Clients First
BUSINESS SOLUTIONS

ProMRO
MAINTENANCE, REPAIR & OVERHAUL CLOUD ERP

Complete MRO Business Solution

Table of Contents

ProMRO Overview

ProMRO Sales Features

ProMRO Operational Efficiencies

ProMRO Financial Efficiencies

ProMRO Additional Modules

Maintenance, Repair & Overhaul – Solution for the MRO Shop

It's Easy To

▷ Use

▷ Learn

▷ Secure

▷ Migrate Historical Data

Full Multi Capabilities

▷ Currency

▷ Warehouse

▷ Branches

▷ Companies

ProMRO is a complete cloud ERP solution tailored to the needs of the MRO business. The solution is built upon Acumatica, a world-class ERP solution that is designed to grow from a few users to thousands. Whether you are a small or large repair shop, you will find that ProMRO has features and capabilities that give you the power to organize and track your business so that you can efficiently grow.

Features and Processes to Grow your Profitability

Estimates to Quotes	Quotes to Sales	Sales to Service	Complete Transparency	Customers/ Growth

Real-time Activities and Financials

Proactive Customer Relationship Management (CRM)

A fully integrated CRM allows you to go from marketing through sales to post-sales support – keeping all the activity visible to your customer service team. All contacts, communications, activities, and emails are conveniently accessed within CRM. You will have a clear view of what has transpired with a prospect. Additionally, your customer service team will find the 360-degree view of the customer (including their job history) especially helpful to address post-sale questions.
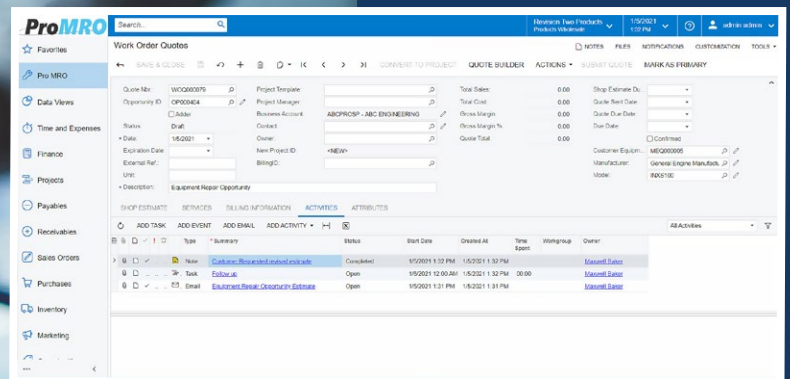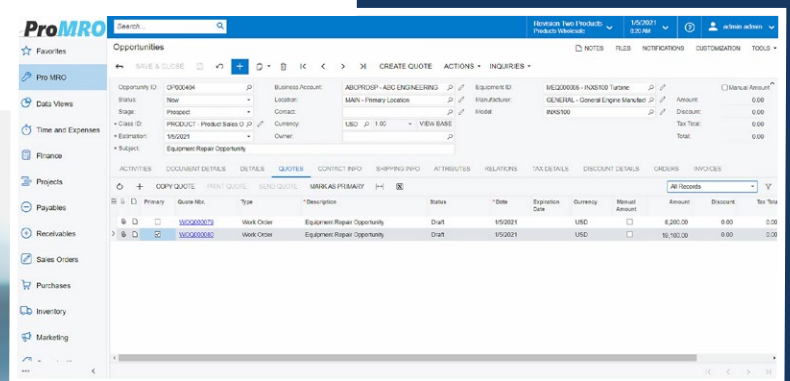
CRM Features

- ▷ Reporting & Dashboards
- ▷ Integrated Marketing
- ▷ Lead Management
- ▷ Service & Support Automation
- ▷ Customer Self Service Portal
- ▷ Integrated Document Management
- ▷ Account and Contact Management
- ▷ Email Management

Easy Transformation of Estimates to Sales

It all starts with a qualified lead, a prospect, that creates an opportunity that may become a sale of your services. With ProMRO, you will be able to create visibility of any repair opportunity even before you quote any work.

Estimates are easily created within ProMRO. Each quote is stored within the system allowing you to easily view prior work. In addition, any negotiated special pricing can be automatically applied to the estimate for that customer. Once the quote is accepted it will transform into either a sales order or a service job with a single press of a button.

