

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:

⇒ **Special Order List Report**

To allow for easier identifying and separating vendors and suppliers parts on the Special Order List of Parts Not Ordered, vendors/suppliers can be separated and totaled for each individual vendor/supplier on this report. Report Sequence of "Product Code" must be chosen in order for this to work. This is a great benefit, as it will no longer be necessary to "assume" the vendor/supplier for each individual product code. Thanks to Steve at Beemer's and More in Fort Collins, CO for this suggestion, which we are confident will help all Counterman users.

⇒ **Special Orders by Department**

The ability to separate the report: "Special Order List of Parts Not Ordered" has also been enhanced to allow for separate Department output. You must choose the Report Sequence of "Department" to use this new enhancement. Additionally, creating purchase orders can now be separated by department. When accessing the vendor for a Reorder List, Counterman will ask if the order should include all Departments, or just the Department for which you are currently logged in to? This is a great solution for users who need to separate their purchase orders by Department! This feature is NOT retroactive, so the feature does not record any past department codes. This basically means that there will be a transition time required to get all orders placed before utilizing it. Because some Counterman users may find this feature cumbersome, we can control this feature (turn it on or off) by renaming a file located in your CMAN8\DATA folder. A text file called: "REQBYDEP.TXT" must reside in the CMAN8\DATA folder in order for this enhancement to be active. Please call our tech support staff if you would like to enable this feature. Thanks go out to the crew at Eastern Performance in Gambrills, MD for this great

suggestion!

⇒ **Special Order Zero Quantity**

Special Order transactions no longer allow zero quantity to be processed. Some users have been able to get by the normal process of not allowing zero quantities on special ordered items on a transaction. We have isolated this and disabled it. This "fix" is a result of several Counterman user requests.

⇒ **Quick Books Interface**

If you accept PayPal (or any type of payment method that requires a percentage of the payment) and use the interface process for Quick Books with Counterman, we now have the ability to allow for a percentage charge to be directed into a chart of accounts in Quick Books as part of the interface. Thanks go to Motorcycle Depot in Colorado for this nice added enhancement to the Quick Books interface.

⇒ **Mail List 'CSV' File Generation**

Ever have the need to supply a mail order company a list of customer names and addresses, in the form of a file, for a specific mailer you want to send to selected (filtered) customers? Counterman customers have always been able to generate 'CSV' customer mailing list by using an external utility called "AddressExport" provided by us. But that process required you to exit Counterman in order to generate the file. With this release, you can generate a 'CSV' (comma separated values) file (which can be opened in Excel or any spreadsheet program) directly from inside Counterman! A new check box option inside Filtered Reports, Mailing Labels, "Create Label.csv File" will create a file called "Label.csv" in the DATA folder!

⇒ **Disappearing Discounts?**

Ever have a pre-set Discount for a customer, only to find this Discount mysteriously disappeared after saving a transaction for that customer? This intermittent issue has been plaguing Counterman users for a long time. But with strong determination, and the help from Hal at All American Motorcycles, Inc in Tucson, AZ, we were able to locate, isolate, and kill this little booger that has been a thorn for a long time. When an issue is not always there, or comes and goes, it is very difficult to find the cause. This one now taken care of. Thanks for your help on this Hal...

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UPDATED PRICE BOOK VENDORS (ON THIS

AD Advantage Performance	HD** Harley-Davidson™	PO Polaris/Victory
AR Arctic Cat	HH Helmet House	PU Parts Unlimited
BA Barnett	HO** Honda	SB Sullivan Brothers
BI Bell Industries	IB Interstate Batteries	SM Southern Motorcycle
BD Big Dog Motorcycles	KM** Kawasaki	SN Sullivans USA
BM** BMW	KN K&N Engineering	SZ** Suzuki Motorcycle
CA Castle Sales	KK KK Motorcycle	TM** Triumph Motorcycle
CCI Custom Chrome, Inc.	KT KTM Sport	TR Tucker Rocky
DS Drag Specialties	MA Marshall	WP Western Power
FX Fox Racing	MU Mid USA	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!

Santa Maria Software



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Confederate Motorcycle Company

Pictured to the right is the "Renovatio" sport motorcycle from Confederate Motorcycle Company. This is a 1686cc motorcycle, with 150bhp and a v-twin engine. The suspension is made out of titanium and carbon fiber. The motorcycle weighs 340 lbs. It's a piece of art. The motorcycle should be released next year. No price is known as of yet, but better start saving, since they don't come cheap. Expect a celebrity or two to be riding one of these.



