



6164 South Highway 92
Hereford, AZ 85615

(520) 803-0800
Fax (520) 803-1440

Finance and Insurance Sales Manual

Release Version 4.12



**Finance & Insurance Sales
Manual, Version 4.12**

**Copyright©2005
Comptron Data, Inc.**

COMPTRON® is a registered trademark of Comptron Data, Inc.

All rights reserved.

Software described in this manual is under a license and may be used only in accordance with the terms of that license.

WARNING: Incompatible hardware, unauthorized access, or failure to follow instructions in this manual may result in faulty operation of the COMPTRON® system. The software and manual are sold “as is.” Errors and omissions in this manual or in the software, or in the user’s application of the manual or software, are not the responsibility of Comptron Data, Inc.

Contents

Chapter A

Introduction to Finance and Insurance (F&I) Sales

What Can the F&I Sales System Do?	FA-4
How to Use This Manual.	FA-5
Data Files	FA-6
Using the Screens.	FA-7
Commonly Used Command Options.	FA-7
Data Entry Field Commands	FA-8
The Scrolling Search Command.	FA-9
Screen Verification Commands	FA-9
Screen Messages	FA-10
Trouble-Shooting	FA-11
F&I Sales in Your Store	FA-12
Protecting Your Data.	FA-14
Summary	FA-15

Chapter B

Installing the F&I Sales Software

The Inventory Types File.	FB-2
The Markup File	FB-5
The Default Fee Files	FB-7
The Tax File	FB-9
The Insurance Company Files	FB-16
The Lender File	FB-20
The Sales Staff File	FB-23
The Sales System Default File	FB-25
The Credit Card File.	FB-28
The Service Contract File	FB-29
The Credit Services Menu	FB-30
The Major Inventory File	FB-32
Summary	FB-41

Chapter 1

Creating an F&I Deal

How to Use This Chapter	F1-3
Accessing the Sales Menu	F1-4
The Sales Processing Menu	F1-5
The New Deal Option	F1-6
Adding a New Customer Record	F1-7
Adding a Unit from the Stock File	F1-9
Using the Deal Financing Screen	F1-11
Adding Accessories	F1-12
Entering Trade Allowance Information	F1-14
License Fees	F1-17
Adjusting for Taxes and Trade-Ins	F1-18
Property Damage Insurance	F1-20
Extended Service/Prepaid Maintenance Contracts.	F1-21
Pickup Payments	F1-22
Deferred Down Payments	F1-24
Changing Lenders and Interest Rates	F1-24
Payment Options	F1-26
Using F&I Sales to Negotiate with a Customer	F1-29
The Roll Option	F1-31
The Backup Option	F1-36
The Sale Option	F1-36
Printing Forms for Closing the Deal.	F1-36
Viewing Profit/Costs Calculations for a Deal.	F1-40
Summary	F1-42

Chapter 2

Searching for a Deal Record

The Search Deal Option	F2-2
Searching by Deal Number	F2-2
Searching by Customer Name	F2-3
Reviewing a Deal	F2-4
Summary	F2-6

Chapter 3

End of Day Recapping

The End of Day/Month Option	F3-2
The Recap & Finalize Option	F3-2
The End-of-Day Report Option	F3-5
The Reprint End-of-Day Option	F3-14
The End-of-Month Report Option	F3-14
The Transactions History Option	F3-17
The Follow-Up Option	F3-18
Summary	F3-19

Chapter 4

Printing Forms

The Forms Printing Option	F4-2
The Deal Number Option	F4-3
The Last Name Option	F4-6
The First Name Option	F4-7
Setting Lexmark Printer Defaults and Aligning Forms	F4-8
Resetting Your Lexmark 2380 <i>plus</i> [®] Printer to Factory Defaults	F4-8
Resetting Your Lexmark 2400 [®] <i>Series</i> Printer to Factory Defaults	F4-9
Setting Top of Form/Tear Off Positions on Your Printer	F4-10
How to Stop a Runaway Printer	F4-11
Steps for Stopping a Printer	F4-11
Summary	F4-12

Chapter 5

Generating Standard Deal Reports

The Standard Reports Option	F5-2
The Pending Option	F5-2
The Sold Option	F5-4
The Recapped Option	F5-4
The Recapped Deal ROs Option	F5-4
The Profit/Costs Option	F5-6
The Commissions Option	F5-9
The History Option	F5-12
The Sales Totals Option	F5-13
The Penetration Option	F5-16
The Accounts Receivable Option	F5-18
The Transaction List Option	F5-21
The Reconciliation List Option	F5-21
Summary	F5-22

Chapter 6

Generating Customized Deal Reports

The Report Generator Option	F6-2
The Deals Option	F6-2
The History Option	F6-10
Summary	F6-17

Chapter 7

Connecting to Credit Services

The Credit Bureau Option	F7-2
Summary	F7-5

Chapter 8

Maintaining F&I Sales Files

The Maintenance (Sales) Option	F8-2
The Sales Staff Option	F8-3
The Lender Option	F8-4
The Insurance Option	F8-6
The Taxes Option	F8-9
The Credit Cards Option	F8-13
The Service Contracts Option	F8-14
The Sales Defaults Option	F8-15
The Maintenance Option	F8-18
The EOD Report Defaults Option	F8-20
Summary	F8-24

Chapter 9

Handling Payments

The Payments Option	F9-2
The Deposits/Refunds Option	F9-2
The Finalized Receivables Option	F9-6
Summary	F9-10

Chapter 10

Maintaining Inventory Files

The Inventory Option	F10-2
The Major Inventory Option	F10-3
The Markup Option	F10-7
The Make/Model Option	F10-9
The Default Fees Option	F10-10
The Inventory Types Option	F10-11
The Reports Option	F10-12
Summary	F10-33

Chapter 11

Preparing a Quick Finance Quote for a Customer

The Qik-Quote Option	F11-2
Estimating Payments Based on a Certain Financed Amount	F11-3
Estimating Financed Amount Based on a Certain Payment	F11-7
Summary	F11-8

Indexes

F&I Menu Path Index	FPth Idx-1
F&I General Index	F&I Idx-1

CHAPTER A

Introduction to Finance and Insurance (F&I) Sales

In today's fast-paced, high-technology market, with its elusive customer base, dealers need the best tools and skills available to micro-manage their business effectively. Finance and insurance (F&I) sales, if properly executed, can be a major source of revenue for the progressive dealer who chooses to tap into it.

Comptron Data's F&I Sales module was created as a tool to provide the dealer with the best of all worlds: The program combines serialized inventory control, speedy payment calculations, forms printing, customer sales tracking, report generation, and ease of use with maximum flexibility.

For information on additional COMPTRON[®]-compatible software, contact:

COMPTRON DATA, INC.
6164 South Highway 92
Hereford, AZ. 85615
520-803-0800

This user's manual is not intended to teach you the art of selling F&I, but rather, how to use this Sales system and understand why we have programmed it to operate in a natural progression of steps to aid you in maximizing profits in the finance department. The system uses defaults to speed up the delivery process and to allow you to work with the customer in the most efficient way. So please try to set up your Sales system the way it is designed to operate.

To maximize revenue in the Sales department, dealers need to prepare their business for this profit center. First you must have: (a) one or more finance sources that offer "dealer participation"; (b) extended service contracts or mechanical breakdown insurance; (c) credit life and accident & health (disability) insurance, physical damage (collision and comprehensive) insurance, and liability insurance.

Secondly, you should have a person dedicated solely to the art of F&I. In most states, a license is required to sell insurance. Generally, this specialist will be dedicated to paperwork details, will not be afraid of long hours, and will have that special personality that makes customers feel welcome and at home instantly. It's not impossible to find this type of person—it's easier than you might think. Usually, this person is already in your employ, and with a little TLC, he/she can be trained or groomed for that position in a short time.

Regarding some requirements listed above, financing participation is already very common in the auto industry, and now that the price of recreation-type vehicles has increased dramatically over the past several years, with customers purchasing multiple units at one time (two ATVs or PWCs and a trailer, for example, or a large touring machine loaded with accessories), a purchase of \$15K-\$20K for recreation vehicles is not uncommon. Few customers have that kind of cash available, and even if they do, they can usually be converted to financing all or part of the purchase amount, which allows them to keep their cash earning interest.

Time is of the essence, especially with impulse-type purchases. “Buyer’s Remorse” can set in very quickly. Delivery on the spot is vitally important—while your customer is still “under the ether” of that exciting unit that he is dreaming of having hours of fun with. One component of a major sale is whether or not you can make affordable financing available to your customer. If so, extended service contracts—as well as credit life, and accident & health (CL/A&H) insurance—are much easier to sell.

Financing is crucial to the sale because you only have about 22 minutes to deliver a vehicle, from the time the customer says, “I’ll take it,” until Buyer’s Remorse sets in. If the customer pays cash, revenues from bank participation, credit life, accident and health insurance, and usually extended service contracts, are blown out the window. A 20% to 50% commission is lost. In many dealerships, this alone is enough to pay the salary of the F&I person.

Back to dealer participation. Most banks or lending institutions give you, the dealer, a chance to make a little profit on financing. To accomplish this, they give the dealer a “buy rate” (the interest rate at which the bank purchases that contract) of, let’s say, 10% on new units (buy rates on used units will be higher). You, the dealer, can charge whatever interest rate (up to the state maximum) you feel comfortable with. If you write the contract at 15% and \$10,000 is being financed over 24 months, \$562.08 will be your “back door” income on the contract, provided that the customer makes all the payments.

The cash customer normally will grind you for the lowest possible price. Many times, in an effort to keep the customer from going down the street to your competitor, all the profit you’ll make on a cash sale is less than \$100. Your only hope left of making any profit on the deal is to smother the customer with kindness, be professional, and hopefully he’ll come back for accessories, service, warranty repairs, etc., after the sale.

We know it’s easier to lower the monthly payment (or “out the door” price) than it is to raise the payment. With this in mind, the system is designed to quote the highest payment first. This payment will include the maximum (or higher) interest rate, shorter term (24 months, etc.), joint life/accident and health insurance, and the extended service contract. After you pick up your customer from the floor, you kindly ask, “Oh, was that not the payment you were looking for? Let me explain to you how I arrived at this payment, and then you tell me how we should change it to best suit your needs.”

You explain that this payment is on a 24-month payment plan and it includes Joint Life, Accident and Health Insurance, and also Mechanical Breakdown Insurance, and you explain each of these. Then you add, “I’m sure you would like to have these benefits on your purchase, right?”



NOTE: Please understand that we, as dealers, do not have the right to tell our customers that they shouldn’t have all these benefits. We never know what their circumstances might be, and it’s up to **THEM** to make these decisions. There have been many times when a customer has lost a loved one, or had an accident, or become very ill for an extended period of time, and could not make the monthly payments. These benefits provide for customers a means of keeping their purchases. Often customers who have had such things happen to them have come back and thanked the dealer for providing these benefits.

*If the dealer allows **THE CUSTOMER** to make this decision, it transfers the responsibility totally to the customer, and he/she can't come back later and say, "Why wasn't I informed about these benefits?" It's a good policy to have the customer who refuses these benefits sign a waiver stating that these benefits were offered and the customer chose not to accept them. (Customers will think twice before signing the waiver.)*

Now back to working out the payment with the customer. If the payment is too high, then we simply say, "We can lower the monthly payments by extending the payment plan to 36 (or 48, or 60) months ... and/or maybe put more cash down. Also, maybe I can get the management to give you a little more in trade. What would be a payment you could live with?" (When customers tell you what payment they are looking for, they commonly hold back 10% to 30% a month.) Next ask the customer, "**OTHER THAN** the monthly payment, is there anything else keeping you from owning this (whatever it is) today?" When the customer says "No," it's delivery time. This type of approach works very well for 90% of all buyers, who are referred to as "payment buyers."

We acknowledge that there may be different approaches for some customers. This is where the F&I person must be sensitive to the personality of each individual buyer, and be able to "read" that customer quickly (nonverbal expressions, body language, etc.) and adjust the approach accordingly. You might think the customer would walk out when you tell him the total "Protected Purchase Payment" (PPP), which includes credit life, and accident & health (CL/A&H) insurance, extended warranty, prepaid maintenance (PPM), etc.; but that is not true. Only one person out of a hundred might get up and walk if you are not controlling the sale. If you have your customers' best interests truly at heart, they'll know it and will work with you to have a "win-win" situation. Remember that if you don't offer the customers these benefits—which they want—you just left some money on the table, which is part of your paycheck.

What Can the F&I Sales System Do?

Comptron's F&I Sales system is an integral part of your Sales department. The Sales program is made up of a series of data files, called a *data base*. The data base contains almost all pertinent information about your department. Using this software, you can retrieve any information needed in those files.

You can add new inventory and customer entries, change existing information, print a variety of lists, calculate payments, produce reports to track sales, or print customer mailing labels for special sales promotions, and all in an easy-to-understand format. In addition, F&I Sales can be customized to print all sorts of forms vital to your efficient closing of a deal, such as your purchase order/bill of sale, state title and registration applications, insurance forms, bank contracts, and other forms pertaining to a deal. Specifically, by using this Sales system, you can:

- > Create new deals, including taking trade-ins and arranging for financing and insurance.
- > Locate previously stored deal records by deal number or customer name.
- > Produce regular daily and monthly Sales department reports.
- > Print all necessary forms for your deals, and customer mailing labels in many different groupings.
- > Generate standard and custom-tailored reports in a variety of useful formats to aid management by calculating profits, identifying and predicting sales trends, and monitoring employees' productivity.
- > Access credit services.
- > Maintain accurate, up-to-date files on your sales activities.
- > Track monies due the dealer from lenders for contracts and finance reserve. Also track monies due the dealer from manufacturers for rebates and holdback.
- > Collect payments for deal deposits and for application to open lender accounts.
- > Maintain complete files on your major inventory, including your invoices, flooring, dealer markup rates, and fees; and generate reports on the status and past history of your inventory.
- > Produce quick finance quotes on the spot.

Unlike other finance and insurance software packages, Comptron Data's Sales program keeps your information (data) up to date, and translates the data into reports needed daily. In simple language, dollar for dollar and feature for feature, this F&I Sales system is unsurpassed.

How to Use This Manual

This manual is a very important tool in acquainting you with the F&I Sales system. Each chapter presents step-by-step instructions on how to do whatever task you need to accomplish. Helpful diagrams and examples are included. At the beginning of each chapter, you will find an introduction section that describes the information the chapter covers, and how the information is presented. At the end of each chapter is a summary that can be used for quick reference. These introduction and summary sections serve as a kind of *road map* to show you exactly where you are going. The chapters of this manual break down like this:

- > Chapters A and B: Basic information about F&I Sales, providing the background you need to know about the operation of the Sales program, as well as installation of your computer software.
- > Chapters 1-9: Each of these chapters corresponds to one option on the **Sales Processing Menu**.
- > Chapter 10: This chapter covers **Option 2, Inventory**, on the main **Sales Menu**.
- > Chapter 11: This chapter covers **Option 3, Qik-Quote**, on the main **Sales Menu**.

This manual employs the following print conventions to aid you in recognizing terms and phrases that you will see:

- > This is the Times Roman font, used for regular text.
- > This is the *Times Roman Italic* font, used to introduce/emphasize special terms, to display important text notes/warnings and chapter references, and to represent the names of certain keys that you will use on your computer keyboard.
- > This is the **Times Roman Bold** font, used to identify titles of Sales program menus, screens, and fields; menu options and command options that you can select; as well as major Sales system functions/processes.
- > This is the Courier font, used to represent messages displayed on your computer screen, and text that you need to type (key in) from your keyboard (which will also appear on your screen).

When you see a number or a series of numbers separated by hyphens after headings (example: F5-4-1), these indicate the “path” of menu options for you to select from the **Sales Menu** to go directly to that function in the Sales system. (*There is also a comprehensive cross-reference list of paths at the end of this manual in the Menu Path Index.*)

If you are entering your department’s records into the computer for the first time, read Chapters A and B. You will refer to the remaining chapters as appropriate

Data Files

As you move much of the information about your Sales department into the computer, you may wonder how it is stored. The computer stores its data in *files* similar to the way you've been storing it manually. When we refer to the different locations where information is stored, we may use terms unfamiliar to you.

All the information put into the computer makes up the *data base*. Within the data base, *files* group similar information together. A Major Inventory file, for instance, will contain information about the major units in your showroom, while a Customer file contains information about your customers. All the information about one unit or one customer is a *record*. A *field* is the individual information about that customer or unit that makes up the record (like a customer's address or credit limit, or a unit's make, model, and stock number). You type the fields for each record to create your files.

Using the Screens

Like COMPTRON[®], F&I Sales has two types of screens: menu screens and file screens. Menu screens allow you to make a selection from a numbered list of choices. Here is the **Sales Processing Menu**, from which you can select what you want to do by typing the number corresponding to your choice (1-9).

Sales Processing Menu

Sales Processing Menu

Select

1. New Deal
 2. Search Deal
 3. End of Day/Month
 4. Forms Printing
 5. Standard Reports
 6. Report Generator
 7. Credit Bureau
 8. Maintenance (Sales)
 9. Payments
- ' Exit

The file screen displays the contents of a data file, one record at a time. It has a horizontal menu of single-character command options, commonly known as a menu bar, arranged across the top of the screen as in the example below. You will use menu bars often in the Sales program. They allow you to select different options for a particular record.

```

                                <N> Next <S> Search <d> Delete <'> Exit < >
Sales Staff File                <A> Add <C> Change <P> Previous

```

Commonly Used Command Options

The commands in the menu bar example above appear on many screens in F&I Sales.

Explanation of Basic Screen Command Options:

- < N> **Next** - Allows you to advance to the next record in sequence.
- < S> **Search** - Lets you locate any record in a file by searching through a specified field in all the records for a particular entry.
- < A> **Add** - Lets you create a new record and add it to this file.
- < '> **Exit** - Leaves this screen.
- < P> **Prev** - Allows you to go back to the previous record in sequence.

- < C> **Change** - Lets you modify information in an existing record. After you type C, the cursor will go to the field(s) that you may change.
- < d> **Delete** - Allows you to delete the record on your screen. The Sales system will delete all the fields related to that record from this file.
- < L> **Label** - Lets you print a label with this information.



WARNING: Use the lower-case d (Delete) command with extreme caution. Deleting a record erases all current information immediately. Information deleted cannot be retrieved!

There are other letter commands in F&I Sales. They are explained briefly on the screens to which they apply, and in more depth later in this manual.

Most of the Sales program menus and menu bars operate through single “hot key” commands, which take effect as soon as you type the number or letter key for your choice, without your having to press the *Enter* key to execute the option. “Hot keys” are also used for command line options, but not for data fields within a screen.

Data Entry Field Commands

As you are entering data in fields on the various screens, you will see a horizontal menu bar at the top of some screens. These are the field command options available to you, in addition to the valid data for a particular field.

<'> Prev <.> Erase < ;> Skip

Explanation of Data Entry Field Command Options:

- < '> **Prev** - The apostrophe key < '> , located immediately to the left of the *Enter* or *Return* key on most terminal keyboards, allows movement of the cursor to the previous field. If this is the first field, < '> **Exit** takes the place of < '> **Prev**.
- < .> **Erase** - The period < .> allows you to erase data on a particular field. This option is not allowed on fields which contain mandatory (required) entries.
- < ;> **Skip** - The semicolon < ;> , which is immediately to the left of the apostrophe key on most terminal keyboards, is the character used to skip certain groups of data so that you don't have to press *Enter* on each field to advance the cursor through the screen.

The Scrolling Search Command

In addition to the basic field command options discussed above for data entry screens, there is a new, more general kind of search command, the forward slash (/) key scrolling search option. This differs from the < S> **Search** command, which finds any record showing in a field a particular string of characters for which you have asked the program to search.

Instead, the < /> command, when entered in the **Deal #** field on the **Searching Deal Record** screen, brings up a window containing a list of all the possible deals in the data base. You can scroll through the deals list to pick the line number representing the deal that you want to see. When you enter the line number, the window disappears, and the Sales system displays the **Deal Items** screen for the deal that you selected. This command is explained briefly on the screens at the fields where it applies, and later in this manual.

Screen Verification Commands

After you have completed entering data for a particular screen, another horizontal menu bar will appear across the bottom of your screen, similar to the following example, which allows you to verify the data you have entered:

```
< > Accept  <'> Correct  <U> Undo
```

Explanation of Screen Verification Command Options:

< > **Accept** - Press *Enter* to accept all the data as entered. The record will then be updated in the file.

< '> **Correct** - This allows you to correct or supply missing information for one or more fields on the screen prior to updating the record.

< U> **Undo** - This will undo (disregard) all the field changes you may have made, and redisplay the record as it was prior to entering any data.

Check your data to make sure it is correct. Type ' and press *Enter* to edit the data, or press *Enter* to continue. If you are printing a report, once you press *Enter* to continue, your report will be printed. You may stop the report from printing by going to the \$ and typing `cancel printer` and then pressing *Enter*.

Screen Messages

When you have completed modification of the data on the screen, but some of the required information is not present, this message will appear at the bottom of the screen:

```
*** Incomplete Record *** <'>Correct <U> Undo
```

When you have entered the < S> **Search** command, but there is no matching search “key” (string of characters) in the file, the following message is displayed. Press *Enter* or *Return* to continue.

```
*** Record Not Found ***
```

Many of the fields will display a “Help” message at the bottom of the screen to assist inexperienced users. This is a plain-language explanation of the type of information or data format needed to complete the field correctly.

Example:

```
E —  
Format:
```

At times, you may see one of these messages:

```
Invalid Entry
```

```
Duplicate Record
```

Check to make sure you have not mistyped something, or that you are not trying to enter data that is unacceptable. Then type the data again.

The following messages mean that the computer is using a significant portion of its memory to work on the process at hand, and it may be a moment before normal functioning resumes:

```
Loading
```

```
Working
```

```
Printing
```

Trouble-Shooting

Although F&I Sales is proven through thousands of hours of use in many stores, you may have a special problem unique to your situation.

Whenever the computer does not work, go through the following process:

- > Read the computer screen carefully. Make sure you have entered all information correctly and have used appropriate commands.
- > Read the section of the manual about the operation you are performing.
- > Check all cables, electrical hookups, and so on to make sure the hardware is operational.
- > If your problem persists, contact Comptron Data, Inc.

DO NOT TYPE RANDOMLY ON YOUR KEYBOARD, OR TURN YOUR COMPUTER ON AND OFF. Either action will only compound your problem.

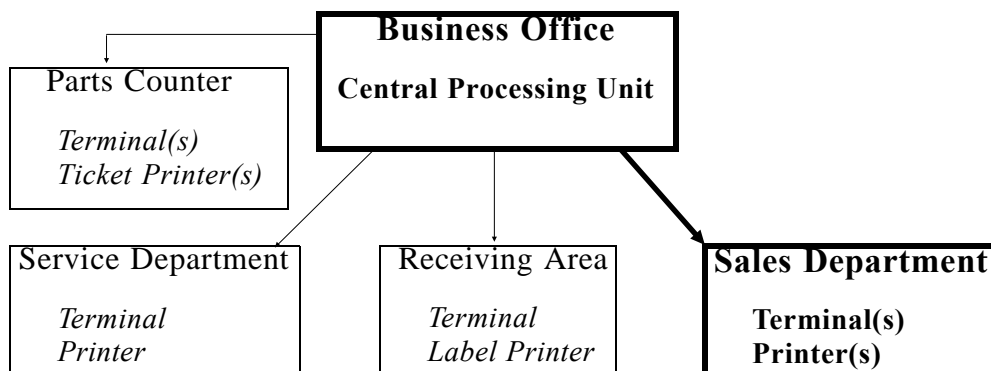
Your computer hardware (video display screens, disk drives, etc) is warranted separately from the software. If you need special assistance with the software, or if you suddenly receive an **ERROR** message while working, write down the error message and call Comptron Data's Technical Support line at (520) 803-0800. Experts are available at this number to help if you have trouble.

YOUR BEST INSURANCE AGAINST TROUBLE IS TO BACK UP YOUR DATA DAILY. *(For more information on how to back up your data, see page 10-25 of the COMPTRON® Point of Sale/Inventory Control Manual, Chapter 10.)*

For help on stopping a "runaway" printer, refer to Chapter 4 of the Finance and Insurance Sales Manual, Forms Printing.

F&I Sales in Your Store

This diagram illustrates how COMPTRON[®] is placed in a typical store. You may want to modify this setup to best fit the needs of your store.



The business office should contain your *central processing unit (CPU)* and main printer. The number of terminals and printers in your Sales department is up to you.

Your Sales department may find a separate COMPTRON[®] terminal and printer useful for printing customer mailing labels for sales promotions. Also, the Sales department may use other software applications compatible with COMPTRON[®], currently available from Comptron Data, Inc.

Look over the layout of your Sales department to identify where you would like to locate additional “satellite” terminal(s) and printer(s), and move any items that will be in the way. Keep the following points in mind as you prepare the area for installation of additional equipment:

- > You will need a 12-volt outlet within 10 feet of each device.
- > As a minimum, a terminal needs a space at least 26 inches deep by 20 inches wide.
- > A printer needs a space at least 18 inches wide by 14 inches deep if the paper supply is fed from below, or 25 inches deep if the paper stack sits behind the printer.
- > You may need to string additional electrical cable to connect your Sales department’s equipment to the main computer location, starting from the CPU area and leaving a minimum of 5 feet of excess cable there.
- > Route one separate cable to each “satellite” terminal and one to each printer. This may require you to go up and over, or around and through, walls and counters to get to the desired location. Leave an extra 5 feet of cable at the terminal end as well.

- > Terminal cable must be routed 24 inches away from any high-voltage cable. If it crosses a floor traffic area, a rubber threshold is required.
- > Fasten cable with nylon or plastic zip strips. If staples are required, do not staple over the wire. Instead, hammer the staple in and zip strip the cable to it.
- > Do not pull the cable too hard. It will break inside if stretched or crimped.
- > If routing several cables together, twist them together somewhat instead of running them parallel.

Protecting Your Data

The most effective way to keep your data secure is to regularly make copies of your store's data base on a magnetic tape cartridge. Creating such copies is called *backing up* your data. A good rule to follow is to make *backups* daily. (For instructions on how to back up data, refer to the COMPTRON® Point of Sale/Inventory Control Manual, Chapter 10, System Maintenance, and read the System Utilities section.)

Your store's data base is held magnetically inside the computer on a *hard disk*. To prevent losing data, observe these don'ts:

- > **DON T** interrupt the electrical power, unless your store's main COMPTRON® system has been properly shut down first.
- > **DON T** expose the computer, diskettes, or tape cartridge to extreme temperatures.
- > **DON T** place magnets or equipment with electromagnetic motors on or near the computer or components. This includes typewriters, fans, radio speakers, etc.

To protect your data, follow these do's:

- > **DO** provide a dedicated circuit for the CPU and a clean circuit for the CPU, terminals, and printers.
- > **DO** enter accurate data.
- > **DO** store your diskettes or tape cartridges in a separate location from COMPTRON®.
- > **DO** have at least three *backup tapes* and rotate their use daily. (Some dealers choose to have seven tapes, one for each day of the week.)

To protect your hardware (computers, terminals, printers, etc.):

- > **MAKE SURE YOUR COMPUTER IS ON ITS OWN ELECTRICAL CIRCUIT.** Other equipment on the same circuit, such as welders or air compressors, can damage the computer.
- > **INSTALL POWER PROTECTORS** such as a *battery backup*, surge protectors, data line protectors, etc. (Ask Comptron Data for information.)

Summary

This chapter covered:

- > The capabilities of the F&I Sales system
- > How to use this manual
- > Organization of the data base
- > How to use the screens
- > Screen messages
- > Trouble-shooting
- > Preparing to set up F&I Sales in your store
- > How to protect your data
- > How to protect your equipment

This page was left blank on purpose.

CHAPTER B

Installing the F&I Sales Software

Before you can start to use your F&I Sales system, you need to install the software and set up your inventory and default files (for fees, tax and insurance rates, credit information, commissions, etc.).

For customers with F&I Sales software provided on tape: Please note the disclaimer that appears on the screen when the system comes up. **READ IT CAREFULLY AND FOLLOW ITS DIRECTIONS!** Failure to do so will permanently remove F&I Sales programs from your computer.

To install the F&I software, follow the instructions typed on the tape cover itself. Make sure that everyone is logged off the system, and that you have a current backup, before you begin. If you need help installing this software, call Comptron Data at (520) 803-0800.



NOTE: Chapters 1 through 11 of this manual are organized to follow the order of menu selections on the **Sales Processing Menu** and the main **Sales Menu**. In this chapter, however, we do not go in numerical order according to the menu screen for file setup. Some areas must be set up before others, regardless of where they appear in the menu.

Before entering any inventory data, you need to set up the system default files. At the login screen prompt, type `comptron` (lower-case) and press *Enter*. After displaying the copyright screen, the program will ask for your password. Type your four-character password and press *Enter*.

The main **Comptron Menu** will be displayed, as follows:

Comptron Menu

```
Comptron Menu                                     Version 4.12

Select 3

1. Parts
2. Service
3. Sales
4. Management
' Exit
```

Select **Option 3, Sales**, from the **Comptron Menu**, and you will see the **Sales Menu** screen, as illustrated on the next page.

The Inventory Types File

Even before you set up your system default files, you will need to define the inventory “types” and sequence numbers that will identify the major units in your inventory, because different fees, markup and tax rates, and other factors may apply to different types of inventory in your Sales system. First select **Option 2, Inventory**, from the **Sales Menu** screen:

Sales Menu

```

Sales Menu                                SMITH ACTION SPORTS                Version 4.12
                                           22 BROADWAY
                                           RIVERSIDE, CA 92500

                                           Select  2

                                           1. Deals
                                           2. Inventory
                                           3. Qik-Quote
                                           ' Exit
  
```

The following **Inventory Files Maintenance Menu** will be displayed:

Inventory Files
Maintenance Menu

```

Inventory Files Maintenance Menu

                                           Select  5

                                           1. Major Inventory
                                           2. Markup
                                           3. Make/Model
                                           4. Default Fees
                                           5. Inventory Types
                                           6. Reports
                                           ' Exit
  
```

Choosing **Option 5** from the **Inventory Files Maintenance Menu** will bring up a basic **Inventory Types** screen, as illustrated on the next page:



NOTE: This is the very first step you should take in creating or maintaining your inventory files.

Inventory Types File Screen

```

                                <A> Add    <'> Exit  < >
                                <C> Change  <d> Delete

Inventory Types

                                Type    Name
                                ----    -
                                MC00    Motorcycle
                                AT00    All-Terrain
                                WC00    Water Craft
                                TR00    Trailer
                                PP00    Power Products
                                IO00    Inboard/Outboard
                                HL00    Hull
                                VE00    Vehicle
                                AC00    Accessories

```

Here you will enter your list of *inventory (vehicle) types* and *inventory sequence numbers* (the two-digit numerical extension following the two-letter basic type code). The basic inventory type codes are:

MC = MotorCycle
AT = All-Terrain vehicle (ATV) (including Ski-Doo)
WC = Personal Water Craft (e.g., jet ski)
TR = TRailer (transport, park model, fifth wheel, motor home, etc.)
PP = Power Product (lawnmower, generator, etc.)
IO = Inboard or Outboard (marine engine)
HL = HulL (boat hull)
VE = VEhicle (car or truck)
AC = Accessories

The sequence numbers within each inventory type can be any two-digit number from 00 to 99. For example, MC04, AT01, TR20, etc. You can decide what numbering pattern to assign. This allows you to set up separate sequence numbers for those unit subcategories to which your state may apply different fees and tax rates, and for which you may want to use different markup percentages.

For example, you can tax on-road motorcycles differently from off-road bikes, simply by separating them out by sequence number and then setting up separate Markup, Default Fee, and Tax files for each sequence number. Similarly, you can apply different markup rates to different kinds of inventory, with separate Markup files for each. Separating your inventory into different sequence numbers can also help with generation of your reports.

If you need to, you can define up to 99 sequence numbers for each type of inventory. You can get as complex or as simple as you would like with this. This numbering approach is designed to be able to be tailored whatever way you, the dealer, would like.

Once you have set up a particular inventory type and sequence number record, the system will automatically create a Markup file record for it, using 0% for the markup. Then when you go into the Markup file, you can enter the markup values that you want to use for that kind of unit. In addition, as soon as you have created the inventory type/sequence number record, the program will also create a Default Fee file record for it automatically, using \$0.00 for the fee amounts. Later when you go into the Default Fee file, you can enter the appropriate dollar amounts to use for each fee that applies to that unit type.

Here is an example of an **Inventory Types** screen with sequence numbers added for eight subcategories under the basic inventory type code MC00, for motorcycles. A simpler way to break out inventory is described under the basic inventory type AT00, for all-terrain vehicles.

Inventory Types File Screen

```

      <N> Next  <,> Home  <A> Add   <'> Exit  < >
      <P> Prev  <.> End   <C> Change <d> Delete

Inventory Types

      Type      Name
      ----      -
      MC00      Motorcycle
      MC20      MU-HD (MISC)
      MC21      MU-HD (TOURING)
      MC22      MU-HD (SOFTAIL)
      MC23      MU-HD (DYNA)
      MC24      MU-HD SPORTSTER
      MC26      MU-OTHER MC
      MC30      MU-HD (USED)
      MC32      MU-OTHER USED-MC
      AT00      All-Terrain
      AT01      HONDA ATV'S
      AT02      YAMAHA ATV'S
      AT03      SUZUKI ATV'S
      AT04      KAWASAKI ATV'S
      AT99      USED ATV'S

```

To enter a new inventory type/sequence number, use the **< A > Add** command option. The screen will change to show just the **Type** and **Name** headings with blank fields below, and the cursor waiting under the “**Ty**” of the word “Type”. All the valid two-letter inventory type codes will be displayed across the bottom of the screen. As soon as you type in a two-letter code, the cursor will move to the right, under the “**pe**” of “Type,” where you can enter any two digits from “01” to “99” as the sequence number. Once you have done this, the cursor will move to the **Name** field so that you can assign any name you wish to this sequence code.



NOTE: The basic inventory type/sequence codes MC00, AT00, WC00, TR00, PP00, IO00, HL00, VE00, and AC00 are hard coded and cannot be changed or deleted. You do not have to use them, however. You may simply ignore these 00 codes and create your own user-defined two-digit inventory sequence number extension codes.

After you have finished adding your inventory type/sequence code numbers, type an apostrophe (') to exit out of the **Inventory Types** screen and return to the **Inventory Files Maintenance Menu**. You can always go back to add or subtract codes later as the need arises.

The Markup File

Next you will set up the Markup file. The purpose of this file is to create different cost markup levels (such as dealer and retail markup percentages from actual price, freight and dealer prep costs, and add-ons) for different types of inventory.

The Markup file is linked to the inventory by *inventory (vehicle) type* and two-digit *inventory sequence number*. Each inventory type/sequence number combination will have a separate Markup file record. The basic **Inventory Type** field codes are:

MC = MotorCycle
 AT = All-Terrain vehicle (ATV)
 WC = Personal Water Craft
 TR = TRailer
 PP = Power Product
 IO = Inboard or Outboard
 HL = HulL
 VE = VEhicle
 AC = Accessories

Select **Option 2, Markup**, from the **Inventory Files Maintenance Menu**, and a screen similar to the following example will be displayed. The upper area of the screen gives you all the functions (commands) available:

Markup File Screen

```

Markup File          <N> Next  <S> Search  <A> Add    <'> Exit  < >
                   <P> Prev  <C> Change  <d> Del

                   Inventory Type  MC00  Motorcycle

                   Item              % Markup for      % Markup for
                                      Dealer Costs      Retail Costs

                   Base Price
                   Freight
                   Prep
                   Accessories
                   Add-on Contract

                   Description
  
```

Explanation of Markup File Screen Command Options:

- < A> = **Add** a new record
- < C> = **Change** the record now displayed
- < d> = **Delete** this record
- < '> = Back up to the previous screen/menu
- < N> = **Next** record on file
- < S> = **Search** inventory by inventory type and sequence number
- < P> = Return to the **previous** record

Type **S** to **Search** the Markup file. Enter the appropriate inventory type/sequence number code (e.g., MC or VE) for the kind of inventory on which you want to enter information. (Remember that when you set up an inventory type/record for a unit, the system automatically created an associated Markup file record for it, using 0% for the markup.)



NOTE: *You cannot add a Markup file record for an inventory type/sequence number that has not yet been created through the **Inventory Types** option.*

Next you will be asked to input a percentage for the **% Markup for Dealer Costs** field. The markup percentage for *dealer costs* is generally calculated by taking the **AVERAGE** cost per unit, including advertising, flooring, and other associated fixed expenses on an annual basis. You do not need to mark up from *actual* cost to *dealer* cost. If desired, you may leave the **% Markup for Dealer Costs** field blank.

Retail cost is the highest price that you would affix to the retail unit, or the *full window sticker* price. This Markup file controls the pricing on the invoice of each unit. Continue keying in the % markup for each of the other items (freight, prep, accessories, and add-on contract).



NOTE: *The add-on contract is the same as an extended service contract or extended warranty.*

After you have completed all the Markup file entries, type an apostrophe (') to exit out of the **Markup File** screen and return to the **Inventory Files Maintenance Menu**. You can always add or subtract files later if necessary.

The Default Fee Files

The next files to be created are for default fees on major inventory. You need to set up a separate file record for each fee that is applicable for each type of unit in your inventory. These fees are defaults that will apply to all units (e.g., title, registration, dealer document fees, etc.).

Select **Option 4, Default Fees**, from the **Inventory Files Maintenance Menu**, and the following **Default Fee File** screen will appear:

Default Fee File
Screen

```

          <D> Dup  <N> Next  <S> Search  <A> Add   <'> Exit  < >
Default Fee File  <P> Prev  <C> Change  <d> Del

Inv Type:  HL00                HULL

No DESCRIPTION      AMOUNT          No DESCRIPTION      AMOUNT
1 Veh/Lieu Tax                12 Lost Plate
2 Registration             $8.00           13 Use Tax
3 Commercial Fee                14 Dept Rev/Notary
4 Weight/R&B Fee                15 Serial Number
5 Light Wt Fee                16 Postage Fee             $1.50
6 Emission Fee                17 Penalty Fee
7 Air Qual Fee                18 Lien Fees
8 Special/Temp Tag            19 Title Fee
9 Collegiate Fee                20 Dlr Doc Fee             $29.50
10 Transfer Fee                21 Coast Guard             $26.00
11 Financial Filing            22 Inspection Fee

                                TOTAL FEES             $65.00

```

Type **S** to **Search** the Default Fee file. (Remember that when you set up an inventory type/sequence number record for a unit, a corresponding Default Fee file record was created for it automatically, with \$0.00 for the fee amounts.) First you should enter the appropriate inventory type code (e.g., MC, VE, WC, etc.) for the kind of inventory for which you want to enter information at the **Inv Type** field. Next, type the two-digit sequence code for the default fee record on which you wish to enter information. Then complete each line number according to how much the agency requires to be collected for that fee (e.g., a DMV title fee of \$4.00, or a dealer document fee of \$29.50).

When you have finished entering the default fee amounts for the Default Fee File record that applies to the inventory type/sequence code you have selected, press the *Enter* key, as indicated at the bottom of the screen, to accept your field entries. You may then repeat the process described above for your next inventory type/sequence number, until Default Fee records have been set up for all the types of inventory that you handle.



NOTE: You cannot add a Default Fee file record for an inventory type/sequence number that has not yet been created through **Inventory Types**.

Line No. 1, **Veh/Lieu Tax**, is a special field that some states need for computing this tax. For this field, the program goes to a **Sales System Default File** screen and applies a percentage factor against the MSRP to compute the dollar amount. This percentage is entered into the **Sales System Default File** screen by the dealer. (For example, in California and Arizona, a factor of .024 of the MSRP will be used for the vehicle/lieu tax on a unit in inventory; so on a unit with an MSRP of \$9,995.00 (x .024), the lieu tax would be \$239.88.)

Remember, these are default fees, and whatever dollar amounts are displayed here will automatically be charged against all inventory of this type. Any of these fields can be changed at the time of sale as needed. In the future, we may allow dealers to create their own fee descriptions, but for now, please make the best use of the existing ones. For example, field 13, **Use Tax**, can be used for an ad valorem tax, etc.

When the last Default Fee file record is completed, use the apostrophe (') command to exit out of the **Default Fee File** screen and return to the **Inventory Files Maintenance Menu**. Then exit from there back to the **Sales Menu** screen.

The Tax File

Next you will set up the tax default files. First select **Option 1, Deals**, from the **Sales Menu** screen:

Sales Menu

```
Sales Menu                                SMITH ACTION SPORTS                                Version 4.12
                                           22 BROADWAY
                                           RIVERSIDE, CA 92500

                                           Select 1

                                           1. Deals
                                           2. Inventory
                                           3. Qik-Quote
                                           ' Exit
```

The following **Sales Processing Menu** will be displayed:

Sales Processing
Menu

```
Sales Processing Menu

                                           Select 8

                                           1. New Deal
                                           2. Search Deal
                                           3. End of Day/Month
                                           4. Forms Printing
                                           5. Standard Reports
                                           6. Report Generator
                                           7. Credit Bureau
                                           8. Maintenance (Sales)
                                           9. Payments
                                           ' Exit
```

Now choose **Option 8, Maintenance (Sales)**, from the **Sales Processing Menu**, and you will see the **Sales Maintenance** main menu, as shown on the next page:

**Sales Maintenance
Main Menu**

Sales Maintenance (Main Menu)

Select 4

- 1. Sales Staff
- 2. Lender
- 3. Insurance
- 4. Taxes
- 5. Credit Cards
- 6. Service Contracts
- 7. Sales Defaults
- 8. Maintenance
- 9. EOD Report Defaults

' Exit

From the **Sales Maintenance** main menu, select **Option 4, Taxes**, and the following **Taxes Menu** will appear:

Taxes Menu

Taxes Menu

Select 1

- 1. Sales Tax Rates
- 2. Tier Tax Rates

' Exit

Select **Option 1, Sales Tax Rates**, from the **Taxes Menu**, and a **Tax File** screen will be displayed, similar to the example on the next page:

Tax File Screen

```

                                <A> Add  <N> Next  <S> Search  <'> Exit  < >
Tax File                                <P> Prev  <C> Change

                                Inventory Name  All-Terrain
                                Inventory Type  AT02
                                Tax Type        ST
                                Description      STATE

                                Tax %           10.00

                                Include in tax calculation  (Y/N):

                                Freight                Y
                                Prep                    Y
                                Ext. Serv. Contracts     N
                                Vehicle Accessories     N
                                Dealer Doc Fees         Y

                                Deduct Full Trade-in Value  Y
                                Deduct Net Trade-in Value   N

```

Because some states tax differently from others, we have the Tax file to recognize whether or not freight, dealer prep, extended service contracts, or accessories (personal and vehicle) should be taxed. Also, some states (e.g., California) charge tax on the full sale price, whether there is a trade-in involved or not. Other states (e.g., Arizona) only charge tax on the difference when a trade-in is involved. So set up these defaults according to your state, city, county, and other requirements (e.g., agriculture).

Unlike the Markup file and Default Fee file, the Tax file will not be created automatically when you set up an inventory type/sequence number record. Use the < A> **Add** command option to create your first Tax file record. (We recommend that you do a “print screen” from the **Inventory Types** screen, so that you can keep the printout handy while you are adding your tax types. To access this screen, select **Option 5, Inventory Types**, from the **Inventory Files Maintenance Menu**, as explained on page 2 of this chapter.)

Next, enter the appropriate inventory type (e.g., MC or AT) for the Tax file record you wish to create. Then type in the two-digit sequence number for this new Tax file record. (If the system will not accept the number, double-check your numbers. The program will not allow you to set up a separate Tax file record for an inventory type/sequence number that has not been set up first under **Inventory Types** in the **Inventory Files Maintenance Menu**.) You may also use the slash (/) key at the **Inventory Type** field to display the following window for a scrolling search, and then select the appropriate line number of the inventory type for which you want to create a Tax file record:

Changing Tax Record Screen with Inventory Types Window

```

Ln <N> Next <,> Home <'> Exit < >
      <P> Prev <.> End <L> List

Inventory Types

Ln  Type      Name
--  -
1   MC00      Motorcycle
2   MC20      MU-HD (MISC)
3   MC21      MU-HD (TOURING)
4   MC22      MU-HD (SOFTAIL)
5   MC23      MU-HD (DYNA)
6   MC24      MU-HD SPORTSTER
7   MC26      MU-OTHER MC
8   MC30      MU-HD (USED)
9   MC32      MU-OTHER USED-MC
A   AT00      All-Terrain
B   AT01      HONDA ATV'S
C   AT02      YAMAHA ATV'S
D   AT03      SUZUKI ATV'S
E   AT04      KAWASAKI ATV'S
F   AT99      USED ATV'S

```

The **Tax Type** field is a two-character alphanumeric field code. The basic default codes are < CI> = City, < CO> = County, < ST> = State, < IT> = Inventory Tax. For all other (non-default) types of taxes that may apply in your area, you can use any other codes you wish. We would call those *user-defined* taxes. For user-defined taxes, you will also need to enter a description of each such tax.



NOTE: You can have up to eight user-defined taxes for each inventory type/ sequence number, plus the four tax codes listed above that are hard-coded into the system.

Next, enter the tax percentage rate for this Tax file record, then answer Y (yes) or N (no) to indicate whether or not to tax freight, dealer prep, extended service contracts, and document fees. The program will skip over vehicle accessories. Taxing time-of-sale (TOS) accessories is discussed below.

If your state allows you to deduct a trade-in from the purchase price to figure taxes, enter Y at the **Deduct Full Trade-in Value** field. If it does not let you deduct the trade-in, enter an N. For the **Deduct Net Trade-in Value** field, the entry should always be N.

To set up TOS accessory taxes, type A to add a new Tax file record, and enter AC00 for the inventory type/ sequence number. Next, enter the tax type that you need to use for accessories (e.g., CI, CO ST, IT, or any user-defined tax type code). Then enter the applicable tax percentage rate, and answer the questions regarding taxability of freight, prep, etc., as you did for the other Tax file records.



NOTE: If, after you have set up your taxes, the system does not figure them into the deal, make sure that taxes are turned on in the Sales System Default file.

If you have forgotten to set up a Tax file record for a particular inventory type/sequence number, and you try to create a deal with that kind of unit, the program will notify you that a tax record is needed for it, and it will ask you whether you would like to set it up at that time. The system will not allow you to continue with the deal without setting up the necessary Tax file record.

When you have finished entering the appropriate information for your sales tax rate defaults, exit back out of the **Tax File** screen to the **Taxes Menu**.

If you select **Option 2, Tier Tax Rates**, from the **Taxes Menu**, a **Tier Tax File** screen like the example below will open:

Tier Tax File
Screen

```

      <N> Next  <P> Prev  <S> Search  <'> Exit  < >
Tier Tax File  <A> Add  <D> Dup  <C> Change  <d> Delete

      Tier Code:      VT      Description: VEHICLE TIER
      Inventory Type: VE20  Type Name:  TRUCKS
      All Except:
      Calculation:      M      (S = Single; M = Multi)

      Tier #      Rate      Lower Limit      Upper Limit
      1           5.0000      $0.00           $4,999.99
      2           4.0000      $5,000.00       $9,999.99
      3           3.0000      $10,000.00      $14,999.99
      4           2.0000      $15,000.00      $19,999.99
      5           1.0000      $20,000.00      $999,999.99

      Include in Tier Tax calculation? (Y/N)
      Freight           Y      Deduct Full Trade-In Value  Y
      Prep              Y      Deduct Net Trade-In Value   N
      Ext. Serv. Contracts  N
      Pre-Paid Maintenance  N
      Dealer Doc Fees      Y
  
```

The **Tier Tax Rates** option should be used instead of **Option 1** if your state levies different tax rates for different ranges of value on the units you sell. You can have both types of tax rate files set up on your system, however, and choose the one most often encountered as your default, so that it will come up each time you start working a deal. Then you can still call up and activate the other tax rate type within a particular deal.

To add a new tier tax record, use the **< A >** command, and all the fields on the screen will be cleared to accept a new tax definition, as illustrated on the next page, with the cursor waiting at the **Tier Code** field:

New Tier Tax
File Screen

```

                                <'> Exit <;> Skip <.> Erase
Tier Tax File

Tier Code:      [ ]      Description:
Inventory Type:      Type Name:
      All Except:      Except Name:
Calculation:      (S = Single; M = Multi)

Tier #      Rate      Lower Limit      Upper Limit
  1
  2
  3
  4
  5

      Include in Tier Tax calculation? (Y/N)
Freight      Deduct Full Trade-In Value
Prep      Deduct Net Trade-In Value
Ext. Serv. Contracts
Pre-Paid Maintenance
Dealer Doc Fees

```

You need to assign a two-character code to the new tax rate. For instance, if you need a different tax rate structure for personal water craft (PWCs) than for motorcycles, you could assign the code “TW” (to represent **Tier Water craft**). As soon as you press *Enter*, the cursor will advance to the **Description** field, where you may type a descriptive word or phrase of up to 12 letters or numbers (such as “WATERCR-TIER”). Press *Enter* to move to the **Inventory Type** field, and the menu bar across the top of the screen will add a gray-highlighted **Select** command option below the ones for **Exit**, **Skip**, and **Erase**. If you wanted the new tier tax rate to apply to all inventory types, you would just press *Enter* again to leave that field blank; but to apply it to a single type of inventory, you would need to use the slash (/) key scrolling search command to display the following **Inventory Types** screen, which lists all your inventory type/sequence numbers:

Inventory Types
Screen

```

                                Ln <N> Next <,> Home <'> Exit <N>
                                <P> Prev <.> End <T> Toggle

Inventory Types

Ln  Type      Name
--  ----      -
  1  MC00      Motorcycle
  2  MC25      NEW SUZUKI BIKES
  3  MC50      NEW KAWASAKI BKS
  4  MC75      NEW VICTORY BKES
  5  MC99      USED BIKES
  6  AT00      All Terrain
  7  AT01      NEW BOMBARDIERS
  8  AT02      NEW KAWASAKI ATV
  9  AT99      USED ATV'S
  0  WC00      Water Craft
  A  WC01      NEW TIGERSHARK
  B  WC02      NEW KAWASAKI W/C
  C  WC99      USED WATERCRAFT
  D  TR00      Trailer
  E  TR01      NEW KARAVANS

```

From here you can use the < N> **Next** command to move down the list until you see the specific type and sequence number that you need, or enter the < T> **Toggle** command to switch to an abbreviated screen that shows only the nine main inventory types with the “00” sequence extension that encompasses all the unit sequence numbers within each type (e.g., MC00, TR00, VE00). You would use this basic code if you wanted this tax to cover all units within that inventory type (e.g., “WC00” for all PWCs).

If you wanted your new tier tax rate to apply to all but the used units, you would leave the **Inventory Type** field blank, and the cursor would move to the **All Except** field, where again you can use the slash (/) key command to access the **Inventory Types** screen and choose the type and sequence number for the used units to exempt from this tax. The Sales system will immediately place that number in the **All Except** field, and display the name of that inventory type at the **Except Name** field.

When you type the line number for the inventory type you want, the **Tier Tax File** screen will return, with your selection displayed in the **Inventory Type** field, and the cursor waiting at the **Calculation** field. Here you have a choice between using only one rate for this tier tax (type an “S” for single), or a combination of rates (“M” for multiple).

After you have chosen the type of rate calculation and pressed *Enter*, the cursor advances to the **Rate** field in the first line of tier entries. Type the percentage rate that your state applies to the first value level on a unit (out to four decimal places). Pressing *Enter* will move the cursor to the **Lower Limit** field, where you will enter the lower limit, in dollars, of the first value range for the unit; then at the **Upper Limit** field you will complete the dollar value that defines the upper limit of the first tax tier. As soon as you press *Enter* again, the cursor will advance to the next tier tax line, for you to describe the second value level according to your state’s tax structure. You can define up to five tier levels.

The next section on the **Tier Tax File** screen allows you to indicate which charges on the sale are to be included in the tier tax calculation. As with the basic **Tax File** screen described previously, some states assess tax on the full sale price, whether a trade-in is involved or not; whereas other states tax only the *difference* when there is a trade-in. Also, in some states a dealer’s charges for freight, dealer prep, dealer document fees, and accessories (personal and vehicle) will be subject to the tier tax; and in others they may not. Even the cost of contracts for extended service and prepaid maintenance might be taxed.

When you have finished adding to and/or changing your tier tax rate defaults, exit out of the **Tier Tax File** screen to the **Taxes Menu**. When you have finished entering all of your tax default information, use the apostrophe (‘) key to exit back to the **Sales Maintenance** main menu.

The Insurance Company Files

Now you are ready to set up your default insurance company files. From the **Sales Maintenance** main menu, select **Option 3, Insurance**, and the following **Insurance Menu** will appear:

Insurance Menu

```

Insurance Menu

Select 1

1. Company & Fixed Credit Life Rates
2. Table C/L & Accident Health Rates
' Exit
  
```

Choose **Option 1, Company & Fixed Credit Life Rates**, and the following default **Insurance Company File** screen will display:

Insurance Company File Screen

```

                <N> Next  <S> Search  <A> Add    <'> Exit  <>
Insurance Company File  <P> Prev  <C> Change  <d> Delete

Company ID          TEST
Company Name
Agent
Address
City
State              Zip              Fixed Credit Life
Phone              Ext              Single Joint
FAX                CL Insur Type: Fixed
Policy #           Comm %
Total Coverage     A&H Insr Type: Single
Col/Comp Comm %

                Accident/Health
Type(Table)       Single      Joint
Comm %
Rate Table I.D.
Decr/Level

Calculation Rule 00
  
```



NOTE: There will be one file record, named *TEST*. **AFTER** creating a record that you will use, delete the file called *TEST*.

The **Company ID** field is used for tracking rate tables for accident and health (A&H) and credit life (CL) premiums. This is a six-digit alphanumeric field and can be set up any way you choose.

The **CL Insur Type** field can be set to either “Fixed” or “Table” rates. If fixed rates are used, then those factors need to be entered for the **Single** and **Joint** fields at the **Fixed Credit Life** area of the file screen, as shown in the following example:

Insurance Company File Screen with Fixed Rates

```

                                <N> Next  <S> Search  <A> Add    <'> Exit  < >
Insurance Company File  <P> Prev  <C> Change  <d> Delete

Company ID      NCL
Company Name    NORTH CENTRAL LIFE
Agent          B. JOHNSON
Address        12345 E. FRY BLVD
City          SIERRA VISTA
State         AZ              Zip  85635-9999      Fixed Credit Life
Phone        520-555-1234    Ext  100          Single  Joint
FAX         520-555-1111    CL Insur Type: Fixed  2.000  3.000
Policy #     AST-12345678          Comm %          2.00   4.00
Total Coverage $25000          A&H Insr Type: Single
Col/Comp Comm %

                                Accident/Health
Type(Fixed)      Single      Joint
Comm %
Rate Table I.D.   A-10        J-10
Decr/Level

Calculation Rule 00

```

You will need to create a default file record for each insurance company entered previously that will be used in providing coverage on your retail contracts. The Insurance Company file will compute insurance premiums into the monthly payments. You will have to call your insurance provider to get the single and joint rate factors for your state, and enter them into the default file screen.

The **Col/Comp Comm %** field is used to calculate the commission and cost for collision/comprehensive and liability (physical damage) insurance. If you enter a percentage here, the system will calculate the cost automatically as each deal is created. The cost can be found on the recap screen before finalizing the deal.



NOTE: Leave the **Calculation Rule** field set at 00 unless you are in the state of Minnesota, in which case you would change it to say MN, or in Vermont, which needs to say VT. All other states are 00.

If your insurance provider uses a decreasing rate table, then the **CL Insur Type** field needs to be set to “Table,” as illustrated in the example on the next page:

Insurance Company File Screen with Table Rates

```

                                <N> Next  <S> Search  <A> Add    <'> Exit  < >
Insurance Company File  <P> Prev  <C> Change  <d> Delete

Company ID      NCL
Company Name    NORTH CENTRAL LIFE
Agent          B. JOHNSON
Address        12345 E. FRY BLVD
City          SIERRA VISTA
State         AZ                Zip  85635-9999
Phone        520-555-1234      Ext  100
FAX         520-555-1111      CL Insur Type: Table
Policy #     AST-12345678      Comm %
Total Coverage $50000        A&H Insr Type: Single
Col/Comp Comm %

                                Accident/Health                Credit Life
Type(Table)      Single      Joint                Single      Joint
Comm %          35.00
Rate Table I.D. AH14                SCL         JCL
Decr/Level
Calculation Rule 00

```

The lower section of the screen is set up for tracking the tables (rate charts) for A&H and Credit Life. Enter the commission percentage and rate table ID for each table (for the rate table ID you can choose any combination of four alphanumeric characters).



NOTE: Be careful to ensure that the **Rate Table I.D.** entry is the same as the number of the rate table used to calculate the CL/A&H premiums. For instance, if AH14 is the rate table ID in the screen example above, make sure that the same rate table ID is used for **Option 2 of the Insurance Menu, Table C/L & Accident Health Rates.**

If you select **Option 2, Table C/L & Accident Health Rates**, from the **Insurance Menu**, a CL/A&H Rates file screen will be displayed. Again, you will need to get the rate table from your insurance provider. Each rate table ID in this file must match the ID number you set up earlier in the **Insurance Company File** screen. For example, if you used AH14 as the rate table ID for single A&H, then the rate chart must have AH14 for its ID code, as in the table example that follows. You may choose either the **< C > Change** command option, to modify the existing table, or the **< A > Add** option, to create a new table. An example is illustrated in the **CL/A&H Rates** screen on the following page:

Sample CL/A&H
Rates Screen

```

      <N> Next  <S> Search  <A> Add    <'> Exit  < >
CL/A&H Rates  <P> Prev  <C> Change  <d> Delete
Rate Table ID  AH14    Title: A&H (Single Rates)
Months  Rates
  1-10    .0000  .2900  .4300  .5600  .7100  .8500  .9800  1.1300  1.2700  1.4000
 11-20    1.5500  1.6900  1.8200  1.8900  1.9600  2.0200  2.0900  2.1500  2.2100  2.2700
 21-30    2.3300  2.3900  2.4500  2.5100  2.5700  2.6300  2.6900  2.7500  2.8000  2.8500
 31-40    2.9100  2.9600  3.0200  3.0700  3.1200  3.1700  3.2300  3.2700  3.3200  3.3800
 41-50    3.4200  3.4700  3.5200  3.5600  3.6100  3.6500  3.7000  3.7400  3.7900  3.8300
 51-60    3.8800  3.9200  3.9600  4.0000  4.0400  4.0800  4.1300  4.1600  4.2000  4.2400
 61-70    4.2800  4.3100  4.3500  4.3900  4.4300  4.4600  4.4900  4.5300  4.5700  4.6000
 71-80    4.6400  4.6700  4.7000  4.7300  4.7600  4.7900  4.8200  4.8500  4.8900  4.9200
 81-90    4.9400  4.9700  5.0000  5.0300  5.0600  5.0900  5.1200  5.1500  5.1700  5.2000
 91-100   5.2300  5.2500  5.2700  5.3000  5.3300  5.3500  5.3800  5.4000  5.4200  5.4500
101-110   5.4700  5.5000  5.5200  5.5400  5.5700  5.5900  5.6100  5.6300  5.6500  5.6700
111-120   5.6900  5.7200  5.7400  5.7500  5.7800  5.8000  5.8100  5.8400  5.8600  5.8700
121-130   5.8900  5.9200  5.9400  5.9600  5.9900  6.0100  6.0300  6.0500  6.0800  6.1000
131-140   6.1200  6.1400  6.1700  6.1900  6.2100  6.2300  6.2600  6.2800  6.3000  6.3200
141-150   6.3500  6.3700  6.3900  6.4100  6.4400  6.4600  6.4800  6.5000  6.5300  6.5500
151-160   6.5700  6.5900  6.6200  6.6400  6.6600  6.6800  6.7100  6.7300  6.7500  6.7700
161-170   6.8000  6.8200  6.8400  6.8600  6.8900  6.9100  6.9300  6.9500  6.9800  7.0000
171-180   7.0200  7.0400  7.0700  7.0900  7.1100  7.1300  7.1600  7.1800  7.2000  7.2200
181-190

```

Exit back out of the **CL/A&H Rates** screen and the **Insurance Menu** to return to the **Sales Maintenance** main menu.

The Lender File

Next you will set up the default file of lending institutions that you use for your retail sales contracts. Choose **Option 2, Lender**, from the **Sales Maintenance** main menu, and a **Lender File** screen similar to the example below will display. You may use a **C** to change the test record that comes up, or an **A** to add a lender record. If you choose to add a lender, go back afterward and delete the test record when done.

Lender File Screen

```

                                <N> Next  <S> Search  <A> Add    <'> Exit  < >
Lender File                    <P> Prev  <C> Change  <d> Delete

ID#          TEST
Name
Address
City
Phone          (800) 633-4703      State      Zip
Account Number
APR           No of Balloon Months
Days to First Extra Days Interest(Y/N)
Loan Fee      Interest Type: Simple/Compound

Reserve Amount Payments based on:      Flooring Based on:
Buy Rate                                     Interest %
Flat Amount                                Amt/unit/mo
Amt/$1,000 Loan                            Acct #
Points %
InTransit Acct#

```

You must assign an ID number that will be unique to each of your lending institutions. For example, you could use “AHFC” as the lender ID for American Honda Finance Corporation. Type the lender’s name, address, telephone number and extension, and the account number in the fields provided.

The default annual percentage rate entered in the **APR** field will be used when working the deal with the customer (unless you change the rate during the dealing process). **Days to First** is the time period that the lender allows the customer before the first payment is due. Normally, most lenders do not charge interest for the first 30 days, but do charge interest from the 31st to 45th day. If you have a lender who will go 45 days to the first payment, set up that lender as 45 days, answer “Y” at the **Extra Days Interest** field, and enter “S” (for simple) in the **Interest Type** field. The system will then calculate the interest properly. You can always change it to 30 days when working the deal.



NOTE: If you set up a lender as 30 days to first payment, and then say 45 days in the deal, the program **WILL NOT** calculate the extra days interest, which will result in your contract being returned by the lending institution.

You may also choose to set up a lender twice, using two different ID numbers, such as AHF30 and AHF45, which will allow you to choose whichever payment schedule you need when working the deal. Below are examples of both a 30-day and a 45-day Lender File record.



NOTE: For anything over 30 days to first payment, you **MUST** use the 45-day Lender file record, or else the system will not calculate the extra days interest.

**Sample Lender File
Screen w/ 30 Days to
First Payment**

```

                                <N> Next  <S> Search  <A> Add    <'> Exit  < >
Lender File                    <P> Prev  <C> Change <d> Delete

ID#                             AHF30
Name                            AMERICAN HONDA FINANCE CORP
Address                          P.O. BOX 168008
City                             IRVING                               State TX Zip 75016-8008
Phone                           (800) 633-4703
Account Number
APR                             12.50   No of Balloon Months
Days to First                    30     Extra Days Interest(Y/N) N
Loan Fee                         Interest Type: Simple/Compound S

Reserve Amount Payments based on:      Flooring Based on:
Buy Rate %                          9.50   Interest %
Flat Amount                          Amt/unit/mo
Amt/$1,000 Loan                      Acct #
Points %
InTransit Acct#

```

**Sample Lender File
Screen w/ 45 Days to
First Payment**

```

                                <N> Next  <S> Search  <A> Add    <'> Exit  < >
Lender File                    <P> Prev  <C> Change <d> Delete

ID#                             AHF45
Name                            AMERICAN HONDA FINANCE CORP
Address                          P.O. BOX 168008
City                             IRVING                               State TX Zip 75016-8008
Phone                           (800) 633-4703
Account Number
APR                             12.50   No of Balloon Months
Days to First                    45     Extra Days Interest(Y/N) Y
Loan Fee                         Interest Type: Simple/Compound S

Reserve Amount Payments based on:      Flooring Based on:
Buy Rate %                          9.50   Interest %
Flat Amount                          Amt/unit/mo
Amt/$1,000 Loan                      Acct #
Points %
InTransit Acct#

```

Some lenders charge the dealer a filing fee for filing (recording) a lien against the unit on contracts. If a fee applies for this lender, enter it in the **Loan Fee** field.



NOTE: If you do have a lender with a loan fee, please contact Comptron Data to set this up in your bank contract forms as well. Contracts need to be programmed to compute a loan fee if applicable.

Buy Rate is the rate at which the lender purchases your contracts. This rate will vary with the term and age of the vehicle. Usually, the older a vehicle is, the shorter the term and higher the buy rate will be. Some lenders pay a flat rate amount (e.g., \$125) to cash a contract. If so, type that rate in the **Flat Amount** field.

Your lender may have a cap or maximum amount of money that it will lend to an individual. If a cap applies, enter the amount in the **Amt/\$1,000 Loan** field. Most lenders assign an “in transit” account number, which is used to temporarily hold funds being drafted from other lenders or customers’ accounts, so that they will draw interest while the funds are in transit. As soon as these funds are cleared, they are transferred to your business account.

After you have created all your lender records, exit back to the **Sales Maintenance** main menu.

The Sales Staff File

Now you will create the default file for your salespeople. Select **Option 1, Sales Staff**, from the **Sales Maintenance** main menu, and this **Sales Staff File** screen will be displayed:

Sales Staff File
Screen

```

Sales Staff File          <N> Next  <S> Search  <A> Add    <'> Exit  < >
                        <P> Prev  <C> Change  <d> Delete

No.   Name                Type   Basis   Manager  F&I
  1   TEST                 S      R      12

Flat Amt/Deal                Min. Amt Due Mgr/Deal  $
Min. Amt/Deal  $           Min. Salary/Month    $

% Commission paid on:
Net Profit                               Add-on Contracts
Gross Profit                             Finance Reserve
Retail Price                             Credit Life
Freight                                  Accident/Health
Prep                                      Collision/Comp
Accessories                             Liability/Prop Dam
Time of Sale Acc

```

Enter an **A** to add a salesperson, or a **C** to change the “TEST” record that first appears. If you add a record, remember to delete the test record when you’re done.

Set up the record for a salesperson in this default file according to your agreement with that person. An explanation will appear on the bottom of the screen if there are only limited options to enter in a particular field.

For example, the options for the **Type** field are **< S >** = Salesman, **< M >** = Manager, **< F >** = F&I. Under the heading **Basis**, these options are available:

- < R >** = Retail (commission is based on retail selling price)
- < D >** = Dealer (dealer cost is used to compute profit on deal)
- < A >** = Actual (actual cost is used to figure profit on deal)
- < F >** = Flat amount (no commission— fixed amount is paid per deal)

The **Flat Amt/Deal** field is used when a salesperson is to receive a certain flat dollar amount commission per deal, rather than a percentage. The Sales Staff record must be set up with an **F** in the **Basis** field for this feature to work.

The **Min. Amt/Deal** field is used if you want to make sure that a salesperson receives at least a certain minimum dollar amount commission, no matter what the profit is. Dealers generally refer to this as a “mini.”

The **% Commission paid on** fields are available to tailor compensation to your salespeople in just about any way possible. Type in the percentages in the fields that apply. The fields that do not apply should be left blank.



NOTE: At this time the system only calculates either gross profit or retail price, on the left side of the screen. The **Net Profit, Freight, Prep, Accessories, and Time of Sale Acc** fields are enhancements that we hope to have in place in the future.

The **Retail Price** field entry is the price at which the unit(s) is (are) sold, not the retail price shown on the invoice.

The column on the right-hand side of the screen (**Ext./PPM Contracts** and **Finance Reserve** fields, etc.) are set up for F&I employees/managers, who are generally paid a base salary plus a commission based on the “back door” income. These fields are figured as percentages of gross profit.

The **Min. Amt Due Mgr/Deal** field is used if you want to make sure that a Sales manager or F&I person receives at least a certain dollar amount commission, no matter what the profit is.

The **Min. Salary/Month** field is an enhancement that we hope to have in place in the future.



NOTE: Sales managers and salespeople's commissions are calculated off the left-hand side of the screen. If you want them to be paid off the right side, you will need to set them up as a second number and as a Sales Manager or F&I Manager. F&I commissions are calculated from the right side of the screen.

After data on all your salespeople has been entered, exit out of the **Sales Staff File** screen to return to the **Sales Maintenance** main menu.

The Sales System Default File

Now you will create your Sales System Default file. Select **Option 7, Sales Defaults**, from the **Sales Maintenance** main menu, and the following screen will be displayed:

Sales System Default
File Screen

```

                                <C> Change  <'> Exit  < >

Sales System Default File

Payments:                                Taxes:      (Y/N)
  Number Payments                        48          State       Y
  Type Payment (MONTHLY)                 1          County     N
                                           City       N
                                           Inv Tax    N

Salesman #1 Split %                      50.00
Salesman #2 Split %                      50.00          Lieu Fees(.9999) % .0240

Insurance:                               Dealer Number: AZ-23949
  Type      (SCL/A&H )                   4          No of Months to Keep Deal: 24
  CL/AH Ins Co                           STATE FARM INSURANCE COMPANY      Inv Type: MC
  Coll/Comp Ins Co                       STATE FARM INSURANCE COMPANY

Lender:                                  Tax Cap Amount:
  Lender ID                               NORWT      Tax Cap Options
  Lender Name                             NORWEST NATIONAL BANK

Dealership:
  Name:                                   BELLEVUE SUZUKI-KAWASAKI
  Address:                                2319 ELVIS PRESLEY BLVD.
  City:                                   MEMPHIS    State: TN  Zip: 38106-
  Phone:                                  (901) 774-1870  County: SHELBY

```

This file is created so that the Sales program will have a beginning basis for calculating the initial payment when working the deal with the customer. Remember that any of the above defaults can be changed while working the deal, but this eliminates having to key in redundant information every time a deal is worked. Type a **C** (change) to begin entering your default information.

Keep in mind that you always want to quote a higher payment initially than what the customer thinks he/she can afford, by setting the number of payments at 24 or 36, which will require a higher payment amount than when the finance amount is spread out over a longer period. The type of payment is generally monthly, but you can change this in the deal screen if you wish. Set up these files according to what works best for you and your customers, but remember that if you later have to **INCREASE** the payment quoted to the customer after already offering him a lower payment, you've probably lost the sale.

The **Salesman #1 Split %** and **#2 Split %** fields show your company's policy on split commissions. This information is tracked for creating commission vouchers for each salesperson. Enter the appropriate percentage that you would want each salesperson to receive if the deal were split.

The **CL/AH Ins Co** field information is especially necessary if you do business with more than one credit life (CL)/accident and health (A&H) insurance company. Other companies may have better or lower rates, and you may choose them if necessary, but generally you will want the system to default to the company that has the highest rates or premiums. At the **Payment Type** field, press the slash (/) key, and the following window will be displayed:

Changing Sales Default Record Screen w/ CL/AH Insurance Types Window

```

Changing Sales Default Record

Payments:                                Taxes:      (Y/N)
  Number Payments          36              State       Y
  Type Payment (MONTHLY)  1              County      N
                                          City         N
                                          v Tax       Y

Salesman #1 Split %
Salesman #2 Split %

Insurance:
  Type      (JCL/A&H )
  CL/AH Ins Co
  Coll/Comp Ins Co

Lender:
  Lender ID
  Lender Name      HOUSEHOLD RETAIL SERVICES, INC

Dealership:
  Name:            MYSTIC PARK MOTORSPORTS
  Address:         13382 STATE HWY 8
  City:            TITUSVILLE              State: PA  Zip: 16354-
  Phone:           (614) 814-3400

Line No or < > Accept <5>
Ln  Type Insurance
0   No Insurance
1   SCL Only
2   JCL Only
3   A&H Only
4   SCL/A&H
5   JCL/A&H

ees (.9999) % .0240
Number: A-123456
Months to Keep Deal: 36
Inv Type: MC
p Amount:
p Options
    
```

This record sets up your system to default to the payment/insurance that you wish to quote to the customer first. If you choose zero (0), then no CL/A&H premiums will be calculated in the payments. If you choose one (1), then only the single credit life (SCL) premiums will be included in the payment. Any of the options (0 to 5) can be selected during the negotiation process of the sale. After you select one of these options, the following window will open, displaying all the CL/A&H insurance companies that you have set up. Choose the line number for the company that you wish to use as your default insurance provider.

Changing Sales Default Record Screen w/ Ins. Company Window

```

Changing Sales Default Record

Payments:                                Taxes:      (Y/N)
  Number Pay
  Type Payme

Salesman #1 Spl
Salesman #2 Spl

Insurance:
  Type      (
  CL/AH Ins C
  Coll/Comp I

Lender:
  Lender ID      HSEHLD              Tax Cap Options
  Lender Name    HOUSEHOLD RETAIL SERVICES, INC

Dealership:
  Name:          MYSTIC PARK MOTORSPORTS
  Address:       13382 STATE HWY 8
  City:          TITUSVILLE          State: PA  Zip: 16354-
  Phone:         (614) 814-3400

Insurance Company      Enter Line No or <'> Exit < 1 >
Ln  ID      Company
1.  AGL     AMERICAN GENERAL LIFE CO.
2.  NCL     NORTH CENTRAL LIFE INS.
3.  UUL     UNIVERSAL UNDERWRITING LIFE INS.

L: 36
MC
    
```

This same concept applies to the **Coll/Comp Ins Co** field as well, which is for property damage (i.e., collision/comprehensive and liability) insurance and/or VSI (vendors single interest) insurance. You must select a collision/comprehensive insurance company in order for the Sales program to calculate cost.

The **Lender** default would be the finance company with which you do the largest percentage of your business, or the one that has the highest interest rates. You can always change to a different lender while working the deal, if necessary. At the **Dealership** fields, enter your company name, address, and telephone number as you would have it print on your documents.

For the **Taxes** fields, enter a **Y** to “turn on” the field for each type of tax that you will be using. If you decide to tailor any user-defined fields for taxes, you must turn on all the tax fields. You may wish to just set all of them at **Y** for now, in case you want to add taxes later.

Next, set up the **Lieu Fees** field. This will automatically use whatever percentage you put here, multiplying it by the MSRP on the invoice to calculate the lieu tax. The resulting amount will then show up on the invoice under fees as line 1, Veh/Lieu Tax. Not every state has a lieu tax. If your state does not, leave the rate in this field at .0000%.

The **Dealer Number** field will generally show the dealer number assigned to your dealership by your state’s department of motor vehicles. Some of the DMV forms will be pulling information from this field when they print.

For **No of Months to Keep Deal**, we recommend that you use 36. This will keep all information on a deal in your history for 36 months.

The **Tax Cap Amount** field is to be used when a state sets a dollar amount as a cap for sales tax purposes. For example, if your state only taxes up to \$5,000, then you would enter \$5,000.00 in this field.

The **Tax Cap Options** field allows you to select the inventory type to which the tax cap applies. Press the slash (/) key at this field to display the following window, and enter a **Y** for each inventory type that applies:

Changing Sales Default Record Screen w/ Tax Cap Options Window

```

Changing Sales Default Record

Payments:                                     Taxes:      (Y/N)
  Number Payments             36                State        Y
  Type Payment (MONTHLY)     1                County       N
                                                City          N
                                                v Tax        Y

Salesman #1 Split %
Salesman #2 Split %

Insurance:
  Type      (JCL/A&H )
  CL/AH Ins Co
  Coll/Comp Ins Co

Lender:
  Lender ID
  Lender Name

Dealership:
  Name:
  Address:
  City:
  Phone:

Tax Cap Options
<C> Change <'> Exit <>

1. Motorcycle ( )
2. All-Terrain ( )
3. WaterCraft ( )
4. Trailer ( )
5. Power PProduct ( )
6. In/Outboard ( )
7. Hull ( )
8. Vehicle ( )
9. Accessories ( )

Fees (.9999) % .0240
Number: A-123456
Months to Keep Deal: 36
  Inv Type: MC
p Amount:
p Options
INC
e: PA Zip: 16354-

```

Then exit out of the **Sales System Default File** screen to return to the **Sales Maintenance** main menu.

The Credit Card File

Next you will set up your default Credit Card file. Select **Option 5, Credit Cards**, from the **Sales Maintenance** main menu, and a **Credit Card File** screen similar to the following example will appear:

Credit Card File
Screen

```

                                <N> Next  <H> Home  <C> Change  < >
                                <P> Prev  <E> End   <'> Exit

Credit Card File

Ln Credit
No Card Company Name
-----
01 AX AMERICAN EXPRESS
02 CB CARTE BLANCHE
03 DC DINER'S CLUB
04 DS DISCOVER
05 MC MASTERCARD
06 VS VISA
07 Z1
08 Z2
09 Z3
10 Z4
11 Z5
12 Z6
13 Z7
14 Z8

```

This default file is needed to track the reporting of each credit card company with which you do business. The first six credit card codes listed have been defined as defaults by Compton Data for the company names shown. While you can change the company names for these credit card defaults, you cannot change the six two-letter abbreviations (AX, CB, DC, DS, MC, VS). The remaining eight credit card codes, identified as Z1 through Z8, are available as user-definable slots for other credit card company names that you might need to add. Select **C** if you wish to change one of the default names. Then select the line number and enter the card name there.

After all credit card companies have been entered into the Credit Card file, exit back to the **Sales Maintenance** main menu.

The Service Contract File

Now you will create your default Service Contract file. This file is for informational purposes only at this time. Choose **Option 6, Service Contracts**, from the **Sales Maintenance** main menu, and a **Service Contract File** screen like this will display:

Service Contract File
Screen

```

Service Contract File      <N> Next  <S> Search  <A> Add  <'> Exit  < >
                          <P> Prev  <C> Change  <d> Delete

Inventory Type              Contract Type
Inventory Name              Contract ID
Description

Company Name
Address
City
State
Zip
Phone

Dealer Code 1              Sale Acct#
Dealer Code 2              Cost Acct#
                          Payables Acct#

```

Type **C** to make changes to the existing “TEST” record, or **A** to add a completely new one. If you choose to add a record, don’t forget to go back and delete the test record afterwards.

Input the data requested for each field to complete the Service Contract default file. The **Contract Type** field has three possible code options: **F**, for **F**actory (manufacturer’s) extended warranty; **O**, for **O**ther (outside) warranty vendor; or **S**, for **S**ervice/Maintenance Contract (i.e., a “dealer direct” program). You may have two or more companies through which you sell the same extended warranty/service agreements. These can be kept separated by different numbers in the **Account/ID** field.

The **Sale Acct#**, **Cost Acct#**, and **Payables Acct#** fields are informational at this time. You may leave them blank if you wish.

After completion, exit out of the **Service Contract File** screen to return to the **Sales Maintenance** main menu, and then exit from there back to the **Sales Processing Menu**.

The Credit Services Menu

The Sales system offers a connection to major credit service companies so that you can request credit checks on customers who want to finance purchases. From the **Sales Processing Menu**, select **Option 7, Credit Bureau**:



NOTE: This is special software available at an additional charge. Please contact Comptron Data if you wish to purchase this option.

Sales Processing Menu

Sales Processing Menu

Select 7

1. New Deal
 2. Search Deal
 3. End of Day/Month
 4. Forms Printing
 5. Standard Reports
 6. Report Generator
 7. Credit Bureau
 8. Maintenance (Sales)
 9. Payments
- ' Exit

A **Credit Services Menu** similar to this will be displayed:

Credit Services Menu

Credit Services Menu

Select 1

1. TRW
 2. CBI
 3. Trans Union
- ' Exit

Each service company charges the dealer a fixed amount per month or per application (depending on how many applications are processed each month). This information is vital for a dealer to be able to make an informed decision on whether to "spot deliver" the unit or not, before the lender has actually approved the deal. This is especially important during business on evenings and weekends/holidays, when lenders are closed.

After subscribing to your credit bureau provider, you need to call Comptron Data with the “dial-up” telephone numbers and access code numbers. We will then provide you with the software “dial-up” programs to be installed on your system. (There is a fee for this optional service—please ask for current pricing.)

When you have finished with the **Credit Services Menu**, exit back to the **Sales Processing Menu**, and then exit from there back to the **Sales Menu** screen.

The Major Inventory File

Next you will need to create the Major Inventory file. This is where you will be entering your inventory. First select **Option 2, Inventory**, from the **Sales Menu** screen:

Sales Menu

```
Sales Menu                                SMITH ACTION SPORTS                                Version 4.12
                                           22 BROADWAY
                                           RIVERSIDE, CA 92500

                                           Select  2

                                           1. Deals
                                           2. Inventory
                                           3. Qik-Quote
                                           ' Exit
```

The following **Inventory Files Maintenance Menu** will be displayed:

Inventory Files
Maintenance Menu

```
Inventory Files Maintenance Menu

                                           Select  1

                                           1. Major Inventory
                                           2. Markup
                                           3. Make/Model
                                           4. Default Fees
                                           5. Inventory Types
                                           6. Reports
                                           ' Exit
```

Now choose **Option 1, Major Inventory**, from the **Inventory Files Maintenance Menu**, and the **Major Inventory Menu** will be displayed, as illustrated on the following page:

Major Inventory Menu

Major Inventory Menu

Select 1

1. General File
2. Invoice Data
3. Boat Package Display
- ' Exit

From this menu, choosing **Option 1, General File**, brings up this **Adding Inventory Record** screen:

Adding Inventory Record Screen

```

                                <'> Exit <;> Skip <.> Erase </> ?
Adding Inventory Record

Stock #
Inv Type/Seq
Package #

New/Used/Demo
Purchased      1/25/2005
Invoice #
Vendor

Deal #
Date
Status
Salesman

Remarks
  
```

Don't become overwhelmed by all the fields that you will see. There is a lot of work initially to get all the data on your Sales system, but once this has been done, you will quickly see all your hard work pay off. The **Major Inventory File** screen example on the next page illustrates the kinds of information you will be entering. The data areas are explained in the following paragraphs.

Area #1	<pre> Major Inventory File </pre>	Area #2
Area #3	<pre> Stock # U99026 Inv Type/Seq MC 00 Package # </pre>	
Area #4	<pre> New/Used/Demo U Purchased 1/25/2005 Invoice # Vendor </pre>	
Area #5	<pre> Deal # Date Status N Salesman </pre>	
Major Inventory File Screen	<pre> License State AZ License # MC-5374 Lic Exp Date 12/31/2005 Begin Odometer on Field1 Current Odom 56757 on Field2 </pre>	
Area #6	<pre> Title Status LIEN AT AHFC Field4 Remarks NEEDS R/TIRE & DETAIL </pre>	

Notice the “Major Inventory File” title (Area #1 in the illustration): The upper left corner of the screen will keep you informed as to where you are in the program. The Major Inventory file contains all the vital information on every unit in your inventory. Area #2 (horizontal menu bar) shows all the functions (commands) available on this screen.

Explanation of Major Inventory File Screen Command Options:

- < N> = **N**ext record in the Major Inventory file
- < P> = **P**revious record in the file
- < S> = **S**earch inventory by stock number
- < C> = **C**hange the record now displayed
- < A> = **A**dd a new record
- < d> = **D**elete this record
- < D> = **D**uplicate this record. Lets you copy an existing inventory record as a template to create a new record for a similar unit, when just a few fields will differ.
- < I> = **I**nvoice record on this unit
- < ' > = **E**xit this screen or “back up” to the previous keyboard entry



NOTE: Be careful when using the Sales system. Some commands are *hot keyed* (meaning that pressing the **Enter** key is not necessary to complete your selection) to enable quicker movement through the system.

Area #3 begins with the stock number (which you must assign). Almost every unit will be accessed by this number. The **Stock #** field is alphanumeric (six characters), so you can use any combination of letters and/or numbers. A suggested numbering method would be to use the first two digits for the model year and the next four digits for the numeric sequence in which you received this unit into your inventory.

For example, if this is the first 2004 model you've received, its stock number would be 040001; the second unit received into inventory would be Stock # 040002, and so on. The F&I Sales system is set up so that a duplicate stock number cannot be used. This feature provides you with accurate tracking of your inventory and keeps confusion to a minimum.

Below the next field is the **Inv Type/Seq** (Inventory Type/Sequence) field. The inventory type code options are:

MC = MotorCycle

AT = All-Terrain vehicle (ATV) (including Ski-Doo)

WC = Personal Water Craft (e.g., jet ski)

TR = TRailer (transport, park model, fifth wheel, motor home, etc.)

PP = Power Product (lawnmower, generator, etc.)

IO = Inboard or Outboard (marine engine)

HL = HulL (boat hull)

VE = VEhicle (car or truck)

AC = Accessories

Inv Type sets up your inventory by categories or like kinds, even though the stock numbers are in sequence. For example, Stock # 960001 might be type MC, Stock # 960002 could be a WC, Stock # 960003 could be a VE, and so on. You will see later on that by organizing your inventory by vehicle type and stock number, you will be able to search your inventory quickly and easily.

The **Seq** part of the field is for the two-digit sequence number, which is critical to Sales account tracking for generating reports, and for applying correct tax rates and fees. You can use a different inventory sequence number for each type of unit in your inventory, or for each size (e.g., large, mid-size, small), or you may choose to have just one sequence number for each inventory type.

Package # is used primarily in the marine industry to allow the dealer to have up to five major units (e.g., hull #, trailer #, engines (two inboard or two outboard), stern drives, etc.) accessed by one package number. These units can all be sold as a package by assigning their stock numbers with the same package number. Example: If Pk-001 is the package number assigned to all the stock numbers, then when any one of the stock numbers in the package is brought up for sale, all the units with a package number of Pk-001 will be brought up with it.

Area #4 starts with the **New/Used** field. The Sales program defaults to “N = New” when adding inventory. It can be changed to “U = Used” if a used unit is being added to your inventory. The **Purchased** field will default to today’s date, but you can change it if necessary. The **Invoice #** field displays the number of the invoice record for the unit when you received it into your inventory. The **Vendor** field indicates who provided this unit to your dealership (for example, Honda-Chev, Bayliner, etc.). This is a numeric field only. We recommend that you assign the same vendor numbers here as in your COMPTRON® Stock file.



NOTE: For those dealers whose COMPTRON® and F&I Sales systems have the Accounts Receivable (AR) Integration installed, or if you think your store will be integrated in the future, it is **IMPERATIVE** that you enter the COMPTRON® vendor number in this field.

Area #5 begins with the **Deal #** field. This number will be tracked automatically by the system. The **Date** field is for the date of the deal. The **Status** field indicates the status of the deal; i.e., whether the unit is sold (S), . The **Salesman** field entry (the sales number code of the salesperson on this deal) will be tracked automatically by the system. The above information is present only after a deal is created with that unit’s stock number.

Area #6, **Remarks**, is provided as an information field for entering data or a reminder that pertains specifically to this unit (e.g., “wholesale only—needs \$5,000 in recon”). After the **Remarks** field is completed, the system will ask:

< > Accept <'> Correct <U> Undo?

At this point, simply pressing the *Enter* key will accept creation of this new record for your inventory. After accepting the new entry into inventory, the system will prompt you for the VIN (vehicle identification number). This is a 19-character alphanumeric field.

The remaining fields, down the right side of the screen and across the bottom just above Area #6, provide descriptive details identifying the unit being added:

Major Inventory File Screen Field Descriptions:

Year = 4-digit numeric field (e.g., 97)

Make = 10-digit alphanumeric field (e.g., YAMAHA, CHEV, BAYLINER)

Model = 10-digit alphanumeric field (e.g., YZ250, CAMARO, FT179)

Color = 10-digit alphanumeric field

Body Type = 10-digit alphanumeric field (e.g., 2 DR, 1/2 TON, MC)

Cyls = 1-digit numeric field (e.g., 2, 4, 8, 10, etc.)

Axles = single-digit numeric field (2 = car, 3 = heavy truck w/tandem rear axles)

Eng Size = 6-digit alphanumeric field (e.g., 1800 cc or 350 cu in)

Engine # = serial number (20-digit alphanumeric field)

Key # = 6-digit alphanumeric field

Fuel Type = single-letter alphabetic field (defaults to “U”= unleaded)—you may press the slash (/) key to display the appropriate code letters that can be used here.

License State = state abbreviation (2-letter alphabetic field)

License # = 10-digit alphanumeric field

Lic Exp Date = date when license expires

Begin Odometer = mileage on unit when received into inventory

Current Odom = mileage on unit when sold

Fields 1-4 = user-defined fields—you can use these fields for any information that you wish to include about the unit

Title Status = Free & clear, GMAC lien pending, need duplicate, etc.

Some of the above fields may not be present, depending on the inventory type. After all of the fields have been completed, you will be prompted as follows:

< > Accept <'> Correct <U> Undo

If all the information is correct, simply press *Enter* and the **Changing Invoice Record** screen automatically comes up for this unit, as shown below:

Changing Invoice Record Screen

```

                                <'> Exit  <.> Skip  <.> Erase
Changing Invoice Record         -> Right  <Pg-up>  <pg-down>

Stock # U97025   Make HONDA           Model GL1500A   VIN GL1500-3884557477
                Actual      Dealer   Wholesale      Retail
-----
Price (ACV)    
Freight
Prep
RO/Accs
Ext Contract
Pre-pd Maint
MSRP
Invoice Discounts
Fees (Inv Type)      $42.90
Pack
Mfg-Dealer Rebate
Mfg-Cust Rebate
Dealer-Cust Rebate
Bonus
                Payoff:
                Amount
                Company
                Cost/Day
                Good Till
                Flooring:
                Amount
                Company
                % Int
                Start Date
                End Date

                                < > Accept  <'> Correct  <U> Undo

```

The cursor will be blinking at the **Price (ACV)** (Actual Cash Value for used units) field. Type in the actual invoice amount paid to the manufacturer for this unit. In the case of a used unit, input the wholesale appraised value or actual cash value (ACV) of the unit when taken into inventory.

The Sales system will automatically assign **Dealer** and **Retail** values from the Make/Model and Markup files to give you the profit structure for this unit. If you left the Markup file record blank, you can change the **Dealer** and **Retail** amounts at this time. Then the cursor will move to the **Wholesale** field. Use this field for any dollar amount you wish—maybe as the lowest price for which you will sell the unit.

The **Retail** price is next. You may leave the price “as is,” or change it to whatever you feel the market will bear. (Remember that freight, prep, and Repair Orders (ROs) will be added to this price to get the full retail price—**ON NEW UNITS ONLY**. On used units, the retail price remains the same regardless of the additional cost from ROs added.) After completion of this field, the cursor will move to the **Freight** field. Input the amount of freight shown on the window sticker, or the actual shipping costs paid.



NOTE: The wholesale price shown here is for informational purposes only. Also, the totals for each column are shown on the right side of the screen. (You may not need to use some of the fields; if so, just skip through them.)

The system will use the **Retail** price in the deal screen when working out deals with customers. At that time the price can be changed to whatever is necessary for that particular deal.

Changing Invoice Record Screen Field Descriptions:

Prep = Normally a flat rate per unit that the dealer charges to recover expenses incurred in getting units ready for retail delivery (e. g., washing, detailing, gas and oil, etc.).

RO/Accs = **Repair Order/Accessories**, which have been added to this unit. Any time the stock number is used to create a Repair Order, that will automatically be tracked and the running totals will be displayed here. If you want to review the ROs posted against this unit, put the cursor on this field and press the slash (/) key to bring up the following window, which displays the dollar amounts:

ROs List for Stock #
Window

Enter Line No or <T> Toggle <C> Change <'> Exit <...>						
RO's List for Stock# 95						
Ln#	RO Number	Parts	Labor	Misc	Taxes	Retail
1	501011	\$404.74	\$129.90	\$54.89	\$37.42	\$626.95
2	501013	\$98.52	\$180.00	\$4.95	\$19.50	\$302.97
						\$929.92

<T> Toggle = View Actual

To change the **RETAIL PRICE** on the RO, select the **< C> Change** command option and enter the line number of the RO you wish to alter. After you enter the new price, the cursor will return you to the top of the screen, where you may exit or enter another line number to change.

