

Stop Navigating ARC – Surface Answers and Act with T1

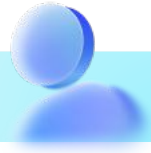


Your Monday Morning Outcome

T1 Pro is your AI assistant – built directly into ARC, working on your dealership's real data from day one. No new login. No integration project. No separate vendor.

By following this guide, you will have T1 fully set up and your team ready to use it. The setup takes about 15 minutes. After that, your managers can start asking T1 questions immediately – in plain language, in the same system they already use every day.

Before You Start



Pre-Implementation Checklist

✓ **Manager List Ready**

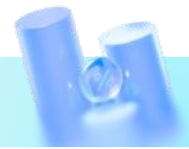
Know who you want to enable T1 for first.

✓ **Tekion Mobile App Installed**

Take T1 with you on Tekion's mobile app.

✓ **15 Minutes Set Aside**

Setup is fast – but do it focused. Don't start between meetings.



STEP 01/06

Subscribe to the T1 Pro Trial

Time: 3 minutes | **Navigation:** ARC → Tekion App Store

Steps

1. Navigate to Tekion App Store
2. Look for **T1 Pro Trial Card** and click on **Subscribe**
3. Click on **Place Order** button at the bottom right

The screenshot shows a checkout window titled "Checkout (1)". It is divided into three main sections:

- Applicable to:** Contains three dropdown menus: "Dealer Group" (stg-onboardingdefault), "Dealer" (Onboarding Default 3), and "App(s)" (T1 Pro).
- Selected Apps (1):** Displays the "T1 Pro" app card. The card includes a trash icon, the app name "T1 Pro", a description "Drive engagement by 23%", a dropdown menu for "3,000 Leads", and three lines of fine print: "*\$660.00 / Month for 3000 Leads / Month, billed Monthly.", "*Access pauses once your Monthly allotment is used. Resumes next billing cycle.", and "*Each lead = one prospect processed by our CRM".
- Order & Recipients:** Contains an "Order Summary" section with "T1 Pro" and "Total Amount", and an "Authorized Signatory" section with "Recipient" (Sundari Samuthirapandi - ssamuthirapandi@teki...) and "CC" (ism admin) dropdown menus.

At the bottom right of the window, there are two buttons: "Cancel" and "Place Order". The "Place Order" button is highlighted with a red border.

Enable Permissions

Time: 5 minutes | **Navigation:** ARC → Admin → Roles → AI Agents

T1 access is controlled through Roles. An ARC administrator needs to enable the following permissions for each role that should have T1 access.

Required Permissions

Navigate to the AI Agents section within Roles. Enable all five permissions for each applicable role:

| Permission Name | What It Enables |
|------------------------------------|---|
| T1 Browser Extension Access | Allows the user to use T1 from the Chrome browser extension. |
| View T1 All | Master access flag – must be enabled for T1 to appear. |
| View T1 Chat | Access to the conversational chat interface inside ARC. |
| View T1 Home | Access to the T1 Home dashboard (Morning Brief, saved queries). |
| View T1 Tasks | Access to saved and scheduled recurring queries. |

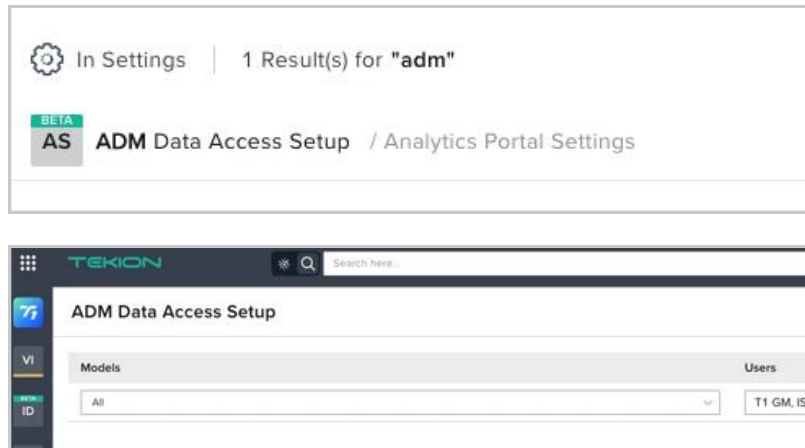
Set Up Analytics Model Access

Time: 5 minutes | **Navigation:** ARC → ADM Data Access Setup

T1 access is controlled through Roles. An ARC administrator needs to enable the following permissions for each role that should have T1 access.

