**Service Module**

The “Service” module contains five tabs that perform many different functions. Below is a brief description of each tab’s functions.

Vehicle Recall- Is the starting point for the income generation functions. Provides search tools to access historical and current vehicle info/customer info/repair orders. Also provides a way to begin new repair orders.

Vehicle Info- Is the tab that stores all of the pertinent customer, vehicle, and repair information. Starting new repair orders , recording technicians notes, recording customer request, and accessing Service History is available in this screen.

RO Details- Is the tab where detailed income and cost information is entered and recorded. This tab generates accounting journal entries for the recording of the sales and producing invoices.

Parts- This tab was established to house the Parts Inventory. This tab generates accounting entries to record additions to the inventory as well as providing cost and pricing information to the RO Details tab for the use of parts. The RO Details screen provides access to the Parts tab for parts additions.

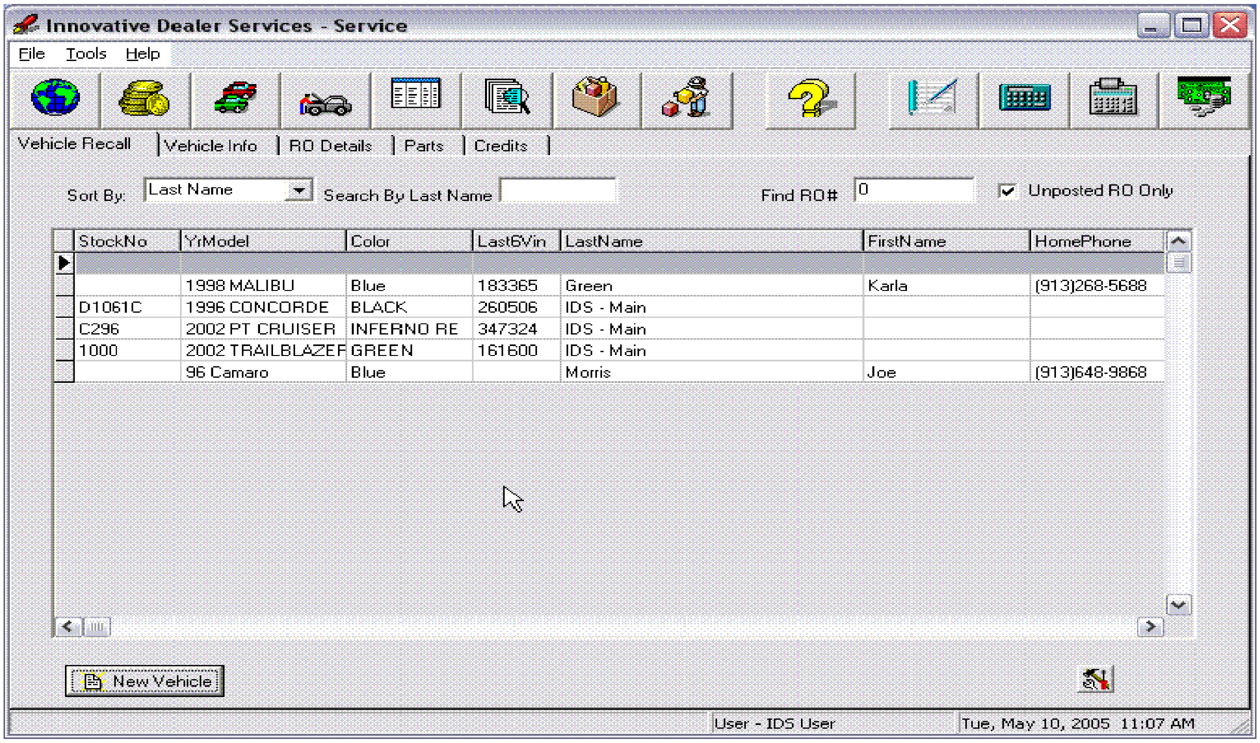
Credits- This tab was established to keep a record of parts returns and credits by vendor.

**Vehicle Recall**- The “Vehicle Recall” tab is the starting place for accessing open repair orders, accessing closed repair orders, accessing vehicle information for inventory vehicles, vehicles sold and for setting up files for new vehicles or customers. Since this sections main purpose is to assist in searching for specific information, these instructions will include descriptions of different types and there uses.

At the top of the following page is a representation of the initial screen that appears when the “Service” module is entered. It shows a list of open repair orders. To review a list of closed repair orders, remove the check mark next to “Unposted RO Only”.The resulting list is a complete list of both open and closed repair orders. The list showing can be sorted and searched by Last Name, Vin last 6, Phone, Yr Model, Stock No or by RO No.

To review, update or change a previously entered Repair Order

1. Highlight the vehicle and go to the “Vehicle Info” tab.
2. Highlight the specific repair order in the “Service History” box on the bottom lefthand side of screen
3. Input any necessary information in the “Vehicle Info” screen
4. Proceed to the “RO Detail” screen.

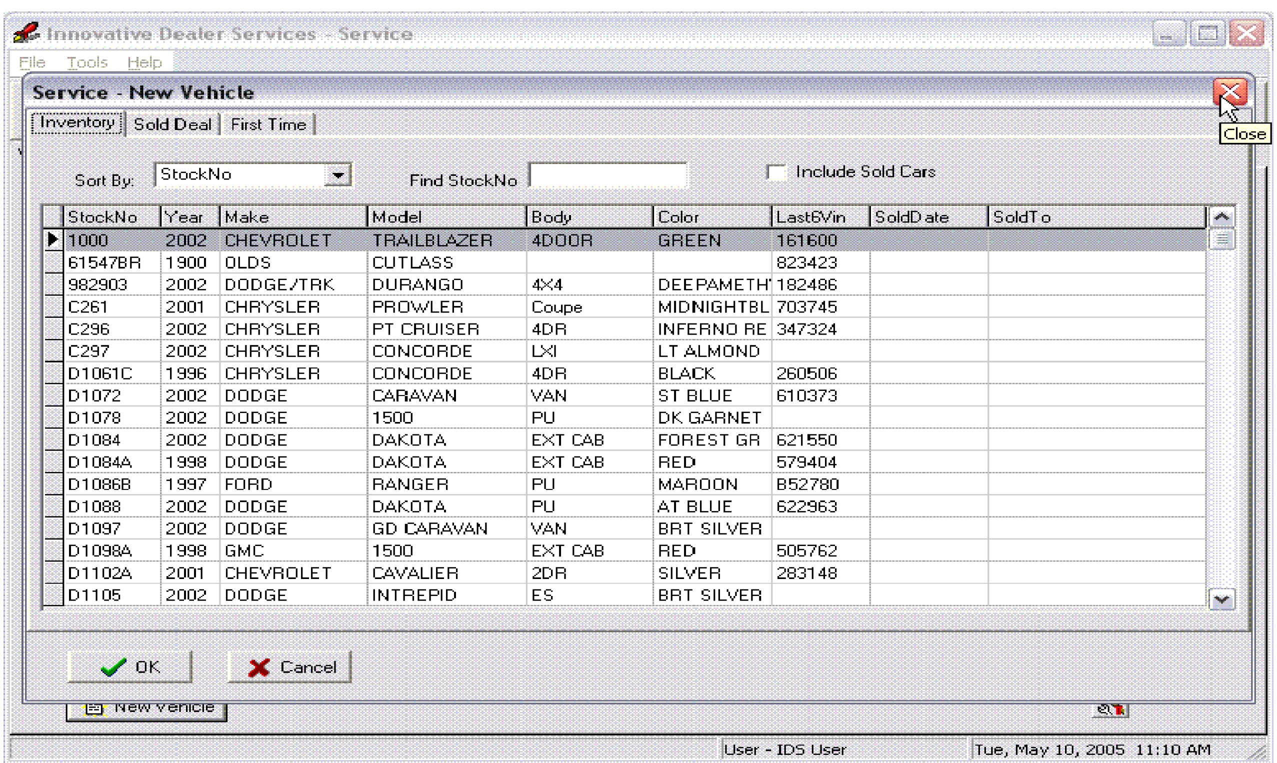



To open a new repair order on a vehicle found in this list.

1. Highlight the vehicle and go to the "Vehicle Info" tab.
2. Click the "New RO" button in the "Service History" box
3. Input any necessary information in the "Vehicle Info" screen
4. Proceed to the "RO Detail" tab.

