

Parts **Handler**™

The most cost effective Inventory Management Software

TRAINING MANUAL FOR
TRAINING MANUAL FOR
THE PARTS HANDLER

CHARLIE LALONDE, TRAINER.

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INTRODUCTION



Always remember that, as a counterperson, you are the reflection of the company. If you answer with indifference, you will reflect an indifferent company.

If you answer with dynamism, you will reflect a dynamic company.

Here is the correct way to answer the phone:

In the morning; Good morning, Benson Auto Parts, then say your name, how may I help you?

In the afternoon; Good afternoon, Benson Auto Parts, then say your name, how may I help you?

Be proud of the work you do and the company you work for. Our strength is teamwork. If you do not find the part you are looking, you just have to ask. You can ask your colleague, your manager, even the other stores? Do not answer NO too easily. By going the extra mile, the customer will remember it, and will ask for you every time, it's a sure shot, you will see!

The Parts Handler

Order Processing

Order header setup

When you first login to PartsHandler you can start Order entry by pressing F4 from any menu. After you enter Order Entry, you are prompted to enter an account number. Here you can either enter a number manually, or use the function keys displayed to aid in this process. The function keys work as follows:

F1 - NEXT

- Brings up the account that comes after the last account used

F2 - PREV

- Brings up the account that comes before the last account used

F3 - LOOK

- Locates a customer using the LOOKUP field

- Either press F3 to begin looking from the beginning of the file or enter the first few letters of the customer's name and then press the F3 key to begin searching at that point

F4 - LIST

- Displays a window listing customer accounts

- Either press the F4 key to begin looking from the beginning of the file or enter the first few digits of the customer's account number and then press the F4 key to begin searching at that point.

- Enter P and then the 10 digits of the customer's phone number and then press F4 to search by phone number.

Ex: P450436462(2) and then F4. The last number will not show up on the screen, but it will find your customer.

- The best way to find an account is to enter L and then the last 4 digits of the customer's phone number and then press F4 to search by phone number.

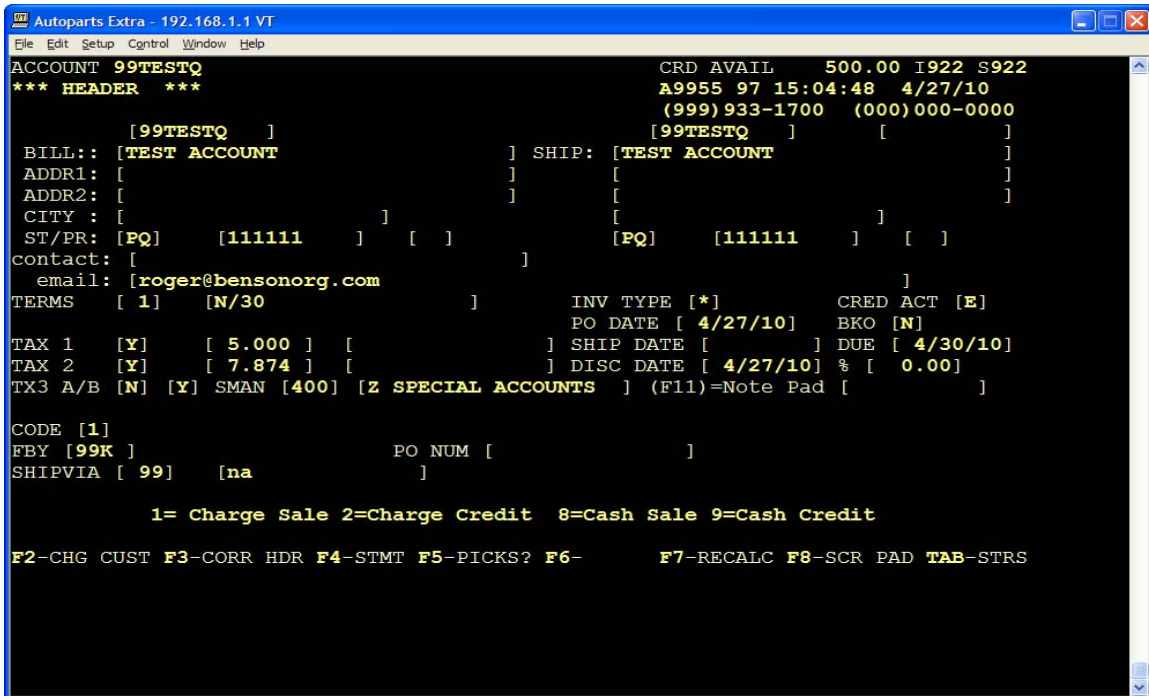
F7 - LAST

- Bring up the last account used - **pressing the space bar also calls up the last account.**

TAB – TEMP ORDERS

- Displays all of the Temporary orders from your CRT or any another CTR.

After choosing an account number, the following screen will be displayed. This screen allows you to make corrections to the header information, including changing salesman, ship to/bill to addresses, terms, tax flags etc. It is also used to verify the order taker, counterman, customer PO number and ship via option.



The user needs only to fill in the CODE, FBY #, PO # (if applicable) and SHIP VIA. Using the Function keys the user may: F2, change to a different customer; F3, correct any of the information on the screen; F4, display the customer's statement inquiry screen; F5, search for open orders (pick tickets) for this customer; F7, recalculate the order to reflect any updates; F8 to bring up the scratch pad; F11 to enter a Customer Note; TAB to change INV and/or SELL Stores.

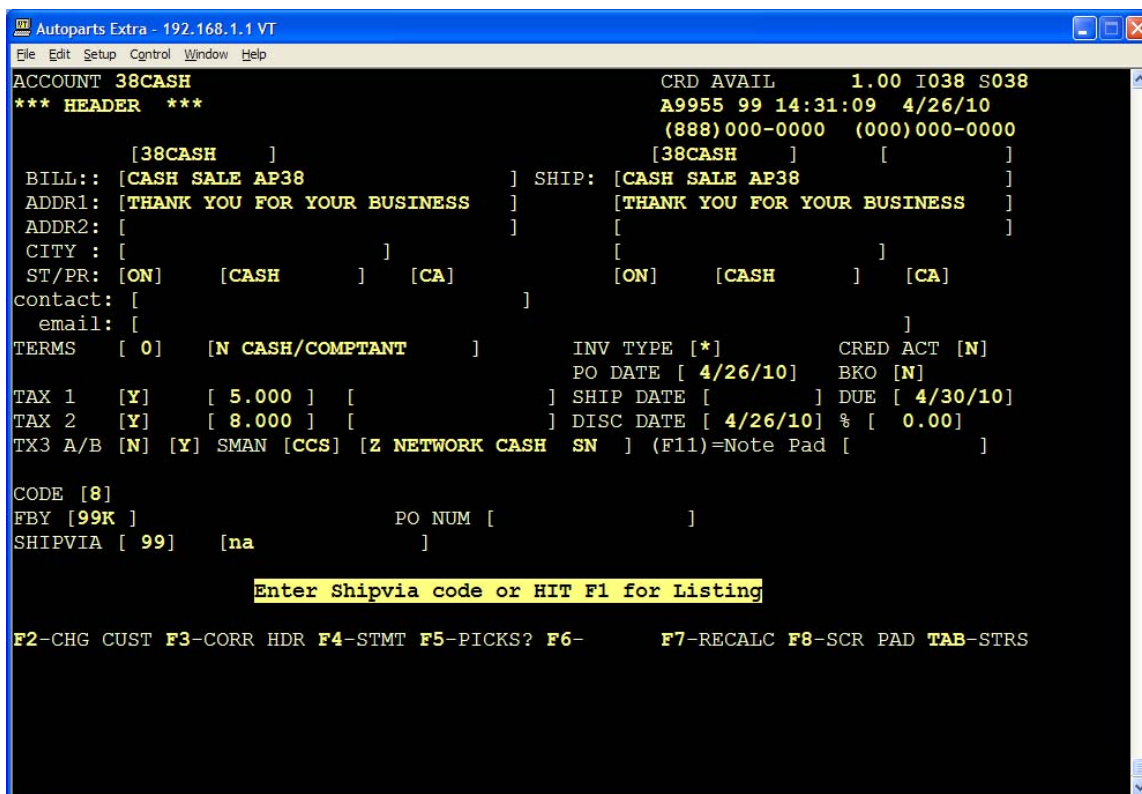
How to change the account on an invoice that was kept in your TEMP ORDERS:

Go in your TEMP ORDERS to get the invoice that you want to change the account on. Once you have it displayed in your screen, press F2, then enter the new account number you wish to change it to. A message will display: CUSTOMER CHANGED....DELETE ITEM DETAIL IF ANY? N... you answer NO to that question; otherwise it will delete all the parts you originally had on it. Once you have answered no, press ENTER and everything will be priced to your new customer chosen. This is pretty handy when your customer asks you, how much you would sell these parts over the counter. You don't have to punch in all those part numbers into the cash sale account. Remember that you need to put that TEMP ORDRER back to the original account, by doing the same procedures.

Ship Via codes

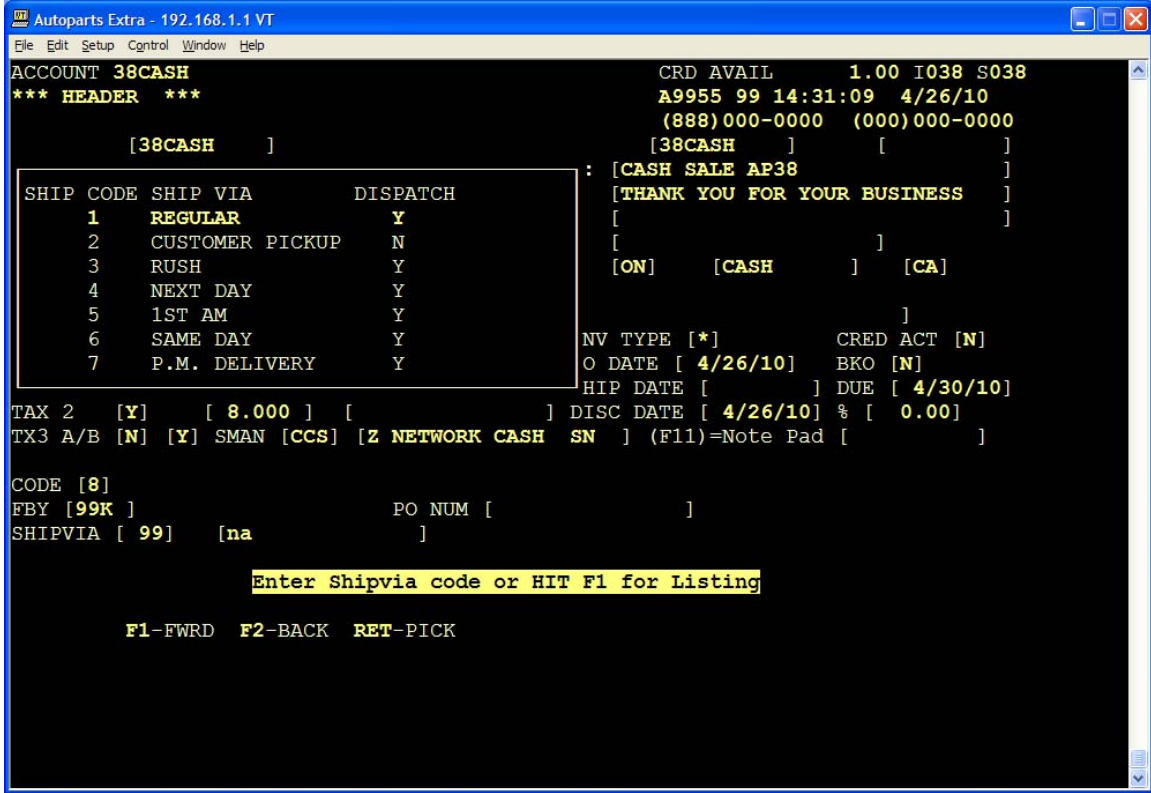
By default, the delivery codes are set up as “regular”. At any time, you can change the delivery code to the one you want to be displayed. By doing so, we make sure that we DO NOT deliver stuff that really wasn't a RUSH order. We can't always use the code 3 for RUSH, when really it's not a rush.

When you bring the cursor in the SHIPVIA box, you will see on the bottom of the screen, a message saying: Enter ShipVia code or HIT F1 for Listing. Press F1 and the list will appear.



```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 38CASH                                CRD AVAIL 1.00 I038 S038
*** HEADER ***                                A9955 99 14:31:09 4/26/10
                                                (888)000-0000 (000)000-0000
[38CASH ] [38CASH ]
BILL: [CASH SALE AP38 ] SHIP: [CASH SALE AP38 ]
ADDR1: [THANK YOU FOR YOUR BUSINESS ] [THANK YOU FOR YOUR BUSINESS ]
ADDR2: [ ] [ ]
CITY : [ ] [ ]
ST/PR: [ON] [CASH ] [CA] [ON] [CASH ] [CA]
contact: [ ]
email: [ ]
TERMS [ 0 ] [N CASH/COMPTANT ] INV TYPE [*] CRED ACT [N]
PO DATE [ 4/26/10 ] BKO [N]
TAX 1 [Y] [ 5.000 ] [ ] SHIP DATE [ ] DUE [ 4/30/10]
TAX 2 [Y] [ 8.000 ] [ ] DISC DATE [ 4/26/10] % [ 0.00]
TX3 A/B [N] [Y] SMAN [CCS] [Z NETWORK CASH SN ] (F11)=Note Pad [ ]
CODE [8]
FBY [99K ] PO NUM [ ]
SHIPVIA [ 99 ] [na ]
Enter Shipvia code or HIT F1 for Listing
F2-CHG CUST F3-CORR HDR F4-STMT F5-PICKS? F6- F7-RECALC F8-SCR PAD TAB-STRS
```

Once you've pressed the F1 key, a list of ShipVia codes will appear in a separate window. Keep pressing F1 to see all the codes available. (See example shown on the next page.)

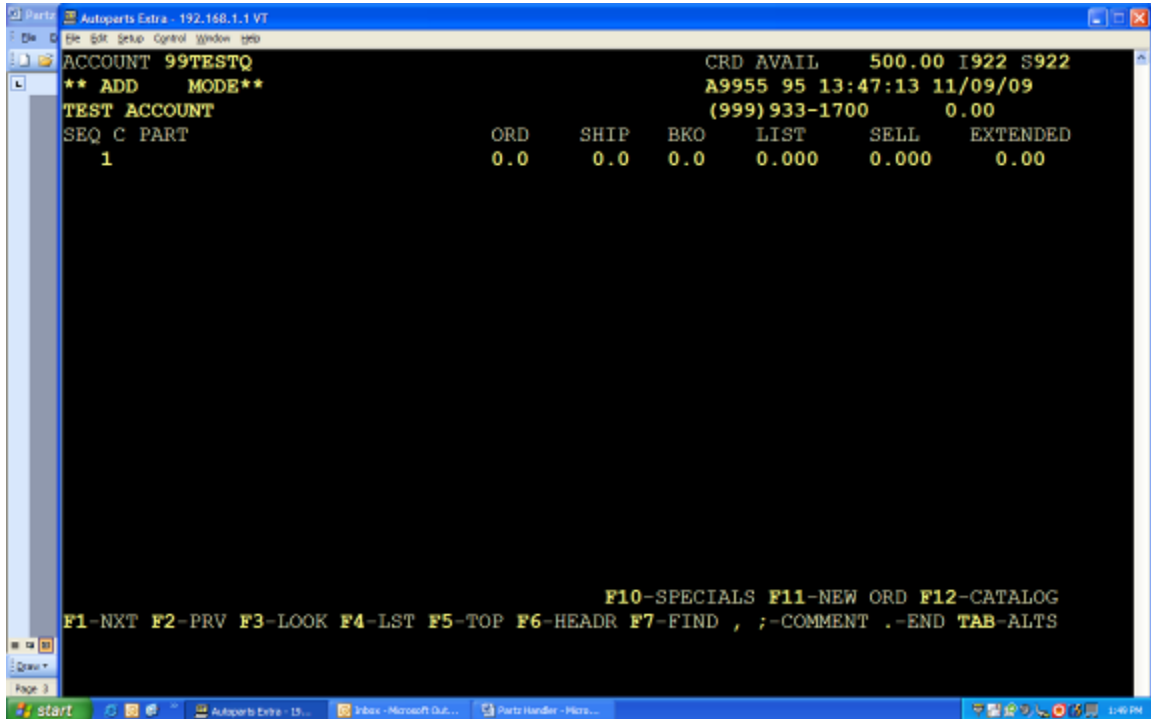


Recently, most stores made changes to their delivery codes. They had to assign their customers a new delivery code, with these newly created codes: 240, 241, 242, and 243. The reason of that process was to be able to target our good customers, then ones that we would classify "A" customers. We also have to remember that our "A" customers are 80% of our business, so we want to make sure that we have drivers available for them when they call.

- CODE 240: Customers that are A customers > Priority # 1 (**Rush Rush**)
- CODE 241: Customers that are B customers > Priority # 2 (**20-45 minutes**)
- CODE 242: Customers that are C customers > Priority # 3 (**Up to 2 hours**)
- CODE 243: Customers that are D customers > Priority # 4 (**No rush, when we go by**)
- CODE 2 : Customer pick-up

Order Detail Setup

Once the header is complete, move to the item detail screen where there are many options available.



You are going to be entering parts here through various methods.

1. Enter the parts directly (providing you know the correct line code and part number)
2. F3 to look up items by searching with the first few numbers of the part number.
EX: Press F3, and then enter 3 or 4 of the first numbers or letters of the part number you are looking for. In this example, I was looking for some Rain-X product, and I know that the part number starts with RX. So, I press F3 then RX and finally ENTER. This is what came up, on page 7. It will display all the parts that start with RX, regardless of the line code.

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 44CASH          CRD AVAIL    1.00 I044 S044
** ADD    MODE**      A9955 99 08:23:27  4/27/10
CASH SALE AP44        (888) 000-0000    0.00
SEQ C PART           ORD     SHIP   BKO    LIST    SELL  EXTENDED
  1                   0.0    0.0   0.0    0.000   0.000  0.00

LINE PART           DESC1                DESC2                BOH
KNERX-3820-1       UNIVERSAL X-STREAM CLAMP-ON  UNIVERSAL X-        0
KNERX-4120-1       UNIVERSAL X-STREAM CLAMP-ON  UNIVERSAL X-        0
KNERX-4140         UNIVERSAL X-STREAM CLAMP-ON  UNIVERSAL X-        0
KNERX-4990         UNIVERSAL X-STREAM CLAMP-ON  UNIVERSAL X-        0
ARERX047177016    17x7 RIAX ZUKA 4/100/4.5 RIM  17X7 RIAX ZU        0
ARERX047187517    18"RIAX ZUKA HB             18"RIAX ZUKA        0
158RX103           BRUSH SET                 BRUSH SET           0
158RX103A          BRUSH SET                 BRUSH SET           0
158RX104           BRUSH SET                 BRUSH SET           0
ARERX108177016    17X7 RIAX SECA 4/100/4.5 RIM  17X7 RIAX SE        0
PZCRX11164CN      RAIN-X WIPES (25)          RAIN-X WIPES        0
PZCRX11168CN      RAIN-X TOWELETTE 22ml      RAIN-X TOWEL        4

M2:

F1-FWRD  F2-BACK  RET-PICK

```

3. F4 to look up item by line/part or portions of line/part

EX: By pressing F4, then line code 158 and the letters RU, it will bring you right away to the first part number that starts with RU. You don't have to scroll thru the whole line code to find it.

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 44CASH          CRD AVAIL    57.65-I044 S044
** ADD    MODE**      A9955 99 08:23:27  4/27/10
CASH SALE AP44        (888) 000-0000    58.65
SEQ C PART           ORD     SHIP   BKO    LIST    SELL  EXTENDED
  1 4825801          1.0    1.0   0.0    69.970   58.650  58.65 Y

LINE PART           DESC1                DESC2                BOH
158RU1             RESISTANCE UNIT        RESISTANCE U        0
158RU4             RESISTANCE UNIT        RESISTANCE U        1
158RU10            RESISTANCE UNIT        RESISTANCE U        1
158RU11            RESISTANCE UNIT        RESISTANCE U        1
158RU12            RESISTANCE UNIT        RESISTANCE U        0
158RU12T           RESISTOR UNIT          RESISTOR UNI        0
158RU13            RESISTANCE UNIT        RESISTANCE U        0
158RU23            RESISTANCE UNIT        RESISTANCE U        0
158RU24            RESISTANCE UNIT        RESISTANCE U        0
158RU25            RESISTANCE UNIT        RESISTANCE U        0
158RU27            RESISTANCE              RESISTANCE          0
158RU28            RESISTANCE              RESISTANCE          0

M2:

F1-FWRD  F2-BACK  RET-PICK

```

4. F7 to display a specific line on this order.

5. ; or , to add a comment line, such as when creating a cash receipt.

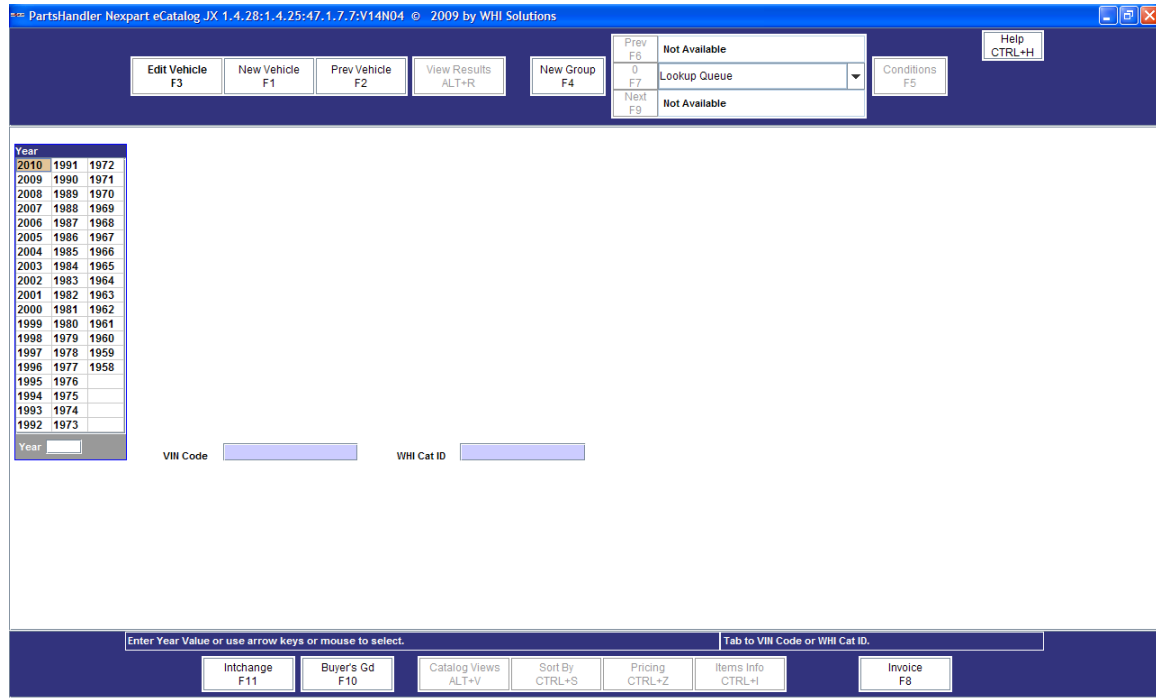
6. F10 to Use the Customer Favorites to select parts.

7. F11 to start a new order.

8. F12 to do a lookup in the Parts Handler catalogue, by entering year/make/model etc.

There is a new F12 available, which is called the JX Catalogue.

Here is what it looks like.



The IT department is working on it, to pull out all the bugs in there. It has many things similar to the Nexpart, but with this one, you can add the parts directly on your Parts Handler invoice. When all the little problems are fixed, this will be the catalogue to use.

Special Functions at Order Detail

After a product is selected there are some special features that you will notice.

- If the product has alternates, you will see **(ALT)** in the top line of the screen **(CAT)** for catalogue alternates and **(C&A)** if there are alternates and catalogue alternates.

- If the product is On Order, you will see **ONO** in the top line.

- When you select a part number and it has been changed to a new part number, you will see **(SUP)** in the top line and the new number will be shown under DESC2.

```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 99TESTQ ALT SUP CRD AVAIL 500.00 I922 S922
** ADD MODE** A9955 93 14:52:53 11/10/09
TEST ACCOUNT (999) 933-1700 0.00
SEQ C PART ORD SHIP BKO LIST SELL EXTENDED
1 042PF44C 1.0 0.0 0.0 0.000 0.000 0.00 Y

PRICEA 12.650 SELL. 0.000 TX1: Y TZ3: 950
PRICEB 9.490 LIST. 0.000 TX2: Y CORE. 0.000 RGHTS: 0.0
PRICEC 6.830 DESC1: *** OIL FILTER QSP 12 BOH : 0.0
PRICED 4.780 DESC2: *** FILTRE A L'HUILE MSP 1 RSVD : 0.0
SUPER: $042PF46F REO 0 AVAIL: 0.0

M1:
M2:

F1-SPECL F2-TAX F3-ALTS F4-PREVP F5-ONORD F6-CORE/BOH F7-SUPER F8-DISP PRC
```

If you want to get the new part number, all you have to do is press F7 SUPER, and it will add it on to your invoice.

When adding parts on your invoice, you will notice that the functions of the F keys also change.

It is very important that you know what each and every one of them can do.

Let's start:

F1- This function key lets you do a buyout, sell a core, sell a warranty and record a lost sale.

When using the F1 key, there is a screen that will pop up to give you these 4 choices.

1-F1 BUYOUT

When selling a part that you do not have in your store, you have to do a buyout, so that it doesn't affect your inventory. To do so, you will press F1 and it asks for a vendor. The vendor is a 3 digit numbering or lettering system. You also need to put the invoice number on the VEN INV line, and change the cost, if bought outside the Benson network.

2-F2 SELL A CORE

If you need to invoice a customer back for his core, this is the only way you will be able to do so.

3-F3 SELL A WARRANTY

Same thing as when selling a core, invoicing a defect back to your customer, doesn't affect your inventory.

4-F4 RECORD A LOST SALE

Many counter men don't know that we can record a lost sale here. You can easily record a lost sale while in the invoicing screen.

You can also record a lost sale in the PART INQUIRY screen, under the MAIN MENU.

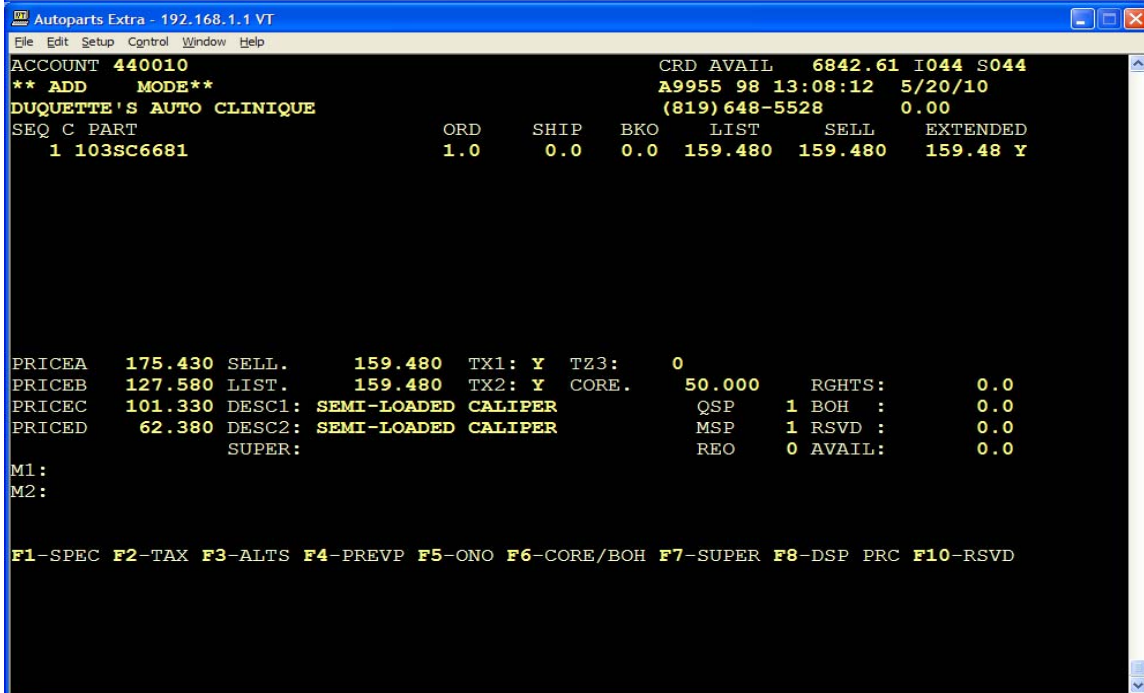
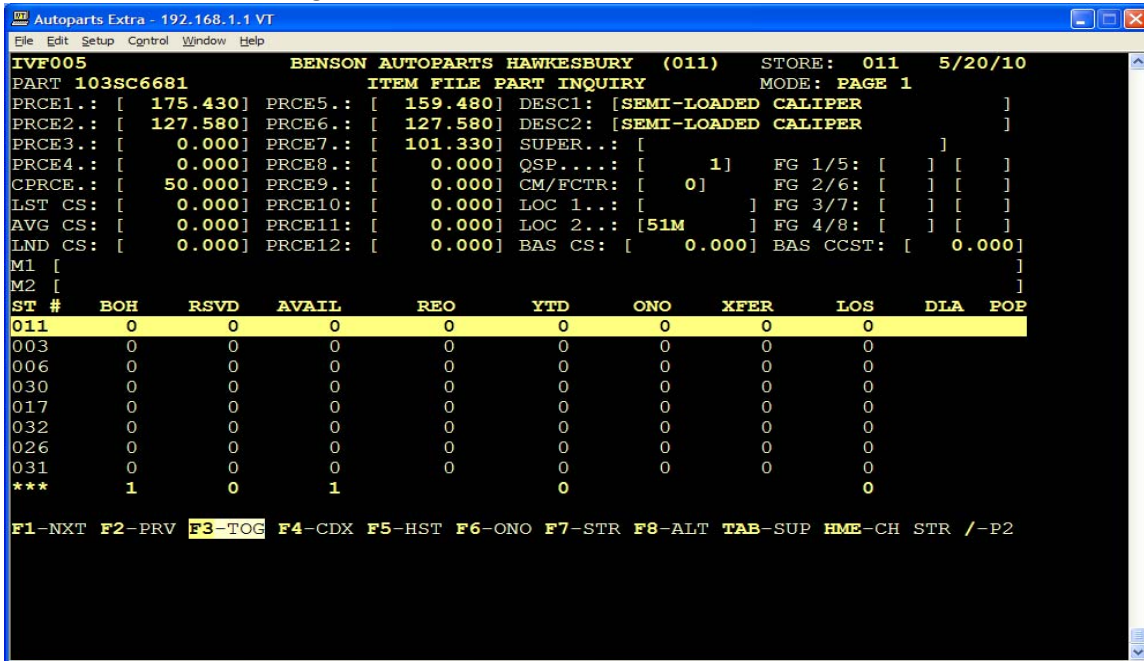


You can also register a lost sale in the F1 PART INQUIRY.

