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March 2, 2010

To: Mack Truck Dealers
From: John Lebel, Chief Technology Officer
Re: MVASIST for Mack Truck dealers

Effective immediately, Karmak will provide the MVASIST interface for the Legend, INFO 5, and ProfitMaster business systems to all Mack dealers at no incremental charge. Specifically, the following items are included:

- MVASIST Phase 1, available now for Legend and INFO 5, in pilot for ProfitMaster—provides the creation of a repair order from the MVASIST estimate.
- MVASIST Phase 2, available later in 2010—will provide the functionality to update the previously created repair order in the business system with new work when the MVASIST estimate is updated.

There will be no initial license fee and no additional monthly support for MVASIST at this time. In the future we plan to provide support for all Mack interfaces at a “package price” monthly support fee.

Installation, setup, and training for MVASIST will also be provided at no additional cost to the dealers.

In order to utilize MVASIST, dealers must maintain a dedicated broadband internet connection with a static IP address. A VPN connection from the dealer to Karmak is strongly recommended.

Functionality to provide visibility of customer-specific parts pricing and availability within MVASIST will also be included. Dealers must install either Karmak’s Internet Parts Sales product or the upcoming Mack MV Select interface in order to take advantage of this feature. Additional hardware, software license, and/or monthly support fees may be required for these products.

Dealers interested in MVASIST/Karmak integration may contact their Karmak representative at 800-622-6311.