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*Counterman Pro*  
**COMPLETE**

*(finished)*

Many Counterman customers have requested a “more complete” manual for the software. This project is (for the most part) finished and we have made it available on the internet, in PDF (Adobe™ Acrobat Reader) format. Input and suggestions are welcome.

Written in whole by: Ralph Weaver

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# Counterman Pro

## Chapter 1

### Introduction Setup and Installation

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# CHAPTER 1

## Introduction

### Setup and Installation

#### 1.1 Welcome

Welcome to Counterman Pro for Windows, a true DMS (Dealer Management Software) developed exclusively for the motorcycle industry by Santa Maria Software, Inc. Using a “real-time” environment, Counterman Pro can help you achieve success in all departments of your retail motorcycle shop. Santa Maria Software has been very successful in this industry with the original DOS program since 1988. With the release of Counterman Pro in February 2002, we will continue to deliver an extremely powerful program at an affordable price. Incorporating the technology in Microsoft™ Visual FoxPro™ programming language, Santa Maria Software has gone well beyond the limitations of our DOS based predecessor. However, the main focus behind this software has been (and will continue to be) centered around “profit margin” and providing the tools that allow the user to increase their profit margin. The result is making money doing something we all love, motorcycles! Santa Maria Software has implemented many enhancements that our customers have asked for, and they are now available at your fingertips in Counterman Pro! This software is primarily an inventory control, point-of-sale program and provides “what you see is what you get” by using “real-time” information. Because of this approach Counterman Pro provides up-to-the-minute, valid information in an instant. Santa Maria Software welcomes you as a Counterman Pro user and we congratulate and thank you for choosing us as your DMS system.

#### 1.2 Technical Support

We at Santa Maria Software pride ourselves on the prompt response of our knowledgeable Technical Support Staff. We offer virtual limitless technical support via our toll free tech support phone line. We realize, this is your business. When computers and/or software are not operating correctly you are losing valuable time and money. For this reason, the technical support provided by Santa Maria Software for the Counterman Program, is available 24-hours a day, 7-days a week. If there is no one available to take your call, you will receive a voice message that will provide a number where you can reach a qualified technician. No matter what day it is, or what time it is, you will receive courteous and knowledgeable support. Of course, we appreciate it if you could call during normal office hours and would ask that you only call after hours under emergency situations. However, if the issue is important to you, it is important to us. We encourage you to call with any issue, big or small. In addition, we are desirous of your comments and suggestions on the program itself. Counterman Pro is the result of suggestions from users like yourself who provide input on how to make Counterman Pro an even better program. We understand you rely on Counterman Pro to provide you with the daily information you need to succeed. We remain committed to help you achieve this goal.

## 1.3 Contacting Us

Counterman Technical Support Toll Free: (800) 937-6590

Local Office Number: (800) 937-6590

Fax Number: No longer avail!

After Hours Technical Support Cell Number: (805) 680-3207

Our Billing Address: P.O. Box 2608, Santa Maria, CA 93455

Our Shipping Address:

Email Addresses: [support@counterman.net](mailto:support@counterman.net)

[tech@counterman.net](mailto:tech@counterman.net)

[ralph1@counterman.net](mailto:ralph1@counterman.net)

Our Website: <http://www.counterman.net>

## 1.4 How to Use This Manual

We have designed this manual to be both an introduction to Counterman Pro and as a complete reference tool. This manual will cover the options throughout each process available and can be used with the Counterman Pro Training and Reference Manual. This manual is a bit different, in that, an explanation for each process is explained prior to the instructions. Throughout this manual there are screen shots to help you locate the desired selection(s). The use of particular keystrokes may be necessary to accomplish the desired function(s). Normally, the steps needed to carry out each function in Counterman Pro are preceded by an explanation of desired result.

## 1.5 System Requirements

### *Single User (minimum requirements):*

- 2.3 GHz processor (or higher)
- Windows 7, 10, or 11
- 3gb R.A.M. (or higher)
- 100 gig Hard Drive (or higher)
- Windows compatible Printer (for invoicing and reports)
- Thermal Printer for labels
- DSL, or Cable connection with Internet access

### *Single User (preferred hardware):*

- 2.3 GHz processor (or higher)
- Windows 7, 10, or 11
- 3gb R.A.M. (or higher)
- 200gig Hard Drive (or higher)
- Windows compatible Printer (for invoicing and reports)
- Thermal Transfer Printer (for labels and bar coding)
- DSL or Cable connection with Internet access

### *Multi-User (all of the above, plus):*

- 100 megabit wired network connection
- Server shared (full access) as drive F:\ (or a sub-folder shared with full access)
- Windows 7, 10, or 11

## 1.51 Hardware Setup Information

Hardware setup can be challenging in some cases. Provided you meet the System Requirements in the previous chapter, most hardware setup is “plug-and-play”. If you are installing Counterman Pro on a new computer, chances are better than good you will easily meet the “System Requirements” for the program. In this chapter, relevant hardware related issues are addressed.

- Printer setup. Counterman Pro can use different printers for different processes. For instance, you may need to print reports on a printer that is separate from your normal invoice printer. Labels are always printed on a separate printer.
  - Invoice, Pick List, and Report Printers.
  - Label Printers, specifically for dot-matrix (impact) Printers.
  - F&I Printers.
- Electronic Cash Drawers.
- Bar Code Scanners.
- DSL/Cable Internet Connection considerations. ➤  
Network Considerations.

1. **Printer Setup.** Setup and use of printers in Counterman Pro is “straight-forward” provided a Windows™ printer driver exists and is currently linked to each process in the program. Please see Chapter 1.8 for additional information on linking your existing printers to each process in Counterman Pro.
  - a. **Invoice, Pick List and Report Printers.** If there is a Windows™ printer installed on your computer and printing a Windows™ “Test Page” can be accomplished, then you will be able to select and use this printer from the Counterman process.
  - b. **Label Printers.** If bar code scanning equipment is to be used in Counterman Pro, it will be necessary to use a “Thermal Transfer” printer in order to print a legible bar code font on the labels. If a standard dot-matrix printer is used (bar coding cannot be utilized), there is a Windows™ setup change to the actual “paper size” that will be necessary in order to feed the correct number of labels (one at a time) from Counterman Pro. This procedure varies, depending on the operating system installed on the computer that has the label printer attached to it. Please call Counterman’s Technical Support for help in setting this up.
  - c. **F&I Printers.** F&I (Finance and Insurance) is an “add-on” module for Counterman Pro which can help figure payments and interface between your normal inventory and customers that are already in place in Counterman Pro. For additional information about F&I, please contact Santa Maria Software Sales Staff.
2. **Electronic Cash Drawers.** Counterman supports Electronic Cash Drawers and have available a very nice unit that is not only secure, but works flawlessly. Unfortunately, there are many different types of Electronic Cash Drawers and each has it’s own set of “escape characters”. Simply put, these “escape characters” is the actual signal that gets sent to the drawer and subsequently opens it. Should you purchase an Electronic Cash Drawer from an outside source, we cannot guarantee it will work properly. We will make every effort to diagnose these issues, but it sometimes takes programming changes to make these drawers work. If the Electronic Cash Drawer is purchased from us, this is a simple procedure. Please contact us for sales information on available Electronic Cash Drawers, or to find out if the drawer you have will function with Counterman Pro.
3. **Bar Code Scanners.** A nice tool that insures accuracy when selling items. However, bar code scanners are used for selling, not for inputting inventory. The scanned item must have

a bar coded label originally generated from Counterman Pro. Vendor generated bar codes cannot be used because Counterman Pro uses a “vendor code” in front of the vendor’s part number. The motor sport industry has not evolved into the use of UPC (Universal Product Code) symbols. Vendors that use bar coding, convert the product code into a bar code on their packaging. This works well for them, not so well for you. For this reason scanning must be done on a label that was generated from Counterman Pro. We offer a nice hand held bar code scanner that works very well with the program. In addition, we include the necessary 3-of-9 bar code font which allows printing of bar codes on the labels generated from Counterman Pro. If you would like to install this font, please contact out Technical Support Staff for help. If you are an experienced Windows™ user and wish to install this font yourself, the font is located in the C:\CMAN8\TMP folder.

4. **Modem, DSL, Internet Connection Considerations.** Why would you need this? Why does Counterman Pro list this in the “System Requirements”? This is necessary for one main reason. Although we have a superior and very stable product, some issues cannot be addressed without the ability to look at the data in question. Setting up a connection to the internet allows for a connection between your shop and us. An additional program (called Remote Administrator) has been pre-paid by Santa Maria Software and is automatically installed to your server computer. Remote Administrator allows us to attach to your server computer (upon your request) to address issues that would otherwise take days to handle. Thanks to modern technology and the internet, we can instantly take care of issues, as they arise. This prevents down time and keeps you running smoothly.
5. **Network Considerations.** A connection speed of 100 megabits is required for Counterman Pro. This is due to the incredible amount of data that is transmitted between the workstation and the server computer. For this reason, wireless networks normally are not fast enough. A normal wireless network connects at approximately 11 megabits per second. Counterman Pro requires nearly ten times that amount. To keep your connection working quickly, CAT-5 wiring and a 100 mps network connection will be necessary.

Counterman Pro relies on the standard Windows™ “NetBIOS” and/or TCPIP protocol. The CMAN8 and PB folders on the server must be shared with full access. With a good connection, it is a simple matter to “map” the network drive on the server computer to each workstation. Each workstation will operate Counterman Pro as if it were running on each local machine, because data is sent to the mapped drive letter (which is at the server computer). This also allows sharing of shared printers across your Windows™ network.

## 1.6 Counterman Pro Installation

**During the installation of Counterman Pro**, a secondary program “Remote Administrator” will install. This is not a requirement, however, updates to the program, along with emergency issues that require file transfers, can only be handled through Remote Administrator. Should you choose not to install it, updates and fixes can only happen via the US mail. This means your system will be down until you receive an update from us. If you install Remote Administrator and configure access that enables Santa Maria Software in to your server computer, this will not be an issue.

### **INSTALLATION:**

Please read all instructions before installing Counterman Pro Program! It is very important that you understand all these steps prior to installation. If you are a previous Counterman DOS user,

there are some preliminary backup steps that will be necessary for the conversion to take place. All steps must be done in the order shown below:

1. Insert the Counterman Pro Program Installation CD into your CD-ROM drive on your **MAIN** computer and the setup program should run automatically.
2. As the program installs, please accept the default settings (ie: folder, location of files, etc.) Once the program has installed, a second installation for Remote Administrator will begin it's own setup program. Again, simply accept the default folders, settings, etc. Remote Administrator will prompt you for the "mode" you will be using and again, accept the default settings. Remote Administrator will then prompt you for a password that will allow access to your system. We recommend using something that will be easy to remember, but it does require at least eight characters. When Remote Administrator asks you to re-start your computer, answer **NO** to this prompt.
3. The next message will be: "Counterman Pro has been successfully installed". Click OK.
4. Restart your computer now by clicking "Start", "Shut Down", "ReStart", "OK".
5. If price books have not been previously installed, insert the CD with the latest price book information (included with your software package) and update all price books.

## 1.61 Conversion

### Conversion Process for Counterman DOS Users:

**If you are new to Counterman, you can skip this step.** If you are a current Counterman DOS user, a full conversion process is included on your Counterman Pro Server Setup CD to convert your data from the DOS program. The steps below are for these users only and ALL steps MUST be carried out in the order below:

1. A new folder (or directory) now needs to be created on your hard drive
  - a. Right-click on "My Computer", then left-click on "Explore".
  - b. Left-click on the folder that is your Root C:\ folder.
  - c. Left-click (toward the top of the screen) on "File", then left-click on "New", then left-click on "Folder". This will create a new folder and the cursor will be sitting below that folder, waiting for you to type in a name for it.
  - d. The folder needs to be named: POSBK1
2. Now, left-click on the folder called POS. On the right side of the screen you'll see all of the data files for the DOS version of Counterman. Hold down the CTRL key and tap the "A" key (to mark all of these files) then hold down the CTRL key again and tap the "C" key (to copy these files into memory).
3. Left-click the POSBK1 folder. Now hold the CTRL key and tap the "V" key (to paste (or copy) all files into the POSBK1 folder. You should be able to see all of the files you just copied, now in the POSBK1 folder.
4. Close the Explorer window by left-clicking the "X" in the upper right hand corner.
5. Left-click on "Start", then "Run"
  - a. In the "Run" box type the following:  
 C:\CMAN8\CMANCDPG.EXE -CCONFIG.CNV (press enter).  
 In a matter of seconds you should get a message that tells you that the "Code Page" was successful.
  - b. Repeat step #10, and in the "Run" box type the following:  
 C:\CMAN8\CMANCONV.EXE -CCONFIG.CNV (press enter)  
 Should you get any messages that say: "Not converting corrupt inventory data," simply left-click on "OK" as this indicates a bad inventory record. The conversion will continue without converting the corrupt data.

6. Provided all went according to plan, your data should now be converted and the conversion utility should indicate a successful conversion.

## 1.62 Multi-User Setup

**If you are not licensed with Counterman as a multi-user, please skip this step.** If you are licensed as a “multi-user”, it will be necessary to install the “Workstation Setup” CD (included with your installation package) at each additional computer that will be using Counterman Pro. It is very important to understand, the computer designated as the “server” must be shared with full access on drive C:\ (or what ever drive/folder you desire) over the network. In addition, each workstation must be mapped to the server’s same drive/folder as drive F:\. If any of this is not clear, please contact Santa Maria Software for possible technical support.

1. Insert the CD labeled “Workstation Setup Only”.
2. The Windows™ “autorun” feature should take care of the installation for you.
3. You should be able to test each workstation by opening the program...
  - a. Click START
  - b. Go to PROGRAMS. Then to COUNTERMAN PRO CLIENT
  - c. Click on the Counterman Pro icon

The program CD of Counterman Pro is burned exclusively for your shop and does NOT include any price books, as a second CD should be included for installation of the price books you have requested. Again, if you are a Counterman DOS user, your existing price books will be used with this new program. Otherwise, it will be necessary to install up-to-date price books that are on a separate CD in this package. To install these price books:

1. Exit from Counterman on all stations.
2. Insert the Price Books CD and the autorun feature should begin the installation.
3. Follow any on-screen instructions.

## 1.7 First Time Access

### Using Counterman Pro for the First Time

The first time Counterman Pro is opened, there are a few things you will need to know in order to access all the features in the program. All of the following information is critical to the operation of the program:

1. Once all data has been successfully converted you can access the program by left-click on “Start”, “Programs”, “Counterman Pro”, then left-click on the Counterman Pro program icon.
2. When Counterman Pro opens, you will get a “Printer Setup” screen. **DO NOT** exit out of this screen before choosing the printers that will be used from this station! Just left-click on each selection to choose a printer for each option. You will have the opportunity to change this later if you wish. For additional information on changing Workstation Printers, see chapter 1.8 that follows or in-depth information in chapter 5.8.
3. After the printers have been selected for this workstation, the screen you now see is the Counterman Pro P.O.S. screen (see POS Screen on the following page). You will need to access the “Main Menu” before performing any processes in the program. **For this “very first time” only**, (from the “Employee Code” field) type: **1EVA** (DO NOT press Enter). Now the “Main Menu” is accessible by holding **ALT** key and pressing the **M** key.



1.7a. Default Workstation Printers Window

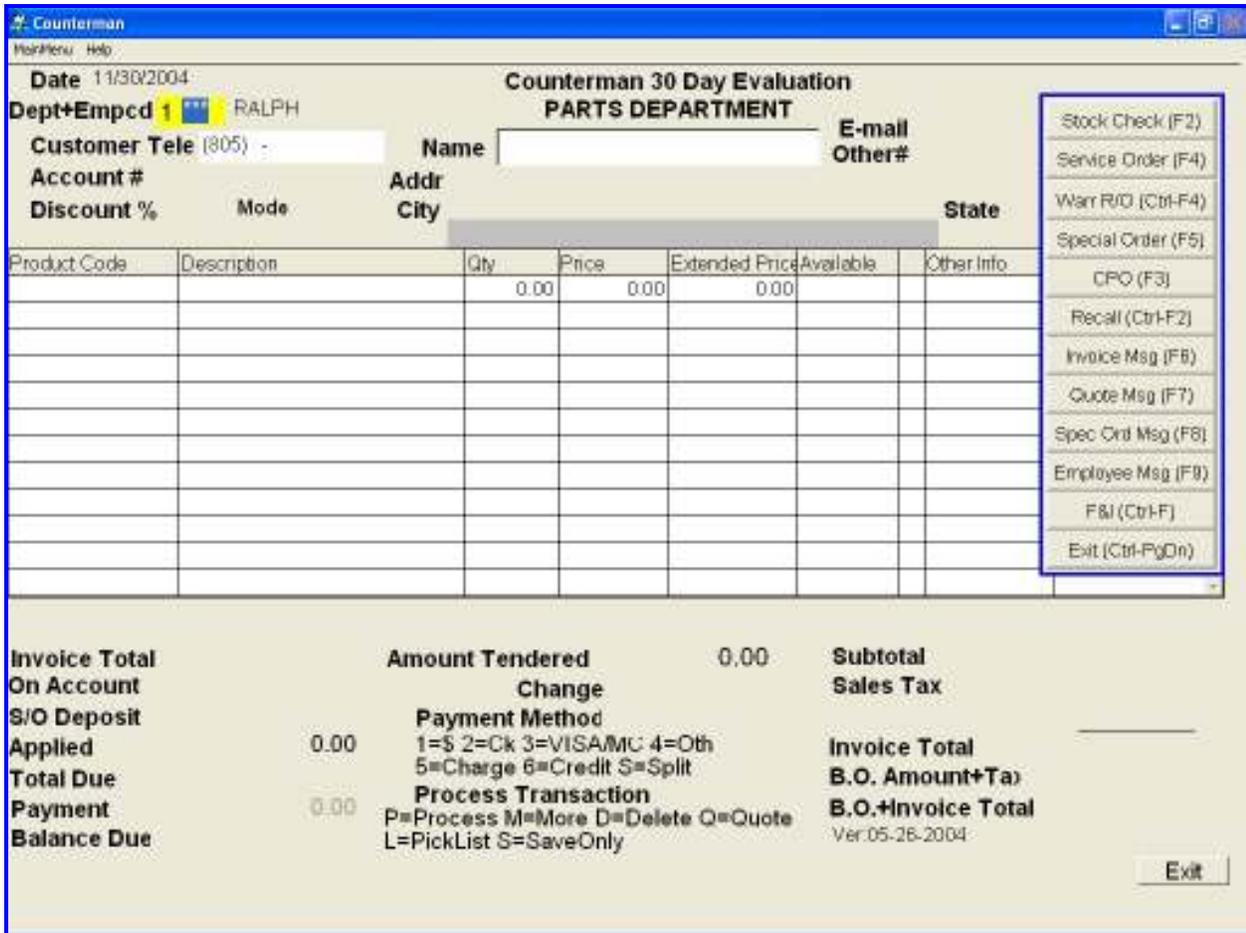
## 1.8 Printer Setup and Selection

### Changing Your Current Printer Settings

If you followed the instructions in section # 1.7 step #2, your printers should already be setup for use in Counterman Pro. However, changing or adding printers is common for Windows™ computers and changing your printer selections in Counterman Pro is quite easy. Do not confuse this option with Default Printers (found in Chapter 5.8), as this setting is for the **current workstation only!**

1. This process requires access to the Main Menu. A valid Department+Employee Code are necessary to continue. To find out more about setting up Employee Codes, see the chapter on Defining System Variables or chapter 2.75.
2. Access the Main Menu and select “Utilities”
3. From the “Utilities” Menu, select option #8 – Workstation Printers. Keep in mind, this setting is for the station you want to print from.
4. A window will open showing the current selections for each print process. Click on the option you would like to change and an additional window will open allowing you to choose from the printers that have been previously installed in Windows™.
5. Make your selections then click “Exit”. You can test these changes by printing from Counterman Pro.
6. There is a secondary area in Counterman Pro that is called “Default Printers”. This has been pre-setup to use an Epson FX-80 print driver and is only used if Counterman Pro cannot find the regular specified printer. To find out more about the Default Printers area of Counterman Pro, please see chapter2.4.

Continued, next page...



1.9a. P.O.S. Screen

## 1.9 Point of Sale Screen

### Brief Explanation of the Counterman Pro P.O.S. Screen

What you should now be seeing is the Counterman Pro P.O.S. Screen (fig. 1.9a). This is what you will see when Counterman Pro starts up. Different functions (which can be clicked on, shown as “buttons”) will be available and will appear as they become available. If you notice, off to the right of the screen is a row of “buttons”. These selections can be made when you are at a blank P.O.S. Screen. If this row of “buttons” does not appear, press the **Esc** key a few times to get this row of buttons back on the screen. You have the option of mouse clicking on these options, or use the keystroke shown in parenthesis. For example: Stock Check (F2).

**Due to the security issues that have been implemented within the Counterman Pro program, sequential keystrokes are necessary in order to properly navigate through the P.O.S. Screen.** We normally suggest you get used to using the **Tab** key to move forward through this screen. Alternately, you can use the **Down Arrow** key to move forward, and the **Up Arrow** key to move back. The use of the **Enter** key will force the program to make the selection and move to the next field. For this reason we suggest using the **Tab** or **Up/Down Arrow** keys to move through the screens. Because of these implemented security features, Counterman Pro needs to know “who” is accessing it. You will not be able to do much without a valid Department and Employee Code. Should you decide to use the security feature available in Counterman Pro, proper clearance will be required to access these areas throughout the program.

See Chapter 5 for more information on setting up Employee Codes and Security. The P.O.S. Screen is separated into three areas as follows.

1. The Upper portion, or Top of the screen (left), is where the Department + Employee Code are entered. Once you enter valid information here and press **Tab**, you should be on the Customer Telephone field. Then to the Customer Name field (middle-upper).
2. The Middle portion of the screen is where you enter the items that are being sold to this customer.
3. The Lower portion of the screen is where the accounting is handled and is known as the “Accounting Portion” of the P.O.S. Screen.
4. It is important to understand, the Main Menu will not be accessible without proper clearance (if Security is turned on) and also cannot be accessed unless a valid Department + Employee Code are entered.

To find out more about the P.O.S. Screen and about running different types of transactions please see Chapter 3 of this manual.

### **Important Things to Keep in Mind...**

- To move forward in all Counterman Pro screens, press **Tab**, or use the **Down Arrow** key.
- After making changes in any field in Counterman Pro, be sure to **Tab** or **Arrow** out of the field you made the changes in. This is the process that saves your changes.
- To close, or back out of a current process or screen in Counterman Pro, press **Esc**. However, if you have made any changes, be sure to move out of the current field to insure your changes are saved before pressing **Esc**.
- No Menu selection can be made unless a valid **Department + Employee Code** are entered prior to accessing the Main Menu. This is due to the Security level Counterman Pro uses.
- Certain screens have “buttons” available that can be clicked on to use the option associated. We will be adding new buttons to Counterman Pro screens as updates are made to the program. In addition, the “buttons” displayed have a keystroke associated with them. These keystrokes are either in parenthesis or underlined and pressing the keystroke is equivalent to clicking the “button”.
- Each Menu Item has a “Number” associated with it. You can navigate through the Menus by using a **mouse click** or **arrow** keys. But if you are “number-pad” proficient (or even if you are not), selecting the number associated with the Menu function will open that selection.
- Navigating through the Main P.O.S. (Point Of Sale) screen **REQUIRES** certain “sequential” keystrokes. For this reason, it is best to **NOT** use the mouse when moving around this screen.
- Inventory and Price Books are two separate files. This allows the sale of items **not** in your current inventory. Counterman Pro will display (in **RED**) the current balance available when selling less than the inventory record shows is currently available. The pricing (and other) information is pulled from the installed Price Book file(s).
- Don’t get frustrated! A Counterman Pro Technical Support Professional is always available to help you and we urge you to call with your questions and/or concerns. We want to help, no matter the level of support you may need...

# Counterman Pro

## Chapter 2

### Defining System Variables

General	2.1
Tax Rate	2.2
Invoice & Shipping	2.3
Default Printers	2.4
E-Info	2.5
Labor Rate (per hour)	2.6
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## CHAPTER 2

### System Variables

#### 2.1 General

Before you begin to use Counterman Pro it will be necessary to setup the System Variables that are exclusive to your business. A set of System Variables is an actual collection of instructions the Counterman Pro program will use on a regular basis that are directly related for your business, such as your tax rate, phone and fax numbers, labor rate, etc. This Chapter will guide you through the steps to ensure this information is properly setup and will guide you through all setup processes from the Main Menu. To reach the “General Setup” page:

1. Access the Main Menu by (for the first time only) typing “1EVA” in the Dept+Empcd field. This is actually Department #1 and an Employee Code of EVA all in the same field. As you type, you will only see \*\*\*\* (asterisks). This is due the security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
2. Select 1-Maintenance and Display.
3. Select 8-System Variables.
4. Select 1-General (see fig 2.1a).

Counterman  
Main Menu: Help  
System Variables

Phone (800)937-6590  Security  
 Fax (805)938-3567  Get Mechanic Code  Out-of-State Mail Order  
 Email sales@counterman.net  Bin Location Listbox  Automatic Procode Listbox  
 Always Go To Notes at End of Invoice  
 Default Address Format A  Labor Allowed on Service Orders Only  
 Default Area Code 805 Blanket Discount % 0.00  
 Receiving Labels 1 Blanket Discount From Date / /  
 Default Label Type P Blanket Discount Thru Date / /  
 Default Print/Display Rpts P Blanket Discount Mode  
 F&I Hold Files Path C:\POSBK1\ Counterman Timeout Seconds 7200  
 Special Order Deposit % 50.000  
 INVENTORY AVERAGES:  
 Months 6 Old Months 0  Average Costs  Calc MinMax  Label Align Msg  
 REVERSE CHANGES  
 Last Month-End Process 01/28/2004 Last Year-End Process 01/28/2004  
 EXIT

2.1a. System Variables, General

**System Variables, General “Screen” Explained...**

1. It should be easy to tell where your cursor is at all times because the current field will be yellow in color. To move between fields, press the **arrow** keys (up or down) or use the **Tab** key to move forward. To enter information in these fields, you will need to move to that field and enter the information. Always remember to press the **Tab** key after making a change in a field. Pressing Tab after making a change is how the change is “saved”.
2. You should now be looking at the “System Variables, General” screen (see fig 2.1a).
3. The first field will be the “**Phone**”, followed by “**Fax**” number. Both of these numbers, along with the “**Email**” address, will be printed on every invoice processed.
4. **Default Address Format**: provides two selections. A selection of “**A**” is for standard “American” format. A selection of “**E**” is also available for “European” format that enables additional address lines of information while entering a customer’s personal information.
5. **Default Area Code**: is provided, making it unnecessary to enter the area code, each time a customer’s phone number is entered from a P.O.S. transaction (or any other area of Counterman Pro that uses the telephone number). Leaving this field blank would force the user to enter the area code each time a transaction is processed.
6. **Receiving Labels**: is an informational field only and cannot be changed by the user. It simply lets you know how many labels, per item being received, will be printed.
7. **Default Label Type**: offers two selections and is used when printing inventory labels. Your selections are: “**P**” (for Price Labels), or “**B**” (for Bin Labels).
8. **Default Print/Display Rpts**: provides either “Print” or “Display” to be used as the default. Here you can choose “**D**” to display all reports or “**P**” to print them. Either selection is used as the “default” and the user can still choose to “print” or “display” a report when the report is generated.
9. **F&I Hold Files Path**: is strictly for use with the Counterman F&I module and converting hold files from the DOS version of the program. This feature is only necessary for customers who currently use the DOS version of Counterman’s F&I module to interface with Counterman Pro and is not needed if you have the F&I module for Counterman Pro.
10. **Security**: if checked, will enable security for the entire system. It is important to setup your employee access BEFORE enabling the security feature of Counterman Pro.
11. **Get Mechanic Code**: if checked, will require the user to pre-setup all mechanic’s names and code information in the “Mechanic Table”, under “Table Maintenance” prior to processing any “Service Orders”. As service orders are processed, there is more than one way that Counterman Pro allows for tracking “Mechanic Efficiency”. This is the method referred to when comparing each mechanic’s billable hours compared to the actual hours each mechanic is working. A check mark in this box tracks the mechanic assigned to the service order, but can be changed (if desired) at the time of processing. The mechanic that is assigned to this job at the time of processing is the mechanic that gets credit for the entire service order. Another method (other than using this “Mechanic Code”) would be to NOT check this box and setup a separate “Labor Code” for each mechanic on an inventory level. This approach allows tracking of each mechanic and can help when the same service job transfers between more than one mechanic. The employee who processes this work order gets credit for the parts and labor, however, this is separated and can be accounted for. Tracking your mechanics is then done from a “Transaction History” report using each mechanics code.
12. **Out of State Mail Order**: if checked will cause Counterman Pro to NOT charge any tax for ANY customer who lives outside your home state. (this can be overridden at the

- P.O.S. transaction by pressing **F12**) Normally, this is used only for customers who do mail order as their primary business.
13. **Automatic Procode Listbox:** if checked will enable the feature. This provides the user with the ability to list available part numbers in the price book file for items that match the keystrokes entered, providing a list of part numbers to choose from. This is a very helpful tool when trying to locate superceded items. Caution should be taken before enabling this feature if Counterman Pro is being used on a Windows™ network or any kind of multi-user environment, as it tends to cause a network communications “bottle neck”. The reason is, Counterman Pro must open entire price books before it can display possible selections. This feature can also be enabled and used when needed from the P.O.S. screen by pressing the **F9** key.
  14. **Always Go To Notes at End of Invoice:** if checked will enable this feature. Counterman Pro has added this feature to allow for notes to be printed on the processed invoice. Place a check in this box if you plan on typing a note at the end of every invoice processed. In addition, you have the option of selecting which invoices you would like to type notes on, by pressing “**M**” (for More) at the time of invoice processing. Service Orders will always default to the “**M**” (More) selection.
  15. **Allow Labor on Service Orders Only:** if checked will not allow any Labor Codes to be sold on a normal P.O.S. transaction and can only be used within a “Service Order” (beginning a transaction by pressing **F4**).
  16. **Blanket Discount %:** is where the user can enter a discount percentage that will discount everything (store wide) for a specific date range. This function can be used for setting up a special “sale day” or for events, providing a blanket discount on everything in your shop. This discount would only be in affect for the date ranges that follow and only items that are check marked as “discounted” in the inventory record would be automatically discounted for these date(s) only.
  17. **Blanket Discount From/To Dates:** is where the user would enter the dates of “from” and “to” for the blanket discount.
  18. **Blanket Discount Mode:** is the same as the “Discount Modes” available in the “Customer” area, or when applying a “One Time Discount” and are as follows:
    - a. **1** = Retail minus %
    - b. **2** = MSR minus %
    - c. **3** = Cost plus %
    - d. **4** = Retail and Labor minus %
    - e. **5** = MSR and Labor minus %)
  19. **Special Order Deposit %:** is necessary for the default percentage of every “Special Order” deposit, which will be required when processing. This amount can be overridden at the time of the sale, but the percentage here will be requested each time a “Special Order” is processed. If you have enabled Counterman Pro Security feature, you must have access to override this default percentage amount.
  20. **Counterman Timeout Seconds:** is used for closing Counterman Pro after no keyboard activity for as many seconds entered here. (7200 = 2-hours)
  21. **Inventory Averages:** This is a system variable that Counterman Pro uses when resetting the inventory reorder points. This is a valuable tool and here is how it works. If you understand the concept behind this function and put it to use, you will have a greater understanding of what to order and when. By studying the past sales history of each individual item you sell, it will be easier and more profitable to only order those items you know will sell. Additionally, seasonal items that seem to sell better during certain times of the year. Now if you examine each and every inventory item using this type of

calculation, imagine how inventory turns would go up, inventory levels would go down, and profits can go where they belong, in your pocket! At the end of every month it will be necessary to perform certain “month end” processes. These processes include several reports that provide you with up to the minute information concerning your shop and how it is performing. For now, we will be focusing on an inventory control tool called “Resetting Reorder Points”. The “Inventory Averages” is where Counterman Pro gets the information about how many months and which months to use when running this process. If you “Reset Reorder Points” and are not satisfied with the outcome, there are several reports you can run before adjustments that can be made to suit your individual shop. After this process is completed, we are confident this will help you in your inventory purchasing decisions. In addition, you can always set the reorder levels lower for more conservative inventory levels. The bottom line is, you are the one in control. Counterman Pro simply helps you obtain the inventory levels you need to have the items on hand that actually sell and to make decisions on moving the items out of your shop that do not, thus freeing up funds that can be used for the items that have a better sales history.

- a. **Months**: refers to how many **total months** used for “Resetting Reorder Points”
  - b. **Old Months**: refers to how many previous months (last year) will be used in the calculation for “Resetting Reorder Points”. This is NOT added to the total months, rather it is included within.
  - c. **Average Costs**: if checked, is used for “Cost Averaging” of existing and new inventory as it is received.
  - d. **Calc Min/Max**: is used by Counterman Pro to calculate the minimum/maximum reordering levels based off of your past sales history. This is an incredible tool that can dramatically help you with the ordering process by only providing suggested reorders for items that have a proven track record of past sales. This is where you would setup the “default” on whether or not to have every inventory record calculate this information or not, as inventory is added.
  - e. **Label Align Msg**: forces Counterman Pro to send a message to the screen that will ask you if you would like an alignment label printed, before printing a label. This only has value if you have a dot matrix label printer and allows for proper alignment of the label.
  - f. **REVERSE CHANGES**: is a “button” that can be pressed by left clicking the mouse, or by tabbing through until it is highlighted, then pressing “Enter” will revert back to all the previous defaults. **This is only valid while you are in “Edit Mode” for this screen and will not revert back to a previous setting.**
22. **Last Month-End/Last Year-End Process**: Are both informational fields only and cannot be changed by the user. The information displayed is exactly what it is and is directly affected by the date these processes last took place.

## 2.2 Tax Rate

The Tax Rate in Counterman Pro is defined as the decimal equivalent to the percentage of your state tax amount that you will use as a default rate. In other words, a state tax rate of 7.75% would be entered as 0.0775. The tax amount is editable from the P.O.S. Screen however, this area is where you will setup the default Tax Rate that Counterman Pro will use for all normal sales. Below is an explanation of how to access the default Tax Rate and a break down of what each field in this area is for:

**To Access the Tax Rate Area:**

1. Access the Main Menu by (for the first time only) typing "1EVA" in the Dept+Empcd field. This is actually Department #1 and an Employee Code of EVA all in the same field. As you type, you will only see \*\*\*\* (asterisks). This is due to the security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
2. Select 1-Maintenance and Display.
3. Select 8-System Variables.
4. Select 2-Sales Tax (see fig 2.2a).



2.2a. Sales Tax Access

5. You should now be looking at the System Variables, Sales Tax Screen (see fig. 2.2b.).
6. This is where you enter your default Sale Tax Rate that Counterman Pro will use throughout the program. Remember, this is the decimal equivalent for your state's current sales tax percentage.
7. GST Tax is for non-USA customers only. The "In This Country" refers to countries outside the USA, primarily Canada. Checking this box would apply GST Tax to all sales.
8. Required to charge GST Tax should be checked if you are required to charge this tax.
9. GST Rate is the decimal equivalent for the percentage of the GST Tax Rate.
10. GST I.D. is where you will enter your GST Tax Identification Number.

The screenshot shows the System Variables screen. The Sales Tax Rate is set to 0.0775. The GST Tax In This Country checkbox is unchecked. The Required to charge GST Tax checkbox is unchecked. The GST Rate is set to 0.0000. The GST I.D. field is empty.

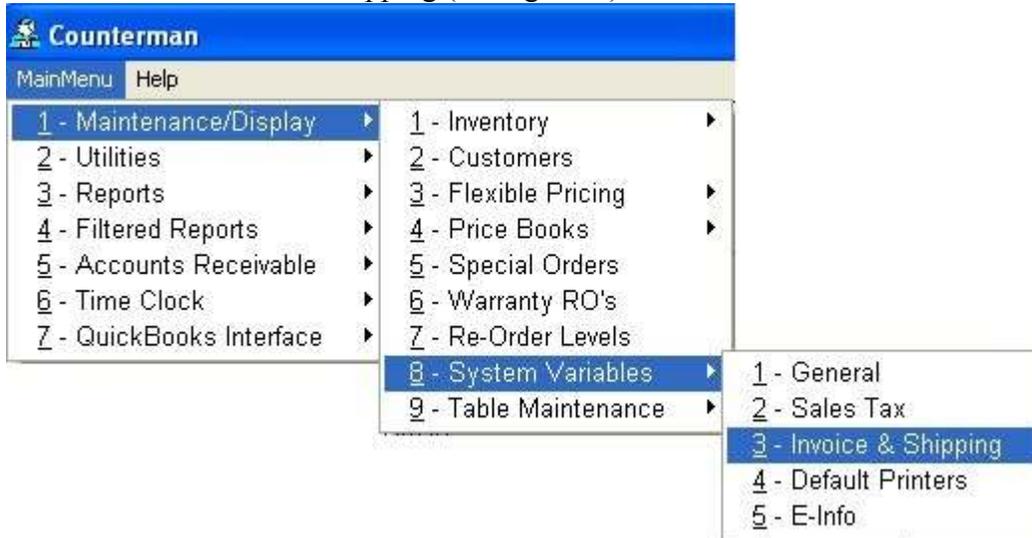
<b>Sales Tax Rate</b>	0.0775
<input type="checkbox"/> <b>GST Tax In This Country</b>	
<input type="checkbox"/> <b>Required to charge GST Tax</b>	
<b>GST Rate</b>	0.0000
<b>GST I.D.</b>	

2.2b. Tax Rate Screen

## 2.3 Invoice and Shipping

Here is where the default number of copies for each process is defined. To access this option,

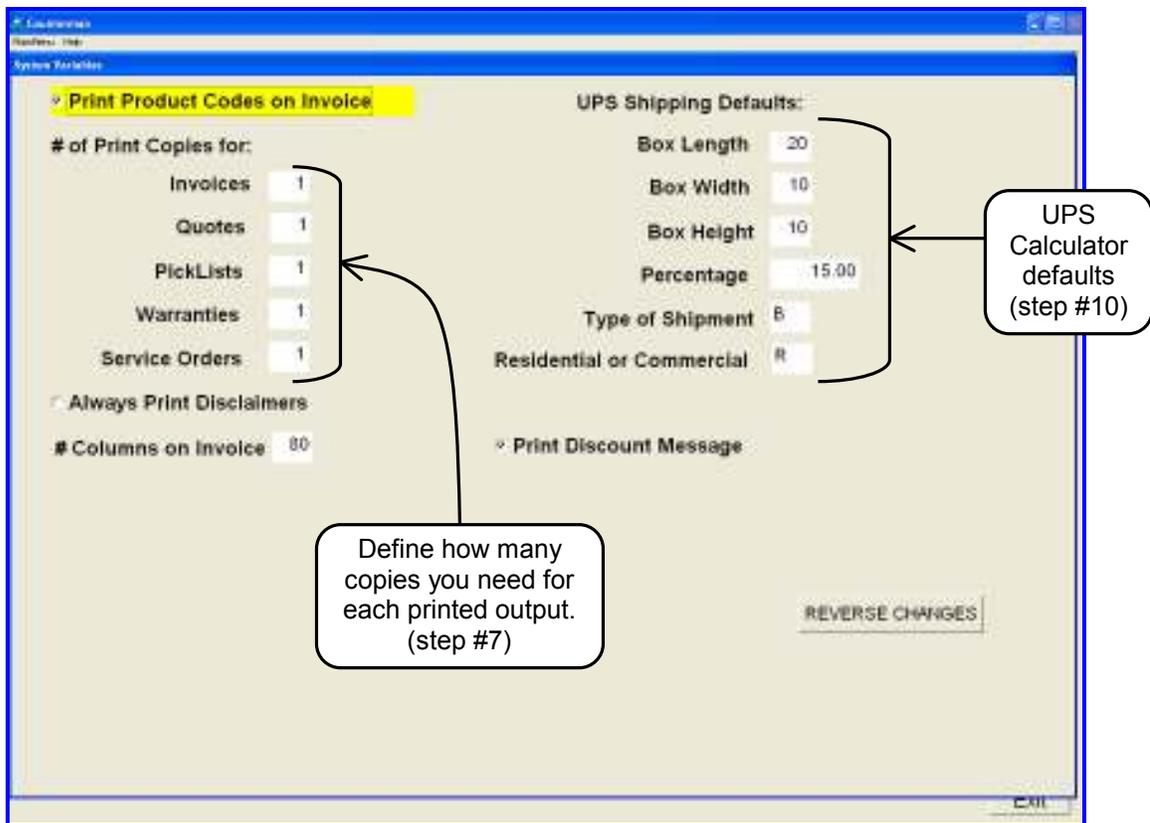
1. Access the Main Menu by (for the first time only) typing "1EVA" in the Dept+Empcd field. This is actually Department #1 and an Employee Code of EVA all in the same field. As you type, you will only see \*\*\*\* (asterisks). This is due to security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
2. Select 1-Maintenance and Display.
3. Select 8-System Variables.
4. Select 3-Invoice and Shipping (see fig. 2.3a).



2.3a. Invoice and Shipping Access

5. You should now be looking at the Invoice and Shipping screen (see fig. 2.3b).
6. The first field allows you to define whether or not Product Codes are printed on the invoice copies. Press the **Tab** key to move down to the next field.
7. Titled "# of Print Copies for:" is where you define how many copies you want for each process that is listed. The following selections are on the left of the screen. Enter any changes for each process, then press the **Tab** key to move to the next selection.
  - a. Invoices: How many printed copies for every Invoice you process?
  - b. Quotes: How many printed copies for every Quote you process?
  - c. PickLists: How many printed copies for every PickList you process?
  - d. Warranties: How many printed copies for every Warranty you process?
  - e. Service Orders: How many printed copies for every Serv. Order processed?
8. Always Print Disclaimers is a check box. If checked, your current list of available disclaimers will appear, allowing you to select the disclaimer(s) that should be linked to the current sale only. It is important to understand, this is **not intended** to be an invoice message.
9. Titled "# Columns on Invoice" is used for the available space on each page when it is printed. The default is 80 columns per page.
10. On the right of this screen is where the UPS shipping defaults are setup. Counterman Pro can calculate the shipping costs for you when you are sending an item to the purchaser. UPS uses something called "dimensional weight", the size of the container is considered when calculating the cost for the shipment. Enter any changes for each process, then press the Tab key to move to the next selection.
  - a. Box Length: How Long is the default length of the box?

- b. Box Width: How Wide is the default length of the box?
  - c. Box Height: How High is the default length of the box?
  - d. Percentage: Designed to pad your shipping costs, the percentage entered here will be added to the actual shipping price charged to your customer.
  - e. Type of Shipment: Enter:
    - i. R = Red Label (Next Day Air)
    - ii. B = Blue Label (Two Day Air)
    - iii. O = Orange Label (Three Day Select)
    - iv. G = Ground Shipment
  - f. Residential or Commercial: Enter "R" or "C"
11. "Print Discount Message" allows Counterman Pro to print a message on each invoice according to the discount provided, when using the **F5** "One Time Discount" function, or if this customer is set for a permanent discount.

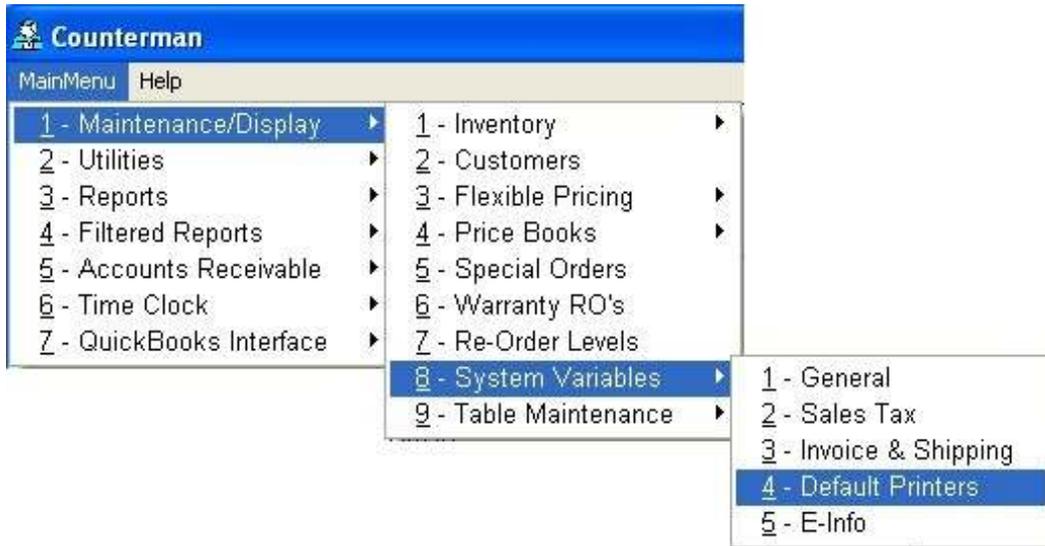


2.3b. Invoice and Shipping Screen

## 2.4 Default Printers

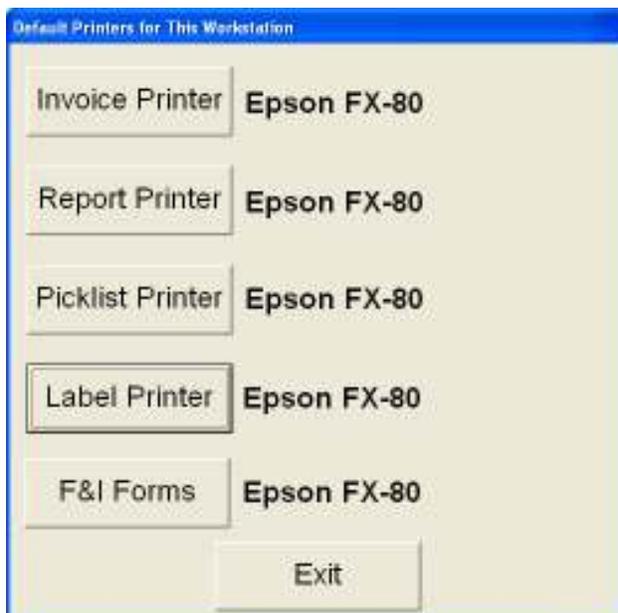
The Default Printers area of Counterman Pro is setup to allow for changes in the printers that have been installed in Windows™. Counterman Pro needs to have a valid printer driver installed in order to function properly. For this reason we have setup a "fall-back" area which allows access to Counterman Pro even if your Windows™ printers have been deleted. All Windows™ versions come with an Epson FX-80 driver, making this a good selection for Counterman to "fall-back" to should the Windows™ normal printer drivers get deleted. The following screen simply allows you to choose your default "fall-back" printer drivers (see fig 2.4a)

1. Access the Main Menu (until you have Employee Codes setup) by typing “1EVA” in the Dept+Empcd field. This is actually Department #1 and an Employee Code of EVA all in the same field. As you type, you will only see \*\*\*\* (asterisks). This is due the security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
2. Select 1-Maintenance and Display.
3. Select 8-System Variables.
4. Select 4-Default Printers (see fig 2.4a).



2.4a. Default Printers Access

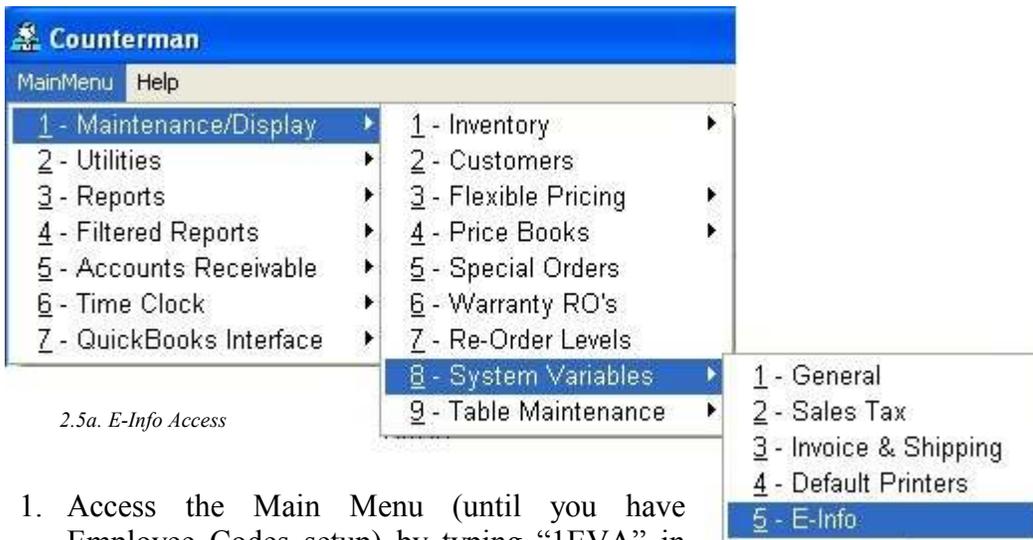
5. A window will open showing the current selections for each print process. Click on the option you would like to change and an additional window will open allowing you to choose from the printers that have been previously installed in Windows™.
6. Make your selections then click “Exit” (see fig 2.4b).



2.4b. Default Printers Selection Screen

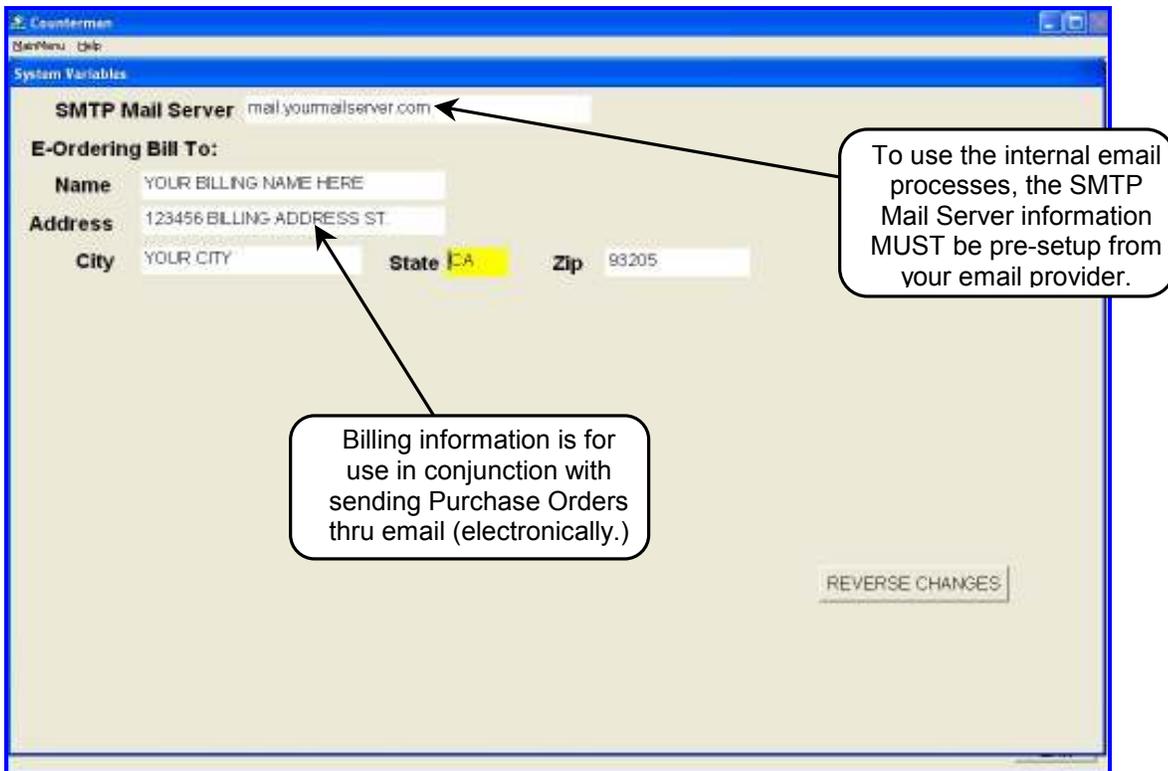
## 2.5 E-Info

This screen is for setting up your email server information, should you elect to use Counterman Pro to send your purchase orders electronically, your billing name and address information.



2.5a. E-Info Access

1. Access the Main Menu (until you have Employee Codes setup) by typing “1EVA” in the Dept+Empcd field. This is actually Department #1 and an Employee Code of EVA all in the same field. As you type, you will only see \*\*\*\* (asterisks). This is due the security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
2. Select 1-Maintenance and Display.
3. Select 8-System Variables.
4. Select 5-E-Info (see fig 2.5a).
5. You should now be looking at the E-Info screen (see fig. 2.5b).
6. Counterman Pro is capable of sending email from the customer screen, in addition to sending any purchase orders electronically. This requires your current email server is setup in this area, in this first field. Enter your SMTP Email Server information here and press **Tab** to move to the next field.
7. You can also use the **Up** (arrow) or **Down** (arrow) keys to move forward and/or back (respectfully) on Counterman Pro screens.
8. If you decide to send your purchase orders electronically, the vendor will need to know who the order is coming from and who to bill for the items you have ordered. This information is sometimes different from the name of your shop so, we have included a way to enter the billing information. This is “who” the vendors will be sending the bill to. Enter the name for the billing address and press the **Tab** key.
9. Enter the billing address in the Address field and press the **Tab** key.
10. Enter the City for the billing address and press the **Tab** key.
11. Enter the two letter abbreviation for the State of the billing address and press **Tab**.
12. Enter the Zip Code for the billing address and press the **Tab** key.
13. Should you make any mistakes and need to start over again, a “Reverse” button will revert back to the information previously entered.



2.5b. E-Info Screen

## 2.6 Labor Rate (per hour)

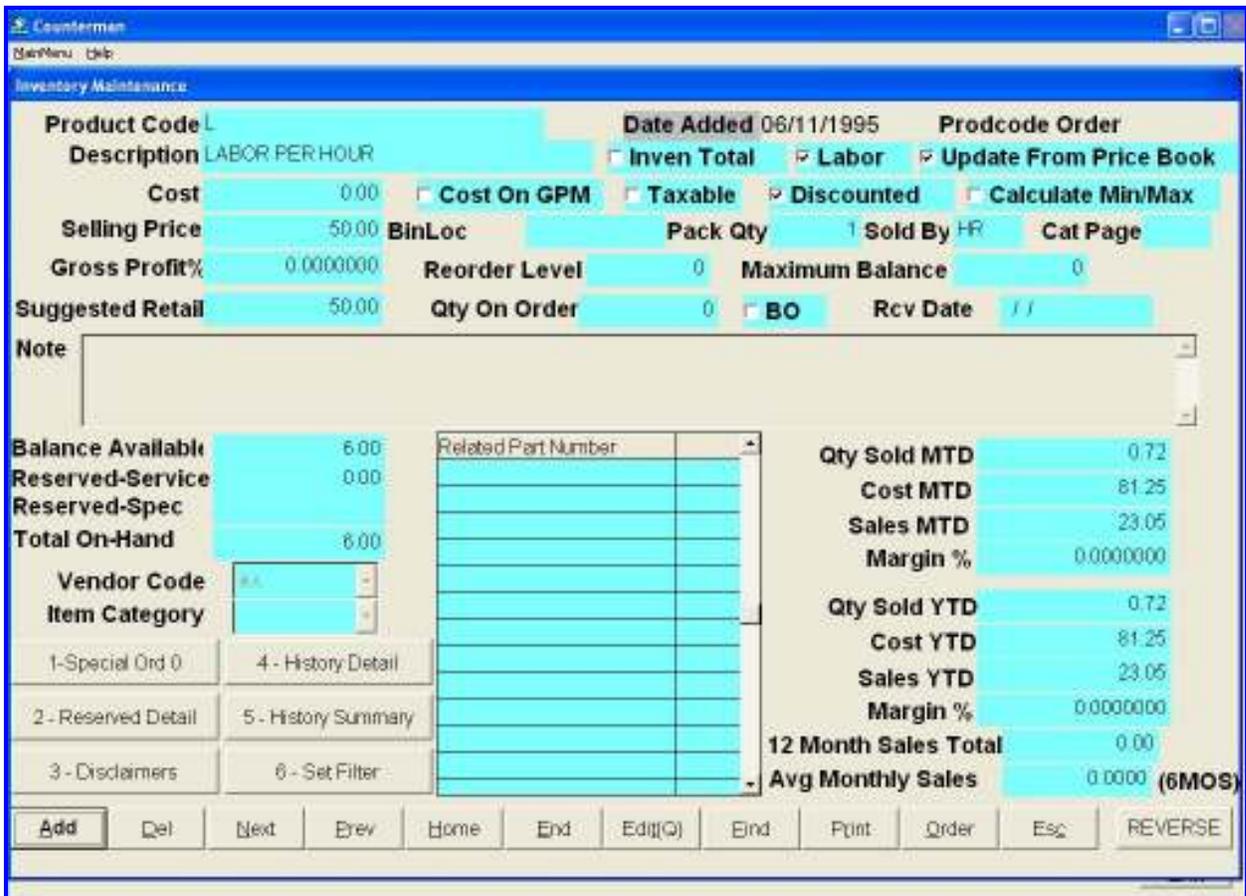
Counterman Pro handles labor similar to an inventory item. Upon installation, a default Labor Code has been installed which is pre-setup at \$50.00 per hour and shows a 50% profit margin. Of course you have access to change these amounts at your discretion. You will be accessing the Inventory Maintenance screen for this process. Inventory Maintenance is covered in detail in Chapter 4 and additional information on this screen is available there.

1. Access the Main Menu (until you have Employee Codes setup) by typing "1EVA" in the Dept+Empcd field. This is actually Department #1 and an Employee Code of EVA all in the same field. As you type, you will only see \*\*\*\* (asterisks). This is due the security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
2. Select 1-Maintenance and Display.
3. Select 1-Inventory.
4. Select 1-Inventory Maintenance (see fig 2.6a).



2.6a. Inventory Maintenance Access

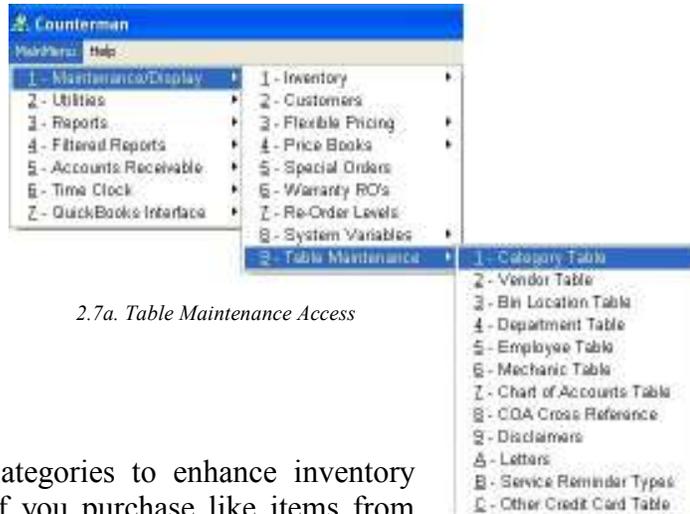
5. You should now be looking at the Inventory Maintenance screen (see fig 2.6b). This screen is discussed in detail in Chapter 4 of this manual. We will be covering the process for editing the Labor Rate for your shop for now.
6. To bring up the Labor Code in the Inventory Maintenance screen, press the **F** key or click on "Find".
7. Enter the code of "L" and press the **Tab** key. You should now see the Labor Code and the related information.
8. Press the **T** key or click on "Edit" button to make any changes to the Labor Code record. Press **Tab** or use the Arrow keys to move through the fields in this screen. If you make a change in any field, be sure to press **Tab** to move out of the field. This is the key that saves any changes you have made.
9. If you add additional Labor Codes, it is important to understand how some of the fields in this screen work. Here are some considerations for setting up your own Labor Codes:
  - a. Uncheck the "Inven Total" box so this Labor Code will not be considered a tangible, taxable inventory part.
  - b. Check the "Labor" box so this item will be an actual Labor Item.
  - c. Decide whether to charge Tax your Labor and check or uncheck the "Taxable" box, depending on if you charge tax on Labor or not.
10. Once all of your changes have been made, press the **Esc** key to exit from "Edit Mode".
11. Press **Esc** again to exit from the Inventory Maintenance screen.



2.6b. Inventory Maintenance Screen

## 2.7 Setting up Program Tables

A “Program Table” is used throughout the Counterman Pro program to allow the fields contained in each table to be used throughout the program. Here we cover the different Program Tables, how to define them and what they are used for. Each selection can be found from the Program Tables selection off of the Main Menu, then 1-Maintenance/Display, then **9-Table Maintenance** (see fig 2.7a)



2.7a. Table Maintenance Access

### 2.71 Category Table

Counterman Pro provides the use of Categories to enhance inventory reporting capabilities. In other words, if you purchase like items from several different vendors, but you would like to know how those like items are selling or would like the capability to run a customized report that could separate your inventory by Category (rather than by Vendor), the use of the Inventory Category Table can help you accomplish this. It is a good idea to come up with a plan on how you would like to proceed. Some shops separate their inventory between Apparel, and Accessories, and Hard Parts. The idea here is that you have control over the choices. By default, Counterman Pro will insert the vendor codes into your Category Table. The reason for this is, some users don't use the Category Table. When you enter a new product code and Counterman Pro finds that product code from the installed price book files, the vendor code for that product code is, by default, used as the Category code. If you decide to use Category codes, it will be necessary to change the Category when you enter the new product code into inventory. This table provides a list of available Category Codes you can choose from when entering a new product code into inventory. Here you can define the Categories that are available:

1. Access the Main Menu (until you have Employee Codes setup) by typing “1EVA” in the **Dept+Empcd** field. This is actually Department #1 and an Employee Code of EVA all in the same field. As you type, you will only see \*\*\*\* (asterisks). This is due the security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
2. Select 1-Maintenance and Display.
3. Select 9-Table Maintenance (see fig 2.7a)
4. Select 1-Category Table
5. You should now be looking at the Category Table Maintenance screen (see fig 2.71a). The current information has been automatically inserted by the Counterman Pro “Price Book Update CD”. The Vendor Code for each price book installed has been inserted as a valid Category Code. Counterman Pro needs this information, should you decide NOT to use the Category Table. If you decide to use the Category Table, DO NOT delete the existing Vendor Code Categories, as the system will still need them. Just add to the default entries.
6. To add a Category, press the **Ins** key to move to a blank record.
7. Enter the Category Code and press **Tab**.
8. Enter the Name for this new Category and press **Tab**.
9. Repeat this process until all Categories have been added.

10. Press **Esc** to exit the Category Table Maintenance screen.

Code	Name
001	NEW MOTORCYCLES
002	USED MOTORCYCLES
003	CONSIGNMENT MOTORCYCLES
010	ACCESSORIES/PARTS
011	CONSIGNMENT PARTS/ACC.
015	SERVICE/HARD PARTS
016	GASKETS/SEALS/O-RINGS
017	LUBRICANTS
020	GENERAL APARREL
021	LEATHER APARREL
022	FOOTWEAR
023	T-SHIRTS
024	HELMETS AND RELATED
030	COLLECTABLES
031	JEWELRY
AC	AC ADDED BY PRICE BOOK U
AD	AD ADDED BY PRICE BOOK U
AN	AN ADDED BY PRICE BOOK U
BA	BA ADDED BY PRICE BOOK U

F4=Print List,<INS>=Add Record,<DEL>=Delete Record

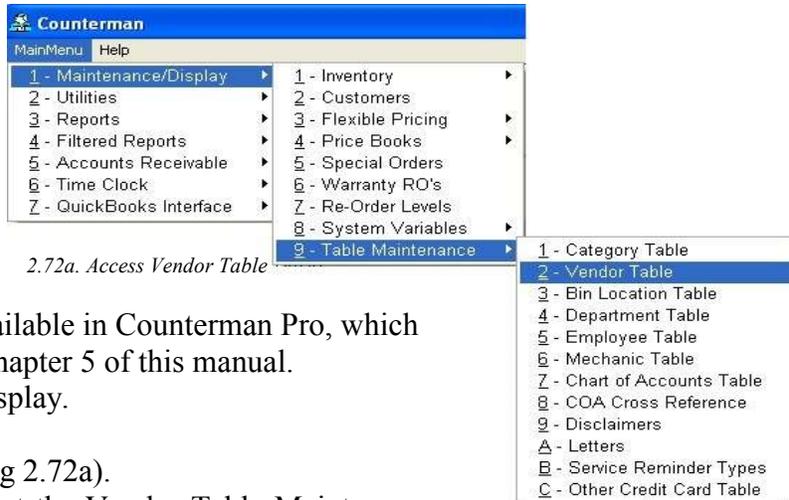
2.71a Category Maintenance Table Screen

11. Additional keystrokes available from this screen are:
- F4 = Print Category Code List.
  - Ins = Insert (or add) a new Category record.
  - Del = Delete (or erase) an unwanted record.

## 2.72 Vendor Table

Much like the Category Table, is the Vendor Table. This Table is slightly different because there are additional options here. This Table is used when processing a “Purchase Order” (also known as a “ReOrder List”) in Counterman Pro. As you can see in fig. 2.72b, the appearance is almost identical to the Category Table. However, the difference is **where** this Table is used within the software. When you generate a ReOrder (or Purchase Order) in Counterman Pro, the only products you can order from that vendor are the products that vendor carries. So when you start a ReOrder List, a valid Vendor Code must be entered. This is where those Vendor Codes are defined. Additional information about using the ReOrder List in Counterman Pro is covered in Chapter 4.11d.

1. Access the Main Menu by (for the first time only) typing "1EVA" in the Dept+Empcd field. This is actually Department #1 and an Employee Code of EVA all in the same field. As you type, you will only see \*\*\*\* (asterisks). This is

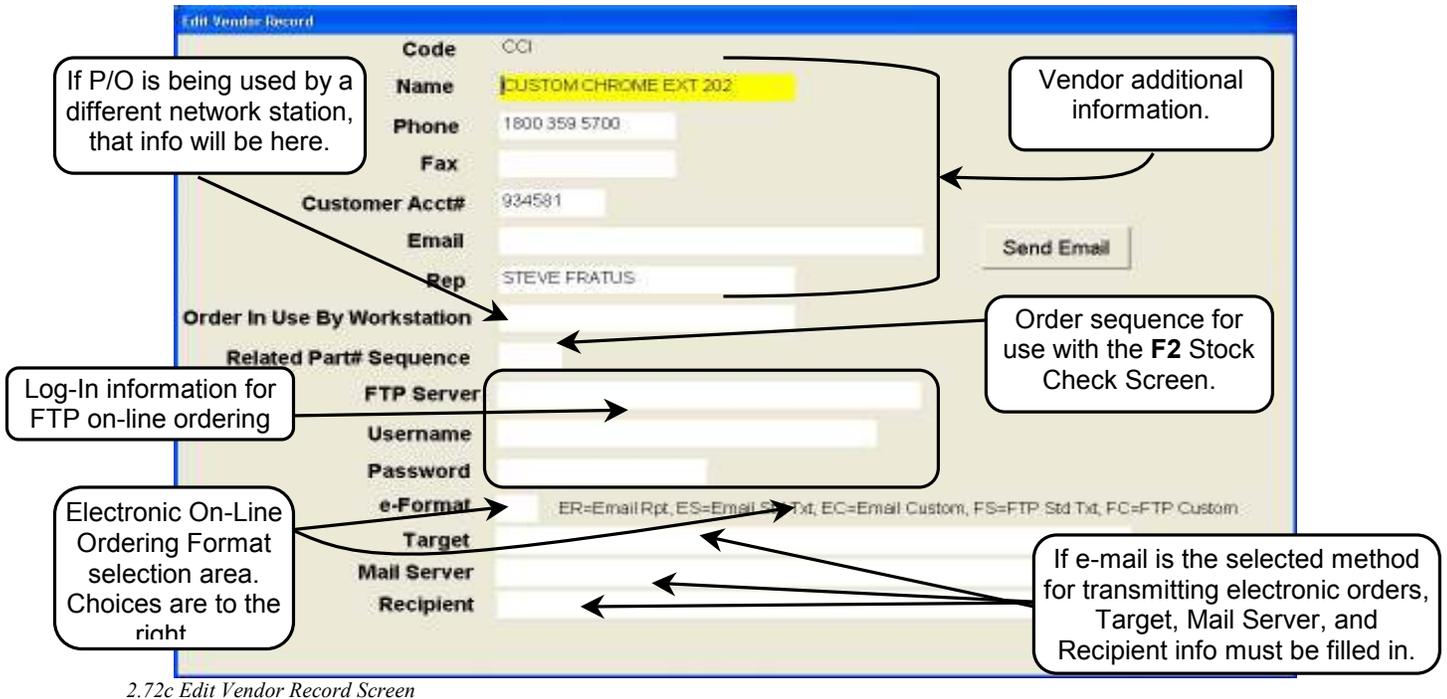


- due the security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
2. Select 1-Maintenance and Display.
  3. Select 9-Table Maintenance.
  4. Select 2-Vendor Table (see fig 2.72a).
  5. You should now be looking at the Vendor Table Maintenance screen (see fig 2.72b). The current information has been automatically inserted by the Counterman Pro "Price Book Update CD". The Vendor Code for each price book installed has been inserted as a valid Vendor Code. Counterman Pro uses this information when the ReOrder List process is accessed. DO NOT delete the existing Vendor Code Categories, as the system will need them. Editing the existing entries is usually best.
  6. To edit an existing Vendor Code record, select the Vendor Code you would like to edit, then press **Tab** to move to the Name field.
  7. Alternately, you can use the **Up** (arrow) or **Down** (arrow) keys to move forward or back.
  8. When you begin to type, the existing information will disappear. Enter the correct information for this Vendor and press **Tab** again to save it.
  9. Press **F11** to add additional information for this Vendor (see fig 2.72c).
  10. Repeat this process for each Vendor you want to edit.
  11. You may also add any Vendor Code you wish by pressing the **Ins** (Insert) key.
  12. Additional functions available from this screen are:
    - a. F11 = Edit the additional information for this Vendor (see fig 2.72c).
    - b. F4 = Print the current Vendor Table.
    - c. Ins = Insert (or add) a new Vendor to the Table.
    - d. Del = Delete (or erase) an existing Vendor from the Table.
  13. A valid Vendor Code must be present in this Table for each vendor you order merchandise from. In order for Counterman to access each vendor from the ReOrder List screen, an exact match for that Vendor Code must be entered here. Counterman will fill in Vendor Codes for you as price books are installed in the program.

Code	Name
BOY	50.S BOY
BU	BUCHANAN'S
BUB	BUB ENTERPRISES
BUL	BULOVA WATCH COMPANY
CA	SCHAMPA ANDY MEYERS DICKI
CALC	CALIFORNIA CREATIONS
CAS	CYCLE ACCESSORY DIST.
CB	CORBIN
CC	CRANE CAMS
CCE	CUSTOM CYCLE ENGINEERING
CCI	CUSTOM CHROME EXT 202
CL	CUSTOM LEVER COVERS
CLC	CLASSIC LEATHER COMP.
CR	CRANE CAMS
CS	CHROME SPECIALTIES
CT	CRUZ TOOLS
CX	CHROME EXCHANGE
CY	CYCLE SHACK
D56	DEPARTMENT 56

F11=Edit Record,F4=Print List,INS=Add Record,DEL=Delete Record

2.72b Vendor Table Maintenance Screen



2.72c Edit Vendor Record Screen

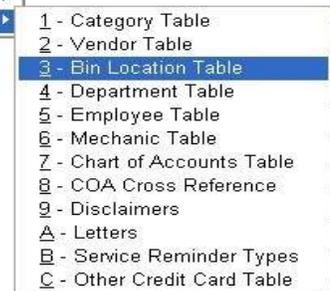
### 2.73 Bin Location Table

A Bin Location is the actual physical location (in your shop) where an item can be found. This table is only used when you want to define your Bin Locations. There are two approaches to this. If you would like to have the ability to actually “type” the Bin Location into the Inventory Maintenance screen (when adding an item to inventory), then you will **not** be using the Bin Location Table. If you decide to use this table, there is a field under System Variables, General, (called Bin Location Listbox) that will need to be checked in order for this to work properly. The idea here, is to force the user to select from a list of available Bin Locations, rather than type it in. If you decide to use this function, you will need to first setup the available Bin Locations you want the user to be able to select from. Here’s how this is setup...

1. Access the Main Menu (until you have Employee Codes setup) by typing “1EVA” in the Dept+Empcd field. This is



2.73a Access Bin Location Table



- actually Department #1 and an Employee Code of EVA all in the same field. As you type, you will only see \*\*\*\* (asterisks). This is due the security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
2. Select 1-Maintenance and Display.
  3. Select 9-Table Maintenance.
  4. Select 3-Bin Location Table (see fig 2.73a).







the Employee's Name and press **Tab**. Repeat this procedure for any additional Employees you wish to add. Remember to press the Tab key after making any changes or additions to a field.

10. After your Employees have been added, you can use the following additional keystrokes from this screen:
  - a. F11 = Set Access (for Security purposes). See the following (Section 2.75a) for additional information about setting up Employee Level Security.
  - b. F4 = Print current Employee List.
  - c. Ins = Add a new Employee to the table.
  - d. Del = Delete an existing Employee from the table.
11. Press the **Esc** key to exit the Employee Maintenance Table.

## 2.75a Security and Employee Access

**Please be sure to read this entire section before you enable Security!** Utilizing the Security function in Counterman Pro can drastically increase the control you have on the information you work so hard at keeping valid. In addition, Security will help you by only allowing your employees to only run the operations you allow them to perform on a daily basis. If an employee attempts a process they do not have access to perform, Counterman Pro will ask for a Security Override Code. This "Code" is the password for a higher level employee who has access to this area. There are two levels of Security in Counterman Pro:

**Low Level Security:** Password MUST match the Employee Code. To setup Low Level Security Access, you will need to access the Employee Maintenance Table and set a Password exactly the same as the Employee Code. As long as this employee is performing the functions and processes you have previously setup for them, they will never be asked for a "Security Override Code". It is also important to understand, even if this employee has access to a particular area of Counterman Pro, their Employee Code will not work as a Password to allow access for another employee. They must be logged into Counterman Pro to perform the function.

**High Level Security:** Password MUST NOT match the Employee Code. To setup High Level Security Access, you will need to access the Employee Maintenance Table and set a Password different from the Employee Code. High Level Security employees have the ability to use this Password as an Override Code, provided they have access to that area in the program. It is important to understand, even if a High Level Security employee is logged into Counterman Pro, the "Access Requires Security Override Code" message will still appear. This is in case a Low Level employee learns the Employee Code for a High Level employee (you would still need to know the Password to gain access).

The instructions that follow will walk you through setting up the Security Access for your existing employees. After this is completed, it will be necessary to actually "flip the switch" to turn Security on. This is done through the System Variables "General" screen, where there is a Check Box labeled "Security". To turn Security on, place a check in this box (see Chapter 2.1 for more information on how to accomplish this task).

1. Access the Main Menu by (for the first time only) typing "1EVA" in the Dept+Empcd field. This is actually Department #1 and an Employee Code of EVA all in the same field. As you type, you will only see \*\*\*\* (asterisks). This is due the security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
2. Select 1-Maintenance and Display.

3. Select 9-Table Maintenance.
4. Select 5-Employee Table (see fig 2.75a).
5. You should now be looking at the Employee Maintenance Table screen (see fig 2.75b on previous page) with your employees previously entered.
6. Select the Employee Code to apply Security Access to and press the **F11** key to open the Employee Security Access Maintenance screen (see fig 2.75c).
7. Determine whether this employee should have High or Low Level Security Access and setup the Password accordingly. Be sure to delete any characters that are currently in the Password field. Enter the Password to be used and press the **Tab** key. Confirm the Password by typing the same Password in again and press the **Tab** key.
8. A check mark in the selections on this screen will allow access to that area in Counterman Pro. Check the boxes to allow the selected employee access to the function shown. The absence of a check mark for any process will not allow this employee to perform the function without a Security Override Code.
9. Repeat these steps for each of your employees. Press the **Esc** key to exit this screen.



2.75c Employee Security Access Screen

**Selections in fig. 2.75c Explained:**

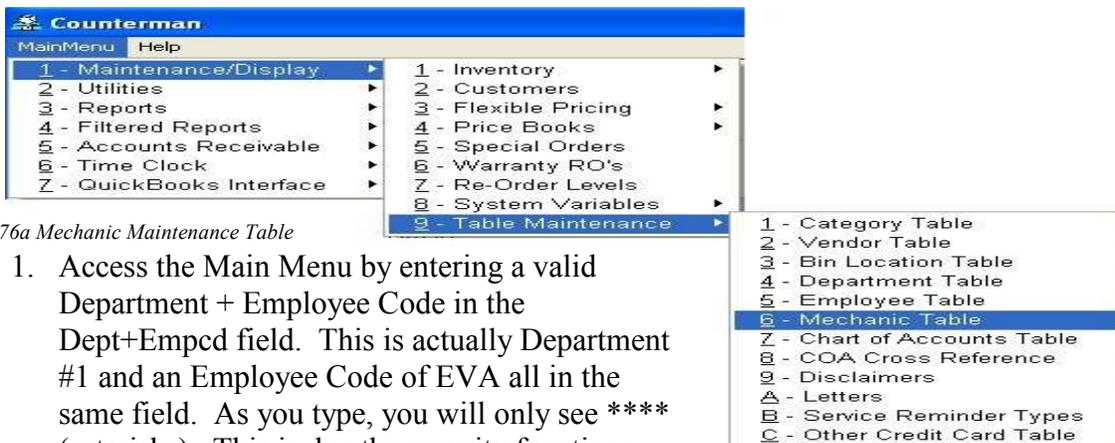
- **Line Item Discount**  
 Selecting this option allows the selected employee access to the F5 Discount option for specific line items only.

- **Invoice Discount**  
Selecting this option allows the selected employee access to the F5 Discount option for all items on the current transaction.
- **Customer Discount**  
Selecting this option allows the selected employee to establish a permanent discount for a customer, or to change the level of discount for existing customers.
- **Customer Credit Limit**  
Selecting this option allows the selected employee to change an existing or new customer credit limit amount.
- **Delete Customer**  
Selecting this option allows the selected employee to delete an existing customer record. Deleting a customer record is not possible for customers with an existing account balance or open special orders.
- **Modify Inventory Available Balance**  
Selecting this option allows the selected employee to change the balance available in the Inventory Maintenance screen.
- **Modify Inventory Pricing**  
Selecting this option allows the selected employee to edit the cost, MSR, and/or selling price for any inventory item through the Inventory Maintenance screen.
- **Modify Inventory Reorder Level**  
Selecting this option allows the selected employee to edit the reorder level and maximum balance for any inventory item through the Inventory Maintenance screen.
- **Receive Stock**  
Selecting this option allows the selected employee to Receive Stock, either by Line, or in Bulk.
- **Reorders**  
Selecting this option allows the selected employee to generate Reorder Lists (also known as Purchase Orders) for any selected vendor.
- **Stock Order Maintenance**  
Selecting this option allows the selected employee access to this menu option, where existing purchase orders can be edited and/or items added to them.
- **Utilities**  
Selecting this option allows the selected employee access to all options in the Utilities Menu, with the exception of Employee Maintenance.
- **Receivables**  
Selecting this option allows the selected employee access to all options in the Accounts Receivable Menu.
- **Management**  
Selecting this option allows the selected employee access Management level reports and processes. If access is allowed, the following reports and processes will be accessible to this employee:
  - Cash Drawer Report
  - Employee Activity Report
  - Sales Timing Report
  - Update Sales History EOM/EOY
  - Monthly Summary
  - Cash Paid In/Out Report
  - Quick Books Daily Interface

- **Time Cards**  
Selecting this option allows the selected employee access and make changes to the Time Card Display. The Time Card Display is setup to make changes for employees who forget to punch in or out.
- **Employee Access**  
Selecting this option allows the selected employee access to setting security level access and add or edit existing employees and their current security levels.
- **Price Override**  
Selecting this option allows the selected employee to override the normal selling price for any item at Point of Sale. This is done by pressing the “right arrow” key in the quantity field at time of sale.
- **Flag Customer as Resale**  
Selecting this option allows the selected employee to Flag a customers account for Resale (or not charge that customer any tax).
- **F&I**  
Selecting this option allows the selected employee access to F&I (Finance and Insurance) if this module has been installed on your system.

## 2.76 Mechanic Table

When using the Service Repair Order process in Counterman Pro you will be prompted to enter a Mechanic Code. This works similar to an Employee Code however, it will not be necessary to enter any Department Code in this field. The Mechanic Code is optional. When single repair jobs are passed among more than one mechanic in order to complete the repairs, it might be best to turn this function off. If you decide NOT to use this function, we suggest you setup Labor Codes (part numbers) for each mechanic. This way a single repair job can be passed through more than one mechanic and mechanic efficiency can still be tracked. However, if this is not the “norm”, or if most of your repair jobs are started and finished by the same mechanic, then setting up Mechanic Codes is the best way to go. Please do not get Mechanic Codes confused with Employee Codes as they are different. You cannot use an Employee Code in the Mechanic field (unless they are identical in both tables). If you decide to use the Mechanic Table, each mechanic’s information will need to be entered here.



2.76a Mechanic Maintenance Table

1. Access the Main Menu by entering a valid Department + Employee Code in the Dept+Empcd field. This is actually Department #1 and an Employee Code of EVA all in the same field. As you type, you will only see \*\*\*\* (asterisks). This is due the security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
2. Select 1-Maintenance and Display.
3. Select 9-Table Maintenance.





## 2.78 COA Cross Reference Table/QuickBooks™ Interface

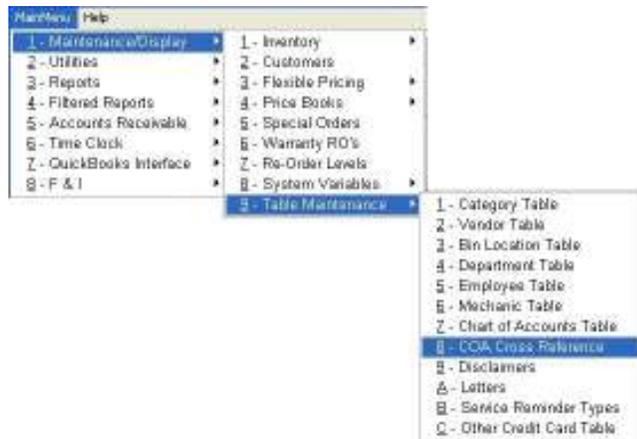
This area is only necessary if you will be utilizing the QuickBooks™ to Counterman Pro interface and is specifically setup only for the interface. After you have successfully imported your QuickBooks™ Chart Of Accounts into Counterman Pro (see Chapter 2.78a for instruction on how to import your QuickBooks™ COA into Counterman Pro), it will be necessary to “link” each account Counterman Pro uses to the QuickBooks™ account. It is important to understand, certain accounts must be present in order for this interface to work properly. In addition to having all of the necessary accounts, each account must be of a specific “type”. Here is a list of necessary accounts and their types:

<u>Account Name</u>	<u>Account Type</u>
✓ Undeposited Funds	Other Current Asset
✓ Inventory	Other Current Asset
✓ Balancing Asset	Other Current Asset
✓ Sales Tax Payable	Other Current Liability
✓ Non-Taxable OOS Sales – Mail Order	Income
✓ Non-Taxable Sales – Other	Income
✓ Non-Taxable Sales – Resale	Income
✓ Taxable Labor	Income
✓ Non-Taxable Labor	Income
✓ Cash Over/Short	Expense
✓ General CPO (Cash Paid Out)	Expense
✓ Accounts Receivable	Accounts Receivable

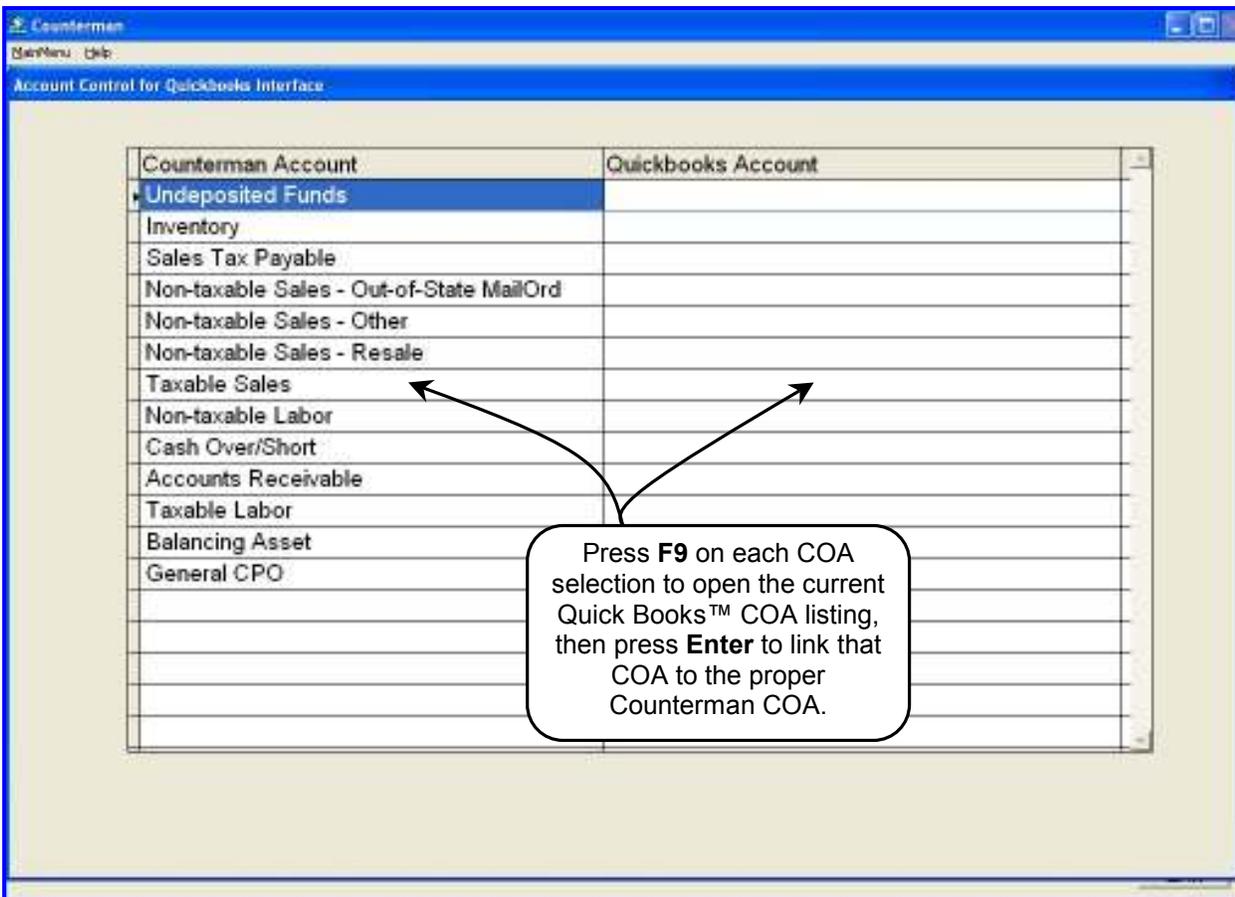
You may not use all of these accounts for your business, but they MUST all be present in order for the interface to properly function. After you have inserted all of the above account types, you can continue with the QuickBooks™ instructions that follow. It is important to understand “what” information is getting sent over to QuickBooks™. This is a *Daily Interface*. It requires that you run the interface process after running the Cash Drawer Report in Counterman Pro. When this process is successful, a file is created and Counterman Pro will display the name of this file and its location on your computer. This allows the file to be imported into QuickBooks™. The data imported is directly from the Counterman Pro Cash Drawer Report only. Here is a list of the interfaced data from that report:

1. Cash Drawer Summary: Cash + Checks + Credit Cards + Cash Paid In/Out + User Entered Cash Over/Short:
  - Undeposited Funds
2. Accounts Receivable Charges and Payments (Summary Level OR Customer Detail Level as specified by you in the initial setup):
  - Accounts Receivable
3. Cash Drawer Summary:
  - Taxable Sales
  - Non-Taxable Sales (Out-of-State Mail Order, Resale, and Other)
  - Sales Tax Payable
  - Labor
4. The “Ending Inventory” figure must be entered manually from the month-end Inventory Activity Report generated from Counterman Pro as part of the Month-End process
5. Access the Main Menu by (for the first time only) typing “1EVA” in the Dept+Empcd field. This is actually Department #1 and an Employee Code of EVA all in the same

6. field. As you type, you will only see \*\*\*\* (asterisks). This is due the security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
6. Select 1-Maintenance and Display.
7. Select 9-Table Maintenance.
8. Select 8-COA Cross Reference Table (see fig 2.78a).
9. You should now be looking at the Account Control for QuickBooks™ Interface screen (see fig 2.78b)
10. You cannot add or delete an account from here, all accounts are needed for the interface.
11. Select each account and press the F9 key to link each account to the imported QuickBooks™ account (see the QuickBooks™ Instructions that follow).
12. Repeat this procedure for each Counterman Account. **All accounts must be linked!**



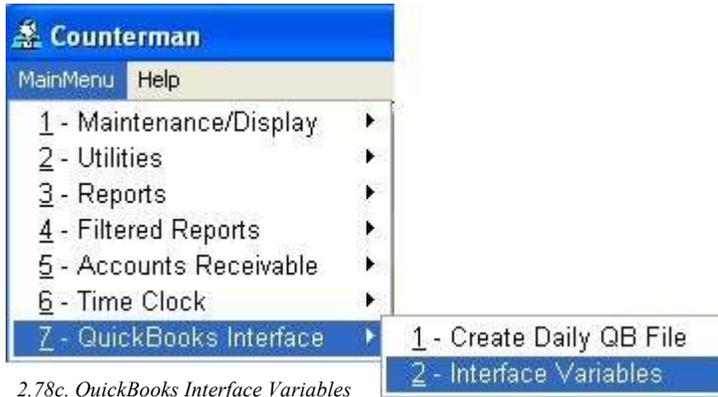
2.78a. Cross Reference Table Access



2.78b, Account Control for QuickBooks Interface Screen

When you are ready to begin, it will first be necessary to decide if you will be handling your Counterman Pro customer account balances (Accounts Receivable) at either a “summary” or in “detail” level. And to define some of the variables QuickBooks™ will be using. This can be defined by following the procedure as follows:

13. Access the Main Menu by (for the first time only) typing “1EVA” in the Dept+Empcd field. This is actually Department #1 and an Employee Code of EVA all in the same field. As you type, you will only see \*\*\*\* (asterisks). This is due the security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
14. Select 7-QuickBooks Interface.
15. Select 2-Interface Variables (see fig 2.78c).



