



# AUTOSOFT DMS & CHRYSLER ARO

## The AutoSoft DMS and Chrysler ARO Solution

Chrysler has announced the national deployment of the Automatic Replenishment Order (ARO). Through this technology, dealers will be able to share their parts inventory information with Chrysler and enjoy all the benefits of the Chrysler ARO program.

### DEALER BENEFITS

- Reduced obsolescence
- Consistent Management Performance Reporting
- Increased inventory turns
- Improved Customer Satisfaction
- Increased R.O.I. and Parts profitability
- Simplified ordering
- Improved off-the-shelf Fill Rate
- Reduced lost sales

### CUSTOMER BENEFITS

- Improved availability for wholesale
- More reliable Dealer supply source
- Have car fixed first time, same day (all repair parts available)

AutoSoft International is continually striving to use only the most current technology, so AutoSoft developers and the Chrysler ARO team have been working together to integrate, test, and certify the AutoSoft DMS Parts Inventory module for this new system. AutoSoft has successfully installed and piloted the program in many AutoSoft/Chrysler dealerships and is prepared for this full deployment.

Our mutual goal in the use of this advancement is to make future communications quicker and easier. That means your AutoSoft DMS Parts Inventory module fully integrates with Chrysler ARO and allows you to transfer all of the necessary information to participate in the Chrysler ARO program.

Together, Chrysler ARO and AutoSoft DMS make managing your inventory easier. The automatic integration means less work for you. You can ensure you have the parts you need when you need them, improving customer satisfaction and increasing your parts sales.





## TAKE COMPLETE CONTROL OF YOUR PARTS INVENTORY!

### Automatic Replenishment Order (ARO) Dealer Enrollment and Installation Steps

1. You must complete the necessary Chrysler ARO enrollment forms and submit them to Chrysler. Upon receipt of your enrollment forms, Chrysler will notify AutoSoft of your desire to implement ARO.
2. AutoSoft will contact you to ensure your system readiness (based on the requirements provided in this document and the information you provide on the Pre-Setup Information Sheet) and install the ARO software.
3. AutoSoft will send the startup files to Chrysler once the ARO software is installed.
4. Upon receiving the files, a Chrysler ARO Distribution Analyst (DA) will contact the individual designated on your New Dealer Request form to schedule a "Go Live" date.

### Pricing

The Chrysler ARO software does not require a Setup Fee or any other additional costs.

### Hardware Network Requirements

Below we have outlined the system requirements your AutoSoft server must meet in order to integrate the AutoSoft DMS with Chrysler ARO. These requirements ensure that your system will be able to support the Chrysler ARO software and that your system will perform at maximum efficiency and with the utmost reliability. Use the Pre-Setup Information Sheet provided to help you identify if your system meets the requirements. Although integration may require an initial investment to upgrade your AutoSoft server, these upgrades are necessary to meet requirements for communications with Chrysler.

- 1.4 GHz Pentium III-class processor or faster
- 2 GB of Random Access Memory (RAM)
- 5 GB free disk space on system drive and/or ASI drive
- TCP/IP network interface
- Broadband Internet access (DSL/Cable/T1)





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## Software Requirements

Chrysler ARO project involves daily file transfers between the dealer and Chrysler. Prior to enrolling in this project, your system must meet the following requirements.

1. The AutoSoft server **must** have the following server operating system

**Windows 2003 Server standard or better:**

- Windows 2003 Service Pack 2
- Internet Explorer 6.0 or later
- All Microsoft server updates

**Please note Windows XP Professional and Windows 2000 Server and Professional are not supported.**

2. AutoSoft ARO team **must** have remote desktop access or terminal service access to the server. The log on account must be part of the domain administrators and/or local administrators groups. Remote desktop access created for AutoSoft must have full administrative privileges
3. The dealership **must not** allow Windows Automatic Updates to automatically download updates that cause the server to reboot in the middle of the night. This will interfere with the communications schedule that Chrysler requires. AutoSoft recommends “Download updates for me, but let me choose when to install them” or “Notify me but don’t download or install them”.