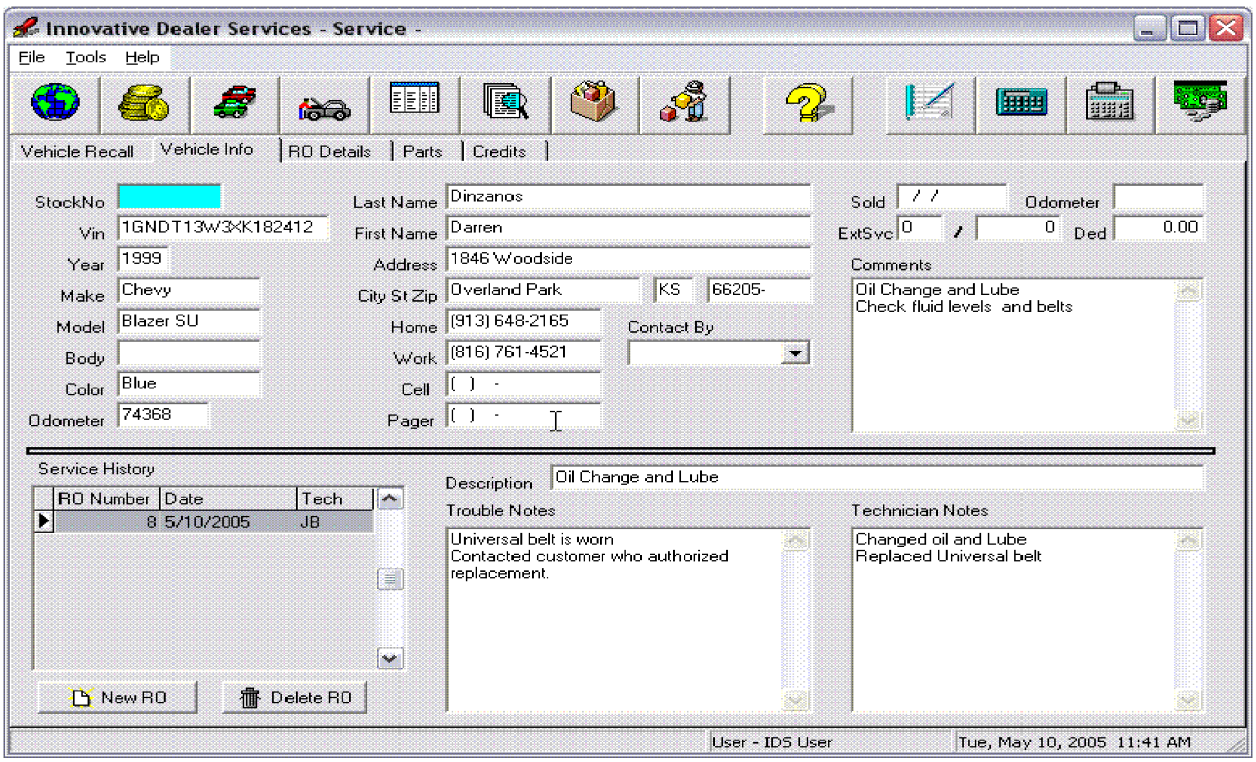
To open a repair order on a Vehicle not serviced before.

1. Click the "New Vehicle" button. The following screen will appear.



2. To search for a list of vehicles on inventory, set “Sort By: to Stock No. Year, Make, Model, Last6Vin, or Sold to (place a check mark in the “Include Sold Cars” to include them in the list).
3. Highlight specific vehicle, click “OK”
4. To search a list of vehicles sold or to search for vehicle sales customer groups, click on the “Sold Deal” tab.
5. Set “Sort By” to Recall Name, SSN, Vin Last 6, Date of Sale, Account number, or select Prospective, Working or Delivered Customer Group.
6. Highlight specific vehicle or customer and click “OK”
7. To enter a New Vehicle and/or Customer click “First Time” tab.
8. Enter “Vin” number and place check mark if vehicle is “Unentered Inventory” then click “OK”.

**Vehicle Info**- This tab gathers and stores relevant stable information. The screen below is a representation of the Vehicle Info screen. Available information is transferred from the source files that was used to access the file in Vehicle Recall screen.




Below will be instructions for entry of all of the boxes shown in the screen. Because of the differences in how the accounting systems records each type of service sale, the types of information that is important to collect in this screen changes based upon the “Type”. This section will attempt to signal which information is significant to the system based upon the “Type” of service. This screen is broken down into sections, the upper with three columns, and the lower with three columns, we will break down instructions into section and columns.

*Upper Section Column Left*

- ✔ The "Stock No." should be inserted by the "Vehicle Recall" set up. If the vehicle is on inventory the stock number will appear in the Stock No. box. *It is important to note that repair orders for internal repairs will not post if the stock no. does not appear in this. box*.
- ✔. "Vin Number" may be transferred from "Vehicle Recall". If not transferred, it should be treated as important information for all types of sales.
- ✔ "Year","Make", "Body".and "Color" are important for specific identification, and may be transferred from "Vehicle Recall".
- ✔ "Odometer" is available for assistance with certain maintenance services that are based upon mileage, and may be transferred from "Vehicle Recall". *Note: The "Odometer" reading that is entered in this box at the time that the repair order is closed will be fixed that repair order in history.*

*Upper Section Column Middle*

- ✔ "Last Name" or Company Name of customer may be transferred from the "Vehicle Recall" screen. If not transferred, it should be treated as important information for all "Types" of service except Internal.
- ✔ "First Name" of customer may be transferred from the "Vehicle Recall" screen. If not transferred, it should be treated as important information for all "Types" of service except Internal or for company names.
- ✔ "Address", "City"," State"," Zip", "Home" phone , "Work" phone, "Cell" phone, and "Pager" of customer may be transferred from the "Vehicle Recall" screen. If not transferred, it should be treated as important information for all "Types" of service except Internal.

*Upper Section Column Right*

- ✔ "Sold"date , "Odometer", and "ExtSvc" information should be transferred from the "Vehicle Recall" screen if the sale is recorded in the system. In cases where information did not transfer. Enter the "Sold" date and "Odometer" reading from date of sale and enter the terms of the extended service contract in the boxes next to "ExtSvc".

*Lower Section Column Left*

- ✔ The "Service History" box contains a list of "Repair Orders" that have been opened on this specific vehicle. The "Service" module is indexed by vehicle not customer, therefore the "Service History" is a complete listing of all repair orders performed on the vehicle since it was entered into the system. *Note: the first time that a vehicle is set up in the "Service" module a "New RO" is automatically input into the "Service History" box (and the "RO Detail" screen), all "RO's" opened after the first will require that the "New RO" button be chosen and that a new "RO Number" be added to the list.* The "Delete RO" button will only work if the "RO" is still open.

✔ The “RO Detail” screen is tied directly to the “RO Number” assigned. There are two ways to access a specific “RO” (regardless of its open/closed status).

1. If you have the “RO number” of a specific repair that you need to access, go to the “Vehicle Recall” screen and access the list that the vehicle appears in (usually in the open or closed list) and enter the number in the “RO #” box, the system will move you into the “RO Detail” screen for that repair order.
2. The second way is available if the “RO number” is not known, find the vehicle in the “Vehicle Recall” screen, enter the “Vehicle Info” tab, find the “RO” number in the “Service History” list and enter the “RO Detail” tab.

*Lower Section Column Middle*

✔ The “Description” and the “Trouble Notes” boxes are tied directly to corresponding boxes in the “RO Detail” screen. Since it is not normally the best use of the service technicians time to gather information, and work directly with customers, the remainder of this screen has been set up to assist a non-technician in collecting and communicating pertinent information provided by the customer to the technician and vice verse.

✔ The <u>“Description”</u> box is for recording what the customer is requesting the service tech to do or look at. The <u>“Trouble Notes”</u> could be used by the individual entering the repair order to provide more detailed information to the service technician or it could be used by the service tech to denote that a change in the original request has occurred or that the customer needs to be made aware of other problems found that were not addressed by the original request.

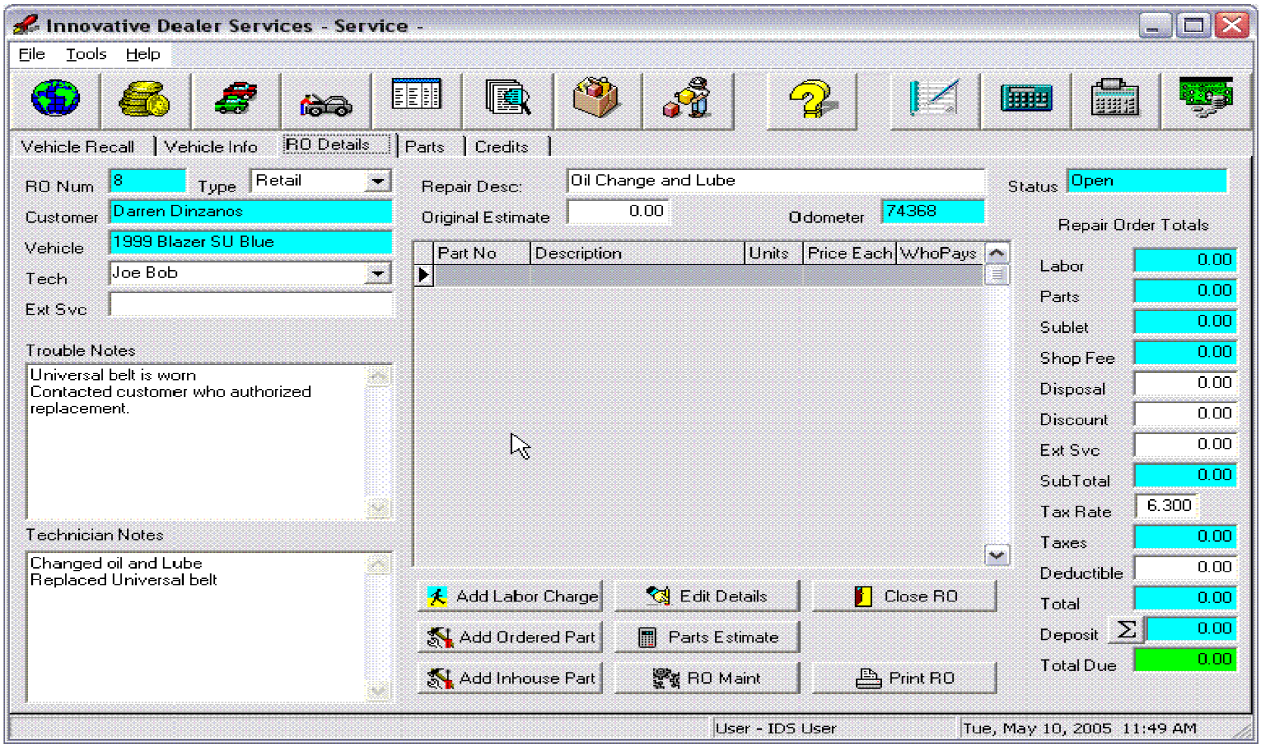
*Lower Section Column Right*

✔ The <u>“Technical Notes”</u> like the “Description” and the “Trouble Notes” are directly tied to the “RO Detail” screen but these notes are generally entered in the “RO Detail” screen. This box is generally available to provide easy access to anyone checking status for a customer.