2.78c. QuickBooks Interface Variables

16. If you will be interfacing your customer’s Accounts Receivable in detail, place a check in the box labeled “Interface Accounts Receivable Detail (Customers and Related Transactions).”
17. Fill out the “State Sales Tax Payable To” field with the proper information and press the **Tab** key.
18. The four fields that follow (called: “Other Tax Payable To (future)”) are for future use in Counterman Pro and allows us to expand the tax area for the interface.
19. Fill in the QuickBooks™ Equity Account Name with the proper Name (the default of “Equity” usually works just fine)
20. The Last Date Interface File Created is a field filled in by Counterman Pro when the Daily Interface is processed.

The screenshot shows the 'QuickBooks Interface Variables' screen in the Counterman Pro application. The title bar reads 'Counterman'. Below the title bar are two menu items: 'MainMenu' and 'Help'. The screen title is 'QuickBooks Interface Variables'. A yellow highlight is under the text 'Interface Accounts Receivable Detail (Customers and Related Transactions)'. Below this are several input fields: 'State Sales Tax Payable To', 'Other Tax Payable To (future)', 'Other Tax Payable To (future)', 'Other Tax Payable To (future)', and 'Other Tax Payable To (future)'. Below these is a field for 'Quick Books Equity Account Name' with the text 'Equity' entered. Below that is a field for 'Last Date Interface File Created' with the text '//' entered. At the bottom left is a button labeled 'Create Initial Interface File'. At the bottom right is a button labeled 'REVERSE CHANGES'.

2.78d. QuickBooks Interface Variables Screen

## 2.78a Detailed QuickBooks™ Interface Instructions

**Instructions (Step #1):** We will first need to create a COA (Chart of Accounts) file that can be imported into Counterman Pro. This is accomplished by printing the QuickBooks™ COA to a file, then saving that file into the CMAN8\DATA folder on the main computer.

1. Open the Quick Books program (Instructions are from QuickBooks Pro™ 2002, and *some instructions may vary depending on your version of Qbooks*).
2. From Quick Books (*assuming you already have a COA to satisfy Counterman Pro*):
  - a. Open your COA (Chart of Accounts) listing.
  - b. On the lower left side of COA window, you will see an “Account” button. Left click this button, then left click on “Print List”.
  - c. You may get a Quick Books message about “Lists”, just close this window by clicking OK.
  - d. On the upper left of the current window, under “Print To” choose “File” by clicking on this selection, then (on the right) click on “Print”.
  - e. Because we are printing to a “File”, you will be asked “where” you want this file, and what is the name of the file? This is important!
  - f. Under “Save In”, locate the CMAN8\DATA folder. This folder will be on the server computer for multi-users is (normally) F:\CMAN8\DATA. Single users would be C:\CMAN8\DATA)
  - g. The file name MUST be: QBCOA and “Save as Type” will be “Text (\*.txt).”
  - h. Click on “Save”
3. Open the Counterman Pro program.
4. Access the Main Menu, select “2 - Utilities”, select “C – Import Quick Books COA”.
5. At the prompt “COA EXISTS, OK TO CONTINUE?” click “Yes”.
6. At the prompt “COA EXISTS, OK TO OVERLAY?” click “Yes”. You should get a message about the successful import.

**Instructions (Step #2):** It will now be necessary to actually “Link” the Counterman Pro COA to the Quick Books COA so that Counterman Pro knows which Quick Books COA to send the information to.

1. In Counterman Pro, access the Main Menu and select “Maintenance and Display”, then select “9 – Table Maintenance”, then select “8 – COA Cross Reference”.
2. You will see a selection of the necessary COA under “Counterman Account” on the left column. On the right, is labeled “Quickbooks Account” and it is empty.
3. Using the keyboard, highlight the first selection “Undeposited Funds” and press the F9 key to open the Quick Books COA that we previously imported.
4. Use the arrow keys to move up and down through these selections and locate the Quick Books “Undeposited Funds” account and press Enter. This will place the Quick Books account in the field.
5. Repeat this process: select Counterman account, press F9, select Quick Books account, press Enter for every account listed. Make sure that none are left blank!
6. When this process is complete, press the ESC (escape) key.

**Instructions (Step #3):** Now you will need to determine whether you will need the interface to provide customer level detail (for charge sales and aging) or a summary level only. Either choice would provide the interface on a “Cash Drawer Report” level.

1. In Counterman Pro, access the Main Menu and select “7 – Quickbooks Interface”, then select “2 – Interface Variables”.

2. If you plan to interface customer detail level for “Accounts Receivable” check the box at the top of the screen, otherwise make sure that it is not checked.
3. Type in the “Name” of who you pay “State Sales Tax Payable To” in the next field.
4. The rest of the fields are for future use.
5. The Create Initial Interface File should be run only if you want to interface beginning customer balances to Quickbooks before implementing the daily interface process, and you have checked the "Interface Accounts Receivable Detail" checkbox. This function will create two files to be imported into QuickBooks in the CMAN8\DATA folder. QCUSINIT.IIF contains customers name and address information for customers with receivable balances. QBIFINIT.IIF contains general journal entries to Accounts Receivable and Equity for the customers beginning balances. Click on “Create Initial Interface File” and you will get a message confirming that you want to create the file, followed by an information window that explains you have, or have not chosen to interface on a customer detail level, followed by a message that the file was successful created.

**Instructions (Step #4):** Everything is now in place to begin your interface.

*NOTE: If you elected to Create Initial Interface File per above instructions, you will need to import these files into Quickbooks (replicate Step #5 instructions except with QCUSINIT.IIF and QBIFINIT.IIF)*

All you’ll need to do now is run the “Cash Drawer Report” for the day you would like to interface. This creates the “Cash Drawer” and “Customer” information” that is needed for the file. The last step is to “Create Daily QB File” and is the process that creates the file that can be imported to Quick Books and must be done on a daily basis. This does not mean that it must be done today; it simply means the interface file will need to be created individually for each day you want to be able to import into QuickBooks.

1. In Counterman, access the Main Menu, select “1 – Cash Drawer Reports” and run the report for a single day. Do not include “By Drawer” or “By Department”.
2. Process the report. You may chose to “P”rint or “D”isplay it.
3. Access the Main Menu and select “7 – Quickbooks Interface”, then select “1 – Create Daily QB File”.
4. Enter the “Date” for the Cash Drawer Report you ran in step #1, then enter the amount over or short that your drawer was on that date. If your drawer was short, enter it as – (negative) amount.
5. Click on “Create Interface File” and you will get a message of successful creation. Also, the name of the file being created and where it is located are in this message. The name of the file is “QBmmdd.IIF” *Note: mmdd = month/day.*
6. An example of this information for April 1 would be:

QUICKBOOKS FILE NAME = C:\CMAN8\DATA\qb0401.iif

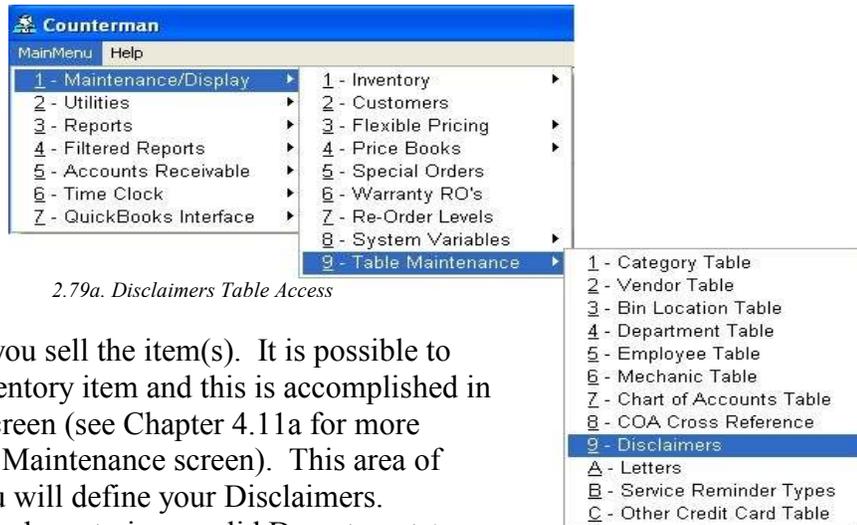
**Instructions (Step #5):** We are now ready to import this information into Quick Books. This is a normal Quick Books function, however, **we strongly suggest that you backup** your Quick Books data before continuing!!! Just in case something does not get imported correctly, you will be able to easily recover with a fresh backup. Please understand, it is critical that these steps happen in the order laid out below. It is also very critical that all prior steps have been successful. Because Quick Books is very particular about how and what it imports, anything short of perfect will cause an error.

1. From Quick Books select “File”, then select “Utilities”, then select “Import...” and a file window will open.
2. Choose the folder where the interface file was created from Counterman Pro (ie: \CMAN8\DATA) and select the “qcusmdd.iif” file. If you are not interfacing on a customer detail level, you will only need to do this step the first time you interface. If you ARE interfacing on a customer detail level, this step is necessary every time you import.
3. Once the “qcusmdd.iif” has been successfully imported, you will need to repeat step #1 above.
4. Choose the folder where the interface file was created from Counterman Pro (ie: \CMAN8\DATA) and select the “qbmdd.iif” file. If you are NOT interfacing on a customer detail level, this is the step you will be doing on a daily basis.
5. Once you receive the message that says “File successfully Imported”, your Quick Books COA should start getting populated with data.
6. At this point, reports can be run, aging can be applied, etc...

## 2.79 Disclaimers

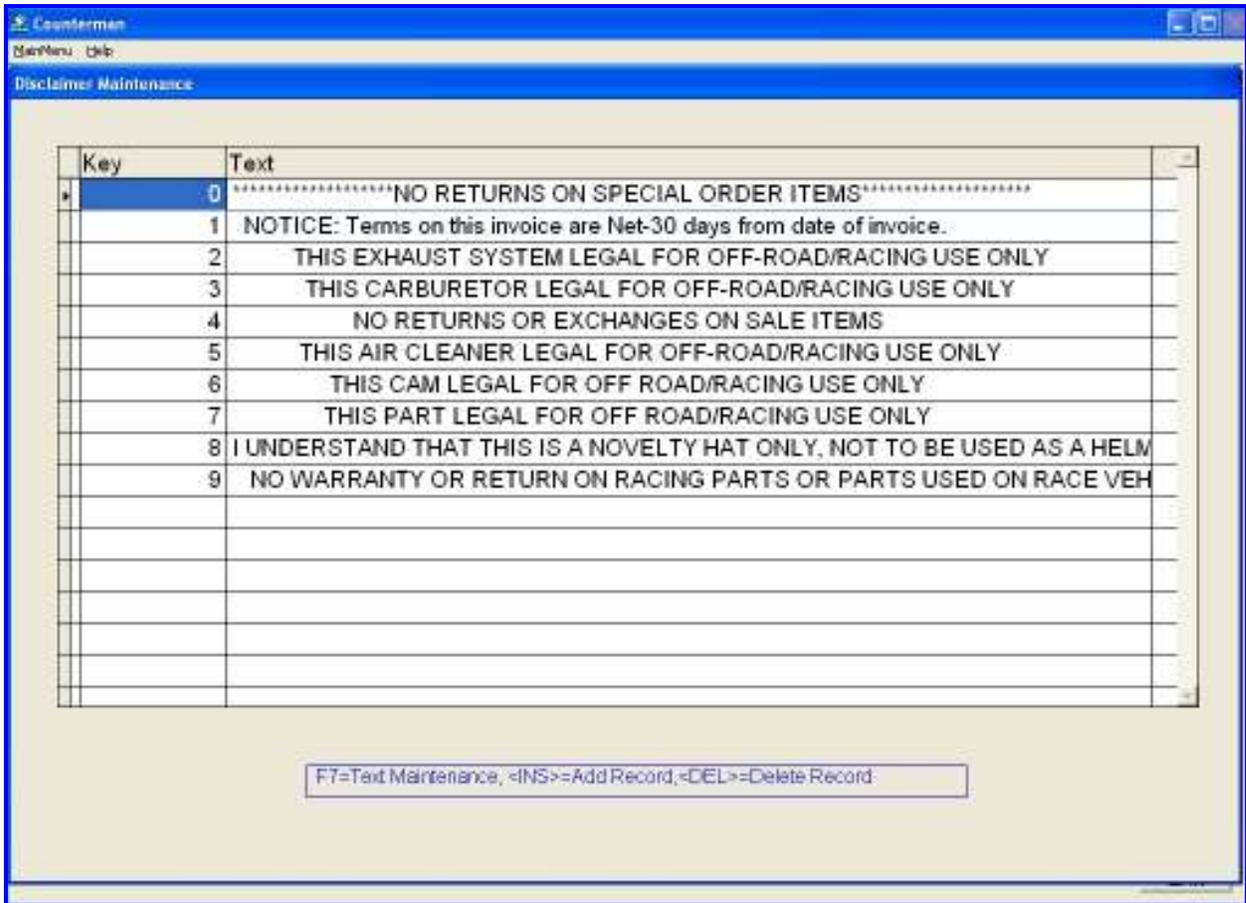
Disclaimers are used when selling an item that will inform the customer of the fact that you will not be held responsible for it, and/or you will not accept a return on the item, etc...

This message will be printed on the invoice when you sell the item(s). It is possible to “link” a Disclaimer to an inventory item and this is accomplished in the Inventory Maintenance screen (see Chapter 4.11a for more information on the Inventory Maintenance screen). This area of Counterman Pro is where you will define your Disclaimers.



2.79a. Disclaimers Table Access

1. Access the Main Menu by entering a valid Department + Employee Code in the Dept+Empcd field. This is actually Department #1 and an Employee Code of EVA all in the same field. As you type, you will only see \*\*\*\* (asterisks). This is due the security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
2. Select 1-Maintenance and Display.
3. Select 9-Table Maintenance.
4. Select 9-Disclaimers (see fig 2.79a).
5. You should now be looking at the Disclaimer Maintenance screen (see fig 2.79b)
6. To add a Disclaimer to this table, press the **Ins** key.
7. To edit the text for an existing Disclaimer, first select the Disclaimer then press the **F7** key.
8. To delete a Disclaimer from this table, first select the Disclaimer then press the **Del** key.
9. Keystrokes available in this screen are:
  - a. F7 = Edit the text for an existing Disclaimer.
  - b. Ins = Insert (or add) a new Disclaimer to this table.
  - c. Del = Delete (or erase) a current Disclaimer from this table.

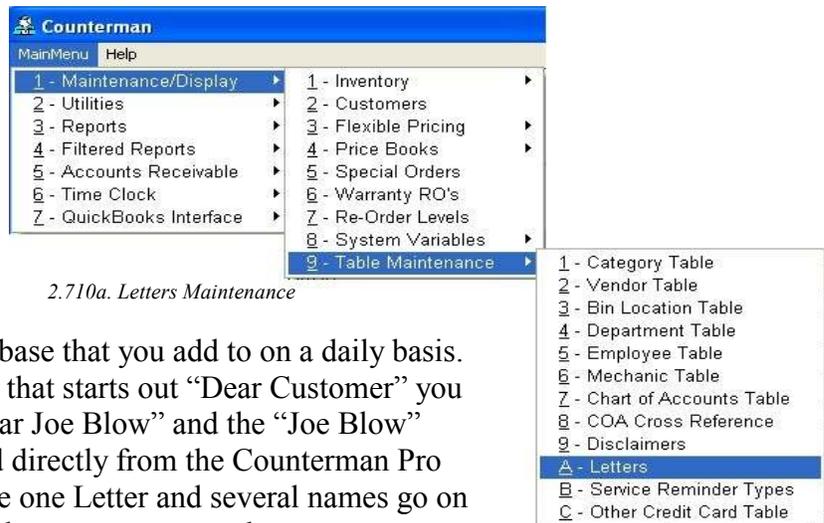


2.79b. Disclaimers Maintenance Screen

## 2.710 Letters

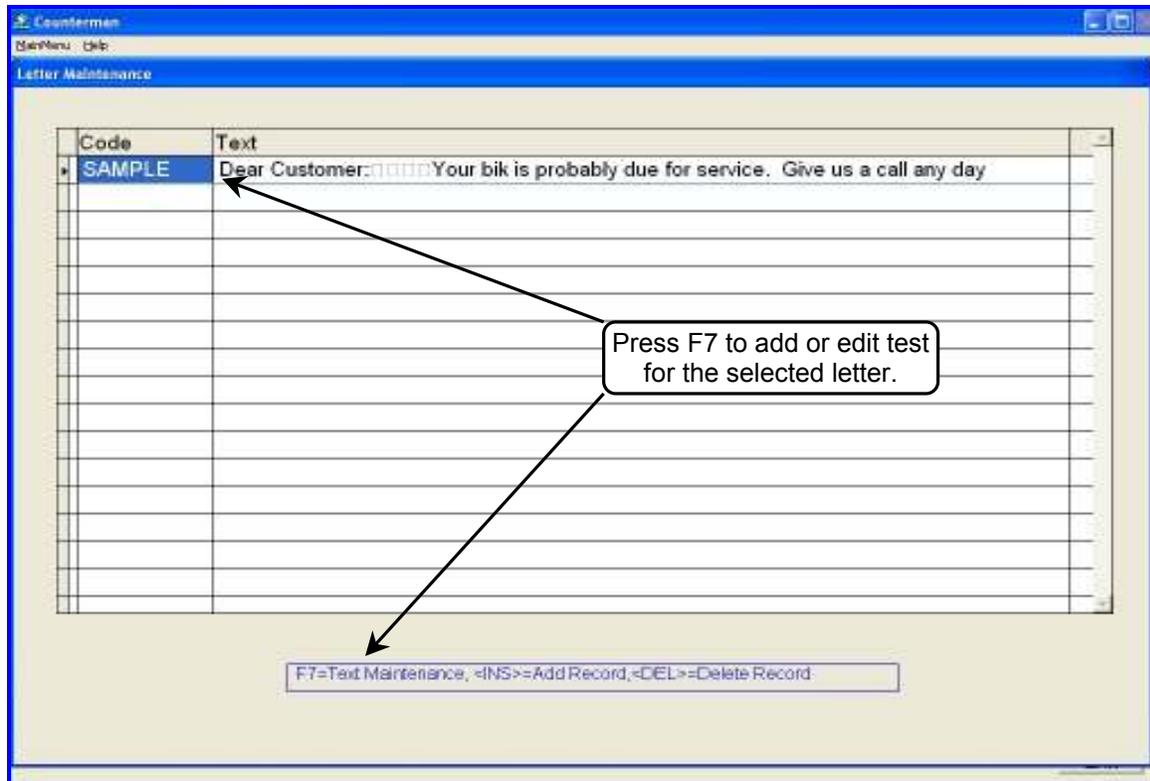
Here's a great little feature that allows you to type up "form letters" for your customers. A "form letter" is a personalized letter that you can type up and use for a multitude of customers! The Letter can be personalized with data from the

Counterman Pro customer database that you add to on a daily basis. For example, instead of a letter that starts out "Dear Customer" you could start your letter with "Dear Joe Blow" and the "Joe Blow" information would be extracted directly from the Counterman Pro customer database. So you type one Letter and several names go on that Letter. It's a nice tool that lets your customer know you are thinking about them and the Letter actually has the customer's name on it, adding a personal touch. In addition, if you have Microsoft™ Word™ installed, Counterman Pro will use the spell checker from that installation for those of us who are not grade "A" spelling champions. There is one sample Letter included with your software you can use. Do not delete this sample Letter until you have added your own new Letter. The following steps will walk you through the process of defining and editing a Letter in Counterman Pro.



2.710a. Letters Maintenance

1. Access the Main Menu by entering a valid Department + Employee Code in the Dept+Empcd field. This is actually Department #1 and an Employee Code of EVA all in the same field. As you type, you will only see \*\*\*\* (asterisks). This is due the security functions available in Counterman Pro, which is covered in detail later in Chapter 5 of this manual.
2. Select 1-Maintenance and Display.
3. Select 9-Table Maintenance.
4. Select A-Letters (see fig 2.710a).
5. You should now be looking at the Letter Maintenance screen (see fig 2.710b).

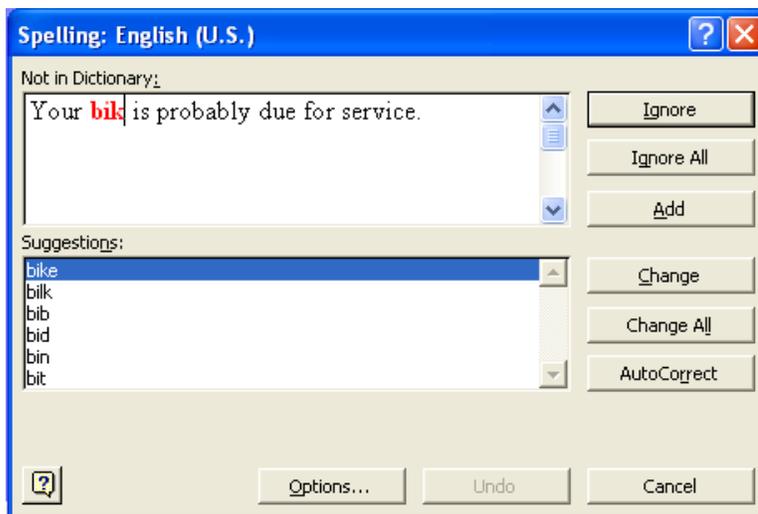


2.710b. Letter Maintenance Screen

6. A single default Letter has been included with Counterman Pro. You can use, or edit this Letter to fit your needs. Do Not delete this Letter until you have created one of your own.
7. To edit the text in an existing Letter press the **F7** key (see fig 2.710c).
8. The “Plug-Ins For Customer Letters” on the right side of this window indicate the fields that can be inserted into your Letter. Counterman Pro will pull this information from the customer database when you print these Letters. When you print your Letters, Counterman Pro will filter only the customers that meet a certain criteria for selective Letter printing (see Chapter 7.9 for how to selectively print these Letters).
9. To insert a field into a Letter, position the cursor where you want the field to go. In other words, as if you were typing the Letter, place the cursor at the point where you want the field inserted. Now, click the “Plug In” desired.
10. You can also check your spelling (requires installation of MS-Word™) by pressing the **F11** key (see fig 2.710d).



2.710c. Letter Text Edit Screen

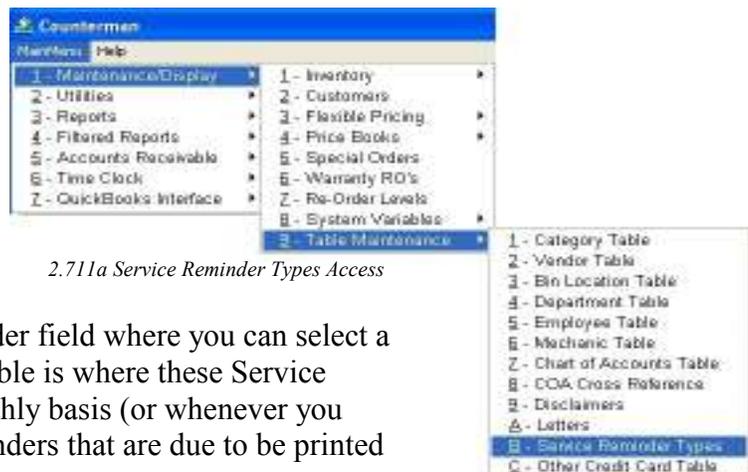


2.710d. MS-Word Spell Check Window

If MS-Word™ is installed, Counterman will use the spell checker from that program by pressing F11

## 2.711 Service Reminder Types

This table is where you maintain the different Types of Service Reminders. A Service Reminder is a valuable tool that works in conjunction with the Letters Table. When you start a Service Repair Order in Counterman Pro, a window with the customer's VIN, Make, Model, Mileage, etc will open. At the bottom of this window is a Reminder field where you can select a Service Reminder for this job. This table is where these Service Reminders are setup. Then, on a monthly basis (or whenever you want), you can print the Service Reminders that are due to be printed



2.711a Service Reminder Types Access





# Counterman Pro

## Chapter 3

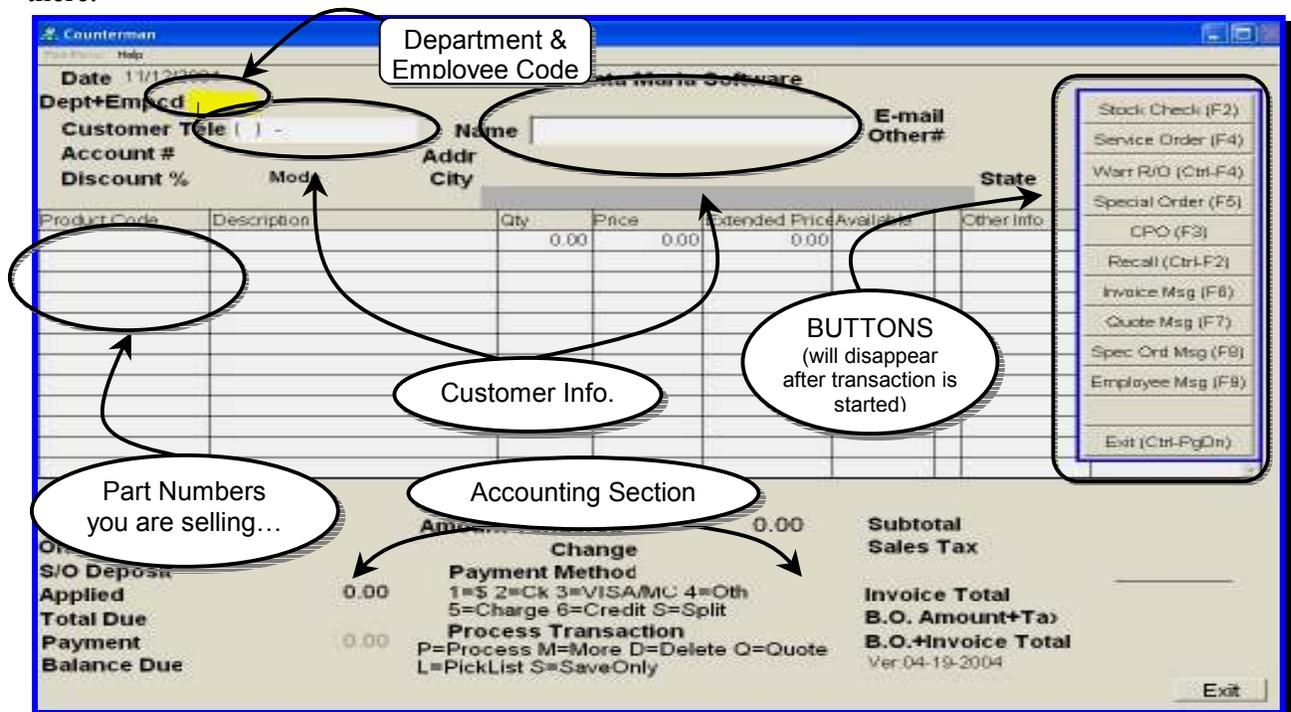
### Point Of Sale

Point Of Sale Screen	3.1
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## CHAPTER 3 Point Of Sale

### 3.1 Point Of Sale Screen

The Counterman Pro Point Of Sale screen is designed to be easy to use. Much of the design of this screen was handed down from its DOS based predecessor in an effort to make the learning curve (for our converting DOS customers) easier. Even though this is a Windows™ based program (written in MS Visual FoxPro™), there are certain sequential keystrokes that are necessary as you navigate through the P.O.S. screen. There is a row of buttons on the right side of the screen (see fig 3.1a) allowing the user to perform certain functions. Each button indicates it's function, along with the keyboard "hot key" that will do the same thing. As soon as you begin any type of transaction, these buttons will disappear because you have a transaction in progress. As soon as you **Tab** out of the Dept+Empcd (Department + Employee Code) field, the buttons will no longer be accessible. In addition, the Main Menu will not be accessible either because a transaction is in progress. Bottom line, it is usually easier to navigate through the P.O.S. screen using the keyboard rather than the mouse. However if you prefer, you can click on any button as they become available. Once a transaction is in progress and you have reached the "grid" area of this screen, a new set of buttons will appear which also indicate the "hot key" to perform each function. These will be placed on the lower portion of the "grid" and are processes that are only available from this area. Under normal circumstances, you will begin by entering your Department + Employee Code (press **Tab**), enter the customer's phone number OR press **Tab** to the Name field and enter the customer's Name (press **Tab**), and you will be in the "grid" area of the P.O.S. screen ready to enter the part numbers you are selling. The bottom of this screen is the Accounting Section and it is where the money is handled going in and out of your cash drawer. If you happen to call Counterman Technical Support, we usually need you to be at a "blank P.O.S. screen. This allows us to properly direct you to where you need to be. You will always be able to tell when you are at a blank P.O.S. screen because the buttons on the right of the screen will only be available at blank P.O.S. Pressing the **Esc** key several times will get you there.



3.1a. Point Of Sale Screen

## 3.2 Point Of Sale Transactions

Stock Check (F2)
Service Order (F4)
Warr R/O (Ctrl-F4)
Special Order (F5)
CPO (F3)
Recall (Ctrl-F2)
Invoice Msg (F6)
Quote Msg (F7)
Spec Ord Msg (F8)
Employee Msg (F9)
<b>F&amp;I (Ctrl-F)</b>
Exit (Ctrl-PgDn)

3.2a P.O.S. Buttons

There are several types of transactions you can perform in Counterman Pro. Each type of transaction is shown on the blank P.O.S. screen in the buttons on the right of this screen. You can make your selection by clicking on the corresponding button or by pressing the “hot key” displayed on that button. Each process in this row of buttons is only accessible when you do not have a transaction currently in progress. The decision as to what “type” of transaction you will be performing must be taken in consideration before you begin. When performing a normal counter sale for an item that is in stock, it will not be necessary to choose any of the selections from the list of buttons on the right. Simply enter your Department + Employee Code and press the **Tab** key to move to the Customer Telephone field. From there you can either enter this customer’s telephone number to access their account, or, press the **Tab** key again to move to the Name field. At this point you can begin to type this customer’s Name and a list of names, that match your keystrokes, will appear on the screen and allow you to choose from the list. Or just keep typing the name until it appears. If this customer is not found in the Counterman Pro database, a window will open providing you with the option to add this customer to your ever-growing customer database. However, if this is a certain type of transaction, it will be necessary to make that choice from the buttons shown on the screen before you enter your Department + Employee Code. There are several functions and transaction processes that can be performed from the P.O.S. screen and are shown in

these buttons, as follows. Each process is discussed in detail (in this Chapter) and in the section preceding the option:

- 3.21 Normal and Cash Transactions (*no button necessary*)
- 3.22 Stock Check (F2)
- 3.23 Service (Repair) Order (F4)
- 3.24 Warranty R/O (Repair Order) (Ctrl-F4)
- 3.25 Special Order (F5)
- 3.26 CPO (Cash Paid Out) (F3)
- 3.27 Recall (a previously saved transaction) (Ctrl-F2)
- 3.28a Invoice Message (F6)
- 3.28b Quote Message (F7)
- 3.28c Special Order Message (F8)
- 3.28d Employee Message (F9)
- 3.3 Exit (Ctrl-PgDn)

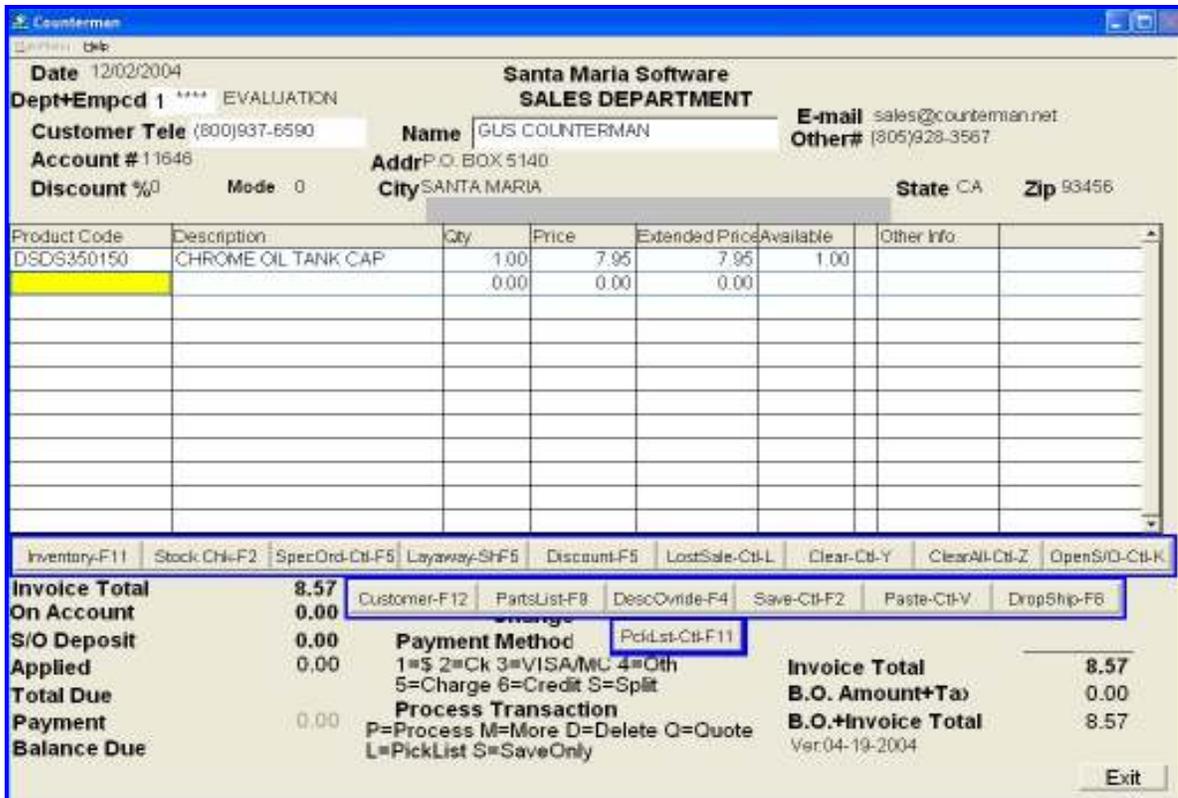
It is also important to understand, as you navigate through the P.O.S. screen, different buttons will appear as the different processes become available.

### 3.21 Normal and Cash Transactions

A Normal Transaction is one where you have all the items “in stock” that the customer wants. It is not a Service Repair Order or any other special process. The exception to this rule would be for Special Orders. The reason for this is simple. Let’s say you have a customer who is purchasing a few items you have on hand. Then he decides he wants an item you do not have on hand. Rather than perform two separate transactions for this customer (1-Special Order and 1-Counter Sale), you can “mark” items you do not have in stock as Special Order. This allows you to perform a Normal Transaction along with a Special Order on the same invoice. Performing

this type of transaction requires the customer Name and Telephone fields to be properly filled in (you can't Special Order an item for a Cash Customer). A Cash Transaction in Counterman Pro does not require you to enter the customer Name or Telephone Number. You can simply begin the transaction by entering your Department + Employee Code (press Tab), then press the Tab two more times to proceed into the "grid" of the P.O.S. screen. Here you can enter the items your customer wants. However, you will not be able to accept any other Payment Method other than CASH for this type of transaction. There are several reasons for this. Mostly, it is what current Counterman users wanted in the program. Simply put, a Cash Transaction is exactly that, a CASH Transaction. The following steps are necessary for a Normal Cash Transaction...

1. From the blank P.O.S. screen, enter the Department + (your) Employee Code and press **Tab** to move to the Customer Telephone field.
2. If this is a Cash Transaction, press the **Tab** key twice to move into the "grid" (and skip to step #4). If this customer already exists in your customer database, you can enter their Telephone Number to access their account (press **Tab** then **Enter** to select this customer) or, press **Tab** again to move to the Name field and enter their Name.
3. If this customer is not found in the Counterman Pro customer database, you will be asked if you would like to add them. If this customer is found in the Counterman Pro customer database, you can select them. When you select or add a customer, their information will appear on the top of the P.O.S. screen once you enter the "grid".



3.21a. P.O.S. Screen, in the "Grid"

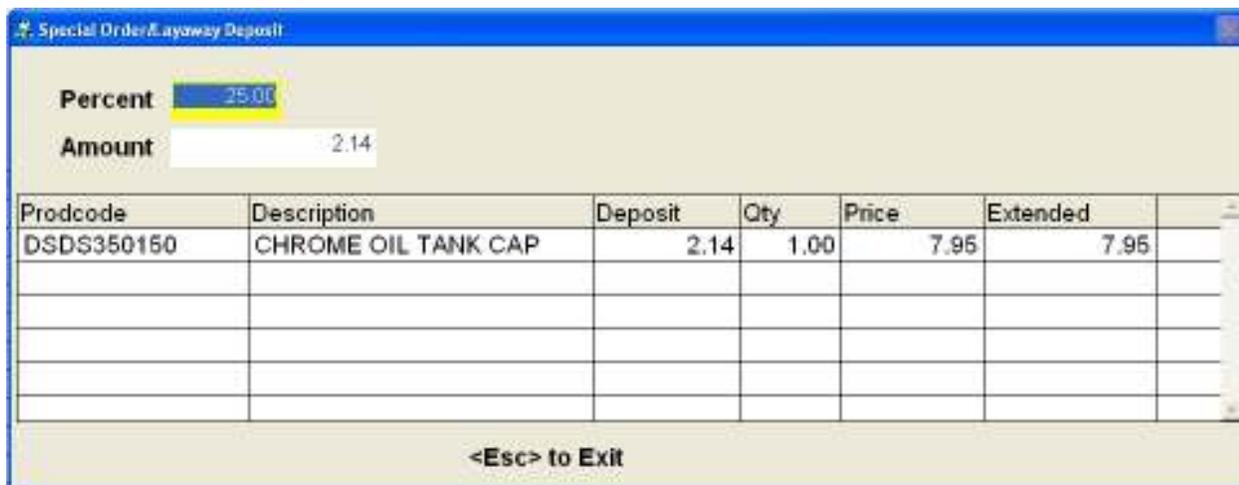
4. Now you are ready to enter the product codes (part numbers) and quantities for this sale. Counterman Pro allows for bar code scanning at P.O.S. and (if you are equipped with bar code hardware) you may scan the bar coded label (originally created with Counterman Pro) for each part number. Otherwise, type in the product code and press the **Tab** key to move to the Qty (Quantity) field.

5. Enter the quantity for this item and press the **Tab** key again (see fig 3.21a).
6. Also notice a new set of buttons has appeared on the lower section of the “grid”. These buttons have the “hot key” to the right of each (see fig 3.21b). These selections are only available from the “grid”.



3.21b P.O.S. Buttons From the “Grid”

7. Each of these selections will be covered in detail later on in this same Chapter. For now, let’s finish our current transaction.
8. If there are no additional items on this transaction and there are no Special Orders on this transaction, move from the “grid” area to the lower portion of the screen (known as the “accounting section”) by pressing the **PgDn** (Page Down) key. You will be positioned at the Payment field. It is important to understand that this field represents the amount your cash drawer is incremented by in order for the Cash Drawer Report to balance at the end of the day. Now skip to step # 15 to complete the transaction.
9. If you need to Special Order an item it’s easy in Counterman Pro. Simply enter the item into the “grid”, or select the item by highlighting it in the “grid”. Now press the **Ctrl-F5** keystroke combination or click on button labeled “SpecOrd-Ctl-F5” to mark that item as Special Order. A red **S** will appear in the column to the right of “Available” indicating this item is being placed on Special Order.
10. Once you have finished entering product codes, it will be necessary to move to the “accounting section” of the P.O.S. screen by pressing the **PgDn** (Page Down) key.
11. Because there is a Special Order on this transaction, a deposit window (see fig 3.21c) will open and allow you to enter a deposit percentage or deposit amount for the Special Order item(s). The default percentage that was selected in System Variables is the percentage that will appear.

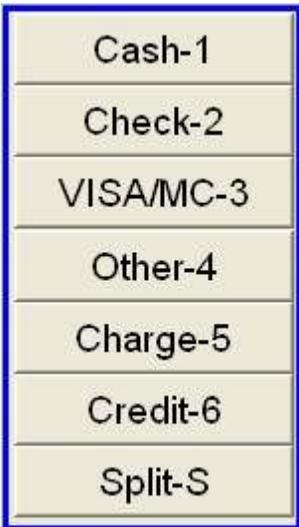


3.21c Special Order/Lay Away Deposit Screen

12. If you want to take a specific amount towards the Special Order item, change the percentage to **0** (zero) and press **Tab**. Or, you can change the percentage, or you can leave it the way it is and press **Tab**. In any case the result will be the amount due that

reflects the total Special Order deposit + the amount of any items your customer is purchasing today. Once the deposit amount has been entered, press **Esc** to close this window.

13. All Special Order (and Lay-Away) deposit money is automatically linked to each Product Code and will not be used until each item gets picked up by the customer (and you have processed a transaction to reflect the Special Order Pick Up).
14. The next field you come to is the **Pmt+Deposit**. This must always be the amount that your cash drawer is incrementing by in order for the Cash Drawer Report to balance. If you would like to change the amount you are receiving from your customer, make any changes in deposit window, not in the **Pmt+Deposit** field. If you make a mistake, just press the **PgUp** (Page Up) key to return to the “grid”, then the **PgDn** (Page Down) key to open the Special Order Deposit window again.
15. Once everything looks correct you can press the **Tab** key to move to the Amount Tendered field. This field is purely a “cash calculator” that will display the correct amount of change due to your customer when accepting currency. If you are accepting any payment method other than Cash, it is not necessary to fill in the Amount Tendered.
16. If you find yourself needing to move back up, or back into the “grid” when you are positioned in the lower portion (Accounting Area) of the P.O.S. screen, you can press **PgUp** (Page Up) to move back up, then **PgDn** (Page Down) to move back down.
17. Press **Tab** to move to the Payment Method field and a small row of buttons will open displaying your choices for Payment Method.
18. The Payment Method is very important because it allows the Cash Drawer Report to



3.21d. Payment Methods Buttons

properly balance. As you can see (in fig 3.21d) there are several choices for Payment Method and each is labeled as such. The first three are **Cash-1**, **Check-2**, **Visa/MC-3**. The fourth selection is **Other-4**. This is where the Other Credit Card Table comes into play, as the choices you have pre-setup in this table will be available when you select this Payment Method. **Charge-5** is used for extending your customer credit for all or part of this transaction. If this is a Charge sale, the Payment or **Pmt+Deposit** field would need to be less than the total of the transaction, resulting in the customer owing you for all or part of this transaction. **Credit-6** is used for items that are returned to you by the customer that you are not refunding money on. Instead, you are providing a “Store Credit” and the amount for the items being returned will go onto this customer’s account balance for future use. **Split-S** is used for situations when the

customer is paying by more than one Payment Method. In other words, partially by check and the rest by credit card. There are five additional Payment methods not listed in these buttons and are used for Internal Sales (see section 3.21b for Internal Sales and section 3.21c for Internal Payment Methods, starting on page 65, for additional information on using Internal Sales).

19. Once you have selected the correct Payment Method, Press the **Tab** key to move to the transaction processing selections. A small row of buttons will open allowing you to make a selection from the list of processing options.

20. The default for Processing a transaction is Process-P. The second selection is More-M.



3.21e Transaction Processing Buttons

This selection will also Process the transaction, but will open a small window where you can type notes in (these notes will be printed on the invoice). The third option is Delete-D and is used for deleting unwanted transactions that are on hold, or previously saved. The fourth option is Quote-Q and is used for printing a Quote. This causes no processes to happen, just a printed Quote. PickList-L is used when an order is taken in one area of your shop, and the items are pulled and shipped from a different area. SaveOnly-S allows you Save the current transaction. This allows this exact transaction to be recalled at any time, but no processing happens unless there is an item that is marked for Special Order. This feature is allowed specifically for Service Repair Orders, but also works

on a counter sale.

21. After making your processing selection, press the enter key to complete your transaction.

### 3.21a Buttons Available From the Grid

As you navigate through the P.O.S. (Point Of Sale) screen you will notice a different set of “buttons” that will appear and disappear. This simply means the functions these “buttons” represent are now available, or are no longer available. In this chapter we will be covering the available options (a.k.a. “buttons) from the grid of a transaction (see fig 3.21b). These options will appear at the bottom of the grid on the P.O.S. screen and can only be selected from within the grid with a transaction in progress and your cursor has moved into the grid. All of these options can be selected by pressing the keystroke shown, or by clicking on the appropriate selection. These will be covered from left to right as shown below...



3.21b P.O.S. Buttons From the “Grid”

**Inventory-F11** Inventory Access

If you find the need to view or edit an inventory item when you are in the middle of a transaction, you could select the item in question and press **F11** or click this button. This allows full editing capabilities right from the P.O.S. screen. Of course, this option requires access when security is enabled.

**Stock Chk-F2** Stock Check Screen

This option is used more than any other in Counterman Pro and is available throughout the program. If you have an item selected in the grid on the POS screen, pressing **F2** (or clicking on this option) will open the Stock Check Screen for the selected item. Alternately, you have the option of entering different part numbers from the Stock Check Screen. To find out more about the Stock Check screen, see Chapter 3.22.

**SpecOrd-Ctl-F5****Special Order (mark an item for)**

A Special Order is an item you do not have available and intend to order it from the vendor for your customer. You have the ability to mark certain line items for Special Order. This selection requires customer information (you cannot perform a Special Order unless you have the customer's information). So if you would like to mark a line item for Special Order, select the item and press **Ctrl/F5** or click on this option.

**Layaway-ShF5****Lay-Away (mark an item for)**

A Lay-Away is an item you have available in stock and want to set it aside (with or without a deposit) for a particular customer. This process will print out a label with the customer's name, item description, and date. So if you would like to mark a line item for Lay-Away, select the item and press **Shift/F5** or click this option.

**Discount-F5****One Time Discount**

A Discount may be applied to a selected item, or to the entire transaction. If you want to apply a Discount to just a selected item, first select the item, then press **F5** or click this option. Alternately, you may choose to Discount the entire transaction. For additional information on how Discounts work see page 63, step #7 (this is the same window that is used for One Time Discounts. Of course, this option requires access when security is enabled.

**LostSale-Ctl-L****Lost Sale**

A Lost Sale can be recorded if you feel you have Lost a Sale on an item you do not have available. Your customer wants this item but, because you don't have it right now, they are going elsewhere to obtain it. It's a good idea to record Lost Sales as they happen because this information can provide a report which can help you decide if you should stock that item or not. Additional information for the Lost Sales Report can be found in Chapter 6.10. An item can be sent to the Lost Sale Report by selecting the item and pressing **Ctrl/L** or by clicking on this selection.

**Clear-Ctl-Y****Clear Line Item**

Here is a handy tool that will temporarily delete everything on the selected line item. When a Special Order item has been received, it will automatically show up in the grid when you access the customer's record. But if they choose not to pickup the item at that time, you can clear out this line by using this option. This process will only clear the information temporarily and any Special Ordered item(s) will reappear the next time you access this account. Your first thought might be to hold the Delete key down, or BackSpace over the selection. This option makes this task much easier and will accomplish the same thing with a single keystroke or click of the mouse. You can delete an entire line, or delete what is displayed to the right of the cursor's current position. This function will erase everything on the line that is displayed to the right of the cursor position. To use this function, move the cursor to the desired position and press **Ctrl/Y** or click on this selection. If you need to clear the entire screen, see the following process information for Ctrl/Z.

**ClearAll-Ctl-Z**

**Clear All**

This option works similar to the Ctrl/Y option, but will effectively erase everything from the grid on the current transaction. When a Special Order item has been received, it will automatically show up in the grid when you access the customer's record. But if they don't want to pickup the items at that particular time, you can clear out all items with a single keystroke by using this option. This process will only clear the information temporarily and any Special Ordered item(s) will reappear the next time you access this account. So if there are several line items displayed in the grid and you want a clear grid, press **Ctrl/Z** or click on this selection.

**OpenS/O-Ctl-K**

**Open Special Orders**

Here's the scenario; You have a customer with one or more Special Order items that have not been picked up (meaning: customer has not yet taken possession of the s/o items) and you need to check the status. This selection will only display the open Special Orders that have not been picked up yet and provides information on these Special Order items easily by choosing this selection. This selection also allows you to cancel or transfer the item to Lay-Away status. This is very helpful when an employee takes a Special Order for an item you later find is in stock. To use the **Ctrl/K** function, the selected customer must have existing open Special Orders. When you press **Ctrl/K** or click on this selection, a window will display the current open Special Order items for the selected customer (see fig 3.21f). This screen was setup for viewing only and was originally setup for use with Service Repair Orders, but some options are available from here. Additional options for existing Special Orders can be accessed by using the **Customer-F12, R** (see the button labeled Customer-F12 for additional information on this process). To access this window, with a P.O.S. transaction in progress and while your cursor is in the grid, press **Ctrl/K** or click on this option. As you can see, there is much information displayed in this window. The first column is the Product Code, then Description. The Qty field is the quantity that was originally ordered by the customer. The Date represents the Date of the Special Order transaction. If the item is being "Linked" to a Service Repair Order, the Service Order field would display the Hold File Name. Deposit indicates the amount of Deposit that was placed at the time the item was ordered. The Order Date field will display the date that you ordered this item from the vendor, while the Rcvd Date field shows the date you received this item. The last field, called Rcvd, indicates the quantity you have received. So, all you really need to know is the actual lead time from the vendor to be able to provide your customer with an E.T.A. (Estimated Time of Arrival) for when you will be receiving the item they are waiting for.

Prodcod	Description	Qty	Date	Service Order	Deposit	Order Dt	Rcvd Dt	Rcvd
49-123	BO RET RG 40-54BT SF	2.00	06/15/04		13.99	06/15/04	/ /	0
49-124	RET RG 32-57 OHV BT	2.00	06/15/04		10.75	06/15/04	/ /	0

F7=Service Order Link/Unlink, F11=Special Order Record

3.21f Ctrl/K Open Special Orders Window

Additional keystrokes available from this screen are:

**F7** = If you are accessing this screen from a Service Order, you can “Link” the existing Special Orders to an open R.O. by pressing the **F7** key (see Chapter 3.23a for additional information on “Linking” Special Orders to Service Repair Orders).

**F11** = Provides access to the Special Order Record Information and allows some editing to take place (see fig 3.21g). For additional information on this screen, see Chapter 4.13. You are in “Edit Mode” when you enter this screen and the editable fields are as follows:

- Order Date
- Order Qty
- Receive Date
- Receive Qty
- Pickup Date
- Picked Up Qty
- Comments Window

**Del** = Delete (or cancel) the Special Order. If there is a Deposit involved on the item, the Deposit amount will be moved to the customer’s regular account balance when choosing this function.

The rest of the fields are named and additional information about what each field is and what each field represents can be found in Chapter 4.13 of this manual.

The screenshot shows the 'Special Order Display' window in Counterman Pro. The window contains the following information:

- Customer Tele:** (800)937-6590
- Reference #:** 159589
- Name:** GUS COUNTERMAN
- Account#:** 9245
- Product Code:** 49-123
- Deposit:** 10.97
- Description:** RET RG-40-54BT SPR/PIN BE
- Price/Unit:** 10.18
- Transaction Date:** 12/03/2004
- Canceled By:**
- Order Date:** 12/03/2004
- Order Qty:** 1
- Received Date:** //
- Received Qty:** 0
- Pickup Date:** //
- Picked Up Qty:**
- SwapTo:**
- Order Open:**
- BackOrder Cancelled:**
- Comments:** (Empty text area)
- Service Order Link:** (Empty text area)

3.21g Special Order Record Screen

**Customer-F12**

**Customer Information**

This option provides access to different features that will directly affect this customer and/or this transaction. Pressing the **F12** key or clicking on this option will open an additional window that allows these features (see fig 3.21h). All of the features shown are accessible by pressing the



3.21h F12 Customer Access Window

corresponding key or by clicking on the selection button. Here is an explanation for each of the functions available from this screen...

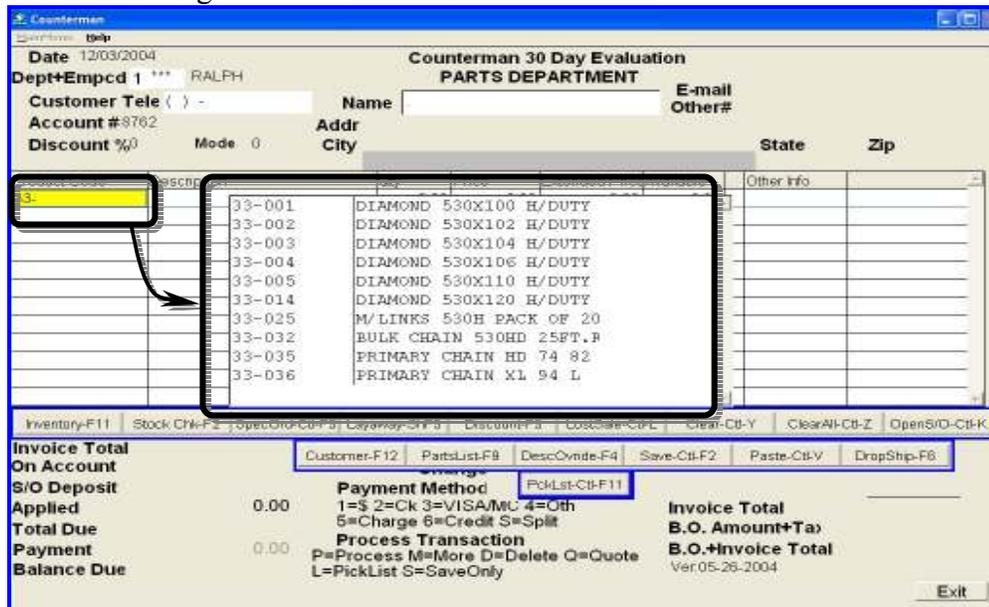
1. Out of State Mail Order, if checked will not charge tax to this customer (who lives out of state) for this sale only.
2. Edit Customer, can be accessed by pressing the **E** key or by clicking on this option. This will open the customer’s account screen and you will automatically be placed in “Edit Mode”. For additional information on the options in this screen, see Chapter 4.2 beginning on page 136.
3. Next Customer would display the next customer (alpha-numerically by name) and this option can be selected by pressing **N** or by clicking on this option.
4. Previous Customer would display the previous customer (alpha-numerically by name) and this option can be selected by pressing **P** or by clicking on this option.
5. Print Customer Label would print the address label for this customer to the label printer you have defined. This option can be selected by pressing **L** or by clicking on this option.
6. Review Special Orders by pressing **R** or by clicking on this option will allow for viewing and special edits for existing open Special Orders and show any closed Special Orders also (see fig 3.21i). As you can see there is much information in this window. The available keystrokes for this area are as follows:
  - F4** = Transfer To Lay-Away. Choosing this option will take this item off of the ReOrder List and allow you to set it aside for this customer. This is a nice little tool for when an item is placed on Special Order, then before you order it you find one in stock. This process will not only remove it from the Special Order List, but also show it as a received Special Order. In addition, this process affects inventory, in that the assumption is made that the item is actually in stock. So the Qty Available field (in inventory) is decremented and the Reserved Special Order field (in inventory) is incremented by the quantity shown on the Special Order Quantity. The Total On Hand field does not change.
  - Del** = Delete (or cancel) the open Special Order. If there is any Deposit connected to this Special Order item, it will be moved to this customer’s general account balance.
  - F11** = Provides access to the Special Order Record Information and allows some editing to take place (see fig 3.21i). For additional information on this screen, see Chapter 4.13. You are in “Edit Mode” when you enter this screen and some of the fields can be edited. The editable fields include the three date fields on the left of the screen and the quantity fields on the right. You may also edit the comments field.

*Continued...*



**PartsList-F9****Parts List**

Here's a nice tool that really helps when it comes to superceded part numbers, or for when you cannot remember the entire part number. Once you have entered 3-characters in the Product Code field of any transaction, you can press **F9** or click on this selection. This will cause a small window to open and display ten items from the Price Book File that match your keystrokes, along with a partial Description for those items (see fig 3.21k). This feature can be called up at a moments notice, however is slow to react when using it over a network. This is due to the size of some of the larger Price Book Files.



3.21k Part List Screen

**DescOvrde-F4****Description Override**

This option allows you to change the normal Description for any item you are selling. The change will be in effect for the current transaction only and makes no changes to the current inventory Description. The edited Description will only appear on the printed invoice and/or quote. To use this function, press **F4** or click on this option. You can then type your Description and press Tab.

**Save-Ctl-F2****Save Transaction in Progress**

To Save the current transaction in progress, press the **Ctrl/F2** key or click on this option. A window will open for you to type a name in and allow you to Save it under what ever name you choose. This allows that transaction to be Recalled. The keystroke of **Ctrl/F2** is the same whether you are Saving or Recalling a transaction. It just depends on where you are in the program. From the grid, with a transaction in progress, **Ctrl/F2** Saves, from a blank P.O.S. screen **Ctrl/F2** Recalls.

**Paste-Ctl-V****Paste (from Copy) Function**

This function allows you to Paste anything you have copied (into system memory) from just about anywhere in Windows™. Whatever has been copied into system memory can then be Pasted to the current field by pressing **Ctrl/V** or by clicking on this option. Alternately, you can



these Internal Payment Methods). There are many ways to utilize this tool and Counterman Pro offers five different Internal Payment Codes. Each will charge the invoiced items to the corresponding department. You can move product in your shop and transfer product to different departments by charging these items to the department that will be using them. An example of this would be for an item in inventory needed by your service or sales department. The inventory already belongs to your shop, you just need to use it internally. The Internal Sale would relieve your inventory and record the sales history for the item, while charging the correct department for using it. This would be classified as an expense. You could also use the Internal Sale to process Service “come-backs”. This would allow for a Service Transaction to charge the parts and labor for the “come back” to the service department and to the mechanic. Another example is for advertising and promotion, which is a write-off expense. In this scenario, you could provide inventory items on an “Internal” transaction using the benefit name for the customer name, then process the transaction using an Internal payment method of 13 (Parts). There are several instances when an Internal Sale might be needed and Counterman Pro provides this tool to move product and/or services through your shop without affecting the cash moving through your shop. Internal Sales are recorded and printed on every Cash Drawer Report in a separate section on the Cash Drawer Report Summary. This provides management with tracking methods and helps prevent the unauthorized use of this type of transaction.

Some of the examples for using an Internal Sale are:

1. **Damaged Merchandise.** This would be considered a tax write off and recording this Internally would provide a means to track this type of transaction.
2. **Service Come-Backs.** Sometimes, for what ever reason, a repair job must be done a second time. You cannot charge the customer again but you need to keep track of this as an “expense”.
3. **Promotional Items or Donations.** If you give something away for Promotional reasons, you would want to consider the tax write off also. Charge the items off to Advertising and Promotion by selling the items Internally.
4. **Add-On Items to a Major Unit.** New or used bikes sometimes need accessories or repairs. This can be done by selling the parts and labor Internally.
5. **Parts Returns to Vendors.** Returning an item to a vendor, but don’t want the item to affect your profit margins or sales history? Internal Sale is the answer.

In all of these cases an Internal Sale would be used. All Internal Sales are processed the same as a normal transaction, with the exception of the Payment Method (for more information on Internal Payment Methods, see section 3.21c).

## Internal Payment Methods

There are five available Internal Payment Method Codes, as listed below, followed by an explanation of each. The use of the Internal Payment Codes must be entered at the time the transaction is processed, in lieu of the normal Payment Method. These “codes” are not listed as an available Payment Method, as they are only to be used by management personnel. “Internal Sales” do not affect the cash in or out of the drawer, but are printed in a separate section of the Cash Drawer Report Summary. When processing an Internal Sale, never change the amount shown in the “Payment” field. The internal codes that follow do not show on the screen under the available Payment Methods because they are intended for management use only.

### Available Internal Payment Method Codes:

**10 - Internal, New Bike Sales Department**

**Usage:** *Adding parts and/or labor to new bikes for sale in your shop.*

**11 - Internal, Used Bike Sales Department**

**Usage:** *Adding parts and/or labor to used bikes for sale in your shop.*

**12 - Internal, Service Department**

**Usage:** *Items needed and used in the Service Department that are in stock. This can also be used for Service “come backs” to charge out the inventory items and labor, without charging your customer.*

**13 - Internal, Parts Department**

**Usage:** *For charging parts, gift certificates, or services to be used as Advertising and Promotion for your shop. These are write-off expenses.*

**14 - Internal, Vendor Returns**

**Usage:** *For returning parts back to the vendor. IMPORTANT! A debit will be placed in the vendor’s account! Please see below for an explanation on how to process a vendor return.*

There are going to be transactions that should not affect your daily cash drawer, but you need the capability to track these sales for different reasons. The Internal Sale provides you with the means to accomplish this. An Internal Sale, again, is handled at the Payment Method level from any transaction. Just use one of the payment methods below instead of the normal Payment Methods. Each Internal Payment Method is explained:

- 10 = Internal New Bike Sales.** Entering **10** in the Payment Method field of any transaction would cause the items on this transaction to be charged to the New Bike Sales Department. This can be used for adding accessories to a new Major Unit. You could however, use this for other reasons too, but this is how it will be labeled on the Cash Drawer Report Summary.
- 11 = Internal Used Bike Sales.** Entering **11** in the Payment Method field of any transaction would cause the items on this transaction to be charged to the Used Bike Sales Department. This can be used for adding accessories to a used Major Unit. You could however, use this for other reasons too, but this is how it will be labeled on the Cash Drawer Report Summary.
- 12 = Internal Service Department.** Entering **12** in the Payment Method field of any transaction would cause the items on this transaction to be charged to the Service Department. This can be used for Service “Come-Backs”, or for any item in inventory that you would like to charge out to the Service Department (because they will be using the item).
- 13 = Internal Parts Department.** Entering **13** in the Payment Method field of any transaction would cause the items on this transaction to be charged to the Parts Department. This can be used for Promotional Programs, Give-Aways, Items Damaged by the Parts Department, or for any item that is in inventory that needs to be charged out to the Parts Department. These are normally write-off expenses that can be charged to Advertising and Promotion.
- 14 = Vendor Returns.** This one is a bit different. Entering **14** in the Payment Method field of any transaction would cause the items on this transaction to be considered as a Vendor Return. There are two ways to process a Vendor Return. One way is to use the Internal Sale method discussed here. The other way to process a Vendor Return would be to treat it as a

Warranty Service Order. The difference is how the data is processed. If you will be expecting any type of payment for the returned merchandise, the Internal Payment Method 14 is the way to go. If you will be receiving a “credit” from the Vendor for this merchandise, then processing the return as a Warranty Service Order would be your best bet. This is the result of using the **14** Payment Method:

1. Customer Account used should be an account that was pre-setup with the Vendor information, A Discount of Cost + 0 (zero), and the word “Vendor” should be in the Member field.
2. No sales history for the items sold under Internal Payment Method 14 is recorded with the exception of transaction history. This transaction will not affect profit margins or sales history, but will affect the quantity available.
3. A debit will be placed into the Vendor’s Account and Counterman Pro will need a payment on account to balance the account.

### 3.21c Returns, Refunds, Payments on Account

From time-to-time a customer will bring merchandise back to you. They will either expect a Refund or a Credit. Payments on Account will need to be received and processed through Counterman to off-set a previous Charge Sale, or if a customer just wants to put some credit in their account. Counterman Pro allows several means of processing Returns, Credits, Refunds, Payment on Account, etc... In this brief chapter, we’ll look at each of these scenarios and explain the different ways of processing them.

#### ➤ Returns

A **Return** is when a customer brings merchandise back to your shop that was originally purchased from you. To process a Return, start a normal POS transaction just as you would if you were selling an item to the customer. The only difference is, in the QTY field, the number of items being returned would be entered as a negative quantity. At this point you can decide whether to give them a **Refund** (see below) or credit their account. To Credit their Account, enter a **0** (zero) in the “Payment” field after pressing the **PgDn** (Page Down) key. The Payment Method will automatically show “6” to Credit the Customer’s Account. This will Add to the available account balance for this customer and can be used for the purchase of other items.

#### ➤ Refunds

A **Refund** for a customer can only be performed if there are items being **Returned** on the current invoice, or if the customer has a positive account balance. Counterman will not allow an account balance **Refund** in excess of the actual positive balance. To process a **Refund** for **Returned** items, leave the negative amount in the “Payment” field, then select a Payment Method for the funds coming out of your drawer. If you are **Refunding** an existing Account Balance, start a transaction for the customer and do not put any entries in the sales “grid”. Press the **PgDn** (page down) key. The current account balance will show at the bottom of the screen. Type in the negative amount you wish to **Refund** from this customer’s account, select the Payment Method then process the transaction. If you are attempting to **Refund** a Special Order amount, you must first cancel the Special Order before a **Refund** is allowed.

#### ➤ Payments on Account

A Payment on Account can be for any amount and will cause a credit to be applied to the customer’s account. This account balance can be used for any future purchases and/or any Counterman transaction. To process a Payment on Account, start a transaction, as you normally would for the customer. Do not put any entries in the

sales “grid”. Press the PgDn (page down) key and enter the Payment amount into the Payment field. Tab over to the Payment Method and enter the method of payment. This amount will be credited to the customer’s general account balance.

### 3.22 Stock Check Screen

Once you understand the power behind this tool, you will likely be using the Stock Check Screen a lot. With the touch of a button you will not only have information about what the part is, where it is located in your shop, how many you have, and what the selling price is... you will also be able to compare this item to “like items” from different vendors and compare their pricing all on this one screen! Or, you may not have the number you are looking for, but may have a related part number in stock. This is where you’ll find this information. Because this screen is used more than any other in Counterman Pro, we have made it available from just about anywhere in the program.

1. Press **F2** to access the Stock Check Screen (see fig 3.22a).
2. Enter the Product Code (part number) for the item your customer wants and press Enter.



3.22a. Stock Check Screen

3. As you can see (in fig 3.22a), there is an abundance of information available from this screen. The **top area** of this screen shows the Product Code, Description, how many you have Available, whether or not this item is on B/O (Back Order), the last Date you received it, the Quantity On Order, where it is located in your shop (BinLoc), the vendor’s catalog page number (if available) and the current selling price. In **Red**, there is a question: **\*\* Lost Sale ? \*\*** that allows you to record this item as a “Lost Sale”.
  - a. The **center** of this screen displays any related Product Codes. A Related Product Code is an item that is virtually the same item, from a different supplier. So you could compare pricing, or see if you have this item from a different vendor right from this screen.
    - i. If the Description says **\*\* NOT STOCKED \*\*** it means that the information is being pulled from the Counterman Pro Price Book files.
    - ii. If the Description says **\*\* No Record Exists \*\*** it indicates the Price Book for this vendor is not installed in Counterman Pro.

- iii. If the Description shows the actual Description for the item, this means Counterman Pro is getting the information right from your Inventory file. You can move to a Related Part Number by moving the cursor to the desired Product Code, then press the Enter key to bring that item to the top of the screen, where the actual Description for the item would be displayed.
- b. The **bottom** section of this screen displays the additional keystrokes which are available to you, once an item has been entered:
  - i. **E** = Enter Procode, allows you to enter a new Product Code.
  - ii. **O** = Original, will take you back to the Original Product Code you entered. This is helpful after pressing N (next) or P (Previous) to get back to the Original Product Code entered.
  - iii. **F11** = Inventory Rec, allows you to VIEW the inventory record. This is similar to Inventory Maintenance, but you cannot make any edits from this screen (see fig 3.22b). It is a View Only and there are few options from this screen. The available options you can view from this screen are:
    - 1. View Open Special Orders, displays Open Special Orders.
    - 2. Reserved Detail, displays Reserved Service or S/O (Special Order) Detail.
    - 3. Disclaimers, displays the Disclaimers linked to this item.
    - 4. History, displays the detailed Sales History for this item.
  - iv. **N** = Next, will display the Next inventory item in Product Code order.
  - v. **P** – Previous, will display the Previous inventory item in Product Code order.
  - vi. **L** = LostSale, will record this item as a Lost Sale. Also see in red at the top/middle of this screen, asking the question “**Lost Sale ?**” You can record your Lost Sales and report them from the Reports Menu in Counterman Pro.
  - vii. **R** = Retail/Cost-Msr, will display the Cost and MSR (Manufacturer’s Suggested Retail) for the item on the screen, in addition to the Related items.
  - viii. A keystroke (that is not shown on the screen) can actually “paste” the item that is on the top of the screen right into a P.O.S. transaction. However, this function requires that you are currently in a P.O.S. transaction with your cursor in the Product Code field. Press the **Space Bar** to paste the item to your transaction in progress.

*Continued...*

Inventory Maintenance	
Product Code	11124
Description	OIL SEAL
Cost	1.12
Selling Price	1.60
Gross Profit%	30.0000000
Suggested Retail	1.60
Balance Available	-1.00
Reserved-Service	9.00
Reserved-Spec	2.00
Total On-Hand	10.00
Qty Sold MTD	1.00
Cost MTD	1.12
Sales MTD	1.60
Margin %	30.0000000
Qty Sold YTD	1.00
Cost YTD	1.12
Sales YTD	1.60
Margin %	30.0000000
12 Month Sales Total	130.00
Avg Monthly Sales	0.0000 (6MOS)

3.22b View Inventory Record Screen

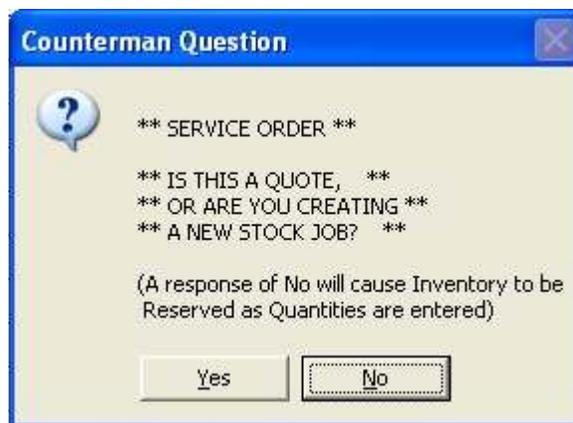
### 3.23 Service (Repair) Orders

A Service Repair Order is a job in progress. Rarely does someone bring their motorcycle in for a repair job and can have it back right away. Most of the time you won't know what parts are necessary to complete the repairs until you get into it. Sure, it will likely take a gasket, or some oil, it will for sure take some amount of Labor... But for the most part, we must consider this process, a "job in progress". The Counterman approach to this process requires an understanding by the user (you). Because items that are being added to this "job in progress" are not actually sold until the job is finished and the customer picks up his motorcycle, we cannot show these items as sold until the job is done. But these items are not available for sale either. So if an item is being installed on a motorcycle in your Service Department, you don't want to show the item available for sale. There is a special field in the Counterman Pro Inventory Screen for these items. When a Service Repair Order is in process, any items being added to the transaction are removed from Balance Available and placed into Reserved for Service. This process takes place immediately and does not require the transaction to be processed in order to affect the inventory balance. The requirement is to Save the Service Order transaction by pressing **Ctrl/F2**. This process creates a Hold File with the name you have defined. Hold File naming conventions are different for different shops. Counterman was never intended to replace the Hand Written Repair Order, rather to enhance it. Different states have different liability disclaimers that are necessary to be printed on Repair Estimates and pre-printed R.O.'s will usually have this taken care of for you. We suggest using the Hand Written Repair Order Number, as they are normally pre-numbered. As the job is in progress, you would just recall the saved transaction, add whatever the mechanic needs to complete this "job in progress" and save it again. This will go on until the job has been completed. Additionally, you have the ability to track items that have been Reserved for Service and run reports on these items too. You can also process Special Orders and Link previous Special Orders (that were done from the normal P.O.S. sales screen) to a Service Repair Order. It is important to understand, the Service Repair Order works differently from a normal P.O.S. transaction in that, it "Allocates" your inventory (sets the item(s) aside) for the motorcycle you are working on. Once the customer picks up his motorcycle and the Service Repair Order is processed, the items come out of Reserved for Service and get placed in the normal sales fields, at which point are calculated like normal. Here is the general process:

1. To start a Service Repair Order and allocate inventory for this job, press the **F4** key (see fig 3.23a). Notice a window appears and asks you an important question. Simply put, IS THIS A QUOTE, OR ARE YOU CREATING A NEW STOCK JOB? Answering this

question properly is the key to understanding how Counterman Pro handles the inventory balances for this process.

- a. An answer of **YES** would result in no changes to inventory for the following:
    - i. A “Quote” is exactly that. You do not want to affect your inventory and are merely providing your customer with an estimate for the job.
    - ii. A “Stock Job” is a Service Repair Order that can be recalled and used over and over again. Let’s say you have a cam job for an Evo. The cam itself may change, but the gaskets, seals, labor, pushrods, etc, remain the same. So you could Create a Stock Job for a cam replacement with all the basic items, save it as an “Evo Cam Job”, then recall it and apply different customer names to it over and over again.
  - b. An answer of **No**, which is the default answer for this question. Meaning you will be allocating inventory towards this transaction and this is an actual job. You can still do a Quote for this if you like, but inventory is being placed in the “Reserved for Service” field.
2. Enter your Department + Employee Code and press **Tab**.
  3. If you have selected (in System Variables) to “Get Mechanic Code”, Enter the Mechanic Code for the mechanic who will be doing the work and press **Tab**. This can always be changed later, as the Mechanic Code at the time of processing is the one who gets credit for the sale.
  4. Your cursor should be in the Customer Telephone field. You can enter the customer’s phone number and press **Enter** or press **Tab** to move to the Customer Name field. Enter the customer’s name and press **Enter** to access the customer information. If the customer is not found, you can add them from here.



3.23a Service Order Question

5. Once you have chosen your customer, a new window will open with this customer’s VIN information (see fig 3.23b) Here you can add and/or select the vehicle you are going to be performing work on. This information also gets printed on the final process. The customer is allowed several vehicles. Just highlight the one you will be performing work on and press the **Esc** key. You can also enter new Vehicle Information here. The bike you will be performing the work on is the bike selected when this entire transaction is completed and is processed. So, it can be changed at anytime and the vehicle selected upon completion is the vehicle information printed and saved on the invoice. A Service Reminder can also be added at this point. Service Reminders must be pre-defined from the Service Reminder Types in System Tables (see Chapter 2.711 for more information on setting up Service Reminder Types). If you choose a Service Reminder, be sure and

enter a number in the Reminder in # Months field. This will be the number of months that will pass before the Service Reminder is printed. When you are done with this window, press the **Esc** key.

6. You should be looking at the Service Repair Order screen now (see fig 3.23c) and ready to enter any parts and/or labor that is needed for this job. Parts are entered the same way you would enter them from a normal P.O.S. screen.
7. Labor is handled just like an inventory item. To add Labor to this job enter **L** in the Product Code field and press **Tab**. Then enter the number of Labor hours in the Qty field and press **Tab**. If you would like to Edit the Labor Description:
  - a. Move the cursor to the line that the Labor is on.
  - b. Press the **F4** (Edit Description) key.
  - c. Type the new description for the Labor and press **Tab**.
  - d. Continue with the transaction...

Model	Year	VIN	Mileage	Make	
FLHR	1994	1HD1FDL32RY508668	36231	HD	

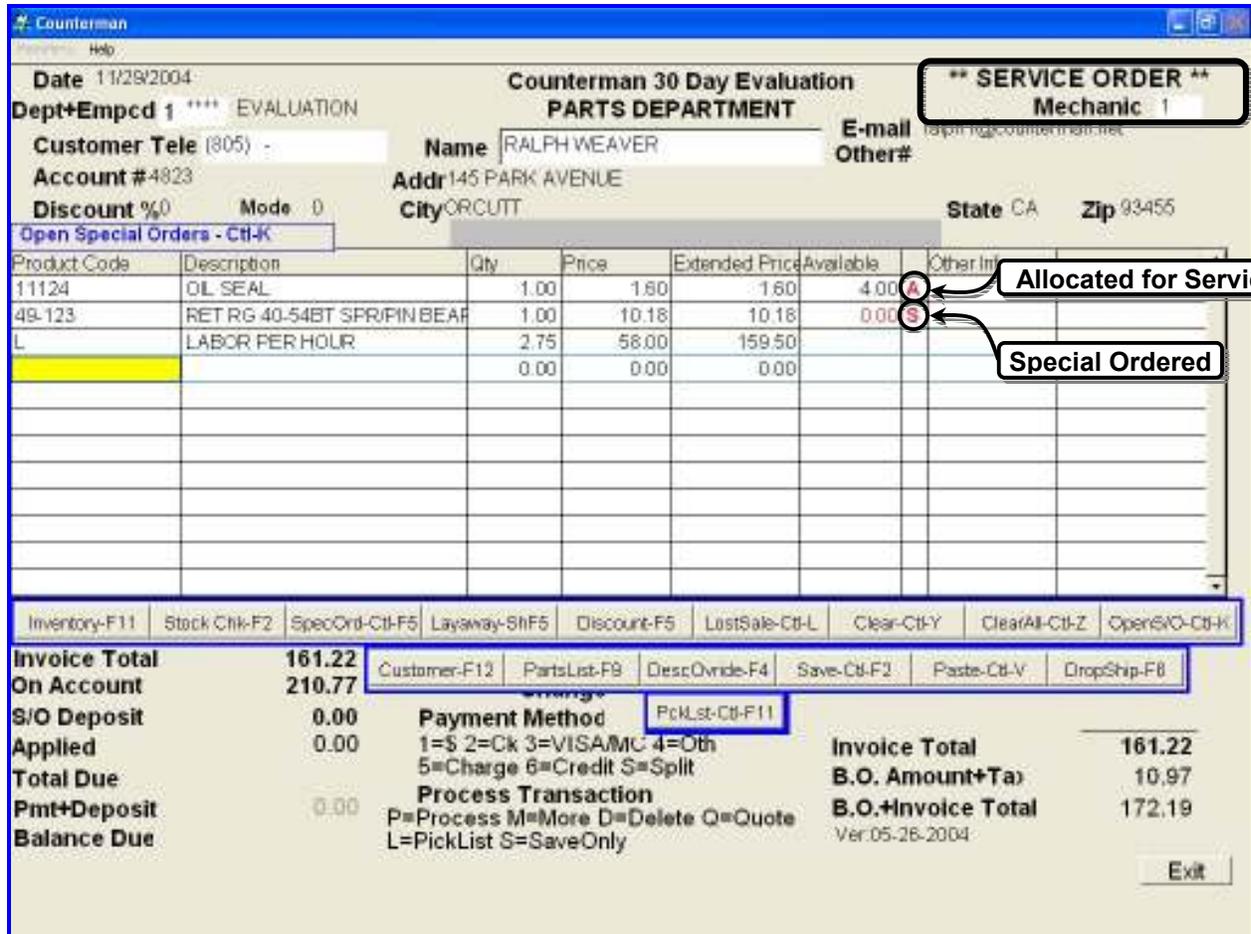
Reminder  Reminder in # Months

3.23b Vehicle Information Window

8. Notice when a Product Code is entered, a red **A** indicates this item has been Allocated to this customer's Service Order.
9. If you don't have a particular item in stock, you can Special Order an item by highlighting it and pressing **Ctrl/F5**. This will mark the item for Special Order and place a red **S** in the column indicating this item will be placed on Special Order for the customer's Service Order. When the item arrives, it will automatically get allocated to this Service Order and the red **S** will turn into a red **P**, indicating that the item is ready for Pick Up. Additionally, you may see a red **S\***, indicating the item has been placed on Special Order, but not yet received. It is important to understand, any Special Ordered items done on a Service Repair Order will need to be received prior to processing the final invoice. This is due to the inability to complete the job until all parts for the job have been received. To find out more about Special Orders for Service Repair Order, see Chapter 3.23a that follows.
10. Once you have all the Product Codes and Labor that you know of so far for this job, you will need to Save this transaction, as it is a "job in progress". This will allow you to recall the job, add additional items and/or Labor to it and Save it again. This process continues until the job is complete. If you do not need to print a Quote for work performed so far,

press **Ctrl/F2** to save the transaction. (see fig 3.23d) Hold File naming conventions are different for different shops and you can use the customer's name, or telephone number, or whatever you like. What we suggest is to use the Hand Written Repair Order Number, as most pre-printed R.O.'s have a unique number printed on them. For example, if the printed R.O. number was 5550, you could save it as RO-5550 .

11. Additionally, in the Save for Recall window, you can add any notes pertaining to this job. These notes are not only saved along with the "job in progress", they will also be printed on the final invoice. As the job is Saved and Recalled, these notes can be added to or changed as needed.



3.23c Service Order Screen

12. If you prefer, you can print a Quote (this decision should be made before performing the Save For Recall process). Even though you are Allocating Inventory and you may have answered **NO** (to the question "Is This A Quote?"), you will sometimes require a printed copy of the work you have performed thus far. If this is the case, just proceed similar to processing this transaction with one exception:

- a. Press the **PgDn** (Page Down) key to move to the Accounting Area of the screen.
- b. Press **Tab** (past the Payment field).



3.23d Save For Recalls Window

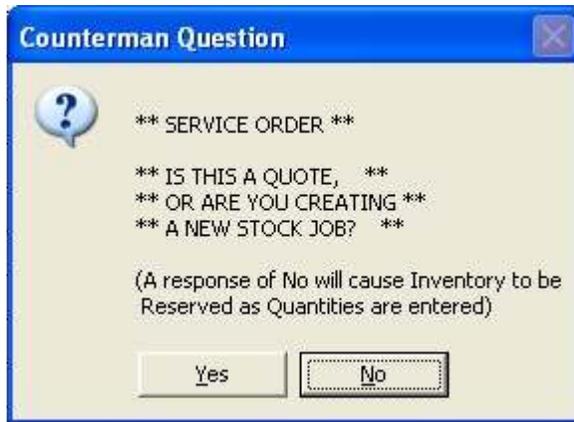
- c. Press **Tab** (past the Amount Tendered field).
  - d. Press **Tab** (past the Payment Method field).
  - e. Press **Q** (at the Process Transaction field) to print a Quote. Notice, this will open a window allowing you to save this transaction. Once you have entered a Save Name, press **Esc** to Save the transaction and print the Quote.
13. The next process might be (and usually is), the mechanic needs additional items to continue the work. So, you will need to Recall this job to add additional Parts and/or Labor. Here's the process:
- a. From a blank P.O.S. screen, press **Ctrl/F2**.
  - b. Begin to type the Hold File Name (or scroll down to it), select it and press **Enter**.
  - c. For "Saved Jobs" with no prior allocations, a new window will appear with a new question that asks "IS THIS A NEW JOB?" (see fig3.23e). This question has to do with how Counterman will affect Inventory Service Allocations, so it is important to understand what your answer will accomplish.



3.23e Service Order Recall Question

An answer of **YES will:**

- i. **Allocate all** inventory items **previously** on this Saved Hold File. This choice should only be made when converting an existing Quote into a real job or when recalling a saved "Stock Job" and applying to a real customer!
  - ii. Primary use is for pre-saved Stock Jobs which can be used over and over again and applied to different customers. Or for converting a previously Saved Quote into a real job.
  - iii. Care should be taken when answering **YES** to this question as Allocated inventory can double if the items on this R.O. were previously allocated!
- d. The Default answer of **NO will:**
- i. **Not** affect inventory Allocations for **any** items **previously** on the Saved Hold File.
  - ii. Primary use is for a pre-saved "job in progress" being Recalled in order to add, edit, or change items and/or labor to the Repair Order.
  - iii. Because **NO** is the default answer, it is usually the safest choice. The important issue to remember is that this answer **ONLY** affects the items that were previously saved on the transaction being recalled.
- e. Once this question has been answered, Counterman Pro will provide an additional window that will ask the question "**IS THIS A QUOTE?**" (see fig 3.23f). This question also has to do with how Counterman will affect Inventory Service Allocations, so it is important to understand the results of your answer.



3.23f Service Order Question

- f. An answer of **YES** would result in no changes to inventory for the following:
- i. A “Quote” is exactly that. You do not want to affect your inventory and are merely providing your customer or yourself with an estimate or Quote for the job or for the work you have preformed thus far.
  - ii. A “Stock Job” is a Service Repair Order that can be recalled and used over and over again. Let’s say you have a cam job for an Evo. The cam itself may change, but the gaskets, seals, labor, pushrods, etc, remain the same. So you could Create a Stock Job for a cam replacement with all the basic items, save it as an “Evo Cam Job”, then recall it and apply different customer names to it over and over again.
- g. The Default answer for this question is “**No**”. Meaning you want to allocate inventory that is added towards this transaction. You can still process a Quote if you like, but inventory is being placed in Reserve for Service (allocated).
14. Now you can add Parts and/or Labor to this “job in progress” and Save it again. This process is repeated until the job has been completed.
15. Once the work is done and the customer is ready to pick up his motorcycle, it will be necessary to Recall it one more time. This will allow you to process the transaction and collect money for the completed job. It is important to select the correct vehicle (if more than one exists) when processing, as the one selected is the information that will be printed on the invoice. To process this invoice...
- a. Press **Ctrl/F2** to Recall the Hold File and enter the Hold File name or scroll down to it and press **Enter** to Recall it.
  - b. Answer **No** to the question “IS THIS A NEW JOB?”.
  - c. Answer **No** to the question “IS THIS A QUOTE?”.
  - d. Press **Tab** several times to move to the grid of this transaction.
  - e. Press **PgDn** (Page Down) to move to the Accounting section of the P.O.S. screen.
  - f. Press **Tab** past the Payment field.
  - g. If there is a “Tendered Amount” enter the amount of Cash you have received in the Amount Tendered field and press **Tab**.
  - h. Enter the Payment Method and press **Tab**.
  - i. Press **Enter** to Process this transaction. At this point, you will have a final opportunity to edit or add to your existing notes. When you are finished with the Notes screen, press **Esc**.
  - j. Counterman Pro will prompt you with a question that says:



3.23g Hold file Question



3.23h Counterman Information

The default answer is No, but you will want to answer **YES** to this question because you have processed the transaction and there is no need to retain the Hold File. Answering **YES** only deletes the “hold file” not the processed invoice.

- k. Press **Enter** or click **OK** at the information window that says:

**Tip:**

*You can always reprint any processed transaction in Counterman Pro! From the Main Menu, select Reports, then Invoice Reprint. To find an invoice for a particular customer, press Tab to the Name field and type the customer's name. A list of that customer's processed invoices will appear along with the date, allowing you to make a selection.*

### 3.23a Special Orders for Service (Repair) Orders

A “Special Order” is an item you do not have in stock but intend to order (from the vendor) for your customer. Counterman Pro offers two different approaches to accomplish this task on a Service Repair Order. The first (simplest) method was covered in the last chapter in step #9 is considered a “normal” Special Order and is processed from the Repair Order screen. These Special Order items will show in the grid. The Counterman Pro approach to this does not require a deposit for this item you have his motorcycle and the item is needed to complete the job. But what if a customer Special Orders an item from a normal P.O.S. transaction, has put a deposit on it, and later decides to have you install it for him? We realize this happens all the time in the most shops that perform motorcycle repair. In this chapter we will explain the “Link” process for existing Special Orders. This “Link” process allows you to attach a previous Special Order (taken from the normal P.O.S. screen) to an existing Service Repair Order. When you start or recall a Service Repair Order for a customer who has open Special Orders, a window will open (showing current open Special Orders) and allow you to “Link” any of these items you want to the Repair Order. **These “Linked” items will not show up in the grid of the transaction.** This window will continue to open throughout this Repair Order process. The fact that the item does not show up in the grid can make this process a bit confusing to the user (you) and for this reason it is important to understand the entire process.

#### A Quick Scenario...

In the following scenario we will assume you have an existing customer who already has an open Special Order, generated from the normal P.O.S. screen. When the customer comes in to pick this item up, they ask if you can install the item for them? You want to accommodate your customer (and make a little on Labor) so you tell him “Yes, I’ll put it on for you”. You provide (and he agrees to) your estimate to install the item. Here’s how it works...

