

# TALON

ENTERPRISE SOLUTION

BY HARLEY-DAVIDSON DEALER SYSTEMS

THE ONLY DEALER MANAGEMENT SYSTEM  
CREATED BY HARLEY-DAVIDSON FOR  
HARLEY-DAVIDSON DEALERS.





## **HARLEY-DAVIDSON DEALER SYSTEMS**

Harley-Davidson Dealer Systems (HDDS) is a wholly-owned subsidiary of Harley-Davidson Motor Company (HDMC). Our unique alignment with Harley-Davidson Motor Company allows us to become intimately familiar with the operations of a Harley dealership. As a result, everything we do is designed to support the initiatives of Harley-Davidson Motor Company and dealership owners.





TALONes is a Dealer Management System representing the primary software product developed by Harley-Davidson Dealer Systems for sale to Harley-Davidson dealerships in the United States. It consists of a Microsoft .Net application utilizing a SQL database, and provides a suite of software modules.

ADMINISTRATION

Use the Administration module to customize TALONes to fit your business needs through robust setups and preferences. Flexible tax settings to meet state, county, and municipal requirements; accounting preferences; and a role-based security system allow you to drive your business.

ACCOUNTING

Perform all of your daily activities in one system, TALONes, your accounting system of record. TALONes integrated accounting — numbers you can trust.

REPORTING

Comprehensive reporting capabilities are an integral part of TALONes. In addition to the 89+ standard reports, you have several custom reporting tools. Easily access and report on the data important to your business.

VEHICLES

Create bike deals with customizable templates and a deal screen that provides an at-a-glance view of pricing. Your sales process kicks into overdrive with TALONes Deal Add-Ons. Manage your vehicle inventory like never before.

SERVICE

Your Service Shop's performance fires on all cylinders with the TALONes Service module. Integration with Digital Tech, H-D safety campaigns, TALONes Time Clock and Scheduler gives you powerful tools specifically designed for your H-D business.

TIME CLOCK

Increase your efficiency in scheduling, repair order tracking, reporting, and human resources with integrated Time Clock. Reduce your payroll preparation by up to 80% with its simple payroll integration — saving you time and money.

SCHEDULER

Manage your daily schedule against available capacity to maximize throughput for your service shop with integrated Scheduler. Safety campaigns can be automatically downloaded to an appointment, protecting both you and your customers.

POINT OF SALE

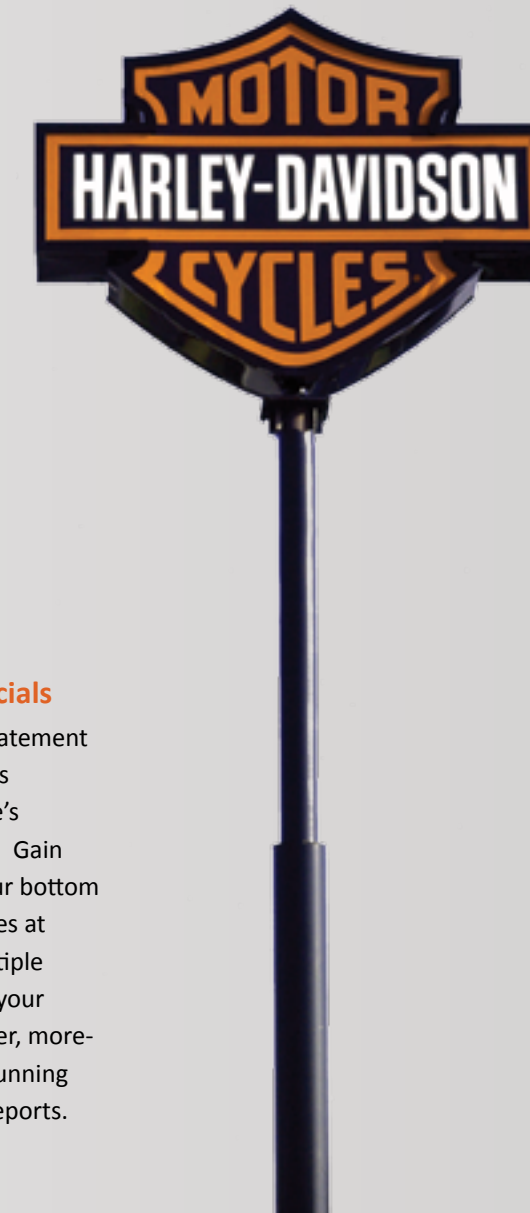
Quick and reliable over-the-counter sales keep the business flowing, even during your busiest events. Create multiple special orders or layaway items with ease. Import a Parts Catalog pick list or your customer's Wish List in just a few keystrokes.

