EMPOWERING DEALERS

THROUGH TECHNOLOGY

WHAT WE DO

TALON Powersports Solutions empowers dealers to fulfill dreams of personal freedom by providing technology and services to maximize powersports dealer operations.

TALON

POWERSPORTS SOLUTIONS

TALON ENTERPRISE SOLUTION

TALONes™ is a Dealer Management System for powersports dealerships in the United States. It consists of a Microsoft .Net application utilizing a SQL database, and provides a suite of software modules.

VEHICLES

- HDFS *Deallink™* and *Menu Link™* integration
- Void and Re-create deals
- Sale types - retail, fleet, consignment and EagleRider
- Wholesale transactions

POINT OF SALE

- Quick over-the-counter sales to keep the business flowing
- Track multiple sales people per transaction
- Wholesale transactions based on customer type
- Integrated secure EMV credit card processing

SERVICE

- Integration with SCH-Link, Service History-Link, Warranty-Link, and Digital Tech II™
- Texting integration to provide direct communication with customers
- View service tech efficiency, proficiency and productivity with graphics

SCHEDULER

- Manage daily schedules against available capacity
- Automatically check Harley-Davidson VIN's for safety campaigns
- Bi-directional communication between the service and scheduler module

TIME CLOCK

- Integrated Time Clock improves efficiency in scheduling, tracking, and reporting
- Reduce payroll preparation up to 80%
- Track and report on W-time by technician or time code

ACCOUNTING

- Fully integrated accounting
- Daily activities done in ONE system
- Easy reconciliation of accounts
- Effortless compilation and submission of monthly financials via Dashboard-Link

INVENTORY

- Electronic links to HDMC for ordering, receiving, CIM+, and warranty
- 100+ price books for no additional charge
- Markdown capabilities - seasonal and progressive markdown strategies

REPORTING

- Comprehensive library of standard reports
- Customizable report views
- Export reports to multiple formats
- Trend analysis
- Easy to read widgets tailored to each user via My Scoreboard

ADMIN

- Customize preferences to meet your dealership needs
- Maintain customer records with utilities such as customer merge
- Role-based security system settings
- Centralized users and security - coming soon

Tools That Make Selling powersport vehicles Easier!

HDMC Synergy

TALONes integrates with two key HDFS products: Deallink™ and Menu Link™. Eliminate duplicate entries of customer and deal information. Export key customer and financial info to Deallink with the click of a button! Export and import customer details and products from Menu Link. Integrations save time and increase efficiency.

TALONes pulls the delivery information, including H-D installed P&A, into the SWR! Simply select your unregistered VIN, verify your information, and it's ready to send to Harley-Davidson. Need to correct something on a closed deal? Need to unwind a deal? TALONes enables you to void a deal and re-create the deal to make corrections or changes.

Vehicle Inventory Management

TALONes provides the tools to manage your vehicle inventory. Harley-Davidson VIN validation and Vehicle-Link make it easy to receive motorcycles. Looking for a specific model, year, or color? Vehicle availability allows you to search inventory of dealers with whom you've established a relationship.

Sale Process

TALONes enables you to easily sell and track P&A, general merchandise, and labor on a deal. Eligible P&A installed after delivery is uploaded to the SWR-Link custom coverage page, and with one click, they are submitted to Harley-Davidson! This eliminates manual tracking of the delivery dates and eligible P&A.

Menu Link

deallink

Trade/Transfer

Vehicle trade/transfer removes a motorcycle from inventory. Floorplan trades automatically create a credit memo and an invoice for the exchanged units. TALONes also manages intricate details like PDI and VIP. SWR transfer record will be available automatically. Outstanding expected powersports from other dealers are tracked as well.

METRIC

FLEET

WHOLESALE

CONSIGNMENT

Wholesale Vehicles

TALONes enables you to wholesale unlimited powersports on one transaction. Wholesale transactions post to a separate set of GL accounts, and are not included in employee commission reports.

But we Don't Stop there!

Sale Types

Based on the sale type of the deal, you will be able to separate motorcycle sales in accounting and reporting. TALONes give you the ability to track retail, fleet, consignment and EagleRider motorcycle sales. Service work reporting is also available.

