Counterman Newsletter

New! For Counterman Pro Users
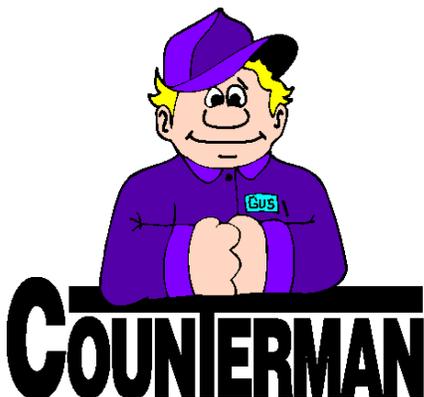
As we continue to make improvements for Counterman Pro, we will inform you of these updates and enhancements in this newsletter. We strive to provide the tools and features Counterman users have requested. Listening to your comments and suggestions provides us greater insight to your software needs. We encourage you to contact us with these comments and suggestions by email or phone call. There are very nice updates for this release:

⇒ **Price Book Update Information**

To help provide additional information when viewing or printing the "Installed Price Book List" we have added the following information: Date each price book was updated (installed), Date Flexible Pricing was applied to each price book, and the Date each price book was Updated to Inventory. This will help by showing the dates that each of these processes was done, individually for each price book. If you ever need to see if and when these processes were applied, all these dates will now display for you on the screen and will be printed if desired. These dates should not be confused with the date the vendor/supplier updated their price book information, as this information is displayed to show when the price books were installed and updates for flexible pricing and/or updated to inventory were subsequently applied.

⇒ **Service VIN History Report**

An additional change to the Service Department VIN History Report as related to "internal sales". Often it is necessary to perform repairs or add accessories to a unit you have for sale. These can be charged "internally" resulting in no affect to the money calculated on the "Cash Drawer Report", while affecting inventory and labor sales. We have updated the VIN History Report to show all work performed on units, including all internal sales. The result is totals that reflect all retail service work including all internal service work. This basically means, you will have the full history information for any transactions you ever processed on a Service Repair Order for each motorcycle, including all transactions processed internally (parts and labor).

⇒ **Refresh Receive in Bulk Screen**

Previously, when "Receiving (inventory) in Bulk" and updating the cost or pricing (which can be done by using the F11, Inventory Maintenance) option during the process, the cost and/or price was in fact getting updated. However, the "Receive in Bulk" screen was not being updated with the new cost and/or selling price changes. As of this update the "Receive in Bulk" screen will be refreshed to show the changes made.

⇒ **New! Mechanic Job Clock**

After many requests for Counterman to calculate mechanic time spent on individual Service Repair Orders, we bring to you the "Mechanic Time Clock". This new option will allow you to better track your mechanic's time on individual Service Repair Orders by allowing them to clock in and out for specific jobs. Further, this will help managers nail down "mechanic efficiency", which is the difference between the mechanic's hourly rate -vs- actual Service Order billable hours for each individual mechanic. Here's how it works… From the Counterman Main Menu, 6-Time Clock, three new options will display and work similar to the regular Counterman Time Clock. These new options are: First, 4-Mechanic Job Clock In/Out. This is where the mechanic can clock in and out on specific jobs in progress. They would put their Mechanic Code in, then select the job (hold file) they are going to be working on. Second, 5-Job Clock Display, where clock times can be edited or added if necessary. Third, 6-Job Clock Report, where total hours for individual jobs can be reported for each mechanic. Now you have a tool that will clearly show the number of hours each mechanic worked on each repair order. This number can be compared to the total number of hours you are billing the customer for the job. Hopefully this will allow you to either better bill your customer, or better motivate your mechanics.

INSIDE THIS ISSUE:

UPDATED PRICE BOOK VENDORS (ON THIS UPDATED CD) 50-NEWLY UPDATED PB'S!

IMPORTANT!!! CUSTOM CHROME no longer provides pack quantities, resulting in no more quantity break downs for CCI items!

