NAPA TRACS

TOTAL REPAIR AUTOMOTIVE
COMPUTER SYSTEM

USER GUIDE

Version
7.5

TABLE OF CONTENTS

Chapter 1: Overview

Introduction

Welcome

Congratulations on your selection of the TRACS application.
This document is intended to provide you with the information you will need to set up your system after it is delivered.

The TRACS Application

TRACS is an Automotive Shop Management program designed for the automotive repair business. TRACS combines several key information components such as Work Orders, Scheduling, Customer History, Purchasing, and Reporting into a fully integrated system that makes service writing, invoicing, and inventory control fast and efficient. The TRACS application is compatible with the Windows® XP, XP Home, 2000, 2003, and Vista operating systems. It works with Vista User Access Control (UAC) for enhanced security.

TRACS LINK is the stand-alone version of the TRACS application.

TRACS NET is the network version of the TRACS application.

User's Guide

Although the system is user-friendly, the user's guide will be helpful in gathering company information necessary for proper system use. You can also set up additional detailed options for preferences and lists.

This guide also provides you with the basic steps to enter a customer and a Work Order using the system.

Online Help

The TRACS application contains an **Online Help** feature that contains more comprehensive information than the user's guide. To access the **Online Help** feature, click the **Help** button 

located throughout the application.

User’s Guide Sections

Sections

This user’s guide is divided into six sections:

- Overview
- Setting Up Preferences
- Setting Up Lists
- E-Mail
- Items
- Customer Basics
- Administrative Features
- Integrating TRACS and QuickBooks
- Reports
- Additional Functions
- Wireless Service Assistant

Setting Up Preferences

The TRACS set up process allows you to enter the necessary information about the way your company operates so that you can create accurate estimates and work orders for your customers. You can also customize the system to your specific business operations.

These details are divided into Preferences and Lists. This chapter deals with preferences.

Setting Up Lists

This chapter continues the set up process by giving you the opportunity to establish all of your lists from which you will later select items.

E-Mail

This chapter provides information on how to compose and send e-mail in TRACS.

Items

This chapter includes information about how to work with different types of items.

Customer Basics

This guide includes the "Customer Basics" chapter to provide you with the basic processes related to adding customers to the system.

Administrative Features

The fifth chapter of this guide presents how to work with administrative features such as recommending services to customers and creating reports.

Integrating TRACS and QuickBooks	This chapter covers how to integrate the QuickBooks software into TRACS, including exporting information from TRACS into QuickBooks.
Reports	This chapter covers the different types of reports that TRACS can generate.
Additional Functions	This section covers additional TRACS functions that were not included elsewhere in this guide.
Wireless Service Assistant	This section covers the functions of the wireless service assistant supported by the TRACS application.

How to Use This Guide

Using This Guide

Within each chapter of this guide, you will find the content logically organized to follow the flow of the set-up processes. This guide also provides the following component:

Component	Description
Before You Begin	The **Before You Begin** component identifies the information that you will want to gather before you begin working with this system function online. Since you may need to refer back to this information, this component is provided in "Chapter 2: Setting Up Preferences" and "Chapter 3: Setting Up Lists."
How To	The **How To** component identifies the actions or steps that you will need to perform to complete a specific task.
Tabs, Folders, and Forms	The **Tabs, Folders, and Forms** components are divisions that organize some windows into logical clusters of information.

Continued on next page

Audience

In most cases, your company's decision-maker, such as the business owner, will want to complete the set-up processes. There may be input based on operational decisions.

"Chapter 2: Setting Up Preferences" and "Chapter 3: Setting Up Lists" requires someone with a functional knowledge of the details of processing orders such as the business owner or service writer.

"Chapter 6: Customer Basics" includes basic activities that would be performed by the service writer.

"Chapter 7: Administrative Features" provides discussion of advanced procedures and should be completed by the business owner or manager.

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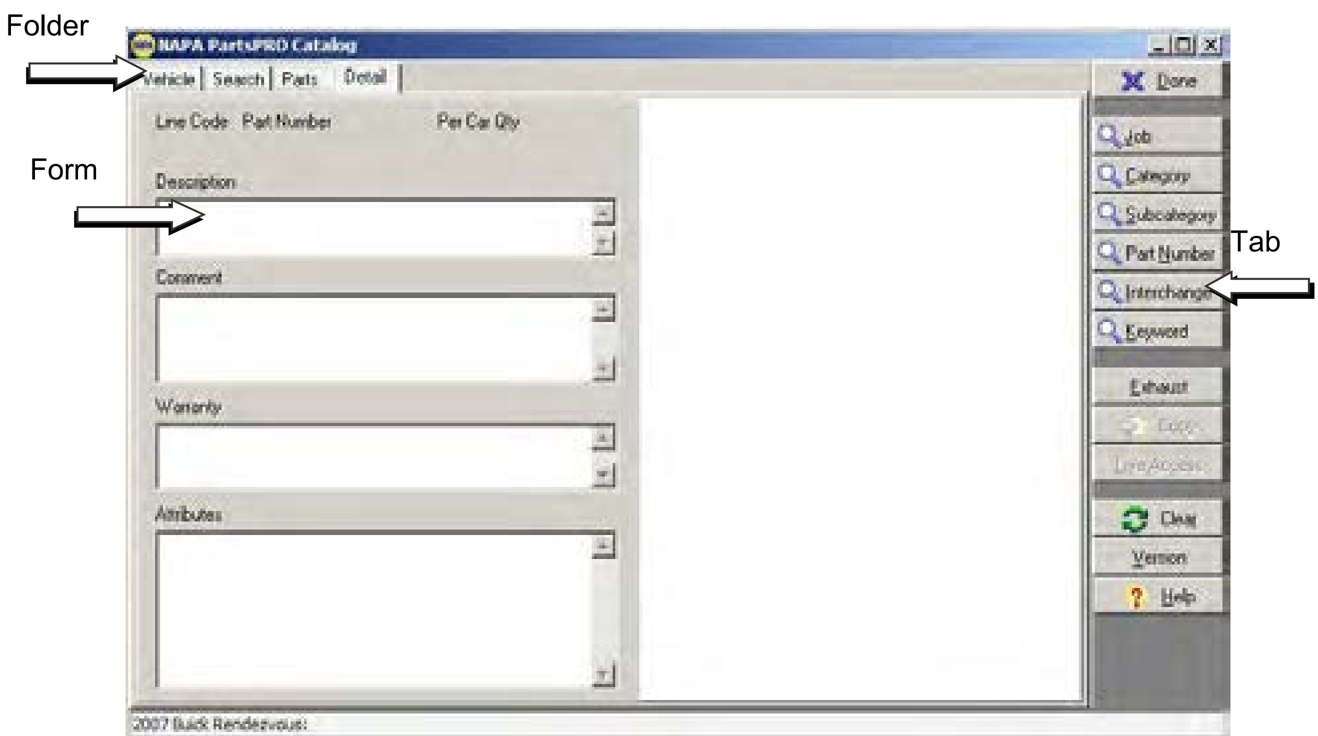
Tabs, Folders, and Forms

Some sections in TRACS are organized by tabs. Each tab is a logical group of related questions. Tabs are located on the right side of the screen.

Folders are located within Tabs. Folders provide subcategories for Tabs. Some Tabs are brief and have no need to be divided into Folders.

Forms are parts of the screen where you can enter information or make selections. Forms also provide basic information about the type of information the system needs to effectively process your company's data.

The following image indicates the location of Tabs, Folders, and Forms:



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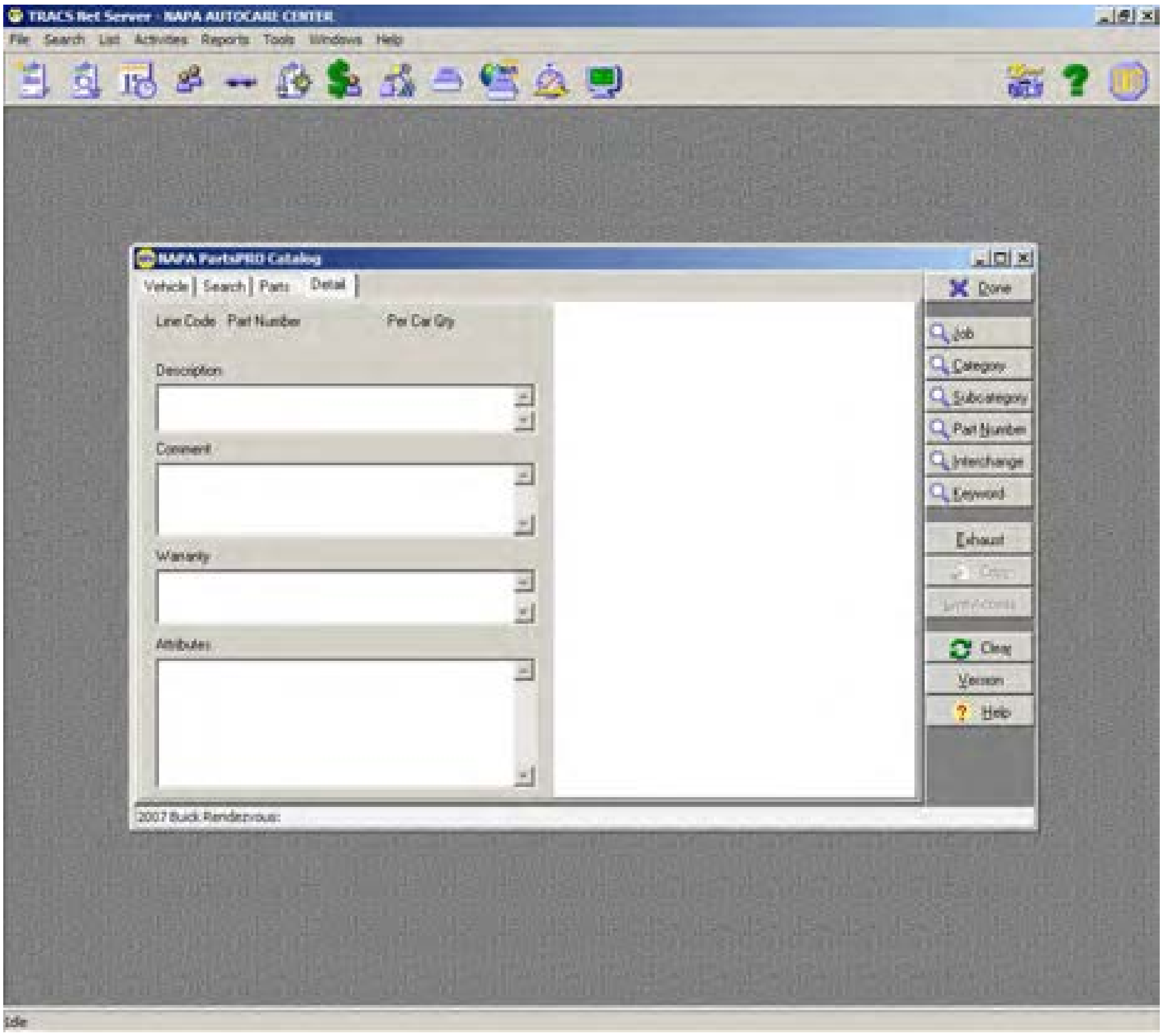
Maximizing Your Window

When using TRACS, you may at times need to maximize the size of your viewing window. Otherwise, you will not be able to see and use the **Help**, **Previous**, **Next**, and **Done** buttons at the bottom of the screen.



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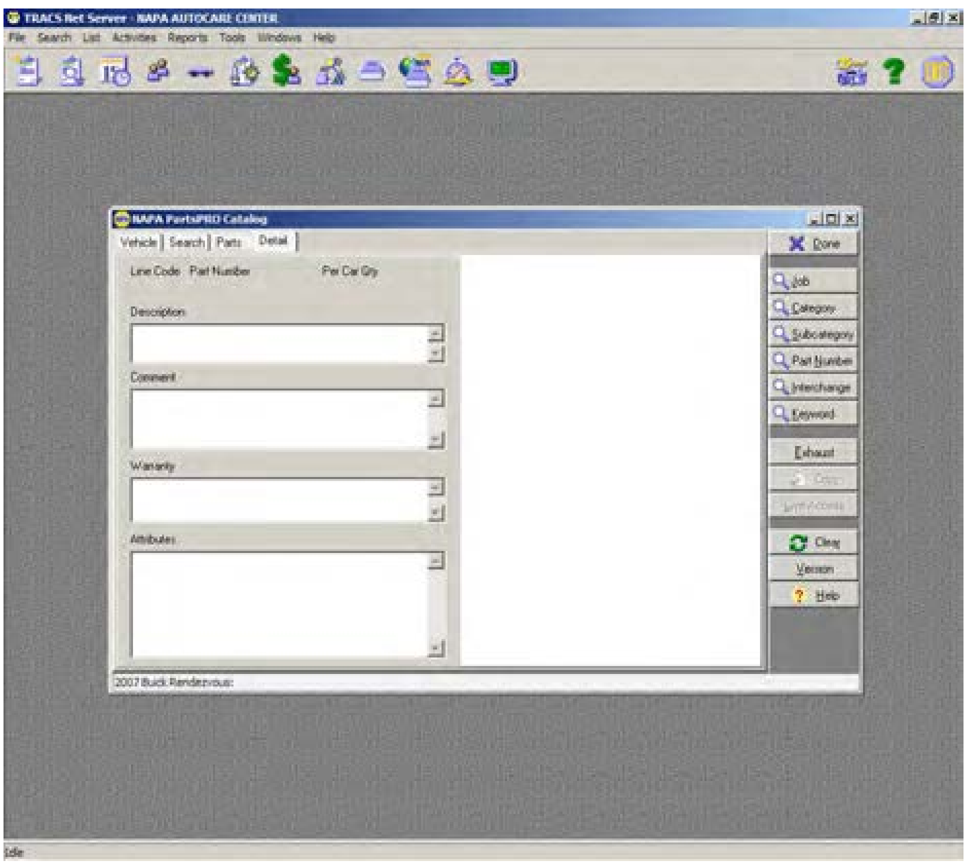
How To To maximize your viewing window, perform the following steps:

Step	Action
1	Click the **Maximize** button above the EXIT sign.  and the window will maximize, displaying the buttons at the bottom of the screen.



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How To Use This Guide, Continued

Resolution

The system operates most effectively at a screen resolution of 800 x 600 pixels. If your desktop is at a lower resolution, some options available on specific screens will not be displayed.

How To

To set your screen resolution, perform the following steps:

Step	Action
1	Click the **Start** button on your Windows toolbar.
2	Click **Settings**.
3	Click **Control Panel**.
4	Double click the **Display** icon, and the **Display Properties** window displays.
5	Click the **Settings** folder.
6	Slide the bar in the **Desktop area** box to the right or left until **800 x 600 pixels** displays under the slidebar.
7	Click the **OK** button, and the system will ask you to wait.
8	Click the **OK** button, the system displays the new resolution and asks you if you would like to keep the current setting.
9	Click the **Yes** button. You have now set your screen resolution to 800 x 600 pixels.

Navigational Terms

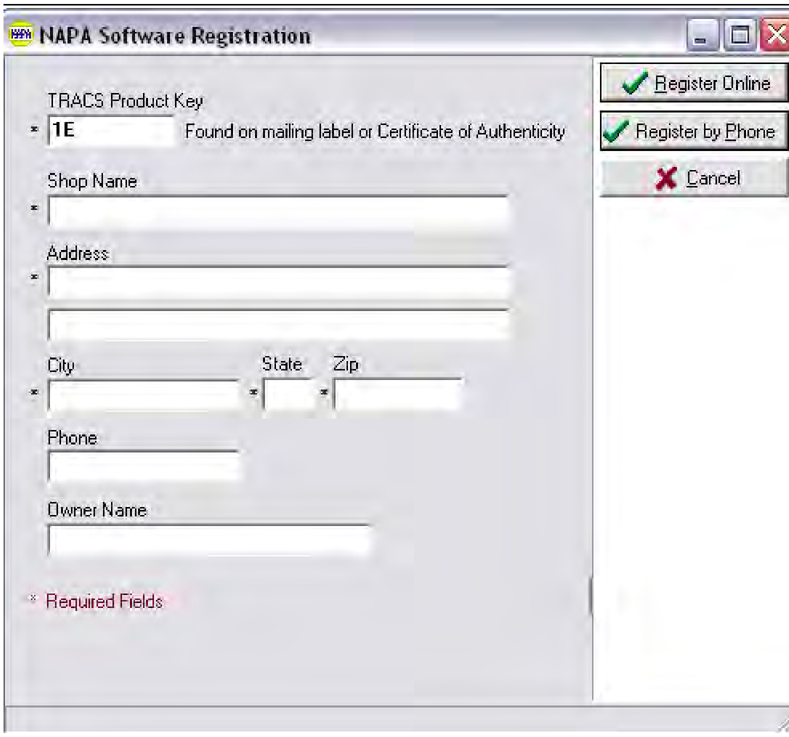
Terms	Some of the terms used in this guide might be new to you. Review any new terms listed below before you begin working with the TRACS application.
Click	This function allows you to select specific items on the screen by pressing the left mouse button down one time.
Double-click	This function allows you to perform certain tasks such as editing or selecting an item by pressing the left mouse button down twice very quickly.
Right-click	This function provides quick access to other system features by pressing the right mouse button one time.
Down Arrow	Down arrows display in fields that have pull-down menus allowing you to select items from a list. Click on a down arrow to activate the pull-down menu.
Type Ahead Search	The Type Ahead Search feature allows you to type in the first few letters of the item you are searching for, and the system produces a list of those items beginning with the letters you typed. This feature is designed to decrease time spent scrolling through a large list of items such as parts.
Case Sensitive	Case sensitive refers to the way in which the system responds to a data search that is typed. For example, if you are searching for John Smith's work order by typing in the customer's name, you would need to make sure that you typed the name exactly as it appears in the database. If the customer's name was originally spelled in all upper case letters (that is, JOHN SMITH), the system would not be able to locate the customer's name typed any other way. **It is recommended that you keep your caps lock on at all times.**

Registration

The first time that you run TRACS after you have installed it (or updated to version 7.2), the program will prompt you to complete the online registration process.

How To To register your TRACS software online, complete the following steps:

Step	Action
1	When the registration window appears, enter your Product Key, which can be found on the mailing label of your mailing packet.
2	Click the **Register Online** button.
3	Your software is now registered. You only have to do this once, on the Server; you do not have to re-enter the Product Key for individual clients. If an error message appears, check that your Internet connection is working properly and try again.



Online Updates

TRACS automatically searches for online updates and downloads them in the background until you are ready to install them. You can continue to work while the download occurs, so updates can download during the day while you are running TRACS but you can wait until you are ready to install them.

The search occurs automatically when you launch the software. TRACS will notify you when the download is complete.

The update status will appear in the lower left corner of your TRACS screen. If you see an error message like the one below, check to make sure your Internet connection is working properly.

Back-Up

Back-ups help protect your business by making copies of your computers work related information. Situations can arise such as: a disk crash, fire, theft, software or hardware failure, accidental deletion, power fluctuations, or the forces of nature. Performing good back-ups help to prevent the inconvenience and possible high costs associated with lost data.

LINK/NET are both designed to request a back-up every 30 hours. This is not to say that a back-up can not be done more frequently, but that is the schedule the program uses. Most users will do one at the end of each business day. That is the recommended and safest method. The following pages will instruct you on how to correctly perform a back-up.

NOTE: NET users only have to perform a back-up on the Server.

Before You Begin

Before you do a back-up, you will need to:

- Close all other programs
- Have the back-up medium readily available
- Log out all clients (**NET ONLY**)
- Verify the back-up path is correct.

NOTE: Backing up to "C" could result in permanent loss of all information! The best option is to back up to an external medium, such as a jump drive. These insert into the USB port of your computer and the path is usually "E:\" or "F:\" though this may vary.

How To

To correctly perform a back-up , perform the following steps:

Step	Action
1	Start on the TRACS main screen and click on the menu option **File**.
2	A drop menu appears. Click the **Backup** option.
3	The Back-up window appears. Insert the back-up medium (for example, a jump drive into the USB port of your computer).

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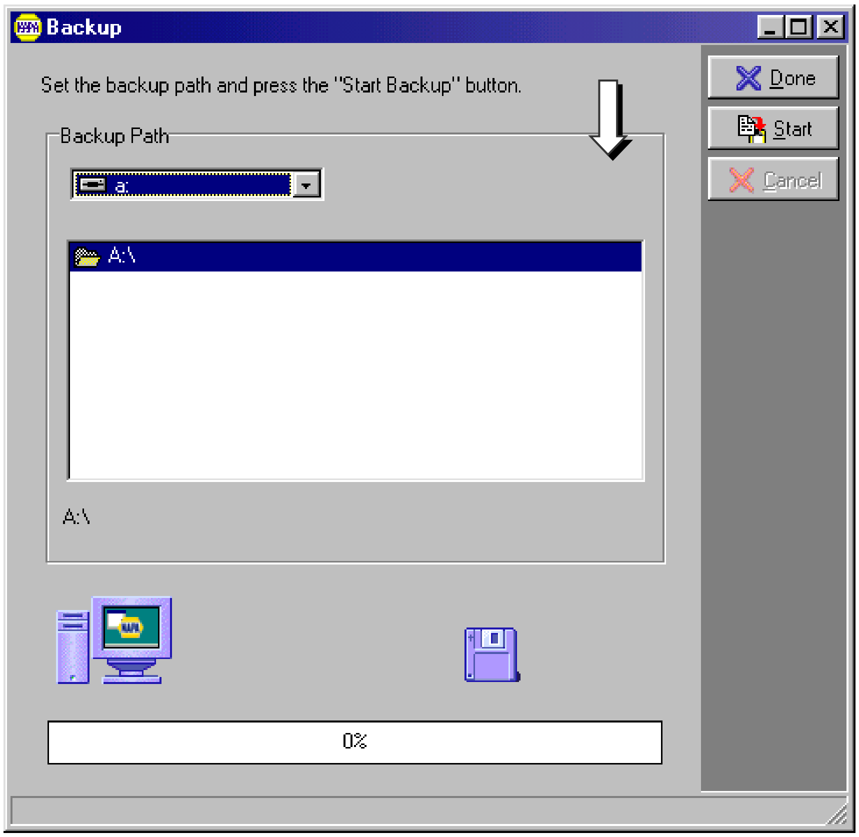
How To (continued)



Step	Action
4	Click the **Next** button, and the **Your Business Name** form displays.
5	The back-up path determines where the information is sent to be stored. Locate the letter of the drive where you have the removable medium inserted and press **Start**. In the example above the computer has a diskette drive, which is "A:\" but if you are using a jump drive it is likely "E:\" or "F:\".

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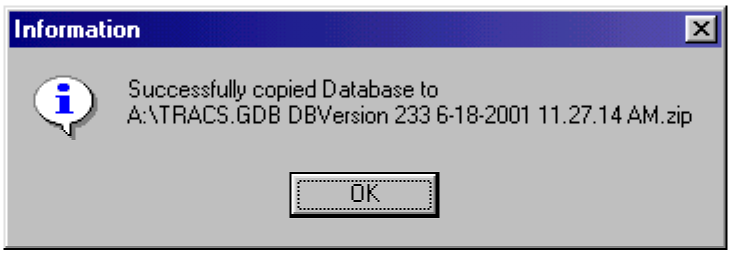
Back-up, Continued

How To (continued)

Step	Action
6	Once the back-up is complete, the information screen appears and declares the back-up a success.



7	You may now click OK. As a reference, the back-up will have the date and time it was performed in its title. This serves as an identifier on the diskette.
8	The back-up window will still be open. Click the Done button to close it. The back-up process is now complete. You may resume daily activities.
	NOTE! Never do a back-up to a drive that does not use some type of removable medium. If Hardware problems occur the information could be lost!
	If you are using diskettes, it is also a good idea to have a diskette for each business day. Using the same diskette daily is a potential risk.

Chapter 2: Setting Up Preferences

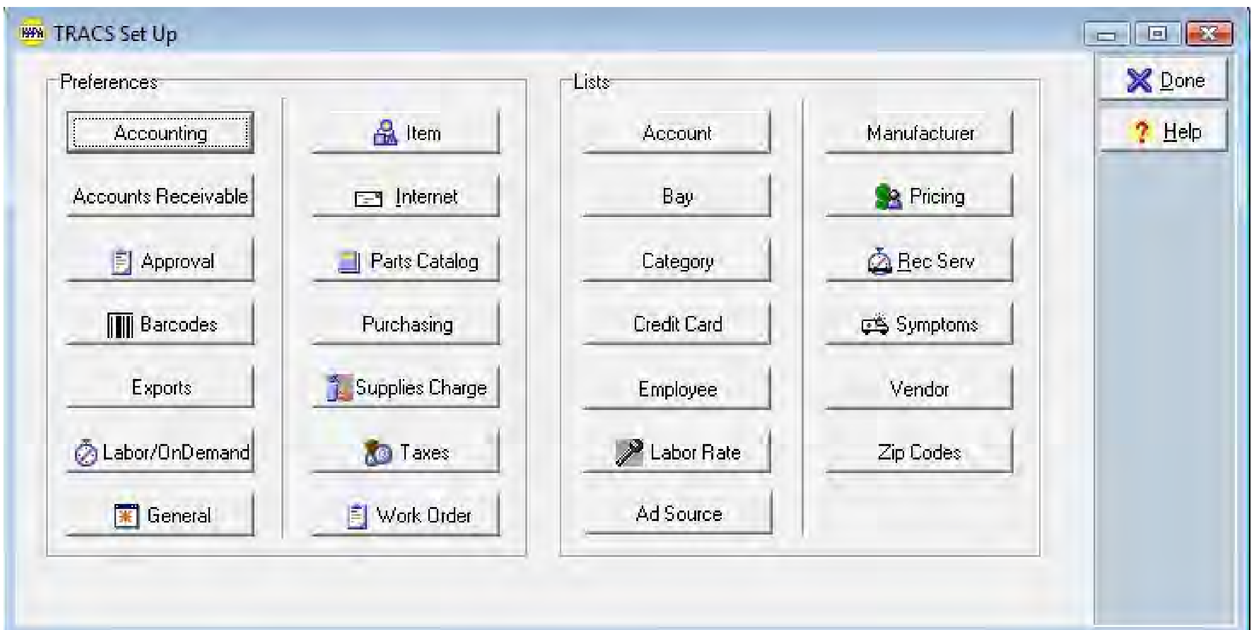
Preferences Overview

Introduction

The **TRACS Set Up** feature provides you with the opportunity to set up or modify options related to system preferences or system lists.

This chapter covers preferences, and Chapter 3 covers lists.

To access the set up feature, choose **Set Up** from the **File** drop-down menu.



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This Chapter

This chapter covers the following concepts and processes:

- **Accounting**
- **Accounts Receivable**
- **Approval**
- **Barcodes**
- **Exports**
- **Labor/OnDemand**
- **General**
- **Item**
- **Internet**
- **Parts Catalog**
- **Purchasing**
- **Supplies Charge**
- **Taxes**
- **Work Order**

Accounting

Accounts Tab Purpose

The **Accounts** tab is designed to assist you in the collecting and exporting of accounting information to QuickBooks. (Optional and customer supplied)

***NOTE*: TRACS Technical Support only ensures the successful importing of your TRACS data into QuickBooks. NAPA TRACS does not sell, support or train you on QuickBooks Accounting Software!**

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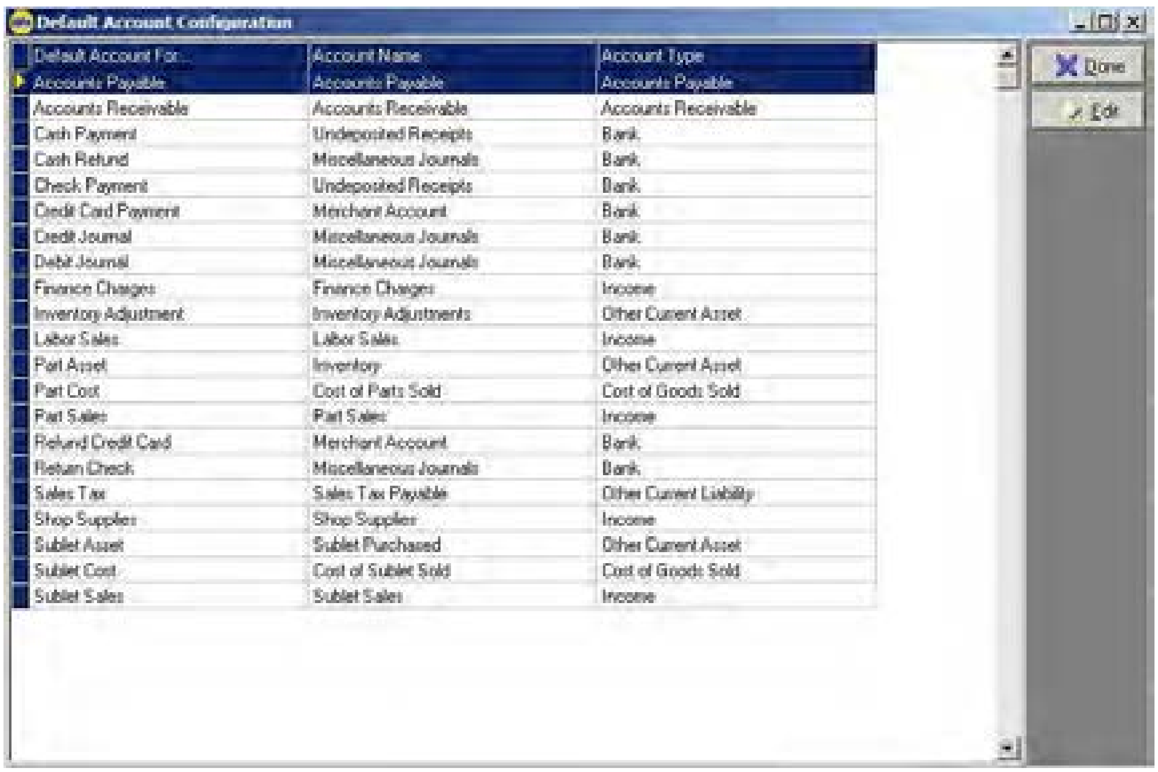
Accounting, Continued

Account Configuration

The **Account Configuration** window provides you with a table, which shows the relationship between the common account names in Quickbooks and their default account types in TRACS.

Again, it is usually not necessary to add or edit this information. The system provides you with the ability to add and modify account information. However, since this process usually is not necessary, those steps are not presented in this documentation.



Default Account For	Account Name	Account Type
Accounts Payable	Accounts Payable	Accounts Payable
Accounts Receivable	Accounts Receivable	Accounts Receivable
Cash Payment	Undeposited Receipts	Bank
Cash Refund	Miscellaneous Journals	Bank
Check Payment	Undeposited Receipts	Bank
Credit Card Payment	Merchant Account	Bank
Credit Journal	Miscellaneous Journals	Bank
Debit Journal	Miscellaneous Journals	Bank
Finance Charges	Finance Charges	Income
Inventory Adjustment	Inventory Adjustments	Other Current Asset
Labor Sales	Labor Sales	Income
Part Asset	Inventory	Other Current Asset
Part Cost	Cost of Parts Sold	Cost of Goods Sold
Part Sales	Part Sales	Income
Refund Credit Card	Merchant Account	Bank
Return Check	Miscellaneous Journals	Bank
Sales Tax	Sales Tax Payable	Other Current Liability
Shop Supplies	Shop Supplies	Income
Sublet Asset	Sublet Purchased	Other Current Asset
Sublet Cost	Cost of Sublet Sold	Cost of Goods Sold
Sublet Sales	Sublet Sales	Income

Accounts Receivable/Finance Charges

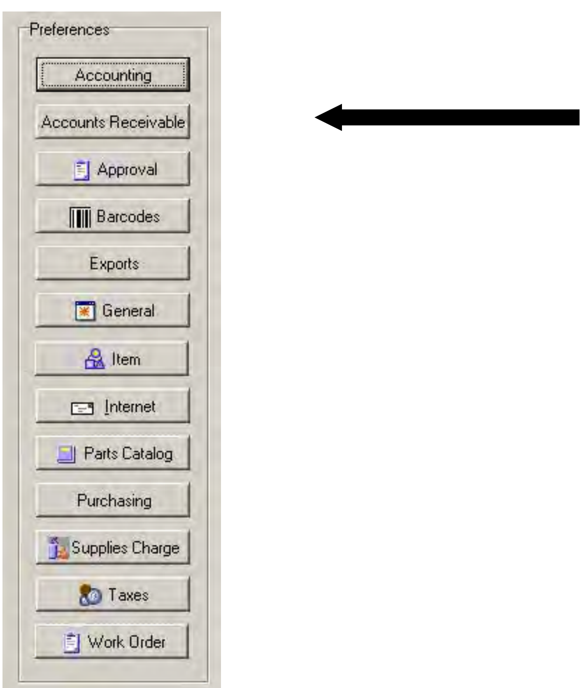
Before You Begin

Before you begin working with the **Accounts Receivable** detail option, you will need to make the following decisions.

- Do I want to have accounts receivable?
- How long will customers have to pay their bills?
- Will there be finance charges and if so how much?

Accounts Receivable Option Purpose

Businesses often have large accounts with customers who require frequent services and may have more than one vehicle to maintain. These are the accounts that benefit both you and the customer. To assist with these types of situations their is the Accounts Receivable option. It will allow you to customize accounts and generate statements. It also is equipped with the option to use finance charges for those customers who may carry a balance from time to time



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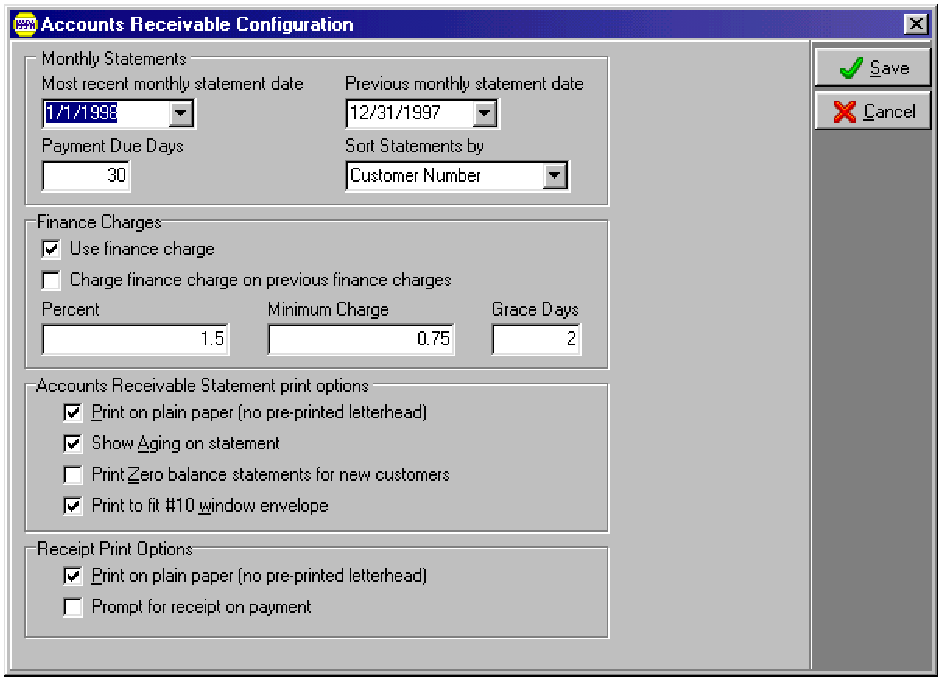
How To

To set up your Accounts Receivable options, perform the following steps:

Step	Action
1	Click the **Accounts Receivable** button on the **Preferences** list, and the **Accounts Receivable Configuration** form displays.



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How To (continued)

2	The Accounts Receivable Configuration screen has many fields to help setup/maintain Accounts. The following list will help clarify these options. • **Most recent and previous monthly statement dates:** These show past dates when statements were generated • **Payment Due Days:** The amount of days a customer has to pay their bill before finance charges are applied. • **Sort Statements by:** Statements are printed based on customer number or Zip Code • **Use finance charge:** This checkbox has to be filled to signal the program to calculate finance charges. • **Charge finance charge on previous finance charges:** This check box signals the program to include previous finance charges in the current AR close. • **Percent:** This is where the finance charge percentage is added • **Minimum Charge:** Lowest finance charge a customer can receive regardless of their account balance. • **Grace Days:** These are bonus days given to a customer that extend the actual payment due days. A payment period of 30 days with 2 grace days is actually a pay period of 32 days.
3	The following options relate to printing statements. • **Print on plain paper:** This signals that statements will be printed on plain paper. • **Show Aging on statement:** This puts past activity on statements. This selection usually causes statements to be long. • **Print Zero balance statements for new customers:** This will print a statement for new customers with a zero balance. • **Print to fit #10 window envelope:** This signals the program to print customers' names and addresses so that when statements are folded the information will be seen through the envelope window.
4	Once all these options have been added click the Save button.

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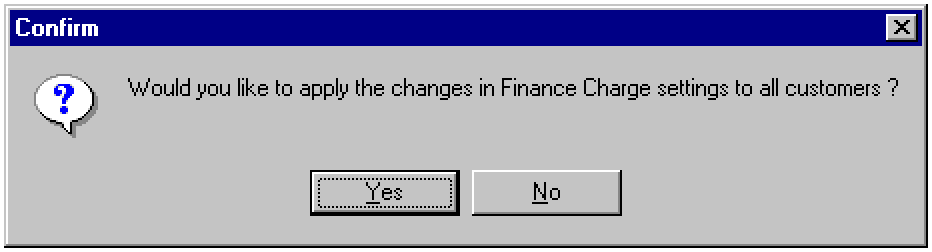
How To (continued)

5	The following message box will appear.



6	Each of these buttons will cause different changes to occur if finance charges have been enabled. **Yes:** This will activate finance charges for all customers. **No:** Finance charges will be activated, but you are required to manually enable each customer's record.
7	You will now be back at the TRACS Setup screen. The following will show you how to change customer files and enable/disable finance charges.
8	Click on the Customers button. 
9	The customer list will appear. Double click on an account you wish to change.
10	The Edit Customer screen appears for the selected customer.

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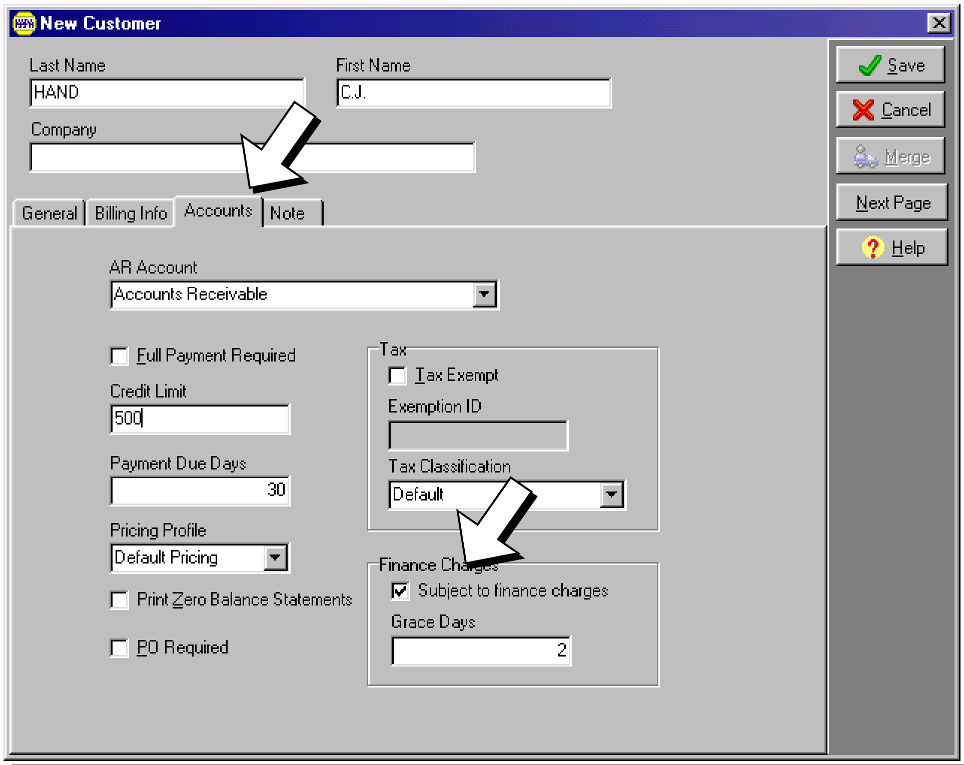
How To (continued)

11	Click the **Accounts** tab.



12	The area titled Finance Charges has the checkbox that needs to be enabled. (Subject to finance charges) The field for Grace Days may also be changed.
13	Click **Save** when you are done editing the record. You will be returned to the customer list where you can continue this process if necessary.
14	Finance charges need to be applied each month prior to generating statements. To do this click on Activities. It is located at the top of the program screen File Search List Activities Reports Tools Windows Help
15	A drop menu will appear. Click the selection titled **Apply Finance Charges.**

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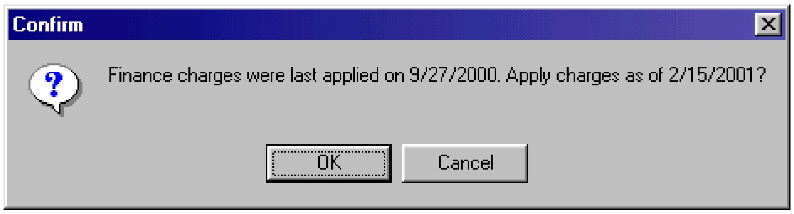
How To (continued)

16	A Confirm window will appear and show the last date when finance charges were applied. If this information is correct click OK to continue.



17	The charges will be applied. Once that is complete click the OK button that appears. You should now run statements as normal.

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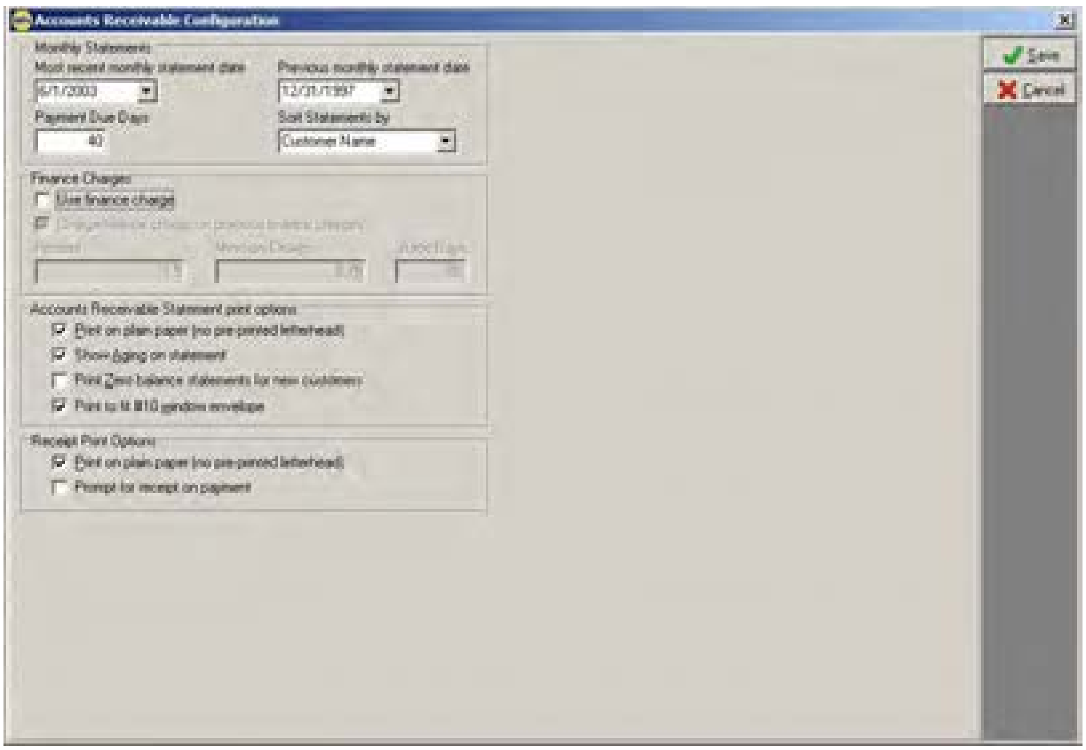
How To

To unapply finance charges, perform the following steps:

Step	Action
1	To unapply finance charges to ALL CUSTOMERS, Click the **Accounts Receivable** button on the **Preferences** list, and the **Accounts Receivable Configuration** form displays.
2	Uncheck the box labeled **Use finance charge**



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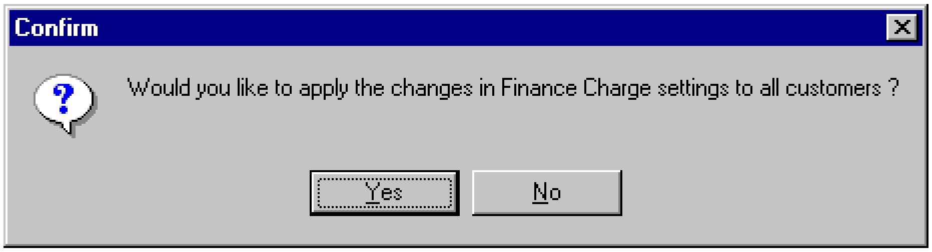
How To (continued)

3	The following message box will appear.



4	Each of these buttons will cause different changes to occur if finance charges have been enabled. **Yes:** This will unapply finance charges for all customers. **No:** Finance charges will be unactivated, but you are required to manually enable each customer's record.
5	You will now be back at the TRACS Setup screen. To unapply finance charges to an individual customer, you will have to manually do so in their record.
6	Click on the Customers and Vehicles button. 
7	The customer list will appear. Double click on an account you wish to change.
8	The Edit Customer screen appears for the selected customer.

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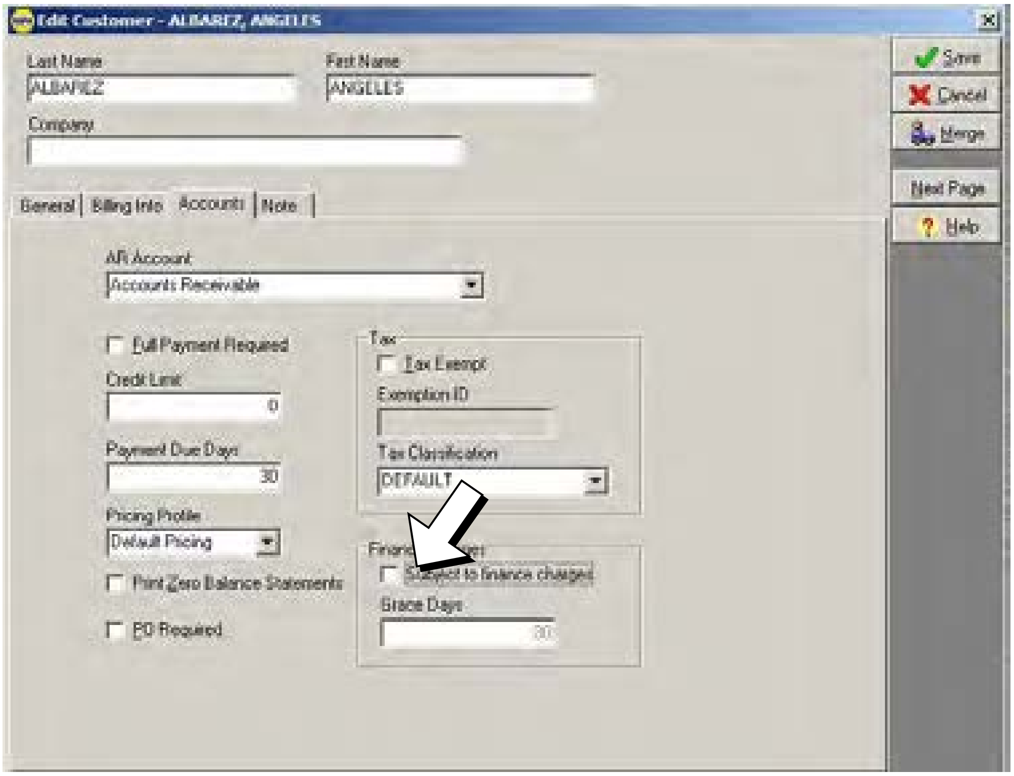
Accounts Receivable/Finance Charges, Continued

How To (continued)

9	Click the **Accounts** tab.



10	The area titled Finance Charges has the checkbox that needs to be unchecked. The field for Grace Days will become grayed out.
11	Click **Save** when you are done editing the record. You will be returned to the customer list where you can continue this process if necessary.

Approval

Before You Begin

Before you begin working with the **Approval** detail option, you will need to gather the following information.

1. Would you like for the system to prompt you for approval when a customer's bill exceeds a specified limit?

2. If so, know a percentage of the customer's total not to be exceeded.

OR

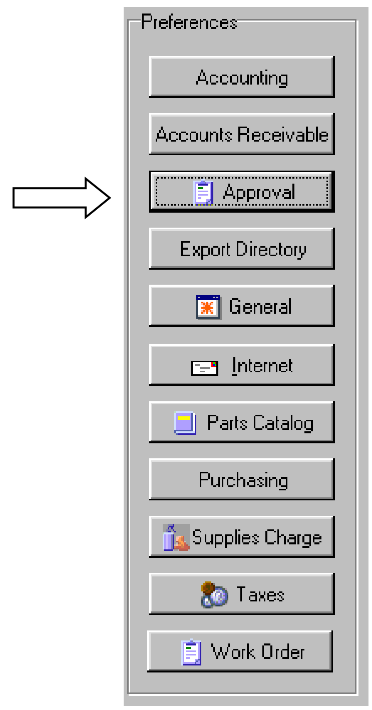
3. Know a dollar amount total not to be exceeded.

Approval Preference Option Purpose

Your customers appreciate the accuracy of your estimates; however, there may be times when the work order exceeds the estimate.

The system provides you with the opportunity to protect the customer and your service writer by setting a limit on how much a work order can exceed an estimate before you receive approval from the customer. This limit can be set to a percentage or an actual dollar amount.

Using the **Approval** detail option provides an automatic message on your screen when a customer exceeds his or her billing estimate.



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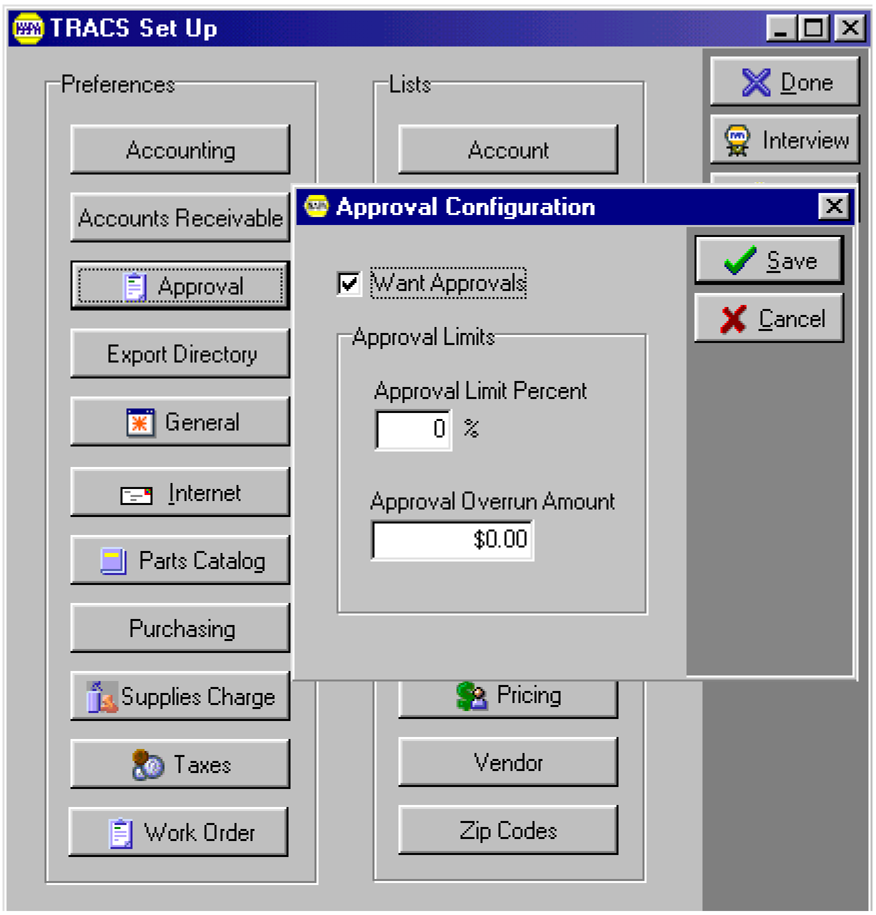
How To

To set up your approval options, perform the following steps:

Step	Action
1	Click the **Approval** button on the **Preferences** list, and the **Approval Configuration** form displays.



2	Click to place a check mark in the **Want Approvals** field if necessary, and the fields in the **Approval Limits** box become active.

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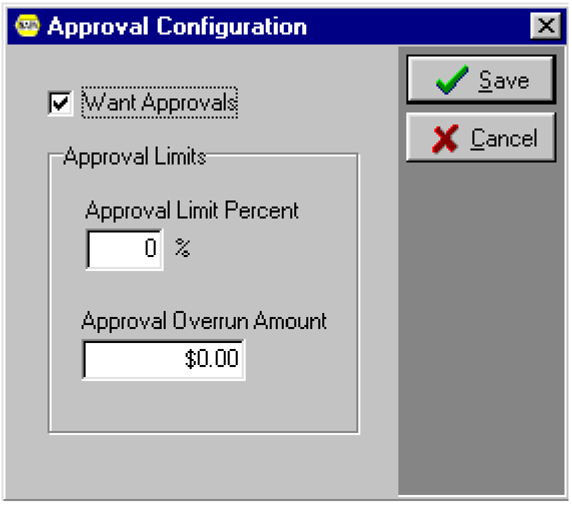
How To (continued)



Step	Action
3	Type one of the following: • a percentage in the **Approval Limit Percent** field to indicate the percentage that the estimate should not exceed, **OR** • a number in the **Approval Overrun Amount** field to indicate the dollar amount that the estimate should not exceed. ***Note:*** The **Approval Limit Percent** field has a default value of zero percent and the **Approval Overrun Amount** field has a default value of $0.00.
4	Click the **Save** button, and the **TRACS Set Up** window displays.

Barcodes

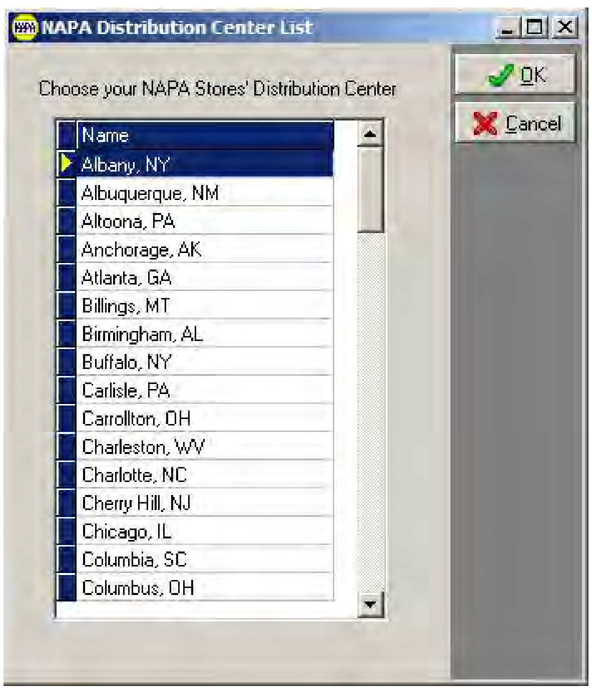
Barcode Scanning

To use a barcode scanner, you will need to set up the correct **Distribution Center**.

How To

To select a distribution center, perform the following steps:

Step	Action
1	Make sure that you have chose the appropriate distribution center when you set up TRACS. Go to **Setup**, then click **Barcodes**, then **Select Distribution Center**.
2	If your correct distribution center does not appear, click **Select Distribution Center**. Select the correct city and click **OK**. Then click Save. You only need to do this once.



Exports

Before You Begin

Before you begin working with **Export Directory** preferences, you will need to decide four things.

1. Would you like to export accounting transactions to Quickbooks?
2. Know the path with which you would like to export accounting information:
3. Would you like to export mailing information (such as customer names and addresses)?
4. Know the path with which you would like to export mailing information:

Export Directory Preferences Option Purpose

The **Export Directory** preferences allow you to identify a path for exporting TRACS information.

You can export accounting information to Quickbooks, an optional accounting package used in the industry, or you can export customer mailing lists to Microsoft Word, another optional package.

You also can specify where to export mailing information. With this information, you can mail your customers notices on special offerings or services.

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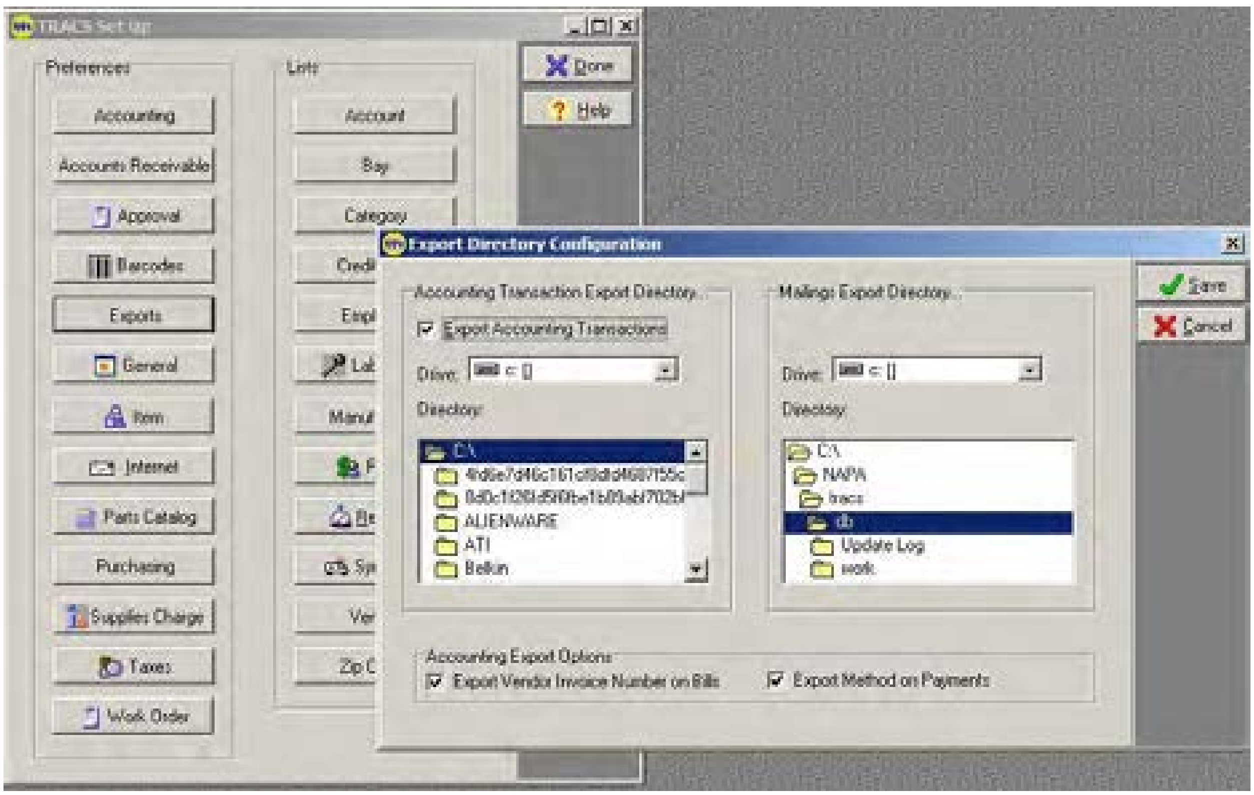
How To To specify export paths for accounting and mailing information, perform the following steps:

Step	Action
1	Click the **Exports** button on the **Preferences** list, and the **Export Directory Configuration** form displays.



2	Click to place a check mark in the **Export Accounting Transactions*** field if you would like to export accounting information. An asterisk (*) indicates that the field is on by default.

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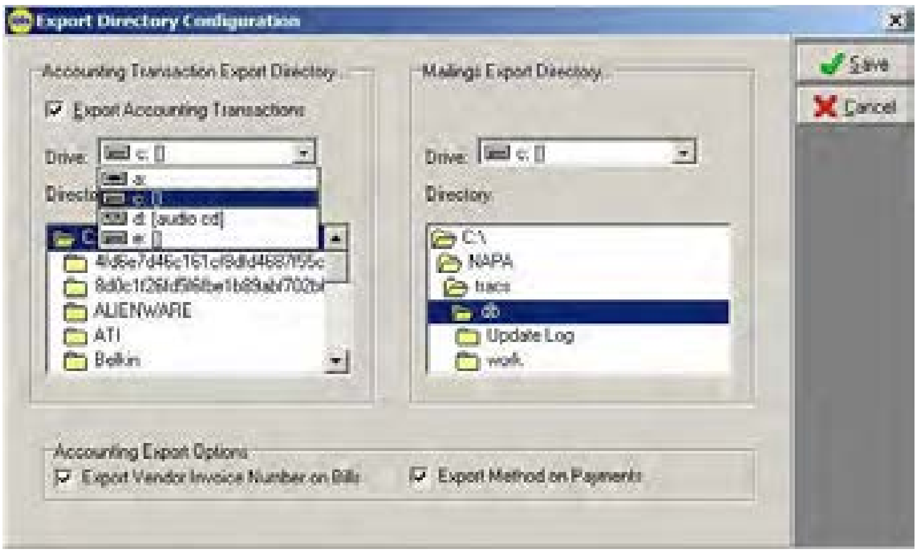
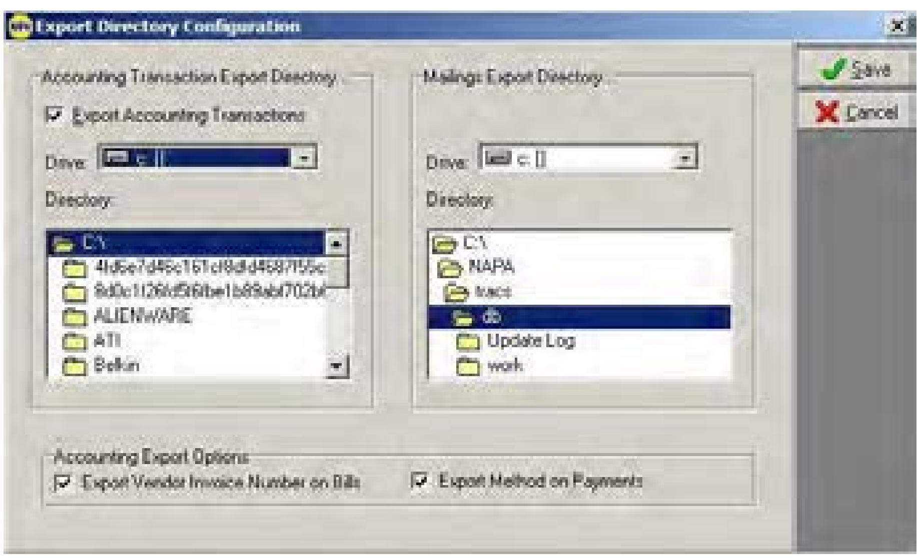
How To (continued)

Step	Action
3	Click the down arrow next to the **Drive** field in the **Accounting Transaction Export Directory** box (if it is not already selected), and the dropdown list displays your systems drives.



4	Click the desired drive, and the selected drive's directory displays.

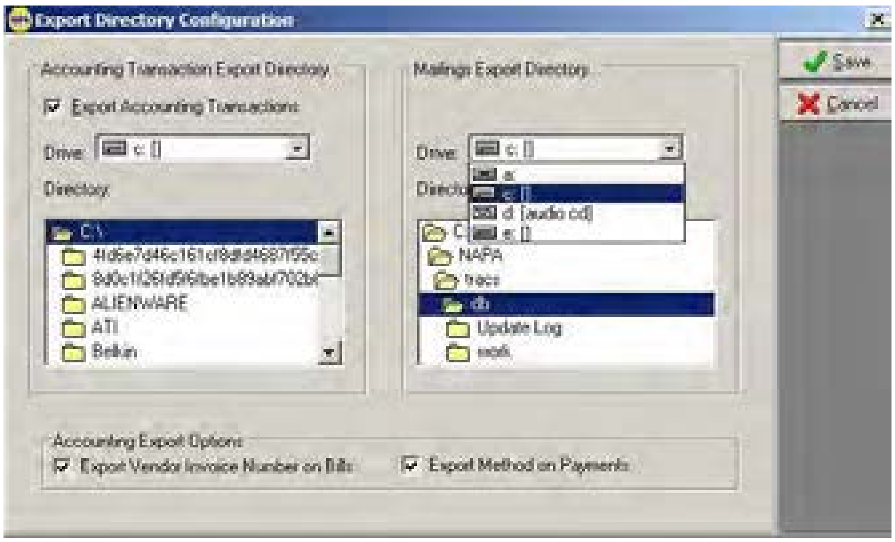


5	Click the desired directory.

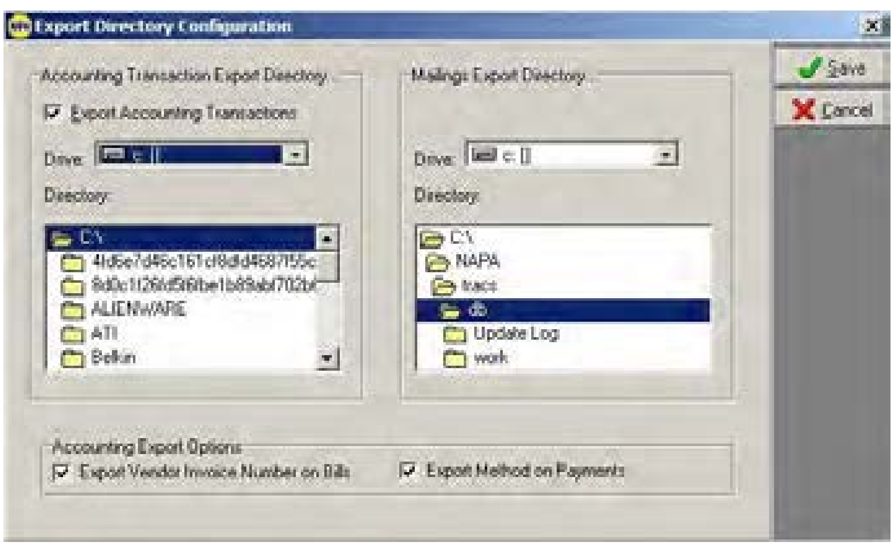
Continued on next page

How To (continued)

Step	Action
6	Click the down arrow next to the **Drive** field in the **Mailing Export Directory** (if it is not already selected), and the dropdown list displays your systems drives.



7	Click the desired drive, and the selected drive's directory displays.



8	Click the desired directory.
9	Click the **Save** button, and the **TRACS Set Up** window displays.

Labor/OnDemand

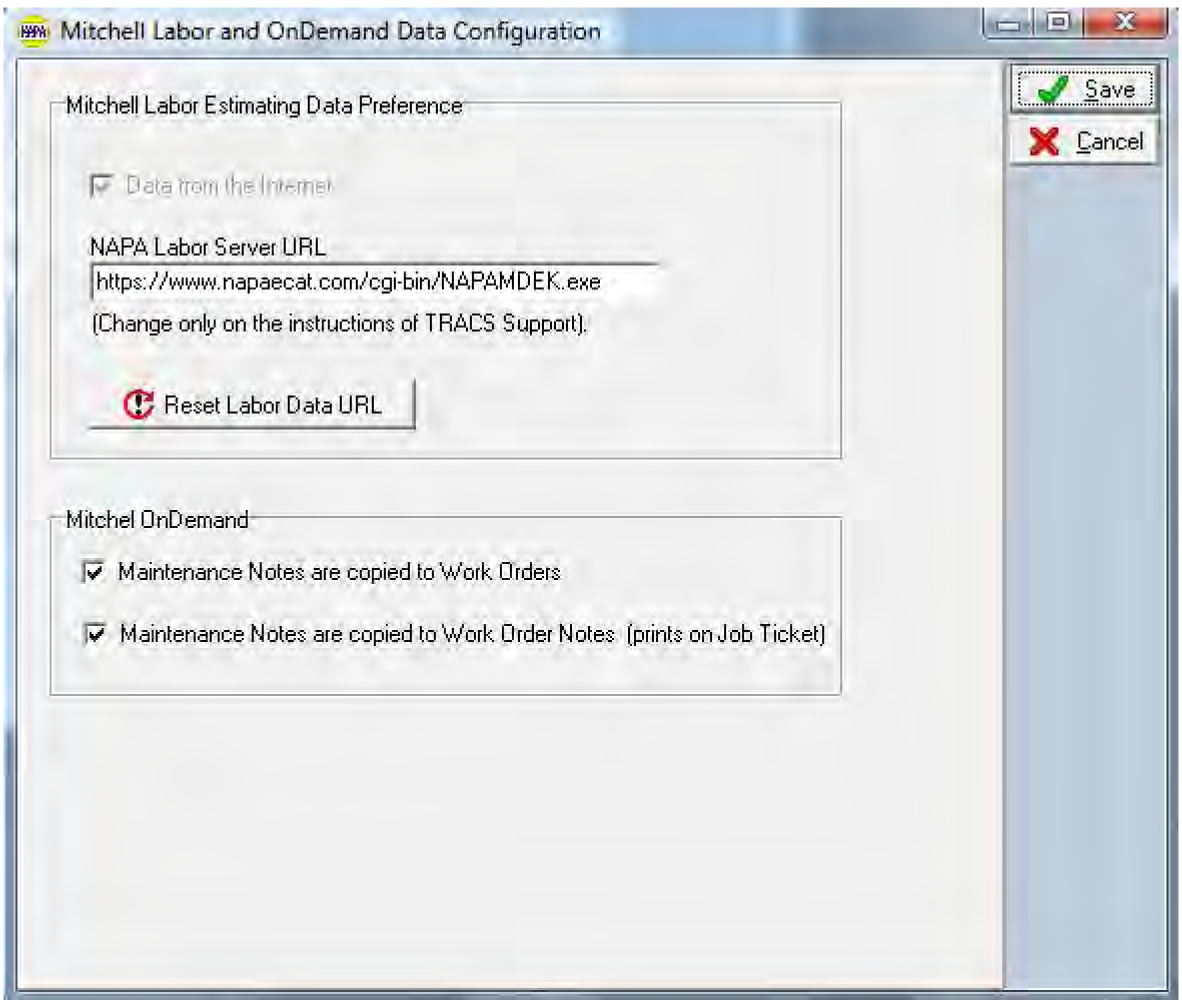
Labor/OnDemand

Preferences

The **Labor/OnDemand** preferences allow you to change options involved in using the Mitchell Labor and OnDemand systems.

Note: Do not change the Mitchell Labor Estimating Data Preferences without instructions from TRACS Support.

You can use this window to set up Mitchell OnDemand to print. Simply be sure that the bottom box is checked. Maintenance notes from OnDemand will then be printed onto the Job Ticket.



General

General Preferences

The **TRACS Preferences** gives you access to the following options:

1. Desktop Preferences
2. Shop Name and Information
3. Workstation Information
4. Security Options
5. WebConnect License Key

How To

To set your desktop preferences, perform the following steps:

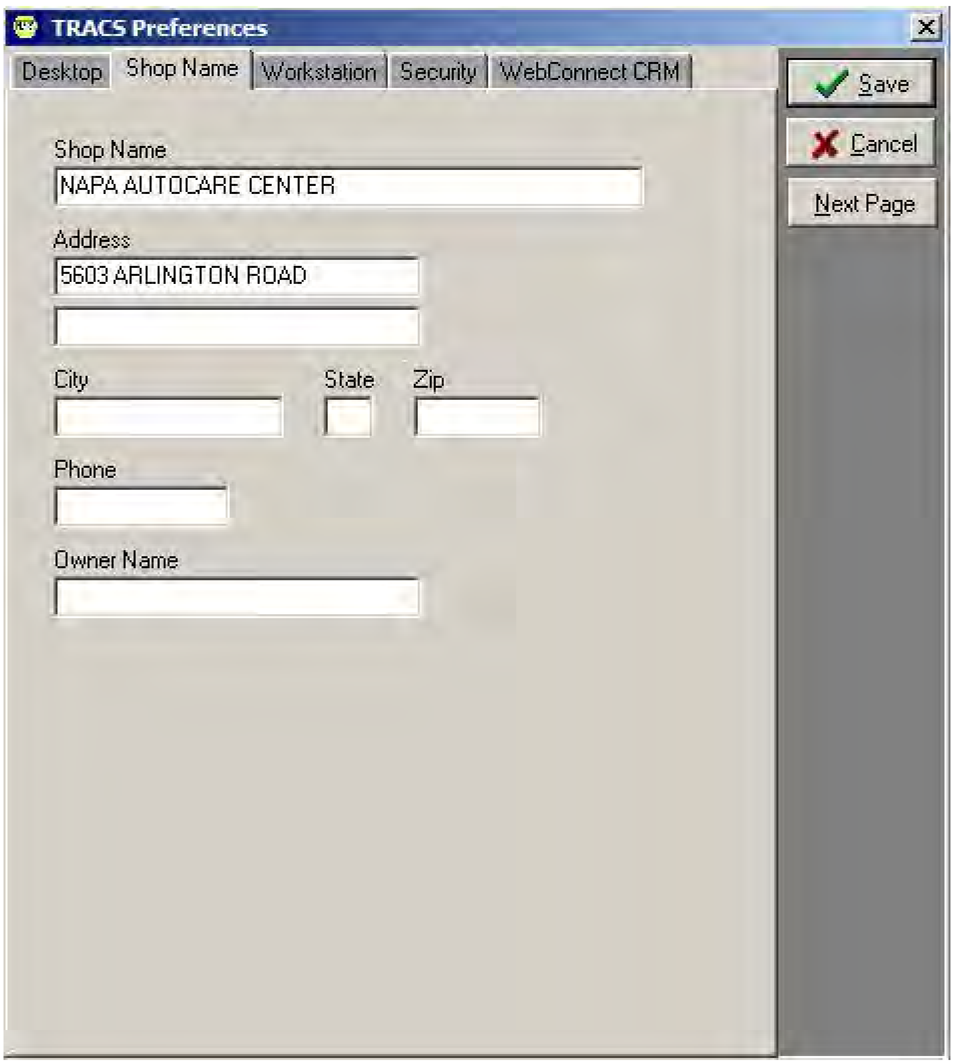
Step	Action
1	Click **General** from the **Setup** bar.
2	Choose the **Desktop** tab.
3	Under **Toolbar Position**, choose "None", "Across the sop", or "On the side".
4	Under **Startup Animation**, choose "Don't show" or "Show".

Continued on next page

How To

To set your shop preferences:

Step	Action
1	Click **General** from the **Setup** bar.
2	Choose the **Shop Name** tab.
3	Enter the appropriate information under **Shop Name, Address, City, State, Zip, Phone,** and **Owner Name**.



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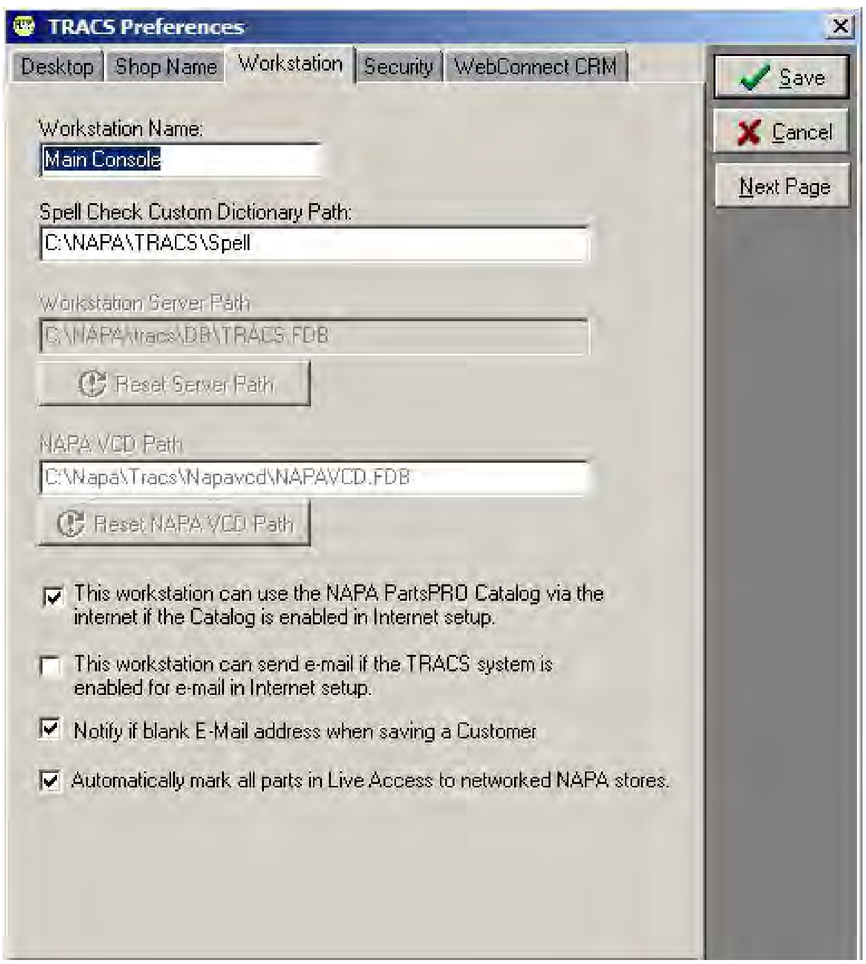
How To

To set your workstation preferences:

Step	Action
1	Click **General** from the **Setup** bar.
2	Choose the **Workstation** tab.
3	Enter the appropriate information under **Workstation Name.** You may also change the **Spell Check Custom Dictionary Path** by entering text.
4	Check or uncheck the bottom boxes to choose or unchoose those options.



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How To

To set your security preferences:

Step	Action
1	Click **General** from the **Setup** bar.
2	Choose the **Security** tab.
3	Check "On" to turn TRACS security on. Check "Off" to turn it off.

Continued on next page

How To

To enter your WebConnect CRM license key:

Step	Action
1	Click **General** from the **Setup** bar.
2	Choose the **WebConnect CRM** tab.
3	Enter your license key into the text area.
4	Click **Save** to save the preferences you have changed.

Item

Item Configuration

This option allows you to choose some of the fields that will appear when a list of items is displayed.

The optional fields include:
1) Cost and Average Cost
2) Tire Fields
3) Multi-Level Pricing
4) Accounts

Continued on next page

How To To complete the **Item Configuration**, perform the following steps:

Step	Action
1	Click **Item** in the **Setup** box and the **Item Configuration** window appears.

5	Click the boxes by each list field to check or uncheck them.
6	When the desired list fields are checked, click **Save**.

Internet

Before You Begin

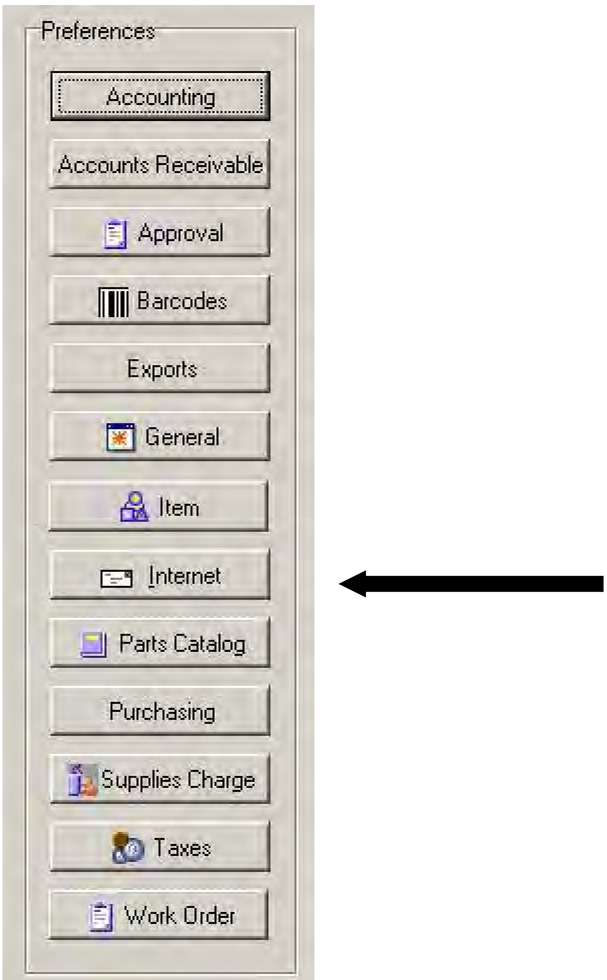
Before you begin working with the Internet preferences option, you will need an account with an ISP. These functions will not perform until you have a working account. There are several ISP's you can choose from. Examples of an ISP would be Earthlink, BellSouth, SegaNet, Microsoft Network, and whatever may be offered by your local phone service. **The ISP (Internet Service Provider) also has to use a SMTP server and a POP 3 Server. These required options effect the sending and receiving of email. They should be addressed with the ISP prior to account activation.**

NOTE: America Online does not meet these requirements and is known to create several issues in the TRACS NET environment.

Continued on next page

Internet Purpose

The Internet feature provides you with the opportunity to communicate with your customers and other NAPA stores on the wide area network. You will be able to send emails to customers in regard to estimates and invoices. It can also be used to do recommended services and special mailings.



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Internet Option

The **Internet Feature** contains the following options:

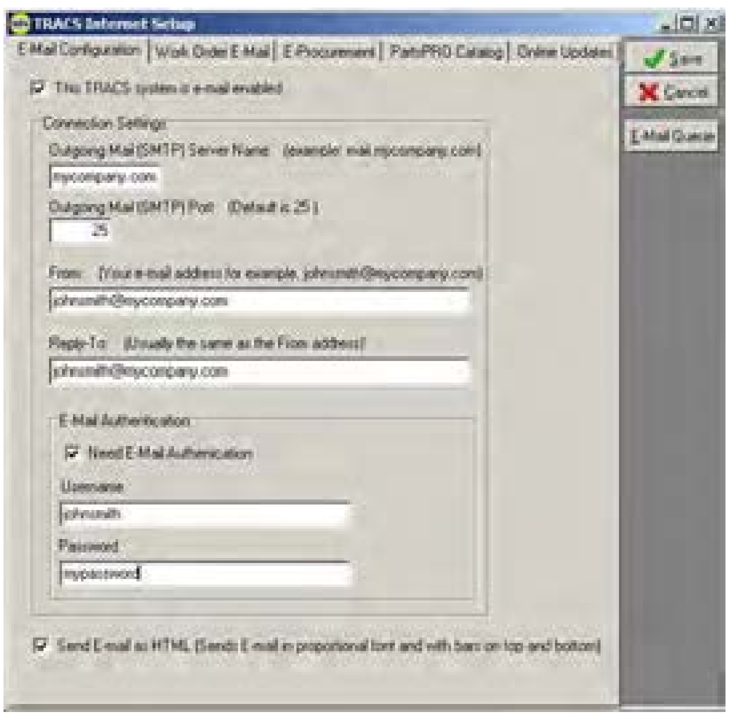
- **Setup fields**
- **Subject fields for estimates and invoices and recommended services**
- **Fields for messages on estimates and invoices and recommended services**
- **E-procurement**
- **Internet-enabled Parts-Pro Catalog**
- **Online Updates**

Continued on next page

How To

To setup the Internet function for email, perform the following steps:

Step	Action
1	Click the **Internet** button in the **Preferences** box, and the **Internet Setup** window displays.
2	Click the E-Mail Configuration Tab. This screen is where you need to contact your ISP to enter the correct information.
3	You will also need to enter your username and password, if your email address requires it.
4	If you check the "Send E-mail as HTML" box, emails will be sent with HTML formatting that include proportional font and blue and yellow bars on the top and bottom.



Note: Your From: button must contain your logon from your ISP. You cannot put your address from NAPA WEB Connect here. If you do not place the logon from your ISP, you will get an invalid login error from your SMTP server while you are trying to send an E-Mail.

You May put your E-Mail address from NAPA WEB Connect in the reply to area. If a customer replies back to you it can be accessed via your AutoCare WEB connect account.

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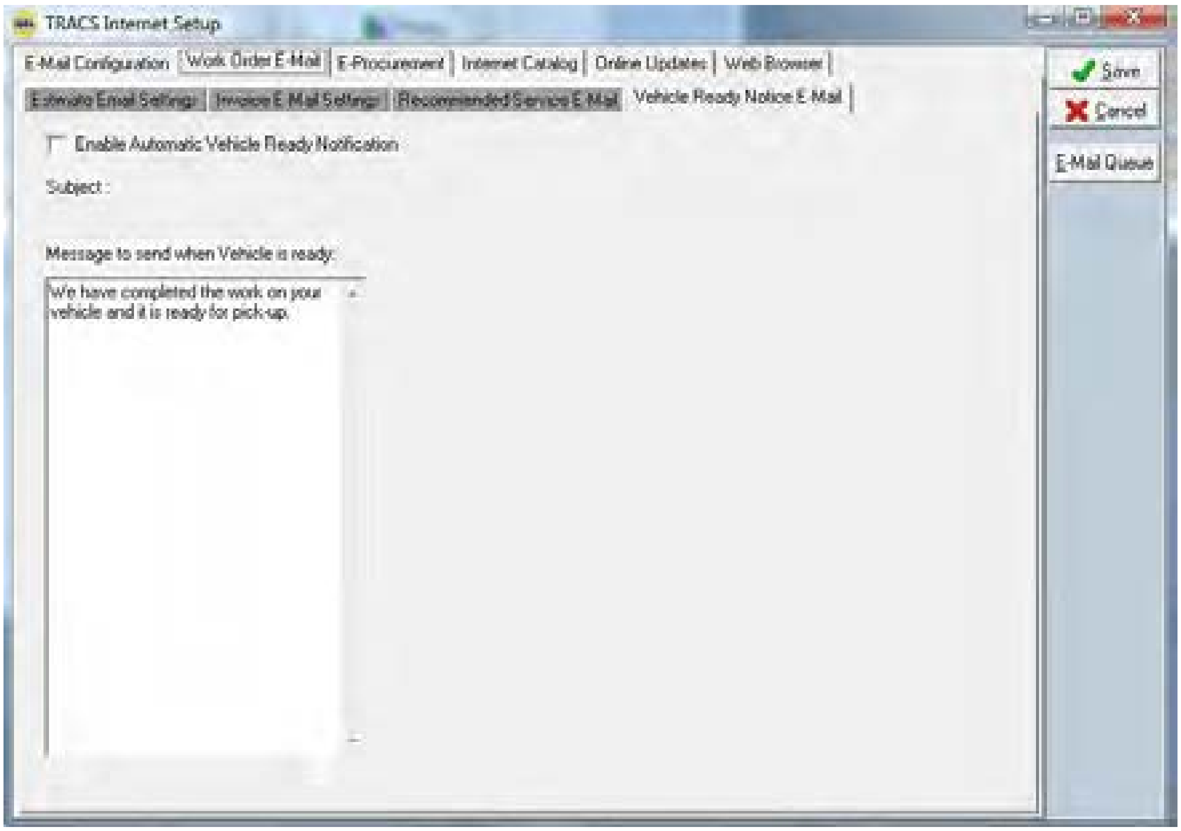
How To (continued)

Step	Action
3	When the E-Mail Configuration screen is complete, click the Work Order E-Mail tab.



4	The Work Order E-Mail screen is where you can specify information sent in e-mails for estimates, invoices, recommended services, and vehicle ready notices. In the **Vehicle Ready Notice E-Mail** tab, be sure to click the "Enable Automatic Vehicle Ready Notification" box if you plan to send automatic e-mails once work orders are completed. For more information about sending these e-mails, see Chapter Six under "Completing an Order."
5	Click **Save** to exit the Internet Setup screen once all information has been added. You will be returned to the setup screen and the main TRACS screen.
6	***NOTE:*** Customers must have an email address entered in their personal information to receive email. Chapter Four covers how to send email to individual customers.

Parts Catalog

About the Catalog

TRACS now has an online option for both the Parts and Labor Catalogs. This catalog provides easy access to the most up-to-date NAPA and Mitchell data online. It also works locally with the catalogs you have installed.

Features include:

- The loading / updating of Mitchell Labor data is no longer necessary
- Saves disk space on your workstations
- Provides access to the latest, most current flat rate data available
- Labor data is always available even if your local Internet connection is down
- New setup option allows you specify which labor data source you prefer - online or local

<u>We strongly suggest</u> that you use the online versions and use you local copy as a backup in the event your local Internet connection is down.

Following are instructions for installing the local copy of the catalog.

Before You Begin

To install or update the **Parts Catalog, Labor Data** and/or **Prices**, you will need to gather the following items. (Use this workspace to organize your progress.)

1. Obtain the following items:
   - ❑ a current NAPA Parts Catalog DVD
   - ❑ a current Mitchell Labor Data DVD
   - ❑ a current Pricing diskette (available from your NAPA dealer)

Also be sure that you have **at least 6 GB** of disk space free on your hard drive.

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Purpose of Registration

Even if you have already installed the catalog, you will need to perform the Parts Catalog set up within the TRACS Set Up.

The Parts Catalog feature provides you with the opportunity to register your NAPA Electronic Catalog DVD of parts and download current parts and pricing information to your hard drive.

This information will be helpful later when you work with estimates and work orders in providing your customers with the most current and accurate costs.

These preferences are very important to the proper operation of the system. **You are required to perform these setup tasks before working with customer work orders.**

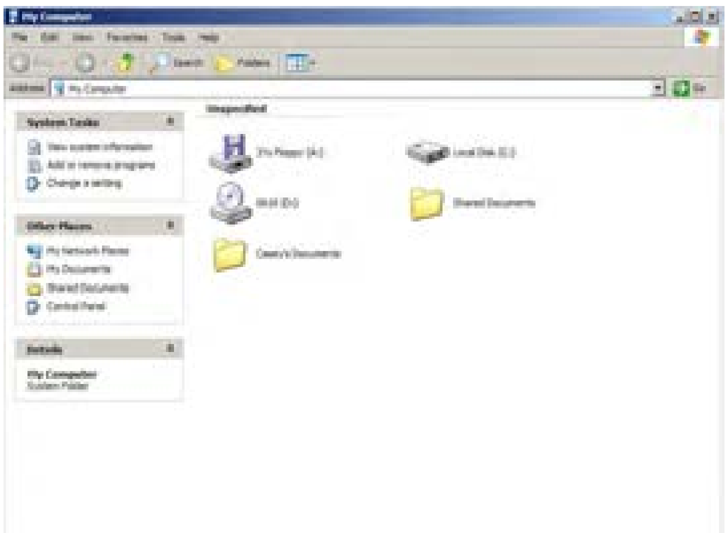
Note: Running the NAPA Pricing Diskette updates both the Parts Catalog and the Items List.

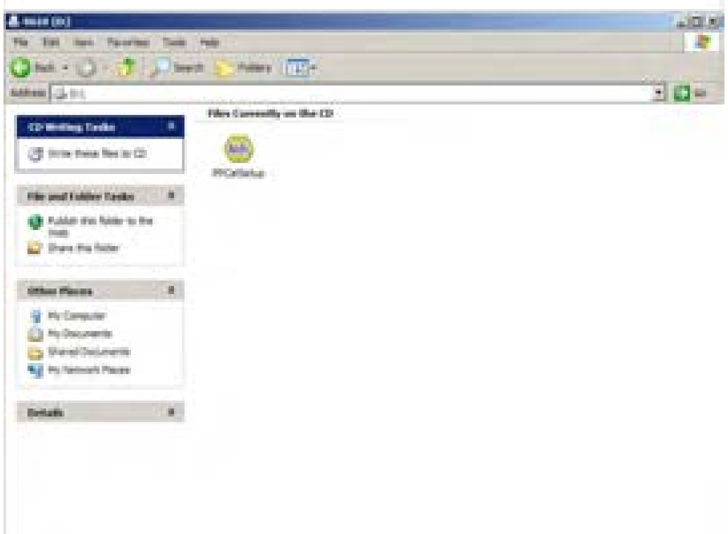
Continued on next page

How To

To install the NAPA **Parts Catalog**, perform the following steps:

Step	Action
1	Be sure that TRACS and other programs on your computer are shut down, and insert the blue NAPA Parts Catalog DVD into your computer's DVD drive.
2	Run the executable file on the DVD. This may happen automatically. If not, go to **My Computer** in the Windows start menu, double-click on the DVD drive folder (in the example below it is the "D" drive but this is not always the case), and then double-click on the PPCatSetup icon.





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How To (continued)

Step	Action
3	You will see the Parts Catalog set-up screen. Click **Next**.

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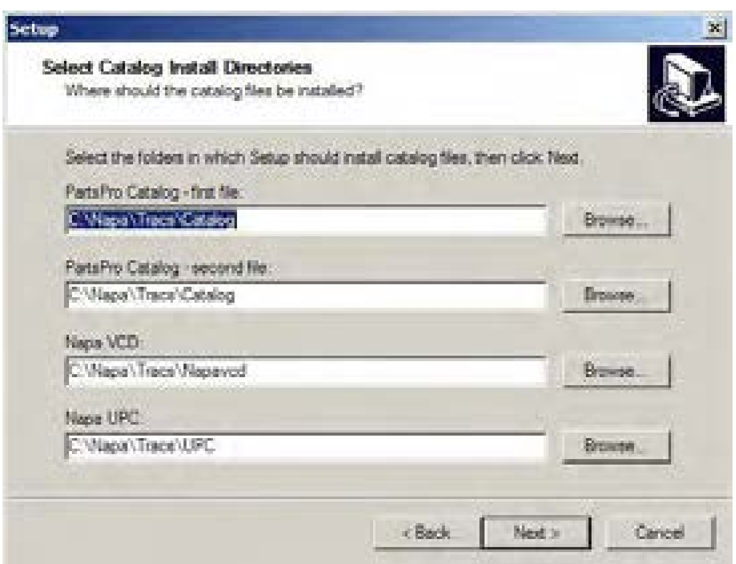
How To (continued)

Step	Action
4	If you are installing the catalog on a network server, click the check box and enter the name of the serve or the IP Address. If it is not a server installation, unclick the check box. Click **Next**.

Step	Action
5	If you wish to change the default locations where the catalog will be installed, then do so now by clicking **Browse** and choosing a new location. Otherwise, accept the defaults by clicking **Next**.



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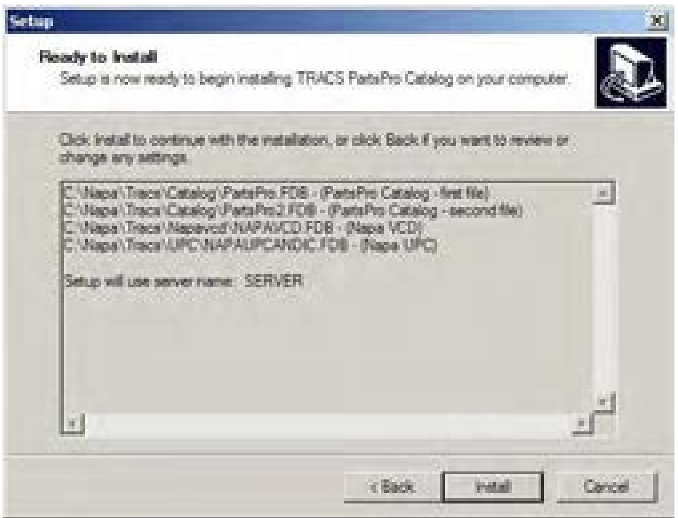
How To (continued)

Step	Action
6	Review the information that you have entered, and click **Install.**



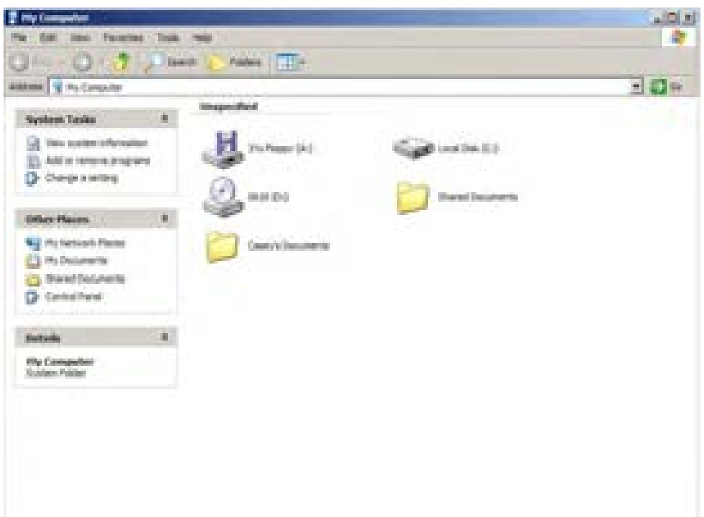
5	If the install was successful you will see the screen above. Click **Finish**. You have successfully installed the Parts Catalog.

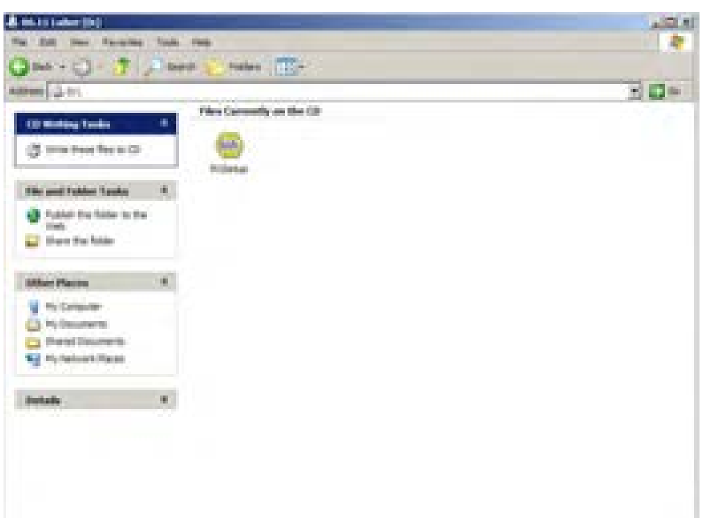
Continued on next page

How To

To install **Mitchell Labor Data**, perform the following steps:

Step	Action
1	Be sure that TRACS and other programs on your computer are shut down, and insert the green Mitchell Labor Data DVD into your computer's DVD drive.
2	Run the executable file on the DVD. This may happen automatically. If not, go to **My Computer** in the Windows start menu, double-click on the DVD drive folder (in the example below it is the "D" drive but this is not always the case), and then double-click on the MlSetup icon.





How To (continued)

Step	Action
3	You will see the Mitchell Labor set-up screen. Click **Next**.

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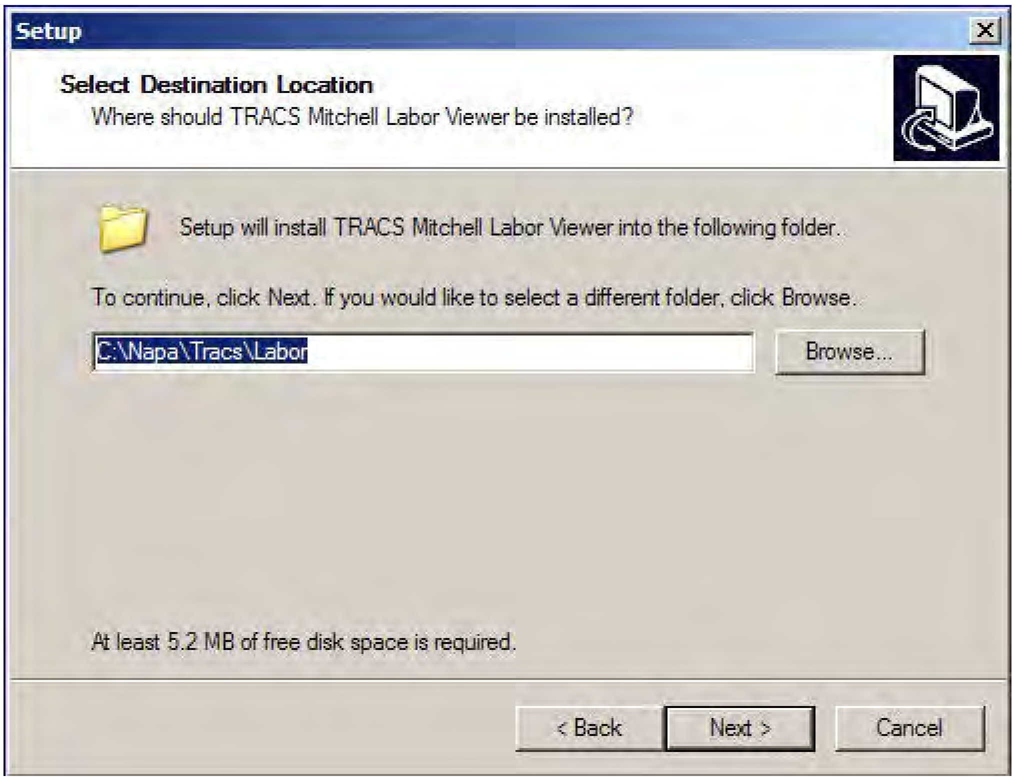
How To (continued)

Step	Action
4	If you wish to change the default location where the data will be installed, then do so now by clicking **Browse** and choosing a new location. Otherwise, accept the default by clicking **Next**.



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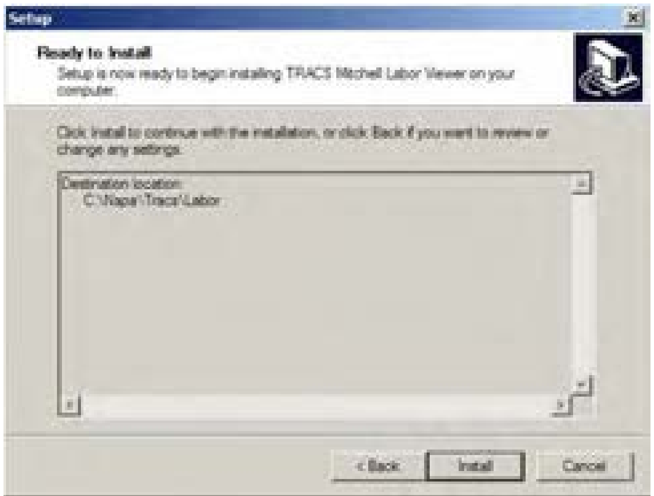
How To (continued)

Step	Action
6	Review the information that you have entered, and click **Install.**



5	If the install was successful you will see the screen above. Click **Finish**. You have successfully installed the **Mitchell Labor Data**.

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Price Update Option

The **Price Update** option allows you to update your system with the most current pricing information from your local NAPA Auto Parts Store.

The price update process will refresh the prices included in your parts catalog as well as the prices of the NAPA items included in your items list.

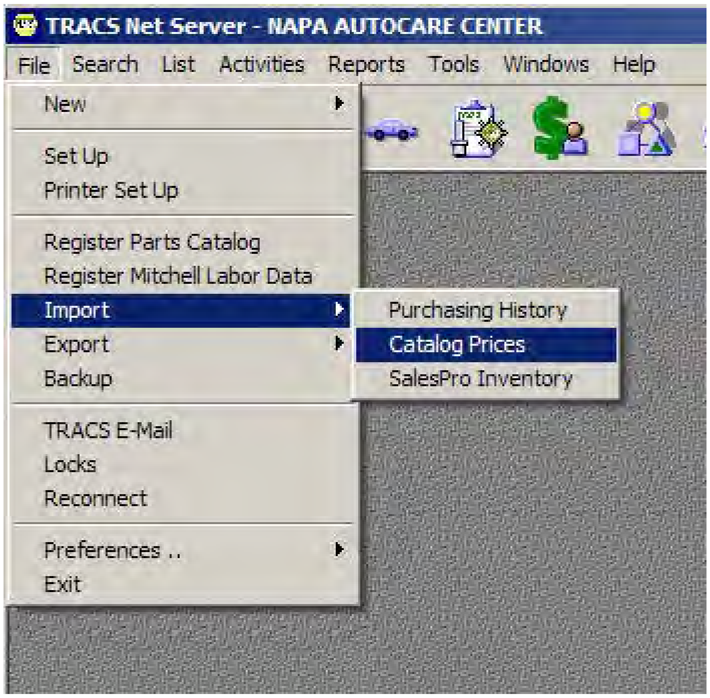
In order to update your prices, you need to have the newest NAPA Pricing Diskette in your 3.5" diskette drive. Your local NAPA Auto Parts Store will probably send you a new diskette monthly; however, you can call your local NAPA store at any time to request an updated NAPA Pricing Diskette.

Tip: This process should be done at least monthly, but can be done as often as you like to ensure price accuracy.

How To

To update your NAPA **prices**, perform the following steps:

Step	Action
1	Choose **File -> Import -> Catalog Prices** from the top menu.



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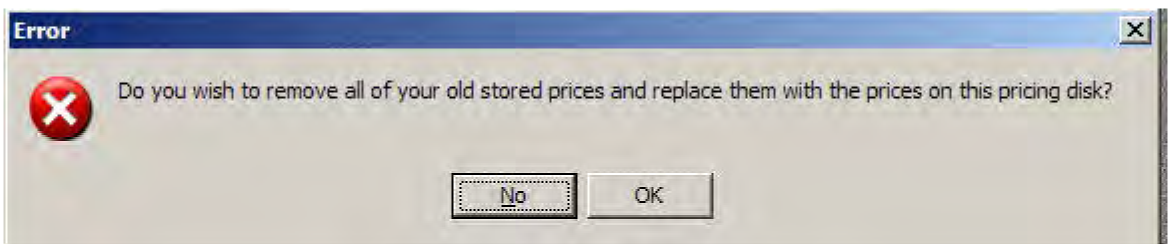
Step	Action
2	A confirm message appears. Click **Yes**.

3	If you already have prices stored in TRACS, another confirmation will appear. Click **OK.**



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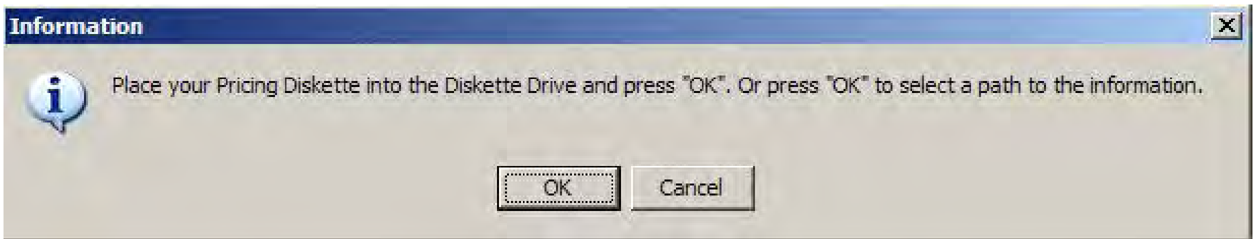
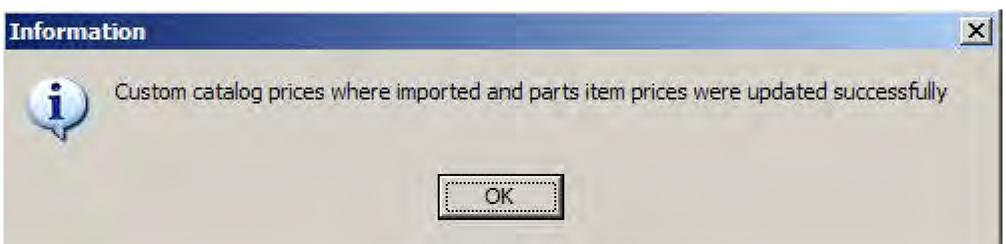
How To (continued)



4	Place your NAPA Pricing Diskette into the diskette drive.
5	Click the **OK** button, and the following actions occur: • custom prices are imported • parts are updated with the custom prices, and the **Information** message displays.



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NAPA Manufacturer Update

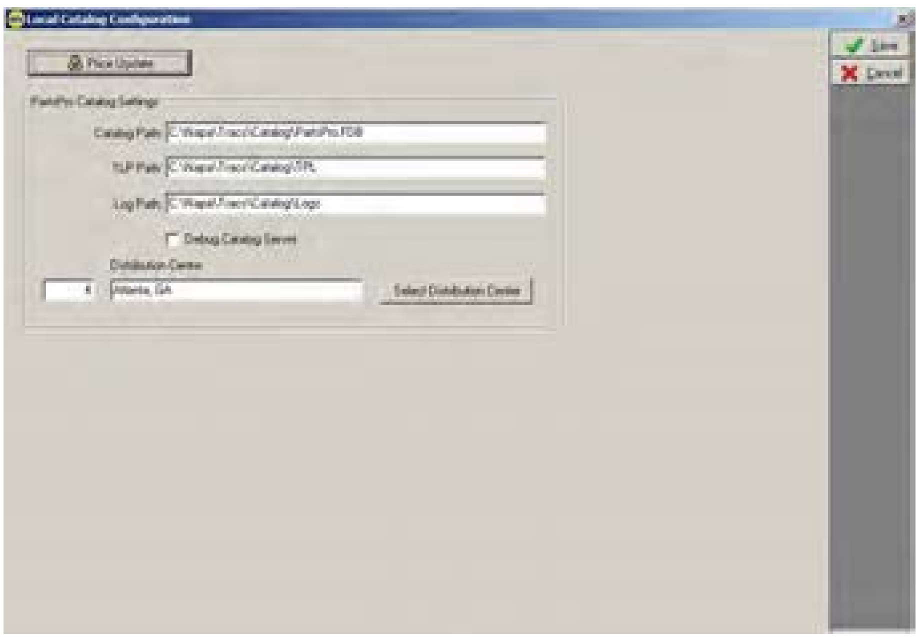
You can use the **Line Code Update** option to update your current line codes from your local NAPA store.

In order to update your line codes, you will need to have the NAPA Electronic Catalog DVD containing the Parts Catalog in your DVD drive.

How To

To update your line codes, perform the following steps:

Step	Action
1	Click the **Parts Catalog** button in the **Preferences** box, and the **Catalog Configuration** window displays.



2	Click **Select Distribution Center**.

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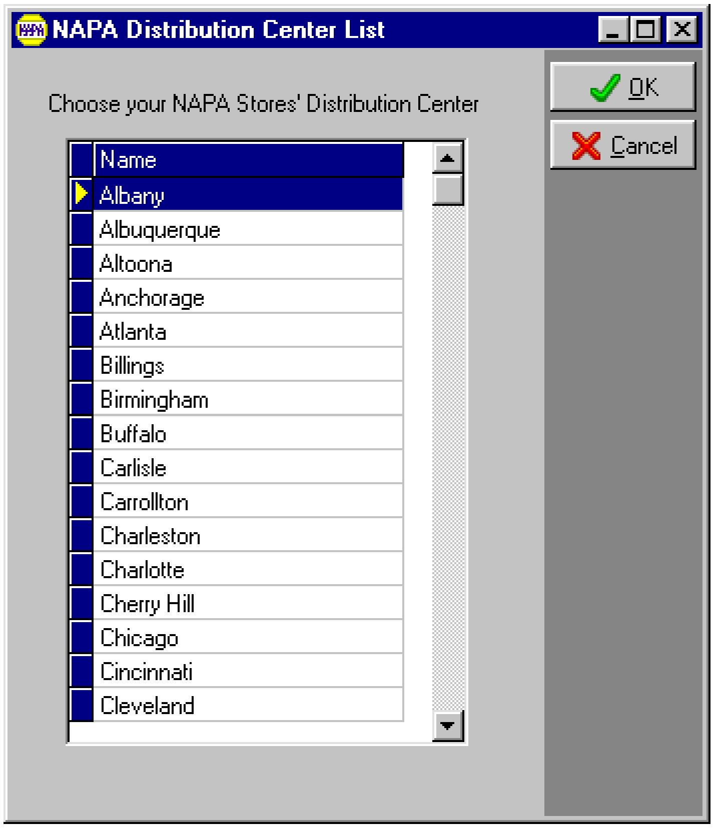
How To (continued)



Step	Action
3	Click to select your NAPA store's Distribution Center.