HARLEY-DAVIDSON INTEGRATIONS

What would you do with an extra 160 hours a month?

Dashboard-Link

Automated process of submitting uniform financial statements, service data, and departmental goals to Harley-Davidson. Data harvested directly from your system eliminates laborious manual compilation and data entry, saving valuable time every month.

Easy-Link

Send purchase orders, check on status, and change or cancel items on previous orders without having to re-key data. Determine item availability at Harley-Davidson and at dealerships across the country from any item inquiry screen.

Receive-Link

Get your packing slips as soon as the order is shipped with Receive-Link. Receiving by pack list or container ensures that product gets to the floor faster.

eComm-Link

Increase sales through the Harley-Davidson e-commerce website. Participate in doing business on-line as a partner with Harley-Davidson. Quickly view, accept, and process orders for shipment or pickup. Share product avail-ability with your on-line customers so that they can shop in your store anytime.

Deallink™

Pulls customer information from the deal to create a credit app. The app ID is imported back into the deal so financial information can be linked. The bill of sale is sent to Deallink™ for electronic signature at the deal close.

SWR-Link

Selecting the VIN from a closed deal populates customer and trade information. Import all eligible P&A from the deal with a single click. After delivery, they are populated on the custom coverage screen and added to the customer's warranty. Vehicle transfers generate the SWR for transfer – just review and transmit.

Warranty-Link

TALONes automates creating warranty claims from any H-D warranty event on a work order and eliminates duplicate data entry. Recalls and safety campaigns are also handled through work orders. This process eliminates the extra steps needed with other Dealer Management Systems.

Menu Link™

Export deal information, work with your customer on selecting products, and import them back into the TALONes deal! No separate menu or manual entry of products and pricing.

CIM-Link

Dealership inventory data is transmitted nightly from your TALONes system to Harley-Davidson. Dealer data is analyzed to optimize your CIM replenishment orders. This program is free and exclusive for TALONes dealers.

SCH-Link

Automatic inquiries when creating an appointment or work order mean you'll never miss a campaign. Access from Scheduler, warranty, and work order screens makes it easy to provide outstanding customer service by alerting your customers to any open safety campaigns for their motorcycle.

Service History-Link

Customers expect a Harley-Davidson service department to know what service was performed on their vehicles, and now you can. This feature gives participating dealerships a service history report for Harley-Davidson VINs. Exceed customer expectations by 'knowing' their vehicle no matter where they are in the country. Also, understanding the vehicle service history can ensure dealerships are accepting well-maintained bikes for trade-in.

MOTOR HARLEY-DAVIDSON COMPANY

TALON ENTERPRISE SOLUTION

Speed, Accuracy, Control – Count on TALONes Integrated Accounting

- Integration – Dashboard-Link, eComm-Link credit memos, Riding Academy Student Management System
- Customizable reports for open receivables and payables
- Deal void process with minimal effort
- Easily see invoice accounting entry from the customer or invoice inquiry
- View work order or powersports deal from customer invoice screen
- Drill down general ledger reports