<u>**RO Detail**</u>- This tab is where the actual service that is provided is documented, where the price of that service is calculated and the accounting entries are generated . So in other words, all of the heavy lifting is done in this screen. The at the top of the following page is a representation of the “RO Detail” screen.

*Note that the “RO Num”, “Customer”, “Vehicle”, “Odometer”, “Status”,” Labor”, “Parts”, “Sublet”, “Shop Fee”, “SubTotal”, “Taxes”, “Total” and “Deposit” boxes are highlighted in blue, this means that you will not be able to change this information from this screen.* The “RO Num”, “Customer”, “Vehicle”, and “Odometer” can be changed in the “Vehicle Info” tab. The rest of the information relates to cost and changes will need to be made in the supplemental screens where the cost are added and calculated.

We will go through the procedures for inputting an invoice including a review of the supplemental screens available . Since many of the functions provided in the “Parts” tab are accessed when the “Add Ordered Parts” and “Add Inhouse Parts” are chosen, the procedures that



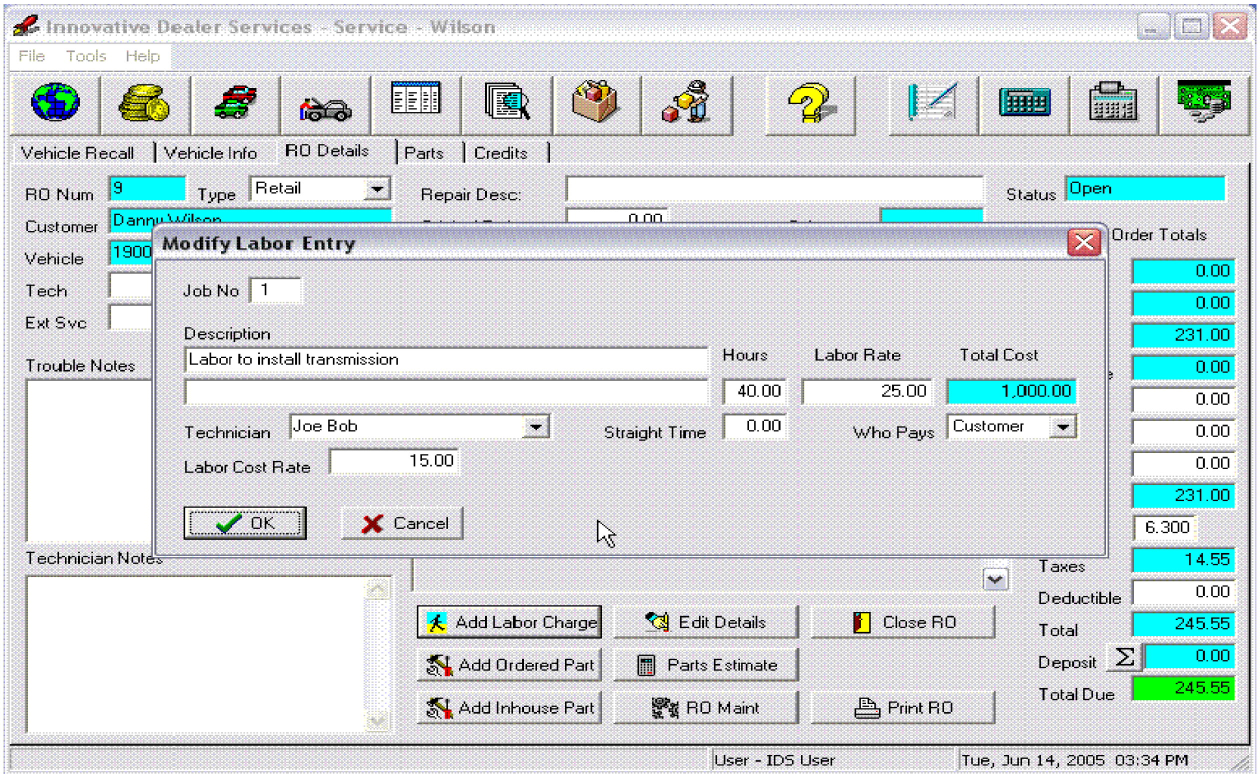

need to be followed to record the accounting entries relating to writing checks and recording payables will be reviewed here rather than in the "Parts" tab section.

1. Choose the "Type" of sale (Retail, Internal, Wholesale, Warranty, Ext Service, Parts Only) *Note: if internal is chosen then a Stock Number must be entered or the cost can not be applied to the vehicle in inventory.*
2. Enter "Service Tech" (drop down menu)
3. Enter the extended service company in the "Ext Svc" box, if applicable.
4. "Trouble Notes", "Technician Notes", and "Repair Desc" are fully integrated with the "Vehicle Info" screen, see above for full explanation.
5. "Original Estimate" (optional)

*Add Labor Charge*

Now lets begin the supplemental screens by selecting the "Add Labor Charge" button, the screen at the top of the next page will appear.

1. Enter the "Job No."
2. Enter the "Description" of the type of labor being provided.
3. Enter the number of "Hours" (time) that will be charged for the job.
4. Enter the "Labor Rate" (Rate that the customer is to be charged)
5. "Total Cost" calculates automatically.
6. The "Technician" entered in the previous screen will appear in this box and vice verse.
7. Enter the "Straight Time" (optional)
8. "Who Pays" will automatically be set by the "Type" of sale shown in the first "RO Detail" screen. It is possible to change by choosing from the drop down menu.



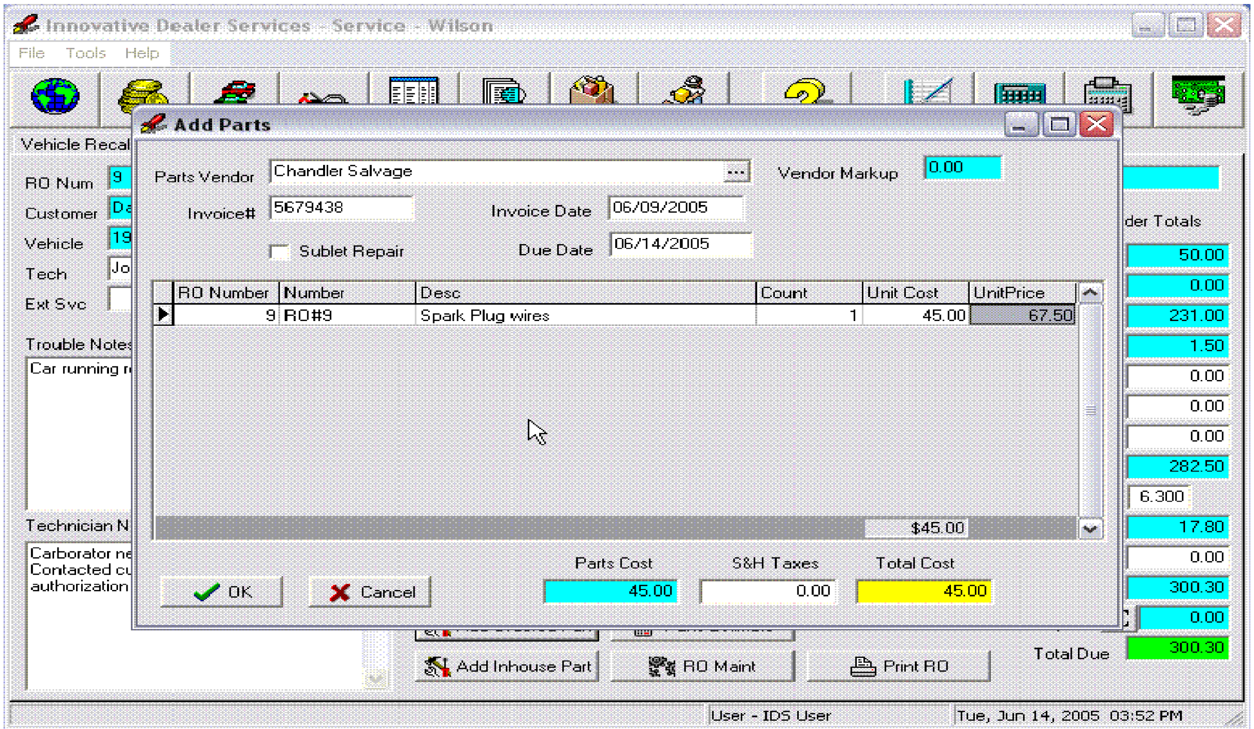

9. Enter "Labor Cost Rate" (if "Service Technician" and " Hourly Rate" have been completed in the "Preset/Emp/Security" screen for each Service Tech, then when the "Technician" is chosen in #6 above the "Labor Cost Rate" will appear automatically).
10. When complete click the "OK" button. A line will appear in the "RO Detail" screen. To edit this line, highlight the line and double click.

*Add Ordered Parts*

Next we will look at the "Add Ordered Parts" supplemental screen. This screen integrates with the "Accounting" module to record payables and to also work with the "Part" screen to record additions to the parts inventory. When the "Add Ordered Parts" button is chosen the screen at the top of the following page will appear.

The way that this screen is completed will determine two things 1). whether the entry will be recorded in Accounts Payable, and 2). whether additional parts should be input into the parts inventory. Certain boxes if left empty, for example will be interpreted by the system as entries not to be recorded in the Accounts Payable. In order to record additional part in the parts inventory, you will need to enter the total number of units received and then edit the quantity of items to be applied to this RO. As we go through this screen mention will be made of which items are important and how to edit.

