

Counterman 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 phone call. There are very nice updates for this release:

⇒ **Service Department Report Updated**

To help provide additional information when running the Service Department Report "By Employee", we have separated the Total Parts and Total Labor for each employee. A nice enhancement to an existing report was suggested by our friends at Bikers Edge in Wichita, KS.

⇒ **Service Department Report**

This is an additional change to the Service Department Report. After the extreme changes to the warranty processes in Counterman, reporting the Warranty reconciliation information on the Service Department Report made this report display information that was difficult to grasp for many users. With this update we have removed all warranty postings, generated from the Warranty Reconciliation process from this report. All warranty reconciliation information is now reported from the Warranty Report.

⇒ **Quick Books 30+ Characters in COA**

As we have an ever increasing number of Counterman users who are using the Quick Books Interface, we have two additional updates that will help in this process. In the past there has been an issue interfacing charts of accounts who's names are longer than 30-characters. We have addressed that issue and now have a means of contending with it. If you would like to use the Quick Books Interface but haven't as a result of the 30-character COA name barrier, then this should solve that issue.

⇒ **Quick Books Inventory Value**

Secondly, we have a "selectable enhancement" (meaning you can choose to use this or not) that will decrease the value of your Quick Books on-hand inventory as part of the existing interface process. The way this works is, the number indicated on the daily Cash Drawer Report as "Cost of Sales" will be decremented from the inventory value in Quick

Books when importing the Counterman generated IIF files for the interface. It is important to note however, there are many variables that directly affect the "inventory value" in Counterman. There is a high level of versatility in Counterman, allowing inventory adjustments as needed. These "adjustments" are currently not interfaced. In addition, you would need to have Quick Books setup to ADD to your inventory value, as items are input from parts received. So, to keep "as close as possible" inventory values in both programs, you would need to manually add/remove inventory adjustment values from the inventory COA, and add the value(s) of any items received into stock. All of this means that it will be very easy to have an inventory value in Counterman that does not "exactly match" the inventory value reported in Quick Books. That said, we still felt we could benefit many users by offering this type of interface. Again, if you like the way it is now, you won't notice any changes; but if you would like to enable this new method, please contact Counterman support. It is a simple task to set it up. This enhancement comes by way of suggestion from Signature Cycles in Elewa, WI. Thank you!

⇒ **PartSmart Version 8 Interface**

Counterman has always interfaced with Part Smart, but with their release of version 8, their method of interfacing changed. We have just completed the programming changes on our end and this interface is working very well. Users of the microfiche program know as "PartSmart" (version 8) from ARI can now interface their selected items into the Counterman POS screen. Please contact us if need help getting this interface up and running.

⇒ **Clock-In Warning Message**

This new feature is intended for users of the Counterman Time Clock and can display a warning message on the screen, advising the user if they have failed to clock in. Counterman knows who is accessing the software, so if you are using the Time Clock feature, this can help in making sure your employees are actually Clocking In before using Counterman. This feature must be enabled, so let us know if you want to use it.

⇒ **Negative Balance + Deposit**

Account balances that are negative can now be properly adjusted when selling items, while applying additional payments towards a negative account balance on a single transaction.

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UPDATED PRICE BOOK VENDORS (ON THIS UPDATED CD) 32-NEWLY UPDATED PB'S

IMPORTANT!!! CUSTOM CHROME NO LONGER PROVIDES PACK QUANTITIES, RESULTING IN NO MORE QUANTITY BREAK DOWNS FOR CCI ITEMS!

AD	Advantage Performance
AU	Aprilia USA
AR	Arctic Cat
BD**	Big Dog Motorcycles
BI	Bell Industries
BM**	BMW
CA	Castle Sales
CCI	Custom Chrome, Inc.
DS	Drag Specialties
FX	Fox Racing
FH	Fulmer Helmets

HD**	Harley-Davidson™
HH	Helmet House
KM	Kawasaki Motorcycle
KN	K&N Engineering
KT**	KTM Sport Motorcycle
MA	Marshall
MT	MC Advantage
MU	Mid USA
NL	Nichols M/C Supply
PG**	Piaggio-Vespa
PO**	Polaris/Victory

PU	Parts Unlimited
RO	Romaha
SB	Sullivan Brothers
SM	Southern Motorcycle
SN	Sullivans USA
SZ**	Suzuki Motorcycle
TM**	Triumph Motorcycle
TR	Tucker Rocky
WP	Western Power
YA**	Yamaha Motorcycles

IMPORTANT!

(NEW) = New Price Book Vendor!

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

Custom Chrome no longer has quantity breaks!



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Counterman Booth # 642



Counterman Booth # 3914

Trade Shows, (again?)

Yep, it's that time of year again. If you plan on flying, it's elbow-to-elbow on the planes, delayed flights, and long lay-overs before you finally reach your destination. Then it's crowded hotel rooms, cold weather and fast food. Then there's all the walking and meetings, once you arrive at the show. But is it worth all the trouble? Most say, absolutely it is. Whether you are going to the V-Twin Expo in Cincinnati, or the Dealer Expo in Indianapolis (Counterman will have a booth at both shows), you will find a "face-to-face" method of communicating with vendors and fellow dealers, all under one roof. This type of venue can be of great value if you have a game plan for what you would like to accomplish at these shows. After all, when would you have an opportunity to talk to the many vendors and suppliers, all in a single location? The trade shows provide the unique opportunity to do just that! You can find new suppliers and products to attract customers, or to better serve the customers you have. Then there's the unique opportunity to see all the latest gadgets and do-dads being released. Not to mention all the custom motorcycles and builders who normally attend these shows. There are contests, give-aways, seminars,

promotions and sales, all in a single location just waiting for you.

Usually everything at these shows is there to help enhance your business. However, in these troubling economic times, it would be a good idea to come up with a game-plan for this venture to maximize your efforts. Of course there's the travel arrangements and hotels to plan for, but once you arrive at the show, then what? Just walk around and browse the booths? You may end up walking the same path over and over again and miss a vendor or supplier you really need to talk to, not to mention wearing your shoes out. There are a few simple things you can do to maximize your productivity at these shows. Going over the list of exhibitors you need to see and maybe even going to the trouble of mapping out their locations will help you to make the most use of your time there.

There are normally several vendors and suppliers who have the same or similar product offerings. The competition is stiff and you are at a great advantage in this competitive environment, to get the best possible price on whatever it is you may be in the market to purchase. All exhibitors have a strong desire for your

business, or they wouldn't be there in the first place. This is good to know when you are negotiating for a potential purchase of the product they are offering.

Making contacts and talking about products offered at the show, offers a venue that allows face-to-face discussions that can provide some great answers. A good game-plan for these discussions would be to make a brief list of any particular questions you want to be sure to cover. This will also help make the most of your time when you are speaking to a key contact person. Chances are good that new contacts will be made too. This industry is vast and the endless level of very knowledgeable people that have a wealth of good information are now at your disposal. It would be in your best interest to take advantage of this unique opportunity. However, don't feel bad about not stopping at booths that you do not have any interest in. Exhibitors are there to increase their businesses, I'm sure they would prefer not to waste their time talking to someone who has no interest in their products.

Counterman wants to wish you the very best for these upcoming shows. If you plan to attend, be sure to stop by and see us at either (or both) shows this year!



**Happy Holidays
from all of us at
Counterman!**