INVENTORY

Save time with electronic links to HDMC for ordering, receiving, CIM, and warranty. Gain access to 100+ price books for no additional charge. This module is built on HDMC inventory best practices and will improve your processes and accuracy.



# Feel the Pulse of your dealership through Streamlined Processes and Superior Reporting.



#### Communication Links

TALONes saves your staff hours of duplicate entry through its Links to HDMC. Many of the tasks your employees currently perform on h-dnet are now easily transmitted electronically from TALONes. These features separate TALONes from all other DMS providers. TALONes has links for dashboard, warranty, ordering/receiving, and more! (See page 8 for more details.)

#### HDMC Integration

TALONes is the DMS of choice for Harley-Davidson Motor Company. Never before has TALON been so well connected to the other software tools of HDMC, such as CONNECT™ and CIM. As we look to the future we see opportunities to further simplify processes and data entry, making TALONes the obvious choice for any Harley-Davidson dealership.

#### HDFS Integration

HDDS and HDFS have continued to work together on projects to help streamline your sales process, giving your staff the ability to focus on the important things: your customers. TALONes saves hours of duplicate entry with its integration to Deallink®. The road ahead leads to even more collaboration, as we continue to build functionality around the goals of the Motor Company.

#### Metric Shop Support

TALONes speaks Metric! If metric is in your business mix, TALONes is equipped to handle all sides of your business, from vehicle sales, to inventory, to work orders. Accounting reports allow you to customize your financials by manufacturer to monitor each product line's sales and profitability, which keeps your finger on the pulse of your complex business.

#### TALONes Reporting

Easy-to-use standard reports are the cornerstone of the comprehensive TALONes reporting package. All managers can easily generate reports to evaluate, educate, or motivate their teams. Need more? Build your own reports, customized to your business, utilizing the flexible report building tools integrated into TALONes. (See page 12 for more details.)

#### GPS Reporting

Graphical Performance Statistics (GPS) is an exciting feature for TALONes dealers. Visually see your dealership's performance with colorful graphs and indicators. With daily updates, this tool allows you to compare your results to your district, region, and national averages. GPS gives you the vital data you need to make smart decisions. (See page 13 for more details.)

#### Consolidated Financials

Viewing one financial statement for all of your companies is simple with Peachtree's Consolidated Financials. Gain valuable insight into your bottom line for all of your entities at once and eliminate multiple sets of financials. Drive your business and make better, more-informed decisions by running consolidated financial reports.

# Tools That Make Selling Motorcycles Easier!

## HDMC Synergy

TALONes integrates with two key HDMC and HDFS products: **CONNECT™ Global** teams up with TALONes to eliminate maintaining the same data in both systems. View your active TALONes vehicle inventory from within **CONNECT™ Global** to match a prospect to a vehicle. Import that opportunity into a deal in TALONes. For dealership-generated leads, export your customer and deal data to **CONNECT™ Global** for after-sale follow-up.

**Deallink®** integration allows you to export customer and deal information from a TALONes deal into the HDFS Deallink system, eliminating the need for duplicate data entry. Finalize the created credit application within Deallink with much less effort.



## Vehicle Inventory Management

TALONes provides the tools to manage your vehicle inventory effectively, whether it be adding a new vehicle record directly from a Vehicle-Link inquiry, adding a trade-in from a deal to inventory, issuing a vehicle out of inventory, or executing a trade or transfer of a vehicle between your dealership and another dealership. Manage all manufacturer purchase or sales incentives. Quickly view any Service Work, Attached Parts, and Service Items to review pricing or to apply discounts.

