Total Control Software Corporation

Parts, Service & Inventory Manual

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Parts, Service & Inventory Manual

Part I

Introduction

1 Introduction

Introduction

Congratulations on choosing Total Control Software's Dealer Solutions for your company.

For software installation instructions and installing/setting up cash drawers, receipt printers, bar code scanners, etc., please refer to your Installation, Supervisor And Network Administrator Manual included with this software.

This manual covers the Parts, Service & Inventory module of the software (including the Wet/Dry Storage add-on module) program only. References are made to other available modules and their manuals where necessary. If you have purchased other modules of this software system, please refer to the Finance & Insurance, and Supervisor/Network Administrator manuals for specific information about these modules.

You may make photocopies of any portion or all of this manual or any other manual for use at your dealership by your employees. If you wish to reprint this manual for use at your dealership by your employees, the files are available on initial install and update CDs included with this software in PDF format. If you do not have Adobe Acrobat Reader installed on your computers, Adobe has available on their website a free Adobe Acrobat Reader program (www.adobe.com) that can be installed at your dealership for viewing and printing these manuals.

1.1 Technical Support

Technical Support

For technical support contact Total Control Software, Monday through Friday 8:00 a.m. to 5:00 p.m. Central Time at:

Main Phone: 501-833-3281
Fax: 501-833-6107
E-mail: support@tcsoft.com

Total Control Software Corporation

Parts, Service & Inventory Manual

Part II

System Setup

2 System Setup

The Total Control Software Corporation Installation, Supervisor and Network Administrator Manual contains the information necessary to install your software and peripheral hardware. We have included the general system setup information and instructions in the Installation, Supervisor and Network Administrator; Parts, Service & Inventory and the F & I Manuals for your convenience in setting up your system.

After your software is installed, workstations set up, any peripheral hardware installed (i.e., bar code scanners, cash drawers, etc.) you must set up the basic information for your system to operate correctly.

You are now ready to set up your company information, default labor rates, tax rates, and other customized information applicable to your company.

This information must be completely entered prior to using the program.

This information can be entered from the dealership server or any individual workstation.

Please follow the links below in the listed order:

General System Setup (System Setup Form)
Payment Methods
Department Codes
Multiple Cash Registers
Service Codes
Technicians
Work Order Status Codes
Work Order Disclaimers & Terms
Work Order Overrides
Accounting Information Setup

Setting Up Individual Workstations

Individual workstations that have bar code scanners, invoice printers, pole displays, and cash drawers connected to them require an additional set up AT THE INDIVIDUAL WORKSTATION.

Windows NT/2000/XP/2003

If this workstation has Windows NT, Windows 2000, Windows XP (Home or Professional), or Windows 2003, installed as the operating system, go to **File**, then **System Set Up**, **Other Information**, make sure to check the box **This Computer Has NT/Win 2000 Installed**.

Invoice Printers (40 Column Receipt Printers)

If you are using a standard inkjet or laser printer to print invoices (Quick POS) on plain paper or pre-printed paper (8-1/2 x 11"), leave this field blank. This printer can be physically connected to the workstation or a network printer.

If you are using a 40 column receipt printer that is physically attached to this workstation, you will need to install the printer according to your printer instructions and select the printer in your Printer Setup for this workstation. The EXACT name of the printer must be entered into this field. If you are using carbonless receipt tape, set your copies to one (1).

Cash Drawers

If you have Cash Drawers set up at individual workstations, you must enter the COM Port setting for the cash drawer at that workstation. From **File**, **System Setup**, then **Other Info**, enter the COM Port for the Cash Drawer (i.e., COM3), and select the **SAVE** button for the setting to take effect.

Multiple Cash Drawers

If your dealership has multiple workstations with individual cash drawers attached, and you want to reconcile the cash drawers individually at the end of each period, you will also need to assign and enter a number for each cash drawer. This will be the number that prints on the Cash Report – Multi Register.

From **File**, **System Setup**, then **Other Info**, enter the designated Cash Drawer number (i.e., 1, 2 or 3), and select the **SAVE** button for the setting to take effect.

Pole Displays/Credit Card Machines

If you have a Pole Display attached to a workstation you will need to enter the COM Port setting for this display at the individual workstation.

Device Setup - Pole Display

From the Main Menu, select **File**, then **Device Setup**. At the **Hardware** tab enter the COM Port setting for the Pole Display.

At the time of this printing the Credit Card Machine device settings have not been implemented. LEAVE THIS FIELD BLANK.

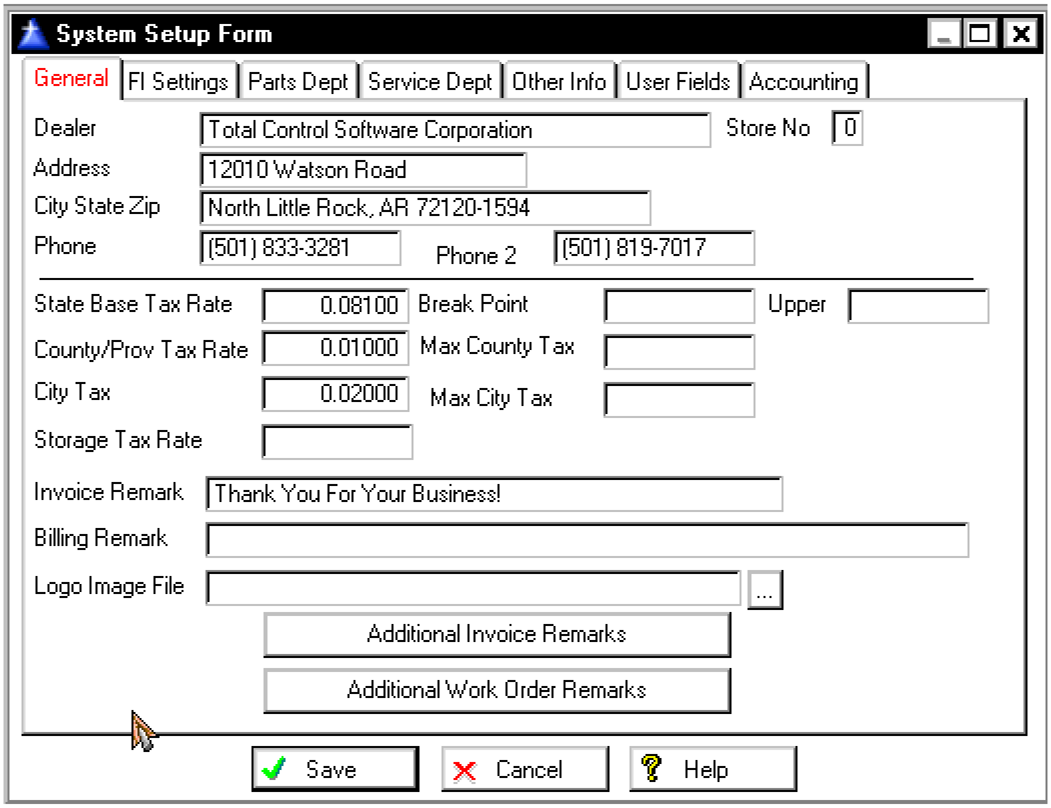
2.1 General System Setup (System Setup Form)

On the **Main Menu** select **File**, then select **System Setup**. The System Setup is divided into 7 sections. Each section is outlined below:

General Information
F & I Department
Parts Department
Service Department
Other Information
User Fields
Accounting

2.1.1 General Information

General Information:



Type in the dealership information and tax rates. If your tax rate is 6.25% (6-1/4) type in 0.06250. Some states have a maximum sales tax based on the amount of the sale for portions or all of the sales tax. If your state has that maximum, enter that amount as a dollar figure as shown above in the Break Point field. Then enter the Upper sales tax rate, if any, on sales over the Break Point. If your state does not have a maximum sales tax, leave the Break Point and Upper fields blank. If your state does not charge sales tax on any sales, leave all three fields blank.

Remarks 1 and Remarks 2 allow a personalized statement that will be printed on invoices, statements and other printed forms.

Additional Invoice Remarks and **Additional Work Order Remarks** allow for large text fields to be entered (i.e., Winterization warning message) and printed on all work orders or invoices.

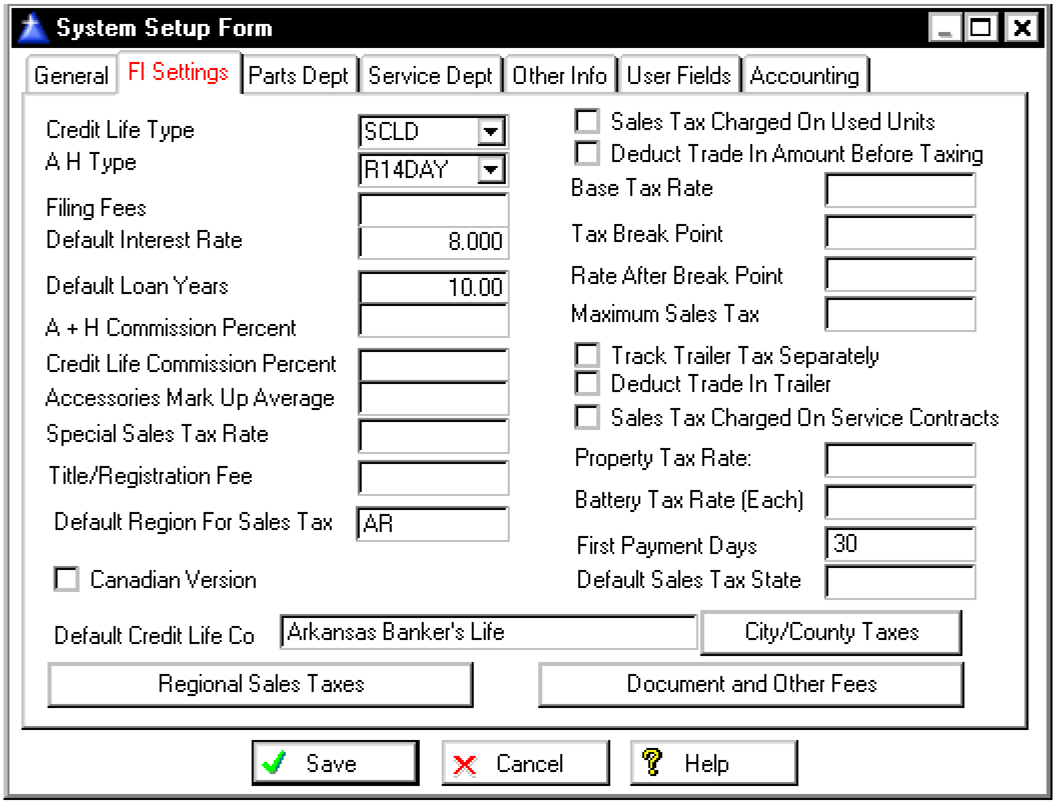
If your dealership uses a logo that is stored on your computer as a bitmap image, the location of this file can be listed under Logo Image File and will be printed on forms.

After entering the information specific to your dealership, press the **SAVE** button on the browse box to save this information.

2.1.2 F & I Department

F & I Default Settings:

After completing the information required under the **General** tab of **System Set-up** it is necessary to complete all default information for your F&I Settings. These settings can be overridden for any individual inventory item or customer deal (See sections on Current Inventory, Active Deals, and Sold Deals).



Credit Life Type:

Before entering this information, consult your credit life provider for rates and available plans. Also see section on setting up Credit Life Companies and Rates.

This is where you set your **default** type of credit life insurance that your dealership offers to customers. For ease of entry, the default setting will appear automatically each time a new **Active Deal** is set up. The default setting can be changed within an **Active Deal** by selecting a different credit life insurance plan. If your dealership does not offer credit life insurance, Enter **None.**

NONE - None
SCLD - Single Credit Life Decreasing
SCLL - Single Credit Life Level
JCLD - Joint Credit Life Decreasing
JCLL - Joint Credit Life Level

Accident and Health (AH):

Before entering this information, consult your credit life insurance provider for rates and available plans. Also see section on setting up Credit Life Companies and Rates.

This is where you set your **default** type of accident and health insurance that your dealership offers to customers. For ease of entry, the default setting will appear automatically each time an **Active Deal** is set up. The default setting can be changed within an **Active Deal** by selecting a different accident and health insurance plan. If your dealership does not offer accident and health insurance, Enter **None**.

NR14 - Non-retroactive 14 days (takes effect on the 15th day after disability begins).
NR30 - Non-retroactive 30 days (takes effect on the 31st day after disability begins).

R7DAY - Retroactive from the 1st day after 7 days of disability.
R14DAY - Retroactive from the 1st day after 14 days of disability.
R30DAY - Retroactive from the 1st day after 30 days of disability.

Default Interest Rate:
The Default Interest Rate is the average interest rate charged on loans for your dealership. This rate may be changed to a different rate during the deal process.

Default Loan (Term):
Enter the term of loans in months for the average loan term for your dealership. **Note:** If most of your loans are for 10 years use 7 years (84 months) as a default, then adjust the term while entering the deal to lower the monthly payments.

Accident and Health Commission (A+H):
Enter the commission percent that your accident and health insurance provider allows as a commission to your dealership as a decimal (i.e., if the commission is 40% enter .40). This will determine your cost for the accident and health insurance.

Credit Life Commission Percent:
Enter the commission percent that your credit life insurance provider allows as a commission to your dealership as a decimal (i.e., if the commission is 40% enter .40). This will determine your cost for the credit life insurance.

Accessories Mark Up Average:
Enter your dealership's average parts accessories mark up as a decimal (i.e., if the average parts accessories mark up for your dealership is 40% enter .4000).

Special Sales Tax Rate:
Leave Blank.

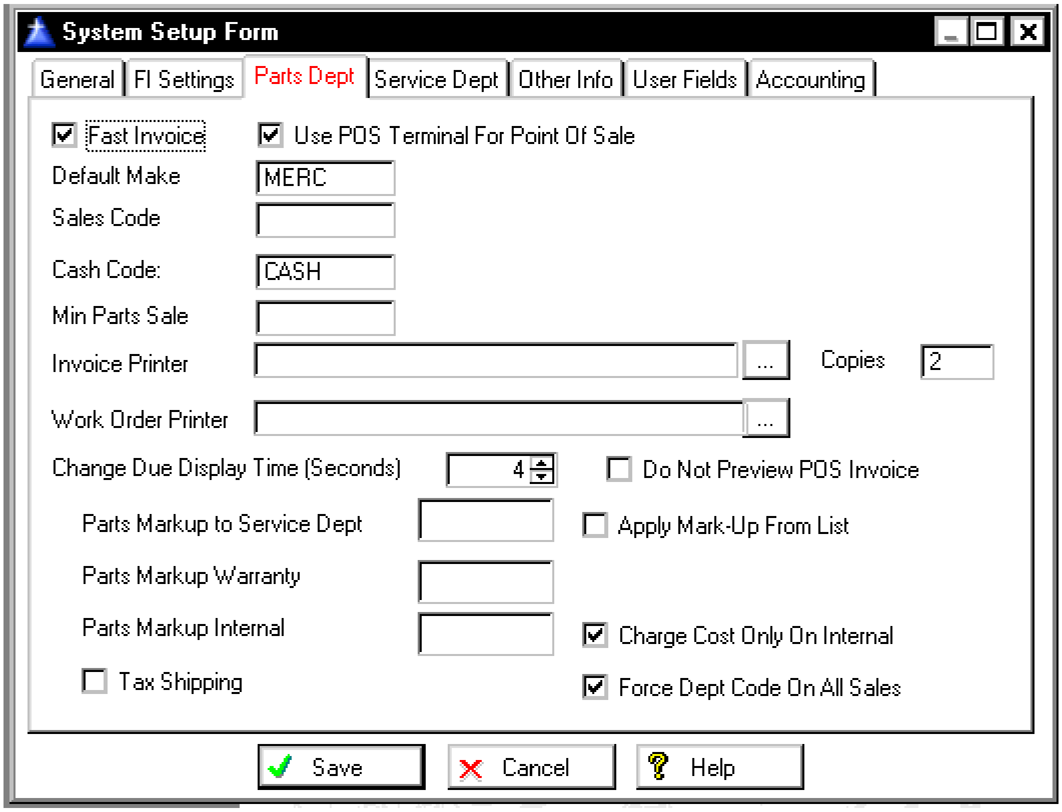
Sales Tax: IMPORTANT NOTE
If your state/county has a single sales tax rate for all major unit sales, you may use these fields to enter your sales tax rates. HOWEVER, if your state/county has different rates for different products or combination, break points, maximum or minimum taxes, YOU MUST USE THE REGIONAL SALES TAXES.

See:
Regional Sales Taxes

Title/Registration Fee:
Enter the dollar amount that your state charges for title/registration fees, if this amount is to be included in all new deals. If you are using the Regional Sales Taxes, leave this field blank.

2.1.3 Parts Department

Parts Department:
This is where you set up your default information for your parts sales (Quick POS).



By checking the **Fast Invoice** box all invoices will be set to a default setting for **Default Make**, **Sales Code**, **Cash Code** and the **Invoice Printer** and **number of copies** required for each invoice. These settings will appear as the default each time an invoice is brought up, but can be easily changed at that time.

Use Quick POS Terminal For Point Of Sale. See:

Sales Code

If you want to force a Sales Code (salesperson) for all parts sales, leave this field blank. When an invoice is started the salesperson will get a pop-up box to enter his/her sales code (initials, etc., that you have determined). Reports can be generated for sales by the sales codes entered.

Cash Code

The cash code is set for CASH and cannot be changed.

Minimum Parts Sale

You can set a minimum parts sale of any amount (i.e., $1.00). Any parts with a retail list price of less than the amount set will retail at this price (i.e., a part with a retail list price of $0.59 will charge $1.00, a part with a retail list price of $0.99 will charge $1.00). If you do not wish to have a Minimum Parts Sale, leave this field blank.

Invoice Printers (40 Column Receipt Printers)

If you are using a standard deskjet or laser printer to print invoices (Quick POS) on plain paper or pre-printed paper (8-1/2 x 11"), leave this field blank. This printer can be physically connected to the workstation or a network printer.

If you are using a 40 column receipt printer that is physically attached to this workstation, you will need to install the printer according to your printer instructions and select the printer in your Printer Setup for this workstation. The EXACT name of the printer must be entered into this field. If you are using carbonless receipt tape, set your copies to one (1).

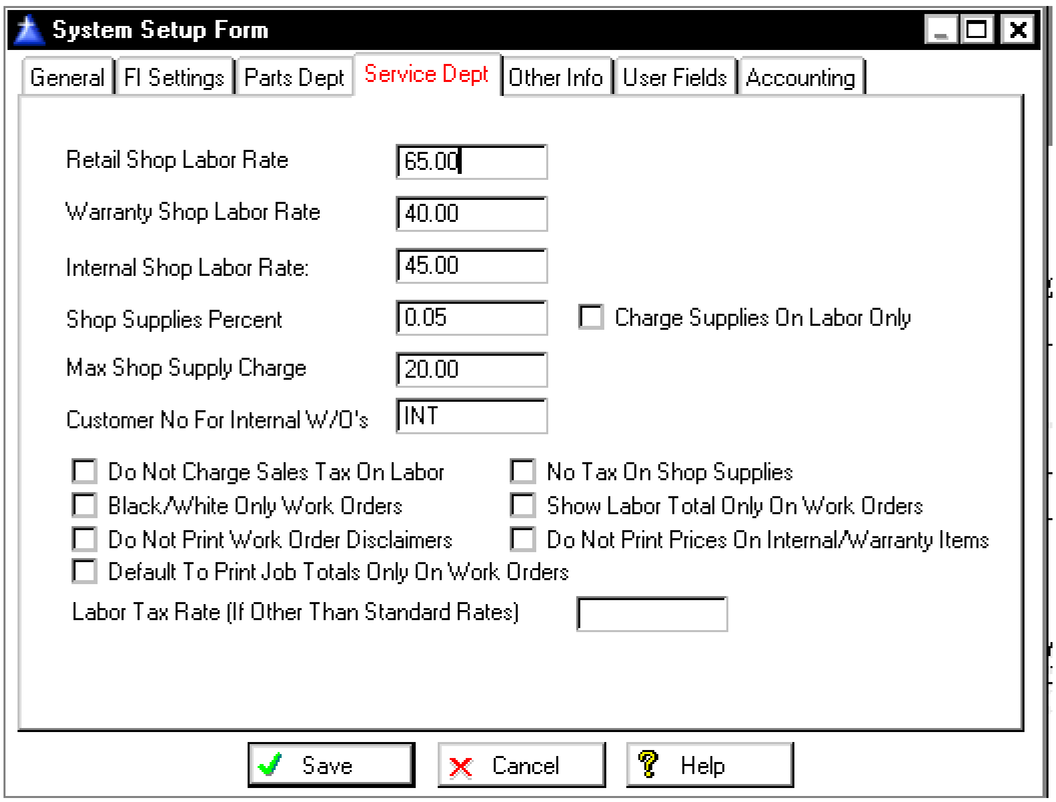
See also, Setting Up Individual Workstations.

Other Default Information

Enter the remaining default information, tabbing through the fields. Press the **SAVE** button to save this information.

2.1.4 Service Department

Service Department:



Default Labor Rates

Enter the default **Retail Shop Labor Rate**, **Warranty Shop Labor Rate**, and **Internal Shop Labor Rate**. These rates can be changed at any time and can be overridden by individual labor codes or for warranty vendors.

If Labor Charges are non-taxed in your area, check this box.

If your dealership only wants to show a Total Labor charge (no breakdowns, descriptions, quantity) on Work Order, check this box. The labor items will display a total dollar amount for each problem entered.

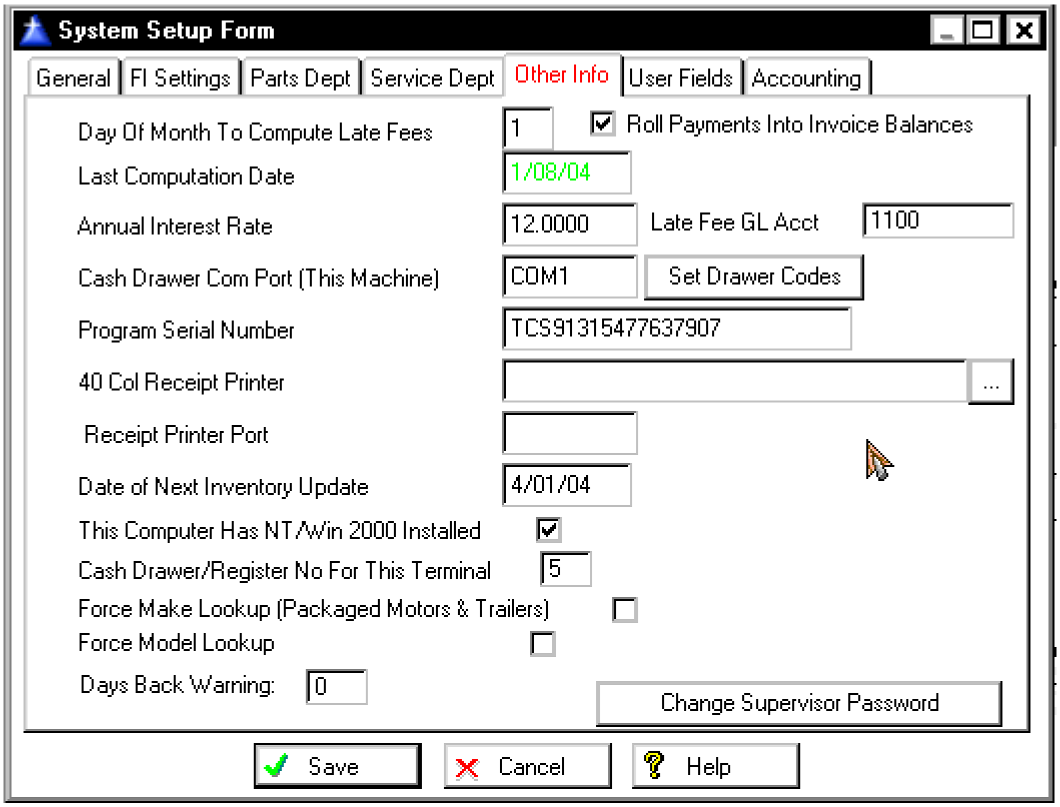
Shop Supplies

By entering the **Shop Supplies Percent** (generally 5-10 percent) a charge will appear on all work orders in that amount up to a maximum set under **Max Shop Supply Charge**.

If your dealership charges Shop Supplies on Labor Only, check this box. If Shop Supplies are non-tax items in your area, check this box.

2.1.5 Other Information

Other Information:



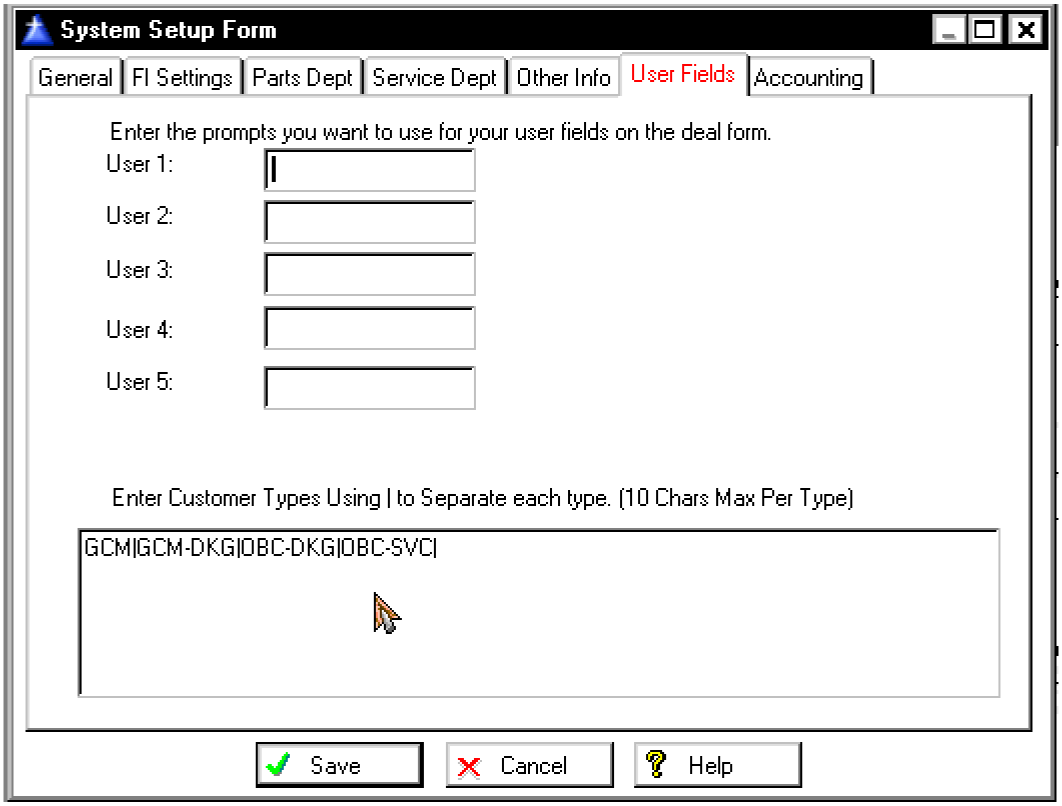
This is where you insert information on generating customer statements.

If your dealership has a Cash Drawer attached to one or more individual computers, enter the Com Port for the cash drawer at this screen from the computer where the cash drawer is attached. If your dealership has 40 column receipt printers connected to one or more individual computers, enter the exact installed name of the printer from the computer where the cash draw is attached. (See also, **Setting Up Individual Workstations**)

This is also where your **Serial Number** for the program is displayed. Do not change this serial number unless instructed to do so by technical support.

2.1.6 User Fields

User Fields



User Defined Fields for F&I Module

If you have also purchased the F&I software for your dealership, please refer to the instructions in that manual for entering this information. If you have not purchased the F&I software at this time, leave this information blank.

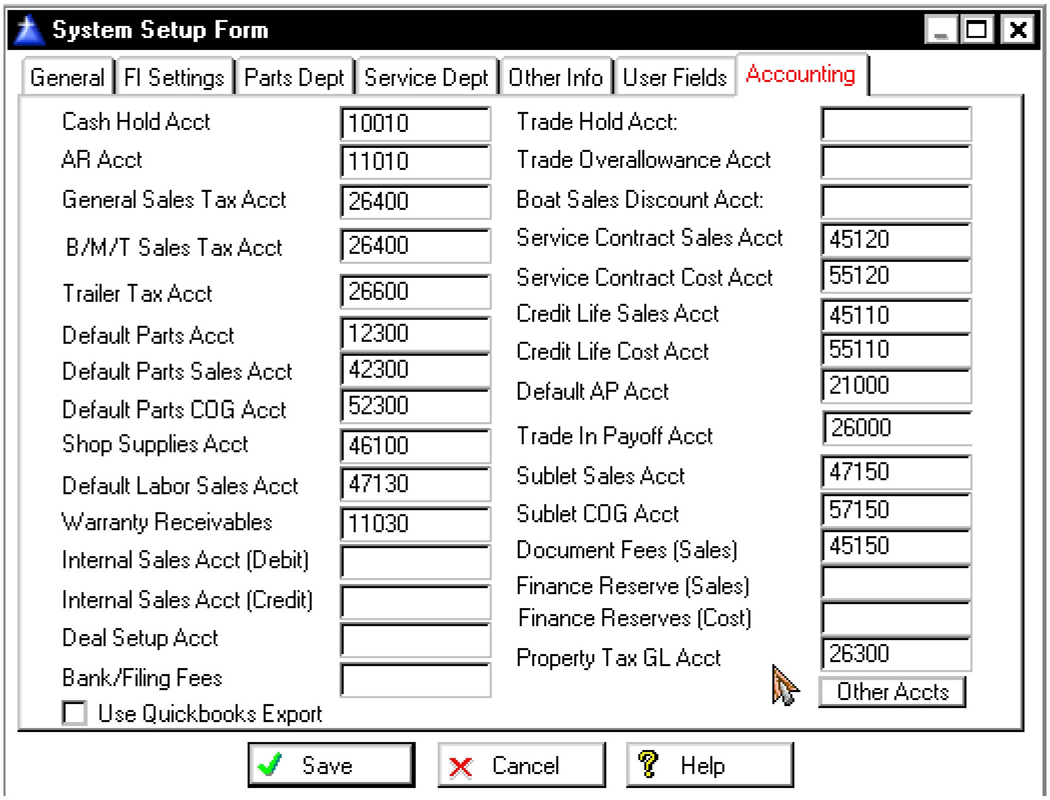
Customer Category Types

Customer Category Types are set up here. You may wish to designate different types of customers for reports or filters. To set up your customer types, enter each type separated by a | (Shift + Backslash key on your keyboard). Limit the characters for each type to a maximum of eight (8) characters.

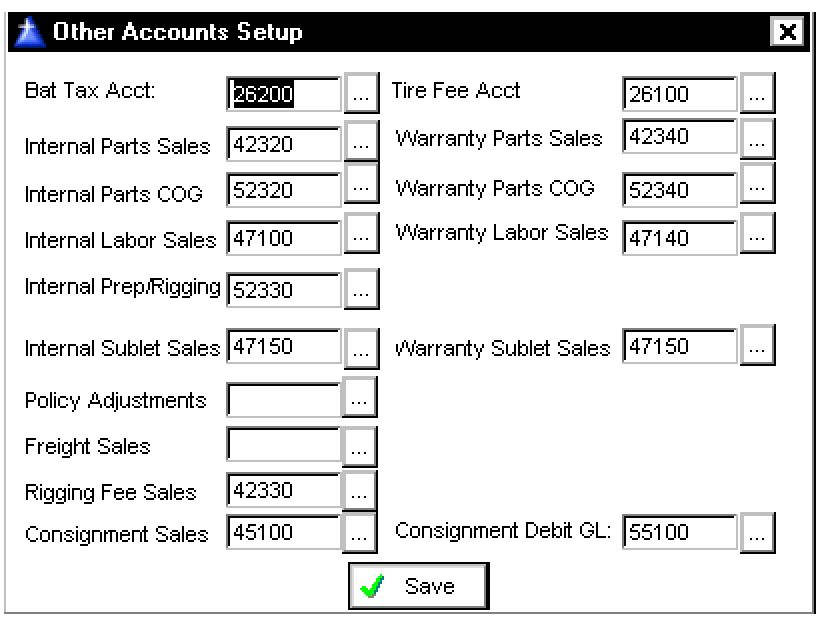
2.1.7 Accounting

Accounting:

This section is used for setting account codes for your dealership. PLEASE CONSULT WITH YOUR ACCOUNTANT before assigning account codes to these accounts. These fields are retroactive and you may set them at any time. See also, **Accounting Information for Parts, Service & Inventory and F&I Modules** and **The Supervisor/Network Administrator Supplemental Manual**.



Now, select the Other Accounts button to enter additional accounting codes.



2.2 Payment Methods

Payment Methods

The system is preset with Payment Methods for CASH, OPEN, CHCK (Check) and INT (Internal). You may add further payment methods specific to your dealership's needs (i.e., VISA, MC, etc.).

Types of Payment Methods (Examples)

Cash (CASH)
This is a pre-set payment method and cannot be changed. Use this for cash payments to reconcile the Cash Report (cash register reconciliation) at the end of a period.

Check (CHCK)
Use this payment method for cash

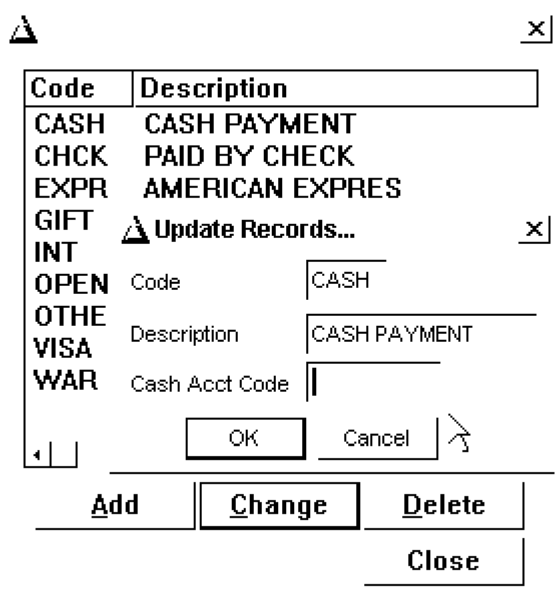
Credit Cards
Each credit card company can be set up separately for reconciliation purposes, i.e., VISA, Discover (DISC), American Express (it is suggested that EXPR be used as a code for American Express), etc.

Internal (INT)
Internal payments are generally not used in over-the-counter transactions, but internally for transfer of supplies to the service department. However, when doing a work order that has an internal pay (in-stock boats – repairs on used units or rigging on new units) the Internal payment method will show for the work order and does not need to be selected (See, **Work Orders**)

Other
This payment method can be set up for Accounting purposes and is used exclusively in the Customer Payments (Accounts Receivable) section of the software. It allows a one-time accounting code to be applied against a particular payment/credit on an account.

Discount/Coupon (DSCT or COUP)
This payment method can be set up to allow for advertised discount coupons that customers bring in and use on a purchase. It is suggested that you set this payment method up as either **COUP** or **DSCT** (so that is does not conflict with DISC for Discover credit card payments). When applying a discount coupon against an invoice or work order, enter the amount as the first payment and set the type for Coup or DSCT, then enter the remaining amount tendered in the next payment amount and the payment method (See, **Invoices**).

Adding/Changing a Payment Method
From the **Main Menu** select **File** then select **Payment Methods**.



To add a payment method press the **ADD** button (ALT + A). Type in the code form the payment method, enter a brief description, and the GL Cash Account Code, then press the **ENTER** key. You will return to the **Payment Methods** box. After completing entering these items press the **CLOSE** button.

You may not delete or change the **OPEN** or **CASH** Codes. These Codes are required identify amounts to be placed into **Accounts Receivable**, and account for Cash customers and Cash sales.

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2.3 Department Codes

Department Codes:

You may (but are not required) set up various **Parts Department Codes** for your dealership. These codes allow you to assign department codes to **Part Makes** or to individual **Parts** in your price books or current inventory (See **Part Makes** and **Price Books/Current Inventory**).

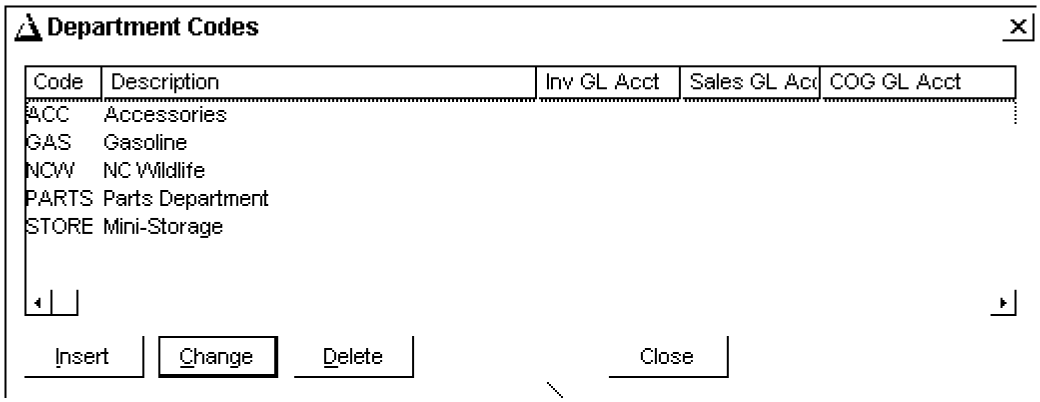
You can set up Department Codes for items such as, your state's wildlife department, and track fishing licenses, registrations, and other related items that are sold on behalf of that state agency. These items can also have their own designated Part Make Code or can be incorporated into the Store Make Code (your dealership's Part Make for extraneous items). See also, **Part Makes and Price Books**.

If can further assign a Department Code to individual parts within a Make (i.e., Make Code is MERC and the Department Code assigned to MERC is PARTS, however, Part No. 00012140 is assigned a Department Code of ACC). The Department Code assigned to the specific part number will take precedence over the Department Code assigned to the Make.

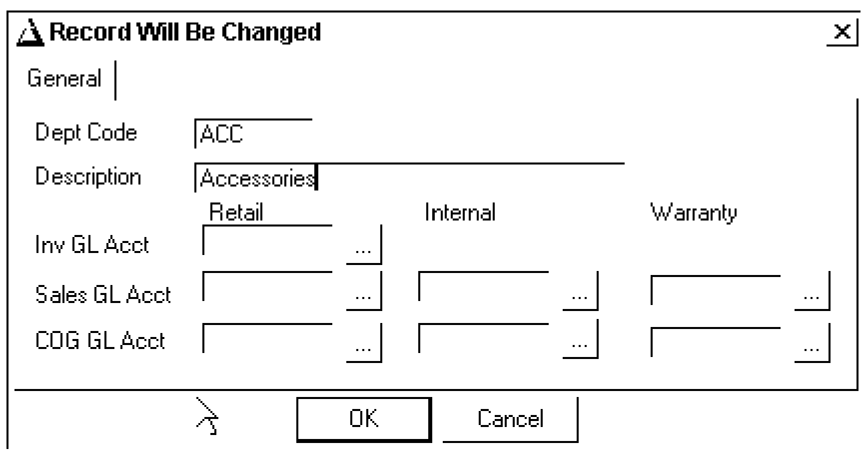
You can also set a **Force Department Code** condition in the System Setup/Parts Department for all sales. Any parts not assigned a department code will require an entry.

Once Department Codes are set up you can print reports by Department Code to track sales and inventory by department.

From the Main Menu, select **File** then select **Parts Department Codes**:



Press the **Insert** button to add a department code. Key in the Department Code, a brief description and any related Accounting Codes. Press the **OK** button to save the entry.



Next:
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[Technicians]
[Work Order Status Codes]
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[Work Order Overrides]
[Accounting Information Setup]

2.4 Multiple Cash Registers

To set up your multiple registers (cash drawers) you will need to do the following:

1. At each workstation that has its own cash drawer, open the Parts & Service.
2. Go to File, then System Setup, then Other Info.
3. Enter a number for this cash drawer in the "Cash Drawer/Register No for This Terminal" box. They should be a single numeric/alpha designation (i.e., Front Counter is 1 or F).
4. Save your change.
5. Do the same as above at each workstation.
6. If you have two workstations sharing a cash drawer, give each of those workstations the same designation.

7. When you run your Cash Report at the end of the day, select Cash Report – Multi Register.
8. The print out will page break at each register, and give you a total for all registers at the end of the report.

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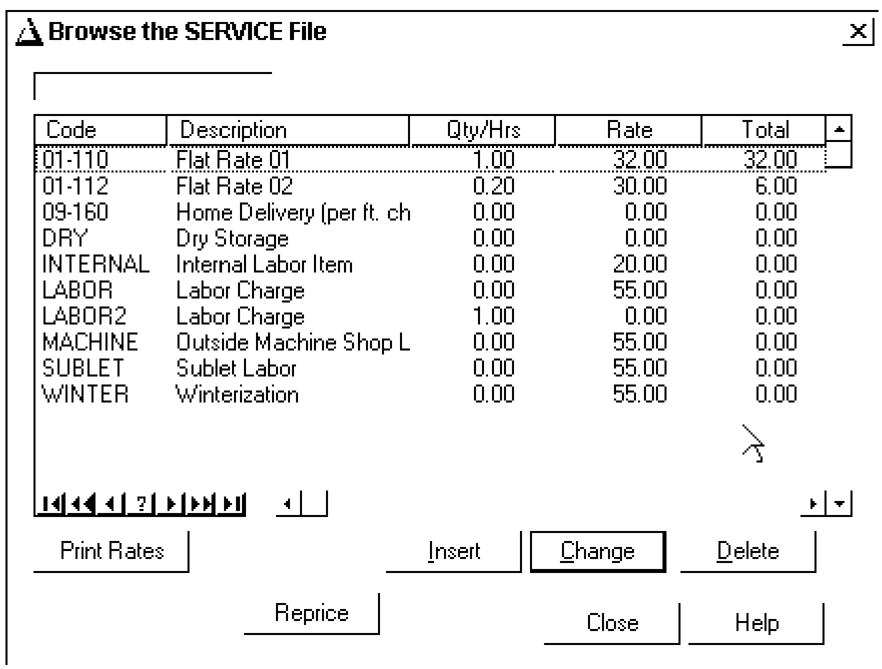
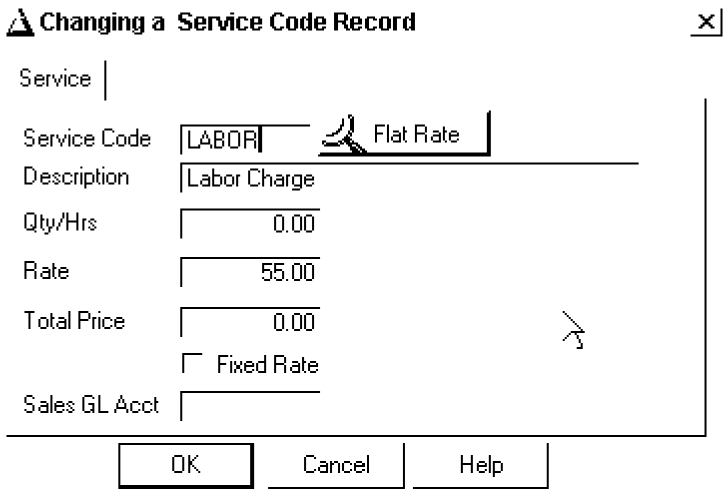
2.5 Service Codes

Service Codes (Labor Items):

From the Main Menu select Service, then select Service Codes:



To enter a new Service Code (Labor Item) select Insert and enter the appropriate information. If a Rate is not entered the default rate set up in System Setup (Service) will be used.



Next:

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2.5.1 Technicians

Technicians:

To enter your technicians, from the Main Menu select Service, then select Techs. From the Browse the Techs File, select Insert. Enter the technician's information and rates, select OK to save.

Technicians – Main
Technicians – Add/Change

2.5.2 Service Codes (Labor Items)

Service Codes (Labor Items):

To set up your Service Codes (labor items) select Service Codes, then select the Insert button:

Service Codes – Main
Service Codes – Add/Change

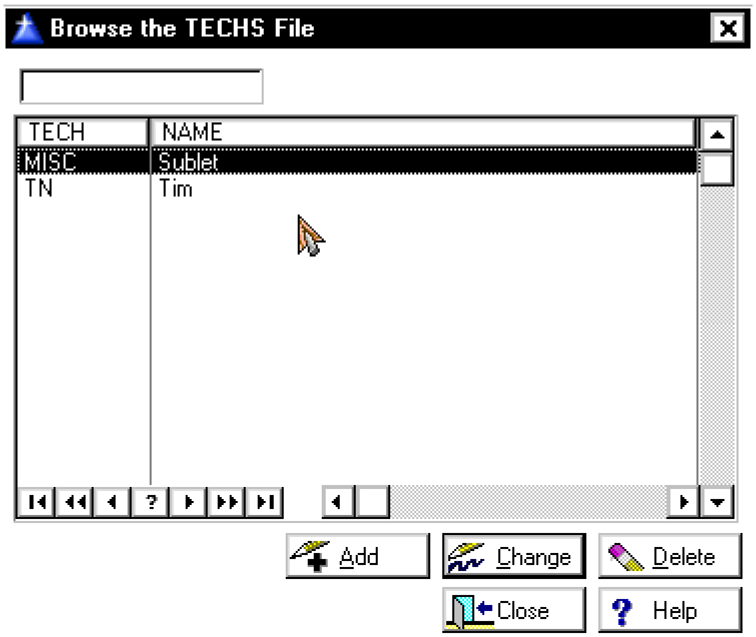
You must have at least one general retail service code item and one internal service code item for work performed on major unit inventory. Enter the code, a brief description, a quantity/hours (if a specific item for a set rate), the hourly rate, mark whether or not this will remain a fixed rate, and any general ledger accounting codes. Press the OK button to save.

NOTE: Remember that more often than not simpler is better. Too many labor items and you will end up duplicating items not found immediately.

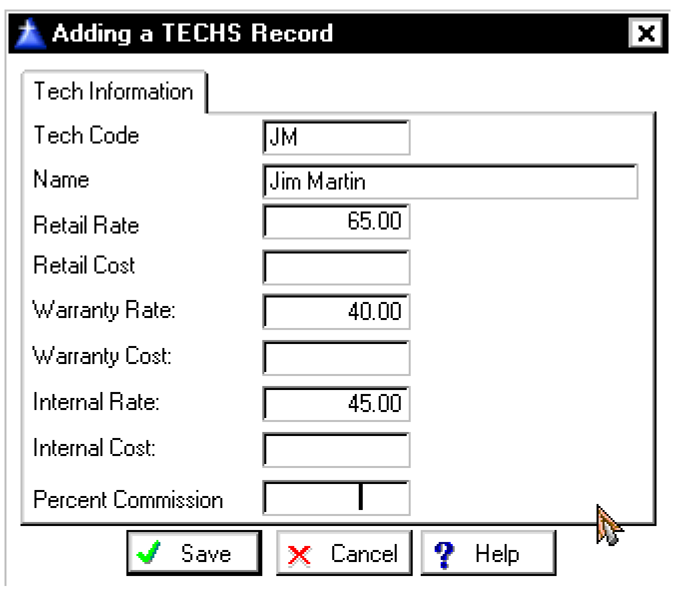
2.6 Technicians

Technicians:

To add your technicians to the system, from the Main Menu, select **Service** then select **Techs.**



Click on the Add button and enter the information for this technician. If no dollar amounts are entered for the rates, the default labor rates will be used. Cost is optional. You can use your payroll figures to determine cost for your technicians or calculate the approximate cost and enter those amounts here.



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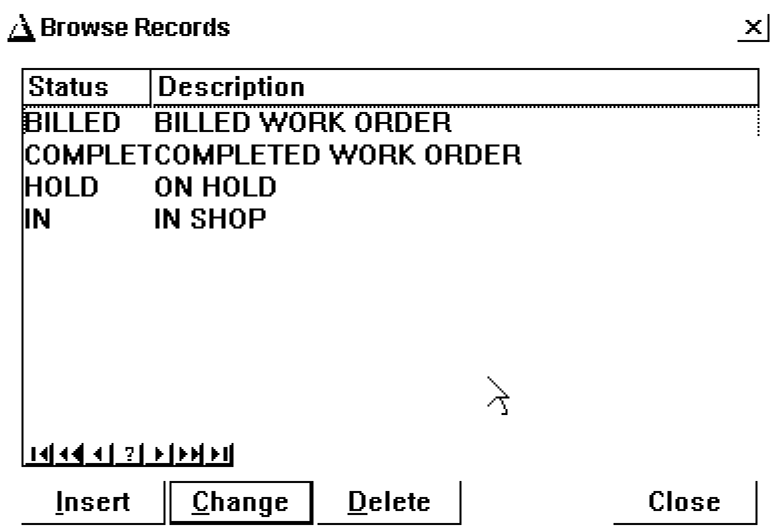
2.7 Work Order Status Codes

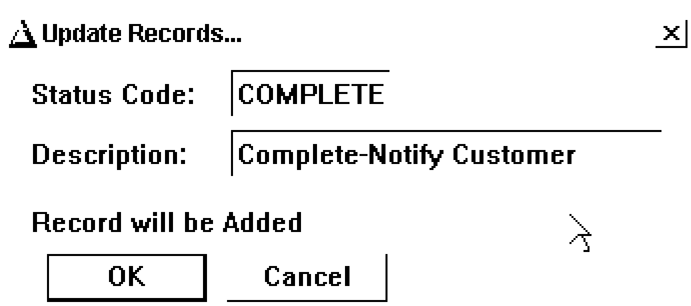
Work Order Status Codes:

Your system is already set up with several status codes for your work orders. The status codes for IN and BILLED cannot be changed or deleted. However, you can and should have status codes for Completed work orders, on-hold work orders (awaiting parts), and work orders which have been sent outside the dealership for service (i.e., canvas work, fiberglass, etc.).

It is recommended that once a work order is completed that its status be changed to COMPLETED. This notifies the service manager that the customer needs to be called to pick up his boat. You should never convert a work order to invoice until the customer is in the store and ready to pay (or put it on open account) or the invoice is being mailed to the customer. The other status codes keep you apprised of what is going on in the service department.

To insert your Work Order Status Codes select **Service** from the Main Menu, then select **Work Order Status Codes:**





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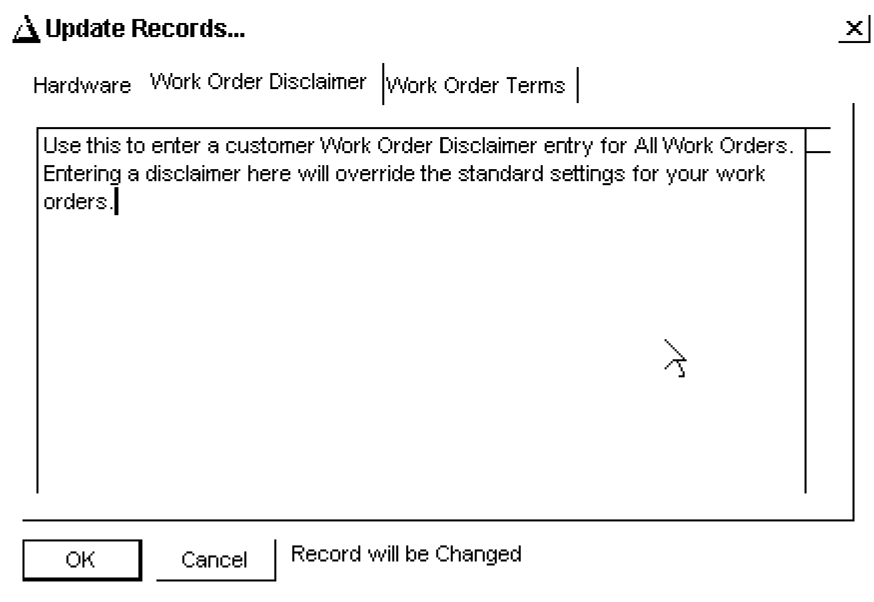
2.8 Work Order Disclaimers & Terms

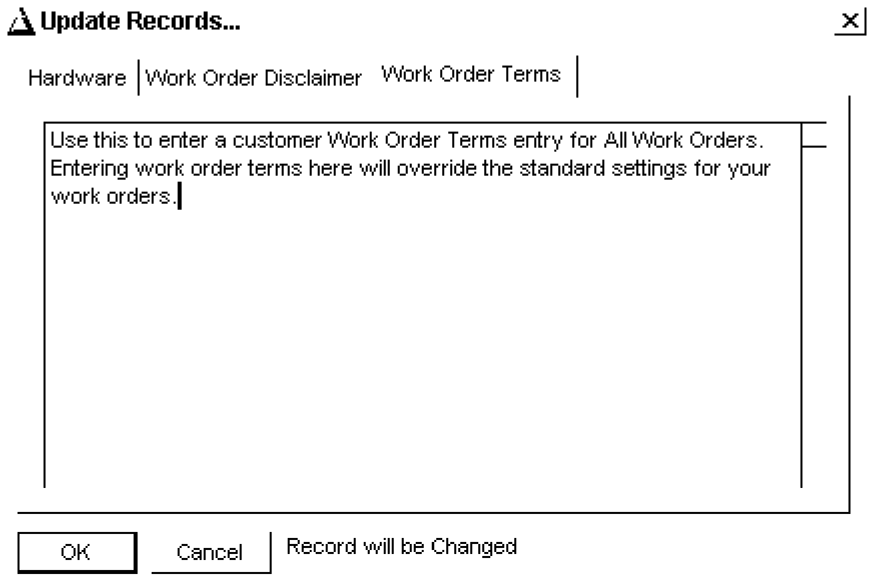
Work Order Disclaimers/Work Order Terms

You can allow the system to use the default Work Order Disclaimers and/or Work Order Terms, set customized disclaimers and/or terms, or set the system to not print any disclaimers/terms.

If your dealership uses a pre-printed check-in sheet with disclaimers and terms already printed and is signed by the customer at the time the unit is brought in for service AND you enter this information into the system after the customer leaves the dealership, you can set the system to not print any disclaimers or terms on work orders. From **File**, then **System Set Up**, select the **Service Department** tab, then check the box **Do Not Print Work Order Disclaimers**.

If you wish to print specific **Work Order Disclaimers** and/or **Work Order Terms** specific to your dealership needs, go to File, then Device Set Up. Select either the Work Order Disclaimer or Work Order Terms tab and enter the text you wish to have printed on all work orders.





Next:

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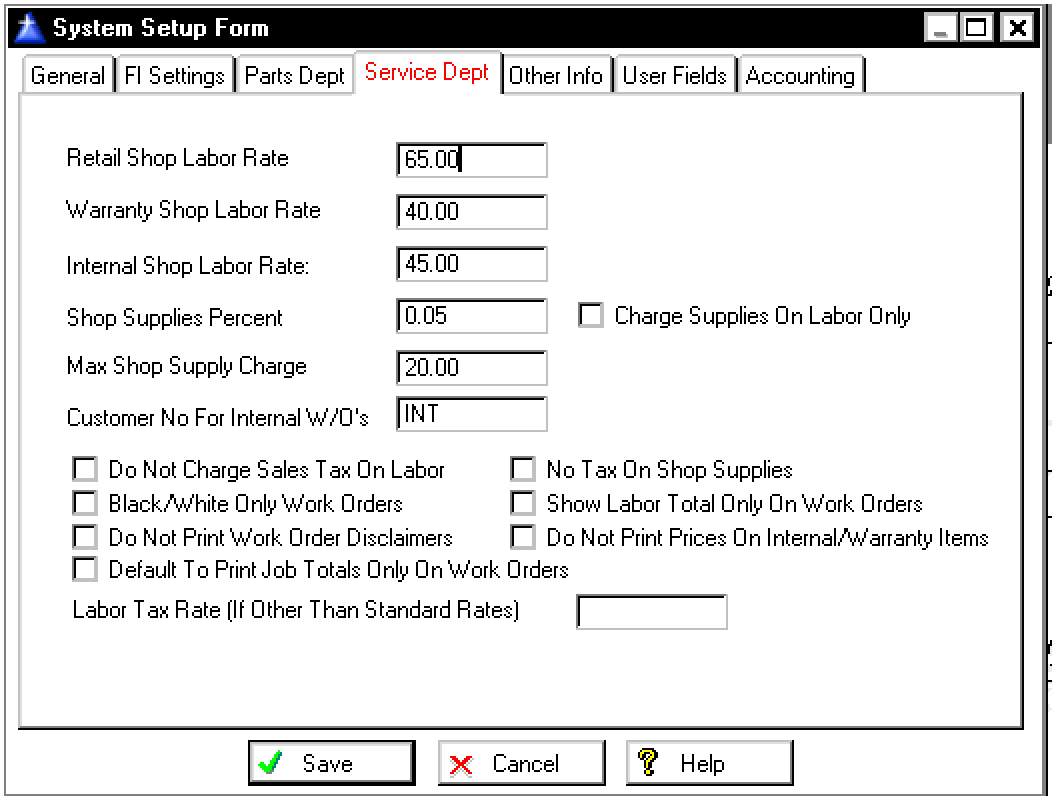
2.9 Work Order Overrides

Several new work order override and/or default settings have been added.

Print Job Totals Only as a Default Setting:

If you wish to have a default setting to print job totals only on all work orders (instead of checking the box in the work order job/problem for each work order), you can set this up from File, System Setup, Service. Check the Print Job Totals on All Work Orders button.



You can override this setting for an individual work order job by unchecking the Job Totals check box at the bottom of the job. You still have the option of printing Labor Totals only on all work orders (this will still break down and print the individual parts items with dollar amounts).

Save your changes.

Different Labor Tax Rate:

If your labor tax rate is different from the standard tax rate for parts sales in your state you can set up a different tax rate (Note: this is not the same as Non-Taxable Labor). From File, System Setup, Service Dept., enter your different tax rate for labor sales here.

Non-Taxable Labor for Specific Jobs:
If you occasionally have specific jobs where the labor will not be taxed (Note: This is not necessary for Internal Work Orders). You can override the labor tax for this work order. From Service, Active Work Orders, Add New W/O, check the Do Not Tax Labor check box.

Active Work Order - Do Not Tax Labor

Save your changes.

Next:

Accounting Information Setup

2.10 Accounting Information Setup

Accounting Information for Parts, Service & Inventory and F&I Modules:

Please note that you will be able to generate all of the reports you need in order to make your general ledger entries into your existing accounting software. If you are interested in Total Control Software's new General Ledger/Accounts Payable/Check Writing module, give us a call.

Chart of Accounts

A **Chart of Accounts** is included for all customers (whether you have purchased the General Ledger module or not).

From **File** on the **Main Menu** select **Chart of Accounts**. Press the **Insert** button and begin entering your Chart of Accounts numbers and descriptions and its related GL Account Type (Equity, Liability, etc.)
Please consult with your accountant prior to entering your account codes.
Make sure that any Chart of Account code numbers that relate directly to the Accounting Code numbers in your System Setup match exactly.

The chart of accounts is retroactive. Once you have entered these account codes the program will pick up all prior activity for these fields and assign the account codes to the transactions.
Please enter your chart of accounts and accounting codes first before making your other entries.

Accounting Codes

A new accounting codes listing is included for all customers (whether you have purchased the General Ledger module or not).

From **File**, **System Setup**, **Accounting** (tab) enter your account codes for each of the fields allowed.
Please consult with your accountant prior to entering your account codes.
Select SAVE to save these new account codes.

These accounting codes are retroactive and directly relate to your Chart of Accounts entries. Once you have entered these account codes the program will pick up all prior activity for these fields and assign the account codes to the transactions.

Other System Accounting Codes (for General Ledger Codes)

Parts Department Codes and Related GL Accounting Codes

You can assign Department Codes and any related accounting codes throughout the system.
From **File** on the **Main Menu** select **Parts Department Codes**. Press the **Insert** or **Change** button for each department, assign the item a Parts Department Code, a description, and assign any corresponding GL Accounting Codes to the item.

Assigning Parts Department Codes to Part Makes

From **Parts** on the **Main Menu** select **Part Makes**. Press the **Change** button for each Part Make, and assign any corresponding **Parts Department Code** to the Part Make.

Assigning GL Accounting Codes to Payment Methods

From **File** on the **Main Menu** select **Payment Methods**. Press the **Change** button for each Payment Method, and assign any corresponding **Cash Account Code** to the payment method item.

Assigning GL Accounting Codes to Vendors/AP/Warranty

From **File** on the **Main Menu** select **Vendors**. Highlight each vendor, then press the **Change** button. Select the **Other Information** tab and make any corresponding accounting codes to the vendor.

