

# Counterman Quarterly Newsletter

## New! For Counterman Pro Users



As we continue to make improvements for Counterman Pro, we will inform you of these updates and enhancements in this newsletter. We strive to provide the tools and features Counterman users have requested. Listening to your comments and suggestions provides us greater insight to your software needs. We encourage you to contact us with these comments and suggestions by email or a phone call. You will find very nice updates for this release:

Utilities Menu called “ShipWorks Import”, where you can select the folder containing the transactions you wish to import. Counterman does the rest by processing the transactions, payments, applying Special Orders if items are not found available in stock, etc... Additional information on ShipWorks can be found at this website:

<http://www.shipworks.com/>

Counterman has the ability to interface with most popular shopping carts, we only need to verify the file(s) that can be exported from the shopping cart. This process is available to all Counterman users as an add-on “module” (with a minimal one time cost) at your request. Please contact our technical support staff for additional information if you are interested.

⇒ **ShipWorks Interface Enhanced**

In the previous newsletter we talked about an add-on module process with an e-commerce program called “ShipWorks” that allows batch exporting transactions from your online store and subsequent importing into Counterman. With the help of Eastern Performance in Gambrills, MD., we have got this new interface very stable and working well. The idea is to save time and effort by importing these transactions all at once, as opposed to manually entering individual invoices into Counterman from web sales. This new feature is considered an add-on module for Counterman, as we now import bulk transactions that originated from an E-Commerce program known as “Shipworks”. The way this works is, as ShipWorks processes orders, you have the ability to move those orders (ready to import into Counterman) into a specific folder in ShipWorks. Then in Counterman, there would be a new option in the

⇒ **Special Order Deposits**

You may have (or have not) noticed special order deposits not getting applied properly, either during a special order cancellation, or when the customer picks up special ordered parts. It all depends on the process you use when processing and/or cancelling special orders. Additional verifications have been added to this updated program file (05/01/2012 or later) that will insure special order deposits are properly applied, no matter how the special order deposit was taken when the original transaction was processed. This fix however, **is not retroactive!** If you need assistance with prior special order deposits, or moving the deposit amounts to the general ‘On Account’ field, please contact tech support for assistance.

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### UPDATED PRICE BOOK VENDORS (ON THIS UPDATED CD) 28-NEWLY UPDATED PB'S!

<b>AD</b>	Advantage Perf.
<b>AR**</b>	Arctic Cat
<b>BM**</b>	BMW Motorcycle
<b>CA</b>	Castle Sales
<b>DS</b>	Drag Specialties
<b>FH</b>	Fulmer Helmets
<b>FX</b>	Fox Racing
<b>HD**</b>	Harley-Davidson
<b>HH</b>	Helmet House
<b>KA</b>	Kuryakyn

<b>KM**</b>	Kawasaki M/C
<b>KN</b>	K&N Engineering
<b>KT</b>	KTM Sport M/C
<b>MA</b>	Marshall Dist.
<b>MD</b>	Mustang Dist.
<b>MU</b>	Mid USA
<b>PO**</b>	Polaris/Victory
<b>PT</b>	Power Twins
<b>PU</b>	Parts Unlimited

<b>RO</b>	Romaha
<b>SB</b>	Sullivan Brothers
<b>SM</b>	Southern Motorcycle
<b>SN</b>	Sullivans USA
<b>SZ**</b>	Suzuki M/C
<b>TL</b>	Troy Lee Designs
<b>TR</b>	Tucker Rocky
<b>YA**</b>	Yamaha M/C
<b>ZP</b>	Zippers Performance

**IMPORTANT!**

**\*\* = OEM Franchise Only!**  
(If non-franchise retail prices only will be provided)

Custom Chrome has stopped supplying quantity breaks in their price book!



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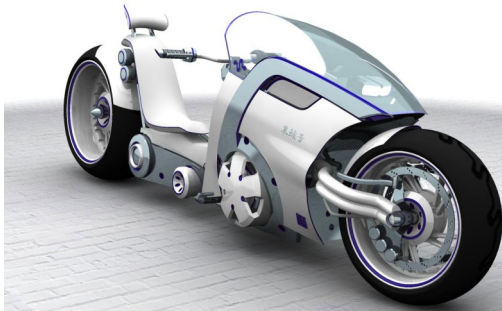


# COUNTERMAN

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## T E C H T I P S

### UPDATING INVENTORY FROM PRICE BOOKS

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

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

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

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

*Have a great summer, and get out and ride!!!... Ralph Weaver*  
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