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How To (continued)

Step	Action
4	Click the **OK** button, and the following actions occur: • line codes are updated • NAPA manufacturers are added to TRACS, and the **Information** message displays.

5	Click the **OK** button. You have now updated your Line Codes.

Purchasing

Before You Begin

Before you begin working with the **Purchasing** preference option, you will need to know the answer to the following two questions.

1. Would you like to use plain paper ____ or letterhead ____ to print your purchase orders?

2. Would you like to enable the "receive all" feature when you receive purchase orders?

Purchasing Preferences Option Purpose

The **Purchasing** preferences allow you to make specific choices related to receiving purchase orders.

You can determine if you would like for your purchase orders to print on plain paper or on your company's letterhead paper.

You can also turn on the system feature to indicate that you have received all items on the purchase order at one time. This feature saves time and keystrokes!

See the "Purchasing" section in Chapter 4 for more information.

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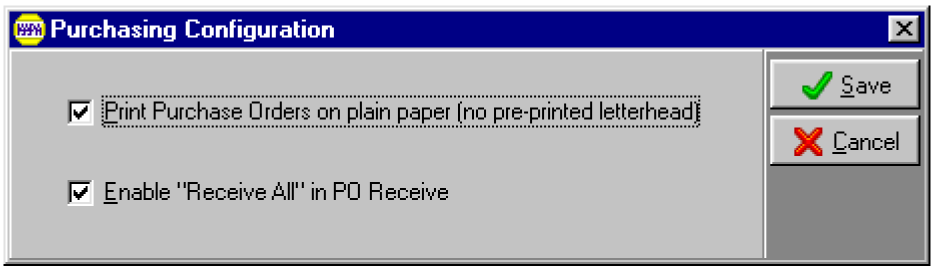
How To

To work with purchasing options, perform the following steps:

Step	Action
1	Click the **Purchasing** button from the **Preferences** list, and the **Purchasing Configuration** form displays.



2	Click to place a check mark in the **Print Purchase Orders on plain paper (no pre-printed letterhead)*** field if necessary. An asterisk (*) indicates that the field is on by default.
3	Click to place a check mark in the **Enable "Receive All" in PO Receive*** field if necessary. An asterisk (*) indicates that the field is on by default.
4	Click the **Save** button, and the **TRACS Set Up** window displays.

Supplies Charge

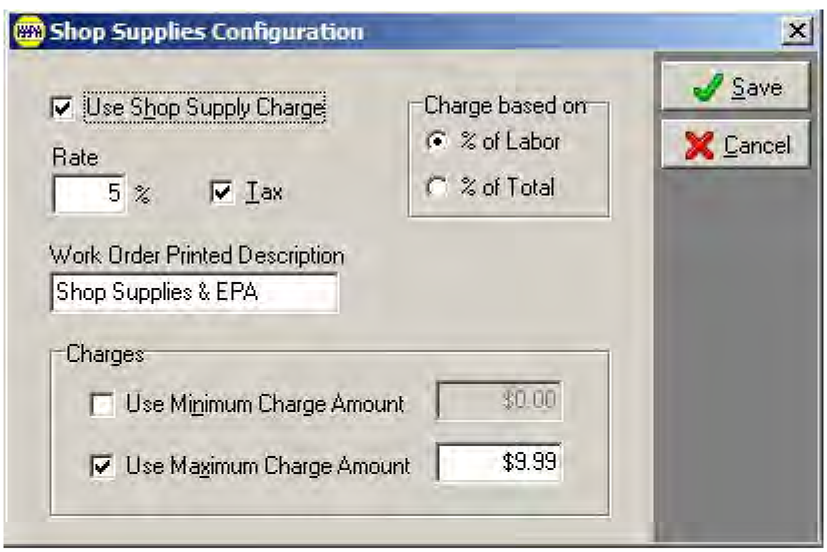
Supplies Charges

In the **Supplies Charges** window, you will enter information concerning supplies charges for your work orders.

Your tasks for this folder include the following:

- determining if you are charging for supplies
- deciding if you want to use the term "supply charges" or if you need to use another term
- entering the percentage to charge
- determining what to base supplies charge on (either Total Labor or Total Work Order)
- selecting to use either the minimum charge or the maximum charge
- entering the amount of the minimum or maximum charge

Step	Action
1	Enter the **Setup** bar.
2	Choose **Supplies Charge** from the Setup bar.



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How To

To enter supplies charges, perform the following steps:

Step	Action
1	Click to place a check mark in the **Check this box*** field if you will be charging a supplies charges. An asterisk (*) indicates that this field is on by default.
2	Type the description of the supplies charge in the **Work Order Printed Description** field. ***Note:*** This description will print on the work order.
3	Type the percentage you charge for supplies charges in the **Percentage** field. ***Note:*** The **Percentage** field has a default value of one.
4	Click to place a check mark in the **This charge is to be taxed*** field if the supplies charges amount is to be taxed. An asterisk (*) indicates that this field is on by default.
5	Click the appropriate box to select whether to base supplies charges on either total labor or on total work order. ***Note:*** The **Total Labor** field is on by default.
6	Click to place a check mark in either the **Use Minimum Charge** field or in the **Use Maximum Charge** field. ***Note:*** The **Minimum Charge** field has a default value of $0.00. Additionally, the **Use Maximum Charge** field is on by default with a value of $5.00.
7	Type the amount to charge once a charge field is chosen. You have now entered all necessary information on the **Supplies Charges** form.
8	Click the **Save** button to save the information you have entered.

Taxes

Before You Begin

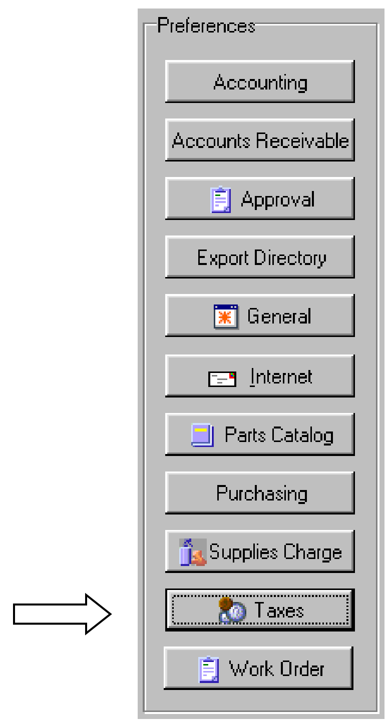
Many states have passed laws which require different items to be taxed at different rates. Before you begin this task you will need to determine the rates you will use for:

Labor
Parts
Charges
Sublets
Supplies

Note: TRACS supports Virginia's repair tax.

Taxes Preferences Option Purpose

The purpose of this section is to help businesses comply with states that require items to have different tax rates.



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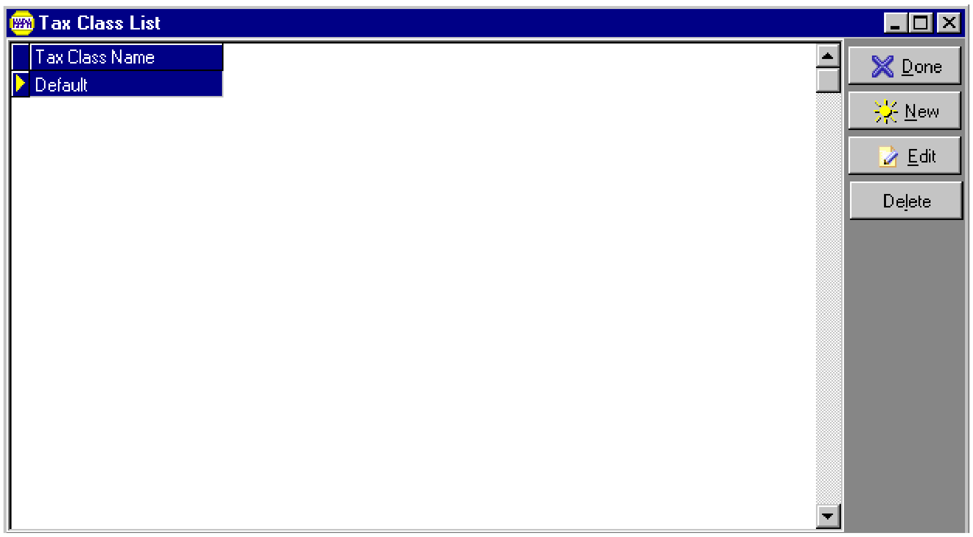
How To

To setup items with different tax rates, perform the following steps

Step	Action
1	Click the **Taxes** button in the **Preferences** box, and the **Tax Class List** screen displays.



2	Double click the **Tax** class you want to change.
3	The tax class you have chosen will open in a new screen.

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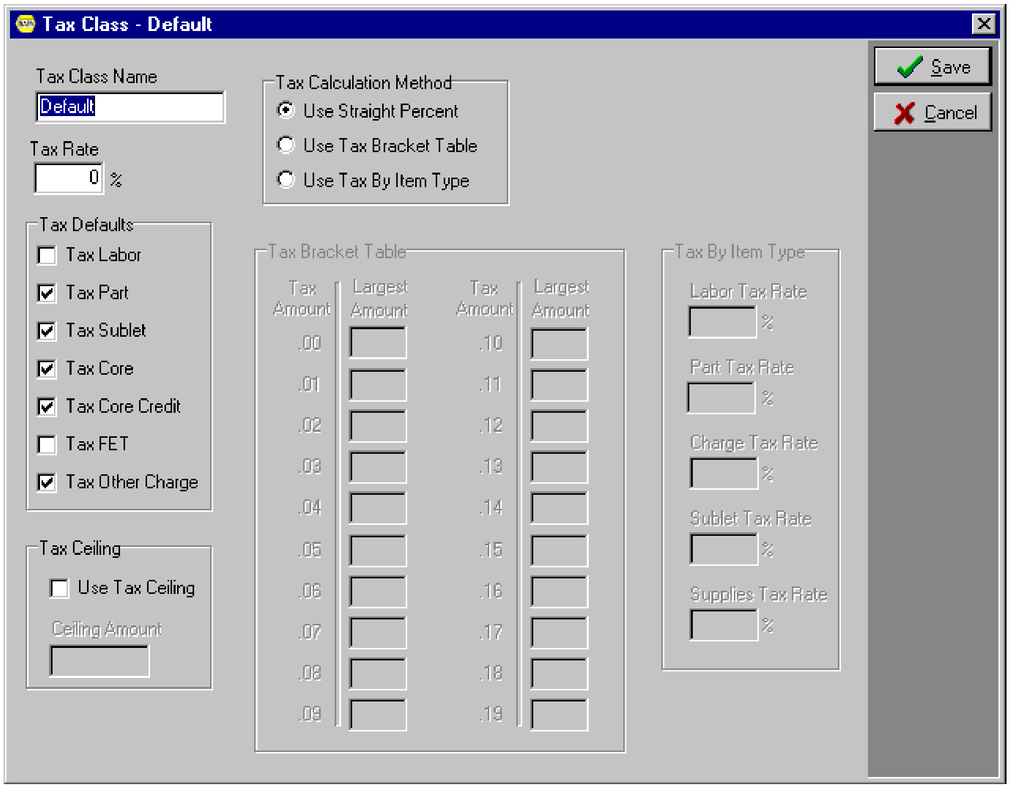

4	Find the area titled Tax Calculation Method and fill in the field next to the option **Use Tax by Item Type**.
5	The Tax by Item Type column will activate. You should now fill in your values as needed.

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Taxes, Continued

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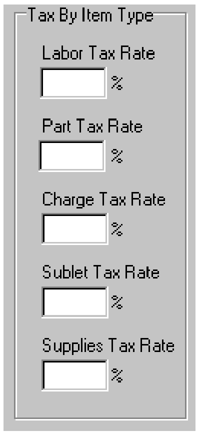


6	Once all the necessary information has been added click the **Save** button.
7	You will now have different tax rates for different items.

Work Order

Before You Begin

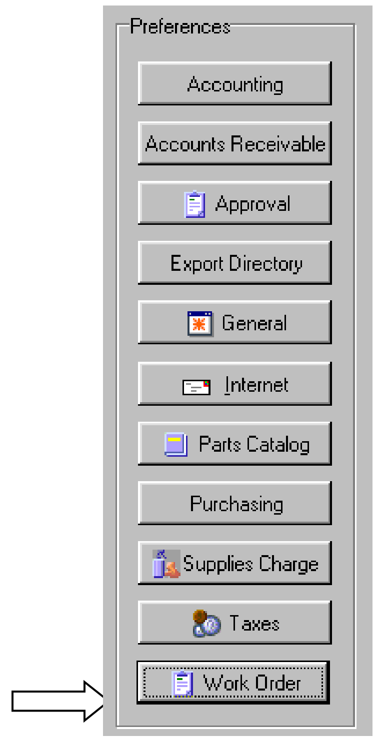
You will not need to gather any information before working with the **Work Order** preferences option.

Work Order Preferences Option Purpose

Work Order preferences when you access these options through **Setup and customize TRACS** include:

- Check credit limit when opening a work order,
- Complete odometer reading when invoicing,
- Group items by type when printing,
- Set your minimum profits, and
- Set the option to lock prices when changing a basis percentage.

Some of these preferences are reminders that you can activate for assistance in working with your customers.



How To

To change your work order options, perform the following steps:

Step	Action
1	Click the **Work Order** button in the **Preferences** box, and the **Work Order Configuration** form displays.

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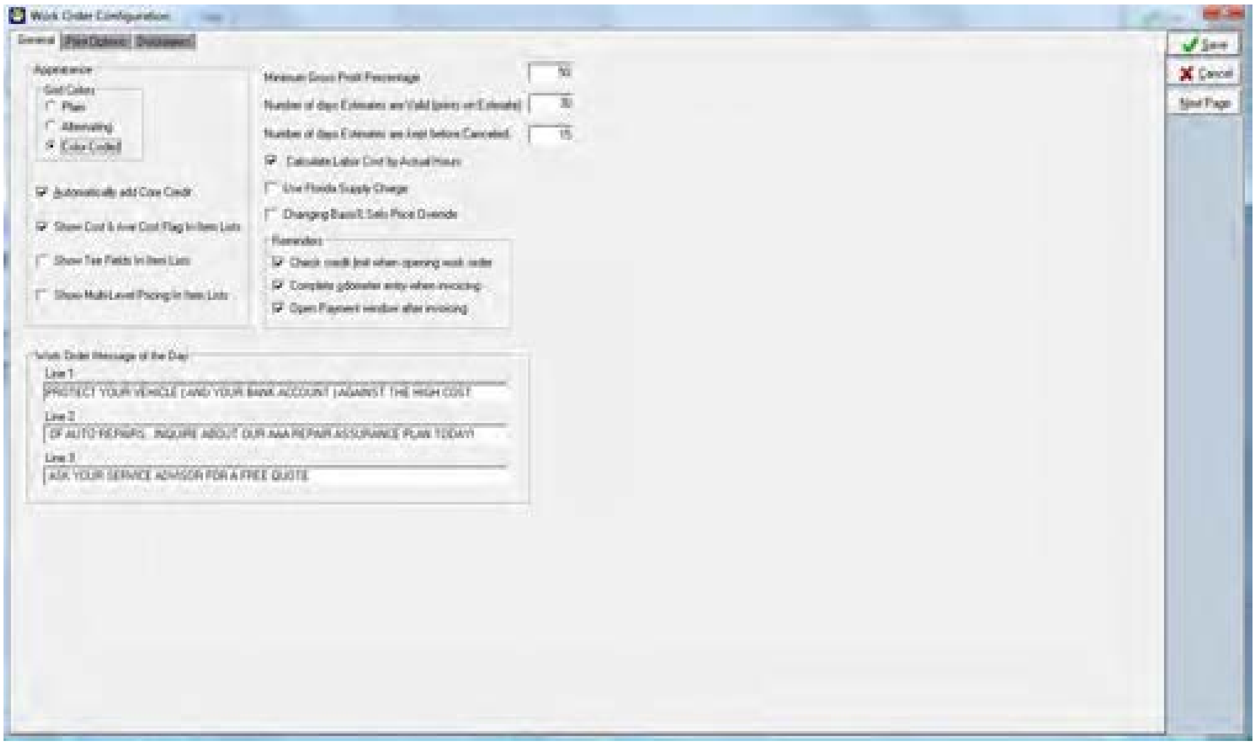
How To (continued)

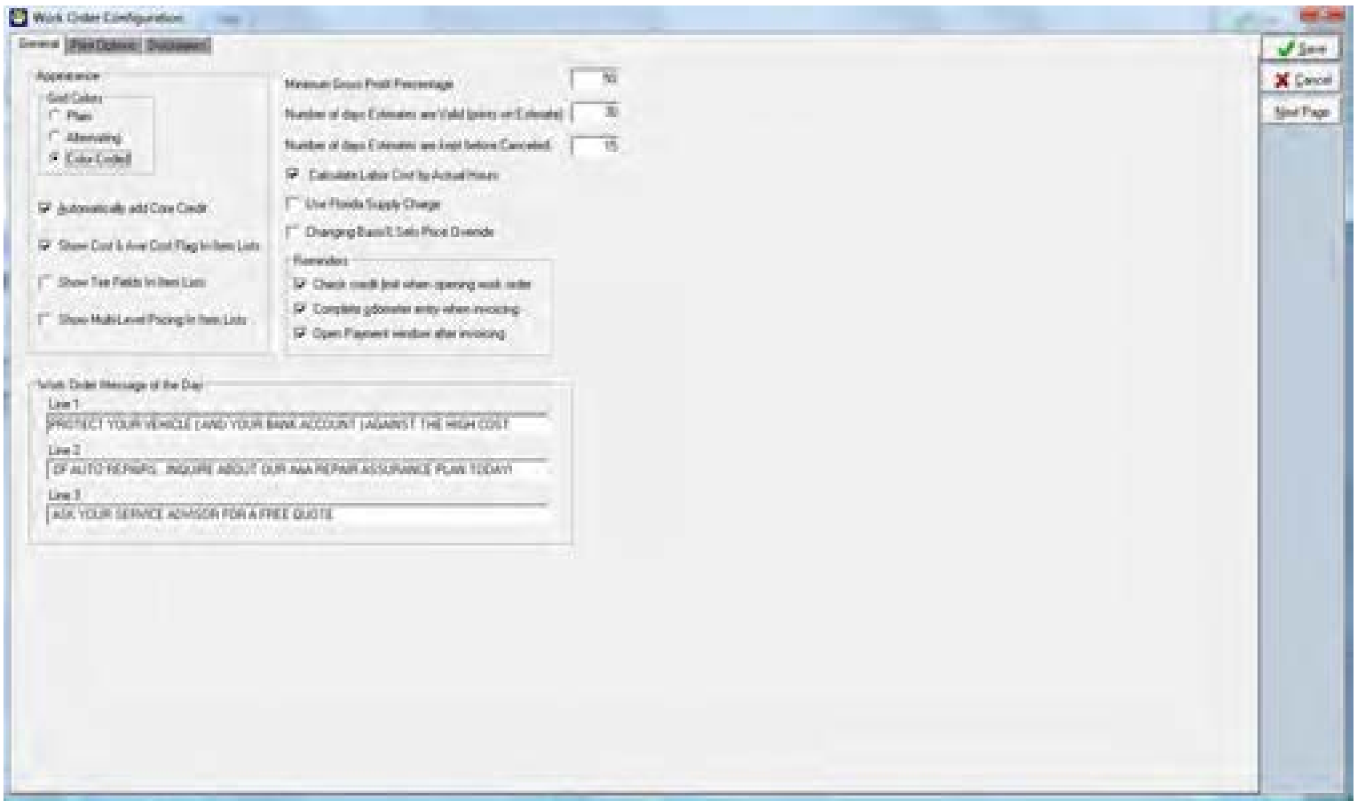


Step	Action
2	Click to place check marks next to the **Reminders** fields for each one that you wish you activate.
3	Click to place check marks next to the **Appearance** fields for each one you wish you activate.
3	Type in the text fields to change the **Minimum Gross Profit Percentage**, etc.
4	Click to place a check mark for each additional option you wish you activate.
5	Click the **Save** button, and the **TRACS Set Up** window displays. You have now changed your options and activated your work order reminders.

Continued on next page

How To To set up the **Group items by type** print option, perform the following steps:

Step	Action
1	Click the **Work Order** button on the **TRACS Set Up** form, and the **Work Order Configuration** form displays.



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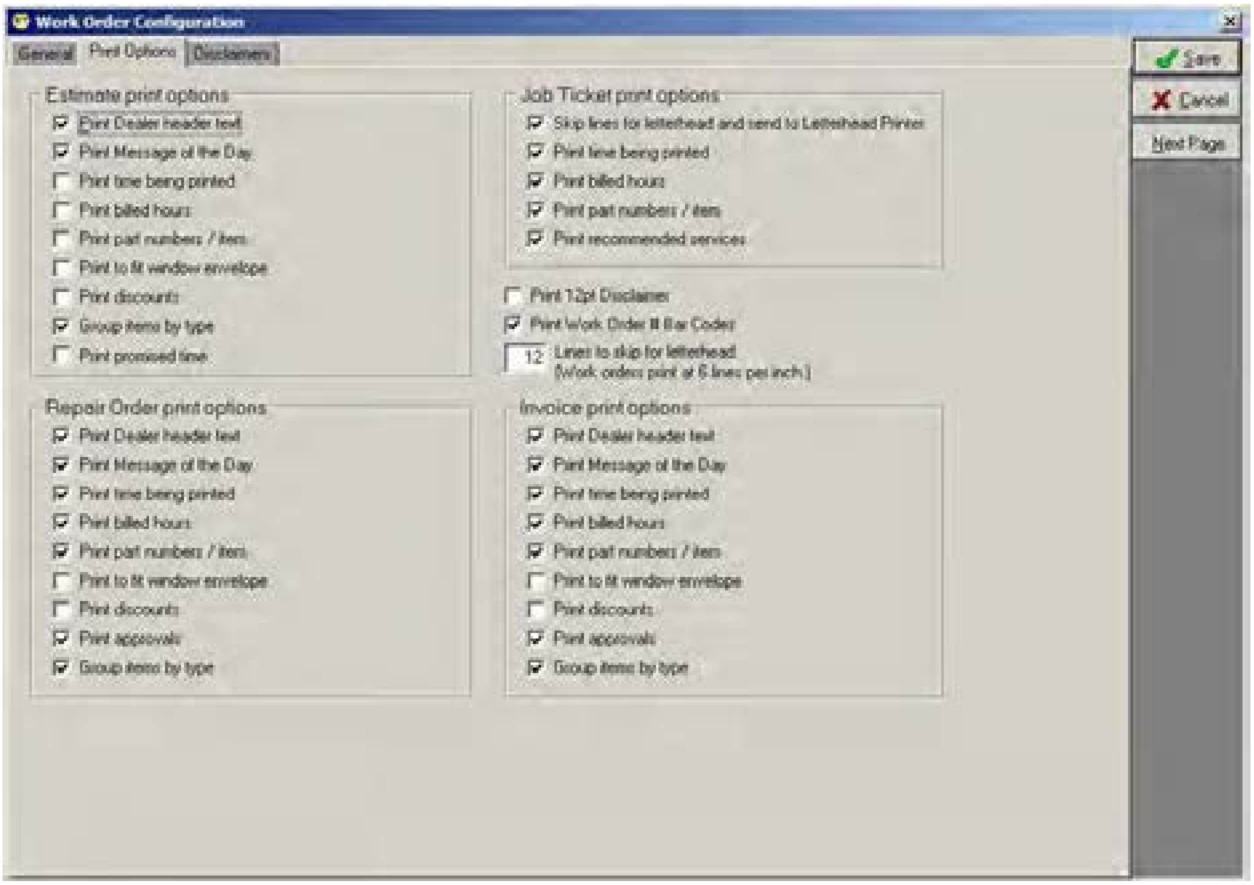
Work Order, Continued

How To (continued)

Step	Action
2	Click the **Print Options** folder, and the available print options display.



3	Click to place a check mark in the **Group items by type** field in the **Estimate print options** box if desired.
4	Click to place a check mark in the **Group items by type** field in the **Repair Order print options** box if desired.
5	Click to place a check mark in the **Group items by type** field in the **Invoice print options** box if desired.
6	Click the **Save** button. You have set up the print options to print by items type.

Chapter 3: Setting Up Lists

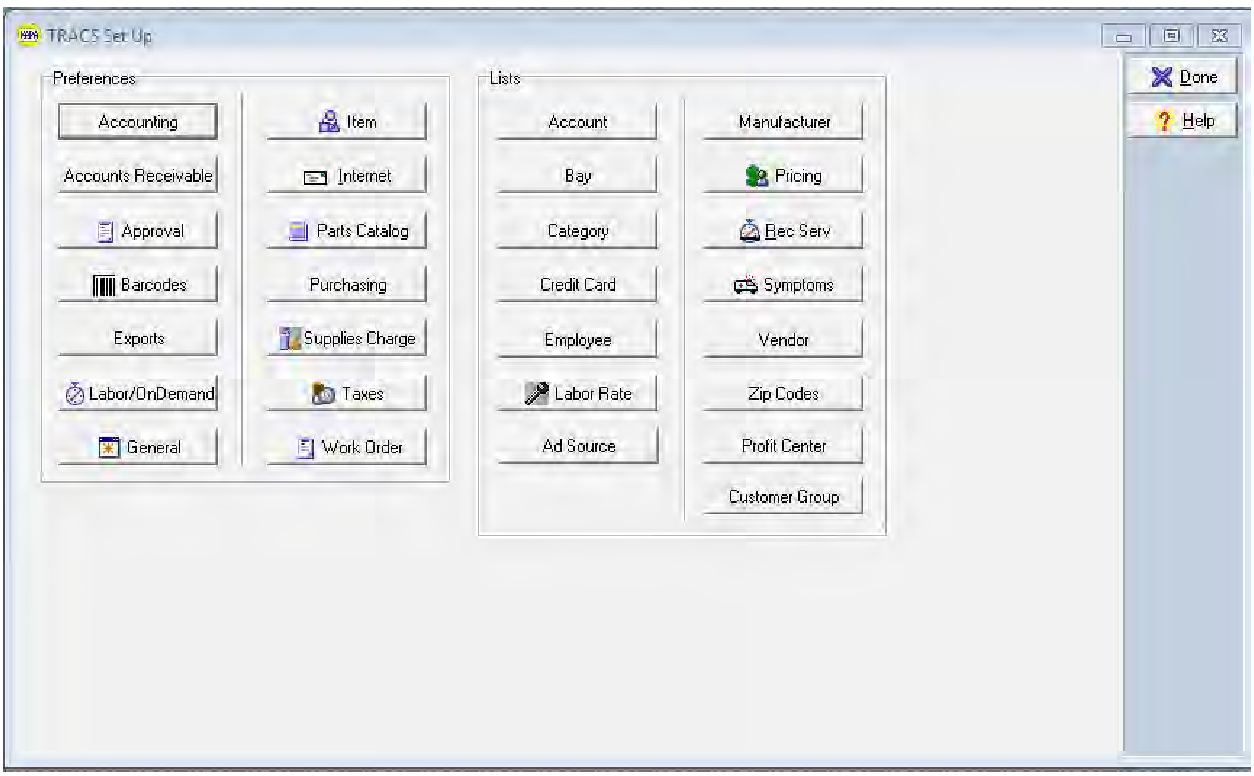
Lists Overview

Introduction

The **TRACS Set Up** feature provides you with the opportunity to set up or modify options related to system preferences or system lists.

The previous chapter covered preferences, and this chapter covers lists.

To access the set up feature, choose **Set Up** from the **File** drop-down menu.



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This Chapter

This chapter covers the following concepts and processes:

- **Account**
- **Bay**
- **Category**
- **Credit Card**
- **Employee**
- **Labor Rate**
- **Ad Source**
- **Manufacturer**
- **Pricing**
- **Rec Serv**
- **Symptoms**
- **Vendor**
- **Zip Codes**
- **Profit Center**
- **Customer Group**

Lists Purpose

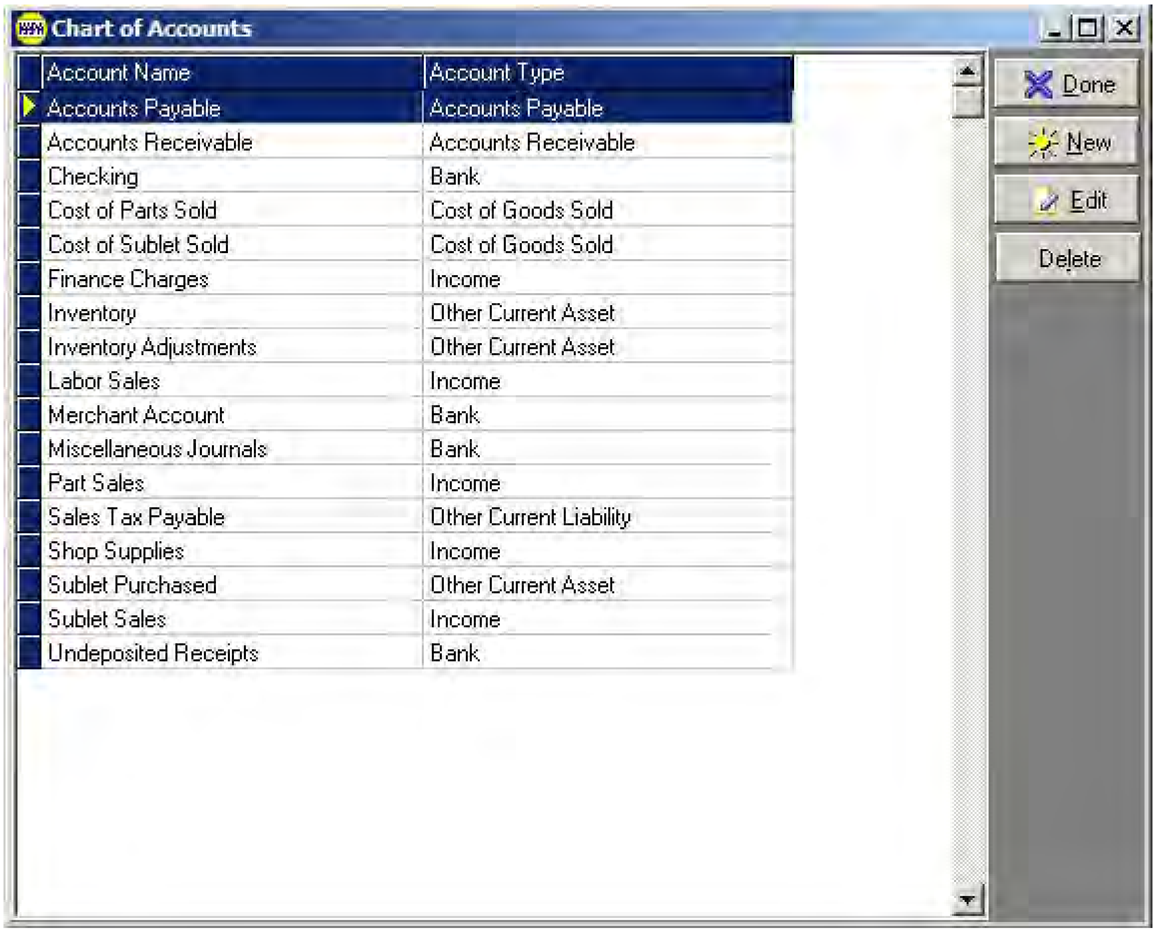
The **Lists** option provides you with the opportunity to establish all of your lists from which you will later select items.

For each list, you can either add new items to the list or edit existing items on the list.

Account

Account

The **Account** window allows you to enter the names and types of your accounts.



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How To To add an account, perform the following steps:

Step	Action
1	Click the **New Account** button, and the **New Account** window displays.

2	Type the appropriate information in the following fields: • **Account Name** • **Account Type**
3	Click the **Save** button, and the new bay displays on the **Account** list.

How To To edit an existing account, perform the following steps:

Step	Action
1	Click an account name to select the bay to be edited.
2	Click the **Edit Account** button, and the bay to be edited displays in the **Account** window.

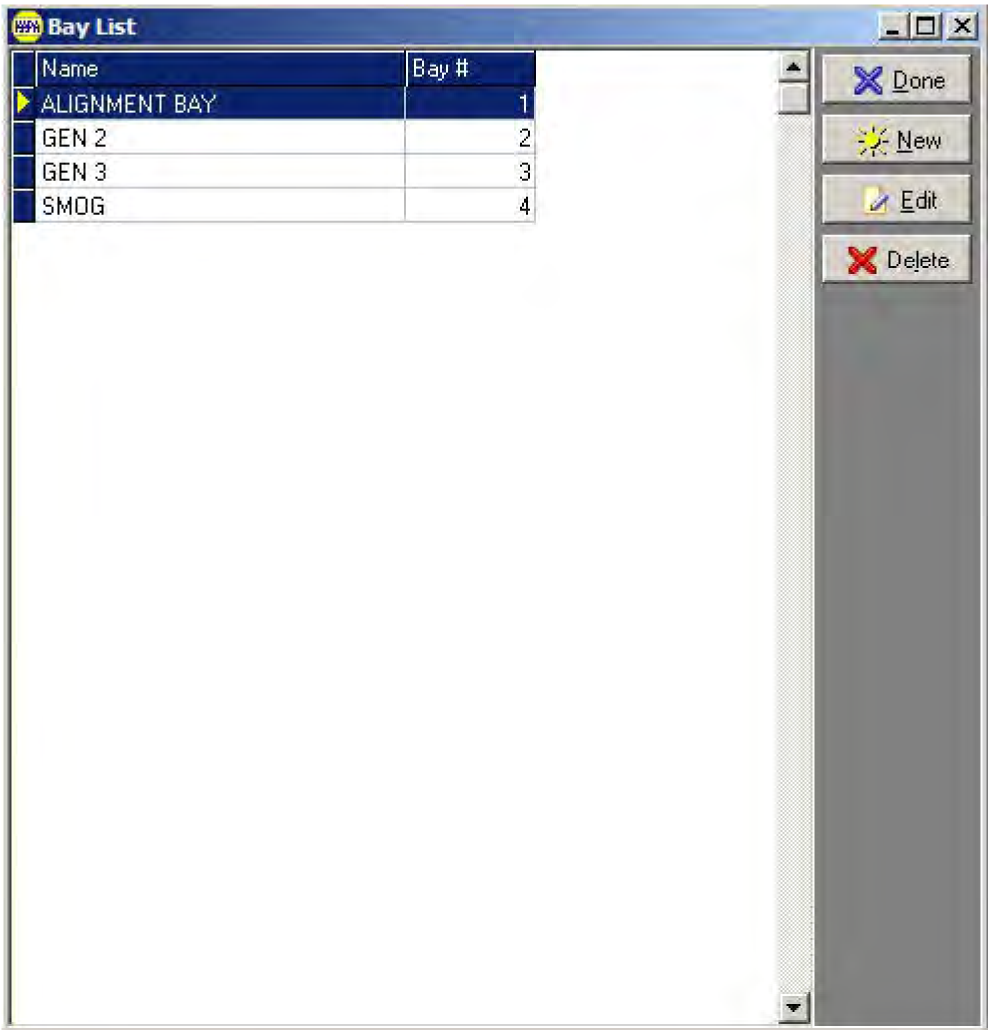
Continued on next page

How To (continued)

Step	Action
3	Modify the appropriate information in any of the following fields: • **Account Name** • **Account Number**
4	Click the **Save** button, and the edited bay will display on the **Account** window.

Bay

Bay The **Bay** window allows you to enter the names and numbers of your bays.



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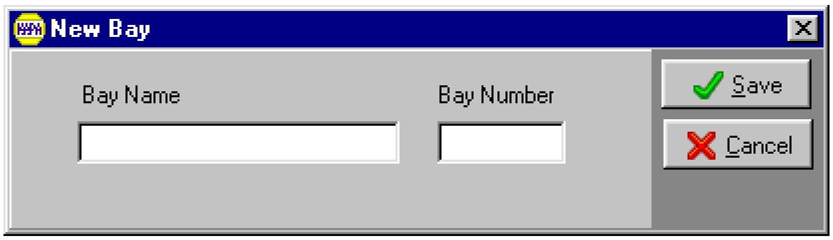
How To To add a bay, perform the following steps:

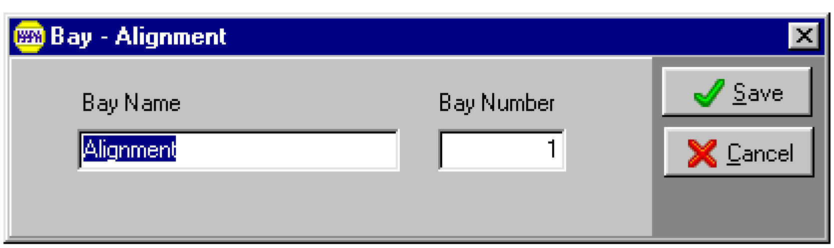
Step	Action
1	Click the **New Bay** button, and the **New Bay** window displays.



2	Type the appropriate information in the following fields: • **Bay Name** • **Bay Number**
3	Click the **Save** button, and the new bay displays on the **Bays** window.

How To To edit an existing bay, perform the following steps:

Step	Action
1	Click a bay name to select the bay to be edited.
2	Click the **Edit Bay** button, and the bay to be edited displays in the **Bay** window.



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How To (continued)

Step	Action
3	Modify the appropriate information in any of the following fields: • **Bay Name** • **Bay Number**
4	Click the **Save** button, and the edited bay will display on the **Bays** window.

Category

Category

The **Category** lists option allows you to specify the types of work you do.

After you have set up your categories, you can associate any item on a repair order with a category.

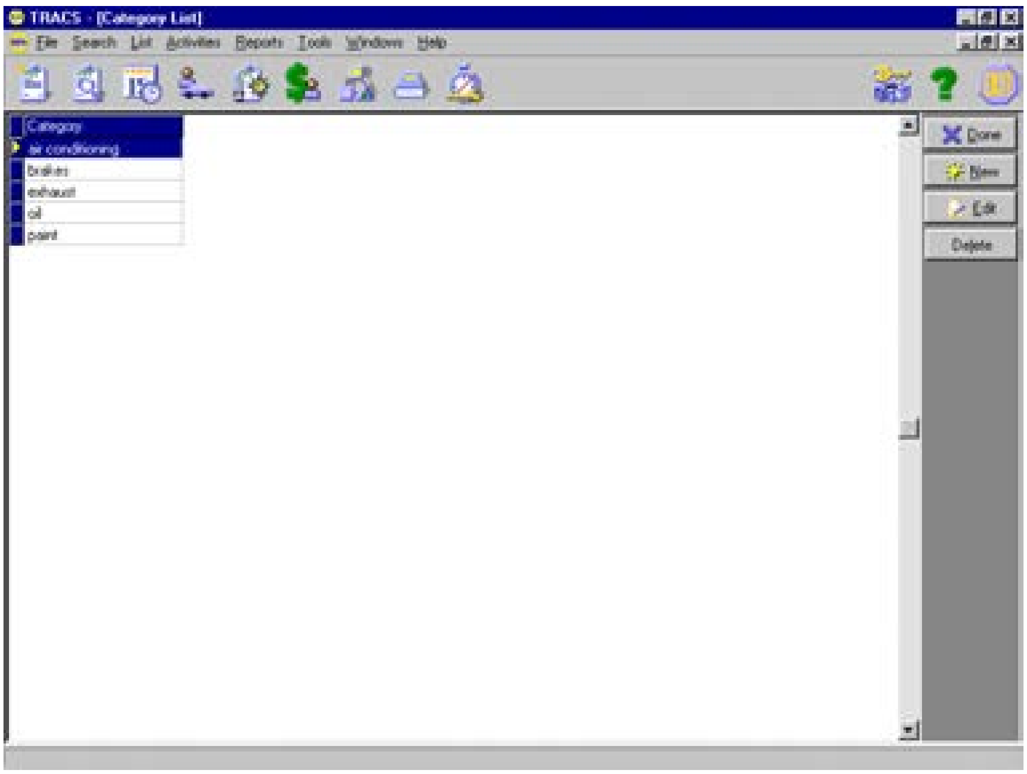
Then, you can determine how much business you are doing in a certain category and which repairs are the most profitable.

You can review your findings in a summary report.

Continued on next page

How To To add a category to the **Category List**, perform the following steps:

Step	Action
1	Click the **Category** button in the **Lists** box, and your current **Category List** displays.



Step	Action
2	Click the **New** button, and the **New Category** form displays.

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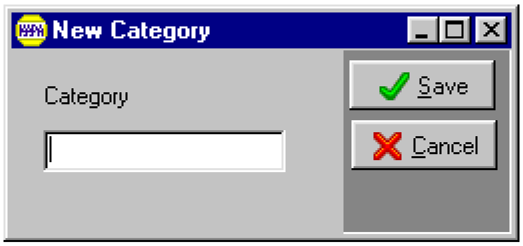
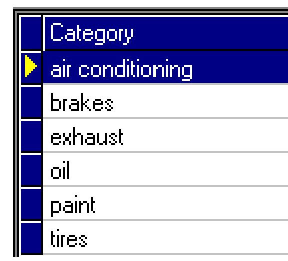
How To (continued)



Step	Action
3	Type the new category in the **Category** field. ***Note:*** For the purposes of this procedure, we will be using "tires" as our new category.
4	Click the **Save** button, and your **Category List** displays with the new entry in alphabetical order. You have now added a category to the **Category List**.

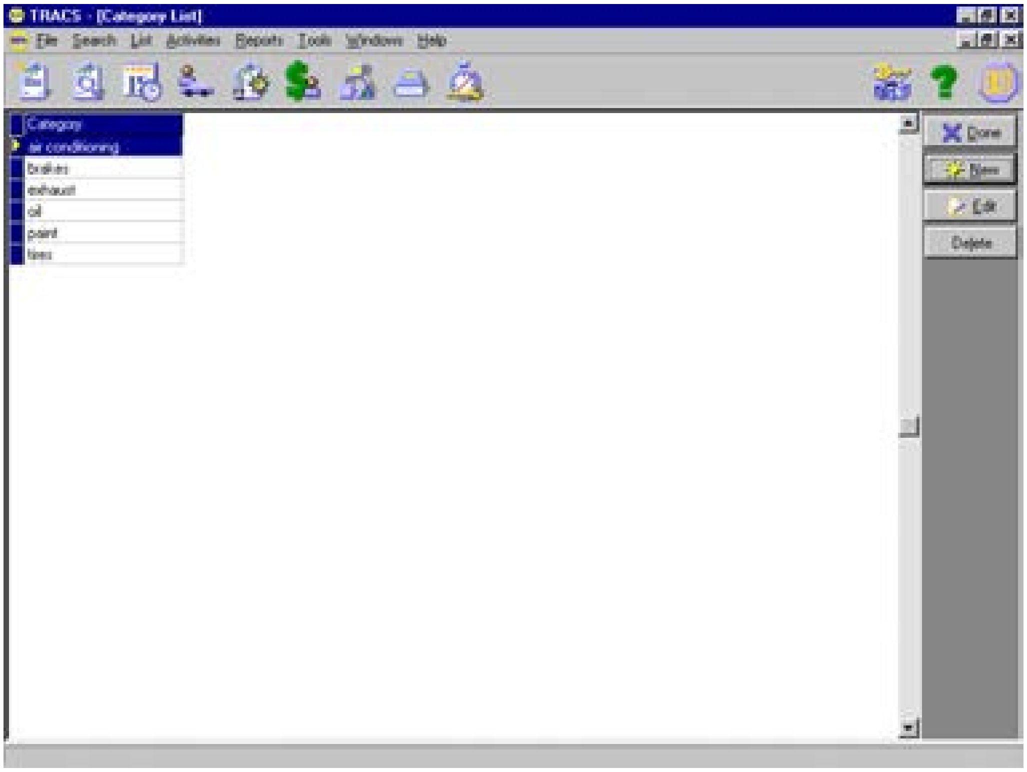


How To To edit a category in the **Category List**, perform the following steps:

Step	Action
1	Click the **Category** button in the **Lists** box, and your current **Category List** displays.

Continued on next page

How To (continued)



Step	Action
2	Click to select the category to be modified.
3	Click the **Edit** button, and the **Edit Category** form displays.

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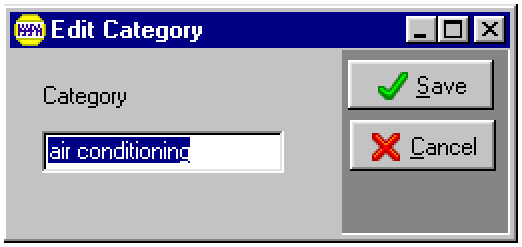
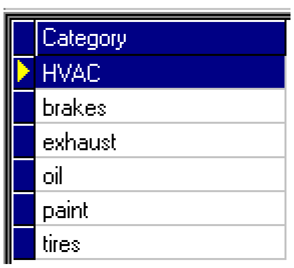
How To (continued)



Step	Action
4	Type the desired text in the **Category** field.
5	Click the **Save** button and the modified text displays in the **Category List**. You have now edited a category on the **Category List**.



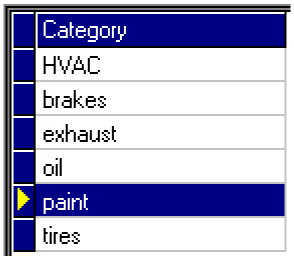
How To To delete an item in the **Category List**, perform the following steps:

Step	Action
1	Click the **Category** button in the **Lists** box, and your current **Category List** displays.

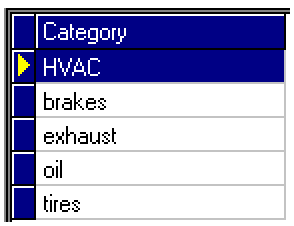
Continued on next page

How To (continued)

Step	Action
2	Click to select the category to be deleted.



3	Click the **Delete** button, and the category is deleted from the list.

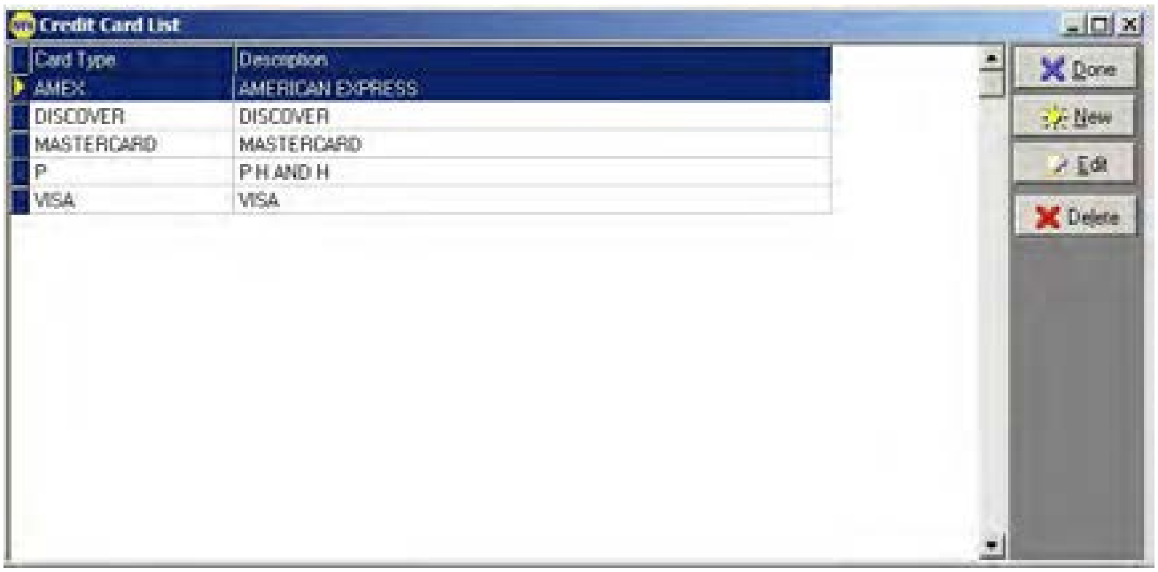


4	Click the **Done** button, and the **TRACS Set Up** window displays. You have now deleted an item from the **Category List**.

Credit Cards

Credit Cards

The **Credit Cards** option allows you to list all of the credit cards that your company accepts. You can list all the cards that might be appropriate for your business needs.



How To

To add a new credit card or modify an existing card on the list, perform the following steps:

Step	Action
1	Click the **New Card** button, and the **New Card** window displays.

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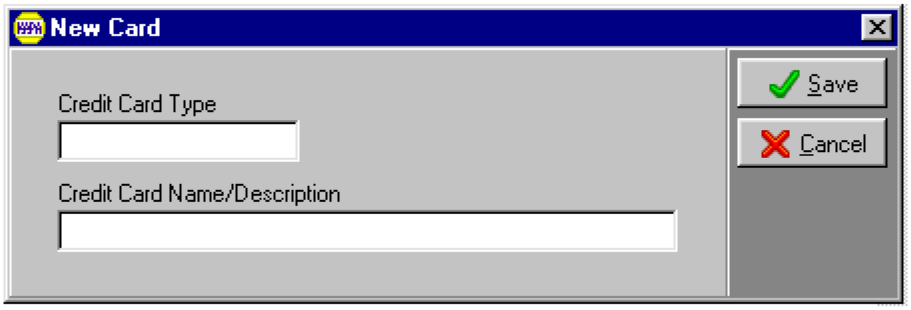
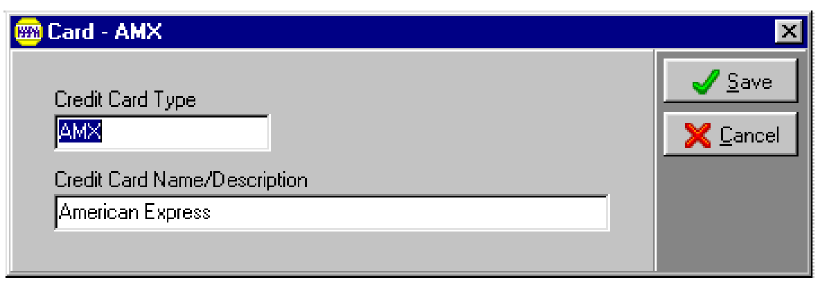
How To (continued)



Step	Action
2	Type the appropriate information in the following fields: • **Credit Card Type** (examples: AmEx, MC, and NAPA) • **Credit Card Name/Description**
3	Click the **Save** button, and the new card will be listed on the **Card** folder.

How To To modify a credit card listing, perform the following steps:

Step	Action
1	Click the name of the card to be modified.
2	Click the **Edit Card** button, and the **Card** window displays.



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How To (continued)

Step	Action
3	Modify any of the following fields: • **Credit Card Type** • **Credit Card Name/Description**
4	Click the **Save** button, and the modified credit card displays on the **Cards** folder.

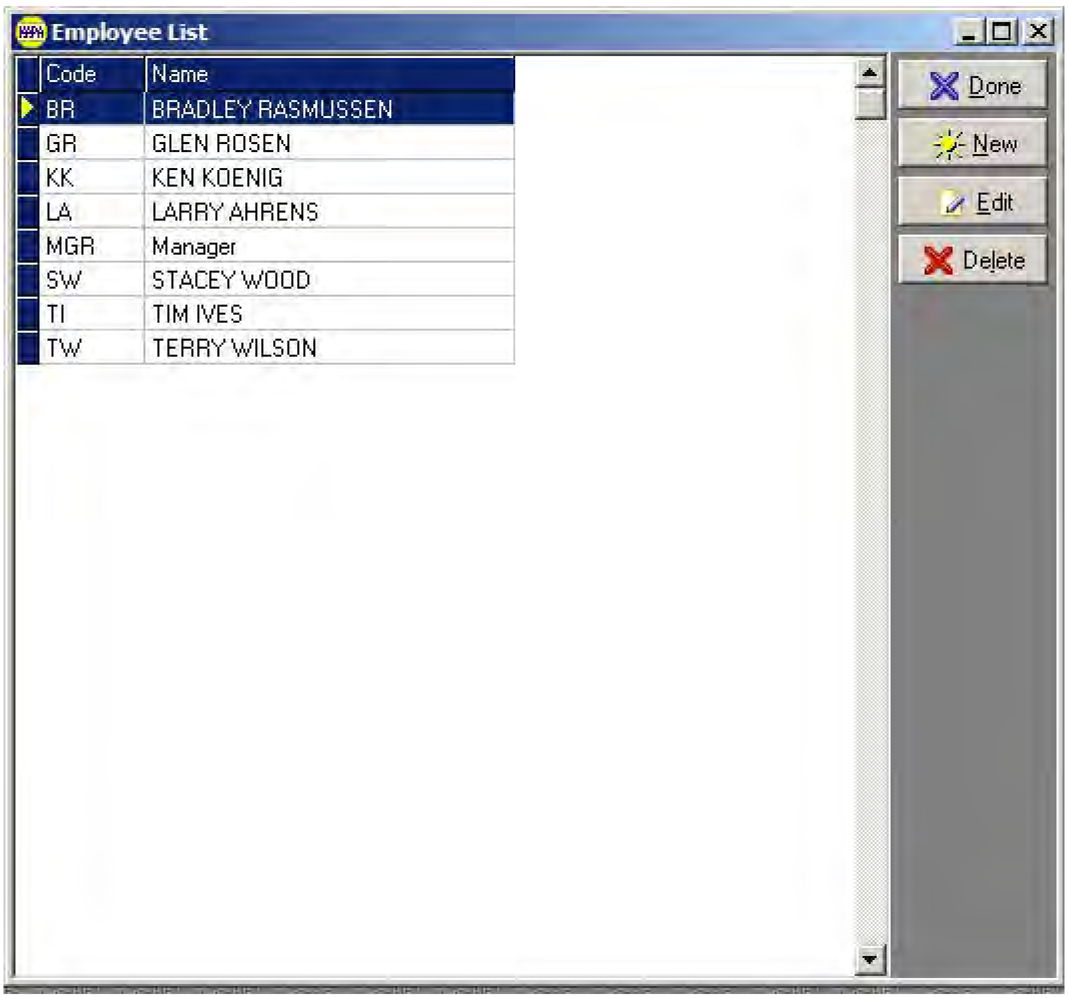
Employee

Employee

You can use the **Employee** option to establish specific information about your employees.

The system will use this data to calculate employee processes, such as labor rates and payroll.

Note: For more information on how to set up your security features, including the **Password** and **Authorize** buttons, contact The NAPA TRACS Support Center. 1-800-742-3578



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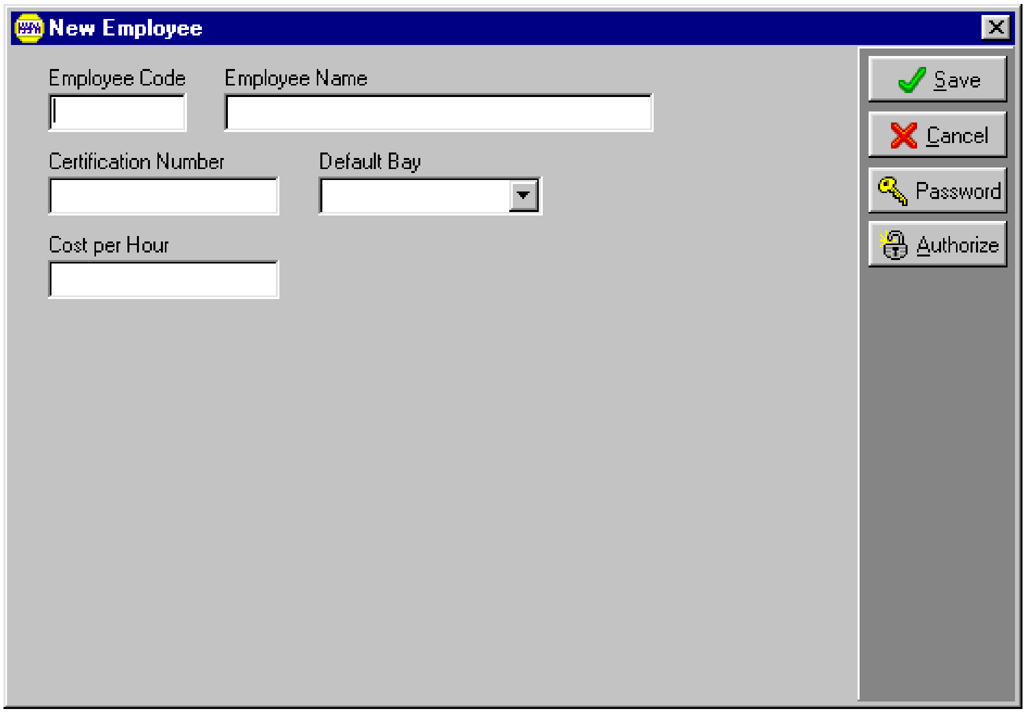
How To To add a new employee, perform the following steps:

Step	Action
1	Click the **New Empl** (New Employee) button, and the **New Employee** window displays.

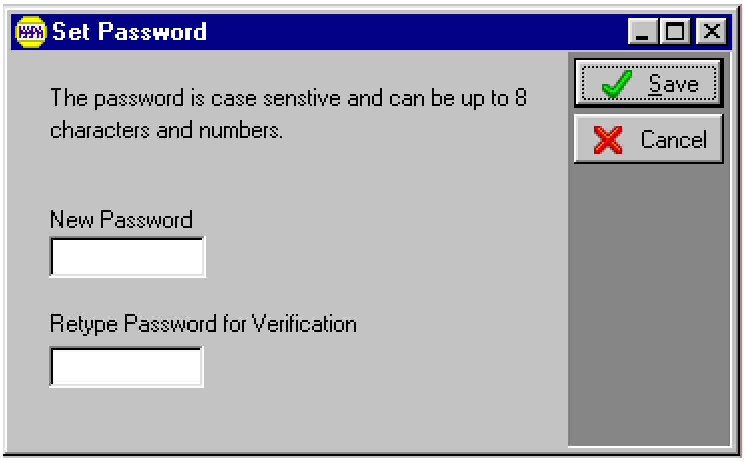


Step	Action
2	Type the appropriate information in the following fields: • **Employee Code** (*Note:* The **Employee Code** can be initials or a number.) • **Employee Name** • **Certification Number** • **Default Bay** • **Cost per Hour**

Continued on next page

How To (continued)

Step	Action
3	Click the **Password** button, and the **Set Password** window displays.



4	Type the employee's password in the **New Password** field.
5	Retype the employee's password in the **Retype Password for Verification** field.
6	Click the **Save** button, and the **New Employee** form redisplays.

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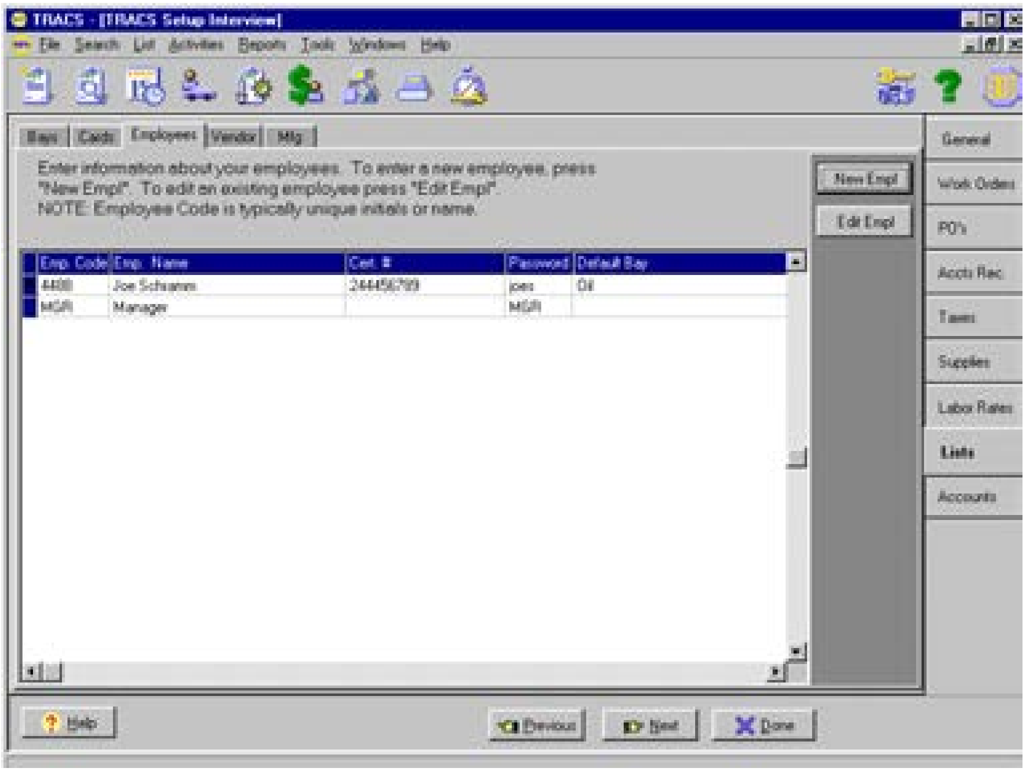
How To (continued)

Step	Action
7	Click the **Save** button, and the new employee displays on the **Employees** folder.



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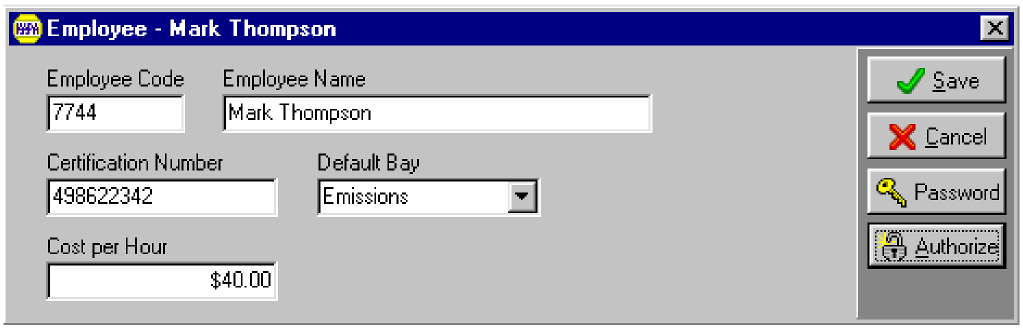
How To To edit an existing employee, perform the following steps:

Step	Action
1	Click to select the name of the employee to be modified.
2	Click the **Edit Empl** (Edit Employee) button, and the **Employee** window displays.



3	Modify any of the following fields: • **Employee Code** • **Employee Name** • **Certification Number** • **Default Bay** • **Cost per Hour**
4	Click the **Authorize** button, and the **Employee Authorization** window displays a list of actions the employee can perform. ***Note:*** Check marks default for all of the actions in the **Allowed** column.

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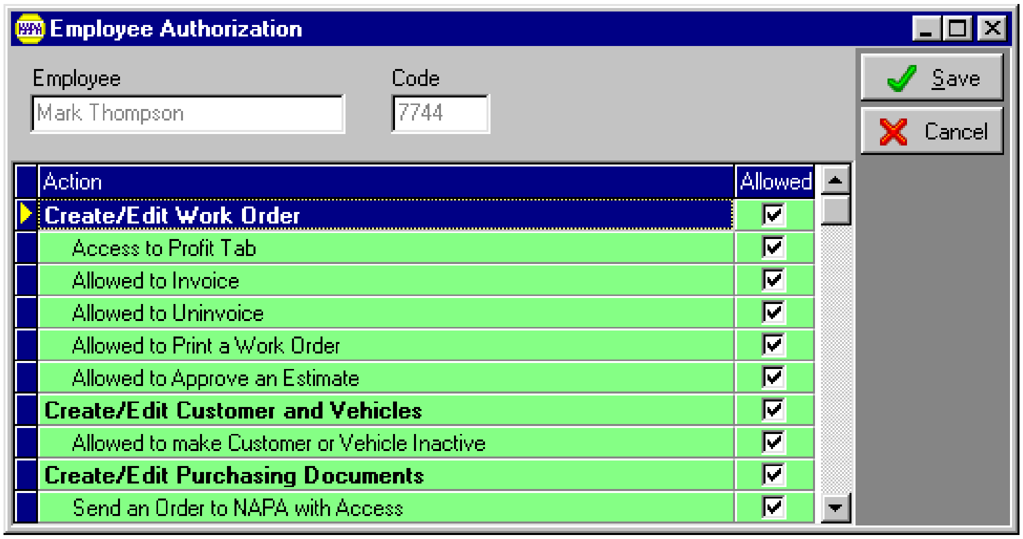
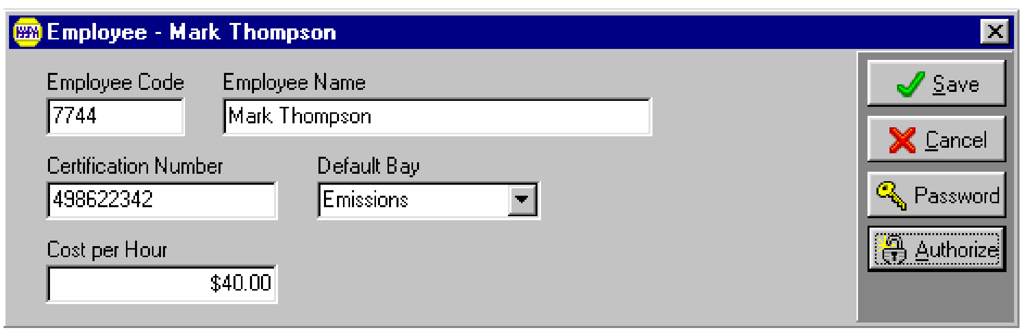
How To (continued)



Step	Action
5	Click to deselect the specific action or actions that you do not want the employee to perform in the **Allowed** column.
6	Click the **Save** button, and the **Employee** window redisplays.



7	Click the **Save** button, and the modified employee displays on the **Employees** folder.

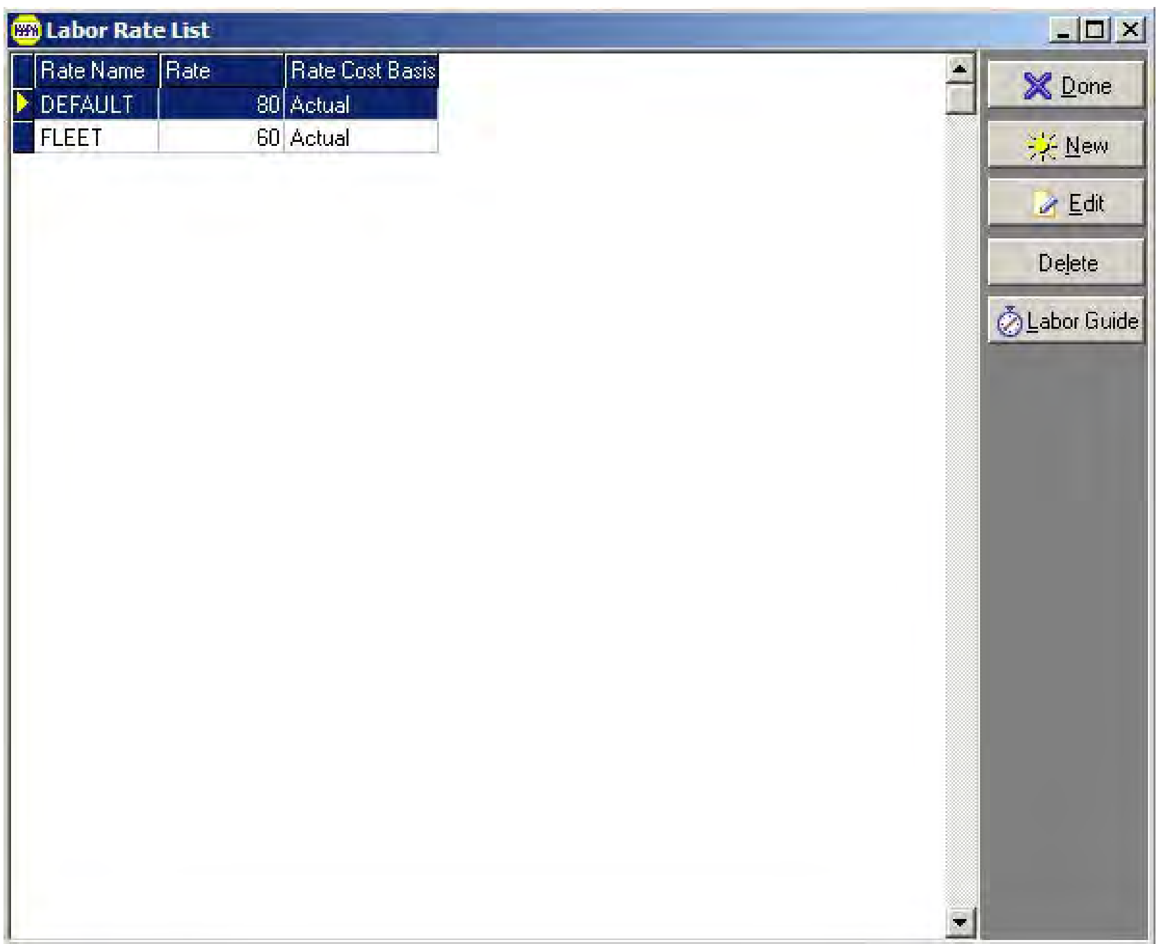
Labor Rates

Labor Rates

The **Labor Rates** tab assists you in gathering information about your labor rates and in associating each of your labor rates with a specialized skill set as established by the Mitchell Mechanical Labor Estimating Guide.

You can either enter new labor rates or edit labor rates that you have already created.

The Mitchell Mechanical Labor Estimating Guide indicates five different skill levels for labor items. Later, you will associate each skill level with a labor charge you enter here.



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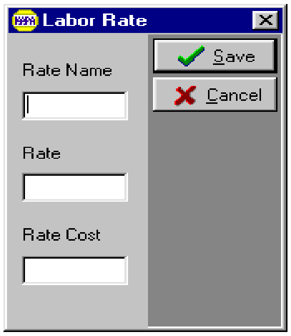
How To

To enter a new labor rate, perform the following steps:

Step	Action
1	Click the **New Rate** button, and the **Labor Rate** window displays.



2	Type the rate name in the **Rate Name** field.
3	Type the rate in the **Rate** field.
4	Type the rate cost basis in the **Rate Cost** field.
5	Click the **Save** button, and the new rate displays in the **Items** folder.

Continued on next page

How To To edit a labor rate, perform the following steps:

Step	Action
1	Click a rate name to select the rate to be edited.
2	Click the **Edit Rate** button, and the **Labor Rate** form displays with the selected rate active.
3	Add, modify, or delete data in the following fields, as appropriate: • **Rate Name** • **Rate** • **Rate Cost**
4	Click the **OK** button, and the modified rate displays on the **Items** folder.
5	Click the **Next** button to continue, and the **Labor Guide** folder displays.

Continued on next page

Labor Guide

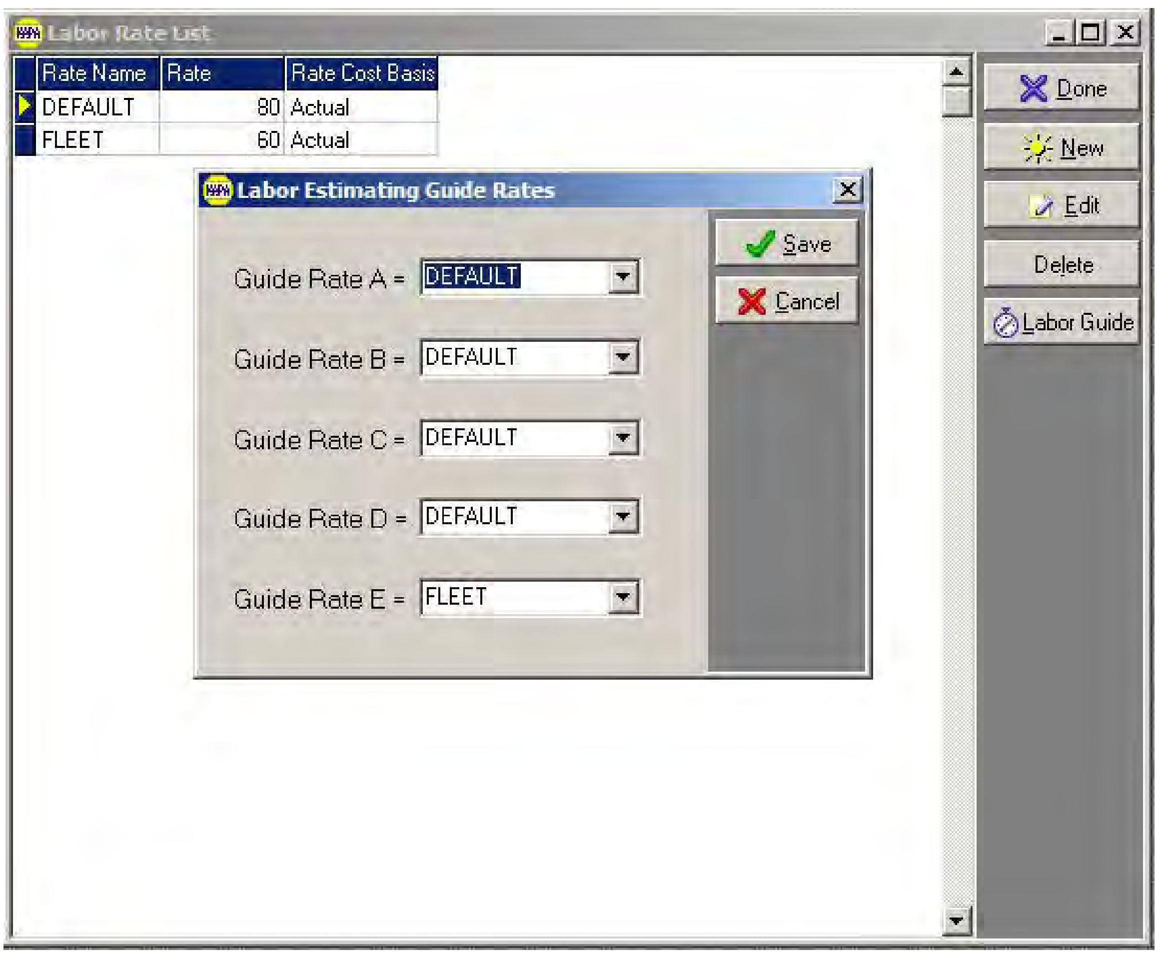
The Mitchell Mechanical Labor Estimating guide indicates skill levels. Rate A is considered to be associated with the most difficult repair procedure. Rate E is the easiest.

Each of the five skill levels can be associated with a different labor rate or they can all have the same labor rate.

Important

You must already have entered **Labor Rates** to select the rate names.

You must select a rate for each skill level (even if it is the same rate). If you don't select a rate for each level, or if you select a non-defined rate, your work order will bill that rate at $0.00.



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How To To select a Labor Estimating Guide rate, perform the following steps:

Step	Action
1	Click the down arrow next to the **Guide Rate A=** field.
2	Select from the rates available on the dropdown list. ***Note***: This dropdown list displays the rates that you defined in the **Items** folder.
3	Repeat steps one and two until all fields have been defined. You have now completed working with labor rates.

Continued on next page

Flatrate Estimating Guide

Use the Flatrate Estimating Guide to view the approximate flatrate hours required to perform a specific service or repair.

Note: Depending on how you copied the catalog files, you may need to have the NAPA Electronic Catalog CD in your CD-ROM drive to access this function. If the CD you need is not in your CD-ROM drive, a reminder message displays, “The Parts Catalog data or CD is not available, please check the drive or CD.”

The **Flatrate** screen contains the following folders:

- Year
- Make
- Model
- Sub Model

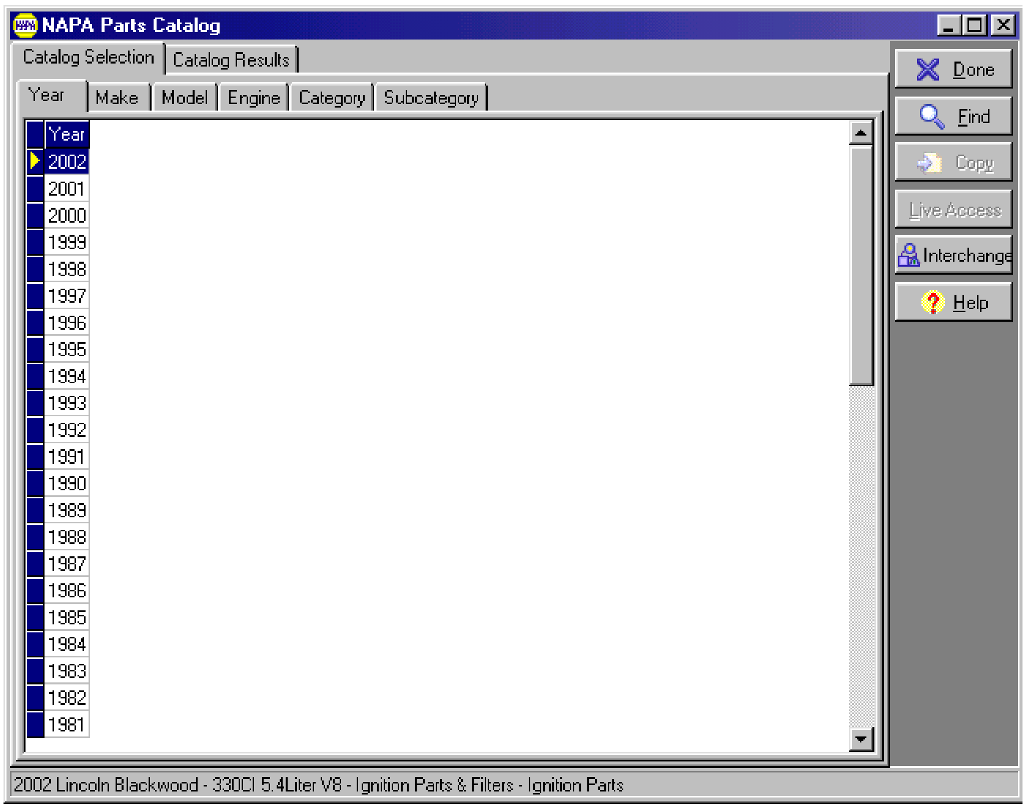
Continued on next page

Labor Rates, Continued

How To

To access and use the TRACS **Flatrate Estimating Guide** to determine labor rates, perform the following steps:

Step	Action
1	Click the **Open the Flatrate Estimating Guide** icon from the **Main Menu** form, and the **TRACS-[Flatrate]** form displays.



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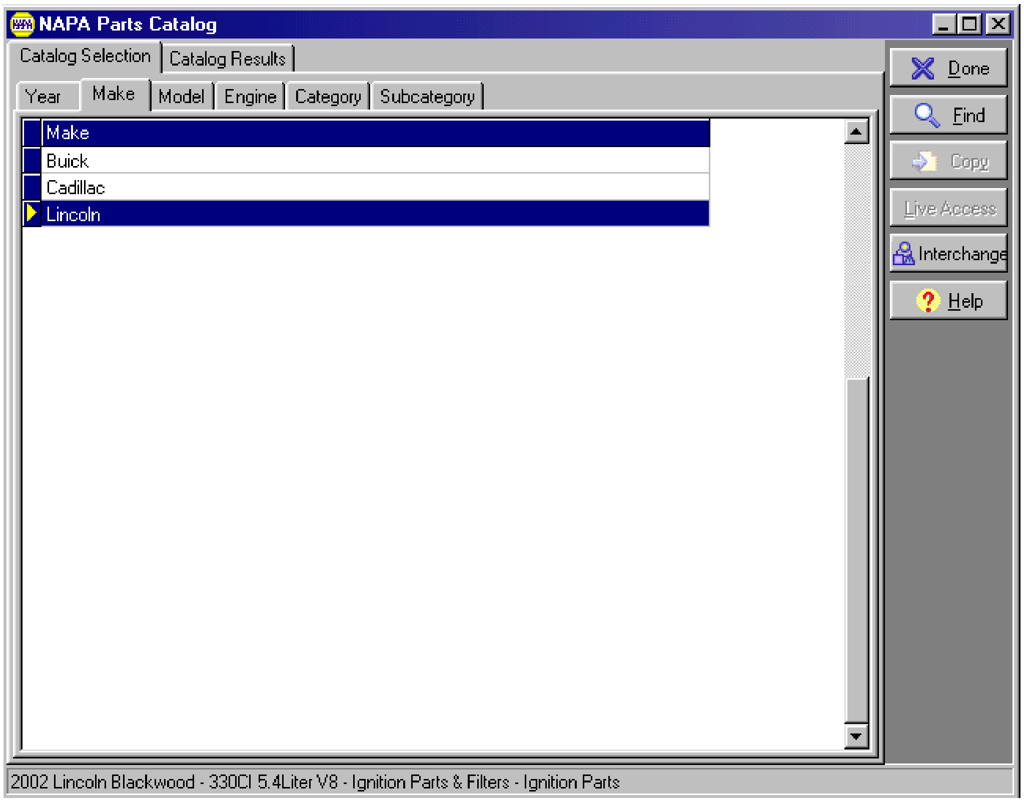
How To (continued)

Step	Action
2	Double-click to select the year of the vehicle, and the **Make** folder becomes active.



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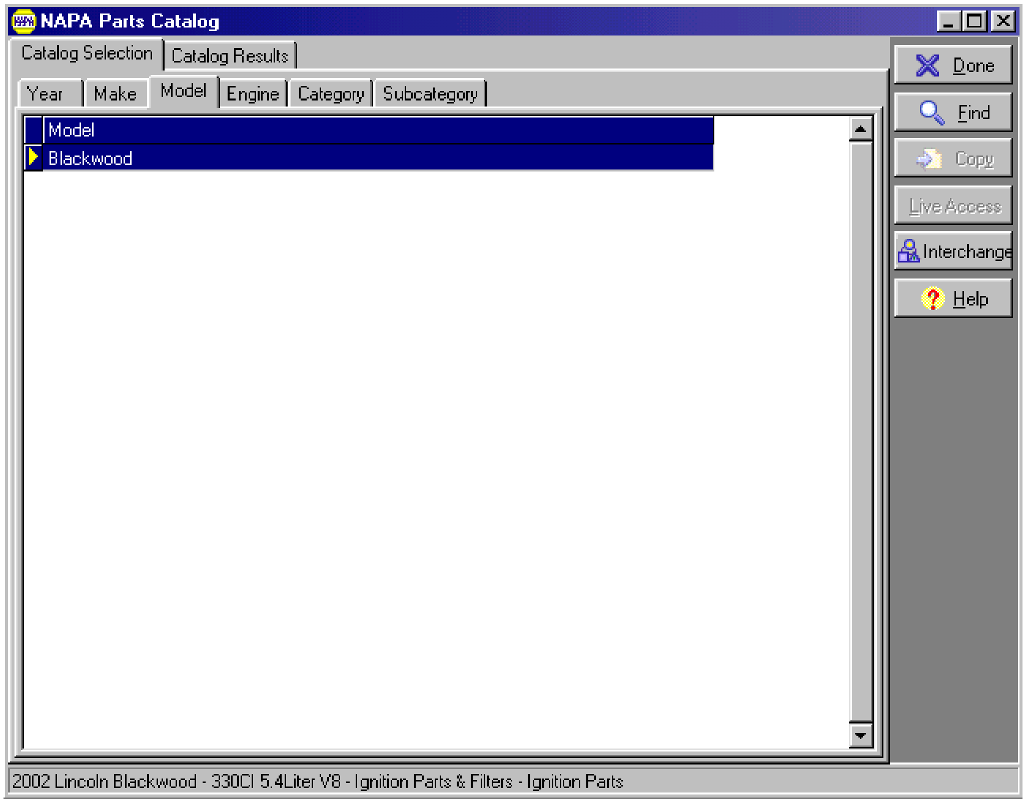
How To (continued)

Step	Action
3	Double-click to select the make of the vehicle, and the **Model** folder becomes active.



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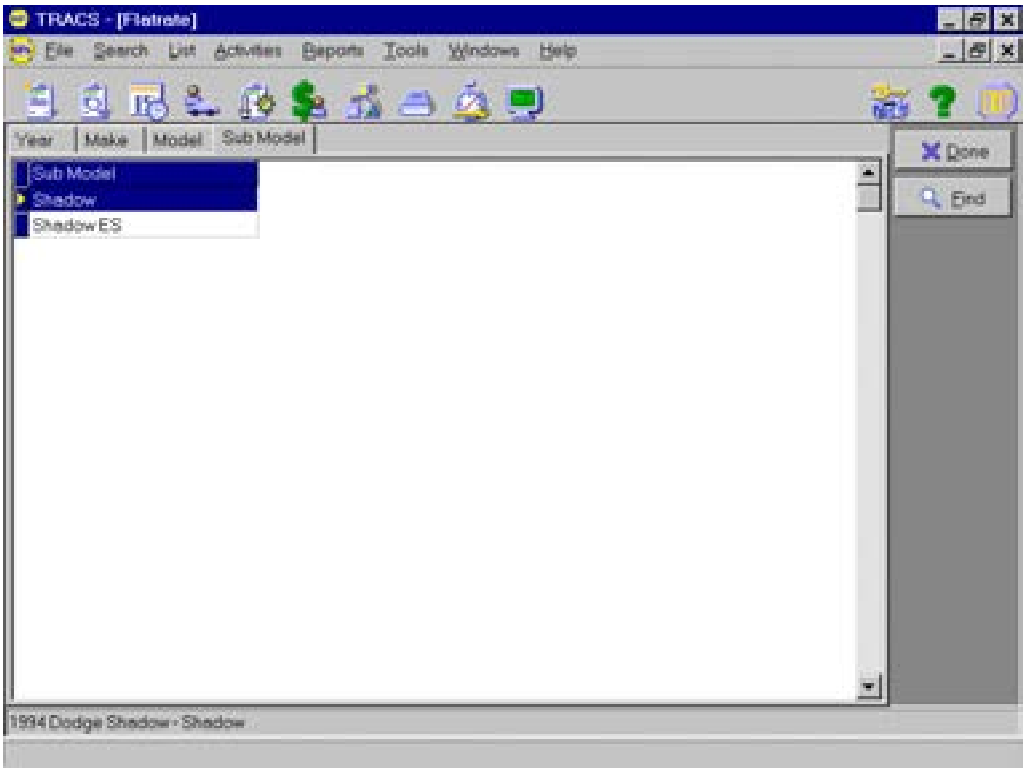
Labor Rates, Continued

How To (continued)

Step	Action
4	Double-click to select the model of the vehicle, and the **Sub Model** folder becomes active.



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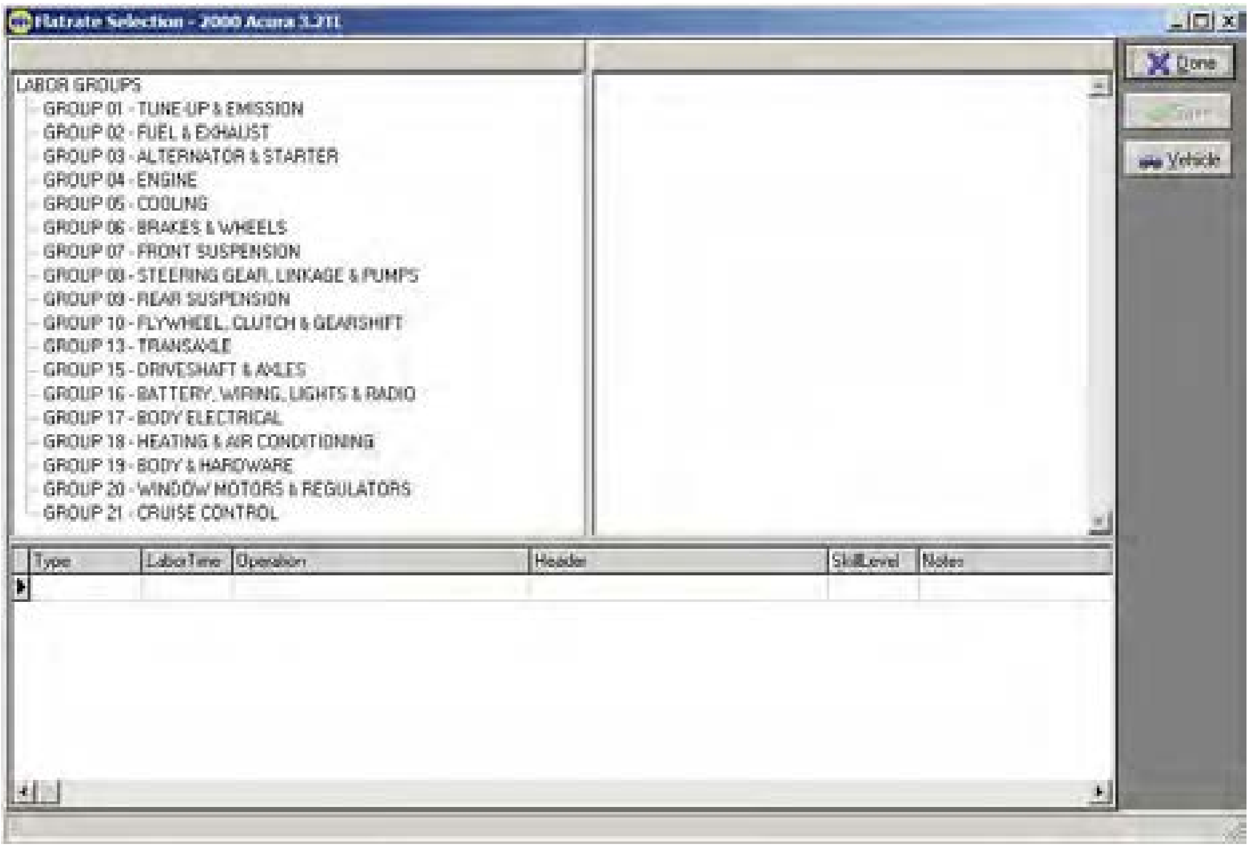
How To (continued)

Step	Action
5	Double-click to select the sub model of the vehicle, and the **Labor Worksheet** displays.



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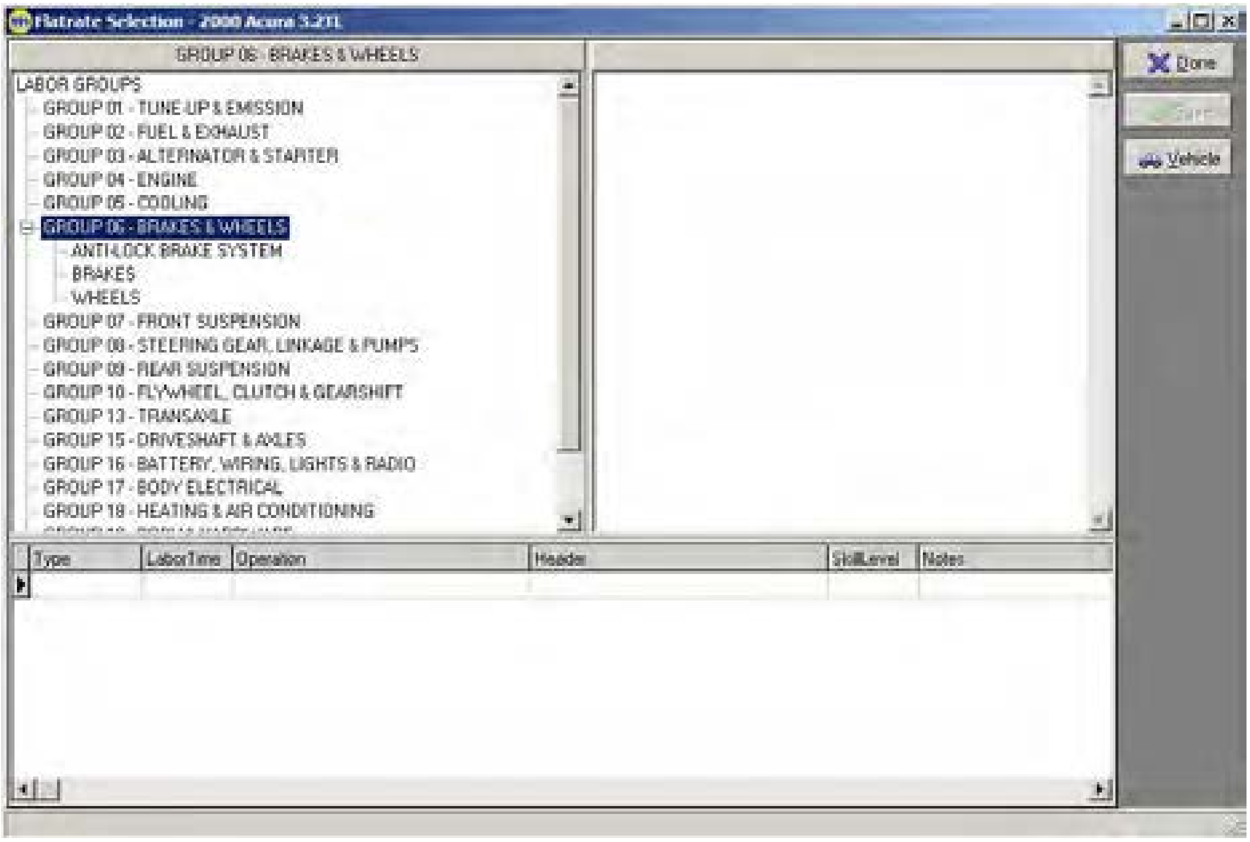
How To (continued)

Step	Action
6	Click to select the labor category on the **Labor Worksheet**, and the labor subcategories display.



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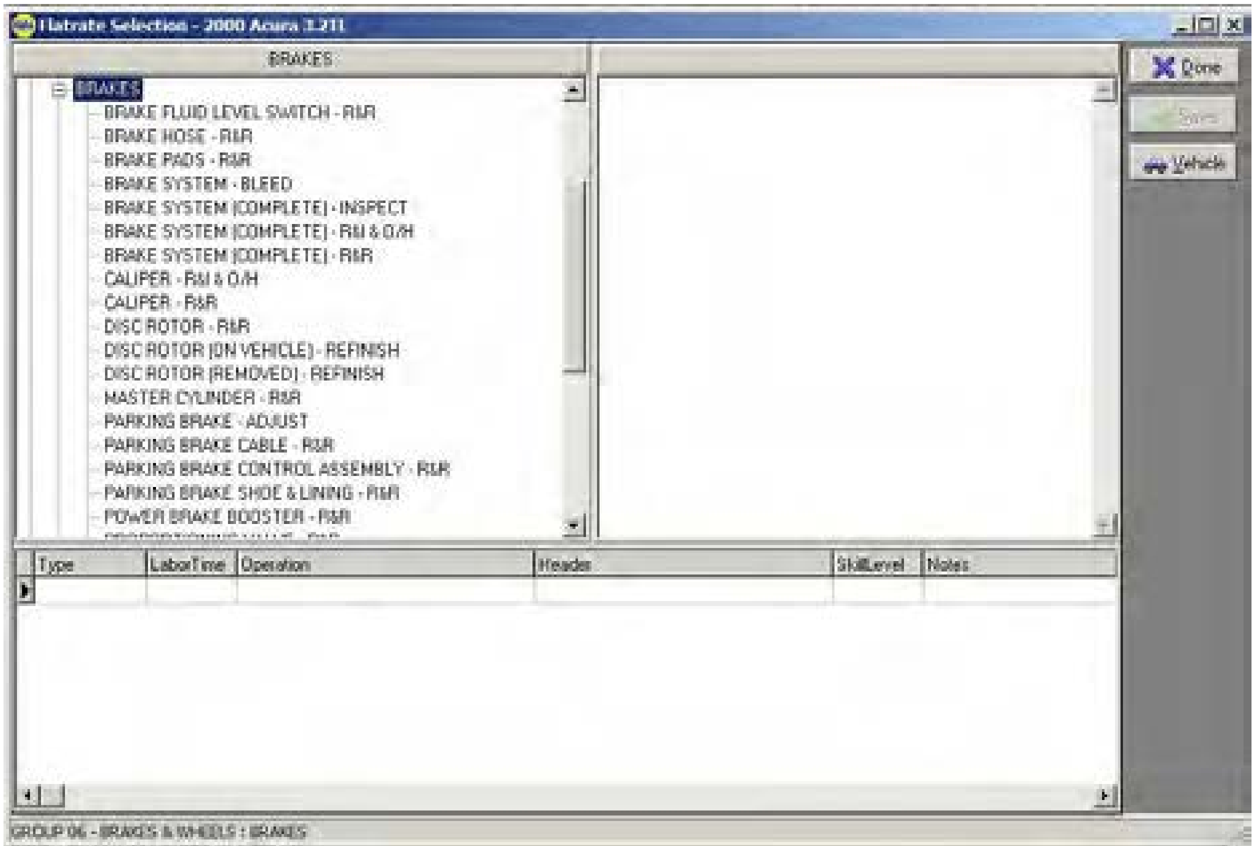
How To (continued)

Step	Action
7	Click to select the labor subcategory, and the labor type displays.



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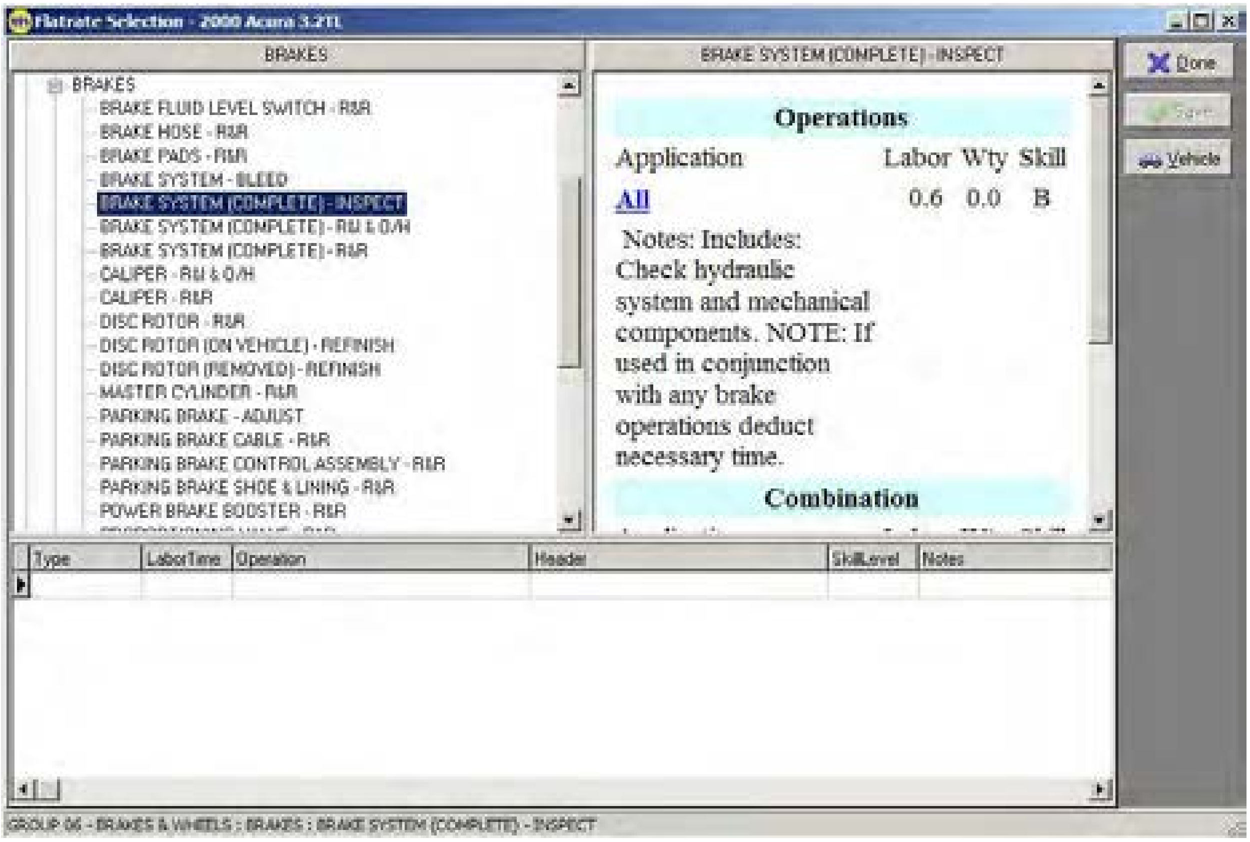
How To (continued)

Step	Action
8	Click the labor activity, and the details of the labor activity display on the right of the **Labor Worksheet** screen.



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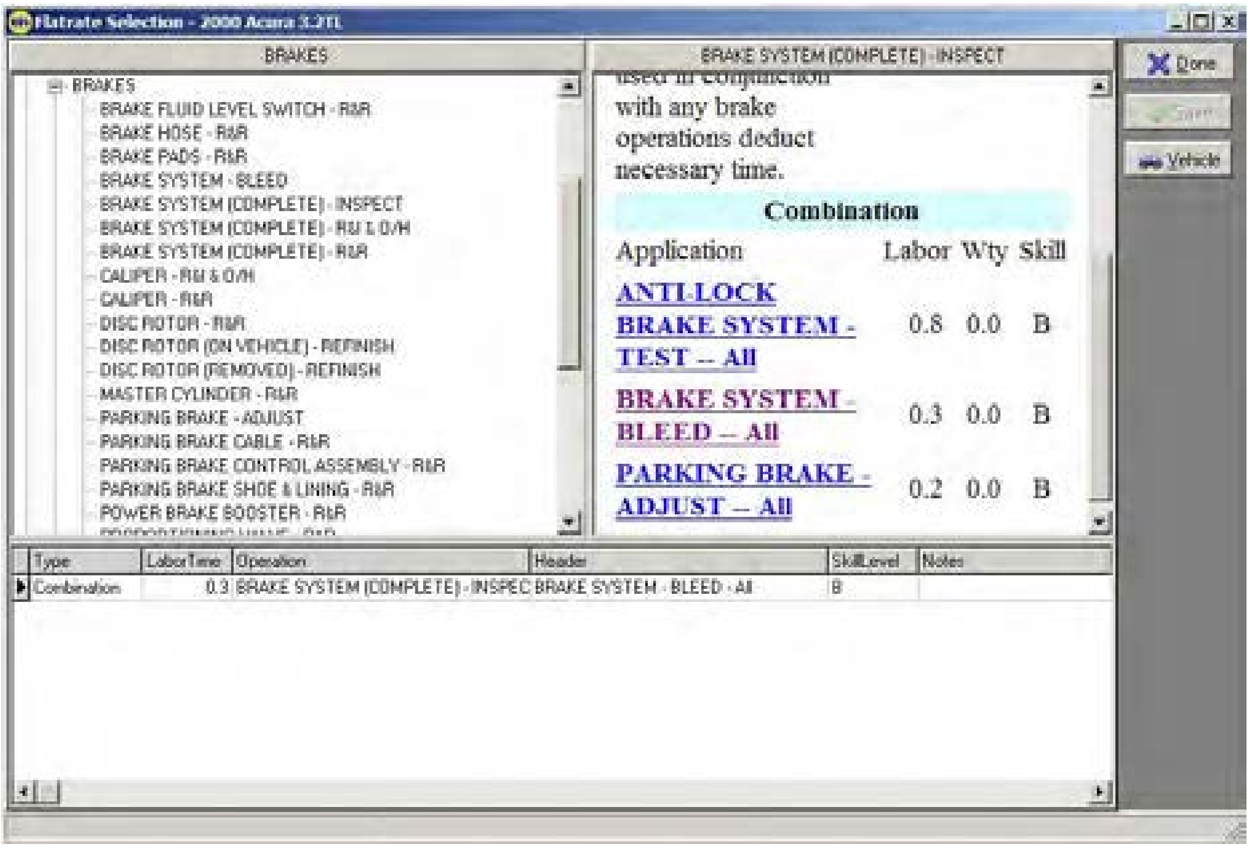
How To (continued)

Step	Action
9	Click to select any appropriate additional time activities that apply to this repair order, and a check mark displays next to all selected items.



Step	Action
10	Repeat Steps 6 through 9 to add labor activities to the repair order as necessary.
11	Click the **OK** button when all necessary labor activities and additional time items have been added to the repair order. ***Note***: The additional time items do not display as separate items on the repair order but their time is included in the related labor item in the **Qty** (Quantity) field.
12	Click the **Save** button to save the new items to the repair order.

Ad Source

Category

The **Ad Source** lists option allows you to specify the types of ad sources available for listing on a work order.

After you have set up your ad sources, you can associate any work order with an ad source. A drop-down list of these sources will appear on the **Detail** tab of a work order.

How To

To add a source to the **Ad Source List**, perform the following steps:

Step	Action
1	Click the **Ad Source** button in the **Lists** box, and your current **Ad Source List** displays.

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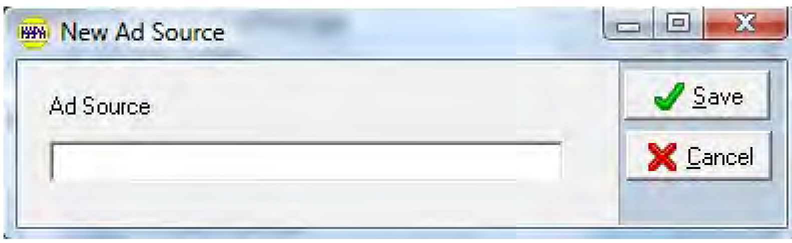
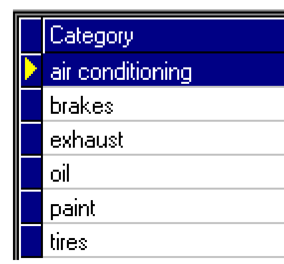
Ad Source, Continued

How To (continued)

2	Click the **New** button, and the **New Ad Source** form displays.



Step	Action
3	Type the new source in the **Ad Source** field.
4	Click the **Save** button, and your **Ad Source List** displays with the new entry in alphabetical order. You have now added a source to the **Ad Source List.** A drop-down list of all sources will appear in the **Detail** tab of a work order.



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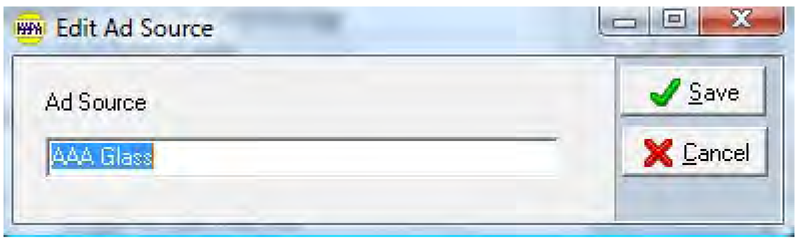
Ad Source, Continued

How To To edit a source in the **Ad Source List**, perform the following steps:

Step	Action
1	Click the **Ad Source** button in the **Lists** box, and your current **Ad Source List** displays.
2	Click to select the source to be modified.
3	Click the **Edit** button, and the **Edit Ad Source** form displays.

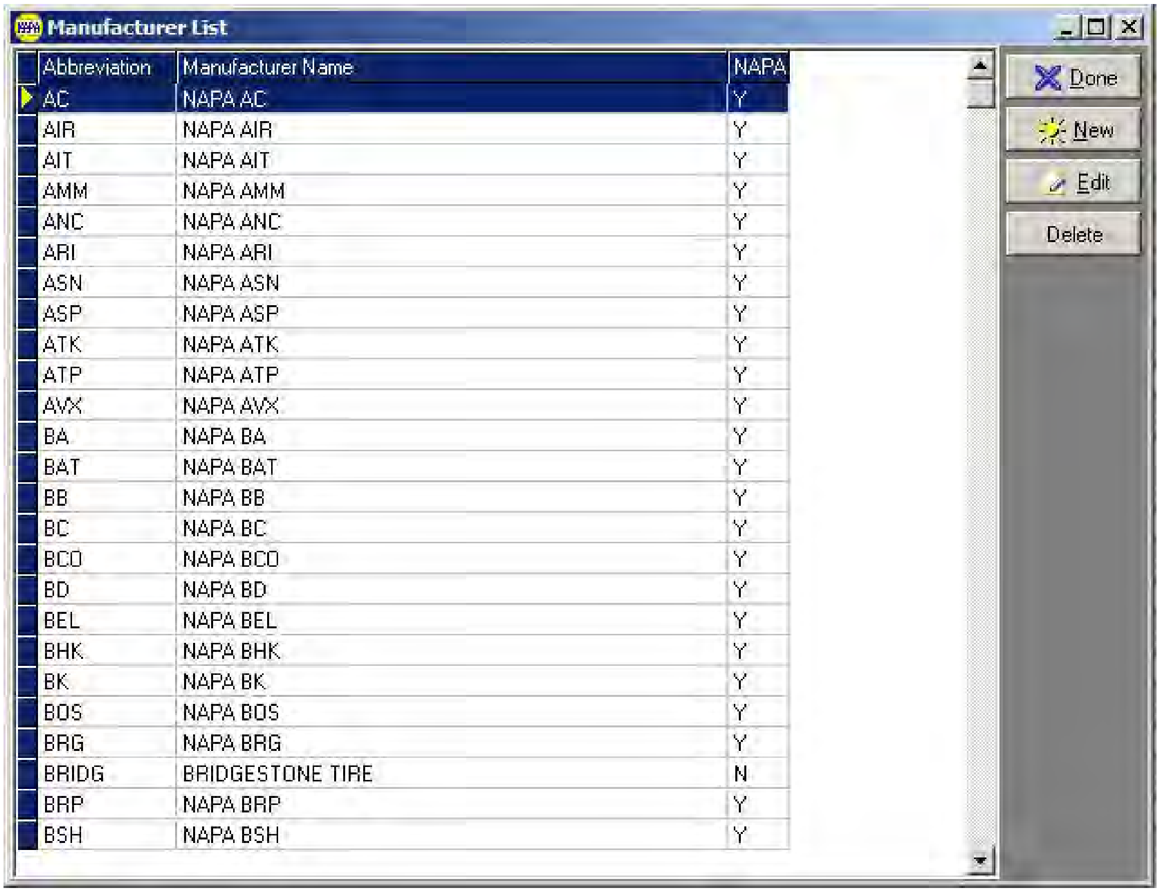


4	Type the desired text in the **Ad Source** field.
5	Click the **Save** button and the modified text displays in the **Ad Source List**. You have now edited a category on the **Ad Source List**.

Manufacturer

Manufacturer The **Manufacturer** option provides a place for you to specify information about your manufacturers.

NOTE: Registering the NAPA Catalog will automatically add your servicing Jobber's NAPA Manufacturers Line Codes.



Abbreviation	Manufacturer Name	NAPA
AC	NAPA AC	Y
AIR	NAPA AIR	Y
AIT	NAPA AIT	Y
AMM	NAPA AMM	Y
ANC	NAPA ANC	Y
ARI	NAPA ARI	Y
ASN	NAPA ASN	Y
ASP	NAPA ASP	Y
ATK	NAPA ATK	Y
ATP	NAPA ATP	Y
AVX	NAPA AVX	Y
BA	NAPA BA	Y
BAT	NAPA BAT	Y
BB	NAPA BB	Y
BC	NAPA BC	Y
BCO	NAPA BCO	Y
BD	NAPA BD	Y
BEL	NAPA BEL	Y
BHK	NAPA BHK	Y
BK	NAPA BK	Y
BOS	NAPA BOS	Y
BRG	NAPA BRG	Y
BRIDG	BRIDGESTONE TIRE	N
BRP	NAPA BRP	Y
BSH	NAPA BSH	Y

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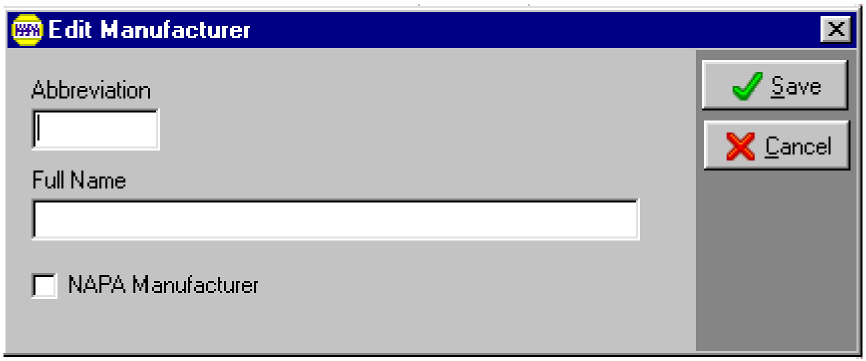
How To To add a new manufacturer, perform the following steps:

Step	Action
1	Click the **New Manuf** (New Manufacturer) button, and the **Edit Manufacturer** window displays.