## Vehicle Trades/Transfers

Manage all aspects of trade/transfer vehicle transactions with other dealerships. Your Vehicle Manager can initiate and create a trade transaction and save it. Your back office can review the open transaction and update the financial and accounting aspects of the transaction before approving it. You have complete control over both the incoming and outgoing vehicle. TALONes also allows you to monitor future deliveries related to pending transactions.

## Deal Features

The consolidated Deal Maintenance screen in TALONes provides easy access to all aspects of the deal in one place. Monitor and maintain deal profitability on the Deal Detail screen. Templates save time and ensure consistency by populating standard deal information. Increase profitability by offering a customizable menu of F&I products to your customer on every deal. Add user-defined charges and fees to meet your dealership needs.

ONE SCREEN, ALL DEPARTMENTS, CONNECTED.  
DEAL ADD-ONS

## Vehicle Sales/F&I

- Import items from:
  - H-D customization tools
  - TALONes Wish List
- Move unwanted items back to Wish List
- Lock other users from making edits
- Real-time view:
  - Installation status
  - Pricing impact

## Parts and General Merchandise


- Easily add items to the deal
- Manage your inventory
  - Create Special Orders
  - Commit items to deal

## Service

- Quickly import P&A to a work order
- Identify parts to be installed later
- Track Prepaid Items

VEHICLES

Deal Add-Ons connect all departments in one easy-to-access area of the system to manage the parts & accessories, installation, and general merchandise sold on a bike deal. Sales/F&I can view the real-time status of the items during each step of the process. Forget passing a paper trail around your dealership; allow the system to do the work for you.



## COMMUNICATION LINKS

Are you spending too much time running reports and keying in data for many Harley-Davidson programs? Looking for a way to streamline the information exchange with the Motor Company? TALONes fully integrates all electronic Communication Links to Harley-Davidson. Using these integrated features eliminates the need to re-key data into h-dnet.com. Save time and improve accuracy when TALONes reduces tedious data entry to a single keystroke in some instances. Whether it's retrieving data from HDMC to facilitate system processes, or submitting information to HDMC, TALONes is the only choice that does it all.



### Dashboard-Link

Automate the process of submitting uniform financial statement information, service data, and departmental goals to HDMC. Data harvested directly from your system eliminates tedious manual compilation and data entry, saving valuable time every month.

### Warranty-Link

TALONes automates creating warranty claims from any H-D warranty event on a work order and eliminates duplicate data entry. Recall and Safety Campaigns are also handled through work orders. This process eliminates the extra steps needed with other systems.

### Easy-Link

Send purchase orders, check on the status of past purchase orders, 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.

### CIM-Link

Dealership inventory data is transmitted nightly from your TALONes system to HDMC. Dealer data is analyzed to optimize your CIM replenishment orders. You simply import, review, modify, and submit the orders. This service is free to all TALONes dealers.

### SWR-Link

Selecting the VIN from a closed deal populates the customer and trade information. A single click imports all qualifying P&A from the deal. Custom Coverage Accessories also import automatically. Vehicle transfers generate the SWR for transfer – just review and transmit.

### Invoice-Link

Eliminate manual entry of Harley-Davidson payables. Simply review your un-posted Receive-Link invoices, select and process. Invoice-Link makes the appropriate accounting entry based on each item's information. Your bookkeeper will love the time savings!

### SCH-Link


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 vehicles. With automatic inquiries from Scheduler, you'll never miss a campaign.

### Receive-Link

Get your packing slips as soon as the order is shipped with Receive-Link. Know which container a critical item is in without having to search through an entire shipment. One-click receiving saves tons of man-hours.

### eComm-Link

Increase sales through the Harley-Davidson e-commerce web site. Participate in doing business over the web as a partner with Harley-Davidson. Quickly view, accept, and process orders for shipment or pickup.