F&I GL Accounting Codes
From **Lists** on the **Main Menu** select **Product Lines**. Highlight each product line, then press the **Change** button. Select the **Accounting** tab and assign your corresponding accounting codes to the product line. Repeat this for each of your product lines.
From **Lists** on the **Main Menu** select **Makes**. Highlight each make, then press the **Change** button. Assign your corresponding accounting codes for new and used for each make.

2.11 Setting Up Your Lists (F&I)

Setting Up Your Lists

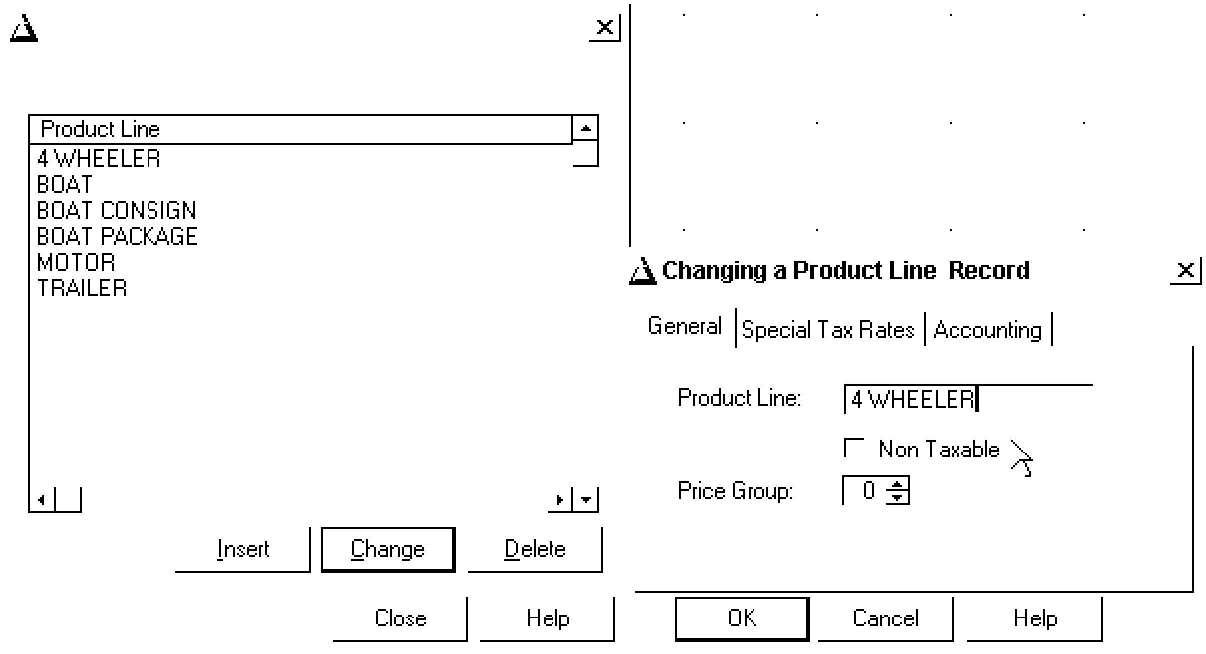
Lists
This is where all information pertaining to your product lines, accessories, options, lenders, credit life, sales persons, is entered prior to beginning to use the system. This is also where you will select the lending institution contracts and other forms required for printing for your dealership. **Remember, you must complete all of this information prior to using your system.**

IMPORTANT NOTE:

PRODUCT LINES ARE the products that your dealership sells, i.e., boats, recreational vehicles, ATVs. There are many types of products within each product line. NOTE: IF YOUR DEALERSHIP SELLS BOATS, DO NOT REMOVE OR CHANGE "BOAT," "MOTOR," OR "TRAILER" FROM THE LIST.

PRODUCT or UNIT TYPES ARE individual types of products within a Product Line (i.e., Product Line is "Boat" and Product Types are "Fishing," "Ski," "Bass")

Product Lines:
From the **Lists** Menu select **Product Lines**. The following **Browse the Product File** box will appear:



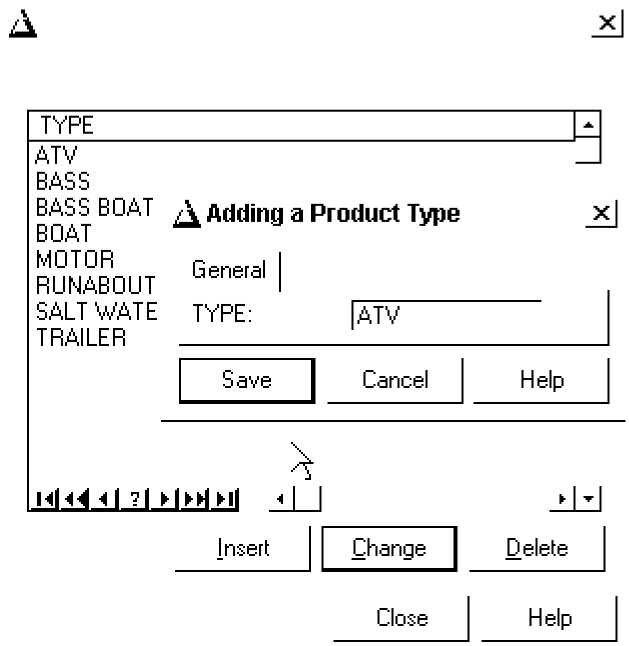
Select **Insert** to add each Product Type particular to your dealership. **Adding a Products Record** will appear. Enter the name of the type of vehicle you want to add to your Lists. DO NOT USE the NON-Taxable check box or the SPECIAL SALES TAX rates. This is a hold-over for earlier versions of the software. PLEASE USE THE REGIONAL SALES TAXES to set up all of your tax rates.

Do Not Complete This Section If This Does Not Apply. **Do Not Use This Section If Your Dealership Has Multiple Tax Regions (See Regional Sales Tax Setup Information)**. Enter the **Base Tax Rate** as a decimal as shown above. Enter the **Tax Break Point** (if any) as a dollar amount, the **Rate Above Break Point** as a decimal, and the **Maximum Tax Amount** as a dollar amount. **Do Not Enter Any Information under Special Tax Rates if the tax rate is the same as the default rates set in your System Set-Up information.**

Continue adding Product Lines until all products have been entered. You may add new product lines, change or delete existing product lines and their Special Tax Rates at any time.

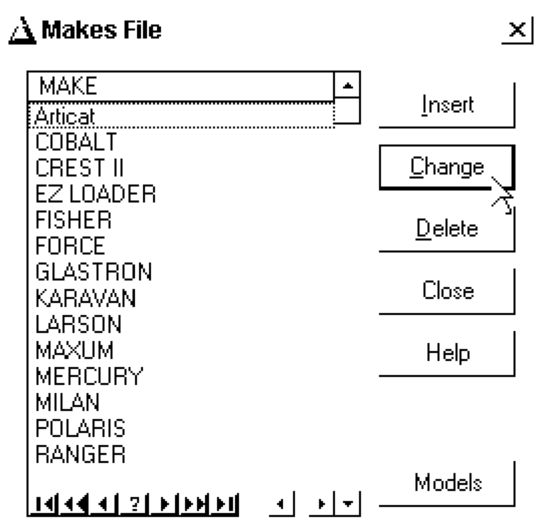
Unit TYpes:

From the **Lists** menu select **Unit Types**. The **Unit Types** box will appear. To add a Product Type select the **Insert** button and enter the new Product Type at the prompt. To change or delete a make highlight the Product Type and select the **Change** or **Delete** button.



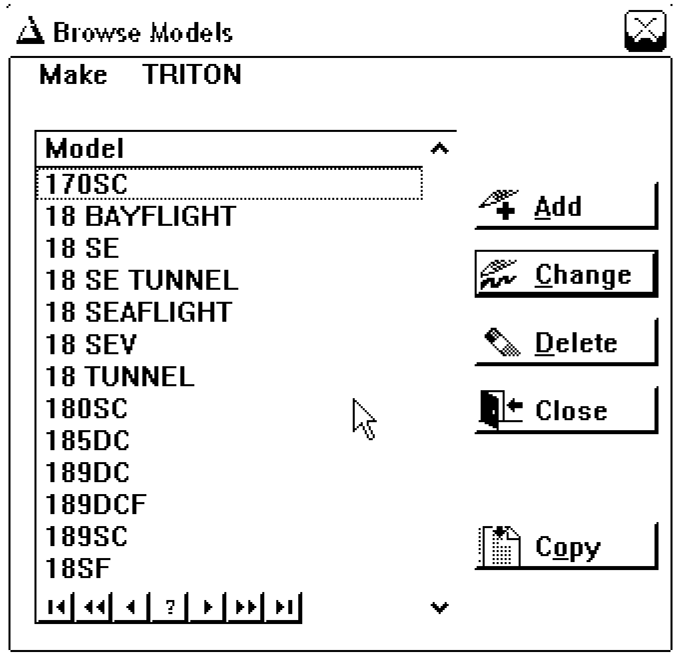
Makes (Manufacturers):

From the **Lists** menu select **Makes**. The **Makes File** box will appear. To add a make select the **Insert** button and enter the new Make at the prompt. To change or delete a make highlight the Make and select the **Change** or **Delete** button. For specific information on setting up your Makes and Models for the Product Specification Sheets (window stickers), please refer to your F&I Manual (Product Specification Sheets).



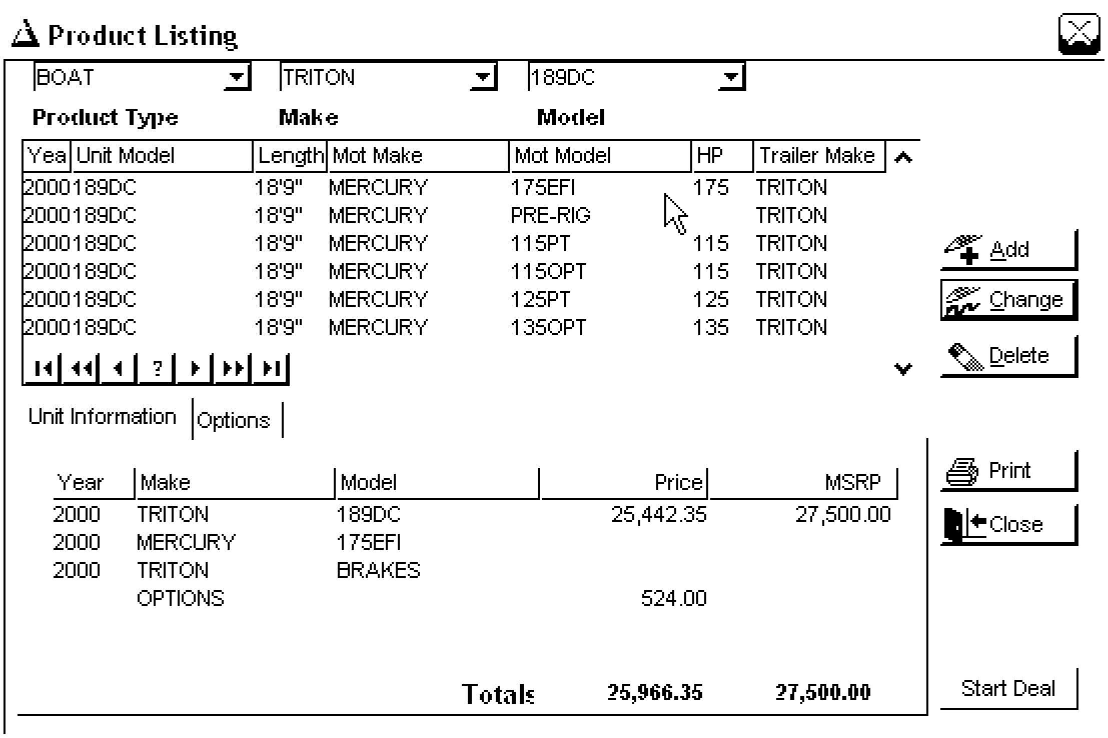
Assigning Specific Models to a Make:

You can assign specific models to a Make by highlighting the Make (manufacturer) and pressing the **Models** button. Select the **Insert** button and enter the model information. Breaking down a manufacturer make into models allows for selective lists of accessories and/or options to be entered according to make and model designations.



Product Lookup List (Catalog):

The Product Lookup List is where you list all products that are available from various manufacturers that your dealership would stock on order for a customer. **This is not where current inventory is entered**. From the **Lists** Menu select the **Product Lookup List**.



Select the **Insert** button, and complete information for the **Unit, Added Options, Motor & Trailer, Features**. You can add an unlimited number of products that are available from various manufacturers.

This table can be filtered by Product, Type, Make or Model, displaying only the product, type, make and/or model selected. The default setting is for all available products. Press the down arrow next to the Product Line, Make, or All to filter the list, and select which items you wish to display. After selecting the filters the display screen will show only those items on the **Product Lookup Table.**

Available Products can be sorted by All or each category (i.e., boats, snow machines, consignment) and a report printed for all products or by category by selecting the **Print** button. You will be asked if you wish to preview the report. Selecting **Yes** will display the report on-screen. You can either review the report and close it, print the entire report, or print only selected pages.

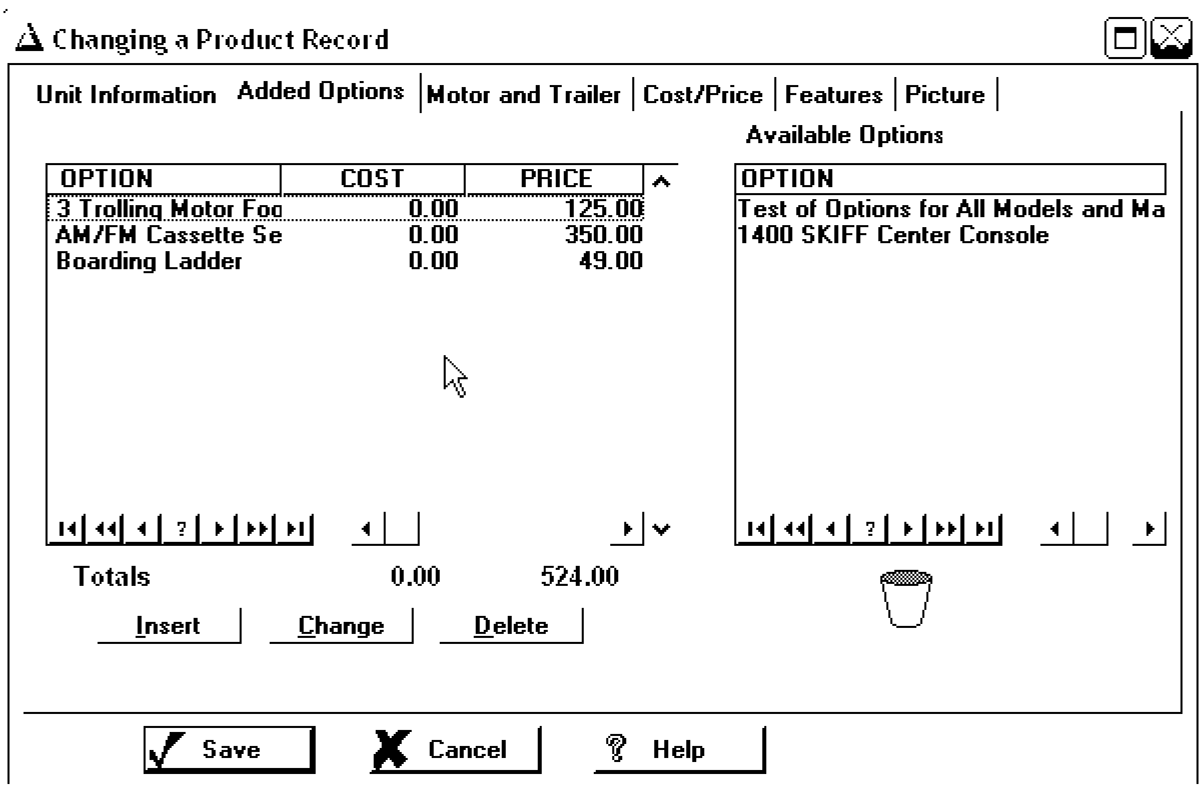
For ease of entry, highlighting an existing product and selecting the **Copy Record** button will create a new record of that product. This record can then be edited (i.e., changing only the year model, cost, options, etc.).

When choosing the Product item such as **Make, Options**, etc., that has already been added to the system a drop down list will appear for the item.

If a particular item (such as **Make**) is not already listed, that item can be typed into the list box. An **Adding a Record** box will appear allowing the item to be entered directly. You will then be prompted whether to save the record. Selecting **Save** will add the **Make, Option**, etc., to your permanent records.

Adding Options to a Product Item on the Product Lookup Table.

To add an Option to a Product Item on the Product Lookup Table select the **Added Options** tab. The following box will appear:



To add an Option, select an Option on the right by highlighting it, hold down the left mouse button on the item, and drag it over to the left side of the screen. Options that are not already listed can be added by using the **Insert** button. To remove an Option from the Product Item highlight the item on the left side of the screen, hold down the left mouse button on the item, and drag it to the trash can on the lower right side of the screen.

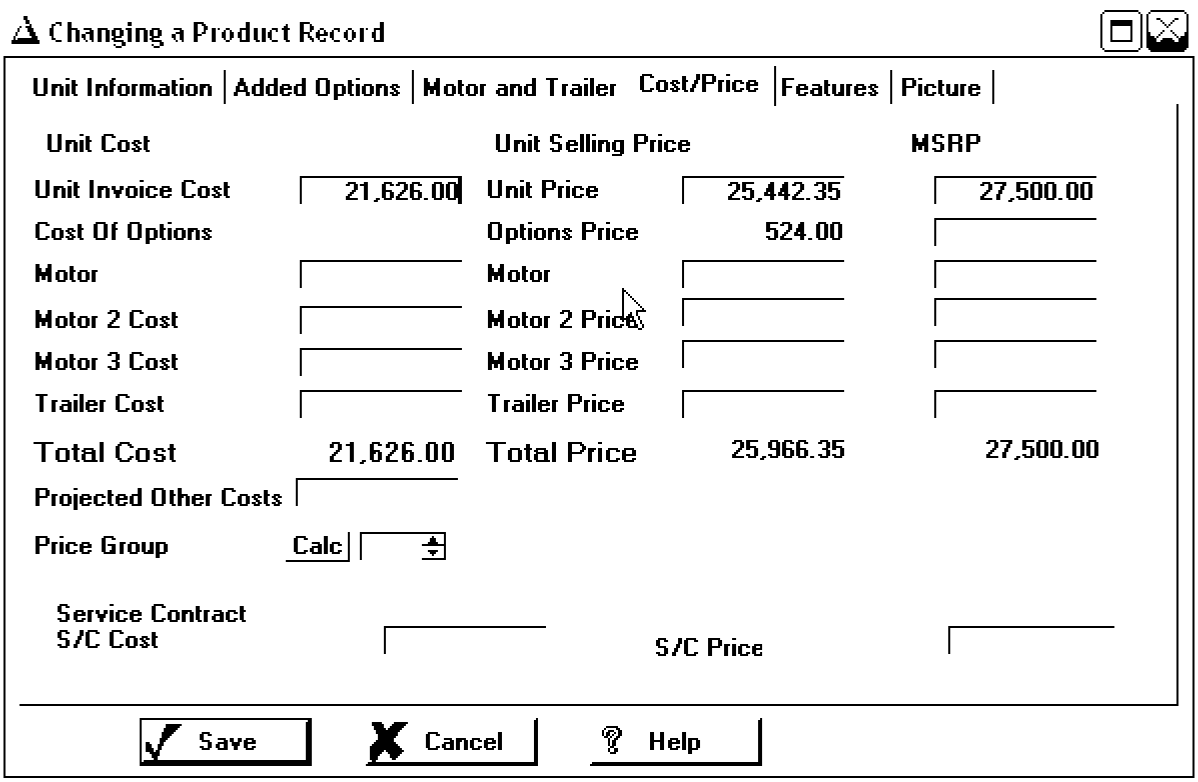
Cost and Price displays the Cost and Retail price for the product item. **Options** (if entered) cost and retail are displayed. The **Total Cost** and **Total Price** include any options, trailers, motors or other items added to this Product.

Motor and Trailer:

If your product item has been listed as a boat, a motor and trailer tab will automatically be displayed when adding or changing the product. If a motor and trailer are included with the product, select the **Motor and Trailer** tab and enter the information for the motor and trailer.

Cost/Price:

Enter the dealer cost and retail price information. Options that have been added will display with the cost and retail price. Totals will update as options are added or cost and retail price information changed for the product.



Features:

Features for a particular product can be typed into this screen.

Picture:

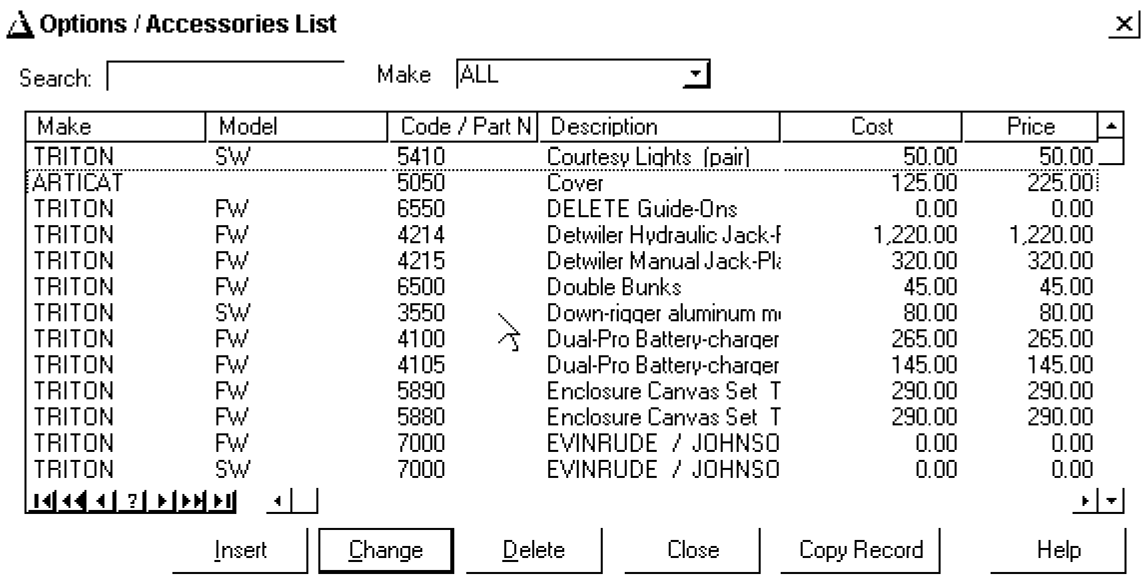
If your manufacturer provides pictures of its product in image format, this picture can be inserted here. The program will support jpg, gif, and bmp images. Select the **Picture** tab and follow the instructions on the screen. The procedure for inserting a picture of a product is the same as selecting a **Background Picture** for the main menu screen.

Options/Accessories:

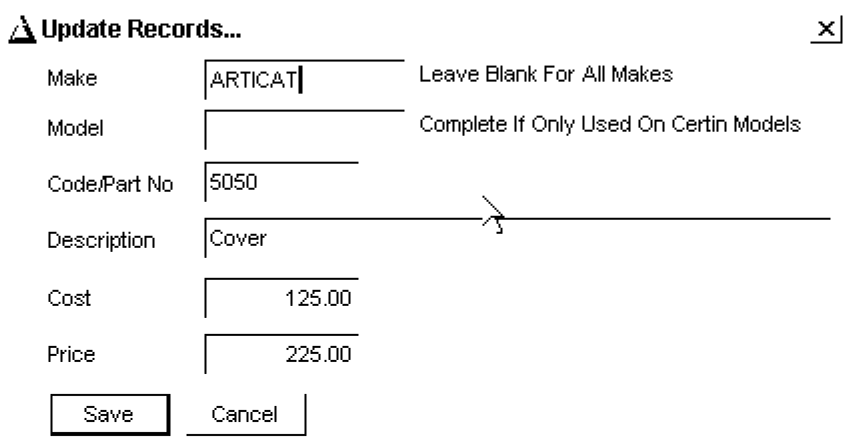
The Options/Accessories list is maintained as a single database in the software. However, **Options** are items added to a product prior to offering it for sale to customers. Unlike Accessories, Options are included with a product regardless of who purchases the product. Any Cost and Retail for Option items for a particular sale can be adjusted or zeroed out.

Accessories are items that are added to a product for a **particular customer deal** and not Options, which are items that have already been included by the dealer for a particular product regardless of who purchases the product.

From the **Lists** Menu select **Options/Accessories List**.



By selecting **Insert** an Option/Accessory Item, its cost and retail, can be added.



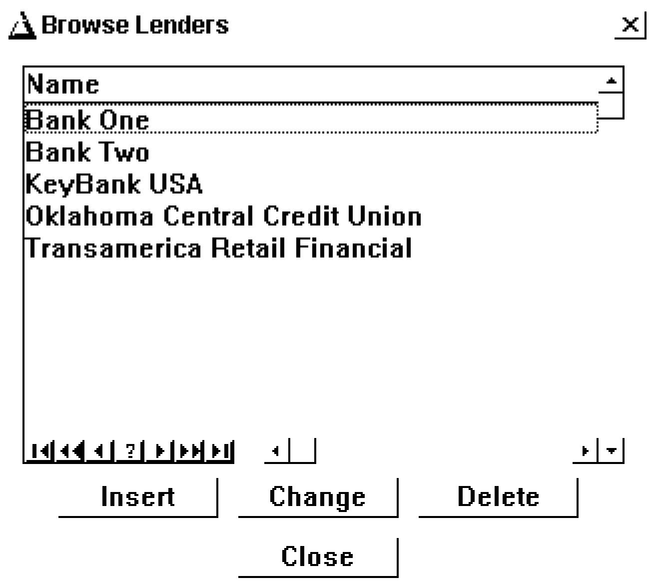
Entering a Make and/or specific Model will allow the inserted option/accessory to be made available for only that Product Make and/or Model. Leaving the Make and Model information blank will allow the inserted option/accessory to be made available for all product items and deals. Be careful when entering a Make or Model to

Note: Specific accessory items that are added to an **Active Deal** (see section on Active Deals) that are not normal accessory items (i.e., a free ball cap) can be added while performing an Active Deal and will not be permanently added to the Accessories file.

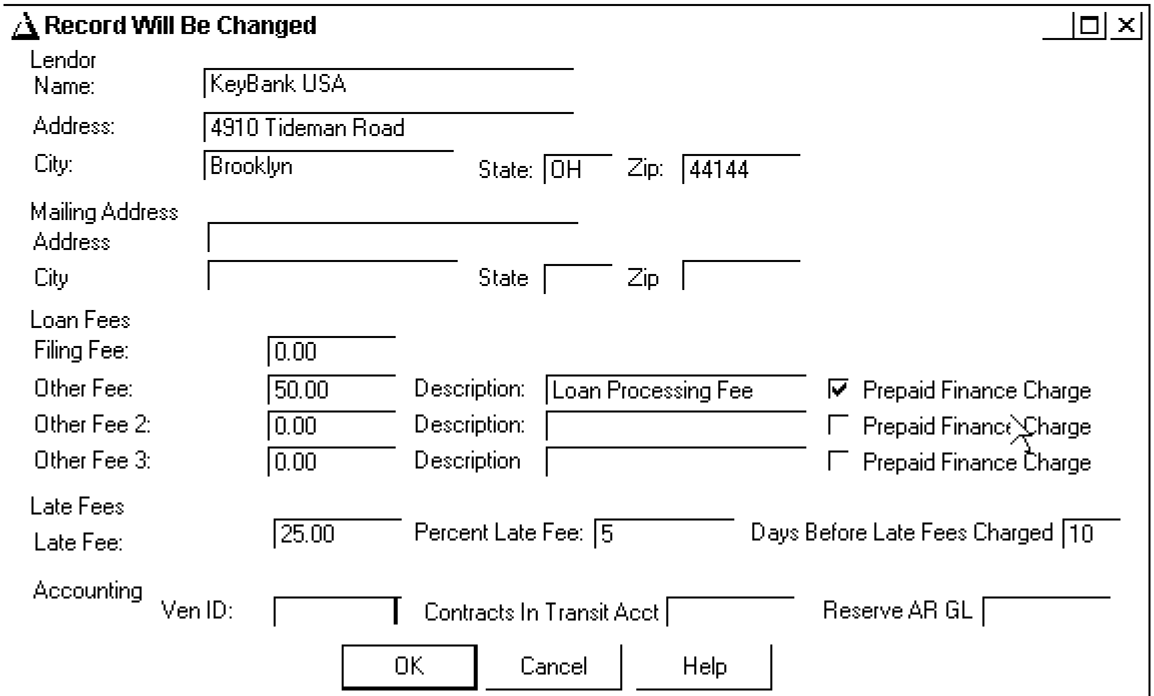
Option items can be divided by Product Type. Some examples are shown above. Options can be added, changed or deleted at any time. Changing an Options Cost and/or Price on the **Browse Options** menu **will not change Options previously added to particular products**. Options already added to particular Product Items will retain the original pricing, but can be changed from the Product Look-up screen. Options pricing cannot be changed on the **Active Deals** screen.

Lenders (Financial Institutions):

From the **Lists** menu select **Lenders**. This is where financial institutions are added, with all information about the particular lender, including address, mailing address, any filing fees and late charge information is entered.



The information entered here will print on contracts. If the Mailing Address is different from the lender's main address, enter it. Otherwise, the main address will be the address that prints on any contracts generated for this lender. Lender information can be changed at any time by highlighting the Lender and selecting the **Change** button.



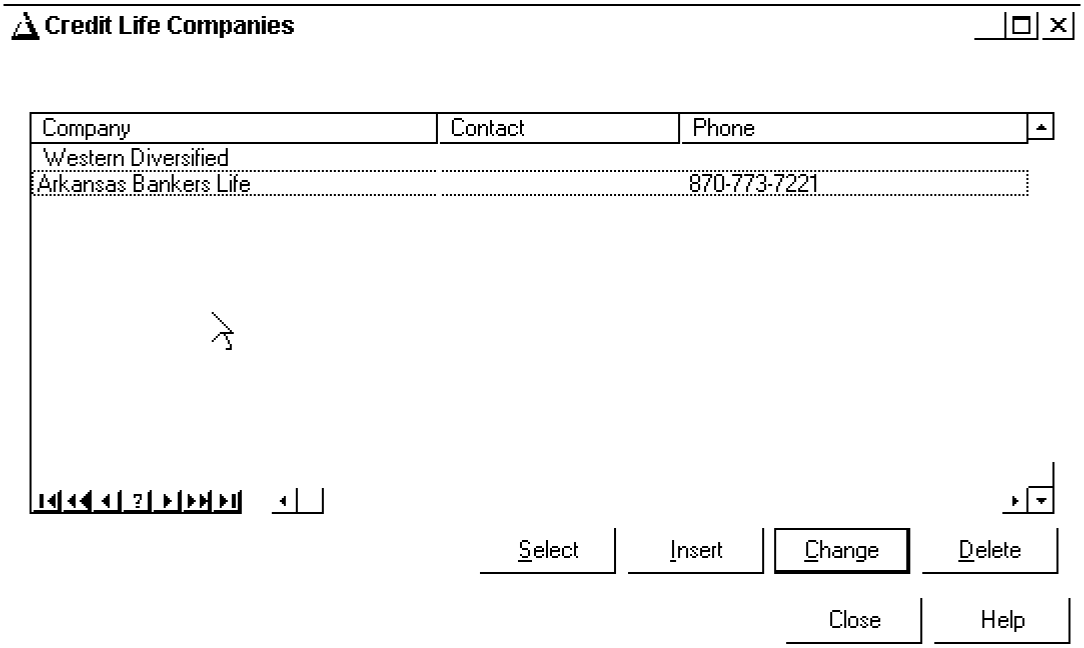
Enter any Filing Fees that this lender charges the customer (UCC Filing Fee), any other fees that this lender may charge to the customer.

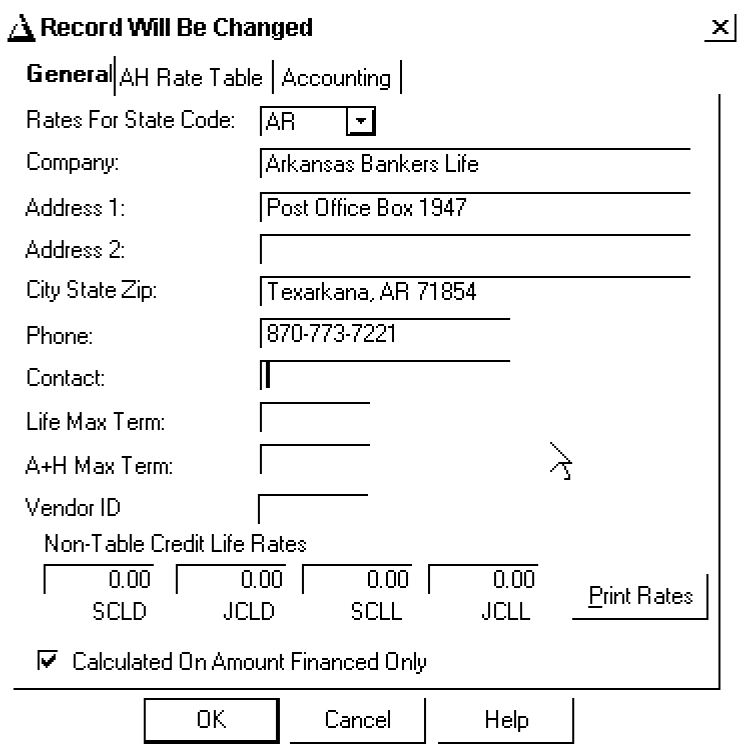
Enter any Late Fees, percent, and/or days before late fees are charged as shown above. If you do not enter anything in these boxes, this information will not print on your bank contracts.

Credit Life Information (Credit Life Companies):

Due to the complex nature of credit life insurance rates, after consulting with your credit life provider and you still have questions, please contact Tech Support. Credit Life Insurance rates are based either on a fixed rate per $100 financed or taken from a rate table provided by the credit life insurance provider.

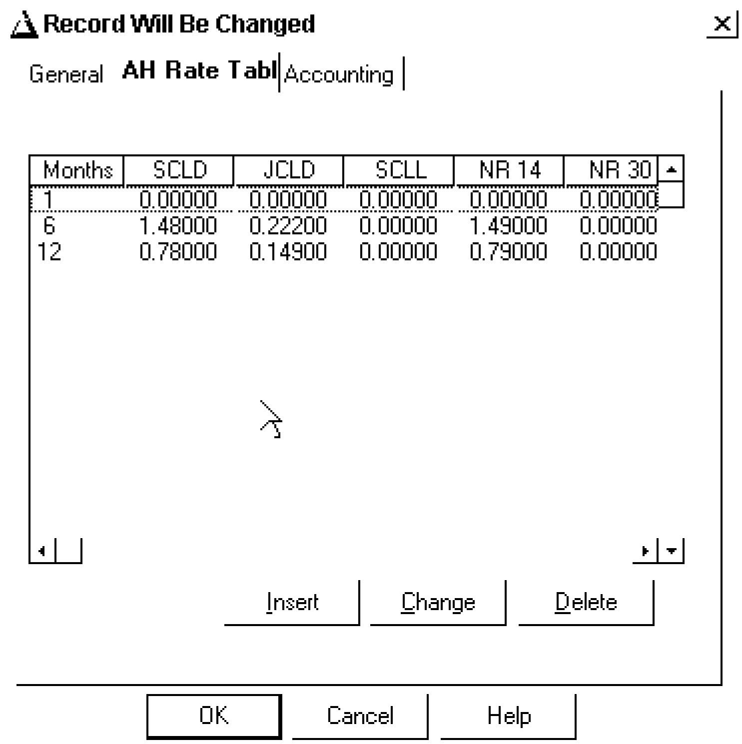
To enter information on companies that offer credit life and/or accident and health insurance through your dealership. From the **List** menu select **Credit Life Information**. From the **Credit Life Companies** select the **Insert** button.

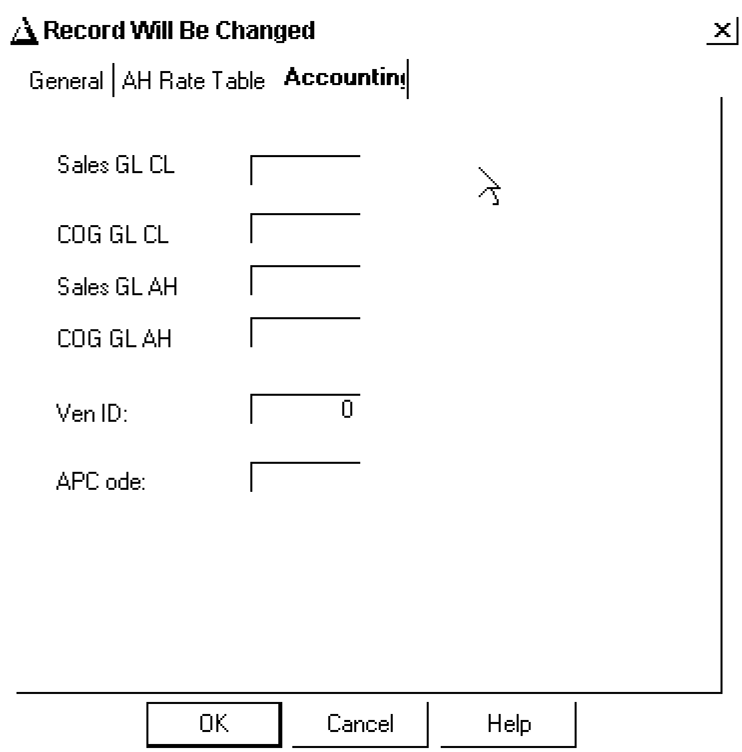




Enter the base information for this insurance provider. If the credit life rates are based on a fixed rate per $100 financed, enter the rates under the Non-table Credit Life Rates, per $100 as a decimal. SCLD (Single Credit Life Decreasing); JCLD (Joint Credit Life Decreasing); SCLL (Single Credit Life Level); and JCLL (Joint Credit Life Level).

Credit Life Insurance rates based on a table provided by the insurance provider have a maximum of 60 months (which is then factored into the entire loan, whether it is for 60 months or 84 months, etc.). It is recommended that the rate tables information be entered only for 12, 24, 36, 48 and 60 months (normal number of months for loans).



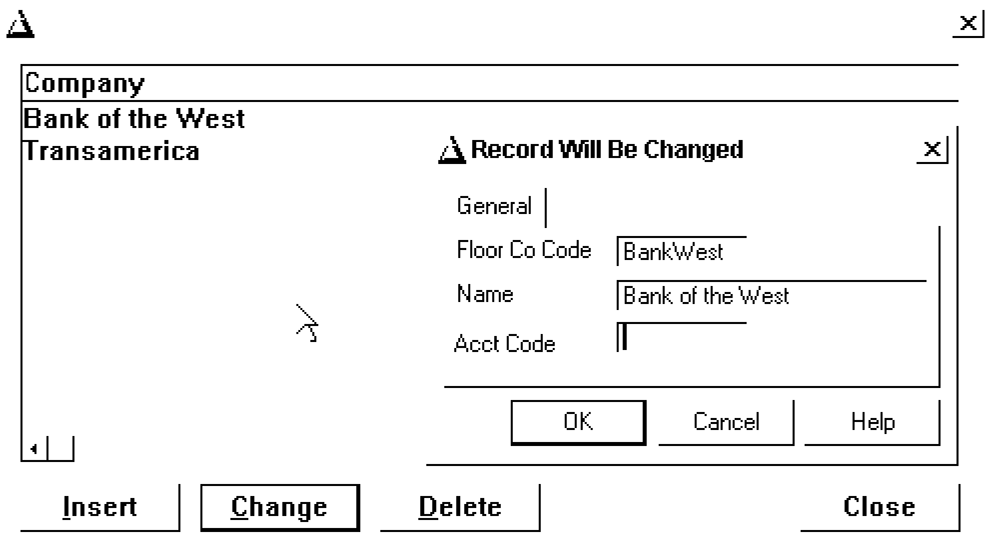


Accident and Health Information (A&H Insurance Companies):

All Accident and Health insurance is based on tables provided by the insurance provider. Use the same procedure for entering Credit Life Insurance information above.

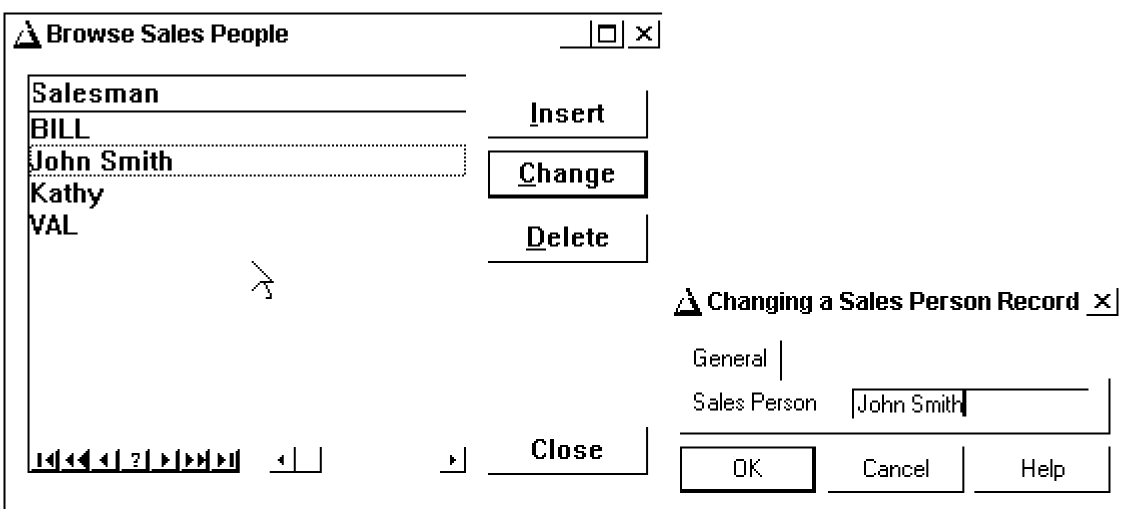
Floor Plan Companies:

From **Lists**, then **Floor Plan Companies**, select the **Insert** button and enter the Floor Plan Company Code (maximum of 8 characters), the name of the floor plan company, and any related Accounting Code for this company.



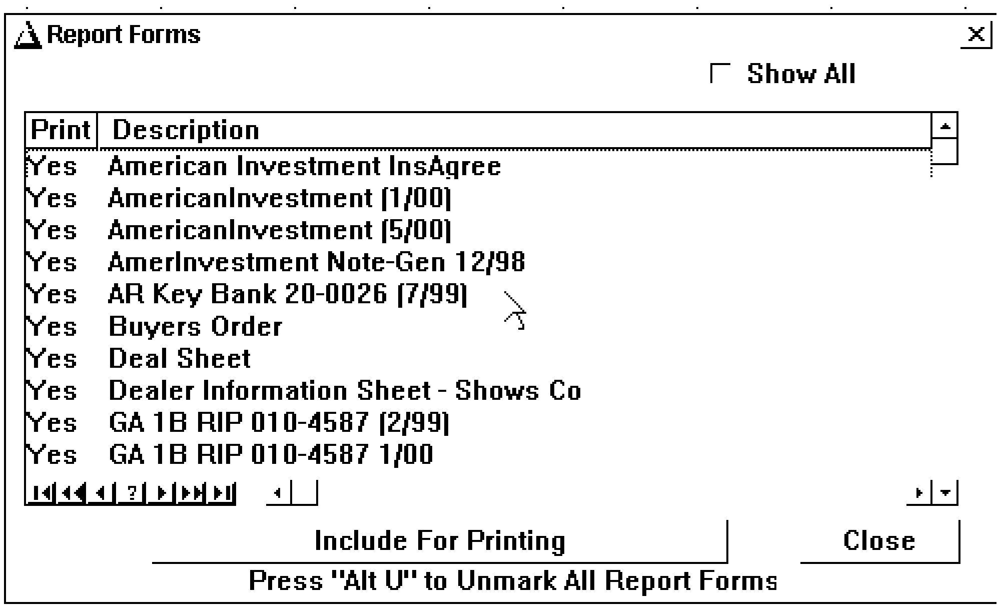
Sales People:

From the **Lists** menu select **Sales People**. Follow the same procedure for adding Sales People as the procedure for adding **Unit Types** above.



Select Forms for Printing:

Contracts, Bill of Sale, UCC Filing Forms, etc., ordered by your dealership prior to purchase, have been included here. From the **Lists** menu select, **Select Forms for Printing**.



Select which forms your dealership requires by highlighting the form and selecting the **Include For Printing** button.

2.12 Regional Sales Taxes

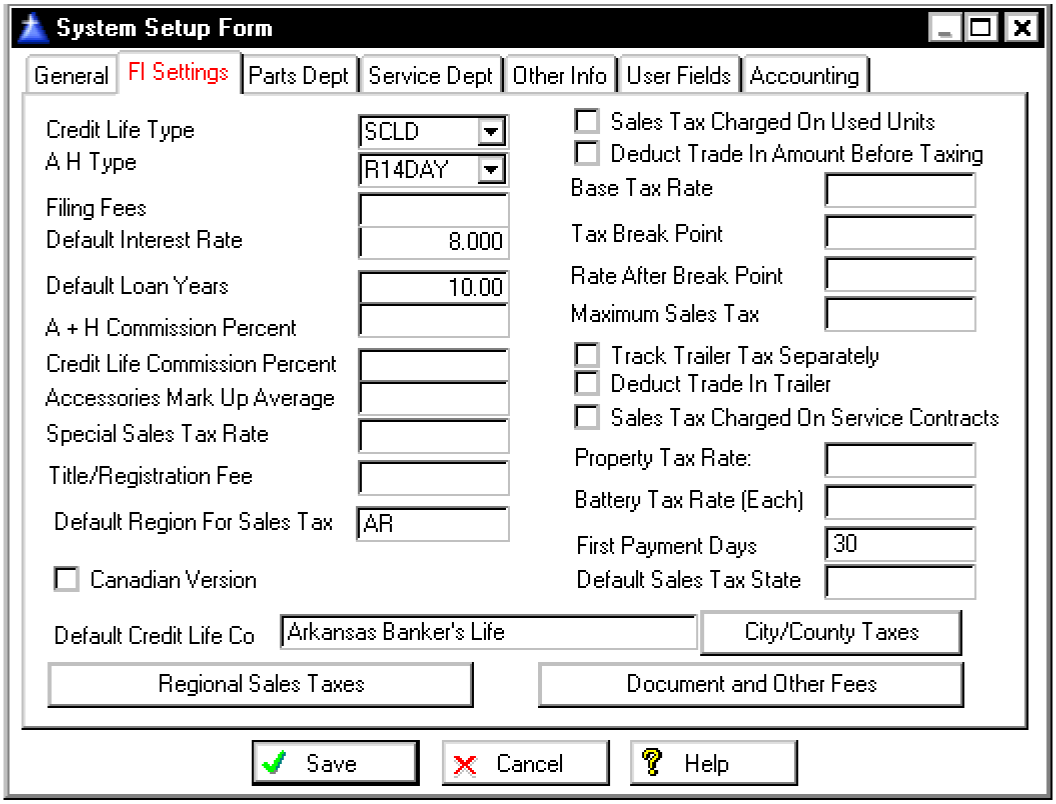
Regional Sales Tax

You should us the Regional Sales Tax settings for your dealership, even if you have only one tax base. The regional settings allow for multiple item tracking, setting up additional items and/or fees and allowing for them to be taxed or not as your state requires.

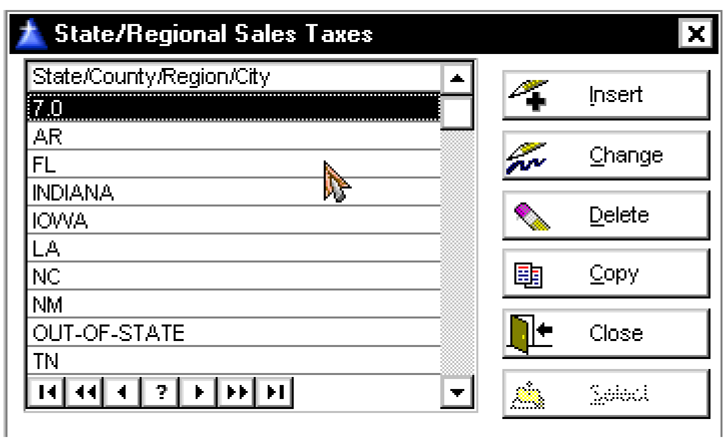
If your dealership is required to charge and/or collect sales tax for a number of counties, cities, or other tax localities, and the tax rates are different for each, you will need to set up the tax information for each. After you have set the default sales tax settings for your dealership location, select the **Regional Sales Taxes** button from the **F&I Settings** of the **System Setup Form**. Sales Tax and individual taxable items can be overridden in any **Active Deal** by un-checking the Calculate Tax check box in the Active Deal and entering the tax (or no tax) manually.

Enter the Default County/City/Region in the **Default County or Region For Sales Tax** field. This will be the tax rate that displays whenever an **Active Deal** for a customer major unit purchase is started. Selecting the Edit button to the right of the **Sales Tax** amount on the **Deal Information** screen of an **Active Deal** will display all your **Regional Sales Taxes**, highlight the correct region and press the **Select** button to change the tax base.

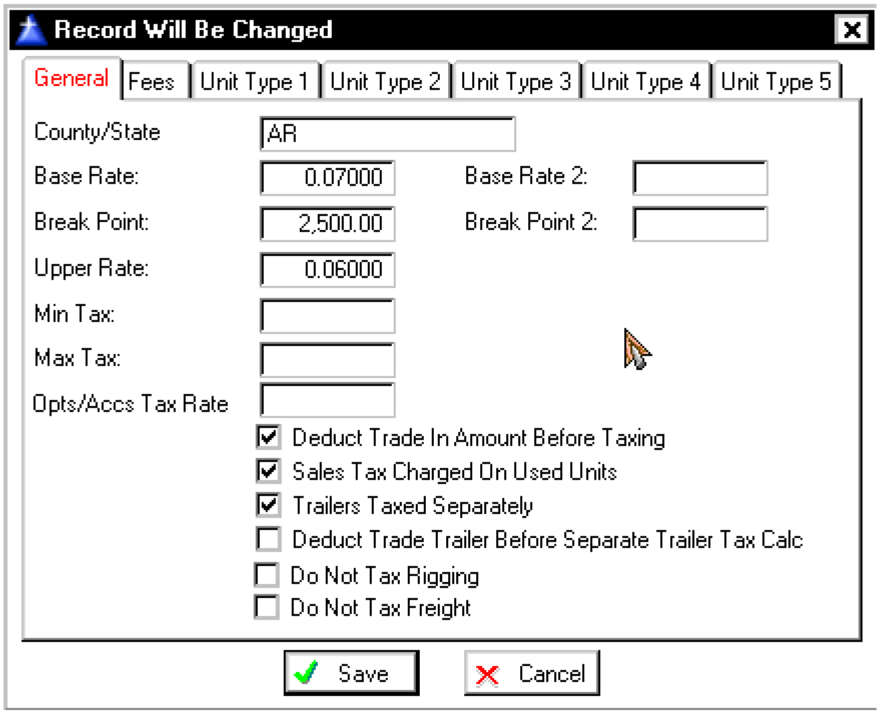
From the F&I, select File, then System Setup, then the F&I Settings tab.



Select the **Regional Sales Taxes** button.



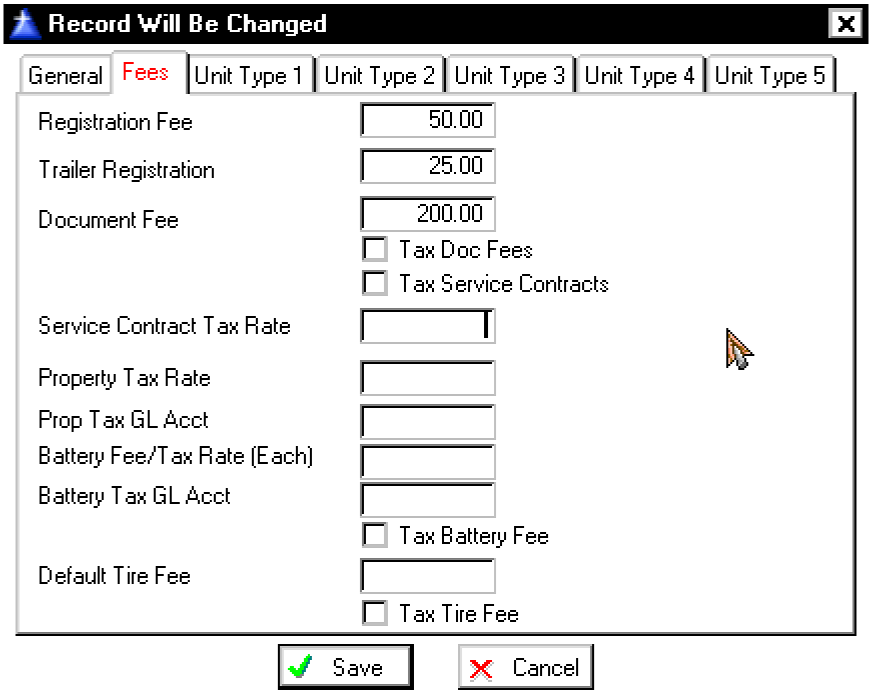
Select **Insert**, and enter the county, city, or other locale under County, then enter the tax rates, and select **OK**. Continue to add additional tax locales, then select the **Close** button on the **Regional Sales Taxes** screen.



Enter the General information for the regional tax, enter the tax as a decimal (i.e., 2% would be entered as 0.0200), any break points (as a dollar amount), upper rates (as a decimal), minimum tax (as a dollar amount), maximum tax (as a dollar amount). If Options/Accessories are taxed at a different percentage than the unit, enter it as a decimal. Check whether the trade is deducted before taxing, and whether Sales Tax is charged on used unit purchases.

If your Trailers are taxed and reported separately see the section on Trailer Sales Tax.

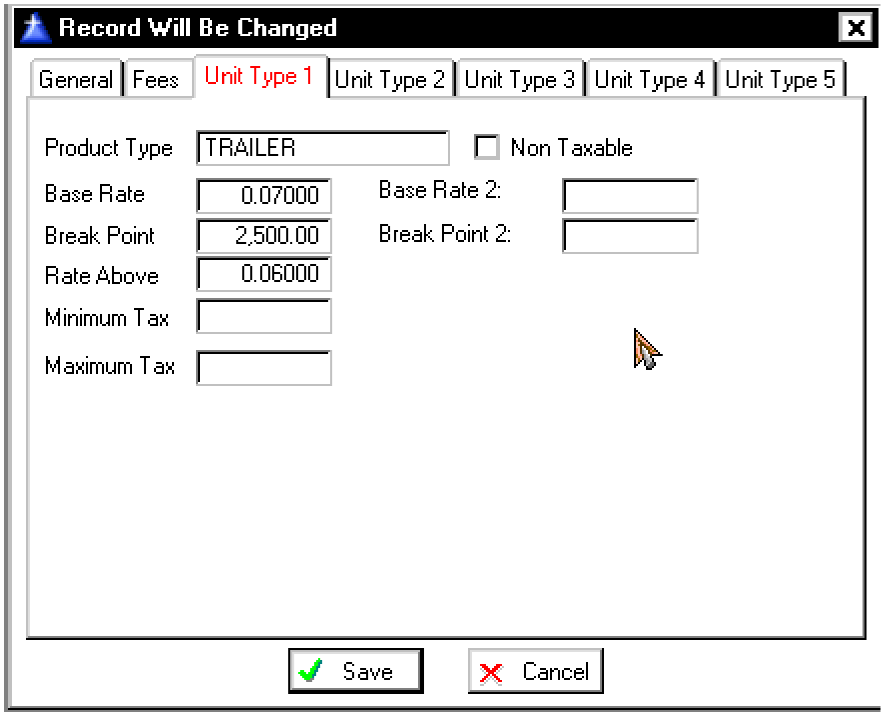
If Rigging and Freight are not taxed, check those boxes.



Under the **Fees** tab enter the Registration, Trailer Registration, and Document Fee allowed or charged for this county/city/region/province. If document fees are taxable, check the box. If Service Contracts are taxable, check the box.

The **Property Tax Rate** was specifically set up for dealerships in Texas that are charging a Dealer Inventory Tax which is listed and charged on major unit purchases. If your state or region also imposes a similar tax you may enter it here. Enter this tax as a decimal and any corresponding **General Ledger Accounting Codes**.

The **Battery Tax** was also specifically set up for dealerships in Texas (other states may be charging this tax also) and is again, listed and charged on major unit purchases. If your state or region also imposes a similar tax you may enter it here. Enter this tax as a decimal (the **Active Deal** for the customer purchase will ask for the number of batteries), and any corresponding **General Ledger Accounting Codes**. If you are a Florida dealer, these items are considered taxable if you charge them. Check the tax boxes.



If the taxes are different for different Unit Types for this region, you will need to set the tax rate for each (i.e., Boats with motors attached are taxed at 2%, but trailers are taxed at 3%). The base rate has already been set up at 2%. Only unit types set up separately under each of the 5 available unit types for each regional setting will be taxed at a different rate from the one set up in the general settings. Select the **Unit Type 1** tab and enter the Product Type (this must match the Product Type set up under **Lists, Product Lines**.

Enter the tax rates as described above. If this is a non-taxable item, or your dealership is not required to collect or charge the tax for this item, check the **Non Taxable** box.

After entering the tax rates for each Unit Type (Product Line), press the OK button to return to the **State/Regional Sales Taxes** screen. Continue inserting your regions and their individual settings, then press the **Close** button.

City/County Sales Tax:

If your dealership is required to collect a separate City/County/Provincial Sales Tax, that needs to be reported and/or printed on forms separately, from **File,** then **System Set Up**, then the **F&I Settings** tab, select the **City/County Tax** button. Generally, the Regional Sales Tax settings will take care of most regions.

If your dealership collects a total tax (with no breakdown reported on contracts, forms, or invoices), paid to the same government entity, you should use the Base Tax Rate settings (either for Single Tax or Regional Tax) with any maximums and break points entered.

Enter the tax rate as a decimal (i.e., a 1% tax is entered as 0.0100). If the tax has a maximum dollar amount, enter that amount. If the tax is a flat rate tax for major unit inventory purchases only (i.e., $20.00 regardless of the amount of the purchase), enter that amount, but do not enter a percentage).

Enter the associated General Ledger Account Code and select the **OK** button to save the information.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part III

Vendors/Outside Contractors

3 Vendors/Outside Contractors

Vendors/Outside Contractors

Vendors:

There are two options for setting up Vendor information. Initial Vendor information can be entered from lists already maintained by the dealership or can be entered as needed.

If you have the General Ledger module of the software, any vendors entered here (directly from the Parts, Service & Inventory module) will automatically be assigned a **Vendor Type** of **Parts (P)**. This setting is not visible in this database module. All other vendor types are only available for review, insertion, or change in the General Ledger or F&I modules.

3.1 Types of Vendors

Types of Vendors

Vendors are any person or company that your dealership pays. They include parts distributors and manufacturers, warranty providers, outside contract labor (See, **Work Orders/Sublet Labor**), credit life or accident and health providers. Only those vendors that directly apply to the Parts, Service & Inventory module will appear in this module of the software. These three vendor types for the Parts, Service & Inventory module are:

Parts Distributors/Manufacturers

All parts distributors and/or parts manufacturers must be included in the vendor file. The **Parts Make Code** for that parts distributor must be included on the **Parts/Service** section for this vendor and the **Parts Make Code** must match exactly those **Part Makes** provided by Total Control Software (price books we make available) or the price book you create. If the **Part Make Code** is not entered for this distributor/manufacturer the vendor will not be displayed in the list of available vendors for **Purchase Orders**.

Warranty Providers – Extended/Manufacturers

Manufacturers and/or companies that provide extended service for your customers must also be included in your vendors list. A parts manufacturer can also be a warranty provider. The Parts/Service section for your vendors includes a section for warranty information. If you do not include warranty information specific to this vendor the default information entered in your System Set Up (Service) will be used. You can correct any individual work order, or set individual parts and/or labor rates up for each vendor.

Outside Contractors/Sublet Labor

Any outside contractors you use to perform work that cannot be performed within the dealership (i.e., fiberglass repair, canvas repair, welding, etc.), must be set up as a vendor. Also, **SUBLET** must be added as a **Service Code** item. Using the Service Code item of SUBLET triggers the system to insert the vendor information, cost and retail pricing for the service, fields for the outside contractor's invoice number and remarks.