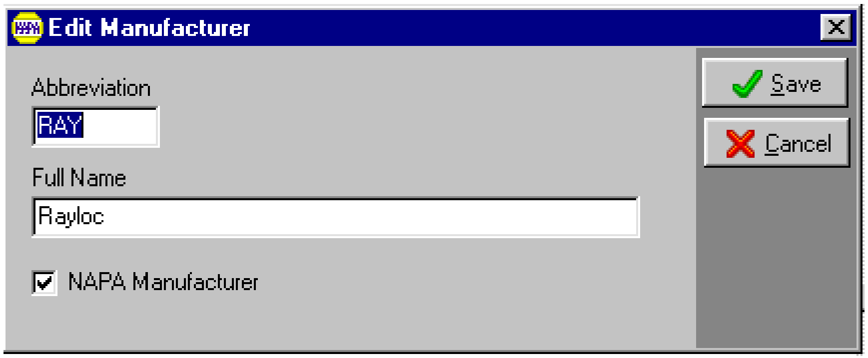
2	Type or select the appropriate information in the following fields: • **Abbreviation** • **Full Name** • **NAPA Manufacturer**
3	Click the **Save** button, and the new manufacturer displays on the **Mfg** (Manufacturer) folder.

How To To edit an existing manufacturer, perform the following steps:

Step	Action
1	Click to select the name of the manufacturer to be modified.
2	Click the **Edit Manuf** (Edit Manufacturer) button, and the **Edit Manufacturer** form displays.

Continued on next page

How To (continued)



Step	Action
3	Modify the appropriate fields.
4	Click the **Save** button, and the modified manufacturer displays on the **Mfg** (Manufacturer) folder. You have now completed your lists.

Pricing

Pricing List

The **Pricing** list option provides you with the opportunity to set up rules related to pricing. You could use these pricing rules when you have a sale or a unique pricing situation for a customer.

Using the **Pricing** list option, you can add new pricing rules and edit or delete existing pricing rules. But, before you can add these rules, you will need to name the pricing profile that contains the rule.

The default pricing rule will be assumed unless otherwise selected.

Note: Running the NAPA Pricing Diskette updates both the Parts Catalog and the Items List.

How To

To name a **Pricing Profile**, perform the following steps:

Step	Action
1	Click the **Pricing** button in the **Lists** box, and the **Pricing Profile List** displays.

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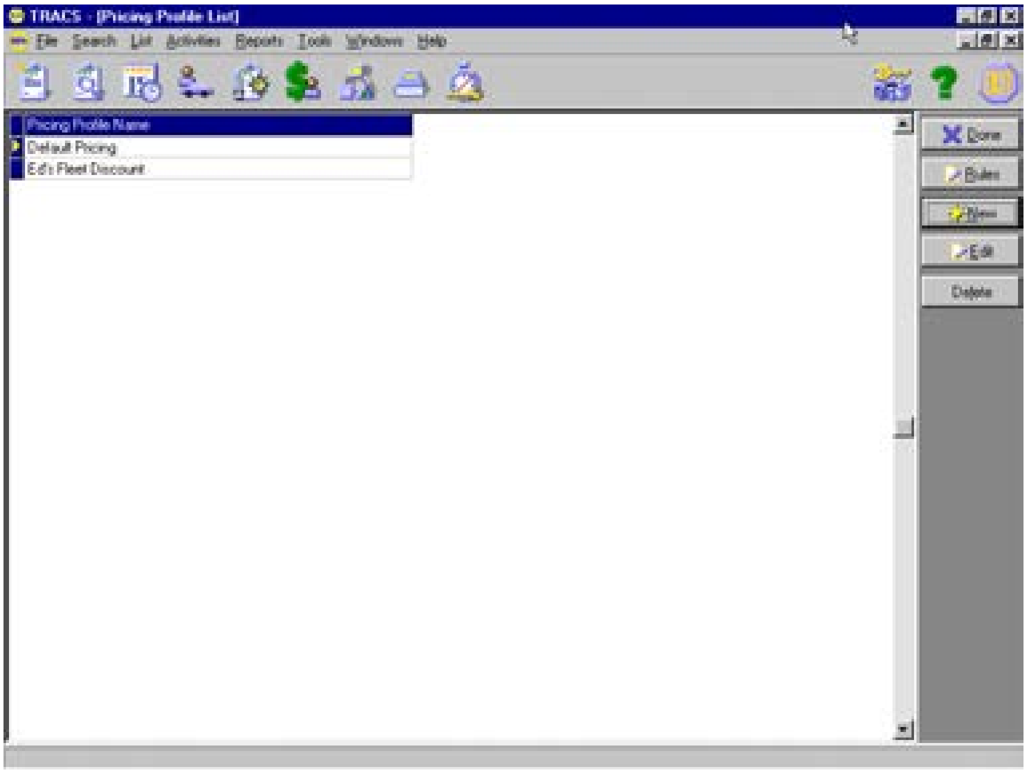
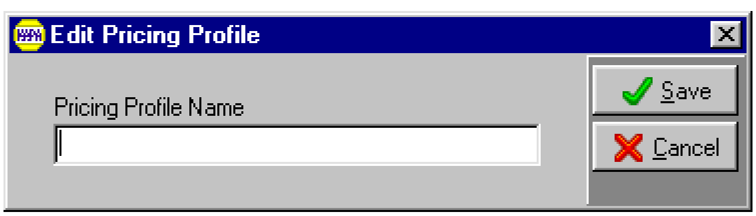
How To (continued)



Step	Action
2	Click the **New** button, and the **Edit Pricing Profile** form displays.



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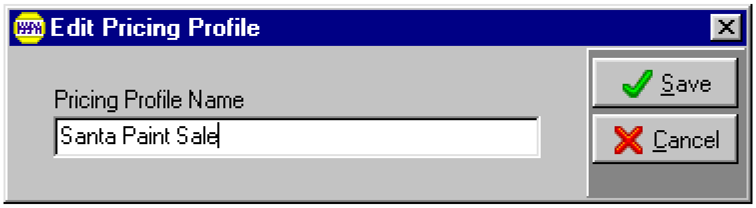
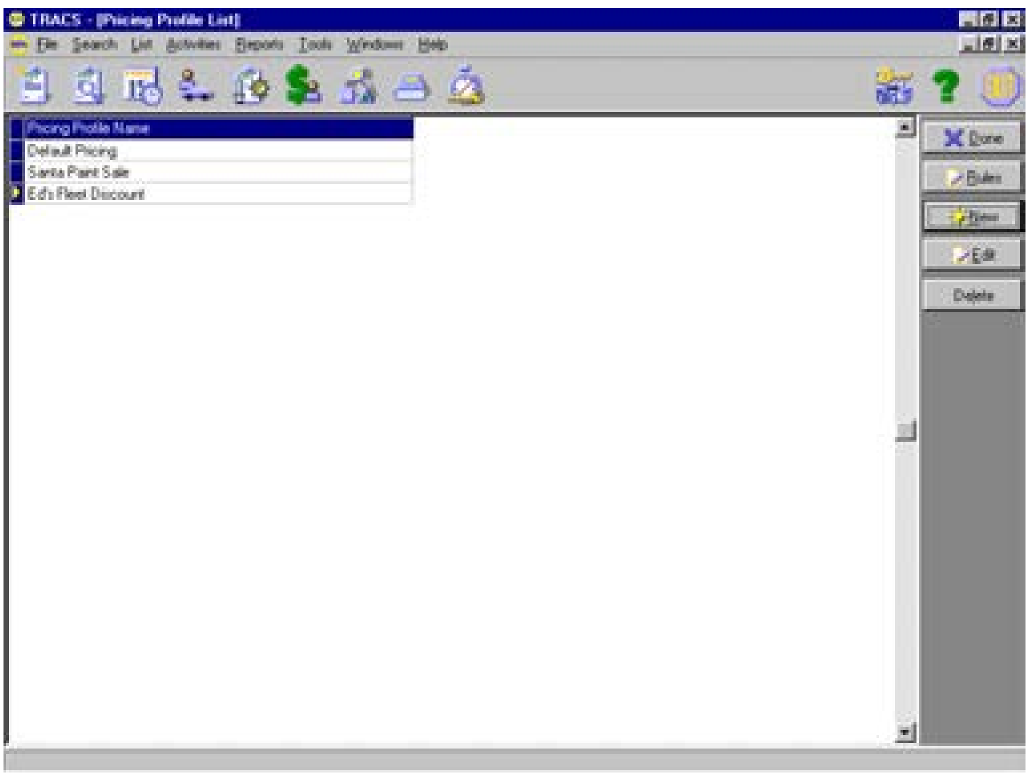
Pricing, Continued

How To (continued)

Step	Action
3	Type the new profile name in the **Pricing Profile Name** field.



4	Click the **Save** button, and the new pricing profile displays on the **Pricing Profile Name** list**.**



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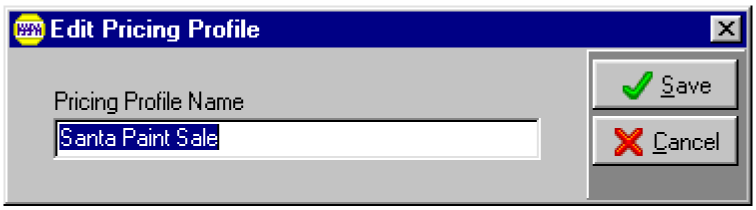
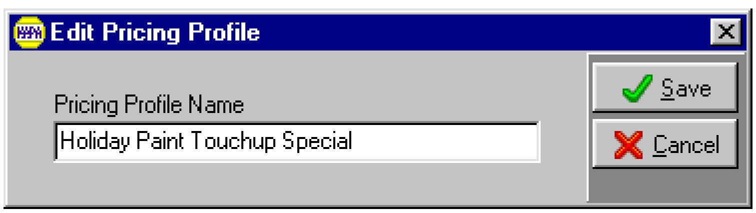
How To To edit a **Pricing Profile Name**, perform the following steps:

Step	Action
1	Click to select the profile to be edited.
2	Click the **Edit** button, and the **Edit Pricing Profile** form displays with the current name of the profile.



3	Type the desired name of the profile in the **Pricing Profile Name** field.



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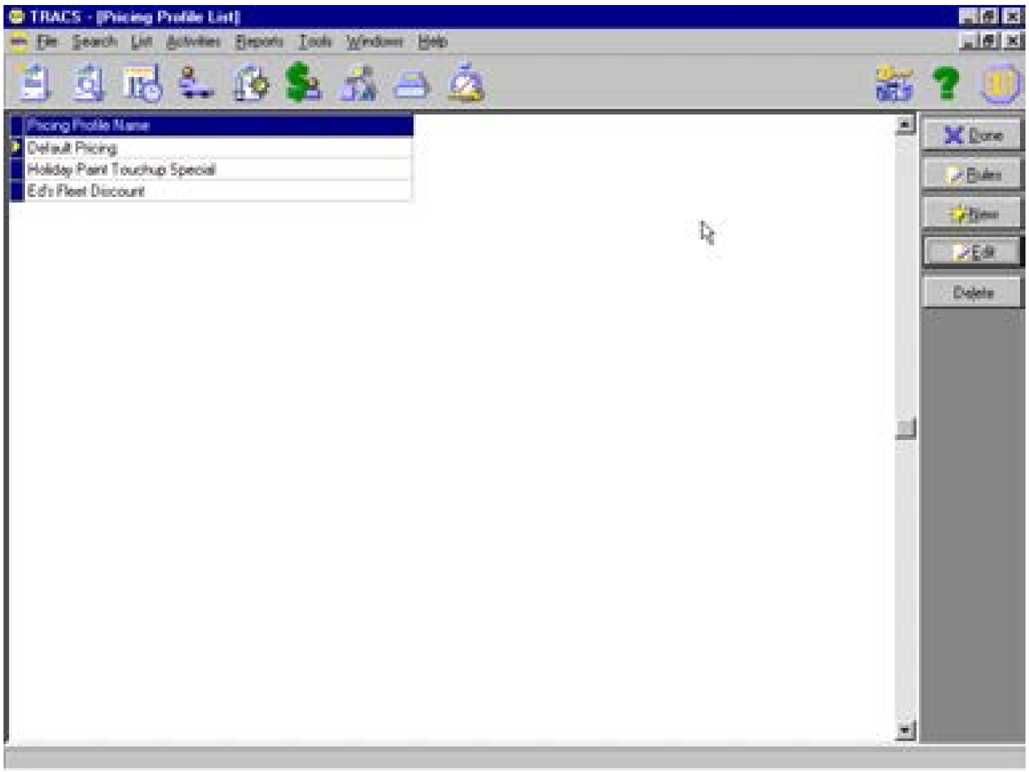
How To (continued)

Step	Action
4	Click the **Save** button, and the **Pricing Profile List** form redisplays with the edited profile name in the **Pricing Profile Name** list.



How To To delete a pricing profile, perform the following steps:

Step	Action
1	Click to select the profile to be deleted.
2	Click the **Delete** button, and the profile is deleted from the **Pricing Profile List.**

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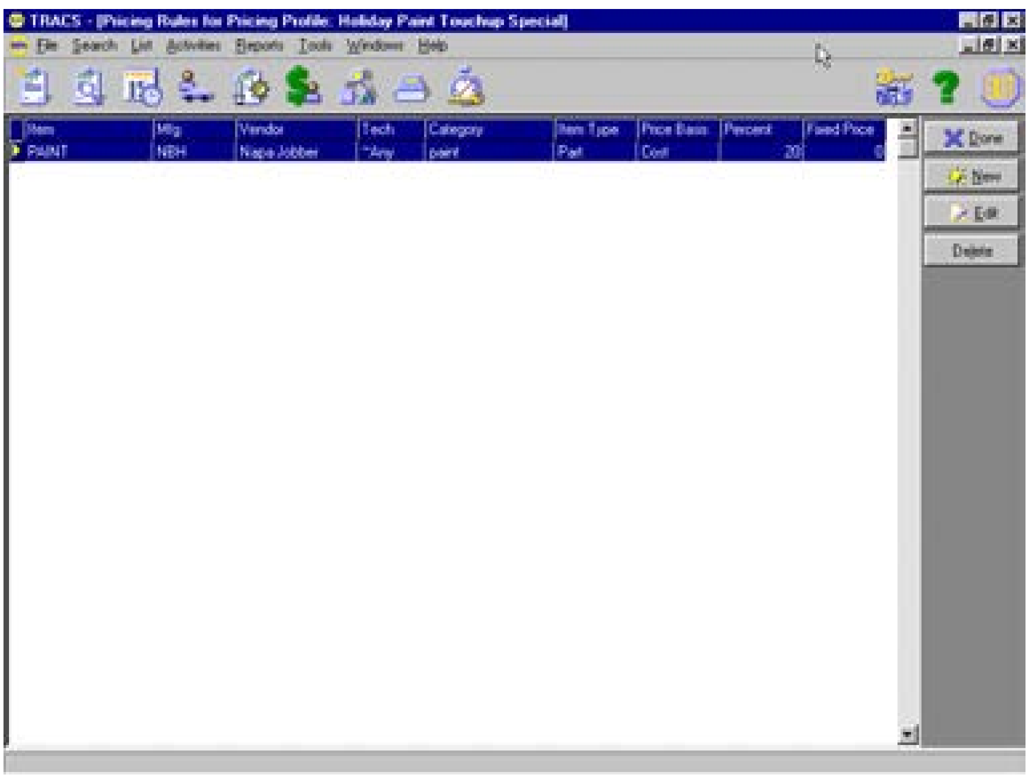
Pricing Rules

Pricing Rules allow you to identify the detailed conditions and specifications of a pricing profile. By presetting these rules, the service writer can simply select the profile with the appropriate rules already attached.

How To

To add a pricing rule to a profile, perform the following steps:

Step	Action
1	Click to select the pricing profile to which you would like to add (or define) a rule.
2	Click the **Rule** button, and the **Pricing Rules for Pricing Profile** list displays the rules associated with your selected profile.



3	Click the **New** button, and the **Pricing Rule** form displays.

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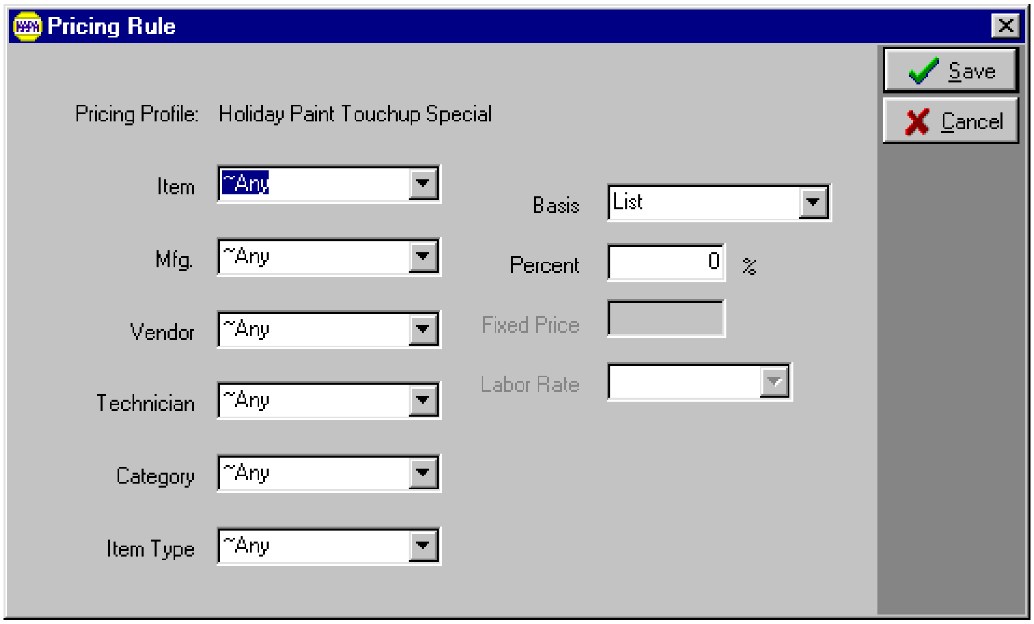
How To (continued)

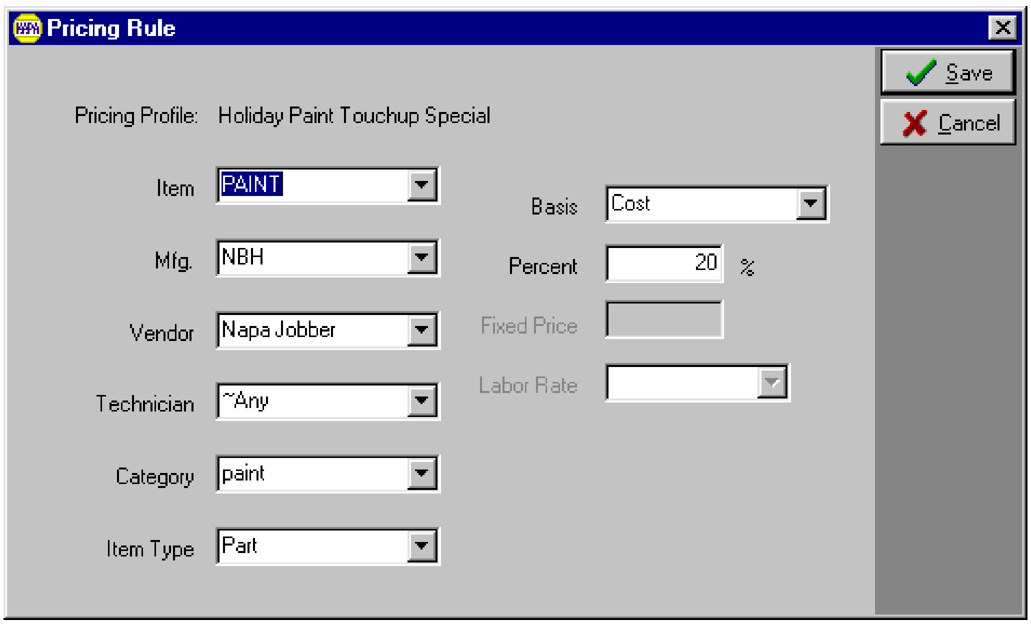


Step	Action
4	Scroll down the list in the following fields to enter the desired information: • **Item** • **Mfg** (Manufacturer: BK, ECH, FIL) • **Vendor** • **Technician** • **Category** • **Item Type** • **Basis**
5	Type the percentage associated with the rule in the **Percent** field.
6	Click the **Save** button, and the new rule displays on the **Pricing Rules for Pricing Profile** list.

Continued on next page

How To To edit an existing pricing rule, perform the following steps:

Step	Action
1	Click to select the pricing rule to be edited on the **Pricing Rules for Pricing Profile** list.
2	Click the **Edit** button, and the **Pricing Rule** form displays the current rule.



Step	Action
3	Edit the desired field or fields as necessary.
4	Click the **Save** button, and the edited rule displays on the **Pricing Rules for Pricing Profile** list.

Continued on next page

How To To delete a pricing rule, perform the following steps:

Step	Action
1	Click to select the rule to be deleted on the **Pricing Rules for Pricing Profile** list.
2	Click the **Delete** button, and the rule is deleted from the list.
3	Click the **Done** button when you have completed all of your pricing rule activities, and the **Pricing Profile List** displays.
4	Click the **Done** button when you have completed all of your pricing profile activities, and the **Lists** box displays. **Note: You must apply the pricing profile under the vehicle profile as well as the Customer Profile.**

The following are examples of Pricing rules.

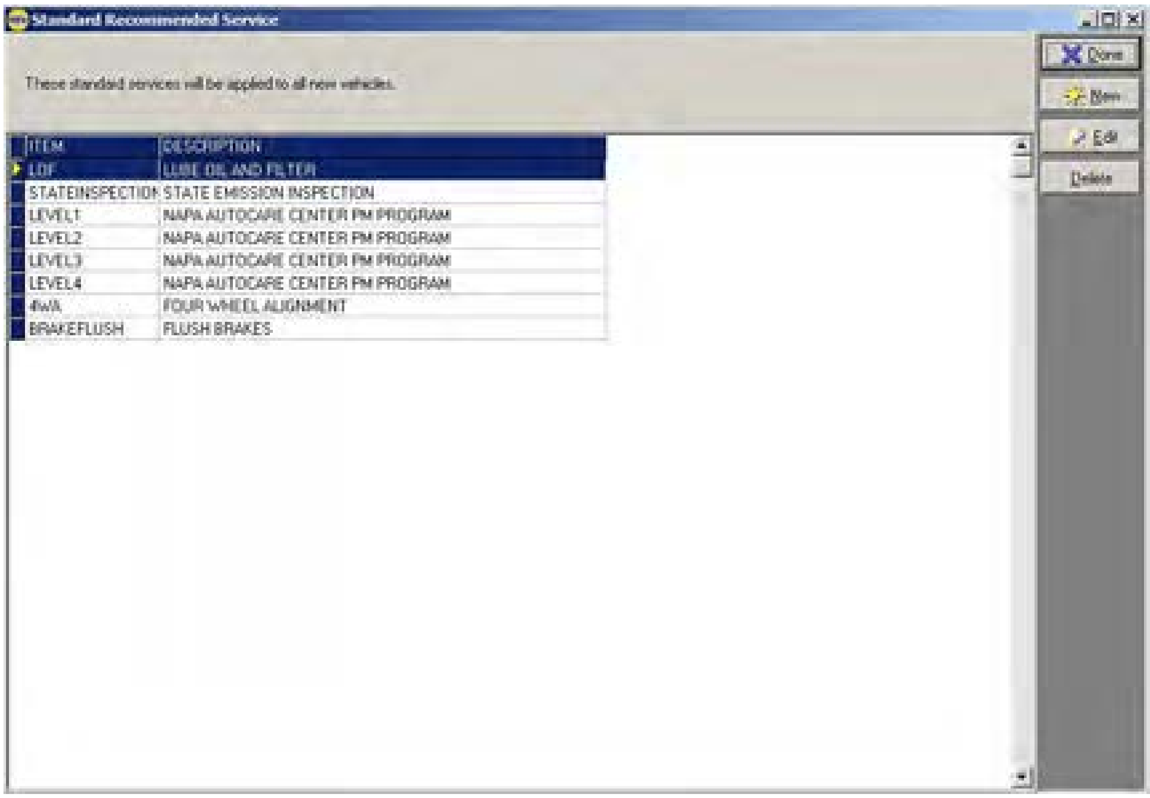
1	All Parts with XXX line code are Profit 50% (Margin)
2	Create a pricing rule that says that all parts that are category Preventative Maintenance, that have Mfg. Line code SFI are Fixed at $8.99.
3	Any Parts with OEM line code are profit 40%.
4	Any Parts with NBH are List –5%
5	Any Part with ECH are Cost 40% (Mark-up)
6	Any Sublet item is Profit 45%
7	Any Part, Any everything else is List

Recommended Service

Rec Serv

The **Recommended Service** window (**Rec Serv)** allows you to enter the information about standard recommended services to be applied to new vehicles. These services will be placed on all new vehicles added to TRACS.

For more information on **Recommended Services**, see Chapter 7.



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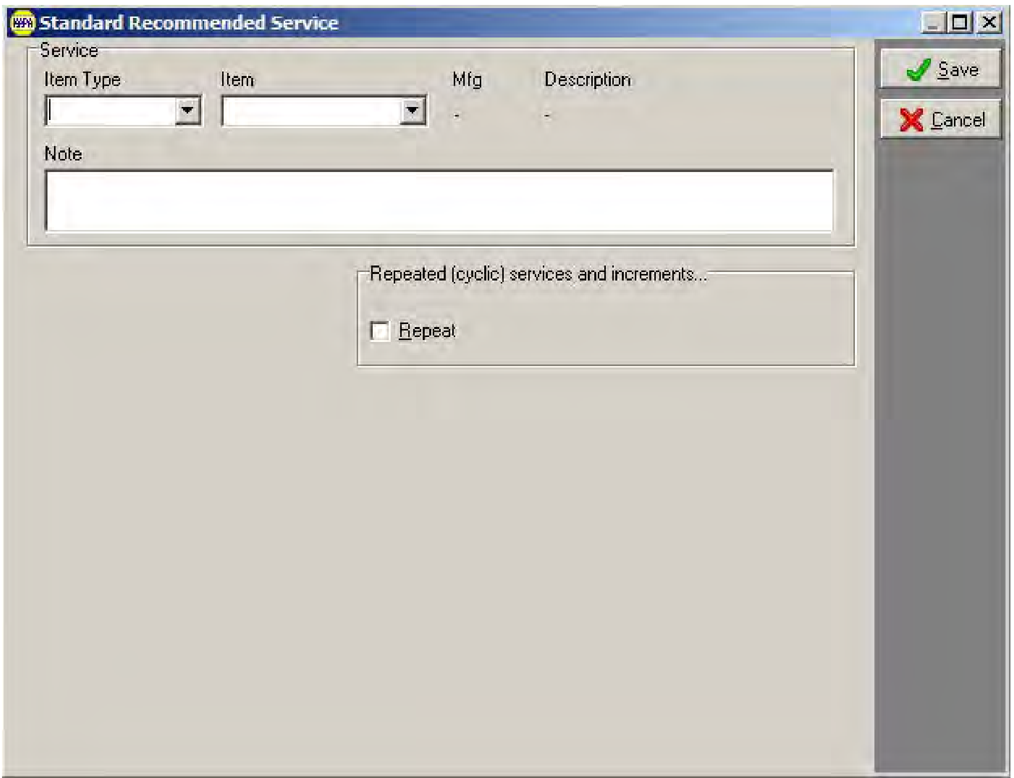
How To To add a recommended service, perform the following steps:

Step	Action
1	Click the **New** button, and the **Standard Recommended Service** window displays.

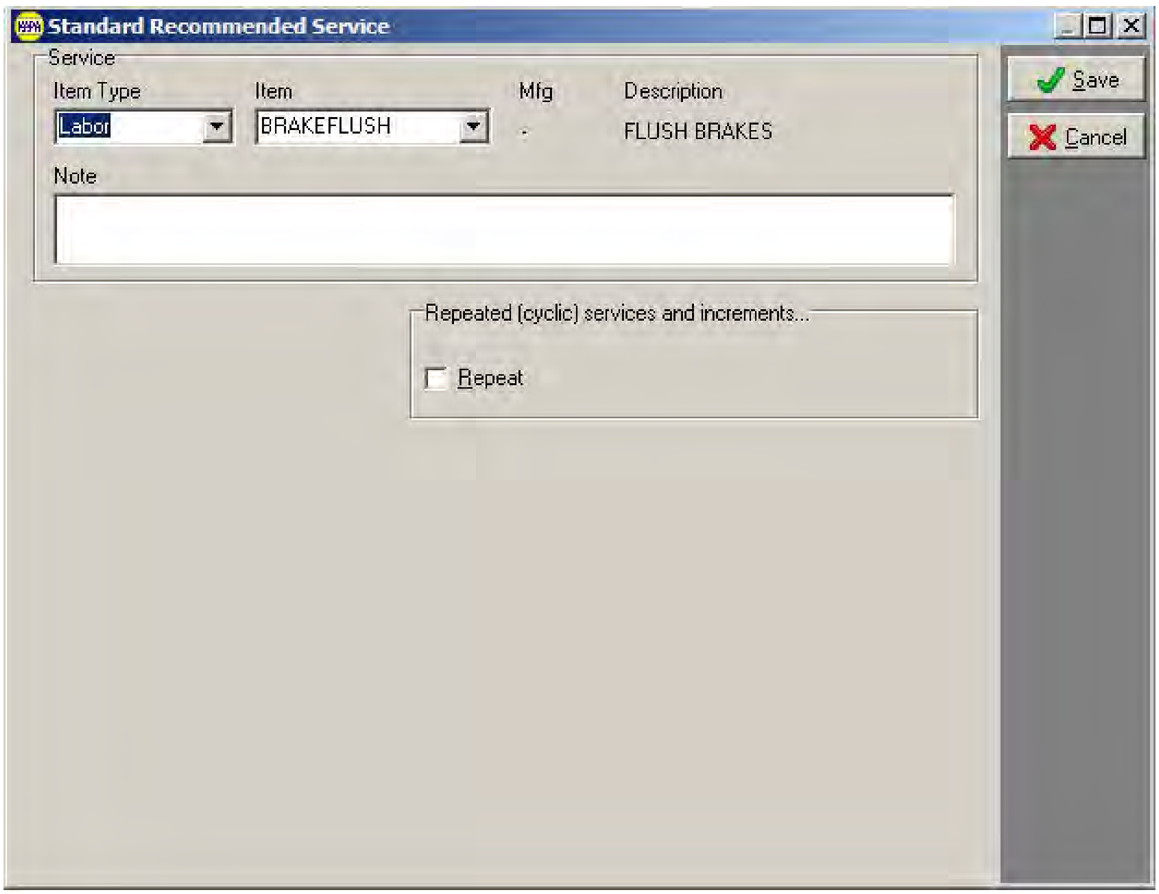


Step	Action
2	Choose the appropriate item from the following drop-down fields: • **Item Type** • **Item** Type any notes into the **Note** text box. **Note:** The only items that will appear in the drop-down list are those that are already listed in the "work with items" table. To add a recommended service not listed, you will first have to add an item using the procedure outlined in the Items chapter.
3	Check the **Repeat** box if you wish the service to be cyclic.
4	Click the **Save** button, and the new bay displays on the **Bays** window.

Continued on next page

How To To edit an existing recommended service, perform the following steps:

Step	Action
1	Click a service name to select the service to be edited.
2	Click the **Edit** button, and the bay to be edited displays in the **Standard Recommended Service** window.



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How To (continued)

Step	Action
3	Modify the appropriate information in any of the following fields: • **Item Type** • **Item** • **Note** • **Repeat**
4	Click the **Save** button, and the edited service will display on the **Recommended Services** window.

Symptoms

Symptoms

The **Symptoms** window allows you to enter the names and descriptions of symptoms that can be selected to appear as notes on repair forms.

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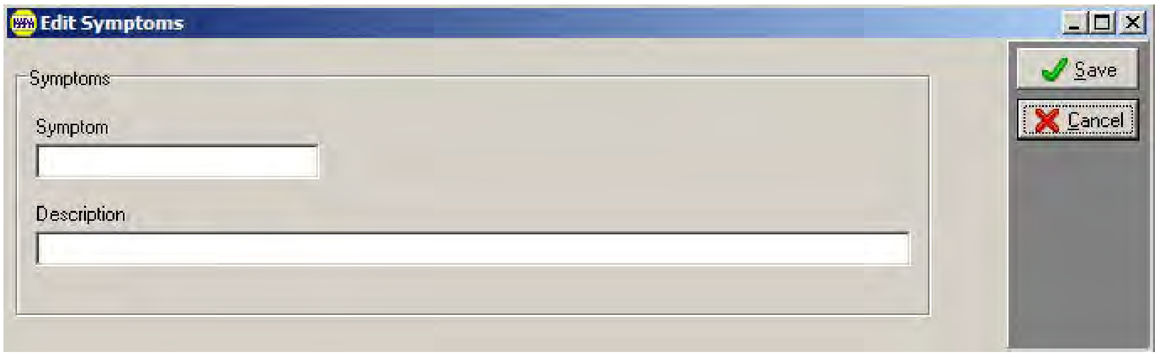
How To To add a symptom, perform the following steps:

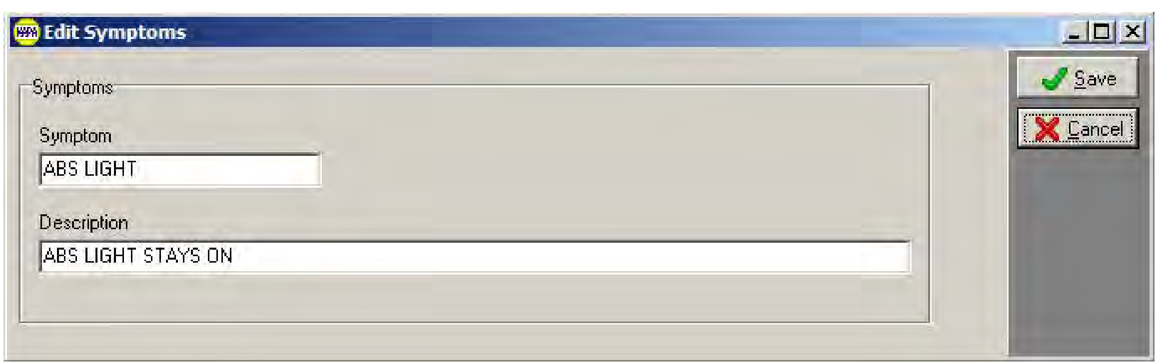
Step	Action
1	Click the **New** button, and the **Edit Symptoms** window displays.



2	Type the appropriate information in the following fields: • **Symptom Name** • **Symptom Description**
3	Click the **Save** button, and the new symptom displays on the **Symptoms** window.

How To To edit an existing symptom, perform the following steps:

Step	Action
1	Click a symptom name to select the symptom to be edited.
2	Click the **Edit** button, and the symptom to be edited displays in the **Edit Symptom** window.



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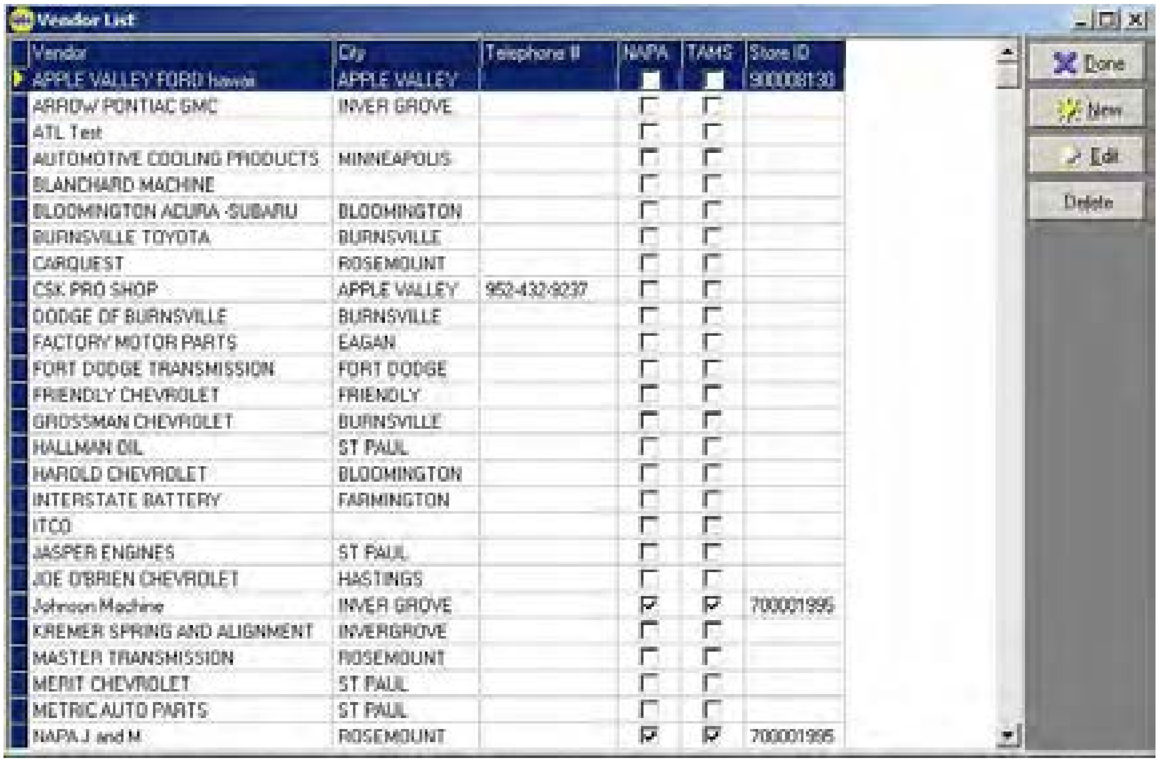
How To (continued)

Step	Action
3	Modify the appropriate information in any of the following fields: • **Symptom Name** • **Symptom Description**
4	Click the **Save** button, and the edited symptom will display on the **Symptoms** window.

Vendor

Vendor You can list all of your vendors' information in the **Vendor** option. You will want to list vendors from whom you buy parts or services.



How To To add a new vendor, perform the following steps:

Step	Action
1	Click the **New Vendor** button, and the **Vendor** window displays.

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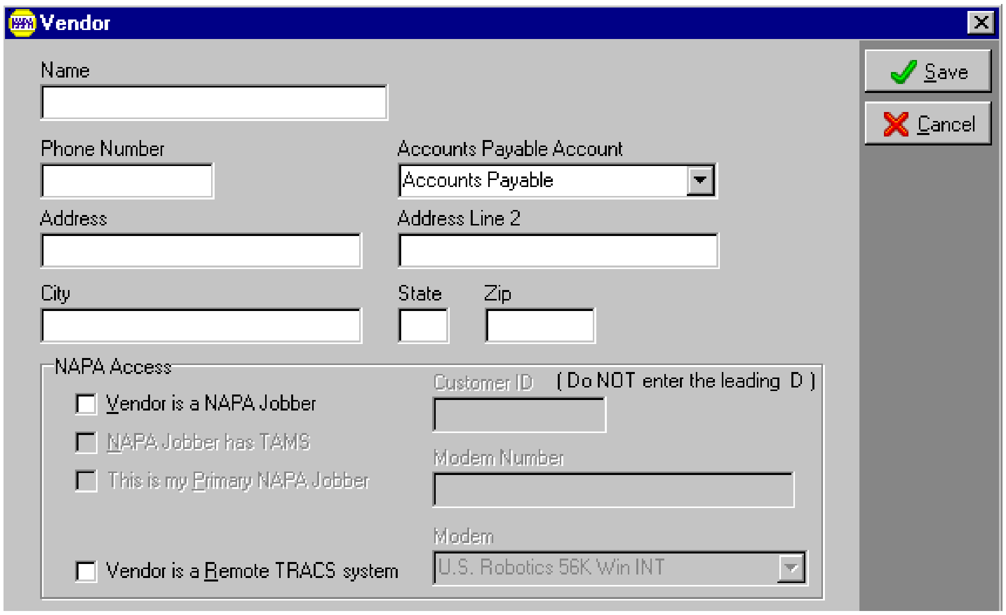
How To (continued)

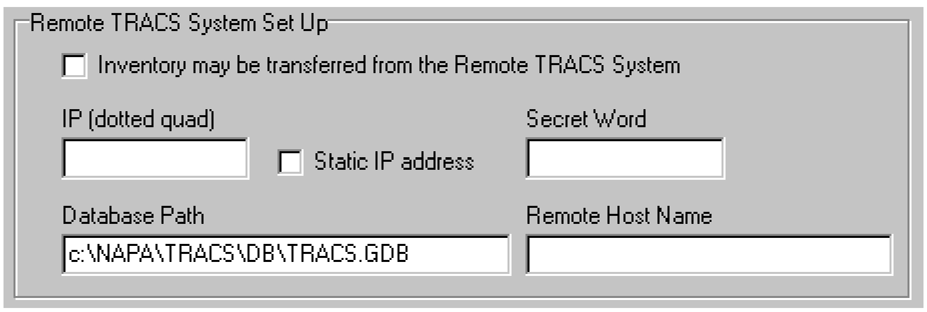


Step	Action
2	Type the appropriate information in the following fields: • **Name** • **Phone Number** • **Accounts Payable Account** • **Address 1** • **Address 2** • **City** • **State** • **Zip** • **Customer ID** (Only accessible if Vendor is a NAPA Jobber) • **Modem Number** (Only accessible if Vendor is a NAPA Jobber) • **Modem** (Only accessible if Vendor is a NAPA Jobber)

Continued on next page

How To (continued)

Step	Action
3	Click to place a check mark in the following fields as needed: • **Vendor is a NAPA Jobber** • **NAPA Jobber has TAMS** • **This is my Primary NAPA Jobber** • **Vendor is a Remote TRACS system (*This option is for businesses with multiple locations*) SEE STEP 4**
4	Placing a check next to the phrase, "Vendor is a Remote TRACS system" activates the Remote TRACS System Setup screen.



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How To (continued)

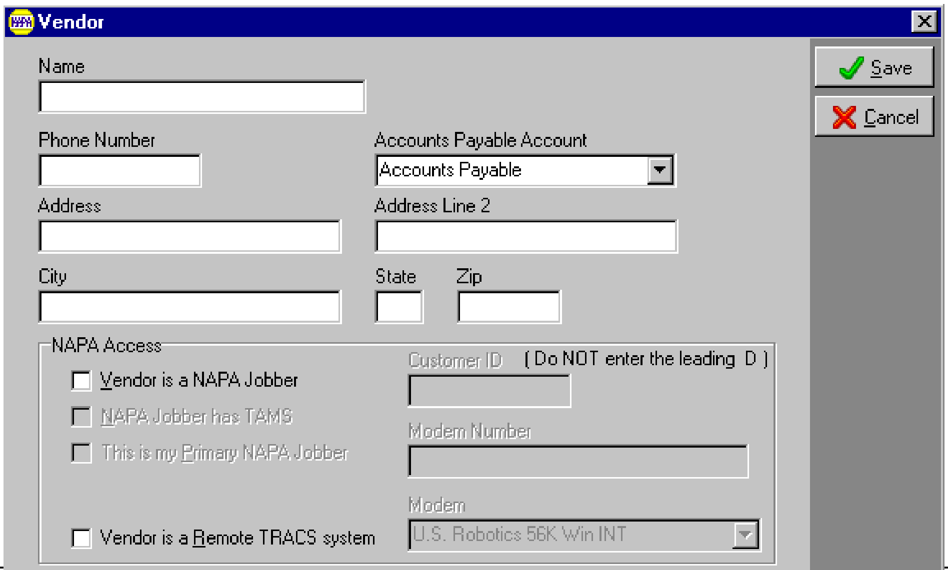
Step	Action
5	Correctly setting up a remote TRACS system requires that the above information be added. (*See List Below for Detailed Instructions)* • The box next to the phrase " Inventory may be transferred from the Remote TRACS System" must have a check in it. • The IP (dotted quad) field must be filled in with numbers provided by your Internet Service Provider. • The Static IP address box needs to be checked. It acts as a lock to prevent the IP address from being changed. It can be disabled to allow changes when necessary. • The Secret Word is very important. It acts as the password for the systems that are linked together. The Secret Word has to be the same on each computer to allow communication. Choose something that will be easy to remember. • The Database path can be left at the default. c:\NAPA\TRACS\DB\TRACS.GDB • The Remote Host Name can be anything that you want. • This requires that both locations have a DSL line.
6	Click the **Save** button, and the modified vendor displays on the **Vendor** folder.

Continued on next page

How To (continued)

How To To edit an existing vendor, perform the following steps:

Step	Action
1	Click to select the vendor to be modified.
2	Click the **Edit Vendor** button, and the **Vendor** window displays.

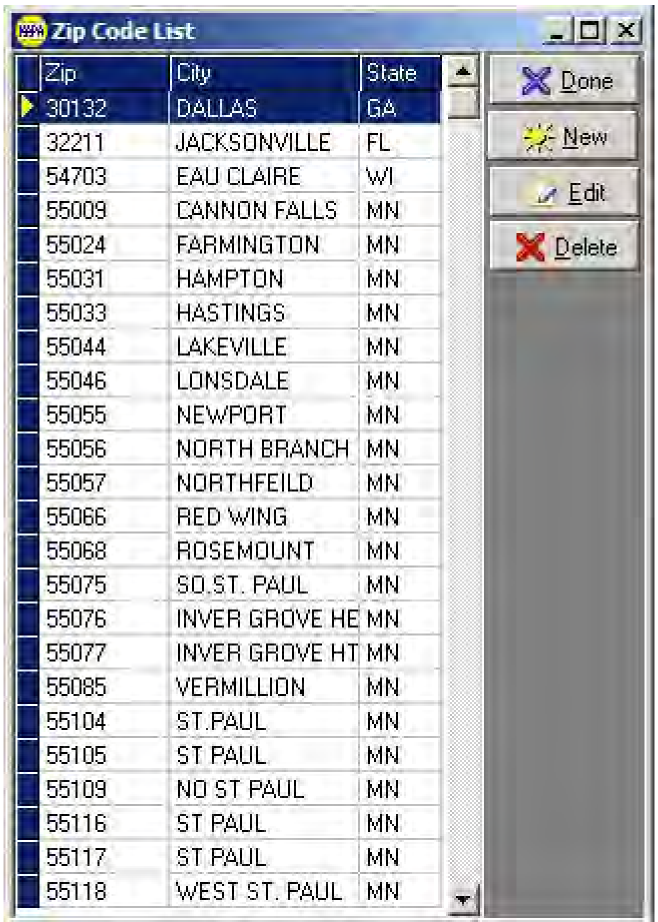


Step	Action
3	Modify any of the appropriate fields.
4	Click the **Save** button, and the modified vendor displays on the **Vendor** folder.

Zip Codes

Zip Codes

The **Zip Codes** window allows you to enter zip codes, along with their corresponding cities and states.



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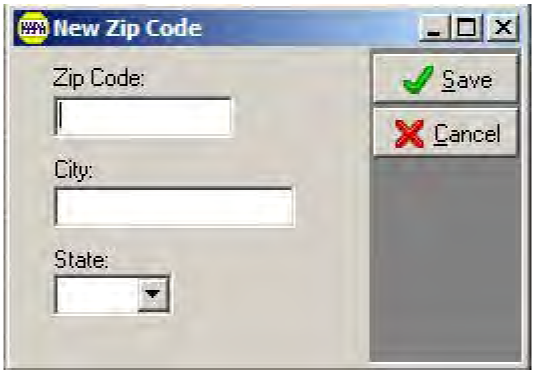
How To To add a zip code, perform the following steps:

Step	Action
1	Click the **New** button, and the **New Zip Code** window displays.



Step	Action
2	Type the appropriate information in the following fields: • **Zip Code** • **City** • **State**
3	Click the **Save** button, and the new zip code displays on the **Zip Codes** window.

How To To edit an existing zip code, perform the following steps:

Step	Action
1	Click a bay name to select the zip code to be edited.
2	Click the **Edit** button, and the zip code to be edited displays in the **Zip Code Setup** window.

Continued on next page

How To (continued)

Step	Action
3	Modify the appropriate information in any of the following fields: • **City** • **State**
4	Click the **Save** button, and the edited zip code will display on the **Zip Codes** window.

Profit Center

Profit Centers

The purpose of a **Profit Center** is to allow you to classify individual invoices. Once invoices are grouped into a center, you can run sales reports by Profit Center.

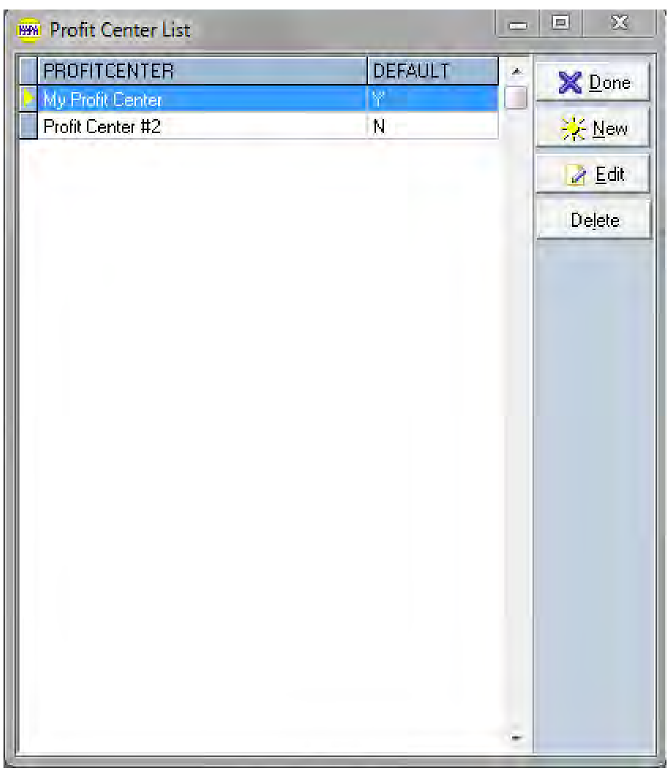
This can be useful if you run multiple businesses that share the same property and wish to divide up their profits, or if you wish to categorize invoices in other ways for the purpose of analysis – such as by salesman or promotion.

Note: Profit Centers can be configured by an individual machine or by the overall shop.

How To

To add a new Profit Center, perform the following steps:

Step	Action
1	From the **Profit Center List** window, click the **New** button.



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How To (continued)

Step	Action
3	Enter the name of the Profit Center, and check the box to the right if you wish the new center to be your default for all work orders.
4	Click the **Save** button, and the new Profit Center will appear in the **Profit Center List**.

Note: Profit Centers can be specified on the **Summary** tab of any work order.

Customer Group

Customer Groups

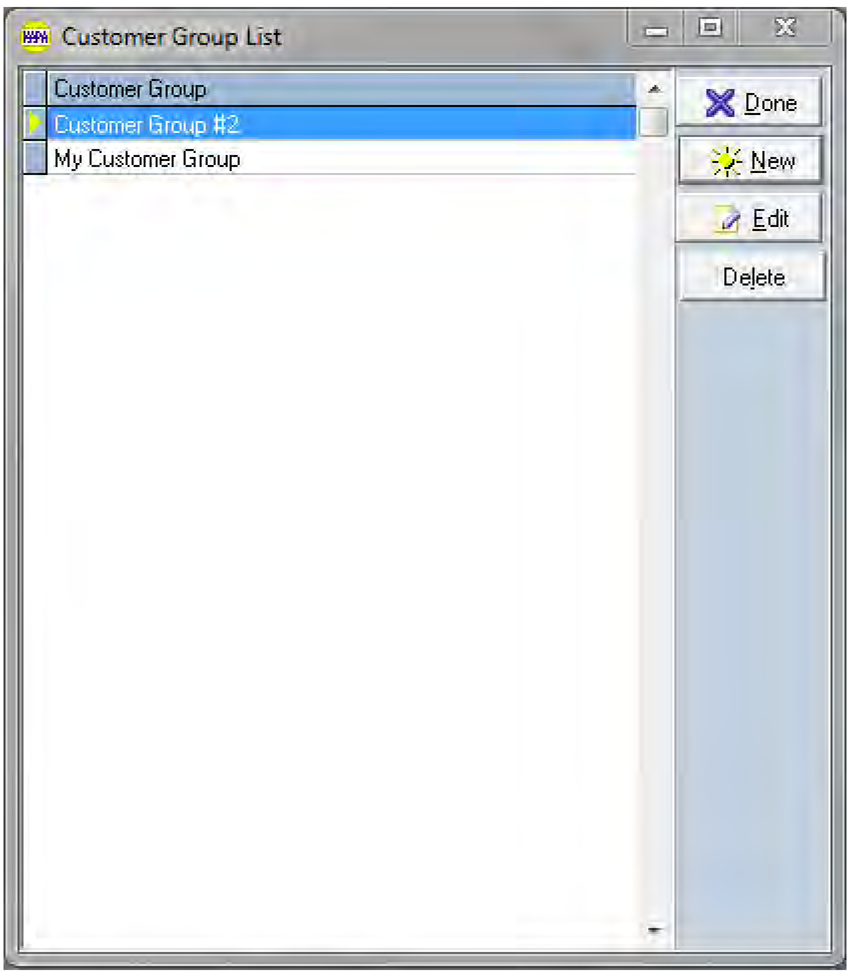
The purpose of a **Customer Group** is to allow you to classify individual customers. Once customers are gathered together, you can run sales reports by Customer Group.

Customer Groups are also useful for classifying your customers for the purpose of sending out promotions, etc.

How To

To add a new Customer Group, perform the following steps:

Step	Action
1	From the **Customer Group List** window, click the **New** button.



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How To (continued)

Step	Action
3	Enter the name of the Customer Group.
4	Click the **Save** button, and the new Customer Group will appear in the **Customer Group List**.

Note: Customer Groups can be specified on the **Edit** page for any customer.

Chapter 4: Internet and E-Mail

Overview

Introduction

Once you have set up your Internet options (detailed in Chapter Two), you will be able to send E-Mail using TRACS.

The following methods of sending E-Mail are available in TRACS:

- Sending an E-Mail from a work order
- Sending an E-Mail from scratch
- Sending an E-Mail using a template
- Sending an E-Mail using the batch E-Mail system

Before You Begin

Before you begin to send customers E-Mail messages, be sure you have done the following things.

- Setup your Internet Service
- Enter all necessary information required by the LINK/NET programs
- Enter customers' E-Mail addresses in their records
- ***You must have the Internet connection open before sending E-Mail.***

Continued on next page

Sending E-Mail

Sending an E-Mail from a Work Order

The E-Mail feature will show you how to send E-Mail messages from any type of work order. They all use the same function for this operation.

How To

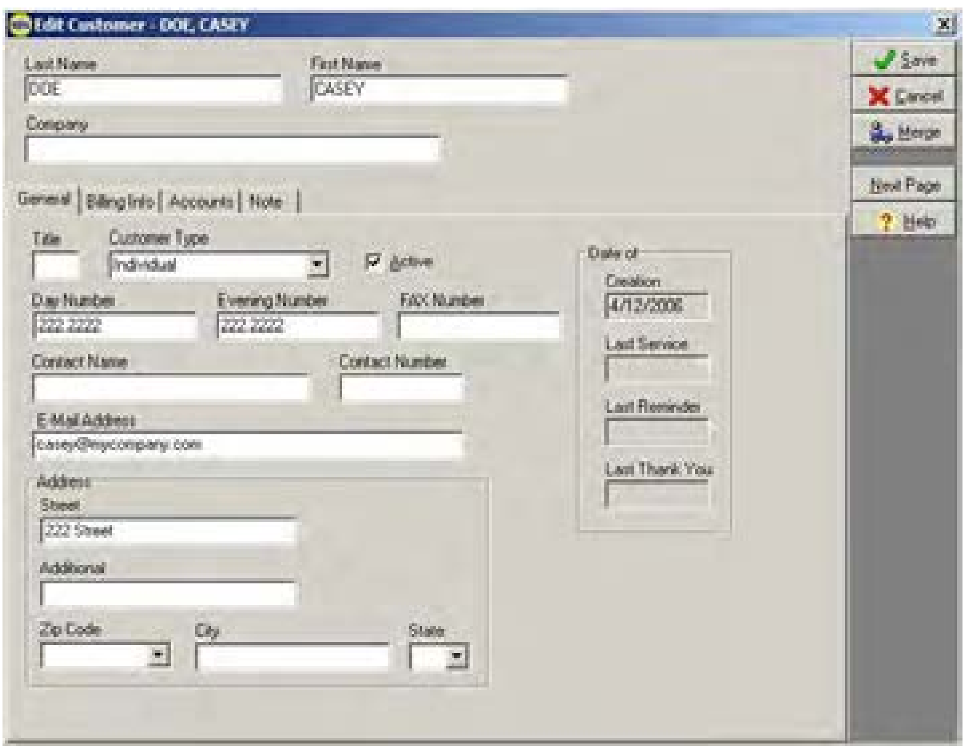
To send an E-Mail message from a work order, perform the following steps.:

Step	Action
1	Click the customers and vehicles button to open the Customer List.
2	Select a customer to work with, and double click on their entry from the list, or select them and click **Edit**. This will open the Edit Customer screen for that entry.

Continued on next page

How To (continued)

Step	Action
3	The field labeled E-Mail Address is where you should add the customer's address. An example of an E-Mail address is casey@mycompany.com. The customer will have to provide you with this information. **NOTE! Customers must have an E-Mail address in their customer information to be able to send an E-Mail directly from a work order.**



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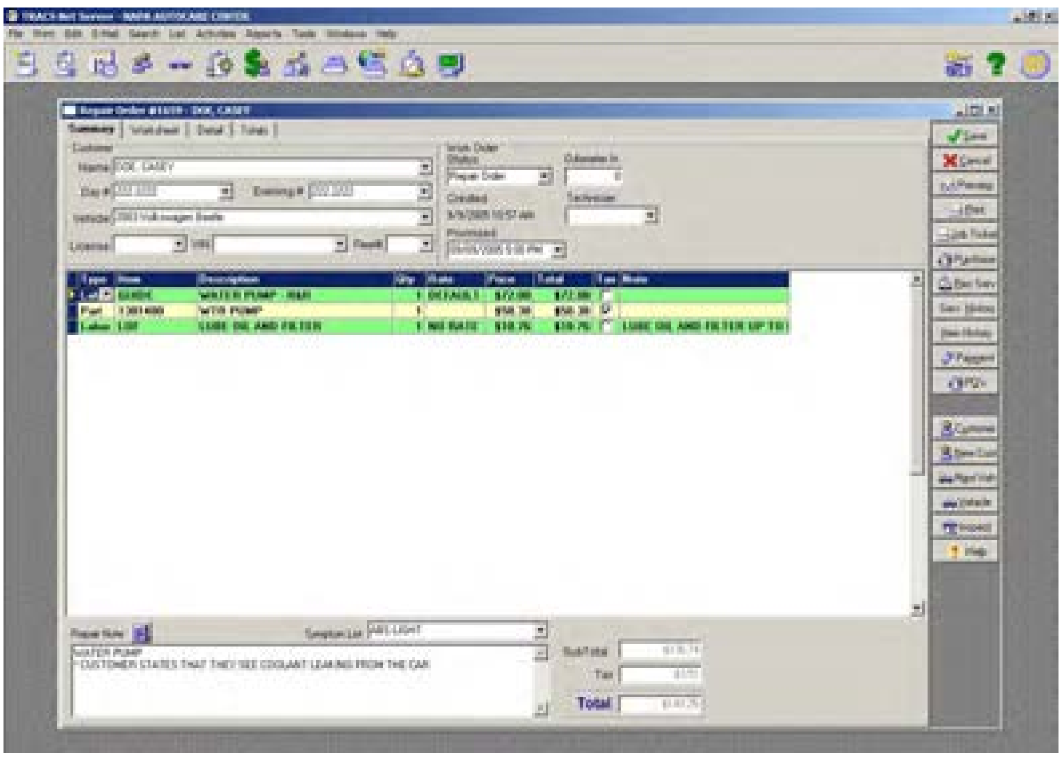
Sending E-Mail, Continued

How To (continued)

Step	Action
4	When the E-Mail address has been added, click the **Save** button. This will return you to the customer list. You may continue to add information by selecting other customers. Now we will send an E-Mail using a work order.
5	Open a work order of your choice. Be sure the customer you have chosen has an E-Mail address entered in their information
6	The work order you have chosen will appear. We are using a repair order. Click the word E-Mail on the top menu.



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How To (continued)

Step	Action
7	This will activate a drop menu with the option "Preview. " 
8	Click on **Preview** and an E-Mail message will be generated.

9	The message above as well as any message you may generate can be modified by clicking on the message and typing in what you need to add.
10	Once the message is complete and you are ready to send it, click the **Send** button.
11	You have now sent an E-Mail.

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Sending an E-Mail from Scratch

The E-Mail feature will show you how to send any type of E-Mail message using TRACS.

How To

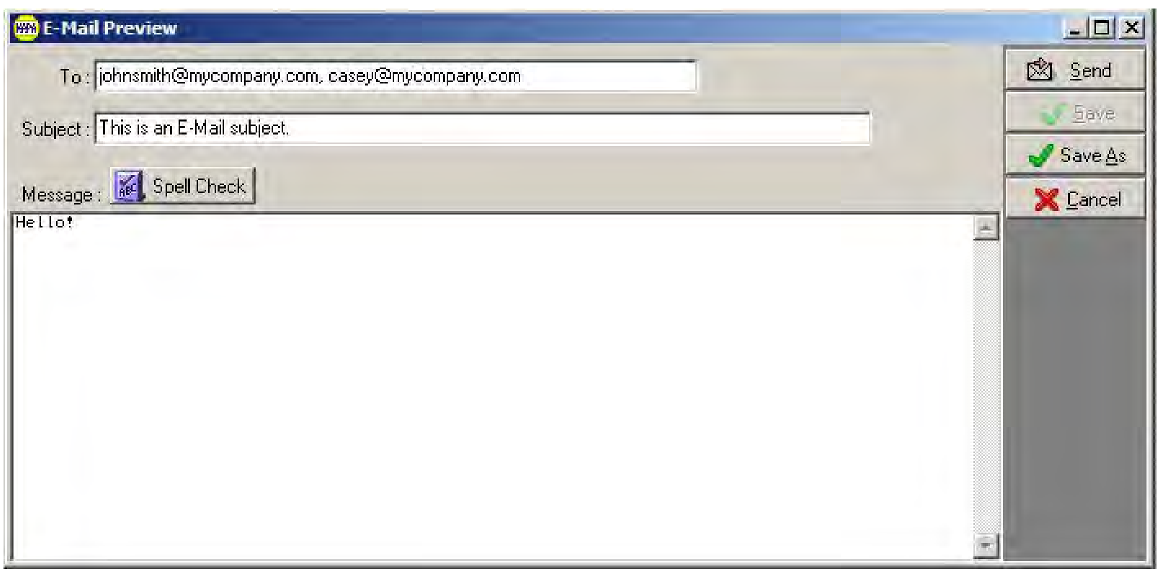
To send an E-Mail message not associated with a work order, perform the following steps:

Step	Action
1	Choose **TRACS E-Mail** from the File drop-down list. 
2	Click on **New** to create a new E-Mail.

Continued on next page

How To (continued)

Step	Action
3	Type in the E-Mail address, subject, and message.
4	To send to more than one person, separate the E-Mail addresses by commas.
5	Once the message is complete and you are ready to send it, click the **Send** button.



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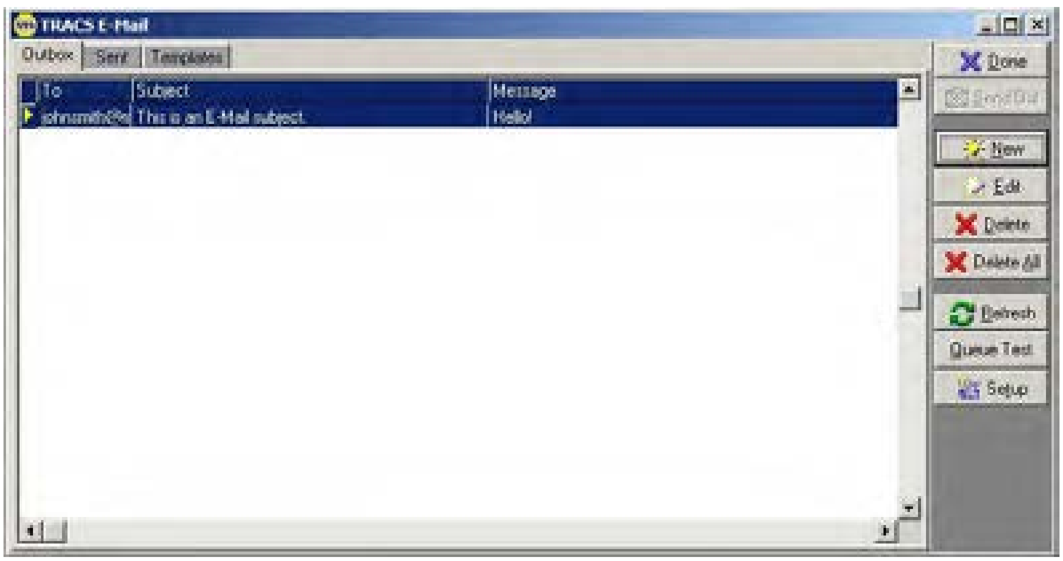
How To (continued)

Step	Action
6	Once you have clicked **Send**, you will return to your E-Mail outbox. If your Internet connection is available, then all E-Mails in the queue will be sent.



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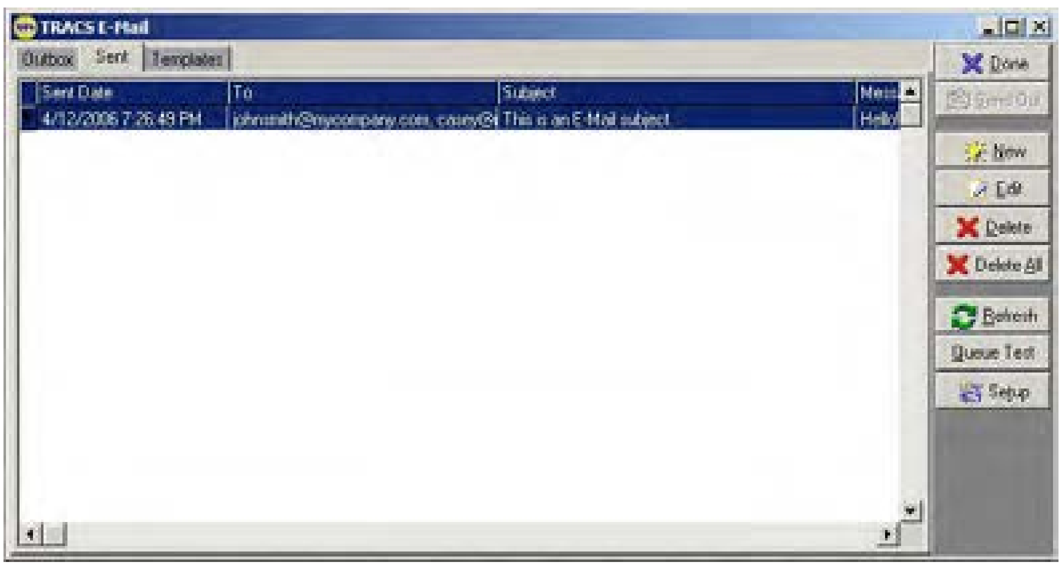
Sending E-Mail, Continued

How To (continued)

Step	Action
7	Once your E-Mail is sent, it will disappear from the Outbox. If you click on the **Sent** tab, you will see all recently sent E-Mails. This shows that your E-Mail was successfully sent.
8	You have now sent an E-Mail.



E-Mail Templates

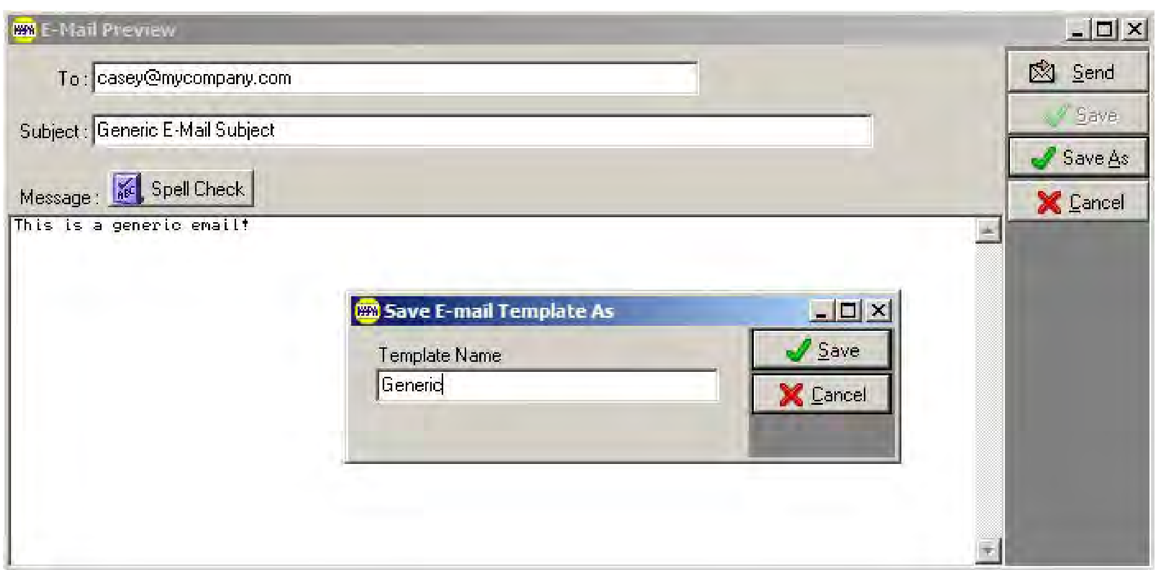
E-Mail Templates

E-Mail templates allow you to save E-Mail messages to send again at a later date, or to send the same type of message to different recipients.

How To

To create and use an E-Mail template, perform the following steps:

Step	Action
1	In the **TRACS E-Mail** window, click on **New** and create a new E-Mail as explained in the previous section.
2	Instead of clicking **Send** to send the E-Mail, click on **Save As** to save the current E-Mail message as a template.
3	Choose a name for the template. Click **Save**.



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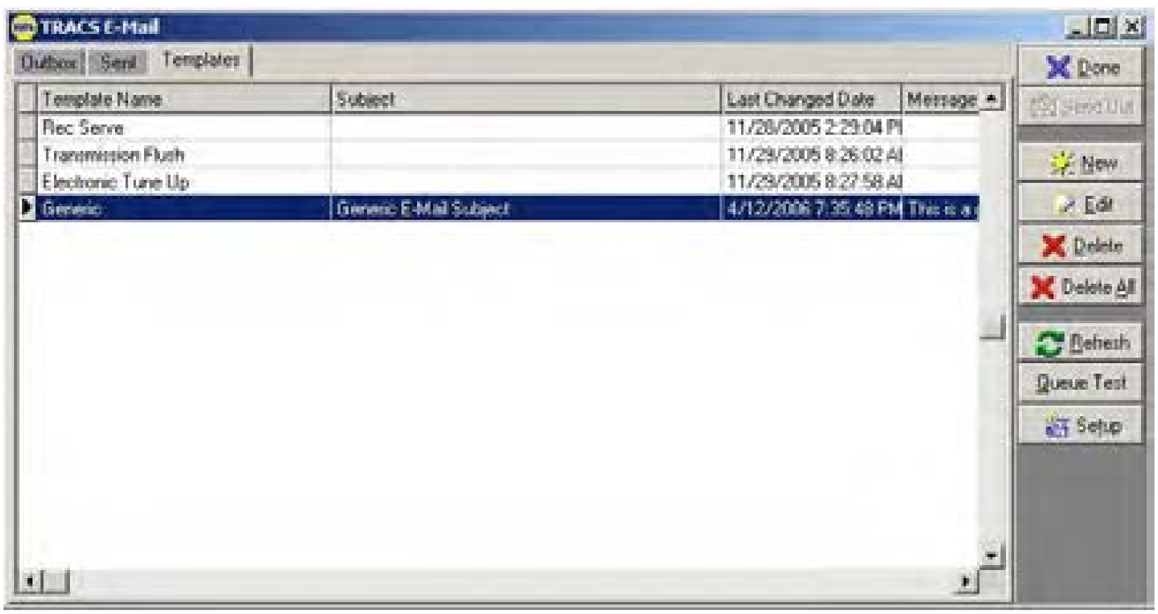
How To (continued)

Step	Action
4	Your saved template will appear under the **Templates** tab of the **TRACS E-Mail** window.
5	To use a template later, return to this tab and double click on the template, or click on **Edit** with the template selected.



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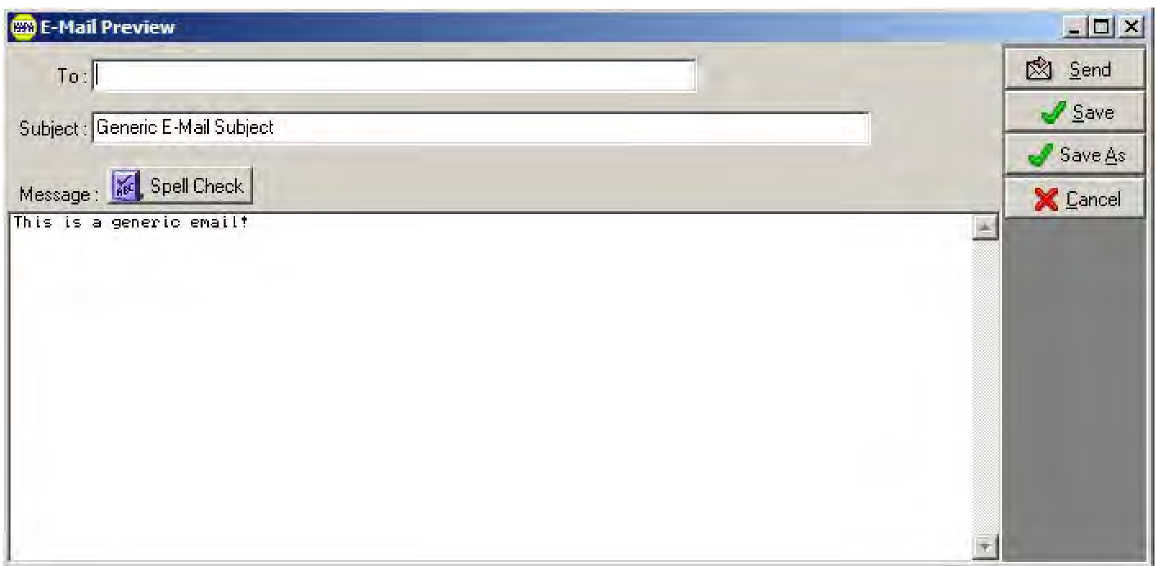
How To (continued)

Step	Action
6	You can edit the saved subject and message of the template E-Mail by typing in the boxes.
5	Enter an E-Mail address for the person to which you are sending the E-Mail.



6	Click **Save** if you want to save any changes that you made to the subject or message in the template.
7	Click **Send** to send the E-Mail.
8	You have now sent an E-Mail. The template will still be available for later use under the **Templates** tab.

Batch E-Mails

Sending an E-Mail using the batch E-Mail system The E-Mail feature will show you how to send an E-Mail to a specific group of customers.

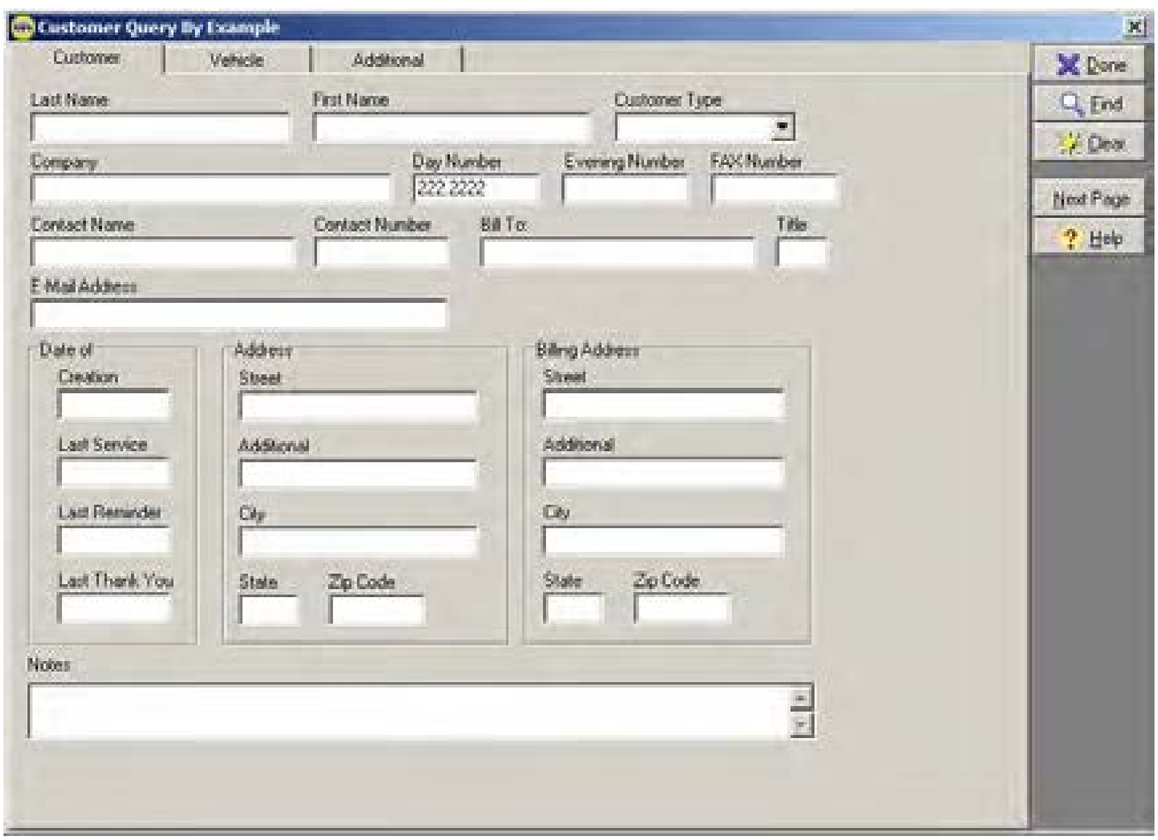
How To To query a group of customers and send an E-Mail to all of them, perform the following steps:

Step	Action
1	From the **Customer List**, click on **Find** in order to make a query on your list of customers. (A "query" is a search that will yield a group where each customer has a specific characteristic in common. For example, you can query for all customer names beginning with the letter D, or for all customers with a certain model of car.

Continued on next page

How To (continued)

Step	Action
2	To search, enter your criteria. In the example below, we are searching for all customers with a specific daytime phone number.
3	You can also search by partial criteria using an asterisk (*). For example, to search for all customers with a last name beginning with A, type "A*" into the **Last Name** field. To search for all customers who have cars made from 2000 on, type "2*" in the **Year** field under the **Vehicle** tab.



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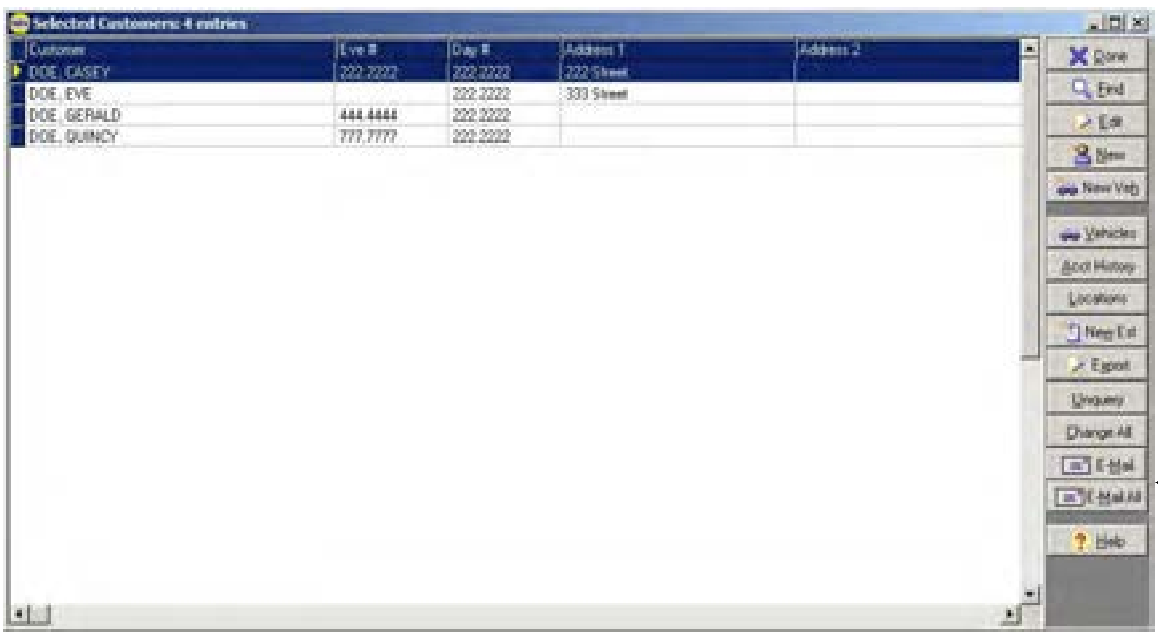
How To (continued)

Step	Action
4	After you have entered your criteria, click **Find**.
5	You will return to a customer list that contains only the customers that fit your search criteria.
6	From here, you can either E-Mail one selected customer by clicking **E-Mail**, or you can E-Mail the entire group of customers by clicking **E-Mail All**.



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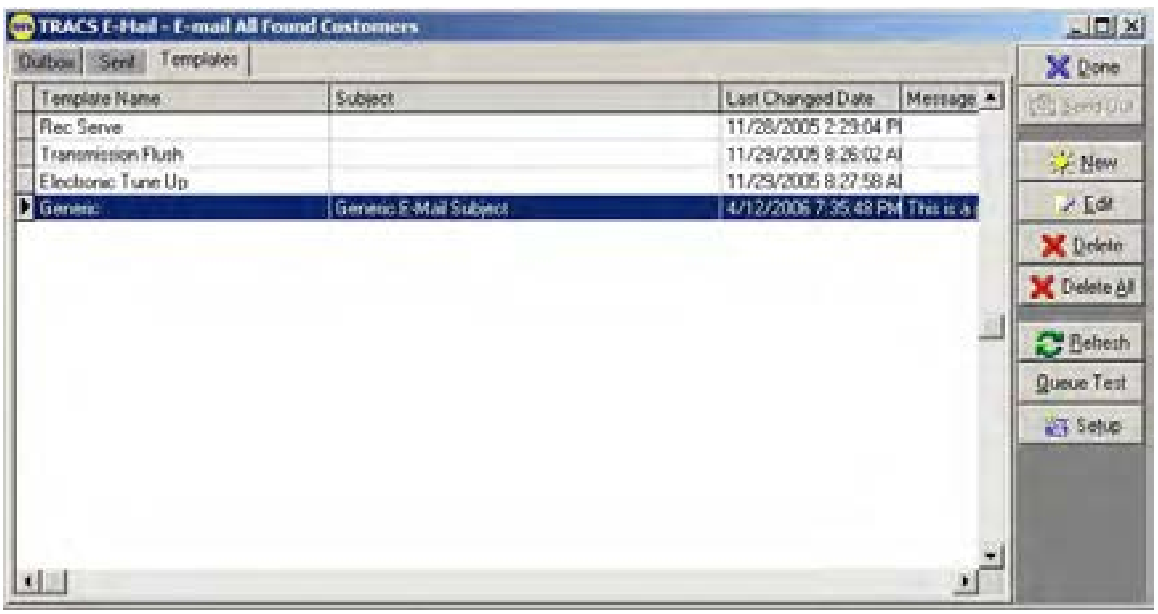
How To (continued)

Step	Action
7	After choosing **E-Mail** or **E-Mail** all, you will be at the E-Mail templates window. From here, you can either double click or click **Edit** with a template selected to E-Mail from a template, or you can click **New** to construct an E-Mail from scratch.



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Batch E-Mails, Continued

How To (continued)

Step	Action
8	If you are sending an E-Mail to the group you have just queried, the address will read "Batch Customer Group." Edit your E-Mail, and click **Send Batch** to send the E-Mail.

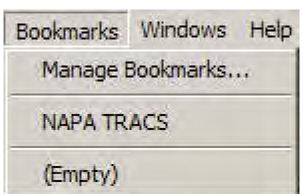
Step	Action
9	If you are sending an E-Mail to an individual customer you have just selected, the address listed in their customer profile will be in the address field. **Note: If the customer does not have an E-Mail address listed in their profile, you cannot send them an E-Mail using this method.** Edit your E-Mail, and click **Send** to send the E-Mail.

Bookmarks

Bookmarks The Bookmarks feature in TRACS gives you the ability to add frequented website URL's and save them for future use.

How To To open a bookmarked website, perform the following steps.:

Step	Action
1	Select the **Bookmarks** drop-down menu.
2	Select the desired webpage name - for example, "NAPA TRACS." The Internet browser will open inside TRACS.
3	To close a browser window, clik **Done** in the upper right corner of the window. Note: You can open more than one browser window at a time.



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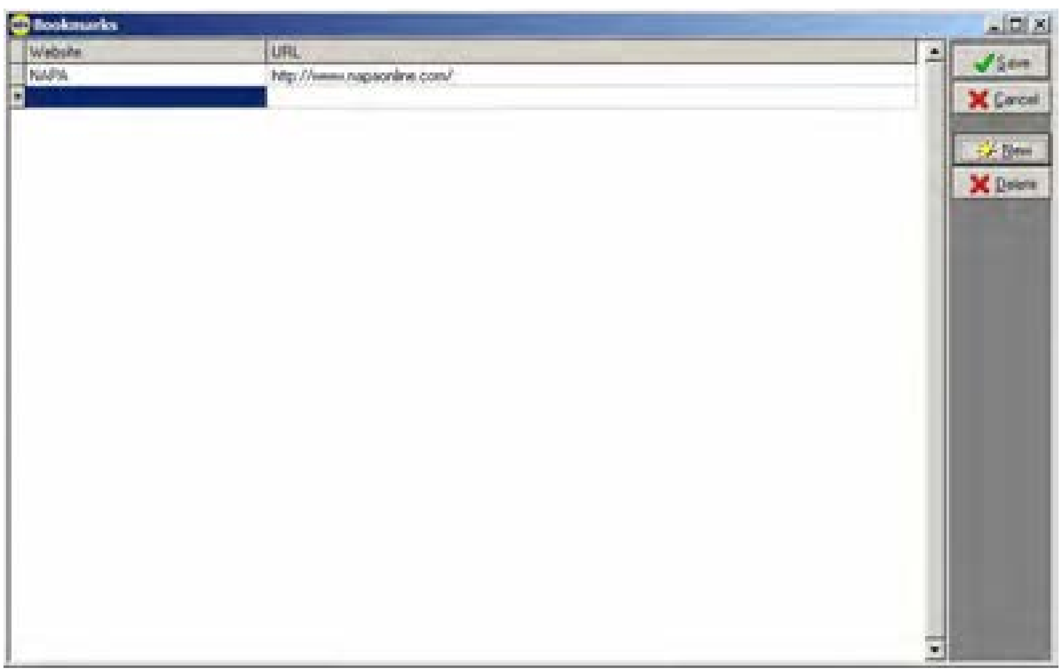
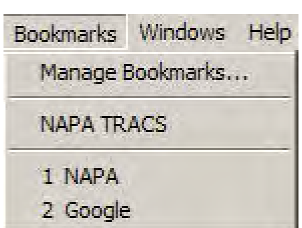
How To To add a bookmark, perform the following steps.:

Step	Action
1	Select the **Bookmarks** drop-down menu.
2	Select **Manage Bookmarks.**
3	In the **Bookmarks** window, click **New**.
4	Type the name of the website into the box on the left and the URL for the website in the box on the right.
5	Click **Save.**
6	The new bookmark will now appear under the **Bookmarks** drop-down menu.





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How To To delete a bookmark, perform the following steps.:

Step	Action
1	Select the **Bookmarks** drop-down menu.
2	Select **Manage Bookmarks.**
3	In the **Bookmarks** window, select the bookmark that you want to delete.
4	Click **Delete.**

Chapter 5: Items

Item Lists

Displaying Item Lists

There are several ways to get to a list of items in TRACS.

1. the **Work With Items** icon

2. the **Items** menu option under **Search**

3. the **Item** menu option under **List**

With each of the above, the **Find Item** window appears. Simply click **Find** without any search criteria to yield a list of all available items.

Continued on next page

Item Lists

An **Item** list contains the following tabs:

- **Labor**
- **Parts**
- **Sublet**
- **Notes**
- **Charges**
- **All Items**

With each of these tabs, you can

- add new items
- edit, copy, and delete existing items
- find items
- perform the **Parts Fast!** function

The categories at the top of the columns (Item, Cost, Description, etc.) can be dragged and dropped so that they appear in a different order. Each workstation remembers these position changes. Column position changes are available in the following windows:

- Work Order
- Work Order List
- Item List
- Customer List
- Vehicle List
- Schedule
- Physical Inventory Session List (used with TRACS Wireless Assistant)
- Physical Inventory Session (used with TRACS Wireless Assistant)

Since finding items and performing the **Parts Fast!** function are the same in each of the folders, these tasks will be covered at the end of the **Items** section.

Note: Running the NAPA Pricing Diskette updates both the Parts Catalog and the Items List.

Labor

Copying Items

The **Copy** feature allows you to copy items to an open work order. To use the copy feature, you must have an open work order. See the **Adding Items to a Work Order** section at the end of this chapter for more information.

Labor Folder

The **Labor** folder is used to enter information about the labor items on a customer repair order.

The **Labor** folder contains the following fields:

- **Item**
- **Description**
- **List**
- **Cost**
- **Qty** (Quantity)
- **Rate Name**
- **Category**
- **Sales Account**
- **Note**

The **Sub Items** footer contains the following fields:

- **Item**
- **Description**
- **Mfg**
- **List**
- **Tax**
- **Cost**
- **Note**

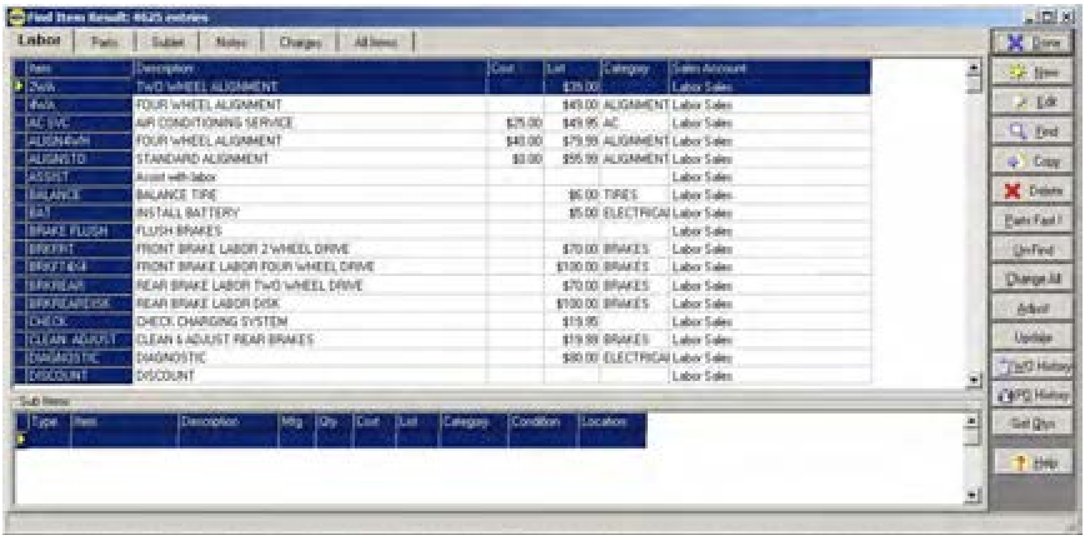
How To

To add data in your **Labor** folder, perform the following steps:

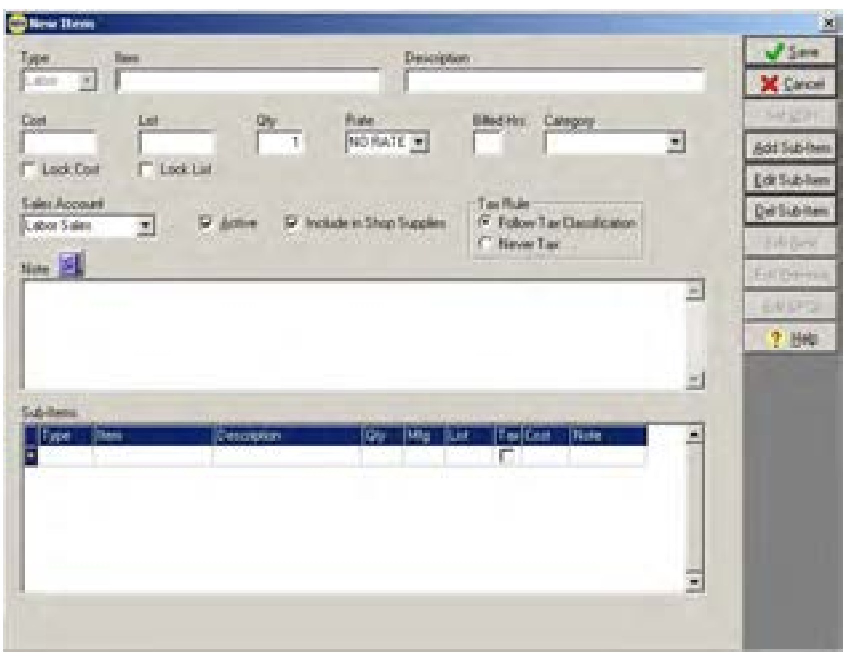
Step	Action
1	Click on the top of the **Labor** folder, and the **Labor** folder displays.

Continued on next page

How To (continued)



Step	Action
2	Click the **New** button, and the **New Item** form displays.



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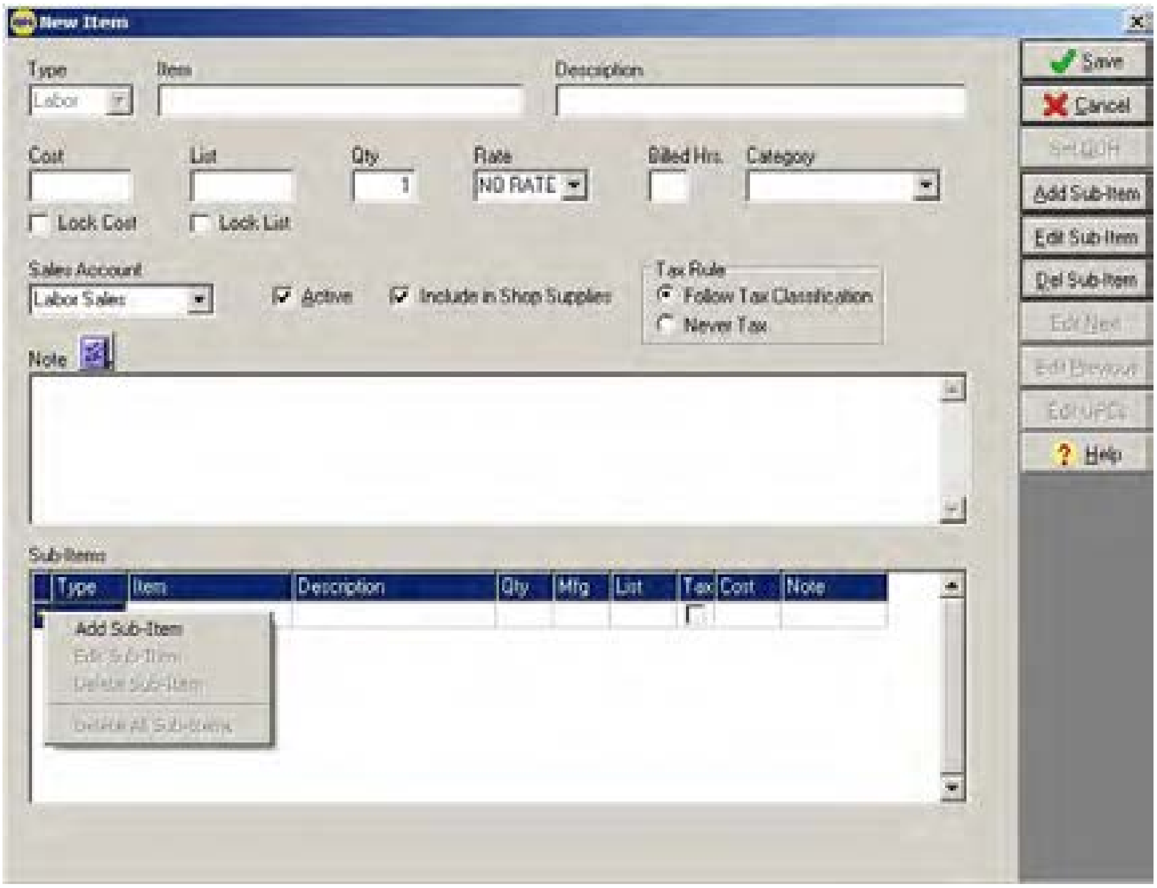
How To (continued)

Step	Action
3	Type the desired item information in the following fields: • **Item** (example: lube, oil, and filter) • **Description** (of the above item) • **Cost** • **List** • **Billed Hrs.** (Hours)
4	Delete the default quantity of one in the **Qty** (Quantity) field if necessary and enter correct numeric quantity.
5	Scroll down the lists in the following fields to highlight the desired information: • **Rate** • **Category** • **Sales Account** ***Note:*** The **Rate** field has a default value of NO RATE and the **Sales Account** field has a default value of Labor Sales.
6	Click the **Active** box to deselect, if necessary.
7	Click the **Include in Shop Supplies** box to deselect, if necessary.
8	Click the **Never Tax** box to change the tax rule, if necessary
9	Add any **Sub Items** as necessary. (See the next section for more information on adding Sub Items).
10	Click the **Save** button. You have now entered the new labor item.

Continued on next page

How To To add a **Sub Item** to an item, perform the following steps:

Step	Action
1	From the **New Item** or **Edit Item** window, right click in the **Sub Items** window and select **Add Sub Item**, or click the **Add Sub Item** button on the right.



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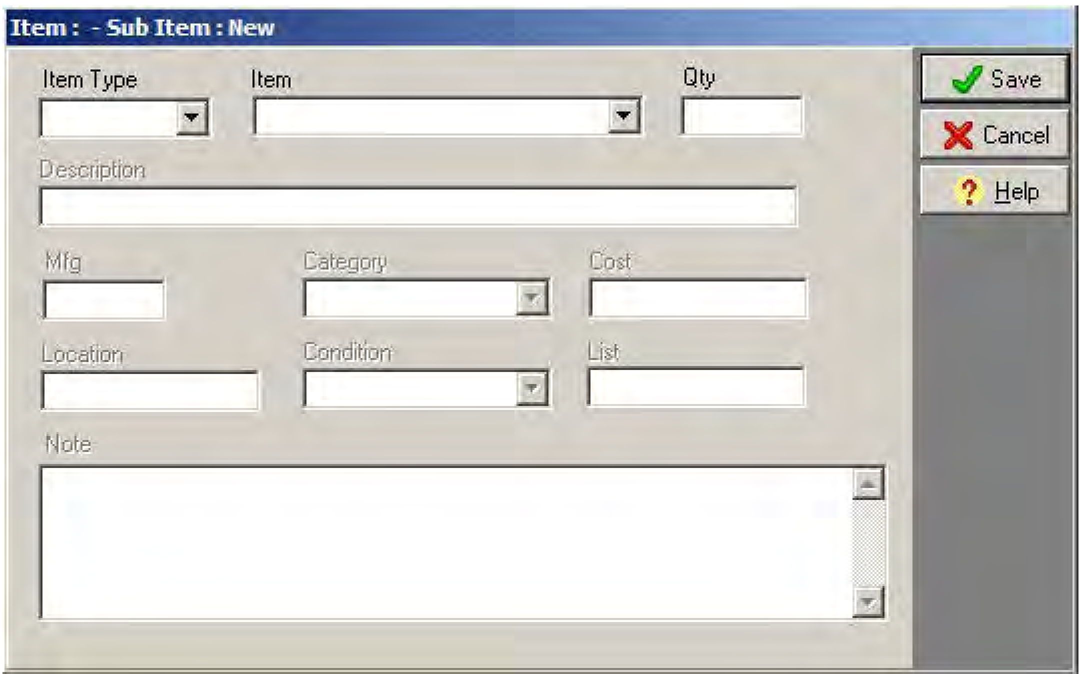
How To (continued)

Step	Action
2	Choose information about the Sub Item from the drop-down lists. Click **Save**. **Note**: **The Sub Item must be an item already included in TRACS' inventory. If it something new, you must add it as a new item before you are able to use it as a Sub Item.**



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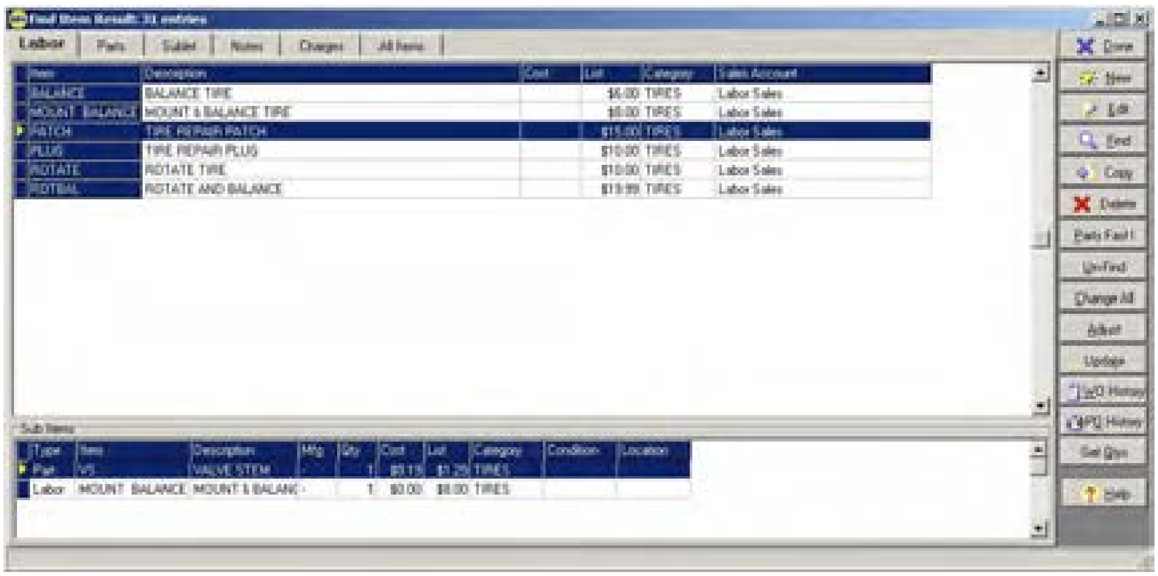
How To (continued)

Step	Action
3	Once a Sub Item is associated with an item, it can be viewed from the items list window. However, you cannot edit the Sub Items directly from there. To work with Sub Items, you must click **Edit** with the original item selected.



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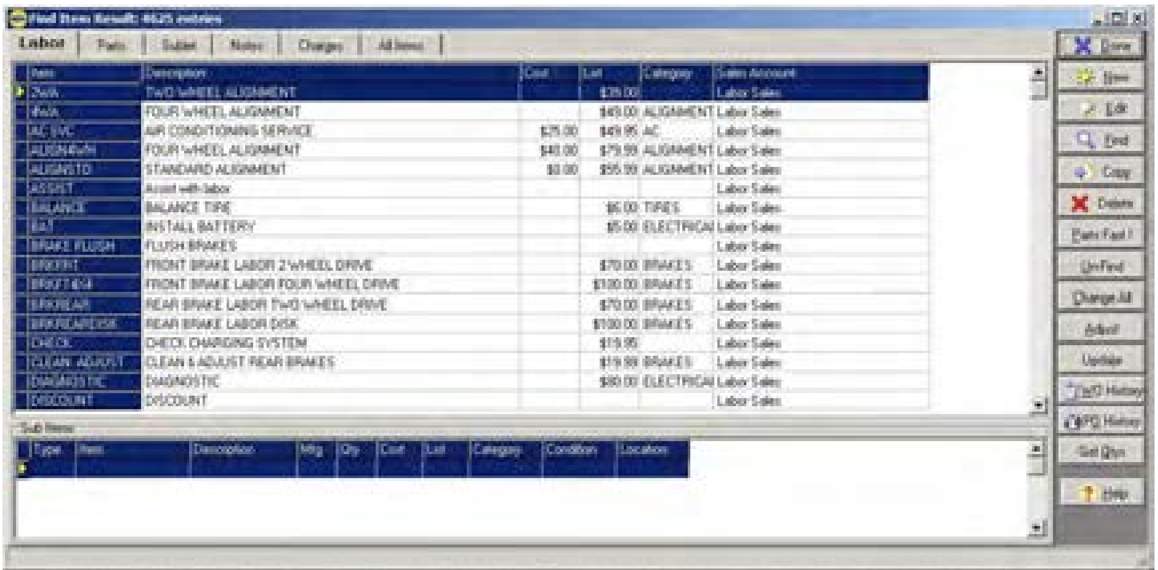
How To To edit data in your **Labor** folder, perform the following steps:

Step	Action
1	Click to select the item to be edited.



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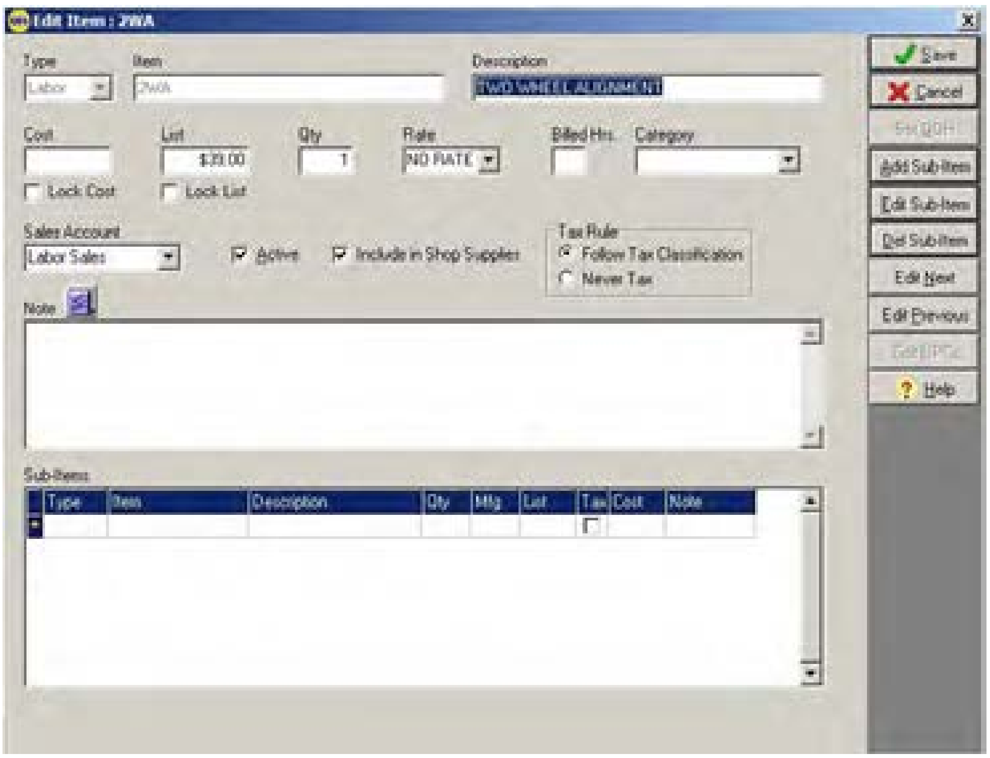
How To (continued)

Step	Action
2	Click the **Edit** button, and the completed form for that item displays.



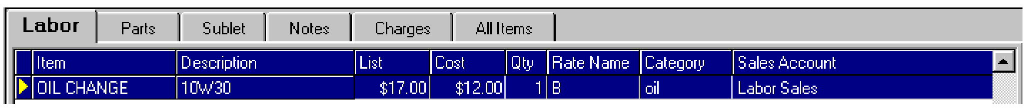
3	Edit the desired field or fields as necessary.
4	Click the **Edit Next** button if you want to continue editing data in your **Labor** folder. **OR** click the **Edit Previous** button to back up.
5	Click the **Save** button to save your changes, and the list of labor items displays. You have now edited and saved your changes.

Continued on next page

How To To delete data in your **Labor** folder, perform the following steps:

Step	Action
1	Click to select the item to be deleted.

2	Click the **Delete** button. You have now deleted the item from the list of labor items.



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Parts

Parts Folder

The **Parts** folder is used to enter information about the parts used on a customer repair order.

The **Parts** folder contains the following fields:
- **Item**
- **Description**
- **Mfg** (Manufacturer)
- **List**
- **Cost**
- **Unit of Measure**
- **Vendor**
- **Category**
- **Std. Pkg.**
- **Stocked**
- **Asset Account**
- **Cost Account**
- **Sales Account**
- **Note**
- **Condition**
- **Location**
- **Lock Description**
- **Max Qty** (Maximum Quantity)
- **Min Qty** (Minimum Quantity)

The **Sub Items** footer contains the following fields:
- **Item**
- **Description**
- **Mfg**
- **List**
- **Tax**
- **Cost**
- **Note**

Active Function

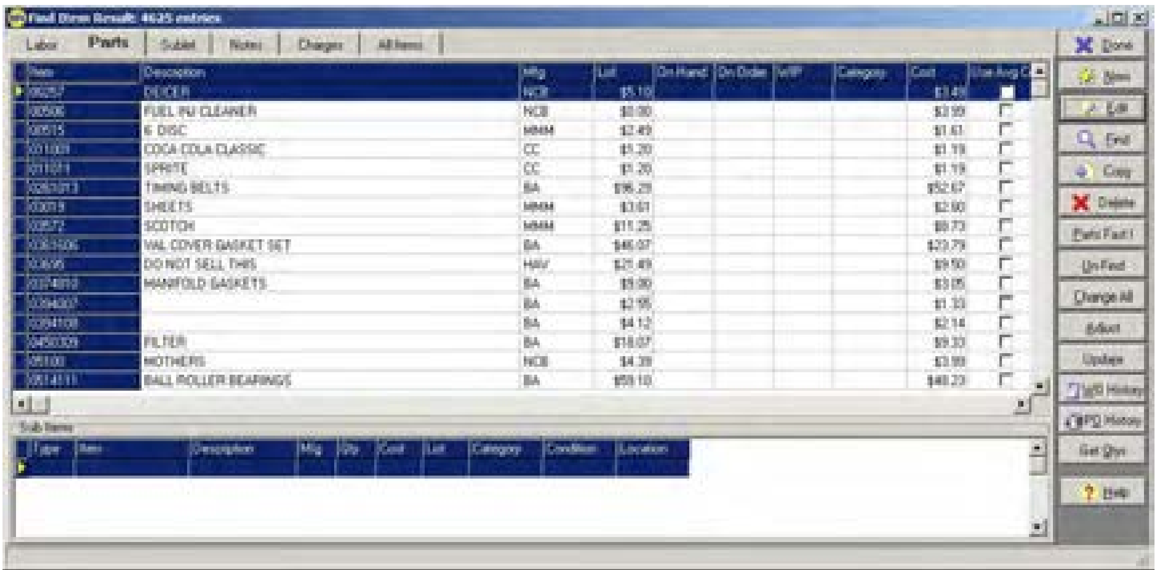
A part is considered active unless you delete it. If you decide you do not want a part to display in the part listings, simply highlight the part number and click the **Delete** button. This does not actually delete the part from your system -- it just will not display in your part listings.

If you decide to display the part again, you can make it active.

Continued on next page

How To To add data in your **Parts** folder, perform the following steps:

Step	Action
1	Click the top of the **Parts** folder, and the **Parts** folder displays.



