



# Superservice Menus

## Frequently Asked Questions

### Product Description

#### *What is Superservice Menus?*

Superservice Menus™ is a tool aimed at enhancing productivity and delivering accurate and consistent pricing to your customers.

By using Superservice Menus, your Service department staff will save time and effort in the preparation of quotations and repair orders and improve its professional service and presentation.

Service Advisors use Superservice Menus to quote pre-priced scheduled servicing, as well as a wide range of repairs and accessory fitment operations. The menus have been created using genuine manufacturer data, comprising of operation details, labour times, parts and sundries.

#### *How is Superservice Menus delivered?*

Superservice Menus is available in a Windows based application (CD ROM).

#### *How often is Superservice Menus updated?*

Superservice Menus is updated and sent to subscribing dealers on a monthly basis. Each update contains new model details, VIN and registration numbers, and current parts pricing.

#### *Where would I use Superservice Menus within the Dealership?*

Superservice Menus provides benefits to the service reception, workshop control and warranty departments. It also enables the showroom to provide accurate quotations for the fitting of accessories to new vehicles during the sales process.

### Technical information

#### *Will Superservice Menus integrate with my Dealer Management System?*

Superservice Menus provides an export file, in a format that can be used by your Dealer Management Systems.



### ***Can Superservice Menus be networked?***

Superservice Menus can be loaded onto one computer that acts as a server. Other computers in the network can gain access to the data through the server. A password provided by Customer Service is required for each computer.

The number of users on the network at any given time is limited to the number of licences subscribed to by the dealer. Contact Customer Service for further assistance.

### ***What method of installation should I use for Superservice Menus?***

For optimum results, install Superservice Menus to the local hard drive of your computer. Complete installation instructions are provided in the Getting Started Guide.

## **Training and Support**

### ***What type of training is available for Superservice Menus?***

Superservice Menus is a very user-friendly application. The majority of users gain an understanding of Superservice Menus with little training. A Getting Started Guide is provided with each subscription. In addition, a comprehensive User Manual is accessible directly from the application.

Infomedia also offers a range of training options, including online and in-dealership training to help you get the most out of Superservice Menus.

### ***What Customer Service is offered?***

Infomedia's dedicated Customer Service provides comprehensive support and technical assistance for Superservice Menus.