1. Begin a Service Transaction by pressing the **F4** key.
2. Answer **No** to the question: “IS THIS A QUOTE?”
3. Enter your Department + Employee Code and press **Tab**.
4. Enter the customer Telephone Number and press **Enter**, or press **Tab** to move to the customer Name field and enter the customer Name.

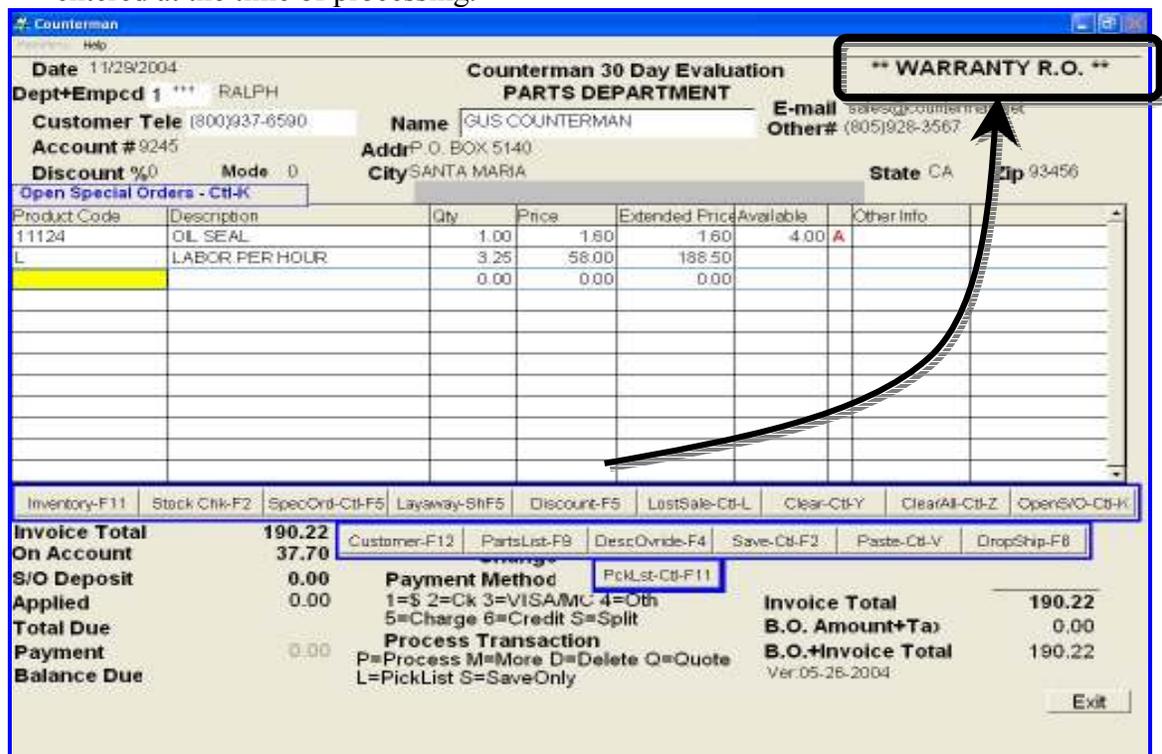


1. If you are a “new motorcycle”, licensed dealer and perform Warranty work on these motorcycles, you will likely receive a “Credit” for the work performed. You can later edit the Warranty file to show the credit received. These credits can be used when purchasing items from this same vendor or manufacturer. This is how Counterman Pro was designed to work.
2. If you are an “aftermarket shop” and perform Warranty work on motorcycles, which you receive payment for such services, here are some suggestions:
  - a. It might be easier to track these by using the regular Service Repair Order. This way, you could charge the Repair Order to the Warranty Company. A debit gets placed in the Warranty Company’s record, and the customer pays nothing.
  - b. You could use this Warranty Repair Order process, but it will be necessary to come up with a means of accepting and accounting for payments for Warranty parts and labor performed. The best way to accomplish this task would be to use the Counterman Pro Warranty process, then do a second process to charge the amount to the manufacturer. This “second process” would require two things.
    - i. First, create an inventory item you can use exclusively for this process. Let’s say you create an inventory item with a product code of “WARRANTY” and a “Description of “INVOICE #”. Be sure to uncheck the “Inventory Total” box and uncheck the “Taxable” box. You will be selling this item to the manufacturer and it is a good idea to allow for a means to link the item to the Warranty Invoice.
    - ii. Secondly, generate an Invoice for the manufacturer as an Internal Sale using a Payment Method of **14** (used for vendor returns). The Internal Payment Method of **14** causes the debit to be placed into the manufacturers account balance but does not affect your profit margins in the Cash Drawer Report. So you would sell part number: WARRANTY, with a Qty of 1. Edit the Description on this line item and put the Invoice Number that was on the Warranty Repair Order invoice. Now, edit the “Price” field with the amount found at the bottom of the Warranty invoice. Process the transaction using a Payment Method of **14**. Now you have a debit in the manufacturer’s account that equals the amount of the Warranty Repair Order and a way to find out what invoice to apply it to. When payment is received, process the payment on account as normal. (note: to find out additional information on using “Internal Payment Methods, see chapter 3.21c)

The Warranty Repair Order works the same way as a Service Repair Order, except for the final process. You will still be asked the “\*\* IS THIS A QUOTE? \*\*” question, just like a normal Service Repair Order and the answers should be answered in the same manner. Here is the process using the Warranty Repair Order (making reference to using the Internal Sale with Payment Method 14). This requires you to have previously setup an Inventory Item for this specific use:

1. Press **Ctrl/F4** to begin and answer the questions the same way you would if using a normal Service Repair Order.
2. Enter your Department + Employee Code and press Tab.
3. If using the “Get Mechanic Code” feature, enter the Mechanic Code and press Tab.
4. Treat this the same way you would a normal Service Repair Order. Notice that Counterman Pro shows you that this is a Warranty Repair Order (see fig 3.24a). Add items as you normally would, save it, recall it, etc... The difference is how it is processed and that you began this process using the Ctrl/F4 feature.

5. When it comes time to process the invoice, you will not have the opportunity to use the "Payment" field because this process does not accept payments. Instead, immediately after processing you will see a window where you can add information the pertains to this Warranty (see fig 3.24b).
6. In this window you can enter the original W.R.O. (Warranty Repair Order) number. This allows you to always be able to check it against the Hand Written R.O. You can also enter the Authorization Number you received from the manufacturer to perform this work. Additionally, you have one last opportunity to change the VIN number and input any credits received for this work.
7. Keep in mind, Counterman Pro will require you to input the credit information (once it has been received from the vendor or manufacturer) in to the system. Chapter 4.6 for additional information on how to input the credits received for Warranty work performed. However, credit for Warranty parts and/or Labor performed can be entered at the time of processing.



3.24a Warranty Repair Order Screen

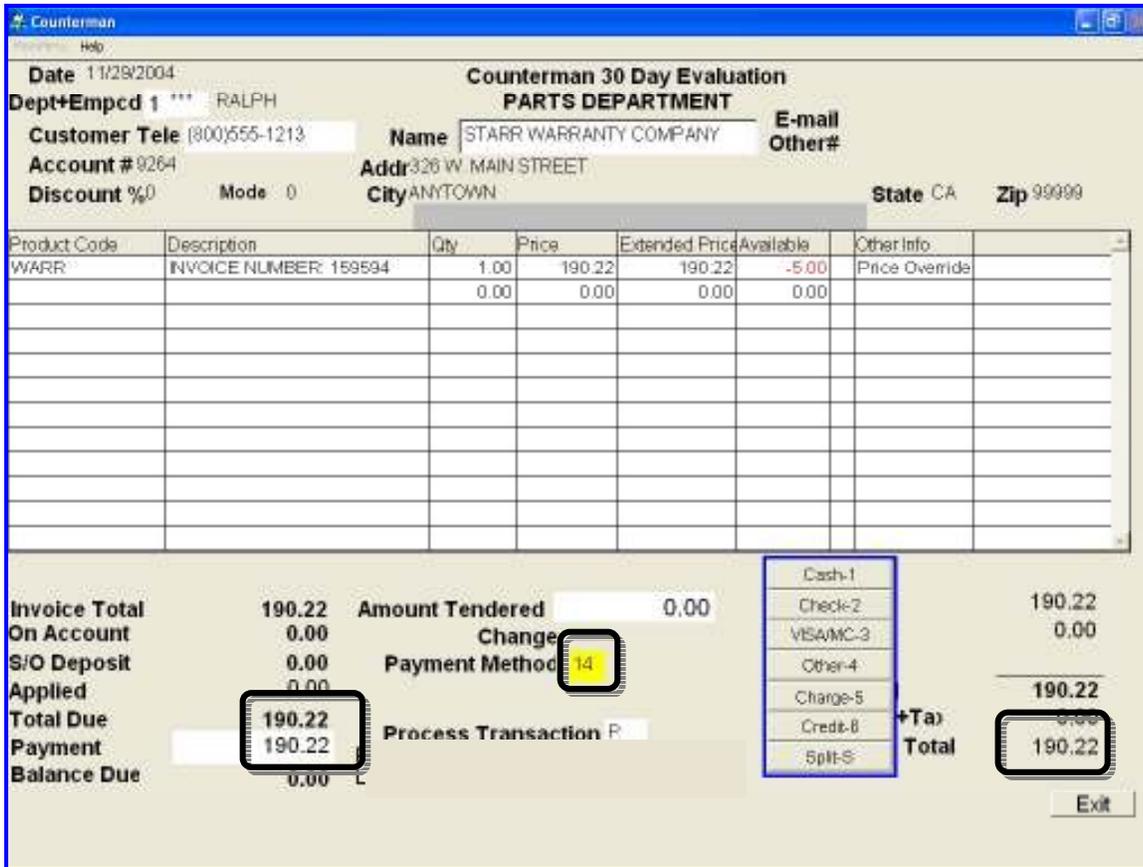
8. Once you have entered all of the data in this window, be sure to Tab out of the last field, then press Esc.
9. The processed Warranty Repair Invoice will print with all of the information on it (see fig 3.24c)
10. If you are using this as a credit/debit tracking tool and will not be receiving payment from the manufacturer for this service, skip to step #19 below to continue. Otherwise, continue to the next step.
11. If you will be receiving payment for the Warranty Services rendered, it will now be necessary to process the second part of this transaction that will place the debit in the manufacturer's account balance. This is reliant on having pre setup a non-taxable Inventory Product Code for this purpose.

3.24b Warranty Information Window

12. Notice in fig 3.24c, that Counterman Pro shows a Warranty Invoice. Printed on this invoice are several areas of valuable information. VIN Number, Model, Year, and Mileage, along with the Warranty R.O. Number and Warranty Authorization Number all get printed on this Invoice. At the bottom of this invoice, Labor and Parts are separated out for you. You will need this printed copy to go on to the next step...

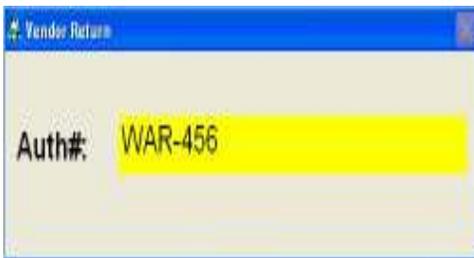
3.24c Processed Warranty Repair Order Invoice

13. Now you are ready to process the debit invoice to insure the Warranty Company is "who" is responsible for the job. Here's we recommend you to proceed...



3.24d Internal Sale Screen, Payment Method 14

14. Start a normal P.O.S. transaction using the Warranty Company as the Customer. Enter the Product Code for this purpose (ie: WARR) with a Qty of 1. While on that line item, Press F4 to “edit” the Description and input the invoice number that corresponds with the Warranty Invoice you processed earlier, then press **Tab**.



3.24e Vendor Return Auth Number

15. Now press the **Right Arrow** key to move to the “Price” field. Change the price to the exact total at the bottom of the Warranty Invoice and press **Tab**. It is important to verify that these amounts match!

16. Press **PgDn** (Page Down) to move to the Accounting Area of the P.O.S. screen and do not change the amount shown in the “Payment” field. Press **Tab**, then **Tab** again to move to the “Amount Tendered” field, then **Tab** again to move to the “Payment

Method” field. In the “Payment Method” field, enter **14** and press Tab.

17. Press **Enter** to process the transaction. Processing will cause a window to open, prompting you for an Authorization Number. Enter the same Auth Number you entered on the Warranty Repair Order (see fig 3.24e).

18. Your printed invoice should look like the one in fig 3.24f. Keep in mind, we are using a process that was designed for Vendor Returns! (Internal Payment Method 14)

19. Now everything has been posted to the proper accounts we need to address the procedure for processing the credit. No matter which way you choose to the Warranty Repair Order, a corresponding credit should be inserted for any/all payments or credits provided to you from the manufacturer or the Warranty Company. Whether you are receiving a payment or a

credit, in either case it will be necessary to show the credit in the Warranty database. Here is how to proceed...

- a. You have proof of the credit or payment and you want to apply that amount to the Warranty database. Please refer to Chapter 4.14 for this procedure.
- b. If you need to post an actual payment received from the Warranty Company into Counterman Pro, it will be necessary to complete step #a above, in addition to receiving a payment on account to go towards the Warranty Company's account balance (which will be an amount due). Processing a Payment On Account is easy in Counterman Pro...

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Bill To:  
 STARR WARRANTY COMPANY  
 326 W. MAIN STREET  
 ANYTOWN CA 99999  
 Account#: 9264 Tele: (800)555-1213

VENDOR RETURNS CREDIT  
 11/29/2004 159605 PAGE 1

Product Code	Description	Qty	Price	Extended
WARR	INVOICE NUMBER: 159605	1.00	190.22	190.22

Sold By: RALPH

Subtotal 190.22  
 Sales Tax @ 7.750% 14.72  
 Total 204.94

From Account 0.00  
 Less Payment(s) 0.00  
 Less Total Payment 0.00

Invoice Balance 190.22  
 Amount Tendered 0.00  
 Change 0.00  
 Balance Due 190.22

Received By: \_\_\_\_\_ Date: \_\_\_\_\_  
 VENDOR RETURN AUTH# WAR-4567

NO RETURNS ON CLEARANCE ITEMS\*\*SPECIAL ORDERS ARE NON-RETURNABLE WITHOUT AUTHORIZATION

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3.24f Processed Internal Sale Invoice

- i. Start a normal P.O.S. transaction, selecting the Warranty Company for the customer.
- ii. From the grid area of the P.O.S. screen, press **PgDn** (Page Down) to move to the Accounting Area of this transaction.
- iii. In the Payment field, enter the amount of the actual Payment. Press **Tab**.
- iv. Press **Tab** past the Amount Tendered field and to move to the Payment Method field.
- v. Enter the Payment Method, press **Tab**, then press **Enter** to process this Payment on Account.

### 3.25 Special Orders

This paragraph explains the entire Special Order process. Counterman Pro handles the entire Special Order process from start to finish. There are no requirements to write anything down in order to make sure your customer gets a Special Ordered item; Or, in order to find out how long it will be before it arrives. After a Special Order is initially taken, the item is automatically sent to the ReOrder (Purchase Order) List and to the Special Order Report. This reminds you to order the item. To find out how to use these tools, see Chapter 4.11d ReOrder List and Chapter 6.2a Special Order Report of Parts Not Ordered. If there is a Deposit placed towards this Special Ordered item, that Deposit stays attached to the item until, it gets picked up by the customer. When the item arrives and is received, Counterman Pro will automatically print a label with the customer's name, phone number, item number, price, and date on it. This reminds you to call the customer to let them know, their item has arrived and is ready to be picked up (for information on how to Receive Inventory, see Chapter 4.11b/c). Anytime you access this customer's account from P.O.S., the item will show in the grid, reminding you (and your customer) there is a Special Ordered item ready for Pick Up (and also needs to be invoiced). When the item is Picked Up (invoiced), any Deposits will then be applied and the item will no longer show in this customer's

P.O.S. screen. Counterman Pro provides the tools to enable the user (you) to check on Special Ordered items quickly and easily. After the item has been Special Ordered, you can check the progress of this item by accessing the customer's account from the P.O.S. screen and Reviewing Open Special Orders. This window will display (among other things) the date of the customer's Special Order and the date you ordered it from the vendor. All that is required to know (in order to provide an E.T.A. for this item to your customer) is how long it takes to receive it from the vendor. In addition, if this item is on Back Order from the vendor, Counterman Pro will send the item to the Back Order List. The Back Order List can help you make a decision to obtain this item from a different supplier (for additional information on how to use the Back Order List, see Chapter 4.11d5). Marking an item (that is on Special Order) for Back Order also puts an indicator in the inventory record and in the customer's Special Order record. You can then call your customer and let them know, the item is unavailable from the vendor they chose, or it is currently not available at all. A separate "Special Order Deposit field" in each customer record provides full control of any Special Order Deposits. Should a Special Order get cancelled, any Special Order Deposit (for the item being cancelled) will be added to this customer's General Account Balance. However keep in mind, if there is an amount due (ie: this customer owes you) in the General Account Balance, a cancelled Special Order Deposit will be applied towards an existing General Account Balance debit.

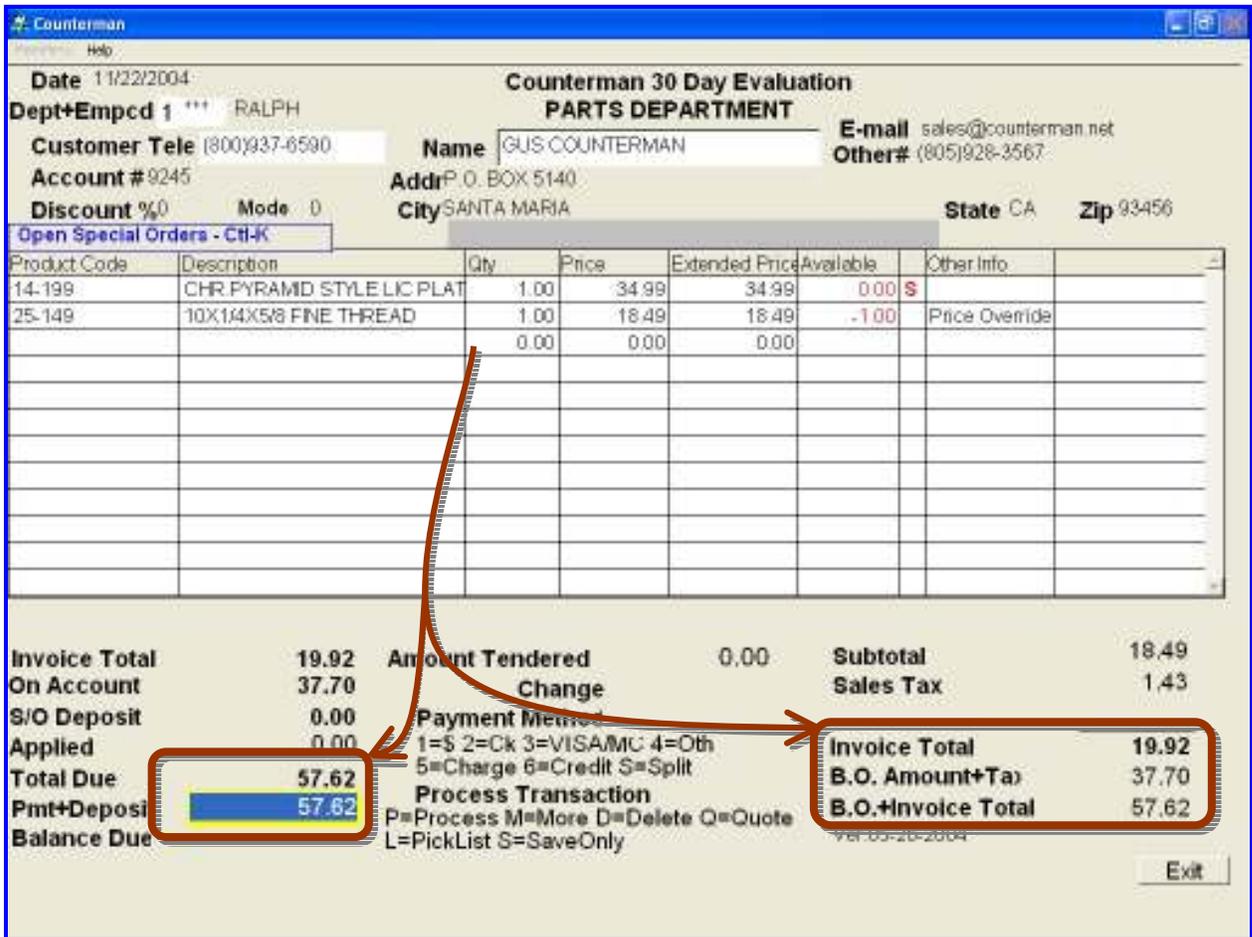
There are two different ways to process a Special Order in Counterman Pro. The most popular way is to "mark" an item (that is not in stock) for Special Order right from the normal P.O.S. screen. This can easily be accomplished by selecting the item (by moving the cursor to the line this item is on), then press **Ctrl/F5**. This method allows you to sell items you have in stock, with Special Ordered items within the same process. If you know for certain, everything your customer wants will be Special Ordered, you can start this process from a blank P.O.S. screen by pressing **F5**. This method requires that everything you are selling this customer will be a Special Order item. The effect is the same, whichever method you choose to use.

1. The item is Special Ordered using one of these two methods:
  - a. Begin the P.O.S. transaction by pressing **F5** to put **all items** on Special Order.
  - b. Or, Begin a normal P.O.S. transaction and "Mark" the items you would like to Special Order by first selecting the item (move the cursor to that line item) and pressing **Ctrl/F5**. It will be easy to see the difference between the Special Order items and non-Special Order items, as a red **S** will be placed in the field to the right of "Available" on the P.O.S. screen.
2. When a transaction has a Special Order item on it and you press **PgDn** (Page Down), a window will open allowing you to override the default Special Order Deposit amount (see fig 3.25a). The default amount is a percentage, which has been pre-defined in System Variables (for more information on how to setup your default Special Order Deposit amount, see Chapter 2.1).

Prodcode	Description	Deposit	Qty	Price	Extended
14-199	CHR.PYRAMID STYLE LIC PLATE	37.70	1.00	34.99	34.99

3.25a Special Order Deposit Window

3. You can change the percentage of this Special Order Deposit. Or, if you need to accept an exact amount (for instance, a \$20.00 flat amount), you will need to enter a **0** (zero) in the Percent field and press **Tab**. This will move the cursor to the Deposit field for the item, where you can enter an exact amount then press **Tab** again.
4. If you want to take the entire amount (including tax) as a Deposit, just change the Deposit Percent to 100% and press **Tab**.
5. Once you have got the Special Order amount defined, press **Esc** to close the Special Order Deposit window and move you into the Pmt+Deposit field in the Accounting area (lower) of the P.O.S. screen. It is important to understand, this field represents the exact amount you will be receiving from your customer. If there is a combination of Special Order and non-Special Ordered items on this transaction, the deposit amount will be added to the sales amount and be placed in this field (see fig 3.25b).
6. If you should need to make a change, or if a mistake is made in the Special Order Deposit field, you can always press the **PgUp** (Page Up) key to move back a step.
7. Notice the Total Amount Due is placed in this field, but over on the lower right of the screen displays the separated amounts. Invoice Total is the total for the items being purchased today. B.O. Amount+Tax represents the Total Special Order amount, including tax. B.O.+Invoice Total represents the entire Total for Special Ordered items and non-Special Ordered items.



3.25b Invoice and Special Order Totals Explained

8. Once this transaction is processed, the Special Order item(s) will be available from the Special Order Report of items Not Ordered and from the ReOrder List for this vendor.
9. Any Deposits taken for Special Order items will be placed in the Special Order Deposit field in the customer's account automatically.
10. The printed invoice will indicate any Special Ordered items showing how the payment was collected and applied (see fig 3.25c).
11. All Special Order information for this customer will be available right from the normal P.O.S. screen. To access the information...
  - a. Start a normal transaction for the customer. Once you have moved into the grid on the P.O.S. screen you can press **F12** or click the corresponding button to access the Customer Information. Then select **R** to Review Special Orders (see fig 3.25d).
  - b. Notice, there are several fields of valuable information available...
    - i. Product Code (part number), Description, and Qty. ordered.
    - ii. Date item was Special Ordered, plus the amount of Deposit taken.
    - iii. The "OP" field stands for "Open" and will display a **Y** (for yes) or **N** (for no) indicating whether the Special Order is currently open.
    - iv. Order, Receive, and Pickup Dates, along with the Received Qty., will be filled in by the system once the item(s) have been Ordered and Received.
    - v. As long as the item is not on Back Order, you should be able to provide a fairly accurate E.T.A. for your customer for any Special Ordered items. All you need to know is the approximate lead-time from the vendor, the E.T.A. would be the Order Date + the Lead-Time.



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**Bill To:**  
 GUS COUNTERMAN  
 P.O. BOX 5140  
 SANTA MARIA CA 93456  
 Account#: 9245 Tele: (800)937-6590  
 Email: sales@counterman.net

**INVOICE**  
 11/29/2004 159608 PAGE 1

Product Code	Description	Qty	Price	Extended
14-199	CHR. PYRAMID STYLE LIC PLATE	1.00	34.99	34.99
25-149	10X1/4X5/8 FINE THREAD	1.00	18.49	18.49
Subtotal				18.49
Sales Tax @ 7.750%				1.43
Total				19.92
Less Applied from Account				0.00
Less Payment(s) Received				57.62
Less Total Payment				57.62
Invoice Balance				0.00
Amount Tendered				60.00
Change				2.38
On Account Total				37.70

Pat includes Spec Order Deposit of 37.70 - Total Spec Order Deposits: 37.70

(c)

NO RETURNS ON CLEARANCE ITEMS\*\*\*SPECIAL ORDERS ARE NON-RETURNABLE WITHOUT AUTHORIZATION

THANK YOU, STOP IN AGAIN SOON

STORE HOURS: TUES-SAT: 9AM TO 6PM, SUN: 9AM TO 4:30PM

3.25c Printed Invoice



Continued...

The screenshot shows the Counterman software interface. At the top, it displays 'Counterman 30 Day Evaluation' for the 'PARTS DEPARTMENT'. Customer information includes Date (11/22/2004), Dept+Empcd (1 RALPH), Customer Tele (800)937-6590, Name (GUS COUNTERMAN), E-mail (sales@counterman.net), Account # (9245), Address (P.O. BOX 5140), City (SANTA MARIA), State (CA), and Zip (93456). A table below lists product codes and prices, all currently at 0.00. A summary table at the bottom shows the following values:

Invoice Total	0.00	Amount Tended	0.00	Subtotal	0.00
On Account	37.70	Change		Sales Tax	0.00
S/O Deposit	0.00	Payment Method		Invoice Total	0.00
Applied	0.00	1=\$ 2=Ck 3=US/AMC 4=Oth		B.O. Amount+Tax	0.00
Total Due	0.00	5=Change 6=Credit S=Split		B.O.+Invoice Total	0.00
Payment	-37.70	Process Transaction			
Balance Due		P=Process M=More D=Delete Q=Quote			
		L=PickList S=SaveOnly			

Annotations include: 'Displays current Account Balance' pointing to the 37.70 value, and 'Enter the amount to be Refunded, as a Negative Amount here' pointing to the -37.70 value in the Payment field.

3.25g Refund Existing Account Balance

### 3.26 Cash Paid Out

It never fails, it's inevitable, you'll need cash for something, sometime, when you least expect it. Whether it's a nut or bolt you don't have or gas for a bike in the Service Department. Or maybe you need to pay a C.O.D. and there's no one in the shop who can write a check. Whatever the case may be, there is likely a time when you'll need to pull cash out of your drawer to pay for something. It's to your advantage to keep track of "Cash Pay Outs", as they are considered a tax write off and are expenses for supplies needed for your business. It is important to understand however, that the proper account be charged for the "Cash Pay Out". With this in mind, you may want to setup particular accounts, strictly for this purpose. This is accomplished from Table Maintenance, Chart of Accounts Table (see Chapter 2.77 for additional information on how to setup this type of account. If you have change coming back, you can later process a Cash Paid in, in the same manner. If you need to process a refund that is more than the available cash in your drawer, you could write a check for the refund amount, then process a "Check Paid In" to balance the drawer.

### 3.27 Recall/Save "Ctrl/F2" Function

Counterman Pro allows you to Save and Recall any transaction in progress. The **Ctrl/F2** keystroke is used for both the "Save" and "Recall" functions, it just depends on where you are in the program at the time you use this keystroke. In other words, you cannot Recall a previously Saved transaction if you are in the middle of an existing transaction. By the same token, you cannot Save an existing transaction if you are on a blank transaction, as there is nothing to save. Here is how it works:

1. If you have a blank P.O.S. (Point Of Sale) screen up, the button should be displayed which allows a previously Saved transaction to be Recalled. A blank P.O.S. screen means the row of buttons (on the right of the P.O.S. screen) are displayed. To Recall a previously Saved transaction, press **Ctrl/F2** or click on the button on the right of the screen that selects this function.
2. If you have a transaction in progress, you can save that transaction by pressing **Ctrl/F2** or by clicking on the button in the lower area of the grid that selects this function.
3. When you Save a transaction in progress, it remembers it EXACTLY as it was when it was saved. For instance, if you had a total of 5 in stock when you Saved the transaction, Counterman Pro will still show you have 5 when you Recall it. You can press the **Tab** key through each previously Saved item to refresh the inventory level on each item if desired. In addition, the price that was on the screen when the transaction was saved, will remain the same when it is Recalled.
4. This function is primarily used for Service Repair Orders, but can also be used for normal P.O.S. transactions.
5. When Saving or Recalling, nothing is processed except the Save or Recall itself in addition to any Service allocations. To find out more about Service Repair Orders and Service Allocations, see chapter 3.23.

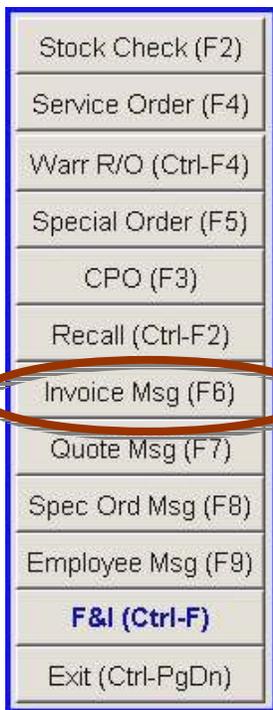
### 3.28 Message Clipboards

The Message Clipboards can only be accessed from the blank P.O.S. screen. Each Clipboard has a unique function and they are all explained in this chapter. There are four Message Clipboards available as follows:

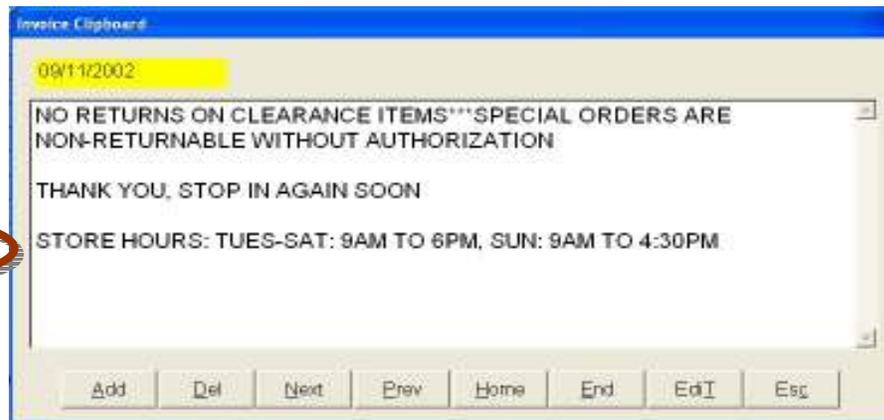
- F6 = Invoice Message Clipboard
- F7 = Quotation Message Clipboard
- F8 = Special Order Message Clipboard
- F9 = Employee Message Clipboard

#### 3.28a Invoice Message Clipboard

The Invoice Message Clipboard will print the selected text on every invoice processed in Counterman Pro and is **date-sensitive**. What this means is, the text with the latest date, without surpassing today's date, is the one that will print on each and every invoice processed. The nice thing about this feature is, you can have several messages stored here. The selection of which one to use is done by changing the date field. This feature should not be confused with the Disclaimers function. Your general shop policies can however, be placed in this area if desired. Here's how it works...



3.28a Access Invoice Message Clipboard



3.28b Invoice Message Clipboard

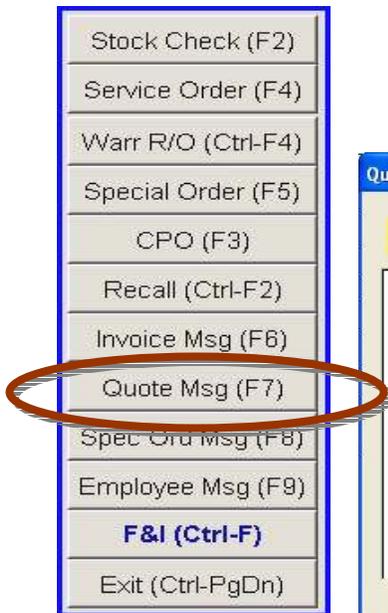
1. From a blank P.O.S. screen press **F6** or click on this selection from the row of buttons on
2. Notice the Date in the upper left hand corner of this window (see fig 3.28b). The Date field is how the different messages, you have previously saved here, are accessed.
3. So if you setup an Invoice Message Clipboard with a future Date, it will not be printed on your invoices until that Date arrives. Additionally, it will continue to use this message until another message replaces it with a newer Date.

4. By using this “Date Method” you can store as many Invoice Messages as you like, using them whenever you like. Just change the date to today’s date to use previously saved messages.
5. If you want to Add a new Invoice Message, just press **A** or click on the Add selection.
6. To Delete an existing Message, first make sure the message is on the screen, then press the **D** key, or click on the Del selection.
7. The **N** key displays the Next record. The **P** key displays the Previous record.
8. The **H** (Home) key will take you to the first record in this file, while the **E** (End) key will take you to the last record in this file.
9. Any existing Invoice Message can be easily Edited by pressing the **T** key or by clicking on this selection.
10. When you have finished, be sure to **Tab** out of the current field to Save any changes, then press **C**, **Esc** or click on the **Esc** selection to close this window.

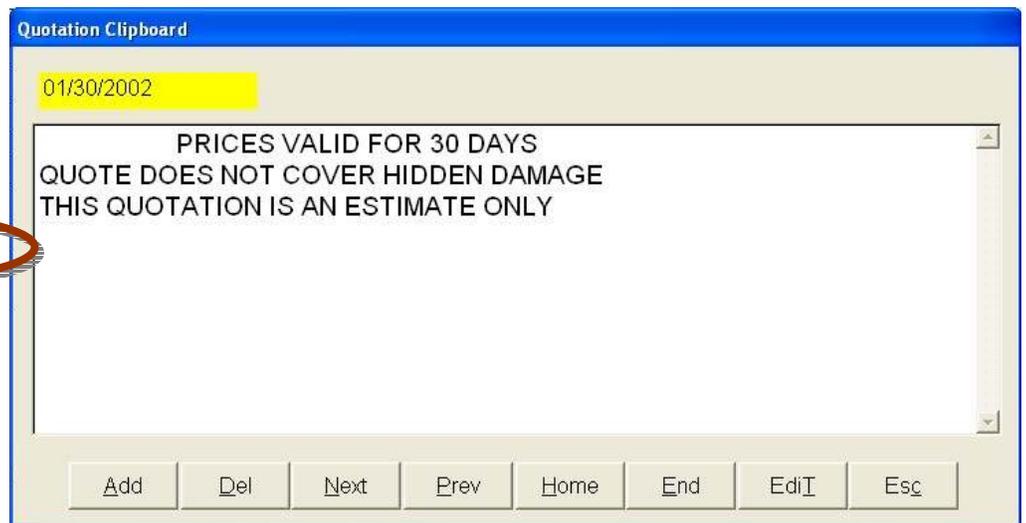
### 3.28b Quotation Message Clipboard

The Invoice Message Clipboard will print the selected text on every Quotation printed in Counterman Pro. This Quotation Message Clipboard is date-sensitive. What this means is, the text that has the latest date without surpassing today’s date, is the one that will print on each and every Quotation printed. The nice thing about this feature is, you can have several messages stored here. The selection on which one to use is done by changing the date field. Here’s how it works...

1. From a blank P.O.S. screen press **F7** or click on this selection from the row of buttons on the right of the P.O.S. screen (see fig 3.28c).



3.28c Access Quotation Message Clipboard



3.28d Quotation Message Clipboard

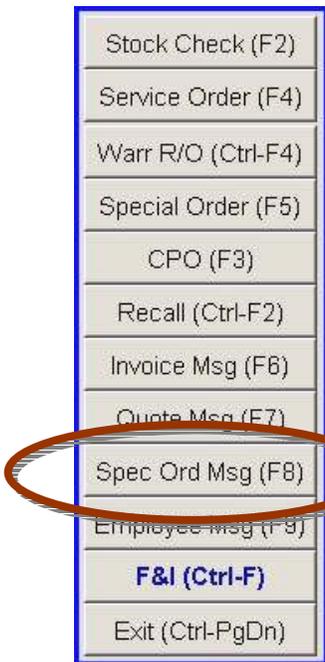
2. Notice the Date in the upper left hand corner of this window (see fig 3.28d). The Date field is how the different messages you save here, are accessed.
3. If you setup a Quotation Message Clipboard with a future Date, it will not be printed on your Quotes until this Date arrives. Additionally, it will continue to use that message until another message replaces it with a newer Date.

4. By using this “Date Method” you can store as many Quotation Messages as you like, and use them whenever needed.
5. If you want to Add a new Quotation Message, just press **A** or click on the Add selection.
6. To Delete an existing Message, first make sure that message is on the screen, then press the **D** key, or click on the Del selection.
7. The **N** key displays the Next record, the **P** key displays the Previous record.
8. The **H** (Home) key will take you to the first record in this file, while the **E** (End) key will take you to the last record in this file.
9. Any existing Quotation Message can be easily Edited by pressing the **T** key or by clicking on this selection.
10. When you have finished, be sure to **Tab** out of the current field to Save any changes, then press **C**, **Esc** or click on the **Esc** selection to close this window.

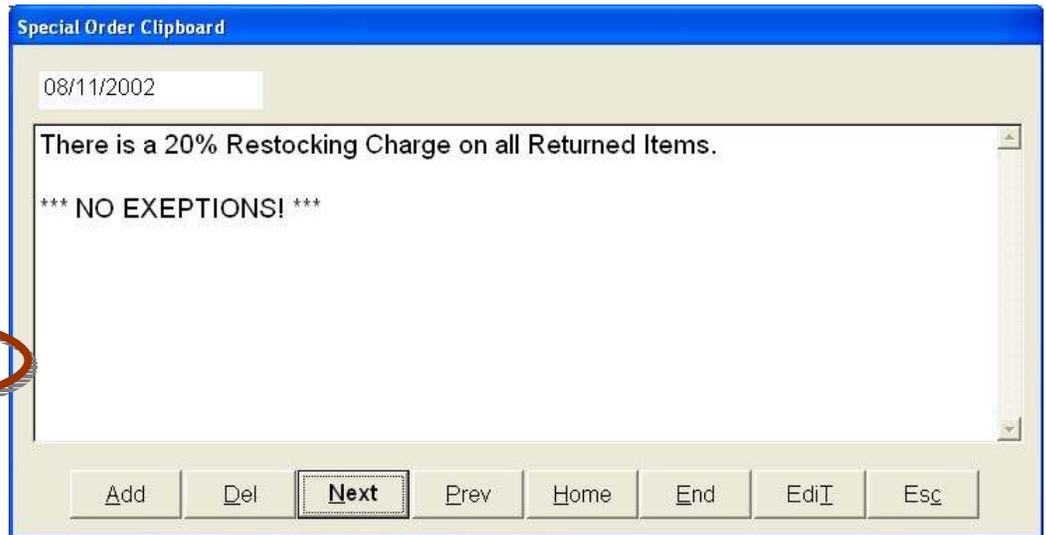
### 3.28c Special Order Message Clipboard

The Special Order Message Clipboard will print the selected text on every Special Order processed in Counterman Pro when starting the transaction from the **F5** Special Order. What this means is, every item on this transaction is in fact, a Special Order. This Special Order Message Clipboard is date-sensitive. The text with the latest date without surpassing today’s date, is the text printed on each and every Special Order processed. The nice thing about this feature is, you can have several messages stored here. The selection on which one to use is done by changing the date field. Here’s how it works...

1. From a blank P.O.S. screen press **F8** or click on the selection from the row of buttons on the right of the P.O.S. screen (see fig 3.28e).



3.28e Access Special Order Clipboard



3.28f Special Order Clipboard

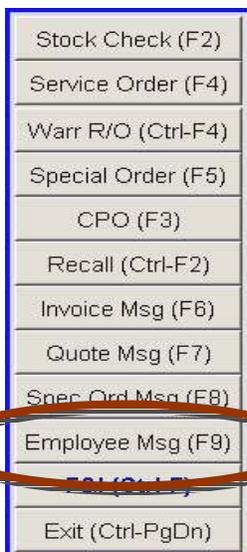
2. Notice the Date in the upper left hand corner of this window (see fig 3.28f). The Date field is how the different messages you save, are accessed.
3. If you setup a Special Order Message Clipboard with a future Date, it will not be printed on your Special Orders until that Date arrives. Additionally, it will continue to use this message until another message replaces it with a newer Date.

4. By using this “Date Method” you can store as many Special Order Messages as you like, and use them whenever needed.
5. If you want to **Add** a new Special Order Message, just press **A** or click on the **Add** selection.
6. To Delete an existing Message, first make sure that message is on the screen, then press the **D** key, or click on the **Del** selection.
7. The **N** key displays the **Next** record, the **P** key displays the **Previous** record.
8. The **H** (Home) key will take you to the first record in this file, while the **E** (End) key will take you to the last record in this file.
9. Any existing Special Order Message can be easily Edited by pressing the **T** key or by clicking on the **Edit** selection.
10. When you have finished, be sure to **Tab** out of the current field to Save any changes, then press **C**, **Esc** or click on the **Esc** selection to close this window.

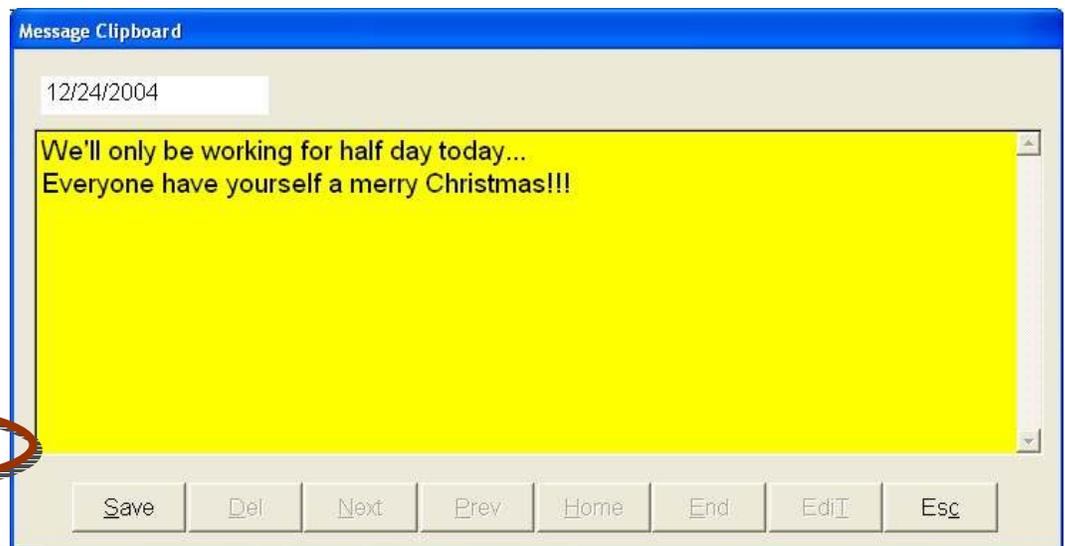
### 3.28d Employee Message Clipboard

The Employee Message Clipboard works differently than the other Clipboards. It is used for a “reminder tool” or to send an important Message to all of your Employees on a specific date. Similar to the other Clipboards, the Adding and Editing commands are the same. However, the Employee Message Clipboard is intended to provide you with an “on-screen” message when you first start up Counterman. This Employee Message will pop-up at each workstation (that is running Counterman Pro) upon starting the program. This can be used to remind your Employees (or yourself) of important things to do for today. Or for a reminder that needs to go to all employees for that day. Keep in mind, this is Date Sensitive and will be displayed for a single day **ONLY!** This means the Message you enter should be dated for the future. When that day arrives, your Message will display on all screens upon startup of Counterman Pro. When that day passes, it will no longer appear.

1. From a blank P.O.S. screen press **F9** or click on this selection from the row of buttons on the right of the P.O.S. screen (see fig 3.28g).



3.28g Access Employee Msg. Clipboard



3.28h Employee Message Clipboard

2. Notice the Date in the upper left hand corner of this window (see fig 3.28h). The Date field is how the different messages you save here, are accessed.

3. So if you setup an Employee Message Clipboard with a future Date, it will not be displayed on your screen until that Date arrives. It will only use that message for this Date ONLY.
4. By using this “Date Method” you can store as many Employee Messages as you like, and they will be displayed only on the Date you have setup.
5. If you want to Add a new Employee Message, just press **A** or click on the Add selection.
6. To Delete an existing Message, first make sure that message is on the screen, then press the **D** key, or click on the Del selection.
7. The **N** key displays the Next record, the **P** key displays the Previous record.
8. The **H** (Home) key will take you to the first record in this file, while the **E** (End) key will take you to the last record in this file.
9. Any existing Employee Message can be easily Edited by pressing the **T** key or by clicking on this selection.
10. When you have finished, be sure to **Tab** out of the current field to Save any changes, then press **C** or click on the Esc selection to close this window.
11. On the Date you have defined, the Employee Message will appear in a window upon startup of Counterman Pro (see fig 3.28i).
12. From time to time, these messages may need to be purged (erased). To purge your old messages, use the **P** key to show the **P**revious messages, then press the **D** key to **D**elute the message that is currently displayed. Alternately, you can make these selections by clicking on the corresponding button.



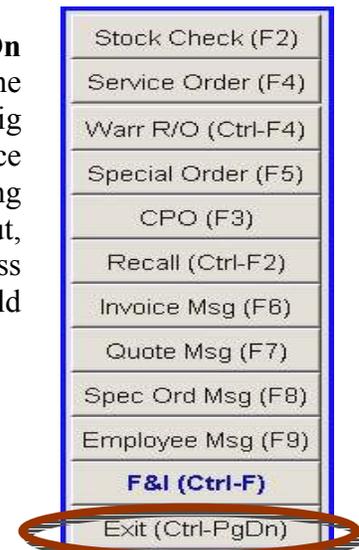
3.28i Counterman Pro Clipboard Message Displayed

### 3.3 Exit The Program

To Exit Counterman Pro, you can simply press **Ctrl/PgDn** (Control/Page Down) from the blank P.O.S. screen or click on the selection in the row of buttons on the right side of this screen (see fig 3.3a). Additionally, there is an “emergency escape” keystroke sequence that will Exit you from the program. However, we do not suggest using it unless you have no other means of Exiting Counterman Pro. But, should you get stuck and cannot find any other way out, press **Ctrl/Home**. This is a program “abort” keystroke sequence that should get you out, no matter where you currently are in the program.

### 3.4 What Version am I Running?

It is important to always be running the latest Version of Counterman Pro. This is especially important on a multi-user network setup. In an effort to make Counterman Pro work as quickly as possible, the actual program file resides on each individual workstation. This allows Counterman Pro to run the program on each machine, while sharing the data on the server computer. As you receive Price Book Update CD’s from us, the program file on the server computer will be automatically updated. However, there is no way for us to update each workstation in this process. For this reason, we have setup a selection from the Start button that will pull the latest program file from the server over to each workstation. This process must be done from each individual workstation. This process is not necessary if you are a single-user.

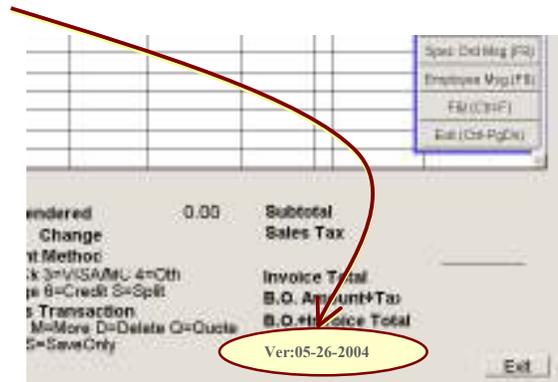


3.3a Exit Counterman Pro

1. From each workstation (not from the server), Exit Counterman Pro (see Chapter 3.3 on how to Exit the Program). You can continue to use your other workstations during this process.
2. Click on “Start”, select Programs (or All Programs in Windows™ XP™), then select the “Counterman Client” folder.
3. Click on the selection named “Get Latest Program File”.
4. That’s it! A window will open letting you know that the process was successful (see fig 3.4a). Just press Enter or click the “OK” button.
5. Repeat this process from each workstation.
6. To verify the version date, look in the lower right hand side of the blank P.O.S. screen. There you will find the version Date (see fig 3.4b).



3.4a Confirmation Window



3.4b Check Version Date

# Counterman Pro

## Chapter 4

### Maintenance & Display Menu

Inventory Menu	4.1
Customers (Maintenance)	4.2
Flexible Pricing Menu	4.3
Price Books Menu	4.4
Special Orders (Maintenance)	4.5
Warranty R.O.'s (Maintenance)	4.6
Reorder Levels (Maintenance)	4.7
System Variables	4.8
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## Chapter 4 Maintenance & Display Menu

### 4.1 Inventory Menu

This is where you will be accessing most of the processes that have to do with Inventory. The Inventory Menu has several selections available and each one is covered in detail in this chapter. Here is a list of available selections:

- 1 = Inventory Maintenance, *see section 4.11*
- 2 = Receive Stock in Bulk, *see section 4.12*
- 3 = Receive Stock by Line, *see section 4.13*
- 4 = Re-Orders (a.k.a. Purchase Orders), *see section 4.14*
- 5 = Stock Order Maintenance, *see section 4.15*
- 6 = Receipt Correction, *see section 4.16*
- 7 = Define Stock Label, *see section 4.17*
- 8 = Reset Re-Order Points, *see section 4.18*
- 9 = Physical Inventory Worksheet, *see section 4.19*
- A = Reprint Special Order Label, *see section 4.20*

#### To access the Inventory Menu,

1. Access the Main Menu by entering your Department+Employee Code, then press **Alt/M** or click on the Main Menu selection.
2. Select 1-Maintenance and Display, then 1-Inventory.

**The remainder of this chapter will take for granted that you are currently in the Inventory Menu.**

### 4.11 Inventory Maintenance

For each and every inventory item, there is a record in Counterman Pro. Inventory Maintenance is where you can define certain fields that are associated with each Inventory item (record). This ability provides total control over individual Inventory items. Once you have reached the Inventory Menu, select **1-Inventory Maintenance** (see fig 4.11a). This will open the Inventory Maintenance screen. The record displayed will be the first inventory record found in the inventory database (see fig 4.11b).



4.11a Access Inventory Maintenance

From the Inventory Maintenance screen (see fig 4.11b) you have many options to choose from. This is where you enter your inventory for the first time in Counterman Pro. After initial inventory has been input, this screen allows for Adding and/or Editing items as needed. This area has a vast array of options that will help you control your inventory and this chapter will cover each one in detail. You should now be looking at the Inventory Maintenance screen for

the first item in your inventory (see fig 4.11b). Take notice of the row of buttons on the lower portion of this screen. These are the available selections you have to choose from. These options will be covered first. In addition to this row of selections, there are two columns of buttons on the lower left area of this screen. Each has a particular function and are covered in this chapter. In the second half of this chapter each field in the Inventory Maintenance screen will be explained. There is a vast amount of information available from this area that you are in total control of. Of course most of the fields you see in Inventory Maintenance can be manually edited, but can also be changed and/or grouped “globally” by utilizing filters and other available processes. For instance, if you would like to bump the selling price by a percentage, based on the current suggested selling price (which can be accomplished through Flexible Pricing). Applying flexible pricing will affect the selling price for the selected vendor only.



411b Inventory Maintenance Screen

### 4.11a Button Selections Explained (lower row)

The selections located at the lower of this screen are shown as “buttons”. This simply means you can make the selection by clicking on it. Alternately, there is a keystroke that can be used in lieu of the mouse click. This “keystroke” is underlined and selecting the underlined keystroke performs the same function as clicking on the button selection. The two columns of buttons displayed on the lower left of this screen work in the same manner. The only difference is there is no underlined keystroke. Instead, there are numbers preceding each selection. Pressing the number corresponding to the function you choose, will react the same as clicking the mouse on that button. The functions across the lower portion of this screen will be discussed first.



4.11c Buttons from Inventory Maintenance



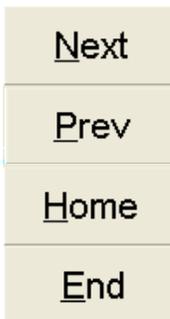
As you first enter the Inventory Maintenance screen, the function (button) highlighted (in the lower row of functions) is the **Add** feature. This button can be accessed at anytime, unless you are in **Edit** mode. This selection allows you to **Add** new items to your inventory. When adding an item there are some rules to follow.

1. If the item is NOT found in the price book records you will be prompted to type a description for that item. A description is ALWAYS required and this step cannot be avoided! If an incorrect number was entered, it will be necessary to put something in the Description, save the entry, then delete it and start over again.
2. If the item IS found in the price book records, the Description, Cost, Suggested Retail, and Selling Price will be filled in for you. It is very important to understand all the fields in this screen (all of which will be covered in this chapter).
3. Press the **Tab** key to move forward through the fields and make any necessary changes. Be sure to **Tab** (or arrow) key out of a changed field to save the changes. When you have entered all the information you feel is necessary, click on the **Save** button.

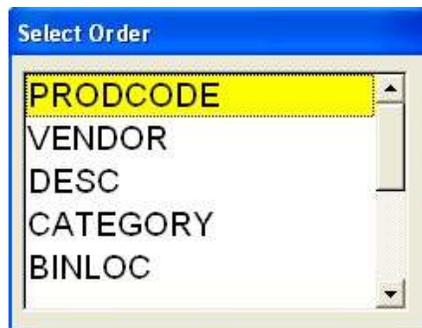


The **Del** selection allows you to Delete an inventory item. It is important to understand, items with a balance on hand, current non-received special orders, allocated service quantities, or current sales history cannot be deleted. Care should be taken when deleting inventory, as there is no reverse or undo process to retrieve deleted inventory! To Delete an item from you inventory:

1. Click on **Find** or press **F** to find the item you wish to Delete.
2. Click on **Del** or press the **D** key to delete the item.



These next four button selections are related to each other and are keyed off of the **Order** button. By default, selecting **Next** will display the **Next** record in order of Product Code. But you can change the Order of Search anyway you like by selecting the **Order** button or by pressing the **O** key. Likewise, the **Prev** button will display the Previous item you looked at, **Home** will display the first item you looked at, and **End** will display the Last item in inventory. All four of these button selections are keyed off of the **Order** selected. So if a product code of 11124 (oil seal) is on the screen and you need to look for a particular oil seal, you could change the order of search to Description. Then press **Next** to see the next inventory item in order of Description.



4.11c Order Selection Window

These are the available selections for the **Order** of search when selecting **Order** or pressing the **O** key. Once a selection has been made, pressing **Next**, **Prev**, **Home** or **End** will display records in the Order you selected. Available selections are as listed in fig 4.11c.

**Edit(Q)**

The **Edit** function in Inventory Maintenance allows two different methods of editing. Either selection will **Edit** the record currently displayed on the screen.

1. The default selection is for Full Edit Mode. This mode allows the user to change most of the fields as they see fit, allowing full control of you inventory in all aspects. To make this selection you may click on the **Edit** button, or press the hot key **T**. Please see Chapter 4.11c “Inventory Maintenance Screen Explained” for information on the function of each individual field on this screen.
2. Alternately, pressing the **Q** key will place you in **Quick Edit Mode**. When selecting **Q** for **Quick Edit**, your cursor will be placed in the Quantity Available field. This function makes for a much faster way to get right to this field. Only a few fields are editable from the **Quick Edit** selection.

**Find**

This selection will move your cursor to the Product Code field and allow you to enter a part number. The product code (a.k.a. part number) you are looking for must have been previously entered in order to be “found”. Items not previously entered will not be displayed and Counterman Pro will automatically forward to the next alphanumeric Product Code (closest to the Product Code you entered) that can be found in your current inventory. To use this function, click on the **Find** button or press the hot key **F**. Type in the Product Code you are searching for and press the **Enter** key.

**Print**

The Print function in Inventory Maintenance can **Print** inventory labels or provide a printed copy of the fields displayed on the screen. To use this selection, click on the **Print** button or press the hot key **R**. Here are the functions available in the Print selection:



4.11d Inventory Item Print Function

1. **P = Price Label**. This is your actual inventory pricing label that can be placed on items in your showroom and provide an orderly method of displaying current pricing for your customers. If you need more than one Price Label, just enter **P** followed by the number of Labels you need (example: **P3** for 3-Price Labels)
2. **B = Bin Label**. This works the same as Price Labels, but does not print the current price. Similar to the Price Label, you may print as many Bin Labels as you like by entering the number of labels desired



continued...



after the **B**. (example **B4** for 4-Bin Labels) This is helpful for labeling bin boxes for hard parts, normally unseen by your customers.  
3. **R = Inventory Record**. A printed copy of the inventory item currently displayed along with the important fields.

Works just like pressing the **Esc** key. Will immediately exit you from Inventory Maintenance. This will work even if you are currently editing a file. A quick way to get out of the Maintenance screen. To use this function, click on the **Esc** selection or press the hot key **C**.



**Reverse** is a wonderful tool, should you make a mistake while in **Edit Mode**. Should you inadvertently edit a record, or press a wrong key, this function will **Reverse** your entry back to the way it was when you entered **Edit Mode**. This will only work while you remain in **Edit Mode** and the system cannot perform an “Undo”. Provided you are currently in **Edit Mode** you may use this function by clicking on the **Reverse** button. There is no hot key because this selection is only available while in **Edit Mode**.

### 4.11b Button Selections Explained (Lower Left)

On the Lower Left of the Inventory Maintenance screen you will see two columns of buttons that represent additional functions available from this area (see fig 4.11e). Each selection has value and is covered in this chapter. To use any of these selections you can click the mouse on the button of your choice, or use the numbered hot key that precedes that selection’s description.

1-Special Ord 0	4 - History Detail
2 - Reserved Detail	5 - History Summary
3 - Disclaimers	6 - Set Filter

All of these button selections (except for 6-Set Filter) are available whether you are in **Edit Mode** or not. However, if you are in **Edit Mode**, hot keys are not available!

411e Buttons (Lower Left) in Inventory Maintenance



Here’s an effective tool that will display any current, open Special Orders for the item currently on the screen. If you have current, open Special Orders for the displayed item, the **0** will be replaced by the number of received special orders for this item. You may use this function clicking on the **1-Special Ord** button or by pressing the numeric **1** hot key. Upon making this selection, a window will open displaying any current, open Special Orders for the item displayed (see fig 4.11f on the following page). A good deal of information is available from this window and many functions can be used while this window remains open. This is the same window available from the P.O.S. screen (From the P.O.S. screen you can Review Special Orders for that customer). All of the functions available from this screen are tools to help you stay in control of your inventory. To know where items are during and after they are processed through your Counterman system.

Name	Telephone	Qty	Date	CP	Deposit	Order Dt	Rcv Dt	Rcvd	Pickup	Price
STEVE MOELLERH	(805)925-5433	1.00	07/23/02	Y	72.70	07/24/02	08/07/02	1	/ /	67.47

[F4]=Transfer to Lay-a-way, <DEL>=Cancel

4.11f Open Special Orders from Inventory Maintenance

Current “Open” (not picked up by the customer) and non-current “Closed” (previously picked up by the customer) Special Orders for the item will be displayed on the screen. This function will display who they are (or were) for. The customer’s Name, Phone Number are displayed, followed by the Quantity Ordered and the Date. The “OP” field refers to “Open” (meaning “Picked Up” or Not) and this field will display a “Y” (for yes) or an “N” (for no). If a deposit was taken for this Special Ordered item, that amount will also be displayed. The Order Date refers to the date this item was ordered from the vendor, while the Receive Date refers to the date this item was received, followed by the received quantity. The Pickup field refers to the date this item was picked up by the customer, followed by the price of the item. You can also **Cancel** a Special Order item from this window by pressing the **Del** key. If an item is cancelled, any deposit(s) are moved to that customer’s general account balance. In addition, you can **Transfer to Lay-Away** status by pressing the **F4** key. Transferring to Lay-Away status can be a useful tool, should you find an item is actually “in-stock”. It is treated just like a “received” Special Order, but now the item does not need to be ordered from the vendor. If you need additional information on this Special Order, press **F11** with this window open (see fig 4.11g).

Special Order Display

Customer Tele (805)925-5433      Reference # 157171

Name STEVE MOELLERHOG      Account# 2925       Save File

Product Code DSDS174532      Deposit 72.70

Description MOTOR WIMET BAS.ROK.92-99      P.O.# 2898

Price/Unit 67.47      Transaction Date 07/23/2002      Placed By

Order Date 07/24/2002      Order Qty 1       Order Open

Received Date 08/07/2002      Received Qty 1       BackOrder Cancelled

Pickup Date / /      Picked Up Qty      Swap To

Comments      Service Order Link

4.11g Special Order Display

Notice this screen allows certain edits. The Order, Received, and Pickup Dates, along with their respectful Quantities are all editable. Additionally, you can add any comments you feel are necessary. The first line of these comments will be printed on the label when this item is received into stock. All of the data (shown in fig 4.11g) is mainly for informational purposes and the fields are explained as follows (An “(E)” means that the field is Editable):

- 1. Customer Telephone: Your customer’s telephone number.
- 2. Reference Number: Refers to the original invoice number.
- 3. Customer Name: Your customer’s name.
- 4. Account Number: Your customer’s account number.
- 5. Save File: If this Special Order was processed from a “Save File”.
- 6. Product Code: Part number for the Special Ordered item.
- 7. Deposit: The deposit amount (if any) taken when processed.
- 8. Description: Item description.
- 9. P.O. #: Purchase Order number, generated when the item was ordered from the vendor.
- 10. Price: Original price (at the time Special Order was processed).
- 11. Transaction Date: Date the original Special Order was taken.
- 12. Placed By: Sales Person/Employee who helped this customer.
- 13. (E) Order Date: Refers to the date you ordered this item from the vendor.
- 14. (E) Order Qty: How many were ordered.
- 15. Order Open: Is checked if this is a valid “open” Special Order.
- 16. (E) Received Date: The date this item was received into stock.
- 17. (E) Received Qty: Quantity received.
- 18. Back Order Cancelled: Checked, if this item has a cancelled back order.
- 19. (E) Pickup Date: Refers to the date your customer took delivery of the item.
- 20. (E) Picked Up Qty: Quantity picked up by your customer.
- 21. Swap To: If item is superceded, the new part number will display.
- 22. (E) Comments: Entered at time of Special Order, or later...
- 22. Service Order Link: If the Special Order item is currently linked to a Service Order, the hold file reference name will be displayed.

**2 - Reserved Detail**

This option allows you to view any current Service Order customers that have allocated the displayed item. When an item is Reserved for Service, the Balance Available is immediately affected by that quantity and Counterman will automatically place that quantity into the Reserved-Service field. The quantity displayed in Reserved Detail should always match the quantity in Reserved for Service. When selecting this option, a window will be

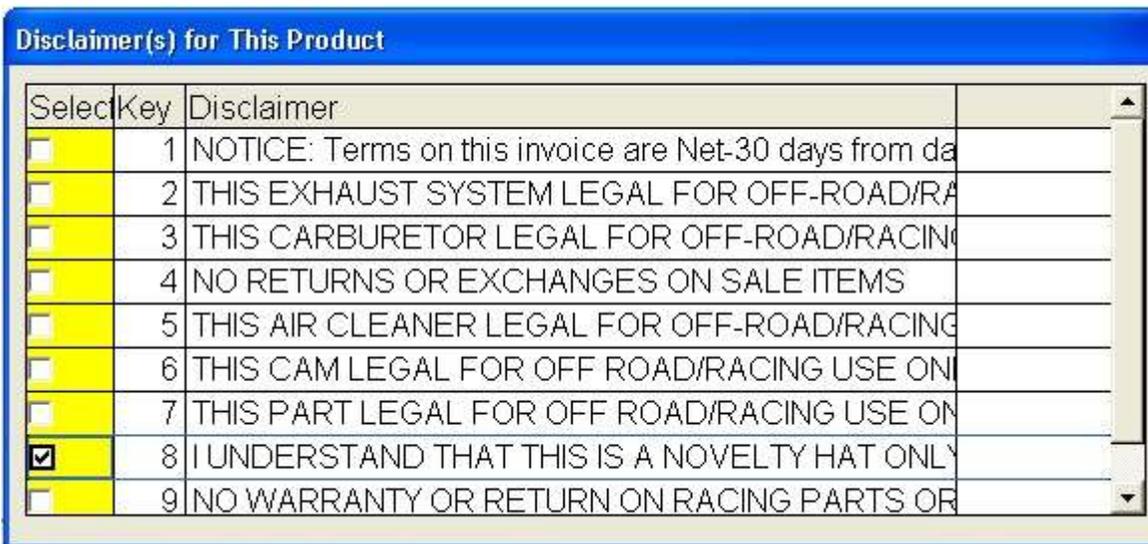


4.11h Allocated Detail

displayed (see fig 4.11h) which provides information about the item and the Service Order it is reserved for. This tool is helpful to insure your service allocations are valid, or to locate an existing service order that has allocated an item. The fields displayed are informational and cannot be edited. The Name of the customer, Their Telephone number, the Quantity allocated, the Date of the allocation, and the Recall (a.k.a. Hold File Reference) Name are all displayed. Providing this information can be very helpful when aligning your allocated service inventory to the actual service job.

**3 - Disclaimers**

Counterman Pro allows a “Link” for any item, to any current existing Disclaimer. The benefit to this process would force the “Linked” Disclaimer to be printed on the sales receipt (or invoice) only when that item is being sold. For instance, you may sell novelty helmets that are not DOT approved, which requires you to inform your customers of this information. Rather than try to remember this each time a novelty helmet is sold, you can have Counterman automatically print this information on the final invoice copy. To “Link” a particular Disclaimer to an inventory item, you must be in Edit Mode in Inventory Maintenance then make this selection (see fig 4.11i). Place a check mark that corresponds to the Disclaimer desired.



4.11i Disclaimer(s) for This Product

To add additional Disclaimers, or to edit any existing Disclaimers, it is necessary to access the Main Menu, under Maintenance & Display, Table Maintenance, and choose Disclaimers. From this point, you can add new Disclaimers or edit existing Disclaimers as needed.

**4 - History Detail**

This button will display sales history detail information. Every time an item is sold, sales history is accumulated and is accessible by making this selection. A window will display with detailed information for each time this item was sold, Special Ordered, or a Lay-Away was processed. Once selected, a window will open (see fig 4.11j) displaying valuable information on past sales history of the item. The top of this window displays information about the item you are looking at, such as part number, description, price, cost, and margin. In the grid of this window, additional information about the past sales history is displayed, in order of the latest first. The Date Sold, then the quantity sold. If the transaction was a Special Order, the Qty field will indicate this with a letter of S to the right of the quantity.

Sales History					
<b>11124</b>		Price 1.60	Cost 1.12		
OIL SEAL		Margin 30.000000			
Date Sold	Qty	Price	Margin	Invoice#	
02/14/2005	1 S	1.29	13.1782946	159619	
01/11/2005	1	1.60	30.0000000	159601	
01/06/2005	1 S	1.36	17.6470588	159595	
01/06/2005	-1	1.36	17.6470588	159595	
01/06/2005	1	1.36	17.6470588	159594	
01/06/2005	1 S	1.60	30.0000000	159590	
01/06/2005	1 S	1.60	30.0000000	159589	
12/05/2003	1 D	1.60	30.0000000	159563	
11/19/2003	1	1.12	0.0000000	159562	
11/19/2003	1	1.12	0.0000000	159561	
10/24/2003	1	2.50	55.2000000	159553	

Re-Print any invoice from this window by selecting the Date, then pressing F7

4.11j Sales History

Additionally, the letter **D** means this item was Drop Shipped to the customer. The next column is the price the item was sold for, followed by the profit margin. The invoice number is in the last column. One of the cool processes available to you from this point, is the ability to reprint an invoice from this window. Just select the sale date you desire, then press **F7** to display (or print) the selected transaction (see fig 4.11k).

The screenshot shows a 'Print Preview' window for an invoice reprint. A callout box with an arrow points to the 'F7' key on the keyboard, with the text 'Click here to print this invoice'. The invoice details include:

Bill To: FRANK BASTO, 3210 PUNTA GORDA APT. 7, SANTA BARBARA, CA 93103, Account#: 5123, Tel#: (805)552-2513

INVOICE REPRINT: 12/05/2003, 159563, Sold By: RALPH

PRODUCT CODE	DESCRIPTION	QTY	PRICE	EXTENSION
1124	Wagon OIL SEAL	1.00	1.60	1.60
FREIGHT	VEHICLE FREIGHT	1.00	25.00	25.00
Subtotal				26.60
Sales Tax @ 7.75%				0.12
Total				26.72
Less Applied From Account				0.00
Less Payment(s) Received				26.72 CASH
Less Total Payment				26.72
Invoice Balance				0.00
Amount Tendered				0.00
Change				0.00
On Account Total				22.60

Total Spec Order Deposits: 23.63

NO REFUND OR CLEARANCE ITEMS\*\*\*SPECIAL ORDERS ARE NON-REFUNDABLE WITHOUT AUTHORIZATION

THANK YOU, \$700 IN AGAIN BOOK

STORE HOURS: TUES-THUR: 9AM TO 6PM, FRI: 9AM TO 4:30PM

4.11k Invoice Reprint

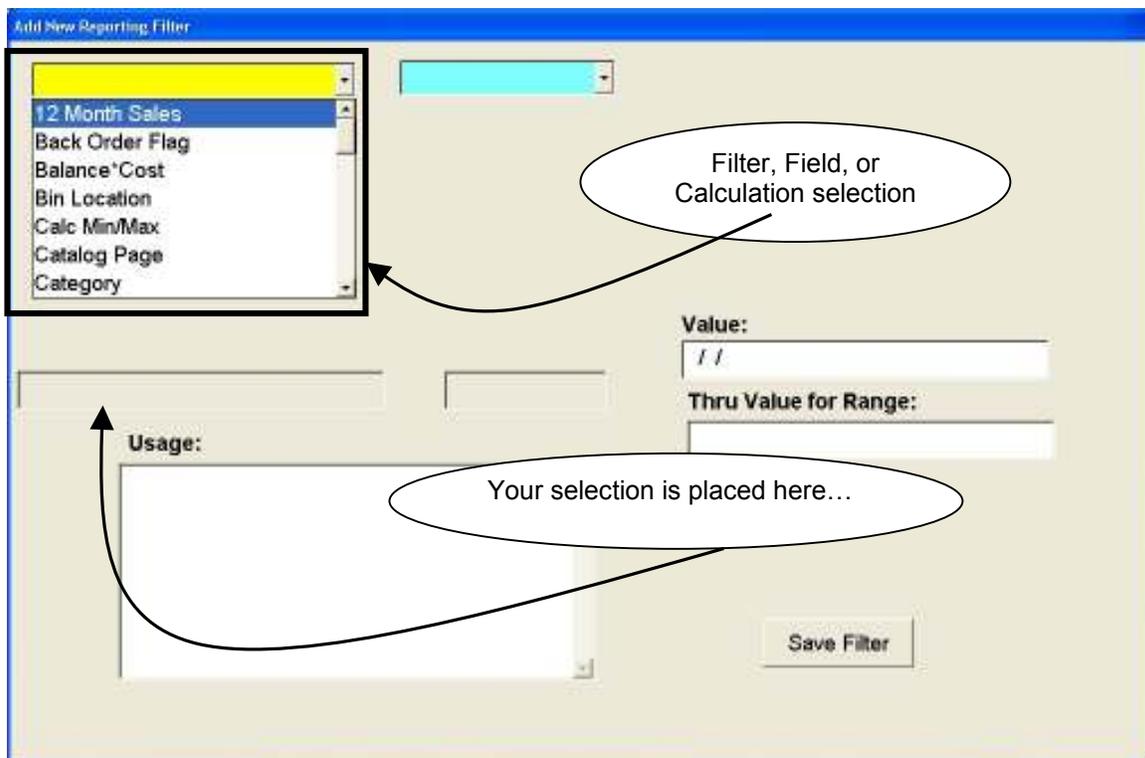
The benefits of this tool are priceless. You will save time by avoiding the need to exit Inventory Maintenance, in order to process an invoice reprint. Additionally, if you see a low profit margin displayed, you'll be able to see which employee gave which customer too good (or too bad) of a deal on the price. Being able to look at past sales history at a detail level right from Inventory Maintenance is another great tool intended to help you control you inventory, keep an eye on pricing, and ultimately keep you in control of your business. Once you have viewed what you want, press the **Esc** key to close the reprint screen, then again to close History Detail.



the Filter Selection Window will appear (see fig 4.11n). This window has five columns and are explained as follows:

- **Select** A click of the mouse or by pressing **Enter** makes a selection for a Filter, Field, or Calculation.
- **Filter Field or Calc.** Brief explanation of the Filter, Field, or Calculation.
- **Operation** This is the type of Filter or Calculation to be performed.
- **Value** The comparison “Value” of the Filtered field.
- **Thru Value** Used only when the “Operation” column is “Range” and allows you to choose “From” this amount, to “that” amount.

Adding a new Inventory Filter is made easy from this window. Make sure your cursor is in the “Select” area, then press **F11** to add a new Inventory filter (see fig 4.11o). From this screen you can build your own custom Filter! The first (upper left) window allows you to select the Field you will use for the new Filter. Use the **Up/Down Arrow** keys to scroll through these selections. All of the selections listed are actual fields that can be found in the Inventory Maintenance screen. If the field exists, chances are very good that a Filter can be used on it. Highlight the one you want and press **Tab**. This will cause the “Operation” window to display a list of ...

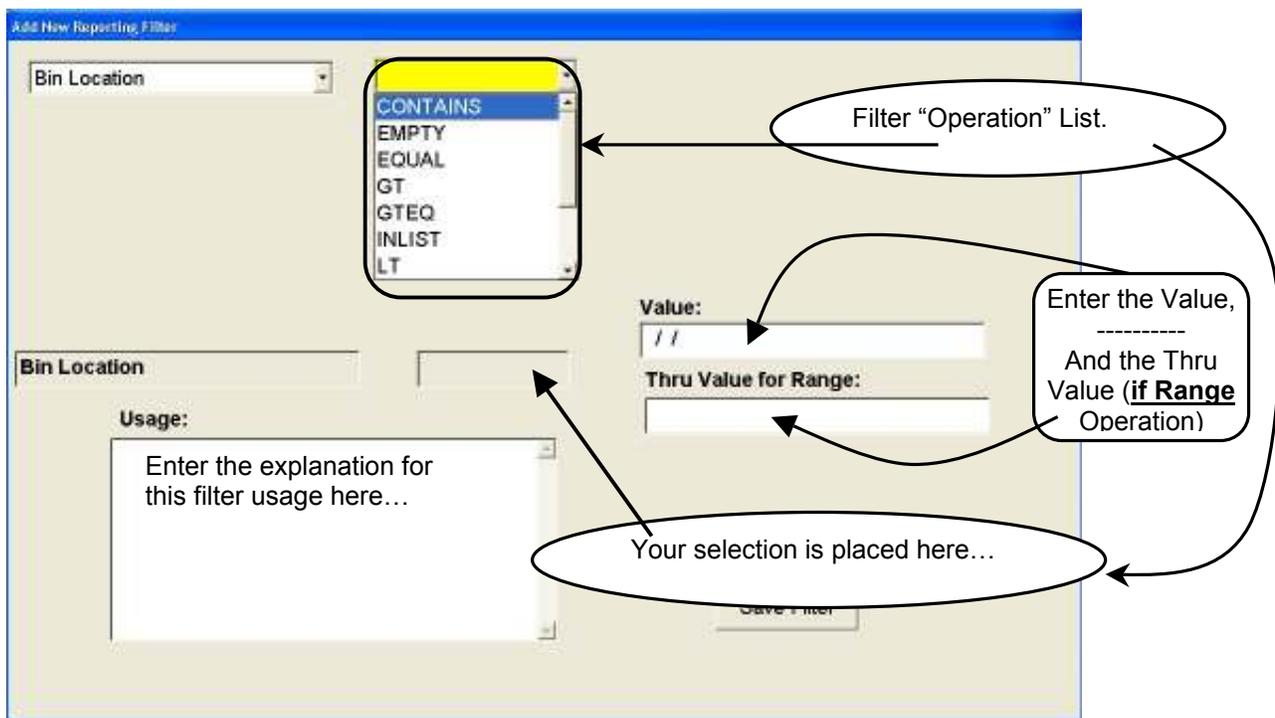


4.11o Add New Inventory Filter

available “Operations” (see fig 4.11p) to use on the field you have selected. These “Operations” have been abbreviated to save space, but are all explained below:

- **CONTAINS** Field must Contain all characters entered in Value.
- **EMPTY** Field must be totally Empty.
- **EQUAL** Field must be Equal to the characters entered in Value.
- **GT** Meaning “Greater Than” all characters entered in Value.

- **GTEQ** Meaning “Greater Than OR Equal To” all characters entered in Value.
- **INLIST** Meaning you can have a “List” of possible entries. As in, more than one Category, or a List of Categories. These entries must be separated with a comma when entered in the Value field.
- **LT** Meaning “Less Than” all characters entered in Value. This is an alpha-numeric calculation in computer ASCII format, which means numbers before letters...
- **LTEQ** Meaning “Less Than OR Equal To” all characters entered in Value.
- **NOTEEMPTY** Meaning a totally blank field. The Value field must be left totally blank to use this Operation.
- **NOTEQUAL** Meaning “Not Equal To” all characters entered in Value.
- **RANGE** Meaning “From” the Value field “Thru” the Thru Value field. This is the only Operation that requires a Thru Value.



411p Add New Reporting Filter Screen

After making your selections in each of these fields in the Add New Inventory Filter screen, be sure to press **Tab**. Pressing **Tab** is what actually “saves” your entry. Once the Field and the Operation have been selected, enter the Value to be used (to compare to) in the Value field, then press **Tab**. If you are NOT using a “Range” Operation, it is NOT necessary to enter a Thru Value, as this is ONLY used for “Range” Operation Filter conditions. **Tab** over to the usage field. This area allows for a typed explanation of what this new filter will accomplish. It is important to type in an explanation so that future use of this filter is easy to understand. Press **Tab** to move to the “Save Filter” button and press **Enter** to save this New Inventory Filter. Once the new Filter is saved, it will be available from the Inventory Maintenance screen by pressing the Inventory Filter button. However, setting a filter from Inventory Maintenance will only display the items that meet the criteria in you Filter condition. You can add as many filters

as you like. If you make a mistake when creating a new Filter (meaning that the new Filter does not perform correctly) deleting an existing Filter can be performed by selecting it and pressing the **Delete** key. Any Inventory Filtered Report will also now have this new Filter available for use. Filters can be added in this same manner from Filtered Reports, which can turn your normal reports into customized reports. For additional information on Filtered Reports, see Chapter 7 of this manual.

### 4.11c Inventory Maintenance Screen Explained

Each field in the Inventory Maintenance Screen is labeled with the name of the field. Each individual field is explained below in the order they are highlighted as you Tab thru them...

- **Product Code** Also known as “part number”, once in the system can not be edited.
- **Description** Item Description, maximum of 30 characters.
- **Cost** Item Cost.
- **Selling Price** Normal retail Selling Price.
- **Gross Profit %** Gross Profit Percentage (not markup).
- **Suggested Retail** Manufacturer’s Suggested Retail Price of the item.
- **Balance Available** Current on-hand available quantity.
- **Reserved-Service** Total quantity allocated to open Service Repair Orders. Detail for this field can be viewed by clicking the Reserved Service button.
- **Reserved-Spec** Total quantity received and Reserved for Special Orders. Detail for this field can be viewed by clicking the Special Ord button.
- **Total On-Hand** Non-Editable field calculated total of the three fields above.
- **Vendor Code** Vendor Code for who you buy this item From (must be setup in the Vendor Table, via Table Maintenance to be selectable here).
- **Item Category** Category Code assigned to this item (must be setup in the Category Table, via Table Maintenance to be selectable here).
- **Inventory Total** If checked, causes the item to included in the Inventory Activity Report as part of your (owned) inventory. If the item is not part of your (owned) inventory, like a consignment item, take-off part, floored motorcycle, etc..., then uncheck this box.
- **Labor** If checked, signifies the item as a Labor item and will be reported on the Cash Drawer Report as Labor.
- **Update From PB** Allows the item to be updated from the Counterman Price Book Update, during the Update From Price Books process. Some items should not be automatically updated, such as pack quantity items.
- **Cost on GPM** Causes the Cost to be calculated backwards, from the Gross Profit Margin percentage, **IF** the price of the item is overridden at Point Of Sale.
- **Taxable** Causes the item to be included in taxable sales.
- **Discounted** If checked, allows the item to be Discounted at Point Of Sale.
- **Calculate Min/Max** If checked, includes the item in the Reset Reorder Points process.

- **BinLoc** Bin Location, where the item is located in your shop.
- **Pack Qty** Packaged Quantity, of how you buy the item.
- **Sold By** Unit of Measure, of how you sell the item.
- **Cat Page** If supplied by the Price Book Vendor, their catalog page number.
- **Reorder Level** Minimum Balance you want to keep on hand.
- **Maximum Balance** Maximum Balance you want to keep on hand.
- **Qty On Order** Represents how many are currently On Order. This field can be edited, however, Counterman will adjust this field as items are Ordered and/or Received.
- **BO** If checked, means the item has been placed on Back Order.
- **Order Date** Displays the last Order Date. The verbiage for this field changes to Rcv Date is the item is not on order and will instead display the Date Received.
- **Note** Virtually endless area where notes can be entered, as they pertain to the item. These Notes will never be printed on an invoice, they are for “your eyes only”.
- **Related Part No.** For the most part, this field is handled by Counterman. You can however, add any Related Part Numbers you desire.
- **Qty Sold MTD** This is a calculated field that keeps track of the number of sold units for the current month, for this item. Edits are allowed, but caution should be taken because History Summary and History Detail are not affected by manual editing.
- **Cost MTD** An accumulative field of the total cost for all sales for the current month. Edits are allowed, but caution should be taken because History Summary and History Detail are not affected by manual editing.
- **Sales MTD** An accumulative field of the total selling price for all sales for the current month. Edits are allowed, but caution should be taken because History Summary and History Detail are not affected by manual editing.
- **Margin %** Accumulated Average Total Profit Margin for all **MTD** sales.
- **Qty Sold YTD** This is a calculated field that keeps track of the number of sold units for the current year, for this item. Edits are allowed, but caution should be taken because History Summary and History Detail are not affected by manual editing.
- **Cost YTD** An accumulative field of the total cost for all sales for the current year. Edits are allowed, but caution should be taken because History Summary and History Detail are not affected by manual editing.

*Continued...*

- **Sales YTD** An accumulative field of the total selling price for all sales for the current year. Edits are allowed, but caution should be taken because History Summary and History Detail are not affected by manual editing.
- **Margin %** Accumulated Average Total Profit Margin for all **YTD** sales.
- **12 Mo. Sales Total** Accumulated Total for the past 12 Months of actual units sold. Edits are allowed, but caution should be taken because History totals will not reflect the edited amount.
- **Avg Monthly Sales** Reflects the unit level of the Average Monthly Sales. The number of months used for the averaging must be pre-setup in System Variables, under Inventory Averages.

## 4.12 Receive Stock in Bulk

This process provides the capability to receive entire purchase orders with just a few keystrokes. There must be a valid purchase order generated from Counterman Pro in order to use this function. Upon selecting Receive Stock in Bulk, a window will open allowing for entry of a



4.12a Enter Purchase Order Number

valid Purchase order number (see fig 4.12a). When a purchase order is placed with a vendor, Counterman assigns a P/O number to it. If you provide this number to your supplier, when the order is placed, it will normally be printed on the packing list for the items being received. Enter this number in the Order Number field provided and press Enter. This will open the Receive Stock in Bulk screen (see fig

4.12b). From this screen you can edit the quantity received and the number of stock labels for each particular item you are receiving, or not receiving. If you change the quantity to a lower number than was originally ordered, the remaining balance will remain open on the same purchase order.

**The editable fields from this screen (but are not limited to) are:**

- Received Quantity field.
- Number of Labels field.
- Flag as Back Ordered.
- Cancel Item from this order.

If edits are required in other areas of the displayed purchase order, there are additional functions available that will perform certain tasks. Notice the lower portion of this screen to use additional editing functions. These functions are listed below with a brief explanation of what you can accomplish with them:

*Continued...*

The screenshot shows a window titled "Receive Stock in Bulk" with a table of items. The table has columns: Prodcode, Description, Recvd Qty, Spec, # Labels, Typ, Cost, and BO/Cancel. The first row is highlighted in yellow.

Prodcode	Description	Recvd Qty	Spec	# Labels	Typ	Cost	BO/Cancel
10142	CLAMP	3	0	3	P	0.48	
11101	O-RING	5	0	5	P	0.20	
12053A	SEAL	1	0	1	P	2.80	
17042-92A	GASKET KIT, ROCKER	1	0	1	P	15.9	
22661-99A	KIT, 1650 PISTON, H/C	1	1	1	P	78.00	
2508	SCREW	2	0	2	P	0.45	
25553-36	THRUST WASHER	1	0	1	P		
27002-89					P		
27009-86A					P		
27583-88					P		
27886-78A					P	8.42	
29055-89	8" ROUND AIR FILTER	1	1	1	P	24.50	
29084-73	AIR CLEANER COVER,	1					
29543-99B	SE AIR CLEANER KIT, E	2					
29756-01	1450 ST1 EFI KIT (SD /	2					
29773-02	1450 ST1 EFI KIT (FLH	1	0	1	P	90.00	
29782-02	ELEMENT AIR FILTER	2	0	2	P	42.00	

Callouts in the image:

- "These fields can be edited to reflect the number you are receiving." (points to Recvd Qty and # Labels)
- "Item can be flagged for back order, or the item can be cancelled from this P/O." (points to BO/Cancel)
- "Note the functions available from this screen." (points to the bottom status bar)

Bottom status bar: F11=Order Rec,F4=RePrint Order,F5=Post Receipts,F6=Sales History,F7=Notes,DEL=Cancel Order,Ctrl-B=Backorder

4.12b Receive Stock in Bulk (by Purchase Order Number)

### F11=Order Record

When selected will open an "Order Record" window (see fig 4.12c) displaying additional

The screenshot shows a window titled "Stock Order Record Display/Edit". It displays order information for Order# 3188, Vendor HD, Product Code 10142, and Description CLAMP. There are buttons for "S/O Not Recvd", "Open Item", "Backordered", and "Cancelled Backorder". Fields include "Qty Ordered", "Qty Received", "Date Ordered", "Unit Cost", and "Date Received".

Callouts in the image:

- "Click here to view customer info on any open Special Orders" (points to S/O Not Recvd button)
- "These fields can be edited" (points to Date Ordered, Unit Cost, and Date Received fields)
- "Press the F11 key to enable full editing of this item" (points to F11=Inventory Rec button)

4.12c Stock Order Record Display/Edit

information with some editing processes allowed for the item being received. This window displays the Purchase Order Number, Vendor, Product Code, and Description at the top. These fields cannot be edited. You may select the button labeled S/O Not Recvd to view any customers who have this item on Special Order. Also displayed are the Open Item, Backordered, and Cancelled Backorder boxes. These are informational and cannot be edited. The Quantity Ordered and

Quantity Received are also informational fields. The last three fields can be edited as needed. The Date Ordered can be changed, the unit cost will sometimes change during the receiving process and this field is editable. The Date Received field can be changed, however, Counterman will fill this information in for you once the item has been received. Pressing **F11** again at this window will open the Inventory Maintenance screen and full inventory edits are available from that point. Be sure to press **Tab** if any changes are made in this area, then press **Esc** to close the window. Pressing the **Esc** key will back you out of any process or function, one process or function at a time.

### F4=Reprint Purchase Order

Reprinting an existing Purchase Order is made easy by pressing the **F4** key while in the Receive Stock in Bulk process (see fig 4.12d). All information will be reprinted exactly as it was when the Purchase Order was processed. If backorders are flagged, this information will also be available on the reprint. This feature is also available from the Stock Order Maintenance screen, where additional edits, additions, or changes can be made to an existing Purchase Order. Upon selecting the **F4** Reprint function, you have the option of “**D**” (displaying) the Purchase Order to the screen in lieu of “**P**” (printing) a physical copy.

Continued...