2	Click the **New** button, and the **New Item** form displays.

Continued on next page

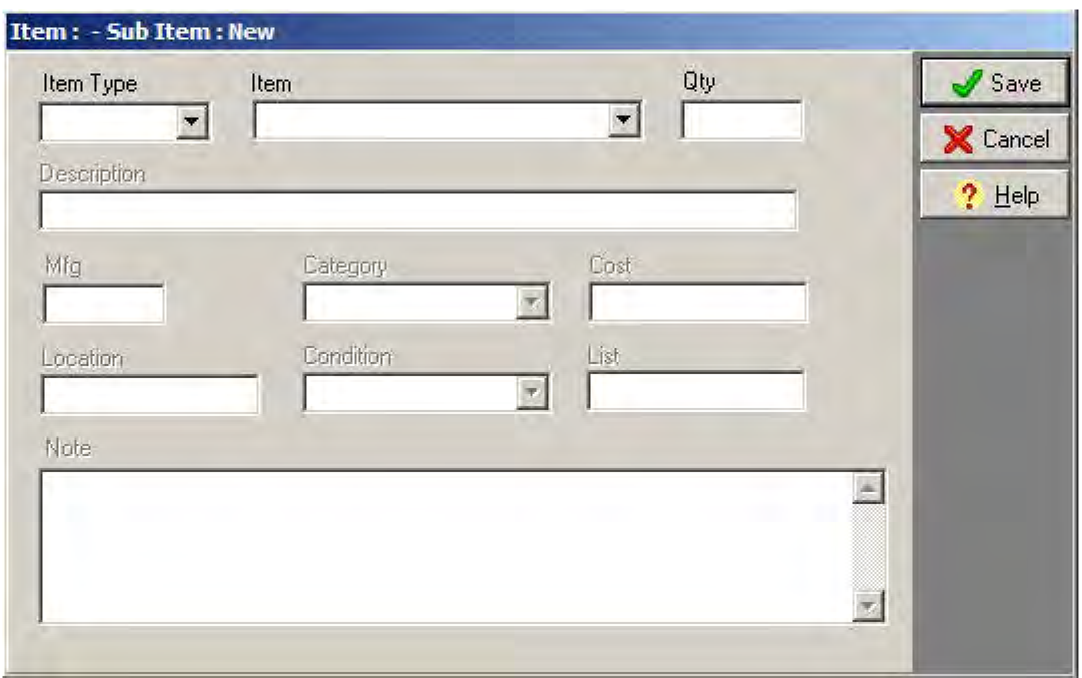
How To (continued)

Step	Action
3	Type the desired information in the following fields: • **Item** (In this case, the **Item** is the part number). • **Description** • **Cost** • **List** • **Unit of Measure** • **Location**
4	Scroll down the lists in the following fields to highlight the desired information: • **Mfg** (Manufacturer) • **Vendor** • **Category** • **Condition** For detailed information on **Average Cost**, see page 60.

Continued on next page

How To (continued)

Step	Action
5	Click to change the item information in the following fields as necessary: • **Per Car Qty** (Per Car Quantity) • **Lock Description** • **Include in Shop Supplies*** • **Active*** An asterisk (*) indicates that the field is on by default. ***Note:*** The **Per Car Qty** (Per Car Quantity) field has a default value of one.
6	Click the **Add Sub Item** button, and the **Item: - Sub Item : New** form displays.



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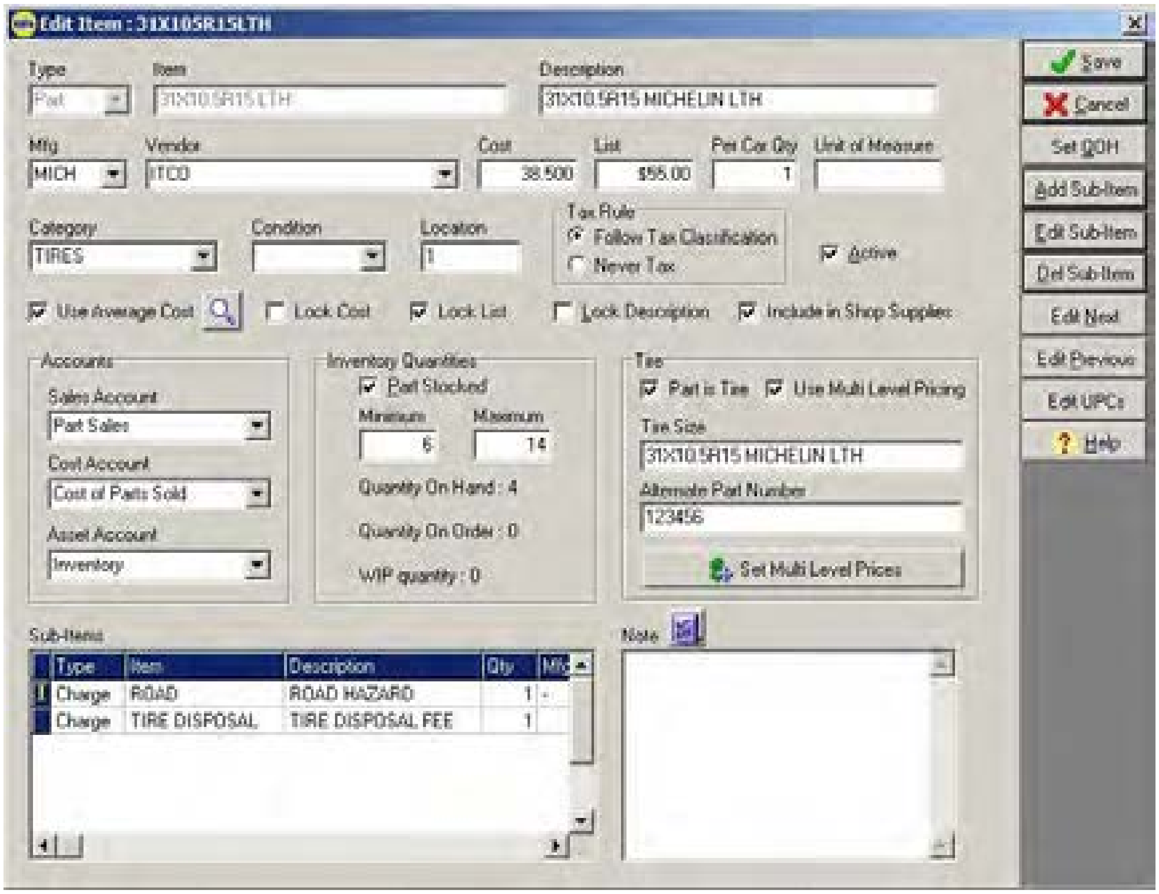
How To **(continued)**

Step	Action
7	Use the drop-down menus to fill in the sub item information. Enter a quantity into the **Qty** text box.
9	Click the **Save** button. You have now entered a parts item. Note: If the part you are working with is a **Tire**, you will need to enter additional information, detailed in the next section.

Continued on next page

How To If your part is a **Tire**, perform the following steps:

Step	Action
1	Check the **Part is Tire** box and enter the information about the tire.
2	If you wish to use **Multi Level Pricing**, check that box as well, and click the **Set Multi Level Prices** button.



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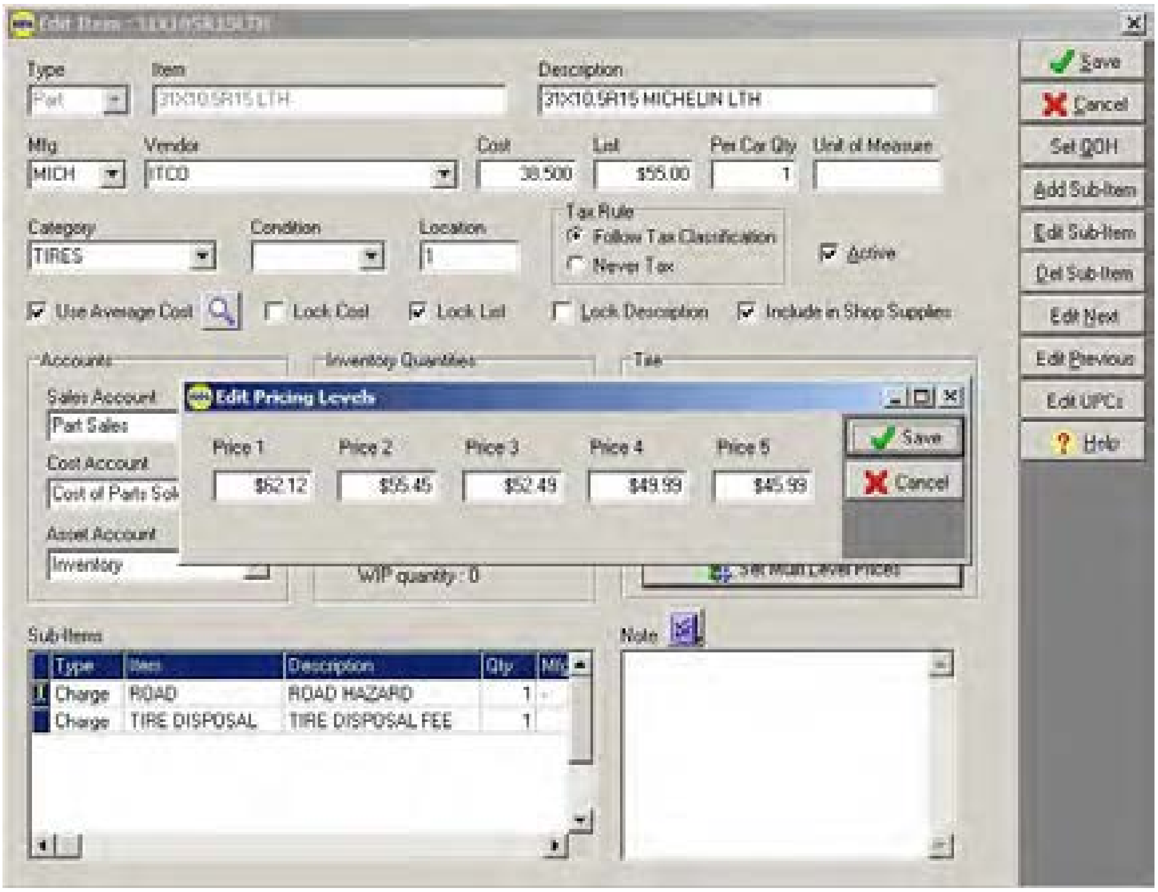
How To



Step	Action
3	Enter the desired prices for each level. Click **Save**.

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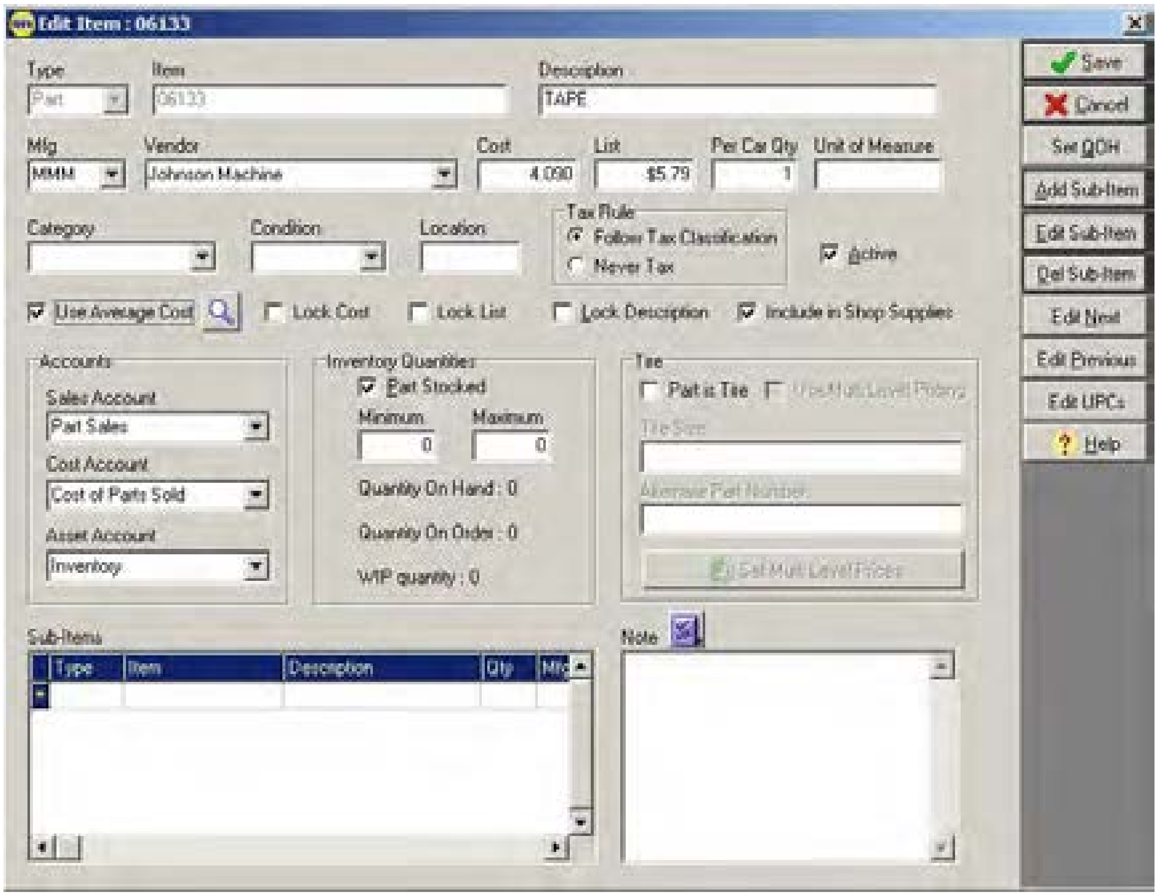
How To To use **Average Cost**, perform the following steps:

Step	Action
1	Check the **Average Cost** box, and click the **magnifying glass** icon.



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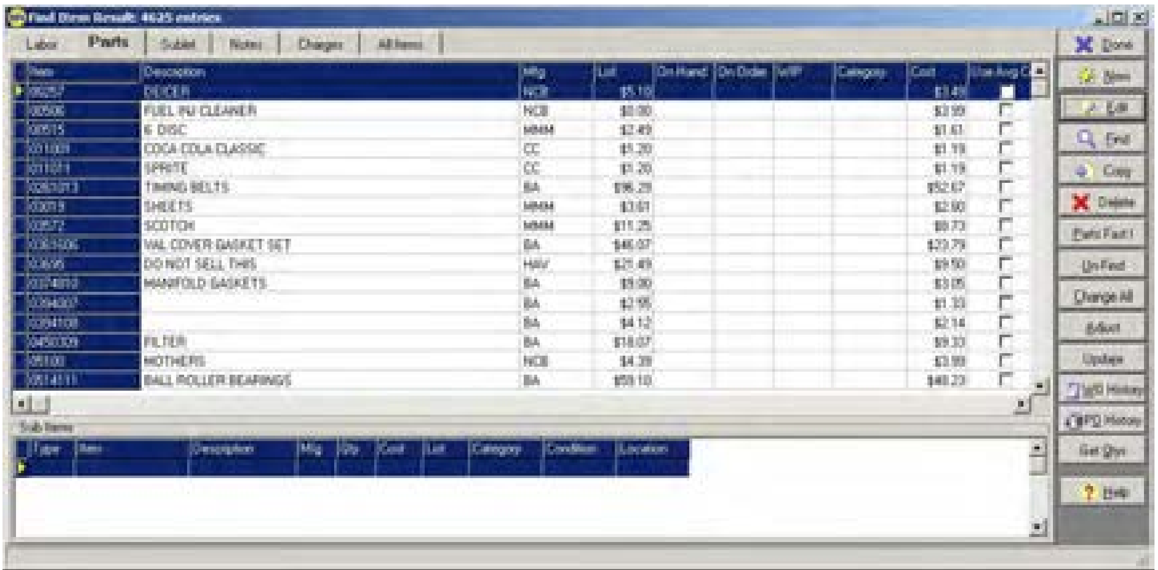
How To

Step	Action
2	The **Average Cost** is calculated based on the total value of the parts on hand, and the quantity of parts on hand. Review this, and click **Done** to return to the parts window. **Note: If you do not have the quantity listed for this part, TRACS will not be able to calculate the average cost.**

Continued on next page

How To To edit data in your **Parts** folder, perform the following steps:

Step	Action
1	Click on the top of the **Parts** folder, and the **Parts** folder displays.
2	Click to select the part to be edited.



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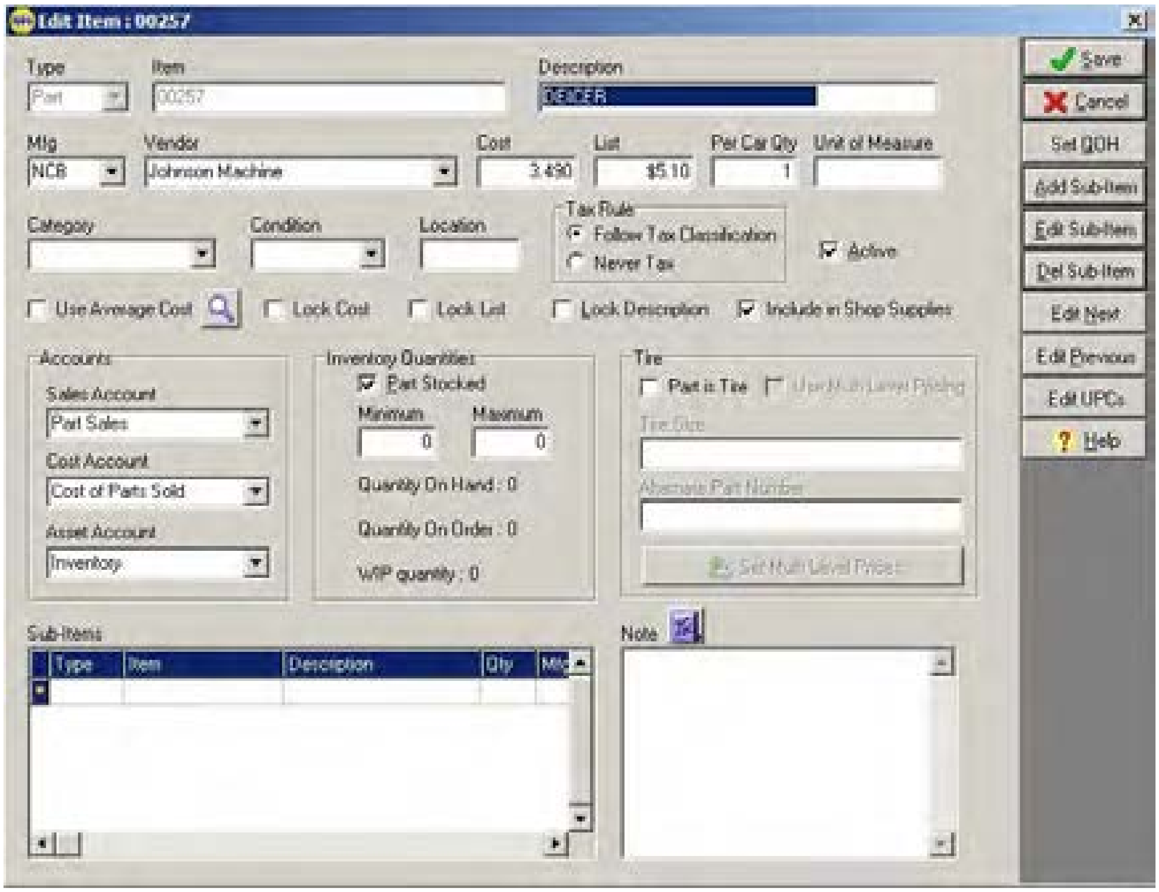
How To (continued)

Step	Action
3	Click the **Edit** button, and the folder for the selected item displays.

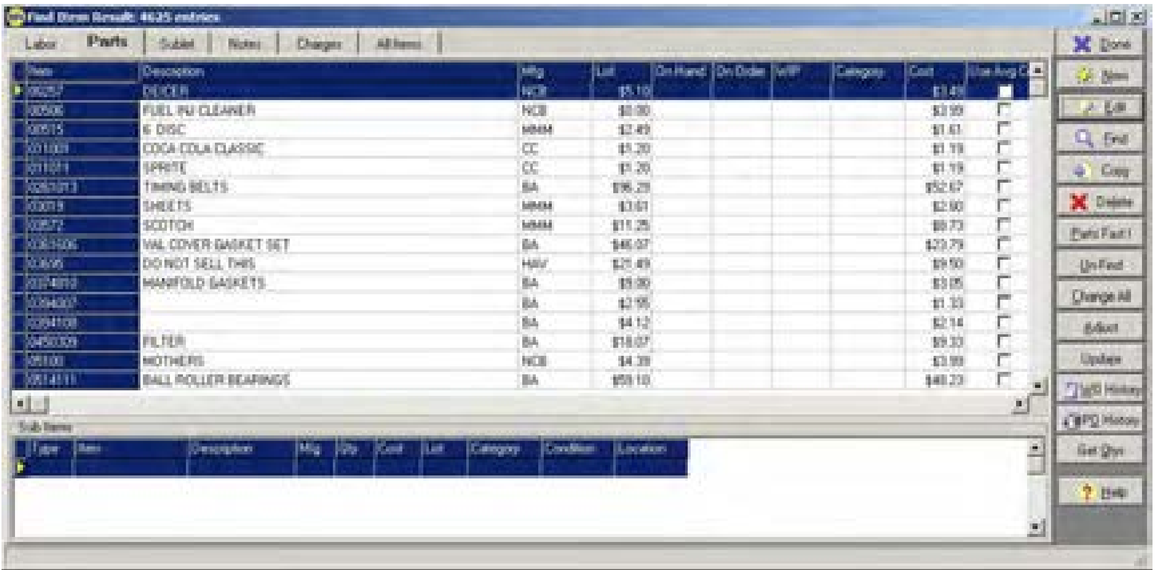


Step	Action
4	Edit the desired field or fields as necessary. ***Note***: You can click the **Edit Next** button or the **Edit Previous** button to locate other items to be edited.
5	Click the **Save** button. You have now edited a parts item and saved your changes.

Continued on next page

How To To delete data in your **Parts** folder, perform the following steps:

Step	Action
1	Click to select the item to be deleted.



2	Click the **Delete** button. You have now deleted the item from the **Parts** folder.

Sublet

Sublet Folder

The **Sublet** folder is used to enter information about subcontracted services such as towing, machine shop, and miscellaneous labor items.

The **Sublet** folder contains the following fields:

- **Item**
- **Description**
- **Vendor**
- **Cost**
- **List**
- **Qty** (Quantity)
- **Category**
- **Note**

The **Sub Items** footer contains the following fields:

- **Item**
- **Description**
- **Mfg**
- **List**
- **Tax**
- **Cost**
- **Note**

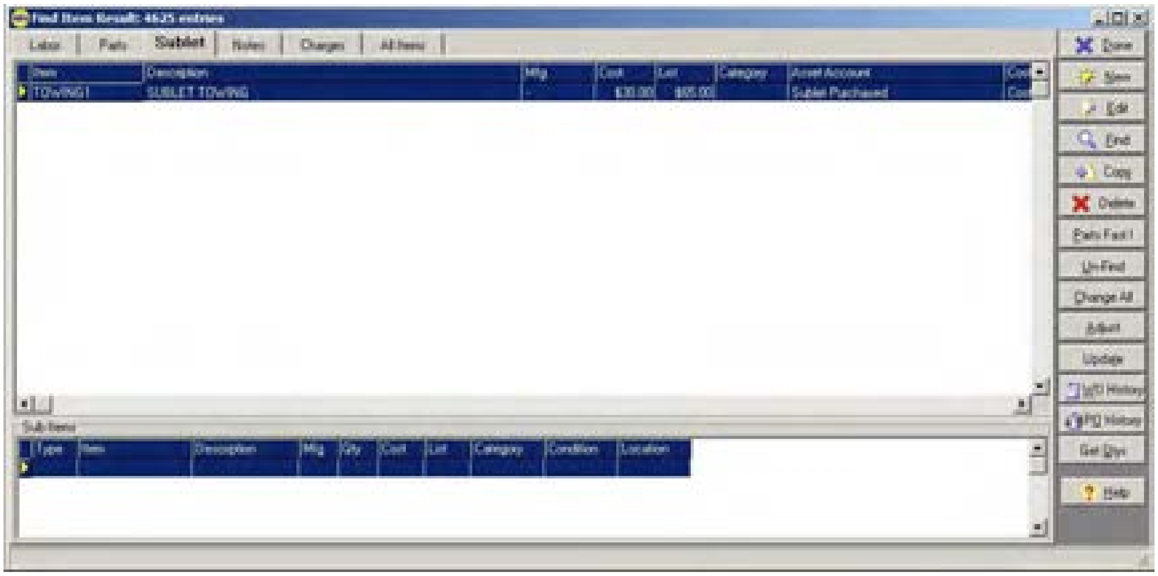
How To

To add data in your **Sublet** folder, perform the following steps:

Step	Action
1	Click the top of the **Sublet** folder, and the **Sublet** folder displays.

Continued on next page

How To (continued)



Step	Action
2	Click the **New** button, and the **New Item** form displays.

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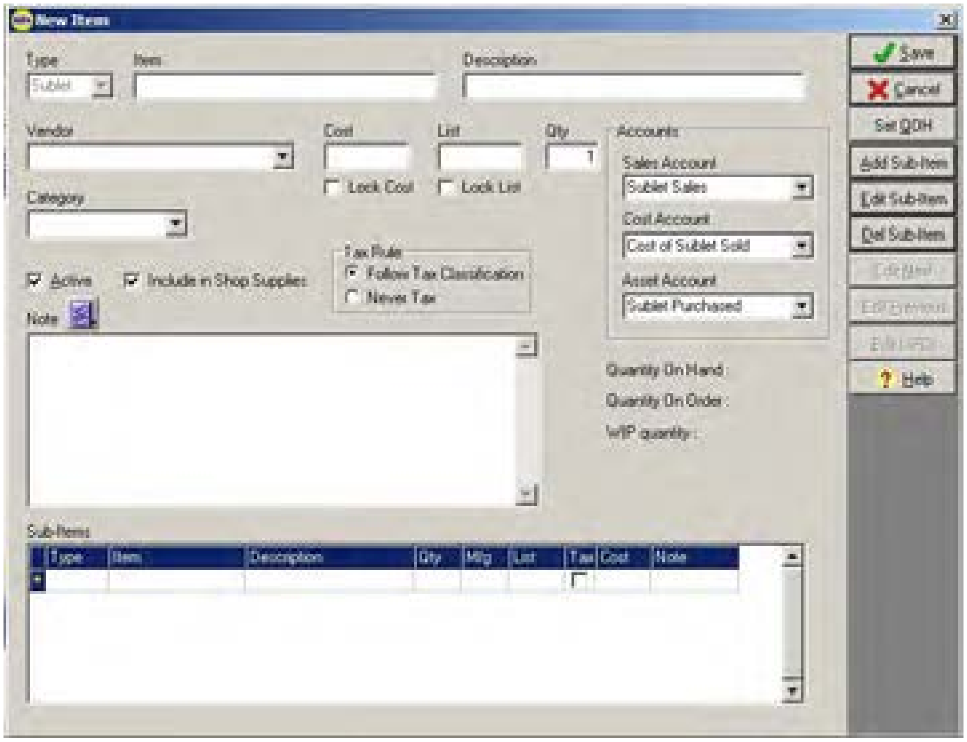
How To (continued)



Step	Action
3	Type the desired information in the following fields: • **Item** • **Description** • **Cost** • **List**
4	Scroll down the lists in the following fields to highlight the desired information: • **Vendor** • **Category** • **Sales Account** • **Cost Account** • **Asset Account**

Continued on next page

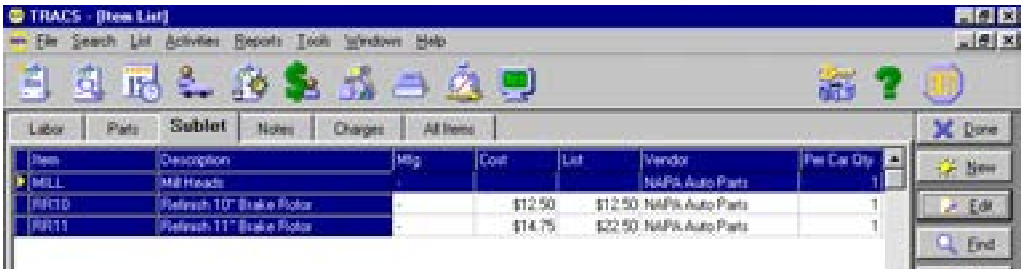
How To (continued)

Step	Action
5	Click to change the item information in the following fields if necessary: • **Qty** (Quantity) • **Active*** • **Include in Shop Supplies*** • **Follow Tax Classification*** • **Never Tax** An asterisk (*) indicates that the field is on by default. ***Note:*** The **Qty** (Quantity) field has a default value of one.
6	Type the necessary notes to accompany the item in the **Note** field if desired. ***Note:*** These notes attach to the item and display in small letters under the description on all ticket types.
7	Add any **Sub Items** as necessary.
8	Click the **Save** button. You have now entered and saved an item in the **Sublet** field.

Continued on next page

How To To edit data in your **Sublet** folder, perform the following steps:

Step	Action
1	Click to select the item to be edited.



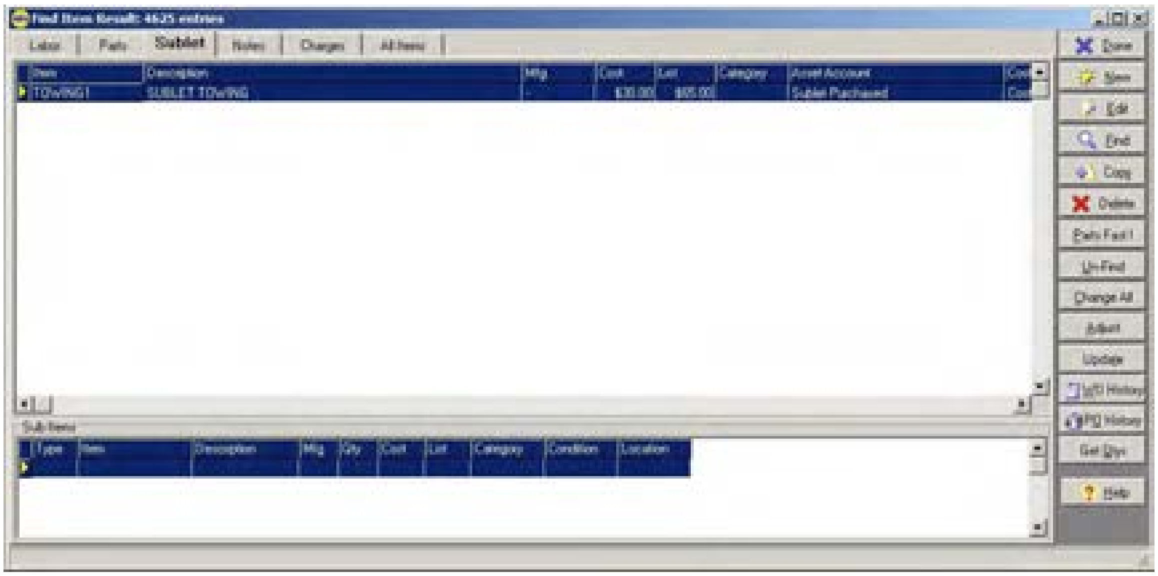
2	Click the **Edit** button, and the completed form for that item displays.

3	Edit the desired field or fields as necessary. ***Note***: You can click the **Edit Next** button or the **Edit Previous** button to locate other items to be edited.
4	Click the **Save** button. You have now edited a **Sublet** folder and saved your changes.

Continued on next page

How To To delete data in your **Sublet** folder, perform the following steps:

Step	Action
1	Click to select the item to be deleted.



2	Click the **Delete** button. You have now deleted the item from the list of **Sublet** items.

Notes

Notes Folder

The **Notes** folder is used to enter important notes about any of the folders in the **Items** list.

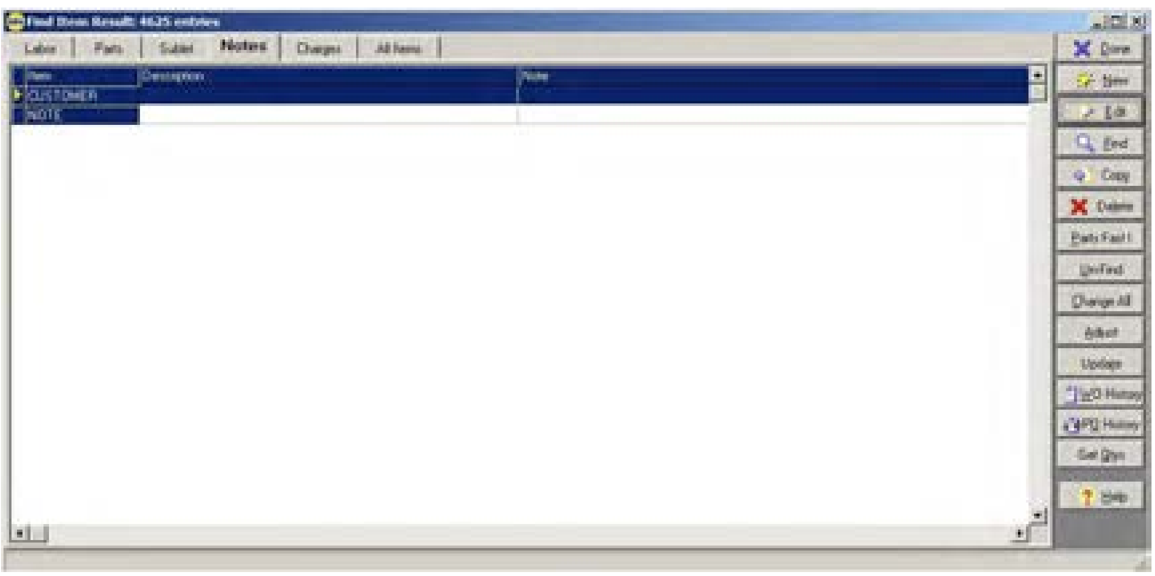
The **Notes** folder contains the following fields:

- **Item**
- **Description**
- **Note**

How To

To add data in your **Notes** folder, perform the following steps:

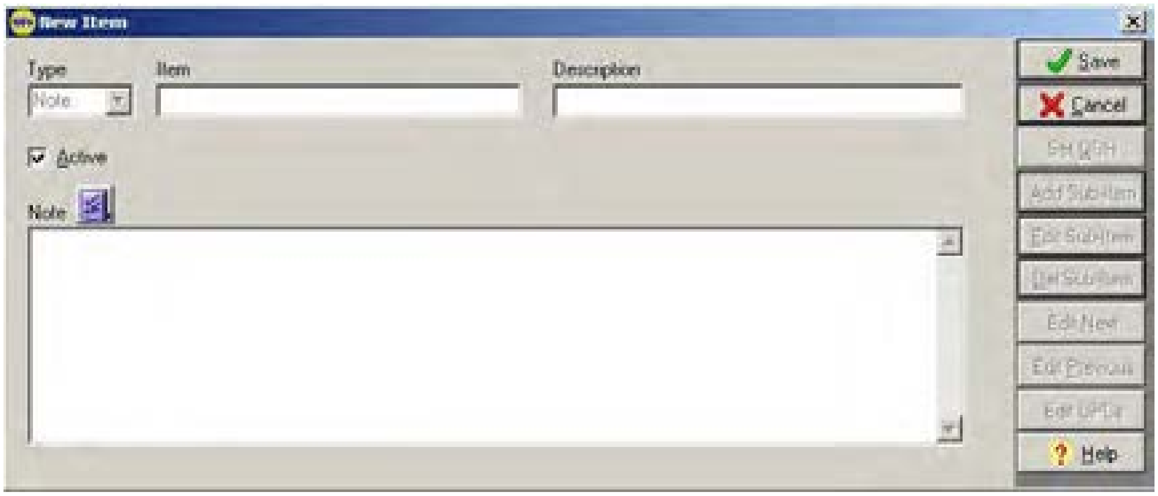
Step	Action
1	Click the top of the **Notes** folder, and the **Notes** folder displays.



Continued on next page

How To (continued)

Step	Action
2	Click the **New** button, and the **New Item** form displays.



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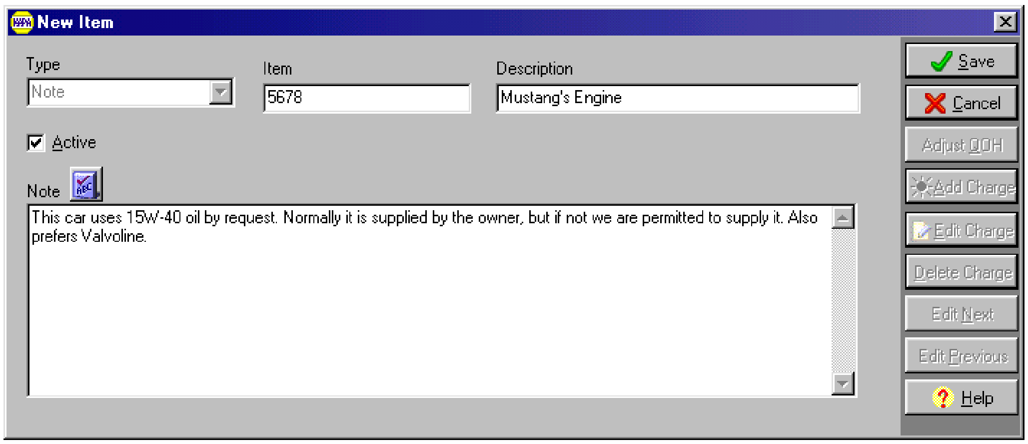
How To (continued)

Step	Action
3	Type the desired information in the following fields: • **Item** • **Description** • **Note**
4	Click to deselect the **Active** box if desired.

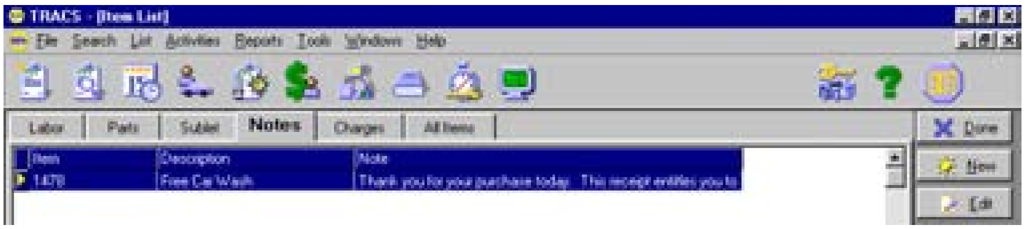


5	Click the **Save** button. You have now added and saved the notes that will appear on a customer repair order.

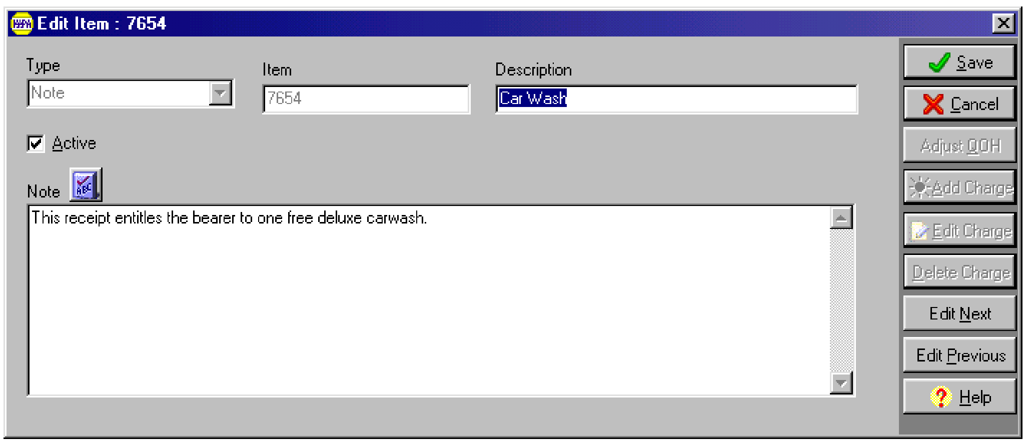
Continued on next page

How To To edit data in your **Notes** folder, perform the following steps:

Step	Action
1	Click to select the item to be edited.



2	Click the **Edit** button, and the completed **Notes** form displays the note to be edited.

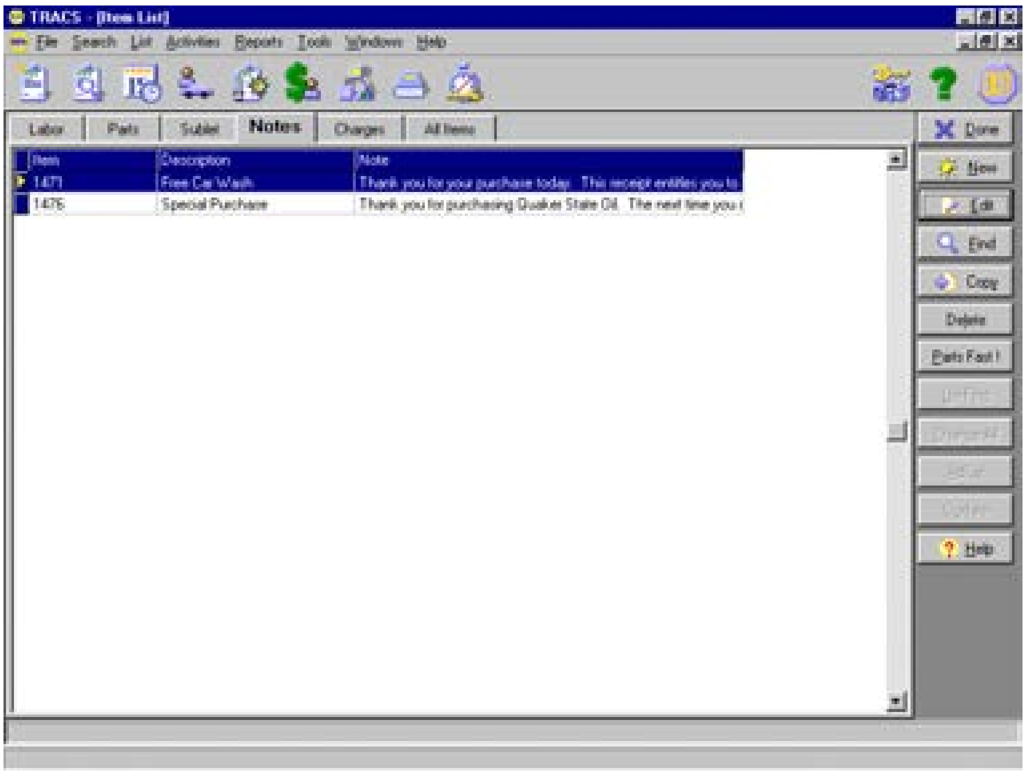


3	Edit the desired field or fields as necessary. ***Note***: You can click the **Edit Next** button or the **Edit Previous** button to locate other items to be edited.
4	Click the **Save** button. You have now edited a note and saved your changes.

Continued on next page

How To To delete data in your **Notes** folder, perform the following steps:

Step	Action
1	Click to select the note to be deleted.



Step	Action
2	Click the **Delete** button, and the note is deleted from the **Notes** list.

Charges

Charges Folder

The **Charges** folder is used to enter items that occur in relationship to other items such as recycling and disposal fees. You can attach charges to an item so that when you select an item for a work order, its related charge item is selected. (See the "How to Add Data to Your Parts Folder" section.)

The **Charges** folder contains the following fields:

- **Item**
- **Description**
- **Cost**
- **List**
- **Category**
- **Asset Account**
- **Cost Account**
- **Sales Account**

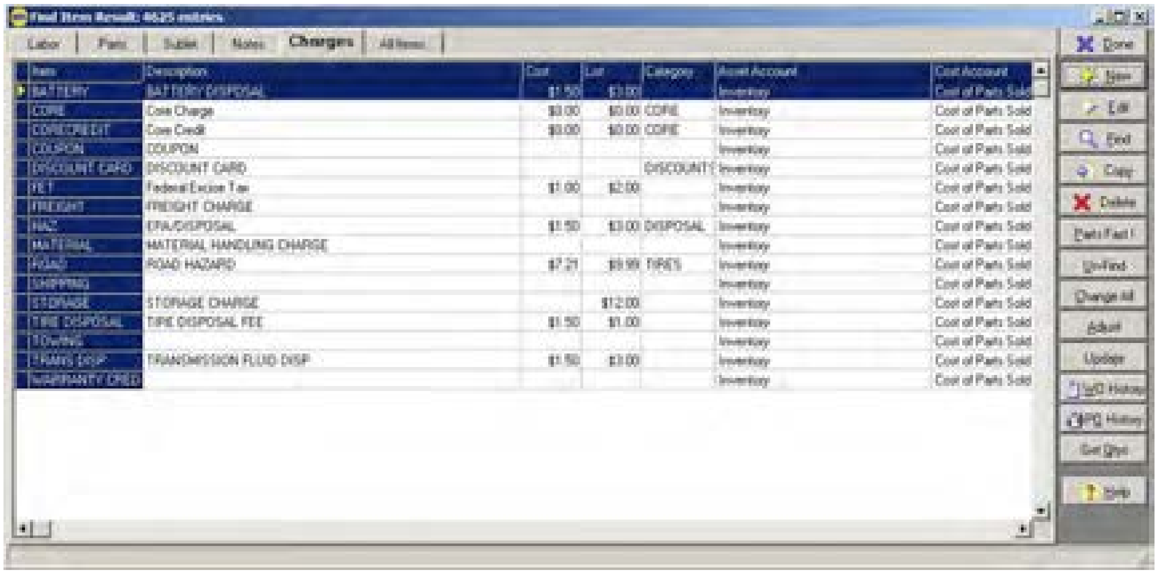
How To

To add data in your **Charges** folder, perform the following steps:

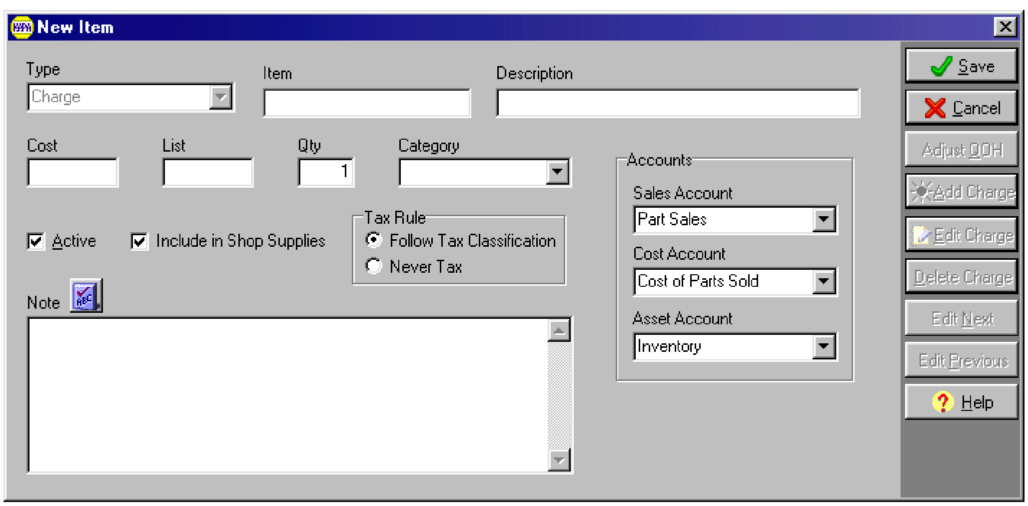
Step	Action
1	Click the top of the **Charges** folder, and the **Charges** folder displays.

Continued on next page

How To (continued)



Step	Action
2	Click the **New** button, and the **New Item** form displays.



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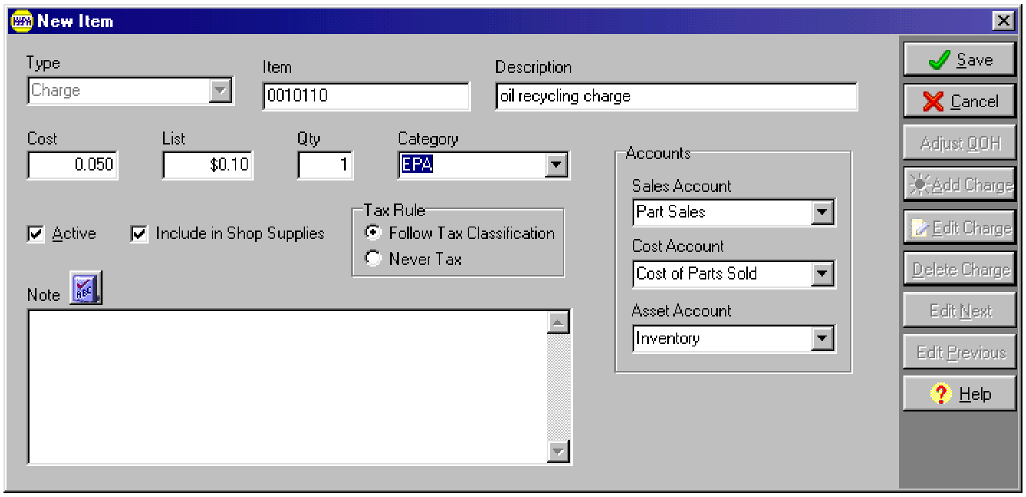
How To (continued)

Step	Action
3	Type the desired information in the following fields: • **Item** • **Description** • **Cost** • **List**
4	Scroll down the lists in the following fields to highlight the desired information: • **Category** • **Sales Account** • **Cost Account** • **Asset Account** ***Note:*** The fields listed below have the following default values: • **Sales Account** field has a default value of Part Sales • **Cost Account** field has a default value of Cost of Parts Sold • **Asset Account** field has a default value of Inventory
5	Click to change the quantity of one in the **Qty** (Quantity) field if desired.
6	Click to deselect the following fields, if necessary: • **Active** • **Include in Shop Supplies**
7	Click one of the following fields in the **Tax Rule** box to change the tax rule, if necessary: • **Follow Tax Classification*** • **Never Tax** An asterisk (*) indicates that the field is on by default.

Continued on next page

How To (continued)



8	Click the **Save** button. You have now added and saved a charge item.

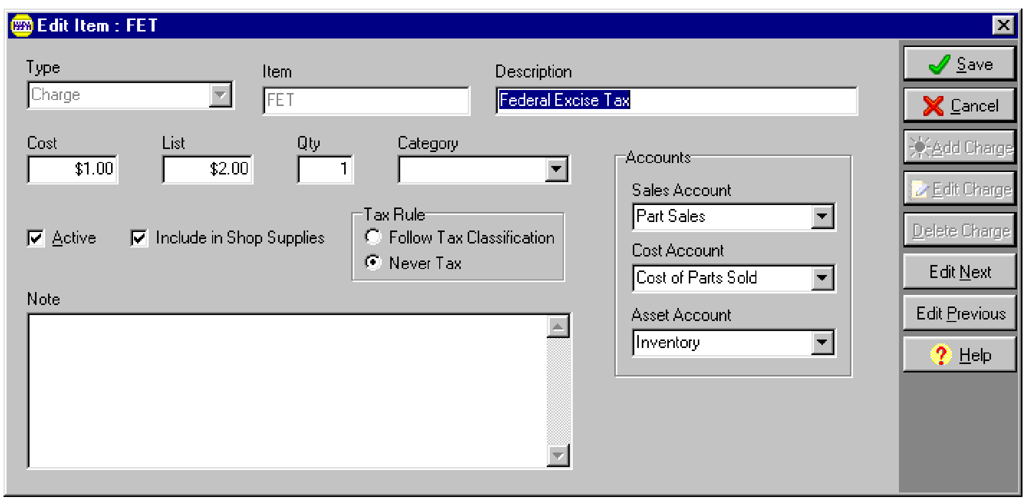
Continued on next page

How To

To edit data in your **Charges** folder, perform the following steps:

Step	Action
1	Click to select the charge to be edited.

2	Click the **Edit** button, and the completed form for that item displays.



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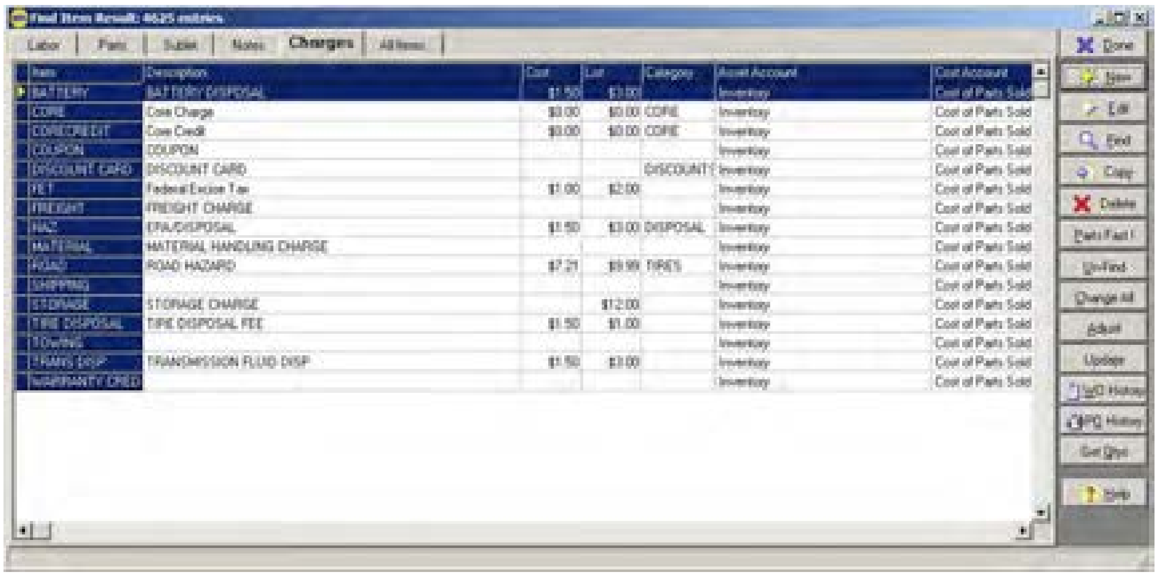
How To (continued)

Step	Action
3	Edit the desired field or fields as necessary. ***Note***: You can click the **Edit Next** button or the **Edit Previous** button to locate other items to be edited.
4	Click the **Save** button. You have now edited a charge item and saved your changes.

Continued on next page

How To To delete data in your **Charges** folder, perform the following steps:

Step	Action
1	Click to select the charge to be deleted.



Step	Action
2	Click the **Delete** button, and the charge is deleted from the charge list.

All Items

All Items Folder

The **All Items** folder can be used to access any **Item** folder.

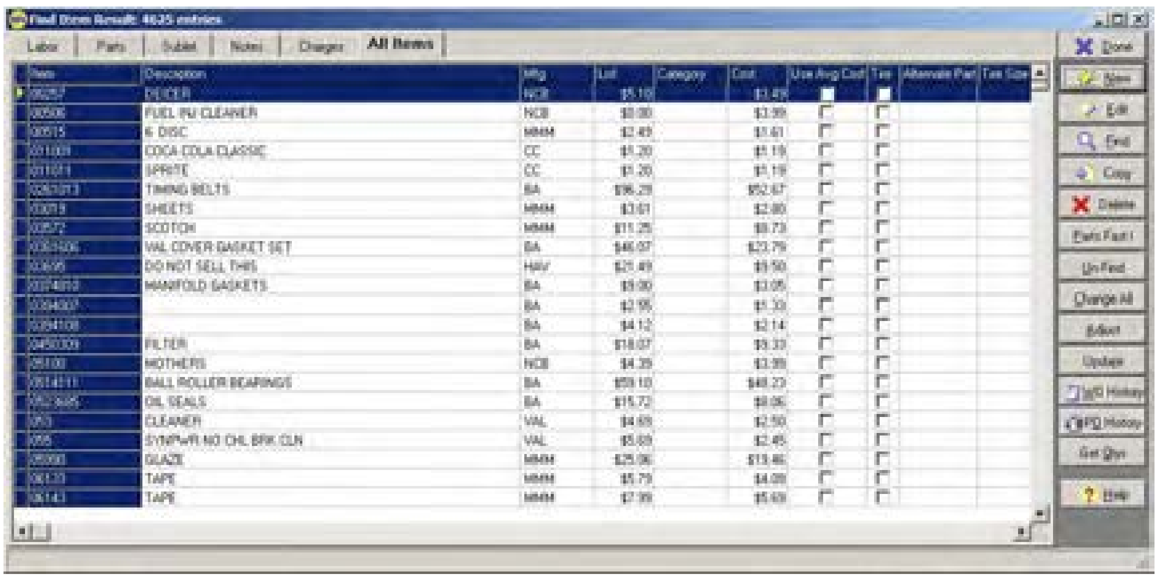
Continued on next page

All Items, Continued

How To

To use the **All Items** folder to access other **Item** folders, perform the following steps:

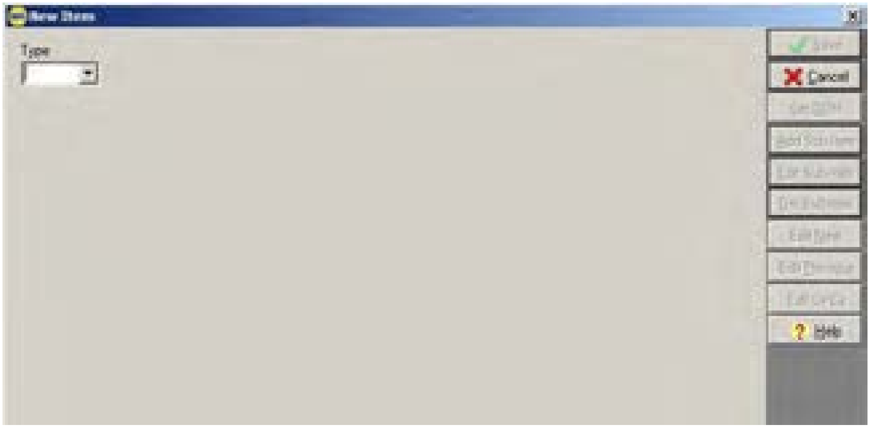
Step	Action
1	Click the top of the **All Items** folder, and the **All Items** folder displays.



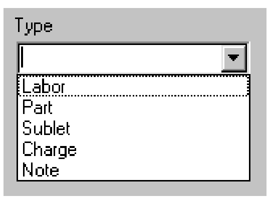
Step	Action
2	Click the **New** button, and the **New Item** folder displays.

Continued on next page

How To (continued)



Step	Action
3	Click the down arrow to display the list in the **Type** field.



4	Click the desired folder, and the **New Item** form for that folder displays.

Continued on next page

How To (continued)

Step	Action
5	Follow the steps for the appropriate folder to make changes.
6	Click the **Save** button. You have now saved the changes made to a folder.

Using the Find Feature

The **Find** feature is one of several tools available to you in the **Item** list option. You can use **Find** to search (query) for items by entering specific search criteria.

Once you have found certain item(s), you can work with the located items in the following ways:

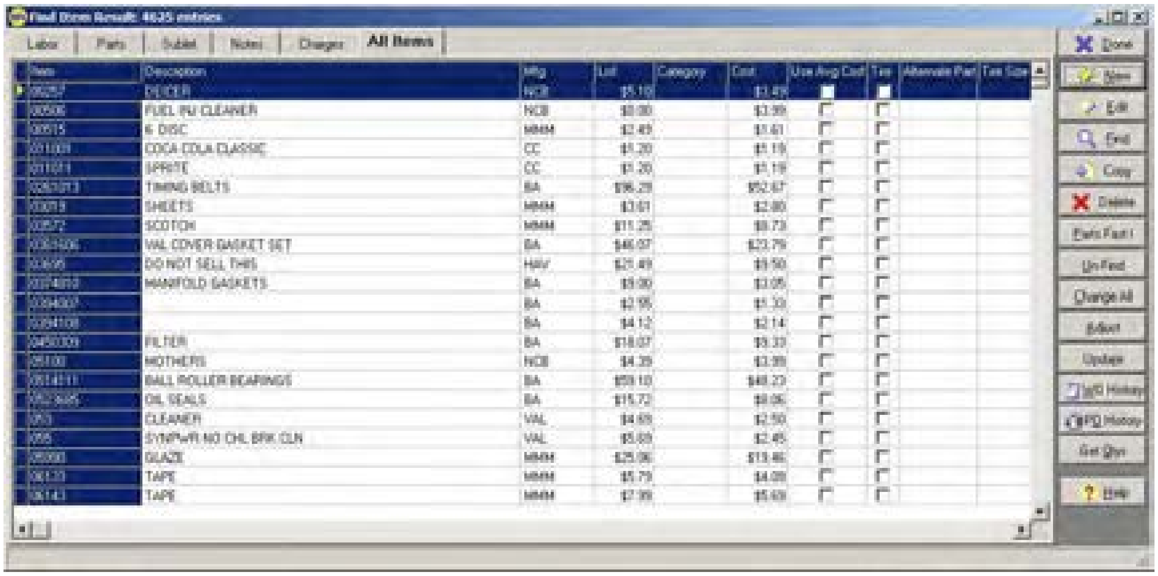
- Make global changes to all found items
- Adjust on-hand quantities for all found items
- Update found items on TAMS

You can also save find criteria so that you can run the same search again later.

Continued on next page

How To To find an item, perform the following steps:

Step	Action
1	Click the **Item** button in the **Lists** box, and the **All Items** list displays.



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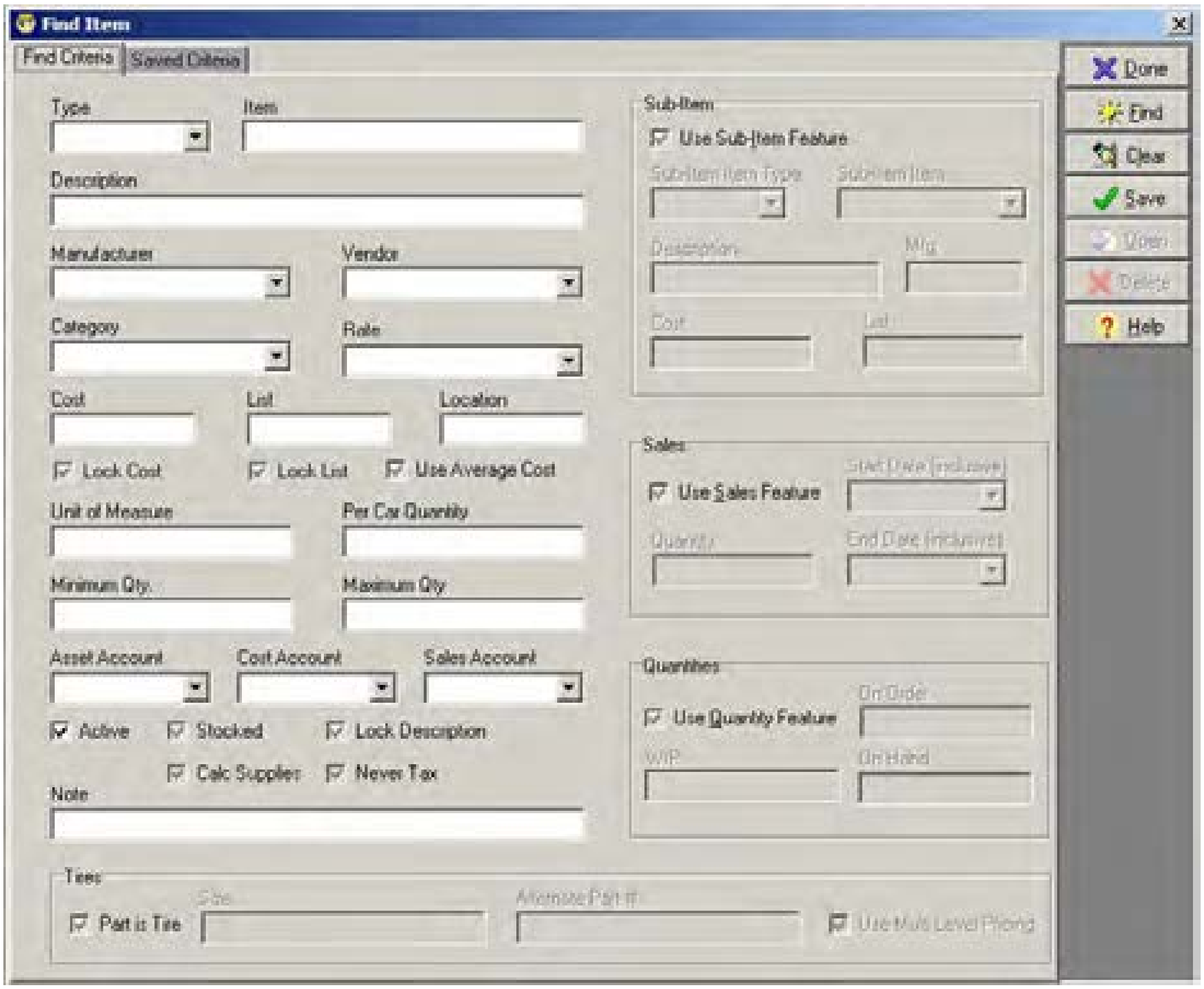
How To (continued)

Step	Action
2	Click the **Find** button, and the **Find Criteria** form under **Find Item** displays.



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How To (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Refer to the table below to determine your next step:</td></tr>
<tr><td></td><td>
<table>
<tr><th>IF you want to…</th><th>THEN…</th></tr>
<tr><td>find an item belonging to any of the following fields:

• Type
• Manufacturer
• Vendor
• Category
• Rate
• Asset Account
• Cost Account
• Sales Account</td><td>perform the following steps:

1. Click the desired field(s) down arrow.
2. Select the appropriate search criteria.</td></tr>
</table>
</td></tr>
<tr><td>4</td><td>Refer to the table below to determine your next step:</td></tr>
<tr><td></td><td>
<table>
<tr><th>IF you want to…</th><th>THEN…</th></tr>
<tr><td>find an item belonging to any of the following fields:

• Item
• Description
• Cost
• List
• Location
• Unit of Measure
• Standard Package
• Minimum Qty. (Quantity)
• Maximum Qty (Quantity)
• Note</td><td>type the desired search criteria in the desired field(s).</td></tr>
</table>
</td></tr>
</table>

Continued on next page

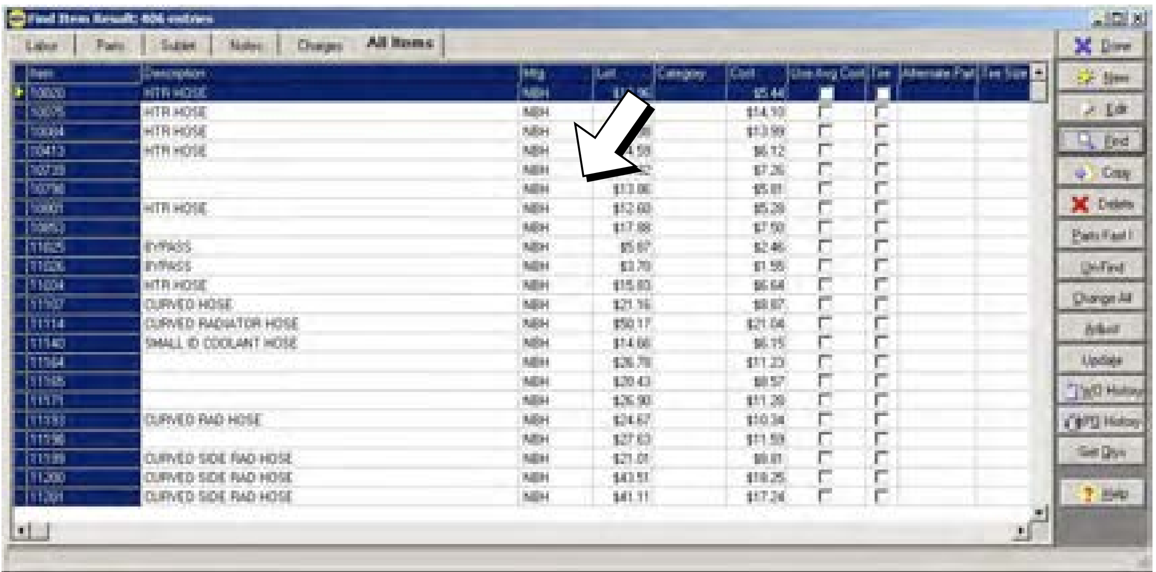
How To (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>Refer to the table below to determine your next step:</td></tr>
<tr><td></td><td>
<table>
<tr><th>IF you want to…</th><th>THEN…</th></tr>
<tr><td>find an item belonging to any of the following fields:
Use Charge Feature
Use Quantity Feature
Active
Stocked
Calc Supplies
Lock Description
Never Tax</td><td>click to place a check mark in the desired field(s) to select the field(s) as your desired search criteria.</td></tr>
</table>
</td></tr>
</table>

Continued on next page

How To (continued)

Step	Action
6	Click the **Find** button, and the system searches the available items. All items that match your search criteria are displayed. In the following example, all items matching manufacturer NBH display.



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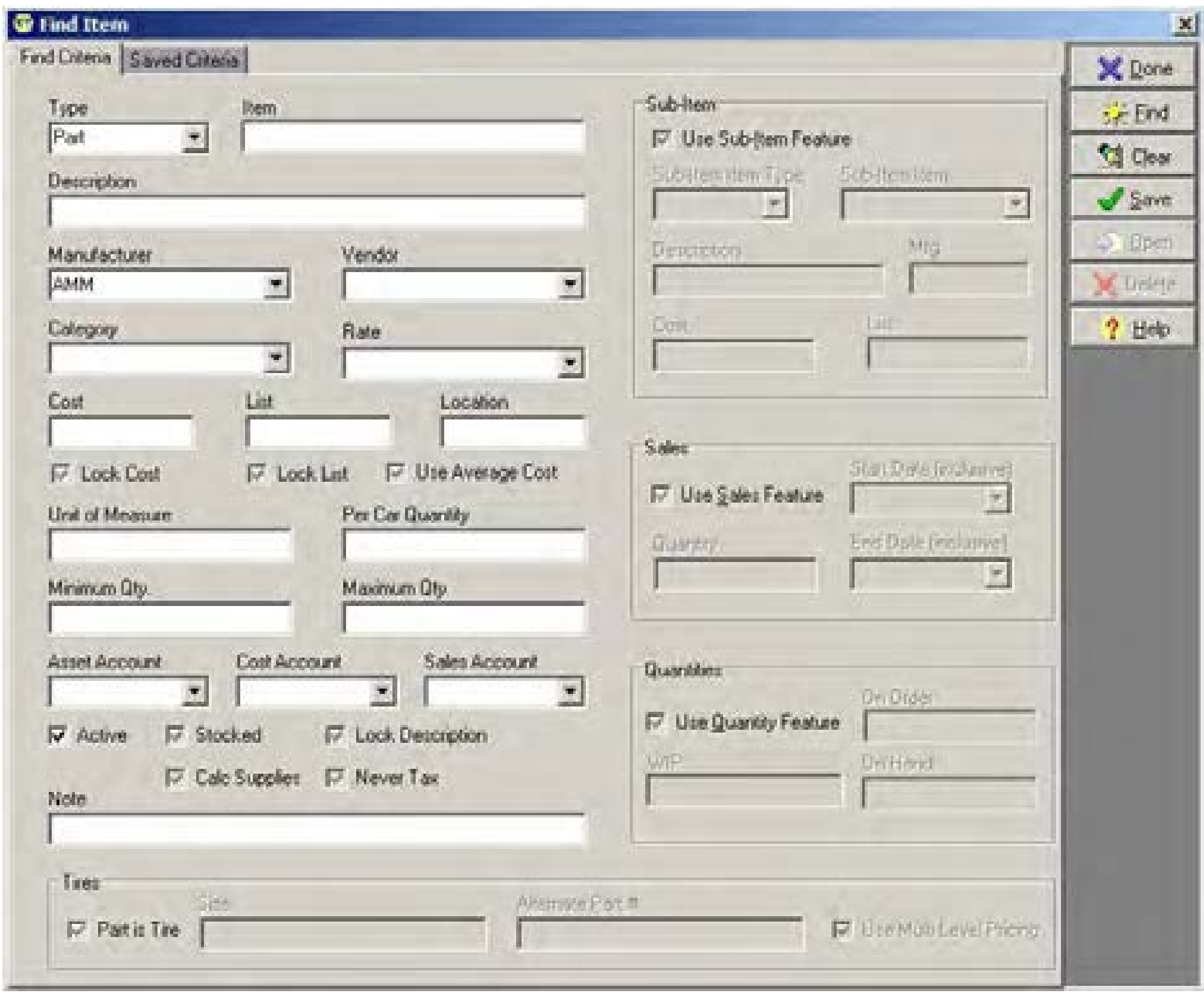
How To To save find criteria, perform the following steps:

Step	Action
1	In the **Find Criteria** window under **Find Item**, select the desired search criteria.
2	Click **Save**.



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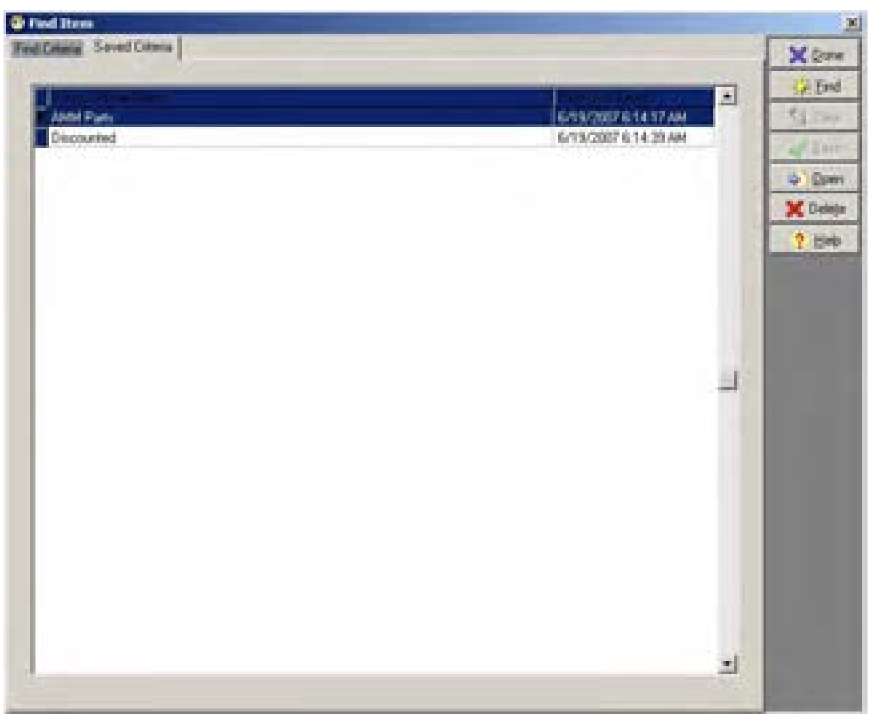
How To (continued)

Step	Action
3	Type a description for your saved criteria into the **Save Item Find Criteria** box that pops up.
4	Click **Save**.

5	The new saved criteria will appear under the **Saved Criteria** folder under **Find Items**.
6	To run a saved search, double click on the description, or select it and click **Find.**
7	To edit a saved search, click **Open**.



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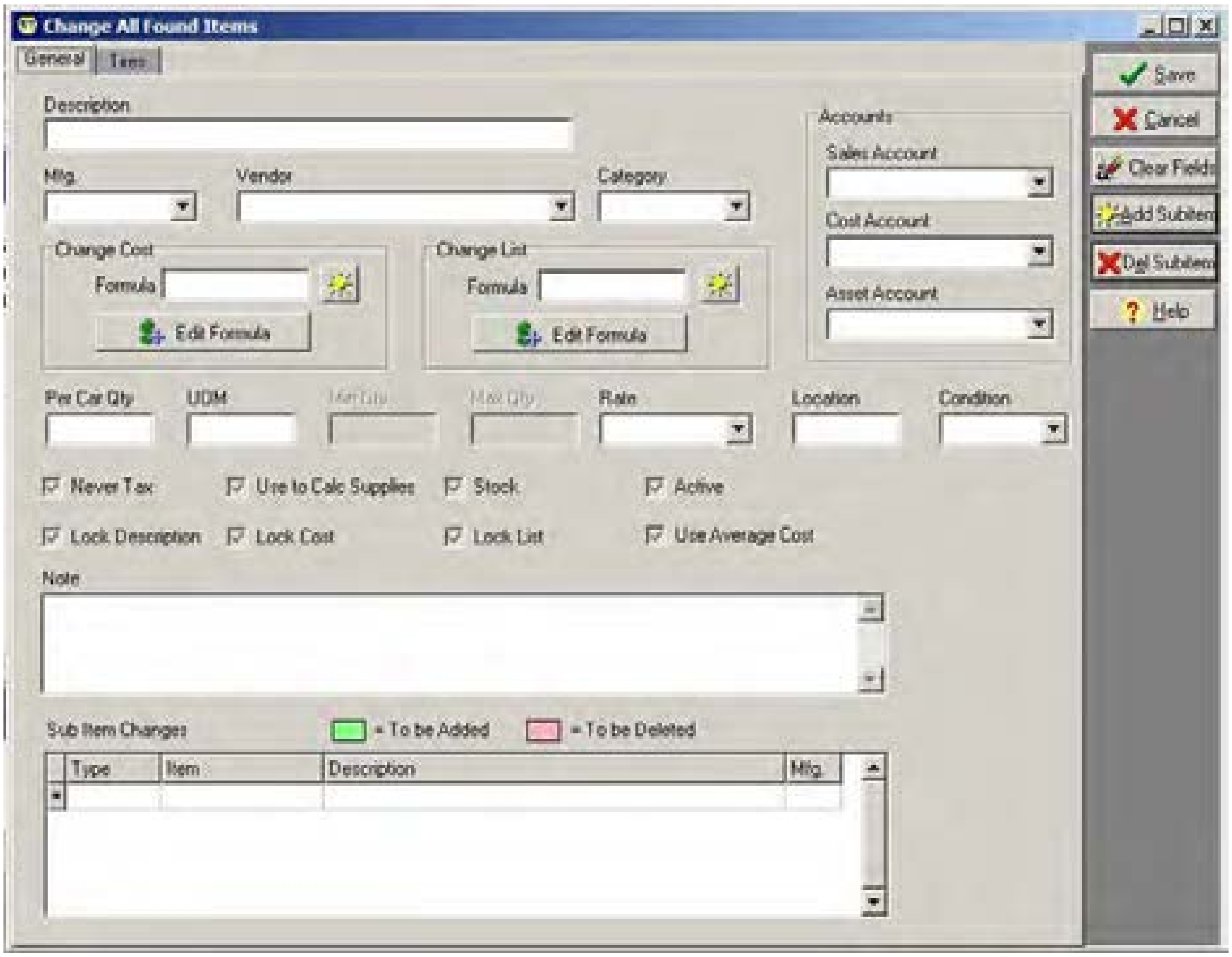
How To To make global changes to found items, perform the following steps:

Step	Action
1	Click the **Change All** button on the list of items you just queried, and the **Change All Found Items** form displays.
2	Edit the field(s) to be changed *globally*.



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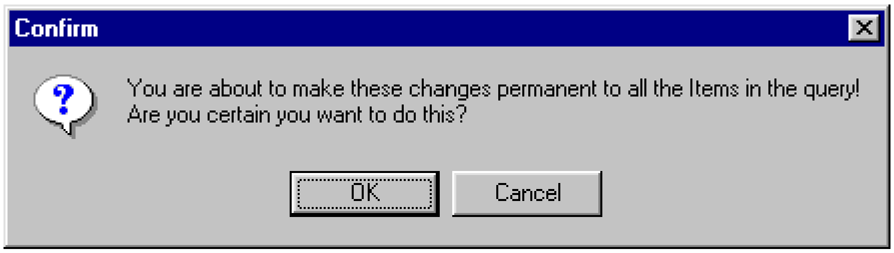
How To (continued)

Step	Action
3	Click the **Save** button, and a **Confirm** message displays.



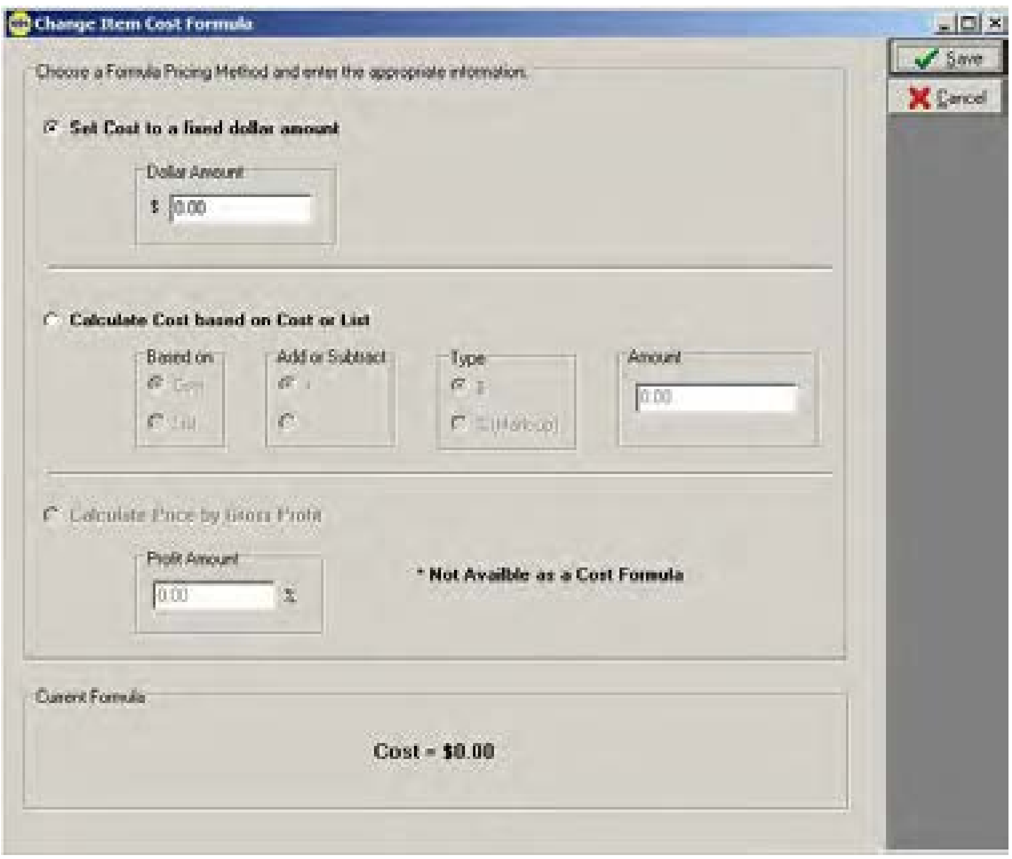
Step	Action
4	Refer to the table below to determine your next step:

IF you are…	THEN click the…
sure that you would like to make these global changes to the searched items	**OK** button, the changes are made to all searched items, and the **All Items** list displays.
not sure that you would like to make these global changes to the searched items	**Cancel** button.

Continued on next page

How To To calculate a new Cost based on a formula, perform the following steps:

Step	Action
1	From the **Change All Found Items** form, click on **Edit Formula** under the **Change Cost** box.
2	Choose one of the two formulas available: "Set Cost to a fixed dollar amount" or "Calculate Cost based on Cost or List."



3	Change the desired variables in the formula. The new formula will appear at the bottom of the window.
4	Click **Save**.

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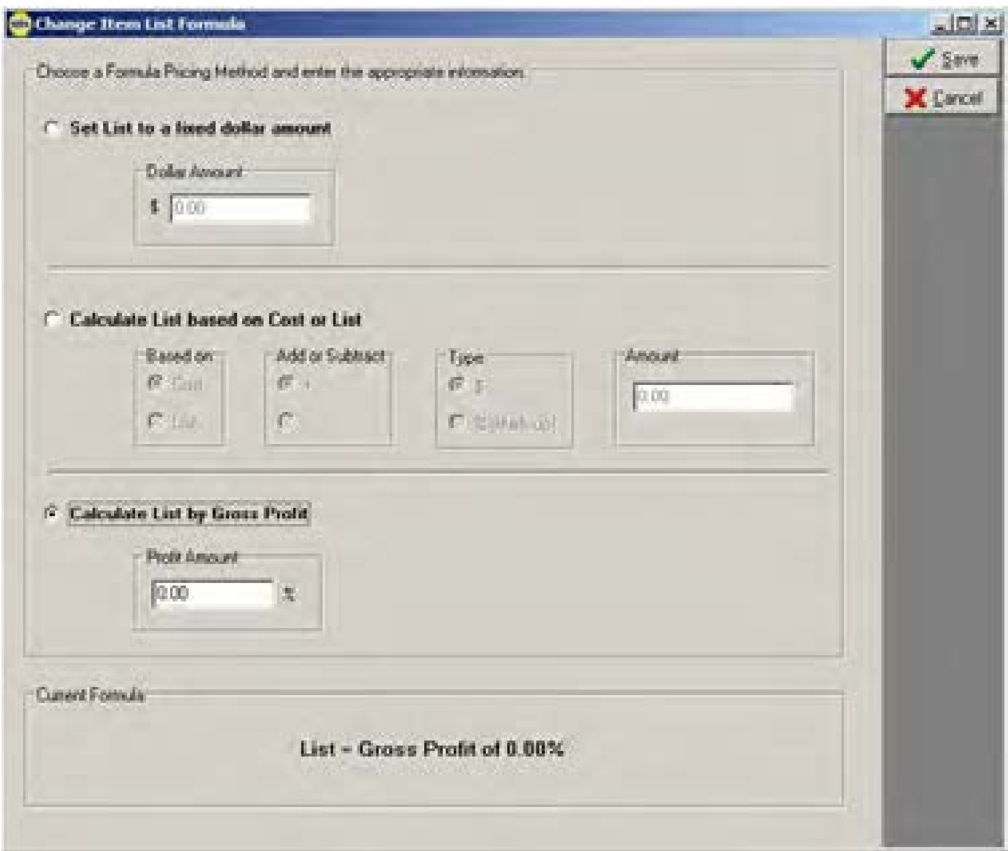
How To To calculate a new List based on a formula, perform the following steps:

Step	Action
1	From the **Change All Found Items** form, click on **Edit Formula** under the **Change List** box.
2	Choose one of the three formulas available: "Set Cost to a fixed dollar amount," "Calculate Cost based on Cost or List," or "Calculate List by Gross Profit."



Step	Action
3	Change the desired variables in the formula. The new formula will appear at the bottom of the window.
4	Click **Save**.

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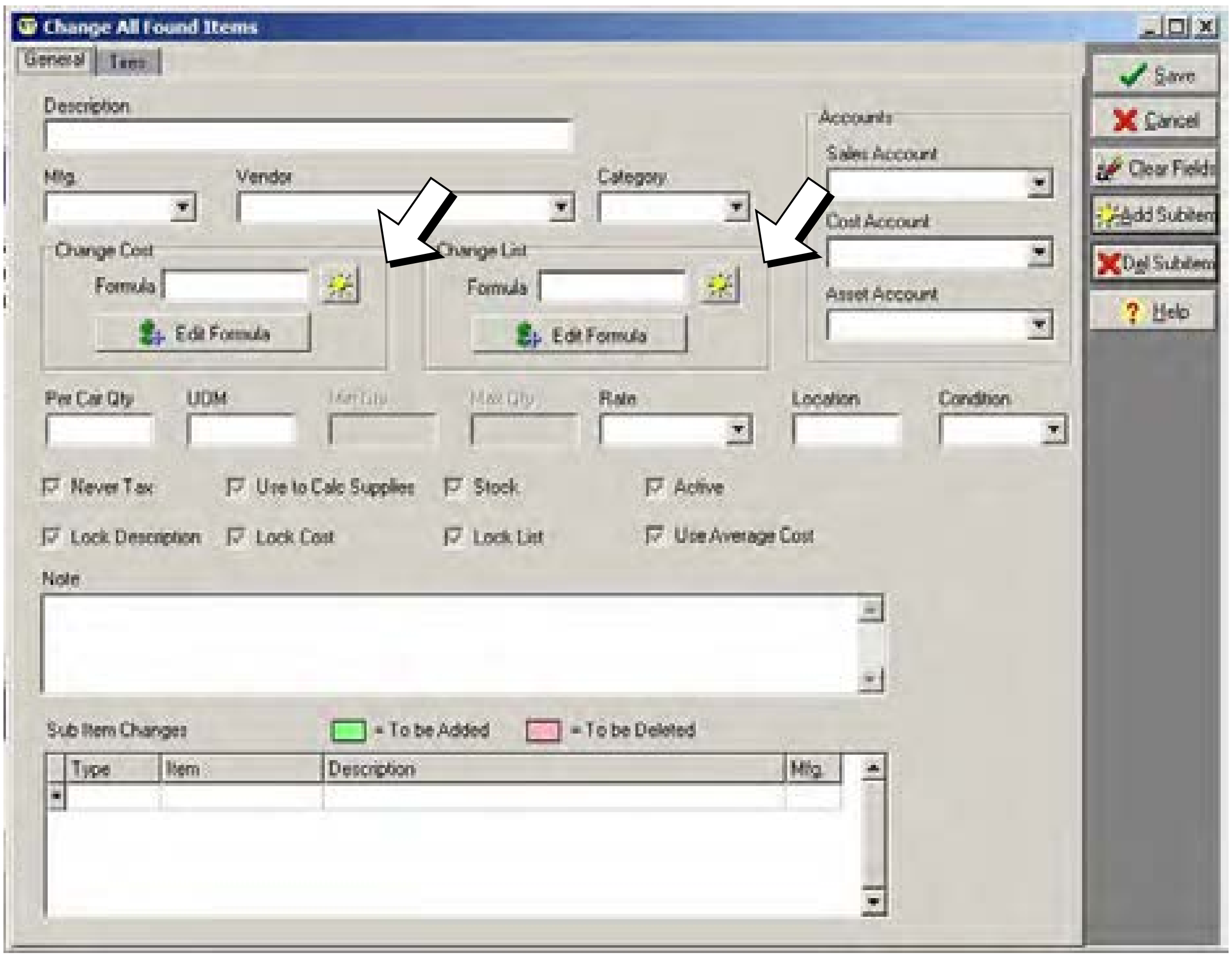
How To To clear a Cost or List Formula, perform the following:

Step	Action
1	From the **Change All Found Items** form, click on **Sun icon** under the **Change Cost** or **Change List** boxes.



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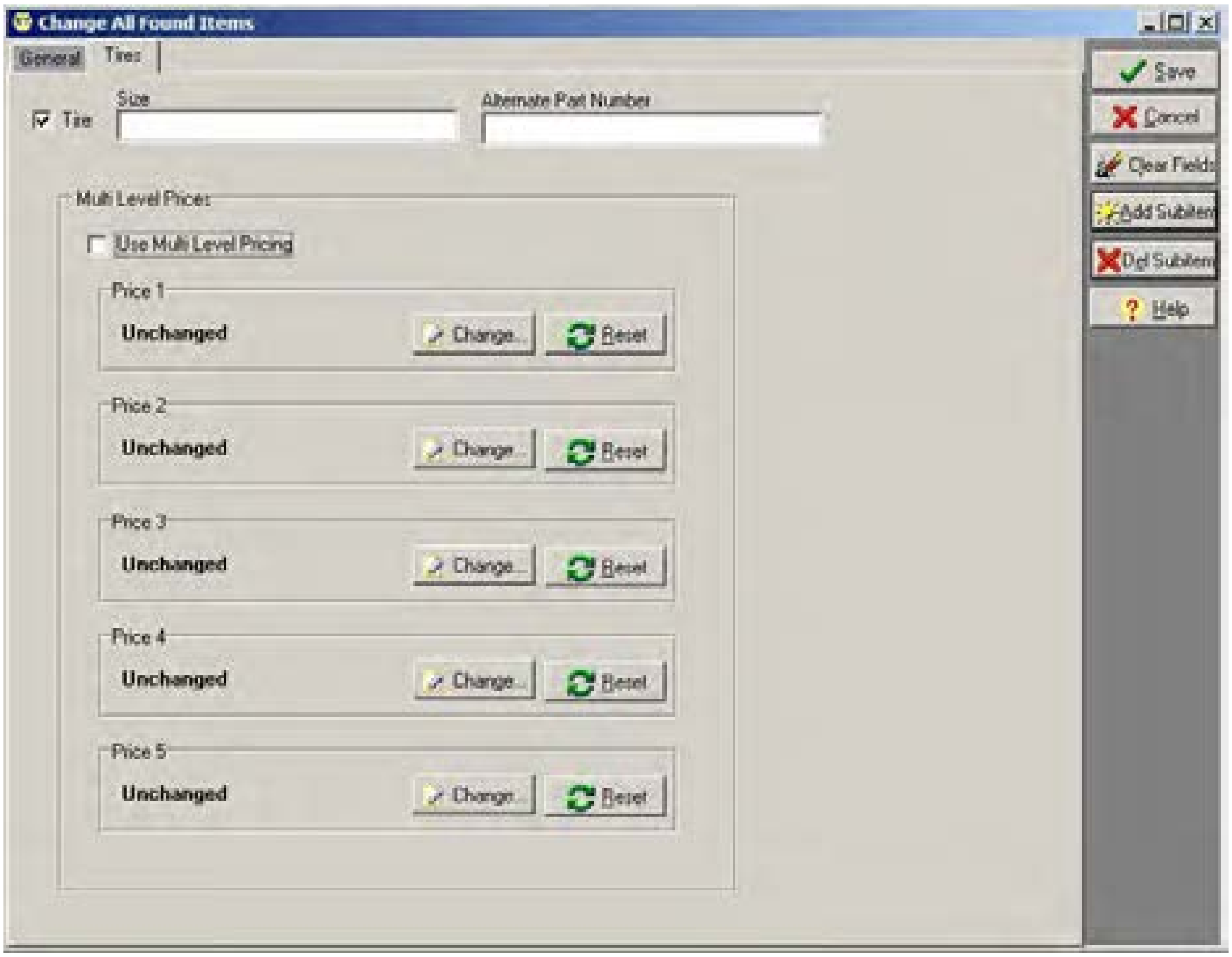
How To To adjust the Multi-Level Pricing formulas for tires, perform the following steps:

Step	Action
1	From the **Change All Found Items** form, click on the **Tires** tab.



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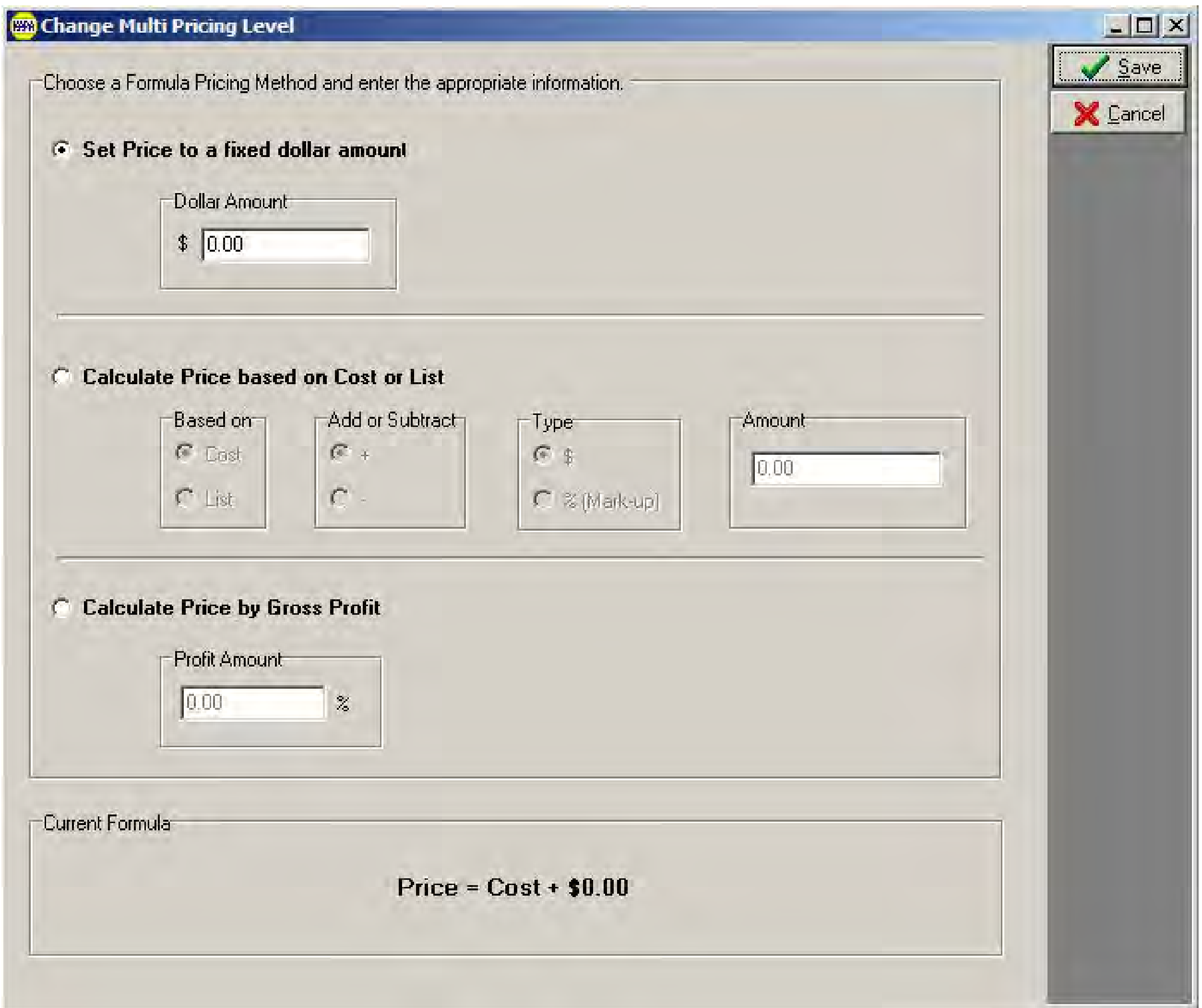
Step	Action
1	To change one of the multi-level pricing formulas, click on **Change**.
2	Choose one of the three formulas available: "Set Price to a fixed dollar amount," "Calculate Price based on Cost or List," or "Calculate Price by Gross Profit."

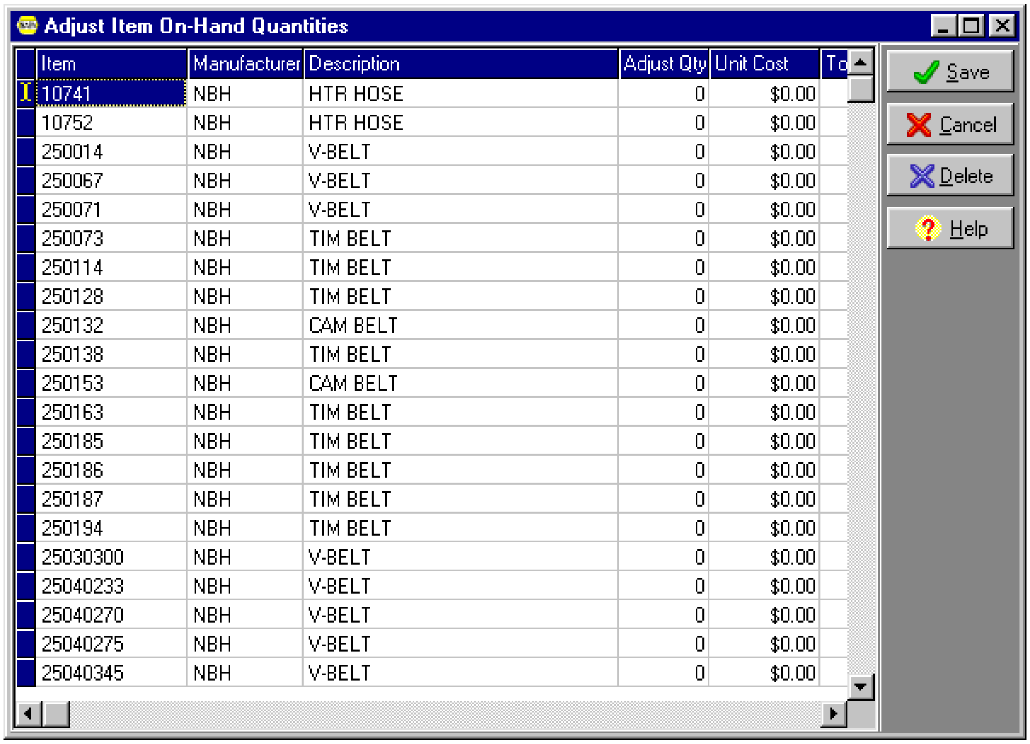


3	Change the desired variables in the formula. The new formula will appear at the bottom of the window.
4	Click **Save**.

Continued on next page

How To To adjust on-hand quantities for all found items, perform the following steps:

Step	Action
1	Click the **Adjust** button on the list of items you just queried, and the **Adjust Item On-Hand Quantities** list displays.



2	Type the + or – adjustment in the **Adjust Qty** (Quantity) field of the item to be changed.
3	Click the **Save** button, and the queried items list displays. ***Note:*** If you were to go back in to adjust the on-hand quantities, you would notice your changed quantity displayed in the **On Hand Qty** field.

Continued on next page

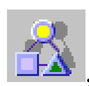
How To To update found items on TAMS, perform the following steps:

Step	Action
1	Verify that your modem is connected to your PC and functioning properly.
2	Click the **Update** button on the list of items you just queried, and your searched items will be updated in the TAMS system.

How To To delete specific items from your search, perform the following steps:

Step	Action
1	Click to select the item to be removed from the list.
2	Click the **Unfind** button.

How To To view all items upon completion of working with the queried items, perform the following step:

Step	Action
1	Click the **Work with Items** icon , and all of the items redisplay.

Continued on next page

All Items, Continued

Parts Fast !

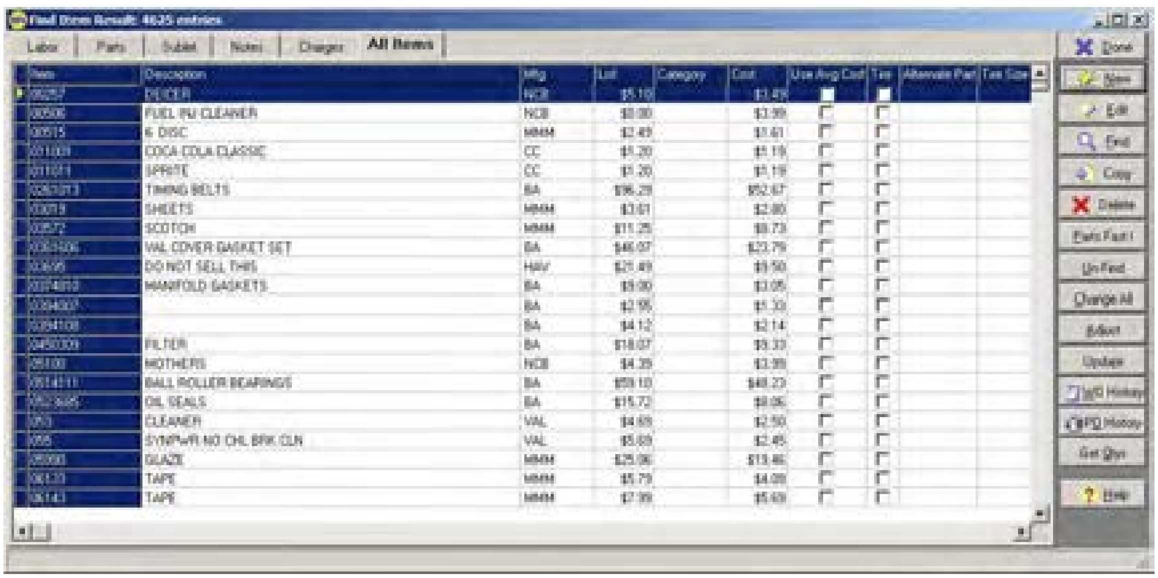
Many parts that you enter have common fields, such as manufacturer / line code, vendor, or category.

The **Parts Fast !** feature allows you to enter many new items quickly by creating a template for these common items.

How To

To enter items using **Parts Fast !**, perform the following steps:

Step	Action
1	Click the **Item** button in the **Lists** box, and the **All Items** list displays.



Step	Action
2	Click the **Parts Fast !** button, and the **Fast Parts ! Entry** form displays.

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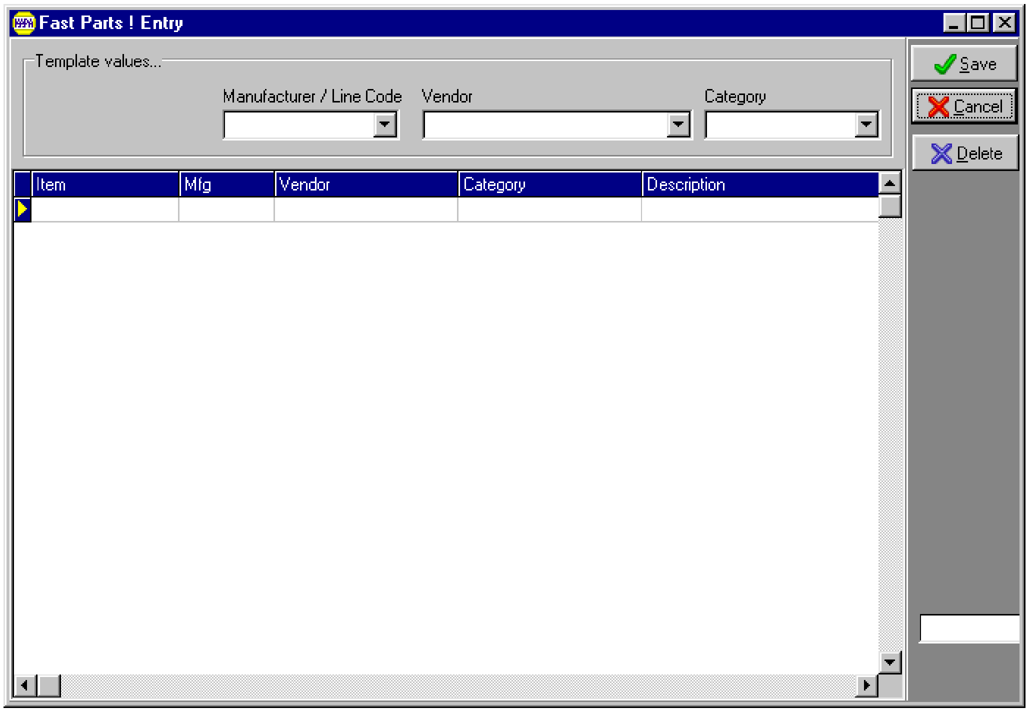
How To (continued)

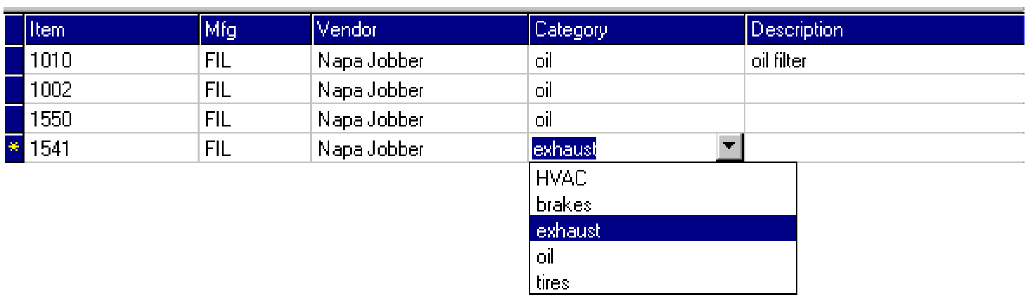


Step	Action
3	Scroll down to select from the available choices in the following fields: • **Manufacturer / Line Code** • **Vendor** • **Category** ***Note***: These choices will default in the corresponding columns below the fields *after* you type the first character in the **Item** field. You can leave a field blank if desired.
4	Type the first item number in the **Item** field.
5	Type a description of the item in the **Description** field.

Continued on next page

How To (continued)

Step	Action
6	Press the **Tab** key to open the second row if you would like to enter another item.
7	Repeat steps four through six until you have entered all items. ***Note**:* You can change the default entries for the next item by selecting a different choice from the fields at the top of the **Fast Parts ! Entry** form, or you can select a different choice by clicking on a cell (a box within a row of line information) instead of typing. A drop-down menu displays allowing you to select choices for individual items if necessary.

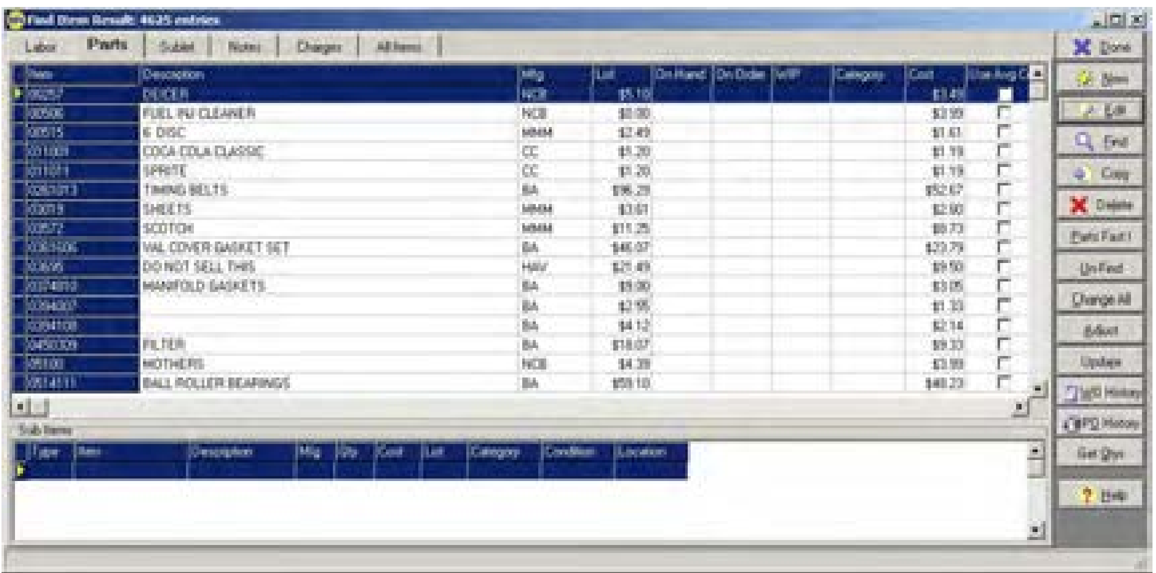


8	Click the **Save** button, and the items will display on your selected item list in order of item number.
9	Click the **Done** button, and the **Lists** box displays.

