

# Dealer Management System (DMS) Integrations



Gain efficiencies by interfacing Pulse Pro with your existing DMS. Provides billing and workflow improvements by automatically sharing fluid dispense records.

## Features and Benefits

- **Ease of use** – Interface is invisible to the technician
- **Security** – Validates that a work order exists within DMS before oil is dispensed
- **Automation** – Ensures that all dispenses are billed
- **Detailed reporting** – Each job performed is recorded with information returned to DMS

## How It Works

The interface to a business system or DMS provides two important basic functions:



For the most up-to-date list of available DMS integrations, please visit [www.graco.com/pulsedms](http://www.graco.com/pulsedms).

## Steps to Integrate Your Pulse Pro System with a DMS

Pulse Pro supports many major DMS software systems including CDK Global (Drive), Dealertrack (Opentrack), Reynolds and Reynolds (ERA/Power), PBS, AssetWorks (FA/M5 Fluid Focus), Procede (Excede) and more. Visit [www.graco.com/pulsedms](http://www.graco.com/pulsedms) for the latest list. If your DMS is not listed, please contact [pulse@graco.com](mailto:pulse@graco.com) to receive information about how you can develop an integration yourself using our third-party API (application program interface.)

### If your DMS has a direct integration, please follow these steps:

1. Visit [dms.gracopulse.com](http://dms.gracopulse.com) and create an account. Once logged in, you can choose your region and DMS.
2. Review and complete the DMS integration contract which includes terms and conditions along with pricing for applicable fees.
3. At the time of activation, you will be billed the one-time activation fee and e-mailed the next steps including any documentation required by the selected DMS to complete.
4. Once the integration is ready, you will receive a final integration confirmation along with instructions for activating the interface within the Pulse software.
5. If applicable, your monthly fee will begin after your first month of use.

# AssetWorks DMS F.A.Q.

## What is the activation fee pricing?

Activation fees are a one-time fee paid for new DMS integration accounts, the fee pricing varies based on the specific DMS partner. To find specific pricing for each DMS please reach out to your local Graco distributor or Graco representative.

## How can I pay the activation fee?

A one-time activation fee can be paid directly to Graco through [www.dms.gracopulse.com](http://www.dms.gracopulse.com) or an activation code can be purchased through a local Graco distributor. Both options will require creating a Pulse integration account at [www.dms.gracopulse.com](http://www.dms.gracopulse.com), agreeing to terms and conditions and using a major credit card for fees.

## What is the monthly pricing?

A monthly integration fee is paid directly to Graco through [www.dms.gracopulse.com](http://www.dms.gracopulse.com) and will require a major credit card. Fee pricing varies based on the specific DMS partner, for specific pricing please contact your local Graco distributor or Graco representative. The first billing will occur when the activation setup email is sent by Graco and will occur monthly thereafter.

## What is the cancellation process?

Cancellation of the interface can be done at <http://www.dms.gracopulse.com> through the Pulse integration account.

## Who do I contact with issues?

Support is always available via email at [pulsedms@graco.com](mailto:pulsedms@graco.com) or by calling LED Tech Assistance at 1-800-533-9655, option 4.

## Where is the information sent?

It is sent to AssetWorks API service via the Graco server.

## What is communicated?

Only basic dispense data is sent between the systems, including WO #, Fluid P/N, and Fluid Quantity.

## Which versions are supported?

AssetWorks FA or M5 v18 with Fluid Focus module.

## What validation rules are used for a WO?

Pulse verifies before a dispense that the WO number is valid within the AssetWorks system and open for posting.

## What about non-fluid parts?

Pulse supports only fluids dispensed through the meters.

## Does this integration manage pricing?

Pricing is managed entirely in AssetWorks.

## How is it rounded?

Pulse contains rounding rules that allow the dispense quantity entered in AssetWorks to be rounded up or to the nearest unit.

## Where does it go in the WO?

The line is entered in Pulse; the dispense will be posted to that line.

## What needs to be entered to make a dispense in Pulse?

WO number and line #; technician ID is also optional.

## What happens if the interface goes down?

The interface requires an internet connection to function. On the rare occasions that the interface has issues on either the Pulse or AssetWorks side, Pulse can be placed in override mode to allow dispenses. Please note these will not be recorded in AssetWorks.

## What happens with failure to post?

The integration will create a notification and attempt to post again. All integrations allow configurable repost attempts and times.

## How do you handle billing in 0.1 quarts?

The integrations allow fractional units with a multiplier that divides incoming quantities and multiplies outgoing quantities. AssetWorks can also round to tenths.