# Speed, Accuracy, Control – Count on TALONes Integrated Accounting

## Controlled Accounts

With Controlled Accounts, you define the asset and liability accounts you wish to manage and establish the controls for each account (vendor, customer, claim number, etc). These controls provide the ability to manage open transactions for asset and liability accounts, slashing the hours needed for the reconciliation of and reporting on these accounts. This eliminates the need for manually maintaining external spreadsheets for this purpose.

## Controlled Ledger Reporting

Entering open balances from the current tracking mechanism into TALONes beginning balances sets the stage for asset and liability management directly within TALONes. Once that is done, Controlled Ledger Reporting assists with reconciliation of related transactions, such as inventory and accounts payable. This will provide your team with a better understanding of what is owed and why, based on the type of transaction that created the balance.

## Vendor Accounts

Vendor Accounts functionality manages vendor activity for designated receivable and liability account sub-types in TALONes. For any transaction that creates an accounting entry where the general ledger account sub-type is assigned to track the Vendor Account, a Vendor Receipt or Quick Payment record will be created, allowing you to select the transaction for payment or receipt. The Vendor Accounts Aging Analysis provides a quick, high-level view of outstanding balances owed for all vendors.

## Dashboard-Link

Frustrated with the amount of time you spend each month preparing and keying in Dashboard information? Automate the process of compiling and submitting uniform financial statement information, service data, and departmental goals to HDMC in just a few clicks. Data harvested directly from your system eliminates tedious manual compilation and data entry, saving valuable time each and every month. Get on-board with TALONes and start saving time today.

## Vehicle Purchase Invoices

The Vehicle Purchase Invoice provides a method to manage vehicle purchases within TALONes, which will eliminate dual entry and provide tracking capabilities. The advantage of creating a purchase invoice record is to provide a consistent, efficient method of recording and summarizing purchase transactions, which will improve accuracy and monthly reconciliation efforts for vehicle inventory. Plus, a Quick Payment record is created, making processing payments convenient.

## Flexible Internal Sales Settings

TALONes creates WIP entries as soon as parts and labor are added to an Internal work order. Once the work order is billed out, it credits the WIP accounts and it creates an Internal Sales entry for both parts and labor and posts the “payment” to the asset accounts. The system provides flexibility in what accounts this entry will use and which department receives the credit for the Internal Sale. If desired, you can also post PDI Internal Sales or Customer Requested Internal Sales separately.

## Refinance Vehicles

Refinance Invoice functionality provides the method to manage vehicle refinancing within TALONes and allows complete tracking and control for all transactions associated with a vehicle. Floorplan used vehicles (including trades), vehicles acquired at auction, or direct purchases from customers. You can add one unit or multiple units to the transaction and eliminate multiple steps by adding vendor charges or posting any initial payments within the transaction.

ACCOUNTING

The TALONes Accounting Module aligns with HDMC priorities. The system is designed to meet the Standard Accounting Practices guide for Harley-Davidson Dealers. The Chart of Accounts follows the standard HDMC account structure, which easily translates to your Dashboard reporting.

# REPORTING

Comprehensive reporting capabilities are an integral part of TALONes. In addition to the 89+ standard reports, you have several custom and ad-hoc reporting tools. You can easily access and report on the data important to your business. In addition, GPS will take your decision making to the next level.



## Data Explorer

Built into a variety of TALONes standard reports, this reporting tool provides access to specialized SQL data views using predefined layouts. These views provide access to a hierarchical grid that allows a user to see their information without having to know how to build a report.

## Crystal Reports

Crystal Reports is a powerful tool that allows you to customize reports using real-time data with beautiful results. Crystal Reports combines the power of complex calculations and an intuitive layout format that can be used in conjunction with custom SQL data views created specifically for report writers.

## 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 their email addresses or print mailing labels.

## Report Builder

Report Builder is 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 report building; it's made easy with this drag and drop reporting tool.

## Report Exports

Need to quickly email a report to a manager? Not a problem. All TALONes standard reports and reporting tools export into Microsoft Excel and several other formats. Excel makes it easy to combine data from multiple reports, giving you even more customization options.

