

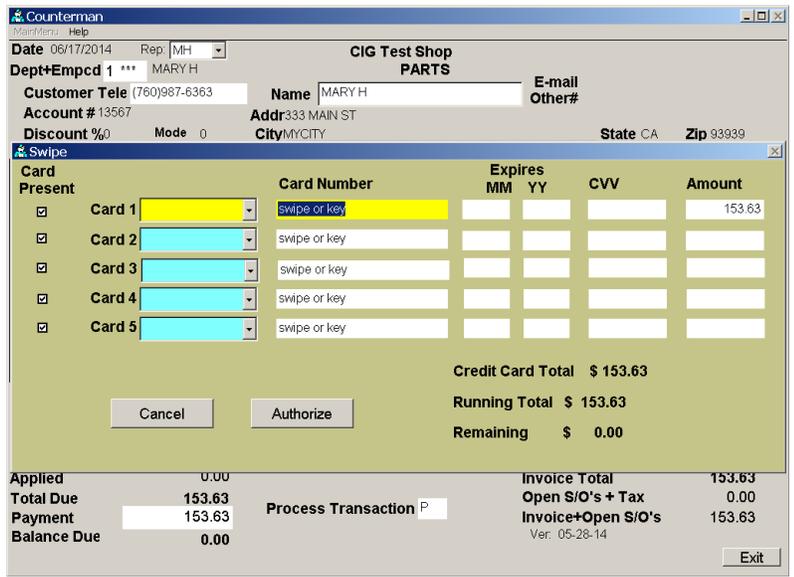
Counterman Quarterly Newsletter

New! 'ClearGate' Payment Processing!



There have been several users who have requested the ability to process credit card payments directly from their Counterman terminal. Several concerns come to mind when interfacing with payment processing companies. First and foremost is the security of credit card information. This new process will adhere to all requirements and regulations for processing credit card payments as established by law. Next would be ease of use to the user (you). As always in Counterman, we will make this as simple as possible to use and we are very excited to make this available to all Counterman users!

This new credit card payment processing enhancement will save time and money by processing credit card payments quickly and efficiently without ever leaving the POS screen! Be sure to ask Counterman support for more information concerning this up-and-coming enhancement! However, this process does require internet access from any Counterman terminal you wish to swipe a credit card from. Counterman has partnered with a very reputable company (who has been doing this for many years), called "ClearGate". For the past few months our programmer has been working with ClearGate on a payment processing solution and the result will be the ability to process credit card payments directly through Counterman. Programming for this project is nearly complete. In order to access these new enhancements you must be pre-signed up with ClearGate, which is a simple process. We expect to have it all running and fully tested by the end of August 2014. To the right, is a sample screen shot of what you will see when accepting credit card(s) as the payment method in Counterman, once this new process has been implemented. ClearGate will handle the card processing (in the background) through your internet connection. All credit card transactions can be viewed in Counterman (as normal) and ClearGate will provide reporting ability so reconciling credit card payments and credits can still be performed. If you are interested in this new enhancement, please contact Counterman for further information. To get signed up with ClearGate, or to answer any questions you may have on the processing end, please contact Lorraine Onesian by phone: (775)336-6880 or by email: lorraine.o@cleargate.com Thank you!!!



INSIDE THIS ISSUE:	
New! <i>ClearGate</i> Payment Processing!	1
Updated Price Books On This CD...	1
CONTACT INFO COUNTERMEN	2
TECH TIP UPDATING INVENTORY FROM PRICE BOOKS	2

UPDATED PRICE BOOK VENDORS (ON THIS UPDATED CD) 30-NEWLY UPDATED PB'S!

AD	Advantage Perf.
AR**	Arctic Cat
BM**	BMW Motorcycle
CA	Castle Sales
CCI	Custom Chrome, Inc.
DS	Drag Specialties
FH	Fulmer Helmets
FX	Fox Racing
HD**	Harley-Davidson
HH	Helmet House

HQ**	Husqvarna
KK	KK Motorcycle
KM**	Kawasaki M/C
KT**	KTM Sport M/C
MA	Marshall Distributing
MM	MTA Distributing (new)
MU	Mid USA
PA	Paughco
PM	Performance Machine
PO**	Polaris/Victory

