

CounterMan Quarterly Newsletter



Drop Shipments *(revisited)*

With the more and more CounterMan users taking advantage of internet advancements for processing retail transactions, we felt it would be a good idea to revisit the “Drop Shipments” process available in CounterMan. Just to be clear, a “Drop Shipment” is the sale of an item that is not in your inventory and is being sent direct to the customer by your supplier. The beauty about this type of sale is that you never have to handle the item(s), yet still benefit from the profit generated from the sale. For example, you advertise an item (you do not have in stock) on your website and a customer orders it. You order the item from your supplier and they ship it directly to your customer. You never have to touch the item, never receive it, never ship it out... You just reap the profit from the sale.

So back in December 2008 CounterMan provided some tools to help streamline the whole “Drop Ship” process, which allows you to track the sale of Drop Shipped items just like you normally would any other inventory item, even though the item never goes into your inventory. In the following scenario I will outline the steps needed to properly handle Drop Shipments:

1. **Flag the Drop Shipped Items:** Drop Ship item(s) must initially be flagged as such from the Point-Of-Sale screen by pressing the **F6** key while on that line item. This insures any items flagged for Drop Shipment are handled as expected. If desired, you may combine regular sales items and Drop Shipment items all on the same transaction. CounterMan will print a smaller font “Drop Ship” to the left of the description for any item(s) flagged for Drop Shipment.
2. **Ordering the (flagged) Drop Ship Items:** Drop Shipped items are ordered from a different area in CounterMan, which works similar to the “Re-Order List” (purchase orders). The difference is, the customer’s name and address are printed on the Drop

Ship purchase order so the supplier will know who and where to ship the item(s). From the Main Menu, select 1-Maintenance Display, 1-Inventory, B-Drop Shipments, then select the supplier you will be ordering from. Only items previously flagged as “Drop Shipments” (as explained in step #1) will be included in the Drop Shipment Purchase Order for each supplier/vendor. Once the P/O is posted/printed, the customer’s name and contact information will also print on the purchase Order and the order can be submitted to your supplier/vendor.

3. **Reconciling:** Once you are billed from the supplier, you will have confirmation that the item(s) have been sent to your customer and subsequently reconcile the Drop Ship order completion in CounterMan. If an item was not sent, your supplier/vendor “should” communicate this with you. However, if they do not, CounterMan has provided the tools to check up on the Drop Shipment process, just to make sure nothing slips through the cracks. In a perfect world, after you have ordered the Drop Shipment items (s), these item(s) would be sent directly from your supplier/vendor and they would send you a bill for them. The bill would be used to reconcile the shipment. From the Main Menu, select 1-Maintenance Display, 1-Inventory, B-Drop Shipments, then select “Drop Ship Reconciliation”. Enter either the original purchase order number or the item (s) part number, then press “R” (to indicate “Reconciled”) to note the item has been sent to your customer.\
4. **Reporting:** In a non-perfect world, some Drop Shipments may not make it to your customer’s door. If this happens, you can run a Drop Shipment Report to view any Drop Shipments that have not been reconciled. With this information you will have what you need to take the necessary steps to rectify any items not received by your customer.

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UPDATED PRICE BOOK VENDORS (ON THIS UPDATED CD) *27-NEWLY UPDATED PB'S!*

AD	Advantage Performance
AR**	Arctic Cat
BI	Bell Industries
BM	BMW Motorcycle
CA	Castle Sales
CCI	Custom Chrome
DS	Drag Specialties
FX	Fox
HD**	Harley-Davidson

HH	Helmet House
KM**	Kawasaki M/C
KT	KTM Sport Cycle
MA	Marshall Dist.
MC	McDonald (cost only)
MU	Mid USA
PO**	Polaris/Victory
PT	Power Twins
PU	Parts Unlimited

RO	Romaha
SB	Sullivan Brothers
SM	Southern Motorcycle
SN	Sullivan’s USA
TL	Troy Lee Designs
TM**	Triumph Motorcycle
TR	Tucker Rocky
VT	Tedd’s V-Twin
WP	Western Power

IMPORTANT!
**** = OEM Franchise Only!**
 (If non-franchise retail prices **only** will be provided)
 Custom Chrome has **stopped** supplying quantity breaks in their price book!