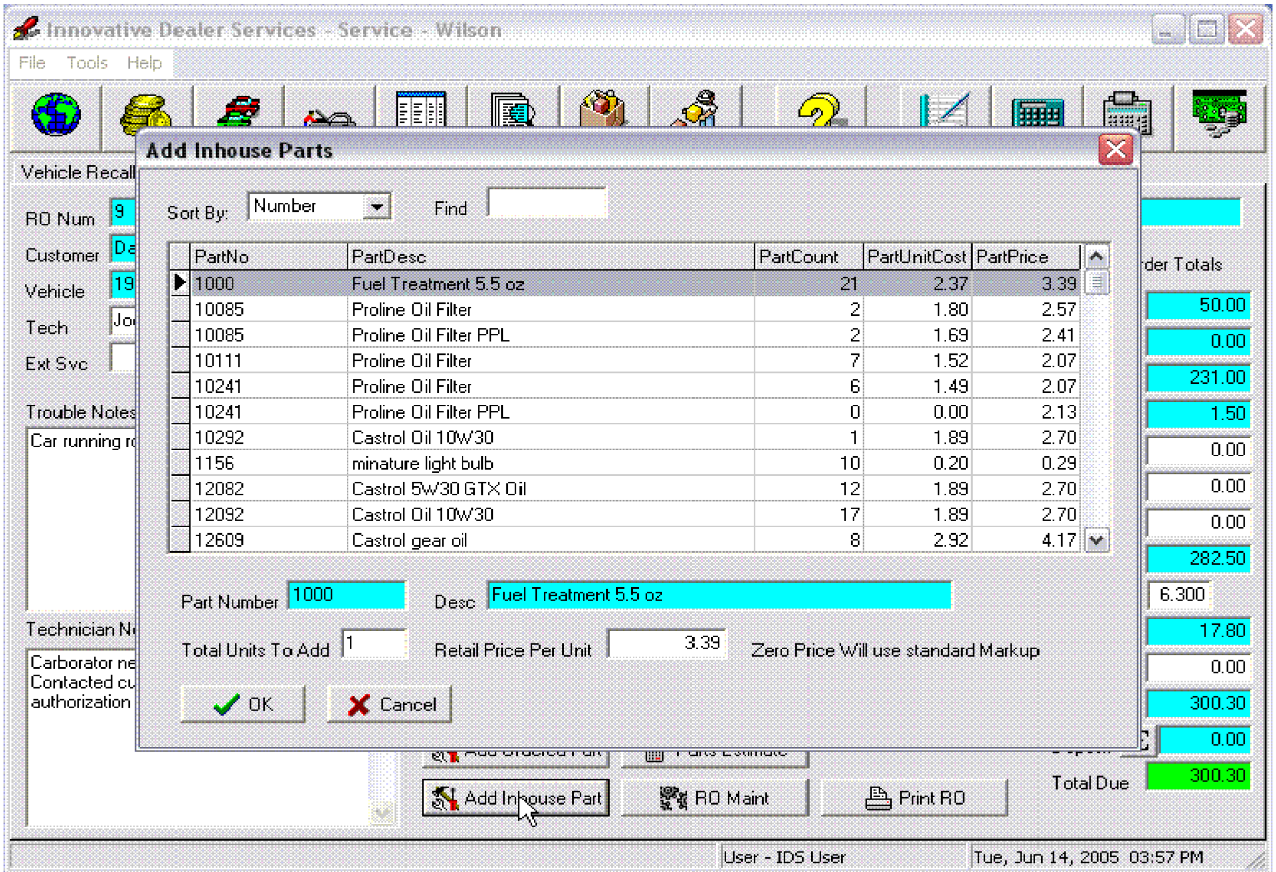
1. Enter the "Parts Vendor" (Drop down menu) This is a box required if the entry is to be applied to Accounts Payable. *Note: "Vendor Markup" shown in blue is tied directly to the vendor (Entry of a Vendor Markup is preformed in the "Presets/Vendor List"*




*screen).*

2. Enter the “Invoice#” This is a box required if the entry is to be applied to Accounts Payable.
3. Enter “Invoice Date” (defaults to current date, but can be changed).

4. Place check mark in “Sublet Repair” if applicable
5. Enter “Due Date”(defaults to current date, but can be changed).
6. The “RO Number” will automatically appear. This number is the index key for each Repair Order and you can change which repair order that a part is recorded to. Therefore you can enter all parts included on an invoice and apply parts to different repair orders by inputting the “RO Number” that the part is to be applied to. By leaving the “RO Number” blank, the parts will be recorded to inventory, not to an “RO”.
7. Enter “Number” . This would be a part number or any other system that you use to catagorize parts.
8. Enter a “Description” of the part.
9. Enter “Count” Since each line of the “Add Parts” screen can be applied to a different RO or parts inventory, each invoice that contains more than parts for one vehicle can be entered in this one screen. There are two ways to enter these invoices.
    1. Enter all parts as being applied to the RO where entry is made and then go to the “Edit Details screen to reduce the “New Units” to the correct amount, all other units will be moved to the Parts Inventory.
    2. Upon initial entry set “RO Number” to the RO number where parts should be applied or enter a blank in the “RO Number” box to apply to the Parts Inventory.
10. Enter the “Unit Cost”. If “Unit Cost” is left blank an Account Payable entry will not be generated and the “Unit Price” will not be calculated.
11. “Unit Price” will automatically calculate based upon “Parts Markup” entered in “Presets/Service” or “Parts Markup %” entered in “Presets/Vendor List (Parts Markup %




in Vendor List will override Parts Markup in Service), if "Unit Cost" is entered. When "Unit Cost" is not entered, manual entry of "Unit Price" will be necessary.

12. "Parts Cost" will automatically calculate based upon costs entered in step 10 above.
13. Enter "S&H Taxes" (Shipping & Handling and Sales Tax)
14. "Total Cost" will automatically calculate if costs are entered.
15. Click "OK" if invoice entry is complete. Each line entered to a specific "RO Number" will appear on that "RO Detail" screen associated with that specific "RO".
16. As stated above in step 9, the "Edit Detail" screen can be used to make adjustments to parts entered in this screen.

Next we will look at the "Add Inhouse Parts" button. The screen at the top of this page will appear when this button is chosen.

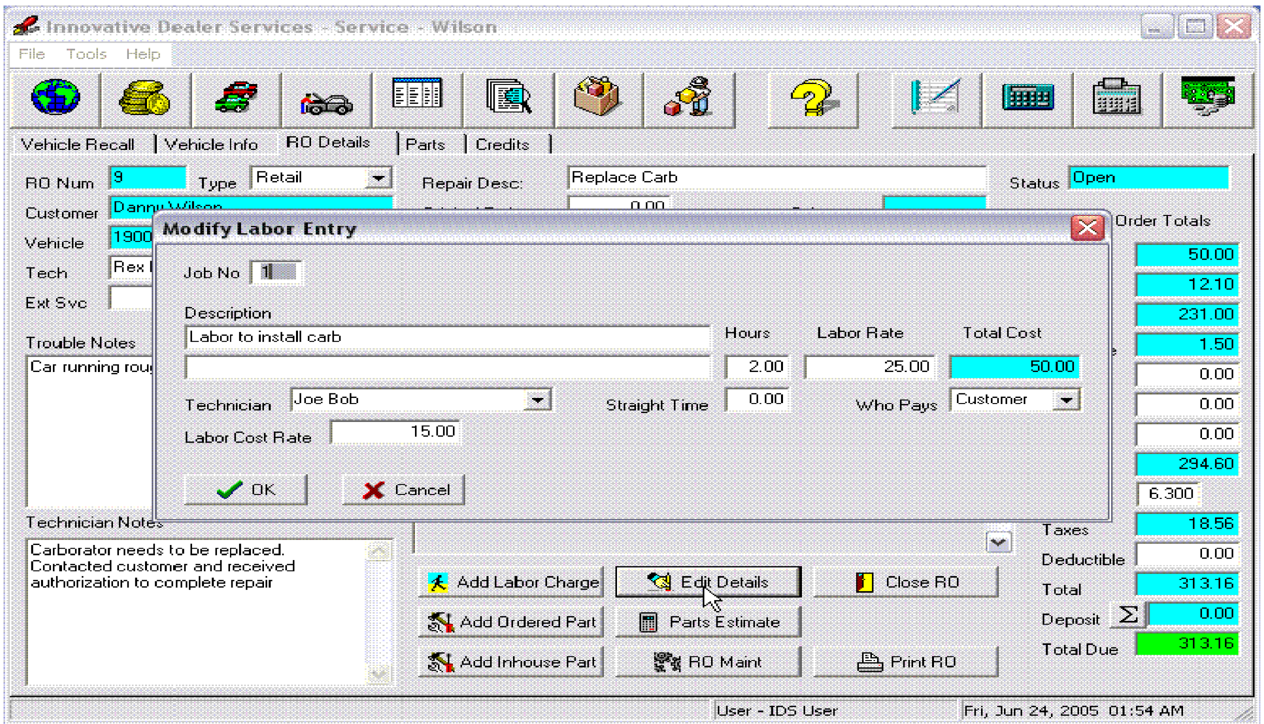
1. Choose the "Sort By" type (Number, Description, or Type) to assist in finding the part in question.

2. The search parameters for the "Find" box are shown in the "Sort By" box. Enter the specific identifier associated with the setting in "Sort By" box to assist in finding a part to be applied to the "RO Detail". Another way is manually search the list of parts below, highlight the part to be applied to the RO and go to step 3.
3. "Parts Number" and "Desc" are highlighted in blue and show which line has been highlighted above.
4. Enter the quantity or number of this particular part to be added to this "RO".
5. The "Retail Price Per Unit" will automatically show what was entered in the "Add Parts"

screen, if not entered you will need to enter the amount to be charged on the RO.
6. Click "OK" when entry is complete, a line will appear on the "RO Detail" screen to record the inclusion of these parts.