Steps

1. Navigate to **ADM Data Access Setup**.
2. In the ADM Data Access module, select the user(s).
3. Choose which model(s) the user should have access to.
 - a. For generic conference purpose, Select "All"





Install the Browser Extension

Time: 3 minutes | **Navigation:** Chrome → chrome://extensions

The T1 browser extension lets your team open T1 from their Chrome toolbar – without navigating into ARC first. This is especially useful for quick lookups during a customer conversation or between tasks.

Installation Steps

1. Open Google Chrome and make sure it is updated to the latest version.
2. In the address bar, type: chrome://extensions and press Enter.
3. In the top-right corner of the Extensions page, toggle Developer Mode to ON. Three buttons will appear in the top-left: Load unpacked, Pack extension, and Update.
4. Locate the extension file provided by your Tekion team. Unzip the file using Finder (Mac) or File Explorer (Windows). The folder must be fully unzipped before the next step – it will appear grayed out otherwise.
5. Click Load Unpacked and select the unzipped folder.
6. Once installed, T1 AI will appear on the Extensions page with version 1.0.0 and the description: "AI assistant with access to dealer portals."
7. Click the puzzle piece icon () in the top-right corner of Chrome, next to the address bar.
8. Click the pin icon () next to T1 AI. When the pin turns solid, T1 will be permanently visible in your toolbar.

Run Your First Prompts

Time: 5 minutes | **Navigation:** ARC → T1 Chat

| Role | Suggested First Prompt |
|-------------------------|--|
| Dealer Principal | /analytics Explain the change in dealership net profit over the last 90 days. Show a waterfall of revenue, gross profit, expenses, and departmental contributions. |
| Sales Manager | Show me my morning brief – overdue tasks, stalled deals, and who needs coaching today. |
| Salesperson | Pull up everything T1 knows about [customer name] before they come in today. |
| Service Manager | Which open repair orders are over 7 days old, and what is causing the delay? |
| Parts Director | /analytics Which parts categories generate the highest revenue but below-average gross profit? |
| F&I Manager | /analytics what is our F&I income per retail unit (PRU) for new and used separately in the last 90 days – show month-over-month trend, break out by F&I manager, and calculate total income gap vs. the \$2,000 best-in-class PRU target |
| Controller / CFO | What is my current open CIT count, and how much is in contracts over 30 days? |

Each manager has run at least one prompt successfully.

STEP 06/06

Set Up Your Sales Manager's Monday Morning Brief

Time: 2 minutes | **Navigation:** ARC → T1 Home → Tasks

The Morning Brief is T1's daily summary for managers – overdue tasks, urgent actions, deals that need attention, and the day's planned activities with customer context. Setting it up as a recurring scheduled prompt takes two minutes and creates an instant daily habit.

How to Set Up a Recurring Prompt

1. Open T1 and navigate to Tasks
2. Select New Task
3. Enter Name
4. Set instructions to "What should I focus on today as a Sales Manager?"
5. Set how often it should run
6. T1 will run automatically each time. No re-prompting needed.

What to Ask T1

Type any prompt exactly as written into T1's chat interface within the ARC platform. Prompts beginning with /analytics will return a formatted data response using your dealership's live DMS data. Workflow prompts are designed to be used in sequence to complete a workflow end-to-end.

Bracketed values such as [customer], [stock number], or [amount] should be replaced with actual names, numbers, or identifiers from your deal or RO.