Controlled Accounts and Reporting

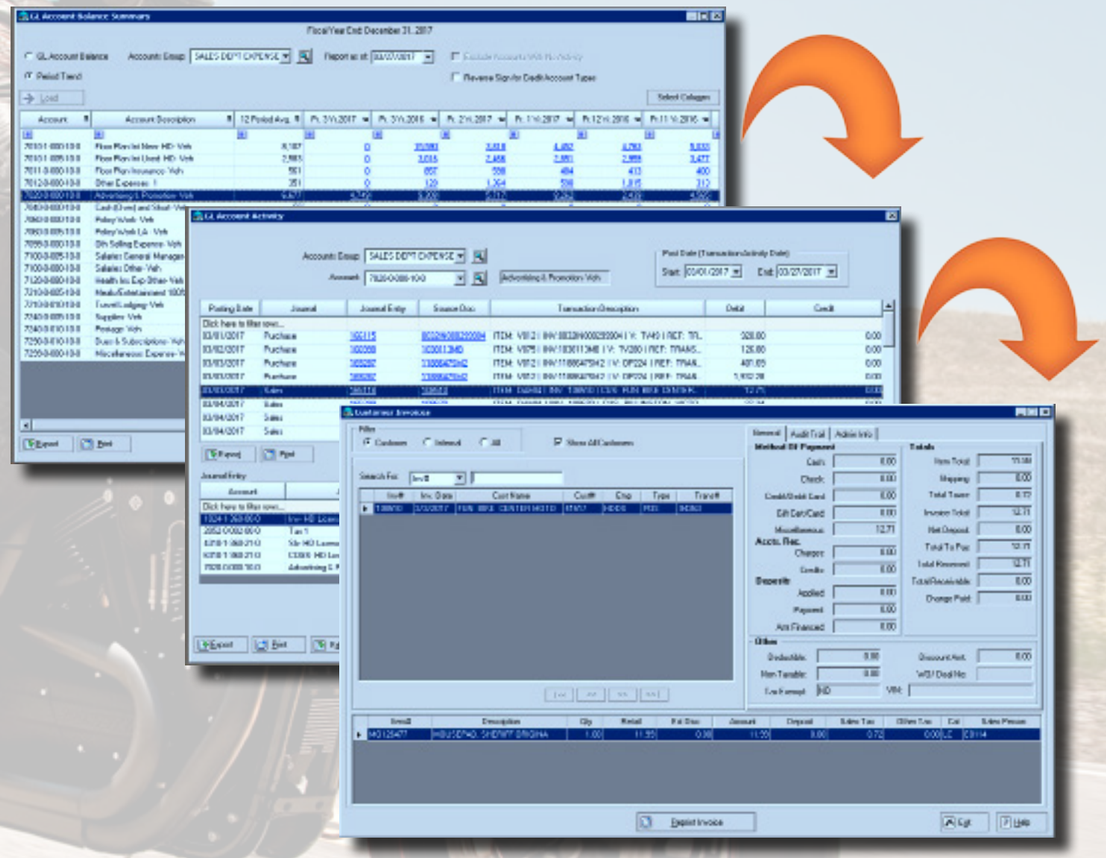
With controlled accounts, you can establish the information required when posting to balance sheet accounts. These controls provide the ability to manage open transactions for your balance sheet accounts and eliminate manual maintenance of external spreadsheets for reconciliation.

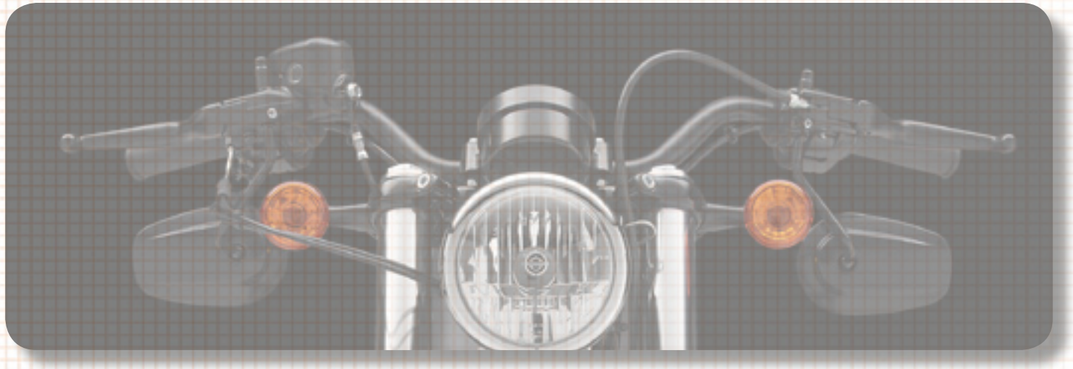
Dashboard-Link

Frustrated with the number of hours you spend each month preparing Dealer Dashboard? Automate the process of submitting financial statements, service data, and departmental goals to Harley-Davidson in minutes. Data harvested directly from TALONes eliminates manual compilation and data entry, saving valuable time.

Trend Analysis

Plots activity from multiple accounting periods on a filterable grid. This is a useful tool for forecasting and budgeting as well as examining patterns, trends and inconsistencies. It is most commonly used to analyze profit & loss accounts, and reports can be quickly exported to Excel.