To bring up the actual RO, use the **< T> Toggle** command and choose the line number of the RO you wish to display. The following RO was displayed by selecting line #1:

Repair Order Screen

```

                                <R> Repairs  <'> Exit  < >
Repair Order

RO #      501011 Operator  77                Dt/Tm Sched  1/06/05  3:03P
Status    IN PROGRESS                Dt/Tm Prom   1/06/05
Type Svc  INTERNAL                    Call When Ready

Last Name  IN-HOUSE (USED UNITS)        Model      ASTRO          Year  99
First Name SERGE                      Initial     Make           CHEVROLET
Address                                         VIN           99DG3456KJFHJH577
City                                             Engine #     2339R9R39R994222
State      Zip Code                    Lic/ID #     Odom.
Home Phone                                Stock #      U9902
Work Phone                                Ext.         USERDEF1
=====
Parts      $404.74                        Tax          $37.42
Labor     $129.90                        Total        $626.95
Misc      $54.89                        Paid
Sub Total $589.53                        Balance     $626.95

```

From this point, you can choose the < R> **Repair** option to review parts, labor, miscellaneous, or recommended repairs for this unit.



NOTE: Repair Orders can only be viewed from here, not changed. No changes to the RO are allowed when you used the **Toggle** command to see it.

Ext Contract = Extended Service Contract. Enter the cost amount for this unit for the Extended Service Contract. The amount in the **Retail** column for this will carry over to the deal screen automatically when you are working a deal. This field can be changed or deleted during the deal process or before recapping.

Pre-pd Maint = Prepaid Maintenance is needed for dealers who want to offer the customer maintenance that is paid in advance. Again, the amount in the **Retail** column will carry over to the deal screen during the deal process. This field, also, can be changed or deleted while working a deal or before recapping.

MSRP = Manufacturer's Suggested Retail Price. If your state requires a "factor" (e.g., .024) to be calculated against the MSRP to charge the customer for "lieu tax" or a "road use tax," then enter the MSRP amount. The calculated amount will appear on the **Special Inv Fees File** window at Field 1, **Veh/Lieu Tax**.

Invoice Discounts = Any amount reimbursed to the dealer from the manufacturer (e.g., fleet discount, year-end invoice adjustment, etc.).

Fees = Total amount charged by the state for vehicle registration (e.g., lieu tax, road use tax, etc.) and dealer document fees.



NOTE: The fees will be brought over to the invoice automatically from the **Default Fee File** screen set up previously. You may change this figure at this time if necessary, or later from the **Deal Financing** screen.

Mfg-Dealer Rebate = The amount reimbursed to the dealer from the manufacturer after retail delivery for special promotions on selected models.

Mfg-Cust Rebate = The amount reimbursed to the customer from the manufacturer after retail delivery. This amount will carry over to the deal screen automatically when you are doing a deal.

Dealer-Cust Rebate = The amount the dealer will reimburse back to the customer for sales promotions (e.g., the dealer makes the first payment for the customer, etc.).

Payoff = If the invoice is for a used unit in inventory, a payoff area is provided on the invoice to keep track of the amount owed, to whom, the cost per day, and how long the payoff is good for (the **Good Till** field).

Hold Back = The amount reimbursed to the dealer by the manufacturer (usually a percentage of the invoice amount). This is an informational field only and will not affect the invoice amount. It will affect profits on the End of Day reports.

Flooring: Amount = The amount required by the flooring company to release the invoice.

Flooring = The approximate amount spent on interest while this unit has been in inventory. This is used only as a quick guide and is basically an information-only field.

Complete all of the fields on the **Changing Invoice Record** screen, make any corrections needed, and when you press *Enter* to accept this record, you will be returned to the **Major Inventory File** screen.

After all of your inventory records have been created, you will be finished with the setup for your system default files, so you can use the apostrophe key (') to exit back to the **Inventory Files Maintenance Menu**. Then from there continue pressing the apostrophe to exit all the way back out through the **Sales Menu** screen to the main **Comptron Menu**.

Now that your system is set up, you are ready to use it to create a new F&I deal. Refer to Chapter 1 of this manual, Creating an F&I Deal.

Summary

In this chapter you learned what steps need to be taken to install your F&I Sales software and set up your inventory and default files for first-time use of the program. The basic files included:

- > The Inventory Types File
- > The Markup File
- > The Default Fee Files
- > The Tax File
- > The Insurance Company Files
- > The Lender File
- > The Sales Staff File
- > The Sales System Default File
- > The Credit Card File
- > The Service Contract File
- > The Credit Services Menu
- > The Major Inventory File

This page was left blank on purpose.

CHAPTER 1

Creating an F&I Deal

Comptron Data's F&I Sales system has been created to provide your dealership with the best sales tool available. Ease of use with maximum flexibility helps reduce the workload on your sales staff, giving them more time to concentrate on selling.

The F&I Sales program is fully integrated to work seamlessly with Comptron's Service, Parts, and Accounting modules so that you can acquire and manage the information you need in a timely manner to maximize profits. Key features of the Sales program include: serialized major unit inventory control, multi-unit sales (up to five units), instant payment calculation, and printing of deal forms, reports, and sales commission vouchers.

The F&I Sales system is designed to make selling and financing major units in your department as fast and efficient as possible. With the Sales program you can:

- > Create new deals, setting up financing and insurance, and accepting trade-ins.
- > Find and retrieve previously stored records of pending deals by deal number or customer name.
- > Generate regular daily and monthly Sales department reports.
- > Print all necessary state, finance agreement, insurance, and other forms for your deals.
- > Create both standard and custom-tailored management reports.
- > Access credit services.
- > Maintain up-to-date records on your sales activities.
- > Maintain an F&I Accounts Receivable file where reports can be run to include lender account balances, lender finance reserve balances, manufacturer rebate and holdback balances, and customer account balances.
- > Handle deal deposit payments and refunds, lender account payments, lender finance reserve payments, and manufacturer holdback and rebate payments.
- > Maintain complete files on your major inventory, including all invoices, flooring, dealer markup rates, and fees; and produce reports on the status and past history of your inventory.
- > Generate quick finance quotes on the spot.

In order to perform these functions, the Sales program provides a series of menu screens to take you through the operations necessary to accomplish what you want to do. As you follow the steps on each screen and type in the required information, you are updating many files and keeping the system's data base current. There is a lot of power at your command.

How to Use This Chapter

This chapter corresponds to **Option 1** of the **Sales Processing Menu: New Deal**. Several important sales functions can be accomplished from here:

- > Adding a new customer to your data base
- > Adding major units to the deal
- > Adding accessories
- > Working out deal financing
- > Figuring license fees
- > Adjusting for taxes and trade-ins
- > Adding property damage insurance and/or Credit Life/Accident & Health (CL/A&H) insurance
- > Providing extended service/prepaid maintenance (PPM) contracts
- > Arranging for pickup/deferred down payments
- > “Rolling” a payment for a quick backward deal calculation to achieve a particular monthly payment or handle a cash purchase
- > Taking a backup deal in case a pending sale on the same unit(s) falls through
- > Issuing a quote to store a deal for later use if a customer wants to think it over
- > Logging a trade-in unit into inventory
- > Printing forms needed to close the deal

The following pages explain the steps for each of these activities. As you work with the Sales system, you’ll see that other options are available as well.



NOTE: *A pointing hand symbol in the left margin (as used for this note) indicates helpful hints or options which are not visible on the screen.*

Accessing the Sales Menu

Now you're ready to get into an actual F&I deal. At the login screen prompt, type `comptron` (lower-case) and press *Enter*. After displaying the copyright screen, the program will ask for your password. Type your four-character password and press *Enter*. (*Your password is the string of numbers and/or letters that you use to identify yourself to the computer. It is assigned by your manager/owner.*)

The main **Comptron Menu** will be displayed, as follows:

Comptron Menu

```
Comptron Menu                                     Version 4.12

                                     Select 

                                     1. Parts
                                     2. Service
                                     3. Sales
                                     4. Management
                                     ' Exit
```

Most of the major menus operate through single “hot key” commands, which means that they take effect immediately after you type the single numeral (1 through 0) or letter corresponding to your choice, without having to press the *Enter* key to execute the option.

Select **Option 3, Sales**, from the **Comptron Menu**, and you will see the following **Sales Menu** screen:

Sales Menu

```
Sales Menu                                     SMITH ACTION SPORTS                                     Version 4.12
                                     22 BROADWAY
                                     RIVERSIDE, CA 92500

                                     Select 

                                     1. Deals
                                     2. Inventory
                                     3. Qik-Quote
                                     ' Exit
```

The Sales Processing Menu

This manual is organized to follow the format of the **Sales Processing Menu**, which is displayed upon selection of **Option 1, Deals**, from the **Sales Menu**. Chapters 1 through 9 are named after the nine menu options shown here:

Sales Processing Menu

Sales Processing Menu

select

1. New Deal
 2. Search Deal
 3. End of Day/Month
 4. Forms Printing
 5. Standard Reports
 6. Report Generator
 7. Credit Bureau
 8. Maintenance (Sales)
 9. Payments
- ' Exit

Option 1 of the **Sales Processing Menu** is for creating a new deal. **Option 2** is for locating a deal that has been placed in the system previously; you can search for these by the deal number or customer name. **Option 3** allows you to “finalize” a deal after the sales process is completed, and initiates creation of routine reports concerning the Sales department’s activities for the day. **Option 4** enables you to print contracts, title applications, and other forms pertaining to a deal. **Option 5** is for generating standard reports, and **Option 6** lets you create customized reports. **Option 7** lets you access a list of the credit services to which you subscribe. **Option 8** allows you to update, add, or delete file records used in the **Sales Maintenance** part of the program. **Option 9** enables you to take customers’ deposit payments on deals, and also to apply payments to open receivables accounts for lenders such as American Honda Finance Corporation.

The New Deal Option 1

To create a new deal, select **Option 1** and the following screen will be displayed:

Creating New Deal
Screen

```

                                <'> Prev  <:> Skip
Creating New Deal

Dept: Retail           Customer Last Name  CARTER
Deal # 409018  Date  9/03/2004 First Name  RICHARD           MI D  SM      1

Status: QUOTE           Used
Ln Stk #  ID Number           New Yr Make           Model           Color           Sale Price
-----
  
```

Notice the **Deal #** (409018) field in the upper left corner of the screen. This number is assigned by the Sales system to each deal in numerical sequence.



NOTE: The deal number is coded as follows:

```

Deal # 4 09 018 — Deal sequence for that month
                (This is the 18th deal of the month.)
                |
                |—— Month in which deal was created
                |
                |—— Year of deal on record
  
```

Once a deal number has been assigned to a deal, it will become the permanent record number. If the deal is deleted from the system, the deal number cannot be used again. The system will default to the next number in the sequence.

When creating a new deal, you will be prompted for the customer's name. The Sales program is designed not to proceed further unless a name is assigned to the deal. This is done to safeguard against customers or salespeople forgetting what was discussed earlier.

If the customer's name is already in the Customer file, the system will automatically bring up the complete file to verify that all the information is correct. If there are any discrepancies, they should be corrected at this time.

Adding a New Customer Record

If a Customer record does not exist for this new buyer, the system will offer you a blank **Customer File** screen where you may use the **< A> Add** command to create one. The following is an example of a Customer record:

Customer File
Screen

```

                                <'> Exit <;> Skip < >
Customer File

L-Name  CARTER                      Customer #          783606
F-Name  RICHARD                      Initial D
SSN     545-72-6794                  DOB    7/14/55    Age 49    Tax ID #
Dr Lic  R791235                      Lic State  AZ      Discount Type <R> Retail
Spouse  ANNE                          Discount %
Attn    RICHARD CARTER                Account Type <N> None
Addr    8139 DOWNEY RD.               Credit Limit
City    SIERRA VISTA                  Amount Charged     $1,325.23
County  COCHISE                       Amount Paid        $1,325.23
State   AZ                            Zip Code   85635    Balance
Hm Phone 520-378-3706                 Fax #    520-459-6318    Credit Avail
Wk Phone 520-459-6317                 Wk Ext.   45            Last Charged     11/08/03
Cellular                               Pager #
E-Mail
Remark
Alert

                                1  2  3  4  5  6  7  8  9  10
Category 9                                X

```

Complete the fields for your new Customer record as best you can. When you reach the **Spouse** field, you will have the option of using the slash (/) key to display a window where you can add a spouse's name, Social Security number (SSN), date of birth (DOB), and driver's license number: Such information will be particularly important if the buyer's spouse will cosign the sale contract (guaranteeing payment for a loan to finance the deal).

The **Remark** field can be used to give reminder notices to employees (e.g., "Cash Only"—Check #7542 needs to be paid in full). The **Alert** field works the same way, with the exception that if anything is entered here, the word "Alert" will flash on the screen to catch the eye of anyone who looks at this customer's record.

The **Customer #** is assigned by the Sales program. If a Customer record is deleted, that number can be reused for another customer.



NOTE: *The following fields in the Customer file pertain more to a Parts department sale than to F&I:*

Note that the record has a **Tax #** field. If **ANYTHING** is typed in this field, sales tax will not be charged to this customer. This is done for those customers who have a resale tax number.

For the **Discount Type** field, note that the screen example shows a list of options across the bottom of the screen below the heading "Type of Discount for Customer." These options display when the cursor reaches the **Discount Type** field. Products sold to this customer account will default according to the option selected for this field. We recommend using the **< R> Retail** (no discount) code, as each line item price can then be changed to whatever you wish at the time of sale.

The codes for the **Discount Type** field are:

- < **R**> = **Retail**—No discount.
- < **D**> = **Discount %**—Off retail price.
- < **N**> = **No Matrix**—Can be changed to “Y” (yes) to indicate that there is a matrix table for parts pricing (e.g., a part which costs 1–50¢ = a markup of 4 times; 51–75¢ = 3.95 times, etc.).
- < **c**> = **Profit %**—The retail price will be adjusted to retain this percentage of profit.
- < **d**> = **Markup %**—Products will be sold at a percentage over your replacement cost.

When the cursor reaches the **Account Type** field, the array of option codes at the bottom of the screen will appear as follows:

- < **N**> = **None**—No credit can be extended to this account.
- < **A**> = **Account**—Maintains a running total of account activity *charged* and *paid*, with the balance (computed by subtracting the amount paid from the amount charged).
- < **T**> = **Temporary account**—When this account has been paid in full, the field will revert back to “N” for none.
- < **I**> = **Internal**—This account is used for shop supplies or used bikes/vehicles; the system will not ask for money when a counter ticket is ended, but will keep a running account total.

The **Credit Limit** field tracks the maximum amount that this account can charge. A “Credit Limit Exceeded” warning message will display any time the customer tries to overcharge this account. To correct this problem, the customer would have to make a *payment on account* or reduce the amount of the new charge by deleting items on the counter ticket until the total falls below the credit limit.

The **Category** field has a capacity of 10 alphanumeric characters, allowing you to categorize each of your customers as to their interests (e.g., water craft, touring or dirt bikes, sport bikes, etc.). This is used for creating mailing lists for different segments of your customer base. An endless number of alphanumeric combinations can be dreamed up to code each customer as to the type of vehicles owned.



NOTE: *Don't get too specific or detailed with this. Keep it simple and less confusion will arise. You might consider using an X in the #10 field on all of your customers to send them a Thank you/Happy Holidays note at the end of the year. (Your customers love to be remembered—it pays big dividends.)*

Adding a Unit from the Stock File

Once the Customer record has been completed, the system will return to the **Creating New Deal** screen, and ask you to input the salesperson's number (a two- or three-digit identifier assigned by management). Next, type the stock number in the **Stk #** field, and the unit information will display. If you are unsure of the unit's stock number, use the slash (/) key to search for it. A full-screen window will open (as shown in the following example) with a menu of inventory types to help you select the kind of unit for which you are searching. Enter the line number for the type you need (e.g., 1= MC00).

New Deal Screen
with Inventory Types
Window

```

Ln <N> Next <,> Home <'> Exit <>
      <P> Prev <.> End <L> List

Inventory Types

Ln  Type  Name
--  ---  -----
 1  MC00  Motorcycle
 2  MC20  MU-HD (MISC)
 3  MC21  MU-HD (TOURING)
 4  MC22  MU-HD (SOFTAIL)
 5  MC23  MU-HD (DYNA)
 6  MC24  MU-HD SPORTSTER
 7  MC26  MU-OTHER MC
 8  MC30  MU-HD (USED)
 9  MC32  MU-OTHER USED-MC
 A  AT00  All-Terrain
 B  WC00  Water Craft
 C  TR00  Trailer
 D  PP00  Power Products
 E  IO00  Inboard/Outboard
 F  HL00  Hull

```

Another window will display, similar to the sample below, listing all the units in the Stock file for the type chosen (MC00):

New Deal Screen with
Stock File Window

```

<'> Exit </> Display

Creating New Deal

Ln Number <'> Exit <Pg-Dn> <Pg-Up> <HOME> First <END> Last <>
Ln Stock# ID Number Yr Make Model Color Sale Price
1 M8233 SZ489357409596912 N04 SUZUKI ZZ1600 YELLOW $12,995.00
2 M8215 GL1500-3884557477 U02 HONDA GL1500A WHITE/RED $9,585.00
3 M8234 YZ125-47847853875 N04 YAMAHA YZ125 RED/WHITE $10,495.00
4 M8235 YZ125-47847853884 N04 YAMAHA YZ125 BLUE/WHITE $10,495.00
5 M8198 YZ125-46739876521 N04 YAMAHA YZ125 GREEN/WHITE $10,495.00
6 M8196 GL1200-4356959E32 U03 HONDA GL1200A WHITE/BLUE $9,875.00
7 M8227 K1600BM8547948243 N04 BMW K1600 BLACK $16,569.00

```

Enter the line number for the specific unit that you are discussing for the deal, and the information on that unit will appear on your **Creating New Deal** screen (in the following example, the line 3 stock information was chosen from the previous stock list window on motorcycles):

New Deal Screen with Backup Query

```

                                <'> Exit  </> Display
Creating New Deal

                                Customer  Last Name  CARTER
Deal # 209018  Date  9/03/2002  First Name  RICHARD                MI D SM      1

Status:
Ln Stk #  ID Number          Used
New Yr Make      Model      Color      Sale Price
-----
01 M8234  YZ125-47847853875 N  04 YAMAHA      YZ125      RED/WHITE $10,495.00

                                This item SOLD 8/31/04  Deal# 408017
                                Take Back-up Deal?  Y/N

```

If, as in the example, a unit was previously sold or a deposit was placed on it, you will be told that this item is sold on a certain deal and then asked if you want to take a *backup* deal.

The F&I Sales system has been developed to sell up to five serialized units on a single deal. Many times two PWCs or ATVs and a trailer are sold at one time and need to be financed on one contract. Simply keep adding the stock number of the units being purchased, and their retail prices, taxes, and registration fees will all be tracked. The first screen may look something like the example below:

Deal Items Screen with Multiple Stock Entries

```

                                <N> Next  <S> Search  <A> Add    <'> Exit
Deal Items          <P> Prev  <C> Change  <d> Delete  <F> Finance

Dept: Retail        Customer  Last Name  CARTER
Deal # 409018  Date  9/03/2004  First Name  RICHARD                MI D SM      1

Status:
Ln Stk #  ID Number          Used
New Yr Make      Model      Color      Sale Price
-----
01 M8235  YZ125-47847853884 N  04 YAMAHA      YZ125      BLUE/WHITE $10,495.00
02 W4827  GTX550-1532796842 U  03 BOMBARDIER  GTX-550    WHITE-BLUE  $9,875.00
03 T2789  TRL2-029384784567 U  01 TRAILITE    LTR-390    BLUE        $3,950.00

                                Total Sale Price      $ 24,320.00
                                Payment (Monthly)     $665.98
                                Terms                    60

```

Once you have the unit(s) listed on the **Deal Items** screen, you are ready to start working out financing with the customer.

Using the Deal Financing Screen

Use the < F > **Finance** command to see the following financing screen:

Deal Financing Quote Screen

```

      <I> Invoice  <D> D-Date  <F> Forms  <S> Reserve  <'> Exit  < >
Deal Financing QUOTE  <C> Change  <P> CL/AH  <M> Deposit  <R> Roll

Deal # 409018  Date  9/03/04  Customer  CARTER
Salesman: MR. SMOOTH          2nd Salesman:          Mgr #:  F&I #: 4
Price          +  $13,117.75          Deposit Amount
Time-of-Sale Acc +  $719.95          Dep/Cash Due
  Total Price          $ 13,837.70

Trade Allowance -
Payoff on trade +
Cash Down -
Fac-Cust Rebate -
Cash +(Trade Equity)  $ 1,000.00
Fees +  $640.85
Taxes 8.00% +  $1,444.27
Col/Comp Ins +
Ext. Serv. Contr +  $825.00
  Total Fees/Taxes          $2,910.12

Total Sale Price  $22,396.80
Insurance Type    JCL/AH
OTD              $16,527.87

Pick Amount
Defer Amount
Net Down+Pick+Defer $ 1,000.00

Lender          AB123
Interest Rate   10.00
# Payments      60
Finance Amount  $16,882.18
Monthly Payment $358.69
Due on ( 45 Days) 10/18/2004

C-Life Premium  $512.41
Acc Health Prem $841.89
Total Ins Prem  $1,354.31

```

This screen is used for working the deal with the customer. Any or all of the fields can be changed at this time. Any time a change is made, the Sales program recalculates the payment.

When you use the < C > **Change** command, the cursor begins at the **Price** field. You can accept the price by pressing *Enter*, or you can press the slash (/) key to change the price. A window will appear, superimposed over the main screen, as in the example on the following page. Choose the line number you wish to change, and enter the correct amount for either the price, freight, or prep charge. The system will recalculate totals accordingly.



NOTE: Keep in mind that the retail price comes from the invoice and includes the deal price, deal freight, and deal prep. These figures reflect the price, freight, and prep for **THIS DEAL ONLY**, and this is where changes to deal prices for each unit are made. Making a change here will affect only this deal. It will not change another deal having the same stock number or invoice number.

Changing Deal Financing Screen w/ Change Price Items Window

```

                <'> Prev <;> Skip <.> Erase
Changing Deal Financing      -> Right </> Display

Deal # 412006   Date 12/10/04   Customer ROBERT N STEPHENS
Salesman: MR. SMOOTH      2nd Salesman:           Mgr #:           F&I #:
P
T
C
E
                CHANGE PRICE ITEMS
                <'> Exit <;> Skip -> Right < > Continue < >
Item Stock      Retail      Deal      Deal      Deal      Total
T  No  No      Price      Price      Freight  Prep      Deal
P  1. 9801 $  9,413.80 $9,068.80 $262.50  $82.50 $  9,413.80
C  2. RMS1 $  5,575.00 $5,400.00 $100.00  $75.00 $  5,575.00
F  3. RMS2 $   632.50  $470.00  $75.00  $87.50 $   632.50
F
T
C
E
Total Price $15,621.30  $14,938.80  $437.50  $245.00 $ 15,621.30

Total Fees/Taxes      $1,859.91      Due on ( 45 Days)  1/10/2005

Total Sale Price      C-Life Premium
Insurance Type      Acc Health Prem
OTD      $17,481.21      Total Ins Prem
    
```

Adding Accessories

Next the cursor moves to the **Time-of-Sale Acc** field. If accessories are to be included in the sale, they should be added here at this time.



NOTE: You should first have the Service or Parts department give you a Repair Order or counter ticket so that the correct RO/ticket number can be entered. If you do not have a ticket, you can just put in any number until you get a proper ticket number, if you need to put the figures in.

Pressing the slash (/) key for a scrolling search will **Display** the following window, superimposed over the main screen. Now select < A > to add accessories from the window to this deal.

Deal Financing Screen with Accessories Window

```

D
D
S
P
T
C
F
F
T
C
E
                <I> Invoice <A> Add < > Accept < >
                <T> Tax <C> Change <d> Delete
Ln Ticket Tax Type Description          Cost      Retail
-----
1 76582 Y AC00 TRIPLE "A" LUGGAGE RACK          $99.95
2 76582 Y AC00 TRIPLE "A" ENGINE GUARDS        $39.95
3 76582 N AC00 LABOR                          $35.00
4 76884 Y AC00 BIKE COVER, LARGE TOURING      $129.95
-----
Non-Taxable          $35.00
Taxable              $269.85
Taxes                $22.94
Total                $292.79
    
```

Notice that there is a **Tax Code** column. Some items on the deal will be non-taxable (e.g., labor), and others will be taxable. The code “N” will represent nontaxable sales, and “Y” will indicate taxable sales. The Sales system will default to the most common type of sale. Enter the RO/ticket number, and item description.



NOTE: Only one entry can be made with the same RO/ticket number.

After the cost is entered on the **Deal Financing** screen, type in the retail price. The difference between cost and retail is the profit on which the salespeople are paid their commissions.

If you need to change the tax structure to other than the default, choose the **< T > Taxes** option, and the following subwindow will display. You are given the option of changing the defaults from “Y” to “N” if no tax is to be charged, or you may change the percentage of tax by using the right arrow key and typing in the correct percentage amount. This change in taxes will only apply to this deal.

Deal Fin. Screen
with Tax Selections
Subwindow

Dea		TAX SELECTIONS (Time-of-Sale Access)							
Dea		<Y> Select <.> Erase <:> Skip <'> Exit							
Sal	Ln	Tax	No	Type	Select	Description	Percent	Price	#:
Pri	1	N	1.	(CI)	(Y)	CITY (ACC)	(2.50%)	\$49.00	
Tim	2	Y	2.	(CO)	()	CNTY (ACC)	(3.25)	\$99.95	
	3	Y	3.	(ST)	(Y)	STATE (ACC)	(4.50)	\$129.95	
Tra						TOTAL TAXES	(7.00%)	\$229.90	
Pay								\$49.00	0.00
Cas								\$16.09	
Fac								\$294.99	C
Ca									50
Fee									60
Tax									
Col									64
Ext									74
									05

After all entries to be added to the deal are typed in, press *Enter* to accept them and exit out of the window. The total for accessories will be carried over to the main **Deal Financing** screen.



NOTE: Taxes for accessories will be included in the accessories total.

The default version of the **Accessories** window does not show the actual invoice cost of each item sold to the Sales department, to keep your customer from seeing your store’s cost on accessories. To access the invoice cost of these items, use the **< I > Invoice** command, which will display an alternate version of the window, as illustrated on the next page:

Deal Financing Screen with Cost Version of Accessories Window

```

D
D
S
P Ln Ticket Tax Type Description Cost Retail
T
T 1 76582 Y AC00 TRIPLE "A" LUGGAGE RACK $54.98 $99.95
T 2 76582 Y AC00 TRIPLE "A" ENGINE GUARDS $21.57 $39.95
P 3 76582 N AC00 LABOR $35.00 $35.00
T 4 76884 Y AC00 BIKE COVER, LARGE TOURING $75.39 $129.95
C Non-Taxable $35.00 $35.00
F Taxable $151.94 $269.85
F Taxes $22.94
F Total $186.94 $292.79
T
C
E
    
```

Entering Trade Allowance Information

The cursor moves to the next field, **Trade Allowance**. Type in the trade allowance, if any. You will need to return to this field at some point before closing the deal, and use the slash (/) key command to **Display** the following **Trade-In Record** window, so that you can enter information about the trade-in vehicle. It is extremely important to enter all the trade-in information into your Major Inventory file, because this information will be required on some of the forms you'll print during the delivery process.



NOTE: Trade-in information can be entered at any time during the deal process by going to the **Trade Allowance** field and using the slash (/) key to **Display the Trade-In Record** window.

Type in the necessary data required for each field on the screen window. there will be an area for the title status, as shown in the following example:

Deal Financing Quote Screen with Trade-In Record Window

```

Deal Financing QUOTE
Deal Trade-In Record <A>
Add <A> Delete <P> Previous
Sales I #:
Price Deal No 412006
Time- Stock No U97025 Body MC .00
To Inv Type MC No of Cyls 6
Package # Size/HP 1500cc .00
Trade Vin ID GL1500-3884557477 Engine # GL1500E-7827346456 .00
Payof Year 97 # GL-95 300.00
Cash Make HONDA Fuel Type U
Fac-C Model GL1500A Odometer 56757 FC
Caah Color RED License St AZ .50
Fees Trade Allowance $4,500.00 License # MC-5374 60
Taxes Actual Value $4,200.00 Lic Exp Date 12/31/04
Col/C Payoff: Title-Status LIEN AT AHFC .74
Ext. Company AHFC .45
To Amount $2,500.00 at $2.45 Per Day 005
Good Till 1/31/05
    
```


Note that the right side of the **Trade-In Record** window contains the specific information on the trade-in vehicle, such as make, model, VIN, etc. Enter the required data so that the record can be completed. If there is a payoff on the trade-in, a subwindow will appear for entering all payoff information, as illustrated below. When this has been completed, the subwindow closes and the cursor moves to the **Company** field for the lien holder's name, then to the **Amount**, **Per Day**, and **Good Till** fields that must be completed.



NOTE: Remember that after the delivery, you should go to the **Inventory** function of the Sales system (**Option 2 on the Sales Menu**) and complete the invoice(s) on the trade-in(s).

Deal Financing Quote Screen with Trade-In Payoff Subwindow

Deal Financing QUOTE				I #:
Deal	Trade-In Record			
Sales	Deal No	412006		
Price	Stock No	U97025	Body	MC .00
Time-	Inv Type	MC	No of Cyls	6 .00
To	Package #		Size/HP	1500cc .00
Trade	Vin ID	GL1500-3884557477	Engine #	GL1500E-7827346456 .00
Payof	Year	97	#	GL-95 300.00
Cash	Make	HON		
Fac-C	Model	GL1	<'> Exit <;> Skip <.> Erase FC	
Cash	Color	RED		
Fees	Trade Allowance	\$	Company	AHFC 60
Taxes	Actual Value	\$	Address 5772 KATELLA BLVD.	
Col/C	Payoff:		City: ANAHEIM	State: CA .74
Ext.	Company	AHFC	Acct #	2SE455R0 Zip 95612-4567 .45
To	Amount	\$2,500.0	Contact:	TU LONG TY 005
	Good Till		Date:	12/17/04 Time: 12:49 PM
			Phone #	(457) 234-5332 Ext 467

The **Actual Value** amount from the **Trade-In Record** window is carried over to the **Price (ACV)** field on the **Invoice Record** screen (in this example, \$4,200.00 was the actual value). In most cases, the "over allowance" (i.e., any additional money allowed on trade **OVER** the actual cash value [ACV]) is profit taken out of the deal and added to the ACV. Let's say that this '95 Honda GL1500A is only worth \$4,200 in cash money (the wholesale amount); therefore, a \$300 discount was taken out of the deal and added to the ACV to achieve a \$4,500 trade allowance.



NOTE: For complete descriptions of the fields on the **Invoice Record** screen, refer to the Major Inventory File section of Chapter B, *Installing the F&I Sales Software*.

If there are additional trade-ins, input them on the **Deal Financing** screen at this time by using the < A> **Add** option to add another unit to inventory, as shown in the screen example on the next page:

Deal Financing Quote
Screen with Trade-In
Record Window

```

Deal Financing QUOTE
      <C> Change  <P> Prev  <A> Add  < > Accept  < >
Deal Trade-In Record <N> Next  <d> Delete
Sales
Price Deal No          412006
Time- Stock No        U97025          Body          MC          .00
To Inv Type          MC          No of Cyls      6
Package #          Size/HP          1500cc          .00
Trade Vin ID        GL1500-3884557477 Engine # GL1500E-7827346456 .00
Payof Year          97          #          GL-95          300.00
Cash Make          HONDA          Fuel Type      U
Fac-C Model        GL1500A          Odometer      56757          FC
Cash Color        RED          License St    AZ          .50
Fees Trade Allowance  $4,500.00      License #     MC-5374          60
Taxes Actual Value  $4,200.00      Lic Exp Date  12/31/04
Col/C Payoff:          Title-Status  LIEN AT AHFC          .74
Ext. Company AHFC          .45
To Amount          $2,500.00 at $2.45 Per Day          005
Good Till          1/31/05

```

When all the trade-in information is completed, just press the *Enter* key to accept the record and exit from this window.



NOTE: The tax rate default should have been set up already in the initial setup sequence (under Tax File) to correctly compute taxes on trade-ins.

Next, the cursor moves to the **Payoff** field. Enter the approximate amount if the exact payoff is not known. (The exact payoff can be entered later after credit is approved by the lender.) The **Cash Down** field is next. Type in the amount of the cash down payment. Now the cursor moves to the **Fac-Cust Rebate** field. The factory customer rebate will display automatically if it was posted on the invoice. You may type in a different amount, or add a dollar amount if none is shown.

License Fees

The cursor moves to the **Fees** field next, for license fees. The license fee amounts are carried over from the invoice and fees file defaults set up previously. If there is only one unit, you may press the slash (/) key and the system will **Display** the following window. You may then use the < C > **Change** command to change or add fee amounts.



NOTE: If there is more than one unit being sold, you can review all the fees charged by pressing the slash (/) key to display the following window:

Deal Financing Screen
with Fees Window

```

                                <'> Prev <;> Skip <.> Erase
Changing Deal Financing      -> Right <Pg-up> <Pg-down> </> Display

Deal # 412009   Date 12/17/04   Customer GEORGE M WILLIAMS
Salesman: MOE B. FIDGETY   2nd Salesman:                               Mgr #:   F&I #:
Price          + $11,603.50                               Deposit Amount           $700.00
Time-of-Sale Acc + $588.84                               Dep/Cash Due             $ 11,017.66
  Total Price

Trade Allowance          Select Line No or < > Accept < >
Payoff on trade          Item Inv  Stock Make                               er $   930.00
Cash Down               No   Type No                               Amount
Fac-Cust Rebate         1.   WC  0401  BOMBARDIER           $43.00           AHFC
Cash +(Trade Eq         2.   TR  0402  TRAILITE            $28.68           12.50
Fees                    3.                               60
Taxes                  4.
Col/Comp Ins           5.                               $12,504.13
Ext. Serv. Contr                               $281.32
  Total Fees/Ta                               TOTALS           $71.68           2/01/2005

Total Sale Price $20,179.20           C-Life Premium           $564.47
Insurance Type   JCL/AH               Acc Health Prem          $922.00
OTD              $11,717.66           Total Ins Prem           $1,486.47

```

This first “fee” window displays the fee amount and totals for each unit on this deal. To view a full fee breakdown on each unit, choose the line (item) number for the unit you want to see, and this window will open:

Deal Fee File Window

```

Deal Fee File              <C> Change <'> Exit < >

Deal No:   412009   Yr  Make           Model           VIN
Inv Type:  WC00     04  BOMBARDIER   GTX-900         GTX-1929347847211
Inv Name:  NEW WATERCRAFT

No DESCRIPTION          AMOUNT           No DESCRIPTION          AMOUNT
1 Veh/Lieu Tax
2 Registration           $8.00           12 Lost Plate
3 Commercial Fee
4 Weight/R&B Fee
5 Light Wt Fee
6 Emission Fee
7 Air Qual Fee
8 Special/Temp Fee
9 Collegiate Fee
10 Transfer Fee
11 Financial Filing
13 Use Tax
14 Dept Rev/Notary
15 Serial Number
16 Postage Fee           $1.50
17 Penalty Fee
18 Lien Fees
19 Title Fee             $4.00
20 Dlr Doc Fee           $29.50
21 Coast Guard
22 Inspection Fee

TOTAL FEES              $43.00

```

If a fee is not correct, use the < C > **Change** command and type in the correct amount. You may also use the arrow keys to move about the screen so that you can change additional fields.



REMEMBER: When you change fee amounts on this deal, they will remain the same for **THIS DEAL ONLY**. To permanently change fees for a particular unit, you must go to the **Fees** window on the **INVOICE** for that unit. To permanently change fees for future units of a particular type, you must go to the **Default Fees** option in **Inventory**, and change the defaults for that inventory type. This change will affect all future units entered into the system, but will not change current units already in your Major Inventory file.

Adjusting for Taxes and Trade-Ins

The **Tax** field is next, which opens another window, as illustrated below. The system defaults to tax rates set up previously in the tax default file. The Sales program will recalculate the tax and adjust the payments accordingly.

Deal Financing Screen
w/ Tax Items Window

<'> Prev <;> Skip <.> Erase Changing Deal Financing -> Right </> Display						
Deal # 412009	Date 12/17/04	Customer	GEORGE M WILLIAMS			
Salesman: MOE B. FIDGETY	2nd Salesman:	Mgr #:	F&I #:			
Price	+ \$11,603.50	Deposit Amount				
Time-of-Sale						700.00
Total Price						
TAX ITEMS						
	Select Line No	<T> Trade-In	< > Accept	< >		
Trade Allowan	Item	Stock	Retail	Trade-In	Tax	
Payoff on tra	No	No	Price	Amount	Amount	930.00
Cash Down	1.	0401	\$ 10,121.25	\$4,500.00	\$103.99	
Fac-Cust Reba	2.	0402	\$ 1,482.25		\$29.65	AHFC
Cash +(Trade	3.					12.50
Fees	4.					60
Taxes	5.					
Col/Comp Ins						,504.13
Ext. Serv. Co	Total		\$11,603.50	\$4,500.00	\$133.64	\$281.32
Total Fees						01/2005
Total Sale Price	\$20,179.20	C-Life Premium	\$564.47			
Insurance Type	JCL/AH	Acc Health Prem	\$922.00			
OTD	\$11,717.66	Total Ins Prem	\$1,486.47			

Notice that the trade-in amount is shown on a particular unit. The reason for this is that there may be a different amount of tax on different types of inventory (e.g., tax on a street-driven vehicle may be charged at 6.25%, while tax on an ATV or water craft may be 8.25%).

If you wish to change the tax rates, enter the line number, and the **Tax Selections** window will be displayed, as illustrated below:

**Deal Financing Screen
with Tax Selections
Window**

```

                                <'> Prev <,> Skip <.> Erase
Changing Deal Financing          -> Right </> Display

Deal # 410003   Date 10/15/04   Customer JOE R SCHMO
Salesman: MR.
Price
Time-of-Sale A
Total Price
Trade Allowanc
Payoff on trad
Cash Down
Fac-Cust Rebat
Cash +(Trade
Fees
Taxes
Col/Comp Ins
Ext. Serv. Con
Total Fees/
Insura
OTD
                                Stock # GL1500 TAX SELECTIONS      MOTORCYCLE
                                <Y> Select <.> Erase <,> Skip <'> Exit
                                No  Type  Select  Description          ( 1.00 %)
                                1.  (CI)  (Y)    CITY                  ( 4.25 )
                                2.  (CO)  ( )    COUNTY                 ( 1.45 )
                                3.  (ST)  (Y)    STATE                  (
                                4.  (00)  ( )    ATV,WATER CR          (
                                AHFC
                                12.50
                                60
                                $22,007.87
                                $495.13
                                11/29/2004
                                535.40
                                622.77
                                $19,849.70      Total Ins Prem      $3,158.17

```

A Y will be displayed for the fields that are currently being taxed. To change an entry, press the period (.) key to erase a Y, or type in a Y for a field where you want to add a new tax. If you need to change any of the tax rates, use the right arrow key to move the cursor to the percentage field and type in the correct percentage.



NOTE: Tax defaults must be turned on in the **Sales System Default File** screen for each type of tax that applies (e.g., state, city, county), in order for taxes of that particular type to be calculated by the Sales program.

You have the option of applying the trade-in amount to whichever unit you wish, by typing a “T” (for Trade). Then you will be prompted to answer the question, “Deduct trade-in value (Y/N)?” as illustrated on the following page:

Deal Financing Screen with Trade-In Window

```

        <'> Prev <;> Skip <.> Erase
        -> Right </> Display

Deal # 410003   Date 10/15/04   Customer  JOE R SCHMO
Salesman: MR. SMOOTH           2nd Salesman:           Mgr #:           F&I #:
Price          + $20,280.50           Deposit Amount
Time-of-Sale Acc
Total Price
    < TRADE-IN >
    Deduct Trade-in Value (Y/N)? <Y>
Trade Allowan Item Stock Retail Trade-In Tax
Payoff on tra No No Price Amount Amount
Cash Down 1. GL1500 $12,549.50 $5,000.00 $212.83
Fac-Cust Reba 2. 03HAWK $7,731.00 $189.41 AHFC
Cash +(Trade 3. 12.50
Fees 4. 60
Taxes 7.00% 5.
Col/Comp Ins 2,007.87
Ext. Serv. Co Total $20,280.50 $5,000.00 $402.24 $495.13
Total Fees /29/2004

Total Sale Price $36,932.06 C-Life Premium
Insurance Type Acc Health Prem
OTD $26,428.61 Total Ins Prem
    
```

If you want to change it from the default value, you can do so now. If you want to apply the trade-in to a different unit, select the appropriate line (item) number and the trade-in amount will be applied to that unit.



NOTE: If the trade-in amount is greater than the selling price, the tax will be zero on that unit.

Property Damage Insurance

Next, the cursor moves to the **Insurance** field. This field is for “property damage ” (i.e., collision/comprehensive and liability) insurance and/or VSI (vendors single interest) insurance, as shown in the example below. If this type of insurance premium is to be financed, enter the premium amount. To do so, select the slash (/) key to **Display** the following separate window, allowing you to type in a dollar figure for the premium.

Deal Financing Screen with VSI Insurance Window

```

        <'> Prev <;> Skip <.> Erase
        -> Right </> Display

Deal # 412009   Date 12/17/04   Customer  GEORGE M WILLIAMS
Salesman: MOE B. FIDGETY           2nd Salesman:           Mgr #:           F&I #:
Price          + $11,603.50           Deposit Amount
Time-of-Sale Acc + $588.84           Dep/Cash Due $ 700.00
Total Price $ 12,192.34+

Trade Allowance <C> Change <'> Exit < >
Payoff on trade refer $ 930.00
Cash Down Col/Comp Ins VSI Insurance Total
Fac-Cust Rebate $100.00 $50.00 $150.00 AHFC
Cash +(Trade Eq 12.50
Fees 60
Taxes + $290.09
Col/Comp Ins + $150.00 Finance Amount $2,504.13
Ext. Serv. Contr + $1,485.00 Monthly Payment $281.32
Total Fees/Taxes $1,998.96 Due on ( 45 Days) 2/01/2005

Total Sale Price $20,179.20 C-Life Premium $564.47
Insurance Type JCL/AH Acc Health Prem $922.00
OTD $11,717.66 Total Ins Prem $1,486.47
    
```

Extended Service/Prepaid Maintenance Contracts

The **Ext. Serv. Contr** field is next. The amount displayed is taken from the invoice(s) on the deal. Typing a slash (/) will open an **Extended Service Contracts** window, as shown below:

Deal Financing Screen w/ Extended Service Contracts Window

		<'> Prev <;> Skip <.> Erase			
		-> Right </> Display			
Deal #	412009	Date	12/17/04	Customer	GEORGE M WILLIAMS
Salesman:	MOE B. FIDGETY	2nd Salesman:		Mgr #:	F&I #:
Price	+ \$11,603.50	Deposit Amount			
Time-of-Sale Acc	+ \$588.84	Dep/Cash Due	\$	700.00	
Total Price	\$ 12,192.34				
Trade	<'> Exit <.> Erase -> Right </> Terms				
Payoff	EXTENDED SERVICE CONTRACTS		PRE-PAID MAINTENANCE		
Cash D	Stock#	Retail	Deal	Retail	Deal
Fac-Cu	0401	\$875.00	\$875.00	\$995.00	\$995.00
Cash	0402				.50
Fees					.60
Taxes					
Col/Co					.42
Ext. S	Totals	\$875.00	\$875.00	\$995.00	\$995.00
Tot					.69
	Totals(All Services/Maint)		\$1,870.00		005
OTD		\$11,888.85	Total Ins Prem	\$1,509.57	

Notice that two options are offered here for your customer. This may be confusing to you at first, so let's explain: The terms "extended service contract," "extended warranty," and "mechanical breakdown insurance" all refer to the same thing. They offer your customer protection against any major mechanical or electrical failure during the term of the contract.

These contracts differ from "prepaid maintenance," which is where the customer pays in advance for normal service and maintenance (following service guidelines set by the manufacturer) for a specified period of time. This not only keeps the customer coming back into **YOUR** dealership for service, plus additional accessories sales; but it also helps keep his/her vehicle maintained to the highest standards for highest trade-in or resale value.

To change or delete the purchase price, use the arrow to move down if necessary. The **Retail** column means the original amount that was taken from the invoice. This is done to keep you informed as to the original amount entered on the invoice if numbers change during the financing negotiations. Any new amount typed in the **Deal** column will remain that way on **THIS DEAL ONLY** (it will not change the amount shown on the invoice). The payment will be recalculated when you exit the window.

The same concept also applies to the **Pre-paid Maintenance** portion of the window—again, if no amount was posted on the invoice, no dollar amount will display in this area. You should offer your customers this option included in the first payment that you quote to them, explaining the benefit they receive by including prepaid maintenance in their monthly payment. If no amount is shown, arrow over to the field and type in the amount.

The totals from the **Extended Service Contracts** and **Pre-paid Maintenance** sections will be brought forward to the main **Deal Financing** screen, and the monthly payment will be recalculated.

If extended service contracts or prepaid maintenance contracts are sold on the deal, remember to use the slash (/) key command to **Display** the following subwindow. You must enter contract terms for all policies. The **COSTS** for all policies **MUST** be entered on the **INVOICE** if one is sold on the deal and not provided on the invoice. This data is needed for document printing.

Deal Financing Screen
with Contract Terms
Subwindow

```

        <'> Prev <.> Skip <.> Erase
          -> Right </> Display

Deal # 412009   Date 12/17/04   Customer  GEORGE M WILLIAMS
Salesman: MOE B. FIDGETY   2nd Salesman:                               Mgr #:   F&I #:
Price          + $11,603.50                               Deposit Amount
Time-of-Sale Acc + $588.84                               Dep/Cash Due   $   700.00
Total Price    $ 12,192.34

Trade         <'>   <'> Prev <.> Erase < > Accept -> Right   ay
Payoff        E     Ext Ser Contract   Pre-Paid Maintenance  ENANCE
Cash D   Stock#   Cost   Terms           Cost   Terms           Deal
Fac-Cu   9801    $350   36           $699   36           995.00 FC
Cash     9802
Fees
Taxes
Col/Co
Ext. S   Totals   $350   36           $699   36           995.00 .42
Tot
Totals(A Total Cost $1,049.00 .69
                                         .005

OTD          $11,888.85          Total Ins Prem $1,509.57
    
```

Pickup Payments

Next is the **Pick Amount** field, for a “pickup” down payment. Pick payments are irregular payments made any time during the term of a contract. They are most often made within 45 days of origination, and generally before the scheduled recurring payment begins. However, they could occur after regular recurring payments begin, and would be in addition to the regularly scheduled payment. These are subject to standard computation of principal and interest allocation, with accrued interest paid first and the balance credited to principal.

Some dealers may opt to assist the customer with more down payment, if needed, to lower the monthly payment and make the deal. This is useful in the case of a customer with seasonal income (such as a farmer), who might purchase now if the down payment were postponed to a later date. By using the pickup payment, the customer signs a promissory note to the dealer for the amount, plus interest, as illustrated in the screen example on the following page. The dealer finances this amount himself and is responsible for collecting the debt. On the contract, the pickup amount is included with the down payment. (The pickup amount is added to the cash down, and the total cash down is included in the **Net Down + (Pick/Defer)** field. This same concept is applied to the “deferred down” also.)

Enter a pickup payment amount in the **Pick Amount** field, and a window will appear as shown on the following screen. If you need to set up a different pick amount than the default, type a < C> to change the screen. Type in the interest rate, number of payments (maximum is 10), and final due date. (The final due date defaults to however many days there are to the first monthly payment.) If more than one payment is needed, enter the due date for each payment.



NOTE: The system will reject dates that are earlier than today's date or later than the final due date.

**Deal Financing Screen
with Pick Amount
Window**

		<'> Prev <;> Skip <.> Erase				
Changing Deal Financing		-> Left </> Display				
Deal # 412008	Date 1	<C> Change	< > Accept	< >	Mgr #:	4 F&I #: 12
Salesman: MR. SMOOTH		Pick Amount	\$600.00		ount	
Price + \$		Interest Rate	21.00		ue	
Time-of-Sale Acc +		No of Payments	4		ate	HRSI
Total Price		Final Due Date	3/31/05			15.00
Trade Allowance -		Total Amount	\$638.85			60
Payoff on trade +		Pmt-#	Date	Payment	nt	\$600.00
Cash Down -		1	12/30/04	\$159.72	nt	
Fac-Cust Rebate -		2	1/31/05	\$159.72	ount	\$5,120.46
Cash +(Trade Equity)		3	2/28/05	\$159.72	ymnt	\$121.82
Fees +		4	3/30/05	\$159.75	5 Days)	1/31/2005
Taxes 2.45% +					mium	\$281.63
Col/Comp Ins +					Prem	
Ext. Serv. Contr +					Prem	\$281.63
Total Fees/Taxes						
Total Sale Price						
Insurance Type						
OTD						

Deferred Down Payments

The **Deferred Down** field comes next. These are payments scheduled during the first 45 days of a contract (45 days is a Regulation Z requirement) and are allocated 100% to principal. They must be due before the regular payment stream begins. If this is the case, the lender should always be informed that the down payment will be deferred until the specified date. If the “deferred down” method is used, type in the amount, and a window will be displayed as in the example below. (Notice that there is no interest rate.)

Deal Financing Screen with Deferred Down Window

```

    <'> Prev <;> Skip <.> Erase
    Changing Deal Financing      -> Left </> Display

    Deal # 412008   Date 1
    Salesman: MR. SMOOTH
    Price           + $
    Time-of-Sale Acc +
    Total Price
    Trade Allowance -
    Payoff on trade +
    Cash Down       -
    Fac-Cust Rebate -
    Cash +(Trade Equity)
    Fees           +
    Taxes 2.45%    +
    Col/Comp Ins   +
    Ext. Serv. Contr +
    Total Fees/Taxes

    Total Sale Price
    Insurance Type
    OTD

    <C> Change   < > Accept   < >
    Deferred Amount   $233.31
    Interest Rate     N/A
    No of Payments    3
    Final Due Date    1/31/05
    Total Amount      $233.31

    Pmt-#   Date   Payment
    1       12/27/04   $77.77
    2       1/10/05   $77.77
    3       1/31/05   $77.77

    Mgr #: 4   F&I #: 12
    amount
    due
    nt         $600.00
    nt         $233.31
    Pick+Defer $ 930.00
    HRSI
    ate        15.00
    60
    ount      $4,887.15
    yment     $116.26
    5 Days)   1/31/2005
    mium      $281.63
    Prem
    Prem      $281.63
  
```

The final due date is the date of the first payment. You may set up multiple payments, as with the “pickup” down payment. The payment(s) total the amount of the deferred down. Type a < C > to change the fields to reflect the amount of the deferred down.



NOTE: If the *deferred down* option is used, it is considered a down payment on the deal and will lower the monthly payments accordingly. Notice that the total down (including deferred down) is included on the screen in the **Net Down + (Pick/Defer)** field.

Changing Lenders and Interest Rates

The **Lender** field is next. It uses the default finance company data from the Lender file to compute the initial payment. To select a different lending institution, use the slash (/) key search command to **Display** a window similar to the example on the next page, and choose the line number for the lender you wish to use for this deal. When a lender with a different finance rate is chosen, the system will recompute the initial payment to reflect that new rate.

Deal Financing Screen
with Lenders Window

```

          <'> Prev <;> Skip <.> Erase
Changing Deal Financing          <- Left <Pg-up> <Pg-down>

Deal # 4          Ln <N> Next <H> Home <'> Exit < >
Salesman          <P> Prev <E> End          F&I #: 4
Price
Time-of-         Ln  ID      Lender's Name          APR      Days/1st
Total           --  ----  -----
Trade Al        1  AB123  AMERICAN FEDERAL BANK          15.50      45
Payoff o        2  CASH   CASH
Cash Dow        3  FIB   FIRST INTERSTATE BANK          15.00      45      1,000.00
Fac-Cust        4  GMAC  GENERAL MOTORS ACCEPTANCE CORP  12.50      45
Cash +(         5  HMORT HOME MORTGAGE          14.80      55      AB123
Fees            6  NORWT NORWEST NATIONAL BANK          12.65      45      10.00
Taxes           7  VALNB VALLEY NATIONAL BANK          10.75      30      60
Col/Comp
Ext. Ser
Total
Insurance Type  JCL/AH          Acc Health Prem  $841.89
OTD            $16,527.87      Total Ins Prem  $1,354.31

```

The cursor moves next to the **Interest Rate** field. If one is not already set there by a default, or if you desire a different rate, type in any rate you wish (within legal limits), being careful not to go below the dealer's buy rate.



NOTE: When working payments with your customer, it is generally best to not change your interest to lower the payment. Always try to sell the insurance first. If the customer wants Credit Life and/or Accident & Health insurance, but still desires a lower payment, try getting more cash down, longer terms, etc. If all else fails, then lower the interest rate by half a percentage point at a time. It is not necessary to drop right down to your buy rate on the first or second try. The exception to the rule is if your customer says he/she is a cash buyer. **VERY FEW** people actually pay cash out of pocket.

Customers who could pay cash may choose to finance the vehicle for a time and pay it off later if the sale is handled carefully. To keep the cash customer moving towards the delivery of the vehicle, ask, "If we could provide a better interest rate than your source (bank or credit union, etc.), would you take delivery now and save time and money?" It is always wise to still hold back a percentage point or so, to give yourself some negotiating room if necessary.

The real bottom line here is to **NOT** let your customers get away without taking delivery. Most likely, if they walk, you will never see them again, and everyone in the dealership loses. Always remember the line, "Other than the ... (price, interest rate, color, or whatever you think the objections might be), is there anything else keeping you from taking this unit home with you **NOW**?" If the buyer says "No" (let's say the color is the only objection), then you respond by saying, "So if we get you the color you want, you **WILL** take delivery now?" The customer must say "Yes," or tell you what the **REAL** objection is.

Let's say the **REAL** objection was cash down, because the buyer doesn't have this week's paycheck yet. Then you respond by asking, "So if we get you the right color and you pay us the balance of the cash down on Friday, then you will take delivery now?" (You would hold his second check and deposit on Friday.) The buyer must respond with a "Yes."

We hope you can see the approach used here. Removing all your customers objections turns them into **BUYERS** instead of just lookers. This approach won't work all the time, but then if the customer leaves your dealership without buying, you'll know you have done everything possible to make the sale, or at least you'll know what to do if that customer ever returns. This simple approach will help you sell more units than you ever dreamed possible—don't forget it!

Payment Options

Next the cursor moves down to the # **Payments** field. Use the slash (/) key option here if the repayment schedule is going to be other than the default, and a window will be displayed with monthly, biweekly, and weekly payment options, as shown in the following example. **Option 4, Balloon Months**, is used on large dollar amounts financed, where the loan is amortized over, let's say, 180 months, but has a balloon payment due in 48-60 months. Then the customer has the option of refinancing the balloon or paying off the loan.



NOTE: Be very careful, if you want a monthly payment, that you don't inadvertently select something different. That would cause your payment amount to be off and the contract to be rejected by the bank.

Deal Financing Quote Screen with Payment Options Window

Deal Financing QUOTE			
Deal # 412006	Date 12/10/04	Customer ROBERT N STEPHENS	
Salesman: MR. SMOOTH	2nd Salesman:	Mgr #: 4	F&I #:
Price +	\$15,621.30	Deposit Amount	
Time-of-Sale Acc +		Dep/Cash Due	
Total Price	\$5,471.70	Pick Amount	
Trade Allowance -		Defer Amount	
Payoff on trade		Defer \$	500.00
Cash Down			60
Fac-Cust Rebate			M&T
Cash +(Trade Equi	<1> Monthly <2> Bi-weekly <3> Weekly		14.50
Fees	<4> Balloon Months < >		60
Taxes			
Col/Comp Ins +		Finance Amount	\$19,130.17
Ext. Serv. Contr +	\$795.00	Monthly Payment	\$450.10
Total Fees/Taxes	\$2,251.01	Due on (30 Days)	1/10/2005
Total Sale Price	\$27,506.00	C-Life Premium	\$604.99
Insurance Type	JCL/AH	Acc Health Prem	\$1,152.87
OTD	\$17,372.31	Total Ins Prem	\$1,757.86

Again, it's always best to start quoting payments with a shorter term than possible. Many times when this is done, the customer says, "Hey, that's more than I thought the payment would be." Usually, they don't have a clue as to what the payment might be. Then change the payment to the next longer term (e.g., from a 36-month term to a 48-month term), and the buyer breathes a sigh of relief with an affordable payment.

Remember to extend the payment as far as possible before changing anything else. It's a good practice to always inform your customers that everything is subject to your lender's approval. With customers who have little, marginal, or bad credit, the lender may "qualify" the loan. (It may be approved with more down, a shorter term, or a less expensive vehicle.) Make sure that the customers know that **YOU** are not the lender.



NOTE: In order to select 45 days to first payment, you must have a Lender file set up as such. Please refer to the Lender File section of Chapter B for setup instructions.

Now the **Deal Financing** screen will look like this, offering the options illustrated below:

Deal Financing Quote
Screen after Payment
Change

<I> Invoice		<D> D-Date		<F> Forms		<S> Reserve		<'> Exit		< >	
Deal Financing QUOTE		<C> Change		<P> CL/AH		<M> Deposit		<R> Roll			
Deal #	412006	Date	12/10/04	Customer	ROBERT N STEPHENS						
Salesman	MR. SMOOTH	2nd Salesman:		Mgr #:	4	F&I #:					
Price	+	\$15,621.30	Deposit Amount								
Time-of-Sale Acc	+		Dep/Cash Due								
Total Price		\$ 15,621.30	Pick Amount								
Trade Allowance	-		Defer Amount								
Payoff on trade	+		Net Down+Pick+Defer	\$	500.00						
Cash Down	-		Lender	M&T							
Fac-Cust Rebate	-	\$500.00	Interest Rate	14.50							
Cash +(Trade Equity)		\$ 500.00	# Payments	60							
Fees	+	\$268.50	Finance Amount	\$19,130.17							
Taxes	+	\$1,187.51	Monthly Payment	\$450.10							
Col/Comp Ins	+		Due on (30 Days)	1/10/2005							
Ext. Serv. Contr	+	\$795.00	C-Life Premium	\$604.99							
Total Fees/Taxes		\$2,251.01	Acc Health Prem	\$1,152.87							
Total Sale Price		\$27,506.00	Total Ins Prem	\$1,757.86							
Insurance Type		JCL/AH									
OTD		\$17,372.31									

Explanation of Deal Financing Screen Command Options:

- < I> = **Invoice** – Displays invoice(s) on the deal.
- < D> = **D-Date** - Goes to the **Date** field so you can change the deal date.
- < F> = **Forms** – Prints forms.
- < S> = **Reserve** – Opens a deal profit window.
- < '> = **Exit** – Exits out of the deal financing screen.
- < C> = **Change** – Allows you to change any of the fields on this screen.
- < P> = **CL/AH** – Shows Credit Life/Accident and Health insurance payment options.
- < M> = **Deposit** - Lets you take a deposit on the sale.
- < R> = **Roll** – Rolls "payment" or total cash "out the door" price.

Next the cursor moves to the **Due on** field. This is when the first payment will be due. Some lenders allow 30 days to process paperwork, without charging the customer interest for that time. For any time over the 30 days (e.g., 45 days until the first payment), the lender will charge interest for 15 days (or from the 31st day to the 45th day). If the due date for the first payment is beyond the normal, you should always clear it with the lender first. You should also clear it with the lender if you offer a promotion where you, the dealer, will make the first payment. **ALWAYS** be “up front” with the lender. Building an excellent rapport with your bankers is the life blood of your business. You might even take them to lunch once a month to keep that line of communication open.

At this point, with all the data fields completed on your deal, the bottom of the screen will display this horizontal menu of screen verification commands:

< > Accept <'> Correct <U> Undo

If all the information is correct, press *Enter* to accept the deal financing screen. If you need to correct something, choose the <'> **Correct** option, and the cursor will go back up to the **Price** field again. You can then use the arrow keys to move about the screen so you can change any of the fields. If you select the <U> **Undo** option, the system will abandon the screen and return to the original deal as it was before you input or changed any figures.

Deal Financing Quote Screen

```

      <I> Invoice <D> D-Date <F> Forms <S> Reserve <'> Exit <>
Deal Financing QUOTE <C> Change <P> CL/AH <M> Deposit <R> Roll

Deal # 409007 Date 9/27/04 Customer A & B CYCLERY
Salesman: MR. SMOOTH 2nd Salesman: Mgr #: F&I #:
Price + $20,413.14 Deposit Amount $500.00
Time-of-Sale Acc + $294.98 Dep/Cash Due $1,000.00
Total Price $20,708.12
Trade Allowance - $5,000.00 Pick Amount $600.00
Payoff on trade + $2,500.00 Defer Amount $300.00
Cash Down - $1,500.00 Net Down+Pick+Defer $ 4,900.00
Fac-Cust Rebate - Lender AHFC
Cash +(Trade Equity) $ 4000.00 Interest Rate 12.50
Fees + $142.00 # Payments 60
Taxes 7.00% + $750.58 Finance Amount $17,300.70
Col/Comp Ins + Monthly Payment $389.23
Ext. Serv. Contr + $600.00 Due on ( 30 Days) 10/27/2004
Total Fees/Taxes $1,492.58
Total Sale Price $28,253.80 C-Life Premium
Insurance Type Acc Health Prem
OTD $18,800.70 Total Ins Prem

```

After completing the **Deal Financing** screen, you may wish to take an actual deposit on the deal. Choose < **M**> **Deposit** for placing a deposit on the sale. Deposits are credited towards the deal and considered as part of the cash down. If the buyer wants to pay \$1,500.00 cash down, and places a deposit of \$500.00, the **Dep/Cash Due** field will display \$1,000.00. Also, any time a deposit is taken, a receipt must be issued to keep up with the deal, with a copy given to the customer. You can buy duplicate paper at most office supply stores for this purpose. The customer must present this copy if ever a refund is to be given. If the deal is canceled, a refund of deposit must take place before the deal can be deleted from the system. The **Balance Due** field displays the total “cash” amount due to complete the sale (for cash deals only). This field is just for informational purposes, and cannot be changed manually.

Using F&I Sales to Negotiate with a Customer

Now the fun begins. Knowing where to go at this point is critical to maximizing profits in the F&I department. Knowing where to “give,” and finding out what the customer’s needs are (with credit life and accident and health insurance, interest rate, trade-in amount, etc.), should be handled very carefully. Your rapport with the customer(s) should be open and comfortable at this point. Make sure they know that you are on **THEIR**” side and want to get them the best deal possible, and that you are doing something **SPECIAL** just for them. If customers get the feeling that it’s **THEM** against **YOU** (the F&I person, or management, or the dealership), a confrontation or conflict atmosphere is present and nobody wins. A “win-win” atmosphere is vitally important to having a successful F&I department.

The Sales program is designed to help you accomplish this. The payment defaults to the highest payment first. At this time, the “benefits” included in this payment should be explained. Insurance options should be described as “needs” and as benefits the customer is entitled to receive, should any problem or misfortune arise. The maximum payment should include joint credit life (if married), accident and health (disability) insurance, extended service contract or mechanical breakdown insurance; and physical damage insurance (collision and liability). If the customers currently have physical damage insurance, you should ask them if you could give them a competitive quote and try to save them some money. People never turn down a chance to save money.

Choosing the < **P**> **Payment/Ins** option from the **Deal Financing** screen will display the window illustrated on the next page.

Deal Financing Quote
Screen with Payment/
Insurance Window

Deal Financing QUOTE

Deal # 502002	Date	2/04/05	Customer	WILLIAM H CROWELL	
Salesman: MR. SMOOTH	2nd Salesman:		Mgr #:	F&I #:	
Price	+	\$14,930.48	Deposit Amount		
Time-of-Sale Acc	+		Dep/Cash Due		
Total Price		\$ 14,930.48			
Trade Allowance	-		CHANGE INSURANCE PREMIUM		
Payoff on trade	+	Select Ln No or < > Continue < >	k+Defer	\$	1,000.00
Cash Down	-				
Fac-Cust Rebate	-	1. Insurance Company			
Insurance		2. CL/AH			AHFC
Cash +(Trade Equity					12.50
Fees	+				36
Taxes 7.00%	+	\$909.77			
Col/Comp Ins	+		Finance Amount		\$15,887.35
Ext. Serv. Contr	+	\$690.00	Monthly Payment		\$557.77
Total Fees/Taxes		\$1,956.87	Due on (30 Days)		3/06/2005
Total Sale Price		\$21,079.72	C-Life Premium		
Insurance Type			Acc Health Prem		
OTD		\$ 15,887.35	Total Ins Prem		

If you have more than one insurance company set up for CL/A&H, you must select **Option 1** and choose an insurance company. Then the system will take you to a window which shows the available types of insurance options. The CL/A&H included in the current payment on the screen will be flashing. Select the line number desired, and the computer will recalculate the payment, as the line number you chose begins flashing. The new payment will now be calculated with the payment/insurance option last selected (e.g., if a “single life” payment option was selected, now all the changes made on the screen will be calculated with single life insurance). The amount of insurance premium charges will be displayed along the lower right side of the screen.

You may decide to select a payment option with no insurance. Simply use the **< P >** option again to change the payment to zero insurance, and the Sales program will recalculate. The **OTD** field in the lower left corner of the screen means “out the door” cash sale price—the exact amount of cash needed to complete the transaction.

The Roll Option

The < R> **Roll** command option on the **Deal Financing** screen is designed to quickly calculate the deal “backwards” for a monthly payment or a cash purchase. You will be offered these options:

< > Payments <O> OTD <'> Exit

Press *Enter* to “roll” the payment, and the cursor will move to the **Payment** field. Type in the payment the customer desires, and the following **Adjustment** window will appear:

Deal Financing Quote
Screen w/ Adjustment
Window

		< > Payments <O> OTD <'> Exit < >	
Deal Financing QUOTE			
Deal # 412007	Date 12/10/04	Customer JIM T HARDCASTLE	
Salesman: MR. SMOOTH	2nd Salesman:	Mgr #:	F&I #:
Price +	\$25,938.75	Deposit Amount	\$500.00
Time-of-Sale Acc +	\$994.90	Dep/Cash Due	
Total Price	\$26,933.65	Pick Amount	\$1,000.00
Trade Allowance -	\$3,000.00	Defer Amount	\$531.66
Payoff on trade +	\$575.00	Net Down+Pick+Defer \$	2,956.66
Cash Down -	\$1,000.00	Lender	VALNB
Select Item or <'> Exit < >		Interest Rate	12.50
Addition \$2,067.00 is required for		# Payments	60
requested payment of \$550.00		Finance Amount	\$26,513.79
1. Trade In		Monthly Payment	\$596.50
2. Cash Down	4. Interest (8.98)	Due on (30 Days)	1/10/2005
3. Def Down	5. # Payments (67)	C-Life Premium	\$878.94
Insurance Type	JCL	Acc Health Prem	
OTD	\$27,634.85	Total Ins Prem	\$878.94

In the example shown above, the monthly payment is \$596.50. When \$550.00 was keyed in for the new payment, the window displayed five options to adjust the deal to meet the desired payment amount. In this case, a \$2,067.00 adjustment needs to be made.

If **Option 1, Trade In**, is chosen, the **Adjustment** window changes as follows:

Deal Financing Screen w/
New Trade-In Amount in
Adjustment Window

```

Deal Financing QUOTE

Deal # 412007   Date 12/10/04   Customer JIM T HARDCASTLE
Salesman: MR. SMOOTH   2nd Salesman:           Mgr #:       F&I #:
Price          + $25,938.75           Deposit Amount      $500.00
Time-of-Sale Acc + $994.90           Dep/Cash Due
Total Price    $26,933.65

Trade Allowance - $3,000.00           Pick Amount        $1,000.00
Payoff on trade + $575.00            Deferred Amount     $531.66
Cash Down      - $1,000.00           Net Down+Pick+Defer $ 2,956.66

Lender          VALNB
Interest Rate   12.50
# Payments      60
Finance Amount  $26,513.79
Monthly Payment $596.50
Due on ( 30 Days) 1/10/2005
C-Life Premium  $878.94
Acc Health Prem
Total Ins Prem  $878.94

Select Item or '<'> Exit   <1>
Addition $2,067.00 is required for
requested payment of $550.00
New Amt      Current Amt
1. Trade In  $5,067.00    $3,000.00
2. Cash Down $1,000.00    $1,000.00
3. Def Down  $1,000.00    $1,000.00

Insurance Type   JCL
OTD              $27,634.85
    
```

This window is used to divide up the amount of money required to meet the payment. When the **Trade In** option is chosen, the cursor moves to the **New Amount** trade-in field. Press *Enter* to accept this new amount, **OR** type in the amount you want (in this example, \$4,000.00 will be entered for the “new trade-in allowance.”) The computer will tell you that it needs an additional amount of \$1,067.00 to meet the desired payment.

The customer agrees to pay an additional \$500.00 cash down, so select **Option 2 (Cash Down)** to help meet the desired payment amount (in this case, the new cash down will be \$1,500.00). The system will then ask for another \$567.00 to meet the desired payment amount, as shown below:

Deal Financing Screen w/
New Cash Down Amount
in Adjustment Window

```

Deal Financing QUOTE

Deal # 412007   Date 12/10/04   Customer JIM T HARDCASTLE
Salesman: MR. SMOOTH   2nd Salesman:           Mgr #:       F&I #:
Price          + $25,938.75           Deposit Amount      $500.00
Time-of-Sale Acc + $994.90           Dep/Cash Due
Total Price    $26,933.65

Trade Allowance - $3,000.00           Pick Amount        $1,000.00
Payoff on trade + $575.00            Deferred Amount     $531.66
Cash Down      - $1,000.00           Net Down+Pick+Defer $ 2,956.66

Lender          VALNB
Interest Rate   12.50
# Payments      60
Finance Amount  $26,513.79
Monthly Payment $596.50
Due on ( 30 Days) 1/10/2005
C-Life Premium  $878.94
Acc Health Prem
Total Ins Prem  $878.94

Select Item or '<'> Exit   <2>
Addition $567.00 is required for
requested payment of $550.00
New Amt      Current Amt
1. Trade In  $4,000.00    $3,000.00
2. Cash Down $1,500.00    $1,000.00
3. Def Down  $1,000.00    $1,000.00

Insurance Type   JCL
OTD              $27,634.85
    
```

Let's say that there's no more room to "give," either from the buyer or the seller. Pressing *Enter* will cause the additional \$567.00 to be eliminated, and the deal and the payment to be recalculated. The new payment will now be \$560.01, as shown in the following example:

Deal Financing Quote
Screen w/ New Payment

Deal Financing QUOTE			
Deal # 412007	Date 12/10/04	Customer JIM T HARDCASTLE	
Salesman: MR. SMOOTH	2nd Salesman:	Mgr #:	F&I #:
Price	+ \$25,938.75	Deposit Amount	\$500.00
Time-of-Sale Acc	+ \$994.90	Dep/Cash Due	
Total Price	\$26,933.65	Pick Amount	\$1,000.00
Trade Allowance	- \$4,000.00	Defer Amount	\$531.66
Payoff on trade	+ \$575.00	Net Down+Pick+Defer	\$ 6,456.66
Cash Down	- \$1,500.00	Lender	VALNB
Fac-Cust Rebate	-	Interest Rate	12.50
Cash +(Trade Equity)	\$ 4,925.00	# Payments	60
Fees	+ \$461.10	Finance Amount	\$24,891.98
Taxes 7.00%	+ \$1,670.10	Monthly Payment	\$560.01
Col/Comp Ins	+	Due on (30 Days)	1/10/2005
Ext. Serv. Contr	+ \$925.00	C-Life Premium	\$827.13
Total Fees/Taxes	\$3,056.20	Acc Health Prem	
Total Sale Price	\$39,057.26	Total Ins Prem	\$827.13
Insurance Type	JCL		
OTD	\$26,564.85		
< > Accept <U> Undo <'> Correct < >			

By pressing *Enter*, you accept the deal as shown. Using the apostrophe (') key will move you to the **Price** field, and as before, any fields can be changed. If you wish to "roll" the payment again, simply use the arrow keys to move the cursor down to the **Monthly Payment** field, and type in the amount of the new payment. The **Adjustment** window will open again, asking you where to apply the additional money to meet the new requested payment amount.



NOTE: Rolling the payment will seldom figure out the payment you requested exactly to the penny. Generally, it will be within a dollar or so. This is because of the rounding of numbers during the recalculation sequence.

Roll < O> **OTD** (out the door price) or total sale price. This handy option is used if the customer offers you a total dollar amount "out the door," with all factors included.

Deal Financing Quote Screen with OTD Price in Roll Amount Window

```

Deal Financing QUOTE

Deal # 412009   Date 12/17/04   Customer GEORGE M WILLIAMS
Salesman: MOE E : F&I #:
Price          Select Roll Amount or <'> Exit
Time-of-Sale AC Out-the-Door Price $11,888.85 $ 700.00
Total Price

Selling Price $200.00
Trade Allowance No Stock # Retail Deal $100.00
Payoff on trade 1. 0401 $10,121.25 $ 10,121.25 r $ 3,300.00
Cash Down 2. 0402 $1,482.25 $ 1,482.25
Fac-Cust Rebate 3. AHFC
Cash +(Trade E 4. 12.50
Fees 5. 60
Taxes Total Price $11,603.50 $ 11,603.50
Col/Comp Ins $12,698.42
Ext. Serv. Cont Trade Allowance $4,500.00 $4,500.00 $285.69
Total Fees/T 2/01/2005

Total Sale Price $20,441.40 C-Life Premium $573.24
Insurance Type JCL/AH Acc Health Prem $936.33
OTD $11,888.85 Total Ins Prem $1,509.57
    
```

The window will display the current OTD amount for this deal. Enter the new OTD selling price as shown in the following example (in this case, \$11,500.00), as shown below. If multiple units are sold on the deal, then you will need to select the unit (line number) on which you wish to “roll.”

Deal Financing Quote Screen with OTD Price Change in Roll Amount Window

```

Deal Financing QUOTE

Deal # 412009   Date 12/17/04   Customer GEORGE M WILLIAMS
Salesman: MOE E : F&I #:
Price          Line No, <T> Trade, <R> Roll, <'> Exit < >
Time-of-Sale AC Out-the-Door Price $11,500.00 $ 700.00
Total Price

Selling Price $200.00
Trade Allowance No Stock # Retail Deal $100.00
Payoff on trade 1. 0401 $10,121.25 $ 9,749.14 r $ 3,300.00
Cash Down 2. 0402 $1,482.25 $ 1,106.55
Fac-Cust Rebate 3. AHFC
Cash +(Trade E 4. 12.50
Fees 5. 60
Taxes Total Price $11,603.50 $ 10,855.69
Col/Comp Ins $12,698.42
Ext. Serv. Cont Trade Allowance $4,500.00 $4,872.11 $285.69
Total Fees/T 2/01/2005

Total Sale Price $20,441.40 C-Life Premium $573.24
Insurance Type JCL/AH Acc Health Prem $936.33
OTD $11,888.85 Total Ins Prem $1,509.57
    
```

As shown above, the “roll” is now computed for a new selling price of \$9,749.14 on Unit 1 or \$1,106.55 on Unit 2; or a trade-in allowance of \$4,872.11. In this example, line 1 is chosen, and the selling price is highlighted in the window. If the selling price is acceptable, simply press the *Enter* key, and the deal will recompute to the new selling price (or the trade-in allowance of \$4,872.11, if you chose < T> **Trade**). You may also type in a different selling price or trade-in allowance than the amount shown, and the system will recompute the deal again, using the new figures.

For the purpose of illustration, we will use \$9,850.00 for our new selling price, as shown below. You may accept this figure by pressing the *Enter* key, or you may type in another amount until you have an amount acceptable to all parties involved.

Deal Financing Screen with New Selling Price in Roll Amount Window

Deal Financing QUOTE			
Deal # 412009	Date 12/17/04	Customer	GEORGE M WILLIAMS
Salesman: MOE B			F&I #:
Price	Line No, <T> Trade, <R> Roll, <'> Exit < >		
Time-of-Sale Acc	Out-the-Door Price	\$11,500.00	\$ 700.00
Total Price	Selling Price		\$200.00
Trade Allowance	No Stock #	Retail	Deal
Payoff on trade	1. 0401	\$10,121.25	\$ 9,850.00
Cash Down	2. 0402	\$1,482.25	\$ 1,106.55
Fac-Cust Rebate	3.		AHFC
Cash +(Trade E	4.		12.50
Fees	5.		60
Taxes	Total Price	\$11,603.50	\$ 10,855.69
Col/Comp Ins			\$12,698.42
Ext. Serv. Cont	Trade Allowance	\$4,500.00	\$4,872.11
Total Fees/T			2/01/2005
Total Sale Price	\$20,441.40	C-Life Premium	\$573.24
Insurance Type	JCL/AH	Acc Health Prem	\$936.33
OTD	\$11,888.85	Total Ins Prem	\$1,509.57



NOTE: You always have the option of going back to the original deal (if you ever get lost and don't remember where you started), by using the apostrophe <'> Exit command to back out to this menu bar of command options:

< > Accept Back-up <S> Sale <Q> Quote < >

Deal Financing Quote Screen

< > Accept Back-up <S> Sale <Q> Quote < >			
Deal Financing QUOTE			
Deal # 412009	Date 12/17/04	Customer	GEORGE M WILLIAMS
Salesman: MOE B. FIDGETY	2nd Salesman:		Mgr #: F&I #:
Price	+ \$11,332.25	Deposit Amount	
Time-of-Sale Acc	+ \$588.84	Dep/Cash Due	\$ 700.00
Total Price	\$ 11,921.09	Pick Amount	\$200.00
Trade Allowance	- \$4,500.00	Defer Amount	\$100.00
Payoff on trade	+ \$2,500.00	Net Down+Pick+Defer	\$ 3,300.00
Cash Down	- \$700.00	Lender	AHFC
Fac-Cust Rebate	- \$300.00	Interest Rate	12.50
Cash +(Trade Equity)	\$ 3,000.00	# Payments	60
Fees	+ \$71.68	Finance Amount	\$12,376.74
Taxes	+ \$292.64	Monthly Payment	\$278.45
Col/Comp Ins	+ \$50.00	Due on (45 Days)	2/01/2005
Ext. Serv. Contr	+ \$1,870.00		
Total Fees/Taxes	\$2,284.32		
Total Sale Price	\$20,007.00	C-Life Premium	\$558.72
Insurance Type	JCL/AH	Acc Health Prem	\$912.61
OTD	\$11,605.41	Total Ins Prem	\$1,471.33

The Backup Option

The < B> **Back-up** option on the **Deal Financing** screen is used when there is a pending sale on the units in this deal. The < Q> **Quote** option is used when you want to store the deal for later use, as when a customer tells you, “Let me go home and think about it,” or “I’ve got to talk it over with my wife and see what she thinks.” (Really, what they are telling you is that they haven’t been sold yet; there may be a thousand other reasons.) The **Quote** option does **NOT** relieve any inventory.



***NOTE:** Deposits can be taken only on Sold or Backup deals. When a deal is in Sold status and a deposit has been taken, the deposit must be refunded in order to switch to Quote status to allow changes to the deal. If a Sold deal is not completely done and a change needs to be made on it, put the deal into Backup status. This will allow you to make changes without having to refund any deposits.*

The Sale Option

When the < S> **Sale** option is chosen from the **Deal Financing** screen, many things happen within the Sales computer system to affect your inventory. Make sure you’re ready for immediate delivery when choosing the **Sale** option. Upon delivery of a unit, the trade-in (if there is one) is the first item that needs to be considered. The **Trade-In Record** window will appear. (See the *Entering Trade Allowance Information* section, earlier in this chapter, for a discussion of this window.). It is extremely important to enter all the trade-in information into your Major Inventory file at this time, if you have not done so already, because this information will be required on some of the forms you’ll print during the delivery process.



***NOTE:** The trade-in information can be entered at any time during the deal process by going to the **Trade Allowance** field and using the slash (/) key to Display the **Trade-In Record** window.*

Printing Forms for Closing the Deal

Now, if you are ready to print forms for the deal, choose the < F> **Forms** option from the **Deal Financing** screen.



***NOTE:** You must enter trade-in information before printing forms, if you have not already done so. The program will not allow you to print forms if trade-in information is missing.*

A **Customer Data** window will be displayed, as illustrated on the following page. The customer information will appear just as it was originally entered in the Customer file. It’s always good practice to check it to make sure that the information is still correct. If you need to make changes for the customer, select the < C> **Cust** command option.

Deal Financing Screen w/
Customer Data Window

Deal Financing	< > Accept <C> Cust Co-Buy <I> Insur < > <'> Exit	
Deal # 412009	- Customer -	
Salesman: MOE B	Name: GEORGE M WILLIAMS	F&I #:
Price	SSN: 527-77-7240 DOB: 11/21/1953 Age: 51	
Time-of-Sale Ac	Dr Lic: AZ-32845773 Tag#: B-37543	700.00
Total Price		
	- Co-Buyer(Y/N) <N> -	200.00
Trade Allowance	Spouse(Y?N) <N>	100.00
Payoff on trade	Last Name: WILLIAMS	3,300.00
Cash Down	First Name: RUTH MI: B	
Fac-Cust Rebate	SSN: 627-77-8367 DOB: 3/05/1956 Age: 48	AHFC
Cash +(Trade E	Dr Lic: AZ-293484743	12.50
Fees		60
Taxes	- Col/Comp Insurance -	
Col/Comp Ins	Company: PAYMORE INS. CO.	376.74
Ext. Serv. Cont	Address: 7473 FRANKLIN AVE.	278.45
Total Fees/T	City: DRY WELLS State: AZ Zip: 85635-3454	1/2005
	Agent: MR. KNOBLE GAMBLE	
Total S	Phone #: (453) 234-3344 Policy #: F-39485	72
Insuran		61
OTD		33

You can also add a co-buyer's name, Social Security number (SSN), date of birth (DOB), and driver's license number. This is generally used for a spouse/cosigner who will guarantee payment for the loan. If there is a co-buyer, choose the < B> **Co-Buy** command option from the **Customer Data** window, and enter a "Y" at the **Co-Buyer (Y/N)** field. Then enter a "Y" if the co-buyer is the customer's spouse, or "N" if not.

If you select "Y" at the **Spouse (Y/N)** field, the Sales program will bring over the spouse information, if available, from the Customer file; or it will display the customer's last name automatically and you will be prompted to enter the first name and middle initial, then the rest of the information for the spouse.

If you answer "N" to indicate that the co-buyer is other than a spouse, the cursor will go to the **Last Name** and **First Name** fields for you to add this co-buyer. Then, because this person is not married to the primary customer on the deal, the system will take you to the Customer file so that you can add a separate record for the co-buyer as a new customer. When you have completed a new Customer record for the co-buyer, you will be returned to the **Customer Data** window on the **Deal Financing** screen.

The third command option in the **Customer Data** window is < I> **Insur**, which takes you to the **Col/Comp Insurance** section. Complete the fields in this section with your customer's collision/comprehensive insurance information, including the policy's effective date and expiration date .

All fields must be completed to give the Sales system the data required for the forms printing process. When all the information is complete and accurate, press *Enter* to accept it and exit from this window. A **Print Deal Forms** menu screen will be displayed, similar to the following example, identifying the deal number, the customer's name, and the unit(s) on this deal:

Print Deal Forms Menu Screen

```

      <#> Form# </> Search <C> Change <S> Sequence <'> Exit <>
Print Deal Forms

Deal: 412009  WILLIAMS, GEORGE

Unit: ->  WC00  0401   2004 BOMBARDIER GTX-550
          MC00  0335   2003 YAMAHA      YZ125
          TR00  0402   2004 TRAILITE   LTR-390

Form: 1.  Purchase Orders
      2.  Purchase/Security Agreements
      3.  WaterCraft Certificate Applications
      4.  Certificate of Title (Vehicle)
      5.  Trailer/Camper Service Contracts
      6.  Odometer Statements
      7.  Financing Statement - Form UCC-1
      8.  Extended Service Warranty
      9.  Miscellaneous Forms

```

The screen example above actually lists more form categories that you would really see for just a water craft and trailer (you wouldn't see line 4 or 6). This is just for purposes of illustration, to give you a better idea of the possible form types that you might see, depending on the kinds of units on the deal.

Note that the example above lists three units on the deal, with an arrow pointing to the first one. The arrow identifies the unit to which your form choice from the **Print Deal Forms** menu screen will apply. Type the line number for the type of form you want to print. When you have made your form selection, a submenu may appear if there are multiple forms of that type from which to choose. The following example is based on the submenu that appears when **Option 2, Purchase/Security Agreement**, is chosen:

Print Deal Forms Menu w/ Purchase/Security Agreements Submenu

```

      <#> Form# </> Search <C> Change <S> Sequence <'> Exit <>
Purchase/Security Agreements

Deal: 412009  WILLIAMS, GEORGE

Unit: ->  WC00  0401   2004 BOMBARDIER GTX-550
          MC00  0335   2003 YAMAHA      YZ125
          TR00  0402   2004 TRAILITE   LTR-390

Form: 1.  American Invest. Finance
      2.  Bank One of Arizona
      3.  Bank One Ohio - AZ Watercraft
      4.  Cit Financial Services
      5.  Greentree Contract (Vehicle)
      6.  Harley Davidson Contract
      7.  Bank USA
      8.  LAW 3300 AZ Rev 1/9
      9.  MAC-Marine Acceptance Corp

```



NOTE: A special printer must be purchased for the printing of forms. Please contact Comptron Data for information, at 1-800-COMPTRON (800-266-7876).

If more than one unit is being sold on your deal, and you want to print forms for a unit other than the one where the arrow points, you will need to move the arrow. Use the < C> **Change** command to see a window like this example, from which you can choose the line number of the unit you want:

**Print Deal Forms
Menu with Change
Unit Window**

```

Print Deal Forms

Deal: 412009
Unit: -> WC00
        MC00
        TR00

Enter Ln # < >
Ln  Type Stock#  Year  Make      Model
01  WC00 0401    2004 BOMBARDIER GTX-550
02  MC00 0335    2003 YAMAHA    YZ125
03  TR00 0402    2004 TRAILITE  LTR-390

Form: 1. Purchase Orders
      2. Purchase/Security Agreements
      3. WaterCraft Certificate Applications---
      4. Certificate of Title (Vehicle)
      5. Trailer/Camper Service Contracts
      6. Odometer Statements
      7. Financing Statement - Form UCC-1
      8. Extended Service Warranty
      9. Miscellaneous Forms

```

If you have multiple trade-ins as well as multiple sale units serialized on a deal, you can rearrange the units' sequence so as to apply a different trade to a particular purchase. To do this, select the < S> **Sequence** command option from the **Print Deal Forms** menu screen, and a window like the following example will appear:

**Print Deal Forms Menu
Screen with Resequence
Units/Trades Window**

```

Print Deal Forms

Deal: 412009  WILLIAMS, GEORGE

Resequence Units/Trades      < ;> Skip

      Selling Units
Seq Stock# Year Make      Model
-> <1> 0401  2004 BOMBARDIER GTX-550
    2  0335  2003 YAMAHA    YZ150
    3  0402  2004 TRAILITE  LTR-390

      Trade Units
Seq Stock# Year Make      Model
1  U97025 1997 HONDA    GL1500A
2  U94003 1996 SKIDOO  SK-125

```

Here you can type in different numbers to identify the sequence of selling units and/or trade-in units. In the example above, you could change the sequence number so that the Bombardier cycle becomes Unit 2 and the Yamaha Unit 1, and therefore the Honda trade-in would be applied to the Yamaha.

The other command option on the **Print Deal Forms** menu screen, **< /> Search**, is useful when you are working on one deal and decide that you also need to print a form for a different deal while you're at it. When you press the slash (/) key for a scrolling search, the following window will open:

**Print Deal Forms
Menu Screen with
Search Window**

```

Print Deal Forms

Deal: 412009   WILLIAMS, GEORGE

Unit: -> WC00
        MC00
        TR00

          Select < >

          1. Deal Number

          2. Last Name

          3. First Name

          ' Exit

          9. Miscellaneous Forms
  
```

For each of the three search options, you will see a subwindow where you can enter an identifying deal number or name, if you can recall it, or just press the slash key again to display a list of deals from which to pick the one you want.

If you do print forms for any other deal than the one you were just working on, the Sales program will bring you back to that current deal upon exiting the **Print Deal Forms** menu.

There is also a provision for accessing the forms printing section by selecting **Option 4, Forms Printing**, from the **Sales Processing Menu**. (Refer to Chapter 4, *Printing Forms*.)

Viewing Profit/Costs Calculations for a Deal

When you select the **< S> Reserve** command option from the **Deal Financing** screen, a **Profit/Costs Calculations** window opens, similar to the example on the following page.



NOTE: Before the system can accurately compute profit/cost, the Invoice screen must have all applicable costs posted. If there is a trade-in on the deal, its ACV (actual cash value/wholesale) and any outstanding Repair Orders or other charges against that unit must be posted to calculate the correct profit on the deal.

Deal Fin. Screen with
Profit/Costs Calculations
Window

Profits/Costs Calculations			
Deal # 409011 Da	Selling Price:	\$33,816.50	gr #: 4 F&I #: 12
Salesman: MR. SMOO	TOS Taxable Accs:	\$12.00	
Price	TOS Non-Taxable Accs:	\$88.00	
Time-of-Sale Acc	Total Sale Price:	\$33,916.50	\$250.00
Total Price	Trade-in ACV:	\$5,900.00	\$34,393.24
	Total Sales:	\$39,816.50	
Trade Allowance	Dealer Invoice:	\$28,050.00	AHFC
Payoff on trade	Trade-in Allowance:	\$6,000.00	10.00
Cash Down	TOS Accs Cost:	\$58.00	60
Fac-Cust Rebate	Freight:	\$269.50	
Net Down +(Pick/	Prep:	\$627.00	\$600.00
Fees +	RO/Access:	\$689.64	\$200.00
Taxes 2.45%	Total Cost:	\$35,694.14	\$38,737.84
Col/Comp Ins	Gross Profit:	\$4,122.36	\$823.06
Ext. Serv. Contr			s) 10/29/2004
Total Fees/Taxe	< > Continue < >		
Total Sale			\$1,649.80
Insurance			\$2,694.80
OTD			\$4,344.60



NOTE: The Profit/Costs window example above does not include CL/A&H profit or Finance Reserve profit.

Summary

This chapter described how to create a new F&I deal, and perform various operations through the **Deals** option of F&I Sales. These functions include:

- > Adding new customers
- > Adding units and accessories to a deal
- > Working out deal financing
- > Computing license fees and taxes
- > Taking trade-ins
- > Adding insurance and extended service/prepaid maintenance
- > Setting up pickup and/or deferred down payments
- > “Rolling” payments backward to quickly figure a certain payment amount or cash deal
- > Preparing backup deals and quotes
- > Forms printing

CHAPTER 2

Searching for a Deal Record

Suppose that you previously prepared a deal quote for a customer, and a couple of days later he comes back ready to buy. With the F&I Sales system you can easily locate and bring up the stored quote on the screen to complete the sale, without having to backtrack and refigure what you went over before.

Perhaps you had a pending sale on a unit and the financing fell through, or the buyer just changed his mind and decided not to go through with the deal—but meanwhile, you had taken a backup deal on the same unit for someone else. Not only can you retrieve the pending deal to cancel it and make sure the unit goes back into active inventory, but also you can find the backup record to contact your alternate buyer with the good news that he can get that dream machine after all.

This chapter corresponds to **Option 2** of the **Sales Processing Menu: Search Deal**. Use this option to search for an existing deal and display it on the screen so you can review the financing and make any adjustments necessary to close the deal.

The Search Deal Option 2

To search for an existing deal, select **Option 2** from the **Sales Processing Menu**, and the following screen will be displayed, with the cursor at the **Deal #** field:

Searching by Deal Number

Searching Deal Record Screen

```

                                     < > Continue <'> Exit </> Display
Searching Deal Record

Dept:                               Customer Last Name
Deal # [ ] Date 12/28/2004 First Name                               MI D SM

Status:                             Used
Ln Stk # ID Number                 New Yr Make           Model           Color           Sale Price
-----

```

Type in the deal number you wish to find or, if you don't know it, use the slash (/) key to bring up the window illustrated below for a scrolling search. This will **Display** all current deals in the system by deal number.