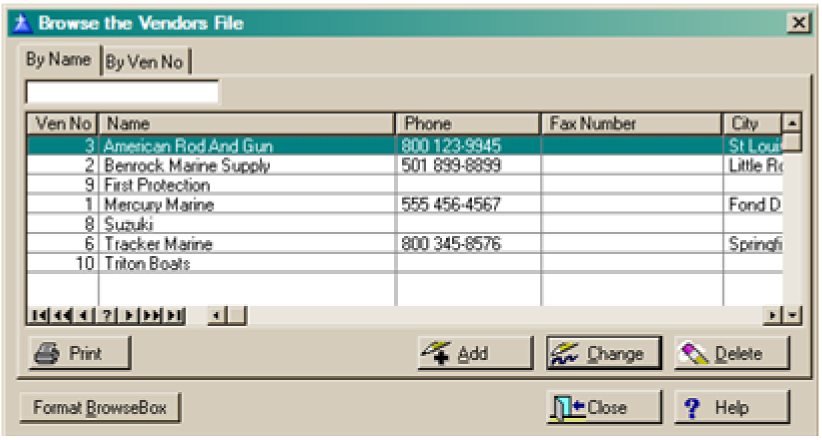
3.2 Adding/Changing a Vendor Record

Adding/Changing a Vendor Record

To add new vendors to the program or change an existing vendor in the program:

Main Vendor Screen

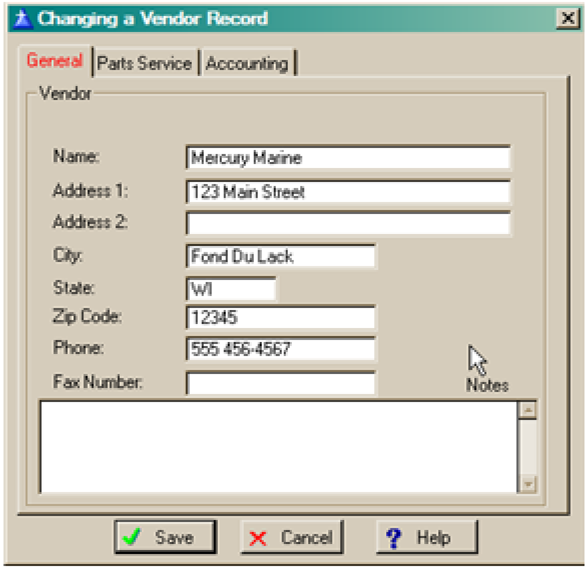
From the **Main Menu** select **Parts**, then select **Vendors**. The **Browse the Vendors File** will appear. Press the **INSERT** button (ALT + **I**). An empty **Adding a Vendors Record** box will appear. To **Change** information for an existing vendor, highlight the vendor and select the **Change** (ALT + C) button.



A report listing all Vendors entered can be printed by selecting the **Print** button.

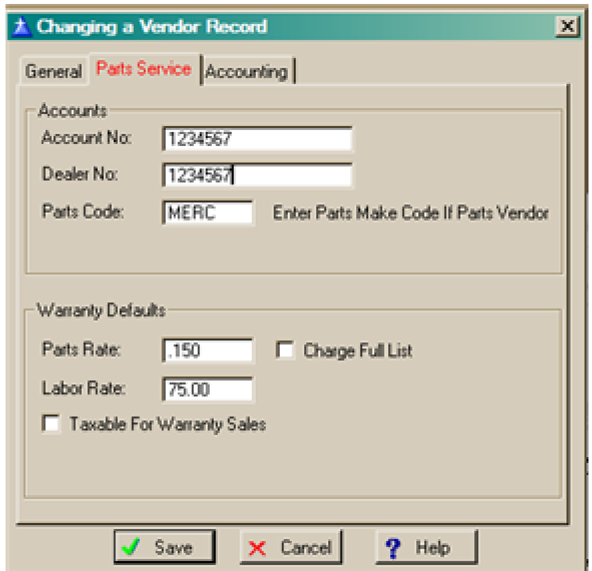
General Vendor Information

Using the Tab or Enter key to move through the fields, enter the name, address, and telephone information for the new vendor. If you have the General Ledger module of the software, any vendors entered here will automatically be assigned a **Vendor Type** of **Parts (P)**. This setting is not visible in this module.



Parts/Service Information

Select the **Parts/Service** tab at the top of the Vendor Record box.



Enter your dealer number and account number.

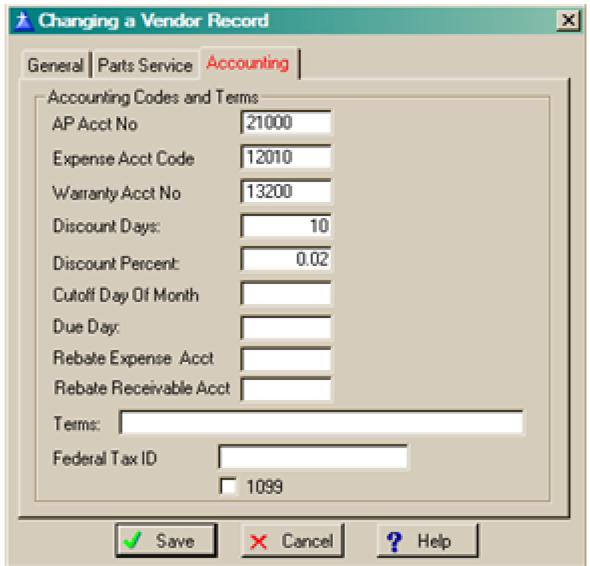
If the Vendor is also a parts distributor, be sure to enter the vendor's Parts Make Code under MAKE (it must match the parts make code set up in Parts Makes). Purchase Orders cannot be processed for a vendor unless the Part Make Code is entered. The vendor will not appear in the list of available parts distributors when processing a purchase order if the **Part Make** is not assigned.

If the Vendor is a warranty company, enter the warranty information

- **Parts Rate:** Enter the rate this vendor allows above cost for warranty repairs, i.e., .15 equals 15%
- **Charge Full List:** Check this box if the vendor pays full list.
- **Labor Rate:** Enter the hourly rate this vendor allows for warranty repairs.
- **Parts Code:** Enter the make code for this vendor for price book display.
- **Taxable:** Check this box to charge applicable sales taxes on warranty repairs for this vendor.

Accounting Information

Enter your accounting codes, discount information, due day, any special terms, Federal EIN, and check whether this vendor will receive a 1099 at the end of the year.



Pressing the **DELETE** key (ALT + D) will delete the vendor. A message box will appear asking whether you want to delete this item. If you are sure you want to delete it, press **OK**. If not, press **CANCEL** and you will be returned to the **Browse the Vendors File** box.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part IV

Customers

4 Customers

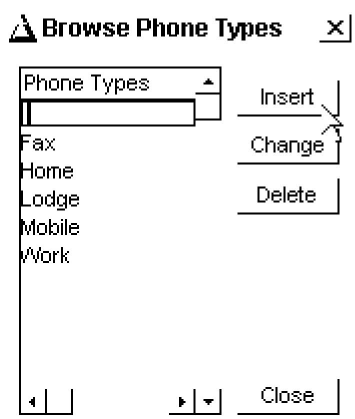
Customers

The Customer database contains all customers who have purchased major units through the F&I module of Total Control Software's package, including information on the unit he/she has purchased, as well as any customers you enter from the Parts, Service & Inventory module. The only information not transferred to the customer database is extended warranty information. This must be manually entered. The Customer database also maintains and tracks all customers you set up for normal purchases (over the counter parts sales) and work orders (service work, warranty work, etc.).

4.1 Setting Up Customer Phone Types

Setting Up the Customer Phone Types:

From the **Main Menu** select **Customers**, then select **Customer Phone Types**. Press the Insert button and enter the description for the customer phone type. **Please note: You should set these designations first before entering your customers and their information**. When inserting or changing a customer record you can enter any of the Customer Phone Types set up here, by selecting Insert, then entering the type and related telephone number directly in the Phone fields.



4.2 Setting Up Customer Categories

Setting Up the Customer Category Types:

You may wish to designate different types of customers for reports or filters. From the Main Menu, select **File**, then **System Set Up**, then **User Fields**. To set up your customer types, enter each type separated by a | (Shift + Backslash key on your keyboard). Limit the characters for each type to a maximum of eight (8) characters. Select the **SAVE** button to save these new settings.

NOTE: The Default Category for all customers will be the first one entered in the System Set Up.

These customer categories will then be available for selection when you are inserting or changing a customer record.

4.3 Assigning Customer Numbers

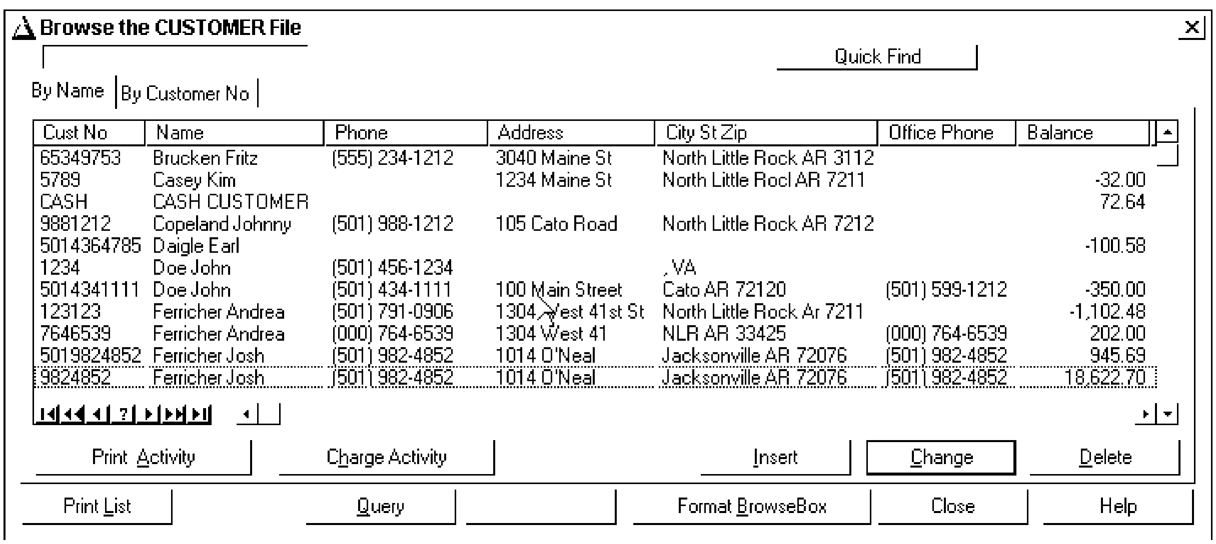
Assigning Customer Numbers:

Customers must be assigned a unique Customer Number. If unique customer account numbers are not currently maintained by your dealership, it is recommended that the customer's seven or ten digit telephone number be used as his or her Customer Number.

4.4 Adding or Changing Customer Information

Adding or Changing Customer Information:

From the **Main Menu** select **CUSTOMERS**, then select **CUSTOMERS** again. The **Browse the Customer File** will display. Press the **INSERT** (ALT + I) to add a new customer or **CHANGE** (ALT + C) to change a customer's information.



NOTE: You can add or change customer information at any time, either from **Customers** from the **Main Menu** or from the **Quick POS** or **Active Service** sections of the program. When the **Browse the Customer File** screen displays, select **Insert** to add a customer to the database and follow these instructions for adding a customer record. Save the information for the new customer, then with the newly added customer highlighted on the **Browse the Customer File** screen, press the **Select** button. To change customer information, highlight the customer, select the **Change** button, make your changes/corrections/additions to the customer's information, select the Save button, then with the customer highlighted on the screen, press the **Select** button.

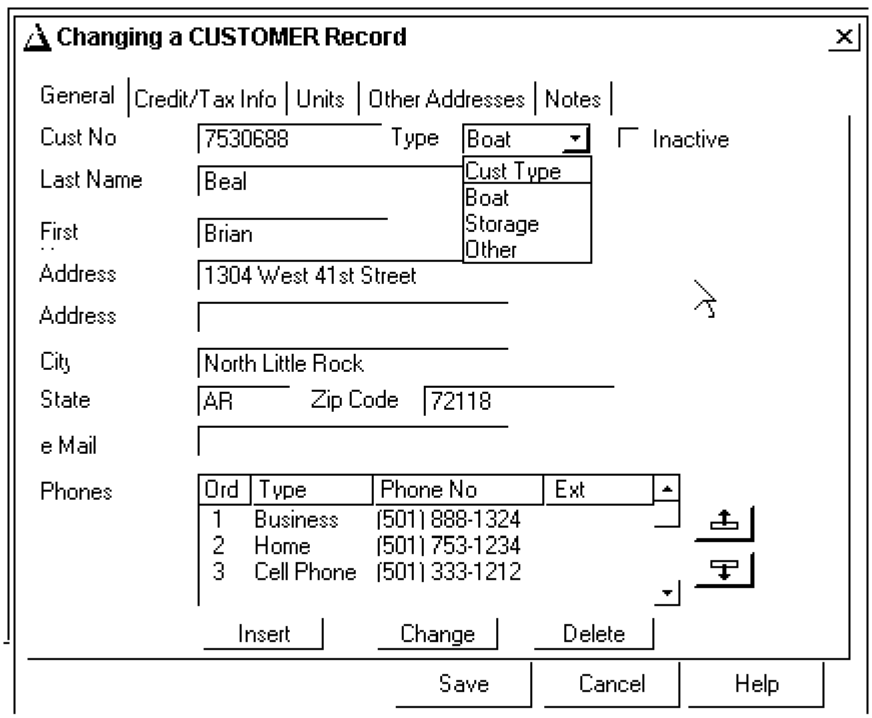
General Customer Information

Under the **GENERAL** tab enter the name and address information on the customer

NOTE: Pressing the **ENTER** key after the last field or pressing the OK button at any time in the screen will return you to the **Browse the Customer Files** box. If this is done before all of the information is entered, just highlight the customer and press the **CHANGE** (ALT + C) button to go back to that customer's record.

If your dealership tracks customers by type, select the Customer Type from the drop-down box (See System Set Up – Other Information for customer type).

The system maintains multiple telephone numbers and telephone designations (See Customer Phone Types above for designations). Enter the customer telephone numbers.



Credit/Tax Information

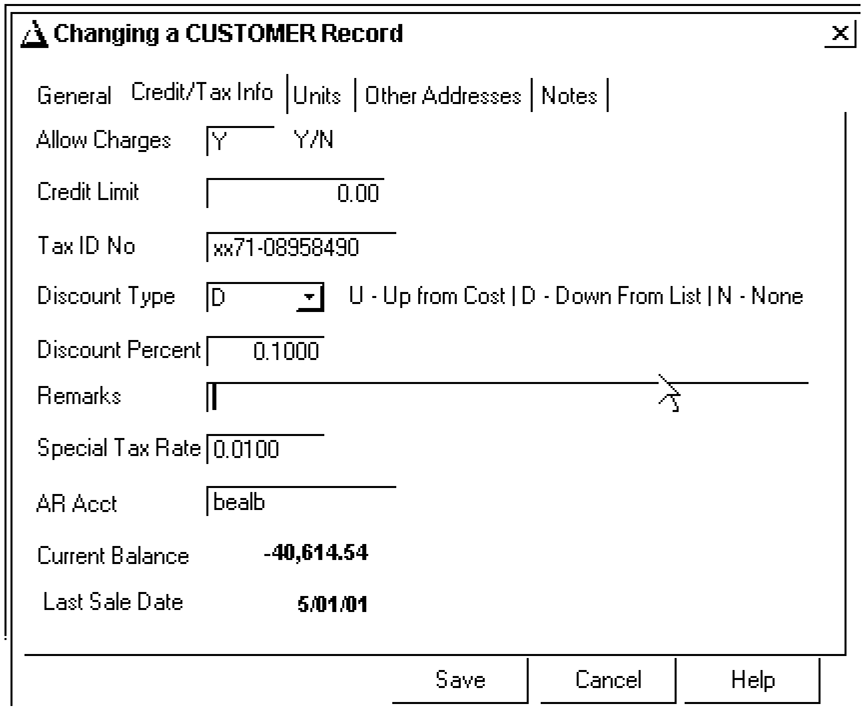
After entering the information on the **General Information** screen, click on the **CREDIT/TAX INFO** tab. Enter any pertinent information pertaining to that customer, including discounts, if any. The Remarks field may be used for a short note about the customer.

If the customer is not set to **Allow Charges (Y)**, if an invoice or work order is set for **OPEN** account, only a **Supervisor Override** will allow the charge.

If this customer is a reseller enter the Tax ID Number.

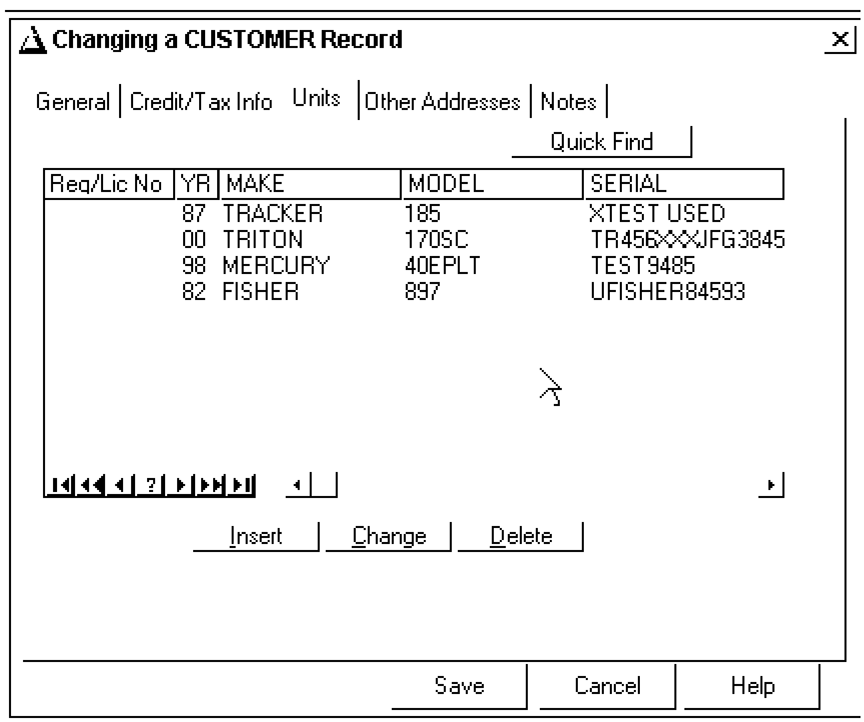
Set the Discount (if any) and enter the Discount Percent (10% is .10)

Enter any Special Tax Rate

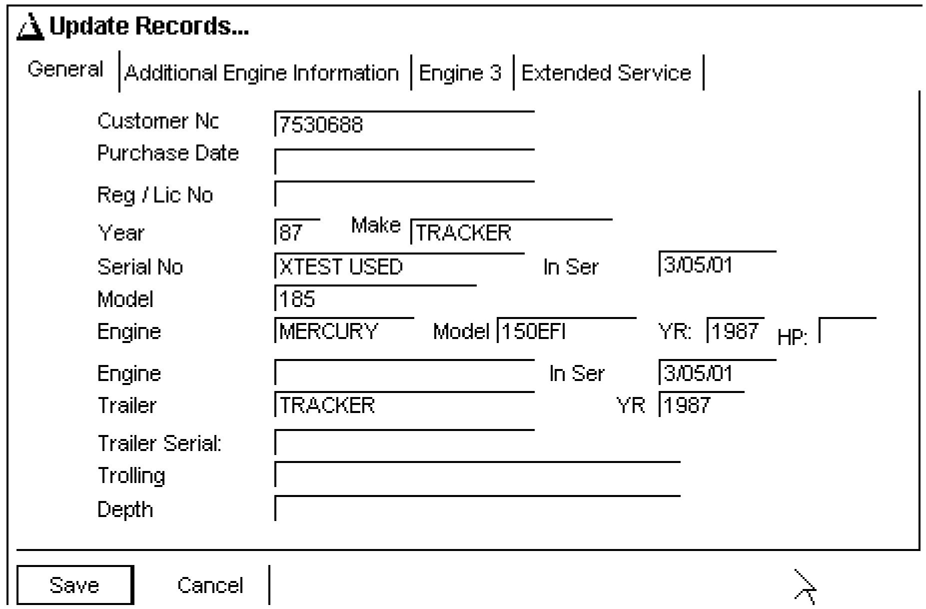


Customer Owned Units

After completing the information on this screen, use the mouse and click on the **UNITS** tab.

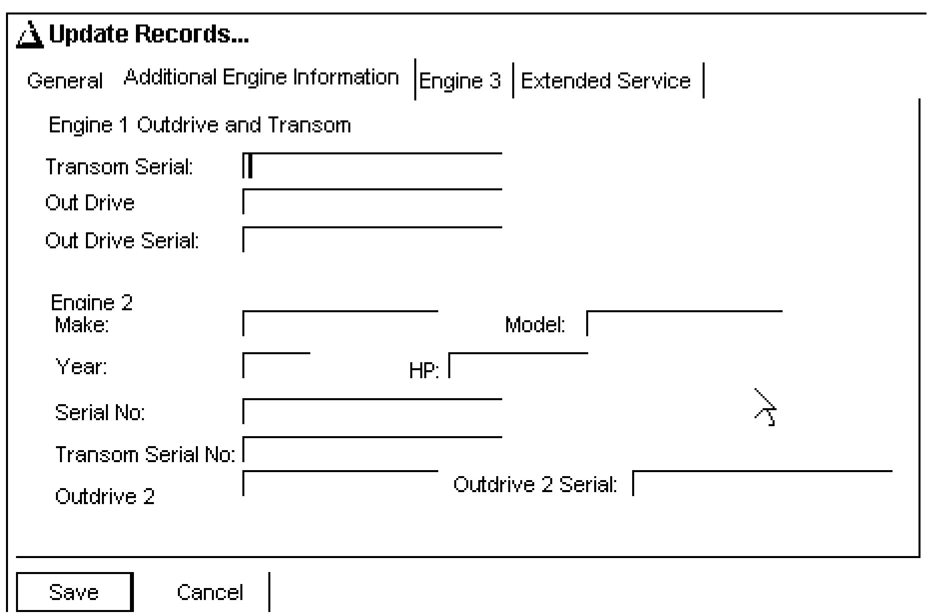


This screen allows the dealership to enter information on all boats, motors, trailers, etc., which the customer owns. If the customer has been added to the database through the F&I module of the software (has purchased a major unit), his customer information and unit information will be automatically added to the database. To add customer owned units press the **INSERT** button.

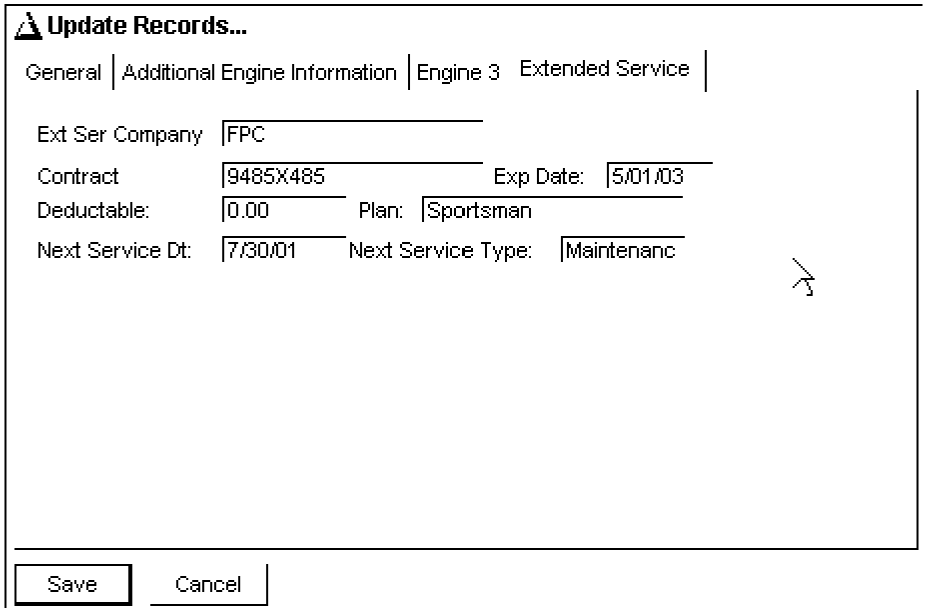


The Customer number is already entered. Enter the remaining information for the item.

Select the **Additional Engine Information** tab.



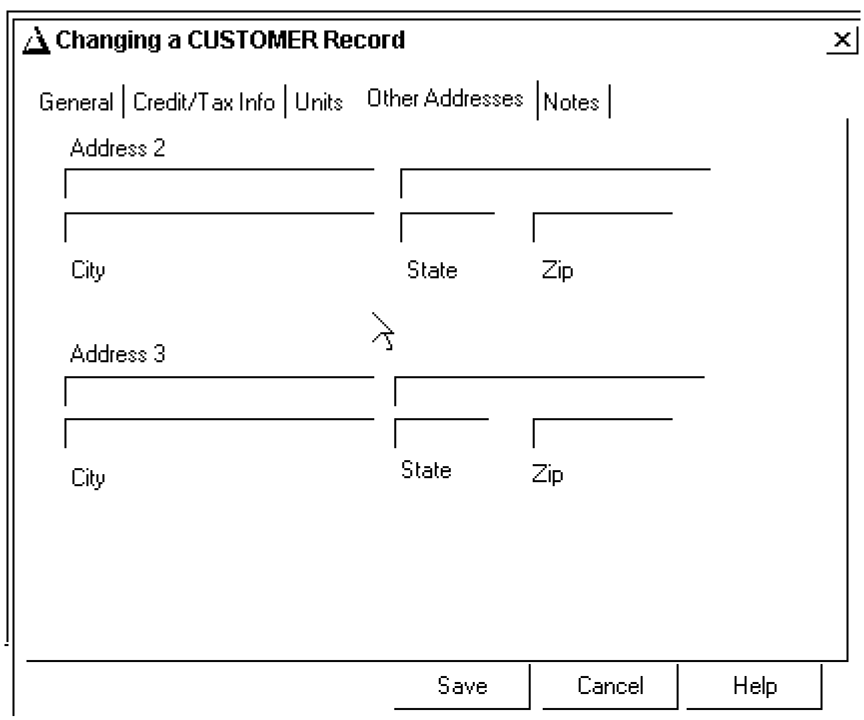
Enter transom and outdrive information for the first motor and information for the second motor. If this unit has a third engine, select the **Engine 3** tab and enter that engine's information there. If the customer has an extended warranty select the **Extended Service** tab.



Enter any extended service company information. Select the **Save** button to save the information for that customer.

Other Addresses

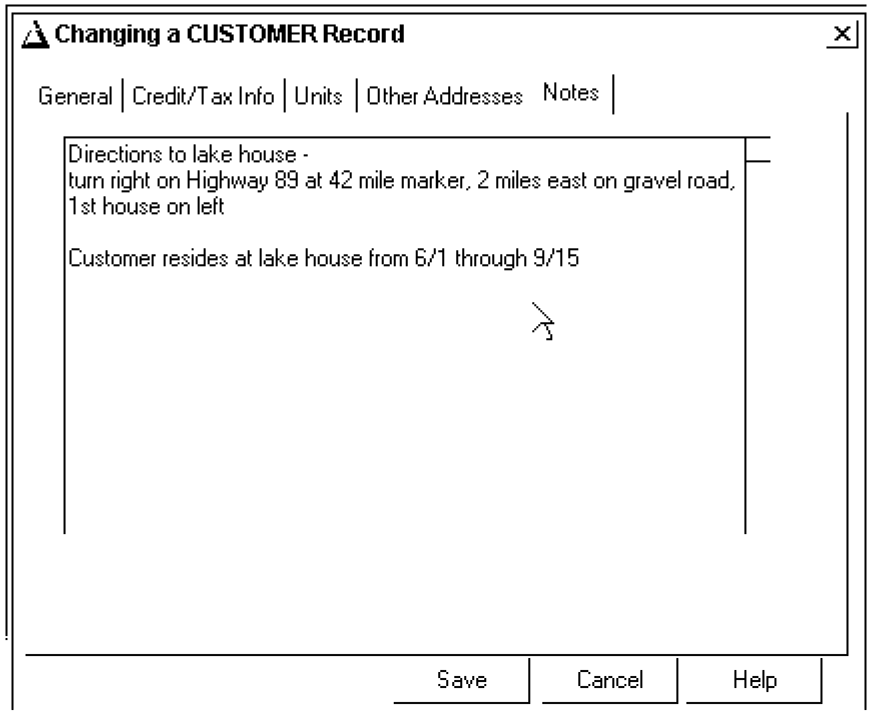
Up to two (2) additional addresses for your customers (lake houses, offices, etc.) can be entered here. Select the Other Addresses tab and enter the information.



Notes

Notes on a particular customer can be used here (for directions or comments on the customer). These notes do not print on the customer record, but can be selected for printing in a User Defined

Custom Report (See **User Defined Reports and Spreadsheets**).



Quick Search:

Quick Search allows you to search for a customer by typing in any portion of information already in that record. Press the Quick Search button and an empty box will appear. Type in the customer name, a portion of that name, customer number (or a part of that number) and press the ENTER key. All records containing that information will appear in the browse box. You can then select the customer. By pressing the Reset key the browse box will return to the screen showing all customers.

4.5 Printing Customer Lists and Reports

Print a Customer List:

Select the **Print List** button at any time to create a printed list of your customers with their primary address and telephone numbers.

Query:

You can create a variety of queries (See **Query Wizard**) to limit what displays in the **Browse the Customer File** screen. You can then select the **Print List** button to print a customer list containing only those customers meeting the query criteria.

Print Customers With Units Report:

You can print a filtered list of only customers who have units entered by selecting **Customers**, then **Print Customers With Units Report**.

User Defined Customer Reports and Spreadsheets:

You can create custom reports and spreadsheets using data from your customer lists by selecting **Customers**, then **User Defined Customer Reports** or **User Defined Customer Spreadsheets**.

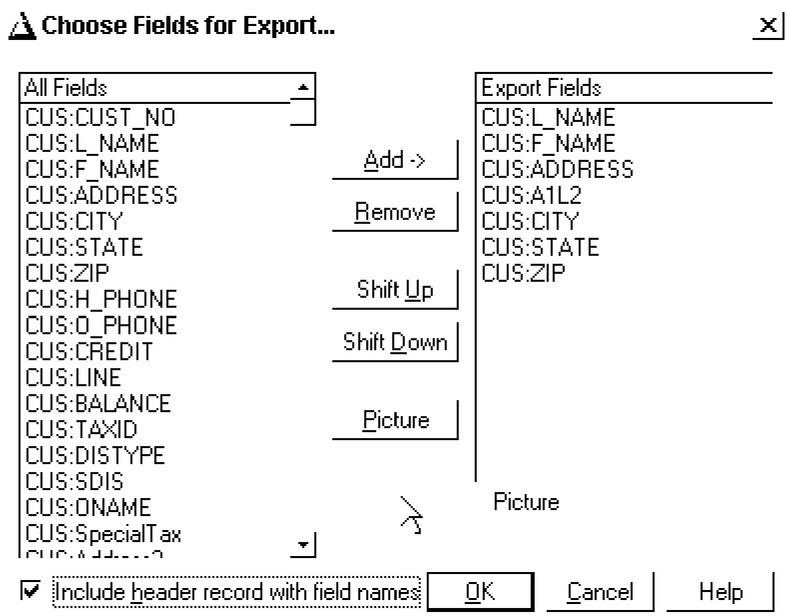
See the instructions on the **User Defined Report Designer** and **Query Wizard** for creating your own customer reports and spreadsheets.

Exporting Customer Information to Excel for Use in Mail Merge or Other Functions

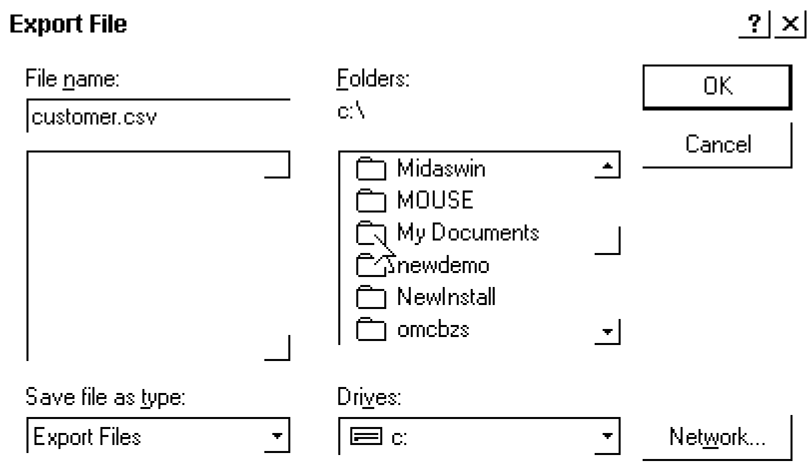
You can export information from your customer lists to a Microsoft Excel spreadsheet by selecting **Customers**, then **Export to a CSV File for Use With Excel**.

At the **Choose Fields for Export** screen, highlight each available field on the left side of the screen, select the Add button. The field to be exported will display on the right side under **Export Fields**. You may remove a selected field from the Export Fields by highlighting it and selecting the Remove button. Fields can be shifted up or down (change the order to export) by selecting the Export Field on the right side of the screen and pressing the Shift Up or Shift Down buttons to move the field(s) into a different order.

If you want the header record (Field Name) to be include with your export, check the Include Header Record box in the lower left corner.



Once you have selected and arranged your fields to export, select the OK button. You will be prompted for a field name and location to save your export file. The default location will be the Winboat directory on the server. It is recommended that you save the file to the My Documents folder on the local computer (the one you are working at). Change the drive (if necessary) by select the down arrow next to the drive shown under **Drives**. Once the drive is changed and the folders for that drive appear in the box under **Folders**, find the folder where you wish to save the file and double-click on it. A list of all files with the extension of CSV will appear in the larger box under **File name**, enter a file name (if you wish to overwrite an existing file find it in the list and click on it) as shown below and select OK.



The customer records will process and export to the new file. You can now open Miscrosoft Excel, select File, then New, change the Files of Type to All Files, and select the file you just created.

Printing Customer Mailing Labels

You can print mailing labels with customer names and addresses by selecting Customers from the Main Menu and then selecting Print Mailing Labels. You may preview the report by pressing the YES key and review the mailing labels prior to printing, or send the mailing labels directly to the printer by pressing the NO key.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part V

Price Books

5 Price Books

Price Books

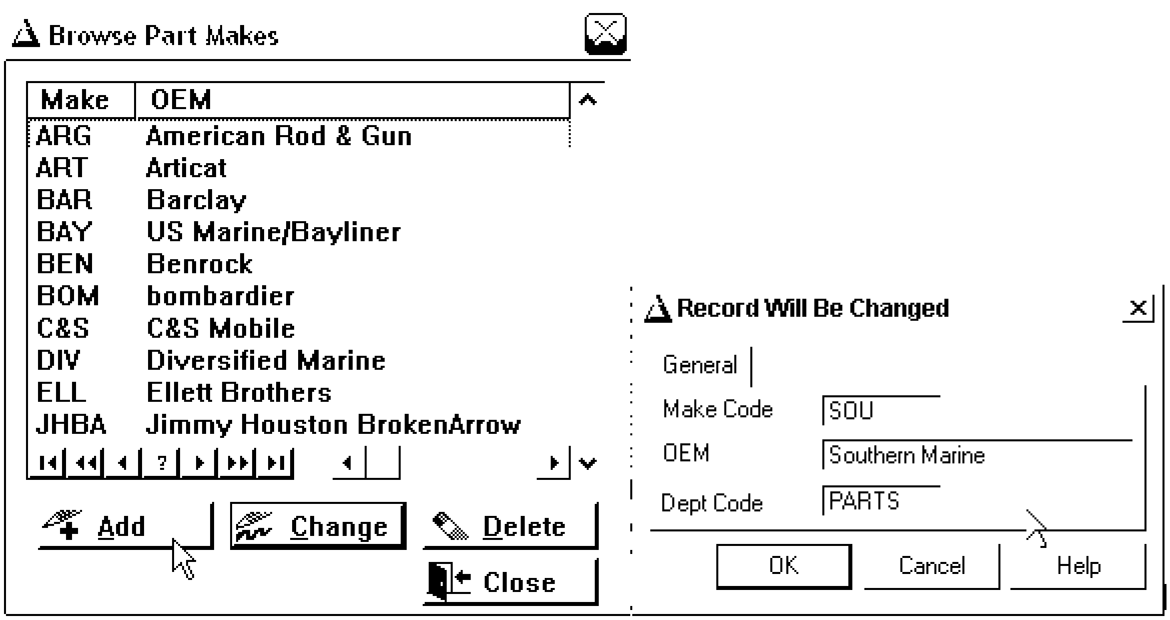
Total Control Software's Boat Dealer Solution Parts & Inventory software comes pre-loaded with Price Books requested by your dealership. Other available price books are contained on your installation CD and subsequent update CDs (Please see instructions for the Price Books and Utilities for information about importing a new price book and updating pricing).

5.1 Part Make Codes

Part Make Codes

From the **Main Menu** select **Parts**, then select **Parts Makes**. The following **Browse Records** box will appear. It is suggested that you add any parts manufacturers at this time. Pressing the **INSERT** (ALT + **I**) key will bring up the **Record Will Be Changed** box. Add the new manufacturer information, assign a department code to the part make (if needed) and press **OK**.

NOTE: It is very important that you check your list of available price books (included with your initial purchase and with Price Book Update CDs quarterly) and make sure that your Make Codes for each part make are entered <u>EXACTLY</u> as set out in the list. For price books which you create for your dealership, limit the Make Code to <u>FOUR</u> characters.



You can assign a Department Code (See **Setting Up Parts Department Codes**) here. All sales for this Make (either parts sales, or work orders) will default to this Department Code for filtering reports or for accounting purposes.

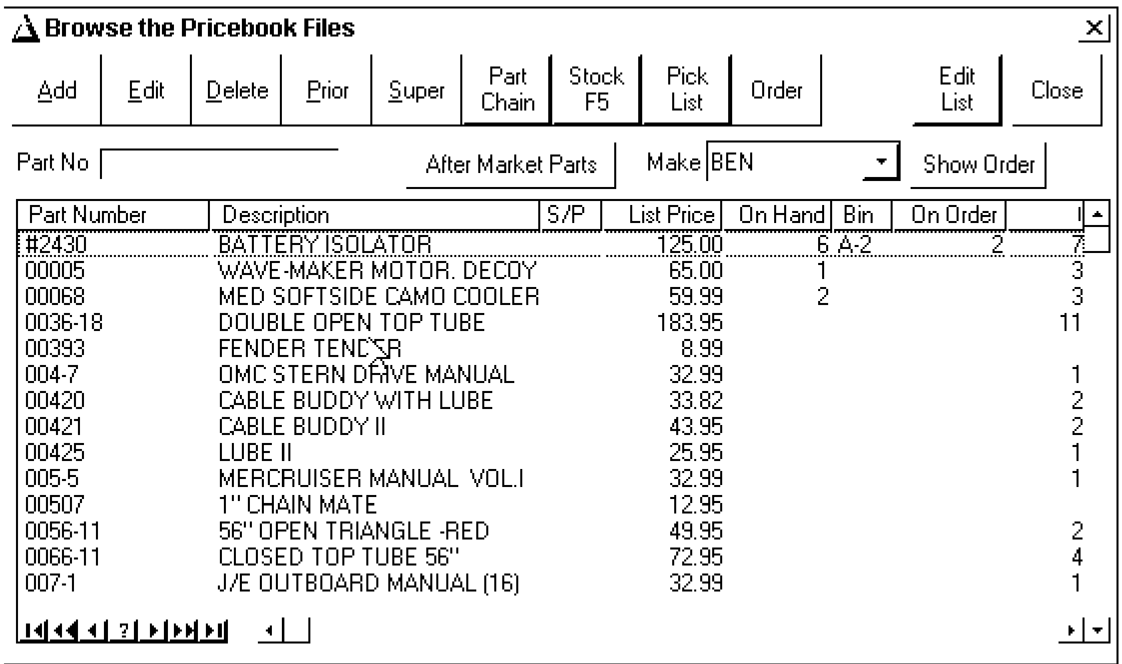
You can further assign a Department Code to individual parts within a Make (i.e., Make Code is MERC and the Department Code assigned to MERC is PARTS, however, Part No. 00012140 is assigned a Department Code of ACC). The Department Code assigned to the specific part number will take precedence over the Department Code assigned to the Make.

5.2 Manufacturer/Distributor Price Books

Manufacturer and/or Distributor Price Books

The Price Books

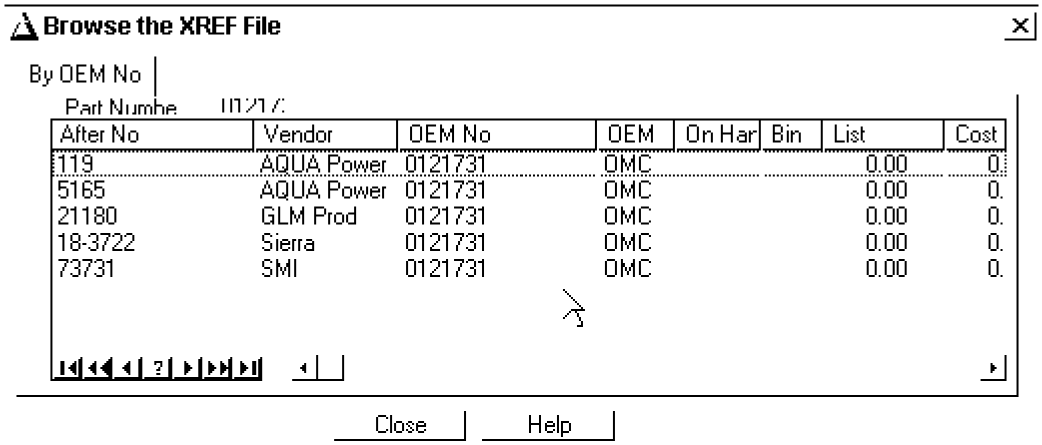
To view the **Price Books,** from the **Main Menu** select **Parts** and then select **Price Books**. A **Browse the PARTS File** screen will appear.



To change Makes, press the Alt + M keys on the keyboard and begin typing in the Make, or select the drop down box to the right of the displayed Make and select the Make you wish to view.

Parts that have been either superceded or preceded by another part will be displayed with either an **"S"** or a **"P"** in the **S/P** column. By highlighting the part and then pressing the **SUPER** button (ALT + S) or the **PRIOR** button (ALT + P) (depending on letter displayed in the **S/P** column, the **Parts Book** will then move to the preceded or superceded part.

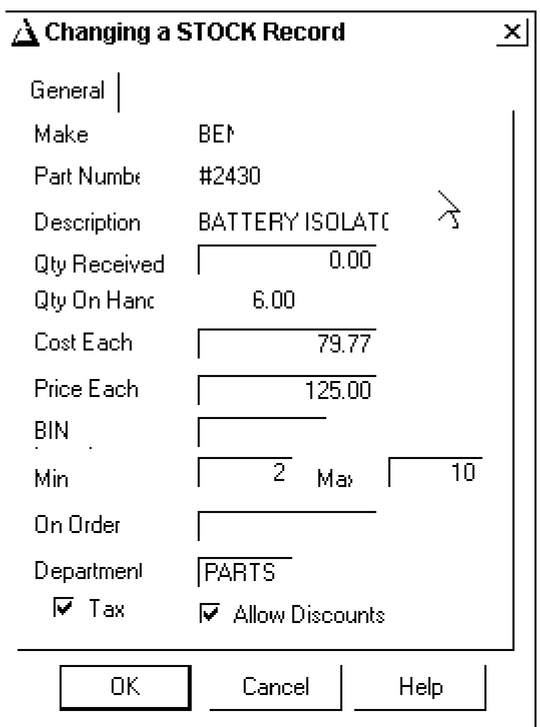
If the highlighted part has an After Market Part Cross-Reference, the **After Market Parts** button will display. Pressing this button will display the Cross-Referenced part numbers.



If the highlighted part is on an Active Purchase Order (saved, ordered, but not received), the Show Order button will display. Pressing this button will display the order information for this part.

Adding or Changing a Stock Record (Update Stock F5):

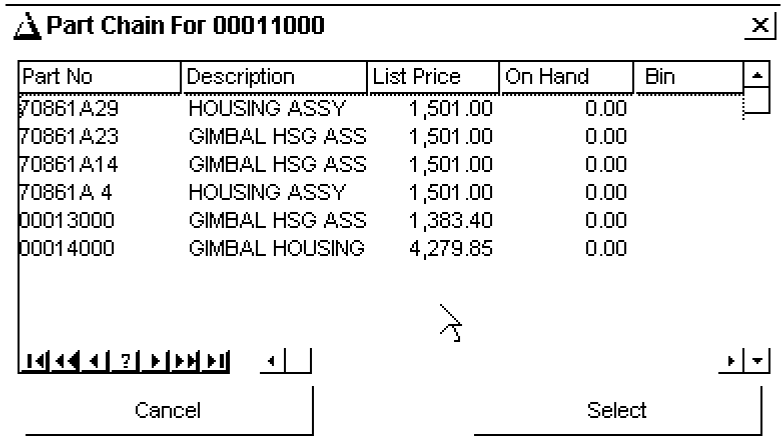
You may add/correct stock records directly from the Price Books at any time by highlighting the part and pressing the **F5** key.



Make any entries you wish, adjusting cost, price, quantity on hand, setting your BIN location, minimums and maximums, and any department code. (See also, Current Inventory) Press the OK button to save your changes, Cancel to return to the Price Book without saving your changes.

Viewing The Part Chain (Superceded and Preceded Parts)

You can view the part chain of superceded and preceded parts for any part in the Price Books by highlighting the part and selecting the **Part Chain** button.



To jump to the superceded or preceded part, highlight the part in the list and press the Select button. The Price Book screen will jump to that part.

5.3 Creating a New (Custom) Price Book

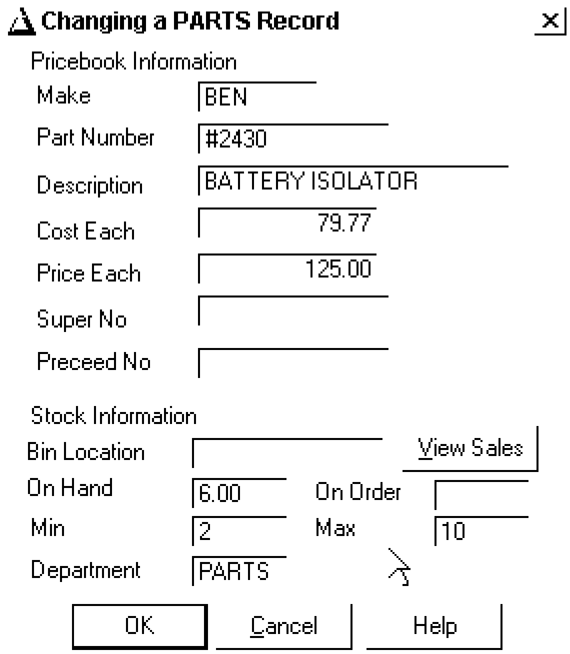
Creating a Price Book Where None Exists:

To create a new price book open the **Parts Makes** screen from the **Main Menu** then **Parts**. Press the **Insert** button and at the prompt add a new make and OEM to the list (see boxes under **Manufacturer Price Books**).

This is helpful where a dealership needs an in-house listing of special parts and/or items that do not come directly from a manufacturer or after-market parts supplier. This is also a good way to track a limited number of parts you purchase from a local supplier (i.e., NAPA – you only purchase two types of spark plugs from them).

Select **Price Books** from the **Main Menu**, **Parts** and change the **Make** to the new price book name you just created.

Press the **Add** button (not the Update Stock F5) and begin adding parts for this new price book until all item for this new price book are entered.



You will not see a **View Sales** button when adding a parts record initially, only once the inventory item is entered and you highlight the part and select the **Edit** button.

This procedure can also be accomplished by inserting a new part not found in any existing price book from the **Current Inventory** screen using the insert key.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part VI

Current Parts Inventory

6 Current Parts Inventory

Current Inventory:

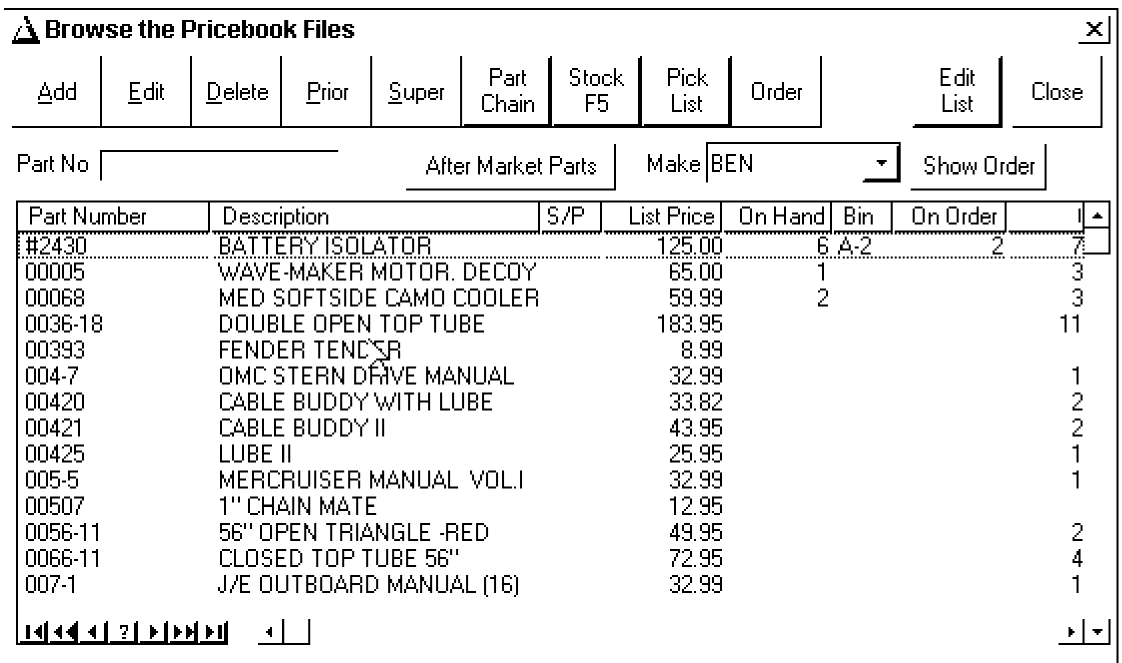
Entering Current Inventory for the First Time:

Initial physical inventory of parts on hand must be entered manually, either using a bar code scanner or by keying in the parts. It is recommended that a complete inventory of all parts on hand, with location of these parts, be taken prior to entering inventory into the system.

By using the Pricebook Files to enter your inventory a complete listing of all available parts from any given manufacturer or distributor is already available. You only need to find each part listing and make your entries for quantity, bin location, department codes and any other special entries you may wish to list for the inventory item.

After your inventory is entered here, it will be maintained in a separate stock file (Current Inventory).

From the Main Menu select **Parts**, then **Price Books**. At the **Browse the Pricebook File** screen, select the **Make** of the parts to be entered by either typing in the manufacturer code or using the arrow box to bring up the list of manufacturers.



For ease of entry you can use the following instructions for keyboard commands to enter your inventory:

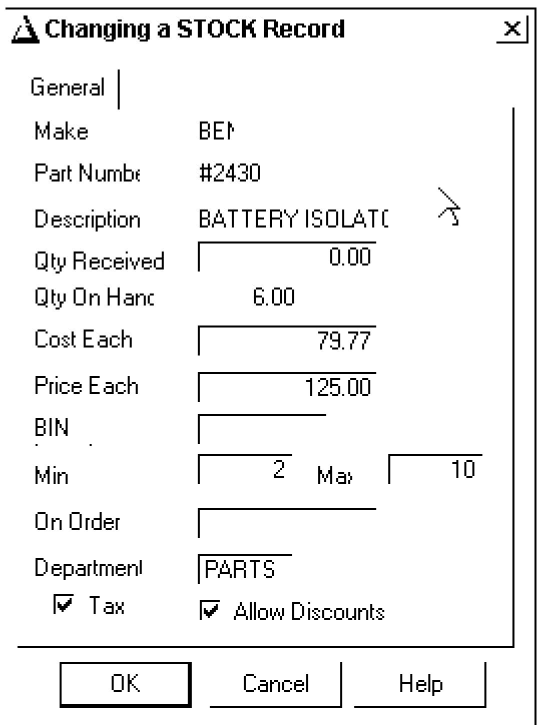
- From the Price Book, do not click in the Part # box, type in the first part number you need to change, you should not press the TAB or ENTER keys (that is for specific part). The display will scroll to the part you entered.

- Press the F5 key to make your changes, then when you have completed making your changes, Ctrl + ENTER to save the change.

- Once you have returned to the display, just press the UP or DOWN arrow cursor key on your keyboard and immediately type in the next part #.
- The trick is not to use the Part # box at the top and to always use the UP or DOWN arrow key to clear the scrolling function (it allows you to enter a new number).

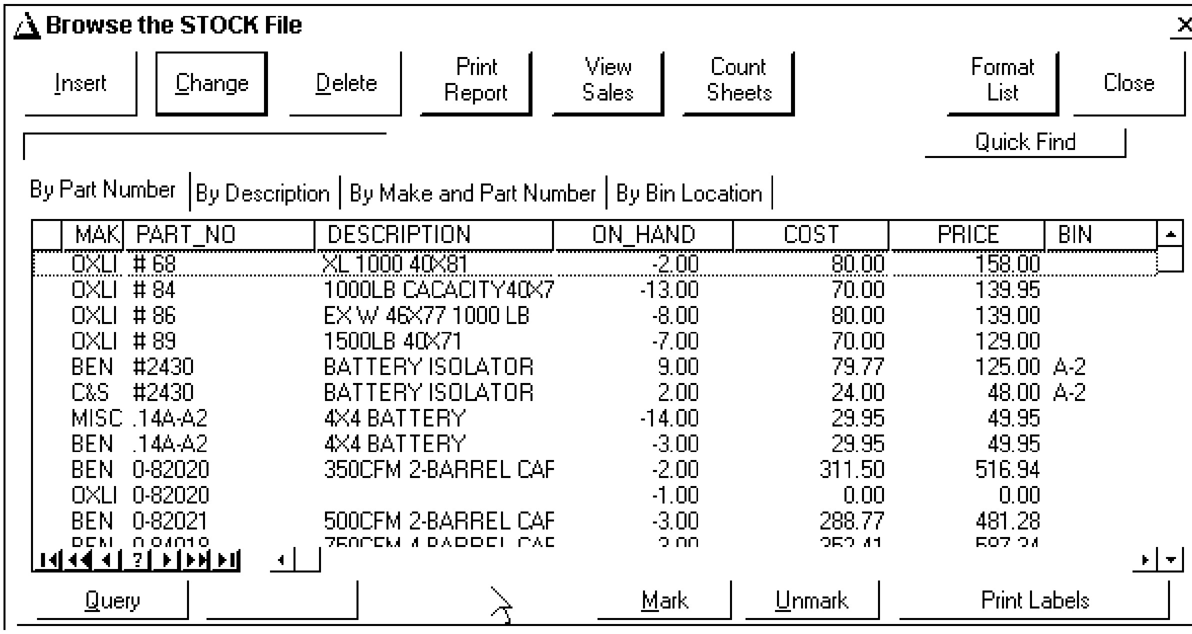
To enter inventory press the **F5** Key (**Update Stock Form From Price Book (F5 Key)**). The following box will appear.

- Enter the starting inventory for this part under RECEIVED, along with its location, a minimum and a maximum number to be on hand at all times, and any price adjustments, if necessary.
- Press the OK button when complete.
- Repeat this process until all inventory on hand has been entered.



Viewing Current Inventory/Making Changes/Printing Reports:

After all inventory items are entered, stock on hand can be reviewed from the **Main Menu**, select **Parts**, then select **Current Inventory**. The **Browse the STOCK File** screen will display all inventory on hand, its location, cost and retail, minimum number and maximum number to have on hand.



Viewing Stock File/Printing Reports

Stock on hand can be viewed as follows: **By Part Number**, **By Description**, **By Make and Part Number**, or **By Bin Location** by selecting the corresponding tab at the top of the screen. Stock records can also be added, changed or deleted from this screen by selecting the **INSERT** (ALT + I), **CHANGE** (ALT + C) or **DELETE** (ALT + D) keys.

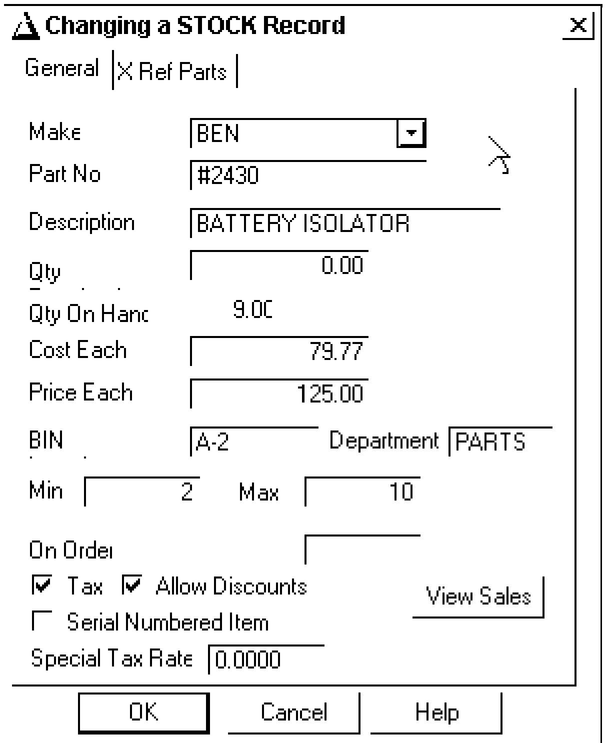
Reports of stock on hand can be generated by pressing the **Print Report** button (See chapter on Creating and Printing Reports). If Current Inventory is being viewed from the **By Parts Number** screen, selecting **Print Report** will generate a list style report by vendor. This report can be filtered to include zero and negative items or by summary for each vendor.

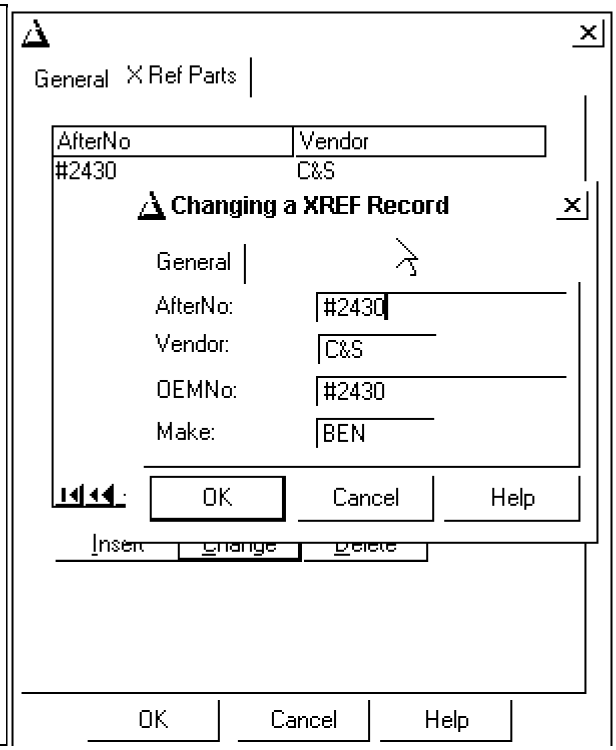
If Current Inventory is being viewed from the **By Bin Location** screen, selecting **Print Report** will prompt the user for a range of bin locations (leaving the bin locations blank will generate a report for all locations). This report also displays extended prices for each bin location as well as totals of all current inventory.

Changing a Stock Record/Adding a Cross-Reference

Information and/or quantities for stock on hand can also be changed here. From the **Browse the Stock File**, highlight the inventory item, and select the **Change** button at the top of the screen.

Make your corrections to the stock record. If you are adding a cross-reference to this stock item, select the **XRef Parts** tab and make your entry.





For information on Serial Numbered Parts, see below.

6.1 Scanning Parts Into Inventory

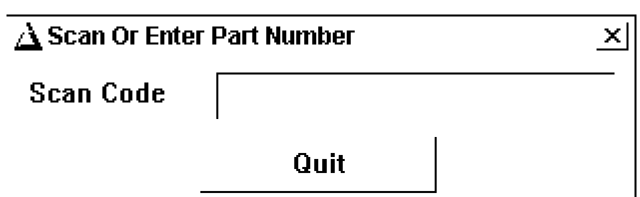
Scanning Parts Into Inventory

If you are equipped with bar code scanners, you can enter your beginning inventory using the bar code scanner.

IMPORTANT NOTE: Many of the distributors and manufacturers supply bar coding information with their price book files, others have bar coding information for only their newer parts, other have no bar coding information contained in their price files. When entering your inventory for the first time, if a bar code is not in the price book you will have to enter the related part number information, ONCE. After the initial entry the bar coding will be retained by the price books files.

Scanning (Bar Code On File)

To begin scanning your inventory into the system, go to **Parts**, then **Scan Parts Into Inventory**.



When the pop-up box appears, scan the bar code on the inventory item, or manually key in the bar code/part numbers.

If the bar coding is in the price book file, an **Update Inventory** box will display. Enter your quantity on hand, bin location, minimum or maximum setting, department codes. Pressing the **Enter** or **Tab** keys on your keyboard will move you through the fields. If you press the **Enter** key while the **SAVE** button is highlighted the record will be saved.

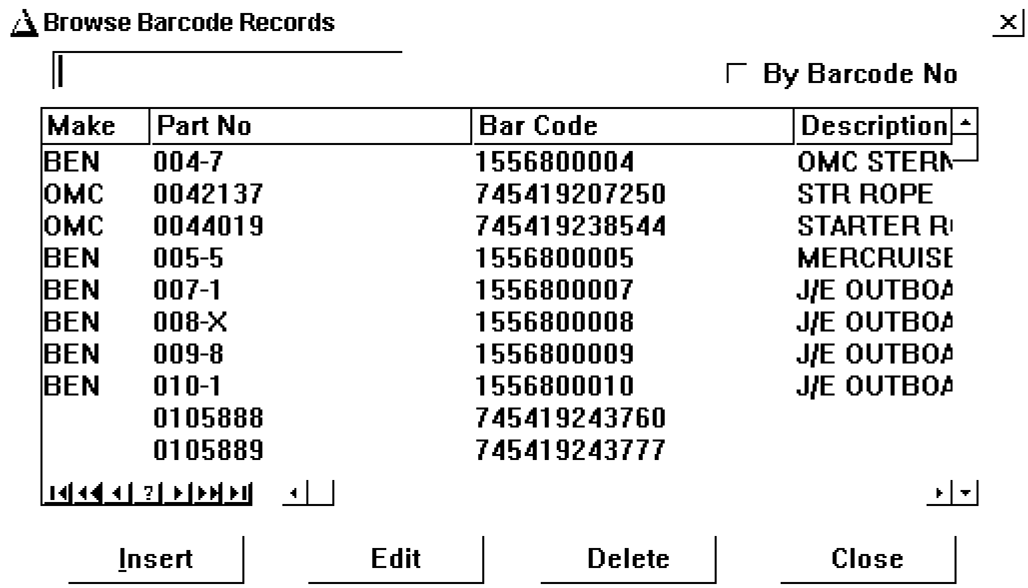
You will be returned to the Scan Or Enter Part Number box. Scan or enter the next part number.

Adding a New Bar Code Reference

If the bar coding for the inventory item scanned (or manually entered) is not in the price books file you will get one of two possible prompt boxes.

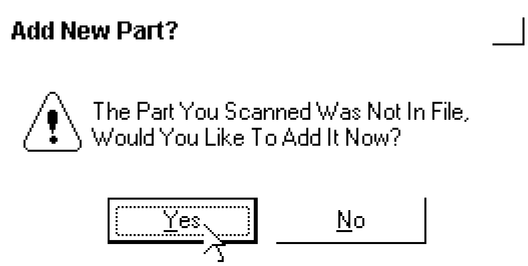
Bar Code Reference May Be On List

If the scanned or entered part is a close match to a bar code file already in the price book files you will get a prompt box with all possible matches. If the part you have scanned is on the list, highlight it and press the **Select Part** button. If the part is not on the list Press the **Cancel** button. If you select a part on the list the **Update Inventory** box will display for the part you chose, enter the information for the part.

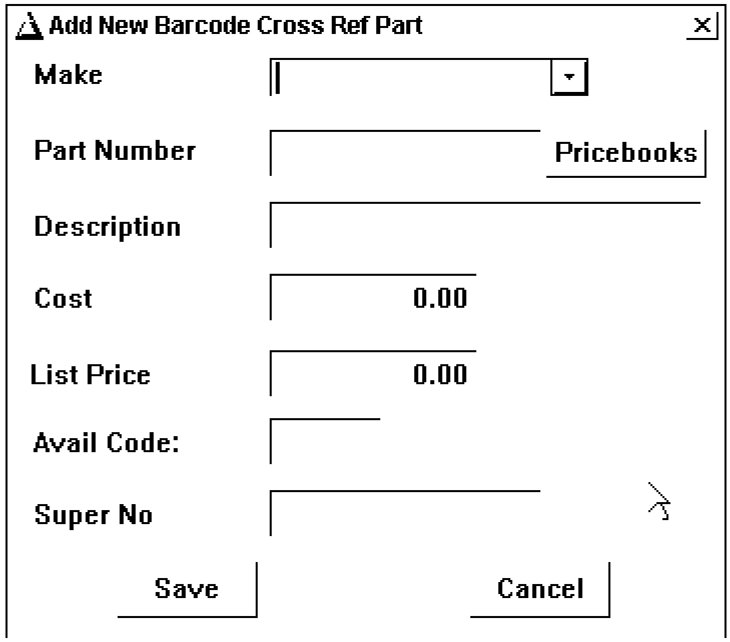


Adding a Bar Code Reference/Cross Reference

If you did not find the part on the list or the system could not find a possible match, you will get a message box up, prompting you to add the part.



Selecting **Yes** will bring up an **Add New Barcode Cross Reference Part**. Selecting **No** will return you to the Scan Parts Into Inventory box, to either rescan the item or enter a different one.



Select the Make Code and enter the Part Number. If the correct part number has been entered the Description, cost and list price will display.

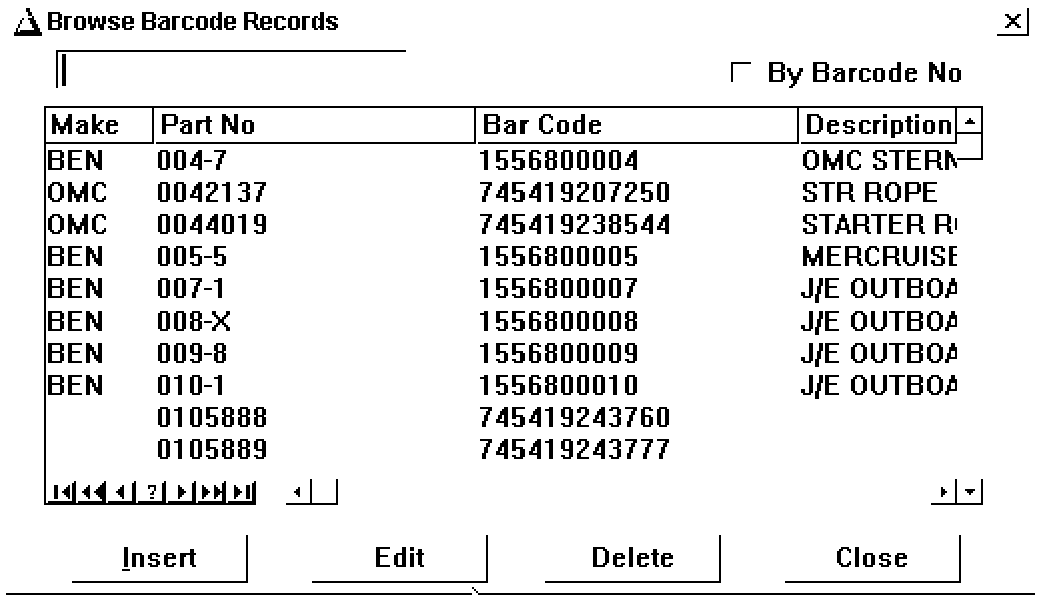
If you are adding a new bar code cross reference part to the bar code files, select the **Make**, either enter the Part Number or use the **Pricebooks** button to look up or add a part. Once the part number is selected the description, cost and list price should display. Select the SAVE button to save the cross reference.

Rescan the part you just added. You should then get the **Update Records** box to make your inventory entry for this part.

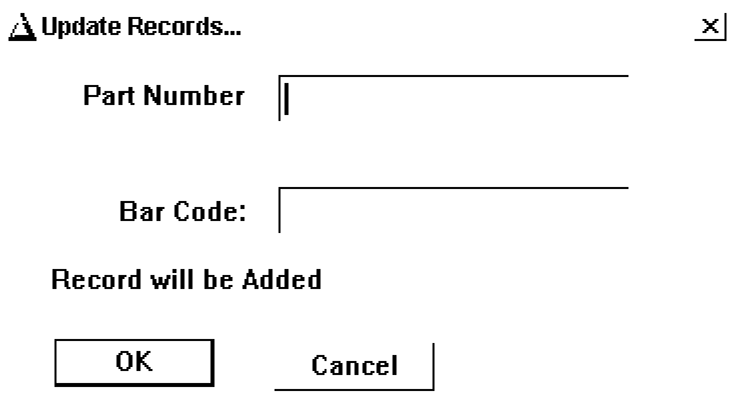
Duplicate Bar Codes – View/Edit Bar Code Files
A complete listing of all bar coded parts is maintained under **Parts**, **View/Edit Bar Code Files**. These bar code records can be edited, inserted, and/or deleted here.

Some manufacturers and distributors use identical part numbers, descriptions and bar code scans for after-market and OEM parts.

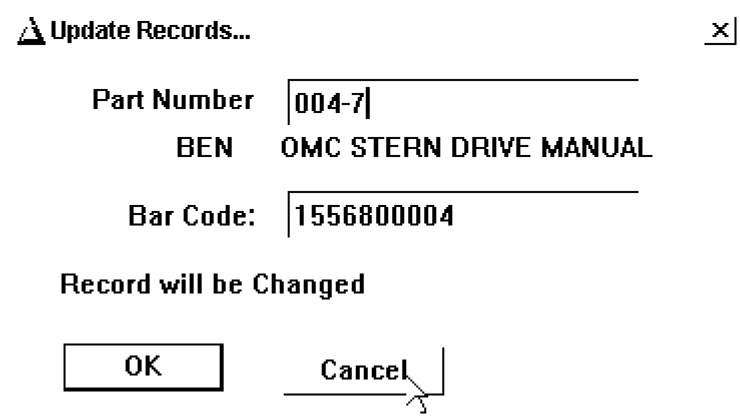
In order to get the bar coding to read both items and return the correct part



To add a new bar code record, select Insert.



To edit an existing bar code record, find the record in the list and select Edit.



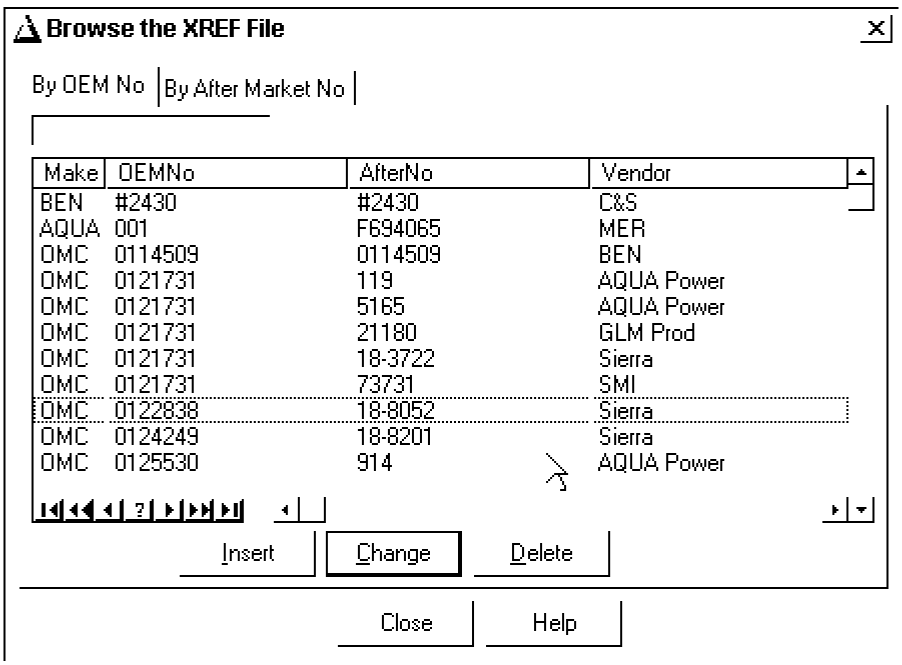
6.2 After Market Parts & Cross-Referencing

After Market Parts and Cross-Referencing:

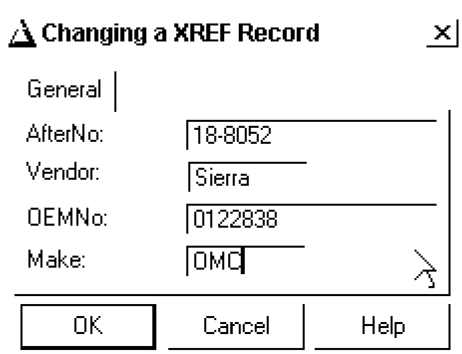
In today's competitive markets many parts are available "After Market". The **After Market Cross Reference** allows you to check manufacturer parts by make and part number for the availability of after market parts.

Cross references for parts in inventory can be added as inventory items are entered (See, **Changing a Stock Record/Adding a Cross-Reference**).

You can view a complete list of all cross-referenced parts in your database, go to **Main Menu** select **Parts** then select **After Market Parts Cross Ref**. The **Browse the XREF File** screen will appear.



To add or change a Cross-Reference to an OEM part, locate the part number on the list and select Change, or if the part does not appear, select Insert. Enter the After Market Part Number and Vendor, enter the OEM Number and OEM Make Code.



Parts may be searched by OEM number or by After Market number.

Cross References can also be entered directly in the **Current Inventory** by highlighting the inventory item, selecting Change and then the XRef tab.

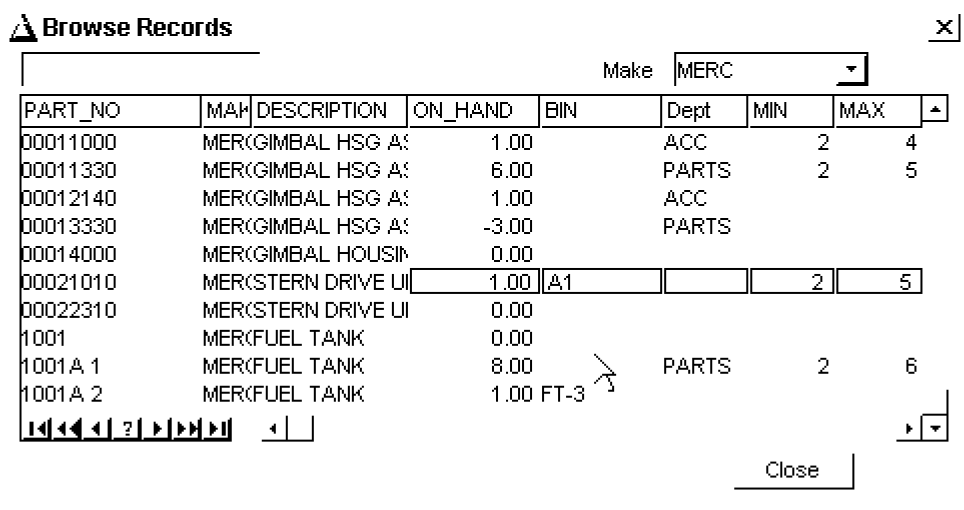
6.3 Setting Minimum and Maximum Stock Levels

Setting Minimum and Maximum Stock Levels

Minimum and maximum stock levels can be set as you enter your inventory for the first time or as you update your stock, using the Update Stock from either the Price Books or the Current Inventory screens. Minimum and maximum stock numbers can also be set or adjusted when processing received purchase orders (See **Purchase Orders**).

To enter minimum and maximum stock levels (as well as assigning bin locations) to a large number of inventory items, using the **Set Stock Min/Max Levels** can be used.

From the **Main Menu** select **Parts** then select **Set Stock Min/Max Levels**. A **Browse Records** box will appear showing all current inventory (including current negative and zero quantities) along with each items location and minimum and maximum inventory levels.

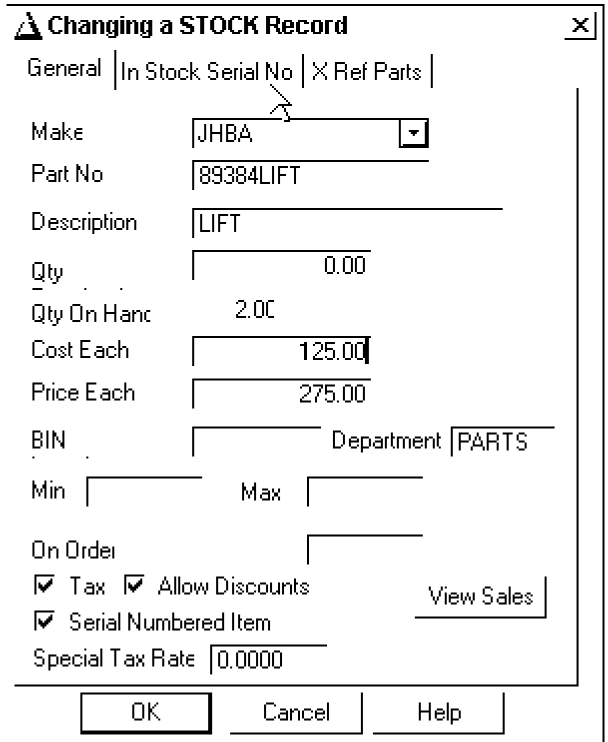


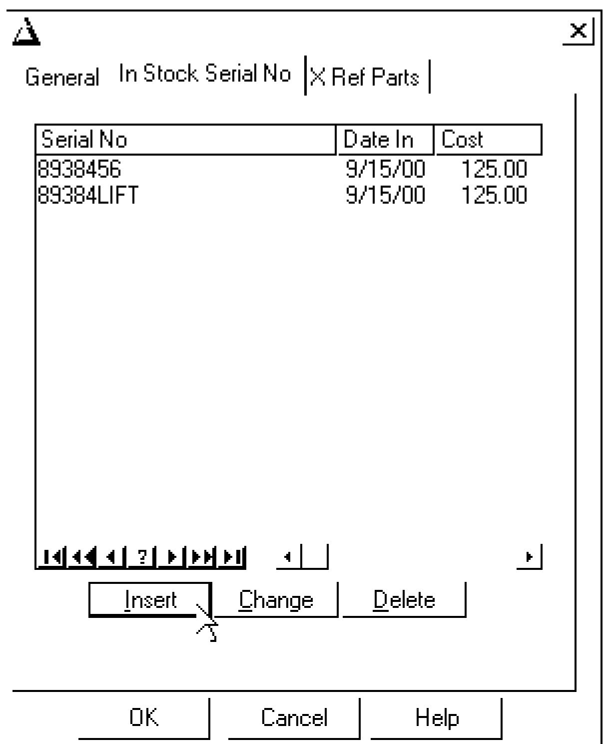
Simply double-click the left mouse button on the part you wish to change, the Bin (location), Minimum and Maximum will highlight and the items can be changed by keying in the new information. Pressing the **TAB** key will move you to the next column. Pressing the **Up** or **Down** Arrow keys on the keyboard will move you through the line item parts. Pressing the **Close** button will close the box.

6.4 Serial Numbered Parts

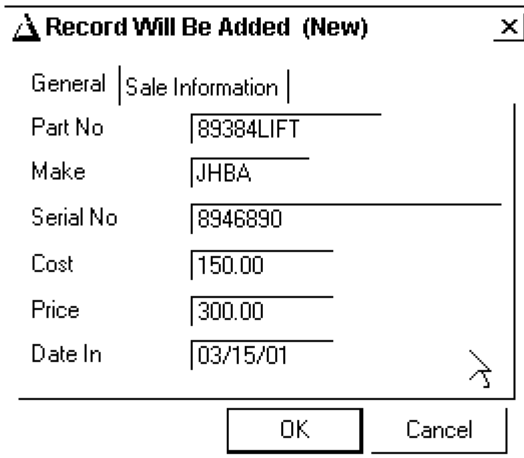
Serial Numbered Parts

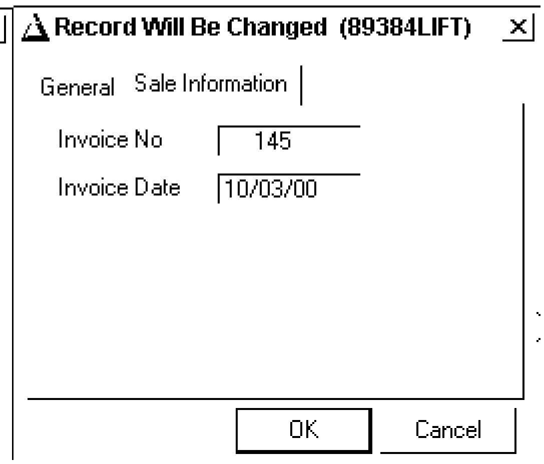
Maintaining and tracking your serial numbered parts (depth finders, lifts, rifles, etc.) is simply a matter of entering your base information for the part either in the Price Books or Current Inventory, and checking the **Serial Numbered Item** check box. From Parts on the Main Menu, select Current Inventory and then change on the Serial Numbered Item. Check the Serial Number Item check box for this part. When this box is checked an additional tab (**In Stock Serial No**) will display for this part.





By selecting the **In Stock Serial No** tab you can insert the serial number, date in, cost for this item and retail price. Sale Information for this serial numbered part is also maintained.





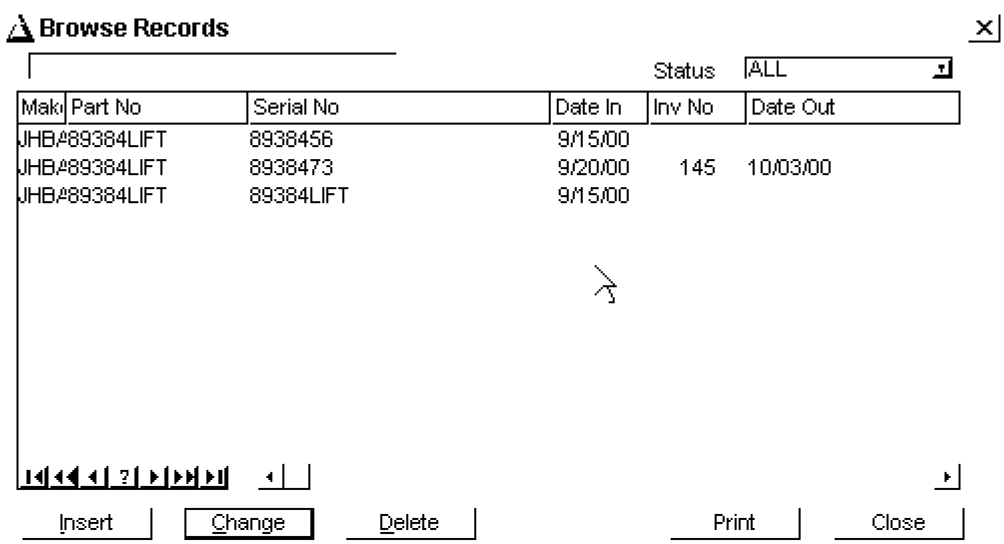
When a **Serial Numbered Part** is sold either through the Point-Of-Sale or on a Work Order, you will be prompted to select the serial numbered part from the list for this part.

Viewing/Editing/Reports for All Serial Numbered Inventory

To view, edit or print reports on complete listings of all Serial Numbered Parts in stock, select **Parts** from the Main Menu, then **View/Edit Serial Numbered Inventory**.

Items can also be inserted, edited or deleted from this screen.

The **Browse Records** screen can be filtered by **All**, **In Stock**, or **Sold**, and reports generated based on the filters.



Serial Numbered Inventory Report

All Items

Report Date 4/29/01

JHBA						
89384LIFT	8938456	125.00	250.00	9/15/00		
89384LIFT	8938473	125.00	250.00	9/20/00	145	10/03/00
89384LIFT	89384LIFT	125.00	250.00	9/15/00		
		3				

6.5 Non-Inventory Parts

Non-Inventory Parts

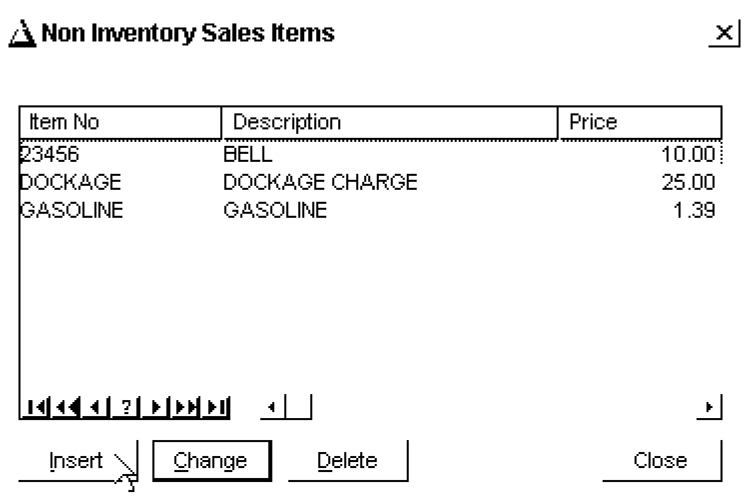
The **Non-Inventory Items** listing replaces the old XXX entry for non-stock items sales on Point-Of-Sale and Work Orders (although you can still use the XXX designation for the occasional item that you do not need to track, if necessary).

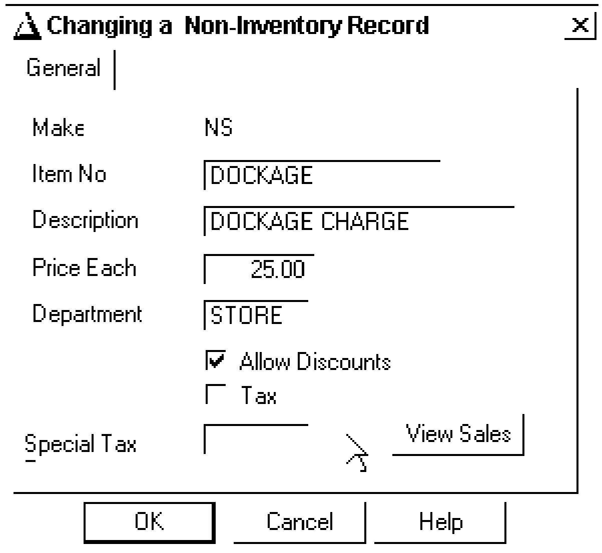
The **Non-Inventory Sales Items** record allow you to add and track a non-stock item (i.e., gasoline, dock fee, freight), assign a Department Code and Accounting Code to the item, but not have to track it as a re-order item for purchase orders, nor maintain an inventory for the item. You can also set the item for Non-Taxable, a Special Tax or Discounts (checking the Tax box will charge sales tax on the item, checking the Allow Discounts will allow a discount to be taken for the item).

This is where you also maintain separate items for the Wet/Dry Storage module (See **Wet/Dry Storage**) for tracking items other than the standard Storage Fee for billing your storage customers.

Adding a Non Inventory Item

To add a Non-Stock Item, select **Parts** from the Main Menu, then **Non-Inventory Items**. From the **Non Inventory Sales Items** screen select the **Insert** button.





Assign a unique **Item Number** to this item (it should be kept simple, i.e., Freight, Shipping, Gasoline), a current price, and a **Department Code**. If the item is taxable check the **Tax** box. If the item can be discounted, check the **Allow Discounts** box.

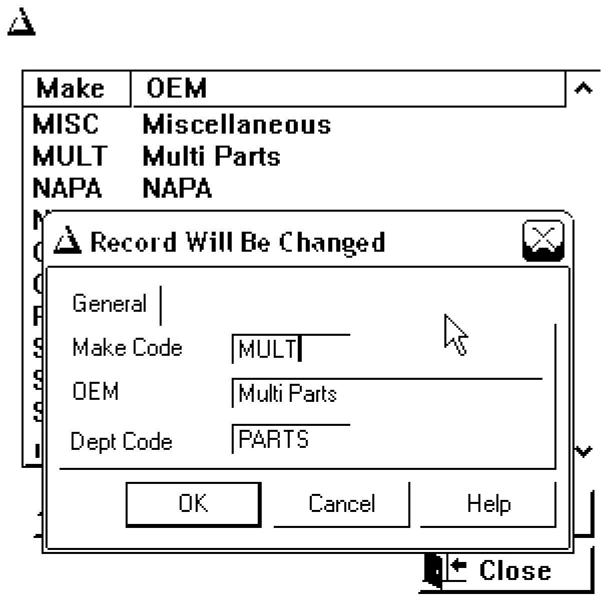
Printing Reports for Non Stock Items

If you have assigned a Department Code to any of these non-stock items you can print a report by **Department Code** or create a **User Defined Parts Report or Spreadsheet** (See, User Defined Reports and Spreadsheets).

6.6 Multi-Vendor Setup

Multi-Vendor Setup

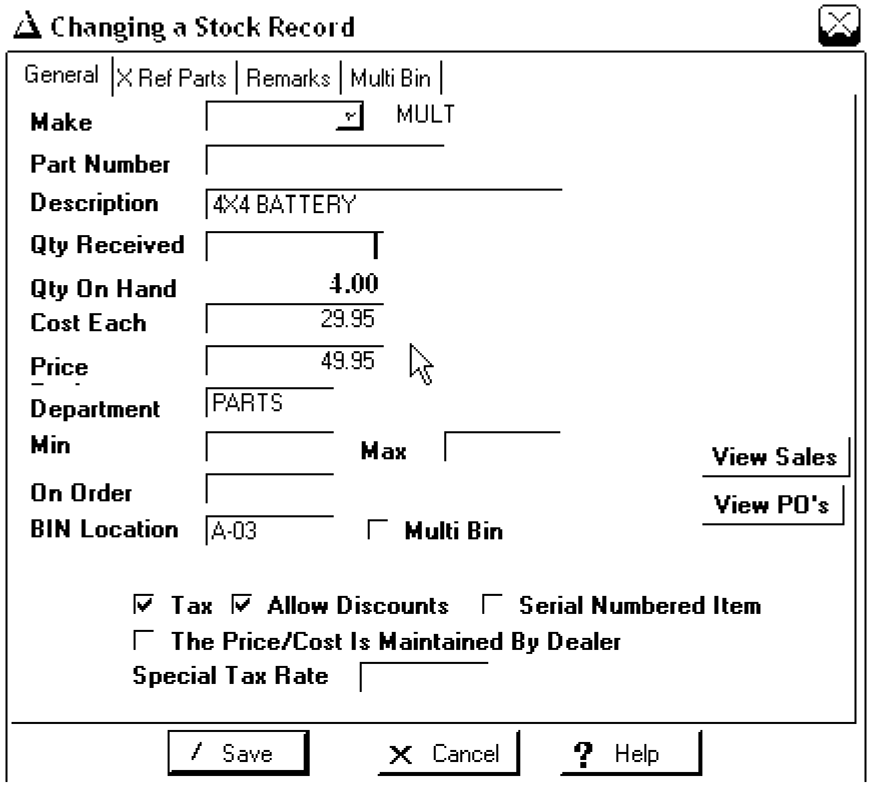
From the Part & Service, select Parts, then Part Makes. Add a make code: MULT (OEM description Multi Parts), assign a department code if needed (i.e., P for Parts Department, etc.).



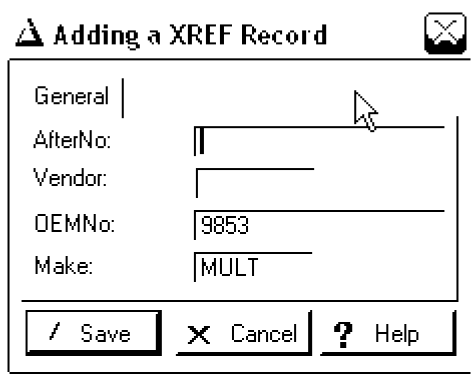
Now, go to Parts, Current Inventory, select the By Make & Part Number tab, change your Make Code to MULT and click the Add button.

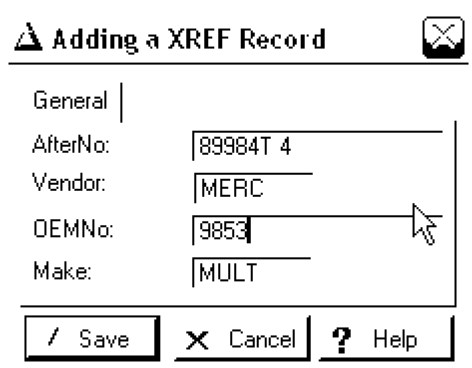
The Make will default to MULT. Assign a part number and description to the part you will be setting up. Enter the total quantity (from all vendors), and enter the cost and price.

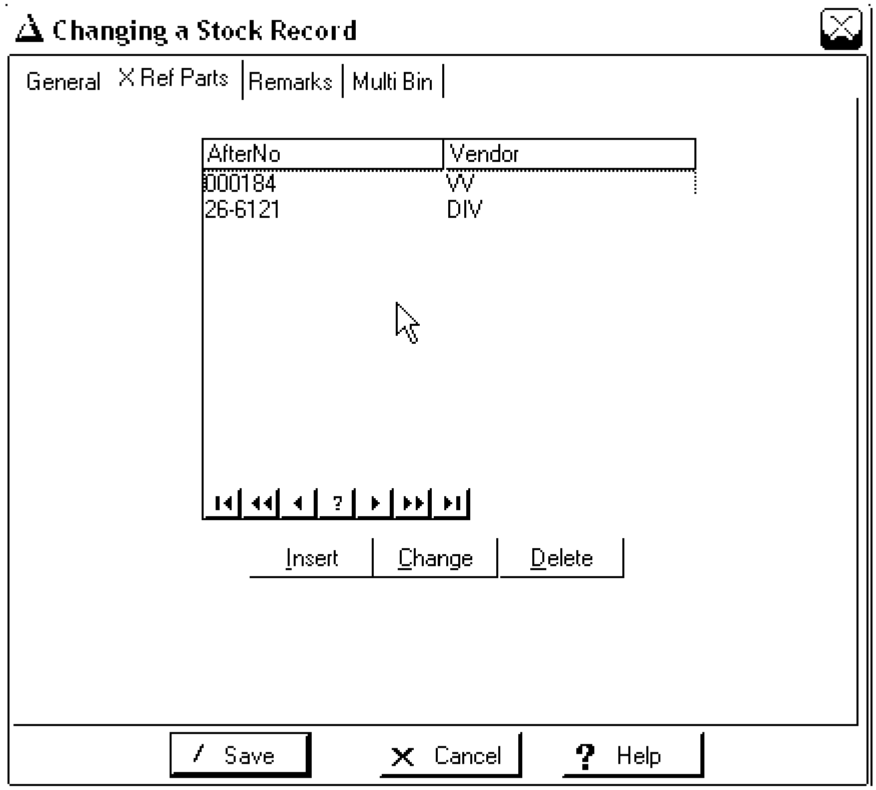
The related parts (i.e., from Hannay and Barclay) are only used in the future for ordering/receiving purposes – so that you can select which distributor to order the parts from and receive them in, however, the part once received will show in the quantities for the MULT make part, not the Hannay or Barclay part.



Now select the X Ref Parts tab. Click the Insert button.







The part number you just created will display. Enter the distributor or manufacturer's part number you will be assigning to this part. (See above). Continue adding parts. Save your record.

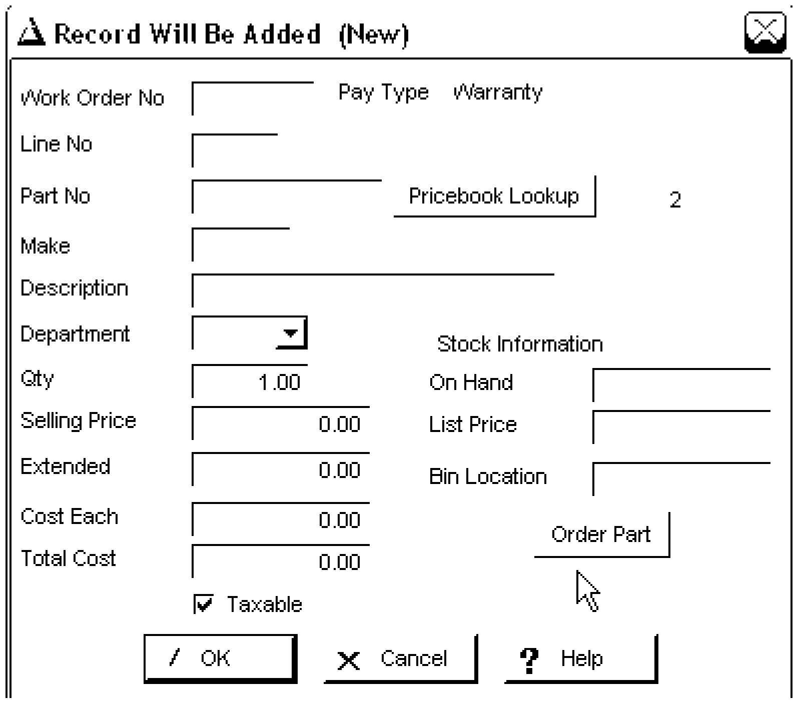
- We have just created Part Number JR1234 (spark plug)
- It cross-references to XYZ Hannay and ABC Barclay
- If the UPC is different from JR1234, scan the UPC and assign it this part number.
- If you already have a UPC assigned to the XYZ and/or ABC, go to the View Edit Bar Code file and assign the JR1234 part number to the bar code record.

6.7 Alternative Parts Search

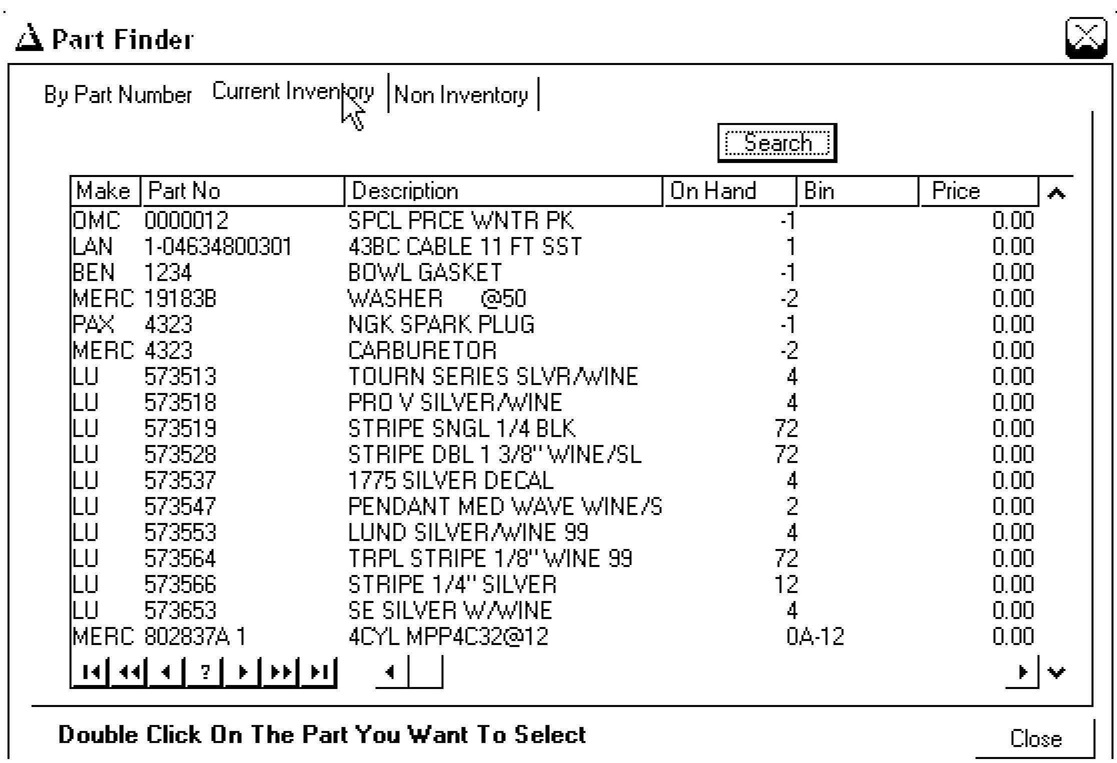
Alternative Parts Search

You can search for parts in current inventory from a work order or point-of-sale by using the Alternative Parts Search function.

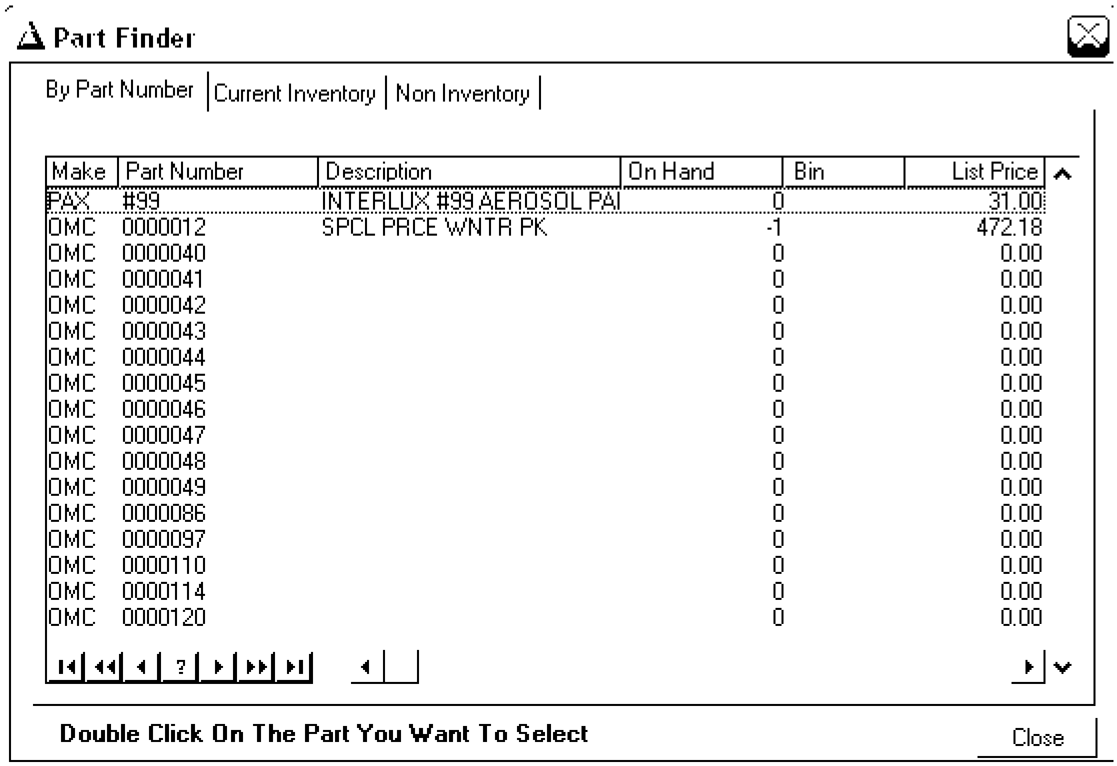
From a Work Order, click on the Insert to insert a new part. At the part number field press the **F4** key on your keyboard.



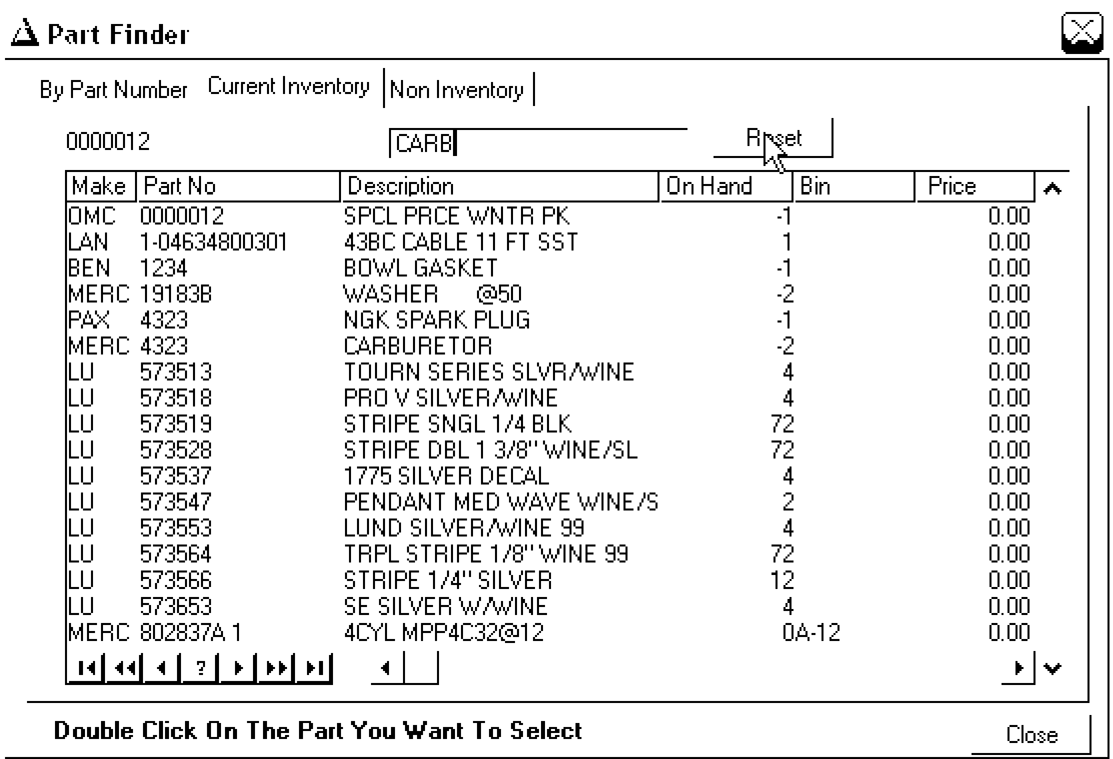
The Alternative Parts Search is divided into three screens, Price Books, Current Inventory and Non-Inventory Items.



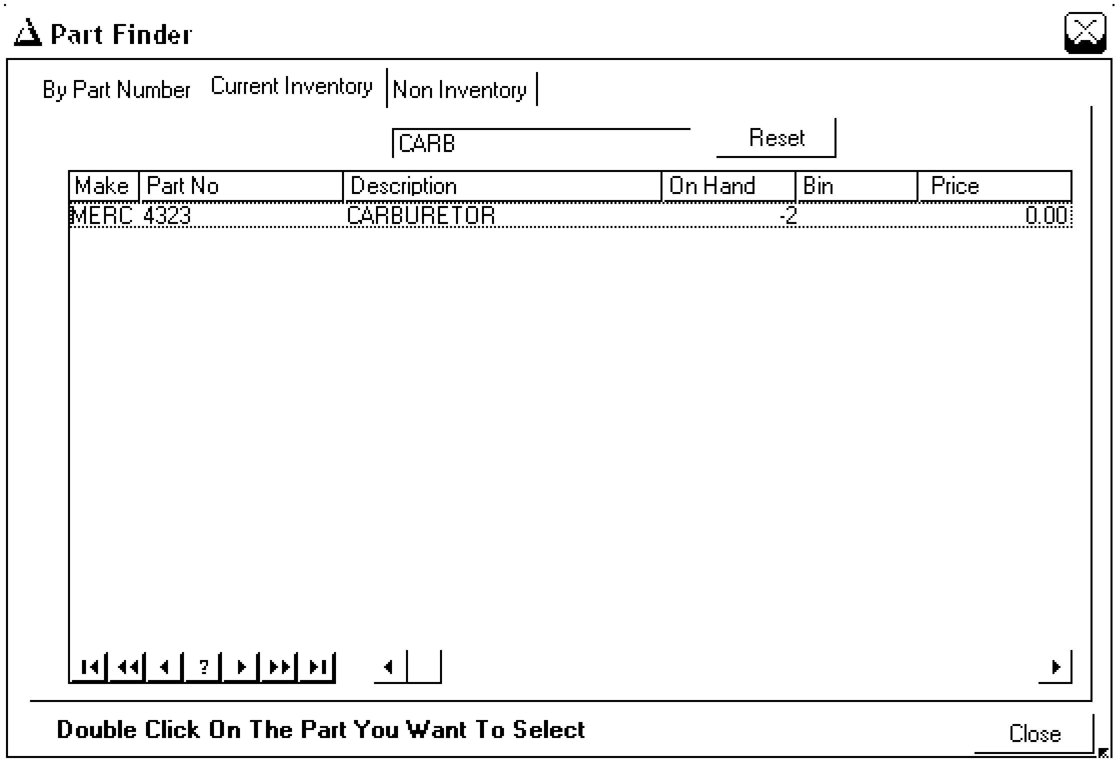
The by Parts Number (the entire Price Books File) allows you to scroll through to search for parts.



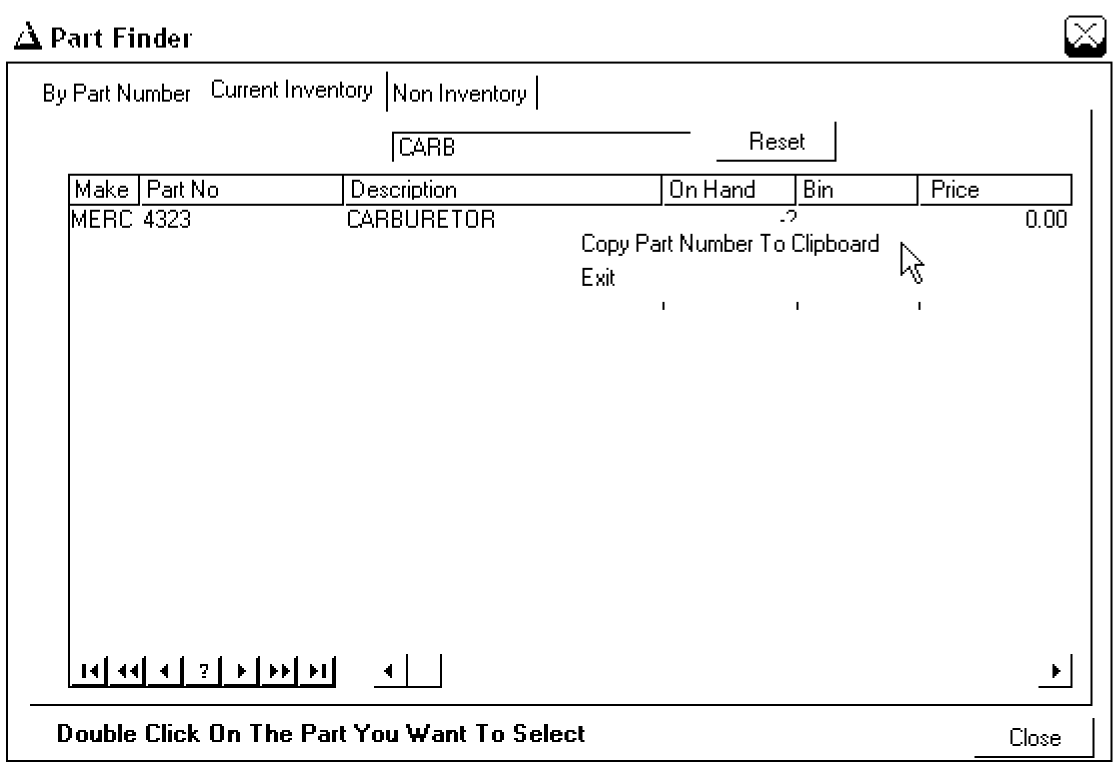
The Current Inventory screen allows you to scroll through for parts or search for a part by a keyword, description or partial description. Click on the Search button and enter your keyword, description or partial description.



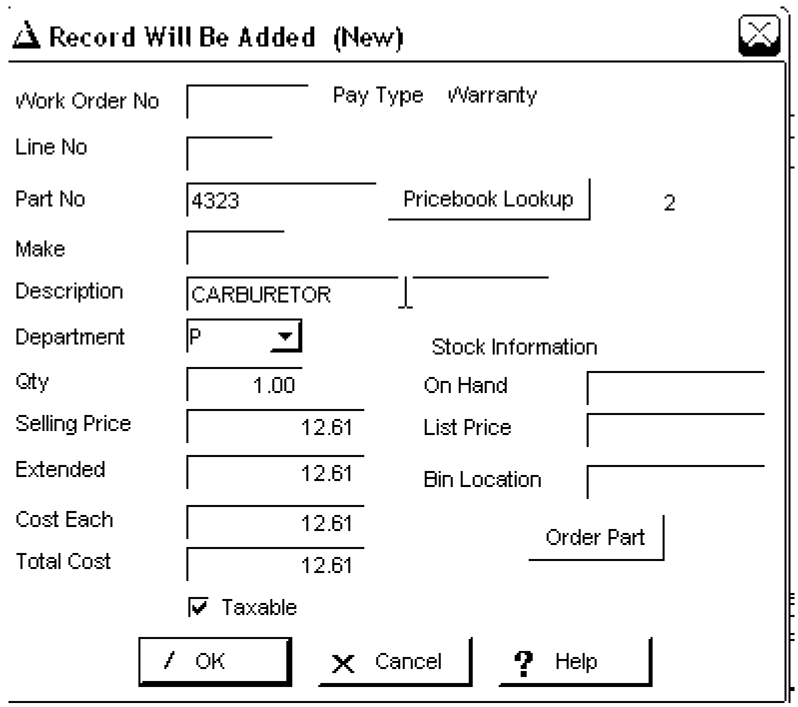
Pressing the Enter or Tab key will filter your current inventory and return only those items in inventory which contain the search criteria.



Double Click on the Part you wish to add to the Work Order or Point-Of-Sale ticket.



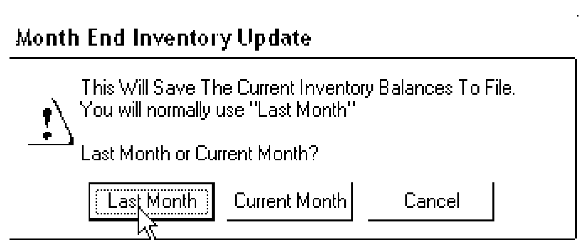
Click on the Copy to Clipboard and the part will be inserted into your work order or point-of-sale ticket.



6.8 End Of Month Inventory Values

End Of Month Inventory Values

On the first of each month – the first time that the Parts & Service module is opened a pop-up box will display:

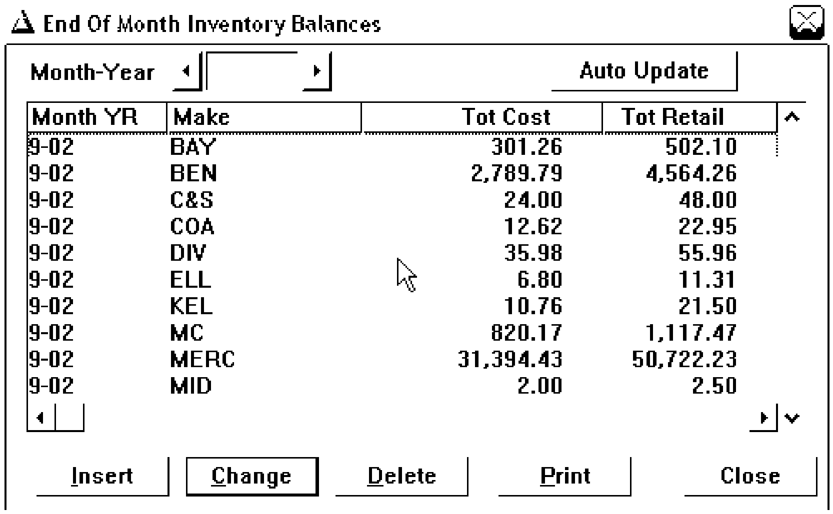


You will always use Last Month on the first day of the new month. The only time you should use Current Month is if you wish to generate the report during that month for that month (i.e., you wish to generate the End of Month Inventory Balance on September 30th for the month of September – select Parts, Parts Reports, then End of Month Inventory Values, then click on the Auto Update button.)

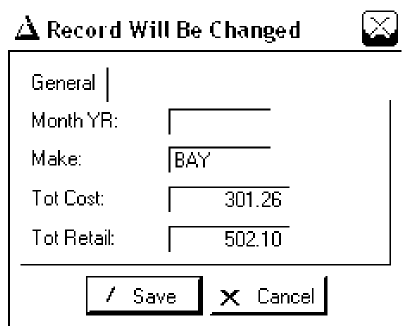
This creates an ending inventory balance for the prior month based on Current Inventory Cost x Quantity. If does not factor in zero or negative quantities and the cost is calculated on the item's current cost.

To adjust the cost totals for a Make (i.e., Benrock, Hannay's, etc.) for a particular month, select Parts,

Parts Reports, End of Month Inventory Values.



Highlight the Make, select Change, make your changes and select Save. Then you can reprint your report for that month.



The changes you make will not affect any other month's inventory value for that make.

Total Control Software Corporation

Parts, Service & Inventory Manual

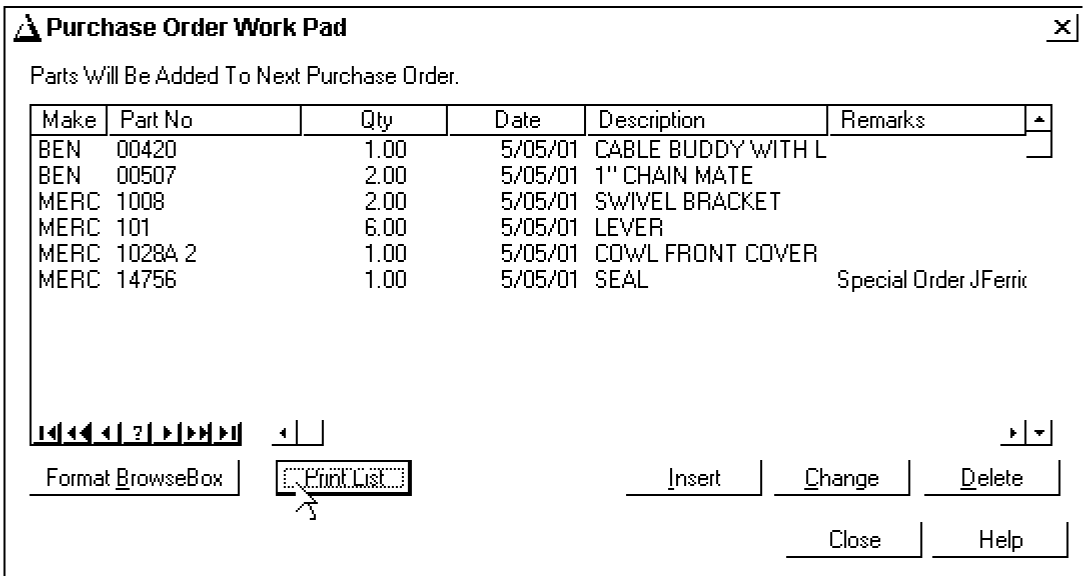
Part VII

The Purchase Order Pad (PO Pad)

7 The Purchase Order Pad (PO Pad)

The Purchase Order Pad:

The **PO Pad** is a convenient way of adding items to a future purchase order directly from the point-of-sale, or special orders for customers. The PO Pad can be accessed directly from the Main Menu by selecting **PO Pad** and manually inserting any parts to place on the Purchase Order Pad, the **Quick POS** (Point-Of-Sale) by entering a part number and then selecting the Order button, or from the **Price Books**, and highlighting an item and selecting the Order button.



7.1 Manually Adding Items to the PO Pad

Manually Adding Items to the PO Pad

To manually add an item to the **PO Pad**, select **PO Pad** from the Main Menu and then press the **Insert** button.

POPad – Add/Change

Enter the part make and number. Enter the quantity to be ordered and any remarks. Press **OK**. Items can be changed or deleted at any time from the **PO Pad** by highlighting the item and pressing the **Change** or **Delete** button. If you do enter the correct part number the Price Books File will display. Find the correct part number and press the Select button.

7.2 Adding Items to the PO Pad from a Pick List

Adding Items from a Pick List to the PO Pad

When creating a Pick List for a job, a customer, etc., you can add these parts to the Purchase Order Pad by highlighting the pick list (**Parts**, **Saved Pick Lists**) and selecting the **Print/Order** button.

Parts – Pick Lists – Add to POPad

Selecting the **Order Parts** button will prompt you whether you want to order only needed parts or all parts on the selected pick list.

Order Parts – Add to POPad Prompt
Order Parts – Add to POPad

Selecting the **Needed Only** parts option will bring up only those parts on the pick list that are not in stock. Selecting the **All Items** parts option will bring up each part on the pick list.

7.3 Adding Items to the PO Pad from Point-Of-Sale

Adding Items to the PO Pad from Point-Of-Sale (Quick POS)

When selling items to customers through the Point-Of-Sale, you can either Special Order a part for a customer or add an item to the PO Pad to replace a part being sold by highlighting the item being purchased and selecting the **Order Part** button.

Quick POS – Main - Order Parts

Order Part – Add

- Enter the Quantity
- Enter any Remarks
- Select OK
- The item will be placed on the PO Pad for inclusion on the next Purchase Order for this Part Vendor

7.4 Adding Items to the PO Pad from a Work Order

Adding Items to the PO Pad from an Active Work Order

When adding items to an active work order, you can order a part for this work order or add the item to the PO Pad to replace the part being used by highlighting the item being purchased and selecting the **Order** button.

7.5 Reviewing and Printing a Lists on the PO Pad

Reviewing and Printing a List of Parts on the PO Pad

You can review the parts placed on the PO Pad on-screen or print a list of all parts placed on the PO Pad. Open the **PO Pad** and select the **Print List** button.

POPad - Main

POPad Report

The next time you begin a new purchase order for that vendor from the **Purchase Order** screen, you will be prompted that you have items on the Purchase Order Pad, Would You Like To Add Them Now? (See also, **Purchase Orders**)

By selecting **Yes** the item(s) will automatically be placed on the purchase order.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part VIII

Purchase Orders

8 Purchase Orders

Purchase Orders

Items to be included in new Purchase Orders can be generated in the system in several ways:

- **Minimum/Maximum** settings in your Current Inventory or Price Books files
- **Automatically Adding Parts** placed on the PO Pad
- Selecting the **Order** button from the Price Books files
- **Special Orders** of parts for customers
- **Manually** adding parts to the PO Pad or to a new Purchase Order
- **Pick Lists** can be selected and special remarks added to the items.

> **IMPORTANT NOTE:** You must have a Part Make Code assigned to your each of your Parts Manufacturers and/or Distributors (Vendors) or the Vendor will not be available on your list of vendors (See, **Vendors**).

From the **Main Menu** select **Parts** then select **Purchase Orders**. The Purchase Order screen will appear. Filter the listing of purchase orders using the **Orders To Display** drop down box.

Purchase Orders – Main

To search for a specific purchase order (and you know the purchase order number) enter it in the field directly below the Purchase Orders label. To search for a specific purchase order(s) by a keyword, part number, etc., select the **Search Orders** button.

Purchase Orders – Search String

All Purchase Orders containing the entered word/number will display on the screen.

Existing Purchase Orders can be changed by highlighting the order and pressing the **CHANGE** button (ALT + C), deleted by pressing the **DELETE** button (ALT + D).

8.1 Adding a New Purchase Order

Adding a New Purchase Order

To generate a new Purchase Order press the **INSERT** button (ALT + I). An **Update Records** box will appear on the screen. Select the manufacturer from the drop down box or by typing in the manufacturer's code. The address for that vendor will automatically be added to the Purchase Order. Enter the name of the person placing the order as well as the method of shipping.

If the vendor you are entering does not pop-up or does not display from the drop down list, either the vendor has not been entered into the system or you have not assigned a **Part Make Code** to that vendor. If this happens, cancel the purchase order, go to **Parts**, then **Vendors**, and either insert the Vendor and its related information (including the Part Make Code), or if the Vendor is on the list, check the Part Make Code and make sure it is the correct one for this vendor. (See also, **Vendors**)

Purchase Orders – Add - Main

Below are the different methods for adding items to a Purchase Order. Any combination or all of the methods can be utilized in generating a single purchase order.

8.1.1 Adding Items from the PO Pad (Automatic)

Adding Items From the PO Pad (Automatic Add)

If there are any parts for this vendor that have been added to the PO Pad for this vendor (either from the Price Books by highlighting the part and selecting the Order button, or when doing a Point-Of-Sale or Work Order and ordering the part on those screens), as soon as you input that vendor in the vendor box you will get a pop-up box that items are on the PO Pad, Do you want to Add them Now?

Purchase Orders – Add – POPad Notice

Selecting **Yes** will add the parts and the quantities pre-set on the PO Pad. You can then make any adjustments to these items by highlighting each and selecting the Change button.

8.1.2 Adding Items Manually to the Purchase Order

Manually Adding/Changing Items to Your Purchase Order

Items to be ordered can also be manually entered by pressing the **INSERT** button (ALT + **I**) and entering the make, part number, description, quantity ordered, cost, etc., into the **Update Records** box.

Purchase Orders – Add – Manual Add/Change

Selecting the button to the right of the Part Number will bring up the Price Book List for the Distributor for this Purchase Order. Highlight the part number to be placed on the purchase order and press the Select button (**Alt + S**).

Price Book Main

The part description, and cost will display on the update records box. Enter the quantity to be ordered and any special remarks.

8.1.3 Adding Minimum/Maximum Order Levels (Auto Process)

Adding Minimum/Maximum Order Levels (Auto Process Order Mode):

The **Auto Process Order Mode** searches the minimum and maximum stock level settings you have set up. If a minimum and maximum quantity for parts has been previously entered (See, **Setting Minimum and Maximum Stock Levels**), an **Auto Process List** can be generated showing inventory items that have fallen below the dealer recommended minimums and maximums for ease in placing purchase orders.

Purchase Orders – Min/Max Order Levels Prompt

Highlight any item(s) to be ordered and press the **TAG** button (ALT + T). Items may be "untagged" at any time by highlighting that item and pressing the **UNTAG** button (ALT + U). After tagging all desired items, press the **Process Tagged** button.

The **Auto Process Order Mode** remembers the minimum and maximum settings for each part in inventory and will automatically default to order the maximum on hand setting for items tagged.

After pressing the **Process Tagged** button, the following box will appear, one at a time, for each item tagged:

Purchase Orders – Min/Max Add/Change Items

- **On Hand** Inventory is displayed
- **Order Qty**. can be re-keyed for a lesser or greater amount than the default setting.
- **Cost** can be adjusted at this time.
- Press the **OK** button to complete the order of this item.
- The next item on the **Auto Process Order** will be displayed.

8.1.4 Adding Pick Lists to the Purchase Order

Pick Lists (Adding Pick Lists to Your Purchase Order)

If you have created any pick lists (either from the Electronic Parts Catalog, or in the Saved Pick Lists) you can bring these parts directly into the purchase order only if the parts on the pick list are for this vendor.

Purchase Orders – Add New – From Pick Lists

Select the **Pick Lists** button on your purchase order.

Saved Pick Lists

Highlight and select the **Pick List** containing the items you are adding to this Purchase Order. If the part make code for any of the items on the pick list match the part make code for the vendor on this purchase order you will be prompted for a **Special Remark** for the parts on the pick list.

If any items on the selected pick list are not for this vendor you will be prompted that those parts cannot be added to this purchase order. (See also, **Pick Lists** for more information about pick lists).

8.1.5 Changing/Adding to a Purchase Order

Changing/Adding To A Purchase Order

If you need to make changes or additions to an existing Purchase Order that has not yet been submitted to the vendor, find the Purchase Order on your list (**Parts**, **Purchase Orders** – use the filter or Search options if necessary). Select Change.

If items have been added to the **Purchase Order Pad** (PO Pad) since you originally generated this purchase order, you can select the **PO Pad** button. This will prompt you to bring in any items added to the PO Pad.

You can also manually insert additional items or use the Pick List selection (see above).

8.1.6 Exporting Your Saved Purchase Order to an On-Line Vendor

Exporting Your Saved Purchase Order To An On-Line Vendor

If you have on-line capabilities with any of the manufacturers/distributors that this system supports you can export a Purchase Order to their system. The next time you log-on to the manufacturer/distributor's website you can select to send the Purchase Order (Please be familiar with your on-line manufacturers requirements and use of their software).

Once you have completed your Purchase Order and are ready to submit it to an on-line vendor (Mercury, OMC, Yamaha). If your system is set up for on-line compatibility with this vendor an **Export** button will display on-screen. Select the **Export** button to send the Purchase Order to the related file in the vendor's system.

NOTE: If you do not have on-line service with this vendor or not configured your Pars, Service & Inventory software package to this service, the **Export** button will not be available for selection.

8.2 Receiving a Purchase Order

Receiving A Purchase Order

When a purchase order is received from a vendor, items received from that vendor can be checked against the purchase order and received directly into inventory. From the **Main Menu** select **Parts** then select **Purchase Order**. Highlight the purchase order received and press the **Receive Purchase Order** button.

Parts – Purchase Orders – Main – Pending Sort

8.2.1 Manually Receiving Purchase Order Items

Manually Receiving Purchase Order Items

Processing received purchase orders can be performed **manually** in the same manner as described above for placing a purchase order or by using the **Auto Process Receive Mode** button on the Purchase Order screen.

Parts – Purchase Orders - Receive

Highlight each item, select Change, and enter the quantity received.

Parts – Purchase Orders – Receive - Items

8.2.2 Auto Process Receive Mode

Auto Process Receive Mode

To automatically process a purchase order, **Tag** the items received. After completing this procedure, press the Auto Process Receive Mode Form. The **Update Records** box will appear for each item, enter the quantity received for each, make any corrections to cost, retail price, bin locations, and/or adjust your minimum and/or maximum settings.

After completing receipt of new inventory either manually or by the automatic method, the items received are automatically updated into inventory.

8.2.3 Adding Items to the Print Label Queue

Adding Items to the Print Label Queue

After you have tagged and entered the items received on this Purchase Order and made your corrections, you will be prompted whether or not you wish to add these items to the **Print Label Queue** for printing labels to place on the parts received.

You can View and/or Print your labels by selecting the **View/Print** button. You are not required to print them if you select this button. Or, you can save the file for editing and/or printing at a later time by selecting the **Save** button.

The items on the **Print Label Queue** can be edited for quantity, deleted from the queue, and/or new ones inserted. You can also view/edit the **Print Label Queue** from your **Current Inventory**.

Instructions for printing labels and bar code labels are found in the section below, **Bar Code and Parts Labels.**

Total Control Software Corporation

Parts, Service & Inventory Manual

Part IX

Bar Code and Parts Labels

9 Bar Code and Parts Labels

Bar Code and Parts Labels

Bar Code and Parts labels can be generated and printed either from Current Inventory or directly from received Purchase Orders. The same database file is used. If you have items on a received Purchase Order and do not elect to print them at that time, the database file can be retrieved from the Current Inventory.

This system supports the 3 of 9 UPC type bar coding and actually creates an alias file that uses the part number to reference the bar code assigned to that part number. If there is no related bar code to a particular part number the part number will print in place of the bar code with asterisks on either side of the part number. All other information will be correct.

If you do not have a bar code scanner, but wish to print labels for your parts with a description, part number, and pricing information you can do so using these same instructions. The part number will display as ***part number***. The part number can be entered at the Point-Of-Sale or Work Order (parts insert) manually.

Setting Up and Printing Bar Code and Parts Labels

Bar code labels are programmed to print on standard 1" x 2-5/8" (30 to a sheet – 8-1/2"x11" paper) labels, from either the Current Inventory or Purchase Orders (received).

Installing the 3 Of 9 Bar Code Font

Each computer that will be printing bar code labels (to a printer directly connected to the workstation) will need to have the **3of9** font installed. This font is included in the software and located in the **WINBOAT** directory on the server. To install the font at the workstation, close all programs, go to **My Computer**, then **Control Panel**, then **Fonts**. Select **File**, then **Install New Font**. Under the drives, find the mapped network drive to the server, then under folders, find the **WINBOAT** directory. The **3of9** font should display. Select the font and click the OK button.

9.1 Printing Bar Code Labels from Current Inventory

Printing Bar Code Labels from Current Inventory

To print bar code labels for your current inventory with your pricing information, from the **Browse the Stock File** screen shown above, highlight each part which is to have a label and then press the **Mark** button (Alt + **M**). Pressing the **Unmark** button (Alt + **U**) will remove the part from the list of bar codes to be printed. Once all parts have been selected, press the **Print Labels** button.

Print Label Queue

You can edit quantities (for printing the number of labels to be printed for a part) or other information about the bar code/part labels to be printed by highlighting each part and selecting the **Change** button.

Print Label Queue – Manual Add/Change

Make your corrections and select the OK button to save the changes for printing the labels.

Make sure that you have your labels in the printer that is set up at this workstation, the printer is on-line and ready.

At the **Browse Print Label Queue** Tag the parts for which you are going to print labels and select the **Print** button. The print job will go directly to the printer.

Sample Bar Code Labels

9.2 Printing Bar Code Labels from Received Purchase Orders

Printing Bar Code Labels from Received Purchase Orders

You can also print bar code labels for your parts which you bring into the system through the Purchase Orders (See, **Purchase Orders**).

Exceptions to Printing Bar Code Labels

A few manufacturers/distributors use some part numbers that are too long or the part numbers contain characters that the UPC bar code system does not recognize and cannot create a standard bar code (UPC) label based on that part number.

These manufacturers/distributors generally supply bar code labels with parts ordered that can be read by any standard bar code scanner.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part X

Pick Lists

10 Pick Lists

Pick Lists

Types Of Pick Lists

Pick Lists can be created and saved for use in Point-Of-Sale, Work Orders, and creating Purchase Orders (either directly from a new purchase order or insertion into the PO Pad). There are several types of Pick Lists available throughout the system.

There are two types of **Pick Lists** available in the system, the **Saved Pick List** which is for parts only, and the **Service (Work Order) Pick List** which can be created for jobs that include parts and/or labor items.

10.1 Parts Pick Lists

Enter topic text here.

10.1.1 Creating Parts Pick Lists

Creating Parts Pick Lists

The **Saved Pick Lists** contain parts only (for pick lists that include labor items as well as parts see **Service Pick Lists**). To access **Saved Pick Lists**, select **Parts**, then **Saved Pick Lists**.

These are pick lists that are created from your dealership price books for packages you sell (i.e., create a ski package to include life jackets, skis, tow ropes, etc., with a special retail price), items ordered by a customer in a different department to be rung up at a central register, importing a pick list created from an EPC (Electronic Parts Catalog) when looking up parts to complete a service ticket, etc.

After creating a pick list in the Saved Pick Lists, directly from the Price Book, or Importing an External Pick Lists (created through a EPC) you can Print the pick list or place the items on the PO Pad for inclusion in your next Purchase Order. You can also access this list directly from the Point-Of-Sale or Work Orders.

10.1.2 Creating a New Parts Pick List from the Price Books

Creating a New Parts Pick List from the Price Book Files

You can create a pick list directly from the Prick Book files which can be saved in the Saved Pick Lists or immediately printed and then cleared.

From Parts, then Price Books, select the Price Book file (Make) you are going to use to create your pick list. Find and highlight each part, select the Pick List button, then select the Add to Pick List. The parts added will display at the bottom of the Price Book screen.

Parts – Price Books – Pick Lists

If you wish to Print the Pick List you just created, select the Pick List button and then Print Pick List.

Parts – Price Books – Print Pick List

If you wish to save the Pick List you just created to the **Saved Pick Lists**, select the Pick List button, then select Save Pick Lists. You will be prompted to assign a Pick List Name for these items.

Parts – Price Books – Save Pick List

The newly saved pick list can be accessed directly from the **Saved Pick List** screen, an Active Work Order, the Point-Of-Sale (Quick POS), from a Purchase Order or sent to the PO Pad.

10.1.3 Creating a New Parts Pick List Manually

Creating a New Parts Pick List from the Saved Pick Lists

If you know all of the part number necessary to create a new pick list (you do not need to look them up individually from the Price Book files, you can create a pick list directly in the Saved Pick List

Parts – Saved Pick Lists - Main

Select the **Insert** (Alt + I) button to begin a new pick list

Parts – Saved Pick Lists – Add/Change 01
Parts – Saved Pick Lists – Add/Change 02

Give this new pick list a descriptive name and begin inserting your parts by selecting the Insert button. Adjust the quantity for this part, and cost and price. Select OK and insert the next part to be included on this pick list.

When you bring this pick list into a work order or Point-Of-Sale the items will list out separately, with the quantities set out in the original saved pick list. If you need to make any adjustments to the quantities, highlight the individual part and make your adjustments (See **Work Order**, **Point-Of-Sale**)

10.1.4 Creating a Special Pricing Package of Items

Creating a Special Pricing Package of Items for a Parts Pick List

Sometimes a dealership will want to offer a special pricing package of certain items that if purchased individually would retail at a higher price than if included in this special package. You may have included these items in a special wrapping, or they will be picked by the customer or parts employees from items on the dealership shelves. You may also want to track the number of these special packages you sell.

- Create a new part in your dealership price book (i.e., C&S price book – the dealership's special items price book).
- Insert a new part, give it a short part number and a description (i.e., SKI, for the part number, Special Ski Package for the description).
- Give this new part a special retail price, you may wish to leave the cost blank (the individual items to be included with the package can have their cost remain in place)
- If you are only going to offer a certain number of these special packages, enter an on-hand quantity.
- Save your new part.

- From the Saved Pick Lists record, insert a new pick list. Give is a descriptive name (matching the special part you just created is recommended).

- Insert the part you just created as your first item for this pick list.
- Begin inserting each of the items that will be included in this new special package. As you insert each item adjust the quantity, but delete the retail pricing from these parts.

When you sell this package through a work order or point-of-sale the pricing will list under the part you created for the special package, each item included in the package will list with no retail pricing. The individual parts will be removed from inventory and if you assigned a quantity to the special part created above, the number of packages can also be tracked using various reports.

Parts – Saved Pick Lists – Print Quote/Reports

10.1.5 Ordering Parts from the Pick List

Ordering Parts From The Pick List/Adding Pick Lists to Your Purchase Order

If you have created any pick lists (either from the Electronic Parts Catalog, or in the Saved Pick Lists) you can order the parts (placing these parts on the PO Pad for use with your next purchase order) or bring these parts directly into a new purchase order (See, **Purchase Orders**, **PO Pad**)

10.1.6 Importing a Parts Pick List from an Electronic Parts Catalog

Importing a Parts Pick List from an Electronic Parts Catalog

If you have one of the supported electronic parts catalog installed in your system, you can create a parts pick list from that electronic parts catalog and then access the pick list and import it into the **Saved Pick Lists**. This is helpful when you need to print a quote for a customer, order parts, add parts to an invoice or work order.

NOTE: You should be familiar with your electronic parts catalog software, it should be correctly installed at each workstation according to the software instructions, and the EPC database properly linked to Total Control Software's system.

After creating the new pick list in the electronic parts catalog, and exporting it to the DMS, from the Parts, Service & Inventory module, select Parts, then Saved Pick Lists. To access this EPC pick list, select **Import External Pick Lists**, then select the EPC (Midas, ARI OMNI, or Yamaha).

Parts – Saved Pick Lists – Main Import EPC Parts
Parts – Saved Pick Lists – Import EPC Parts

Highlight and press the Save button for the Mercury Midas Pick List you wish to import. The newly imported pick list will display as "Midas – Name of Pick List" on **Saved Pick Lists** screen.

10.2 Service Pick List (Canned Work Order Jobs)

Service Pick Lists (Canned Work Order Jobs)

TCS has added a Canned Work Order Job to its Service Pick Lists. This new item allows you to pre-set items for a work order problem with description of the problem (job to be performed), add parts and labor, and pre-set a list of work to be done (specific numbered items) to the problem.

You can still use the Service Pick List for entering only a description and/or parts and labor, however, now you can also add more information for your service department and the customer, set up custom jobs for special service items. You can also change any items, parts, and/or labor on a work order once you have selected the job.

Next:
Setting Up Service Pick List Jobs

10.2.1 Setting Up Service Pick List Jobs

Setting Up Service Pick List Jobs

From the main menu of the Parts, Service & Inventory module select Service, then select Service Pick List (Canned Jobs).

The Service Pick List (Canned Jobs) will display. Press the Add button to insert your new Service Pick List item.

Entering the Job Description, Parts and Labor Items:

The main screen for adding a service pick list item has not changed. However, there are additional tabs for Repair Items Listing and Fixed Job Pricing. Enter a brief description for this job (i.e., Winterization, or 226 Cobalt 20 Hour Service, etc.):

Insert the parts to be used for this pre-set service job and any labor items.

Entering the Repair Items List:

Now, select the Repair Items List tab and from this screen press the Insert button.

Insert each item to be included on this service pick list job by entering the item and selecting the OK button, select Insert again and continue until you have entered all the items to be included on this job. These items will list in the Problems section for the Work Order when inserted into an Active Work Order.

Entering the Fixed Job Pricing:

If this job will have a fixed parts and labor price (regardless of actual parts and/or labor used), you will need to set up a JobParts code in your Non-Inventory Parts and a JobLabor code in your Service Codes.

Select Parts, Non-Inventory Parts from the Main Menu.

Insert the new Non-Inventory item as shown above. Assign it a Department Code (if needed).

Now, select Service, Service Codes from the Main Menu.

Insert the JobLabor Service Code as shown below. Enter the appropriate Sales General Ledger Account code if needed.

Next:
Adding your Service Pick Lists Jobs to a Work Order

10.2.2 Printing A Report of Your Jobs

Printing a Report of Your Jobs

You can print a report of all Service Pick List (Canned Work Order Jobs) from Service, Service Pick List (Canned Work Order Jobs) screen and selecting the Print button.

10.2.3 Adding your Service Pick List Job to a Work Order

Adding Your Service Pick List Job to a Work Order

Once you have set up your Service Pick Lists jobs (Canned Work Order Jobs) you can add them to your work orders. From Service, select Active Work Orders and either select Add New WO or find a work order in progress and select Change.

From your Changing (Adding) a Work Order screen select the Problems tab, then select Insert.

Press the Work Order Pick Lists button to bring up your list of Service Pick List Jobs.

Highlight the job you want to add to this work order and then press the Select button. You will be prompted whether or not you wish to add the parts and labor items to this work order. Select Yes to add the description (will insert in the problems section) with its individual items, the parts and labor items.

You will then be prompted to enter the technician assigned to this work order.

The information you entered into the Service Pick List job will now be added to this work order. You can make modifications to the items, add or delete parts, change labor items and enter corrections. Select the OK button to add this problem to your work order.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XI

Point-Of-Sale Terminal

11 Point-Of-Sale Terminal

Invoices (Point-Of-Sale)

When you make an over-the-counter sale and create a new invoice, items that have been sold are removed from inventory. On-hand inventory will be adjusted and if minimum and maximum levels for these inventory items have been set, these adjustments will appear when you generate new purchase orders (See **Purchase Orders**).

New invoices are created through the **Quick POS**. A **history file** of all invoices (including work orders that have been converted to invoice, invoices created in the wet/dry storage module, and invoices for major unit sales) are maintained from **Sales**, then **Invoices**. You can review an invoice from the history files, reprint an invoice, and with supervisor access make corrections and/or void an invoice. You cannot insert/add a new invoice through Sales, **I**nvoices.

11.1 The POS Terminal

The POS Terminal

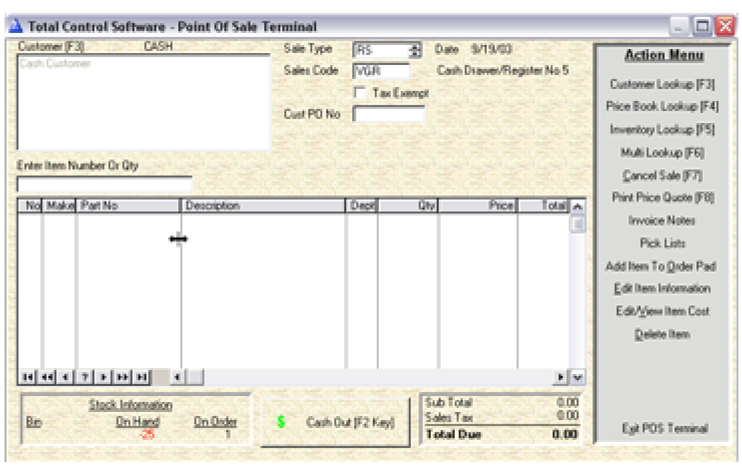
After you have set up the individual workstations that will be using the POS Terminal program, open Parts & Service at that workstation. The POS Terminal is initiated from the Parts & Service Main Menu by selecting Quick POS.

You will be prompted for the Sales Code. Enter the Sales Code and press the OK button.

The POS Terminal screen stays up on the workstation at all times and is always ready for a new invoice. Invoice numbers are not generated until the sale is completed.

The functions you have been used to with the Quick POS are essentially the same, however, the new POS Terminal allows for easier entry, check out, printing, and immediately being able to begin another ticket.

The Main POS Terminal screen is shown below:



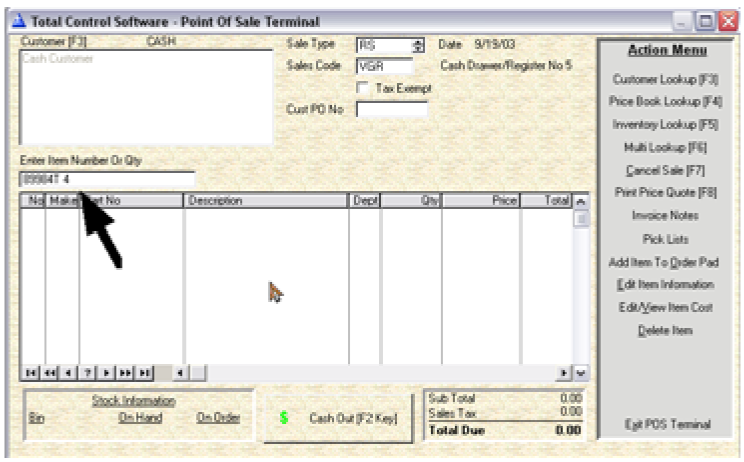
All options are available on-screen at all times. Using the F keys from the Action Menu will initiate the action, or use the Alt + the underlined letter in the Action Menu item (i.e., to add an item to the order pad use Alt + O).

11.2 Entering Part Numbers and Quantities

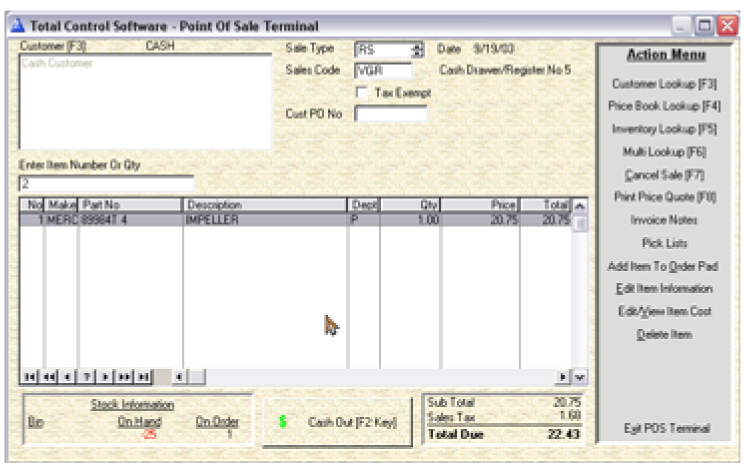
Entering Part Numbers and Quantities

The Point Of Sale Terminal is alway "up" on screen at the workstation. All items and quantities are entered or scanned in the **Enter Item Number or Qty** field box. Quantities are entered as 1 through 99, with a quantity of 1 being the default.

Enter the Part number (or scan it using a bar code scanner) and press the Tab key on your keyboard.



Enter the quantity (1 through 99) and press the Tab key on your keyboard.



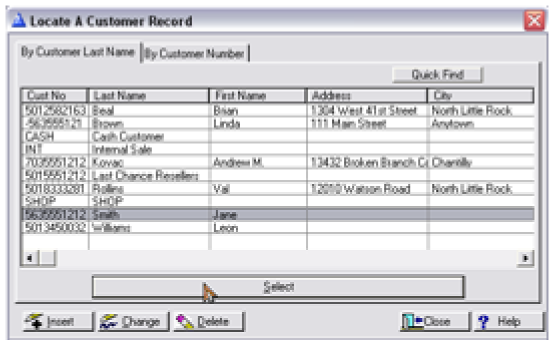
After you have enter several parts, you can move through the various items by using the Up and Down Cursor Keys on your keyboard. With the part highlighted you can adjust quantity by simply entering a number between 1 and 99 and pressing the Tab key on your keyboard. For other options, see below.

As each item is entered, Stock Information for that item is displayed in the lower left corner of your screen, with the Bin Location (if any), On Hand Quantity, and any On Order information. The subtotal, tax due, and Total Due is displayed on the lower right corner of the screen and changes as parts are added, removed, etc.

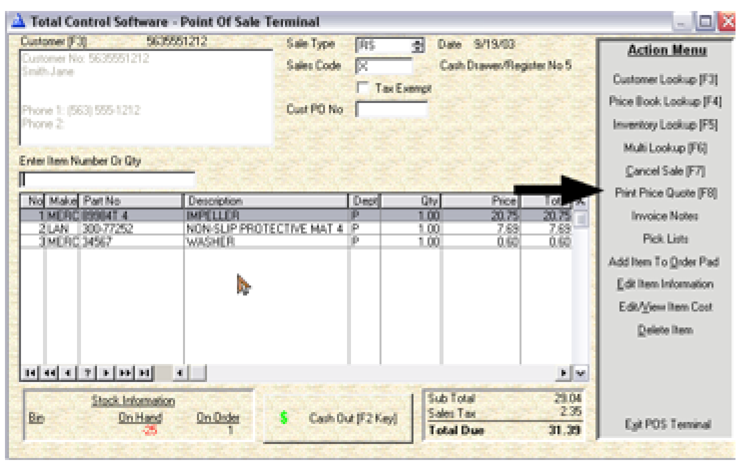
11.3 Customer Lookup

Customer Lookup

The default setting for all POS Terminal sales is Cash Customer. If you are doing a sale for a Customer in the database, you can look the customer up using the F3 key on your keyboard.



The Standard Locate a Customer Record screen will display. Find your customer, highlight him/her and press the Select button.



If the customer has been set for any discounts or special tax rates, the POS Terminal screen will handle these items automatically.

As before, you can always discount an individual part by highlighting it and use the Alt + F keys at the bottom of the screen for discounting, marking up, or returning an item to retail.

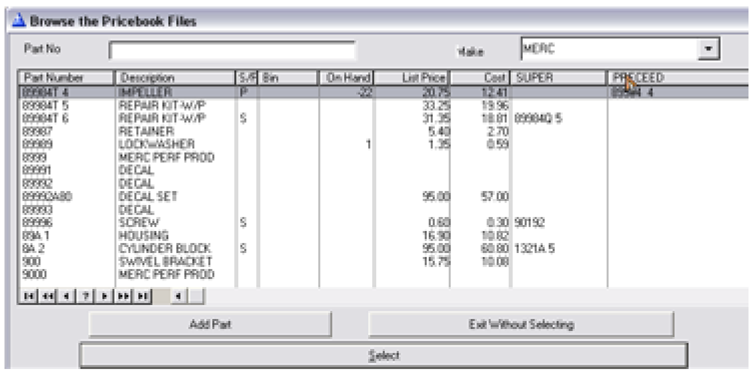
11.4 Price Book and Inventory Lookup

Price Book and Inventory Lookup

You can look up parts using the Price Book Lookup or the Inventory Lookup.

Price Book Lookup

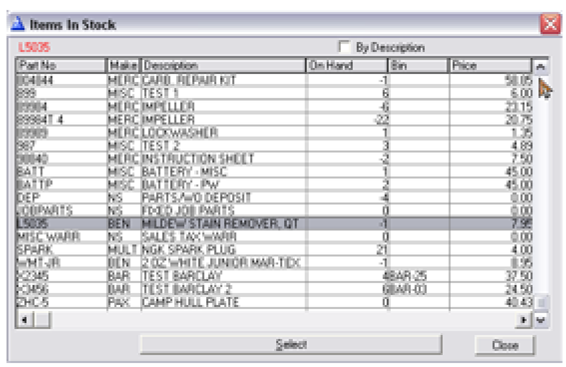
The Price Book Lookup (F4 key, or select by clicking your mouse on the Price Book Lookup in the Action Menu) brings up the standard Price Book screen, sorted by Make.



The Inventory Lookup (F5 key, or select by clicking your mouse on the Inventory Lookup in the Action Menu) allows for more specific search parameters.

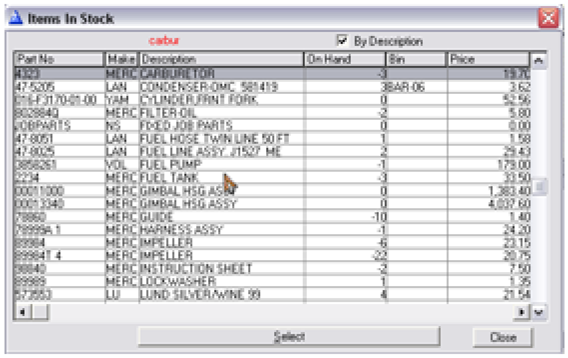
Inventory Look Up By Part Number

Just begin entering the part number you are looking up. It will display in red on-screen and the screen will scroll down until it matches or finds the closest match to the part number entered.



Inventory Look Up By Description

To look up parts by description, check the By Description check box. Begin entering the description of the part you are searching for. It will display in red as you type it in and the screen will scroll to the part matching that description.

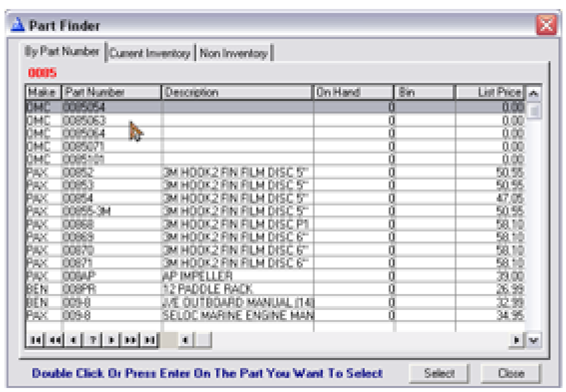


11.5 Multi Lookup

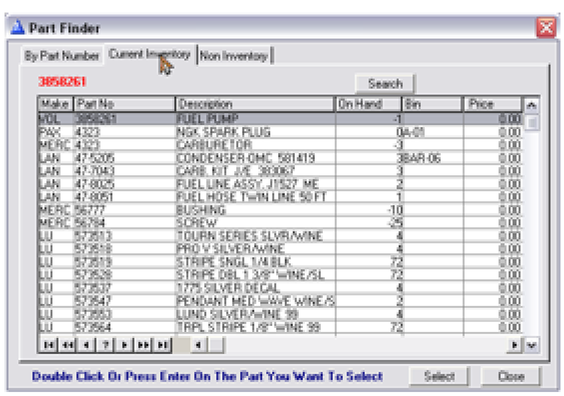
Multi Lookup

The Multi Lookup Function allows for multiple searches within the same screen (F6 key, or click your mouse on the Multi Lookup in the Action Menu).

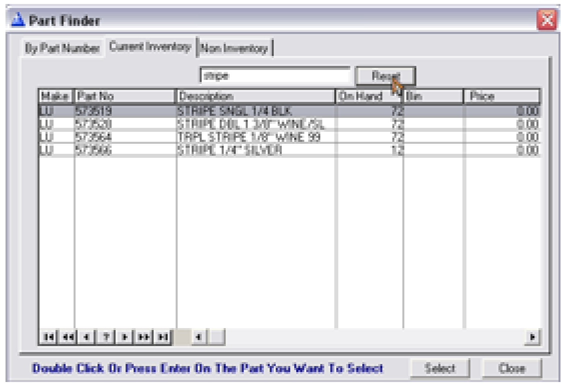
You can search by Part Number, Current Inventory or Non-Inventory.



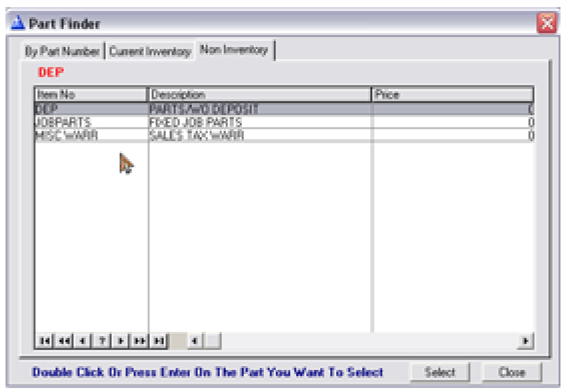
For Current Inventory lookup in the Multi Lookup screen, click on the Current Inventory tab.



Entering the Part Number will scroll to the nearest match.



Selecting the Search button, opens the Search Field. Entering a partial description will return all parts with that keywor(s) in the description. Use the Reset button to return the Current Inventory screen to full display.



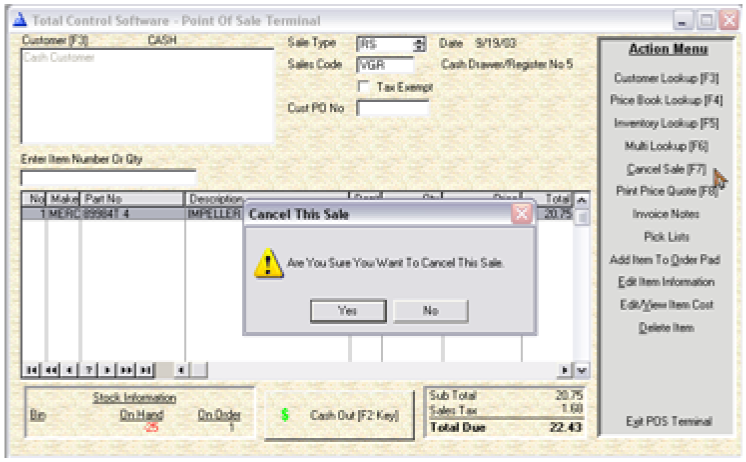
The Non-Inventory Tab allows you to lookup non-inventory items by entering the item number.

11.6 Cancel Sale

Cancel Sale

A sale can be cancelled in two places, at the main POS Terminal, which will return the POS Terminal screen to an empty screen allowing you to start the next sale, or from the Cash Out (Invoice Payment Form).

Cancelling a Sale from the POS Terminal screen:

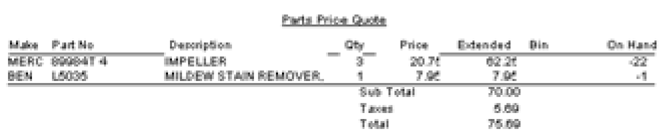


Selecting No will return you to the screen with all information intact. Selecting Yes will return you to an empty screen, ready for the next sale.

11.7 Print Price Quote

Print Price Quote

You can Print a Price Quote based on a pending sale in the POS Terminal at any time (F8 key, or selecting Print Price Quote on the Action Menu).



Parts Price Quote

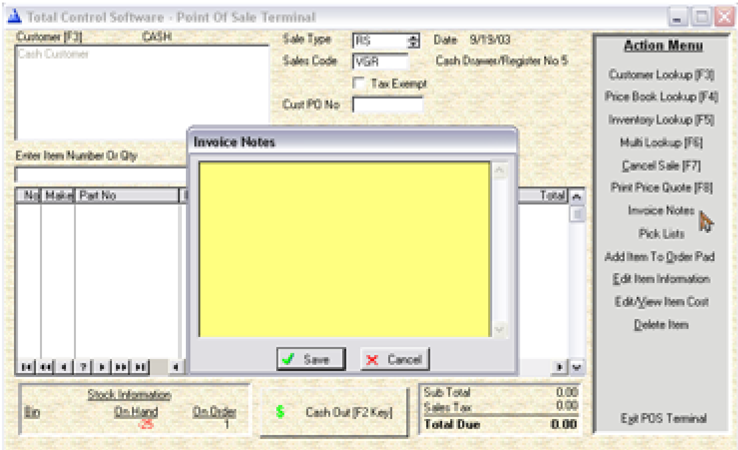
Make	Part No	Description	Qty	Price	Extended	Bin	On Hand
MERC	89984T 4	IMPELLER	3	20.7	62.2		-22
BEN	L5035	MILDEW STAIN REMOVER.	1	7.9	7.9		-1
			Sub Total		70.00		
			Taxes		5.69		
			Total		75.69		

You will be prompted to Preview or Not (this is an override from the Standard POS Terminal Cash Out).

11.8 Invoice Notes

Invoice Notes

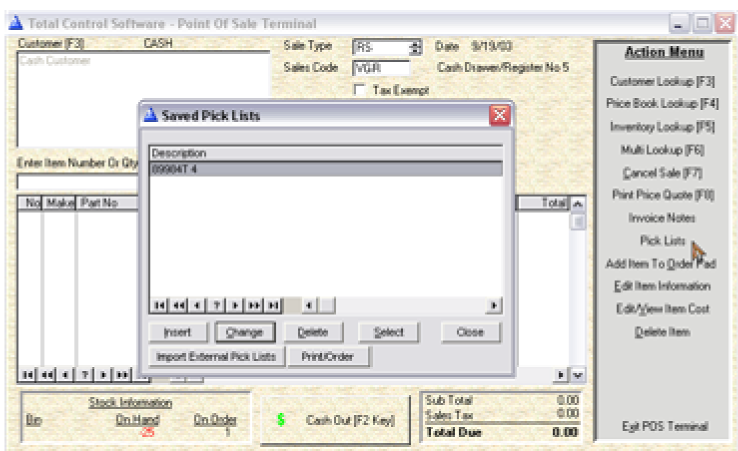
Invoice Notes can be added to any ticket by selecting Invoice Notes from the Action Menu, entering your notations and clicking the Save button.



11.9 Pick Lists

Pick Lists

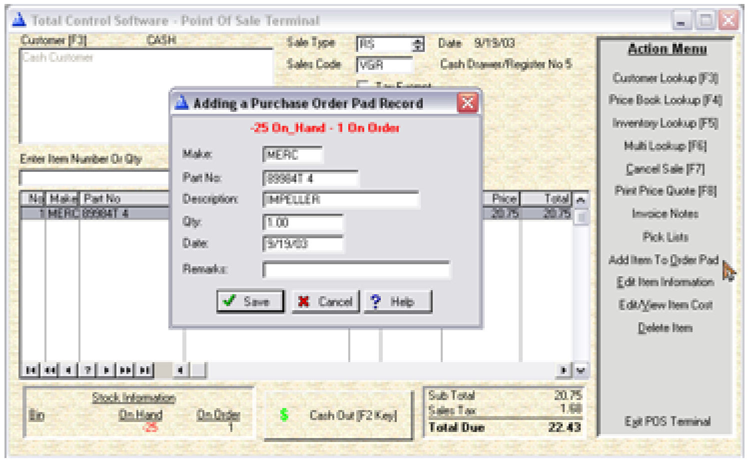
Inserting a Pick List to a ticket is the same as the Quick POS. Select Pick Lists from the Action Menu, then choose from the Saved Pick Lists or use the Import External Pick Lists option.



11.10 Add Item to Order Pad

Add Item to Order Pad

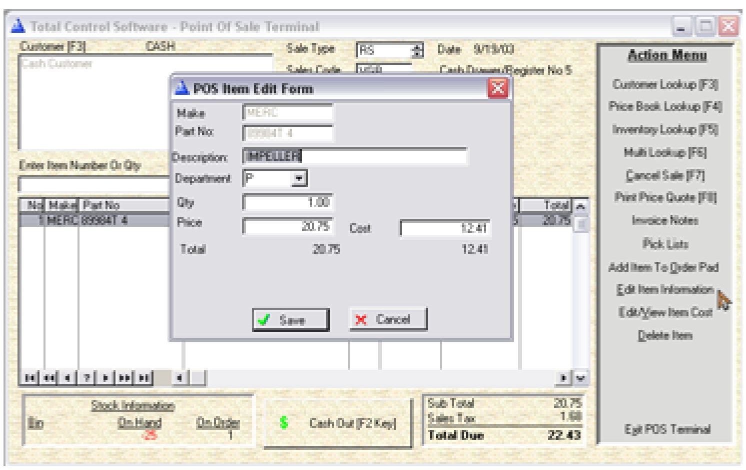
Adding an item to your Purchase Order Pad is the same as in the old Quick POS. Highlight the item to be ordered (status displays in the lower left hand corner of your screen) by using the up and down cursor keys on your keyboard. Select Add Item to Order Pad, enter the quantity and any remarks and click the Save button.



11.11 Edit Item Information

Edit Item Information

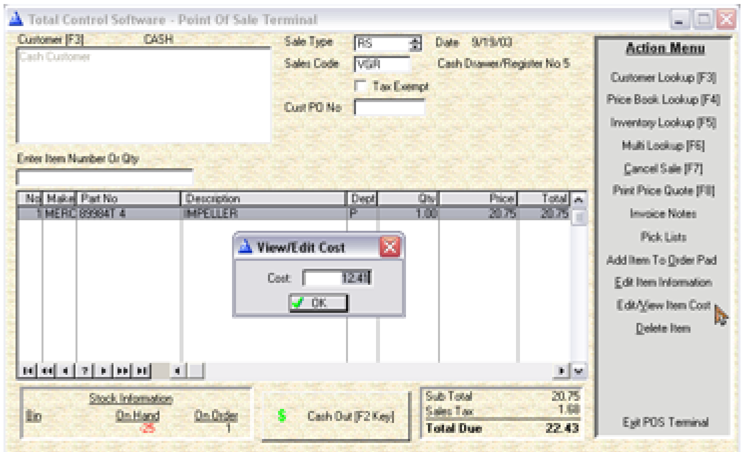
You can edit information for an item on the POS Terminal. Highlight the item using the up and down cursor keys on your keyboard, select Edit Item Information. Make any corrections and click the Save button.



11.12 Edit/View Item Cost

Edit/View Item Cost

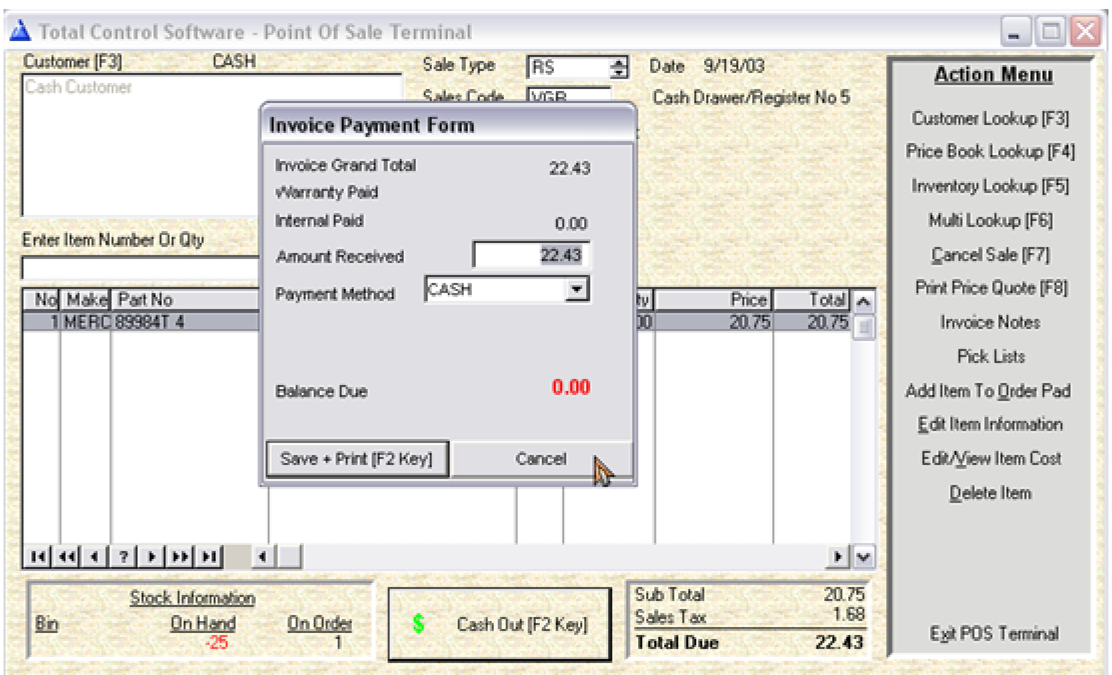
This is generally used for non-inventory items or XXX parts. Highlight the item using the up and down cursor keys on your keyboard and select Edit/View Item Cost.



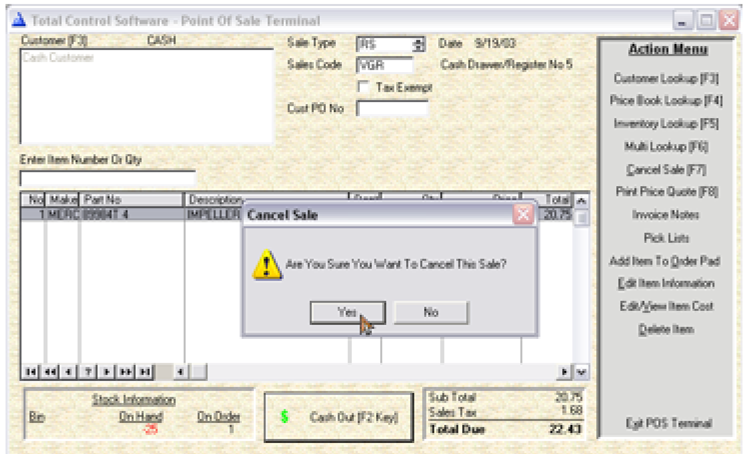
11.13 Canceling A Sale

Canceling A Sale

Canceling a sale from the POS Terminal screen will delete all items from the screen and allow you to start over again.



Canceling a sale from the Cash Out (F2) screen returns you to the Sale with all items still on screen.



You will be prompted whether to continue to cancel the sale (returning you to a blank POS Terminal screen) or by selecting No, leaving all items on screen (so that you can edit, add, delete individual items and then Cash Out).

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XII

Work/Repair Orders

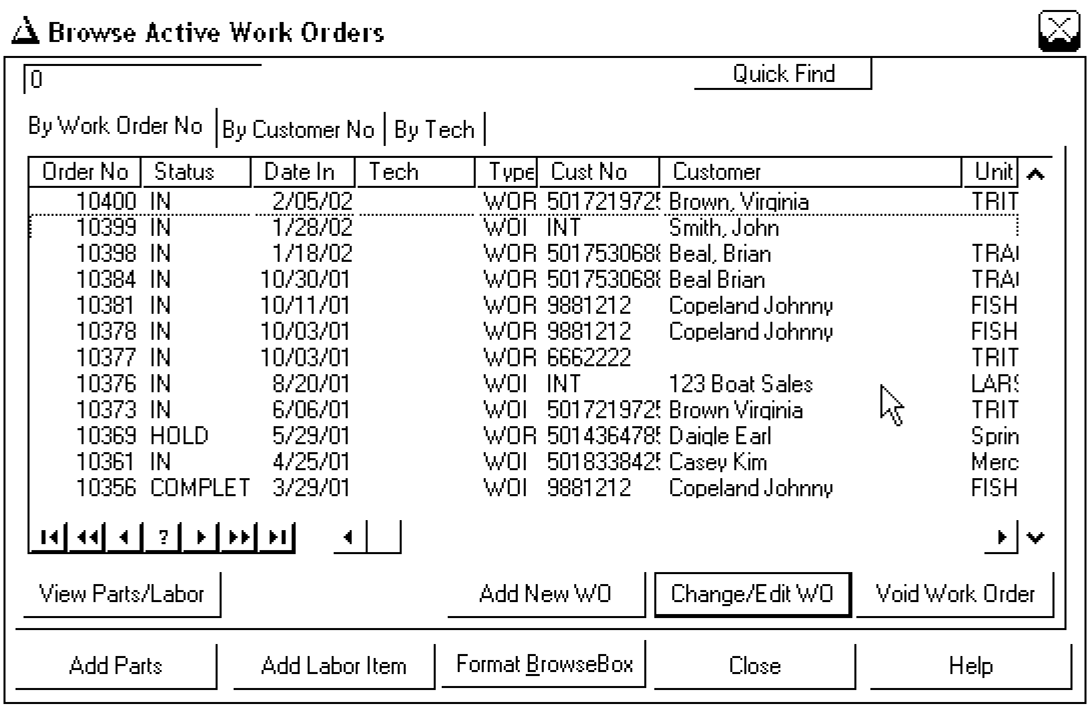
12 Work/Repair Orders

Work Orders

Items and Codes Setup

Before you begin you should set up your base **Service Codes** (labor codes), **Flat Rate Codes**, **Work Order Status Codes**, **Technicians**, and **Vendors** (parts distributors, warranty providers, and sublet/contract labor). You can always add more as you begin adding new work orders. If a Service Code, Status Code, Technician, and/or Vendor is not already set up it can be inserted while adding or changing a work order (See, **System Set Up**)

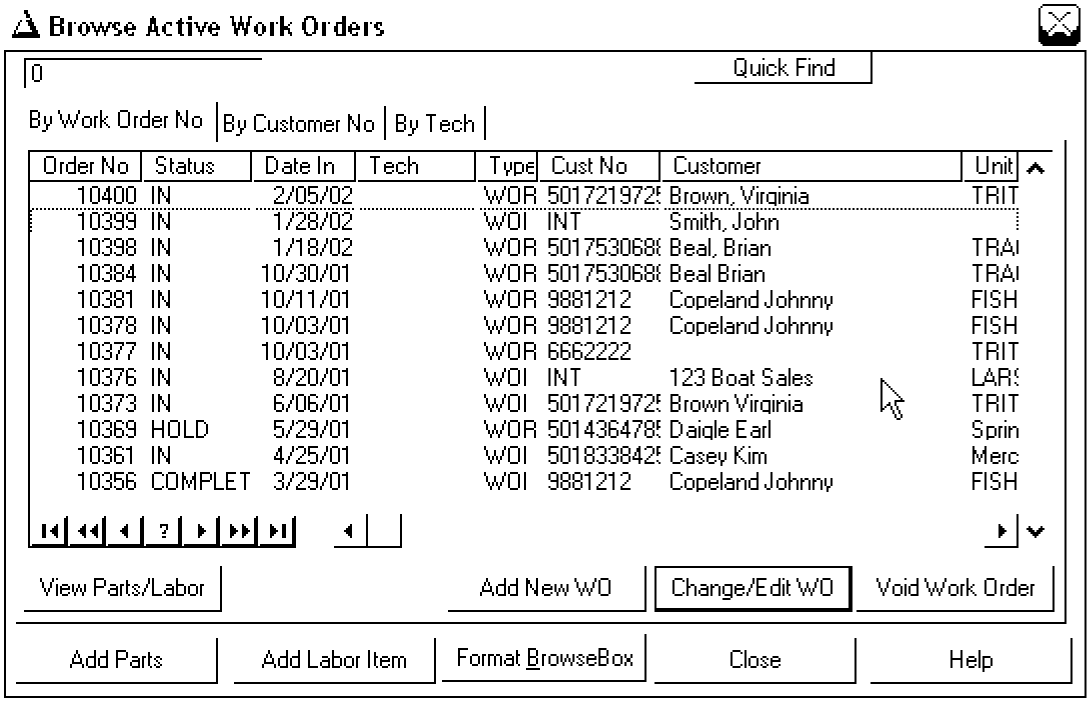
Most of the general settings for work orders are found under the **Main Menu**, **Service**, as well as various reports. **Vendor** records are located under **Parts**, special **Work Order Disclaimers** and **Work Order Terms** can be set up from **File**, then **Device Setup**.



12.1 Adding a New Work/Repair Order

Adding a New Work Order:

From the **Main Menu**, select **Service** then select **Active Work Orders**. To add a new work order, press the **Add New WO** button.



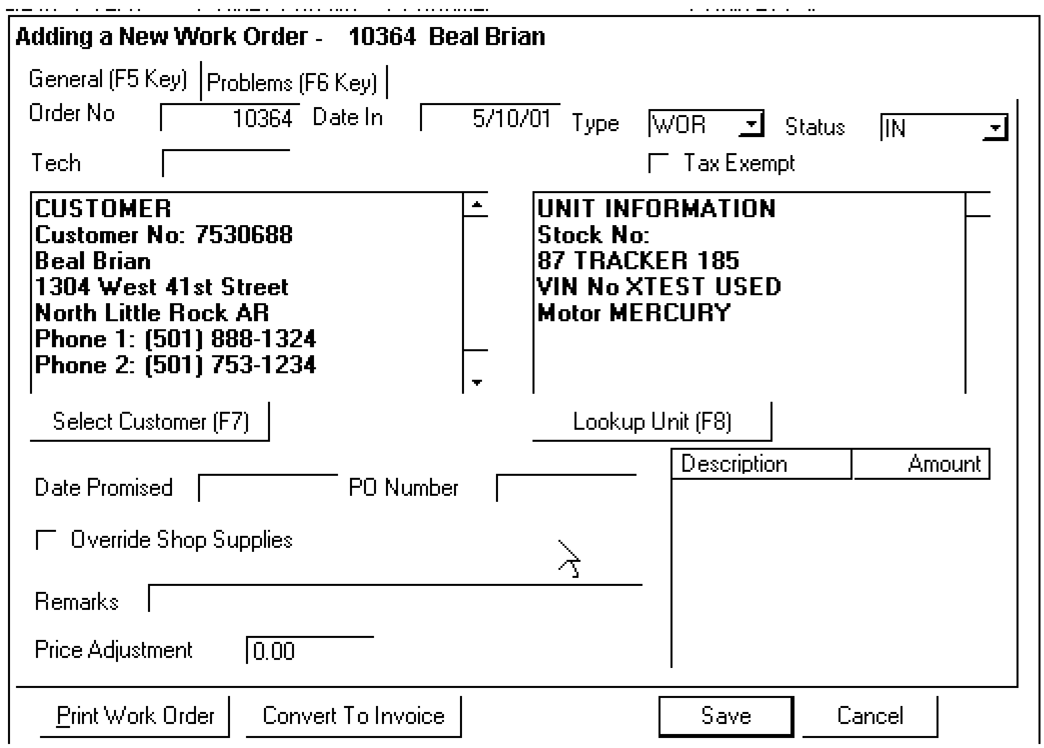
To change or edit an existing work order, highlight the work order by using the mouse or **Up** or **Down** arrow keys on the keyboard and press the **Change/Edit** button. To void an existing work order press the **Void Work Order** button (A supervisor override is required to void an existing work order).

The **Quick Find** button filters the list searching for any field that contains the string you type in the quick find box (see also **Quick Search** in **Vendors** and **Customers**). This includes partial matches. For example, you need to find a unit and you only know the last 6 digits of the unit's serial number. Key in the last 6 digits of the serial number and press the **ENTER** key. All units containing these numbers anywhere in the records will appear. To return to the listing of all work orders press the **Reset** button.

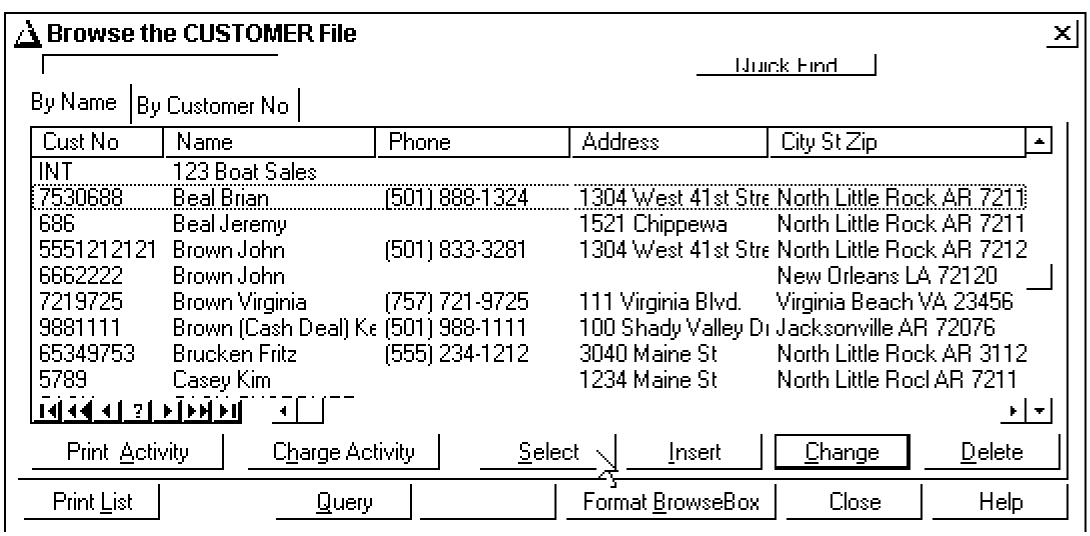
12.2 Selecting the Customer/Customer Owned Unit

Selecting the Customer/Customer Owned Unit

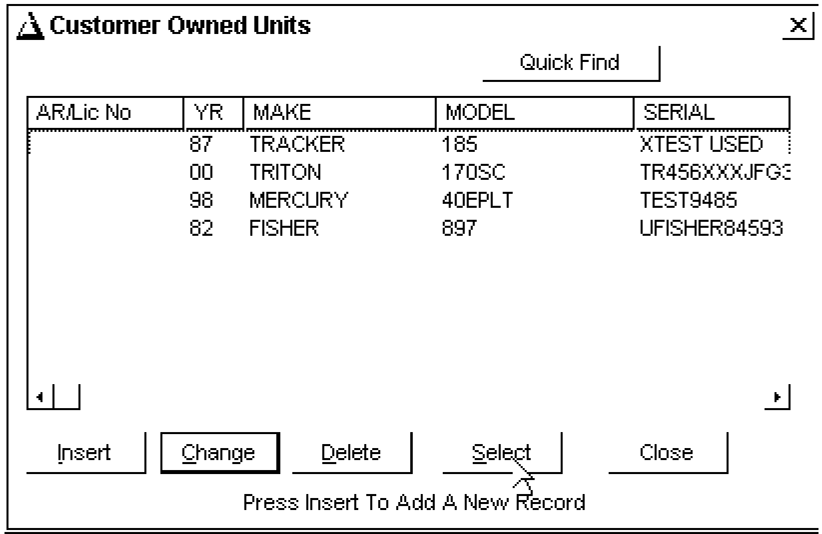
From the **Browse the Active Work Orders** screen, press the **Add New WO** button. The **Adding a New Work Order** screen will appear.



The **Browse the Customer File** will immediately display. Select the Customer for this new work order.



The list of **Customer Owned Units** will display, highlight the unit and press the Select button.



If this is an **Internal Work Order** and the dealership (**INT**) is selected as the customer (and you have the F&I module installed), a complete list of all major units in Current Inventory will display. Select the inventory unit.

12.3 Work Order Types

Work Order Type – Retail or Internal?

The **Type** field in your new Work Order uses the following:

WOR - Work Order Retail – Customer pay
WOI - Work Order Internal - requires a Stock Number input, Charges cost back to Unit.
WOW - Work Order Warranty - Warranty pay
WOP - Work Order Prep/Rigging - requires a Stock Number input, charges cost back to the unit.

Selecting a Different Customer and/or Unit

If you selected the wrong customer or the wrong customer owned unit, once the **Adding a New Work Order** screen is displayed, use the **F7** (**Select Customer** button) to bring up your Customer file and select a different customer. Use the **F8** (**Select Unit** button) to bring up the list of Customer Owned Units for the customer selected, highlight and select the correct unit.

Work Order Status

The default setting for all new work orders is **IN**. However, you may select any status that you have entered into the system, except **BILLED** (this is reserved for work orders that have been converted to invoice). See also, **Work Order Status Codes**.

Other General Information

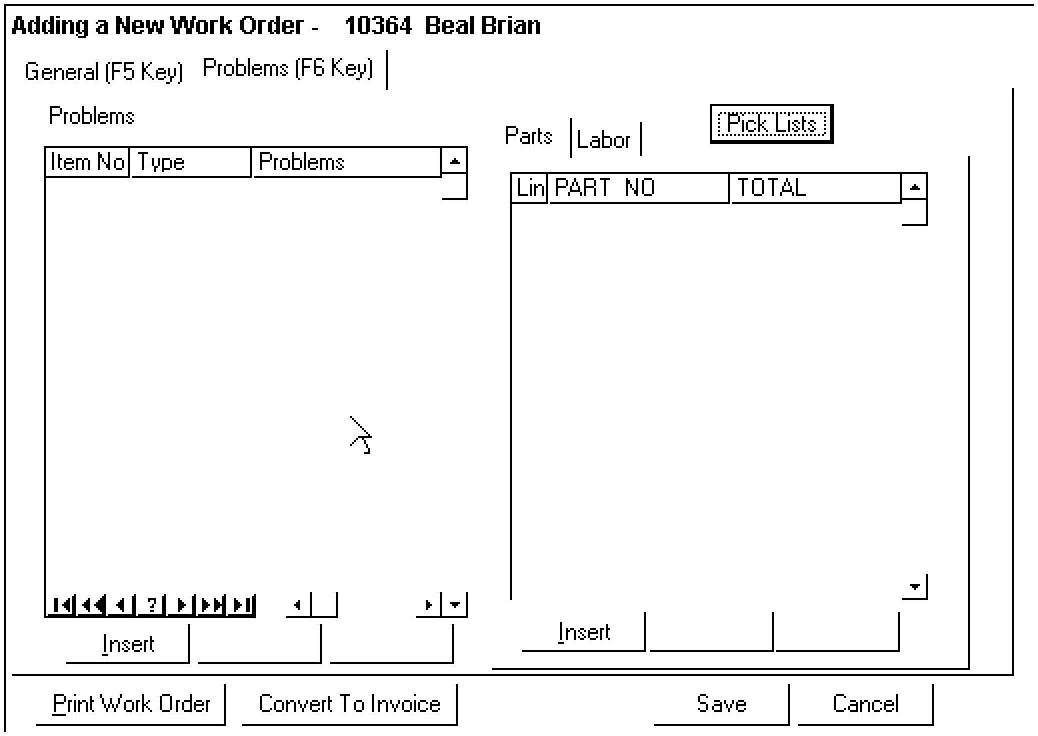
You may enter a **Purchase Order number** for this customer's work order, a **Date Promised**, any **Special Remarks** about this customer, unit, or work order.

If you want to **Override Shop Supplies**, check the **Override Shop Supplies** check box and at the field prompt, enter the amount for shop supplies to be charged on this work order.

If this entire work order is to be **Tax Exempt**, check the **Tax Exempt** box.

Price Adjustments can be entered (the amount entered will be subtracted from the total amount owed on the work order.

After completing the **General information** (**F5 key**), use the mouse and click on the **Problems** (**F6 key**) tab.



IMPORTANT NOTE: You must have at least one problem entered (you do not have to enter parts and/or labor items at this point) in order to save your Active Work Order.

There are three steps for this procedure:

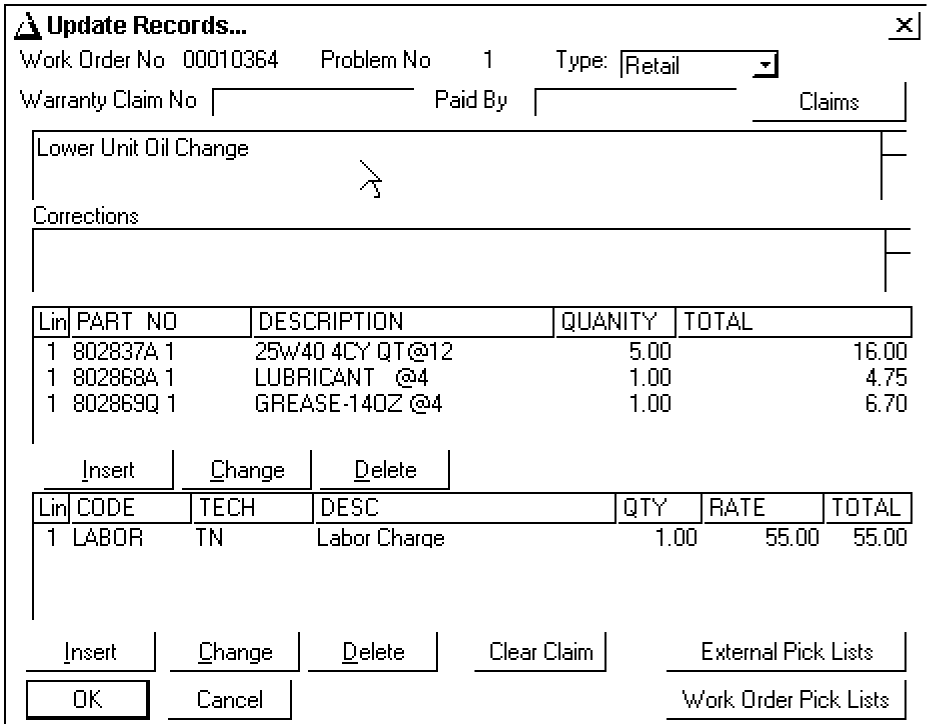
- **Setting out the Problems**
- **Adding Parts and Labor as the work progresses**
- **Converting the Work Order to an Invoice.**

Work to be Performed (The Problem)

All work orders must have assigned to it at least one problem (work to be performed) before saving the **Active Work Order**.

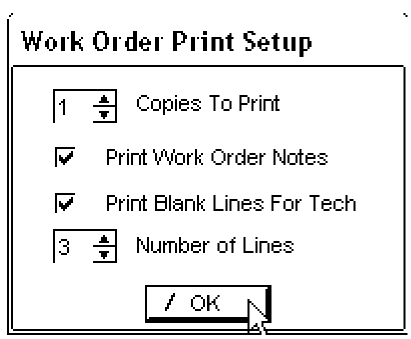
You can have multiples of problems (work to be performed) for any given work order. Enter each **Problem** or work to be performed. To do this press the **Insert** button under the **Problems** list. Each problem item is assigned a line/item number.

You can have any combination of problems (payment types). Each part and labor item is entered against the problem and is charged by problem type. The default problem type is **Retail**, which is paid by the customer. If the problem will be charged back to the dealership (sales department), select **Internal**. If the problem is a warranty item, select **Warranty**, then select the **Claims** button. Select the **Claim** from the list or press inset to add a new claim and then press select. All parts and labor will be charged back to the **Claim** information entered.



You cannot combine different payment types within the same problem. If a customer brings in a unit for an oil change (customer pay – retail), and also has warranty work to be performed (warranty provider pay – warranty), you must assign each with a separate problem and set the type for each.
Inserting a New Problem
Select the **Insert** button (**Alt + I**)

Select the **Type** (**Retail**, **Internal** or **Warranty**) for this problem. Enter a brief description of the work to be performed. It is not required that you add any parts and/or labor items at this point. Select the OK button, print the work order for the customer to sign.



12.4 Updating or Changing an Active Work Order

Updating or Changing an Active Work Order

As parts and labor items are added, you can reprint this as often as needed. It is recommended that two copies of the active work order be printed, one for the Service Manager's file and one for the technician to use as a working copy for adding parts, labor and other charges on the work in progress.

From **Service**, then **Active Work Orders**, highlight the work order and select the **Change** button. Additional problems can be added, current problems can be edited or deleted.

NOTE: You cannot delete a problem from an Active Work Order before you remove all associated parts and labor items from it first.

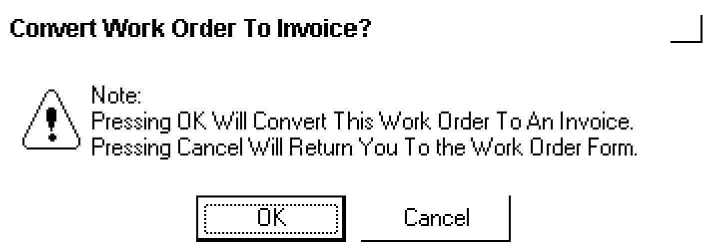
12.5 Adding Parts and/or Labor Items

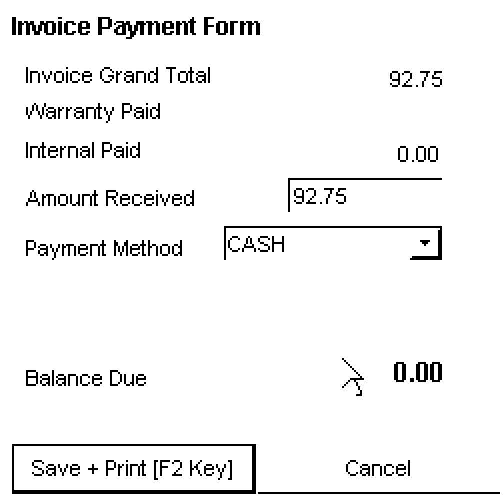
Adding Parts and/or Labor Items

Once the work is in progress you can add or correct parts or labor items to the work order at any time by pressing the **Insert** or **Change** buttons below the list you are working with. When finished entering items, press the **OK** button to save your work. You will be returned to the problems list. You can reprint the work order at any time.

You can also add or correct parts or labor items directly from the **Problems** list. Select the **Parts** or the **Labor** tab, then press the **Insert** or **Change** buttons as needed..

Once the work order is finalized, Press the **Convert to Invoice** button. You will be asked if this is what you want to do. Press the **OK** button to continue, or by pressing the **Cancel** button, you will be returned to the Work Order Form.





After pressing OK, another form will be presented asking about payment information. (See also, **Invoices**, for more information about taking a payment and the various payment methods.) Note: The Invoice Payment Form for Work Orders shows notations for Warranty and Internal payment amounts.

After entering the cash received amount, press **Save + Print**. The invoice will print similar to the one shown below:

Total Control Software
12010 Watson Road
N. Little Rock, VA 72120
(501) 833-3281

Invoice

7530688
Brian Beal
1304 West 41st Street
North Little Rock, AR 72118
Tax Permit No xx71-08958490

Invoice No	276
Invoice Date	5/12/01
Work Order No	10364
Date In	5/10/01

Reg/Lic YR87 Make TRACKER Model 185 Serial No XTEST USED
Engine MERCURY HP Serial No Trailer TRACKER

Problem No	Problem Description
1	Lower Unit Oil ChangeLower Unit Oil ChangeLower Unit Oil Change

Paid By Customer

Part No	Make	Description	Qty	Price Each	Total
802869Q 1	MERC	GREASE-14OZ @4	1.00	6.70	6.70
802868A 1	MERC	LUBRICANT @4	1.00	4.75	4.75
802837A 1	MERC	25W40 4CY QT@12	5.00	3.20	16.00
			Parts Sub Total		27.45

Code	Tech	Description	Rate	Extended
LABOR	TN	Labor Charge		55.00
		Labor Sub Total		55.00

Invoice Summary

Thank You For Your Business.
Payments due by 15th of the month

Parts Total	27.45
Labor Total	55.00
Shop Supplies	4.95
State/Fed Tax	4.48
County/Prov Tax	0.87
Grand Total	92.75
Amount Due By Customer	92.75
Paid CASH	92.75
Balance Due	0.00

You will be returned to the **Work Order Form**, Press the **Save** button and you are done.

After you have converted a Work order to an invoice, the work order will move off of the **Active Work Order list** and can be found on the **Billed Work Order List** or in **Sales**, **Invoices** from the **Main Menu**.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XIII

Create and Print blank Work Orders

13 Create and Print blank Work Orders

Create and Print blank Work Orders

If your dealership needs blank pre-printed work orders for checking in boats (these are especially useful when the service manager or technician is doing a walk-around the boat with the customer), you can now set up and print a blank work order with disclaimers and terms, a check in list, and room for entering up to 5 different problems or jobs to be performed.

After entering the information for the customer and his/her unit, making your notations, getting the customer's signature for your disclaimer and terms, a service clerk can use this form to do your data entry into Total Control Software's system.

Be sure to save your signed work order as it is your copy with the customer's authorization and agreement to your disclaimers and terms (See also, Parts, Service & Inventory manual for information on how to use your own disclaimers and terms for work orders rather than using the default settings).

If you choose to use these blank forms you may wish to remove the disclaimers and terms information from your system work orders (this will save printer time, ink, and paper, and will not print everytime you have to reprint a work order). You can remove the disclaimers and terms information from your work orders by selecting File from the main menu of the Parts, Service & Inventory module, then selecting System Setup, Service and checking the box "Do Not Print Disclaimers on Work Orders" and pressing the Save button to save your changes.

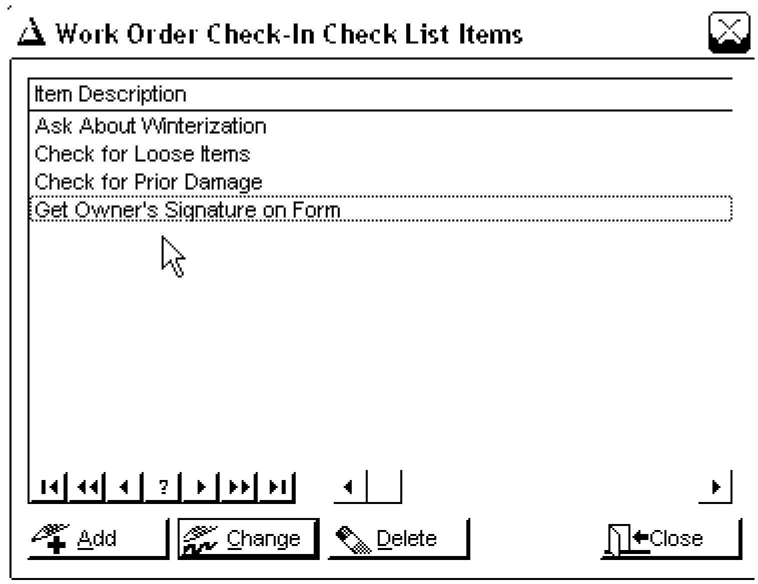
Next:
Set up the Check List Items

13.1 Set up the Check List Items

Set up the Check List Items

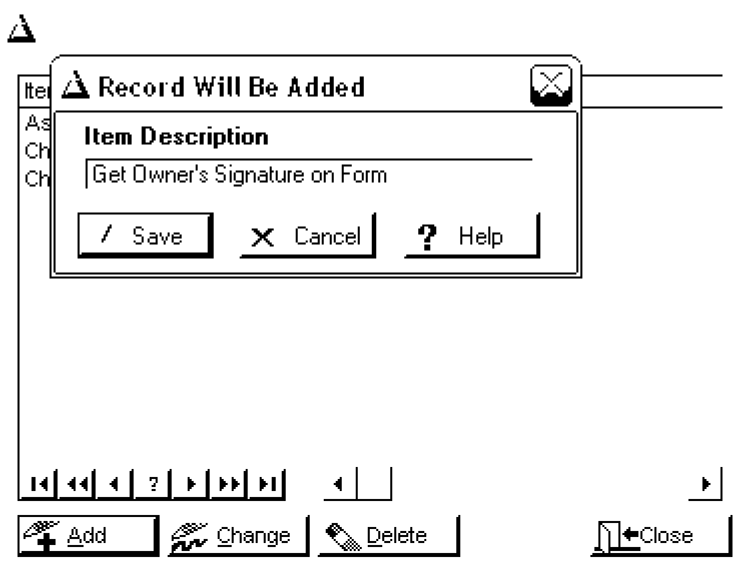
Check List Items can be any items (up to 10) you want to ensure that the service writer, manager or technician asks your customer or checks on the unit you are doing the repair work.

To set up a list of items, from the Parts, Service & Inventory module main menu, select Service, then select Check List Items:



From the main Check List Items screen, select Add to insert up to 10 items you want pre-printed on your blank work orders. The items will automatically insert a blank line between each check list item.

These items will print in alpha-numeric order (i.e., 1, 2, 3, a, b, c). If you want these items to display in a particular order, please either number each item in the order you wish them to print (i.e., 1. Ask about Winterization; 2. Get Owner's Signature on Form, 3. Check for Loose Items).



Enter your item description and select the Save button.

After you have finished adding and saving your Check List Items you can now print your blank work orders.

Next:

[Change the default settings](#)
[Print your blank work orders](#)

13.2 Change the default settings

Change the default settings

If you choose to use these blank forms you may wish to remove the disclaimers and terms information from your system work orders (this will save printer time, ink, and paper, and will not print everytime you have to reprint a work order). You can remove the disclaimers and terms information from your work orders by selecting File from the main menu of the Parts, Service & Inventory module, then selecting System Setup, Service and checking the box "Do Not Print Disclaimers on Work Orders" and pressing the Save button to save your changes.

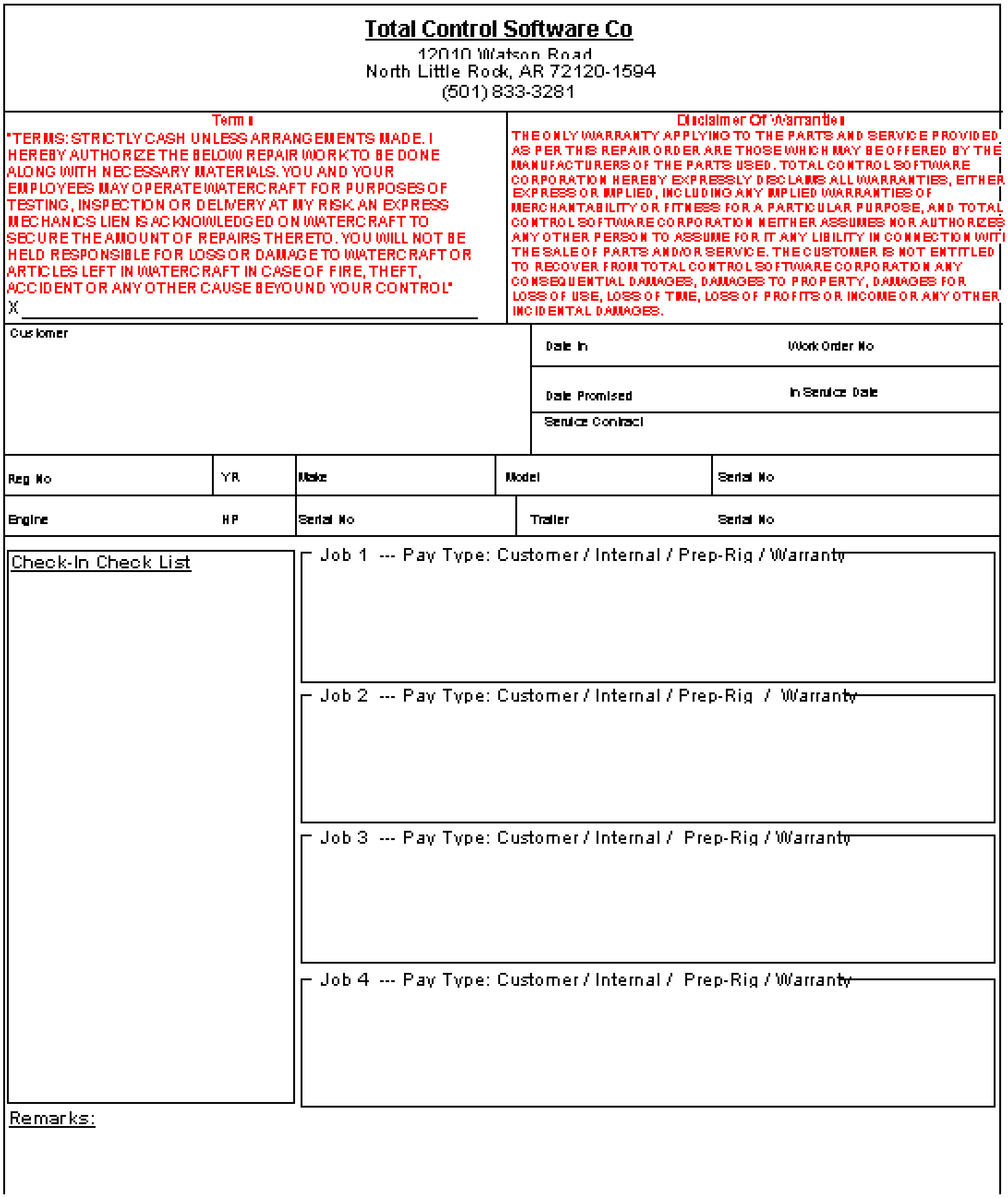
Next:
[Print your blank work orders](#)

13.3 Print your blank work orders

Print your blank work orders

Once you have changed your default settings (if needed), and set up your Check List Items, you can print one or more blank work order (you can photocopy these or just print them in batches as needed).

From the main menu, select Service, then select Print Blank Check In Form.


Total Control Software Co
12010 Watson Road
North Little Rock, AR 72120-1594
(501) 833-3281

Terms
"TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE WATERCRAFT FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK AN EXPRESS MECHANICS LIEN IS ACKNOWLEDGED ON WATERCRAFT TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO WATERCRAFT OR ARTICLES LEFT IN WATERCRAFT IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOUND YOUR CONTROL"
X ______________________

Disclaimer Of Warranties
THE ONLY WARRANTY APPLYING TO THE PARTS AND SERVICE PROVIDED AS PER THIS REPAIR ORDER ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURERS OF THE PARTS USED. TOTAL CONTROL SOFTWARE CORPORATION HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND TOTAL CONTROL SOFTWARE CORPORATION NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIBILITY IN CONNECTION WITH THE SALE OF PARTS AND/OR SERVICE. THE CUSTOMER IS NOT ENTITLED TO RECOVER FROM TOTAL CONTROL SOFTWARE CORPORATION ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

Customer

Date In
Work Order No
Date Promised
In Service Date
Service Contract

Reg No | YR | Make | Model | Serial No
Engine | HP | Serial No | Trailer | Serial No

Check-In Check List

Job 1 --- Pay Type: Customer / Internal / Prep-Rig / Warranty
Job 2 --- Pay Type: Customer / Internal / Prep-Rig / Warranty
Job 3 --- Pay Type: Customer / Internal / Prep-Rig / Warranty
Job 4 --- Pay Type: Customer / Internal / Prep-Rig / Warranty

Remarks:

You will be prompted whether or not you wish to preview this form. Select No to send the form directly to the printer (only one will print), or select Yes to preview the form and by selecting the Print Options icon you can change the number of copies you wish to print or change to a different printer.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XIV

Print Set-up Options for Printing Work Orders

14 Print Set-up Options for Printing Work Orders

Print Set-up Options for Printing Work Orders

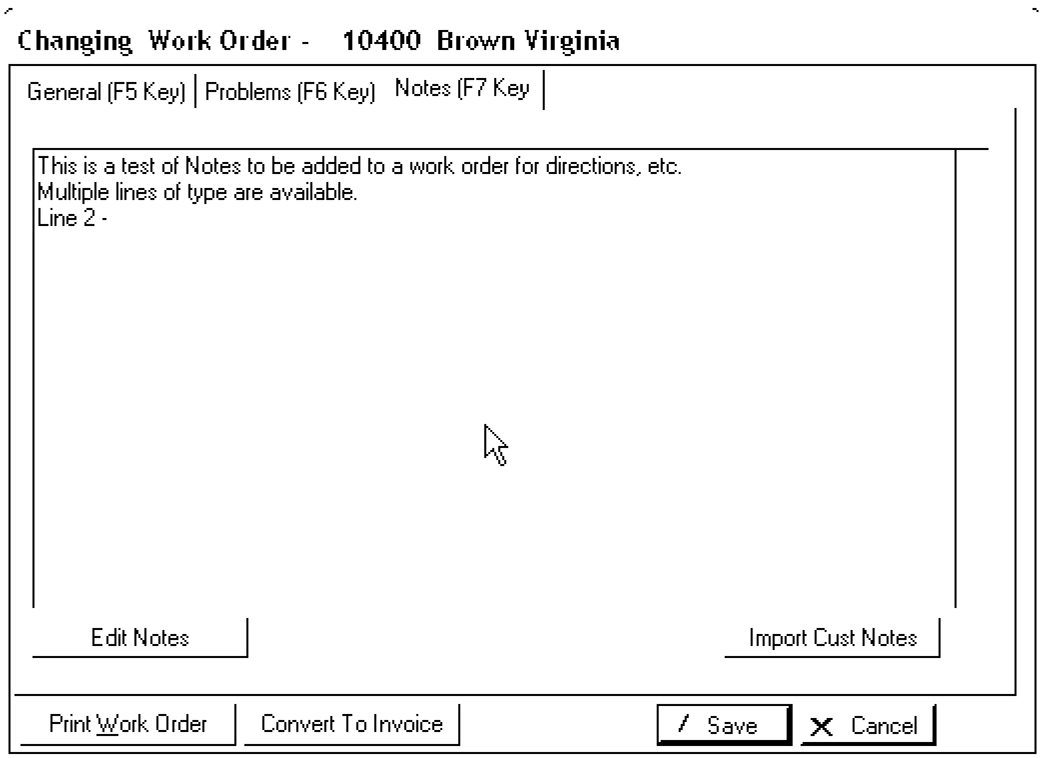
Work Orders now print a complete listing of the unit including hull, motor, and trailer along with the make, model, serial numbers of each item.

You can also set up the work order to print multiple copies, print from a Notes section that has been added to all work orders, and print blank lines for your technicians to manually fill in information.

14.1 Adding Customer Notes to a Work Order

Adding Customer Notes to a Work Order

You can import Customer Notes to a Work Order from the Customer information file, edit these notes, or enter notes to a work order. Notes entered on a work order do not transfer back over to the customer information file (Customers/Notes), they are specific to the work order being added.



After you have entered the General Information (selected the customer and his/her unit), entered your Problems, select the Notes Tab (F7 key).

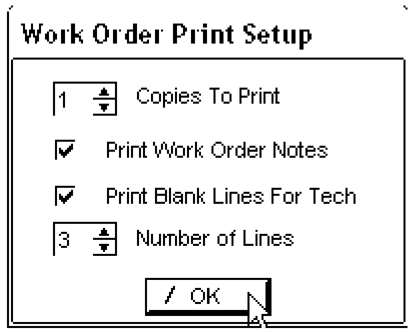
You can enter notes by select the Edit Notes button - make your entries and press the Tab key on your keyboard to save the notes to this work order. Selecting the Import Cust Notes will bring in the customer's notes record from his/her file. You can further edit these notes after the Customer Notes Import. Press the Tab key on your keyboard to save the notes to this work order.

If you want to import the notes from the customer's notes in his/her record, click the Import Cust Notes button.

14.2 Print Set-up

Print Set-up

When you are ready to print your Active Work Order, selecting the Print Work Order button will bring up a Print Set-up options box.



Select the number of copies to print, check whether you wish to print the work order notes entered for this work order, whether you wish to print blank lines for technicians to make manual entries to this work order, and how many blank lines you wish to include.

14.3 Print Setup Internal/Warranty WOs

Print Setup Internal/Warranty WOs

When you have converted an Internal or a Warranty Work Order to an Invoice you will be prompted to print a customer and/or dealership copy of this invoice. The customer copy prints all items, descriptions, corrections, but does not print individual dollar amounts. The dealership copy prints a complete listing, including all dollar amounts.

After you have printed the customer copy you can then print the dealership copy or click done. Reprinting an invoiced work order from Sales, Invoices will give you the same prompts.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XV

Work Order Deposits

15 Work Order Deposits

Work Order Deposits

1. Set up a Non-Inventory Item (Parts, Non-Inventory Items) called Deposit (Description Work Order Deposit), make sure to un-check the Taxable, check the Allow Discounts, give the part no price or cost. (if you want to assign it a department, it should be miscellaneous rather than parts).

2. To take a deposit:

   a. Go to Quick POS, select Customer, find the customer and sell him/her Deposit, Quantity 1, amount of the deposit he is giving you on the work order, Save the Invoice, enter the payment method and close it out. You can print a copy for the store and/or for the customer.
   b. To record the deposit to the work order, open the work order, if there are multiple problems, I would suggest Inserting a new problem, enter as the Job/Problem – "Customer Deposit", reference the Invoice # and date if you wish.
   c. On the parts part of the problem, select Insert, Enter the Part Number as "Deposit", enter the quantity as a negative 1 (-1), enter the amount as a positive number (the system will handle the credit), save your problem.
   d. You may wish to attach the Quick POS copy of the Deposit to the Work Order for your hard copy file.

3. When you close out the work order the amount the customer owes will be correct and you will have accounted for the original deposit on your cash report for that day, as well as accounting for the remaining amount the customer owes on the day the work order is converted to an invoice.

Total Control Software Corporation

Parts, Service & Inventory Manual

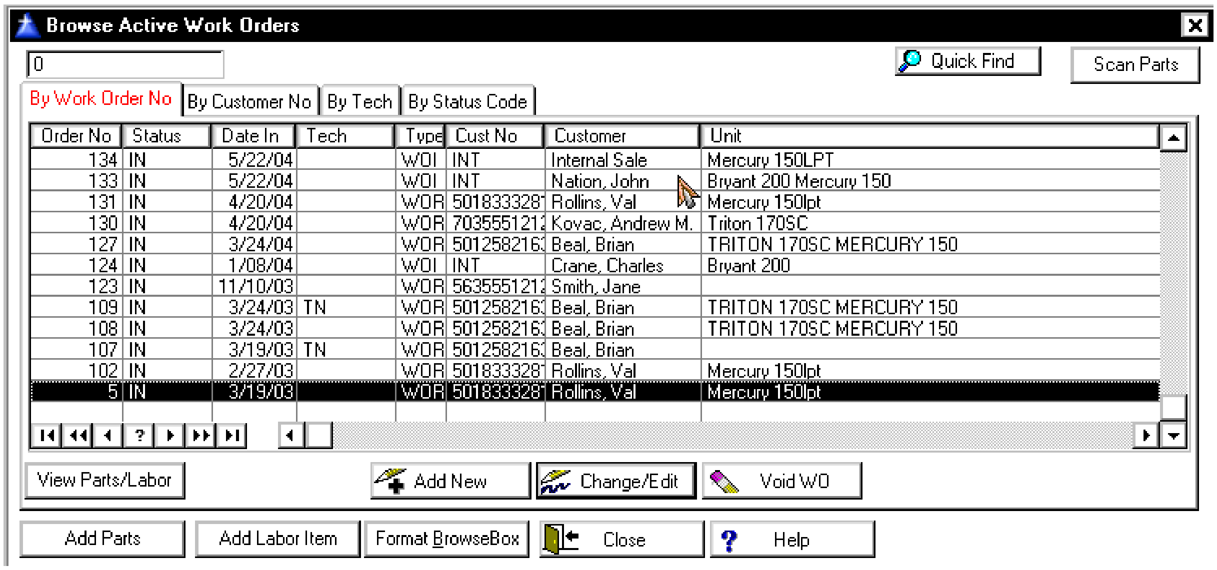
Part XVI

Internal Work Orders - Rigging Sheets

16 Internal Work Orders - Rigging Sheets

Internal Work Orders - Rigging Sheets

On Internal Work Orders for rigging on a new deal, you can now enter the customer's name. The work order will still display as Internal (INT) on the Active and Billed Work Orders screen, but will display the customer's name instead of the dealership name.



Note Work Order #133 above (Internal Work Order/Customer Name John Smith). Also, Note Work Order #134 is also an Internal Work Order, however, it is for a unit in stock (customer name remains as Internal Sale).

You will still select the dealership as the customer when adding a new internal work order, enter the stock number for the unit the work is being performed. There are also two new fields on the General Information screen for the Active Work Order to enter the customer's name. Enter the purchasing customer's last and first names.

The printed work order will print the customer's name along with the unit information, etc. If no customer information is entered under Last Name, First Name, the work order will still print with the dealership's information in place of the customer's name.

This option does not appear on Retail work orders.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XVII

Warranty Work Orders/Claims

17 Warranty Work Orders/Claims

Warranty Work Orders/Claims:

There are three steps to creating, maintaining, and tracking Warranty work for your units in stock and for your customers' units that are brought in for warranty (manufacturer or extended) repairs:

1. You must have the companies that provide warranty coverage set up under your Vendors database.
2. Any work orders for warranty work must have the claim and warranty company (vendor) information that is associated with the work order entered and selected.
3. You need to be able to track warranty claims after the work orders are completed.

Please refer to other sections of this manual for more complete information on entering all vendors and work orders. This section is specific to Warranty Claims and Warranty Work Orders.

17.1 Adding a New Work Order (Warranty)

Adding a New Work Order (Warranty):

You should have your Service Codes, Work Order Status Codes, and Technicians already set up. Please refer to the manual sections on **System Set Up** for instructions. Also, refer to the manual sections on **Work Orders** for general work order instructions.

Warranty Work Orders are created in the exact same manner as any other work order with the exception of the set up of the Problem itself. You can have multiple warranty claims on a single work order as long as each claim is separated as a unique problem. You can also have multiple pay types (i.e., customer pay, internal and warranty) on the same work order, again, as long as each is separated as a unique problem.

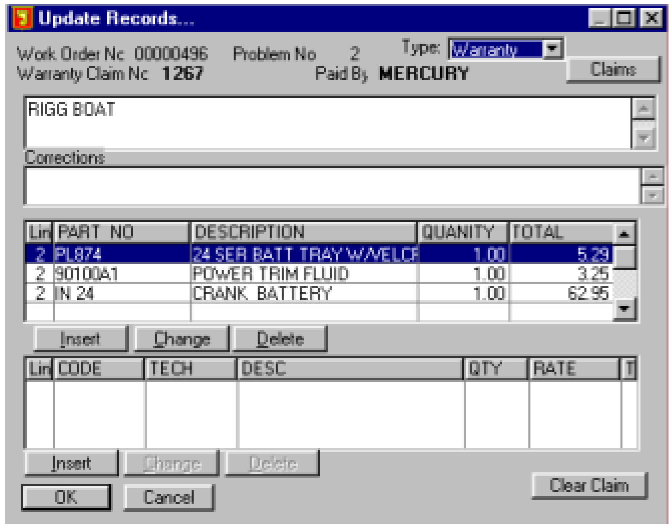
- From the **Main Menu**, select **Service** then select **Active Work Orders**
- To add a new work order, press the **Add New WO** button.
- Select the type of Work Order. The **Type** field uses the following:
  WOR - Work Order Retail
  WOI - Work Order Internal - requires a Stock Number input, Charges cost back to Unit.
- Select the Customer either by looking up the customer from the Customer database or keying in the customer number
- Pressing the **Lookup Unit** button will give you access to units assigned to the customer you selected. Press the **Select** button and the unit information will be pulled into the work order screen.
- After completing the **General information**, use the mouse and click on the **Problems** tab.

  There are three steps for this procedure: Setting out the Problems, Adding Parts and Labor as the work progresses, and Converting the Work Order to an Invoice.

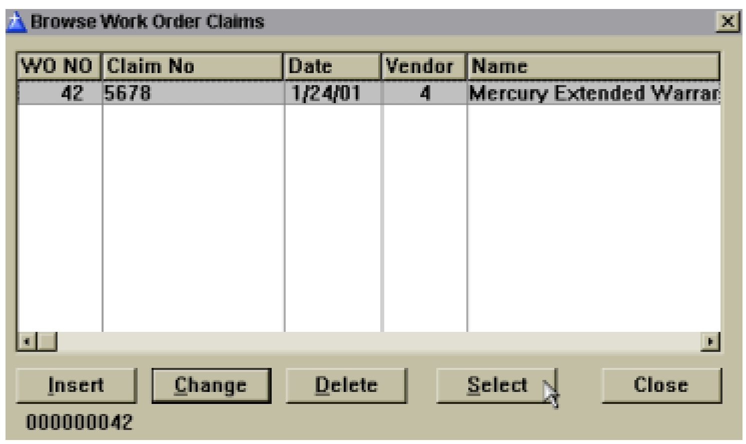
17.2 Adding a Warranty Job/Problem and Claim Information

Adding a Warranty Problem and Claim Information:

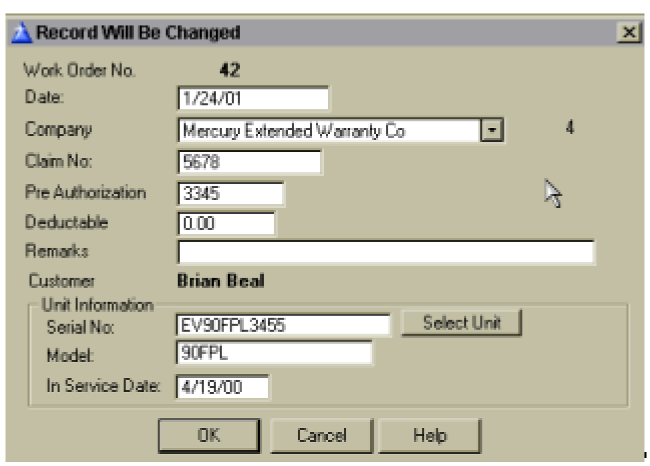
Problems: Enter the problems or items to be worked on. To do this press the **Insert** button under the **Problems** list. Each problem is assigned a unique problem line/item number.



- Select **Warranty** from the drop-down box for **Type.**
- Press the **Claims** Button. A Browse Work Order Claims screen will display.



Press the **Insert** button to insert the warranty claim information.



Enter the following information for this claim:

- Claim authorization or pre-authorization date
- Warranty Company (or select the Warranty company from the drop-down list by clicking on the down arrow)
- Claim Number
- Pre-Authorization Number
- Customer Deductible (if any)
- Any Remarks
- Enter the Unit Information for the warranty work (or use the Select Unit button)

Note: You must select a warranty company and enter either a Claim Number or Pre-Authorization Number for the warranty information to record and bill correctly. If you do not have a claim number or pre-authorization number you may enter "Pending" under either.

Select the OK button once the claim information is entered. You will return to the Browse the Work Order Claims screen. Highlight the Claim and press the Select button.

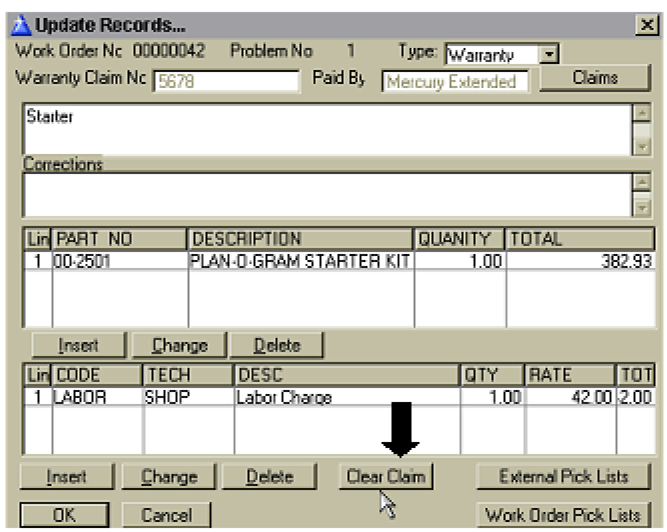
17.3 Correcting or Changing Claim Information

Correcting or Changing Claim Information:

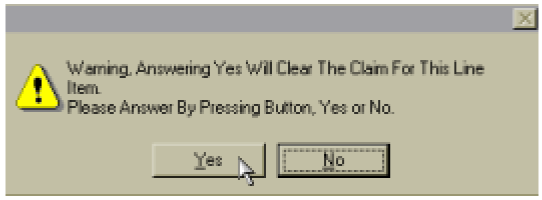
If you have previously entered a temporary or pending claim authorization number and must make corrections to the claim information, **YOU MUST FIRST CLEAR THE CLAIM INFORMATION FROM THE PROBLEM AND RE-SELECT THE CORRECTED CLAIM**.

If you will be using a temporary or pending claim authorization number until after the claim is submitted to the warranty provider, you can enter the correct claim information while working in **Accounts Receivable**, **Warranty Claims** (See

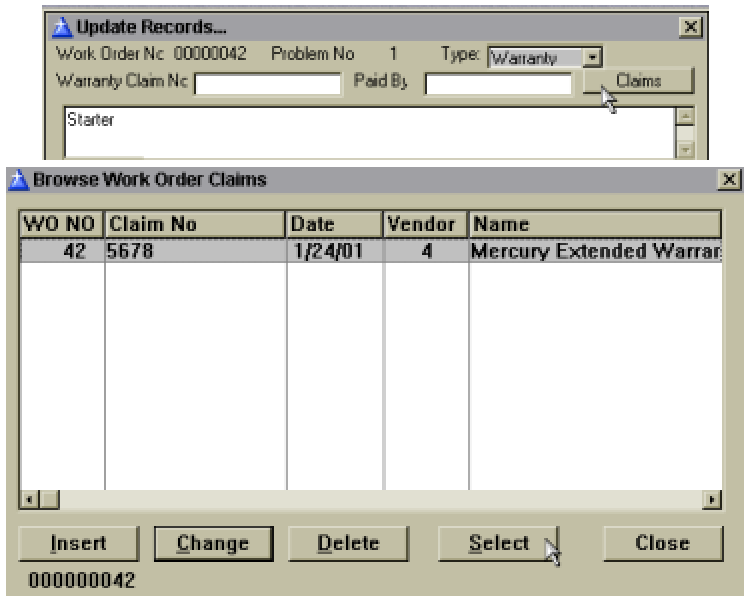
Highlight your Active Work Order, select Change. When the work order displays, select the Problems tab, highlight the Warranty Problem, select Change, and press the Clear Claim button.



You will receive a warning message. Answer **Yes.**



The Problems, Corrections, Parts and labor items added to this line item will not be removed, however, the claim information for this problem is removed from the problem.



Select the **Claims** button. Highlight the existing claim, select Change, make your corrections to the claim, select OK. At the Browse Work Order Claims, highlight the corrected claim and press the Select button.

Make any further corrections notations, add any parts and/or labor items to this problem in your work order and select the OK button to save the corrections to this warranty problem. At the Changing a Work Order screen you can re-print the work order, save the work order to save your corrections and return the work order to your Active Work Orders, or convert it to an invoice if it is ready to be billed out to the customer/warranty company.

17.4 Adding Parts and/or Labor

Adding Parts and/or Labor:

Once the work is in progress you can add or correct parts or labor items to the work order at any time by pressing the **Insert** or **Change** buttons below the list you are working with. When finished entering items, press the **OK** button to save your work. You will be returned to the problems List.

You can also add or correct parts or labor items directly from the **Problems** list. Select the **Parts** or the **Labor** tab, then press the **Insert** or **Change** buttons as needed..

Converting the Work Order to an Invoice: Once all work is completed on an active work order you can convert it directly to an invoice. When ready, Press the **Print Work Order** button to print the work order.

17.5 Processing and Reviewing Warranty Claims

Processing and Reviewing Warranty Claims:

Warranty Claims can be printed for review at any time while a work order is in progress (See **Work Orders**).

Once a Work Order is completed you will need to submit the claim and be able to track the date it was submitted, and any payments or credits issued by the warranty company or manufacturer.

You will then be prompted whether or not you wish to preview the report. The **Warranty Claim Summary** report is shown below:

Total Control Software
12010 Watson Road
N. Little Rock, AR 72120
(501) 833-3281

Warranty Summary

Customer No 8343542
Jessie Jones
12303 Frenchman Mtn Road
North Little Rock AR 72120

Date In 4/15/00 Work Order No 33
Claim No 222222
Mercury Extended Warranty Co

Reg No | YR 99 | Make TRITON | Model 170SC | Serial No 83095983
Engine MERCURY | HP 150 | Serial No M150OBTEST | Trailer TRITON

Problem No | Problem Description
3 | Test problem

Paid By Warranty Claim No 222222 Mercury Extended Warranty Co

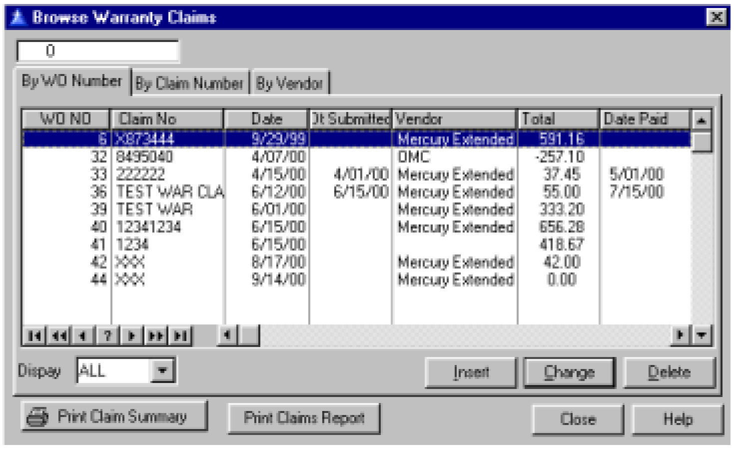
Part No	Make	Description	Qty	Price Each	Total
00011000	MERC	GIMBAL HSG ASSY	1.00	1,383.40	1,383.40
00013330	MERC	GIMBAL HSG ASSY	1.00	3,904.80	3,904.80
			Parts Sub Total		5,288.20

Claim Summary
Claim No 222222
Mercury Extended Warranty Co
123 Main Street
Anytown AR 72110

Parts Total	5,288.20
Labor Total	0.00
Claim Total	5,638.54

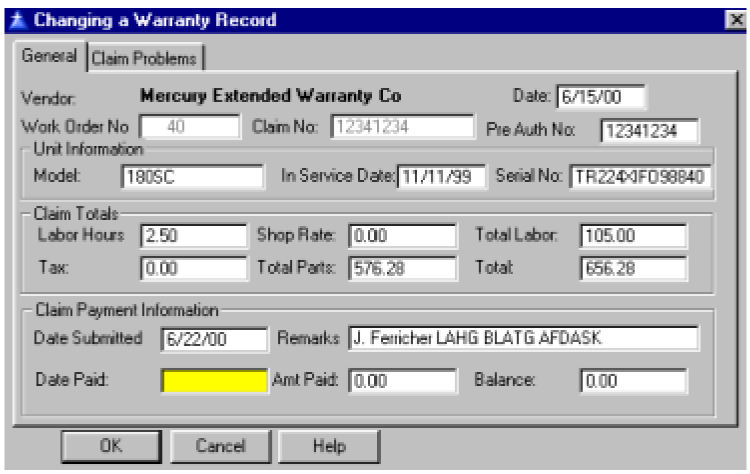
Warranty Claims Summary reports can also be accessed directly from **Accounts Receivable (A/R), Warranty Claims**.

After a warranty claim work order is completed, information about the claim can be reviewed and payments recorded by selecting **A/R** (Accounts Receivable) from the **Main Menu** and then selecting **Warranty Claims**.



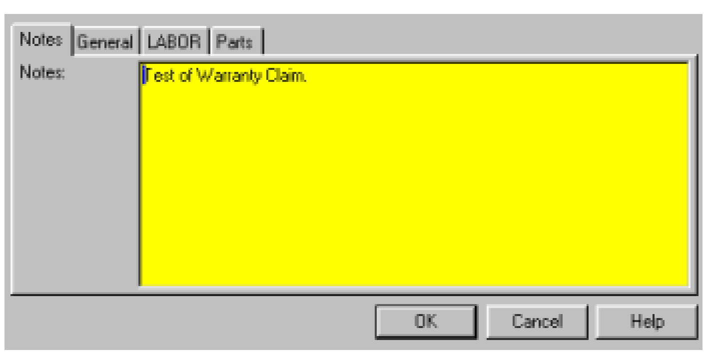
Claims can be reviewed and/or printed by selecting from the display box at the lower left side, **All, Unpaid,** or **Paid.**

To record the date a warranty claim is submitted or to record a warranty claim payment, highlight the claim and press the **Change** button.



Enter the **Claim Payment Information** at the bottom and press the **OK** button.

To review the claim information for an individual claim select the **Claim Problems** tab.



Information can be reviewed by selecting any of the tabs for **Notes**, **General, Labor** or **Parts**. This is for review only. Information or data cannot be changed from these screens. For information on changing a **Billed Work Order** see the **Supervisor Manual**.

Warranty Claims Report can be printed by pressing the **Print Claims Report** button on the **Browse the Warranty Claims** screen, selecting a date range for the report and selecting whether to print **All** claims, **Paid** claims, or **Unpaid** claims. **Warranty Claim Summary** reports for individual warranty claims can also be accessed from this screen by highlighting the claim and then selecting **Print Warranty Claim**.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XVIII

Accounts Receivable

18 Accounts Receivable

Accounts Receivable:

Customer Accounts:

Customer Accounts can be maintained through Accounts Receivable, tracking purchases, payments and maintaining current balances for each customer.

Customer payments can be taken at any workstation, by any employee. Invoices placed on open account, adding or changing an Accounts Receivable (Open Invoice), deleting a Customer Payment, or voiding any Invoice, Customer Payment, Accounts Receivable (Open Invoice) cannot be performed without a Supervisor Override.

From the **Main Menu** select **A/R**.

18.1 Accounts Receivable Report

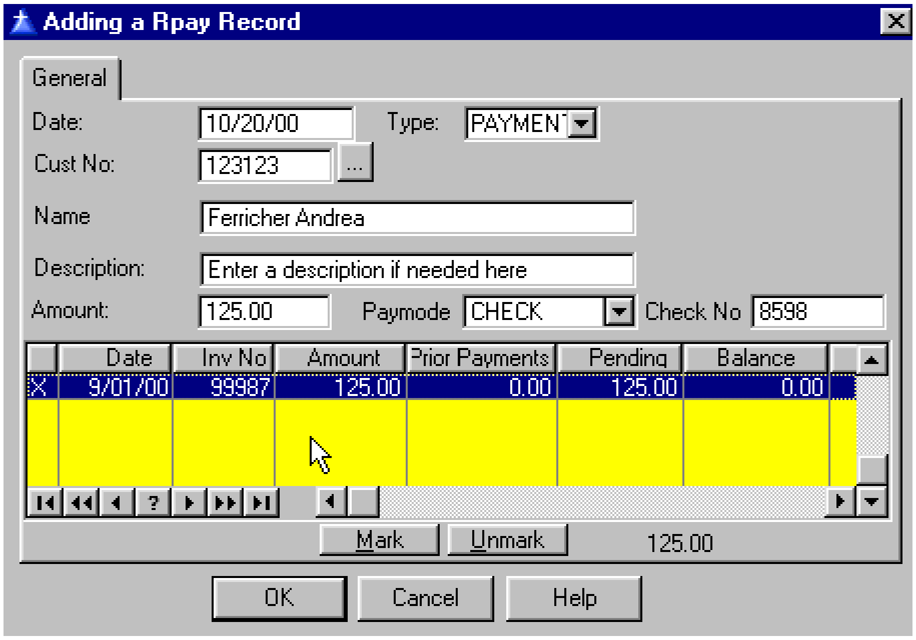
Accounts Receivable Report

- After you have entered all the customers' beginning balances select **A/R** then **Customer AR Balance Report**. You can also print an Open Invoice report directly from the Accounts Receivable (Open Invoice) screen
- Type in a beginning date that will include all accounts receivable entries (i.e., 01/01/90), when the prompt box for one customer only appears, press the No button and either preview the report or send it directly to your printer.
- Check over your customers and their current balances, make any corrections to beginning balances by selecting from **A/R**, **Accounts Receivable (Open Invoice)**, highlighting the customer's transaction, and select change. Make any adjustments and save it.

18.2 Customer Payments

Customer Payments

- After an invoice or beginning balance has been placed on open account for the customer you can enter payments for that customer
- Select **A/R** and then **Customer Payments**, then **Insert**



- Enter the date the payment was received (if different from the default date)
- Select whether the type is a **payment** or a **credit**.
  - **Credits** should be used for non-specific invoice payments, i.e., someone purchases a gift certificate for another customer, or prepays against a future invoice—this type of payment will display differently on reports
  - **Payments**. Type in the customer's number or select him or her by pressing the button to the right of the customer number, after the customer is selected, tab down to display the customer's name.
- Enter any remark
- Enter the amount to be paid, payment method, and check number
- Highlight the invoice(s) the payment is to be applied against and press the Mark button, then select OK.
- **NOTE:** If the customer is paying only a partial payment on his or her balance (for multiple or single invoices) – mark the invoices from the oldest to the newest. The payment will apply proportionately against the invoices, leaving amounts owing against the newest invoices.
- You will be prompted whether you wish to preview the customer receipt or send it directly to the printer.
- Customer payments cannot be deleted without a **Supervisor Override**.

Total Control Software
12010 Watson Road
N. Little Rock, AR 72120
(501) 833-3281
(501) 819-7017

Customer Payment Receipt & Current Balance Report

123123 Date 10/20/00
Andrea Ferricher
1304 West 41st St
North Little Rock, Ar 72118

Received On Account 125.00

Open Invoice Summary

Date	Inv No	Inv Amount	Prior Payments	Late Fees	Amt Applied	Balance
9/01/00	99987	125.00	0.00		125.0(	0.00

Current Account Balan 0.0(

- **NOTE:** You cannot reprint a customer receipt once it has been completed and saved. However, you can print a customer's charge activity (with payments, credits, and charges) at any time by selecting **Customers**, then highlighting the customer and pressing the **Charge Activity** button.

Total Control Software
12010 Watson Road
N. Little Rock, AR 72120
(501) 833-3281
(501) 819-7017

Customer Charge Activity

Account No 123123 October 20, 2000
Andrea Ferricher
1304 West 41st St
North Little Rock, Ar 72118

Date	Description	Amount
9/01/00	CHARGE Inv No 99987	125.0(
10/20/00	Payment - CHECK	-155.0(
10/20/00	CHARGE Inv No 151	58.8!
10/20/00	CHARGE Inv No 150	32.1(

Current Balance 60.95

18.3 Voiding or Changing Invoice in AR

Voiding or changing invoices placed on Open Account:

- Invoices cannot be Voided without a Supervisor Override.

- If you have to void or change an invoice for a customer. when the original balance has been placed on open account, through **Sales**, **Invoices** (historical record of all invoices and billed work orders), the system will also remove the invoice from Accounts Receivable, AS LONG AS NO PAYMENTS HAVE BEEN POSTED AGAINST THIS INVOICE. If payments have been posted against this invoice you will not be able to void the invoice. **YOU MUST FIRST** go to **Accounts Receivable (Open Invoices)** and delete any payments applied against the open invoice first.

18.4 Credit Invoices in AR

Handling credit invoices (returned items) that have been placed on open account:

- If a customer purchases an item on open account and then subsequently returns the item and you create a return invoice (negative purchase):
  - Select **A/R** from the Main Menu, then select **Accounts Receivable (Open Invoices)**, highlight the original purchase invoice and select change. Enter the amount of the return under prior payments. Select **OK**
  - Now highlight the second credit invoice for that customer and select change. Enter the amount returned under prior payments as a negative amount. Select OK
  - The invoices will still be retained for sales and inventory purposes.

Do Not Make Changes to the original invoice, especially the payment method, i.e., adding a second payment method. If payment information is changed on the original invoice that information will revert to the original invoice date and Cash Reports for that day and the day that the change was made will not report correctly. You can, however, correct the payment method if it was originally posted incorrectly.

If you only need to review the invoice, select **Sales** then **Invoices**. When the screen displays, highlight the invoice and press the Printer icon in the upper right portion of the screen to reprint the invoice.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XIX

Processing and Reviewing Warranty Claims

19 Processing and Reviewing Warranty Claims

Processing and Reviewing Warranty Claims:

Warranty Claims can be printed for review at any time while a work order is in progress (See **Work Orders**).

Once a Work Order is completed you will need to submit the claim and be able to track the date it was submitted, and any payments or credits issued by the warranty company or manufacturer.

You will then be prompted whether or not you wish to preview the report. The **Warranty Claim Summary** report is shown below:

Total Control Software
12010 Watson Road
N. Little Rock, AR 72120
(501) 833-3281

Warranty Summary

Customer No 833-3281			Date In 7/21/99	Work Order No 2	
Val Rollins 12010 Watson Road North Little Rock AR 72120			Claim No CJ34988 Mercury Marine		
Reg No 89635551	YR 99	Make Triton	Model 170SC	Serial No 25844jil256	
Engine MERC	HP 50	Serial No 9588625M566		Trailer Standard	

Problem No	Problem Description
1	Test of Problems

Paid By Warranty Claim No CJ34988 Mercury Marine

Part No	Make	Description	Qty	Price Each	Total
#2430	BEN	BATTERY ISOLATOR	1.00	79.77	79.77
			Parts Sub Total		79.77

Code	Tech	Description	Hrs	Rate	Extended
01-110	TN	Test 1	1.00	32.00	32.00
01-110	TN	Test 1	1.00	32.00	32.00
			Labor Sub Total		64.00

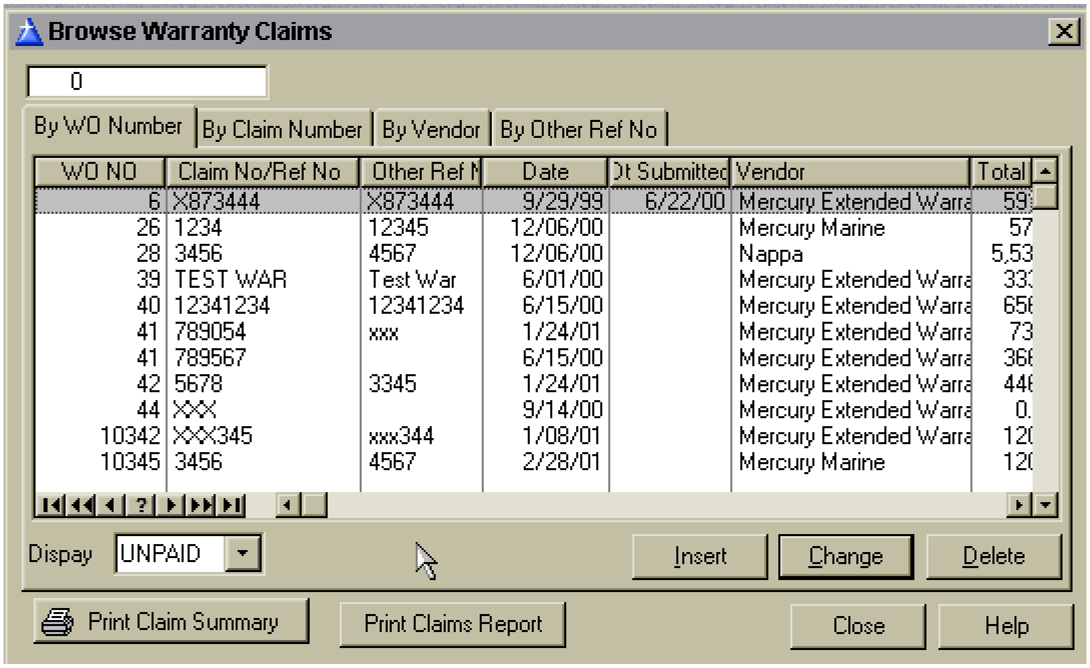
Claim Summary

Claim No CJ34988
Mercury Marine

Parts Total	79.77
Labor Total	64.00
Claim Total	143.77

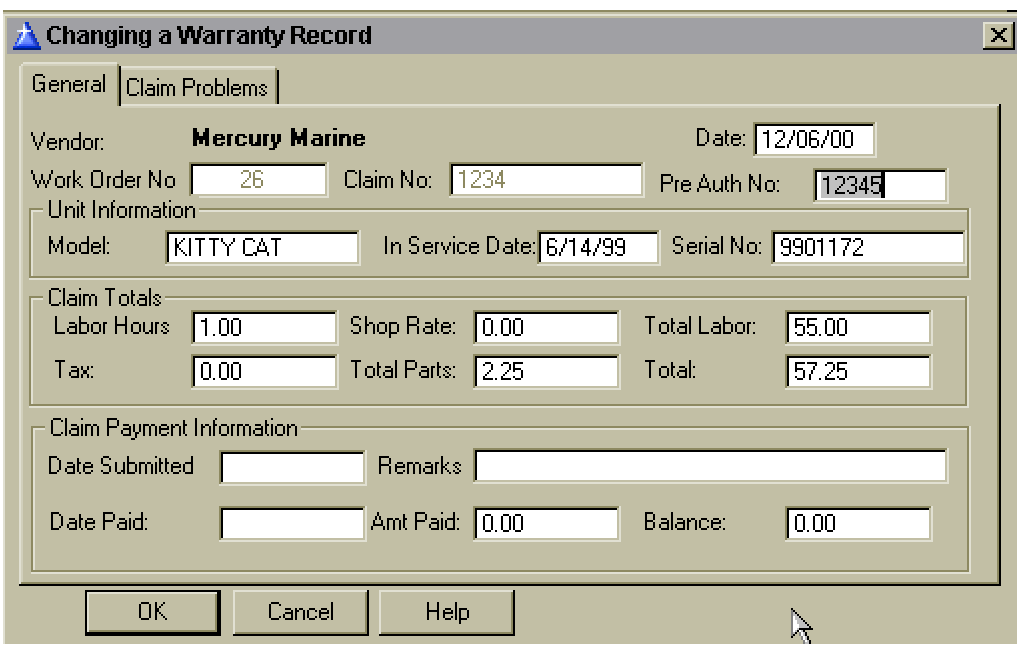
Warranty Claims Summary reports can also be accessed directly from **Accounts Receivable (A/R), Warranty Claims**.

After a warranty claim work order is completed, information about the claim can be reviewed and payments recorded by selecting **A/R** (Accounts Receivable) from the **Main Menu** and then selecting **Warranty Claims**.



Claims can be reviewed and/or printed by selecting from the display box at the lower left side, **All, Unpaid,** or **Paid.**

To record the date a warranty claim is submitted or to record a warranty claim payment, highlight the claim and press the **Change** button.



Enter the **Claim Payment Information** at the bottom and press the **OK** button.

If you have received a final Claim Number for this warranty claim you can use the Other Reference Number (Pre-Auth No.) as you claim number. The claims can be sorted and viewed by this number. To review the claim information for an individual claim select the **Claim Problems** tab.

Information can be reviewed by selecting any of the tabs for **Notes**, **General, Labor** or **Parts**. This is for review only. Information or data cannot be changed from these screens. For information on changing a **Billed Work Order** see the **Supervisor Manual**.

Warranty Claims Report can be printed by pressing the **Print Claims Report** button on the **Browse the Warranty Claims** screen, selecting a date range for the report and selecting whether to print **All** claims, **Paid** claims, or **Unpaid** claims. **Warranty Claim Summary** reports for individual warranty claims can also be accessed from this screen by highlighting the claim and then selecting **Print Warranty Claim**.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XX

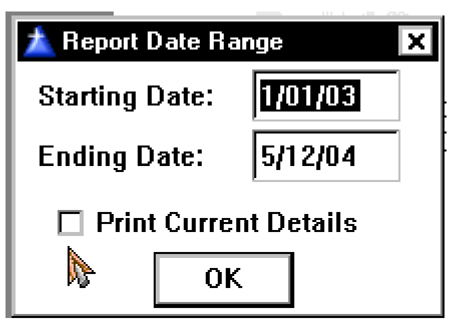
Customer Statements and Billing

20 Customer Statements and Billing

Customer Statements and Billing:

- **Late Fees/Finance Charges**: If your dealership assesses finance charges on invoices placed on open account you must set this up in your **System Set Up**. From the Main Menu, select **File**, then select **System Set Up**. Then select the **Other Information** tab.
  - Enter the day of the month you want to use for calculating late fees (i.e., if you send statements on the first day of each month, select 10 for the day of the month to begin incurring late charges). If you do not charge late fees or finance charges leave this field blank.
  - Enter the Late Fee Percent (based on a monthly basis, i.e., if the annual rate is 12% enter 1.0, if the annual rate is 18% enter 1.50). If you do not charge late fees or finance charges, leave this field blank.
  - You can always correct, delete or enter late fees/finance charges for any customer(s).
    - You should run the **Customer AR Balance Report** (see below) prior to making any corrections.
    - Select **A/R**, then **Accounts Receivable (Open Invoices)**. Check the **Show All Transactions** box. Highlight the open invoice, select the Change button. Under the **Late Fees** at the bottom of the Open Invoice record for that customer, make your corrections and select **OK**.

- **Generating your Customer Statements:**
  - From **A/R** on the Main Menu select **Recalculate Customer Balances**. A processing records box will display briefly. Once you are returned to the Main Menu:
  - From **A/R** on the Main Menu select **Balance Forward Billing**.
    - You will be prompted for a Starting Date for your billing cycle. **NOTE:** Any invoices incurred or payments made prior to your start date will not itemize, they will be included in the "Balance Forward" portion of the customer's statement. Type in the starting date and select OK.



    - At this point you may generate statements for all your customers.

    - You will be prompted whether you wish to preview the statements. To preview the statements select **Yes**. To send the statements directly to your printer, select **No**.

Total Control Software
12010 Watson Road
N. Little Rock, AR 72120
(501) 833-3281
(501) 819-7017

Customer Charge Activity

Account No 123123
Andrea Ferricher
1304 West 41st St
North Little Rock, Ar 72118

October 20, 2000

Date	Description	Amount
9/01/00	CHARGE Inv No 99987	125.0
10/20/00	Payment - CHECK	-155.0
10/20/00	CHARGE Inv No 151	58.8
10/20/00	CHARGE Inv No 150	32.1
	Current Balance	60.95

20.1 Printing Single Customer Statement

Print a Single Customer Statement

To print a single customer statement or review their activity, from the Main Menu, select Customers, then select Customers again. Find and highlight your customer.

Selecting the **Charge Activity** button will prompt you for a date range, whether you wish to include invoice details for this date range, and print a single customer statement.

Total Control Software Corporation
12010 Watson Road
North Little Rock, AR 72120-1594
(501) 833-3281

Customer Charge Activity Statement
Charge Activity From 1/01/03 thru 5/12/04

Account No 7179421040
Charles Crane
3120 Bluff Bl.
Holiday, FL 34691

May 22, 2004

Date	Description	Amount
3/06/04	Deposit CHECK 8997 Deposit	-500.0
3/15/04	Deposit CHECK 9000 Deposit	-14,220.5
3/15/04	CHARGE Inv No 95	14,720.5

Invoice Items

3/15/04	UNITS	Triton 170SC 4895060	1	14,000.00	14,000.00
3/15/04	TAX	Sales Tax	1	630.50	630.50
3/15/04	TTAX	Trailer Sales Tax	1	90.00	90.00
3/15/04	DEP	Payment Deposit	1	-500.00	-500.00
3/15/04	DEP	Payment Deposit	1	-14,220.50	-14,220.50

Current Balance 0.00

You can also preview all of a customer's general activity by selecting the **Print Activity** button.

Customer Activity Report
Report Date5/22/04

7179421040
Charles Crane

Invoices

Inv No	WO No	Date	PO No	Inv Total	On Acct
95		3/15/04		14,720.50	14,720.50
			Total Sales	14,720.50	14,720.50

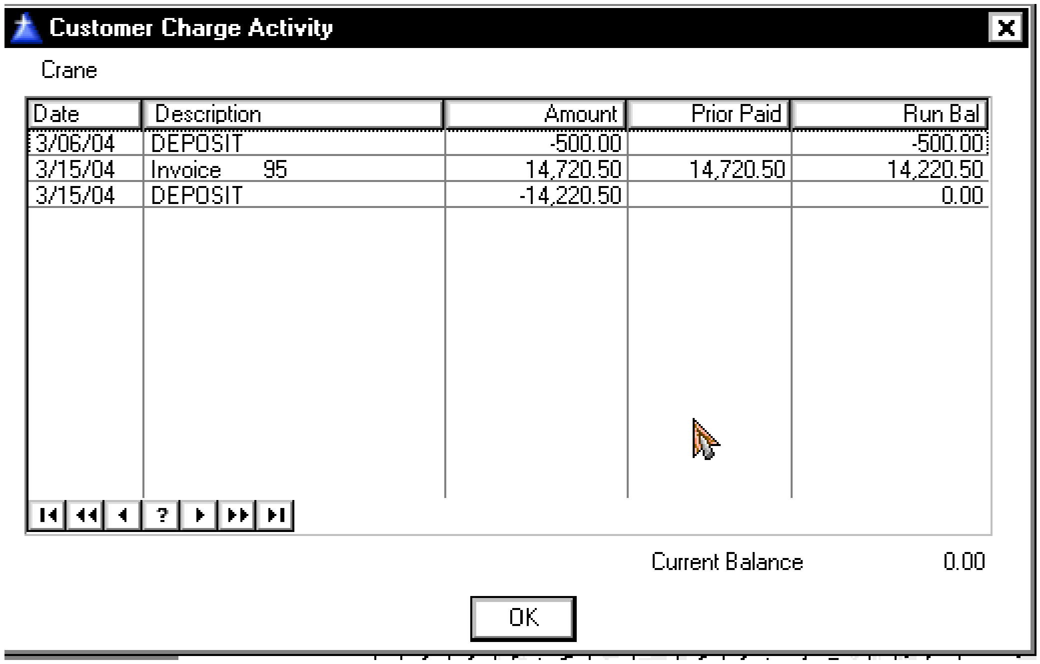
AR Charges/Credits

Date	Inv No	Type	Inv Amt	On Acct	Late Fees	Prior Paid	Balance
3/15/04	95	Charge	14,720.50	14,720.50	0.00	14,720.50	0.00
				14,720.50	0.00	14,720.50	0.00

AR Payments

Date	Description		Amount
3/06/04	Deposit		500.00
3/15/04	Deposit		14,220.50
		Total Payments	14,720.50

You can preview on screen a customer's current balance, a list of payments, charges, credits by selecting the **ACTIVITY** button. Selecting an item from this list will also allow you to preview and/or print that item.



20.2 Customer Activity and AR Reports

Customer Activity and A/R Reports and what they do:

- **Charge Activity – from the Customers list – (Customer Charge Activity)**: This report displays only invoices and payments that a customer has on open account. It does not display invoices or returns that were not placed on open account, or credits/adjustments.

- **Print Activity – from the Customers list – (Customer Activity Report):** This report displays **only** a listing of all invoices/work orders and an amount for that ticket. It does not display any totals, credits or payments.

- **Accounts Receivable (Open Invoices) – from the A/R - (Open Invoice Report):** This report should be used for reviewing and later making corrections to a customer's account, but not for reporting an actual balance to send to the customer. It only displays invoices placed on open account and any payments made directly against the invoice. It does not display payments against the account balance total or other credits.

- **Accounts Receivable – from the A/R – (Customer AR Balance Report)**: This report can be printed for all customers with any open account activity for the time period selected as a single report, or selected for a single customer only. The balance should match the balance shown on the Customer Statement.

- **Balance Forward Billing – from the A/R (Customer Statement):** This is the customer statement generator. Statements can be generated for a single customer or for all customers

- Whenever you are prompted **"Would you like to Print One Customer Only"**, and you select

Yes, the Customer list will display. Highlight that customer, and then press the **Select** button. Do not press the Charge Activity or Print Activity buttons.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XXI

Creating and Printing Reports

21 Creating and Printing Reports

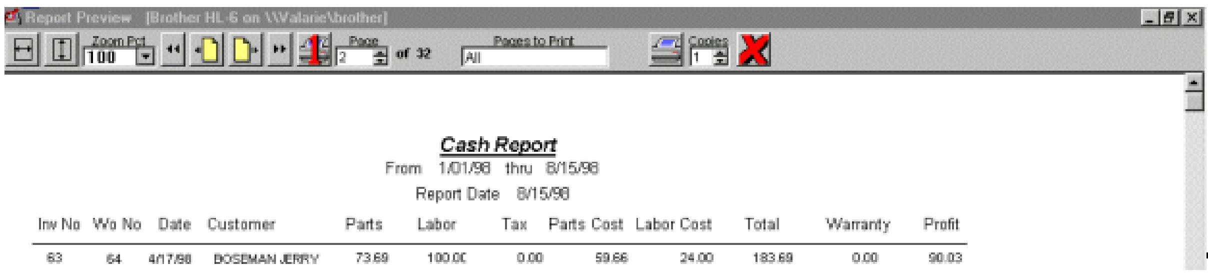
Creating and Printing Reports

Reports are displayed on the **Main Menu** or on screens throughout the program. Once you have decided to print a report, select the report you wish to print.

Many of the reports have a date range that can be selected so that only the items within a certain time period are displayed for printing. Whenever this option is available key in the dates you want the report to print and continue with the print procedure.

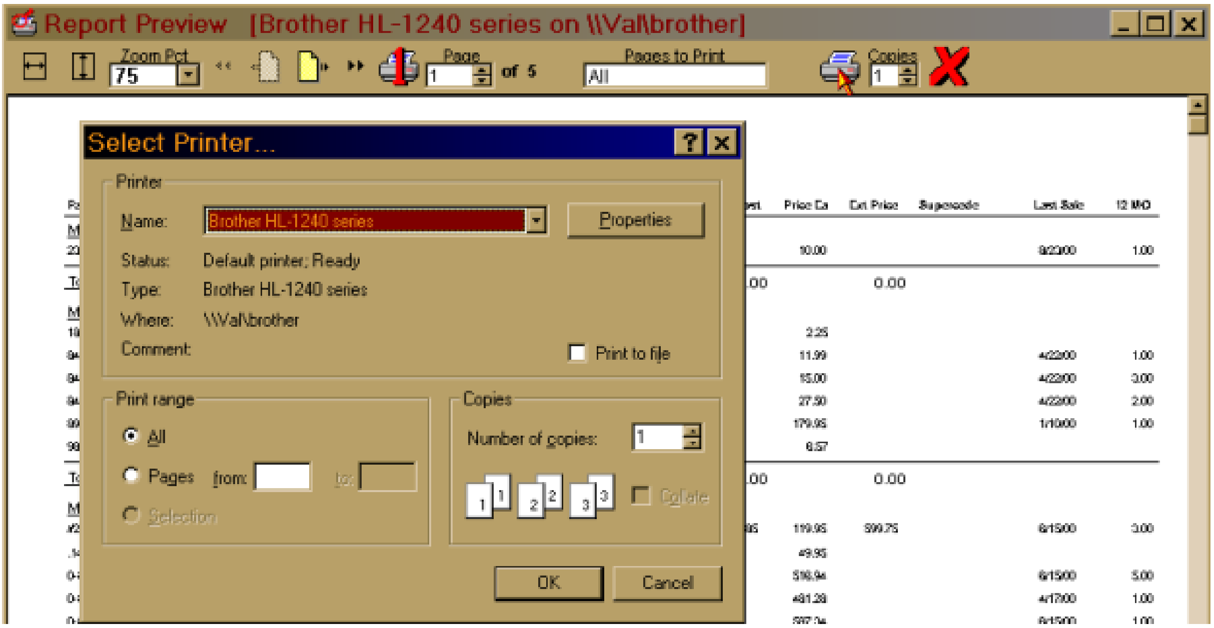
Once you have selected a report to print a box will appear, **Do You Wish to Preview This Report**. Selecting **Yes** will bring up a box similar to the one below:

Using the Report Preview



You may view each page of the report by using the icons on the window heading. If you wish to print the entire report simply press the printer icon to the right of the **Pages to Print** box. If you only want to print selected pages, select the page number to be printed and then press the printer icon to the left of the **Pages to Print** box that has a number superimposed on it

The printer where the report will print will display in the upper left portion of the Report Preview bar. To change to a different printer, select the printer icon to the left of the number of copies.



Select the printer you wish to use by pressing the Down arrow to the right of the printer name. After you have selected the printer press the OK button.

If you do not wish to print the report select the Red X on the right side of the Report Preview menu to return to the program.

The following are examples of some of the reports available.

Invoices By Date Report

Invoices By Date Report
From 8/01/98 thru 8/15/98
Report Date 8/15/98

Inv No	Date	Type	Customer	Total	Tax	Grand Tot	Payment
897	8/03/98	WOR	BAKER KEN	533.08	0.0	543.0	10007
898	8/03/98	WOR	SADIN SCOTT	327.13	0.0	337.1	2000
899	8/03/98	WOR	BONDS MIKE	144.06	0.0	151.5	2000
900	8/03/98	WOR	SMITH JERRY	283.91	0.0	293.9	2000
901	8/03/98	WOI	SCATES BROOK	314.23	0.0	314.2	1360
902	8/03/98	WOI	GRIGG JR	75.00	0.0	75.0	1360
903	8/03/98	WOR	LAMB JACK	90.50	0.0	90.5	CASH
904	8/03/98	WOR	BARIOLA GUY	100.00	0.0	100.0	CASH
905	8/03/98	WOR	BOHLKE JERRY	1,768.23	0.0	1,778.2	2000
906	8/03/98	WOI	MCCUIN TIM	100.00	0.0	100.0	1310
907	8/03/98	WOR	GARRETT CLARENCE	36.90	0.0	36.9	CASH
908	8/03/98	WOI	MCCUIN TIM	852.22	0.0	852.2	1310
909	8/03/98	WOR	LAKELAND MARINE NEW	262.27	0.0	262.2	1310
910	8/03/98	WOI	FOX LYLE	612.00	0.0	612.0	1310
911	8/03/98	WOR	ROBERTSON GORDON	46.52	0.0	46.5	CASH
912	8/04/98	WOR	SMITH MIKE	482.82	30.8	523.6	2000
913	8/04/98	WOR	MCBRIDE ROBERT	257.66	0.0	257.6	1310
916	8/05/98	RS	CASPER GARY	544.00	34.0	578.0	CASH
914	8/06/98	WOI	REESER BRIAN	82.38	0.0	82.3	1350
915	8/09/98	WOI	BASHOR JEFF	40.20	0.0	40.2	CASH
917	8/11/98	RS	CASH CUSTOMER	587.34	36.71	624.0	10006
918	8/11/98	RS	CASH CUSTOMER	24.89	1.5	26.4	10006
			Totals	7,565.34	103.07	7,725.91	

Parts & Labor Sales Report

Parts and Labor Sales Report

From 8/01/98 thru 8/15/98

Report Date 8/15/98

Inv No	Date	Customer	Parts	Labor	Tax	Parts Cost	Labor Cost	Total	Profit
		Retail Sales							
916	8/05/98	CASPER GARY	544.00	0.00	34.00	352.41	0.00	578.00	191.59
917	8/11/98	CASH CUSTOMEF	587.34	0.00	36.71	352.41	0.00	624.05	234.93
918	8/11/98	CASH CUSTOMEF	24.89	0.00	1.56	11.20	0.00	26.45	13.69
			1,156.23	0.00	72.27	716.02	0.00	1,228.50	440.21
		Internal Work Orders							
901	8/03/98	SCATES BROOK	164.23	150.00	0.00	94.96	36.00	314.23	183.27
902	8/03/98	GRIGG JR	0.00	75.00	0.00	0.00	15.00	75.00	60.00
906	8/03/98	MCCUIN TIM	0.00	100.00	0.00	0.00	32.00	100.00	68.00
908	8/03/98	MCCUIN TIM	627.22	225.00	0.00	459.29	46.20	852.22	346.73
910	8/03/98	FOX LYLE	177.00	435.00	0.00	144.04	129.65	612.00	338.31
914	8/06/98	REESER BRIAN	0.00	82.38	0.00	0.00	65.90	82.38	16.48
915	8/09/98	BASHOR JEFF	40.20	0.00	0.00	28.72	0.00	40.20	11.48
			1,008.65	1,067.38	0.00	727.01	324.75	2,076.03	1,024.27
		Retail Work Orders							
897	8/03/98	BAKER KEN	468.08	75.00	0.00	355.77	14.63	543.08	162.68
898	8/03/98	SADIN SCOTT	142.13	195.00	0.00	85.88	42.00	337.13	199.25
899	8/03/98	BONDS MIKE	69.06	75.00	0.00	60.06	24.00	151.56	60.00
900	8/03/98	SMITH JERRY	108.91	175.00	0.00	61.35	34.13	293.91	188.43
903	8/03/98	LAMB JACK	10.50	80.00	0.00	4.95	0.00	90.50	85.55
904	8/03/98	BARIOLA GUY	0.00	100.00	0.00	0.00	32.00	100.00	68.00
905	8/03/98	BOHLKE JERRY	1,118.23	650.00	0.00	645.25	208.00	1,778.23	914.98
907	8/03/98	GARRETT CLARE	4.40	32.50	0.00	3.66	8.00	36.90	25.24
909	8/03/98	LAKELAND MARIN	27.26	235.01	0.00	22.72	59.85	262.27	179.70
911	8/03/98	ROBERTSON GOF	16.52	30.00	0.00	13.77	6.00	46.52	26.75
912	8/04/98	SMITH MIKE	492.82	0.00	30.80	347.07	0.00	523.62	135.75
913	8/04/98	MCBRIDE ROBER	12.66	245.00	0.00	10.66	115.60	257.66	131.00
			2,450.57	1,882.51	30.80	1,611.34	544.41	4,421.38	2,177.33
		Report Totals	4,615.45	2,949.89	103.07	3,054.37	869.16	7,725.91	3,641.81

Cash Report

Cash Report

From 8/01/98 thru 8/15/98

Report Date 8/15/98

Inv No	Wo No	Date	Customer	Parts	Labor	Tax	Parts Cost	Labor Cost	Total	Warranty	Profit
			DISCOVER								
917	0	8/11/98	CASH CUSTOME	587.34	0.00	36.71	352.41	0.00	624.05	0.00	234.93
918	0	8/11/98	CASH CUSTOME	24.86	0.00	1.56	11.20	0.00	26.45	0.00	13.69
				612.23	0.00	38.27	363.61	0.00	650.50	0.00	248.62
			VISA/MC								

Detailed Invoice By Date Report

Detailed Invoice By Date Report

From 8/01/98 thru 8/15/98

Date	Inv No / Part No	Cust No / Description	Name	Qty	Cost	Retail	Extended	Tax
8/03/98	897	8766979	KEN BAKER					
1	SORDER	593-948 TM		1	349.99	449.99	449.99	Y
3	20193	RECEPTACLE,TRO,12/24,4 PI		1	4.25	5.95	5.95	Y
4	20194	PLUG,TROLL,12/24 4 HOLE B		1	1.53	2.14	2.14	Y
5	LABOR	SHOP LABOR		2	14.63	50.00	75.00	Y
	Item Totals	533.08	Discounts 0.00		Tax 0.00		Total	543.08
8/03/98	898	2777229	SCOTT SADIN					
1	BP8H-N-10	NGK SPARK PLUGS		3	4.08	2.27	6.81	Y
2	48 87818A10	ALUM 12.25X9.00		1	78.00	130.00	130.00	Y
3	01282	BOW CORNER CASTING		2	3.80	2.66	5.32	Y
4	LABOR	SHOP LABOR		5	42.00	41.11	185.00	Y
	Item Totals	327.13	Discounts 0.00		Tax 0.00		Total	337.13

Parts & Service Activity Report

Parts & Service Activity Report
From 8/01/98 Thru 8/15/98
Report Date 8/15/98

Invoice	Date	WO No	Cust No	Customer Name	Stock No
915	8/09/98	1047	7954248	BASHOR JEFF	98136

	Parts		Labor		Sublet Parts		Sublet Labor				
	Cost	Price	Cost	Price	Cost	Price	Cost	Price	Supplies	Taxes	Totals
Customer Paid	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Internal Paid	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00
Warranty Paid	28.72	40.20	106.38	0.00	0.00	0.00	0.00	0.00			40.20
Totals	28.72	40.20	0.00	0.00			0.00	0.00			40.20

Warranty Claims	Claim No	Warranty Co	Parts	Labor	Total
	1047-1		0.00	0.00	0.00
	1047-2		0.00	0.00	0.00
	1047-5		0.00	40.20	40.20

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Sample Listing of Reports for Parts, Service & Inventory:

Sales Reports:

From the Main Menu select Sales:

Invoice By Date Report
Parts and Labor Sales Report
Cash Report
Detailed Invoice By Date Report
Parts/Service Accounting Report
Create and Print Account Report (for Accounting)
View Unposted Account Entries (for Accounting)
View Posted Account Entries (for Accounting)

Parts Reports:

From the Main Menu select Parts:

Stock Status Report
Superceded Stock Report
Parts Sold By Date Detail Report
Parts Sold By Month Count Report
Parts Sold By Department Report
Under Stock Report
Over Stock Report
Min/Max Stock Report
Parts On Order Report
Print Count Sheets
Print Part Labels
Purchase Order Item Report
End of Month Inventory Value

Service Related Reports:

From the Main Menu select Service:

Tech Productivity Report
Active Work Order Report
Billed Work Order Report
Work in Progress Detail Report
Voided Work Order Report
User Defined Labor Report (See User Defined Reports/Spreadsheets)

Other Reports:

A variety of other reports can be generated throughout the program wherever a menu item is displayed for printing. See Accounts Receivable for printing customer statements, and accounts receivable reports. See User Defined Reports and Spreadsheets for creating your own custom reports and spreadsheets.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XXII

User Defined Report Designer

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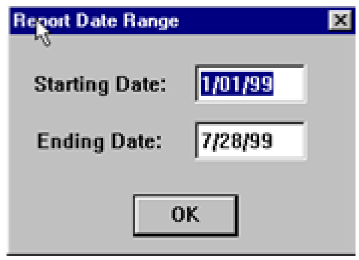
User Defined Report Designer

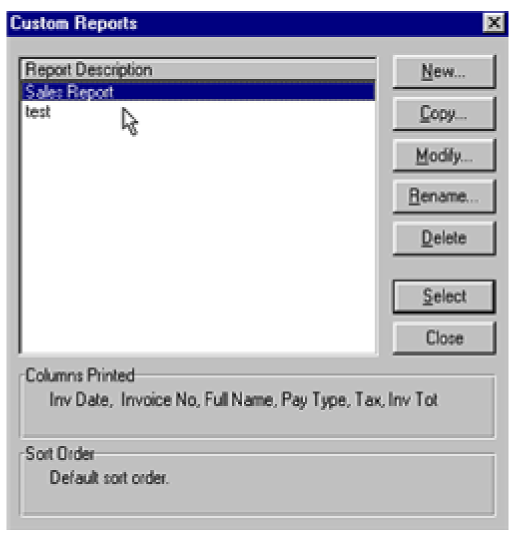
User defined reports and spreadsheets are available from **Sales** and **Parts** from the **Main Menu** and allow you to custom design any number of reports and spreadsheets. From the **Main Menu** select either **Sales** or **Parts** and then **User Designed**. The following is a step-by-step instruction for creating and sorting a simple report or spreadsheet. Instructions for using the Query Wizard follow these instructions.

Reports

If you are designing a report for **Sales**, a **Select a Date Range** box will display. Type in the date range for the report and press the **OK** button..



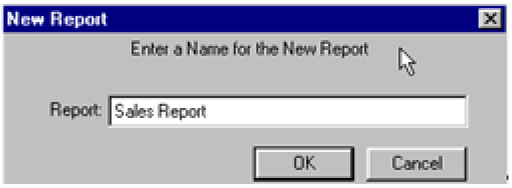
A **Custom Reports** box will display.



- **New**: Create a new report. At times the **Copy** command may be a better alternative.
- **Copy**: Copies the highlighted report and then asks for a new report name.
- **Modify**: Modifies the highlighted report's layout options.
- **Rename**: Changes the highlighted report's name.
- **Delete**: Deletes the highlighted report.
- **Select**: Selects the highlighted report for printing.
- **Columns Printed**: Display the list of columns selected for the highlighted report in the order to be printed on the report.
- **Sort Order**: Displays the list of fields selected for the highlighted report's custom sort order.

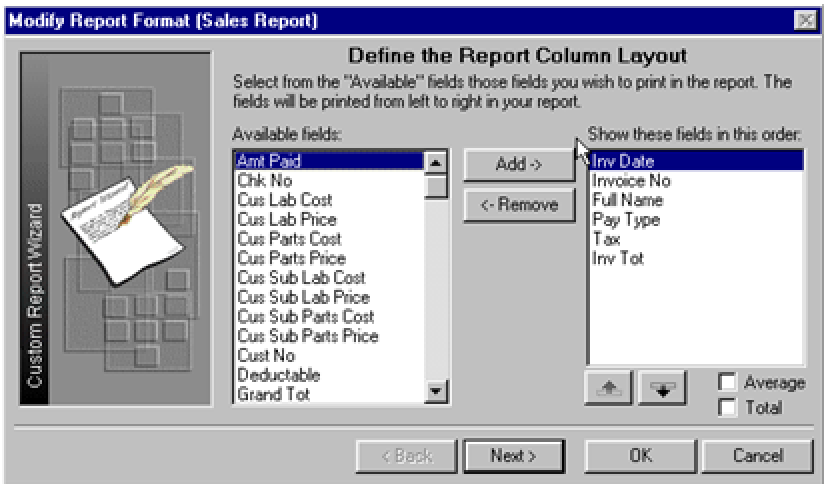
To Create a New Report

After selecting a date range for **Sales** reports and the **Custom Report** box is displayed select **New**. At the prompt enter a report name.



Defining the Report Column Layout:

This is the first of three steps when creating or modifying a report. This is where you select the columns to appear in the report, the column order and which columns will be totaled or averaged.



The list on the left side of the box are available fields (columns) and the list on the right side of the box are those fields (columns) which you have selected for your report. The name of the field will become the column heading in the report. Selected fields will print from left to right as they appear from top to bottom on the right side of the box.

To add fields to the report:

- Highlight a field in the left list and press the **Add ->** button to move the filed from the available field list to the selected field list.
- Double click any field in the available field list to move the field to the selected field list.
- Drag-and-drop any field from the available field list to the selected field list.

To remove field from the report:

- Highlight a field in the right list and press the **<-Remove** button to move the field from the selected field list back to the available field list.
- Double-click any field in the selected field list to move the field back to the available field list.
- Drag-and-drop any field from the selected field list back to the available field list.

To change the column layout:

- Selected fields will be printed from left to right as they appear from top to bottom in the selected field list.
- To move a column up (or to the left in the report, highlight the field you wish to move

and click the  button.

- To move a column down (or to the right in the report, highlight the field you wish to move and click the  button.

To add column totals or averages:

- The Average and Total checkboxes will normally be enabled if the highlighted column is numeric.
- Highlight the **Total** checkbox to enable column totaling or the **Average** checkbox to average all values in the column.

Press the **Next** button on the screen to continue.

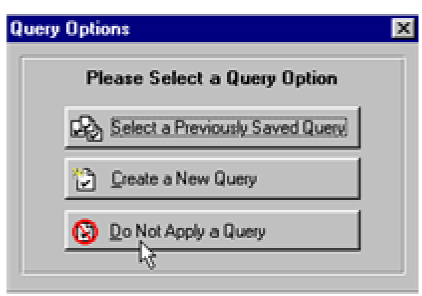
Report Sort Order

Defining the sort order for your report is the next step in creating your user defined report.

Default Sort Order

This option uses a preset sort order and generally is sufficient for most reporting purposes. When this option has been selected, however, **group heading and footing options** are not available.

After pressing the **Next** button your will be prompted for any **Query Options**. For information on how to use the **Query Wizard**, see below. For this report example and instructions, select **Do Not Apply a Query**.



After selecting your query option, your custom report will be generated.

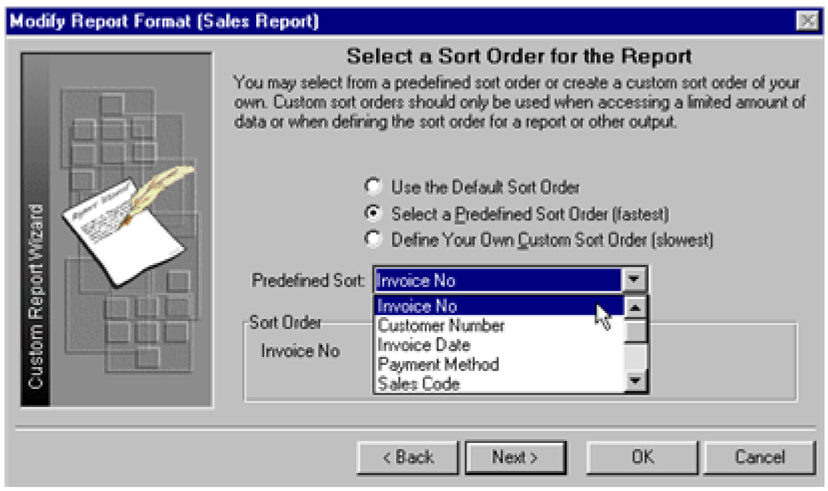
Sales Report

Date: Date/Time 7/28/99 / 10:23:05

Inv Date	Invoice No	Full Name	Pay Type	Tax	Inv Tot
6/15/99	1	Cash Sale	CASH	36.71	587.34
6/17/99	2	Val Rollins	CASH	0.00	49.95
6/23/99	3	Cash Sale	CASH	-0.33	-5.95
7/13/99	4	Cash Sale	CASH	15.08	268.00
7/16/99	5	John Smith	EXPR	9.62	232.95
7/22/99	6	Josh Ferricher	CASH	0.00	118.00
7/22/99	7	Val Rollins	CASH	0.00	143.77
7/22/99	8	Napa	CASH	6.26	111.20

Predefined Sort Order

This option provides a list of sort orders that have been pre-defined.



Select the sort order (example by **Payment Method**). Press the **Next** button.

Group Heading and Footing Options

After selecting the sort order for your **Predefined Sort Order** you can control how you want your report to group together items.

When selecting a Predefined Sort Order you can select group breaks for your report. When selecting a Custom Sort Order you can select up to two group breaks for your report (see below for Custom Sort Order instructions).

A group break occurs each time the breaking field's value changes. This enables the report to subdivide itself into sections (with subtotals and/or to start a new page) as the report pertains to a specific group.

Group Break Levels

- Group Identifier in Heading: When enabled, this option creates a group heading break and prints the value of the group field in the group heading.
- Group Identifier in Footing: When enabled, this option creates a group footing break and prints the value of the group field in the group footing.
- Group Totals: When enabled, this option creates a group footing break and prints the totals (or averages) for those fields where you have selected totaling (or averaging).
- New Page After Group: When enabled, this option forces a new page after the group break.

Suppress Report Detail Rows
Selecting this option prevents report detail rows from printing (thereby printing group footings and/or headings only). This feature is useful for producing summary level reports.

As shown in the picture above, the sort setting is now set for **Payment Method** (Pay Type). By selecting **Group Identifier in Heading** and **Group Totals** and then pressing the **Next** button the following report will be generated.

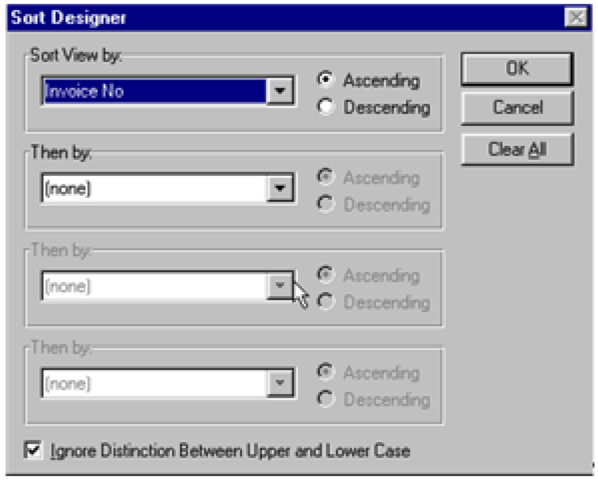
Sales Report

Date: Date/Time 7/30/99 / 11:10:38

Inv Date	Invoice Nc	Full Name	Pay Typ	Tax	Inv Tot
CASH					
6/15/9	1	Cash Sale	CASH	36.71	587.34
7/22/9	8	Napa	CASH	6.26	111.2
7/22/9	7	Val Rollins	CASH	0.00	143.77
7/22/9	6	Josh Ferricher	CASH	0.00	118.0
6/17/9	2	Val Rollins	CASH	0.00	49.9
7/13/9	4	Cash Sale	CASH	15.08	268.0
6/23/9	3	Cash Sale	CASH	-0.3	-5.9
EXPR					
7/16/9	5	John Smith	EXPR	9.62	232.9

Custom Sort Order
The Custom Sort Order option allows you to display the report in any desired order. When this option is selected the sort designed allows you to create up to three sort levels. Each level may be ascending or descending and the entire sort may be case sensitive or insensitive.

After selecting the **Define Your Own Custom Sort Order** checkbox from the **Select a Sort Order** screen, the following **Sort Designer** box will display:



Select the **Sort View by**, for up to three levels, choosing from the available fields in the drop down box.

Then select each sort for **Ascending** or **Descending**. When viewing alphabetic data, Ascending will start with A and end with Z and Descending would start with Z and end with A. When viewing numeric data, Ascending will start with 1 and progressively move higher, while Descending would start with the highest value and progressively move toward 1.

Checking the **Ignore Distinction Between Upper and Lower Case** will sort both upper and lower case letters in the same manner.

Proceed with creating your report as explained in **Predefined Sort Order** instructions above to complete your report.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XXIII

User Defined Spreadsheet Designer

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User Defined Spreadsheet Designer

Spreadsheets

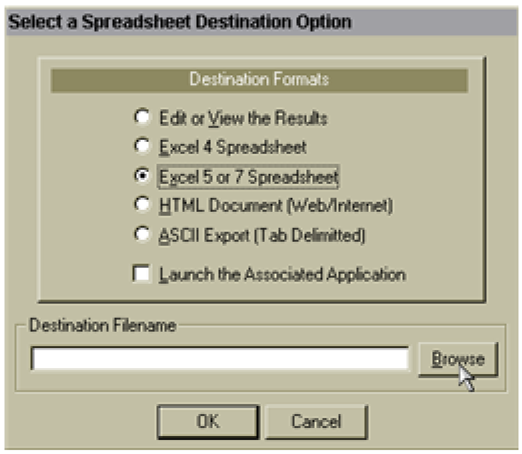
The procedures for creating and sorting a user designed custom spreadsheet are the same as for creating a report.

Exporting And Saving your Spreadsheet

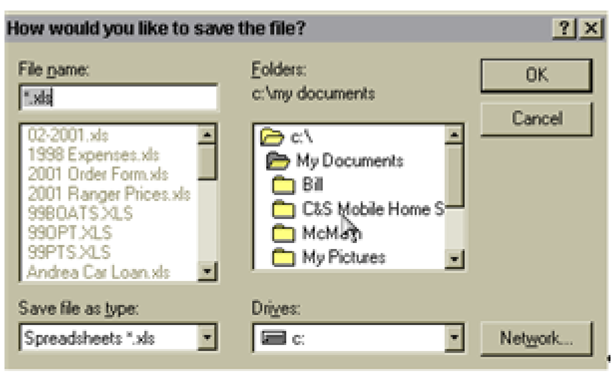
After creating and saving your spreadsheet, or selecting an existing spreadsheet format, and setting any queries, you will be prompted for a destination and application option.

Microsoft Excel

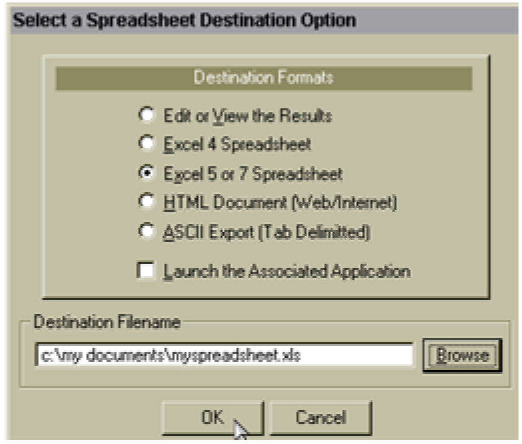
You can save your spreadsheet in Microsoft Excel format for use in Microsoft Excel. Select the Excel software version you have installed.



Select the format, then select the Browse button to set a location where you wish to save your file.



Saving the file into the My Document directory on your local computer makes the file easier to find at a later time. Enter a name and the file extension for your new spreadsheet in the File Name box, change drives if necessary by selecting the down arrow to the right of the Drives field, then the folder where you wish to save the file. Select the OK button. YOU MUST GIVE THE FILE NAME THE XLS EXTENSION or Excel cannot find the file.



If you want to open the program where you will be saving the file check the box **Launch the Associated Application**. Your screen will return to the main F&I screen, the application program will be minimized at the bottom of your computer screen.

Saving Your Excel Spreadsheet for Use With Microsoft Works

If you do not have Microsoft Excel, but have Microsoft Works, you can save you spreadsheet in Excel format and import it into your Works program.

You must have Microsoft Works 5.0 or later to do this.

After saving your spreadsheet in Excel format:

- Open the Works Spreadsheet
- On the menu bar, click File then Open and select an Excel file (.xls) that you want to open. Functions and formats created in Excel are converted to Works functions and formats. All data is retained, but objects such as charts are not.

If you have an earlier version of Works (4.x) you can obtain a special filter from Microsoft.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XXIV

Query Wizard

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Query Wizard

The **Query Wizard** allows you to customize access to your dealership's data from various browse box screens and reports throughout the program. Wherever a **Query** button is displayed in a screen or a prompt for using a query when you generate a report is displayed these instructions will apply.

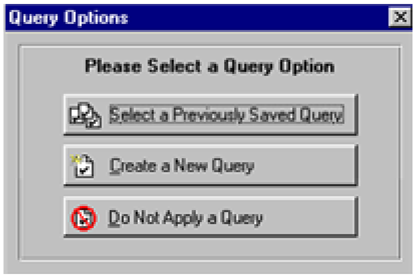
A query a question you ask your computer program (i.e., to only find data about customers who have made a purchase within the past 6 months; or only find and print a report about customers who have an outstanding balance, etc.).

Each query may consist of one or more questions, logically connected with an AND or an OR logical operator. In order to complete your query the **Query Wizard** must collect three components of information: **Field**, **Operator** and **Value**.

Whenever a **Query** button has been activated (these buttons are directly displayed in certain screens in the system), information will remain activated (displayed) according to the query selected. Pressing the **Reset** button will inactivate the chosen query.

Query Options

When beginning a query procedure you will be prompted whether you wish to select an already existing query, create a new query, or not apply a query at all. Select the option you wish to use.



Creating or Modifying a Query

Field Selection

The **Field** is information contained within the database and is the "subject" of the question. A few examples of fields would be Customer Name, Account Balance, or Zip Code.

To select the field, simply highlight it and press the **Next** button.

Operation Selection

The Operator is the comparison to be made between the Field you have selected and the Value you will select in the next step. Operator selections for numbers are limited when compared to operator selections for text.

Common Operators (numeric and text)

- **Equal To**: The field and the value must have the same value.
- **Greater Than**: The field must be greater than the value.
- **Less Than**: The field must be less than the value.

Text Operators

- **Begins With**: The field must begin with the value.
- **Contains**: The field must contain the value at any position within the text.

To select an operator, simply highlight the desired operator and press the **Next** button.

Value Entry

This is the last step in creating your query. The value will be compared to the field in your database.

The Field you previously selected plus the Operator you selected will display. Type in what you wish to query, i.e., Bin (field) Is Equal To (operator) A-1 (value) (this will generate a report of all parts located in Bin A-1).

Value Options

- **Constant Value**: This option allows you to type the value directly into the query. This is the default option and is normally used with most queries.
- **Another Field**: This option is used for comparing two existing database elements. If you select this option a second list of all available fields will display identical to the list for your first Field selection. Select the second field and its value will be compared to the first field you selected.
- **Expression**: This is an advanced option requiring a general knowledge of computer language.

After selecting your value option press the **Next** button.

Query Review

The query review allows you to modify, add, or delete your existing query.

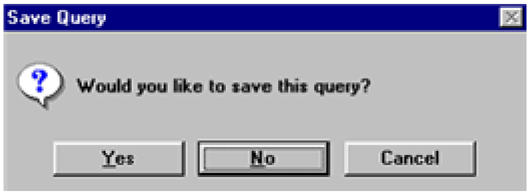
To create a query with more than one question within the same query (compound query), press the

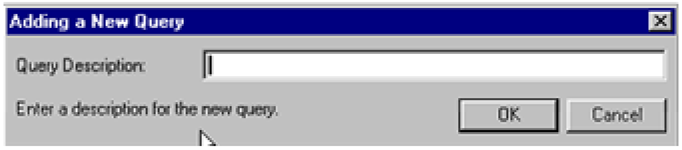
AND or the OR button. You will be guided back to step one of the Query Wizard. Upon completing the three steps, a new sentence will appear in the review list.

When formulating a compound query, please be sure that you do not mix an AND with an OR, use all ANDs or all Ors, but never an AND and OR together in the same query.

When the query is complete, press the **Finish** button to apply the query.

You will be prompted whether to save the query. Press the **Yes** button and you will then be prompted for a description (name) for your new query.





Selecting a Saved Query

All saved queries with the same classification throughout the system are displayed in this box in alphabetic order. To select a previously saved query, from the **Query Options** box, press the **Select a Previously Saved Query**. From the **Saved Queries** screen, highlight the specific description, then press the button for the action you wish to perform.

- **Select**: This button selects the highlighted query for use with the current report or screen you are using.
- **Insert**: This button allows the creation of a new query.
- **Change**: This button selects the highlighted query for modification. Upon completion of the modification, the query may be saved with a new description, creating a modified copy of the selected query, or you can overwrite the existing query.
- **Delete**: This button will permanently delete the currently highlighted query.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XXV

Price Book & Utilities Program

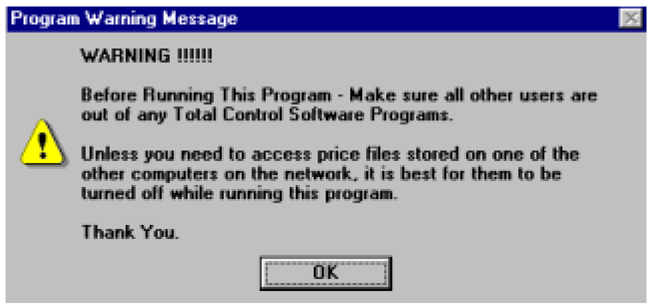
25 Price Book & Utilities Program

Price Book and Utilities Program

The following are instructions for the Price Book and Utilities Program. Please read these instructions completely before beginning your price book updates. A sample listing of available Parts Books is included below.

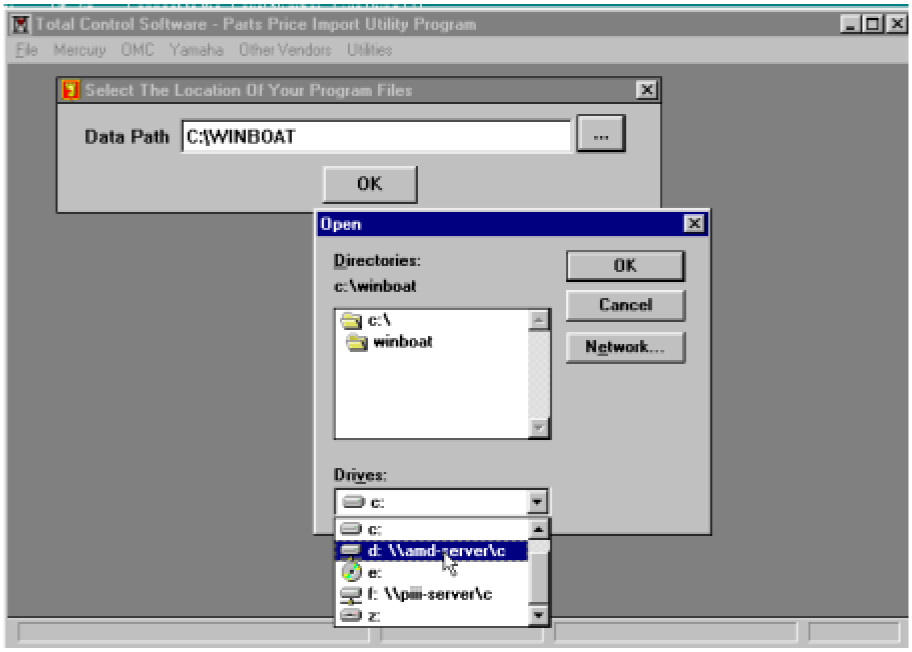
Parts Price Import Utility Program:

Before using the **Price Book and Utilities Program** you **MUST** shut down all other computers on the network. From the Server on your network (see also below), after doing so, go to Start/Programs/Total Control Software/Price Book and Utilities. The following screen will display:



After checking your workstations, click OK. The following **Main Menu** will appear:

If your system has a dedicated server (accessed from a workstation), be sure that the Data Path is correctly set. From that workstation, select File on the Main Menu, then Set Data Path, at the prompt box make sure that the drive letter for your server is correct (i.e., f:\winboat).



Simply go to On-Line Updates at the top of the screen, then select Price File Updates. A list of all vendors you have set up in TCS will display with two date fields: Last and Current. These are the price file dates based on the last file you updated and the current file that TCS has available. If the two dates do not match, highlight the price file you wish to update, click on the Update at the bottom and let the file load and install.

For Land N Sea please go to www.tcsoft.com/update/update.htm and follow the instructions for Land N Sea. These price files are dealer specific.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XXVI

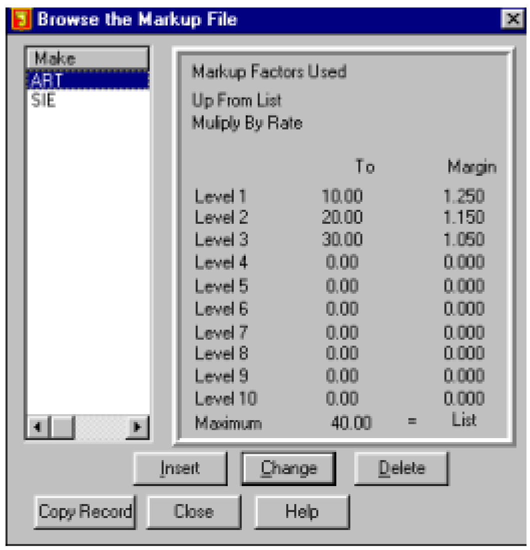
Other Utilities

26 Other Utilities

Set Price Levels
Note: These levels should be set prior to importing parts into the price books.

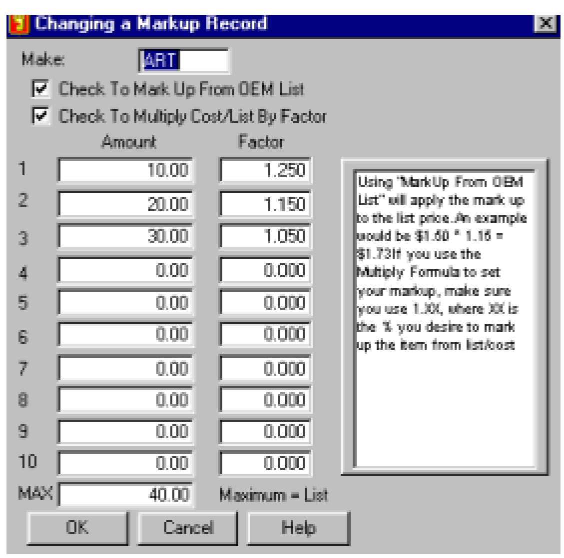
This utility allows you set up your own custom retail pricing for each vendor. If you don't use custom pricing, all prices will be MSRP. To set up custom pricing select open the TCS Price Book and Utilities program. Go to **Utilities** then **Price Book Utilities** from the **Main Menu** and then select **Apply Markup to Parts**

The following screen will appear:



Since this process is done by make, you can set up custom pricing for select vendors at different levels or types of mark ups.

When setting up a new vendor press **Insert**:



Key in the **Part Make Code** for that vendor.

If **Check to Mark Up From OEM List** is checked, markups will be applied to the list price, otherwise, the markup will be applied to the item cost. If you choose to mark up from cost and the MSRP is greater than the markup formula you set, the MSRP will be used as the list price of that part.

If you check **Multiply Cost/List by Factor** the formula will multiply the cost or list of the item by the factor you supplied for the price level. You may use up to ten (10) price ranges. The example above takes all parts with a suggested list of $0.00 to $10.00 and multiplies the suggested list by 1.25; parts between 10 and 20 will be multiplied by 1.15; between 20 and 30 will be multiplied by 1.05; List above 30 will be at list.

When using division as a formula, the factor is set by using the decimal .80 an example would be a part that costs/lists for $8.50/.80 would have a list of $10.63.

The first time that you set a markup to a part make, use the Select button at the bottom of the screen to apply the markups to your price file. After setting your price levels, they will be applied each time you import prices into your system from the price books.

Rebuild Key File and File Repair Utility:

The **Rebuild Key Files** and **File Repair Utility** on the **Utilities** menu should only be run when instructed to do so by Total Control Software Technical Support.

Total Control Software Corporation

Parts, Service & Inventory Manual

Part XXVII

Wet/Dry Storage System

27 Wet/Dry Storage System

Wet/Dry Storage Module:

If your dealership has included the Wet/Dry Storage System in its software package, you will need to set up the Storage Locations, Units, Unit Types, and assign customers to the storage units. The Parts & Service module is an integral part of the Wet/Dry Storage. You will need to set up certain items in the Parts & Service prior to using the Wet/Dry Storage.

You must first set up your tax rates, departments and non-inventory items in the Parts & Service.

Mapping a Drive and Creating a Shortcut:

- A shortcut icon for the Storage Module will need to be created on each workstation that will be accessing the module. If you already have Parts & Service installed on the workstation, you will not need to map a drive, just create the shortcut.

- **Mapping a drive to the server:**
  - From the workstation, with the server on, but all programs closed:
  - Double-click on My Computer
  - Select Tools from the menu
  - Select Map Network Drive
  - At the Map Network Drive Wizard, select the Browse button to the right of the Path
  - The Entire Network option should be open, with Microsoft Windows Network open below that. The workgroup name should show (i.e., Workgroup).
  - Double-click on the workgroup name. Available shared computers should display.
  - Double-click on the server computer's name.
  - Click once once on the shared directory (i.e., the c: folder or winboat folder). The OK button should now be available for selection. Click on the OK button
  - The customer should decide on a mapping drive letter and use the same one for every workstation on the system (i.e., F:/), the next available drive letter will automatically display. If a different mapped drive letter is to be used, click the down arrow and use the cursor keys to go up or down to the mapped drive letter to be used. If the drive letter is already in use a path name will display. Select a different drive letter.
  - The path will display below the drive letter (i.e., \\Server\c – which is the name of the computer and the drive to be mapped – or \\Server\c:\winboat – which is the name of the computer, the drive, and the directory to be mapped)
  - Make sure that Reconnect at Log-on is checked and click the OK button.
  - Close out of Network Neighborhood
  - To check and make sure that the network connection worked, double-click on My Computer, the newly mapped drive should be showing as an icon of a computer hard drive with (C on Server (F:\) displayed below.

- **Create Your Shortcut:**
  - Right-click the mouse anywhere on the desktop, then left-click on NEW, then left-click on SHORTCUT
  - At the Command line, select the BROWSE button, at the LOOK-IN prompt click the down arrow, find the drive where the Winboat directory is located..
  - Find the file named TCSSTORE.EXE (or TCSSTORE if the computer is not set to display file extensions). The icon picture will be the red, yellow and blue one of the sailboat. Click on the icon, the file will display in the OPEN box below, the files of type will be set for PROGRAMS, select OPEN
  - The Create Shortcut box, Command Line should now display as the drive letter, and the file

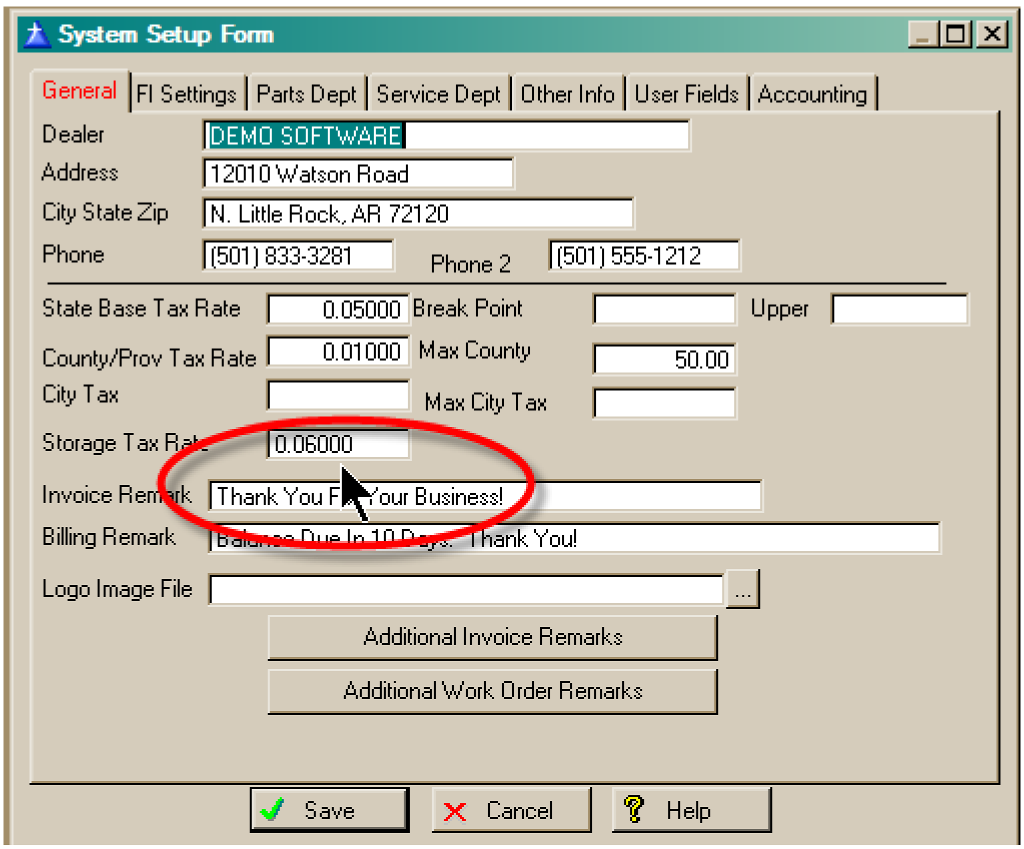
name (i.e., C:\WINBOAT\TCSSTORE.EXE). Click the NEXT button at the bottom.

- The next box allows you to type in a name for the shortcut, have the customer type in TCS Wet/Dry Storage in the prompt box, then select the FINISH button at the bottom.
- There should now be an icon on the desktop.

27.1 Set Your Tax Rates

Set Your Base Tax Rate for Storage Units:

- Even if your sales tax rate for storage is the same as your regular sales tax rate, you still must set the rate in your System Setup.
- From the Main Parts, Service & Inventory module, select File, then System Setup. On the General Information tab, enter the Storage Tax Rate. Then select Save.

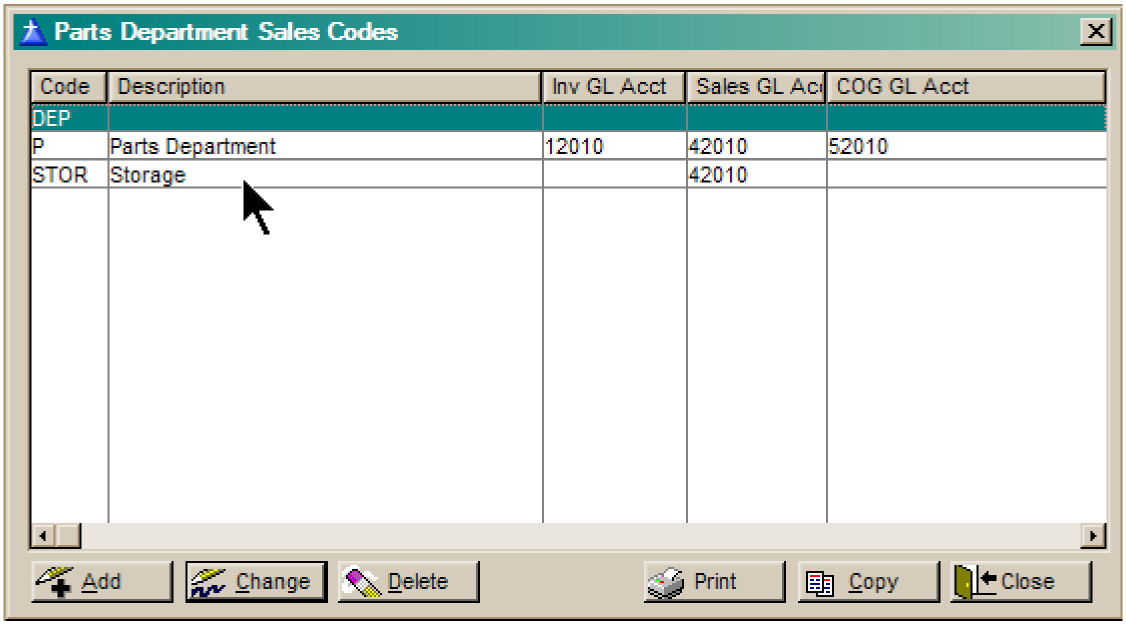


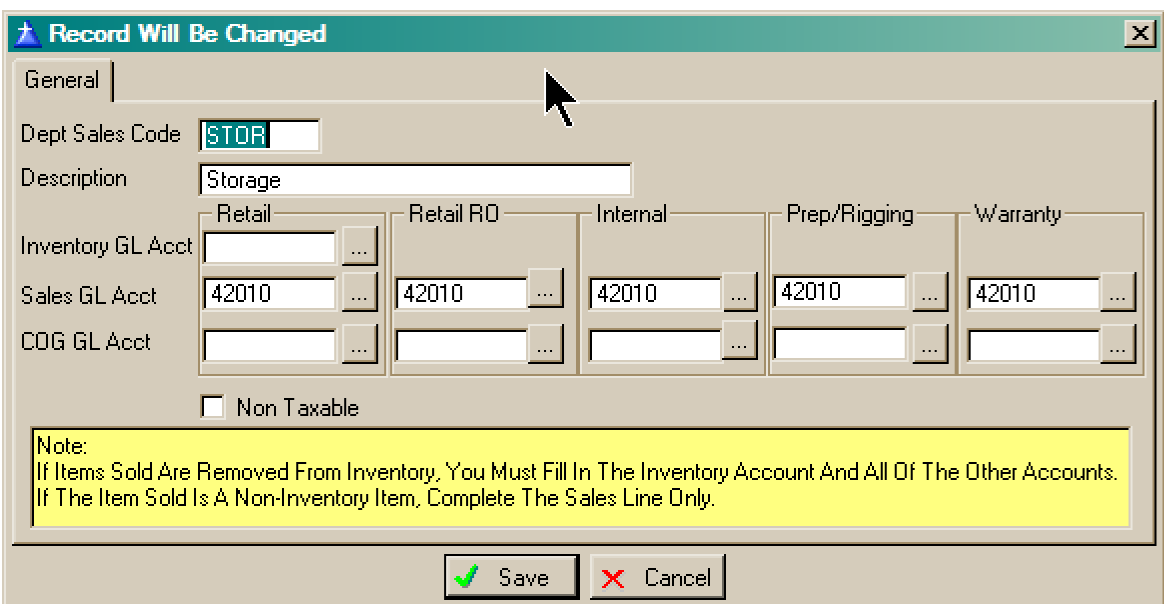
- If you have multiple storage items (i.e., Storage, Docks, Slips) they may have a different tax rate depending on your state regulations. Each of these additional items will be set up in your Non-Inventory Items and a special tax rate can be set there.

Next:

27.2 Create Your Department

Enter topic text here.





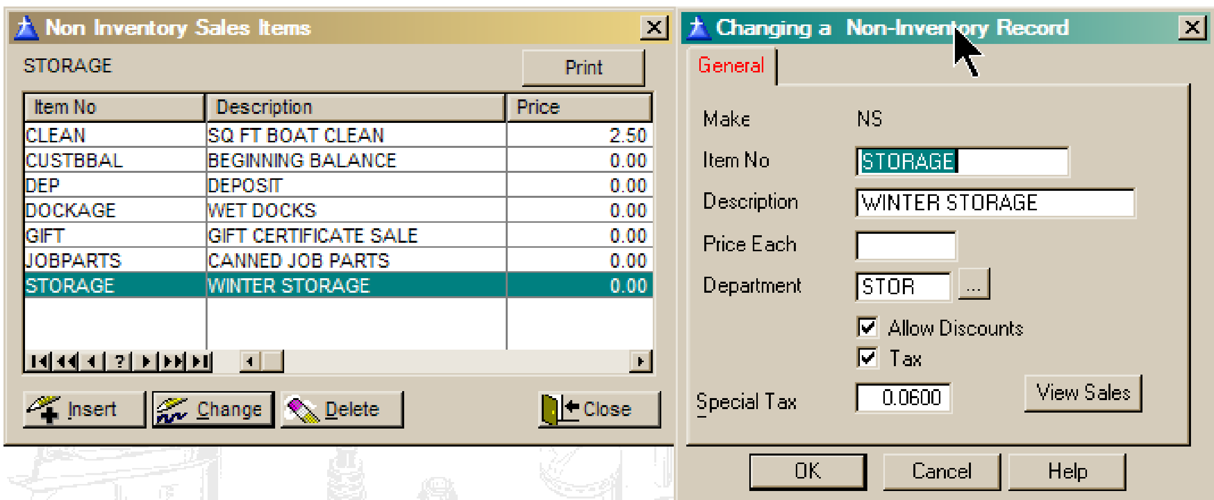
27.3 Additional Storage Items

Adding a Second Type of Storage Fee to the System:

- Sometimes it may be necessary to have two different types of storage fees, with different tax rates, i.e., Storage which is taxed at a rate of 5%, and Dockage which is a non-taxed item. You will need to set up the second (or more) types of fees as a non-inventory part.

- From the Parts, Service & Inventory module of your software, select Parts, then select Non-Stock Parts, then Insert.

- Enter a Part Number for the item, the part number does not have to be numeric (i.e., Dockage), and a description of the item, set a base price (which can be overridden in the Storage module), and enter the Department Code for your Storage department. If this item is non-taxed, uncheck the Tax box, otherwise the tax will be charged at the rate set for your Parts Department in your system setup. Press the OK button



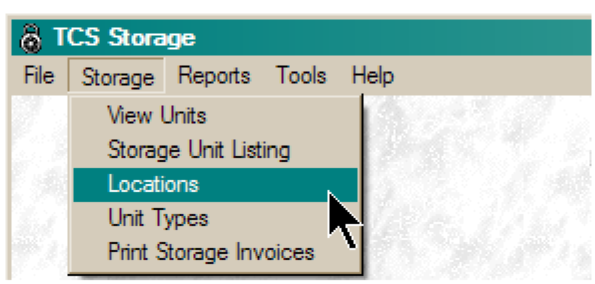
27.4 Storage Locations & Unit Types

Setting up Storage Locations and Unit Types:

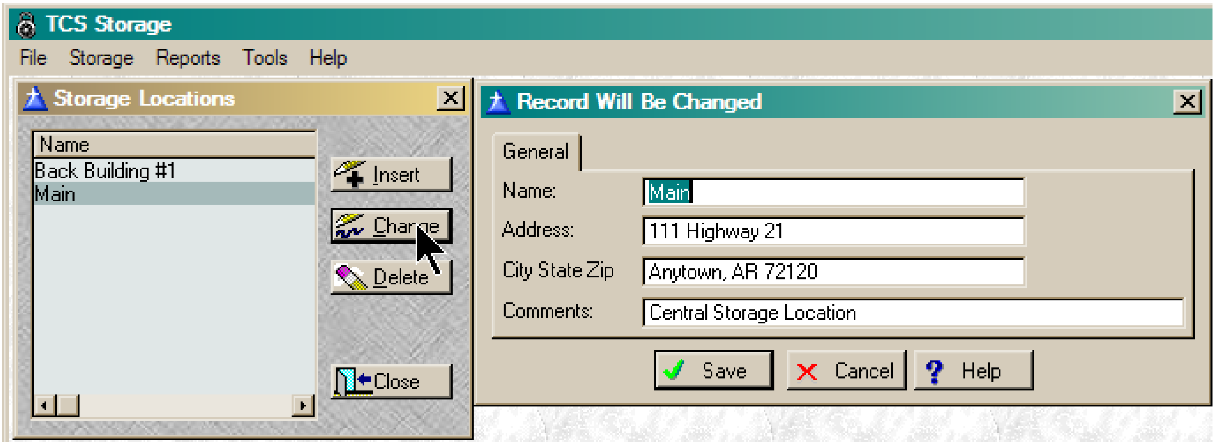
- You will need to first set up each storage location(s) and each Unit Type(s) for your storage facility.

Storage Locations:

- Open the Wet/Dry Storage module and select Storage, then Locations.

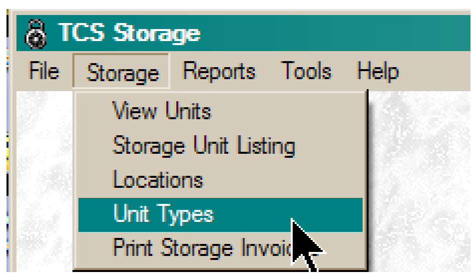


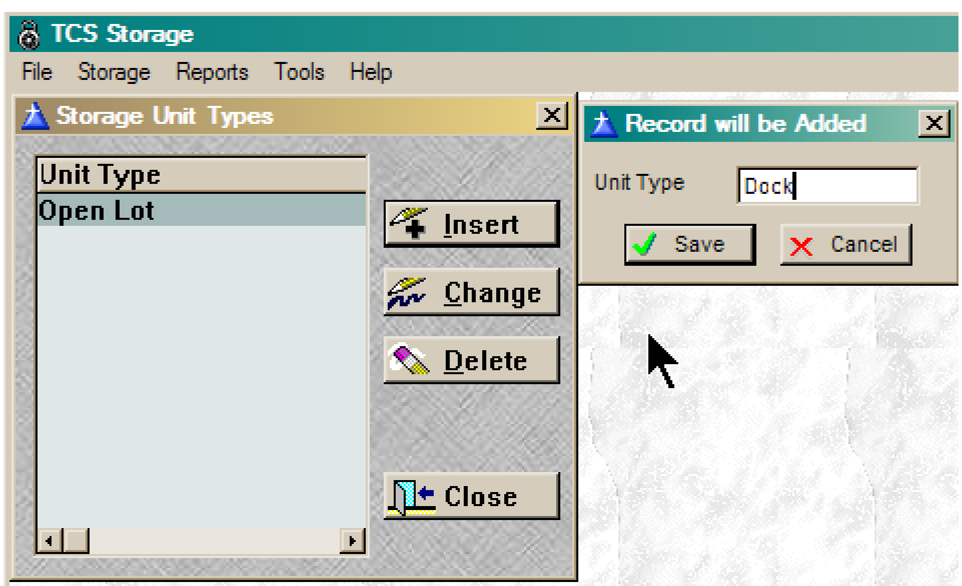
- Once the Storage Locations screen displays, select Insert and enter the location information. If you have only one location, you will still need to enter this information. Continue inserting locations until complete.



Unit Types:

- Now, set each of the Unit Types your storage facility has. From the Wet/Dry Storage Module, select Storage, then select Unit Types.



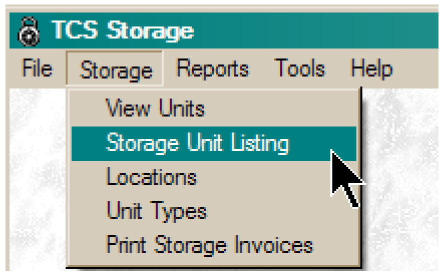


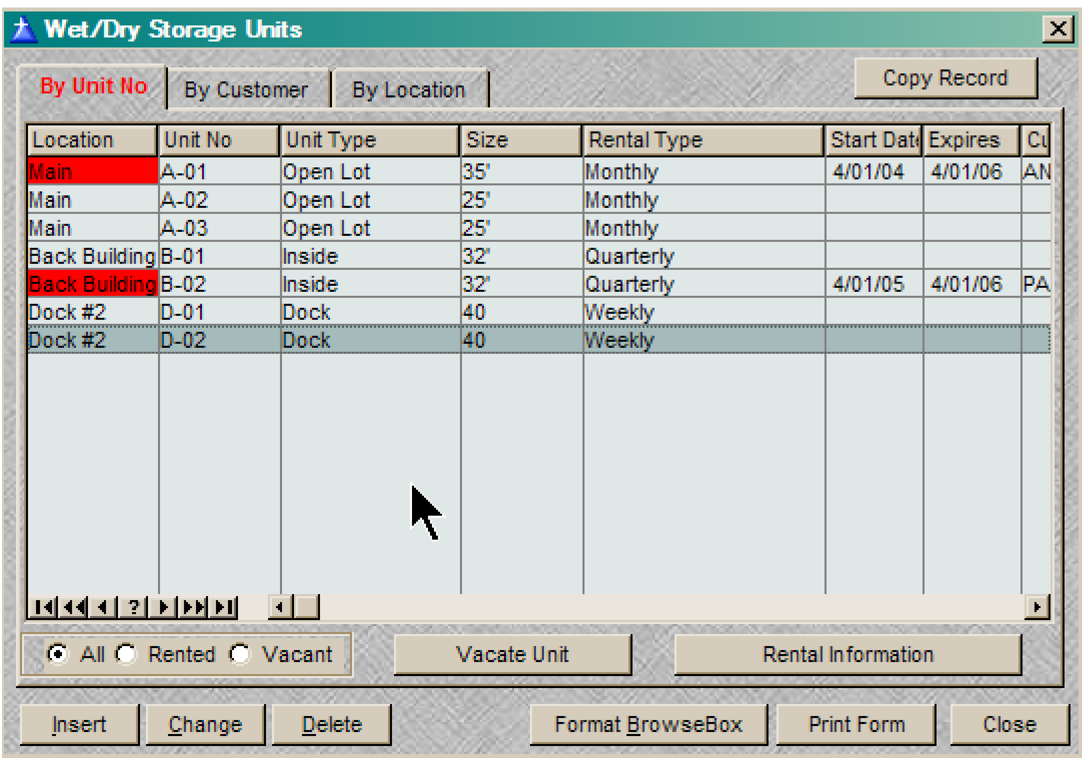
- Set each of your unit types by selecting Insert and entering the unit type, and pressing the OK button.

27.5 Storage Units

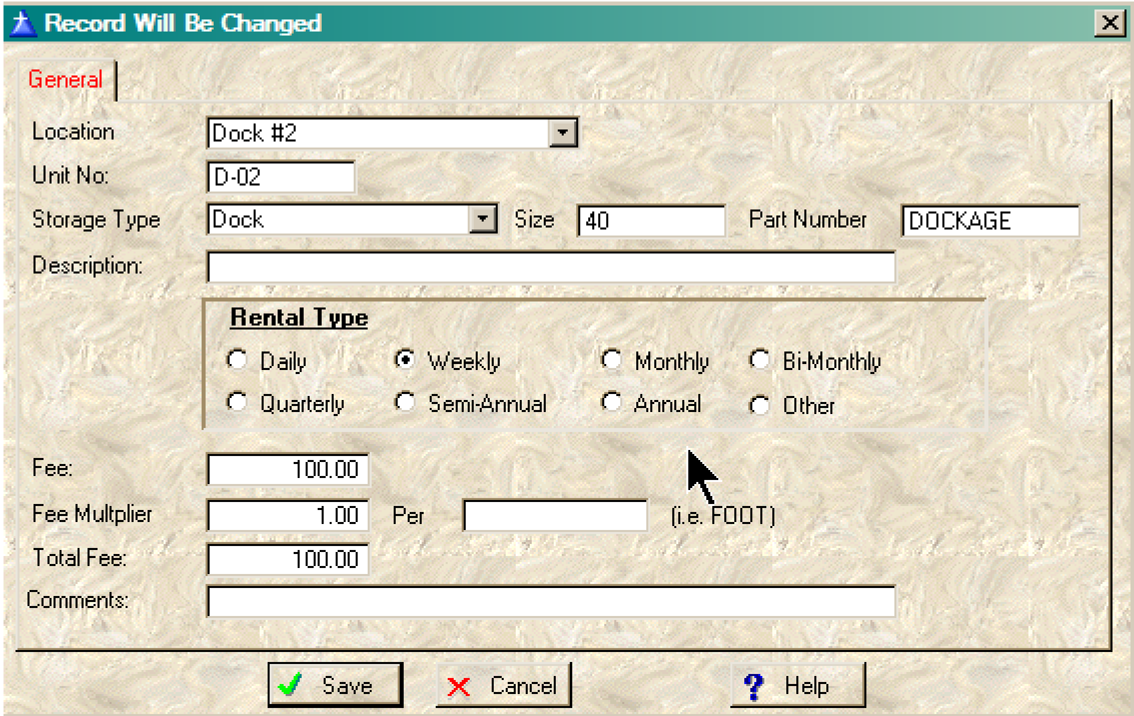
Setting Up Individual Storage Units:

- After setting up your locations and unit types you must set up your individual storage units. From the Main Menu select Storage, then select Storage Unit Listing.





- Select the Insert button. At the Adding a Storage Unit screen enter the storage location, Unit number, unit storage type, size, enter a description, the Rental Type (monthly, annual, etc.), the fee (which is the base fee for the unit either set for feet, per unit, etc.), the fee multiplier (if the fee is set for a unit then set the multiplier for 1, if the fee is set for the number of feet then set the multiplier for that number, i.e., 24 for the length of the unit), then enter the fee multiplier description (i.e., Unit, Foot, Square Foot, etc.), the total fee for the rental type period will calculate under Total Fee. Enter any Comments.



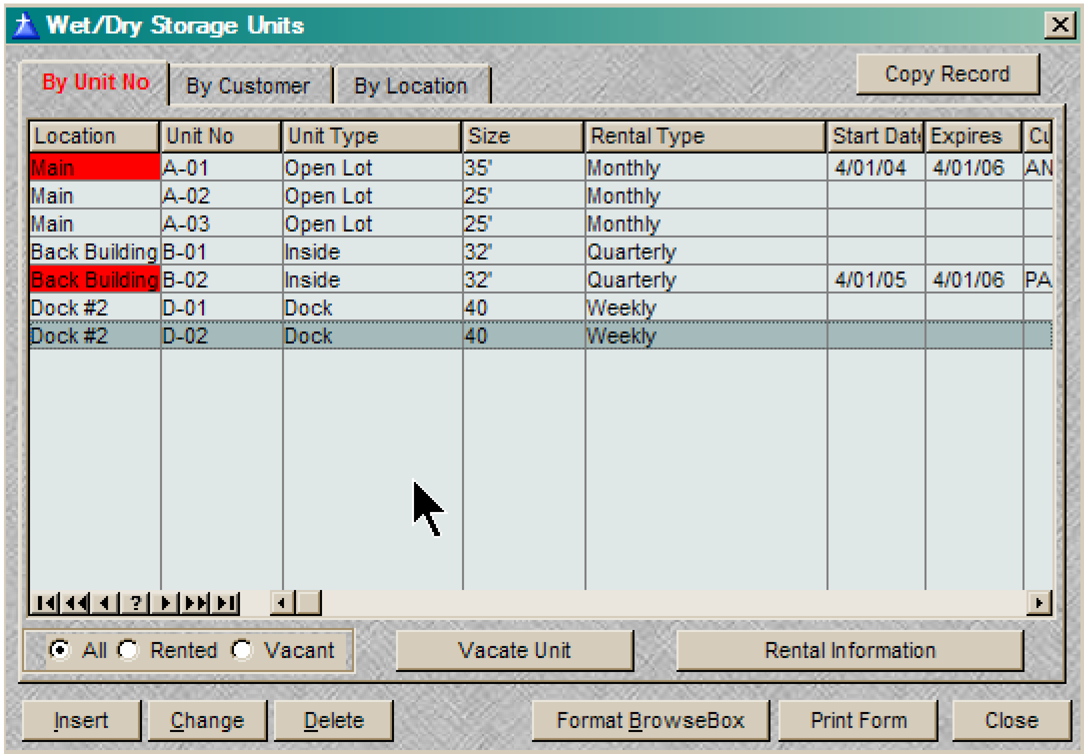
- If this individual Storage Unit is being charged out at a different rate type from the basic Storage type, enter the rate type (as described above for non-stock parts) in the Part Number field.

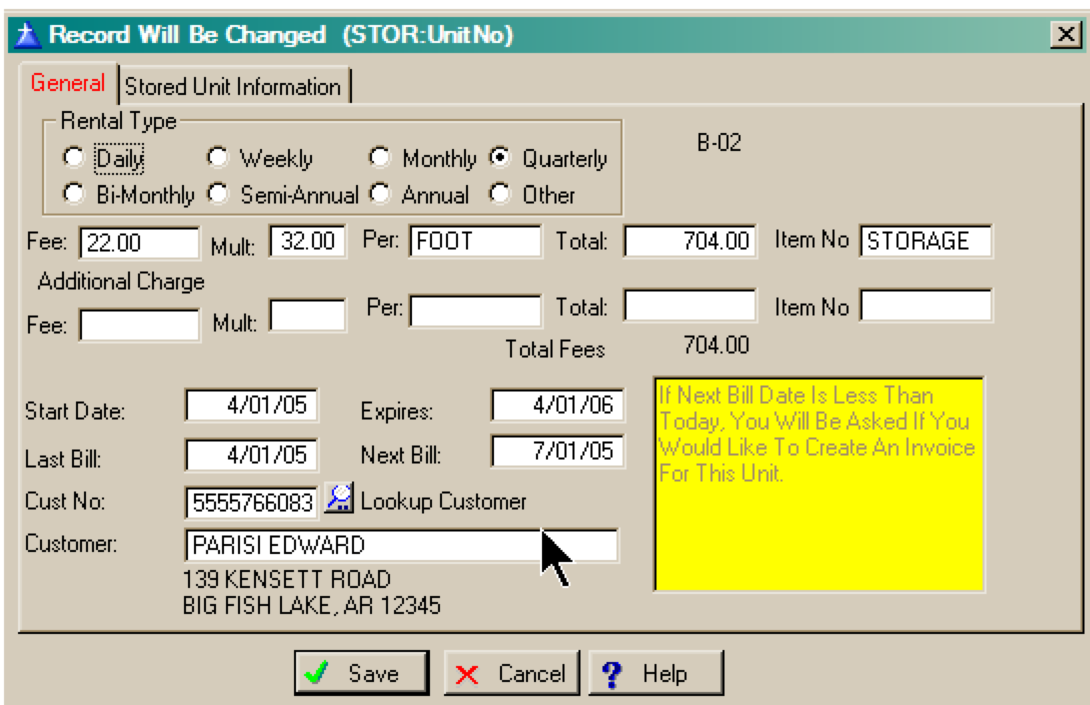
27.6 Renting Your Storage Units

Rental/Customer Information:

Once you have entered all of your storage units with their associated rate types (if needed), you will need to enter your rental/customer information for the units that are rented or leased.

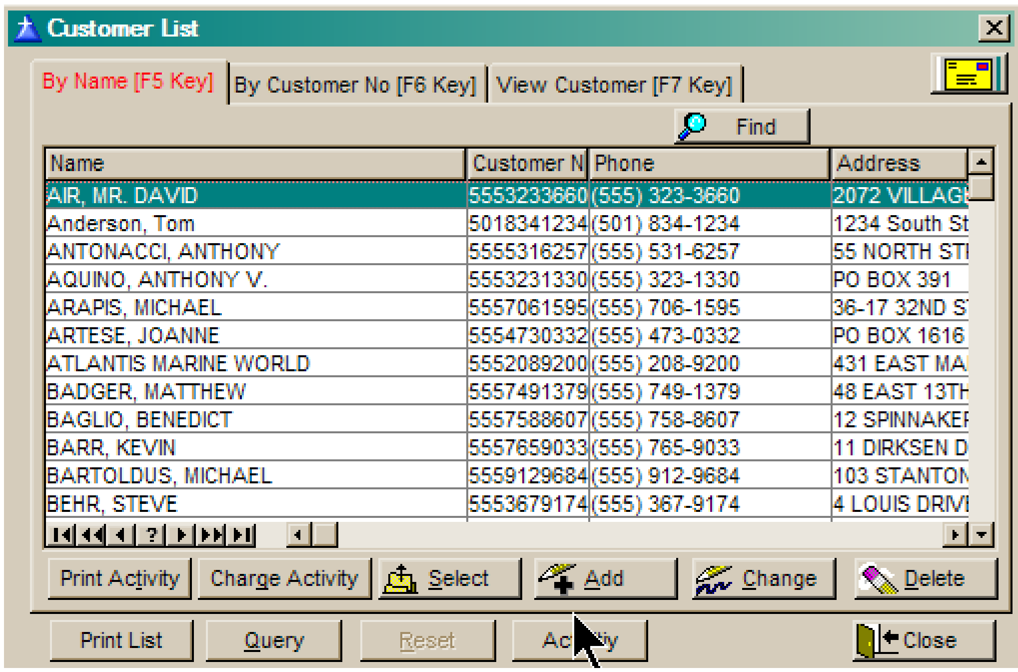
From the Main Menu select Storage, then Storage Unit Listing. Highlight the unit and press the Rental Information button. The default unit listing information will display.



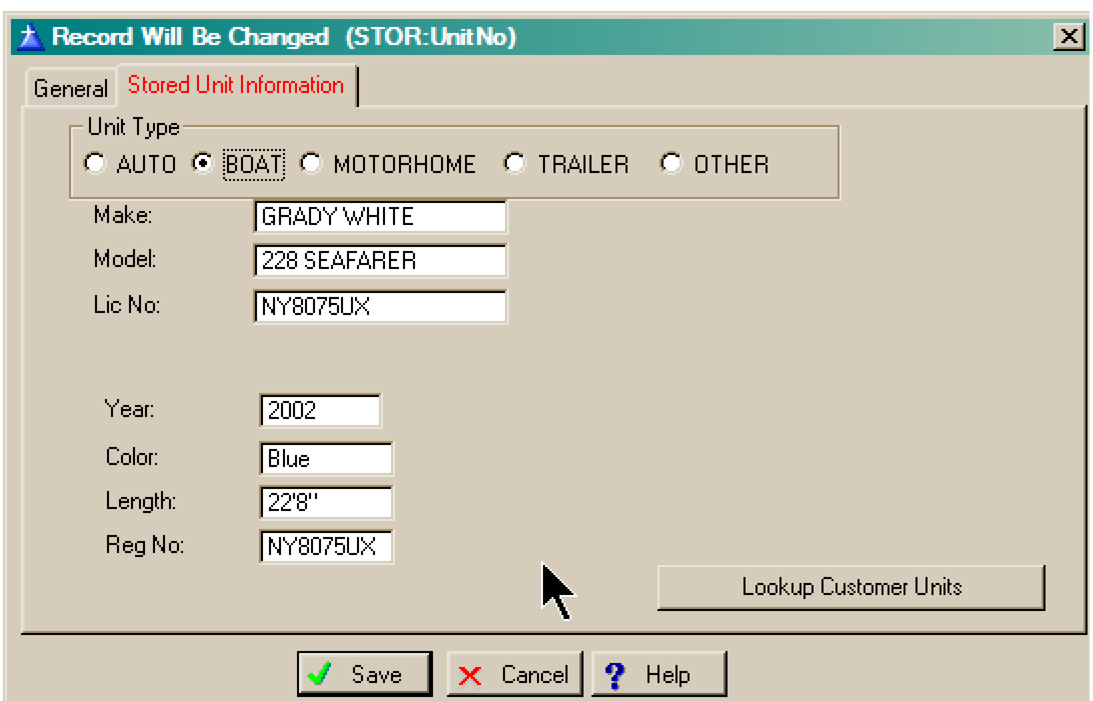


- Enter the Start Date for the rental, the expiration date, when the last bill was invoiced, and when the next bill is to be invoiced.
- Enter the customer number or lookup a customer by pressing the down arrow to the right of

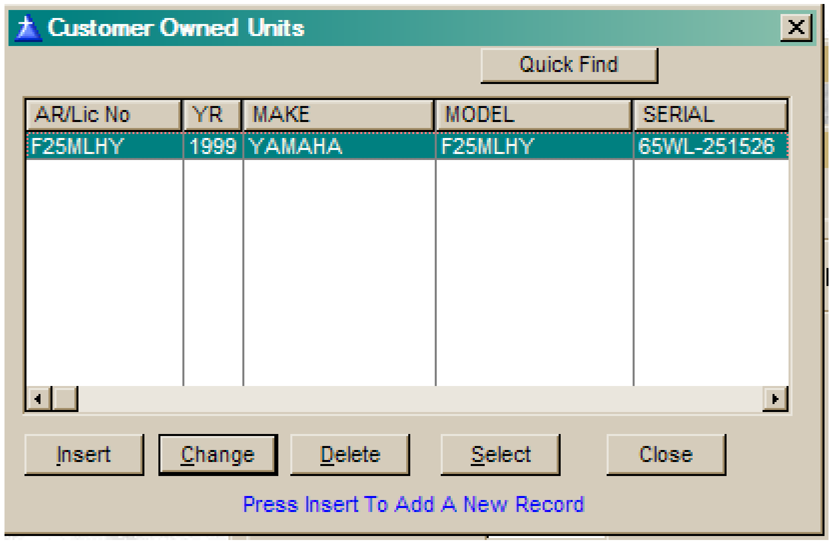
the Customer Number field, a list of all customers in the Parts, Service & Inventory customer database will display, highlight the customer and press the Select button.



- After the Customer information is entered, select the Stored Unit Information tab and enter any information about the unit that will be stored or docked.

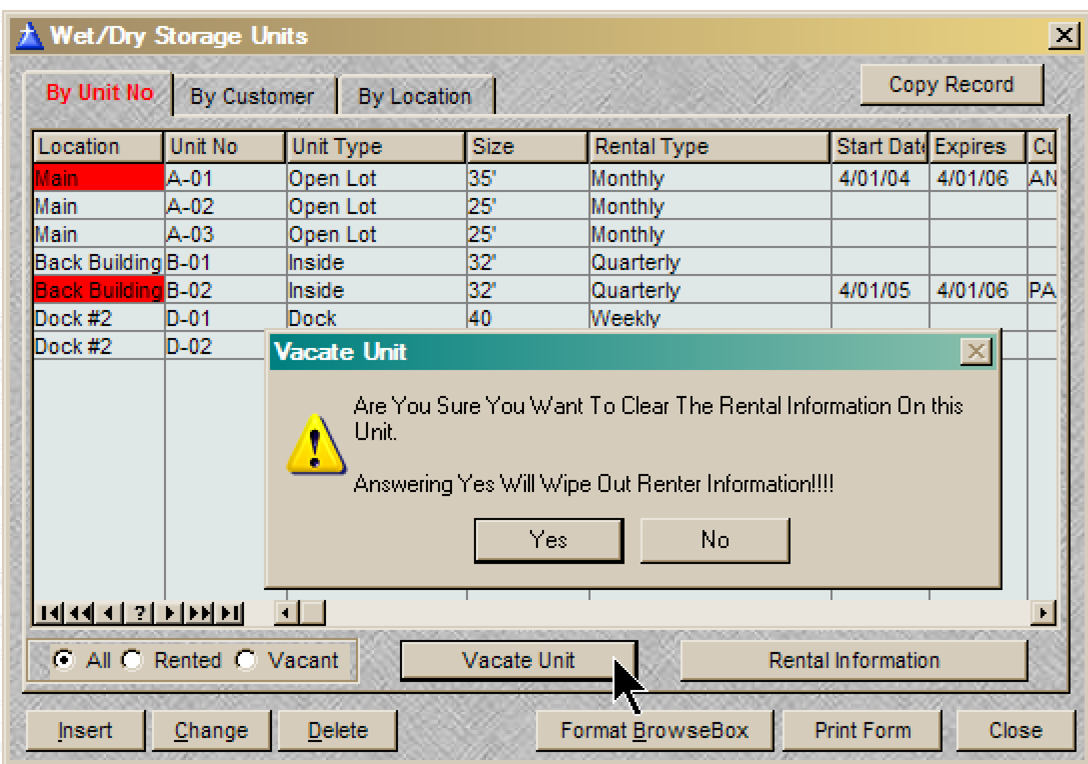


- You can look up the customer's unit by clicking on the Lookup Customer Units button.

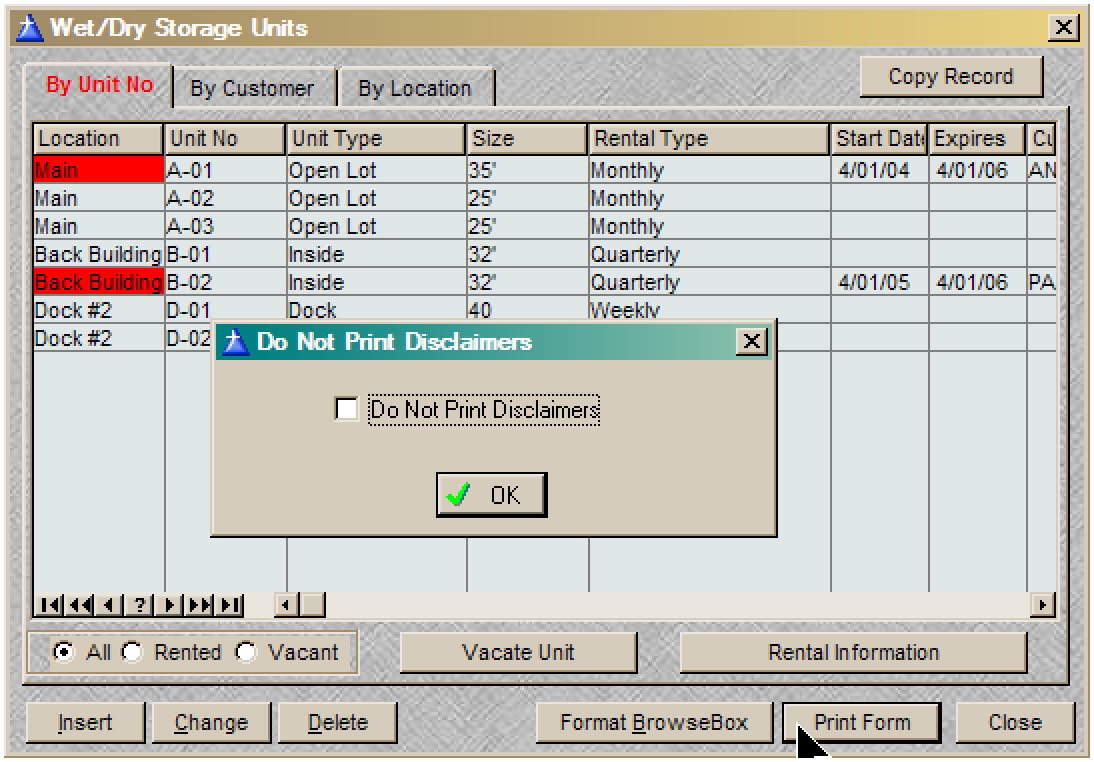


- Press the OK button to save the information.

27.7 Vacating Your Storage Units



27.8 Printing Your Storage Contracts



Sample Storage Contract with Disclaimers/Terms

Rental Agreement
Between
Total Control Software Corporation
12010 Watson Road
N. Little Rock, AR 72120
(501) 833-3281

AND

Name: PARISI EDWARD Date: April 5, 2005
Address: 139 KENSETT ROAD City: BIG FISH LAKE State: AR Zip: 12345
Home Phone: (555) 576-6083 Work/Office Phone(555) 576-6083
Total Control Software Corporation hereby agrees to provide storage space for his/her property described

Unit No: B-02 Storage Unit TypeInside
Property Type: BOAT
Make: GRADY WHITE Model:228 SEAFARER Reg No: NY8075UX Year: 2002
Color: Blue Length: 22'8" Lic No: NY8075UX

Customer Agrees To Rent Space:
On a Quarterly basis @ $704.00 Every Three Months, payable in advance.
For a period from 4/01/05 to 4/01/06
inclusive at the rate of $704.00 Every Three Months.
Receipt For Initial Payment: Received $____________ to be applied on rental of space or dock.

( ) Cash ( ) Check # _________ ( ) MC ( ) Visa ( )Disc ( )Other ____________

Interest at the rate of 1.00% per month will be charged on past due accounts.

1. This is an agreement to rent space of sufficient dimension needed to accommodate the property above described.
2. Renter agrees to carry his own liability and comprehensive insurance to protect against theft, pilferage, fire, windstorm, water damage, hail and vandalism. As renter of space the Lessor cannot and will not be responsible for loss of any kind, and it is mutually understood that customer hereby releases Lessor from any and all liability.
3. The storing of personal property within the unit is discouraged.
4. We cannot be responsible for the continued inflation of tires.
5. Space rental is to be kept paid in advance.
6. Owner agrees to give landlord at least thirty (30) days notice of cancellation of agreement, and twenty-four (24) hours notice of in and out moving of unit.
7. Rental as well as all labor charges, parts, accessories and services must be paid in full before removal of renter's property.
8. Customer acknowledges that the Lessor is given hereby a lien upon the property described above to secure any and all space rental fees, repairs, hardware, materials, labor or services rendered to or supplied to customer during the term of this agreement.
9. Owner agrees to deliver, or pick up, his property during business hours as posted in the office or on the property.
10. We will not be responsible for freezing or heat loss of any nature.
11. I AGREE TO GIVE TWENTY-FOUR (24) HOURS NOTICE TO REMOVE MY UNIT FROM STORAGE. (Initials).

I HAVE READ THE ABOVE RENTAL AGREEMENT, UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS SET FORTH HEREIN. I HAVE RECEIVED A COPY.

Customer: ____________________ Date: ____________

____
Authorized Signature

Sample Storage Contract without Disclaimers/Terms

Rental Agreement
Between
Total Control Software Corporation
12010 Watson Road
N. Little Rock, AR 72120
(501) 833-3281
AND

Name: PARISI EDWARD Date: April 5, 2005
Address: 139 KENSETT ROAD City: BIG FISH LAKE State: AR Zip: 12345
Home Phone: (555) 576-6083 Work/Office Phone(555) 576-6083
Total Control Software Corporation hereby agrees to provide storage space for his/her property described

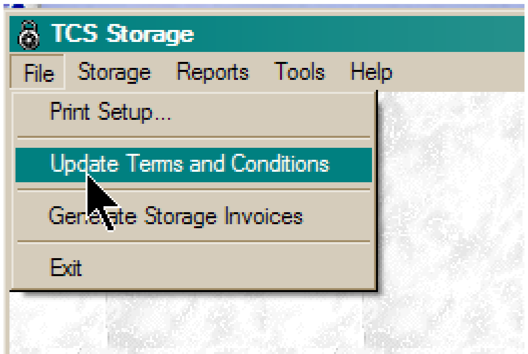
Unit No: B-02 Storage Unit TypeInside
Property Type: BOAT
Make: GRADY WHITE Model:228 SEAFARER Reg No: NY8075UX Year: 2002
Color: Blue Length: 22'8" Lic No: NY8075UX
Customer Agrees To Rent Space:
On a Quarterly basis @ $704.00 Every Three Months, payable in advance.
For a period from 4/01/05 to 4/01/06
inclusive at the rate of $704.00 Every Three Months.
Receipt For Initial Payment: Received $______________to be applied on rental of space or dock.
( ) Cash ( ) Check # _________ ( ) MC ( ) Visa ( )Disc ( )Other _____________
Interest at the rate of 1.00% per month will be charged on past due accounts.

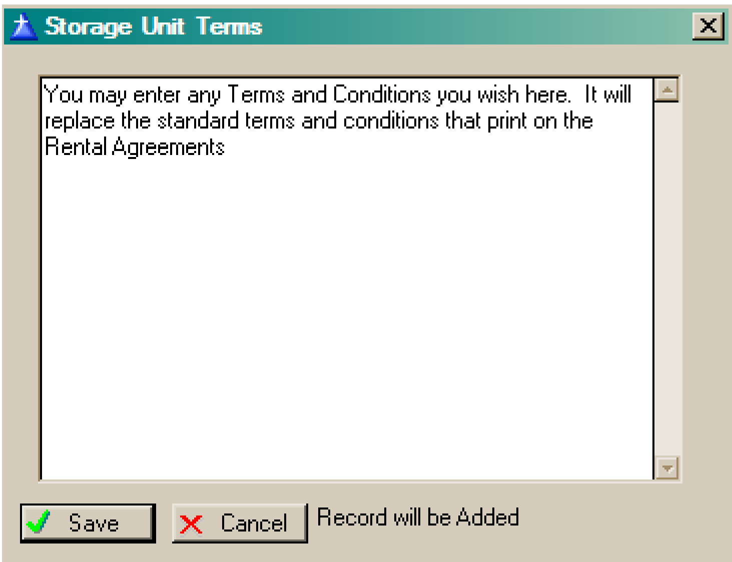
I HAVE READ THE ABOVE RENTAL AGREEMENT, UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS SET FORTH HEREIN. I HAVE RECEIVED A COPY.

Customer: ______________________________ Date: ____________________

____
Authorized Signature

27.8.1 Changing Your Term and Disclaimers


TCS Storage
File
Storage
Reports
Tools
Help
Print Setup...
Update Terms and Conditions
Generate Storage Invoices
Exit


Storage Unit Terms
You may enter any Terms and Conditions you wish here. It will replace the standard terms and conditions that print on the Rental Agreements
Save
Cancel
Record will be Added

Rental Agreement
Between
Total Control Software Corporation
12010 Watson Road
N. Little Rock, AR 72120
(501) 833-3281
AND

Name: ANTONACCI ANTHONY Date: April 5, 2005
Address: 55 NORTH STREET City: BOAT CITY State: AR Zip: 12345
Home Phone: (555) 531-6257 Work/Office Phone(555) 794-5000
Total Control Software Corporation hereby agrees to provide storage space for his/her property described

Unit No: A-01 Storage Unit TypeOpen Lot
Property Type:
Make: Model: Reg No: Year:
Color: Length: Lic No:
Customer Agrees To Rent Space:
On a Monthly basis @ $150.00 Per Month, payable in advance.
For a period from 4/01/04 to 4/01/06
inclusive at the rate of $150.00 Per Month.
Receipt For Initial Payment: Received $______________to be applied on rental of space or dock.
( ) Cash ( ) Check # __________ ( ) MC ( ) Visa ( )Disc ( )Other ______________
Interest at the rate of 1.00% per month will be charged on past due accounts.
You may enter any Terms and Conditions you wish here. It will replace the standard terms and conditions that print on the Rental Agreements

I HAVE READ THE ABOVE RENTAL AGREEMENT, UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS SET FORTH HEREIN. I HAVE RECEIVED A COPY.

Customer: ______________________________ Date: ________________

____
Authorized Signature

Enter topic text here.

27.9 Generate & Print Your Storage Invoices

Printing Storage/Dockage Invoices:

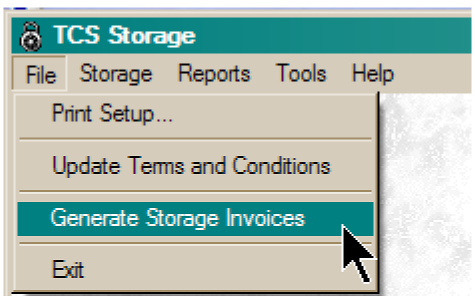
- Once you have entered the rental information for your storage units and set the next billing dates for each rental unit, you will be prompted upon opening the Storage module of the software that there are storage invoices created and whether you would like to print them.

- This is automatic based upon the billing dates.

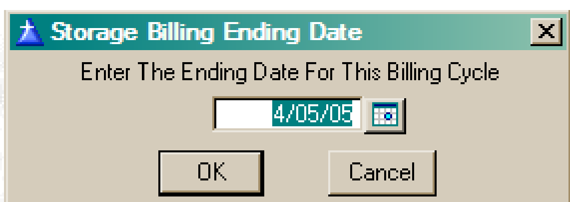
You can also generate your storage invoices manually. This is helpful if you want to get your invoices ready on a different day of the month (i.e., generate your invoices on the 30th of the month for those invoices that would generate on the 1st. The invoice will have an invoice date of the 30th with the terms of the contract period set out as you have entered it in the rental information.

Invoices for Storage are automatically placed on open account for the customer. When you receive payment from the customer you will need to record the payment in Parts & Service under Accounts Receivable, Customer Payments.

From the Storage module, select File, then Generate Storage Invoices.

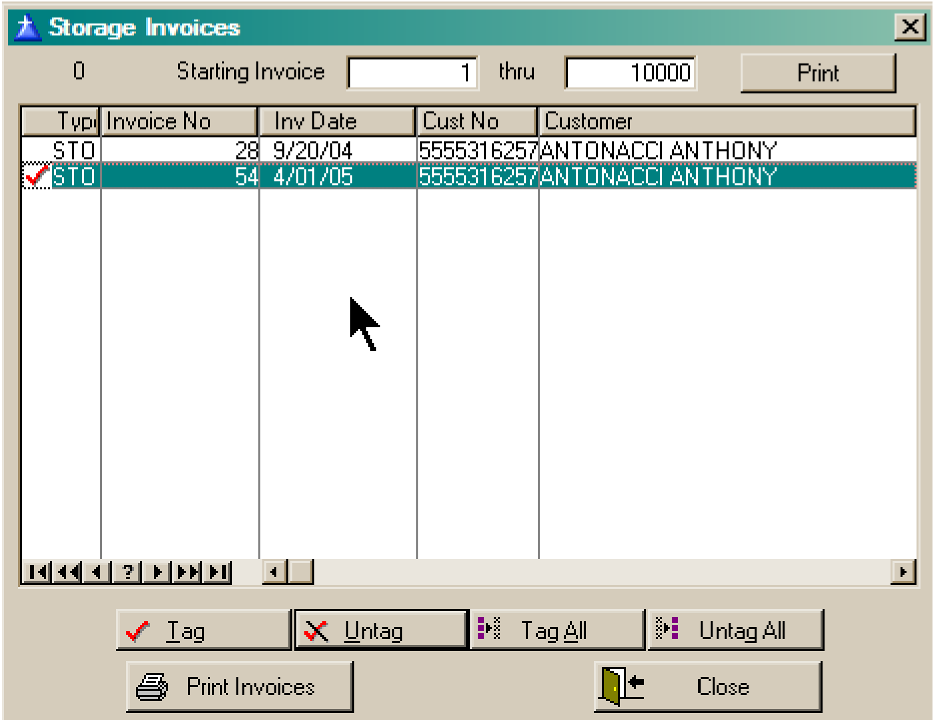


Enter the date.



Set your "Starting Invoice" and "thru" numbers. It is suggested that when you initially start these billings, you set the starting invoice at 1 and the ending number high enough to cover all existing invoices in your Parts & Service software program plus several hundred.

Tag those invoices you wish to print, you can also use the Tag All button to tag all invoices. Click on the Print Invoices button to print your invoices.



Main System Storage Fee Invoice:

- Depending on how you set up your main storage fee information (in the examples the primary fee for Storage is a taxable charge), your invoice should look similar to the one below:

Total Control Software
12010 Watson Road
N. Little Rock, AR 72120
(501) 833-3281
(501) 819-7017

Invoice

5019824852
Josh Ferricher
1014 O'Neal
Jacksonville, AR 72076

Invoice No	206
Date	2/27/01
Sales Code	AUTO

#	Make	Part No	Description	Qty	Price	Extended
1	STO	STORAGE	Monthly Storage Fee Location Annex Storage Unit No A346 From 2/27/01 Thru 3/27/01 Storage ID=3	1.00	95.00	95.00

Payment Method OPEN

$95.00 Placed On Account

Sub Total	95.00
Shop Supplies	0.00
Taxes	4.75
Total	99.75
Price Adjustments	0.00
Amount Paid	0.00
Balance Due	99.75

Secondary Unit Type Invoice:

- Depending on how you set up your secondary (or subsequent) storage fee information (in the examples the secondary fee for Dockage is a non-taxable charge), your invoice should look similar to the one below:

Total Control Software
12010 Watson Road
N. Little Rock, AR 72120
(501) 833-3281
(501) 819-7017

Invoice

7219725
Virginia Brown
111 Virginia Blvd.
Virginia Beach, VA 23456

Invoice No 205
Date 2/27/01
Sales Code AUTO

#	Make	Part No	Description	Qty	Price	Extended
1	STO	DOCKAGE	Annual DOCKAGE CHARGE Location Main Storage Unit No B345 From 2/27/01 Thru 2/27/02 Storage ID=4	1.00	600.00	600.00

Payment Method OPEN

$600.00 Placed On Account

Sub Total	600.00
Shop Supplies	0.00
Taxes	0.00
Total	600.00
Price Adjustments	0.00
Amount Paid	0.00
Balance Due	600.00

Total Control Software Corporation
12010 Watson Road
N. Little Rock, AR 72120
(501) 833-3281
(501) 555-1212

Invoice

5555316257
ANTHONY ANTONACCI
55 NORTH STREET
BOAT CITY, AR 12345

Tax Permit No: 71-0000123

Invoice No	54
Date	4/01/05
Sales Code	AUTO

#	Make	Dep	Part No	Description	Qty	Price	Extended
1	STO	STOR	STORAGE	Monthly WINTER STORAGE Location Main Unit No A-01 From 4/01/05 Thru 5/01/05 **Tax Rate 0.06**	1.00	150.00	150.00

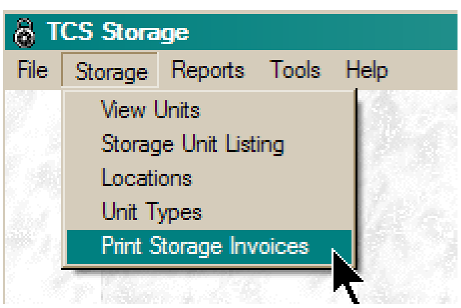
Payment Method OPEN

$159.00 Placed On Account

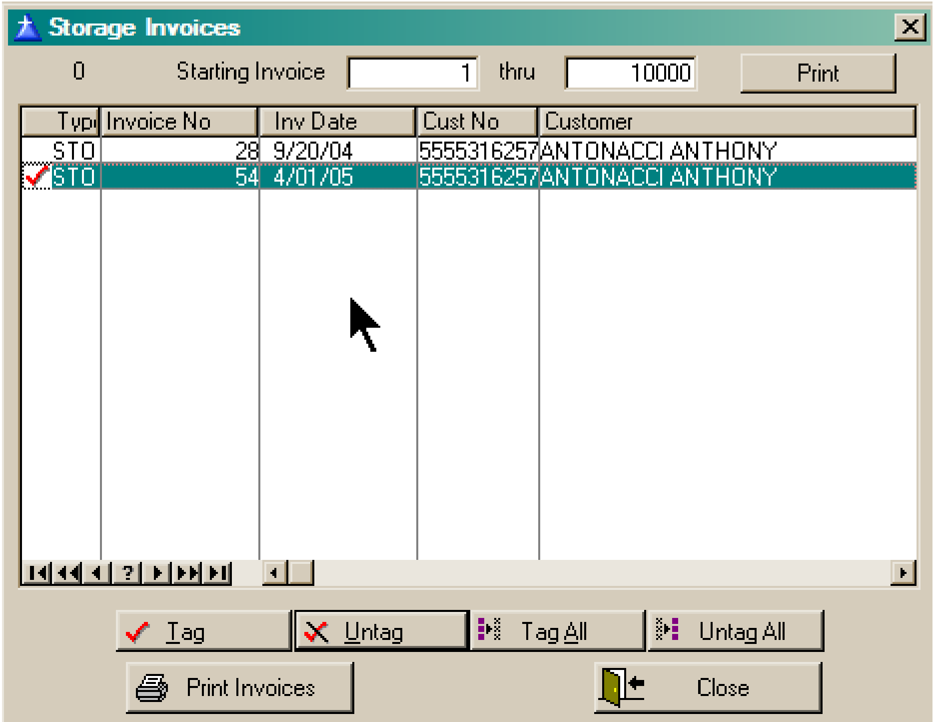
Sub Total	150.00
State/Fed Tax	9.00
Invoice Total	159.00
Balance Due	159.00

Reprinting a Storage Invoice:

- You can reprint a storage invoice two ways, directly from the Storage module by selecting Storage, then print Storage Invoices.



Set your starting and ending Invoice numbers, then tag those invoices you want to reprint.



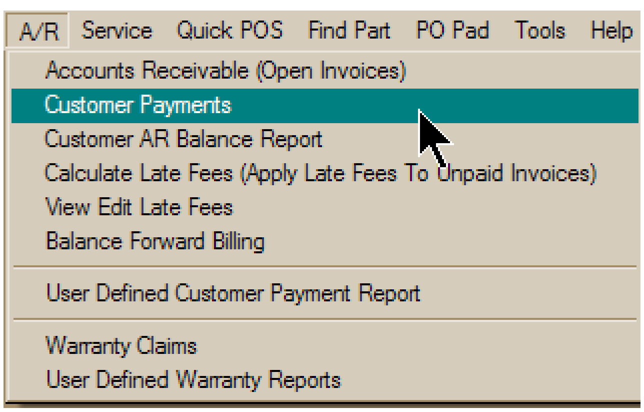
You can also reprint your Storage invoices from the Parts, Service & Inventory module.

- From the Parts, Service & Inventory module, select Sales, then Invoices. Highlight the Storage invoice you wish to reprint, and press the Printer Icon on the screen.

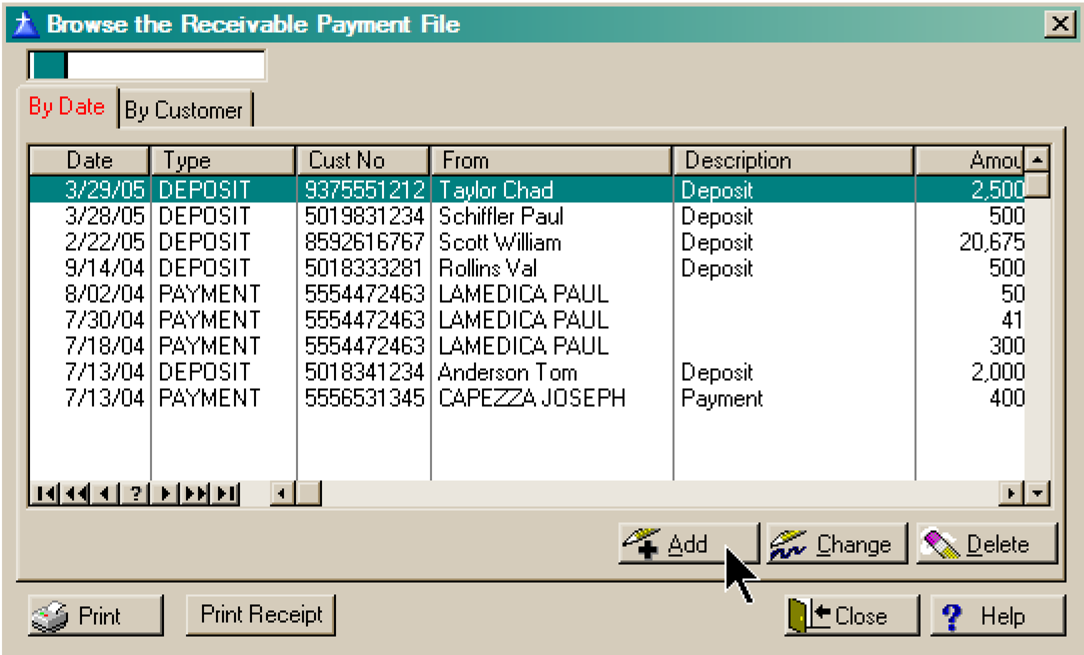
27.10 Taking Customer Payments

Taking customer payments for storage invoices is the same as taking customers payments for any tickets placed on open account.

From the Parts & Service module, go to A/R, then to Customer Payments.

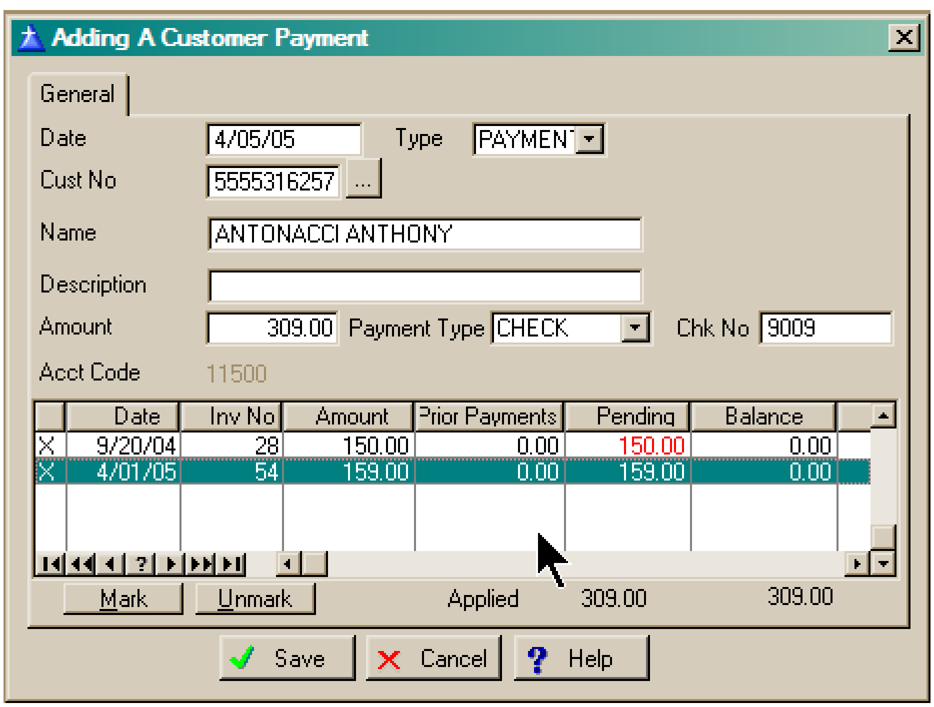


Click on the Add button to begin recording the payment.



Enter the date you received the payment (the default will always be to today's date). Enter the customer number or use the lookup button to the right of the customer number, find the customer, and click on the Select button. When you press the Tab key the customer's information will display along with a listing of all of his open tickets.

Enter the payment amount, payment method, and check number if applicable. Make sure that you mark the invoices this payment is being applied to. Save your payment record.



You will be prompted whether you wish to print a customer receipt for this payment.

Total Control Software Corporation
12010 Watson Road
N. Little Rock, AR 72120
(501) 833-3281
(501) 555-1212

Customer Payment Receipt & Current Balance Report

5555316257
ANTHONY ANTONACCI
55 NORTH STREET
BOAT CITY, AR 12345

Date 4/05/05

Received On Account 309.00 CHECK 9009

Open Invoice Summary

Date	Inv No	Inv Amount	Prior Payments	Late Fees	Amt Applied	Balance
9/20/04	28	150.00	0.00		150.0	0.00
4/01/05	54	159.00	0.00		159.0	0.00

Current Account Balanc 0.0

Enter topic text here.

27.11 Reports

Storage Listing (Unit) Report:

You can print a report listing the storage units by selecting Reports, then Storage Listing Report.

Storage Units Listing
Report Date 2/27/01

Unit No	Description	Rent Type	Fee	Multi	Total	Date Rented	Customer	Next Bill Dt
Location Annex Storage								
Unit Type Hi-Dry								
A345		Monthly	85.00	1.0C	85.0C	1/01/01	Brown Virginia	3/24/01
Unit Type Outside								
A346		Monthly	95.00	1.0C	95.0C	1/01/01	Ferricher Josh	3/27/01
Location Dock #1								
Unit Type Dockage								
B345	Annual Dockage Fee	Annual	25.00	24.0C	600.0C	2/27/01	Brown Virginia	2/27/02

The report is broken down by Location, then by Unit Type, then in order by Unit Number.

You can also create user designed reports and queries for the Storage module. Please refer to User Defined Reports and Spreadsheets and Creating Queries in the Parts & Service manual for instructions on how to do this.