General Manager / Dealer Principal

Analytics

| Ask T1 This | What It Does For You |
|--|--|
| <p>/analytics Explain the change in dealership net profit over the last 90 days. Show a waterfall of revenue, gross profit, expenses, and departmental contributions.</p> | <p>Pinpoints exactly where profit was made or lost by department – without pulling a single manual report. Walk into your next 20-group meeting with a complete story, not a spreadsheet.</p> |
| <p>/analytics what is our total expense absorption percentage this month – show fixed ops gross profit vs. total dealership fixed expenses, trend over the last 12 months, and how many points we are from 80% target and 100% best-in-class</p> | <p>Tracks your absorption gap in real time against NADA benchmarks. A dealer at 80% absorption is protected from a 20% dip in variable gross – knowing your exact gap tells you how vulnerable you are right now.</p> |
| <p>/analytics what is our PNVR (customer pay ROs per new vehicle retailed) for each of the last 12 months – show trend and identify which vehicle model lines have the lowest service retention rate vs. the 1.5–2.0 NADA guide target</p> | <p>Reveals which model lines are bleeding service retention – and translates lost ROs into lost revenue. Every 0.1 improvement in PNVR across a 100-unit/month store is roughly \$18K in additional annual CP gross.</p> |

| Ask T1 This | What It Does For You |
|---|--|
| <p>/analytics what is our total dealership net profit as a percentage of total sales for each of the last 12 months</p> | <p>Tracks profitability against the NADA 3.25% net ROS target over a full year. Spots seasonal patterns and flags months where overhead consumed gross before you close the books.</p> |
| <p>/analytics what is our total absorption rate for each of the last 6 months? Show trend and flag if below 100% NADA target.</p> | <p>Monitors whether fixed ops is covering all fixed expenses – the dealer's most important financial health signal. Below 100% means variable gross is subsidizing overhead.</p> |
| <p>/analytics what is our fixed absorption rate for each of the last 12 months? Flag if below 60% NADA baseline</p> | <p>Benchmarks fixed absorption using NADA's foundational standard. A dealer running below 60% fixed absorption is at high risk during any market correction in new or used sales.</p> |
| <p>/analytics show variable selling expense as a percentage of department gross for new and used separately in the last 60 days</p> | <p>Monitors variable expense ratios against NADA guidelines. Comp plans and advertising costs that outpace gross erode profitability even when unit volume is strong.</p> |
| <p>/analytics what is our new vehicle operating profit as a percentage of NV department gross for the last 3 months</p> | <p>Tracks NV profitability net of selling expenses. Helps identify whether front-end gross improvement is flowing through to operating profit or being absorbed by overhead.</p> |
| <p>/analytics show our departmental gross distribution for the last 3 months</p> | <p>Benchmarks your department mix against healthy targets. Dealers with less than 40% of gross from fixed ops carry disproportionate risk in a variable gross correction.</p> |

| Ask T1 This | What It Does For You |
|--|--|
| <p>/analytics show our used vehicle inventory age buckets (0-30, 31-60, 61-90, 90+ days) with unit counts and percentage of total inventory</p> | <p>Quantifies your aging exposure at a glance. Vehicles in the 61-90 day bucket require immediate pricing action – in the 90+ bucket, front-end gross is nearly always negative.</p> |
| <p>/analytics How has my used vehicle aging trended over the last 90 days? Show gross profit impact by age bucket</p> | <p>Quantifies the dollar impact of aging trends, not just the unit count. Enables data-backed pricing action with a clear revenue justification for mark-downs.</p> |
| <p>/analytics for all used vehicles retailed in the last 60 days, show reconditioning cost, days to front line, front-end gross, and total gross after recon</p> | <p>Surfaces the true profitability of your recon operation. High recon costs or long cycle times often eliminate front-end gross entirely before the vehicle hits the lot.</p> |
| <p>/analytics what is our new vehicle days supply by model line right now – compare to OEM target (30-60 days) for each brand</p> | <p>Flags model lines where days supply is over OEM target, increasing floor plan exposure. Every day over 60 on a \$45K unit costs roughly \$15-20 in carrying cost.</p> |
| <p>/analytics which vehicle model/trim combos have we sold more than 5 units of in the last 45 days with a current on-hand supply of fewer than 10 days?</p> | <p>Identifies your fastest-turning models before you run out. Gives you the data to reallocate floor plan budget and prioritize trade acquisitions on high-velocity units.</p> |