Searching Deal Record Screen with Deal Number List Window

```

Searching Deal Record

Dept:                               Ln <'> Exit <N> Next <P> Prev <H> Home <E> End <3>
Deal #                               Ln Deal No Customer Name           Status           Date
Status -----[Page 001]-----
Ln Stk 1 409018 CARTER, RICHARD D           SOLD           9/03/2004
-- --- 2 410003 SCHMO, JOE R               QUOTE          10/15/2004
3 411008 WALLACE, FRANK B             BACKUP          11/05/2004
4 411013 ELLIS, WHITNEY                 BACKUP          11/10/2004
5 411021 STUTELBERG, DUSTIN B          QUOTE          11/24/2004
6 412006 STEPHENS, ROBERT N           SOLD           12/10/2004
7 412008 SHOVLIN, STEPHEN J           QUOTE          12/16/2004
8 412009 WILLIAMS, GEORGE M           SOLD           12/17/2004
9 412012 MILLER, CARL D               BACKUP          12/20/2004
0 412014 EDWARDS, MORRIS T           BACKUP          12/21/2004

```

Choose the deal you want to see by its corresponding line number, and it will be displayed as shown on the next page:

Deal Items Screen

```

                <N> Next  <S> Search  <d> Delete  <'> Exit  < >
Deal Items  <D> New Deal  <A> Add  <C> Change  <P> Previous  <F> Finance

Dept:                Customer Last Name  WALLACE
Deal # 411008  Date 11/05/2004 First Name  FRANK                MI B SM      1

Status: BACKUP                Used
Ln Stk #  ID Number                New Yr Make                Model                Color                Sale Price
-----
01 9901    95DG3456KJFHJH577  U  99 CHEVROLET  ASTRO                MAROON                $15,996.00

Total Sale Price                $15,996.00
Payment (Monthly)                $308.45
Terms                            60

```

If you want to find the most current deal on record, first press the *Enter* key a couple of times (at the **Searching Deal Record** screen), and the program will display the last deal entered into the system. From there you can search forward or backward by using the **< N> Next** or **< P> Previous** command option, respectively.



NOTE: The deal number is coded as follows:

```

Deal # 4 11 008 — Deal sequence for that month
                (This is the 8th deal of the month.)
                Month in which deal was created
                Year of deal on record

```

Searching by Customer Name

You may also search for a deal by customer name. To do so, at the **Searching Deal Record** screen press *Enter* to advance the cursor from the **Deal #** field to the **Last Name** field, and type in your customer's last name. If the customer name is unknown, use the slash (/) key to bring up the following window:

Searching Deal Record Screen with Name Search Option Window

```

                < > Continue  <'> Exit  </> Display
Searching Deal Record

Dept:
Deal #      Dat Choose an option < > or <Enter> for All Names  M
Status:
Ln Stk #  ID Numbe Search Option: 1. Last Name
-----                2. First Name
                ' Exit

```

Pressing *Enter* once will change the window to display a highlighted **Last Name** field; hitting *Enter* a second time will bring up the **Deal List** window shown below, displaying all current deals in the system by customer name. Enter the line number for the deal you want to view, and the **Deal Items** screen for it will be displayed as illustrated on the preceding page.

Searching Deal Record Screen w/ Customer Name Deal List Window

Searching Deal Record

Dept:	Ln	<'> Exit	<N> Next	<P> Prev	<H> Home	<E> End	<G>
Deal #	Ln	Customer Name	Deal No	Status	Date		
Status	-----[Page 001]-----						
Ln Stk	1	CARTER, RICHARD D	409018	SOLD	9/03/2004	ice	
-- ---	2	EDWARDS, MORRIS T	412014	BACKUP	12/21/2004	----	
	3	ELLIS, WHITNEY	411013	BACKUP	11/10/2004		
	4	MILLER, CARL D	412012	BACKUP	12/20/2004		
	5	SCHMO, JOE R	410003	QUOTE	10/15/2004		
	6	SHOVLIN, STEPHEN J	412008	QUOTE	12/16/2004		
	7	STEPHENS, ROBERT N	412006	SOLD	12/10/2004		
	8	STUTELBERG, DUSTIN B	411021	QUOTE	11/24/2004		
	9	WALLACE, FRANK B	411008	BACKUP	11/05/2004		
	0	WILLIAMS, GEORGE M	412009	SOLD	12/17/2004		



NOTE: Keep in mind that the Sales program is case sensitive. Therefore, if you type a last name of Williams and can't find the deal, you should try using all capital letters. It is a good idea to decide from the beginning whether you will use all caps for the Customer record, and then train all employees to be consistent about this.

Reviewing a Deal

When you want to review any deal, use the < F > **Finance** command option from the **Deal Items** screen, and the basic **Deal Financing** screen will appear, similar to the following example:

Deal Financing Quote Screen

<I> Invoice	<D> D-Date	<F> Forms	<S> Reserve	<'> Exit	<D>
Deal Financing QUOTE	<C> Change	<P> CL/AH	<M> Deposit	<R> Roll	
Deal # 412008	Date 12/16/04	Customer STEPHEN J SHOVLIN			
Salesman: MR. SMOOTH	2nd Salesman:	Mgr #: 4	F&I #: 12		
Price +	\$11,809.52	Deposit Amount			
Time-of-Sale Acc +	\$119.02	Dep/Cash Due	\$	750.00	
Total Price	\$11,928.54	Pick Amount			
Trade Allowance -	\$1,000.00	Defer Amount			
Payoff on trade +	\$333.11	Net Down+Pick+Defer	\$	1,416.89	
Cash Down -	\$750.00	Lender		AHFC	
Fac-Cust Rebate -		Interest Rate		15.90	
Cash +(Trade Equity)	\$ 1,416.89	# Payments		48	
Fees +	\$115.80	Finance Amount		\$11,895.99	
Taxes 7.00% +	\$706.04	Monthly Payment		\$336.53	
Col/Comp Ins +		Due on (30 Days)		1/15/2005	
Ext. Serv. Contr +	\$562.00	C-Life Premium			
Total Fees/Taxes	\$1,384.34	Acc Health Prem			
Total Sale Price	\$17,570.33	Total Ins Prem			
Insurance Type					
OTD	\$ 12,645.99				

Explanation of Deal Financing Screen Command Options:

- < **I**> = **Invoice** – Displays invoice(s) on the deal.
- < **D**> = **D-Date** - Goes to the **Date** field so you can change the deal date.
- < **F**> = **Forms** – Prints forms.
- < **S**> = **Reserve** – Opens a deal profit window.
- < **'**> = **Exit** – Exits out of the deal financing screen.
- < **C**> = **Change** – Allows you to change any of the fields on this screen.
- < **P**> = **CL/AH** – Shows Credit Life/Accident and Health insurance payment options.
- < **M**> = **Deposit** - Lets you take a deposit on the sale.
- < **R**> = **Roll** – Rolls “payment” or total cash “out the door” price.

(Refer to Chapter 1, Creating an F&I Deal, for detailed explanations of these options.)

Summary

This chapter described how to search for an existing deal through the **Search Deal** option of F&I Sales, and perform other functions similar to those available through the **Deals** option:

- > Searching by deal number
- > Finding a deal by customer name
- > Reviewing a deal's financing screen

CHAPTER 3

End of Day Recapping

Like the COMPTRON® Point of Sale program, the F&I Sales system tracks all financial transactions throughout the day; and at the end of each business day, it creates a variety of financial reports to help you see how your department is doing. These reports are designed to assist your store's Accounting department as well. As you review these reports, you can see the flexibility of the Sales program.

This chapter corresponds to **Option 3** of the **Sales Processing Menu: End of Day/Month**. Use this option to first recap and finalize the day's deals, and then generate several important types of reports that will prove very useful to your department. Below is a list of the different types of reports that can be produced from this option:

- > F&I Transactions Report
- > Reconciliation Report
- > Tax Detail Report
- > Tax Summary Report
- > Trade-In Report
- > TOS Accessory Report
- > Fee Report
- > Customer Report
- > Financing Report
- > Commission Report
- > Type Totals Report
- > Sales Profit Report
- > Transactions History Report

The End of Day/Month Option 3

When you select **Option 3, End of Day/Month**, from the **Sales Processing Menu**, this menu will appear:

F&I End of Day Menu

```

F&I End of Day Menu

                Select 1

                1. Recap & Finalize
                2. End-of-Day Report
                3. Reprint End-of-Day
                4. End-of-Month Report
                5. Transactions History
                6. Follow-Up
                ' Exit
    
```

The Recap & Finalize Option 3-1

Before the End of Day reports can be generated, all “Sold” deals must be “recapped.” Below is an example of the **Finance Reserves** screen that appears when you select **Option 1, Recap & Finalize**, from the **F&I End of Day Menu**. You may search for the deal to be recapped by either the “deal number” or “customer name.”

Finance Reserves (Recap) Screen

```

Finance Reserves          <'> Exit </> Display

RECAP Deal #:           Customer:           Lender:
STATUS:                Points             % Fin Amount
                        Sell Rate          % Buy Rate   % Fin Reserve

ITEM:                  F&I Items:    PREMIUM      COST      RESERVE
Price                 CL Ins. ( )
Cost Acc.             AH Ins.
Inv/ACV               Ext Ser/PPM
RO/Frt/Prep          Col/VSI
Totals:

Total Cost
Dealer Pack          TRADE:           F&I Profit
Adjustments          Allow
Deal Gross           ACV              SLsm Comm
                    O/U Amt          Mgr Comm
                    1st          2nd          Sale Profit
COMM:                SLSM          SLSM          MGR          F&I MGR
Comm
Bonus
Totals:              F&I Comm
                    Doc Fee
                    Dlr Pack
                    Total Profit
    
```

If neither the deal number nor the customer name is known, use the slash (/) key scrolling search command to **Display** a window with the status of all the deals in the system, as illustrated below. Only those deals that are in the “Sold” status will be displayed:

Finance Reserves (Recap) Screen with Deal Status Window

```

Finance Reserves
RECAP
STATUS      Ln Number  <'> Exit  <Pg-Dn>  <Pg-Up>  <HOME> First  <  >
              Ln  Deal No  Customer Name                      Date
1      412001  GALL, JOSEPH S                      12/02/04
ITEM:      2      412002  CRADDOCK, JESSE C                  12/03/04  SERVE
Pric      3      412004  SEDGE, ANTHONY P                   12/07/04
Cost      4      412005  GREENWAY, WILLIAM R                12/09/04
Inv/      5      412006  STEPHENS, ROBERT N                 12/10/04
RO/F      6      412007  HARDCASTLE, JIM T                  12/10/04
7      412010  NIEBAUER, RICHARD S                12/14/04
Tota      8      412016  COX, GLEN W                         12/21/04
Deal      9      501002  WALTERS, HARRISON E                1/04/05
Adju      0      501005  CRANDALL, JACK T                   1/06/05

Comm

COMM:
Comm
Bonu
Total
    
```



NOTE: Be sure that all costs have been posted against the deal before you recap it.

In the **Finance Reserves (Recap)** screen example that follows, there are certain fields that can be edited prior to the recapping. First you must make sure that the “buy rate” for the deal is correct. The program defaults to the buy rate previously set up for this lender in the Lender file, but you can change this by going to the **Buy Rate** field and selecting the **< C> Change** command option. If you will be receiving a certain dollar amount from the lender, you can enter that in the **Fin Reserve** field.

Finance Reserves (Recap) Screen

```

Finance Reserves      <S> Search  <C> Change  <'> Exit  <  >
                    <I> Invoice  <P> Print   <F> Finalize
RECAP Deal #: 412001  Customer: JOSEPH S GALL              Lender:  HDC
STATUS: SOLD                               Points      %  Fin Amount  $ 21,614.00
                    Sell Rate 10.99%  Buy Rate 6.50%  Fin Reserve  $   970.47

ITEM: 2003 H-D      FXR3      F&I Items:      PREMIUM      COST      RESERVE
Price              $19,995.00    CL Ins. (S)     $459.93      $206.97 $   252.96
Cost Acc.          AH Ins.        $1,308.89      $589.00 $   719.89
Inv/ACV           Ext Ser/PPM    $1,499.00      $754.00 $   745.00
RO/Frt/Prep      $511.44      Col/VSI
                    Totals:        $3,267.82      $1,549.97 $  1,717.85
Total Cost        $511.44
Dealer Pack      TRADE:
Adjustments      Allow
                    ACV              SLsm Comm
Deal Gross      $ 19,483.56  O/U Amt
                    1st      2nd              Mgr Comm
                    SLSM 5    SLSM      MGR      F&I MGR      Sale Profit $ 19,483.56
COMM:
Comm              F&I Comm
Bonus              Doc Fee  $    25.00
Totals:           Dlr Pack
                    Total Profit $ 22,196.88
    
```

Next you can edit the **Adjustments** field. Adjustments are additional costs charged against the deal that did not get posted earlier. You may also edit the salesmen's **Comm**(commission) and **Bonus** fields if necessary. By entering a "C" (for "calculate") when the cursor is at the **Comm** area, you can have the system recalculate the actual commission to the proper defaults set up in the Sales Staff file. We recommend doing this on each deal when you recap it, to ensure that commissions are accurate.



NOTE: You may want to use the < P> **Print** command to print a copy of the recap screen **BEFORE** finalizing it. You will be offered that option upon finalization, but if the printer jams at that point, the information cannot be printed again.

When the final edit is completed, you should "finalize" the deal by choosing < F> . The finalize sequence removes the unit(s) from inventory and adds it/them to the customer's file. If there is down payment money to be collected, a **Payment** window will open on the **Finance Reserves (Recap)** screen, similar to the following example, to display the cash amount due:

Finance Reserves (Recap) Screen with Payment Window

```

Finance Reserves      <S> Search  <C> Change  <'> Exit  < >
                    <I> Invoice  <P> Print   <F> Finalize
RECAP Deal #: 412001  Customer: JOSEPH S GALL      Lender:  HDC
STATUS: SOLD                               Points      %   Fin Amount  $ 21,614.00
                    Sell Rate 10.99%  Buy Rate  6.50%  Fin Reserve  $   970.47

ITEM: 2003 H-D      FXR3      F&I Items:    PREMIUM      COST      RESERVE
Price              $19,995.00  CL Ins. (S)   $459.93      $206.97  $   252.96
Cost Acc.          AH Ins.      $1,308.89    $589.00      $   719.89
Inv/ACV           Ext Ser/PPM  $1,499.00    $754.00      $   745.00
RO/Frt/Prep       $511
Total Cost         $511
Dealer Pack
Adjustments
Deal Gross        $ 19,483.56  O/U Amt
                  1st      2nd
COMM:             SLSM  5    SLSM      MGR      F&I MGR
Comm
Bonus
Totals:
                    Allow
                    ACV
                    SLSM Comm
                    Mgr Comm
                    Sale Profit $ 19,483.56
                    F&I Comm
                    Doc Fee  $    25.00
                    Dlr Pack
    
```

Collect This Amount? <Y/N> < >
 Cash Amount Due: \$1,000.00

This was done to eliminate the possibility of a deal's being recapped before all cash monies were collected. Once recapped, the deal is moved to history.

The End-of-Day Report Option 3-2

This function is similar to the **End of Day** for Parts and Service in the COMPTRON® Point of Sale system. Running the **End-of-Day Report** option in Sales saves your daily transactions for subsequent reprints and for End of Month and History reporting. It allows you to see what has happened in your Sales department that day, including information on each salesperson, each deal, taxable/nontaxable transactions, and totals. For dealers who have the Accounts Receivable (AR) Integration with their COMPTRON® system, all Sales department transactions will automatically roll into your store's RealWorld accounting software.



NOTE: All of these reports cover only the specific date for which **End of Day** processing was run, and are **NOT** cumulative totals that will continue to be added together from day to day. If you run an **End of Month**, then the totals will be cumulative for that particular reporting month.

When you choose **Option 2, End-of-Day Report**, from the **F&I End of Day Menu**, the following screen will appear:

End of Day Report
Screen

```
End of Day Report for 2005.01.07.10.30
```

```
Do you wish to continue with End of Day? <Y or N> <>
```

By answering "Y" you will see this output selection screen:

End of Day Output
Selection Screen

```
End of Day Report for 2005.01.07.10.30
```

```
Select Output <>
```

```
<P> Send to Printer
```

```
<S> Display on Screen
```

You can choose to print the End of Day reports or display them on the screen. Once you have selected your output option, your **End of Day** processing for F&I will be complete, and you will be returned to the **F&I End of Day Menu**.



NOTE: The Sales program will not allow you to run an **End of Day** if other users are logged in to COMPTRON® or Books, as this could change the data for the **End of Day**.

Below and on the following several pages are explanations of each type of report printout available from the **End of Day** processing for your Sales department. Each report may be turned on or off at your option by the settings in your F&I End of Day Defaults file. *(To read descriptions of the default settings for individual reports that are currently available on the F&I End of Day, refer to Chapter 8 of this manual, Maintaining F&I Sales Files, and read the section on the EOD Report Defaults option.)*

F&I Transactions: This printout is a detailed list of all deals, deposits, and refunds transacted in the Sales department since the last End of Day report. All such transactions created in the F&I Sales program will flow to the F&I Transactions report, which includes the retail and cost amounts for each item sold on a deal. It also shows the profit for the deal, based on actual cost, including commissions. Rebates, holdback, and finance reserves are listed separately. Keep in mind that if you print this report as part of your **End of Month** processing, it can be very long, since it prints complete details on every transaction for the entire month. You can also produce a Transactions report via **Option B, Transaction List**, from the **Deal Reports Menu**, as discussed in Chapter 5 of this manual, Generating Standard Deal Reports. This is an example of an F&I Transactions Report:

F&I Transactions											Date:	1/08/05	Page	1				
by Item Type for											NEW	items at	Actual	Cost				
Date	Ticket	Dept	Trans	Type	Op	Description	Qty	Amount	Cost	Tax								
1/08/05	706	F&I	Holdback	Income	00	9B157 Holdback 01 (AHFC)	1	\$1,300.00	\$0.00	N								
Deal: 501009											Customer:	SHERWOOD, LARRY L	Profit Amt	\$1,300.00				
1/08/05	707	F&I	Prv Down	Offset	00	Prev Down Offset	1	\$118.50	\$118.50	N								
Deal: 501009											Customer:	SHERWOOD, LARRY L	Profit Amt	\$0.00				
1/08/05	708	F&I	Deal Finalized		00	501009 LARRY L SHERWOOD		\$0.00	\$0.00	N								
			Taxable Retail		00	9B157 Item 01	1	\$12,999.00	\$10,399.00	Y								
			Freight / Prep		00	" Dlr Freight 01	1	\$150.00	\$98.00	Y								
			Freight / Prep		00	" Dlr Prep 01	1	\$100.00	\$50.00	Y								
			Ext Svc Contrct		00	" Ext Service 01	1	\$690.00	\$345.00	N								
			County Sales Tx		00	" CO Tax on Freight	1	\$9.38	\$9.38	N								
			County Sales Tx		00	" CO Tax on Prep	1	\$6.25	\$6.25	N								
			County Sales Tx		00	" CO Tax on Unit	1	\$812.44	\$812.44	N								
			Inventory Tax		00	" IT Tax on Freight	1	\$0.39	\$0.39	N								
			Inventory Tax		00	" IT Tax on Prep	1	\$0.26	\$0.26	N								
			Inventory Tax		00	" IT Tax on Unit	1	\$34.06	\$34.06	N								
			Registration		00	" Registration 01	1	\$40.30	\$40.30	N								
			Title Fee		00	" Title Fee 01	1	\$13.00	\$13.00	N								
			Inspection Fee		00	" Inspection Fee01	1	\$12.50	\$12.50	N								
			Dlr Doc Fee		00	" Dealer Doc Fee 01	1	\$50.00	\$0.00	N								
			TOS Taxable Acc		00	999999 Accessories	1	\$84.00	\$84.00	Y								
			State Sales Tax		00	" ST Tax on Accessories	1	\$6.93	\$6.93	N								
			Col Comp Insur		00	" Col Insurance	1	\$118.50	\$118.50	N								
			Salesman Comm		00	" Slsm 2, Commission	1	\$0.00	\$133.33	N								
			Contr in Transt		00	" Contr in Transt (AHFC)	1	\$15,008.50	\$15,008.50	N								
			Previous Down		00	" All Dep/Pmts Rcvd	1	\$118.50-	\$118.50-	N								
Deal: 501009											Customer:	SHERWOOD, LARRY L	Profit Amt	\$2,963.67				
1/08/05	709	F&I	Holdback	Income	00	7B467 Holdback 01 (AHFC)	1	\$310.00	\$0.00	N								
Deal: 501010											Customer:	STEWART, BRUCE M	Profit Amt	\$310.00				
1/08/05	710	F&I	Deal Finalized		00	501010 BRUCE M STEWART		\$0.00	\$0.00	N								
			Taxable Retail		00	7B467 Item 01	1	\$5,999.00	\$4,959.00	Y								
			Freight / Prep		00	" Dlr Freight 01	1	\$0.00	\$98.00	Y								
			Freight / Prep		00	" Dlr Prep 01	1	\$50.00	\$50.00	Y								
			Inventory Tax		00	" IT Tax on Prep	1	\$0.13	\$0.13	N								
			Inventory Tax		00	" IT Tax on Unit	1	\$15.72	\$15.72	N								
			Title Fee		00	" Title Fee 01	1	\$13.00	\$13.00	N								
			Dlr Doc Fee		00	" Dealer Doc Fee 01	1	\$50.00	\$0.00	N								
			Salesman Comm		00	" Slsm 4, Commission	1	\$0.00	\$95.57	N								
			Contr in Transt		00	" Contr in Transt (AHFC)	1	\$6,127.85	\$6,127.85	N								
Deal: 501010											Customer:	STEWART, BRUCE M	Profit Amt	\$896.43				

Reconciliation Report: This report is used to cross-check debits and credits for the day's F&I transactions against the cash and other forms of payment in the Sales department's cash drawer, to be sure that they all balance. It can be printed as a Summary or a Detail Report. The summary report lists all the possible transaction types and breaks out the day's deals into debit and credit columns, leaving blank those types for which there was no activity. Below is an example of a Summary Reconciliation Report:

RECONCILIATION REPORT	Date: 1/08/05	Page 1
TRANSACTION TYPE	DEBIT	CREDIT
Factory Rebates/Holdback	\$1,610.00	\$1,930.00
Contracts/Fin. Reserve	\$21,136.35	
Accounts Receivable		
Down Payment Deposits		\$1,500.00
Down Payment Refunds	\$1,500.00	
Previous Down Payments	\$118.50	
Pick/Defer Payment		
Pick/Defer Refund		
Sales Tax Collected		\$885.56
Sales Tax Refunded		
Taxable Sales		\$19,382.00
Non-Taxable Sales		\$2,518.50
Taxable Fees		
Non-Taxable Fees		\$78.80
Trade-Ins		
Trade-Ins O/U Allowance		
Wholesale Sales Taxable		
Wholesale Sales Non-Taxable		
Internal Sales Taxable		
Internal Sales Non-Taxable		
Exempt Sales Government		
Exempt Sales Out-of-State		
Exempt Sales Dealer Transfer		
Sales, Exempt User Def 1		
Sales, Exempt User Def 2		
Sales, Exempt User Def 3		
Corrections		\$50.00

RECONCILIATION REPORT	Date: 1/08/05	Page 2
TRANSACTION TYPE	DEBIT	CREDIT
CASH	\$1,500.00	
CHECKS	\$2,200.00	\$1,720.00
VISA		
MASTERCARD		
AM.EXPRESS		
Total F&I in Drawer		\$1,900.00
Grand Total (Debits = Credits)	\$28,064.85	\$28,064.86

The detail version of the Reconciliation Report prints lines for only those transaction types on which there is a debit or credit entry. You can also get a Reconciliation Report using **Option C, Reconciliation List**, from the **Deal Reports Menu**. (See Chapter 5, *Generating Standard Deal Reports*.)

This is an example of a Detail Reconciliation Report:

RECONCILIATION REPORT	Date: 1/08/05	Page 1
TRANSACTION TYPE	DEBIT	CREDIT
Factory Rebates/Holdback	\$1,610.00	\$1,930.00
Contracts/Fin. Reserve	\$21,136.35	
Down Payment Deposits		\$1,500.00
Down Payment Refunds	\$1,500.00	
Previous Down Payments	\$118.50	
Sales Tax Collected		\$885.56
Taxable Sales		\$19,382.00
Non-Taxable Sales		\$2,518.50
Non-Taxable Fees		\$78.80
Corrections		\$50.00
CASH	\$1,500.00	
CHECKS	\$2,200.00	\$1,720.00
Total F&I in Drawer		\$1,900.00
Grand Total (Debits = Credits)	\$28,064.85	\$28,064.86

Tax Report: This report can be printed as a Summary, as a Detail Report, or both. When printed in detail, this report will separate the deals by the type of tax (i.e., state, county, city), and will include the deal number, tax type and description, stock number, deal amount taxed, tax rate, and tax amount in dollars. At the end of each tax type section, the Tax Report will show a subtotal for that type, and a grand total of all taxes will appear at the end of the report. This report can be very handy at the end of the month for determining tax totals for units sold.

Below is an example of a Tax Detail Report:

Tax Detail Report		Date:	1/08/05	Page	1	
Deal #	Tax Type	Item #	Description	Amount Taxed	Tax %	Tax Amount
501010	Inventory	7B467	Prep	\$50.00	0.26%	\$0.13
		7B467	Unit	\$5,999.00	0.26%	\$15.72
		Sub-Total Inventory Tax				\$15.85
		Sub-Total Deal 501010				\$15.85
501009	State	999999	Accesso	\$84.00	8.25%	\$6.93
		Sub-Total State Tax				\$6.93
	County	9B157	Freight	\$150.00	6.25%	\$9.38
		9B157	Prep	\$100.00	6.25%	\$6.25
		9B157	Unit	\$12,999.00	6.25%	\$812.44
		Sub-Total County Tax				\$828.07
	Inventory	9B157	Freight	\$150.00	0.26%	\$0.39
		9B157	Prep	\$100.00	0.26%	\$0.26
		9B157	Unit	\$12,999.00	0.26%	\$34.06
		Sub-Total Inventory Tax				\$34.71
		Sub-Total Deal 501009				\$869.71
		Total Tax Amount				\$885.56

Here is an example of a Tax Summary Report:

Tax Summary Report		Date:	1/08/05	Page	1
Tax Type	Amount Taxed	Tax %	Tax Amount		
State Tax	\$84.00	8.25%	\$6.93		
Tax Sub-Total			\$6.93		
County Tax	\$13,249.00	6.25%	\$828.07		
Tax Sub-Total			\$828.07		
Inventory Tax	\$19,298.00	0.26%	\$50.56		
Tax Sub-Total			\$50.56		
Total Tax			\$885.56		

Trade-In Report: This report lists the units traded in on any finalized deals for the End of Day/Month reporting period. Available in either summary or detail form, it shows the customer name and deal number, and the stock number, inventory type, year, make, model, trade allowance, actual cash value (ACV) amount, over/under allowance, and payoff for that trade, if applicable. This could be a handy report to keep sales managers aware of trade-in units that can now be sold after a deal is finalized.

This is an example of a Trade-In Report:

Trade-In Report		Date: 1/08/05				Page 1				
Customer Name	Deal #	Stock#	Type	Yr	Make	Model	Allowance	ACV Amount	O/U Amount	Payoff
WALTERS, HARRISON	501002	U30607	MC00	03	KAWASAKI	ZX-5S	\$2,000.00	\$1,500.00	\$500.00	\$1,783.38
Deal Sub-totals	501002	U30607	MC00	03	KAWASAKI	ZX-5S	\$2,000.00	\$1,500.00	\$500.00	\$1,783.38
CRANDALL, JACK T	501005	U30611	MC00	04	HONDA	CRF450R	\$5,500.00	\$5,000.00	\$500.00	\$3,341.15
Deal Sub-totals	501005	U30611	MC00	04	HONDA	CRF450R	\$5,500.00	\$5,000.00	\$500.00	\$3,341.15
Grand Totals							\$7,500.00	\$6,500.00	\$1,000.00	\$5,124.53

TOS Accessory Report: This report details the add-on accessories listed on each finalized deal for the End of Day/Month reporting period. It includes the stock number, a description of the accessories added at the time of sale, the ticket number shown in the **Accessories** window on the deal, and the deal number and amount.

Here is an example of a TOS Accessory Report:

TOS Accessory Report		Date: 1/08/05			Page 1	
Deal #	Trans#	Ticket	Invoice	Deal Amt	Description	
501009	708	999999	\$84.00	\$84.00	Accessories	
Deal Totals			\$84.00	\$84.00		
Final Totals			\$84.00	\$84.00		

Fee Report: This report can be printed as either a summary or in detail. If a Detail report is chosen, it will list each deal separately and show the type(s) of fees, deal number, ticket, unit cost, and fee amount(s). If it is a Summary report, it will list totals for each type of fee (registration, title, notary, etc.). As with the Transactions Report, the Fee Report might be better printed as a summary for the End of Month.

The following is an example of a Detail Fee report:

Fee Report		Date:	1/08/05	Page	1
Description	Deal #	Ticket	Cost	Amount	
Registration	501005	003025	\$21.00	\$21.00	
Sub-total			\$21.00	\$21.00	
Dept Rev Notary	501005	003025	\$4.00	\$4.00	
Sub-total			\$4.00	\$4.00	
Total Fees			\$25.00	\$25.00	

Customer Report: This report lists all finalized deals included in the End of Day/Month reporting period, showing the customer name and address, deal number and date, and the stock number, year, make, model, and vehicle identification number (VIN) of the unit(s) purchased on the deal.

This is an example of a Customer Report:

Customer Report		Date:	1/08/05	Page	1
Deal	Date	Customer Name	Address	City	St Zip Phone
501009	01/08/05	SHERWOOD, LARRY L Stock#: 9B157	2826 WHISPERING CT Yr: 04 Make: HONDA	SUGARLAND Model VTX800R3	TX 77478 Vin: 1HFSC49023A101779
501010	01/08/05	STEWART, BRUCE M Stock#: 7B467	P.O. BOX 657 Yr: 04 Make: HONDA	LISSIE Model TRX450FM	TX 77454 Vin: 478TE220234401840
Total Deals	2				

Financing Report: This report is a complete list of all finalized deals for the End of Day/Month reporting period that were financed. It provides the deal number and date, customer name and address, stock number, lender, amount financed, annual percentage rate (APR), payment amount, and number of payments. It also includes the amount of any down payment, how much of that was received, and how much is still due.

Here is an example of a Financing Report:

Financing Report		Date:	1/08/05	Page	1							
Deal#	Date	Customer Name	Stock#	Down	Rcv'd	Defer/Pick	Due	Lender	Amt Fin'd	APR	#	Payment
501009	01/08/05	SHERWOOD, LARR	9B157	\$118.50	\$118.50	00		AHFC	\$15,008.50	6.90	60	\$296.48
501010	01/08/05	STEWART, BRUCE	7B467	00	00	00		AHFC	\$6,127.85	6.90	60	\$121.05
Total Deals				\$118.50	\$118.50	\$0.00			\$21,136.35			\$417.53

Commission Report: This is a detailed report of the commissions and bonuses paid to your sales staff, F&I manager, and sales manager on finalized deals. It separates and subtotals the commissions for each person, then prints a grand total of all commissions paid for the day at the end of the report.

The following is an example of a Commission Report:

Commission Report		Date: 1/08/05	Page 1
Comm Type	Employee Name	Commission	Bonus Deal#
1st Salesman	SKEET DONAHO	\$95.57	501010
	Sub-total	\$95.57	
2nd Salesman	ARPAD SCHOFFER	\$133.33	501009
	Sub-total	\$133.33	
	Grand Total	\$228.90	

Type Totals Report: This report lists sales totals by inventory type for the End of Day/Month reporting period.

This is an example of a Type Totals Report:

Type Totals (Includes Ticket 706 Through Ticket 717		01/08/05	Page 1			
Department	Tax	Type Name	Total Cost	Total Amount	Total Profit	% Profit
Retail	Y	AT40, 4WH UTILITY ATV	\$4,959.00	\$5,999.00	\$1,040.00	17.336
		Sub-total, all AT	\$4,959.00	\$5,999.00	\$1,040.00	17.336
		MC10, CRUISER MC	\$10,399.00	\$12,999.00	\$2,600.00	20.001
		Sub-total, all MC	\$10,399.00	\$12,999.00	\$2,600.00	20.001
		Sub-total, Dept/Tax	\$15,358.00	\$18,998.00	\$3,640.00	19.159
		Grand Total	\$15,358.00	\$18,998.00	\$3,640.00	19.159

Sales Profit Report: This is a complete profit report for all deals finalized in the End of Day/Month reporting period, broken out into front-end profit, back-end profit, and dealer incentives such as holdback. Within the front-end profit is a breakdown of profit for the unit, accessories, freight, prep, Repair Orders (ROs), dealer document fees, trade-ins, and adjustments. Within the back-end profit is a breakdown of the profit for credit life (CL) insurance, accident/health (A&H) insurance, extended service and prepaid maintenance contracts, collision/comprehensive insurance, vendors single interest (VSI)/GAP insurance, and finance reserves.

The Sales Profit Report also breaks down the gross profit without deducting commissions, and gives a net profit after commissions. Then it shows a gross deal profit. After the gross deal profit, the report breaks down dealer incentives by holdback, manufacturer-to-dealer rebate, and dealer-to-customer rebate. Finally, the report adds the dealer incentives to the gross deal profit, to yield a net deal profit.

Here is an example of a Sales Profit Report:

Sales Profit Report		Date: 1/08/05	Page 1
Profit Centers (front end)			
	Amount	Cost	Profit
Front End Sales	\$18,998.00	\$15,358.00	\$3,640.00
TOS Accessories	\$84.00	\$84.00	
Freight	\$150.00	\$196.00	\$46.00-
Prep	\$150.00	\$100.00	\$50.00
RO's			
Trade-ins			
Dealer Doc Fees	\$100.00		\$100.00
Adjustments on Recap			
Gross Front End Profit			\$3,744.00
Commissions (front end)			
Saleman's Commission		\$228.90	\$228.90-
Sales Mgr Commission			
Commission Totals			\$228.90-
Net Front End Profit			\$3,515.10
Profit Centers (back end)			
CL Insurance			
AH Insurance			
Ext. Service Contracts	\$690.00	\$345.00	\$345.00
Pre-Paid Maintenance			
Col/Comp Insurance	\$118.50	\$118.50	\$50.00
VSI			
Gap Insurance			
Fin Reserves			
Gross Back End Profit			\$345.00
Commissions (back end)			
F&I Manager			
Commission Totals			\$0.00
Net Back End Profit			\$345.00
Gross Deal Profit			\$3,860.10
Dealer Incentives			
Holdback	\$1,610.00		\$1,610.00
Mfg-Dealer Rebate			
Dlr-Customer Rebate			
Total Dealer Incentives			\$1,610.00
Net Deal Profit			\$5,470.10

The Reprint End-of-Day Option 3-3

To reprint an End of Day report, select **Option 3, Reprint End-of-Day**, and a screen like the following example will appear, displaying the report files available in chronological order by date. The file names all follow a format using a string of numbers to represent the year (four digits), then the two-digit month, day, hour (based on a 24-hour clock), and minute, with the number groups separated by decimal points.



NOTE: *End of Day reprints cannot be viewed on the screen, but must be sent to a printer.*

F&I End of Day Reprints Screen

```

F&I End of Day Reprints

      <#> Ln      <'> Exit    < >
-----
1   fieday.2005.01.03.17.16
2   fieday.2005.01.04.17.11
3   fieday.2005.01.05.17.17
4   fieday.2005.01.06.17.13
5   fieday.2005.01.07.17.18
  
```

The End-of-Month Report Option 3-4

This option is similar to the **End of Month** function in the COMPTRON® Point of Sale system. The process moves all sales for the month to the History file, and prints a series of reports that show your department's deals and overall productivity. Month End processing must be done on a regular monthly schedule for F&I Sales to work properly.

The regular **End-of-Day Report** processing should be completed as usual before running the **End-of-Month Report** function. Also be sure that you have backed up all of your data.



NOTE: *Since Month End processing changes files, you cannot have others adding or changing data while you try to end the month period. The Sales program will not allow you to run the End of Month function if others are still logged in to the system.*

Now you are ready to begin Month End processing. Select **Option 4, End-of-Month Report**, from the **F&I End of Day Menu**, and the program will ask:

```
Is this the End of Month?  <Y or N>  < >
```


If you answer **N**, you will return to the **F&I End of Day Menu**. Do not type **Y** unless it is the end of the month and you are ready to process reports to close out the month; otherwise your history data and other files will be updated erroneously. If you select **Y**, you will see the following screen, prompting you to enter a starting and ending date:

**Sales End of Month
Report: Date Range
Screen**

```

                                < > "First"
Sales End of Month Report

                                Starting Date:  /  /
                                Ending Date:

Starting Date
Format: mm/dd/yyyy Example: 1/15/2001 or <T> Today

```

If you press *Enter* at the **Starting** and **Ending** fields, the system will default to “First” and “Last.”



NOTE: *If you have run an **End of Month** previously, the starting date will be the day after you last ran that function—usually that will have been on the first of a month.*

Next, the screen will change, as illustrated below, to show you a list of all available End of Month reports, on which a “Y” flags those that were included in the last month’s printout:

**Sales End of Month
Report List Screen**

```

                                Ln <'> Exit < >
Sales End of Month Report

                                1. Transaction List      N
                                2. Commission Report      Y
                                3. Customer Report        N
                                4. Financing Report        N
                                5. Accessories Report      N
                                6. Fees Report            N
                                7. Reconciliation Rpt      N
                                8. Taxes Report            N
                                9. Trade In Report         N
                                A. Type Totals             N
                                B. Profit Report           N

```

Enter the line number for any report flag that you want to change, and when the list reflects your wishes, including the date range requested, use the apostrophe (') key to exit. The program will retain your selections in memory, to be carried over for the next month's end. The following screen will appear, listing the End of Month reports you have chosen to include, and the dates that will be included in the current report:

**Sales End of Month
Report List Screen
After Update**

```

Ln <'> Exit < >
Sales End of Month Report

1. Transaction List      N
2. Commission Report    Y
3. Customer Report      Y
4. Financing Report     Y
5. Accessories Report   Y
6. Fees Report          D
7. Reconciliation Rpt  D
8. Taxes Report         B
9. Trade In Report      Y
A. Type Totals          Y
A. Profit Report       Y

Dates: 12/31/2004 thru 1/08/2005

< > Continue <'> Exit < >

```

Press *Enter* to continue, and you will be prompted to choose whether to send the report output to a printer or display it on the screen.

After the printer begins to print all of your End of Month reports, you may want to leave it to run unattended for a while, because unless you are a new user, your reports will be long. All the reports that print for Month End processing are similar in format to those printed at the end of the day, except that the totals are for the month rather than for the day.



NOTE: Any End of Day reports turned off in the F&I End of Day Defaults file (see Chapter 8) will also be turned off for the Sales End of Month Report.

The Transactions History Option 3-5

When you choose **Option 5, Transactions History**, from the **F&I End of Day Menu**, the following menu will appear:

Transaction History Rpt Menu

```

Transaction History Rpt

                                     Select <1>

                                     1. Select Transactions by Date
                                     2. Reprint Previous Month-end
                                     ' Exit
  
```

The first option on this menu, **Select Transactions by Date**, is similar to the Transactions Report available under the **End-of-Day Report** option, except that you can specify any period of time. This can be very useful for preparing quarterly and annual reports.

The second menu option, **Reprint Previous Month-end**, displays a screen listing all your previous month-end report files, from the most recent down to the oldest, as illustrated in the example below. Then you can easily choose whichever month's report you need to reprint.

Transaction History Rpt: Month-end Reprint Screen

```

                                     Ln  <'> Exit  < >
Transaction History Rpt

                                     Ln  Start Date  End Date
                                     1  11/30/2004  12/31/2004
                                     2  10/30/2004  11/30/2004
                                     3  9/30/2004   10/30/2004
                                     4  8/31/2004   9/30/2004
                                     5  7/31/2004   8/31/2004
  
```

The Follow-Up Option 3-6

When you choose **Option 6, Follow-Up**, from the **F&I End of Day Menu**, the following menu will appear:

Follow-Up Report Menu

```
Follow-Up Report

Select <1>

1. Current
2. Previous
' Exit
```

This allows you to print a report on your after-sale follow-up contacts made with customers using the Follow-Up Sales Systems™ (F.U.\$.\$™) customer retention program.

Whichever report option you select from this menu, you will see a **Follow-Up Report** screen that lists the dates on which you contacted buyers. If you accept the display, you will be prompted to choose whether to send the report output to a printer, display it on the screen, or export it. The **Export** option brings up this destination menu:

Follow-Up Report Menu

```
Export Destination

Select < >

1. Windows Diskette
2. Network Directory
' Exit
```

Option 1, Windows Diskette, is for dealers who are not on a computer network.

Summary

This chapter described how to produce reports on your day's (and month's) transactions through the **End of Day/Month** option of F&I Sales, including:

- > F&I Transactions Report
- > Reconciliation Report
- > Tax Detail Report
- > Tax Summary Report
- > Trade-In Report
- > TOS Accessory Report
- > Fee Report
- > Customer Report
- > Financing Report
- > Commission Report
- > Type Totals Report
- > Sales Profit Report
- > Transactions History Report
- > Follow-Up Report

This page was left blank on purpose.

CHAPTER 4

Printing Forms

Your copy of the F&I Sales system has been customized to enable you to print out all the forms you may need for a deal, including your purchase order/bill of sale and deposit receipts, financing (bank loan) contracts, property damage (collision/comprehensive) insurance contract, credit life and/or accident and health insurance forms, extended warranty/prepaid maintenance (service) contracts, and any forms required by your state, such as title/registration applications and odometer statements.

Your Sales program is designed to work with Lexmark 2380 plus[®] or 2400[®] Series printers, and all of your forms printing files are prepared to run with your Lexmark printer set to factory defaults. *(To reset your printer defaults, or if you need to adjust the vertical page alignment so that text entries will be placed correctly when printing a form, refer to the next-to-last section of this chapter, Setting Lexmark Printer Defaults and Aligning Forms.)*

This chapter corresponds to **Option 4** of the **Sales Processing Menu: Forms Printing**.

The Forms Printing Option 4

To print contract forms for a deal, select **Option 4, Forms Printing**, from the **Sales Processing Menu**:



NOTE: You can also print forms from a deal by selecting < F> **Forms** in the **Deal Financing** screen, as discussed in Chapter 1, *Creating an F&I Deal*.

**Sales Processing
Menu**

```
Sales Processing Menu

Select 4

1. New Deal
2. Search Deal
3. End of Day/Month
4. Forms Printing
5. Standard Reports
6. Report Generator
7. Credit Bureau
8. Maintenance (Sales)
9. Payments

' Exit
```

The following **Print Deal Forms** menu window appears, offering three different search options for locating the deal to be printed: by *deal number*, by *customer last name*, and by *customer first name*:

**Print Deal Forms
Menu Window**

```
Print Deal Forms

Select 1

1. Deal Number
2. Last Name
3. First Name

' Exit
```


The Deal Number Option 4-1

If you choose **Option 1, Deal Number**, a window will appear with the cursor waiting at a **Number** field for you to type the number of the deal for which you need to print forms. If you can't remember the number, you may press the slash (/) key for a scrolling search, and a deal list window will open, as illustrated below:

**Print Deal Forms
Screen with Deal
Number List Window**

```
Print Deal Forms
```

Ln	Deal No	Customer Name	Status	Date
-----[Page 001]-----				
1	409018	CARTER, RICHARD D	SOLD	9/03/2004
2	410019	BAUSCH, EDWARD F	QUOTE	10/23/2004
3	410024	WALLACE, FRANK B	QUOTE	10/27/2004
4	411008	WALLACE, FRANK B	BACKUP	11/05/2004
5	411010	BAUSCH, EDWARD F	SOLD	11/06/2004
6	411019	GRENIER, NELSON E	QUOTE	11/15/2004
7	411020	DEASON, JACK G	BACKUP	11/15/2004
8	412002	CRADDOCK, JESSE C	SOLD	12/03/2004
9	412004	SEDGE, ANTHONY P	SOLD	12/07/2004
10	412005	GREENWAY, WILLIAM R	BACKUP	12/09/2004
11	412006	STEPHENS, ROBERT N	SOLD	12/10/2004
12	412007	HARDCASTLE, JIM T	SOLD	12/10/2004
13	412009	WILLIAMS, GEORGE M	SOLD	12/21/2004
14	412010	NIEBAUER, RICHARD S	SOLD	12/14/2004
15	412014	EDWARDS, MORRIS T	BACKUP	12/21/2004
16	412016	COX, GLEN W	SOLD	12/21/2004

Select the line number of the deal for which you wish to print forms. A **Print Deal Forms** menu screen will be displayed, similar to the following example, identifying the deal number, the customer's name, and the unit(s) on this deal:

**Print Deal Forms
Menu Screen**

```
<#> Form# </> Search <C> Change <S> Sequence <'> Exit <>
Print Deal Forms
```

Deal: 412009 WILLIAMS, GEORGE

Unit: -> WC00 0401 2004 BOMBARDIER GTX-550
MC00 0335 2003 YAMAHA YZ125
TR00 0402 2004 TRAILITE LTR-390

Form: 1. Purchase Orders
2. Purchase/Security Agreements
3. WaterCraft Certificate Applications
4. Certificate of Title (Vehicle)
5. Trailer/Camper Service Contracts
6. Odometer Statements
7. Financing Statement - Form UCC-1
8. Extended Service Warranty
9. Miscellaneous Forms

This example above actually lists more form categories that you would really see for just a water craft and trailer (you wouldn't see line 4 or 6). This is just for purposes of illustration, to give you a better idea of the possible for types that you might see, depending on the kinds of units on the deal.

Note that the screen example on the preceding page lists three units on the deal, with an arrow pointing to the first one. The arrow identifies the unit to which your form choice from the **Print Deal Forms** menu screen will apply. Type the line number for the type of form you want to print.

When you have made your form selection, a submenu may appear if there are multiple forms of that type from which to choose. The following example is based on the submenu that appears when **Option 2, Purchase/Security Agreement**, is chosen:

**Print Deal Forms Menu
w/ Purchase/Security
Agreements Submenu**

```

      <#> Form# </> Search <C> Change <S> Sequence <'> Exit < >
Purchase/Security Agreements

Deal: 412009   WILLIAMS, GEORGE M

Unit: -> WC00  0401   2004 BOMBARDIER GTX-550
          MC00  0335   2003 YAMAHA      YZ125
          TR00  0402   2004 TRAILITE   LTR-390

Form: 1. American Invest. Finance
      2. Bank One of Arizona
      3. Bank One Ohio - AZ Watercraft
      4. Cit Financial Services
      5. Greentree Contract (Vehicle)
      6. Harley Davidson Contract
      7. Bank USA
      8. LAW 3300 AZ Rev 1/9
      9. MAC-Marine Acceptance Corp

```



NOTE: You will need to purchase a special Lexmark forms printer for the printing of your F&I deal forms. please contact Comptron Data for more information, at 1-800-COMPTRON (800-266-7876).

If more than one unit is being sold on your deal, and you want to print forms for a unit other than the one where the arrow points, you will need to move the arrow. Use the < C> **Change** command to see a window like the example on the next page, from which you can choose the line number of the unit you want:

**Print Deal Forms
Menu Screen with
Change Unit Window**

Print Deal Forms

Deal: 912006

Enter Ln # < >

Ln	Type	Stock#	Year	Make	Model
01	WC00	0401	2004	BOMBARDIER	GTX-550
02	MC00	0335	2003	YAMAHA	YZ125
03	TR00	0402	2004	TRAILITE	LTR-390

Unit: -> WC00
MC00
TR00

- Form: 1. Purchase Orders
2. Purchase/Security Agreements
3. WaterCraft Certificate Applications---
4. Certificate of Title (Vehicle)
5. Trailer/Camper Service Contracts
6. Odometer Statements
7. Financing Statement - Form UCC-1
8. Extended Service Warranty
9. Miscellaneous Forms

If you have multiple trade-ins as well as multiple sale units serialized on a deal, you can rearrange the units' sequence so as to apply a different trade to a particular purchase. To do this, select the < S> **Sequence** command option from the **Print Deal Forms** menu screen, and a window like the following example will appear:

**Print Deal Forms Menu
Screen with Resequence
Units/Trades Window**

Print Deal Forms

Deal: 912006 WILLIAMS, GEORGE M

Resequence Units/Trades

<;> Skip

Selling Units					Trade Units				
Seq	Stock#	Year	Make	Model	Seq	Stock#	Year	Make	Model
<1>	0401	2004	BOMBARDIER	GTX-550	1	U97025	1997	HONDA	GL1500A
2	0335	2003	YAMAHA	YZ150	2	U94003	1996	SKIDOO	SK-125
3	0402	2004	TRAILITE	LTR-390					

Here you can type in different numbers to identify the sequence of selling units and/or trade-in units. In the example above, you could change the sequence numbers so that the Bombardier cycle becomes Unit 2 and the Yamaha Unit 1, and therefore the Honda trade-in would be applied to the Yamaha.

The Last Name Option 4-2

If you select **Option 2** on the **Print Deal Forms** menu window, it opens a **Customer Last Name** window like the one below, with the cursor waiting at a **Last Name** field for you to type the last name of the customer on the deal:

**Print Deal Forms Menu
with Customer Last
Name Search Window**

Print Deal Forms

```

</> Search <'> Exit

- Customer -

Last Name: 
```

If you aren't sure of the name, you can just use the slash (/) key **Search** command to display a window listing deals in alphabetical order by last name, as shown in the example below:

**Print Deal Forms Menu
with Customer Name
Deal List Window**

Print Deal Forms

```

Ln <'> Exit <N> Next <P> Prev <H> Home <E> End < >
```

Ln	Customer Name	Deal No	Status	Date
-----[Page 001]-----				
1	BAUSCH, EDWARD F	411010	SOLD	11/06/2004
2	BAUSCH, EDWARD F	410019	QUOTE	10/23/2004
3	CARTER, RICHARD D	409018	SOLD	9/03/2004
4	COX, GLEN W	412016	SOLD	12/21/2004
5	CRADDOCK, JESSE C	412002	SOLD	12/03/2004
6	DEASON, JACK G	411020	BACKUP	11/15/2004
7	EDWARDS, MORRIS T	412014	BACKUP	12/21/2004
8	GREENWAY, WILLIAM R	412005	BACKUP	12/09/2004
9	GRENIER, NELSON E	411019	QUOTE	11/15/2004
10	HARDCASTLE, JIM T	412007	SOLD	12/10/2004
11	NIEBAUER, RICHARD S	412010	SOLD	12/14/2004
12	SEDGE, ANTHONY P	412004	SOLD	12/07/2004
13	STEPHENS, ROBERT N	412006	SOLD	12/10/2004
14	WALLACE, FRANK B	410024	QUOTE	10/27/2004
15	WALLACE, FRANK B	411008	BACKUP	11/05/2004
16	WILLIAMS, GEORGE M	412009	SOLD	12/21/2004

The First Name Option 4-3

Option 3 on the **Print Deal Forms** menu window, **First Name**, operates much the same as the **Last Name** option, except that the **Customer First Name** window shows a shorter **First Name** field where you would enter the customer's first name or press the slash (/) key for a scrolling search. The deal list window would still be arranged alphabetically by last names.

Setting Lexmark Printer Defaults and Aligning Forms

Your F&I Sales system is designed to work with Lexmark 2380 plus[®] or 2400[®] Series forms printers for printing out all the forms you might need for a deal, using the **Forms Printing** option on the **Sales Processing Menu**. All of your forms printing files are programmed to run with your Lexmark printer set to factory defaults.

If you have any problem in printing forms, refer to the steps described below and on the following pages to reset your printer defaults and adjust the printer's *Top of Form* and *Tear Off* positions for correct alignment of your forms.

Resetting Your Lexmark 2380 plus[®] Printer to Factory Defaults

This procedure is recommended by Lexmark International, as a printer reset will rectify any errors committed during setup of your 2380 plus[®] forms printer. The company warns that this process will erase any macros or previous setups that you may have performed. Follow these steps:

1. Turn off the printer and remove the smoke-colored plastic cover.
2. Grab the printhead (the piece that moves back and forth across the paper) and physically move it as far to the left as possible.
3. Hold down both the black *Alt* button and the blue *Setup* button beside it, while turning on the printer. Continue to hold these buttons down until the printhead moves (a short jerking motion) and the warning beeper stops. At this point you may release the buttons.
4. If Step 3 does not work, turn the printer off again and turn it back on. The *Power*, *Ready*, specified font setting (e.g., *Courier*) and specified pitch (e.g., *10*) should light up. At this point, check to see if the printhead will move any farther to the left. Then repeat the above steps, being careful to hold down both the *Alt* and *Setup* buttons at the same time.

Resetting Your Lexmark 2400[®] Series Printer to Factory Defaults

This printer reset procedure is recommended by Lexmark International for its 2400[®] Series forms printers. Follow these steps:

1. Make sure paper and the ribbon cartridge are installed.
2. Turn off the printer and remove the plastic ribbon access cover.
3. Move the printhead (the part that moves back and forth across the paper) over toward the operator panel (left) side of the printer until it stops.
4. Close the ribbon access cover.
5. Press and hold down both the *Tear Off* and *Load/Unload* buttons while you turn the printer back on.
6. Continue holding down both these buttons until the carrier moves.



NOTE: *The operator panel lights blink on and off several times during this process.*

Once the carrier moves, your Lexmark 2400[®] Series forms printer settings have been reset to factory defaults.

Setting Top of Form/Tear Off Positions on Your Printer

If text entries do not line up correctly on the page when you print a form (i.e., they are placed slightly too high or too low), you can improve the alignment by following the steps below to adjust your Lexmark printer's *Top of Form* and *Tear Off* positions:

1. Unload all paper from the printer.
2. Place paper in tractors (the paper holders). The paper should be in the tractors, but not fed up into the printer itself.
3. The *Paper Out* light should be blinking. At this point, press *Form Feed*.
4. The *Ready* light should be blinking. Now your printer is ready to set the *Top of Form* position.
5. To adjust the *Top of Form (TOF)* position (the place where the printer should actually start printing on the paper), press *Micro Up* or *Micro Down*. To give a point of reference for where it will begin to print, look at the platen (the metal bar that sits behind the paper, which the printhead strikes). On later-model printers, you will notice that on both the far right- and left-hand sides of the platen, there is a white guideline. The letters will be placed so as to sit on top of this white line.
6. Once the paper is in the correct position for where printing should start, press the *Start/Stop* button one (1) time to save this new *TOF* setting. The paper will then advance approximately one inch to the *Tear Off* position.
7. The *Tear Off* position is approximately one inch higher than the *TOF*. A mistake often made here is to assume that the *Tear Off* position must be set for the existing page; i.e., that when the *TOF* is set and the printer advances to *Tear Off*, the piece of paper for which the *TOF* is set should now be hanging out of the printer. This is not the case, and this assumption will cause problems. The piece of paper for which the *TOF* was set advances one inch, so that the top of this piece (i.e., the perforation) is now at the tear off position on the printer's top cover. This can be adjusted, to fine-tune the placement, by using the *Micro Up* or *Micro Down* button.
8. Once the paper is in the correct position for *Tear Off*, press the *Start/Stop* button two (2) times. This saves the new *Tear Off* position and you are now ready to print.

How to Stop a Runaway Printer

Sometimes, after you've started printing a report or list, you may discover that it is the wrong document or is far longer than you expected. If you want to cancel a print job or stop a report or list from printing any more pages, perform the following steps.

Steps for Stopping a Printer

1. Exit out of COMPTRON® to the dollar sign (\$) prompt.
2. Identify the printer to be stopped, by referring to the list below.
3. Type in the **COMMAND** listed for that printer.
4. Press *Ctrl-d* to log out.

PRINTER TO BE STOPPED	COMMAND
Main Printer:	
stop all reports	stopall
stop report being printed	stop
Ticket Printer	stop t
Label Printer	stop l
Repair Order Printer	stop o

Summary

This chapter described how to print out the forms you need for a deal through the **Forms Printing** option of F&I Sales, including:

- > Purchase Order/Bill of Sale
- > Purchase/Security Agreement (Financing Contract)
- > Application for Certificate of Title/Registration
- > Odometer Statements
- > Extended Warranty Form
- > Prepaid Maintenance (Service) Contract
- > Property Damage (Collision/Comprehensive) Insurance Form
- > Credit Life/Accident & Health Insurance Forms
- > Deposit Receipt

This chapter also explained how to reset Lexmark forms printers back to their settings have been reset to factory defaults; how to adjust the vertical page alignment of your forms in the printer for correct text entry placement; and how to stop a runaway printer.

CHAPTER 5

Generating Standard Deal Reports

The F&I Sales system offers many standard reports which provide useful information on sold (completed) deals, pending deals, costs, sales commissions, and profit calculations. These can help you analyze your Sales department's performance and improve the effectiveness of your F&I strategies.

This chapter corresponds to **Option 5** of the **Sales Processing Menu: Standard Reports**. Use this option to produce the following standard Sales reports:

- > Pending Deals Report
- > Sold Deals Report
- > Recapped Deals Report
- > Recapped Deal Repair Orders Report
- > Profit/Costs Report
- > Salesman Commission Report
- > Deal History Report
- > Sales Totals (not finalized) Report
- > Sales Penetration Report
- > Accounts Receivable Report
- > Transaction List
- > Reconciliation List

The Standard Reports Option 5

To generate any of the standard reports available through the Sales program, select **Option 5, Standard Reports**, from the **Sales Processing Menu**:

Sales Processing Menu

```
Sales Processing Menu

Select 5

1. New Deal
2. Search Deal
3. End of Day/Month
4. Forms Printing
5. Standard Reports
6. Report Generator
7. Credit Bureau
8. Maintenance (Sales)
9. Payments

' Exit
```

The following **Deal Reports Menu** will be displayed:

Deal Reports Menu

```
Deal Reports Menu

Select 1

1. Pending
2. Sold
3. Recapped
4. Recapped Deal ROs
5. Profit/Costs
6. Commissions
7. History
8. Sales Totals
9. Penetration
A. Accts Receivable
B. Transaction List
C. Reconciliation List

' Exit
```

The Pending Option 5-1

Selecting **Option 1** from the **Deal Reports Menu** will generate the Pending Deals report. The Pending Deals report is created by date, so you will have an opportunity to enter a starting and ending date, as illustrated on the following screen:

Print Pending Deals
Screen

Print Pending Deals by Dates

Start Date: / /

End Date: / /

If you are unsure of the date, just press the *Enter* key, and the program will default to the "First" and "Last" deals on record. As shown below, you will then be offered the option of displaying this report on the screen < S> or sending it to the printer < P> :

Select Output < >

<P> Send to Printer

<S> Display on Screen

The following example represents a list of all pending deals arranged by name:

Pending Deals Screen

```

Pending Deals by Customer      From Date: "FIRST"      To Date: 12/27/2004
12/27/2004                      Page 1
Ln Deal  Customer Name      Salesman      Date      Stock      Sale Price
-----
 1 410019 BAUSCH, EDWARD F  MOE B. FIDGETY 10/23/04 0418  $15,501.75
 2 411020 DEASON, JACK G   MOE B. FIDGETY 11/15/04 0312  $4,947.43
 3 412014 EDWARDS, MORRIS T MARK SMOOTH    12/21/04 0427  $17,782.45
 4 411015 ELLIS, WHITNEY   MARK SMOOTH    11/10/04 0425  $17,856.75
 5 412005 GREENWAY, WILLIAM LES FIDGETY    12/09/04 0421  $16,348.37
 6 411019 GRENIER, NELSON E MOE B. FIDGETY 11/15/04 0408  $11,612.14
 7 412012 MILLER, CARL D   LES FIDGETY    12/20/04 0317  $9,903.78
 8 412008 SHOVLIN, STEPHEN J MARK SMOOTH    12/16/04 0410  $10,754.63
 9 411021 STUTELBERG, DUSTIN MOE B. FIDGETY 11/24/04 0422  $17,952.00
10 411008 WALLACE, FRANK B  MARK SMOOTH    11/04/04 0426  $18,000.00

Total Sales value:                      $140,659.30

< > Continue  <'> Exit  < >

```



NOTE: Pending deals are *Quote* or *Backup* status only.

The Sold Option 5-2

If you choose **Option 2** from the **Deal Reports Menu**, you can create a Sold Deals report, as either a printout or a screen display. This report, too, is generated by date, according to your selection of starting and ending dates.



NOTE: The Sold Report will **ONLY** generate a report for deals in the system with a *Sold* status.

The Recapped Option 5-3

By selecting **Option 3** from the **Deal Reports Menu**, you can review the deals that have been *recapped*. This report, too, like the Pending Deals report, is generated by date according to your selection of starting and ending dates. But because these are recapped deals, keep in mind that the report can be very long, depending on the date range that you choose. The recapped deals can be sent to the printer or displayed on the screen, as illustrated below:

Recapped Deals Screen

Recapped Deals by Customer		From Date: "FIRST"	To Date: 12/27/2004		Page 1	
Ln	Deal	Customer Name	Salesman	Date	Stock	Sale Price
1	412016	COX, GLEN W	MARTIN BROWN	12/21/04	U03012	\$5,665.29
2	412002	CRADDOCK, JESSE C	PHIL SMITH	12/03/04	U02007	\$6,641.40
3	412007	HARDCASTLE, JIM T	MOE B. FIDGETY	12/10/04	N04021	\$9,354.27
4	412010	NIEBAUER, RICHARD	HORACE RAMBLE	12/14/04	N04022	\$9,926.35
5	412004	SEDGE, ANTHONY P	MARK SMOOTH	12/07/04	N04011	\$7,742.79
Total Sales value:						\$39,330.10

< > Continue <'> Exit < >

The Recapped Deal ROs Option 5-4

Option 4 on the **Deal Reports Menu**, **Recapped Deal ROs**, will produce a Recapped Deal Repair Orders report. First, you will see the following menu, which allows you to limit the report to just open ROs or only finalized ROs:

Recapped Deal ROs Menu

```

Recapped Deal ROs

Select 1

1. Open ROs
2. Finalized ROs
3. Both
' Exit
  
```

The Recapped Deal Repair Orders report is created by date, so you will then be asked to enter a starting and ending date, as shown in the screen example below:

Recapped Deal Repair Orders Screen

```

                                < > "First"
Recapped Deal Repair Orders (Open)

                                Starting Date:  /  /
                                Ending Date:  /  /

Format: mm/dd/yyyy Example: 1/15/2003 or <T> Today

```

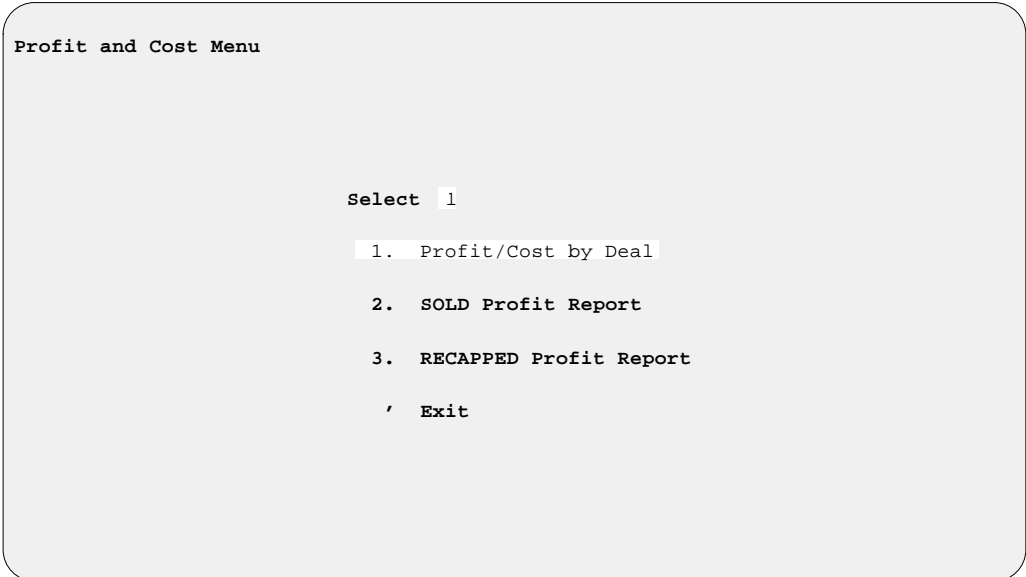
If you aren't sure of the date to use, you can press the *Enter* key to have the system default to the "First" and "Last" recapped deals on record. Then you can choose whether to have the report sent to the printer or displayed on the screen. Here is an example of a Recapped Deal Repair Orders report:

Recapped Deal Repair Orders (Finalized) From Date: 4/01/2005 To Date: 4/09/2005											Page	1
Deal#	Date	Customer	RO#	Status	Charge Acct	Date_Sched	Stock#	Parts	Labor	Misc	Taxes	Total
504003	4/04/2005	STEVENSON, JOSHUA J										
	45275	Finalized	240			4/02/2005	YA0661	\$199.45	\$140.00	\$.00	\$12.47	\$351.92
	45278	Finalized	240			4/04/2005	YA0661	\$18.95	\$.00	\$.00	\$1.18	\$20.13
							Deal Totals:	\$218.40	\$140.00	\$.00	\$13.65	\$372.05
504006	4/06/2005	CUMMINGS, DOUGLAS E										
	45288	Finalized	222			4/05/2005	TT0105	\$203.75	\$.00	\$.00	\$12.74	\$216.49
	45291	Finalized	222			4/06/2005	TT0105	\$.00	\$93.75	\$.00	\$.00	\$93.75
							Deal Totals:	\$203.75	\$93.75	\$.00	\$12.74	\$310.24
504010	4/07/2005	HAGLIN, SCOTT G										
	45302	Finalized	222			4/06/2005	AS0655	\$.00	\$122.50	\$.00	\$.00	\$122.50
	45306	Finalized	222			4/07/2005	AS0655	\$199.77	\$37.50	\$.00	\$12.49	\$249.76
							Deal Totals:	\$199.77	\$160.00	\$.00	\$12.49	\$372.26
504012	4/08/2005	RICHARDSON, MICHAEL S										
	45309	Finalized	230			4/07/2005	YS0267	\$225.00	\$.00	\$.00	\$14.06	\$239.06
	45311	Finalized	230			4/07/2005	YS0267	\$.00	\$37.50	\$.00	\$.00	\$37.50
	45312	Finalized	230			4/08/2005	YS0267	\$47.30	\$.00	\$.00	\$2.96	\$50.26
							Deal Totals:	\$272.30	\$37.50	\$.00	\$17.02	\$326.82
504015	4/08/2005	COLBURN, CRAIG A										
	45314	Finalized	255			4/06/2005	UP0051	\$.00	\$56.25	\$.00	\$.00	\$56.25
	45317	Finalized	255			4/08/2005	UP0051	\$120.00	\$187.50	\$.00	\$7.50	\$315.00
							Deal Totals:	\$120.00	\$243.75	\$.00	\$7.50	\$371.25
504017	4/09/2005	RAMSEY, JOHN T										
	45319	Finalized	252			4/08/2005	UP0051	\$.00	\$131.25	\$.00	\$.00	\$131.25
	45321	Finalized	252			4/09/2005	UP0051	\$180.99	\$37.50	\$.00	\$11.31	\$229.80
							Deal Totals:	\$180.99	\$168.75	\$.00	\$11.31	\$361.05
							Grand Totals:	\$1,195.21	\$843.75	\$.00	\$74.71	\$2,113.67

The Profit/Costs Option 5-5

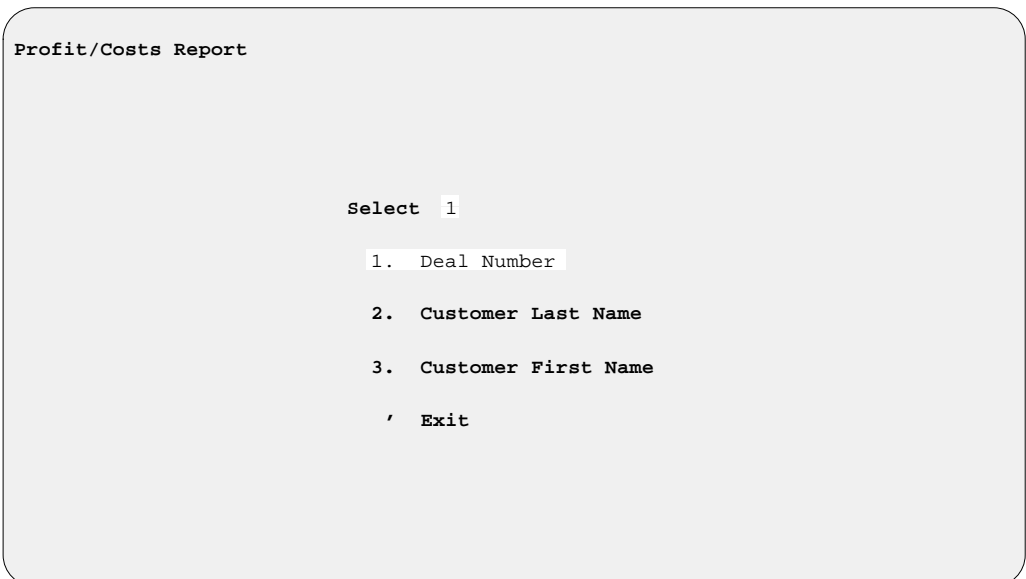
Next on the **Deal Reports Menu** is **Option 5, Profit/Costs**, which brings up the following menu:

Profit and Cost Menu



On selecting **Option 1, Profit/Cost by Deal**, you will see the following submenu:

Profit/Costs Report Menu



Select from this menu whether to search for a deal by deal number, customer's last name, or customer's first name. If you don't know the exact deal number or name, use the slash (/) key command to bring up a window listing all pending and sold deals, similar to the example on the following page, so that you can locate the particular deal for which you need a report:

Profit/Costs Report

Profit/Costs Report Menu
w/ Deal List Window

Ln	Deal No	Customer Name	Status	Date
-----[Page 001]-----				
1	501003	FISHER, WILLIAM S	SOLD	1/04/2005
2	501004	BATES, MARK L	BACKUP	1/05/2005
3	501005	BATES, MARK L	QUOTE	1/05/2005
4	501007	GARDINER, RANDY K	QUOTE	1/05/2005
5	501009	STRATON, CHUCK	SOLD	1/06/2005
6	501012	MUELLER, ROBERT G	SOLD	1/07/2005
7	501014	RAINES, JOSHUA P	BACKUP	1/07/2005
8	501015	GRAVICH, JOSEPH H	QUOTE	1/08/2005
9	501016	ADAMS, DENNIS P	SOLD	1/08/2005
0	501017	RINECK, GAIL M	QUOTE	1/08/2005

When you enter the line number of the deal for which you want a report, the window closes and the screen changes to display the deal number and customer name so you can verify your selection. Press *Enter* to accept it, and you will be prompted to choose whether to display the Profit/Costs report on the screen < S > or send it to the printer < P > : If you pick < S > , a **Profit/Costs Calculations** screen will appear, similar to this example:

Profit/Costs
Calculations Screen

```
Deal # 501009 ( 1/06/2005) Profit/Costs Calculations      Date: 1/06/2005
Selling Price:                $ 11,332.25
TOS Taxable Accs:             $   478.00
TOS Non-Taxable Accs:        $    75.00
Total Sale Price              $ 11,885.25
Trade Allowance:              $  4,500.00
ACV Wholesale Inv:           $  4,200.00
                               Sub-Total:      $ 11,585.25
Dealer Invoice:                $  8,618.61
TOS Accs Cost:                $   400.00
Freight:                      $   213.75
Prep:                         $    90.20
RO/Access/Adjustments:
Dealer Pack
                               Gross Profit:    $  2,262.69
Salesman #1 Comm:             $   565.67
Salesman #1 Bonus:
Salesman #2 Comm:
Salesman #2 Bonus:
Manager Commission:           $    21.69
Total Salesman Comm:         $   587.36
Dealer Profit:                $  1,675.33

<'> Exit  <>
```



NOTE: The figures in the **Profit/Costs Calculations** screen are only as accurate as the information provided to you on the invoices. It is vitally important to double-check all your work before accepting your entry. The **Salesman Comm** calculations are taken from each of the salesmen's default file records. If they are incorrect, then the dollar amount shown here will be incorrect.

The Sold Profit and Recapped Profit reports (options 2 and 3 on the **Deal Reports Menu**) are created by date, so you will be prompted to enter a starting and ending date, as illustrated in the following example:

Profit Report (SOLD ITEMS) Screen

```

                                < > "First"
Profit Report (SOLD ITEMS)

                                Start Date:  /  /
                                End Date:  /  /
    
```



If you don't know what date to use, simply press *Enter* at the **Starting** and **Ending** fields, and the program will default to the "First" and "Last" deals .

Profit Report by Customer (SOLD ITEMS)										Page
12/27/2004										1
					From Date: "FIRST"	To Date: 12/27/2004				
Ln	Deal	Customer Name	Salesman	Date	Stock	Finance Amt	Fin Reserve	F&I Profit	Sale Profit	Total Profit
1	412016	COX, GLEN W	MARTIN BROWN	12/21/04	U03012	4,665.29	93.31	265.81	417.60	696.33
2	412002	CRADDOCK, JESSE C	PHIL SMITH	12/03/04	U02007	5,441.40	108.83	304.72	2,280.00	2,380.00
3	412007	HARDCASTLE, JIM T	MOE B. FIDGETY	12/10/04	N04021	7,854.27	157.09	431.98	3,063.17	2,963.17
4	412010	NIEBAUER, RICHARD S	HORACE RAMBLE	12/14/04	N04022	8,276.35	165.53	455.20	3,310.54	2,210.54
5	412004	SEDGE, ANTHONY P	MARK SMOOTH	12/07/04	N04011	6,392.79	127.86	357.99	2,237.48	2,137.48
Total Deals: 5						\$32,630.10	\$ 652.62	\$ 1,815.70	\$ 11,308.79	\$ 10,387.52



NOTE: Remember that **Option 2, SOLD Profit Report**, is for deals in *Sold* status only. Use **Option 3, RECAPPED Profit Report**, for deals that have been recapped.

The Commissions Option 5-6

To find out how much commission a salesperson earned on a deal, choose **Option 6, Commissions**, from the **Deal Reports Menu**:

Deal Reports Menu

```
Deal Reports Menu

Select 6

1. Pending
2. Sold
3. Recapped
4. Recapped ROs
5. Profit/Costs
6. Commissions
7. History
8. Sales Totals
9. Penetration
A. Accts Receivable
B. Transaction List
C. Reconciliation List

' Exit
```

The following **Commission Reports** menu will appear:

Commission Reports
Menu

```
Commission Reports

Select 1

1. Salesman
2. Manager
3. FI Manager

' Exit
```

If you choose **Option 1, Salesman**, from the **Commission Reports** menu, the **Salesman Commission Menu** will be displayed, as shown on the next page:

Salesman Commission Menu

Salesman Commission Menu

Select 1

1. Commission Vouchers (Recapped Deals Only)

2. Commission Reports

' Exit

On selection of **Option 1, Commission Vouchers (Recapped Deals Only)**, the following screen will be displayed:

Salesman Commission Voucher Screen

```

Salesman Commission Voucher          <N> Next  <S> Search  <'> Exit  < >
                                     <P> Prev  <R> Print

Deal #  501009      Customer: STRATTON      Date  1/06/2005
                               CHUCK

Name:           Salesman #1           Salesman #2
                PHIL SMITH

% Split
Commission      310.50
Bonus

Name:           Sales Manager         F&I Manager
                BILL JONES
Commission      215.40
Bonus

```

You can use the **< S> Search** command to locate the commission information on a particular deal, with the cursor at the **Deal #** or **Customer** field. You may also use the slash (/) key command to scroll through the list of recapped deals. Keep in mind that **ALL** recapped deals will be displayed if you are searching by deal number, and therefore the list could be quite long. When you have found the commission voucher screen that you wanted, you can use the **< R> Print** command to print out a copy of it.

If you select **Option 2, Commission Reports**, from the **Salesman Commission Menu**, the Sales program will display the following menu:

**Salesman Commission
Report Menu**

```
Salesman Commission Report
```

```
Ln Number  '> Exit    < >
```

1. Recapped Deals
2. Sold Deals
3. All (Except Recapped)
- ' Exit

Choose the appropriate line number, depending on the status of deals for which you want to print the report. (For instance, if you wanted all recapped deals, you would select line 1; or if you wanted all deals except those that have been recapped, you would choose option 3.) You will then see the following submenu, where you can select the search option you wish to use:

**Salesman Commission
Name/Code Submenu**

```
Salesman Commission
```

```
Select 
```

1. Name
2. Code
- ' Exit

Once you have chosen a search option, you can enter a salesman's name or code number, as appropriate; or by using the slash (/) key for a scrolling search, you can bring up a window listing all the salespeople in the system, as illustrated on the following page:

**Salesman Comm. Report
Menu with Salesmen List
Window**

Salesman Commission Report

Ln	Code	Customer Name	Type
1	001	MARK SMOOTH	SALESMAN
2	002	LES FIDGETY	SALESMAN
3	003	HORACE RAMBLE	SALESMAN
4	004	PEARLEY WHITTES	MANAGER
5	005	MOE B. FIDGETY	SALESMAN
6	006	RICK MASON	FI MNGR
7	007	HANK JACKSON	FI MNGR
8	012	JEFF WHITE	FI MNGR

Choose the correct line number, and the starting and ending dates, to display the commission totals report to the screen or send it to the printer.



NOTE: You can repeat this process to get commission reports for the Manager and F&I Manager, using **Options 2 and 3** on the **Commission Reports** menu.

The History Option 5-7

Select **Option 7, History**, from the **Deal Reports Menu**, to display the following **Deal History File** screen. You can use the **< S> Search** command to locate the history on a particular deal, with the cursor at the **Deal #**, **Customer**, or **Salesman** field.

**Deal History File
Screen**

		<N> Next	<S> Search	<'> Exit	< >	
Deal History File		<P> Prev	<d> Delete	<R> Print		
Deal #	501011	Salesman	HORACE RAMBLE	Price	\$8,730.00	
Date	1/14/2005	Total Acc			\$100.00	
Customer	RICHARD D CARTER	Taxes			\$766.95	
		Fees			\$64.50	
Lender	BOMB	VSI/Coll/Comp				
Sold Date	01/10/2005	Ext Ser/PPM			\$618.75	
APR	16.50	CL/A&H Premium			\$532.63	
No. Payment	60 @ \$236.72	Deposit Amount			\$500.00	
Fin Amount	\$9,545.94	Total Down			\$1,166.89	
No	Stock#	Vin#	Yr	Make	Model	Price
1	N04011	XT550-1923893478	04	BOMBARDIER	TRAXTER XT	\$8,630.00
TRADE-IN						
No	Stock#	Vin#	Yr	Make	Model	Allow
1.	U99002	CD11008179423399	99	HONDA	VT1100	ACV
						\$1,000.00
						\$925.00

The Sales Totals Option 5-8

Next on the **Deal Reports Menu** is **Option 8, Sales Totals**, a summary which includes the status, lender, total price, down payment, and deposit amount for deals that have not yet been finalized:

Deal Reports Menu

Deal Reports Menu

Select 8

1. Pending
 2. Sold
 3. Recapped
 4. Recapped ROs
 5. Profit/Costs
 6. Commissions
 7. History
 8. Sales Totals
 9. Penetration
 - A. Accts Receivable
 - B. Transaction List
 - C. Reconciliation List
- ' Exit

You will be asked whether to display the Sales Totals report on the screen < S> or send it to the printer < P> , and then this **F&I Sales Total (not finalized)** menu will appear, offering four choices for sorting the report:

F&I Sales Total (not finalized) Menu

F&I Sales Total (not finalized)

Select

1. Deal Number
 2. Customer Name
 3. Lender ID
 4. Deal Status
- ' Exit

Whichever sort option you choose, this prompt will then be displayed:

Include Back-up <Y/N> <N>

Unless you change the default “N” (No) answer to “Y” (Yes), your Sales Totals report will not list any of the backup deals in the system. The menu will then change, as shown on the next page, so that you can select the range of deals to include in the report:

F&I Sales Total (not finalized): Range Parameters Menu

F&I Sales Total (not finalized)

Select

1. All
 2. Deal Date
 3. Lender
- ' Exit

If you choose **Option 2, Deal Date**, to define the range of deals for inclusion in the Sales Totals report, the screen will change as shown below, prompting you to enter a starting and ending date:

F&I Sales Total (not finalized): Date Range Screen

< > "First"

F&I Sales Total (not finalized)

Starting Date: / /

Ending Date:

Starting Date
Format: mm/dd/yyyy Example: 1/15/2001 or <T> Today



If you press *Enter* at the **Starting** and **Ending** fields, the Sales program will default to "First" and "Last."

If you select **Option 3, Lender**, to limit your report to a range of lenders, a **Lenders** window will open, similar to the example shown on the next page, where you can enter the line number for the starting and then ending lender IDs. The menu bar within the window shows the command options for moving to other parts of the list. The **< N> Next** command will display the next screenful of lenders, and **< P> Prev** will return to the previous screen; the **< H> Home** command will take you to the beginning of the list, and **< E> End** will display the last screen.

**F&I Sales Total
(not finalized) Menu:
Lenders Window**

```

                                <'> "First"
F&I Sales Total (not finalized)
                                <N> Next <H> Home <'> Exit < >
                                <P> Prev <E> End

Ln  ID      Lender's Name                APR    Days/1st
--  -
 1  BOFA    BANK OF AMERICA SPECIALTY FINA  13.24   30
 2  BOMB    BOMBARDIER CAPITAL CORP.        16.50   30
 3  BOTW    BK WEST                          14.25   30
 4  CASH    CASH                             0.00    0
 5  DFI     DWIGHT FINANCE INC              21.00   30
 6  EFFC    EMERALD FIRST FINANCE LTD       13.00   30
 7  GTF     GREENTREE FINANCIAL             19.50   30
 8  AHFC    AMERICAN HONDA FINANCE CORP     18.25   30
 9  HRSI    HOUSEHOLD RETAIL SERVICES, USA  19.99   30
 0  MODEL   MODEL FINANCE COMPANY           21.00   30

Starting Lender

```

Once you have identified both the starting and ending lender IDs, this screen will appear, reflecting your choices so that you can confirm them:

**F&I Sales Total
(not finalized): Range
Verification Screen**

```

F&I Sales Total (not finalized)

                                Starting Lender BOMB
                                Ending Lender  SUZUK

                                < > Continue <'> Exit < >

```

When you press *Enter* to continue, your report will either print out or display on the screen, depending on your earlier output selection.

The Penetration Option 5-9

Select **Option 9, Penetration**, from the **Deal Reports Menu**, to produce a Sales Penetration report for recapped deals. First you will see an output selection screen, offering a choice between displaying the report on the screen < S> or sending it to the printer < P> . Next, this menu will appear, letting you choose whether to include all units in your report or limit it to only new or used:

**F&I Sales Penetration
Report Menu:
Units to Include**

F&I Sales Penetration Report

Select

1. All Units
 2. New Units Only
 3. Used Units Only
- ' Exit

After you have chosen which units to cover in your report, the menu will change, as illustrated below, to offer you four more options for refining your report further:

**F&I Sales Penetration
Report Menu**

F&I Sales Penetration Report

Select 1

1. Deal Date
 2. Lender
 3. Salesman
 4. F&I Manager
- ' Exit

If you select **Option 1, Deal Date**, the following screen is displayed, prompting you to enter a starting and ending date:

**F&I Sales Penetration
Report Screen:
Date Range**

```

                                < > "First"
F&I Sales Penetration Report

Starting Date:  /  /
Ending Date:

Starting Date
Format: mm/dd/yyyy Example: 1/15/2001 or <T> Today

```



You can just press *Enter* at the **Starting** and **Ending** fields to have the system default to “First” and “Last.”

If you choose **Option 2, Lender** from the **F&I Sales Penetration Report** menu, a **Lenders** window like this will open, listing all of your lenders alphabetically by lender ID. The menu bar at the top of the window shows the command options for moving to other parts of the list. The **< N> Next** command will display the next screenful of lenders, and **< P> Prev** will return to the previous screen; the **< H> Home** command will take you to the beginning of the list, and **< E> End** will display the last screen. Enter the line number for the lender to cover in your report.

**F&I Sales Penetration
Report Menu:
Lenders Window**

```

F&I Sales Penetration Report

Ln <N> Next <H> Home <'> Exit < >
  <P> Prev <E> End

Ln  ID      Lender's Name                APR    Days/1st
--  -
  1  BOFA    BANK OF AMERICA SPECIALTY FINA 13.24   30
  2  BOMB    BOMBARDIER CAPITAL CORP.       16.50   30
  3  BOTW    BK WEST                         14.25   30
  4  CASH    CASH                             0.00    0
  5  DFI     DWIGHT FINANCE INC              21.00   30
  6  EFFC    EMERALD FIRST FINANCE LTD       13.00   30
  7  GTF     GREENTREE FINANCIAL             19.50   30
  8  AHFC    AMERICAN HONDA FINANCE CORP     18.25   30
  9  HRSI    HOUSEHOLD RETAIL SERVICES, USA   19.99   30
  0  MODEL   MODEL FINANCE COMPANY           21.00   30

Starting Lender

```

If you select **Option 3, Salesman** from the **F&I Sales Penetration Report** menu, a **Salesmen** window like the following example will appear, listing all your salespeople alphabetically by first name, with their sales number codes:

**F&I Sales Penetration
Report Menu:
Salesmen Window**

F&I Sales Penetration Report

Ln	Number	<'> Exit	<Pg-Dn>	<Pg-Up>	<HOME>	First	<	>
Ln	Salesman Name		Code	Type				
1	BOB KNEPPER		002	SALESMAN				
2	DAVE COLEMAN		005	SALESMAN				
3	JIM KNEPPER		001	SALESMAN				
4	PATRICK WAVERLY		006	FI MNGR				
5	RICH AMBROKIAN		004	SALESMAN				
6	TOM ROBINSON		003	SALESMAN				

The fourth option on the **F&I Sales Penetration Report** menu, **F&I Manager**, opens the same window as the **Salesman** option.

The Accounts Receivable Option 5-A

In many cases, a sale will generate one or more accounts receivable for your Sales department, representing money still owed you for the deal. **Option A** on the **Deal Reports Menu, Accts Receivable**, produces reports on your accounts receivable. First, the following **Sales Accounts Receivable Reports** menu will appear:

**Sales Accounts Receivable
Reports Menu**

Sales Accounts Receivable Reports

Select

1. Summary
2. Detail
3. History

' Exit

After selecting the option for the type of AR report you wish to print, you will see an output selection screen, offering you the option of displaying this report on the screen < S> or sending it to the printer < P> .

If you choose **Option 1, Summary**, from the **Sales Accounts Receivable Reports** menu, you will get a summary Sales Accounts Receivable report, with totals for each of your accounts receivable types, as illustrated below:

Sales Accounts Receivable Summary Report Screen

Description	Amount
Customer Accounts Total	\$6,341.99
Finance Reserve Total	\$1,391.15
Contracts in Transit Total	\$43,878.72
Mfr/Cust. Rebate Total	\$4,500.00
Mfr/Dealer Rebate Total	\$3,200.00
Mfr. Holdback Total	\$33,592.78
F&I A/R Grand Total	\$92,904.64

<'> Exit < >

This report is extremely helpful if you want a “bottom line” dollar figure for the amount currently due your dealership for F&I accounts receivable.



NOTE: Only **RECAPPED** deals will show up here.

Selecting **Option 2, Detail**, will bring up the following submenu, allowing you to choose a particular type of account receivable, as well as a range of dates, for your report. You would choose the appropriate option indicating the type of account for which you wish to print a report. If you select **Option 1, All Accounts**, your report will include all six account types (options 2 through 7).

Outstanding Sales Receivables - Detail Menu

Outstanding Sales Receivables - Detail	
Select	1
1.	All Accounts
2.	Customer
3.	Contracts in Transit
4.	Finance Reserve
5.	Mfr/Dealer Rebate
6.	Mfr Holdback
7.	Single Account
'	Exit

Explanation of Other Outstanding Sales Receivables - Detail Options:

These are the other six options that appear on the **Outstanding Sales Receivables – Detail** submenu:

- < 2> **Customer** - This option will give you a detailed report of all customers who owe your dealership money from a deal for which their deposit or balance was put on their account.
- < 3> **Contracts in Transit** - This option will give you a detailed report of all lenders that owe your dealership money from deals that were finalized with a lender.
- < 4> **Finance Reserve** - This option will give you a detailed report of every lender that owes your dealership finance reserves for deals that were finalized with finance reserve monies due.
- < 5> **Mfr/Dealer Rebate** - This option will give you a detailed report of all manufacturers that owe your dealership money from deals that were finalized with rebates due.
- < 6> **Mfr Holdback** - This option will give you a detailed report of every manufacturer that owes your dealership money from deals that were finalized with holdback due.
- < 7> **Single Account** - This option will list all outstanding sales receivables by name in alphabetical order.

The third option on the **Sales Accounts Receivable Reports** menu, **History**, requires you to select a particular account, and date range, from your sales history. When you pick this option, a screen similar to this example will be displayed:

**Sales Accounts Receivable
History Screen**

```

Ln <S> Search <'> Exit < >
Sales Accounts Receivable History

```

Ln	Name	Type	Date	Total
1	DOUBLE H/CAROLINA	VENDOR	09/22/04	\$1,333.32-
2	GRADY, PATRICK J	CUSTOMER	09/20/04	\$411.00
3	HARLEY-DAVIDSON CREDIT	LENDER	09/15/04	\$42,079.86
4	HARLEY-DAVIDSON INC.	VENDOR	09/03/04	\$1,322.21
5	NEWHOUSE, RANDALL E	CUSTOMER	09/22/04	\$2,222.20
6	TAYLOR, GEORGE F	CUSTOMER	09/13/04	\$97.00
7	WELLS FARGO BANK, N.A.	LENDER	09/24/04	\$14,727.90

Keep in mind that the Sales Accounts Receivable History report can be very long if you use the date range “First” to “Last,” as this report will include all recapped deals for the account you’ve selected.

The Transaction List Option 5-B

Selecting **Option B, Transaction List**, from the **Deal Reports Menu**, will first display an output selection screen , offering you a choice between just showing the report on your screen < S> or sending it to the printer < P> . Then you will get an F&I Transactions Report, just like that which you can print as part of the regular End of Day/Month report. It lists all deals, deposits, and refunds transacted in the Sales department since the last End of Day report. *(To see a full description and example of the F&I Transactions report, refer to Chapter 3 of this manual, End of Day Recapping.)*

The Reconciliation List Option 5-C

Last on the **Deal Reports Menu** is **Option C, Reconciliation List**, which again lets you choose between printing out the report or displaying it on the screen. This produces a Reconciliation Report like the one available on your End of Day, which is used to review debits and credits for the day's F&I transactions and verify that they balance against the cash and other kinds of payment in your Sales department's cash drawer. *(See Chapter 3, End of Day Recapping, for an example of this report.)*

Summary

This chapter described how to generate standard Sales reports through the **Standard Reports** option of F&I Sales, including:

- > Pending Deals Report
- > Sold Deals Report
- > Recapped Deals Report
- > Recapped Deal Repair Orders Report
- > Profit/Costs Report
- > Salesman Commission Report
- > Deal History Report
- > Sales Totals (not finalized) Report
- > Sales Penetration Report
- > Accounts Receivable Report
- > Transaction List
- > Reconciliation List

CHAPTER 6

Generating Customized Deal Reports

The F&I Sales system offers you many standard reports to help you evaluate how your department is doing. However, you may have identified other factors and areas of deal information that you want to follow. The **Report Generator** function allows you to custom design additional reports tailored specifically to your needs.

This chapter corresponds to **Option 6** of the **Sales Processing Menu: Report Generator**.

The Report Generator Option 6

Next on the **Sales Processing Menu** is **Option 6, Report Generator**, which brings up the following menu:

Report Generator Menu

Report Generator Menu

```

select 1
1. Deals
2. History
' Exit
  
```

The Deals Option 6-1

Choosing **Option 1, Deals**, from the **Report Generator Menu**, brings up a **Deal Report** screen, similar to the following example, listing the title and description of whatever report was last generated here. The **Deals** option will give you information on deals that have not been finalized/recapped.