*Edit Details*

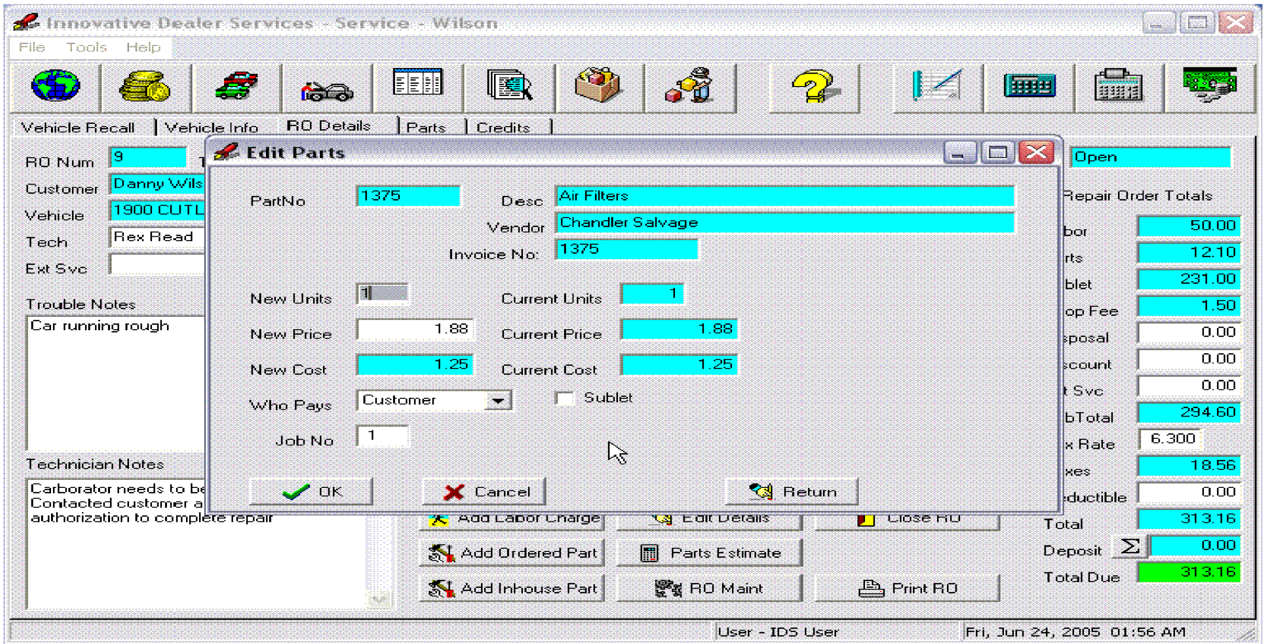
As stated above, the "Edit Detail" screen can be used to move parts entered in the "Add Ordered Parts" to the Parts Inventory. It can also be used to edit each line shown in the "RO Detail" screen. Highlight the line that needs to be edited and click on the "Edit Detail" button. If the line involves "Labor' the screen shown below will appear . The screen that follows the "Edit Labor" screen is the screen that will appear when the "Edit Detail" button is chosen for a highlighted parts line. We will go through the procedures for both.




*Modify Labor Entry*

1. The first item in the "Modify Labor Entry" screen is the "Job No" box, you can change the job number.
2. You are able to change the "Description", "Hours", "Labor Rate", "Technician". "Straight Time", "Who Pays", and "Labor Cost Rate".
3. When changes are made, click the "OK" button to complete changes.

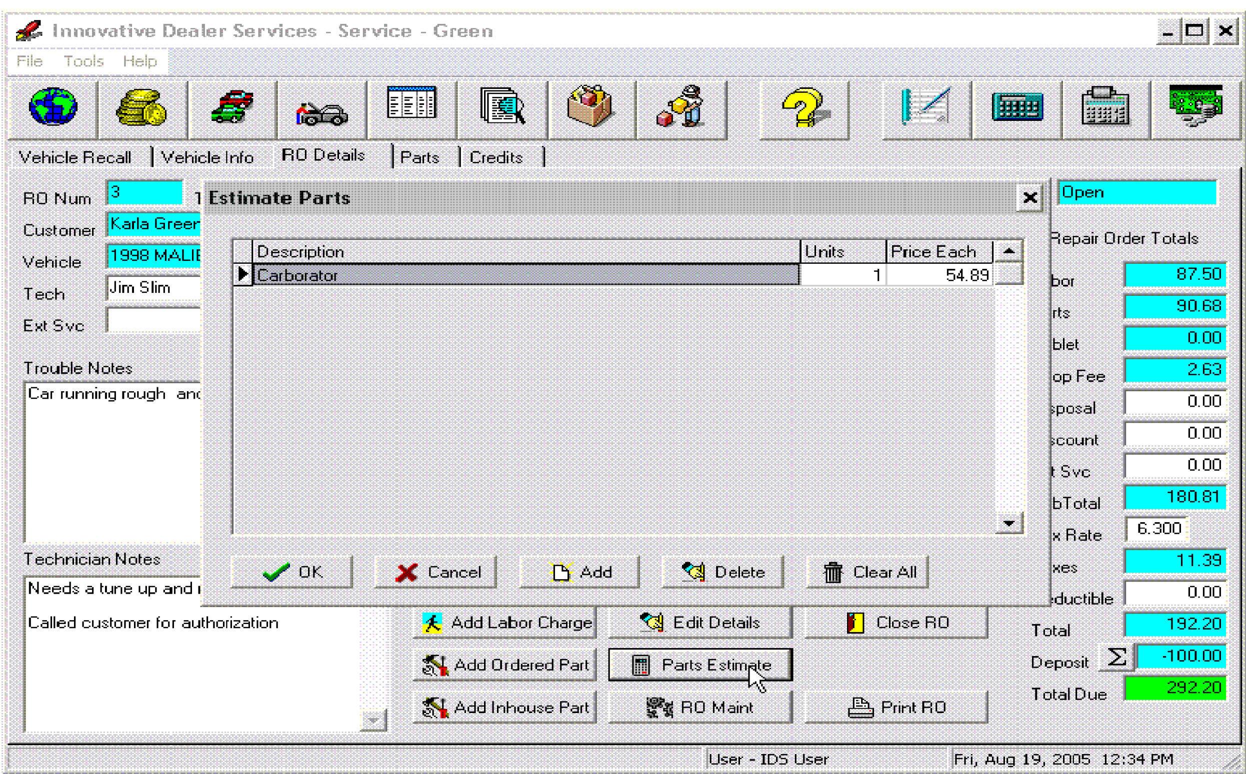
*Edit Parts*
1. You can change "New Unit" (used to redirect parts to inventory), "New Price", "Who Pays", "Sublet", and "Job No.". Click "OK" to record change.
2. To remove the line from the "RO". Change "New Units" to 0. The part will be moved back to the parts inventory, and the line will disappear from the "RO".
3. To change the "Part No.", "Description", or "Unit Price" return parts to the Inventory,




make changes and reintroduce parts to the "RO" through the "Add Inhouse Parts".

4. To make any other changes, you will need to click on the "Return" button. The "Return" button will move the part to the "Credit" tab. See "Credit" tab below for relations to the Accounts Payable entries.
5. When changes are made click the "OK" button to complete changes.

*Parts Estimate*

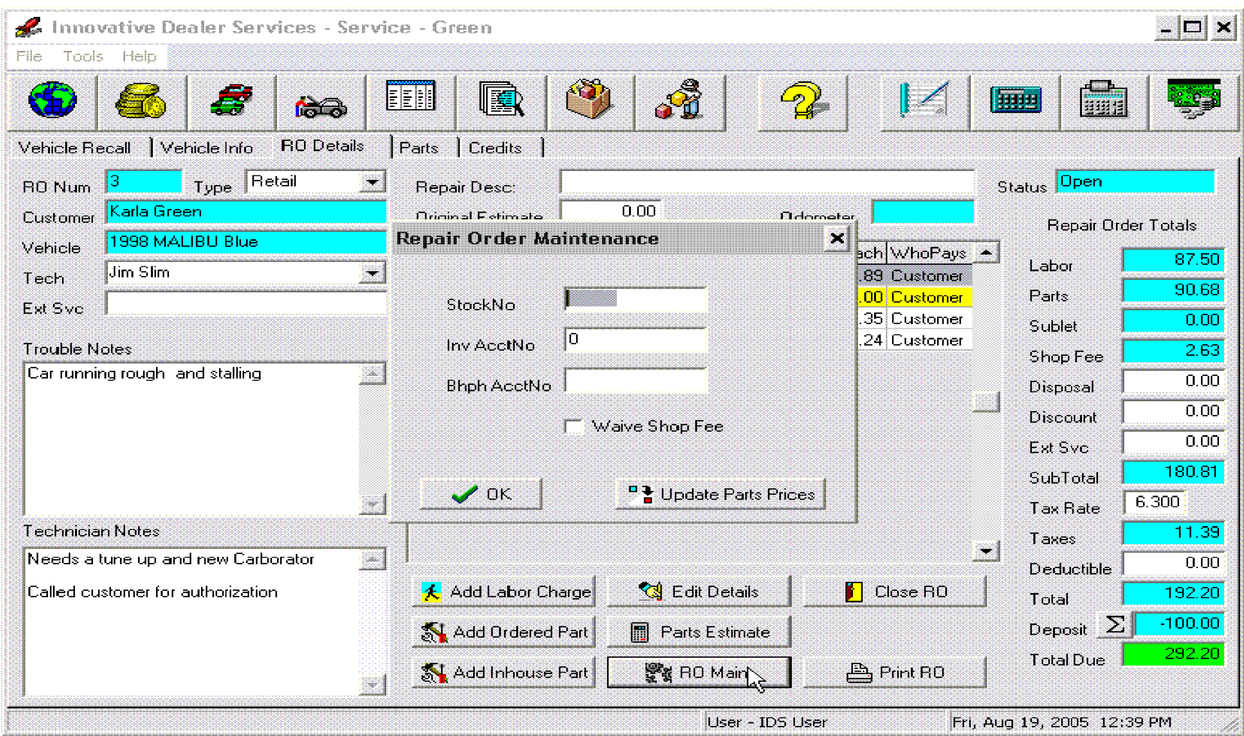


The “Parts Estimate” screen is to enter the estimate for parts to be shown in the forms produced by the “Print RO/Print Estimate” button. Entry of Labor should be done from the “Add Labor Charge” screen. See the “Print RO” button for a representation of the “Print Estimate” form. The screen on previous page will appear when you choose the “Parts Estimate” button.

