MANAGER SE

Shop Management Software Suite

Mitchell1

In your shop, at your side

"**With Manager SE,** I have my finger on the pulse of each repair from beginning to end."

The #1 Shop Management Software You Can Trust

Keeping track of all the moving pieces in your auto repair business is critical to your success. That's why we designed Manager™ SE — to give you a 360-degree view of your entire shop. With that kind of visibility, you can manage your business operations, your customer relationships, and your repairs more efficiently.

With over 20 years of software development to enhance shop productivity, we continue to make further innovations to put you in control of every aspect of your business. Manager SE leads with estimating and service advisor tools, complemented by a robust shop scheduler and crucial in-the-moment information displayed on every screen, all the way to the final invoice. With comprehensive reporting features, you can track shop performance and pinpoint areas that need improvement.

And, while Manager SE is helping you run the business, it's also connecting you with your customers from the moment they bring in their vehicle. As you launch a new estimate or repair order, you also gain access to vital customer and vehicle information that helps personalize your service so your customers have an outstanding repair experience every time they visit. Manager SE will also remind you of any additional service opportunities that may have been recorded on previous service visits.

Put Mitchell 1's decades of innovation to work for you, with an integrated approach to shop management to help you consistently meet, and even exceed, your business goals.

Run your business at maximum efficiency.

Why Choose Manager SE?

Manager SE sets the standard for shop management solutions, providing a comprehensive suite of productivity tools to help you operate your business more efficiently and profitably:

▶ **Fast and Accurate Estimates** are just a few clicks away with shop-friendly parts and labor estimating tools.

▶ **Interactive Work-in-Progress Screen** provides an overview of all current shop repair activity at a glance. Handle customer inquiries, monitor parts orders, and track status of vehicle inspections and repairs in progress.

▶ **Over 180 Integrated Reports** give you full visibility into all facets of your business to track positive sales trends, review customer/vehicle history and marketing results, while also identifying areas needing improvement.

▶ **Integrated Parts Catalogs** are integrated to speed and simplify your parts ordering process. Mitchell 1 leads the industry with the widest selection of leading aftermarket parts vendors, including specialty parts and tires.

▶ **Multi-Vendor Catalogs** bring additional efficiencies to shopping with multiple vendors displayed at the same time. With **PartsTech** or **Nexpart Multi-Seller**, it's faster than ever to find and order parts from multiple vendors in one step.

▶ **Time Manager** provides technician Job Clock functions that automatically track actual hours, update labor items and deliver reports in Manager SE. It also provides Shift Clock options that track employee timecards and produce reports. The Current Activity screen provides an overview; employees use their own mobile devices.

▶ **Drag & Drop Scheduler** makes it quick and easy to set and update customer appointments, and schedule or re-assign shop resources, including technicians, bays and specialty equipment for maximum efficiency.

▶ **Integration with ProDemand®** puts the most complete OEM repair information and expert-based Real Fixes from SureTrack® right at your fingertips to help you diagnose and repair cars more quickly.

▶ **Shop Reports** are accessible anywhere with your favorite internet browser via the ProDemand home screen. Selected reports are available from Accounting, Management and Inventory categories.

Estimates

Work in Progress

Integrated Parts Catalogs

Time Manager

Scheduler

Shop Reports

Optional Features & Services

Unlock the full potential of your shop management system with these add-ons:

▶ **ProSpect™** — Greet customers with a convenient digital vehicle check-in and inspection solution. Using an Apple or Android mobile device, identify the status of the vehicle as new or existing in your Manager SE database. Launch a customized multi-point inspection and document findings with photos and notes in the estimate to share with the customer.

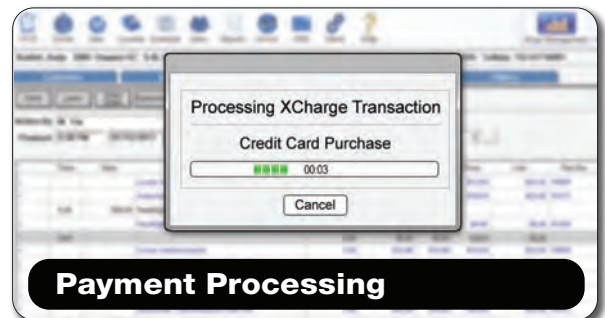▶ **MessageCenter** — Getting customer approvals for additional repairs quickly has long been a challenge. MessageCenter adds seamlessly integrated, two-way texting inside Manager SE, so you never have to leave Manager SE screens. Send a quick "on-the-fly" text message or a more detailed, personalized template message that includes shop, customer and vehicle specifics.