Sample Deal Report Screen

```

Deal Report      <A> Add      <N> Next    < > Print    <'> Exit     < >
                 <S> Search  <P> Prev    <d> Delete   <F> Filters

Report Title  DCOST          Description DealerMfg/Dlr_RbtDealer_Frt,
Filter Title  STATUS         Description S

Date: 1/12/2005                                     Page 1

Dealer  Mfg/Dlr_Rbt  Dealer_Frt  Prep(Dealer)  Flooring  TOT(Dealer)
$,$$$,$$$.$$$ $,$$$,$$$.$$$ $,$$$,$$$.$$$ $,$$$,$$$.$$$ $,$$$,$$$.$$$ $,$$$,$$$.$$$
  
```

If you want to design a new report, use the < A> **Add** command option to see this blank **Deal Report** screen, with the cursor at the **Report Title** field:

**New Deal Report
Screen**

```

Deal Report          <A> Add    <N> Next  < > Print  <'> Exit   <A>
                   <S> Search <P> Prev  <d> Delete <F> Filters

                   Report Title  Description
                   Filter Title  Description

Date:  1/12/2005                                     Page  1

```

Enter a meaningful title for your report, then press *Enter* to move to the **Description** field. Type a brief description of your new report here, or press *Enter* to leave it blank and move to the next field. (If you leave the **Description** field blank, later it will show abbreviated names of the first three data fields you have selected for inclusion in your report.) The cursor will move down to the lower left corner of the screen below the date, as shown below, and prompt you to enter a term for a search of possible data fields to be included in the report:

**New Deal Report
Title Screen Ready
for Field Selection**

```

Deal Report          </> Search  <'> Prev

                   Report Title  COST-PROF:NW  Description
                   Filter Title  Description

Date:  1/12/2005                                     Page  1

                   Enter Partial Words to Search

```

Type a word (or part of one) for the first data field for your new report, and press *Enter*, or press the slash (/) key search command, which opens the following **Data Field Name** window:

Once you choose a line number from the **Cost-Profit Data** subwindow and press *Enter* to accept that field choice, both that subwindow and the **Data Field Name** window will close to show your **Deal Report** screen with all your data field name choices so far displayed near the bottom. If you want to add another cost-profit data field, you must press the slash (/) key again to reopen the **Data Field Name** window, and then reselect “Cost-Profit” to reopen the **Cost-Profit Data** subwindow.

When you’ve picked the last field to include in your new report, press *Enter* to accept the array of your field name choices, and the **Deal Report** screen will reappear, as illustrated in the example below, with all the selected data field titles listed across the bottom (the first three names will also be abbreviated in the **Description** field if you have not entered your own report description there). For this example, we chose the **Year, Make, Model, Deal#, Status, and Price** fields, and the **Invoice (Cost), Total (Cost), and Total (Profit)** fields (lines 24, 39, and 44 from the **Cost-Profit Data** subwindow):

**Deal Report Screen
with All Data Fields
Selected**

```

                                <A> Add    <N> Next  < > Print  <L> Page Right  <'> Exit  <F>
Deal Report                    <S> Search  <P> Prev  <d> Delete  <F> Filters

                                Report Title  COST-PROF:NW  Description YearMakeModel,
                                Filter Title           Description

Date:  1/12/2005                                     Page    1

Year Make      Model      Deal# Status      Price Invoice_Cost  Total_Cost
xxxx xxxxxxxxxx xxxxxxxxxx xxxxxx xxxxxx  $,$$$,$$$.$$ $,$$$,$$$.$$ $,$$$,$$$.$$

```

After identifying all the data fields to be covered in your new Deal Report, use the **< F> Filters** command to narrow further the range of information that you wish to include, and a **Deal Filter** screen similar to this will appear:

Deal Filter Screen

```

                                <A> Add    <S> Search  <'> Exit  <A>
Deal Filter

                                Report Title  COST-PROF:NW  Description YearMakeModel,
                                Filter Title  MC-SOLD STAT  Description

Date:  1/12/2005                                     Page    1

Year Make      Model      Deal# Status      Price Invoice_Cost  Total_Cost
xxxx xxxxxxxxxx xxxxxxxxxx xxxxxx xxxxxx  $,$$$,$$$.$$ $,$$$,$$$.$$ $,$$$,$$$.$$

```

The < A> **Add** command option moves the cursor to the **Filter Title** field, where you must type in a name for the filter that you wish to add, and press *Enter*, before you can see a **Deal Filter** window. In the following example, we have selected line 3, **Status**, for the primary field to use as a filter:

**Deal Filter Screen:
Deal Filter Window**

```

Deal Filter          Enter Line No  or < > Accept  < >
                    MC-SOLD STAT
                    The filter limits the report to ONLY these fields

Ln#  FIELDS          FILTER
  1. Deal
  2. Lender
  3. Status          S
  4. Salesman
  5. Make
  6. Model
  7. Stock No
  8. Inventory Type
  9. Last Name
  A. First Name
  B. Not In Use
  C. Not In Use
  D. Not In Use
  E. Not In Use
  F. Not In Use

<Q> Quote  <B> Backup  <S> Sold

```

This report will focus on sold deals, so the < S> **Sold** status option is chosen for the filter. If this is the only filter you want, press *Enter* to accept your filter choice, and the **Deal Filter** screen will reappear. But you can restrict your report even more by typing another field line number for a secondary filter. Here, we have selected line 8, **Inventory Type**, to serve as a second filtering field, and entered “MC00” for motorcycles:

**Deal Filter Screen:
Deal Filter Window**

```

Deal Filter          Enter Line No  or < > Accept  < >
                    MC-SOLD STAT
                    The filter limits the report to ONLY these fields

Ln#  FIELDS          FILTER
  1. Deal
  2. Lender
  3. Status          S
  4. Salesman
  5. Make
  6. Model
  7. Stock No
  8. Inventory Type  MC00
  9. Last Name
  A. First Name
  B. Not In Use
  C. Not In Use
  D. Not In Use
  E. Not In Use
  F. Not In Use

```

Now we can accept the filters by pressing *Enter*, and the **Deal Filter** screen is redisplayed, as shown in the example on the following page, with your filter name in the **Filter Title** field and your field choices listed in the filter **Description** field:

Deal Filter Screen
with Filter Fields
Selected

```

      <A> Add  <S> Search  <R> Remove  <C> Change  <'> Exit  < >
Deal Filter

      Report Title  COST-PROF:NW  Description  YearMakeModel,
      Filter Title  MC-SOLD STAT      Description  SOLD,MC00

Date:  1/12/2005                                     Page   1

Year Make      Model      Deal# Status      Price Invoice_Cost  Total_Cost
xxxx xxxxxxxxxx xxxxxxxxxx xxxxxx xxxxxx  $,$$$,$$$.$$ $,$$$,$$$.$$ $,$$$,$$$.$$

```

If you had chosen to generate a previously defined report from the initial **Deal Report** screen, the **< S> Search** command option would have moved the cursor to the **Filter Title** field, where you could use the slash (/) scrolling search command to display the **Filters** window for a list of all Deal Report filters already created. You could then choose the line number for the filter that you wanted to apply at that time.

Once you have defined the filter(s) for your report, use the apostrophe (') key to exit from the **Deal Filter** screen. You will return to the main **Deal Report** screen, now similar to the following example:

Finished Deal Report
Screen

```

      <A> Add      <N> Next  < > Print  <L> Page Right  <'> Exit  < >
Deal Report    <S> Search  <P> Prev  <d> Delete  <F> Filters

      Report Title  COST-PROF:NW  Description  YearMakeModel,
      Filter Title  MC-SOLD STAT      Description  SOLD,MC00

Date:  1/12/2005                                     Page   1

Year Make      Model      Deal# Status      Price Invoice_Cost  Total_Cost
xxxx xxxxxxxxxx xxxxxxxxxx xxxxxx xxxxxx  $,$$$,$$$.$$ $,$$$,$$$.$$ $,$$$,$$$.$$

```

Press *Enter* to **Print** your report, and the following screen will be displayed, with a prompt for you to decide whether you want to send the resulting output to a printer (default), display it on the screen, or export it to a diskette:

Output Selection Screen

```

                                <'> Exit

                                Select Output  < >

                                <P>  Send to Printer

                                <S>  Display on Screen

                                <X>  Export

```

Next, a screen resembling the example below will appear, on which you can specify the range of data to be included for the first three fields of your report.

Report Range Parameters Screen

```

                                < > "First"  <'> Exit

                                YEAR

                                Starting 

                                Ending

                                MAKE

                                Starting

                                Ending

                                MODEL

                                Starting

                                Ending

```

If you press *Enter* at the **Starting** and **Ending** fields, the system will default to “First” and “Last.”



NOTE: You may also filter your report in the first three fields that you picked for it. For example, if you want to include only units for model year 2003, choose **Year** as one of the first three fields for your report, and then enter 2003 for both the starting year and ending year. Also, assuming that you want only Honda bikes included, you would identify **Make** as one of the first three fields, and then enter Honda for both the starting make and ending make. When you want a specific date range for your report, be sure that the **Date** field is one of the first three fields chosen for it.

When you have defined the data field range parameters for your report, the following command line will appear at the bottom of the screen:

```
< > Continue <C> Correct <'> Exit < >
```

The message **W O R K I N G** will display briefly on the screen while the F&I Sales program sorts through your records for the data requested. Then your report will print out or appear on the screen; or, if you specified export, you will see the following menu offering you three options for exporting the report to a diskette:

Copy RPG Export to Diskette Menu

Copy RPG Export to Diskette

Select

1. Comptron
2. Windows
- ' Exit

Explanation of Copy RPG Export to Diskette Menu Options:

- < 1> **Comptron** - This option formats your custom-designed report for export to a COMPTON[®] (UNIX-based) computer operating system.
- < 2> **Windows** - With this option, you can export your customized report for use on a Windows[®]-based operating system.

Here is an example of a Deal Report created using the **Report Generator** function:

Date	Customer	Status	Salesman_1	Stock#	Tot_Profit
1/04/2005	FISHER, WILLIAM S	S		1B057	\$2,118.44
				12B269	
1/05/2005	BATES, MARK L	B	MARTIN BROWN	9B446	\$828.98
1/07/2005	MUELLER, ROBERT G	S	HORACE RAMBLE	10B399	-\$3,063.50
1/07/2005	RAINES, JOSHUA P	B		4C499	\$675.87
1/08/2005	ADAMS, DENNIS P	S	MARTIN BROWN	1C291	\$434.49
1/10/2005	BRIGGS, TROY C	B	PHIL SMITH	3C207	\$5,359.12
				3C327	
				8B247	
				TRADE2	
				11B207	

					\$6,353.40
					[\$1,058.90]
Total Items =		11			
Total Deals =		6			

The History Option 6-2

When you select **Option 2, History**, from the **Report Generator Menu**, a **History Report** screen appears, like the following example, showing the title and description of whatever Deal History Report was last produced here:



NOTE: *History reports are for finalized/recapped deals only.*

Sample History Report Screen

```

      <A> Add      <N> Next  < > Print  <'> Exit    < >
History Report  <S> Search <P> Prev  <d> Delete  <F> Filters

      Report Title  MSR              Description MONTHLY SALES RECAP

      Filter Title              Description

Date:  1/12/2005                                     Page  1

      Tot_Profit  Total_Cost  Tot_FI_Comm  Buy%  Sell%      Date  Deal#
$,$$$,$$$.$$ $,$$$,$$$.$$ $,$$$,$$$.$$ 999.99 999.99 99/99/9999 xxxxxx

```

If you want to create a new report, use the **< A> Add** command option to bring up this blank **History Report** screen:

New History Report Screen

```

      <A> Add      <N> Next  < > Print  <'> Exit    <A>
History Report  <S> Search <P> Prev  <d> Delete  <F> Filters

      Report Title  _____  Description

      Filter Title              Description

Date:  1/12/2005                                     Page  1

```

Assign a title to your report, press *Enter* to move to the **Description** field, and enter a brief description of your new report here (or press *Enter* to skip to the next field), as described before in the discussion of reports from the **Deals** option. The cursor will move down below the date at the lower left corner of the screen, and prompt you to search for data fields to include in this report.

Type a term to locate and press *Enter*, or use the slash (/) search key to open the following **Data Field Name** window, which looks just like the one for reports from the **Deals** option:

**History Report Screen:
Data Field Name
Window**

```

                                  </> Search  <'> Prev
< > Accept <'> Exit
APR
COLOR
COST-PROFIT
DATE
CUSTOMER
ACCOUNT
DEAL NUMBER
DEPOSIT AMOUNT
DOWN PAYMENT
FINANCE AMOUNT
6-MO SALE HS  Description
Description
Date: 1/12/2005
Page 1
/
Enter Partial Words to Search

```

This **Data Field Name** window works the same as the one for reports from the **Deals** option, so arrow down the list to highlight the field title you wish to use, then press *Enter* to accept it. The window will close, and your **History Report** screen reappears with the cursor waiting beside the name of your first data field selection in the lower left corner, above a string of **x**'s, **9**'s, or **\$**'s (dollar signs) representing the field's size. Keep adding data fields in this manner until you have picked at least three for your report. As with the **Deals** option process, choosing the "Cost-Profit" field will open a **Cost-Profit Data** subwindow identical to the one for Deal Reports.

**History Report Screen:
Cost-Profit Data Window**

```

Enter Line No. or <'> Exit  < >
Cost-Profit Data
1. BONUS (FI)                19. INSUR (AH PROFIT)       37. TOTAL (COMM-MGR)
2. BONUS (MGR)               20. INSUR (CL PROFIT)       38. TOTAL (COMM-SLMN)
APR 3. BONUS (SLSM-1)          21. INSUR (EXT PROFIT)      39. TOTAL (COST)
4. BONUS (SLSM-2)            22. INVOICE (ACC)           40. TOTAL (COST PACK)
5. BUY RATE                  23. INVOICE (BONUS)         41. TOTAL (DOC FEE)
6. COMM (FI)                 24. INVOICE (COST)          42. TOTAL (GROSS)
7. COMM (MGR)                25. INVOICE (FRT)           43. TOTAL (PACK)
8. COMM (SLSM-1)             26. INVOICE (PREP)          44. TOTAL (PROFIT)
9. COMM (SLSM-2)             27. INVOICE (PACK)          45. TOTAL (RESERVE)
10. DEPARTMENT               28. POINT PCT               46. TOTAL (RESV COST)
11. INSUR (AH PREM)          29. RECAPPED DATE           47. TOTAL (RO/FRT/PREP)
12. INSUR (CL PREM)          30. SELL RATE                48. TOTAL (TOS)
Date 13. INSUR (EXT SER)       31. SPLIT (SLMN-1)          49. VENDOR
/    14. INSUR (PPM)           32. SPLIT (SLMN-2)          50. TOS ACCESSORY PROFIT
15. INSUR (AH COST)          33. STATUS                   51. TOTAL TAXES
16. INSUR (CL COST)          34. TOTAL (ACV)
17. INSUR (EXT COST)         35. TOTAL (ALLOW)
18. INSUR (PPM COST)         36. TOTAL (COMM-FI)

```

When you have selected the last field to include in your new report, press *Enter* to accept all your data field name choices, and the **History Report** screen will be redisplayed with all the field titles listed across the bottom (and the first three also abbreviated in the **Description** field if you did not put your own report description there).

For the following example, we selected the **Date**, **Deal#**, and **Price** fields, and the **Total (Comm-FI)**, **Total (Cost)**, and **Total (Profit)** fields (lines 36, 39, and 44 from the **Cost-Profit Data** subwindow):

History Report Screen with All Data Fields Selected

```

                <A> Add    <N> Next  < > Print  <'> Exit    <F>
History Report  <S> Search <P> Prev  <d> Delete  <F> Filters

                Report Title  6-MO SALE HS  Description DateDeal#Price,
                Filter Title           Description

Date:  1/12/2005                                     Page   1

                Date Deal#           Price Tot_FI_Comm  Total_Cost  Tot_Profit
99/99/9999 xxxxxx $,,$,$,$,$.,$ $,,$,$,$,$.,$ $,,$,$,$,$.,$ $,,$,$,$,$.,$
    
```

After choosing all the data fields to be included in your new Deal History Report, use the **< F> Filters** command to limit further the range of information that you want covered, and you will see a **History Filter** screen like this:

History Filter Screen

```

                <A> Add    <S> Search  <'> Exit  <A>
History Filter

                Report Title  6-MO SALE HS  Description DateDeal#Price,
                Filter Title           Description

Date:  1/12/2005                                     Page   1

                Date Deal#           Price Tot_FI_Comm  Total_Cost  Tot_Profit
99/99/9999 xxxxxx $,,$,$,$,$.,$ $,,$,$,$,$.,$ $,,$,$,$,$.,$ $,,$,$,$,$.,$
    
```

Use the < A> **Add** command option to moves to the **Filter Title** field, and type in a name for the filter you want to add; then press *Enter*, and you will see a **History Filter** window. In the following example, we have chosen line 3, **Status**, for the main filtering field:

History Filter Screen:
History Filter Window

```

Deal Filter          Enter Line No  or < > Accept  < >
                    STATUS-SOLD
                    The filter limits the report to ONLY these fields

                    Ln#  FIELDS                FILTER
                    1.  Deal
                    2.  Lender
                    3.  Status                S
                    4.  Salesman
                    5.  Make
                    6.  Model
                    7.  Stock No
                    8.  Inventory Type
                    9.  Last Name
                    A.  First Name
                    B.  Not In Use
                    C.  Not In Use
                    D.  Not In Use
                    E.  Not In Use
                    F.  Not In Use

                    <Q> Quote  <B> Backup  <S> Sold

```

This Deal History Report will cover only sold deals, so the < S> **Sold** status option is selected for the filter. If this is the only filter you need, press *Enter* to accept your filter choice, and the **History Filter** screen will redisplay. But you can narrow your report's focus still more by entering another line number for a second filtering field. Here, we have chosen line 8, **Inventory Type**, to serve as the secondary filter, and typed "AT00" for ATVs:

History Filter Screen:
History Filter Window

```

Deal Filter          Enter Line No  or < > Accept  < >
                    STATUS-SOLD
                    The filter limits the report to ONLY these fields

                    Ln#  FIELDS                FILTER
                    1.  Deal
                    2.  Lender
                    3.  Status                S
                    4.  Salesman
                    5.  Make
                    6.  Model
                    7.  Stock No
                    8.  Inventory Type        AT00
                    9.  Last Name
                    A.  First Name
                    B.  Not In Use
                    C.  Not In Use
                    D.  Not In Use
                    E.  Not In Use
                    F.  Not In Use

```

Now we can accept the filter(s) by pressing *Enter*, and the **History Filter** screen reappears, as illustrated in the example on the following page, with your title in the **Filter Title** field and your filtering field selections displayed in the **Description** field:

History Filter Screen with Filter Fields Selected

```

      <A> Add  <S> Search  <R> Remove  <C> Change  <'> Exit  < >
History Filter

      Report Title  6-MO SALE HS  Description DateDeal#Price,
      Filter Title  STATUS-SOLD   Description SOLD,AT00

Date:  1/12/2005                                     Page  1

      Date Deal#           Price Tot_FI_Comm   Total_Cost   Tot_Profit
99/99/9999 xxxxxxxx $,,$,$,$,$.,$ $,,$,$,$,$.,$ $,,$,$,$,$.,$ $,,$,$,$,$.,$

```

If you had chosen to generate a previously defined report from the initial **History Report** screen, the **< S> Search** command option would have moved the cursor to the **Filter Title** field, where you could use the slash (/) scrolling search command to display the **Filters** window for a list of all Deal History Report filters already created. You could then choose the line number for the filter that you wanted to apply at that time.

Once you have defined the filter(s) for your report, use the apostrophe (') key to exit from the **History Filter** screen. You will return to the main **History Report** screen, now similar to the following example:

Finished History Report Screen

```

      <A> Add      <N> Next  < > Print  <'> Exit    < >
History Report  <S> Search  <P> Prev  <d> Delete  <F> Filters

      Report Title  6-MO SALE HS  Description DateDeal#Price,
      Filter Title  STATUS-SOLD   Description SOLD,AT00

Date:  1/12/2005                                     Page  1

      Date Deal#           Price Tot_FI_Comm   Total_Cost   Tot_Profit
99/99/9999 xxxxxxxx $,,$,$,$,$.,$ $,,$,$,$,$.,$ $,,$,$,$,$.,$ $,,$,$,$,$.,$

```

Press *Enter* to **Print** your report, and the following screen will be displayed, with a prompt for you to decide whether you want to send the resulting output to a printer (default), display it on the screen, or export it to a diskette:

Output Selection Screen

```

                                <'> Exit

                                Select Output  < >

                                <P>  Send to Printer

                                <S>  Display on Screen

                                <X>  Export

```

A screen similar to the example below will appear next, on which you can identify the range of data to include for the first three fields of your report:

Report Range Parameters Screen

```

                                < > "First"  <'> Exit

                                DATE
                                Starting  /  /
                                Ending

                                DEAL NUMBER
                                Starting
                                Ending

                                STATUS
                                Starting
                                Ending

                                Enter 2-Digit Month ( to skip month, enter 0 )

```

If you press *Enter* at the **Starting** and **Ending** fields, the system will default to "First" and "Last."



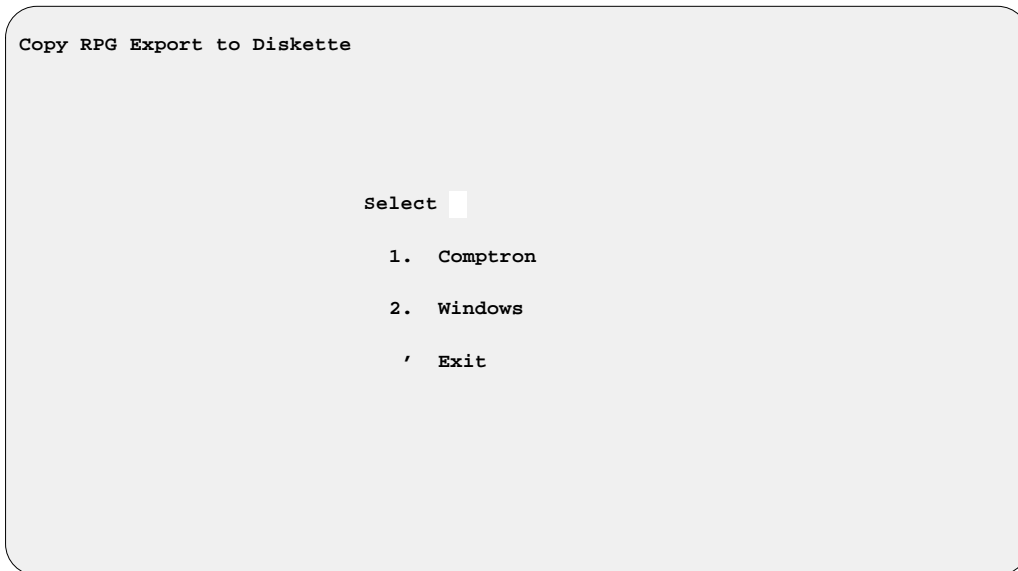
NOTE: You may also filter your report in the first three fields that you picked for it. For example, if you want to include only units for model year 2003, choose **Year** as one of the first three fields for your report, and then enter 2003 for both the starting year and ending year. Also, assuming that you want only Honda bikes included, you would identify **Make** as one of the first three fields, and then enter Honda for both the starting make and ending make. When you want a specific date range for your report, be sure that the **Date** field is one of the first three fields chosen for it.

When you have specified the data field range parameters for this report, the following command line will appear at the bottom of the screen:

< > Continue <C> Correct <'> Exit < >

The message **W O R K I N G** will display briefly on the screen while the F&I Sales program sorts through your records for the data requested. Then your report will print out or appear on the screen; or, if you specified export, you will see the following menu offering you two options for exporting the report to a diskette:

Copy RPG Export to Diskette Menu



Explanation of Copy RPG Export to Diskette Menu Options:

< 1> **Comptron** - This option formats your custom-designed report for export to a COMPTRON® (UNIX-based) computer operating system.

< 2> **Windows** - With this option, you can export your customized report for use on a Windows®-based operating system.

Here is an example of a Deal History Report created using the **Report Generator** function:

Date	Customer	Make	Salesman_1	Tot_Profit
12/22/2004	JACK HARVEY	MOTORSP	HONDA	PHIL SMITH
12/22/2004	MILLER, SCOTT V	HONDA	MARTIN BROWN	\$185.12
12/28/2004	STICKLER, FRANK R	HONDA	PHIL SMITH	\$1,609.37

				\$1,794.49
				[\$598.16]
Total Items = 3				

Summary

This chapter described how to generate custom-designed reports through the **Report Generator** option of F&I Sales, including:

- > Deal Reports
- > History Reports

This page was left blank on purpose.

CHAPTER 7

Connecting to Credit Services

The F&I Sales system offers a connection to major credit service companies so that you can request credit information checks on customers who want to finance purchases. This information is vital for a dealer to be able to make an informed decision on whether to “spot deliver” the unit or not, before the lender has actually approved the deal. This is especially important during business on evenings and weekends when lenders are closed.

If you choose to have the availability of a credit bureau dial-up service with your Sales program, you will need to provide your credit service company’s information to Comptron Data, such as the dial-up phone number, your password, and any other information needed for you to access that service. Comptron charges a nominal fee to build your custom dial-up program for you.

This chapter corresponds to **Option 7** of the **Sales Processing Menu: Credit Bureau**.

The Credit Bureau Option 7

To access the credit services to which you subscribe, choose **Option 7, Credit Bureau**, from the **Sales Processing Menu**:

Sales Processing Menu

Sales Processing Menu

Select 7

1. New Deal
2. Search Deal
3. End of Day/Month
4. Forms Printing
5. Standard Reports
6. Report Generator
7. Credit Bureau
8. Maintenance (Sales)
9. Payments

' Exit

The **Credit Services Menu** will be displayed, similar to the example below:

Credit Services Menu

Credit Services Menu

Selection 1

1. TRW
2. CBI
3. Trans Union

' Exit

Each service company charges the dealer a fixed amount per month or per application (depending on how many applications are processed each month).

Upon selecting a company from the **Credit Services Menu**, you will see this question, where "N" (No) is the default answer:

Reprint last Report (Y/N)? N

If you press *Enter* to continue without reprinting the last credit report, a company-specific **Credit Menu** like the following example will be displayed:

**Credit Menu
Example**

```
TRW Credit Menu
```

```
Enter Selection 1
```

1. Add New Applicant
2. Change Last Applicant
3. Resend Last Applicant
- ' Exit

If you choose **Option 1, Add New Applicant**, a **Credit Information** screen similar to the example below will appear:

**Credit Information
Screen Example**

```
TRW Credit Information <'> Prev <.> Erase <;> Skip
```

```
Applicant Information
```

```
Last Name 
First Name           Middle Name
Age or YOB          SSN           Generation
```

```
Spouse Information
```

```
Last Name
First Name           Middle Name
Age or YOB          SSN           Single or Joint
```

```
Current Address
```

```
Address
City                ST      Zip
```

```
Applicant Employer
```

```
Employer
Address
City                ST      Zip
```

```
Keywords:
```

```
Enter Applicant's Last Name or (') Exit
```

When you have completed all the applicant's information on this screen, the bottom of the screen will display this horizontal menu of screen verification commands:

```
< > Accept  <'> Correct  <U> Undo
```

Press *Enter* to accept the entries, and a **Credit Services Inquiry** menu like the example on the next page will appear:

**Credit Services Inquiry
Menu Example**

TRW Inquiry

Enter Selection 1

1. Individual Credit Check

2. Joint Credit Check

' Exit

Selecting **Option 2, Change Last Applicant**, or **Option 3, Resend Last Applicant**, will display the **Credit Information** screen for the applicant on which you last ran a credit check.

If you change credit services or want to add a new company, contact Compton Data at (520) 803-0800.

Summary

This chapter described how to connect to your major credit service companies through the **Credit Bureau** option of F&I Sales, enabling you to obtain credit checks on customers who want financing for their purchases, even when your lenders' offices are closed.

This page was left blank on purpose.

CHAPTER 8

Maintaining F&I Sales Files

File maintenance is a vital part of your F&I Sales system, keeping your data base current so you can stay on top of all the information your department needs to be productive. Through this program function, you can update your sales staff records; and add to or change the files on the lending institutions, insurance companies, and credit services with whom you do business. You can keep up with changes in your state and county/city tax structures.

The Sales program enables you to change your sales defaults to reflect on your deal screens the type of unit that you sell most often, the taxes/fees that will apply to your sales, and the lender and insurer with which you do the largest part of your business. You can also set defaults to determine which reports you want to have printed regularly at the end of each business day.

This chapter corresponds to **Option 8** of the **Sales Processing Menu: Maintenance (Sales)**.

The Maintenance (Sales) Option 8

To review and/or update the various Sales program files, select **Option 8, Maintenance (Sales)**, from the **Sales Processing Menu**:

Sales Processing
Menu

```
Sales Processing Menu

Select 8

1. New Deal
2. Search Deal
3. End of Day/Month
4. Forms Printing
5. Standard Reports
6. Report Generator
7. Credit Bureau
8. Maintenance (Sales)
9. Payments

' Exit
```

The **Sales Maintenance** main menu will be displayed, as shown below:

Sales Maintenance
Main Menu

```
Sales Maintenance (Main Menu)

Select

1. Sales Staff
2. Lender
3. Insurance
4. Taxes
5. Credit Cards
6. Service Contracts
7. Sales Defaults
8. Maintenance
9. EOD Report Defaults

' Exit
```

The Sales Staff Option 8-1

The Sales Staff file is created to track employee compensation. To make changes or additions to this file, select **Option 1, Sales Staff**, from the **Sales Maintenance** main menu, and a **Sales Staff File** screen like this will be displayed:

Sales Staff File Screen

```

Sales Staff File          <N> Next  <S> Search  <A> Add    <'> Exit  < >
                        <P> Prev  <C> Change  <d> Delete

No.   Name                Type   Basis
  5   MOE B. FIDGETY      S      D

Flat Amt/Deal                Min. Amt Due Mgr/Deal
Min. Amt/Deal $    50.00      Min. Salary/Month

% Commission paid on:
Net Profit                    Ext./PPM Contracts
Gross Profit      25.00%      Finance Reserve
Retail Price              Credit Life
Freight                  Accident/Health
Prep                      Collision/Comp
Accessories              Liability/Prop Dam
Time of Sale Acc

```

Set up the record for a salesperson in this default file according to your agreement with that person. An explanation will appear on the bottom of the screen if there are only limited options to enter in a particular field.

Sales Staff File Screen Field Descriptions:

The options for the **Type** field are < S> = Salesman, < M> = Manager, < F> = F&I. Under the heading **Basis**, these options are available:

- < R> = Retail (commission is based on retail selling price)
- < D> = Dealer (dealer cost is used to compute profit on deal)
- < A> = Actual (actual cost is used to figure profit on deal)
- < F> = Flat amount (no commission— fixed amount is paid per deal)

The **Flat Amt/Deal** field is used when a salesperson is to receive a certain flat dollar amount commission per deal, rather than a percentage. The Sales Staff record must be set up with an F in the **Basis** field for this feature to work.

The **Min. Amt/Deal** field is used if you want to make sure that a salesperson receives at least a certain minimum dollar amount commission, no matter what the profit is. Dealers generally refer to this as a “mini.”

The **% Commission paid on** fields are available to tailor compensation to your salespeople in just about any way possible. Type in the percentages in the fields that apply. The fields that do not apply should be left blank.

The **Gross Profit** field is used by sales personnel. The gross profit amount, for calculation of commissions, is displayed in the **Finance Reserves** screen, under the **Recap & Finalize** option. If you choose gross profit, the freight, prep, accessories on ROs, and TOS (time of sale) accessories amounts will be included in the calculation of the salesperson's commission.

The **Retail Price** field entry is the price at which the unit(s) is (are) sold, not the retail price shown on the invoice.



***NOTE:** At this time the system only calculates either gross profit or retail price, on the left side of the screen. The **Net Profit, Freight, Prep, Accessories, and Time of Sale Acc** fields are enhancements that we hope to have in place in the future.*

The column on the right-hand side of the screen (**Ext./PPM Contracts** and **Finance Reserve** fields, etc.) are set up for F&I employees/managers, who are generally paid a base salary plus a commission based on the "back door" income. These fields are figured as percentages of gross profit.

The **Min. Amt Due Mgr/Deal** field is used if you want to make sure that a Sales manager or F&I person receives at least a certain dollar amount commission, no matter what the profit is. The **Min. Salary/Month** field is an enhancement that we hope to have in place in the future.



***NOTE:** Managers and salespeople's commissions are calculated off the left-hand side of the screen. If you want them to be paid off the right side, you will need to set them up as a second number and as a Sales manager or F&I manager. F&I commissions are calculated from the right side of the screen.*

When you finish entering your data, exit out of the **Sales Staff File** screen to return to the **Sales Maintenance** main menu.

The Lender Option 8-2

To change the default file of lending institutions that you use for your retail sales contracts, select **Option 2, Lender**, from the **Sales Maintenance** main menu, and a **Lender File** screen similar to the following example will display. Select < C> to change the information in any of the existing files, < D> to delete the ones no longer used, and < A> to add new lenders.

The following page shows an example of the Lender file record setup for a lender who allows the customer a grace period of 30 days before the first payment is due:

Sample Lender File
Screen w/ 30 Days to
First Payment

```

                                <N> Next  <S> Search  <A> Add    <'> Exit  < >
Lender File                      <P> Prev  <C> Change  <d> Delete

ID#                               EFFC
Name                             EMERALD FIRST FINANCE LTD
Address                           6462 CITY WEST PARKWAY
City                              MINNEAPOLIS                      State MN Zip 55344
Phone                             (800) 241-3410
Account Number
APR                               13.00   No of Balloon Months
Days to First                     30     Extra Days Interest(Y/N) N
Loan Fee                          Interest Type: Simple/Compound S

Reserve Amount Payments based on:      Flooring Based on:
Buy Rate %                          13.00   Interest %
Flat Amount                          Amt/unit/mo
Amt/$1,000 Loan                      Acct #
Points %                              0
InTransit Acct#

```

Here is an example of the file setup for a lender who allows 45 days to the first payment:

Sample Lender File
Screen w/ 45 Days to
First Payment

```

                                <N> Next  <S> Search  <A> Add    <'> Exit  < >
Lender File                      <P> Prev  <C> Change  <d> Delete

ID#                               AHFC
Name                             AMERICAN HONDA FINANCE CORP
Address                           P.O. BOX 1844
City                              ALPHARETTA                      State GA Zip 30023
Phone                             (800) 532-8125
Account Number
APR                               12.50   No of Balloon Months
Days to First                     45     Extra Days Interest(Y/N) Y
Loan Fee                          Interest Type: Simple/Compound S

Reserve Amount Payments based on:      Flooring Based on:
Buy Rate %                          9.80   Interest %
Flat Amount                          Amt/unit/mo
Amt/$1,000 Loan                      Acct #
Points %                              0
InTransit Acct#

```

You must assign a unique ID number to each of your lending institutions. Type the lender's name, address, telephone number and extension, and the account number in the fields provided. The default annual percentage rate entered in the **APR** field will be used when working the deal with the customer (unless you change the rate during the dealing process).

Some lenders will have a "balloon" payment due after a term of 48 to 60 months is completed. This is usually done on a large financed amount and amortized over, say, 180 months. This provides the buyer with a low monthly payment for a time, and the lender is not committed to keeping the same rate for an extended period of time. The reason the Sales system needs information on the length of this term, in the **No of Balloon Months** field, is that credit life rates are generally computed at a decreasing rate until the balloon payment is due, and a level rate is computed on the balloon amount.

Days to First is the time period that the lender allows the customer before the first payment is due. Some lenders do not charge interest for the first 30 days, but do charge interest from the 31st to 45th day. Some lenders charge the dealer a filing fee for recording a lien against the unit on a contract. If such a fee applies for this lender, enter it in the **Loan Fee** field. If there is a loan fee, you will also need to have programming done for your lender's contract form. Contact Comptron Data to have this done. If it is not added for your form, your contract will not compute properly and could be returned to you by the lending institution. (Examples of file setup for both a 30-day and a 45-day lender are shown above and on the preceding page.)



NOTE: If you have a lender who will allow **MORE** than 30 days grace period until the first payment is due, you must set up that lender's record in the Lender file as 45 days to first payment. Then show a **Y** in the default **Extra Days Interest** field. If you want to do 45 days to first payment and do not choose the correct Lender file record to be used on the deal, the system will calculate the payment based on 30 days to first. If your lender will go 90 days to first payment, but charges no interest, use the 30-day Lender record and change the **Days to First** field in the **Deal Financing** screen.

Buy Rate is the rate at which the lender purchases your contracts. This rate will vary with the term and age of the vehicle. Usually, the older a vehicle gets, the shorter the term and higher the buy rate will be. Some lenders charge a **FLAT** rate amount (e.g., \$125) to cash a contract. If so, type that rate in the field.

Your lender may have a cap or maximum amount of money that it will lend to an individual. If a cap applies, enter the amount in the **Amt/\$1,000 Loan** field. Most lenders assign an "in transit" account number, which is used to temporarily hold funds being drafted from other lenders or customers' accounts, so that they will draw interest while the funds are in transit. As soon as these funds are cleared, they are transferred to your business account.

The Insurance Option 8-3

Option 3 on the **Sales Maintenance** main menu brings up the following **Insurance Menu**:

Insurance Menu

```

Insurance Menu

Select 1
1. Company & Fixed Credit Life Rates
2. Table C/L & Accident Health Rates
' Exit
  
```

Select **Option 1, Company & Fixed Credit Life Rates**, and a default **Insurance Company File** screen will display, similar to the following example:

**Insurance Company
File Screen with
Fixed Rates**

```

                                <N> Next  <S> Search  <A> Add    <'> Exit  < >
Insurance Company File  <P> Prev  <C> Change  <d> Delete

Company ID      NCL
Company Name    NORTH CENTRAL LIFE
Agent          B. JOHNSON
Address        12345 E. FRY BLVD
City          SIERRA VISTA
State         AZ                Zip  85635-9999          Fixed Credit Life
Phone        520-555-1234      Ext  100                Single  Joint
FAX         520-555-1111      CL Insur Type: Fixed    .400   .600
Policy #     NCL-12345678                Comm %    35.00  35.00
Total Coverage $50000          A&H Insr Type: Single

                                Accident/Health
Type(Table)    Single      Joint
Comm %        35.00
Rate Table I.D. AH14
Decr/Level

Calculation Rule 00

```

The **Company ID** field is used for tracking rate tables for accident and health (A&H) and credit life (CL) premiums. This is a six-digit alphanumeric field and can be set up any way you choose. The **CL Insur Type** field is set to either "Fixed" or "Table" rates. If fixed rates are used, then those factors need to be entered for the **Single** and **Joint** fields at the **Fixed Credit Life** area of the file screen, as shown above. If your insurance provider uses a decreasing rate table, then the **CL Insur Type** field needs to be set to "Table," as illustrated in the example below:

**Insurance Company
File Screen with
Table Rates**

```

                                <N> Next  <S> Search  <A> Add    <'> Exit  < >
Insurance Company File  <P> Prev  <C> Change  <d> Delete

Company ID      NCL
Company Name    NORTH CENTRAL LIFE
Agent          B. JOHNSON
Address        12345 E. FRY BLVD
City          SIERRA VISTA
State         AZ                Zip  85635-9999
Phone        520-555-1234      Ext  100
FAX         520-555-1111      CL Insur Type: Table
Policy #     AST-12345678                Comm %
Total Coverage $50000          A&H Insr Type: Single

                                Accident/Health          Credit Life
Type(Table)    Single      Joint          Single      Joint
Comm %        35.00                35.00      35.00
Rate Table I.D. AH14                SCL        JCL
Decr/Level                D                D

Calculation Rule 00

```

The lower section of the screen is set up for tracking the tables (rate charts) for A&H and Credit Life. Enter the commission percentage and rate table ID for each table (for the rate table I.D. you can choose any combination of four alphanumeric characters).



NOTE: Be careful to ensure that the **Rate Table I.D.** entry is the same as the number of the rate table used to calculate the CL/A&H premiums.

When you have completed your additions and changes, exit out of the **Insurance Company File** screen to the **Insurance Menu**.

Insurance Menu

```

Insurance Menu

Select 2

1. Company & Fixed Credit Life Rates
2. Table C/L & Accident Health Rates
' Exit
    
```

Select **Option 2, Table C/L & Accident Health Rates**, from the **Insurance Menu**, to access the Table CL/A&H Rates file. An example of a table from this file follows. Your insurance provider can give you these rates. Each rate table ID in this file must match the ID number you set up earlier in the **Insurance Company File** screen. For example, if you used AH14 as the rate table ID for single A&H, then the rate chart must have AH14 for its ID code, as in the table screen example shown below:

Sample CL/A&H Rates Screen

```

<N> Next <S> Search <A> Add <'> Exit <>
CL/A&H Rates <P> Prev <C> Change <d> Delete
Rate Table ID AH14 Title: A&H (Single Rates)
Months Rates
1-10 .0000 .2900 .4300 .5600 .7100 .8500 .9800 1.1300 1.2700 1.4000
11-20 1.5500 1.6900 1.8200 1.8900 1.9600 2.0200 2.0900 2.1500 2.2100 2.2700
21-30 2.3300 2.3900 2.4500 2.5100 2.5700 2.6300 2.6900 2.7500 2.8000 2.8500
31-40 2.9100 2.9600 3.0200 3.0700 3.1200 3.1700 3.2300 3.2700 3.3200 3.3800
41-50 3.4200 3.4700 3.5200 3.5600 3.6100 3.6500 3.7000 3.7400 3.7900 3.8300
51-60 3.8800 3.9200 3.9600 4.0000 4.0400 4.0800 4.1300 4.1600 4.2000 4.2400
61-70 4.2800 4.3100 4.3500 4.3900 4.4300 4.4600 4.4900 4.5300 4.5700 4.6000
71-80 4.6400 4.6700 4.7000 4.7300 4.7600 4.7900 4.8200 4.8500 4.8900 4.9200
81-90 4.9400 4.9700 5.0000 5.0300 5.0600 5.0900 5.1200 5.1500 5.1700 5.2000
91-100 5.2300 5.2500 5.2700 5.3000 5.3300 5.3500 5.3800 5.4000 5.4200 5.4500
101-110 5.4700 5.5000 5.5200 5.5400 5.5700 5.5900 5.6100 5.6300 5.6500 5.6700
111-120 5.6900 5.7200 5.7400 5.7500 5.7800 5.8000 5.8100 5.8400 5.8600 5.8700
121-130 5.8900 5.9200 5.9400 5.9600 5.9900 6.0100 6.0300 6.0500 6.0800 6.1000
131-140 6.1200 6.1400 6.1700 6.1900 6.2100 6.2300 6.2600 6.2800 6.3000 6.3200
141-150 6.3500 6.3700 6.3900 6.4100 6.4400 6.4600 6.4800 6.5000 6.5300 6.5500
151-160 6.5700 6.5900 6.6200 6.6400 6.6600 6.6800 6.7100 6.7300 6.7500 6.7700
161-170 6.8000 6.8200 6.8400 6.8600 6.8900 6.9100 6.9300 6.9500 6.9800 7.0000
171-180 7.0200 7.0400 7.0700 7.0900 7.1100 7.1300 7.1600 7.1800 7.2000 7.2200
181-190
    
```


After completing all the insurance rate tables, exit out of the **CL/A&H Rates** screen and the **Insurance Menu** to return to the **Sales Maintenance** main menu.

The Taxes Option 8-4

If your state or local tax rates change, or a new tax is added, select **Option 4, Taxes**, from the **Sales Maintenance** main menu, and the following **Taxes Menu** appears:

Taxes Menu

```

Taxes Menu

Select 1

1. Sales Tax Rates
2. Tier Tax Rates
' Exit
  
```

Select **Option 1, Sales Tax Rates**, from the **Taxes Menu**, and a **Tax File** screen like the example below will be displayed:

Tax File Screen

```

Tax File      <A> Add  <N> Next  <S> Search  <'> Exit  < >
              <P> Prev  <C> Change

Inventory Name All-Terrain
Inventory Type AT 00
Tax Type       ST
Description    STATE

Tax %          10.00

Include in tax calculation (Y/N):

Freight                Y
Prep                   Y
Ext. Serv. Contracts   N
Vehicle Accessories    N
Dealer Doc Fees        Y

Deduct Full Trade-in Value Y
Deduct Net Trade-in Value N
  
```

Under inventory type AT (all-terrain vehicle), there will be certain taxes that apply to that type of inventory. If you are required to collect state and city taxes, you need to set up two separate tax files, one for “State” and one for “City.”

The **Tax Type** field is a two-character alphanumeric field code. The basic default codes are < **CI**> = **City**, < **CO**> = **County**, < **ST**> = **State**, < **IT**> = **Inventory Tax**. For all other (non-default) types of taxes that may apply in your area, you can use any other codes you wish, as *user-defined* taxes. For user-defined taxes, you will also need to enter a description of each such tax. The **Tax Type** field is a two-character alphanumeric field code.



NOTE: *You can have up to eight user-defined taxes for each inventory type/sequence number, plus the four tax codes listed above that are hard-coded into the system.*

Next, enter the tax percentage rate for this Tax file record. Because some states tax differently from others, you will need to answer **Y** (yes) or **N** (no) to indicate whether or not freight, dealer prep, extended service contracts, or dealer document fees should be taxed. You can change the existing files on the screen according to the requirements of your state, city, county, etc. You can advance through the existing records by typing **N** (next).



NOTE: *The program will skip over the **Accessories** field and place an **N** there automatically. **Accessories** (personal and vehicle) are discussed below.*

Some states (e.g., California) charge tax on the full sale price, whether a trade-in is involved or not. Other states (e.g., Arizona) only charge tax on the difference when a trade-in is involved. If your state allows you to deduct a trade-in from the purchase price to figure taxes, enter **Y** at the **Deduct Full Trade-in Value** field. If it does not, enter an **N**. For the **Deduct Net Trade-in Value** field, the entry should always be **N**.

To set up time of sale (TOS) accessory taxes, type **A** to add a new Tax file record, and enter **AC00** for the inventory type/sequence number. Next, enter the tax type that you need to use for accessories (e.g., **CI**, **CO**, **ST**, **IT**, or any user-defined tax type code). Then enter the applicable tax percentage rate, and answer the questions regarding taxability of freight, prep, etc., as you did for the other Tax file records. Accessories will then be taxed according to the rate that you set in this new record.

You will need to create at least one Tax file record for each type of inventory you sell (e.g., **AT**, **MC**, **WC**, etc.). This has to be done to track taxes for multiple-unit sales, which can involve a different tax rate for each unit on the deal. When you have completed your additions and changes to the sales tax rate defaults, exit back out of the **Tax File** screen to the **Taxes Menu**.



NOTE: *If, after you have set up your taxes, the Sales system does not figure them into the deal, make sure that **Taxes** are **TURNED ON** in the Sales System Default file in order to have the program recalculate taxes.*

Selecting **Option 2, Tier Tax Rates**, from the **Taxes Menu** will open a **Tier Tax File** screen like the example below:

Sample Tier Tax
File Screen

```

                                <N> Next <P> Prev <S> Search <'> Exit < >
Tier Tax File      <A> Add <D> Dup <C> Change <d> Delete

Tier Code:        VT      Description: VEHICLE TIER
Inventory Type:   VE20     Type Name:   TRUCKS
All Except:
Calculation:      M        (S = Single; M = Multi)

Tier #           Rate      Lower Limit   Upper Limit
1                5.0000     $0.00        $4,999.99
2                4.0000     $5,000.00    $9,999.99
3                3.0000     $10,000.00   $14,999.99
4                2.0000     $15,000.00   $19,999.99
5                1.0000     $20,000.00   $999,999.99

                                Include in Tier Tax calculation? (Y/N)
Freight          Y        Deduct Full Trade-In Value   Y
Prep             Y        Deduct Net Trade-In Value    N
Ext. Serv. Contracts N
Pre-Paid Maintenance N
Dealer Doc Fees  Y

```

The **Tier Tax Rates** option should be used instead of **Option 1** if your state levies different tax rates for different ranges of value on the various kinds of units that you sell. You can have both types of tax rate files set up on your system, however, and choose the one most often encountered as your default, so that it will come up each time you start working a deal. Then you can still call up and activate the other tax rate type within a particular deal.

To add a new tier tax record, use the **< A >** command, and all the fields on the screen will be cleared to accept a new tax definition, as illustrated below, with the cursor waiting at the **Tier Code** field:

New Tier Tax File
Screen

```

                                <'> Exit <,> Skip <.> Erase
Tier Tax File

Tier Code:              Description:
Inventory Type:   Type Name:
All Except:
Calculation:      (S = Single; M = Multi)

Tier #           Rate      Lower Limit   Upper Limit
1
2
3
4
5

                                Include in Tier Tax calculation? (Y/N)
Freight          Deduct Full Trade-In Value
Prep             Deduct Net Trade-In Value
Ext. Serv. Contracts
Pre-Paid Maintenance
Dealer Doc Fees

```

You need to assign a two-character code to the new tax rate. For instance, if you need a different tax rate structure for personal water craft (PWCs) than for motorcycles, you could assign the code “TW” (to represent **Tier Water craft**). As soon as you press *Enter*, the cursor will advance to the **Description** field, where you may type a descriptive word or phrase of up to 12 letters or numbers (such as “WATERCR-TIER”). Press *Enter* to move to the **Inventory Type** field, and the menu bar across the top of the screen will add a gray-highlighted **</> Select** command option below the ones for **Exit**, **Skip**, and **Erase**. If you wanted the new tier tax rate to apply to all inventory types, you would just press *Enter* again to leave that field blank; but to apply it to a single type of inventory, you would need to use the slash (/) key command to display the **Inventory Types** screen, illustrated on the following page, which lists all your inventory type/sequence numbers:

Inventory Types Screen

Ln	<N> Next	<, > Home	<'> Exit	<N>
	<P> Prev	<.> End	<T> Toggle	
Inventory Types				
Ln	Type	Name		
--	----	-----		
1	MC00	Motorcycle		
2	MC25	NEW SUZUKI BIKES		
3	MC50	NEW KAWASAKI BKS		
4	MC75	NEW VICTORY BKES		
5	MC99	USED BIKES		
6	AT00	All Terrain		
7	AT01	NEW BOMBARDIERS		
8	AT02	NEW KAWASAKI ATV		
9	AT99	USED ATV'S		
0	WC00	Water Craft		
A	WC01	NEW TIGERSHARK		
B	WC02	NEW KAWASAKI W/C		
C	WC99	USED WATERCRAFT		
D	TR00	Trailer		
E	TR01	NEW KARAVANS		

From here you can use the **< N> Next** command to move down the list until you see the specific type and sequence number that you need, or enter the **< T> Toggle** command to switch to an abbreviated screen that shows only the nine main inventory types with the “00” sequence extension that encompasses all the unit sequence numbers within each type (e.g., MC00, TR00, VE00). You would use this basic code if you wanted this tax to cover all units within that inventory type (e.g., “WC00” for all PWCs).

If you wanted your new tier tax rate to apply to all but the used units, you would leave the **Inventory Type** field blank, and the cursor would move to the **All Except** field, where again you can use the slash (/) key search command to access the **Inventory Types** screen and choose the type and sequence number for the used units to exempt from this tax. The Sales system will immediately place that number in the **All Except** field, and display the name of that inventory type at the **Except Name** field.

When you type the line number for the inventory type you want, the **Tier Tax File** screen will return, with your selection displayed in the **Inventory Type** field, and the cursor waiting at the **Calculation** field. Here you have a choice between using only one rate for this tier tax (type an “S” for single), or a combination of rates (“M” for multiple).

After you have chosen the type of rate calculation and pressed *Enter*, the cursor advances to the **Rate** field in the first line of tier entries. Type the percentage rate that your state applies to the first value level on a unit (out to four decimal places). Pressing *Enter* will move the cursor to the **Lower Limit** field, where you will enter the lower limit, in dollars, of the first value range for the unit; then at the **Upper Limit** field you will complete the dollar value that defines the upper limit of the first tax tier. As soon as you press *Enter* again, the cursor will advance to the next tier tax line, for you to describe the second value level according to your state’s tax structure. You can define up to five tier levels.

The next section on the **Tier Tax File** screen allows you to indicate which charges on the sale are to be included in the tier tax calculation. As with the basic **Tax File** screen described previously, some states assess tax on the full sale price, whether a trade-in is involved or not; whereas other states tax only the *difference* when there is a trade-in. Also, in some states a dealer’s charges for freight, dealer prep, dealer document fees, and accessories (personal and vehicle) will be subject to the tier tax; and in others they may not. Even the cost of contracts for extended service and prepaid maintenance might be taxed.

When you have finished adding to and/or changing your tier tax rate defaults, exit out of the **Tier Tax File** screen to the **Taxes Menu**. With all of your tax default information in place, you can use the apostrophe (‘) key to exit back to the **Sales Maintenance** main menu.

The Credit Cards Option 8-5

Select **Option 5, Credit Cards**, from the **Sales Maintenance** main menu, and a **Credit Card File** screen will appear, similar to this example:

Credit Card File
Screen

```

                                <N> Next  <H> Home  <C> Change  < >
                                <P> Prev  <E> End   <'> Exit
Credit Card File
Ln Credit
No  Card  Company Name
--  -
01  AX   AMERICAN EXPRESS
02  CB   CARTE BLANCHE
03  DC   DINER'S CLUB
04  DS   DISCOVER
05  MC   MASTERCARD
06  VS   VISA
07  Z1
08  Z2
09  Z3
10  Z4
11  Z5
12  Z6
13  Z7
14  Z8

```

This default file is needed to track the reporting of each credit card company with which you do business. The first six credit card codes listed have been defined as defaults by Compton Data for the company names shown. The remaining eight credit card codes, identified as Z1 through Z8, are available as user-definable slots for other credit card company names that you might need to add.

After making your changes to the credit card company information in the Credit Card file, exit back to the **Sales Maintenance** main menu.

The Service Contracts Option 8-6

Choose **Option 6, Service Contracts**, from the **Sales Maintenance** main menu, and a **Service Contract File** screen will be displayed, similar to the example below:

Service Contract File
Screen

```

                                <N> Next  <S> Search  <A> Add  <'> Exit  < >
Service Contract File  <P> Prev  <C> Change  <d> Delete

Inventory Type      MC00                                Contract Type  S
Inventory Name      Motorcycle
Description         EXTENDED SERVICE CONTRACT

Company Name        WESTERN SERVICE CONTRACT CORP.
Address             3601 HAVEN AVE.
City                MENLO PARK
State               CA
Zip                 94025-
Phone               (408) 345-7856

Dealer Code 1      3963                                Sale Acct#      007001-701
Dealer Code 2      3964                                Cost Acct#      006000-601
                  10.00                                Payables Acct#  001001-101

```

Type **C** to make changes to an existing record, or **A** to add a completely new one. Input the data requested for each field to complete the Service Contract default file.

The **Contract Type** field has three possible code options: **F**, for **F**actory (manufacturer's) extended warranty; **O**, for **O**ther (outside) warranty vendor; or **S**, for **S**ervice/Maintenance Contract (i.e., a "dealer direct" program). You may have two or more companies through which you sell the same extended warranty/service agreements. These can be kept separated by different numbers in the **Account/ID** field.

The **Sale Acct#**, **Cost Acct#**, and **Payables Acct#** fields are informational at this time. You may leave them blank if you wish.

When you finish modifying the records in the Service Contract default file, exit out of this screen to return to the **Sales Maintenance** main menu.



NOTE: At this time, the screen above is for informational purposes only.

The Sales Defaults Option 8-7

Use this option to change your Sales system defaults. Select **Option 7** from the **Sales Maintenance** main menu, as shown below, for **Sales Defaults**:

Sales Maintenance Main Menu

```

Sales Maintenance (Main Menu)

                                     Select 7

                                     1. Sales Staff
                                     2. Lender
                                     3. Insurance
                                     4. Taxes
                                     5. Credit Cards
                                     6. Service Contracts
                                     7. Sales Defaults
                                     8. Maintenance
                                     9. EOD Report Defaults

                                     ' Exit

```

The following screen will be displayed:

Sales System Default File Screen

```

                                     <C> Change  <'> Exit  < >

Sales System Default File

Payments:                               Taxes:                               (Y/N)
  Number Payments                        48                               State                               Y
  Type Payment (MONTHLY)                 1                               County                              N
                                                                                               City                               N
                                                                                               Inv Tax                            N

Salesman #1 Split %                      50.00
Salesman #2 Split %                      50.00                               Lieu Fees(.9999) % .0240

Insurance:                               Dealer Number: AZ-23949
  Type (SCL/A&H )                        4                               No of Months to Keep Deal: 2
  CL/AH Ins Co                           STATE FARM INSURANCE COMPANY      nv Type: MC00
  Coll/Comp Ins Co                       STATE FARM INSURANCE COMPANY

Lender:                               Tax Cap Amount:
  Lender ID                              NORWT                               Tax Cap Options
  Lender Name                            NORWEST NATIONAL BANK

Dealership:
  Name:                                  MONSTER CYCLES
  Address:                               6522 RACEWAY AVE
  City:                                  BERMUDA DUNES                               State: CA  Zip: 92201
  Phone:                                  (909) 844-2850                               County: RIVERSIDE

```

This file gives the Sales program a beginning basis for calculating the initial payment when working a deal with a customer. Any of the fields can be changed while working the deal, but these defaults eliminate having to type in redundant information every time a deal is worked. Use a < C> to change any of the fields that are incorrect.

Keep in mind that you'll want to offer your customer a higher payment at the beginning of negotiations by quoting a shorter term. Set the defaults according to what works best for you and your customers, but try to avoid having to INCREASE later the payment that you first quoted to the customer.

Sales System Default File Screen Field Descriptions:

The **Salesman #1 Split %** and **#2 Split %** fields show your company's policy on split commissions. This information is tracked for creating commission vouchers for each salesperson.

The **CL/AH Ins Co** field information is especially important if you do business with more than one insurance company. Other companies may have better rates, but generally you will want your system to default to the company that has the highest rates or premiums. This applies to the **Coll/Comp Ins Co** field as well.

For the default **Lender** field, you enter the finance company with which you do the largest percentage of your business, or which has the highest interest rates. You can always change to a different lender, if necessary, while working a deal.

The **Taxes** area allows you to set up the tax defaults according to the way deals are taxed. You must enter a "Y" for a tax type here in order for the program to charge tax correctly for it on a deal.



NOTE: *If you include a user-defined tax, all of the tax types must be marked Y here.*

The **Lieu Fees** field shows the rate factor used by Arizona and California to compute "road use" taxes on vehicles registered for highway use. The MSRP listed on the invoice is multiplied by the lieu fees factor to calculate the amount of this tax. This figure will then be listed on the invoice under **Fees (Inv Type)**.

The **Dealer Number** field is for the number assigned to your dealership by the state department of motor vehicles.

The number entered in the **No of Months to Keep Deal** field determines how long deal history will be kept in the system by the **Maintenance** function. We recommend that this value be set to 36 months, to provide three full years of sales data for reports and research. You can set this number even higher if you want to have more history available.

The **Inv Type** field is not used at this time. Please leave it blank.

If your state requires a tax cap on some types of units sold, enter the amount of that cap in the **Tax Cap Amount** field. If you enter an amount in this field (e.g., \$300.00), then a **Tax Cap Options** window will appear, as shown on the next page:

Changing Sales Default
Record Screen w/ Tax
Cap Options Window

```

          <'> Prev <;> Skip <.> Erase <- Left

Changing Sales Default Record

Payments:                                     Taxes:                                     (Y/N)
  Number Payments                             48                               State                               Y
  Type Payment (MONTHLY)                       1                               County                              N
                                                                                               City                               N
                                                                                               Inv Tax                            N

Salesman #1 Split %
Salesman #2 Split %

Insurance:
  Type (SCL/A&H )
  CL/AH Ins Co
  Coll/Comp Ins Co

Lender:
  Lender ID
  Lender Name

Dealership:
  Name:
  Address:
  City:
  Phone:

Tax Cap Options
<C> Change <'> Exit < >
1. Motorcycle ( )
2. All-Terrain ( )
3. WaterCraft ( )
4. Trailer ( )
5. Power Product ( )
6. In/Outboard ( )
7. Hull ( )
8. Vehicle ( )
9. Accessories ( )

ees(.9999) % .0240
Number: AZ-23949
Months to Keep Deal: 2
Inv Type: MC00
p Amount: $300.00
p Options
: TN Zip: 38106-
: SHELBY

```

Type **C** to change the default, then enter a **Y** for each type of inventory that requires a cap, as shown in the screen example below. Any type left blank will not have the tax cap.



NOTE: If you enter a **Y** for Motorcycle, the tax cap will be in effect for all **MC** inventory types (i.e., MC01-MC99).

Sales Default Record
Screen w/ Updated Tax
Cap Options Window

```

          <'> Prev <;> Skip <.> Erase <- Left

Changing Sales Default Record

Payments:                                     Taxes:                                     (Y/N)
  Number Payments                             48                               State                               Y
  Type Payment (MONTHLY)                       1                               County                              N
                                                                                               City                               N
                                                                                               Inv Tax                            N

Salesman #1 Split %
Salesman #2 Split %

Insurance:
  Type (SCL/A&H )
  CL/AH Ins Co
  Coll/Comp Ins Co

Lender:
  Lender ID
  Lender Name

Dealership:
  Name:
  Address:
  City:
  Phone:

Tax Cap Options
<Y> Yes <N> No
<;> Skip <'> Exit
1. Motorcycle (Y)
2. All-Terrain ( )
3. WaterCraft ( )
4. Trailer (Y)
5. Power Product ( )
6. In/Outboard (Y)
7. Hull (Y)
8. Vehicle (Y)
9. Accessories ( )

ees(.9999) % .0240
Number: AZ-23949
Months to Keep Deal: 2
Inv Type: MC00
p Amount: $300.00
p Options
: TN Zip: 38106-
: SHELBY

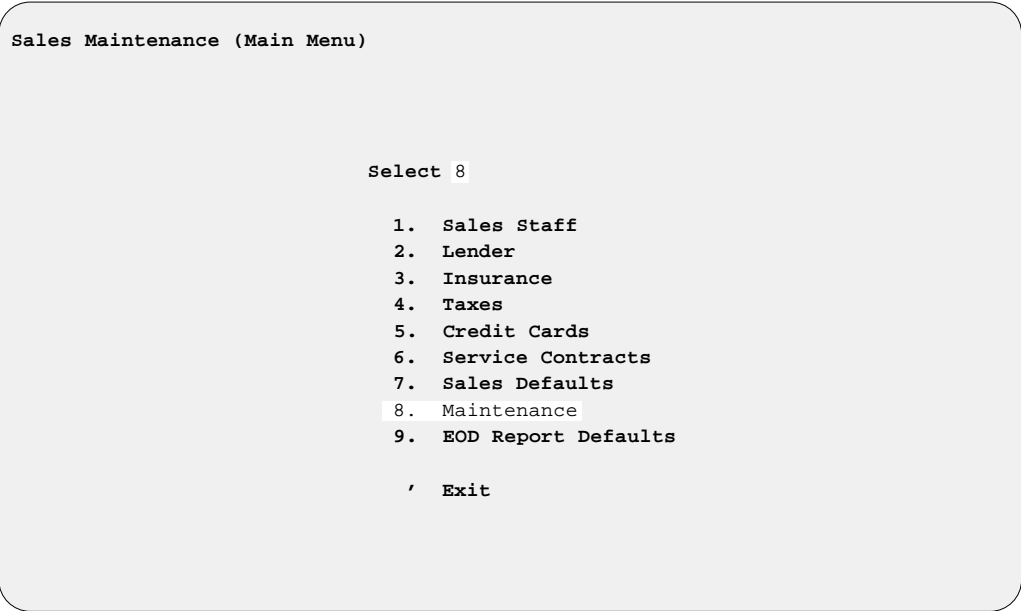
```

The Maintenance Option 8-8

Deal maintenance is necessary to remove or “clean up” data that has been *corrupted* on a deal. Sometimes data can be corrupted when you are deleting a deal, or when you delete or add inventory to an existing deal.

Use this option to call up information on a particular deal. Select **Option 8** from the **Sales Maintenance** main menu, as shown below, for **Maintenance**:

Sales Maintenance
Main Menu



The following **Sale Maintenance Menu** appears:

Sale Maintenance
Menu



Option 1 on the **Sale Maintenance Menu** displays the **Deal Maintenance File** screen, similar to the following example:

**Deal Maintenance
File Screen**

<P> Prev <N> Next <S> Search <'> Exit < >				
Deal Maintenance File				
Deal #	412016	Price	\$11,603.50	
Date	12/21/2004	Freight	\$318.75	
Salesman	02	Prep	\$131.00	
Sold/Quote	S	Tax Acc	\$478.00	
Customer 1 Last	COX	NonTax acc	\$75.00	
First	GLEN	MI	Trade-in	\$4,500.00
			Trade-ACV	\$4,200.00
Customer 2 Last		MI	Trade Payoff	\$2,500.00
First			Taxes	\$304.83
Finance Type			Fees	\$71.68
Lender	AHFC		Insurance	\$50.00
Contract Date	/ /		Ext Serv Contr	\$1,870.00
Days to First	45		Down Payment	\$700.00
APR	12.50		Deferred Down	
No. Payments	60		Down Due on	
Payment Type	Balloon Months		TOS Tax Acc	\$478.00
Payment Amt			TOS NonTax Acc	\$75.00
Fac-Cust Rebate			Deposit Amount	
Rebate Flag			Even Pay Sw	S
VSI Insurance			Insur Co ID	

If there are multiple units on the deal in which you're interested, you can see a separate record on each item in the deal by selecting **Option 2** from the **Sale Maintenance Menu**. The **Deal Maintenance File** screen changes to display separate deal items as illustrated below:

**Deal Maintenance
File Screen w/ Separate
Deal Items**

<P> Prev <N> Next <S> Search <A> Add <'> Exit < >			
Deal Maintenance File			
Deal #	412010		
Stock #	N04022		
Inv Type	MC Seq 00	Motorcycle	
Price	\$8,125.00		
Freight			
Prep			
Tax Acc			
NonTax Acc			
Fees	\$197.50		
Taxes			
Ext Ser Contr			
PPM			
Date Added	10/01/2004		
Status	S		
New/Used			

To see information on the trade-in used for the deal, choose **Option 3** from the **Sale Maintenance Menu**, and the **Trade-In Record** window will open, as shown on the next page:

**Sale Maint. Menu with
Trade-In Record Window**

```

Sale
      <P> Prev  <N> Next  <d> Delete  <'> Exit  < >
Trade-In Record
Deal:  412010

Stock No      U9703          Body           1/2 TON PU
Inv Type      VE 00           No of Cyls     8
Package #     Size/HP         305cu
Vin ID        C1500-WE378485852 Engine # SDF342REDR3002300
Year          1997           #              H-3490
Make          GMC             Fuel Type      U
Model         1500           Odometer       123093
Color         WHITE/RED      License St     AZ
Trade Allowance $4,000.00     License #      HTS-3344
Actual Value  $3,000.00     Lic Exp Date   12/31/04
Payoff:       Title Number   LIEN
Company GMAC
Amount       $2,000.00 at $3.45 Per Day
Good Till    12/31/04
  
```



NOTE: Options 1, 2, and 3 are informational records only. Do not attempt to delete or change these unless directed to do so by Comptron Data.

Select **Option 4** from the **Sale Maintenance Menu** to “repair” files. We recommend that you repair files after running your **End of Month**. You will be cautioned to back up your system before proceeding with this operation.

Option 5 is for unlocking files. Use this option when you go to enter a deal and the program says the deal is locked by a certain terminal (e.g., TTYS01).

The EOD Report Defaults Option 8-9

This option is similar to the handling of End of Day report defaults in the COMPTRON® Point of Sale system. It allows you to set up the Sales reports you want to print regularly each day. Selecting **Option 9, EOD Report Defaults**, from the **Sales Maintenance** main menu, displays the following screen:

**F&I End of Day
Defaults Screen**

```

      <C> Change  <'> Exit  < >
F&I End of Day Defaults

Backup System          Y      Accessories Report      N
Accounts Receivable Integration  N      Fees Report             N
Accounts Payable Integration  N      Type Totals             N
Transaction Listing     Y      Reconciliation Report   N
Commission Report       N      Sales Tax Report        B
Customer Report         N      Trade-In Report         N
Financing Report        N      Profit Report           N
  
```

With the exception of the first three fields, all default fields on the **F&I End of Day Defaults** screen are for printouts. *(These are illustrated and explained in the End-of-Day Report section of Chapter 3.)* As you step through each field, an explanatory message appears at the bottom of the screen to assist you.

F&I End of Day Defaults Screen Field Descriptions:

Backup System - Most stores do a system backup every day after running their **End of Day**. If you want your Sales program to go to the backup option automatically, type **Y**; if not, type **N**. If you want to be asked each day whether you want to back up your data, type **A**.

Accounts Receivable Integration - Set this default to **Y** to turn on the Accounts Receivable (AR) Integration if your store's COMPTRON® and F&I Sales systems have the Accounts Receivable (AR) Integration General Ledger (GL) Accounts structure (RealWorld accounting software) installed. If so, you should also make sure that your **Enable Categories** default flag setting is compatible with the **Categories Enabled** flag setting in AR Integration.



NOTE: Do **NOT** set this default option (or the Accounts Payable Integration) to **Y** until you contact Comptron Data. There are special setup procedures that must be followed for the Accounting integration.

Accounts Payable Integration - Set this default to **Y** to turn on the Accounts Payable Integration if you have the RealWorld GL Accounts structure installed for your COMPTRON® programs.

Transaction Listing - Also referred to as the F&I Transactions Report, this printout is a detailed list of all deals, deposits, and refunds transacted in the Sales department since the last End of Day report. All such transactions created in the F&I Sales program will flow to this report, which includes the retail and cost amounts for each item sold on a deal. It also shows the profit for the deal, based on actual cost, including commissions. Rebates, holdback, and finance reserves are listed separately. Keep in mind that if you print this report as part of your **End of Month** processing, it can be very long, since it prints complete details on every transaction for the entire month. You are given the option of turning off **Transaction Listing** when running the **End of Month**. If you want your Sales system to print this report as part of your **End of Day** processing, type **Y** for the default; if not, type **N**.

Commission Report - This is a detailed report of commissions and bonuses paid to your sales staff, F&I manager, and sales manager on finalized deals. It separates and subtotals the commissions for each person, then prints a grand total of all commissions paid for the day at the end of the report. Type **Y** as the default if you want this report printed on the End of Day; if not, type **N**.

Customer Report - This report lists all finalized deals included in the End of Day/Month reporting period, showing the customer name and address, deal number and date, and the stock number, year, make, model, and vehicle identification number (VIN) of the unit(s) purchased on the deal. If you want this report printed on your End of Day, type **Y**; if not, type **N** for the default.

Financing Report - This report is a complete list of all finalized deals for the End of Day/Month reporting period that were financed. It provides the deal number and date, customer name and address, stock number, lender, amount financed, annual percentage rate (APR), payment amount, and number of payments. It also includes the amount of any down payment, how much of that was received, and how much is still due. Type **Y** if you want this report printed as part of your **End of Day** processing; if not, type **N**.

Accessories Report - Also referred to as the TOS Accessory Report, this printout details the add-on accessories listed on each finalized deal for the End of Day/Month reporting period. It includes the stock number, a description of the accessories added, the ticket number shown in the **Accessories** window on the deal, and the deal number and amount. If you want your system to print this report on the End of Day, type **Y**; if not, type **N** as the default.

Fees Report - This report is available in summary form or with a detailed breakout of all fees. If a Detail report is chosen, it will list each deal separately and show the type(s) of fees, deal number, ticket, unit cost, and fee amount(s). If it is a Summary report, it will list totals for each type of fee (registration, title, notary, etc.). As with the F&I Transactions report, the Fee Report might be better printed as a summary for the End of Month. If you want only the Summary version of the Fee Report, type **S**; if you need the Detail report, type **D**. If you do not want this report printed as part of your **End of Day** processing, type **N**.

Type Totals - This report lists sales totals by inventory type for the End of Day/Month reporting period. If you want the program to print this report on your End of Day (listing sales totals by inventory type), enter a **Y** as the default; if not, type **N**.

Reconciliation Report - This report is used to review debits and credits for the day's F&I transactions and verify that they balance against the cash and other kinds of payment in your Sales department's cash drawer. It can be printed as a Summary Report or a Detail Report. Type **S** to receive just the Summary printout, or **D** to get the Detail report only. Typing **N** will omit this report from your End of Day.

Sales Tax Report - This can be printed as a Tax Detail Report, as a Tax Summary Report, or both. When printed in detail, this report will separate the deals by the type of tax (i.e., state, county, city), and will include the deal number, tax type and description, stock number, deal amount taxed, tax rate, and tax amount in dollars. At the end of each tax type section, the report will show a subtotal for that type, and a grand total of all taxes will appear at the end of the report. This report can be very handy at the end of the month for determining tax totals for units sold. If you want the Summary version only, type **S**; if you need just the Detail report, type **D**; and if you'd like to have both versions, type **B**. If you do not want this on your End of Day, type **N**.

Trade-In Report - This report, too, can be printed in either summary or detail form. It lists the units traded in on any finalized deals for the End of Day/Month reporting period. It shows the customer name and deal number, and the stock number, inventory type, year, make, model, trade allowance, actual cash value (ACV) amount, over/under allowance, and payoff for that trade, if applicable. This could be a handy report to keep sales managers aware of trade-in units that can now be sold after a deal is finalized. Type **S** to get just the Summary printout, or **D** to receive the full Detail version. If you do not need this report from your system, type **N**.

Profit Report - Also referred to as the Sales Profit Report, this is a complete profit report for all deals finalized in the End of Day/Month reporting period, broken out into front-end profit, back-end profit, and dealer incentives such as holdback. Within the front-end profit is a breakdown of profit for the unit, accessories, freight, prep, Repair Orders (ROs), dealer document fees, trade-ins, and adjustments. Within the back-end profit is a breakdown of the profit for credit life (CL) insurance, accident/health (A&H) insurance, extended service and prepaid maintenance contracts, collision/comprehensive insurance, vendors single interest (VSI)/GAP insurance, and finance reserves. This report also breaks down the gross profit without deducting commissions, and gives a net profit after commissions. Then it shows a gross deal profit. After the gross deal profit, the report breaks down dealer incentives by holdback, manufacturer-to-dealer rebate, and dealer-to-customer rebate. Finally, the report adds the dealer incentives to the gross deal profit, to yield a net deal profit. If you want the program to print this report as part of your **End of Day** processing, type **Y** for the default; if not, type **N**. You can also set this default to **A** for “Ask user” whether to print the report at this time or not.

Summary

This chapter described how to review/update your Sales system files through the **Maintenance (Sales)** option of F&I Sales, enabling you to:

- > Track your sales staff's performance and compensation.
- > Update your list of lending institutions and their rates.
- > Update your list of insurance companies that provide your credit life, and accident and health policies.
- > Reflect current state, county, and city tax rates.
- > Update your list of credit card companies
- > Update your list of insurers who provide service contracts.
- > Change your sales defaults to streamline your completion of screen information when working deals.
- > Clean up any data that may have been corrupted on a deal.
- > Set defaults for printing end-of-day reports.

CHAPTER 9

Handling Payments

Whether you have an “all cash” buyer or the deal will be financed, you will certainly be collecting at least part of the purchase price directly from the customer, in the form of an initial cash deposit, a check, or a credit card payment, and sometimes later as well for “pickup” or deferred down payments. The F& Sales program is designed to help you handle any form of payment or refund, and issue receipts when needed, at any stage of the sale, both before and after a deal has been finalized. You will have a clear record of each transaction, credited to an account as appropriate, and covered in your daily and monthly reports.

This chapter corresponds to **Option 9** of the **Sales Processing Menu: Payments**.

The Payments Option 9

To handle deal deposits and refunds, and to accept and credit other payments to accounts, select **Option 9, Payments**, from the **Sales Processing Menu**:

Sales Processing Menu

```
Sales Processing Menu

Select 9

1. New Deal
2. Search Deal
3. End of Day/Month
4. Forms Printing
5. Standard Reports
6. Report Generator
7. Credit Bureau
8. Maintenance (Sales)
9. Payment:
' Exit
```

The **Sales Payments Menu** will be displayed, as illustrated below:

Sales Payments Menu

```
Sales Payments Menu

Select 1

1. Deposits/Refunds
2. Finalized Receivables
' Exit
```



NOTE: You can also take payments for deposits, or refund deposits, from the **Deal Financing** screen, as discussed in Chapter 1, *Creating an F&I Deal*.

The Deposits/Refunds Option 9-1

The first option on the **Sales Payments Menu, Deposits/Refunds**, is for accepting deposits or issuing refunds on deals that have not yet been finalized. When you choose this option, the following **Find Sales Deal** screen will appear, with the cursor waiting at the **Deal Number** field for you to type the number of the deal you want to find for entering a payment or refund:

**Find Sales Deal
Screen**

```

Find Sales Deal                                <'> Exit  </> Search
                                                /
Deal Number /
  
```

If you can't remember the number, just press the slash (/) key for a scrolling search, and this **Select Search Type** screen will be displayed:

**Select Search Type
Screen**

```

Select Search Type                            <D> Deal  <N> Name
                                                /
Deal# or Name D
  
```

If you choose **< D> Deal**, a deal list window will open, as illustrated on the next page, displaying all current deals in the system by deal number.

Select Search Type Screen w/ Deal List Window

```

                                <D> Deal <N> Name
Select Search Type

  Ln  <'> Exit <N> Next <P> Prev <H> Home <E> End < >
-----[Page 001]-----
Ln Deal No Customer Name Status Date
-----[Page 001]-----
 1  501004 BATES, MARK L    BACKUP  1/05/2005
 2  501005 BATES, MARK L    QUOTE   1/05/2005
 3  501007 GARDINER, RANDY K  QUOTE   1/05/2005
 4  501009 STRATTON, CHUCK    SOLD    1/06/2005
 5  501012 MUELLER, ROBERT G  SOLD    1/07/2005
 6  501014 RAINES, JOSHUA P   BACKUP  1/07/2005
 7  501015 GRAVICH, JOSEPH H   QUOTE   1/08/2005
 8  501016 ADAMS, DENNIS P    SOLD    1/08/2005
 9  501017 RINECK, GAIL M     QUOTE   1/08/2005
 0  501019 BRIGGS, TROY C     BACKUP  1/10/2005
    
```

If you choose < N> Name at the Select Search Type screen, this Enter Search Name screen will appear:

Enter Search Name Screen

```

Enter Search Name

Last Name BRIGGS
    
```

Once you have entered a customer's last name, a Deal Payment screen will be displayed, similar to the following example:

Deal Payment Screen

```

                                <P> Payment <'> Exit <P>
Deal Payment

Deal # 501019      Customer Last Name BRIGGS
Date  1/10/2005      First Name TROY          MI C

Status: BACKUP      Used
Ln Stk #  ID Number      New Yr Make      Model      Color
-----[Page 001]-----
01 NH2212 1HD1PDC1X2Y952986 N 04 H-D          FLHRSEI     PURPFLAME  $29,995.00

Total Sale Price      $31,996.18
Payments/Deposits     $500.00
Balance Due           $31,496.18
    
```

To collect a deposit on the deal, use the < P> **Payment** command, and this **Deposit** screen will appear, listing all deposits made so far:

Deposit Screen

```

                                <D> Deposit  <R> Refund  <'> Exit  <D>

Total Amount Due      $2,000.00

Date      Type      Amount  Payment Form
12/29/2004 Deposit    $350.00 CHECK          #43253
1/05/2005 Deposit    $500.00 CASH
1/12/2005 Deposit    $500.00 VISA          1111-2222-3333-4444

Received to Date      $1,350.00
Balance Due           $650.00

```

Select < D> **Deposit**, and type in the amount the customer wants to pay, and a **Payment Form** window will open for you to identify what form of payment the customer is using:

Deposit Screen:
Payment Form Window

```

                                <'> Exit

Total Amount Due      $2,000.00

Date      Type      Amount  Payment Form
12/29/2004 Deposit    $350.00 CHECK          #43253
1/05/2005
1/12/2005

                                Ln  <'> Exit  < >

Received to Date      $1,350.00
Balance Due           $650.00

Select Deposit Type

Type Name
CA  CASH
CK  CHECK
AX  AMERICAN EXPRESS
CB  CARTE BLANCHE
DC  DINERS CLUB
DS  DISCOVER
MC  MASTERCARD
VS  VISA

```

Enter the two-letter code for the payment form, and the window will close to redisplay the **Deposit** screen, showing the deposit amount and payment type information. (If the deposit is not in cash, the cursor will be waiting to the right of the **Payment Form** field for you to type in the number of the check or credit card used.) When you have entered a payment, the program will display it as a new payment line and immediately update the amounts in the **Received to Date** and **Balance Due** fields. The bottom of the screen will prompt you, with a horizontal menu of screen verification commands, to accept, correct, or undo the information. Once you accept it by pressing *Enter*, you can then take another payment on the deal or press apostrophe (') key to exit.

Upon exiting from the **Deposit** screen, you will see this message:

Print Deposit Receipt? <Y/N> < >



NOTE: If you answer **N** for No, you will not be able to print the receipt at a later date.

The Finalized Receivables Option 9-2

If your store's COMPTRON® and F&I Sales systems have the Accounts Receivable (AR) Integration General Ledger (GL) Accounts structure installed to work with RealWorld accounting software, all your Sales department transactions will automatically roll into RealWorld through AR Integration. The **Finalized Receivables** option is for accepting payments, issuing refunds, and making corrections to the F&I Sales AR accounts where the deals have already been finalized.

You do not need to be integrated with the GL Accounts structure to take advantage of the **Finalized Receivables** option, however. The Sales program will still track which monies are due the dealership, and you can take payments on finalized receivables. If you do not have the AR Integration accounting package or are not integrated with it, the information just won't transfer to your Accounting department.

The relevant accounts can be of several specific types, in three general categories:

1. Customer-related accounts:
 - a. Pick Amount
 - b. Defer Down Amount
 - c. Deposit accepted on Account
2. Lender-related accounts:
 - a. Finance Reserve
 - b. Contract in Transit
3. Vendor-related accounts:
 - a. Holdback Amount
 - b. Manufacturer-to-Dealer Rebate
 - c. Manufacturer-to-Customer Rebate (as down payment)

To handle payments and refunds under AR Integration, you'll first need to search for the correct account within the F&I Sales AR file. Select **Option 2** on the **Sales Payments Menu, Finalized Receivables**, to bring up the search menu shown on the following page:

**Search for Sales A/R
Account Menu**

Search for Sales A/R Account

Select

1. Name
2. Account
3. Deal
4. Ticket
- ' Exit

Select the appropriate option number for the type of search you desire. The main **Sales A/R** screen that appears displays a summary of the current status for the F&I Sales AR account you have chosen, as illustrated in the example below. To make a payment or issue a refund on the selected AR account, use the < > **Accept** screen command option by pressing *Enter*:

Sales AR Screen

```

< > Accept <N> Next <P> Prev <S> Search <H> History <'> Exit < >
Sales A/R
Name      WELLS FARGO BANK, N.A.          Deal 501022  Ticket 433563
Account   WFB
Address   P.O. BOX 7746                   Account Type      LENDER
          BOISE, ID                      83707
Phone     800-559-3557                    Total Fin. Reserve $151.46
                                               Total In Transit  $7,212.49

```

The **Sales A/R** screen will display the line item detail so that you can choose the line item against which you want to apply the customer's payment:



NOTE: You may not see the deal for which you wish to take a payment until you press **Enter** to display all deals. If the deal you need does not appear on the first page after you press **Enter** to display the deals, keep pressing **< N >** (for Next) until you find the deal for which you are searching.

**Sales AR Screen
w/ Line Item Detail**

		Line Number or '<' Exit '>'				
Sales A/R						
Name	WELLS FARGO BANK, N.A.	Deal	501022	Ticket	433563	
Account	WFB					
Address	P.O. BOX 7746	Account Type	LENDER			
	BOISE, ID 83707					
Phone	800-559-3557	Total Fin. Reserve	\$151.46			
		Total In Transit	\$7,212.49			
Ln	Deal #	Ticket	Customer Name	Trans Date	Amount	Description
1	501022	433563	SWOPE, HAROLD R	01/11/2005	\$151.46	Fin.Reserve
2	501022	433563	SWOPE, HAROLD R	01/11/2005	\$7,212.49	Contract

Enter the payment information for the line you've selected, and the screen will change to show the updated payment and balance, as shown on the next page.

Because these lists can become very long, you have the option of "hiding" the deals with a \$0.00 balance by pressing **< Z >** . If at any time you want to see the \$0.00 balance deals, just press **< Z >** again.

We recommend using the **Other Card** option when taking a payment for electronic funds transfers (EFT). This will make it easier to balance at the end of the day. The **Correction** option is used when a correction needs to be made to an account. This could be because, for example, the deal was finalized with \$319.43 worth of finance reserves, but the bank only paid \$315.00. You would prepare a receipt for \$315.00 and then do another one with the correction for the difference of \$4.43.



NOTE: Be careful that you are selecting the correct account and customer. The customer may have several different account areas where incoming money is due; for example, contracts in transit, finance reserve, holdback, rebates, or money due directly to his AR account.

Updated Sales AR
Screen

```

Sales A/R
Name      WELLS FARGO BANK, N.A.          Deal 501022  Ticket 433563
Account   WFB

Address   P.O. BOX 7746                        Account Type      LENDER
          BOISE, ID                        83707

Phone     800-559-3557                        Total Fin. Reserve $151.46
                                               Total In Transit  $7,212.49

Payment(s)      Amount
Money
Check           $7,212.49 #12321                Total Balance     $7,363.95
Visa Card
Mastercard
Other card
Correction
Total Payment  $7,212.49                        New Total Balance $151.46

          < > Accept  <'> Correct  <U> Undo  < >

```

The **< H> History** command option displays all account detail for this F&I Sales AR account, as illustrated in the example below:

Sales A/R History
Screen

```

          <T> Toggle  <S> Search  <R> Report  <'> Exit  <H>
Sales A/R
Name      WELLS FARGO BANK, N.A.          Deal 501022  Ticket 433563
Account   WFB
----- Sales A/R History -----
Deal  Ticket Customer      Date      Charge      Payment  VIN
501022 433563 SWOPE,HAROL 01/11/05   $151.46     $0.00    1HD1CAP112K147370
501022 433563 SWOPE,HAROL 01/11/05   $7,212.49   $0.00    1HD1CAP112K147370
501022 433563 SWOPE,HAROL 01/11/05     $0.00     $7,212.49 1HD1CAP112K147370

<T> Toggle = View Description

```

The **< T> Toggle** option switches the screen display between a line item description in the last column and vehicle identification number (VIN) information: Use the **< R> Report** command to print the history data. You can define the report by choosing a range of dates and of deal numbers.

Summary

This chapter described how to handle deposits and refunds on new deals, and to collect other payments to accounts through the **Payments** option of F&I Sales. These functions include:

- > Taking deposits on deals that have not yet been finalized
- > Issuing refunds on unfinalized deals
- > Accepting and crediting payments on Sales accounts, under Accounts Receivable (AR) Integration, for deals that have already been finalized
- > Making corrections to Sales AR accounts as needed

CHAPTER 10

Maintaining Inventory Files

The **Inventory** function of your F&I Sales system covers maintenance of all those files that deal with your major inventory, including your invoices, flooring, dealer markup rates, and fees for each type of unit that you sell; as well as the current status and past history of that inventory.

This chapter corresponds to **Option 2** of the main **Sales Menu: Inventory**.

The Inventory Option

Select **Option 2** from the **Sales Menu**, as shown, for **Inventory**.

Sales Menu

```
Sales Menu                                SMITH ACTION SPORTS                                Version 4.12
                                           22 BROADWAY
                                           RIVERSIDE, CA 92500

                                           Select 2

                                           1. Deals
                                           2. Inventory
                                           3. Qik-Quote
                                           ' Exit
```

The following **Inventory Files Maintenance Menu** will be displayed:

**Inventory Files
Maintenance Menu**

```
Inventory Files Maintenance Menu

                                           Select 1

                                           1. Major Inventory
                                           2. Markup
                                           3. Make/Model
                                           4. Default Fees
                                           5. Inventory Types
                                           6. Reports
                                           ' Exit
```

The Major Inventory Option 1

If you select **Option 1** from the **Inventory Files Maintenance Menu**, the following **Major Inventory Menu** appears:

Major Inventory Menu

Major Inventory Menu

Select 1

1. General File
2. Invoice Data
3. Boat Package Display
4. Print Labels
- ' Exit

From this menu, choosing **Option 1, General File**, brings up this **Major Inventory File** screen:

Major Inventory File Screen

```

Major Inventory File      <N> Next  <S> Search  <A> Add  <D> Dup  <'> Exit  < >
                          <P> Prev  <C> Change  <d> Del  <I> Invoice
                          Motorcycle
Stock #      U97026                Vin      GL1500-3884557477
Inv Type/Seq MC 00
Package #
New/Used/Demo U
Purchased   1/23/2001
Invoice #
Vendor
Deal #
Date
Status      N
Salesman
License State AZ      License # MC-5374      Lic Exp Date 12/31/2001
Begin Odometer      on      Field1
Current Odom      56757 on      Field2
Title Status LIEN AT AHFC      Field3
Remarks      NEEDS R/TIRE & DETAIL      Field4

```

The **< I >** **Invoice** command brings up an **Invoice Record** screen which is nearly identical to the example illustrated on the next page, except that the horizontal menu of screen commands across the top looks like this:

```

<'> Exit  < ; > Skip  < . > Erase
-> Right  <Pg-up>  <Pg-down>

```

If you select **Option 2, Invoice Data**, from the **Major Inventory Menu**, the following **Major Inv Invoice Record** screen is displayed:

Major Inv. Invoice Record Screen

Major Inv Invoice Record						
<N> Next <C> Change <'> Exit < > <P> Prev <S> Search <F> Fees						
Stock # 7789	Make HONDA	Model ACCORD	VIN ACCORD-1234567890			
	Actual	Dealer	Wholesale	Retail	TOTALS	
Price (ACV)	\$3,800.00	\$4,180.00	\$4,995.00	\$5,495.00	Actual	\$3,950.00
Freight	\$125.00	\$137.50	\$179.00	\$181.25	Dealer	\$4,345.00
Prep	\$25.00	\$27.50	\$29.00	\$38.75	Wholesl	\$5,203.00
RO/Accs					Retail	\$5,715.00
Ext Contract	\$450.00	\$495.00	\$595.00	\$675.00		
Pre-pd Maint	\$1,195.00					
MSRP	\$16,955.00				Hold Back	
Invoice Discounts						
Fees (Inv Type)	\$448.42				Flooring Info:	
Pack			Trade-In Payoff Info:		Company	
Mfg-Dealer Rebate			Amount	\$3,259.36	Amount	
Mfg-Cust Rebate			Company	HFCU	Flooring	
Dealer-Cust Rebate			Cost/Day	\$ 2.35	% Int	
Bonus			Good Till	08/31/99	Start Date	
					End Date	

The **Freight** and **Prep** fields generally apply to new units only, but may be used for trade-ins if applicable. The **RO/Accs** (Repair Order/Accessories) field will be needed on most used units for any reconditioning costs. But remember that this field is posted by ROs generated by the Service department. By using the slash (/) key search command in the **RO/Accs** field, you can look at the ROs posted against this unit. You may change the retail prices on the ROs for the unit, but not the cost.