Data Explorer

Built into a variety of TALONes standard reports, this reporting tool provides access to specialized SQL data views using predefined layouts. These existing views can be customized to meet your reporting needs.

Labels

Easily create custom filters and quickly extract the data you need to send targeted marketing to your customers. Base your filters on fields such as: dollars spent, vehicle information, last service date, warranty expiration, wish list, birth date, and much more! You can then export filtered email addresses or print mailing labels.

Report Groups

Organize the reports you run regularly into groups based on department, frequency, or individual. Spend time on your report analysis, not hunting through dozens of reports. Plus, you can track the last run date to ensure the report is being run consistently.

Report Exports

Need to quickly email a report to a manager? Not a problem. All TALONes standard reports and reporting tools export to a spreadsheet or pdf.

Report Builder

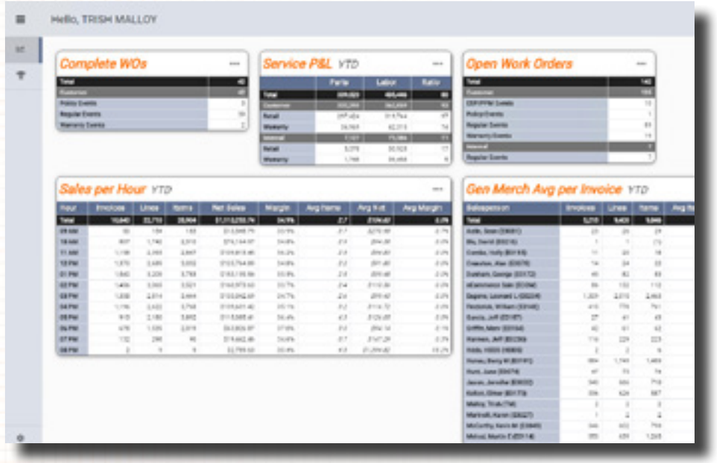
A quick, template-driven tool that enables users to build ad-hoc reports including simple tables, charts and matrices from data queries. You don't have to be a pro at reporting; it's easy with this drag and drop tool.

My Scoreboard (MSB)

Replace the backroom whiteboard with one that auto-refreshes in real time allowing managers to spend less time running reports and more time increasing sales.

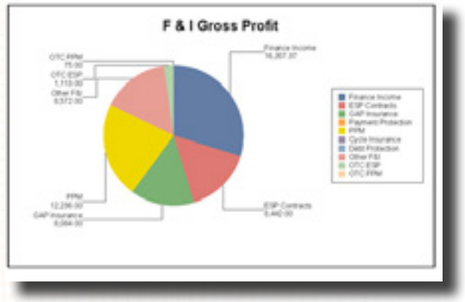
MSB displays actionable and timely metrics with a personalized view of report summary "widgets".

Coming soon is a brand new goals feature to input daily, weekly, monthly and yearly goals by employee and department.



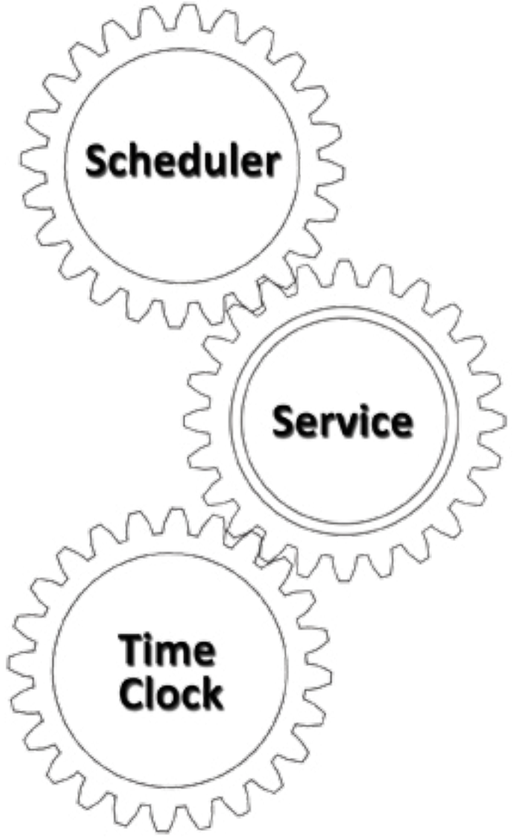
CRM Access to TALONes Data

TALON Powersports Solutions is empowering dealers with a seamless experience for the CRM vendor of choice by providing a method to set up data access through TALONes. This will provide the CRM vendor the ability to extract and utilize data within their system.