Parts and Other Sales - Integrated and Streamlined

ProMRO has a Sales Order Management system perfect for part sales. It allows you to accept cash, credit cards, or bill an account. Special order items and drop ship orders can automatically be transformed into purchase orders. There is also a Point-of-Sale module, if you have a store front. There is a complete Pick / Pack / Ship workflow which provides the tools to fulfill your orders and track your backorders easily.

Additional Features

▷ Supplemental parts

▷ Superseded parts

▷ Core Tracking

▷ Subscription orders

▷ Powerful parts searches

Optional

▷ PartsBase Integration

▷ Customer Portal

▷ eCommerce Module

Operational Efficiencies

Service Profiles for Consistent, Measurable, FastEstimates and Quotes

Defining Service Profiles gives you the ability to standardize the estimates of the services you offer, as appropriate. Each Service Profile allows you to establish time estimates, labor types, materials estimates, and miscellaneous expenses. You can then add shop work steps along with any testing criteria that is required. In addition, the quote language can be added so that your quotes uniformly describe the service on your estimates.

Invoice · Service Profile · Job · Estimate · Shop Floor · **Efficiency**

Services Profile Features

▷ Templates can standardize how you quote work

▷ Services can be priced at standard rates or customer specific rates

▷ Accurate costs of services allow you to profitably price your work

▷ Prospect friendly quote language can be added to each service

▷ Dashboards to monitor your profitability by service type, equipment type, make and model

Service Projects offer Complete Transparency and Increased Teamwork

A quote can be transformed into a Project which provides unparalleled transparency to both the shop floor and the customer. The shop floor will know what was sold and what needs to be accomplished by having clearly defined tasks to be followed within a Project.

The project will capture and track all activity enabling you to monitor the budget in real-time.

Activities can include labor, materials, and miscellaneous expenses. Dashboards help you identify problems quickly which will help prevent the end of job surprises.

All required tasks, time estimates, and actuals are clearly visible. You will be able to easily identify whether a task was started, how long was spent on it, who charged the time, and when.

Service and Profit Tracking in Real-time

The Project in ProMRO is the hub for the repairs. Out-of-scope work is easily handled using adders which preserve the original estimate and clearly showing the out-of-scope work.

Shop personnel time can be entered on the ProMRO timecard either per task or per project or through an optional kiosk at or near workstations. The cost of labor is then automatically applied to the project enabling real-time insight for management to track project profitability.

Powerful Inventory Control

Once you purchase the inventory, it needs to be controlled. With ProMRO you have the control features you need - from full traceability for serialized and batch control inventory to multiple warehouses, types of warehouses, and even customer or subcontractor locations. These features provide you with a solid foundation to control your inventory. You can even avoid inventory obsolescence because inventory can be defined to be date controlled (log expiration dates). The various definitions of inventory can then be reported on an inventory aging report or other reports to show locations, quantities, values, and more.

Non-stock inventory and kits are supported in standard ProMRO. There is also an optional WMS module which includes all the features you need to scan inventory in/out of your warehouse.
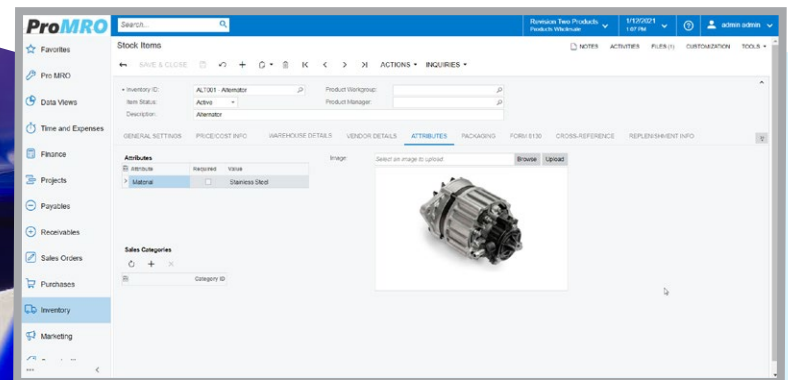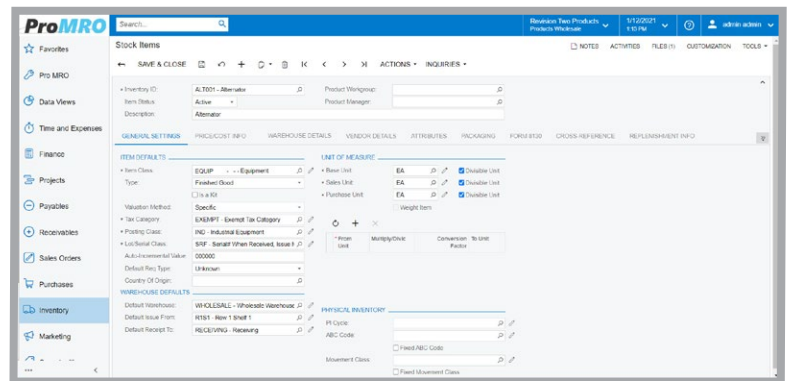
▷ Traceability for serialized and batch control inventory