▶ **Truck Edition** — Upgrades Manager SE software to include Class 4-8 (medium/heavy duty trucks) vehicle selection. Users retain all of the same efficiencies including VIN Decode and Plate-to-VIN features as they do with light duty vehicles (1 ton and under).

▶ **SocialCRM** — Grow your business by automating your marketing, reputation management, social media and customer communication efforts. Retain current customers and acquire new ones with state-of-the-art shop marketing tools, including targeted promotions, mobile-friendly email campaigns, verified customer reviews, Internet search optimization and social media marketing services.

▶ **Online Appointments** — Teaming Manager SE with SocialCRM allows your customers to schedule an appointment at your shop right from your LocalSearch website or email reminder. Appointment requests are delivered automatically to the Manager SE scheduler, so you can manage your shop calendar more efficiently and ensure your bays stay full.

▶ **LocalSearch** — Enhances online visibility of your business with premium features, including a professional business website, automated blog content, website tracking, reporting and more. The optional Google Ads service helps ensure your shop gets the best possible visibility when potential customers search the internet for auto repair or maintenance service in your local area.
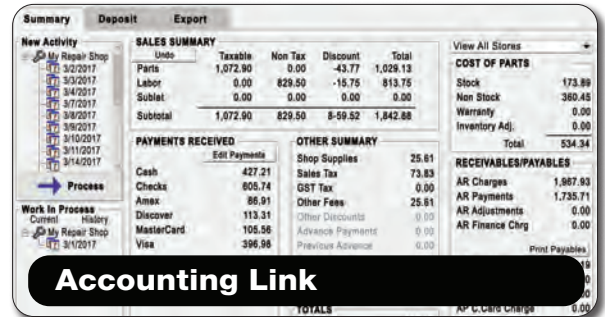

ProSpect

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Online Appointments

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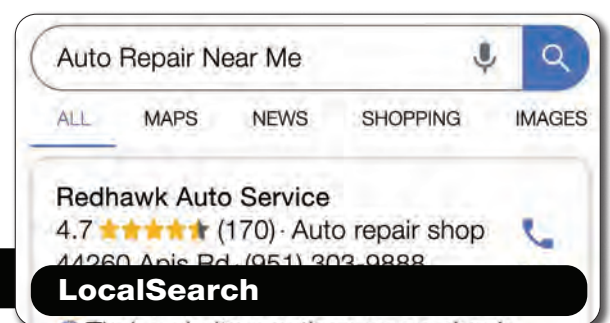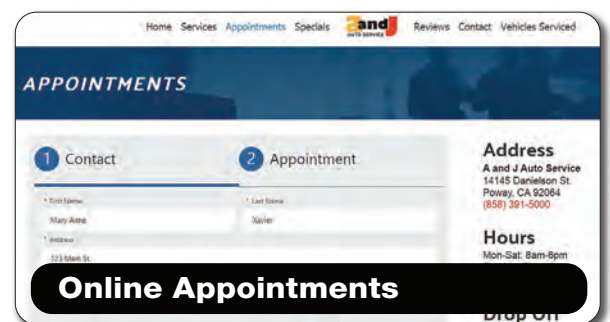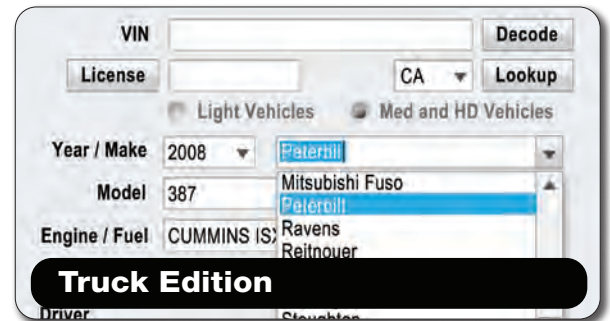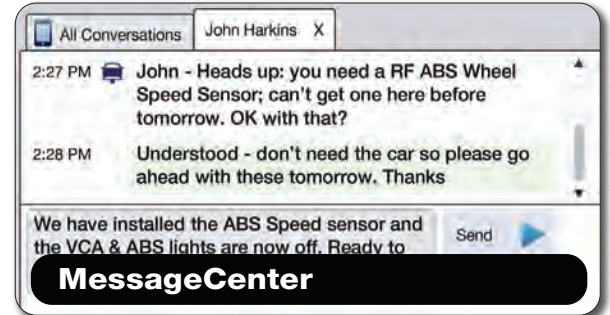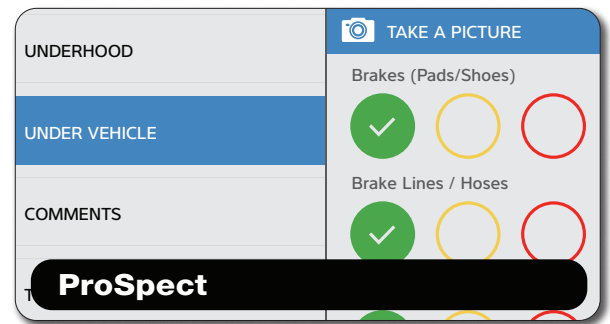
- **XCharge/1stMILE** — Secure integrated payment processing made easy saves time and effort, while increasing accuracy. Process credit card and debit card payments directly from Manager SE. 1stMILE also handles chain store credit cards, gift cards as well as a financing option.