| Ask T1 This | What It Does For You |
|--|--|
| /analytics what is our retail units per salesperson per month for the last 90 days and front/back gross profit average | Identifies your fastest-turning models before you run out. Gives you the data to reallocate floor plan budget and prioritize trade acquisitions on high-velocity units. |
| /analytics what is our retail units per salesperson per month for the last 90 days and front/back gross profit average | Benchmarks your team against 12-15 units best-in-class. Front and back gross average per rep reveals whether you have a volume problem, a gross problem, or both. |
| /analytics show lead close rate by response time bucket (under 5 min, 5-15 min, 15-60 min, 1hr+) for the last 60 days | Quantifies the revenue impact of response time on close rate. Industry data shows leads responded to within 5 minutes close at 3-4x the rate of leads contacted after an hour. |
| /analytics what is our F&I per vehicle retailed (PVR) for new and used separately for each of the last 3 months? | Tracks F&I PVR against \$1,400 NV / \$1,600 UV targets. A \$200 PVR gap on 80 monthly deals represents \$16,000 in monthly missed F&I gross – this prompt makes that visible. |
| /analytics what is our VSC penetration rate and average gross per VSC sold for new and used vehicles in the last 3 months? | Benchmarks VSC penetration against 45% new / 55% used NADA targets. A 10-point gap in VSC penetration on 100 monthly deals translates to \$15,000-\$25,000 in missed gross. |
| /analytics compare our average trade-in acquisition cost vs. what those same vehicles later sold for at auction or retail – last 90 days | Evaluates appraiser accuracy and acquisition strategy. A consistent pattern of over-appraising or under-retailing identifies a specific coaching or pricing process gap. |

| Ask T1 This | What It Does For You |
|---|--|
| Summarize [customer] before I walk in – what do I need to know? | T1 surfaces customer information in a single view – before the handshake. Eliminates the dig that happens while the customer waits. |
| They need [\$]/month. Suggest vehicles from our inventory that fit. | T1 narrows the lot to vehicles that match the customer's payment ceiling. Excluded vehicles are shown with a reason – so you can explain the shortlist, not just hand one over. |
| Let's go with the [vehicle]. Update the deal. | Deal updated, inventory flagged as Deal in Progress, salesperson notified, – all in one confirmation step. |
| What should I focus on today (as a Sales Manager) | Personalized daily brief: appointments, unresponded leads, and priority actions – delivered before the first customer interaction. Never start a morning scrambling for context. |
| Show all upcoming appointments | Full day view with customer names, vehicles, deal stages, and confirmation status in a single mobile-ready view. |
| Send appointment reminders to everyone coming in today. | T1 drafts personalized reminders for each appointment – with the customer's name, vehicle of interest, and scheduled time. Requires explicit approval before sending. Show rate improvement is measurable. |

| Ask T1 This | What It Does For You |
|--|---|
| Show me [year][make] vehicles in draft status. | Draft vehicles surfaced in one action. Works for any year, make, or status combination. |
| Post it to accounting. | Pre-posting checklist runs automatically (VIN, invoice price, vehicle type). A single confirmation prompt is required before any entry is written – no bypassing the process. |
| Generate merchandising content for this vehicle. | AI-generated headline and description saved directly to the vehicle record. No copy-paste, no third-party tool. Draft to fully published. |
| Show me the recon pipeline view. | Pipeline summary with stuck vehicle count and bottleneck stage highlighted. Gives the manager visibility into every unit's recon status without calling the service department. |

Ask T1 This

/analytics what is our F&I income per retail unit (PRU) for new and used separately in the last 90 days – show month-over-month trend, break out by F&I manager, and calculate total income gap vs. the \$2,000 best-in-class PRU target

What It Does For You

Benchmarks each F&I manager against best-in-class individually – not just as a team average. Calculates the exact dollar gap between current PRU and \$2,000 best-in-class so the revenue opportunity is specific, not hypothetical.