The actual value of a trade-in unit should be entered in the **Price (ACV)** field on the **Invoice Record** screen (in the following example, \$4,200.00 was the actual value). In most cases, the “over allowance” (i.e., any additional money allowed on the trade **OVER** the actual cash value [ACV]) is profit taken out of the deal and added to the ACV. Let’s say that the ’95 Honda GL1500A in the example is only worth \$4,200 in cash money (the wholesale amount); therefore, a \$300 discount was taken out of the deal and added to the ACV to achieve a \$4,500 trade allowance. Upon completion, the invoice on the used unit would look similar to the **Changing Invoice Record** screen example on the following page:

Changing Invoice
Record Screen

```

                                <'> Exit <;> Skip <.> Erase
Changing Invoice Record        -> Right <Pg-up> <pg-down>

Stock # U98025   Make HONDA           Model GL1500A   VIN  GL1500-3884557477
                   Actual       Dealer           List       Retail           TOTALS
-----
Price (ACV)    $4,200.00   $4,620.00   $4,995.00   $5,995.00   Actual $4,200.00
Freight        $125.00     $137.50    $179.00     $181.25     Dealer $4,620.00
Prep           $25.00      $27.50     $29.00      $38.75      List  $4,995.00
RO/Accs                               RO/Accs                               Retail $5,995.00
Ext Contract   $475.00     $522.50    $795.00     $895.00
Pre-pd Maint   $500.00
MSRP           $10,455.00
Invoice Discounts                               Hold Back
Fees (Inv Type)      $42.90
Pack
Mfg-Dealer Rebate                               Payoff:                               Flooring:
Dealer-Cust Rebate                               Amount $2,500.00                       Amount
Dealer-Cust Rebate                               Company AHFC                             Company
Bonus                                               Cost/Day $ 2.45                          % Int
Acct No 9000-000                               Good Till 01/31/05                       Start Date
                                                End Date
                                < > Accept <'> Correct <U> Undo

```

The < F > **Fees** command on the **Major Inv Invoice Record** screen opens the following window, displaying the Special Inv Fees file that applies to the unit whose invoice you selected:

Special Inv Fees
File Window

```

Special Inv Fees File <C> Change <d> <'> Exit < >

Stock #   7789   Yr Make           Model   VIN
Inv Type: MC00   2004 RAZZ        YAHOO   12345678901234567
Inv Name: Motorcycle

No DESCRIPTION           AMOUNT           No DESCRIPTION           AMOUNT
1 Veh/Lieu Tax
2 Registration           $41.00           12 Lost Plate
3 Commercial Fee
4 Weight/R&B Fee
5 Light Wt Fee
6 Emission Fee
7 Air Qual Fee
8 Special/Temp Tag
9 Collegiate Fee
10 Transfer Fee
11 Financial Filing

                                13 Use Tax
                                14 Dept Rev/Notary
                                15 Serial Number
                                16 Postage Fee
                                17 Penalty Fee
                                18 Lien Fees
                                19 Title Fee
                                20 Dlr Doc Fee           $45.00
                                21 Coast Guard
                                22 Inspection Fee

                                TOTAL FEES           $86.00

```

Option 3 on the **Major Inventory Menu**, lets you see the **Boat Package** screen, as illustrated on the next page:

Boat Package Screen

```

                                <N> Next  <S> Search  <'> Exit  < >
Boat Package # PK1
HULL                               IN/OUTBOARD (#1)           IN/OUTBOARD (#2)
Stock #  HULL1                     Stock #    ENG1           Stock #    ENG2
Inv Type  HL                        Inv Type   IO              Inv Type   IO

Hull #  HULL1234567890123  Eng #  ENG1-1234567890987  Eng #  ENG2-0987654321098
Year    04                    Year    04                    Year    04
Make    KINGFISHER          Make    FORCE                Make    FORCE
Model   179XL                Model   VX200                    Model   VX200
Color   BLUE/SILVR          Size/HP 200 HP                Size/HP 200 HP
Body Type BASS DUAL          Drive Make
Length  17 ft 9 in          Drive Type U (Outboard)   Drive Type U (Outboard)
Purchased 01/28/05          Ser #
DAYSonLot 160                Transom #
Sold?     No
New/Used  N                  TRAILER
Reg State AZ                 Stock #    TR101           Trailer #  TRL-2005872323
Reg Lic # FISH'IN           Inv Type   TR                  Axles    2
Reg Exp Date 12/31/05       Year    04                    GVWR     3500
                                                Make    SHORELANDE        Lic State AZ # MSO
Pkg Price $25,668.25        Model     PF-225                Lic Exp Date 12/31/05
    
```

This screen was designed specifically for the marine industry, to allow viewing of all the information on each stock number associated with a package (in this case, package number PK1). If each stock number in your Major Inventory general file is assigned a common package number, then all the stock items in a package can be displayed at once.



NOTE: You must use one of the marine inventory type codes shown above (i. e., **HL**, **IO**, or **TR**) to be able to display the information here.

Selecting **Option 4, Print Labels**, from the **Major Inventory Menu**, will allow you to print inventory labels for your stock. First you will see an output selection screen, prompting you to choose whether to display the resulting output on the screen < S> or send it to the printer < P> . Then an **Inventory Types** screen will appear, similar to the following example:

Inventory Types Screen

```

                                Ln  <N> Next  <,> Home  <'> Exit  < >
                                <P> Prev  <.> End   <T> Toggle
Inventory Types
Ln  Type  Name
--  ---  -
1  MC00  Motorcycle
2  MC20  MU-HD (MISC)
3  MC21  MU-HD (TOURING)
4  MC22  MU-HD (SOFTAIL)
5  MC23  MU-HD (DYNA)
6  MC24  MU-HD SPORTSTER
7  MC26  MU-OTHER MC
8  MC30  MU-HD (USED)
9  MC32  MU-OTHER USED-MC
0  AT00  All-Terrain
A  WC00  Water Craft
B  TR00  Trailer
C  PP00  Power Products
D  IO00  Inboard/Outboard
E  HL00  Hull
    
```

Enter the line number representing the inventory type for which you want to print labels, and this **Labels Stock Number Range** screen will be displayed:

Labels Stock Number Range Screen

```

                                <'> Exit  <.> Erase
Labels Stock Number Range

Starting Number: 

Ending Number:

```

Enter a starting and ending stock number, or, if you want labels for all the stock numbers of the inventory type you have chosen, just press the *Enter* key at each blank, and the system will default to the “First” and “Last” stock numbers on record. Press *Enter* again to accept the range selected, and the screen will change to prompt “How Many Labels?” with a default of one label per number. Change that count or leave it as is, and press *Enter* to initiate label printing. The resulting labels will include each unit’s stock number, invoice or sold date, year, make, model, vehicle identification number (VIN), and inventory type/sequence number.

The Markup Option 2

Selecting **Option 2** from the **Inventory Files Maintenance Menu**, lets you add or subtract records in the Markup file, to set different cost markup levels different cost markup levels for each vehicle type/sequence number combination in your inventory (such as dealer and retail markup percentages for base price, freight and prep costs, and add-ons). To use the **Markup** option, there must already be an inventory type/sequence number set up under **Option 5, Inventory Types**, of the **Inventory Files Maintenance Menu**, for the unit. Once an inventory type is set up, the program will automatically create a Markup file record for it, using 0% for the markup. Then you can enter the markup values that you want to use. **Inventory Type** field codes are:

MC = MotorCycle	VE = VEHICLE (car or truck)
AT = All-Terrain Vehicle	WC = Personal Water Craft (e.g., jet ski)
HL = Hull (boat hull)	IO = Inboard/Outboard (marine engine)
AC = Accessories	PP = Power Product (lawnmower, generator, etc.)
TR = TRailer (transport, park model, fifth wheel, motor home, etc.)	

The sequence numbers within each inventory type can be any two-digit number from 00 to 99. For example, MC04, AT01, TR20, etc. You can decide what numbering pattern to assign.

A file screen will be displayed, similar to the example on the next page. The upper area of the screen shows you all the functions (commands) available:

Markup File Screen

Markup File	<N> Next	<S> Search	<A> Add	<'> Exit	< >
	<P> Prev	<C> Change	<d> Del		
Inventory Type	MC00				
Item	% Markup for Dealer Costs	% Markup for Retail Costs			
Base Price	5.00	25.00			
Freight	10.00	50.00			
Prep	10.00	75.00			
Accessories	10.00	75.00			
Add-on Contract	10.00	75.00			
Description	MOTORCYCLE INVENTORY ACCOUNT #				

Explanation of Screen Command Options:

- < A> = **Add** a new record
- < C> = **Change** the record now displayed
- < d> = **Delete** this record
- < '> = **Exit** back up to the previous screen/menu
- < N> = **Next** record on file
- < S> = **Search** inventory by stock number
- < P> = Return to the **previous** record

You may want to set up your inventory by the way it is taxed. For example, if your on-road motorcycles are taxed differently from off-road bikes, you can set up two different inventory type code/sequence numbers, and then you will be asked to set up two different corresponding tax files. This eliminates having to change tax percentages each time you enter a deal. The sequence number is critical to Sales account tracking for generating report information, and for applying correct tax rates and fees. You can use a different inventory sequence number for each type of unit in your inventory, or for each size (e.g., large, mid-size, small), or you may choose to have just one sequence number for each inventory type.

Next you will be asked to input a percentage for the **% Markup for Dealer Costs** field. The markup percentage for *dealer costs* is generally calculated by taking the **AVERAGE** cost per unit, including advertising, flooring, and other associated fixed expenses on an annual basis. *Retail cost* is the highest price that you would affix to the retail unit, or the *full window sticker price*.

Continue entering the % Markup for each of the other areas (freight, prep, accessories, and add-on contract).



NOTE: *Accessories are the same as ROs added to the invoice. The **add-on contract** is the same as an extended service contract.*

After you have completed all the Markup file entries, type an apostrophe (') to exit out of the **Markup File** screen and return to the **Inventory Files Maintenance Menu**.



NOTE: Don't forget to set up a Markup file for **EACH** inventory type/sequence number that you have defined.

The Make/Model Option 3

Select **Option 3** from the **Inventory Files Maintenance Menu** to bring up the following Make/Model file. When you add a new or used make or model into your inventory, the Make/Model file record is automatically created from the Major Inventory file record. The inventory type/sequence number should match that used for the unit in the Markup file, to give it the correct dealer and retail pricing.

Make/Model File
Screen

```

                                <N> Next  <S> Search  <'> Exit   < >
Make/Model File                    <C> Change  <d>

Inventory Type: IO00 Type Control No: 009000-900

Ln  Year  Make      Model      Description
No
01  2004  MERCURY    250 MARINE  250 HP INBOARD V-8 (CHEV)
02  2004  MERCURY    275 MARINE  275 HP INBOARD V-8 (CHEV)
03  2004  MERCURY    375 MARINE  375 HP INBOARD (CHEV 454 V-8)

```

Type A to add a new record, and the following screen will be displayed:

Adding Make/Model
Record Screen

```

                                <'> Exit  <;> Skip  <.> Erase  </> ?
Adding Make/Model Record

Inventory Type:  Type Control No:

Ln  Year  Make      Model      Description
No
01

```

If a unit has been misplaced into the incorrect Make/Model file, it may be transferred by editing that line number: Simply type in the correct inventory type/sequence number, and the unit will be moved to the correct Make/Model file.

When you finish setting up the new record, the screen will look similar to the following example:

Make/Model File Screen

```

                                <N> Next  <S> Search  <'> Exit    < >
Make/Model File                <A> Add  <C> Change  <d>
Inventory Type: AT00 Type Control No: 009000-900

Ln  Year  Make      Model      Description
No
01  1999  HONDA      TRX300     HONDA 4 TRAX-2X4,300cc
02  1999  HONDA      TRX300EX   HONDA 4 TRAX-4X4,300cc
03  2001  KAWASAKI   KLF300BAYO KAWASAKI ATV-2X4,300cc
04  2000  YAMAHA     YFB250     YAMAHA ATV-BLASTER,2X4,250cc
05  2001  YAMAHA     YFM350     YAMAHA BANSHEE-2X4,350cc TWIN
    
```

Next, type an apostrophe (') to exit out of the **Make/Model File** screen and return to the **Inventory Files Maintenance Menu**.

The Default Fees Option 4

Choosing **Option 4** from the **Inventory Files Maintenance Menu** lets you access the following **Default Fee File** screen:

Default Fee File Screen

```

                                <N> Next  <S> Search  <A> Add    <'> Exit    < >
Default Fee File                <P> Prev  <C> Change  <d> Del
Inv Type:  HL00                  HULL

No DESCRIPTION          AMOUNT          No DESCRIPTION          AMOUNT
1 Veh/Lieu Tax          $8.00           12 Lost Plate
2 Registration          $8.00           13 Use Tax
3 Commercial Fee
4 Weight/R&B Fee
5 Light Wt Fee
6 Emission Fee
7 Air Qual Fee
8 Special/Temp Tag
9 Collegiate Fee
10 Transfer Fee
11 Financial Filing
                                14 Dept Rev/Notary
                                15 Serial Number
                                16 Postage Fee          $1.50
                                17 Penalty Fee
                                18 Lien Fees
                                19 Title Fee
                                20 Dlr Doc Fee          $29.50
                                21 Coast Guard          $26.00
                                22 Inspection Fee
                                TOTAL FEES              $65.00
    
```

If you add a new unit “type/sequence number” to your inventory, you need to set up a Default Fee file record for each fee that applies to that *type/sequence number*. These are default fees that will apply to all units of that type/sequence number (e.g., title, registration, dealer document fees, etc.). When this unit is sold these fees are displayed on the finance screen as part of the cost of the unit to the customer. Adding these records also creates the information needed for reports at the end of the day or month.

To use the **Default Fees** option, there must already be a separate inventory type/sequence number set up under **Option 5, Inventory Types**, of the **Inventory Files Maintenance Menu**, for the unit. Once an inventory type is set up, the system will automatically create a Default Fee file record for it, using \$0.00 for the fee amounts. Then you can enter the dollar amounts that you want to use for each fee.

Input **Amount** entries opposite those fee descriptions that apply, to show how much the agency requires to be collected (e.g., a DMV title fee of \$12, or a dealer document fee of \$49.50). The Sales program will keep track of the total for all fees indicated.

When the last **Amount** field entry is completed, use the apostrophe (') to exit out of the **Default Fee File** screen and return to the **Inventory Files Maintenance Menu**.

The Inventory Types Option 5

Choosing **Option 5** from the **Inventory Files Maintenance Menu** will bring up an **Inventory Types** screen:



NOTE: This is actually the very first step you should take in creating or maintaining your inventory files.

Inventory Types
Screen

```

      <A> Add      <'> Exit  < >
      <C> Change  <d>

Inventory Types

      Type      Name
      ----      -
      MC00      Motorcycle
      MC20      MU-HD (MISC)
      MC21      MU-HD (TOURING)
      MC22      MU-HD (SOFTAIL)
      MC23      MU-HD (DYNA)
      MC24      MU-HD SPORTSTER
      MC26      MU-OTHER MC
      MC30      MU-HD (USED)
      MC32      MU-OTHER USED-MC
      AT00      All-Terrain
      WC00      Water Craft
      TR00      Trailer
      PP00      Power Products
      IO00      Inboard/Outboard
      HL00      Hull
      VE00      Vehicle
      AC00      Accessories
  
```

Here you can add to or change your list of inventory type sequence numbers (the two-digit extension following the two-letter basic type code), allowing you to set up separate sequence numbers for those unit subcategories to which your state may apply different fees and tax rates. For instance, you can tax your on-road motorcycles differently from your off-road bikes, simply by separating them out by sequence number and then setting up separate Markup, Default Fee, and Tax file records for each sequence number. Similarly, you can apply different markup rates to different types of inventory, with separate Markup file records for each. If you need to, you can define up to 99 sequence numbers for each type of inventory. This can also help you generate more specific inventory reports.



NOTE: Remember, after you create an inventory type and sequence number, the system will automatically create a Markup file record and Default Fees file record with nothing in them. Then you need to add the appropriate markup and fees rates.

The Reports Option 6

Option 6 on the **Inventory Files Maintenance Menu**, lets you generate reports by inventory type. The following **Inventory Reports Menu** will appear:

Inventory Reports Menu

```
Inventory Reports Menu

Select 

1. Standard Reports
2. Dealer Cost
3. Report Generator
4. Receiving Recap
5. Engine Size by Mfr

' Exit
```

When you choose **Option 1, Standard Reports**, from the **Inventory Reports Menu**, a **Reports by Type** screen is displayed, similar to the example on the next page:

Reports by Type Screen

```

Enter Line <1-A> <C> Change < > All <'> Exit < >
Reports by Type

1. Motorcycle (Y)
2. All-Terrain (Y)
3. WaterCraft (Y)
4. Trailer (Y)
5. Power Product (Y)
6. In/Outboard ( )
7. Hull ( )
8. Vehicle ( )
9. Accessories (Y)
0. Boat Package ( )
A. All Packages ( )

```

This report is a printout of units in each *type* of inventory. If you want an inventory report on only one type, enter that line number. At this time, these reports cannot be broken out by sequence number, but only by inventory type. If you want a report covering several unit types, press *Enter*, and each type marked with a “Y” will be included in the report. The last two inventory type options refer to your predefined multi-unit packages. The < C> **Change** option allows you to edit the “Yes” (Y) and “No” () report selection fields on each inventory type. These fields will keep the same settings until you change them again. Once you accept that, the next screen will ask whether to display cost data. Enter Y for Yes or N for No.

After you choose the inventory status to include in the report, you will see a screen asking whether to display cost data, and if you answer “Yes” (Y), a screen will let you select which type of cost to display (actual or dealer). Next, no matter which inventory report type(s) you have selected, a **Major Inventory Reports** menu like the example below will appear, allowing you to further define, by status, the inventory range on which you need information.

Major Inventory Reports Menu

```
Major Inventory Reports
```

```
Select 
```

1. New
2. Used
3. All
4. Sold
5. Backup
- ' Exit

The following example resulted from choosing **Option 1, New**, from the **Major Inventory Reports** menu, with actual cost displayed:

Sample Inventory Listing of New Vehicles:

Inventory Listing Of New Vehicles											
1/15/2005											
Year	Make	Model	Color	Stock#	Date	Age	Actual Cost	Retail	ID Number	Status	Page 1 N/U Ven
2004	CHEVROLET	1/2 TON PU	WHITE	04133	11/15/04	61	\$21,142.00	\$25,100.00	S48TRE93540959902	SOLD	NEW
2004	CHEVROLET	ASTRO	CINNAMON	04115	10/16/04	91	\$19,658.00	\$23,601.75	S4D68B67876800456	SOLD	NEW
2004	CHEVROLET	ASTRO VAN	BLK/TAN	04155	12/21/04	25	\$24,720.00	\$28,207.50	S77E5D79347649031	QUOTE	NEW
2004	CHEVROLET	CAMARO	MET.TEAL	04134	11/15/04	61	\$23,782.00	\$28,767.00	SJHRU478478E884C5	BACKUP	NEW
2004	CHEVROLET	CORVETTE	RED	04135	11/15/04	61	\$38,071.00	\$47,186.66	4R59487RFWE8R7F89	QUOTE	NEW
2004	CHEVROLET	CORVETTE	AQUA	04183	12/18/04	28	\$34,428.00	\$43,531.00	VETTE2004375HP6SP	QUOTE	NEW
2004	CHEVROLET	MONTECARLO	BLUE	04136	11/15/04	61	\$21,931.00	\$26,581.00	MC04RF3D89DF57R92	SOLD	NEW
2004	CHEVROLET	TYPE LT	MAROON	04112	10/13/04	94	\$25,540.00	\$32,261.00	LT04GE5H74RS83T76	QUOTE	NEW
2004	FORD	MUSTANG	WHITE	04137	11/30/04	46	\$28,125.00	\$32,237.50	M048597FD2LT5P7D9	QUOTE	NEW
2004	FORD	MUSTANG	SILVER	04559	12/30/04	16	\$26,875.00	\$30,345.00	M049587FD3LT7S2B6	SOLD	NEW
2004	GMC	1500	WHITE	04141	12/04/04	42	\$31,873.34	\$52,627.38	GM04RD321SCX35C64	BACKUP	NEW
2004	GMC	1500	BLACK	04542	12/04/04	42	\$32,995.00	\$53,695.00	GM04RD123SCY45D67	QUOTE	NEW
Total Number of All Vehicles:				12			\$329,140.34	\$424,140.79			
Averages:						52.3	\$27,428.36	\$35,345.07			

The remaining inventory type options on the **Reports by Type** screen produce menus with the same status options as shown on the **Major Inventory Reports** menu. Examples of reports for other inventory types are shown below and on the next page.

Sample Inventory Listing of All Motorcycles:

Inventory Listing Of All Motorcycles											
1/15/2005											
Year	Make	Model	Color	Stock#	Date	Age	Actual Cost	Retail	ID Number	Status	Page 1 N/U Ven
1998	BMW	RS100	GREEN	98147	11/18/04	58	\$11,250.00	\$15,562.50	BW98RS100ST854LM7	QUOTE	USED
2000	HONDA	GL1500	RED	00114	11/22/04	54	\$6,395.00	\$9,895.00	H000GL1500A34DB56	SOLD	USED
1996	KAWASAKI	KD80M	RED/WHITE	96146	10/09/04	98	\$1,461.00	\$2,290.50	KA96KD80M-3495E95	SOLD	USED
2004	SUZUKI	GSF1200SY	SILVER	04141	10/28/04	79	\$11,774.46	\$16,455.25	SU84GSF1200SY5500	QUOTE	NEW
2001	YAMAHA	RS1100	BLUE	01144	9/29/04	108	\$7,979.00	\$11,150.50	YA01RS1100E571NS2	BACKUP	USED
2003	YAMAHA	RS1300	RED	03138	12/15/04	31	\$10,846.00	\$14,182.50	YA03RS1300F375TR8	QUOTE	USED
Total Number of All Motorcycles:				6			\$49,705.46	\$69,536.25			
Averages:						71.3	\$8,284.24	\$11,589.38			

Sample Inventory Listing of All Trailers:

Inventory Listing Of All Trailers											Page	1
1/15/2005											N/U	Ven
Year	Make	Model	Color	Stock#	Date	Age	Actual Cost	Retail	ID Number	Status	N/U	Ven
1999	SHORELANDE	12.5	BLUE	99113	11/06/04	70	\$1,370.00	\$2,645.00	SL5E7MN32RP403S05	SOLD	USED	
1991	SHORLANDER	SHO-10	WHITE	91009	10/15/04	92	\$1,045.00	\$1,259.00	SL1A8JK17HG284L39	QUOTE	USED	
1999	TRAILSTAR	PRO/TX17	RED	99115	12/04/04	42	\$1,675.00	\$3,258.00	4TR11BE1X05SB2207	QUOTE	USED	
Total Number of All Trailers:				3			\$4,090.00	\$7,162.00				
Averages:						68.0	\$1,363.34	\$2,387.34				

Sample Inventory Listing of All In/Outboards:

Inventory Listing Of All In/outboards											Page	1
1/15/2005											N/U	Ven
Year	Make	Model	Color	Stock#	Date	Age	Actual Cost	Retail	ID Number	Status	N/U	Ven
2002	MERCURY	M-450E	SILVER	02018	11/19/04	57	\$550.00	\$985.62	M0E268SR3472GT815	QUOTE	USED	
1999	MERCURY	M-250	BLACK	99017	10/18/04	89	\$255.00	\$575.49	M0A947XT5341NP622	SOLD	USED	
Total Number of All In/Outboards:				2			\$805.00	\$1,561.11				
Averages:						73	\$402.50	\$780.56				

Sample Inventory Listing of All Hulls:

Inventory Listing Of All Hull											Page	1
1/15/2005											N/U	Ven
Year	Make	Model	Color	Stock#	Date	Age	Actual Cost	Retail	ID Number	Status	N/U	Ven
1995	SEA NYMPH	SEA-10	GREEN	95012	10/18/04	89	\$1,925.00	\$3,685.47	SEA952KT6874SN	QUOTE	USED	
2002	TRACKER	PRO-17	BLUE/WHITE	02017	11/19/04	57	\$7,275.00	\$9,925.39	TRK0275I849R05	QUOTE	USED	
Total Number of All Hull:				2			\$9,200.00	\$13,610.86				
Averages:						73.0	\$4,600.00	\$6,805.43				

When you choose **Option 2, Dealer Cost**, from the **Inventory Reports Menu**, the following **F&I Inventory Report** menu appears:

F&I Inventory Report Menu

```

F&I Inventory Report

                               Select 

                               1. Specific Item Type
                               2. Range of Item Types
                               3. All Item Types
                               ' Exit
    
```

When you select **Option 1, Specific Item Type**, from the **F&I Inventory Report** menu, this **Inventory Types** screen is displayed:

Inventory Types Screen

```

                               Ln <T> Toggle <'> Exit <>

Inventory Types

Ln  Type  Name
--  ----  -----
 1  MC00  Motorcycle
 2  MC05  Ducati
 3  MC10  Honda
 4  MC15  Suzuki
 5  MC20  Yamaha
 6  AT00  All-Terrain
 7  WC00  Water Craft
 8  TR00  Trailer
 9  PP00  Power Products
10  IO00  Inboard/Outboard
11  HL00  Hull
12  VE00  Vehicle
13  AC00  Accessories
    
```

Whichever inventory type you choose, the following **Inventory Report** menu will appear, letting you indicate whether you want information on your new or used units, or both:

Inventory Report Menu

```

Inventory Report

                               Select 

                               1. New
                               2. Used
                               3. Both
                               ' Exit
    
```

Below is an example of an Inventory Report by Item Type, at dealer cost, for new motorcycles:

Sample Inventory Report by Item Type for New Items:

Inventory by Item Type for NEW items at Dealer Cost								INVENTORY REPORT		Page 1
2/19/2005										
Type	Vin	Stock#	Status	Deal#	Cost	Freight	Prep	RO/Acc	Total	
MC10	1HFSC46093A103307	12B107	Q	502017	\$12,329.00	\$109.65	\$73.40	\$.00	\$12,512.05	
MC10	1HFSC49083A102161	10B157	S	502021	\$11,799.00	\$109.65	\$73.40	\$.00	\$11,982.05	
MC10	JS1VS54A832103539	3C131	S	502005	\$6,222.00	\$109.65	\$73.40	\$.00	\$6,405.05	
MC10	JS1VS54A432104770	3C141	B	502020	\$6,378.00	\$109.65	\$73.40	\$.00	\$6,561.05	
MC10	JS1VX51L332101236	3C161	S	502008	\$7,830.00	\$109.65	\$73.40	\$.00	\$8,013.05	
MC10	JS1VY51A132100131	3C061	Q	502013	\$9,125.00	\$109.65	\$73.40	\$.00	\$9,308.05	
MC10	1HFSC52053A007668	4C077	B	502010	\$8,549.00	\$109.65	\$73.40	\$.00	\$8,732.05	
MC10	JH2RC44633M701530	4C297	S	502011	\$6,244.00	\$109.65	\$73.40	\$.00	\$6,427.05	
MC10	JH2RC44F23M101159	4C317	S	502007	\$6,359.00	\$109.65	\$73.40	\$.00	\$6,542.05	
MC10	JH2RC44523M703907	4C337	Q	502016	\$6,229.00	\$109.65	\$73.40	\$.00	\$6,412.05	
MC10	1HFSC52013A008882	5C077	S	502019	\$8,549.00	\$109.65	\$73.40	\$.00	\$8,732.05	
MC10	1HFSC34663A601529	5C067	Q	502014	\$11,989.00	\$109.65	\$73.40	\$.00	\$12,172.05	
MC10	JS1VS54A332108115	5C161	S	502001	\$6,378.00	\$109.65	\$73.40	\$.00	\$6,561.05	
MC10	1HFSC43063A302299	5C157	S	502004	\$7,789.00	\$109.65	\$73.40	\$.00	\$7,972.05	
MC10	1HFSC46032A011365	1B057	Q	502024	\$12,589.00	\$109.65	\$73.40	\$.00	\$12,772.05	
Summary Totals (New Items) for Item Type MC10 CRUISER MC										
Count:	15				\$128,358.00	\$1,644.75	\$1,101.80	\$.00	\$131,103.75	

If you select **Option 2, Range of Item Types**, from the **F&I Inventory Report** menu, you will see the following report range screen, prompting you to enter a starting and ending item type:

**F&I Inventory Report
Range Screen**

```

Exit <'>  Select </>

F&I Inventory Report

Starting Item Type: █

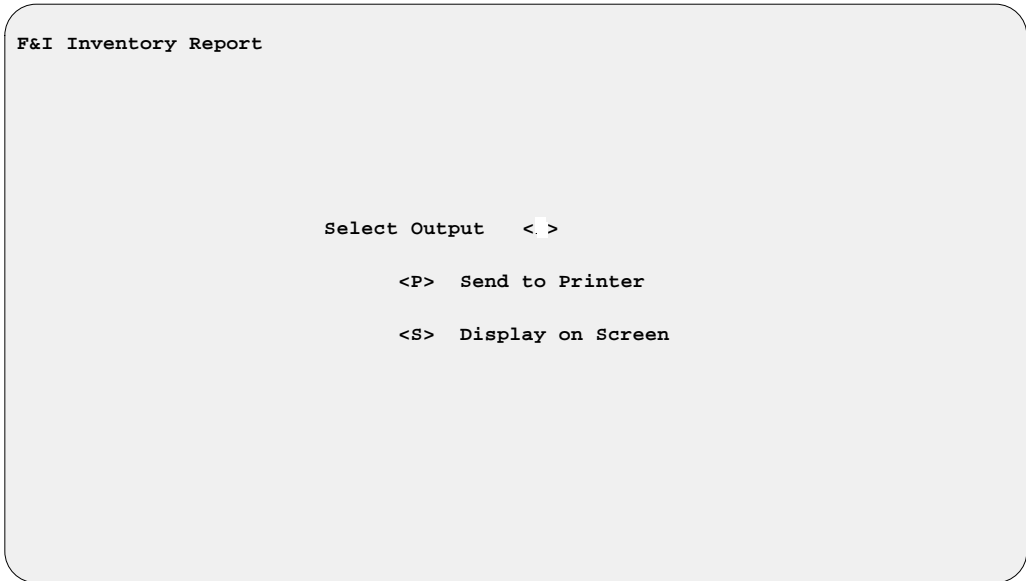
Ending Item Type:

```

Press the slash (/) key to see the **Inventory Types** screen illustrated on the previous page, or enter the starting inventory type/sequence number that you want. After you choose an inventory type, the range screen will reappear, displaying your starting inventory type code, with the cursor waiting at the ending code field for you to modify it as needed.

Once you have defined the inventory range for your report, you will get the same **F&I Inventory Report** menu shown on the previous page, letting you pick new/used units or both. When you have done that, the screen will change again, as shown on the next page, prompting you to choose whether to display your report output on the screen < S > or send it to the printer < P > :

**F&I Inventory Report
Output Selection Screen**



Here is an example of an Inventory Report by Item Type, at dealer cost, for used motorcycles:

Sample Inventory Report by Item Type for Used Items:

Inventory by Item Type for USED items at Dealer Cost									
2/19/2005									
Type	Vin	Stock#	Status	Deal#	Cost	Freight	Prep	RO/Acc	Total
MC10	JS1VX51L5S2101771	2C329	B	502012	\$2,700.00	\$.00	\$.00	\$.00	\$2,700.00
MC10	JS1NP41A7W2101107	4A512	B	502023	\$3,275.00	\$.00	\$.00	\$.00	\$3,275.00
MC10	JS1NP41A1Y2100912	3B072	B	502009	\$1,050.00	\$.00	\$.00	\$239.68	\$1,289.68
MC10	JS1VX51L6J2100160	8X249	B	502006	\$4,450.00	\$.00	\$.00	\$.00	\$4,450.00
MC10	JS1VS52A6V2102976	12A249	B	502018	\$2,400.00	\$.00	\$.00	\$.00	\$2,400.00
MC10	JH2RC0809CM000943	4C529	B	502002	\$1,275.00	\$.00	\$.00	\$359.73	\$1,634.73
MC10	5VPCS15D2Y3000652	4C519	B	502022	\$7,100.00	\$.00	\$.00	\$.00	\$7,100.00
MC10	A56DS4874F32L91R0	TRADE1	B	502003	\$1,350.00	\$.00	\$.00	\$.00	\$1,350.00
MC10	JH2MC1302VK400803	12B269	B	502015	\$2,075.00	\$.00	\$.00	\$.00	\$2,075.00
Summary Totals (Used Items) for Item Type MC10					CRUISER MC				
Count: 9					\$25,675.00	\$.00	\$.00	\$599.41	\$26,274.41

If you have chosen **Option 1, Specific Item Type**, or **Option 2, Range of Item Types**, from the **F&I Inventory Report** menu, your report will include a summary for each item type, plus a grand total summary at the end when multiple item types are involved. If you have selected **Option 3, All Item Types**, at least two reports will be printed: first a list of new items, with a summary, followed immediately by a report of used items with its summary. If you have asked for all item types, your report will first list new items for all item types, with a grand total summary; and then list used items for all item types, with their grand total summary.

Choosing **Option 3, Report Generator**, from the **Inventory Reports Menu**, brings up the **Report Generator** version of an **Inventory Report** screen, similar to the example illustrated below, which lists the title and description of whatever report was last generated here.

Inventory Report Screen

```

                <A> Add    <N> Next  < > Print  <'> Exit   < >
Inventory Report <S> Search <P> Prev  <d> Delete <F> Filters

                Report Title  INVCOST          Description Stock#YearMakeModelTOT(Actual)
                Filter Title   Description

Date:  2/19/2005                                     Page   1

Stock# Year Make      Model          TOT(Actual)  TOT(Dealer)  TOT(Retail)
xxxxxx xxxx  xxxxxxxxxxxx xxxxxxxxxxxx  $$$$$,$$$.$$$ $$$$$,$$$.$$$ $,$$$$,$$$.$$$$

```

If you want to custom design a new report, tailored specifically to your inventory tracking needs, use the **< A> Add** option to see this blank **Inventory Report** screen:

New Inventory Report Screen

```

                <'> Exit
Inventory Report

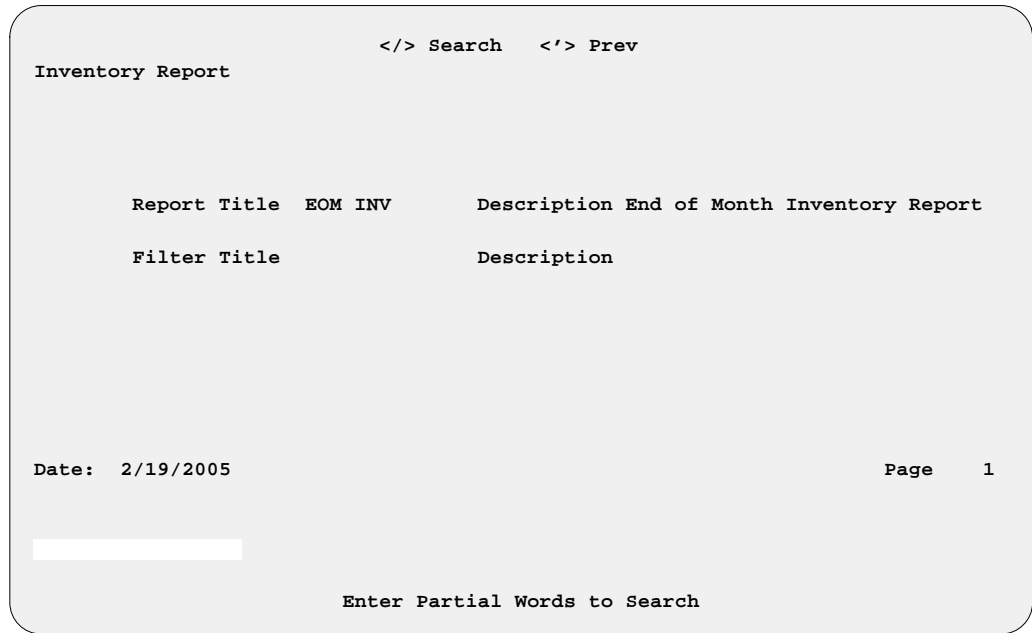
                Report Title  [ ]          Description
                Filter Title   Description

Date:  2/19/2005                                     Page   1

```

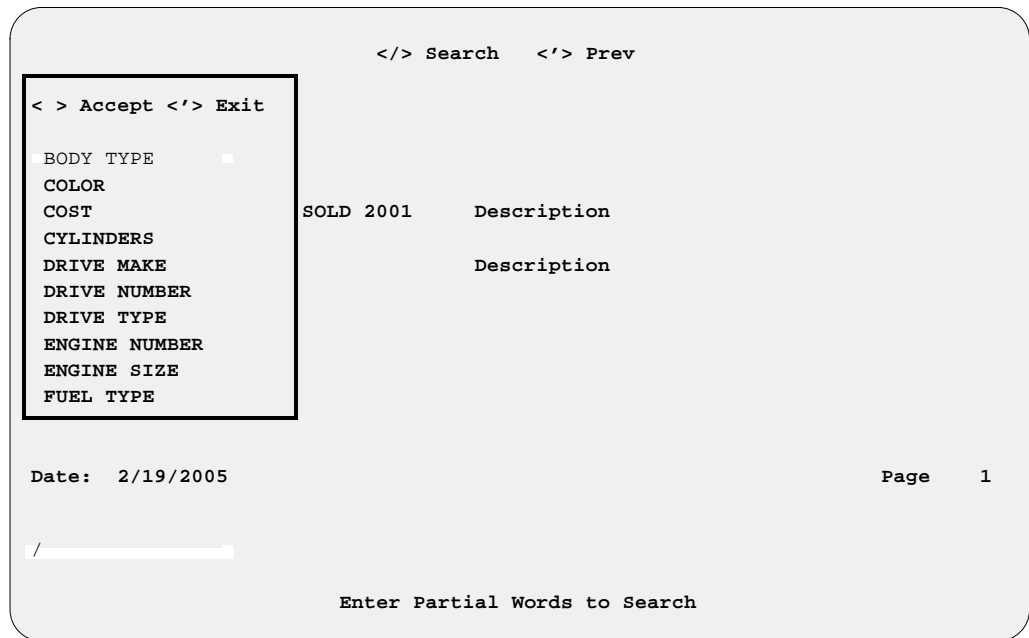
Enter a meaningful title for your new report, then press *Enter* to move to the **Description** field. Type a brief description of your new report here, or press *Enter* to leave it blank and move to the next field. (If you leave the **Description** field blank, later it will show abbreviated names of the first three data fields you have selected for inclusion in your report.) The cursor will move down to the lower left corner of the screen below the date, as illustrated on the next page, and prompt you to enter a term for a search of possible data fields to be included in the report:

New Inventory Report Screen Ready for Field Selection



Type a word (or part of one) for the first data field for your new report, and press *Enter*, or press the slash (/) key for a scrolling search of data field names, which opens the following **Data Field Name** window:

Inventory Report Screen: Data Field Name Window



Arrow down the list of data fields to highlight the field name you want, then press *Enter* to accept the field title selected. The **Data Field Name** window will close, revealing your **Inventory Report** screen with the name of the first data field displayed in the lower left corner above a string of **x**'s, **9**'s, or **\$**'s (dollar signs) to indicate the field's size (in characters, numeric digits, or dollar amounts, respectively). The cursor will be waiting to the right of the data field name.

To pick the next data field for your report, just press the slash (/) key again, and the **Data Field Name** window will reopen for you to repeat the field selection process. (You will need to choose at least three fields before you can generate a report.) Try to select the data fields in the order in which you want them to be displayed on your report.

Choosing the field name “Cost” will open this **Invoice Cost Data** subwindow:

Inventory Report
Screen: Invoice Cost
Data Window

```

</> Search  < > Accept
Enter Line No. or '<' Exit  < >
Invoice Cost Data
BODY TY      1. ACTUAL          17. FREIGHT (Actual) 33. PREP (Dealer)
              2. ACV           18. FREIGHT (Dealer) 34. PREP (List)
              3. BONUS          19. FREIGHT (List)  35. PREP (Retail)
              4. DEALER         20. FREIGHT (Retail) 36. REBATE (Dlr/Cust)
              5. EXT WAR (Actual) 21. HOLDBACK         37. REBATE (Mfg/Cust)
              6. EXT WAR (Dealer) 22. HOLDBACK (Paid)  38. REBATE (Mfg/Dlr)
              7. EXT WAR (List)   23. HOLDBACK (PCT)  39. RETAIL
              8. EXT WAR (Retail) 24. INVOICE DISCNT  40. RO (Actual)
              9. FEES           25. LIST            41. RO (Dealer)
             10. FLOORING        26. MSRP            42. RO (List)
             11. FLOORING (Amt/K) 27. PACK            43. RO (Retail)
             12. FLOORING (Calc) 28. PPM (Actual)    44. TOTAL (Actual)
             13. FLOORING (Cum)  29. PPM (Dealer)   45. TOTAL (Dealer)
             14. FLOORING (Billed) 30. PPM (List)     46. TOTAL (Retail)
             15. FLOORING (Paid)  31. PPM (Retail)   47. TOTAL (Wholesale)
             16. FLOORING (PCT)   32. PREP (Actual)
Enter Partial Words to Search

```

Once you choose a line number from the **Invoice Cost Data** subwindow and press *Enter* to accept that field choice, both that subwindow and the **Data Field Name** window will close to show your **Inventory Report** screen with all your data field name choices so far displayed near the bottom. If you want to add another invoice cost data field, you must press the slash (/) key again to reopen the **Data Field Name** window, and then reselect “Cost” to reopen the **Invoice Cost Data** subwindow.

When you’ve chosen the last field to include in your new report, press *Enter* to accept the display of your field name choices, and the **Inventory Report** screen will be reappear, as shown in the following example, with all the data field names listed across the bottom (and the first three names also abbreviated in the **Description** field if you have not put your own report description there). For this example, we selected the **Year**, **Make**, **Model**, **Total (Dealer)**, **Total (Retail)**, **Invoice#**, **Inventory Date**, and **Age** fields. (The **Total (Dealer)** and **Total (Retail)** fields are from lines 45 and 46 on the **Invoice Cost Data** subwindow):

**Inventory Report
Screen with All Data
Fields Selected**

```

                                <A> Add    <N> Next  < > Print  <'> Exit    <F>
Inventory Report <S> Search  <P> Prev  <d>    <F> Filters

                                Report Title  EOM INV      Description YearMakeModelTOT(Dealer),
                                Filter Title      Description

Date: 2/19/2005                                                    Page    1

Year Make      Model      TOT(Dealer)  TOT(Retail) Invoice#    Inv_Date  Age
xxxx xxxxxxxxxx xxxxxxxxxx $,,$,$,$,$ $,,$,$,$,$ $,,$,$,$,$ xxxxxxxxxx 99/99/9999 9999
    
```

After identifying all the data fields to be covered in your new report, use the **< F> Filters** command to narrow further the range of information that you wish to include, and an **Inventory Filter** screen similar to this will appear:

**Inventory Filter
Screen**

```

                                <A> Add    <S> Search  <'> Exit    < >
Inventory Filter

                                Report Title  EOM INV      Description YearMakeModelTOT(Dealer),
                                Filter Title  MAKE          Description

Date: 2/19/2005                                                    Page    1

Year Make      Model      TOT(Dealer)  TOT(Retail) Invoice#    Inv_Date  Age
xxxx xxxxxxxxxx xxxxxxxxxx $,,$,$,$,$ $,,$,$,$,$ $,,$,$,$,$ xxxxxxxxxx 99/99/9999 9999
    
```

The **< A> Add** option moves the cursor to the **Filter Title** field, where you must type in a name for the filter that you wish to add, and press *Enter*, before you can see an **Inventory Filter** window. In the following example, we will select line 2, **Make**, for the main field to use as a filter:

**Inventory Filter Screen:
Inventory Filter
Window**

```

Inventory Filter      Enter Line No  or < > Accept  < >
                                MAKE
The filter limits the report to ONLY these fields

Ln#  FIELDS                FILTER
 1.  Year
 2.  Make
 3.  Model                  HONDA
 4.  Body
 5.  Color
 6.  Vendor
 7.  Price
 8.  Status
 9.  New/Used
 A.  Age
 B.  Not In Use
 C.  Not In Use
 D.  Not In Use
 E.  Not In Use
 F.  Not In Use

<Q> Quote  <B> Backup  <S> Sold

```

If we wanted only a single filter, we would press *Enter* to accept that filter choice, and the **Inventory Filter** screen would reappear. However, we can further restrict the report by choosing another line number in the window for a secondary filter—in this case, we have entered line 1, **Year**, for the additional filtering field:

**Inventory Filter Screen:
Inventory Filter
Window**

```

Inventory Filter
                                MAKE
The filter limits the report to ONLY these fields

Ln#  FIELDS                FILTER
 1.  Year                  2001
 2.  Make
 3.  Model
 4.  Body
 5.  Color
 6.  Vendor
 7.  Price
 8.  Status                S
 9.  New/Used
 A.  Age
 B.  Not In Use
 C.  Not In Use
 D.  Not In Use
 E.  Not In Use
 F.  Not In Use

Enter 4-digit Year (Ex. '2001')

```

For the **Year** field filter, we enter the year desired (in four-digit format as instructed on the screen). Now we can press *Enter* to accept the filter, and the **Inventory Filter** screen looks like the example on the next page:

**Inventory Filter Screen
with Filter Fields
Selected**

```

      <A> Add  <S> Search  <R> Remove  <C> Change  <'> Exit  < >
Inventory Filter

      Report Title  EOM INV          Description YearMakeModelTOT(Dealer),
      Filter Title  Make             Description 2001,HONDA

Date:  2/19/2005                                     Page  1

Year Make      Model      TOT(Dealer)  TOT(Retail) Invoice#      Inv_Date  Age
xxxx xxxxxxxxxx xxxxxxxxxx $,,$,$,$,$. $$ $,,$,$,$,$. $$ xxxxxxxxxx 99/99/9999 9999
    
```

If you had chosen to generate a previously created type of report from the initial **Inventory Report** screen, the **< S> Search** option would have moved the cursor to the **Filter Title** field, where you could use the slash (/) scrolling search command to display the **Filters** window for a list of all Inventory Report filters already defined. You could then select the line number for the filter you wanted to use for this report.



NOTE: In order for the **Filter** option to work properly, the filter being used for the report must also be a field in the report.

Once you have defined the filter(s) for your report, use the apostrophe (') key to exit from the **Inventory Filter** screen. You will be back at the main **Inventory Report** screen, which now would resemble the following example:

**Finished Inventory
Report Screen**

```

      <A> Add  <N> Next  < > Print  <'> Exit  < >
Inventory Report <S> Search  <P> Prev  <d>  <F> Filters

      Report Title  EOM INV          Description YearMakeModelTOT(Dealer),
      Filter Title  MAKE             Description 2001,HONDA

Date:  2/19/2005                                     Page  1

Year Make      Model      TOT(Dealer)  TOT(Retail) Invoice#      Inv_Date  Age
xxxx xxxxxxxxxx xxxxxxxxxx $,,$,$,$,$. $$ $,,$,$,$,$. $$ xxxxxxxxxx 99/99/9999 9999
    
```

Press **Enter** to **Print** your report, and the following screen will be displayed, prompting you to choose whether you want to send the output to a printer (default), display it on the screen, or export it to a diskette:

**Output Selection
Screen**

```

                                <'> Exit

                                Select Output  < >

                                <P>  Send to Printer

                                <S>  Display on Screen

                                <X>  Export

```

Next, a **Reports by Type** screen like the example below will appear, on which you can select which inventory types to include in your report:

**Reports by Type
Screen**

```

                                Enter Line <1-A> <C> Change < > Accept <'> Exit < >
Reports by Type

                                1.  Motorcycle      <Y>
                                2.  All-Terrain     <Y>
                                3.  WaterCraft      <Y>
                                4.  Trailer         <Y>
                                5.  Power Product   <Y>
                                6.  In/Outboard    <Y>
                                7.  Hull           <Y>
                                8.  Vehicle        <Y>
                                9.  Accessories    <Y>
                                A.  All

```

If you want only one inventory type on your new report, enter the line number for that type, and the system will immediately display the next screen. If the **Reports by Type** screen first appears with only some types marked “Y” (Yes), as a holdover from a previous report design, and you want all types included, just enter “A” to change all the flags to “Y.”

If you wish to include more than one inventory type in your report, but not all, use the < C> **Change** option to go through the list line by line, changing the default flags as needed and pressing *Enter* to advance to the next item, until those types that you want to omit are marked “N” (No). Note that wherever the cursor is when you use the semicolon < ;> **Skip** key, the program will skip over the remainder of the list and go to the next screen, letting the skipped flag settings stand.

After you have set all the flags to indicate which inventory types you want covered in your report, the bottom of the **Reports by Type** screen will display this horizontal menu of screen verification commands:

< > Accept <U> Undo <'> Correct < >

If all the inventory type flag settings are to your liking, press *Enter* to accept them, and you will see the next screen:

Inventory/Deal Status Selection Screen

```

                                <C> Change  < > Continue  <'> Exit   < >

1.  New/Used                      <Y>
2.  Status:
   a.  Sold                        <Y>
   b.  Backup                      <Y>
   c.  Quote                       <Y>
   d.  No Status                   <Y>

```

The **Inventory/Deal Status Selection** screen works much like the **Reports by Type** screen: It lets you adjust default flag settings to indicate whether you wish to include both new and used units in your report, and whether you wish to include all deal status categories.



NOTE: If you have included a filter based on the **Status** field, a warning like this will appear below the list of default flags, reminding you that your filter will take precedence over the flag settings you choose here:

Caution - Status filter-override = [S]

If the settings that first appear on the **Inventory/Deal Status Selection** screen are not to your liking, use the < C > **Change** option to access the list of categories line by line. At line 1, **New/Used**, the menu bar at the top of the screen will change to display these inventory status options and commands:

```
<N> New/Demo <D> Demo <U> Used <Y> New/Demo/Used <i> Skip <'> Exit
```

For the remaining default flags, which concern deal status, the choices are just “Y” (Yes) or “N” (No). When you have set all these flags, the same row of screen verification commands will appear across the bottom of the screen as for the **Reports by Type** screen.

Once you are satisfied with the status flag settings, press *Enter* to accept them, and a screen similar to the following example will appear, on which you can indicate the range of data to be included for the first three fields of your report.

Report Range Parameters Screen

```

                                < > "Last"  <'> Prev

YEAR
  Starting 2004
  Ending   2004

MAKE
  Starting HONDA
  Ending   HONDA

MODEL
  Starting "First"
  Ending   "Last"

FILTER NAME: STATUS
  Year      2004
  Make      HONDA
  Model
  Body Type
  Color
  Vendor
  Base Price
  Sold Status
  New/Used
  Age

```



If you press *Enter* at the **Starting** and **Ending** fields, the Sales program will default to “First” and “Last.” If there is a filter in your report, as shown in the example above, the starting and ending entries for the fields related to it will be replaced by the data defined in the filter.

When you have defined the data field range parameters for your report, a command line will appear at the bottom of the screen, allowing you to verify your choices or make corrections:

Report Range Verification Screen

```

                                < > "Last"  <'> Prev

YEAR
  Starting 2004
  Ending   2004

MAKE
  Starting HONDA
  Ending   HONDA

MODEL
  Starting "First"
  Ending   "Last"

FILTER NAME: STATUS
  Year      2004
  Make      HONDA
  Model
  Body Type
  Color
  Vendor
  Base Price
  Sold Status
  New/Used
  Age

< > Continue  <C> Correct  <'> Exit  < >

```

The message **W O R K I N G** will display briefly on the screen while the F&I Sales system sorts through your records for the data requested. Then your report will print out or appear on the screen; or, if you specified export, you will see the following menu offering you two options for exporting the report to a diskette:

Copy RPG Export to
Diskette Menu

Copy RPG Export to Diskette

Select

1. Comptron
2. Windows
- ' Exit

Explanation of Copy RPG Export to Diskette Menu Options:

- < 1> **Comptron** - This option formats your custom-designed report for export to a COMPTRON[®] (UNIX-based) computer operating system.
- < 2> **Windows** - With this option, you can export your customized report to a computer with a Windows[®] operating system.

Here is an example of an Inventory Report created using the **Report Generator** function:

Sample Inventory Report from Report Generator:

Inv_Date	Stock#	TOT(Actual)	TOT(Retail)	Make	Model
5/11/2004	5C451	\$8,507.53	\$10,482.01	SUZUKI	GSXR750K3
5/11/2004	5C458	\$9,348.03	\$11,534.19	SUZUKI	GSXR1000K3
5/12/2004	5C037	\$11,427.39	\$14,022.17	HONDA	GL1500C3
5/19/2004	5C057	\$9,747.24	\$11,956.58	HONDA	VTX1500S3
5/26/2004	5C079	\$9,427.55	\$11,628.07	HONDA	CBR900RR3
5/26/2004	5C085	\$8,147.43	\$10,032.01	HONDA	RVT1000R3
6/02/2004	6C021	\$7,507.00	\$9,233.98	HONDA	VT1100C3
6/09/2004	6C047	\$8,147.43	\$10,032.01	HONDA	VT750DCB3
6/22/2004	6C061	\$5,988.05	\$7,309.32	SUZUKI	SV650SK3
7/07/2004	7C017	\$6,067.68	\$7,303.35	HONDA	VT750CDD3

		\$84,315.33			
		[\$8,431.53]			

			\$103,533.69		
			[\$10,353.37]		
Total Items =	10				

If you choose **Option 4, Receiving Recap**, from the **Inventory Reports Menu**, this **Major Unit Receiving Recap** screen is displayed, prompting you to enter a starting and ending date:

Major Unit Receiving Recap Screen: Date Range

```

                                < > "First"
Major Unit Receiving Recap

                                Starting Date:  /  /
                                Ending Date:

Starting Date
Format: mm/dd/yyyy Example: 1/15/1992 or <T> Today

```



If you press *Enter* at the **Starting** and **Ending** fields, the system will default to “First” and “Last.”

When you have designated the date range to include in your report, press *Enter* to **Continue**, and the screen will change as illustrated below, prompting you to choose whether you want to send the output to a printer (default), or display it on the screen.

Output Selection Screen

```

Major Unit Receiving Recap

                                Select Output  < >
                                <P> Send to Printer
                                <S> Display on Screen

```

On the next page is an example of a Major Unit Receiving Recap report:

Sample Major Unit Receiving Recap Report from Report Generator:

Major Unit Receiving Recap			From Date: "First"		To Date: "Last"		Page 1			
Yr	Make	Model	Vin	Date	Inv	Actual Cost	Retail Price	Flooring Amount	Flooring Date	Flooring Company
12/30/2005										
05	BOMBARDIER	GTX-900	GTX-1929347847211	9/30/04	05011 WC00	\$8,675.72	\$11,278.50	\$8,680.00	10/01/04	BBB
05	YAMAHA	YZ125	YZ125-1342657809A	10/08/04	05023 MC00	\$4,394.47	\$5,494.50	\$4,400.00	10/01/04	HHF
05	TRAILITE	AT-273	TRL-2993495867877	11/06/04	05032 TR00	\$1,045.89	\$1,306.25	\$1,050.00	11/01/04	TRLMF
97	TRAILITE	LT-190	TRL-0293847845679	11/08/04	97003 TR00	\$495.00	\$618.75	\$.00		
02	HONDA	GL1500A	GL1500-3884557477	11/13/04	02037 MC00	6,825.00	\$8,668.00	\$.00		
03	HONDA	TRX-300	TRX300-1923893478	12/04/04	03025 AT00	\$5,435.00	\$6,986.75	\$.00		
05	BMW	K100	K100-854794857924	12/06/04	04059 MC00	\$13,475.77	\$18,218.75	\$13,480.00	12/01/04	BBB
02	HODAKA	PACK RAT	HDK-6735042158960	12/11/04	02042 AT00	\$3,740.00	\$4,944.50	\$.00		
02	HONDA	XL-100R	XL100R-3495956E94	12/17/05	02056 MC00	\$3,820.00	\$4,719.50	\$.00		
Beginning Inventory						\$21,436.08	\$27,366.00	\$14,130.00		
Items Added: 4						\$26,470.77	\$34,869.50	\$13,480.00		
Ending Inventory						\$47,906.85	\$62,235.50	\$25,090.00		

When you choose **Option 5, Engine Size by Mfr**, from the **Inventory Reports Menu**, a **Manufacturer (Make) List** screen appears, similar to the following example:

Manufacturer (Make) List Screen

```

Ln <'> Exit < >

Manufacturer (Make) List

Ln  Manufacturer  Ln  Manufacturer
--  -
 1  ARCTIC CAT      17  TORO
 2  BMW              18  TRAILITE
 3  BOMBARDIER      19  TRIUMPH
 4  EVINRUDE        20  VICTORY
 5  HONDA            21  YAMAHA
 6  HUSQVARNA
 7  JOHN DEERE
 8  KAWASAKI
 9  KTM
10  LAWNBOY
11  MERCURY
12  POLARIS
13  SEA-DOO
14  SKI-DOO
15  SUZUKI
16  TIGERSHARK
    
```

Simply enter the line number representing the manufacturer for which you want a report. Regardless of which one you choose, a **Manufacturer (Make) List** menu will appear, similar to the example on the following page, which prompts you to indicate whether you want information on your new units, used units, or both:

**Manufacturer (Make)
List Menu**

Manufacturer (Make) List

```
Select █  
  
1. New  
  
2. Used  
  
3. Both  
  
' Exit
```

When you have made your selection, the screen will change, as shown below, prompting you to choose whether to send your report output to a printer (default), display it on the screen, or export it to a diskette:

**Manufacturer (Make) List
Output Selection Screen**

Manufacturer (Make) List

```
Select Output  < >  
  
<P> Send to Printer  
  
<S> Display on Screen  
  
<X> Export
```

The Sales program will display a count of how many records were read and how many are to be printed, and after you press the *Enter* key to **Continue**, your list of models by engine size will print. Then the **Manufacturer (Make) List** screen reappears, so that you can choose another manufacturer if you wish.

On the next page is an example of a Manufacturer List by Engine Size report:

MANUFACTURER LIST BY ENGINE SIZE							
2/19/2005							PAGE 1
MANUFACTURER: YAMAHA				(NEW)			
SIZE	MODEL	COLOR	STOCK	VIN#	PURCH DT	FLR	INVOICE
80	PW80NI	BLUE	014404	JYA3RV0321A014404	1/12/05	HHF	\$1,175.00
80	PW80NI	RED	014427	JYA3RV0331A014427	1/12/05	HHF	\$1,175.00
80	PW80NI	RED	016356	JYA3RV0351A016356	1/12/05	HHF	\$1,175.00
80	PW80NI	BLUE	016379	JYA3RV0361A016379	1/12/05	HHF	\$1,175.00
125	YFA1N	WHITE	001331	JY4AE01331A001331	1/11/05		\$2,613.50
401	YFM4FAN	BLACK	001201	JY4AJ03Y61A001201	1/11/05		\$5,505.15
800	GP800AZ	BLUE	800969	YA8AM42V07E800969	1/12/05	BBB	\$6,448.05
800	GP800AZ	BLUE	802153	YA8AN10E29A802153	1/12/05	BBB	\$6,448.05
800	XA800Z	GREEN	808213	YA8AP11J15H808213	1/12/05	BBB	\$6,235.95
1176	GP1200AY	WHITE	802590	YA9AR26D77D802590	1/12/05	BBB	\$7,302.75
1200	GP1200AZ	BLUE	809978	YA0AT16E95J809978	1/11/05	BBB	\$7,319.55
1200	SV1200SP	RED	39G001	YA0AC83P39G39G001	1/12/05	BBB	\$8,432.50
1200	SV1200ZP	RED	700160	YA0AC81R60H700160	1/12/05	BBB	\$8,432.50
TOTAL UNITS:		13					
TOTAL INVOICE:			\$63,438.00				
TOTAL FLOORING:			\$55,558.00				

Summary

This chapter described how to maintain complete, up-to-date files on your major inventory, through the **Inventory** option of F&I Sales, enabling you to

- > Readily associate invoices with other records on each unit.
- > Track your flooring dates and costs.
- > Check your dealer markup rates for each kind of inventory and update them as needed.
- > Keep up with changes in the fees that apply to each type of unit.
- > Generate reports on the status and past history of your inventory.

This page was left blank on purpose.

CHAPTER 11

Preparing a Quick Finance Quote for a Customer

Now you have a quick and easy way to prepare a finance quote for your customer. The F&I Sales system's **Qik-Quote** program tool provides a "quick quote" to assist both the buyer and seller with a means of narrowing down their purchase choice.

This feature was designed to estimate either a payment on "X" financed amount, or the financed amount that a customer could borrow with "X" monthly payment. The term (number of months to pay), number of days to first payment, and APR (annual percentage rate) can be adjusted (changed from the defaults) to suit each particular situation.

This chapter corresponds to **Option 3** of the main **Sales Menu: Qik-Quote**.

The Qik-Quote Option

Select **Option 3** from the **Sales Menu**, as shown, for **Qik-Quote**:

Sales Menu

Sales Menu	SMITH ACTION SPORTS 22 BROADWAY RIVERSIDE, CA 92500	Version 4.12
Select 3		
1. Deals		
2. Inventory		
3. Qik-Quote		
/ Exit		

The following screen will be displayed:

Default Finance
Quote Screen

<'> Prev <,> Skip <I> Insurance <C> Calc Price <T> Toggle <S> Sales Tools	
Finance Quote	
Remark	
Price	
Payment	
Months	36
Rate	10.000%
Days to 1st	30
Insurance Type	Single Credit Life / Accident & Health
Insurance Company	Universal Underwriters

Notice that the entries for the **Months**, **Rate**, and **Days to 1st** fields are displayed from your Sales System Default file. Also, if Credit Life/Accident and Health insurance are included in the sales defaults, **Qik-Quote** will include the cost of these benefits in the calculations as well.

Estimating Payments Based on a Certain Financed Amount

In the screen example below, the **Remarks** field notes the customer's name, the type of purchase, and the date the quote was given. This information may be useful at a later time if the **< P > Print** command option is used to produce a hard copy of the quote.



NOTE: Qik-Quote does *NOT* keep a library of quotes given. Once you exit from the **Finance Quote** screen, the data is erased, so if you think you ll need the information later, you should print the screen before exiting.

Finance Quote
Screen Example

```

<'> Prev <;> Skip <I> Insur <C> Calc Payment <P> Print <R> Report <T> Toggle
                               <S> Sales Tools

Finance Quote

  Remark          JOHN DOE'S MOTORCYCLE  01/15/2005

  Price           $12,000.00

  Payment         C    $431.85

  Months          36

  Rate            10.000%

  Days to 1st     30

  Insurance Type   Single Credit Life / Accident & Health
  Insurance Company Universal Underwriters
  
```

At the **Price** field, a figure of \$12,000 was entered for the approximate purchase price, and a “C” was entered at the **Payment** field to have the F&I Sales system calculate the payment amount. This payment also includes Credit Life/Accident and Health insurance. To change or delete the CL/A&H options, use the **< I > Insur** command at the **Payment** field, and the following horizontal menu bar of insurance options will be displayed across the bottom of the screen:

```

  Insurance Type   Single Credit Life / Accident & Health
  Insurance Company Universal Underwriters

<0> None <1> SCL-Only <2> JCL-Only <3> A&H-Only <4> SCL/A&H <5> JCL/A&H
  
```

Your cursor will move to the **Insurance Type** field, as shown, and await your response. If you type a “0” (zero), then all credit insurance will be removed from the quote. Typing “1” will include just Single Credit Life insurance, whereas “2” will make it Joint Credit Life alone. The options “3” and “4” will add accident and health insurance to the single or joint credit life on the deal quote. To make your new insurance selection effective, after you have typed the number for the option you want, type a “C” at the **Payment** field again, and the program will recalculate the payment to reflect the credit insurance change.

Finance Quote
Screen Example

```

<'> Prev <,> Skip <I> Insur <C> Calc Payment <P> Print <R> Report <T> Toggle
<S> Sales Tools

Finance Quote

Remark          JOHN DOE'S MOTORCYCLE  01/15/2005

Price           $12,000.00           Add insurance  $458.77
                                     A/H          $.00
Payment         $402.00              C/L          $458.77

Months          36

Rate            10.000%

Days to 1st     30

Finance Amount  $12,458.77           Deferred Payment $14,472.43

Total Interest  $2,013.66

Insurance Type  Joint Credit Life Only
Insurance Company Universal Underwriters

```

Using the **< T> Toggle** command in the **Payment** field will display the cost of credit insurance premiums, the amount financed, and the deferred payment and total interest amounts, as illustrated above. Typing a “T” again will toggle the screen display to **NOT** show the credit insurance or finance information.

Selecting the **< R> Report** option will display the amortization schedule for this quote, but first you will be prompted by the following screen to choose whether you want to send the resulting output to a printer (default) or display it on the screen:

Output Selection
Screen

```

<'> Exit

Select Output  < >

<P> Send to Printer

<S> Display on Screen

```

After you have selected the type of output display, the amortization report will be produced, as illustrated in the example on the next page. Each payment is shown, with the amounts allocated to principal and interest, and the new balance on the loan. Also the annual totals are given for each of those columns (except balance) after the December payment.

Amortization Schedule
Screen for Finance Quote

Pmt-#	Date	Payment	Principal	Interest	Balance
1	2/19/04	402.00	298.18	103.82	12,160.59
2	3/19/04	402.00	300.66	101.34	11,859.93
3	4/19/04	402.00	303.17	98.83	11,556.76
4	5/19/04	402.00	305.69	96.31	11,251.07
5	6/19/04	402.00	308.24	93.76	10,942.83
6	7/19/04	402.00	310.81	91.19	10,632.02
7	8/19/04	402.00	313.40	88.60	10,318.62
8	9/20/04	402.00	316.01	85.99	10,002.61
9	10/19/04	402.00	318.64	83.36	9,683.97
10	11/19/04	402.00	321.30	80.70	9,362.67
11	12/20/04	402.00	323.98	78.02	9,038.69
2004 Totals:		\$4,422.00	\$3,420.08	\$1,001.92	
12	1/19/05	402.00	326.68	75.32	8,712.01
13	2/19/05	402.00	329.40	72.60	8,382.61
14	3/19/05	402.00	332.14	69.86	8,050.47
15	4/19/05	402.00	334.91	67.09	7,715.56
16	5/19/05	402.00	337.70	64.30	7,377.86

< > Continue <'> Exit < >

Selecting the < S> **Sales Tools** command option in the **Payment** field will display a **Sales Tools** window, as shown below:

Finance Quote
Screen with
Sales Tools Window

```

<'> Prev <;> Skip <I> Insur <C> Calc Payment <P> Print <R> Report <T> Toggle
                                <S> Sales Tools
Finance Quote
Remark
Price
Payment
Months
Rate
Days to ls
Insurance
Insurance Company Universal Underwriters
04
Sales Tools
Select
1. Fuel Comparisons
' Exit

```

Currently, the **Fuel Comparisons** tool is the only option offered in this window, but other comparison tools may follow in the future. The **Fuel Comparisons** tool is for the buyer who will be using the purchased unit for daily travel. If the buyer is now driving an older truck that gets only 12 miles per gallon (mpg), and he averages 12,000 miles a year, while the new unit will get 52 mpg, the fuel savings can be substantial.

If you choose the **Fuel Comparisons** tool, a **Fuel Comparison** screen will appear, similar to the example on the next page:

**Fuel Comparison
Screen Example # 1**

```

                                     <'> Prev
Fuel Comparison

Annual Miles Driven      10000
Fuel Cost Per Gallon    2.18
Current Vehicle Mileage 15.00
New Vehicle Mileage     45.00

< > Accept  <C> Correct  <'> Exit  < >

```

At the **Annual Miles Driven** field, enter an estimate of the mileage your customer drives in a year and press the *Enter* key to move the cursor down to the **Fuel Cost per Gallon** field. Type in the current cost paid for a gallon of gas and press *Enter* again. At the **Current Vehicle Mileage** field, enter the customer's estimate of his current vehicle's fuel efficiency, in miles per gallon. Press *Enter* to move to the **New Vehicle Mileage** field, where you will type in the EPA gas mileage figure for the new unit under consideration. After you press *Enter* once more to **Accept** your field entries, the system will display a second **Fuel Comparison** screen, like the example below:

**Fuel Comparison
Screen Example # 2**

```

                                     <'> Prev
Fuel Comparison

If you expect to drive 10,000 miles per year, and gasoline will cost
$2.18 per gallon, then you will spend the following on fuel:

Current Vehicle      New Vehicle      Savings
Miles/Year          10,000          10,000
M.P.G.              15              45              30
Gallons/Year        666             222             444
Cost of Gas/Month   $121.11         $40.37          $80.74
Cost of Gas/Year    $1,453.33       $484.44         $968.89
Cost of Gas/Loan    $7,266.64       $2,422.20       $4,844.44

Monthly payment $402.00 less fuel savings $80.74 = net payment $321.26

<'> Exit  <P> Print  < >

```

As shown above, a monthly fuel savings of \$80.74 is achieved with the new unit, making the net loan payment \$321.26, instead of \$402.00. Providing this information to the buyer may be just the thing needed to close the sale. To print out a copy of this information for the buyer, use the **< P> Print** command option displayed at the bottom of the screen.

Estimating Financed Amount Based on a Certain Payment

The **Qik-Quote** program feature can also be used to determine how much money a customer can finance with the payment amount he/she can afford. To get the maximum dollar amount, change the **Months** entry to the longest term possible, and enter the desired monthly amount in the **Payment** field. Then with the cursor in the **Price** field, type a “C” (for **Calc Price**).

Finance Quote
Screen Example

```

      <'> Prev <;> Skip <I> Insurance <C> Calc Price <T> Toggle
                        <S> Sales Tools
Finance Quote

      Remark                JOHN DOE'S MOTORCYCLE  01/15/2005

      Price                  C

      Payment                $250.00

      Months                 60

      Rate                   10.000%

      Days to 1st           30

      Insurance Type        Single Credit Life / Accident & Health
      Insurance Company     Universal Underwriters

```

As illustrated below, the Sales program computes \$11,168.00 as the amount a customer could finance with a \$250.00 monthly payment. Also note that this payment still includes single credit life/accident and health insurance:

Finance Quote
Screen Example

```

      <'> Prev <;> Skip <I> Insur <C> Calc Price <P> Print <R> Report <T> Toggle
                        <S> Sales Tools
Finance Quote

      Remark                JOHN DOE'S MOTORCYCLE  01/15/2005

      Price                  $11,168.00

      Payment                $250.00

      Months                 60

      Rate                   10.000%

      Days to 1st           30

      Insurance Type        Single Credit Life / Accident & Health
      Insurance Company     Universal Underwriters

```

Summary

This chapter described how to use the **Qik-Quote** option of F&I Sales, enabling you to produce quick finance quote for your customers on the spot. It lets you estimate either the payments for a certain financed amount, or the financed amount that could be borrowed based on a certain monthly payment amount.

The following index is provided as a quick reference aid for locating particular F&I Sales program functions through the hierarchy of menus and submenus. The right-hand column lists menu/option topics alphabetically, followed by the full “path” of menu option numbers that you would type to reach that subject, starting from the main Sales Menu. You will find that each primary topic appears several times in the list, according to the different possible key words in its title that you may think of using to search for it. The left-hand column provides additional terms to clarify the primary topics on the right.

Explanatory Terms	Primary Topic	Path
Standard Reports	Accts Receivable	1-5-A
(Inventory) Standard Reports	All	2-6-1-3
(Inventory) Standard Reports	All Item Types , (Dealer Cost)	2-6-2-3
(Inventory) Standard Reports	Backup	2-6-1-5
Major Inventory	Boat Package Display	2-1-3
(Std Repts) Recapped Deal ROs	Both (open & finalized)	1-5-4-3
	Bureau, Credit	1-7
	Cards, Credit	1-8-5
Standard Reports	Commissions	1-5-6
	Contracts, Service	1-8-6
(Inventory) Standard Reports	Cost, (Dealer	2-6-2
Standard Reports	Costs, Profit/	1-5-5
Deals	Credit Bureau	1-7
Maintenance (Sales)	Credit Cards	1-8-5
Follow-Up Report	Current	1-3-6-1
	Data, Invoice	2-1-2
	Day or Month, End of	1-3
	Deal, New	1-1
Forms Printing by	Deal Number	1-4-1
Recapped	Deal ROs	1-5-4
(Inventory) Standard Reports	(Dealer Cost)	2-6-2
	Deals, Report Generator	1-6-1
Sales	Deals	1
Inventory	Default Fees	2-4
	Defaults, EOD Report	1-8-9
	Defaults, Sales	1-8-7
Payments	Deposits/Refunds	1-9-1
Major Inventory	Display, Boat Package	2-1-3
Deals	End of Day or Month	1-3
	End-of-Day Report	1-3-2
	End-of-Day, Reprint	1-3-3
	End-of-Month Report	1-3-4

<u>Explanatory Terms</u>	<u>Primary Topic</u>	<u>Path</u>
(Inventory) Standard Reports	Engine Size by Mfr	2-6-5
Maintenance (Sales)	EOD Report Defaults	1-8-9
	Fees, Default	2-4
Major Inventory	File, General	2-1-1
End of Day or Month	Finalize, Recap &	1-3-1
Payments	Finalized Receivables	1-9-2
(Std Repts) Recapped Deal ROs	Finalized ROs	1-5-4-2
Forms Printing by	First Name	1-4-3
End of Day or Month	Follow-Up	1-3-6
Deals	Forms Printing	1-4
Major Inventory	General File	2-1-1
Inventory	Generator, Report	2-6-3
	Generator, Report	1-6
Report Generator	History	1-6-2
Standard Reports	History	1-5-7
Transactions	History	1-3-5
Maintenance (Sales)	Insurance	1-8-3
(Inv.) Std.Rpts (Dealer Cost)	Item Type, Specific	2-6-2-1
(Inv.) Std. Rpts (Dealer Cost)	Item Types, All	2-6-2-3
(Inv.) Std. Rpts (Dealer Cost)	Item Types, Range of	2-6-2-2
	Inventory, Major	2-1
Sales	Inventory	2
	Inventory Types	2-5
Major Inventory	Invoice Data	2-1-2
Forms Printing by	Last Name	1-4-2
Maintenance (Sales)	Lender	1-8-2
Standard Reports	List, Reconciliation	1-5-C
Standard Reports	List, Transaction	1-5-B
Maintenance (Sales)	Maintenance	1-8-8
Deals	Maintenance (Sales)	1-8
	Major Inventory	2-1
Inventory	Make/Model	2-3
Inventory	Markup	2-2
Engine Size by	Mfr	2-6-5
	Model, Make/	2-3
	Month, End of Day or	1-3
End-of-	Month Report	1-3-4
Forms Printing by	Name, First	1-4-3
Forms Printing by	Name, Last	1-4-2

<u>Explanatory Terms</u>	<u>Primary Topic</u>	<u>Path</u>
(Inventory) Standard Reports	New	2-6-1-1
Deals	New Deal	1-1
Forms Printing by	Number, Deal	1-4-1
(Std Rpts) Recapped Deal ROs	Open ROs	1-5-4-1
Deals	Payments	1-9
Standard Reports	Pending	1-5-1
Standard Reports	Penetration	1-5-9
Follow-Up Report	Previous	1-3-6-2
	Printing, Forms	1-4
Standard Reports	Profit/Costs	1-5-5
Sales	Qik-Quote	3
(Inv.) Std. Rpts (Dealer Cost)	Range of Item Types	2-6-2-2
Sales Tax	Rates	1-8-4-1
Tier Tax	Rates	1-8-4-2
End of Day or Month	Recap & Finalize	1-3-1
Inventory Reports	Recap, Receiving	2-6-4
Standard Reports	Recapped	1-5-3
Standard Reports	Recapped Deal ROs	1-5-4
Standard Reports	Receivable, Accts	1-5-A
	Receivables, Finalized	1-9-2
Inventory	Receiving Recap (Report)	2-6-4
Standard Reports	Reconciliation List	1-5-C
	Refunds, Deposits/	1-9-1
EOD	Report Defaults	1-8-9
Deals	Report Generator	1-6
Inventory	Report Generator	2-6-3
Inventory	Reports (Dealer Cost), Standard	2-6-2
Inventory	Reports, Inventory	2-6
	Reports, Standard	2-6-1
	Reports, Standard	1-5
End of Day or Month	Reprint End-of-Day	1-3-3
(Std Rpts) Recapped Deal ROs	ROs, Finalized	1-5-4-2
(Std Rpts) Recapped Deal ROs	ROs, Open	1-5-4-1
Standard Reports	ROs, Recapped Deal	1-5-4
	(Sales) Maintenance	1-8
Maintenance (Sales)	Sales Defaults	1-8-7
Maintenance (Sales)	Sales Staff	1-8-1
Taxes Menu	Sales Tax Rates	1-8-4-1
Standard Reports	Sales Totals	1-5-8

<u>Explanatory Terms</u>	<u>Primary Topic</u>	<u>Path</u>
Deals	Search Deal	1-2
Maintenance (Sales)	Service Contracts	1-8-6
Engine	Size by Mfr	2-6-5
(Inventory) Standard Reports	Sold	2-6-1-4
Standard Reports	Sold	1-5-2
(Inv.) Std. Reports (Dealer Cost)	Specific Item Type	2-6-2-1
	Staff, Sales	1-8-1
Deals	Standard Reports	1-5
Inventory	Standard Reports	2-6-1
Inventory	Standard Reports (Dealer Cost)	2-6-2
Maintenance (Sales)	Taxes	1-8-4
Sales	Tax Rates	1-8-4-1
Taxes Menu	Tier Tax Rates	1-8-4-2
Standard Reports	Totals, Sales	1-5-8
Standard Reports	Transaction List	1-5-B
End of Day or Month	Transactions History	1-3-5
Standard Reports (Dealer Cost)	Type, Specific Item	2-6-2-1
(Inv.) Std. Reports (Dealer Cost)	Types, All Item	2-6-2-3
	Types, Inventory	2-5
Standard Reports (Dealer Cost)	Types, Range of Item	2-6-2-2
(Inventory) Standard Reports	Used	2-6-1-2

F&I Sales Manual Index

A

- A&H insurance, fb-16, fb-18
 - CL/, commission percentage on, fb-18, f8-8
 - CL/, rates, fb-18, f8-8
- A&H Rates, CL/, screen, fb-18–fb-19, f8-8–f8-9
- A/R, Sales
 - Account, Search for, menu, f9-6–f9-7
 - History screen, f9-9
 - main screen, f9-7
 - screen updated after payment, f9-9
 - screen with line item detail, f9-8
- AC (accessories), inventory type code, fb-3–fb-5, fb-12, fb-35, f8-10, f10-7
- Acc, Time of Sale, field, fb-24, f1-12, f8-4
- accept
 - price, f1-11
 - screen command option, fa-9, fb-7, fb-36–fb-37, fb-40, f1-13, f1-16, f1-28, f1-32–f1-33, f1-35, f1-37, f5-7, f6-4–f6-6, f6-11–f6-14, f7-3, f9-5, f9-7, f10-7, f10-13, f10-20–f10-21, f10-23, f10-26, f11-6
- accepting deposit on deal not finalized, f9-3
- access code number for credit bureau dial-up, fb-31
- accessories, fb-6
 - add-on, f3-10, f8-22, f10-8
 - added to invoice, f10-8
 - adding, f1-3, f1-12, f8-22
 - dealer's cost for, f1-13
 - description, f3-10, f8-22
 - field, fb-24, f8-4, f8-10
 - inventory type code, fb-3, fb-5, fb-12, fb-35, f8-10, f10-7
 - markup on, f10-8
 - on ROs, f8-4
 - or Repair Order added to unit, fb-38, f10-4
 - profit on, f3-12, f8-4, f8-23
 - Report, default field, f8-22
 - report, End-of-Day/Month f8-22
 - sales, f1-21
 - sales, later, f1-21
 - tax on, fb-11
 - tier tax on, fb-15, f8-13
 - time-of-sale, fb-12, fb-15, f1-12, f8-4, f8-10, f8-13
 - TOS, fb-12, f3-10, f8-4, f8-10, f8-22, f10-8
 - total for, f1-13
 - window on Deal Financing screen, f1-13–f1-14, f3-10, f8-22
- accessory
 - Report, TOS, End of Day/Month, f3-1, f3-10, f3-19, f8-22
 - taxes, TOS, fb-12, f8-10
- accident and health, insurance, fb-16, fb-18, fa-1–fa-3, f1-3, f1-25, f1-27, f1-29, f2-5, f3-12, f4-1, f4-12, f8-7, f8-23, f11-2–f11-3, f11-7
 - company, fb-25
 - payment, f11-3
- Accident Health Rates, Table C/L &, option on Insurance Menu, fb-18, f8-8
- account
 - activity, f1-8
 - AR, f9-6–f9-7, f9-9–f9-10
 - balance, customer, f1-1
 - balance, lender, f1-1
 - code option for Account Type field, f1-8
 - correcting, f9-8
 - crediting payment to, f9-1–f9-2, f9-10
 - customer, fb-22, f1-7, f8-6
 - customer, deposit on, f5-20
 - customer-related, f9-6
 - deposit accepted on customer's, f9-6
 - Deposit on, F&I Sales AR account, f9-6
 - detail, AR, f9-9
 - /ID, field, fb-29, f8-14
 - internal, f1-8
 - number in transit, fb-22, f8-6
 - number, lender, fb-20, f8-5
 - open, collecting payments, for applicatn to, fa-4, f1-5
 - overcharge warning, f1-8
 - payment on, f1-8, f9-8
 - payments, lender, f1-1
 - refund on, f9-6
 - Sales, tracking, fb-35
 - Search for Sales A/R, menu, f9-6–f9-7
 - Single, Outstanding Sales Receivables–Detail option, f5-20
 - temporary, f1-8
 - tracking, Sales, f10-8
 - Type, field, f1-8
 - types, f5-19, f9-6
- accounting
 - department, f3-1, f9-6
 - integration, f8-21
 - software, RealWorld, f3-5, f8-21, f9-6
- Accounts
 - All, option for Sales AR Detail report, f5-19
 - Payable Integration, field on F&I End of Day Defaults screen, f8-21
 - Payable Integration, from F&I to RealWorld accounting software, f8-21
- accounts receivable, f5-18–f5-19
 - See also AR Integration*
 - amount due dealer, f5-19
 - Deal Reports Menu option, f5-18
 - F&I, file, f1-1
 - History, Sales, report, f5-20
 - History, Sales, screen, f5-20
 - Integration, field on F&I End of Day Defaults screen, f8-21
 - Integration, from F&I to RealWorld accounting software, fb-36, f3-5, f8-21, f9-6, f9-10
 - open, applying payments to, f1-5
 - Report, F&I, f1-1
 - Report, Sales, f5-1, f5-19, f5-22
 - Reports, Sales, menu, f5-18–f5-20
 - types, f5-19
- Accs, RO/, field, fb-38, f10-4
- Acct#
 - Cost, field, fb-29, f8-14
 - Payables, field, fb-29, f8-14
 - Sale, field, fb-29, f8-14
- activity, account, f1-8
- actual
 - cash value (ACV), fb-37, f1-15, f1-40, f3-10, f8-23, f10-4
 - code option for Basis field (profit), fb-23, f8-3

- actual (*cont.*)
 cost, fb-6, fb-23, f1-13, f3-6, f8-3, f8-21, f10-13–f10-14
 invoice amount, fb-37
 shipping costs paid, fb-38
 Value, field, f1-15
 value, of trade-in, f10-4
- ACV, fb-37, f1-40, f10-4
See also actual cash value
 amount, f3-10, f8-23
 Price (, field, fb-37, f1-15, f10-4
 trade, discount taken out of deal/added to, f1-15, f10-4
 trade, profit taken out of deal & added to, f1-15, f10-4
- ad valorem tax, fb-8
- add
 accessories, f8-22
 co-buyer to Customer file, f1-7, f1-37
 credit service company, f7-4, f8-14
 file records, f1-5
 inventory, fa-4, fb-36, f8-18, f10-9, f10-11
 record to Major Inventory file, fb-34
 screen command option, fa-7, fb-4, fb-6, fb-11, fb-13, fb-18, fb-20, fb-23, fb-29, fb-34, f1-7, f1-12, f1-15, f6-3, f6-6, f6-10, f6-13, f8-4, f8-10–f8-11, f8-14, f10-8–f10-9, f10-19, f10-22
 spouse to Customer file, f1-37
 spouse's name to Customer file, f1-7
 trade-in unit to inventory, f1-3, f1-14–f1-16, f1-36
 unit to inventory, fb-36, f10-9, f10-11
- add new
 Applicant, Credit Menu option, f7-3
 customer, fa-4, f1-3
 lender, fb-20, f8-4
 Markup file record, fb-6, f10-7
 record, fb-6, fb-34, fa-7
 salesperson, fb-23
 service contract record, fb-29, f8-14
 tax, f1-19, f8-9–f8-10, f8-13
 tier tax, fb-13, f8-11
- add-on accessories, fb-5, f3-10, f8-22, f10-7–f10-8
- add-on contract, fb-5–b-6, f10-7–f10-8
See also extended service contract, extended warranty, mechanical breakdown insurance
- adding
 accessories, f1-3, f1-12
 Customer record, f1-7, f1-37
 filter to customized report, f6-6, f6-13, f10-22–f10-23
 insurance to deal quote, f11-3
 inventory, fb-32
 Inventory Record, screen, fb-33
 invoice cost data field to report, f10-21
 major units to deal, f1-3
 Make/Model Record, screen, f10-9–f10-10
 property damage insurance, f1-3
 record for co-buyer as new customer, f1-37
 Repair Order/accessories to unit, f1-12
 tier tax defaults, fb-15
 trade-in, f1-3, f1-15, f1-32, f1-36
 unit to deal, f1-9–f1-10
- address
 customer, f3-11, f8-21–f8-22
 dealership, for printing on forms, fb-27
 lender, fb-20, f8-5
- adjusting
 default flag settings for reports, f10-26
 Lexmark printer's TOF/Tear Off, f4-8, f4-10
- adjustment
 for taxes, f1-3
 for trade-in, f1-3, f1-32
 to charges against deal, f3-4
 window on Deal Financing Quote screen, f1-31–f1-33
 year-end invoice, fb-39
- adjustments
 field, f3-4
 on deal, f1-18, f1-31, f2-1, f3-12, f8-23
 on deal in Qik-Quote, f11-1
- advancing
 cursor through screen, fa-7–fa-8, fb-4, fb-14–fb-15, f2-3, f8-12–f8-13
 to next field, f6-3, f6-10, f10-19, f10-25
 to next record, f8-10
- age
 field, f10-21
 vehicle, effect on buy rate, fa-2, fb-22, f8-6
- agency fees, collecting, fb-7, f10-11
- Agreement, Purchase/Security, option on Print Deal Forms menu, f1-38, f4-4, f4-12
- Agreements, Purchase/Security, submenu, f1-38, f4-4
- Alert, field, f1-7
- alignment of forms in Lexmark printer, f4-8, f4-10
- all
 Accounts, Sales AR Detail report option, f5-19
 current deals, displaying, f2-2, f2-4, f9-3
 Except, field on Tier Tax File screen, fb-15, f8-12
 (Except Recapped), status option, Salesman Commission report, f5-11
 Hulls, Inventory Listing of, sample, f10-15
 In/Outboards, Inventory Listing of, sample, f10-15
 Item Types, Inventory Report option, f10-18
 Motorcycles, Inventory Listing of, sample, f10-14
 Trailers, Inventory Listing of, sample, f10-15
 Units, Sales Penetration report option, f5-16
- all-terrain
 inventory type code, fb-3–fb-5, fb-35, f10-7
 vehicle, fb-3–fb-5, fb-35, f8-9, f10-7
- allowance, trade, f1-14–f1-15, f1-34, f1-36, f3-10, f8-23, f10-4
 field, f1-14, f1-36
 new amount on Deal Financing screen, f1-32
 option, f1-34
- alternate buyer (backup deal), f2-1
- amortization
 report, for finance quote, f11-4
 Schedule, screen, for finance quote, f11-4–f11-5
- amount
 accessories, f8-4
 ACV, f3-10, f8-23
 balloon payment, f8-5
 cash down, f1-16, f3-11

- amount (*cont.*)
 - charged to account, f1-8
 - commission, minimum, f8-3–f8-4
 - deal, f3-9–f3-10, f8-22
 - dealer prep, f8-4
 - Defer Down, F&I Sales AR account, f9-6
 - deferred down, f1-24, f9-6
 - deposit, f5-13, f9-5
 - down, f3-11, f8-22
 - fee, fb-4, fb-7, fb-39, f1-17, f3-10, f8-16, f8-22, f10-11
 - fee, correcting, f1-18
 - field, f1-15, f10-11
 - finance, estimated, f11-1, f11-7–f11-8
 - financed, fb-25, f3-11, f8-5, f8-22, f11-4
 - fixed, commission, fb-23, f8-3
 - fixed, monthly credit service charge, fb-30, f7-2
 - Flat, field, fb-22, f8-6
 - Flooring, field, fb-40
 - freight, fb-38, f8-4
 - gross profit, f8-4
 - holdback, f9-6
 - Holdback, F&I Sales AR account, f9-6
 - interest, spent on flooring, fb-40
 - interest, total, f11-4
 - invoice, fb-37–fb-39, f1-16, f1-21
 - invoice, holdback as percentage of, fb-40
 - license fee, f1-17
 - loan, maximum (cap), fb-22, f8-6
 - New, trade-in field, f1-32
 - of payment, changing with Roll option, f1-33
 - out the door, f1-34
 - owed on used unit, fb-40
 - paid on account, f1-8
 - percentage, of tax, changing on deal, f1-13
 - pickup payment, f1-22–f1-23, f9-6
 - pickup payment, including in contract down payment, f1-22
 - premium, insurance, f1-20, f1-30
 - purchase, fa-1
 - rebate, f1-16
 - reimbursed, fb-39–fb-40
 - retail, f3-6, f8-21
 - Roll, window on Deal Financing screen, f1-34
 - Select Roll, window on Deal Financing Quote screen, f1-34–f1-35
 - taxed, deal, f3-9, f8-22
 - trade-in, f1-18–f1-20, f1-29, f1-34
 - wholesale, for trade-in, f1-15, f10-4
- amount, cost, f3-6, f8-21
 - for extended service contract, fb-39
 - for extended service contract, tax on, fb-15, f8-13
- amount, dollar, fb-8, fb-23–fb-24, fb-27, fb-37–fb-38, f1-16, f1-21, f3-3, f5-7, f6-4, f8-3–f8-4, f8-22, f10-11, f10-20, f11-7
 - fee, fb-4
 - financed, f1-26
 - out the door, f1-33
- amount due, f3-11, f8-22
 - cash, f1-29
 - cash, displaying, f3-4
 - dealer for accounts receivable, f5-19
- amount, flat
 - buy rate, fb-22, f8-6
 - commission paid per deal, fb-23, f8-3
 - field, fb-22
- amount, payment, fb-25, f1-26, f1-31–f1-32, f3-11, f8-22, f11-7
 - default, f1-29
 - deferred down, f1-24
 - monthly, f11-3, f11-7
 - on Deal Financing screen new, f1-33
 - pickup, f1-22–f1-23, f9-6
 - pickup, including in contract down paymnt, f1-22
- amount, payoff, f8-23
 - on trade-in unit, f1-16, f3-10
 - on used unit, fb-40
- Amount, Pick
 - F&I Sales AR account, f9-6
 - field, f1-22
 - window on Changing Deal Financing screen, 1-23
- amount, tax, f1-18, f3-9, f8-16, f8-22
 - cap, f8-16
 - Cap, field, fb-27, f8-16
- Amt
 - /\$1,000 Loan, field, fb-22, f8-6
 - /Deal, Flat, field, fb-23, f8-3
 - /Deal, Min., field, fb-23, f8-3
 - Due Mgr/Deal, Min., field, f8-4
- annual
 - fixed expenses, fb-6, f10-8
 - Miles Driven, field, f11-6
 - percentage rate, f3-11, f8-22
 - percentage rate, default, fb-20, f8-5, f11-1
 - reports, f3-17
 - totals for principal and interest, f11-4
- apostrophe (command) key, fa-8, fb-8, fb-15, fb-40, f1-33, f3-16, f6-7, f6-14, f8-13, f9-5, f10-24
- Applicant
 - Add New, Credit Menu option, f7-3
 - Change Last, Credit Menu option, f7-4
 - Resend Last, Credit Menu option, f7-4
- application
 - credit service company charge per, fb-30, f7-2
 - for certificate of title/registration, printg, f4-12
 - registration, printing, fa-4, f4-1
 - title, printing, fa-4, f1-5, f4-1
- approval of deal by lender, delivery before, fb-30, f7-1
- APR, fb-20, f3-11, f8-22, f11-1
 - changing during a deal, f8-5
 - field, fb-20, f8-5
- AR
 - account, f9-10
 - account, money due, f9-8
 - accounts, F&I Sales, f9-6–f9-7, f9-9
 - file, F&I Sales, searching for account in, f9-6
 - Integration, f9-6
 - Integration, from F&I to RealWorld accounting software, fb-36, f3-5, f8-21, f9-6, f9-10
 - report, printing, f5-19
- arrow key, f1-13, f1-18–f1-19, f1-28, f1-33
- AT (all-terrain vehicle), inventory type
 - code, fb-3–fb-5, fb-11, fb-35, f6-13, f8-9–f8-10, f10-7
- ATV, fb-3, fb-5, fb-35, f1-10, f1-18, f6-13
 - See all-terrain vehicle*

average
 annual mileage, f11-5
 cost per unit, fb-6, f10-8
 Axles, field on Major Inventory File screen,fb-36