- **Accounting Link** — Save time and ensure accuracy by automatically transferring your shop's daily accounting data from Manager SE directly into the most popular accounting packages, including QuickBooks Online. Transmit important shop information with a single click, including posted invoices, deposits, payments and closed purchase orders. You even have the option to do your books from home — or anywhere you request Accounting Link to be installed.
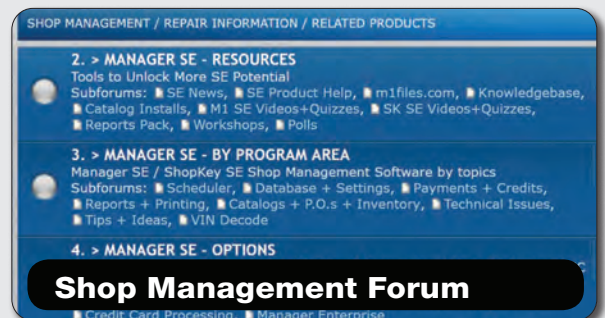
- **Mobile ManagerPro** — Unleash the power of your shop management system with fully-wireless functionality that lets you start multi-point inspections, estimates and repair orders on a tablet, right at the vehicle. You'll have access to all the features of Manager SE, along with vehicle photos, team chat, customizable canned inspection checklists, and more. Also available is ProPack Report PRO, which provides tools to create customized invoices with social media icons, QR codes and your shop affiliations.

Payment Processing

Accounting Link
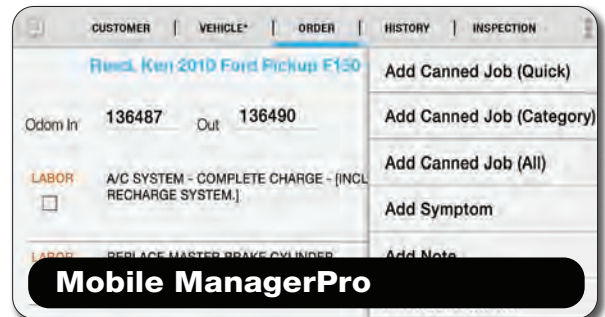
Mobile ManagerPro

Get the most out of your shop management software:

- **Shop Management Forum** provides daily access to thousands of shops like yours in an interactive community where you can ask questions, get answers, and share ideas and best practices with your peers. You can also access managerforum.net anywhere you have a browser and internet connection.

- **Shop Management Workshops** help Manager users become further empowered, gaining additional value out of their software. The two-day session covers basic to advanced capabilities, best practices, and highlights new features. Attendees enjoy priceless interaction among themselves, plus skills practice with tech support agents in a hands-on computer lab.

Shop Management Forum

Shop Management Workshops

"Even the most experienced and well-versed user will learn something. Excellent instructors who really care about the program."

Matt's Automotive Service Center, LLC

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For more information:

Call us: 888-724-6742 | Visit us: www.mitchell1.com/manager-se

Or find your local Mitchell 1 sales representative: www.mitchellrep.com

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