

CDK GLOBAL®

FAQs

CDK Data Export and Data Export/Import Tools

Frequently Asked Questions for Dealers

Data Your Way Overview

CDK is committed to helping dealers sell and service more vehicles and better operate their businesses. That commitment now extends to providing them with control of data and choice of whom to share data with. Today, we are introducing Data Your Way.

Beginning March 2023, CDK is offering a suite of enhanced and secure Data Export and Import Tools as a free software license to CDK Dealers. Dealers can now easily export and import information from their CDK Systems to their in-house data systems and share it with their desired third-party vendors, with no fees from CDK.

Learn more [here](#)

Are You Changing the Existing Dealer Data Access Tools?

Yes. We are revamping CDK's existing Dealer Data Access solutions, including Data Access Bulk Extract (DABE) and Data Access Real Time (DART), by implementing an added layer of security, a navigable UI and offering these enhanced solutions to CDK Dealers as a free software license.

Are Dealer Data Access Products Really Free?

We are removing the licensing fees for our enhanced Data Export and Data Export / Import tools. Dealers will no longer be charged licensing fees for access to export or import data from CDK systems when they move to the new tools. Additionally, CDK will not impose costs on third-parties when a Dealer chooses to share data with them.

CDK Data Export and Import Tools FAQs

What Data Export and Import Products Are Available?

Our Data Export and Data Export/Import tools offer advanced and secure data access for CDK Drive DMS data. This suite of solutions is now available to dealers as a free software license.

- The Data Export Tool is an evolution of DABE. CDK has implemented an added layer of security, a navigable UI and is offering this enhanced solution to CDK Dealers as a free software license. The Data Export Tool provides Dealers with the robust ability to extract large amounts of data from CDK products to an SFTP folder for their in-house data systems. Through a common UI and PGP encryption, Dealers can securely export data across all their CDK Dealerships to build connections and unique reports, or confidently share data with a third-party vendor.
- The Data Export / Import Tool is an evolution of Data Access Real Time (DART). CDK has implemented an added layer of security and is offering this enhanced solution to CDK Dealers as a free software license. The Data Export / Import tool is available through a variety of packages for CDK's Legacy APIs (Application Programming Interfaces) to support operations across each desired department: Service, Parts, Vehicle, Customer, Accounting.

How do I know which Tool Is Right for Me?

The available tools serve a range of needs, from simple to complex.

- Looking to access, query and export data from a comprehensive DMS data set including service, sales, parts and accounting data across multiple store locations? The Data Export Tool would be for you.
- Looking to export AND writeback data on-demand through a variety of packages of CDK Legacy APIs including Service, Parts, Vehicle, Customer, Accounting? The Data Export / Import Tool would be for you.

What Technical Resources Do I Need to implement to use Data Export and Data Export / Import Tools?

The level of technical knowledge and resources needed vary with each Data Export or Data Export / Import product.

Data Export Tool

- Dealers must be on Simple ID or use multifactor authentication through CDK Connect to access the Simple UI for the Data Export Tool. .
- Extract tools like Data Export require an understanding of the CDK file structure and dealership operations without the need for SQL query skills. Typically, database administrators (DBA) and automotive retail knowledge data SMEs possess these skills. Dealers will need to build and maintain their own data warehouse or databases to first load data via SFTP and then make modifications.

Data Export/Import Tool

- The Data Export/Import tool involves APIs (referred to as PIPs), so you will need resources with SOAP API knowledge. You'll also need to develop an application or middleware that connects to these APIs.
- Security requirements for the Data Export / Import tool include connecting to Dealer private network, and implementing OAuth 2.0 Authentication Standard Industry security measures

Are the Data Export and Data Export/Import Tools Part of a Long-Term Plan?

Our long-term plan is to make these tools available for dealers to easily and securely access DMS Data. Data Export and Data Export/Import are modern tools that provide a new option for dealers to access data (export/import) from CDK systems with enhanced scalability and security and the option to share data with Dealer's chosen third-party vendors with no costs from CDK.