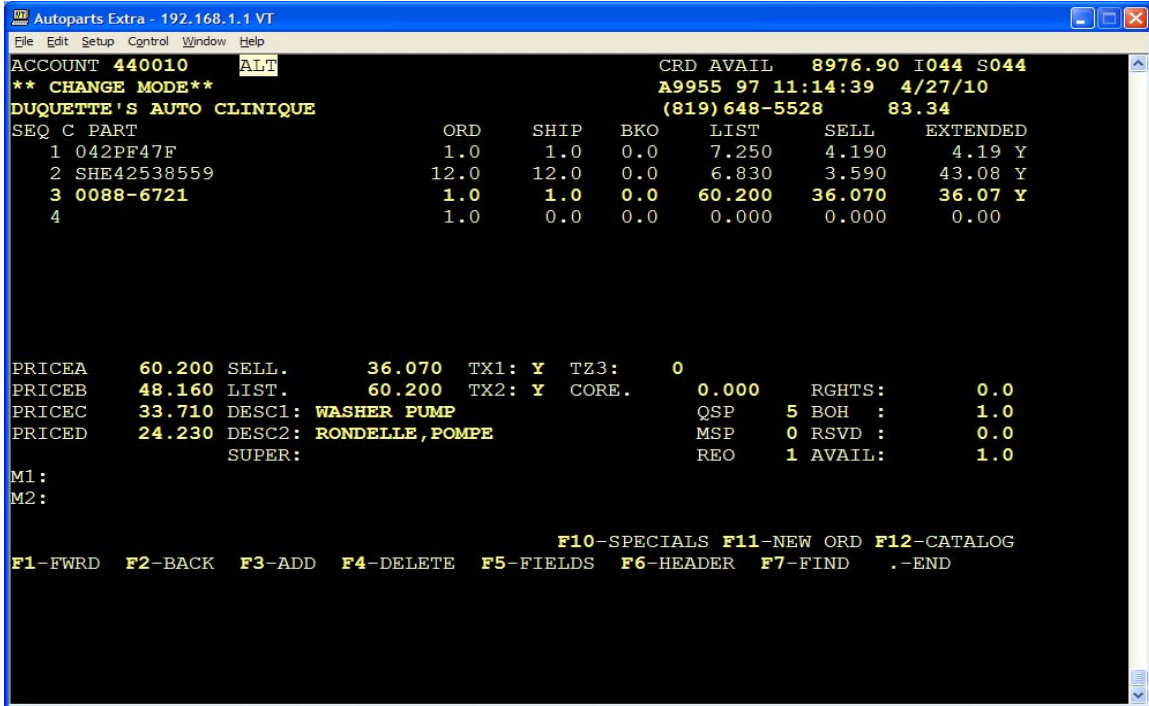
You press the F3 key (TOG) and the options for the F key changes. Here's what will be displayed.

F1-NXT F2-PRV F3-TOGGLE F4-LOS F5-RSVD

You choose F4 LOS and register the lost sale.



- F2- Turn the taxes on or off.
 - F3- Search for alternate parts.
 - F4- Show previous purchase of this part.
 - F5- Display On-order information.
 - F6- Show Core history (core returns) or BOH from the other stores.
 - F7- Sell the superseding part (if one exists).
 - F8- Show the pricing information.
 - F10- Show the parts on Reserve
- When you **highlight** a line with your cursor, on your invoice, the F keys value changes.



F1 and F2 are not useful

F3- ADD

You can use that key to add more parts. The same as using the arrow key down.

F4- DELETE

You can delete the item that is highlighted when pressing the F4 key.

F5- FIELDS

Here, you can change the selling price, the list price, add a core or change the core value, change the description and modify the taxes.

F6- Go back to the header.

F7- To find a specific line on your invoice.

. - To finish adding lines and go to the final page.

Order Total Screen

After you are finished entering items on the detail and have proceeded to the total screen there are different ways to process the order that are all controlled by function keys at the bottom of the screen.



```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 440010                                CRD AVAIL 8976.90 I044 S044
*** TOTALS ****                              A9955 97 11:37:01 4/27/10
DUQUETTE'S AUTO CLINIQUE                     (819) 648-5528
CODE...: [01]
MDSE...: [ 83.34 ] CORES INCLUDED: [ 0.00 ]
TAX 1...: [ 4.25 ] PIN...: [ ]
TAX 2...: [ 6.70 ]
TAX 3...: [ 1.70 ]
DISCS...: [ 0.00 ]
DEPOSIT: [ 0.00 ]
FREIGHT: [ 0.00 ]
LABOUR...: [ 0.00 ]
MISC...: [ 0.00 ]
TOTAL...: [ 95.99 ]
PIECES...: [ 14.0 ] CRD PCS.: [ 0.0 ] WGHT [ 0.000 ]

[ ]

F1-INV ORDER F2-CORR HEAD F3-STORE ORDER F4-REDISP ITEMS F5-ADD ITEMS F6-PROMO
F7-PICK TICK F8-FRGT/LAB TAB-PO#/DIS/REF F10-PRINT QUOTE
```

As you can see, PartsHandler recaps the Merchandise Total, your Tax values, and discounts, deposits etc.

The Function keys are as follows:

F1 - INVOICE

- Print the invoice and update the accounts and inventory

F2 - HEADER

- Allows the user to change the header information on the invoice

F3 - STORE

- Allows the user to store this as a pick ticket or a quote without printing

F4 - REDISP

- Redisplay on the screen the items on the invoice.

F5 - ADD ITEMS

- Add and delete items from the invoice.

F6- PROMO

- No PROMO yet created.

F7 - PICK

- Generate and print a pick ticket

F8 - FRGT/LAB

- Add freight and labour charges to the invoice

TAB – PO# / DIS / REF#

PO NUMBER
REFERENCE
SHIPVIA 13 URGENT
DISPATCH N

- Change the PO Number on the order
- Add a reference number
- Change the SHIPVIA Number and Description
- Edit the Dispatch status of the order

F10 – PRT QTE

- Generate and print a quote

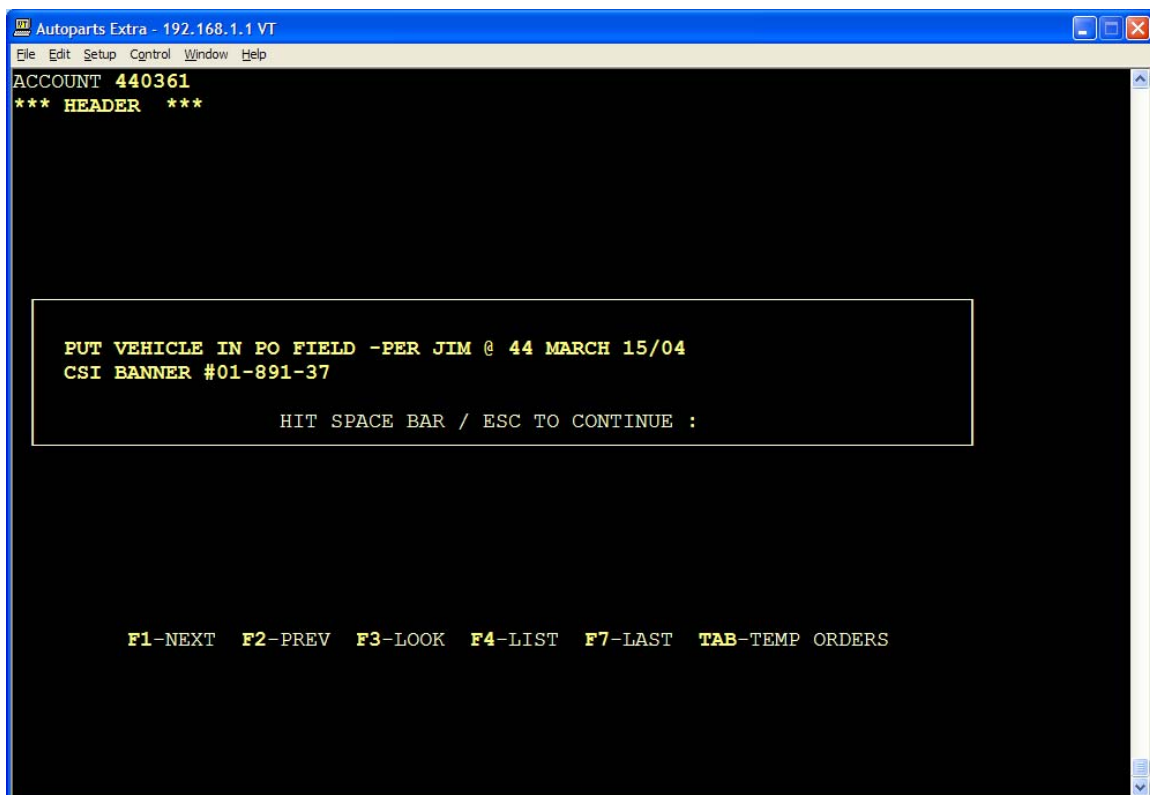
If F1, F7 or F10 is selected the system will ask the user to confirm the printer; the invoice, Pick ticket or quote will then be printed.

Messages in customer's account:

It is very important to read carefully the messages in the customer's accounts, when we are in the F4 mode, BILLING. There is some important information there for that specific customer. You will see many different messages, and here are a few examples:

- THIS CUSTOMER IS COD ONLY.....NO CHARGE.....NO PICK TICKETS.
- PLEASE OBTAIN THE FAX # IF POSSIBLE (CUSTOMER ACCOUNTS).
- **MODEL OF VEHICLE IN THE PO. <<< The most popular**
- *** ACDELCO TSS ACCOUNT - OFFER DELCO FIRST ***
- ***** FRANCOIS IS THE ONLY ONE ORDERING *****
- Etc, etc, etc...

The messages you see, asking for the fax number, it is for the customer account department in Cornwall. They want it, because they can fax copies of invoices to the customer thru Parts Handler. Once you will give them the fax numbers, they will remove the message in the account. Here is an example:



```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 440361
*** HEADER ***

PUT VEHICLE IN PO FIELD -PER JIM @ 44 MARCH 15/04
CSI BANNER #01-891-37

HIT SPACE BAR / ESC TO CONTINUE :

F1-NEXT F2-PREV F3-LOOK F4-LIST F7-LAST TAB-TEMP ORDERS
```

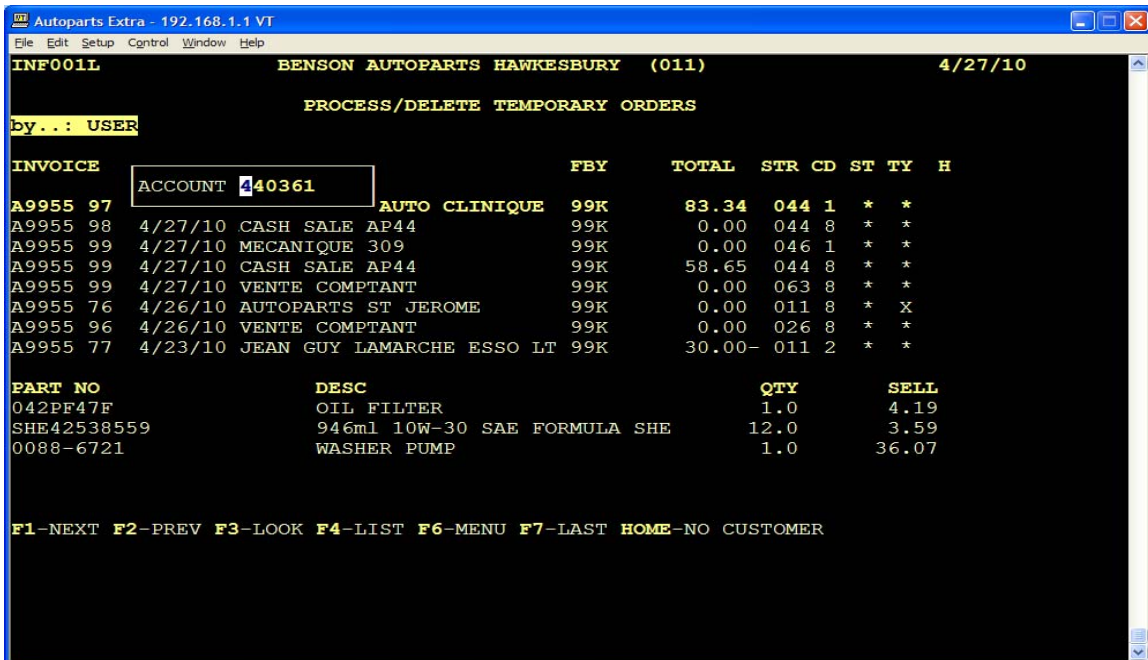
Remember that before you finish your invoice, when you will be prompt to the PO, you will need to write in the vehicle/year/model, or if the customer has a PO system, ask him for it. Do not just put in a dot. If the system asks for a PO, it's because the customers wants you to write it!!

Temp Order Processing

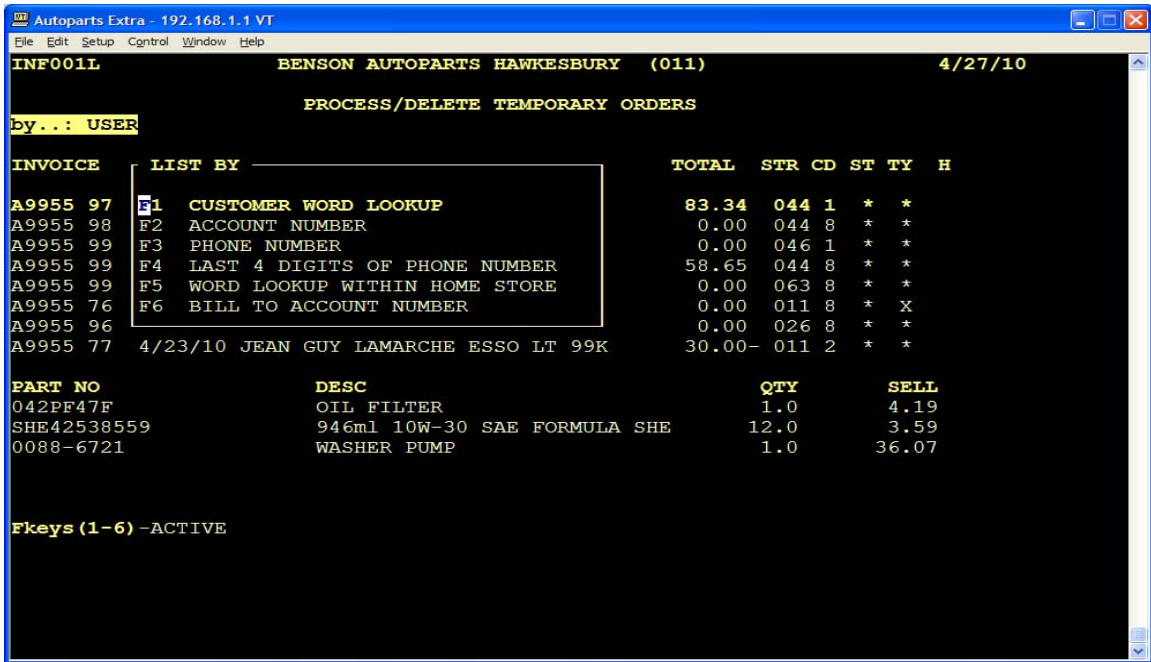
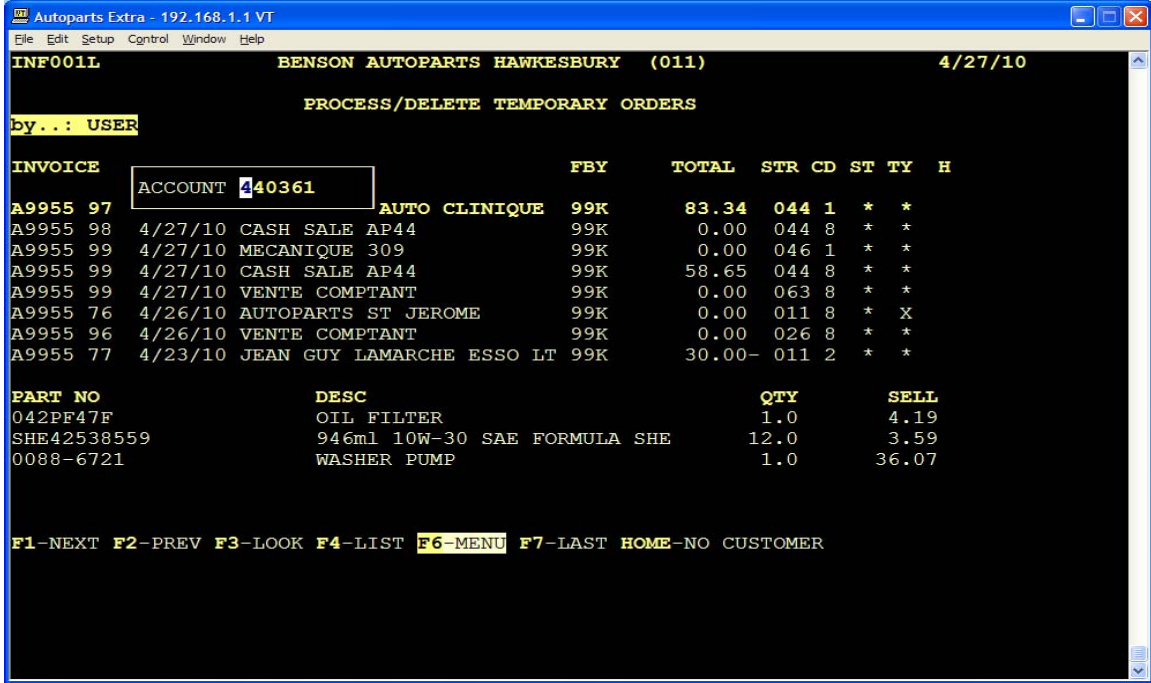
To get to the temp order screen, press F4, then TAB, before entering the account number. You'll see the screen displayed below.



The default screen that you will see will only show your Temporary orders. However, you are offered a function key (F4) which will allow you to show all Temporary Orders for a given customer.



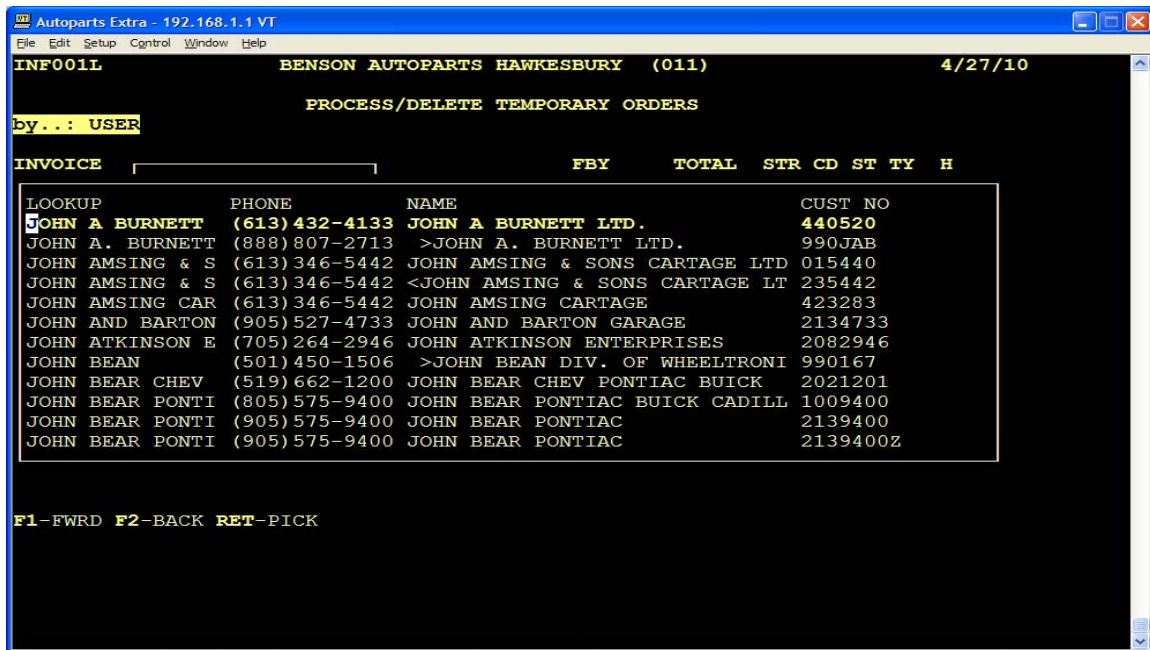
After pressing F4, you can enter the customer's account #, or if you then press F6, you will see another menu of choices of research appear.



The choices available to you are displayed in the previous screen. You can choose the desired function with the "F" keys or with the arrow keys. If you do not know the account # of the customer you are looking for, several ways are now available to find it.

F1 (CUSTOMER WORD LOOKUP)

Here's an example: you press F1 enter the name "John". See what came up as a result. All accounts that contain the name John appeared, regardless of which store the account was created.



F2 (ACCOUNT NUMBER)

Find the temp order with the account number.

F3 (PHONE NUMBER)

Find the account number with the 10 digits phone number.

F4 (LAST 4 DIGITS OF PHONE NUMBER)

Find the account with letter L + the last 4 digits of the phone number.

F5 (WORD LOOKUP WITHIN HOME STORE)

This function is not the best way to find your customer, since the way it will search for the account is the same way the account was created in the system. Ex: Mécanique Luc Campeau. Even if you enter the name Luc or Campeau in the search field, it will not find it. You absolutely need to know that his account has been created with > Mécanique and then Luc Campeau. You could try finding it with the family name, since most of them are created that way too.

F6 (BILL TO ACCOUNT NUMBER)

A function we do not use.

With all these new function keys; you are now able to view all temporary orders for the chosen customer regardless of who actually took the order.

Item Inquiry

Autoparts Extra - 192.168.1.1 VT

File Edit Setup Control Window Help

IVF005 **ONO ALT** BENSON AUTOPARTS HAWKESBURY (011) STORE: 011 11/23/09
 PART 511618-51040 ITEM FILE PART INQUIRY MODE: PAGE 1

PRCE1.: [5.850] PRCE5.: [5.380] DESC1: [OIL FILTER]
 PRCE2.: [4.030] PRCE6.: [4.030] DESC2: [FILTRE A HUILE]
 PRCE3.: [0.000] PRCE7.: [3.020] SUPER.: []
 PRCE4.: [0.000] PRCE8.: [0.000] QSP...: [1920] FG 1/5: [] []
 CPRCE.: [0.000] PRCE9.: [0.000] CM/FCTR: [0] FG 2/6: [] [042]
 LST CS: [0.000] PRCE10: [0.000] LOC 1.: [511] FG 3/7: [222] [1]
 AVG CS: [0.000] PRCE11: [0.000] LOC 2.: [1126] FG 4/8: [] [S]
 LND CS: [0.000] PRCE12: [0.000] BAS CS: [0.000] BAS CCST: [0.000]
 M1 []
 M2 []

ST #	BOH	RSVD	AVAIL	REO	YTD	ONO	XFER	LOS	DLA	POP
011	22	0	22	18	148	0	0	0	11/07/09	A
003	19	0	19	0	221	0	0	0	11/21/09	
006	12	0	12	6	99	0	0	75	10/20/09	
030	0	0	0	1000	18780	1920	0	0	11/19/09	A
017	20	0	20	18	213	0	0	0	11/10/09	
032	0	0	0	0	0	0	0	0	4/01/08	D
026	19	0	19	12	117	0	0	0	11/05/09	
031	21	0	21	12	88	0	0	0	11/11/09	
***	1361	22	1339		40994			75		

F1-NXT F2-PRV F3-LOS F4-CDX F5-HST F6-ONO F7-STR F8-ALT TAB-SUP HME-CH STR /-P2

rt [Taskbar icons] 3:04 PM

When you are in the F1, PART INQUIRY, you can go to page 2, by pressing the slash > / <, and you can see more information related to the part number you punched in. You can see the date that part was added in the system, and you can also see the last time the price was updated.

Autoparts Extra - 192.168.1.1 VT

File Edit Setup Control Window Help

IVF005 **ONO ALT** BENSON AUTOPARTS HAWKESBURY (011) STORE: 011 4/27/10
 PART 511618-51040 ITEM FILE PART INQUIRY MODE: PAGE 2

DNB CSE: []] VENDOR.: [WIX] DESC1 [OIL FILTER]
 RBT/ACT: [] [Y] VCF...: [0] DESC2 [FILTRE A HUILE]
 ADDED...: [1/01/95] VEN UN.: [PAL] UPC CDE: [511618-51040]
 CCST...: [0.000] QSP...: [1920] VEN PAR: []
 DN BUY.: [] QSET...: [12] DEM PAR: []
 DN SELL: [] MSP...: [0] TX FL1/FL2: [] [] NFD FLG: []
 DSCTN'D: [] WEIGHT.: [0.000] T3 ZN/CT [960] [B] CLASS...: []
 HNDLNG.: [0.000] POP/ATS: [] [N] DTY FCT: [0.000] PROMPT?: []
 PRC UPD: [1/04/10] PRC FCT: [5110] CTY ORG: [] CF FLAG: []
 SELL UN: [EA] CTY/SELD [] [] LOOKUP.: [618-51040]

ST #	BOH	RSVD	AVAIL	REO	YTD	ONO	XFER	LOS	DLA	POP
011	29	0	29	18	129	0	0	0	4/23/10	A
003	15	0	15	0	198	0	0	0	4/23/10	
006	0	0	0	0	65	0	0	39	2/24/10	
030	758	12	746	1000	20269	1920	0	0	4/27/10	A
017	39	0	39	36	156	0	0	0	4/21/10	
032	0	0	0	0	0	0	0	0	4/01/08	D
026	19	0	19	12	123	0	0	0	4/21/10	
031	0	0	0	0	53	0	0	0	12/31/09	
***	2313	33	2280		43074			39		

F1-NXT F2-PRV F3-LOS F4-CDX F5-HST F6-ONO F7-STR F8-ALT TAB-SUP HME-CH STR /-P1

F4 - Cardex Lookup

Autoparts Extra - 192.168.1.1 VT

File Edit Setup Cntrl Window Help

IVF005 **ONC** **ALT** BENSON AUTOPARTS HAWKESBURY (011) STORE: **017** 4/27/10
 PART 511618-51040 ITEM FILE PART INQUIRY MODE: **CARDEX**

PRCE1.: [5.480] PRCE5.: [5.030] DESC1: [OIL FILTER]
 PRCE2.: [3.780] PRCE6.: [3.780] DESC2: [FILTRE A HUILE]

CODE	REF	FBY	DATE	USER	R NAME	QTY	BOH
01-INVOICE	17880324	17V	4/21/10	171140	COLTON AUTO REPAIR	3	39.0
A4-XFR IN	00174138	17N	4/19/10	\$030017		12-	42.0
01-INVOICE	17878917	172	4/16/10	171406	J & J AUTO SERVICE	4	30.0
08-CASH SL	17878725	172	4/16/10	171916	SKOF AUTO CARE	2	34.0
08-CASH SL	17873011	17R	3/29/10	171916	SKOF AUTO CARE	2	36.0
08-CASH SL	17869913	WE*	3/17/10	171900	MIDAS CANADA INC.	1	38.0
08-CASH SL	17869911	WE*	3/17/10	171900	MIDAS CANADA INC.	1	39.0
08-CASH SL	17869900	WE*	3/17/10	171900	MIDAS CANADA INC.	1	40.0
08-CASH SL	17869500	17R	3/16/10	17TECH	TECH AP17	1	41.0
08-CASH SL	17867945	17R	3/10/10	171916	SKOF AUTO CARE	2	42.0
A4-XFR IN	00174011	17N	3/05/10	\$030017		12-	44.0
01-INVOICE	17866643	171	3/05/10	171140	COLTON AUTO REPAIR	2	32.0

More..Hit F1 to Continue or F6 for All

F1-FWRD F2-BACK F3-LIST F4-PURCH F5-ARCHIVE F6-SHOW RET-SHOW TAB-SET HOME-CHG
 CDS ON ALL DATA MODE STR

Here, you can see all the transactions on that part. If you then press ENTER, you will see the price it was sold.

Autoparts Extra - 192.168.1.1 VT

File Edit Setup Cntrl Window Help

IVF005 **ONC** **ALT** BENSON AUTOPARTS HAWKESBURY (011) STORE: **017** 4/27/10
 PART 511618-51040 ITEM FILE PART INQUIRY MODE: **CARDEX**

PRCE1.: [5.480] PRCE5.: [5.030] DESC1: [OIL FILTER]
 PRCE2.: [3.780] PRCE6.: [3.780] DESC2: [FILTRE A HUILE]

CODE	REF	FBY	DATE	USER	R NAME	QTY	BOH
01-INVOICE	17880324	17V	4/21/10	171140	COLTON AUTO REPAIR	3	39.0
A4-XFR IN	00174138	17N	4/19/10	\$030017		12-	42.0
01-INVOICE	17878917	172	4/16/10	171406	J & J AUTO SERVICE	4	30.0
08-CASH SL	17878725	172	4/16/10	171916	SKOF AUTO CARE	2	34.0
08-CASH SL	17873011	17R	3/29/10	171916	SKOF AUTO CARE	2	36.0
08-CASH SL	17869913	WE*	3/17/10	171900	MIDAS CANADA INC.	1	38.0
08-CASH SL	17869911	WE*	3/17/10	171900	MIDAS CANADA INC.	1	39.0

ITM SEQ: [0013815]	REF....: [17880324]	SELL....: [3.000]	CR REAS: []
STR....: [017]	VEN INV: []	CPRICE.: [0.00]	IA REAS: []
SEQ....: [99372]	DATE....: [4/21/10]	COST....: [0.000]	
CODE....: [01]	QTY....: [3.0]	CCOST..: [0.000]	
FBY....: [17V]	NET BOH: [39.0]	USER....: [171140]	
SMAN....: [JHL]	RET BOH: [0]	VEND....: []	

Esc-EXIT

F5 – display sales history on this item

Autoparts Extra - 192.168.1.1 VT

File Edit Setup Control Window Help

IVF005 **ONC** **ALT** BENSON AUTOPARTS HAWKESBURY (011) STORE: 017 4/27/10
 PART 511618-51040 ITEM FILE PART INQUIRY MODE: **HISTORY**

PRCE1.: [5.480] PRCE5.: [5.030] DESC1: [OIL FILTER]
 PRCE2.: [3.780] PRCE6.: [3.780] DESC2: [FILTRE A HUILE]

YEAR	MONTH	UNITS	\$ SOLD	PROMO	LOST	\$ LOST	COST
110	NOV	16.0	43.72	0.0	0.0	0.00	0.00
	DEC	37.0	82.52	0.0	0.0	0.00	0.00
	JAN	0.0	0.00	0.0	0.0	0.00	0.00
	FEB	6.0	18.00	0.0	0.0	0.00	0.00
	MAR	12.0	35.64	0.0	0.0	0.00	0.00
	-->APR	9.0	27.00	0.0	0.0	0.00	0.00
	MAY	0.0	0.00	0.0	0.0	0.00	0.00
	JUN	0.0	0.00	0.0	0.0	0.00	0.00
	JUL	0.0	0.00	0.0	0.0	0.00	0.00
	AUG	0.0	0.00	0.0	0.0	0.00	0.00
	SEP	0.0	0.00	0.0	0.0	0.00	0.00
	OCT	0.0	0.00	0.0	0.0	0.00	0.00

F1-CURR YR F2-PREV YR F3-NEXT YR F4-ALT DSP F5-PREV STR F6-NEXT STR TAB-SET MODE

F6 – display on order values—notify customer of expected arrival etc.

