

- **Sales Manager :-**

1. Receive lead notifications and follow up with customers.
2. Update booking status and inform the customer about next steps

- **Team Leader :-**

1. Monitor team performance and assign leads.
2. Receive alerts about bookings or sales targets.

User Journey: How the Application Works

For Users:-

- **General Manager:-**

1. Oversee operations with insights from the admin panel.
2. Manage system logs and high-level reporting.

For Admin:-

1. Access the admin panel to view detailed analytics.
2. Generate custom reports for inventory, sales, or service trends.
3. Manage user roles and permissions effectively.
4. Track real-time notifications and activity logs.

Conclusion

Our application provides a holistic solution for car showroom management in India. By incorporating all essential services, complying with local laws, and leveraging advanced technology, we ensure streamlined operations and enhanced customer satisfaction. This document serves as a comprehensive guide to the services offered, designed to meet the diverse needs of car showrooms.