**Counterman 30 Day Evaluation**  
 P.O. Box 5140  
 Santa Maria, CA 93458  
 (800)937-6590 Fax: (805)938-3567 Email: sales@counterman.net

**STOCK ORDER REPRINT**    Order# 3166    DATE: 02/16/2006

HARLEY:  
 PHONE#:

Product Code	Description	Ordered	Received	BO
1. 10142	CLAMP	3	0	
2. 11101	O-RING	5	0	
3. 12053A	SEAL	1	0	
4. 17042-92A	GASKET KIT, ROCKER	1	0	
5. 22661-99A	KIT, 1550 PISTON, H/C STD	1	0	
6. 2508	SCREW	2	0	
7. 25553-36	THRUST WASHER	1	0	
8. 27002-89	SEAL RING, CARB, XL	1	0	
9. 27009-86A	FRONT INTAKE FLANGE	1	0	
10. 27583-88	STARTER VALVE, CARB, XL	2	0	
11. 27886-78A	FUEL VALVE W/CLIP	3	0	
12. 29055-89	8" ROUND AIR FILTER	1	0	
13. 29084-73	AIR CLEANER COVER,	1	0	
14. 29543-99B	6E AIR CLEANER KIT, EVO	2	0	
15. 29756-01	1450 BT1 EFI KIT (BD J 90)	2	0	
16. 29773-02	1450 BT1 EFI KIT (FLH '02+)	1	0	
17. 29793-02	ELEMENT, AIR FILTER	2	0	
18. 29970-88C	STATOR, 32 AMP, DYNA	2	0	
19. 31981-94	SPARK PLUG CABLE	2	0	
20. 3231B	SET SCREW	5	0	
21. 32844-02	CART FLH'02+ 1450 BT1 1X	3	0	
22. 32849-02	CART. FLH '02+ 1450/1550	1	0	
23. 33449-94	SPRING	2	0	
24. 33833-01	VRC CHROME SHIFTER	1	0	
25. 37904-90	CIRCLIP, FX'S, FL'S & ULTRA	3	0	
26. 37905-90	CIRCLIP, INTERNAL, FX'S,	1	0	
27. 37908-90	CIRCLIP, FX'S, FL'S & ULTRA	1	0	
28. 3911	TORX SOCKET FLAT HEAD	1	0	
29. 39976-65B	CHAIN TENSIONER SHOE	1	0	
30. 40558-82	TUBE MTM U90-18 SIDE	1	0	
31. 43102-91B	D402 MT90816 BW	1	0	

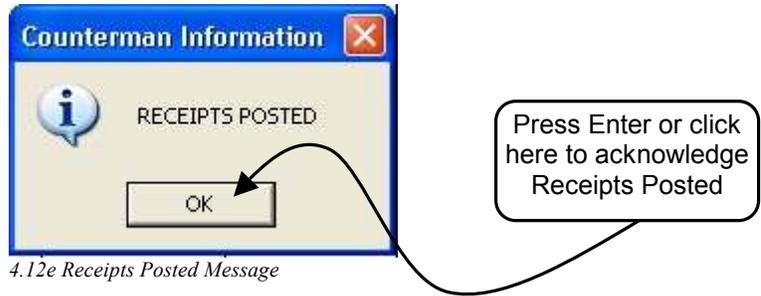
Print Preview

⏪ ⏩ 📄 ▶ ▶ 75% 🔍

4.12d Purchase Order Reprint

### F5=Post Receipts

Once you have made any edits necessary to the displayed Purchase Order, pressing the F5 key will post receipt of the Purchase Order, apply all Special Orders to the customer records, and print all stock and Special Order labels. Once this processed has finished you will receive a Counterman Information message that receipts have been posted (see fig 4.12e). Press **Enter** to acknowledge this information.



4.12e Receipts Posted Message

### F6=Sales History

This is a helpful tool that will display past Sales History information during the Receive Stock in Bulk process. Press F6 to open a window that displays all past Sales History for the item currently selected. Every time an item is sold, sales history is accumulated and is accessible by making this selection. A window will display with detailed information for each time this item was sold, Special Ordered, or a Lay-Away was processed. Once selected, a window will open

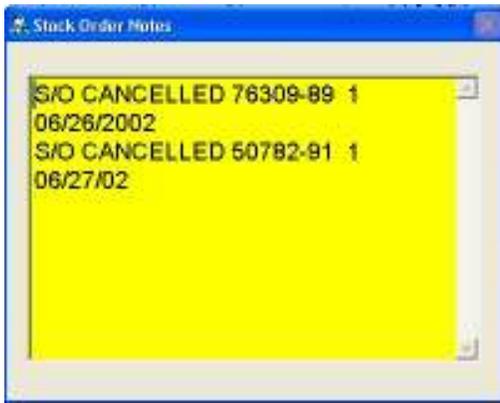
Sales History					
11105		Price 0.31	Cost 0.13		
O-RING		Margin 58.0645161			
Date Sold	Qty	Price	Margin	Invoice#	
06/29/2002	1	0.28	64.2857143	156188	
06/29/2002	1	0.28	64.2857143	156187	
06/28/2002	1	0.27	62.9629630	156153	
06/28/2002	2	0.27	62.9629630	156151	
06/28/2002	2	0.27	62.9629630	156146	
06/27/2002	2	0.28	64.2857143	156075	
06/26/2002	2	0.12	16.6666667	156039	
06/26/2002	2	0.27	62.9629630	156011	
06/25/2002	1	0.28	64.2857143	155985	
06/25/2002	1	0.28	64.2857143	155966	
06/25/2002	1	0.27	62.9629630	155961	

4.12f Sales History for Selected Item

(see fig 4.12f) displaying valuable information on past sales history of the item. The top of this window displays information about the item you are looking at, such as part number, description, price, cost, and margin. In the grid of this window, additional information about the past sales history is displayed, in order of the latest first. The Date Sold, then the quantity sold. If the transaction was a Special Order, the Qty field will indicate this with a letter of **S** to the right of the quantity. Additionally, the letter **D** means this item was Drop

Shipped to the customer. The next column is the price the item was sold for, followed by the profit margin. The invoice number is in the last column. One of the cool processes available to you from this point is the ability to reprint an invoice from this window. Just select the sale date you desire, then press **F7** to display (or print) the selected transaction. Be sure to press **Esc** to back out of any processes to continue.

### F7=Notes



4.12g Stock Order Notes Window

If you need a note printed on the label of a Special Order, or if you need to view notes that were previously entered for an item, press **F7**. This will cause a window to open (see fig 4.12g), displaying any previously entered Notes and allow for additional Notes, or to edit any existing Notes. If the selected item is for a Repair Order, this information will be displayed here in the Notes. If the selected item is for a Special Order, or if a Special Order has been cancelled, this Note window will display that information.

### **Del=Cancel Order**

Pressing the **Del** key while in the Receive Stock in Bulk process will flag the selected item to be cancelled from this

Purchase Order. It has the same effect as clicking the mouse in the “Cancel” box. This process will take the selected item off of this Purchase Order, once you have Posted Receipts. You must Post Receipts in order to process any cancellations from this area.

### **<Ctrl>-B=Backorder**

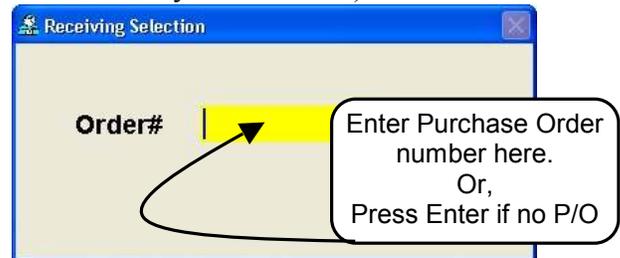
This is a combination keystroke that has the same effect as clicking the “BO” box for the selected item. To make this selection (using the keyboard) hold down the **Ctrl** key and press the **B** key. This process will send the selected item to the Backorder List Report and put a flag on the item indicating it is on Backorder. You must Post Receipts in order to process any Backorders from this area.

## 4.13 Receive Stock By Line

Receiving Stock By Line refers to the ability to receive inventory, one item at a time.

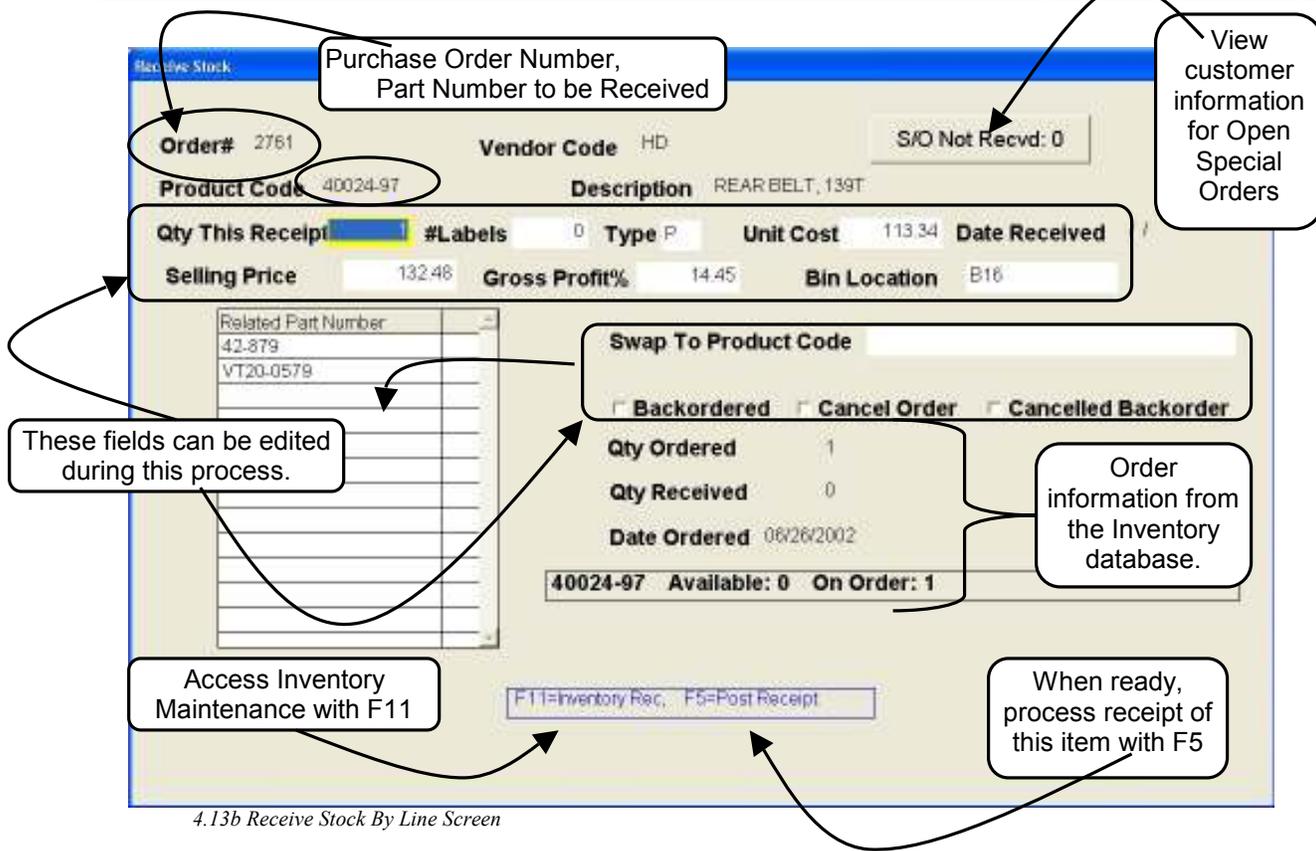
Counterman suggests to create Purchase Orders when ordering parts from your suppliers so, when this option is selected a window (see fig 4.13a) will open asking for an Order Number.

Here you enter your Purchase Order Number (that was created by Counterman) and the first item on that P/O will appear. Alternately, you have the option to Receive Stock by Line without a Purchase Order Number. To do so, simply press the **Enter** key when prompted for an Order Number. This will cause a blank Receive Stock screen to appear and allow you to enter any valid part number to Receive. Either way, Counterman provides this tool, so items can be received one at a time. To use this function...



4.13a Purchase Order Number Prompt

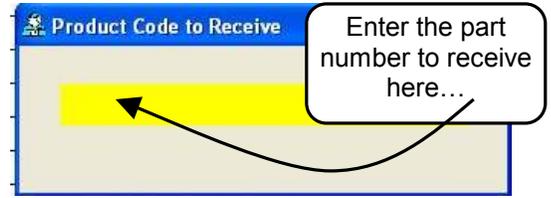
1. If **NOT** using a Purchase Order Number, **go to step #3**.
2. Select **Receive Stock By Line** from the Inventory Menu.
  - a. Enter the Purchase Order Number at the Order # prompt (see fig 4.13a).
  - b. The Receive Stock By Line screen will open and automatically display the first open item on the P/O that is open and ready to receive (see fig 4.13b).
  - c.



4.13b Receive Stock By Line Screen

- d. You should be in the field waiting for a quantity to be Received. The Quantity displayed is the original quantity ordered on the P/O. Enter the quantity to be Received and press Tab. *(Note: if any item on the P/O is not being Received at this time, press N (for Next) to display the next open item for this P/O)*
  - e. In the “# Labels” field enter the number of stock label desired and press **Tab**, or **F5** to Post Receipt. *(Note: if pricing, etc... information is the same as displayed, you can by-pass the remainder of the fields and Receive this item by pressing F5 at anytime throughout this process)*
  - f. The “Type” field refers to the Type of Label desired. Enter **P** for Price Label, or **B** for Bin Label and press **Tab** or **F5** to Post Receipt.
  - g. If the “Cost” per unit has changed, enter the new cost in the “Unit Cost” field then press **Tab** or **F5** to Post Receipt.
  - h. The “Selling Price” can be edited as needed. Press **Tab** to move to the next field, or **F5** to Post Receipt.
  - i. If you would like Counterman to adjust the “Selling Price” for you, based off of the new “Cost” entered, enter the Profit Margin desired and the corrected “Selling Price” will be automatically adjusted. Press **Tab** or **F5** to Post Receipt.
  - j. If the “Bin Location” has changed for this item, enter the new “Bin Location” and press **Tab** or **F5** to Post Receipt.
  - k. If swapping to a different part number, see Step #4 “Swap To Process”. Otherwise, press **Tab** or **F5** to Post Receipt.
  - l. Once you have pressed **F5** to Post Receipt, the next open item on this P/O will appear. Repeat these steps as necessary to Receive the entire Purchase Order.
3. The following steps are for Receiving Stock WITHOUT using a P/O number.
    - a. Select **Receive Stock By Line** from the Inventory Menu.

- b. From the Purchase Order # prompt (see fig 4.13a on previous page), press **Enter** to by-pass this function.
- c. At the “Enter Product Code To Receive” prompt (see fig 4.13c), enter the part number you would like to Receive by Line and press **Enter** or **Tab**.



4.13c Product Code to Receive Prompt

- d. You should be in the field waiting for a quantity to be Received (see fig 4.13b). The Quantity Received will be automatically applied to any previously open P/O’s for that item. If no previous Purchase Order exists, Counterman will assign one to this receipt. Enter the quantity to be Received and press **Tab**.
- e. In the “# Labels” field enter the number of stock label desired (the default will be the same number you are Receiving) and press **Tab**, or **F5** to Post Receipt. *(Note: if pricing, etc... information is the same as displayed, you can by-pass the remainder of the fields and Receive this item by pressing F5 at anytime throughout this process)*
- f. The “Type” field refers to the Type of Label desired. Enter **P** for Price Label, or **B** for Bin Label and press **Tab** or **F5** to Post Receipt.
- g. If the “Cost” per unit has changed, enter the new cost in the “Unit Cost” field then press **Tab** or **F5** to Post Receipt.
- h. The “Selling Price” can be edited as needed. Press **Tab** to move to the next field, or **F5** to Post Receipt.
- i. If you would like Counterman to adjust the “Selling Price” for you, based off of the new “Cost” entered, enter the Profit Margin desired and the corrected “Selling Price” will be automatically adjusted. Press **Tab** or **F5** to Post Receipt.
- j. If the “Bin Location” has changed for this item, enter the new “Bin Location” and press **Tab** or **F5** to Post Receipt.
- k. If swapping to a different part number, see Step #4 “Swap To Process”. Otherwise, press **Tab** or **F5** to Post Receipt.
- l. Once you have pressed **F5** to Post Receipt, the “Product Code to Receive” window will re-open. Repeat these steps as necessary to Receive as many items as needed.

### 4.14 ReOrders Menu

When the ReOrder List Menu is accessed (see fig 4.14a), a list of six selections will appear. These are your vendor selections. The first two selections are your “Primary Vendors”, as



4.14a ReOrder List Selections

selected when signing up with Counterman Pro. The third selection is for any “Other Vendor” other than the Primary Vendors. Selecting any of the first three options will open a ReOrder List for the selected vendor. If you choose 3 – Other Vendors, Counterman will prompt you for a Vendor Code. If you need a list of available Vendor Codes, see Chapter 4.4d for information on how to access a list of “Installed Price Books” and view the associated “Vendor Codes” for each.

### **Vendor Codes (some basic information)**

In an effort to keep each vendor separated and also to prevent the possibility of conflicts for “like part numbers” from multiple suppliers, Counterman uses “Vendor Codes”. These Vendor Codes preface the actual vendor’s part number. For example, when looking up a Drag Specialties part number, which shows in the Drag Catalog as: DS-490045 (1/4”-20 SEAT MOUNT NUT), notice that “DS” is actually part of the part number. When you enter this number into Counterman, you will need to use the Vendor Code first, and remove any dashes or spaces. So this same part number would be entered as DSDS490045. If you enter a Drag number that does not have a “DS” as part of the number, such as V-12002P (VANCE & HINES PRO PIPE), would need to be entered as DSV12002P. Each vendor has a different way of applying their own numbers, but once you start to use Counterman, this will become quite simple to understand.

The other area where Counterman uses “Vendor Codes” is when setting up items in Inventory Maintenance. If you plan on ReOrdering any item you normally sell, it will be necessary to assign a valid Vendor Code to that item. Initially, when items are added through Inventory Maintenance (if the item is found in the Price Book file) a default Vendor Code will be assigned which coincides with the first two characters of the actual part number. Items not found in the installed Price Book List will require the user (you) to assign a valid Vendor Code to that item. To add to your existing list of valid Vendor Codes, see Chapter 4.9 Table Maintenance. Assigning Vendor Codes is extremely important for two reasons:

1. Assigning Vendor Codes allows the item to be Re-Ordered through the Counterman Pro ReOrder List process. If you do not assign a valid Vendor Code, that item cannot be added to an existing ReOrder List because Counterman will not know who the vendor is.
2. Running Month End Reports, specifically the Inventory Activity Report, provides an incredible amount of information in regards to past sales history. Assigning a valid Vendor Code allows Counterman to sort this report by vendor, providing this valuable information on a vendor level.

### **4.14a ReOrder Lists, Using Selections 1, 2, or 3**

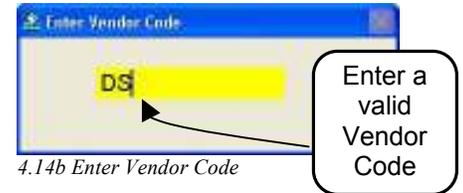
An incredibly useful tool in Counterman Pro is the ReOrder List. This is where purchase orders are created. By creating a Purchase Order for everything you order from suppliers, tracking capabilities are greatly increased because you know when to expect any item that is “on order”. This process will also help with Special Ordered items, which are automatically added to any ReOrder List by either “Generating a Suggested Order”, or by “Refreshing” an existing order. Upon creating a suggested order (or refreshing an existing order), Counterman will search your inventory database, looking for items that have fallen below your normal stocking levels, as well as items that have been placed on Special Order for your customers. The search routine for creating a suggested ReOrder List is as follows:

1. Compare the Balance Available to the current Reorder Level and the Maximum Balance. If the Balance Available is less than either of these amounts, the balance will be placed in the suggested order quantity field, IF it is not on order already (see #3).

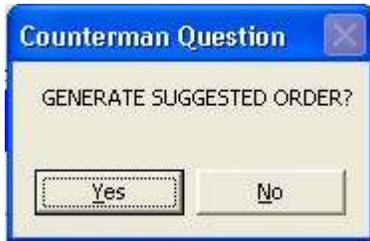
2. Check for any open Special Ordered items (for the vendor selected) that have NOT been ordered yet. If the Special Ordered item has not been previously ordered, the total number on Special Order will be added to the suggested order quantity field.
3. Check to see if any of the items have been previously placed “On Order” to prevent duplicate orders.

When selecting any of the first three options, a ReOrder List for the selected vendor will open. Each of these works the same, with the exception of the vendor choice. The following will cover all three of these selections, as they all work in the same manner.

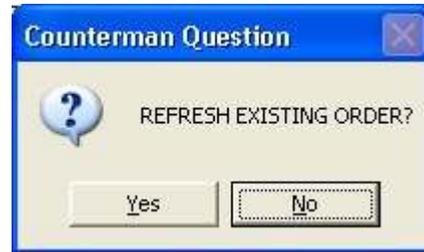
1. From the Inventory Menu, select **1** (Primary Vendor 1), **2** (Primary Vendor 2), or **3** (Other Vendors) to open the ReOrder List.
  - a. If selecting **3** (Other Vendors) you will be prompted for a valid Vendor Code (see fig 4.14b). Enter a valid Vendor Code and press **Enter**.
2. You will be prompted with one of two possible Counterman Questions (see fig 4.14c and 4.14d).



4.14b Enter Vendor Code



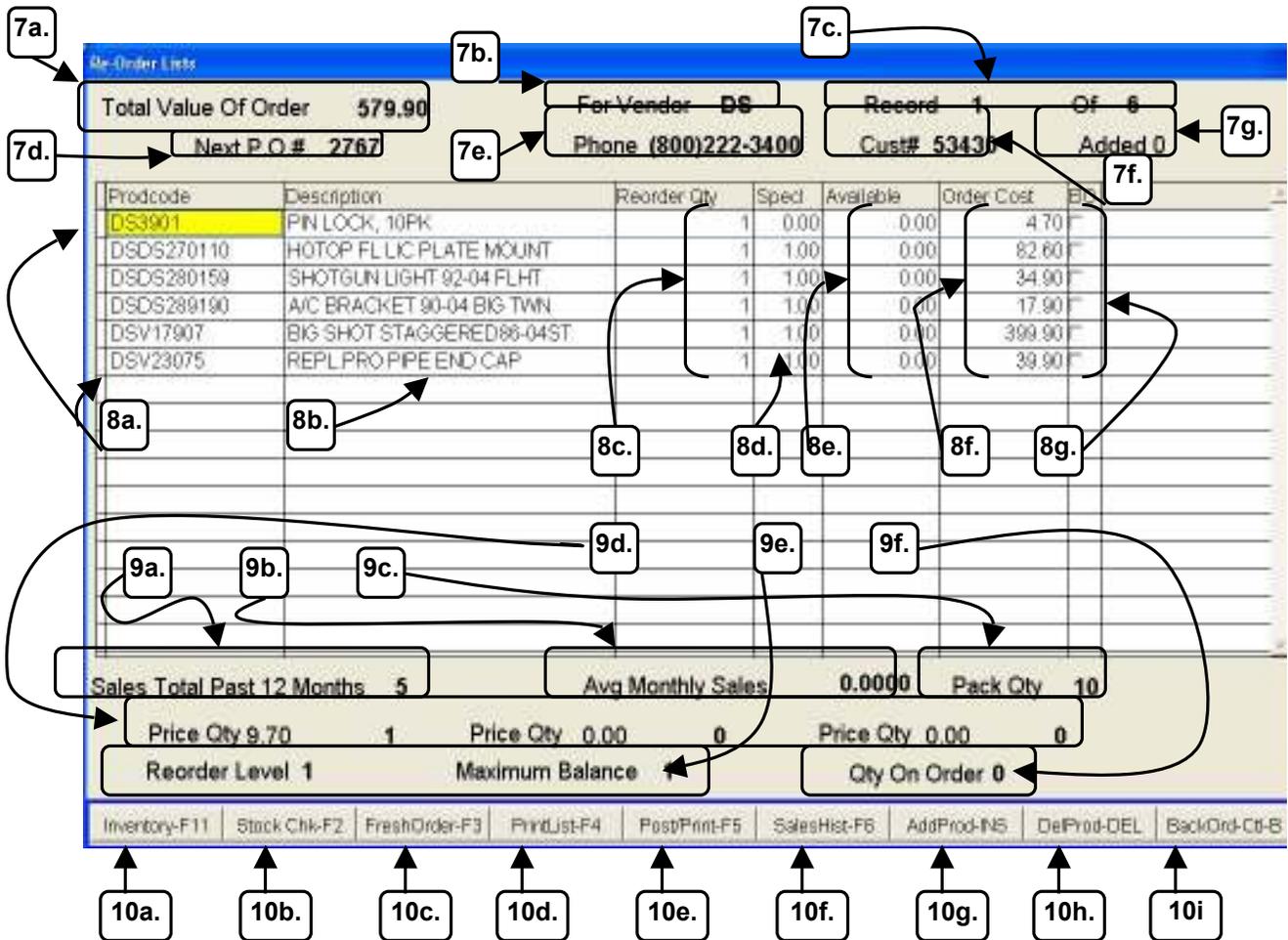
4.14c Counterman Question



4.14d Counterman Question

3. The default answer on “Generate Suggested Order” is Yes. This process will search your inventory database for any item that is on Special Order (and has not been ordered yet) and for any items with a Balance Available less than the Re-Order and Maximum Balance values. The difference will be inserted in the suggested order quantity column.
4. The default answer to the “Refresh Existing Order” question is “No” to prevent loss of an existing ReOrder List that may come out differently if it gets refreshed, or to allow for a blank ReOrder List for the vendor selected.
5. In either case, a suggested ReOrder List will open for the selected vendor (see fig 4.14e).
6. Many functions and processes are available, in addition to an incredible amount of valuable information right at your fingertips from the ReOrder List screen, and are discussed in detail in steps 7, 8, 9, & 10 that follow...

*Continued...*



4.14e ReOrder List for Selected Vendor

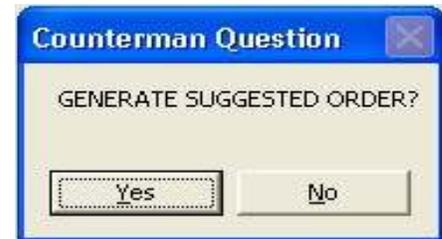
7. Notice the information available at the top of this screen (see fig 4.14e). Each area of information in fig 4.14e is numbered with a 7 (top), followed by a letter designation and described below:
  - a. **Total Value Of Order** (7a. in fig 4.14e) This is the actual running total of the Purchase Order you are currently viewing. This amount will change as items are added or deleted from this order.
  - b. **For Vendor** (7b. in fig 4.14e) indicates the Vendor Code for the selected vendor.
  - c. **Record** (7c. in fig 4.14e) refers to the actual “row” the cursor is currently in, while **Of** is the total number of lines in the current order.
  - d. **Next P.O.#** (7d. in fig 4.14e) is the Purchase Order Number Counterman assigns to this order, provided the order is posted. Purchase Order Numbers are not assigned until the Order is actually posted.
  - e. **Phone** (7e. in fig 4.14e) is the telephone number found in the Vendor Table database for the current selected vendor. This information can be added or edited from the Vendor Table (see Chapter 4.9 for more information on Table Maintenance).
  - f. **Cust#** (7f. in fig 4.14e) is the Customer Number or Dealer Number for this vendor. This information is also found in the Vendor Table (see Chapter 4.9 for more information on Table Maintenance).
  - g. **Added** (7g. in fig 4.14e) is the number of items that have been manually added to this Purchase Order. Items added automatically by Counterman will not change this number.

8. The middle area is where the items being ordered are. The items you see in the grid in fig 4.14e were generated by Counterman Pro for an existing user. This particular user does a minimal amount of business with Drag Specialties™. But the items on this suggested ReOrder List are either Special Ordered items that have not been ordered from the vendor or items that have fallen below current Re-Order Levels or Maximum on-hand balances. This entire Purchase Order will stay intact until it is posted. If additional Special Order transactions happen in the mean-time, all we need to do is to refresh this order and they will appear in the grid. Once this order is Posted, these items will no longer show up on the list. Each area of information in fig 4.14e is numbered with a **8 (grid)**, followed by a letter designation and described below:
- a. **Prodcode** (8a. in fig 4.14e) is the Product Code or “part number” to be ordered. When an order is initially generated, your cursor should be positioned on the first number on the order. All part numbers will be listed in alpha-numeric order, low numbers at the top, higher numbers as you go down the list. Note, when you move down the list of part numbers on this screen, the information on the lower area of the screen provides information on the item that is currently highlighted. Step #9 below covers this information in detail. The Prodcode field can be edited. If you need to manually add a new part number to this list, press the **Ins** key on the keyboard, or click the **AddProd-Ins** (10g.) button at the very lower area of this screen.
  - b. **Description** (8b. in fig 4.14e) is the actual Description from the inventory record for each part number. This field cannot be edited from this area.
  - c. **ReOrder Qty** (8c. in fig 4.14e) refers to the quantity of each item to be ordered. This field can be edited if desired. If you don’t want to order any particular item on a ReOrder List, you can delete any item by highlighting it, then press the Delete key, or by clicking on the button labeled **DelProd-Del** (10H.) at the very lower area of this screen.
  - d. **Specl** (8d. in fig 4.14e) This column, if populated, indicates the quantity of the item on Special Order for customer(s). Any Special Ordered item(s) you have not ordered from the vendor will populate here when the ReOrder List is either Generated or Refreshed. This field cannot be edited. If you would like to see who the Special order is for, highlight the item, then press **F6** on the keyboard or click on the **SalesHist-F6** button below (see step 10f for additional information on this selection). Items that have not been ordered from the vendor, are current “open” Special Orders, and have not been ordered from the vendor, will continue to display on this list every time a new list is generated or refreshed. Once the item(s) have been ordered, the refreshed list should omit them.
  - e. **Available** (8e. in fig 4.14e) displays the current quantity on hand. This information is pulled directly from the inventory record and cannot be edited from the grid. Alternately, the quantity on hand can be edited by accessing the Inventory Maintenance (which can be accomplished from here). To access Inventory Maintenance, highlight the item you wish to edit, then press **F11**. Alternately, you can click on the button at the very lower area of this screen labeled **Inventory-F11** (10a.).
  - f. **Order Cost** (8f. in fig 4.14e) refers to the extended cost of each item on the current order. If you need to know the “each cost” for any item, highlight that item. The “each cost” is displayed on the lower left of this screen (9d.) This field is not directly editable, but will automatically get updated if the ReOrder Quantity is changed.

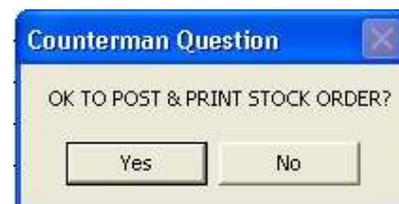


the button of your choice. Most of these selection will directly affect the item highlighted. The detail for each selection follows...

- a. **Inventory-F11** (10a. in fig 4.14e) When selected will open the Inventory Maintenance screen for the highlighted item. From here you can edit the inventory record however you see fit, as all fields are editable. Alternately, you can press the **F11** key on the keyboard or click the button labeled **Inventory-F11**.
- b. **Stock Chk-F2** (10b. in fig 4.14e) When selected will open the Stock Check Screen for the highlighted item. When using this tool from the ReOrder List, Cost and MSR pricing will automatically be displayed. Alternately, you can press the **F2** key on the keyboard or click the button labeled **Stock Chk-F2**.
- c. **Fresh Order-F3** (10c. in fig 4.14e) When selected allows you to refresh an existing ReOrder List. Alternately, you may need a blank order to order something quickly. When this selection is made a Counterman question window will open (see fig 4.14f). Answering this question with YES will refresh the order by rescanning the inventory records for the selected vendor and provide a new ReOrder List for any items that have fallen below minimum/maximum Re-Order Levels, in addition to any additional Special Order items. Answering NO to this question will cause a blank ReOrder List to open, allowing you to enter product codes (part numbers) manually. Alternately, you can press the **F3** key on the keyboard or click the button labeled **FreshOrder-F3**.
- d. **Print List-F4** (10d. in fig 4.14e) Provides a printed list of the items currently on the screen. It is essential to your business NOT to order items that may be in stock, should the available balance on hand be incorrect. **The Print List-F4** process can be used to provide a means of manually checking inventory prior to ordering. Alternately, pressing **F4** on the keyboard will print this ReOrder List.
- e. **Post/Print-F5** (10e. in fig 4.14e) When selected it is assumed you are ready to post and print this order. This process will display a window, allowing you one last chance to abort this process (see fig 4.14g) but the default answer to this question YES, which would Post and Print this order. If you answer NO to this question, you will be returned to the current ReOrder List. Of course, the ultimate goal would be to Post and Print this order, which would apply the purchase order number and show all items as being "on-order". Alternately, you can press the **F5** key on the keyboard or click the button labeled **Post/Print-F5**.
- f. **Sales History-F6** (10f. in fig 4.14e) When selected can be a valuable tool available from the ReOrder List as it will display each and every instance when the selected item was sold. In addition, the Quantity Sold, Price, Profit Margin, and Invoice Number are all displayed. Notice the Qty field; if there is an S after the number, this means the transaction was a Special Order. Another great feature available when this window is open allows you to RePrint any of the selected invoices. Simply highlight the Date Sold field, then press **F7** to print that invoice, either to screen or to the installed Report Printer. *(Tip: Anytime you see a "grid" in Counterman Pro, try moving the mouse into that grid to see available "Tool*



4.14f Counterman Question



4.14g Counterman Question

*Tips” for that area).* Alternately, you can press the **F6** key on the keyboard or click the button labeled **SalesHist-F6**.

- g. **Add Prod-INS** (10g. in fig 4.14e) When selected will allow items to be added to the current ReOrder List manually. Making this selection will move your cursor to a blank line, where you can insert a new part number that is not currently on this order. Alternately, you can press the **Ins** key on the keyboard or click the button labeled **AddProd-INS**.

Sales History				
<b>DSDS32103</b>		Price 65.50	Cost 39.00	
CHROMITE 2 CL 38602-92+3		Margin 40.4580153		
Date Sold	Qty	Price	Margin	Invoice#
03/19/2002	1	62.78	37.8783052	152015
02/12/2002	1 S	62.78	36.9225868	150720
01/11/2002	1	59.64	33.6016097	149698
12/06/2001	1 S	59.64	34.6076459	148126
11/21/2001	1 S	62.78	37.8783052	147510
F7 = Print Invoice				

4.14h Sales History Window

- h. **Del Prod-DEL** (10h. in fig 4.14e) Will “Mark” an item for Deletion from the current ReOrder List. When selecting this function, a black box will be placed in the far left column of the grid, which indicates the item is marked for deletion. Think of the ReOrder List as a purchase order on a clipboard. As you add to or cross off items on a clipboard, you can add or delete items off of the ReOrder List. The reason the item doesn’t just “go away” is, you may want to reconsider ordering that item to meet your minimum free shipping amount. When an item is marked for deletion, it will remain on the current ReOrder List, unless you exit out of the current List and open the same vendor’s ReOrder List again and don’t refresh the List. Additionally, if you Post/Print a ReOrder List with items marked for deletion, the deleted items will **not** be on the Purchase Order. Alternately, you can press the **Del** key on the keyboard or click the button labeled **DelProd-DEL**.
- i. **BackOrd-Ctl-B** (10i in fig 4.14e) Has the same affect as clicking in **BO** box for a selected item on the ReOrder List and is used for flagging items for Back Order. This tool can be used when calling an order in to the vendor with this screen open (order not yet posted). If an item is on Back Order, place a check in the corresponding box to flag it as such. Flagging an item for Back Order will place it on the Back Order List, providing an opportunity to find the item from an alternate supplier, or to allow the customer to make an alternate item selection. Alternately, you can hold the **Ctrl** key down, then press the **B** key on the keyboard or click the button labeled **BackOrd-Ctl-B**.

### 4.14b Combined ReOrder List

The Combined ReOrder List provides a complete list of all inventory items that have fallen below min/max Re-Order levels including all open Special Orders, for all vendors combined (see fig 4.14i). This can help when you see the “big picture” on what needs to be ordered, and from what vendors you need to order from. Also, Counterman provides a tool called “Reset Reorder Points”. This is a month-end process and will reset your min/max Re-Order Levels for you (based on past sales history). The Combined ReOrder List can be a very valuable report in this area if it is printed before and after the “Reset Reorder Points” process is ran because it lets you see the result of the process. This report can be displayed or printed and the last page will

provide a total cost of all items combined. To run this report, select **4-Combined ReOrder List** from the **Inventory/Reorders Menu** then select **Print** or **Display**.

**Counterman 30 Day Evaluation**  
 P.O. Box 5140  
 Santa Maria, CA 93458  
 (800)937-6590 Fax: (805)938-3567 Email: sales@counterman.net

Current Sales History Totals

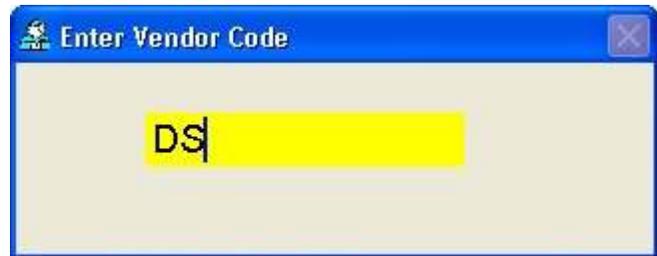
RE-ORDER LIST		DATE 03/03/2005										Sales E		
Product Code	Description	IP	Re-Ord	S'Ord	UM	Pkqty	Bal	MinBal	MaxBal	On-Ord	BinLoc	Cost	Ord Cost	Sales E
1. YAJ7-17537-10-15	SOME PART		2	2		0	0.00	0	0	0		137.40	274.80	0
2. GP3190	FLOWING HD BALLCAP		2	0		0	0.00	2	2	0		8.25	16.50	0
3. GP800365	TANK/VENILO		1	0		0	0.00	1	1	0		8.45	8.45	0
4. GPR81700136	SIDE FLIGHT T-SHIRTXL		1						1	0		8.45	8.45	0
5. ESPFX/FL5	EX SVC PLAN 5 YEAR		1						1	0		564.00	564.00	0
6. AA	ACCOUNT ADJUSTMENT		1						3	0		0.00	0.00	0
7. BU8051044	FLORESSER DOGS PRE		1						0	OAC		221.25	221.25	0
8. CANG001	DOUBLE LAYER		2						2	019		5.00	10.00	0
9. CANG002	SINGLE LAYER		1						1	019		4.50	4.50	0
10. CAT002	TALL NECK DICKE		2						2	019		10.00	20.00	0
11. 49-123	RET RG 40-54ET SPRPIN	X	40	40PK	10	0.00	0	0	0	0		0.39	15.60	0
12. 49-124	RET RG 32-5T OHV BT	X	40	40PK	10	0.00	0	0	0	0		0.29	11.60	0
13. DSDS192282	SHOCK SPANNER WRENCH	X	1	0EA	0	0.00	1	1	03	0		8.90	8.90	0
14. DSDS200604	HEAT SHLDS	X	1	0SE	0	0.00	1	1	0	X		127.50	127.50	0
15. DSDS302106	LONG STEM CHROME FHE	X	1	0EA	0	0.00	1	1	0	0		3.90	3.90	0
16. DSDS32103	CHROMITE 2 CL 3802-92	X	1	0EA	0	0.00	1	1	0	0		39.00	39.00	0
17. F	OUTBOUND FREIGHT		16	0	0	0.00	16	16	0	0		0.00	0.00	0
18. D0031	B&S DOUBLE FLAME SM		1	0	0	0.00	1	1	0UC	0		1.30	1.30	0
19. D0354	HD ONE LO		1	0EA	0	0.00	1	1	0UC	0		2.45	2.45	0
20. D10310	DECAL NAME KS OUT		1	0EA	1	0.00	1	1	0	0		1.00	1.00	0
21. D1033	DECAL-HD NAME MD		1	0	0	0.00	1	1	0UC	0		1.70	1.70	0
22. D1084	DOWN EAGLE LO		1	0	0	0.00	1	1	0UC	0		2.45	2.45	0
23. D3022	B&S CLASSIC SM		1	0	0	0.00	1	1	0UC	0		1.30	1.30	0
24. D3123	B&S LONG LO		1	0	0	1.00	2	2	0UC	0		1.70	1.70	0
25. D338054	WING, SILVER LO		1	0EA	1	0.00	1	1	0UC	0		2.45	2.45	0
26. D7433	FATBOY MED		1	0EA	1	0.00	1	1	0UC	0		1.70	1.70	0
27. D7433C	FAT BOY CHROME MD		1	0	0	0.00	1	1	0UC	0		1.70	1.70	0
28. D7434C	FAT BOY CHROME LO		1	0	0	0.00	1	1	0UC	0		2.45	2.45	0

Page 1

4.14i Combined Re-Order List

### 4.14c Back Order List

An item can get flagged for the Back Order List in a number of different ways. Initially, items can be flagged for the Back Order list before during the ReOrder process (see Chapter 4.14a). But sometimes the vendor does not convey that the item is on Back Order at that time and you won't find out about the Back Order until later. Counterman also allows any "previously ordered item" to be flagged for the Back Order List during the Receive Stock (see Chapter 4.12 & 4.13) process. Or, if you find out about the Back Order status after the item has been ordered, but before the receiving process, the item can still be flagged for the Back Order List through the Stock Order Maintenance process (see Chapter 4.15). In any case, running the Back Order List will provide a list of items flagged for Back Order from any of these processes. This report will help you in your ordering decisions and allow you to contact your customers (if the item(s) are on Special Order) and allow them to make a different selection or authorize the purchase from a different supplier. To run the current Back Order List, select **5-Backorder List** from the **Inventory/Reorders Menu**. You will be prompted for a Vendor Code. If no vendor



4.14i Vendor Code Prompt

selection is made, press **Enter** with no Vendor Code, to print all vendors (see fig 4.14i). The result will be as the sample in fig 4.14j shows below.

**Counterman 30 Day Evaluation**  
 P.O. Box 5140  
 Santa Maria, CA 93458  
 (800)937-6590 Fax: (805)938-3567 Email: sales@counterman.net

**BACKORDER LIST** DATE: 03/03/2005

Product Code	Description	OrdQty	Recvd	SOOrd Order#	Order Date	UM	PkQty	Bal	On-Ord	EstLoc	Ord Cost
DSD9080610	ROWE VISE SOFT JAWS	1	0	13024	08/23/2002	FR	0	0.00	1		12.90
DSD9290580	C 87-99 REAR CALIPER ALL	1	0	03174	07/18/2003	EA	0	0.00	1		96.70

TOTAL COST OF BACKORDERS \$108.60

4.14j Backorder List

### 4.14d In Process ReOrder List

This report will print (or display) a list of items that have been placed on a ReOrder List, but the purchase orders have not been Posted/Printed. Counterman allows you to “build as you go” for purchase orders. This means you can start a ReOrder List then escape out of it without losing any of the items you started with, provided you have not Posted/Printing the purchase order. When you escape, the current ReOrder List gets saved.

**Tech Note:** Counterman saves these individual files by vendor into a folder on the main (or server) computer. This allows use by all workstations. You could begin a ReOrder List at one station, escape out of it, then open the exact order from a separate Counterman workstation on your network.

To run the **In Process ReOrder List**, select **6-InProcess ReOrder List** from the **Inventory/Reorders Menu**. This feature will provide a listing of all pending purchase orders that you have not posted, separated by vendor, with a total for each individual vendor. These totals are accumulated and a grand total is printed at the end of the report. When you start a ReOrder List, and escape out of it without Posting/Printing the purchase order, that ReOrder List gets saved. Once the order has been Posted/Printed, the items will not automatically be on this list anymore because they are considered “on-order”. The result will be as the sample in fig 4.14k shows below.

*Continued...*

**Counterman 30 Day Evaluation**  
 P. O. Box 5140  
 Santa Maria, CA 93458  
 (800)937-6590 Fax: (805)938-3567 Email: sales@counterman.net

**IN-PROCESS RE-ORDERS LIST**      DATE 03/04/2005

Product Code	Description	Re-Ord	S'Ord UM	Qty	Bal	MinBal	MaxBal	On-Ord BinLoc	Cost	Ord Cost	Sales
Vendor Code CCI											
1.49-123	RET RG 40-54BT SPRPIN	40	40PK	10	0.00	0	0	0	0.39	15.60	0
2.49-124	RET RG 32-57 OHV BT	40	40PK	10	0.00	0	0	0	0.29	11.60	0
	CCI      \$27.20										
Vendor Code DS											
3.DSD5192382	SHOCK SPANNER WRENCH	1	OE	0	0.00	1	1	03	8.90	8.90	0
4.DSD5200804	HEAT SHLDS FDS2005111518	1	OSE	0	0.00	1	1	0	127.50	127.50	0
5.DSD5302106	LONG STEM CHROME FIHD	1	OE	0	0.00	1	1	0	3.90	3.90	0
6.DSD532103	SPR MITE 2 CL 38602-92+3		OE	0	0.00	1	1	0	39.00	39.00	0
	DS      \$179.30										
Vendor Code HD											
7.10080	CLAMP, HOSE	12	OE	5	-2.00	10	10	0B3	0.28	3.36	0
8.10208	HOSE CLAMP, 500 ID	2	OE	1	0.00	2	2	0B4	0.40	0.80	0
9.10998	RETAINING RING	2	OE	1	1.00	2	2	0B4	0.40	0.40	0
10.11147A	O-RING	1	OE	1	6.00	8	8	1B4	0.78	0.78	0
11.12052	OIL SEAL	1	OE	2	7.00	8	8	0B4	1.49	1.49	0
12.12053A	SEAL	1	OE	1	4.00	6	6	1B4	2.80	2.80	0
13.17042-92A	GASKET HT, ROCKER COVER	1	OE	1	0.00	2	2	1111	15.97	15.97	0
14.17987-98A	QUICK INSTALL PUSHROD HT,	1	OE	1	0.00	1	1	0	58.00	58.00	0
15.17987-99A	QUICK INSTALL PUSHROD HT,	1	OE	1	1.00	2	2	01	84.00	84.00	0
16.25553-36	THRUST WASHER	1	OE	5	0.00	2	2	1B6	1.77	1.77	0
17.27042-84A	CARBON CANNISTER	300	300EA	1	1.00	0	0	0B06	18.40	5520.00	0
18.27053-80	MANIFOLD CLAMP HT	1	OE	1	0.00	1	1	0B6	3.84	3.84	0
19.2720	SCREW	5	OE	10	-4.00	1	1	0B1	0.28	1.40	0
20.29041-88B	XL HIGH-FLOW AIR CLEANER	1	OE	1	1.00	2	2	01	45.50	45.50	0
21.31553-94A	STARTER MOTOR, PAINTED	1	OE	1	0.00	1	1	0B7 TOP	165.85	165.85	0
22.32093-98	SE PLUG WIRE KIT, BLACK	1	OE	1	0.00	1	1	01	7.56	7.56	0
23.32581-85T	LTO R TIMER COVER	1	OE	1	0.00	1	1	02	7.12	7.12	0
24.32630-96	SE STREET IGNITION MODULE -	1	OE	1	0.00	1	1	01	63.00	63.00	0
Vendor Sub-Totals											

Page 1

4.14k In Process Re-Orders List

### 4.15 Stock Order Maintenance

This feature is used to “maintain” existing purchase orders. Any current purchase order can be edited using this tool. When selected, a window will open which will allow a “Product Code” or an “Order #” to be entered. Because the goal is to edit an existing purchase order, the original P/O number will be required. However, if this information is not available you can enter a Product Code. This will list all orders, received or not, with this product code (see fig 4.15b). From here you can view the order information on any recent, open purchase orders for this item by pressing **F11** (see fig 4.15c).



4.15a Stock Order Selection Prompt

*Continued...*

Stock Order Maintenance									
Vendor		HD							
Prodcode	Description	Reord	Qty	Spec	Received	Cost	BO	Open	Recvd Dt
11143	EXT. RETAINING RING	10		0		0.20			//
11143	EXT. RETAINING RING	10		0		0.20			//
11143	EXT. RETAINING RING	20		0	20	0.20			05/07/2002
11143	EXT. RETAINING RING	10		0	10	0.20			05/21/2002
11143	EXT. RETAINING RING	10		0	10	0.20			06/11/2002
11143	EXT. RETAINING RING	10		0	10	0.20			06/19/2002
11143	EXT. RETAINING RING	10		0	10	0.20			06/25/2002
11143	EXT. RETAINING RING	10		0	10	0.20			07/12/2002
11143	EXT. RETAINING RING	10		0	10	0.20			07/18/2002
11143	EXT. RETAINING RING	30		0	40	0.20			07/28/2002
11143	EXT. RETAINING RING	20		0	20	0.20			08/03/2002
11143	EXT. RETAINING RING	10		0	20	0.20			08/28/2002
11143	EXT. RETAINING RING	20		0	20	0.20			08/14/2002
11143	EXT. RETAINING RING	20		0	30	0.20			08/05/2002
11143	EXT. RETAINING RING	30		0		0.20			//

F11=Order Rec,F4=Print Order,F6=Sales History,F7=Notes,<INS>=Add Prodcode,<DEL>=Cancel,N=Next,P=Previous

These functions are not available yet. The purchase order MUST be opened first!

4.15b Open Orders for Selected Product Code

**No information can be edited from here! You must first open the purchase order by P/O number before any edits can be made!** Notice the purchase order number located on this screen (see fig 4.15c). Press **Esc** twice to return to **Stock Order Selection Prompt** and press the **Tab** key to move to the **Order #** field. Enter the Order Number desired to open that particular purchase order. Now the order can be edited as desired. Items can be added to, or cancelled from, this purchase order. Each of the functions from this screen are covered in detail on the following page.

**Stock Order Record Display/Edit**

Order# 3052      Vendor HD

Product Code 11143      Description EXT. RETAINING RING

S/O Not Recvd

Open Item       Backordered       Cancelled Backorder

Qty Ordered 30      Date Ordered 08/27/2002      Unit Cost 0.20

Qty Received      Date Received //

F11=Inventory Rec

Make note of purchase Order #

Click here to view Open Special Orders for this item

Press F11 to View or Edit the Inventory Record for this item using Inventory Maintenance

These fields **cannot** be edited from this function!

4.15c Stock Order Display Window

When the purchase order is opened using the P/O number, anything currently open on this P/O can be edited. Although similar to the screen shot in fig 4.15b, fig 4.15d shows the purchase order in its entirety and the functions displayed at the lower section of the screen are now enabled.

The screenshot shows the 'Stock Order Maintenance' window. At the top, the 'Order#' is 3052. Below is a table with columns: Vendor, HD, Order#, Prodcode, Description, Reord Qty, Spec, Received, Cost, BO, Open, Recvd Dt. The first row is highlighted in yellow (Prodcode 11143). Callouts indicate that fields can be edited if the item is currently open on this P/O, and that the BO checkbox can be checked only if the item is currently open. A legend at the bottom lists function keys: F11=Order Rec, F4=Print Order, F6=Sales History, F7=Notes, <INS>=Add Prodcode, <DEL>=Cancel, N=Next, P=Previous. A note states that all these functions are now enabled.

Vendor	HD	Order#	Prodcode	Description	Reord Qty	Spec	Received	Cost	BO	Open	Recvd Dt
		3052	11143	EXT. RETAINING RING	30	0		0.20	<input type="checkbox"/>	<input checked="" type="checkbox"/>	//
			11312K	O-RING, METRIC	10	0	15	0.20	<input type="checkbox"/>	<input type="checkbox"/>	09/05/2002
			17036-91	GASKET KIT, ROCKER	1	0	1	15.97	<input type="checkbox"/>	<input type="checkbox"/>	09/05/2002
			25414-99	DERBY COVER, POLIS	1	1	1	13.63	<input type="checkbox"/>	<input type="checkbox"/>	09/05/2002
			2566	SCREW, SELF-TAPPIN	6	1	6	0.10	<input type="checkbox"/>	<input type="checkbox"/>	09/05/2002
			26765-01K	GASKET, THERMOSTA	2	0	3	0.54	<input type="checkbox"/>	<input type="checkbox"/>	09/05/2002
			29259-91A	AIR FILTER ELEMENT	1	0	1	11.47	<input type="checkbox"/>	<input type="checkbox"/>	09/05/2002
			29440-99B	SE A/C KIT, CARB TC8	2	2	2	86.75	<input type="checkbox"/>	<input type="checkbox"/>	08/29/2002
			29605-00	THUNDERSLIDE KIT	2	2		90.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	//
			33048-7	ASS	2	1		5.27	<input type="checkbox"/>	<input checked="" type="checkbox"/>	//
			33111-0	T LI	1	1	1	25.96	<input type="checkbox"/>	<input type="checkbox"/>	09/05/2002
			33318-8		10	0	10	0.27	<input type="checkbox"/>	<input type="checkbox"/>	09/05/2002
			33660-9		2	1	2	14.25	<input type="checkbox"/>	<input type="checkbox"/>	09/05/2002
			34564-90A	FOOTSHIF L E V E R, F	1	1	1	18.04	<input type="checkbox"/>	<input type="checkbox"/>	09/05/2002
			3485A	HEX SOCKET HD CAP	8	4	8	0.72	<input type="checkbox"/>	<input type="checkbox"/>	09/05/2002
			37123-98	TRANSMISSION DIPST	1	1	1	13.00	<input type="checkbox"/>	<input type="checkbox"/>	09/05/2002
			37523-15A	CLUTCH KEY	10	0	10	0.92	<input type="checkbox"/>	<input type="checkbox"/>	09/05/2002

F11=Order Rec F4=Print Order F6=Sales History F7=Notes <INS>=Add Prodcode <DEL>=Cancel N=Next P=Previous

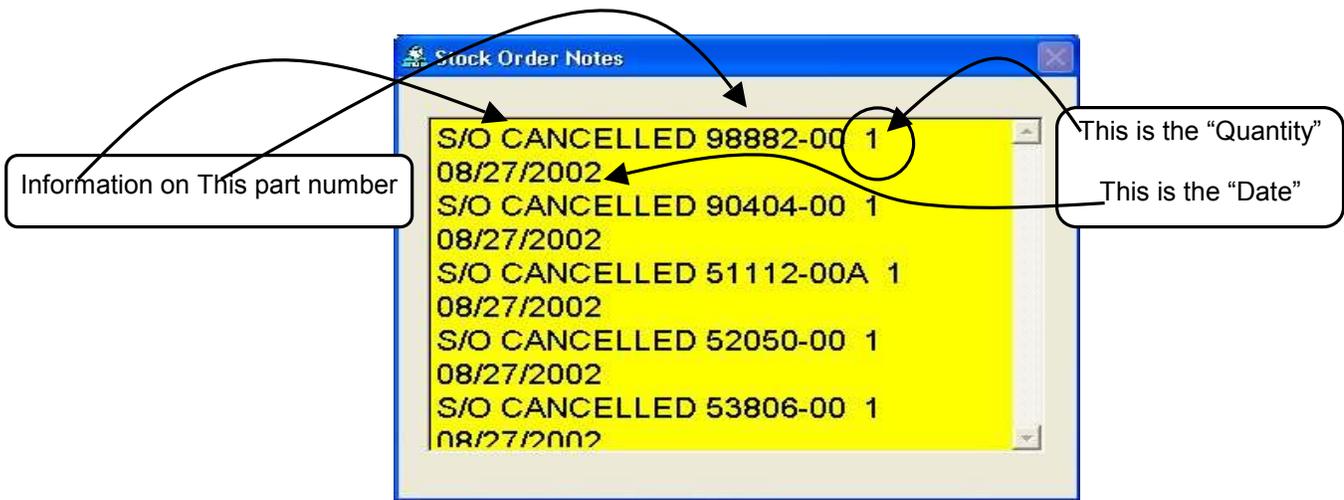
4.15d Stock Order Maintenance Editing

Available functions/keystrokes from the Stock Order Maintenance screen are as follows:

- F11=Order Rec** Allows for additional information about the highlighted item on the order and opens the window in fig 4.15c. Additionally, pressing the **F11** key a second time will open the Inventory Maintenance Screen where full editing is allowed. (Pressing the **Esc** key will return you to the previous screen)
- F4=Print Order** Allows a reprint function for the purchase order. This is a duplicate of the original printed P/O.
- F6=Sales History** Will display current and past Sales History for the highlighted item. With this window open, you can also select a transaction and re-print it, either to a printer or to the screen. A vast array of information is displayed in this window and the same functions available from the ReOrder List when using the **F6** functions are available from here too. (see Sales History in chapter 10f for additional information on using this function). This is a very valuable tool when making decisions on whether to ReOrder a questionable item because the entire sales history for that item is displayed.

**F7=Notes**

Pressing the **F7** key will display any notes that pertain to this purchase order. These Notes will include any notes for all items on the displayed purchase order (see fig 4.15e).



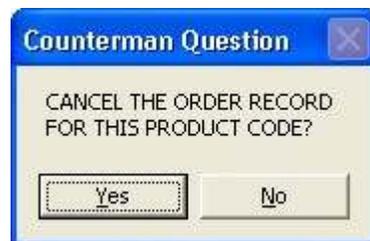
4.15e Stock Order Notes

**INS=Add Prodcode**

The **INS** or **Insert** key can be used to Add a part number to this purchase order.

**DEL= Cancel**

Using the **DEL** or **Delete** key has the same effect as clicking the "Open" box. You will receive a Counterman Question that will allow you to confirm the Cancellation (see fig 4.15f).



4.15f Counterman Question

**N=Next**

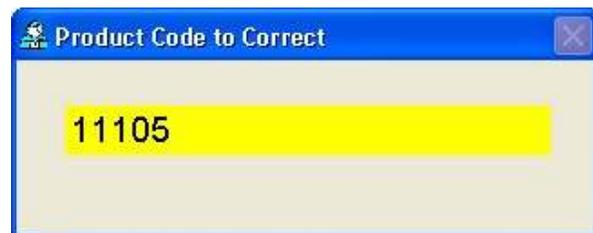
Pressing the **N** key will display the **Next** available open purchase order and allow all edits. The **Next** P/O will be in purchase order number sequence.

**P=Previous**

Pressing the **P** key will display the **Previous** available open purchase order and allow all edits. The **Previous** P/O will be in purchase order number sequence.

**4.16 Receipt Correction**

This utility was put in place to allow a correction to be made, should an item or a quantity get received that shouldn't have. The process will actually reverse the Receipt of that item and re-open the corresponding purchase order number. To use this feature, from the Inventory Menu, press the **6** key, or click on



4.16a Product Code to Correct

this selection. “Product Code to Correct” window will open (see fig 4.16a) where the part number to be corrected can be entered. Enter a previously received product code (part number) and press **Enter**.

All Receipts for this item will be listed in purchase order number and date sequence (see fig 4.16b). Highlight the desired purchase order number and **Tab** over to the “Qty Should Be” field and enter the actual quantity received and press **Tab** again to save this change. Press **Esc** when done.

Order#	Date	Product Code	Specd Qty	Qty Recvd	Qty Should Be	Swap To
2776	08/14/2002	11105	0	100	100	
2771	07/19/2002	11105	0	100	100	
2761	07/19/2002	11105	0	20	20	
2753	07/18/2002	11105	0	20	20	
2730	07/03/2002	11105	0	10	10	
2716	06/25/2002	11105	0	10	10	
2695	06/19/2002	11105	0	10	10	
2688	06/12/2002	11105	0	10	10	
2648	06/11/2002	11105	0	10	10	
2641	06/04/2002	11105	0	20	20	
2594	05/24/2002	11105	0	10	10	
2565	05/21/2002	11105	0	10	10	
2551	05/09/2002	11105	0	10	10	
2598	05/07/2002	11105	0	20	20	
2512	05/02/2002	11105	0	10	10	
2493	04/24/2002	11105	0	10	10	
2493	04/17/2002	11105	0	10	10	
2391	04/09/2002	11105	0	20	20	

4.16b Receipt Correction Window

Editing is allowed in this column **only!**

### 4.17 Define Stock Label

As inventory is received into stock, a “Price Label” is printed. Using the Define Stock Label option allows for customization of these labels. To open this function from the Inventory Menu, press the 7 key or click this option. A “Define Stock Label” window will open (see fig 4.17a).

**Label Example** shows the selected fields for your Price Label

Line 1 SANTA MARIA SOFTWARE DEMO PROGR [A] PRODUCT CODE  
 Line 2 [PRODUCT CODE 1234A], BIN [SHELF 12] [B] PRODUCT DESCRIPTION  
 Line 3 [PRODUCT DESCRIPTION 12345/ABC] [C] BIN NUMBER  
 Line 4 [PRODUCT CODE AS BARCODE \_L\_] [D] PRICE + %  
 Line 5 [E] PRICE + %  
 [F] MSR + %  
 [G] MSR + %  
 [H] COST + 10 %  
 [I] COST + %

Line 1 N  
 Line 2 AJCKD [J] BIN:  
 Line 3 B [K] PRICE:  
 Line 4 O [L] SALE PRICE:  
 Line 5 [M] \$  
 [N] SANTA MARIA SOFTWARE DEMO PROGRAM  
 [O] [PRODUCT CODE AS BARCODE \_L\_] [P] UOM:  
 [Q] DATE CODE

BAR CODES REQUIRE 2 LINES ON LABEL  
 IF BAR CODES ARE TO BE USED SPECIFY OPTION [O] ON LINE 4 ONLY

These fields can be edited to print a higher price if desired.

Choices J, K, L, M, and N can be modified to print whatever you want on the label.

Choices A thru Q can be entered on the Line Selections on the lower left.

Editable fields where you choose “where” each field is positioned on “what” line of the label.

4.17a Define Stock Label Window

As you can see from fig 4.17a, this screen is laid out in three sections. The top left of this screen is an example of your label. This will show where your data will be positioned on the label when it is printed. The lower left of this screen is where you select the fields for each line of the label (if you are using bar codes on your labels, it will be necessary to choose the letter “O” on line four and no selections are permitted on line five because two lines are needed to print the bar

code (*see note below if using bar coding*). Which brings us to the right side of this screen, which is where you'll find the selections labeled **A** through **Q**. These are the available fields, which are labeled the same in Inventory Maintenance, that will be printed on your inventory labels and each is explained in detail below:

<b>[A] PRODUCT CODE</b>	The actual part number for the item.
<b>[B] PRODUCT DESCRIPTION</b>	The Description for item.
<b>[C] BIN NUMBER</b>	Refers to the Bin location, or where this item is located in your shop.
<b>[D] PRICE +</b>	Printed Price. A percentage can be added to (or minus from) the normal Price in Inventory Maintenance, if desired. This means Counterman will do the math, adding (or minus) this percentage to printed price. If left blank, the printed price will be the Price as shown in Inventory Maintenance.
<b>[E] PRICE +</b>	Works the same as [D].
<b>[F] MSR +</b>	Printed MSR (or Manufacturer's Suggested Retail) price.
<b>[G] MSR +</b>	Same as [F].
<b>[H] COST +</b>	Printed Cost. A percentage can be added to (or minus from) the Cost in Inventory Maintenance, if desired. This means Counterman will do the math, adding (or minus) this % to printed Cost. If left blank, the printed Cost will be the Cost as shown in Inventory Maintenance for the item.
<b>[I] COST +</b>	Same as [H].
<b>[J] (Modifiable Line)</b>	This line can be modified to print whatever is typed into this line. Some suggestions might be your shop name, or to allow you edit your label for increased readability.
<b>[K] (Modifiable Line)</b>	Same as [J].
<b>[L] (Modifiable Line)</b>	Same as [J] and [K].
<b>[M] (Modifiable Line)</b>	Same as [J], [K], and [L].
<b>[N] (Modifiable Line)</b>	Same as [J], [K], [L], and [M].
<b>[O] _   Prodcde as Barcode_   _</b>	Prints the actual Product Code (part number) as a Bar Code on the label.
<b>[P] UOM</b>	Prints the Unit of Measure on the label. This is how the item is sold. An example would be "EA" for each, or "KIT", or "PR" for pair, etc...
<b>[Q] DATE CODE</b>	Prints the actual month and year code. For example, if the date was January 2006, the label would print "0106". This has value if you would like to see how long an item has been on the shelf.

*Continued...*

As you can see Counterman allows many ways you can edit the appearance of your inventory labels. The options chosen in fig 4.17a would produce a label similar to the example in fig. 4.17b (*just to the right here*).

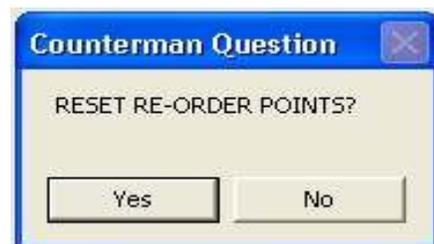


4.17b Label Example

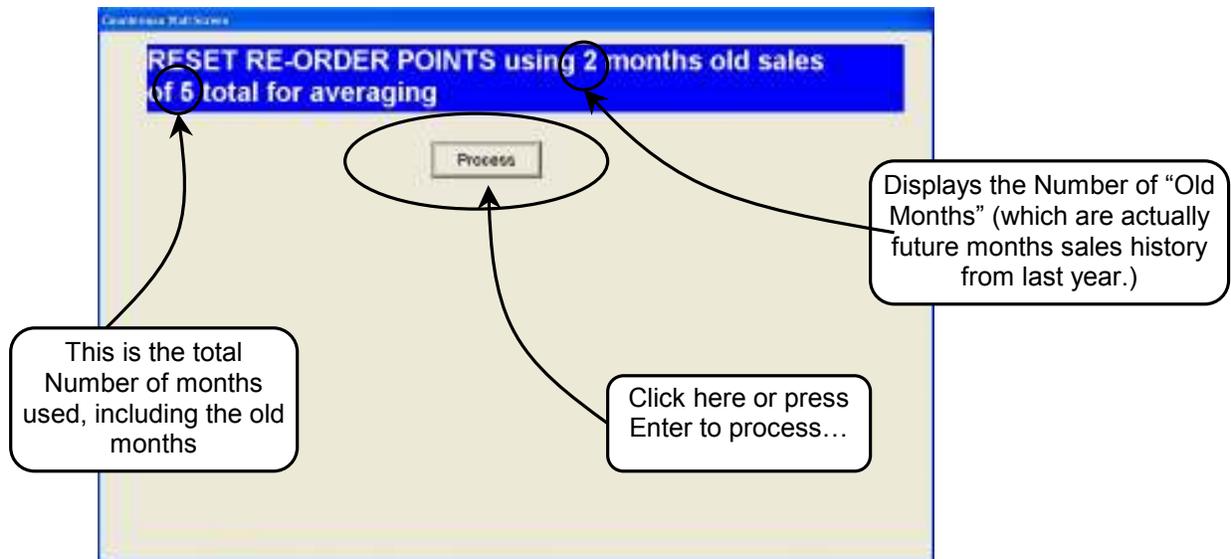
## 4.18 Reset Re-Order Points

From the Inventory Menu, **8-Reset Re-Order Points** is normally a month-end process (however, can be performed at any time) allowing Counterman to change the Min/Max stocking levels (also known as: Reorder Level/Maximum Balance) in inventory for you, based off proven past sales history for each individual item. This is a major time saving utility provided by Counterman. There are some factors, which can be adjusted by you, to that directly affect how the Min/Max balances are updated when using this utility. When setup and used properly, this will drastically lower your chances of running out of those “fast moving” items and help you keep “on hand” the items that sell on a regular basis... To stay on top of Min/Max balances “manually” (editing them by hand) is extremely difficult (depending on your level of current inventory). Counterman helps with this task, making it less painful to stay on top of. When this process is run, several things happen that allow Counterman to determine how the Min/Max balances should be set. However, it is important to setup the variables that affect this process prior to utilizing it. Here are some guidelines:

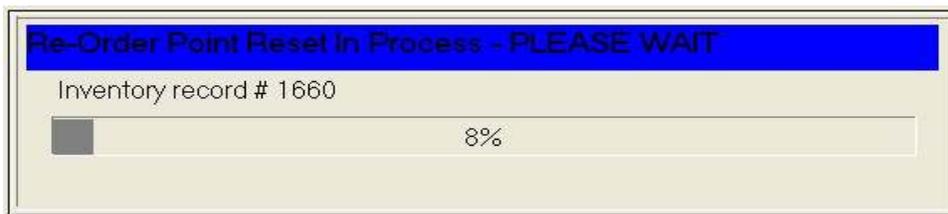
1. **Determine how many months to be used for averaging.** When the Reset Re-Order Points process is run, Counterman will look at your “average monthly sales” for each item. You can set the number of months to be used for this calculation and we recommend doing so before making this selection. The information found in Chapter #2, page 19, beginning at step #21 will guide you through the steps necessary to get the average months to be used in this process.
2. **Determine your stocking levels -vs- your sales levels.** This will determine how many of each item you want to stock, compared to how many you actually sell per month. There is a grid for setting up these variables and it is covered in detail in this chapter. The information found in Chapter #4.7 will guide you through the steps necessary. It is important to setup this variable prior to running the Reset Re-Order Points process.
3. **Got Sales History?** This process cannot provide valuable output without months (or even years) of sales history. Closing each month and updating your sales history at month end is critical for this process because Counterman looks at past sales history to update the Min/Max order levels.
4. **Ready to Proceed.** When everything is ready to proceed, make this process happen by selecting **8-Reset Re-Order Points** from the Inventory Menu (see fig 4.18a). When making this selection, Counterman will confirm the number of months and number of old month to be used in the calculation. Reorder Levels and Maximum Balance on all inventory items checked for “Calculate Min/Max” (found in the Inventory Maintenance screen) will be adjusted automatically using the variables you have pre-setup once you click (or press Enter) on the Process button. You have only one opportunity to stop this process at the Counterman question (see fig 4.18b). After which, the update begins and Counterman will indicate the progress (see fig 4.18c).



4.18b Counterman Question



4.18a Reset Re-Order Points Screen



4.18c Re-Order Point Reset in Progress

5. **Now What?** We would recommend you print a "Combined ReOrder List" to show the changes implemented by this process. If you are unhappy with the results, you can change the ReOrder numbers in the grid (Chapter 4.7) or change the number of months used in the calculations (Chapter #2, page 19, beginning at step #21) then, run this process over again. It is best to perform this process as part of your month-end processes and reports because this is when sales history has just been updated.

## 4.19 Physical Inventory Worksheets

Printing a Physical Inventory Worksheet can be used to update inventory available balances from a printed report. This report will show the Part Number, Balance on hand, Description, and Bin Location for each item in your shop. This is a "filter-able" report, which has value when you only want to include specific items, or items in a specific Bin Location. All regular inventory filters are available to this report and new filters can be added from this area. Counterman provides additional options when processing this report that include...

- Report Sequence, which refers to the actual "sort order" of the report.
- The ability to Show Cost Instead of Bin Location.
- Any pre-setup inventory filter(s) can be selected or added as needed.

The value of this report goes way beyond just counting inventory. A list of particular inventory items can be provided by processing a filtered "Physical Inventory Worksheet." To run this report from the Inventory Menu, select **9-Physical Inventory Worksheet** (see fig 4.19a). Notice you may choose any or all of the options mentioned above.

Physical Inventory Worksheet

**Report Sequence:**

Vendor  
 Category  
 Bin Location

Report Sequence is the "Sort Order" for the report.

Select	Filter Field or Calculation	Operation	Value	Thru Value
<input type="checkbox"/>	Price	RANGE		
<input type="checkbox"/>	Product Code	RANGE		
<input type="checkbox"/>	Product Code	CONTAINS	FC	
<input type="checkbox"/>	Product Code	CONTAINS	BLA	
<input type="checkbox"/>	Product Code	EMPTY		
<input type="checkbox"/>	Qty Available	GT	0	
<input type="checkbox"/>	Qty Available	LT	0	
<input type="checkbox"/>	Qty On Order	RANGE		
<input type="checkbox"/>	Reserved - Service Orders	NOTEMPTY		
<input type="checkbox"/>	Reserved - Service Orders	LT	0	
<input type="checkbox"/>	Reserved - Service Orders	GT	0	

Print Cost instead of Bin Location

Process Report

Click here to process this report.

Choose from a scrollable list of available filters, or create your own custom filter by pressing F11.

Check this box to print the "Cost" for each item, rather than the Bin Location.

4.19a Physical Inventory Worksheet Screen

**COUNTERMAN PRO TRAINING**  
P.O. Box 5140  
Santa Maria, CA 93456

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**PHYSICAL INVENTORY WORKSHEET**  
07/21/2005 Qty Available > 0 & Vendor Code == 'DS'

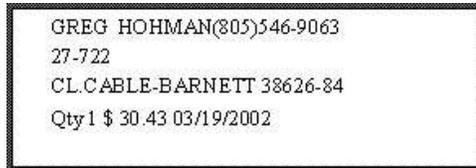
Product Code	Balance	Phys Bal	Bin Location	Description
D911010409	1.0	[ ]	TIRES	NE80 130/90H16 FRONT
D91105767	2.0	[ ]	TIRES	NE80F 100/90H19
D9301763	1.0	[ ]		D402 NH90-21 BLK FRONT
D9326560	34.0	[ ]	SHOP	QUICKSTIK WHEEL WEIGHTS
D9326795	1.0	[ ]	TIRES	D207 5/MAX 120/70ZR17 FRT
D940500	1.0	[ ]		CHROME ADAPTER FITTING
D940510	1.0	[ ]		CHROME ADAPTER FITTING
D940590	1.0	[ ]		CHROME ADAPTER FITTING
D9410730	1.0	[ ]	TIRES	M627 110/90H16A(375/425)R
D997009	1.0	[ ]	TIRES	TR16 100/90H19 F
D9BA001	1.0	[ ]	25	BUGEYE GOGGLE, SHOE
D9BA001F	1.0	[ ]	25	BUGEYE GOGGLE, CLEAR
D9BH7513	1.0	[ ]	30	SHIRTY BLACK L
D9BV15	3.0	[ ]		BUBBLE VISION-SHOE
D9C901103	1.0	[ ]	TIRES	MAX CLASSIC 90/9019F BV
D9DC101	1.0	[ ]	B13	DYMA COIL 5 DIM SINGL TUR
D9D8110211	1.0	[ ]		15"X15" CARGO NET-BLK 6 H
D9D9110212	1.0	[ ]		12" X 17" CARGO NET BLK 6
D9D8110370	3.0	[ ]	20	CLEAR WRAP SUNGLASSES
D9D9174116	1.0	[ ]	111	84-98BT NET BAS GSK W/SIL
D9D8174369	22.0	[ ]	111	INTAKE SEAL 90-04BT/XL
D9D8174735	1.0	[ ]	222	GRAPHITE EX 68RT BT/XL BV
D9D9181182	2.0	[ ]		1.3 CHROME VALVE CAP/CVR
D9D8199461	1.0	[ ]	B13	34T BLT BR. SPRT 85-93 58P
D9D9200069	1.0	[ ]	BACKWALL	SIG GUN ELASTER 86-04SFTL

Chosen filter condition prints at top of the report.

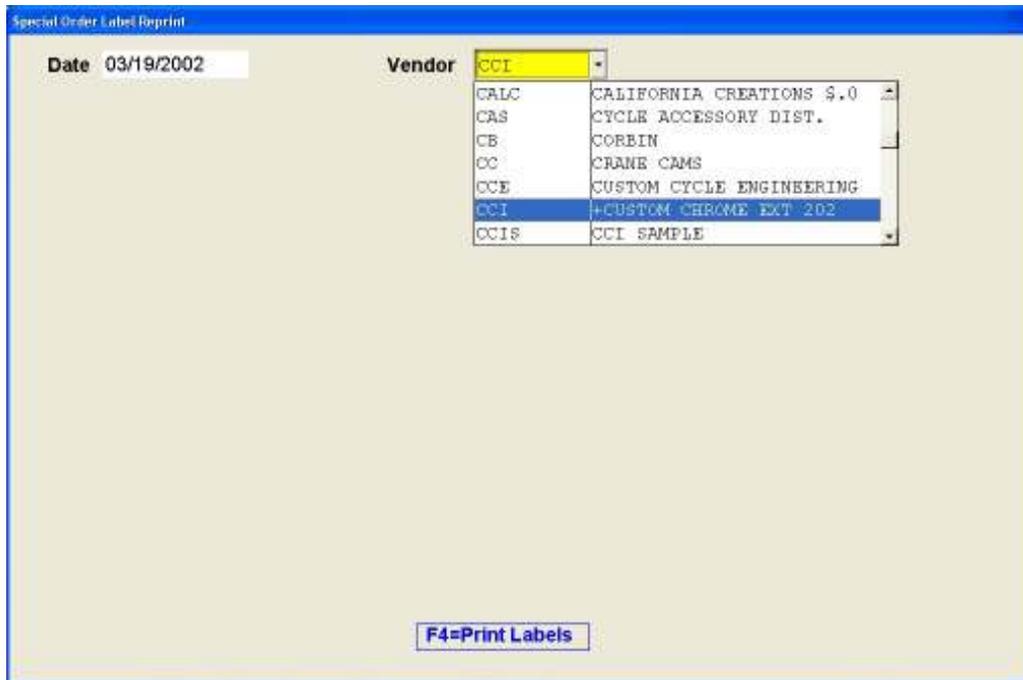
4.19b Printed Inventory Worksheet

## 4.20 Reprint Special Order Label

The ability to reprint a Special Order Label for an item previously received is very helpful should you experience a label printer jam, or any issue with your current label printer. To use this selection from the Inventory Menu, select 9-Reprint Special Order Label. This will open a window where the date and vendor code are entered (see fig 4.20a). Any Special Order Labels for that particular date and vendor code will be reprinted (see fig 4.20b).



4.20b Reprinted Special Order Label



3.20a Special Order Label Reprint Screen

## 4.2 Customers (Maintenance)

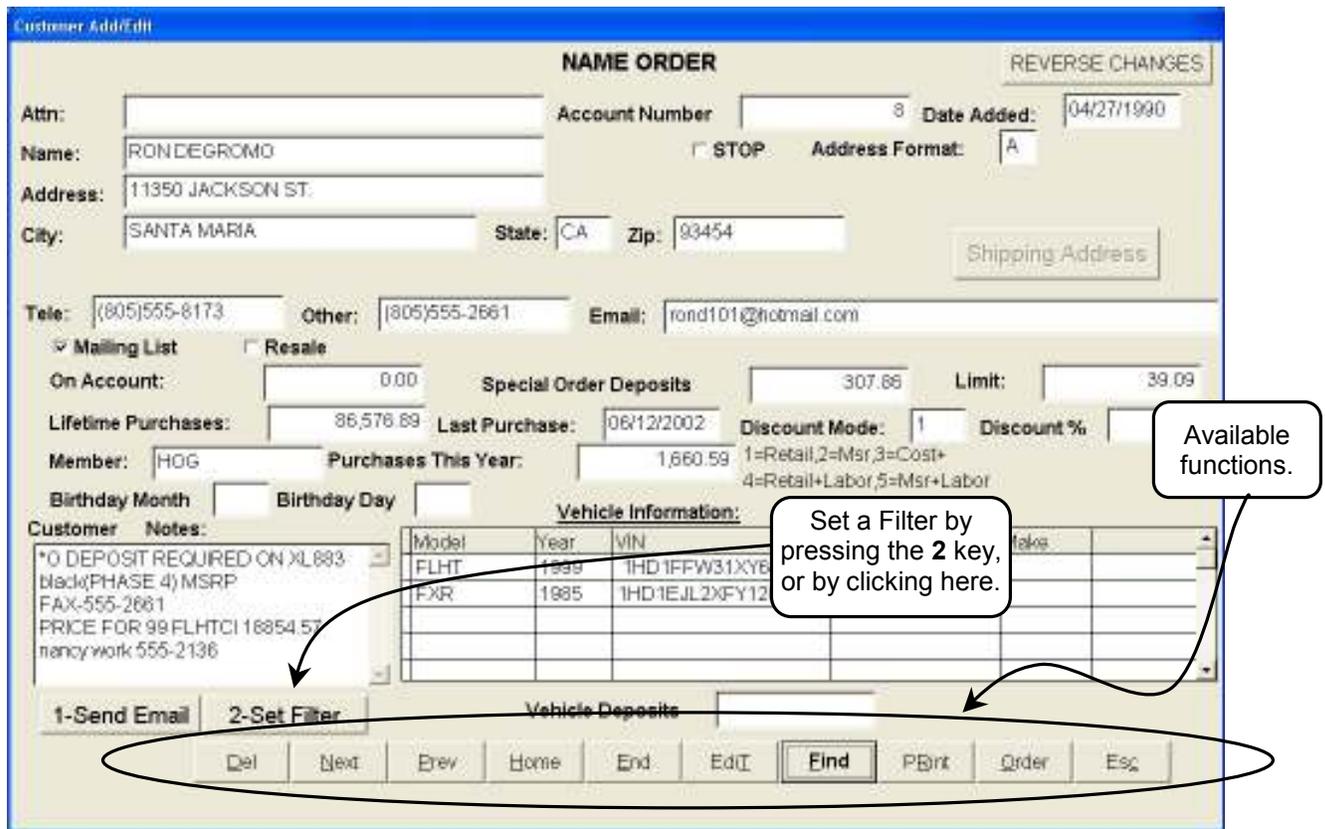
This screen is essentially similar to the Customer Add/Edit screen available from POS (Point of Sale), however some additional features are now available when accessing customers from this area. As you can see (in fig. 4.2b) Filtering is available from here. Selecting a Filter allows Counterman Pro to only display customers which meet the Filter condition(s) selected. In addition, there is a row of buttons available (at the bottom of this screen) to enable special functions (see fig 4.2c). Full editing is available for the allowed fields. To access Customer (Maintenance), access the **Main Menu**, then select **1-Maintenance/Display**, then **2-Customers** (see fig 4.2a). This will open the Customer Add/Edit screen where these features can be accessed.



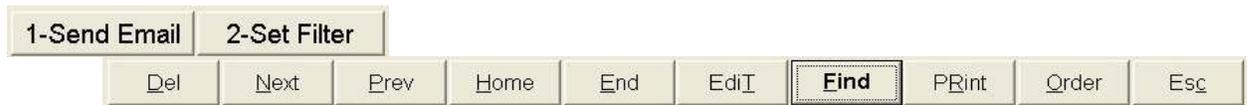
4.2a Customer Maintenance Access

Most selections (shown as buttons) at the lower area of this screen (see fig 4.2b) are related to the "Order" button. The **Order** button is actually an "Order of Search" process, affecting how the **Next**, **Prev**, **Home**, and **End** functions

are implemented. In addition, all buttons are also linked to the Filter selection(s) made. All of these functions, including the Filter selection(s) are covered in this chapter.

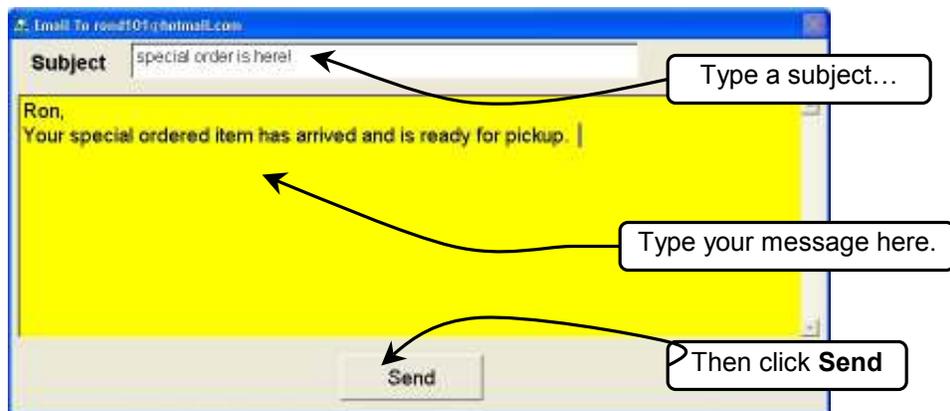


4.2b Customer Add/Edit Screen



4.2c Available Functions

**1-Send Email** Select this function by pressing the 1 key, or click on this selection to send an email to the customer currently displayed. This is reliant on having your SMTP Mail Server information pre-setup (see Chapter #2.5 for additional information on this setting) and the displayed customer must have a valid email address. A window will open for a “subject” and a message for the customer (see fig 4.2d). The message area is a small area, but the message can be as large as you might need. If you type more than can be displayed in the window, you can scroll through the message. Click **Send** when ready...



4.2d Send Email Window

**2-Set Filter**

This function will open the Customer Filter window (see fig 4.2e) and allow you to choose an existing filter, or create a new filter. A “filter” is actually a comparison tool.

You can narrow down the customers that are displayed by selecting a filter (or combination of filters) that meets the criteria you desire. For example, if you only wanted to display customers with an existing account balance, a specific discount, or a range of zip codes. Setting a filter, is the way to accomplish this.

Select	Filter Field or Calculation	Operation	Value	Thru Value
	Any Deposit On Account	RANGE		
	Area Code	EQUAL		
	Birthday Day	EQUAL		
	Birthday Month	EQUAL		
	City	EQUAL		
	Customer Account #	RANGE		
	Customer Name	RANGE		
	Date Added	RANGE		
	Discount Mode	EQUAL		

4.2e Filter Grid Window

In addition, new filters can be added simply by pressing the **F11** key. Using the **F11** key will open the **Add New Reporting Filter** window (see fig 4.2f). After selecting a filter and entering the necessary values, press the **Esc** key once. The first customer that meets the criteria of the selected filter(s) will be displayed. Press the **N** key or click on **Next** to see the **Next** customer that meets your filter selection(s).

4.2f Add New Customer Filter Screen

**Add New Customer Filter**

As Counterman Pro displays a filter selection grid (see fig 4.2e), new filters can be created (**by pressing F11**) resulting in customized displays and/or reports. This allows you to report and/or display information that matches the criteria of your filter condition. A “filter condition” helps

you search the database for the matching information. The following will guide you through the steps necessary when creating a new “Customer Filter” (after pressing the **F11** key):

1. After pressing **F11**, the Add New Reporting Filter screen will appear (see fig 4.2f). The column on the upper left of this screen will display a scrollable list of the available fields you have to choose from when creating your new filter. This is the field you will be comparing **from**. Using the **down arrow** key, make a selection from this list then press the **Tab** key. Below is an alphabetical list of these available fields, all of which can be found in the Customer Add/Edit screen (see fig 4.2b). After your selection is made, the selected field will be displayed just below the selection window (see fig 4.2f).

- Area Code
- Birthday Day
- Birthday Month
- City
- Customer Account #
- Customer Name
- Date Added
- Discount Mode
- Discount Percent
- Email Address
- Last Purchase Date
- Mailing List Flag
- Member
- Notes
- Purchases Lifetime
- Purchases YTD
- Resale Customer
- SpecOrder Deposits
- State
- Telephone #
- Total InHse Chg/Cred
- Total On Account
- Zip Code

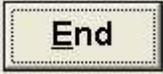
2. This area is where you select the calculation to be used in your custom filter. What this means is, how do you want to compare? This calculation will be used with the field you selected in step #1. Using the **down arrow** key, make a selection from this list then press the **Tab** key. Below is an alphabetical list of the available calculations you can select from, along with a brief explanation for each. After your selection is made, the selected field will be displayed just below the selection window (see fig 4.2f).

- **CONTAINS** Will search the field (selected in step #1) and include this customer in the report and/or display only if this field **Contains** the characters entered in “Value” field (step #3).
- **EMPTY** Will search the field (selected in step #1) and include this customer in the report (and/or display) only if this field is totally **Empty**. Which means there are no characters entered in “Value” field (step #3).
- **EQUAL** Will search the field (selected in step #1) and include this customer in the report and/or display only if this field **Equals** the exact characters entered in “Value” field (step #3).
- **GT** Will search the field (selected in step #1) and include this customer in the report and/or display only if this field has a **Greater Than** (or higher than) the value entered in “Value” field (step #3).
- **GTEQ** Will search the field (selected in step #1) and include this customer in the report and/or display only if this field has a **Greater Than** (or higher than) or **Equal** to the value entered in “Value” field (step #3).
- **INLIST** Will search the field (selected in step #1) and include this customer in the report and/or display only if this field contains these items **In** the **List** of the value entered in “Value” field (step #3). This List could be for “Birthday Days” or “Birthday Months” for instance. Each item **InList** needs to be separated by a comma. Example: 05,07,12 (entered in the Value field)

- **LT** Will search the field (selected in step #1) and include this customer in the report and/or display only if this field is **Less Than** the exact characters entered in “Value” field (step #3).
  - **LTEQ** Will search the field (selected in step #1) and include this customer in the report and/or display only if this field is **Less Than** or **Equal** to the exact characters entered in “Value” field (step #3).
  - **NOTEEMPTY** Will search the field (selected in step #1) and include this customer in the report and/or display only if this field **Not Empty**. This means that nothing is entered in the “Value” field (step #3) because the comparison is looking for **any** character in this field.
  - **NOTEQUAL** Will search the field (selected in step #1) and include this customer in the report and/or display only if this field does **Not Equal** the exact characters entered in “Value” field (step #3).
  - **RANGE** Will search the field (selected in step #1) and include this customer in the report and/or display only if this field is in between the **Range** From the exact characters entered in “Value” field, through the exact characters entered in the “Thru Value” field (step #3).
3. Next are the “Value” and the “Thru Value” fields. This is where you enter the characters to be used when comparing to the existing field you chose in step #1 from the Customer database. The “Value” field is necessary for just about all filter conditions, unless using **Empty** or **NotEmpty**. The “Thru Value” field is only needed when using an operation of **RANGE**. Type your entry in the “Value” field then press **Tab**. If using a **RANGE** operation, type your entry in the “Thru Value” field and press **Tab**.
  4. The “Usage” area is where you would type in an explanation for what this new filter actually does, in plain English. We don’t think like computers, so having an explanation you can understand is helpful. Counterman does not use this field for anything. It is strictly for you. Enter your filter explanation then press Tab.
  5. Press Enter on “Save Filter” or click on this button to save your newly constructed filter condition. When the filter is Saved, Counterman will automatically send you back to the filter choice area where you can choose the newly created filter condition.