Autoparts Extra - 192.168.1.1 VT

File Edit Setup Control Window Help

IVF005 **ONC** **ALT** BENSON AUTOPARTS HAWKESBURY (011) STORE: 017 4/27/10
 PART 511618-51040 ITEM FILE PART INQUIRY MODE: **ON ORDER**

PRCE1.: [5.480] PRCE5.: [5.030] DESC1: [OIL FILTER]
 PRCE2.: [3.780] PRCE6.: [3.780] DESC2: [FILTRE A HUILE]

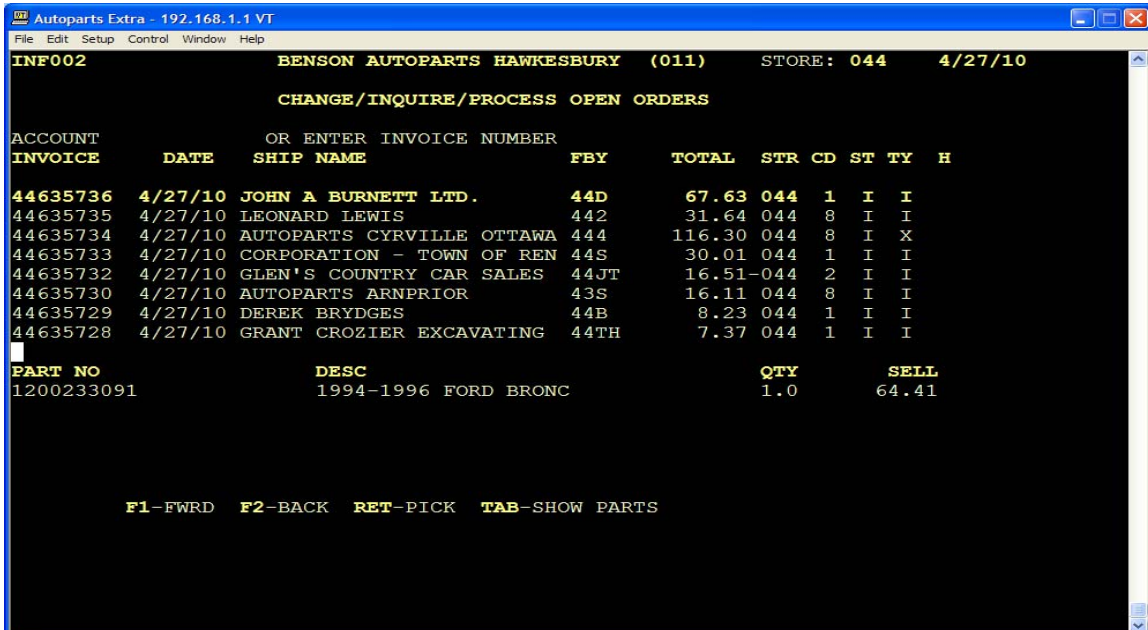
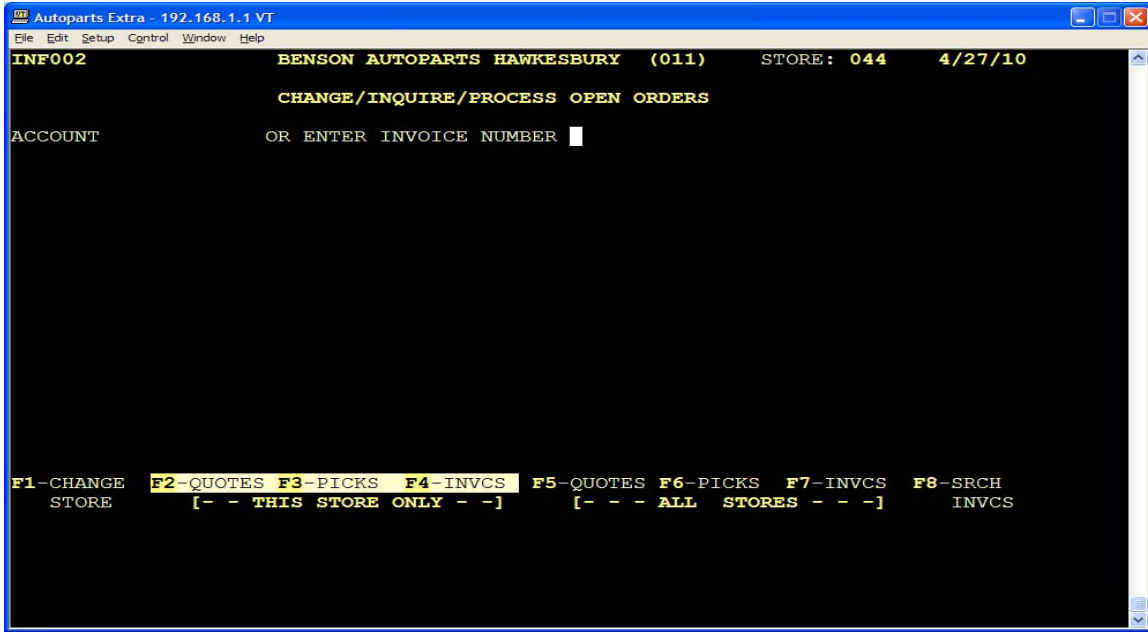
STR	PO #	VENDOR	BKO	INV QTY	REC QTY	COST	ORD DATE	EXP DATE
030	00304216	WIX		1920	0	0.000	4/07/10	4/11/10
068	00684703	\$030068		12	12	0.000	4/27/10	5/01/10

F1-FWRD F2-BACK F3- F4- F6- TAB-SET MODE

F-6 Open Order Maintenance

Enter account number and invoice number, or just account and list all invoices/picks/quotes for the account.

Enter no account number, and list every order invoiced/picks/quotes.



The list of pick tickets appears when you press ENTER. The same thing will happen for the quotes or the invoices.

It is strictly forbidden to remove an item, or lower the original quantity on an already printed pick ticket. You can add items but you can NEVER DELETE items. Under no circumstances you are allowed to change the quantity shipped. You can add items, but you can never remove items. If you need to remove items, the only way to do so is to finalize your original PICK TICKET as it is, into an invoice, then cancel it and start a new one.

When an invoice has already been finalized, you can not at any time, change the information there is on that invoice. You are only able to reprint it, as it was originally, or send a copy by fax or email to your customer.

How to fax or e-mail a copy of an invoice or a quote, without printing it:

Go to F6, OPEN ORDERS, skip the account number and enter the invoice number you want to fax or e-mail to your customer. After you have entered the invoice number, press ENTER once and then press the dot sign (.). As usual, you press F1, to get to the final screen where it shows the printer number. You need to press the arrow up, or F2 CHANGE PRINTER, to change to printer # 9999. It will display the following screen:

```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 11CASH                CRD AVAIL 34.04 I011 S011
*** TOTALS ***              11010272 16:06:09 4/27/10
CASH SALE                    (888)000-0000
CODE...: [09]
MDSE...: [ 16.52-] CORES INCLUDED: [ 0.00 ]
TAX 1...: [ 0.83-] PIN...: [ ]
TAX 2...: [ 1.32-] CASH : [ 18.67-]
TAX 3...: [ 0.00 ] CHECK : [ 0.00 ]
DISCS...: [ 0.00 ] VISA : [ 0.00 ]
DEPOSIT: [ 0.00 ] MASTERCARD : [ 0.00 ]
FREIGHT: [ 0.00 ] DEBIT CARD/AMEX : [ 0.00 ]
LABOUR..: [ 0.00 ] DISCOVER/OTHER : [ 0.00 ]
MISC...: [ 0.00 ]
TOTAL...: [ 18.67-]
PIECES.: [ 0.0 ] CRD PCS.: [ 1.0-] WGHT [ 0.000 ]
Hit any Key to Reprint...Esc to Exit. [ ]
INV # [11010272]

PRT # [9999]
NAME [Fax/Email ]

F1-CONTINUE F2-CHANGE PRINTER F3-LIST PRINTER F4- F7-
```

From here, what you have to do is press ENTER. It will show you this:
Enter E to email or F to Fax [F]. The F is already there as default.
If you decide to fax, press enter. If you want to email, you will have to change the letter F to the letter E.
Once you have decided what you want to do, you will need to enter either the fax number, 10 digits with no 1, or the e-mail address.

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 11CASH          CRD AVAIL  50.56 I011 S011
*** TOTALS ****       11010272 16:17:07 4/27/10
                        (888) 000-0000
CASH SALE
CODE...: [09]
MDSE...: [ 16.52-] CORES INCLUDED: [ 0.00 ]
TAX 1...: [ 0.83-] PIN...: [ ]
TAX 2...: [ 1.32-] CASH : [ 18.67-]
TAX 3...: [ 0.00 ] CHECK : [ 0.00 ]
DISCS...: [ 0.00 ] VISA : [ 0.00 ]
DEPOSIT: [ 0.00 ] MASTERCARD : [ 0.00 ]
FREIGHT: [ 0.00 ] DEBIT CARD/AMEX : [ 0.00 ]
LABOUR..: [ 0.00 ] DISCOVER/OTHER : [ 0.00 ]
MISC...: [ 0.00 ]
TOTAL...: [ 18.67-]
PIECES.: [ 0.0 ] CRD PCS.: [ 1.0-] WGHT [ 0.000 ]
Hit any Key to Reprint....Esc to Exit. [ ]

Fax number [4505334851]
Is this number Long Distance Y/N [N]

F1- F2- F3- F4- F7- F8- Exit/Esc

```

Always remember that when you are sending a fax thru the Parts Handler, it is sent from Ottawa because that is where the server is. So, it will ask you if it is a long distance. You will need to answer yes or no.

When you choose E, to send an email, this is what you will see:

To fax or e-mail a QUOTE is the same procedures.

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 11CASH          CRD AVAIL  83.60 I011 S011
*** TOTALS ****       11010272 16:23:08 4/27/10
                        (888) 000-0000
CASH SALE
CODE...: [09]
MDSE...: [ 16.52-] CORES INCLUDED: [ 0.00 ]
TAX 1...: [ 0.83-] PIN...: [ ]
TAX 2...: [ 1.32-] CASH : [ 18.67-]
TAX 3...: [ 0.00 ] CHECK : [ 0.00 ]
DISCS...: [ 0.00 ] VISA : [ 0.00 ]
DEPOSIT: [ 0.00 ] MASTERCARD : [ 0.00 ]
FREIGHT: [ 0.00 ] DEBIT CARD/AMEX : [ 0.00 ]
LABOUR..: [ 0.00 ] DISCOVER/OTHER : [ 0.00 ]
MISC...: [ 0.00 ]
TOTAL...: [ 18.67-]
PIECES.: [ 0.0 ] CRD PCS.: [ 1.0-] WGHT [ 0.000 ]
Hit any Key to Reprint....Esc to Exit. [ ]

Email address [clalonde@bensonautoparts.com]

F1- F2- F3- F4- F7- F8- Exit/Esc

```

All you need to do here is to enter the email address and once you are finished, press ENTER. The copy of the invoice will be sent by email.

F-3 Core Bank

It will display status of an account core bank—it will also display the invoice the item was sold on, the invoice it was credited on and if the core has been returned or not.

Autoparts Extra - 192.168.1.1 VT
 File Edit Setup Control Window Help
INF003 **BENSON AUTOPARTS HAWKESBURY (011)** **4/27/10**

CORE BANK INQUIRY PROGRAM
ACCOUNT 440089 **NAME TERRY BILSON**

PART #	INV #	DATE	QTY	PRICE	CMEMO	OPEN
1418FR1216	44319133	3/29/06	1	24.000	44319198	0
17020L-BS	44569899	6/03/09	1	4.000	44569899	0
17065-72	44048626	11/17/01	1	3.000		1
17075DT-108	44399721	3/30/07	1	3.000	44399721	0
170ST24DP625	44269905	7/06/05	1	3.000	44269905	0
170ST24MS650	44084593	7/27/02	1	3.000		1
198W415R	44055413	1/07/02	1	5.000	44055565	0
23015735	44011609	4/09/01	1	6.000		1
DNBC0965	44068298	4/16/02	1	55.000	44068298	0
DNBC0966	44068298	4/16/02	1	55.000	44068298	0
DNEA07897	44158688	10/31/03	1	55.000	44158688	0
DNEA08202	44090991	9/09/02	1	55.000	44090991	0
DNEA08202	44145889	8/15/03	1	55.000	44148107	0

F1-FWRD F2-BACK F3-SEARCH F4-TOP F5-BOT RET-SHOW FIELDS

Autoparts Extra - 192.168.1.1 VT
 File Edit Setup Control Window Help
INF003 **BENSON AUTOPARTS HAWKESBURY (011)** **4/27/10**

CORE BANK INQUIRY PROGRAM
ACCOUNT 440089 **NAME TERRY BILSON**

PART #	INV #	DATE	QTY	PRICE	CMEMO	OPEN
DNEA08202	44145889	8/15/03	1	55.000	44148107	0
DNSSC0335	44178028	2/24/04	1	38.500	44178028	0
DNSSC0336	44178028	2/24/04	1	38.500	44178028	0
FEMM1923	44208793	8/09/04	1	10.000	44209048	0
FESSP16306			1-	15.000	44074422	1-
FESSP16306	44069067	4/19/02	1	15.000	44071628	0
FESSP163101	44277973	10/27/05	1	50.000	44277973	0
FRI638S	44360699	9/21/06	1	6.000	44360699	0
FRI704S	44489669	5/26/08	1	6.000	44489671	0
FRI705S	44383559	1/09/07	1	6.000	44383559	0
FRI705S	44489669	5/26/08	1	6.000	44489671	0
FSCSLC8996U	44266023	6/16/05	1	85.000	44266023	0
FSCSLC8997U	44266023	6/16/05	1	85.000	44266023	0

F1-FWRD F2-BACK F3-SEARCH F4-TOP F5-BOT RET-SHOW FIELDS

The column on the left is the invoice the part was sold on and the column on the right is the invoice the part was credited on. As you can see, the customer has cores he never returned, and he also has cores that were credited, that don't show a sale in his core bank.

Option to keep a trail on a specific part for a customer, using his core bank:

When you quickly want to find a specific part of one of your customers, you simply add an amount in the section of the core, when you are invoicing him the part. This way, the part # will be automatically sent into his core bank, and it is much easier to find this item afterward. In normal times, it is almost impossible to find, since will have to go thru all of his invoices. For example, the customer buys a very specific item once a year and every time he asks you, you can not remember the part number or the supplier ... So, all you have to do, is invoice the part normally, if the number exists in the system, or you sell it under line code NPN, if the number does not exist. Simply add \$ 1.00 in the core field, and don't charge the customer when the system asks: ADD CORE PRICE? N

Here is three examples of these items, which were added to the core bank of the customer.

Autoparts Extra - 192.168.1.1 VT						
INF003 BENSON AUTOPARTS HAWKESBURY (011) 11/23/09						
CORE BANK INQUIRY PROGRAM						
ACCOUNT 360127 NAME G.L. BODY SHOP INC						
PART #	INV #	DATE	QTY	PRICE	CMEMO	OPEN
FRI714S	36404399	6/08/06	1	6.000		1
FSCSLC432U	11692120	10/24/05	1	45.000	36379426	0
NPN163	36317524	8/17/04	1	1.000	36317524	0
NPN2102	36180513	3/22/02	1	1.000	36180513	0
NPN25MARK2	36280191	12/05/03	1	1.000	36280191	0
NPNCREDIT	36179383	3/15/02	1	1.000	36179383	0
NPNCREDIT	36216778	10/28/02	1-	1.000	36216778	0
NPNCREDIT	36220721	11/20/02	1-	1.000	36220721	0
NPNCV5010	36179938	3/19/02	1	1.000	36179938	0
NPNSD2025	36179718	3/18/02	50	1.000	36179718	0
NPNSPFR12048	36184383	4/15/02	48	1.000	36184383	0
PBESAT13904	36060289	3/07/00	1	1.000	36060289	0
PEP1136-690-01	36204828	8/13/02	2	1.000	36204828	0

F1-FWRD F2-BACK F3-SEARCH F4-TOP F5-BOT RET-SHOW FIELDS

Items with a core value will always remain in the core bank of the customers. In the example shown above, there are items that were sold in 2004, 2003 and even 2002, and are still in the core bank.

F-7 State Inquiry

Display the outstanding A/R for a specific account.

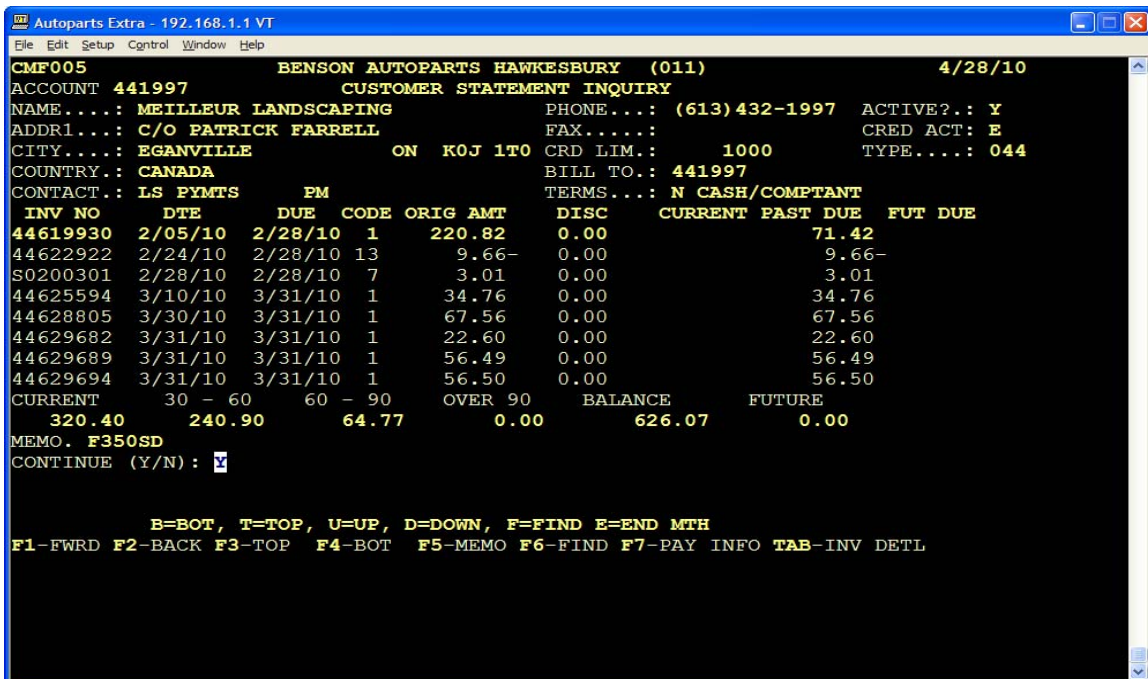
It will list all invoices/credits/adjustments/payments etc.

Check your statement to understand the various A/R codes—if a 'C' is next to code this indicates an item under contention with the customer.

Here is a list of the codes and their meaning.

0	FUTURE DUE (Before Aging)	8	CASH SALE
1	CHARGE SALE	9	CASH RETURN
2	CHARGE RETURN	12	TRANSFER
3	PAYMENT ON ACCOUNT	13	UNAPPLIED CREDIT
4	PAYMENT WITH APPLIED DISCOUNT	14	FUTURE DUE (Not Yet Current)
5	JOURNAL ENTRY DEBIT	15	FUTURE DUE (Current)
6	JOURNAL ENTRY CREDIT	31	APPLIED CREDIT
7	FINANCE CHARGE		

Here is an example:



If you want to see the last payment of this customer, you use the F-7 key, PAY INFO.

You will see the date of the payment and the amount applied.

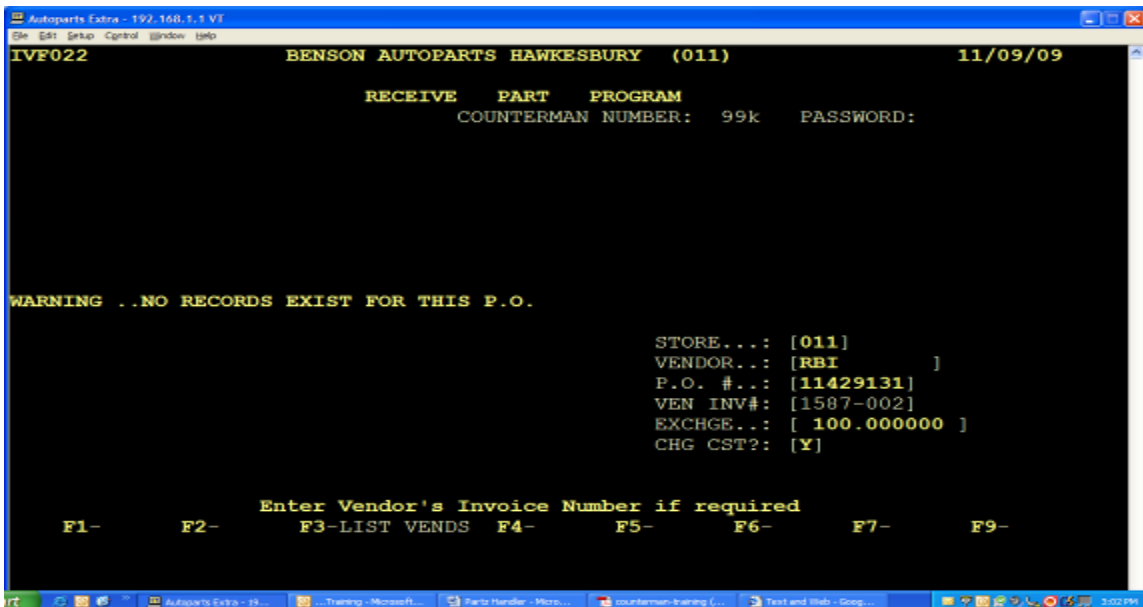


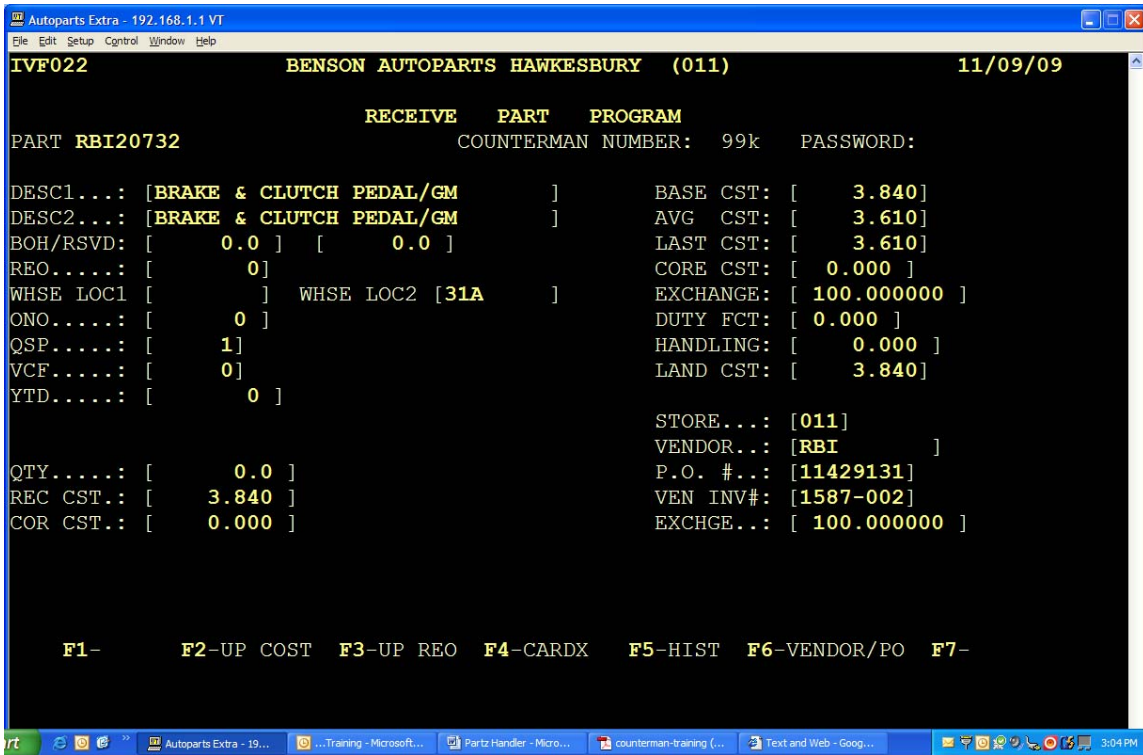
Receive Part selection

From the MAIN MENU, press F-8, then go to Application Modules (1) > then Inventory (1) > then BOH Updates (3) > and finally Receive Part (1).

This option will allow a quick receiving of a product ordered, but not with a generated PO from Cornwall.

An example: you placed an order with supplier over the phone and did not actually create a PO this could be used to receive the order.





It is also from this screen that you can go add a minimum (REO). When you choose the part number you decide to keep in stock, you will simply press the F3 key (UP REO) and then the cursor will go directly to line REO. Enter the amount you see fit to stock.

Credit Reason Codes

When creating a credit, the system will require a reason code. The system needs this information in order to know if it should adjust inventory or not.

REASON	DESC
1	BUYERS REMORSE
2	DEFECTIVE 2 CODE
5	Restocking Charge
C	CORE
N	NORMAL
P	PRICE
W	WARRANTY

the codes highlighted are codes that could be created, if needed.

Standard codes are:

- C-updates core inventory only
- N-updates regular inventory
- P-price adjustment no inventory is updated
- W-warranty replacing inventory is not update

Other codes could be added for our own use, just need to follow the following rules:

- 1, 3,5,7,9 will restock the item, affects inventory.
- 2,4,6,8 will not restock the item, does not affect inventory.
- Restocking charges can also be applied to any of these codes—so some codes may have restocking charges and others may not—customer can be flagged to not charge restocking fees.

```

ACCOUNT 0001          ALT ONO          CRD AVAIL   1714.75  I001 S001
** ADD MODE**          99K  96    14:41:23  9/02/09
98TESTQ (519)652-9910 0.00
SEQ C PART          ORD  SHIP          BKO LIST  SELL EXTENDED
1 FRAP _____ .0    8.200  8.200    8.20-Y
  REASON          DESC
  1          BUYERS REMORSE
  2          DEFECTIVE 2 CODE
  5          Restocking Charge
  C          CORE
  N          NORMAL (NEUF/NEW)
  P          PRICE
  W          WARRANTY
PRICEA          50
PRICEB          0.00          RGHTS: 0.0
PRICEC          QSP   1          BOH: 20.0
PRICED          MSP   1          RSVD: 3.0
REO 100  AVAIL: 17.0
F1-SPECL F2-TAX  F3-ALTS F4-PREVP F5-ONORD F6-CORE/BOH F7-SUPER F8-DISP PRC

```

How to find the part # for catalogs available at 30, of our suppliers:

From the main menu press F1, then enter the line code MIS and then the part # CATALOG. To find the catalog you are looking for, press F8 and the list appears in order of line codes. It is easier to find the catalog you are looking for by line code.

Once you found the part number of the one you were looking for, press the HOME key (CHANGE STORE) and change it to store # 30.

Only store 30 has catalogues in stock. If 30 doesn't have, you can always call the supplier directly or UniSelect, if it is a line that UniSelect stocks.

```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
IVF005 ALT BENSON AUTOPARTS HAWKESBURY (011) STORE: 011 4/28/10
PART MISCATALOG ITEM FILE PART INQUIRY MODE: ALTERNATE
PRCE1.: [ 0.000] PRCE5.: [ 0.000] DESC1: [CATALOG REFERENCE INFO ]
PRCE2.: [ 0.000] PRCE6.: [ 0.000] DESC2: [INFO POUR CATALOGUES ]
PRCE3.: [ 0.000] PRCE7.: [ 0.000] SUPER.: [ ]
PRCE4.: [ 0.000] PRCE8.: [ 0.000] QSP...: [ 1] FG 1/5: [ ] [ ]
CPRCE.: [ 0.000] PRCE9.: [ 0.000] CM/FCTR: [ 0] FG 2/6: [ ] [ ]
LST CS: [ 0.000] PRCE10.: [ 0.000] LOC 1.: [ ] FG 3/7: [ ] [ ]
AVG CS: [ 0.000] PRCE11.: [ 0.000] LOC 2.: [ ] FG 4/8: [ ] [CAT]

VENDOR LINE PART DESCRIPTION BOH
ACDG 001 1A-91-05 VOL 1A 0
ACDH 001 1A-91-05 VOL 1B IGNITION SYSTEMS CATALOG 0
ACDI 001 1A-91-05 VOL 1C IGNITION SYSTEMS CATALOG 0
ACDN 001 1A-91-05-V2A 2005 IGNITION GATALOG 0
ACDO 001 1A-91-05-V2B 2005 IGNITION CATALOG 0
ACDR 002 2A-100-06 2006 BEARING & OIL SEAL CATALG 0
ACD8 003 3A-100-07 GAGES CATALOG 0
ACD3 005 5A-100-06 SHOCKS,STRUTS&CARTRIDGES CATAL 0
ACD2 005 5A-200-06 SHOCKS & STRUTS CATALOG 0

F1-FWRD F2-BACK F7-ALL BOHS F8-CAT ALTS /--TOGGLE DESC1 TAB-SET MODE
```

You see here what 30 has, starting with the ones they have the most.

