Counterman Quarterly Newsletter

Updating Inventory From Price Books

by: Ralph Weaver

INSIDE THIS ISSUE:

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 the data from each vendor/suppier to be used within Counterman DMS software. Once these processes are completed and tested, we make them available to our users immediately on line, and quarterly on CD. If you have downloaded price book files using the program called "Counterman Update Manager" (Counterman supplies this program free of charge and it can be downloaded from our website), then you already understand what a benefit this program 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 parts and pricing 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 coming from Counterman.   Several things come in to

play that can cause incorrect pricing information.   First and foremost is whether we have received current data from the vendor/supplier, as many of them make it difficult to obtain the price book data on a regular basis. But the more 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 to you. The best way to understand how Counterman utilizes this information is to understand the process. Counterman keeps the updated price book information in a separate folder in Windows. When any particular item is entered, Counterman will look in the inventory file first. If the item is not found in inventory, the Price Book folder is searched for the item. Pricing discrepancies can happen IF that item EVER existed in inventory, because Counterman looks in inventory first! So if an inventory record for that item exists with old pricing, you'll get old pricing when the part number is entered. This process will prevent this from happening by applying changes to any existing inventory records to match the updated price book records.

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

UPDATED PRICE BOOK VENDORS (ON THIS UPDATED CD) *28-Newly updated PB's!*

AD	Advantage Performance	**KM****	Kawasaki M/C	**TM****	Triumph Motorcycle
AR**	Arctic Cat	**KN**	K&N Engineering	**TR**	Tucker Rocky
BI	Bell Industries	**KA**	Kuryakyn Holdings	**VL**	Van Leeuwen
CA	Castle Sales	**KT**	KTM Sport Cycle	**VT**	Tedd's V-Twin
CCI	Custom Chrome	**MA**	Marshall Dist.	**WN**	Win Products
DS	Drag Specialties	**MU**	Mid USA	**WP**	Western Power
FH	Fulmer Helmets	**PO****	Polaris/Victory	**YA****	Yamaha
FX	Fox	**PT**	Power Twins	**ZP**	Zippers Performance
HD**	Harley-Davidson	**PU**	Parts Unlimited		
HH	Helmet House	**SM**	Southern Motorcycle		

IMPORTANT!

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

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

COUNTERMAN

Contacting Counterman is EASY!

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— Concept Motorcycle —

Updating Inventory From Price Books (*continued*)

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!

Month-End Utilites

Month-End processes can get time consuming when you have to spend a lot of time fixing negative inventory balances and adjusting inventory levels that have been previously reserved for service RO's. If you did not already know, there are some helpful tools in Counterman to help with these processes.

Negative Inventory: In a perfect world there would be no negative balances for any inventory items. In the real world, it's a necessary evil. In an effort to save time when processing point-of-sale transactions, Counterman allows items to be sold even if they do not have an available balance in inventory. This is a major time saver because there is no need to add the quantity to an inventory item prior to selling it. But doing so causes inventory quantities to go to negative balances. One of the first processes we suggest you do as part of 'Month-End' is to run a "Negative Inventory Report". Obviously, you cannot have less than zero of anything, so making these adjustments at month-end is a necessity, as it directly reflects on the actual value of your existing inventory. Making inventory balance adjustment used to be a time consuming task, depending on how many negative items you have to contend with. But did you know there is a utility in Counterman that will zero all negative inventory balances all at once for you? We still suggest running the "Negative Inventory Report" because you may want to make some manual changes on some items. This process will generate a report, showing the part numbers that have been adjusted to zero. However, if there are service allocations for any items, no changes will be made. These items will show on the report, but must be adjusted manually. To use this utility, access the Main Menu, select 2-Utilities, then select G-Zero Negative Available Balances. You will be prompted on how you would like the report output. Select either "By Category" or "By Product Code" and process the report.

Service Allocations: When a Service Repair Order is started, and it is NOT a quotation, inventory items are allocated to that RO immediately as they are entered. This process insures the parts for each job are set aside right away for that job. The result means you cannot sell or allocate an item that has been previously allocated (set aside) for a specific customer on a saved service RO. Although Counterman has gone to great lengths to avoid allocating parts to non-valid service RO's, users seem to find a way to make them happen. You can run a "Hold File List" report to show the product codes and hold file names and reconcile them manually. But there is a utility called "Balance Allocated Inventory" to help with this process. This will check your existing hold files that are valid service RO's and remove any allocations that do not have a valid RO to go along with them. To use this process, access the Main Menu, select 2-Utilities, then select I-Balance Allocated Inventory.

Both of these utilities have been put in place to help save you time when processing your month-end processes. Please let us know if we can be of any assistance with these procedures!

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