The **Del** selection allows you to Delete a customer. It is important to understand, customers who have an existing account balance or open special orders, cannot be deleted. Click on **Find** or press **F** to find the customer you wish to Delete. Click on **Del** or press the **D** key to delete the customer.



These next four button selections are related to each other and are keyed off of the **Order** button. By default, selecting **Next** will display the **Next** record in alphabetical order by Name. But you can change the Order of Search anyway you like by selecting the **Order** button or by pressing the **O** key. Likewise, the **Prev** button will display the Previous customer you looked at, **Home** will display the first customer and **End** will display the Last customer. All four of these button selections are keyed off of the **Order** selected. In addition to the Order of search, Counterman will also display records in accordance to any filter that is set. Setting a Customer Filter in the Customer Maintenance area will only display those customers who meet the criteria of the filter condition. The **Next**, **Prev**, **Home**, and **End** are also keyed off of filter selections too.

**Order**



4.2g Order Selection Window

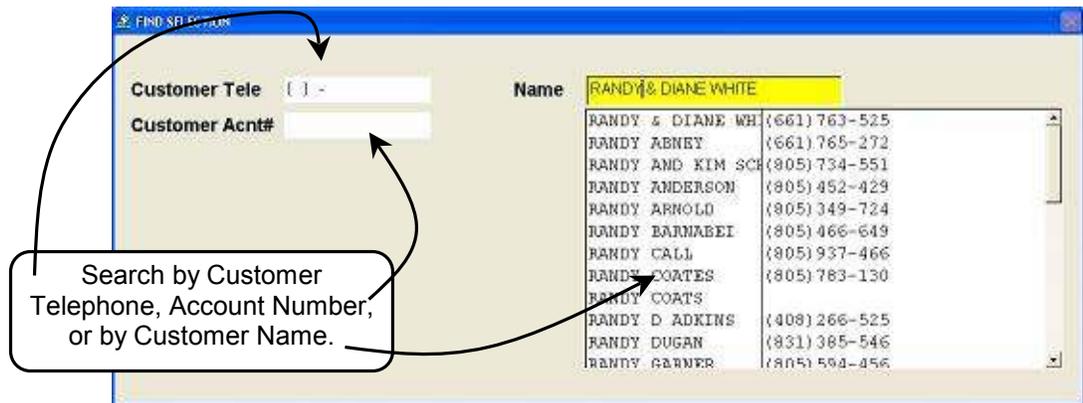
These are the available selections for the **Order** of search when selecting **Order** or pressing the **O** key. Once a selection has been made, pressing **Next**, **Prev**, **Home** or **End** will display records in the **Order** you selected. Available selections are as listed in fig 4.2g. Highlight your selection, then press **Enter**.

**Edit**

The **Edit** function in Customer Maintenance allows you to make certain changes in the existing record. All fields are editable with the exception of a few, which require a transaction process from Point of Sale to change them. Non-editable fields include: On Account, Special Order Deposits, Last Purchase (date) and Vehicle Deposits. All four of these fields can only be changed through a transaction. To use this function, press the **T** key or click on the **Edit** button.

**Find**

This selection will **Find** the customer you select. When you make this selection, a window will open allowing three methods to find the customer you are looking for (see fig 4.2e). If you **Tab** over to the **Customer Name**, Counterman will display customers that match your keystrokes. You can either keep typing (until your customer appears in the **Name** field) or, you can use the **Down Arrow** key to highlight the customer then press **Enter** on your selection. Alternately, you could double click the customer's name to select it from the list provided.



4.2e Find Selection Window

To use this function, click on the **Find** button or press the hot key **F**. Type in the **Customer Telephone #**, **Customer Account #**, or **Customer Name** you are searching for and press the **Enter** key.

**Print**

The **Print** function in Customer Maintenance will **Print** the fields in the displayed customer record (see fig 4.2f). To use this selection, click on the **Print** button or press the hot key **R**.



continued...

Print Preview

### CUSTOMER RECORD

07/28/05

<p>Attn: _____</p> <p>Name: STEVEN MOENE</p> <p>Address: 9256 E. BUNNY AVE.</p> <p>Address2: _____</p> <p>City: SANTA MARIA</p> <p>State: CA</p> <p>Zip: 93458</p> <p>Town: _____</p> <p>Country: US</p> <p>Shipname: STEVE MOENE</p> <p>Shipaddr: P.O. BOX 9950</p> <p>Shipaddr2: _____</p> <p>Shipcity: SANTA MARIA</p> <p>Shipstate: CA</p> <p>Shipzip: 93455</p> <p>Shiptown: _____</p> <p>Shipentry: _____</p> <p>Custacct: 2,925</p> <p>Tele: (805)925-5433</p> <p>Fax: _____</p> <p>Email: stevemc@hotmail.com</p> <p>Notes: VIN 1HD1BK131PY066518 UC.18P9R00                  PAGER NO. 555-5532                  STEVE USD752XX0 1022 means cancel                  TISHA USD752XX1                  birthday suggestion 99538-99v                  BOB BAUSLAUGH *HOG DISCOUNT ONLY AS PER VANCE</p>	<p>Resale: N</p> <p>Mail: Y</p> <p>Stop: N</p> <p>Adrformat: A</p> <p>Custdate: 11/26/94</p> <p>Discount: 500</p> <p>Discntmode: 1</p> <p>Gstexempt: N</p> <p>Member: HOG</p> <p>Bdaymo: 7</p> <p>Bdayday: 25</p> <p>Lastpurch: 08/04/02</p> <p>Purchytd: 5,238.26</p> <p>Purchlife: 46,470.62</p> <p>Limit: 500.00</p> <p>Acntbal: 0.00</p> <p>Sodeposit: 72.70</p>
--	--

Vin	Model	Year	Mileage
1HD1BK131PY066518	FXST	1993	36,278

4.2f Customer Print Function



Works just like pressing the **Esc** key. Will immediately exit you from the Customer Maintenance screen. This will work even if you are currently editing a file. A quick way to get out of the Maintenance screen. To use this function, click on the **Esc** selection or press the hot key **C**.

### 4.3 Flexible Pricing Menu

The Flexible Pricing Menu has three selections. All selections are used in conjunction with your installed Price Books. This chapter will explain these selections along with the value of applying "Hot Rodding" or "Flexible Pricing" to these price books. Utilizing these tools will directly affect the net profit your shop generates. Flexible Pricing Menu has the following selections:

- **Price Breaks (Grid)**
- **Adjust Price Books**
  - Primary Vendor
  - Secondary Vendor
  - Other Vendor
- **Update to Inventory**
  - Primary Vendor
  - Secondary Vendor
  - Other Vendor



Flexible Pricing Menu selections

### 4.31 Hot Rodding / Flexible Pricing

Much of this chapter will be addressing the Hot Rodding/Flexible Pricing process. To better explain what these words actually mean and put this in an easy-to-understand terms, **Hot Rodding** refers to a calculation based off the standard MSR (Manufacturer’s Suggested Retail) price, while **Flexible Pricing** refers to a calculation based off the Distributor’s Price (your cost). This calculation also uses numbers found in a grid, known as the **Price Breaks** grid. Under normal circumstances, you would increase the normal selling price by allowing Counterman to perform these calculations for you. This entire process does not make any changes in your existing inventory (at first.) **Hot Rodding** or **Flexible Pricing** will increase profits while maintaining a close approximation of the original MSR price, resulting in competitive pricing. This is a nice tool that will help keep the net profit up and not scare your customers away with high prices. Counterman will do the calculations for you, resulting in an adjusted price book for the vendors you choose. Keep in mind, **Hot Rodding** calculates off the **MSR** price, while **Flexible Pricing** is calculated off your **Cost**. Whichever you decide, **Hot Rodding** or **Flexible Pricing**, the place to begin is in the **Price Breaks** grid (found in the following chapter 4.32). The steps necessary to apply Hot Rodding or Flexible Pricing are as follows:

1. Setup the Price Breaks (Grid) in chapter 4.32.
2. Apply the calculations to your selected Price Book files in chapter 4.33.
3. Update the changes to any existing inventory items in chapter 4.34.

### 4.32 Price Breaks (Grid)

Open the selection called **Price Breaks** found in the **Flexible Pricing Menu** by accessing the Main Menu, 1-Maintenance & Display, 3-Flexible Pricing, then select **1-Price Breaks**. A window will open displaying a grid of numbers separated in columns known as the **Price Breaks Grid** (note: the *Price Breaks Grid* in fig 4.32a includes default numbers, which are fairly conservative). The first column is labeled “Low Limit”. **Low Limit** refers to the lowest Price (MSR price if using Hot Rodding or Cost if using Flexible Pricing). The next column is “High Limit”. **High Limit** refers to the highest Price (MSR price if using Hot Rodding or Cost if using Flexible Pricing). The last column is labeled “Mark Up %”. **Mark Up %** refers to the level of percentage to use in the calculation for either Hot Rodding or Flexible Pricing. So, using the **Hot Rodding** scenario and the grid to the left (fig 4.32a), all items (in the price book you select) with an MSR price between \$0 and \$0.50 would increase the selling price by 19%. All items with an MSR price between \$0.51 and \$1.00 would increase the selling price by 16%, and so on... If using the **Flexible Pricing** scenario, these amounts are calculated off of your Cost values instead of MSR values, so it would be necessary to raise the **Mark Up %** accordingly. It is important to **not** have any overlapping numbers in this grid. Also notice, as the pricing in **Low Limit** and **High Limit** (MSR or Cost) increase, the **Mark Up %** decreases, resulting in competitive pricing and increased profit margins. The percentages or pricing levels can be adjusted for different

Low Limit	High Limit	Mark Up %
0.000	0.500	19.000
0.510	1.000	16.000
1.010	2.000	13.000
2.010	3.500	12.000
3.510	5.000	11.000
5.010	6.500	10.000
6.510	8.000	9.000
8.010	10.000	8.000
10.010	12.500	7.000
12.510	15.000	6.000
15.010	20.000	5.000
20.010	35.000	4.000
35.010	75.000	3.000
75.010	200.000	2.000
200.010	999999.999	1.000

4.32a Price Breaks Grid

Vendors/Distributors too. This is helpful for adjusting price books with different margins. Once the Price Breaks grid is setup, you are ready for step #2 Adjust to Price books in chapter 4.33.

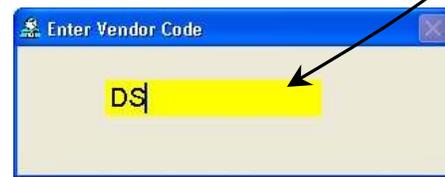
### 4.33 Adjust To Price Books

This menu is used **exclusively** for applying **Hot Rodding** or **Flexible Pricing** calculations to your installed price books. This process normally takes place right after receiving and installing

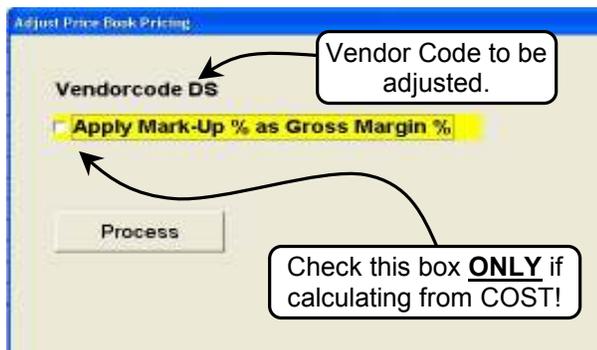


4.33a Adjust Price Book(s) Access

new price books from a CD or a price book download from Counterman. The process will use the percentages set in chapter 4.32 to calculate the new selling price in the price book(s) you choose. No changes are made to your existing inventory files as a result of this process, as inventory updating happens in the final step found in chapter 4.34. To select this function from the Main Menu, select 1-Maintenance/Display, 3.Flexible Pricing, **2-Adjust Price Books** (see fig 4.33a), then select the Vendor/Supplier to adjust. The first two selections will be that of your primary and secondary Vendors/Suppliers. Additional Vendors/Suppliers can be adjusted by selecting **3-Adjust Other Vendor Price Book**. Other Vendors Price



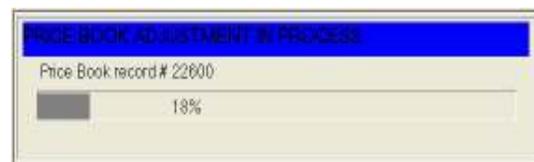
4.33b Enter Vendor Code Prompt



4.33c Adjust Price Book Pricing Window

Book selection requires a “vendor code” as Counterman will prompt you for the two-letter code. Or if selecting your primary or secondary vendors, Counterman will display the “Adjust Price Book Pricing” window (see fig 4.33c). It is important to understand how Counterman applies the calculation from this point. If using the **Hot Rodding** method and calculating the new price from the **MSR** price, **un-check** the box next to **Apply Mark-Up % As Gross Margin %**. If using the **Flexible**

**Pricing** method and calculating the new price from the your **COST** price, **check** the box next to **Apply Mark-Up % As Gross Margin %**. Select **Process** to begin the update. A progress meter will appear (see fig 4.33d) indicating the progress of this process. Additional price books Vendor/Distributor require you repeat this process for each one individually to apply the **Hot Rodding** or **Flexible Pricing** calculations.



4.33d Price Book Adjustment Progress

### 4.34 Update To Inventory

Whether you decide to apply, or not apply Flexible Pricing/Hot Rodding, it is imperative to update your inventory files with the information in the newly updated price books. As Counterman keeps you up-to-date with the most current pricing data from your suppliers, updating your existing inventory files with this new pricing information is critical to your profit margins. It does not matter if the item has a balance on hand or not, if the record exists in inventory, the inventory file needs to be updated with the latest pricing information. If you do not apply Flexible Pricing/Hot Rodding to your price books, the MSR prices and the Selling

Prices will be the same for individual items. If you have applied Flexible Pricing/Hot Rodding to price books,

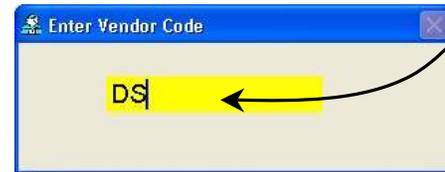


4.34a Update To Inventory Access

Or choose Other Vendors and enter a Vendor Code.

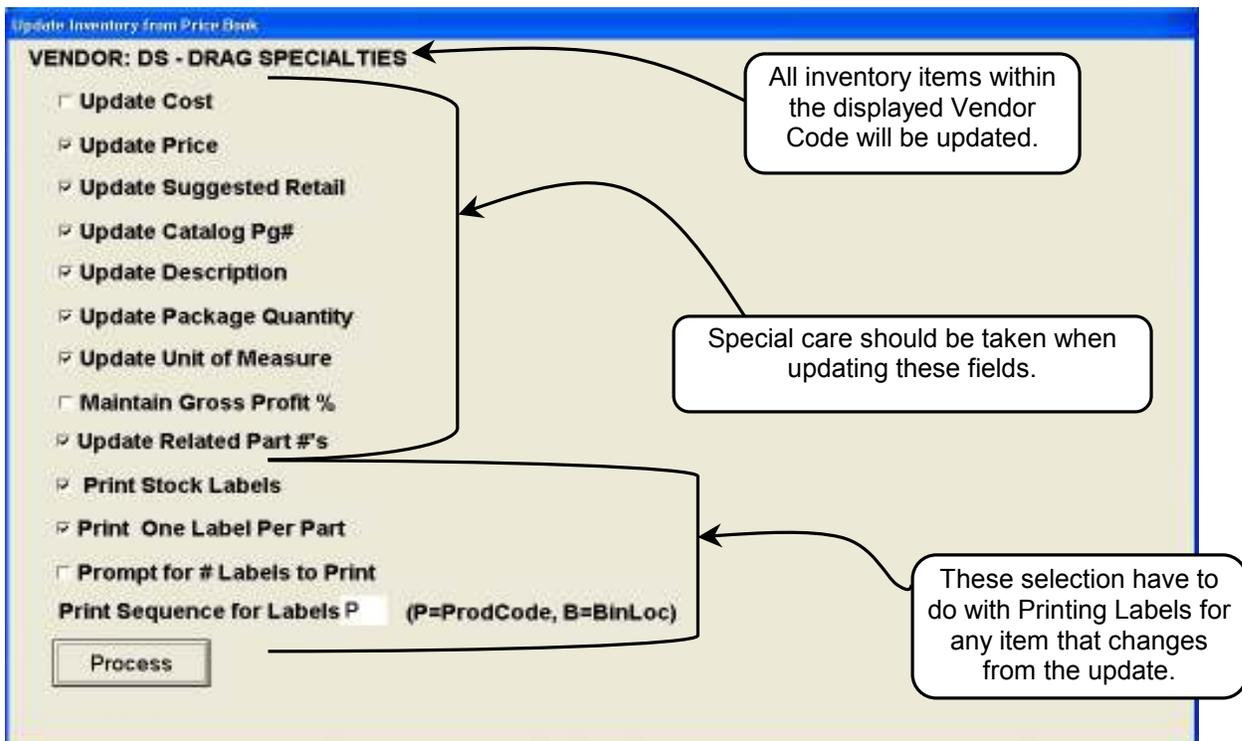
Selling Price will normally be higher than the MSR price for each individual item. Either way, Updating To Inventory is necessary in order to your inventory pricing correct. To select this function from the Main Menu select 1-

Maintenance/Display, 3.Flexible Pricing, then 3- Update To Inventory (see fig 4.34a). From here you can choose your primary or secondary vendors, or choose Other Vendors. Selecting Other Vendors



4.34b Enter Vendor Code

prompt you for a vendor code to apply the update to (see fig 4.34b). The next screen you come to will allow you to choose the fields to update (see fig 4.34c). Keep in mind, you are updating you Physical Inventory records with the information in the Price Book file that matches the



4.34c Update Inventory From Price Books Screen

Vendor Code you have selected. Although Counterman can update all of these fields for you, YOU are ultimately in control of this process because you can choose which fields to update and which inventory records to update. The screen in fig 4.34c displays the available fields, which you can select to be updated, or deselect to not update. Placing a check in each selection allows the corresponding field to be updated in that inventory record. The only items not updated are those selected to allow an update from the Inventory Maintenance screen (see fig 4.34d). This is how you can control whether individual items are updated from the price book record or not. If an item is not checked to “Update From Price Book”, it will not be included in the update. This is handled on an item-by-item basis. There may be items you want full control over and that may mean you do not want that item changed by an update process. An example of this would be items purchased in pack quantities. Vendors usually provide price book information with pack quantity pricing in them. Whenever you need to do the math (by dividing the cost into the pack quantity) when the item is entered into inventory, this box should be unchecked. This way pricing changes can be entered manually as the items are received. Pack quantity items are usually small and it is more realistic to update them manually. The following describes each available field selection for this procedure:



4.34d Field from Inventory Maintenance

- **Update Cost**                      Selecting this field will replace the **Cost** for all items within the selected Vendor Code, with pricing from the Price Book file. It is very important to consider, when updating the **Cost** value, that your costs for each item will be replaced by the new **Cost** amount in the Price Book file. This will result in an increase to your inventory value because you are changing the cost value with an updated cost, rather than the actual cost the item was received at.
- **Update Price**                      Selecting this field will replace the **Selling Price** for all items within the selected Vendor Code, with pricing from the Price Book file. If you have applied Flexible Pricing or Hot Rodding to your Price Books, this process will place the Hot Rodded or Flexible Price changes into the **Selling Price** field in your inventory record.
- **Update Suggested Retail**      Selecting this field will replace the **Suggested Retail** (or MSR) price for all items within the selected Vendor Code, with pricing from the Price Book file. The MSR price is constant and cannot be changed by Counterman through any update. It is usually a good idea to update this field, but it is your choice.
- **Update Catalog Page #**        Selecting this field will replace the **Page Number** (if available) with the new **Page Number** for all items within the selected Vendor Code, with the updated **Page Number** from the Price Book file. This refers to the Vendor’s **Catalog Page Number**.
- **Update Description**            Selecting this field will replace the **Description** for all items within the selected Vendor Code, with the **Description** from the Price Book file. If you manually make changes in Descriptions for your inventory items, selecting this option would overwrite your changes by replacing the description with the one from the Price Book file. If no changes are made for your current Descriptions, we would suggest to allow the update to take place.
- **Update Package Quantity**      Selecting this field will replace the **Pack Quantity** value for all items within the selected Vendor Code, with the **Pack Quantity** from the Price Book file. This refers to how the item is purchased from your vendor, not sold how it is sold to your customer. Having a correct **Pack Quantity** when generating Purchase

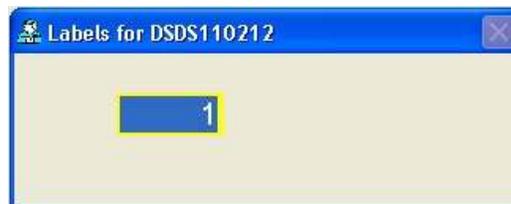
Orders is very valuable information to have. If the vendor changes the pack quantity, this would allow that change to be reflected in your inventory file.

- **Update Unit of Measure** Selecting this field will replace the **UOM** (Unit of Measure) for all items within the selected Vendor Code, with the **UOM** data from the Price Book file. The UOM is how the item is sold to the customer.
- **Maintain Gross Profit %** Selecting this field will replace the **Selling Price** for all items within the selected Vendor Code, with a calculation from the new Cost in the Price Book. In order for this option to be valid, you **must** also check the box to update Cost. This selection will use the new Cost amount and calculate the Selling Price by multiplying the current Profit Margin % by the new Cost. The result of this calculation will be placed in the Selling Price field and Maintain your current Gross Profit %.
- **Update Related Part #'s** Selecting this field will replace the **Related Part #'s** for all items within the selected Vendor Code, with the **Related Part #'s** from the Price Book file. If you manually make changes in **Related Part #'s** for your inventory items, selecting this option would overwrite your changes by replacing the **Related Part #'s** with the ones from the Price Book file. If no changes are made for your current **Related Part #'s**, we would suggest to allow the update to take place.
- **Print Stock Labels** Selecting this option will allow **Printing** of inventory pricing **labels** for all inventory items that have changed as a result of this update. If selected, this option will display the next three **Label Printing** options that follow. If this option is not selected, the following three options will not be available.

- ❖ **Print One Label Per Part** Selecting this option will print a single label, or **One Label Per Part** for any item that this update has made a change for. The default is to print the number of labels that match the current quantity available for each item. This option is helpful because you will not be required to select how many labels are desired for each item being updated, nor will you be printing labels for items not requiring re-labeling. But it's a good way to get a "label list" of all items being updated. These labels can be taken to the showroom and the displayed items can be relabeled. It does cause additional labels to print, but with only **One Label Per Part**, the process is narrowed down considerably.

- ❖ **Prompt for # Labels to Print** Selecting this option will display the part number being updated and allow you to select the number of inventory labels you desire for each item

individually. As each item is updated, input the number of inventory labels you would like for each item. The default will be the available balance you



4.34e Number of Labels Prompt

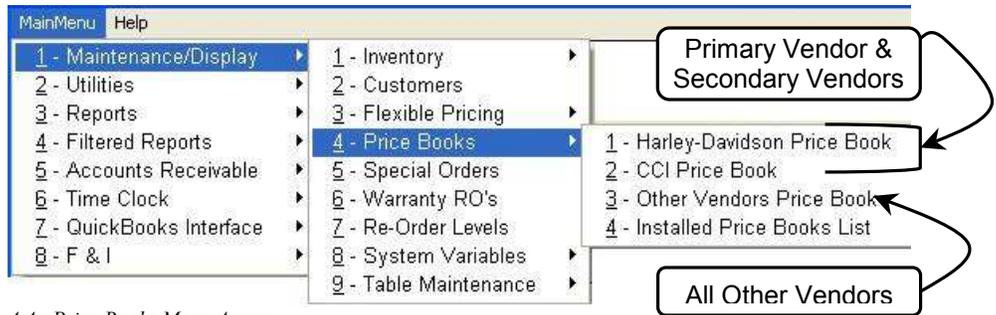
currently have on hand. Once a number has been entered, press the Enter or Tab key to display the next part number being updated. This process will repeat until all labels have been printed for all items being updated.

- ❖ **Print Sequence for Labels** Selecting this option will set the order in which the labels are printed. The default will print these labels in Part Number order, but can be changed to print in Bin Location order. Choosing Bin Location order can be helpful in finding the product requiring re-labeling.

### 4.4 Price Books Menu

This option is available to allow direct access to each price book installed in your system. Editing is not available except when during the Flexible Pricing/Hot Rodding process. The Price Books Menu has four available selections to choose from. The first three are for direct access to your vendors price books. The fourth selection is for updating price books. To access the Price

Books Menu, access the Main Menu then select 1-Maintenance Display, 4-Price Books (see fig 4.4a). Opening direct access to your installed price book files can help when you need to view the actual pricing and particular vendor has provided. Under normal circumstances, this pricing should match the information for any item found in your inventory. If these prices do not match, Updating Inventory From Price Books (chapter 4.34) needs to be processed.

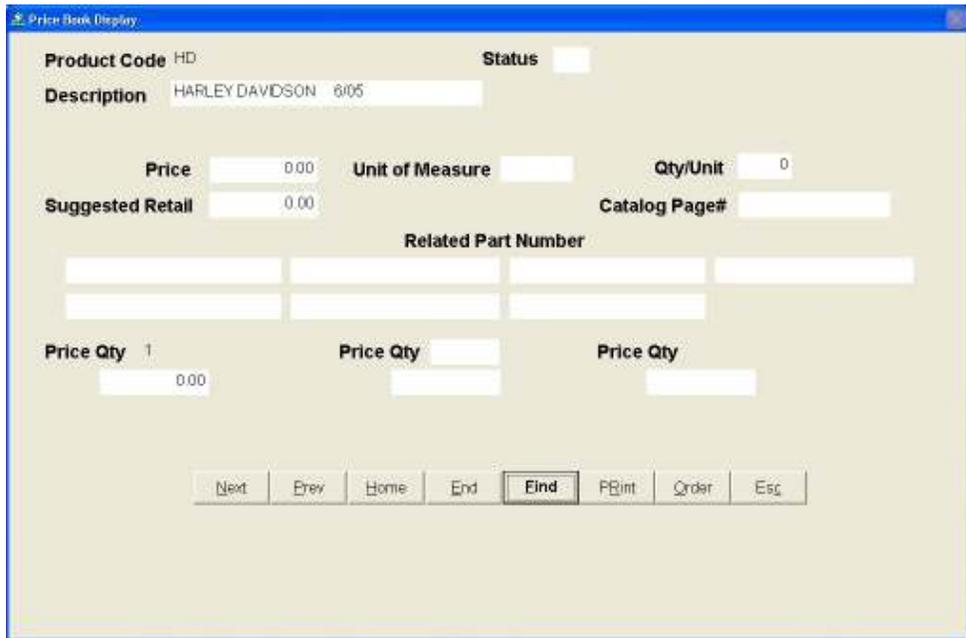


4.4a Price Books Menu Access

### 4.4a Primary & Secondary Price Books

Selections #1 and #2 are your **Primary** and **Secondary Vendors** as selected when you installed Counterman Pro software (default shown: Harley-Davidson™). Selecting either of these options

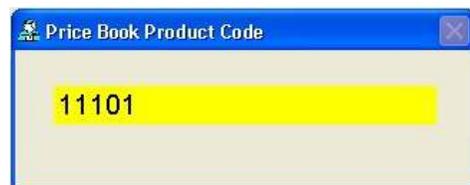
will open the database for this vendor (see fig 4.4b). The first record in all price book databases will show the Vendor Code in the Product Code field and the Vendor name in the description field. You can view the first part number record by pressing the **N** key or by clicking on the **Next** Button.



4.4b Price Book Display

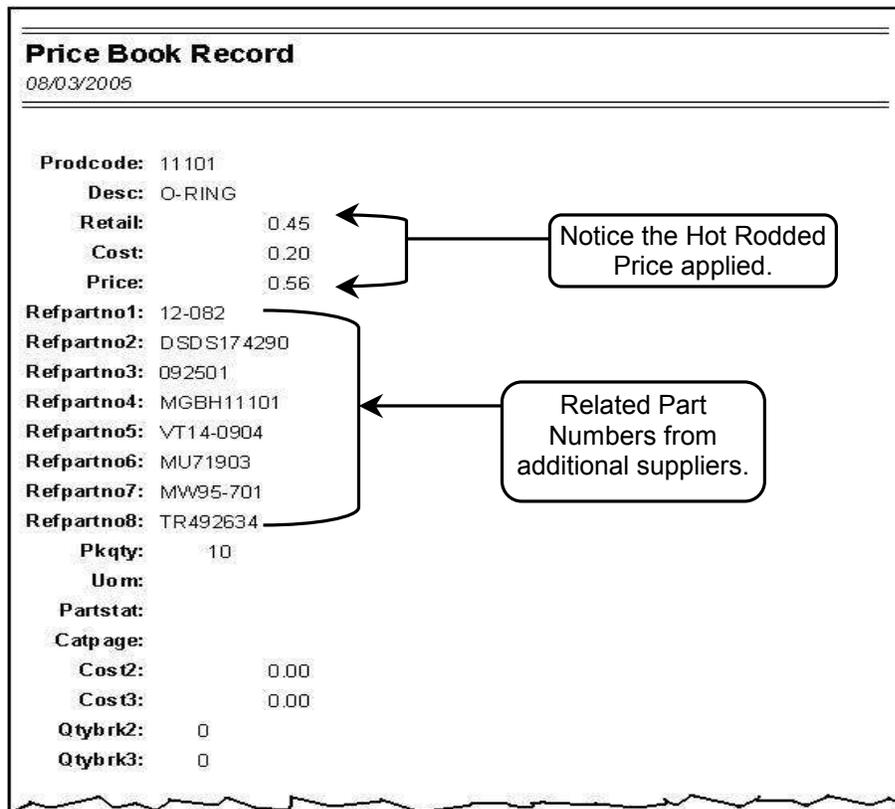
The row of buttons on the lower area of this screen are intended for search capabilities.

Selecting **Next** will display the **Next** record in part number order. Selecting **Prev** displays the **Previous** record, **Home** displays the first record, and **End** will display the last record in this file. **Find** will open a Product Code window and allow for a search of a particular Part Number (see fig 4.4c). You can print the record displayed on the screen by selecting **PPrint** (see



4.4c Price Book Find Product Code

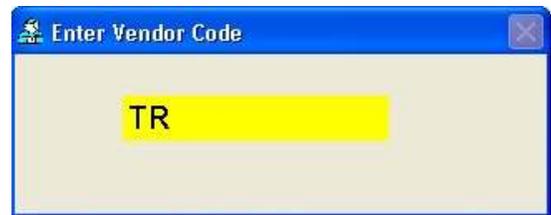
fig 4.4d). The **Order** button is actually the “order of search” for this screen. As of this writing, the only **Order** allowed is by the Product Code (part number) for the vendor selected. Future enhancements are scheduled for this feature. Selecting the **Esc** button will work like the **Escape** key does, which exits from this process.



4.4d Printed Record From Price Book

### 4.4b Other Vendors Price Book

Selecting option #3 **Other Vendors Price Book** works the same as the Primary and Secondary Price Books with one exception, it will be necessary to enter a Vendor Code for the Price Book you want to open (see fig 4.4e). Type the Vendor Code you want, then press the Enter key to open the selected Price Book. Everything else works the same as it would in the previous chapter 4.4a.



4.4e Enter Vendor Code

### 4.4c Installed Price Book List

Selection #4 Installed Price Book List will display your selected installed Price Books on the screen. This will list the vendor code, vendor name, and the last date that vendor updated that price book file (see fig 4.4b). No editing or changes are allowed from this screen, except to scroll through it. Notice your primary and secondary vendors are located at the bottom of this list, with the remainder in alphabetical order. If you happen to see an old date for a particular Price Book in this list, we would ask that you contact Counterman Technical Support, as there may be an updated book available. You can also go on-line at [www.counterman.net](http://www.counterman.net) to see if there have been any recent Price Book updates. Price Book files are available for download to all current Counterman customers.

Code	Name	
KR	KERR LEATHERS	8/03
LP	LOCKHART PHILLIPS	3/04
MD	MUSTANG	1/05
MP	MOTION PRO	4/04
MS	MOTORCYCLE STUFF	5/04
MJ	MID USA	8/05
MW	MIDWEST MOTORCYCLE	1/05
PA	PAUGHCO	8/04
PM	PERFORMANCE MACHINE	3/05
PR	PRO ONE	5/04
PU	PARTS UNLIMITED (P)	7/05
RE	RIVERA ENGINEERING	3/04
RW	ROWE U.S.A.	8/04
SB	SULLIVAN BROS.	8/05
SP	SAMSON	1/05
SS	S&S	10/04
TR	TUCKER ROCKY	7/05
VT	TEDDY'S V-TWIN	5/05
WB	WHITE BROTHERS	3/05
WIN	WIN PRODUCTS	8/04
CCI	CUSTOM CHROME	7/05
HD	HARLEY DAVIDSON	8/05

4.4b Installed Price Book List

### 4.5 Special Orders (Maintenance) Screen

This selection is provided to allow direct access to any Special Order in the program. To open this selection, access the Main Menu, select **1-Maintenance/Display**, then **5-Special Orders** (see fig 4.5a). This will open the **Special**

**Order Maintenance** screen (see fig 4.5e and 4.5f). At the lower portion of this screen there is a row of buttons (see fig 4.5c), which are functions or processes available from this screen. Some of these selections are available from the POS (Point of Sale) screen, and some are not. Counterman provides similar tools from more than one area for increased access to making necessary changes and/or edits. For an explanation of each field in this screen, see fig 4.5b. For editable fields see chapter 4.5a.



4.5a Special Order Display Access

**Customer Information** (Callout): Points to Customer Tele (805)928-6590, Name (JOE BLOW), and Account# (9285).

**Product Information** (Callout): Points to Product Code (DSDS097024) and Description (FLAT STYLE BRAKE "T").

**The Date you ordered from the supplier.** (Callout): Points to Order Date (08/06/2005).

**Date you Received this item.** (Callout): Points to Received Date (08/09/2005).

**Reference # is Invoice #** (Callout): Points to Reference # (159619).

**Indicates if Special Order was generated from a "Save File"** (Callout): Points to the Save File checkbox.

**Deposit taken at time of transaction** (Callout): Points to Deposit (30.50).

**Transaction Date and Employee (sold by)** (Callout): Points to Transaction Date (08/05/2005) and Placed By (RW).

**Order MUST be Open to perform any editing!** (Callout): Points to the Order Open checkbox.

**Functions available from this screen. See Chapter 4.5a** (Callout): Points to the bottom button bar containing Xfr, Cancel, Next, Prev, Home, End, Edit, End, PPrint, Order, and Esc.

4.5b Special Order Maintenance Screen

### 4.5a Special Order (Maintenance) Editing

All of the button selections in fig 4.5c will be discussed in detail in this chapter. The functions of this screen will be covered first, followed by a detailed explanation of each field herein (chapter 4.5a)

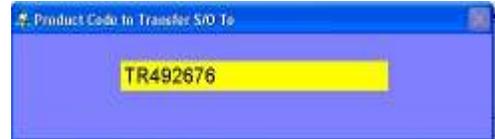


4.5c Function Buttons Available From Special Order Maintenance Screen

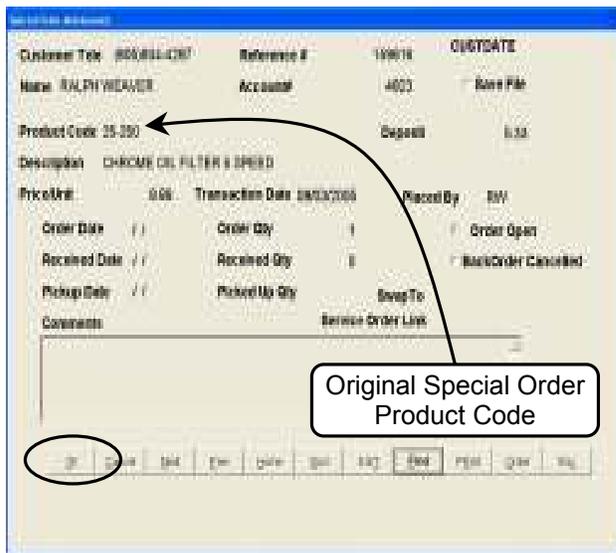


The **Xfr** button refers to “Transfer”. This function allows you to select a different Product Code to replace the item originally Special Ordered for this

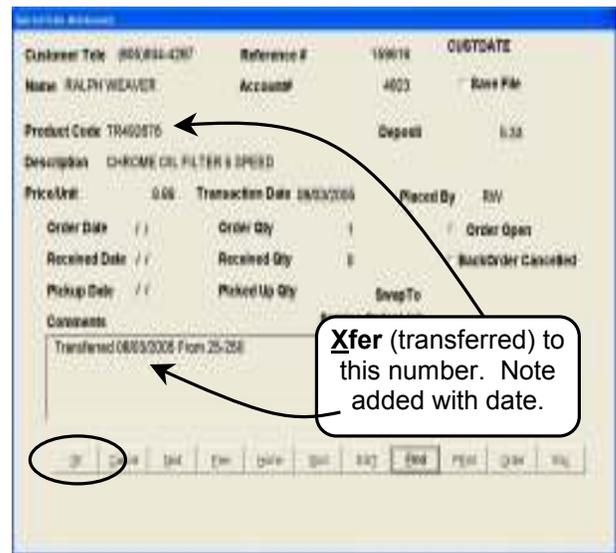
customer. To use this function, press the **X** key or click on this selection. Type in the replacement Product Code and press **Tab** or **Enter**. If there is no existing inventory record for this item, Counterman will send you directly to the Inventory Maintenance screen so you can properly setup this new part number. Once this process is complete, the part number will be changed to the **Xfer** number and a note will be placed in the Special Order record of the previous



4.5d Transfer Product Code for Special Order

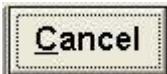


4.5e Special Order Maintenance Screen



4.5f Part Transferred on Special Order Maintenance Screen

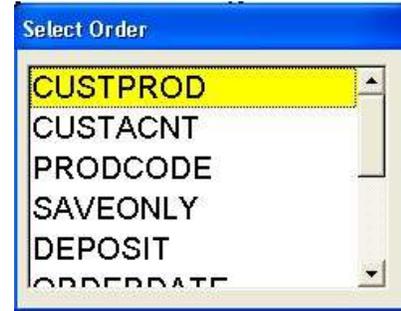
part number and the transfer date (see fig 4.5f). This can help because it will effectively change the part number for the Special Order, without the need to cancel the original one and re-create a new one. The transferred part number will change the Special Order Report to reflect the new part number.



The **Cancel** function allows you fully **Cancel** an existing Special Order record. This is only available to open Special Order records. To use this function, press the **C** key or click on this button. If a deposit was taken, during the Special Order transaction, those funds go into a special field in the Customer Record called “Special Order Deposit”. When using the Cancel function, that deposit will be moved to the customer’s general account balance. Once this cancellation takes place, you can refund this customers deposit or use it for other purchases, or use it towards other special ordered items. Also, a note will be added to the Comments field of this Cancellation. The Comments field will include the date of the cancellation and the employee who performed the cancellation.



These four buttons, **N**ext, **P**rev, **H**ome, and **E**nd are all related to which record is displayed when making each selection. They are all keyed off of the **O**rd**e**r button. This refers to the “Order of Search”. When selecting **N**ext, the **N**ext record will be displayed on the screen. If you select **P**rev, the **P**revious record is displayed. **H**ome will display the very **f**irst record, while **E**nd displays the **l**ast record. But what **O**rd**e**r are these Special Order records sorted by when they are displayed? It all depends on the **O**rd**e**r you choose. By default, Counterman will display these records in the sort-order of Customer Name/Product Code. The sort-

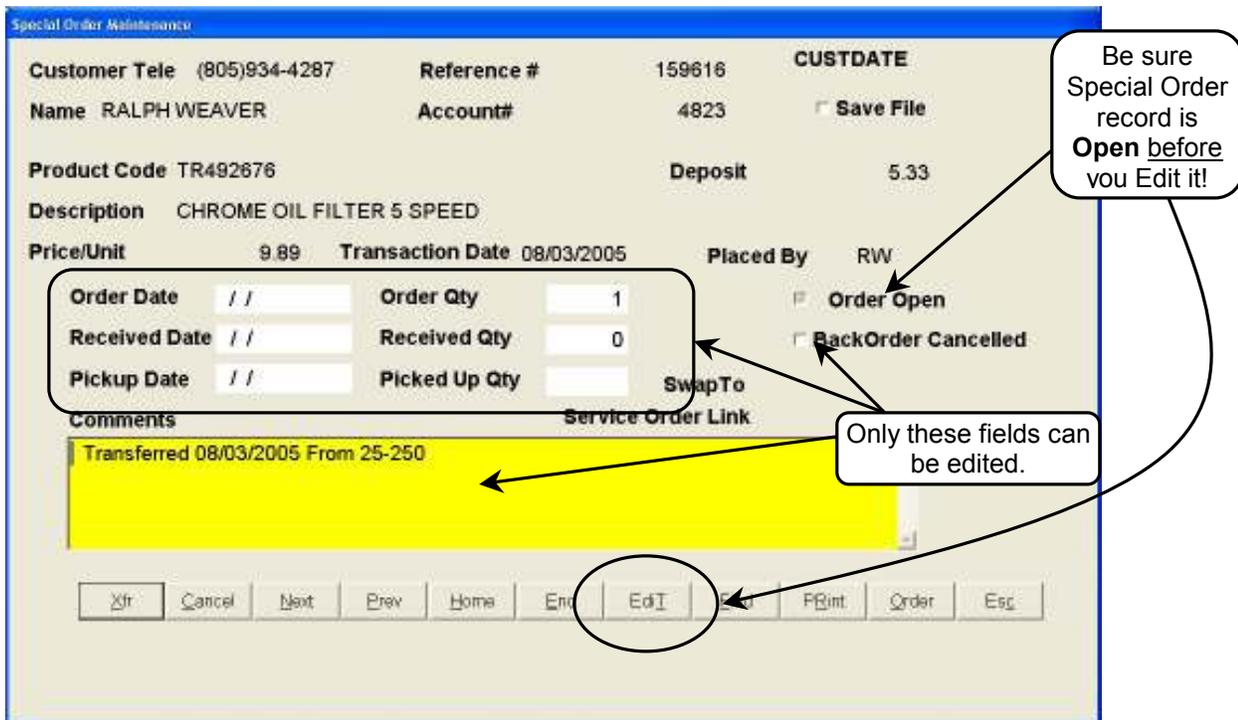


4.5f Select Sort Order

order can be changed by selecting the **O**rd**e**r button (see fig 4.5f). Changing the sort-order will result in changing how Counterman displays these Special Order records when using the **N**ext, **P**rev, **H**ome, and **E**nd functions. The default sort-order is highlighted (Customer Name/Product Code) when the **O**rd**e**r function is selected. It is important to understand, these sort order names have been shortened but remain easy to understand. CUSTPROD = Customer Name/Product Code order. This is a scrollable list of ten different ways you can setup your sort-order. To use any of these functions, press the keyboard **U**nderlined **L**etter (on the button), or click on the desired function button.



The **E**di**T** function allows certain changes to be made on the Special Order record currently displayed. Not all fields can be edited. To use this function, press the **T** key, or click on the **E**di**T** button and you will see the editable fields (see fig 4.5g). **Important:** *Editing a Special Order record that is no longer open will not affect anything! Editing is only valid for open Special Order records.* The field you are in (after this selection has been made) is the **C**omments field.



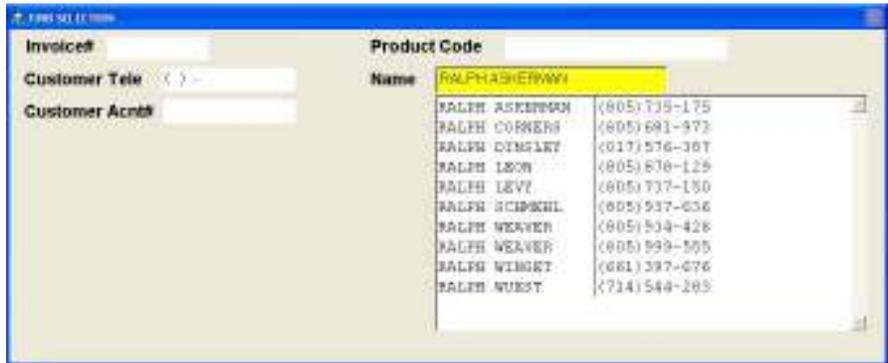
4.5g Edit the Special Order Record

You can change or edit these **Comments** anyway you like. If the item has not been received, anything on the first line of the **Comment** field will be printed on the Special Order label during the receiving process. To move to a different field, use the **Up Arrow** or **Down Arrow** keys to navigate thru the screen. **Order Date** can be edited, changed, or erased. The order date reflects the date this item was ordered from the supplier. If you remove the **Order Date**, be sure and remove the **Order Qty** also because you'll want this item to show up on the Special Order Report again. If this item was received by mistake, you can erase the **Received Date** and **Received Qty**, resulting in a non-received Special Order item. The **Pickup Date** and **Picked Up Qty** can also be edited if desired.

**Find**

Use the **Find** function to locate any existing Special Order record. The record you are looking for can be an open or closed Special Order. Open means, the item has not been cancelled and has not been picked up by the customer yet. To use this function, press

the **F** key or click on this button. This will open the **Find Selection** window, allowing several methods to locate the Special Order record you want to locate. If searching by **Name**, a list of customer **Names** matching your keystrokes will appear.



4.5h Find Selection Window

You can either, keep typing the customers name, or you can double click on the customer when you see the name appear in the window. You may choose to find a Special Order record by the **Invoice #**. Choosing this method will display the first Special Order record on the invoice number entered. Selecting **Next** or **Prev** will display those records found on the invoice number entered. Searching by **Customer Telephone** or **Customer Account #** work in this same manner. Alternately, selecting **Product Code** will narrow your search to just those items that are an exact match of the **Product Code** entered. **Next** and **Prev** will only display matching Product Code items, regardless of customer name.

**Print**

Selecting the **Print** option will **Print** the fields displayed on the screen (see fig 4.5i).

This can help should you ever need a hard copy of the information for a particular Special Order record. As you can see, all of the information displayed is also printed at the touch of a button or a click of the mouse. No cost information is displayed or printed, so the printed copy is suitable to provide to your customer for their records, or to show proof of the history on the item in question. Notice the lower section of this report also prints the Comments for the Special Order pickup. The **Pickup #** shown in the example to the right (fig 4.5i) was added by Counterman to indicate the invoice number corresponding to the Special Order pickup.



4.5i Printed Special Order Record



The **Esc** (escape) function works exactly the same as pressing the **Esc** key on the keyboard. It will back out of the Special Order Maintenance screen. To use this function, press the **C** key, the **Esc** key, or click on this selection.

### 4.6 Warranty RO's (Maintenance)

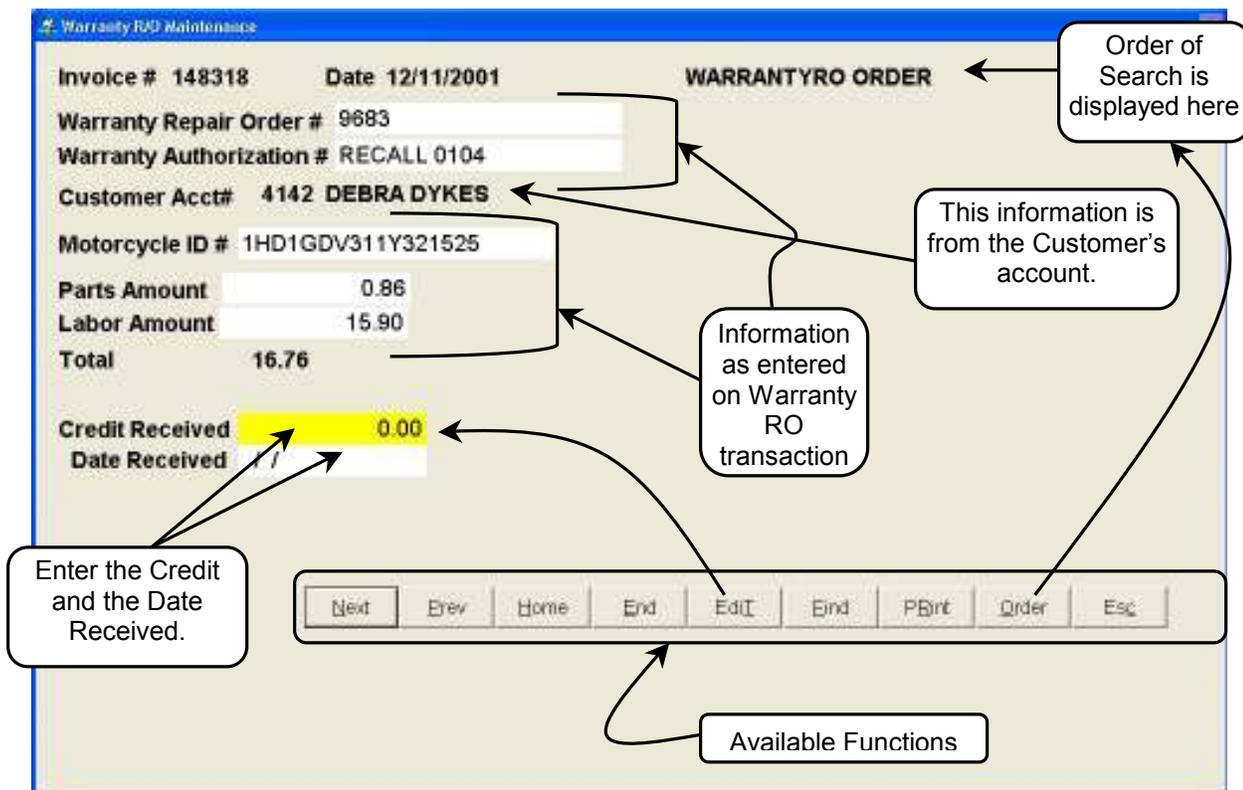
A **Warranty RO** (RO = Repair Order) in Counterman Pro is designed for Warranty Parts and Warranty Labor. To use this function, access the Main Menu, select 1-Maintenance/Display, then **6-Warranty RO's** (see fig 4.6a). This will open the **Warranty RO Maintenance** screen. The only records displayed, are those created from a **Warranty Repair Order** transaction processed from POS (Point of Sale).

For detailed information on how to process a Warranty RO transaction, see chapter 3.24. After Warranty RO's are processed, you should be receiving credits from these warranty companies. The **Warranty RO Maintenance** (see fig 4.6b) area displays the results of processed Warranty RO transactions and allows you to enter credits received from these companies who

you have performed warranty work for. Additionally, full editing of these Warranty records is allowed because the warranty amount processed at POS (Point of Sale) may be different from the actual credit received. As credits and changes are made in this **Warranty RO Maintenance** area, they will be reflected on the Warranty Report (see chapter 6.4 for information on Warranty Reports.) The available functions are located at the lower area of this screen (see fig 4.6c).



4.6a Warranty RO's Maintenance Access



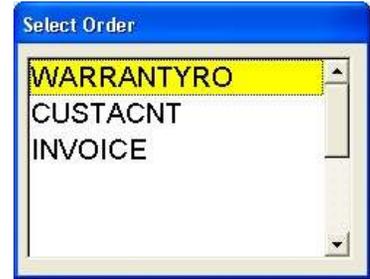
4.6b Warranty RO Maintenance Screen



4.6c Available Warranty Functions



The first four function buttons, **N**ext, **P**rev, **H**ome, and **E**nd are all related to which record is displayed when making each selection. They are all keyed off of the **O**rders button. This refers to the “Order of Search”. When selecting **N**ext, the **N**ext record will be displayed on the screen. If you select **P**rev, the **P**revious record is displayed. **H**ome will display the very **f**irst record, while **E**nd displays the **l**ast record. But what **O**rders are these Warranty records sorted by when they are displayed? It all depends on the **O**rders you choose. By default,



4.6d Select Order Window

Counterman will display these records in the sort-order of Warranty RO Number. The sort-order can be changed by selecting the **O**rders button (see fig 4.6d). Changing the sort-order will result in changing how Counterman displays these **Warranty RO** records when using the **N**ext, **P**rev, **H**ome, and **E**nd functions. The default sort-order is highlighted (Warranty RO Number) when the **O**rders function is selected. It is important to understand, these sort order names have been shortened but remain easy to understand. WARRANTYRO = Warranty RO Number order. This is a scrollable list of three different ways you can setup your sort-order. To use any of these functions, press the keyboard **Underlined Letter** (on the button), or click on the desired function button.



The **E**dit function allows certain changes to be made on the Special Order record currently displayed. Not all fields can be edited. To use this function, press the **T** key, or click on the **E**dit button and you will see the editable fields. When making this selection, the beginning point will be at the Credit Received field. To move to a different field, use the **Up Arrow** or **Down Arrow** keys to navigate thru the screen. Most all fields are editable.



Use the **F**ind function to locate any existing **Warranty RO** record. To use this function, press the **F** key or click on this button. This will open the **F**ind Selection window (see fig 4.6e), allowing several methods to locate the **Warranty RO** record

you want to locate. If searching by **N**ame, a list of customer **N**ames matching your keystrokes will appear. You can either, keep typing the customers name, or you can double click on the customer when you see the name appear in the window.

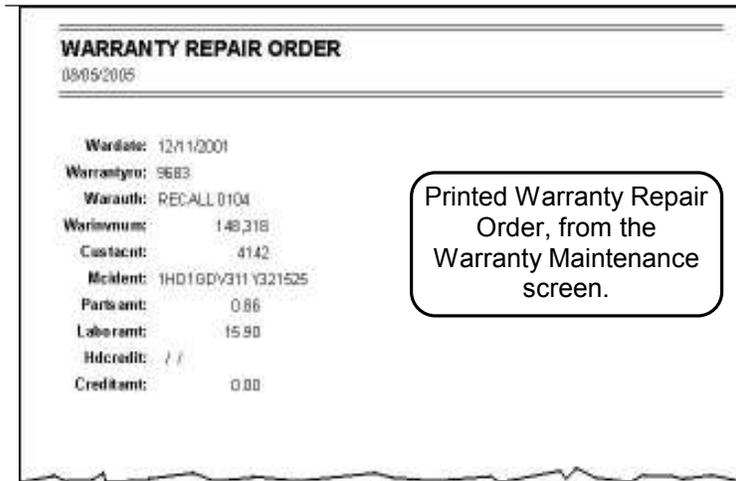


4.6e Find Selection Window

You may choose to find a **Warranty RO** record by the **I**nvoice #. Choosing this method will display the first **Warranty RO** record on the invoice number entered. Selecting **N**ext or **P**rev will display those records found on the invoice number entered. Searching by **C**ustomer **T**elephone or **C**ustomer **A**ccount # work in this same manner. Alternately, selecting **W**arranty **R**O # will narrow your search to just those **Warranty RO** Numbers that are an exact

match of the **Warranty RO #** entered. **Next** and **Prev** will only display matching **Warranty RO** numbers, regardless of customer name.

**Print** Selecting the **Print** option will **Print** the fields displayed on the screen (see fig 4.6f). This can help should you ever need a hard copy of the information for a particular **Warranty RO** record. As you can see, all of the information displayed is also printed at the touch of a button or a click of the mouse. If a hard copy of any particular Warranty RO is needed, to show the Warranty amounts in Parts or Labor. Or to have a paper trail for original amount and the credit received, this process will provide it.



4.6f Printed Warranty Repair Order From Maintenance Screen

**Esc** The **Esc** (escape) function works exactly the same as pressing the **Esc** key on the keyboard. It will back out of the Warranty RO Maintenance screen. To use this function, press the **C** key, the **Esc** key, or click on this selection.

## 4.7 Reorder Levels (Maintenance)

The Reorder Levels setup in this Maintenance screen are used during the calculation process known as Resetting Reorder Points, which allows Counterman to set your Reorder Level and Maximum Balance fields for you. This is all based off of a proven track record for each item in your inventory. In other words, Counterman will look at past sales history for each inventory item along with the numbers in this Reorder Levels Maintenance area and the number of months to be used for averaging (from System Variables).



4.7a Re-Order Levels Access

Then calculate and place the result in the Reorder Level and Maximum Balance fields in Inventory Maintenance for you. To learn more about how this process works and how it can save you time and money, see Chapter 4.18. Care should be taken to understand this process, as you will be **determining your stocking levels -vs- your sales levels** in this screen. To use this function, access the Main Menu, select 1-Maintenance & Display then select 7-**Reorder Levels** (see fig 4.7a). The Re-Order Levels maintenance grid (see fig 4.7b) will open displaying numbers in columns and rows. Each column represents a field in inventory because the process of Resetting Re-Order Points places the displayed result in the same area in the Inventory Maintenance screen. Minimum Bal = Reorder Level, Maximum Bal = Maximum Balance. The Monthly Low Avg. and Monthly High Avg. is for your average sales history. So using the default grid information and 5-months averaging for past sales history, look at the first row. Your Reorder Level and Maximum Balance would be reset to 0 (zero) and 0 (zero) for 5-month sales history of 0.00 to 0.19, which is the same as an average sale of less than one per

month. The next row Sets your Reorder Level and Maximum Balance to 1 (one) and 1 (one) because, on the average you sell approximately 1-per month with a sales history between 0.20 through 0.79. Because the average monthly sales numbers are fairly low, you'll likely want to keep the same number of monthly sales in stock at all times. As the average monthly sales numbers get higher (more than 10-per month), the Min/Max numbers begin to decrease. This is because you will likely be ordering more often than once a month. Additionally, you can apply particular Inventory Categories. This means you can setup this grid anyway you want for different Categories. If the Category column is left empty, it will apply to all inventory items (except those you have excluded from the Reset Reorder Points process from Inventory Maintenance.) Use the **Up, Down, Left, and Right Arrow** keys to navigate in this screen. Be sure NOT to leave any Monthly Average numbers out and do NOT overlap any numbers. If you make a mistake, click **Reverse** to put these numbers back the way they were before you opened this screen.

Minimum Bal	Maximum Bal	Monthly Low Avg	Monthly High Avg	Category
0	0	0.00	0.18	
1	1	0.20	0.79	
2	2	0.80	1.99	
3	3	2.00	2.98	
4	4	3.00	4.00	
5	5	4.01	5.00	
6	6	5.01	6.00	
7	7	6.01	7.00	
8	8	7.01	8.00	
9	9	8.01	9.00	
10	10	9.01	10.00	
11	11	10.01	15.00	
12	12	15.01	20.00	
13	13	20.01	25.00	
14	14	25.01	30.00	
15	15	30.01	35.00	
16	16	35.01	40.00	
17	17	40.01	45.00	
18	18	45.01	50.00	
19	19	50.01	55.00	
20	20	55.01	60.00	

4.7b Reorder Levels Maintenance Screen

Click here to Reverse your changes.

Use the **Up, Down, Left, and Right Arrow** keys to navigate in this screen. Be sure NOT to leave any Monthly Average numbers out and do NOT overlap any numbers. If you make a mistake, click **Reverse** to put these numbers back the way they were before you opened this screen.

### 4.8 System Variables Menu

To access the System Variables Menu, access the Main Menu, select 1-Maintenance/Display, **8-System Variables** (see fig 4.8a). An in-depth explanation of each System Variables menu selection is covered in detail in Chapter #2, Defining System Variables. A System Variable is basically a set of instructions Counterman will use on a day-to-day basis. At times, it will be necessary to change these variables and this is the area you will need to access in order to make those changes. Here is a list of available selections and where you can find additional information on each in this manual:

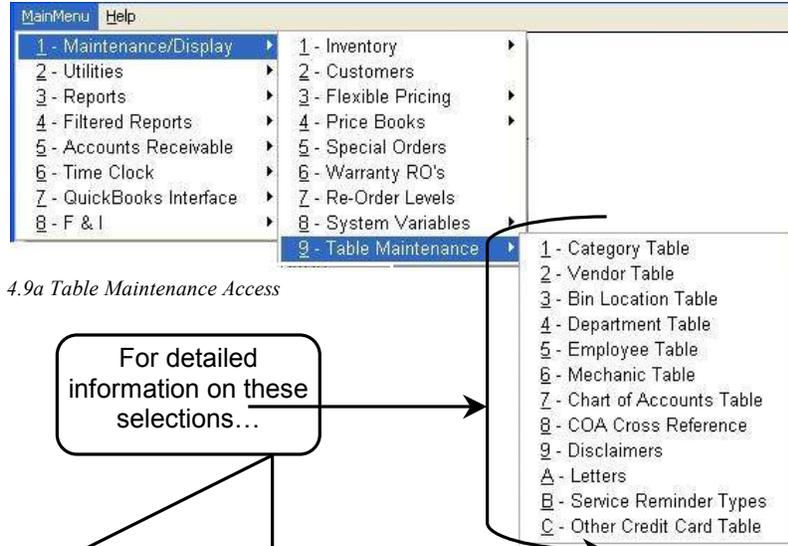


4.8a System Variables Access

- **General** See Chapter 2.1 beginning on page 17.
- **Sales Tax** See Chapter 2.2 beginning on page 20.
- **Invoice & Shipping** See Chapter 2.3 beginning on page 22.
- **Default Printers** See Chapter 2.4 beginning on page 23.
- **E-Info** See Chapter 2.5 beginning on page 25.

### 4.9 Table Maintenance Menu

A Table is basically a database. The Table Maintenance Menu allows access to these databases to provide you the total control you need to have to properly setup and run your business. Each Table has a unique function. To access the Table Maintenance Menu, access the Main Menu, select 1-Maintenance/Display, then **9-Table Maintenance** (see fig 4.9a). All selections are listed below, along with the area in this manual where detailed information for setting them up can be found, are as follows:



4.9a Table Maintenance Access

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>➤ <b>1-Category Table</b></li> <li>➤ <b>2-Vendor Table</b></li> <li>➤ <b>3-Bin Location Table</b></li> <li>➤ <b>4-Department Table</b></li> <li>➤ <b>5-Employee Table</b></li> <li>➤ <b>6-Mechanic Table</b></li> <li>➤ <b>7-Chart of Accounts Table</b></li> <li>➤ <b>8-COA Cross Reference</b></li> <li>➤ <b>9-Disclaimers</b></li> <li>➤ <b>A-Letters</b></li> <li>➤ <b>B-Service Reminder Types</b></li> <li>➤ <b>C-Other Credit Card Table</b></li> </ul> | <ul style="list-style-type: none"> <li>See Chapter 2.71 starting on page 28.</li> <li>See Chapter 2.72 starting on page 29.</li> <li>See Chapter 2.73 starting on page 31.</li> <li>See Chapter 2.74 starting on page 32.</li> <li>See Chapter 2.75 starting on page 33.</li> <li>See Chapter 2.76 starting on page 38.</li> <li>See Chapter 2.77 starting on page 39.</li> <li>See Chapter 2.78 starting on page 41.</li> <li>See Chapter 2.79 starting on page 46.</li> <li>See Chapter 2.710 starting on page 47.</li> <li>See Chapter 2.711 starting on page 49.</li> <li>See Chapter 2.712 starting on page 50.</li> </ul> |
|---|---|



# Counterman Pro

## Chapter 5

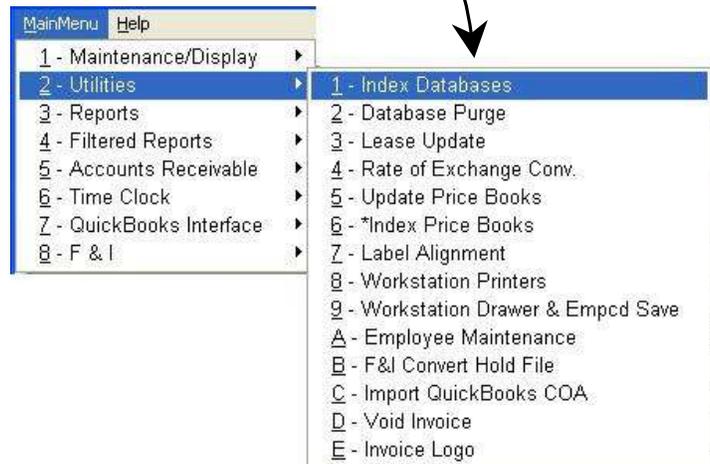
### Utilities Menu

Index Databases	5.1
Database Purge	5.2
License Update	5.3
Rate of Exchange Conversion	5.4
Update Price Books	5.5
Index Price Books	5.6
Label Alignment	5.7
Workstation Printers	5.8
Workstation Drawer & Employee Code Save	5.9
Employee Maintenance	5.10
F&I Convert Hold File	5.11
Import QuickBooks COA	5.12
Invoice Void	5.13
Invoice Logo	5.14

## Chapter 5 Utilities Menu

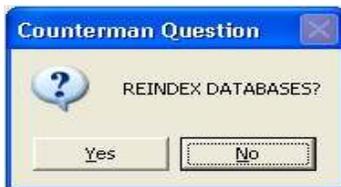
### 5.1 Index Databases

This chapter will explain **Indexing Databases** without getting into the technical end of exactly “what” Indexing really is. To put it in simple terms, **Indexing** actually organizes the information stored in Counterman. With this information organized (or indexed), Counterman can locate the information you need quickly and accurately. Neglecting this utility may cause slow access to certain files, or display incorrect files. If you **Index Databases** on a regular basis, you will keep your data free of corruption and keep Counterman running smooth.



5.1a Index Databases Access

This is a process requiring exclusive use of these databases. If you are a single-user (one computer-no network), this does not matter. On multi-user environments this means, all users are logged out of Counterman Pro with only one station running the program. From that station, access the Main Menu, select 2-Utilities, then **1-Index Databases** (see fig 5.1a). You will receive a Counterman Question to confirm this process (see fig 5.1b). Answering **Yes** to this question will cause the Indexing process to begin and Counterman will display a screen (see fig 5.1c), letting you know the name of the database currently being Indexed (this goes by rapidly). This process only takes a few seconds



5.1b Counterman Question



5.1c Partial Screen Shot of Indexing Database Names

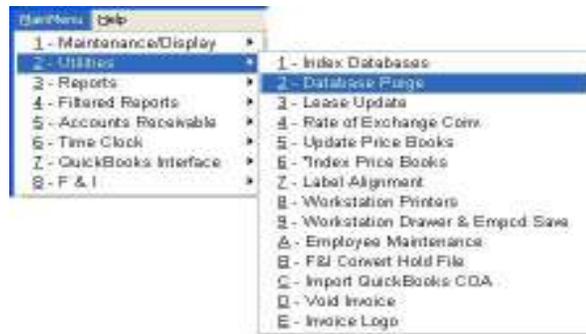
(depending on how much data is being indexed and the speed of your computer CPU processor), but should never take more than 5-minutes even in extreme circumstances. Once this process has completed, you will be returned to the Utilities Menu. If you have experienced a power outage or some other extreme circumstance causing Counterman to display an error message, Indexing will likely be required right away. Sometimes these “extreme circumstances” will prevent Counterman from opening altogether. If this happens, an “External Index” will be required to repair the index files. This can be performed without opening Counterman Pro. For information on how to perform an External Index process, see Chapter 1.7.

### 5.2 Database Purge

**Purging** is the same as Erasing, Deleting, or throwing away. It means you cannot retrieve the purged data without restoring a backup. For this reason, we strongly suggest performing the Counterman Backup Procedure before continuing with the **Database Purge** process. Additional information on how to perform a Backup of your Counterman Pro data can be found in Chapter

1.7 First Time Access. As you use Counterman, your data will grow larger and larger. There is virtually no limit to how large this data can grow. Information for customers, inventory, special orders, transactions, etc. is data, kept in individual Counterman databases. Purging these databases from time-to-time can be beneficial for several reasons:

- Decreasing database size increases access speed.
- Less clutter when viewing records and reports.
- Deletes old and unnecessary data
- Provides additional hard drive space.



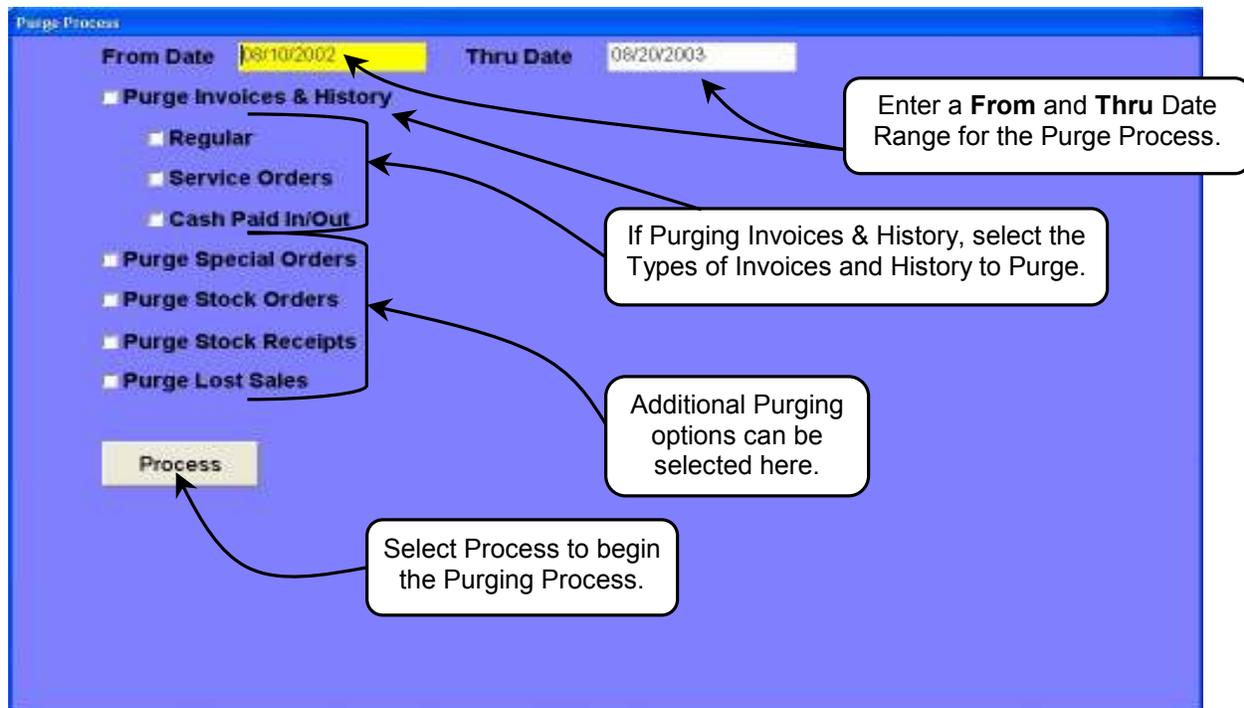
5.2a Database Purge Access

To use this function, access the Main Menu and select 2-Utilities, then **2-Database Purge** (see fig 5.2a). This will open a Counterman Suggestion Message advising you to backup your data before continuing (see fig 5.2b). Click on the **OK** button or press the **Enter** key to confirm you understand this suggestion. The **Purge Process** screen will open (see fig 5.2c) and allow for a specific date range to **Purge** (from this date through that date) and specific databases you wish to **Purge**. **You** select this date range and **you** control the data to be **Purged**. In the **From Date** field, enter an old date (preferably older than your installation of Counterman). In the **Thru Date** field, enter the ending date for this **Purge Process**. It is



5.2b Counterman Suggestion

advisable to retain as much data as you can, while deleting everything you no longer need. When the Purging Process runs, all selected items will be purged EXCEPT those remaining open. For instance, if you have an old pending Special Order record that was never finished, or a



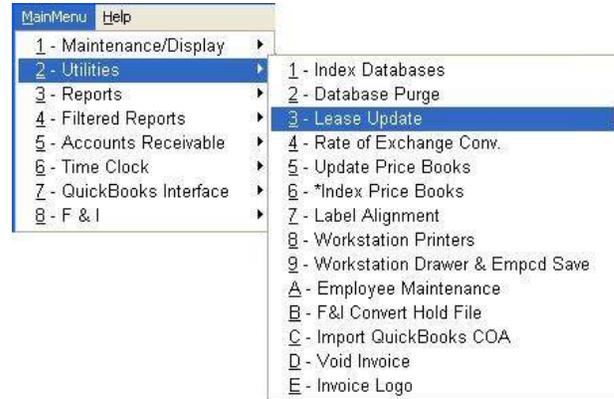
5.2c Purge Process Screen

advisable to retain as much data as you can, while deleting everything you no longer need. When the Purging Process runs, all selected items will be purged EXCEPT those remaining open. For instance, if you have an old pending Special Order record that was never finished, or a

Stock Order with items not received or cancelled. All open items will remain and cannot be purged. The **Purge Process** will only purge closed data, no matter how old it may be.

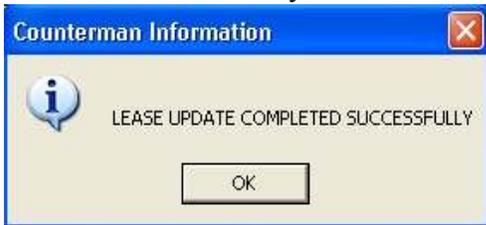
### 5.3 License Update

Counterman provides many different means of obtaining a License Update file. A License Update file is required for all Counterman Pro licensed customers and not required if you have “purchased” the program. This option allows that update to happen, provided the current License date has not expired. After your License payment has been received, we will email your License file to you in the form of an email link. This link will update your Counterman License files for the agreed upon License period. License payments are



5.3a License Update Access

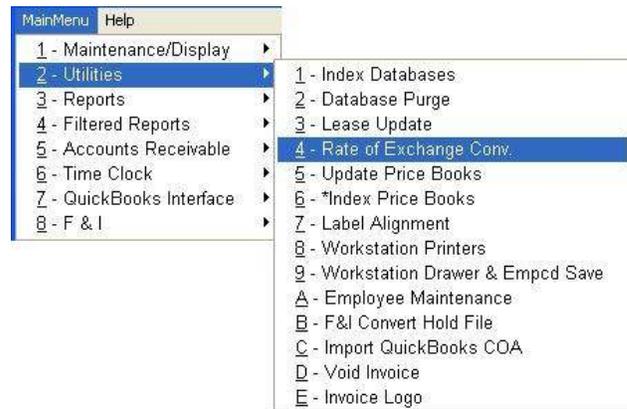
required in advance to enjoy uninterrupted Counterman service. To use this function, you must have the files necessary for the License Update before you begin. If so, access the Main Menu and select 2-Utilities, then **3- License Update** (see fig 5.3a). You should receive a confirmation message that your License was successfully updated (see fig 5.3b). If you have received any other message, contact Counterman Technical Support staff immediately so we can address the issue. Repeating this process will not change your License date.



5.3b License Update Confirmation Message

### 5.4 Rate of Exchange Conversion

The **Rate of Exchange Conversion** utility is only available to Counterman customers outside the USA and is used in converting the US dollar to foreign currency for price books supplied by Counterman. Counterman customers outside the USA often purchase their inventory items here in the states. But selling those items requires the conversion into the **Current Rate of Exchange** on the US dollar. If you are a Counterman customer and your shop is outside the USA, this option is made available upon your initial installation of Counterman Pro. To



5.4a Rate of Exchange Conversion Access

use this function, access the Main Menu, select 2-Utilities then select **4-Rate of Exchange Conv** (see fig 5.4a). This will open a window (see fig 5.4b) where you can enter your Default Rate of Exchange and will populate the fields in your supplied price book files with this amount after pressing the **Enter** key. Entering different exchange rates for different suppliers can be accomplished in the next screen. This is the **Rate of Exchange Update** screen (see fig 5.4c). Here



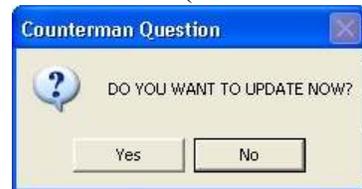
5.4b Default Rate of Exchange Window

you may apply different exchange rates to different suppliers, depending on the current rate and the rate of your last purchase from a particular supplier. Counterman provides the tools to apply these exchange rates to work best for you. Three columns can be edited in this screen prior to processing. In the **Rate** column, you can edit the exchange **Rate** on an individual supplier basis. The **O or C** column, is used to update your

Code	Name	Rate	Date	O or C	Update
AN	ARLEN NISS 1/05	1.27000	10/21/2003	C	<input type="checkbox"/>
AP	ANDREWS PRODUCTS 5/04	1.27000	/ /	O	<input type="checkbox"/>
BA	BARNETT 8/04	1.27000	/ /	O	<input type="checkbox"/>
CB	CORBIN 8/04	1.27000	/ /	O	<input type="checkbox"/>
CO	COLONY 3/05	1.27000	/ /	O	<input type="checkbox"/>
CR	CRANE CAMS 5/04	1.27000	/ /	O	<input type="checkbox"/>
CS	CHROME SPECIALTIES 7/03	1.25000	10/21/2003	C	<input type="checkbox"/>
CY	CYCLE SHACK 12/97	1.25000	10/21/2003	C	<input type="checkbox"/>
DI	DIXIE INTERNATIONAL 5/04	1.27000	/ /	O	<input type="checkbox"/>
DS	DRAG SPECIALTIES 7/05	1.25000	10/21/2003	C	<input type="checkbox"/>
ER	EASYRIDERS 5/04	1.25000	10/21/2003	C	<input type="checkbox"/>
FL	FLANDERS 1/05	1.25000	10/21/2003	C	<input type="checkbox"/>
GW	GARDNER-WESCOTT 1/05	1.27000	/ /	O	<input type="checkbox"/>
HJ	HAP JONES DIST. 1/05	1.27000	/ /	O	<input type="checkbox"/>
IB	INTERSTATE BATTERY 4/05	1.27000	/ /	O	<input type="checkbox"/>
JG	JAMES GASKETS, INC. 3/05	1.25000	10/21/2003	C	<input type="checkbox"/>
JM	JIMS MACHINE 8/04	1.27000	/ /	O	<input type="checkbox"/>
KA	KURYAKYN 4/05	1.25000	10/21/2003	C	<input type="checkbox"/>
KN	K&N 7/05	1.27000	/ /	O	<input type="checkbox"/>
KR	KERR LEATHERS 8/03	1.27000	/ /	O	<input type="checkbox"/>

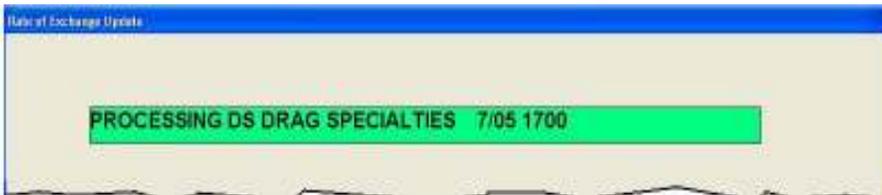
5.4c Rate of Exchange Update Screen

current price book back to the **Original US** pricing or to apply the **Conversion table** (in this screen) to the price book. Finally, if there have been no changes in the price book, you can choose to **NOT** update particular books by not checking the box in the column titled **Update**. Otherwise, all price books checked in this column will be updated. After making all necessary edits in this screen you are ready to process the Rate of Exchange Update, click the **Process** button. This will open a Counterman Question window (see fig 5.4d) and you will need to confirm by answering **Yes** to begin the update or **No** to cancel it. When the process begins you will



5.4d Counterman Question

get a progress screen (see fig 5.4e), which displays the price book, date, and record number currently being updated. Counterman initially sets up two folders for price books for customers



5.4e Rate of Exchange Updating in Progress Screen

outside the US. If a particular price book cannot be found during this update, a message will appear in a Counterman Information window stating the unavailability of that book (see fig 5.4f). Once this process has finished it will be necessary to update your existing inventory files to reflect the updated pricing. See chapter 4.34 for additional information and instructions for the **Update**



5.4f Counterman Information Window

**To Inventory**

process. Counterman will display a window reminding you to perform this action (see fig 5.4g). All selected price books have now been converted with the adjusted pricing. It is important for any existing items in your current inventory to have matching prices to the same items in your price book files. Performing the **Update To Inventory** process will accomplish this.



5.4g Counterman Information Window

## 5.5 Update Price Books

Having correct pricing in your Counterman Price Book files is critical for maintaining proper profit margins. We realize you count on Counterman to provide this price book information on a regular basis. The security agreements Counterman has with these price book vendors and suppliers necessitates a certain level of security over the data we distribute to our users. Access to these price book files within Counterman Pro requires the user (you) to license them for usage.



5.5a Update Price Books Access

This is a simple task we call **Update Price Books**. This process stamps an encrypted user license onto the installed physical price book file and grants you access to them from within Counterman Pro.



5.5b Counterman Question

This process will be necessary each time you have added price book files or updated existing ones, through a Counterman Price Book Update CD or after downloading a new price book from our website. To use this feature, access the Main Menu, select 2-Utilities, then select **5-Update Price Books** (see fig 5.5a) **Note to Counterman Pro Multi-User Environments:**

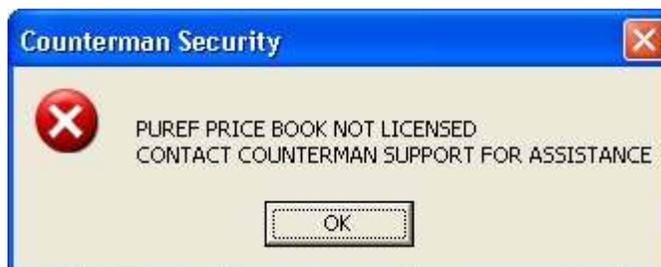
*Requires exclusive use of databases, be sure all other users are logged out of Counterman Pro before continuing!* You will be prompted with a Counterman question (see fig 5.5b) to confirm the **Update Price Books** process. After answering **Yes** to this question the process will begin and you will see the price book vendor codes displayed as they are updated in the lower left corner of this screen (see fig 5.5c).



5.5c Price Book Update In-Progress Screen

The Update Price Books process will take anywhere from a few seconds to a few minutes to complete, depending on the number of price books being updated and the speed of your computers CPU.

When this process has completed you will be returned to the Utilities Menu. Now you have complete access to all installed price books. Should you ever receive a Counterman Security message (see fig 5.5d) it means the Update Price Books process has not been completed and you will not have access to price books until after running this process.



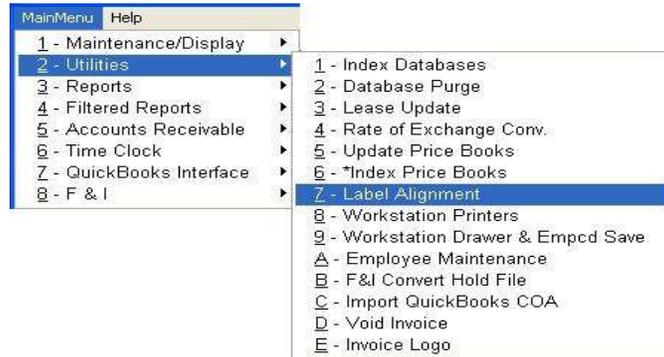
5.5d Counterman Price Book Security Message

### 5.6 \* Index Price Books

This Utility Menu feature was added to allow the capability to Index Price Books. However, because Counterman supplies index files with all distributed price books, (as of this writing) this feature has not been enabled because it has not been necessary. Indexing Price Books was a feature offered in Counterman Pro’s DOS based predecessor but has proven unnecessary in our Windows™ platform program.

### 5.7 Label Alignment

The Label Alignment Utility will print the maximum lines to the label printer you have defined in Counterman Pro. This was mainly developed for dot matrix style label printers, which feed labels one at a time on a tractor feed impact printer. This would allow exact alignment of your printed labels and avoid multiple misaligned labels. This option can be used with thermal transfer printers, however these printers usually align themselves with an optical device in the printer itself. To use this function,



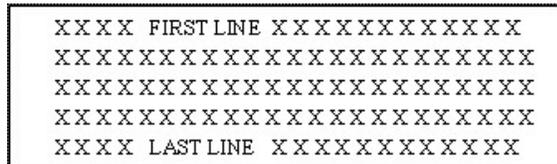
5.7a Label Alignment Access

access the Main Menu and select 2-Utilities, then select **7-Label Alignment** (see fig 5.7a). Once selected you will be prompted with a Counterman Question (see fig 5.7b). Select **Yes** to print an **Alignment Label**. This will send a sample label (see fig 5.7c) to the label printer and allow for adjustments on the printer to make sure your labels are properly aligned. The Counterman Question



5.7b Counterman Question

window (see fig 5.7b) will remain displayed so adjustments can be made to your printer alignment, then allow you to print another label (one at a time) until you have an accepted alignment. Once you are satisfied of the label alignment, select **No** to close this window. Now you are ready to print properly aligned multiple labels. The option to print an **Alignment Label** before every label print in Counterman is available also. For additional information on enabling this option, see Chapter 2.1, section 21,e on page 20 of this manual.



5.7c Printed Alignment Label

### 5.8 Workstation Printers

**Workstation Printers** is where all printers for each particular workstation are setup. This should not be confused with the Default Printers selection in System Variables! (See Chapter 2.4 for information about Default Printers setup.) If you have a multi-user license with Counterman, Network printers can be selected for each



5.8a Workstation Printers Access

process displayed. To define the printers for each workstation, access the Main Menu and select 2-Utilities, then select **8-Workstation Printers** (see fig 5.8a). This will open a Printers Selection window (see fig 5.8b) where a printer must be selected for each print process in Counterman Pro. The selections made here will only affect the workstation you are currently setting up. For Counterman multi-users, each workstation will need to be setup individually from each individual station. It is important to setup all Windows™ printer drivers prior to selecting this option. Click on each button on the left of this window to make a printer selection for each process in Counterman. When a button is selected, Counterman will open the available printers window for all pre-installed printers (see fig 5.8c). The default printer will be listed in the Name field, but clicking the arrow to the right of the printer **Name** will open a list of all installed printers for this station. Click on the printer to be used for the Counterman process selected then click **OK**. Repeat this process until you have a printer selected for each process in Counterman. Alternately, you can select **Cancel** for “no print” processes from the current station. This will force the print process to go directly to screen.

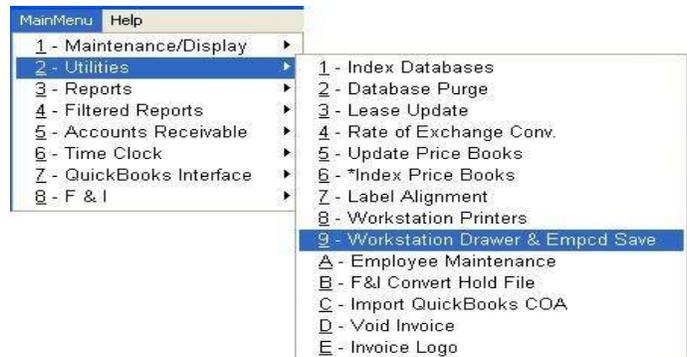


5.8b Workstation Printers Selection Window

5.8c Installed Printers Selection

### 5.9 Workstation Drawer & Employee Code Save

This feature is used for two purposes. The first is to force Counterman Pro to remember the last employee who used Counterman. By default, Counterman Pro requires the user to enter a Department+Employee Code before access is granted to the system. When the employee finishes their process, the Department+Employee Code field goes blank to allow a different employee access. However, if one employee is the only employee at the same station all day long, re-entering their code after every process can be cumbersome. If this is the case, you can have Counterman remember the last employee who logged on. Additionally, the **Workstation Drawer & Employee Code Save** function allows



5.9a Workstation Drawer & Employee Code Save Access

you to define a particular workstation to use a particular cash drawer. This is a valuable tool when reconciling the daily Cash Drawer Report on multiple cash drawers. To use this function, access the Main Menu, select 2-Utilities, then select **9-Workstation Drawer & Empcd Save** (see fig 5.9a). This will open the Workstation Cash Drawer & Employee Code Save Flag screen (see fig 5.9b). There are three columns on this screen. The first column, labeled: “Workstation ID” cannot be edited because the information comes directly from Windows™ and displays the name of the computer and the log-in name, as reported by the Windows™ operating system. The second column, labeled: “Cash Drawer #” is a numeric editable field and allows you to define the cash drawer number for each workstation. Multiple workstations can use the same cash drawer number if preferred. The third column, labeled: “Save Empcd” can be edited to have Counterman remember the last logged in employee code. To activate this feature, first locate the workstation in the first column, labeled: “Workstation ID”. This column is a True-False field. **True** would save the employee code while **False** (default) would not.