Continued on next page

How To To add sub items to Items in a Find Result set, perform the following steps:

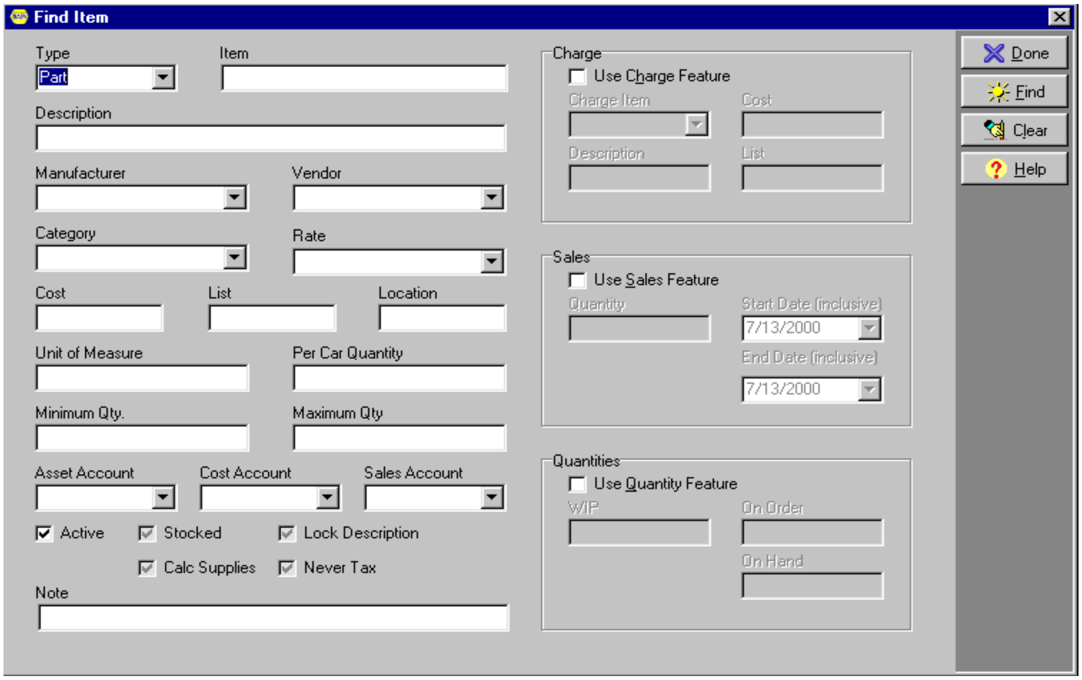
Step	Action
1	Return to the Item List.
2	Click the **Find** button



3	The Find Item screen will appear

Continued on next page

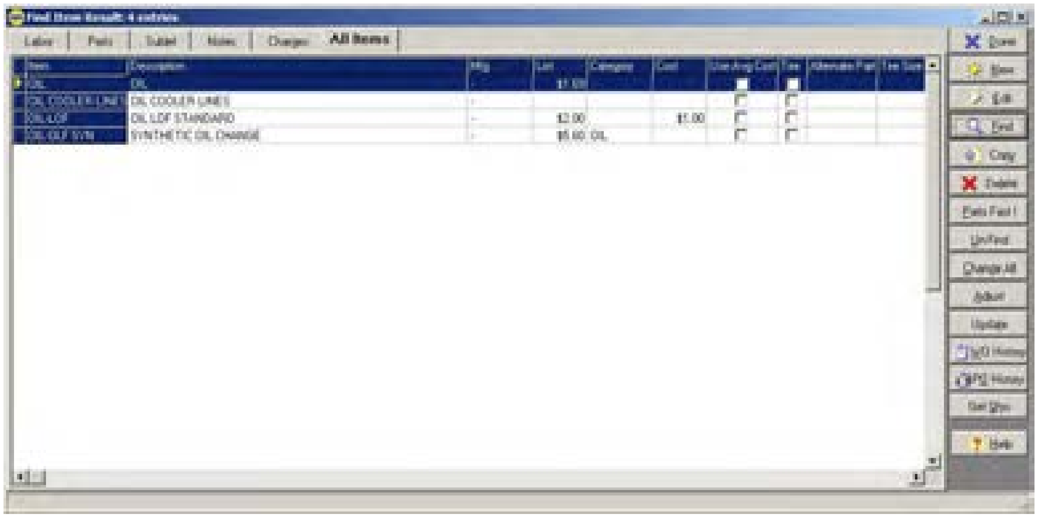
How To (continued)



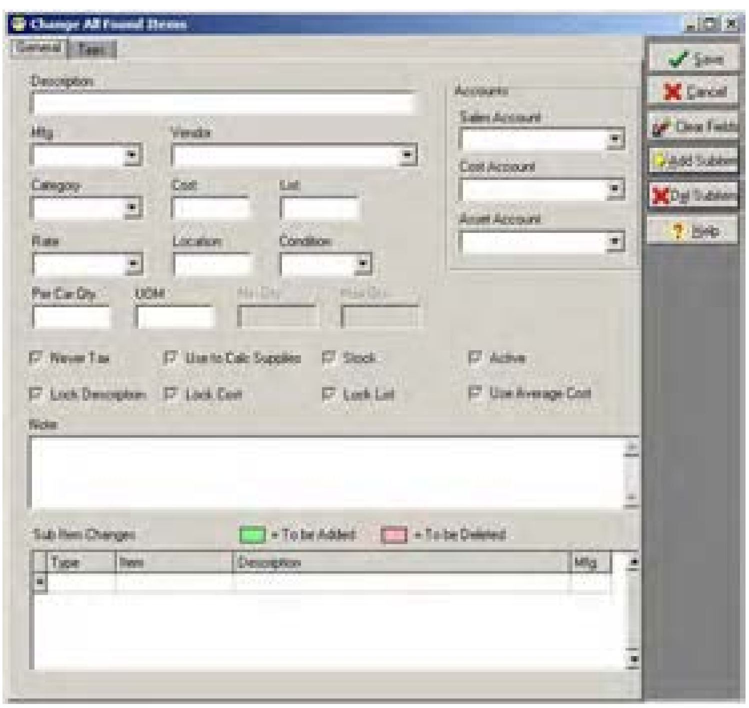
4	Enter your search criteria.
5	Click the **Find** button, and the Find Item Result screen appears.

Continued on next page

How To (continued)



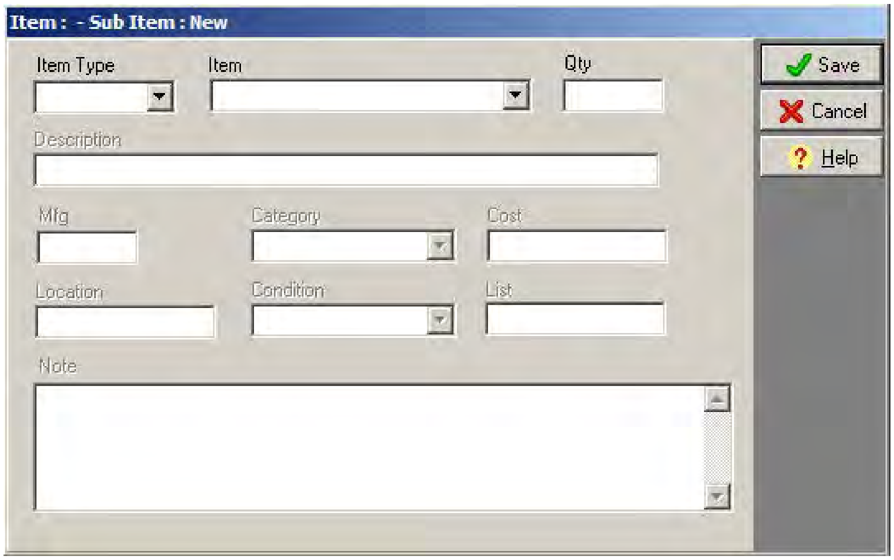
8	Click the **Change All** button. The Change All Found Items screen appears.



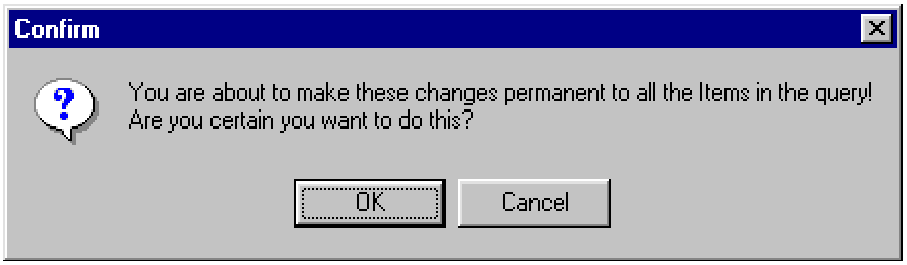
Continued on next page

How To (continued)

10	Click the **Add SubItem** button.
10	The **Add New Sub Item** screen will appear. Enter the new information or charges that need to be added for the items listed earlier.



11	Click the **Save** button to save your changes.
12	The Change All Found Items window is displayed again. Click the **Save** button and this will save the change to all items in the find results.
13	The confirm message below is displayed after clicking the Save button. After verifying that you are certain, click the OK button to save the changes. The changes made to the items selected will now be saved.



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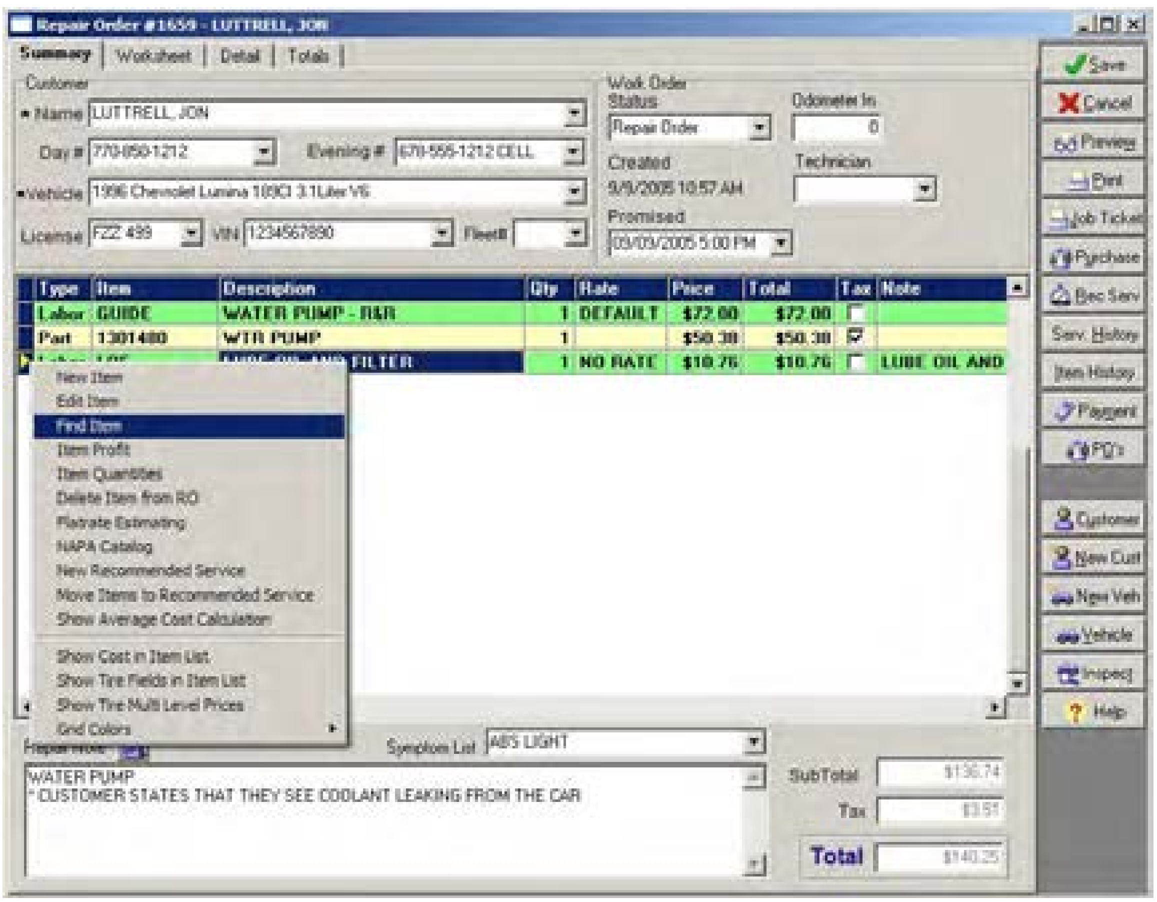
Adding Items to a Work Order

You can add items to a work order by using the **Find Items** feature.

How To

To add an item to a work order, perform the following steps:

Step	Action
1	With a work order open, right click on the yellow arrow to the left of the list of parts and choose **Find Item**.



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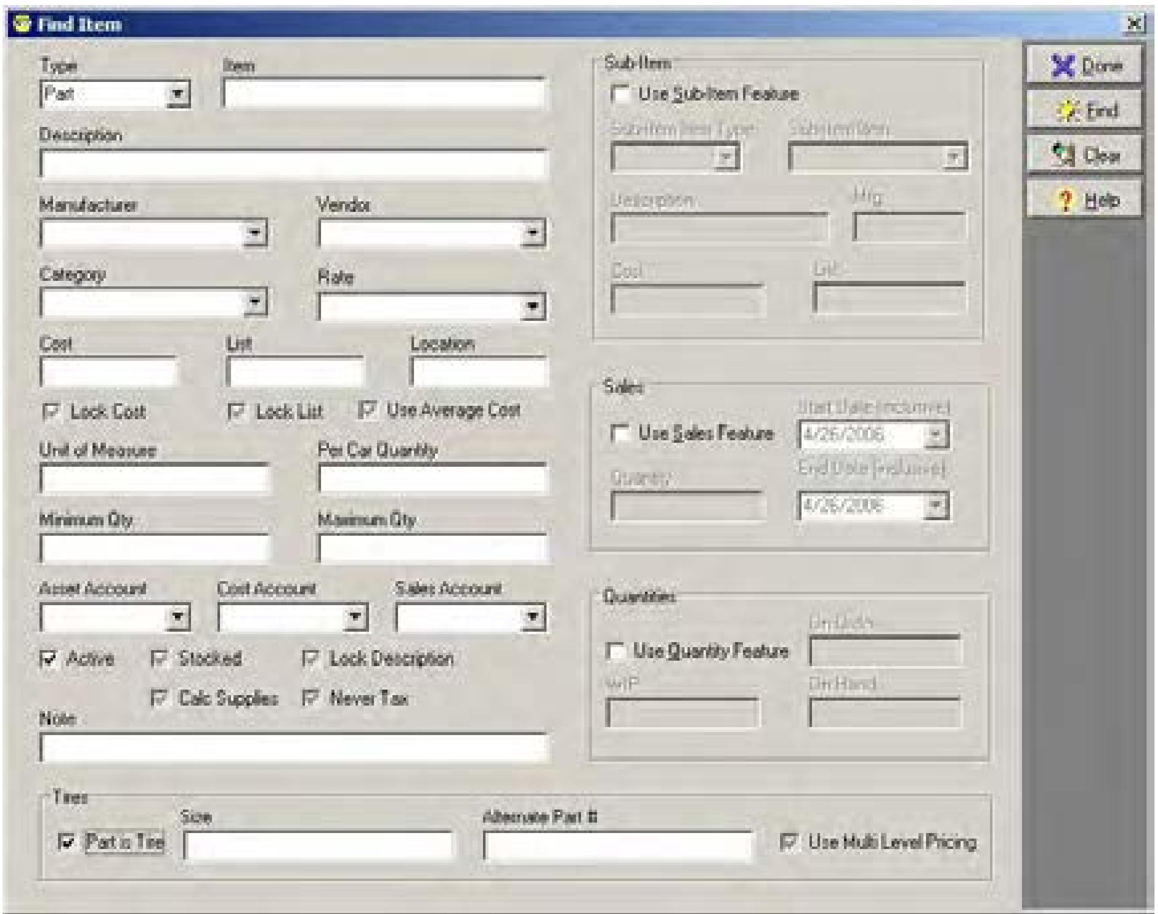
How To (continued)

2	Enter your search criteria and click **Find**. If your item is a tire, be sure to check the **Part is Tire** box. If you wish to use Multi-Level pricing for a tire, be sure to click the **Use Multi-Level Pricing** box.



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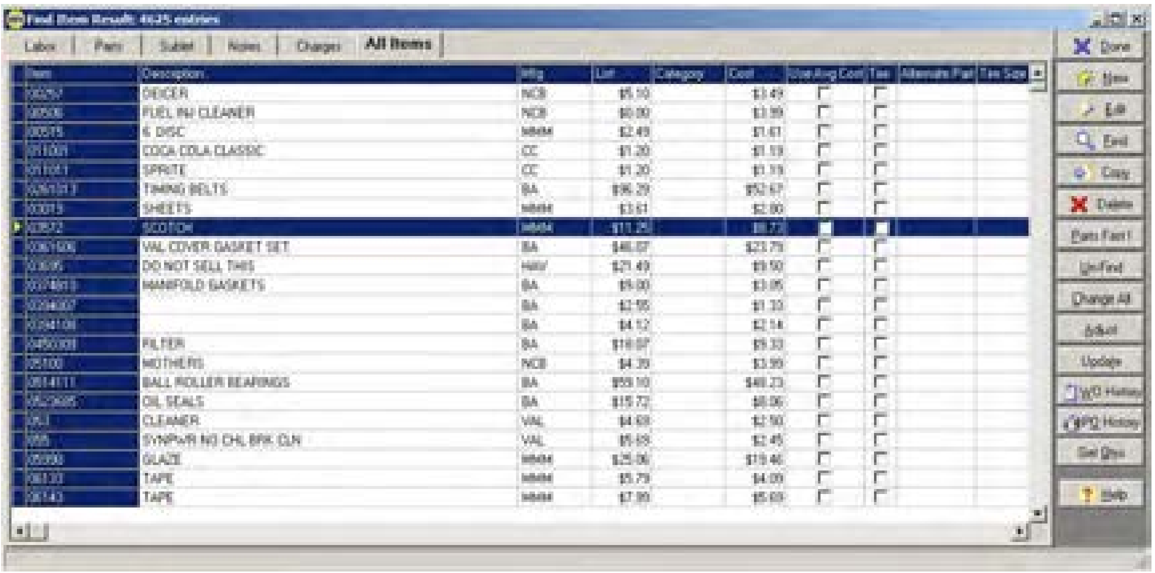
How To (continued)

3	Highlight the desired item from the list and click **Copy**.



4	If your part was a tire and you chose to use Multi-Level Pricing, a new window will appear. Choose the price level and quantity from the matrix to get the appropriate overall price.
5	Checking the **Show Pricing Formulas** box will display the formula as well as the overall price. There is more information about changing these formulas in the "All Items" section.

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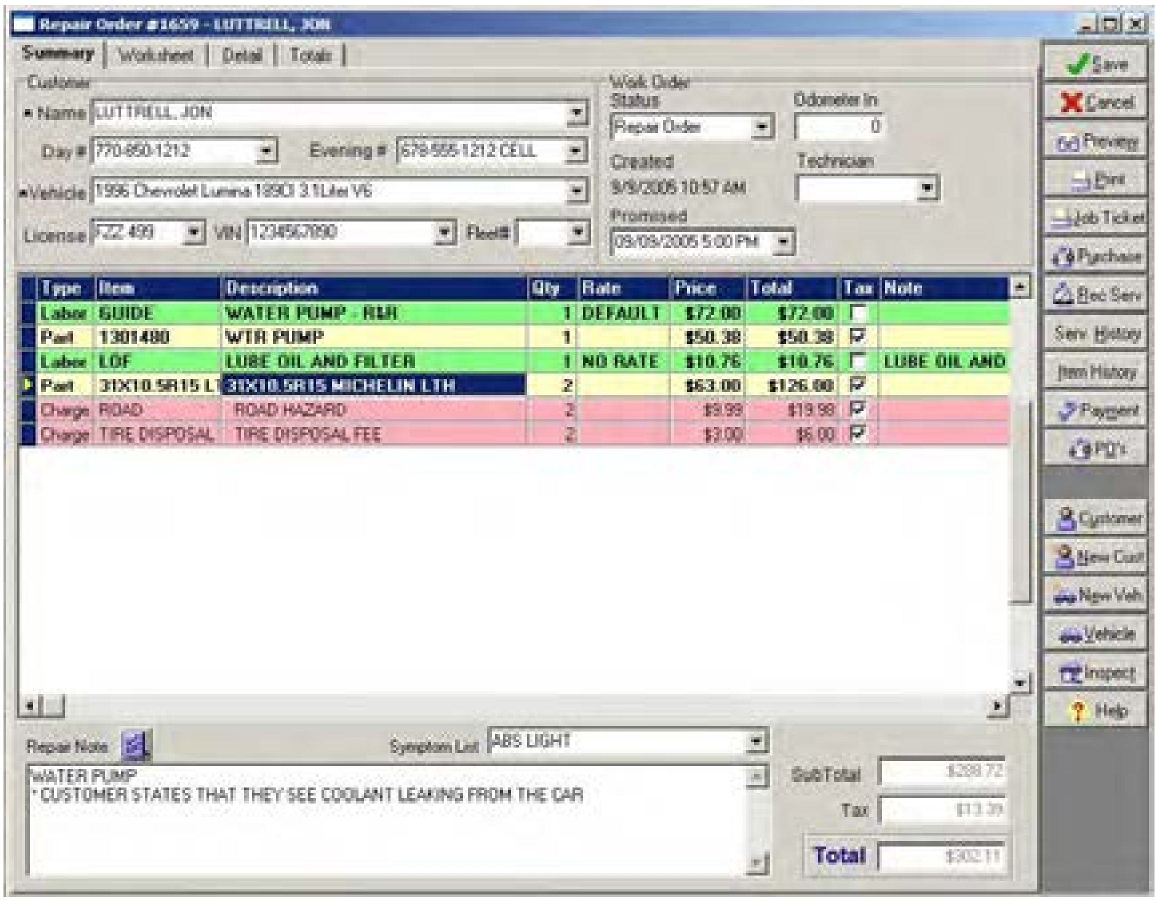
How To (continued)

5	The new item will appear on the work order, along with any associated Sub Items. Click **Save** to save the altered work order.



PROLink

PROLink Catalog Integration

Another way to search for and add items to work orders in TRACS is by directly accessing the PROLink catalog.

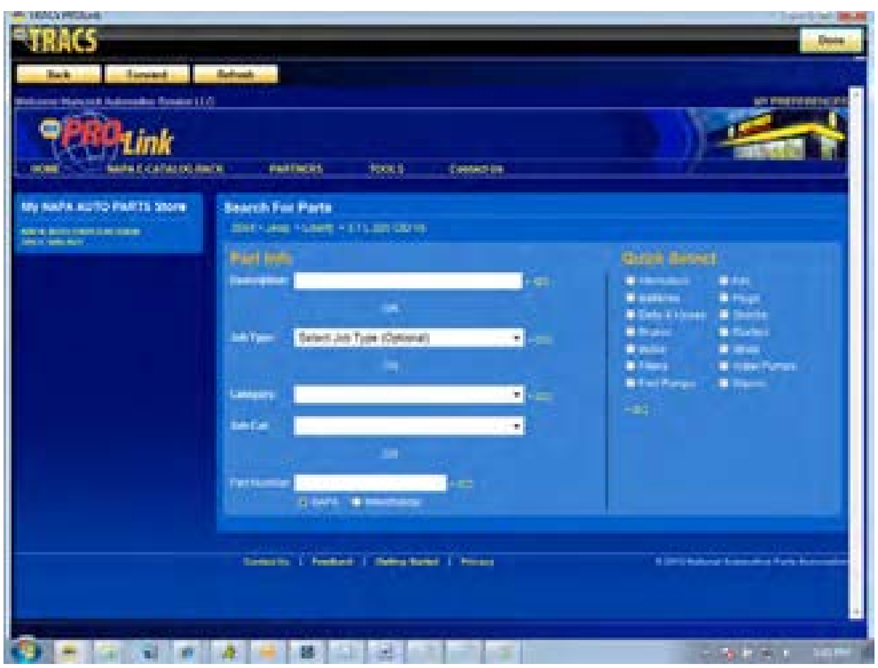
Note: The optimal screen resolution for using the PROLink catalog is 1024x768.

How To

To access and use the PROLink catalog, perform the following steps:

Step	Action
1	Click on the PROLink icon on the top of the TRACS window.

Step	Action
2	Search for parts by description, type, category, etc. Fill in the appropriate search fields – or click one of the categories in **Quick Select** – and then click **Go**.



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How To (continued)

Step	Action
3	The results list will allow you to see the available quantity for both TRACS and for your store.
4	When you find your desired part, click **Transfer** underneath the quantity, and the part will automatically transfer to an open work order.

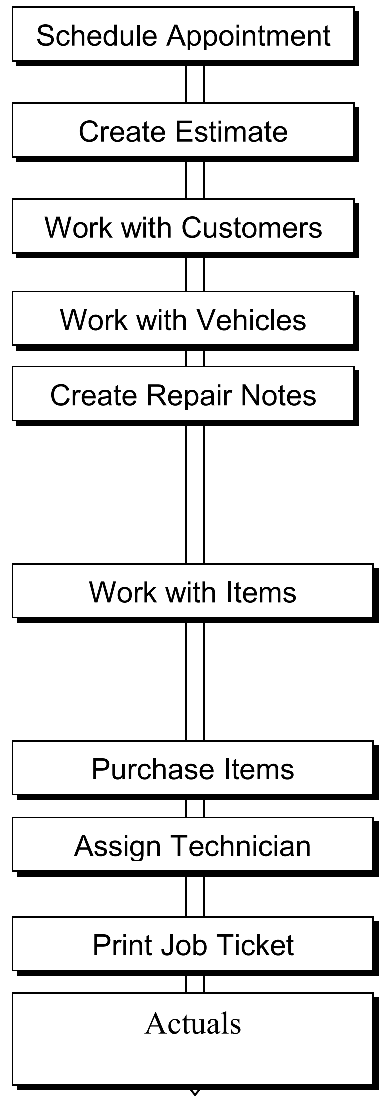
Chapter 6: Customer Basics

Overview

Process of Working with Estimates

Each time a customer comes into your business for service, you will usually perform the following basic activities in the system:

1. First, view the day's schedule to see how busy your shop is. Then begin a new estimate so that you can give your customer an idea of the expected repair cost. In order to do that, you will need to add a new customer to the system, or, if this is a repeat customer, the name should already be in the system.
2. Verify the customer's vehicle or add a new vehicle for that customer.
3. Listen to the customer's description of the problem and document any repair notes for the technician.
4. Add specific items to the estimate. You can obtain these items in several ways, such as
   - Pick from a list of items
   - Enter new items not listed
   - Choose from items in the Parts Catalog
   - Select labor estimates from the Mitchell's Mechanical Labor Estimating guide
   - Use a barcode scanner
5. Purchase any parts that you don't currently have available, if necessary.
6. Assign a technician to the repair, if a technician has not already been set up for an item.
7. Move the customer's vehicle to the technician's bay for service. Print the job ticket to pass to the technician.
8. Verify who the technician was that performed the service and enter the actual hours the technician spent on the service.



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This Chapter

This chapter of the user's guide will focus on how to perform these basic customer activities. You can access more detailed information from the Online Help feature.

Scheduling

Scheduling an Appointment for a Repair

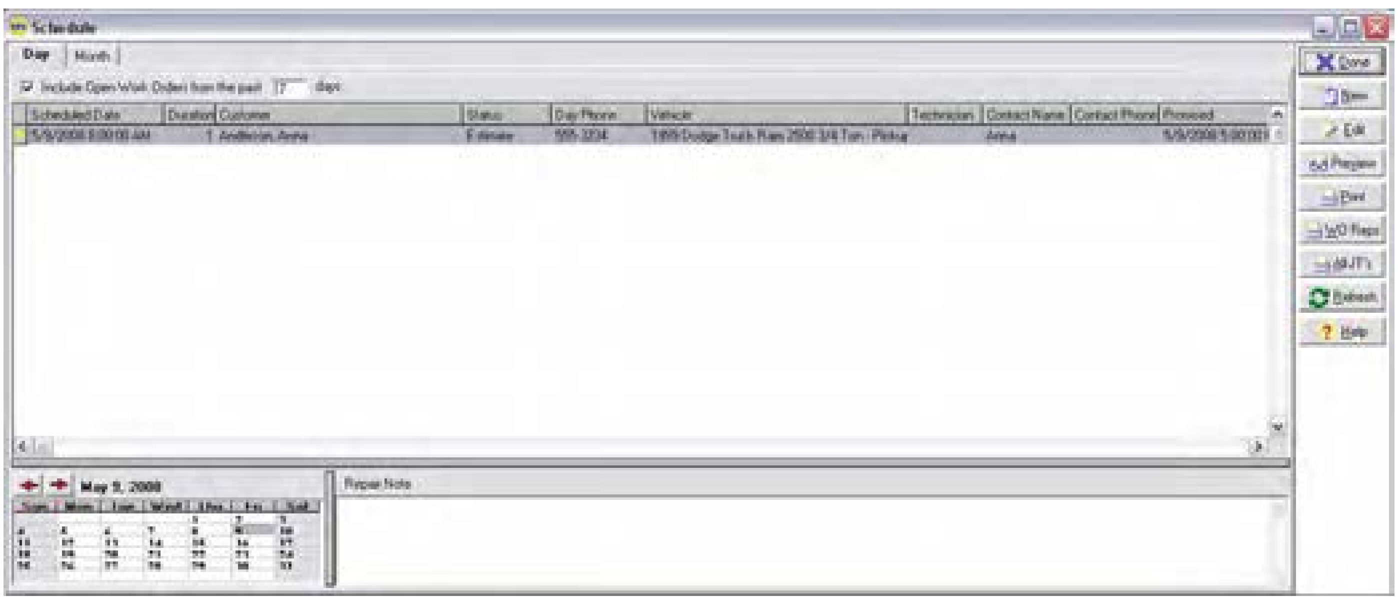
When a customer indicates that he or she would like to have service performed on a vehicle, you can create an appointment for that customer.

You can perform service without an appointment; however, by setting appointments, you can see how much work you have scheduled for each day. If you know that one day is particularly heavy, you can set appointments for other days to balance your work flow.

How To

To schedule an appointment, perform the following steps:

Step	Action
1	Click the **Open the Schedule** icon , and the **Schedule** form displays with the **Day** folder active;



Note: You can also print off all of the job tickets for the day from the schedule, as well as access work order reports, using the **All JT's** and **WO Reps** buttons to the right.

Continued on next page

How To (continued)

Step	Action
2	To better visualize the appointments already scheduled, you can sort by any of the column titles. For example, click on **Scheduled Date** to list the appointments in order of day and time. Click on the same title again to sort them in reverse order. Order the data columns in a way that will best suit your business needs, and TRACS will remember for the next time that you open the Scheduling window.
3	To schedule a new appointment, click the **New** button, and the **New Estimate** form displays with the **Detail** folder and the **Appointment** subfolder active;

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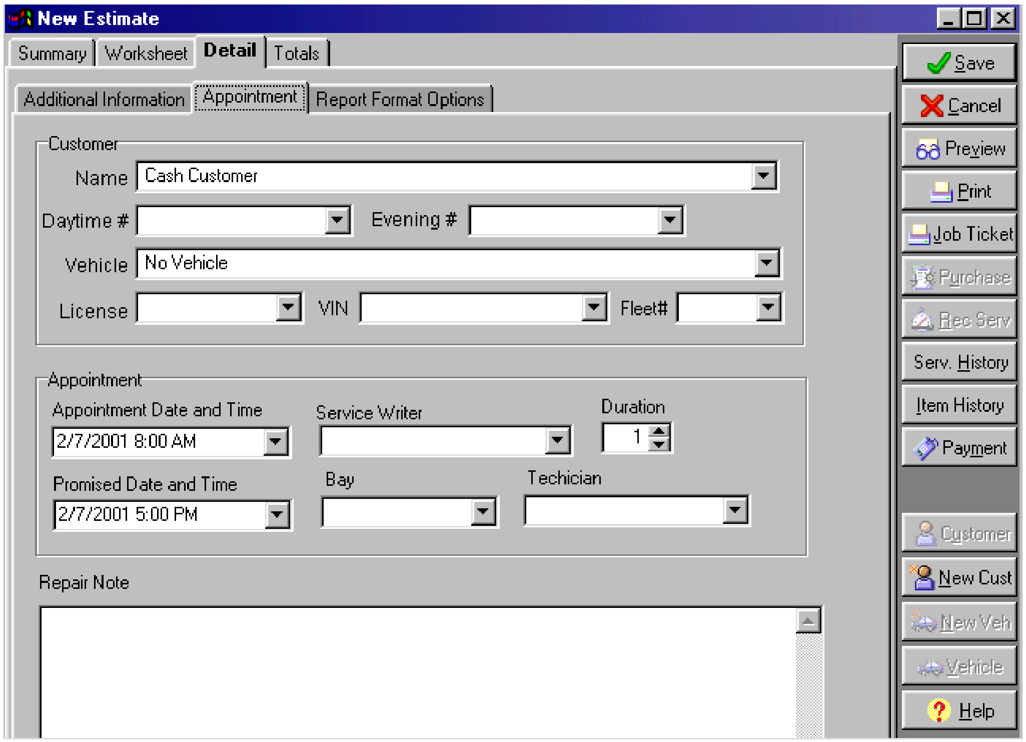
How To (continued)



3	Click to select from the appropriate fields;
4	The Duration field activates a daily schedule total. It shows the total number of jobs for each day and a total estimated time.
5	Click **Save** and the new appointment displays on the Schedule form.
6	Click the **Month** folder to display all appointments for a desired month.

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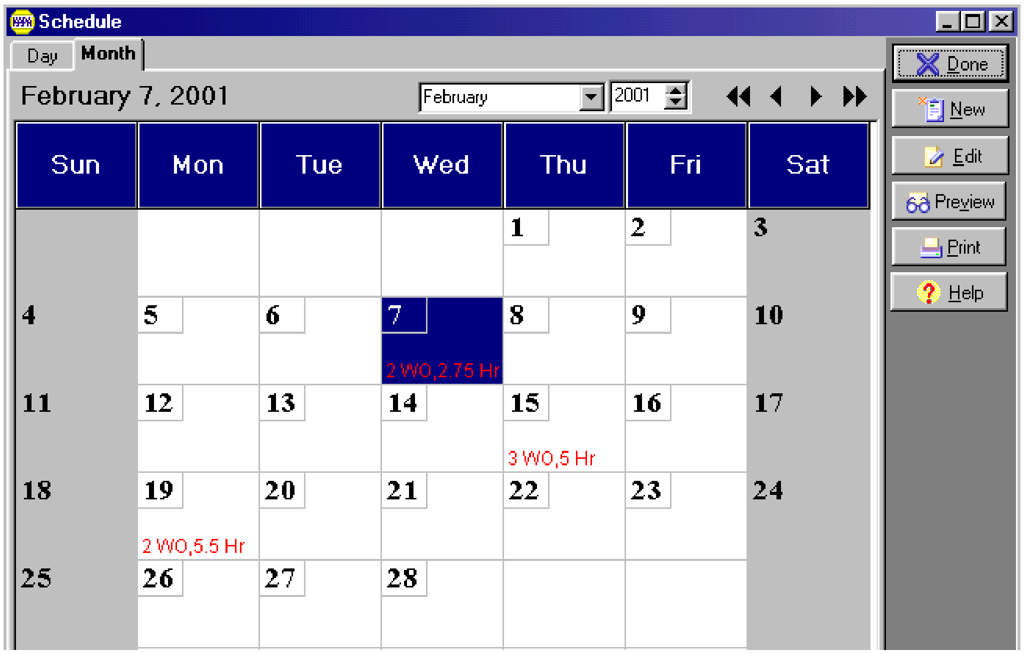
How To (continued)



7	Above is an example of schedule totals.
8	Click **Done** to exit the scheduler.

Creating Estimates

Entering a New Estimate

The most common method of beginning an estimate for a customer is to use the **New Estimate** form.

From this form, you can access all of the forms necessary to perform the activities discussed in this chapter. (You can also access these forms from other logical places in the application.)

How To

To access the **New Estimate** form, perform the following steps:

Step	Action
1	Click the **Create a new Estimate** icon , and the **New Estimate** form displays with the **Summary** folder active.

Continued on next page

Summary Folder

The **Summary** folder provides you with the opportunity to work with estimate summary information. As you create new estimates, you can use the **Summary** folder as your base to perform many related tasks.

Working with Customers

Identify Your Customer

As you create new estimates, the first activity you will undertake is to identify your customer. You will need to perform one of the following tasks:

- Select a customer from a list of existing customers; or
- Enter a new customer into the system.

Note: If the customer has already had service done at your business, the name should already be in the system. Check to see if the customer is listed so that you don't create multiple listings for the same customer.

The letters you type must match the case of the letters in the database or you will not locate the customer. For example: If a customer was originally entered as SMITH in the database and you search for the name Smith, the customer will not display. You might assume SMITH is not a customer, create a new customer record, and end up with two records for the same customer. This could cause a problem later processing Mr. Smith's account.

How To

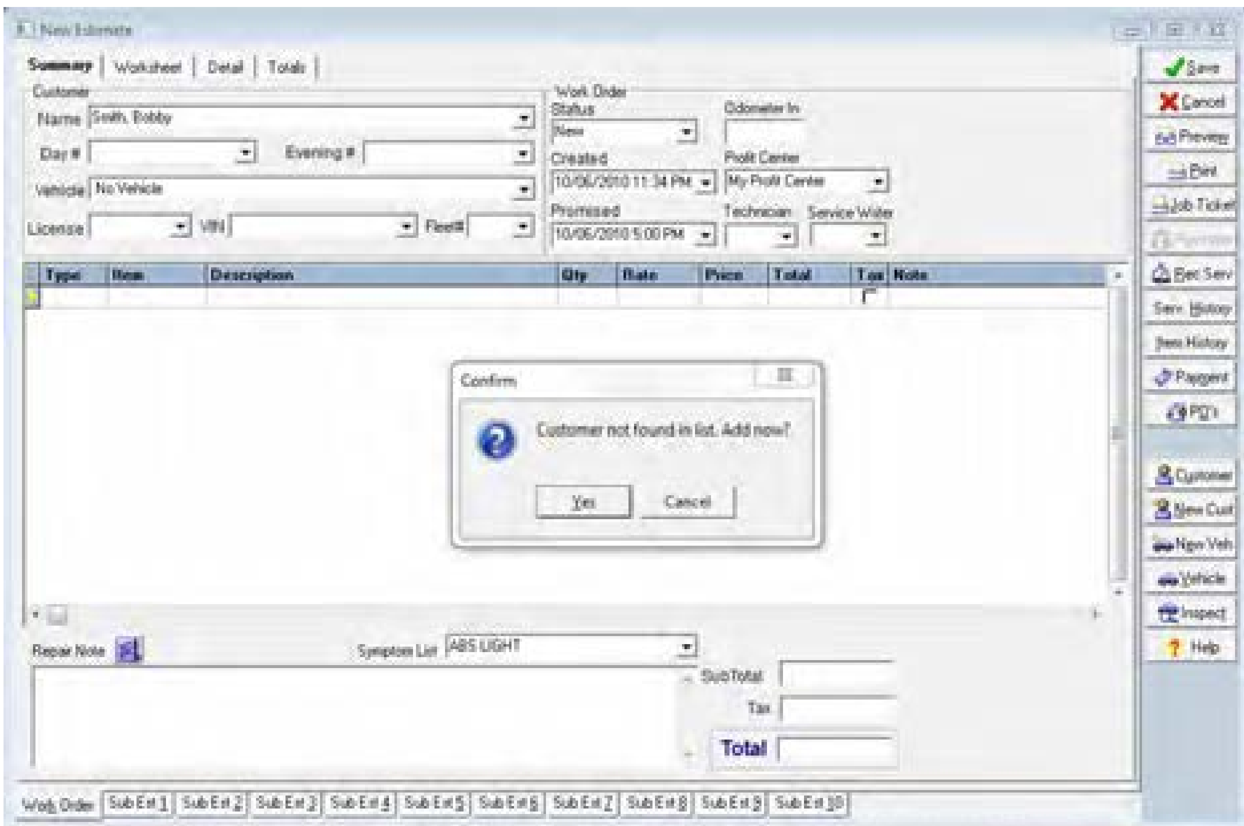
To select a customer from a list of existing customers in a new work order, perform the following steps:

Step	Action
1	Click the down arrow in the **Name** field to display a list of existing customers, **OR** type the first few letters of the customer's last name in the **Name** field, and the list of existing customers displays. ***Note:*** Remember that entries are case sensitive.
2	Click to select the appropriate customer from the list, and the form for that customer displays.

Continued on next page

How To To create a new customer, perform the following steps:

Step	Action
1	From a new work order, either click the **New Cust** button on the right, or type in the name of the customer and click “Yes” when prompted. If you enter a last name, it will be carried over into the new customer window.



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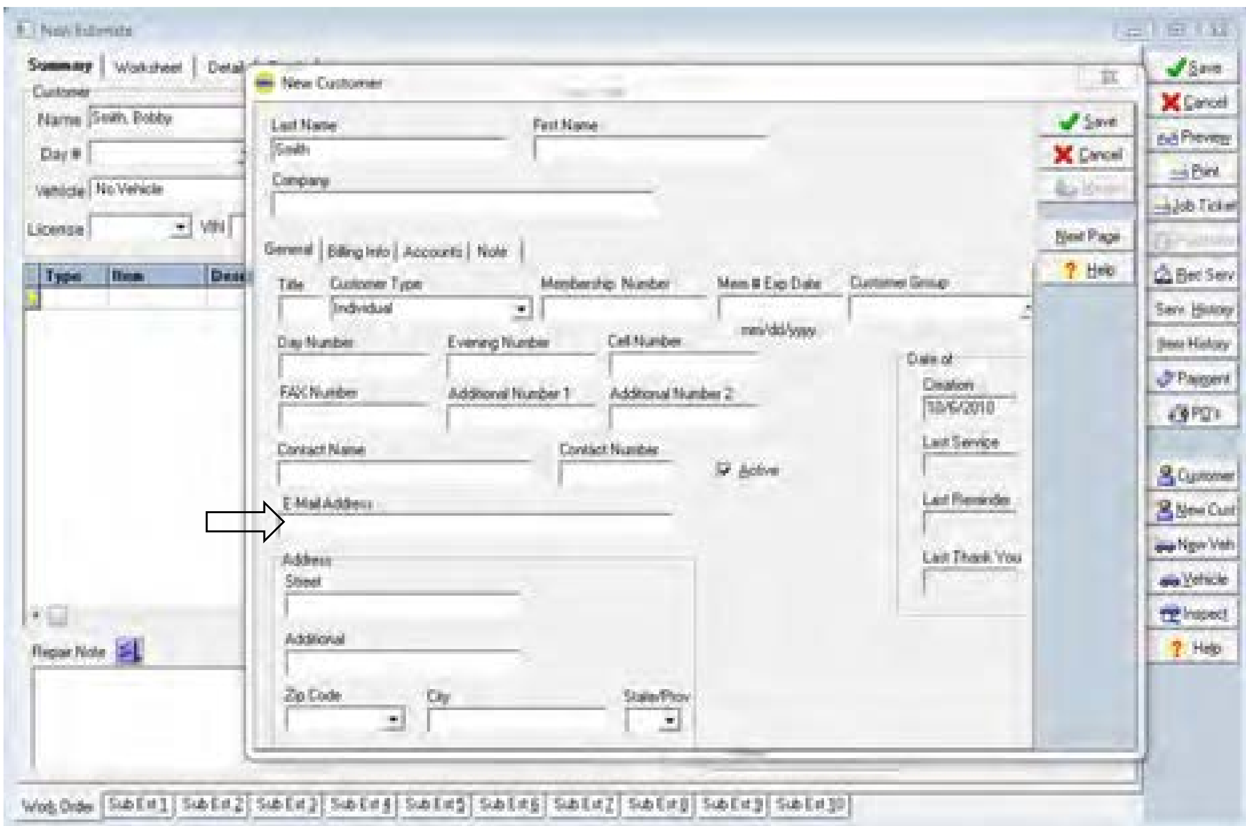
How To (continued)

Step	Action
2	Fill in the appropriate information for the customer. Note that the **E-Mail Address** field is on this page. If you do not enter an e-mail address for a customer, TRACS will prompt you.
4	Click **Save** to go back to the **New Estimate** form. You have now entered a new customer.



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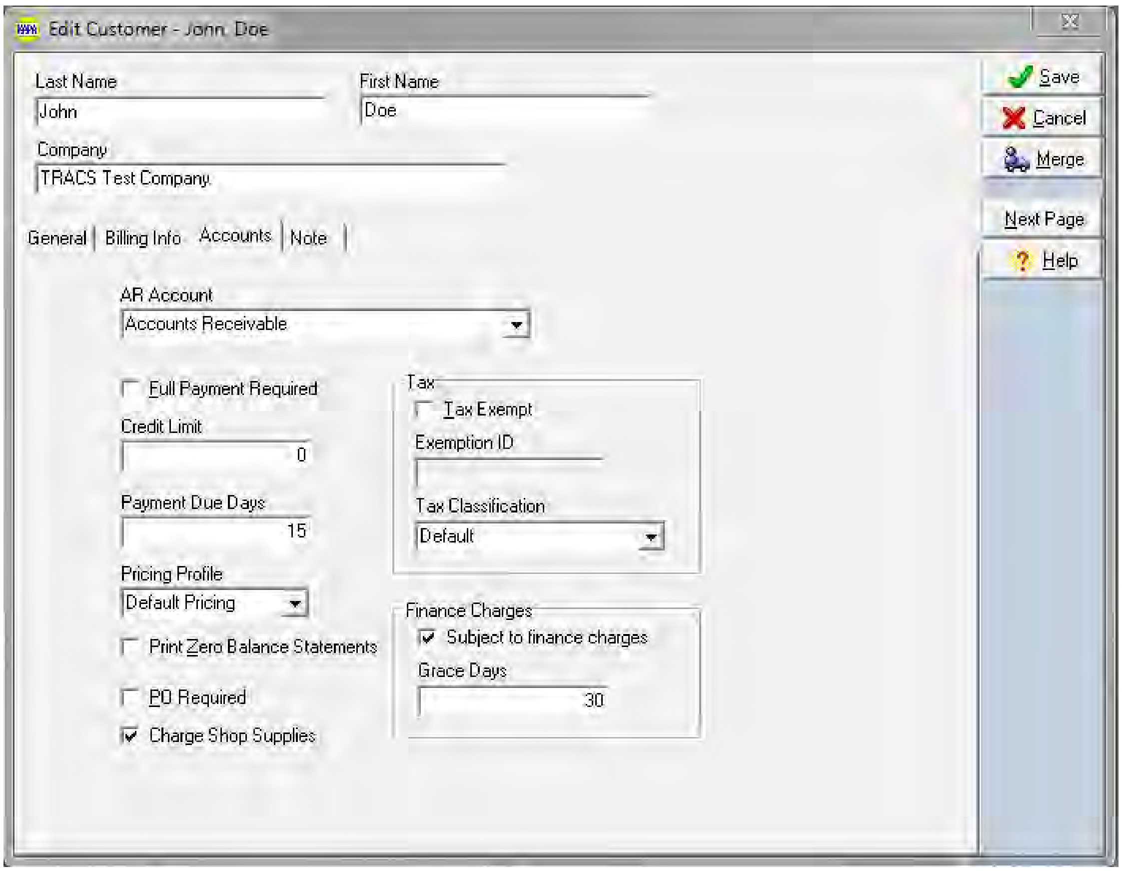
Editing Customer Account Information

In the **Accounts** tab in the **Edit Customer** window, you will see the customer's account information, including payments due, finance charges, etc. You can toggle on and off options such as requiring a PO or charging shop supplies. Note that some of these fields, such as the application of finance charges, can be bulk-edited for all customers using the **Accounts Receivable** setup window.



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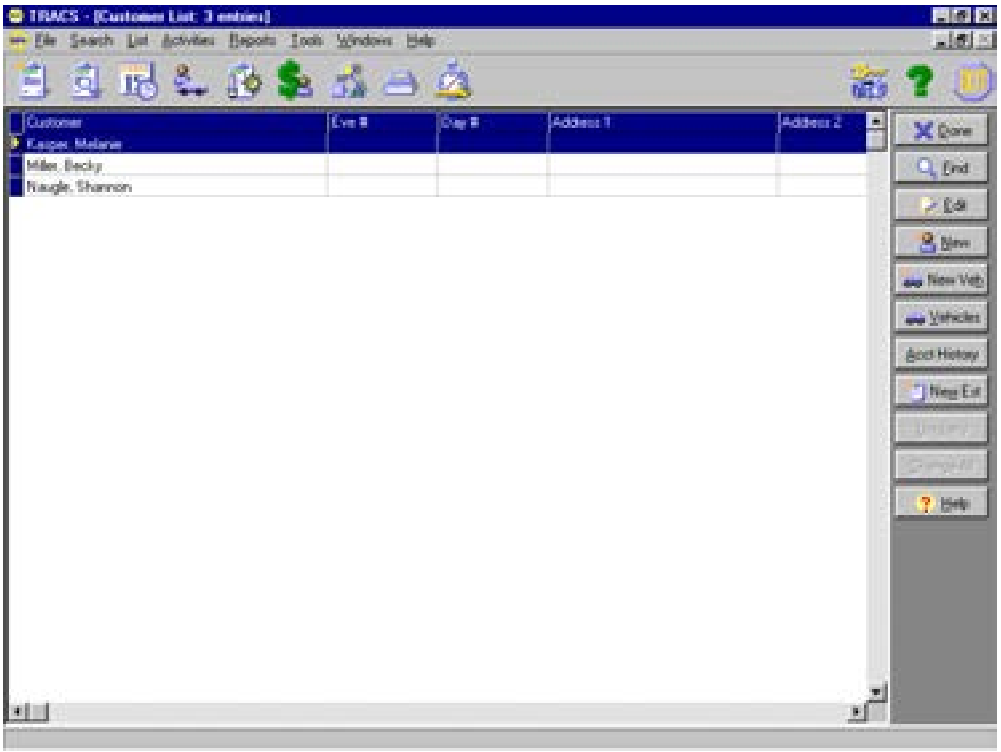
Reading the Customer List

On the **Customer List** form, the most recent name entered, in this case Melanie Kasper, appears as a highlighted name and is automatically placed alphabetically in the list.



Working with Vehicles

Entering a Vehicle

After you have entered a customer into the system, you will want to specify what type of vehicle or vehicles the customer owns.

You can either enter a vehicle manually, or you can use the **Pick List** feature to select the vehicle from an existing list. Using the **Pick List** feature saves time because it links to existing information within the NAPA electronic catalog.

If you know the vehicle's VIN number, you can also use the **VIN Decoder** to automatically display the vehicle's information.

Enter vehicle information manually only for non-cataloged vehicles such as generators or garden tractors.

Using the Pick List

If you have registered the NAPA Parts Catalog, the pick list should display the available vehicles from which to choose. This saves time when entering new vehicle information.

When a check mark appears in the **Use Pick List** box, the remaining vehicle information is entered automatically once you select the vehicle year, make, and model.

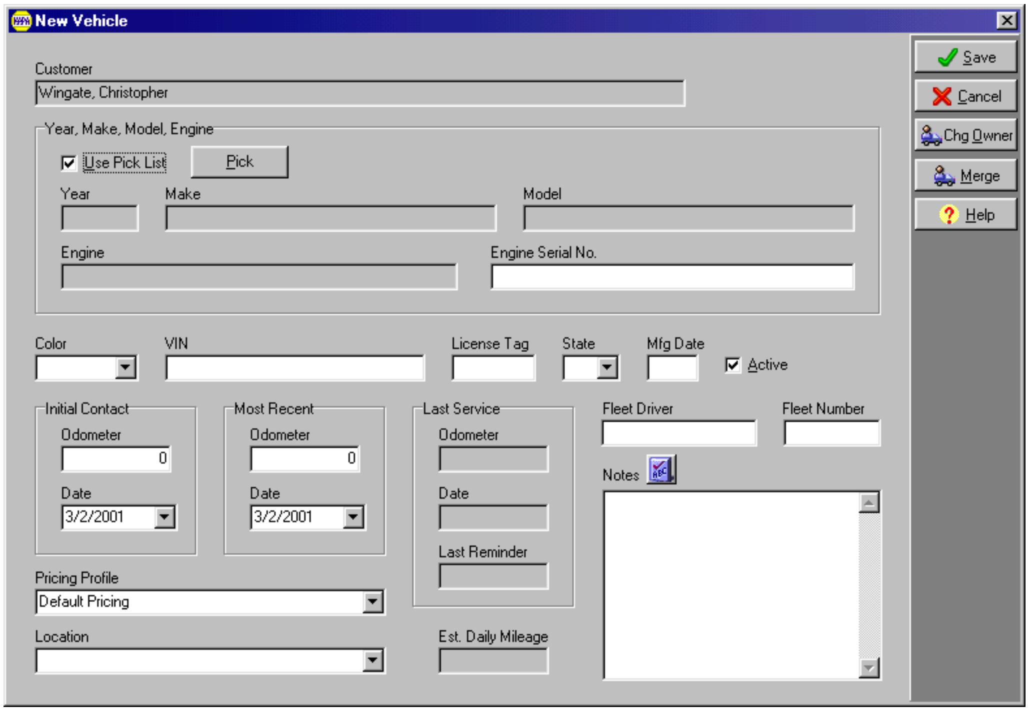
How To

To use the Pick List, perform the following steps:

Step	Action
1	Click the **New Veh** button, and the **New Vehicle** form displays with the **Use Pick List** field selected.

Continued on next page

How To (continued)



Step	Action
2	Click the **Pick** button, and the **Select Vehicle Year, Make, Model and Engine** form displays with the **Year** folder active.

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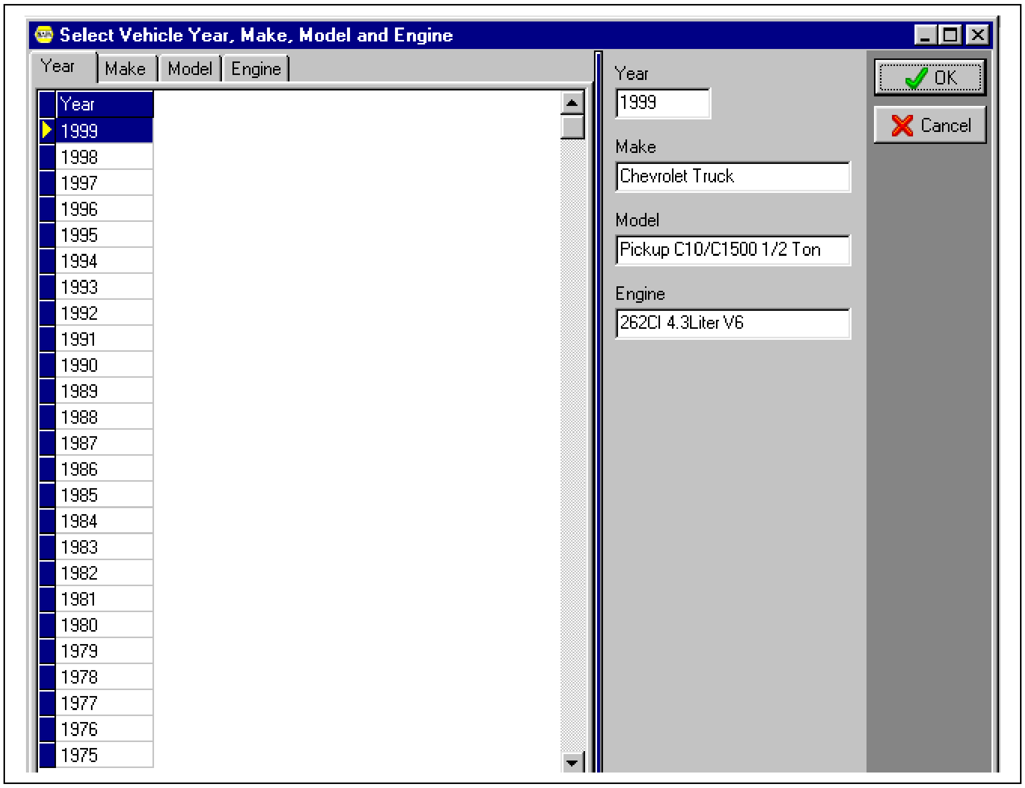
How To (continued)



Step	Action
3	Double-click to select a year from the **Year** list, and the **Make** folder displays the available makes for the year you have identified.

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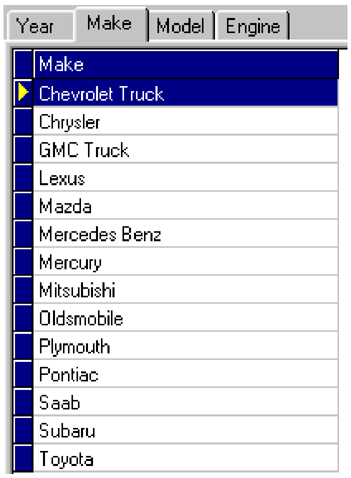
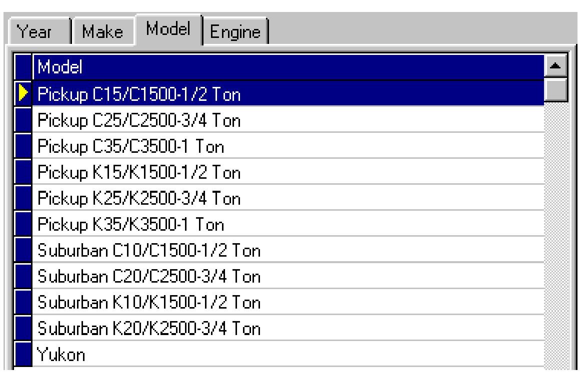
How To (continued)



Step	Action
4	Double-click to select a make, and the **Model** folder displays the available models for the make you have selected.



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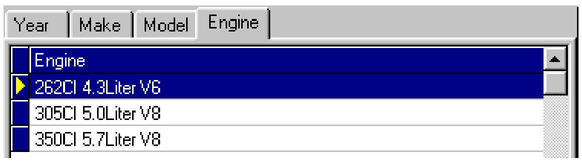
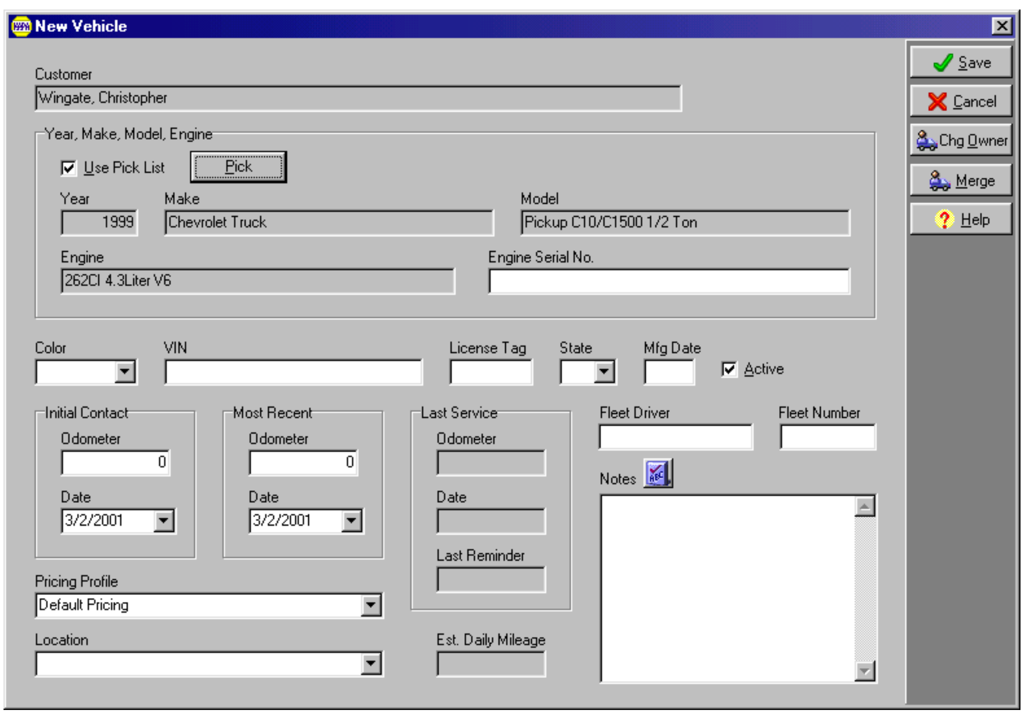
How To **(continued)**

Step	Action
5	Double-click to select a model, and the **Engine** folder displays the available engines for the model you have selected.



6	Double-click to select the desired engine, and the **New Vehicle** form displays the settings you have selected.



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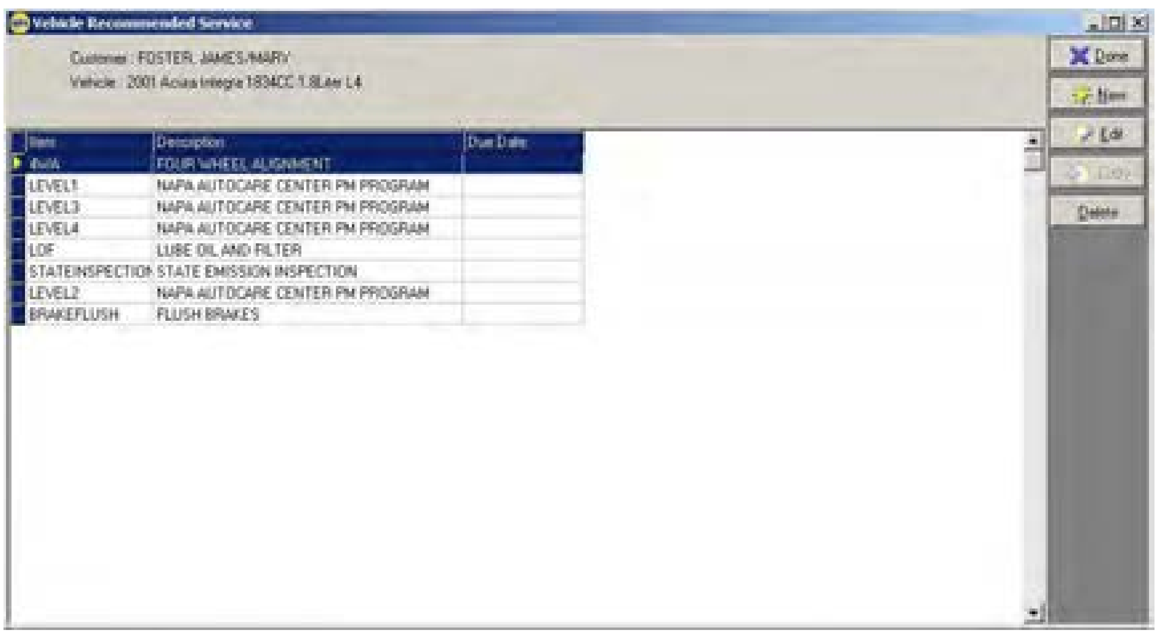
How To (continued)

Step	Action
7	Add additional information to fields as needed.
8	Click the **Save** button. You have now entered a new vehicle using the **Pick List** feature. **Note:** When you add a new vehicle, recommended services appropriate that that vehicle will automatically be added. You can access a list of these services by clicking the **Rec Serv** button in the vehicle window. There is more information about Recommended Services in Chapter Seven.



Using the VIN Decoder

NAPA TRACS LINK and NET now provide an online **VIN Decoder**. This provides VIN information that is always current and up to date and does not require you to load or update VIN data. The decoder is integrated into the system.

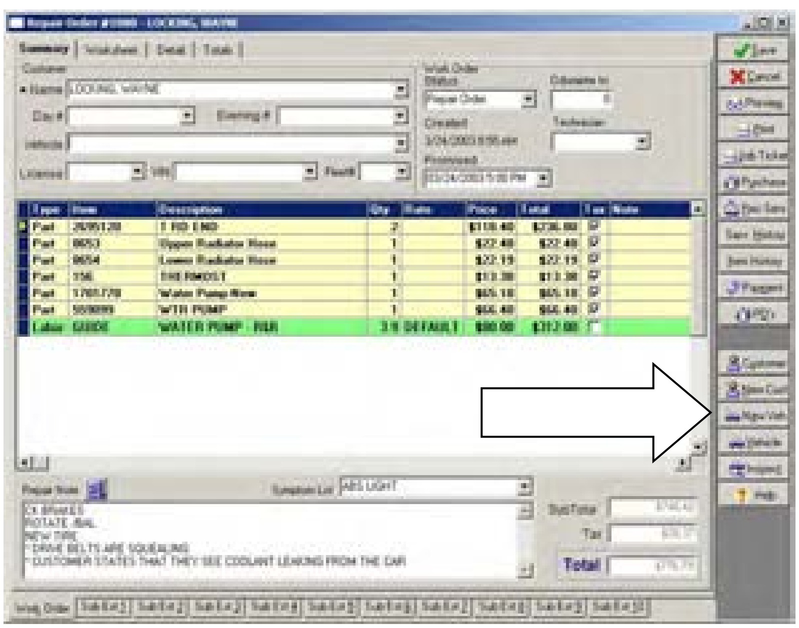
When decoding the VIN on a new vehicle, the decoder will provide the **Year**, **Make**, **Model** and **Engine** information for you . The additional vehicle VIN information is stored in the TRACS database along with the vehicle for viewing at any time.

VIN Information can be accessed from multiple locations in TRACS: **Vehicle Edit, NAPA Catalog, Work Order**.

How To

To use the VIN Decoder, perform the following steps:

Step	Action
1	If you are either adding a new vehicle from scratch or from a **Work Order**, you can use the VIN Decoder to pull up the vehicle's information. From a **Work Order**, to add a new vehicle, choose **New Veh** from the right menu.



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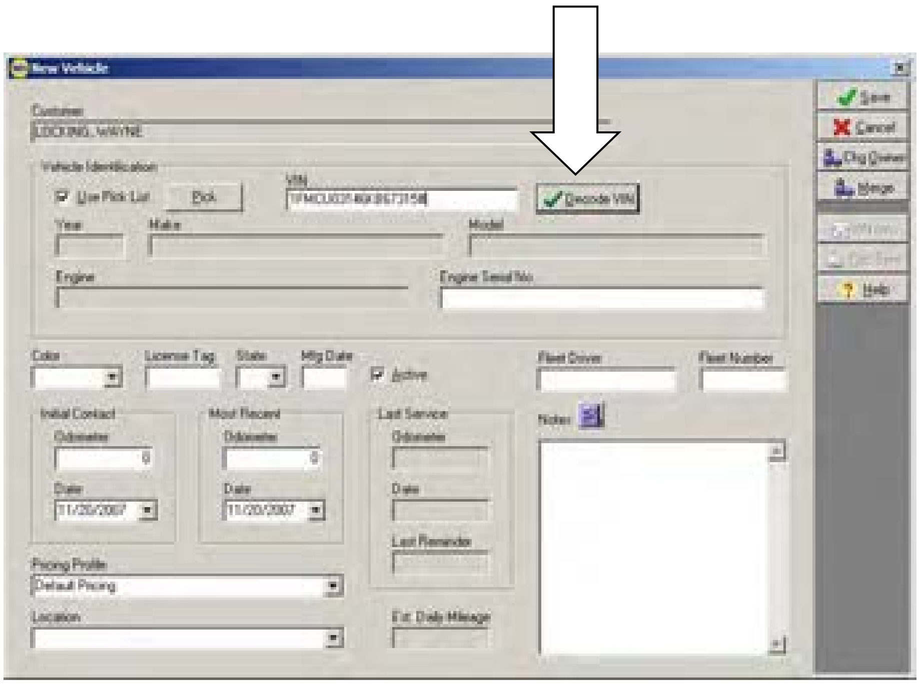
Working with Vehicles, Continued

How To (continued)

Step	Action
2	From the **New Vehicle** window, be sure that **Use Pick List** is checked, and then enter the VIN number into the **VIN** text box. Then click the **Decode VIN** button.



3	A window of vehicle information will pop up. Click **Save.**

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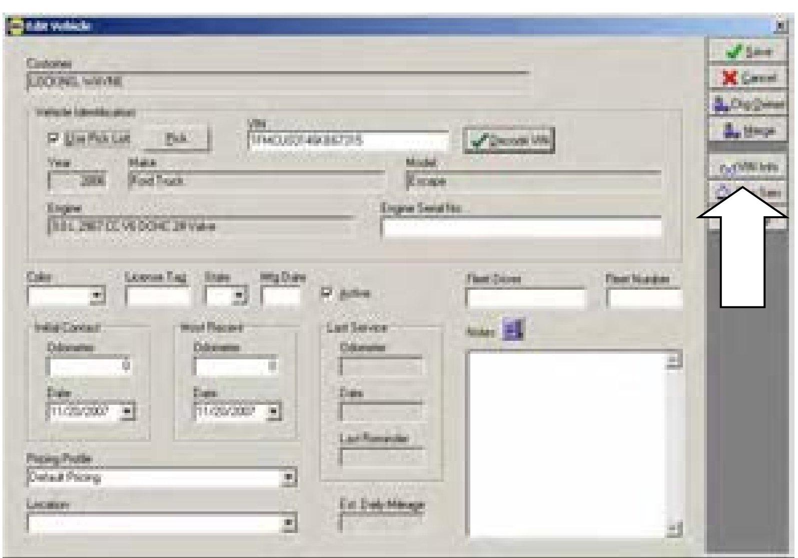
How To (continued)

4	Remember to click **Save** in the new vehicle window after the decoder has provided the appropriate vehicle information.
5	You can view the full VIN information at any time by clicking on the **VIN Info** button on any **Edit Vehicle** window. You can also use the VIN decoder for an existing vehicle at any time from the **Edit Vehicle** window. The **VIN Info** buttons will only be active if the VIN number for the vehicle has been decoded by clicking on the **VIN Decode** button in the **Edit Vehicle** window.



Viewing Service History

The Service History Feature

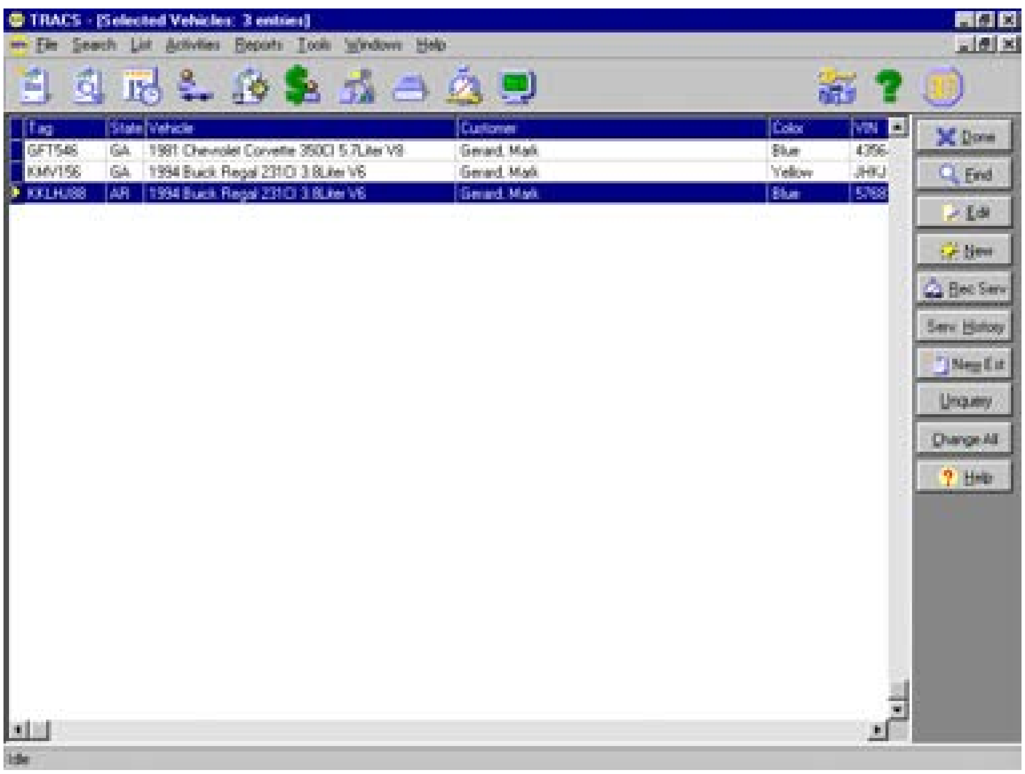
The **Service History** feature allows you to view or print information about services that have been performed on a particular vehicle.

The **Service History** button, located on an open repair order and over the **Selected Vehicle** form, accesses the **Service History** feature.

How To

To view service histories for a particular vehicle from either the **Selected Vehicles** form or from an open work order, perform the following steps:

Step	Action
1	Click to select the vehicle for which you would like to see the service history.



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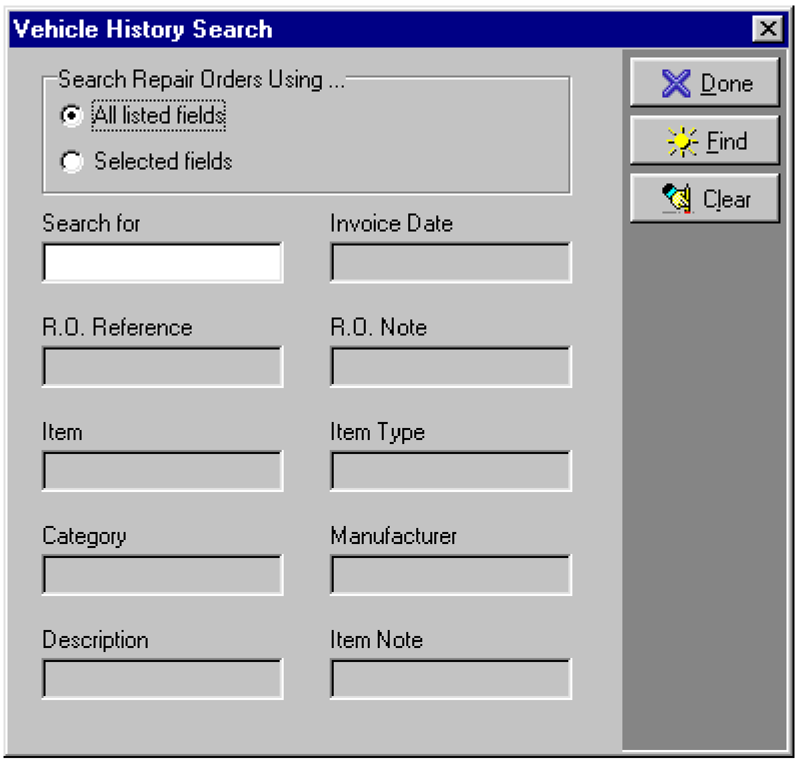
How To (continued)

Step	Action
2	Click the **Serv. History** (Service History) button and the **Vehicle History Search** window displays with the **All listed fields** field selected.



3	Refer to the following table to determine your next step:

IF…	THEN…
you do not want to use specific criteria to search for a vehicle's service history,	skip to Step 4.
you do want to use specific criteria to search for a vehicle's service history,	type search criteria in the desired field or fields.

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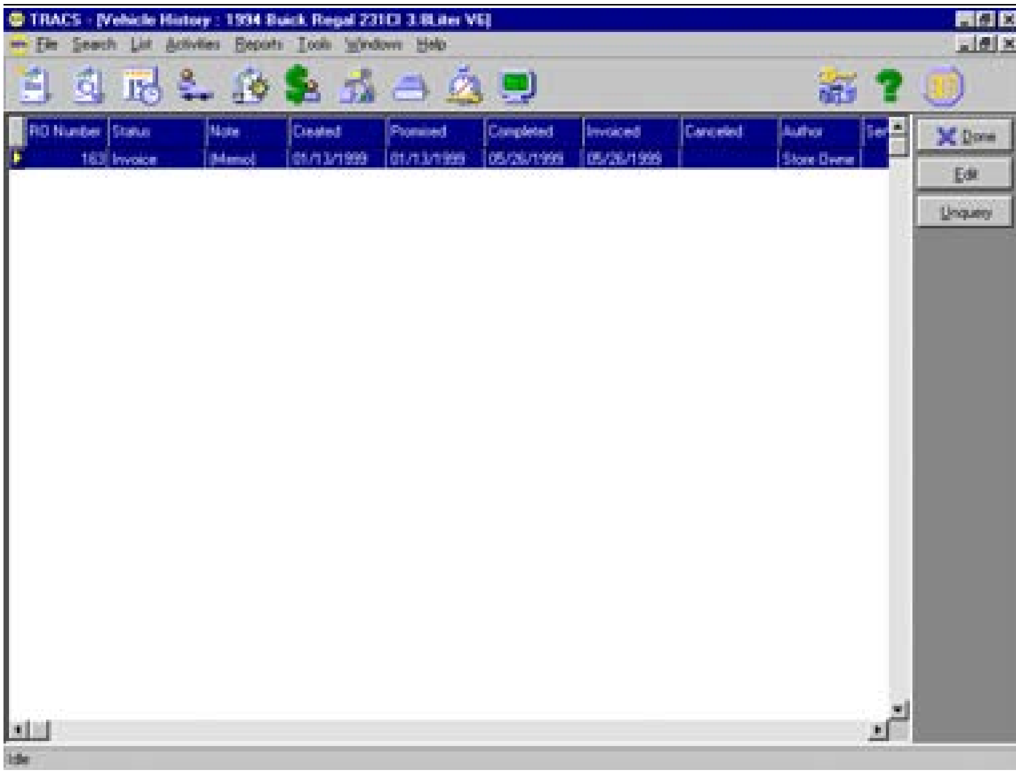
Viewing Service History, Continued

How To (continued)

Step	Action
4	Click the **Find** button, and the **Vehicle History** form displays all the service histories for a particular vehicle.



Creating Repair Notes

Repair Notes

Once you have entered a customer and vehicle, you can describe the customer's comments in the **Repair Note** field. Typing these notes will help the technician when servicing the vehicle. You can also choose from a list of pre-defined symptoms to add to your notes. The comments entered here only appear on the job ticket.

How To

To enter repair notes, perform the following steps:

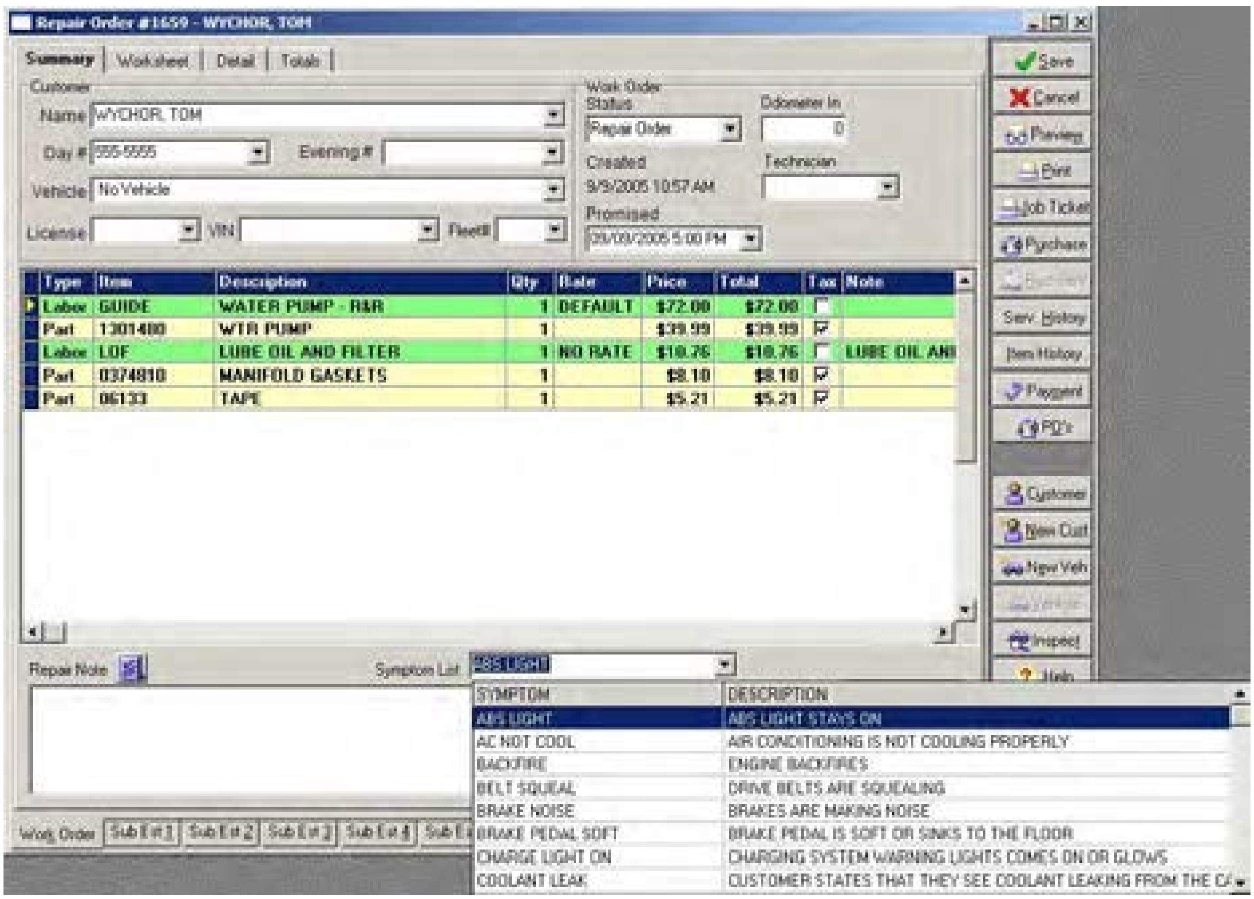
Step	Action
1	Click the **Summary** folder On the **New Estimates** form to verify that it is active.
2	Click in the **Repair Note** field to activate the field.
3	Type your description of the problem or any other appropriate note to the service technician in the **Repair Note** field.

Continued on next page

Creating Repair Notes, Continued

How To (continued)

Step	Action
4	To add a note about a common symptom from the pre-defined list, click on the **Symptom List** drop-down menu.
5	Choose one of the symptoms to add it to the list. The description then becomes part of your notes.



Working with Items

Items

In order to complete your estimate, you will need to be able to locate certain items. You can obtain these items in several ways, including the following:

- picking from a list of items;
- entering new items not listed;
- choosing from items in the Parts Catalog;
- selecting labor estimates from the Mitchell's Mechanical Labor Estimating Guide;
- choosing parts that correspond with an unknown manufacturer
- dialing in to a store to check an item
- using a barcode scanner

For more information on how to work with items, see the "Items" section in "Chapter 2: Setting Up Preferences." You can also obtain detailed information on working with items from the Online Help feature.

Right-Click Functions

As you work with items, you have the following shortcut functions available to you by right-clicking on an item:

- New Item
- Edit Item
- Delete Item
- Sort By

Note: This is the only method of deleting an item from your item listing. If you perform this function, the active field for that item becomes inactive. If you want to add the item back into your items list, you can select the active field again.

Continued on next page

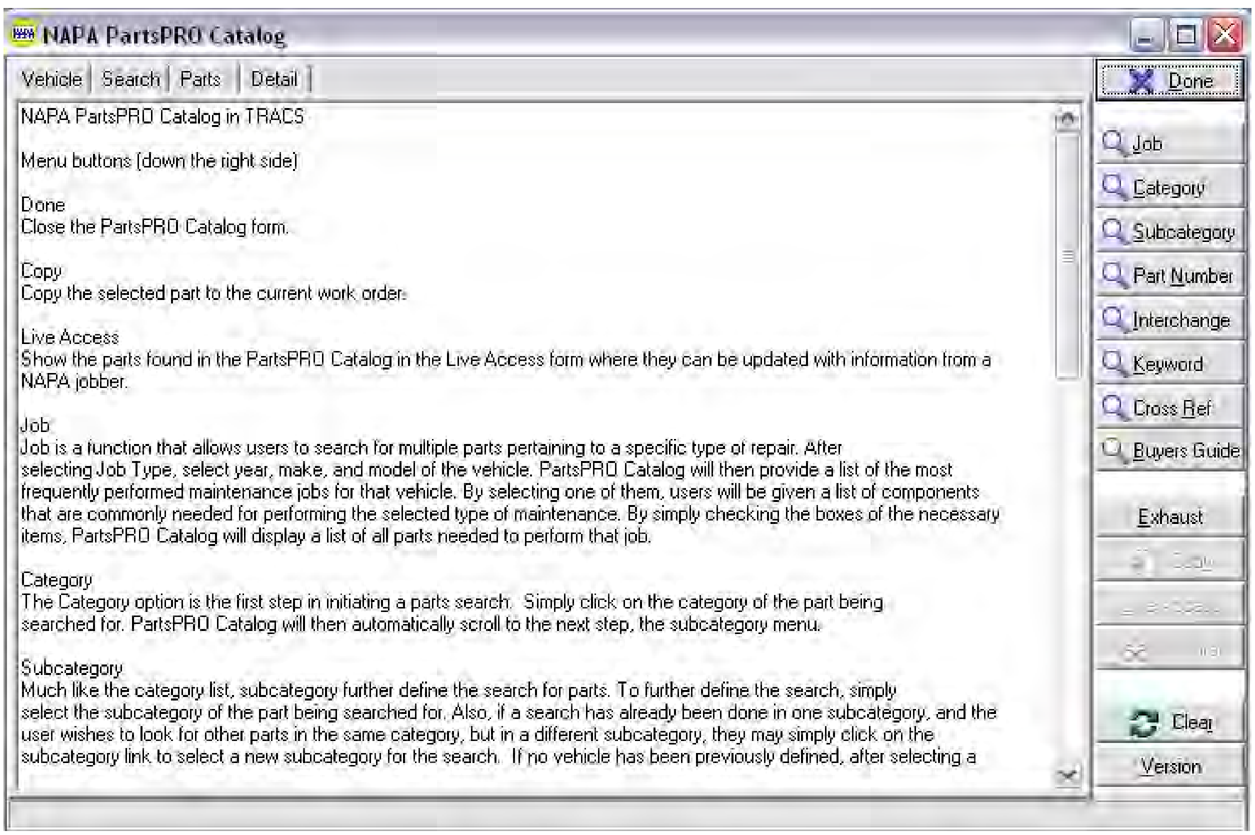
Using the Catalog

One way to look up information about parts is to use the NAPA Parts Catalog.

How To

To look up parts using the NAPA Parts Catalog, perform the following steps:

Step	Action
1	Click the **Open Napa Parts Catalog** icon, and the NAPA Parts Catalog displays. The first screen displayed gives an overview of the catalog and its functions.



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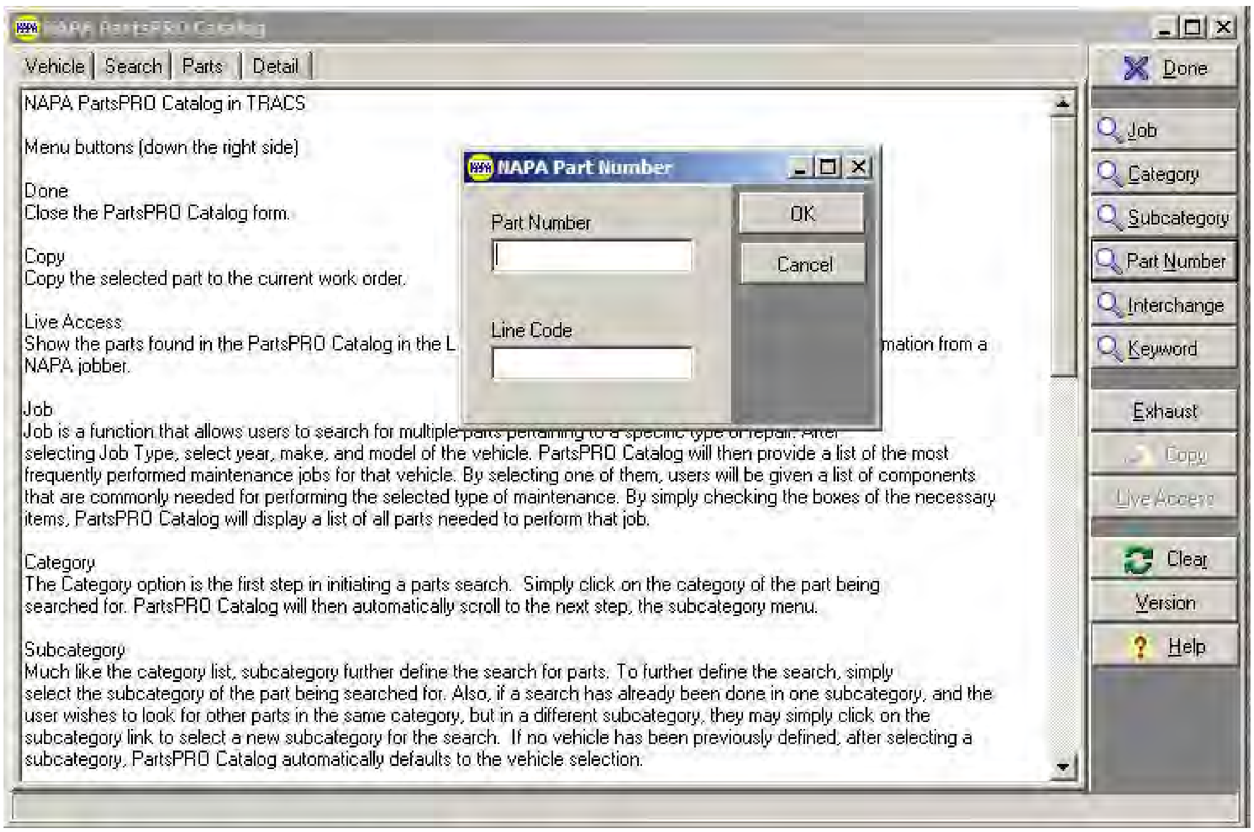
How To (continued)

Step	Action
2	You can search by **Part Number** or using a **Key Word** by clicking on the corresponding box on the right hand side, and then entering the appropriate text.



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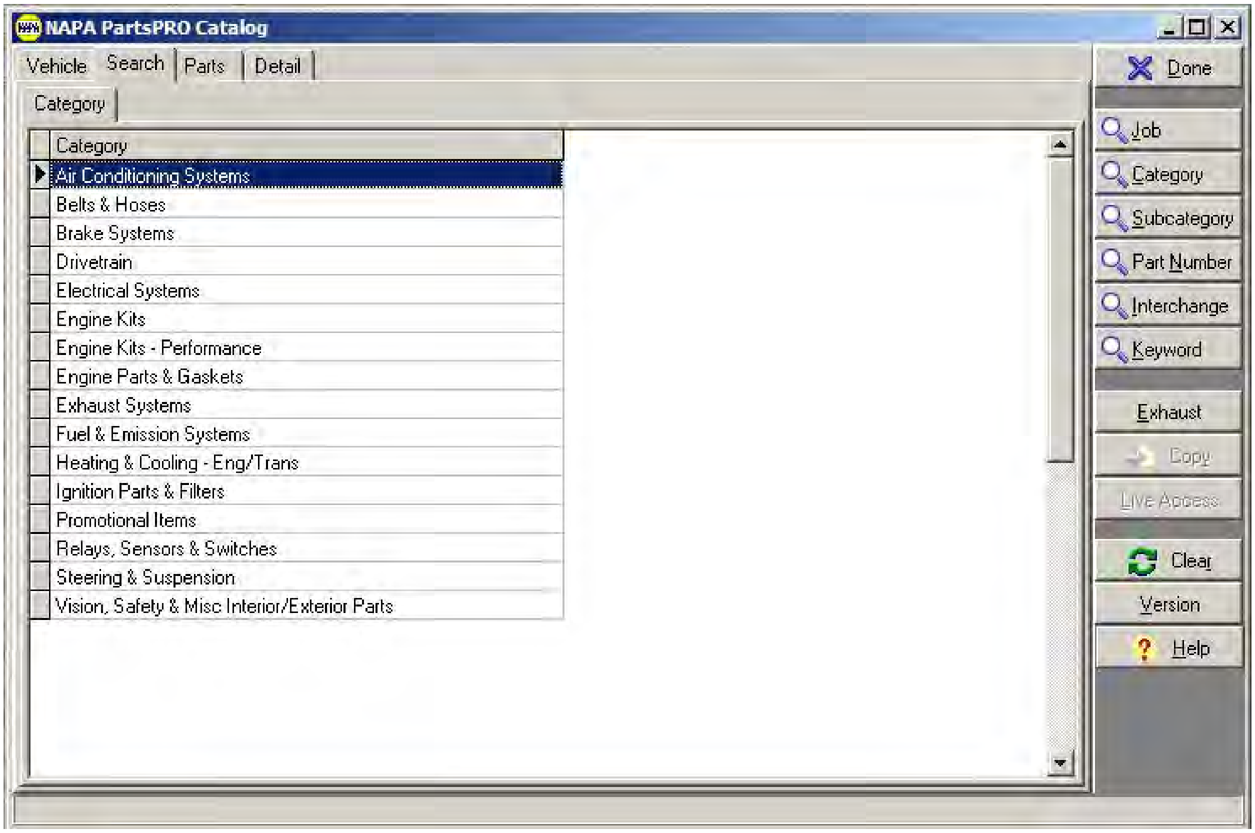
How To (continued)

Step	Action
3	To find a part starting from a general category and finding the specific part for a specific car, first double-click on the **Category** button.



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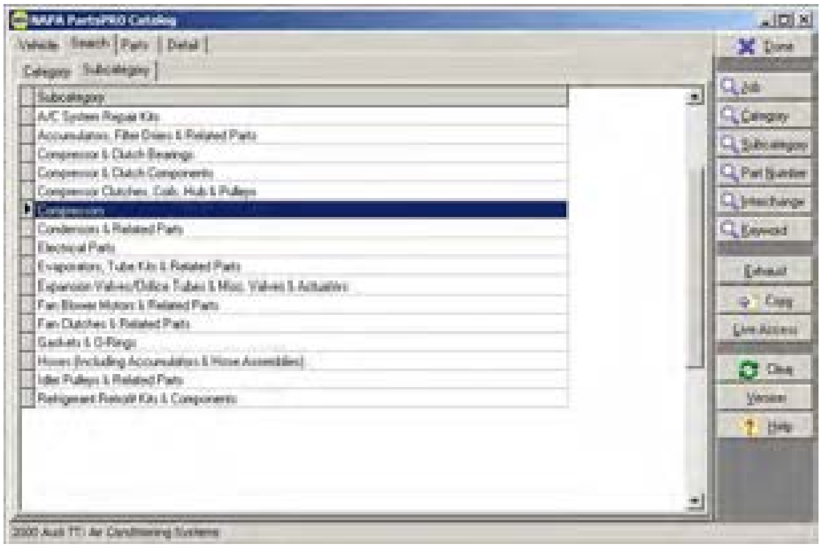
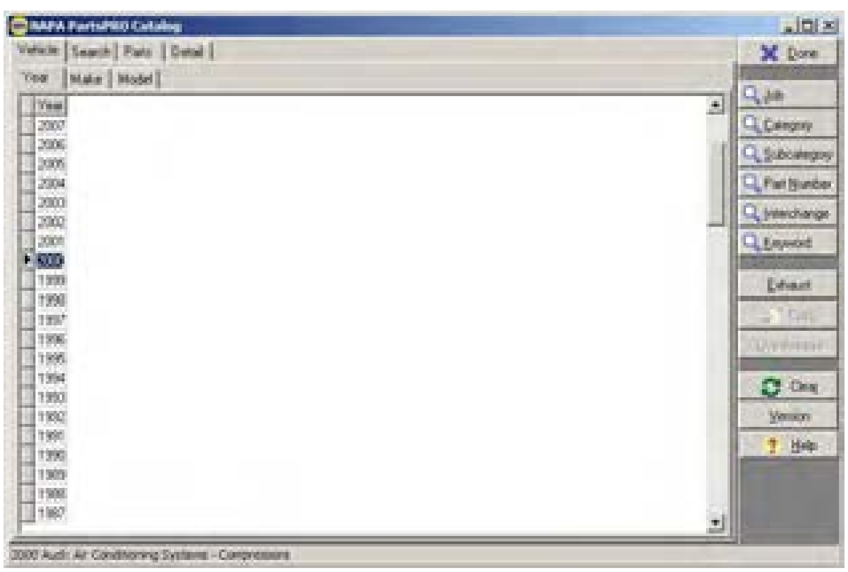
How To (continued)

Step	Action
4	Double-click on the appropriate category.



5	Double-click the appropriate sub-category.



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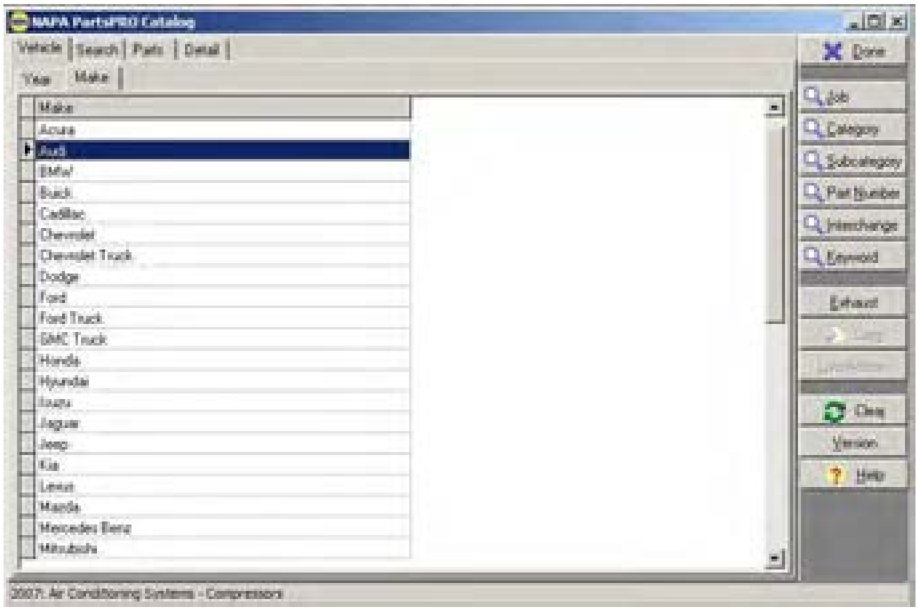
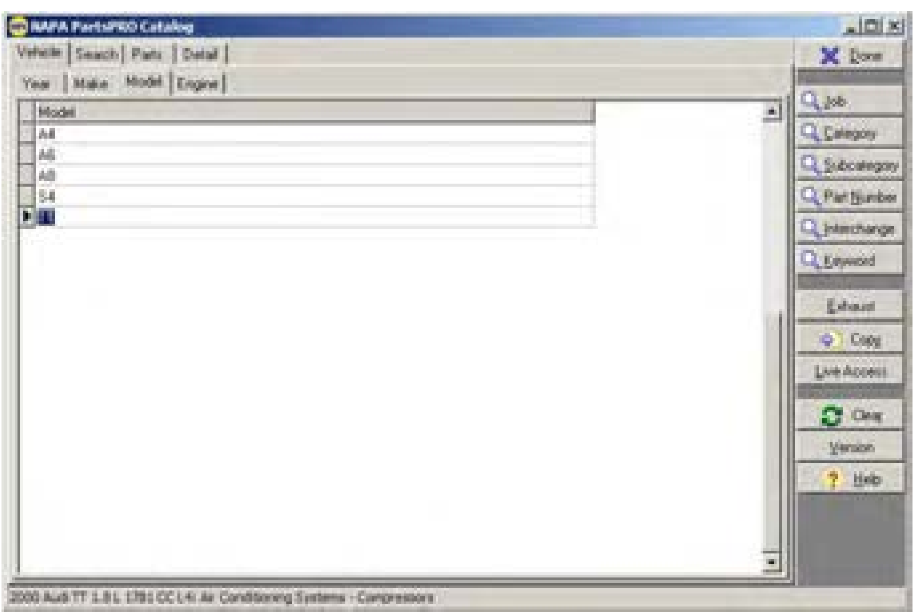
How To (continued)

Step	Action
6	Double-click the year of the vehicle.



Step	Action
7	Double-click the make of the vehicle.



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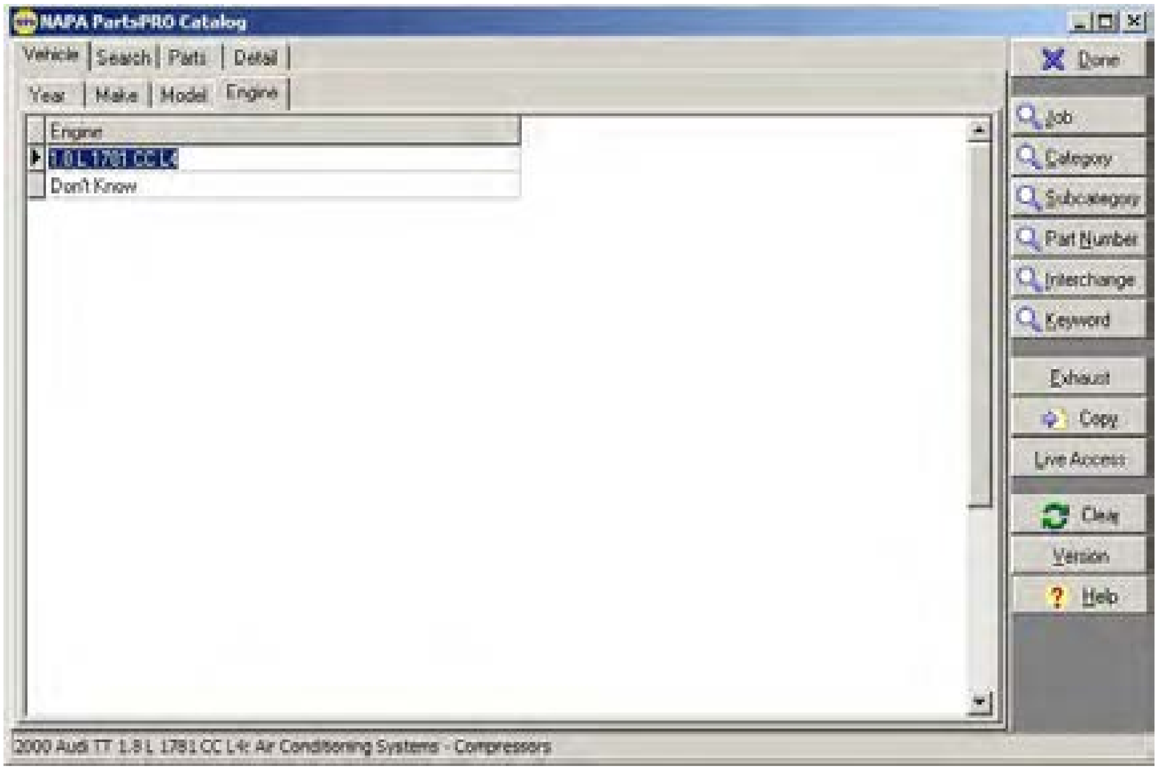
How To (continued)

Step	Action
8	Double-click the model of the vehicle.



9	Double-click the vehicle's engine.

Continued on next page

How To (continued)

Step	Action
10	The **NAPA Parts Catalog** srceen displays the parts. ***Note***: If the parts are not found, a message box displays. Click **OK** to close this box. and begin searching for another part.

11	Click the **Copy** button to transfer the part information to an open work order if desired. You have now located parts using the NAPA Parts Catalog.

Continued on next page

Interchange Feature

The **Interchange** feature allows you to search the NAPA Parts Catalog for NAPA parts that correspond with a part from an unknown manufacturer.

How To

To access and use the **Interchange** feature, perform the following steps:

Step	Action
1	Click the **Open Napa Parts Catalog** icon to open the NAPA Parts Catalog.
2	Click the **Interchange** button on the **NAPA Parts Catalog** form, and the **OEM to NAPA Interchange** (Original Equipment Manufacturer to NAPA Interchange) form displays.

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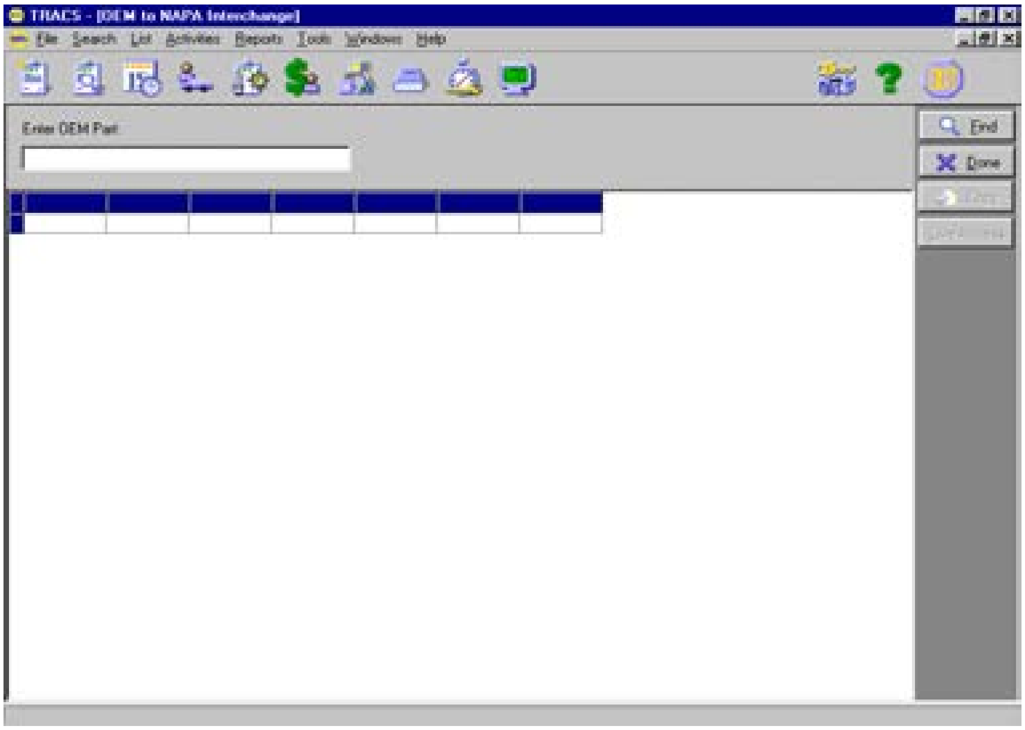
How To (continued)



3	Type the unknown manufacturer part number in the **Enter OEM Part** (Enter Original Equipment Manufacturer Part) field.

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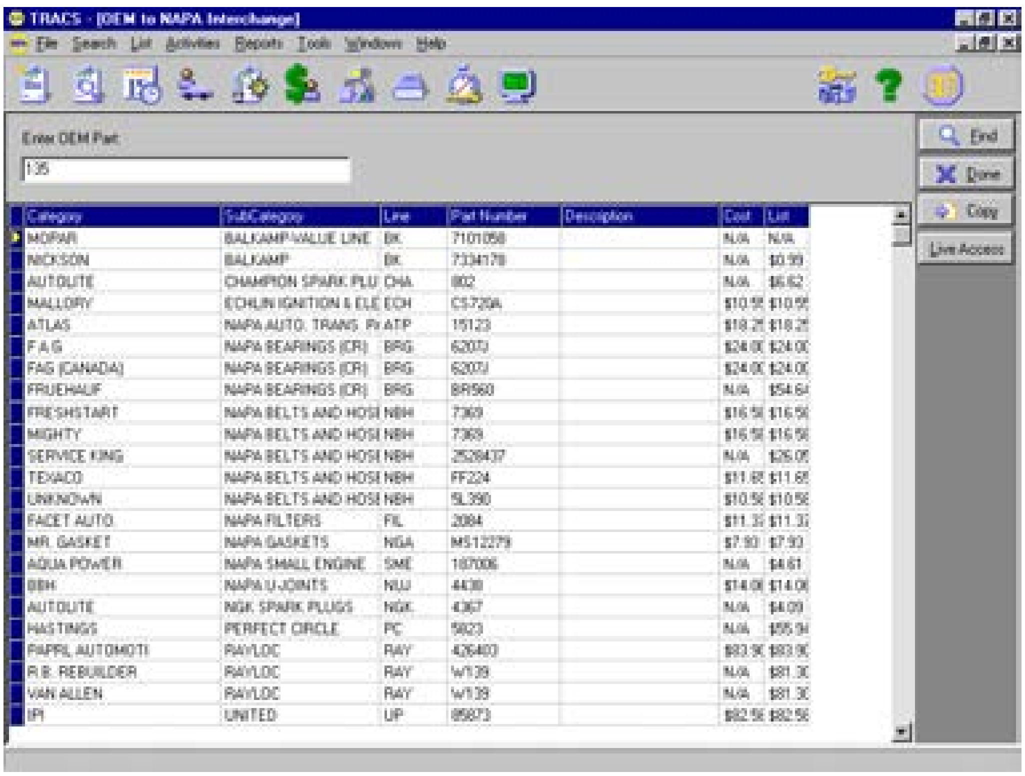
How To (continued)

Step	Action
4	Click the **Find** button, and a list of NAPA parts matching the unknown manufacturer part number displays.



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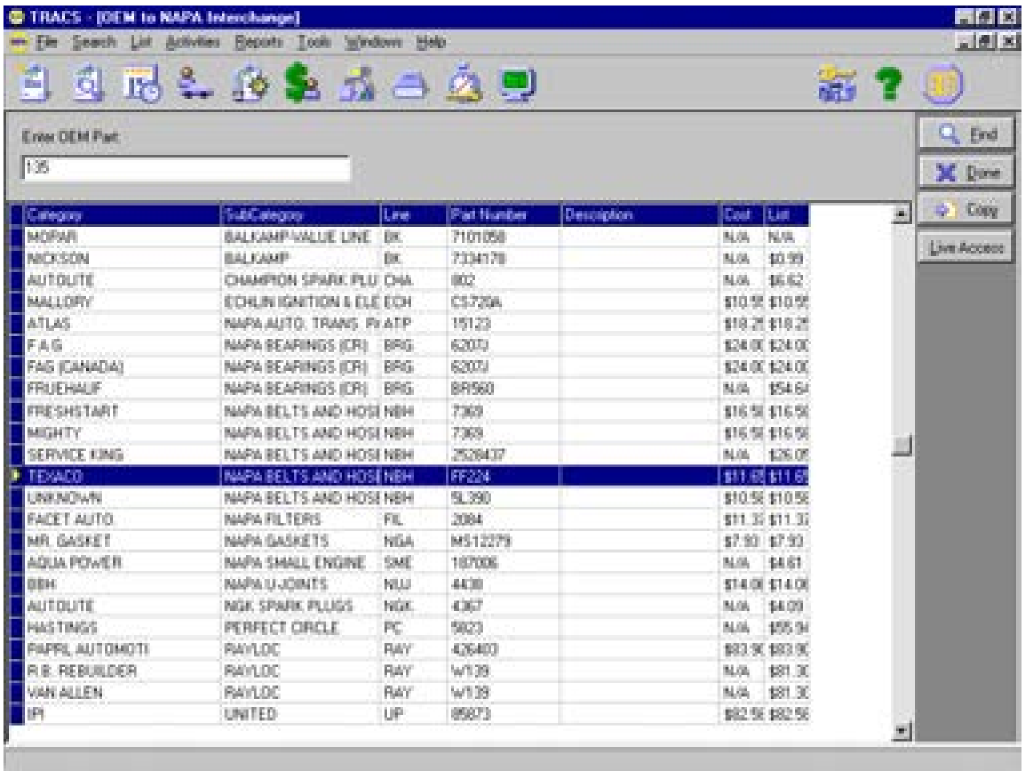
Working with Items, Continued

How To (continued)

Step	Action
5	Click to highlight the appropriate NAPA part number.
6	Click the **Copy** button to copy the NAPA part number to an open work order.
7	Click the **Done** button to return to the Parts Catalog.



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Cross Reference Feature

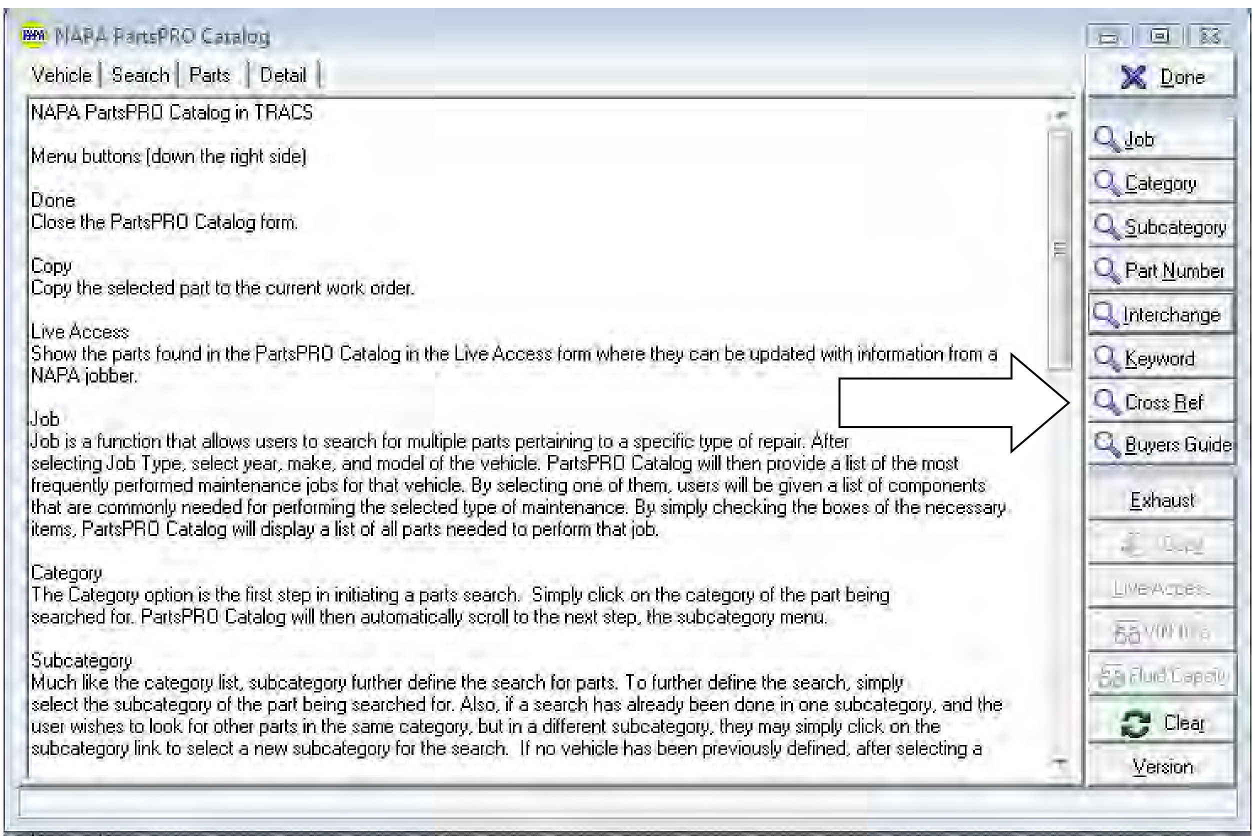
The **Cross Reference** feature allows you to search the NAPA Parts Catalog to find a competitor's part number that corresponds to a NAPA part number. This feature is essentially a reverse **Interchange**.