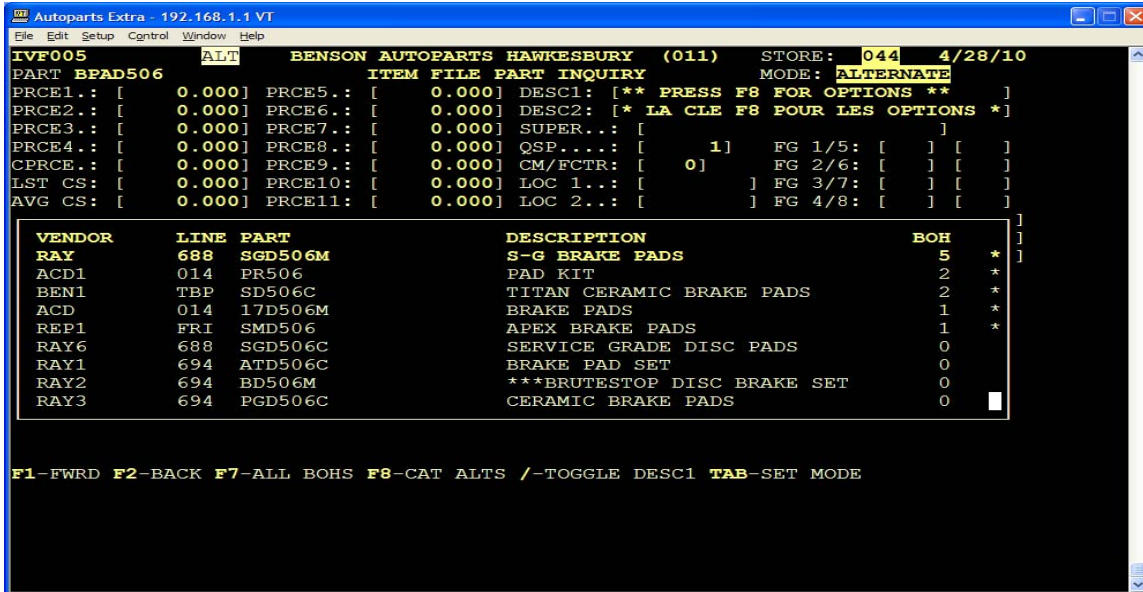
```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
IVF005 ALT BENSON AUTOPARTS HAWKESBURY (011) STORE: 030 4/28/10
PART MISCATALOG ITEM FILE PART INQUIRY MODE: ALTERNATE
PRCE1.: [ 0.000] PRCE5.: [ 0.000] DESC1: [CATALOG REFERENCE INFO ]
PRCE2.: [ 0.000] PRCE6.: [ 0.000] DESC2: [INFO POUR CATALOGUES ]
PRCE3.: [ 0.000] PRCE7.: [ 0.000] SUPER.: [ ]
PRCE4.: [ 0.000] PRCE8.: [ 0.000] QSP...: [ 1] FG 1/5: [ ] [ ]
CPRCE.: [ 0.000] PRCE9.: [ 0.000] CM/FCTR: [ 0] FG 2/6: [ ] [ ]
LST CS: [ 0.000] PRCE10.: [ 0.000] LOC 1.: [ ] FG 3/7: [ ] [ ]
AVG CS: [ 0.000] PRCE11.: [ 0.000] LOC 2.: [ ] FG 4/8: [ ] [CAT]

VENDOR LINE PART DESCRIPTION BOH
PFR PFR 31031 250 CASE OF PROFROM CATALOGS 218
ATR ATR CATALOG-2010 MSD - 2010 CATALOG (S-P) 196
K&N. KNE 89-11482-2010 K&N FILTERS 2010 CATALOGS 159
DEN DEN CATALOG-2010 DESIGN ENGINEERING 2010 CATALOG 150
PFR. PFR 31004 COUTERTOP 20 CATALOG MERCHNSDR 99
HKL HKL HUSKY-2009 HUSKY 2009 CATALOG 74
MEW 342 MW-2008CAT 2008 MECHANIX WEAR CATALOG 39
CUR CUR 2-236 2010 CURT CATALOG 39 *
WRN WAR 2009-10 2009-10 CATALOG 26

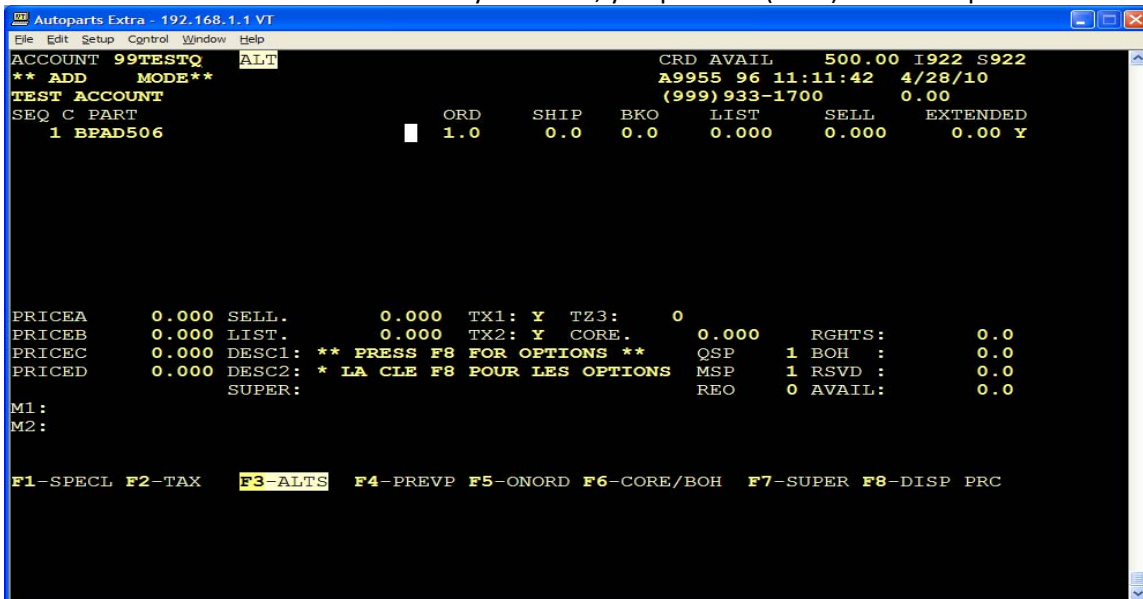
F1-FWRD F2-BACK F7-ALL BOHS F8-CAT ALTS /--TOGGLE DESC1 TAB-SET MODE
```

How to find out what kind of brake pads and/or shoes we have in stock in our stores:

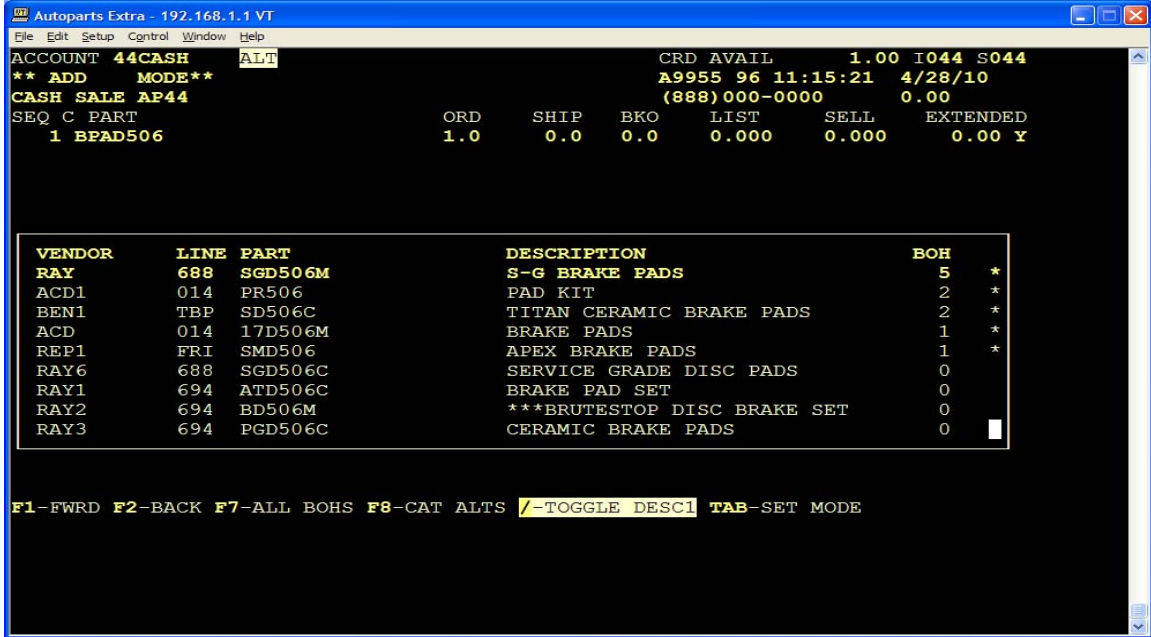
Enter the line code BPA then the part # D506 (as in the example below). Then press F-8 to see the list of brake pads of that part number available in your store. You'll also see all the other choices available, but that you don't stock in YOUR store.



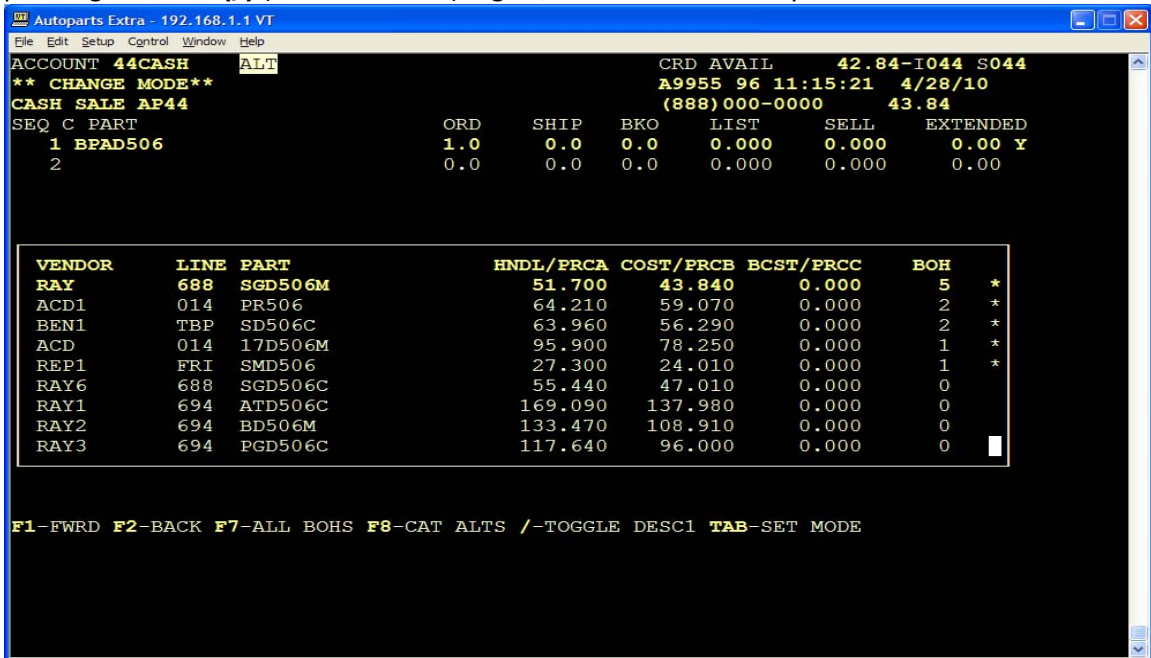
To find the choices available for the brake shoes, you simply do the same thing. Line code BSH, then the part # of the brake shoe that you want, EX: 564, and again, you press F-8. The nice thing about this option is that you can also use it in the invoicing screen. You enter the code line EPS, followed by the number sought, in this example the D506, and then ENTER once. To see the list available in your store, you press F3 (ALTS). See example.



In The part description it says: **** PRESS F8 FOR OPTIONS ****, but in the billing mode, you will use the F-3 key ALTS. Here's what you will see by pressing F-3.



You see the numbers that you have quantities first, then the one available that you do not stock in your store, but are probably available in the network. You can also display the prices by pressing the slash (/) (TOGGLE DESC1). Again, take a look at what you will be able to see.

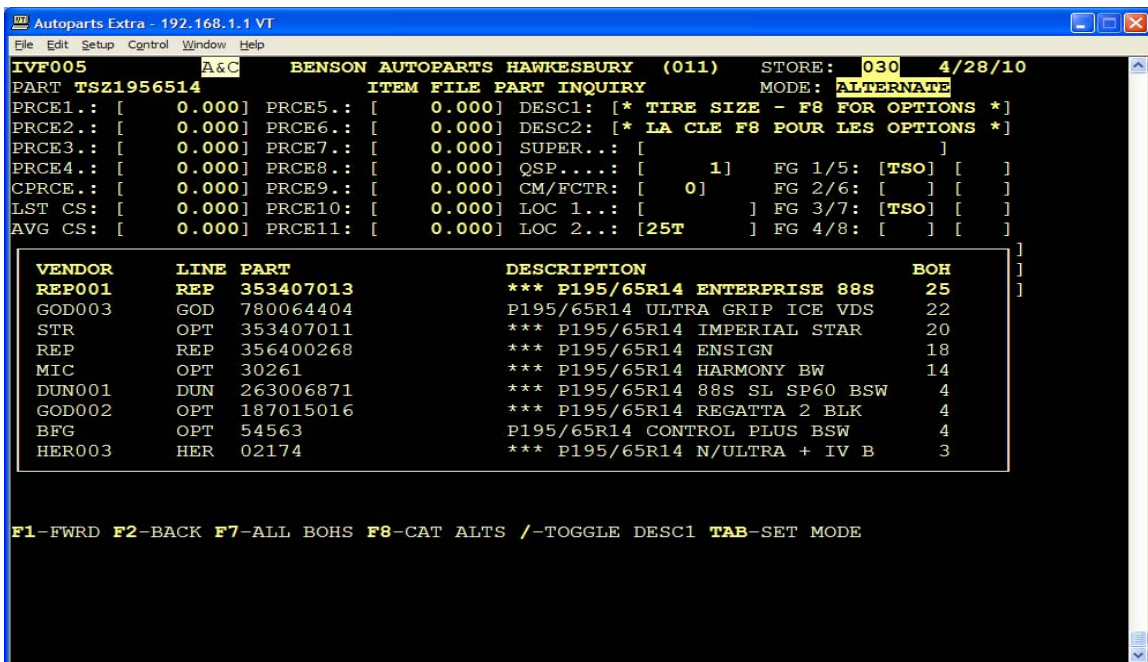


You can see the list price under HNDL/PRCA and the selling price under COST/PRCB. Instantly, you can give the choice to your customer.

How to find the part # for Tires:

You can find the part numbers available for tires very easily, for either 4 season tires or winter tires. You simply skip the line code by pressing the slash > / <, or if you know that the line code is TSZ, and then you punch in the desired size.

Ex: if you want to find the part numbers available for the tire size P195/65R14, from the Main Menu, you hit F-1, then the slash >/< then punch in 1956514, without the P and the R for the 4 season tires or 1956514W for winter tires . From here, press F-8 for options and you will see what store # 030 has in stock in the chosen size by pressing the HOME key and entering 030. The stock that is available at # 030 appears with the largest quantity available, followed by the ones with fewer quantities available.



This is what you will see. You can choose what brand you want to sell your customer. You could also do it directly in the customer's account.

When you are in a customer account, and you are looking for tires, there is a fast way to find out where your tires are available. You enter the size you are looking for, ex: (TSZ) 1956514, then F3 to find the right brand of tire, and F7 to see which store keeps in stock.

See example below:

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 850361 A&C CRD AVAIL 479.87 I044 S044
** ADD MODE** A9955 95 13:41:56 4/28/10
DAVE'S AUTOMOTIVE (613)432-2688 0.00
SEQ C PART ORD SHIP BKO LIST SELL EXTENDED
1 TSZ1956514 1.0 0.0 0.0 0.000 0.000 0.00 Y

PRICEA 0.000 SELL. 0.000 TX1: Y TZ3: 0
PRICEB 0.000 LIST. 0.000 TX2: N CORE. 0.000 RGHTS: 0.0
PRICEC 0.000 DESC1: * TIRE SIZE - F8 FOR OPTIONS *QSP 1 BOH : 0.0
PRICED 0.000 DESC2: * LA CLE F8 POUR LES OPTIONS MSP 1 RSVD : 0.0
SUPER: REO 0 AVAIL: 0.0
M1: **** TIRE SIZE ONLY -- PRESS F8 FOR OPTIONS ****
M2: **** GRANDEUR DE PNEU SEULEMENT -- LA CLE F8 POUR LES OPTIONS ****

F1-SPECL F2-TAX F3-ALTS F4-PREVP F5-ONORD F6-CORE/BOH F7-SUPER F8-DISP PRC

```

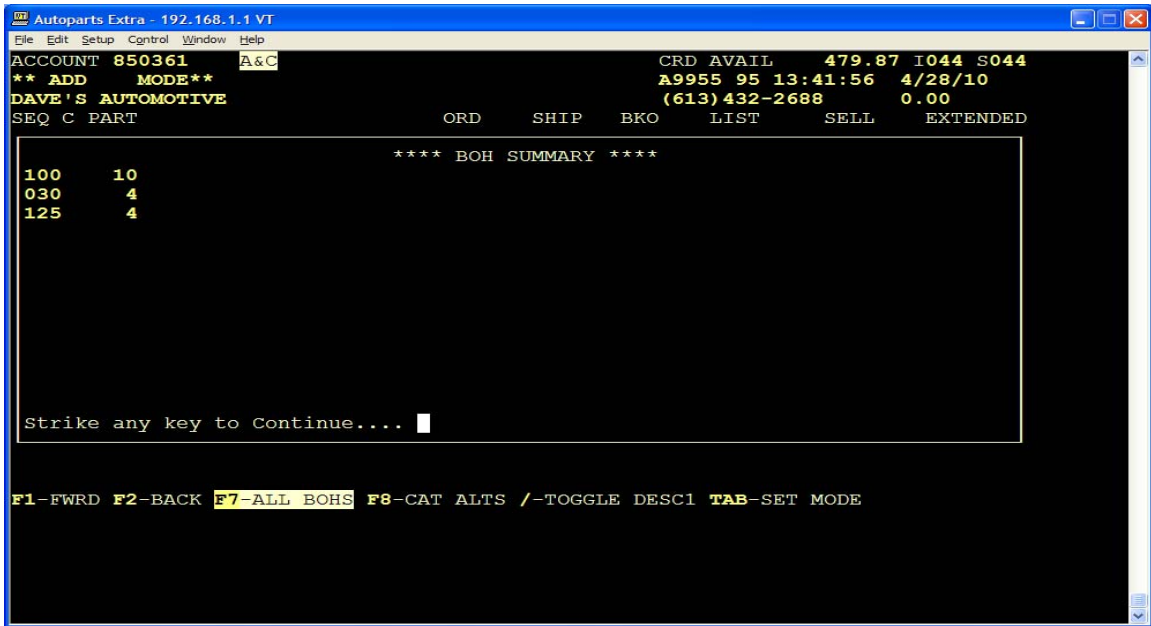
```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 850361 A&C CRD AVAIL 479.87 I044 S044
** ADD MODE** A9955 95 13:41:56 4/28/10
DAVE'S AUTOMOTIVE (613)432-2688 0.00
SEQ C PART ORD SHIP BKO LIST SELL EXTENDED
1 TSZ1956514 1.0 0.0 0.0 0.000 0.000 0.00 Y

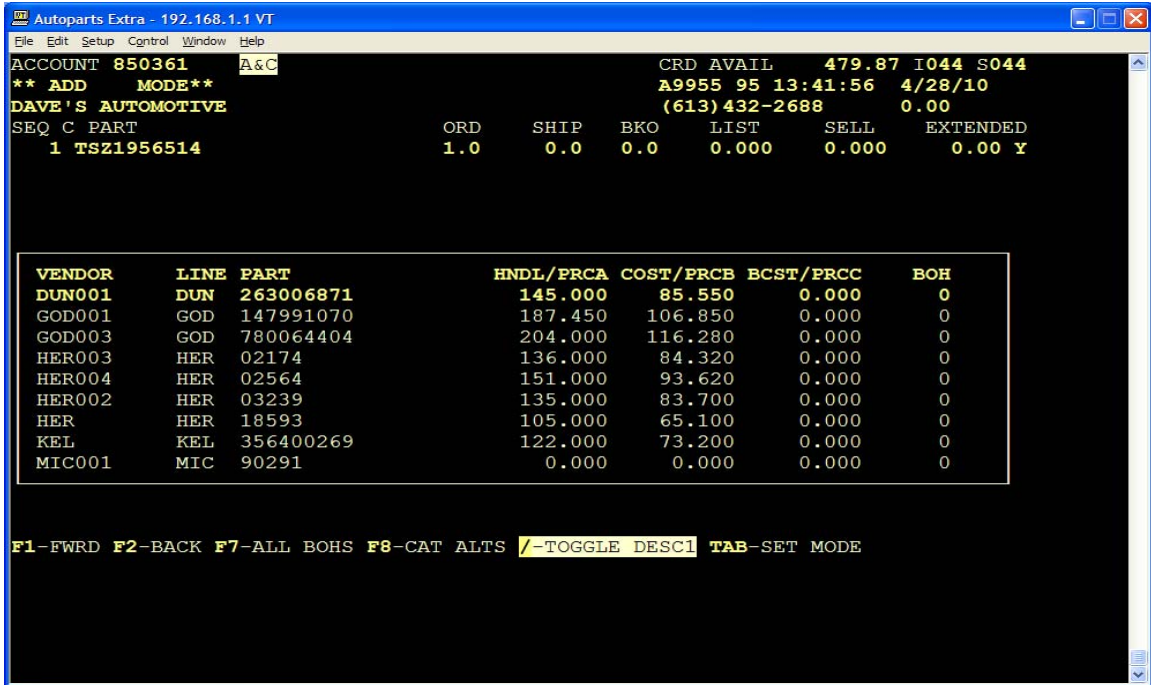
VENDOR LINE PART DESCRIPTION BOH
DUN001 DUN 263006871 *** P195/65R14 88S SL SP60 BSW 0
GOD001 GOD 147991070 *** 195/65R14 EAGLE GW2 0
GOD003 GOD 780064404 P195/65R14 ULTRA GRIP ICE VDS 0
HER003 HER 02174 *** P195/65R14 N/ULTRA + IV B 0
HER004 HER 02564 *** P195/65R14 ULTRA TOURING 0
HER002 HER 03239 *** P195/65R14 POLARTRAX BW 0
HER HER 18593 195/65R14 G3000H HERCULES 0
KEL KEL 356400269 *** P195/65R14 EXPLORER STEEL 0
MIC001 MIC 90291 0

F1-FWRD F2-BACK F7-ALL BOHS F8-CAT ALTS /-TOGGLE DESC1 TAB-SET MODE

```



It is pretty handy to be able to do so with this option. You can also give the price to the customer, the same as with the brake pads or shoes.



How to find the information of our suppliers:

When you want to find information about our suppliers, such as, their telephone #, their address, etc..., you just have to go to F-7 of the main menu, then your counterman code (if it does not work, ask your manager for his authorization), and then F-6 VENDOR. You must then enter the 3-digit or three letters of the supplier code. If you do not know letters or numbers of providers, you can find it by pressing F-4 LIST (LIST) or F-3 LOOK (SEARCH), on entering the first letter of the supplier's name and press F-4.

Ex: I am looking for the information on Better Brake Parts. I will enter the letter B and then F-4 for LIST. Here's what will come up on the screen.

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
IVF033          BENSON AUTOPARTS HAWKESBURY (011)          4/28/10
                VENDOR FILE INQUIRY
VENDOR b

VENDOR NO  LOOKUP          ADDR1          PHONE
BAC        BACKRACK INC.   475 WYECROFT ROAD   (800)265-8137
BAE        BUDGET AUTOMOTI 101 APPLEWOOD DRIVE (866)219-9991
BAM        ON THE EDGE MAR 25871 ATLANTIC OCEAN DRIVE (949)305-4830
BAN        BANDO USA, INC. 1149 WEST BRYN MAWR (630)773-6600
BAP        BARTON AUTO PAR 361-367 CANNON ST. E. (905)522-7866
BAR        BARNES DISTRIBU 267 NORTH RIVERMEDE ROAD (800)387-3777
BAS        BASE AUTOMOTIVE 58 CARNFORTH RD. (800)387-4543
BAY        BAY DISTRIBUTOR 119 PROGRESS COURT (705)476-6010
BBP        BETTER BRAKE PA P.O. BOX 8005 (800)234-2231

F1-FWRD F2-BACK RET-PICK
    
```

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
IVF033          BENSON AUTOPARTS HAWKESBURY (011)          4/28/10
                VENDOR FILE INQUIRY- PAGE 1 OF 3
VENDOR BAC
NAME....: [BACKRACK INC.          ] TX ZN1..: [ 0] TX FLG1.: [N]
LOOKUP..: [BACKRACK INC.   ] TX ZN2..: [ 0] TX FLG2.: [N]
ADDR1...: [475 WYECROFT ROAD   ] VRC.....: [00] TX FLG3.: [N]
ADDR2...: [                   ] VRC DATE:[ 3/06/08] FLAG 1..: [ ]
CITY....: [OAKVILLE           ] * MASTER:[ 0] FLAG 2..: [ ]
ST/PRV..: [ON] * SPECL.: [ 0] FLAG 3..: [ ]
ZIP/POST:[L6K 2H2   ] * PROMO.: [ 0] FLAG 4..: [ ]
COUNTRY.: [                   ] PAYEE...: [BAC ] FLAG 5..: [ ]
CONTACT.: [                   ] CORE TRK:[P] BKO.....: [N]
PHONE...: [(800)265-8137] *SHIPVIA:[ 1] PROF CTR:[ ]
FAX.....: [(905)849-4116] *TERMS..: [ 0]
CRD LIM.: [ 0] TX XMPT1:[ ]
TYPE....: [                   ] TX XMPT2:[ ]
LST PMT.: [ 0.00 ] ORD CONT:[ ]
LP DATE.: [ ] ORD PHNE:[ ]
ADD B/R.: [B] ORD FAX.: [ ]

F1-NEXT F2-PREV F3-LOOK F4-LIST F5-PG 1 F6-PG 2 F7-PG 3
    
```

Highlight the one you are looking for and then ENTER. All the information is right there.

How to find the part #'s for the oil:

Enter the line code OIL and then press ENTER twice. You will see the list of all the oil grades created in the system. You will sometimes, have two types of oil available for the same grade available. Ex: 5W20 will be for ordinary oil and 5W20S will be for synthetic oil, and so on...

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
IVF005          BENSON AUTOPARTS HAWKESBURY (011)  STORE: 011  4/28/10
PART OIL          ITEM FILE PART INQUIRY          MODE: PAGE 1

LINEPART          LOOKUP          DESC1
OIL0W40-S         0W40-S         ** PRESS F8 FOR OPTIONS **
OIL5W20           5W20           ** PRESS F8 FOR OPTIONS **
OIL5W20-S         5W20-S        ** PRESS F8 FOR OPTIONS **
OIL5W30           5W30           ** PRESS F8 FOR OPTIONS **
OIL5W30-S         5W30-S        ** PRESS F8 FOR OPTIONS **
OIL5W40           5W40           ** PRESS F8 FOR OPTIONS **
OIL5W40-S         5W40-S        ** PRESS F8 FOR OPTIONS **
OIL5W50           5W50           ** PRESS F8 FOR OPTIONS **
OIL5W50-S         5W50-S        ** PRESS F8 FOR OPTIONS **
OIL10W30          10W30         ** PRESS F8 FOR OPTIONS **
OIL10W30-S        10W30-S       ** PRESS F8 FOR OPTIONS **
OIL10W40          10W40         ** PRESS F8 FOR OPTIONS **

F1-FWRD F2-BACK RET-PICK
    
```

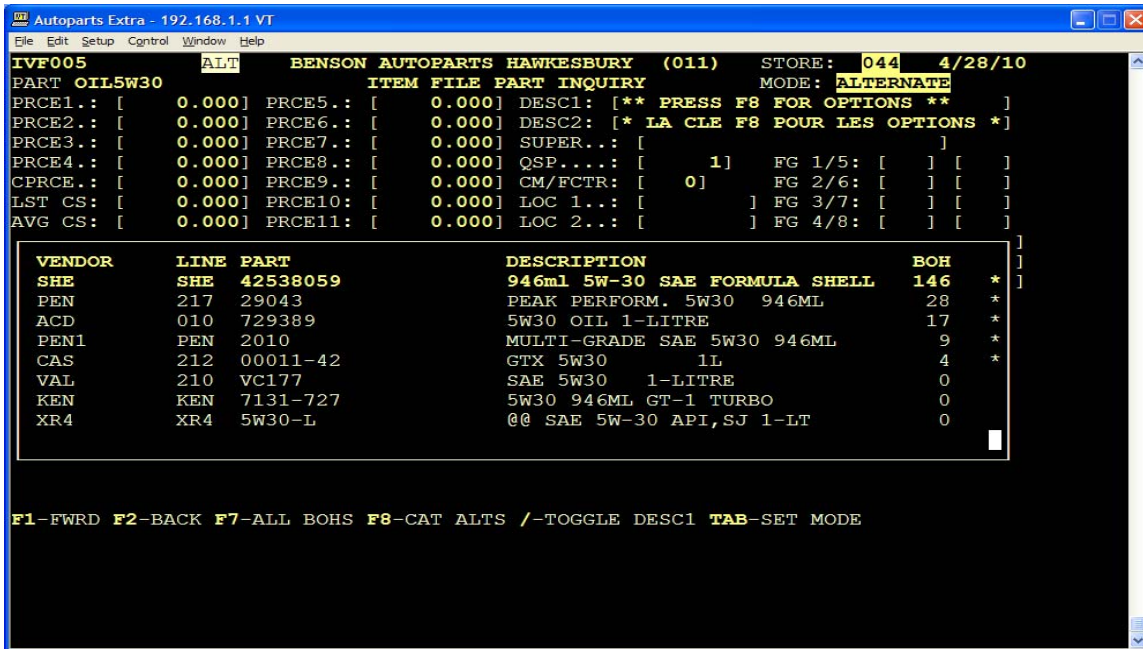
Choose which type of oil you are looking for to be able to see what is available in your store.

