

## Motor Trade Car Parts System

- Caters for all parts and accessories including:
  - OE replacement parts
  - Accessories
  - Performance parts
  - Styling and bolt-on parts
  - Books and manuals
- Easily configurable for database updates, or for a different parts database altogether
- Parts referenced by
  - Own part number
  - Manufacturers part number
  - Suppliers part number
  - Car model
  - Car derivative
  - Car year
  - Part name
  - Part description
  - Price
  - Surcharges
  - Full detail description and colour image
  - Many other comprehensive features
- Customer registration and order status system
  - Name
  - Address
  - Phone numbers
  - Email address
  - Make and model of cars owned
  - Allows tailored marketing programme
    - Customer account details self-updateable
    - Customer and car details automatically transfer over to complete details upon ordering
    - Details customer orders and allows the customer to view their order history and current order status
- Shopping system
  - 3 step easy ordering system
    - Online Orders:
      - Customer selects parts online by adding them to his 'shopping basket'
      - Surcharges and shipping are automatically calculated and added
      - Credit and debit card payment system
      - Invoice automatically displayed for the customer to print
      - Automatic order confirmation email sent to the customer, with copy to sales staff
    - Offline Orders:
      - Customer selects parts online by adding them to his 'shopping basket'
      - Surcharges and shipping is automatically calculated and added
      - Invoice is displayed for printing
      - Payment details are displayed:
        - Order note for payment by cheque
        - Call centre system for phone payment
      - Automatic order confirmation email sent to the customer, with copy to sales staff. Includes 'how to pay' details

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- Separate call centre system to access and update the order details when customer calls to pay
- Secure credit card merchant system fully integrated with your own bank
  - Automatic anti-fraud security check (WorldPay AVS)
- Automatic shipping cost calculation:
  - UK courier cost and auto-calculated by weight and destination for heavier items
  - Worldwide export auto-calculated by weight and destination
- Sales
  - Dynamic sales feature boxes
  - 'Also See' cross selling feature
  - 'Mini' on-line shops within main site:
    - Books and manuals display feature
    - Interior styling display feature
  - Easy self-update 'latest news' system
  - Customer relationship management programme (eCRM) in place with regular eShots featuring new products
  - Design incorporates facility for banner programme
- Administration System
  - Accessible from any internet browser
  - Password protected
  - Order processing
    - Search for customer orders
    - View and update orders
    - Send automated customer emails with order status
    - Generate supplier orders
    - Print duplicate invoices
    - Apply credits and debits
    - Generate export pro-forma customs documents
  - Parts Admin
    - Search for parts
    - Add new parts
    - View and update parts
  - View customer and sales statistics
  - Add customer details
  - Separate administration system for call centre staff to view order details and handle 'offline' payments
- Forum
  - Technical problem sharing
  - For sale and wanted
  - Auto notification of posting, to forum moderator/administrator

For more information, please contact ii-design:

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