/analytics show F&I product penetration rate by category (VSC, GAP, maintenance, tire/wheel, other) for retail deals closed in the last 30 days – compare new vs. used penetration and flag any category below 30%

Identifies which product categories are underperforming by deal type – new vs. used – and which F&I managers have the lowest penetration per category. Turns a monthly performance review into a specific coaching agenda.

| Ask T1 This | What It Does For You |
|---|--|
| Summarize [customer] before I walk in – what do I need to know? | T1 surfaces customer information in a single view – before the handshake. Eliminates the dig that happens while the customer waits. |
| They need [\$]/month. Suggest vehicles from our inventory that fit. | T1 narrows the lot to vehicles that match the customer's payment ceiling. Excluded vehicles are shown with a reason – so you can explain the shortlist, not just hand one over. |
| Let's go with the [vehicle]. Update the deal. | Deal updated, inventory flagged as Deal in Progress, salesperson notified, – all in one confirmation step. |
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| Show all upcoming appointments | Full day view with customer names, vehicles, deal stages, and confirmation status in a single mobile-ready view. |
| Send appointment reminders to everyone coming in today. | T1 drafts personalized reminders for each appointment – with the customer's name, vehicle of interest, and scheduled time. Requires explicit approval before sending. Show rate improvement is measurable. |

Ask T1 This

What It Does For You

/analytics Which open repair orders older than 3 days are creating the largest revenue delay? Show total dollars pending, root causes, and estimated impact on monthly service gross profit.

Surfaces the exact dollars locked in aging ROs and identifies why they're stuck – parts delay, tech availability, authorization hold – so you can take same-day action instead of finding out at month-end.

/analytics How much revenue and gross profit did we lose from declined service recommendations in the last 90 days? Break down by advisor, service category, vehicle make, and customer segment.

Converts declined MPI items into a ranked recovery pipeline by advisor and service category. Gives the Service Manager a specific coaching target and a dollar figure attached to each advisor's declined-services rate.

/analytics show technician proficiency (flat rate hours billed vs. available hours) for every tech in the last 30 days – rank by performance, flag anyone below 100%, and calculate total additional billed hours if all techs reached 125% best-in-class

Runs a complete proficiency leaderboard and calculates the revenue opportunity of reaching best-in-class – not just who's underperforming. Turns a staffing conversation into a quantified ROI case.

/analytics what is our service gross profit as a percentage of service sales for each of the last 6 months – break out by pay type (CP, warranty, internal)? compare to the 67–70% NADA guide and show which categories are pulling margin below target

Benchmarks service margin by pay type and isolates which pay categories are dragging overall gross below NADA targets. A low warranty gross % signals an ELR problem; a low CP gross % points to advisor discounting.

/analytics what is our effective labor rate vs. posted door rate for the last 60 days – broken out by pay type

Identifies the gap between what you post and what you actually collect. An ELR 10% below door rate on 3,000 monthly labor hours represents \$15,000–\$30,000 in monthly missed revenue at typical rates.

Ask T1 This

What It Does For You

/analytics what percentage of total service labor sales is internal (recon, PDI, dealer trade) vs. customer pay and warranty for the last 60 days – flag any month where internal exceeds 20% and show bay-hour opportunity cost of internal vs. CP work.

Quantifies the true cost of internal work in terms of CP revenue displaced. Bay hours absorbed by recon and PDI at internal rates represent a margin opportunity cost that rarely appears on a standard P&L.

/analytics rank all service advisors by ROs written, labor gross, total gross, and gross per RO for the last 30 days – show month-over-month trend

Identifies advisors with declining performance before it shows up in the monthly department result. Month-over-month trend view distinguishes a bad week from a structural coaching need.

/analytics what percentage of our sold customers returned for at least one service visit in the last 12 months?

Benchmarks sold-customer service retention against the NADA 50% minimum. Below 50% means the majority of your sold customers are servicing elsewhere – a direct PNVR and customer lifetime value problem.

/analytics Which customers are most likely to defect in the next 90 days?

