Counterman Quarterly Newsletter

Tech Tip of the Month...

Technology and Counterman

With all the increasing technology and resources currently available to us, thanks to the internet, one question comes to mind... "Are you taking advantage of this technology?" Counterman is continuing to tap into these resources by making updates available through an on-line resource called the Counterman Update Manager. Are you using the Counterman Update Manager? This program makes staying up-to-date on price books more current which translates to increased profits for your shop!

Here's how it all works:

Counterman is constantly making price files available to our users, but getting these files to you in a timely manner is crucial. The battle to obtain the price files from the vendors/supplier is a challenge in itself, but once we have them converted and ready for you, we needed a better means to get them to you. Having accurate, up-to-date pricing information at your fingertips not only saves time, it saves money. This is why we developed the "Counterman Update Manager". This is a program that can be installed on you computer (free of charge) to allow for up-to-date price book downloads from Counterman. The installation is straight forward and can be ran from the "Download" page on the Counterman website (download #15). Use of this program for price book updates means you will no longer have to wait for the quarterly Price Book Update CD at all. The result is true up-to-date prices for all of your product, maintaining (or at times increasing) your profit margins and access to the latest products available from each vendor/supplier directly from within Counterman. This unique program will not only provide instant downloads for any/all price books that need updating, but you can also add and/or remove price books as needed. But wait, there's more!!! If you are a licensed Counterman customer, this process will also update your license. Counterman Pro users can expect the program file to be automatically updated through the Update Manager. If you have yet to tap into this awesome resource, you are missing out on a tool that is designed to make life easier by obtaining price files and program updates much quicker than waiting for the quarterly CD to arrive. All you need is a high speed internet connection and be a current Counterman user. You may have been made aware of the Counterman Update Manager in the past but, this is a reminder that this resource was made available to help maintain and/or increase profits! Should you need any assistance with it, or if you have any questions or concerns on how to install or use the Counterman Update Manager, our technical support staff is standing by to answer your questions and help you get connected.

Another available on-line resource is available from several vendors and suppliers that make ordering and reordering product from your suppliers much faster and easier. This resource allows you dealer-only access the vendor/supplier websites where you can enter orders for product. To make this process even better, Counterman has partnered with several of these suppliers and together have made a way to import purchase orders (originating from Counterman) directly into the dealer-only websites. Nothing changes in the way you create your purchase orders, we simply create a file that can be imported into your suppliers websites. Save time by importing your P/O's rather than have to key the entire order into the supplier's website. We currently have this process available through the following vendors/suppliers dealer only websites: Drag Specialties, Parts Unlimited, Custom Chrome, Tucker Rocky, KTM, Husqvarna, Western Power, Fox Racing and Polaris/Victory. Imagine the time you could save, especially with larger orders, by entering your on-line order with just a few mouse clicks! If you haven't began to use this process, we are standing by to help you implement it, as it just takes a quick change in Counterman. All you need is a high-speed internet connection and be a current Counterman Pro user to begin to save time and money.

The internet has made it possible for us to tap into resources we could only dream of a decade ago, so what are you waiting for? Our technical staff is standing by, ready to help you get connected. If you are interested in either of these processes, we want to help.

(800) 937-6590

UPDATED PRICE BOOK VENDORS (FOR THIS RELEASE) 32-NEWLY UPDATED PB'S

AD	Advantage Perf.	**FH**	Fulmer Helmets	**KN**	K&N Engineering	**SN**	Sullivan's USA
AR **	Arctic Cat USA	**FX**	Fox Racing	**KT****	KTM Motorcycle	**TL**	Troy Lee Designs
AR **	Arctic Cat (Canada)	**HD****	Harley-Davidson	**MU**	Mid USA	**TM****	Triumph M/C
BH	Bell Helmets (NEW)	**HH**	Helmet House	**PO****	Polaris/Victory	**TR**	Tucker Rocky
BM**	BMW	**HQ****	Husqvarna	**PT**	Power Twins	**VH**	Vega Helmets
CA	Castle Sales	**KA**	Kuryakyn	**PU**	Parts Unlimited	**VT**	Tedd's V-Twin
CCI	Custom Chrome	**KB**	Kubota Tractor (NEW)	**SB**	Sullivan Brothers	**WP**	Western Power
DS	Drag Specialties	**KM****	Kawasaki M/C	**SM**	Southern M/C	**YA****	Yamaha M/C

IMPORTANT!
(NEW) = New Vendor/Supplier!

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

Custom Chrome no longer has quantity price breaks!

UPDATING INVENTORY FROM PRICE BOOKS *(explained)*

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. 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 some-thing 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 Counterman. 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 biggest reason is due to the user (you), who has not properly updated inventory records within the software to properly reflect changes from the vendors/suppliers AFTER running the price book update Counterman supplies. 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 with this update, where you can update all of them in one process. Just in case you are not running this process, I have included some basic information 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. "Flexible Pricing" or "Hot Rodding" the price book files is a process that 'pads' the MSR pricing and increases profits. If you use this feature, this is the point where this optional process would be done. If you would like additional information about the Flexible Pricing process, please contact us and we would be happy to explain how it works and how to implement it.

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. "Update Inventory From Price Books" (Make sure Counterman is closed on all stations) 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!

Ride Safe...

Ralph Weaver