▷ Inventory obsolescence tracking

▷ Multiple types of warehouses with multiple locations

▷ Stock and Nonstock items available

Production Management

ProMRO is fully integrated with the optional Production Module if your business includes manufacturing. You will be able to add your Bills of Materials which can include routers, subassemblies, tools, and manufacturing notes. Replenishments are automatically calculated by using the Material Requirements Module which will create Purchase Orders and production orders to replace inventory.

The Production Module is also integrated with Sales Orders for make-to-order items providing you with full tracking between the Sales Order and the related production order. That means that the revenue and costs are accurately tied so you have your accurate profit calculated.

▷ Bills of Materials and Routers

▷ Production Orders

▷ Material Requirements Planning

▷ Forecasts
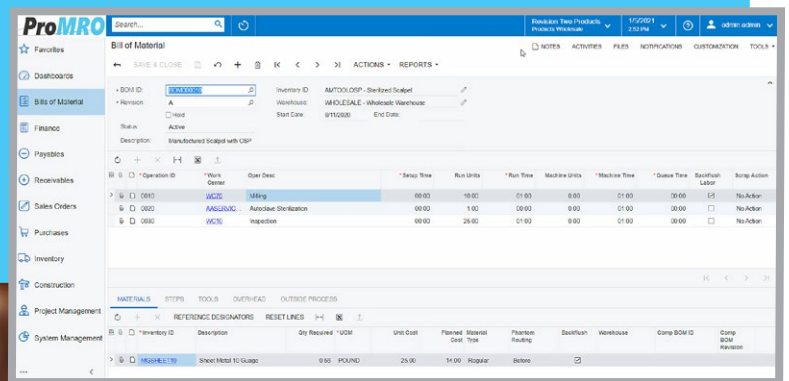
Financial Efficiencies

Flexible Invoicing

With ProMRO, you control how the invoice is created. The system keeps track of the funds behind the scenes assuring you that all rendered services will be invoiced. The invoice format is customizable to your company's needs presenting a professional appearance to your customers.

▷ Invoice language taken from quote language for consistency

▷ Details or Results-based invoicing

▷ Customizable invoice formats – even customer specific

▷ Additional charges clearly displayed, as appropriate

ProMRO

PRO FORMA INVOICE

|	
Pro Forma Ref. Nbr.:	PF00018
Date:	05-Jul-2021
Due Date:	04-Aug-2021
Customer ID:	INDSUPPLY
Currency:	USD
Project ID:	PR00000037
Terms:	30 Days

Products Wholesale
11235 SE 6th St.
Suite 140
Bellevue, WA, 98004
Phone: 206-555-1212
Web: www.revisiontwo.com

BILL TO	SHIP TO
Industrial Supply Inc	Industrial Supply Inc
1725 S Federal Hwy	1725 S Federal Hwy
Boynton Beach FL 33435	Boynton Beach FL 33435
United States of America	United States of America