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
IVF005          ALT BENSON AUTOPARTS HAWKESBURY (011)  STORE: 044  4/28/10
PART OIL5W30     ITEM FILE PART INQUIRY          MODE: PAGE 1
PRCE1.: [ 0.000] PRCE5.: [ 0.000] DESC1: [ ** PRESS F8 FOR OPTIONS ** ]
PRCE2.: [ 0.000] PRCE6.: [ 0.000] DESC2: [ * LA CLE F8 POUR LES OPTIONS * ]
PRCE3.: [ 0.000] PRCE7.: [ 0.000] SUPER.: [ ]
PRCE4.: [ 0.000] PRCE8.: [ 0.000] QSP...: [ 1] FG 1/5: [ ] [ ]
CPRCE.: [ 0.000] PRCE9.: [ 0.000] CM/FCTR: [ 0] FG 2/6: [ ] [ ]
LST CS: [ 0.000] PRCE10: [ 0.000] LOC 1.: [ ] FG 3/7: [ ] [ ]
AVG CS: [ 0.000] PRCE11: [ 0.000] LOC 2.: [ ] FG 4/8: [ ] [ ]
LND CS: [ 0.000] PRCE12: [ 0.000] BAS CS: [ 0.000] BAS CCST: [ 0.000]
M1 [ ]
M2 [ ]
ST #  BOH  RSVD  AVAIL  REO  YTD  ONO  XFER  LOS  DLA  POP
044  0    0    0    0    0    0    0    0    0
003  0    0    0    0    0    0    0    0    0
006  0    0    0    0    0    0    0    0    0
030  0    0    0    0    0    0    0    0    0
017  0    0    0    0    0    0    0    0    0
032  0    0    0    0    0    0    0    0    0
026  0    0    0    0    0    0    0    0    0
031  0    0    0    0    0    0    0    0    0
***  0    0    0    0    0    0    0    0    0

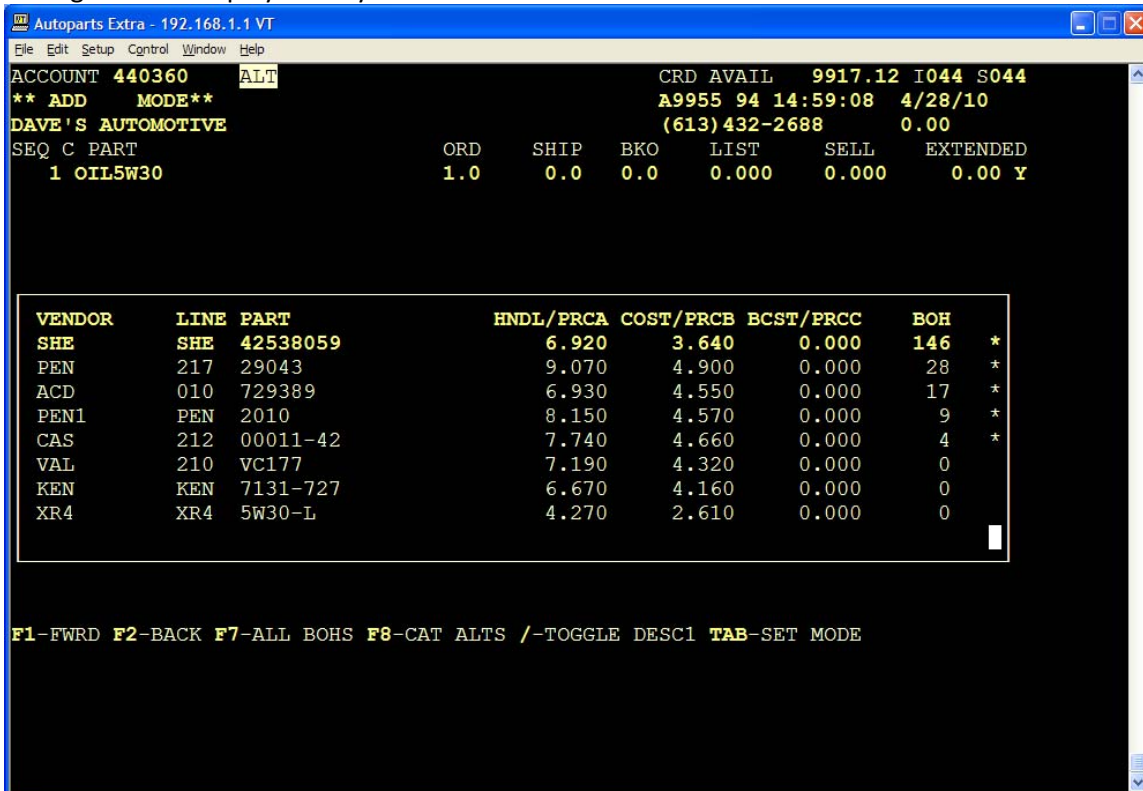
F1-NXT F2-PRV F3-LOS F4-CDX F5-HST F6-ONO F7-STR F8-ALT TAB-SUP HME-CH STR /-P2
    
```

Once you've chosen the type of oil desired, press F-8 to see the availability on your shelves.



Same thing again, the ones you stock are on top of the list, with the most quantities in stock, followed by the other ones available, but not in your own store.

Pricing will also display when you are in F-4 BILLING.



GUIDE FOR CALCULATING THE GROSS PROFIT

PLEASE, USE THIS GUIDE FOR CALCULATING THE GROSS PROFIT ON SPECIAL ORDERS AND PURCHASES MADE FROM OUTSIDE THE NETWORK. (BUYOUT)

Amount	To make	Multiply by	Example
\$0-\$5	60%	2.5	\$5.00x2.5 = \$12.50
\$5-\$10	50%	2	\$10.00x2 = \$20.00
\$10-\$20	45%	1.82	\$20.00x1.82 = \$28.20
\$20-\$30	41%	1.69	\$30.00x1.69 = \$50.70
\$30-\$50	36%	1.56	\$50.00x1.56 = \$78.00
\$50-\$75	34%	1.52	\$7.005x1.52 = \$114.00
\$75-\$100	32%	1.47	\$100.00x1.47 = \$147.00
\$100 +	29%	1.41	\$120.00x1.41 = \$169.20

PS:

Never forget to charge for shipping... especially if it's ordered from Robert Thibert, Keystone, etc..., because they charge us amounts of \$ 11.00 and more on each invoice. Also Cross Canada, especially boxes that takes a lot of room in the truck, they are very costly. Better ask to PREPAID and CHARGE, they will tell you how much the price of shipping will be.

WAREHOUSE FEES FROM UNISELECT

**If the part is UNDER \$600.00 (total of 13%)
9% Warehouse fees + 4% administration fees.
If the part is OVER \$600.00 (total of 9%)
5% Warehouse fees + 4% administration fees.**

**EXPRESS COUNTER \$0.00 to \$50.00 add \$2.50
Over \$50.00 add 5% of the amount. (Cost)**

How to raise or lower the selling price to a customer:

In billing mode, you can sell the item higher or lower, but always with the approval of the store manager, in both cases. We must at all times, seek permission from the manager before changing a price that is already established for the customer to which you want to make the change.

You go to the F4, Billing, you enter the account number of the customer, in this instance, we will use 44CASH. We entered the code line 511, # 618-51040, and we press ENTER twice. We absolutely must be between the two columns ordered (ORD) and delivered (SHIP) to see the option at the bottom that says F1 PRICE (Price). When you're there, press F1 and ENTER PRICE CHANGES AND / OR FKEY appears, which means enter the new price or discount you want to apply. **If I want to increase the price by 10%, I will enter 10 - and F6 (DSC %)**, and if I want to lower the price, I enter 10 then press F6. The normal selling price is \$ 4.43.

Look at the examples:

```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 44CASH A&C ONC CRD AVAIL 1.00 I044 S044
** ADD MODE** A9955 92 15:27:41 4/28/10
CASH SALE AP44 (888)000-0000 0.00
SEQ C PART ORD SHIP BKO LIST SELL EXTENDED
1 PZFPZ-9A 1.0 1.0 0.0 6.130 4.430 4.43 Y

PRICEA 6.130 SELL. 6.130 TX1: Y TZ3: 960
PRICEB 4.900 LIST. 6.130 TX2: Y CORE. 0.000 RGHTS: 0.0
PRICEC 3.680 DESC1: OIL FILTER QSP 1980 BOH : 35.0
PRICED 2.280 DESC2: FILTRE A HUILE MSP 1 RSVD : 0.0
SUPER: REO 24 AVAIL: 35.0
M1: *** CHECK SPECIAL ***
M2:
ENTER PRICE CHANGE AND/OR FKEY 10-
F1-PRC 1 F2-PRC 2 F3-PRC 3 F4-PRC 4 F5-PRC # F6-DSC % F7-CORE F8-BDISC TAB-COST
```

We see that I have entered 10 then the minus (-). From here I will then press the F-6 key DSC % to add 10% to \$4.43. See the result. I can use 5, 10, 15 and even 20% if I want to. I can change the price without a calculator, so the customer doesn't know that I am raising or lowering the price.

Here is the result:
 Selling price went from \$4.43, to \$4.88, instantly. WOW!!

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 44CASH A&C ONO CRD AVAIL 1.00 I044 S044
** ADD MODE** A9955 92 15:27:41 4/28/10
CASH SALE AP44 (888)000-0000 0.00
SEQ C PART ORD SHIP BKO LIST SELL EXTENDED
1 PZFPZ-9A 1.0 1.0 0.0 6.130 4.873 4.88 Y

PRICEA 6.130 SELL. 4.873 TX1: Y TZ3: 960
PRICEB 4.900 LIST. 6.130 TX2: Y CORE. 0.000 RGHTS: 0.0
PRICEC 3.680 DESC1: OIL FILTER QSP 1980 BOH : 35.0
PRICED 2.280 DESC2: FILTRE A HUILE MSP 1 RSVD : 0.0
SUPER: REO 24 AVAIL: 35.0
M1: *** CHECK SPECIAL ***
M2:

F1-PRICE F2-TAX F3-ALTS F4-PREVP F5-ONORD F6-CORE/BOH F7-SUPER F8-DISP PRC
  
```

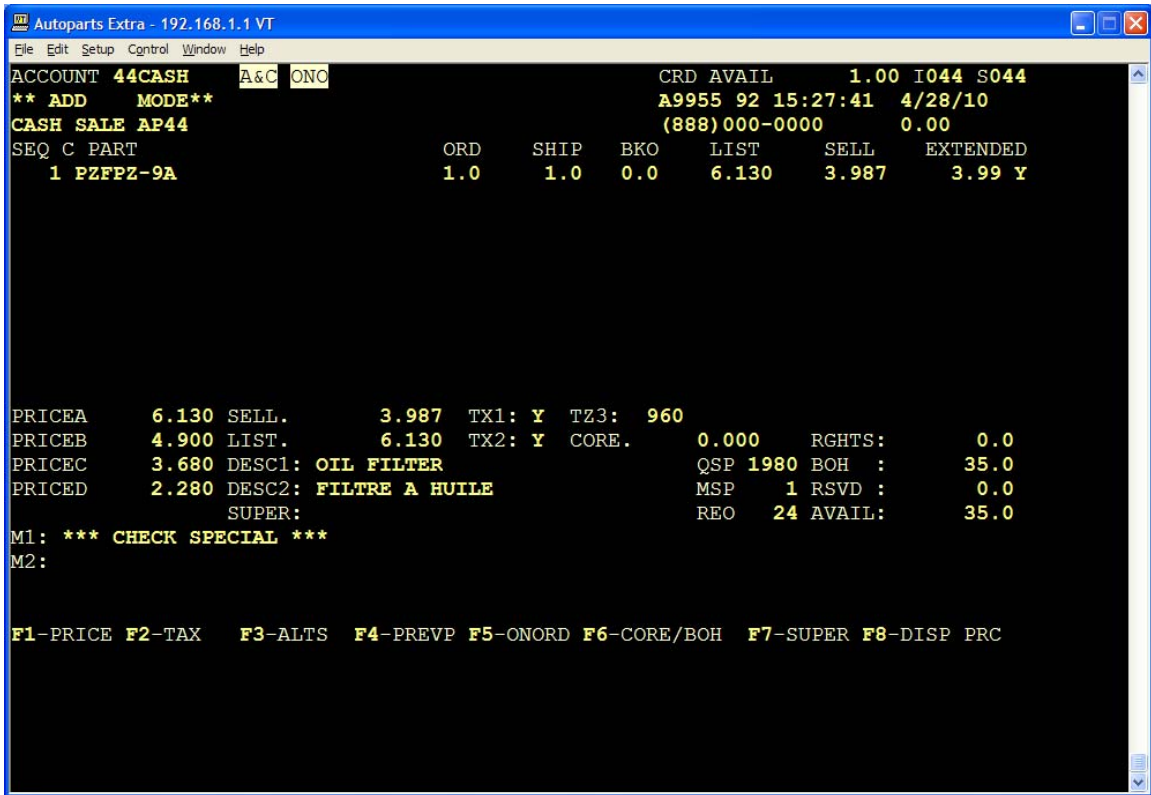
Now, let's do the same with a 10% discount.

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 44CASH A&C ONO CRD AVAIL 1.00 I044 S044
** ADD MODE** A9955 92 15:27:41 4/28/10
CASH SALE AP44 (888)000-0000 0.00
SEQ C PART ORD SHIP BKO LIST SELL EXTENDED
1 PZFPZ-9A 1.0 1.0 0.0 6.130 4.430 4.43 Y

PRICEA 6.130 SELL. 6.130 TX1: Y TZ3: 960
PRICEB 4.900 LIST. 6.130 TX2: Y CORE. 0.000 RGHTS: 0.0
PRICEC 3.680 DESC1: OIL FILTER QSP 1980 BOH : 35.0
PRICED 2.280 DESC2: FILTRE A HUILE MSP 1 RSVD : 0.0
SUPER: REO 24 AVAIL: 35.0
M1: *** CHECK SPECIAL ***
M2:

ENTER PRICE CHANGE AND/OR FKEY 10
F1-PRC 1 F2-PRC 2 F3-PRC 3 F4-PRC 4 F5-PRC # F6-DSC % F7-CORE F8-BDISC TAB-COST
  
```



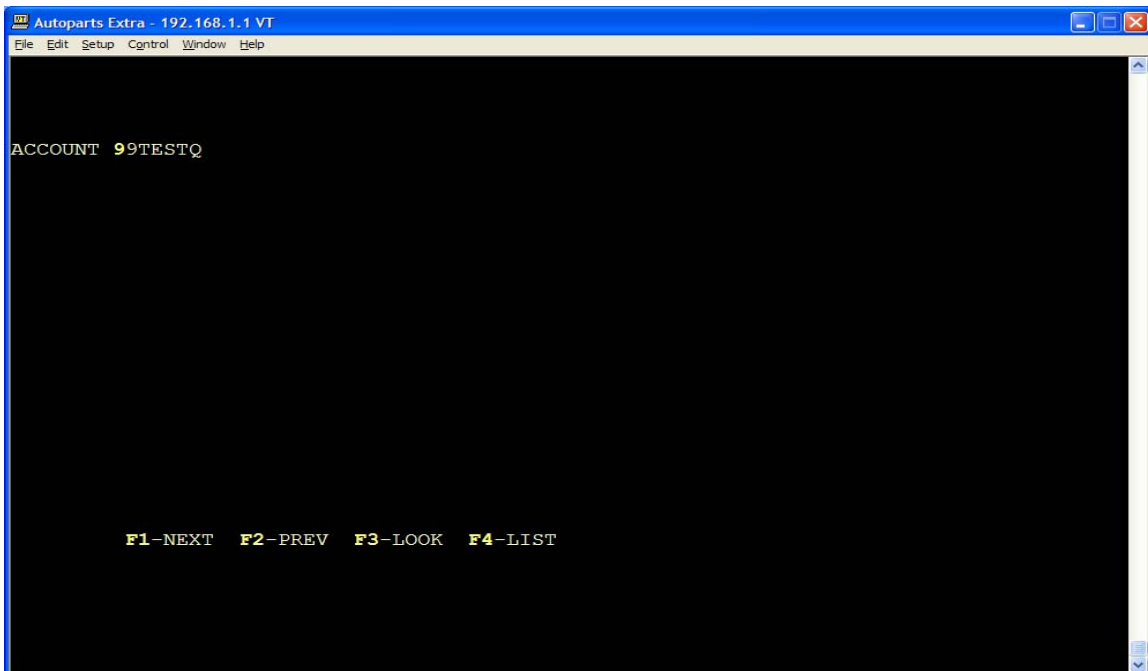
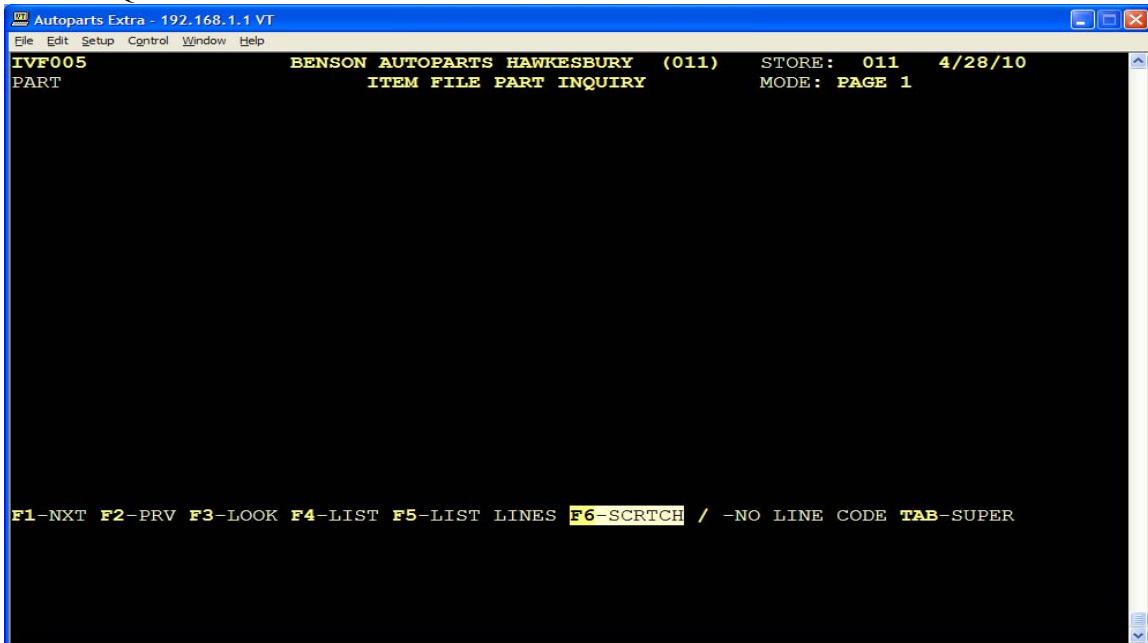
The price went from \$4.43 to \$3.99
As you can see, it is as easy to raise the price as to lower it.

Scratch Pad:

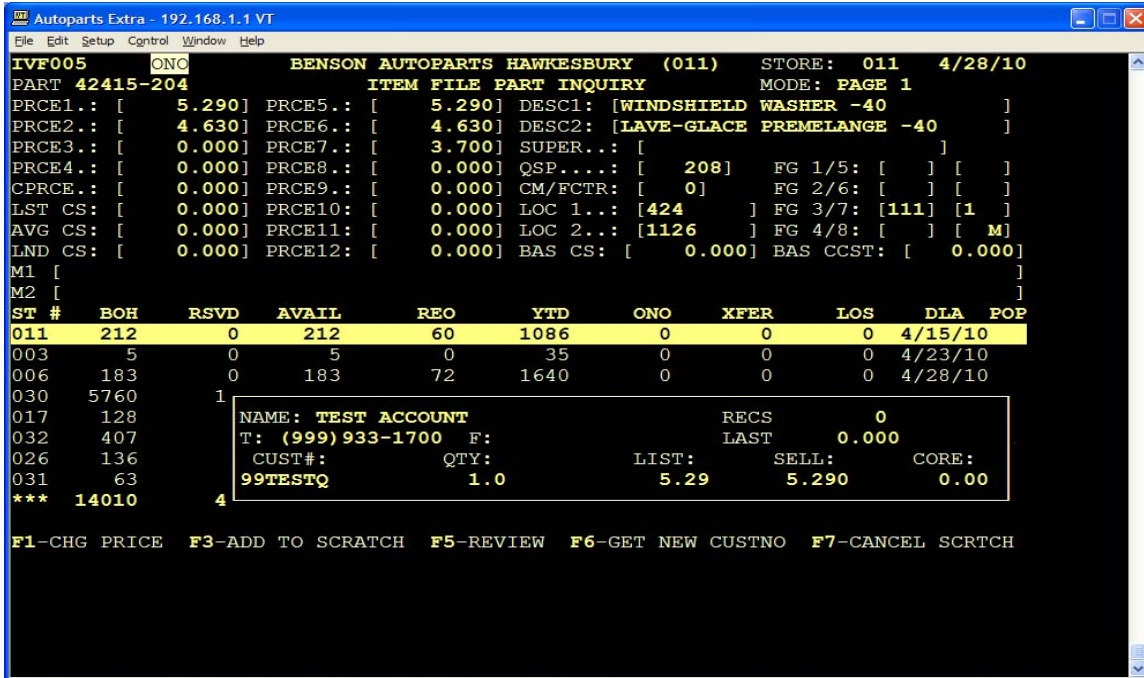
In the main menu, after pressing F1, you will see at the bottom of the screen under F6 the option SCRTCH. This option allows you to record a special price for one or even several items for a specific customer, in his account.

The way that we will register a special price for future reference, is as follows.

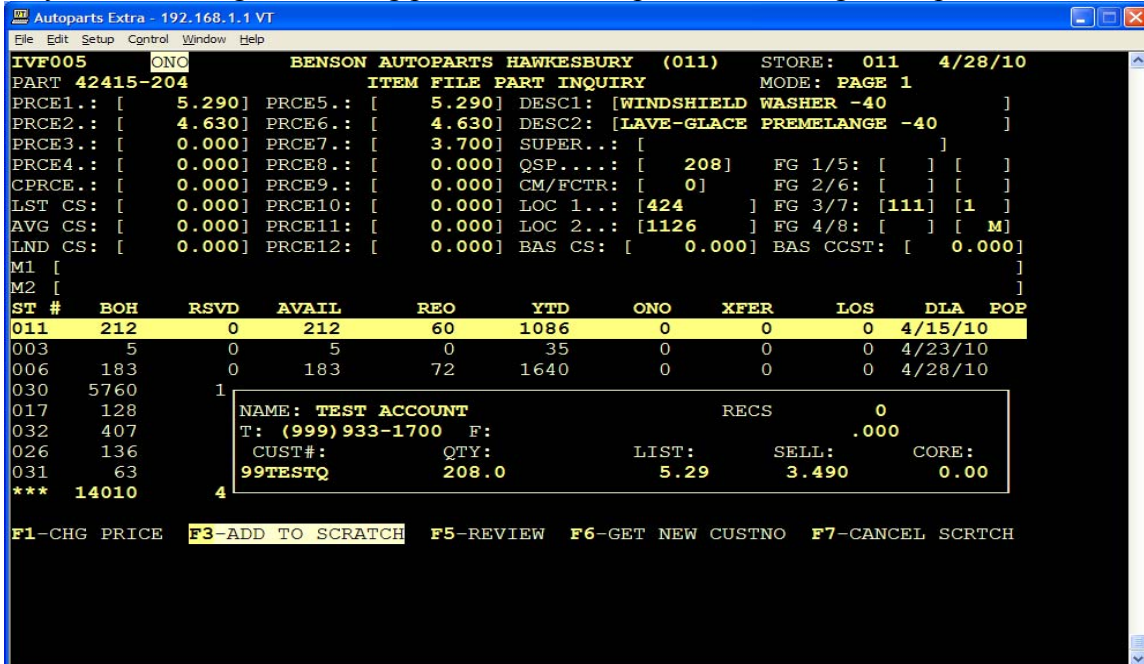
Under F1, you press F6; it opens a new window asking for the account number. Enter the account number you wish to record the special price for. Let's register an item in account 99TESTQ.



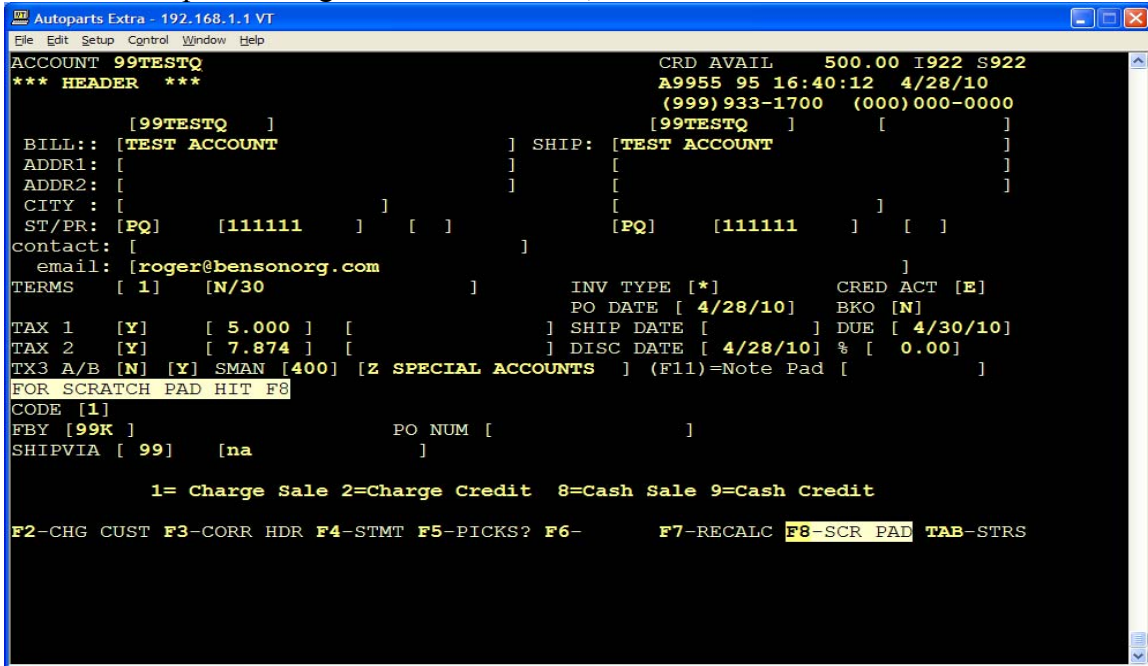
After entering the customer account # and pressing ENTER, you WILL BE BROUGHT BACK to PART. Enter the line code and the part # you want to quote him a special price on. For this example, let's choose 424, # 15-204. As soon as you enter your line code and part number, you will press ENTER. The following screen will appear:



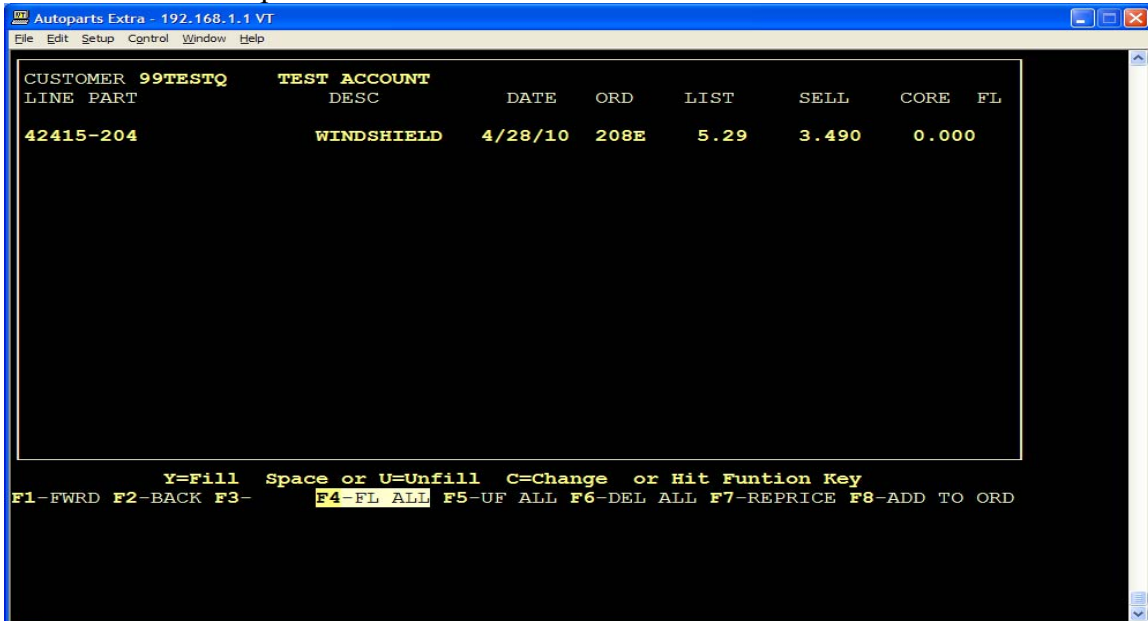
From here, you will enter the quantity required for the special pricing. Once the quantity is entered you will press enter. After this is done, you will press F-1 CHG PRICE. You only want to change the selling price, not the list price. I've changed the price to \$3.49.



Now that the price is changed, I want to add it to the SCRATCH PAD. To do so, press F3 ADD TO SCRATCH then escape to get out of there. You're all done adding something in the scratch pad. Let's go see in the account, what it looks like.



You can see on the left bottom side of the screen, a white line saying: FOR SCRATCH PAD HIT F8. Let's press that F8 now.



Once F8 has been pressed, this is what you will see. You see the special price of \$3.49 and the quantity of 208. All you have to do to add it to your invoice is press F4 FL ALL, and then F8. It will go directly on your invoice with the right quantity and the right price.

CASH CREDITS:

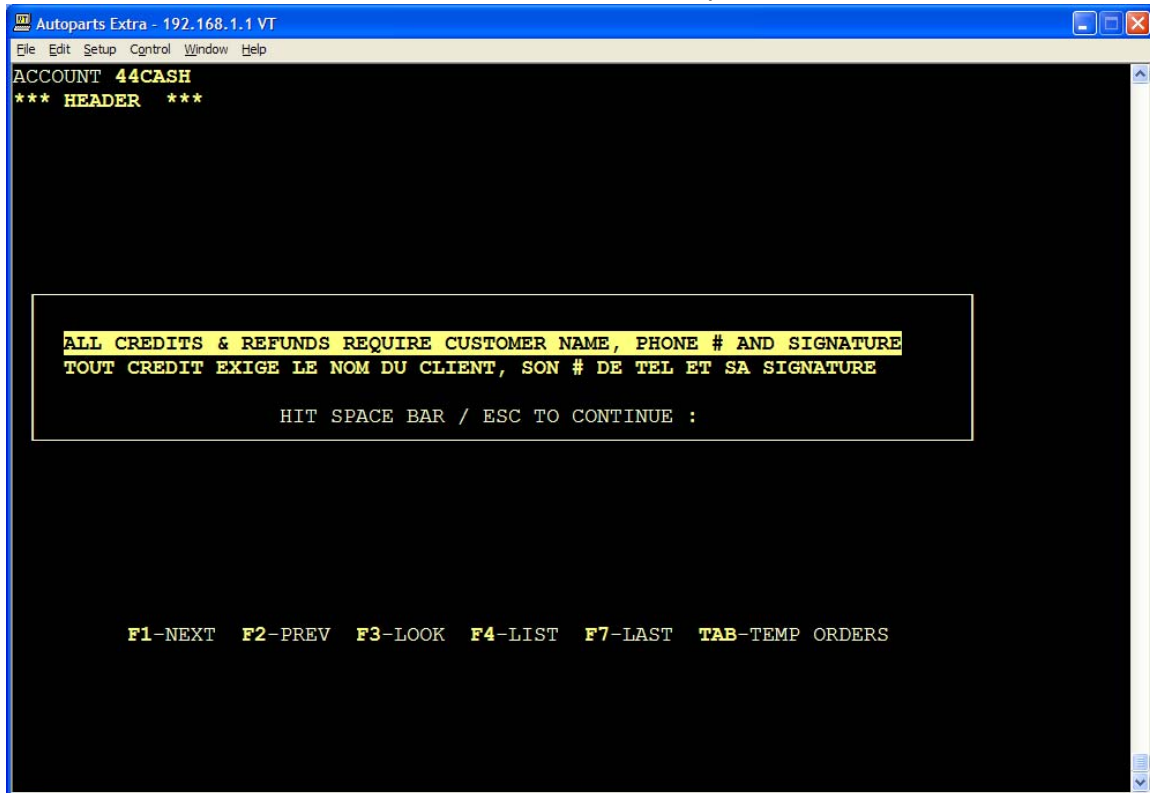
When a customer brings back parts for a cash credit, you need to follow the procedures. It is mandatory that the customer brings back his original receipt as a proof of purchase. If the customer paid with a debit card or a credit card, ask him to give you the same card so you can apply the refund on the same card, instead of giving him cash.

(There are fees when we accept payments with a credit cards or debit cards.)

**(PERSONAL CHECKS MUST NOT BE ACCEPTED FOR ANY CASH SALES,
UNLESS YOU HAVE THE APPROVAL OF YOUR MANAGER)**

You will see a window POP-UP when you are into any cash sale account, which tells you clearly, what to do as procedures:

ALL CREDITS & REFUNDS REQUIRE CUSTOMER NAME, PHONE # AND SIGNATURE.



1. In billing (F4), you enter the cash sale account #, then press the F3 key (CORR HDR), so you can add the name and telephone number directly on the invoice with the computer.
2. DO NOT WRITE IT MANUALLY ON THE INVOICE!
3. Then change your invoice to a code 9 (cash credit).
4. If the customer doesn't have his invoice, you have to check with your manager to make sure that he approves the return. To check and to credit the same amount that the customer paid, you will press F4, after entering the line code and the part number to see the previous purchases on this part (PREVP).
5. Then, have the copy of the cash credit signed by your customer, before you hand out the money or credit his card. If possible, attach the copy of your original invoice to the yellow copy of your cash credit, only if the item returned is the only item on the invoice.
6. Next, ask your manager's approval, by having him sign the return, or the person responsible for signing in your store.

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 44CASH          CRD AVAIL      1.00 I044 S044
*** HEADER ***        A9955 91 08:09:09  4/29/10
                        (888)000-0000  (000)000-0000
                        [44CASH ] [ ]
BILL: [44CASH ] SHIP: [44CASH ]
ADDR1: [CASH SALE AP44 ] [THANK YOU FOR YOUR BUSINESS ]
ADDR2: [ ] [ ]
CITY : [ ] [ ]
ST/PR: [ON] [CASH ] [CA] [ON] [CASH ] [CA]
contact: [ ]
email: [ ]
TERMS [ 0 ] [N CASH/COMPTANT ] INV TYPE [*] CRED ACT [N]
PO DATE [ 4/29/10] BKO [N]
TAX 1 [Y] [ 5.000 ] [ ] SHIP DATE [ ] DUE [ 4/30/10]
TAX 2 [Y] [ 8.000 ] [ ] DISC DATE [ 4/29/10] % [ 0.00]
TX3 A/B [N] [Y] SMAN [CCS] [Z NETWORK CASH SN ] (F11)=Note Pad [ ]

CODE [8]
FBY [99K ] PO NUM [ ]
SHIPVIA [ 99] [na ]

1= Charge Sale 2=Charge Credit 8=Cash Sale 9=Cash Credit
F2-CHG CUST F3-CORR HDR F4-STMT F5-PICKS? F6- F7-RECALC F8-SCR PAD TAB-STRS