B

back
 end profit, f3-12, f8-23
 door income, commissions as percentage of gross profit, fb-24, f8-4
 up data, how to, fa-11, fa-14
 Up the System, utility option, fa-11, fa-14, f8-21
 backing up to previous screen/menu, f10-8
 Back-up, screen command option, f1-35–f1-36
 backup
 battery, fa-14
 current, needed before F&I software install, fb-1
 daily, fa-14
 of files required before Month End processing, f3-14
 status, f1-36, f5-3
 tape, fa-14
 backup deal, f1-3, f1-10, f1-36, f2-1, f5-13
 Financing, screen, f1-36
 including in Sales Totals report, f5-13
 record, searching for, f2-1
 backup, system, f8-21
 default field, f8-21
 reminder message before file repair, f8-20
 required before Month End processing, f3-14
 backward
 payment calculation w/Roll optn, f1-3, f1-27, f1-31–f1-34, f2-5
 search for deal, f2-3
 balance
 account, f1-8
 customer account, f1-1, f5-20
 Due, field, f1-29, f9-5
 holdback, f1-1
 lender account, f1-1
 lender finance reserve, f1-1
 manufacturer rebate, f1-1
 of debits & credits, cross-checking against cash, f3-7, f5-21, f8-22, f9-8
 of payment after interest, credited to principal, f1-22, f11-4
 updated after payment, f9-8
 zero, deals, f9-8
 on loan, new, f11-4
 Balloon Months
 No of, field, f8-5
 payment option, f1-26
 balloon payment, f1-26, f8-5
 amount, f8-5
 option to refinance, f1-26
 bank contract, fa-2, f1-26, f1-28
 printing, fa-4, fb-21–fb-22, f4-1, f4-12
 bar, menu, fa-7–fa-9, fb-14, fb-34, f1-28, f1-35, f5-14, f5-17, f7-3, f8-12, f9-5, f10-3, f10-26, f11-3
 base
 customer, fa-1
 customer, categories in, f1-8

data, fa-4, fa-6, fa-9, fa-14, f1-3
 data, keeping current, f1-2, f8-1
 price, f10-7
 salary, fb-24, f8-4
 Basis, field, fb-23, f8-3
 battery backup, fa-14
 Begin Odom, field on Major Inventory File screen, fb-37
 benefits, insurance, included in payment, f1-29, f11-7
 bill of sale, printing, fa-4, f4-1, f4-12
 birth, date of, f1-7, f1-37
 biweekly payment option, f1-26
 boat
 hull, fb-3, fb-35, f10-7
 Package Display, option on Major Inventory Menu, f10-5
 Package, screen, f10-5–f10-6
 Body Type, field on Major Inventory File screen, fb-36
 bonus
 field, f3-4
 paid, f3-12, f8-21
 breakdown insurance, mechanical, fa-1–fa-2, f1-21, f1-29
See also add-on contract, extended service contract, extended warranty
 bureau credit, fb-31
 dial-up service, f7-1
 option, fb-30, f1-5, f7-1–f7-2, f7-5
 buy rate, fa-2, f1-25, f8-6
 default, changing, f3-3
 field, fb-22, f3-3, f8-6
 lender's, fb-22, f3-3
 vehicle age's effect on, f8-6
 buyer, fa-3, f1-26, f2-1
 alternate (backup deal), f2-1
 cash, f1-25, f9-1
 deposit, f1-29
 fuel economy comparison for, f11-5
 new, f1-7
 printing copy of fuel comparison for, f11-6
 spouse of, adding name to Customer file, f1-7, f1-37
 by
 Date, Select Transactions, history option, f3-17
 Deal, Profit/Cost, option on Profit & Cost Menu, f5-6
 Engine Size, Manufacturer List, f10-31–f10-32
 by Item Type, Inventory Report, f10-17–f10-18
 Mfr, Engine Size, option on Inventory Reports Menu, f10-30
 Type, Reports, screen, f10-12–f10-14, f10-25–f10-26

C

C/L & Accident Health Rates, Table, option on Insurance Menu, fb-18, f8-8
 Calc
 Payment, screen command option, f11-3
 Price, screen command option, f11-7

- calculation
 - cost of CL/A&H insurance included in Qik-Quote, f11-2
 - field on Tier Tax File screen, fb-15, f8-13
 - Rule, field, fb-17
 - tier tax rate, fb-15, f8-13, f8-16
- calculation of
 - collision/comprehensive insurance cost, fb-17, fb-26
 - commission, fb-17, f8-4
 - interest when over 30 days to first payment, fb-20, f8-6
 - lieu tax fees, fb-27, fb-39, f8-16
 - markup percentage, fb-6, f10-8
 - payment, fa-1–fa-4, fb-17, fb-25–fb-26, f1-1, f1-11, f1-18, f1-21–f1-22, f1-24–f1-25, f1-27, f1-29–f1-30, f1-32, f8-15–f8-16, f11-3, f11-8
 - payment backward, with Roll option, f1-3, f1-27, f1-31–f1-34, f2-5
 - profit, fa-4, f5-1
 - tax, f1-18–f1-19
- Calculations, Profit/Costs
 - field, f5-7
 - screen, f5-7
 - window on Deal Financing screen, f1-40–f1-41
- canceled deal, refund of deposit on, f1-29
- canceling
 - pending deal, f2-1
 - print job, fa-9, f4-11
- cap
 - Amount, Tax, field, fb-27, f8-16
 - (maximum) on loan amount, fb-22, f8-6
 - Options, Tax, field, fb-27
 - Options, Tax, window on Changing Sales Default Record screen, fb-27, f8-16–f8-17
 - tax, fb-27, f8-16–f8-17
- card company, credit, fb-28, f8-14
 - codes, default, fb-28, f8-14
 - codes, user-definable, fb-28, f8-14
- card, credit
 - adding to default company names, fb-28, f8-14
 - changing company name in record, fb-28
 - file, fb-28, f8-14
 - File, screen, fb-28, f8-13
 - file setup, fb-28
 - payment, f9-1
- Card, Other, option on Sales AR screen, f9-8
- Cards, Credit, option, fb-28, f8-13
- cash
 - a contract, flat lender rate to, fb-22, f8-6
 - buyer, f1-25, f9-1
 - customer, fa-2, f1-25
 - deal, f1-29, f9-1
 - deposit, f9-1, f9-5
 - drawer, balancing/reconciling, f3-7, f5-21, f8-22
 - payment other than, f3-7, f5-21, f8-22
 - purchase, f1-3, f1-31
 - sale, fa-2, f1-3, f1-31
 - sales price, f1-30
 - sales price, total, f1-27, f2-5
 - value, actual, fb-37, f1-15, f1-40, f3-10, f8-23, f10-4
- cash down, fa-3, f1-22, f1-25, f1-29, f1-32
 - field, f1-16
 - option, f1-32
 - payment, f1-16
- cash due, f1-29
 - collecting all before recapping deal, f3-4
 - Dep/, field, f1-29
 - displaying, f3-4
- categories
 - deal status, including in reports, f10-26
 - Enable, default flag, f8-21
 - Enabled, default flag, f8-21
 - of accounts receivable, f9-6
- Category, field, in Customer file, f1-8
- central processing unit (CPU), fa-12
- certificate of title, application for, printing, f4-12
- change
 - Last Applicant, Credit Menu option, f7-4
 - price, fb-38, f1-34
 - Price Items, window on Deal Financing screen, f1-11–f1-12
 - screen command option, fb-6, fb-18, fb-20, fb-23, fb-25, fb-28–fb-29, fb-34, fb-38, fa-8, f1-11, f1-17–f1-18, f1-23–f1-24, f1-27, f1-39, f2-5, f3-3, f4-4, f8-4, f8-14–f8-15, f8-17, f10-8, f10-13, f10-25–f10-26
 - undoing, fa-9, f1-28
 - Unit, window on Print Deal Forms menu, f1-39, f4-4–f4-5
- changing
 - APR, fb-20
 - APR during a deal, f8-5
 - buy rate, f3-3
 - CL/AH options during a deal, f11-3
 - credit card company names, fb-28
 - Credit Card file, f8-14
 - credit services, f7-4
 - Customer record, f1-36
 - date purchased, fb-36
 - deal date, f1-27, f2-5
 - default flag settings for reports, f10-26
 - default tax rate on a deal, f1-13
 - defaults on a deal in Qik-Quote, f11-1
 - defaults on a particular deal, fb-25
 - End of Month report flags, f3-16
 - fee defaults, f1-18
 - fees, f1-18
 - insurance payment option, f1-30
 - Inventory Report flags on Reports by Type screen, f10-25
 - inventory type sequence numbers, f10-12
 - Invoice Record, screen, fb-37–fb-38, fb-40, f10-4–f10-5
 - Lender file, f8-4
 - lenders during a deal, fb-27, f8-16
 - payment term during a deal, f11-1, f11-7
 - price during a deal, f1-7, f1-11, f1-21, f1-34–f1-35
 - tier tax defaults, fb-15, f8-13
 - trade-in value during a deal, f1-20
- Changing Deal Financing screen, f1-11–f1-12, f1-17–f1-19, f1-23
 - with Trade-In window, f1-20
 - with Lenders window, f1-25
 - with Deferred Down window, f1-24

- changing number of
 - days to first payment, fb-20
 - days to first payment during a deal, f11-1
 - stock labels to print, f10-7
- changing payment, f1-31
 - option, insurance, f1-30
 - term during a deal, f1-26
 - with Roll option, f1-33
- changing retail price, fb-38
 - in invoice record, fb-38
 - on deal ROs for unit, fb-38, f10-4
- changing sales
 - Default Record, screen, fb-26–fb-27, f8-17
 - defaults, f8-1, f8-15
 - Staff file, f8-3
- changing tax
 - file, f8-10
 - rate, f1-19
 - rate defaults, f8-9–f8-10
 - Record, screen, fb-12
- character string for search, fa-10
- charge
 - account, f1-8
 - dealer's, for freight, fb-15
 - filing fee for recording lien, fb-21, f8-6
 - interest, fb-20, fa-2, f1-28, f8-6
 - limit, on account, f1-8
 - total by state for fees and taxes, fb-39
- charge for
 - accessories, fb-15, f8-13
 - credit services, fb-30, f7-2
 - dealer document fee, f8-13
 - dealer prep, fb-15, fb-38, f8-13
 - dealer prep, correcting, f1-11
 - freight by dealer, f8-13
 - freight, correcting, f1-11
 - insurance premiums, f1-30
 - lieu/road use tax, fb-39
- charged to account, amount, f1-8
- charges against deal, adjustment to, f3-4
- check number, for deposit, f9-5
- checking credit information, fb-30, f7-1, f7-4–f7-5
- city
 - collecting sales taxes for, f8-9
 - tax, fb-11, f1-19, f3-9, f8-1, f8-9–f8-10, f8-22
- CL Insur Type, field, fb-17, f8-7
- CL/A&H
 - See also credit life/accident & health*
 - premium, fb-25–fb-26, f8-8
 - profit, f1-41
- CL/A&H insurance, fa-2–fa-3, f1-3, f1-30
 - commission percentage on, fb-18, f8-8
 - companies, fb-25–fb-26, f8-16
 - options, changing/deleting, f11-3
- CL/A&H rates, fb-18, f8-8
 - file, setting up, fb-18 - fb-19
 - screen, fb-18–fb-19, f8-8–f8-9
 - Table, file, f8-8
- CL/AH
 - Ins Co, field, fb-25, f8-16
 - Insurance Types, window on Sales Default Record screen, fb-25–fb-26
 - screen command option, f1-27, f2-5
- cleaning up corrupted data, f8-18
- Co-Buy, screen command option, f1-37
- co-buyer
 - See also spouse, cosigner*
 - adding new Customer file record for, f1-37
 - field, f1-37
 - information, f1-37
 - name, adding to Customer file, f1-37
 - on deal, f1-37
 - other than spouse, f1-37
 - spouse as, f1-7, f1-37
- code
 - credit card company, default, fb-28, f8-14
 - credit card company, user-definable, fb-28, f8-14
 - customer category, f1-8
 - deal number, f1-6, f2-3
 - for Payment Form window, f9-5
 - for Tax Type field, fb-12, f8-10
 - fuel type, fb-37
 - insurance rate table ID, fb-18, f8-8
 - inventory sequence number, f10-8
 - inventory type, fb-3–fb-7, fb-15, f8-12, f10-7–f10-8, f10-12, f10-17
 - Name/, Salesman Commission, submenu, f5-11
 - number, access, for credit bureau dial-up, fb-31
 - payment form, f9-5
 - salesperson, fb-36, f5-11, f5-18
 - Tax, field, f1-13
 - tax type, fb-12, f8-10
 - tier tax rate, fb-14, f8-12
 - Tier, field, fb-13, f8-11
- code options for
 - Account Type field, f1-8
 - Category field in Customer file, f1-8
 - Discount Type field, f1-7–f1-8
 - inventory type, fb-35, f10-7
 - salesman type, fb-23, f8-3
 - service contract type, fb-29, f8-14
- code, sequence
 - See inventory sequence number*
- codes, inventory type, marine, f10-6
- Col/Comp
 - Comm %, field, fb-17
 - Insurance, Customer Data window, f1-37
- Coll/Comp Ins Co, field, fb-26, f8-16
- collecting
 - agency fees, fb-7, f10-11
 - all cash payments before recapping deal, f3-4
 - deposit payments, f9-5
 - fees for department of motor vehicles, fb-7, f10-11
 - pickup payments, f1-22
 - taxes for state/city, f8-9
- collecting payments, f9-1, f9-5–f9-8
 - for application to open accounts, fa-4
 - for deal deposit, fa-4
 - on deals, f9-10
 - to accounts, f9-10
- collision/comprehensive insurance, fa-1, fb-17, fb-26, f1-20, f1-29, f1-37, f3-12, f8-16, f8-23
 - calculating cost of, fb-17, fb-26
 - commission percentage for, fb-17
 - contract, printing, f4-1
 - printing form, f4-12
- Color, field on Major Inventory File screen, fb-36

Comm

- %, Col/Comp, field, fb-17
- FI), Total, field, f6-12
- field, f3-4
- Salesman, fields on Profit/Costs Calculations screen, f5-7
- command key
 - apostrophe, fa-8, fb-8, fb-15, fb-40, f1-33, f3-16, f6-7, f6-14, f8-13, f9-5, f10-24
 - period, fa-8, fb-14, f1-19, f8-12, f10-3
 - semicolon, fa-8, f10-3, f10-25-f10-26
 - slash, fa-9, fb-11, fb-14-fb-15, fb-25, fb-27, fb-37-fb-38, f1-7, f1-9, f1-11-f1-12, f1-14, f1-17, f1-20, f1-24, f1-36, f1-40, f2-2-f2-3, f3-3, f4-3, f4-6-f4-7, f5-6, f5-10-f5-11, f6-3-f6-5, f6-7, f6-11, f6-14, f8-12, f9-3, f10-4, f10-17, f10-20-f10-21, f10-24
- command line, on screen, fa-8, f6-9, f6-16
- command option
 - Accept, fa-9, fb-7, fb-36-fb-37, fb-40, f1-13, f1-16, f1-28, f1-32-f1-33, f1-35, f1-37, f5-7, f6-4-f6-6, f6-11-f6-14, f7-3, f9-5, f9-7, f10-7, f10-13, f10-20-f10-21, f10-23, f10-26, f11-6
 - Add, fa-7, fb-4, fb-6, fb-11, fb-13, fb-18, fb-20, fb-23, fb-29, fb-34, f1-7, f1-12, f1-15, f6-3, f6-6, f6-10, f6-13, f8-4, f8-10-f8-11, f8-14, f10-8-f10-9, f10-19, f10-22
 - Back-up, f1-35-f1-36
 - Calc Payment, f11-3, f11-7
 - Calc Price, f11-7
 - Change, fa-8, fb-6, fb-18, fb-20, fb-23, fb-25, fb-28-fb-29, fb-34, fb-38, f1-11, f1-17-f1-18, f1-23-f1-24, f1-27, f1-39, f2-5, f3-3, f4-4, f8-4, f8-14-f8-15, f8-17, f10-8, f10-13, f10-25-f10-26
 - CL/AH, f1-27, f2-5
 - Co-Buy, f1-37
 - Continue, fa-9-fa-10, f3-16, f5-15, f6-9, f6-16, f7-3, f10-29, f10-31
 - Correct, fa-9-fa-10, fb-37, f1-28, f6-9, f6-16, f7-3, f9-5, f10-26
 - Cust, f1-36
 - D-Date, f1-27, f2-5
 - Deal, f9-3
 - Delete, fa-8, fb-6, f8-4, f10-8
 - Deposit, f1-27, f1-29, f2-5, f9-5
 - Display, f1-12, f1-14, f1-17, f1-20-f1-22, f1-24, f1-26, f2-2, f3-3
 - Dup, fb-34
 - End, f5-14, f5-17
 - Erase, fa-8, fb-14, f8-12, f10-3
 - Exit, fa-7-fa-8, fb-4, fb-6, fb-8, fb-13-fb-15, fb-19, fb-22, fb-24, fb-27-fb-29, fb-31, fb-34, fb-38, fb-40, f1-13, f1-27, f1-31, f1-35, f2-5, f3-16, f6-7, f6-9, f6-14, f6-16, f8-4, f8-8-f8-10, f8-12-f8-14, f9-5, f10-3, f10-8-f10-11, f10-24, f10-26
 - Fees, f10-5
 - Filters, f6-5, f6-12, f10-22
 - Finance, f1-11, f2-4
 - Forms, f1-27, f1-36, f2-5, f4-2
 - History, f9-9
 - Home, f5-14, f5-17
 - Insur, f1-37, f11-3
 - Invoice, fb-34, f1-13, f1-27, f2-5, f10-3
 - Label, fa-8
 - Name, f9-4
 - Next, fa-7, fb-6, fb-15, fb-34, f2-3, f5-14, f5-17, f8-10, f8-12, f9-8, f10-8
 - OTD, f1-31
 - Payment, f9-5
 - Payments, f1-31
 - Prev, fa-7-fa-8, fb-6, fb-34, f2-3, f5-14, f5-17, f10-8
 - Print, f3-4-f3-5, f5-3, f5-7, f5-10, f5-13, f5-16, f5-19, f5-21, f6-7, f6-15, f10-24, f11-3, f11-6
 - Quote, f1-35-f1-36
 - Repair, fb-39
 - Report, f9-9, f11-4
 - Reserve, f1-27, f1-40, f2-5
 - Roll, f1-27, f1-31, f2-5
 - Sale, f1-35-f1-36
 - Sales Tools, f11-5
 - screen verification, f1-28, f7-3, f9-5, f9-7, f10-26-f10-27, f11-6
 - scrolling search, fa-9, fb-14-fb-15, fb-25, fb-27, fb-37-fb-38, f1-7, f1-9, f1-11-f1-12, f1-14, f1-17, f1-21-f1-22, f1-24, f1-26, f1-40, f2-2-f2-3, f3-3, f4-3, f4-6-f4-7, f5-6, f5-10-f5-11, f6-3-f6-5, f6-7, f6-11, f6-14, f8-12, f9-3, f10-4, f10-17, f10-20-f10-21, f10-24
 - Search, fa-7, fa-9-fa-10, fb-6-fb-7, fb-34, f1-40, f4-6, f5-10, f5-12, f6-7, f6-14, f10-8
 - Select, fb-14, f8-12
 - Sequence, f1-39, f4-5
 - Skip, fa-8, fb-14, f8-12, f10-3, f10-25-f10-26
 - Taxes, f1-13
 - Toggle, fb-15, fb-38-fb-39, f8-12, f9-9, f11-4
 - Trade, f1-34
 - Undo, fa-9-fa-10, fb-36-fb-37, f1-28, f7-3, f9-5, f10-26
- commands
 - data entry field, fa-8-fa-9
 - hot key, fa-8, fb-34, f1-4
 - printer stop, fa-9
- command options
 - printer stop, f4-11
 - screen, fa-5, fa-7-fa-9, fa-11, fb-5-fb-6, fb-34, f1-4, f1-27-f1-28, f1-35, f2-5, f5-14, f5-17, f6-9, f6-16, f7-3, f8-12, f9-5, f10-3, f10-7-f10-8, f10-24, f10-26-f10-27, f11-3
 - screen verification, fa-9, f5-15, f6-9, f6-16
- commission, f3-12
 - amount, minimum, f8-3-f8-4
 - calculating, fb-17, fb-24, f5-9, f8-4
 - default, f3-4, f5-7
 - fixed amount, fb-23, f8-3
 - flat amount paid per deal, fb-23, f8-3
 - for CL/A&H insurance, percentage, fb-18, f8-8
 - for coll/comp insurance, percentage, fb-17
 - information, searching for, f5-10
 - on back door income as percentage of gross profit, fb-24, f8-4
 - paid on, %, field, fb-23, f8-3
 - Report, default field, f8-21
 - Report, End-of-Day/Month, f3-1, f3-12, f3-18, f8-21
 - Reports, menu, f5-9, f5-12
 - Reports, option, f5-11
 - retail, fb-23
 - totals, f5-12
 - vouchers, creating, fb-25, f1-1, f8-16
 - Vouchers (Recapped Deals Only), option on Salesman Commission Menu, f5-10

- commission, salesman, fa-2, fb-23, fb-25, f1-13, f3-4, f5-1, f5-10, f8-16, f8-21
 - basis, f8-3
 - calculation, fb-17, fb-24, f5-9, f8-4
 - Menu, f5-9–f5-11
 - Name/Code, submenu, f5-11
 - report, f5-1, f5-22
 - Report, menu, f5-11–f5-12
 - Voucher, screen, f5-10
- commissions
 - Deal Reports Menu option, f5-9
 - gross profit before deducting, f3-13, f8-23
 - included in deal costs, f3-6, f8-21
 - net profit after deduction of, f3-13, f8-23
 - paid, f8-21
 - paid, total, on End of Day, f3-12, f8-21
 - salespeople's, setting up, fb-1
 - split, fb-25, f8-16
- Comp
 - Comm %, Col/, field, fb-17
 - Ins Co, Coll/, field, fb-26
- companies
 - credit card, adding, fb-28
 - credit service, fb-30, f7-1, f7-5
 - credit service, adding, f7-4
 - extended warranty/service contract, fb-29, f8-14
 - insurance, f8-1
 - insurance, CL/A&H, fb-25–fb-26, f8-16
- company
 - & Fixed Credit Life Rates, option, fb-16, f8-7
 - code, credit card, fb-28, f8-14
 - codes, credit card, user-definable, fb-28, f8-14
 - credit card, fb-28, f8-14
 - credit card, changing name in record, fb-28
 - field, f1-15
 - finance, fb-27, f1-24, f8-16
 - flooring, fb-40
 - ID, field, fb-16, f8-7
 - names, credit card, adding to default, fb-28, f8-14
 - printer (Lexmark International), f4-8
 - service contract, separate file record for each, fb-29, f8-14
- company, insurance, fb-26
 - coll/comp, fb-26
 - creating default rate file record for, fb-17
 - default, f8-16
 - File screen, fb-16–fb-18, f8-7–f8-8
 - File, default screen, fb-16–fb-18, f8-7–f8-8
 - file, setting up, fb-16–fb-18, f8-8
 - more than one, fb-25
 - insurance, more than one for CL/A&H, f1-30
 - window on Changing Sales Default Record screen, fb-26
- Comparison, Fuel, screen, f11-5–f11-6
- Comparisons, Fuel, sales tool on Finance Quote screen, f11-5
- comprehensive insurance
 - collision/, fa-1, fb-17, fb-26, f1-20, f1-29, f1-37, f3-12, f8-23
 - collision/, commission percentage for, fb-17–fb-18
 - collision/, printing contract, f4-1, f4-12
 - information, f1-37
- Comptron
 - Menu, fb-1, fb-40, f1-4
 - option to copy customized rept to diskette, f6-9, f6-16, f10-28
- computer
 - data storage, fa-6
 - equipment, installation of, fa-5
 - hardware warranties, fa-11
 - hardware, protection of, fa-14
 - main (CPU), fa-14
 - main, location of, fa-12
 - network, f3-18
 - operating system, f6-9, f6-16, f10-28
 - screen messages, fa-10
 - software, installation of, fa-5, fb-1
- Continue, screen command option, fa-9–fa-10, f3-16, f5-15, f6-9, f6-16, f7-3, f10-29, f10-31
- Contr, Ext. Serv, field, f1-21
- contract
 - add-on, fb-6, f10-8
 - bank (loan), fa-2, fb-21, f1-26, f1-28, f8-6
 - bank, printing, fa-4, fb-21–fb-22, f4-1, f4-12, f8-6
 - Ext, field, fb-39
 - extended warranty/service, printing, f4-1
 - File, Service, screen, f8-14
 - filing fee for lien against unit on, fb-21, f8-6
 - finance, fa-2, fb-21–fb-22, f8-6
 - finance, printing, f1-1, f4-1, f4-12
 - flat lender rate to cash, fb-22, f8-6
 - in transit, f9-6
 - in Transit, F&I Sales AR account, f9-6
 - insurance, printing, f4-1
 - lender, f8-6
 - multiple units on, f1-10
 - printing, f1-5
 - sales, fa-2, f1-7, f1-10, f1-22, f1-24
 - sales, retail, fb-17, fb-20, f8-4
 - term of, f1-22
 - Terms, subwindow on Deal Financing screen, f1-22
 - Type, field, fb-29, f8-14
- contract, extended service, fa-1–fa-2, fb-6, fb-11–fb-12, fb-15, fb-29, fb-39, f1-3, f1-21–f1-22, f1-29, f3-12, f8-10, f8-13–f8-14, f8-23, f10-8
 - option for Contract Type field, fb-29, f8-14
- contract, prepaid maintenance, fb-15, f1-3, f1-22, f3-12, f8-13, f8-23
 - option for Contract Type field, fb-29, f8-14
 - printing, f4-1, f4-12
- contract, service
 - default file, fb-29
 - extended, fa-1–fa-2, fb-6, fb-11–fb-12, fb-15, fb-29, fb-39, f1-3, f1-21–f1-22, f1-29, f3-12, f8-10, f8-13–f8-14, f8-23, f10-8
 - Extended, option for Contract Type field, fb-29, f8-14
 - file record, separate for each company, fb-29, f8-14
 - File, screen, fb-29
 - file, setting up, fb-29
 - /maintenance, term, f1-22
 - printing, f4-1, f4-12
 - type code, fb-29
 - type code, f8-14

- Contracts
 - Ext./PPM, field, fb-24, f8-4
 - Extended Service, field, f1-22
 - Extended Service, window on Deal Financing screen, f1-21
 - in transit, money due from, f9-8
 - in Transit, Outstanding Sales Receivables–Detail option, f5-20
 - Service, option on Sales Maintenance Main menu, fb-29, f8-14
- control, inventory, fa-1, f1-1
- copy
 - of data base, creating, fa-14
 - of screen, printing, f3-4, f11-3
 - RPG Export to Diskette, menu, f6-9, f6-16, f10-27–f10-28
- copying inventory record, fb-34
- copyright screen, display, fb-1, f1-4
- Correct, screen command option, fa-9–fa-10, fb-36–fb-37, f1-28, f6-9, f6-16, f7-3, f9-5, f10-26
- correcting
 - account, f9-8
 - fee amount, f1-18
- Correction, option on Sales AR screen, f9-8
- corrupted data, cleaning up, f8-18
- cosigner
 - See also co-buyer, spouse*
 - spouse as, f1-7, f1-37
- cost, f10-13
 - Acct#, field, fb-2, f8-14
 - actual, fb-6, fb-23, f3-6, f8-3, f8-21, f10-13–f10-14
 - additional, charged against deal, f3-4
 - and profit, computing, f1-40
 - average, per unit, fb-6, f10-8
 - coll/comp insurance, calculating, fb-17, fb-26
 - credit insurance premium, displaying in Qik-Quote Payment field, f11-4
 - current, of gas, f11-6
 - (Dealer), Inventory Reports Menu option, f10-16
 - flooring, fb-6, fb-40, f10-8, f10-33
 - freight, f10-7
 - information on reports, f5-1
 - markup, f10-7
 - markup level, creating, fb-5, f10-7
 - Menu, Profit and, f5-6
 - of CL/A&H insurance, included in Qik-Quote calculation, f11-2
 - of extended service/PPM policies, adding to invoice, f1-22
 - on deal ROs, f10-4
 - per day, of payoff on used unit, fb-40
 - per Gallon, Fuel, field, f11-6
 - prep, f10-7
 - Profit/, by Deal, option on Profit and Cost Menu, f5-6
 - reconditioning, f10-4
 - replacement, f1-8
 - retail, fb-6, f10-8
 - shipping, actual paid, fb-38
 - Total, field, f6-5, f6-12
 - unit, f3-10, f8-22
 - unit, fees as part of, f10-11
 - cost amount, f3-6, f8-21
 - for extended service contract, fb-39
 - for extended service contract, tax on, fb-15, f8-13
 - cost data
 - displaying in customized report, f10-13
 - field, invoice, adding to custom report, f10-21
 - Invoice, subwindow on Inventory Report screen, f10-21
 - option to display on inventory report, f10-13
 - cost, dealer, fb-6, fb-23, f8-3, f10-13, f10-17–f10-18
 - for accessories, f1-13
 - markup for, fb-6, f10-8
 - prep, fb-5, fb-11–fb-12, fb-15, fb-38, f8-10, f8-13
 - cost, invoice, f1-13
 - actual, f1-13
 - field, f6-5
 - Cost-Profit
 - Data, subwindow on Deal Report screen, f6-4–f6-5
 - Data, subwindow on History Report screen, f6-11–f6-12
 - field, f6-4–f6-5, f6-11
 - Costs, % Markup for Dealer, field, fb-6, f10-8
 - Costs, Profit/
 - Calculations, screen, f5-7
 - Calculations, window on Deal Financing screen, f1-40–f1-41
 - Deal Reports Menu option, f5-6
 - report, f5-1, f5-7, f5-22
 - Report menu, f5-6–f5-7
 - counter ticket
 - ended, f1-8
 - internal, f1-8
 - Parts, f1-12
 - county tax, fb-11, f1-19, f3-9, f8-1, f8-10, f8-22
 - CPU, fa-12, fa-14
 - See also central processing unit*
 - craft, water, f1-8, f1-18
 - forms for, f1-38, f4-3
 - inventory type code, fb-3, fb-5, fb-7, fb-35, f10-7
 - personal, tier tax on, fb-14, f8-12
 - create custom report, how to, fa-4, f1-1, f1-5, f6-1, f6-9–f6-10, f6-16–f6-17, f10-19, f10-28
 - creating
 - commission vouchers, fb-25, f5-10, f8-16
 - copy of data base, fa-14
 - cost markup level, fb-5
 - Customer record, f1-7
 - Deal Report filters, f6-6–f6-7
 - Default Fee files, fb-4, fb-7
 - default rate files for insurance companies, fb-17
 - inventory record, fb-36, fb-40
 - inventory type/sequence number record, fb-4
 - Lender file, fb-20, fb-22
 - mailing lists by customer category, f1-8
 - Major Inventory file, fb-32
 - Pending Deals report, f5-2
 - Recapped Deal Repair Orders report, f5-5
 - Recapped Profit report, f5-8
 - Repair Order, fb-38
 - Sales Staff file, fb-23

- creating (*cont.*)
 - Sales System Default file, fb-25
 - Service Contract file, fb-29
 - Sold Deals report, f5-4
 - Sold Profit report, f5-8
 - Tax file record, fb-11
- creating new
 - insurance rate table, fb-18
 - inventory record from duplicate, fb-34
 - record, fa-7
- creating new deal, fa-4, fb-13, fb-40, f1-1, f1-5–f1-6
 - History report, f6-10
 - screen, f1-6, f1-9–f1-10
- credit
 - approval by lender, f1-16, f1-27
 - Cards, option, fb-28, f8-13
 - check, fb-30, f7-1, f7-4–f7-5
 - information, setting up, fb-1
 - Information, screen, f7-3–f7-4
 - Life, Fixed, rates area on Insurance Company file screen, fb-17, f8-7
 - Life Rates, Company & Fixed, option, fb-16, f8-7
 - limit, fa-6
 - Limit, field, f1-8
 - Menu, f7-3
 - report, reprinting last, f7-2–f7-3
- credit bureau, fb-31
 - dial-up service, f7-1
 - option, fb-30, f1-5, f7-1–f7-2, f7-5
- credit card
 - companies, adding to default, fb-28, f8-14
 - file, fb-28, f8-14
 - File, screen, fb-28, f8-13
 - number, for deposit, f9-5
 - payment, f9-1
- credit card company, fb-28, f8-14
 - changing name in record, fb-28
 - codes, default, fb-28, f8-14
 - codes, user-definable, fb-28, f8-14
- credit insurance, f11-3
 - premiums, f11-4
 - premiums, displaying cost in Qik-Quote Payment field, f11-4
 - zero, fb-26, f11-3
- credit life insurance, fa-1–fa-3, f1-3, f1-25, f1-29, f3-12, f4-12, f11-2, f11-4
 - See also CL/A&H insurance*
 - company, more than one, fb-25
 - contract, printing, f4-1
 - joint, f1-29, f11-3
 - payment, f11-3
 - payment options, f1-27, f2-5
 - premiums, fb-16, fb-26, f8-7
 - profit on, f8-23
 - rate, level on balloon payment, f8-5
 - rates, fb-18, f8-8
 - single, fb-26, f11-3, f11-7
- credit service
 - application, fb-30
 - application, f7-2
 - companies, adding/changing, f7-4
 - company, fb-30, f7-1, f7-5
 - dial-up, f7-1
 - credit services, fa-4, fb-30, f1-1, f1-5, f7-1–f7-2, f8-1
 - Inquiry, menu, f7-3–f7-4
 - Menu, fb-30–fb-31, f7-2
 - crediting payment to account, f9-1–f9-2, f9-10
 - Ctrl (command) key, f4-11
 - current
 - backup, needed before F&I software install, fb-1
 - cost of gas, f11-6
 - deal, most, displaying, f2-2–f2-4
 - deals, displaying all, f9-3
 - keeping data base, f1-2, f8-1
 - Odom, field on Major Inventory File screen, fb-37
 - status of inventory, f10-1
 - status summary of F&I Sales AR account, f9-7
 - units, Major Inventory file, not affected by default fee change, f1-18
 - vehicle, fuel efficiency of, f11-6
 - Vehicle Mileage, field, f11-6
 - cursor
 - advancing through screen, fa-8, fb-4, fb-14, fb-37–fb-38, f1-12, f1-15–f1-17, f1-19–f1-20, f1-25–f1-26, f1-28, f1-31–f1-33, f1-37, f2-3, f6-3, f6-6–f6-7, f6-10, f6-14, f8-12, f10-19, f10-22, f10-24, f11-3, f11-6
 - moving through screen, fa-8, fb-4, fb-14–fb-15, fb-37–fb-38, f1-12, f1-14–f1-20, f1-25–f1-26, f1-28, f1-31–f1-33, f1-37, f2-3, f6-3, f6-6–f6-7, f6-10, f6-14, f8-12–f8-13, f10-19, f10-22, f10-24, f11-3, f11-6
 - moving to previous field, fa-8, f1-28
 - Cust
 - Rebate, Fac-, field, f1-16
 - Rebate, Dealer-, field, fb-40
 - Rebate, Mfg-, field, fb-40
 - screen command option, f1-36
 - ustom design (customize) reports, how to, fa-4, f1-1, f1-5, f6-1, f6-9–f6-10, f6-16–f6-17, f10-19, f10-28
 - customized report
 - filtering, f10-22–f10-24, f10-26–f10-27
 - how to produce, f10-19, f10-28
 - customer
 - #, field, f1-7
 - accepting payment from, f9-1, f9-4–f9-5
 - account, f1-7–f1-8, f8-6, f9-6
 - account balance, f1-1
 - adding co-buyer as new, f1-37
 - adding new, fa-4, f1-3
 - address, f3-11, f8-21–f8-22
 - base, fa-1
 - base, categories in, f1-8
 - cash, fa-2, f1-25
 - category, f1-8
 - credit check on, fb-30, f7-1, f7-5
 - Data, window on Deal Financing screen, f1-36–f1-37
 - deal quote previously prepared for, f2-1
 - dealer rebate to, fb-40, f3-13, f8-23
 - deposit payment, on deal, f1-5
 - estimate of annual mileage driven, f11-6
 - factory/manufacturer rebate to, fb-40, f1-16, f9-6
 - field, f5-10, f5-12
 - finance quote for, f11-1, f11-8

- customer (*cont.*)
 First Name, search window on Print Deal Forms menu screen, f4-7
 information, f1-36
 Last Name, search window on Print Deal Forms menu screen, f4-6
 mailing labels, fa-4, fa-12
 name, searching for deal by, f1-1
 Outstanding Sales Receivables–Detail option, f5-20
 receipt, f1-29
 Report, default field, f8-21
 Report, End-of-Day/Month, f3-1, f3-11, f3-19, f8-21
 retention, F.U.\$.\$™ program for, f3-18
 sales tracking, fa-1, fb-22
 with resale tax number, no sales tax to, f1-7
 with seasonal income, using pickup payment for, f1-22
 working deal with, fa-3, fb-20, fb-25, fb-38, f1-10–f1-11, f1-31, f8-5, f8-15, f11-7
 working out payment with, fa-3, fb-25–fb-26, f1-11, f1-25, f1-27, f1-31, f8-5, f8-15–f8-16, f11-7
- customer file, fa-6, f1-6, f1-36–f1-37
 finalized deal’s unit added to, f3-4
 screen, f1-7
- customer name, f1-1, f1-6, f1-37, f3-10–f3-11, f4-3, f5-7, f8-21–f8-23
 Deal List, window on Print Deal Forms screen, f4-6
 Deal List, window on Searching Deal Record screen, f2-4
 pending deals by, f5-3
 searching for deal by, fa-4, f1-5, f2-3–f2-4, f2-6, f3-2–f3-3, f4-2, f4-6–f4-7, f5-6, f9-4, f11-3
- Customer record, fa-6, f1-9, f2-4
 adding, f1-7
 reminder notice on, f1-7
 screen, f1-7
- customers
 owing money on deals, report, f5-20
 year-end greeting to, f1-8
- customized report
 filtering, f6-6–f6-8, f6-13–f6-15
 how to produce, fa-4, f1-1, f1-5, f6-1, f6-9, f6-16–f6-17
- Cyls, field on Major Inventory File screen, fb-36
- D**
 D-Date, screen command option, f1-27, f2-5
 daily reports, fa-4, f1-1, f9-1
 damage insurance, physical (property), fa-1, fb-17, fb-26, f1-3, f1-20, f1-29
See also **collision/comprehensive insurance**
 contract, printing, f4-1
- data, fa-4
 account history, printing, f9-9
 backing up, f3-14, f8-21
 corrupted, cleaning up, f8-18
 cost, displaying in customized report, f10-13
 cost, option to display on inventory report, f10-13
 Customer, window on Deal Financing screen, f1-36–f1-37
 editing, fa-9–fa-10, fb-36–fb-37, fb-40, f1-6, f1-18, f1-28, f1-36, f3-3–f3-4, f6-9, f7-3, f8-15, f9-5, f9-8, f10-10, f10-13, f10-27
 entry, fa-5, fa-8–fa-11, fa-14, fb-1, fb-3–fb-4, fb-7, fb-11–fb-13, fb-15, fb-17–fb-18, fb-21–fb-25, fb-27–fb-28, fb-33, fb-36, fb-38–fb-39, f1-7, f1-9, f1-11, f1-14–f1-16, f1-19–f1-20, f1-22–f1-23, f1-34, f1-36–f1-37, f3-3, f8-4, f8-6, f8-8, f8-10, f8-13, f8-16, f9-3, f9-5, f9-8, f10-4, f10-8, f10-11, f11-3, f11-6–f11-7
 erasing, fa-8
 files, fa-4, fa-6–fa-7, f8-1
 format, fa-10
 how to back up, fa-11, fa-14
 Invoice Cost, subwindow on Inventory Report screen, f10-21
 Invoice, option, f10-4
 line protectors, fa-14
 range, f6-5, f6-8–f6-9, f6-12, f6-16, f10-26–f10-27
 range of, to print, f6-15
 sales, how long to keep for reports, f8-16
 storage on computer, fa-6
 verification, fa-9
- data base, fa-4, fa-6, fa-9, fa-14, f1-3
 creating copy of, fa-14
 keeping current, f1-2, f8-1
- Data, Cost-Profit, subwindow, f6-5
 on Deal Report screen, f6-4–f6-5
 on History Report screen, f6-11–f6-12
- data field, fa-8, f6-3–f6-5, f6-9–f6-12, f6-16, f10-19–f10-22, f10-27, f11-3
 choosing title from list for custom report, f6-3–f6-5, f6-11–f6-12, f10-20–f10-21
 invoice cost, adding to report, f10-21
 name, f10-19–f10-21
 selection, from list for custom report, f6-3–f6-5, f6-11–f6-12, f10-20–f10-21
- Data Field Name, window
 on Deal Report screen, f6-3–f6-4
 on Deal Report Title screen, f6-5
 on History Report screen, f6-11
 on Inventory Report screen, f10-20–f10-21
- date
 deferring down payment to later, f1-24
 due, for first payment, f1-23–f1-24, f1-28, f8-4, f8-6
 due, for pickup payment, f1-23
 effective, of coll/comp insurance policy, f1-37
 ending, f3-15, f5-2, f5-4–f5-5, f5-8, f5-12, f5-14, f5-16, f10-29
 expiration, of coll/comp insurance policy, f1-37
 field, fb-36, f1-27, f2-5, f6-8, f6-12, f6-15
 flooring, f10-33
 Inventory, field, f10-21
 invoice, including on stock label, f10-7
 Lic Exp, field on Major Inventory File screen, fb-37
 of birth, f1-7, f1-37
 of finance quote, f11-3
 postponing down payment to later, f1-22, f1-24
 range, f3-16, f5-2–f5-5, f5-8, f5-12, f5-14, f5-16–f5-17, f5-19–f5-20, f6-8, f6-15, f9-9, f10-29
 range screen, f3-15, f5-16–f5-17

- date (*cont.*)
 Received to, field, f9-5
 searching for deals by, f5-3, f5-5, f5-8
 Select Transactions by, history option, f3-17
 sold, including on stock label, f10-7
 starting, f3-15, f5-2, f5-4–f5-5, f5-8, f5-12, f5-14, f5-16–f5-17, f10-29
 today's, default for Purchased field, fb-36
- date, deal, fb-36, f3-11, f8-21–f8-22
 changing, f1-27, f2-5
 option on F&I Sales Penetration rpt menu, f5-16
 Sales Total report range option, f5-14
- date, report creation by
 Pending Deals report, f5-2, f5-4
 Recapped Deal Repair Orders report, f5-5
 Recapped Deals report, f5-4
 Recapped Profit report, f5-8
 Sold Deals report, f5-4
 Sold Profit report, f5-8
- day
 cost per, of payoff on used unit, fb-40, f1-15
 part of file name for End of Day reprints, f3-14
 Per, field on Trade-In Record window, f1-15
- Day, End of
 Defaults, F&I, file, f3-6, f3-16
 Defaults, F&I, screen, f8-20–f8-21
 in Comptron, f3-5
 menu, f3-3
 Menu, F&I, f3-2, f3-5, f3-14–f3-15, f3-17–f3-18
 processing, f3-5–f3-6, f3-14, f8-21–f8-23
 Report screen, f3-5–f3-6
 reports, fb-40, f1-5, f3-1–f3-2, f3-5–f3-6, f3-10–f3-12, f3-14, f3-16, f5-21, f8-20–f8-23, f10-11
 reprints, f3-5, f3-14
 Reprints, F&I, screen, f3-14
- Day, End-of-
 Report, option, f3-5, f3-17
 Report, screen, f3-5
 Reprint, option, f3-14
- Day/Month, End of
 Accessory Report, TOS, f3-1, f3-10, f3-19, f8-22
 Commission Report, f3-1, f3-12, f3-19, f8-21
 Customer Report, f3-1, f3-11, f3-19, f8-21
 Detail Fee report, f3-10–f3-11, f8-22
 F&I Transactions report, f3-1, f3-6, f3-10, f3-17, f3-19, f5-21, f8-21
 Fee Report, f3-1, f3-10, f3-19, f8-22
 Financing Report, f3-1, f3-11, f3-19, f8-22
 History Report, Transactions, f3-1, f3-17–f3-19
 option, f3-1–f3-2, f3-19
 Profit report, Sales, f3-1, f3-12–f3-13, f3-19, f8-23
 Reconciliation Report, f3-1, f3-7–f3-8, f3-19, f5-21, f8-22
 report types, f3-1, f3-6
 Sales Profit report, f3-1, f3-13, f3-19, f8-23
 Summary Fee report, f3-10, f8-22
 Summary Reconciliation Report, f3-7
 Tax Detail Report, f3-1, 3-9, f3-19, f8-22
 Tax Summary Report, f3-1, f3-9, f3-19, f8-22
 TOS Accessory Report, f3-1, f3-10, f3-19, f8-22
 Trade-In Detail report, f3-10, f8-23
 Trade-In Report, f3-1, f3-10, f3-19, f8-23
 Trade-In Summary report, f3-10, f8-23
 Transactions History Report, f3-1, f3-17, f3-19
 Transactions report, F&I, f3-1, f3-6, f3-10, f3-17, f3-19, f5-21, 8-21
 Type Totals report, f3-1, f3-12, f3-19, f8-22
- Day/Month, End-of-
 Accessories report, f8-22
 Commission report, f8-21
 Detail Reconciliation Report, f3-7, f8-22
 Fee report, f8-22
 Financing report, f8-22
 Profit report, f8-23
 Summary Reconciliation Report, f8-22
 Transactions List report, f3-17, f8-21
 Type Totals report, f8-22
- days
 interest, extra, calculating for over 30 days to first payment, fb-20–fb-21, f1-28, f8-6
 Interest, Extra, default field, fb-20, f8-6
 to First, field, fb-20, f8-6, f11-2
 to first payment, number of, fb-20–fb-21, f1-23, f1-27–f1-28, f8-4–f8-6, f11-1
- deal
 #, field, fa-9, fb-36, f1-6, f2-2–f2-3, f5-10, f5-12, f6-5, f6-12
 accessories on, f3-10, f8-22
 adding accessories to, f1-3, f1-12–f1-13
 adding major unit to, f1-3, f8-18
 adjustments, f1-31
 amount, f3-9–f3-10, f8-22
 backup, f1-3, f1-10, f1-36, 2-1, f5-13
 calculating profit on, fb-23, f1-40, f5-1, f8-3
 canceling, f2-1
 cancellation, refund of deposit on, f1-29
 cash, f1-29
 changing APR during, f8-5
 changing fee amounts on, f1-18
 changng/deleting Ext Contract field entry during, fb-39
 charges, adjustments to, f3-4
 checking/changing buy rate on, f3-3
 choosing lender for, f1-24
 co-buyer on, f1-37
 collecting deposit on, f9-5
 collecting payment on, f9-5, f9-8
 column in Ext. Service Contracts window, f1-21
 commission earned on, f5-9–f5-10
 computing profit on, fb-23, f1-40, f5-1, f8-3
 creating new, fb-13
 Creating New, screen, f1-6, f1-9–f1-10
 deferred down payment on, f1-24
 deleted, f1-6, f1-29
 deleting, f8-18
 deleting inventory from, f8-18
 deposit, collecting payment for, fa-4
 deposit on, f1-1, f1-5, f1-29, f2-5, f9-1–f9-2, f9-10
 deposit, refund of, f1-1, f1-29, f1-36, f9-1–f9-3, f9-6, f9-10
 deposits credited towards, f1-29
 discount taken out of/added to trade ACV, f1-15, f10-4
 F&I, fb-4, f1-4, f1-42
 Fee File, window on Changing Deal Financing screen, f1-17
 fees on, f3-10

deal (*cont.*)

- Filter, screen, f6-5–f6-7
- Filter, window, f6-6
- finalized, f3-10–f3-12, f8-21–f8-23, f9-6, f9-8
- finalized, payment/refund on, f9-1
- financed, f3-11, f8-22
- Find Sales, screen, f9-3
- flat amount commission paid per, fb-23, f8-3
- Flat Amt/, field, fb-23, f8-3
- Forms, Print, screen, f4-3
- forms, printing, fa-4
- freight, f1-11
- History File, screen, f5-12
- history, searching for, f5-12
- information, tracking in customized reports, f6-1
- invoice(s) on, f1-27, f2-5
- issuing deposit receipt on, f1-29
- item display, separate, Deal Maintenance File screen, f8-19
- Items, screen, fa-9, f2-2–f2-4
- Items screen, multiple stock entries on, f1-10
- keeping in history, fb-27, f8-16
- last, f5-3, f5-5, f5-8
- last entered, displaying, f2-3
- lender approval of, delivery before, fb-30, f7-1
- locked by a terminal, f8-20
- Min. Amt Due Mgr/, field, fb-24, f8-4
- Min. Amt/, field, fb-23, f8-3
- most current, displaying, f2-3
- moved to history after recapping, f3-4
- multiple trade-ins on, f1-39, f4-5
- multiple units on, f1-10, f1-17, f1-34, f1-38–f1-39, f4-4–f4-5, f8-10, f8-19
- new, creating, fa-4, fb-40, f1-1, f1-5
- New, option, f1-3, f1-6
- No of Months to Keep, field, fb-27, f8-16
- not finalized, f5-13, f6-2
- not finalized, issuing refund on, f9-3, f9-10
- pending, f1-1, f1-36, f2-1, f5-1, f5-3, f5-6
- pickup payment on, f1-22
- prep, f1-11
- price, f1-11
- range, f5-13–f5-14
- Recapped, screen, f5-4
- recapping/finalizing, fb-17, f3-1, f3-4
- Record, Searching, screen, fa-9, f2-2–f2-3
- Repair Orders, Recapped, report, f5-1, f5-4–f5-5, f5-22
- Repair Orders, Recapped, screen, f5-5
- Reports, menu, f3-6, f3-8, f5-2, f5-4, f5-6, f5-8–f5-9, f5-12–f5-13, f5-16, f5-18, f5-21
- reviewing, f2-4
- ROs, Recapped, Deal Reports Menu option, f5-4
- ROs, Recapped, menu, f5-4
- screen command option, f9-3
- Search, option, f1-5, f2-1–f2-2, f2-6
- searching for, fa-4, fa-9, f1-5, f1-40, f2-1–f2-4, f2-6, f3-2, f4-2, f5-10, f9-4, f9-8
- sold, f3-3, f5-1, f5-6, f5-8, f6-6, f6-13
- sold, recapping, f3-2
- tax on, f8-16
- taxable items on, f1-13
- trade-in on, f1-36, f1-40, f3-10, f8-19
- units serialized on, f1-1, f1-10, f1-34, f1-39, f4-5, f8-10, f8-19
- using Undo command to return to original, f1-28
- viewing trade-in information on, f8-19
- working with customer, fa-3, fb-13, fb-20–fb-21, fb-25, fb-27, fb-38–fb-40, f1-3, f1-10–f1-11, f1-25, f1-31, f1-33–f1-34, f8-5, f8-11, f8-15–f8-16, f11-7
- deal date, fb-36, f3-11, f8-21–f8-22
 - changing, f1-27, f2-5
 - option on F&I Sales Penetration rpt menu, f5-16
 - Sales Total report range option, f5-14
- deal financing, f1-7, f9-1
 - Backup, screen, f1-36
 - reviewing, f2-1, f2-6
 - working out, f1-3, f1-11, f1-13, f1-15, f1-17, f1-21, f1-36
- Deal Financing screen, fb-39–fb-40, f1-12, f1-14, f1-17, f1-19–f1-22, f1-29, f1-31, f1-40, f4-2, f8-1, f8-6, f9-2, f10-11
 - changing payment type on, fb-25
 - command options for, f2-5
 - retail price used in, fb-38
 - with Accessories window, f1-14
 - with Contract Terms window, f1-22
 - with Deal Profit window, f1-27
 - with Extended Service Contracts window, f1-21
 - with Fees window, f1-17
 - with Pick Amount window, f1-23
 - with Profit/Costs Calculations window, f1-41
 - with Roll Amount window, f1-34
 - with Tax Items window, f1-18
 - with Tax Selections window, f1-19
 - with Trade-In Record wndw, f1-14–f1-16, f1-36
 - with VSI Insurance window, f1-20
 - with Customer Data window, f1-37
- Deal Financing, Changing, screen, f1-11–f1-12, f1-18, f1-24
 - with Deferred Down window, f1-24
 - with Lenders window, f1-25
 - with Trade-In window, f1-20
- Deal Financing Quote screen, f1-27–f1-28, f2-4
 - with Adjustment window, f1-31–f1-33
 - with Payment/Insurance window, f1-30
 - with Payment Options window, f1-26–f1-27
 - with Select Roll Amount window, f1-34–f1-35
 - with Trade-In Payoff subwndw, f1-15
 - with Trade-In Record windw, f1-14, f1-16
- deal forms
 - Print, menu, f1-37–f1-40, f4-3–f4-5
 - Print, menu window, f4-2, f4-6–f4-7
 - printing, f1-1, f1-3, f1-5, f1-14, f1-27, f1-36–f1-38, f1-40, f2-5, f4-1–f4-4, f4-8
- deal history
 - report, f5-1, f5-22
 - Report, filters for, f6-14
 - Report from Report Generator, f6-10, f6-12–f6-13, f6-15–f6-16
- Deal List
 - Customer Name, window on Print Deal Forms screen, f4-6
 - Customer Name, window on Searching Deal Record screen, f2-4
 - List, window, fa-9
 - window on Profit/Costs Report menu, f5-6–f5-7
 - window on Select Search Type screen, f9-3–f9-4
 - window on Print Deal Forms menu, f4-7

- deal maintenance, f8-18
 - File, screen, f8-19
 - option, f8-19
- deal number, fa-4, f1-1, f1-5–f1-6, f1-37, f1-40, f4-3, f5-7
 - field, f9-3
 - List, window, f4-3
 - range, f9-9
 - search option for forms printing, f4-3
 - searching by, f2-2, f2-6, f3-2–f3-3, f3-9–f3-11, f4-2–f4-3, f5-6, f5-10, f8-21–f8-23, f9-3
- deal payment, f9-3
 - calculating with Roll option, f1-3, f1-31, f1-33–f1-34, f5-13
 - deposit, f1-1, f1-5, f1-29
 - screen, f9-4
- deal profit, fa-2, fb-23, f3-6, f8-21
 - /Cost by, option on Profit & Cost Menu, f5-6
 - gross, f3-13, f8-23
 - net, f3-13, f8-23
 - window on Deal Financing screen, f1-27, f2-5
- deal quote, f1-3
 - credit insurance on, f11-3
 - previously prepared, f2-1
 - printing hard copy of, f11-3
 - record, searching for, f2-1
 - storing, f1-36
- Deal Report
 - filters, f6-7
 - from Report Generator, f6-4–f6-6, f6-9, f6-11
 - screen, f6-2–f6-5, f6-7, f10-21
- deal status, fb-36, f1-36, f5-11, f5-13, f10-26
 - Selection, Inventory/, screen, f10-26
 - window, Finance Reserves (Recap) screen, f3-3
- dealer
 - amount due for accounts receivable, f5-19
 - buy rate, f1-25
 - code option for Basis field (profit/commission), fb-23, f8-3
 - cost, fb-6, fb-23, f8-3, f10-13, f10-17–f10-18
 - Cost, Inventory Reports Menu option, f10-16
 - Costs, % Markup for, field, fb-6, f10-8
 - Cust Rebate, field, fb-40
 - direct program, for service/maintenance, fb-29, f8-14
 - document fee, fb-7, fb-12, fb-15, fb-39, f8-10, f8-13, f10-11
 - document fee, profit on, f3-12, f8-23
 - field, fb-37
 - holdback by manufacturer to, fb-40
 - incentives, f3-12–f3-13, f8-23
 - markup, fb-5, f10-1, f10-7, f10-33
 - markup rate, f1-1
 - Number, field, fb-27, f8-16
 - promissory note to, for pickup payment, f1-22
 - Total (, field, f10-21
- dealer prep
 - amount, f8-4
 - correcting charge for, f1-11
 - cost, fb-5, fb-38, f8-10
 - markup for, f10-7–f10-8
 - taxation of, fb-11–fb-12, fb-15, f8-13
- dealer rebate
 - manufacturer to, fb-40, f3-13, f8-23, f9-6
 - Mfg-, field, fb-40
 - Mfr/, Outstanding Sales Receivables–Detail option, f5-20
 - to customer, fb-40, f3-13, f8-23
- dealership
 - address, for printing on forms, fb-27
 - fields, fb-27
 - name, for printing on forms, fb-27
 - number assigned by state, fb-27, f8-16
 - telephone number, for printing on forms, fb-27
- deals
 - current, displaying, f2-2, f2-4, f9-3
 - option, fb-9
 - option on Report Generator Menu, f6-2, f6-10–f6-11
 - reported by tax type, f3-9
 - Sales Menu option, f1-5, f1-42, f2-6
 - Sold, report, f5-1, f5-4, f5-22
 - zero balance, f9-8
- deals list, f1-40, f4-7
 - on End of Day F&I Transactions rept, f3-6, f5-21
 - window, f9-3
 - window on Searching Deal Record screen, f2-2
- deals, money owed on
 - by customers, report, f5-20
 - by lenders (finance reserve/contracts in transit), report, f5-20
 - by manufacturers (rebates/holdback), rept, f5-20
- Deals, Pending
 - option, f5-2
 - Print, screen, f5-3
 - report, f5-1–f5-2, f5-4, f5-22
- deals, recapped, f5-4–f5-5, f5-8, f5-11, f5-19–f5-20
 - Only), Commission Vouchers, option on Salesman Commission Menu, f5-10
 - report, f5-1, f5-4, f5-22
 - Sales Penetration Report for, f5-16
 - searching for, f5-10
 - status option for Salesman Commssn rpt, f5-11
- deduct
 - Full Trade-in Value, field, fb-12, f8-10
 - Net Trade-in Value, field, fb-12, f8-10
 - trade-in from purchase price for state tax, fb-12, f8-10
- default
 - APR, fb-20, f8-5, f11-1
 - buy rate, changing, f3-3
 - codes for Tax Type field, fb-12, f8-10
 - commission, f3-4, f5-7
 - discount type, f1-7
 - due date, f1-23
 - exclusion of backup deals from SalesTotals report, f5-13
 - Extra Days Interest field entry, f8-6
 - fees, f1-17
 - Fees, option, fb-7, f1-18, f10-10–f10-12
 - fields, End of Day, f8-21
 - file setup, fb-1
 - File, Sales System, screen, f1-19, f8-15–f8-16
 - finance company, f1-24

- default (*cont.*)
 - flags for inventory reports, list of, f10-26
 - insurance company (provider), fb-26, f8-16
 - Insurance Company File, screen, fb-16–fb-17, f8-7–f8-8
 - interest rate, f1-25
 - pick amount, changing, f1-23
 - Record, Changing Sales, screen, fb-26–fb-27, f8-17
 - report output form, f6-7, f6-15, f10-24, f10-29, f10-31, f11-4
 - report settings, f3-6, f8-1, f8-21–f8-24, f10-25–f10-26
 - sale type, f1-13
 - Sales Staff file, fb-23, f8-3
 - sales tax rate, fb-13, f8-10, f8-16
 - Service Contract file, fb-29, f8-14
 - Starting/Ending field entries, f3-15, f5-3, f5-5, f5-8, f5-14, f5-17, f6-8, f6-15, f10-7, f10-27, f10-29
 - system, setting up files, fb-1–fb-2, fb-7, fb-11–fb-13, fb-15–fb-17, fb-23–fb-29, fb-32, fb-40
 - tier tax rate, fb-15, f8-13
 - trade-in value, f1-20
 - values, f3-15, f5-3, f5-5, f5-8, f5-14, f5-17, f6-8, f6-15, f10-7, f10-27, f10-29
 - version of Accessories window on Deal Financing screen, f1-13
- default credit card
 - codes, fb-28, f8-14
 - company names, changing, fb-28
 - file, fb-28, f8-14
- default fee file, fb-3, fb-7, fb-11
 - creating, fb-4, fb-7–fb-8
 - screen, fb-7–fb-8, fb-10, fb-39, f10-10–f10-12
 - setting up, fb-7
 - separate for each inventory sequence number, fb-3, fb-7, f10-11–f10-12
- default flag
 - Categories Enabled, f8-21
 - Enable Categories, f8-21
 - settings for reports, f10-25–f10-26
- default lender, fb-27, f1-24
 - file, fb-20, f8-4
 - field, f8-16
- default payment, fb-26
 - amount, f1-29
 - schedule, f1-26
- Default, Sales System, file, fb-12, f8-10
 - information used in Qik-Quote, f11-2
 - screen, fb-8, fb-25, fb-27
 - setting up, fb-25–fb-27
- default tax, fb-27
 - file, fb-9
 - rate, fb-13, f1-16, f1-18–f1-19, f8-10, f8-13, f8-16
 - rate, changing on a deal, f1-13
- defaults
 - changing on a particular deal, fb-25
 - End of Day, f8-20–f8-23
 - EOD Report, option, f3-6, f8-20
 - F&I End of Day, file, f3-6, f3-16
 - F&I End of Day, screen, f8-20–f8-21
 - factory, Lexmark printer, f4-1, f4-8–f4-9, f4-12
 - fee, changing, f1-18
 - Lexmark printer, resetting, f4-8
 - on a deal, adjusting/changing in Qik-Quote, f11-1
 - system, setting up, fb-1–fb-2, fb-7–fb-9, fb-11–fb-13, fb-15–fb-17, fb-20, fb-23, fb-25–fb-29, fb-40–fb-41, f1-18, f8-1, f8-3–f8-7, f8-10–f8-11, f8-13–f8-17, f8-20–f8-24, f10-11–f10-12
 - tax, setting up, fb-11
- defaults, sales, f11-2
 - changing, f8-1, f8-15–f8-16
 - option on Sales Maintenance main menu, fb-25, f8-15
- Defer
 - Down Amount, F&I Sales AR account, f9-6
 - Net Down + (Pick/, field, f1-22, f1-24)
- deferred down, f1-24
 - amount, f9-6
 - field, f1-24
 - payment, f1-3, f1-22, f1-24, f9-1, f11-4
 - window on Changing Deal Financing screen, f1-24
- delete
 - deal, f8-18
 - files, f1-5
 - inventory, f8-18
 - Markup file record, f10-7
 - screen command option, fa-8, fb-6, fb-34, f8-4, f10-8
- deleted
 - Customer record, f1-7
 - deal, f1-6, f1-29
- deleting
 - CL/AH options during a deal, f11-3
 - price during a deal, f1-21
- delivery
 - before lender approval of deal, f7-1
 - detailing unit for, fb-38
 - of unit, fa-1–fa-3, fb-30, fb-38, fb-40, f1-14–f1-15, f1-25, f1-36, f7-1
 - retail, fb-38, fb-40
 - "spot", fa-2, fb-30, f1-36, f7-1
- Demo
 - inventory status option, f10-26
 - New/, inventory status option, f10-26
- Dep/Cash Due, field, f1-29
- department
 - Accounting, f3-1, f9-6
 - F&I, fa-1, f1-29
 - F&I Sales, fa-4, f1-1
 - finance, f1-29
 - of motor vehicles, fb-27, f8-16
 - of motor vehicles, collecting fees for, fb-7, f10-11
 - Parts, fa-12, f1-7, f1-12
 - Sales, fa-1, fa-4–fa-6, fa-12, f1-1, f1-5, f1-13, f1-29, f3-1, f3-5–f3-7, f3-14, f5-18, f5-21, f6-1, f8-1, f8-21–f8-22, f9-6
 - Sales, reports, f5-1, f8-20
 - Service, fa-12, f1-12, f10-4
- deposit, f1-29
 - accepting on deal not finalized, f9-3, f9-10
 - amount, f5-13, f9-5
 - cash, f9-1, f9-5
 - payment, on deal, f1-1, f1-5

- deposit (*cont.*)
 - receipt, printing, f1-29, f4-1, f4-12, f9-1, f9-6
 - refund, on deal, f1-1, f1-29, f1-36, f9-1–f9-3, f9-6, f9-10
 - screen, f9-5–f9-6
 - screen command option, f1-27, f1-29, f2-5, f9-5
- deposit on
 - Account, F&I Sales AR f9-6
 - customer account, f5-20, f9-6
 - deal, f1-36
 - deal, collecting payment for, fa-4, f1-1, f1-5, f1-25, f1-27, f1-29, f2-5, f9-1–f9-3, f9-5, f9-10
 - unit, f1-10
- deposits, list of, on F&I Transactions rept, f3-6, f5-21, f8-21
- description
 - accessory item, deal RO/ticket, f1-13
 - accessories, f3-10, f8-22
 - fee, fb-8, f10-11
 - field on Inventory Report screen in Report Generator, f10-19, f10-21
 - field on Tier Tax File screen, f8-12
 - for report created in Report Generator, f6-3, f6-5, f6-10, f6-12, f10-19, f10-21
 - line item, f9-9
 - of user-defined tax, fb-12
 - tax, f3-9, f8-10, f8-22
- Description, field on
 - Deal Filter window, f6-6
 - Deal Report screen in Report Generator, f6-2–f6-3
 - Deal Report Title screen, f6-5
 - History Report screen in Report Generator, f6-10
 - History Report Title screen, f6-12, f6-14
- descriptions, field, fb-36, f8-3
 - Changing Invoice Record screen, fb-38
 - F&I End of Day Defaults screen, f8-21
 - Invoice Record screen, f1-15
 - Major Inventory File screen, fb-36
 - Sales Staff File screen, f8-3
 - Sales System Default File screen, f8-16
 - tier tax field, fb-14
- design custom report, how to, f1-1, f1-5, f6-1, f6-3, f6-9–f6-10, f6-16–f6-17, f10-19, f10-28
- Destination, Export, menu, f3-18
- detail
 - AR account, f9-9
 - Fee report, End of Day/Month, f3-10–f3-11, f8-22
 - line item, f9-8
 - Menu, Outstanding Sales Receivables, f5-20
 - option for Outstanding Sales Accounts Receivable report, f5-19
 - Reconciliation Report, End of Day/Month, f3-7–f3-8, f8-22
 - Report, Tax, End of Day/Month, f3-1, f3-9, f3-19, f8-22
 - Report, Trade-In, End of Day/Month, f3-10, f8-23
 - submenu, Outstanding Sales Receivables, f5-19–f5-20
- detailing unit for delivery, fb-38
- dial-up
 - credit bureau service, f7-1
 - software program, for credit bureau access, fb-31, f7-1
 - telephone number, credit bureau, fb-31, f7-1
- disability insurance, fa-1, f1-29
 - See also* **accident and health insurance**
- disclaimer screen, fb-1
- discount
 - %, code option for Discount Type field, f1-8
 - fleet, fb-39
 - taken out of deal & added to trade ACV, f1-15, f10-4
 - Type, field, f1-7–f1-8
- Discounts, Invoice, field, fb-39
- disk drive, hardware warranty on, fa-11
- diskette
 - Copy RPG Export to, menu, f6-9, f6-16, f10-27–f10-28
 - exporting report to, f3-18, f6-7, f6-9, f6-15–f6-16, f10-24, f10-27–f10-28, f10-31
 - exporting report to Windows, option, Export Destination menu, f3-18
- display
 - Boat Package, option on Major Inventory Menu, f10-5
 - cash amount due, f3-4
 - cost data on inventory report, option to, f10-13
 - last deal entered, how to, f2-3
 - lenders list, f5-14, f5-17
 - message, fa-10, f1-8, f6-9, f6-16, f10-27
 - of copyright screen, fb-1, f1-4
 - of menu options, fa-7, f1-28, f7-3, f10-26, f11-3
 - output to screen, option, f3-5, f3-16, f3-18, f5-3–f5-5, f5-7, f5-12–f5-13, f5-15–f5-16, f5-19, f5-21, f6-7, f6-9, f6-15–f6-16, f10-6, f10-17, f10-24, f10-27, f10-29, f10-31, f11-4
 - payment received, f9-5
 - screen command option, f1-12, f1-14, f1-17, f1-20–f1-22, f1-24, f1-26, f1-36, f2-2, f3-3
 - screen, toggling, f8-12, f9-9, f11-4
 - screen, video, hardware warranty on, fa-11
 - window on a screen for scrolling search, fa-9, fb-11, fb-25, fb-27, fb-38, f1-9, f1-11, f1-40, f4-3, f4-6–f4-7, f5-6, f5-11, f6-3–f6-4, f6-7, f6-11, f6-14, f10-20–f10-21, f10-24
- displaying current deals, f2-2, f2-4
- DOB
 - See* **date of birth**
- document, printing, f1-22
- document fee, dealer, fb-7, fb-12, fb-15, fb-39, f8-10, f8-13, f10-11
 - profit on, f3-12, f8-23
- dollar value, fb-15, f8-13
- dollar amount, fb-37
 - commission, fb-24
 - commission, f8-4
 - due dealer for accounts receivable, f5-19
 - fee, b-4, fb-8, f10-11
 - field size on customized report, f6-4, f10-20
 - finance reserve from lender, f3-3
 - financed, f1-26

dollar amount (*cont.*)
 flat commission, fb-23, f8-3
 for prepaid maintenance, f1-21
 maximum affordable to finance, in Qik-Quote, f11-7
 of factory customer rebate, f1-16
 of RO accessories on unit, fb-38
 of taxes collected, f3-9, f8-22
 out the door, f1-33
 salesman commission, f5-7
 tax cap, fb-27

door
 back, income, commissions as percentage of gross profit, fb-24, f8-4
 out the, price, fa-2, f1-27, f1-30, f1-33, f2-5

Down Amount, Defer, F&I Sales AR account, f9-6

down, cash, f1-16, f1-22, f1-25, f1-29, f1-32
 field, f1-16
 option, f1-32

down, deferred, f1-3, f1-22, f1-24, f9-1, f11-4
 amount, f9-6
 field, f1-24
 window on Changing Deal Financing screen, f1-24

Down, Net, + (Pick/Defer), field, f1-22, f1-24

down payment, f1-22, f1-32, f3-4, f3-11, f5-13, f8-22, f9-6
 cash, fa-3, f1-16, f1-32
 cash, deposit as part of, f1-29
 deferred, f1-3, f1-22, f1-24, f11-4
 including pickup payment in, on contract, f1-22
 pickup, f1-22, f1-24
 postponing to later date, f1-22

drawer, cash, balancing/reconciling, f3-7, f5-21, f8-22

Driven, Annual Miles, field, f11-6

driver license number, f1-7, f1-37

due
 amount, f3-11, f8-22
 amount, to dealer for accounts receivable, f5-19
 Balance, field, f1-29, f9-5
 cash amount, f1-29
 cash amount, displaying, f3-4
 Dep/Cash, field, f1-29
 down payment amount, f3-11, f8-22
 finalized receivables, f9-6
 finance reserves from lenders, f5-20
 holdback from manufacturer, f5-20
 manufacturer rebate to dealer, f5-20
 Mgr/Deal, Min. Amt, field, fb-24, f8-4
 On, field, f1-28

due date
 final, for pickup payment, f1-23
 for balloon payment, f1-26, f8-5
 for deferred down payment(s), f1-24
 for first payment, fb-20, f1-23–f1-24, f1-28, f8-4, f8-6

Dup, screen command option, fb-34

duplicate
 Record, message, fa-10
 stock number, fb-35
 title needed, fb-37

E

editing data, fa-9–fa-10, fb-36–fb-37, fb-40, f1-6, f1-18, f1-28, f1-36, f3-3–f3-4, f6-9, f7-3, f8-15, f9-5, f9-8, f10-10, f10-13, f10-27

effect of vehicle age on buy rate, fa-2, fb-22, f8-6

effective date of coll/comp insurance policy, f1-37

efficiency, fuel, of customer's current vehicle, f11-6

electronic funds transfer (EFT), f9-8

Enable Categories, default flag, f8-21

Enabled, Categories, default flag, f8-21

end
 counter ticket, f1-8
 date, f3-15, f5-2, f5-4–f5-5, f5-8, f5-12, f5-14, f5-16–f5-17, f10-29
 Month-, Reprint Previous, history option, f3-17
 -of-Month Report, option, f3-14
 screen command option, f5-14, f5-17
 year, greeting to customers, f1-8
 year, invoice adjustment, fb-39

End of Day, f3-1
 Comptron, f3-5
 defaults, f3-16
 Defaults, F&I, file, f3-6, f3-16
 Defaults, F&I, screen, f8-20–f8-21
 Menu, F&I, f3-2, f3-5–f3-6, f3-14–f3-15, f3-17–f3-18
 /Month, option, f1-5, f3-1–f3-2, f3-18
 processing, f3-5–f3-6, f3-14, f8-21–f8-23
 profits, fb-40
 Report, screen, f3-5
 reports, fb-40, f1-5, f3-1–f3-2, f3-5, f3-10–f3-12, f3-14, f5-21, f8-20–f8-23, f10-11
 reprints, f3-5, f3-14
 Reprints, F&I, screen, f3-14
 Transactions, option, f3-1

End of Day/Month
 Accessory Report, TOS, f3-1, f3-10, f3-19, f8-22
 Commission Report, f3-1, f3-12, f3-19, f8-21
 Customer Report, f3-1, f3-11, f3-19, f8-21
 Detail Fee report, f3-10–f3-11, f8-22
 Detail Reconciliation Report, f3-8
 F&I Transactions report, f3-1, f3-6, f3-10, f3-17, f3-19, f5-21, f8-21
 Fee Report, f3-1, f3-10, f3-19, f8-22
 Financing Report, f3-1, f3-11, f3-19, f8-22
 History Report, Transactions, f3-1, f3-17, f3-19
 option, f3-1–f3-2, f3-19
 Profit report, Sales, f3-1, f3-13, f3-19, f8-23
 Reconciliation Report, f3-1, f3-7–f3-8, f3-19, f5-21, f8-22
 report types, f3-1, f3-6
 Sales Profit report, f3-1, f3-13, f3-19, f8-23
 Summary Fee report, f3-10, f8-22
 Summary Reconciliation Report, f3-7
 Tax Detail Report, f3-1, f3-19, f8-22
 Tax Summary Report, f3-1, f3-19, f8-22
 TOS Accessory Report, f3-1, f3-10, f3-19, f8-22
 Trade-In Detail report, f3-10, f8-23
 Trade-In Report, f3-1, f3-10, f3-19, f8-23
 Trade-In Summary report, f3-10, f8-23
 Transaction List report, f8-21
 Transactions History Report, f3-1, f3-17, f3-19

- End of Day/Month (*cont.*)
 - Transactions report, F&I, f3-1, f3-6, f3-10, f3-17, f3-19, f5-21, f8-21
 - Type Totals report, f3-1, f3-12, f3-19, f8-22
- end of month, f3-9, f8-22
 - in Comptron, f3-14
 - last, report flags used, f3-15
 - previous, list of report files for reprinting, f3-17
 - processing, f3-5–f3-6, f3-10, f3-14–f3-16, f8-20–f8-23
 - report flags carried over to next, f3-16
 - Report List, Sales, screen, f3-15–f3-16
 - Report, Sales, screen, f3-15
 - reports, f3-5, f3-10–f3-12, f3-15–f3-16, f5-21, f8-21–f8-23, f10-11
- End-of-Day
 - Report, option, f3-5, f3-14, f3-17
 - reports, f3-6
 - Reprint, option, f3-14
- End-of-Day/Month
 - Accessories report, f8-22
 - Commission report, f3-12, f8-21
 - Customer report, f3-11
 - Detail Reconciliation Report, f3-7, f8-22
 - Fee report, f8-22
 - Financing report, f8-22
 - Profit report, f8-23
 - Sales Profit report, f3-12–f3-13
 - Summary Reconciliatn Rpt, f8-22
 - Tax Detail Report, f3-9
 - Tax Summary Report, f3-9
 - Type Totals report, f8-22
- ending
 - field, f3-15, f5-8, f5-14, f5-17, f6-8, f6-15, f10-27, f10-29
 - inventory type, f10-17
 - item type, f10-17
 - lender ID, f5-14–f5-15
 - make, f6-8, f6-15
 - stock number, f10-7
 - year, f6-8, f6-15
- Eng Size, field on Major Inventory File screen, fb-36
- engine
 - #, field on Major Inventory File screen, fb-36
 - marine, fb-3, fb-35, f10-7
 - serial number, fb-36
 - Size by Mfr, Inventory Reports option, f10-30
 - Size, Manufacturer List by, report, f10-31–f10-32
 - size, printing list of models by, f10-31
- enter
 - data, how to, fa-5, fa-8–fa-11, fa-14, fb-1, fb-3–fb-4, fb-7, fb-11–fb-13, fb-15, fb-17–fb-18, fb-21–fb-25, fb-27–fb-28, fb-33, fb-36, fb-38–fb-39, f1-7, f1-9, f1-11, f1-13–f1-16, f1-19–f1-20, f1-22–f1-23, f1-34, f1-36–f1-37, f3-3, f8-4, f8-6, f8-8, f8-10, f8-13, f8-16, f9-3, f9-5, f9-8, f10-4, f10-8, f10-11, f11-3, f11-6–f11-7
 - key, use of, fa-8–fa-10, fb-1, fb-7, fb-14–fb-15, fb-34, fb-36–fb-37, fb-40, f1-4, f1-11, f1-13, f1-16, f1-28, f1-31–f1-35, f1-37, f2-3–f2-4, f3-15–f3-16, f5-3, f5-5, f5-7–f5-8, f5-14–f5-15, f5-17, f6-3–f6-8, f6-10–f6-15, f7-3, f8-12–f8-13, f9-5, f9-7–f9-8, f10-7, f10-13, f10-19–f10-27, f10-29, f10-31, f11-6
 - Search Name, screen, f9-4
 - trade-in information into inventory, f1-3, f1-14–f1-16, f1-36
- entering
 - field options, fb-23, f10-7, f8-3
 - information, fb-6–fb-7, fb-13, fb-15, fb-25, fb-33
- Entry, Invalid, message, fa-10
- EOD Report Defaults, option, f3-6, f8-20
- EPA gas mileage for new unit, f11-6
- Erase, screen command option, fa-8, fb-14, f8-12, f10-3
- estimate
 - customer's, of annual mileage driven, f11-6
 - finance, f11-1, f11-8
 - of current vehicle's fuel efficiency, custmr's, f11-6
 - payment, f11-1
- Except
 - All, field on Tier Tax File screen, fb-15, f8-12
 - Name, field on Tier Tax File screen, fb-15, f8-12
 - Recapped, All, status option for Salesman Commission report, f5-11
- Exit, screen command option, fa-7–fa-8, fb-4, fb-6, fb-8, fb-13–fb-15, fb-19, fb-22, fb-24, fb-27–fb-29, fb-31, fb-34, fb-38, fb-40, f1-13, f1-27, f1-31, f1-35, f2-5, f3-16, f6-7, f6-9, f6-14, f6-16, f8-4, f8-8–f8-10, f8-12–f8-14, f9-5, f10-3, f10-8–f10-11, f10-24, f10-26
- Exp Date, Lic, field on Major Inventory File screen, fb-37
- expenses, fixed annual, fb-6, f10-8
- expiration date
 - of license, fb-37
 - of coll/comp insurance policy, f1-37
- export
 - Destination menu, f3-18
 - option on Follow-Up Report screen, f3-18
 - report to diskette, f6-7, f6-9, f6-15–f6-16, f10-24, f10-27–f10-28, f10-31
 - report to network, f3-18
 - to Diskette, Copy RPG, menu, f6-9, f6-16, f10-27–f10-28
- Ext
 - Contract, field, fb-39
 - Contract, field, changing/deleting entry during deal, fb-39
 - /PPM Contracts, field, fb-24, f8-4
 - Serv. Contr, field, f1-21
- extended service
 - contract, fa-1–fa-2, fb-6, fb-11–fb-12, fb-15, fb-29, fb-39, f1-3, f1-21–f1-22, f1-29, f3-12, f8-10, f8-13–f8-14, f8-23, f10-8
 - Contracts, field, f1-22
 - Contracts, window on Deal Financg screen, f1-21
 - /PPM policies, adding cost to invoice, f1-22
- extended warranty, fa-3, fb-6, fb-29, f1-21, f8-14
 - factory (manufacturer's), option for Contract Type field, fb-29, f8-14
 - printing form, f4-1, f4-12
- extra days interest
 - calculating for over 30 days to first paymt, fb-20–fb-21, f1-28, f8-6
 - default field, fb-20, f8-6

F

F&I

department, fa-1, f1-29
 staff, fb-24, f3-12, f5-11, f8-4, f8-21
 transactions, f3-7, f5-21, f8-22
 Transactions, End of Day/Month report, f3-1,
 f3-6, f3-10, f3-17, f3-19, f5-21, f8-21–f8-22
 using the Sales system to sell, fa-1, fa-4, f1-1,
 f1-11, f1-29–f1-30, f1-34, f1-36

F&I End of Day

Defaults, file, f3-6, f3-15–f3-18
 Defaults, screen, f8-20–f8-21
 Menu, f3-2, f3-5, f3-14
 Reprints, screen, f3-14

F&I Inventory Report

menu, f10-16–f10-18
 Output Selection screen, f10-17–f10-18
 Range, screen, f10-17

F&I manager, fb-24, f3-10, f3-12, f5-12, f8-4,
 f8-21, f8-23

Commission Reports menu option, f5-12
 option for Sales Penetration report, f5-18

F&I Sales

AR accounts, f9-6–f9-7, f9-9
 AR file, searching for account in, f9-6
 program, fa-1, fa-4–fa-5, fa-7–fa-9, fb-1, fb-4,
 fb-8, fb-11–fb-13, fb-20, fb-25–fb-26, fb-34,
 fb-36, fb-41, f1-1–f1-2, f1-4–f1-7, f1-11, f1-15,
 f1-18–f1-19, f1-29–f1-30, f1-36–f1-37, f2-3–
 f2-4, f3-1, f3-3, f3-5–f3-6, f3-14, f3-16, f4-1,
 f4-8, f5-2–f5-3, f5-8, f5-14, f6-9, f6-16, f7-1,
 f8-1–f8-2, f8-10, f8-15–f8-16, f8-20–f8-23,
 f9-1, f9-5–f9-6, f10-7, f10-11, f10-25, f10-27,
 f10-31, f11-3, f11-7
 system, fa-1, fa-4–fa-5, fa-7–fa-9, fa-11, fa-15,
 fb-1–fb-2, fb-4, fb-6, fb-8, fb-11–fb-13, fb-15,
 fb-17, fb-20–fb-21, fb-24–fb-26, fb-30–fb-31,
 fb-33–fb-38, fb-40–fb-41, f1-1–f1-3, f1-5–f1-11,
 f1-13, f1-15, f1-17–f1-19, f1-23–f1-24, f1-28–
 f1-30, f1-32, f1-34, f1-36–f1-37, f1-40, f1-42,
 f2-1–f2-4, f2-6, f3-1, f3-3–f3-6, f3-14–f3-16,
 f3-19, f4-1, f4-8, f4-12, f5-1, f5-3–f5-5, f5-8,
 f5-11, f5-13–f5-14, f5-17, f5-22, f6-1, f6-8–
 f6-9, f6-15–f6-17, f7-1, f7-5, f8-1–f8-2, f8-4–
 f8-6, f8-10–f8-12, f8-15–f8-16, f8-21–f8-24,
 f9-3, f9-6, f9-10, f10-1, f10-7–f10-9, f10-11–
 f10-12, f10-25, f10-27, f10-29, f10-33, f11-1,
 f11-3, f11-6, f11-8
 Total (not finalized), menu, f5-13–f5-15

F&I Sales Penetration Report, f5-1, f5-16–f5-17,
 f5-22

menu, f5-16–f5-18
 menu, Lenders window on, f5-17
 menu, Salesmen window on, f5-18

F.U.\$.\$.™

See Follow-Up Sales System™
 configuring devices/shared folders for, f3-18

Fac-Cust Rebate, field, f1-16

factory

customer rebate, f1-16
 (manufacturer's) extended warranty, option for
 Contract Type field, fb-29, f8-14
 printer defaults, Lexmark, f4-1, f4-8–f4-9, f4-12

fee

dealer document, fb-7, fb-12, fb-15, fb-39, f10-11
 dealer document, profit on, f3-12, f8-23
 defaults, f1-17
 defaults, changing, f1-18
 description, fb-8, f10-11
 document, dealer, f8-10, f8-13
 File, Deal, window on Changing Deal Financing
 screen, f1-17
 File, Default, screen, fb-7–fb-8, fb-39, f10-10–
 f10-11
 filing, for recording lien, fb-21, f8-6
 Loan, field, fb-21, f8-6
 notary, f3-10, f8-22
 rates, fb-4, f10-12
 registration, f3-10, f8-22
 report, End-of-Day/Month, f3-1, f3-10–f3-11,
 f3-19, f8-22
 title, fb-7, f3-10, f8-22, f10-11
 total, f3-10, f8-22
 type, f3-10, f8-22

fee amount, fb-4, fb-7, fb-39, f1-17, f3-10, f8-22,
 f10-11

changing on deal, f1-18
 license, f1-17

Fee, Default, file, fb-3, fb-7, fb-11, f10-11–f10-12

creating, fb-4, fb-7
 separate for each inventory sequence number,
 fb-3, fb-7, f10-11–f10-12
 setting up, fb-1, fb-7–fb-8

fees, fa-4, fb-2–fb-3, fb-35, f1-1, f8-1, f10-1,
 f10-8, f10-12, f10-33

agency, collecting, fb-7, f10-11
 Default, option, fb-7, f1-18, f10-10–f10-12
 field, fb-39, f1-17

File, Special Inventory, window on Major Inv
 Invoice Record screen, fb-39, f10-5

(Inv Type), field, f8-16
 license, f1-3, f1-17

permanently changing, f1-18
 registration, fb-39, f1-10, f10-11

Report, default field, f8-22
 screen command option, f10-5
 window on Changing Deal Financing screen, f1-17
 window on Invoice record screen, f1-18

fees, lieu

calculating, f8-16
 field, fb-27, f8-16
 (road use tax) on invoice, f8-16

field

See specific field title

advancing to next, f1-14, f1-21
 changes, undoing, fa-9
 changing amount in, f1-24
 changing on Deal Financing screen, f1-11
 commands, data entry, fa-8–fa-9
 data, fa-8, f1-28, f6-3–f6-5, f6-8–f6-12, f6-15–
 f6-16, f10-19–f10-22, f10-26–f10-27
 data, choosing title from list for custom
 report, f6-3–f6-5, f6-11–f6-12, f10-20–f10-21
 defined, fa-6
 entry, changing, fa-9, f1-27–f1-28, f1-33, f2-5,
 f8-15
 fee, changing amount in, f1-18
 filtering, f6-6, f6-13–f6-14, f10-23–f10-24,
 f10-26–f10-27

- field (*cont.*)
 filtering, main, f6-13, f10-22
 invoice cost data, adding to report, f10-21
 moving to next, f6-3, f6-10, f8-21, f10-19
 moving to previous, fa-8
 option for, entering, fb-23, f8-3, f10-7
 searching, fa-7, fa-9
 selection, data, from list for custom report, f6-3–f6-5, f6-11–f6-12, f10-19–f10-22
 size, f6-4, f10-20
 skipping, fa-8
 title, f6-5, f6-12
 used as filter, f6-6, f6-13–f6-14, f10-22–f10-24, f10-26–f10-27
- field descriptions, fb-3, f8-3
 Changing Invoice Record screen, fb-38
 F&I End of Day Defaults screen, f8-21
 Invoice Record screen, f1-15
 Major Inventory File screen, fb-36
 Sales Staff File screen, f8-3
 Sales System Default File screen, f8-16
- field name, f6-5, f6-11–f6-12, f10-21
 data, f10-19–f10-21
 data, choosing from list for custom report, f10-20
- Field Name, Data, window
 on Deal Report screen, f6-3–f6-4
 on Deal Report Title screen, f6-5
 on History Report screen, f6-11
 on Inventory Report screen, f10-20–f10-21
- fields
 customer data, completing, f1-37
 changing on Deal Financing screen, f8-15
 editing on Finance Reserves screen, f3-3
 report selection, editing on Reports by Type screen, f10-13
 user-defined, fb-27, fb-37
- fifth wheel, fb-3, fb-35, f10-7
- file
See specific file name
 adding record to, fa-7
 backup, required before Month End processing, f3-14
 Credit Card, screen, fb-28, f8-13
 Customer, screen, f1-7
 data, fa-4, fa-6–fa-7, f8-1
 Deal Fee, window on Deal Financing screen, f1-17
 Deal History, screen, f5-12
 Deal Maintenance, screen, f8-19
 Default Fee, screen, fb-7–fb-8, fb-39, f10-10–f10-11
 defined, fa-6
 deleting record from, fa-8
 general, for major inventory, f10-6
 General, option on Major Inventory Menu, fb-33, f10-3
 Insurance Company, screen, fb-16–fb-18, f8-7–f8-8
 Lender, screen, fb-20–fb-21, f8-4–f8-6
 locating record in, fa-7, fa-10
 maintenance, fa-4, fb-2, f1-1, f1-5, f8-1, f10-11
 Major Inventory, screen, fb-33–fb-34, fb-40, f10-3
 Make/Model, screen, fb-37, f10-9–f10-10
 Markup, screen, fb-5–fb-6, f10-7–f10-9
 names, End of Day report, format explained for reprints, f3-14
 repairing, f8-20
 Sales Staff, screen, fb-23–fb-24, f8-3–f8-4
 Sales System Default, screen, fb-8, fb-27, f1-19, f8-15–f8-16
 screen, defined, fa-7
 Service Contract, screen, fb-29, f8-14
 Special Inv Fees, window on Major Inv Invoice Record screen, fb-39, f10-5
 tax, setting up, f10-8
 Stock, window on New Deal screen, f1-9
 Tax, screen, fb-10–fb-11, fb-13, fb-15, f8-9, f8-13
 Tier Tax, screen, fb-13–fb-15
 updating, fa-9
- file setup, fb-1–fb-6, fb-8, fb-12–fb-13, fb-15, fb-17, fb-21, fb-23–fb-25, fb-27, fb-33, f8-3–f8-6, f8-9–f8-11, f10-8, f10-12
 CL/A&H Rates, fb-18–fb-19
 Credit Card, fb-28
 Default Fee, fb-7–fb-8
 Insurance Company, fb-16–fb-18, f8-8
 Inventory Types, fb-2–fb-4, fb-9
 Lender, fb-20–fb-22, f1-27, f3-3, f8-6
 Major Inventory, fb-32–fb-34, fb-36–fb-37, fb-40
 Markup, fb-5–fb-6
 Sales Staff, fb-23–fb-24
 Sales System Default, fb-25–fb-27
 Service Contract, fb-29
 Tax, fb-9, fb-11–fb-13
 Tier Tax, fb-13–fb-15
- files
 End of Day report, list for reprinting, f3-14
 forms printing, in F&I Sales system, f4-1, f4-8
 Maintenance Menu, Inventory, fb-2, fb-4–fb-8, fb-11, fb-32, fb-40, f10-2–f10-3, f10-7, f10-9–f10-12
 previous Month End rept, list for reprinting, f3-17
 Repair, Sale Maintenance Menu option, f8-20
 system default, setting up, fb-1–fb-9, fb-11–fb-13, fb-15–fb-17, fb-20–fb-21, fb-23–fb-25, fb-27–fb-29, fb-32–fb-33, fb-40, f10-12
 Unlock, Sale Maintenance Menu option, f8-20
- filing fee for recording lien, fb-21, f8-6
- filter, f10-24
 adding to customized report, f6-6, f6-13, f10-22–f10-23
 Date field, f6-15
 Deal, screen, f6-5–f6-7
 Deal, window, f6-6
 defining for report, f6-6–f6-7, f6-14
 description, f6-6
 History, screen, f6-12–f6-14
 History, window, f6-13
 Inventory, screen, f10-22–f10-24
 Inventory, window, f10-22–f10-23
 Make field, f6-15, f10-22
 name, f6-6, f6-13, f10-22
 option, Sold, f6-6, f6-13
 option, status, f6-6, f6-13, f10-26
 Status, f6-6, f6-13
 Title, field, f6-6–f6-7, f6-13–f6-14, f10-22, f10-24
 Year field, f6-15, f10-23