1. Click on the “Add Parts” button.
2. Enter the “Description”, “Units”, and “Price Each” Click “OK” and the line will appear in the “RO”. *Note: the “Parts No.” box for that line will show “Est Part”.*
3. When actual parts are entered, then you will need to remove the “Estimate Parts” lines. Highlight the line and double click or click on “Parts Estimate” button. You can “Delete” each line or delete them all by clicking “Clear All”.

*RO Maintenance*

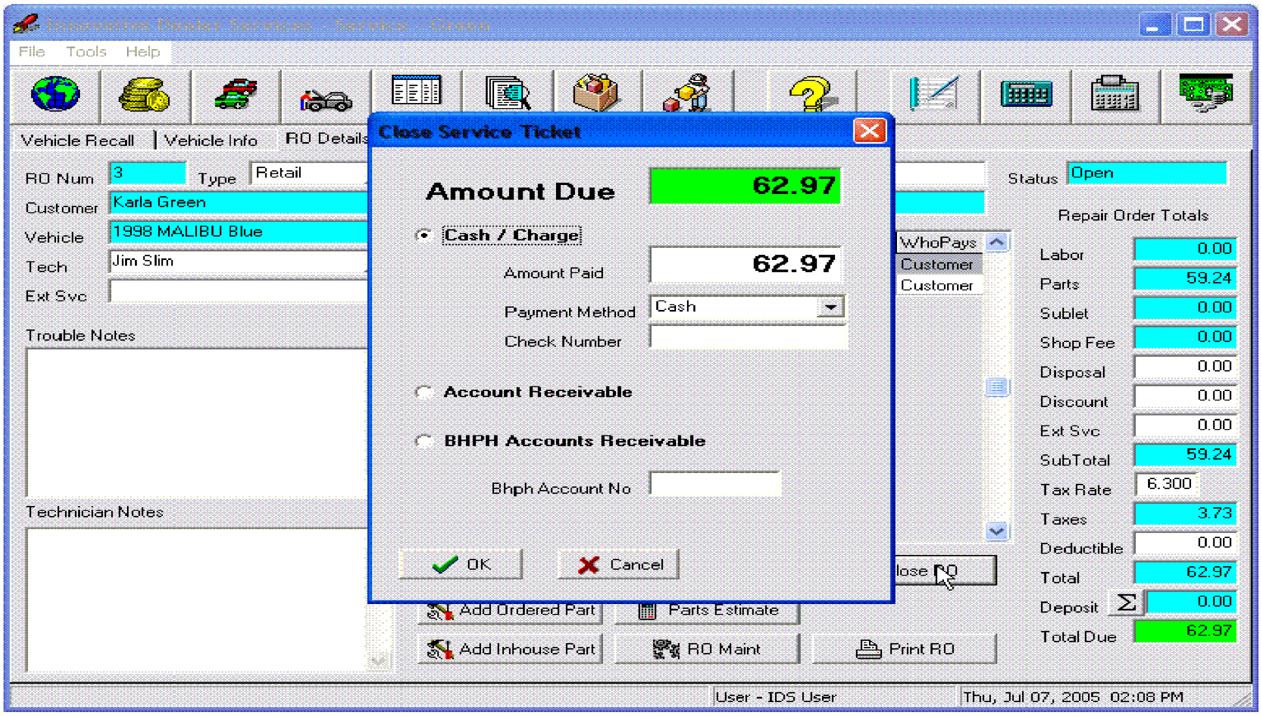
The “ RO Maint” button allows you to input the “StockNo” on “Internal” service jobs, and enter the “InvAccountNo” (inventory account number) that should apply. It also allows you to direct financing for service to a clients BHPH account (“BhphAccountNo”). This screen also provides you with the opportunity to “Waive Shop Fees” and “Update Parts Prices”. The following is a




representation of the screen that appears when “RO Maint” button is chosen.

*Close RO*

The “Close RO” button provides two services. The first is to close the RO and the second is to reopen a closed RO. The screen at the top of the following page is a representation of the “Close RO” screen that appears when you close the RO.




***Note: Payments can be recorded before closing the RO. Click on the ∑ button next to the "Deposit" box, enter the "Cash Amount", the "Method" of payment, the "Check No" (if applicable) and "Print Receipt". All other information will be filled in by the system. The amount entered in this box will be subtracted from the "Total Due" and the "Total Due" will appear in the "Close Service Ticket" screen.***

## To Close the RO

1. Click the circle next to the type of payment arrangement that applies.
2. If "Cash/Charge" is chosen then enter the "Payment Method" and "Check Number".
3. When more than one method of payment is being accepted for a "RO", the steps to be taken for entry will depend on where the receivable is to be shown.
   A. For Receivables to be shown in "Cash Clearing", click the "Close RO" button and enter the actual amount of "Cash/Charge" received, click "OK". Two entries will appear in the "Transaction Journal. One entry will record the difference between the "Amount Due" and the "Amount Paid" in "Cash Clearing" and the other will record the "Amount Paid" in "Undeposited Funds".
   B. For Receivable to be shown in "Accounts Receivable" or "BHPH Accounts Receivable", enter "Cash/Charge" in the ∑ screen, before you close the RO. Then click "Close RO" and mark either the "Accounts Receivable" or "BHPH Accounts Receivable".

## To Reopen the RO

From the "RO Detail" screen of the specific RO, click the "Close RO" button. A message screen will appear asking you if you will wish to reopen the "RO". Click "Yes".

*Print RO*

The “Print RO” button takes the information entered in the “Vehicle Info” and the “RO Detail” screen (including entries made in the supplemental buttons) to produce 5 different reports.

A. Customer Copy- Notes
B. Customer Copy- Disclaimer
C. Dealer Copy
D. Estimates
E. Trouble Ticket

This section will go through each report by showing a representation of each report and then explaining what steps need to be taken to change the information in the report.

The first report on the list is the Customer Copy-Notes, this contains all of the actual and estimated parts entered and any labor entered, plus the “Trouble Notes” and “Technicians Notes”. The following is a representation of the report.

**Green Karla**
**13445 W. 84th**
**Lenexa KS 66232**
**(913)268-5688**

**Innovative Dealer Services, Inc.**
**P.O. Box 23189**
**Shawnee KS 66283**
**(913)239-9525**

Repair Order No
3

Opened 1/23/2004
Closed 7/7/2005
Printed
8/17/2005 1:08:22 PM

Vehicle: **1998 CHEVROLET MALIBU 4DR Blue**
Vin: **1G1ND52M6WY183365** Odometer: True Miles Unknown

| | | Labor | | | Parts | | |
|---|---|---|---|---|---|---|---|
| Description | Type | Hours | Rate | Total | Count | Price Each | Total |
| Est Part Carborator | Est-Parts | | | | 1 | 54.89 | 54.89 |
| Labor for Tune up and replace Carb | Labor | 3.50 | 25.00 | 87.50 | | | |
| 23592 Proline Air Filter PLA | Parts | | | | 1 | 4.35 | 4.35 |
| 1674PE96 Spark Plugs | Parts | | | | 6 | 5.24 | 31.44 |
| | | Total Labor | | 87.50 | Total Parts | | 90.68 |

Trouble Notes
Car running rough and stalling

Technician Notes
Needs a tune up and new Carborator

Called customer for authorization

| | |
|---|---|
| Total Labor | 87.50 |
| Total Parts | 90.68 |
| Total Sublet | 0.00 |
| Shop Fee | 2.63 |
| Disposal | 0.00 |
| Discount | 0.00 |
| Ext Svc | 0.00 |
| Sub Total | 180.81 |
| Taxes | 11.39 |
| Deductible | 0.00 |
| Deposit | -100.00 |
| **Total** | **292.20** |

Since the information for all of these reports is pulled from the information entered in the “RO Detail” screen, changes can be made by editing the particular line that needs to be changed.

The second report listed is the Customer Copy-Disclaimer. As you can see if you look at the representation on the following page. The Notes screen and the Disclaimer screen look very much alike except the Disclaimer screen adds certain terms that can tailored (by IDEA staff ) to each dealerships needs.

**Green Karla**
**13445 W. 84th**
**Lenexa KS 66232**
**(913)268-5688**

**Innovative Dealer Services, Inc.**
**P.O. Box 23189**
**Shawnee KS 66283**
**(913)239-9525**

Repair Order No
3

Opened 1/23/2004
Closed 7/7/2005
Printed
8/17/2005 1:09:24 PM

Vehicle: **1998 CHEVROLET MALIBU 4DR Blue**
Vin: **1G1ND52M6WY183365** Odometer: True Miles Unknown

| Description | Type | Labor Hours | Labor Rate | Labor Total | Parts Count | Parts Price Each | Parts Total |
|---|---|---|---|---|---|---|---|
| Est Part Carborator | Est-Parts | | | | 1 | 54.89 | 54.89 |
| Labor for Tune up and replace Carb | Labor | 3.50 | 25.00 | 87.50 | | | |
| 23592 Proline Air Filter PLA | Parts | | | | 1 | 4.35 | 4.35 |
| 1674PE96 Spark Plugs | Parts | | | | 6 | 5.24 | 31.44 |
| | | | Total Labor | 87.50 | | Total Parts | 90.68 |

Trouble Notes
Car running rough and stalling

Technician Notes
Needs a tune up and new Carborator

Called customer for authorization

| | |
|---|---|
| Total Labor | 87.50 |
| Total Parts | 90.68 |
| Total Sublet | 0.00 |
| Shop Fee | 2.63 |
| Disposal | 0.00 |
| Discount | 0.00 |
| Ext Svc | 0.00 |
| Sub Total | 180.81 |
| Taxes | 11.39 |
| Deductible | 0.00 |
| Deposit | -100.00 |
| **Total** | **292.20** |

NO RETURNS ON ELECTRICAL ITEMS
OR SPECIAL ORDER PARTS.
NO REFUND AFTER 30 DAYS
10% HANDLING CHARGE ON
ALL RETURNED MERCHANDISE

DISCLAIMER OF WARRANTIES
THE SELLER HEREBY EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.
I hereby authorize the repair work set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or materials for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

Signature X Date:

The Dealer Copy is the third report and it contains not only the pricing information shown in the other two reports but also the cost information. Pricing information can be changed in the "RO Detail" screen like the reports above, the cost information changes are more difficult. To make changes to labor cost information, highlight the labor line in question and edit.