Data Export Tool FAQs

Will Dealers need to build their own Data Systems to host the exported DMS Data?

Yes, CDK Dealers will need to build or leverage a Data system/data warehouse to store all the exported DMS Data. Once the data feed is successfully extracted from the DMS and loaded into CDK's managed

SFTP folder, it will be each Dealer's responsibility to transfer this data to their own data system. It is the Dealer's choice in how they choose to manage their in-house data systems.

What Is the Refresh Frequency of the Data Feeds/Jobs in the Data Export Tool?

We recommend you use a 24-hour refresh frequency.

What will be the format of the Data in the SFTP Folder?

CSV Format

Will you maintain a separate folder for On Demand Jobs?

Yes, SFTP folder will have a separate section for On Demand jobs so as not to cause data processing errors in scheduled job

How long will the Data Reside in the SFTP Folder?

Processed Data will reside in SFTP folder for the next 7 days and will then be purged. You can always run a job on demand if you need delta or bulk data again.

How many CSV Files will there be for a scheduled job?

As an example, if your data is scheduled to run every 1 hour, you will have 24 CSV files for a day. If your data is scheduled to run daily, you will have 1 CSV file for a day. If you choose to run it at 15 minutes frequency, you will have 96 files (24 hours x 4 files/hour)

Can you tell me more about the Security enhancements in Data Export Tool?

As a best practice to secure data that is at-rest and in transit, CDK is adding a capability for Dealers to add their Public Key to their Data Export Instance. This will allow data to be encrypted at rest and in transit. Only the Dealer (not even CDK) can access the data by using the dealer-generated private decryption key.

How do I enroll for Data Export Tool?

Dealers will contract for the Data Export tool through eStore. Upon logging into eStore using your Connect CDK Credentials, a dealer will be able to experience a self-service process by viewing detailed documentation on the Export Tool including comprehensive product guide, FAQs, and the addendum to Master Service Agreement needed to implement the offering. Dealers can contract for the entire Dealer Group within a single document by selecting all applicable Dealership CMFs.

Begin enrollment for [Data Export Tool in eStore](#)

Data Export / Import Tool FAQs

What are the 5 API (PIP) Packages Available to a Dealer as a part of the Data Export/Import Tools?

The Data Export/Import tool is primarily used to writeback data to Drive DMS. In order to accomplish this legacy APIs (PIPs) are implemented in 5 different packages based on the Dealer's particular use case. These packages include varying extract and writeback capabilities to the CDK DMS. Here is a list of the PIP Packages available to contract/implement:

1. *Vehicle Package: Supports varying capabilities for extract, writeback and updates to vehicle inventory, customer vehicle, and vehicle search data*
2. *Accounting Package: Supports varying capabilities for extract of accounting data*
3. *Service Package: Supports varying capabilities for extract, writeback and updates to Service Customer, Service Appointment, Service Vehicle and RO detailed Data*
4. *Customer Package: Supports extract, writeback and updates to Dealership Customer data across vehicle and service*
5. *Parts package: Supports varying capabilities for extract, writeback and updates to customer, and Parts inventory, pricing, availability, special orders, and parts number search*

What are the security requirements needed for a Dealer to access the Export / Import Tool packages?

CDK Dealers will gain enhanced functionality and improved security measures through implementing these security requirements:

- Route traffic across existing Dealer private networks vs. the Internet
- Add Industry standard OAuth Authentication

The Data Export / Import Tool product guide available in eStore explains these steps in detail.

How do I enroll for Data Export / Import Tool?

Dealers will contract for the Data Export / Import tool through eStore. Upon logging into eStore using your Connect CDK Credentials, a dealer will be able to experience a self-service process by viewing all 5 available API packages across Customer, Vehicle, Parts, Service, and Accounting Data. Each package will have detailed documentation on the Export / Import Tool including a comprehensive product guide, FAQs, and the addendum to Master Service Agreement needed to implement the offering. Dealers can contract for the entire Dealer Group within a single document by selecting all applicable Dealership CMFs.

Begin enrollment for [Data Export / Import Tool in eStore](#)