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On-screen Microfiche — Counterman Interface (screen capture)

The screenshot shows the Counterman software interface. On the left is a 'Table of Content' with categories like ACC, MODEL INFO, ENGINE, and FRAME. The 'ENGINE' category is selected, and the 'CRANKCASE' sub-category is highlighted. On the right is an exploded view diagram of a motorcycle engine with numbered callouts (1-20). Below the diagram is a 'Parts List' table with columns for REF. NO., PART NUMBER, DESCRIPTION, FAT BOY, and Superseded P/N.

REF. NO.	PART NUMBER	DESCRIPTION	FAT BOY	Superseded P/N
1	765	PLUG	4	
2	895	SCREW	12	
3	8972	WASHER	2	
4	9215	NEEDLE BEARING, LEFT SIDE OF CAMSHAFTS	2	
5	11140	O-RING	2	
6	11273	O-RING	2	
7	12068	OIL SEAL	1	



— Concept Motorcycle —

On-screen Microfiche — Counterman Interface (from previous newsletter article)

For anyone who might be too young to know what "microfiche" is, it's a small sheet of film, about 6" X 4" with a microscopic exploded views, similar to what you would see in a parts book, stored on them. A magnifying "reader" was then used to be able to view these sheets in order to locate the item(s) your customer was searching for. This "Microfiche Reader" was about the size of an older small television set and the microfiche film sheets were usually stored in a file box. Even though this system took up much counter space, it was almost always less than having all those parts catalogs taking up even more room. The parts per-son would look up the item then write down the part number(s). The computer has provided a means to make this process even easier with increased features and benefits. You can build a list of items right from the Microfiche software for different makes/models, which is much easier than going from page-to-page and parts book to parts book. Basically, on-screen microfiche is an on-screen catalog/parts book.

In case you didn't already know, Counterman interfaces with several on-screen microfiche systems, including HLSM, PartSmart, and Parts Manager Pro. Counterman allows a direct import of items selected from these "electronic catalogs" (or on-screen microfiche) systems directly into the point-of-sale screen. So looking up items, building a list of items, then just a couple of clicks to send them over to Counterman. From this point, you sell or special order them for your customer, as availability and current pricing for all of them will display immediately in the Counterman point-of-sale screen, the same as they would if you typed or scanned them in manually. Either franchised or non-franchised dealers, on-screen microfiche systems are the way to go. HLSM can take care of both franchise and non-franchise shops electronic microfiche needs and they carry many of the manufacturers, including: Arctic Cat, Can-Am, Harley-Davidson, Honda, Kawasaki, KTM, Polaris/Victory, Sea Doo/Ski Doo, Suzuki, and Yamaha. The screen shot in the image above is from HLSM. In their software you can build a "Pick List" from as many of the installed manufacturers as you like. Once you've finished, just "Post" the Pick List. Then from Counterman, click "PckLst" (or press Ctrl/F11 to list the selected items to be imported into the point-of-sale screen. That's all there is to it!

Above is a screen capture of HLSM Microfiche. As you can see, it is very similar to a parts catalog. Just select the area of the vehicle you need, then select the items your customer wants, by building a "Pick List". Once that Pick List is complete, it is only a couple clicks to import into Counterman!

If you are interested in HLSM, Part Smart, or Parts Manager Pro Microfiche systems, here is their contact information:

HLSM Microfiche: Website: <http://hls.com/> Phone Number: (570)719-9000

ARI PartSmart: Website: <http://www.arinet.com/solutions/products/partsmart/> Phone Number: (800) 755-6040

Parts Manager Pro: Website: http://sbs.snapon.com/dealer/electronic_parts_catalogs/powersports.htm Phone Number: (877) 417-4245

As mentioned, Counterman interfaces with all three of these systems. Not all of these companies have every make/model available, so you may want to check which one suits your needs best. Additionally, both ARI PartSmart and Parts Manager Pro may (or may not) service non-franchise dealers. Once you have made a selection and have signed up with the microfiche systems company that best suits your needs, Counterman is happy to help you setup the interface and supply the additional files as needed for your selected system. Once everything is in place and setup, we are confident you will find this feature to be an awesome tool that will not only ease the pain of look-ing up the parts your customers need, but also save you time in the process.

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