## Report Groups

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

See where  
you've been...  
**Decide**  
where you're  
going.

## Graphical Performance Statistics (GPS)

Make smart decisions using an easy-to-read graphical format of HDMC Key Performance Indicators (KPI). Quickly view how your dealership compares to like-size dealerships and to district, region, and national averages.

Other features include:

- Accessible 24/7 via TALONes or HDDS.com
- Enhanced Drill-Down Capabilities
- Data Grid View with Performance Indicators
- Inventory Sales and Tracking
- Service Advisor Performance (KPI)
- Comparative Analysis
- Export and Print Capabilities
- Screen-Based Security
- Consolidated/Group Dashboards
- Multi-line Product View

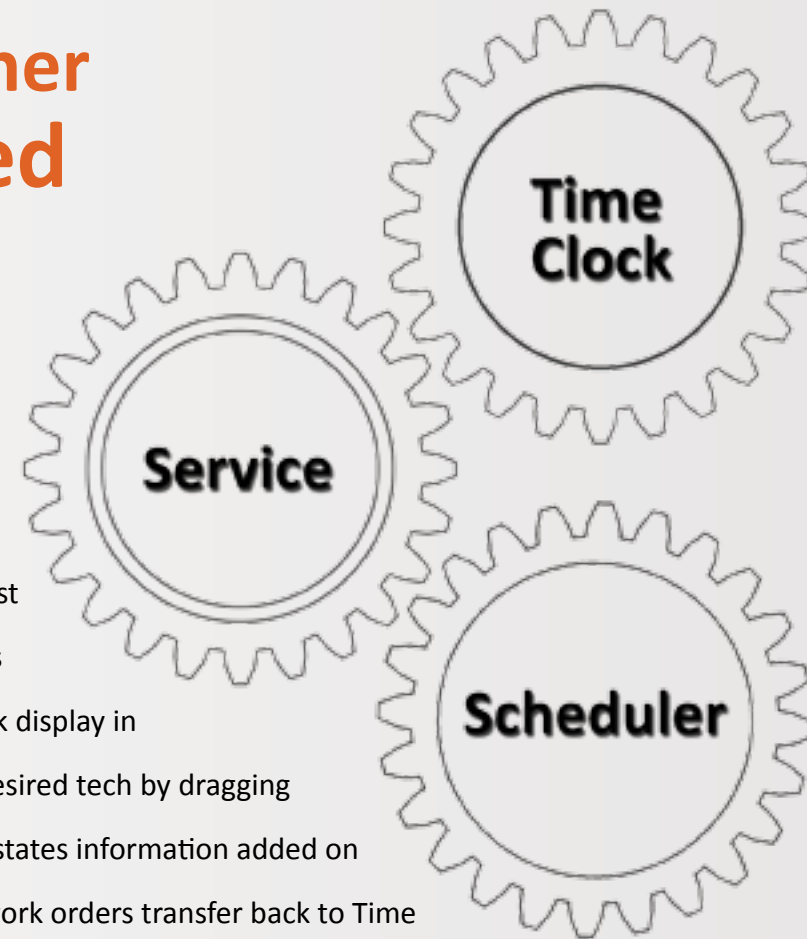


TALONes REPORTS - YOUR ROUTE TO SUCCESS



Does your current DMS help you provide high-quality service and a high degree of customer satisfaction? Do you have the necessary tools to schedule efficiently, balance workloads, maximize the productivity of your technicians, and grow service volume? These TALONes features can help make that a reality:

## Three Modules Working Together Like a Well-oiled Machine



Let the synergy provided by these modules take your Service Department to new levels of efficiency in scheduling your technicians' available time, scheduling customer and internal appointments against available capacity, and converting those appointments into work orders. Tech schedules created in Time Clock display in Scheduler—appointments can be dispatched to the desired tech by dragging and dropping on the calendar—events and customer-states information added on the appointment carry over to the work order—and work orders transfer back to Time Clock so techs can easily punch against them or optionally, against specific events.