Note: It is your responsibility to verify the accuracy of any cross referenced part before it is installed upon any vehicle!

How To

To access and use the **Cross Reference** feature, perform the following steps:

Step	Action
1	Click the **Open Napa Parts Catalog** icon to open the NAPA Parts Catalog.
2	Click the **Cross Ref** button on the menu to the right.



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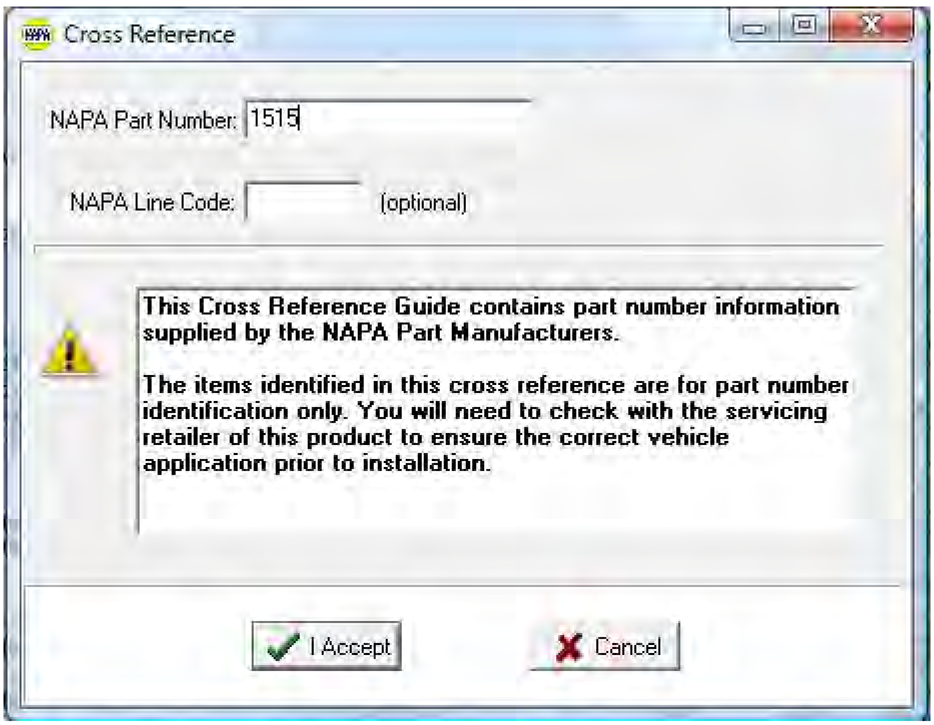
How To (continued)

Step	Action
3	Type the known part number in the **NAPA Part Number** field. The **NAPA Line Code** is optional, but providing a line code may give you more precise results.
4	Note that the cross reference feature is for part number identification only. Read this notice and click **I Accept**.



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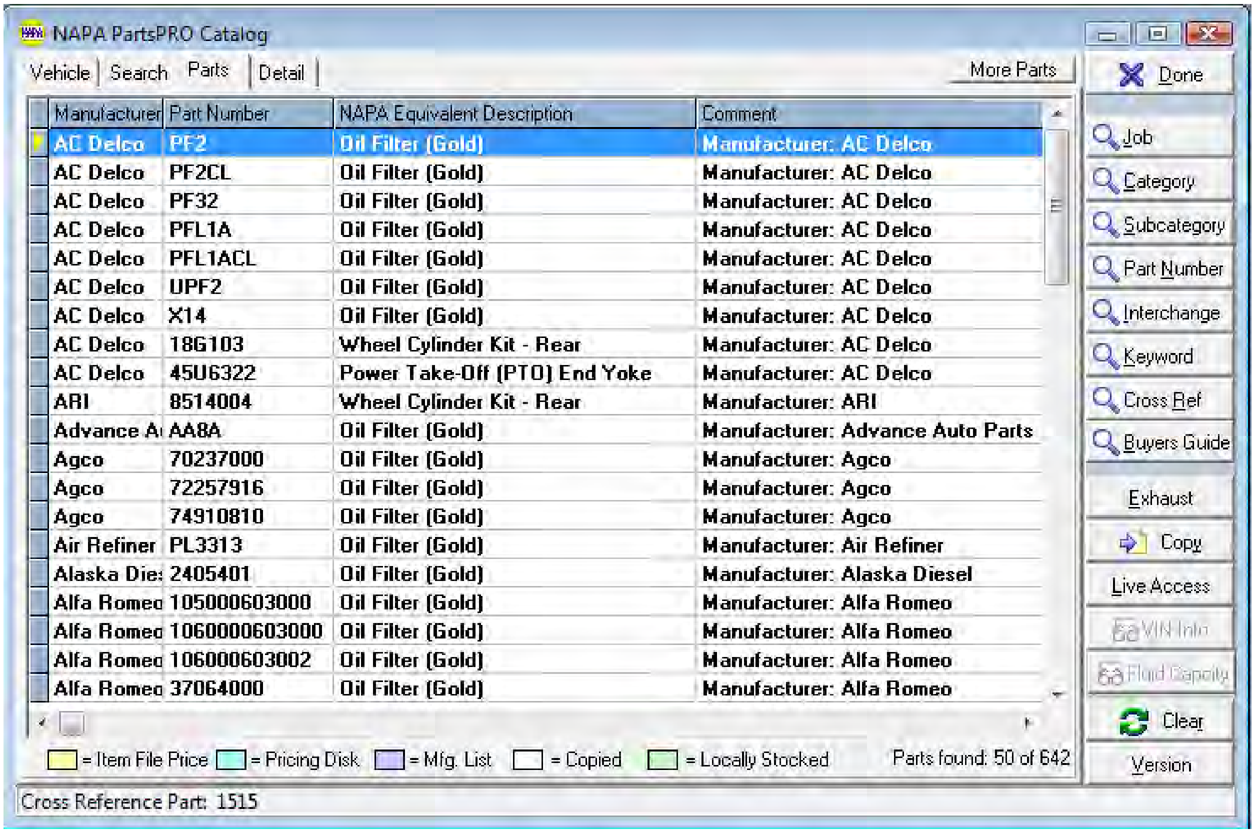
How To (continued)

Step	Action
5	Click to highlight the appropriate part number.



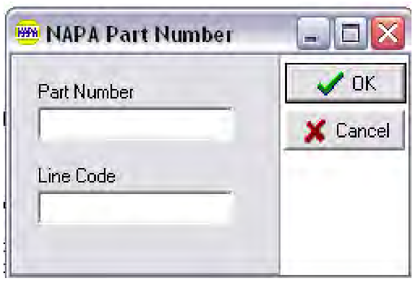
Step	Action
6	Click the **Copy** button to copy the NAPA part number to an open work order.
7	Click the **Done** button to return to the Parts Catalog.

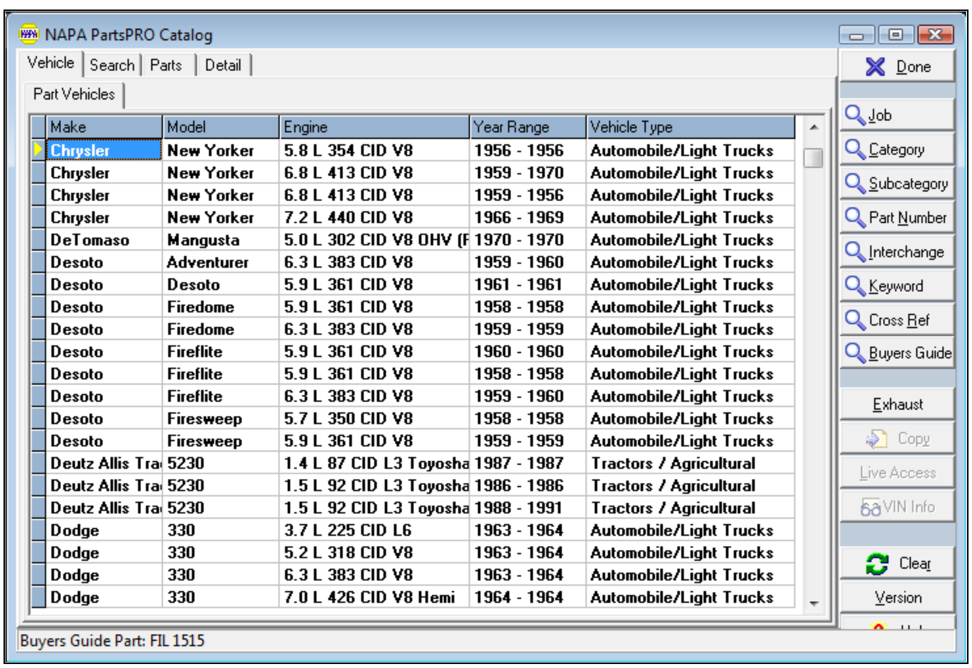
Continued on next page

Buyer's Guide Feature

The Buyer's Guide feature can assist you in finding particular items (parts or vehicles).

The **Buyer's Guide** feature allows you to type in any NAPA Part number. You will be presented with a list of all vehicles that the item fits, including Make, Model, Engine, Year Range, and Vehicle Type.





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Live Access Feature

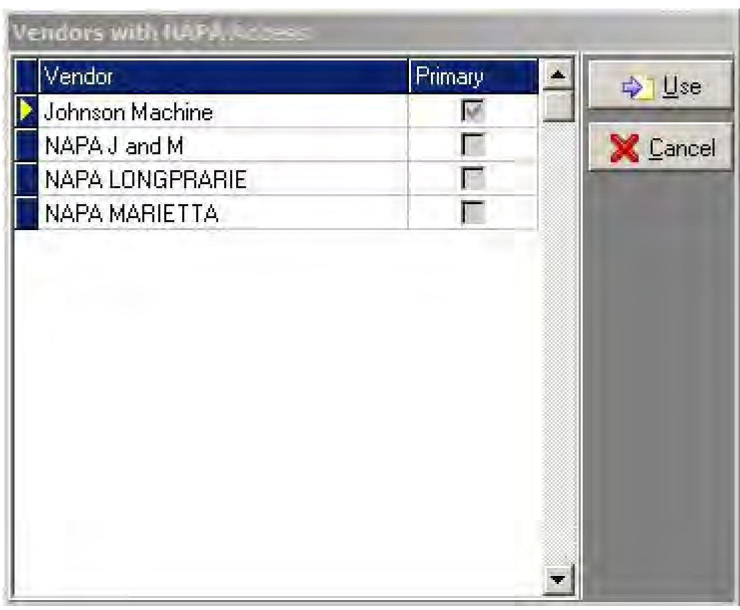
The **Live Access** feature allows you to locate a particular part and its current price at a selected NAPA store by dialing in to the store to check availability. You can then create a PO from the screen if needed.

Note: You can only use the **Live Access** feature after you have chosen a specific part.

How To

To access and use the TRACS **Live Access** feature, perform the following steps:

Step	Action
1	Click the **Live Access** button on the **Parts Catalog** form, and the **Venders with NAPA Access** window displays.

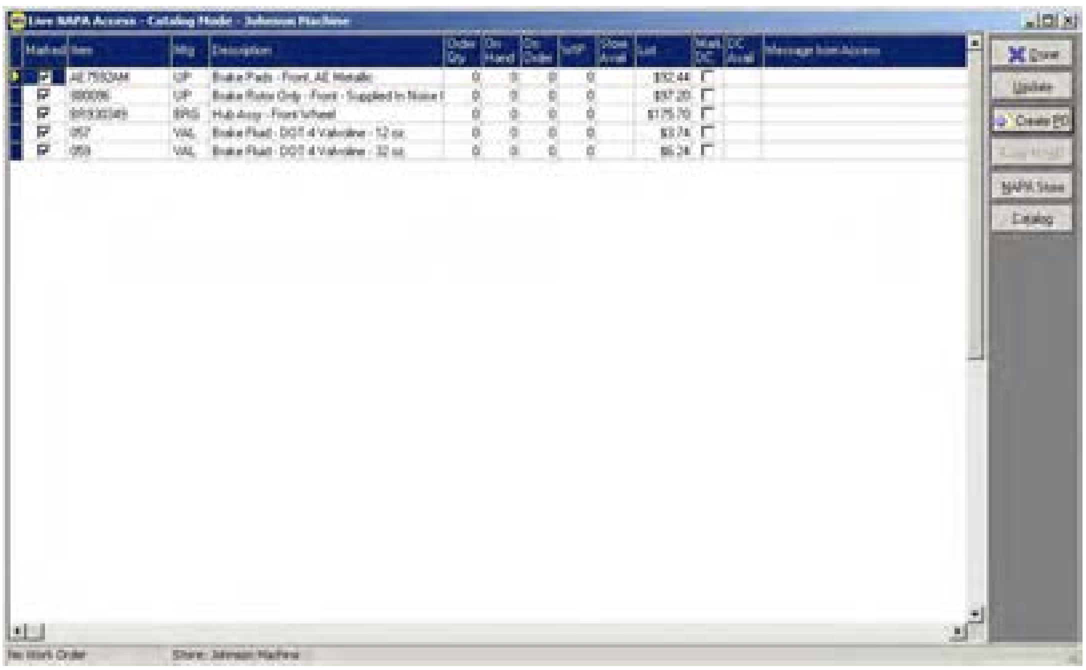


2	Click to highlight the store to be dialed.

Continued on next page

How To **(continued)**

Step	Action
3	Click the **Use** button and the modem dials the store. ***Note***: The status of your connection will display on the status bar. It may take a few moments for a connection to be established. Once a connection is made, the **Live NAPA Access** window displays.



Step	Action
4	Double-click to place a checkmark in the **Marked** field for each part on which you want to check availibility.

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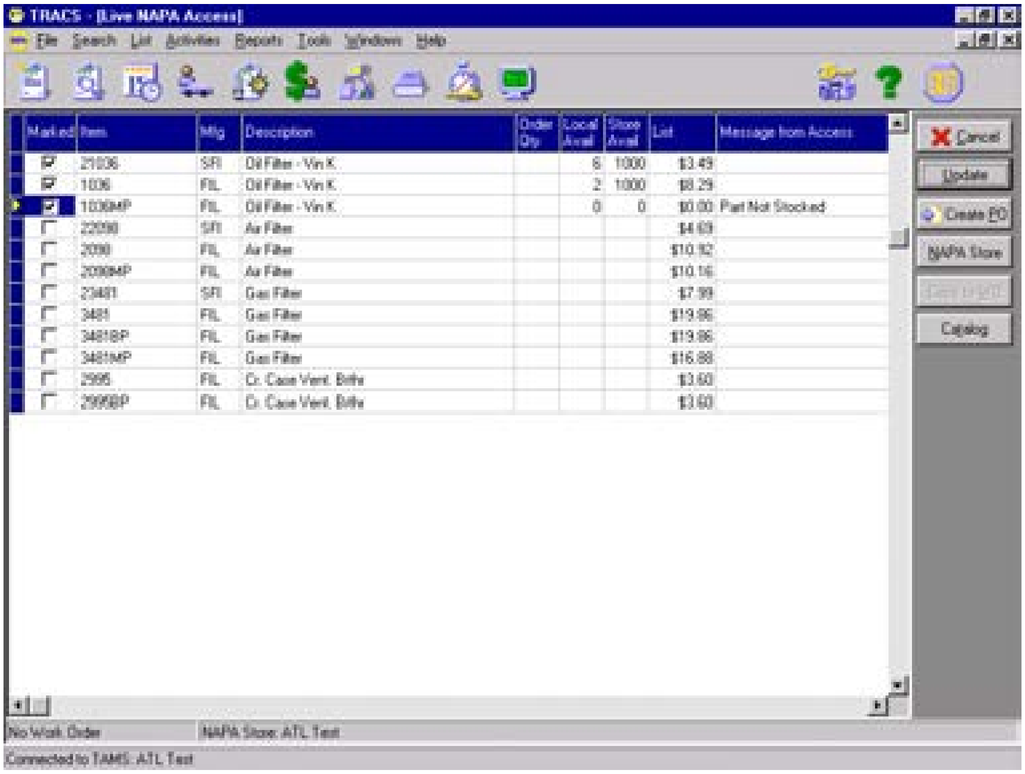
How To **(continued)**

Step	Action
5	Click the **Update** button, and the quantity available displays in the **Store Avail** (Store Availability) field.



Step	Action
6	Type the number to be ordered in the **Order Qty** (Order Quantity) field.

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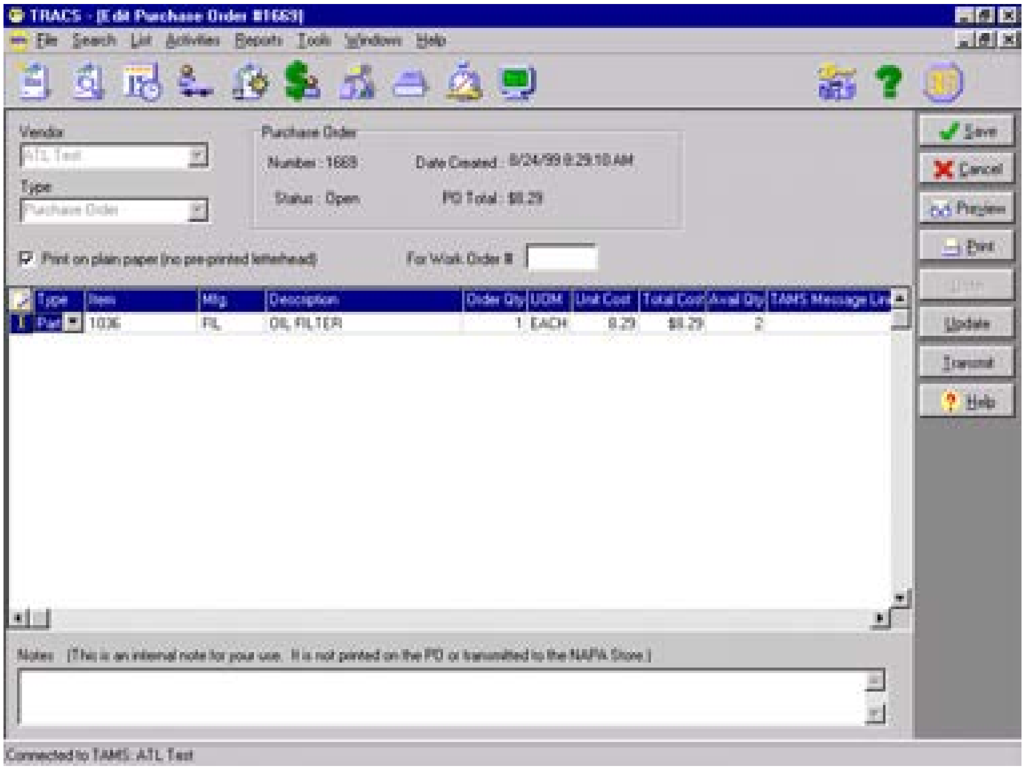
How To (continued)

Step	Action
7	Click the **Create PO** button, and the **Edit Purchase Order** screen displays.



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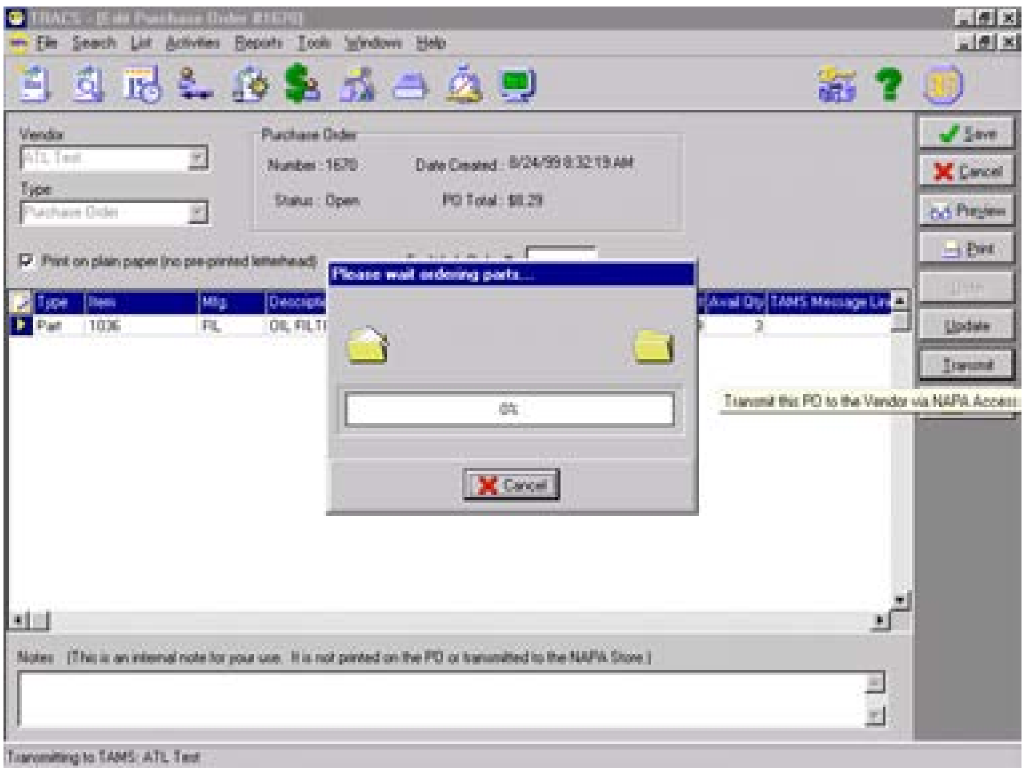
How To (continued)

Step	Action
8	Click the **Transmit** button, and the **Please wait ordering parts…** window displays. ***Note***: Once the order has transmitted, check the order for accuracy and for error codes.



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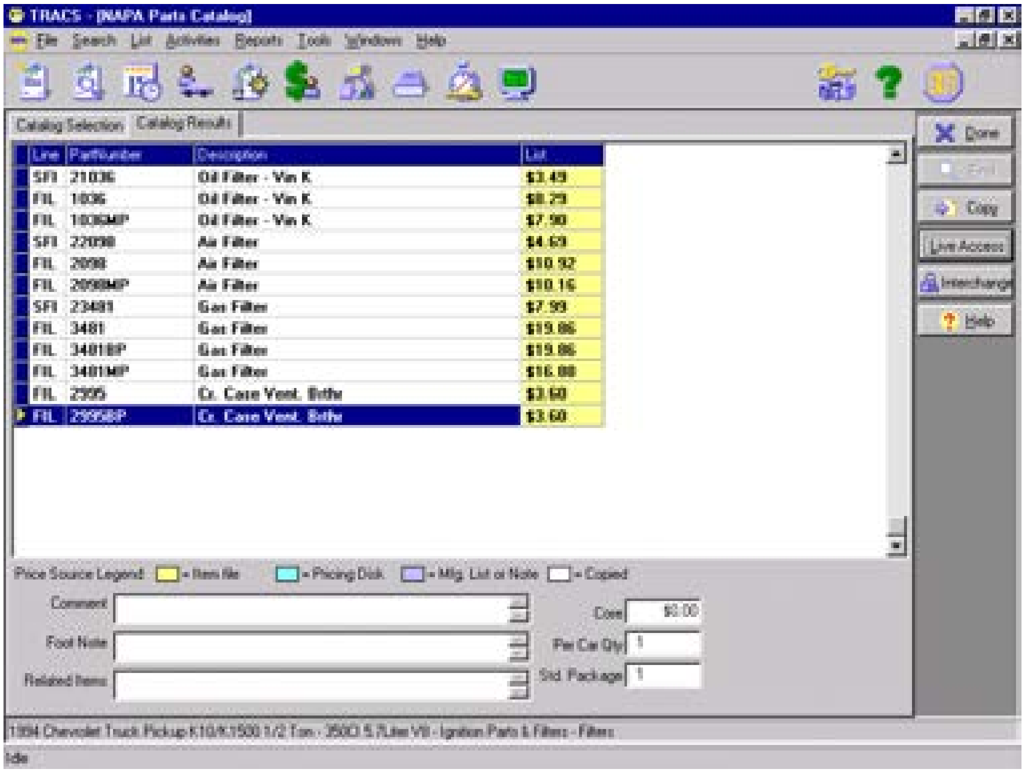
How To (continued)

Step	Action
9	Click the **Done** button, and the **NAPA Parts Catalog** redisplays.



10	Click the **Done** button again to exit and return to TRACS. You have now completed the procedure for using the TRACS **Live Access** feature.

Continued on next page

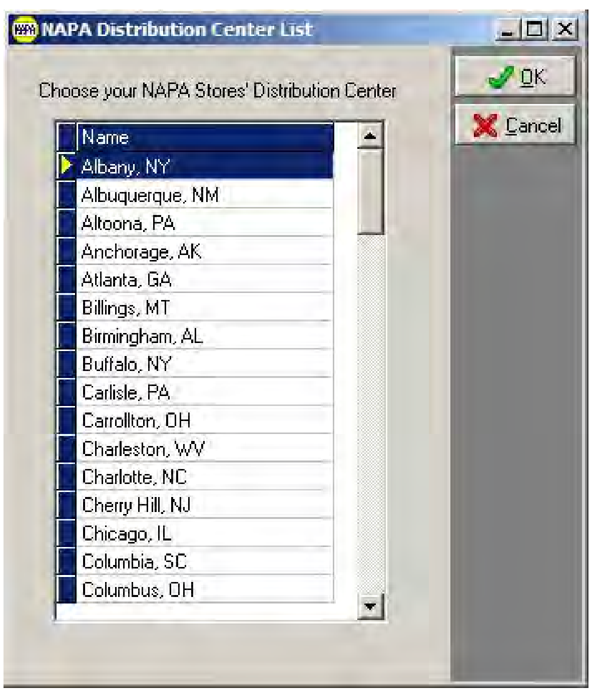
Barcode Scanning

You can also use a **Barcode Scanner** to directly scan items into TRACS.

How To

To use the barcode scanner to input items into TRACS:

Step	Action
1	The barcode scanner plugs into the USB port of your computer. To scan, press the yellow button and move the red light over the barcode.
2	Make sure that you have chose the appropriate distribution center when you set up TRACS. Go to **Setup**, then click **Barcodes**, then **Select Distribution Center**.
3	If your correct distribution center does not appear, click **Select Distribution Center**. Select the correct city and click **OK**. Then click Save. You only need to do this once.



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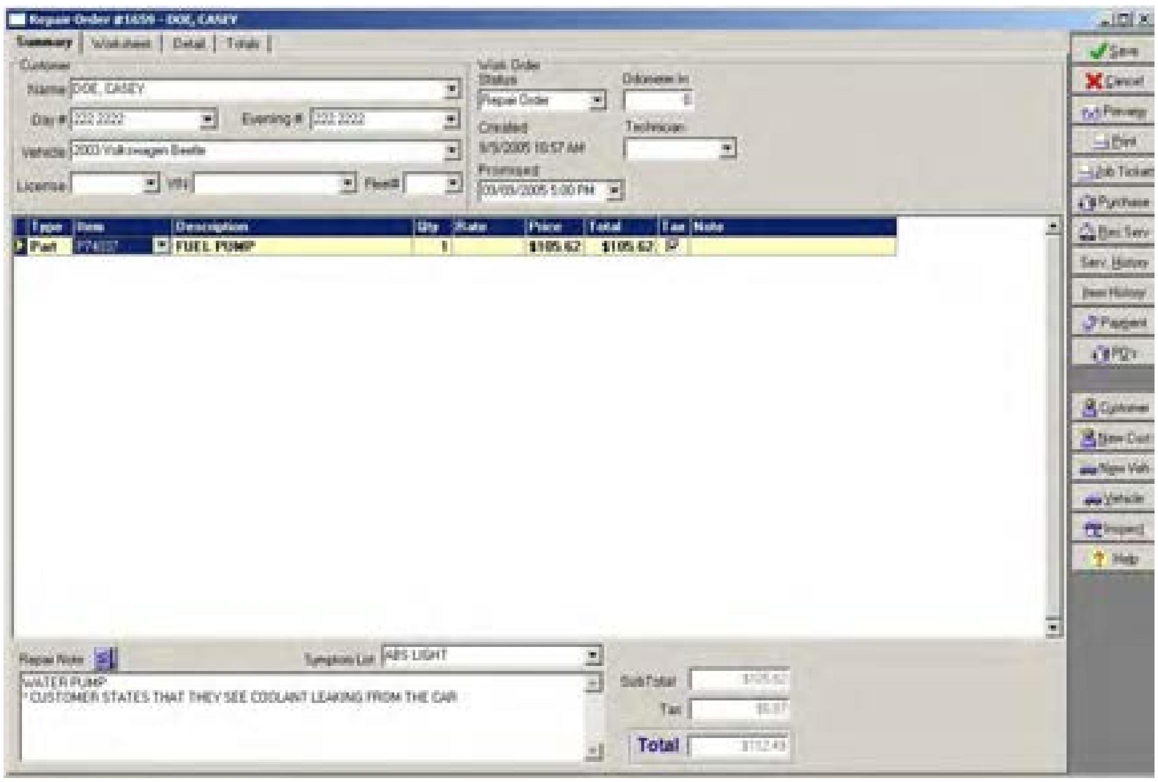
How To (continued)

Step	Action
4	You can scan an item directly into a work order. Just open up a work order, and use the scanner to scan the barcode on the appropriate part.
5	If the part is already in the barcode database, it will automatically be added to the work order, and you are done with the scan. You can scan as many barcodes as you need.



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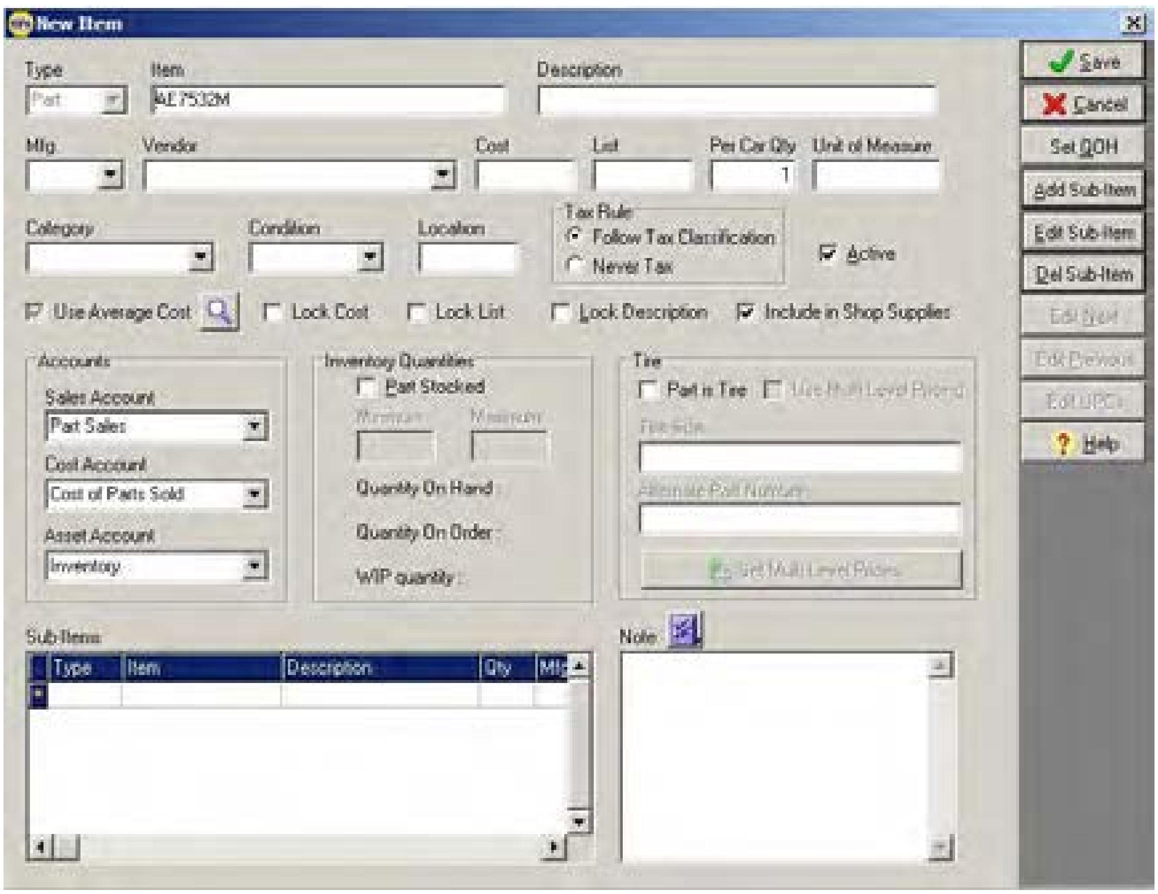
How To (continued)

Step	Action
6	If the barcode is not in the database, the **New Item** window will appear. The item number will appear in the **Item** field, but you will need to type in the rest of the information - description, cost, etc.
7	When you are done entering information about the part, click **Save**.



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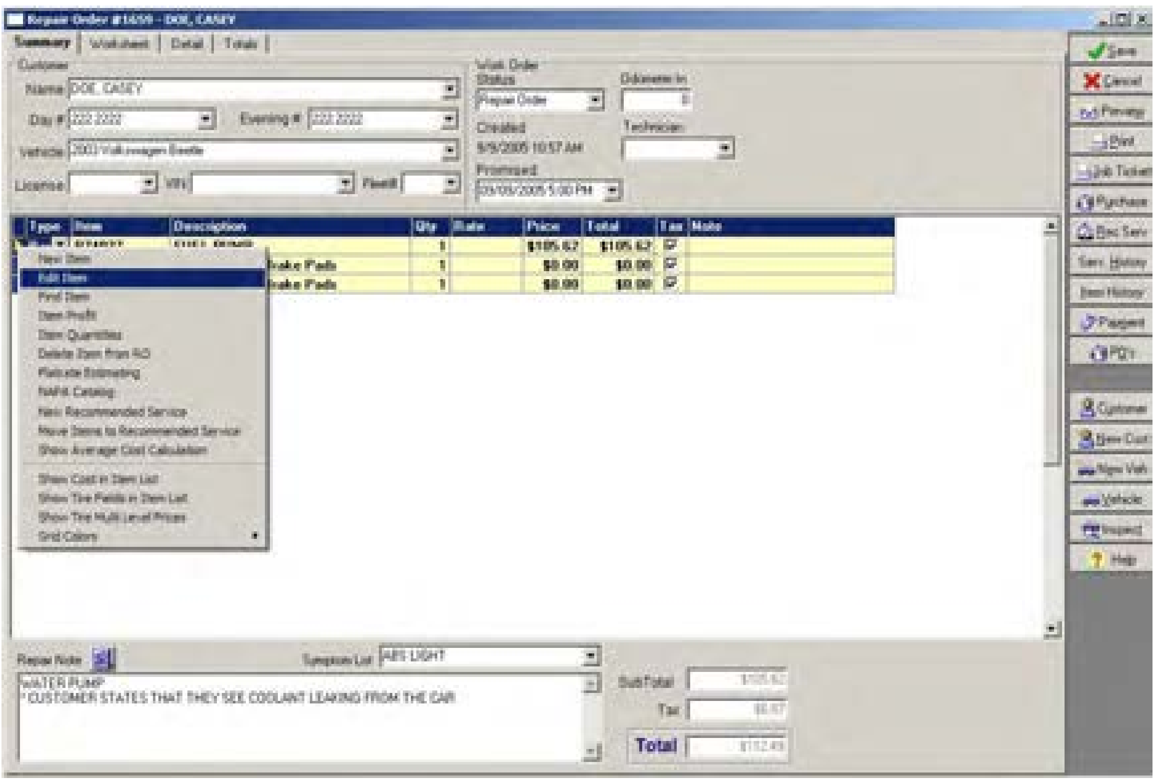
How To (continued)

Step	Action
8	After you add the new item, it will appear in the work order. If you scan the same barcode later, the item will automatically appear. You can edit any of the items by right clicking on the arrow to their right and choosing **Edit Item**.
9	When you are done scanning items into the work order, click **Save**.



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Barcode Printing

You can also print barcodes from existing items.

How To

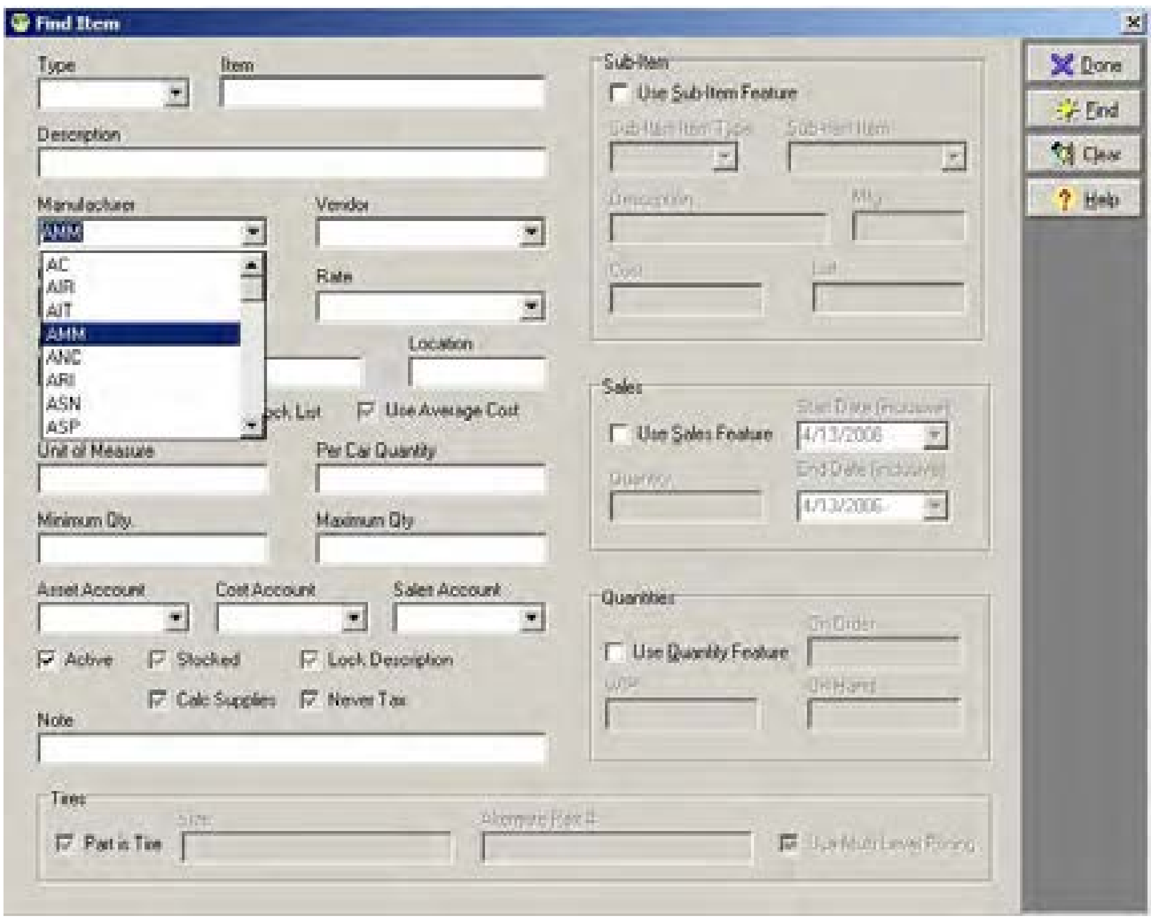
Print barcodes from items already in TRACS:

Step	Action
1	Chose **Item & Inventory** from the **Reports** option on the top menu bar of TRACS.

Continued on next page

How To (continued)

Step	Action
2	Enter the search criteria for the items whose barcodes you wish to print. In the example below, we are searching for all items with a specific manufacturer.
3	Click **Find**.



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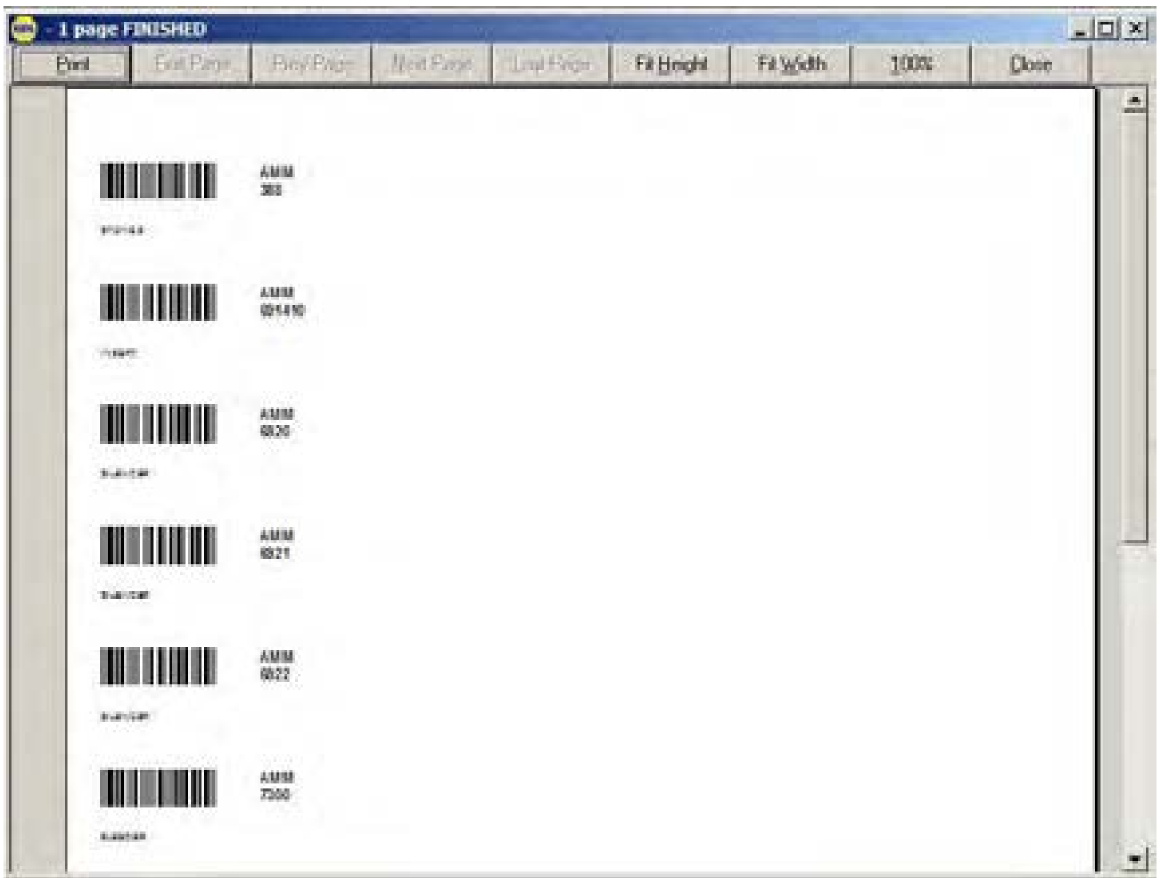
How To (continued)

Step	Action
4	Select **Item Barcodes** from the reports list.
5	You can click **Print** from here to print the barcodes, or you can click **Preview** to preview them first.

Continued on next page

How To (continued)

Step	Action
6	From the preview window, click **Print** to print the barcode page. **Note:** The report created fits an Avery #5160 label for printing purposes.
7	Click **Close** to close the preview window and return to the reports list.



Working with Items, Continued

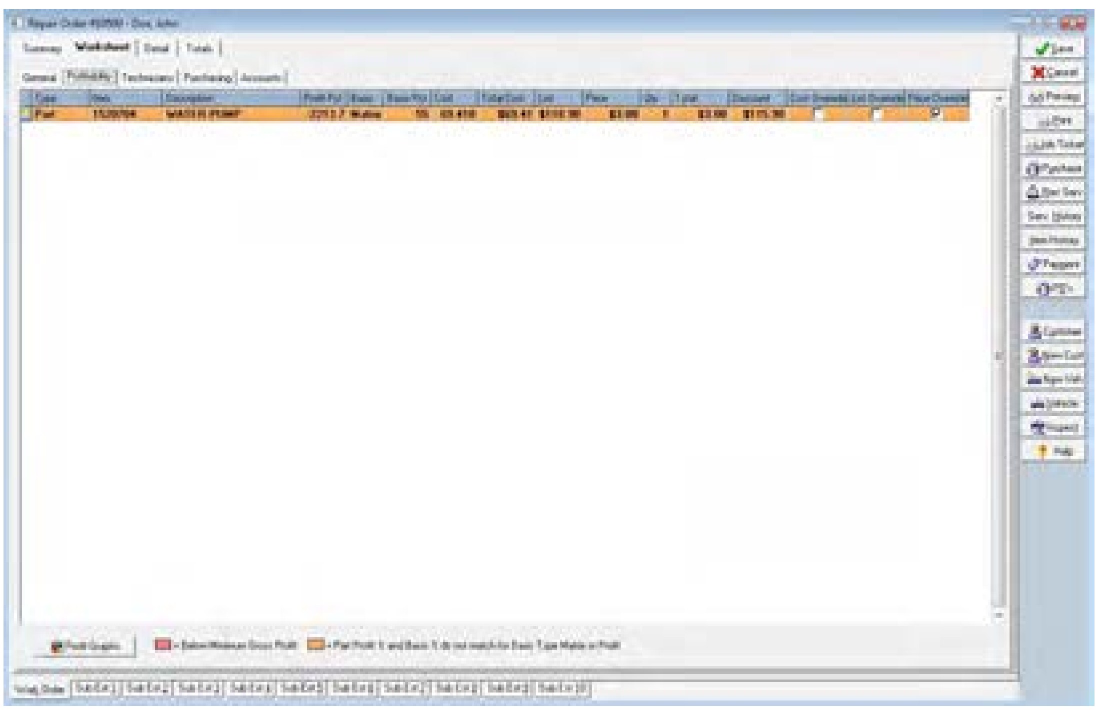
Calculating Profitability

Once items are included in a work order, you are able to manually adjust pricing (including overriding pricing rules) and view the profitability for each item.

For more information about pricing rules, see Chapter 3: Setting Up Lists.

In a work order **Worksheet** under the **Profitability** tab, you will see the profit for each item in the order, based on cost and price. As noted at the bottom of the window, the item turns orange if the profit percentage does not match the basis percentage designated by pricing rules or set in the work order configuration. This may happen either if you manually override the price here, or if the prices change after an update.

TRACS will automatically change the price after an update unless you have **Price Override** selected. You can choose in the **Work Order Configuration** (See Chapter 2: Setting Up Preferences) whether you want to automatically lock the price when you change the basis percentage (**Basis Pct**).



If you uncheck **Price Override**, the price will change so that your profit matches your basis.

Using TRACS OnDemand

Mitchell1

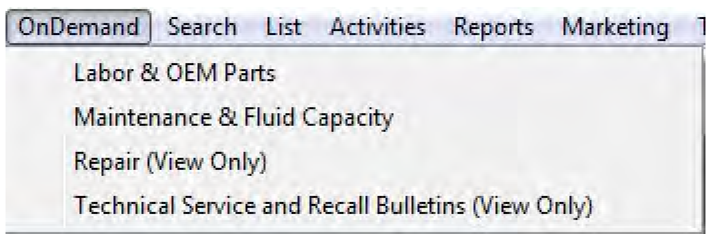
Note: You must be a Mitchell customer to use these features.

TRACS OnDemand gives you instant access to Mitchell1 schematics, repair information, TSBs, and more. You can also add labor and parts directly to work orders.

The TRACS OnDemand Interface

While working with a repair order, you can access the TRACS OnDemand Interface, where you can:

- Copy Mitchell1 labor and OEM (original equipment manufacturer) parts to the order
- See maintenance intervals and fluid capacities
- See Mitchell1 repair information
- See Technical Service and Recall Bulletins (TSBs) for vehicles



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Using TRACS OnDemand, Continued

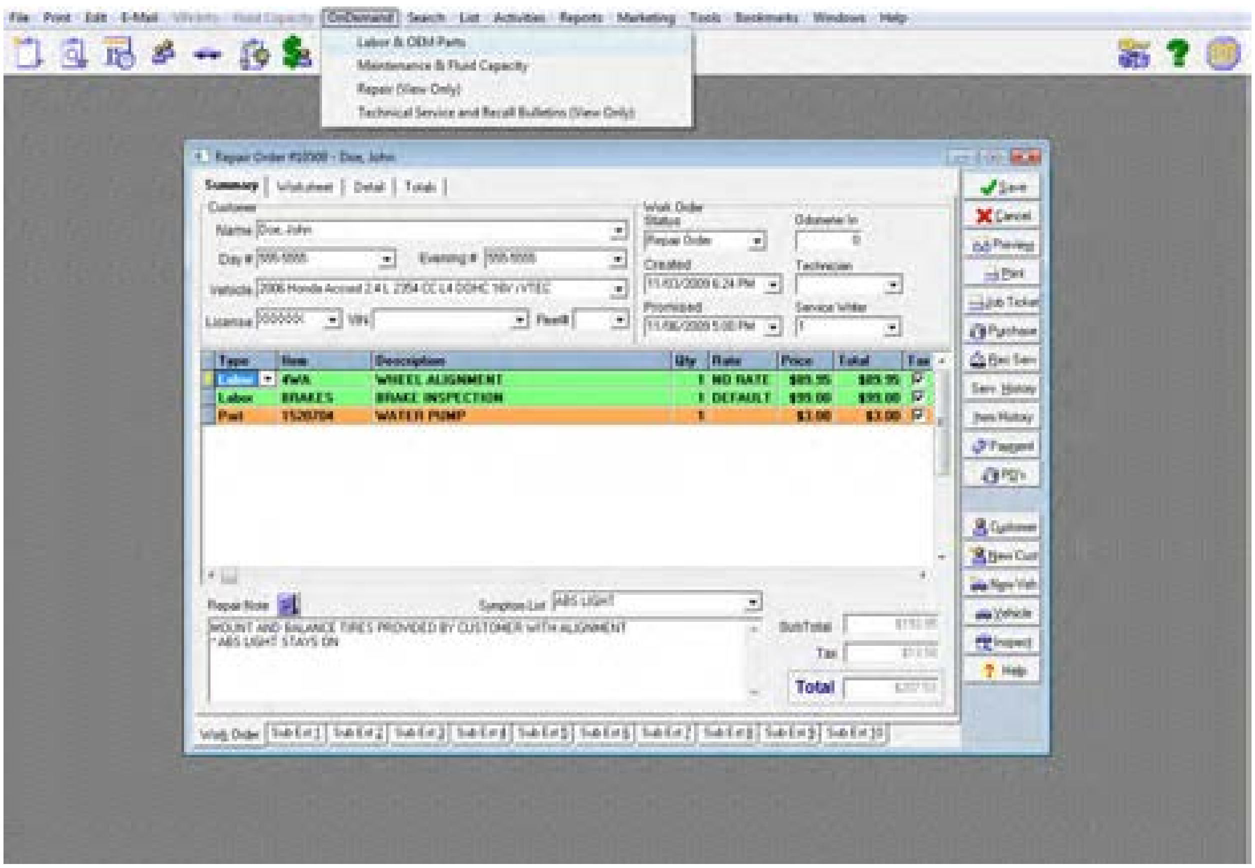
Accessing Labor & OEM Parts

Using TRACS OnDemand, you can look up Mitchell1 labor and OEM parts by vehicle, and copy them directly into the work order.

How To

To access and use OnDemand labor or OEM parts, perform the following steps:

Step	Action
1	From an open work order, choose **OnDemand** from the top menu bar, and then choose **Labor and OEM Parts**.



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How To (continued)

Step	Action
2	The OnDemand interface will open in a separate window. You may be prompted for your username/password.
3	If OnDemand needs more information about the vehicle, a menu will appear on the lefthand side of the screen. User the drop-down lists to choose the appropriate year/make/model.

Continued on next page

How To (continued)

Step	Action
4	Use the **Search** field or navigate using the menu on the lefthand side of the window. Labor components appear on the top, and OEM parts on the bottom.
5	Click on the check box next to a component to select it. Click **Transfer** in the upper righthand corner of the window to copy the selected components to the open work order.

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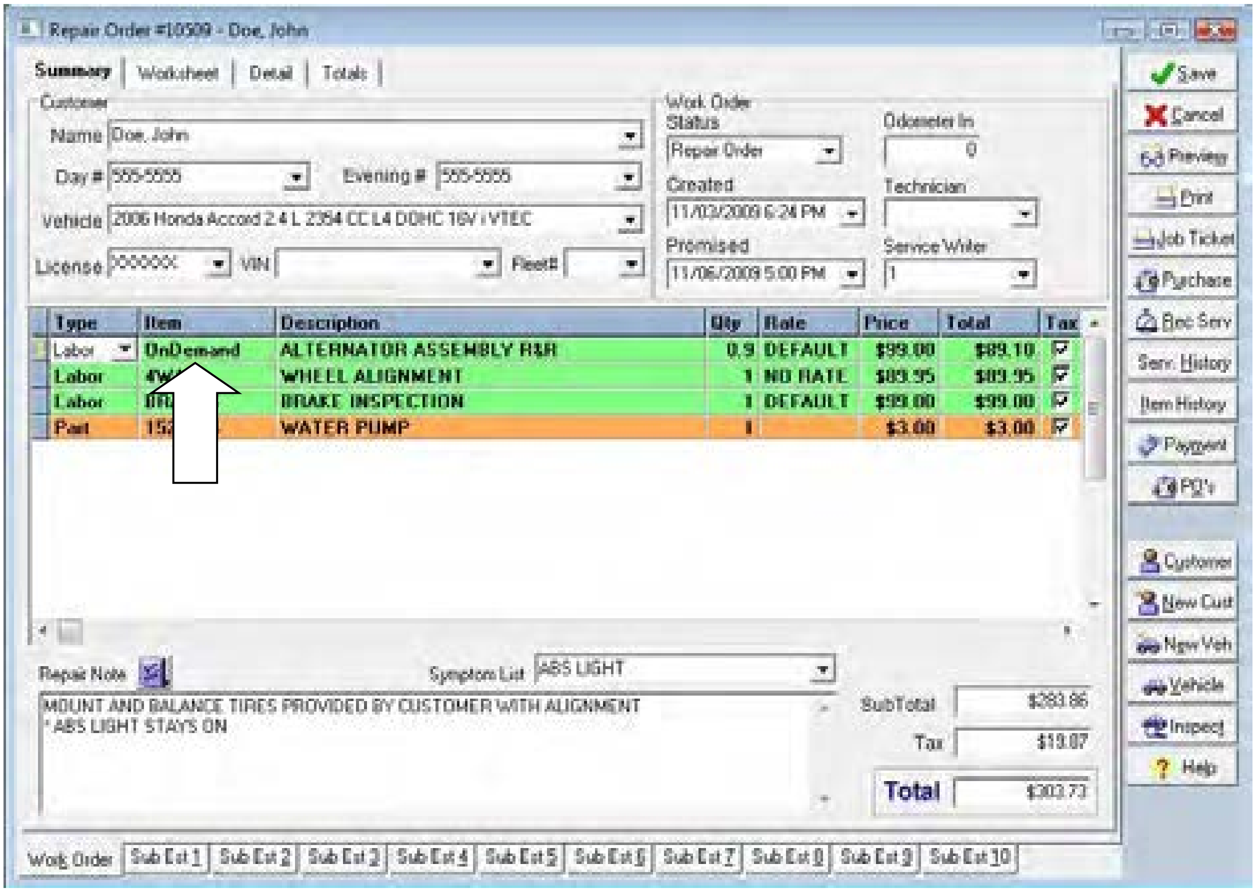
How To (continued)

Step	Action
6	The OnDemand component will appear in the work order along with any existing parts and labor.



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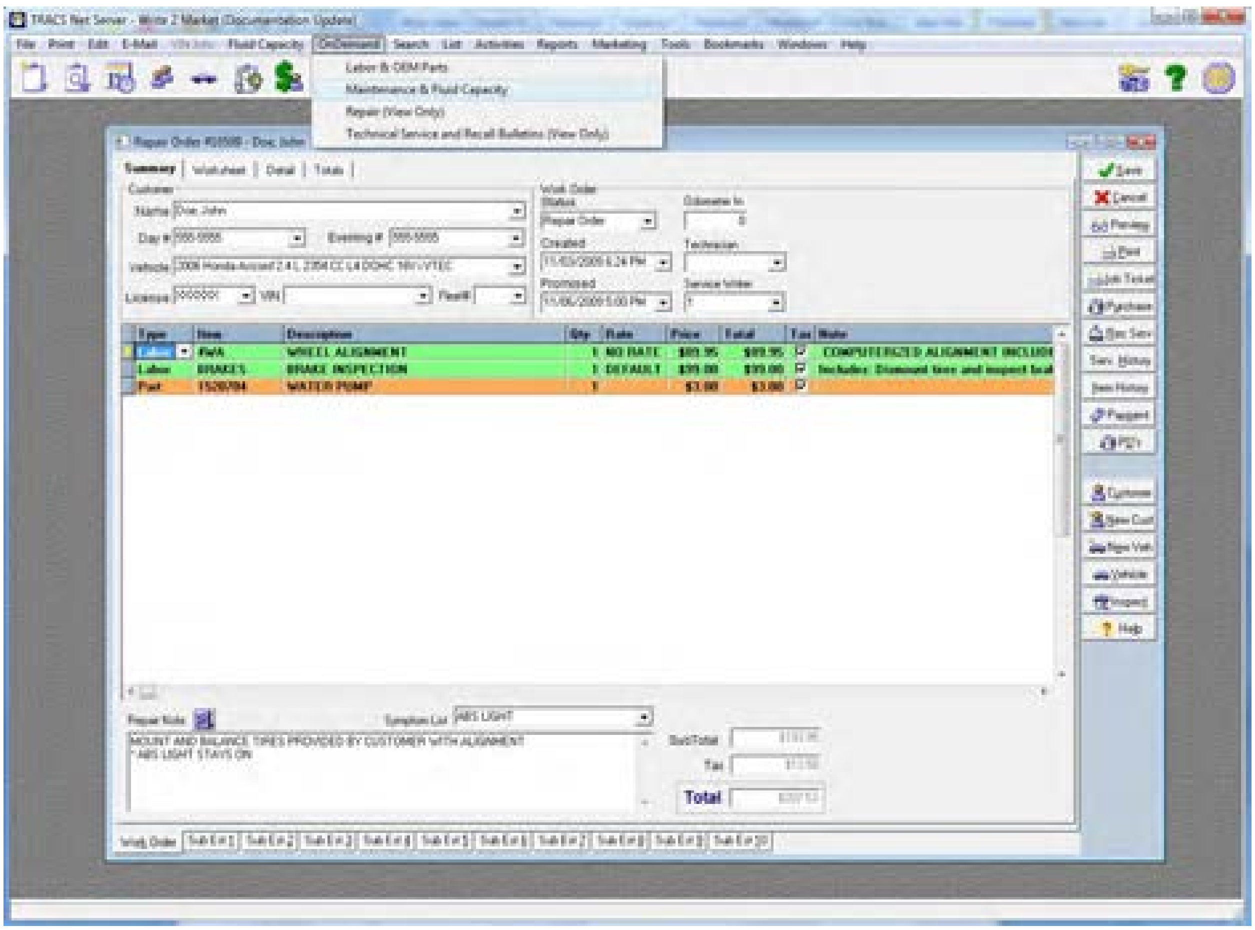
Accessing Maintenance Intervals & Fluid Capacities

Using TRACS OnDemand, you can access maintenance intervals and fluid capacities for a specific vehicle and copy the associated repair notes to a work order.

How To

To access and use OnDemand maintenance intervals and fluid capacities, perform the following steps:

Step	Action
1	From an open work order, choose **OnDemand** from the top menu bar, and then choose **Maintenance and Fluid Capacity**.



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Using TRACS OnDemand, Continued

How To (continued)

Step	Action
2	The OnDemand interface will open in a separate window. You may be prompted for your username/password.
3	To work with fluid capacities, choose **Fluids** from the top menu.
4	Click on the check box next to the fluid type to select it. Click **Transfer** in the upper righthand corner of the window to copy the associated repair notes to the open work order.

Continued on next page

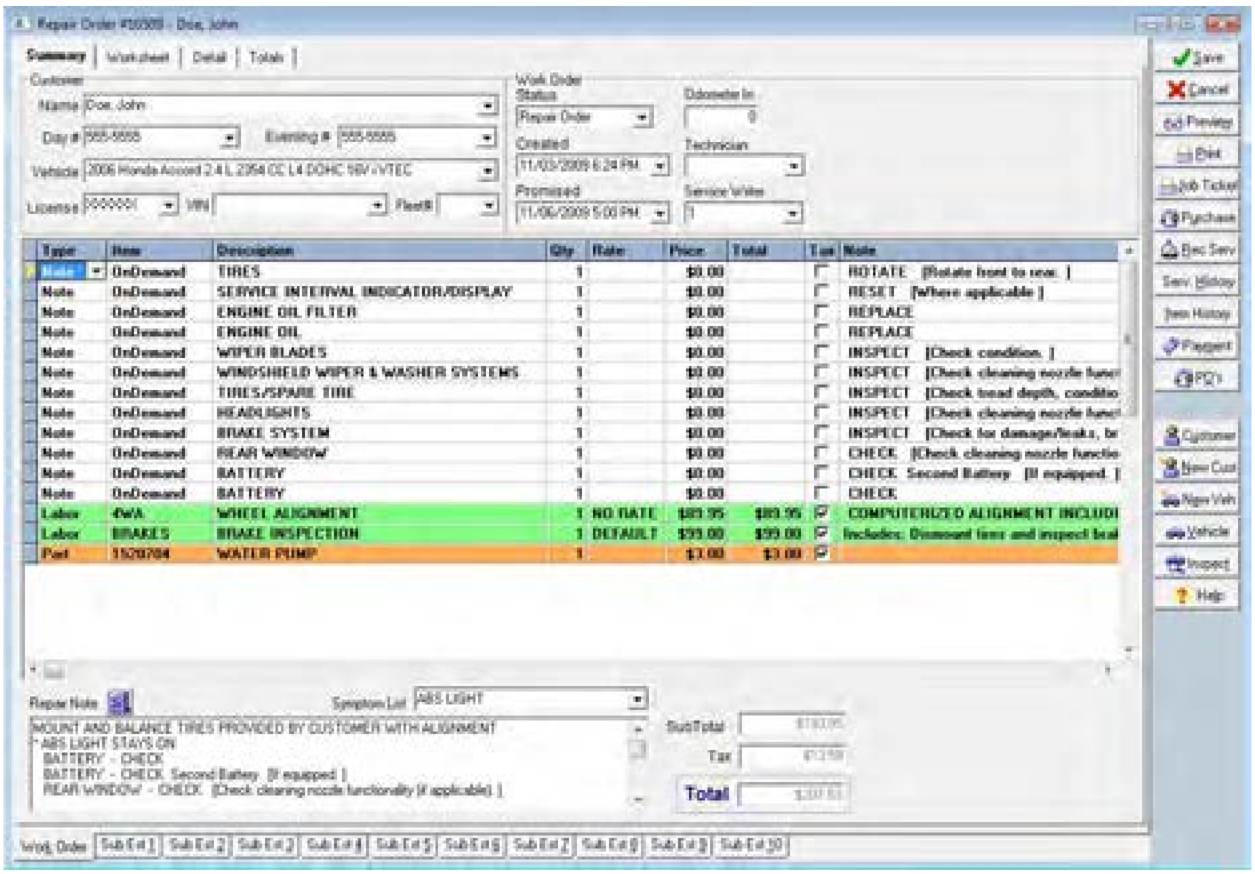
How To (continued)

Step	Action
5	To work with maintenance intervals, choose **Mileage** from the top menu. Then choose the appropriate mileage from the menu on the left.
6	Click on the check box next to the maintenance interval to select it. Click **Transfer** in the upper righthand corner of the window to copy the associated repair notes to the open work order.

Continued on next page

How To (continued)

Step	Action
7	The OnDemand notes will appear in the work order.



Viewing Repair Information and TSBs

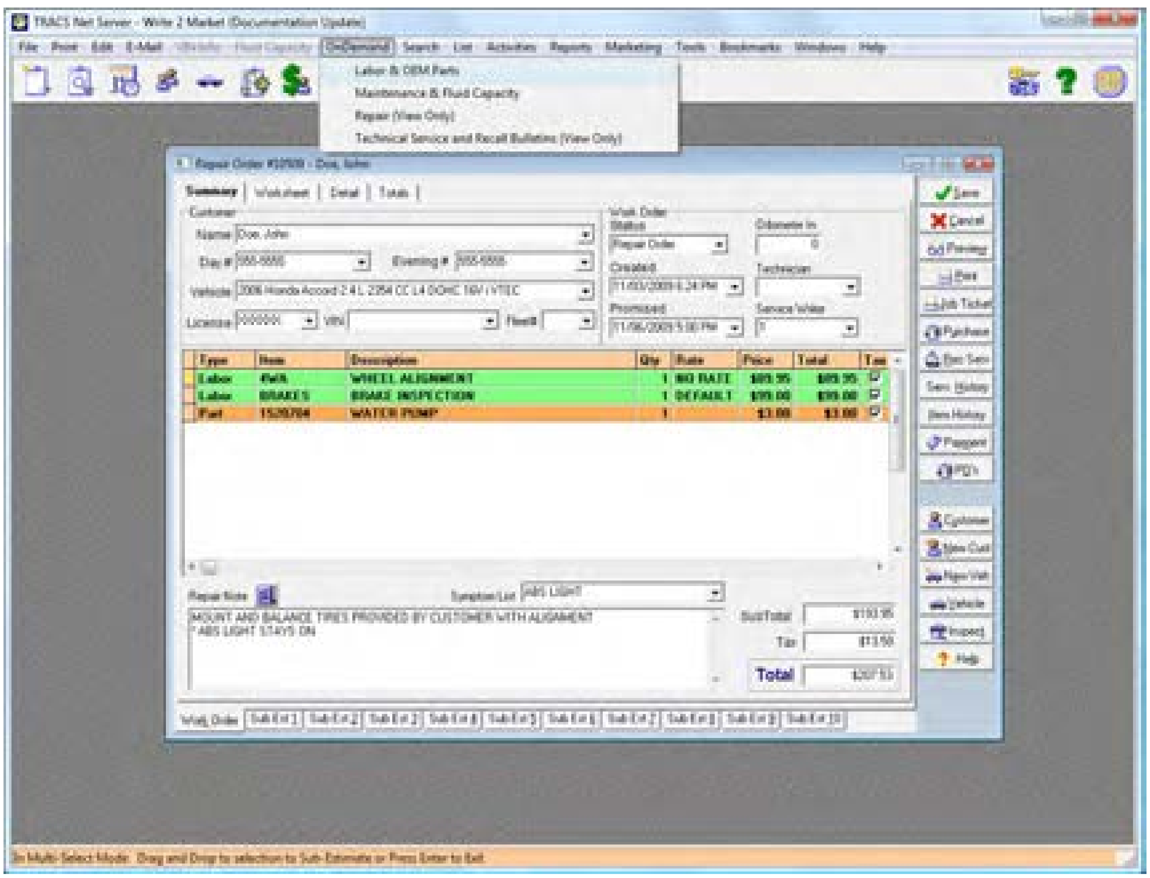
Using TRACS OnDemand, you have easy access to both repair information for specific vehicles and Technical Service Bulletins (TSBs).

Note that OnDemand repair information and TSBs are read-only, and cannot be transferred into work orders.

How To

To view read-only repair information or TSBs in OnDemand, perform the following steps:

Step	Action
1	From an open work order, choose **OnDemand** from the top menu bar, and then choose **Repair (View Only)** or **Technical Service and Recall Bulletins (View Only)**.



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How To (continued)

Step	Action
2	The OnDemand interface will open in a separate window. You may be prompted for your username/password.
3	For both repair information and TSBs, you have the option to search using the OnDemand5.com search window or to navigate using the menu on the lefthand side of the screen.

Purchasing Items

Purchasing Items

As you create a work order for a vehicle, you may have the items that you need in stock. Other items, however, may need to be ordered. In order to purchase items, you will need to create purchase orders (POs).

For each item in your work order, you should already have a vendor attached to that item. When you select the purchase order option, the system will generate one PO per vendor represented on your work order.

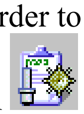
POs also allow you to know your available quantity for items.

Categories of Purchase Orders

When you first create a purchase order, it is identified as new. You then have to order the part. Next, the order has to be transmitted. Open POs fall into the following three categories:

- POs using the TAMS system through your local NAPA Auto Parts Store
- POs through another vendor
- POs through another business location.

Accessing Purchase Orders

In order to purchase items, you can use the Purchasing and Purchase Orders icon  located at the top of the TRACS main screen. However, if you access POs from the **Edit** button on a work order, the system will automatically display only the POs related to that work order.

Continued on next page

Purchasing Items, Continued

Repair Order Numbers

For your convenience, your local NAPA Auto Parts Store will automatically put your repair order number on the top of your purchase order to help you locate the related repair order.

Purchase Order Notes

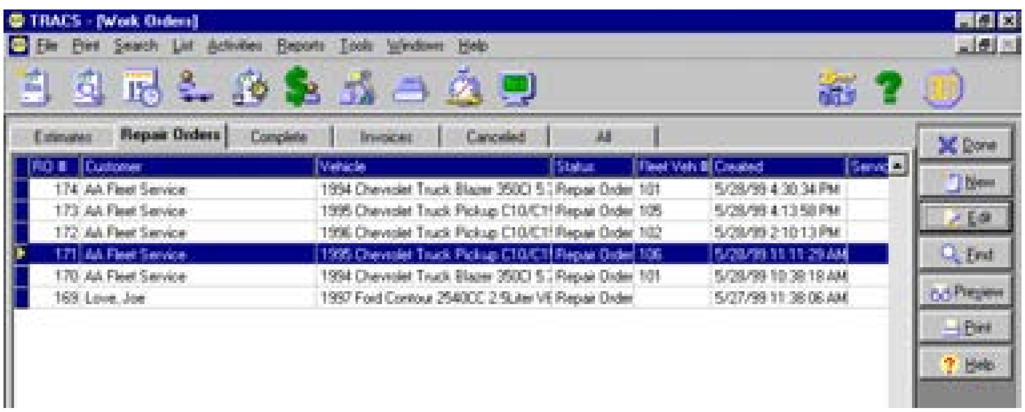
You can easily attach a note to an item for your NAPA Auto Parts Store to view. For example, if you need a part immediately, you can add a note for the vendor to call you if the part will not be available by 4:00.

Note: These notes are typed into the **TAMS Message 1** and **TAMS Message 2** fields on the **Edit Purchase Order** form.

How To

To purchase items for a work order, perform the following steps:

Step	Action
1	Click the **Find Work Orders** icon  from the TRACS main menu, and the **Work Orders** form displays.



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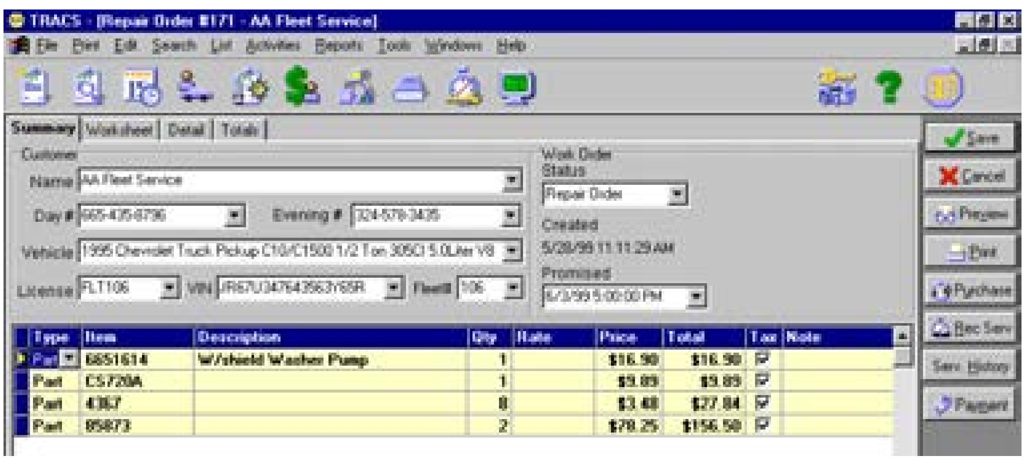
How To **(continued)**

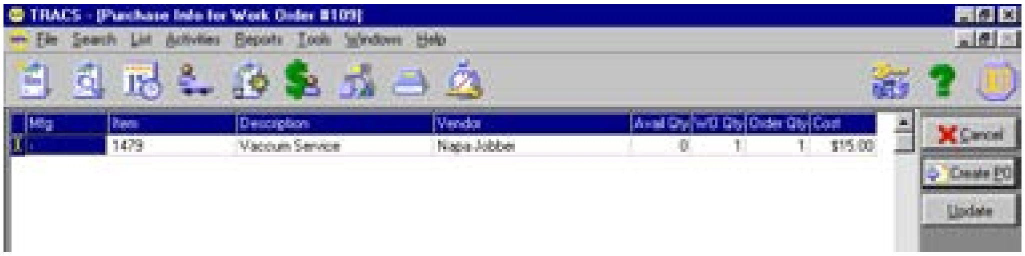
Step	Action
2	Click one of the following folders to select from the type of Work Orders: • **Estimates** • **Repair Orders** • **Complete** • **Invoices** • **Canceled** • **All** and the available work orders of that type display.
3	Click to select the work order from which the PO is to be generated.
4	Click the **Edit** button and the work order displays with the **Summary** folder active.



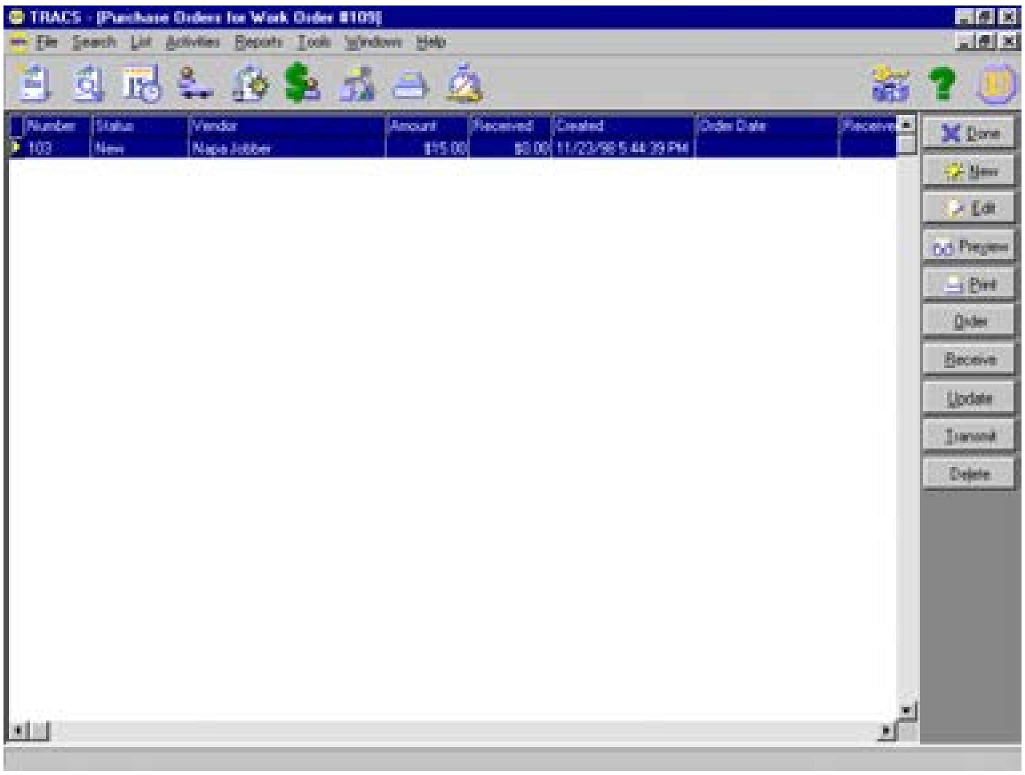
5	Click the **Purchase** button, and the **Purchase Info for Work Order** form displays. ***Note***: At this point, you can view the available quantity to determine if you need to order additional parts. If you don't need to purchase any items, you can click the **Cancel** button.

Continued on next page

How To (continued)



Step	Action
6	Click the **Create PO** button if you want to purchase additional items, and the **Purchase Orders for Work Order** form displays.



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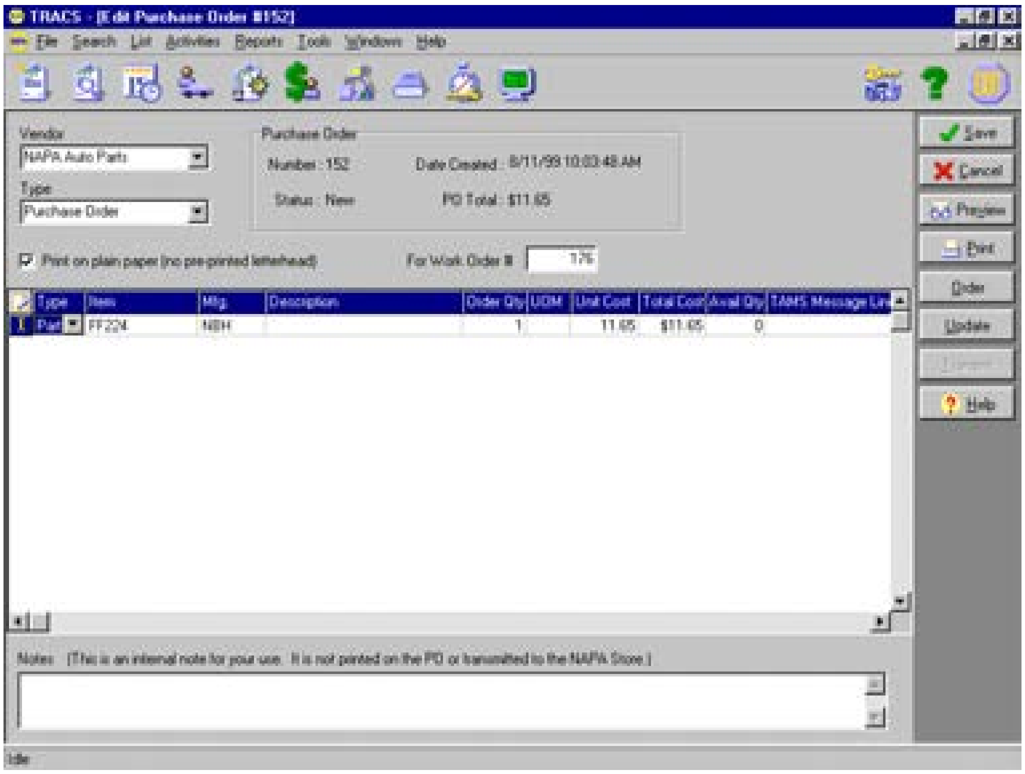
How To (continued)

Step	Action
7	Click the **Edit** button if you want to edit the PO, and the **Edit Purchase Order** form displays.
8	Click to select an item on the PO, and a yellow arrow displays to the left of the item type.



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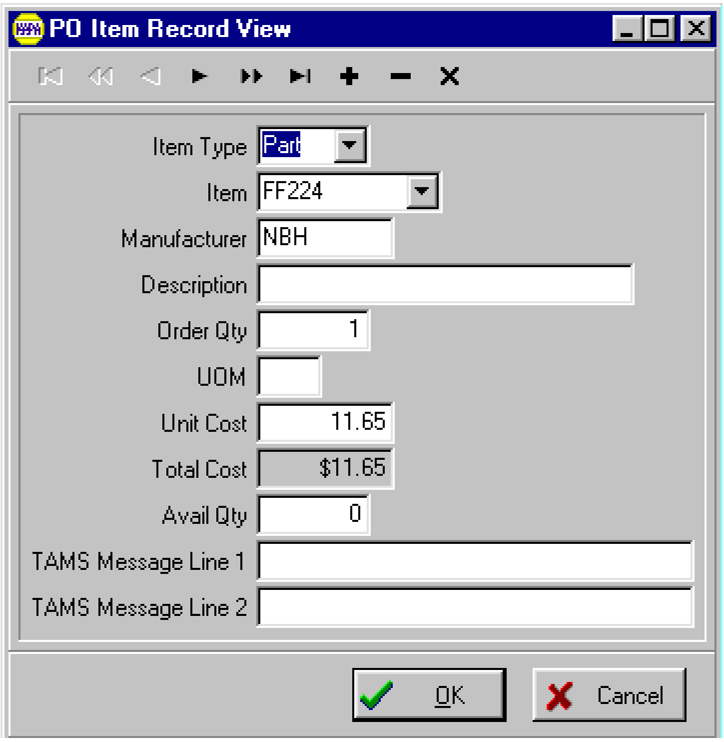
How To (continued)

Step	Action
9	Double-click the yellow arrow, and the **PO Item Record View** window displays.



10	Add or modify information as necessary.
11	Click the **OK** button, and the **Edit Purchase Order** screen redisplays.
12	Click the **Order** button, and the **Order Date** column populates with the current date and time, and the **Status** column changes from “New” to “Open.”

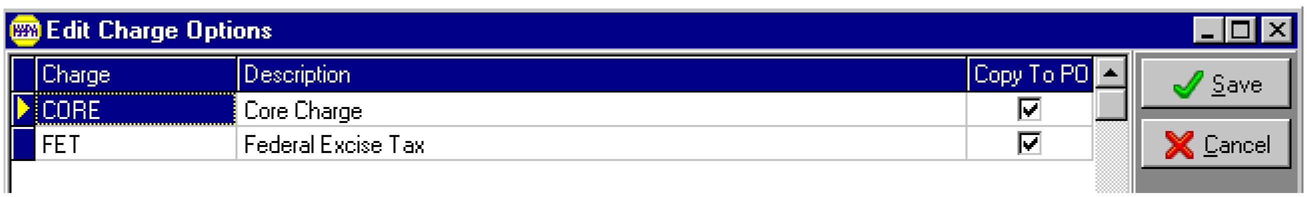
Continued on next page

How To

To copy additional charges onto a purchase order, perform the following step from the **Purchase Order for Work Order** form:

Step	Action
1	From the main TRACS screen, choose the option labeled **Activities** from the menu at the top of the screen.

2.	A drop menu will appear. Select **Charge Options**.
3.	A screen titled Edit Charge Options will appear.



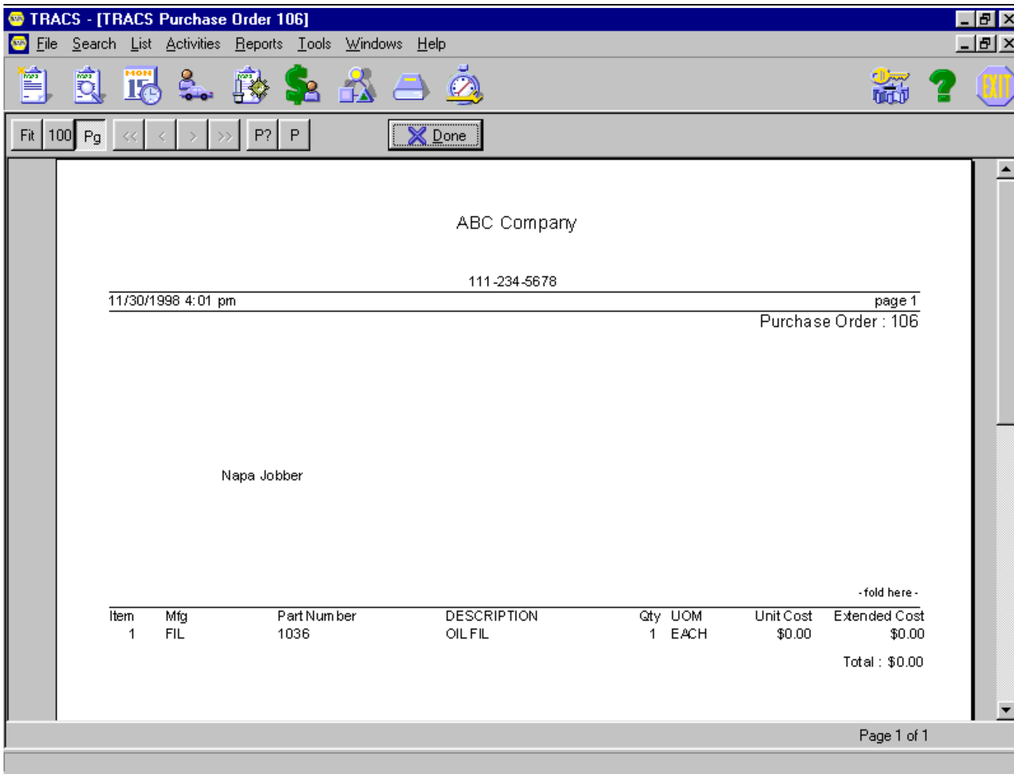
4.	Various charges that can be applied to a purchase order will be shown. **Charges that you do not want to be copied to a purchase order require that the check be removed from each charge under the area titled Copy To PO.** To remove the check and the charge, double click the check(s) you wish to remove.
5.	Once all charges have been adjusted, click the **Save** button to exit

Continued on next page

How To

To preview your purchase order, perform the following step from the **Purchase Order for Work Order** form:

Step	Action
1	Click the **Preview** button, and the purchase order displays on your monitor.



Placing the Order

Depending on your relationship with your vendor, you might call or fax your vendor to place your order.

Printing a Purchase Order

There might be times when you want to print a PO. This can be done from the **Purchase Order for Work Order** form.

Continued on next page

How To To print your purchase order, perform the following step:

Step	Action
1	Click the **Print** button, and the purchase order is sent to your default printer.

How To To transmit a NAPA order to your local NAPA Auto Parts Store, perform the following step from the **Purchase Order for Work Order** form:

Step	Action
1	Click the **Transmit** button, and the order is processed at your NAPA store. The **Transmitted** column displays a **Y** indicating that the purchase order has been transmitted successfully. ***Note***: Before you can transmit an order, you must have marked the items to be ordered using the **Order** button. (See the "How To Purchase Items for a Work Order" section.)

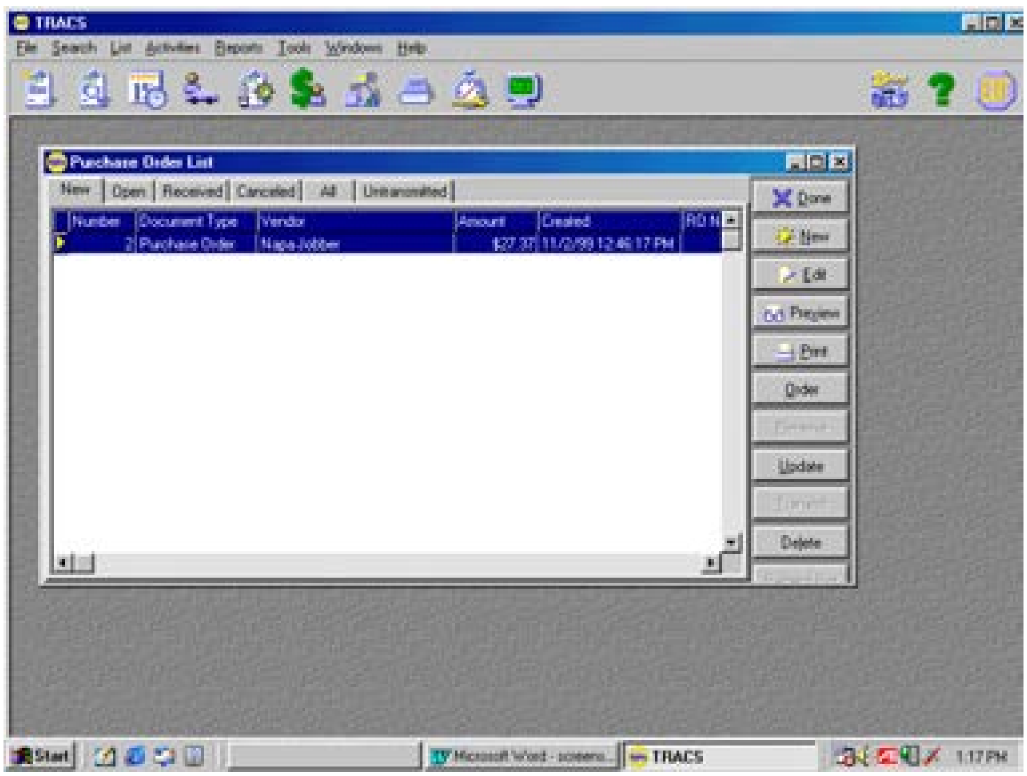
Receipt of Parts When you receive your parts, you will want to mark your PO that items have been received.

You can do this on the **Purchase Orders for Work Order** form:

Continued on next page

How To To mark a PO with received parts, perform the following steps:

Step	Action
1	Click the **Purchasing and Purchase Orders** icon, and the Purchase Order List screen displays.

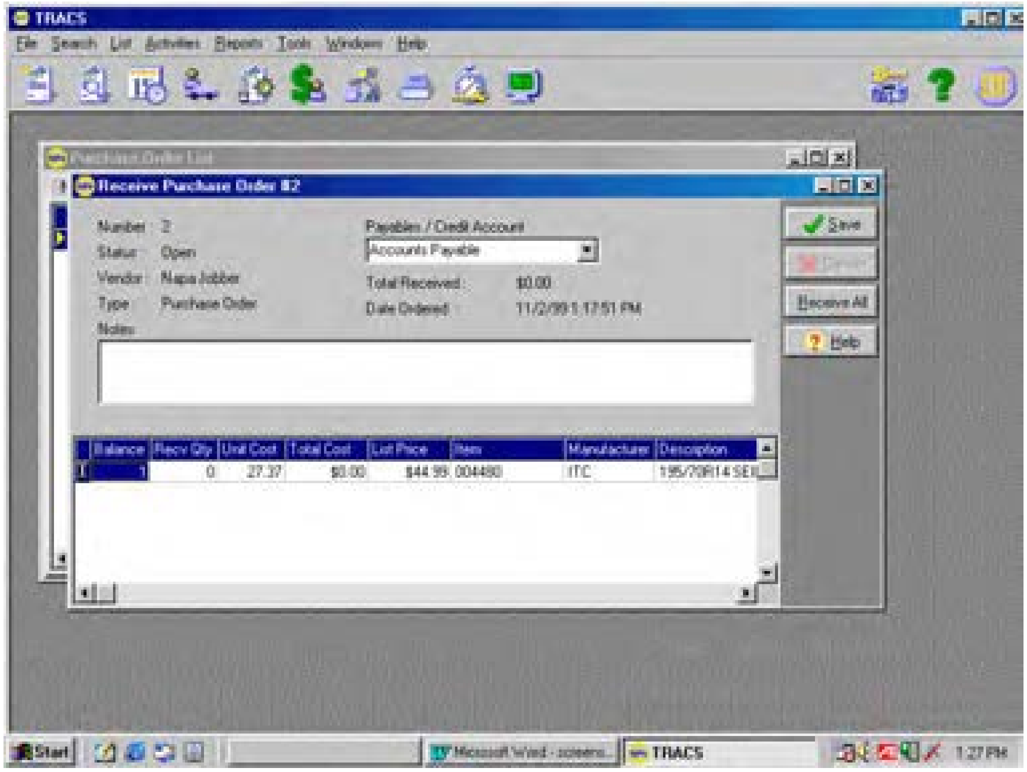


2	Click the **Open** tab.
3	Click to highlight the appropriate purchase order.

Continued on next page

How To (continued)

4	Click the **Receive** button., and the **Receive Purchase Order #2** screen displays.



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How To (continued)

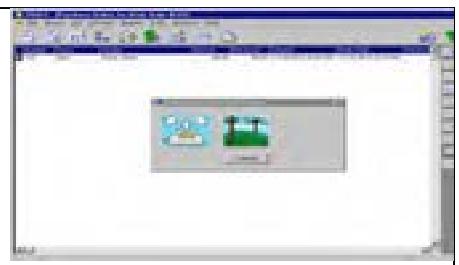
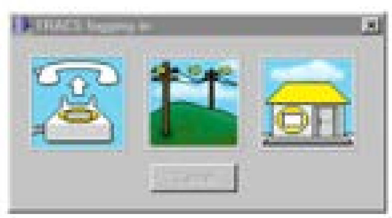
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>Refer to the following table to determine your next step:
<table><tr><th>IF…</th><th>THEN…</th></tr><tr><td>you received a partial order,</td><td>type the number of items you received in the Recv Qty field.</td></tr><tr><td>you received all of the items you ordered,</td><td>click the Receive All button, and the system will move the quantity in the Balance column to the Recv Qty column.

Note: The item cost associated with the repair order will be updated.</td></tr></table></td></tr>
<tr><td>6</td><td>Click the Save button to save and close the PO, and the inventory is updated.</td></tr>
</table>

Continued on next page

How To

To update prices for items in your work order without placing an order, perform the following steps:

<table>
<tr><th>Step</th><th colspan="2">Action</th></tr>
<tr><td>1</td><td colspan="2">Click the Purchase button while in a work order.</td></tr>
<tr><td>2</td><td colspan="2">Refer to the following table to determine your next step:
<table>
<tr><th>IF you have…</th><th>THEN…</th></tr>
<tr><td>multiple jobbers,</td><td>1. Click to select the appropriate jobber.
2. Click the Use button.</td></tr>
<tr><td>have a single jobber,</td><td>go to the next step.</td></tr>
</table>
</td></tr>
<tr><td rowspan="2">3</td><td>Click the Update button from the Order for Work form, and the Connecting to the NAPA store message displays if you have a valid connection to your modem and the correct information setup for your NAPA Auto Parts Store.</td><td></td></tr>
<tr><td>When you connect to the store, the TRACS logging in message displays.</td><td></td></tr>
</table>

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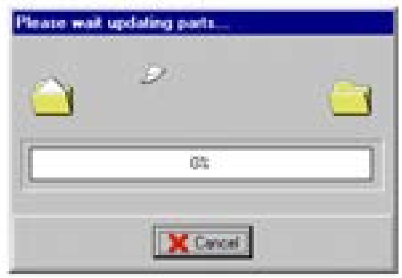
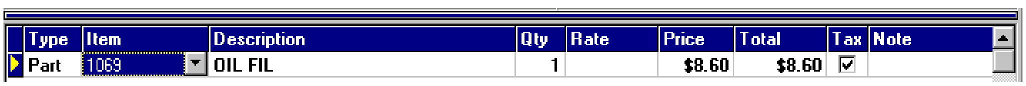
How To (continued)

Step	Action	
3 (cont.)	The system displays the **Please wait updating parts…** message as the system updates the prices on your work order. When the update is complete, your new prices display on the **NAPA Access Status for Update** form.	



Type	Item	Description	Qty	Rate	Price	Total	Tax	Note
Part	1069	OIL FIL	1		$8.60	$8.60	☑	

4	Click the **Done** button. You have now updated your prices for items on your purchase order.

Continued on next page

Globally Updating Your Prices

You can update your NAPA prices to get the most current prices even when you are not purchasing items.

For example, you might want to investigate current, updated prices of various oil filters without creating a new purchase order. You can search for all NAPA oil filters, and then update your prices globally for those filters.

How To

To update prices globally, perform the following steps:

Step	Action
1	Click the **Work with Items** icon, and the **Item List** form displays with the **All Items** folder active.
2	Click the **Find** button, and the **Find Item** form displays.
3	Type the desired search criteria from the appropriate field, if necessary.
4	Click the **Find** button, and all items matching your search criteria display.
5	Click the **Update** button and the **Connecting to the NAPA store** message displays if you have a valid connection to your modem and the correct information setup for your NAPA Auto Parts Store. ***Note***: If you connect to the store, the TRACS logging in message displays.
6	The system displays the **Please wait updating parts…** message as the system updates the prices on your work order. When the update is complete, your new prices display on the **NAPA Access Status for Update** form. You have now updated your prices globally.

Assigning a Technician

Entering a Technician

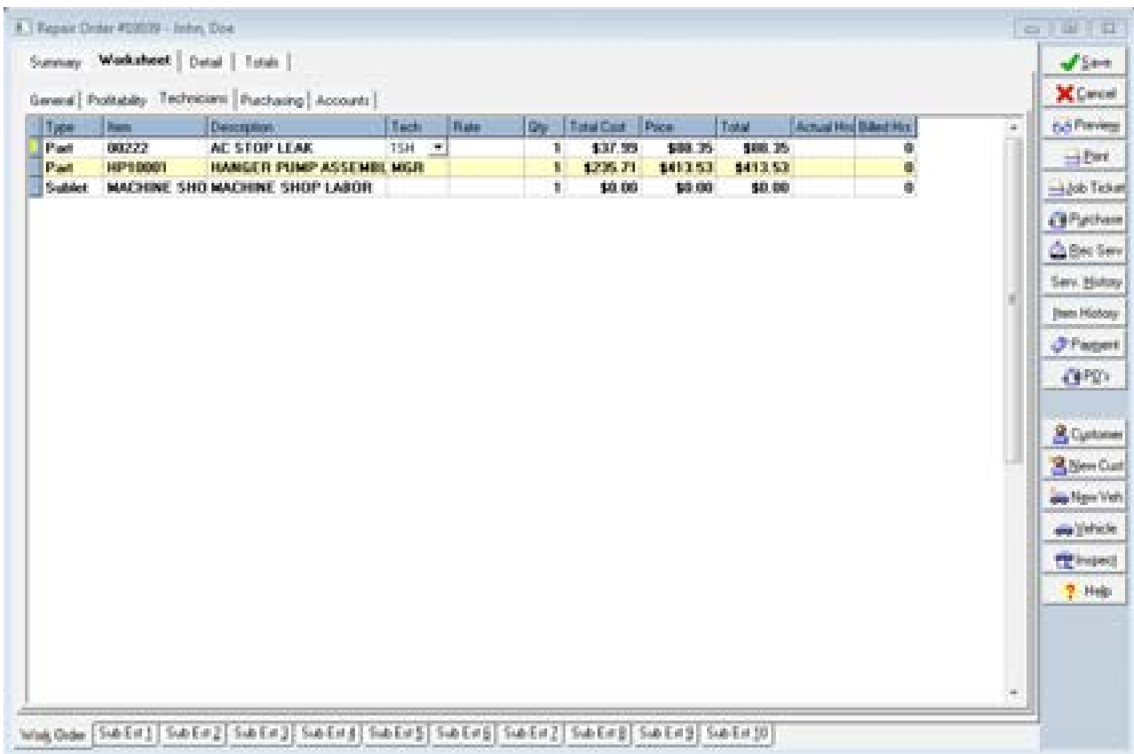
The **Technicians** folder allows you to assign a technician to each individual item in a work order. In order to assign a technician, you need to first add that item to your estimate or work order.

You may also assign a technician to the every item in the work order from the **Summary** tab.

How To

To assign a technician to an item, perform the following steps:

Step	Action
1	Click to select the **Worksheet** folder.
2	Click to select the **Technicians** subfolder.
3	Click to select the **Tech** field or on the down arrow located in the **Tech** field, and the drop-down list of employees displays.



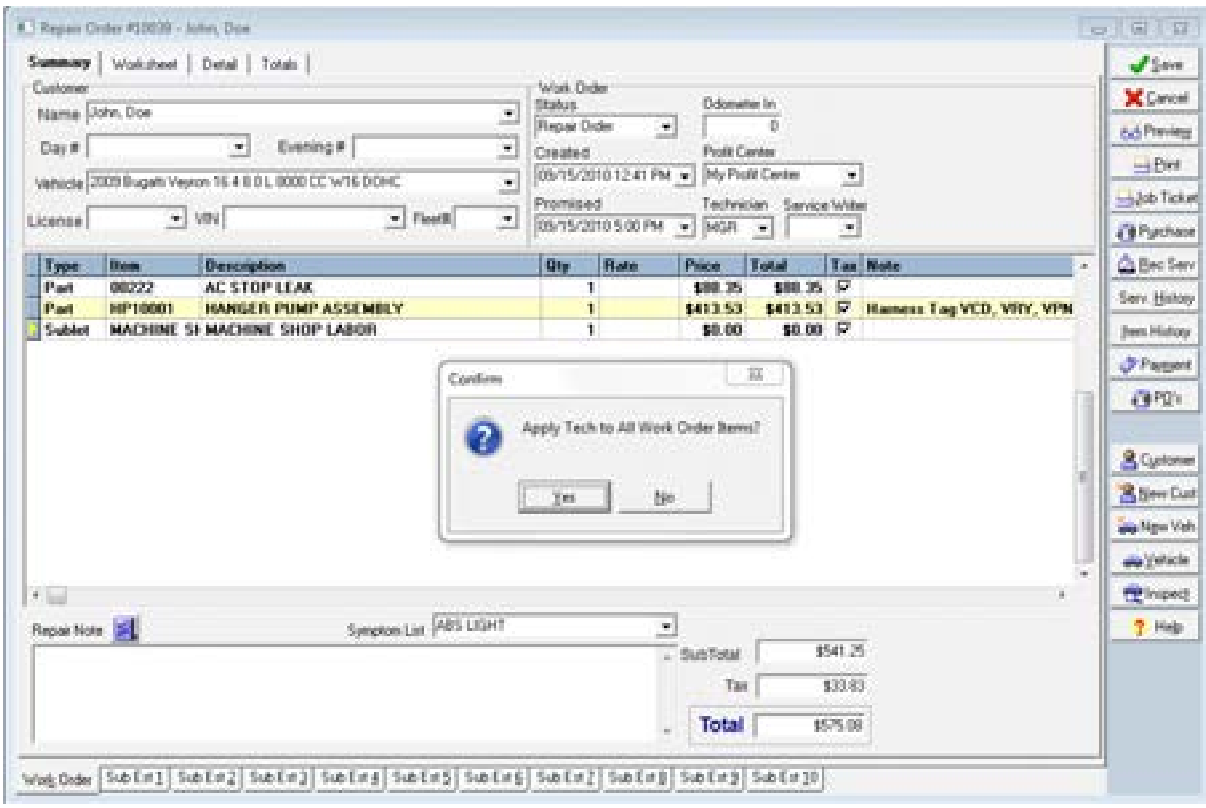
Step	Action
4	Click to select a technician from the drop-down list, and the technician's initials are entered in the **Tech** field.

Continued on next page

Assigning a Technician, Continued

How To To assign a technician to an entire work order, perform the following steps:

Step	Action
1	Click to select the **Summary** folder.
2	Click to select the **Technician** field, and the drop-down list of employees displays.
3	Click to select a technician from the drop-down list, and the technician's initials are entered in the **Technician** field.
4	Click Yes to confirm, and the technician will be applied to all work order items.



Working with Job Tickets

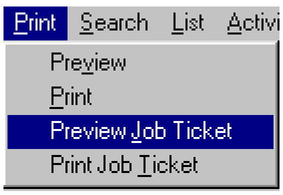
Overview

A job ticket tells the technician what type of service to provide to a vehicle. You can preview or print a job ticket from an open work order.

How To

To preview a job ticket for an open work order, perform the following steps:

Step	Action
1	Click to select **Print** on the TRACS main menu, and the **Print** pull-down menu displays.



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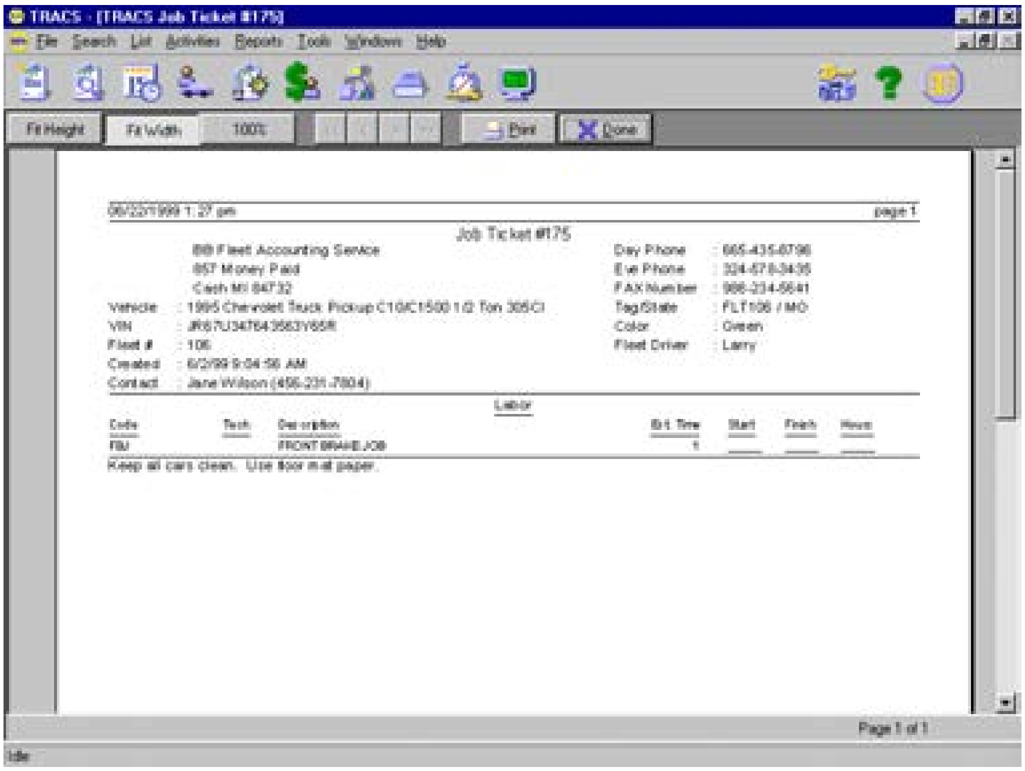
How To **(continued)**

Step	Action
2	Click to select **Preview Job Ticket**, and the job ticket for the open work order displays.



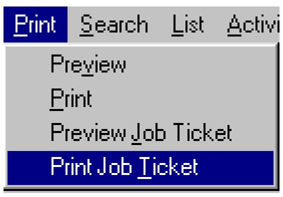
Step	Action
3	Click the **Done** button when you have finished viewing the job ticket. You have now previewed a job ticket for an open work order.

Continued on next page

How To

There are two ways to print a job ticket:
You may use the job ticket button from the Work Order screen or perform the following steps:

Step	Action
1	Click to select **Print** on the TRACS main menu, and the **Print** pull-down menu displays.



Step	Action
2	Click to select **Print Job Ticket**, and the job ticket for the open work order is sent to your printer. You have now printed a job ticket for an open work order.

Working with Sub-Estimates

Sub-Estimates

Each Work Order has ten optional sub-estimates. Each can show a different repair scenario, having the features of a full Work Order.

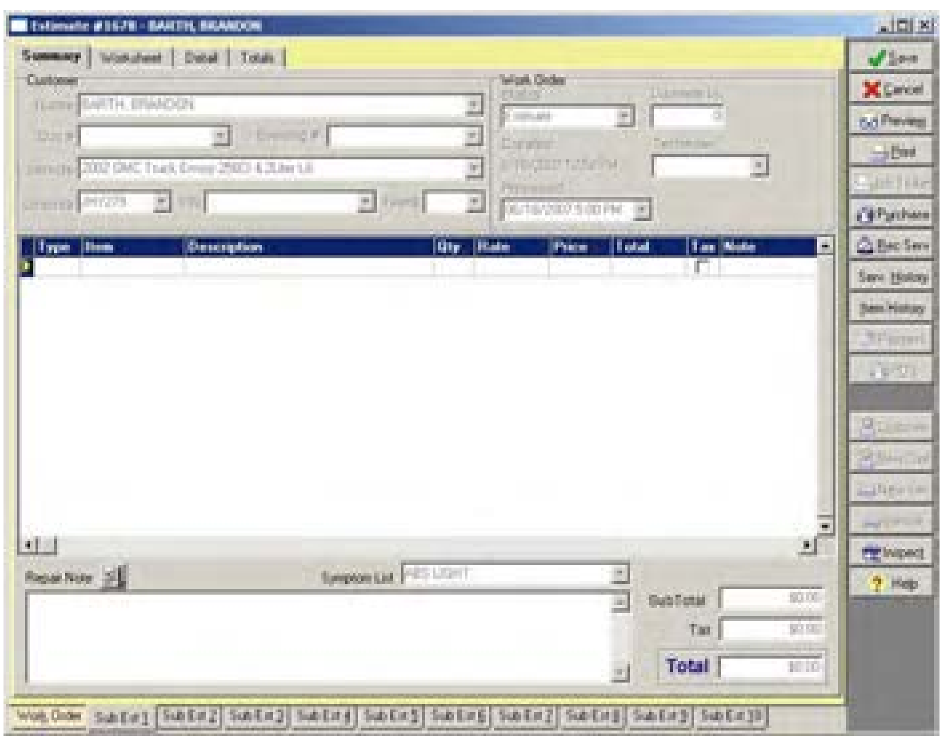
Features of Sub-Estimates:

- Each sub-estimate will be automatically priced based upon the existing customer pricing profile
- Each sub-estimate has its own supplies charges and Total
- Each sub-estimate can be previewed or printed.
- Each sub-estimate can have its own discount

How To

To add items to a sub-estimate, perform the following steps:

Step	Action
1	Click one of the **Sub Est** tabs at the bottom of the Estimate or Work Order window.
2	Add items to the estimate just as you would to a full Work Order.



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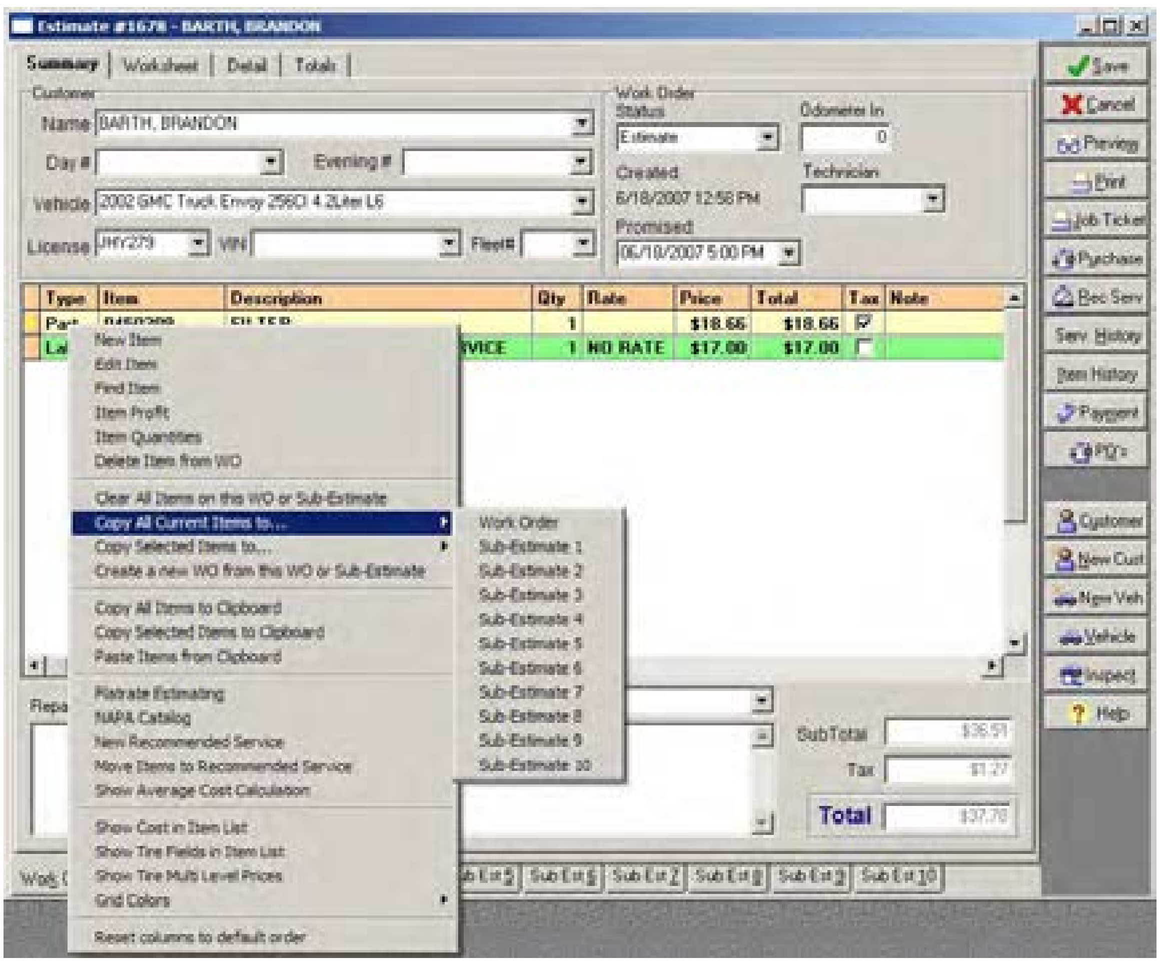
Step	Action
3	From a **Work Order** or **Sub-Estimate** window, you can also drag and drop items onto the Sub-Estimate tabs. Simply click on the item, and keeping the mouse button down, drag to a Sub-Estimate tab.
4	You can drag and drop multiple items at a time by holding down the **Control** key on your keyboard to select the items first, and then dragging.
5	The Sub-Estimate tab will turn green when an item has been successfully dragged onto it.
6	After dragging an item, when you open up the Sub-Estimate tab, that item will be listed there.