TALONes Reports — Your view to Success

Service Modules Working Together Like a Well-oiled Machine



Let the synergy of these modules take your service department to new levels of efficiency. Research bike service history, schedule technicians' available time, make appointments using available capacity and convert into work orders.

Our exciting new texting feature, TALON TEXT, makes it easier and faster to communicate with customers.

Service History-Link is a powerful tool that provides service history on your customer's Harley-Davidson for all repairs performed in participating, authorized Harley-Davidson dealerships.

Customer Bio provides pertinent information about your customer and their interactions with your dealership. This tool can provide opportunities to exceed customer expectations through superior service as well as providing important up-selling opportunities to your service writers.

SCH-Link automatically inquires about outstanding safety campaigns when creating an appointment or work order. You'll never miss a campaign.

Service Tasks can be predefined and will save time, ensure accuracy of inventory and billing. Don't spend time evaluating the same tasks over and over. Parts, labor and notes related to your repeated tasks can be stored in the system and easily applied to a repair order.

Prepaid Maintenance retain customers beyond the purchase of their motorcycle and improve dealership profitability. TALONes tracks the detail of your personalized or resold prepaid maintenance plans from the sale through redemption! Never miss an opportunity to bring your customers back.

TALON TEXT allows easy and efficient communication with customers. Proven increase in customer satisfaction, job approval rates and faster repair times.

Digital Technician™ integration allows for valuable up-selling opportunities. Fault codes are transferred as notes ensuring all downloaded calibrations are properly billed to work orders. When transferred electronically to TALONes, pin point diagnostic information minimizes manual documentation for warranty.

Scheduler & Time Clock Efficiently schedule jobs, track your technicians' time, and create consistent reports. This could reduce payroll preparation up to 80% and improve the customer experience.

Technician Reporting provides the tools to improve technician productivity including service operations labor analysis, labor by employee, service technician history and integrated Time Clock with W-time codes.

Inspection Sheets save time and money! These sheets are pre-populated with customer information and printed directly from TALONes.

- **Intelligent texting solution**
- **Picture & video capabilities**
- **TCPA/PCC compliant**
- **Fully integrated with TALONes**

Customers RESPOND to text!

- Improve customer engagement
- Increase job approval rates
- Faster repair times

Texting is on the rise and has become the preferred method of communication!

- 99% of customers opt-in to receive text message updates
- Customer loyalty increased from 55% to 67% for customers receiving text messages*
- Proven increase in customer satisfaction

Take your dealership to the next level with numerous benefits and features!

- Decrease appointment 'no-shows' with automated appointment reminders!
- Quickly share pictures and videos internally or directly with your customers
- Notify multiple customers with one click when their powersports are ready
- Automated welcome messages!
- eCommerce pick up notifications and Special order notifications!
- TCPA and FCC Compliant
- Fully integrated

Enhanced by work order and appointment data, this solution will allow you to engage your customers like never before using automated notifications and two-way conversational texting.

* according to a J.D Power study

INVENTORY

TALONes Inventory Management

- Purchase Orders
- CIM+ Polling/Suggested Orders
- Price Books
- Receiving
- Stock Adjustments/Post issues
- Physical Inventory/Cycle Counts
- Store Availability
- Advanced Labels
- Special Order Management

Electronic Ordering & Receiving

Save time and reduce costs transmitting purchase orders and receiving pack lists within TALONes for effortless processing.

Suggested Orders

Increase sales and customer satisfaction by managing inventory levels using TALONes. Calculate reorder points and minimum/maximum stock quantities by vendor, based on your usage history.

Physical Inventory

Ensure inventory accuracy by completing a full physical inventory or creating a schedule of cycle counts. These processes are easily managed using the comprehensive program within the TALONes inventory module.

Robust Reporting Tools

Easy-to-use departmentalized reports to help you stay on top of your open-to-buy, inventory valuation, and sales velocity. Drag and drop fields in our powerful data explorer tool to create customized reports for evaluating sales or for target marketing. Make smart decisions with the built-in sales and inventory tracking spreadsheet.

100+ Price Book Files

Eliminate undercharging for ordered parts or missing out on special pricing by accessing over 100 price books from various licensed product and aftermarket vendors at no additional cost. Price books automatically download and send alerts to be installed via the TALONes Message Center.

Special Order Labels

Never again use sticky notes to indicate your customer's information on special orders. Labels are automatically generated in TALONes after the receiving process. These labels contain all of the information you'll need to manage special order items and contact your customers for pick-up.

Store Availability

Real time availability of general merchandise, parts, and vehicles from any dealer. With approval from another location, consistent use creates improved productivity and overall profitability.

POINT OF SALE

Your over-the-counter sales staff will quickly and efficiently process daily sales activities in the TALONes point of sale module. Easily work with customer special orders and layaways, wish lists, markdowns, selling service contracts, e-commerce orders, deposit payments, and more. Track sales and commissions using various valuable reporting tools.

Fast POS Quotes

Quickly select a customer (or add a new one) for any over-the-counter sale transaction. Cash out the transaction with multiple payment options and the screen is instantly ready for your next customer. Easily track sales by line item for flexible commission reporting and goal monitoring.

Wish List

Create wish lists for your customers and track items of interest. (A great way to get your customers' friends and families into your dealership, too!) Enjoy the flexibility of transferring wish list items to over-the-counter sales, work orders, or vehicle deals. – Yet another way TALONes helps your staff provide impressive customer service experiences.

Markdown Plans

Effectively administer sale and price markdowns that reflect inventory management principles. Parts & general merchandise staff can manage static and progressive discounts, use time intervals, and implement markdown strategies.

Audit Trail

Track who did what and when they did it. A security feature available in many places in TALONes, an audit trail identifies all actions taken during a transaction processing. Information such as when actions were taken and which user was logged in for each action are available. Quite a handy tool when referring back to past transactions.

EPP

Choose Electronic Payment Processing (EPP) for quick and easy payment authorizations. The integration of EPP in TALONes allows authorization of credit and debit cards, checks, and gift card payments. Card swipe and PIN pad hardware devices are integrated so they communicate with the payment processor during the intuitive TALONes cash out process. Plus, you have the freedom to choose your bank or processor for optimal rates and service.

EPP Devices

In addition to supporting EMV-approved chip and PIN payments, it's a complete media solution package that easily captures the attention of consumers.

Webinars

Register for one of our regularly scheduled on line sessions on HDDS.com. Fast, easy, relevant and FREE! Don't see what you need? Always willing to take requests.

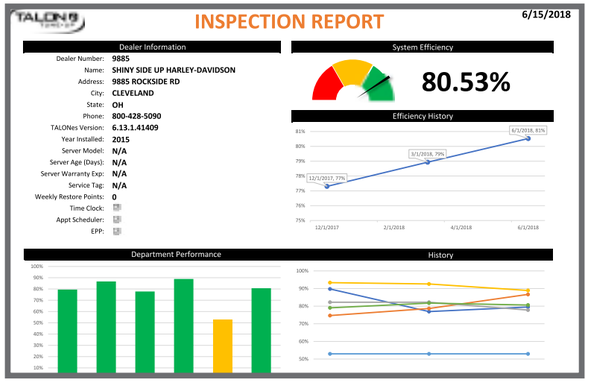
Classroom Training

TALON Powersports Solutions offers affordable classroom training at our Cleveland training center. Classes are facilitated by our seasoned and knowledgeable instructors for almost any topic; accounting, advanced accounting, inventory management, service, warranty, vehicle sales and general management.

Custom Training

Scheduled and custom training is available to meet all dealership specific needs. After all, who has the same knowledge and circumstances? Invest in your most valuable business asset – your staff.

Our goal is to ensure your staff is skilled in the use of TALONes and successful in your business. We will customize training to meet your needs. We provide one-on-one training at your facility, group regional training, custom classroom training for your team or dealership group, or remote learning packages. Your staff can learn at their own pace!



Tune-Up

Don't know what training you might need? Don't know how well your staff is utilizing TALONes? Schedule a Tune-Up! We will assess your system usage to identify process inefficiencies in critical areas to allow your team to brush up and "tune-up" their skills!

Installation Services & Technical Support

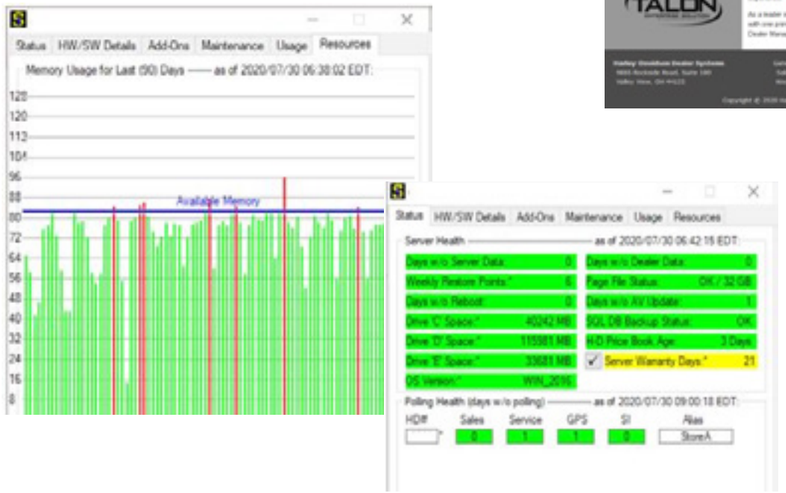
Experienced and knowledgeable staff available for TALON Powersports Solutions supported equipment installation. Contact us before your next move, your new dealership purchase, or any peripheral device installation.

Knowledge Center

Our knowledge center is available to meet your needs. The flexible hours of operation ensure support during your business hours. System outages or critical issues will always be responded to with our 24/7 critical support.

Proactive support tools allow our teams to monitor critical performance issues or possible threats to protect your business from outages and negative business impact.

Reliable and knowledgeable teams who work together to respond to your needs effectively and efficiently. (800) 428-5090 Option 2.



Video & Knowledge Article Libraries

Go to HDDS.com for all your self-service content. Get training videos, Knowledge Base Articles, FAQs, release notes, critical communications, over 100 price books and much more!

SUPPORT & SERVICES

Secure your business...

Dealer protection with affordable and effective managed security solutions.

FORTINET

Security Fabric

FortiGate (NGFW)

NGFW is more than just a firewall; it's designed to protect dealerships from hackers, malware, and cyber intrusions. Stop threats before they can attack systems and encrypt data.

- Automated antivirus updates
- Domain filtering
- Content and URL filtering
- Secure remote access (SSL & IPSec VPN)
- Fully managed service with certified technicians allowing you peace of mind

Ensure enterprise level solutions are managing your business needs...

Using millions of global network sensors, FortiGuard Labs monitors the worldwide attack surface and employs artificial intelligence to mine data for new threats.

FortiAP - Fortinet wireless Access Point

- Dual radio and dual band provides excellent wireless coverage
- Secure, managed wireless access to your business network
- Provides customers a guest WIFI without risk to your business network
- Integrates with your FortiGate firewall for security and management

FortiSwitch

- Extend the FortiNet security fabric to your wired network
- Enhance troubleshooting and isolation of network issues
- Integrates with your FortiGate firewall for security and management

Ransomware attacks on the rise... but not for dealers supported by TALON

NETWORK SECURITY

CONTACT US

Take the First Step to Better Performance, Processes, Efficiencies and Security

REQUEST

- Personalized on-site demonstration
- Benefits analysis
- Custom network configuration
- Product (& financing) options

MORE INFORMATION?

Call 800-428-5090 Option 1

HDDS-BDcontact@Harley-Davidson.com

Visit www.HDDS.com

TALON

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