Workstation ID	Cash Drawer #	Save Empcd
BACKOFFICE1 #HDSM	2	T
BACKOFFICE2 # Counterman	2	T
COUNTER1 # Counter11	1	F
COUNTER11 # Counter11	1	F
COUNTER2 # Counterman	1	F
COUNTER3 # Administrator	1	F
COUNTER3 # Counter31	1	F
COUNTER3 # Counterman	1	F
FANDI # FandI	3	T
HDSM # HDSM	1	F
RALPH # Ralph Weaver	2	T
RECEIVING # Receiving1	1	F
STATION2 # Station21	1	F
XP-STATION # Ralph	1	T

Workstation ID and Log-In as reported by Windows. This field is **NOT** editable.

Cash Drawer # field is a numeric, editable field.

Save Empcd field is True-False and can be edited. To save the last log-in employee code, enter **T** (True) in this column.

5.9b Workstation Cash Drawer & Employee Code Save Flag Screen

### 5.10 Employee Maintenance

**Employee Maintenance** from the Utilities Menu just allows access to this area from another area of the program. Employee Maintenance can also be accessed from Table Maintenance and is covered in Chapter 2.7 Table Maintenance. Fully detailed information on how to use this function can be found in Chapter 2.75 Employee Table, on page 33 of this manual. This is exactly the same function, just allows a different means of access. To open **Employee**

- MainMenu Help
- 1 - Maintenance/Display
- 2 - Utilities
  - 1 - Index Databases
  - 2 - Database Purge
  - 3 - Lease Update
  - 4 - Rate of Exchange Conv.
  - 5 - Update Price Books
  - 6 - \*Index Price Books
  - 7 - Label Alignment
  - 8 - Workstation Printers
  - 9 - Workstation Drawer & Empcd Save
  - A - Employee Maintenance**
  - B - F&I Convert Hold File
  - C - Import QuickBooks COA
  - D - Void Invoice
  - E - Invoice Logo
- 3 - Reports
- 4 - Filtered Reports
- 5 - Accounts Receivable
- 6 - Time Clock
- 7 - QuickBooks Interface
- 8 - F & I

5.10a Employee Maintenance Access

**Maintenance** from the Utilities Menu, access the Main Menu, select 2-Utilities, then select **A-Employee Maintenance**. Details are discussed in Chapter 2.75 on page 33.

### 5.11 F&I Convert Hold File

The **F&I Convert Hold File** function is available to Counterman DOS users who want to continue utilizing the F&I function in their DOS based Counterman program. *Note: F&I = Finance & Insurance and is used for vehicle sales.* This feature allows for concurrent Counterman DOS F&I and Counterman Pro DMS programs to run on the same computer or computer network. If you are not a DOS F&I customer, this will do nothing for you. If you still use the DOS F&I module and want to send the saved F&I Hold File over to Counterman Pro, this function was made for that purpose. After your deal has been finalized in the DOS version, a **Hold File** is



5.11a F&I Convert Hold File Access

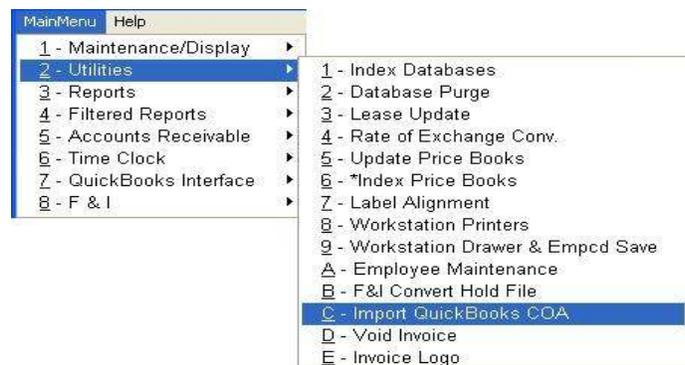


5.11b F&I Hold File(s) Selection Window

created to allow processing of the sale. Once the **Hold File** exists, open Counterman Pro. To use this function, access the Main Menu, select 2-Utilities, then select **B-F&I Convert Hold File** (see fig 5.11a). This will open the F&I Hold File Conversion window (see fig 5.11b). Make a selection from the listed Hold File(s) by using the **Up-Down Arrow** keys, then press **Enter**, or double click on your selection. This will populate the POS screen with the data from the Hold File generated from the F&I module in the Counterman DOS version.

### 5.12 Import QuickBooks COA

This function is used to **Import** your **QuickBooks Chart of Accounts** data into Counterman Pro. *Note: You can view your current COA (Chart of Accounts) Table by accessing the Main Menu, 1-Maintenance/Display, 9-Table Maintenance, 7-Chart of Accounts Table.* The data in this table will change by using this function, as you will be replacing or adding to the current Counterman COA (Chart of Accounts). This chapter will cover the access instructions to this function only. Detailed instructions on the entire QuickBooks interface process is covered in Chapter 2.78 (beginning on page 41) and in Chapter 2.78a (beginning on page 44). To use this function, access the Main Menu, select



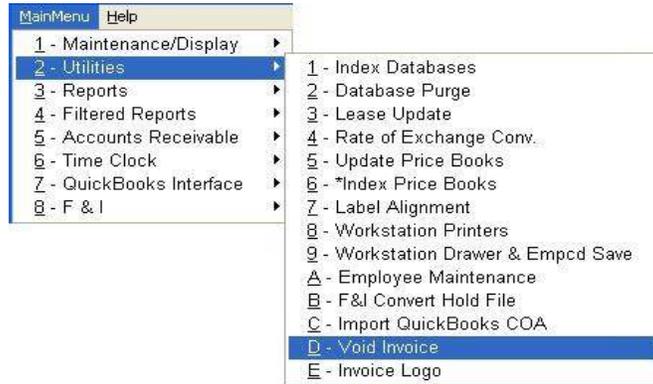
5.12a Import QuickBooks COA Access

2-Utilities, then select **C-Import QuickBooks COA** (see fig 5.12a). Be sure to see Chapter 2.78 beginning on page 41 for further instruction on setting up the QuickBooks interface.

### 5.13 Invoice Void

Counterman is a real-time program. For this reason, you cannot edit an invoice because the transaction has concluded in real-time. You can however, **Void an Invoice**. This process will create a second invoice for you, totally reversing the actions taken on the original invoice. The exception to this rule would affect Service related transactions, including Repair Orders and/or Warranty Repair Orders. When

**Voiding** these types of invoices, items are not re-allocated because there is no longer a hold reference file to allocate them back to. **Voiding** Service related transactions will cause a reversal to the inventory by putting the items back into the Balance Available field. The transaction will need to be recreated. For all other types of transactions, the **Void** process will reverse everything on an



5.13a Void Invoice Access

inventory basis and on a customer account balance basis. If this **Void** process is applied to an invoice that included a deposit for a Special Order item, that deposit will be reversed also. In addition, if the Special Order item (which had a deposit applied towards it) is cancelled before the **Void** process happens, the customer's account balance will be adjusted to reflect the **Void** and any deposits will be reversed. The idea here is to totally reverse the action caused by the original invoice. To use this function, access the Main Menu, select 2-Utilities, then select **D-Void Invoice** (see fig 5.13a). This will open the void Invoice screen (see fig 5.13b). From here you could type in the actual invoice number (if available), or **Tab** into the **Name** field and

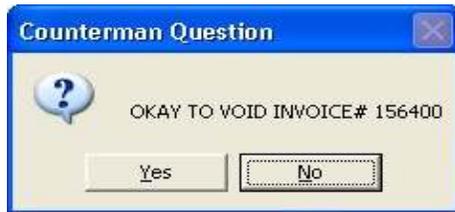
type the customer **Name**. As you begin to type, a list of customers (matching your keystrokes) will appear. You have the option to keep typing the full name, use the **Up** or **Down Arrow** keys (press **Enter** on your selection), or double click the customer **Name** with the mouse when it appears on



5.13b Void Invoice Screen

the screen. Once a customer has been selected, a list of transactions, in date order (most recent first) will appear (see fig 5.13c). Again, use the **Up** or **Down Arrow** keys (press **Enter** on your

selection), or **double click** the invoice number you would like to **Void**. Displayed in this screen are

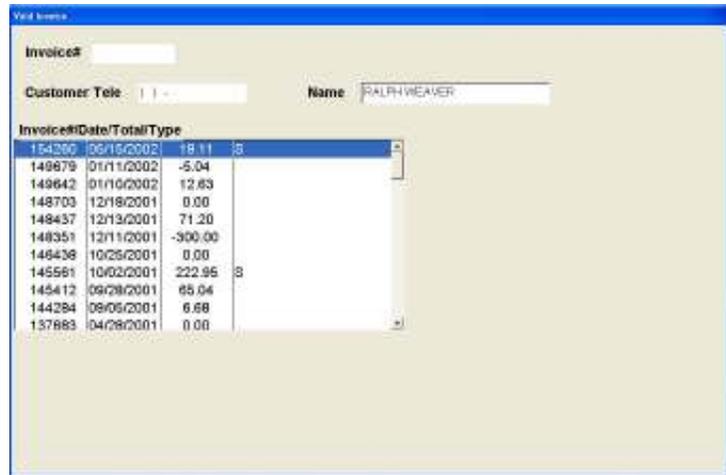


5.13d Counterman Question

four columns. From left to right as follows:

**First column** is the Invoice Number, **Second column** is the transaction Date, **Third column** indicates any invoice total or deposit taken, and the fourth column displays an **S** if the transaction was a Service Order. Once your selection has been made, a Counterman Question window will open where you must confirm the Void to the selected invoice number.

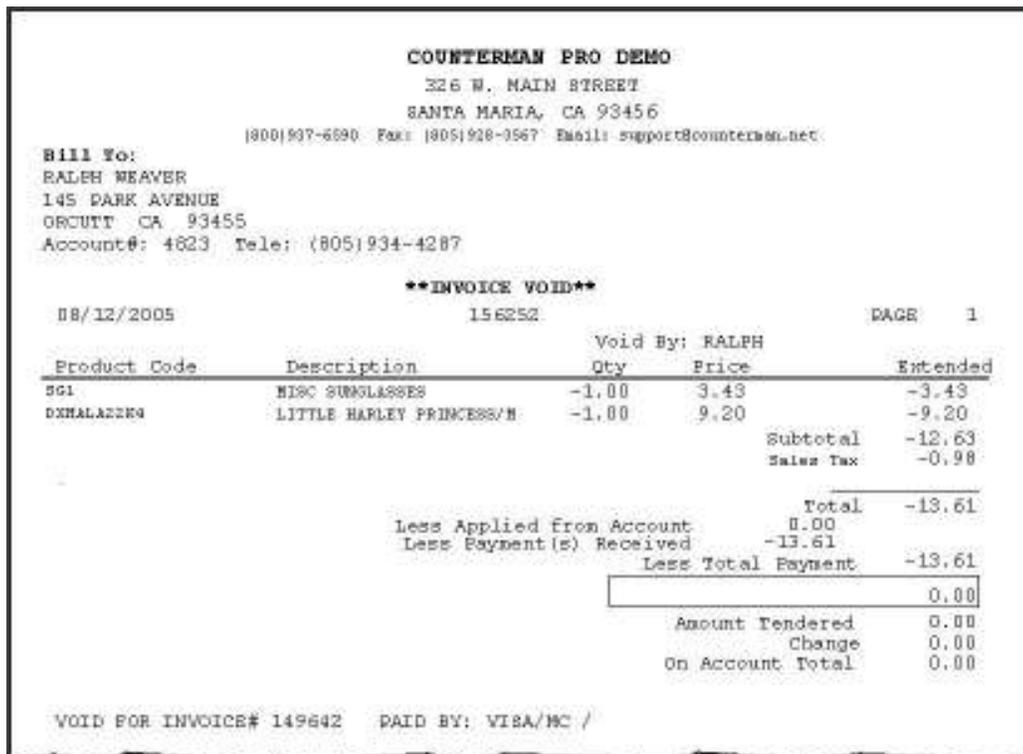
If the Voided invoice had a cancelled Special Order item on it, you will be notified to Void any additional invoices as necessary (see fig 5.13e). Once you confirm the Void process, Counterman will print a new invoice showing the Void process. Note the invoice number being Voided is printed on the lower portion of this copy (see fig 5.13f).



5.13c Select Invoice to Void



5.13e Counterman Information



5.13f Printed Copy of Voided Invoice

## 5.14 Invoice Logo

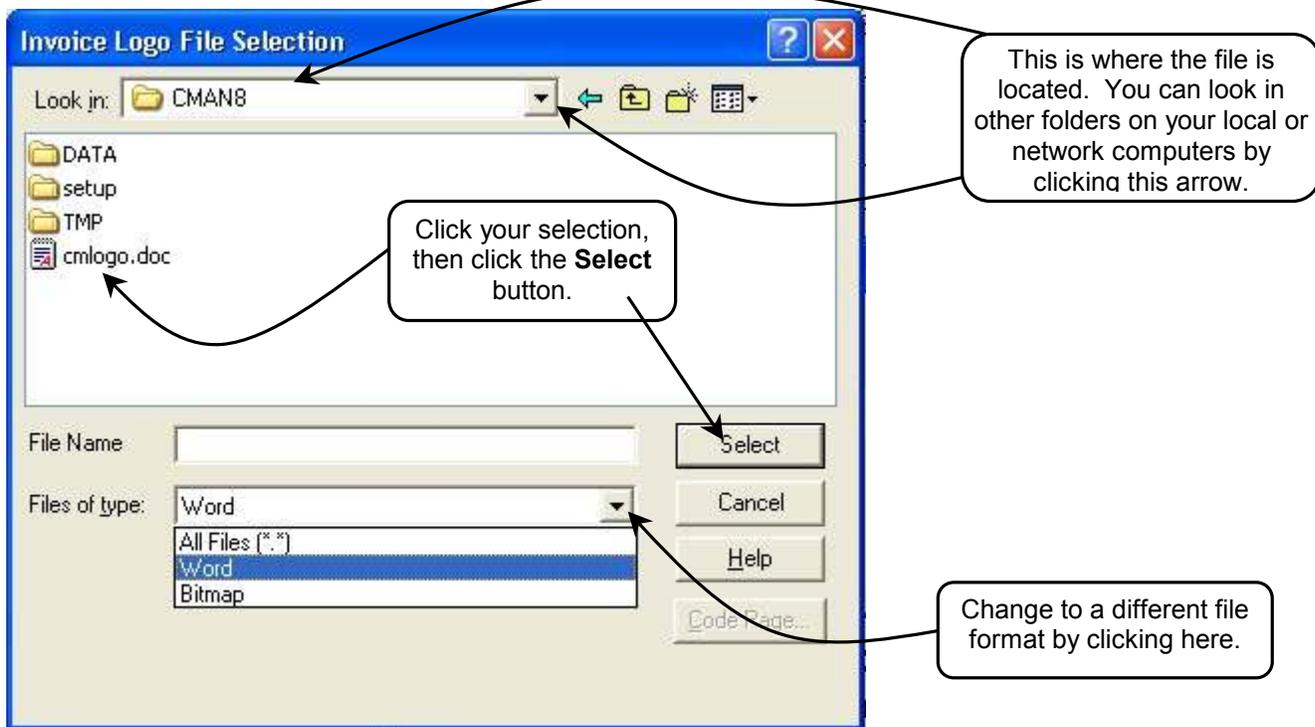
Personalize your invoices with a professional look using this utility to import your own company **Logo** right onto to all of your transactions. There is an area reserved, in the upper left hand corner, on all transactions intended for a custom **Invoice Logo**. This area is approximately 1” in height, by 1 ½” wide.

However, it is not necessary to have an image this small in size because Counterman will resize the image to fit on your invoice. By default, the **Invoice Logo** process will import bitmap (.BMP) or Word™ images (.DOC) files (we will be adding j-peg (.JPG) files soon). However, most images can be opened in a program (provided by all versions of Windows™) called “Paint™”, then converted to a bitmap (.BMP) file.



5.14a Invoice Logo Access

To use the Invoice Logo utility, access the Main Menu, select 2-Utilities, then select **E-Invoice Logo** (see fig 5.14a). This will open an Invoice Logo File Selection window (see fig 5.14b) and allow you to choose the type of file, the location of the file, as well as the file name itself to be imported.



5.14b Invoice Logo File Selection Window

Find the location of the file to be imported. If the file is not in the default folder, click the arrow to the right of “Look in” at the top of this window, then select the folder where your logo file can be found. If the logo file is a Word™ document, it will be displayed in this window. If your file is a bitmap, it will be necessary to change the file format by clicking the arrow at the bottom of this window under “Files of type”. Once your logo file is displayed, click the file once, then click the **Select** button to import your **Invoice Logo** file. Test print a quote to make sure the **Invoice Logo** prints as expected.



# Counterman Pro

## Chapter 6

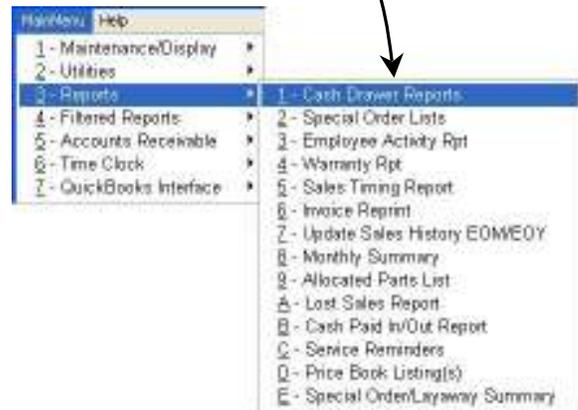
### Reports Menu

Cash Drawer Report	6.1
Special Order Lists	6.2
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Invoice Reprint	6.6
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Cash Paid In/Out Report	6.11
Service Reminders	6.12
Price Book Listing	6.13
Special Order/Layaway Summary	6.14

## Chapter 6 Reports Menu

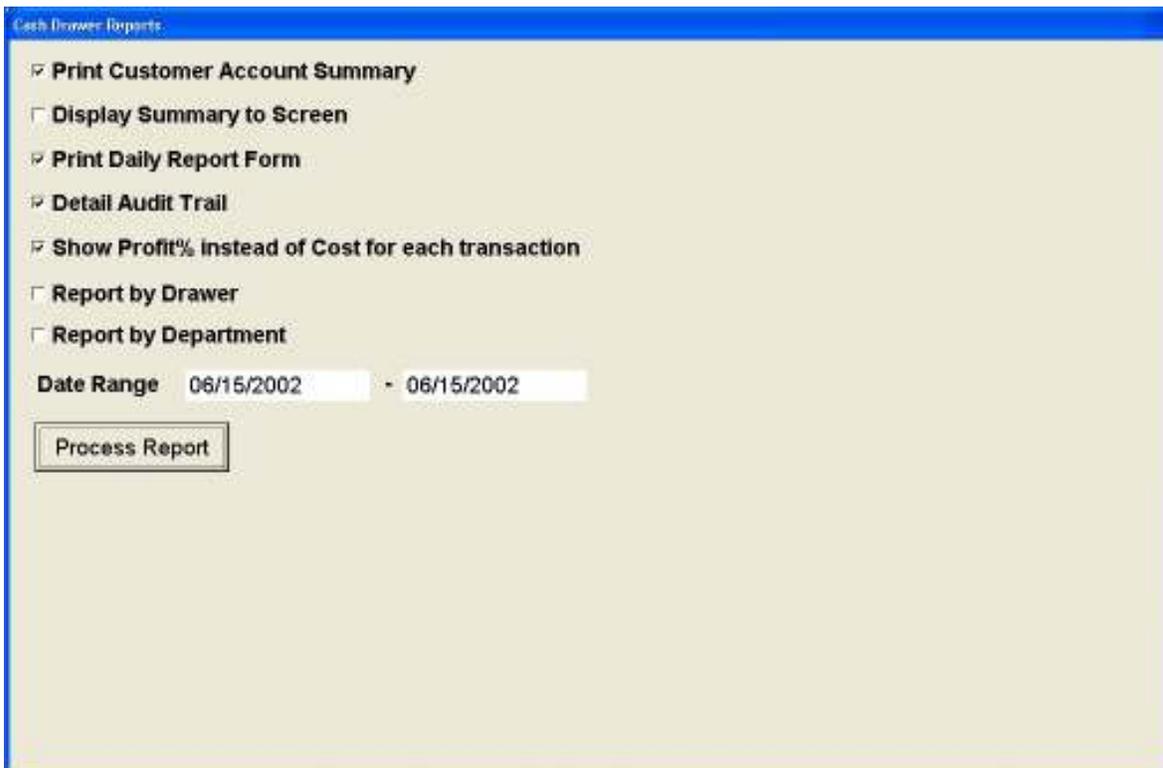
### 6.1 Cash Drawer Report

The Cash Drawer Report has many valuable features and can be used for a variety of reasons. Balancing your actual dollars from the cash drawer with the amounts processed through Counterman is very important on a daily basis. Or, checking the cash flow of processed transactions using a “from and through” date range can be very helpful. The Cash Drawer Report will quickly and accurately provide this information and much more. To use the Cash Drawer Report, access the Main Menu, select 3- Reports, then select **1-Cash Drawer Report** (see fig 6.1a). This will open the Cash Drawer



6.1a Cash Drawer Report Access

Report screen (see fig 6.1b) where options can be selected to tailor this report to suit your needs. Each option in the Cash Drawer Report window is discussed in detail in this chapter, with the Summary in the format shown in fig 6.1c. A single option, or any combination of options can be selected from this screen to suit your needs for this report. The options selected in fig 6.1b



6.1b Cash Drawer Report Option Selections

have been selected for a suggested Daily Cash Drawer Report. When running this report on a daily basis, the Date Range will be for a single day. The default Date Range will be for today's date, (from and thru dates are the same.) Once your options are selected, select the **Process Report** button. Alternately, you can back out of this process at anytime by pressing the **Esc** (Escape) key. The output for each option selected follows...

- **1-Print Customer Account Summary.** Select this option to print a two-line report displaying a summary level of current totals for all Deposits Held on Account and all Credit Extended (see fig 6.1d). These are total amounts displayed in summary format. If you need to see a detail of how these totals are calculated and which customers have account balances (positive or negative), see Chapter 7.3 Customer Account Report.

**COUNTERMAN PRO DEMO**  
 326 W. MAIN STREET  
 SANTA MARIA, CA 93456  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**CUSTOMER ACCOUNT SUMMARY** 08/15/2005

TOTAL CREDIT EXTENDED.....	\$ -75456.30
TOTAL DEPOSITS HELD ON ACCOUNT.....	\$ 137485.20

Total amounts displayed in Summary format.

6.1d Printed Customer Account Report Summary

- **2-Display Summary to Screen.** This option will display the Cash Drawer Report Summary. The Displayed Summary Report output is the same as the printed output. **Information on the data included in the Cash Drawer Report Summary is covered in detail in Chapter 6.1a on page 180.** The output for this selection is shown is fig 6.1c and selecting this option will display this summary, not print it. Alternately, if this option is not selected, the Cash Drawer Report Summary will automatically print.

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 SANTA MARIA, CA 93456  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**CASH DRAWER REPORT - SUMMARY**  
 08/15/2005 08/15/2002 THRU 08/15/2002

TOTAL CURRENCY.....	\$ 1350.35	TAXABLE SUBTOT SALE.....	\$ 3000.37
TOTAL CHECKS.....	\$ 1013.72	NONTAXABLE SUBTOT SALE.....	\$ 908.50
TOTAL VISA/MC CARDS.....	\$ 1574.16	NET SALES.....	\$ 3908.87
TOTAL OTHER CARDS.....	\$ 244.43	SALES TAX.....	\$ 232.54
TOTAL CASH PAID IN.....	\$ 0.00	GROSS SALES.....	\$ 4141.41
TOTAL CHECKS PAID IN.....	\$ 0.00	LABOR SALES.....	\$ 993.00
LESS CASH PAID OUT.....	\$ -53.77	WARRANTY LABOR.....	\$ 0.00
CASH TOTAL.....	\$ 4128.89	WARRANTY PARTS.....	\$ 0.00
DEPOSITS APL'D TO SALE.....	\$ 433.88	TOTAL WARRANTY.....	\$ 0.00
NEW CHARGE SALES.....	\$ 0.00	TOTAL SALES TO RESALE.....	\$ 0.00
TOTAL CASH RECEIVED.....	\$ 4132.56	TOT OUT OF STATE SALES.....	\$ 0.00
LESS DEPOSITS R.O.A.....	\$ 475.13	GROSS PROFIT MARGIN.....	\$ 56.94
LESS PAYMENTS R.O.A.....	\$ 0.00	(LABOR\$ 0.00 PARTS\$ 50.73)	
GROSS SALES.....	\$ 4141.41		
NET SALES.....	\$ 3908.87		
COST OF SALES.....	\$ 1682.98		
GROSS PROFIT.....	\$ 2225.89		

<b>INTERNAL SALES</b>		<b>LABOR</b>		<b>PARTS</b>		<b>CHARGES</b>	
NEW BIKE.....	\$ 275.00	\$	4.21	\$	279.21		
USED BIKE.....	\$ 0.00	\$	0.00	\$	0.00		
SERVICE.....	\$ 0.00	\$	7.14	\$	7.14		
PARTS.....	\$ 19.50	\$	0.00	\$	14.50		
GRAND TOTAL.....	\$ 289.50	\$	11.35	\$	300.85		

VENDOR RETURNS.....	\$ 0.00		
<b>NON-TAXABLE AND LABOR BREAKOUT</b>		<b>OTHER CREDIT CARD BREAKOUT</b>	
GIFT CERTIFICATES.....	\$ 205.00	OTHER CREDIT CARD.....	\$ 244.43
SHIPPING.....	\$ 0.00	.....	\$ 0.00
LABOR PER HOUR.....	\$ 490.00	.....	\$ 0.00
.....	\$ 0.00	.....	\$ 0.00
.....	\$ 0.00	.....	\$ 0.00
.....	\$ 0.00	.....	\$ 0.00
.....	\$ 0.00	.....	\$ 0.00
.....	\$ 0.00	.....	\$ 0.00
.....	\$ 0.00	.....	\$ 0.00
.....	\$ 0.00	.....	\$ 0.00
.....	\$ 0.00	.....	\$ 0.00
.....	\$ 0.00	.....	\$ 0.00
.....	\$ 0.00	.....	\$ 0.00
.....	\$ 0.00	.....	\$ 0.00
.....	\$ 0.00	.....	\$ 0.00
.....	\$ 0.00	.....	\$ 0.00

Detailed information on the data in this report and how it is calculated can be found in **Chapter 6.1a.**

6.1c Cash Drawer Report Summary to Screen

- **3-Print Daily Report Form** will print a tally sheet (see fig 6.1e) for use when reconciling your daily physical Cash Drawer counts to the information in Counterman Pro. Use this form when counting the currency, totaling the checks, and comparing to the totals on your credit card machine's batch report for the day. This can be done a step at a time.
1. First, count all the currency in the Cash Drawer and enter that total on line (A). Minus your daily float from the total and the sum should be the same as indicated on the right hand side of this report (under Sales Summary, Cash Sales.) Adjustments will be necessary for any cash paid outs that may have occurred. If this total is correct, go on to the second step.
  2. Secondly, add up all of the checks you accepted for that day and enter the total on line (B). The sum should be the same as indicated on the right hand side of this report (under Sales Summary, Checks.) If this total is correct, add the Subtotal Cash (A) and Checks (B) together, enter the total on the Subtotal Cash (C) line (A+B=C), and go on to the third step.
  3. Thirdly, enter the total from your credit card batch report for Visa and M/C on line (D). This total should be the same as indicated on the right hand side of this report (under Sales Summary, Visa/MC.) If this total is correct go on to the fourth step.
  4. Fourthly, enter the total from your credit card batch report for any Other Cards you accept (Discover, American Express, or Other cards as defined in the Other Card Table) and enter the total on line (E). This total should be the same as indicated on the right hand side of this report (under Sales Summary, Other Cards.)
  5. Fifthly, Add lines C, D, and E together (C+D+E=F) and enter the total on line (F). Enter the Less Prior Day Change Fund (also known as the daily cash drawer float) amount on line (G) and minus that amount from the total on line (F). Enter the result (F-G=1) on the Total Cash line (1). The sum should be the same as indicated on the right hand side of this report (under Sales Summary, Cash Drawer Total.)
  6. If this report does not reconcile, it may be necessary to determine any factors (usually data entry errors), which may have caused the discrepancy. We recommend using the Detailed information (found in the Detailed Audit Trail) in this report. Otherwise, determine if the cash is over or short, then...
    - a. If the Cash Drawer Total is OVER, fill out the section on the right of this report, under the heading of "Cash Over or Cash Short", **Line (1)** (Total Counted Cash) **Larger Than Line (2)** (Counterman Cash Drawer Total). Minus Line 2 from Line 1 and enter the sum on the Cash Over line.
    - b. If the Cash Drawer Total is SHORT, fill out the section on the right of this report, under the heading of "Cash Over or Cash Short", **Line (2)** (Counterman Cash Drawer Total) **Larger Than Line (1)** (Total Counted Cash). Minus Line 1 from Line 2 and enter the sum on the Cash Short line.
  7. Fill in the Bank Deposit lines on the lower right of this report with the verified printed data on the top right.

**COUNTERMAN PRO DEMO**  
 326 W. MAIN STREET  
 SANTA MARIA, CA 93456  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**DAILY REPORT**  
 06/15/2005 06/15/2002 THRU 06/15/2002

<p><b>CASH COUNT</b></p> <p>=====</p> <p>X 100-\$ _____</p> <p>X 50-\$ _____</p> <p>X 20-\$ _____</p> <p>X 10-\$ _____</p> <p>X 5-\$ _____</p> <p>X 1-\$ _____</p> <p>ROLLED COINS \$ _____</p> <p>HALF DOLLARS \$ _____</p> <p>QUARTERS \$ _____</p> <p>DIMES \$ _____</p> <p>NICKELS \$ _____</p> <p>PENNIES \$ _____</p> <p>-----</p> <p>SUBTOTAL CASH \$ _____ (A)</p> <p>CHECKS \$ _____ (B)</p> <p>-----</p> <p>SUBTOTAL CASH \$ _____ (A+B=C)</p> <p>VISA/MC \$ _____ (D)</p> <p>OTHER CARDS \$ _____ (E)</p> <p>=====</p> <p>TOTAL ACTUAL CASH ON HAND \$ _____ (C+D+E=F)</p> <p>LESS PRIOR DAY CHANGE FUND \$ _____ (G)</p> <p>-----</p> <p>TOTAL CASH \$ _____ (F-G=1)</p> <p>PREPARED BY _____</p>	<p><b>SALES SUMMARY</b></p> <p>=====</p> <p>CASH SALES.....\$ 1350.35</p> <p>CHECKS.....\$ 1013.72</p> <p>VISA/MC.....\$ 1574.16</p> <p>OTHER CARDS.....\$ 244.43</p> <p>CASH PAID IN.....\$ 0.00</p> <p>CHECK PAID IN.....\$ 0.00</p> <p>-----</p> <p>SUBTOTAL.....\$ 4182.66</p> <p>DEDUCT CASH PAID OUT....\$ -53.77</p> <p>=====</p> <p>CASH DRAWER TOTAL.....\$ 9128.89 (2)</p> <p>-----</p> <p>LINE 1) CASH OVER OR CASH SHORT LARGER THAN LINE (2)</p> <p>\$ _____ (1)</p> <p>- \$ _____ (2)</p> <p>=====</p> <p>\$ _____ CASH OVER</p> <p>-----</p> <p>LINE (2) LARGER THAN LINE (1)</p> <p>\$ _____ (2)</p> <p>- \$ _____ (1)</p> <p>=====</p> <p>\$ ( _____ ) CASH SHORT</p> <p>-----</p> <p><b>BANK DEPOSITS</b></p> <p>CASH &amp; CHECKS.....\$ _____</p> <p>VISA/MC.....\$ _____</p> <p>OTHER CARDS.....\$ _____</p> <p>.....\$ _____</p> <p>CHANGE FUND.....\$ _____</p> <p>=====</p> <p>CASH ON HAND.....\$ _____ (F)</p>
---	--

Totals on left should reconcile to totals on right.

6.1e Printed Daily Report Form (Tally Sheet)

➤ **4-Detailed Audit Trail** provides valuable information in regards to each invoice processed (see fig 6.1f). It is recommended to print this part of the daily Cash Drawer Report to aid in your reconciliation of your daily totals and to provide information for each transaction processed. Whether it is an incorrect payment method used, a deposit improperly applied, or just about any other scenario, the Detailed Audit Trail is the first place to find the problem. This report prints a line for every transaction processed within the date range entered. This report will print the following columns, from left to right: Transaction Date, Invoice Number (if an invoice is voided a **V** will be printed to the left of the invoice number), Cash Received, Taxable SubTotal, Non-Taxable SubTotal, Labor, Sales Tax (for invoiced taxable sales), Deposits Applied to Sales (previous account balance being applied to this sale), Charge Sales (extending internal credit to this customer for this transaction), Payments Received On Account (R.O.A.) (includes payments added to or minus from the customer's current account balance), Deposits Received On Account (towards special orders and/or lay aways), Paid By (payment method used at time of transaction), Sold By (employee who ran this transaction), Type (several Types can be in this column and can be **O**=Out of State, **P**=Price Override, **D**=Discounted, or **R**=Resale), and lastly, Profit Margin % (indicating the total profit margin percentage for each transaction).

09/19/2005		06/15/2002 THRU 06/15/2002												
Date	Invoice Number	Cash Received	Taxable Subtotal	Nontaxable Subtotal	Labor	Sales Tax	Dep App'd To Sales	Charge Sales	Payments P.O.A.	Deposits P.O.A.	Paid By	Sold By	Type	Profit%
06/15	195583	23.71	22.00	0.00	0.00	1.71	0.00	0.00	0.00	0.00	1	18H		54.54
06/15	195584	19.91	17.05	0.00	0.00	1.36	0.00	0.00	0.00	0.00	2	133		51.65
06/15	195585	112.08	104.00	0.00	0.00	8.08	0.00	0.00	0.00	0.00	3	18H		42.30
06/15	195586	4.47	4.15	0.00	0.00	0.32	0.00	0.00	0.00	0.00	1	133		44.81
06/15	195587	34.67	32.90	0.00	0.00	1.77	0.00	0.00	0.00	0.00	1	18H		50.00
06/15	195588	88.79	44.83	0.00	0.00	3.47	0.00	0.00	0.00	40.48	2	133	D	44.30
06/15	195589	100.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	0.00	2	133	P	0.00
06/15	195590	21.22	18.69	0.00	0.00	1.53	0.00	0.00	0.00	0.00	2	133	D	44.48
06/15	195591	25.57	22.73	0.00	0.00	1.84	0.00	0.00	0.00	0.00	3	133		48.05
06/15	195592	25.86	24.00	0.00	0.00	1.86	0.00	0.00	0.00	0.00	3	133		56.33
06/15	195593	50.80	0.00	50.00	0.00	0.00	0.00	0.00	0.00	0.00	1	18H	D	0.00
06/15	195594	4.84	3.75	0.00	0.00	0.29	0.00	0.00	0.00	0.00	3	133		48.00
06/15	195595	95.88	79.50	0.00	0.00	8.18	0.00	0.00	0.00	0.00	3	133		42.13
06/15	195596	90.30	88.45	0.00	0.00	8.60	0.00	0.00	0.00	0.00	1	133		52.48
06/15	195597	34.24	22.50	0.00	0.00	1.74	0.00	0.00	0.00	0.00	3	133		50.00
06/15	195598	0.90	-37.62	0.00	0.00	-2.82	0.00	0.00	0.00	40.54	6	18H		-49.81
06/15	195599	23.71	0.00	0.00	0.00	0.00	0.00	0.00	0.00	23.71	1	18H		0.00
06/15	195600	10.87	8.80	0.00	0.00	0.77	0.00	0.00	0.00	0.00	1	133		48.68
06/15	195601	23.71	22.00	0.00	0.00	1.71	0.00	0.00	0.00	0.00	3	133		54.54
06/15	195602	5.23	4.85	0.00	0.00	0.38	0.00	0.00	0.00	0.00	1	133		46.38
06/15	195603	335.43	201.14	0.00	0.00	15.59	0.00	0.00	0.00	119.78	1	18H		54.28
06/15	195604	25.86	24.00	0.00	0.00	1.86	0.00	0.00	0.00	0.00	1	133		56.33
06/15	195605	42.91	38.45	0.00	0.00	3.06	0.00	0.00	0.00	0.00	2	133		59.57

6.If Printed Detail Audit of Cash Drawer Report

- **5-Show Profit Instead of Cost for Each Transaction.** By default, Counterman will print the actual cost for each transaction (on the Detailed Audit Trail portion of the Cash Drawer Report.) It is very helpful to have the actual profit margin print when there is a skewed Gross Profit Margin % on the Cash Drawer Report Summary, or if you like to view this report and see your profit margins at a glance for each individual transaction. This option is only available when selecting the Detailed Audit Trail because this is where it prints the **Profit Margin %** or **Cost** for each transaction.
- **6-Report By Drawer.** This option will provide a separate Cash Drawer Report Summary and Report Form (tally sheet) for each cash drawer you have defined. If you have multiple Cash Drawers, you can run separate reports for each, allowing each drawer to be counted and reconciled individually. Cash drawer numbers can be defined (see Chapter 5.9) and can also be physically connected to particular workstations. Choosing this option will NOT allow you to choose the next option “Report by Department”.

- **7-Report By Department.** Selecting this option will print separate Cash Drawer Summaries for each Department you used within the date range selected below. In addition, selecting this option will open a department selection



window (see fig 6.1g) and allow you to choose a specific department. If no specific Department is selected, all Departments will print.



**A** This section of the **Cash Drawer Report Summary** provides information on the actual dollars processed in and/or out for the date(s) of the report. **Total Currency** is the sum of all tendered **Cash**, not including the prior day change fund, processed under a Payment Method of **1**. **Total Checks** is the combined sum of all check received for transactions processed under a Payment Method of **2**. **Total Visa/MC Cards** reflects all transactions processed under a Payment Method of **3**. **Total Other Cards** reflects all transactions processed using a Payment Method of **4**. The following three, **Total Cash Paid IN**, **Total Checks Paid IN**, and **Less Cash Paid Out** are a result of using the **F3 Paid In/Out** process. All of these lines are totaled together to bring the sum, placed in the **Cash Total** area at the bottom.

TOTAL CURRENCY.....	\$	1350.35
TOTAL CHECKS.....	\$	1013.72
TOTAL VISA/MC CARDS.....	\$	1574.16
TOTAL OTHER CARDS.....	\$	244.43
TOTAL CASH PAID IN.....	\$	0.00
TOTAL CHECKS PAID IN.....	\$	0.00
LESS CASH PAID OUT.....	\$	-53.77
<b>CASH TOTAL.....</b>		<b>\$ 4128.89</b>

**B** This section of the **Cash Drawer Report Summary** provides information on the actual dollars added to and/or minus from customers accounts processed on the date(s) of the report. Each time a customer's previous deposit is used towards a transaction, those dollars are listed under **Deposits Applied To Sale**. If credit is extended to a customer (meaning the customer leaves your shop with parts or service and does not pay the invoice at that time), it would be considered a **New Charge Sale** (payment method of **5**) and be entered on that line. The **Total Cash Received** line is the total from the **Cash Total** in section **A** above. Every time a deposit is taken on a Special Order or Layaway item, those dollars are listed on the **Less Deposits R.O.A.** (Received On Account). When a deposit is taken from a customer and the transaction does not apply that deposit towards a Special Order and/or Layaway item or, if a customer makes a Payment on Account to be applied directly towards their current account balance, those dollars are listed on the **Less Payments R.O.A.** (Received On Account). The amount under Gross Sales reflects all actual sales. This does not include any **Deposits** or **Payments R.O.A.** but does include any **New Charge Sales** and any state taxes charged. **Net Sales** is the sum of **Gross Sales** minus Sales Tax. **Cost of Sales** is the actual accumulated Cost for all inventory items sold, as reported from Inventory Maintenance for each item under the Cost field. **Gross Profit** is the sum of **Net Sales** minus **Cost of Sales** = **Gross Profit**.

DEPOSITS APL'D TO SALE..	\$	433.88
NEW CHARGE SALES.....	\$	0.00
TOTAL CASH RECEIVED.....	\$	4182.66
LESS DEPOSITS R.O.A.....	\$	475.13
LESS PAYMENTS R.O.A.....	\$	0.00
<b>GROSS SALES.....</b>		<b>\$ 4141.41</b>
<b>NET SALES.....</b>		<b>\$ 3908.87</b>
<b>COST OF SALES.....</b>		<b>\$ 1682.98</b>
<b>GROSS PROFIT.....</b>		<b>\$ 2225.89</b>

**C** This section of the **Cash Drawer Report Summary** summarizes the information on the actual Taxable and Non-Taxable sales. **Taxable Sub-Total Sale** reflects all inventory items sold and flagged as Taxable in Inventory Maintenance. This would also include all Labor sales IF Labor is flagged as Taxable in Inventory Maintenance. The **Non-Taxable Sub-Total** line reflects all inventory items sold and NOT flagged as Taxable in Inventory Maintenance. This would also include all Labor sales IF Labor is NOT flagged as Taxable in Inventory Maintenance. In addition, any **Sales to Resale** and **Out of State Sales** are added

TAXABLE SUBTOT SALE.....	\$	3000.37
NONTAXABLE SUBTOT SALE..	\$	908.50
NET SALES.....	\$	3908.87
SALES TAX.....	\$	232.54
<b>GROSS SALES.....</b>		<b>\$ 4141.41</b>

to this line, as they are non-taxable. The **Net Sales** is the sum of the **Taxable Sub-Total Sale + Non-Taxable Sub-Total Sale = Net Sales** and should also be the same amount found under **Net Sales** in section **B** (on the left side of this report.) The **Sales Tax** line is the accumulated total tax charged from each invoice processed. This line is NOT the Taxable Sub-Total multiplied by your current tax percentage rate, it is the sum total of all tax CHARGED accumulatively from each transaction. The **Gross Sales** line reflects the **Net Sales + Sales Tax = Gross Sales** and should be the same as the **Gross Sales** amount in section **B** (on the left side of this report.)

**D** This section of the **Cash Drawer Report Summary** summarizes the information for the Service Department and shows any sales from the Non-Taxable Sales NOT flagged as Taxable in Inventory Maintenance. **Labor Sales** is the sum of all Labor charged on transactions processed. **Warranty Labor** is for any Labor charges the customer is not responsible for. **Warranty Parts** works in the same manner. These items are removed from inventory. However, **Warranty Labor** and **Warranty Parts** amounts do not affect the dollars coming in, nor are any amounts charged to any accounts, (please see Chapter 3.24 on page 78 for further information on Warranty transactions.) The **Total Warranty** line reflects **Warranty Labor + Warranty Parts = Total Warranty**. **Total Sales to Resale** includes any transactions for customers flagged as a Resale customer. **Total Out of State Sales** includes any Mail Order type transactions where tax is not charged because the items were shipped from your shop to the customer. Both of these lines, **Total Sales to Resale** and **Total Out of State Sales** are inclusive in the **Non-Taxable Sub-Total Sales** found in section **C**. The Gross Profit Margin lines summarize the profit margins as reflected on this report.

LABOR SALES.....	\$	493.00
WARRANTY LABOR.....	\$	0.00
WARRANTY PARTS.....	\$	0.00
TOTAL WARRANTY.....		\$ 0.00
TOTAL SALES TO RESALE...	\$	0.00
TOT OUT OF STATE SALES..	\$	0.00
GROSS PROFIT MARGIN.....	%	56.94
(LABOR% 0.00      PARTS% 50.73		

**E** This section of the **Cash Drawer Report Summary** summarizes the information for all **Internal Sales** transactions processed. An Internal Sale is any transaction using a Payment Method of 10, 11, 12, 13, or 14 and is used for the sale of Parts and/or Labor items you are selling to yourself (your shop) for use

INTERNAL SALES	LABOR	PARTS	CHARGES
NEW BIKE.....	\$ 275.00	\$ 4.21	\$ 279.21
USED BIKE.....	\$ 0.00	\$ 0.00	\$ 0.00
SERVICE.....	\$ 0.00	\$ 7.14	\$ 7.14
PARTS.....	\$ 14.50	\$ 0.00	\$ 14.50
GRAND TOTAL.....	\$ 289.50	\$ 11.35	\$ 300.85
VENDOR RETURNS.....	\$ 0.00		

internally. Detailed information on what an Internal Sale is and how to use the Internal Sale process is discussed in Chapter 3.21b on page 65 of this manual. Each **Internal Sale** is processed by using the corresponding Payment Method at the time of the transaction. This section of the **Cash Drawer Report Summary** provides the totals for all Internal sales processed for the date range requested.

**F** This section of the **Cash Drawer Report Summary** summarizes the information for all Non-Taxable and Labor items sold. The Non-Taxable And Labor Breakout area of this report will include twelve line items are allowed in this area. Should you process more than twelve Non-Taxable and Labor items, they will be truncated and will be non-inclusive on this report. The items included herein are any inventory items flagged as Labor and/or NOT flagged as a Taxable item. Non-Taxable items can include Gift Certificates, Freight and Shipping charges, etc.

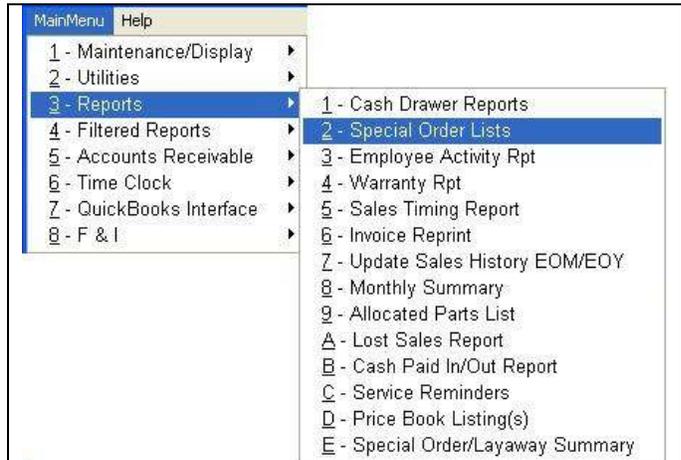
NON-TAXABLE AND LABOR BREAKOUT	
GIFT CERTIFICATES...	\$ 205.00
SHIPPING.....	\$ 0.00
LABOR PER HOUR	\$ 493.00
.....	\$ 0.00
.....	\$ 0.00
.....	\$ 0.00
.....	\$ 0.00
.....	\$ 0.00
.....	\$ 0.00
.....	\$ 0.00
.....	\$ 0.00
.....	\$ 0.00
.....	\$ 0.00
.....	\$ 0.00

**G** This section of the **Cash Drawer Report Summary** summarizes the information for all transactions processed under Other Cards. **Other Credit Card Breakout** is from any transaction(s) paid using a Payment Method of 4. Because the Other Cards Payment Method can be defined by the user (you), this breakout information can help when using multiple selections inclusive in the Other Cards Table. For detailed information on defining this Table, see Chapter 2.712 on page 50 of this manual.

OTHER CREDIT CARD BREAKOUT	
OTHER CREDIT CARD	244.43
.....	0.00
.....	0.00
.....	0.00
.....	0.00
.....	0.00
.....	0.00
.....	0.00
.....	0.00
.....	0.00
.....	0.00
.....	0.00
.....	0.00
.....	0.00

## 6.2 Special Order Lists

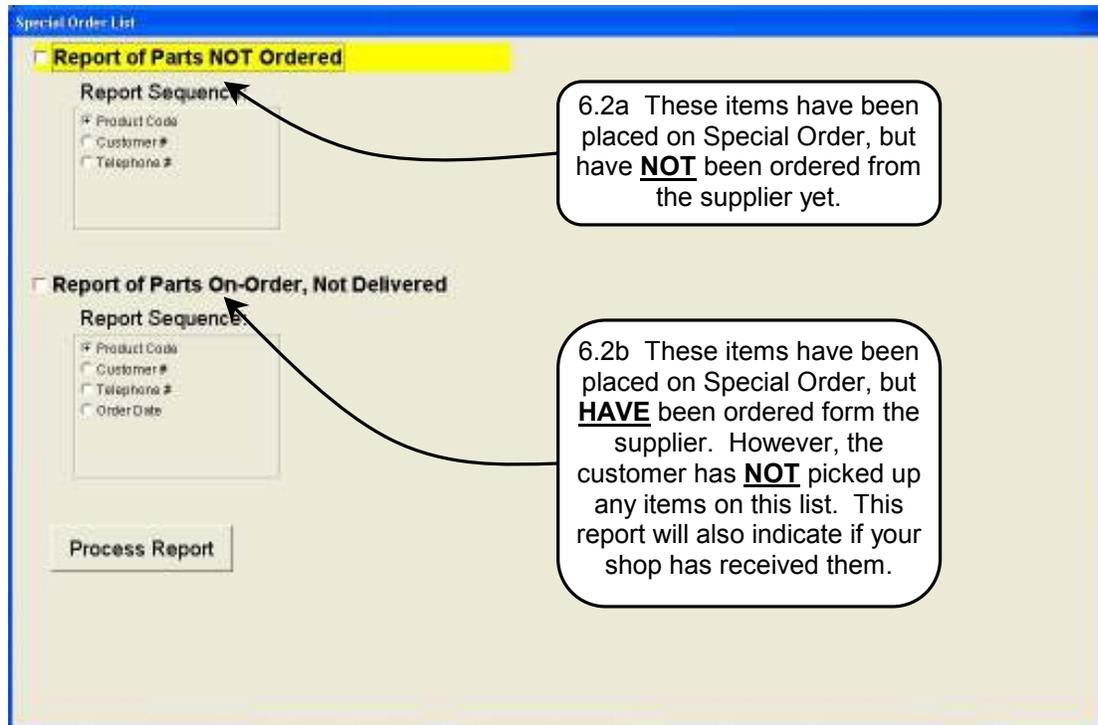
The **Special Order List** reports are broken down into two different selections, which print two separate reports. Both of these reports can run at the same time, however, two separate reports will be printed rather than combined. Each of these reports contains valuable information in regards to open, pending Special Orders. The functionality of each of these reports is covered in detail in the Chapters 6.2a and 6.2b. To run the Special Order Lists Reports, access the Main Menu, select 3-Reports, then choose **2-Special Order Lists** (see fig 6.2a). This will open the Special Order Lists screen (see fig 6.2b) allowing a choice of which report(s) to run. Both reports can run simultaneously or separately, however, each provides different information in regards to open, pending Special Orders.



6.2a Special Order Lists Access

### 6.2a Report of Parts Not Ordered

The **Report of Parts Not Ordered** is in reference to Special Ordered items that have Not been Ordered from your supplier yet. We understand the importance of Special Orders and this report in Counterman Pro helps to address this important issue by providing a list of items placed on Special Order for your customers. Even though all Special Ordered items are automatically sent to the Re-Order List (a.k.a. Purchase Order) for you, the **Report of Parts Not Ordered** provides



6.2b Special Order List Screen

a list of these items you can use to reconcile and insure, all Special Ordered items have indeed been ordered from the vendor. To run this report from the Special Order Lists screen, select the **Report of Parts NOT Ordered** box by pressing the Space Bar key or by clicking this selection. Next, select the Report Sequence, which is the “sort order” for this report. Then click on the Process Report button. This will produce a report similar to the one shown in fig 6.2c. There is a small amount of customer information on this report because this report is used for the ordering process. This list can be used during the Re-Order process to make sure all items on this list have been ordered. The information on this report includes: Customer Telephone Number, the

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326 W. MAIN STREET							
SANTA MARIA, CA 93456							
(800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net							
PARTS SPECIAL ORDER LIST			DATE: 08/19/2005	** Listed Parts Have NOT Been Placed On Order **			
Telephone	Reference#	Customer#	Product Code	Description	Price/Unit	Qty	Transdate
(805)929-1991	155474	8647	05-150	CHR.PASSENGER	35.35	1	06/13/2002
(559)782-8515	156246	6827	29401-00ZL	AIR CLEANER INSERT,	23.13	1	06/30/2002
(805)934-5265	156159	6818	29543-99A	SE AIR CLEANER KIT,	138.27	1	06/28/2002
(805)689-5436	156066	7970	29773-02	1450 ST1 EFI KIT (FLH '02	145.55	1	06/27/2002
(805)934-8453	156121	7866	56389-02	CONTROL, THROTTLE,	83.69	1	06/28/2002
(805)934-8453	156121	7866	56390-02	CONTROL, IDLE,	94.80	1	06/28/2002
(805)937-9894	155205	7048	71446-91/101	KEY SPORT STER	3.66	1	06/06/2002
(805)929-1790	155727	7425	D339064	WING, SILVER LG	4.70	1	06/19/2002
(805)934-8453	156127	7866	DSDS270110	HOTOP FL LIC PLATE	111.39	1	06/28/2002
(805)934-8453	156127	7866	DSDS280159	SHOTGUN LIGHT 92-02	48.88	1	06/28/2002
(805)928-6025	156116	1435	DSDS289190	A/C BRACKET 90-01 BIG	24.91	1	06/28/2002
(805)481-7843	155755	7424	DSV17907	BIG SHOT	479.70	1	06/20/2002
(805)473-9367	156001	8180	DSV23075	REPL.PRO PIPE END	56.71	1	06/25/2002
(805)773-5010	156197	795	KA4840	NEO STRIP EXPANSION	53.77	1	06/29/2002
<b>TOTAL</b>					<b>1304.51</b>		

6.2c Printed Special Order List of Parts NOT Ordered

Reference Number is the actual invoice number for the processed Special Order. The Customer Number is the actual Customer Account Number. Then the product information is provided, Product Code, Description, Price, Quantity, and the Date of the Special Order transaction. A total is provided on the last page, at the bottom of this report.

### 6.2b Report of Parts On Order, Not Delivered

The **Report of Parts On Order, Not Delivered** is in reference to Special Ordered items that HAVE been Ordered from your supplier, but not picked up from your shop by the customer. Meaning, your customer has not taken delivery of the item(s) yet. Each time a Special Order transaction is processed, a second transaction is necessary for the customer to take delivery of the item you ordered for them. This report can be very helpful when Special Ordered item(s) do not come in promptly and to determine what items have and have not been received into your shop. Or when customers do not come in to pick up their Special Ordered item(s), this report will show item(s) waiting to be picked up. **The Report of Parts On Order, Not Delivered** is geared more towards customer information (see the example in fig 6.2d). The customer Name, account Number, and Phone Number are included on the report. Each Part Number, Description, Price, Quantity Ordered, and Order Date are all included on the same line. On the far left of this report is the current balance on hand and a Yes/No field, which indicates whether or not the item(s) have or have not been received in to your shop through the Receiving process. A total is provided on the last page, at the bottom of this report.

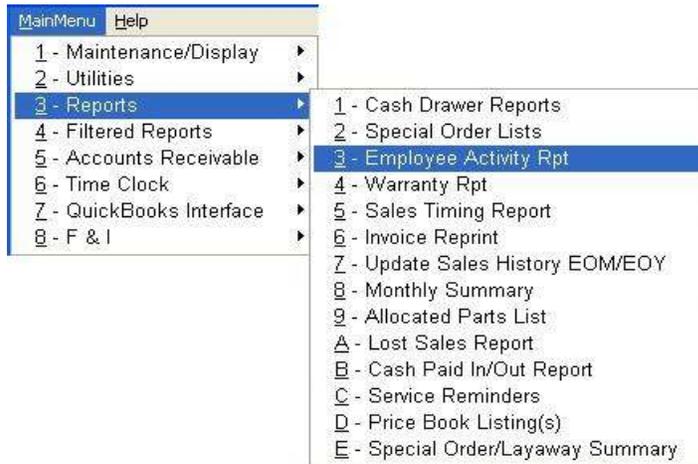
COUNTERMAN PRO DEMO								
326 W. MAIN STREET								
SANTA MARIA, CA 93456								
(800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net								
STATUS REPORT OF SPECIAL ORDERS						DATE: 08/22/2005		
** Items listed have been placed on Order, but not Delivered **								
Name	Telephone	Customer#	Product Code/ Description	Price/Unit	Qty	Ord Date	Balance	Received
VANCE BREESE/HOG	(805)928-3668	3	53848-00 TOUR PAK LOCK, KEYED	12.28	1	04/26/2002	0.00	YES
THE SHOP	(805)650-6777	87	99485-84 SERVICE MAN-CLE/TLE	5.70	1	01/03/2002	0.00	NO
THE SHOP	(805)650-6777	87	90726-90VK S/BAG CVR R, VIVID BLACK	105.82	1	05/31/2002	0.00	NO
MERV CORNING	(805)688-0316	109	80029-95B KIT, MUFFLER,	145.55	1	06/27/2002	0.00	NO
MERV CORNING	(805)688-0316	109	68611-98 10" REAR TURN SIGNAL	48.71	1	06/27/2002	0.00	NO
MERV CORNING	(805)688-0316	109	91022-94A KIT, TANK PANEL, LEATHER	74.15	1	06/27/2002	0.00	NO
STOCK JOB	(805)111-1111	141	67052-78B SPEEDOMETER CABLE	24.30	1	02/05/2002	0.00	YES
JERRY MARTIN	(805)925-4260	542	91865-97 SADDLEBAG LINER KIT	27.54	1	06/25/2002	0.00	NO
JERRY MARTIN	(805)925-4260	542	45075-96 CHROME HAND LEVER KIT	56.35	1	06/25/2002	0.00	NO

6.2d Printed Special Order List of Items On Order, Not Delivered

### 6.3 Employee Activity Report

This report will show all accumulated sales totals for individual employees and can be used to measure an employee's sales performance. Depending on the options chosen, this report will generate three reports. If an Audit Trail option is selected, the first page will print a line item for each individual invoice the selected employee processed. The Audit Trail shows full detail for how each transaction was processed (see fig 6.3b) and is similar to the Cash Drawer Audit Trail in Chapter 6.1. Next is the Summary report (see fig 6.3c on the following page). Also similar to the Cash Drawer Report

Summary, this page will summarize the selected employee's sales. Thirdly, if the Employee Sales Report option is selected, a breakout of processed and net special orders is adjusted with normal transactions to provide actual net sales for the selected employee (see fig 6.3d on the following page). In other words, their "true sales" is shown to include Special Orders originally taken by the employee, who may not be available to help the customer when they come in to pick the Special Ordered item(s) up. To run the **Employee Activity Report**, access the Main Menu, select 3-Reports, then select **3-Employee Activity Report** (see fig 6.3a).



6.3a Employee Activity Report Access

COUNTERMAN PRO DEMO														
326 W. MAIN STREET														
SANTA MARIA, CA 93456														
(800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net														
EMPLOYEE ACTIVITY REPORT														
08/25/2005 09/01/2002 THRU 05/31/2002 FOR EMPLOYEE GREG														
Date	Invoice Number	Cash Received	Taxable Subtotal	Nontaxable Subtotal	Labor	Sales Tax	Dep Appl'd To Sales	Charge Sales	Payments R.O.A.	Deposits R.O.A.	Paid By	Sold By	Type	Profit%
5/1	153683	0.00	-4.03	0.00	0.00	-0.31	0.00	0.00	0.00	4.34	6	18		62.03
5/1	153684	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		28		0.00
5/1	153697	55.32	51.34	0.00	0.00	3.98	0.00	0.00	0.00	0.00	3	18B	D	52.78
5/2	153709	37.34	34.65	0.00	0.00	2.69	0.00	0.00	0.00	0.00	1	1CB	D	14.86
5/10	154055	40.00	0.00	40.00	40.00	0.00	0.00	0.00	0.00	0.00	9	28	P	0.00
5/10	154063	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		28		0.00
5/11	154068	241.89	317.30	0.00	0.00	24.99	100.00	0.00	0.00	0.00	3	18B	D	30.50
5/11	154104	107.16	0.00	0.00	0.00	0.00	0.00	0.00	107.16	0.00	2	18	R	0.00
5/15	154282	400.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	400.00	3	28		0.00
5/17	154333	18.21	16.80	0.00	0.00	1.31	0.00	0.00	0.00	0.00	1	28		50.00
5/18	154408	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		28		0.00
5/19	154434	0.00	14.95	0.00	0.00	1.16	16.12	0.00	0.00	0.00		18H	D	43.58
5/22	154552	2.97	2.78	0.00	0.00	0.21	0.00	0.00	0.00	0.00	1	28		88.11
5/23	154574	1,382.40	1,292.25	0.00	0.00	100.15	0.00	0.00	0.00	0.00	2	1CB	D	35.47
5/23	154584	0.00	-104.73	0.00	0.00	-8.12	0.00	0.00	0.00	112.85	6	28	D	49.87
5/23	154592	66.15	61.39	0.00	0.00	4.76	0.00	0.00	0.00	0.00	2	28		51.00
5/24	154638	5.36	5.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00	12	28	R	49.62
5/24	154655	6.59	6.59	0.00	0.00	0.00	0.00	0.00	0.00	0.00	12	28	R	47.04
5/29	154849	0.00	-460.78	0.00	0.00	-35.71	0.00	0.00	0.00	496.47	6	18	D	32.73
5/29	154851	0.00	-90.53	0.00	0.00	-7.02	0.00	0.00	0.00	97.55	6	18	D	41.45

6.3b Employee Activity Audit Trail Report

**COUNTERMAN PRO DEMO**  
 326 W. MAIN STREET  
 SANTA MARIA, CA 93456  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**EMPLOYEE ACTIVITY REPORT - SUMMARY**  
 08/25/2005 05/01/2002 THRU 05/31/2002 FOR EMPLOYEE GREG

TOTAL CURRENCY.....\$	58.52	TAXABLE SUBTOT SALE.....\$	1131.50
TOTAL CHECKS.....\$	1565.71	NONTAXABLE SUBTOT SALE..\$	0.00
TOTAL VISA/MC CARDS.....\$	697.21		
TOTAL OTHER CARDS.....\$	0.00	NET SALES.....\$	1131.50
TOTAL CASH PAID IN.....\$	0.00	SALES TAX.....\$	87.69
LESS CASH PAID OUT.....\$	0.00	GST TAX.....\$	0.00
CASH TOTAL.....\$ 2321.44		GROSS SALES.....\$ 1219.19	
DEPOSITS APL'D TO SALE..\$	116.12	LABOR SALES.....\$	0.00
NEW CHARGE SALES.....\$	0.00	WARRANTY LABOR.....\$	40.00
TOTAL CASH RECEIVED.....\$	2321.44	WARRANTY PARTS.....\$	0.00
LESS DEPOSITS R.O.A.....\$	1111.21	TOTAL WARRANTY.....\$	40.00
LESS PAYMENTS R.O.A.....\$	107.16		
GROSS SALES.....\$ 1219.19		TOTAL SALES TO RESALE...\$	0.00
NET SALES.....\$ 1131.50		TOT OUT OF STATE SALES..\$	0.00
COST OF SALES.....\$ 738.57		GROSS PROFIT MARGIN.....%	34.73
GROSS PROFIT.....\$ 392.93			

INTERNAL SALES	LABOR	PARTS	CHARGES
NEW BIKE.....\$	0.00	\$ 0.00	\$ 0.00
USED BIKE.....\$	0.00	\$ 0.00	\$ 0.00
SERVICE.....\$	0.00	\$ 11.95	\$ 11.95
PARTS.....\$	0.00	\$ 0.00	\$ 0.00
GRAND TOTAL.....\$	0.00	\$ 11.95	\$ 11.95

6.3c Employee Summary Report

**EMPLOYEE SALES REPORT** DATE: 08/25/2005  
 05/01/2002 THRU 05/31/2002

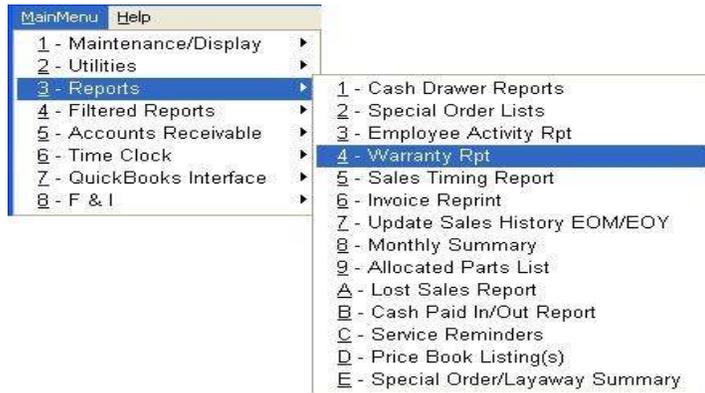
Employee Code	Net Sales Invoiced	Add'l S/O Sales Placed	Less S/O Sales Invoiced	Net Sales
6>c	0.00	0.00	0.00	0.00
7	0.00	0.00	0.00	0.00
8	1131.50	0.00	0.00	1131.50
BB	0.00	0.00	0.00	0.00
9	4806.68	0.00	0.00	4806.68
97	0.00	0.00	0.00	0.00
@ R	0.00	0.00	0.00	0.00
B	429.56	0.00	0.00	429.56
BB	23543.94	0.00	0.00	23543.94
BH	96920.47	0.00	0.00	96920.47
CB	3067.97	0.00	0.00	3067.97
CS	157458.15	0.00	0.00	157458.15
D	9795.82	0.00	0.00	9795.82
DP	0.00	0.00	0.00	0.00
H	0.00	0.00	0.00	0.00
J	5733.17	0.00	0.00	5733.17
JC	0.00	0.00	0.00	0.00
JJ	0.00	0.00	0.00	0.00
JR	0.00	0.00	0.00	0.00
K	0.00	0.00	0.00	0.00
KW	482.18	0.00	0.00	482.18
NC	0.00	0.00	0.00	0.00
R	0.00	0.00	0.00	0.00
RT	0.00	0.00	0.00	0.00
RW	0.00	0.00	0.00	0.00
S	11006.53	0.00	0.00	11006.53
SH	0.00	0.00	0.00	0.00
TB	0.00	0.00	0.00	0.00
TS	0.00	0.00	0.00	0.00
<b>Net Sales Invoiced Total</b>	<b>314844.30</b>			

Net Sales Invoiced, PLUS Special Orders Placed, MINUS Special Orders Invoiced, EQUALS Net Sales

6.3d Employee Net Sales Report

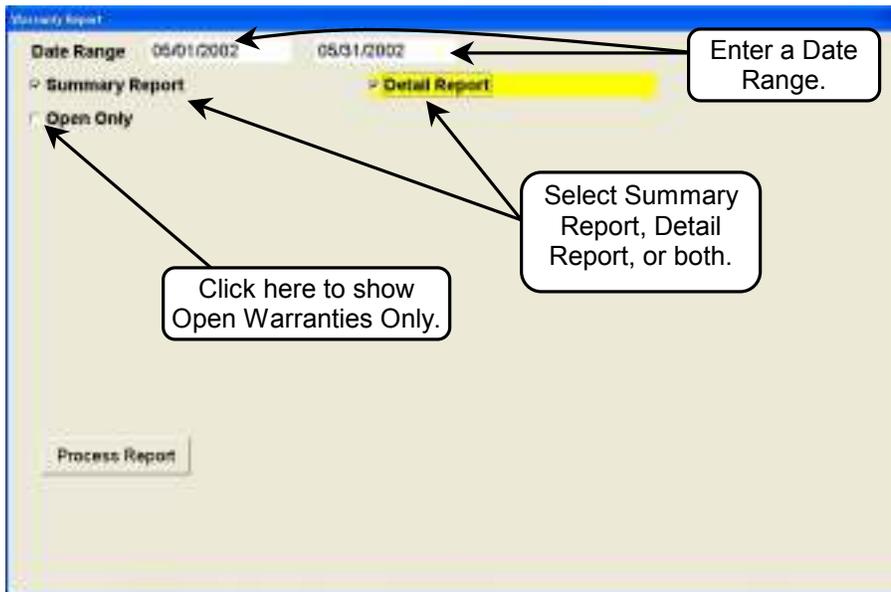
## 6.4 Warranty Report

The Warranty Report will itemize warranty transactions by showing the parts, labor and total amount billed to the warranty company. The Warranty RO function in Counterman is intended to keep track of warranty parts and labor without affecting the cash in or out of the drawer. Warranties processed and credits received will affect this report and allow you to reconcile between credits owed against credits actually received. To use the Warranty Report, access the Main Menu, select 3-Reports, then select **4-Warranty Report**



6.4a Warranty Report Access

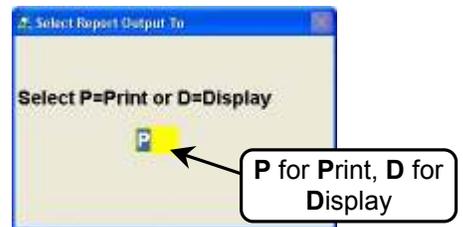
**Report** (see fig 6.4a). This will open the **Warranty Report** selection screen (see fig 6.4b) and allow you to select the warranty data for the report. Enter the **Date Range** (from date -thru-date) here then select **Summary Report** and/or **Detail Report**. If desired, both the **Summary**



6.4b Warranty Report Selection Screen

and **Detail Reports** may be selected and the process will generate both reports. Select the **Open** option to avoid showing any closed warranties. The actual **Warranty Report** will then **Print** or **Display** (your choice, see fig 6.4c). As you can see by the example in fig 6.4d (on the next page), the Detail report shows all Warranties processed for the date range entered and a break-out

for parts and labor for each. Each warranty transaction is shown with the corresponding **Warranty Number**, **Date**, and **Authorization Number**. In addition the **Total** for each, the amount of any **Credit** received, and any remaining **Balance** is shown on the **Detail** report for each processed Warranty transaction. If the **Summary Report** is selected, it will be printed next. This is a simple report (see fig 6.4e), summarizing the amount of **Warranty Claims**, minus any **Warranty Payments** (credits) then displaying the **Warranty Balance** for the date range entered. Warranty RO's (Repair Orders) are processed similar to a Service RO, but do not affect the daily cash in or out of the drawer (see Chapter 3.24 on page 78 for additional information on processing Warranty Repair Orders). Credits and adjustments are entered through the Warranty RO Maintenance screen. See Chapter 4.6 on page 154 for additional information on how to edit an existing Warranty transaction. Chapter 4.6 also covers entering credits for processed Warranty transactions.



6.4c Print or Display Report

**COUNTERMAN PRO DEMO**  
 326 W. MAIN STREET  
 SANTA MARIA, CA 93456  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**WARRANTY REPORT** DATE 08/25/2005  
 05/01/2002 THRU 05/31/2002

Warranty Number	Date	Authorization Invoice#	Parts(Tax)	Labor	Total	Credit	Balance
388111	05/10/2002	0289976MC	0.00	40.00	40.00	40.00	0.00
	Customer# 2248	154055					
361	05/01/2002	0267913WR	47.39	111.30	158.69	160.74	-2.05
	4806	153698					
362	05/11/2002	0265711WR	0.75	5.30	6.05	11.40	-5.35
	1820	154089					
363	05/11/2002	0265711WR	22.93	23.20	46.13	46.69	-0.56
	2861	154096					
364	05/16/2002	0265711WR	72.60	37.10	109.70	110.30	-0.60
	5945	154307					
365	05/16/2002	0265711WR	12.55	68.90	81.45	75.85	5.60
	7351	154327					
366	05/16/2002	0265711WR	18.10	17.40	35.50	52.90	-17.40
	6382	154330					
367	05/17/2002	0268678WR	13.25	37.10	50.35	50.35	0.00
	3405	154358					
368	05/17/2002		438.40	217.30	655.70	0.00	655.70
	7762	154375					

6.4d Printed Detailed Warranty Report

**COUNTERMAN PRO DEMO**  
 326 W. MAIN STREET  
 SANTA MARIA, CA 93456  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**WARRANTY SUMMARY** DATE 08/25/2005  
 05/01/2002 THRU 05/31/2002

TOTAL WARRANTY CLAIMS:	1864.21	<div style="border: 1px solid black; border-radius: 15px; padding: 5px; display: inline-block;">                 Warranty Claims,  <b>MINUS</b>                  Warranty Payments (credits)  <b>EQUALS</b>                  Outstanding Warranty Balance.             </div>
TOTAL WARRANTY PAYMENT:	564.13	
WARRANTY BALANCE:	1300.08	

6.4e Printed Warranty Report Summary

## 6.5 Sales Timing Report

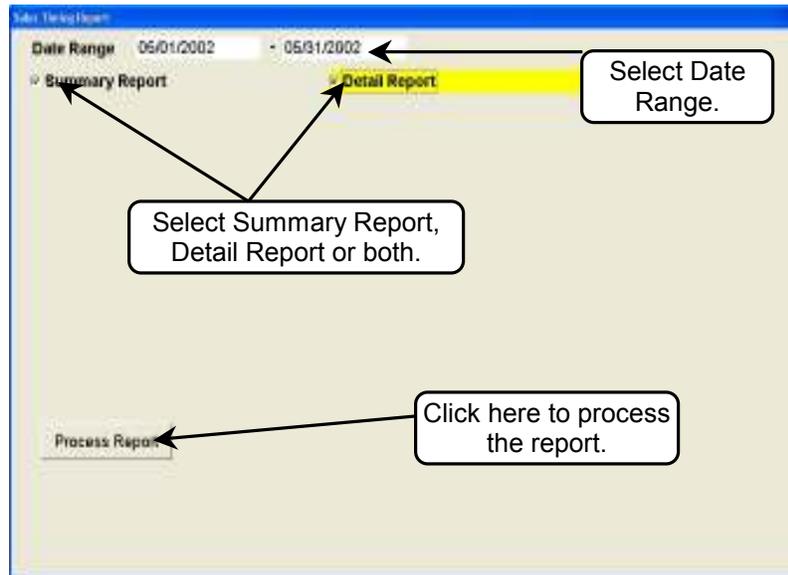
The Sales Timing Report will help when you need to see when your shop is the busiest. This can be very helpful when planning your day around the customer traffic in your shop. To use the Sales Timing Report, access the Main Menu and select 3-Reports then select 5-Sales Timing Report (see fig 6.5a). This will open the Sales



6.5a Sales Timing Report Access

Timing selection screen (see fig 6.5b) where you can enter a date range for the report and select Summary Report and/or Detail Report. These can be printed separately or together. On a

summary level (see fig 6.5c), the report will show the number of invoices processed and the net sales for each hour of each day within the date range selected. This report will show the total number of invoices processed and total the net sales for each day included in date range selected. The Detail Sales Timing Report (see fig 6.5d) will show this information broken down even further by individual employee. This detail level will first separate by the date. Then display each employee code, the hour of the day (in military time), the



6.5b Sales Timing Selection Screen

number of invoices processed for each hour of the day, and the net sales for each invoice processed. Each employee's total number of invoices and total net sales will then be totaled for day.

COUNTERMAN PRO DEMO			
326 W. MAIN STREET			
SANTA MARIA, CA 93456			
(800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net			
<b>SALES TIMING SUMMARY</b>		DATE: 08/25/2005	
05/01/2002 THRU 05/31/2002			
	Hour	# Invoices	Netsales
Date/Day of Week: 05/01/2002 Wednesday			
	9:00-10:00	2	7.07
	12:00-13:00	3	111.38
	13:00-14:00	11	536.65
	14:00-15:00	5	348.64
	15:00-16:00	3	-44.20
	16:00-17:00	4	108.76
	17:00-18:00	3	307.25
	18:00-19:00	1	-111.38
	19:00-20:00	2	0.00
Date/Day of Week: 05/01/2002 Wednesday Total:		34	1264.17
Date/Day of Week: 05/02/2002 Thursday			
	10:00-11:00	8	-829.30
	11:00-12:00	5	279.74
	12:00-13:00	5	147.62
	13:00-14:00	2	79.58
	14:00-15:00	18	559.81
	15:00-16:00	5	622.73
	16:00-17:00	6	12985.82
	17:00-18:00	2	380.21
	18:00-19:00	4	1427.35
Date/Day of Week: 05/02/2002 Thursday Total:		55	15653.56

6.5c Printed Sales Timing Report Summary

COUNTERMAN PRO DEMO			
326 W. MAIN STREET			
SANTA MARIA, CA 93456			
(800) 937-6590		Fax: (805) 928-3567	
Email: support@counterman.net			
SALES TIMING REPORT		DATE: 08/25/2005	
05/01/2002 THRU 05/31/2002			
	Hour	# Invoices	Netsales
Date/Day of Week: 05/01/2002 Wednesday			
Employee: 1			
	19:00-20:00	2	0.00
Employee: 1	Total:	2	0.00
Employee: 8			
	13:00-14:00	1	-4.03
Employee: 8	Total:	1	-4.03
Employee: BB			
	12:00-13:00	1	111.38
	13:00-14:00	3	153.72
	14:00-15:00	1	151.43
	15:00-16:00	3	-44.20
	16:00-17:00	1	4.16
	17:00-18:00	1	-51.34
	18:00-19:00	1	-111.38
Employee: BB	Total:	11	316.45
Employee: BH			
	9:00-10:00	2	7.07
	12:00-13:00	1	0.00
	13:00-14:00	3	5.90
	14:00-15:00	3	87.27
	16:00-17:00	2	17.60
Employee: BH	Total:	11	117.84
Employee: CS			
	13:00-14:00	2	3.89
Employee: CS	Total:	2	3.89

6.5d Printed Sales Timing Detail Report

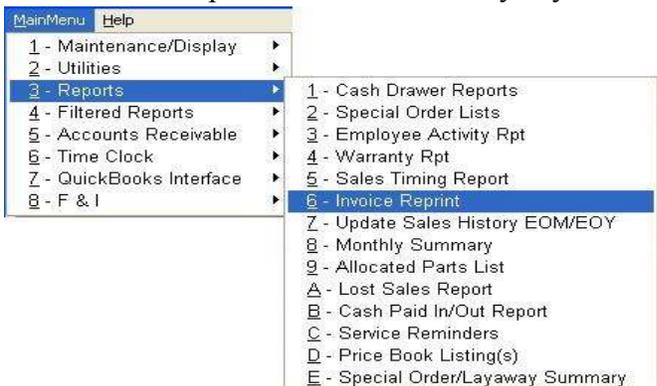
## 6.6 Invoice Reprint

Reprinting an invoice can be very beneficial when you need to find a past transaction for a particular customer or find a customer to go with the sale of a particular item. Or maybe you need to reprint an invoice for a customer.

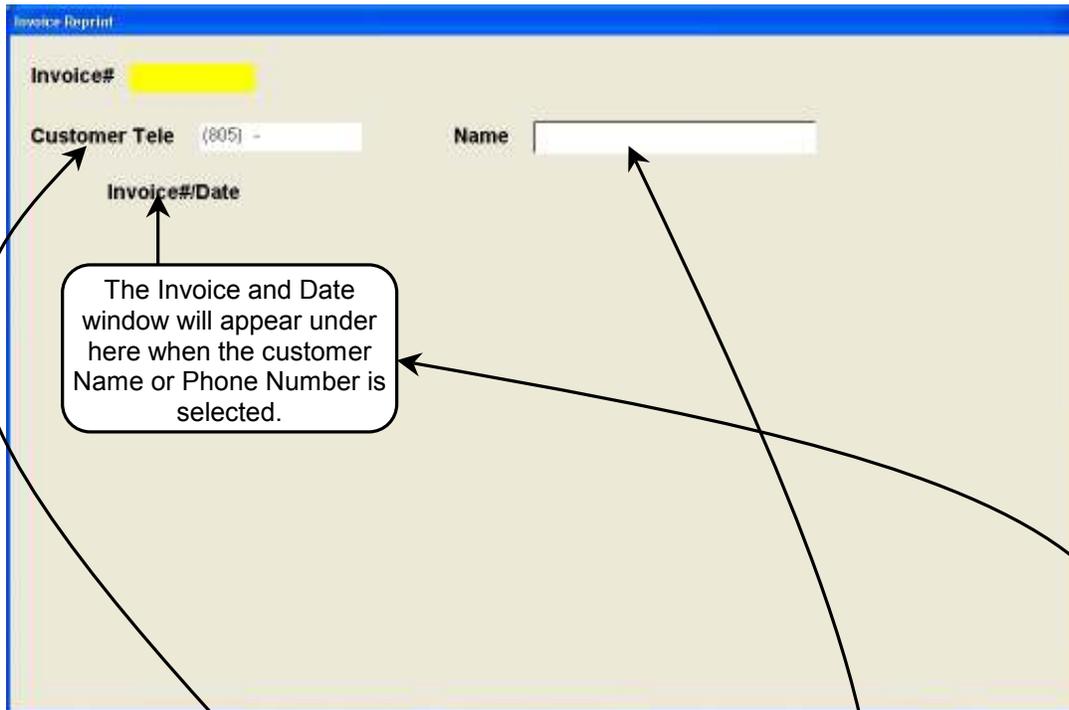
The **Invoice Reprint** is an easy to use report function with several ways of accessing the invoice copy you are searching for. To use this function, access the Main Menu, select 3-Reports then select **6-Invoice Reprint** (see fig 6.6a).

This will open the Invoice Reprint selection screen (see fig 6.6b). If you happen to have the invoice number, simply type the number in to the **Invoice #**

field. If the invoice number is not readily available, all invoices (for the selected customer) can be accessed by entering a telephone number (see fig 6.6c). Once the telephone number is entered, press **Enter** on the customer's name (there can be multiple customers with the same telephone number). If no telephone number is available, access to any customer's previous invoices can still be accessed by **Tabbing** to the **Name** field. As you begin to type the customer's name, all customer names matching your keystrokes will appear in the window below



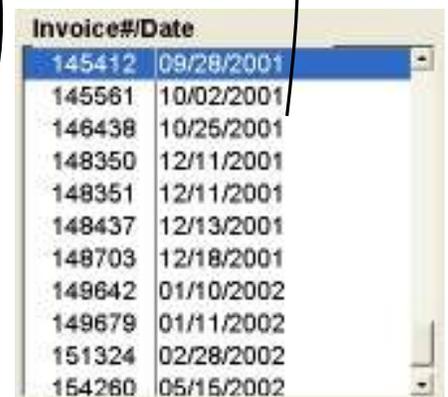
(see fig 6.6d). Once you locate your customer, press **Enter** on the name, or double click the name from the drop-down list. When you do, all invoices for the selected customer will appear in the Invoice#/Date (scrollable) window (see fig 6.6e). At this point, all you need is an approximate date. You can then select the invoice to reprint. Multiple Invoice Reprints can be performed for this customer from this screen. Make a selection for the invoice you want then press Enter (or double-click) on that selection. If you are unsure, or if no hard copy is needed, select **D** for display.



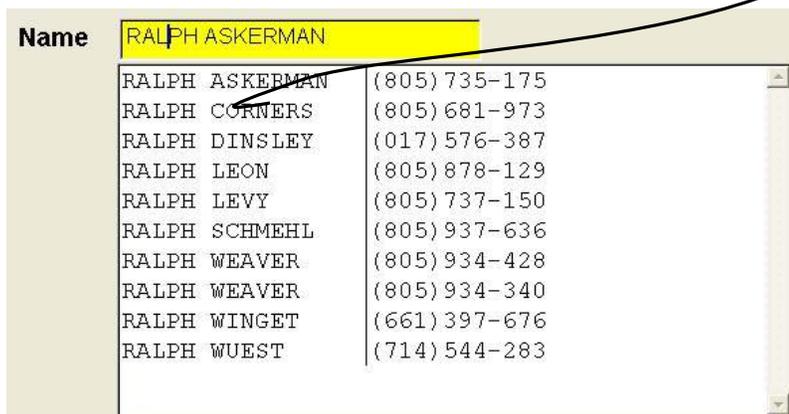
6.6b Invoice Reprint Selection Screen



6.6c Select by Telephone Number Window



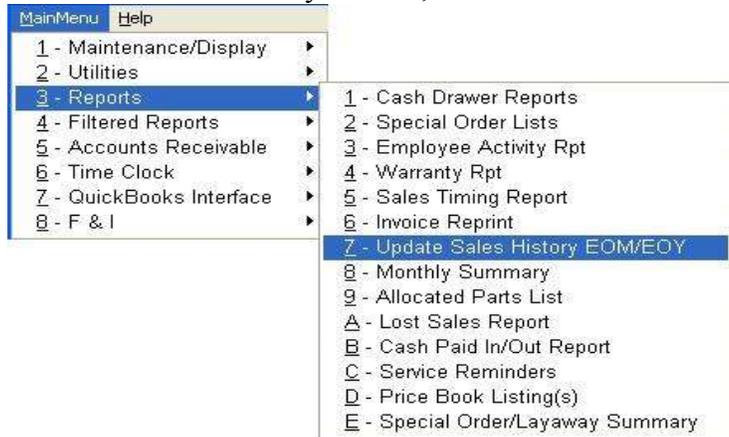
6.6e Scrollable List of Invoices



6.6d Select By Customer Name Window

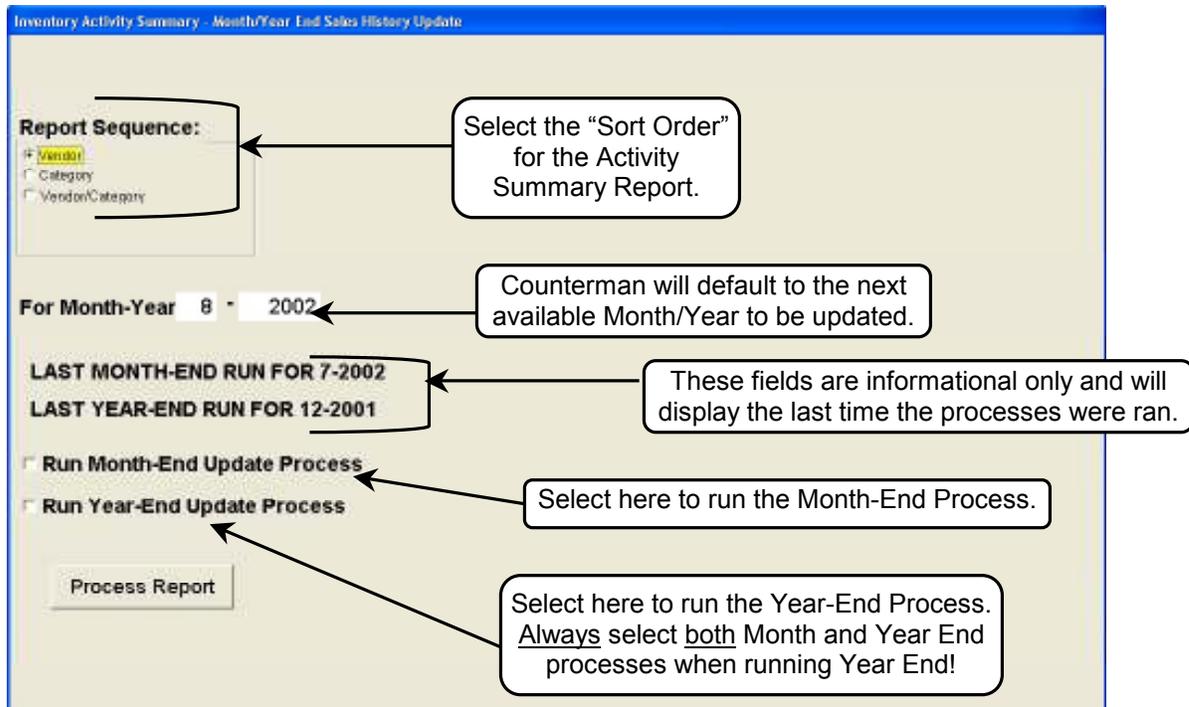
## 6.7 Update Sales History EOM/EOY

EOM = End Of Month, EOY = End Of Year. This is a Month End and/or Year End process that will generate an Inventory Activity Report and update your inventory Sales History for End of Month (and/or End of Year). This is a very important process, which closes the current month and posts the current sales to the history section for the inventory records, and clears the current month (back to zero) to make room for the next month's sales. Because Counterman reports sales history information in "real-time", the information displayed is reliant on this process. In other words, to see how many of a certain item sold within a particular month, this process is critical at the end of each month as part of your Month End (and Year End) procedures. It is advisable to run an Inventory Activity Report, prior to Updating Sales History to insure the information provided on this final Month End and/or Year End report is satisfactory. Also, it is very important to run a Counterman data Backup prior to using this function! To use this function, access the Main Menu, select 3-Reports then select **7-Update Sales History EOM/EOY** (see fig 6.7a). This will open the Inventory Activity Summary – Month/Year End Sales History Update screen (see fig 6.7b), where you can choose the dates for the update and confirm Month End and/or Year End Update. Choose the Report Sequence for the Inventory Activity Summary Report. Enter the Month and Year for the update (Counterman will default to the following month, after the last update procedure was ran.) Select the Month-End and/or Year-End Process then select Process Report. The Report will be identical to the confirmed Inventory Activity Report Summary and Sales History Updating will follow.



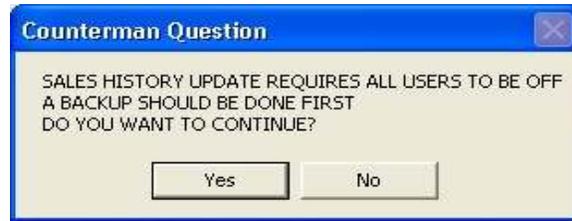
6.7a Update Sales History EOM/EOY Access

This will open the Inventory Activity Summary – Month/Year End Sales History Update screen (see fig 6.7b), where you can choose the dates for the update and confirm Month End and/or Year End Update. Choose the Report Sequence for the Inventory Activity Summary Report. Enter the Month and Year for the update (Counterman will default to the following month, after the last update procedure was ran.) Select the Month-End and/or Year-End Process then select Process Report. The Report will be identical to the confirmed Inventory Activity Report Summary and Sales History Updating will follow.