### Prepaid Maintenance

TALONes puts customer PPM contract information right at your Service Writer's fingertips when adding a vehicle to an appointment or work order. TALONes manages PPM contracts based on Service Tasks, so you know exactly what services are remaining. Redeeming them on an ESP/PPM event can be done by selecting the desired Service Task, which automatically populates the contract information on the event and adds the related Task details (parts, labor, and non inventory items) to the work order.

### Digital Technician

The vehicle interface module of the Digital Technician laptop diagnostic system sends tasks to TALONes, where they can be recorded and applied to work orders, eliminating duplicate entry for Service Writers. This feature ensures that all downloaded calibrations are properly billed to the work order. DT information can be associated to a work order and VIN, allowing historical information to be readily available for viewing by the service department.

### Service Tasks

Predefined Service Tasks save time in adding parts and labor to a work order — simply select the desired Service Task, and all of the associated parts and labor are automatically transferred to the work order. Tasks can be created manually or by importing a pick list from an Electronic Parts Catalog. The Maintain Supersedes feature makes it a breeze to tag and update multiple Service Tasks to automatically update the parts lists for any supersedes as they become available.

### Technician Reporting

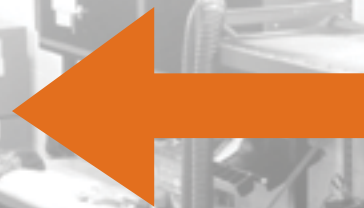
TALONes helps you manage technician performance by providing the Labor Analysis and Labor By Employee reports, and viewing historical trends of their efficiency, productivity, and proficiency through Service Technician History graphs. When using Time Clock, analyze technician punches against W-Time codes to identify and change unproductive work environments. ADI Time provides many additional reporting options.

### Customer Bio Sheet

Your Service Writers gain an important tool to help them provide superior customer service and identify up-sell opportunities for each and every service customer. The Customer Bio provides options to list all vehicles the customer owns, scheduled appointments, prior service history, dealership notes about the customer, ESP/PPM contracts owned, open quotes, pending deals, along with any prepaid/special order/layaway items, and wish list items.

### Inspection Sheet

Save money and time by printing vehicle inspection sheets right from TALONes. There's no need to purchase preprinted inspection sheets when you can print inspection sheets for either Touring or Non-Touring vehicles from within TALONes, pre-populated with customer and vehicle information.



# I N V E N T O R Y

Maintaining an accurate inventory is a critical component to your business. The Inventory module features comprehensive inventory control and management features that will help your staff do their jobs effectively. The TALONes Communication Links make it easy to transmit and receive H-D orders from within one application.

## TALONes Inventory Management

- HDMC LINK: PURCHASE ORDERS
- CIM POLLING/SUGGESTED ORDERS
- PRICE BOOKS
- HDMC LINK: RECEIVING
- STOCK ADJUSTMENTS/POST ISSUES
- PHYSICAL INVENTORY
- CYCLE COUNTS
- ADVANCED LABELS
- SPECIAL ORDER MANAGEMENT

### Electronic HDMC Ordering & Receiving

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

### Suggested Orders

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

### Item Maintenance

Reduce inventory headaches with a system that will easily manage your reorder points, bin locations, committed quantities, stock adjustments, and bar code label printing.

### Physical Inventory

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

### Robust Reporting Tools

Easy-to-use standard inventory reports 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 your sales or for target marketing. Make smart decisions with the built-in Sales and Inventory Tracking spreadsheet.

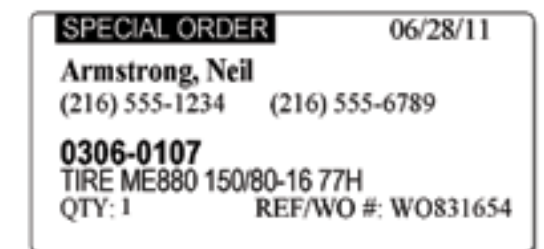
### 100+ Price Book Files

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. Your Harley-Davidson price books automatically download and alert you to be installed via the TALONes Message Center.