**Green Karla**
**13445 W. 84th**
**Lenexa KS 66232**
**(913)268-5688**

**Innovative Dealer Services, Inc.**
**P.O. Box 23189**
**Shawnee KS 66283**
**(913)239-9525**

Repair Order No
3

Opened 1/23/2004
Closed 7/7/2005
Printed
8/17/2005 1:09:34 PM

Vehicle: **1998 CHEVROLET MALIBU 4DR Blue**
Odometer: Vin: **1G1ND52M6WY183365**

| Description | | Type | Labor Hours | Labor Rate | Labor Total | Parts Count | Parts Price Each | Parts Total |
|---|---|---|---|---|---|---|---|---|
| Carborator | | Est-Parts | | | | 1 | 54.89 | 54.89 |
| PartNo **Est Part** | Who Pays **Cust Pays** | | | | | **Cost** | | |
| Labor for Tune up and replace Carb | | Labor | 3.50 | 25.00 | 87.50 | | | |
| Tech **Rex Read** | Who Pays **Cust Pays** | | **Cost** | **18.50** | **64.75** | | | |
| Proline Air Filter PLA | | Parts | | | | 1 | 4.35 | 4.35 |
| PartNo **23592** | Who Pays **Cust Pays** | | | | | **Cost** | **2.90** | **2.90** |
| Spark Plugs | | Parts | | | | 6 | 5.24 | 31.44 |
| PartNo **1674PE96** | Who Pays **Cust Pays** | | | | | **Cost** | **3.49** | **20.94** |
| | | | Total Labor | | 87.50 | Total Parts | | 90.68 |

| | |
|---|---|
| Customer | 192.20 |
| We Owe | 0.00 |
| Warranty | 0.00 |
| Ext Svc | 0.00 |
| Policy | 0.00 |
| Sales Policy | 0.00 |
| Other | 0.00 |
| Ext Svc Other | 0.00 |
| Parts Cost | 23.84 |
| Labor Cost | 64.75 |
| Sublet Cost | 0.00 |

Trouble Notes
Car running rough and stalling

Tech Notes
Needs a tune up and new Carborator

Called customer for authorization

| | |
|---|---|
| Total Labor | 87.50 |
| Total Parts | 90.68 |
| Total Sublet | 0.00 |
| Shop Fee | 2.63 |
| Disposal | 0.00 |
| Discount | 0.00 |
| Ext Svc | 0.00 |
| Sub Total | 180.81 |
| Taxes | 11.39 |
| Deductible | 0.00 |
| Deposit | -100.00 |
| **Total** | **292.20** |

The fourth report in the list is the "Estimate". As you can see below the "Estimate" report is very similar to Customer Copy-Notes and Customer Copy- Disclaimer.

**Green Karla**
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**(913)268-5688**

**Innovative Dealer Services, Inc.**
**P.O. Box 23189**
**Shawnee KS 66283**
**(913)239-9525**

Estimate
3

Opened 1/23/2004
Closed 7/7/2005
Printed
8/17/2005 1:09:46 PM

Vehicle: **1998 CHEVROLET MALIBU 4DR Blue**
Vin: **1G1ND52M6WY183365** Odometer: True Miles Unknown

| | | Labor | | | Parts | | |
|---|---|---|---|---|---|---|---|
| Description | Type | Hours | Rate | Total | Count | Price Each | Total |
| Est Part Carborator | Est-Parts | | | | 1 | 54.89 | 54.89 |
| Labor for Tune up and replace Carb | Labor | 3.50 | 25.00 | 87.50 | | | |
| 23592 Proline Air Filter PLA | Parts | | | | 1 | 4.35 | 4.35 |
| 1674PE96 Spark Plugs | Parts | | | | 6 | 5.24 | 31.44 |
| | | Total Labor | | 87.50 | Total Parts | | 90.68 |

Trouble Notes
Car running rough and stalling

Technician Notes
Needs a tune up and new Carborator

Called customer for authorization

| | |
|---|---|
| Total Labor | 87.50 |
| Total Parts | 90.68 |
| Total Sublet | 0.00 |
| Shop Fee | 2.63 |
| Disposal | 0.00 |
| Discount | 0.00 |
| Ext Svc | 0.00 |
| Sub Total | 180.81 |
| Taxes | 11.39 |
| Deductible | 0.00 |
| Deposit | -100.00 |
| **Total** | **292.20** |

This Is An Estimate

The fifth report is the "Trouble Ticket" This report is different from all of the others in that it does not include any cost figures. It only lists the "Trouble Notes", the "Tech Notes" and the "Disclaimer". The following is a representation of this report.

**Green Karla**
**13445 W. 84th**
**Lenexa KS 66232**
**(913)268-5688**

**Innovative Dealer Services, Inc.**
**P.O. Box 23189**
**Shawnee KS 66283**
**(913)239-9525**

Estimate
3

Opened 1/23/2004
Closed 7/7/2005
Printed
8/17/2005 1:10:00 PM

Vehicle: **1998 CHEVROLET MALIBU 4DR Blue**
Odometer: Vin: **1G1ND52M6WY183365**

Trouble Notes
Car running rough and stalling

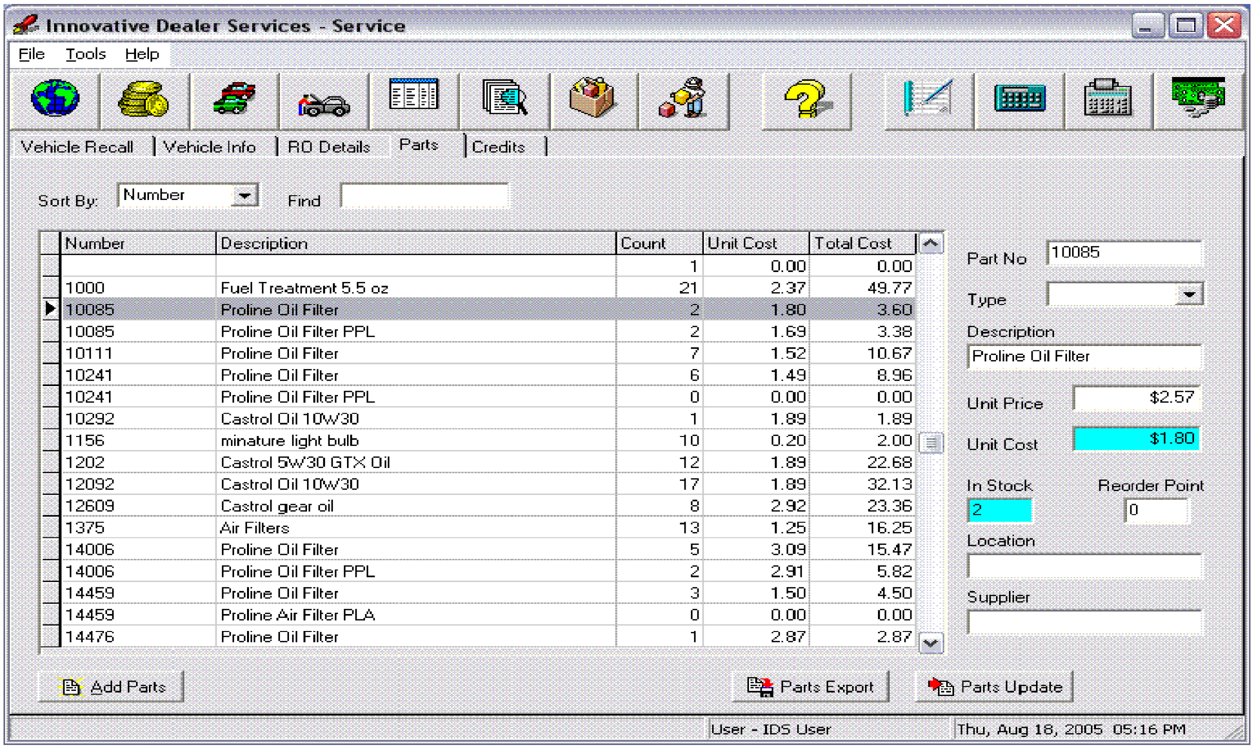
Tech Notes
Needs a tune up and new Carborator

Called customer for authorization

DISCLAIMER OF WARRANTIES
THE SELLER HEREBY EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.
I hereby authorize the repair work set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or materials for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

**<u>Parts</u>** is the tab that contains the "Parts Inventory" and works with the "RO Detail" screen to develop service invoices. As stated in the "RO Detail" we will not repeat the procedures for entering the parts purchases or the movement from the "Parts Inventory" to the RO.

The following screen is the "Parts Inventory" screen.