Identifies at-risk customers for proactive retention outreach before they lapse. Prioritizes outreach by defection probability so the BDC focuses on the customers with the highest retention ROI.

/analytics what is each technician's proficiency rate (hours billed divided by hours available) for the last 3 months?

Tracks proficiency with gap analysis to the 100% minimum and 125% best-in-class target. A tech at 80% proficiency represents 48 lost billed hours per month at a typical \$65 ELR – over \$3,100 per month per tech.

| Ask T1 This | What It Does For You |
|---|---|
| What's on the dispatch board right now? | Real-time snapshot of all open ROs grouped by status and sorted by priority. Each RO shows assigned tech or a NOT ASSIGNED badge – no paper board, no whiteboard walk. |
| Who's available right now for an A-tech brake job on [RO]? | Live availability filtered by skill eligibility – shows current load, skill badge, and promise-time runway for each eligible tech. Eliminates the guesswork that creates late promises. |
| Assign [RO] to [technician]. | Assignment confirmed, writes to DMS, dispatch board updates in real time. The next highest-priority unassigned RO is surfaced automatically – keeping dispatch moving without a reset. |
| [RO] – customer is waiting in the lounge and getting impatient. Move it ahead of the queue. | T1 validates the reorder against existing promise-time commitments before writing the new sequence to DMS. Logs the change with an audit trail – protecting the team if the prioritization is later questioned. |
| Show me all active ROs | All active ROs across the store, grouped and sorted. Drill into any specific RO with one follow-up – no filtering, no screen switching. |
| Send [customer] a status update – vehicle is in service, ETA 4:30 PM. | T1 drafts a customer-ready SMS with RO context. Service Advisor approves – sent – logged to the RO timeline. No manual texting. No status update falling through the cracks. |
| Book [customer]'s next oil change – 90 days out. | T1 suggests dates aligned to the customer's service history and schedule. Customer confirms via text. Calendar updated before they drive off – retention secured at the best possible moment. |

Ask T1 This

What It Does For You

/analytics Which parts categories generate the highest revenue but below-average gross profit? Show pricing opportunities and projected gross profit lift from reaching benchmark margins.

Identifies categories where volume is strong but margin is being given away – and projects the gross profit improvement from closing the pricing gap. Turns a cost analysis into a revenue action plan.

/analytics what is our parts inventory turn rate and current months supply? Flag if turns are below 8 per year

Monitors inventory health against the 1.5-month supply benchmark. Below 8 annual turns means capital is tied up in slow-moving stock – with direct floor plan and obsolescence cost implications.

/analytics what is our parts first-time fill rate and same-day fill rate for the last 3 months?

Benchmarks fill rates against 90% first-time and 95% same-day targets. Low fill rates have a direct impact on service throughput, technician productivity, and customer satisfaction scores.

/analytics what are my top 50 special-ordered part numbers by frequency in the last 6 months that I'm not currently stocking?

Identifies stocking opportunities hiding in your special order history. Parts ordered 10+ times as specials are often strong stocking candidates that can reduce lead time and improve fill rates.

/analytics what is our current parts obsolescence rate (parts with no movement in 12+ months as a percent of total parts inventory value)?

Identifies obsolescence exposure against the 5% NADA target. Parts inventory above this threshold represents capital that is depreciating without generating revenue – and may be approaching the return eligibility window.

Ask T1 This

What It Does For You

/analytics What is the obsolescence burden in our parts inventory (last 90 days)? Show: parts with zero sales or minimal sales (1-2 units), average days in stock by category, GL balance frozen in slow movers, and the capital recovery opportunity if we right-size to actual demand.

Comprehensive obsolescence analysis that converts slow-moving inventory into a capital recovery opportunity. Gives the Parts Director the business case for a right-sizing initiative – with the dollar amount at stake.

/analytics what are our parts inventory turns for the last 12 months and current months supply on hand – break down by part category

Tracks turns by category to identify where slow-moving capital is concentrated. A category with 3 turns per year is tying up the same capital as a category with 12 turns – at one-fourth the revenue return.