Continued on next page

Step	Action
7	From a **Work Order** or **Sub-Estimate** window, you can also right-click on an item to send it to a different Sub-Estimate.
8	Right click on an item and choose **Copy All Current Items To** and choose a Sub-Estimate from the list. This will put all of the items listed in the current estimate into the Sub-Estimate that you choose.
9	To copy only selected items rather than the entire list, right click on an item and choose **Copy All Selected Items To** and choose a Sub-Estimate from the list.



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Working with Sub-Estimates, Continued

Step	Action
10	Once a Sub-Estimate contains items, the tab is colored yellow.
11	Hovering over a Sub-Estimate tab gives you information about the number of items and the current price of that estimate.
12	Adding items to a Sub-Estimate automatically saves that Sub-Estimate for later retrieval. It will be there the next time that you open the Work Order.

Saving a New Estimate

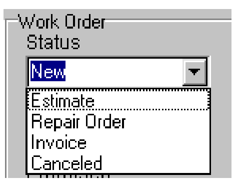
New Estimate Status

When you create a new estimate, the estimate status defaults to **New**. This creates a temporary working environment for you to consider estimate variables. If you decide that you would like to save this estimate and return to it at a later time, you will need to change your status.

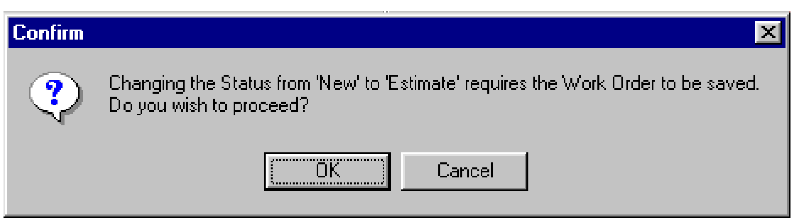
How To

To change your new estimate status, perform the following steps:

Step	Action
1	Click to activate the **Summary** folder on the **New Estimates** form.
2	Click the **Status** field in the **Work Order** box, and the work order status drop-down list displays. ***Note***: You cannot save a work order as new.



3	Select the appropriate type of work order, and a **Confirm** message displays to verify your action.



4	Click the **OK** button.

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Saving a New Estimate, Continued

How To

To save and close your work order, perform the following step:

Step	Action
1	Click the **Save** button on the **New Estimates** form. Your work order will be saved and the TRACS main screen displays.

Opening an Existing Work Order

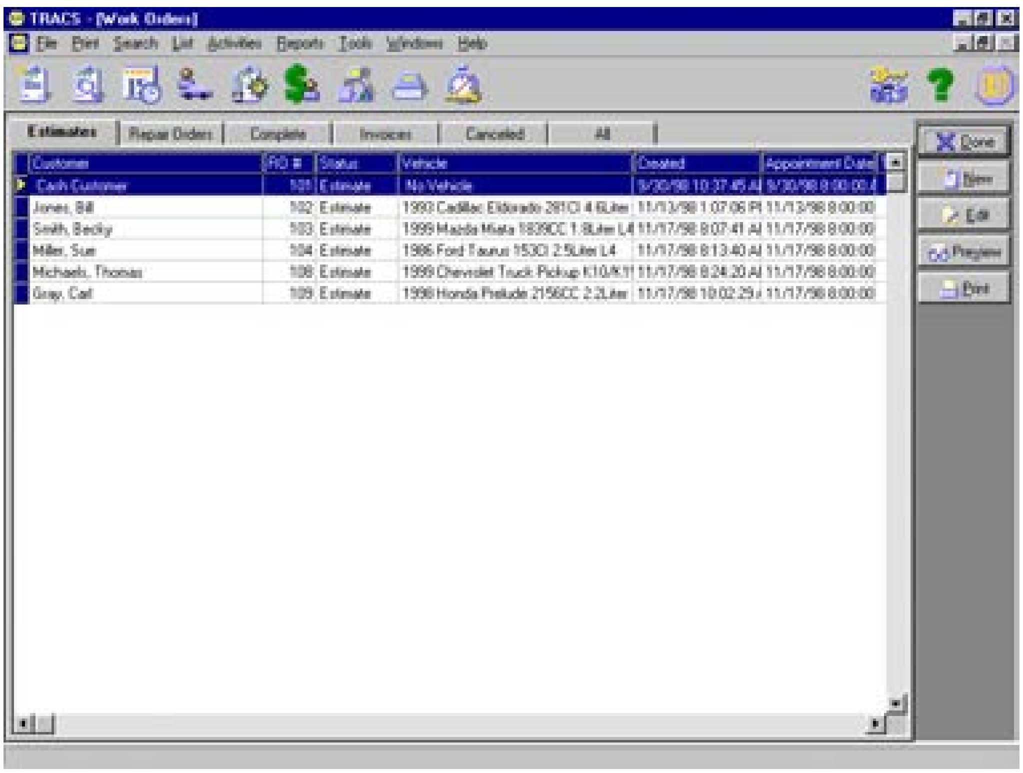
Existing Work Orders

Once a work order has been saved, you can open it at any time for viewing or editing.

How To

To display work orders that have been saved, perform the following steps:

Step	Action
1	Click the **Find Work Orders** icon from the TRACS main screen, and the **Work Orders** form displays.



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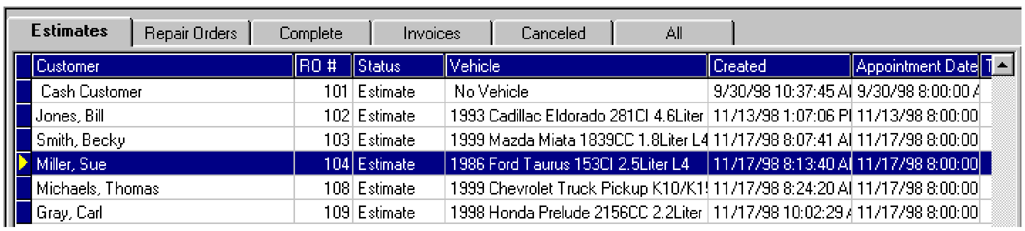
Opening an Existing Work Order, Continued

How To **(continued)**

Step	Action
2	Click one of the following folders to find the work order you want to open: • **Estimates** • **Repair Orders**
3	Click to select a work order.



Customer	RO #	Status	Vehicle	Created	Appointment Date	T
Cash Customer	101	Estimate	No Vehicle	9/30/98 10:37:45 AI	9/30/98 8:00:00 A	
Jones, Bill	102	Estimate	1993 Cadillac Eldorado 281CI 4.6Liter	11/13/98 1:07:06 PI	11/13/98 8:00:00	
Smith, Becky	103	Estimate	1999 Mazda Miata 1839CC 1.8Liter L4	11/17/98 8:07:41 AI	11/17/98 8:00:00	
Miller, Sue	104	Estimate	1986 Ford Taurus 153CI 2.5Liter L4	11/17/98 8:13:40 AI	11/17/98 8:00:00	
Michaels, Thomas	108	Estimate	1999 Chevrolet Truck Pickup K10/K1!	11/17/98 8:24:20 AI	11/17/98 8:00:00	
Gray, Carl	109	Estimate	1998 Honda Prelude 2156CC 2.2Liter	11/17/98 10:02:29 /	11/17/98 8:00:00	

4	Click the **Edit** button, and the selected work order displays.

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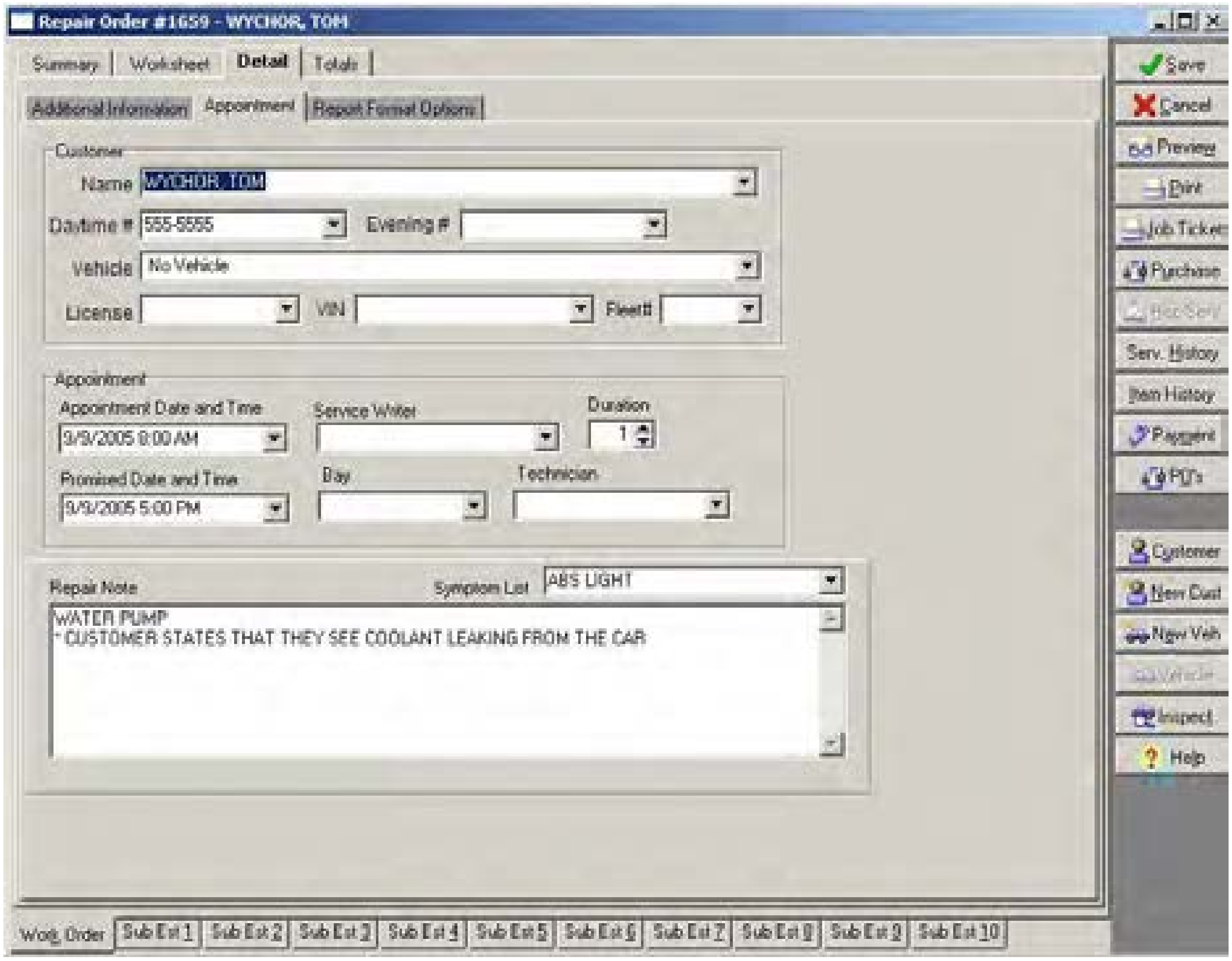
How To (continued)



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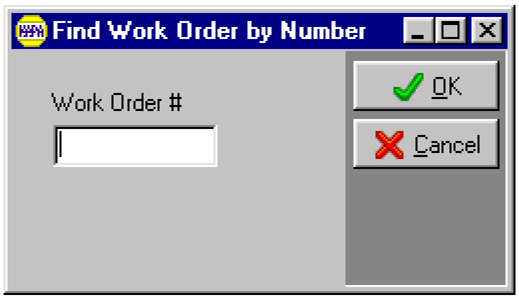
Finding Existing Work Orders by Number

If the work order number is available, you may search for an existing work order by that number.

How To

To find an existing work order by number, perform the following steps:

Step	Action
1	Click the **Find** button on the **Work Orders** screen, and the **Find Work Order by Numbers** window displays.



2	Type the work order number in the **Work Order #** field.
3	Click the **OK** button, and the requested work order displays.

Documenting Technician Actuals

Technician Actuals

Once the technician has completed the service for the vehicle, you are ready to document who actually performed the service and the technician's actual hours.

How To

To document technician information, perform the following steps:

Step	Action
1	Open the work order as indicated in the "How to Find an Existing Work Order by Number" section.
2	Click the **Worksheet** folder to display the following subfolders: • **General** • **Profitability** • **Technicians** • **Purchasing** • **Accounts**
3	Click to select the **Technicians** subfolder.
4	Click the first row in the **Tech** column, and the drop-down list displays the available technicians.

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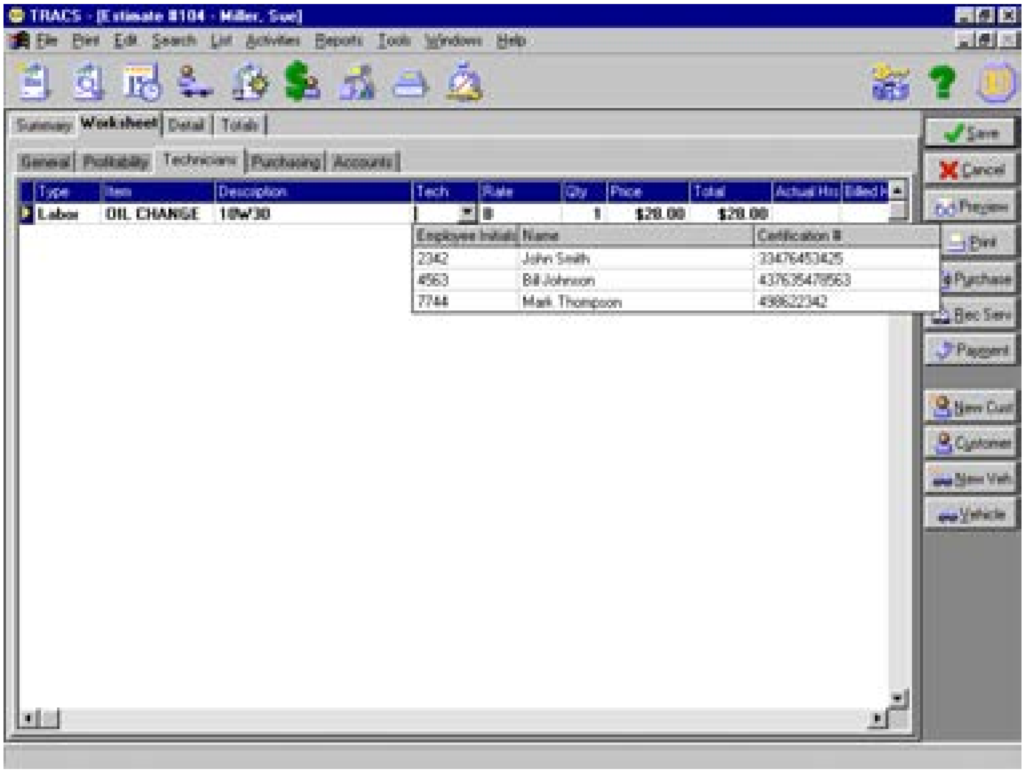
How To (continued)



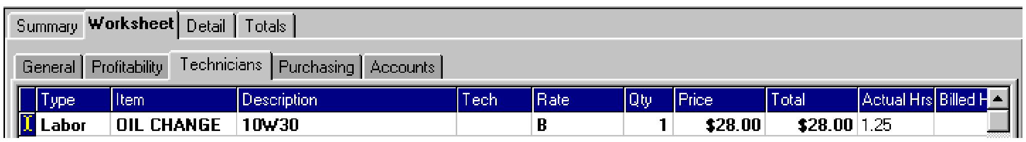
Step	Action
5	Click to select the name of the technician who performed the service on the vehicle.
6	Click to select the first row in the **Actual Hours** column.

Continued on next page

Documenting Technician Actuals, Continued

How To (continued)

Step	Action
7	Type the actual number of hours that the technician spent performing the service. ***Note:*** Type partial hours as numeric values (for example, one hour and fifteen minutes would be entered as 1.25). This figure represents technician productivity reporting for labor gross profits.



8	Click the **Save** button. Your technician information will be saved and the **Work Order** form will display the available work orders.
9	Click the **Done** button, and the TRACS main screen displays.

Completing an Order

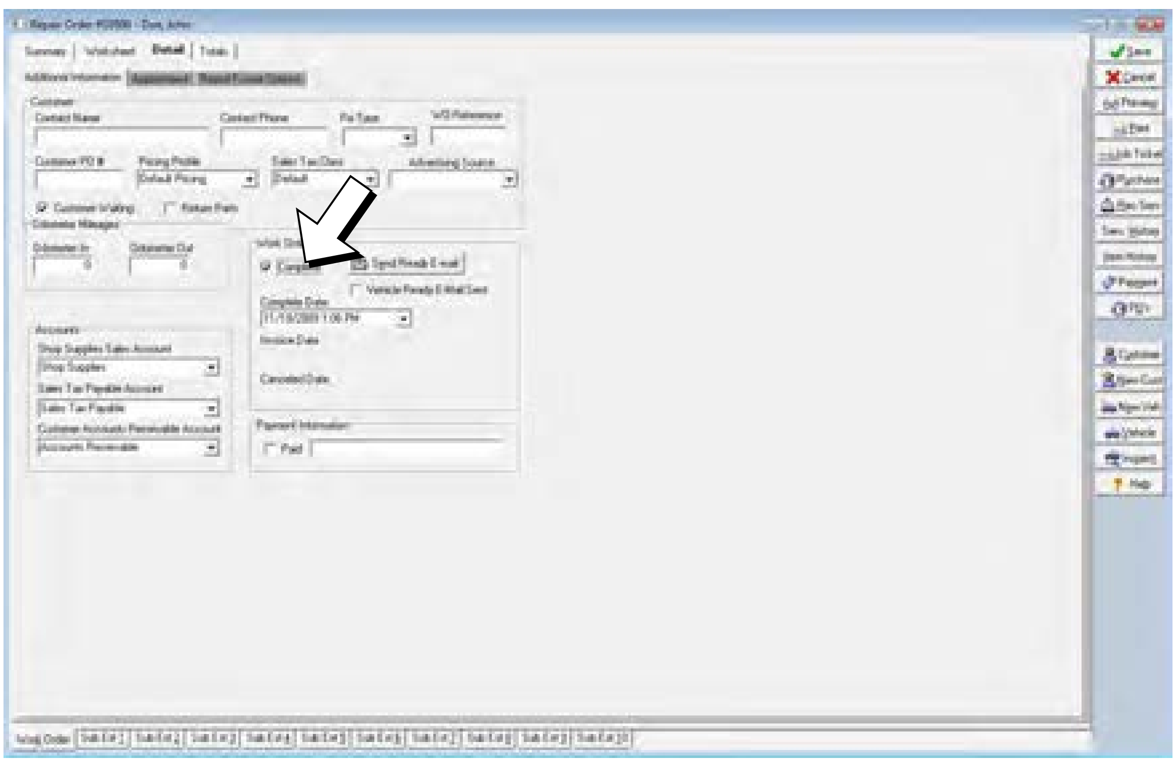
Marking a Repair Order as Complete

Once service has been performed on a vehicle, it should be marked as complete so that it will display under the completed list of work orders. This is helpful when customers call to find out if their cars are ready to be picked up. You can also send an e-mail to the customer when their order is complete.

How To

To mark a repair order as complete, perform the following steps:

Step	Action
1	Click the **Detail** folder from an open repair order.
2	Click the **Additional Information** subfolder if it is not already active.
3	Click to place a checkmark in the **Complete** field in the **Work Order Times** box. ***Note:*** This field is not available for estimates. Change the work order status to repair order, then perform this task. (See the "Changing Status and Saving a Work Order" section.)



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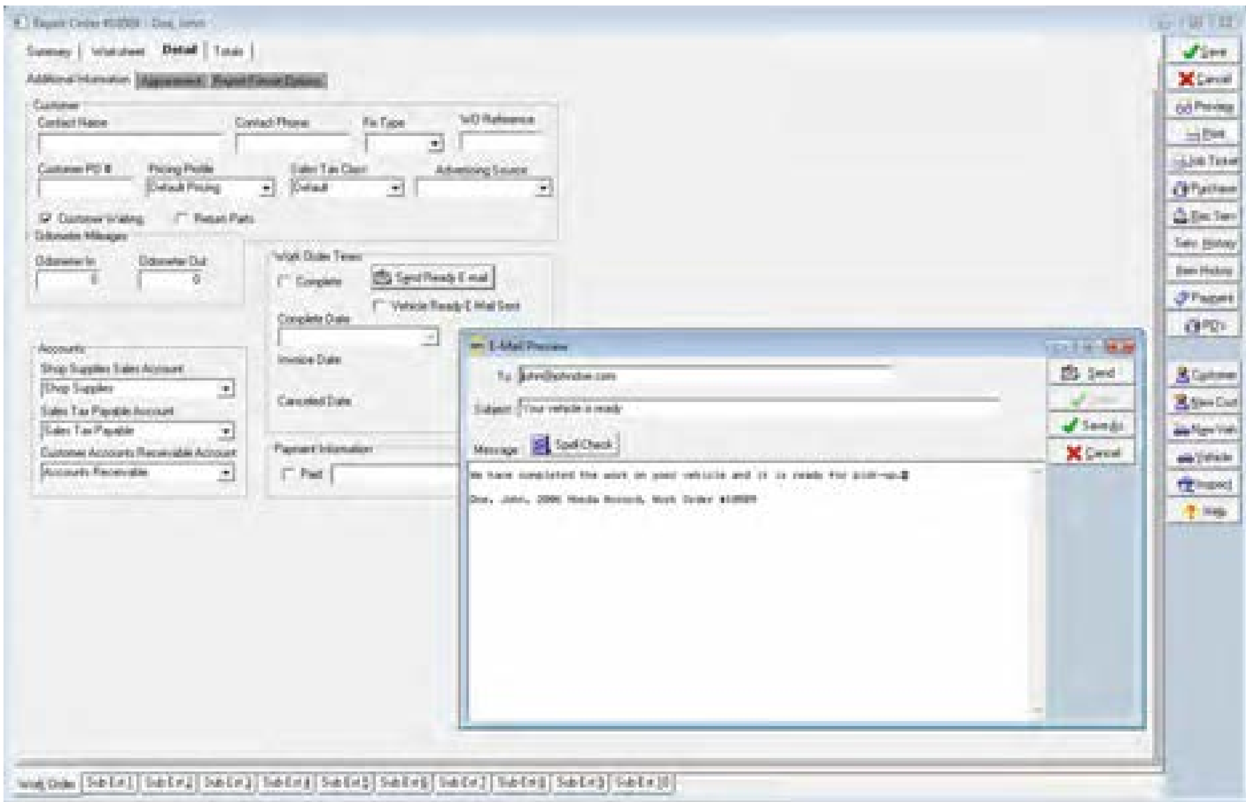
How To (continued)

Step	Action
4	To send an e-mail to the customer informing them that the repair order is complete, click the **Send Ready E-Mail** button.
5	A preview of the e-mail will appear for you to edit or approve. Click **Send** to send the e-mail.
6	The **Vehicle Ready E-Mail Sent** box will now be checked.



Working with Invoices

Creating an Invoice

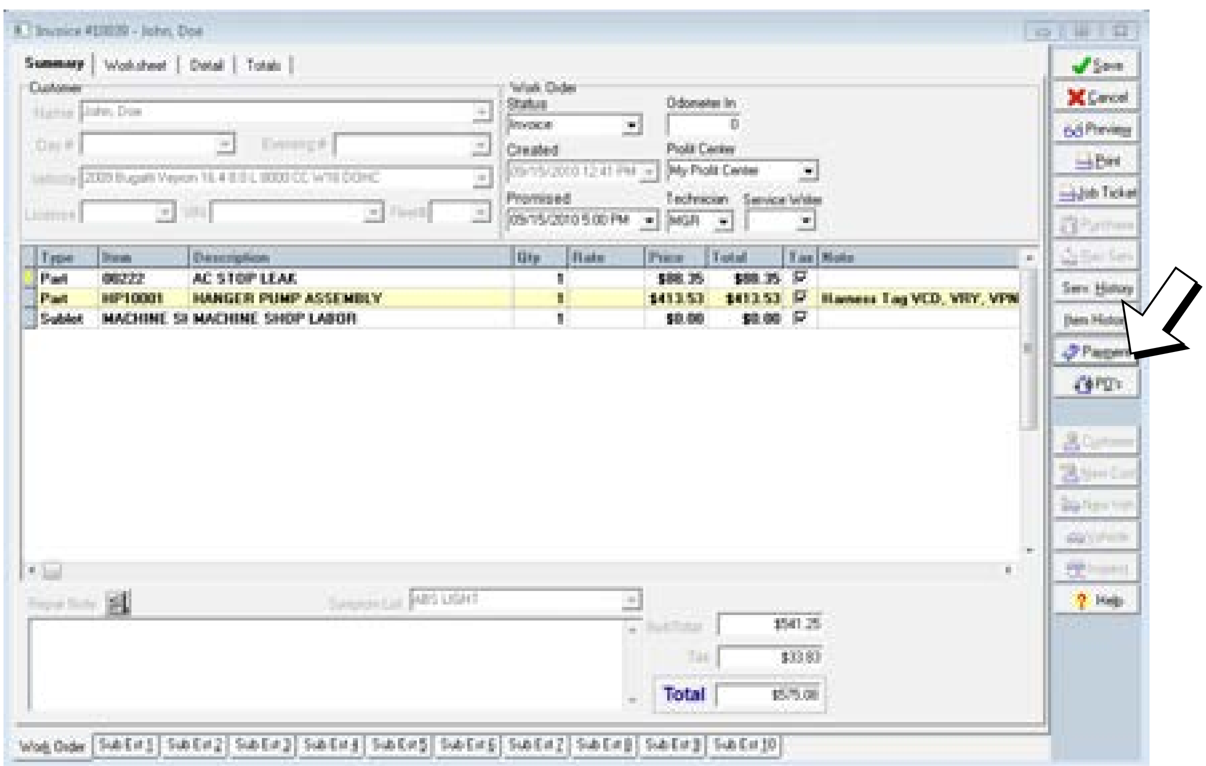
When the customer comes in to pick up the car and pay for the service, you can change the work order status to an invoice.

Important: Once you change a work order status to Invoice, it **cannot** be changed back. If additional services need to be added when the customer comes to pick up the vehicle, you will need to create a new work order if you have already invoiced the current one.

How To

To apply a payment to an invoice, perform the following steps:

Step	Action
1	From an open invoice, click on the **Payment** button on the right.



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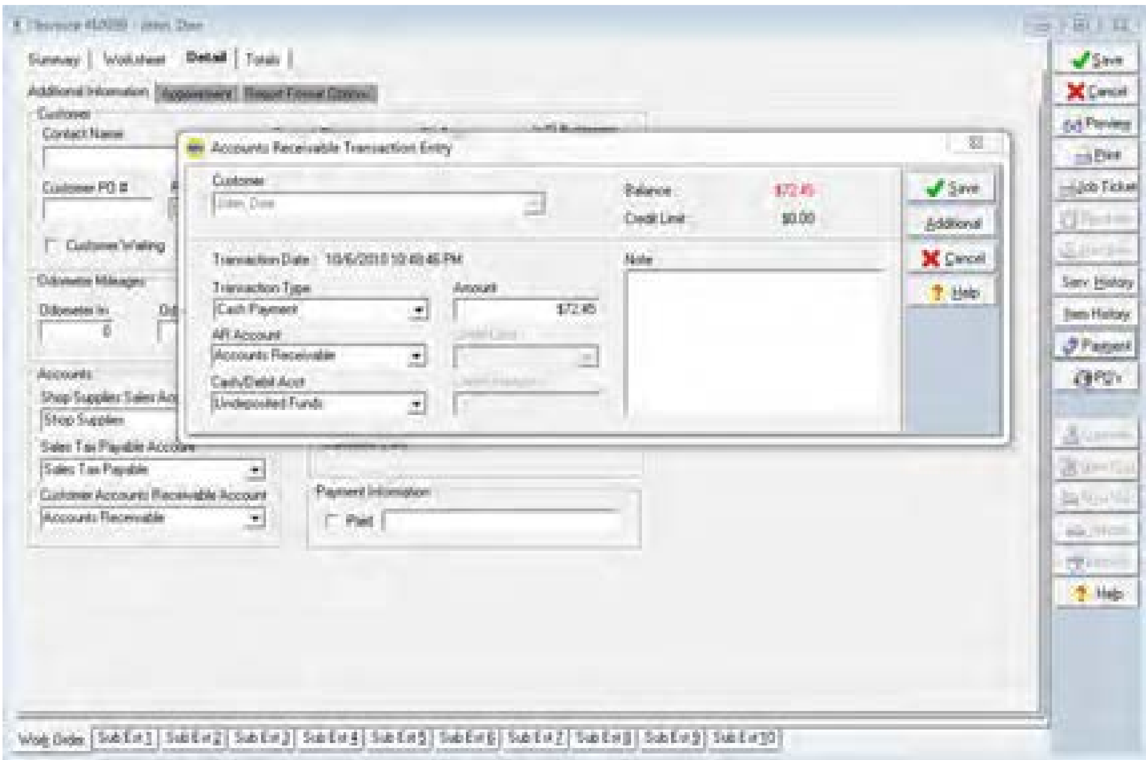
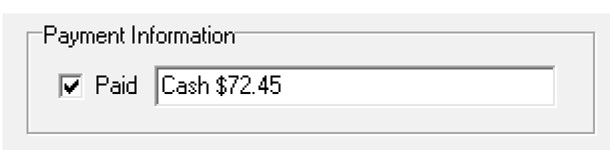
Working with Invoices, Continued

How To (continued)

Step	Action
2	When the **Accounts Receivable Transaction Entry** window appears, enter the payment amount and transaction type, along with any additional information and notes.
3	Click **Save**.



The payment information will automatically appear in the **Details** tab of the invoice.



Important: Note that if payments are applied through the **Accounts Receivable** page rather than through the invoice itself, the payment information will not appear on the invoice.

Document Viewing

Viewing Invoices

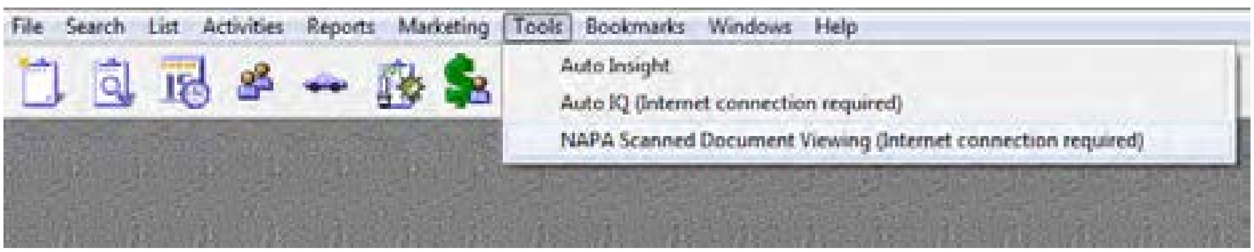
It is possible to view all of your scanned NAPA store invoices online, using the **Document Viewing** feature.

Note: An Internet connection is required for this feature.

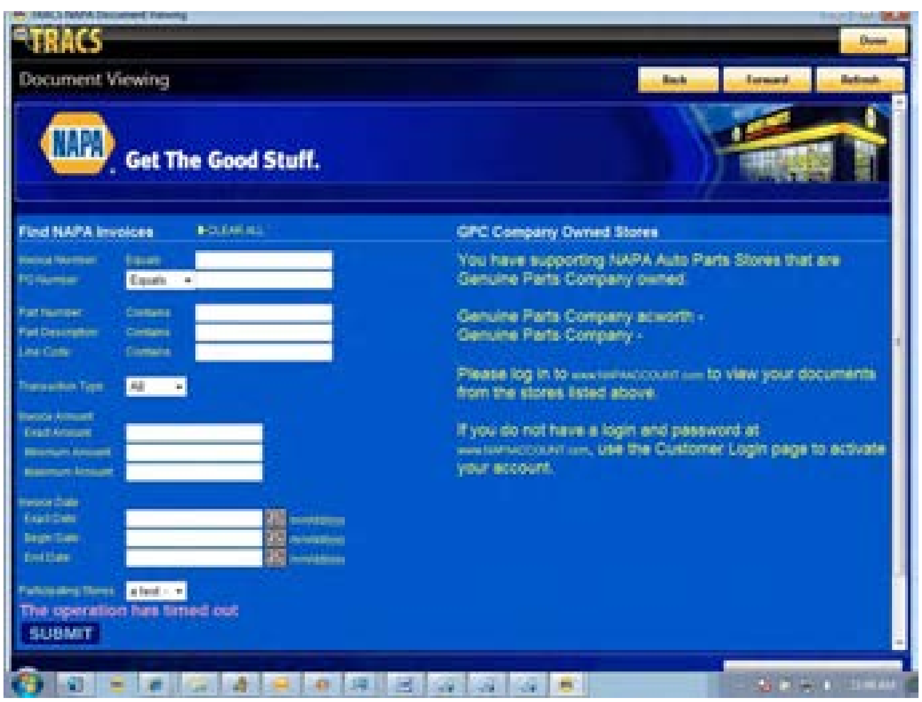
How To

To view an invoice online, perform the following steps:

Step	Action
1	From the TRACS top menu bar, choose **Tools** and then **NAPA Scanned Document Viewing**.



2	Search for a particular invoice using the search fields specified on the **Find NAPA Invoices** page and click **Submit**.



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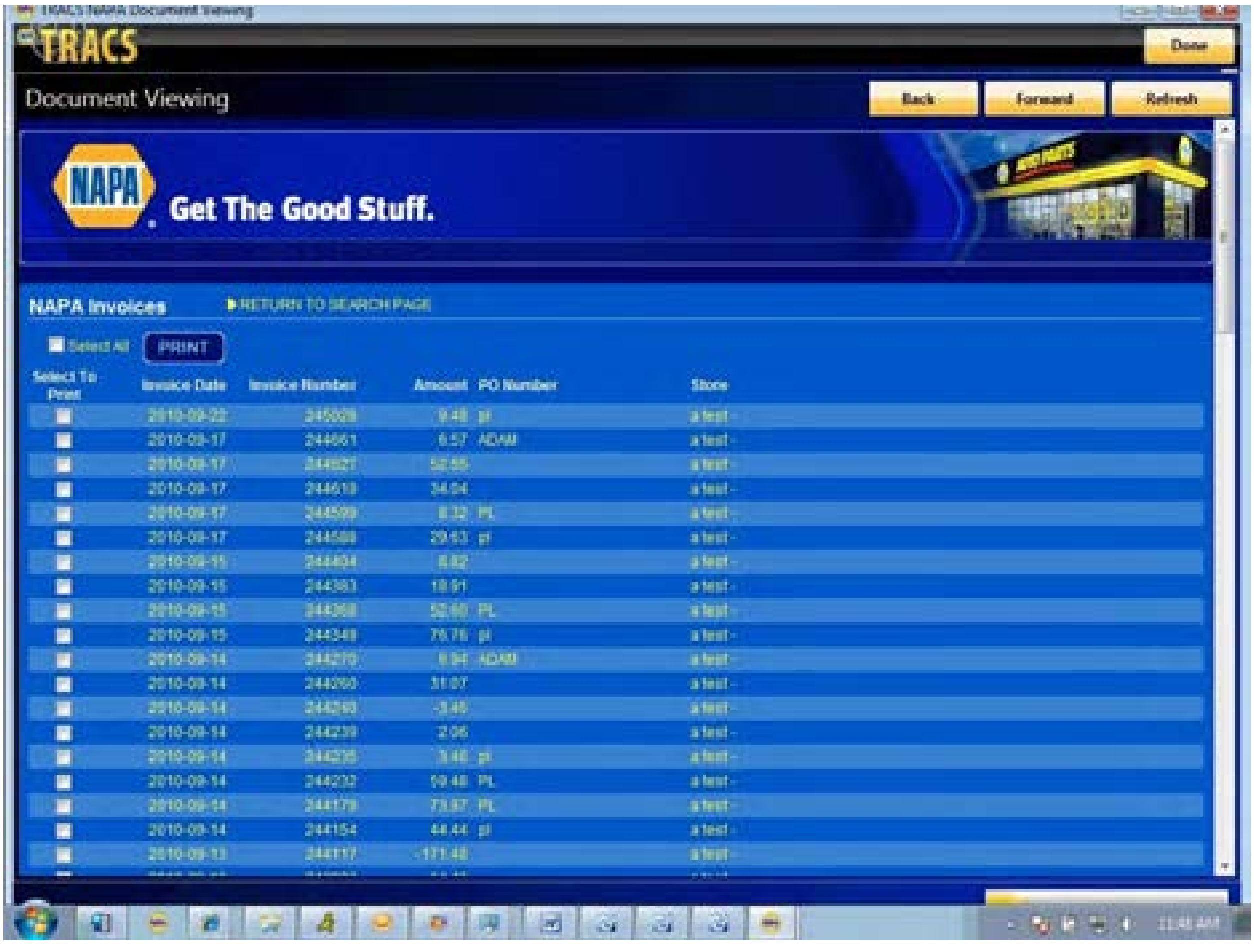
Document Viewing, Continued

How To (continued)

Step	Action
2	You will see a list of invoices that matched your search criteria.
3	To view an invoice, click on the link. Check the box to the left and click **Print** to send it to your printer.



Completing Customer Basics

This Chapter

Congratulations! The customer basics are now complete! You have performed the following tasks:

- Scheduled appointments
- Entered customers
- Entered vehicles
- Worked with items
- Ordered parts
- Changed your work order status
- Worked with technician information
- Completed a repair order

What's Next

You might need to perform some administrative functions such as recommending services for selected vehicles or generating reports. These topics are discussed in "Chapter 7: Administrative Features."

Chapter 7: Administrative Features

Recommended Services

Recommended Services

You might anticipate that a specific service (such as a tune-up or an oil change) should be performed on a vehicle by a certain date or mileage. You can enter this into the system as a recommended service.

The **Recommended Services** feature can be helpful if you want to identify, for example, all customers that are due for an oil change next month. Your technician can specify recommended services when he or she works with an individual vehicle. You can also use **Recommended Services** to generate mailings or generate new business.

When a customer comes in to have recommended services performed on a vehicle, you may copy that item directly to the current work order from the recommended service list.

Note: Items must exist in your items file to be placed on your recommended services list.

Automatic Recommended Services:
When a new vehicle is added to TRACS, a list of recommended services appropriate to that vehicle are added automatically. For more information about adding new vehicles, see Chapter Six.

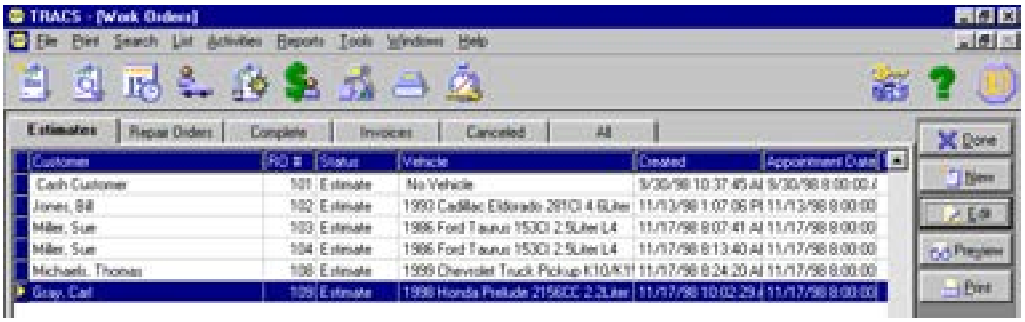
How To

To access the **Vehicle Recommended Services** form, perform the following steps:

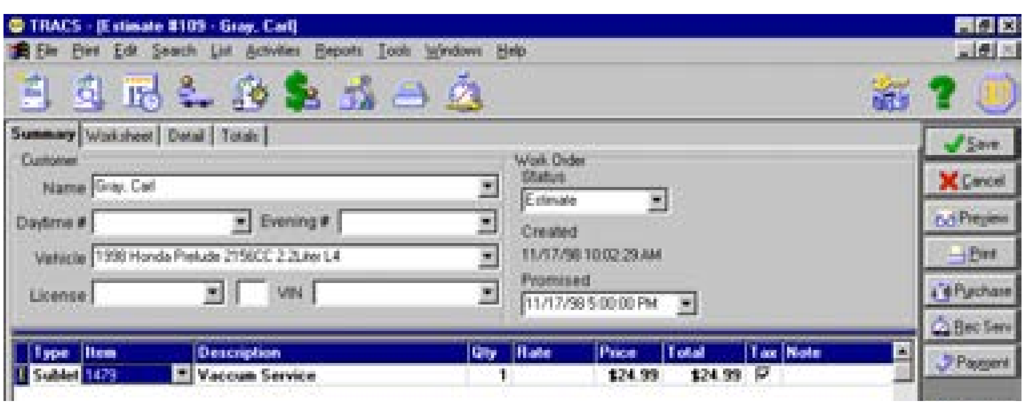
Step	Action
1	Click the **Find Work Orders** icon from the TRACS LINK main menu, and the **Work Orders** form displays.

Continued on next page

How To **(continued)**



Step	Action
2	Click one of the following folders to select from the type of work order: • **Estimates** • **Repair Orders** • **Complete** • **Invoices** • **Canceled** • **All** and the available work orders of that type display.
3	Click to select the work order to which the recommended service is to be added, edited, copied, or deleted.
4	Click the **Edit** button and the work order displays with the **Summary** folder active.



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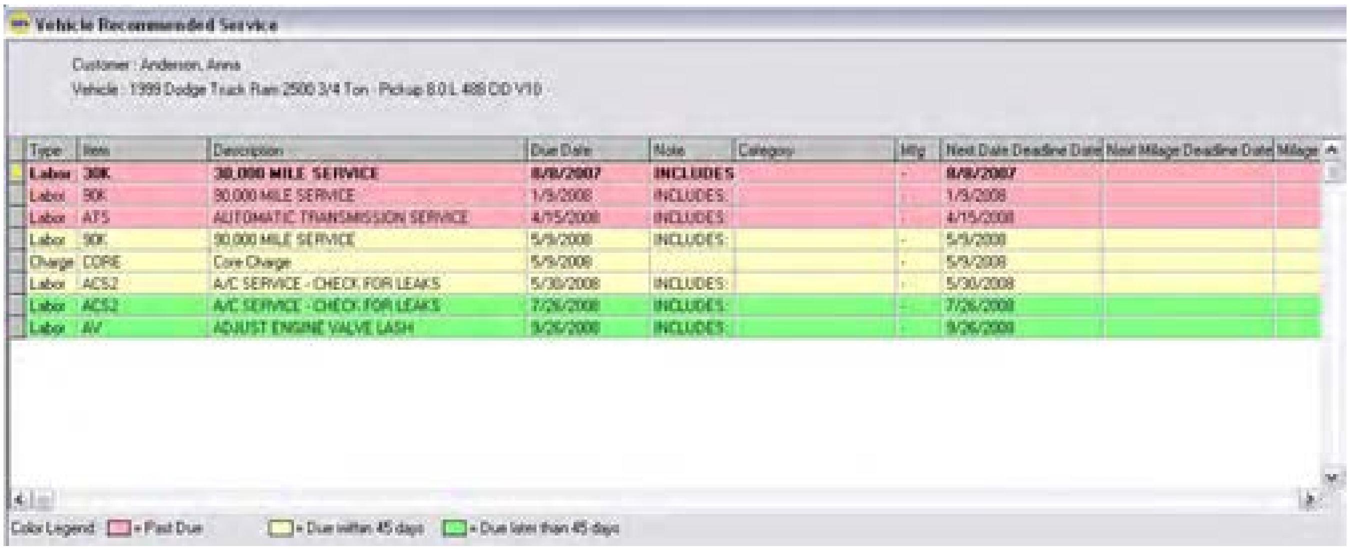
Recommended Services, Continued

How To **(continued)**

Step	Action
5	Click the **Rec Serv** button, and the **Vehicle Recommended Service** form displays indicating any services that have already been recommended for that vehicle.


Vehicle Recommended Service

Customer : Anderson, Anna
Vehicle : 1999 Dodge Truck Ram 2500 3/4 Ton - Pickup 8.0 L 488 CID V10

Type	Item	Description	Due Date	Note	Category	Mfg	Next Date Deadline Date	Next Milage Deadline Date	Milage
Labor	30K	30,000 MILE SERVICE	8/8/2007	INCLUDES		-	8/8/2007		
Labor	90K	90,000 MILE SERVICE	1/9/2008	INCLUDES:		-	1/9/2008		
Labor	AFS	AUTOMATIC TRANSMISSION SERVICE	4/15/2008	INCLUDES:		-	4/15/2008		
Labor	90K	90,000 MILE SERVICE	5/9/2008	INCLUDES:		-	5/9/2008		
Charge	CORE	Core Charge	5/9/2008			-	5/9/2008		
Labor	ACS2	A/C SERVICE - CHECK FOR LEAKS	5/30/2008	INCLUDES:		-	5/30/2008		
Labor	ACS2	A/C SERVICE - CHECK FOR LEAKS	7/26/2008	INCLUDES:		-	7/26/2008		
Labor	AV	ADJUST ENGINE VALVE LASH	9/26/2008	INCLUDES:		-	9/26/2008		

Color Legend: = Past Due = Due within 45 days = Due later than 45 days

Note: The recommended service list is color-coded. A quick glance can let you know when services are due.

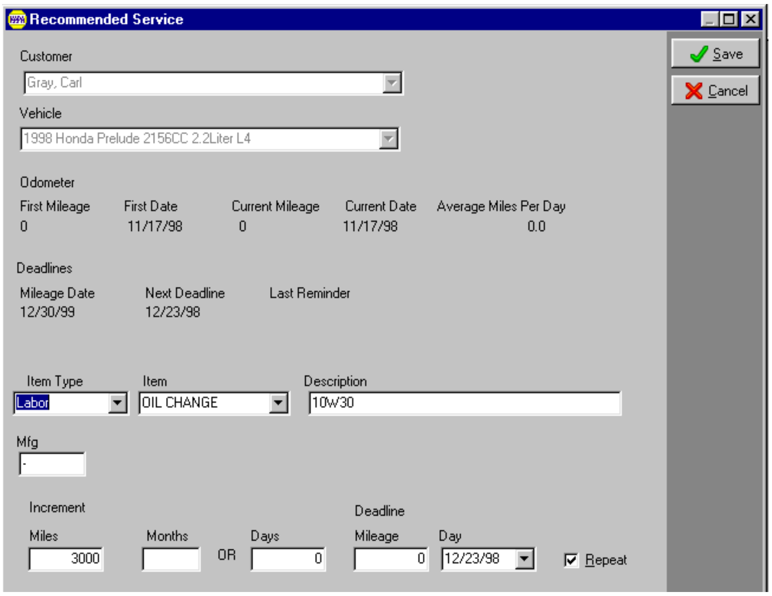
Red items are past due (based on time or mileage).
Yellow items are currently due or due within the next 45 calendar days.
Green items are due 45 or more days into the future.

How To To add a recommended service to a vehicle, perform the following steps from the **Vehicle Recommended Services** form:

Step	Action
1	Click the **New** button, and the **Recommended Service** form displays.

Continued on next page

How To **(continued)**



Step	Action
2	Click the down arrow in the **Item Type** field to display available item types, **OR** begin typing.
3	Click to select the desired item type.
4	Click the down arrow to in the **Item** field to display available items, **OR** begin typing.
5	Click to select the desired item.

Continued on next page

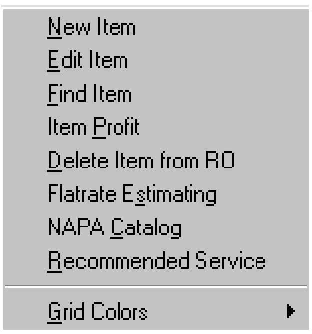
How To **(continued)**

Step	Action
6	Type the description of the recommended service in the **Description** field if necessary.
7	Type a number in one of the following fields if you want to recommend service after a certain number of miles, months, or days: • **Miles** • **Months** • **Days**
8	Type a number in the **Deadline Mileage** field if you want to recommend service to occur by a set mileage.
9	Click the down arrow in the **Deadline Date** field to display a calendar.
10	Click the desired day if you want to recommend that the service occur before a specified date.
11	Click to place a checkmark in the **Repeat** field if you would like for the recommended service to recur automatically in the system (cyclical service);
12	Click the **Save** button to save and close the recommended service.
13	Continue to add additional recommended services for that vehicle.
14	Click the **Done** button to close the **Vehicle Recommended Service** form.

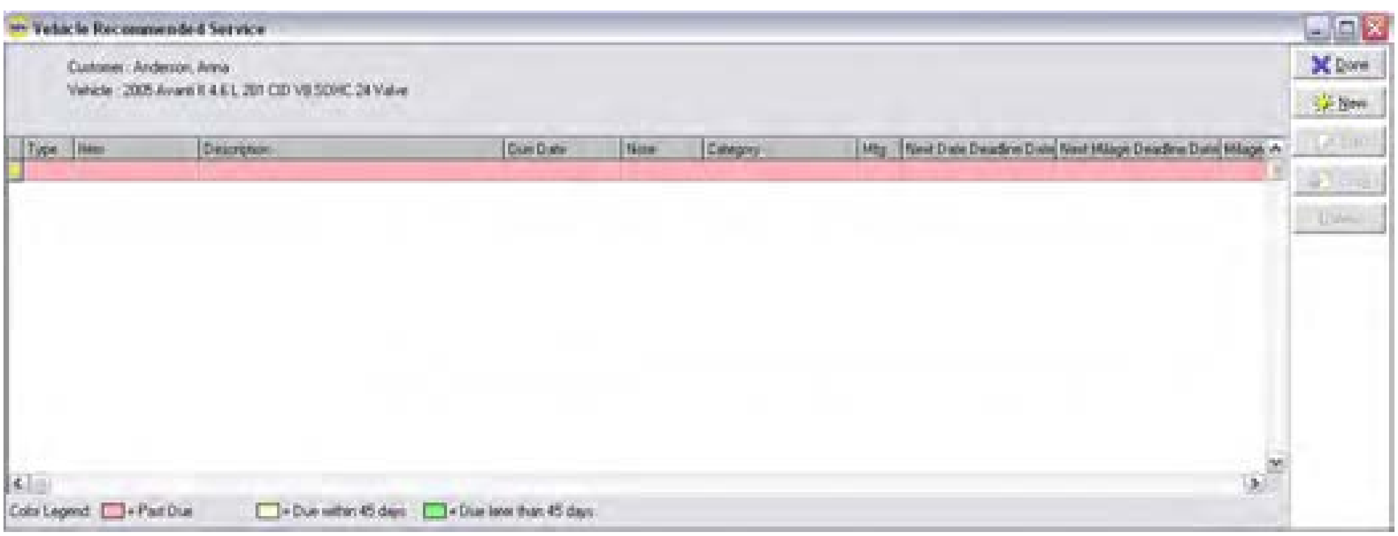
Continued on next page

How To **(continued)**

15	These steps are an alternative way to create a Recommended Service.
16	You can also add recommended services from items on a Work Order. Add a labor charge to a Repair Order. ***Do not use a labor from the flatrates.***
17	After adding the labor, right click on the item grid. The menu below will appear.



1	Click the option titled Recommended Service.
2	The Vehicle Recommended Service window will appear, and you can create Recommended Service as previously demonstrated.



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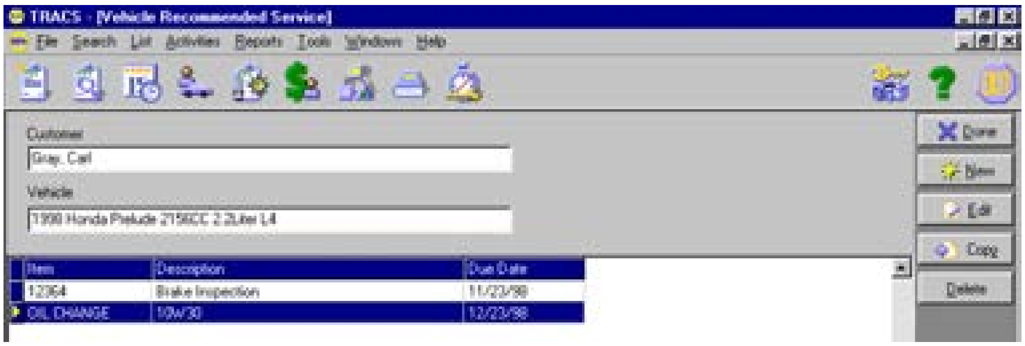
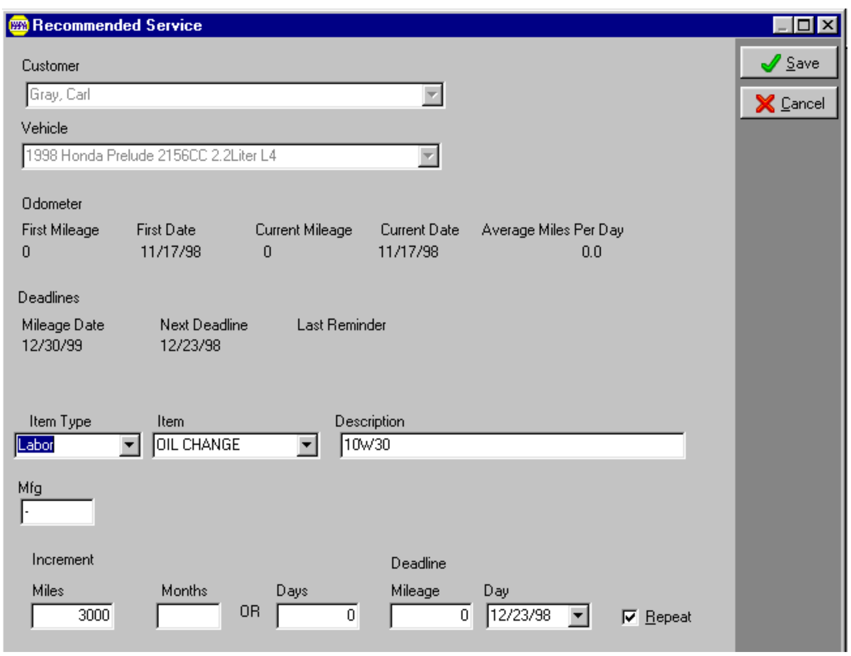
How To

To edit existing recommended services, perform the following steps from the **Vehicle Recommended Service** form:

Step	Action
1	Click to select the recommended service to be edited.



2	Click the **Edit** button, and the **Recommended Service** form displays.



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How To **(continued)**

Step	Action

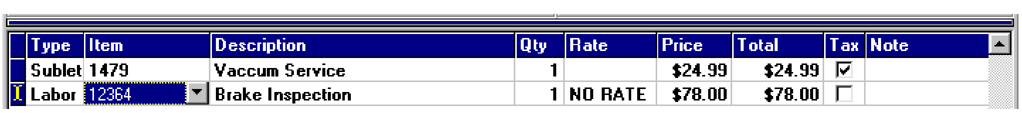
3	Edit the following fields as necessary:
	
	• **Item Type**
	• **Item**
	• **Mfg**
	• **Increment**
	    • **Miles**
	    • **Months**
	    • **Days**
	• **Deadline**
	    • **Mileage**
	    • **Day**
	• **Repeat**

4	Click the **Save** button to save and close the recommended service.
5	Continue to edit other recommended services for that vehicle.
6	Click the **Done** button to close the **Vehicle Recommended Service** form.

How To

If you would like to copy an existing recommended service to a current work order, perform the following steps from the **Vehicle Recommended Service** form:

Step	Action
1	Click to select the recommended service to be copied.
2	Click the **Copy** button.
3	Click the **Done** button, and the copied recommended service displays on the current work order.



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How To

To delete existing recommended services, perform the following steps from the **Vehicle Recommended Service** form:

Step	Action
1	Click to select the recommended service to be deleted.
2	Click the **Delete** button, and the recommended service is deleted.
3	Click the **Save** button to save and close the recommended service.
4	Click the **Done** button to close the **Vehicle Recommended Service** form when you have finished working with recommended services for that vehicle.

Continued on next page

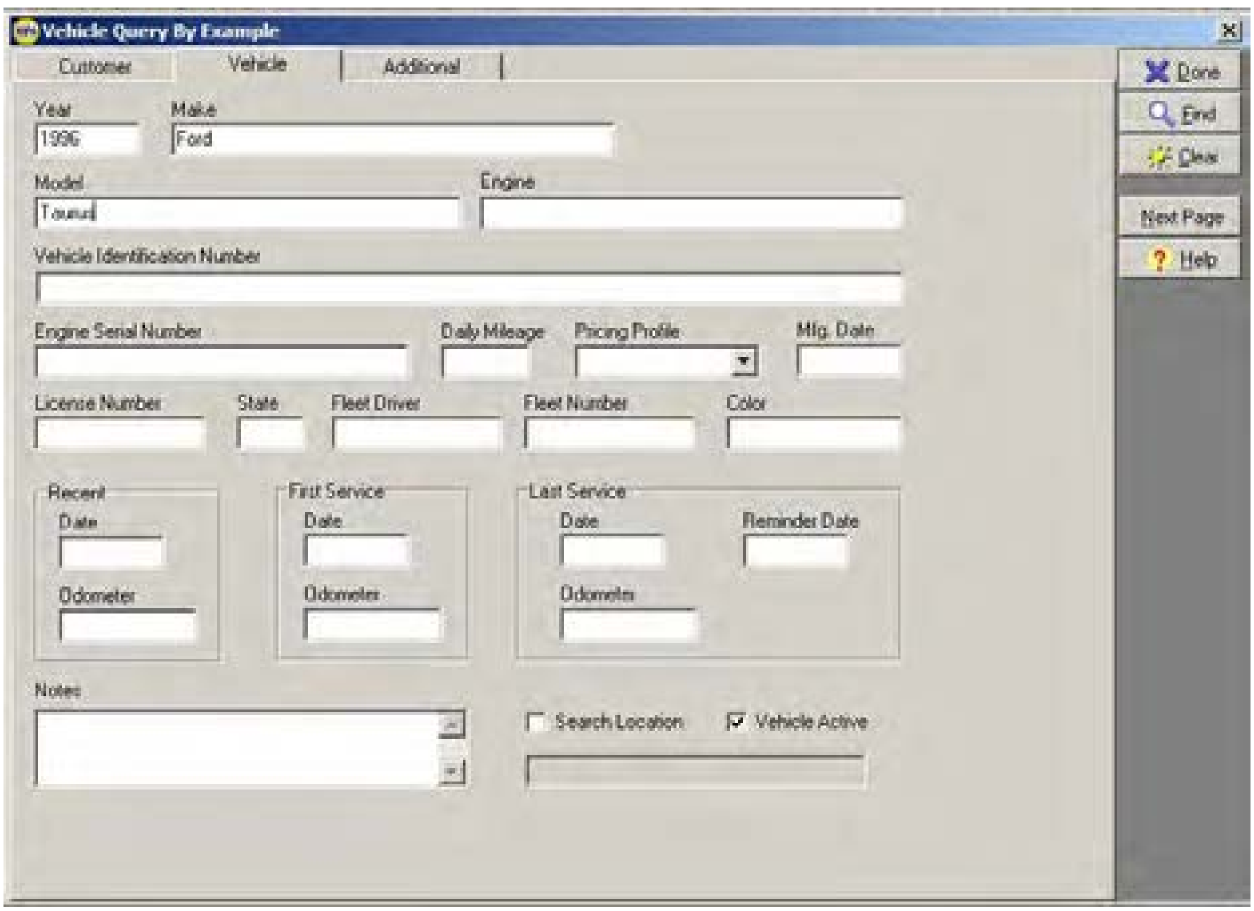
How To To add a **Recommended Service** to a group of vehicles, perform the following steps:

Step	Action
1	Pull up the **Vehicle Search** window by either clicking the **Work With Vehicles** icon on the top menu bar, or choosing **Vehicle** from the **Search** drop-down menu.

Continued on next page

How To **(continued)**

2	Enter the search criteria for the vehicles for which you plan to add a recommended service. For example, you can find all vehicles affected by a technical service bulletin (TSB) and add a Recommended Service to those vehicles so service will be performed next time the vehicle is in the shop. In the example below, the search will yield a list of every 1996 Ford Taurus.
3	Click **Find**.



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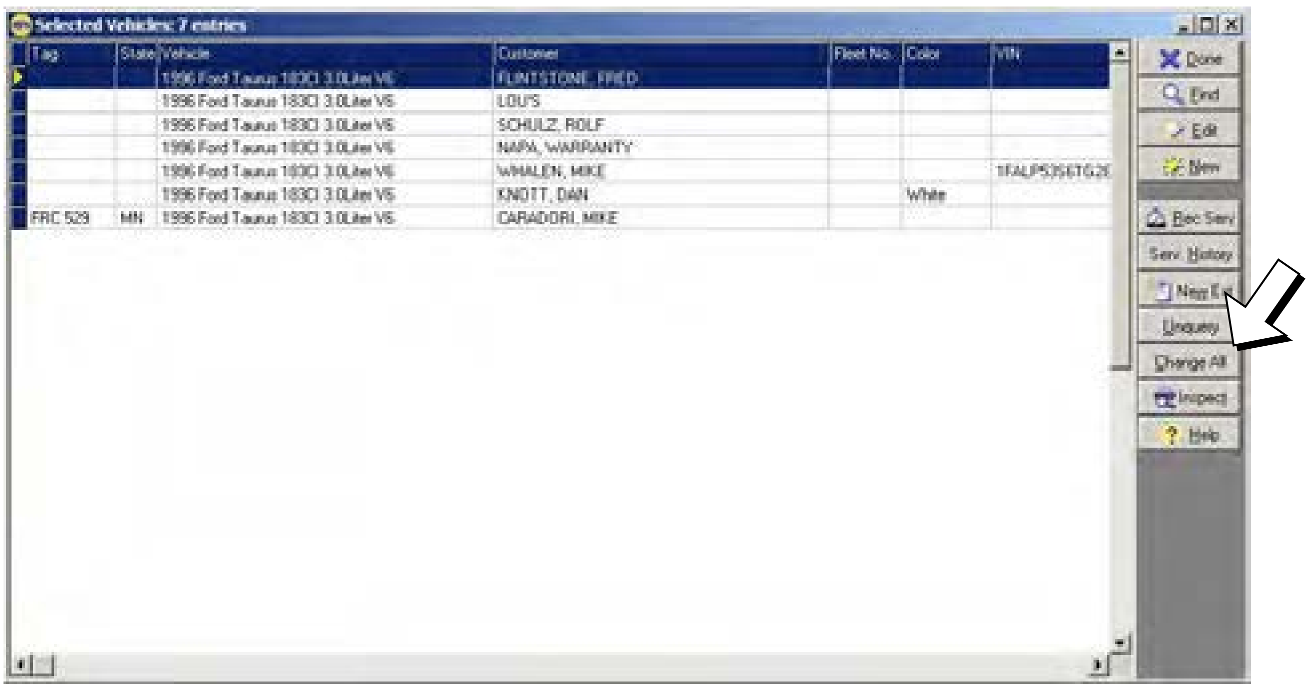
How To **(continued)**

4	From the **Selected Vehicles** list, click the **Change All** button.



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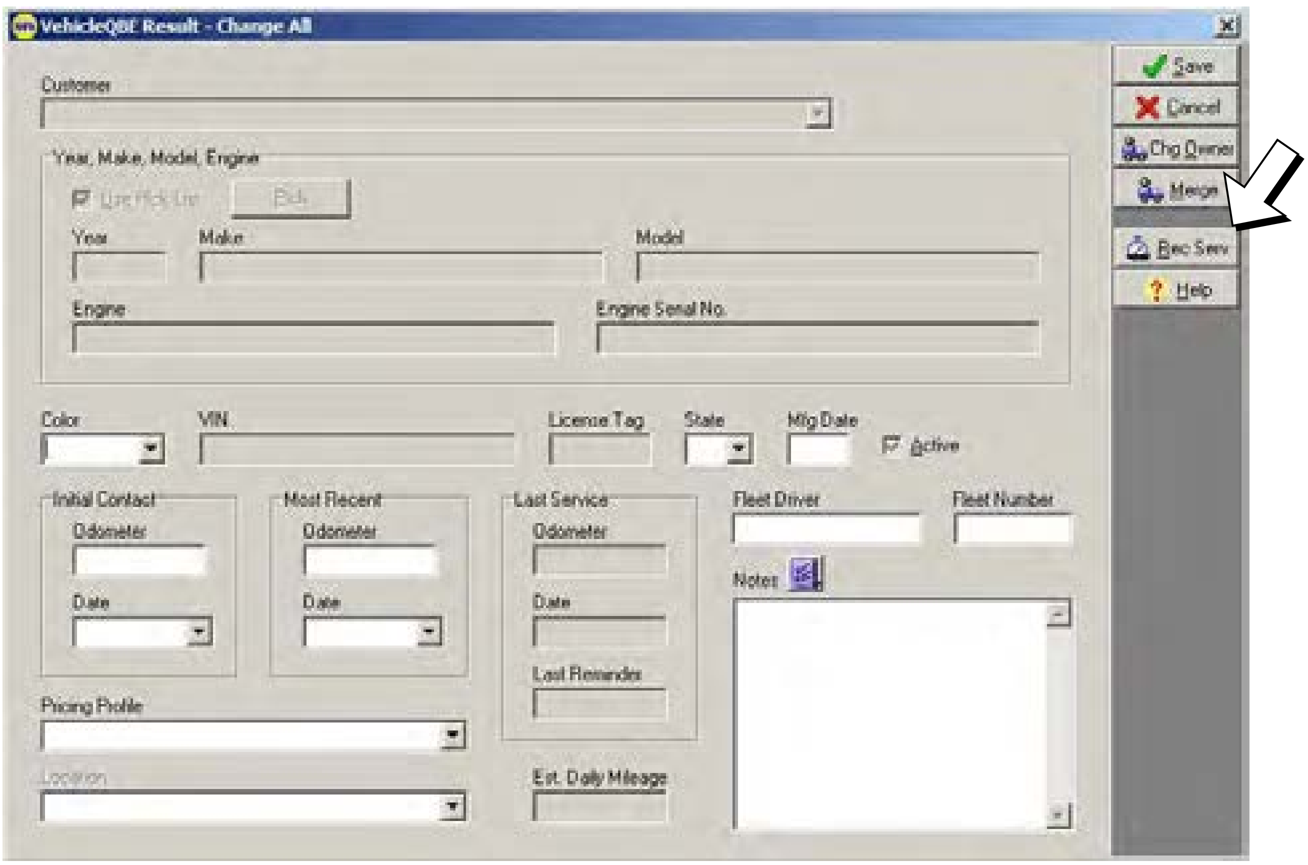
How To **(continued)**

5	From the **Vehicle Result** window click the **Rec Serv** button.



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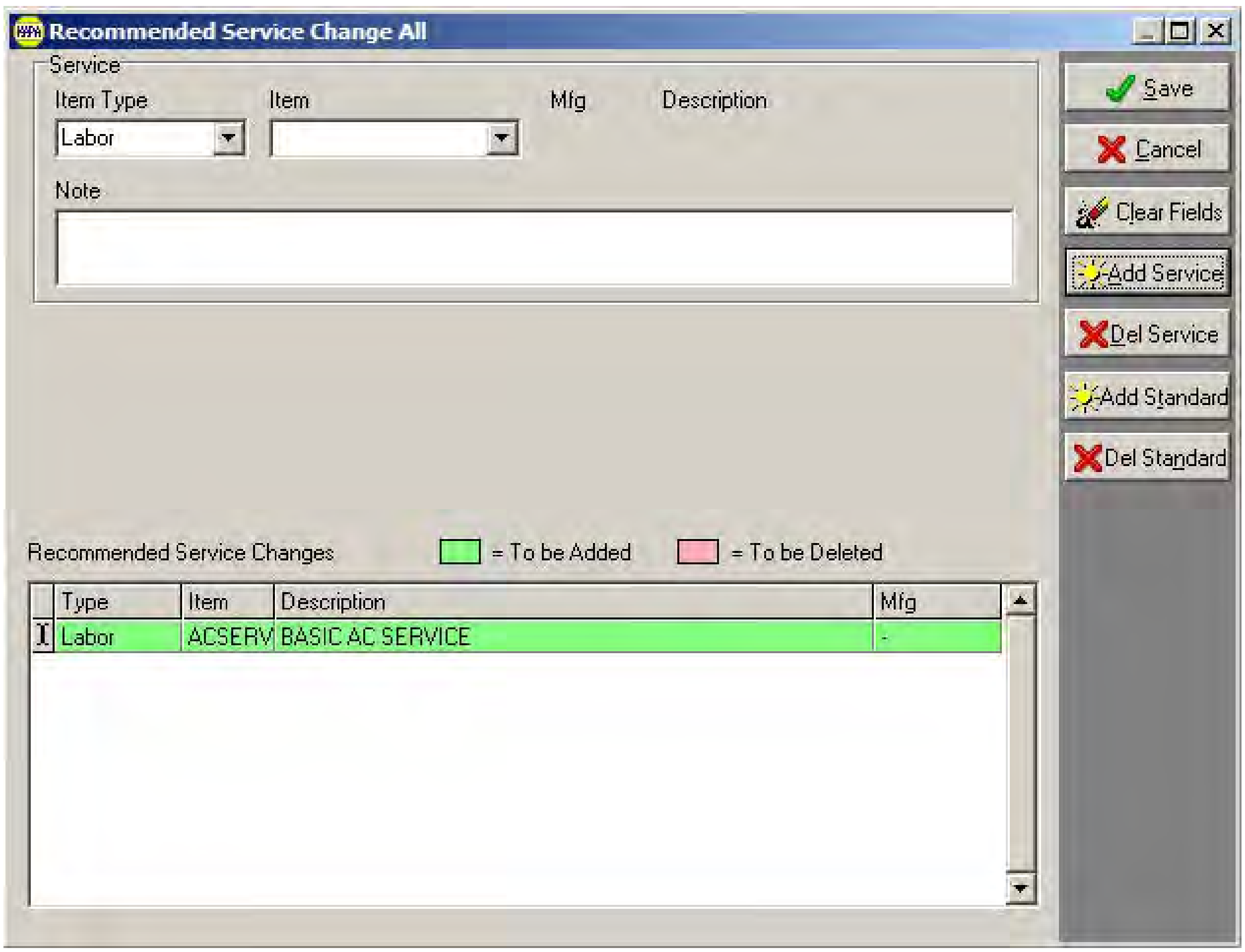
How To **(continued)**

6	In the **Recommended Service Change All** window, enter the details of the recommended services you wish you add to the vehicles you have selected. Then click **Add Service.** The service will appear in green at the bottom of the screen.
7	Click **Save**.



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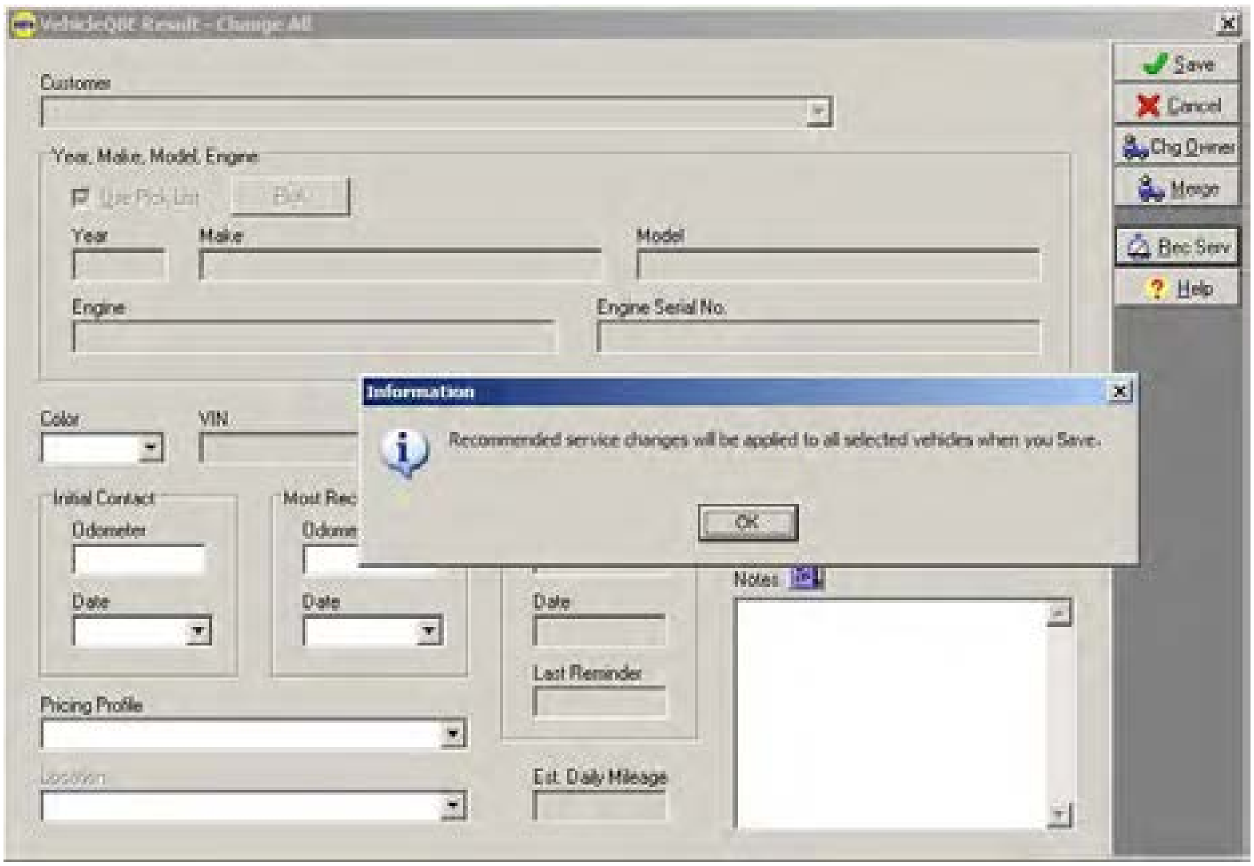
How To **(continued)**

8	An information window will appear reminding you that you are about to change all of the vehicles in your selected group. Click **OK.**
9	Click **Save**.



Recommended Service Letters

Recommended Services Reports

Recommended Services reports allow you to print recommended service letters searched by any category or item. You can also specify due date by beginning date and ending date.

Before You Begin

Before you begin printing recommended service letters from LINK and NET, you will need to copy the recserv.dot file onto your **Desktop**.

Note: This file is on the LINK/NET **Installation CD** in the **Template** folder.

How To

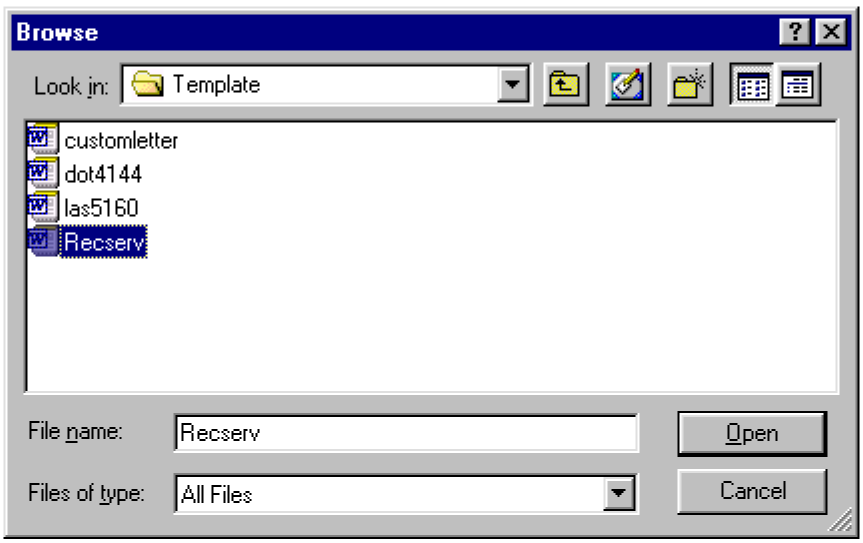
To copy the recserv.dot file into your **Template** folder, perform the following steps:

Step	Action
1	Place your Installation CD into the CD ROM Drive. Click the start button, choose run, Select Browse.

Continued on next page

How To **(continued)**

Step	Action
2	In the "Look In" window, Choose the drive where your CD is located.
3	Click on the down arrow in the "Files of Type:" field. Choose ALL Files.
4	Choose the Template folder. Choose Recserv.dot
5	Hold the left mouse button down, and drag the recserv.dot file to the Windows desktop.
6	Release the left mouse button to drop the recserv.dot file onto the **Windows desktop**. This will create a Desktop Icon Named Recserv.dot.



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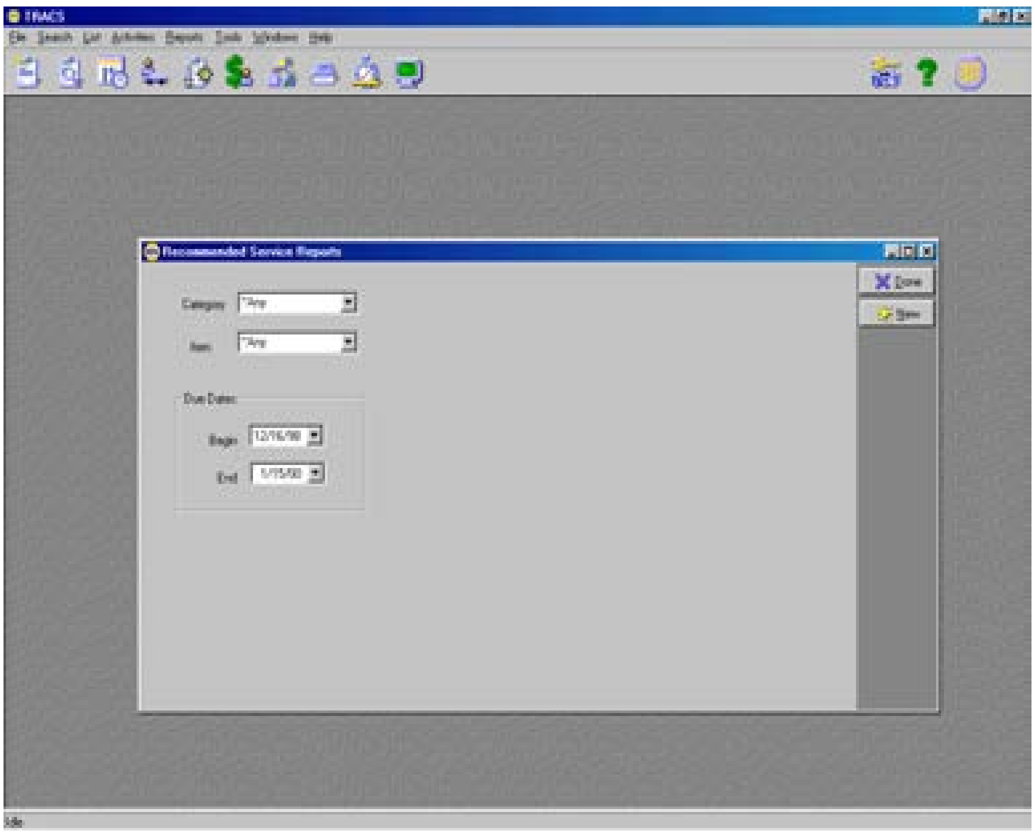
How To To print recommended service letters from LINK and NET, perform the following steps:

Step	Action
1	Select **Recommended Service** from the **Reports** menu on the toolbar in LINK/NET, and the **Recommended Service Reports** form displays.

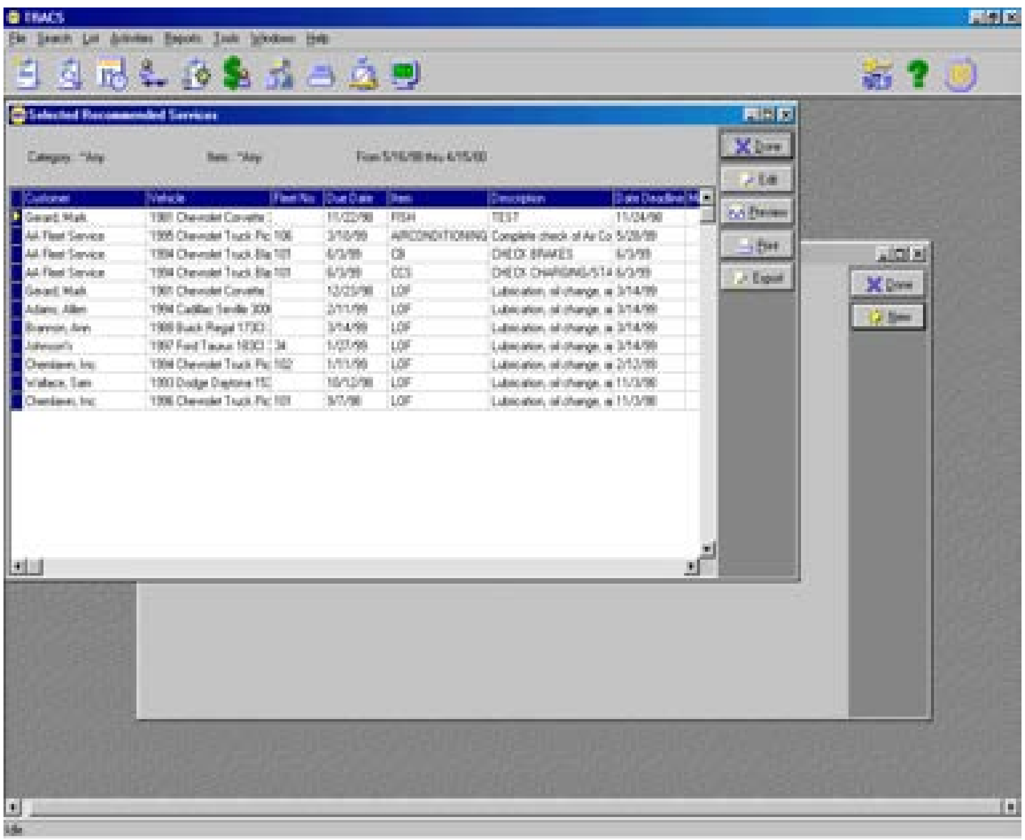


2	Click the down arrow in the **Category** field, and scroll to highlight the appropriate category. ***Note:*** The default for this field is **~Any.**

Continued on next page

How To **(continued)**

Step	Action
3	Click the arrow key in the **Item** field, and scroll to highlight the appropriate item. ***Note:*** The default for this field is **~Any.**
4	Type the appropriate begin date in the **Begin** field.
5	Type the appropriate end date in the **End** field.
6	Click the **New** button, and the **Selected Recommended Services** screen displays a list of all customers and vehicles with recommended services due.



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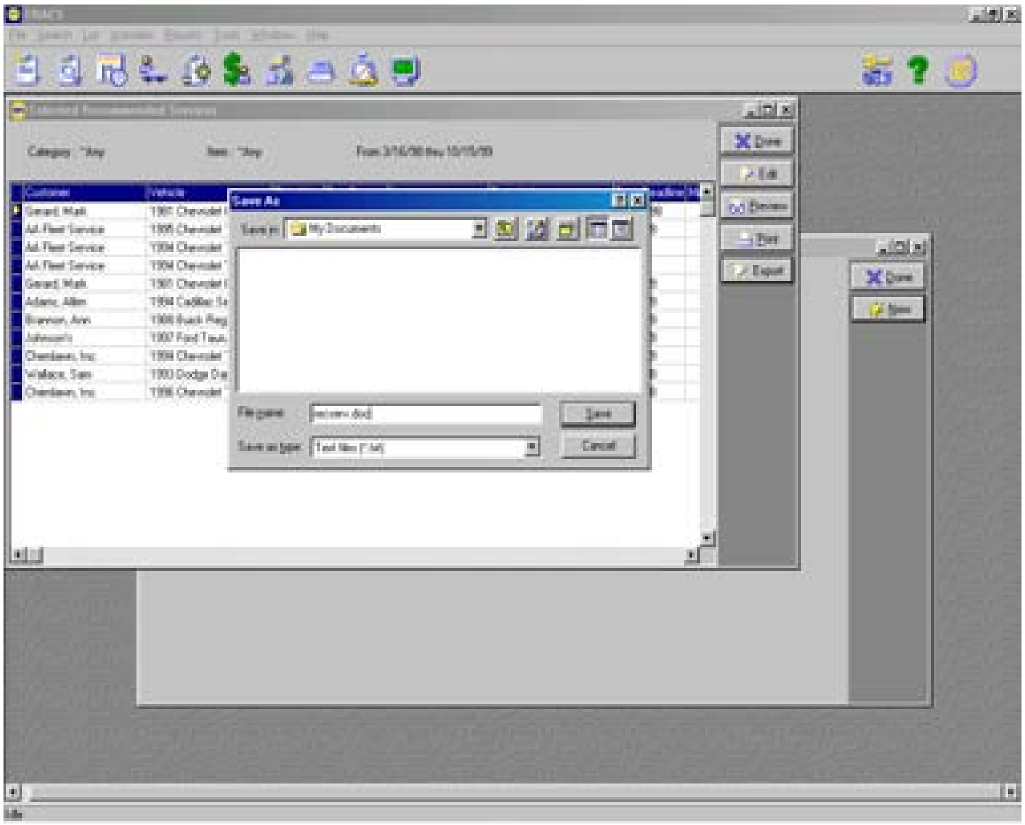
How To **(continued)**

Step	Action
7	Click the **Export** button, and the **Save As** dialog box displays.

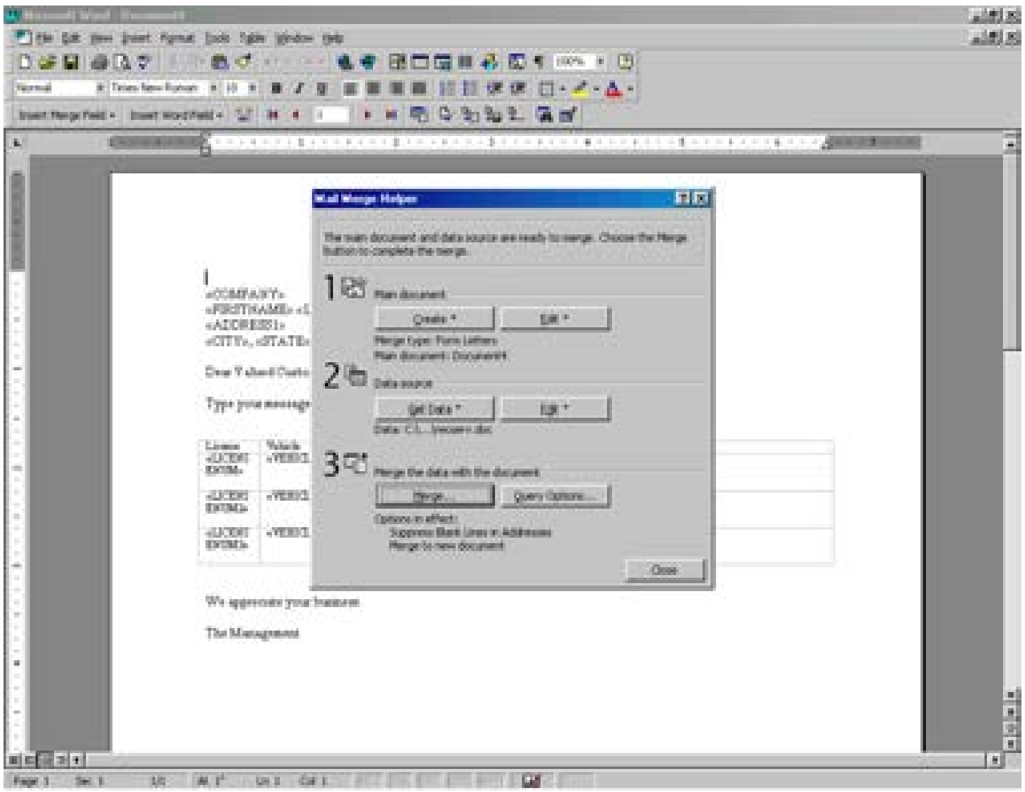


8	Select the **My Documents** folder from the **Save in** field.
9	Type **recserv.doc** in the **File name** field to export the **Selected Recommended Services** file from LINK. ***Note:*** Disregard the **Save as type** field because we are turning this file into a Word document.
10	Click **Save**. Note: at this point, if you have filled in your email configuration in the internet setup fields. LINK/NET will ask you "Do you want to send reminders as E-Mail when possible?"
11	If you select yes, then your emails will go to the Email Queue for sending later.(4.XX)

Continued on next page

How To **(continued)**

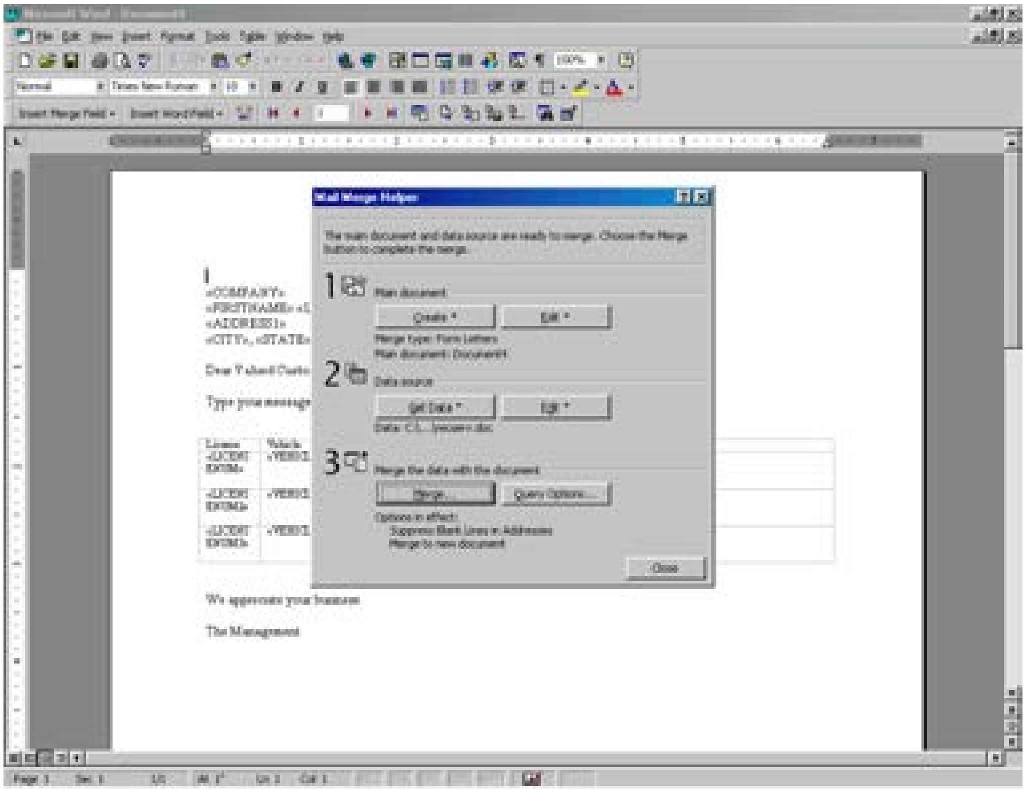
Step	Action
12	You may now either Minimize or Close LINK/NET (recommended)
13	Double click the Recserv.dot Icon on your windows desktop.
14	**Now you may Edit your letter** to say what you want.



15	Select **Mail Merge** from the **Tools** menu on the toolbar, and the **Mail Merge Helper** dialog box displays.

Continued on next page

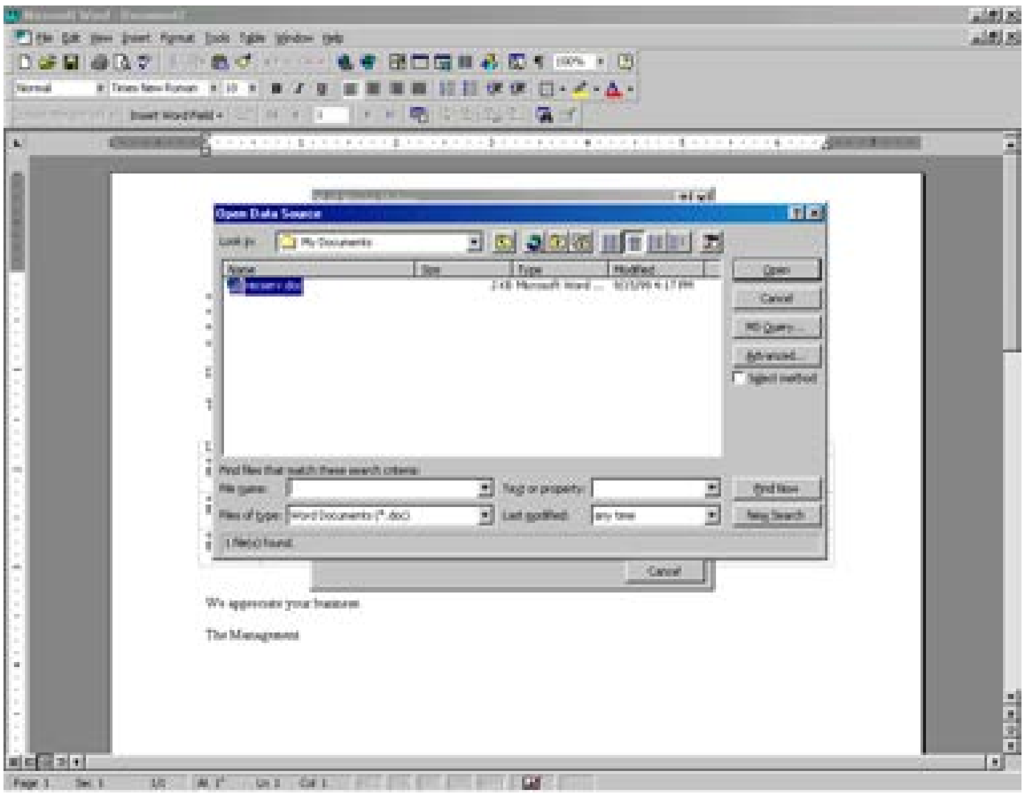
How To **(continued)**



16	Click the **Get Data** button in the **2 Data source** field.
17	Select **Open Data Source,** and the **Open Data Source** dialog box displays.

Continued on next page

How To **(continued)**

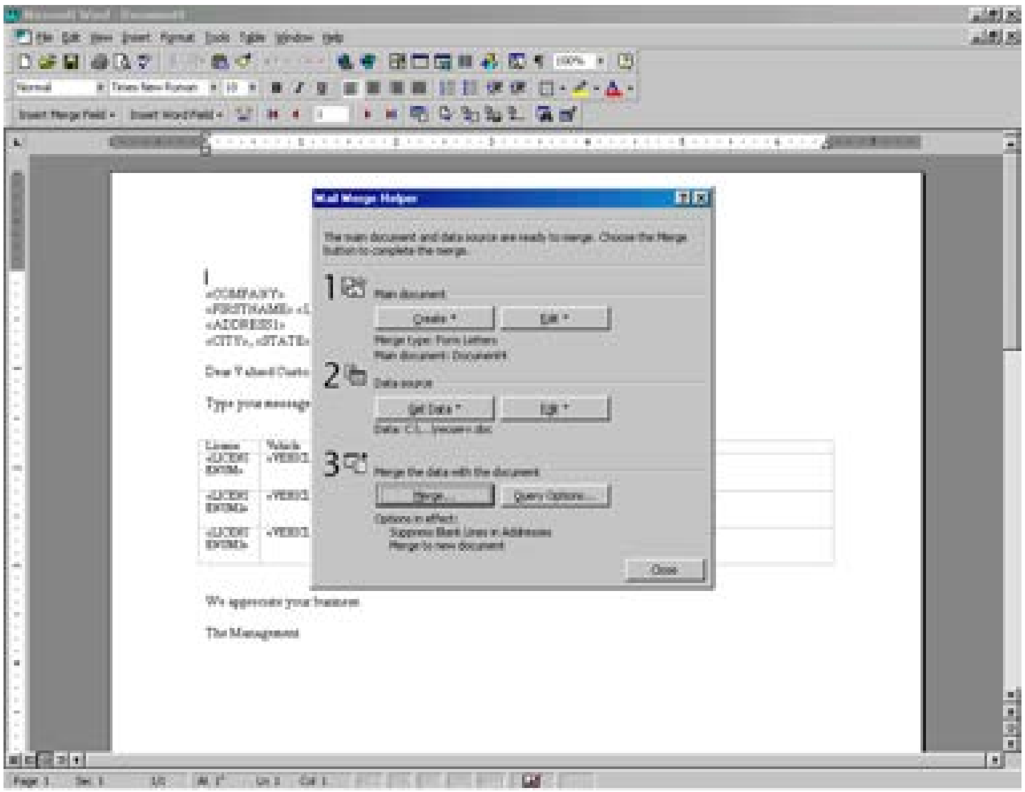


18	Click to select the **My Documents** folder from the **Look in** field.
19	Click to highlight **recserv.doc** on the **Name** line.

Continued on next page

How To **(continued)**

Step	Action
20	Click the **Open** button, and the **Mail Merge Helper** dialog box displays.



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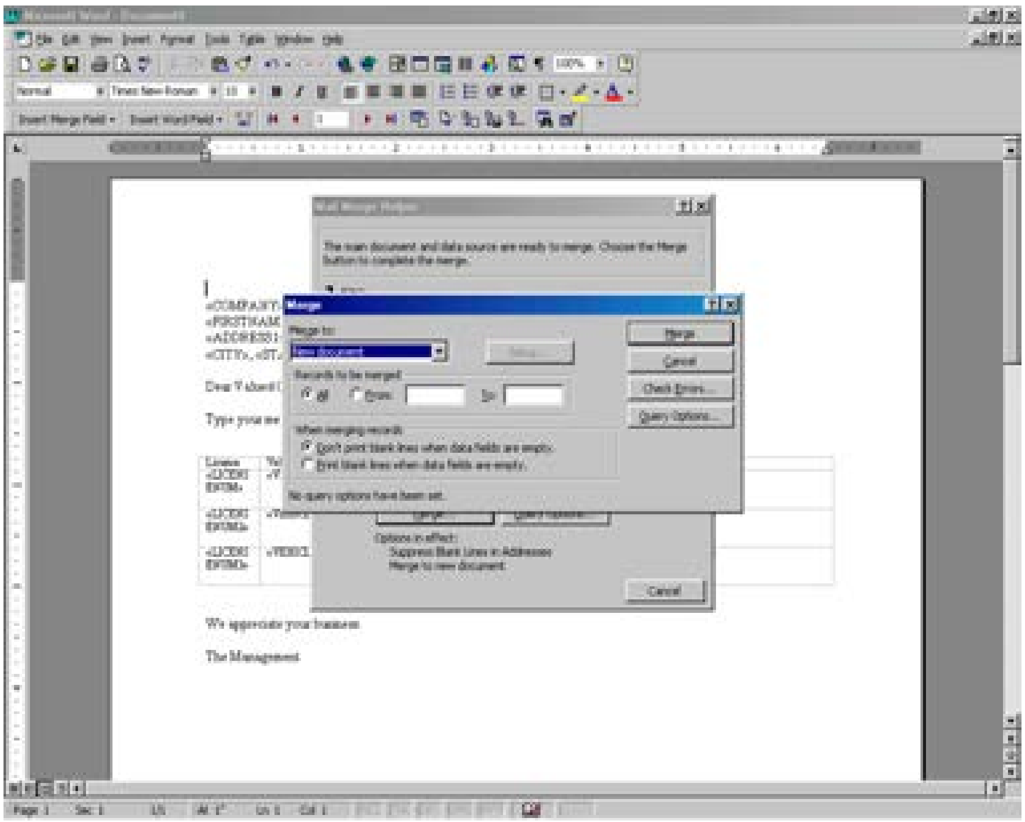
Recommended Service Letters, Continued

How To **(continued)**

Step	Action
21	Click the **Merge** button in the **3 Merge the data with the document** field, and the **Merge** dialog box displays.



22	Click the **Merge** button. The recommended service letters are now ready to print.
23	Recommended service letters are also sent to the Email que. See the section **Sending Email** for ways to work with Email messages. **Be sure your Internet is open before attempting to send Email.**

Voiding an Invoice

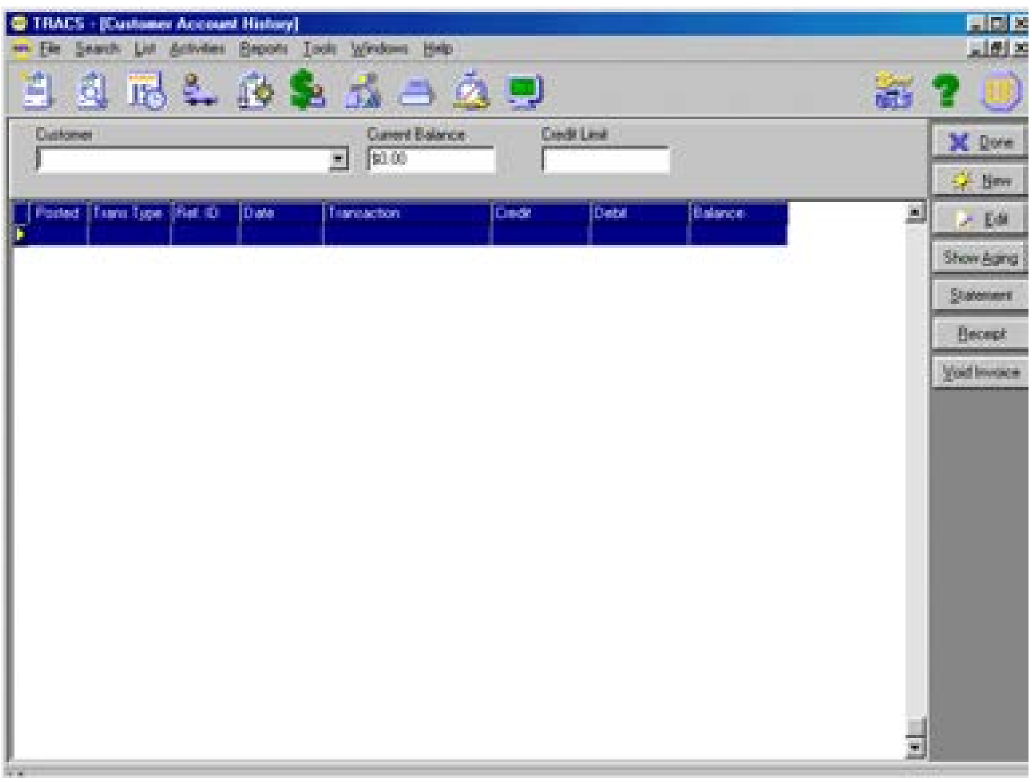
Overview

This feature allows you to cancel an invoice. Once the invoice is canceled, all parts are placed back into inventory, technician billed hours are reversed, and the customer account is credited.

How To

To void an invoice, perform the following steps:

Step	Action
1	Click the **Dollar Sign** (Accounts Receivable) icon  on the TRACS main screen menu bar, and the **Customer Account History** screen displays.



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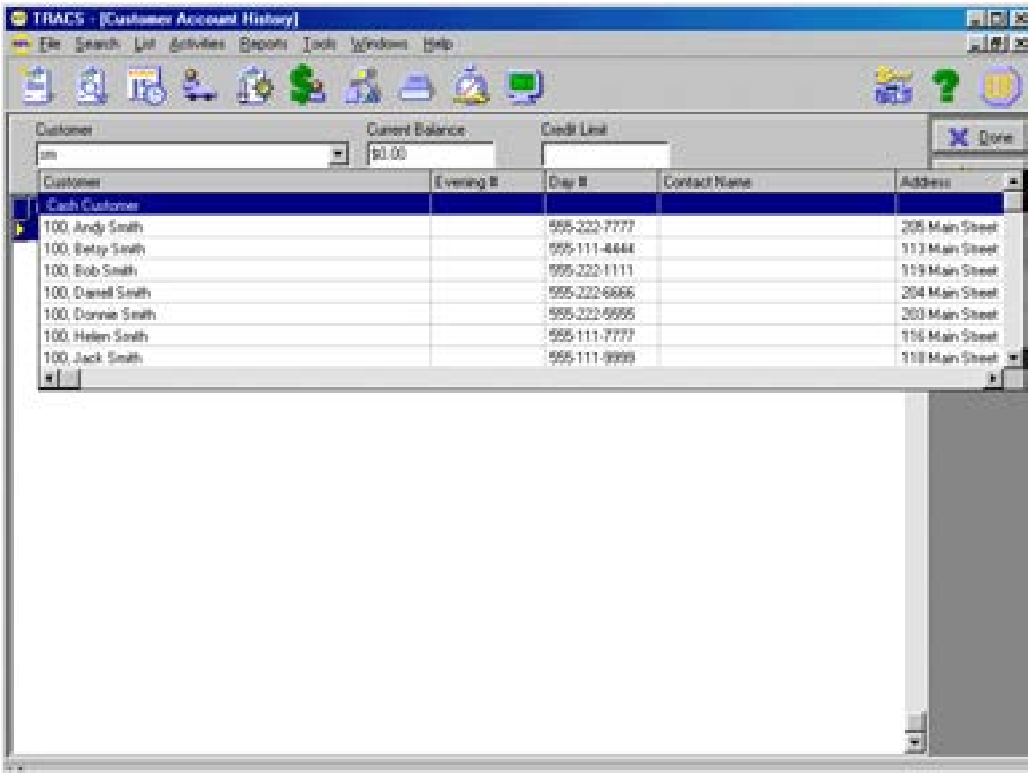
How To **(continued)**

Step	Action
2	Scroll the **Customer** field to find the appropriate customer name.



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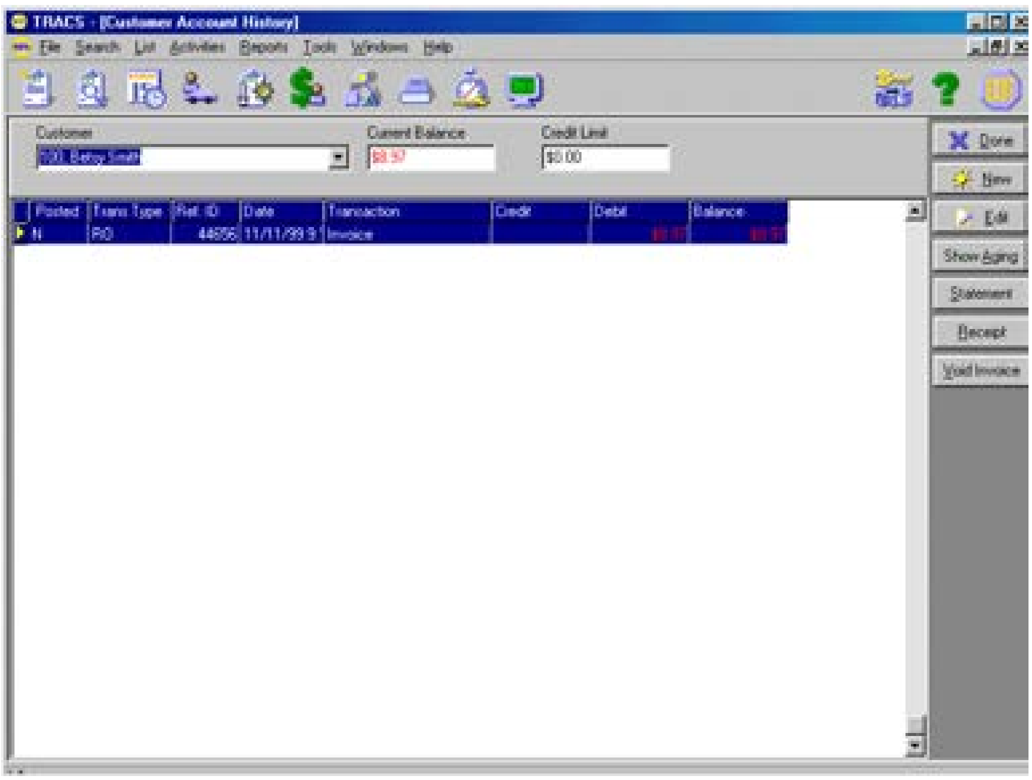
Voiding an Invoice, Continued

How To **(continued)**

Step	Action
3	Click to highlight the name of the appropriate customer, and the account information displays.



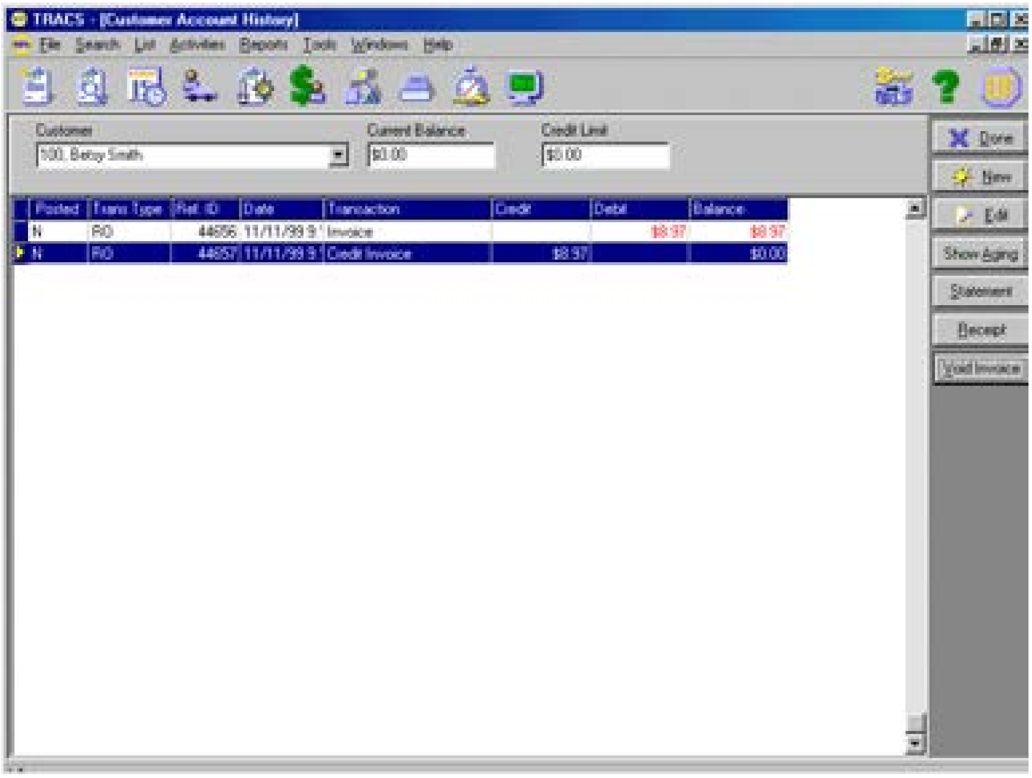
1	Click to highlight the invoice to be voided.