See more from Confederate Motorcycle yourself at: <http://www.confederate.com>

Relative Performance Index

(Return on Investment, explained)

If you have ever really studied the Month-End Report, also known as the Inventory Activity Report, you may have noticed a line at the bottom of every Vendor or Category (depending on how you sequence this report), "Relative Performance Index" followed by a number. What does it mean? Programming wise, it is a calculation. But this is much more than a simple calculation. The following article by our founder and owner Vance Breese will explain this calculation:

Early on in my shop experience I was very short of cash because the business was growing very fast. Getting the maximum return on my inventory investment was very important to me. I wanted to understand which part of my inventory was giving me the best return on investment. I was trying to make 100% return on investment. To put this in perspective: If I had one turn per year

with a particular type of inventory, I needed a 50% gross margin to achieve my goal. In other words if I sold an item that cost me \$5 once per year, I needed to sell it for \$10 to make my 100% return on investment. If I had five inventory turns I could make the same profit with a 20% gross margin, or a selling price of \$6.25. Most Items have their selling price dictated by the market or the supplier advertises the suggested retail price, and most things we sell are some where in between these two extremes. The "Relative Performance Index" that prints on the Inventory Activity Report is simply a way of measuring that return on investment in your store. The bigger the relative performance index number, the better the return on investment. It takes both the Gross Profit Margin and the Inventory Turns into consideration. There are many other factors affecting the profitability, this just addresses the Return on Investment from a gross profit perspective.

A real world example of this would be sell-

ing used motorcycles vs. leather jackets. A well-priced used motorcycle might only be around for four or five weeks. The market seemed to dictate that a 15% gross margin was about right, and I was getting almost ten turns per year. With a leather jacket I had to stock all the sizes and in my small market it was hard to get more than three inventory turns per year. It was not hard to get a 40% gross margin on quality leathers. Would I be better off, knowing that my capital was limited to buy used motorcycles or another line of leathers, assuming I could get the sales. The Relative Performance Index would give me the short answer. I would get 150% Return on Investment buying motorcycles and 120% Return on Investment selling leathers. Clearly there are many other factors involved in this decision. The Relative Performance Index is one more piece of information that I used to help me make informed business decisions based on my needs.

By: Vance Breese

New For CounterMan Pro Users

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⇒ Service Order Part Number Duplicates

In the past, CounterMan has allowed the same product code several times on a single Service Repair Order. Unfortunately, this has allowed for duplicate entries for the same part number within the same service transaction. When Service Repair Orders get rather large and all the items cannot be viewed on a single screen, duplicated items can be hard for you to detect and you may not even notice that the same part number is there more than once. With this release, if CounterMan detects a duplicate item on the same Service Repair Order, you will need to confirm that you want to add the same item more than once. This will prevent duplicate entries of the exact same product code from being entered without your knowledge. Of course you can still enter the same item more than once if desired, it just depends on how you answer the question presented by CounterMan once the duplicate item has been detected. This new enhancement will only be active on Service Repair Orders and product codes that are flagged as "Labor" will not generate the duplicate message. We appreciate the input from Steve at SKS Motorcycle in Lilburn, GA for another nice enhancement!

⇒ Additional Warranty Confirmations

With the release of the new Warranty processes in CounterMan (released on the last update), a few customers have indicated that there should be a stronger confirmation that the Warranty will be processed as expected. In an effort to make this Warranty process even better, CounterMan will now provide an Additional Warranty Confirmation window that will show the amount(s) to be charged or credited for submission to the manufacturer and/or for the 'customer pay' portion of that Warranty transaction. If you would like to know more about this newly enhanced Warranty feature, please read the previous CounterMan Newsletter. There is a full article and full explanation available for you. Special thanks go out to Henry at Bikers Edge in Wichita, KS for his input on this added Warranty Confirmation window, which will insure that the Warranty totals are correct prior to processing.

⇒ Flexible Pricing Based From Inventory Costs?

This new feature will require some pre-explanation. Flexible Pricing, sometimes referred to as "Hot Rodding" is a process CounterMan has always had available that applies percentage based changes to price book files. This process allows for changing the profit margins normally dictated by the supplier's "MSR" (Manufacturer's Suggested Retail) price. The normal scenario would allow the user to base a different percentages, based off of the current Price Book "cost" or "MSR" price to be applied to the Selling Price. The Price Book file(s) would be updated according to the percentages you requested in CounterMan. This new process will enable the ability to apply Flexible Pricing Based off of current Inventory Costs and have this process update the CounterMan Inventory file instead of the Price Book file. This the goal for this enhancement. So, in a case where the user purchases inventory in an aggressive manner that allows their "per item cost" to be much lower than the standard Price Book costs, having the capability to apply Flexible Pricing based off their negotiated cost would be a great tool to have. In these economic times, this is an approach that would help the profit margins and be of help to many CounterMan users. This one is going to require you to contact CounterMan if you're interested in turning it on, as it requires a text file to exist in order to run the process. A special thank you goes out to "A Bikers Garage" in Texas for their input on this new feature.

⇒ Non-Taxed Transaction Detail

The new Non-Taxable Detail information that is now included as part of the Cash Drawer Report should make your accountants happy, as this detail now lists all items that were sold with no tax collected, and why. Non-Taxable items usually include things like Labor, Resale, and Out-Of-State mail order. However, because you have the ability to flag certain items as Non-Taxable, those items are listed here as well.

PLEASE!!! SEND US YOUR SUGGESTIONS:

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