```

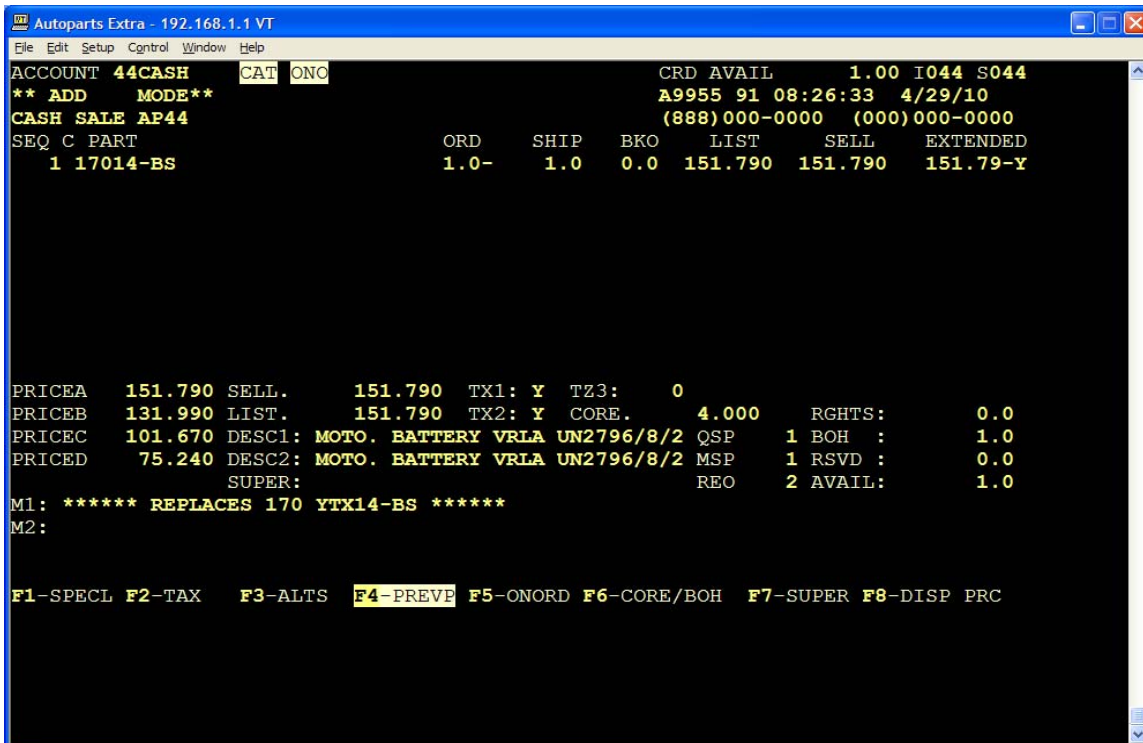
```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 44CASH          CRD AVAIL      1.00 I044 S044
*** CORR HEAD**      A9955 91 08:22:22  4/29/10
                        (888)000-0000  (000)000-0000
                        [44CASH ] [ ]
BILL: [CASH SALE AP44 ] SHIP: [RONALD McDONALD ]
ADDR1: [THANK YOU FOR YOUR BUSINESS ] [613 323-2323 ]
ADDR2: [ ] [ ]
CITY : [ ] [ ]
ST/PR: [ON] [CASH ] [CA] [ ] [ ] [ ]
contact: [ ]
email: [ ]
TERMS [ 0 ] [N CASH/COMPTANT ] INV TYPE [*] CRED ACT [N]
PO DATE [ 4/29/10] BKO [N]
TAX 1 [Y] [ 5.000 ] [ ] SHIP DATE [ ] DUE [ 4/30/10]
TAX 2 [Y] [ 8.000 ] [ ] DISC DATE [ 4/29/10] % [ 0.00]
TX3 A/B [N] [Y] SMAN [CCS] [Z NETWORK CASH SN ] (F11)=Note Pad [ ]

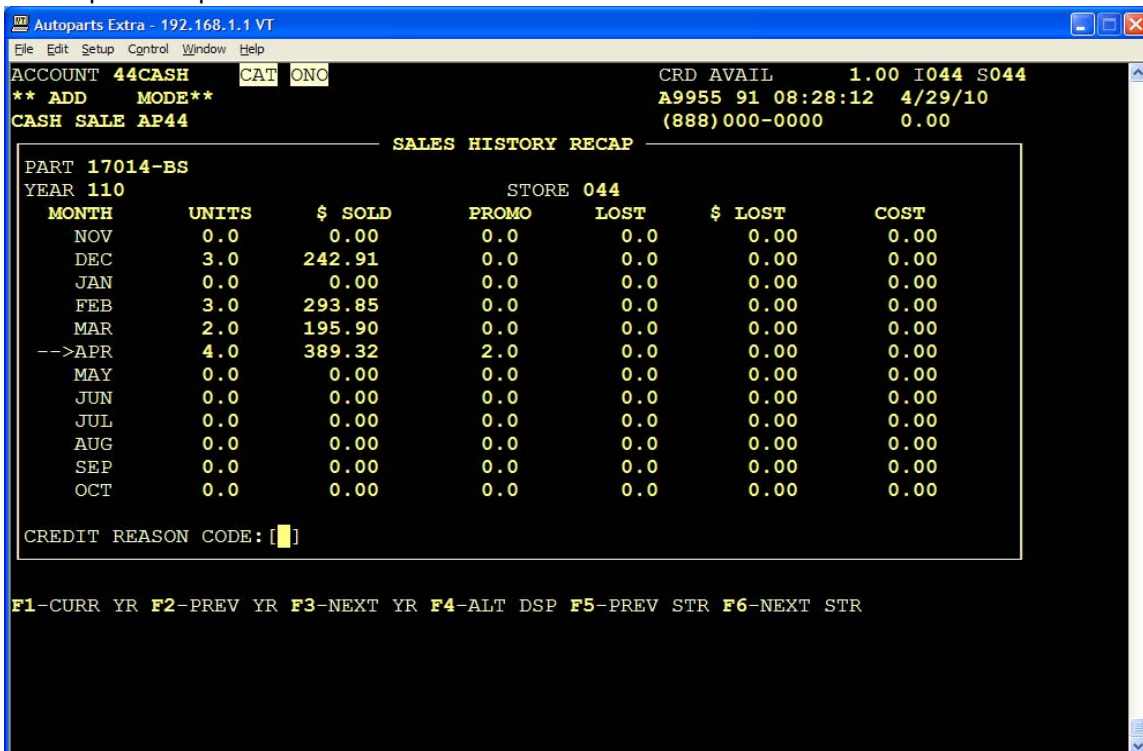
CODE [9]
FBY [99K ] PO NUM [ ]
SHIPVIA [ 99] [na ]

Enter your Counterman Number
F1-SECTION1 F2-SECTION2 F3-SECTION3 F4-CONTACT INFO

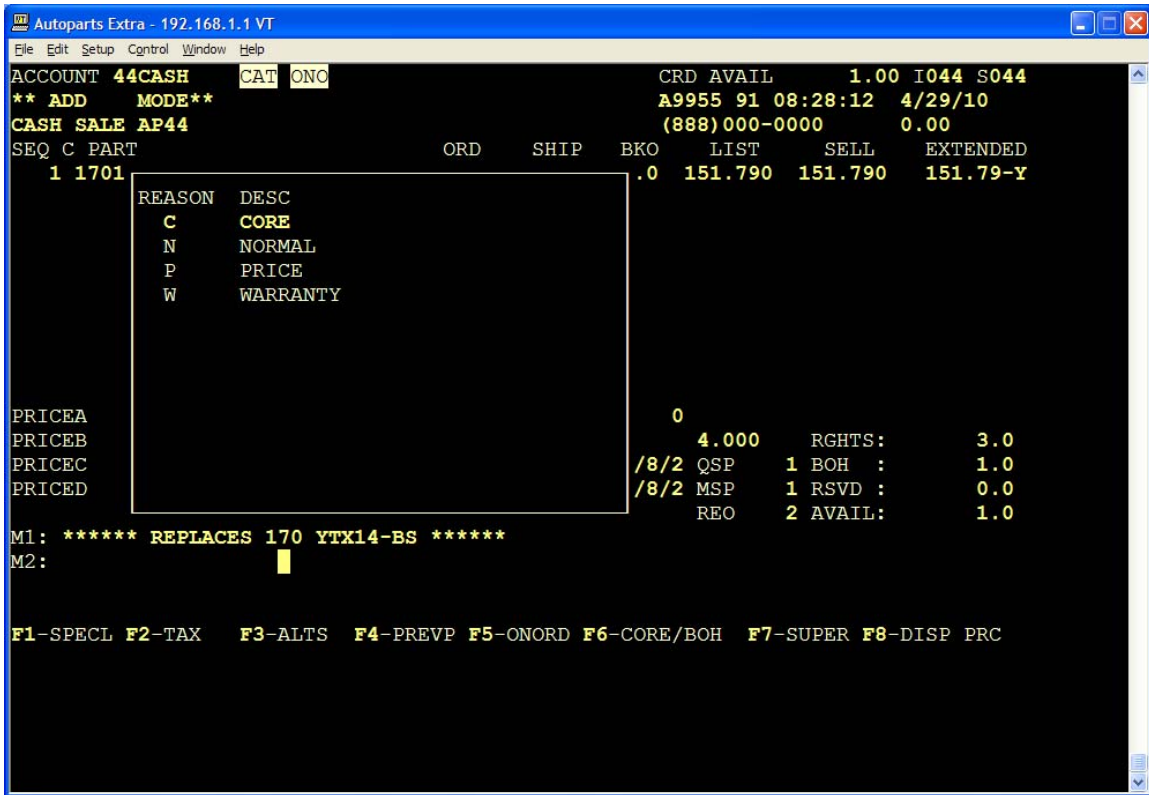
```



F-4 for previous purchase.



You need to enter the credit reason code. If you don't know what code to write, press ENTER, and the choices will be displayed.



In this case, it would be N for NORMAL return.



How to do an inter-company transfer:

To do an inter-company transfer, you need to be very cautious in your approach. The account numbers to do a transfer always begins with the letter "T". The next 3 digits of the transfer accounts are always the store number where you want the parts to go, and the last 3 digits of the account are always where you want the parts to be shipped.

T=TRANSFER

EX: T030044

The part will leave from store #30= Cornwall Warehouse

The part will arrive at store # 044 = Renfrew.

It is very important to change the location in the header with TAB. See example below.

```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT T030044          CRD AVAIL 35711.59-I011 S011
*** HEADER ***        A9955 75 08:40:37 4/29/10
                        (030)000-0000 (000)000-0000
                        [T030044 ] [ ]
BILL: [T030044 ] SHIP: [AUTOPARTS RENFREW ]
ADDR1: [400 O'BRIEN ROAD ] [400 O'BRIEN ROAD ]
ADDR2: [FAX: (613) 432-9748 ] [FAX: (613) 432-9748 ]
CITY : [TEL: (613) 432-5806 ] [TEL: (613) 432-5806 ]
ST/PR: [ON] [TRANSFER ] [CA] [ON] [TRANSFER ] [CA]
contact: [ ]
email: [ ]
TERMS [95] [INTERNAL - NO TAXES ] INV TYPE [*] CRED ACT [N]
PO DATE [ 4/29/10] BKO [N]
TAX 1 [N] [ 0.000 ] [ ] SHIP DATE [ ] DUE [ 4/30/10]
TAX 2 [N] [ 0.000 ] [ ] DISC DATE [ 4/29/10] % [ 0.00]
TX3 A/B [N] [Y] SMAN [333] [Z INVENTORY TRANSFER] (F11)=Note Pad [ ]
CODE [8]
FBY [99K ] PO NUM [ ]
SHIPVIA [ 98] [Internal ]
1= Charge Sale 2=Charge Credit 8=Cash Sale 9=Cash Credit
F2-CHG CUST F3-CORR HDR F4-STMT F5-PICKS? F6- F7-RECALC F8-SCR PAD TAB-STRS
```

By pressing TAB, another screen will appear, so that you are able to change the store number where you want to transfer the parts, without having to call to do so. It is very important to include the same number of both sides.

INVENTORY STORE.....: 030, SALES STORE.....: 030.

The reason being very simple, you have to be very careful when doing a transfer, because we let you go into the other store's inventory and billing, as if you were there. If you are not careful, there are chances you will make a mistake, and show the wrong quantity in the other store's inventory after the error is done. So, after changing to 030 on both sides, you will automatically see the number of the store you want to transfer from appear. See the two examples on the next page.

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT T030044          CRD AVAIL 35711.59-I011 S011
*** HEADER ***          A9955 75 08:40:37 4/29/10
                        (030)000-0000 (000)000-0000
                        [T030044 ] [ ]
BILL: [AUTOP ] W [ ]
ADDR1: [400 O ] [ ]
ADDR2: [FAX: ] INVENTORY STORE....: 030 748 [ ]
CITY : [TEL: ] SALES STORE.....: 030 806 [ ]
ST/PR: [ON] [ ] [CA]
contact: [ ]
email: [ ]
TERMS [95] [INTERNAL - NO TAXES ] INV TYPE [*] CRED ACT [N]
PO DATE [ 4/29/10] BKO [N]
TAX 1 [N] [ 0.000 ] [ ] SHIP DATE [ ] DUE [ 4/30/10]
TAX 2 [N] [ 0.000 ] [ ] DISC DATE [ 4/29/10] % [ 0.00]
TX3 A/B [N] [Y] SMAN [333] [Z INVENTORY TRANSFER] (F11)=Note Pad [ ]

CODE [8]
FBY [99K ] PO NUM [ ]
SHIPVIA [ 98] [Internal ]

1= Charge Sale 2=Charge Credit 8=Cash Sale 9=Cash Credit

F2-CHG CUST F3-CORR HDR F4-STMT F5-PICKS? F6- F7-RECALC F8-SCR PAD TAB-STRS

```

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT T030044          CRD AVAIL 35711.59-I030 S030
*** HEADER ***          A9955 97 08:40:37 4/29/10
                        (030)000-0000 (000)000-0000
                        [T030044 ] [ ]
BILL: [AUTOPARTS RENFREW ] SHIP: [AUTOPARTS RENFREW ]
ADDR1: [400 O'BRIEN ROAD ] [400 O'BRIEN ROAD ]
ADDR2: [FAX: (613) 432-9748 ] [FAX: (613) 432-9748 ]
CITY : [TEL: (613) 432-5806 ] [TEL: (613) 432-5806 ]
ST/PR: [ON] [TRANSFER ] [CA] [ON] [TRANSFER ] [CA]
contact: [ ]
email: [ ]
TERMS [95] [INTERNAL - NO TAXES ] INV TYPE [*] CRED ACT [N]
PO DATE [ 4/29/10] BKO [N]
TAX 1 [N] [ 0.000 ] [ ] SHIP DATE [ ] DUE [ 4/30/10]
TAX 2 [N] [ 0.000 ] [ ] DISC DATE [ 4/29/10] % [ 0.00]
TX3 A/B [N] [Y] SMAN [333] [Z INVENTORY TRANSFER] (F11)=Note Pad [ ]

CODE [8]
FBY [99K ] PO NUM [ ]
SHIPVIA [ 98] [Internal ]

1= Charge Sale 2=Charge Credit 8=Cash Sale 9=Cash Credit

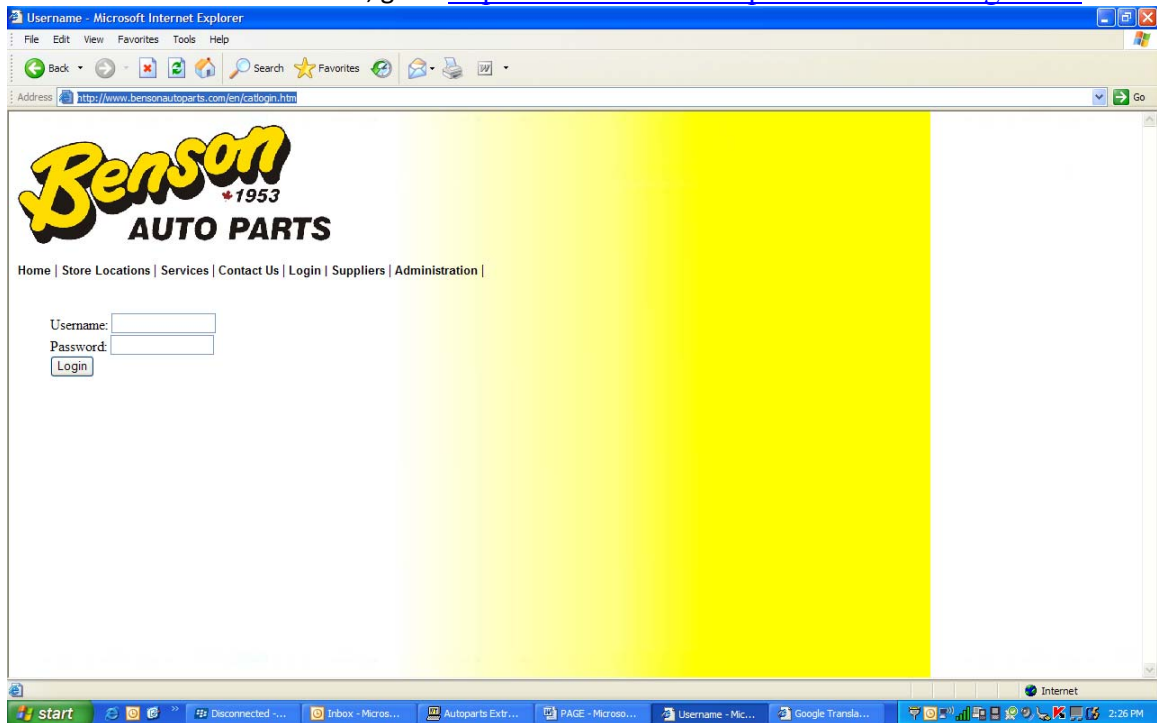
F2-CHG CUST F3-CORR HDR F4-STMT F5-PICKS? F6- F7-RECALC F8-SCR PAD TAB-STRS

```

Once you get here, you finalize the invoice the exact same way as you do for your regular customers. The only difference is that it will print at the store you chose to transfer from.

How to find electrical connectors (pigtails):

Go to the Benson internet site, go to <http://www.bensonautoparts.com/en/catlogin.htm>

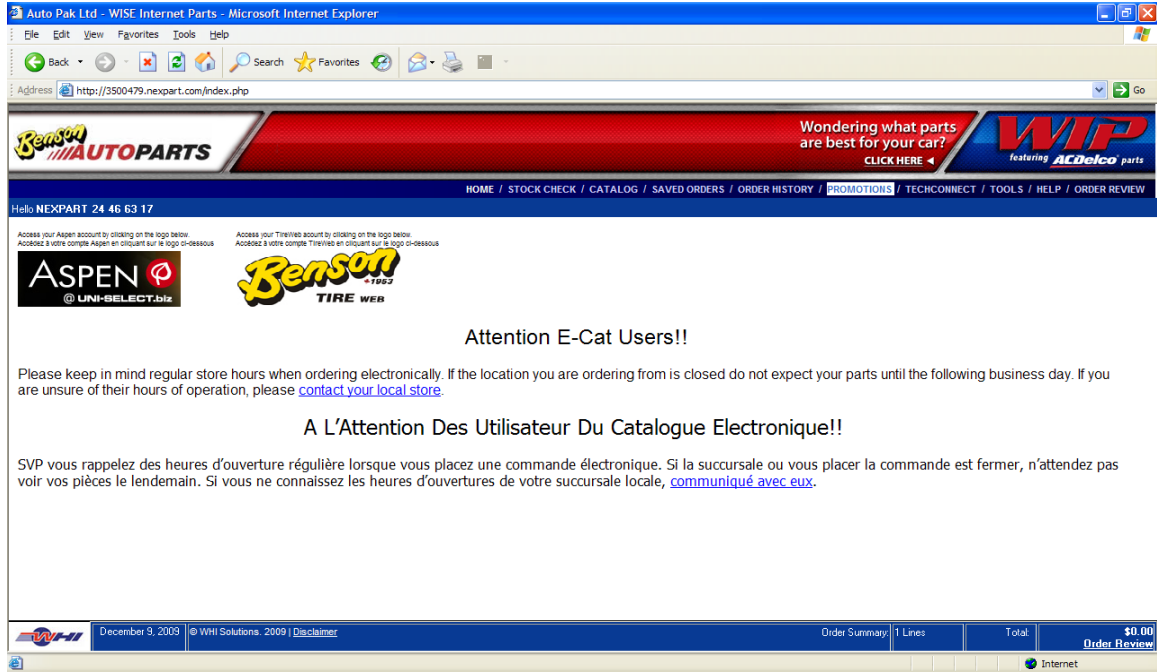


You will use Username BENCTR and Password 9872. The username and the password are universal, but there are specific usernames and passwords for your own regions.

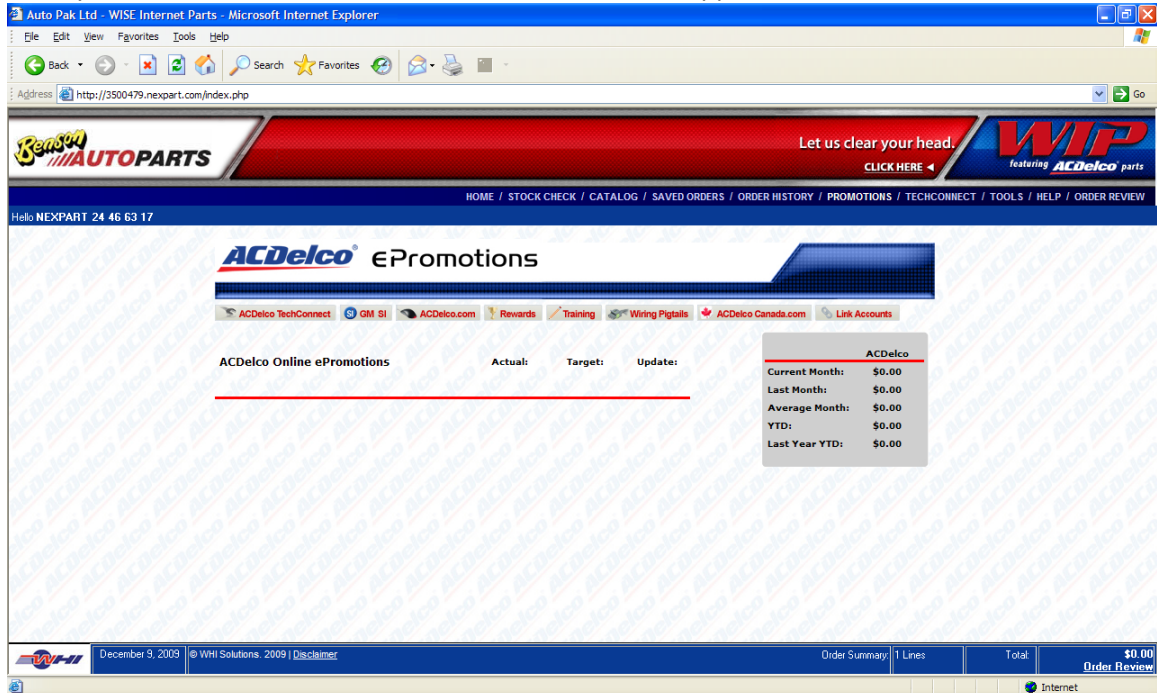
Here is a list of them:

130 204	BENBEVTIRE	beverly
14 94 45	BENKING	ben401
15 17 20 27	BENOTTAWA	ottgrp
18 59	BENBELL	ben123
93 201 208	BENBELL	ben123
202 203 204	BENSWG	benswg
205 206 209	BENLONDON	benswg
210 211 212	BENNORTH3	northgrp
213	BENTNH	ben213
32 33 69	BENNEPEAN	ottgrp
34 35 37	BENLAN1	langrp
38 39 40 43	BENVALLEY1	valleygrp
44 47 83	BENVALLEY2	valleygrp
48 50 90	BENPETR1	petrgrp
49 74	BENLAN2	langrp
06 200 12	BENCORN	ben401
60 73 80 92	BENNORTH1	northgrp
96 207	BENPETR2	petrgrp

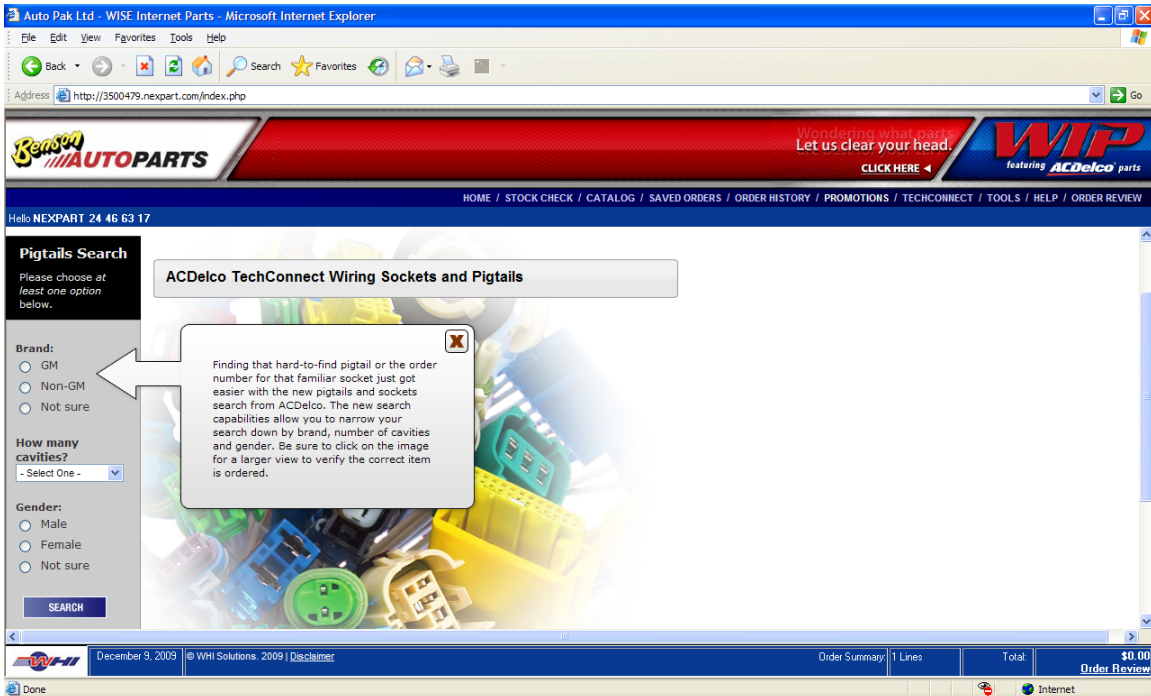
Once you have entered your username and password, you will have access to a tool that will help you find most of the connectors available, under the tab PROMOTION. You will note also that there is another tab that says TOOLS (tools). Under this tab, there is a BUYER'S GUIDE and an INTERCHANGE, two links that could help you also.