AC	Acerbis	GW	Gardner-Wescott	MP	Motion Pro	SI	Sudco Intl.
AD	Advantage Perf.	HD**	Harley-Davidson	MU	Mid USA	SM	Southern M/C
AU	Aprilia USA	HH	Helmet House	NF	No Fear	SN	Sullivans USA
AR	Arctic Cat	HT	Hot Toppers	NL	Nichols	SZ**	Suzuki M/C
BD**	Big Dog	JM	Jim's Machine	PA	Paughco	TM**	Triumph M/C
BI	Bell Industries	KA	Kuryakyn	PG**	Piaggio-Vespa	TR	Tucker Rocky
BM**	BMW	KL	K&L Supply	PO**	Polaris/Victory	VH	Vega Helmets
CA	Castle Sales	KM	Kawasaki M/C	PS	P.C. Sunglasses	VT	Tedd's V-Twin
CCI	Custom Chrome	KN	K&N Engineering	PT	Power Twins	WN	Win Products
DS	Drag Specialties	KT**	KTM Sport M/C	PU	Parts Unlimited	WP	Western Power
EM	Eastern M/C	KW	Kustomwerks	RO	Romaha	YA**	Yamaha M/C
FX	Fox Racing	MD	Mustang Dist.	RW	Rowe U.S.A.		
FH	Fulmer Helmets	MT	MC Advantage	SB	Sullivan Brothers		

IMPORTANT!

(NEW) = New Price Book

** = OEM Franchise Only! (or retail prices only will be provided)

Custom Chrome no longer has quantity breaks!

COUNTERMAN

Contacting Counterman is EASY!

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New!

For Counterman Pro Users (continued)

⟹ **Filtering Date Limitation?**
As we are now three months into the year 2010, Counterman has removed any limits on dates when using a date sensitive filter for running Filtered Reports. This was a limitation that prevented using the year greater than or equal to 2010. This limitation has been totally removed for all date-sensitive filters.

⟹ **Inventory Activity Report to Excel**
After many requests to allow the Inventory Activity Report to export to an Excel™ spreadsheet have been received, we now have provided an option to create this file. However, it is important to mention, any changes made on the spreadsheet cannot be allowed to change anything in the Counterman data. This is necessary to retain the integrity of the Counterman data as it is displayed. So even though you can now create an Excel™ spreadsheet direct from Counterman, any edited figures will not be allowed to affect the current Counterman data. Here is how it works… When running the Inventory Activity Report (found in Filtered Reports), you must select a "Detail Report". After the report is either printed or displayed, Counterman will display the question: "Do you want to create an XLS file?". Answering "Yes" to this question will result in the creation of a file named: "INVXyyyymmdd.XLS", where "yyyy" = YEAR, "mm" = MONTH, and "dd" = DAY. So for example, if today was 04/15/2010 the file name would be: "INVX20100415.XLS". Following the creation of this file, Counterman will inform you of where the file is located, which will always be in Counterman data folder on the main (server) computer, or: C:\cman8\data.

Counterman Pro Tech Tips

Drop Shipments…

What's a "Drop Ship"? A "Drop Ship" is when your customer is ordering a specific item from you that you don't have on hand and will be sent directly to the customer from the supplier. This is a great way of doing business, provided the vendor/supplier accepts this type of ordering. It means you don't need to ever touch these items your customer is ordering. All you need to do is order it from the vendor/supplier and reap the profit from the sale. Counterman has a couple of tools available in the software to help you process this type of transaction. Not only from the customer standpoint, but all the way through the ordering of the merchandise from the vendor/supplier. Drop shipments can be easily flagged right from the point of Sale screen by pressing F6 on the line item. From that point, Counterman will send all items marked for Drop Ship to the Drop Shipment Purchase Order. When the Drop Ship P/O is processed, each item is printed on the purchase order, with the customer's name, address, and phone number. It's that easy! There is also a Drop Shipment Reconciliation process which allows for follow-up on your existing Drop Shipments. To ensure your customers are receiving the items they asked for, a Drop Shipment Report is also available.

Discounting Inventory…

Did you know, selling items at a Discount directly affects the amount of money you are left with at the end of each month? That's right, the small amount (referred to as "net profit") in other words, the amount of money left in your account after all the bills have been paid, is the "net profit." Every time you give a discount, you may as well open your wallet and hand the money to your customer. I'm not saying all discounts are ALL bad, just most of them… This considered, Counterman has a pretty cool tool which allows quick removal or replacement of discounts on groups of items all in one process. The items must be of the same "Category" OR the same "Vendor." Here's how it works… First, it is important to understand what this process does before actually doing it. So, if you look at any item in "Inventory Maintenance", you will see a checkbox labeled "Discount." If this box is checked (which it always is by default), then Counterman allows that item to be discounted from any transaction. Obviously, no checkmark means no Discounts. This in mind, you can control if something allows for a discount by checking or un-checking this manually. Or, you can have Counterman perform this process "globally" for you. From the main Menu, 2-Utilities, J-Set Inventory Discounted Flag. From here you can select to add or remove the Discount checkbox for all items within a specific vendor code or category.

Ralph Weaver