4. The dealer’s firewall **must** allow Internet traffic on ports 3389, and 7069 and should forward them to the AutoSoft server in the LAN. The ports 3389 and 7069 should be available for the network block 63.148.53.1 through 63.148.53.30. Protocols HTTP, HTTPS, FTP, and SMTP are essential to ARO communication and should not be restricted at the firewall for the AutoSoft server.
5. The dealership **must** have a static IP number. If the static IP number changes for any reason, AutoSoft ARO team **must** be notified at least two days in advance. You should note that whenever an IP number changes after enrolling in the ARO project, AutoSoft will not be able to troubleshoot your system. Therefore, it is critical that the IP number remains as static.
6. The AutoSoft server **must** have a minimum version of .NET framework 2.0 installed.

These six requirements must be met in order to have Chrysler ARO.



## Pre-Setup Information Sheet / ASI - ARO Hardware Setup page 1 of 2 Completion Form

Fill out the following questionnaire. Fax Pre-Setup Information Sheets to AutoSoft International at (724) 528-8495.

### Dealership Information

Name: \_\_\_\_\_

Dealership Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Position: \_\_\_\_\_

Mopar Dealer Code: \_\_\_\_\_

(Fill in below only if different from the above address)

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

### 1. Which version of Microsoft® Windows is on your AutoSoft server?

To check the operating system, click **Start, Programs, Accessories, System Tools**, and **System Information**. Check the **OS Name** item in the window on the right. This should identify your operating system. Please note Windows XP Professional and Windows 2000 Server and Professional are not supported

- Windows 2003 Server  
 Other \_\_\_\_\_

(Please note that only Microsoft Windows 2003 Server standard or better with Service Pack 2 is supported)

### 2. What type of processor does the server use? \_\_\_\_\_ Processor Speed \_\_\_\_\_

To check the processor, click **Start, Programs, Accessories, System Tools**, and **System Information**. Check the **Processor** item in the window on the right to identify your processor speed.

### 3. How much RAM is installed in your AutoSoft server? \_\_\_\_\_ MB or GB

To check the RAM, click **Start, Programs, Accessories, System Tools**, and **System Information**. Check the **Total Physical Memory** item in the window on the right to identify your total RAM.

### 4. How much free disk space do you have? \_\_\_\_\_

To check the amount of free disk space, click **Start, Programs, Accessories, System Tools**, and **System Information**. Click the + next to **Components**. Click the + next to **Storage**. Click **Drives**. Locate the drive with the description "Local Fixed Drive." This should be either C: or D:. Check the **Free Space** item to identify the amount of free disk space available.

### 5. Do you have Internet access from your AutoSoft server?

If you have Internet access, you have TCP/IP network interface.

- Yes       No

## Pre-Setup Information Sheet / ASI - ARO Hardware Setup 2 of 2 Completion Form

### 6. What type of Internet connection do you have at the dealership?

Contact your Internet service provider (ISP) if you are unsure which type of Internet access you have. The type of broadband Internet access you use may depend on the size of your dealership and the number of units your dealership moves yearly. Please refer to the Internet Connectivity recommendations outlined by Chrysler to verify your dealership meets Chrysler recommendations. **DIAL-UP NOT SUPPORTED.**

- Cable       T1  
 DSL       Other Please specify: \_\_\_\_\_

### 7. Do you have a static Internet IP address?

AutoSoft requires that you have a Static IP Address. Contact your ISP to verify your Internet service meets AutoSoft's requirements. If it doesn't, you will need to make arrangements with your ISP to become compliant.

- Yes       No      IP Address: \_\_\_\_\_

### 8. Do you have permissions to use HTTP, HTTPS, FTP, and SMTP protocols?

Contact your IT provider or system administrator if you are not sure if you have permissions to use these protocols. AutoSoft uses these protocols to send information for Chrysler ARO, so these permissions must be set.

- Yes       No

### 9. Do you have remote desktop access to the AutoSoft server using Terminal Services?

Contact your IT provider or system administrator to verify terminal services is set up on the server. AutoSoft International requires remote desktop access to install, maintain, and support Chrysler communications. The remote desktop access needs to be permanently set.

- Yes       No      User Name: \_\_\_\_\_ Password: \_\_\_\_\_

### 10. Do you have a firewall?

Contact your IT provider or system administrator to confirm you have a firewall set up.

- Yes       No      Make: \_\_\_\_\_ Model: \_\_\_\_\_

### 11. Who is the firewall administrator?

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### 12. Please provide the name, phone number, and e-mails for the following personnel at your dealership.

Personnel	Name	Phone	E-mail
Lan Admin. (or)	_____	_____	_____
Server Admin.	_____	_____	_____
Parts Manager	_____	_____	_____