/analytics what is our parts-to-labor sales ratio for the last 6 months broken out by RO type

Tracks ratio by RO type against the 0.8:1 threshold. A parts-to-labor ratio below target on customer pay ROs often indicates advisors are writing labor without attaching corresponding parts recommendations.

/analytics what is our parts department gross profit percentage for the last 3 months, broken out by sale type

Benchmarks parts gross % by sale type against the 40% NADA target. Counter retail typically outperforms wholesale – a low blended rate often signals too much wholesale volume at compressed margins.

/analytics Which parts are most likely to become obsolete in the next 90 days? Show inventory value at risk

Identifies at-risk parts for proactive management before they cross into the obsolescence window. Gives the Parts Director time to return, discount, or wholesale before value erodes further.

| Ask T1 This | What It Does For You |
|--|--|
| Extract part numbers from this page and compare against our inventory | T1 reads the OEM catalog page and returns: In Stock, In Master/Zero Stock, Could Not Retrieve – with bin locations included. No manual cross-referencing between the catalog and the parts system. |
| Create a sales order quote for [in-stock parts] for Customer [name] | ARC quote created and summarized in under 2 minutes. No retyping, no screen-switching, no manual line entry. The counterperson stays in the conversation – the customer doesn't wait. |
| Create part in inventory for [part number not yet in dealer inventory] | T1 already knows the part from the earlier search – presents a review summary and closes the inventory gap with one approval. No separate lookup required to create the new part record. |

| Ask T1 This | What It Does For You |
|---|---|
| <p>/analytics what is our dealership net profit return on sales for the last 3 months versus the last 12 months</p> | <p>Benchmarks net profit ROS against 3.25% NADA target on both a short-term and trailing basis. Divergence between 3-month and 12-month ROS highlights whether a trend is structural or seasonal.</p> |
| <p>/analytics show all new and used floorplan units currently over 90 days floored</p> | <p>Identifies floor plan units at risk of loss with days-floored and carrying cost visible. Units over 90 days represent the highest floor plan expense and typically the largest markdown requirement at disposition.</p> |
| <p>/analytics what is our total floorplan expense as a percentage of average inventory value for the last 3 months</p> | <p>Tracks floor plan cost trend and per-unit carrying cost against the 45-day NADA target. Floor plan expense as a % of inventory value climbing above historical norms often indicates aging stock that hasn't been priced down.</p> |
| <p>/analytics what is my warranty receivables aging right now</p> | <p>Monitors warranty claim aging and chargeback risk in real time. Claims aging past OEM processing windows are at elevated chargeback risk – early visibility enables submission correction before the deadline.</p> |
| <p>/analytics show our service and parts receivables aging breakdown (0-30, 31-60, 61-90, 90+ days) as a percent of total outstanding receivables</p> | <p>Monitors receivables health and warranty exposure across aging buckets. High concentration in 61-90+ days signals a collections process breakdown or warranty submission backlog that will require write-off attention.</p> |

Ask T1 This

What It Does For You

/analytics run me an exception report for last month-end close

Flags unusual month-end activity for audit review – duplicate postings, out-of-period entries, and large manual JEs surfaced automatically. Reduces audit prep time and catches errors before financials are finalized.

/analytics what is our SG&A expense as a percentage of total dealership gross profit for each of the last 6 months?

Identifies SG&A growth outpacing profit growth – the most common structural profitability problem in high-volume stores. A rising SG&A % during flat or declining gross is a leading indicator of margin compression.

/analytics show our gross profit mix by department as a percentage of total gross for each month in the last 12 months

Tracks departmental profit mix against the 40% fixed ops minimum. Stores with less than 40% of gross from fixed ops are highly vulnerable to variable gross corrections from inventory or rate changes.

/analytics what is our current ratio (current assets divided by current liabilities) as of last month close

Monitors current ratio against the 1.5 NADA minimum – the primary liquidity indicator for lender covenants and line-of-credit compliance. Falling below 1.5 triggers scrutiny from floor plan and working capital lenders.