PU	Parts Unlimited
SB	Sullivan Brothers
SM	Southern Motorcycle
SN	Sullivans USA
TM**	Triumph
TR	Tucker Rocky
VH	Vega Helmets
WP	Western Power
YA**	Yamaha M/C
ZP	Zippers Performance

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

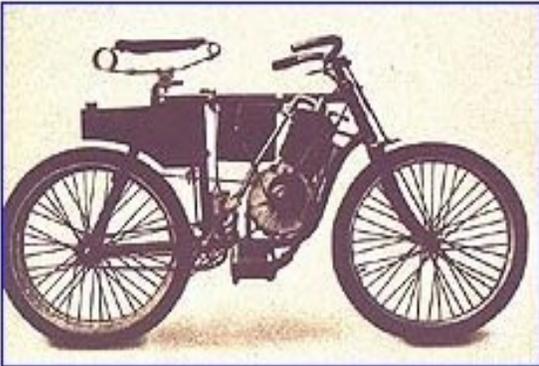




COUNTERMAN

Contacting Counterman is EASY!

Phone: (800)937-6590 (toll free)
Office: (805)929-8266
Fax: (805)929-8267
Email: support@counterman.net
ralph1@counterman.net



**First American production
motorcycle - 1898 Orient-Aster**

T E C H T I P S

UPDATING INVENTORY FROM PRICE BOOKS

Counterman goes to great lengths to make sure you have the most current and up-to-date pricing information from the vendors and suppliers you use on a regular basis. Part of our staff is dedicated to contacting these vendors/suppliers on a regular basis in order to get this valuable information from them. After which, we convert this data to be used within Counterman DMS software. Once these processes are completed and tested, we make them available to our users immediately on line (or quarterly on CD). If you have downloaded price book files using the program called "Counterman Update Manager" (Counterman supplies this program free of charge), then you already understand what a benefit this can be. If you would like to use this feature, the download for the Counterman Update Manager is available at our website. Additionally, we release a Price Book Update CD on a quarterly basis for those users who cannot (or prefer not to) download them. Bottom line is, we make a very strong effort to insure you have the latest information from your vendors/suppliers as quickly and accurately as possible. However, we still get calls from users who say something like: "The prices Counterman show for this (or that) vendor are wrong!" Obviously this does happen from time to time, but more often than not, the cause is not the Counterman software. Several things come in to play that can cause incorrect pricing information. First and foremost is whether we have received current data from the vendor/supplier, as many of them make it difficult to obtain the price book data on a regular basis. But the more likely reason for incorrect pricing is due to NOT running the process that updates existing inventory records within the software to properly reflect changes from the vendors/suppliers AFTER running the price book updates Counterman supplies you.

This is a process that is definitely necessary if you want to keep your pricing information as current as possible. In the past, it was a little cumbersome because the process of "Updating Inventory From Price Books" meant you had to do each vendor/supplier individually, one at a time. Counterman originally did this on purpose so you could control how each vendor/supplier updates separately. However, because most users now simply update the information the same way across the board for all vendors/suppliers, we have made this process much easier, where you can update all price book vendor/supplier prices in one process.

Just in case you are not currently running this process, I have included some basic instruction on how to begin below:

1. After updating your price book files by using either the Counterman Update Manager, or by running the Price book Update CD, it will first be necessary to Update Price Books from the Utilities Menu, 5-Update Price Books. This will license the price books and allow you access to them.
2. Although I'm not covering the details of this process here, if you plan to apply "Flexible Pricing" or "Hot Rodding" to the price book files, this is when you want to run this "**optional**" process.
3. Backup your Counterman data! If, for some reason, you're not happy with the results, restoring a backup is the easiest way to put things back to where they were before performing this process.
4. To "Update Inventory From Price Books" (if multi-user license make sure Counterman is closed on all stations except for the station you will be using) and run it from the main (server) computer if possible (it's faster).
5. From the Main Menu, select 1-Maintenance/Display, 3-Flexible Pricing, 3-Update To Inventory, 4-ALL Vendors. Be careful when answering the questions on the screen that follows, most notably, do not update "Cost" when selecting to Update ALL! This will cause you to lose your cost information because you are replacing the existing cost with the price book cost. We're happy to assist with this process too!

Have a great summer, and get out and ride!!!... Ralph Weaver
ralph1@counterman.net

(800)937-6590