- filtering
 - customized report, f6-8, f6-15, f10-22
 - field, f6-6, f6-13–f6-14, f10-23–f10-24, f10-26–f10-27
 - field, main, f6-13, f10-22
- filters
 - report, inventory, f10-24
 - screen command option, f6-5, f6-12, f10-22
 - Stock, window, f10-24
 - window on Deal Report screen, f6-7
 - window on History Report screen, f6-14
- Fin Reserve, field, f3-3
- finalize
 - Recap &, option on F&I End of Day Menu, f3-2, f8-4
 - screen command option, f3-4
- finalized
 - F&I Sales Total (not, menu, f5-13–f5-15 (not), Sales Totals report, f5-1, f5-13–f5-14, f5-22
 - Receivables, Sales Payments Menu option, f9-6
 - ROs, Recapped Deal ROs report option, f5-4
- finalized deal, f3-10–f3-12, f8-21–f8-23, f9-6, f9-8
 - not yet, f5-13, f6-2
 - not yet, issuing payment/refund on, f9-3, f9-10
 - payment/refund on, f9-1
- finalizing a deal, f1-5, f3-1, f3-4
 - after editing certain lender & cost fields, f3-4
 - recapping/, f3-4
- finance
 - amount, f1-26, f3-11, f8-5, f8-22, f11-4, f11-7
 - amount, estimated, f11-1
 - company, fb-27, f1-24, f8-16
 - contract, fb-22
 - contract, printing, f1-1, f4-1, f4-12
 - department, f1-29
 - estimate, f11-1, f11-8
 - rate, f1-24
 - screen command option, f1-11, f2-4
- finance and insurance, fa-1, fa-4
 - See F&I*
- finance quote, fa-4, f1-1, f11-8
 - date of, f11-3
 - displaying amortization schedule for, f11-4
 - for customer, f11-1
 - removing credit insurance from, f11-3
 - screen, f11-2–f11-5, f11-7
- finance reserve, fa-4, f3-3, f3-6, f3-12, f5-20, f8-21, f9-8
 - balance, lender, f1-1
 - F&I Sales AR account, f9-6
 - field, fb-24, f8-4
 - lender account, f9-6
 - payments, lender, f1-1
 - Outstanding Sales Receivables–Detail option, f5-20
 - profit, f1-41, f8-23
- Finance Reserves (Recap), screen, f3-2, f3-4, f8-4
 - with Deal Status window, f3-3
 - with Payment window, f3-4
- financed
 - amount, fb-25
 - amount, estimated, f11-8
 - deal, f3-11, f8-22, f9-1
- financial
 - reports, f3-1
 - transactions, tracking, f3-1
- financing, profit on, fa-2
- Financing, Changing Deal, screen, f1-11–f1-12, f1-18–f1-19, f1-23–f1-24
 - with Deferred Down window, f1-24
 - with Lenders window, f1-25
 - with Trade-In window, f1-20
- financing, deal, f1-7, f9-1
 - Backup, screen, f1-36
 - reviewing, f2-1, f2-6
 - screen, fb-39, f4-2, f8-6, f9-2, f10-11
 - working out, f1-3, f1-10–f1-11, f1-13, f1-15, f1-21, f1-36
- Financing, Deal, Quote screen, f1-11, f1-27–f1-28, f2-4
 - with Adjustment window, f1-31–f1-33
 - with Payment/Insurance window, f1-30
 - with Payment Options window, f1-26
 - with Select Roll Amount window, f1-34–f1-35
 - with Trade-In Payoff subwindow, f1-15
 - with Trade-In Record window, f1-14, f1-16
- Financing, Deal, screen, f1-12, f1-14, f1-17, f1-19–f1-22, f1-29, f1-31, f1-40
 - command options for, f2-5
 - with Contract Terms window, f1-22
 - with Deal Profit window, f1-27
 - with Extended Serv.Contracts window, f1-21
 - with Pick Amount window, f1-23
 - with Profit/Costs Calculations window, f1-41
 - with Roll Amount window, f1-34
 - with Tax Items window, f1-18
 - with Tax Selections window, f1-19
 - with Trade-In Record window, f1-36
 - with VSI Insurance window, f1-20
 - with Customer Data window, f1-37
- Financing Report
 - default field, f8-22
 - End-of-Day/Month, f3-1, f3-11, f3-19, f8-22
- Find Sales Deal, screen, f9-3
- first
 - as default starting value, f3-15, f5-3, f5-5, f5-8, f5-14, f5-17, f5-20, f6-8, f6-15, f10-7, f10-27, f10-29
 - Days to, field, fb-20, f8-6, f11-2
- first name, f1-40
 - Customer, search window on Print Deal Forms menu, f4-7
 - customer, searching for deal by, f4-2, f5-6
 - field, f1-37, f4-7
 - list of salesmen by, on Sales Penetration Report Menu, f5-18
 - option on Print Deal Forms menu, f4-7
 - search option, f4-7, f5-6
 - spouse's, f1-37
- first payment, fb-40, f1-21, f1-24, f8-15
 - due date for, f1-23–f1-24, f1-28, f8-4, f8-6
 - number of days to, fb-20–fb-21, f1-23, f1-27–f1-28, f8-4–f8-5, f11-1

- fixed
 - amount, commission, fb-23, f8-3
 - amount, monthly credit service charge, fb-30, f7-2
 - Credit Life Rates, Company &, option, fb-16, f8-7
 - Credit Life, rates area on Insurance Company file screen, fb-17, f8-7
 - Credit Life, rates area on Insurance Company expenses, annual, fb-6, f10-8
 - insurance rates, fb-17, f8-7
 - flag
 - default, Categories Enabled, f8-21
 - default, Enable Categories, f8-21
 - report, changing for End of Month, f3-16
 - default, changing settings for reports, f10-25–f10-26
 - settings, inventory type report default, f10-25–f10-26
 - flags, default, list of for inventory reports, f10-26
 - flat
 - Amt/Deal, field, fb-23, f8-3
 - code option for Basis field (no commission), fb-23, f8-3
 - rate per unit for prep, fb-38
 - flat amount
 - buy rate, fb-22, f8-6
 - commission paid per deal, fb-23, f8-3
 - field, fb-22, f8-6
 - fleet discount, fb-39
 - flooring, fa-4, f1-1, f10-1
 - Amount, field, fb-40
 - company, fb-40
 - cost, fb-6, fb-40, f10-8, f10-33
 - date, f10-33
 - field, fb-40
 - Follow-Up
 - option on F&I End of Day Menu, f3-18
 - Sales Systems (F.U.\$.\$.™) program, f3-18
 - Follow-Up Report, f3-18–f3-19
 - menu, f3-18
 - screen, f3-18
 - form
 - alignment of, in Lexmark printer, f4-8, f4-10
 - bank contract, getting loan fee programmed on, fb-21
 - insurance, printing, fa-4, f1-1
 - of payment, f3-7, f8-22, 9-1, f9-5
 - Payment, field, f9-5
 - Payment, window on Deposit screen, f9-5
 - Top of, /Tear Off, positions on Lexmark printer, f4-8, f4-10
 - type to print, f1-38, f4-3–f4-4
 - format
 - data, fa-10
 - End of Day report file names, explained for reprints, f3-14
 - forms
 - for printing, multiple of one type available, f1-38, f4-4
 - motor vehicle department, information for, fb-27
 - multiple, f1-40
 - Print Deal, menu, f1-37–f1-40, f4-3–f4-5
 - Print Deal, menu window, f4-2, f4-6–f4-7
 - screen command option, f1-27, f1-36, f2-5, f4-2
 - state, printing, fa-4, f4-1
 - forms printing, fa-1, fa-4, fa-11, f1-1, f1-3, f1-14, f1-22, f1-27, f1-36–f1-37, f1-40, f2-5, f4-1–f4-5, f4-8
 - files, in F&I Sales system, f4-1, f4-8
 - Lexmark printer for, f4-1, f4-4, f4-8–f4-10
 - on multi-unit deal, f1-39, f4-4
 - option, f1-5, f1-40, f4-1–f4-2, f4-8, f4-12
 - special printer for, f1-38
 - troubleshooting problems, f4-8, f4-10
 - forward search for deal, f2-3
 - Found, Record Not, screen message, fa-10
 - freight, fb-12, f8-10
 - amount, fb-38, f8-4
 - charge, taxation of, fb-11–fb-12, fb-15, f8-10, f8-13
 - correcting charge for, f1-11
 - cost, fb-5, fb-38
 - deal, f1-11
 - field, fb-24, fb-38, f8-4, f10-4
 - markup for, fb-6, f10-7–f10-8
 - profit on, f3-12, f8-23
 - front end profit, f3-12, f8-23
 - fuel
 - comparison, printing copy for buyer, f11-6
 - Comparison, screen, f11-5–f11-6
 - Comparisons, sales tool, Finance Quote screen, f11-5
 - Cost per Gallon, field, f11-6
 - economy, comparing, f11-5–f11-6
 - efficiency of customer's current vehicle, estimated, f11-6
 - savings, monthly, f11-5–f11-6
 - Type, field on Major Inventory File screen, fb-37
 - Full Trade-in Value, Deduct, field, fb-12, f8-10
 - funds transfer, electronic (EFT), f9-8
- ## G
- gallon
 - Fuel Cost per, field, f11-6
 - miles per, f11-5–f11-6
 - GAP insurance, f3-12, f8-23
 - gas
 - current cost of, f11-6
 - mileage, EPA, for new unit, f11-6
 - general ledger
 - See also* **GL**
 - Accounts (RealWorld), f8-21, f9-6
 - general file
 - for major inventory, f10-6
 - option on Major Inventory Menu, fb-33, f10-3
 - generation, report, fa-1, fa-4, fb-3, fb-35, f1-1, f1-5, f3-1, f5-4, f6-1–f6-2, f6-4, f6-7, f6-9–f6-10, f6-14, f6-16–f6-17, f8-16, f10-8, f10-11–f10-12, f10-19–f10-21, f10-24–f10-26, f10-28, f10-30, f10-33
 - generator (electric), fb-3, fb-35, f10-7
 - Generator, Report
 - Menu, f6-2, f6-10
 - option, f1-5, f6-1–f6-2, f6-9, f6-16–f6-17, f10-19, f10-28, f10-30
 - GL Accounts (RealWorld), f8-21, f9-6

Good Till, field, f1-15
 Grand Total Summary, F&I Inventory Report,
 f10-18
 gross profit, fb-24, f3-13, f8-4, f8-23
 commissions on back door income as percentage
 of, fb-24, f8-4
 field, f8-4
 on deal, f3-13, f8-23
 guarantee of payment by cosigner, f1-7, f1-37

H

hardware, computer
 protection of, fa-14
 warranties, fa-11
 Health Rates, Table C/L & Accident, option on
 Insurance Menu, fb-18, f8-8
 health insurance, accident and, fa-1–fa-3, fb-16,
 fb-25, f1-3, f1-25, f1-27, f1-29, f2-5, f3-12,
 f4-12, f8-7, f8-23, f11-2–f11-3, f11-7
 payment, f11-3
 printing contract, f4-1
 history
 data, account, printing, f9-9
 data, erroneous update of, f3-15
 deal moved to, after recapping, f3-4
 Deal Reports Menu option, f5-12
 File, Deal, screen, f5-12
 file, deals moved to, by End of Month process,
 f3-14
 Filter, screen, f6-12–f6-14
 Filter, window, f6-13
 inventory, fa-4, f1-1, f10-1, f10-33
 number of months to keep deal in, fb-27, f8-16
 option in Report Generator, f6-10–f6-13, f6-15–
 f6-16
 option on Sales Accounts Receivable Reports
 Menu, f5-20
 reporting, f3-5
 Rpt, Transaction, menu, f3-17
 Rpt, Transaction, screen, f3-17
 sales, f5-20
 Sales A/R, screen, f9-9
 Sales Accounts Receivable, screen, f5-20
 screen command option, f9-9
 searching for deal, f5-12
 Transactions, option on F&I End of Day Menu,
 f3-17
 History Report
 Deal, f5-1, f5-22, f6-10, f6-12–f6-13, f6-15–
 f6-16
 Deal, filters for, f6-14
 End-of-Day/Month Transactions, f3-1, f3-17–
 f3-18
 Sales Accounts Receivable, f5-20
 screen, f6-10
 Transactions, End-of-Day/Month, f3-1, f3-17–
 f3-19
 HL (hull), inventory type code, fb-3–fb-5, fb-35,
 f10-6–f10-7
 holdback, f3-6, f3-12–f3-13, f8-21, f8-23
 amount, f9-6
 Amount, F&I Sales AR account, f9-6
 balance, f1-1
 due dealer from manufacturer, fa-4, f1-1, f5-20,
 f9-8

manufacturer's, as percentage of invoice amount,
 fb-40
 Mfr, Outstanding Sales Receivables–Detail option,
 f5-20
 payments, f1-1

home
 motor, fb-3, fb-35, f10-7
 screen command option, f5-14, f5-17
 horizontal menu bar, fa-7–fa-9, fb-34, f1-28,
 f1-35, f5-14, f5-17, f7-3, f8-12, f9-5, f10-3,
 f10-26, f11-3
 "hot key" commands, fa-8, fb-34, f1-4
 hour, part of file name for End of Day reprints,
 f3-14
 hull
 boat, fb-3, fb-35, f10-7
 inventory type code, fb-3, fb-5, fb-35, f10-7
 Hulls, Inventory Listing of All, sample, f10-15

I

ID
 Account/, field, fb-29, f8-14
 code, insurance rate table, fb-18, f8-8
 Company, field, fb-16, f8-7
 lender, fb-20, f5-14–f5-15, f5-17, f8-5
 number, insurance company, fb-16, fb-18, f8-8
 number, lender, fb-20–fb-21, f8-5
 Rate Table, field, fb-18, f8-8
 rate table, insurance, fb-18, f8-8
 identification number, vehicle (VIN), fb-36, f1-15,
 f3-11, f8-21, f9-9, f10-7
 in transit
 account number, fb-22, f8-6
 Contract, F&I Sales AR account, f9-6
 Contracts, Outstanding Sales Receivables–Detail
 option, f5-20, f9-8
 In/Outboards, Inventory Listing of All, sample,
 f10-15
 Inboard/Outboard, inventory type code, fb-3, fb-5,
 fb-35, f10-6–f10-7
 incentives, dealer, f3-12–f3-13, f8-23
 include
 accessories in sale, f1-12–f1-13
 benefits in payment, fa-2–fa-3, fb-26, f1-21,
 f1-29–f1-30
 income, back door, commissions as percentage of
 gross profit, fb-24, f8-4
 information
 boat package, viewing, f10-6
 changing in existing record, fa-8, fb-13, fb-15,
 f8-4
 co-buyer, f1-37
 collision/comprehensive insurance, f1-37
 commission, f8-16
 commission, searching for, f5-10
 correcting in record, fa-9, f1-28
 customer, f1-36
 customer, verifying, f1-6
 entering, fb-6–fb-7, fb-13, fb-15, fb-25, fb-33,
 f1-14
 fuel comparison, using for deal quote, f11-6
 missing from screen, message, fa-10
 on deal quote, f11-3

- information (*cont.*)
 - on salespeople in End of Day reports, f3-5
 - on unit in inventory, fb-34, f1-9
 - payment, f9-5, f9-8
 - payoff, f1-15
 - range to include in inventory reports, f10-13, f10-16, f10-30
 - range to include in report, narrowing with filters, f6-5, f6-12, f10-22
 - sales account, tracking for reports, f10-8, f10-11
 - sales, tracking, f8-1
 - spouse, f1-7, f1-37
 - tax default, f8-13
 - trade-in, f8-19
 - trade-in, entering into inventory, f1-3, f1-14–f1-16, f1-36, f9-9
 - type needed for field, fa-10
- information, credit
 - card, f8-14
 - check, f7-1
 - screen, f7-3–f7-4
 - setting up, fb-1
- information, deal
 - retaining in history, fb-27
 - searching for, f8-18
 - tracking in customized reports, f6-1
- information, insurance, f8-16
 - and finance, displaying on Quote screen, f11-4
 - collision/comprehensive, f1-37
- input
 - data, fa-8–fa-10, fb-6, fb-24, fb-29, fb-36–fb-38, f1-14–f1-15, f1-28, f1-37, f8-4, f8-14, f10-8, f10-11
 - data, prompt, f1-9
- Inquiry, Credit Services, menu, f7-3–f7-4
- Ins
 - Co, CL/AH, field, fb-25, f8-16
 - Co, Coll/Comp, field, fb-26
 - Payment/, option on Deal Fin. screen, f1-29–f1-30
- installation of
 - computer equipment, fa-12, fa-14, f4-9
 - F&I computer software, fa-5, fb-1, fb-31, fb-36, fb-41, f1-15, f8-6, f8-21 f9-6
- Insur
 - screen command option, f1-37, f11-3
 - Type, CL, field, fb-17, f8-7
- insurance, fa-1–fa-4, f1-1, f1-25
 - CL/A&H, fa-2, f1-3, f1-27, f1-30, f2-5, f11-3
 - CL/A&H, commission percentage for, fb-18, f8-8
 - Col/Comp, section of Customer Data window, f1-37
 - contract, printing, f4-1
 - default, fb-26
 - disability, f1-29
 - field, f1-20
 - finance and (F&I), fa-1, fa-4
 - forms, printing, fa-4, f1-1, f4-1
 - GAP, f3-12, f8-23
 - information, collision/comprehensive, f1-37
 - liability, fa-1, fb-17, fb-26, f1-20, f1-29
 - mechanical breakdown, fa-1–fa-2, f1-21, f1-29
 - Menu, fb-16, fb-18–fb-19, f8-6, f8-8–f8-9
 - option, fb-16–fb-18, f8-6–f8-8
 - options, f11-3
 - payment options, f1-27, f1-30, f2-5
 - Payment/, window on Deal Financing Quote screen, f1-29–f1-30
 - physical (property) damage, fa-1, fb-17, fb-26, f1-3, f1-20, f1-29
 - provider, fb-17–fb-18, f8-1, f8-7–f8-8
 - provider, default, fb-26
 - rates, setting up, fb-1
 - selection in Qik-Quote, new, f11-3
 - Type, field, f11-3
 - Types, CL/AH, window on Sales Default Record screen, fb-25–fb-26
 - VSI, fb-26, f1-20, f3-12, f8-23
 - VSI, window on Deal Financing screen, f1-20
- insurance, accident and health, fa-1–fa-3, fb-18, fb-25, f1-3, f1-25, f1-27, f1-29, f2-5, f3-12, f4-12, f8-23, f11-2–f11-3, f11-7
 - contract, printing, f4-1
 - payment, f11-3
- insurance, collision/comprehensive, fa-1, fb-17, fb-26, f1-20, f1-29, f1-37, f3-12, f8-23
 - calculating cost of, fb-17, fb-26, f1-20
 - commission percentage for, fb-17
 - printing form, f4-12
- insurance company, fb-26, f8-1
 - CL/A&H, fb-25–fb-26
 - Coll/Comp, field, f8-16
 - collision/comprehensive, fb-26
 - creating default rate file record for, fb-17
 - default, f8-16
 - File screen, default, fb-16–fb-18, f8-7–f8-8
 - file, setting up, fb-16–fb-18, f8-8
 - more than one for CL/A&H, f1-30
 - window on Changing Sales Default Record screen, fb-26
- insurance, credit life, fa-1–fa-3, fb-16, fb-25, f1-3, f1-25, f1-27, f1-29, f3-12, f11-2–f11-4
 - contract, printing, f4-1
 - joint, f1-29, f11-3
 - payment options, f2-5, f11-3
 - premiums, f8-7, f11-4
 - profit on, f8-23
 - single, fb-26, f1-30, f11-3, f11-7
 - zero, fb-26, f1-30, f11-3
- insurance premium, fb-16–fb-18, fb-25–fb-26, f8-7–f8-8, f8-16, f11-4
 - amount, f1-30
 - CL/A&H, fb-26
 - financing, f1-20
- insurance rate, f8-16
 - table, f8-8–f8-9
 - table ID code, f8-8
- Integration, Accounts
 - Payable, default field, f8-21
 - Payable, frm.F&I to R1World acctg SW, f8-21
 - Receivable, default field, f8-21
- integration, AR, f9-6
 - from F&I to RealWorld accounting software, fb-36, f3-5, f8-21, f9-6, f9-10
- interest, fa-1, f1-22
 - accrued, allocation of payment to, f1-22, f11-4
 - amount, total, f11-4
 - calculation when over 30 days to first payment, fb-20, f1-28, f8-6
 - charge, fb-20, f1-28, f8-6

- interest (*cont.*)
 - extra days, calculating for over 30 days to first payment, fb-20–fb-21, f1-28, f8-6
 - Extra Days, default field, fb-20, f8-6
 - on "in transit" account, fb-22, f8-6
 - Type, field, fb-20
 - vendors single (VSI), insurance, fb-26, f1-20, f3-12, f8-23
- interest rate, fa-2, fb-27, f1-23–f1-25, f1-29, f8-16
 - changing deal to new, f1-24
 - default, f1-25
 - field, f1-25
- Internal, code option for Account Type field, f1-8
- Inv
 - Fees File, Special, window on Major Inv Invoice Record screen, fb-39, f10-5
 - Invoice Record, Major, screen, f10-4–f10-5
- Inv Type
 - Fees, field, f8-16
 - field, fb-7, f8-16
 - /Seq, field, fb-35
- Invalid Entry, message, fa-10
- inventory, fb-3–fb-5, fb-7–fb-8, fb-11–fb-12, fb-14–fb-15, fb-35–fb-36, f1-36, f10-7
 - adding trade-in to, f1-3, f1-14–f1-16, f1-36
 - adding unit to, fa-4, fb-32, fb-36, f1-15, f8-18, f10-9–f10-10
 - control, fa-1, fb-35, f1-1, f10-19
 - data, fb-1
 - Date, field, f10-21
 - /Deal Status Selection, screen, f10-26
 - deleting, f8-18
 - entering trade-in information into, f1-3, f1-14–f1-16, f1-36
 - Fees File, Special, window, f1-17
 - file setup, fb-1
 - files, fb-2
 - Files Maintenance Menu, fb-2, fb-4–fb-8, fb-11, fb-32, fb-40, f10-2–f10-3, f10-7, f10-9–f10-12
 - Filter, screen, f10-22–f10-24
 - Filter, window, f10-22–f10-23
 - flooring on unit in, fb-40
 - history, fa-4, f1-1, f10-1, f10-33
 - information, fb-34
 - labels, printing, f10-6–f10-7
 - maintenance, f10-11
 - mileage on unit when received into, fb-37
 - not relieved by Quote option, f1-36
 - payoff for used unit in, fb-40
 - program option, fa-5, fb-2, fb-32, f1-15, f1-18, f10-1–f10-2, f10-33
 - range to print, f10-13
 - reports, fa-4, f10-33
 - Reports Menu, f10-12, f10-16, f10-19, f10-29–f10-30
 - search, fb-6, fb-34–fb-35, f10-8
 - sequence number (code), fb-2–fb-7, fb-11–fb-14, fb-35, f8-10, f8-12, f10-7–f10-12, f10-17
 - sequence number, user-defined, fb-4
 - setting up, f10-8
 - status, fa-4, f1-1, f10-1, f10-13–f10-14, f10-33
 - status options, f10-26
 - tracking, fb-35, f10-19
 - unit removed from, when deal is finalized, f3-4
- Inventory, Major, file, fa-6, fb-34, f1-14–f1-15, f1-18, f1-36, f10-6, f10-9
 - record, reminder notice on, fb-36
 - screen, fb-33–fb-34, fb-40, f10-3
 - setting up, fb-32–fb-37, fb-40
- inventory listing
 - of All Hulls, sample, f10-15
 - of All In/Outboards, sample, f10-15
 - of All Motorcycles, sample, f10-14
 - of All Trailers, sample, f10-15
 - of New Vehicles, sample, f10-14
- inventory, major, fb-2, fb-7, f1-1
 - maintaining files in, fa-4, f1-1, f10-1, f10-33
 - Menu, fb-32–fb-33, f10-3–f10-6
 - option, Inventory Files Maintenance Menu, fb-32, f10-3
 - Reports, menu, f1-1, f10-13–f10-14
- inventory record
 - Adding, screen, fb-33
 - copying, fb-34
 - creating, fb-36, fb-40
- inventory report, f10-12–f10-13
 - by Item Type, f10-17–f10-18
 - F&I, menu, f10-16–f10-18
 - filters, f10-24
 - from Report Generator, sample, f10-28
 - menu, f10-16
 - Output Selection, F&I, screen, f10-17–f10-18
 - Range, F&I, screen, f10-17
 - screen, from Report Generator, f10-19–f10-21, f10-24
 - Title screen, from Report Generator, f10-20, f10-22
 - type, f10-13
- inventory type, fb-3–fb-8, fb-11–fb-15, fb-27, fb-35, fb-37, f1-9, f1-18, f3-10, f3-12, f8-9–f8-10, f8-12–f8-13, f8-17, f8-22–f8-23, f10-7–f10-14, f10-16, f10-25–f10-26
 - adding new, fb-4
 - code, fb-3–fb-7, fb-15, fb-35, f10-8, f10-12, f10-17
 - codes, marine, f10-6
 - ending, f10-17
 - field, fb-5, fb-11, fb-14–fb-15, fb-35, f6-6, f6-13, f8-12–f8-13, f10-7
 - printing labels for, f10-6
 - report default flag settings, f10-25–f10-26
 - Reports by, option, f10-12
 - /sequence number, creating record, fb-4
 - setting up, f10-7, f10-11
 - starting, f10-17
- inventory types, fb-2, fb-5
 - file screen, fb-2–fb-4, fb-14–fb-15, f8-12, f10-6, f10-11, f10-16–f10-17
 - file screen, printing for reference, fb-11
 - file, setting up, fb-2 - fb-4
 - main, fb-15, f8-12
 - option on Inventory Files Maintenance Menu, fb-2, fb-5–fb-7, fb-11, f10-7, f10-11
 - screen, fb-14
 - window, on Changing Tax Record screen, fb-11–fb-12
 - window on Creating New Deal screen, f1-9

inventory, unit received into
 invoice for, fb-36
 sequence, fb-35
 value of, fb-37

invoice, fa-4, fb-6, fb-24, f1-1, f1-11, f1-16–
 f1-18, f5-7, f8-4, f10-1, f10-33
 accessing information from, fb-34, f1-13, f1-27,
 f2-5
 adding cost of ext.servc/PPM policies to, f1-22
 adjustment, year-end, fb-39
 completing for trade-in unit, f1-15, f10-5
 (Cost), field, f6-5
 Data, option, f10-4
 date, including on stock label, f10-7
 Discounts, field, fb-39
 for used unit, fb-40
 File, screen, f1-40
 for used unit, f10-4
 lieu fees (road use tax) on, f8-16
 MSRP on, usng to calculate lieu fees, fb-27, f8-16
 number, f1-11
 on deal, f1-27, f2-5
 RO added to, f10-8
 release of, fb-40
 screen command option, fb-34, f1-13, f1-27, f2-5,
 f10-3

invoice amount, fb-38, f1-21
 actual, fb-37
 holdback as percentage of, fb-40

invoice cost, f1-13
 actual, f1-13
 data field, adding to report, f10-21
 Data, subwindow on Inventory Report screen,
 10-21

invoice record
 Changing, screen, fb-37–fb-38, fb-40, f10-4–f10-5
 Major Inv, screen, f10-4–f10-5
 number, fb-36
 screen, f1-15, f10-3–f10-4
 screen, payoff area on, fb-40

Invoice#, field, fb-36, f10-21

IO (Inboard/Outboard), inventory type code, fb-3–
 fb-5, fb-35, f10-6–f10-7

issuing refund on deal not finalized, f9-3, f9-10

item
 accessory, description on deal RO/ticket, f1-13
 deal, separate display of, from Deal Maintenance
 File screen, f8-19
 deal, taxable, f1-13
 description, on deal RO/ticket, f1-13
 price, line, changing, f1-7
 sold, backup deal on, f1-10
 sold, cost of, f3-6, f8-21

item, line, f1-7, f1-17, f1-20
 description, f9-9
 detail, f9-8

item type
 ending, f10-17
 Inventory Report by, f10-17–f10-18
 Specific, Inventory Report option, f10-16–f10-18
 starting, f10-17

item types
 All, Inventory Report option, f10-18
 multiple on report, f10-18

Range of, F&I Inventory Report menu
 option, f10-17–f10-18

items
 Change Price, window on Deal Financing screen,
 f1-11–f1-12
 Deal, screen, fa-9, f2-2–f2-4
 Deal, screen, with multiple stock entries, f1-10
 Inventory Report by Item Type for Used, f10-18
 new, list on report, f10-18
 option on Sale Maintenance Menu, f8-19
 stock, in a package, displaying, fb-35, f10-6
 Tax, window on Changing Deal Financing
 screen, f1-18
 used, list on report, f10-18

J

JCL
See joint credit life insurance
 -Only, credit life insurance option, f11-3

joint credit life insurance, fa-2, f11-3

jet ski, fb-3, fb-35, f10-7

joint
 credit life insurance, f1-29
 field in Fixed Credit Life rates area of Insurance
 Company File screen, fb-17, f8-7

K

Keep Deal, No of Months to, field, fb-27, f8-16

key
 #, field on Major Inventory File screen, fb-36
 arrow, f1-13, f1-18–f1-19, f1-28, f1-33
 Ctrl, f4-11
 Enter, use of, fa-8–fa-10, fb-1, fb-7, fb-36, f1-4,
 f1-11, f1-13, f1-16, f1-28, f1-31–f1-35, f1-37,
 f2-3–f2-4, f3-15–f3-16, f5-3, f5-5, f5-7–f5-8,
 f5-14–f5-15, f5-17, f6-3–f6-8, f6-10–f6-15, f7-3,
 f8-12–f8-13, f9-5, f9-7–f9-8, f10-7, f10-13,
 f10-19–f10-27, f10-29, f10-31, f11-6

key (command), f10-25
 apostrophe, fa-8, fb-8, fb-15, fb-40, f1-33, f3-16,
 f6-7, f6-14, f8-13, f9-5, f10-24
 character string for search, fa-10
 "hot", fa-8, fb-34, f1-4
 period, fa-8, fb-14, f1-19, f8-12, f10-3
 semicolon, fa-8, f10-3, f10-25–f10-26
 slash, fa-9, fb-11, fb-14–fb-15, fb-25, fb-27,
 fb-37–fb-38, f1-7, f1-9, f1-11–f1-12, f1-14,
 f1-17, f1-20–f1-22, f1-24, f1-26, f1-36, f1-40,
 f2-2–f2-3, f3-3, f4-3, f4-6–f4-7, f5-6, f5-10–
 f5-11, f6-3–f6-5, f6-7, f6-11, f6-14, f8-12, f9-3,
 f10-4, f10-17, f10-20–f10-21, f10-24

L

label
 printer, f4-11
 screen command option, fa-8

labels
 inventory, printing, f10-6–f10-7
 mailing, printing, fa-4, fa-12
 mailing, separate terminal/printer for, fa-12
 Print, Major Inventory Menu option, f10-6
 printing, fa-8
 stock, changing number to print, f10-7

- labels (*cont.*)
 Stock Number Range, screen, f10-6–f10-7
 stock number, printing, f10-6–f10-7
- labor
 nontaxable on deal, f1-13
 reviewing on Repair Order for unit, fb-39
- last
 Applicant, Change, Credit Menu option, f7-4
 Applicant, Resend, Credit Menu option, f7-4
 as default ending value, f3-15, f5-3, f5-5, f5-8, f5-14, f5-17, f5-20, f6-8, f6-15, f10-7, f10-27, f10-29
 deal, f5-3, f5-5, f5-8
 deal entered, displaying, f2-3
 End of Month, report flags used, f3-15
 report created in Report Generator, f6-2, f6-10, f10-19
 Report?, Reprint, Credit Services Menu prompt, f7-2–f7-3
 screenful, displaying from file, f5-14, f5-17
- last name, f1-37, f1-40
 Customer, search window on Print Deal Forms menu, f4-6
 field, f1-37, f2-3–f2-4, f4-6
 option on Print Deal Forms menu, f4-6–f4-7
 search option, f2-3–f2-4, f4-2, f4-6, f5-6, 9-4
- later date, postponing down payment to, f1-22
- lawnmower, fb-3, fb-35, f10-7
- lender, f3-11, f5-13, f5-17, f8-22
 accounts, open, collecting payments on, fa-4, f1-5
 adding new, fb-20, f8-4
 address, fb-20, f8-5
 approval of credit, f1-16, f1-27
 approval of deal, delivery before, fb-30, f7-1
 buy rate, fb-22
 buy rate, setting up, f3-3
 changing during a deal, fb-27, f8-16
 clearing longer first payment date with, f1-28
 contract, f8-6
 default, f8-1, f8-16
 field, fb-27, f1-24, f8-16
 finance reserve balance, f1-1
 finance reserve payments, f1-1
 ID number, fb-20–fb-21, f5-14–f5-15, f5-17, f8-5
 inform of deferred down payment on deal, f1-24
 name, fb-20, f8-5
 option for Sales Penetration report, f5-17
 option on Sales Maintenance Main menu, fb-20, f8-4
 range, f5-14
 Sales Total report range option, f5-14
 telephone number, fb-20, f8-5, f9-6
 tracking money due from, fb-22, fa-4
- lender account
 balance, f1-1, f9-6
 number, f8-5
 payments, f1-1
- lender file, f1-24
 screen, fb-20–fb-21, f8-4–f8-6
 setting up, fb-20–fb-22, f1-27, f3-3, f8-4, f8-6
- lenders
 owing money on financed deals (finance reserve/ contracts in transit), report, f5-20
 window on Changing Deal Financing screen, f1-24–f1-25
- window on F&I Sales Penetration Report menu, f5-17
 window on Sales Total (not finalized) menu, f5-14–f5-15
- level
 cost markup, setting, fb-5, f10-7
 credit life insurance rate on balloon pmt, f8-5
 markup, f10-7
 value, of sold unit for tax purposes, fb-15, f8-13
- Lexmark printer for F&I forms, f4-1, f4-4, f4-8–f4-10
- liability insurance, fa-1, fb-17, fb-26, f1-20, f1-29
- Lic Exp Date, field on Major Inventory File screen, fb-37
- license
 #, field on Major Inventory File screen, fb-37
 expiration date, fb-37
 fees, f1-3, f1-17
 fees, amount of, f1-17
 number, driver's, f1-7, f1-37
 State, field on Major Inventory File screen, fb-37
- lien
 filing fee for recording, fb-21, f8-6
 pending, fb-37
- lienholder name, f1-15
- lieu fees
See also road use tax
 on invoice, f8-16
 calculating, f8-16
 field, fb-27, f8-16
- lieu tax, fb-8, fb-39
 as percentage of MSRP, fb-27
 calculation, f8-16
 Veh/, field, fb-8, fb-39
- life
 Fixed Credit, rates area on Insurance Company File screen, fb-17, f8-7
 Rates, Company & Fixed Credit, option, fb-16, f8-7
- life insurance, credit, fa-1–fa-3, f1-3, f1-25, f1-29, f3-12, f4-12, f11-2
 company, fb-25
 contract, printing, f4-1
 joint, fa-2, f1-29, f11-3
 level rate on balloon payment, f8-5
 payment options, f1-27, f2-5, f11-3
 premiums, fb-16, fb-26, f8-7
 profit on, f8-23
 rates, fb-18, f8-8
 single, fb-26, f1-30, f11-3, f11-7
 zero, f1-30
- limit
 credit, fa-6
 Credit, field, f1-8
 Lower, field on Tier Tax File screen, fb-15, f8-13
 report scope, how to, f5-4, f5-14, f5-16, f6-12, f10-23
 Upper, field on Tier Tax File screen, fb-15, f8-13
- line
 number, fa-9, fb-7, fb-11, fb-15, fb-26, fb-28, fb-38, f1-9, f1-11, f1-17, f1-19–f1-20, f1-24, f1-30, f1-34, f1-39, f2-2, f2-4, f3-16, f4-4, f5-7, f5-11–f5-12, f5-14, f5-17, f6-5–f6-7, f6-13–f6-14, f8-13, f10-6, f10-10, f10-13, f10-21, f10-23–f10-25, f10-30

- line (*cont.*)
 - number, Print Deal Forms menu choice, f1-38, f4-3–f4-4
 - of command options on screen, fa-8, f6-9, f6-16, f10-27
 - payment, new, f9-5
 - protectors, data, fa-14
 - line item, f1-17, f1-20
 - description, f9-9
 - detail, f9-8
 - price, changing, f1-7
 - list
 - by Engine Size, Manufacturer, report, f10-31–f10-32
 - Customer Name Deal, window on Print Deal Forms screen, f4-6
 - Customer Name Deal, window on Searching Deal Record screen, f2-4
 - for Stock #, ROs, window on Changing Invoice Record screen, fb-38
 - inventory, sample, f10-14–f10-15
 - mailing, creating by customer category, f1-8
 - printing, fa-4
 - printing, stopping, f4-11
 - Reconciliation, f5-1, f5-22
 - Reconciliation, option on Deal Reports Menu, f3-8, f5-21
 - Sales End of Month Report, screen, f3-15–f3-16
 - Salesmen, window on Salesman Commission Report screen, f5-11–f5-12, f5-18
 - salespeople by first name, Sales Penetration Report Menu, f5-18
 - (sticker) price on unit, fb-6, f10-8
 - stock, f1-9
 - List, Deal
 - Number, window on Print Deal Forms screen, f4-3
 - Number, window on Searching Deal Record screen, f2-2
 - window, fa-9
 - window on Print Deal Forms menu, f4-7
 - window on Profit/Costs Report menu, f5-6–f5-7
 - window on Select Search Type screen, f9-3–f9-4
 - List, Manufacturer (Make)
 - menu, f10-30–f10-31
 - output selection screen, f10-31
 - screen, f10-30–f10-31
 - list of
 - credit services, f1-5
 - data fields available for creating report in Report Generator, f6-4, f6-11, f10-20
 - deal records, fa-9, f1-40, f4-3, f4-6–f4-7, f5-7
 - deal report filters in Report Generator, f6-7, f6-14
 - default flags for inventory reports, f10-26
 - fees on each deal, f8-22
 - finalized deals, f8-22
 - inventory report filters in Report Generator, f10-24
 - inventory types/sequence numbers, fb-3, fb-14–fb-15, f8-12, f10-12
 - lenders, f5-17
 - models by engine size, printing, f10-31
 - outstanding sales receivables, f5-20
 - pending deals, f5-3, f5-6
 - recapped deals, f5-10
 - of trade-ins received, f8-23
 - list price, f10-8
 - See also sticker price*
 - List, Transaction, f5-1, f5-21–f5-22
 - option on Deal Reports Menu, f3-6, f5-21
 - Transaction, End of Day/Month report, f8-21
 - Listing
 - Inventory, of New Vehicles, sample, f10-14
 - Transaction, field for End of Day defaults, f8-21
 - Listing, Inventory, of All
 - Hulls, sample, f10-15
 - In/Outboards, sample, f10-15
 - Motorcycles, sample, f10-14
 - Trailers, sample, f10-15
 - loan
 - amortization of, f1-26, f11-4
 - Amt/\$1,000, field, fb-22, f8-6
 - balance, f11-4
 - cap, fb-22, f8-6
 - contract, bank, printing, f4-1
 - Fee, field, fb-21, f8-6
 - guarantee by cosigner, f1-7, f1-37
 - payment, monthly, f11-6
 - qualified by lender, f1-27
 - locked deal, unlocking, f8-20
 - Lower Limit, field on Tier Tax File screen, fb-15, f8-13
- M**
- mailing labels
 - customer, fa-4
 - printing, fa-4, fa-12
 - separate terminal/printer for, fa-12
 - mailing list, creating by customer category, f1-8
 - main
 - Comptron Menu, fb-1, fb-40, f1-4
 - computer, fa-14
 - computer (CPU), location of, fa-12
 - Deal Financing screen, f1-11–f1-13, f1-22
 - Deal Report screen, f6-7
 - filtering field, f6-13, f10-22
 - History Report screen, f6-14
 - Inventory Report screen, f10-24
 - inventory types, fb-15s, f8-12
 - Menu), Sales Maintenance, fb-10, fb-15–fb-16, fb-19–fb-20, fb-22–fb-25, fb-27–fb-29, f8-2–f8-4, f8-6, f8-9, f8-13–f8-15, f8-18, f8-20
 - printer, fa-12, f4-11
 - Sales A/R screen, f9-7
 - Sales Menu, fa-5, fb-1, f10-1, f11-1
 - maintenance
 - file, fb-2, f1-1, f1-5, f8-1, f10-1, f10-11
 - File, Deal, screen, f8-19
 - inventory, f10-11
 - Menu, Inventory Files, fb-2, fb-4–fb-8, fb-11, fb-32, fb-40, f10-2–f10-3, f10-7, f10-9–f10-12
 - Menu, Sale, f8-18–f8-20
 - on deals to clean up corrupted data, f8-18
 - option on Sales Maintenance Main menu, f8-16, f8-18
 - Pre-paid, area in Extended Service Contracts window, f1-21–f1-22
 - prepaid, fb-29, fb-39

- maintenance (*cont.*)
 - prepaid, tax on cost of contract, fb-15
 - sales file, fa-4, f1-1
 - Sales (Main Menu), fb-9–fb-10, fb-15–fb-16, fb-19–fb-20, fb-22–fb-25, fb-27–fb-29, f8-2–f8-4, f8-6, f8-9, f8-13–f8-15, f8-18, f8-20, f9-2
 - Sales, option on Sales Processing Menu, fb-9, f1-5, f8-1–f8-2
 - system, fa-14
- maintenance contract, prepaid, f1-3, f1-22, f3-12, f8-13
 - option for Contract Type field, fb-29, f8-14
 - printing, f4-1, f4-12
 - profit on, f8-23
- maintenance, prepaid, fa-3, f1-21, f8-14
 - contract, f1-3, f1-22, f3-12, f8-13
 - profit on contract, f8-23
 - tax on cost of contract, f8-13
- major
 - credit service companies, fb-30, f7-1, f7-5
 - Inv Invoice Record, screen, f10-4–f10-5
- major inventory, fb-2, fb-7, f1-1
 - maintaining files on, fa-4, f1-1, f10-1, f10-33
 - Menu, fb-32–fb-33, f10-3–f10-6
 - option on Inventory Files Maintenance Menu, fb-32, f10-3
 - Reports, menu, f1-1, f10-13–f10-14
- Major Inventory file, fa-6, fb-34, f1-14–f1-15, f1-18, f1-36, f10-6, f10-9
 - field descriptions, fb-36
 - record, reminder notice on, fb-36
 - screen, fb-33–fb-34, fb-40, f10-3
 - setting up, fb-32–fb-37, fb-40
- major unit, fa-6, fb-2, f1-1
 - adding to deal, f1-3
 - in package, fb-35
 - Receiving Recap, report, f10-29–f10-30
 - Receiving Recap, screen, f10-29
- make, fa-6
 - ending, f6-8, f6-15
 - field, fb-36, f6-5, f6-8, f6-15, f10-21–f10-22
 - including on stock label, f10-7
 - of unit added to inventory, f10-9
 - of unit sold, f3-11, f8-21
 - starting, f6-8, f6-15
 - trade-in, f1-15, f3-10, f8-23
- (Make) List, Manufacturer
 - menu, f10-30–f10-31
 - output selection screen, f10-31
 - screen, f10-30–f10-31
- Make/Model
 - File, screen, fb-37, f10-9–f10-10
 - optionm, f10-9
 - Record, Adding, screen, f10-9–f10-10
- management, fa-4, f1-29
 - reports, f1-1
 - salesperson's number assigned by, f1-9
- manager
 - commission, f5-12, f8-4, f8-21
 - F&I, fb-24, f3-10, f3-12, f5-12, f8-4, f8-21, f8-23
 - F&I, option on Sales Penetration Report menu, f5-18
 - option on Commission Reports menu, f5-12
 - password assigned by, f1-4
 - Sales, fb-24, f3-10, f3-12, f5-12, f8-4, f8-21, f8-23
- manufacturer, f10-30
 - (factory) extended warranty, option for Contract Type field, fb-29, f8-14
 - invoice discount, fb-39
 - invoice price, actual, fb-37
 - List by Engine Size, report, f10-31–f10-32
 - owing money on deals (rebates/holdback), report on, f5-20
 - service guidelines, f1-21
 - tracking money due from, fa-4, f5-20, f9-6
- manufacturer holdback, f3-13, f5-20, f8-23, f9-6
 - as percentage of invoice amount, fb-40
 - balance, f1-1
 - payments, f1-1
- Manufacturer (Make) List
 - menu, f10-30–f10-31
 - output selection screen, f10-31
 - screen, f10-30–f10-31
- manufacturer rebate
 - balance, f1-1
 - payments, f1-1
 - to customer, fb-40, f9-6
 - to dealer, fb-40, f3-13, f5-20, f8-23, f9-6
- manufacturer's suggested retail price
 - See* **MSRP**
- marine
 - engine, fb-3, fb-35, f10-7
 - industry, inventory type codes for, f10-6
 - industry, Package # field used for, fb-35, f10-6
 - inventory type codes, f10-6
- markup, fb-4, f1-8
 - %, code option for Discount Type field, f1-8
 - %, for Dealer Costs, field, fb-6, f10-8
 - dealer, fb-5, f10-1, f10-7, f10-33
 - for Dealer Costs, %, field, fb-6, f10-8
 - level, f10-7
 - level, cost, creating, fb-5, f10-7
 - option on Inventory Files Maintenance Menu, fb-5, f10-7
 - percentage, fb-3, fb-5, f10-7
 - percentage, calculation of, fb-6, f10-8
 - rate, fa-4, fb-2–fb-6, f1-1, f10-1, f10-12, f10-33
 - retail, fb-5, f10-7
 - value, fb-4, f10-7
- Markup, file, fb-3–fb-4, fb-6, fb-11, fb-37, f10-7, f10-9, f10-12
 - screen, fb-5–fb-6, f10-7–f10-9
 - file, separate for each inventory sequence number, fb-3, fb-5, f10-7, f10-12
 - searching, fb-6
 - setting up, fb-5–fb-6
- matrix
 - No, code for Discount Type field, f1-8
 - table, f1-8
- maximum loan amount (cap), fb-22, f8-6
- MC (motorcycle), inventory type code, fb-3–fb-7, fb-11, fb-15, fb-35–fb-36, f1-9, f6-6, f8-10, f8-12, f8-17, f10-7
- mechanical breakdown insurance, fa-1–fa-2, f1-21, f1-29

- menu
 - backing up to previous, fb-6
 - bar, fa-7-fa-9, fb-14, fb-34, f1-28, f1-35, f5-14, f5-17, f7-3, f8-12, f9-5, f10-3, f10-26, f11-3
 - Credit Services, fb-30-fb-31, f7-2
 - horizontal, fa-7-fa-9, fb-34, f1-28, f1-35, f5-14, f5-17, f7-3, f8-12, f9-5, f10-3, f10-26, f11-3
 - Inventory Files Maintenance, fb-2, fb-4-fb-8, fb-11, fb-32, fb-40, f10-2-f10-3, f10-7, f10-9-f10-12
 - Inventory Reports, f10-12, f10-16, f10-19, f10-29-f10-30
 - Major Inventory, f10-3-f10-6
 - options, display of, fa-7, f1-28
 - options, selecting, fa-5, f1-4-f1-5
 - path, fa-5
 - Report Generator, f6-2, f6-10
 - Sale Maintenance, f8-18-f8-20
 - Salesman Commission, f5-9-f5-11
 - screen, fa-7, fb-1, f1-2
- Menu, Sales, fa-5, fb-1-fb-2, fb-8-fb-9, fb-31-fb-32, fb-40, f1-4-f1-5, f1-15, f10-2, f11-1-f11-2
- Payments, f9-2-f9-3, f9-6
- Processing, fa-5, fa-7, fb-1, fb-9, fb-29-fb-31, f1-3, f1-5, f1-40, f2-1-f2-2, f3-1-f3-2, f4-1-f4-2, f4-8, f5-1-f5-2, f6-1-f6-2, f7-1-f7-2, f8-1-f8-2, f9-1-f9-2
- message
 - Duplicate Record, fa-10
 - error, fa-11
 - Invalid Entry, fa-10
 - Over Credit Limit warning, f1-8
 - screen, fa-5, fa-10, f6-9, f6-16, f8-3, f8-21, f9-5-f9-6, f10-23, f10-27
- Mfg
 - Cust Rebate, field, fb-40
 - Dealer Rebate, field, fb-40
- Mfr
 - Engine Size by, Inventory Reports option, f10-30
 - Holdback, optn for Outstandg Sales Receivables-Detail report, f5-20
 - /Dealer Rebate, option for Outstanding Sales Receivables-Detail report, f5-20
- Mgr/Deal, Min. Amt Due, field, fb-24, f8-4
- mileage
 - Current Vehicle, field, f11-6
 - driven annually, customer's estimate of, f11-6
 - gas, EPA, for new unit, f11-6
 - New Vehicle, field, f11-6
 - on unit when received into inventory, fb-37
 - on unit when sold, fb-37
- miles
 - Driven, Annual, field, f11-6
 - per gallon, f11-5-f11-6
- Min.
 - Amt Due Mgr/Deal, field, fb-24, f8-4
 - Amt/Deal, field, fb-23, f8-3
 - Salary/Month, field, fb-24, f8-4
- minute, part of file name for End of Day reprints, f3-14
- model, fa-6
 - field, fb-36, f6-5, f10-21
 - including on stock label, f10-7
 - of unit added to inventory, f10-9
 - of unit sold, f3-11, f8-21
 - trade-in, f1-15, f3-10, f8-23
 - year, fb-35, f6-8, f6-15
- Model, Make/
 - File, screen, fb-37, f10-9-f10-10
 - option, f10-9
 - Record, Adding, screen, f10-9-f10-10\
- models
 - printing list of by engine size, f10-31
 - selected, rebate for special promotion on, fb-40
- money owed to dealer
 - by customers, report, f5-20
 - by lenders (finance reserve/contract in transit), report, f5-20
 - by manufacturers (rebates/holdback), report, f5-20
- month
 - closed out by Month End processing, f3-15
 - Min. Salary/, field, fb-24, f8-4
 - part of file name for End of Day reprints, f3-14
 - Report, End-of-, option, f3-14
 - Report, Sales End of, screen, f3-15
 - Sales End of, Report List screen, f3-15-f3-16
 - sales for, moved to History file by End of Month process, f3-14
- Month, End of, f3-9, f8-22
 - Day/, option, f3-1-f3-2, f3-19
 - in Comptron, f3-14
 - previous, list of report files for reprinting, f3-17
 - processing, f3-5-f3-6, f3-10, f3-14-f3-16, f8-20-f8-23
 - report flags carried over to next, f3-16
 - reports, f3-5, f3-10-f3-12, f3-16, f5-21, f8-21-f8-23, f10-11
 - reports available, f3-15
- Month-end, Reprint Previous, history optn, f3-17
- monthly
 - credit service company charge, fb-30, f7-2
 - fuel savings, f11-5-f11-6
 - loan payment, f11-6
 - reports, fa-4, f1-1, f9-1
- monthly payment, fa-2-fa-3, fb-17, fb-25, f1-21-f1-23, f1-26, f1-29-f1-32, f8-5, f11-4, f11-7
 - amount desired, f11-7
 - calculating, f1-3, f1-24, f11-1, f11-3, f11-8
 - calculating deal backwards for, f1-31
 - field, f1-33
 - option, f1-26
- Months
 - Balloon, payment option, f1-26
 - field, f11-2, f11-7
 - No. of Balloon, field, f8-5
 - to Keep Deal, No of, field, fb-27, f8-16
- most current deal, displaying, f2-3
- motor
 - home, fb-3, fb-35, f10-7
 - vehicles, department of, fb-27, f8-16, f10-11
 - vehicles, department of, collecting fees for, fb-7
- motorcycle, fb-14, f1-9
 - inventory type code, fb-3-fb-5, fb-35, f6-6, f8-17, f10-7
 - taxation of, f8-12, f8-17, f10-8, f10-12
- motorcycles
 - Inventory Listing of All, sample, f10-14
 - sample inventory listing of new, f10-17
 - sample inventory listing of used, f10-18

- movement of cursor through screen, fa-8–fa-9, fb-4, fb-14–fb-15, fb-34, fb-37–fb-38, f1-12, f1-14–f1-21, f1-25–f1-26, f1-28, f1-31–f1-33, f1-37, f5-14, f5-17, f6-3, f6-6–f6-7, f6-10, f6-13, f8-12–f8-13, f10-8, f10-19, f10-22, f10-24–f10-25, f11-3, f11-6
 - moving to next field, f10-19
 - moving to previous
 - field, fa-8, fb-34, f1-28
 - record, fa-7, fb-6, fb-34, f10-8
 - screen, fb-6, f5-14, f5-17, f10-8
 - MSRP, fb-39
 - lieu tax as percentage of, fb-27
 - on invoice, using to calculate lieu fees, fb-27, f8-16
 - using to compute state tax, fb-8
 - multiple
 - forms, f1-40
 - forms of one type available for printing, f1-38, f4-4
 - item types on report, f10-18
 - pickup payments, f1-23–f1-24
 - stock entries on Deal Items screen, f1-10
 - tier tax rate, fb-15, f8-13
 - trade-ins, on deal, f1-39, f4-5
 - units in package, f10-13
 - units on deal, fa-1, f1-1, f1-10, f1-34, f1-39, f4-4–f4-5, f8-10, f8-19
- N**
- #
 - Key, field on Major Inventory File screen, fb-36
 - License, field on Major Inventory File screen, fb-37
 - Payments, field, f1-26
 - Stk, field, fb-35, f1-9
 - name
 - co-buyer's, adding to Customer file, f1-37
 - /Code, Salesman Commission, menu, f5-11
 - /Code, Salesman Commission, submenu, f5-11
 - credit card company, adding for defaults, fb-28, f8-14
 - credit card company, changing in record, fb-28
 - dealership, for printing on forms, fb-27
 - Enter Search, screen, f9-4
 - Except, field on Tier Tax File screen, fb-15, f8-12
 - field, fb-4, f6-5, f6-11–f6-12
 - filter, f6-6, f6-13, f10-22
 - format, End of Day report files, explained for reprints, f3-14
 - lender, fb-20, f8-5
 - lienholder, f1-15
 - listing outstanding sales receivbles accts by, f5-20
 - salesperson's, f5-11
 - screen command option, f9-4
 - spouse's, adding to Customer file, f1-7, f1-37
 - name, customer, f1-1, f1-6, f1-37, f3-10–f3-11, f4-3, f5-7, f8-21–f8-23
 - Deal List, window on Print Deal Forms screen, f4-6
 - Deal List, window, Searching Deal Record screen, f2-4
 - pending deals by, f5-3
 - searching for deal by, fa-4, f1-5, f2-3–f2-4, f2-6, f3-2–f3-3, f4-2, f4-6–f4-7, f5-6, f9-4, f11-3
 - name, data field, f10-19–f10-21
 - choosing from list for custom report, 6-4, f10-20
 - window on Deal Report screen, f6-3–f6-5
 - window on History Report screen, f6-11
 - window on Inventory Report screen, f10-20–f10-21
 - name, first, f1-40
 - Customer, search window on Print Deal Forms menu, f4-7
 - customer, searching for deal by, f4-2, f5-6
 - field, f1-37, f4-7
 - list of salesmen by, on Sales Penetration Report Menu, f5-18
 - option on Print Deal Forms menu, f4-7
 - search option, f4-7, f5-6
 - spouse's, f1-37
 - name, last, f1-37, f1-40
 - Customer, search window on Print Deal Forms menu, f4-6
 - field, f1-37, f2-3–f2-4, f4-6
 - option on Print Deal Forms menu, f4-6–f4-7
 - search option, f2-3–f2-4, f4-2, f4-6, f5-6, f9-4
 - net
 - deal profit, f3-13, f8-23
 - Down + (Pick/Defer), field, f1-22, f1-24
 - profit, after deduction of commissions, f3-13, f8-23
 - Profit, field, fb-24, f8-4
 - Trade-in Value, Deduct, field, fb-12, f8-10
 - network
 - computer, f3-18
 - exporting report to, f3-18
 - new
 - Amount, trade-in field, f1-32
 - Applicant, Add, Credit Menu option, f7-3
 - balance on loan, f11-4
 - buyer, f1-7
 - cash down amount on Deal Financing screen, f1-32
 - credit service company, adding, f7-4
 - customer, adding, fa-4, f1-3, f1-7
 - customer, adding co-buyer as, f1-37
 - customized report, designing, f6-3, f6-5, f6-10, f6-12, f10-19–f10-22, f10-25
 - deal, creating, fb-40, fa-4, f1-1, f1-5
 - Deal, Creating, screen, f1-6, f1-9–f1-10
 - Deal, option, f1-3, f1-6
 - /Demo, inventory status option, f10-26
 - insurance rate table, creating, fb-18
 - insurance selection in Qik-Quote, f11-3
 - interest rate, changing deal to, f1-24
 - inventory record, adding, fa-4, fb-6, fb-34, fb-36
 - Inventory Report option, f10-14
 - inventory type, adding, fb-4
 - items, list on report, f10-18
 - lender, adding, f8-4
 - payment amount on Deal Financing screen, f1-30–f1-31, f1-33
 - payment line, f9-5
 - record, adding, fa-7, f10-9–f10-10
 - report title, f10-19
 - retail price, entering on invoice, fb-38
 - selling price on Deal Financing screen, f1-34–f1-35
 - tax, adding, f1-19, f8-9–f8-10, f8-13
 - Tax file record, adding, fb-12, f8-10

- new (*cont.*)
 tier tax rate, adding,, fb-15, f8-11–f8-12
 tier tax record, adding, fb-13
 trade-in allowance on Deal Financing screen, f1-32
 Units Only, Sales Penetration report option, f5-16
 /Used, field, fb-36
 /Used, default flag on Inventory/Deal Status Selection screen, f10-26
 Vehicle Mileage, field, f11-6
 Vehicles, Inventory Listing of, sample, f10-14
- new unit, f10-16–f10-18, f10-26, f10-30, f11-6
 added to inventory, make/model of, f10-9
 adding, f10-11
 buy rate on, fa-2
 EPA gas mileage for, f11-6
 fuel savings on, f11-5
 ROs and other costs added to retail price of, fb-38
- next
 field, moving to, f1-12, f1-14, f1-16–f1-18, f1-20–f1-22, f1-24–f1-26, f1-28, f6-3, f6-10, f8-13, f10-19, f10-25
 number as default on new deal if prior deal is deleted, f1-6
 record, moving to, fb-6, fb-34, fa-7, f8-10, f9-8, f10-8
 screen command option, fa-7, fb-6, fb-15, fb-34, f2-3, f5-14, f5-17, f8-10, f8-12, f9-8, f10-8
 screen, moving to, f5-14, f5-17
 screenful, displaying from file, f5-14, f5-17
- No Matrix, code optn for Discount Type fld, f1-8
 None, code option for Account Type field, f1-8
 nontaxable sales, f1-13
- not
 Found, Record, screen message, fa-10
 recapped, deal, f6-2
- not finalized
 deal, f6-2
 deal, payment/refund on, f9-10
 F&I Sales Total, menu, f5-13–f5-15
 issuing payment/refund on deal, f9-3
 Sales Totals report, f5-1, f5-13–f5-14, f5-22
- notary fee, f3-10, f8-22
- number
 access code, for credit bureau dial-up, fb-31
 account, in transit, fb-22, f8-6
 account, lender, fb-20, f8-5
 check, for deposit, f9-5
 credit card, for deposit, f9-5
 Customer, field, f1-7
 dealer, fb-27, f8-16
 Dealer, field, fb-27, f8-16
 driver's license, f1-7, f1-37
 Engine, field, Major Inventory File screen, fb-36
 field, f4-3
 ID, insurance company, fb-16, fb-18, f8-8
 ID, lender, fb-20–fb-21, f8-5
 identification, vehicle, f1-15, f3-11, f8-21, f9-9
 in transit, fb-22, f8-6
 inventory type/sequence, creating record, fb-4
 Invoice, field, fb-36, f10-21
 invoice record, fb-36, f1-11
 line, fa-9, fb-7, fb-11, fb-15, fb-26, fb-28, fb-38, f1-9, f1-11, f1-17, f1-19–f1-20, f1-24, f1-30, f1-34, f1-39, f2-2, f2-4, f3-16, f4-4, f6-5–f6-7, f6-13–f6-14, f8-13, f10-6, f10-10, f10-13, f10-21, f10-23–f10-25, f10-30
 line, for Print Deal Forms menu choice, f1-38, f4-3–f4-4, f5-7, f5-11–f5-12, f5-14, f5-17
 next as default on new deal if prior deal is deleted, f1-6
 of payments, f1-23, f3-11
 package, fb-35, f10-6
 Package, field, fb-35
 Range, Labels Stock, screen, f10-6–f10-7
 Repair Order, for deal accessories, f1-12
 repair order/parts tickt,for deal accessories, f1-13
 resale tax, no sales tax to customer with, f1-7
 rounding of, f1-33
 sales code, of salesperson, fb-36, f1-9, f5-11, f5-18
 serial, of engine, fb-36
 Social Security, f1-7, f1-37
 Stk, field, f1-9
 stock, f1-9, f3-9–f3-11
 Tax, field, f1-7
 telephone, for credit bureau dial-up, f7-1
 ticket, for deal accessories, f1-12, f3-10
 vehicle identification (VIN), fb-36, f1-15, f3-11, f9-9, f10-7
 vendor, fb-36
- number, deal, fa-4, f1-1, f1-5–f1-6, f1-37, f1-40, f2-3, f4-3, f5-7
 field, fa-9, fb-36, f1-6, f5-10, f5-12, f6-5, f6-12, f9-3
 List, window, f3-2, f4-3
 List, window on Searching Deal Record screen, f2-2
 phone, lender, f8-5
 range, f9-9
 searching by, f2-2, f2-6, f3-2–f3-3, f3-9–f3-11, f4-2–f4-3, f5-6, f5-10, f8-21–f8-23, f9-3
 sequence, inventory, f8-10, f8-12
 sequence, inventory, user-defined, f8-10
 telephone, lender, f8-5
 ticket, for deal accessories, f8-22
 vehicle identification, f8-21
- number, inventory sequence, fb-2–fb-7, fb-11–fb-15, fb-35, f1-39, f8-10, f8-12, f10-7–f10-13, f10-17
 separate Default Fee file record for each, fb-3, fb-7, f10-11–f10-12
 separate Markup file record for each, fb-3, fb-5, f10-7, f10-12
 separate Tax file record for each, fb-3, fb-11, f8-10, f10-12
 user-defined, fb-4, f8-10
- number of
 Balloon Months, field, f8-5
 months to balloon payment, f8-5
 Months to Keep Deal, field, fb-27, f8-16
 payments, fb-25, f3-11, f8-22
 stock labels to print, changing, f10-7
- number, stock, fa-6, fb-35–fb-36, fb-38, f1-10–f1-11, f3-9–3-11, f8-21–f8-23, f10-6
 duplicate, fb-35
 ending, f10-7
 field, fb-35
 including on stock label, f10-7
 printing on stock labels, f10-7
 searching by, fb-34, f3-9–3-11, f10-8

number, stock (*cont.*)
 starting, f10-7
 window, f1-9
 number, telephone
 dealership, for printing on forms, fb-27
 for credit bureau dial-up, fb-31
 lender, fb-20
 numbers, separate inventory sequence, for units
 with different tax or markup rates, fb-3, f10-12

O

Odom
 Begin, field on Major Inventory File screen, fb-37
 Current, field on Major Inventory File screen,
 fb-37
 odometer statement, printing, f4-1, f4-12
 Only
 Commission Vouchers (Recapped Deals, option
 on Salesman Commission Menu, f5-10
 JCL-, credit life insurance option, f11-3
 New Units, Sales Penetration report option, f5-16
 SCL-, credit life insurance option, f11-3
 Used Units, Sales Penetration report optn, f5-16
 open
 accounts receivable, applying paymtns to, f1-5
 receivable accounts, lender, collecting payments
 on, fa-4, f1-5
 ROs, Recapped Deal ROs report option, f5-4
 operating system, computer, f6-9, f6-16, f10-28
 Option, Search, window on Searching Deal
 Record screen, f2-3-f2-4
 options
 menu, display of, fa-7, f1-28
 menu, selecting, f1-4-f1-5
 Payment, window on Deal Financing Quote
 screen, f1-26
 screen command, fa-5, fa-7-fa-9, fb-5-fb-6,
 fb-34, f1-27-f1-29,
 f1-35-f1-36, f2-3, f2-5, f4-11, f5-14, f5-17,
 f6-7, f6-14, f7-3, f8-12, f9-5, f9-9, f10-3,
 f10-7-f10-8, f10-26-f10-27, f11-3-f11-4
 options, code
 for account type, f1-8
 for discount type, f1-7-f1-8
 for inventory type, fb-35, f10-7
 for salesman type, fb-23
 for service contract type, fb-29, f8-14
 Options, Tax Cap
 field, fb-27
 window on Changing Sales Default Record
 screen, f8-16-f8-17
 window on Sales Default File screen, fb-27
 out the door price, fa-2
 order, purchase, printing, fa-4, f4-1, f4-12
 Order, Repair, fb-38
 /accessories, added to unit, fb-38, f10-4
 against unit, f1-12
 against unit, reviewing, fb-38
 creating, fb-38
 number for deal accessories, f1-12
 outstanding against unit, f1-40
 printer, f4-11
 profit, f3-12, f8-23

screen, fb-39
 viewing, fb-39
 Orders, Repair, Recapped Deal
 report, f5-1, f5-4-f5-5, f5-22
 screen, f5-5
 OTD (out the door)
 amount, displayed, f1-34
 field, f1-30
 price, fa-2, f1-30, f1-33-f1-34, f2-5
 screen command option, f1-31, f1-33
 other
 Card, option on Sales AR screen, f9-8
 credit card company names, adding to defaults,
 fb-28, f8-14
 than cash, payments, f3-7, f5-21, f8-22
 than spouse, co-buyer, f1-37
 out the door (OTD) price, f1-27, f1-30, f1-33
 outboard
 engine, fb-3, fb-5, fb-35, f10-7
 Inboard/, (IO) inventory type code, fb-3, fb-5,
 fb-35, f10-6
 Inboard/, inventory type code, f10-7
 Outboards, In/, Inventory Listing of All,
 sample, f10-15
 output
 Selection, F&I Inventory Report, screen, f10-17-
 f10-18
 selection screen, f3-5, f5-16, f5-19, f5-21, f6-7-
 f6-8, f6-15, f10-6, f10-24-f10-25, f10-29,
 f10-31, f11-4
 to screen, display, f3-5, f5-3, f5-5, f5-7, f5-12-
 f5-13, f5-16, f5-19, f6-7, f6-9, f6-15-f6-16,
 f10-6, f10-17, f10-24, f10-29, f10-31, f11-4
 type, prompt, f3-16, f3-18, f5-4-f5-5, f5-15
 outstanding
 Repair Orders against unit, f1-40
 Sales Receivables-Detail Menu, f5-20
 Sales Receivables-Detail, submenu, f5-19-f5-20
 sales receivables list by name, f5-20
 Overcharge warning on account, f1-8
 owed, amount, on used unit, fb-40

P

%
 code option for Discount Type field, f1-8
 Markup for Dealer Costs, field, fb-6, f10-8
 package, f10-6, f10-13
 #, field, fb-35
 Boat, screen, f10-5-f10-6
 Display, Boat, option on Major Inventory
 Menu, f10-5
 displaying stock items in, fb-35, f10-6
 number, fb-35, f10-6
 paid
 actual shipping costs, fb-38
 on account, amount, f1-8
 on, % Commission, field, fb-23, f8-3
 total commissions, on End of Day, f3-12, f8-21
 parameters
 range, Sales Total (not finalized) menu, f5-14
 Report Range, screen, f6-8-f6-9, f6-15-f6-16,
 f10-26-f10-27

- parts
 - counter, fa-12
 - counter ticket, f1-12
 - department, fa-12, f1-7, f1-12
 - operations in Comptron, f1-1, f3-5
 - pricing, f1-8
 - reviewing on Repair Order for unit, fb-39
 - software module of Comptron, f1-1
- password
 - defined, f1-4
 - for credit bureau dial-up service, f7-1
 - prompt, fb-1, f1-4
- payable
 - Accounts, Integration from F&I to RealWorld accounting software, f8-21
 - Integration, Accounts, default field, f8-21
- Payables Acct#, field, fb-29, f8-14
- payment
 - balloon, f1-26, f8-5
 - balloon, option to refinance, f1-26
 - benefits included in, f1-29, f11-7
 - Calc, screen command option, f11-3
 - calculation, fa-1–fa-4, fb-17, fb-25–fb-26, f1-1, f1-11, f1-18, f1-21–f1-22, f1-24–f1-25, f1-27, f1-29–f1-30, f1-32, f8-15–f8-16, f11-1, f11-3, f11-8
 - calculation, backward (roll), f1-3, f1-27, f1-31–f1-33, f2-5
 - change, f1-30
 - changing, f1-26, f1-31
 - collecting, fa-4, f9-1, f9-5–f9-8
 - credit card, f9-1, f9-5
 - crediting balance after interest, to principal, f1-22
 - crediting to account, f9-1–f9-2, f9-10
 - Deal, screen, f9-4
 - default, fb-26
 - deferred down, f1-3, f1-22, f1-24, f9-1
 - deposit, on deal, fa-4, f1-1, f1-5
 - due date for first, f1-23–f1-24
 - due date, pickup, f1-23
 - field, f1-31, f11-3–f11-5, f11-7
 - finance reserve, f1-1
 - form of, f3-7, f8-22
 - from customer, f9-5
 - guarantee by cosigner, f1-7
 - guaranteed by cosigner, f1-37
 - holdback, f1-1
 - /Ins, option on Deal Fin. screen, f1-29–f1-30
 - /Insurance, option, f1-30
 - /Insurance, window on Deal Financing Quote screen, f1-29–f1-30
 - lender account, f1-1
 - line, new, f9-5
 - manufacturer rebate, f1-1
 - of deposit, collecting, f9-5
 - on account, f1-8
 - on deal, f9-3, f9-5–f9-6
 - option, biweekly, f1-26
 - option, weekly, f1-26
 - options, insurance, f1-27, f1-30, f2-5
 - Options, window on Deal Financing Quote scrn, f1-26
 - other than cash, f3-7, f5-21, f8-22
 - Protected Purchase, fa-3
 - Qik-Quote, field, displaying credit insurance premium cost in, f11-4
 - rebate, f1-1
 - recalculation, f1-11, f1-18, f1-21, f1-24, f1-30–f1-33, f11-3
 - received, displaying, f9-5
 - rolling, f1-3, f1-27, f1-31–f1-34, f2-5
 - schedule, fb-21, f1-22, f1-24
 - schedule, default, f1-26
 - screen command option, f9-5
 - term, changing, f1-26
 - to account, f9-2, f9-6–f9-8, f9-10
 - type, f9-5
 - Type, field, fb-25
 - updating balance after, f9-8
 - window on Finance Reserves (Recap) screen, f3-4
 - working out with customer, fa-3, fb-25–fb-26, f1-10–f1-11, f1-22, f1-25, f1-27, f1-29–f1-32, f8-5, f8-15–f8-16, f11-7
- payment amount, fb-25, f1-26, f1-31–f1-32, f3-11, f8-22, f11-3, f11-7
 - balloon, f8-5
 - on Deal Financing screen, new, f1-30–f1-31, f1-33
 - changing with Roll option, f1-33
 - default, f1-29
 - pickup, f1-22–f1-23
- payment, down, f1-16, f1-22, f1-24, f3-4, f3-11, f5-13, f8-22, f9-1, f9-6, f11-4
 - deferred, f1-3, f1-24, f1-22, f9-1, f11-4
 - including contract pickup paymt in, f1-22
 - pickup, f9-1
 - postponing to later date, f1-22
- payment, first, fb-25, fb-40, f1-21, f1-24, f1-28, f8-15
 - due date, f1-24, f8-4, f8-6
 - number of days to, fb-20–fb-21, f1-23, f1-27–f1-28, f8-4–f8-6, f11-1
- payment form, f9-1, f9-5
 - code, f9-5
 - field, f9-5
 - window on Deposit screen, f9-5
- payment, monthly, fa-2–fa-3, fb-17, fb-25, f1-21–f1-23, f1-26, f1-29–f1-32, f8-5, f11-4, f11-6–f11-7
 - calculating, f1-3, f1-24, f11-1, f11-3, f11-8
 - estimating, f11-1, f11-8
 - field, f1-33
 - option, f1-26
- payment, pickup, f1-3, f1-22–f1-24, f9-1
 - collecting, f1-22
 - promissory note for, f1-22
- payments
 - #, field, f1-26
 - Menu, Sales, f9-2–f9-3, f9-6
 - multiple, pickup, f1-23–f1-24
 - number of, fb-25, f1-23, f3-11, f8-22
 - option, f1-1, f1-5, f9-1–f9-2, f9-10
 - screen command option, f1-31
- payoff
 - amount, fb-40, f1-16, f3-10, f8-23
 - field on Invoice Record screen, fb-40
 - field on Trade-In Record window, f1-16
 - information, f1-15
 - on trade-in, fb-40, f1-15–f1-16, f3-10, f8-23
 - on used unit, fb-40, f1-15
 - on used unit, cost per day, fb-40
 - Trade-In, subwindow on Deal Financing Quote screen, f1-15

- pending
 - Deal Reports Menu option, f5-2
 - lien, fb-37
 - sale, f1-3, f1-36, f2-1
- pending deals, f1-1, f1-36, f2-1, f5-1, f5-3, f5-6
 - canceling, f2-1
 - Print, screen, f5-3
 - report, f5-1-f5-2, f5-4, f5-22
 - retrieving, f2-1
- Penetration
 - Deal Reports Menu option, f5-16
 - Sales, report, f5-1, f5-16-f5-17, f5-22
- Penetration Report, F&I Sales, menu, f5-16-f5-18
 - Lenders window on, f5-17
 - Salesmen window on, f5-18
- per
 - application, credit service company charge, fb-30, f7-2
 - day, cost of payoff on used unit, fb-40, f1-15
 - Day, field on Trade-In Record window, f1-15
 - deal, flat amount commission paid, fb-23, f8-3
 - Gallon, Fuel Cost, field, f11-6
 - gallon, mileage, f11-5-f11-6
 - month, credit service company charge, fb-30, f7-2
 - unit, average cost, fb-6, f10-8
 - unit, dealer prep rate, fb-38
- percent
 - Col/Comp Comm, field, fb-17
 - Commission Paid on, field, fb-23-fb-24, f8-3
 - Discount, code for Discount Type field, f1-8
 - Profit, code for Discount Type field, f1-8
 - Salesman Split, fields, fb-25, f8-16
- percent markup, fb-3, fb-5-fb-6, f10-7-f10-8
 - code for Discount Type field, f1-8
 - for Dealer Costs, field, fb-6, f10-8
- percentage
 - amount of tax, changing on deal, f1-13
 - commission for CL/A&H insurance, fb-18, f8-8
 - commission for collision/comprehensive insurance, fb-17
 - markup, calculation of, fb-6, f10-8
 - of gross profit, commissions on backdoor income as, fb-24, f8-4
 - of invoice amount, holdback as, fb-40
 - of MSRP, lieu tax as, fb-27
 - profit, f1-8
- percentage rate
 - annual, f3-11, f8-22
 - annual, default, fb-20, f8-5, f11-1
 - tax, fb-12, fb-15, f8-10, f8-13, f10-8
- period (command) key, fa-8, fb-14, f1-19, f8-12, f10-3
- personal water craft, fb-3, fb-5, fb-35, f10-7
 - tier tax on, fb-14, f8-12
- phone number
 - dealership, for printing on forms, fb-27
 - for credit bureau dial-up, fb-31, f7-1
 - lender, fb-20, f8-5
- physical damage insurance, fa-1, fb-17, fb-26, f1-3, f1-20, f1-29
- Pick Amount
 - F&I Sales AR account, f9-6
 - field, f1-22
 - window, Changing Deal Financing screen, f1-23
- Pick/Defer, Net Down + , field, f1-22, f1-24
- pickup
 - amount, f9-6
 - payments, collecting, f1-22
- pickup payment, f1-3, f1-22, f1-24, f9-1
 - amount, f1-22-f1-23
 - amount, including in contract down paymt, f1-22
 - due date, f1-23
 - promissory note for, f1-22
- Point of Sale, Comptron system, fa-11, fa-14, f3-1, f3-5, f3-14, 8-20-f8-21, 9-6
- positions, TOF/TearOff, Lexmark printer, f4-8, f4-10
- postponing down payment to later date, f1-22
- PP (power product), inventory type code, fb-3-fb-5, fb-35e, f10-7
- PPM
 - See **prepaid maintenance**
 - Contracts, Ext/, field, fb-24, f8-4
- Pre-paid Maintenance, area on Extended Service Contracts window, f1-21-f1-22
- Pre-pd Maint, field, fb-39
 - changing/deleting entry during, fb-39
- premium, insurance, fb-17, fb-25-fb-26, f8-7, f8-16
 - amount, f1-20, f1-30
 - CL/A&H, fb-16, fb-18, fb-26, f8-8
 - cost, f11-4
 - financing, f1-20
- prep, fb-12, f8-10
 - field, fb-24, fb-38, f8-4, f10-4
 - profit on, f3-12, f8-4, f8-23
- prep, dealer, f1-11
 - amount, f8-4
 - correcting charge for, f1-11
 - cost added to retail price on new unit, fb-38, f1-11
 - markup for, fb-5-fb-6, f10-7-f10-8
 - taxation of, fb-11-fb-12, fb-15, f8-10, f8-13
- prepaid maintenance, fa-3, fb-15, fb-39, f1-21
- prepaid maintenance contract, f1-3, f1-22, f3-12, f8-13
 - printing, f4-1, f4-12
 - option for Contract Type field, fb-29, f8-14
 - profit on, f8-23
 - tax on cost of, fb-15, f8-13
- Prev, screen command option, fa-7-fa-8, fb-6, fb-34, f2-3, f5-14, f5-17, f10-8
- previous
 - field, moving to, fb-34, fa-8
 - Month End, list of report files for reprinting, f3-17
 - record, moving to, fa-7, fb-6, fb-34, f10-8
 - screen, moving to, fb-6, f5-14, f5-17, f10-8
 - screenful, displaying from file, f5-14, f5-17
- Previous Month-end, Reprint
 - history option, f3-17
 - Transaction History Rpt screen, f3-17
- price
 - (ACV), field, fb-37, f1-15, f10-4
 - accepting, f1-11
 - actual, fb-5
 - base, f10-7
 - Calc, screen command option, f11-7
 - changing, fb-38

- price (*cont.*)
- changing during a deal, f1-7, f1-11, f1-21, f1-34–f1-35
 - correcting, f1-11
 - deal, f1-11
 - deleting during a deal, f1-21
 - field, f1-11, f1-28, f1-33, f6-5, f6-12, f11-3, f11-7
 - Items, Change, window on Deal Financing screen, f1-11–f1-12
 - line item, f1-7
 - list, on unit, fb-6
 - OTD (out the door), fa-2, f1-27, f1-30, f1-33–f1-34, f2-5
 - purchase, f1-21, f9-1, f11-3
 - purchase, deducting trade-in from for tax, fb-12, f8-10
 - total, on a deal, f5-13
 - wholesale, fb-38
 - window sticker (list) on unit, fb-6, f10-8
- price, retail, fb-24, fb-38, f1-10–f1-11
- changing on deal ROs for unit, fb-38, f10-4
 - discount off, f1-8
 - field, fb-24, f8-4
 - new, entering on invoice, fb-38
 - selling, as basis for commission, fb-23, f1-13, f8-3
- price, sale, f1-27, f1-30
- total, f1-33, f2-5
 - taxation of, fb-11, fb-15, f8-10, f8-13
- price, selling, fb-37, f1-34
- on Deal Financing screen, f1-34–f1-35
 - trade-in amount greater than, f1-20
- price, suggested retail
See **MSRP**
- principal
- allocation of payment balance to, f1-22, f11-4
 - crediting bal. of paymt to, after interest, f1-22
- print
- changing number of stock labels to, f10-7
 - End of Month reports, f3-14, f3-16
 - finance contracts, f1-1, f4-12
 - F&I Transactions report, f3-6, f5-21, f8-21
 - job, canceling, fa-9, f4-11
 - Labels, option on Major Inventory Menu, f10-6
 - list of inventory types, how to, fb-11
 - Pending Deals, screen, f5-3
 - screen command option, f3-4–f3-5, f3-16, f3-18, f5-3, f5-7, f5-10, f5-13, f5-16, f5-19, f5-21, f6-7, f6-15, f10-24, f11-3, f11-6
 - screen for list of inventory types, fb-11
- print End of Day
- Commission Report, f3-12
 - F&I Transactions report, f3-6, f8-21
 - Fee Report, f3-10–f3-11
 - Reconciliation Report, f3-7
 - Tax Report, f3-9
- print deal forms, fa-4, f1-1, f1-3, f1-5, f1-14, f1-27, f1-36–f1-38, f1-40, f2-5, f4-1–f4-4
- menu, f1-37–f1-40, f4-3–f4-5
 - menu window, f4-2, f4-6–f4-7
 - screen, f4-3
- printer
- circuit for, fa-14
 - End of Day reprints sent only to, f3-14
 - for F&I forms, fa-12, f1-38
 - in Sales department, fa-12
 - jam after finalizing deal denies recap reprint, f3-4
 - label, f4-11
 - laying cable for, fa-12
 - main, fa-12, f4-11
 - Repair Order, f4-11
 - reset procedure, f4-1, f4-8–f4-9
 - sending output to, f3-5, f3-16, f3-18, f5-3–f5-5, f5-7, f5-12–f5-13, f5-15–f5-16, f5-19, f5-21, f6-7, f6-9, f6-15–f6-16, f10-6, f10-17, f10-24, f10-29, f10-31, f11-4
 - separate, for mailing labels, fa-12
 - stop command, fa-9
 - stopping runaway, fa-11, f4-11–f4-12
 - ticket, f4-11
- printer, Lexmark
- adjusting Top of Form (TOF)/Tear Off, f4-8, f4-10
 - defaults, resetting, f4-1, f4-8–f4-9, f4-12
 - for F&I forms, f4-1, f4-4, f4-8–f4-10
- printing
- account history data, f9-9
 - AR report, f5-19
 - bank (loan) contract, fa-4, fb-22, f4-1, f4-12
 - bill of sale, fa-4
 - copy of Recap screen, f3-4
 - copy of screen, f3-4, f11-3
 - dealership name and address on forms, fb-27
 - deposit receipt, f4-1, f9-6
 - finance contract, f4-1
 - forms, files in F&I Sales system for, f4-8
 - Forms, option, f1-5, f1-40, f4-1–f4-2, f4-8, f4-12
 - insurance forms, fa-4, f1-1
 - inventory labels, f10-6–f10-7
 - labels, fa-4, fa-8
 - lists, fa-4
 - of list, stopping, f4-11
 - of report, stopping, fa-9, f4-11
 - output to screen, f6-7, f6-15, f10-6, f10-17, f10-24, f10-29, f10-31, f11-4
 - purchase order, fa-4
 - Reconciliation report, f3-7, f5-21
 - registration application, fa-4
 - report, fa-4, fa-9, f1-1, f3-1, f3-5–f3-7, f3-9–f3-10, f3-12, f3-14, f3-16, f5-11, f5-15, f5-19, f5-21, f6-7, f6-9, f6-15–f6-16, f8-1, f8-20–f8-23, f10-27, f10-29
 - Salesman Commission report, f5-11
 - stock number labels, f10-6–f10-7
 - title application, fa-4
- printing of forms, fa-1, fa-11, fb-27, f1-1, f1-3, f1-14, f1-22, f1-27, f1-36–f1-37, f1-40, f2-5, f4-1, f4-3–f4-5
- files in F&I Sales system for, f4-1
 - for deal, fa-4
 - on multi-unit deal, f1-39, f4-4
 - special printer for, f1-38
 - troubleshooting problems with, f4-8, f4-10
- printout
- End of Day, f3-6, f8-21–f8-23
 - End of Month, f3-15
 - of Inventory Types screen, for reference, fb-11
 - report, f5-4

- procedures, special setup, AR Integration, f8-21
- processing
 End of Day, f3-5–f3-6, f3-14–f3-15, f8-21–f8-23
 End of Month, f3-5–f3-6, f3-14, f3-16, f8-20–f8-21
 Sales, Menu, fa-5, fa-7, fb-1, fb-9, fb-29–fb-31, f1-3, f1-5, f1-40, f2-1–f2-2, f3-1–f3-2, f4-1–f4-2, f4-8, f5-1–f5-2, f6-1–f6-2, f7-1–f7-2, f8-1–f8-2, f9-1–9-2
 unit, central (CPU), fa-12
- profit
 %, code option for Discount Type field, f1-8 and Cost Menu, f5-6
 back end, f3-12, f8-23
 calculating, fa-4, fb-23, f1-40, f5-1, f8-3
 center, fa-1
 CL/A&H, f1-41, f3-12, f8-23
 commissions paid on, f1-13
 computing, fa-4, fb-23, f1-40, f5-1, f8-3
 /Cost by Deal, option on Profit and Cost Menu, f5-6
 Deal, window on Deal Financing screen, f1-27
 finance reserve, f1-41, f3-12, f8-23
 front end, f3-12, f8-23
 percentage, f1-8
 structure, fb-37
 taken out of deal and added to trade ACV, f1-15, f10-4
 Total, field, f6-5, f6-12
 window, deal, f2-5
- Profit/Costs
 Calculations, screen, f5-7
 Calculations, window on Deal Financing screen, f1-40–f1-41
 Deal Reports Menu option, f5-6
 report, f5-1, f5-7, f5-22
 Report, menu, f5-6–f5-7
- Profit Data, Cost-, subwindow, f6-5
 on Deal Report screen, f6-4–f6-5
 on History Report screen, f6-11–f6-12
- profit, gross, fb-24
 amount, f8-4
 before deducting commissions, f3-13, f8-23
 commissions on back door income as percentage of, fb-24, f8-4
 deal, f3-13, f8-23
 field, f8-4
- profit, net
 after deduction of commissions, f3-13, f8-23
 deal, f3-13, f8-23
 field, fb-24, f8-4
- profit on
 accessories, f3-12, f8-23
 coll/comp and/or VSI/GAP insurance, f3-12, f8-23
 deal, fa-2, fb-23, f1-40, f3-6, f3-12, f8-3, f8-21, f8-23
 dealer document fees, f3-12, f8-23
 End of Day, fb-40
 extended service/PPM contracts, f3-12
 financing, fa-2
 freight/prep, f3-12, f8-23
 Repair Orders, f3-12, f8-23
 trade-ins, f3-12, f8-23
 unit, f3-12, f8-23
- Profit Report
 default field, f8-23
 Recapped, option on Deal Reports Menu, f5-8
 Sales, End-of-Day/Month, f3-1, f3-12–f3-13, f3-19, f8-23
 Sold, option on Deal Reports Menu, f5-8
- program
 Comptron Point of Sale, fa-11, f3-1, f3-5, f3-14, f8-20–f8-21, f9-6
 F&I Sales, fa-1, fa-4–fa-5, fa-7–fa-9, fb-1, fb-4, fb-8, fb-11–fb-13 fb-20, fb-25–fb-26, fb-34, fb-36, fb-41, f1-1–f1-2, f1-4–f1-7, f1-11, f1-15, f1-18–f1-19, f1-29–f1-30, f1-36–f1-37, f2-3–f2-4, f3-1, f3-3, f3-5–f3-6, f3-14, f3-16, f4-1, f4-8, f5-2–f5-3, f5-8, f5-11, f5-14, f6-9, f6-16, f7-1, f8-1–f8-2, f8-10, f8-15–f8-16, f8-20–f8-23, f9-1, f9-5–f9-6, f10-7, f10-11, f10-25, f10-27, f10-31, f11-3, f11-7
 F.U.\$.\$TM, for customer retention, f3-18
 software dial-up, for credit bureau access, fb-31, f7-1
- promissory note to dealer for pickup paymt, f1-22
- promotion
 on selected models, rebate for special, fb-40
 sales, fa-4, fa-12, fb-40
- prompt, screen, fb-37, f6-15, f9-5, f10-6, f10-13, f10-17, f10-24, f10-29, f10-31
 dollar sign, f4-11
 for login, fb-1, f1-4
 for output type, f3-16, f3-18, f5-7, f11-4
 for password, fb-1, f1-4
 to enter information, fb-36, f1-6, f1-19, f1-37, f3-15, f5-2, f5-5, f5-8, f5-13–f5-14, f5-16, f6-3, f6-10, f10-7, f10-17, f10-19, f10-29–f10-30
- property damage insurance, fa-1, fb-17, fb-26, f1-3, f1-20, f1-29
 contract, printing, f4-1
- Protected Purchase Payment (PPP), defined, fa-3
- protectors, data line, fa-14
- provider, insurance, fb-18
 default, fb-26
- purchase
 amount, fa-1
 cash, f1-3, f1-31
 order, printing, fa-4, f4-1, f4-12
 Payment, Protected, fa-3
 price, f1-21, f9-1, f11-3
 price, deducting trade-in from for tax, fb-12, f8-10
 /Security Agreement, option on Print Deal Forms menu, f1-38, f4-4, f4-12
 /Security Agreements, submenu, f1-38, f4-4
 type, f11-3
- Purchased, field, w/ today's date as default, fb-36
- PWC, fb-14–fb-15, f1-10, f8-12
See personal water craft
- Q**
 quarterly reports, f3-17
- Qik-Quote
 calculation, cost of CL/A&H insurance included in, f11-2
 information taken from Sales System Default file, f11-2