/analytics show our semi-fixed expense trend over the last 6 months – management compensation, advertising, and controllable overhead

Identifies expense growth outpacing revenue growth in the most controllable cost categories. Semi-fixed expenses that grow faster than gross are the primary driver of declining net profit margins.

| Ask T1 This | What It Does For You |
|--|---|
| <p>Which deals are still sitting in CIT and what's my total funding exposure right now?</p> | <p>T1 surfaces a live aging dashboard with deals color-coded by urgency: on track / monitor / escalate / lender risk. The oldest deal is auto-flagged. No export required – real-time data from the DMS in a single prompt.</p> |
| <p>Send a reminder to [F&I Manager] on the [deal] – that's been sitting. Copy the F&I Director and flag it urgent.</p> | <p>T1 drafts the message from the Controller's identity, auto-populates deal details and the outstanding stipulations checklist. One review, one send.</p> |
| <p>Pull up my Used Vehicle schedule – show me everything that's open on it this month.</p> | <p>T1 resolves the schedule by name and returns an overview card: open controls, dollar total, age distribution, and individual stock numbers with days open – all without navigating to the schedule screen.</p> |
| <p>Find [stock number] and show me every line that's posted to it, oldest to newest.</p> | <p>T1 returns the full posting history with dates, JE numbers, and flags any lines for review – consolidating 3 DMS screens into a single conversation exchange.</p> |
| <p>Show me every control that's been sitting open for more than 30 days – across all my schedules.</p> | <p>Cross-schedule view spanning Used Vehicle, AP, and Service RO Suspense – each drillable, with RBAC applied automatically. The month-end aging review that took 45 minutes now takes under 2.</p> |
| <p>Show me my outstanding AR customers and where things stand.</p> | <p>Live AR data pulled directly – no export, no aging screen navigation. All open balances with customer names, amounts, and days outstanding in a single view.</p> |

| Ask T1 This | What It Does For You |
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| Rank these by risk – who do I need to focus on first? | HIGH RISK / MONITOR / ON TRACK categorization with a plain-language explanation per account. Prioritized narrative, not a flat alphabetical list – so the Controller acts on the right accounts first. |
| Send payment reminders to all HIGH RISK accounts – include their invoice details. | Reminders drafted and sent with real invoice detail per customer. Delivery confirmation creates an automatic paper trail. Accounts receivable follow-up that previously required 30 minutes done in one step. |
| I've got a check from [customer] – \$[amount], check number [#]. What's open on their account? | T1 pulls open invoices instantly and confirms whether the check amount matches outstanding balances. Suggested invoice application shown with the correct GL treatment – no manual lookup. |
| Create the cash receipt – apply \$[amount] to invoice [#] and \$[amount] to invoice [#]. Payment date today. | T1 assembles all required fields and generates a prefilled Cash Receipt link in ARC. AR Manager reviews and submits. From check receipt to posted cash receipt in under 2 minutes. |
| When is the next payment scheduled for [vendor] and what's my total exposure? | All scheduled batches for the vendor in one table – batch name, date, method, amount, linked invoices, and status. Replaces 4 DMS screens in 4 seconds. Answer the vendor call without putting them on hold. |
| What was the last payment to [vendor] and which invoices were covered? | Full payment detail: payment number, issue date, accounting date, amount, and invoice breakdown – without touching the DMS. Complete audit trail available instantly for any vendor inquiry. |

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| Show me every user who's still active but hasn't logged in for 45+ days, or has zero sessions in the last 90 days. | Identifies inactive users across the dealership for license and security hygiene – in one query. Dormant active accounts represent both unnecessary license cost and an audit risk if credentials have been compromised. |
| Pull up the never-logged-in users. What roles do they hold? | Surfaces which roles have provisioned but unused accounts – and how many permission grants are tied to accounts that have never been accessed. The number auditors care about, calculated automatically. |
| Hold [x] users for [days], deactivate the other [x]. | Takes bulk action on inactive users directly through T1 – hold or deactivate – with a preview showing 0 active sessions and 0 open ROs before proceeding. Deactivations logged with authorization timestamps. |