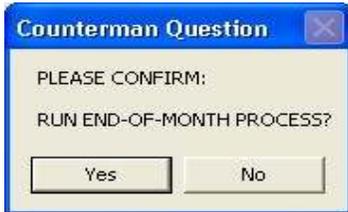
6.7b Inventory Activity Summary – Month/Year End Sales History Update Screen

Once you have selected “Process Report”, a Counterman Question window will open (see fig 6.7c) confirming all users are out of Counterman (this is a question for Counterman multi-users) and to insure you have completed a backup of your Counterman data. Provided all users except this station have logged out of



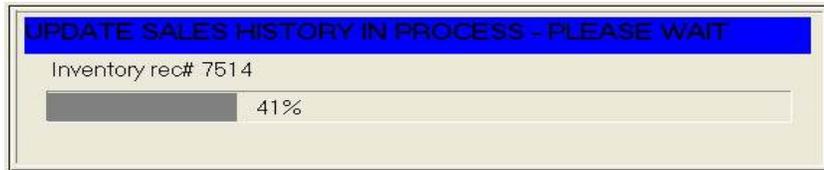
6.7c Counterman Question Window

Counterman Pro and your backup has been completed, answer **Yes** to this question. You will immediately receive a second Counterman Question to confirm the Month-End and/or Year-End Process (see fig 6.7d). This is your final opportunity to abort this



6.7d Counterman Question Window

procedure. Select **Yes** to run this process and print the final report. A Progress indicator window will open (see fig 6.7e), displaying the progress of this process. Once the



6.7e Progress Indicator Window

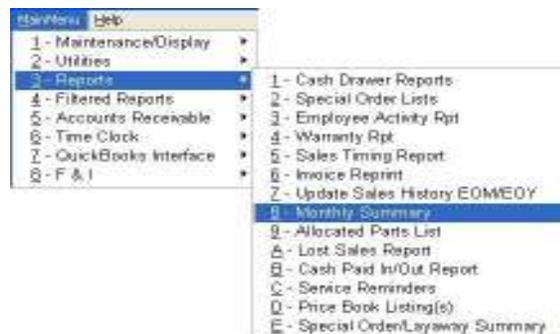
process has completed, one last Counterman Information window will appear confirming the success of the process (see fig 6.7f). Select **OK** at this prompt. If a mistake is found after this process has been ran, it will be necessary to restore from your backup. For additional information about the Inventory Activity Report Summary, please see Chapter 7.2 on page 206 of this manual.



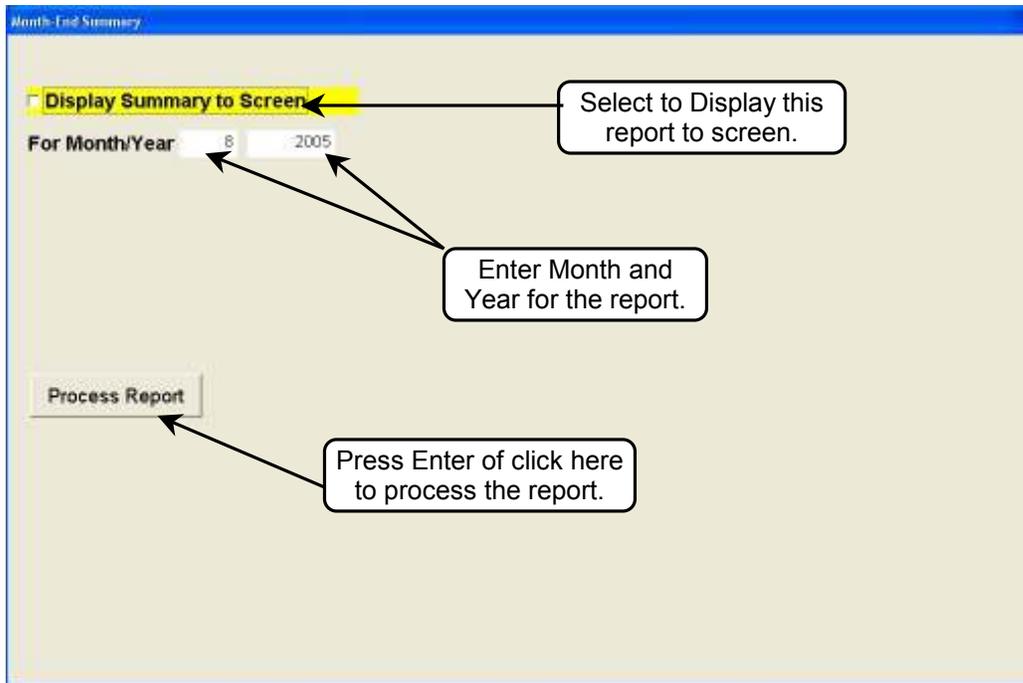
6.7f Counterman Information Window

## 6.8 Monthly Summary

The Monthly Summary Report will provide a quick income summary for the current month in real-time. If you want to view how sales are going for the current month or any month and year, this report will provide that information in a format that is similar to the Cash Drawer Report Summary. To use this function, access the Main Menu, select 3-Reports, then select **8-Monthly Summary** (see fig 6.8a). This will open the Month End Summary Report screen (see fig 6.8b) and allow you to make some choices for the report. You can choose to Display the Summary to the screen (if this is not selected, the summary will automatically be printed to the Report Printer.) Enter the **Month** and **Year** for this report and press the **Tab** key. Press **Enter** to process the report. The differences between the **Monthly Summary Report** and the regular **Cash Drawer Report Summary** are minimal and can be seen in fig 6.8c. One difference is the Cash Paid Out summary at the bottom of this report. For additional information this report provides, see the **Cash Drawer Report Summary** in Chapter 6.1a beginning on page 180 of this manual.



6.8a Monthly Summary Access



6.8b Month End Summary Screen

**Santa Maria Software**  
 326 W. Main St./P.O. Box 5140  
 Santa Maria, CA 93458  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**MONTH-END SUMMARY**  
 08/30/2005 FOR MONTH/YEAR 8-2005

TOTAL CURRENCY.....\$	3405.45	TAXABLE SUBTOT SALE....\$	2289.00
TOTAL CHECKS.....\$	0.00	NONTAXABLE SUBTOT SALE..\$	6911.58
TOTAL VISA/MC CARDS.....\$	4328.00	NET SALES.....\$	9200.58
TOTAL OTHER CARDS.....\$	1167.50	SALES TAX.....\$	49.95
TOTAL CASH PAID IN.....\$	0.00	GROSS SALES.....\$	9250.53
LESS CASH PAID OUT.....\$	0.00	LABOR SALES.....\$	0.00
CASH TOTAL.....\$	8900.95	WARRANTY LABOR.....\$	0.00
DEPOSITS APL'D TO SALE...\$	24.95	WARRANTY PARTS.....\$	0.00
NEW CHARGE SALES.....\$	6878.63	TOTAL WARRANTY.....\$	0.00
TOTAL CASH RECEIVED.....\$	8900.95	TOTAL SALES TO RESALE...\$	20.00
LESS DEPOSITS R.O.A.....\$	0.00	TOT OUT OF STATE SALES..\$	6005.50
LESS PAYMENTS R.O.A.....\$	6554.00	GROSS PROFIT MARGIN.....\$	35.43
GROSS SALES.....\$	9250.53		
NET SALES.....\$	9200.58		
COST OF SALES.....\$	5940.89		
GROSS PROFIT.....\$	3259.69		

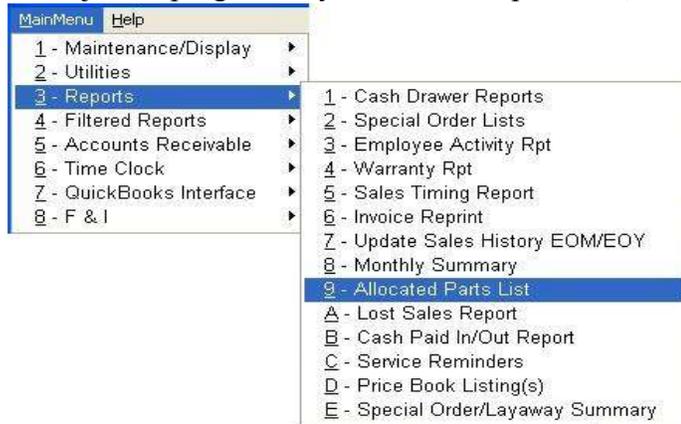
  

INTERNAL SALES	LABOR	PARTS	CHARGES
NEW BIKE.....\$	0.00	\$ 0.00	\$ 0.00
USED BIKE.....\$	0.00	\$ 0.00	\$ 0.00
SERVICE.....\$	0.00	\$ 0.00	\$ 0.00
PARTS.....\$	0.00	\$ 0.00	\$ 0.00
GRAND TOTAL.....\$	0.00	\$ 0.00	\$ 0.00
VENDOR RETURNS.....\$	0.00		
NON-TAXABLE BREAKOUT			
GIFT CERTIFICATES...\$	0.00		
SHIPPING.....\$	28.08		
CASH PAID OUT/IN BREAKOUT:			
COA#: NoCPO	0.00		

6.8c Printed Monthly Summary Report

## 6.9 Allocated Parts List

The Allocated Parts List will provide a list of items allocated for Service Repair Orders and/or Warranty Repair Orders. As items are added to a job-in-progress in your service department, they are placed in a “hold file” when the job is saved. This process adds those items to the Allocated Parts List report and is helpful to view and reconcile these items against actual pending Service RO’s. For additional information about how items are allocated to a Service Repair Order, see Chapter 3.23 beginning on page 71 of this manual. The Allocated Parts List report will list all items currently allocated and can be sorted by Product Code (part number) or by Hold File



6.9a Allocated Parts List Access

(save name for the Repair Order.) To use this function, access the Main Menu, select 3-Reports, then select **9-Allocated Parts List** (see fig 6.9a). A screen will open and allow a choice for the sort order, or Sequence for the report (see partial screen shot in fig 6.9b.) Selecting Product Code for the Report Sequence will sort the allocated items in part number order, lowest to highest (numerically). Selecting Hold File for the Report Sequence will sort the allocated items, first by Hold File Name, then secondly in part number order. Once the Report Sequence has been selected, press the **Tab** key to move to the Process Report Button and press the **Enter** key, or click on the Process Report button. Select **P (Print)** or **D (Display)** the report (see fig 6.9c). The example in fig 6.9c is sorted by Hold File Name.



6.9b Report Sequence Partial Screen Shot

**COUNTERMAN PRO DEMO**  
 326 W. MAIN STREET  
 SANTA MARIA, CA 93456  
 (800)937-6590 Fax: (805)928-3567 Email: support@counterman.net

DATE: 08/31/2005

**ALLOCATED PARTS LIST**

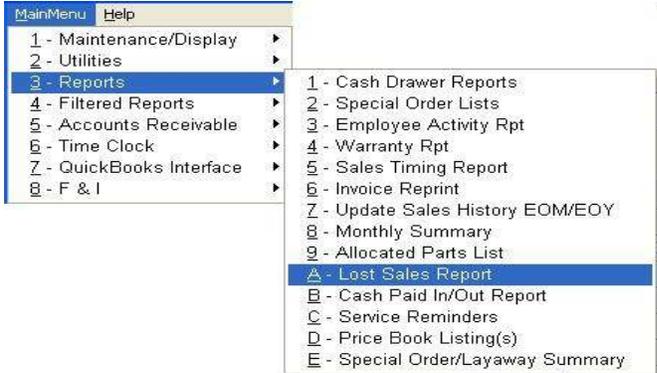
Product Code/Description	Allocated Qty	Date	Hold File Name
52876-98	1	05/15/2002	10128
91892-884	1	05/15/2002	10128
10014	1	05/11/2002	10255
11143	1	05/11/2002	10255
11271	1	05/11/2002	10255
11272	1	05/11/2002	10255
41731-01	2	05/11/2002	10255
41733-88	2	05/11/2002	10255
56400-96	1	05/11/2002	10255
7127	1	05/11/2002	10255
99902-77	1	05/11/2002	10255
11147A	1	05/29/2002	10306
12052	1	05/29/2002	10306
12056	1	05/29/2002	10306
12057A	1	05/29/2002	10306
25416-99B	1	05/29/2002	10306
31430-94	1	05/29/2002	10306
33126-94	1	05/29/2002	10306
33318-85	1	05/29/2002	10306
34901-84A	1	05/29/2002	10306
34906-85B	1	05/29/2002	10306
37908-90	1	05/29/2002	10306

Report Sequence selected is by Hold File Name.

6.9c Printed Allocated Parts List

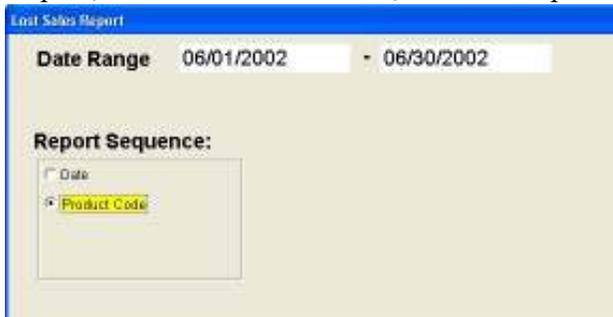
### 6.10 Lost Sales Report

Lost Sale means = A customer wants an item not currently in stock and will likely go elsewhere to get it. To help avoid this scenario for the same item in the future, you can record any item as a Lost Sale easily, right when it happens. A Lost Sale can be recorded into Counterman Pro two different ways. During a transaction, from Point of Sale you could enter a product code into the grid, then hold down the **Ctrl** key and press the **L** key, or press the button at the bottom of the POS screen (see Chapter 3.21a, beginning on page 58 for more information on the Buttons Available From the Grid. The second (and preferred method) to record a Lost Sale is from the F2 Stock Check screen. With an item in the F2 Stock Check screen, press **L** to record a Lost Sale. For additional information on the functions available from the F2 Stock Check screen, see Chapter 3.22, beginning on page 69. To run the Lost Sales Report, access the Main Menu, select 3-Reports, then select **A-Lost Sales Report** (see fig 6.10a).



6.10a Lost Sales Report Access

The Lost Sales Report Selection screen will open (see partial screen shot in fig 6.10b) and allow you to enter a Date Range and Report Sequence (sort order) for this report. After making the Date Range and Report Sequence selections, press the Tab key to move to the Process Report button and press Enter, or click on the Process Report button, to run this report. The example in fig 6.10c has a Report Sequence of Product Code and also displays the Date recorded for each item on this report. If you see the same item recorded more than once in the same month, you may want to consider stocking that item.



6.10b Date Range and Report Sequence Partial Screen Shot

The example in fig 6.10c has a Report Sequence of Product Code and also displays the Date recorded for each item on this report. If you see the same item recorded more than once in the same month, you may want to consider stocking that item.

**COUNTERMAN PRO DEMO**  
 326 W. MAIN STREET  
 SANTA MARIA, CA 93456  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**LOST SALES REPORT** DATE: 08/31/2005  
 06/01/2002 THRU 06/30/2002

Product Code	Description	Date
27886-78A	FUEL VALVE W/CLIP	06/27/2002
51667-98	BACKREST PAD, TOURING FOR DYNA	06/29/2002
53567-93	TETHER, SADDLEBAG COVER	06/11/2002
54565-97B	REAR SHOCK ABSORBER	06/04/2002
56206-96	HANDLEBAR GRIP	06/21/2002
60973-90	INSE	06/11/2002
60973-90	INSE	06/11/2002
61338-02	VALV	06/19/2002
62673-90	U-RI	06/21/2002
65459-95	SUP	06/07/2002
65548-99	CHR	06/01/2002
65548-99	CHRO	06/12/2002
65952-98	EXHAUST SHIELD, LOWER RIGHT	06/14/2002
69623-99A	HEADLIGHT BEZEL, 5-3/4"	06/12/2002
7128	LOCKWASHER, INTERNAL TOOTH	06/05/2002
74543-00	KIT, COVER, VOLTAGE REGULATOR	06/06/2002
94391-92T	SCREW, BUTTON HEAD	06/04/2002

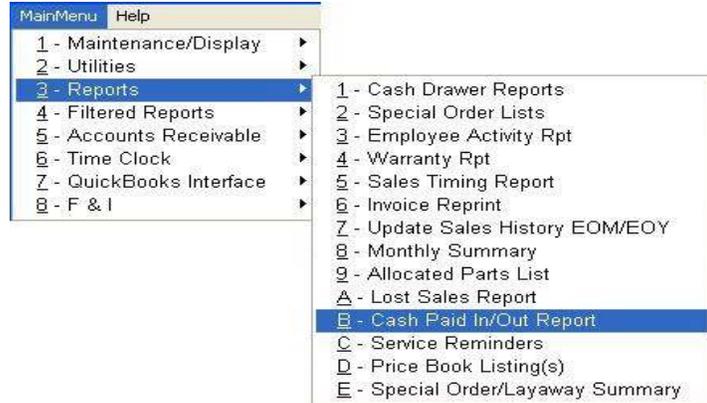
6.10c Printed Lost Sales Report

Report Sequence is by Product Code in this example.

Notice there are duplicate part numbers with multiple dates

## 6.11 Cash Paid In/Out Report

Cash Paid In/Out Report will show all paid in or paid out processes in an audit trail format, followed by a summary of totals for each day within the date range selected. This report includes any Cash Paid In or Paid Out processes performed from the Point of Sale F3 function. Detailed information on the process for the Cash Paid In/Out function can be found in Chapter 3.26, beginning on page 88 of this manual. To process the Cash Paid In/Out Report, access the Main Menu, select 3-Reports, then select **B-Cash Paid**



6.11b Cash Paid In/Out Partial Screen Shot

**In/Out Report** (see fig 6.11a). The Report selection screen will open (see partial screen shot in fig 6.11b) where it will be necessary to enter a Date Range and Report Sequence (sort order) for this report. There are three choices for this Report Sequence: Account # refers to the GL Account Number assigned to each Paid In/Out process. Date would sort this report by the Date each Paid In/Out was processed.

Employee would sort this report by Employee and show all Paid In/Outs processed by each employee for the Date Range entered. After

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 120 W. MAIN STREET  
 SANTA MARIA, CA 93456  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**CASH PAID IN/OUT & CHECK PAID IN REPORT**      DATE: 06/31/2005  
 06/01/2002 THRU 06/30/2002

Description	Date	Reference#	Emp Code	Amount	G/L Account#	Code
CASH PAID OUT for SAT. DONUTS	06/08/2002	155279	BB	-9.00	805	7
CASH PAID OUT for DONUTS	06/09/2002	155327	9	-5.85	915	7
CASH PAID OUT for LUNCH	06/09/2002	155344	9	-12.46	915	7
CASH PAID OUT for TUBE FOR SERVICE	06/13/2002	155467	9	-8.00	755	7
CASH PAID OUT for SHOP GAS	06/14/2002	155555	9	-60.00	755	7
CASH PAID OUT for DONUTS	06/15/2002	155560	BH	-12.80	714	7
CASH PAID OUT for LUNCH	06/15/2002	155629	BH	-40.97	714	7
CASH PAID OUT for DONUTS	06/16/2002	155653	BH	-9.00	714	7
CASH PAID OUT for LUNCH	06/16/2002	155659	9	-6.45	914	7
CASH PAID OUT for SERVICE	06/18/2002	155696	9	-5.69	945	7
CASH PAID OUT for SHOP GAS	06/21/2002	155807	9	-42.00	755	7
CASH PAID OUT for DUMP RUN	06/21/2002	155808	9	-17.50	911	7
CASH PAID OUT for DONUTS	06/22/2002	155852	BH	-12.00	714	7
CASH PAID OUT for GAS	06/22/2002	155896	BH	-45.00	755	7
CASH PAID OUT for PERDIUM	06/22/2002	155906	BH	-160.00	914	7
CASH PAID OUT for DONUTS	06/23/2002	155921	9	-8.90	915	7
CASH PAID OUT for GAS FOR DAN TO GET TO AND FROM S.B.	06/23/2002	155930	9	-20.00	755	7
CASH PAID OUT for LUNCH	06/23/2002	155952	9	-10.00	914	7
CASH PAID OUT for SHOP LIGHTS	06/26/2002	156065	9	-60.00	945	7
	06/27/2002	156073	9	18.99	945	7
VOID FOR INVOICE# 156073	06/27/2002	156112	9	-18.99	945	7
CASH PAID IN for CHANGE FOR SERVICE LIGHTS	06/27/2002	156113	9	18.99	945	8
CASH PAID OUT for DONUTS SATURDAY	06/29/2002	156166	BB	-9.95	805	7
CASH PAID OUT for DONUTS	06/30/2002	156215	BH	-9.00	714	7
CASH PAID OUT for LUNCH	06/30/2002	156237	BH	-17.83	914	7
			TOTAL	-583.31		

Page 1

6.11c Printed Audit Trail Detailed Paid In/Out Report

selecting a Date Range and Report Sequence, press the Tab key to highlight the Process Report button and press Enter, or click on the Process Report button to process this report. The first report will be the audit trail and will show the detail for individual Paid In/Out processes (see fig 6.11c). The Audit Trail portion of this report has several columns:

- **Description** Shows either Paid Out or Paid In and any description for why the Paid In/Out was processed.
- **Date** Date Paid In/Out was processed.
- **Reference #** Assigned sequential number with your Invoice numbers.
- **Emp Code** Displays the Employee who processed the Paid In/Out.
- **Amount** Shown as a negative if Paid Out, or positive if Paid In.
- **G/L Account #** Selected General Ledger Account Number when processed.
- **Code** 7=Paid Out 8=Paid In and is also printed on the daily Cash Drawer Report Audit Trail under the Payment Method.

After the detailed audit trail portion of the Cash Paid In/Out prints, a Summary Report will follow (see fig 6.11d). The summary portion of this report will show the total Paid In/Out for each day within the Date Range selected.

COUNTERMAN PRO DEMO	
326 W. MAIN STREET SANTA MARIA, CA 93456 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net	
<b>CASH PAID IN/OUT REPORT SUMMARY</b> DATE: 08/31/2005	
DATE 06/01/2002 THRU 06/30/2002	
06/08/2002	-9.00
06/09/2002	-18.31
06/13/2002	-8.00
06/14/2002	-60.00
06/15/2002	-53.77
06/16/2002	-15.45
06/18/2002	-5.69
06/21/2002	-59.50
06/22/2002	-217.00
06/23/2002	-38.80
06/26/2002	-60.00
06/27/2002	18.99
06/29/2002	-9.95
06/30/2002	-26.83
<b>TOTAL</b>	<b>-563.31</b>

These totals reflect the following equation:

**Cash Paid In (positive amount)**  
+  
**Cash Paid Out (negative amount)**  
=  
**Total Amount, shown here.**

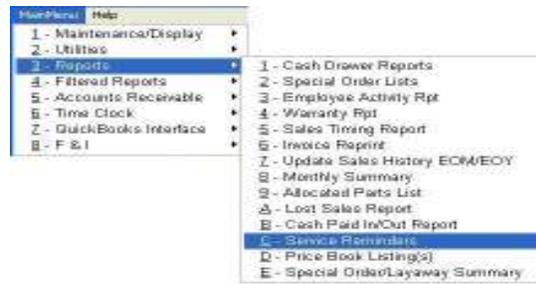
Total for all lines here.

6.11d Printed Cash Paid In/Out Summary Report

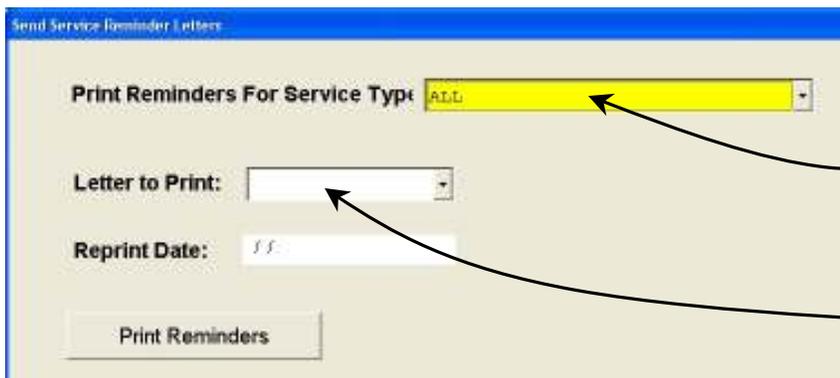
## 6.12 Service Reminders

This is where you can print any Service Reminders due. As you flag a Service Order to print a Service Reminder, the date for each Service Reminder is stored in Counterman. A great time to print any pending Service Reminders is to make this procedure part of your normal month-end process. The idea here, is to print any Service Reminders which have not been previously printed, but are due to be printed after a specific date. So if you chose to send out a specific

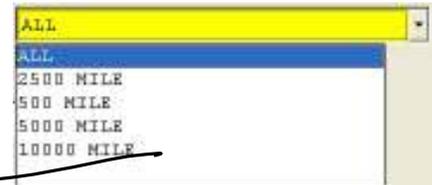
Service Reminder Letter for a customer after four months of their last service (from POS) and today's date is at least four months later, the selected letter will be printed. To use this function, access the Main Menu and select 3- Reports, then select **C-Service Reminders** (see fig 6.12a). The Send Service Reminder Letters selection screen will open (see partial screen shot in fig 6.12b) and allow you to choose which Reminders to print and which Letter to print for those Reminders. It will be necessary to select which Reminders to print from the selection window (see fig 6.12c). The selections shown in fig 6.12c were pre-defined in Table Maintenance. See Chapter 2.711, beginning on page 49 of this manual for detailed information on how to setup Service Reminder Types. Select which Letter to print for those Reminders (see fig 6.12d). The selections shown in fig 6.12d were pre-defined in Table Maintenance. See Chapter 2.710, beginning on page 47 for detailed information on how to setup these pre-defined Letters. Enter the Reprint Date then press **Tab** to move to the Print Reminders button and press **Enter** or click on this selection to print the Service Reminders.



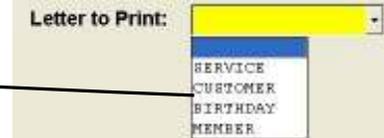
6.12a Service Reminders Access



6.12b Send Service Reminder Letters Partial Screen Shot



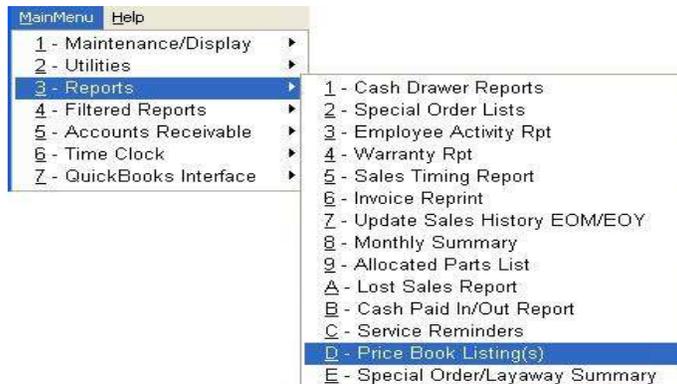
6.12c Reminder Types Selection Window



6.12d Letter To Print Window

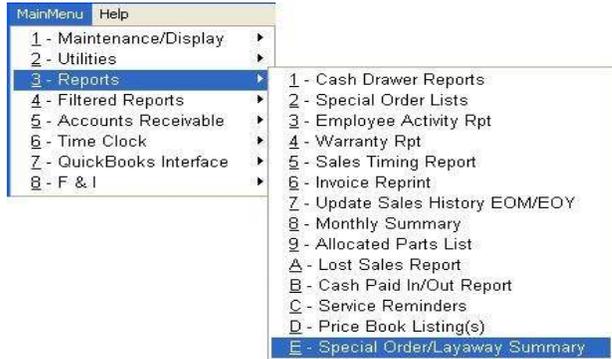
### 6.13 Price Book Listing

This report is for printing entire price books. **As of this writing, this report is under construction.** This report will be setup to isolate and print selected price books. Applying calculations to the pricing from within the price book will also be enabled and the printed output will have three columns to accommodate different pricing levels as needed. You will be able to place a title for each column heading and a title for the name of the report. Look forward to this upcoming tool as a Counterman enhancement, coming soon!



### 6.14 Special Order/Layaway Summary

This report is a great help when you need to find out how many pending Special Orders and Layaways you have pending, waiting to be either picked up or shipped. There are three selections, providing three separate reports in which to view this valuable information. You can choose to run a single report, or any combination of all three. To use this function, access the Main Menu and select 3-Reports, then select **E-Special Order/Layaway Summary** (see fig 6.14a)



There is a partial example for a Report by Customer in fig 6.14b, and a partial Report by Product Code in fig 6.14c. Finally a full Report by Date in fig 6.14d. All three of these summary reports include a total at the bottom of the last page (see fig 6.14d).

6.14a Special Order/Layaway Summary Access

COUNTERMAN PRO DEMO DATE: 05/01/2005

**Special Order / Layaway Summary by Customer**  
02/01/2002 THRU 02/28/2002

	Qty	Total
ALAMO BICYCLES	1	179.00
ALCANTARA	3	387.00
ALAMO BICYCLES TRAF	11	1690.41
ALAN JORDAN	10	1126.70
ALCANTARA	8	940.80
ALLEN STARFIELD	11	78.91
AMERICAN MOTORCYCLE STORE	16	862.19
ANDY FRANKS	1	111.64
ART BATES	1	77.71
BOB GONZALES	11	262.98
BENHARDT SPECIALTY	8	120.48
	1	11.11

6.14b Partial Special Order/Layaway Report by Customer

COUNTERMAN PRO DEMO DATE: 05/01/2005

**Special Order / Layaway Summary by Product Code**  
02/01/2002 THRU 02/28/2002

	Qty	Total
02710	1	122.00
00711	1	28.00
18231	1	80.00
18440	2	260.00
11105	10	120.00
11117	3	117.00
11124	1	1.21
11300	3	120.00
13208	3	80.00
13209	1	66.00
13201	1	11.21
11106	1	11.11

6.14c Partial Special Order/Layaway Report byproduct Code

COUNTERMAN PRO DEMO DATE: 05/01/2005

**Special Order / Layaway Summary by Date**  
02/01/2002 THRU 02/28/2002

	Qty	Total
02/01/2002	12	670.82
02/02/2002	21	3313.66
02/03/2002	17	1166.06
02/05/2002	36	2696.82
02/06/2002	65	4126.64
02/07/2002	8	364.17
02/08/2002	17	1528.78
02/09/2002	14	924.82
02/10/2002	3	182.76
02/12/2002	37	4442.96
02/13/2002	13	973.60
02/14/2002	16	872.70
02/15/2002	23	2503.18
02/16/2002	13	579.41
02/17/2002	6	449.53
02/19/2002	11	443.60
02/20/2002	37	1896.94
02/21/2002	8	549.93
02/22/2002	13	807.66
02/23/2002	4	348.59
02/24/2002	4	365.80
02/26/2002	37	3814.42
02/27/2002	27	662.48
02/28/2002	8	470.11
<b>REPORT TOTAL</b>	<b>450</b>	<b>34544.41</b>

6.14d Special Order/Layaway Report by Date

All three of these selected reports will show the total at the bottom of the last page of the report.

# Counterman Pro

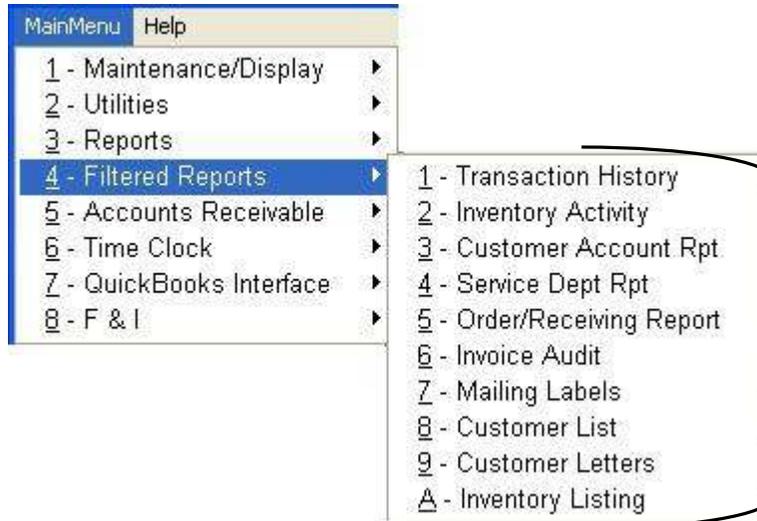
## Chapter 7

### Filtered Reports Menu

Filtered Reports Explained	7.0
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# CHAPTER 7

## Filtered Reports Menu



7.0a Filtered Reports Menu

## 7.0 Filtered Reports Explained

To understand **Filtered Reports** it will be necessary to first explain what a **filter** is. A filter is pretty much exactly what the word “filter” means. When you filter something, you are filtering out the stuff you don't want, leaving behind the good stuff, or what you do want. So if we apply this scenario to the data stored in Counterman, the reporting possibilities are virtually endless. The capability for displaying information, based on keeping the unwanted information out, provides the ability to view unobstructed information about your shop, your customers, your inventory, sales history, etc... You will find Filtered Reports, along with the capability to build your own custom filters, a priceless tool to help find, separate, isolate, and manipulate data in Counterman Pro. If a desired Filter does not exist, you can create it yourself with Counterman’s easy to use “Add New Reporting Filter” function, available from the “grid area” of any Filtered Report by pressing the F11 key. Also, multiple filters can be selected from any Filtered Report. If more than one filter is selected, both filters must be true. Once you understand the concept behind these **Filtered Reports**, you will begin to learn what this tool is capable of and how valuable it can be for your business.

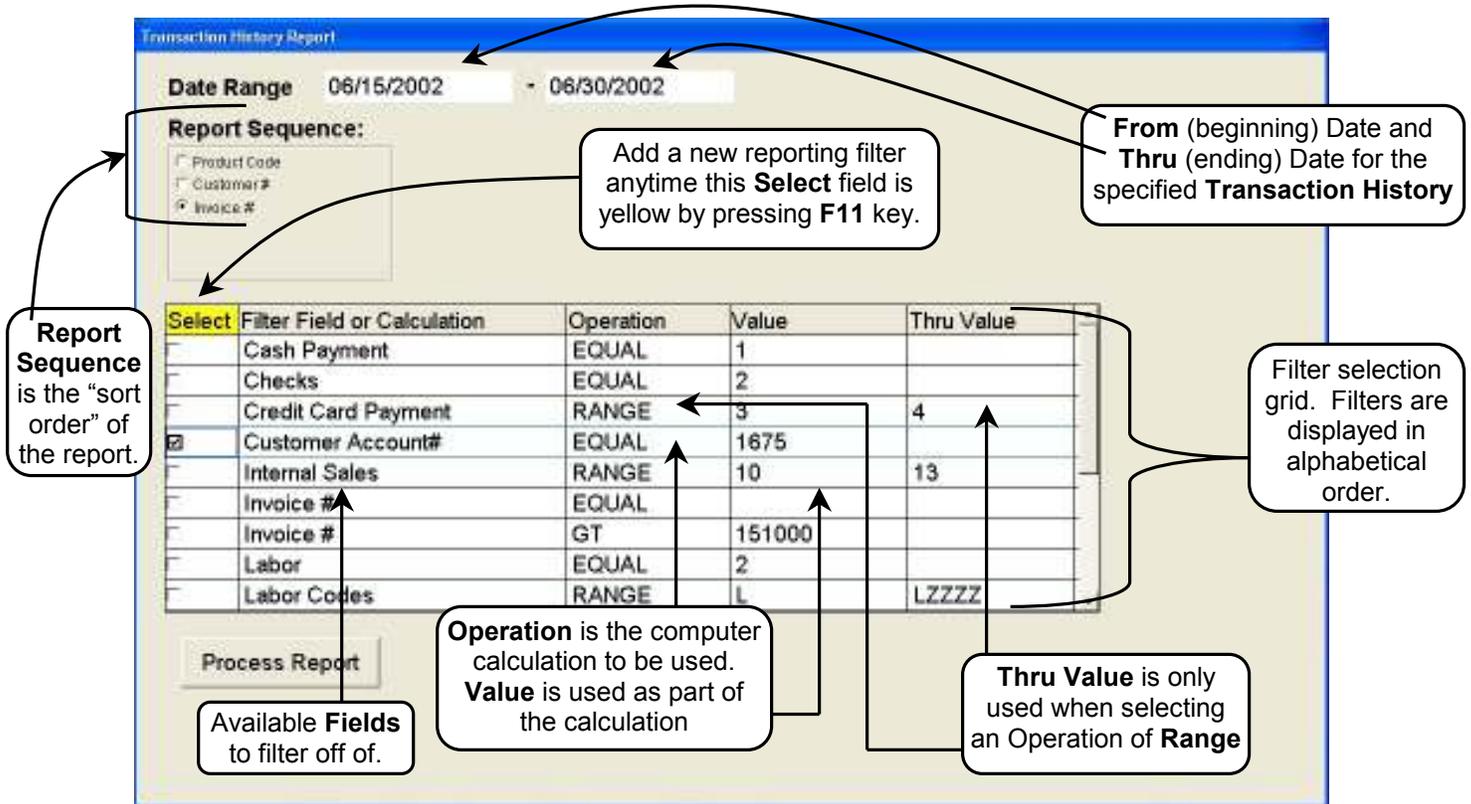
## 7.1 Transaction History

The Transaction History Report is strictly for displaying information, processed through an invoice from POS (Point Of Sale.) For instance, to view all items purchased by a single customer, you could filter this report by customer number; or, maybe you would like to find every transaction for a particular Product Code (part number). If your search has something to do with a past transaction, this is the place to find it. To use this function, access



7.1a Transaction History Access

the Main Menu and select 4-Filtered Reports, then select **1-Transaction History** (see fig 7.1a).



7.1b Transaction History Report Selection Screen

This will open the Transaction History Report selection screen (see fig 7.1b). Select the **Date Range** (between this Date thru that Date) for the Transaction History you wish to locate. A narrow **Date Range** will result in fewer records displayed.

In the example in fig 7.1b, we want to see all purchases by a specific customer, within a specific Date Range, sorted by Date. Here is an example:

The last two weeks of June, 2002 have been selected in the **Date Range**. The selected **Report Sequence** (sort order) is by **Invoice** (which will sort from lowest to highest invoice numbers and also place this data in Date order), and a **Filter** of **Customer Account Number**, and an **Operation** of **Equal** is selected. This allows us to search for one particular **Customer Account Number**. This example also shows the **Value** of that account number (example shows an account number of 1675 in this field.) **Account Numbers** are numeric, so we can do a mathematical calculation with this number. Click on Process Report and the result is shown in the partial page print in fig 7.1c on the following page. This is just one example of endless Transaction History Reports available. You could also filter a particular Product Code (part number) and show the sales and special order history over the Date Range entered.

Take a look at the many fields there are to filter from and you will get a glimpse of the incredible level of reporting available in this one function. It is also possible to combine filters to further narrow any search. It is also possible to add a New Reporting Filter. Anytime your cursor is in the Filter Select column grid, you can press the F11 key to open the Add New Reporting Filter screen (see fig 7.1d). Here, you can choose the Field, the Operation (or calculation), and the

Value for the New Filter. This enables the capability to build customized Filtered Reports to suit your needs.

COUNTERMAN PRO DEMO									
326 W. MAIN STREET									
SANTA MARIA, CA 93456									
(800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net									
TRANSACTION HISTORY					DATE: 09/02/2005				
06/15/2002 THRU 06/30/2002 Customer Account#= 1675									
Customer#	Product Code	Description	Invoice#	S/O-Lay	Qty	Price	Date	Extended Price	Profit %
1675	29350-99	AIR CLEANER COVER,	155691		1	37.26	06/18/2002	37.26	47.1%
1675	29243-97	H-D AIR CLNR TRIM	155691		1	16.20	06/18/2002	16.20	42.6%
1675	29461-99	AIR CLEANER ELEMENT -	155691		1	20.85	06/18/2002	20.85	48.3%
1675		INTERNAL SALES	155691		1	80.07	06/18/2002	80.07	
1675	L	LABOR PER HOUR	155965		1	58.00	06/25/2002	29.00	100.0%
1675	TD	TIRE DISPOSAL	155965		1	1.50	06/25/2002	1.50	35.3%
1675	43114-91B	TIRE D402 MT90B16 REAR	155965		1	179.17	06/25/2002	179.17	49.5%
1675		VISA/MC	155965		1	223.56	06/25/2002	223.56	
								Parts/Labor Net Total	283.98

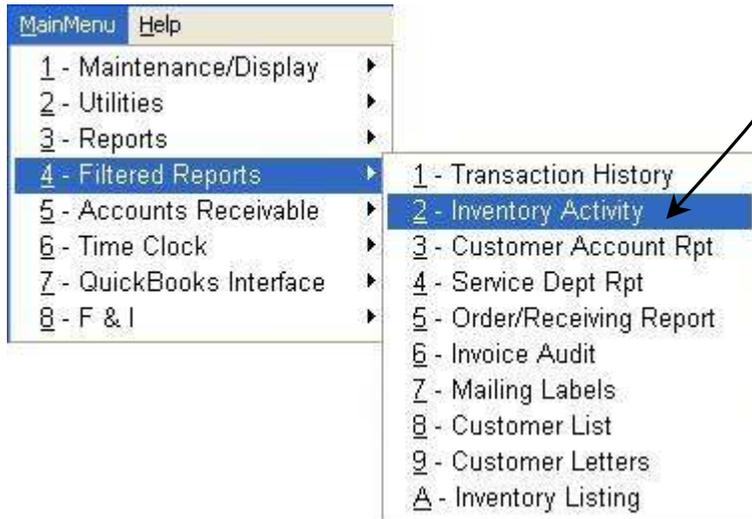
7.1c Printed Filtered Transaction History Report

The screenshot shows the 'Add New Reporting Filter' dialog box. It features a list of fields on the left, a list of operations on the right, and input fields for 'Value' and 'Thru Value for Range'. Callouts provide instructions: 'Select the Field to filter off of from the field list here.' points to the 'Customer Account#' field; 'Select the Operation (calculation) from the list shown here.' points to the 'EQUAL' operation; 'Enter the desired Value (answer) for the calculation here.' points to the 'Value' input field; 'A Thru Value is only necessary if using an Operation of Range' points to the 'Thru Value for Range' input field; and 'Click here to Save the Filter' points to the 'Save Filter' button.

Add New Transaction History Reporting Filter Screen

## 7.2 Inventory Activity Report

The Inventory Activity Report will show the actual ‘activity’ for your inventory. This report can be printed (or displayed) in summary or detail level, depending on the level of information you require. Additionally, you may elect to apply (or not apply) a ‘filter’ to this report to include items that meet the filter criteria. If no filter is selected, all items will be included in the report. Generally, you would want to apply a specific filter if the Inventory Activity Report is printed at a ‘Detailed’ level because a line item will be



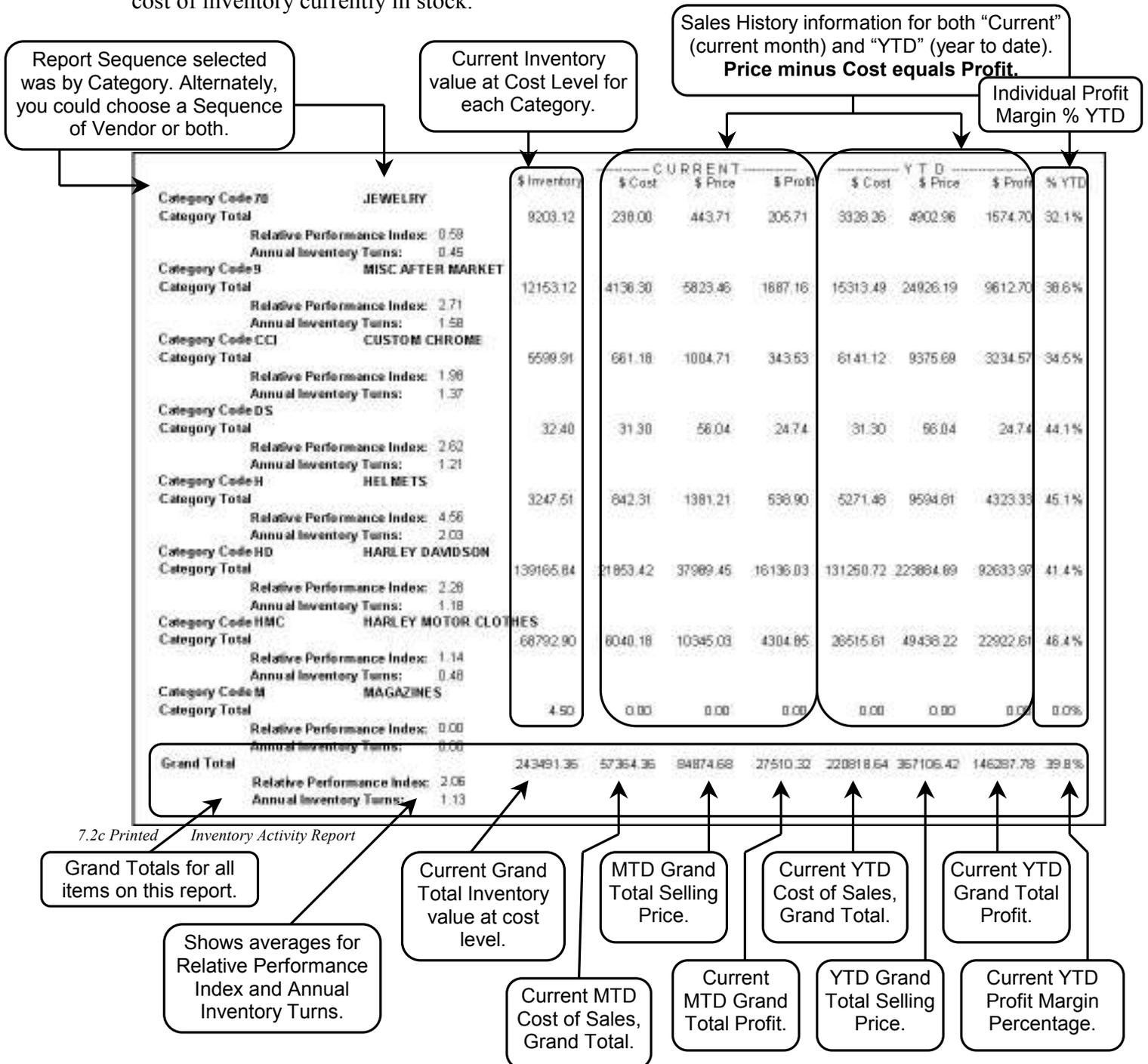
7.2a Inventory Activity Access

printed for every record in the inventory file. At a Summary level, the information is summarized into the Report Sequence chosen. This report will separate the sales and inventory information by Vendor, Category, or both. The printed Vendor and/or Category descriptions are defined in Table Maintenance (see Chapter 2.71 and 2.72). This report provides accurate, up-to-date information on inventory current stock levels, sales information; cost and profit on inventory items, inventory turns, etc. This information is summarized for each Vendor and/or Category for the current month and Year-to-Date. To use this function, first access the Main Menu, now select 4-Filtered Reports, then select **2-Inventory Activity** (see fig 7.2a). This will open the Inventory Activity Report screen where selections can be made that will affect the report (see fig 7.2b).

Select	Filter Field or Calculation	Operation	Value	Thru Value
<input type="checkbox"/>	12 Month Sales	RANGE		
<input type="checkbox"/>	Back Order Flag	EQUAL	.T.	
<input type="checkbox"/>	Balance*Cost	GT	100	
<input type="checkbox"/>	Bin Location	EQUAL		
<input type="checkbox"/>	Calc Min/Max	EQUAL	.T.	
<input type="checkbox"/>	Catalog Page	RANGE		
<input type="checkbox"/>	Category	EQUAL		
<input type="checkbox"/>	Category	EQUAL	*HD	
<input type="checkbox"/>	Category	EMPTY		

7.2b Inventory Activity Report Selection Screen

Once you have made the selections available in fig 7.2b, use the **Process Report** button to output this report to screen or printer. The following will explain the Activity Report... In the example in fig 7.2c, a Summary Report was selected with a Report Sequence by Category and no filter was selected (this is the last page of the report.) This type of report can be used to see the total cost of inventory currently in stock.



The Inventory Activity Report is a powerful tool when used with or without a selected filter condition. A filter condition is a means of displaying only those items. What this means is, what you see (when this report is run) is exactly how things are now. As you can see by the example above, there is much information about your inventory and the sales of said inventory. The profit margins can be examined on a summary or detailed level. The cost of goods is available for each Category and/or Vendor, in addition to the Grand Total. The "Inventory Turns" reflects

the number of times each item is sold each year in relation to how often the item is purchased (or how many are in stock on an average). The “Relative Performance Index” is simply a way of measuring your return on investment for your shop. The bigger the Relative Performance Index number, the better the return on investment. It takes both the Gross Profit Margin percentage and the total Inventory Turns into consideration. There are many other factors affecting the profitability for each item you stock in your shop, this just addresses return on investment from a gross profit perspective. Below is the actual calculation used for this figure:

$$(\text{YTD Profit} / \text{Average Monthly Sales} / \text{Cost of Inventory}) \times 1000 = \text{Relative Performance Index}$$

The Inventory Activity Report can be run at anytime and is a very useful tool to display the current activity for your inventory. This report is the same as a month-end report called “Update Sales History EOM/EOY” (additional information can be found on the EOM/EOY process in Chapter 6.7, on page 193 of this manual.)

### 7.3 Customer Account Report

The Customer Account Report can be run at anytime to show either a summary level or a detailed level of “Deposits Held on Account” and/or “Credit Extended”. These amounts are accumulated as you accept deposits and/or extend credit to your customers. Tracking this information will help you by providing the information contained within this report. The option to print a single customer, or a range of customers can be chosen using the available filters, or a custom filter can be added to suit you needs.

To use this function, first access the Main Menu, select 4-Filtered



7.3a Customer Account Report Access

Reports, then select **3-Customer Account Rpt.** (see fig 7.3a). All general commands are available from the Filtered Reports including; Summary or Detail level reporting. A Summary report will only display two lines, which include the total of all Deposits Held on Account, and all Credit Extended, subject to any set filters. A detailed report will display all customers within the selected filter criteria. Once selected, the Customer Account Report screen (see fig. 7.3b) will appear where you can choose either Summary or Detail level of reporting. Additionally, you can select the Report Sequence (or “sort order”) for the report. Several default filters are available to choose from, or you can create your own custom filter by pressing the **F11** key. In the diagram in fig 7.3b a Detailed Report, in Customer Name order, with a filter that selects all customers with a negative account balance is selected. The resulting Customer Account report (see fig. 7.3c) displays all customers with a negative account balance, which means they owe. Positive balances would indicate that you are holding a deposit on account. The Customer Account balance should always match the amount in a Customer Statement. Please see Chapter 8.3, Accounts Receivable, Statements for additional information on how to run and use Statements. Note: you can customize the Customer Account Report by creating your own filters and/or by changing the Report Sequence (sort order) of the report.

**Customer Account Report**

Summary Report     Detail Report

**Report Sequence:**

Telephone  
 Customer #  
 Name

Select	Filter Field or Calculation	Operation	Value	Thru Value
<input type="checkbox"/>	Resale Customer	EQUAL	.T.	
<input type="checkbox"/>	SpecOrder Deposits	RANGE		
<input type="checkbox"/>	State	EQUAL		
<input type="checkbox"/>	Telephone#	RANGE		
<input checked="" type="checkbox"/>	Total InHse Chg/Cred	LT	0	
<input type="checkbox"/>	Total InHse Chg/Cred/LayDep	RANGE		
<input type="checkbox"/>	Total On Account	NOTEQUAL	0	
<input type="checkbox"/>	Zip Code	RANGE		
<input type="checkbox"/>	Zip Code	EQUAL	93444	

**Callouts:**

- Select Summary or Detailed level Reporting.
- Select Report Sequence, or "Sort Order" for this report.
- A scrollable list of available filters can be selected from here. Alternately, you may create your own custom filter by pressing F11.
- Click here to process the report.

7.3b Customer Account Report Screen

**COUNTERMAN**  
 P. O. Box 5140  
 Santa Maria, CA 93455  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counte

**CUSTOMER ACCOUNT REPORT**    DATE: 05/01/2006

Total InHse Chg/Cred < 0

Customer#	Telephone	Name	Purchase YTD	Account Bal	S/O Deposits	F&I Deposits
795	(805) 772-5010	ALAN JOHNSON	26782.70	-17015.06	441.42	0.00
4262	(818) 3668	AMERICAN MOTORCYCLE	1941.93	-462.73	0.00	0.00
5983	(510) 292	AMERICAN SLEEPING	0.00	-226.26	0.00	0.00
83	(818) 7001	BERNARDS SPECIALTY	1393.48	-614.20	0.00	0.00
4264	(818) 0159	BOB DOMINGUEZ *	0.00	-124.76	0.00	0.00
7353	(818) 611	BREESE MOTORCYCLE	0.00	-1179.87	0.00	0.00
585	(818) 700	CUSTOM CHROME	0.00	-477.25	0.00	0.00
6156	(818) 374	DEBORAH HARTER-BAD	0.00	-169.35	0.00	0.00
1715	(818) 677	DOUG MACHELEDT	0.00	-300.00	0.00	0.00
5583	(818) 071	ED ALVAREZ/HOG	64.17	-2551.01	0.00	0.00
7421	(619) 954	GARLIN FRINK	0.00	-46.96	0.00	0.00
5273		HARLEY-DAVIDSON	1229.85	-1229.85	0.00	0.00
2056	(818) 797	HEAVY DUTY CYCLES	5846.93	-840.04	0.00	0.00
3693	(818) 555	HOG GIVE AWAYS	204.15	-101.18	0.00	0.00
7540	(818) 452	INS ADMIN SERV INC	0.00	-28.00	0.00	0.00
4416	(818) 925	JANICE ZIMMERMAN	414.16	-6.72	356.09	0.00
3818	(510) 894	JEFF WOLFF *	0.00	-18.97	0.00	0.00
4815	(214) 668	JIM & LISA HEARN *	0.00	-151.35	0.00	0.00

**Callouts:**

- A brief description of the selected filter is printed here.
- Total Purchases YTD (Year To Date) is displayed here.
- Current Account Balance is displayed here.
- Any Special Order Deposits are here.

7.3c Printed Customer Account Report

## 7.4 Service Department Report

Here's a nice report to show how your Service Department is performing. There are several ways to isolate the information you need by using one of the pre-set or custom defined filters.

On a detail level, the Service Department Report will show each individual invoice and separate the parts and labor for each invoice.

Additionally, you can filter out individual mechanics and/or employees.

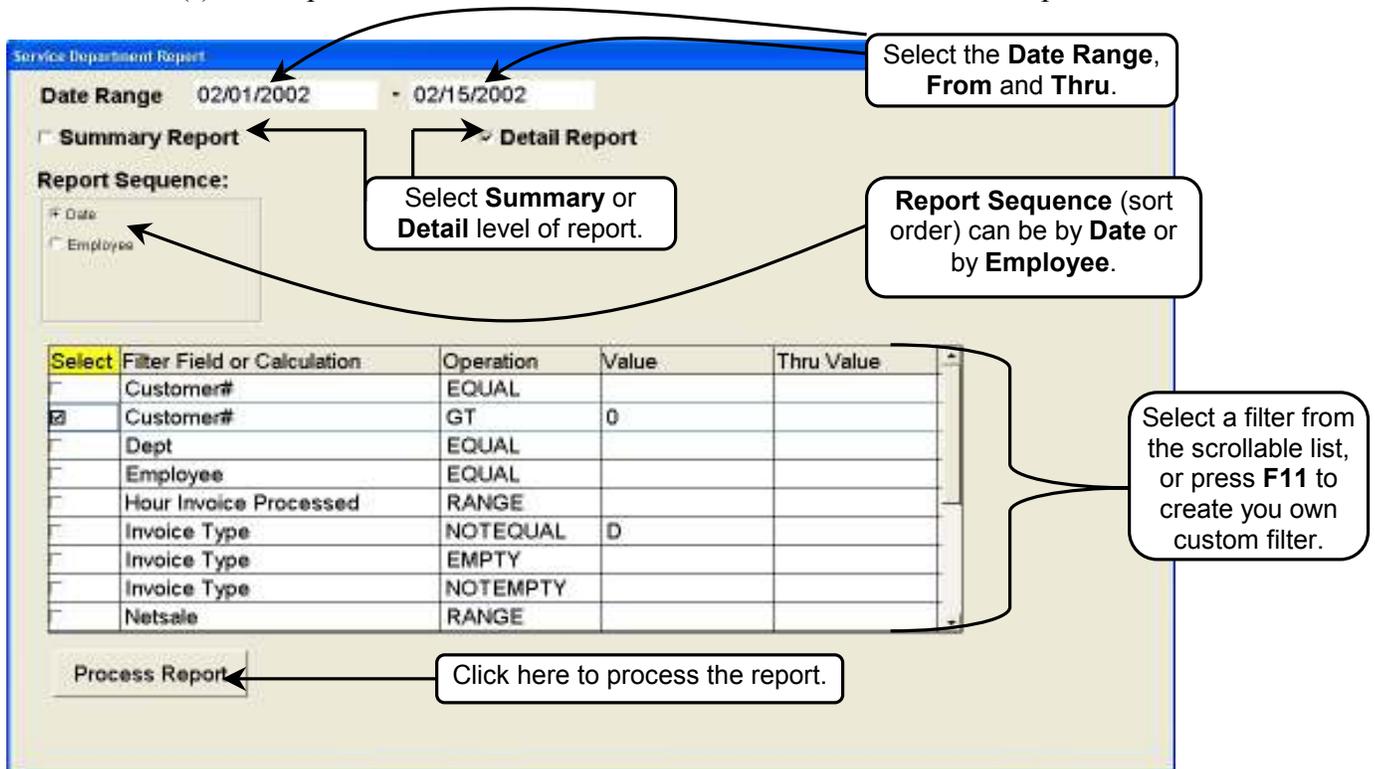
The available filters are linked with the transaction history, so there are many, many possibilities for this report.

Additionally, all Parts, Warranty Parts, Labor, Warranty Labor, Total Parts, and Total Labor are all summarized at the bottom of the report. To use this report,

from the Main Menu select **4-Filtered Reports**, then select **4-Service Department Report** (see fig 7.4a). Once selected, certain options can be selected from the Service Department Report Screen (see fig 7.4b). In the example shown, the user is looking for the entire Service Department's history between a date range of 05/01/2002 thru 05/15/2002. The filter selected is a "Customer Number GT (greater than) 0", which would provide all transactions for the Service Department within the selected date range. An example of the result of this report is shown in fig 7.4c. Notice how the Service Department Report summarizes all sales related to the department at the bottom of the report. Again, this is a customizable report, based off of the selected filter(s). Multiple filters can be selected to further isolate the desired output.



7.4a Service Department Report Access



7.4b Service Department Report Screen

**COUNTERMAN PRO TRAINING**  
 P.O. Box 5140  
 Santa Maria, CA 93456  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**SERVICE DEPARTMENT REPORT**      DATE: 05/02/2006

02/01/2002 THRU 02/15/2002 Customer# > 0

Date	Invoice#	Employee	Parts	Labor
02/01/2002	150388	2R	356.01	0.00
02/01/2002	150391	J	0.00	29.00
02/02/2002	150450	J	22.96	29.00
02/06/2002	150560	D	144.72	58.55
02/06/2002	150547	R	0.00	29.00
02/08/2002	150627	J	4.75	29.00
02/08/2002	150636	J	4.75	29.00
02/09/2002	150680	D	140.92	58.00
02/12/2002	150737	D	688.23	105.74
02/13/2002	150760	2R	127.34	0.00
02/15/2002	150878	2NC	299.06	0.00

<b>Total Regular Labor:</b>	<b>\$ 367.29</b>
<b>Total Regular Parts:</b>	<b>\$ 1788.74</b>
<b>Total Warranty Labor:</b>	<b>\$ 0.00</b>
<b>Total Warranty Parts:</b>	<b>\$ 0.00</b>
<b>Total Labor:</b>	<b>\$ 367.29</b>
<b>Total Parts:</b>	<b>\$ 1788.74</b>
<b>Total Service Sales:</b>	<b>\$ 2156.03</b>

7.4c Printed Service Department Report

## 7.5 Order/Receiving Report

The Order/Receiving Report is a filterable report that will display information from an existing posted Purchase Order. This can be a helpful tool when searching information on items that are currently on order or not on order, received or not received, totally controllable through the use of the selected filter. This report will show “who” received “what” and “when”, in addition to the information on the report itself (see fig 7.5c). To use the Order/Receiving Report, from the Main Menu, select **4-Filtered Reports, 5-Order/Receiving Report** (see fig 7.5a). This will open the Order/Receiving Report screen (see fig 7.5b) where you can enter a Date Range, Report Sequence, and apply a Filter. As

always, once you are in the filter selection grid and the “Select” field is highlighted yellow, you can press the **F11** key to create your own custom filter. In the example that follows, the Order/Receiving Report has a Date Range of 05/16/2002 thru 05/17/2002, Report Sequence is by Order Number, and a filter of “Order Open = .F.” has been selected. This will cause the report to be displayed in Purchase Order Number order and will only include those items which have actually been received (non-received items are found using a filter of “Order Open = .T.”). If any items remained Open, and “X” would appear in that column (the selected filter in the example

5.7a Order Receiving Report Access

prevented this from happening). Items marked for BackOrder are also marked with an “X” in the BO column.

**Purchase Order Report**

Order Date Range: 05/16/2002 - 05/17/2002

Report Sequence:  
 Product Code  
 Purchase Order #

Select	Filter Field or Calculation	Operation	Value	Thru Value
<input checked="" type="checkbox"/>	Open Orders	EQUAL	.F.	
<input type="checkbox"/>	Order Date	LT	02/01/2002	
<input type="checkbox"/>	Product Code	EQUAL		
<input type="checkbox"/>	Vendor Code	EQUAL	HD	

Process Report

Callouts:  
 - Enter a Date Range (From and Thru dates) here.  
 - Select the Report Sequence (or "sort order") here.  
 - Select a filter from the scrollable list, or press F11 to create your own custom filter.  
 - Click here to process the report.

5.7b Order/Receiving Report Screen

COUNTERMAN PRO TRAINING  
 Box 5140  
 Santa Maria, CA 93456  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**PURCHASE ORDER REPORT**  
 DATE: 05/03/2006  
 05/16/2002 THRU 05/17/2002 Open Orders = .F.

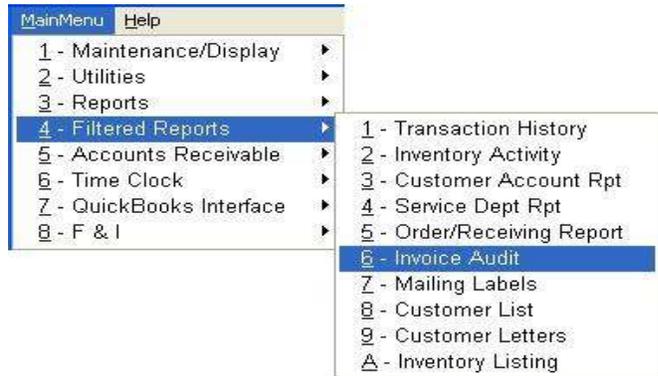
Order #	Product Code/Description	QtyOrdered	Ord Date	QtyRecvd	By	Open	BO	Swap'd
2638	34673-02 KIT, SHIFT LEVER PAD	0	05/16/2002	1	9			
2638	42796-02 KIT, BRAKE PEDAL PAD	0	05/16/2002	1	9			
2638	42799-02 KIT, BRAKE PEDAL PAD	0	05/16/2002	1	9			
2638	50288-02 KIT, HEELREST	0	05/16/2002	1	9			
2638	56676-02 KIT, HANDGRIP ENDCAP,	0	05/16/2002	1	9			
2640	67761-96 FLHR HEADLAMP VISOR MTG.	0	05/17/2002	1	9			
2641	11105 O-RING	10	05/17/2002	20	KW			
2641	11143 EXT. RETAINING RING	10	05/17/2002	10	KW			
2641	11171 O-RING	10	05/17/2002	10	KW			
2641	1311D SCREW, SEALING, #8-32	10	05/17/2002	10	KW			
2641	16525-99 CYLINDER AND PISTON KIT,	1	05/17/2002	1	9			
2641	25416-99B SEAL, QUAD	5	05/17/2002	5	KW			
2641	29756-01 1450 ST1 EFI KIT (SD / SG)	1	05/17/2002	1	KW			
2641	31682-00 COVER ASSY, COIL, CHROME	1	05/17/2002	1	KW			
2641	3655A SCREW, PAN HEAD TORX	10	05/17/2002	10	KW			

Callouts:  
 - P/O Number.  
 - Date Range and selected Filter information.  
 - This "By" column represents the employee code who received the item.

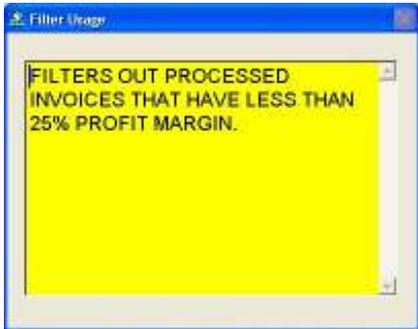
5.7c Printed Order Receiving Report

## 7.6 Invoice Audit

The Invoice Audit Report provides a means to locate a processed invoice, based on information on the invoice (or invoices). For instance, if you want to find a particular invoice (or list of invoices) that had a low profit margin, you could set a filter based off of that information. You could further filter this report by selecting additional filters. Basically, just about anything that happened on an invoice can be filtered and reported by using this function. Maybe you want to know how many resale invoices were processed, or check all invoices with labor. What ever you are looking for on a processed invoice, this is the report to run to find it. To run the



7.6a Invoice Audit Report Access



7.6c Filter Usage Window F12

Invoice Audit Report, from the Main Menu select **4-Filtered Reports** then select **6-Invoice Audit** (see fig 7.6a). This will open the Invoice Audit Report screen (see fig 7.6b). *Note: to view the filter usage information, press the F12 key (see fig7.6c).* In the scenario below, a Date Range of a single day has been selected and a filter of “Margin LT (less than) 25%” has been selected to show any invoices with a short Profit Margin. The printed report in fig 7.6d shows all invoice that were processed on the day selected, with a Profit Margin of less than 25%. The layout of the Invoice Audit Report is similar to the Cash Drawer Report Audit Trail (for additional information on the Cash Drawer Report Audit Trail, see page 178 of this manual).

Date Range and Filter Description are displayed here.

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 Santa Maria, CA 93456  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**INVOICE AUDIT REPORT**      DATE: 05/05/2006  
 06/30/2002 THRU 06/30/2002 Margin < 25

Date	Invoice Number	Cash Received	Taxable Subtotal	Nontaxable Subtotal	Labor	Sales Tax	Dep Appl'd To Sales	Charge Sales	Payments R.O.A.	Deposits R.O.A.	Paid By	Sold By	Type
6/30	156214	119.34	119.34	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3	133	RD
6/30	156248	20.13	18.68	0.00	0.00	1.45	0.00	0.00	0.00	0.00	1	19	D
6/30	156215	-9.00	0.00	-9.00	0.00	0.00	0.00	0.00	0.00	0.00	7	1BH	
6/30	156222	248.70	0.00	0.00	0.00	0.00	0.00	0.00	248.70	0.00	2	1BH	
6/30	156223	42.41	39.36	0.00	0.00	3.05	0.00	0.00	0.00	0.00	3	1BH	D
6/30	156224	16.04	61.29	-50.00	0.00	4.75	0.00	0.00	0.00	0.00	1	1BH	D
6/30	156227	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		1BH	RD
6/30	156232	44.71	41.49	0.00	0.00	3.22	0.00	0.00	0.00	0.00	3	1BH	D
6/30	156237	-17.83	0.00	-17.83	0.00	0.00	0.00	0.00	0.00	0.00	7	1BH	
6/30	156246	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		1BH	RD
<b>Total Regular Labor:</b>		<b>\$ 0.00</b>											
<b>Total Regular Parts:</b>		<b>\$ 203.33</b>											
<b>Total Warranty Labor:</b>		<b>\$ 0.00</b>											
<b>Total Warranty Parts:</b>		<b>\$ 0.00</b>											
<b>Total Labor:</b>		<b>\$ 0.00</b>											
<b>Total Parts:</b>		<b>\$ 203.33</b>											
<b>Total :</b>		<b>\$ 203.33</b>											

The bottom of the Invoice Audit Report will summarize the totals for the selected invoices here.

7.6d Printed Invoice Audit Report

### 7.7 Mailing Labels

Counterman is capable of printing mailing labels for events, sales, newsletters, etc... You can limit the actual printed Mailing Labels by setting a filter. For instance, you could set a filter to only include customers who have had "Lifetime Purchases of over \$500.00", or customers who live in a particular city, or zip code range. Virtually, any field in the customer database can be filtered to only include the customer labels desired. To use the Mailing Labels function, from the Main Menu, select **4-Filtered Reports** then select **7-Mailing Labels** (see fig 7.7a). This will open the Print Mailing Labels screen (see fig 7.7b) where you can select the



7.7a Mailing Labels Access

Label Sequence (the order in which the labels will be printed) and where a filter selection can be made. In this example, a Report Sequence by Zip Code Order was selected for bulk mailing purposes, and two filters were selected. The first filter is "Member = HOG" to include only HOG™ members. The second filter is a Zip Code Range to include only local members. The actual printed Labels will come out in Zip Code Order and will only include those customers who match the filter criteria. A few example labels are shown in fig 7.7c.

Customer Mailing Labels

Print Shipping Address if Exists

**Label Sequence**

Telephone  
 Zip Code  
 Name

Select	Filter Field or Calculation	Operation	Value	Thru Value
<input type="checkbox"/>	Resale Customer	EQUAL	.T.	
<input type="checkbox"/>	SpecOrder Deposits	RANGE		
<input type="checkbox"/>	State	EQUAL		
<input type="checkbox"/>	Telephone#	RANGE		
<input type="checkbox"/>	Total InHse Chg/Cred	LT	0	
<input type="checkbox"/>	Total InHse Chg/Cred/LayDep	RANGE		
<input type="checkbox"/>	Total On Account	NOTEQUAL	0	
<input checked="" type="checkbox"/>	Zip Code	RANGE	93420	93499
<input type="checkbox"/>	Zip Code	EQUAL	93444	

Process Labels

Callouts:  
 - "If 'Ship To' information exists in the customer record and you would like the 'Ship To' address printed on the label, click here."  
 - "Select the Label Sequence here."  
 - "Select from a scrollable list of Filters, or create you own custom filter by pressing F11."  
 - "Click here to Print the selected Labels."

7.7b Customer Mailing Labels Screen

DEAN BRUCK / HOG  
 3877 VIA ISLA  
 LOMPOC, CA. 93436

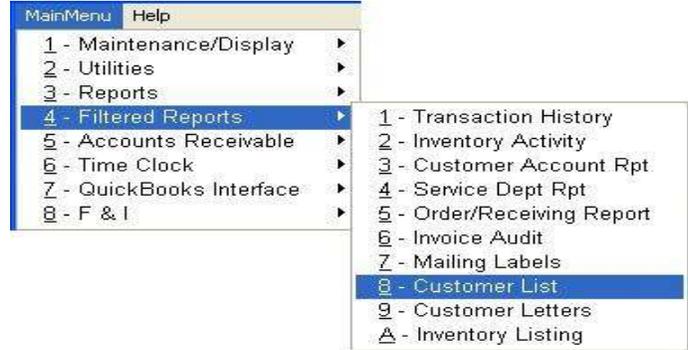
LARRY & KAREN CERUTTI/HOG  
 1613 COSTA BRAVA  
 PISMO BEACH, CA. 93448

ROGER CRAIG HOG  
 201 N. BROADWAY  
 SANTA MARIA, CA. 93454

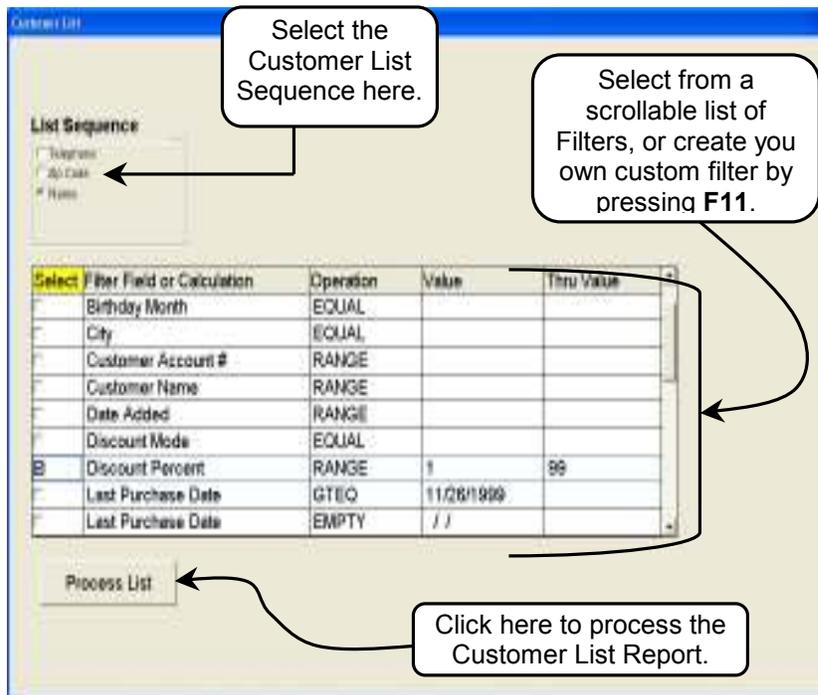
7.7c Printed Label Examples

### 7.8 Customer List

The Customer List Report will generate a filterable list of customers, complete with Name, Address, Phone Number, etc... The available filters selections are the same as the ones available for the Mailing Labels covered in the previous chapter. To use this function, from the Main Menu, select **4-Filtered Reports** then select **8-Customer List** (see fig 7.8a). This will open the Customer List screen (see fig 7.8b) where the Report List Sequence and Filter(s) can be selected. In the example, we selected a Report Sequence by



7.8a Customer List Access



7.8b Customer List Screen

Customer Name and a filter of “Discount Percent RANGE (between) 1 thru 99”. This will display all customers with any type of discount. When the “Process Report” button has been selected, a small window will appear indicating how many records meet the filter criteria (see fig 7.8c). Once the report has been printed, only those customers who have any type of discount will be on the report. Additionally, the printed Customer List Report has helpful information included (see fig 7.8d)



7.8c Report Output Window

Number of Records that meet the selected Filter criteria is displayed here.

You can choose to Output the Customer List to the Printer, to the screen (Display), or Abort the process by pressing the Space Bar, then press Enter.

**COUNTERMAN PRO TRAINING**  
 P.O. Box 5140  
 Santa Maria, CA 93456  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@countermanpro.com

**CUSTOMER LIST** DATE: 05/05/2006  
 Discount Percent >= 1 & Discount Percent <= 99

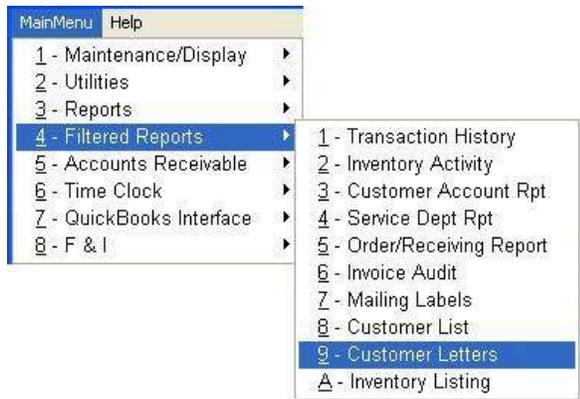
Customer#	Telephone	Name	Address/Shipping
819	(719)390-7337	ACTION CYCLES Last Purchase 03/26/1996 Mail List? N	2605 DELTA DRIVE COLORADO SPRINGS, CO 80910-
5541	(805)937-5215	ADAM TYCZYNSKI/HOG Last Purchase 04/07/2001 Mail List? Y	721 WOODHAVEN CT ORCUTT, CA 93455
3195	(805)937-5968	AL DUNCAN/HOG Last Purchase 06/29/2002 Mail List? Y	1157 VIA PAVION SANTA MARIA, CA 93455
6520	(805)929-9026	AL PIKE/HOG Last Purchase 12/05/2000 Mail List? Y	911 CAMINO CABALLO NIPOMO, CA 93444
3259	(805)737-1515	AL YOUNG/HOG Last Purchase 04/04/2002 Mail List? Y	604 E. MAPLE AV. LOMPOC, CA 93436
7047	(805)686-1655	ALAN GRIMLEY/HOG Last Purchase 05/18/2002 Mail List? Y	350 E HWY 246 BUELLTON, CA 93427
795	(805)773-5010	ALAN JOHNSON Last Purchase 06/27/2002 Mail List? N	1270 LONG VIEW PISMO BEACH, CA 93449-
6434		LA Mail List? Y	609 HAWTHORN SANTA MARIA, CA 93454
7805		/HOG Mail List? Y	5372 UNIVERSITY DR SANTA BARBARA, CA 93111

**Annotations:**  
 - A brief description of the selected filter is displayed here. (points to filter text)  
 - Shipping Address is displayed here. (points to address column)  
 - Customer's Last Purchase Date is displayed in this column. (points to last purchase date)  
 - This column indicates if the customer is flagged for the Mailing List. (points to Mail List? column)  
 - Customer Account Number is displayed here. (points to Customer# column)

7.8d Printed Customer List

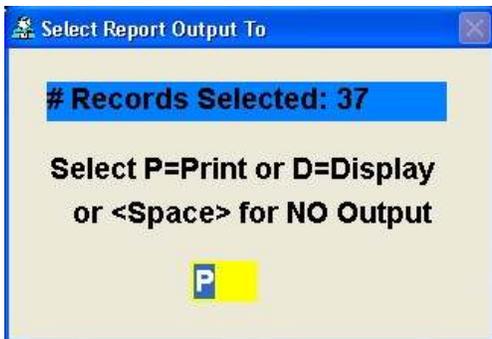
### 7.9 Customer Letters

Whether you are familiar with “form letters” or not, please read on... But that is exactly what Customer Letters are. The actual “Letters” you will be printing from this area are defined in Table Maintenance, Letters (please see chapter 2.710 of this manual on information on how to setup the text for this function). The actual letter must be setup prior to accessing this area because Customer Letters is the function that will actually print the selected Letter (that was created in Table Maintenance) for the selected customer(s). To use this function, from the Main Menu, select **4-Filtered Reports** then select **9-Customer Letters** (see fig 7.9a). This will open the



7.9a Customer Letters Access

Print Customer Letters screen (see fig 7.9b). Choose the Letter Sequence, by telephone Number, Zip Code, or by Name. Now choose the Letter to print. In the scenario that follows we will be choosing to print Letters in Customer Name Sequence and will be selecting the “Acnt Bal” Letter to remind our customers that they are likely due for service on his motorcycle. Because we can filter this report by selecting customers that have a negative (amount due) in the customer record, the letter will only print for customers that owe you money.



7.9c Report Output Window

Additionally, within the body of the Letter itself, we have added the customer's Name and the current Account Balance. Using Customer Letters helps personalize these letters and allows actual "real time" data to be pulled from the customer database. Once you have clicked on "Print Letters", a window will open indicating the number of Letters that will print (see fig 7.9c). An example of the actual Letter is in fig 7.9d. The customer name and address are printed in position to show thru a business size, windowed envelope.

The screenshot shows the 'Customer Letters' interface. At the top, there is a 'Letter Sequence' section with radio buttons for 'Telephone', 'Zip Code', and 'Name'. To the right is a 'Letter to Print:' dropdown menu currently set to 'ACNT BAL', with a list of options including 'SERVICE', 'ACNT BAL', and 'BIRTHDAY'. Below this is a table with columns: 'Select', 'Filter Field or Calculation', 'Operation', 'Value', and 'Thru Value'. The table contains several rows, with 'Total InHse Chg/Cred' selected. At the bottom left is a 'Print Letters' button. Callouts provide instructions: 'Choose the Letter Sequence (sort order) here.' points to the radio buttons; 'Pick the Letter to Print from this list. Note: This list is generated from Table Maintenance, Letters.' points to the dropdown menu; 'Select from a scrollable list of Filters, or create your own custom filter by pressing F11.' points to the filter table; and 'Click here to Print the selected Letters.' points to the 'Print Letters' button.

7.9b Customer Letters Screen

The printed letter is from 'COUNTERMAN PRO TRAINING' at 'P.O. Box 5140, Santa Maria, CA 93456'. Contact information includes '(800)937-6590 Fax: (805)928-3567 Email: support@counterman.net'. The letter is dated 'May 5, 2006' and addressed to 'TERRY VALILA' at '2285 CARVED CANYON LN, LAUGHLIN NV 89029'. The body of the letter states: 'Dear TERRY VALILA: It has come to our attention that your account is past due. We understand you may have overlooked this issue, but would appreciate a payment in the amount of \$ 5215.00 asap. Thank you...'. The letter is signed by 'Counterman Accounting Department'. Callouts explain: 'This information was added by the selected filter condition.' points to the date; 'This information was pulled from the customer record and added to the Letter from the Letter setup in Table Maintenance.' points to the recipient's name and address; and another callout points to the account amount '\$ 5215.00'.

7.9d Printed Customer Letter Example

## 7.10 Inventory Listing

This is a method of printing a filterable list of current inventory items, plus allowing for special pricing to be printed on the report. This can be a valuable tool if a printed media for any particular list of products is needed. This Inventory Listing can be used to supply local shops a list of “their” pricing “from” you. It can also be used for any special products or services you offer, as this report will put those items in print by selecting a filter.



7.10a Inventory Listing Access

To use the Inventory Listing Report, from the Main Menu, select **4-Filtered Reports** then, **A-Inventory Listing** report (see fig 7.10a). This will open the Inventory Listing window (see fig 7.10b), where you can select the Report Sequence and choose a Filter. There is also an area at the bottom of this window that allows a choice of how the prices are printed and what the column headings will be for each printed price. In the scenario that follows, we have selected a Report Sequence by Vendor and have selected a Filter of “Vendorcode = DS”. This will print the Inventory Listing in product code (part number) order for Drag Specialties only. In addition, we have selected the Column Heading for each price level we want printed and have Increased the printed pricing by the percentages in the “By %” field. As you can see, the usage for this report has many possibilities, as different Filters, Column Headings can be printed. Plus, the ability to print pricing with different “Increase” or Decrease” percentages can be applied. This report makes no changes to your current inventory pricing. There is an example of the Printed Inventory Listing in fig 7.10c.

**Report Sequence:**

- Vendor
- Category
- Vendor/Category

Select	Filter Field or Calculation	Operation	Value	Thru Value
<input type="checkbox"/>	Reserved - Service Orders	LT	0	
<input type="checkbox"/>	Reserved-Spec Order	GT	0	
<input type="checkbox"/>	Sales Current Month	RANGE		
<input type="checkbox"/>	Sales YTD	RANGE		
<input type="checkbox"/>	Sold By Unit	EQUAL		
<input type="checkbox"/>	Suggested Retail	RANGE		
<input type="checkbox"/>	Taxable Flag	EQUAL	.T.	
<input type="checkbox"/>	Update from Price Book	EQUAL	.F.	
<input checked="" type="checkbox"/>	Vendor Code	EQUAL	DS	

Column	R=Mer/P=Price/C=Cost	Column Heading	I=Increase/D=Decrease	By %
1	C	COST	I	20.00
2	R	MSR	I	2.00
3	P	PRICE	I	5.00

**Process Report**

7.10b Inventory Listing Window

**COUNTERMAN PRO TRAINING**

P.O. Box 5140  
Santa Maria, CA 93456

(800)937-6590 Fax: (805)928-3567 Email: support@counterman.net

Product Codes (part numbers)

Defined printed Column Headings.

Product	Description	COST	MSR	PRICE
DS11010408	ME880 130/90H16 FRONT	115.56	147.85	152.20
DS1106767	ME88F 100/90H19	101.64	126.43	132.75
DS301763	D402 MH90-21 BLK FRONT	107.76	116.23	122.04
DS326560	QUICKSTICK WHEEL WEIGHTS	0.54	0.70	1.08
DS32PM75	D207 S/MAX 120/70ZR17 FRT	140.28	150.91	158.46
DS4050C	CHROME ADAPTER FITTING	7.32	10.15	11.29
DS4051C	CHROME ADAPTER FITTING	7.56	10.15	11.29
DS4054C	CHROME ADAPTER FITTING	7.56	10.15	11.29
DS410730	K627 110/90H18.4(375/425)R	91.08	97.87	102.76
DS97009	TK16 100/90H19 F	71.04	79.51	83.49
DSBA001	BUGEYE GOGGLE, SMOKE	8.28	12.19	13.43
DSBA001C	BUGEYE GOGGLE, CLEAR	8.28	12.19	13.43
DSBH7513	SHORTY BLACK L	83.88	147.85	155.24
DSBV1S	BUBBLE VISOR-SMOKE	2.88	4.03	4.60
DSC601103	MAX CLASSIC 90/9019F BW	44.04	58.09	61.59
DSDC101	DYNA COIL 5 OHM SNGL TWR	97.80	138.67	145.60
DSDS110211	15"X15" CARGO NET-BLK 6 H	4.68	7.09	7.96
DSDS110212	12" X 17" CARGO NET BLK 6	4.68	7.09	7.96
DSDS110370	CLEAR WRAP SUNGLASSES	3.98	9.13	6.29
DSDS174116	84-99BT MET BAS GSK W/SIL	15.48	20.35	22.00
DSDS174368	INTAKE SEAL 90-01BT/XL	12.60	17.29	18.69
DSDS174735	GRAPHITE EX GSKT BT/XL EV	13.92	18.31	19.79
DSDS181182	1.3 CHROME VALVE CAP/CVR	3.84	5.46	6.18

Calculated pricing for each Heading.

710c Printed Inventory Listing

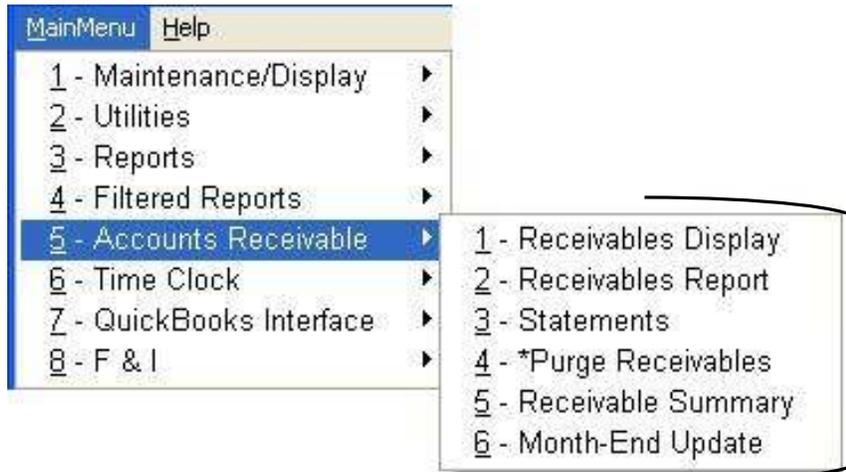
# Counterman Pro

## Chapter 8

### Accounts Receivable

Accounts Receivable Explained	8.0
Receivables Display	8.1
Receivables Report	8.2
Statements	8.3
Purge Receivables	8.4
Receivables Summary	8.5
Month End Update	8.6

## Accounts Receivable Menu



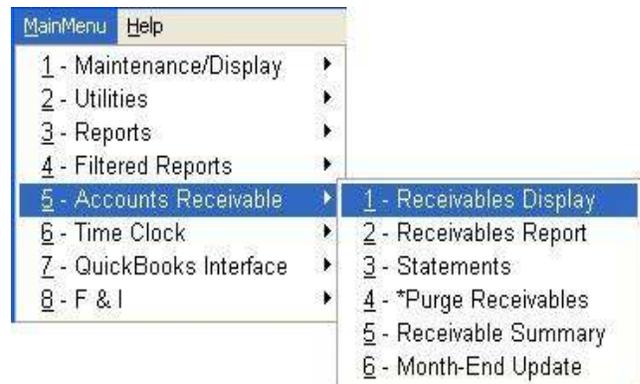
8.0a Accounts Receivables Menu

### 8.0 Accounts Receivable Explained

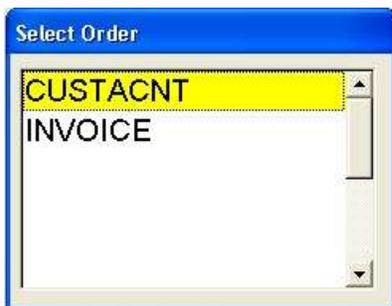
Whether you take a payment or deposit on account, or if you allow your customers to “charge” items against their account (open accounts), Counterman Pro will keep track of all customers balances, not only in the customer record, but also in Accounts Receivables. The Accounts Receivable Menu is where you can access these Receivables records, run Reports and Statements, and run the Month End Receivables process. Each of these will be covered in detail in this chapter.