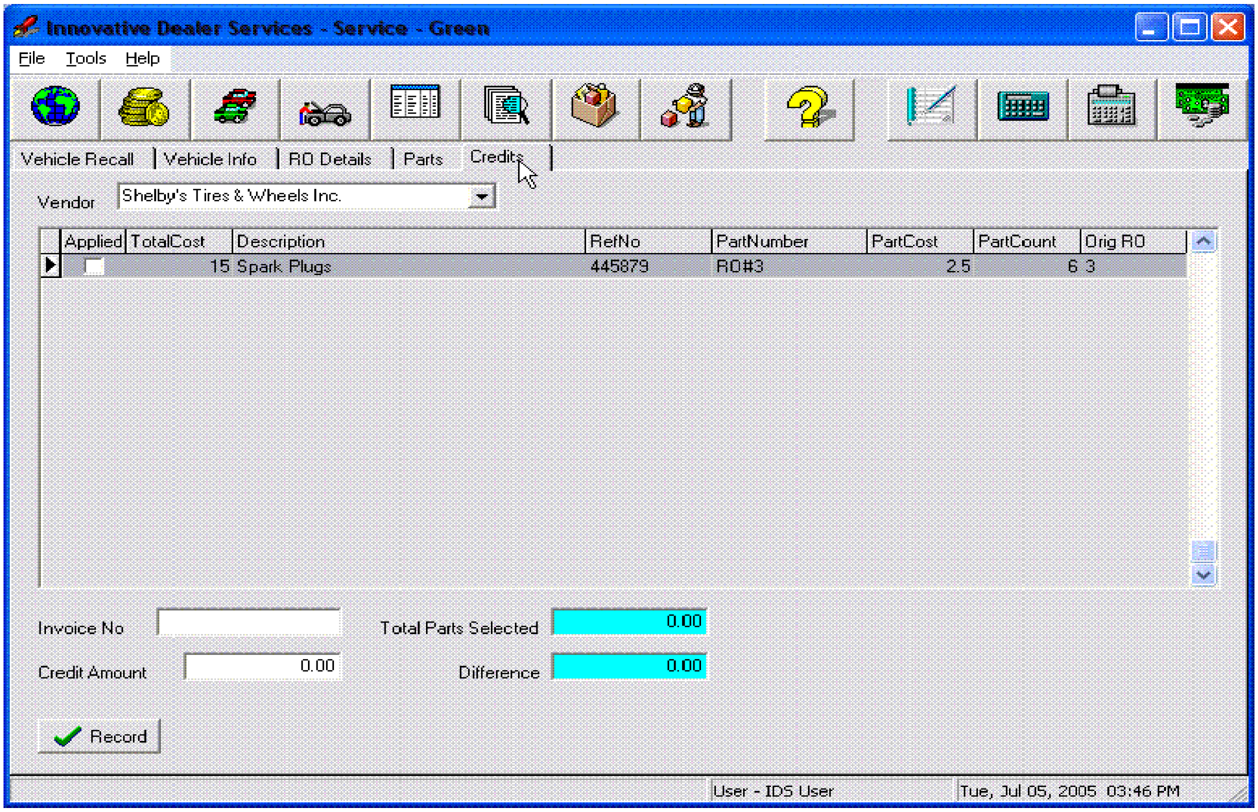



As you highlight a line, the specifics about that part will appear on the right hand side of the screen. Changes can be made to the "Part No.", the "Type", the "Description", the "Unit Price", the "Reorder Point", the Location and the Supplier. The "Unit Cost" and the "In Stock" can not be changed from this screen.

*<u>Add Parts</u>* - The "Add Parts" button initiates the same screen that appears when "Add Inhouse Parts" is chosen in the "RO Detail" screen.

*<u>Parts Export</u> and <u>Parts Update</u>* - Are customized by new car dealership, please contact your IDS contact for more information.

**<u>Credit</u>** - The "Credit" tab was set up to assist you in keeping track of credits by Vendor. Since the procedures of each Vendor with respect to invoicing and the issuing of credit for returns will vary, this system has been designed to facilitate different procedures. When parts are returned the information about the part such as part number, part cost and quantity are recorded in the credit screen. At such time that the credit is to be applied, this screen will be accessed and each part line can be moved to the "Accounts Payable" function in the "Accounting" module. The following screen is a representation of the "Credit" screen.



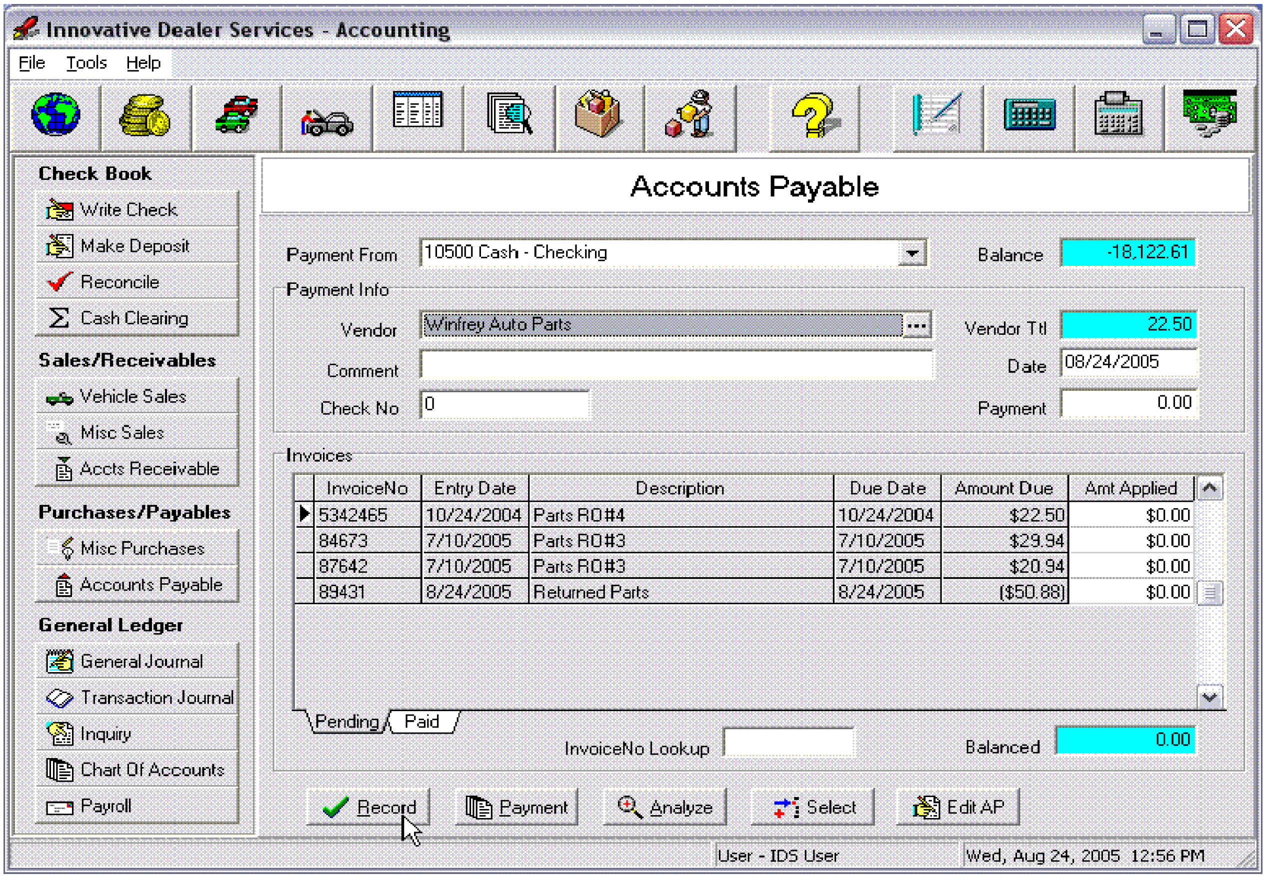

*<u>To Move a Part to the "Credit" screen</u>*

1. In the "RO Detail" screen, highlight the part to be returned.
2. Click the "Edit Details", and click the "Return" button.
3. The part will appear in the "Credit" screen under the Vendor that the part was purchased from.

*<u>To Move a "Credit" to the "Accounts Payable" screen</u>*

1. Enter the "Vendor" (drop down menu)
2. Place a check mark in the "Applied" box of each line containing a "Credit" to be moved.
3. Enter the "Invoice No"
4. Enter the total Amount of the credits to be applied in the "Credit Amount".
5. Click "Record", the entry will be moved to the "Accounts Payable". Below is a representation of the "Accounts Payable" screen where a "Credit" has been moved to the "Vendor".

*Note that the total amount that was entered in the "Credit Amount" box will be the amount that appears in the "Amount Due" box. If specific documentation of each "Credit" is required then each "Credit" line will need to be moved separately.*


Innovative Dealer Services - Accounting
File
Tools
Help
Check Book
Write Check
Make Deposit
Reconcile
Cash Clearing
Sales/Receivables
Vehicle Sales
Misc Sales
Accts Receivable
Purchases/Payables
Misc Purchases
Accounts Payable
General Ledger
General Journal
Transaction Journal
Inquiry
Chart Of Accounts
Payroll
Accounts Payable
Payment From
10500 Cash - Checking
Balance
-18,122.61
Payment Info
Vendor
Winfrey Auto Parts
Vendor Ttl
22.50
Comment
Date
08/24/2005
Check No
0
Payment
0.00
Invoices
InvoiceNo
Entry Date
Description
Due Date
Amount Due
Amt Applied
5342465
10/24/2004
Parts RO#4
10/24/2004
$22.50
$0.00
84673
7/10/2005
Parts RO#3
7/10/2005
$29.94
$0.00
87642
7/10/2005
Parts RO#3
7/10/2005
$20.94
$0.00
89431
8/24/2005
Returned Parts
8/24/2005
($50.88)
$0.00
Pending
Paid
InvoiceNo Lookup
Balanced
0.00
Record
Payment
Analyze
Select
Edit AP
User - IDS User
Wed, Aug 24, 2005 12:56 PM