TIME AND MATERIAL

#	PROJECT TASK	ITEM	DESCRIPTION	QTY.	UOM	UNIT PRICE	AMOUNT
1	Receive & Unload	PROJREV	Receive & Unload	1.00	EA	250.00	250.00
2	Disassemble and clean parts	REVLABOR	Receive & Unload	30.00	HOUR	105.00	3,150.00
3	Inspect/Photograph/ measure/report	REVLABOR	Inspect/Photograph/measure/re port	20.00	HOUR	105.00	2,100.00
4	Replace Tiles	PROJREV	Replace Tiles	1.00	EA	1,200.00	1,200.00
5	Repair washout around solid end discharge ports	PROJREV	Repair washout around solid end discharge ports	1.00	EA	1,500.00	1,500.00
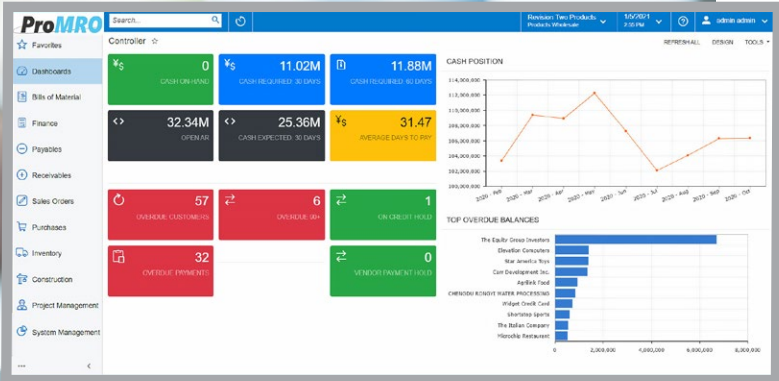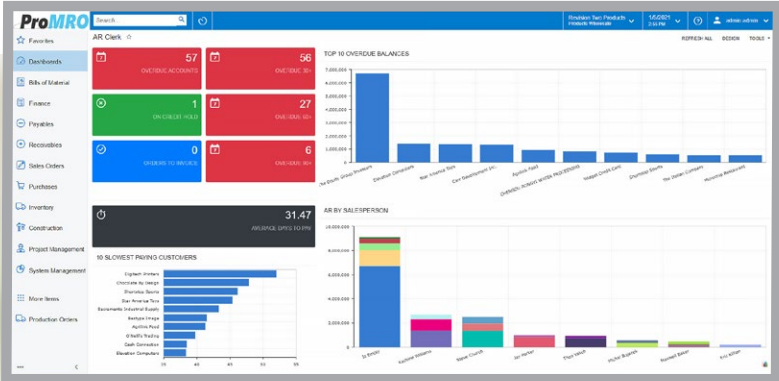
Complete Financials

Each financial-related transaction automatically flows into the financial ledgers providing you with up-to-the-minute financials. The system supports multiple company locations, branches, and a nearly infinite sub-account structure to give you the ability to produce financials by region, product type, sale type or any other need you may have.

You will have the ability to create comparative reports, monthly reports, department reports, and any other reports by simply using the financial statement builder. That is, if the over 200 standard reports are not exactly what you want to see.

▷ Accounts Receivable

▷ Accounts Payable

▷ Banking

▷ Fixed Assets

▷ Payroll

▷ Time and expenses

▷ Credit card processing

Additional Modules

Shop Kiosk

There is User Friendly and then there Is Shop Friendly which are not the same. Shop people have a job to do and becoming a computer guru is not one of them which is why we created the Shop Kiosk. It is a Shop Friendly time input for the people in shop to help eliminate the mistakes and headaches normally experienced with trying to get the shop to enter their time.

Vendor Catalog

Simplify your use of vendor catalogs to quote new orders and easily create Purchase Orders without burdening your inventory with single use items and automating the administrative tracking. Transactions are coded giving you the ability to closely monitor the activity for each catalog so you can make an intelligent decision to stock popular special-order items.

PartsBase Module

For aviation businesses the PartsBase marketplace is a site to purchase and sell inventory. This module is great if you are interested in selling excess inventory or searching for parts across the large community of PartsBase users. Transactions are automated and completely integrated within ProMRO.

WuConnect

Wufoo by Survey Monkey is a popular tool to build online forms without any coding. With our WuConnect you can build your forms and have the responses pass directly into the ProMRO CRM module. This gives you the power to leverage the internet to better service your prospects and customers.

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