### 8.1 Receivables Display

The Receivables Display area allows you to view the Receivable records Counterman has stored in your system. There are several pieces of information available to you, however, no editing is allowed because there must be a transaction processed to credit or debit a customer’s account. To use the **Receivables Display** function, from the Main Menu, select **5-Accounts Receivable** then select **1-Receivables Display** (see fig 8.1a). This will open the **Receivables**



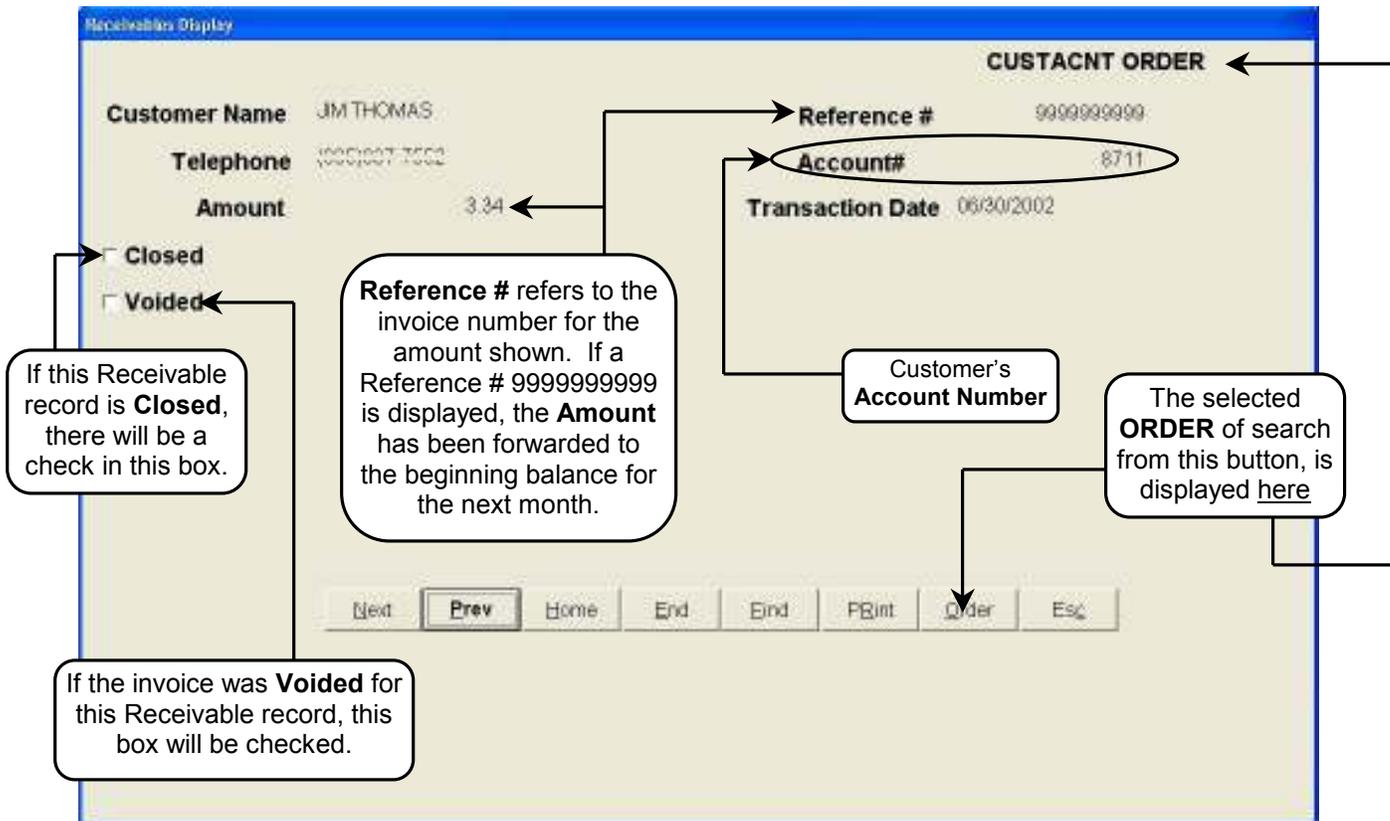
8.1a Receivables Display Access



8.1c Order of Search Window

**Display** screen (see fig 8.1b). When this screen is first opened, the very first **Receivables** record will display on the screen. Each of the fields is explained in fig 8.1b, but again, none of these fields can be edited, as this screen is intended to view the Receivables records only! The available functions are displayed as “buttons” at the lower portion of this screen, and they perform the function shown on the button itself. These function buttons are similar to most other buttons in Counterman Pro, and their functions are as follows: All four

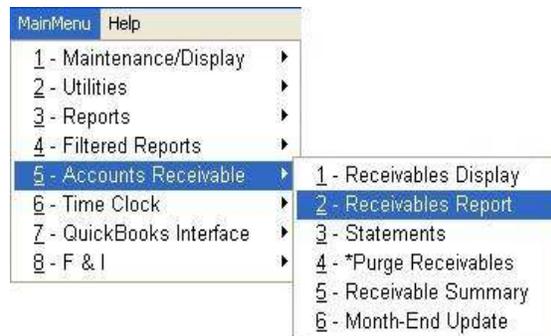
buttons: NEXT, PREV, HOME, and END are keyed off of the ORDER button (see fig 8.1c). In other words, NEXT would display the “next” record, PREV would display the “previous” record, HOME would display the “first” record, and END would display the “last” record. The ORDER button is how the search routine is applied when using the NEXT, PREV, HOME, and END buttons. There are only two options for the search “Order”, they are by CUSTACNT (customer account number), or by INVOICE (invoice number). The FIND button is for locating a particular Receivable record. The ESC button works like pressing the Esc (escape) key on the keyboard, which will “escape” out of the Receivables Display screen.



8.1b Receivables Display Screen

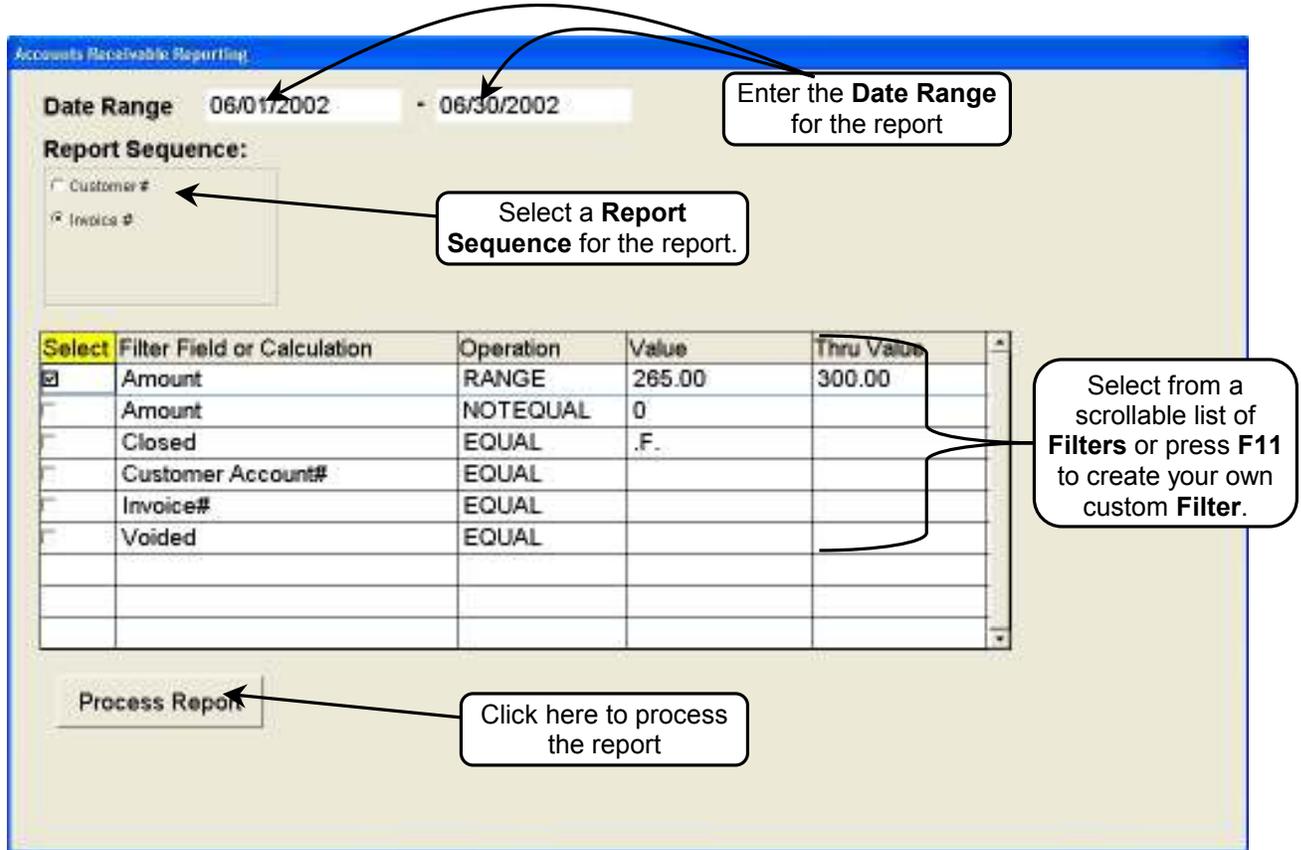
## 8.2 Receivables Report

This is a filterable Receivables Audit Report that will show the Receivable information based on the selected filter condition. When you need to see the invoices and/or balances that cause a balance on a Statement, this report will break it all down for you. To run the Receivables Report, from the Main Menu, select **5-Accounts Receivable** then select **2-Receivables Report** (see fig 8.2a). This will open the Receivables Audit Report screen (see fig 8.2b) where the Date Range, Report Sequence (sort order), and Filter(s) can be selected. In the scenario that follows, we have selected a Date Range of June 1, 2002 thru June 30, 2002, a Report Sequence by Invoice Number (which will also put the results in date order), and a filter selection of a dollar amount Range between

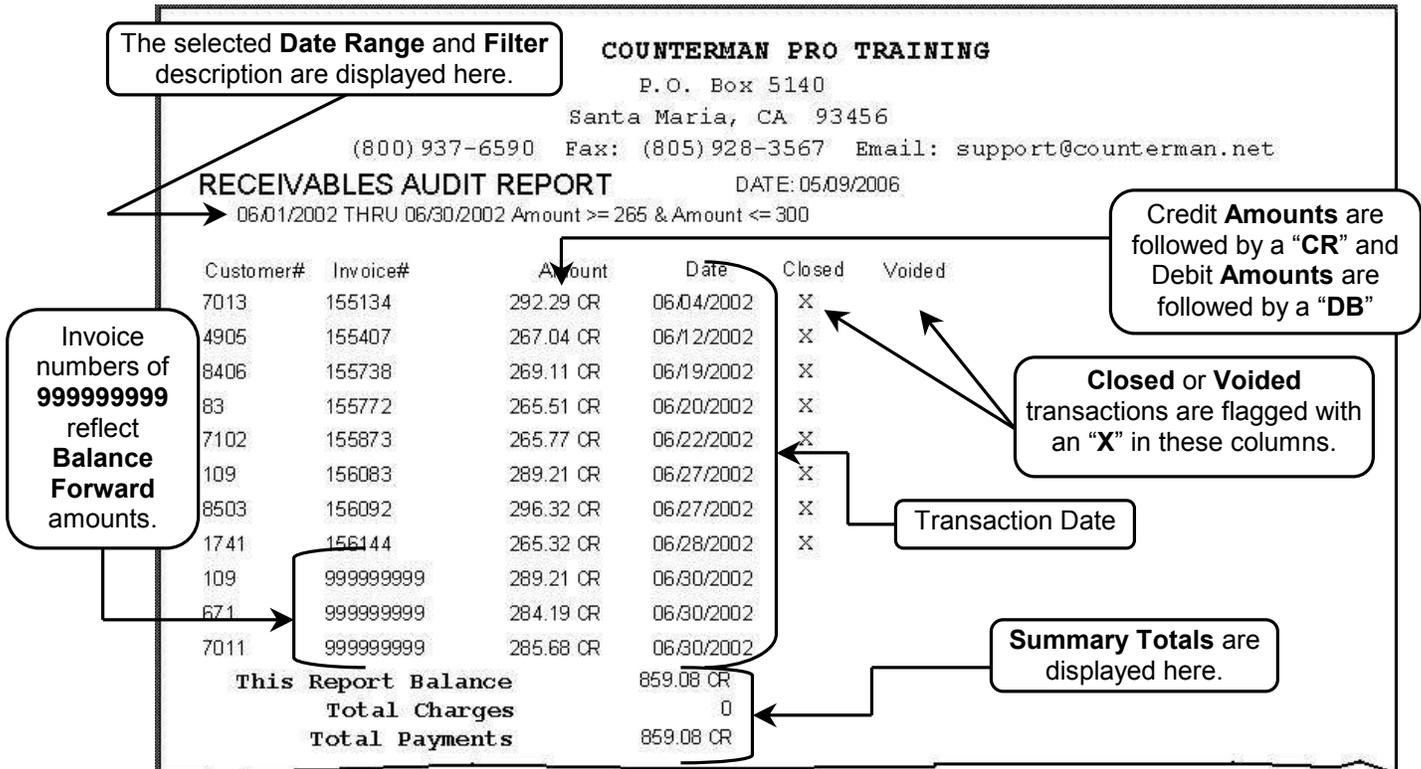


8.2a Receivables Report Access

\$265.00 thru \$300.00 (to keep the report small enough to understand). The resulting report is in fig 8.2c.



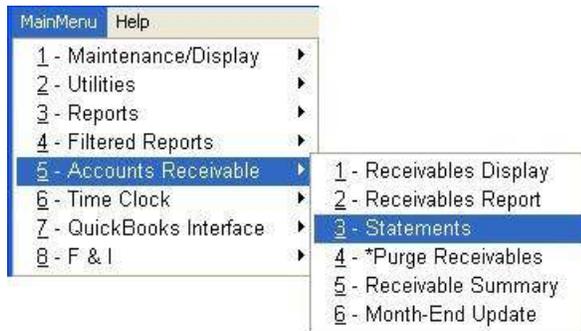
8.2b Accounts Receivable Report Screen



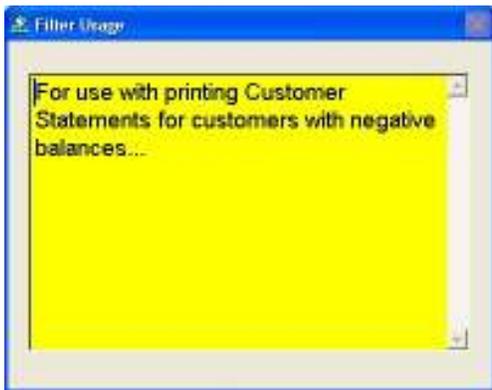
8.2c Printed Receivables Audit Report

### 8.3 Statements

As part of the Month End Process, it's usually a good idea to run any customer Statements you have pending. As a general rule, we would suggest, at a minimum, that you run Statements for any customers who have a negative balance (which means they owe you). This process will print a Statement for your customers and will show invoice numbers and sales amounts for all current sales for the closing month. The Statements can be filtered (if desired) to only print them

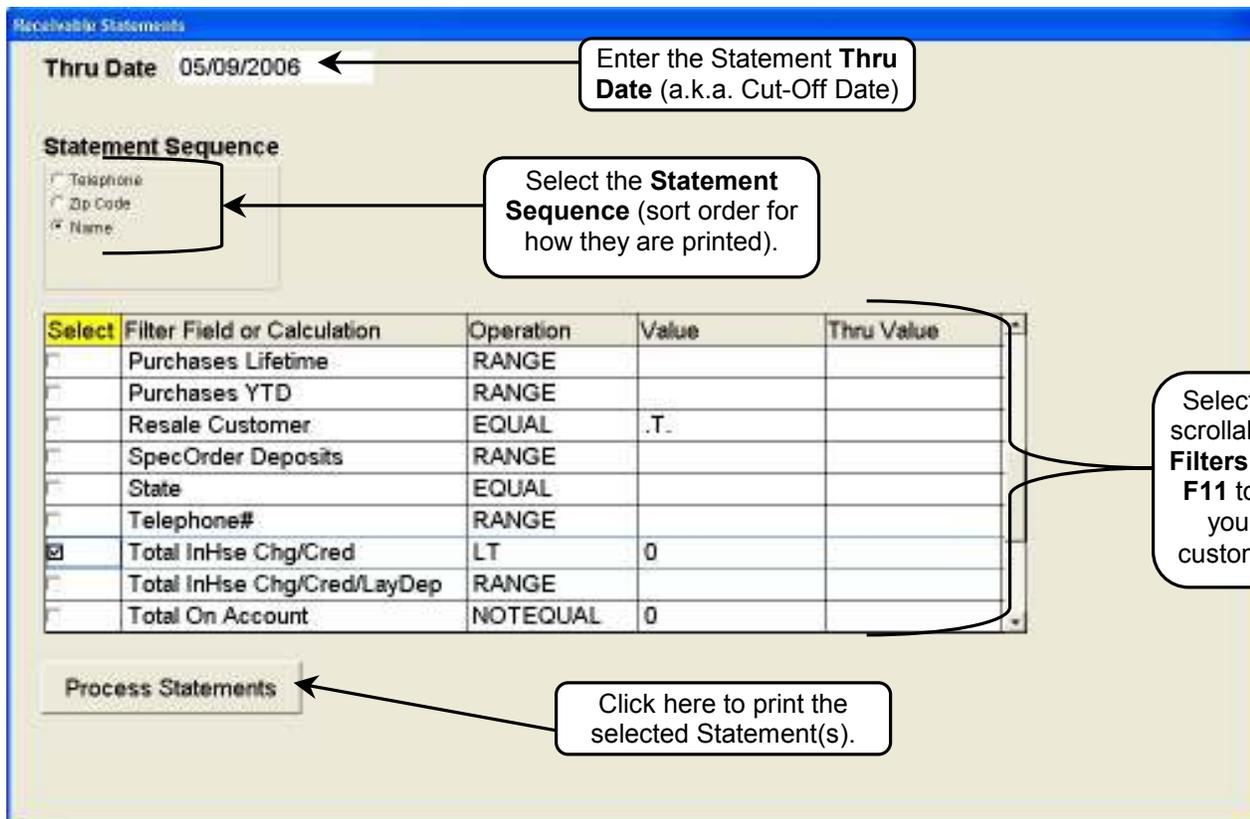


8.3a Customer Statements Access



8.3c Filter Usage Window F12

for customers with negative balances. Of course you could print Statements for customers with positive balances too, as this is controlled by the filter setting. To use the customer Statements function, from the Main Menu, select **5-Accounts Receivable** then select **3-Statements** (see fig 8.3a). This will open the Customer Statements (see fig 8.3b) screen where a Cut Off Date, Statement Sequence, and applicable Filter(s) can be selected. As long as an explanation has been entered for your Filters, you can view the usage for any filter by first selecting that Filter, then pressing the **F12** key (see fig 8.3c). A sample output of a Statement is in fig 8.3d.



8.3b Customer Statements Screen

**COUNTERMAN PRO TRAINING**  
 P.O. Box 5140  
 Santa Maria, CA 93456  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**STATEMENT** DATE: 05/09/2006

Customer Name and Address info positioned to line up in business size windowed envelopes.

Account# 4823  
 (805) 934-4287

Today's Date (top) and Statement Cut-Off Date.

RALPH WEAVER  
 145 PARK AVENUE  
 ORCUTT, CA 93455

Current Activity (this month)

Any Previous Balance(s) from (prior month)

Statement Cut Off Date: 05/09/2006

Date	Invoice#	Amount
05/09/2006	156252	28.42 DB
05/09/2006	156253	253.65 DB
05/09/2006	156254	46.66 CR

Summary of Charges and Payments.

Previous Balance 0

Total New Charges 282.07 DB

Total Curr Payments 46.66 CR

Balance Due 235.41 DB

PLEASE PAY BALANCE DUE

Balance Due (matches the Amount Due displayed in the customer record).

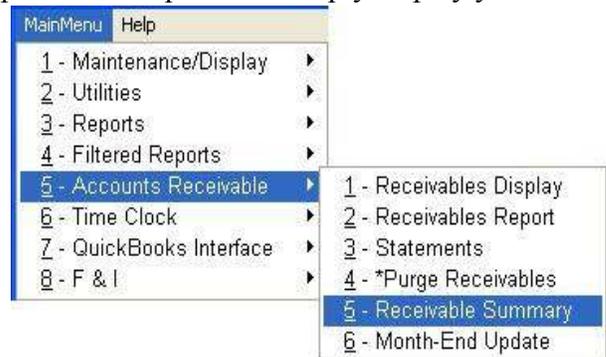
8.3d Printed Statement Example

### 8.4 Purge Receivables

As of this writing, this option has not been enabled. The idea behind this process is to erase any closed Receivables records, allowing the Receivables database to be periodically cleaned. Keeping these records does not hinder your program at all... This process will be added as a future enhancement.

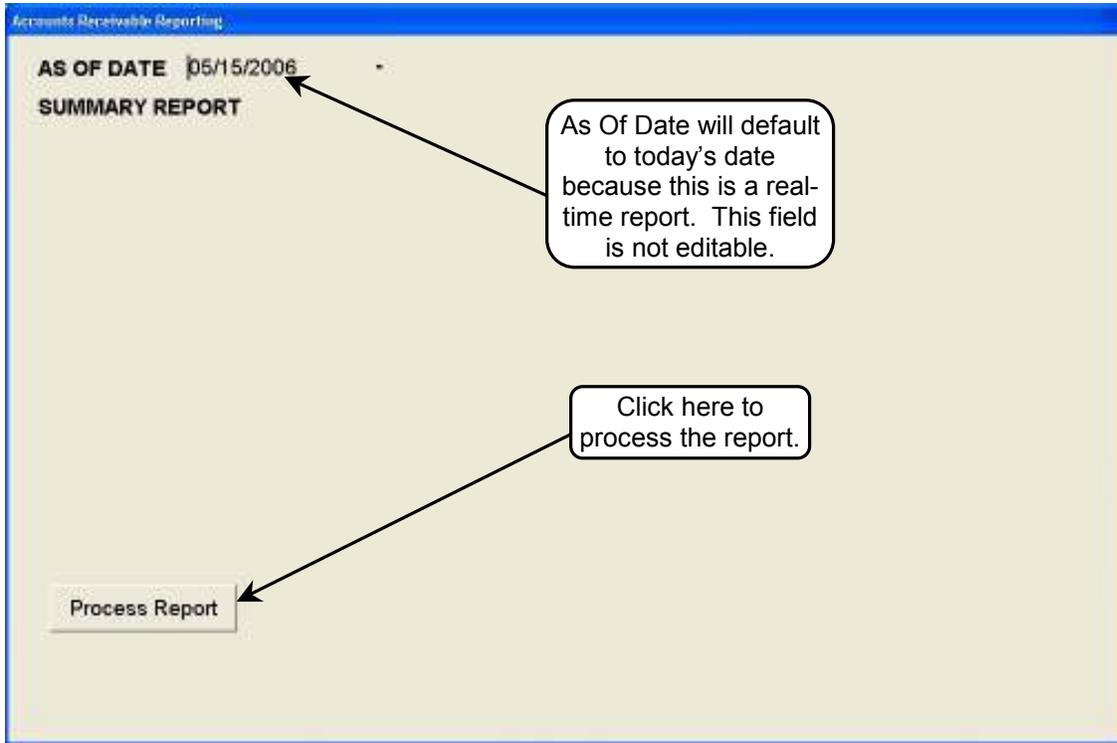
### 8.5 Receivable Summary

Need to know what your total Receivables are? The Receivables Summary will display this information in an easy to understand, three-line report. This report will simply display your current Receivables Balance, Total Charges, and Total Payments on accounts. Because this is a "summary" report, there are no options for filters or Report Sequence. To use this function, from the Main Menu, select **5-Accounts Receivable** then select **5-Receivable Summary** (see fig 8.5a). This will open the Accounts Receivable Reporting window (see fig 8.5b), where the only option is to Process Report. This report provides a "real-time" view of current amounts. It is not possible to



8.5a Receivable Summary Access

view past historical amounts for this report. There is an example of the Receivable Summary report in fig 8.5c. It's a good idea to match this report with your daily Cash Drawer Report (see Chapter 6.1 for additional information on the daily Cash Drawer Report.



8.5b Accounts Receivable Reporting Window

COUNTERMAN PRO TRAINING	
P.O. Box 5140	
Santa Maria, CA 93456	
(800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net	
<b>RECEIVABLES SUMMARY</b>	DATE: 05/15/2006
Receivables Balance	64294.51 CR
Total Charges	74570.71 DB
Total Payments	138865.22 CR

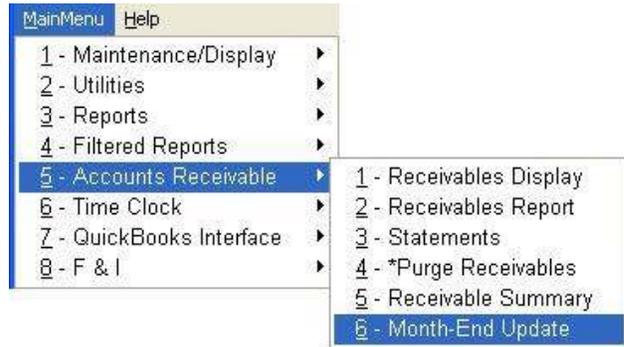
**Receivables Balance calculation:**  
Total Payments,  
MINUS  
Total Charges

8.5c Printed Receivables Summary Report

### 8.6 Month End Update

This function does not generate any report. This is a “process” and is necessary when Counterman Pro is handling your Accounts Receivable records. As transactions are processed with charges and/or payments applied to your customer’s accounts, a Receivable record is created with this information. Statements are usually run as part of the Month-End procedure, and will show all transactions (with charges and payments) for the current month for the selected customer(s), similar to a credit card statement. If any customer(s) have previous balances from a prior month transaction, those transactions are not displayed on the Counterman Statement. There is an area on the Statement that shows a “Previous Balance”.

This **Month End Update** process, is how the totals from the previous month are added together to provide the “Previous Balance” for the customer Statements. So the displayed invoice numbers and amounts do not continue to accumulate for every transaction in the prior months, only the current transactions are listed and previous transactions are accumulated in to the Previous Balance area of the customer Statements. To use this function, from the Main Menu, select **5-Accounts Receivable** then select **6-Month End Update** (see fig 8.6a). This will open the Accounts Receivable Month End Update window (see fig 8.6b) where a “Thru Date” can be entered. Thru Date normally represents the current, closing month and will default to today’s date. The date for the Last A/R Month-End Thru Date will be displayed. If desired, you can choose a customer’s account to update. If nothing is entered in to this field, all customers will be updated. When this process has finished, a confirmation window will be displayed (see fig 8.6c).

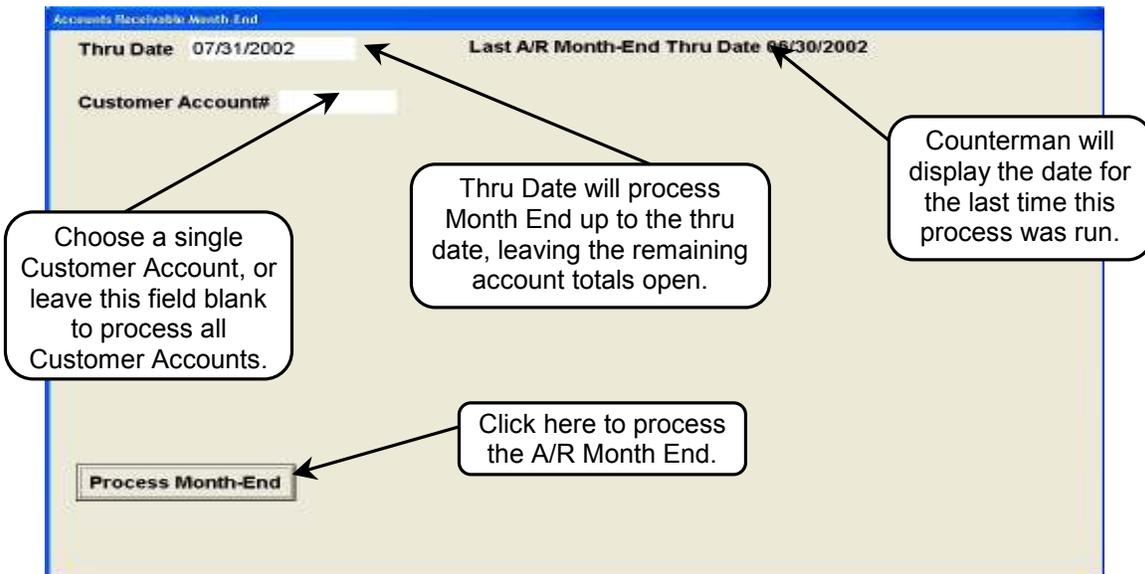


8.6a Month End Update Access



8.6c Confirmation Information Window

Thru Date normally represents the current, closing month and will default to today’s date. The date for the Last A/R Month-End Thru Date will be displayed. If desired, you can choose a customer’s account to update. If nothing is entered in to this field, all customers will be updated. When this process has finished, a confirmation window will be displayed (see fig 8.6c).



8.6b Accounts Receivable Month End Update Window

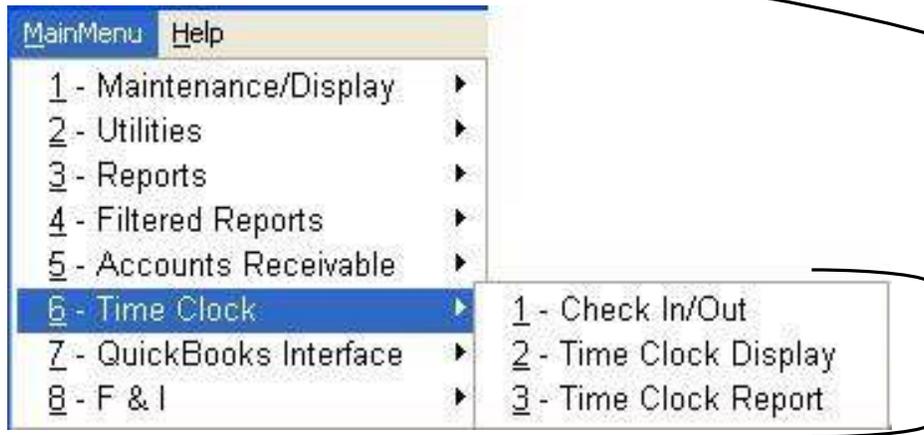
# Counterman Pro

## Chapter 9

### Time Clock

Time Clock Explained	9.0
Check In/Out	9.1
Time Clock Display	9.2
Time Clock Report	9.3

## Time Clock Menu

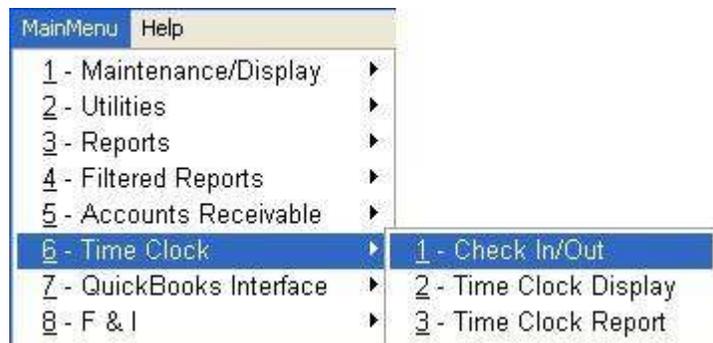


## 9.0 Time Clock Explained

A simple, yet valuable tool is the Counterman Time Clock. This function works similar to a normal mechanical type time clock, with increased functionality. Your employees can punch in and out on a daily basis using the Check In/Out function, and Counterman will keep track of the information. Corrections can be addressed by accessing the Time Clock Display. When it comes time to do your payroll, the Time Clock Report will total the hours for each employee for you. This will save you time because you will no longer need to “add-up” the hours on a regular time clock. It can also help avoid punch in/out errors and prevents employees from “writing in” their times.

### 9.1 Check In/Out

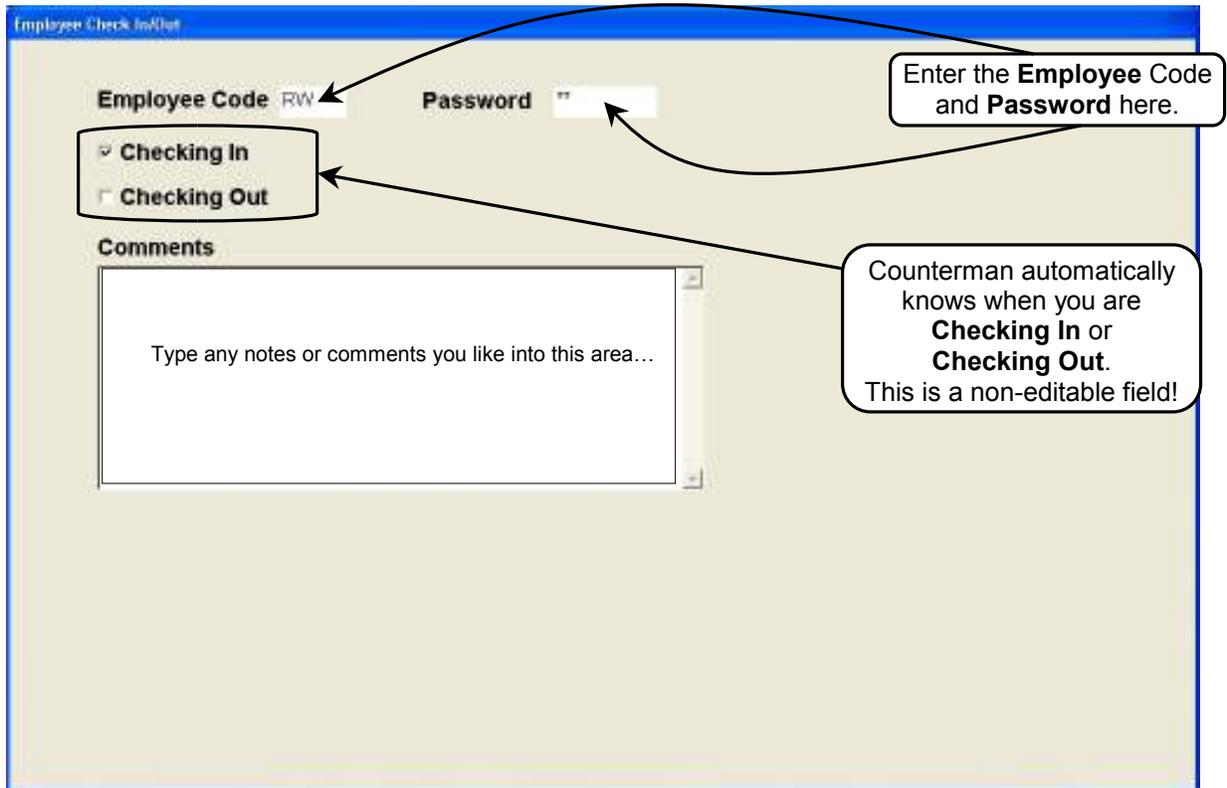
Here’s where you will actually “punch the clock”, so to speak... Counterman knows if you are Checking In or Checking Out, so all you will need to do is use this function. It is important to understand, the only allowed users must be pre-setup as a user from Employee Maintenance before they can Check In/Out. To use this function, from the Main Menu, select



9.1a Check In/Out Access

**6-Time Clock** then select **1-Check In/Out** (see fig 9.1a). This will open the Employee Check In/Out screen (see fig 9.1b), where the employee can enter their Employee Code and Password. *Note: The Employee Code and Password are defined in Employee Maintenance (see chapter 2.75 for additional information on how to setup employees).* Enter a valid **Employee Code** in the first field then press the **Tab** key. Enter the assigned password in the next field. If security has not been enabled, the employee password will likely be the same as the Employee Code. As a prevention method, to avoid employees using this function for other employees, you can assign passwords to each employee and that password would need to be entered here. Press the **Tab** key to move to the notes field and to save the entry. Notes can be typed into the **Comments**

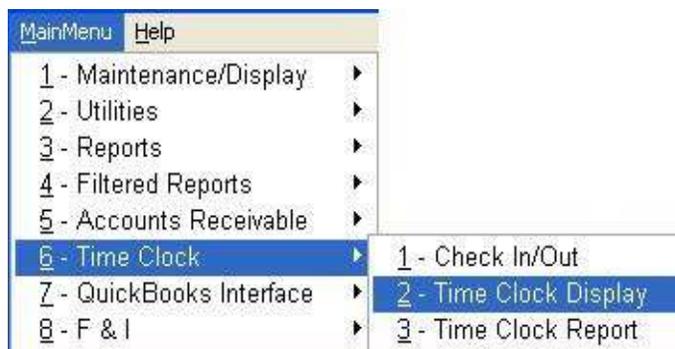
field, or you can press the **Esc** (escape) key to close the **Check In/Out** screen. This employee is now checked **In**. The next time this same employee accesses the **Check In/Out** function, they will automatically be checked **Out**.



9.1b Employee Check In/Out Screen

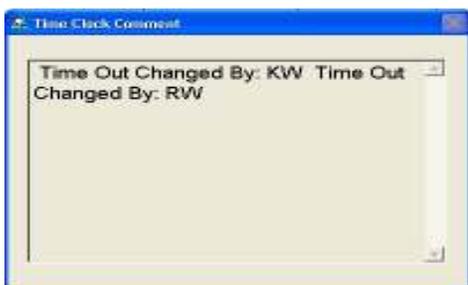
## 9.2 Time Clock Display

From time-to-time it will be necessary to make edits for the employee's Check In/Out processes. For example, if an employee forgets to clock in or out. Or, if you want to allow for additional hours worked, or adjust for overtime. This is where those edits can be made. This is a Security enabled function and (if Security is enabled) proper clearance is required. To use this function, form the Main Menu, select **6-Time Clock** then select **2-Time Clock Display** (see fig 9.2a).



9.2a Time Clock Display Access

This will open the Time Clock Display screen (see fig 9.2b) and allow edits for dates and times for Check In/Out entries. Using the Up/Down, Left/Right Arrow keys, highlight the entry you would like to edit, then make the necessary changes. Be sure to Tab out of the field before you press Esc (escape) to exit. Anytime a change is made in this area, Counterman keeps track of the change and who made the change. The number of times a single entry can be



9.2c Display Time Clock Comments

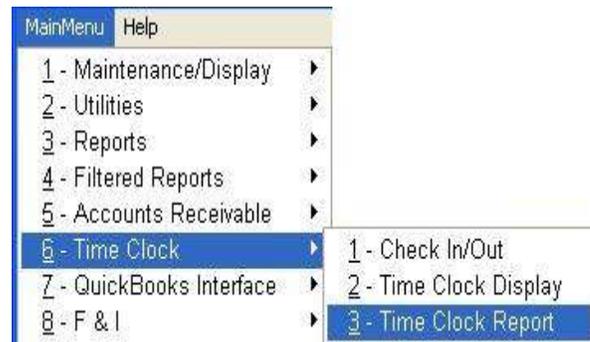
changed is limitless however, a non-removable comment will be added to each changed record and will be reported when running the Time Clock Report (covered in the next chapter). Comments entered, either at Check In/Out process, or if edits are made, can be viewed by pressing the **F7** key see fig 9.2c).

Date In	Time In	Date Out	Time Out	Hours
05/17/2006	13:55:36	05/17/2006	18:01:58	4.12
05/17/2006	8:58:42	05/17/2006	12:59:08	4.02
05/16/2006	12:58:36	05/16/2006	17:00:01	4.03
05/16/2006	7:55:20	05/16/2006	12:01:52	4.12

9.2b Time Clock Display Edit Screen

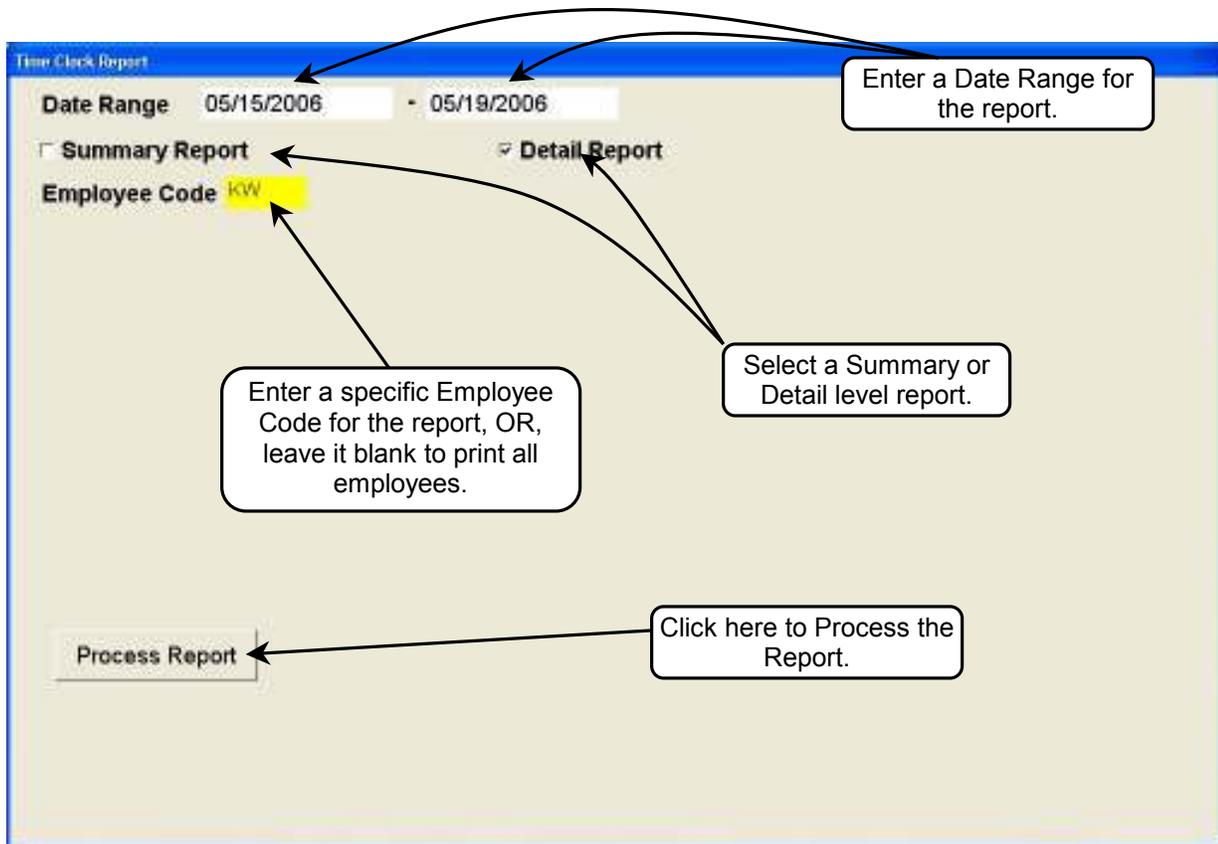
### 9.3 Time Clock Report

The Time Clock Report is used to total the hours for the times and dates your employees clocked In and Out. This is a selectable report that will only provide information for the date range entered. So you could choose a date range that is inclusive of the pay period. Counterman will run the totals for you within the selected date range. This is a Security enabled function and (if Security is enabled) proper clearance is required. To run the Time Clock Report, from the Main Menu, select **6-**



9.3a Time Clock Report Access

**Time Clock** then select **3-Time Clock Report** (see fig 9.3a). This will open the **Time Clock Report** screen (see fig 9.3b) where you can select a Date Range for the report. Select a Summary or Detail level report and press the **Tab** key. In the field “Employee Code” you can choose to enter a valid Employee Code, however, if you want to generate reports for all employees, you could leave this field blank, then process the report(s). In the example report in fig 9.3c you can see that each day is printed with the Check In/Out times with a subtotal for each. In addition there is a grand total at the bottom of the report.



9.3b Time Clock Report Screen

**COUNTERMAN PRO TRAINING**  
 P. O. Box 5140  
 Santa Maria, CA 93456  
 (800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**TIME CLOCK REPORT**      DATE: 05/17/2006  
 05/15/2006 THRU 05/19/2006 EMPLOYEE: KW

Employee: KW	Date /Time In	Date /Time Out	Hours	Comments
	05/16/2006 7:55:20	05/16/2006 12:01:52	4.12	
	05/16/2006 12:58:36	05/16/2006 17:00:01	4.03	Time Out Changed By: KW Time Out Changed By: RW
	05/17/2006 8:58:42	05/17/2006 12:59:08	4.02	
	05/17/2006 13:55:36	05/17/2006 18:01:58	4.12	
	05/18/2006 7:58:36	05/18/2006 12:02:16	4.07	
	05/18/2006 13:03:28	05/18/2006 17:04:00	4.02	
Employee: KW	Total		24.38	
TOTAL HOURS			24.38	

Callouts: 'The selected Date Range and Employee Code are printed here.' points to the report header. 'Report Detail Check In/Out times and dates' points to the table rows. 'If any changes are made thru the Time Card Display feature, the information pertaining to that change is printed here.' points to the 'Time Out Changed' comment. 'Totals are printed here.' points to the total hours row.

9.3c Printed Time Clock Report

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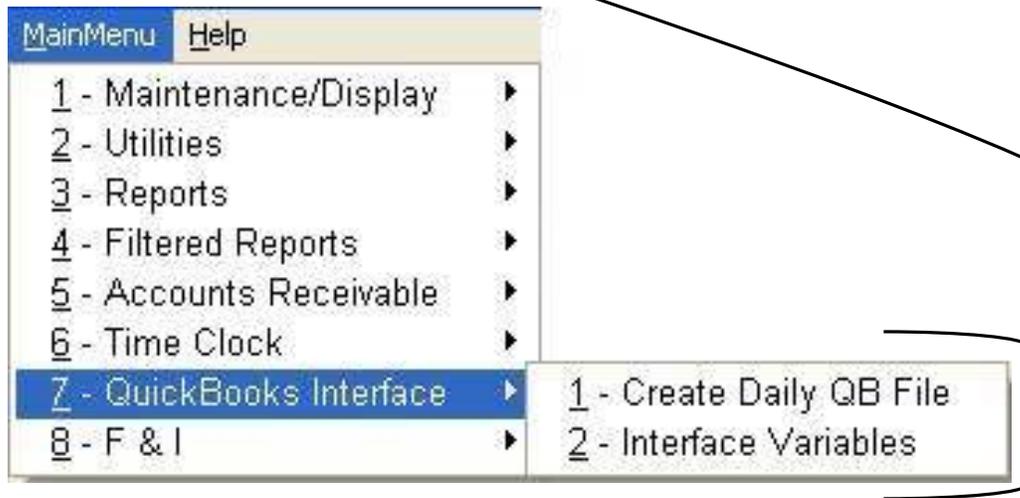
# Counterman Pro

## Chapter 10

### Quick Books Interface

Quick Books Interface Explained	10.0
Setting Up Quick Books for use With Counterman Pro	10.1
Create Daily QB File	10.2
Interface Variables	10.3

## Quick Books Interface Menu



### 10.0 Quick Books Interface Explained

If you plan to use the Quick Books interface process in Counterman Pro there are some extensive initial setup processes that are required. Please refer to chapter 2.78 and 2.78a, in this manual for detailed instructions on how to use this interface. It is important to understand “what” information is getting sent over to QuickBooks™. This is a *Daily Interface*. It requires that you run the interface process after running the Cash Drawer Report in Counterman Pro. When this process is successful, a file is created and Counterman Pro will display the name of this file and it’s location on your computer. This allows the file to be imported into QuickBooks™. The data imported is directly from the Counterman Pro Cash Drawer Report only. Here is a list of the interfaced data from that report:

1. Cash Drawer Summary: Cash + Checks + Credit Cards + Cash Paid In/Out + User Entered Cash Over/Short:
  - Undeposited Funds
2. Accounts Receivable Charges and Payments (Summary Level OR Customer Detail Level as specified by you in the initial setup):
  - Accounts Receivable
3. Cash Drawer Summary:
  - Taxable Sales
  - Non-Taxable Sales (Out-of-State Mail Order, Resale, and Other)
  - Sales Tax Payable
  - Labor
4. The “Ending Inventory” figure must be entered manually from the month-end Inventory Activity Report generated from Counterman Pro as part of the Month-End process.

### 10.1 Setting Up Quick Books for use with Counterman Pro

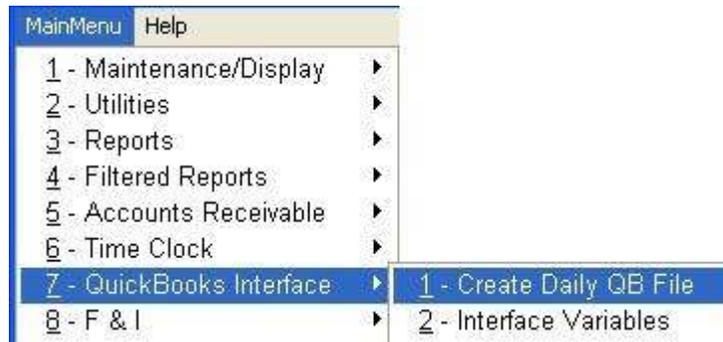
Fully detailed instructions can be found in chapter 2.78 and 2.78a, in this manual on how to use and setup this interface. In the two chapters that follow, access to the options in the Quick Books Interface Menu are covered, along with an example scenario of how it all works. It is important however, to make sure all items have been properly setup as laid out in chapters 2.78 and 2.78a before continuing with the interface processes that follow...

## 10.2 Create Daily QB File

This is the daily process that creates the Daily Quick Books interface File that will be imported into Quick Books. All setup processes previously discussed (in chapter 10.1, 2.78, and 2.78a) **MUST** be properly setup before continuing. In addition, a balanced daily Cash Drawer Report **MUST** be ran prior to making this selection, as this is where Counterman creates the importable file, from. If the Cash Drawer Report does not balance, Counterman will warn you of the “out of balance” issue and will not create an “out of balance” interface file.

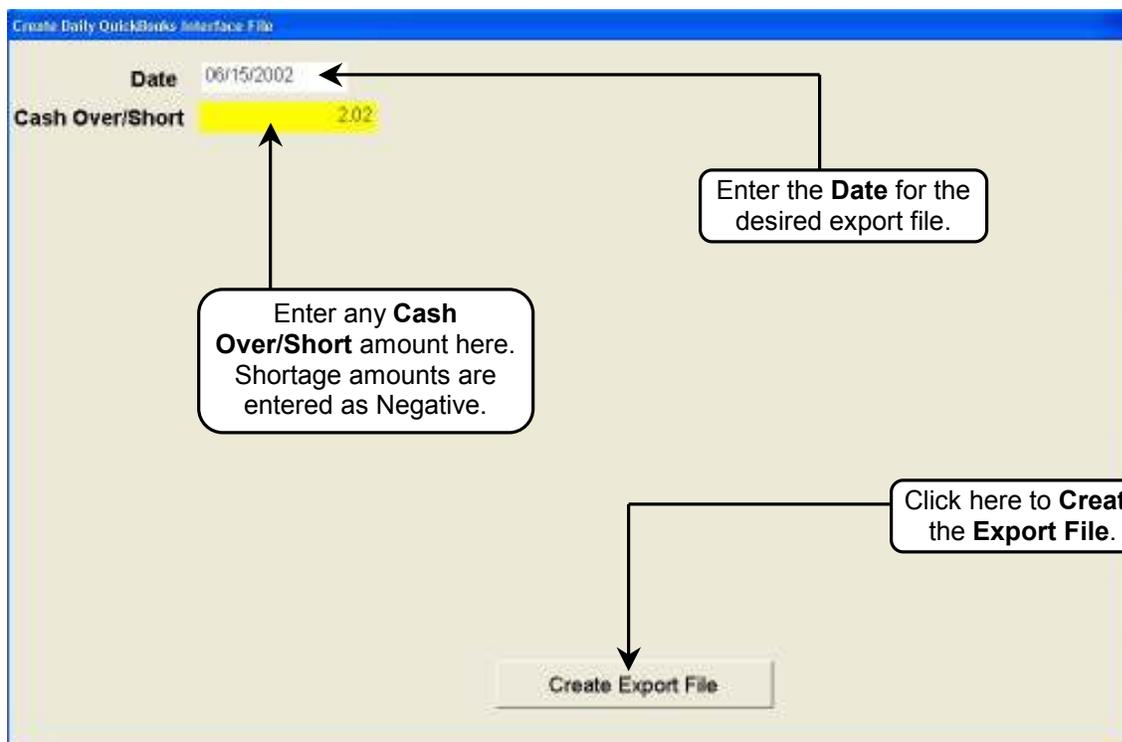
**It is strongly suggested that you run a backup in Quick Books before importing any data!**

Once the Daily QB File has been created, Counterman will provide a window with the name of that file. This will normally be stored in the C:\CMAN8\DATA folder and can be imported into Quick



10.2a Create Daily QB File Access

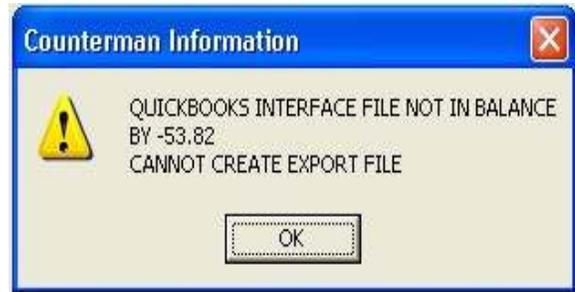
Books. To use this function, from the Main Menu, select **7-Quick Books Interface** then select **1-Create Daily QB File** (see fig 10.2a). This will open the Create Daily Quick Books Interface File screen (see fig 10.2b). Enter the date for the Interface File and press **Tab**. If your drawer was over or short, enter that amount in the Cash Over/Short field. Note: A shortage amount is entered as a negative amount. Select **Process Report** To Create the Daily Interface File. Upon a successful creation of this file, Counterman will display a window with this information (see fig 10.2c). Should your drawer be out of balance, Counterman will let you know this (see fig 10.2d) and warn you NOT to import the file. An example of an “out of balance” Cash Drawer Report is in fig 10.2e. As long as your drawer report is in balance, you can import the created file into Quick Books.



10.2b Create Daily Quick Books Interface File Screen



10.2c Successful File Creation Notification



10.2d Unsuccessful File Creation Notification

Example of an “Out of Balance” Cash Drawer Report:

**COUNTERMAN PRO TRAINING**  
P. O. Box 5140  
Santa Maria, CA 93456  
(800) 937-6590 Fax: (805) 928-3567 Email: support@counterman.net

**CASH DRAWER REPORT - SUMMARY**  
05/18/2006 06/14/2002 THRU 06/14/2002

TOTAL CURRENCY.....\$	743.51	TAXABLE SUBTOT SALE.....\$	2036.28
TOTAL CHECKS.....\$	6258.68	NONTAXABLE SUBTOT SALE..\$	1060.00
TOTAL VISA/MC CARDS.....\$	1297.28	NET SALES.....\$	3096.28
TOTAL OTHER CARDS.....\$	83.32	SALES TAX.....\$	157.83
TOTAL CASH PAID IN.....\$	0.00		
TOTAL CHECKS PAID IN.....\$	0.00		
LESS CASH PAID OUT.....\$	-60.00		
<b>CASH TOTAL.....\$</b>	<b>8322.79</b>	<b>GROSS SALES.....\$</b>	<b>3254.11</b>
DEPOSITS APL'D TO SALE..\$	978.14	LABOR SALES.....\$	237.80
NEW CHARGE SALES.....\$	265.50	WARRANTY LABOR.....\$	21.20
TOTAL CASH RECEIVED.....\$	8382.79	WARRANTY PARTS.....\$	0.00
LESS DEPOSITS R.O.A.....\$	647.69	TOTAL WARRANTY.....\$	21.20
LESS PAYMENTS R.O.A.....\$	5728.45	TOTAL SALES TO RESALE...\$	343.60
<b>GROSS SALES.....\$</b>	<b>3200.29</b>	TOT OUT OF STATE SALES..\$	0.00
NET SALES.....\$	3096.28	GROSS PROFIT MARGIN.....%	54.23
COST OF SALES.....\$	1417.12	(LABOR% 0.00 PARTS% 50.42	
GROSS PROFIT.....\$	1679.17		

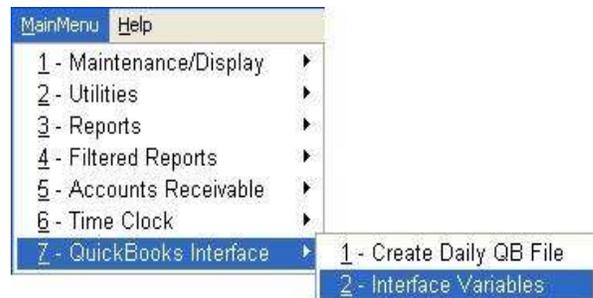
INTERNAL SALES	LABOR	PARTS	CHARGES
NEW BIKE.....\$	0.00	\$ 0.00	\$ 0.00
USED BIKE.....\$	0.00	\$ 0.00	\$ 0.00
SERVICE.....\$	0.00	\$ 6.04	\$ 6.04
PARTS.....\$	0.00	\$ 0.00	\$ 0.00
GRAND TOTAL.....\$	0.00	\$ 6.04	\$ 6.04

Notice that the **Gross Sales** on the Left side of the **Cash Drawer Report Summary**, do not match the **Gross Sales** on the Right side! This report is Out of Balance!

10.2e Out Of Balance Cash Drawer Report

### 10.3 Interface Variables

An Interface Variable, is a basic set of instructions Counterman will use when creating the Quick Books Interface File. Please refer to the detailed instructions on how to setup the Quick Books Interface Variables, covered in chapter 2.78, beginning on page 41, step #13 for complete instructions. To access this function, from the Main Menu, select 7- Quick Books Interface then select 2-Interface Variables (see fig 10.3a).



10.3a Interface Variables Access

# Counterman Pro

## Chapter 11

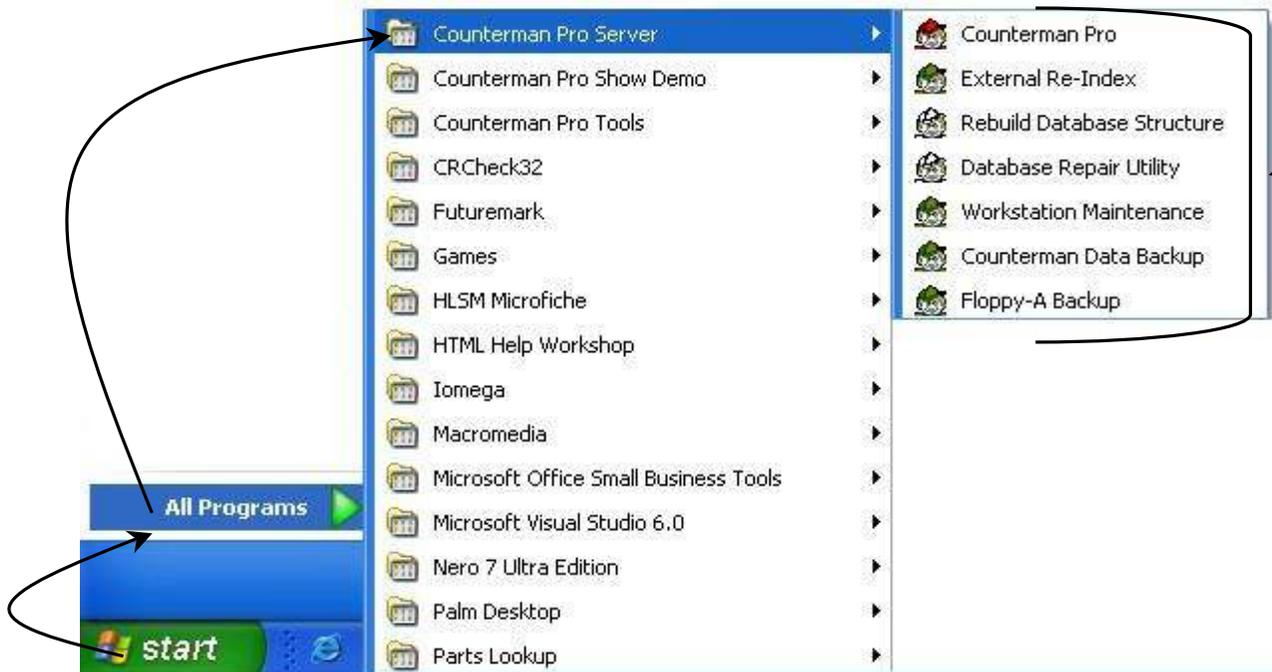
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## Chapter 11 External Utilities and Processes...

### 11.1 Counterman Pro Server Menu

From the Windows™ Desktop™ with Counterman Pro Closed, there are several options and utilities available and each has a specific purpose. Before accessing these utilities, it is strongly suggested you Exit (close) Counterman Pro, as most of them require closed databases and when Counterman is closed, so are the databases. This chapter will cover each of these functions in detail.

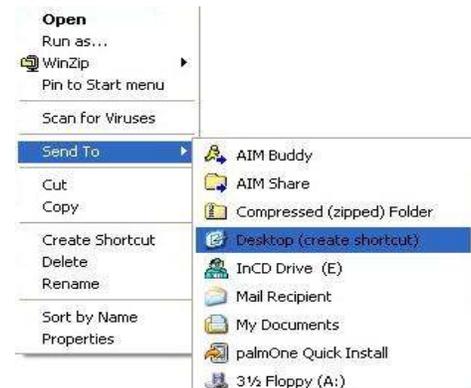


11a Counterman Pro Server Menu Access

To access any of these External Utilities and Processes, first **exit Counterman Pro at all stations**. From the Main Computer Station (or server), click on the “Start” button (lower left of the Windows™ Desktop). If your operating system is XP, select “All Programs” (or just “Programs” for most other operating systems). Locate and select the Counterman Pro Server folder (see fig 11a). This will open the available functions.

### 11.2 Counterman Pro Access/Creating Shortcuts

Clicking on the Counterman Pro Icon will open Counterman Pro. Alternately, you can setup a Shortcut, or “Desktop™ icon” to make opening the program more convenient to get to. To setup a Shortcut on your Desktop, access the Counterman Pro Server folder as shown in fig 11a. Right Click the Counterman Pro icon, then select the “Send To” option. Left Click the Desktop (create shortcut) function to place the shortcut on your Windows™ Desktop™ (see fig 11.2a).



11.2a Create Desktop Icon

### 11.3 External Re-Index

Although there is an “Index Databases” process available from the Utilities Menu within Counterman Pro (see chapter 5.1 of this manual for additional information on “what” indexing is), it will sometimes be necessary to perform this function from outside the program. For instance, should a database get corrupted and prevent access to Counterman Pro, it usually requires Re-Indexing of the databases. Since access is not possible, Re-Indexing Externally has been made available from the Counterman Pro Server folder. To use this function, make sure Counterman Pro is closed at all stations, then click “Start”, select “All Programs”, “Counterman Pro Server”, then left click External Re-Index (see fig 11.3a). This will open the Re-Index screen and immediately begin the Re-Index process. This should only take a few seconds, depending on the size of your databases. Once the process has finished, you will be returned to the Windows™ Desktop™. For technical purposes, the name of the program that runs this process is: CMREIND.EXE.

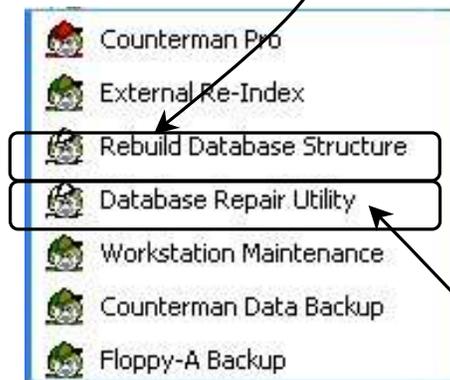


11.3a External Re-Index Access

This will open the Re-Index screen and immediately begin the Re-Index process. This should only take a few seconds, depending on the size of your databases. Once the process has finished, you will be returned to the Windows™ Desktop™. For technical purposes, the name of the program that runs this process is: CMREIND.EXE.

### 11.4 Rebuild Database Structure

We strongly recommend contacting Counterman Technical Support before running this process. Rebuild Database Structure is made available to provide the tool needed to rebuild a damaged database. Database damage can be caused by viruses or, over a network by inadequate network cabling. If necessary, Counterman Technical Support will guide you through the process of Rebuilding the required Database Structure. The information needed to discern which database is in need of rebuilding is provided by an error code generated by Counterman. To use this function, please call Counterman Technical Support, make sure Counterman



11.4a Rebuild Structure/Database Repair Access

Pro is closed at all stations, then click “Start”, select “All Programs”, “Counterman Pro Server”, then left click “Rebuild Database Structure” (see fig 11.4a). This will open a Visual FoxPro screen, where a Counterman database name can be entered (see fig 11.4b). For technical purposes, the name of the program that runs this process is: CMSTRUC.EXE.

**FILE NAME TO RECONSTRUCT**



11.4b Visual FoxPro Prompt

database name can be entered (see fig 11.4b). For technical purposes, the name of the program that runs this process is: CMSTRUC.EXE.

### 11.5 Database Repair Utility

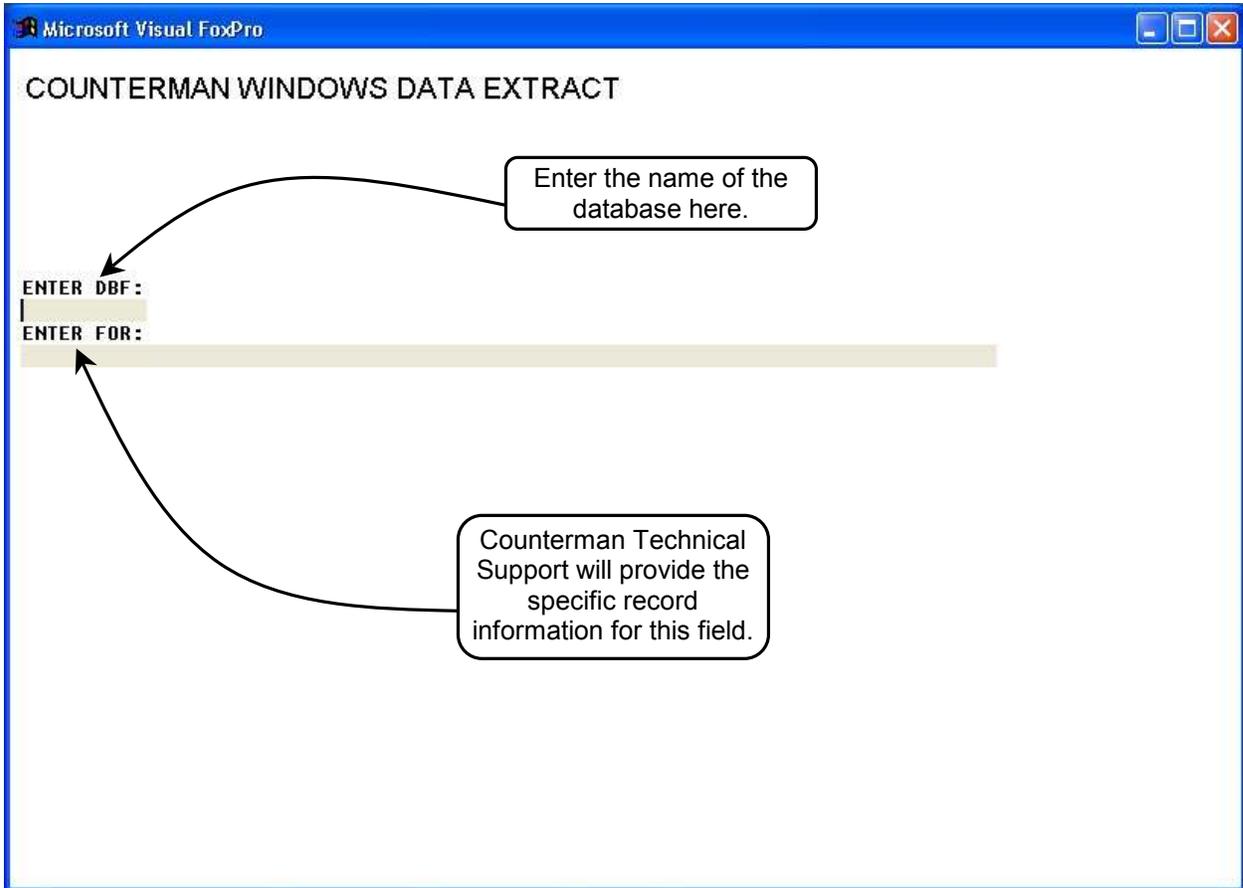
We strongly recommend contacting Counterman Technical Support before running this process.



11.5a Counterman Question

This utility is used to repair certain fields within a database. Instruction is required for use with this function! To use this function, please call Counterman Technical Support, make sure Counterman Pro is closed at all stations, then click “Start”, select “All Programs”, “Counterman Pro Server”, then left click “Database Repair Utility” (see fig 11.4a). A Counterman Question window will open asking if you want to continue (see

fig 11.5a). An answer of **Yes** will open the **Counterman Windows Data Extract** screen (see fig 11.5b) where you can enter the name of the database in need of repair in the “Enter DBF:” field. The next field, “Enter FOR” will be supplied by Counterman Technical Support staff. For technical purposes, the name of the program that runs this process is: CMBRFILE.EXE.



11.5b Counterman Windows Data Extract Screen

## 11.6 Workstation Maintenance

Upon signing with Counterman, you were issued a license to use Counterman Pro on a specific number of computers.

Counterman keeps track of the number of stations that have attached to the internal databases and this number is linked to the number of licenses. In a multi-user environment, meaning you use Counterman Pro on more than a single computer station, each computer station has a specific computer name and Log-In information. Counterman records this information in an encrypted file and the information in this file prevents additional stations from being added without proper licensing. To add additional workstation(s) to Counterman Pro, please contact Santa Maria Software so we may update your license. There may be an additional licensing amount involved for this service. However, there may be instances where a Log-In name changes, or you replace a computer on the network. In these cases, you will need to delete the old computer name/Log In information to provide room for the new computer name/Log In. This is why this function has been made available. If you have **NOT** exceeded your number of user licenses, but you get a message that



11.6a Workstation Maintenance Access

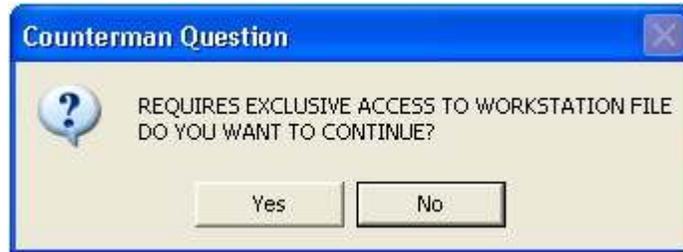


11.6b Counterman Fatal Message

states you **HAVE** (see fig 11.6b), then this process will allow the deletion of the unused computer name/Log In. To use this function, make sure Counterman Pro is closed at all stations, then click “Start”, select “All Programs”, “Counterman Pro Server”, then left click “Workstation Maintenance” (see fig 11.6a). A Counterman Question window will open, letting you know that this process requires

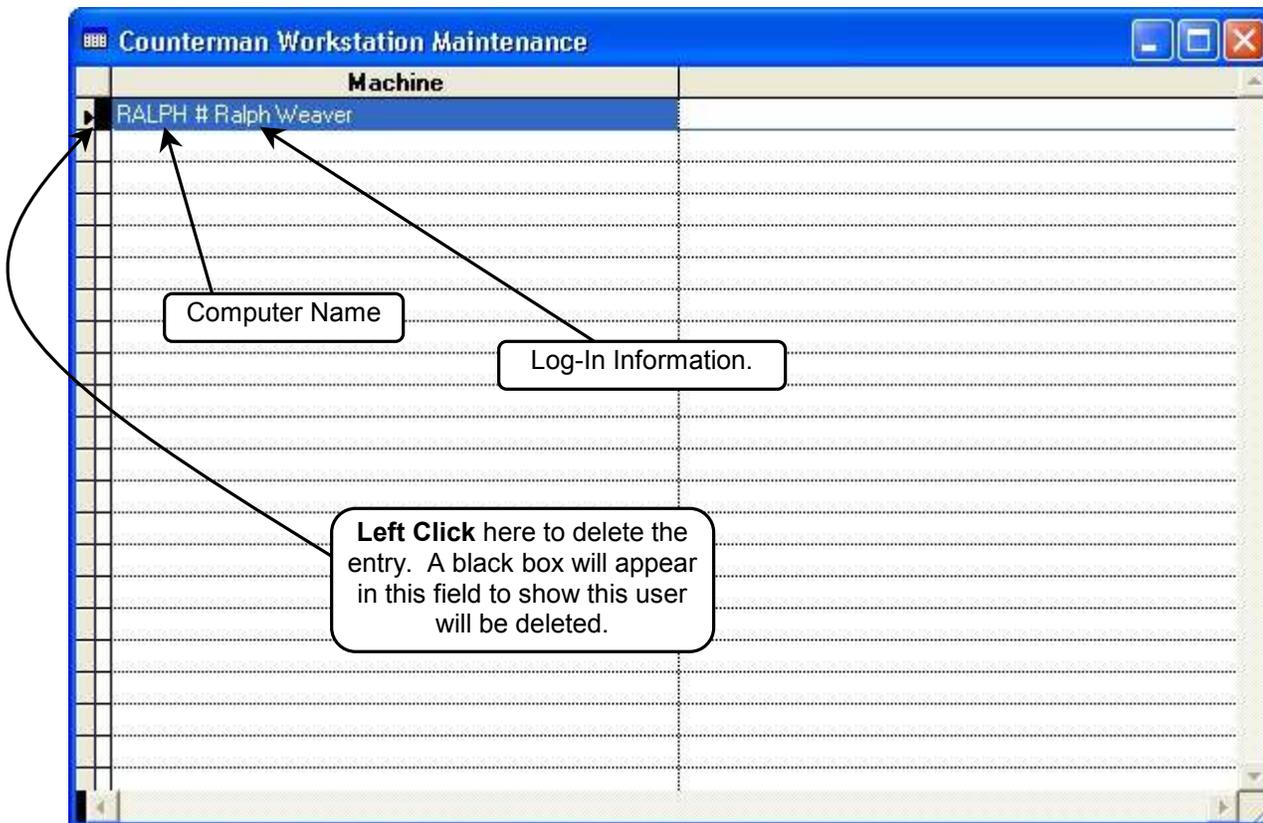
exclusive use of the Counterman databases (see fig 11.6c). An answer of **YES** will cause the **Counterman Workstation**

**Maintenance** screen to open (see fig 11.6d) where specific workstations can be deleted from the available list. The name each computer and Log-In for each workstation that is a normal Counterman user. To delete a specific workstation from this list, locate the computer name/Log-In



11.6c Counterman Question

information, then **left click** the column to the left of the name, as shown in fig 11.6d. You can delete more than one name if desired. When finished, press the Esc (escape) key to permanently delete the selected workstation(s). If you accidentally delete a workstation, Counterman will re-add the station back in when that station starts Counterman. However, you will need to reselect the workstation printers for that station.



11.6d Workstation Maintenance Screen

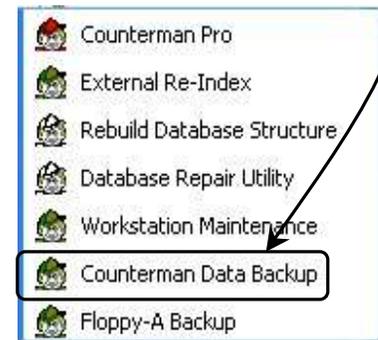
## 11.7 Counterman Backups Explained

The importance of performing a backup of some kind cannot be emphasized enough. If you have ever had to restore from a backup, or (worse) if you have ever experienced a computer crash of some kind and NOT had a backup, you can begin to understand how critical this function can be. You have trusted Counterman to store all of the data you use on a daily basis. All your customer information and their transaction history, all of your inventory, balances, and inventory history information is all stored in Counterman databases on your computer's hard drive. This data needs to be backed up to an alternate source, in case of a software or hardware crash. Computers are machines and as such, are susceptible to countless malfunctions. In addition, just as many things can go wrong with an operating system. In any case, the way to protect your Counterman data from being wiped out by any of these catastrophes, there are several options available for backing up this data. Counterman provides three means of backing up from the Counterman Pro Server folder and instruction on these methods follows.

1. The first is to backup Counterman data to your choice of media. This option will place a single copy of your compressed Counterman data into one file and back it up to the selected drive. This is covered in chapter 11.8.
2. The second choice is to backup the Counterman data to a Floppy Drive (A:). This option will place a single copy of your compressed Counterman data onto several floppy diskettes. The number of diskettes used will be determined by the size of the backup file. This is covered in chapter 11.9.
3. The third option is to backup to a USB Flash Drive, or Pen Drive. This option is not shown in the Counterman Pro Server folder due to the fact we cannot pre-determine the drive letter Windows™ will assign to the Flash Drive. This is covered in chapter 11.10.

## 11.8 Counterman Data Backup

This is the first option for backing up your shop's important data briefly explained in #1 above. Accessible from the Counterman Pro Server folder, this option will place a single copy of your compressed Counterman data into one file and back it up to the selected drive. This is the same selectable option you would choose if restoring the data. To use this function, please make sure Counterman Pro is closed at all stations, then click "Start", select "All Programs", "Counterman Pro Server", then left click "Counterman Data Backup" (see fig 11.8a). This will open the Counterman Pro Backup Utility window (see fig 11.8b), where



11.8a Counterman Data Backup Access



11.8b Counterman Pro Backup/Restore Utility

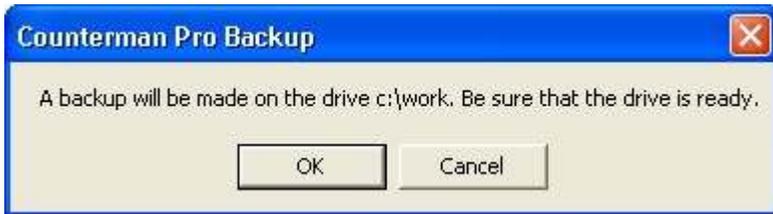
you can choose to either **Backup**, **Restore**, or **Exit**. In order to use the **Restore** function, you must have ran the backup procedure earlier. Click the **Backup** button to open the selectable options for the **Backup** (see fig 11.8c). The default path for the Counterman Pro files will automatically be displayed in the Counterman Pro Path field. If Counterman Pro is in a different folder and/or path, you have the opportunity to change this information in this

window. Alternately, you can use the Browse button to locate the files as needed. The Destination field refers to “where” the **Backup** files will be sent “to”. Again, you have the option to browse for a drive/folder for your **Backup** to be sent to. If you are using this utility to Backup to a zip drive, hard drive, or a flash drive and only want to **Backup** the files that have changed, click the



11.8c Counterman Pro Data Backup Utility Window

option for **Incremental Backup**. Once you have made the necessary selections, click the “Start” button to begin the process. A confirmation window will appear, providing an



11.8d Confirmation Window

opportunity to abort the process and allow you to make sure the drive for the **Backup** is ready. As the **Backup** is performed, a progress window will appear. Once this process has completed, a window will appear confirming this information (see fig 11.8e). Click the “OK” button to close this window an acknowledgment the completion of the **Backup** process.



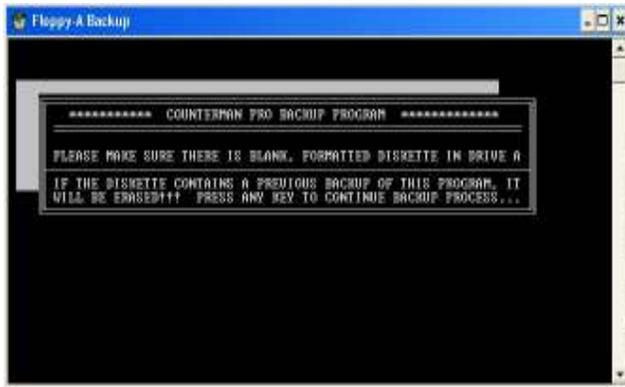
11.8e Backup Complete

## 11.9 Floppy-A Backup

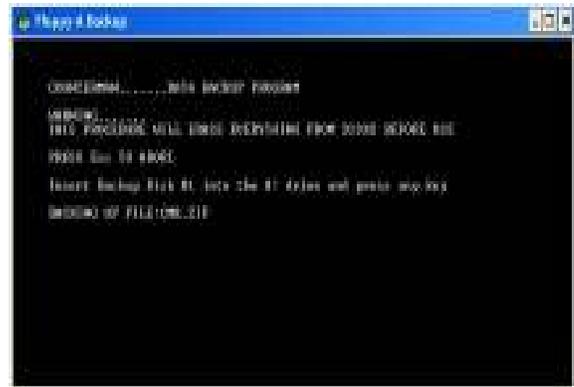
This is the second option for Backing up your shop’s important data, as explained in #2 on page 243. It should be noted however, floppy diskettes are considered a volatile media and not the most reliable for backup purposes. This process will create a single Backup file that will be cut into several pieces, allowing the file to be copied onto as many floppy diskettes necessary to copy the entire file. The Restore process for this type of file requires a much more intense process and will require Counterman Technical Support. To use this function, please make sure Counterman Pro is closed at all stations, then click “Start”, select “All Programs”, “Counterman Pro Server”, then left click “Floppy-A Backup” (see fig 11.9a). This will open the Floppy-A Backup DOS window (see fig 11.9b). Follow the on-screen instructions in Fig 11.9c and 11.9d until the Backup has finished. Once done, the message in fig 11.9e will appear. Press any key and your Backup to the Floppy-A is complete. Store these floppy diskettes in a safe, dust-free area and use new diskettes often.



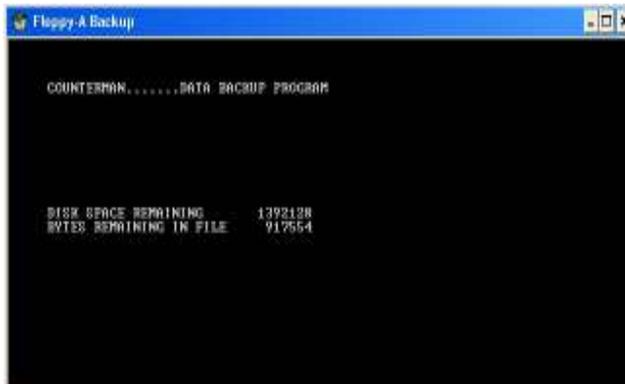
11.9a Floppy-A Backup Access



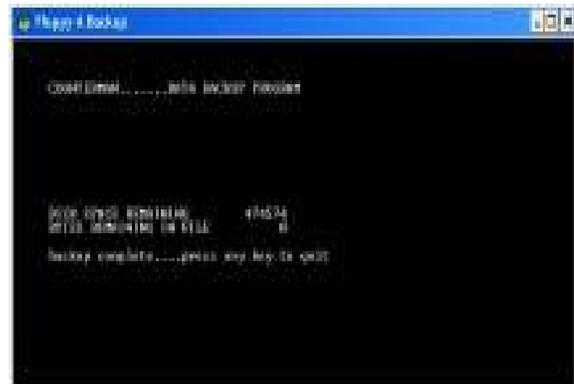
11.9b Floppy Backup Screen



11.9c Floppy Backup Screen



11.9d Floppy Backup Screen



11.9e Floppy Backup Screen

## 11.10 Flash Drive Backup

This is the third option for Backing up your shop's important data, as explained in #3 on page 243. There is no menu option for this type of Backup procedure, as this is a different type of Backup. A "Flash Drive" is a very small USB device that acts as an additional drive for your computer. You simply plug this device into an available USB port and you instantly have access to it. Windows™ 2000 and Windows™ XP™ operating systems will automatically assign a drive letter to the USB Flash Drive, as it becomes available. This is an extremely stable media for performing Backups and we strongly recommend it. As you use the process we have written for Backing up to the Flash Drive, you will notice that the process will maintain nine complete backups on this one small device. As you reach your tenth backup, the program will delete your oldest backup and replace it with the newest one. The result is, you will always have nine of your most recent backups on the Flash Drive.

**To use the Flash Drive Backup function**, it will be necessary to download the Backup utility we have written for this purpose from our website. With the USB Flash Drive inserted, access our website and type (exactly as shown, case sensitive) into the address bar of your web browser (or click this link):

<http://www.counterman.net/FLSHBACK.BAT>

A download window will appear (see fig 11.10a) where you will need to select "Save". Be sure to save this file to the Flash Drive letter assigned by Windows™ (see fig 11.10b). Once the file has been saved onto your Flash Drive, you have only to click on the file to run the program. You will see the files being backed up, as they are compressed into a single file, then copied onto the flash drive (along with some additional files necessary to run the backup program). Just follow

the on-screen prompts as the FLSHBACK program goes thru the process. Once it has finished, a screen will appear indicating how many back up files are on the Flash Drive, with the dates. The process for Restoring the Backup files is similar. You will need an additional file from our website called FLSHREST.BAT. This file, like the FLSHBACK.BAT file needs to be saved onto the Flash Drive itself.

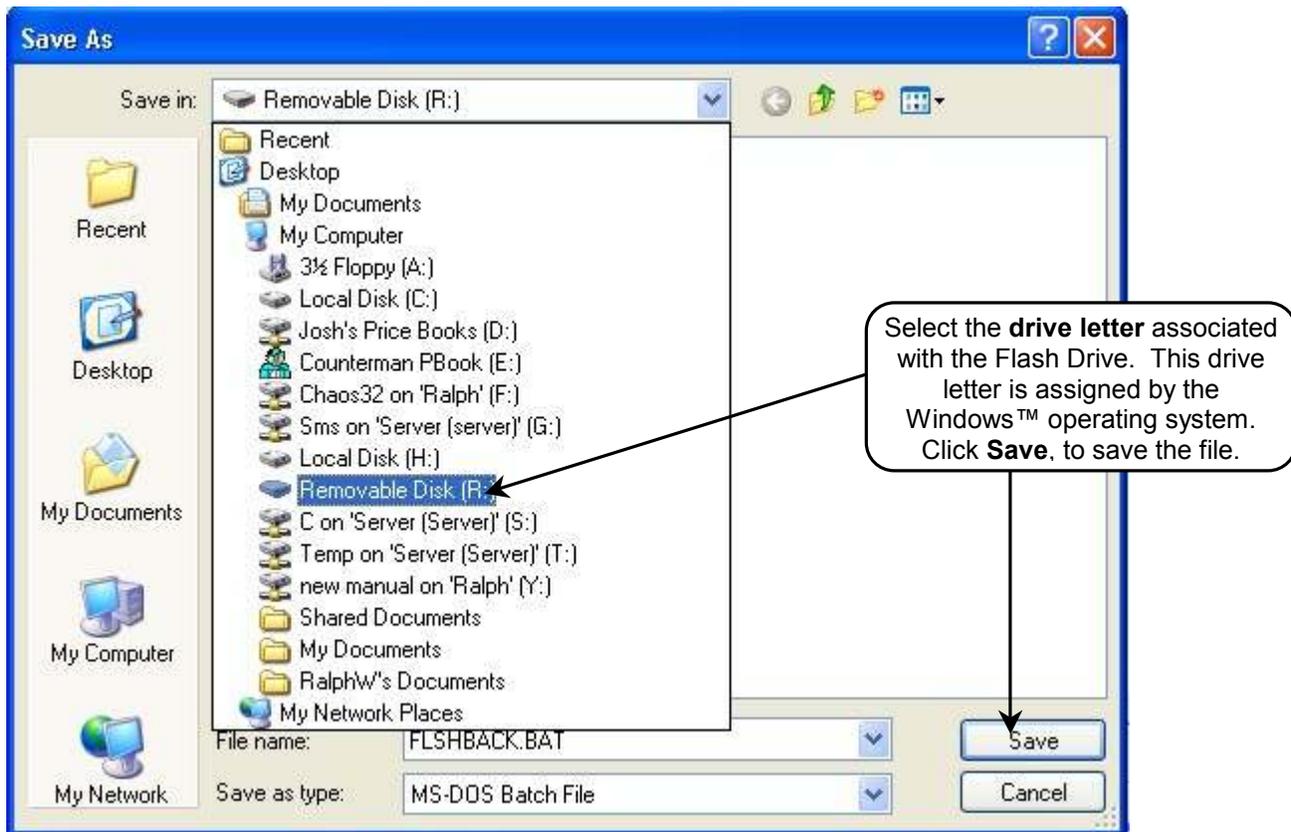


11.10a Download the Program

**To use the Flash Drive**

**Restore function**, it will be necessary to download the Restore utility we have written for this purpose from our website. With the USB Flash Drive inserted, access our website and type (exactly as shown, case sensitive) into the address bar of your web browser (or click this link):

<http://www.counterman.net/FLSHREST.BAT>



11.10b Save The File To The Flash Drive

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