### Special Order Labels

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



# 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, on-sale items, 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 ready instantly 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 their items of interest. (A great way to get your customers' friends and families into your dealership, too!) Enjoy the flexibility of transferring your customers' wish list items to over-the-counter sales, work orders, or vehicle deals – another way that TALONes helps your staff provide impressive customer service experiences.

## On-Sale Items

What's on sale today? Set date ranges for sale prices on specific items, vendors, or categories. Old sales are saved for reference and can be reactivated as needed. And when logging into TALONes, the system provides a recap of current sale items, giving all departments the valuable information they need to drive sales.

## 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's processing, when those actions were taken, and which user was logged in for each action. 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 Electronic Payment Processing in TALONes allows authorization of credit and debit cards, checks, and gift card payments. Card swipe and PIN pad hardware devices are integrated with TALONes, 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.

## Training

Invest in one of your dealership's most valuable business assets – your staff – by using multiple training options offered by HDDS. Comprehensive training choices include: on-site assistance at your dealership; classroom instruction at our facility in Cleveland, Ohio; online training videos and self-paced courses; plus user guides, quick references, release notes, and other documentation. Training can be customized to meet your dealership's needs.

## HDDS.com

The HDDS.com web site provides many value-added resources. This includes access to a variety of self-service content including HDDS-TVs (training videos), Knowledge Base articles, FAQs, and Release Notes. Additionally, the Downloads area stores files for easy access by the dealership base, including user-defined reports, program utilities, and all TALONes price books. HDDS provides electronic versions of more than 100 OEM and aftermarket vendor price books. Other web site features include a place to log enhancement requests and a Dealer Forum.

## Knowledge Center

Contact our Knowledge Center for fast and reliable assistance regarding any HDDS products or services. Our Knowledge Center Professionals provide help with software, accounting, technical, and forms/reporting topics. Support is available via our toll-free number or through e-Case email. Flexible hours that support your business; plus high-severity cases are supported 24/7 at no additional charge.



# TRAINING & SUPPORT



**FortiGate UTM**

Protecting your dealership systems from unauthorized access is an important part of ensuring your investment and your livelihood are secure.

All HDMC dealers have an affordable, effective security solution available through HDDS. The FortiGate device is more than just a firewall. It is a Unified Threat Management (UTM) device, designed to protect your dealership from hackers, malware, and cyber intrusions. The FortiGate technology proactively identifies and stops new-generation threats before they can damage your systems.

Automatic updates of all antivirus and intrusion-detection definitions, basic domain filtering, and category web filtering are part of the HDDS-managed service. You gain control over what web sites your employees can access, reducing your dealership's Internet exposure and vulnerability.

**HDDS Purchasing Portal**

This site is available free to all HDMC dealers. HDDS teamed up with MCPc to provide a secured purchasing portal for all your office needs. The site [www.MCPconnect.com](http://www.MCPconnect.com) offers you competitive pricing on over 350,000 products including printers, workstations, barcode scanners, along with consumables such as thermal paper, labels, and inks.

Personalized logins and passwords for MCPconnect are available for all HDMC dealers. Your personalized login and password will help you identify HDDS-supported items for ease of ordering.



**WiNGS – Secured Wireless Solution**

Enjoy the freedom to move around. Expand your employees' ability to conduct business, give your customers access to a secure "Hotspot" segregated from sensitive business data, and provide your service department easy access to Digital Tech II with WiNGS secured wireless service from HDDS.

The HDDS wireless solution enables dealers to set it and forget it – no worries about security of the network, PCI compliance, equipment failure (no-cost swap program), or compatibility with HDDS/HDMC equipment. WiNGS is available to all HDMC dealers.

As part of your WiNGS purchase, you receive a personalized consultation, coverage recommendation, and access-point configuration designed specifically for your dealership. In addition, HDDS provides remote monitoring and management of the wireless solution. You have our support.

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

REQUEST YOUR

- 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](mailto:HDDS-BDcontact@Harley-Davidson.com)
- Visit [www.HDDS.com](http://www.HDDS.com)

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