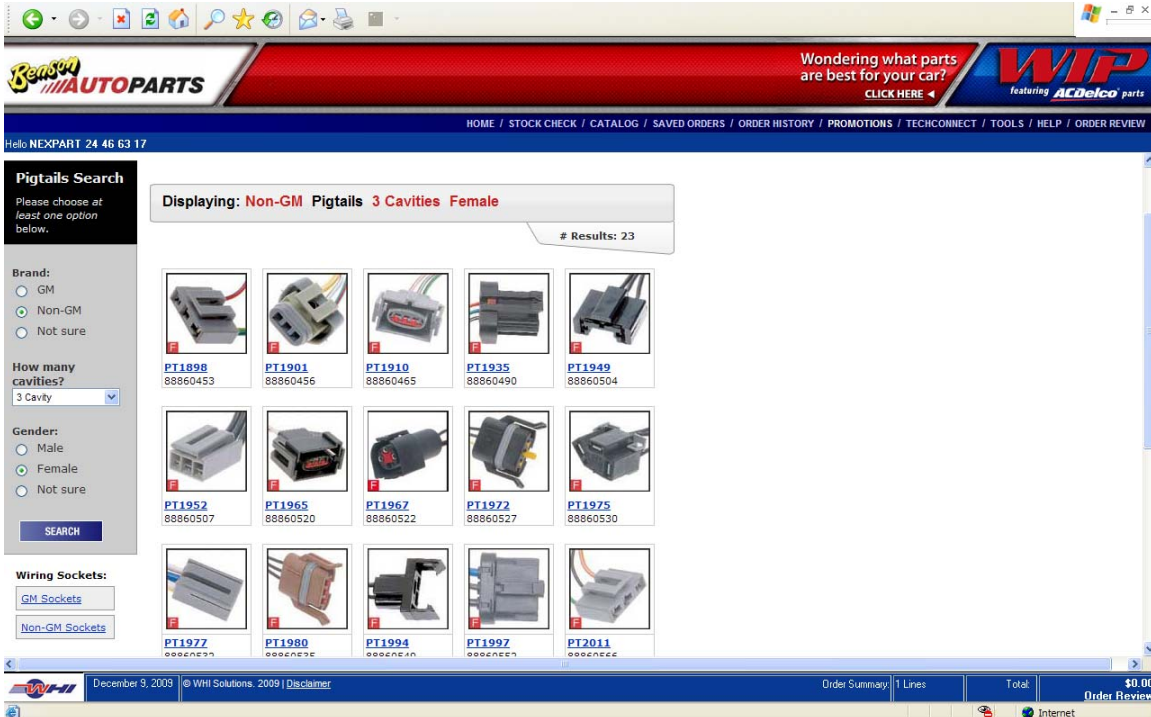
Once you've clicked on the PROMOTION link, this screen appears.



Now, from this screen, you click on the Wiring/Pigtails link and it will bring you to another screen.



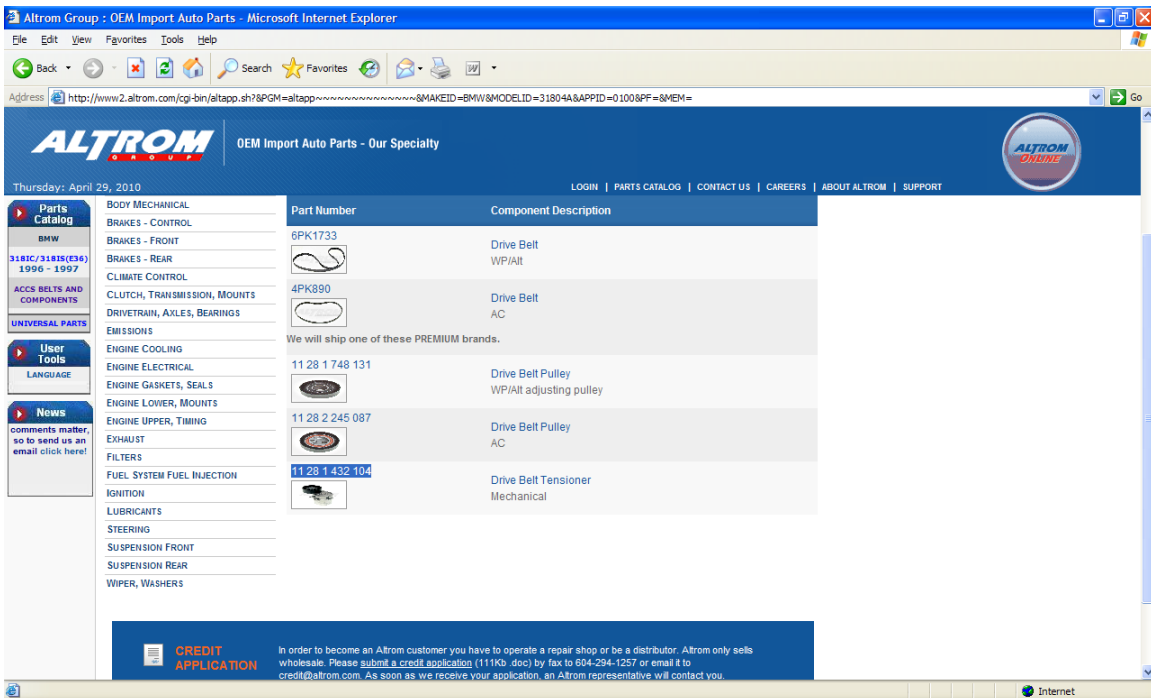
You get to choose whether it is a GM or non-GM vehicle, the number of cavities and if the connector is male or female. In this example, I chose a non-GM vehicle, with three cavities and a female connector. There were 23 different models, and they all have a picture available.



At anytime on a web page, you can enlarge your screen by pressing the F11 key.

How to copy and paste from any website to Parts Handler:

There is a very simple way to copy and paste those long part numbers directly from any websites into the Parts Handler. You highlight the number you want to copy by clicking the left side of the mouse and slide the mouse over the part number you wish to paste. I experienced that it is better to go from left to right over the part number when you copy and paste. Then you click the right side of the mouse to COPY. Once you chose copy, go in the Parts Handler screen and click the right side of the mouse button to see the options available. You will then choose PASTE. See example:



After you have copied the number you wanted, go in the Parts Handler screen, under F-1 PART INQUIRY or F-4 BILLING, skip the line code with the slash (/) and right click on your mouse. It will transfer the number right away in your screen.

```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 44CASH          CRD AVAIL      1.00 I044 S044
** ADD      MODE**      A9955 90 11:00:52 4/29/10
CASH SALE AP44         (888)000-0000    0.00
SEQ C PART            ORD   SHIP  BKO   LIST   SELL   EXTENDED
  1    11 28 1 432 104    0.0    0.0   0.0   0.000  0.000  0.000

F10-SPECIALS F11-NEW ORD F12-CATALOG
F1-NXT F2-PRV F3-LOOK F4-LST F5-TOP F6-HEADR F7-FIND , ; -COMMENT .-END TAB-ALTS
```

By doing a copy/paste, you don't have to write the part number down in your Hilroy, and then punch it in the system manually.

You know that there could be a chance that you might punch it in wrong, especially with the very long numbers like the ones in Altrom. You also put all the chances on your side so that there are no chances of entering the part number wrong by doing a copy/paste, and you will ensure that you quote the right price to your customer.

How to find the manufacturers warranty:

In the Parts Handler, you can find all the information about the manufacturer's warranty. All the manufacturer accounts start with 990 and then either the line code or the first 3 letters of the supplier's name.

EX: For Spectra Premium, it would be 990SPI.

From the main menu, press F7 (STATE INQUIRY), enter the supplier's account, 990SPI, and then F5 (MEMO). To access the memo option, the system asks for a code and a password. The only persons allowed are; the store managers, the Sales Managers and the Operation Managers, for the simple reason that one can easily erase the information that is stored there. We ask that you DO NOT try to add or change the info in there, simply read the information contained therein. If you need to change some information in there, ask your manager.

```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
CMF005          BENSON AUTOPARTS HAWKESBURY (011)          4/29/10
ACCOUNT 990spi          CUSTOMER STATEMENT INQUIRY
NAME..... >SPECTRA PREMIUM INDUSTRIES    PHONE...: (888)910-8855  ACTIVE?: Y
ADDR1...: 5629 MCADAM ROAD                FAX.....: (450)641-6115  CRED ACT: Y
CITY...: ON                               #106-ZCRD LIM.: 95000   TYPE....: B!
COUNTRY.:                                BILL TO.: 990106
CONTACT.: ANDRE BELANGER                  TERMS...: INVENTORY RETURNS
  INV NO   DTE   DUE  CODE ORIG AMT   DISC   CURRENT PAST DUE  FUT DUE
END of POSTINGS

CURRENT      30 - 60      60 - 90      OVER 90      BALANCE      FUTURE
          0.00      0.00      0.00      0.00      0.00      0.00

CONTINUE (Y/N): N

          B=BOT, T=TOP, U=UP, D=DOWN, F=FIND E=END MTH
F1-FWRD F2-BACK F3-TOP F4-BOT F5-MEMO F6-FIND F7-PAY INFO TAB-INV DETL
```

```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
CMF005          BENSON AUTOPARTS HAWKESBURY (011)          4/29/10
ACCOUNT 990spi          CUSTOMER STATEMENT INQUIRY
NAME..... >SPECTRA PREMIUM INDUSTRIES    PHONE...: (888)910-8855  ACTIVE?: Y
ADDR1...: 5629 MCADAM ROAD                FAX.....: (450)641-6115  CRED ACT: Y
CITY...: ON                               #106-ZCRD LIM.: 95000   TYPE....: B!
COUNTRY.:                                BILL TO.: 990106
CONTACT.: ANDRE BELANGER                  TERMS...: INVENTORY RETURNS
  INV NO   DTE   DUE  CODE ORIG AMT   DISC   CURRENT PAST DUE  FUT DUE
END of POSTINGS

CURRENT      30 - 60      60 - 90      OVER 90      BALANCE      FUTURE
          0.00      0.00      0.00      0.00      0.00      0.00

CONTINUE (Y/N): N  COUNTERMAN NUMBER:

          B=BOT, T=TOP, U=UP, D=DOWN, F=FIND E=END MTH
F1-FWRD F2-BACK F3-TOP F4-BOT F5-MEMO F6-FIND F7-PAY INFO TAB-INV DETL
```

THIS INFORMATION IS ALSO AVAILABLE IN THE PDF FILES

```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
CMF005          BENSON AUTOPARTS HAWKESBURY (011)          4/29/10
ACCOUNT 990spi          CUSTOMER STATEMENT INQUIRY
NAME...: >SPECTRA PREMIUM INDUSTRIES    PHONE...: (888)910-8855  ACTIVE?..: Y
ADDR1...: 5629 MCADAM ROAD                FAX.....: (450)641-6115  CRED ACT: Y
CITY...: ON                               #106-ZCRD LIM.: 95000    TYPE.....: B!
COUNTRY.:                                BILL TO.: 990106
CONTACT.: ANDRE BELANGER                   TERMS...: INVENTORY RETURNS
INV NO   DTE      DUE   CODE ORIG AMT   DISC   CURRENT PAST DUE  FUT DUE
1  WARRANTY SPI:
2  FUEL TANK / OIL PAN : 3 YEARS
3  RADIATOR: 2 YEARS
4  SENDING UNIT:1 YEAR
5  BLOWER MOTOR / HEATER CORE : 1 YEAR
6  COMPRESSOR: 1 YEAR
7  CONDENSER: 2 YEAR
8  DRYER/EVAPORATOR:1 YEAR
9  LABOUR TO BE INVOICE DIRECTLY TO SPI AND SENT DIRECTLY
10

          B=BOT, T=TOP, U=UP, D=DOWN, F=FIND E=END MTH
F1-      F2-      F3-      F4-      F5-CONT F6-      F7-
```

If you have information about the manufacturer's warranty that you wish to add, notify me by email at: clalonde@bensonautoparts.com with the name and phone number of the person you spoke with, and I'll make sure to confirm that this information is correct before I add it in the MEMO. If all of us do their share to keep this updated, we will never have to ask anybody information on warranties, it would all be accessible at the tip of our fingers.

How to invoice labour to the supplier:

When you have a defective part, and the customer asks you for labor, we must ensure above all that the part has not been installed more than 90 days on the vehicle. The labour is paid only on parts not exceeding 90 days of installation. So we need to charge back the supplier for the part and labour in the 990 account. We must also ensure that the rep. Of the company involved, agrees to the request before doing anything else. Invoicing is done in the exact same way we precede to invoice our customers.

In this example, you enter the account 990SPI, and we invoice the defective part by pressing F1 (SPECL) and F3 (SELL A WARRANTY), because it is a defective part. For labour, we take the same line code, 120 and use the word LABOUR as a part number. We sell labor the same way F1 (SPECL) and F3 (SELL A WARRANTY) as this does not affect inventory. All part numbers "LABOUR" comes out to zero when you invoice. You need to enter the amount the rep told you, or the amount we are allowed in CSI thru UniSelect.

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 990SPI          CRD AVAIL  91413.78 I063 S063
** ADD      MODE**      A9955 95 13:17:04 12/11/09
>SPECTRA PREMIUM INDUSTRIES (888) 910-8855 255.97
SEQ C PART              ORD  SHIP  BKO  LIST  SELL  EXTENDED
1W120CU2712            1.0  1.0  0.0  210.970  210.970  210.97 N
2W120LABOUR            1.0  1.0  0.0  0.000  45.000  45.00 N
3                      1.0  0.0  0.0  0.000  0.000  0.00

PRICEA  0.000 SELL.      45.000 TX1: N  TZ3:  0
PRICEB  0.000 LIST.      0.000 TX2: N  CORE.  0.000  RGHTS:  0.0
PRICEC  0.000 DESC1:  LABOUR      QSP  1  BOH  :  0.0
PRICED  0.000 DESC2:  LABOUR      MSP  1  RSVD :  0.0
SUPER:                                REO  0  AVAIL:  0.0

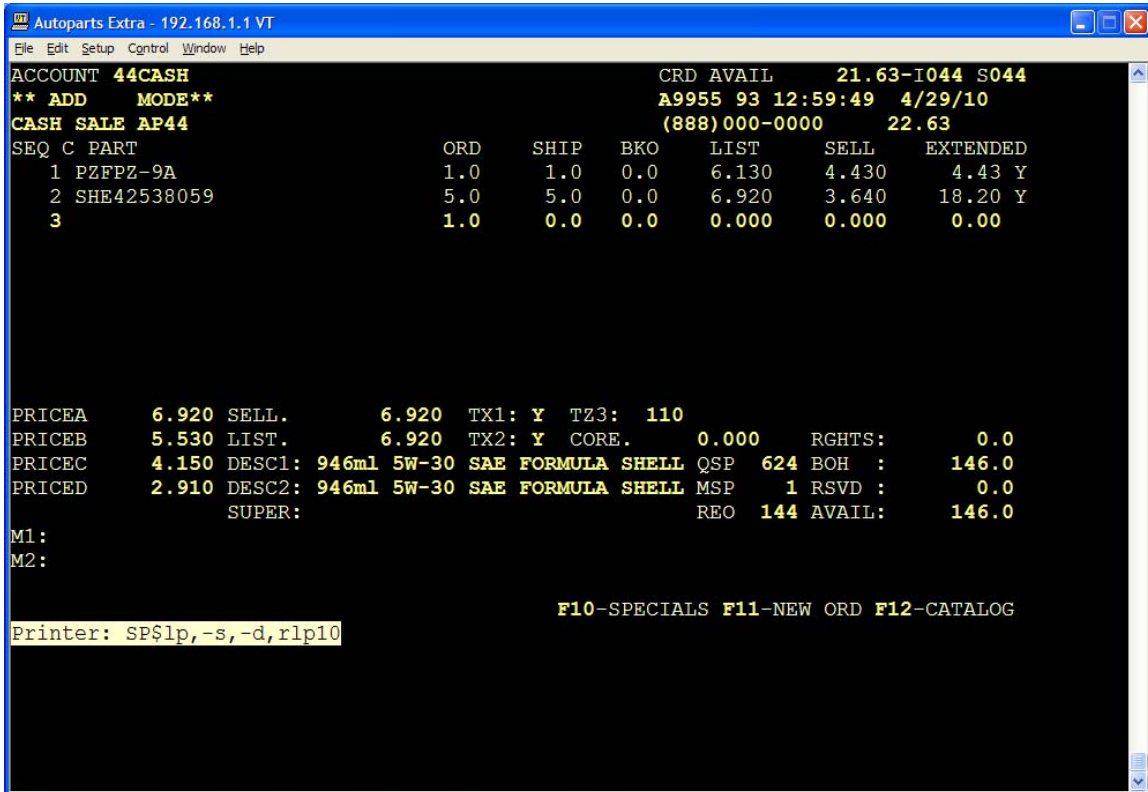
M1:
M2:

F10-SPECIALS F11-NEW ORD F12-CATALOG
F1-NXT F2-PRV F3-LOOK F4-LST F5-TOP F6-HEADR F7-FIND , ; -COMMENT . -END TAB-ALTS
  
```

Most suppliers already have the part number LABOUR created. If by any chance, you run across one that is not created, enter it manually, but you should advise me so next time it will be created.

How to print the page displayed in the Parts Handler:

When you want to print the page displayed in your Parts Handler, you simply press the CTRL key and hold it down, and then press the letter "P". A message at the bottom of your screen will appear with the number of the printer. Usually, the system is programmed to print on the report printer rather than the invoice printer. Press ENTER once and your page will print automatically.



The screenshot shows a terminal window titled "Autoparts Extra - 192.168.1.1 VT". The interface displays account information, a parts list, and pricing details. At the bottom, a printer selection prompt is visible.

```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 44CASH          CRD AVAIL 21.63-I044 S044
** ADD MODE**          A9955 93 12:59:49 4/29/10
CASH SALE AP44         (888) 000-0000 22.63
SEQ C PART            ORD  SHIP  BKO  LIST  SELL  EXTENDED
 1 PZFPZ-9A           1.0   1.0   0.0   6.130  4.430  4.43 Y
 2 SHE42538059        5.0   5.0   0.0   6.920  3.640  18.20 Y
 3                     1.0   0.0   0.0   0.000  0.000  0.00

PRICEA 6.920 SELL.      6.920 TX1: Y TZ3: 110
PRICEB 5.530 LIST.      6.920 TX2: Y CORE.  0.000 RGHTS:  0.0
PRICEC 4.150 DESC1: 946ml 5W-30 SAE FORMULA SHELL QSP 624 BOH : 146.0
PRICED 2.910 DESC2: 946ml 5W-30 SAE FORMULA SHELL MSP 1 RSVD : 0.0
          SUPER:                REO 144 AVAIL: 146.0

M1:
M2:

Printer: SP$lp,-s,-d,rlp10

F10-SPECIALS F11-NEW ORD F12-CATALOG
```

How to go from one page to another without clicking the mouse:

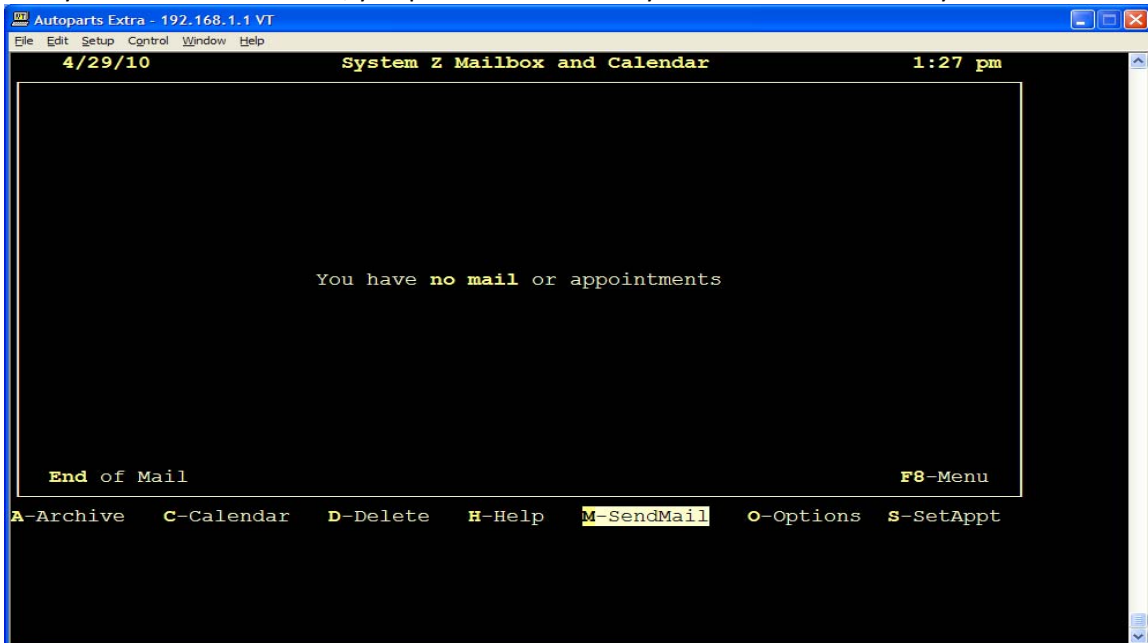
There is a fairly easy way to change from one page to another, instead of using the mouse. When you have multiple pages opened at once, simply press and hold down the ALT key and press the TAB key to change your pages. So, ALT + TAB.

How to send an email with the Parts Handler:

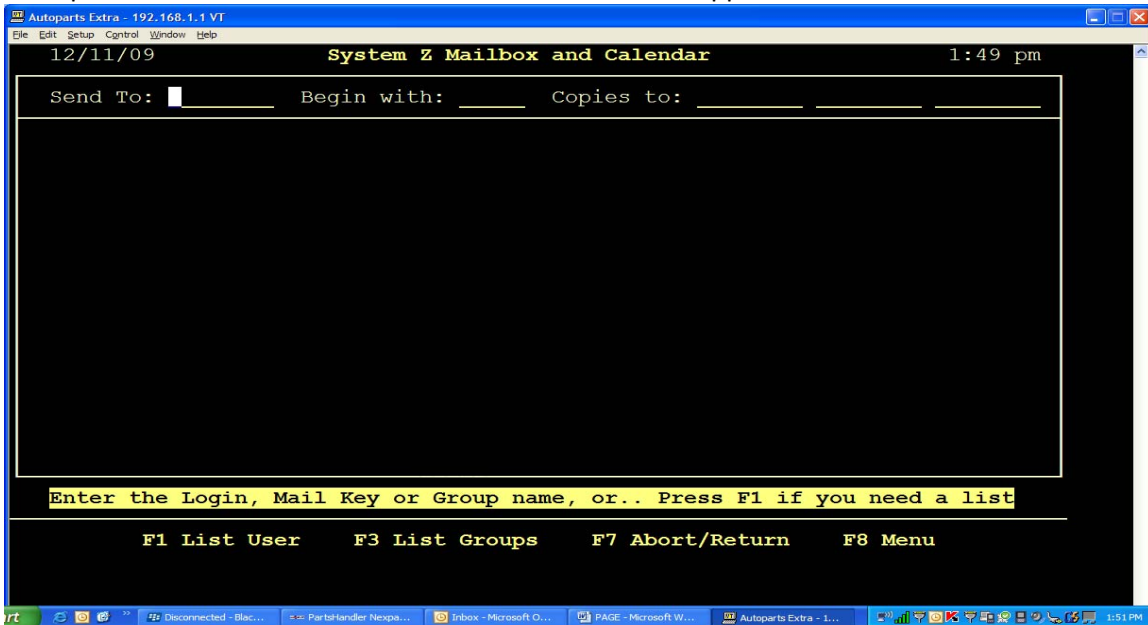
You can send an email with the Parts Handler to one person, a group or to all the screens. Be sure to use it the right way, otherwise it gets to a point that there are too many emails sent and that the majority of the users won't read them, they will instead ignores them. There is a lot of good information sent throughout the network.

Let's get started.

Always from the Main Menu, you press the **HOME** key. This is the screen that you will see. ail.



Then press **M** which stands for SendMail. This screen will appear.



On the picture above, you can see at the bottom of the screen that I have highlighted the choices available, and at the bottom of the same page, there is an option, F3 List Groups. Each group has its own abbreviation, and here are the meanings of them.

ADM = Administration
ALL = Everybody
APD = Accounts payable
AR = Accounts receivable
BAP = Benson Auto Parts
COR = Cornwall Office
CTR = Countertermen
ENG = Engine Extra
GCO = Store 85
MGR = Managers
MKT = Marketing
OFF = Office
PAC = Paco shops
PAY = Payroll
PBE = Paint & body shop
PUR = Purchasing
SHP = muffler Shops
SLS = Salesman
SPR = Spring Shop
TIR = Tires
WSE = Shipper/receiver

If you want to send mail to a group, choose the group you want, and then you enter the three letters of this group in the highlighted area:

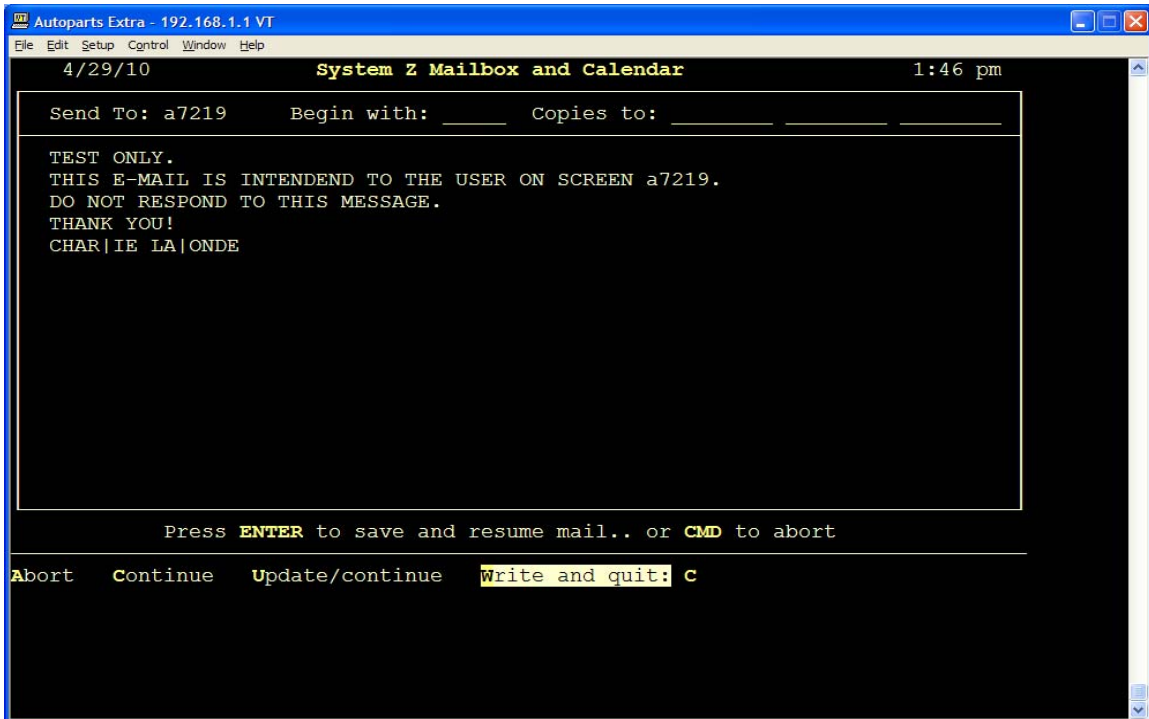
Send To: Begin with: Copies to:

If you would like to reply to a message, you would insert the message in the **Begin with** area.

And finally, if you would like to add groups to receive the same message, you would insert them in the **Copies to**.

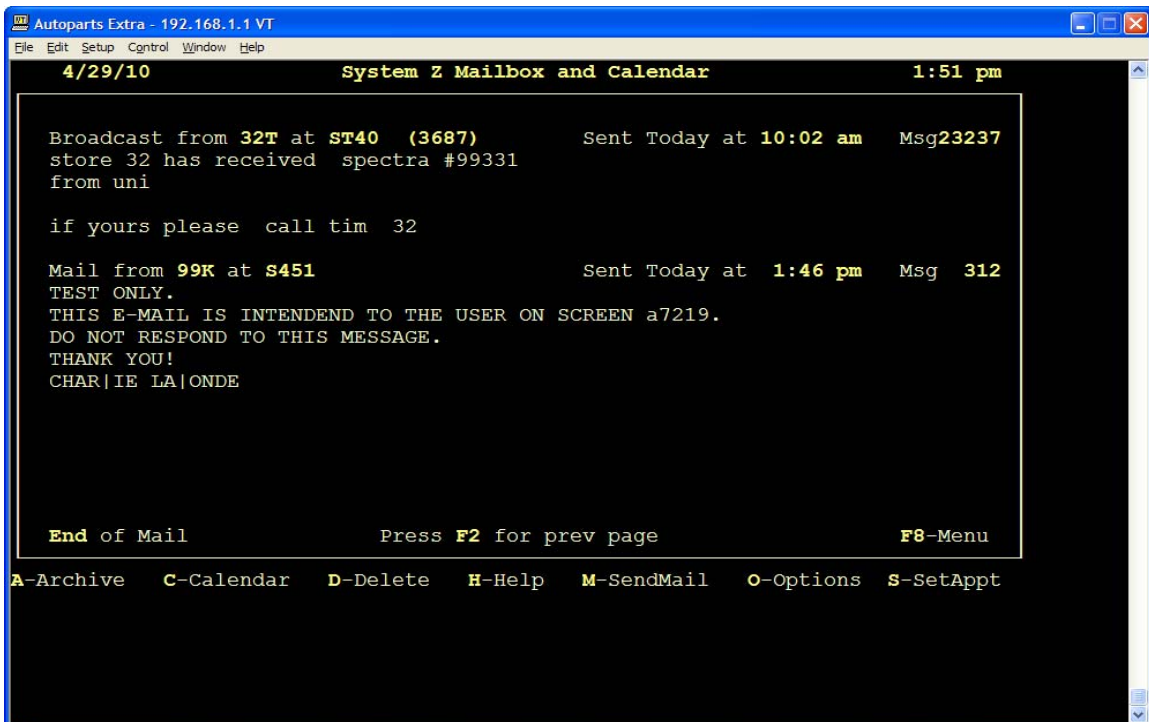
To send a message to one person only, enter the number of the screen. (The number of the screen is the Parts Handler login)

EX: If I send it to login a7219, the only person that will be able to read the message I sent, will be the user on that login.



Once you are done writing your message, you press ESC and W for Write and quit. Some do press page down, and it also does the trick.

Here is the result.



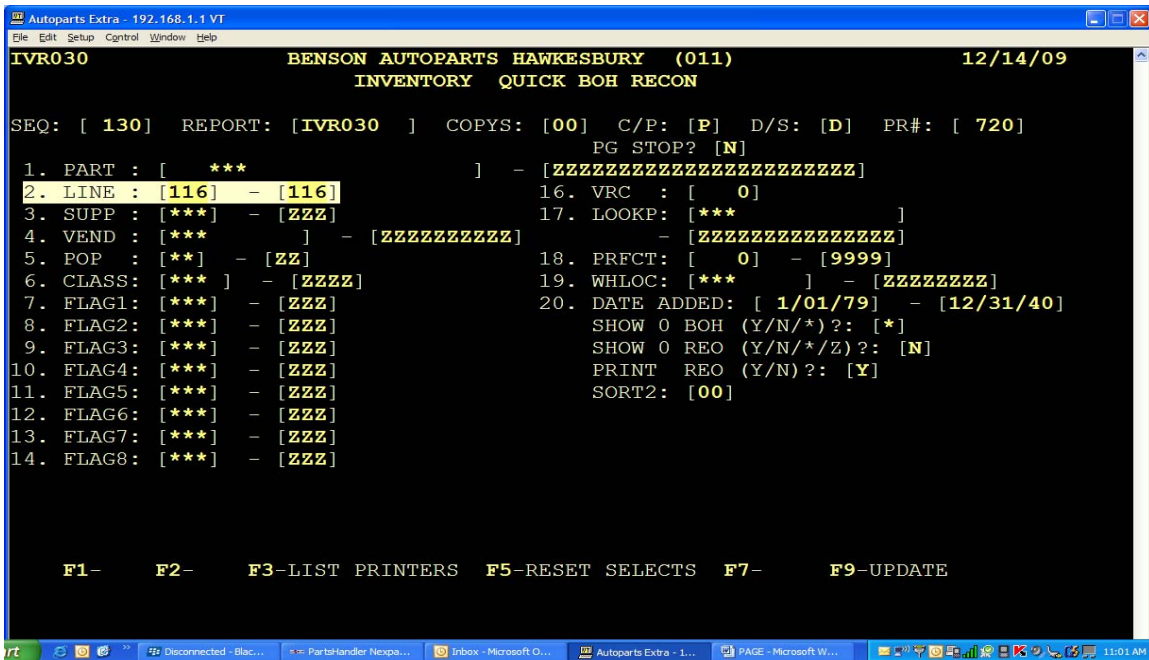
I was the only one to be able to read the message sent.

It seems quite mysterious to understand, but so simple to use. If the whole network would use it the right way, all the emails would all be read and would be beneficial for all of us. The groups are no longer updated, because more and more emails are sent by Outlook or World Client. For a complete list of the e-mail addresses, make your request to the IT Department at www.855@bensonorg.com

How to print a report for a line code for an inventory list:

To print a report for a specific line code, to count the inventory, rearrange the stock on the shelves, etc...you go to the main, and then press F8. Once you get there, press 7 for BOH Quick RECONCILIATION.





There are some entries in this report that you must make sure to verify they are correct before releasing the report. On the top row, where we see **C/P**, put a **P** if you want the report to print on the printer or **C** if you want to see that report only on your screen. On that same line to the far right, we see **PR #**. This is where you put the printer number. You want to make sure to punch in the correct printer number; otherwise the report will print at the store where it was set the last time.

On line 2, enter the same line code of both sides. [116] [116].

One more last thing before you are done, on line 20 make sure you have the correct symbol in each of the lines.

The right symbols are shown here.

SHOW 0 BOH (Y/N/*)? : [*]

SHOW 0 REO (Y/N/*/?): [N]

PRINT REO (Y/N/*/?): [Y]

From here, you simply press ENTER and the report will come out.

Once you've made the changes, the screen will keep the information you have entered. That means you will not have to make any other changes except for the line code.

Make sure not to generate large reports in the afternoon, because store # 30 prepares all the orders for the network and it really slows down the entire system.

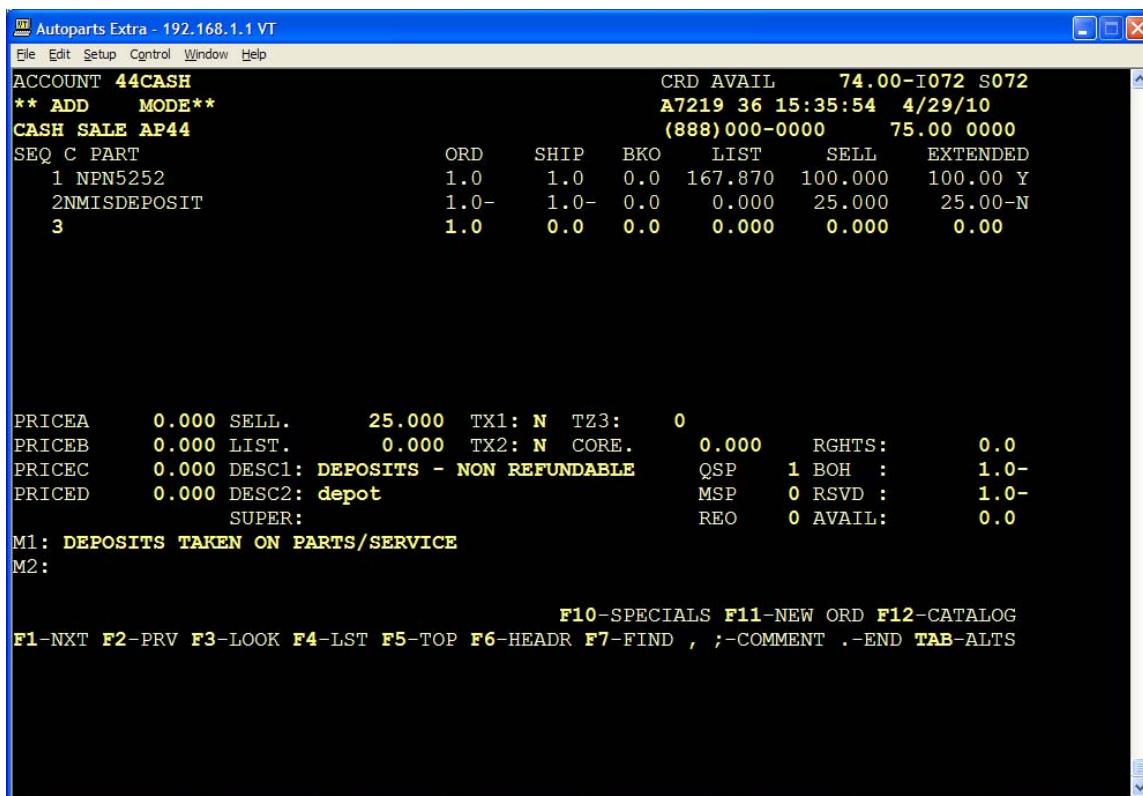
Deposit on parts for special orders:

There is a part number created in the Parts Handler, to take a deposit on special order parts. It is in line code of MIS and the part number is DEPOSIT. Here is the proper way to proceed with this option:

First: When you take a deposit on a special order part, you must invoice that special order part on a "PICK TICKET" and a "CASH SALE" invoice for the amount of the deposit with the reference of the number of the PICK TICKET registered on this invoice. Register the customer's name and phone number **with the computer** on both invoice, the PICK TICKET and the cash sale invoice, **not manually**. There will be no taxes added on the cash sale invoice for the deposit, and it's Ok.

Secondly: When the customer returns to get his part, you finalize the "PICK TICKET" but on that same PICK TICKET, you credit the initial amount of the deposit you collected from him earlier under line code MIS part # DEPOSIT.

See below an example:



```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 44CASH                CRD AVAIL 74.00-I072 S072
** ADD MODE**                A7219 36 15:35:54 4/29/10
CASH SALE AP44                (888)000-0000 75.00 0000
SEQ C PART                    ORD  SHIP  BKO  LIST  SELL  EXTENDED
1 NPN5252                     1.0   1.0   0.0  167.870  100.000  100.00 Y
2NMISDEPOSIT                  1.0-  1.0-  0.0   0.000   25.000   25.00-N
3                              1.0   0.0   0.0   0.000   0.000   0.00

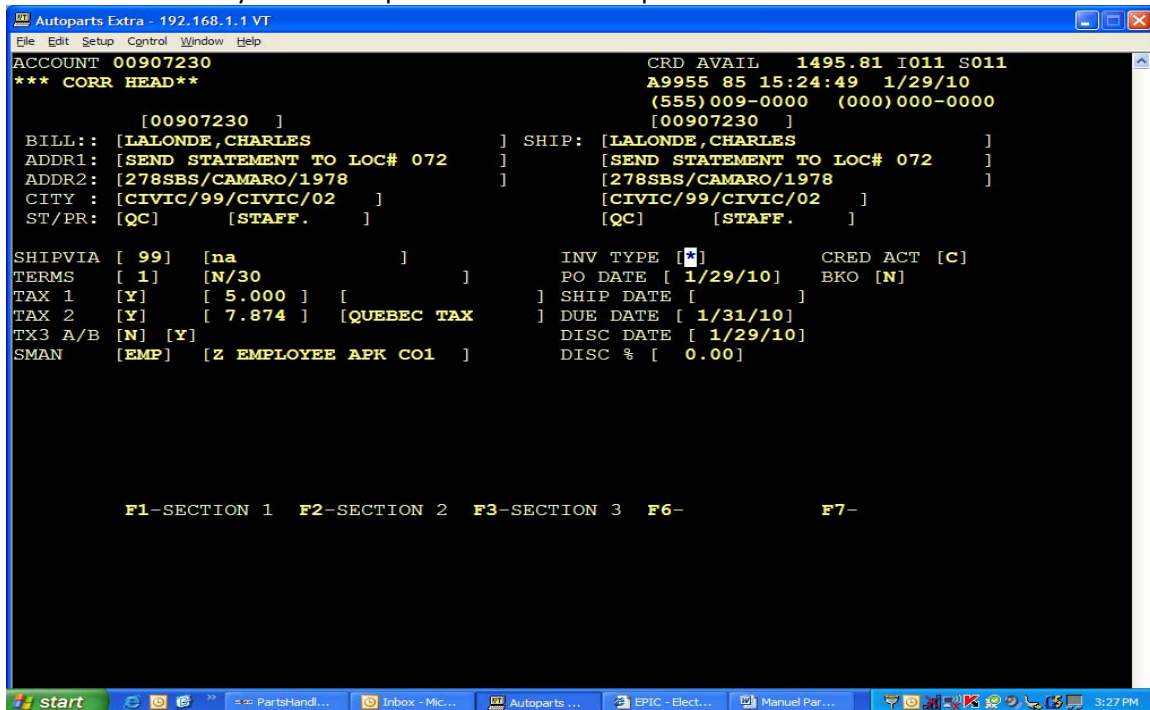
PRICEA 0.000 SELL. 25.000 TX1: N TZ3: 0
PRICEB 0.000 LIST. 0.000 TX2: N CORE. 0.000 RGHTS: 0.0
PRICEC 0.000 DESC1: DEPOSITS - NON REFUNDABLE QSP 1 BOH : 1.0-
PRICED 0.000 DESC2: depot MSP 0 RSVD : 1.0-
SUPER: REO 0 AVAIL: 0.0
M1: DEPOSITS TAKEN ON PARTS/SERVICE
M2:
F10-SPECIALS F11-NEW ORD F12-CATALOG
F1-NXT F2-PRV F3-LOOK F4-LST F5-TOP F6-HEADR F7-FIND , ; -COMMENT .-END TAB-ALTS
```

How to make a receipt for a cash payment on the customer's account:

When the customer hands out money to pay for his account, there is a fairly easy way to generate a receipt thru the computer. From the main menu, you go to F4, billing then you enter the customer's account number followed by ENTER.

Next step is, you press F3 CORR HDR and then hit F2 to get to SECTION 2, and lastly followed by pressing TAB twice so that you get to: INV TYPE [*]. In the small area where the star is [*] change it to a "R" for received on account.

You can see where you need to put the R in the example below:



```
Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 00907230          CRD AVAIL 1495.81 I011 S011
*** CORR HEAD**        A9955 85 15:24:49 1/29/10
                        (555)009-0000 (000)000-0000
                        [00907230 ]
BILL: [LALONDE, CHARLES ] SHIP: [LALONDE, CHARLES ]
ADDR1: [SEND STATEMENT TO LOC# 072 ] [SEND STATEMENT TO LOC# 072 ]
ADDR2: [278SBS/CAMARO/1978 ] [278SBS/CAMARO/1978 ]
CITY : [CIVIC/99/CIVIC/02 ] [CIVIC/99/CIVIC/02 ]
ST/PR: [QC] [STAFF. ] [QC] [STAFF. ]
SHIPVIA [ 99] [na ] INV TYPE [R] CRED ACT [C]
TERMS [ 1] [N/30 ] PO DATE [ 1/29/10] BKO [N]
TAX 1 [Y] [ 5.000 ] [ ] SHIP DATE [ ]
TAX 2 [Y] [ 7.874 ] [QUEBEC TAX ] DUE DATE [ 1/31/10]
TX3 A/B [N] [Y] DISC DATE [ 1/29/10]
SMAN [EMP] [Z EMPLOYEE APK CO1 ] DISC % [ 0.00]

F1-SECTION 1 F2-SECTION 2 F3-SECTION 3 F6- F7-
```

After you have changed it to an "R" press ENTER once, followed by Page Down 2 times to get to the billing screen. Once you get to that screen, press the comma "," or the semicolon ";" to get where it says SELL. When you are there, you will enter the amount that the customer gives you and press ENTER to get to the description. In the description you will write "Received on account" and ENTER until you return to line 2 of your invoice, or hit Page Down once. You finalize your invoice as usual, with the dot (.) The amount received for the payment on the account will appear on the screen, it will not add taxes, but most importantly, it doesn't add it on the cash report at the end of the day like a cash sale invoice. It will show on another sheet of the end of day.

See examples below:

```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 00907230          CRD AVAIL  1495.81 I011 S011
*** CORR HEAD***          A9955 84 15:52:06 1/29/10
                          (555)009-0000 (000)000-0000
                          [00907230 ]
BILL:: [LALONDE,CHARLES ] SHIP: [LALONDE,CHARLES ]
ADDR1: [SEND STATEMENT TO LOC# 072 ] [SEND STATEMENT TO LOC# 072 ]
ADDR2: [278SBS/CAMARO/1978 ] [278SBS/CAMARO/1978 ]
CITY : [CIVIC/99/CIVIC/02 ] [CIVIC/99/CIVIC/02 ]
ST/PR: [QC] [STAFF. ] [QC] [STAFF. ]

SHIPVIA [ 99] [na ] INV TYPE [R] CRED ACT [C]
TERMS [ 1] [N/30 ] PO DATE [ 1/29/10] BKO [N]
TAX 1 [Y] [ 5.000 ] [ ] SHIP DATE [ ]
TAX 2 [Y] [ 7.874 ] [QUEBEC TAX ] DUE DATE [ 1/31/10]
TX3 A/B [N] [Y] DISC DATE [ 1/29/10]
SMAN [EMP] [Z EMPLOYEE APK CO1 ] DISC % [ 0.00]

WARNING...ALL PARTS ON THIS MISC CASH WILL BE IGNORED
F1-SECTION 1 F2-SECTION 2 F3-SECTION 3 F6- F7-

```

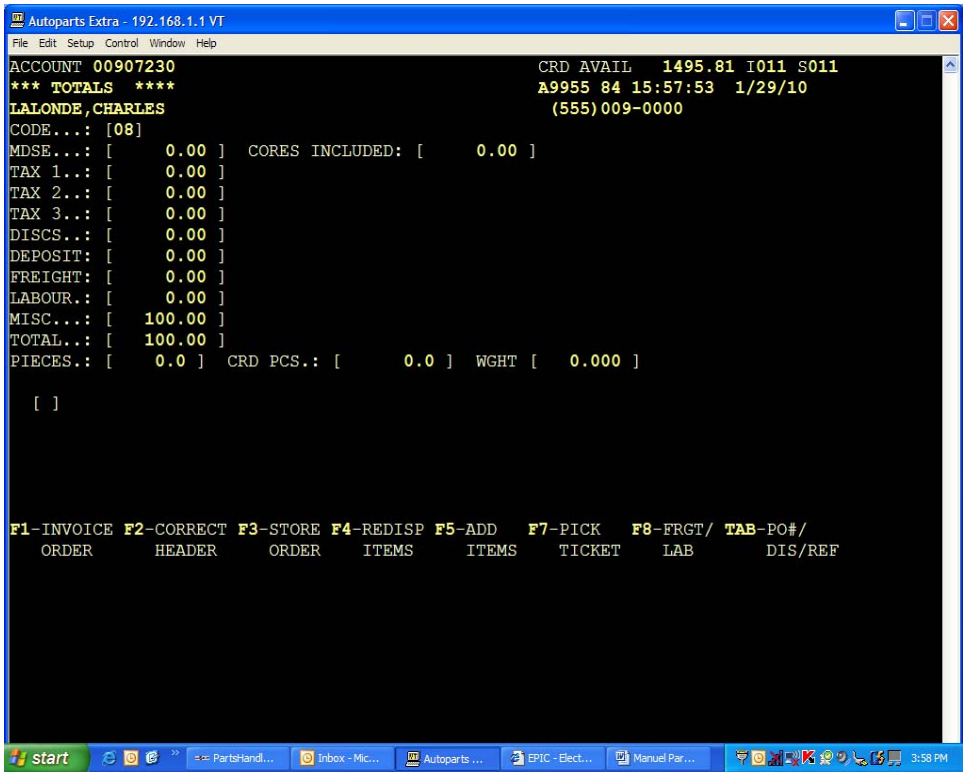
```

Autoparts Extra - 192.168.1.1 VT
File Edit Setup Control Window Help
ACCOUNT 00907230          CRD AVAIL  1495.81 I011 S011
** ADD  MODE**          A9955 84 15:52:06 1/29/10
LALONDE,CHARLES          (555)009-0000 0.00
SEQ C PART              ORD  SHIP  BKO  LIST  SELL  EXTENDED
1 ,                    0.0   0.0  0.0  0.000 0.000 0.00

SELL.      100.000 TX1: N TZ3: 0
            TX2: N
DESC1:
DESC2:

F10-SPECIALS F11-NEW ORD F12-CATALOG
F1-NXT F2-PRV F3-LOOK F4-LST F5-TOP F6-HEADR F7-FIND , ; -COMMENT . -END TAB-ALTS

```



As you can see, you'll only see the amount of the received on account, and without taxes. By doing a receipt with the computer, we can keep a better track of the transactions than a manual receipt. It also provides a receipt for the customer a lot nicer than when written by hand.

Headlamp numbers to connector numbers :

Lamp number	Pico #	Blue Streak #	Tec-Span #
881	5638-BP		
889	5638-BP		
894	5638-BP		
4000	5407-BP	S526	
4001	5409-BP	S529	
4352	5461-BP	S524	
4651	5409-BP	S529	
4652	5407-BP	S526	
H4651	5462-BP/5409-BP	S523/S529	
H4656	5407-BP	S526	
H4701	5402-BP	S540	
H4703	5352-BP	S541	
H5001	5409-BP	S529	
H5006	5407-BP	S526	
6014	5407-BP	S526	
H6024	5407-BP	S526	
6052	5407-BP	S526	
H6054	5407-BP	S526	
9003	5507-11	S526	
9004	5460-BP	S525	76-4495
9005	5461-BP	S524	76-4496
9006	5462-BP	S523/S525	76-4497
9007	5460-BP	S525	76-4495
9008 (H13)	5513-11		76-4498
9145	5461-BP		
H4	5507-11		
H7	5508-11		76-4491
H8	5509-11		
H9	5511-11		76-4492
H10	5461-BP		
H11	5509-11		76-4493
H13 (9008)	5513-11		76-4498

Chart to find the year of the vehicle:

Here is a chart that will help you confirm the correct year of the vehicle of your customer.

For the year, it's the 10th digit of the serial number.

For the engine, it's the 8th digit of the serial number.

The serial number of all vehicles was changed in 1981. There were several letters and numbers added.

F	1985	X	1999
G	1986	Y	2000
H	1987	1	2001
J	1988	2	2002
K	1989	3	2003
L	1990	4	2004
M	1991	5	2005
N	1992	6	2006
P	1993	7	2007
R	1994	8	2008
S	1995	9	2009
T	1996	A	2010
V	1997	B	2011
W	1998	C	2012

The letters I and U are not used, because they are too much alike number 1 and letter V.

Checking your daily reports:

In your end of day report the one that says "GROSS PROFIT DAILY REGISTER" there are symbols between the invoice number and account number of the customer indicating that changes have been made on that invoice.

Here are three possible symbols:

\$ = When this symbol appears, it means that the selling price and the cost price have been changed. Unfortunately, when the part is sold on a BUYOUT, this symbol will appear.

***** = When this symbol appears, it means that only the selling price has been changed. Whenever possible, check the reason why the selling price has been changed. Maybe the customer is not priced properly in that specific line code??? It is **Very Important** to do a follow up on this symbol.

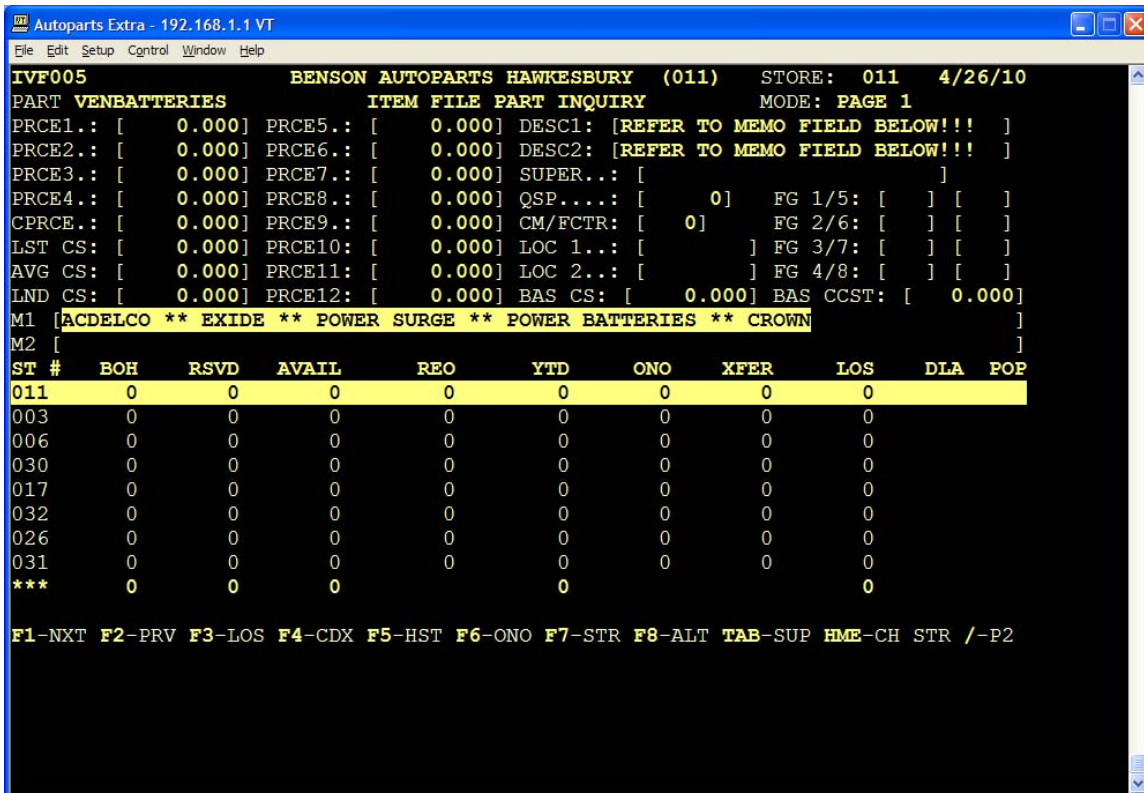
@ = Last one, when this symbol appears on your report, it means that only the cost price has been changed.

If it is always the same counterperson committed to changing the prices, you must find out why. Do not simply ignore the price changes because this can affect your profit at the bottom line.

How to find which supplier provides which part:

Under the F1 key, PART INQUIRY, write VEN as the line code and then the name of the part you are looking for.

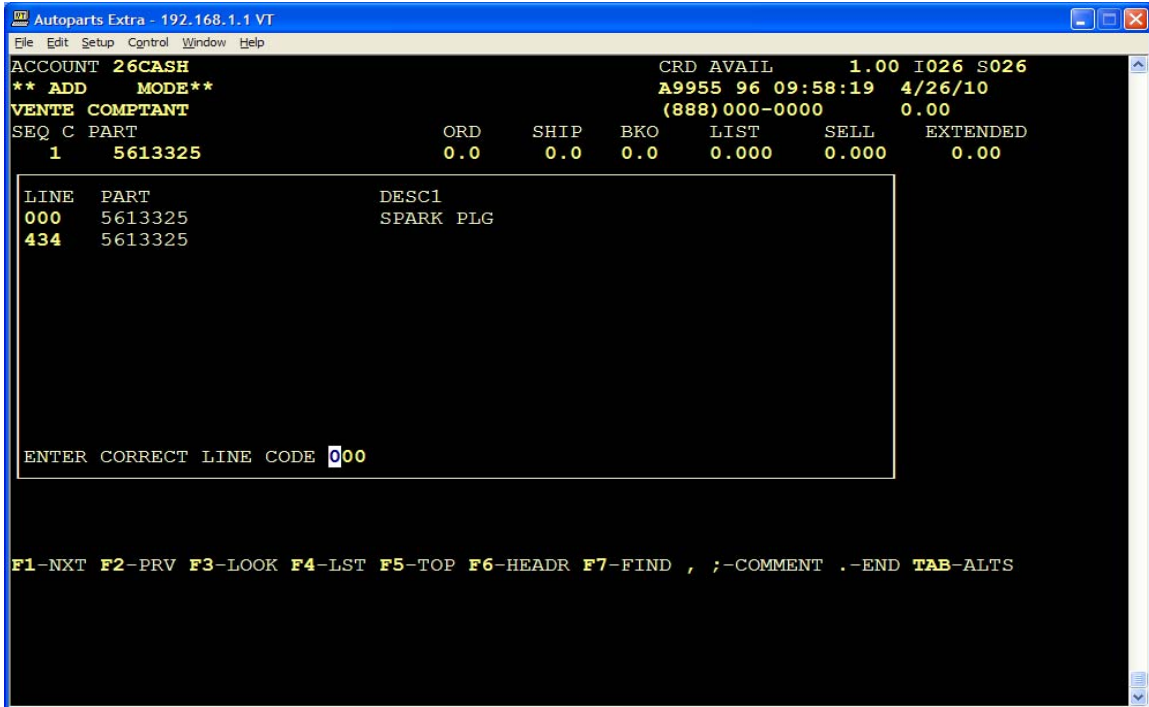
Example: the word I entered is BATTERIES. You will be able to see which company can provide us with batteries. There are many of them that are created in the system but we can also add a lot of them that are still missing to the existing list, and this, with the help of everyone. Same thing applies for suppliers. If you know of any others besides those already on the list, we'll add them. This work requires an effort from everyone, clerks, managers, OM and salesmen's. Here's what it looks like.



Our goal will be to list on the first line of M1 (MEMO) the suppliers that store # 30 keeps in stock, and on the second line M2 all the other suppliers that we can buy direct. That's why we will need everybody's effort to get this list **up to date**.

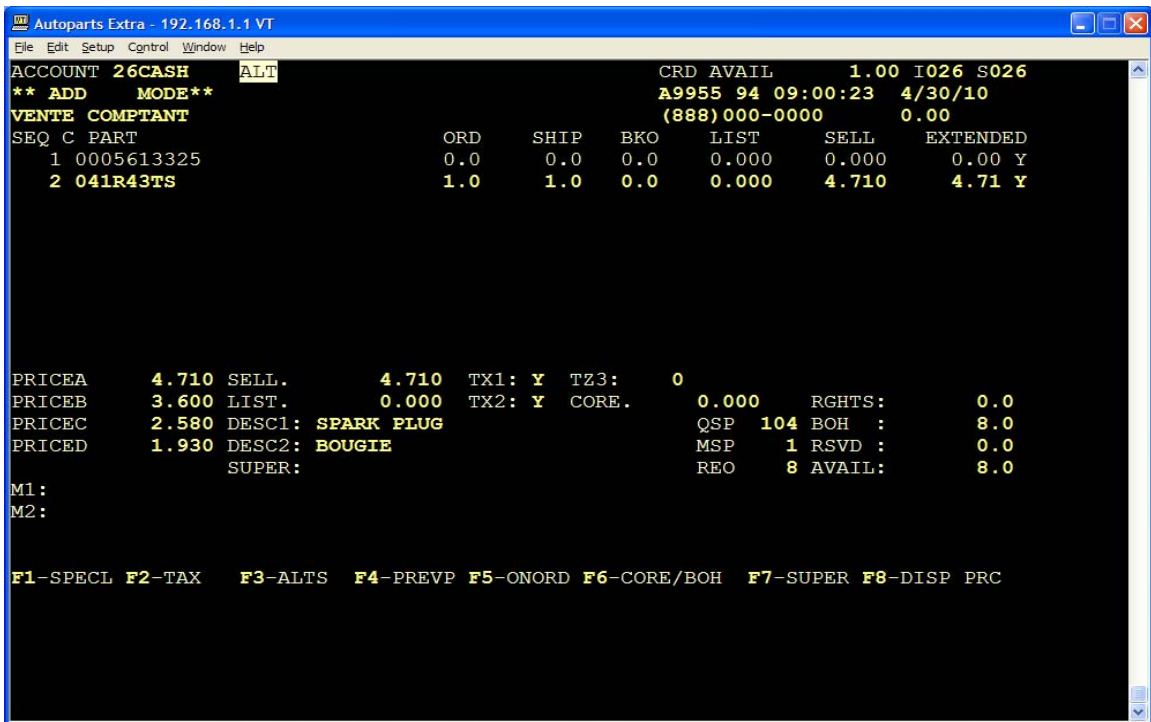
How to interchange the long GM numbers to ACDelco:

Here's how you can easily interchange the long GM numbers to the ACDelco numbers. It can be done in 2 different places. In billing, F-4, you skip the line code with a slash (/) and write in the long GM number and then ENTER. A separate window will open. You might have the choice of 2 different line codes; always choose line code 000 for your interchange. Skip the line code then enter your long Gm part number. This is what you will see.



After selecting line code 000, don't be surprised if the number is only PRICE RECORD, it doesn't matter. Press Enter until the cursor goes back up in front of the first column that says ORD and then press F-7 SUPER. The ACDelco number will appear on the 2nd line of your invoice.

See examples on the next page:



The same process applies when you do it in F1, PART INQUIRY. Sometimes, when you're in F-1, you will not see the ACDelco number. When that happens, you press the forward slash (/) to be able to see page 2 and the ACDelco number will be right there on the right. Take a look at the two examples below to see the results:

