Minerets AutoCare

Empower Services Within...

Service Station Management System

www.minerets.com

MINERETS tech

New Vision For Automation

Empower Services Within...

System Overview

MAC is a POS and vehicle service station management system that supports multi-country, multi-currency and multi-language interface.

This neutral-platform system provides comprehensive functionalities covering all the required operations in vehicle service stations in addition to several value-adding features such as: Auto Recognition of License Plate & Vehicle Registration, Realtime CCTV Vehicle Recognition, Fleet Management, Referral & Loyalty Program, Inventory & Sales Operations and Labor Rates & HR.

MAC Modules

Services & Packages

Spare Parts

Inventory Control

MAC VIS

Workstation Operations

Vehicles & Customers

Fleet Management

MAC AI

eFoil

Eagle Eye

MAC Signature

MAC Force

Promotions

MAC Notify

Core Charges & Returns

KPI & Dashboard

Auto Recognition

Bay Surveillance

Heavy Service

Loyalty & Referral

Warranty Claim

Sales Commission

Franchise Management

MAC Wallet

Finance Module

Visit Booking

Backout Customer

HR Management

Workstation Operations

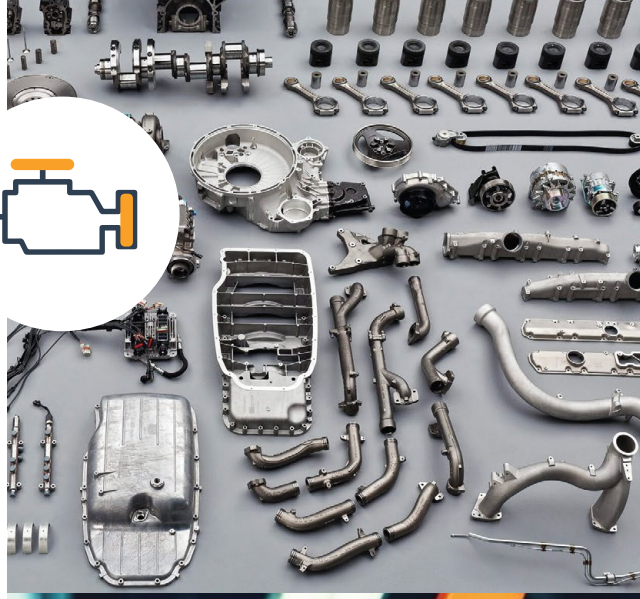
- Manage station definition including location, bays, and category.
- Assign services and spare parts.
- Assign working team: area manager, service manager, and technicians.
- Calculate working time and charges per man hour.
- Create work orders with recommended due services from VIS.
- Issue price quotations, invoices, and receive payments in several payment methods.
- VAT handling and e-invoice compliant.

Services & Packages

- Supports defining service packages including services, oil, and spare parts.
- Pricing, discount, promotion per package.
- Define manufacturer PMS services including services, millage, schedule, and spare parts.

Spare Parts

- Manage spare part definition as OEM or commercial.
- Ability to specify or upload compatible vehicles based on MMYE.
- Specify vendors and hierarchal category.
- Track spare parts servicing time and expiry date.
- Track spare parts by serial and their warranty.



MAC AI

- An AI engine that supports system operations and functionalities.
- Suggests recommended services for vehicles based on milage, period since last visit, VIS, previous visits, service type and up-sales targets.
- Recommends updates to MAC VIS for new vehicles and spare parts.
- MAC Notify works better with AI-generated audience, content and timing for marketing to clients.
- Assists in vehicle recognition and bay surveillance and generating reports of un-serviced or long servicing vehicles in bays.
- Forecasts stock purchase, replenishment and stock movement among branches.
- Highlights lost opportunities due to technician skills, stock availability and untapped services.
- Technician AI-generated performance evaluations.
- AI-generated reports,KPIs, and dashboards.

Vehicles & Customers

- Manage customer and vehicle definition at check in.
- Track vehicle owners and vehicle drivers.
- Keep track of service history of a vehicle in all working service stations.

Vehicle Information System (VIS)

- Realtime & cloud-based Vehicle Information System.
- Provides service and spare part recommendations while creating work orders.
- Dedicated team to harness data, new makes, models, and compatible spare parts.
- VIN number decoder to identify MMYE.

+215	**+4600**	**+150K**	**+30**	**+12K**	**+270K**
Makes	Models	MMYE	Quick Services	Spare Parts	Part Compatibility

Work Order

- Create work orders before servicing any vehicle.
- System recommends due services and PMS based on Vehicle Information System (VIS).
- Issue price quotation.
- Issue invoice and receive payments in several methods.
- Pay invoices using multiple methods and loyalty points.
- VAT handling and e-invoice compliant.

Fleet Management

- Specify fleet vehicles by VIN or plate number, services, PMS, spare parts, prices, visit gap, checklist, contracting period, and branches.
- Import fleet vehicles from Excel or API.
- Several payment options: monthly deposit, credit invoices, pay in visit.
- Special pricing & promotional discount for selected services per fleet company.
- **MAC Fleet App:** update fleet vehicles; add, update, remove, put on-hold, extra service & exceed price approval, next service and servicing notifications.

Inventory Control

- Stock request with approval workflow.
- Stock tracking at each station with minimum quantity alert.
- Purchase request order with user-defined workflow.
- Purchasing from local shops.
- Tracking all suppliers and prices of items.
- Stock transfer between workstations.
- Stock Adjustment In & Out
- Stock count of workstation stores.
- Workflows to manage approvals of stock count and stock adjustment.
- Weighted average cost of goods (COGS).

Core Charges & Returns

- Real-time stock tracking of used oil and scrap parts.
- Maintain a list of suppliers and local companies that provide core charges including prices.
- Automated selling order generation and communication based on user-defined stock level per branch.
- Customizable workflow to process and approve selling and stock handling transactions.
- Dynamic and condition-based valuation to estimate the value of used oil and scrap parts.

Franchise Management

- Manage franchisee licensing, branches, SKUs, and prices.
- Track sales, inventory, expenses, compliance, and customer feedback.
- MAC POS allows franchisee to process transactions, manage inventory, accept payments, issue receipts, and generate reports.
- Helps franchisor and franchisees to manage their finances, such as recording income and expenses, generating invoices and statements, preparing taxes, and creating financial reports.

MAC Wallet

- Facilitates transactions between the company, technicians, franchisees and clients.
- Manage cash balances in company branches and utilize wallets to make local transactions to other wallets.
- Franchisee can use his wallet to pay purchases, expenses, fee and other back-to-back margins.
- Automated deduction of ongoing subscription fees or royalties.
- Franchisees contribute to shared marketing and advertising campaigns.
- Reward franchisee for achieving sales targets, KPIs, or other performance-based incentives.
- Franchisee can prepay for future stock at discounted rates.
- Incentivize technicians and franchisees to participate in pilot programs or feedback surveys.
- As a franchisor, distribute funds for local marketing efforts.
- Pay technicians their incentives, commissions, and eFoil rewards in MAC Force.
- in MAC Signature, reimburse clients for returns, redemption of loyalty points, and core charges.

Bay Surveillance

- A camera is fitted on each bay, supports ANPR (Auto Number Plate Recognition) to feed into MAC.
- Record video only while vehicle in bay.
- Timestamp vehicle visit.
- Track bay occupation in MAC linking it to service records.
- Raising exceptions: long time in bay, lost sales, type of service.

Auto Recognition

- **OCR** - Optical Character Recognition: Scan vehicle registration card (Estimarah) and feed into MAC.
- **Augmented Reality** with AI Recognition: Realtime recognition for vehicle plate and VIN using tablet
or smart phone.
- **ANPR** - Auto Number Plate Recognition: A camera is fitted on each bay, detects arrival, presence, and leaving of vehicles, and auto recognizes vehicle plate.

Loyalty & Referral

- Support 12 point-earning rules and 3 redemption rules.
- Point expiry and minimum-point count redemption.
- Referral program via SMS and WhatsApp.
- Support on-spot discount or rewarding loyalty points.
- Integration with Third-Party Loyalty programs such as AlFursan, AlRajhi, and YOUGotaGift.

الفرسان ALFURSAN | مكافأة mokafaa | YOU GotaGift

MAC Notify

- Generate potential customer lists for up selling and new customers.
- Track customer communication and measure: **Communication efficiency / Conversion rates / Response time / ROI per potential customer list.**
- Integrate with AI-Engines to create deals per customer, manage lost opportunities, suggest deals for downtime, holidays, and happy hours, etc.
- Communication triggered by MAC transactions.
- Provide information to customers on demand using Chatbots.
- Support email, SMS, push-notification, and WhatsApp messaging.

MAC Signature

Enhance customer experience by providing a comprehensive suite of customer-oriented features

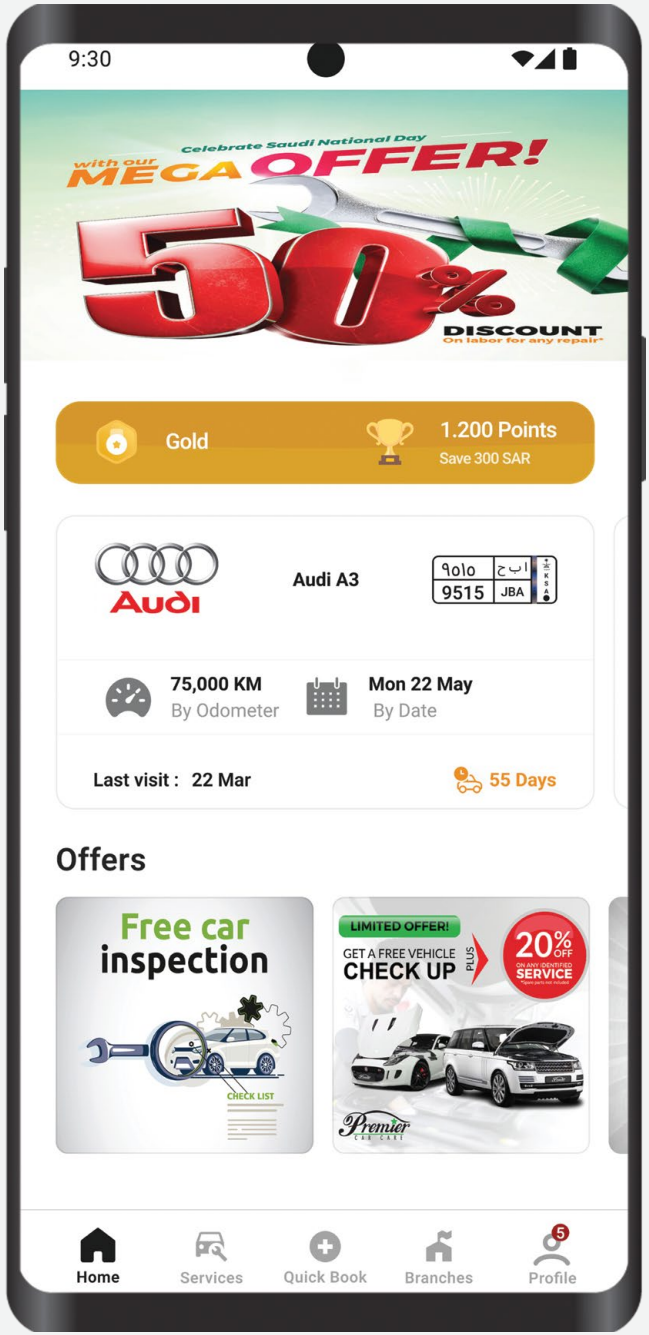
Services & Items Catalogue A detailed catalogue of all available services and items for sale with descriptions, specifications, images, pricing, and estimated completion times.

Branch Locations and GPS Navigation View all service station locations on a map, get directions to the selected branch and have details on each branch, including address, contact information, operating hours, and available services.

Vehicle Maintenance History & Next Scheduled Services
A comprehensive history of all past services, notifications for upcoming scheduled services, and schedule future maintenance.

Visit Booking by Location and Time Slots
Book service appointments by selecting preferred branch, service type, and available time slots.

MAC Wallet Utilize MAC Wallet to reimburse customers for returns, redemption of loyalty points, and core charges.



Advertising & Marketing Strategy Implementation In-app advertising targeted for promotions, new services, and seasonal deals. Implement marketing campaigns.

Track Loyalty, Referral Points & Rewards Users can earn points for each service, purchase, or referring new customers. Points can be redeemed in a form of discount or free service.

Customer Ticketing & Suggestion Box Customers create support tickets for any issue or inquiry related to service experience or to submit feedback or suggestions that might help improve quality of service.

Emergency Roadside Assistance Customers request emergency roadside assistance and track the status and estimated arrival time of the assistance vehicle.

MAC Club is a program which allows to pool rewards together with those earned by club or family members to reach the next reward sooner.

Notifications Timely alert for appointment reminders, service completion, special offers, and important updates.

MAC Eagle Eye

- Automate area manager daily and periodic management activities.
- Task-oriented sales and operation exception raising, tracking, and resolving.
- Integrated area manager workflows; approve stock requests, local purchases, issue access cards, etc.
- Track petty cash balances and bank deposits, inventory, and price list.
- Track clocking in and out of users in assigned branches.
- Fill branch inspection sheets.
- Track customer complaint.
- View sales and performance reports and dashboards.

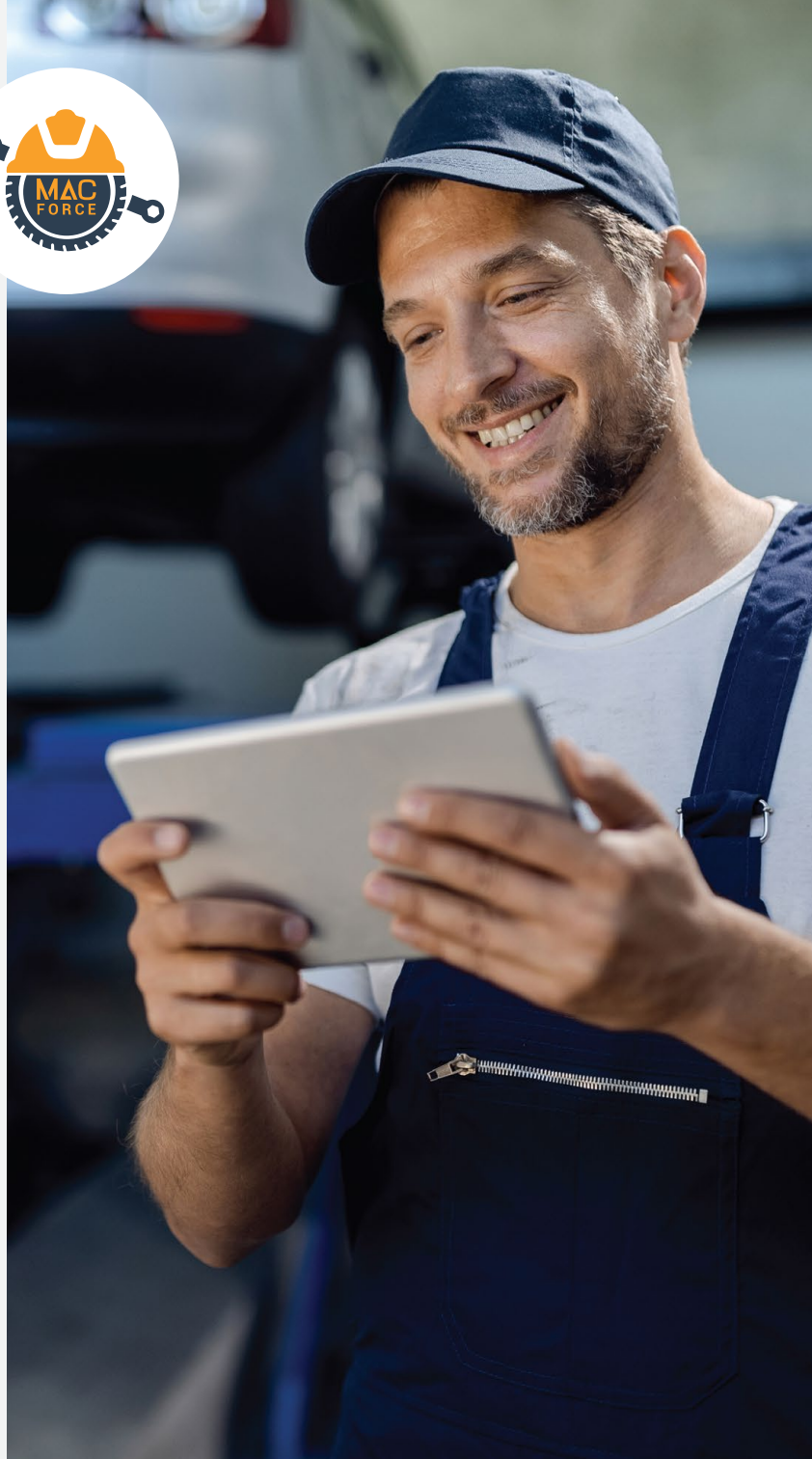
eFoil

- Boost sell out by incentivizing technicians for selling targeted products.
- eFoil budget management, eFoil generation, and exporting to Third Party for packaging.
- eFoil lifecycle tracking and reporting.
- Technician account management and transfer between branches.
- Technicians scan eFoils, collect points, and request redemptions.
- eFoil dispute to track and resolve bad eFoils.
- Redemption tracking and payment confirmation.
- eFoil app can be used by the public to authenticate company products.
- Integrates with MAC Signature to reward customers.

MAC Force

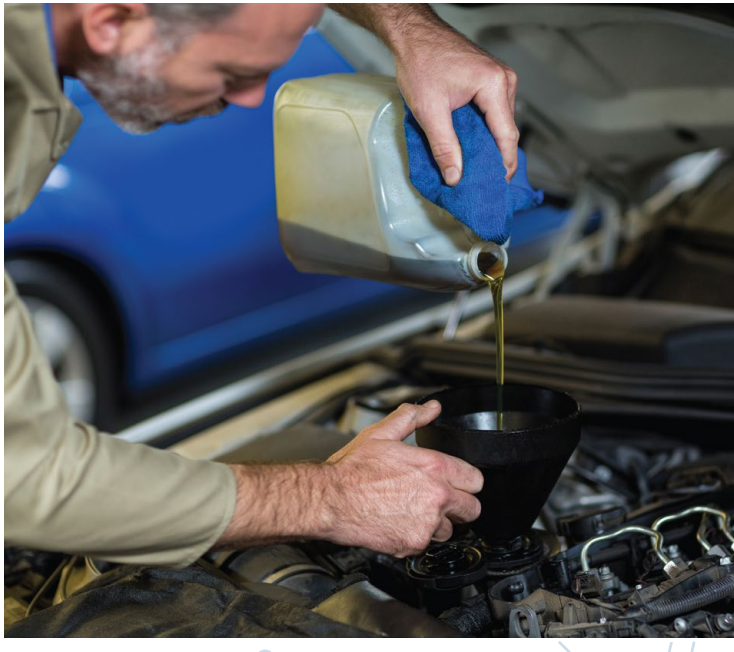
MAC Force is a mobile app dedicated for workshop technicians and provides various operational and business value-adding functionalities:

- eFoil scanning and loyalty point tracking.
- Franchisee and technician account management.
- Franchisee MAC Wallet balance and payments.
- Commission tracing and payment confirmation.
- Attendance, leaves, vacations and other HR functionalities.
- Task assignments and completion.
- Technician profile and personal information editing.
- Workflow requests and approvals such as Bank Deposit and Local Purchases.
- Performance and daily reports.
- Integrates with MAC Wallet to pay incentives, commissions, and eFoil rewards.
- Performance, KPIs, and daily reports.
- Sales and operational notifications.



KPI & Dashboard

- Track service stations performance.
- Track sales by several levels and periods.
- Stay up-to-date with Power BI KPIs and dashboards.



Add On Modules

- Tire Sales Management by batch.
- Battery Sales Management; selling by serial and tracking battery warranty.
- Payment Gateway Integration: Built in integration with SPAN POS (supports Visa, Master Card, Mada, Qitaf etc.)
- System Integration with Third-Party & ERPs.
- Multi-Terminal: utilizing Tablet or Smart Phone alongside fixed terminal in service station.
- eInvoice-Ready; MAC integrates with tax regulation authority systems.
- Hardware & operating system neutral; support running on Windows, iOS, & Android.

Drive Your
Business
Forward

- Saudi Arabia
- Jordan
- Iraq
- Tunisia
- USA
- Australia

"The Household Brand For Mobile Lifestyle"

Our working stage

Worldwide Solutions

With over 20 years of experience in Mobile Applications and Workforce Solutions, Minerets started to serve the Middle East market as a competitive Enterprise and End-User Mobile Solution provider in the region.

Minerets has been developing advanced, neutral-platform, business user mobile applications that work on iOS, Android and Windows, which also seamlessly integrate with client's backend systems such as ERPs, CRMs and Accounting systems.

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