- Qik-Quote (*cont.*)
 option, f11-2, f11-8
 program option, fa-5, f11-1–f11-2, f11-7–f11-8
- quote
 competitive, f1-29
 initial, higher, fa-2, fb-25–fb-26, f1-21, f8-16
 Qik-, information taken frm Sales System
 Default file, f11-2
 Qik-, program option, fa-5, f11-1–f11-2, f11-7–f11-8
 screen command option, f1-35–f1-36
 status, f1-36, f5-3
- quote, finance, fa-4, f1-1, f11-1, f11-8
 date of, f11-3
 displaying amortization schedule for, f11-4
 removing credit insurance from, f11-3
 screen, f11-2–f11-5, f11-7
- quote, deal, f1-3, f1-36
 credit insurance on, f11-3
 previously prepared, f2-1
 printing hard copy of, f11-3
 record, searching for, f2-1
 searching for, f2-1
- Quote, Deal Financing, screen, f1-11, f1-27–f1-28, f1-31–f1-34, f2-4
 with Adjustment window, f1-31–f1-32
 with Payment/Insurance window, f1-30
 with Payment Options window, f1-26
 with Select Roll Amount window, f1-34–f1-35
 with Trade-In Payoff subwindow, f1-15
 with Trade-In Record window, f1-14, f1-16
- R**
- range
 date, screen, f3-15, f5-16–f5-17
 F&I Inventory Report, screen, f10-17
 Labels Stock Number, screen, f10-6–f10-7
 parameters menu, Sales Total(not finalizd), f5-14
 Parameters, Report, screen, f6-8–f6-9, f6-15–f6-16, f10-26–f10-27
 to print, f5-13–f5-14, f5-16–f5-17, f5-19–f5-20, f6-5, f6-8–f6-9, f6-12, f6-15–f6-16, f10-7, f10-13, f10-17, f10-22, f10-26–f10-27, f10-29
 Verification, Report, screen, f6-9, f6-16, f10-27
 verification screen for Sales Total report, f5-15
- range of
 data, f6-8, f6-12, f6-15, f10-26
 dates, f3-16, f5-2–f5-5, f5-8, f5-12, f5-14, f5-16–f5-17, f5-19–f5-20, f6-8, f6-15, f9-9, f10-29
 deal numbers, f9-9
 deals, f5-13–f5-14
 information, f10-22
 information to include in report, narrowing with filters, f6-5, f6-12
 inventory, f10-13, f10-17
 Item Types, F&I Inventory Report menu option, f10-17–f10-18
 lenders, f5-14
 values for tier tax on sold units, fb-13, fb-15, f8-11, f8-13
- rate
 annual percentage (APR), fb-20, f3-11, f8-5, f8-22, f11-1
 annual percentage, changing during a deal, f8-5
 calculation, tier tax, fb-15, f8-13
 credit life insurance, level on balloon pmt, f8-5
 fee, fb-4, f10-12
 field on Finance Quote screen, f11-2
 field on Tier Tax File screen, fb-15, f8-13
 finance, f1-24
 insurance, fb-1, fb-25, f8-5, f8-16
 markup, fa-4, fb-2–fb-6, f1-1, f10-1, f10-12, f10-33
 per unit for prep, flat, fb-38
- rate, buy, fa-2, f1-25
 changing default, f3-3
 field, fb-22, f3-3, f8-6
 flat amount, fb-22, f8-6
 lender's, fb-22, f3-3
- rate, interest, fa-2, fb-27, f1-23–f1-25, f1-29, f8-16
 changing, fb-20
 changing deal to new, f1-24
 default, f1-25
 field, f1-25
- rate, table
 I.D., field, fb-18, f8-8
 ID, insurance, fb-18, f8-8
 insurance, fb-16–fb-18, f8-7–f8-9
 insurance, creating new, fb-18
- rate, tax, fb-2–fb-3, fb-13, fb-35, f1-16, f3-9, f8-9–f8-10, f8-22, f10-8, f10-12
 default, f8-16
 percentage, fb-12, fb-15, f8-10, f8-13, f10-8
 sales, default, fb-13, f1-18
- rate, tier tax, fb-14–fb-15, f8-11–f8-13
 adding new, f8-12
 code, fb-14, f8-12
 combination (multiple), fb-15, f8-13
 new, fb-15
 percentage, fb-15
 single, fb-15, f8-13
- rates
 CL/A&H, setting up file, fb-18–fb-19
 Company & Fixed Credit Life, option, fb-16, f8-7
 File, CL/A&H, screen, fb-18–fb-19, f8-8–f8-9
 fixed, insurance, fb-17, f8-7
 insurance, setting up files, fb-1
 Sales Tax, option on Taxes Menu, fb-10–fb-11, fb-13, f8-9–f8-11
 Table C/L & Accident Health, option on Insurance Menu, fb-18, f8-8
 Table CL/A&H, file, f8-8
 tax, default, setting up, fb-1
 Tier Tax, option on Taxes Menu, fb-13, f8-11
- RealWorld accounting software, f3-5, f8-21, f9-6
 rearranging unit/trade-in sequence, f1-39, f4-5
- rebate, f3-6, f8-21
 amount, factory to customer, f1-16
 Dealer-Cust, field on Invoice Record screen, fb-40
 dealer-customer, f3-13, f8-23
 due dealer from manufacturer, fa-4, f1-1, f5-20, f9-8
 Fac-Cust, field on Deal Financing screen, f1-16
 Mfg-Cust, field on Invoice Record screen, fb-40
 Mfg-Dealer, field on Invoice Record screen, fb-40
 Mfr/Dealer, Outstanding Sales Receivables–Detail option, f5-20

- rebate, manufacturer
 - balance, f1-1
 - customer, f9-6
 - dealer, f3-13, f8-23, f9-6
 - payments, f1-1
 - to dealer for special promotion on selected models, fb-40
- recalculation of payment, f1-11, f1-18, f1-21–f1-22, f1-24, f1-30–f1-33, f11-3
- Recap
 - & Finalize, option on F&I End of Day Menu, f3-2, f8-4
 - Major Unit Receiving, report, f10-29–f10-30
 - Major Unit Receiving, screen, f10-29
 - Receiving, Inventory Reports Menu option, f10-29
- Recap, Finance Reserves screen, f3-2, f3-4, f8-4
 - coll/comp insurance cost on, fb-17
 - printing copy of, f3-4
 - with Deal Status windw, f3-3
 - with Payment window, f3-4
- recapped
 - All (Except, status option on Salesman Commission report, f5-11
 - deal not yet, f6-2
 - Profit Report, option on Deal Reports Menu, f5-8
 - Profit, report, f5-8
- Recapped Deal
 - option on Deal Reports Menu, f5-4
 - Repair Orders, report, f5-1, f5-4–f5-5, f5-22
 - Repair Orders, screen, f5-5
 - ROs, menu, f5-4
 - ROs, option on Deal Reports Menu, f5-4
- recapped deals, f3-3, f5-4–f5-5, f5-8, f5-11, f5-19–f5-20
 - moved to history, f3-4
 - Only), Commission Vouchers, option on Salesman Commission Menu, f5-10
 - report, f5-1, f5-4, f5-22
 - Sales Penetration Report for, f5-16
 - screen, f5-4–f5-5
 - searching for, f5-10
 - status option for Salesman Commission rpt, f5-11
- recapping a deal, f3-1–f3-4
 - changing/deleting Ext Contract field entry before, fb-39
 - changing/deleting Pre-pd Maint field entry before, fb-39
- receipt, deposit, printing, f1-29, f4-1, f4-12, f9-1, f9-6
- receivable, accounts, f5-18–f5-19
 - amount due dealer, f5-19
 - F&I, file, f1-1
 - History, Sales, report, f5-20
 - History, Sales, screen, f5-20
 - Integration, field on F&I End of Day Defaults screen, f8-21
 - Integration from F&I to RealWorld accounting software, fb-36, f3-5, f8-21, f9-6, f9-10
 - open, applying payments to, f1-5
 - Report, Sales, f5-1, f5-19, f5-22
 - Reports, Sales, menu, f5-18–f5-20
 - types, f5-19
- Receivable, Accts, option on Deal Reports Menu, f5-18
- Receivables, Finalized, option on Sales Payments Menu, f9-6
- receivables, outstanding sales
 - list by name, f5-20
 - Detail Menu, f5-20
 - Detail submenu, f5-19–f5-20
- received
 - down payment, f3-11, f8-22
 - to Date, field, f9-5
- received into inventory
 - invoice for unit, fb-36
 - mileage on unit when, fb-37
 - unit sequence, fb-35
 - value of unit when, fb-37
- Receiving Recap
 - Inventory Reports Menu option, f10-29
 - Major Unit, report, f10-29–f10-30
 - Major Unit, screen, f10-29
- recommended repairs, fb-39
- Reconciliation List, f5-1, f5-22
 - option on Deal Reports Menu, f3-8, f5-21
- Reconciliation Report, End of Day/Month, f3-1, f3-7, f3-19, f5-21, f8-22
 - Detail, f3-7–f3-8, f8-22
 - field, on F&I End of Day Defaults screen, f8-22
 - Summary, f3-7, f8-22
- reconciling payments in cash drawer, on End of Day, f3-7
- reconditioning cost, f10-4
- record
 - accepting, fb-40
 - advancing to next, fb-6, fb-34, fa-7, f10-8
 - commission, fb-23, f8-3
 - creating new, fa-7, f1-7
 - Default Fee file, fb-4, fb-7–fb-8, f10-11–f10-12
 - Default Fee file, setting up separate for each inventory sequence number, f10-12
 - defined, fa-6
 - deleting, fa-8, fb-6, fb-34, f1-5, f1-7, f10-8
 - Duplicate, message, fa-10
 - duplicating, fb-34
 - inventory, copying, fb-34
 - inventory, creating, fb-36, fb-40
 - lender, creating, fb-22
 - Lender file, setting up, f8-4, f8-6
 - Major Inv Invoice, screen, f10-4
 - Major Inventory file, f10-9
 - Markup file, fb-4–fb-6, fb-37
 - moving to next, fa-7, fb-6, fb-34, f8-10, f10-8
 - moving to previous, fa-7, fb-6, fb-34, f10-8
 - Not Found, screen message, fa-10
 - number, deal, f1-6
 - number, invoice, fb-36
 - searching for, fa-7, fa-9, f1-1
 - Sales Staff file, f8-1
 - Sales Staff file, setting up, f8-3
 - separate for each deal item, viewing, f8-19
 - updating, fa-9, f1-5
- record, adding, fa-7, fb-6, fb-12–fb-13, fb-20, fb-23, fb-29, fb-34, fb-36, fb-40, f1-5, f1-7, f10-8–f10-10
 - for salesperson, fb-23
 - Inventory, screen, fb-33
 - lender, adding, fb-20
 - Make/Model, screen, f10-9–f10-10

- record, adding (*cont.*)
 - Markup file, f10-7
 - new to Customer file for co-buyer, f1-37
 - Tax file, f8-10
 - tier tax, fb-13
- record, changing, fa-8, fb-6, fb-29, fb-34, f8-14, f10-8
 - Invoice, screen, f10-5
 - Sales Default, screen, fb-26–fb-27, f8-17
 - Tax, screen, fb-12
- record, Customer, f1-9, f2-4
 - adding, f1-7, f1-37
 - no reusing number of deleted, f1-7
 - reminder notice on, f1-7
- record, deal, f2-2
 - backup, searching for, f2-1
 - quote, searching for, f2-1
 - searching for, fa-4
 - Searching, screen, fa-9, f2-2–f2-4
- record, invoice
 - Changing, screen, fb-37–fb-38, fb-40, f10-4–f10-5
 - displaying, fb-34
 - Major Inventory, f10-5
 - screen, f1-15, f10-3–f10-4
- record, Markup file
 - deleting, f10-7
 - setting up separate for each inventory sequence number, f10-12
- record, Tax file
 - setting up, f8-10
 - setting up separate for each inventory sequence number, f10-12
- record, Trade-In, f1-15
 - window on Deal Financing Quote screen, f1-14–f1-16, f1-36
 - window on Deal Maintenance File screen, f8-19–f8-20
 - window on Sale Maintenance Menu, f8-20
- refinancing balloon payment, f1-26
- refund
 - form of, f9-1
 - issuing on account, f9-6–f9-7
 - issuing on deal not finalized, f9-3, f9-10
 - of deal deposit, f1-1, f1-29, f1-36, f9-1–f9-3, f9-6–f9-7, f9-10
- refunds
 - Deposits/, option on Sales Payments Menu, f9-3
 - list of, on F&I Transactions report, f3-6, f5-21, f8-21
- registration
 - application, printing, fa-4, f4-1, f4-12
 - fee, fb-7, fb-39, f1-10, f3-10, f8-22, f10-11
- reimbursed amount, fb-39–fb-40
- Remark, field, f1-7
- Remarks, field, fb-36, f11-3
- reminder notice
 - on Customer file record, f1-7
 - on Major Inventory file record, fb-36
- Repair
 - Files, Sale Maintenance Menu option, f8-20
 - screen command option, fb-39
- Repair Order, fb-38
 - /accessories, added to unit, fb-38, f10-4
 - against unit, f1-12
 - against unit, reviewing, fb-38
 - creating, fb-38
 - number for deal accessories, f1-12
 - outstanding against unit, f1-40
 - printer, f4-11
 - profit, f3-12, f8-23
 - screen, fb-39
 - viewing, fb-39
- Repair Orders, Recapped Deal
 - report, f5-1, f5-4–f5-5, f5-22
 - screen, f5-5
- repairs
 - recommended, fb-39
 - warranty, fa-2
- replacement cost, f1-8
- report
 - See specific report title***
 - Accessories, default field, f8-22
 - accounting, creating, f3-1
 - Commission, default field, f8-21
 - created in Report Generator, title for new, f6-3, f6-10, f10-19
 - created in Report Generator, description for new, f6-3, f6-10, f10-19
 - credit card, fb-28, f8-14
 - credit, reprinting last, f7-2–f7-3
 - Customer, default field, f8-21
 - customized, designing, f10-19–f10-22, f10-25, f10-28
 - data fields, selecting, f6-3–f6-5, f6-11–f6-12, f10-20–f10-22
 - Deal, from Report Generator, f10-21
 - default flag settings, inventory type, f10-25–f10-26
 - Defaults, EOD, option, f3-6, f8-20
 - description of, from Report Generator, f6-2, f6-5, f6-10, f6-12, f10-19, f10-21
 - End of Day, screen, f3-5
 - End-of-Month, option, f3-14
 - exporting to diskette, f6-7, f6-9, f6-15–f6-16, f10-24, f10-27, f10-31
 - F&I Inventory, menu, f10-16–f10-18
 - Fees, default field, f8-22
 - files, End of Day, list for reprinting, f3-14
 - files, previous Month End, list for reprinting, f3-17
 - filters, defining, f6-6–f6-7, f6-14
 - filters, inventory, f10-24
 - Financing, default field, f8-22
 - flag, changing for End of Month, f3-16
 - Follow-Up, menu, f3-18
 - Follow-Up, screen, f3-18
 - generation, fa-1, fa-4, fb-3, fb-35, f1-1, f1-5, f3-1, f5-4, f6-2, f6-4, f6-7, f6-10, f6-14, f6-17, f8-16, f10-8, f10-11–f10-12, f10-19–f10-21, f10-24–f10-26, f10-28, f10-30, f10-33
 - History, screen, f6-10–f6-12, f6-14
 - information, creating, fb-35, f10-8, f10-11–f10-12
 - last created in Report Generator, f6-2, f6-10, f10-19
 - List, Sales End of Month, screen, f3-15–f3-16
 - Output Selection, F&I Inventory, screen, f10-17–f10-18

- report (*cont.*)
 - printing, fa-4, fa-9, f1-1, f3-1, f3-5–f3-7, f3-9–f3-10, f3-12, f3-14, f3-16, f5-4, f5-11, f5-15, f5-19, f5-21, f6-7, f6-9, f6-15–f6-16, f8-1, f8-20–f8-23, f10-24, f10-27, f10-29
 - printing, stopping, fa-9, f4-11
 - processing, End-of-Day, f3-14
 - Profit/Costs, menu, f5-6–f5-7
 - Profit, default field, f8-23
 - Reconciliation, field on F&I End of Day Defaults screen, f8-22
 - Reprint last?, Credit Services Menu prompt, f7-2–f7-3
 - Sales Tax, default field, f8-22
 - Salesman Commission, menu, f5-11–f5-12
 - scope, how to limit, f5-4, f5-14, f5-16, f6-12, f10-23
 - screen command option, f9-9, f11-4
 - selection fields, editing on Reports by Type screen, f10-13
 - Trade-In, default field, f8-23
 - type, f10-24
 - type, inventory, f10-13
 - types, End of Day/Month, f3-1, f3-6
- report, customized, fa-4, f1-1, f1-5, f6-1, f6-9, f6-16–f6-17
 - designing new, f6-3, f6-5, f6-10, f6-12
 - filtering, f6-8, f6-15
- Report, Deal
 - filters, f6-7
 - from Report Generator, f6-4–f6-6, f6-9, f6-11
 - History, filters for, f6-14
 - History, from Report Generator, f6-10, f6-12–f6-13, f6-15–f6-16
 - screen, f6-2–f6-5, f6-7
- Report, F&I Sales Penetration, menu, f5-16–f5-18
 - Lenders window on, 5-17
 - Salesmen window on, f5-18
- Report Generator
 - Deal Report screen in, f6-2–f6-3
 - description for new report created in, f6-2–f6-3, f6-5, f6-10, f6-12
 - History Report screen in, f6-10
 - Menu, f6-2, f6-10
 - option, f1-5, f6-1–f6-2, f6-9, f6-16–f6-17, f10-19, f10-28, f10-30
 - report last created in, f6-2, f6-10
 - title for new report created in, f6-3, f6-10, f6-12
- Report, Inventory
 - filters, f10-24
 - menu, f10-16
 - sample from Report Generator, f10-28
 - screen from Report Generator, f10-19–f10-21, f10-24
- Report Range
 - F&I Inventory, screen, f10-17
 - Parameters, screen, f6-8–f6-9, f6-15–f6-16, f10-26–f10-27
 - Verification, screen, f6-9, f6-16, f10-27
- Report Title
 - field on Deal Report screen in Report Generator, f6-2–f6-3
 - field on History Report screen in Report Generator, f6-10
 - field on Inventory Report screen in Report Generator, f10-19
 - Inventory, screen from Report Generator, f10-22
- reports
 - accounts receivable, f1-1, f5-18–f5-19
 - annual, f3-17
 - by Type, screen, f10-12–f10-14, f10-25–f10-26
 - Commission, menu, f5-9, f5-12
 - Commission, option, f5-11
 - daily, fa-4, f1-1, f9-1, f10-11
 - Deal, menu, f3-6, f3-8, f5-2, f5-4, f5-6, f5-8–f5-9, f5-12–f5-13, f5-16, f5-18, f5-21
 - End of Month, f1-5, f3-1, f3-5, f3-10–f3-12, f3-15–f3-16, f8-22
 - End of Month, reprinting, f3-14
 - financial, f3-1
 - history, f1-1, f3-5
 - how long to keep sales data for, f8-16
 - inventory, f10-12–f10-13
 - inventory status, f1-1
 - Menu, Inventory, f10-12, f10-16, f10-19, f10-29–f10-30
 - Major Inventory, menu, f10-13–f10-14
 - monthly, fa-4, f1-1, f9-1, f10-11
 - option on Inventory Files Maintenance Menu, f10-12
 - quarterly, f3-17
 - Sales Accounts Receivable, menu, f5-18–f5-20
 - Sales department, fa-4, f1-1, f5-1–f5-2, f5-22, f6-1, f8-20
- reports, End of Day, fb-40, f1-5, f3-1–f3-2, f3-5–f3-6, f3-10–f3-12, f3-14, f3-16, f5-21, f8-21–f8-22
 - defaults, f8-20–f8-23
 - reprinting, f3-14
- reports, standard, fa-4, f1-1, f3-6, f5-1–f5-2, f5-22, f6-1
 - option on Inventory Reports Menu, f10-12
 - option on Sales Processing Menu, f1-5, f5-1–f5-2, f5-22
- reprint
 - End of Day reports, f3-5, f3-14
 - End-of-Day, option, f3-14
 - Last Report?, Credit Services Menu prompt, f7-2–f7-3
 - Previous Month-end, history option, f3-17
- Reprints, F&I End of Day, screen, f3-14
- resale
 - tax number, no sales tax to customer with, f1-7
 - value, f1-21
- Resend Last Applicant, Credit Menu option, f7-4
- Resequence Units/Trades, window, Print Deal Forms menu, f1-39, f4-5
- Reserve
 - Fin, field, f3-3
 - screen command option, f1-27, f1-40, f2-5
- reserve, finance, fa-4, f3-3, f3-6, f3-12, f5-20, f8-21, f9-8
 - balance, lender, f1-1
 - F&I Sales AR account, f9-6
 - field, fb-24, f8-4
 - lender account, f9-6
 - Outstanding Sales Receivables–Detail option, f5-20
 - payments, lender, f1-1
 - profit, f1-41, f8-23

- Reserves, Finance, Recap screen, f3-2, f3-4, f8-4
 - Deal Status window on, f3-3
 - Payment window on, f3-4
 - resetting Lexmark printer defaults, f4-8
 - retail
 - amount, f3-6, f8-21
 - code option for Basis field (commission), fb-23, f8-3
 - code option for Discount Type field, f1-7–f1-8
 - cost, fb-6, f10-8
 - delivery, fb-38, fb-40
 - field, fb-37–fb-39, f1-21
 - markup, fb-5, f10-7
 - sales contract, fb-17, fb-20, f8-4
 - Total (, field, f10-21
 - retail price, fb-24, fb-38, f1-10–f1-11
 - as basis for commission, fb-23, f1-13, f8-3
 - changing on deal ROs for unit, fb-38, f10-4
 - discount off, f1-8
 - field, fb-24, f8-4
 - retail price, manufacturer's suggested
 - See **MSRP**
 - retention, customer, F.U.\$.\$.TM program for, f3-18
 - retrieving
 - information from file for ticket, fa-8
 - records of pending deals, f1-1, f2-1
 - Return key, fa-8, fa-10
 - See also **Enter key**
 - return to
 - menu, fb-4, fb-6, fb-8, fb-19, fb-24, fb-27, fb-29, f3-5, f3-15, f8-4, f8-9, f8-14, f10-9–f10-11
 - original deal with Undo command, in Deal Financing screen, f1-28
 - top of screen, fb-38
 - return to previous
 - field, fa-8
 - record, fb-6, f10-8
 - screen, fb-40, f1-9, f5-14, f5-17, f6-7, f6-14, f8-13
 - window on Deal Financing screen, f1-37
 - reviewing
 - deal financing, f2-1, f2-4, f2-6
 - Repair Orders against unit, fb-38–fb-39
 - RO, fb-38
 - See also **Repair Order**
 - accessories on, f8-4
 - /Accs, field, fb-38, f10-4
 - added to invoice, f10-8
 - generated by Service department, f10-4
 - number for deal accessories, f1-12–f1-13
 - on deal unit, changing retail price on, fb-38, f10-4
 - road use tax, fb-39, f8-16
 - See also **lieu fees**
 - Roll Amount, Select, window, Deal Financing
 - Quote screen, f1-34–f1-35
 - screen command option, f1-27, f1-31, f2-5
 - rolling payment calculation, f1-3, f1-27, f1-31–f1-34, f2-5
 - ROs
 - Finalized, Recapped Deal ROs report optn, f5-4
 - List for Stock #, window on Changing Invoice
 - Record screen, fb-38
 - on finalized deals, f5-4
 - on recapped deals, f5-4
 - Open, Recapped Deal ROs report option, f5-4
 - profit for, f3-12, f8-23
 - Recapped Deal, Deal Reports Menu option, f5-4
 - Recapped Deal, menu, f5-4
 - rounding of numbers, f1-33
 - RPG Export to Diskette, Copy, menu, f10-28
 - Rpt, Transaction History, screen, f3-17
 - Rule, Calculation, field, fb-17
 - running total
 - for ROs against unit, fb-38
 - of account activity, f1-8
- S**
- salary
 - base, fb-24, f8-4
 - /Month, Min., field, fb-24, f8-4
 - sale
 - Acc, Time of, field, fb-24
 - Acc, Time-of-, field, f1-12, f8-4
 - Accessories, Time of, field, fb-24
 - Acct#, field, fb-29, f8-14
 - bill of, printing, fa-4, f4-1, f4-12
 - cash, fa-2, f1-3, f1-31
 - default type, f1-13
 - deposit on, f2-5
 - Maintenance Menu, f8-18–f8-20
 - of multiple units, f8-10
 - pending on unit, f1-3, f1-36, f2-1
 - Point of, Comptron system, fa-11, fa-14, f3-1, f3-5, f3-14, f8-20–f8-21, f9-6
 - price, cash, f1-30
 - price, taxation of, fb-11, fb-15, f8-10, f8-13
 - screen command option, f1-35–f1-36
 - time of, fb-8, f1-7
 - time of, accessories, fb-12, f3-10, f8-4, f8-10
 - Time-of-, Accessories, field, f1-12
 - sales
 - A/R Account, Search for, menu, f9-6–f9-7
 - A/R History screen, f9-9
 - account tracking, fb-35, f10-8
 - AR accounts, F&I, f9-6–f9-7, f9-9
 - AR file, F&I, searching for account in, f9-6
 - commission vouchers, f1-1
 - commissions, f5-1
 - contract, f1-7, f1-10, f1-22, f1-24
 - contract, retail, fb-17, fb-20, f8-4
 - customer, tracking, fa-1
 - data, how long to keep for reports, f8-16
 - Deal, Find, screen, f9-3
 - Default Record, Changing, screen, fb-26–fb-27, f8-17
 - department, fa-1, fa-4–fa-6, fa-12, f1-1, f1-5, f1-13, f1-29, f3-1, f3-5–f3-7, f3-14, f5-1, f5-18, f5-21, f6-1, f8-1, f8-21–f8-22, f9-6
 - department reports, fa-4, f1-1, f5-1–f5-2, f5-22, f6-1, f8-20
 - End of Month Report List, screen, f3-16
 - End of Month Report, screen, f3-15
 - file maintenance, fa-4, f1-1
 - for month, f3-14
 - history, f5-20
 - information, tracking, f8-1
 - Maintenance (, option on Sales Processing Menu, fb-9, f1-5, f8-1–f8-2, f8-24

sales (*cont.*)

- Maintenance (Main Menu), fb-9–fb-10, fb-15–fb-16, fb-19–fb-20, fb-22–fb-25, fb-27–fb-29, f8-2–f8-4, f8-6, f8-9, f8-13–f8-15, f8-18, f8-20
- manager, fb-24, f3-10, f3-12, f5-12, f8-4, f8-21, f8-23
- Menu, fa-5, fb-1–fb-2, fb-8–fb-9, fb-29–fb-32, fb-40, f1-4–f1-5, f1-15, f10-1–f10-2, f11-1–f11-2
- multi-unit, f1-1, f8-10
- nontaxable, f1-13
- number (of salesperson), fb-36, f5-18
- of accessories, later, f1-21
- option, fb-1, f1-4
- Payments Menu, f9-2–f9-3, f9-6
- price, total cash, f1-27, f1-33, f2-5
- Processing Menu, fa-5, fa-7, fb-1, fb-9, f1-3, f1-5, f1-40, f2-1–f2-2, f3-1–f3-2, f4-1–f4-2, f4-8, f5-1–f5-2, f6-1–f6-2, f7-1–f7-2, f8-1–f8-2, f9-1–f9-2
- Profit Report, End-of-Day/Month, f3-1, f3-12–f3-13, f3-19, f8-23
- program, F&I, fa-1, fa-4–fa-5, fa-7–fa-9, fb-1, fb-4, fb-8, fb-11–fb-13, fb-20, fb-25 - fb-26, fb-34, fb-36, fb-41, f1-1–f1-2, f1-4–f1-7, f1-11, f1-15, f1-18–f1-19, f1-29–f1-30, f1-36–f1-37, f1-40, f2-3–f2-4, f3-1, f3-3, f3-5–f3-6, f3-14, f3-16, f4-1, f4-8, f5-2–f5-3, f5-8, f5-11, f5-14, f6-9, f6-16, f7-1, f8-1–f8-2, f8-10, f8-15–f8-16, f8-20–f8-23, f9-1, f9-5–f9-6, f10-7, f10-11, f10-25, f10-27, f10-31, f11-3, f11-7
- promotions, fa-4, fa-12, fb-40
- reports, standard, f5-1–f5-2, f5-22, f6-1
- retail, employees, f8-4
- Systems, Follow-Up, customer retention program, f3-18
- tax, none for customer w/resale tax number, f1-7
- taxable f1-13
- taxes and fees applied to, f8-1
- Tools, screen command option, f11-5
- Tools, window on Finance Quote screen, f11-5
- totals, f3-12, f8-22
- tracking, fa-1, fa-4
- tracking, account, fb-35
- trends, identifying/predicting, fa-4
- Sales A/R screen
 - main, f9-7
 - updated after payment, f9-9
 - with line item detail, f9-8
- Sales Accounts Receivable
 - History, report, f5-20
 - History, screen, f5-20
 - Report, f5-1, f5-19, f5-22
 - Reports, menu, f5-18–f5-20
- sales defaults, f11-2
 - changing, f8-1
 - option on Sales Maintenance Main menu, fb-25, f8-15
- Sales Penetration Report, f5-1, f5-16–f5-17, f5-22
 - F&I, menu, f5-16–f5-18
 - F&I, menu: Lenders window, f5-17
 - F&I, menu: Salesmen window, f5-18
- sales receivables, outstanding
 - Detail Menu, f5-20
 - Detail submenu, f5-19–f5-20
- list by name, f5-20
- sales staff, fb-24, f1-1, f8-4
 - commissions paid to, f3-12, f8-21
 - file, fb-23, f3-4, f8-3
 - file record, default, f8-1, f8-3
 - File, screen, fb-23–fb-24, f8-3–f8-4
 - file, setting up, fb-24
 - list of, f5-11
 - option on Sales Maintenance Main menu, fb-23, f8-3
- Sales System Default file, fb-12
 - information used in Qik-Quote, f11-2
 - screen, fb-8, fb-25, fb-27, f1-19, f8-15–f8-16
 - setting up, fb-25, fb-27
- Sales system
 - F&I, fa-1, fa-4–fa-5, fa-7–fa-9, fa-11, fa-15, fb-1–fb-2, fb-4, fb-6, fb-8, fb-11–fb-13, fb-15, fb-17, fb-20–fb-21, fb-24–fb-26, fb-30–fb-31, fb-33–fb-38, fb-40–fb-41, f1-1–f1-3, f1-5–f1-11, f1-13, f1-15, f1-17–f1-19, f1-23–f1-24, f1-28–f1-30, f1-32, f1-34, f1-36–f1-37, f1-40, f1-42, f2-1–f2-4, f2-6, f3-1, f3-3–f3-6, f3-14–f3-16, f3-19, f4-1, f4-8, f4-12, f5-1, f5-3–f5-5, f5-8, f5-11, f5-13–f5-14, f5-17, f5-22, f6-1, f6-8–f6-9, f6-15–f6-17, f7-1, f7-5, f8-1–f8-2, f8-4–f8-6, f8-10–f8-12, f8-15–f8-16, f8-20–f8-24, f9-3, f9-6, f9-10, f10-1, f10-7, f10-11–f10-12, f10-25, f10-27, f10-2, f10-33, f11-1, f11-3, f11-6, f11-8
 - using to sell F&I, fa-1–fa-2, fa-4, f1-1, f1-30, f1-34, f1-36
- sales tax, fb-27
 - defaults, fb-13, f8-10
 - rates, default, f8-10
 - Rates, option on Taxes Menu, fb-10–fb-11, fb-13, f8-9–f8-11
 - Report, default field, f8-22
- Sales Total (not finalized), F&I
 - menu, f5-13–f5-15
 - menu, Lenders window on, f5-14–f5-15
 - range parameters menu, f5-14
- Sales Totals
 - (not finalized), report, f5-1, f5-13–f5-14, f5-22
 - (not finalized), report, range verification screen for, f5-15
 - Deal Reports Menu option, f5-13–f5-14
- salesman
 - bonus, f3-4
 - code, f5-11, f5-18
 - Comm, fields, Profit/Costs Calculations scrn, f5-7
 - field, fb-36, f5-12
 - name, f5-11
 - option on Commission Reports menu, f5-9
 - option, F&I Sales Penetration Report menu, f5-18
 - Split %, fields, fb-25, f8-16
- salesman commission, fa-2, f3-4, f8-21
 - basis, f8-3
 - calculating, fb-24, f8-4
 - Menu, f5-9–f5-11
 - Name/Code, menu, f5-11
 - Name/Code, submenu, f5-11
 - report, f5-1, f5-22
 - Report, menu, f5-11–f5-12
 - Voucher, screen, f5-10

- Salesmen
 - List, window on Salesman Commission Report screen, f5-11–f5-12, f5-18
 - window on F&I Sales Penetration Report menu, f5-18
- salespeople, f1-6
 - See also sales staff*
 - commissions paid to, f1-13
 - list by first name, Sales Penetration Report Menu, f5-18
 - list of, f5-11
 - setting up file for, fb-23–fb-24
- salesperson, fb-25
 - adding, fb-23, f8-3
 - calculation of commission for, f5-9, f8-4, f8-16
 - information on each in End of Day reports, f3-5, f8-21
 - sales number of, fb-36, f1-9, f5-18
- savings, fuel, monthly, f11-5–f11-6
- schedule
 - amortization, for finance quote, f11-4
 - Amortization, screen, for finance quote, f11-4–f11-5
 - payment, fb-21, f1-22, f1-24
 - payment, default, f1-26
- SCL
 - See single credit life insurance*
 - Only, credit life insurance option, f11-3
- screen
 - advancing cursor through, fa-8, f8-13
 - backing up to previous, f5-14, f5-17, f10-8
 - command options, fa-5, fa-7–fa-9, fa-11, fb-5–fb-6, fb-14, fb-34, f1-4, f1-15, f1-27–f1-28, f1-29, f1-31, f1-35, f2-5, f5-14, f5-17, f6-9, f6-16, f7-3, f8-12, f9-5, f9-9, f10-3, f10-7–f10-8, f10-26–f10-27, f11-3
 - copyright display, fb-1, f1-4
 - data entry, fa-7–fa-10, f1-2
 - disclaimer, fb-1
 - display, output option, f3-5, f3-16, f3-18, f5-3–f5-5, f5-7, f5-12–f5-13, f5-15–f5-16, f5-19, f5-21, f6-7, f6-9, f6-15–f6-16, f10-6–f10-7, f10-17, f10-24, f10-27, f10-29, f10-31, f11-4
 - display, toggling, f8-12, f9-9, f11-4
 - exiting, fa-7, fb-34, f1-27, f2-5, f8-14
 - file, defined, fa-7
 - menu, fb-1, f1-2
 - menu, defined, fa-7
 - message on, fa-5, fa-10, f6-9, f6-16, f8-3, f8-21, f9-6, f10-23, f10-27
 - moving cursor through, fa-8, f1-18, f1-28, f5-14, f5-17, f8-12–f8-13
 - next, f5-14, f5-17, f8-10, f10-25
 - output selection, f3-5, f5-16, f5-19, f5-21, f6-7–f6-8, f6-15, f10-6, f10-18, f10-25, f10-31, f11-4
 - previous, backing up to, fb-6, f5-14, f5-17, f10-8
 - print for list of inventory types, fb-11
 - printing copy of, f3-4, f11-3
 - types, fa-7
 - verification commands, fa-9, f1-28, f5-7, f5-15, f6-9, f6-16, f7-3, f9-5, f9-7, f10-26–f10-27, f11-6
 - video display, hardware warranty, fa-11
- screen, deal, fb-39–fb-40, f8-1, f10-11
 - changing payment type on, fb-25
- Financing, abandoning, f1-28
 - retail price used in, fb-38
- screen command option
 - Accept, fa-9, fb-7, fb-36–fb-37, fb-40, f1-13, f1-16, f1-28, f1-32–f1-33, f1-35, f1-37, f5-7, f6-4–f6-6, f6-11–f6-14, f7-3, f9-5, f9-7, f10-7, f10-13, f10-20–f10-21, f10-23, f10-26, f11-6
 - Add, fa-7, fb-4, fb-6, fb-11, fb-13, fb-18, fb-20, fb-23, fb-29, fb-34, f1-7, f1-12, f1-15, f6-3, f6-6, f6-10, f6-13, f8-4, f8-10–f8-11, f8-14, f10-8–f10-9, f10-19, f10-22
 - Back-up, f1-35–f1-36
 - Calc Payment, f11-3
 - Calc Price, f11-7
 - Change, fa-8, fb-6, fb-18, fb-20, fb-23, fb-25, fb-28–fb-29, fb-34, fb-38, f1-11, f1-17–f1-18, f1-23–f1-24, f1-27, f1-39, f2-5, f3-3, f4-4, f8-4, f8-14–f8-15, f8-17, f10-8, f10-13, f10-25–f10-26
 - CL/AH, f1-27, f2-5
 - Co-Buy, f1-37
 - Continue, fa-9–fa-10, f3-16, f5-15, f6-9, f6-16, f7-3, f10-29, f10-31
 - Correct, fa-9–fa-10, fb-36–fb-37, f1-28, f6-9, f6-16, f7-3, f9-5, f10-26
 - Cust, f1-36
 - D-Date, f1-27, f2-5
 - Deal, f9-3
 - Delete, fa-8, fb-6, fb-34, f8-4, f10-8
 - Deposit, f1-27, f1-29, f2-5, f9-5
 - Display, f1-12, f1-14, f1-17, f1-20–f1-22, f1-24, f1-26, f1-36, f2-2, f3-3
 - Dup, fb-34
 - End, f5-14, f5-17
 - Erase, fa-8, fb-14, f8-12, f10-3
 - Exit, fa-7–fa-8, fb-4, fb-6, fb-8, fb-13–fb-15, fb-19, fb-22, fb-24, fb-27–fb-29, fb-31, fb-34, fb-38, fb-40, f1-13, f1-27, f1-31, f1-35, f2-5, f3-16, f6-7, f6-9, f6-14, f6-16, f8-4, f8-8–f8-10, f8-12–f8-14, f9-5, f10-3, f10-8–f10-11, f10-24, f10-26
 - Fees, f10-5
 - Filters, f6-5, f6-12, f10-22
 - Finalize, f3-4
 - Finance, f1-11, f2-4
 - Forms, f1-27, f1-36, f4-2
 - History, f9-9
 - Home, f5-14, f5-17
 - Insur, f1-37, f11-3
 - Invoice, fb-34, f1-13, f1-27, f2-5, f10-3
 - Label, fa-8
 - Name, f9-4
 - Next, fa-7, fb-6, fb-15, fb-34, f2-3, f5-14, f5-17, f8-10, f8-12, f9-8, f10-8
 - OTD, f1-31, f1-33
 - Payment, f9-5
 - Payments, f1-31
 - Prev, fa-7–fa-8, fb-6, fb-34, f2-3, f5-14, f5-17, f10-8
 - Print, f3-4–f3-5, f3-16, f3-18, f5-3, f5-7, f5-10, f5-13, f5-16, f5-19, f5-21, f6-7, f6-15, f10-24, f11-3, f11-6
 - Quote, f1-35–f1-36
 - Repair, fb-39
 - Report, f9-9, f11-4
 - Reserve, f1-27, f1-40, f2-5
 - Roll, f1-27, f1-31, f2-5

- screen command option (*cont.*)
 - Sale, f1-35–f1-36
 - Sales Tools, f11-5
 - Search, fa-7, fa-9–fa-10, fb-6–fb-7, fb-34, f1-40, f4-6, f5-10, f5-12, f6-7, f6-14, f10-8, f10-24
 - Select, fb-14, f8-12
 - Sequence, f1-39, f4-5
 - Skip, fa-8, fb-14, f8-12, f10-3, f10-25–f10-26
 - Taxes, f1-13
 - Toggle, fb-15, fb-38–fb-39, f8-12, f9-9, f11-4
 - Trade, f1-34
 - Undo, fa-9–fa-10, fb-36–fb-37, f1-28, f7-3, f9-5, f10-26
- screen prompt, fb-37, f6-15, f9-5, f10-6, f10-13, f10-24, f10-31
 - dollar sign, f4-11
 - for login, fb-1, f1-4
 - for output type, f5-7, f11-4
 - for password, fb-1, f1-4
 - to enter information, fb-36, f1-6, f1-19, f1-37, f3-15, f5-2, f5-5, f5-8, f5-13–f5-14, f5-16, f6-3, f6-10, f10-7, f10-17, f10-19, f10-29–f10-30
- scrolling search, command option, fa-9, fb-11, fb-14–fb-15, fb-25, fb-27, fb-37–fb-38, f1-7, f1-9, f1-11–f1-12, f1-14, f1-17, f1-21–f1-22, f1-24, f1-26, f1-36, f1-40, f2-2–f2-3, f3-3, f4-3, f4-6–f4-7, 5-6, f5-10–f5-11, f6-3–f6-5, f6-7, f6-11, f6-14, f8-12, f9-3, f10-4, f10-17, f10-20–f10-21, f10-24
- search
 - Deal, option, f1-5, f2-1–f2-2, f2-6
 - deal by name, f9-4
 - for data fields to include in custom report, f6-3, f6-10, f10-19
 - for deal record, fa-4, f1-5, f2-1–f2-3
 - for Sales A/R Account, menu, f9-6–f9-7
 - "key" (string of characters), fa-10
 - Name, Enter, screen, f9-4
 - of inventory, fb-6, fb-35
 - Option, window on Searching Deal Record screen, f2-3–f2-4
 - screen command option, fa-7, fa-9–fa-10, fb-6–fb-7, fb-34, f1-40, f4-3, f4-6–f4-7, f5-10, f5-12, f6-7, f6-14, f10-8, f10-24
 - scrolling, fa-9, fb-11, fb-14–fb-15, fb-25, fb-27, fb-37–fb-38, f1-7, f1-9, f1-11–f1-12, f1-14, f1-17, f1-21–f1-22, f1-24, f1-26, f1-36, f1-40, f2-2–f2-3, f3-3, f4-6, f5-6, f5-10–f5-11, f6-3–f6-5, f6-7, f6-11, f6-14, f8-12, f9-3, f10-4, f10-17, f10-20–f10-21, f10-24
 - type, f9-7
 - Type, Select screen, f9-3–f9-4
 - window, on Print Deal Forms menu, f1-40
- search by
 - customer name, f2-3, f2-6, f3-2–f3-3, f4-2, f5-6
 - deal number, f1-5, f2-2, f2-6, f3-2–f3-3, f4-2, f5-6, f5-10
 - salesman code, f5-11
 - salesman name, f5-11
 - by stock number, f10-8
- Searching Deal Record, screen, fa-9, f2-2–f2-4
- Security Agreement, Purchase/, Print Deal Forms menu option, f1-38, f4-4, f4-12
- Security Agreements, Purchase/, submenu, f1-38, f4-4
- Security, Social
 - See Social Security number*
- Select
 - Roll Amount, window on Deal Financing Quote screen, f1-34–f1-35
 - Search Type, screen, f9-3–f9-4
 - screen command option, fb-14, f8-12
 - Transactions by Date, History rpt option, f3-17
- selected models, rebate for special promotion on, fb-40
- selecting
 - menu options, fa-5, fa-7, fb-1–fb-2, fb-5, fb-7, fb-9–fb-11, fb-13, fb-16, fb-18, fb-20, fb-23, fb-25, fb-28–fb-30, fb-32, fb-34, f1-4–f1-6, f1-30, f1-32, f1-40, f2-2, f3-5, f3-14, f3-17–f3-18, f4-2–f4-3, f4-6, f5-2, f5-4, f5-6, f5-9–f5-12, f5-14, f5-16–f5-19, f5-21, f6-10, f7-2–f7-4, f8-2, f8-4, f8-7–f8-9, f8-11, f8-13–f8-15, f8-18–f8-20, f9-2–f9-3, f9-6–f9-7, f10-2, f10-4, f10-6–f10-7, f10-12, f10-16–f10-18, f10-29–f10-31, f11-2, f11-5
 - unit, to print forms on multi-unit deal, f1-39, f4-4
- selection
 - data field, from list for custom report, f6-3–f6-5, f6-11–f6-12, f10-20–f10-21
 - F&I Inventory Report Output, screen, f10-17–f10-18
 - insurance in Qik-Quote, new, f11-3
 - Inventory/Deal Status, screen, f10-26
 - of fields for custom F&I Inventory Report in Report Generator, f10-19, f10-22
 - output, screen, f3-5, f5-16, f5-19, f5-21, f6-7–f6-8, f6-15, f10-6, f10-24–f10-25, f10-29, f10-31, f11-4
 - report fields, editing on Reports by Type screen, f10-13
- Selections, Tax, subwindow on Changing Deal Financing screen, f1-13, f1-19
- selling F&I, using the Sales system for, fa-1–fa-2, fa-4, f1-1, f1-11, f1-29–f1-30, f1-34, f1-36
- selling price, f1-34
 - on Deal Financing screen, f1-34–f1-35
 - option, f1-34
 - retail, as basis for commission, fb-23, f8-3
 - trade-in amount greater than, f1-20
- semicolon (command) key, fa-8, f10-3, f10-25–f10-26
- separate
 - Customer file record for co-buyer, f1-37
 - deal item display on Deal Maintenance File screen, f8-19
 - Default Fee file record for each inventory sequence number, fb-3, fb-7, f10-7, f10-11–f10-12
 - inventory sequence numbers for units with different tax/markup rates, fb-3, f10-12
 - Markup file record for each inventory sequence number, fb-3, fb-5, f10-12
 - record for each deal item, viewing, f8-19
 - Service Contract file record for each company, fb-29, f8-14
 - Tax file record for each inventory sequence number, fb-3, fb-11, f8-10, f10-12
 - tax files for state and city taxes, f8-9
 - terminal/printer for mailing labels, fa-12
- Seq, Inv Type/, field, fb-35

- sequence
 - numbers, separate for units with different tax/markup rates, fb-3, f10-12
 - of units/trade-ins, rearranging, f1-39, f4-5
 - screen command option, f1-39, f4-5
- sequence number, inventory, fb-2–fb-7, fb-11–fb-15, fb-35, f1-39, f8-10, f8-12, f10-7–f10-11, f10-12–f10-13, f10-17
 - separate Default Fee file record for each, fb-3, fb-7, f10-11–f10-12
 - separate Markup file record for each, fb-3, fb-5, f10-7, f10-12
 - separate Tax file record for each, fb-3, fb-11, f8-10, f10-12
 - type/, creating record, fb-4
 - user-defined, fb-4, f8-10
- serial number of engine, fb-36
- serialized units on deal, f1-1, f1-10, f1-34, f1-39, f4-5, f8-10, f8-19
- Serv. Contr, Ext, field, f1-21
- service
 - companies, credit, fa-4, fb-30
 - companies, credit, adding/changing, f7-4
 - contract, printing, f4-1, f4-12
 - department, fa-12, f1-12, f10-4
 - extended, fb-6, fb-29, fb-39, f1-3, f1-21, f1-29, f8-10, f8-13–f8-14, f8-23
 - guidelines, manufacturer's, f1-21
 - operations in Comptron, f1-1, f3-5
 - software module of Comptron, f1-1
- service contract
 - extended, fa-1–fa-2, fb-6, fb-11–fb-12, fb-15, fb-29, fb-39, f1-3, f1-21–f1-22, f1-29, f3-12, f4-1, f4-12, f8-10, f8-13–f8-14, f8-23, f10-8
 - extended, option for Contract Type field, fb-29, f8-14
 - file record, separate for each co., f8-14
 - File, screen, f8-14
 - type code, fb-29, f8-14
- Service Contract file
 - default, fb-29
 - record, separate for each co., fb-29
 - screen, fb-29
 - setting up, fb-29
- Service Contracts
 - Extended, field, f1-22
 - Extended, window, Deal Financing screen, f1-21
 - option on Sales Maintenance Main menu, fb-29, f8-14
- service, credit
 - application, fb-30, f7-2
 - bureau, dial-up, f7-1
 - companies, f1-1, f1-5, f7-1–f7-2, f7-5, f8-1
- Services, Credit
 - Inquiry, menu, f7-3–f7-4
 - Menu, fb-30–fb-31, f7-2
- setting up
 - report defaults, f3-6, f8-20–f8-24 f10-25–f10-26
 - system defaults, fb-1–fb-2, fb-7–fb-9, fb-11–fb-13, fb-15–fb-17, fb-20, fb-23, fb-25–fb-29, fb-40–fb-41, f1-18, f8-1, f8-3–f8-7, f8-10–f8-11, f8-13–f8-17, f8-20–f8-24, f10-11–f10-12
- settings
 - default flag, changing for reports, f10-26
 - inventory type report default flag, f10-25–f10-26
- setup
 - CL/A&H Rates file, fb-18–fb-19
 - Credit Card file, fb-28
 - Default Fee file, fb-7–fb-8
 - file, fb-1–fb-6, fb-9, fb-11–fb-13, fb-20, fb-23, fb-25–fb-26, fb-39–fb-40, f8-3–f8-6, f8-9–f8-11, f10-8, f10-12
 - Insurance Company file, fb-16–fb-18, f8-8
 - Inventory Types file, fb-2–fb-4
 - Lender file, fb-20–fb-22, f1-27, f3-3, f8-6
 - Major Inventory file, fb-32–fb-37, fb-40
 - Markup file, fb-5–fb-6
 - procedures, special, for AR Integration, f8-21
 - Sales Staff file, fb-24
 - Sales System Default file, fb-25–fb-27
 - Service Contract file, fb-29
 - Tax file, fb-9
 - Tier Tax file, fb-14–fb-15
- shipping cost paid, actual, fb-38
- single
 - Account, Outstanding Sales Receivables–Detail option, f5-20
 - credit life, insurance, fb-17–fb-18, fb-26, f1-30, f8-8, f11-3, f11-7
 - field in Fixed Credit Life rates area of Insurance Company file, fb-17, f8-7
 - interest insurance, vendors (VSI), fb-26, f1-20, f3-12, f8-23
 - life insurance, payment option, f1-30
 - tier tax rate, fb-15, f8-13
- size
 - Eng, field on Major Inventory File screen, fb-36
 - Engine, by Mfr, option on Inventory Reports Menu, f10-30
 - engine, printing list of models by, f10-31
 - Manufacturer List by Engine, rept, f10-31–f10-32
 - of field, f6-4, f10-20
- ski
 - Doo, included in ATV inventory type, fb-3, fb-35
 - jet, fb-3, fb-35, f10-7
- Skip, screen command option, fa-8, fb-14, f8-12, f10-3, f10-25–f10-26
- skipping fields on screen, fa-8, fb-38, f6-10, f10-25
- slash (command) key, fa-9, fb-11, fb-14–fb-15, fb-25, fb-27, fb-37–fb-38, f1-7, f1-9, f1-11–f1-12, f1-14, f1-17, f1-20–f1-22, f1-24, f1-26, f1-36, f1-40, f2-2–f2-3, f3-3, f4-3, f4-6–f4-7, f5-6, f5-10–f5-11, f6-3–f6-5, f6-7, f6-11, f6-14, f8-12, f9-3, f10-4, f10-17, f10-20–f10-21, f10-24
- Social Security number (SSN), f1-7, f1-37
- software
 - accounting, RealWorld, f3-5, f8-21, f9-6
 - compatible with Comptron programs, fa-1, fa-12, fb-30, f3-5, f8-21, f9-6
 - computer, installing F&I, fa-5, fb-1, fb-41, f1-15
 - dial-up program, for credit bureau access, fb-31, f7-1
 - problems, fa-11
 - warranty, fa-11
- sold
 - date, including on stock label, f10-7
 - deal, f1-36, f3-3, f5-1, f5-6, f5-8, f6-6, f6-13
 - deal, recapping, f3-2
 - Deal Reports Menu option, f5-4

- sold (*cont.*)
 Deals, report, f5-1, f5-4, f5-22
 item, cost of, f3-6, f8-21
 on deal, extended service/PPM contract, f1-22
 on deal, multiple units, f1-34, f1-39, f4-4
 Profit, report, f5-8
 Profit Report, option on Deal Reports Menu, f5-8
 status, fb-36, f1-10, f1-36, f3-2–f3-3, f5-4, f5-8
 status filter option, f6-6, f6-13, f10-26
 unit, f10-11
 unit, retail price of, fb-24
 units, taxes for, f3-9, f8-22
- special
 Inv Fees File, window on Major Inv Invoice
 Record screen, fb-39, f10-5
 promotion on selected models, rebate for, fb-40
 promotion, sales, fa-4, fa-12
 setup procedures for AR Integration, f8-21
- Specific Item Type, option on F&I Inventory
 Report menu, f10-16, f10-18
- split
 %, Salesman, fields, fb-25, f8-16
 commissions, fb-25, f8-16
- "spot" delivery, fa-2, fb-30, f1-36, f7-1
- spouse
See also co-buyer, cosigner
 as cosigner, f1-37
 as cosigner on contract, f1-7
 buyer's, adding name to Customer file, f1-7,
 f1-37
 field, f1-7, f1-37
 information, f1-37
 name, adding to Customer file, f1-7
- SSN
See Social Security number
- staff, F&I, fb-24, f3-12, f5-11, f8-4, f8-21
 staff, sales, f1-1, f5-11, f8-4
See also salespeople
 commissions paid to, f3-12, f8-21
 file, fb-23–fb-24, f3-4, f8-3
 file record, default, f8-1, f8-3
 File, screen, fb-23–fb-24, f8-3–f8-4
 file, setting up, fb-24
 option on Sales Maintenance Main menu, fb-23,
 f8-3
- standard reports, fa-4, f1-1, f5-1, f6-1
 option on Inventory Reports Menu, f10-12
 option on Sales Processing Menu, f1-5, f5-1–f5-2,
 f5-22, f6-1
 Sales, f5-1–f5-2, f5-22
- starting
 date, f3-15, f5-2, f5-4–f5-5, f5-8, f5-12, f5-14,
 f5-16, f10-29
 field, f3-15, f5-8, f5-14, f6-8, f6-15, f10-27,
 f10-29
 inventory type, f10-17
 item type, f10-17
 lender ID, f5-14–f5-15
 make, f6-8, f6-15
 stock number, f10-7
 year, f6-8, f6-15
- state
 collecting sales taxes for, f8-9
 department of motor vehicles, fb-27, f8-16
 fees, fb-3, fb-39
 forms, printing, fa-4, f1-1, f4-1
 insurance rate factors, fb-17
 License, field, Major Inventory File screen, fb-37
 tax, fb-3, fb-8, fb-11–fb-13, fb-15, fb-27, fb-39,
 f1-19, f3-9, f8-1, f8-9–f8-11, f8-13, f8-16, f8-22
 tax structure, fb-15, f8-1, f8-13
 title/registration applications, printing, fa-4, f4-1
- statement, odometer, printing, f4-1, f4-12
- status
 Backup, f1-36, f5-3
 field, fb-36, f6-5–f6-6, f6-13, f10-26
 filter, f6-6, f6-13
 filter option, Sold, f6-6, f6-13, f10-26
 inventory, fa-4, f1-1, f10-1, f10-13–f10-14, f10-33
 inventory, flag settings, f10-26
 option, inventory, f10-26
 Quote, f1-36, f5-3
 Selection, Inventory/Deal, screen, f10-26
 Sold, f1-36, f3-3, f5-4, f5-8, f6-6, f6-13
 summary, current, of F&I Sales AR account, f9-7
 Title, field on Major Inventory File screen, fb-37
 Title, field on Trade-In Record window, f1-14
- status, deal, fb-36, f1-36, f5-11, f5-13, f10-26
 window on Finance Reserves (Recap) screen, f3-3
- sticker price, window, fb-6, f10-8
See also list price
- sticker, window, freight shown on, fb-38
- Stk #, field, fb-35, f1-9
- stock
 #, field, fb-35
 #, ROs List for, window, fb-38
 entries, multiple, on Deal Items screen, f1-10
 information, f1-9, f10-6
 items in a package, displaying, fb-35, f10-6
 labels, changing number to print, f10-7
 list, f1-9
- stock file, fb-36, f1-9
 setting up, fb-36
 window on New Deal screen, f1-9
- stock number, fa-6, fb-35–fb-36, fb-38, f1-9–
 f1-11, f3-9–f3-11, f8-21–f8-23, f10-6
 duplicate, fb-35
 ending, f10-7
 including on stock label, f10-7
 printing on stock labels, f10-7
 Range, Labels, screen, f10-6–f10-7
 searching by, fb-34, f10-8
 starting, f10-7
 window, f1-9
- stop
 printer, commands, fa-9
 runaway printer, how to, f4-11–f4-12
- storage of data on computer, fa-6
- storing deal quote, f1-36
- string, character, "key" for search, fa-10
- structure
 profit, for unit, fb-37
 RealWorld GL Accounts, f8-21
 state tax, fb-14–fb-15, f8-1, f8-12–f8-13
- suggested retail price
See MSRP
- summary
 current status, of F&I Sales AR account, f9-7
 Fee report, End of Day/Month, f3-10, f8-22

- summary (*cont.*)
 - Grand Total, F&I Inventory Report, f10-18
 - option on Sales Accounts Receivable Reports menu, f5-19
 - Reconciliation Report, End of Day/Month, f3-7, f8-22
 - Summary Report
 - Sales Accounts Receivable, screen, f5-19
 - Tax, End of Day/Month, f3-1, f3-9, f3-19, f8-22
 - Trade-In, End of Day/Month, f3-10, f8-23
 - system
 - Back Up the, utility option, fa-11, fa-14, f8-21
 - Comptron Point of Sale, fa-11, fa-14, f3-1, f3-5, f3-14, f8-20–f8-21, f9-6
 - deal deleted from, f1-6, f1-29
 - default files, setting up, fb-1–fb-2, fb-7, fb-12–fb-13, fb-15–fb-17, fb-23–fb-24, fb-26–fb-28, fb-32, fb-40
 - defaults, setting up, f8-15
 - F&I Sales, fb-1–fb-2, fb-4, fb-6, fb-8, fb-11–fb-13, fb-15, fb-17, fb-20–fb-21, fb-24–fb-26, fb-30–fb-31, fb-33–fb-38, fb-40–fb-41, f1-1–f1-3, f1-5–f1-11, f1-13, f1-15, f1-17–f1-19, f1-23–f1-24, f1-28–f1-30, f1-32, f1-34, f1-36–f1-37, f1-40, f1-42, f2-1–f2-4, f2-6, f3-1, f3-3–f3-6, f3-15–f3-16, f3-19, f4-1, f4-8, f4-12, f5-1, f5-3–f5-5, f5-8, f5-11, f5-13–f5-14, f5-17, f5-22, f6-1, f6-8–f6-9, f6-15–f6-17, f7-1, f7-5, f8-1–f8-2, f8-4–f8-6, f8-10–f8-12, f8-15–f8-16, f8-20–f8-24, f9-3, f9-6, f9-10, f10-1, f10-7, f10-11–f10-12, f10-25, f10-27, f10-29, f10-33, f11-1, f11-3, f11-6, f11-8
 - Follow-Up Sales, f3-18
 - maintenance, fa-14
 - operating, computer, f6-9, f6-16, f10-28
 - Utilities, option, Comptron Point of Sale program, fa-14
 - system backup, f8-21
 - default field, f8-21
 - reminder message before file repair, f8-20
 - System Default file, Sales, fb-12, f8-10
 - information used in Qik-Quote, f11-2
 - screen, fb-8, fb-25, fb-27, f1-19, f8-15–f8-16
 - system, Sales, fa-1–fa-2, fa-4–fa-5, fa-8–fa-9, fa-11, fa-15, fb-1–fb-2, fb-4, fb-6, fb-11–fb-13, fb-15, fb-17, fb-20–fb-21, fb-24–fb-25, fb-30–fb-31, fb-33–fb-38, fb-40, f1-1–f1-3, f1-5–f1-11, f1-13, f1-15, f1-17–f1-18, f1-23–f1-24, f1-28–f1-29, f1-32, f1-34, f1-36–f1-37, f1-40, f2-1–f2-4, f3-1, f3-3–f3-4, f3-14–f3-15, f4-1, f4-8, f5-1, f5-4–f5-5, f5-11, f5-13, f5-17, f6-1, f6-8, f6-15, f7-1, f8-1, f8-15–f8-16, f8-20–f8-23, f9-3, f9-6, f10-1, f10-7, f10-25, f10-27, f10-29, f11-1, f11-3, f11-6
 - using to sell F&I, fa-1–fa-2, fa-4, f1-1, f1-30, f1-34, f1-36
- Systems, Follow-Up Sales, customer retention program, f3-18
- T**
- table
 - C/L & Accident Health Rates, option on Insurance Menu, fb-18, f8-8
 - CL/A&H Rates, file, f8-8
 - I.D., Rate, field, fb-18, f8-8
 - ID code, insurance rate, fb-18
 - ID, insurance rate, fb-18, f8-8
 - insurance new, fb-18
 - insurance rates, fb-17–fb-18, f8-7–f8-9
 - tape, backup, fa-14
 - tax
 - #, field, f1-7
 - ad valorem, fb-8
 - adding new, f1-19, f8-9–f8-10
 - amount, f1-18, f3-9, f8-16, f8-22
 - calculation, f1-18, f8-13
 - changing rate on deal, f1-19
 - city, fb-11, f1-19, f3-9, f8-1, f8-9–f8-10, f8-22
 - Code, column, f1-13
 - county, fb-11, f1-19, f3-9, f8-1, f8-10, f8-22
 - defaults, fb-27, f8-13, f8-16
 - defaults, setting up, fb-11
 - description, f3-9, f8-10, f8-22
 - Detail Report, End of Day/Month, f3-1, f3-9, f3-19, f8-22
 - field, f1-18
 - Items, window on Changing Deal Financing screen, 1-18
 - number, resale, no sales tax to customer with, f1-7
 - rates, default, setting up, fb-1
 - Rates, Sales, option on Taxes Menu, fb-10–fb-11, fb-13, f8-9–f8-11
 - rates, tier, multiple (combination), fb-15, f8-13
 - Rates, Tier, option on Taxes Menu, fb-13, f8-11
 - Record, Changing, screen, fb-12
 - road use, fb-39, f8-16
 - Selections, subwindow, Changing Deal Financing screen, f1-13, f1-19
 - state, fb-11, fb-15, f1-19, f3-9, f8-1, f8-9–f8-11, f8-13, f8-16, f8-22
 - structure, state, fb-14–fb-15, f8-1, f8-12–f8-13
 - Summary Report, End of Day/Month, f3-1, f3-9, f3-19, f8-22
 - totals for sold units, f3-9, f8-22
 - types, fb-11–fb-12, fb-27, f1-19, f3-9, f8-10, f8-16, f8-22
 - Use, field, fb-8
 - user-defined, fb-12, f8-10, f8-16
 - Veh/Lieu, field, fb-8, fb-39
 - zero, f1-20
 - tax cap, fb-27, f8-16–f8-17
 - Amount, field, fb-27, f8-16
 - Options, field, fb-27
 - Options, window on Changing Sales Default Record screen, fb-27, f8-16–f8-17
 - tax file, fb-3, f1-16, f8-9
 - creating, fb-11
 - default, f1-18
 - record, adding new, f8-10
 - screen, fb-10–fb-11, fb-13–fb-15, f8-9–f8-11, f8-13
 - setting up, fb-9, fb-11–fb-13, f8-10, f10-8, f10-12
 - separate for each inventory sequence number, fb-3, fb-11, f8-10, f10-12
 - Tier, screen, fb-13–fb-15, f8-11, f8-13
 - tax, lieu, fb-8, fb-39
 - as percentage of MSRP, fb-27
 - calculation, f8-16
 - tax rate, fb-2–fb-3, fb-13, fb-35, f3-9, f8-9–f8-11, f8-22, f10-8, f10-12
 - changing, f1-19, f8-9

- tax rate (*cont.*)
 - code, tier, fb-14, f8-12
 - default, fb-1, f1-16, f1-18–f1-19, f8-10, f8-13, f8-16
 - default, changing on a deal, f1-13
 - percentage, fb-12, fb-15, f8-10, f8-13, f10-8
 - percentage, changing on deal, f1-13
- tax rate, tier, fb-14–fb-15, f8-11, f8-13
 - adding new, fb-13–fb-15, f8-12
 - code, fb-14, f8-12
 - default, fb-15, f8-13
 - single, fb-15, f8-13
- tax, sales, fb-27, f1-13
 - collecting for state/city, f8-9
 - default rate, f8-16
 - defaults, fb-13, f8-10
 - none for customer with resale tax number, f1-7
 - Rates, option on Taxes Menu, fb-10–fb-11, fb-13, f8-9–f8-11
 - Report, default field, f8-22
- tax, tier
 - adding new record, fb-13–fb-15, f8-11–f8-13
 - defaults, fb-15, f8-13
 - File screen, fb-13–fb-15, f8-11, f8-13
 - file, setting up, fb-13–fb-15
 - rates, multiple (combination), fb-15, f8-13
 - Rates, option on Taxes Menu, fb-13, f8-11
- tax type, fb-11–fb-12, fb-27, f1-19, f3-9, f8-10, f8-16, f8-22
 - field, fb-12, f8-10
 - user-defined, fb-12, f8-10, f8-16
- taxable
 - sales, f1-13
 - transactions, f3-5
- taxed amount, deal, f3-9, f8-22
- taxes, f8-1, f8-10
 - adjusting for, f1-3
 - fields, fb-27, f8-10, f8-16
 - Menu, fb-10, fb-13, fb-15, f8-9–f8-11, f8-13
 - on trade-ins, f1-16
 - on unit, f1-10
 - option on Sales Maintenance Main menu, fb-10, f8-9
 - screen command option, f1-13
 - TOS accessories, fb-12, f1-13, f8-10
- Tear Off
 - button on Lexmark printer, f4-9
 - TOF/, positions on Lexmark printer, f4-8, f4-10
- telephone number
 - dealership, for printing on forms, fb-27
 - for credit bureau dial-up, fb-31, f7-1
 - lender, fb-20, f8-5
- Temporary, code optn for Account Type fld, f1-8
- term
 - of finance contract, f1-21–f1-22, f1-25, f1-27, f11-7
 - of finance contract, changing during deal, f1-26, f8-5–f8-6, f8-16, f11-1
 - of service/maintenance contract, f1-22
- terminal (computer), fa-12, fa-14
 - cable to, fa-12–fa-13
 - keyboard, fa-8
 - locked, f8-20
 - satellite, fa-12
 - separate, for mailing labels, fa-12
- Terms, Contract, subwindow on Deal Financing screen, f1-22
- ticket
 - counter, f1-8, f1-12
 - number for deal accessories, f1-12–f1-13, f3-10
 - printer, f4-11
- ticket, parts, 1-12
 - internal, f1-8
 - number for deal accessories, f1-13, f8-22
- Tier Code, field, fb-13, f8-11
- tier tax
 - adding new record, f8-11, f8-13
 - defaults, f8-13
 - File screen, fb-13–fb-15, f8-11, f8-13
 - file, setting up, fb-13–fb-15
 - rates, multiple (combination), fb-15, f8-13
 - Rates, option on Taxes Menu, fb-13, f8-11
- tier tax rate, fb-14–fb-15, f8-11, f8-13
 - adding new, fb-13–fb-15, f8-12
 - code, fb-14, f8-12
 - default, fb-15, f8-13
 - single, fb-15, f8-13
- Till, Good, field, f1-15
- time of sale, fb-8, f1-7
 - See also TOS*
 - Acc, field, fb-24, f8-4
 - accessories, fb-12, f3-10, f8-4
 - accessory taxes, fb-12, f8-10
- Time-of-Sale Acc, field, f1-12
- title
 - application fee, fb-7, f3-10, f8-22, f10-11
 - application, printing, fa-4, f1-5, f4-1, f4-12
 - data field, choosing from list for custom report, f6-4, f6-11, f10-20
 - duplicate needed, fb-37
 - field, f6-5, f6-12
 - Filter, field, f6-6–f6-7, f6-13–f6-14, f10-22, f10-24
 - for new report created in Report Generator, f6-3, f6-10, f10-19
 - Inventory Report, screen from Report Generator, f10-20, f10-22
 - Report, field on Deal Report screen in Report Generator, f6-2–f6-3
 - Report, field on History Report screen in Report Generator, f6-10
 - Report, field on Inventory Report screen in Report Generator, f10-19
 - Status, field on Major Inventory File screen, fb-37
 - Status, field on Trade-In Record window, f1-14
- Toggle, screen command option, fb-15, fb-38–fb-39, f8-12, f9-9, f11-4
- Tools, Sales
 - screen command option, f11-5
 - window on Finance Quote screen, f11-5
- Top of Form (TOF)
 - /Tear Off, positions on Lexmark printer, f4-8, f4-10
- TOS
 - See also time of sale*
 - accessories, fb-12, f3-10, f8-4
 - Accessory Report, End of Day/Month, f3-1, f3-10, f3-19, f8-22
 - accessory taxes, fb-12, f8-10

- total
 - (cash) sales price, f1-27
 - amount due, f1-29
 - (Comm-FI), field, f6-12
 - commissions paid, on End of Day, f3-12, f8-21
 - (Cost), field, f6-5, f6-12
 - (Dealer), field, f10-21
 - deferred down payment, f1-24
 - down payment, f1-22, f1-24
 - F&I Sales (not finalized), menu, f5-13–f5-15
 - F&I Sales (not finalized), menu, Lenders window on, f5-14
 - fees, f3-10, f8-22, f10-11
 - interest amount, f11-4
 - price on a deal, f5-13
 - (Profit), field, f6-5, f6-12
 - (Retail), field, f10-21
 - running, for ROs against unit, fb-38
 - running, of account activity, f1-8
 - Summary, Grand, on F&I Inventory Rept, f10-18
 - taxes, f3-9, f8-22
 - taxes for sold units, f3-9, f8-22
- total fees
 - charged by state, fb-39
 - for each unit on deal, f1-17
 - on accessories, carried over to Deal Financing screen, f1-13
- total sales
 - for month, f3-16
 - (not finalized), F&I, menu, Lenders window on, f5-15
 - (not finalized), F&I, range parameters menu, f5-14
 - price (cash), f1-27, f1-33, f2-5
- totals
 - commission, f5-12
 - for accounts receivable, f5-19
 - for principal and interest, annual, f11-4
 - for service contracts carried over to Deal Financing screen, f1-22
 - recalculated after change on Deal Financing screen, f1-11
 - Type, default field, f8-22
 - Type, End-of-Day/Month report, f3-1, f3-12, f3-19, f8-22
- totals, sales, f3-12, f8-22
 - Deal Reports Menu option, f5-13–f5-14
 - (not finalized), report, f5-1, f5-13–f5-14, f5-22
 - report, range verification screen for, f5-15
- TR (trailer), inventory type code, fb-3–fb-5, fb-15, fb-35, f8-12, f10-6–f10-7
- tracking
 - account, in Sales, f10-8
 - customer sales, fa-1
 - inventory, fb-35
 - sales, fa-4
 - Sales accounts, fb-35
- Trade, screen command option, f1-34
- trade allowance, f1-14–f1-15, f1-34, f1-36, f3-10, f8-23, f10-4
 - field, f1-14, f1-36
 - new amount on Deal Financing screen, f1-32
- Trade In, option on Adjustment window, Deal Financing screen, f1-32
- trade-in, fa-4, fb-11, fb-15, f1-1, f1-32, f1-40, f4-5, f8-10, f8-13
 - actual value of, f10-4
 - adding, f1-14
 - adjusting for, f1-3, f1-18, f1-32
 - allowance, f1-34
 - allowance, new, on Deal Financing screen, f1-32
 - amount, f1-18–f1-20, f1-29, f1-32, f1-34
 - deducting from purchase price for state tax, fb-12, f8-10
 - information, entering into inventory, f1-3, f1-14–f1-16, f1-36
 - information, viewing, f8-19
 - on finalized deal, 3-10, f8-23
 - option on Sale Maintenance Menu, f8-19
 - payoff, f1-15, f3-10, f8-23
 - Payoff, subwindow on Deal Financing Quote screen, f1-15
 - profit on, f3-12, f8-23
 - vehicle, f1-14–f1-15, f1-36
 - window on Changng Deal Financg screen, f1-20
- Trade-In Record, window
 - on Deal Financing Quote screen, f1-14–f1-16
 - on Deal Financing screen, f1-36
 - on Deal Maintenance File screen, f8-19–f8-20
 - on Sale Maintenance Menu, f8-20
- Trade-In Report
 - default field, f8-23
 - Detail, End of Day/Month, f3-10, f8-23
 - End of Day/Month, f3-1, f3-10, f3-19, f8-23
 - Summary, End of Day/Month, f3-10, f8-23
- trade-in unit, f1-39, f3-10, f4-5, f8-23
 - adding to inventory, f1-3, f1-14–f1-16, f1-36
 - completing invoice for, f1-15, f10-4
 - taxes on, f1-16, f1-20
- trade-in value, f1-20–f1-21
 - actual, f10-4
 - Deduct Full, field, fb-12, f8-10
 - Deduct Net, field, fb-12, f8-10
- trade-ins
 - /units, rearranging sequence of, f1-39, f4-5
 - multiple, on deal, f1-39, f4-5
- Trades, Resequenece Units/, window on Print Deal Forms menu, f1-39, f4-5
- trailer, fa-1, fb-35, f1-10
 - forms for, f1-38, f4-3
 - inventory type code, fb-3, fb-5, fb-35, f8-12, f10-6–f10-7
 - transport, fb-3, fb-35, f10-7
- transport trailer, fb-3, fb-35
- Trailers, Inventory Listing of All, sample, f10-15
- transaction, f1-30
 - History Rpt, menu, f3-17
 - History Rpt, screen, f3-17
 - List, f5-1, f5-21–f5-22
 - List, End of Day/Month report, f8-21
 - List, option on Deal Reports Menu, f3-6, f5-21
 - Listing, default field for End of Day, f8-21
 - nontaxable, f3-5
 - taxable, f3-5
 - type, f3-7–f3-8
- transactions
 - by Date, Select, option on Transaction History Rpt Menu, f3-17
 - F&I, f3-7, f5-21, f8-22

- transactions (*cont.*)
 - F&I, End of Day/Month report, f3-1, f3-6, f3-10, f3-17, f3-19, f5-21, f8-21–f8-22
 - History, End of Day/Month report, f3-1, f3-17, f3-19
 - History, option on F&I End of Day Menu, f3-17
 - tracking, f3-1, f3-5, f9-1, f9-6
 - transfer, electronic funds (EFT), f9-8
 - transit, in
 - account number, fb-22, f8-6
 - Contract, F&I Sales AR account, f9-6
 - contracts, money due from, f9-8
 - Contracts, Outstanding Sales Receivables–Detail option, f5-20
 - transport trailer, f10-7
 - trends, sales, identifying/predicting, fa-4
 - type
 - Account, field, f1-8
 - Body, field on Major Inventory File screen, fb-36
 - CL Insur, field, fb-17, f8-7
 - code, service contract, fb-29, f8-14
 - Contract, field, fb-29, f8-14
 - Discount, field, f1-7–f1-8
 - fee, f3-10, f8-22
 - Fees (Inv, field, f8-16
 - field, fb-4
 - field (salesman), fb-23, f8-3
 - Fuel, field on Major Inventory File screen, fb-37
 - Interest, field, fb-20
 - Insurance, field, f11-3
 - Inv, field, fb-7, f8-16
 - payment, f9-5
 - Payment, field, fb-25
 - report, f10-24
 - Reports by, screen, f10-12–f10-14, f10-25–f10-26
 - search, f9-7
 - Select Search, screen, f9-3–f9-4
 - /Seq, Inv, field, fb-35
 - /sequence number, inventory, creating record, fb-4
 - Specific Item, option on F&I Inventory Report menu, f10-16, f10-18
 - Totals, default field, f8-22
 - Totals, End-of-Day/Month report, f3-1, f3-12, f3-19, f8-22
 - transaction, f3-7–f3-8
 - unit, fb-4, fb-13, fb-35, f1-9, f1-38, f4-3, f8-1, f8-16, f10-1, f10-8, f10-11, f10-13
 - vehicle, fb-3, fb-5, fb-35, f1-8, f10-7
 - type, inventory, fb-2–fb-8, fb-11–fb-12, fb-14–fb-15, fb-27, fb-35, fb-37, f1-9, f1-18, f3-10, f3-12, f8-9–f8-10, f8-12–f8-13, f8-17, f8-22–f8-23, f10-7–f10-14, f10-16–f10-17, f10-25–f10-26
 - adding new, fb-4
 - code, fb-3–fb-4, fb-6–fb-7, fb-15, fb-35, f10-7–f10-8, f10-12, f10-17
 - codes for marine industry, f10-6
 - field, fb-5, fb-11, fb-14–fb-15, fb-35, f6-6, f6-13, f8-12–f8-13, f10-7
 - printing labels for, f10-6
 - report, f10-13
 - report default flag settings, f10-25–f10-26
 - Reports by, option on Inventory Files Maintenance Menu, f10-12
 - searching by, fb-6
 - /sequence number, creating record, fb-4
 - setting up, fb-6–fb-7, fb-11, f10-7, f10-11
 - taxes for, fb-12–fb-14
 - taxes on, fb-27
 - type, item
 - ending, f10-17
 - Inventory Report by, f10-17–f10-18
 - Specific, optn, F&I Inventory Report menu, f10-18
 - starting, f10-17
 - type of
 - account, f5-19
 - cost to display for inventory report, f10-13
 - form to print, f1-38, f4-3–f4-4, f5-19
 - information needed for field, fa-10
 - insurance, f1-30
 - insurance premium, f1-20
 - inventory report, f10-13
 - purchase, f11-3
 - sale, default, f1-13
 - type, tax, fb-11–fb-12, fb-27, f1-19, f3-9, f8-10, f8-16, f8-22
 - Tax, field, fb-12, f8-10
 - user-defined, f8-10
 - types
 - CL/AH Insurance, window on Sales Default Record screen, fb-25–fb-26
 - of accounts, f9-6
 - of accounts receivable, f5-19
 - report, End of Day/Month, f3-1, f3-6
 - screen, fa-7
 - tax, f8-10
 - types, inventory
 - File screen, fb-2–fb-4, fb-14–fb-15, f8-12, f10-6, f10-11, f10-16–f10-17
 - File screen, printing for reference, fb-11
 - file, setting up, fb-2–fb-4
 - main, f8-12
 - option on Inventory Files Maintenance Menu, fb-2, fb-6–fb-7, fb-11, f10-7, f10-11
 - screen, f10-17
 - window, on Changing Tax Record screen, fb-11–fb-12
 - window, on Creating New Deal screen, f1-9
 - types, item
 - All, option on F&I Inventory Report menu, f10-18
 - multiple on report, f10-18
 - Range of, option on F&I Inventory Report menu, f10-17–f10-18
- U**
- Undo, screen command option, fa-9–fa-10, fb-36–fb-37, f1-28, f7-3, f9-5, f10-26
 - unit
 - actual cash value of, fb-37, f10-4
 - added to inventory, make/model of, f10-9
 - adding to deal, f1-9
 - adding to inventory, fb-36
 - applying trade-in amount to, f1-19
 - average cost per, fb-6, f10-8
 - backup deal on, f1-3, f1-10, f2-1
 - central processing (CPU), fa-12
 - Change, window, Print Deal Forms menu, f1-39, f4-4–f4-5
 - cost, f3-10, f8-22
 - cost, fees as part of, f10-11

- unit (*cont.*)
 - dealer prep rate per, fb-38
 - delivery of, fa-1–fa-3, fb-30, fb-38, fb-40, f1-14–f1-15, f1-25, f1-36, f7-1
 - displaying information on, f1-9, f1-17
 - duplicating record from, as template, fb-34
 - EPA gas mileage for new, f11-6
 - extended service contract on, fb-39
 - fee breakdown for each on deal, f1-17
 - fees for, f10-11
 - flooring on, fb-40
 - freight paid on, f10-4, f10-30
 - invoice on, fb-34, fb-36–fb-37, f1-18, f10-4
 - lien against, fb-21, f8-6
 - lieu tax on, fb-8
 - manufacturer of, fb-36–fb-37
 - mileage on, when received into inventory, fb-37
 - mileage on, when sold, fb-37
 - pending sale on, f1-36, f2-1
 - printing forms for, f1-38–f1-39, f4-3–f4-4
 - profit on, f3-12, f8-23
 - profit structure for, fb-37
 - received into inventory, value of, f10-4
 - removed from inventory when deal is finalized, f3-4
 - Repair Order/accessories added to, fb-38, f1-40, f10-4
 - retail, fb-6, f10-8
 - retail price, changing on deal ROs for, fb-38, f10-4
 - reviewing Repair Orders against, fb-38–fb-39
 - selecting, to print forms on multi-unit deal, f1-39, f4-4
 - serialized on deal, f1-1, f1-17, f1-39, f4-5, f8-10, f8-19
 - setting up record for, fb-4, fb-6–fb-7, fb-34, f10-7, f10-11
 - sticker (list) price on, fb-37
 - stock number of, fb-36, f1-9, f10-7
 - type, fb-4, fb-7, fb-13, fb-35, f1-9, f1-38, f4-3, f8-1, f8-16, f10-1, f10-8, f10-11, f10-13
 - unit, major, fa-6, fb-2, f1-1
 - adding to deal, f1-3
 - in package, fb-35
 - inventory control, f1-1
 - Receiving Recap, report, f10-29–f10-30
 - Receiving Recap, screen, f10-29
 - unit, new, f10-4, f10-16–f10-18, f10-26, f10-30, f11-6
 - adding, f10-11
 - buy rate on, fa-2
 - fuel savings on, f11-5
 - ROs and other costs added to retail price, fb-38
 - unit received into inventory
 - invoice for, fb-36
 - mileage when, fb-37
 - sequence, fb-35
 - value of, fb-37
 - unit, sold, fb-36, f1-10, f10-11
 - retail price of, fb-24, f8-4
 - value level for tax purposes, fb-15, f8-13
 - unit, trade-in, f1-39, f4-5
 - adding to inventory, f1-3, f1-14–f1-16, f1-36
 - completing invoice for, f10-4
 - on finalized deal, f3-10, f8-23
 - unit, used, fb-15, fb-36–fb-37, f8-12, f10-4, f10-16–f10-17, f10-26, f10-30
 - buy rate on, fa-2
 - payoff for, fb-40
 - ROs/other costs not added to retail price, fb-38
 - units
 - All, Sales Penetration report option, f5-16
 - Forms menu, f1-39
 - current, Major Inventory file, not affected by default fee change, f1-18
 - multiple in package, f10-13
 - multiple, on deal, fa-1, f1-1, f1-10, f1-17, f1-34, f1-39, f4-4–f4-5, f8-10, f8-19
 - Only, New, Sales Penetration report option, f5-16
 - Only, Used, Sales Penetration report optn, f5-16
 - serialized on deal, f1-10, f1-34
 - sold, taxes for, f3-9, f8-22
 - /trade-ins, rearranging sequence of, f1-39, f4-5
 - /Trades, Resequence, window on Print Deal Forms menu, f4-5
 - Unlock Files, optn, Sale Maintenance Menu, f8-20
 - update
 - erroneous End of Day, f3-15
 - file, fa-4, fa-9, f1-5, f3-15
 - record, fa-9, f1-1, f1-5
 - updating balance after payment, f9-8
 - Upper Limit, field on Tier Tax File screen, fb-15, f8-13
 - use tax
 - field, fb-8
 - road, fb-39
 - used
 - inventory status option, f10-26
 - Items, Inventory Report by Item Type for, f10-18
 - items, list on report, f10-18
 - New/, default flag on Inventory/Deal Status Selection screen, f10-26
 - New/, field, fb-36
 - Units Only, option for Sales Penetration report, f5-16
 - vehicle, f1-8
 - used unit, fb-15, fb-36–fb-37, f8-12, f10-4, f10-16–f10-17, f10-26, f10-30
 - added to inventory, make/model of, f10-9
 - buy rate on, fa-2
 - payoff for, fb-40
 - ROs/other costs not added to retail price, fb-38
 - user-defined
 - credit card company codes, fb-28, f8-10, f8-14
 - fields, fb-27, fb-37
 - inventory sequence number, fb-4
 - tax, fb-12, f8-16
 - Utilities, System, option, Comptron Maintenance Menu, fa-14
- V**
- valorem, ad, tax, fb-8
 - value
 - Deduct Full Trade-in, field, fb-12, f8-10
 - Deduct Net Trade-in, field, fb-12, f8-10
 - dollar, fb-15, f8-13
 - level of sold unit for tax purposes, fb-15, f8-13
 - markup, fb-4, f10-7

- value (*cont.*)
 - range for tier tax on sold units, fb-13, fb-15, f8-11, f8-13
 - resale, f1-21
 - trade-in, f1-15, f1-21, f10-4
 - trade-in, changing default during a deal, f1-20
 - wholesale appraised, fb-37
 - value, actual, f1-15
 - cash (ACV), fb-37, f1-15, f1-40, f3-10, f8-23, f10-4
 - field, f1-15
 - of trade-in, f10-4
 - VE (vehicle)
 - inventory type code, fb-3–fb-7, fb-15, fb-35, f8-12, f10-7
 - Veh/Lieu Tax, field, fb-8, fb-39
 - vehicle
 - accessories, fb-11–fb-12, fb-15, f8-10, f8-13
 - age, effect on buy rate, fb-22, fa-2, f8-6
 - all-terrain, fb-3–fb-5, fb-35, f8-9, f10-7
 - current, fuel efficiency of, f11-6
 - delivery of, f1-25
 - Mileage, Current, field, f11-6
 - Mileage, New, field, f11-6
 - registered for highway use, lieu fees on, f8-16
 - registration fees, fb-39, f1-10, f10-11
 - tax on, f1-18
 - trade-in, f1-14–f1-15, f1-18, f1-36
 - used, f1-8
 - vehicle identification number, fb-36, f1-15, f3-11, f8-2, f9-9, f10-7
 - See also* **VIN**
 - vehicle type, fb-3, fb-5, fb-35, f1-8, f10-7
 - See also* **inventory type**
 - recreation, fa-1
 - vehicles
 - motor, department of, fb-27, f8-16
 - Inventory Listing of New, sample, f10-14
 - motor, department of, collecting fees for, fb-7, f10-11
 - vendor
 - field, fb-36
 - number, fb-36
 - outside warranty, option for Contract Type field, fb-29, f8-14
 - vendors single interest insurance, fb-26, f1-20, f3-12, f8-23
 - See also* **VSI insurance**
 - verification
 - command options, screen, fa-9, f1-28, f5-7, f5-15, f6-9, f6-16, f7-3, f9-7, f9-5, f10-26–f10-27, f11-6
 - of Customer record, f1-6
 - Report Range, screen, f10-27
 - screen, range, for Sales Total report, f5-15
 - video display screen, hardware warranty, fa-11
 - VIN, fb-36, f1-15, f3-11, f8-21
 - See also* **vehicle identification number**
 - field, f9-9
 - Voucher, Salesman Commission, screen, f5-10
 - vouchers, commission
 - creating, fb-25, f1-1, f8-16
 - (Recapped Deals Only), option on Salesman Commission Menu, f5-10
 - VSI insurance, fb-26, f1-20, f3-12, f8-23
 - window on Deal Financing screen, f1-20
- W**
- warning message, Over Credit Limit, f1-8
 - warranty
 - repairs, fa-2
 - vendor, outside, option for Contract Type field, fb-29, f8-14
 - warranty, extended, fa-3, fb-6, fb-29, f1-21, f8-14
 - factory (manufacturer's), option for Contract Type field, fb-29, f8-14
 - printing form, f4-1, f4-12
 - water craft, f1-8, f1-18
 - forms for, f1-38, f4-3
 - personal, tier tax on, fb-14, f8-12
 - WC (water craft)
 - inventory type code, fb-3–fb-5, fb-7, fb-15, fb-35, f8-10, f8-12, f10-7
 - Weekly, payment option, f1-26
 - wheel, fifth, fb-3, fb-35, f10-7
 - wholesale, fb-36
 - amount for trade-in, f1-15, f1-40, f10-4
 - appraised value, fb-37
 - field, fb-37
 - price, fb-38
 - window
 - Accessories, on Deal Financing screen, f1-12–f1-14, f3-10, f8-22
 - Adjustment, on Deal Financing Quote scrn, f1-31–f1-33
 - Change Price Items, on Changing Deal Financing screen, f1-11–f1-12
 - Change Unit, on Print Deal Forms menu, f1-39, f4-4–f4-5
 - CL/AH Insurance Types, on Sales Default Record screen, fb-25–fb-26
 - Deferred Down, on Changing Deal Financing screen, f1-24
 - Extended Service Contracts, on Deal Financing screen, f1-21
 - Fees, on Changing Deal Financing screen, f1-17
 - Fees, on Invoice record screen, f1-18
 - Filters, on Deal Report screen, f6-7
 - Filters, on History Report screen, f6-14
 - for scrolling search, displaying, fa-9, fb-11, fb-25, fb-27, fb-38, f1-9, f1-11, f1-40, f4-3, f4-6–f4-7, f5-6, f5-11, f6-3–f6-4, f6-7, f6-11, f6-14, f10-20–f10-21, f10-24
 - History Filter, f6-13
 - Insurance Company, on Changing Sales Default Record screen, fb-26
 - Inventory Filter, f10-22–f10-23
 - Inventory Types, on Changing Tax Record screen, fb-11–fb-12
 - Inventory Types, on Creating New Deal scrn, f1-9
 - on Customer File screen for adding spouse information, f1-7
 - Pick Amount, on Changing Deal Financing screen, f1-23
 - Profit/Costs Calculations, on Deal Financing screen, f1-40–f1-41
 - Resequenece Units/Trades, on Print Deal Forms menu, f1-39, f4-5

- ROs List for Stock #, on Changing Invoice Record screen, fb-38
 - Sales Tools, on Finance Quote screen, f11-5
 - Salesmen List, on Salesman Commission Report screen, f5-11–f5-12, f5-18
 - Search, on Print Deal Forms menu, f1-40
 - Search Option, on Searching Deal Record screen, f2-3–f2-4
 - Select Roll Amount, on Deal Financing Quote screen, f1-34–f1-35
 - Special Inv Fees File, on Major Inv Invoice Record screen, fb-39, f10-5
 - sticker, freight shown on, fb-38
 - Stock File, on New Deal screen, f1-9
 - Tax Cap Options, on Changing Sales Default Record screen, fb-27, f8-16–f8-17
 - Tax Items, on Changing Deal Financing screen, f1-18
 - Tax Selections, on Changing Deal Financing screen, 1-19
 - VSI Insurance, on Deal Financing screen, f1-20
 - window, Customer
 - Data on Deal Financing screen, f1-36–f1-37
 - First Name, search, on Print Deal Forms menu, f4-7
 - Last Name, search, on Print Deal Forms menu, f4-6
 - Name Deal List, on Print Deal Forms screen, f4-6
 - Name Deal List, on Searching Deal Record screen, f2-4
 - window, Data Field Name
 - on Deal Report screen, f6-3–f6-5
 - on History Report screen, f6-11
 - on Inventory Report screen, f10-20–f10-21
 - window, Deal
 - Fee File, on Changing Deal Financing screen, f1-17
 - Filter, f6-6
 - List, on Profit/Costs Report menu, f5-6–f5-7
 - List, on Select Search Type screen, f9-3–f9-4
 - Number List, on Print Deal Forms menu, f4-3
 - Number List, on Searching Deal Record screen, f2-2
 - Status, on Finance Reserves (Recap) screen, f3-3
 - window, Filters, f10-24
 - on Deal Report screen, f6-7
 - on History Report screen, f6-14
 - window, Lenders
 - on Changing Deal Financing screen, f1-24–f1-25
 - on F&I Sales Penetration Report menu, f5-17
 - on Sales Total (not finalized) menu, f5-14–f5-15
 - window, Payment
 - Form, on Deposit screen, f9-5
 - /Insurance, on Deal Financing Quote screen, f1-29–f1-30
 - on Finance Reserves (Recap) screen, f3-4
 - Options, on Deal Financing Quote screen, f1-26
 - window sticker price
 - See also list price*
 - on unit, fb-6, f10-8
 - window, (sub)
 - Contract Terms, on Deal Financing screen, f1-22
 - Cost-Profit Data, on Deal Report screen, f6-4–f6-5
 - Cost-Profit Data, on History Report screen, f6-11–f6-12
 - Invoice Cost Data, on Inventory Report screen, f10-21
 - Tax Selections, on Deal Financing screen, f1-13
 - Trade-In Payoff, on Deal Financing Quote screen, f1-15
 - window, Trade-In
 - on Changing Deal Financing screen, f1-20
 - Record, on Deal Financing Quote screen, f1-14–f1-16
 - Record, on Deal Financing screen, f1-36
 - Record, on Deal Maintenance File screen, f8-19–f8-20
 - Windows
 - Diskette, option, Export Destination menu, f3-18
 - option to copy customized report to diskette, f6-9, f6-16, f10-28
 - working a deal, fa-3, fb-13, fb-20–fb-21, fb-25, fb-27, fb-38–fb-39, f1-3, f1-10–f1-11, f1-25, f8-5, f8-11, f8-15–f8-16
- Y**
- year
 - end greeting to customers, f1-8
 - end invoice adjustment, fb-39
 - ending, f6-8, f6-15
 - deal created, f1-6, f2-3
 - miles driven per, f11-5–f11-6
 - model, fb-35, f3-10–f3-11, f6-8, f6-15, f8-21, f8-23, f10-23
 - model, including on stock label, f10-7
 - part of file name for End of Day reprints, f3-14
 - starting, f6-8, f6-15
 - Year, field, f6-5, f6-8, f6-15, f10-21, f10-23
 - filter, f10-23
 - on Major Inventory File screen, fb-36
- Z**
- zero
 - credit insurance, fb-26, f1-30, f11-3
 - tax, f1-20