Continued on next page

Voiding an Invoice, Continued

How To **(continued)**

Step	Action
4	Click the **Void Invoice** button, and a credit invoice displays.



2	Click the **Done** button. You have now voided an invoice.

Working with the Costing Feature

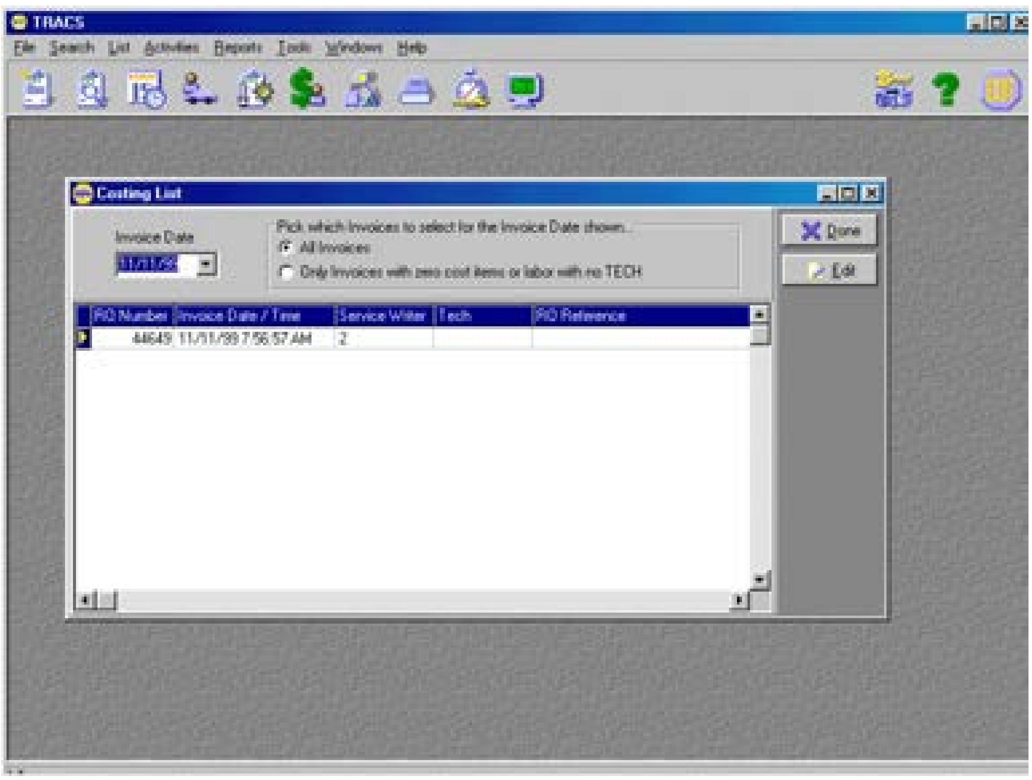
Overview

The costing feature allows you to assign a technician and a cost to fields that were left blank on the invoice.

How To

To work with the costing feature, perform the following steps:

Step	Action
1	Click to select **Activities** from the TRACS main screen menu bar.
2	Click to select **Costing** from the **Activities** pull-down menu, and the **Costing List** screen displays.



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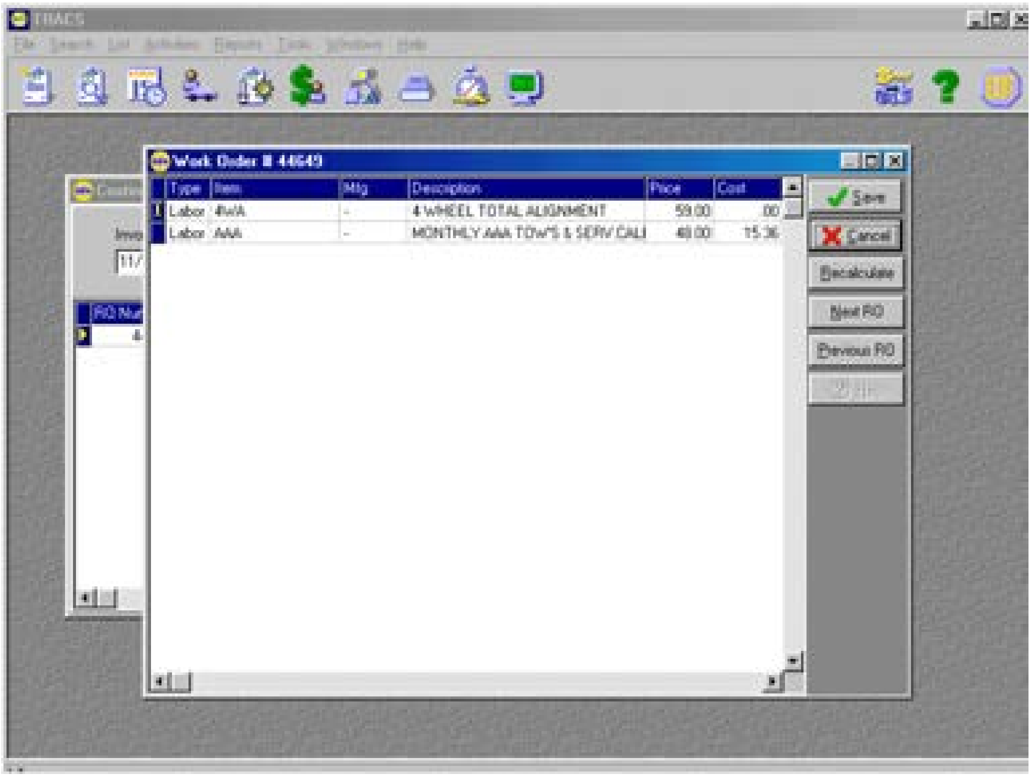
How To **(continued)**

Step	Action
3	Click the **Edit** button, and the **Work Order** screen displays.



4	Edit the **Cost** field if needed.

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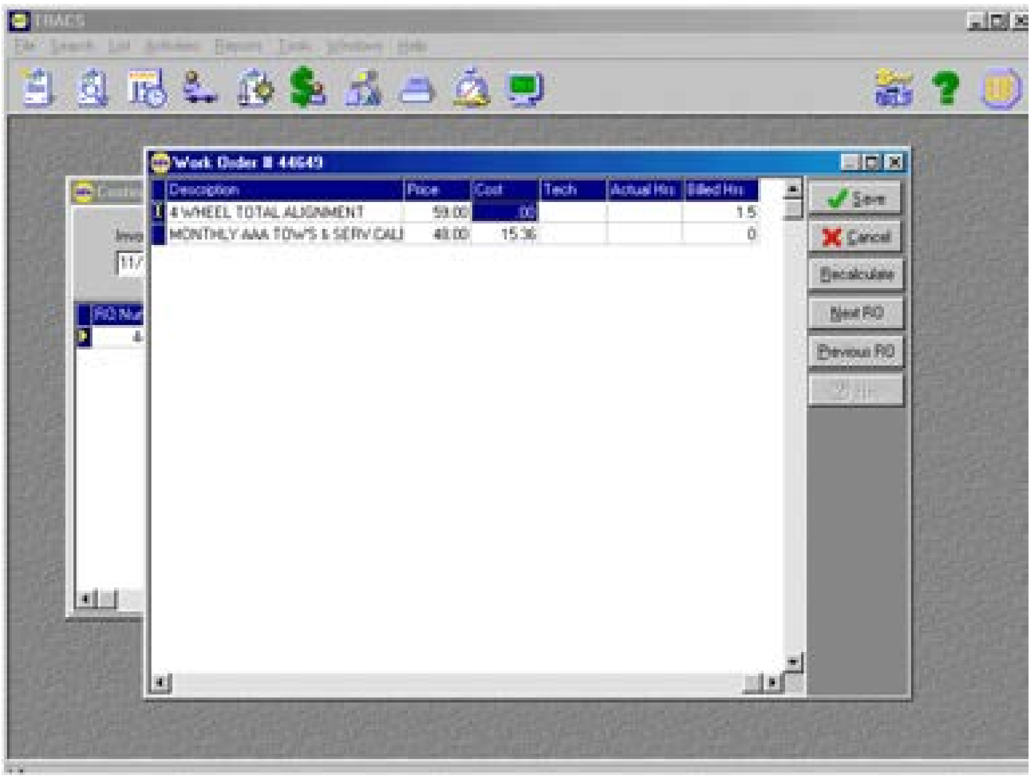
How To **(continued)**

Step	Action
5	Scroll right until the **Tech** (Technician) field appears.



6	Edit the **Tech** (Technician) field if needed.
7	Click the **Save** button. You have now worked with the costing feature.

Merging Customer Records

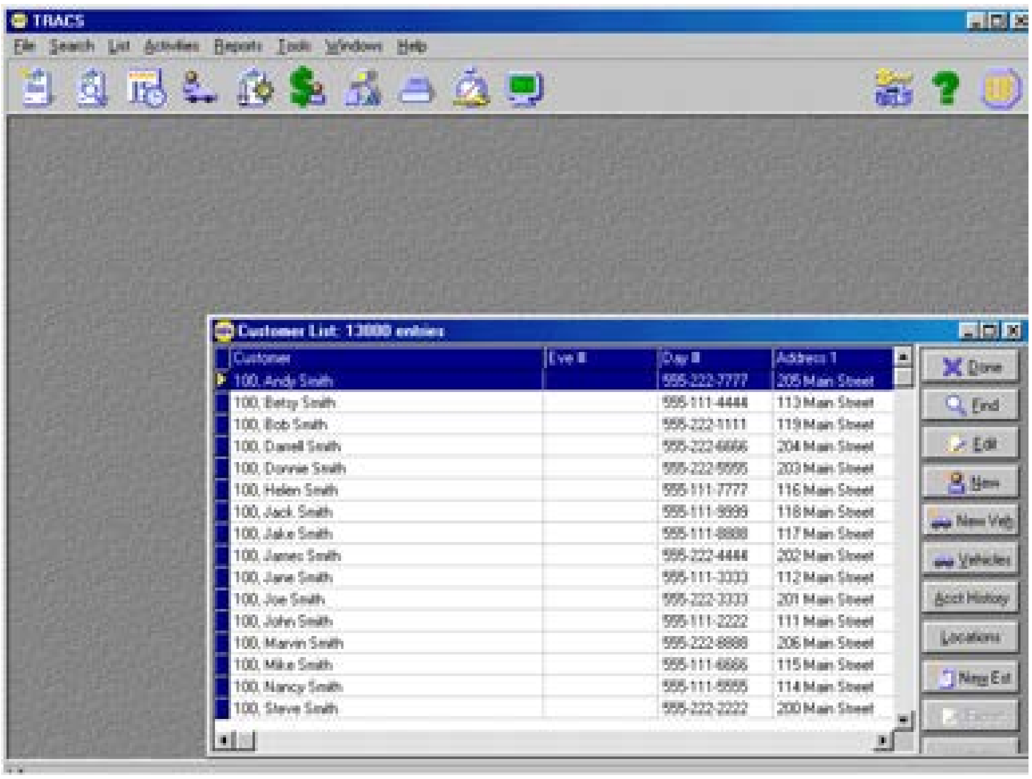
Overview

This feature allows you to merge one customer with another (for example, when the same customer is entered into the system twice or when one company buys another company).

How To

To merge customer records, perform the following steps:

Step	Action
1	Click the **Customer and Vehicle** icon on the TRACS main screen menu bar, and the **Customer List** screen displays.



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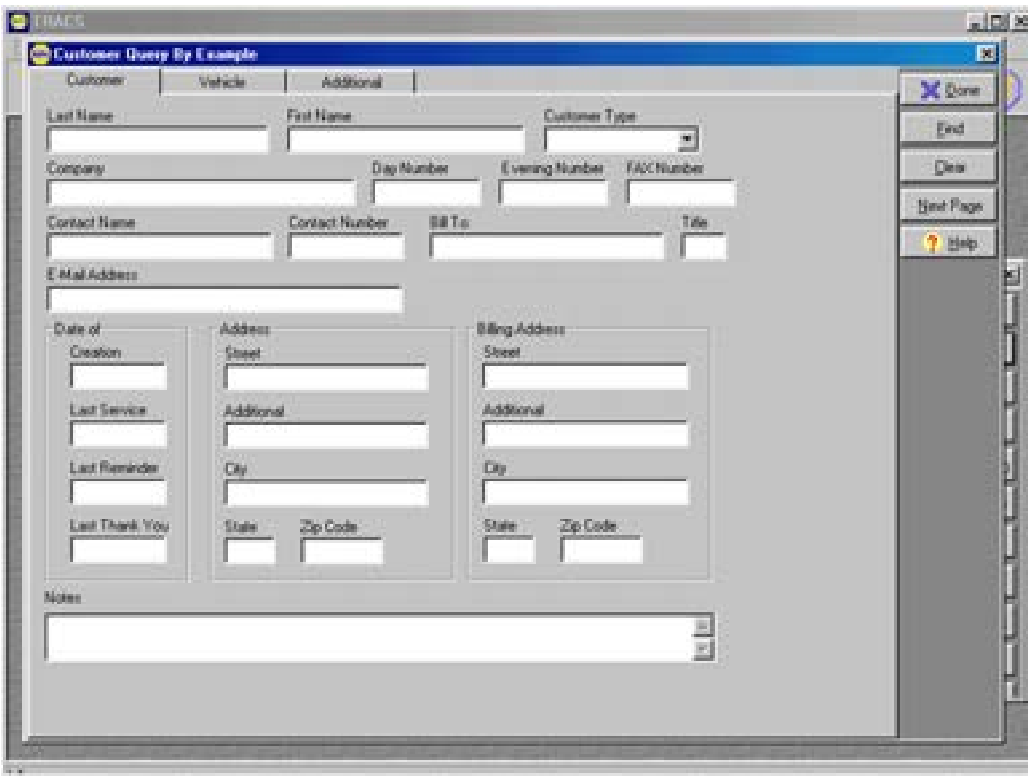
How To **(continued)**

Step	Action
2	Click the **Find** button, and the **Customer Query By Example** screen displays.



3	Type the last name of the customer to be merged in the **Last Name** field.

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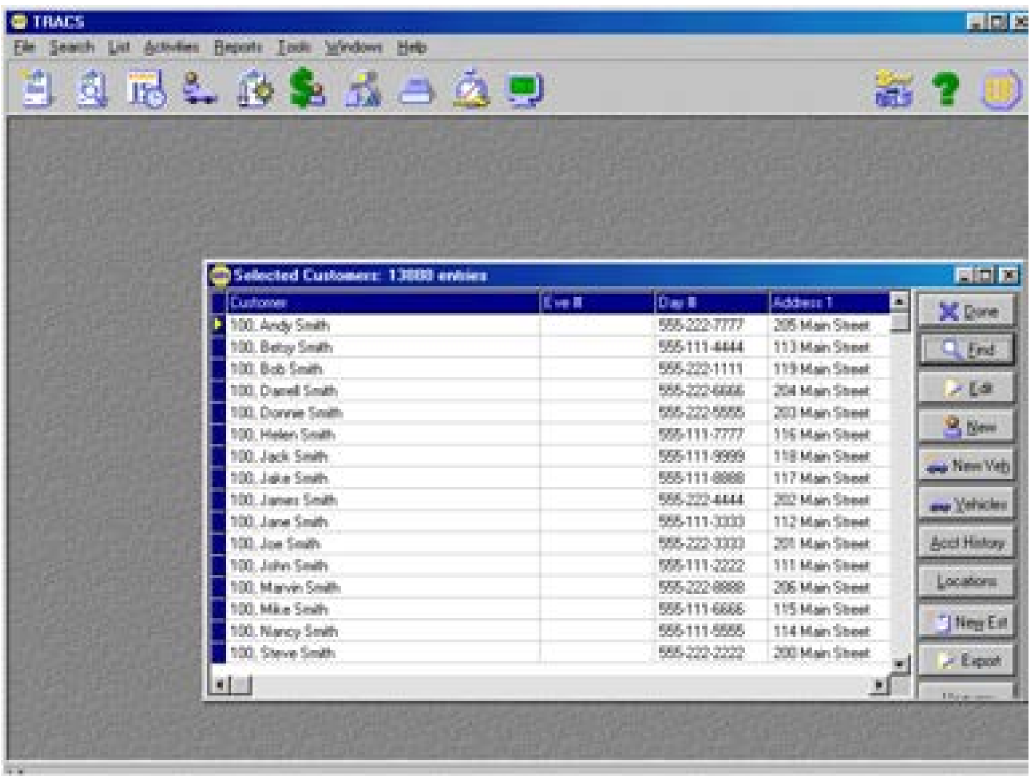
Merging Customer Records, Continued

How To **(continued)**

Step	Action
4	Click the **Find** button, and the **Selected Customers** screen displays.



5	Click to highlight the appropriate customer name.

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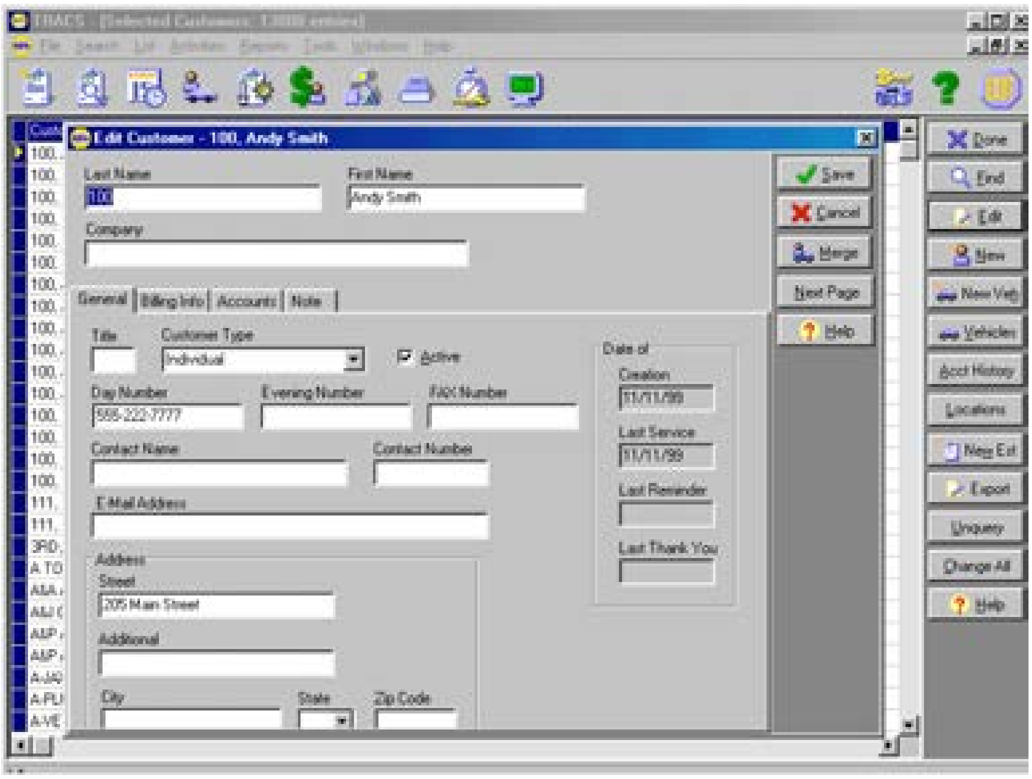
How To (continued)

Step	Action
6	Click the **Edit** button, and the **Edit Customer** screen displays.



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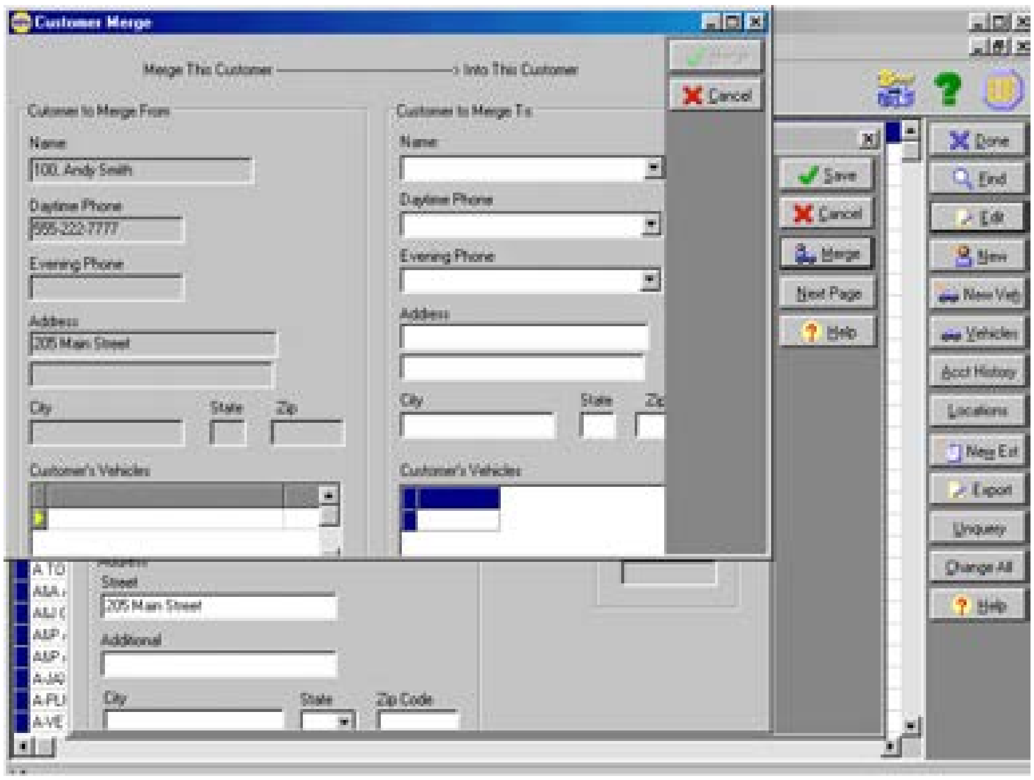
How To **(continued)**

Step	Action
7	Click the **Merge** button, and the **Customer Merge** screen displays.



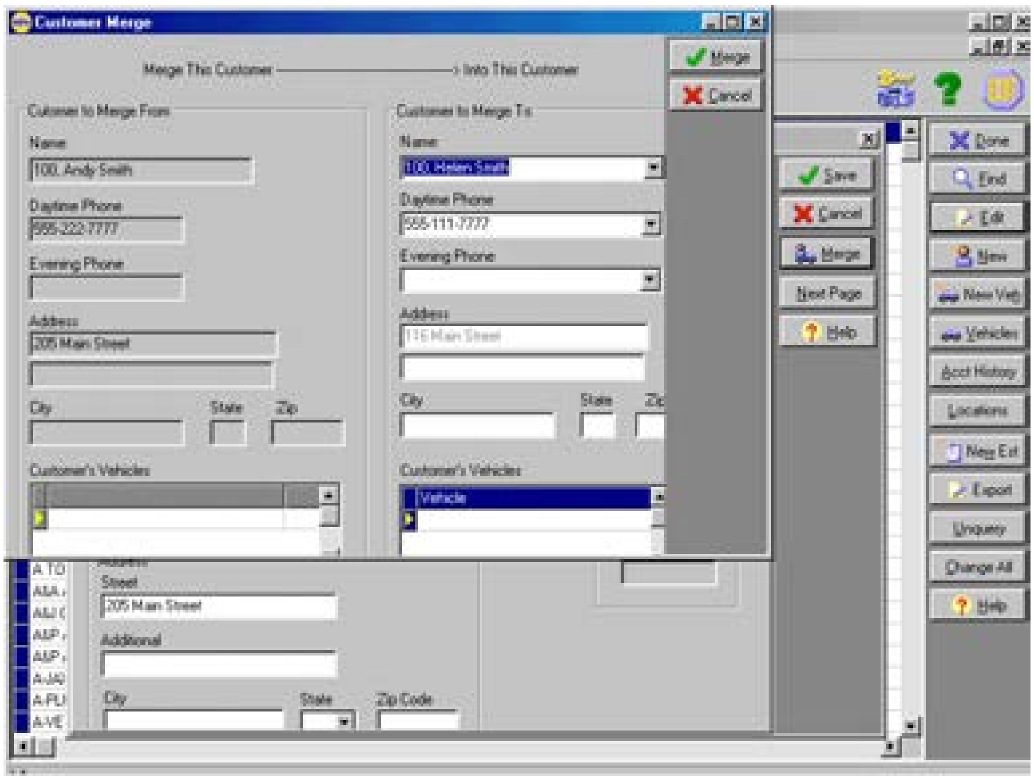
8	Scroll the **Name** field in the **Customer to Merge To** column to find the appropriate customer name.

Continued on next page

Merging Customer Records, Continued

How To **(continued)**

Step	Action
9	Click to highlight the name of the appropriate customer, and the customer information displays.



10	Click the **Merge** button, and the customer list appears.
11	Click the **Done** button. You have now merged customer records.

Merging Vehicle Records

Overview

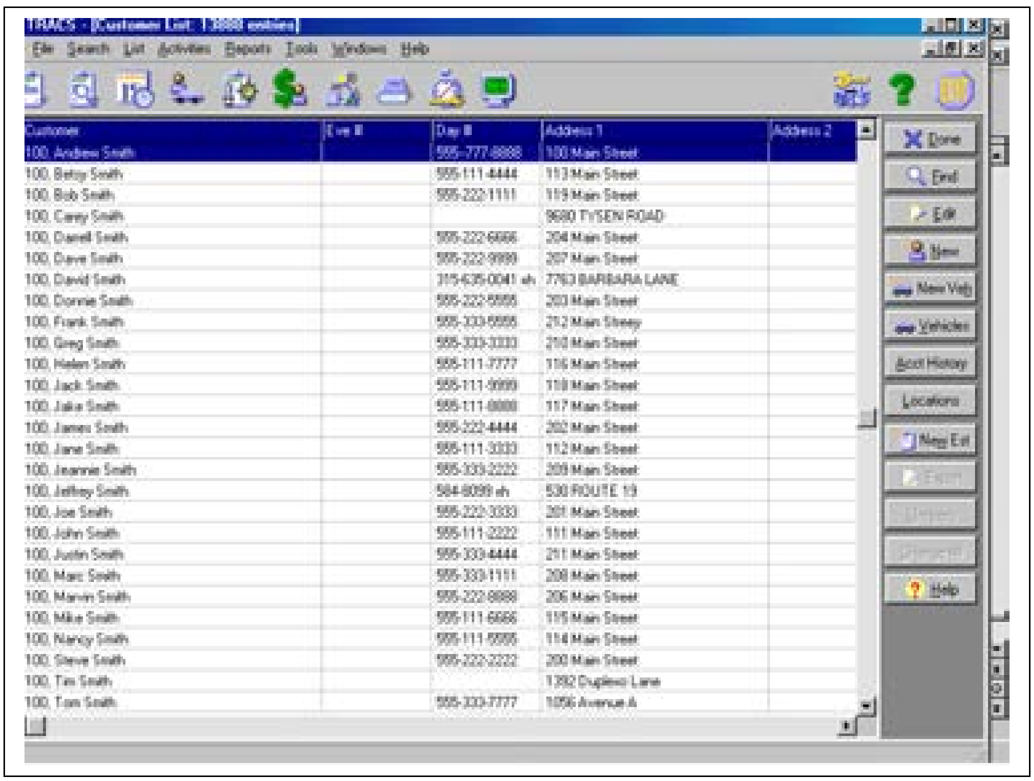
This feature allows you to merge one vehicle with another (for example, when you have entered the same vehicle into the system twice).

Note: Do not try to merge unlike vehicles (for example, Audi to Corvette). TRACS will allow you to do this, and it cannot be edited.

How To

To merge vehicle records, perform the following steps:

Step	Action
1	Click the **Customer and Vehicles** icon  on the TRACS main screen menu bar, and the **Customer List** screen displays.

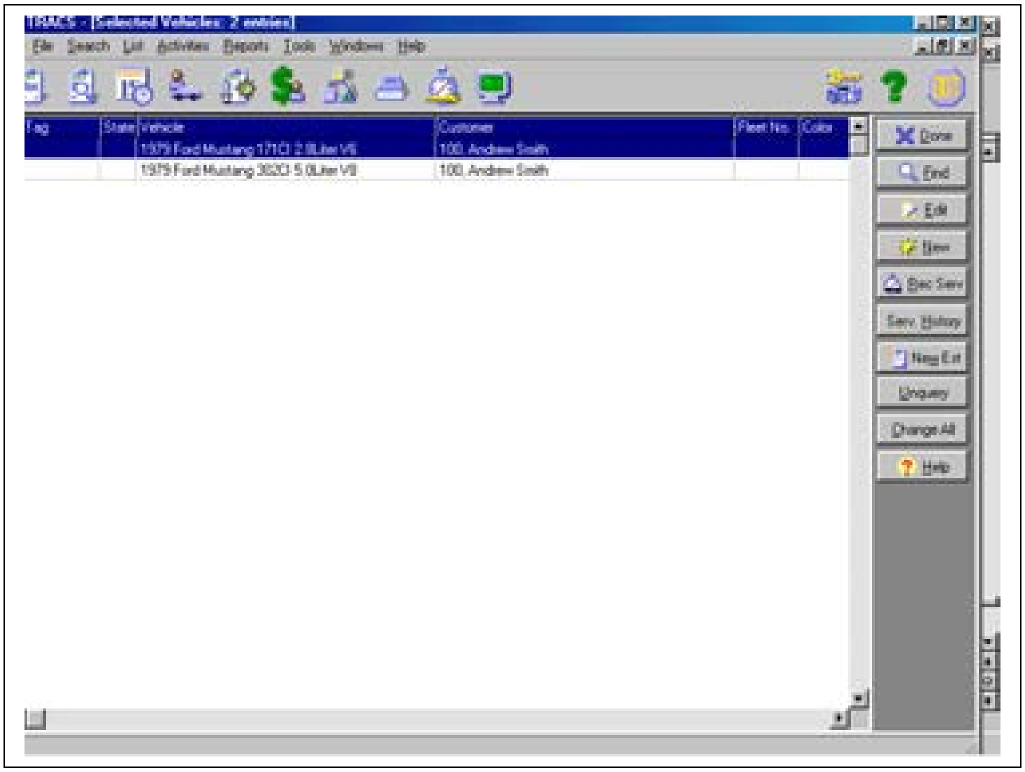


Step	Action
2	Click to highlight the appropriate customer.

Continued on next page

How To **(continued)**

Step	Action
3	Click the **Vehicles** button, and the **Selected Vehicles** screen displays.

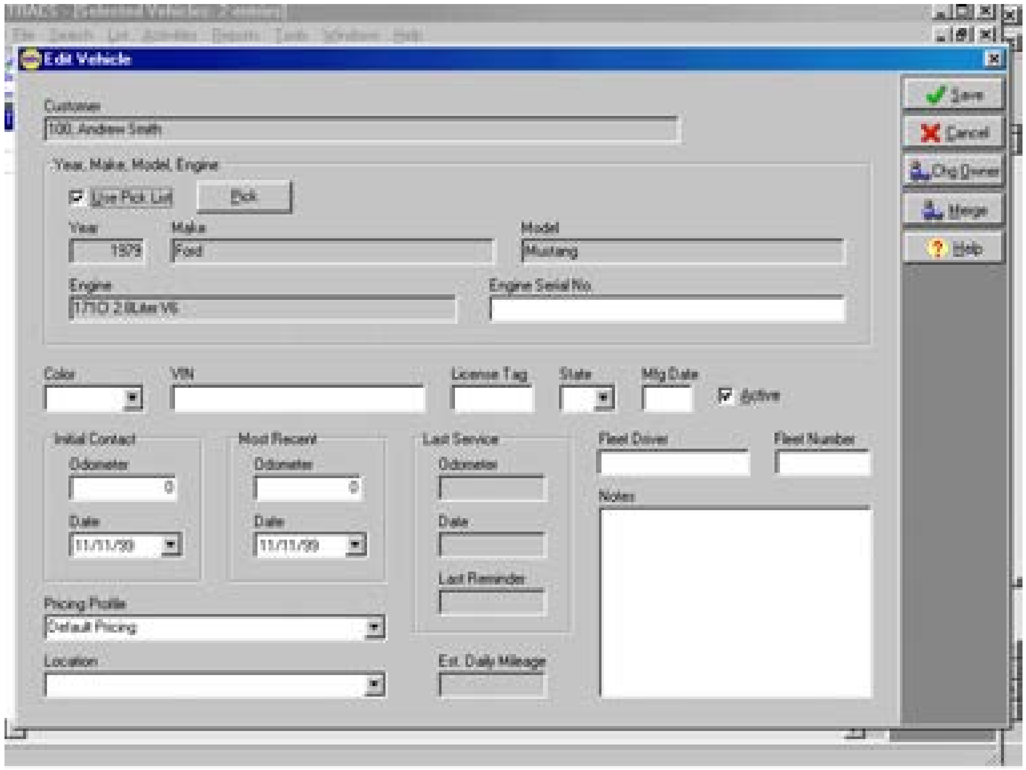


4	Click to highlight the appropriate vehicle.

Continued on next page

How To **(continued)**

Step	Action
5	Click the **Edit** button, and the **Edit Vehicle** screen displays.

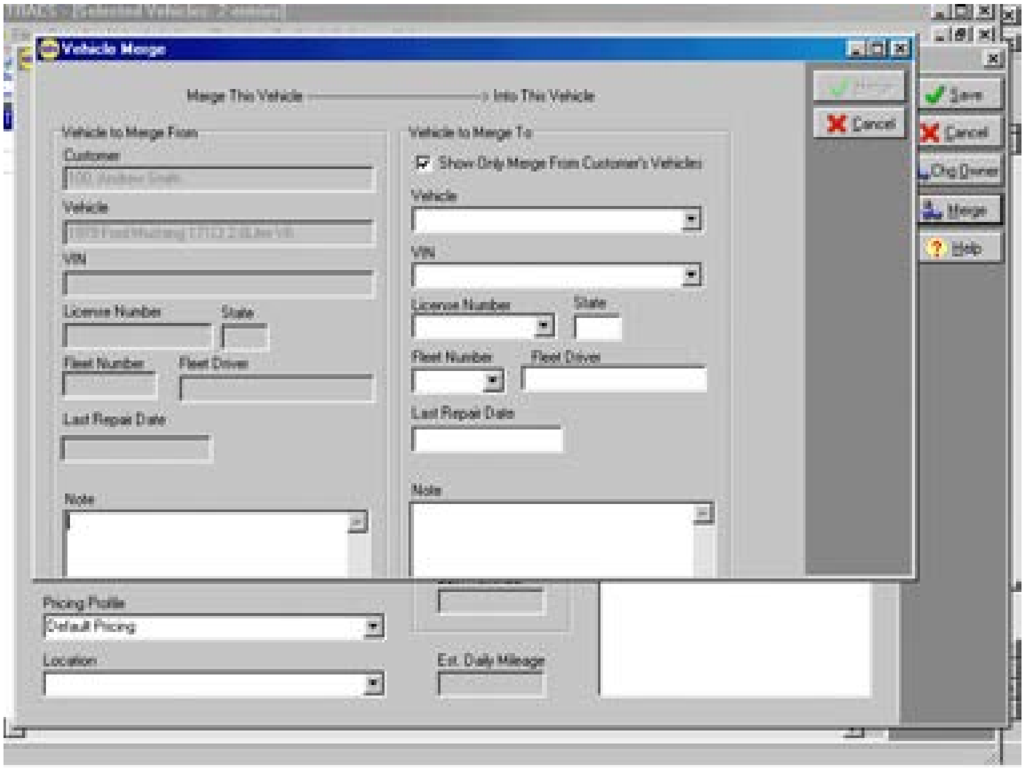


Continued on next page

Merging Vehicle Records, Continued

How To **(continued)**

Step	Action
6	Click the **Merge** button, and the **Vehicle Merge** screen displays.

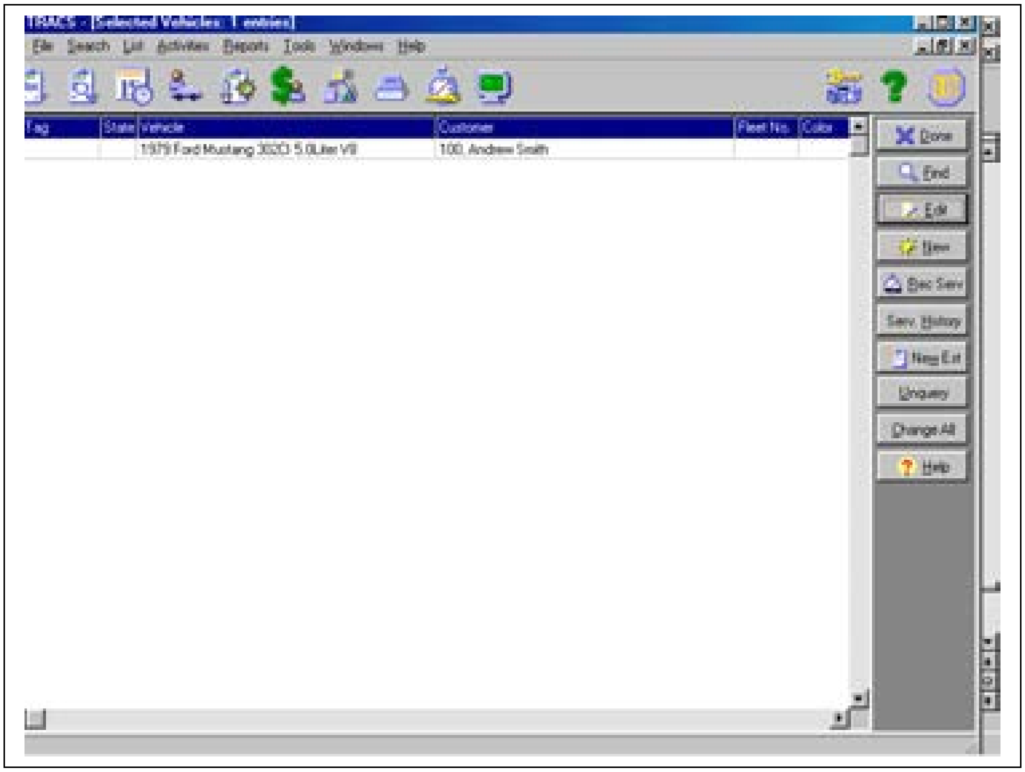


7	Scroll the **Vehicle** field to find the appropriate vehicle.
8	Click to highlight the appropriate vehicle.

Continued on next page

How To **(continued)**

Step	Action
9	Click the **Merge** button, and the **Selected Vehicles** screen displays.



Step	Action
10	Click the **Done** button. You have now merged vehicle records.

Change Vehicle Owner

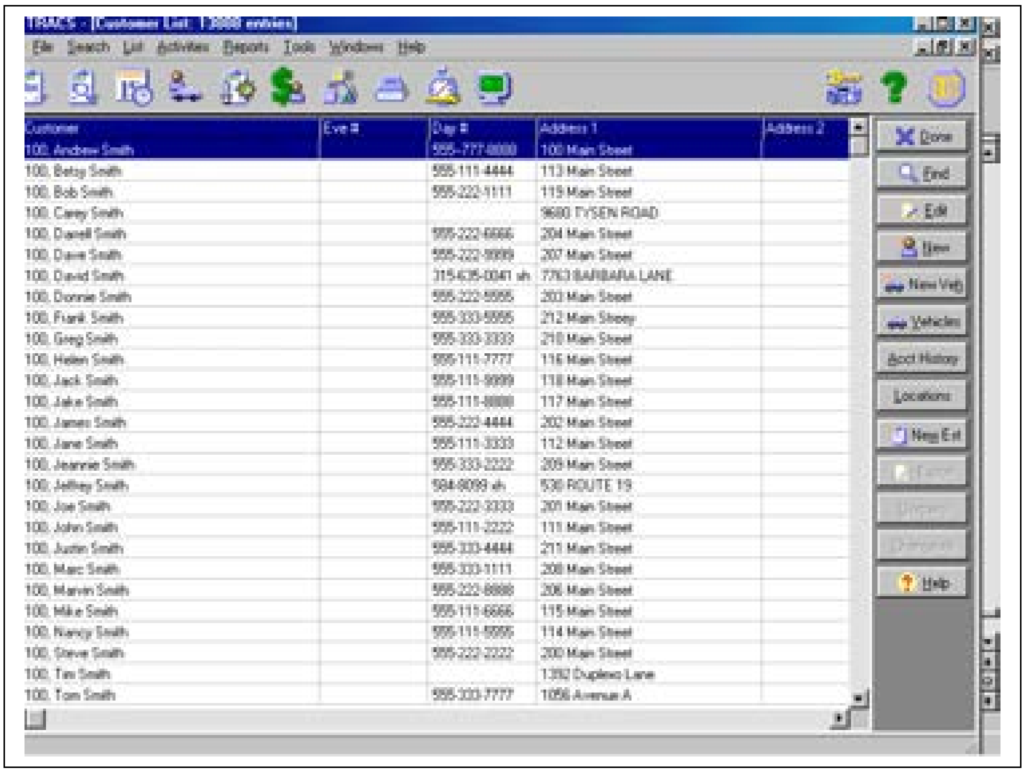
Overview

This feature allows you to move a vehicle from one customer to another (for example, when one customer sells a vehicle to another customer).

How To

To move a vehicle, perform the following steps:

Step	Action
1	Click the **Customer and Vehicles** icon  on the TRACS main screen menu bar, and the **Customer List** screen displays.

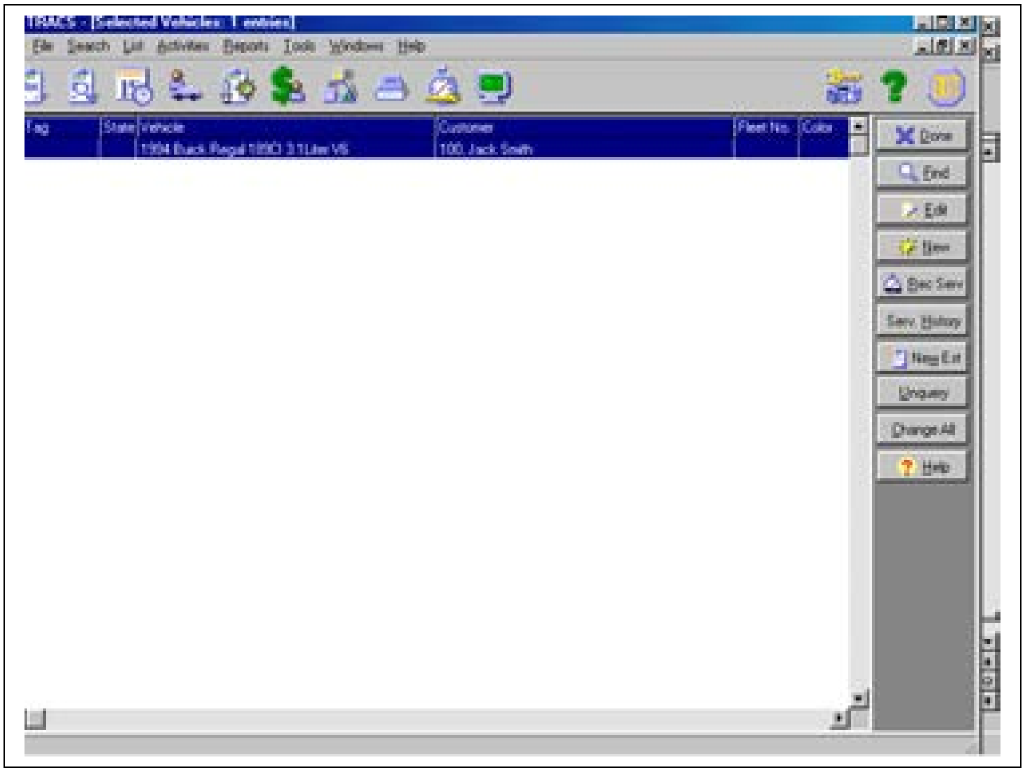


2	Click to highlight the appropriate customer.

Continued on next page

How To **(continued)**

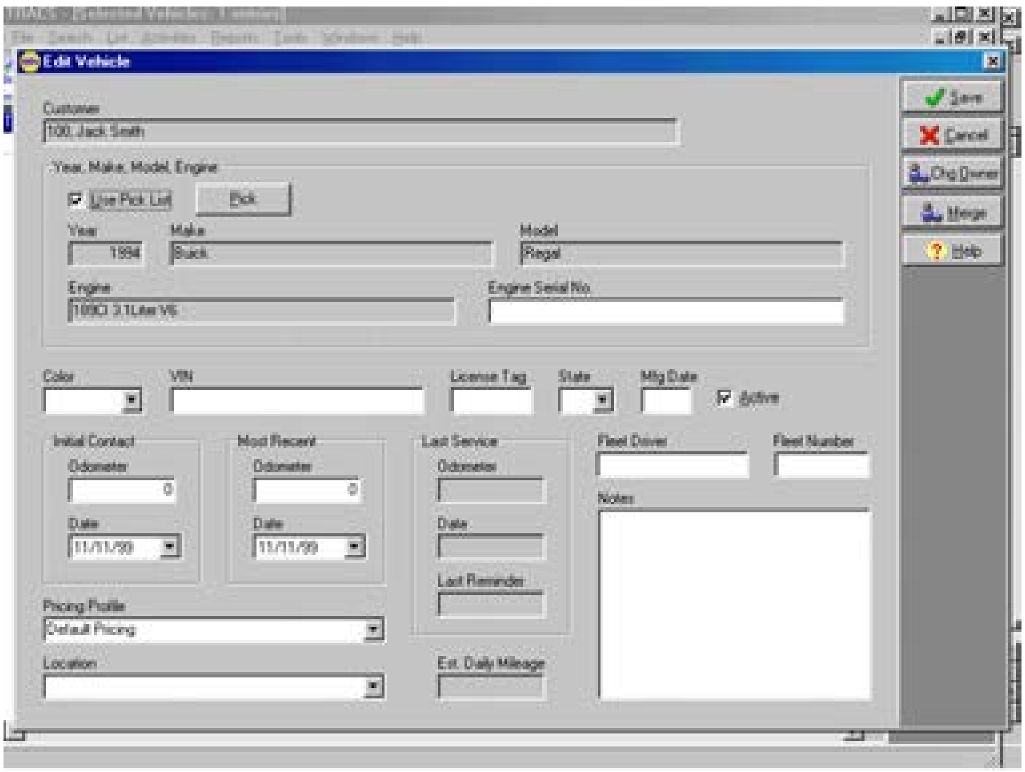
Step	Action
3	Click the **Vehicles** button, and the **Selected Vehicles** screen displays.



Continued on next page

How To (continued)

Step	Action
4	Click the **Edit** button, and the **Edit Vehicle** screen displays.



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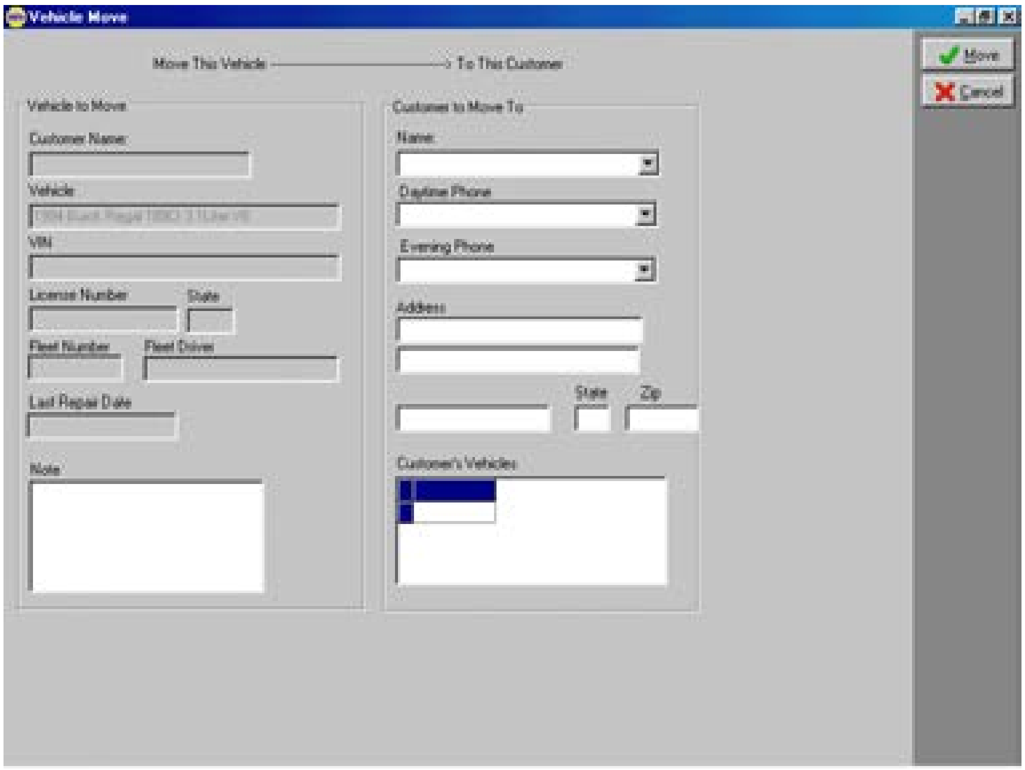
How To (continued)

Step	Action
5	Click the **Chg Owner** (Change Owner) button, and the **Vehicle Move** screen displays.



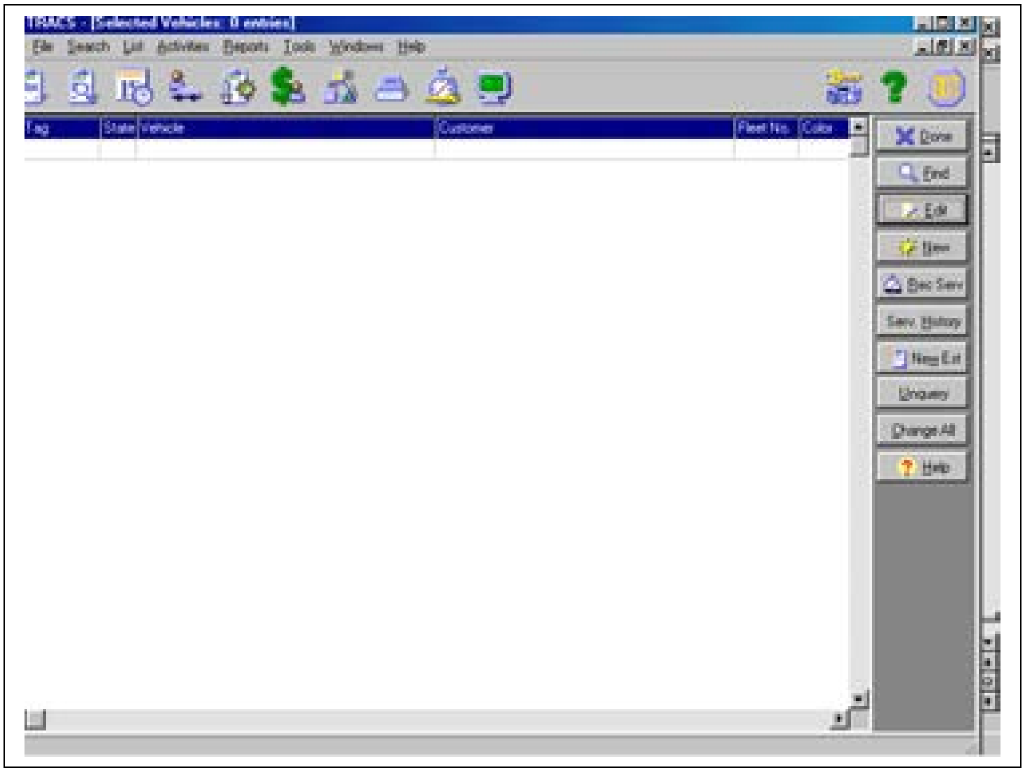
6	Scroll the **Name** field to select the appropriate customer name.
7	Click to highlight the name of the appropriate customer.

Continued on next page

Change Vehicle Owner, Continued

How To (continued)

Step	Action
8	Click the **Move** button, and the **Selected Vehicles** screen displays.



9	Click the **Done** button. You have now moved a vehicle.

Chapter 8: Integrating TRACS and QuickBooks

Introduction

Before attempting to import TRACS into QuickBooks you need to be familiar with TRACS and must be proficient in QuickBooks. **If you have never used QuickBooks we strongly recommend that you take a QuickBooks training course.**

TRACS support recommends importing into a new QuickBooks company. If you are importing into an existing QuickBooks company, configuration changes may be needed in order to complete a successful import. However, TRACS support cannot guarantee a successful import into an existing QuickBooks company.

Learning Objectives

After completing this module, you will be able to:

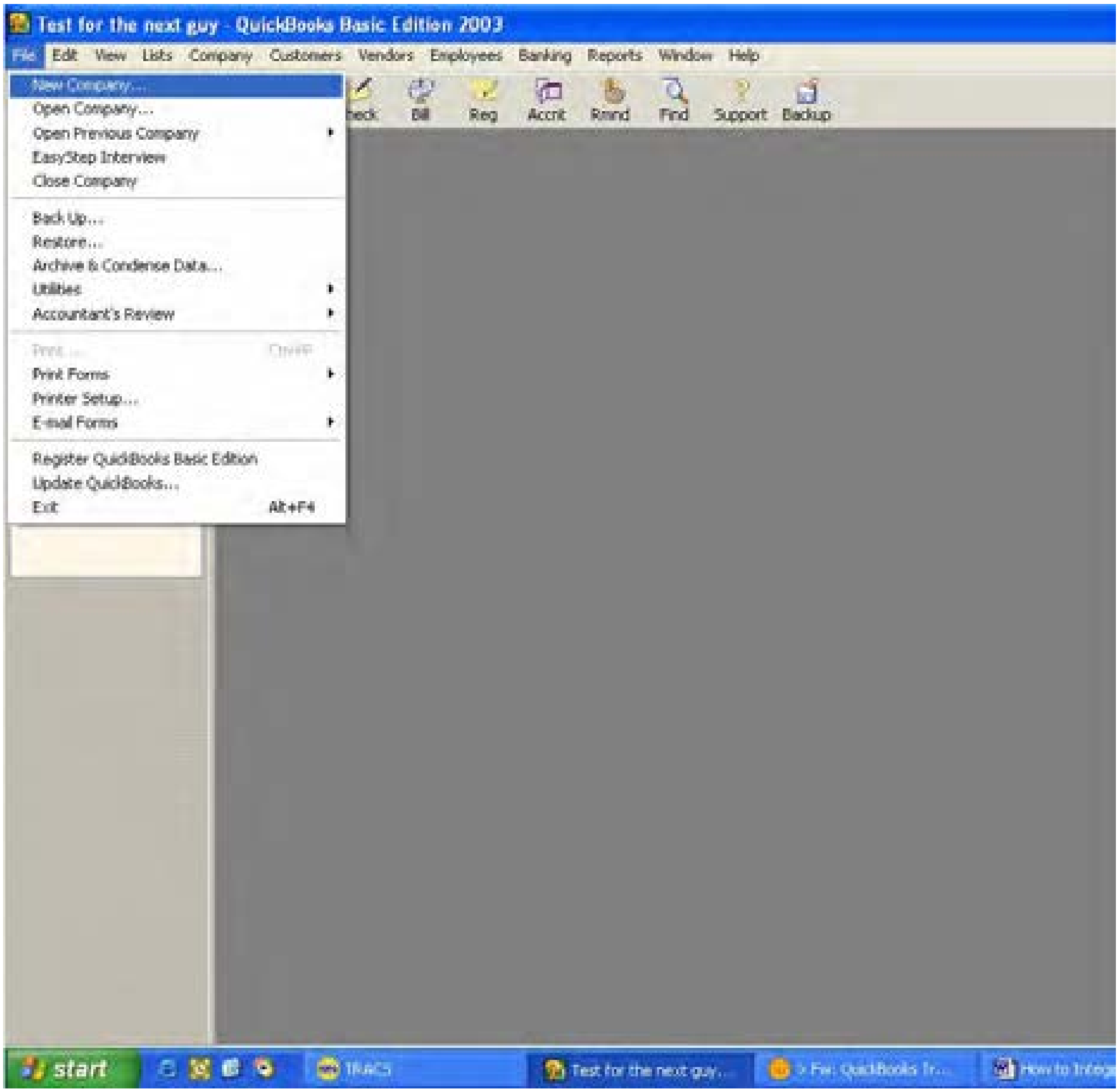
- Create a new QuickBooks company
- Configure a TRACS export directory
- Import TRACS into a new QuickBooks company
- Import TRACS into a existing QB company
- Understand the QuickBooks import

Creating a New QuickBooks Company

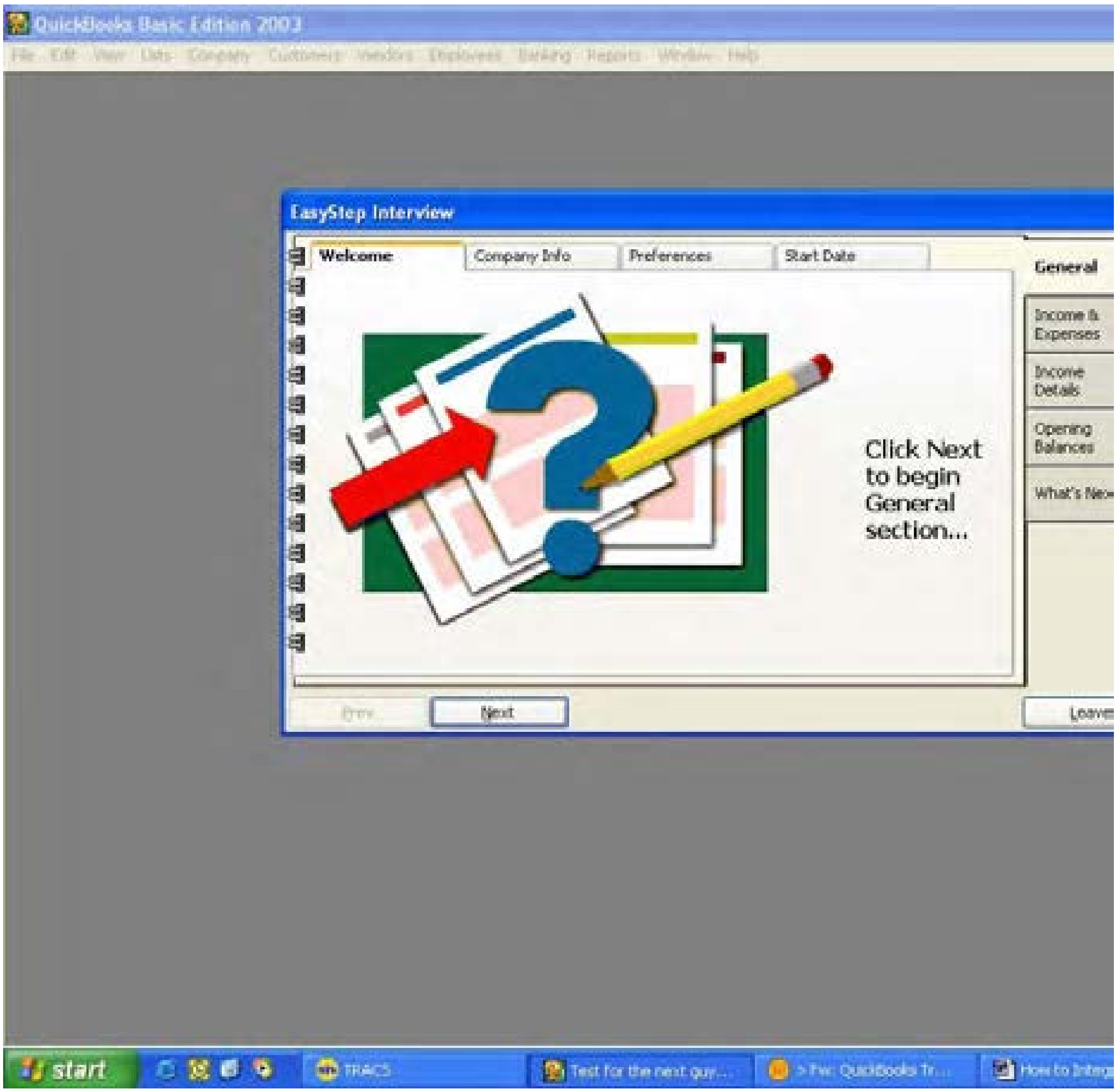
1. Open QuickBooks and left-click on **File** from the toolbar at the top of QuickBooks window.

2. Left click on **New Company**.

QuickBooks displays the following screen:



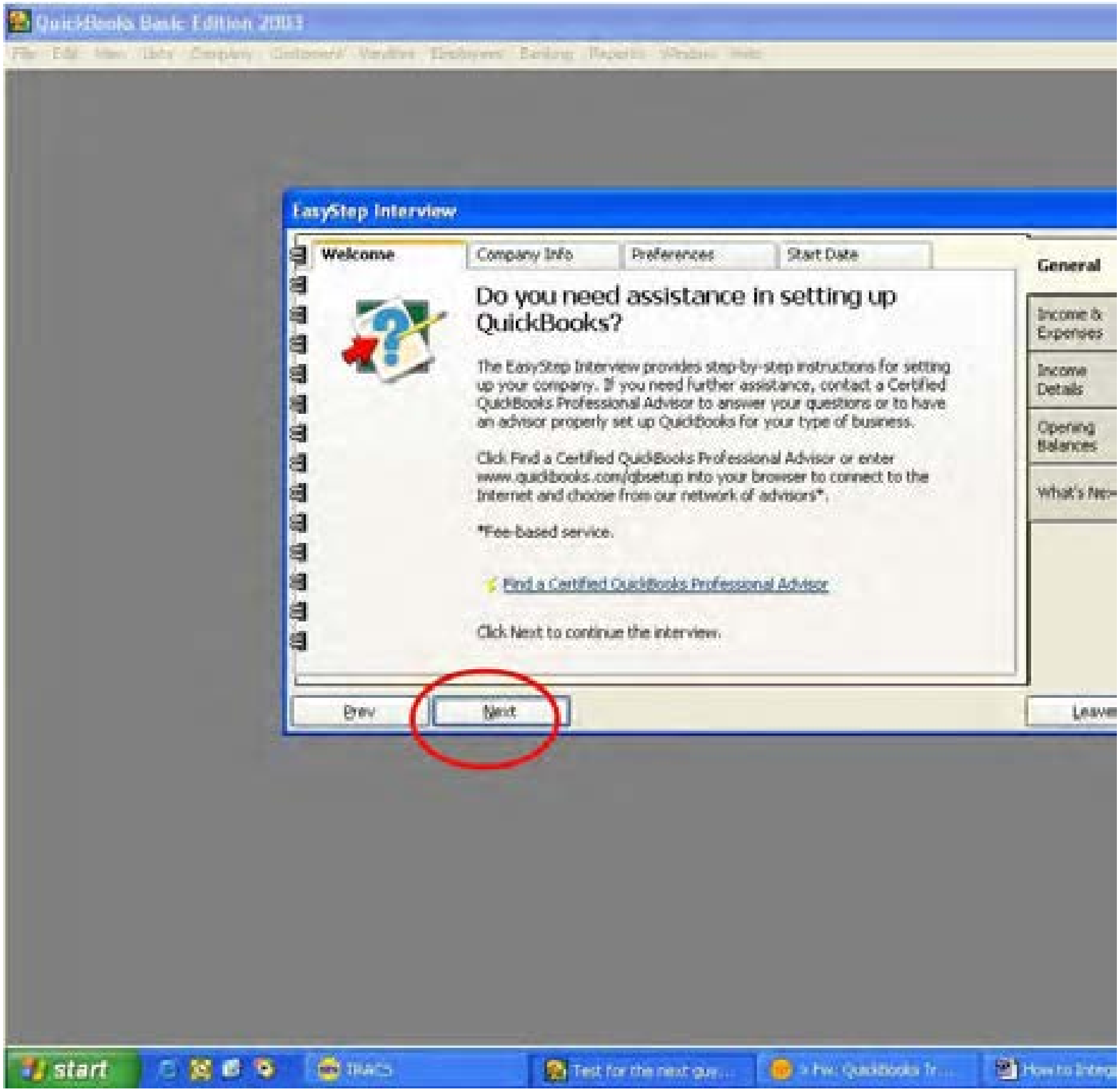
QuickBooks displays the **EasyStep Interview** window:



3. Click **Next.**

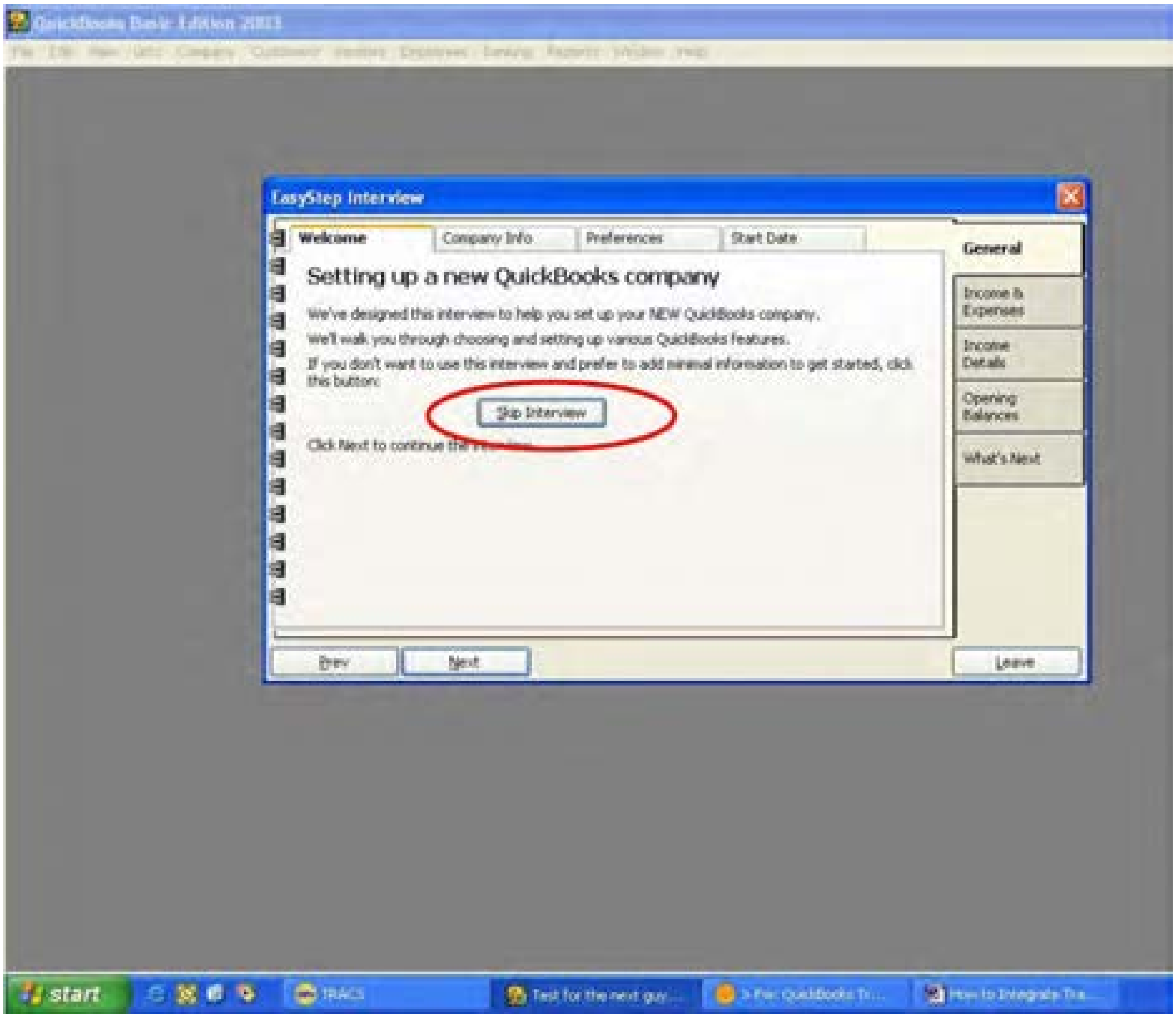
Tip: At this point, you may press Enter three (3) times or follow steps 3 – 5.

QuickBooks displays the following screen:



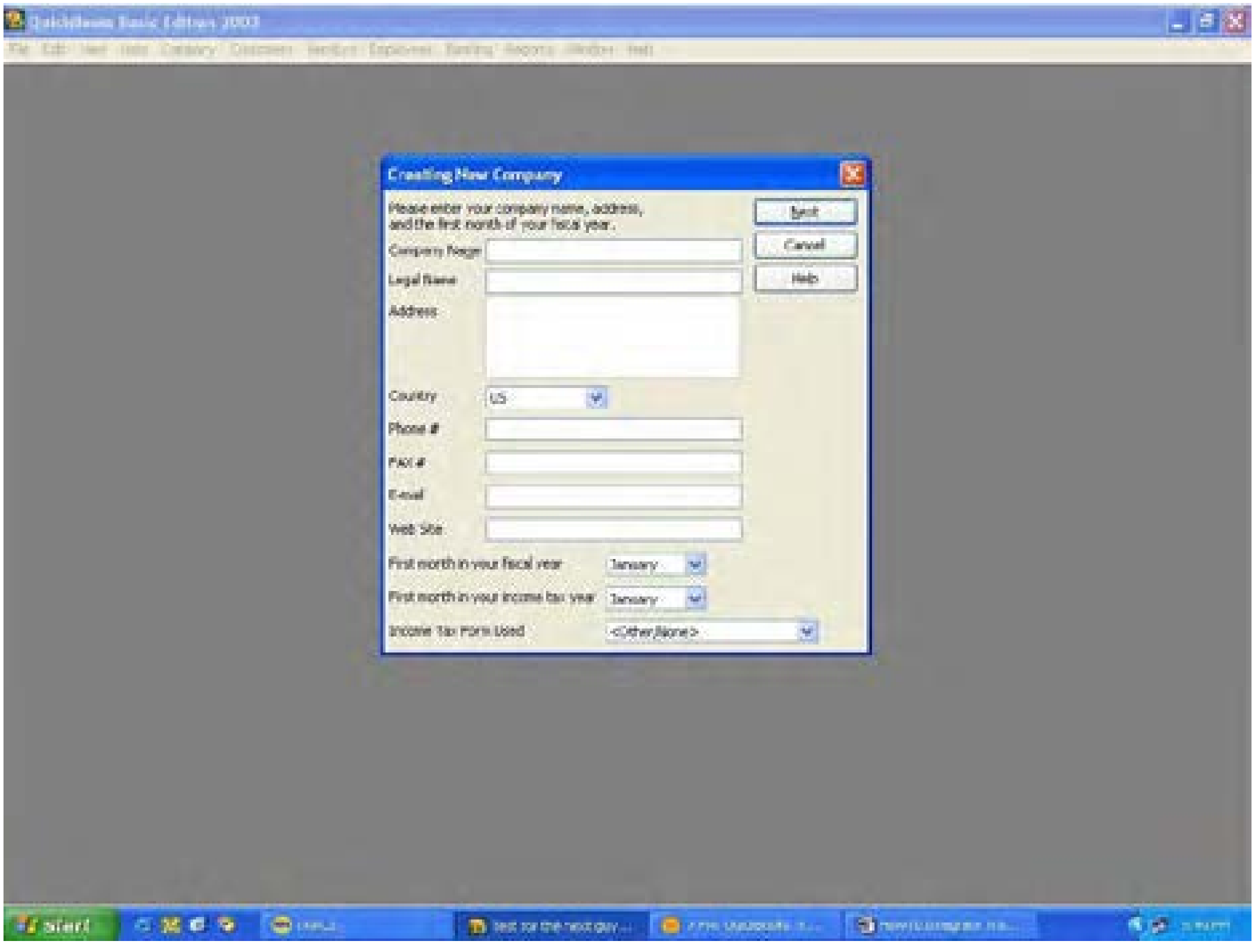
4. Click **Next.**

QuickBooks displays the following screen:



5. Click **Skip Interview.**

QuickBooks displays the **Creating New Company** screen:



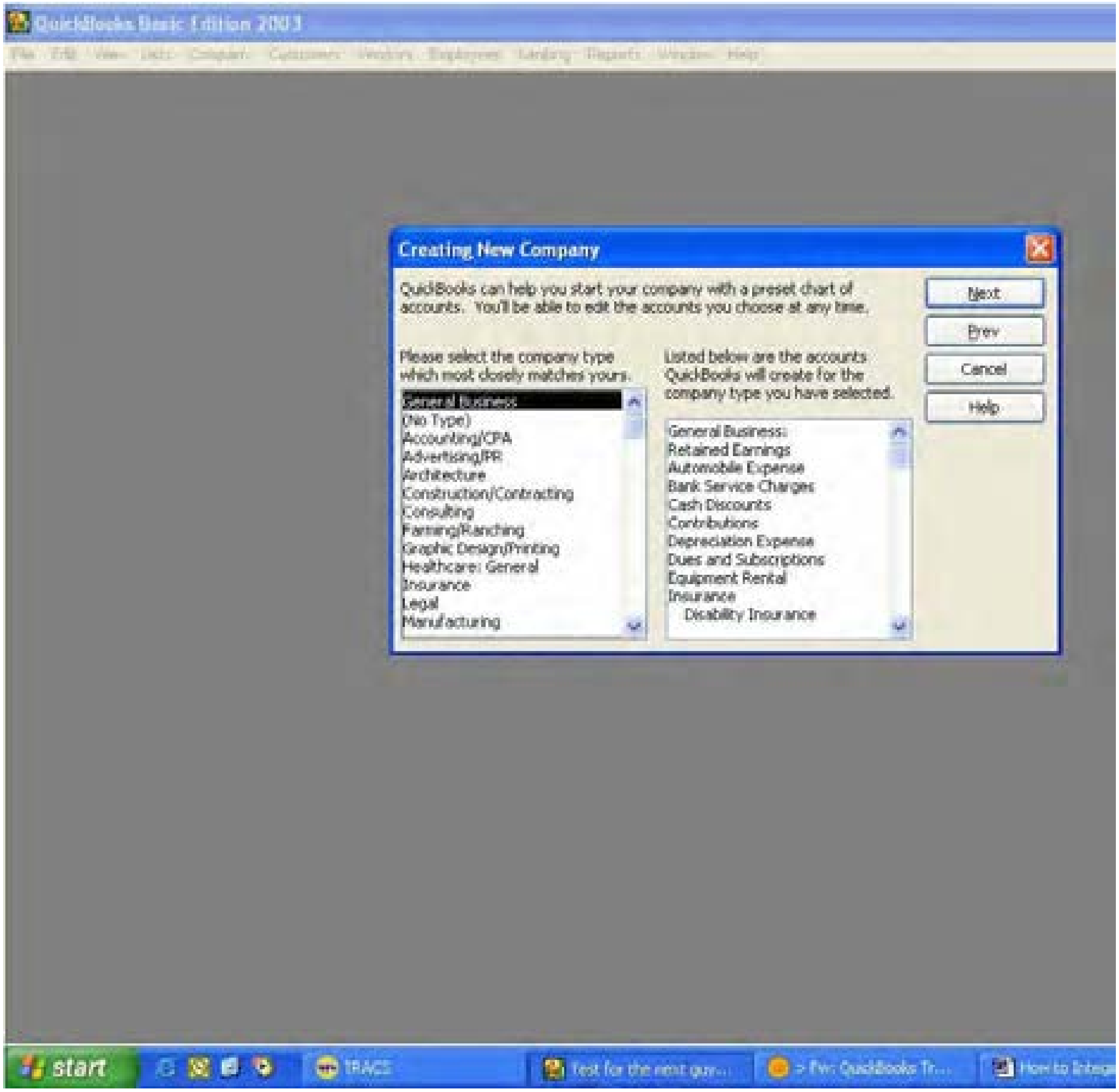
6. Enter the business information.

Note: If the customer already has an existing company, it is suggested that you create a "test" company in order to see how TRACS sets up the Chart of Accounts).

7. After entering necessary information, left-click **Next.**

Creating a New QuickBooks Company, Continued

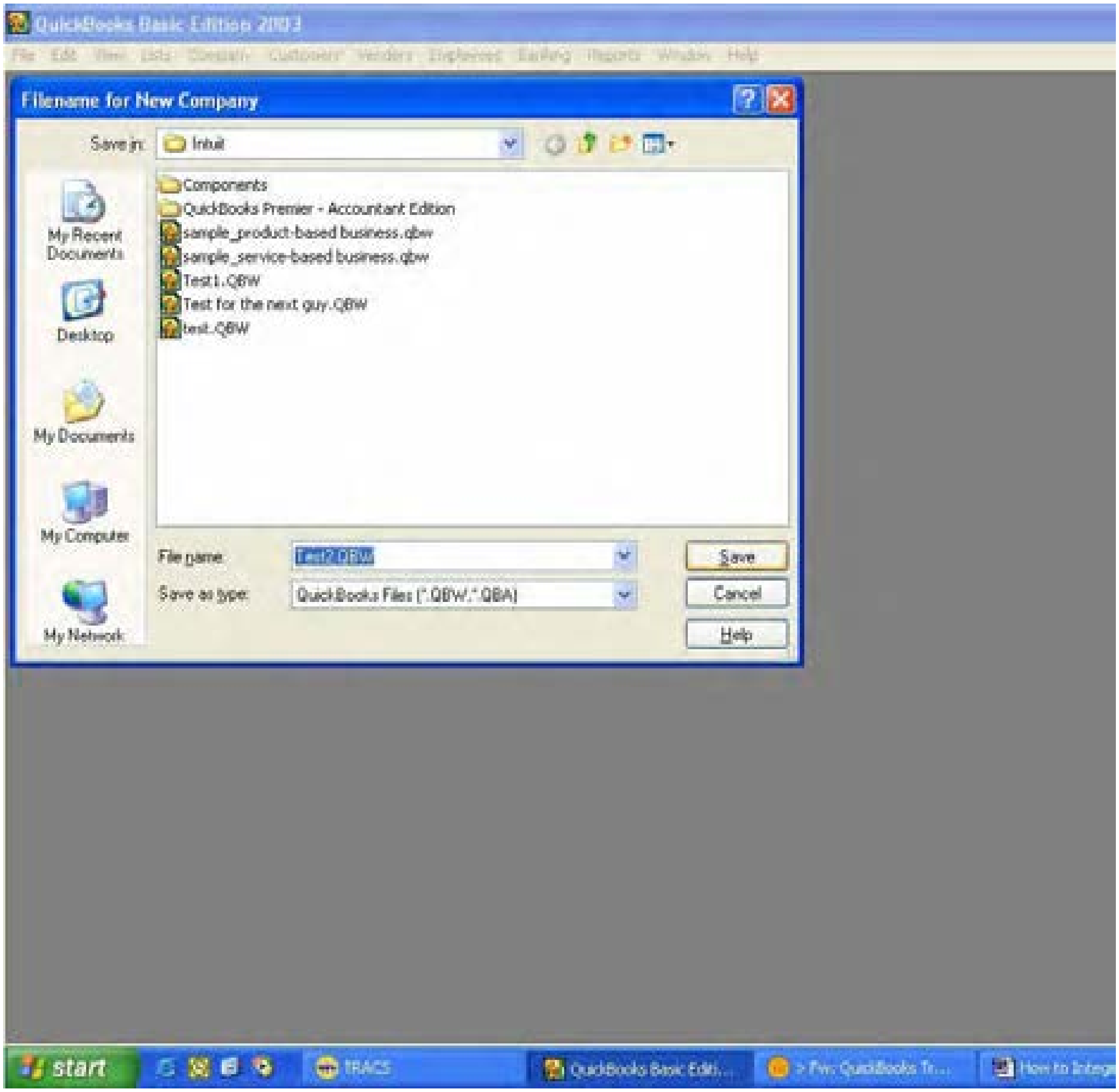
QuickBooks displays the **Creating New Company** window:



QuickBooks is able to create a company with a preset chart of accounts for various types of business**. TRACS uses the General Business company type that defaults to general accounts.**

8. Make sure that **General Business** is selected and click Next (QuickBooks will typically have already selected **General Business**).

QuickBooks displays the **Filename for New Company** window:

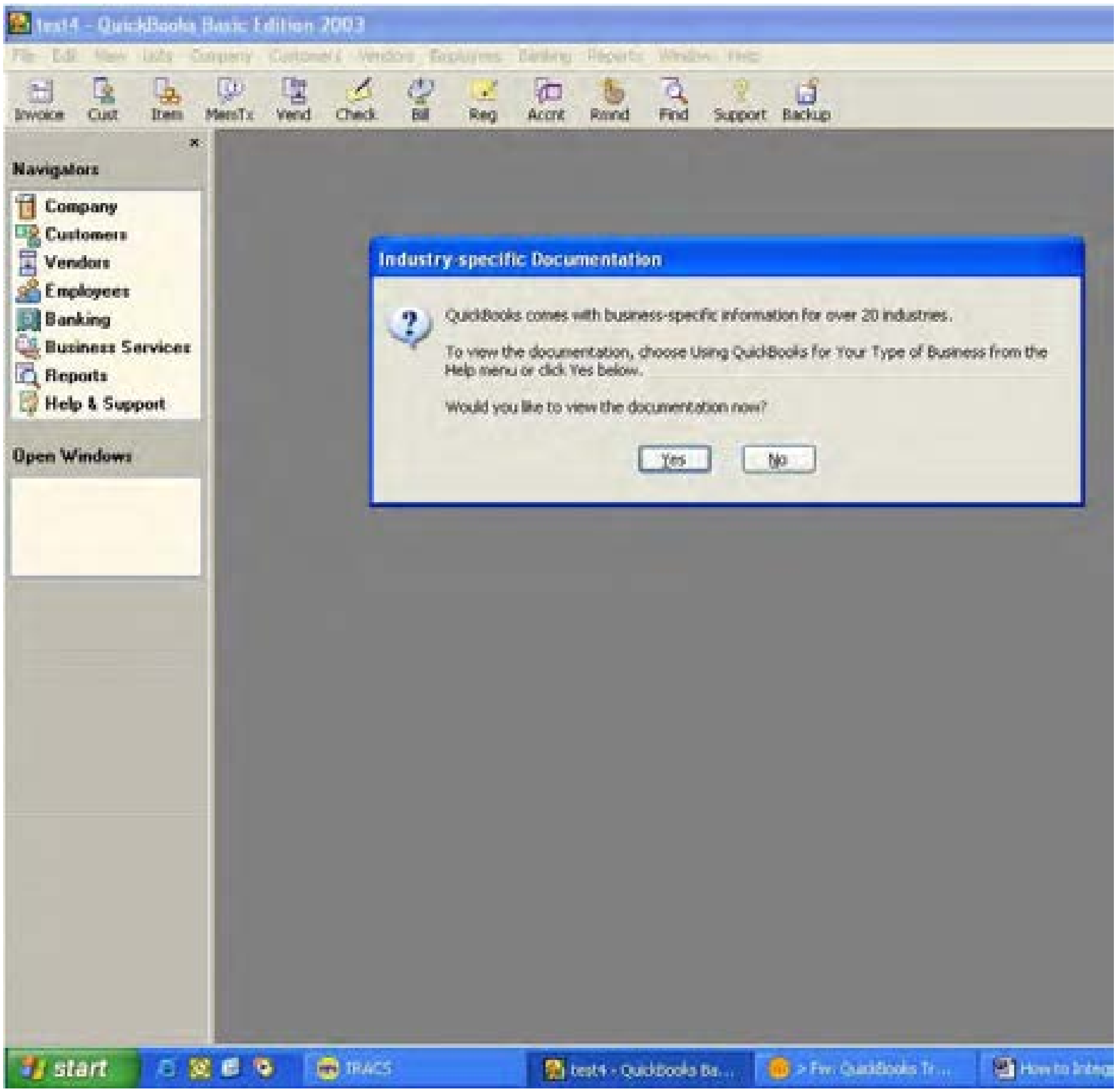


Note: This window displays the location of the actual database and the name of the file. Pay special attention to the directory of the database for future reference.

9. Left-click **Save.**
10. A message window will briefly display a **Working** status with a progress bar.

Creating a New QuickBooks Company, Continued

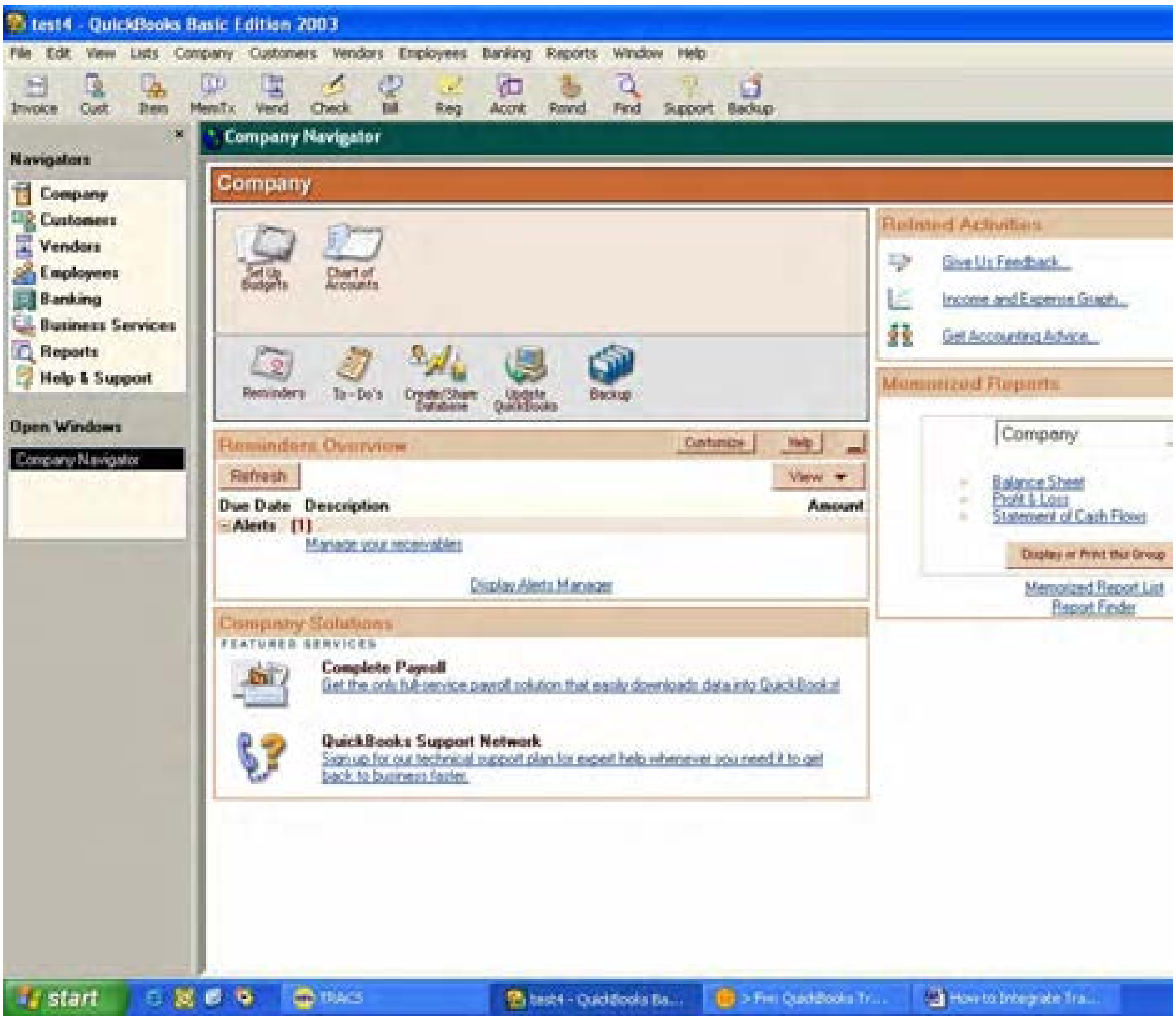
QuickBooks displays the **Industry-Specific Documentation** window:



11. Left-click once on **NO.**

Creating a New QuickBooks Company, Continued

QuickBooks opens the new company and automatically displays the **Getting Started with QuickBooks** and the **Company Navigator** windows:



12. Left-click on X in the right hand corner below the main window heading.

Congratulations!

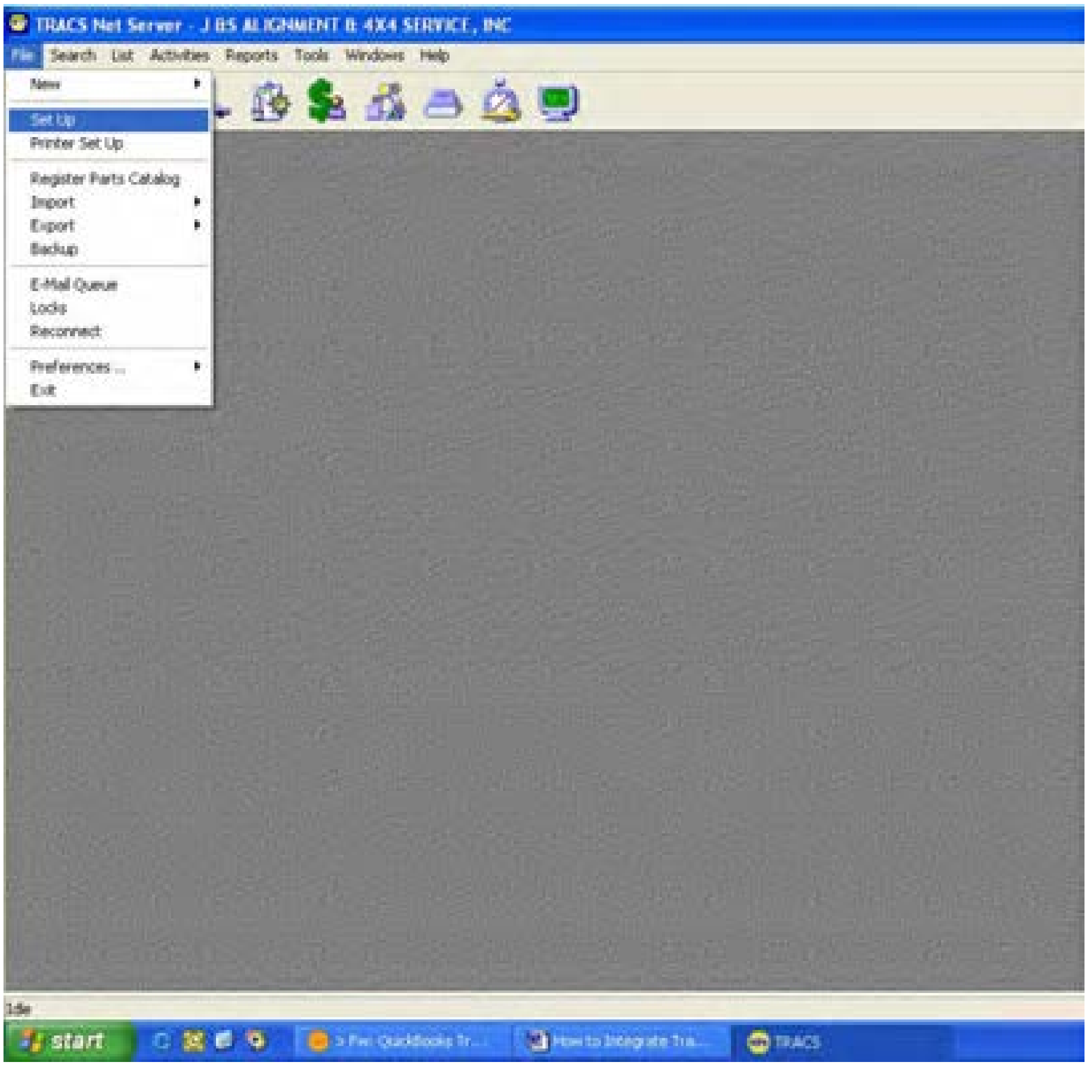
Your QuickBooks company is now created.

Configuring the TRACS Export Directory

1. Open TRACS and left-click on **File** from the toolbar above the icon buttons.

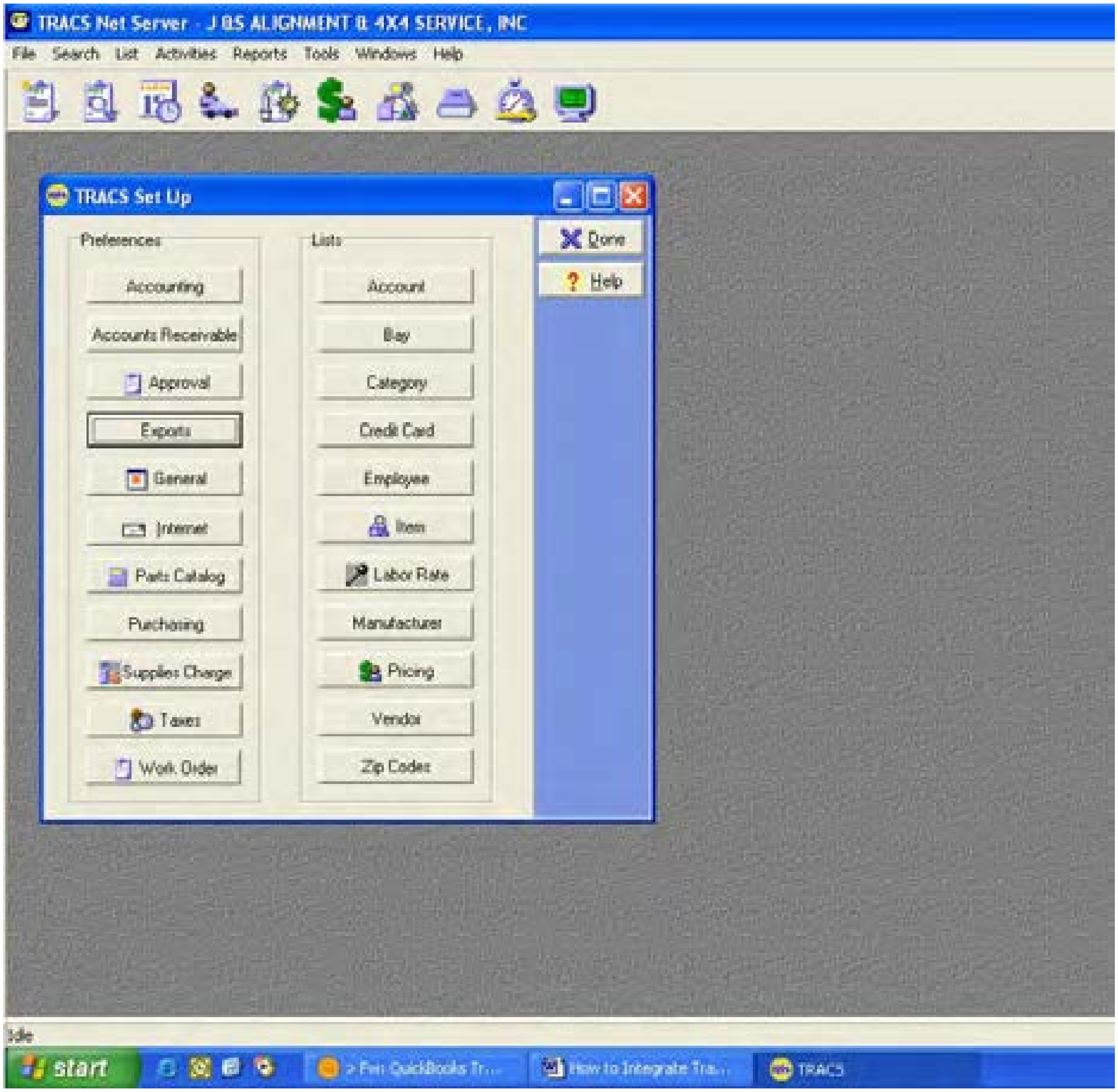
2. Left-click on **Setup.**

QuickBooks displays the following screen:



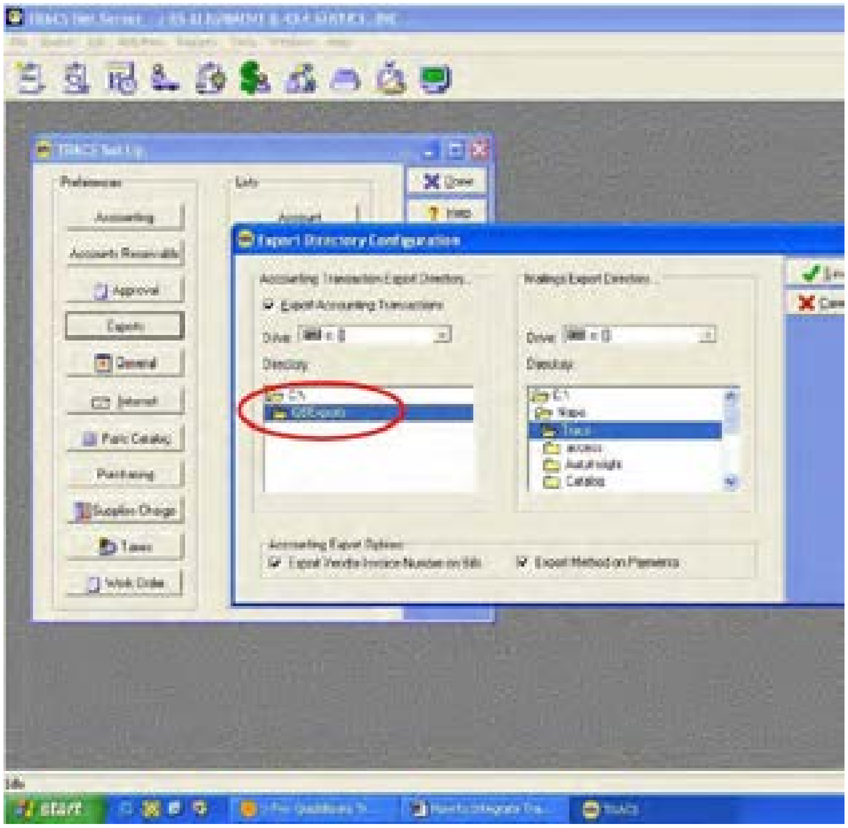
Tip: You can create a folder on the root of the C:\ drive entitled “QBExports” prior to editing the export directory and specify this as the desired export folder. This will create a consistent folder for imports to be stored, thereby making imports easier to locate.

TRACS displays the **Set Up** window:



3. Left-click on **Exports** from the Preferences box.

TRACS displays the **Export Directory** Configuration window:



4. The **Accounting Export** directory is on the left side of the window. It defaults to the "C:\" drive.

5. Change the placement of the file by clicking on the folder under the C:\ drive within the Directory box.

6. Place a check mark in the radio buttons for **Export Vendor Invoice Number on Bills** and **Export Method of Payment.**

7. Once you have the directory specified to the location of your preference, left-click on **Save.**

8. Left-click on **Done** on the TRACS Set Up window.

Importing TRACS into a New QuickBooks Company

Note: If there are any errors importing into QuickBooks, write down the error line and error message. Continue with the export by clicking OK. Repeat if necessary.

- After a full import completes, call TRACS Support.
- If the import will NOT continue, stop and call Support.

Step 1: Back Up TRACS and QuickBooks

Note: Once the company has been setup in QuickBooks, make sure to backup TRACS and QuickBooks. **THIS MUST HAPPEN EVERY TIME PRIOR TO THE EXPORT/IMPORT PROCESS.**

Step 2: Create the Export File

1. Minimize QuickBooks and open the main screen of TRACS.
2. From the toolbar, left-click on **Activities.**
3. Once the drop-down list appears, left-click on **Accounting Export.**
4. A window will appear and ask you if a backup has been performed. Left-click on **Yes.**
5. A window will appear that reads “Add time to file name.” Left click on **Yes.**
6. A **Save As** window will appear.

Note: If need be, the directory can be changed at this point for this one instance. Otherwise, the directory is pre-assigned in TRACS.

7. Left-click **Save.**
8. The screen will disappear and **the Accounting Export** window will be in the background. The number of transactions processed will be noted on that box.
9. When finished processing, a window appears and displays the amount of transactions exported.
10. Click **OK.**
11. A message box appears that reads “Switch To Your Accounting Program.”

Note: This box details the exact location of the file that should be imported.

12. Left click on **OK.**
13. A message box appears that reads, “If you had errors, contact TRACS Support.” Click **OK.**

14. This concludes all steps taken in TRACS to create the Export file. The file now exists in the specified location.

Note: If the customer cannot find the file, check the Export directory in TRACS. Usually this will be the location of the file unless the directory was changed at the "Save As" screen (see step #6 above).

Step 3: Import The Data Into QuickBooks

1. Minimize TRACS and open QuickBooks.
2. From the toolbar, left-click on **File.**
3. A drop-down list appears. Move your mouse over the field. For most versions, another list will display.
4. Left-click on **Import.**

Note: Newer versions will have another list that will populate off Import to display different types of import files. We import .IIF files.

5. Once you have click Import or Import File Type, another Import window will appear. This is the same as a "look in" window.
6. Find the corresponding export file and left-click once to highlight the file.
7. Left-click one time on **Open.**

Note: QuickBooks defaults its directory for imports to:
C:\programfiles\intuit\quickbooks***

8. Once you have clicked on **Open**, the file will begin importing and a progress bar will display. If no errors occur, QuickBooks displays a message box that reads, "Your data has been imported."

Note: If you encounter errors, write down the error message and the error line number. Left-click on OK and allow the import to continue. ALL TRANSACTIONS BEFORE THE ERROR ARE ALREADY APPLIED INSIDE OF QUICKBOOKS. Once the import finishes, QuickBooks displays a message box that reads, "Your data has been imported."

9. Stop and call TRACS.

Importing TRACS into an Existing QuickBooks Company

Note: Before you try to import TRACS into an existing company you will need to be an experienced QuickBooks user.

The first step is to understand how the chart of account functions in TRACS:

1. Click **File**, then click **Setup**, and finally choose Accounting.

The system displays the following screen:

Default Account For...	Account Name	Account Type
Accounts Payable	Accounts Payable	Accounts Payable
Accounts Receivable	Accounts Receivable	Accounts Receivable
Cash Payment	Undeposited Receipts	Bank
Cash Refund	Miscellaneous Journals	Bank
Check Payment	Undeposited Receipts	Bank
Credit Card Payment	Merchant Account	Bank
Credit Journal	Miscellaneous Journals	Bank
Debit Journal	Miscellaneous Journals	Bank
Inventory Adjustment	Inventory Adjustments	Other Current Asset
Labor Sales	Labor Sales	Income
Part Asset	Inventory	Other Current Asset
Part Cost	Cost of Parts Sold	Cost of Goods Sold
Part Sales	Part Sales	Income
Refund Credit Card	Merchant Account	Bank
Return Check	Miscellaneous Journals	Bank
Sales Tax	Sales Tax Payable	Other Current Liability
Shop Supplies	Part Sales	Income
Sublet Asset	Sublet Purchased	Other Current Asset
Sublet Cost	Cost of Sublet Sold	Cost of Goods Sold
Sublet Sales	Sublet Sales	Income

Note: All of the account names and type must match the Chart of Accounts in your existing QuickBooks Company. If you have been creating invoices in your QuickBooks Company, you will need to make some modifications to the Sales Tax Account because QuickBooks will not allow TRACS to import to an existing Sales Tax Payable Account. In order to get the Sales Tax money to import smoothly, we have to create a new account called TRACS Sales Tax Payable.

2. Open QuickBooks and go to Edit-Preferences-Sales Tax and click on the "Company Preferences" tab. For the question "Do you collect sales tax?" select **NO.**

3. Open the **Chart of Accounts** in QuickBooks and edit the existing Sales Tax Payable account by adding "XXX" to the account name. After completing the import, you can merge the "XXX Sales Tax Payable" account into the Sales Tax Payable account TRACS brought over, unless you would like to keep the account separate.

Importing TRACS into an Existing Company, Continued

4. The **Chart of Accounts** should now look like the following screen:

Default Account For...	Account Name	Account Type
Accounts Payable	Accounts Payable	Accounts Payable
Accounts Receivable	Accounts Receivable	Accounts Receivable
Cash Payment	Undeposited Receipts	Bank
Cash Refund	Miscellaneous Journals	Bank
Check Payment	Undeposited Receipts	Bank
Credit Card Payment	Merchant Account	Bank
Credit Journal	Miscellaneous Journals	Bank
Debit Journal	Miscellaneous Journals	Bank
Inventory Adjustment	Inventory Adjustments	Other Current Asset
Labor Sales	Labor Sales	Income
Part Asset	Inventory	Other Current Asset
Part Cost	Cost of Parts Sold	Cost of Goods Sold
Part Sales	Part Sales	Income
Refund Credit Card	Merchant Account	Bank
Return Check	Miscellaneous Journals	Bank
Sales Tax	Tracs Sales Tax Payable	Other Current Liability
Shop Supplies	Part Sales	Income
Sublet Asset	Sublet Purchased	Other Current Asset
Sublet Cost	Cost of Sublet Sold	Cost of Goods Sold
Sublet Sales	Sublet Sales	Income

Now when data is exported, all Tax money will be placed in an account called TRACS Sales Tax Payable. After this modification is made the system is ready to import data.

NOTE: Once the data is imported into QuickBooks, TRACS Support is not responsible for supporting QuickBooks. It is up to the user to be proficient in balancing the company's books within QuickBooks.

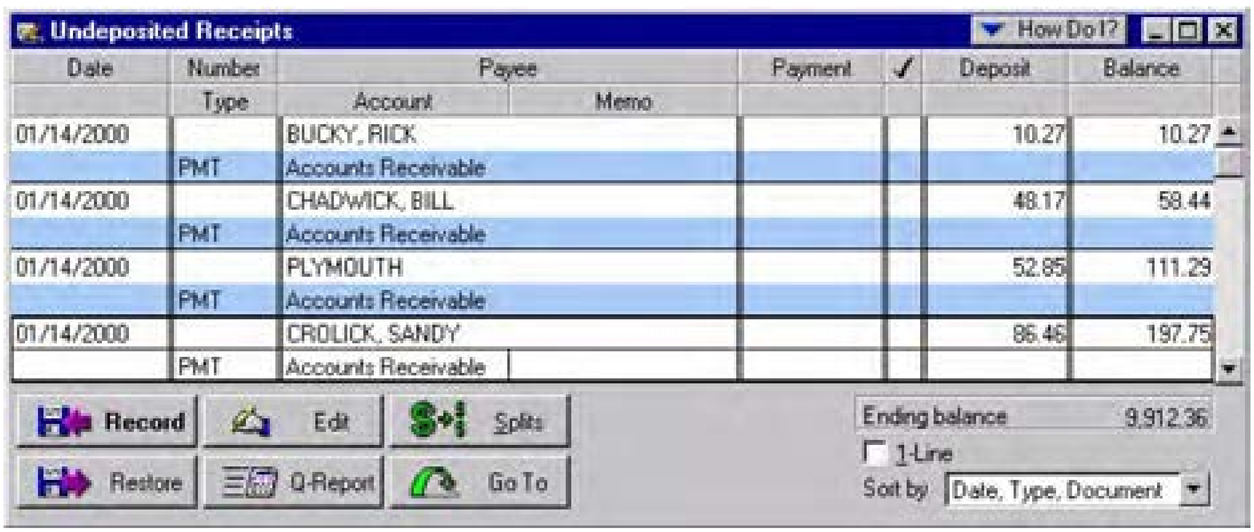
Understanding the QuickBooks Import

After your data has been imported successfully, the next step is to apply all customer payments. If using the default chart of accounts in TRACS, all payments are stored in the Undeposited Receipts Account. Follow the directions below to apply customer payments and group money in the Undeposited Funds Account.

If you would like TRACS to deposit payments directly to Undeposited Funds you will need to manually create these accounts in TRACS. Please call TRACS support for assistance.

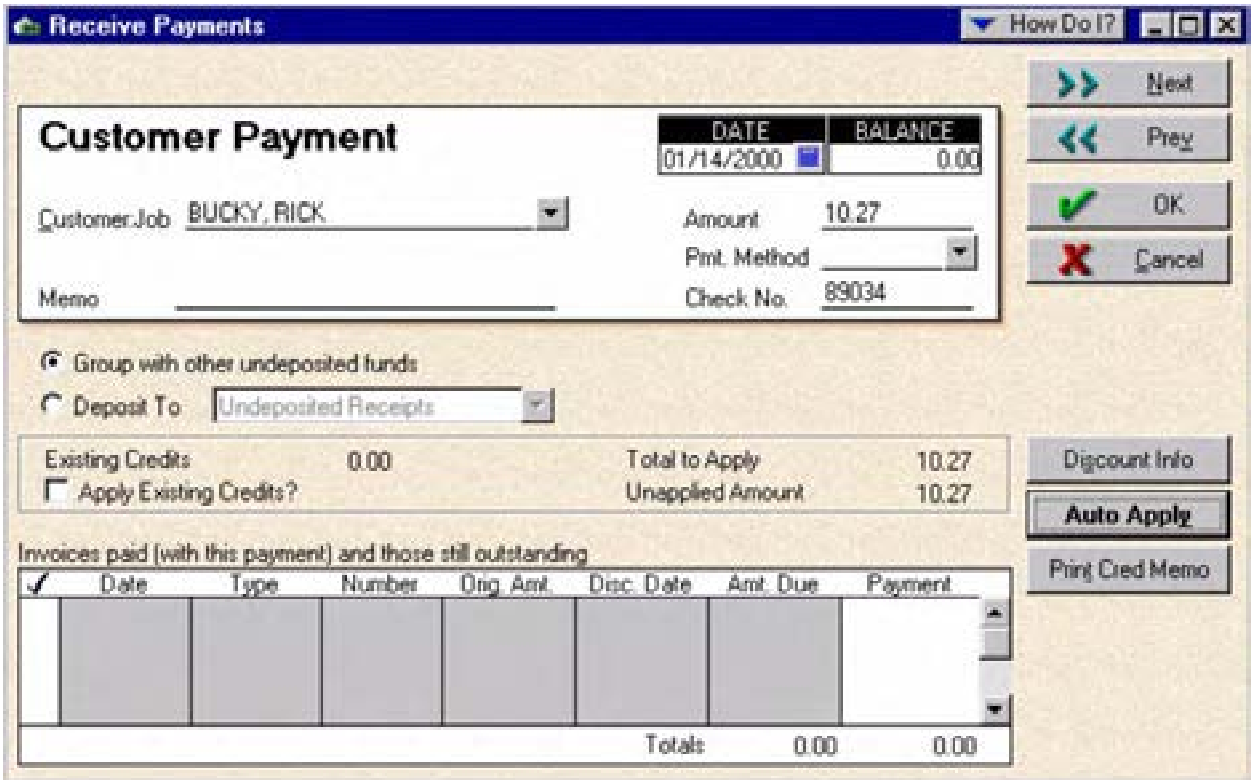
1. Open QuickBooks.
2. Click on **List** and then **Choose Chart of Accounts.**
3. Double-click on the **Undeposited Receipts Account.**

The system will display the following screen:



4. Click on the first transaction and then click **Edit.**

The system will display the following screen:



5. Click on the option **Group** with other undeposited funds and then click **Auto Apply.**

6. Click **OK.** A beep will sound that notifies the user that the transaction is now sent to the **Undeposited Funds Account.**

7. Repeat steps 4-6 until all transactions are in the **Undeposited Funds Account.** When finished, there should not be any transactions left in **the Undeposited Receipts Accounts.**

8. After all transactions are in the **Undeposited Funds Account**, money is now able to be deposited from the **Undeposited Funds Accounts** to the checking account.

Note: From this point forward, it is necessary to understand QuickBooks. TRACS Support cannot help you balance your business if QuickBooks is not understood. This is the one proven way to apply your credits and to group your money in the Undeposited Funds Account. QuickBooks experts may have other ways of applying credits, but this is the recommended best method.

Frequently Asked Questions

What information exports over to QuickBooks?

1. All A/R transactions

- ☐ Any Repair Order that has a status of “Invoice” (not previously exported)
- ☐ Any payment received
- ☐ Any debit or credit journal made to the account

2. The invoice imports the following information:

- ☐ Invoice dollar total
- ☐ Parts dollar total
- ☐ Sublet dollar total
- ☐ Charges dollar total
- ☐ Labor dollar total
- ☐ Sales Tax dollar total
- ☐ Invoice Number, Customer Account Name & Address

Invoice

!ACCNT	NAME	DESC	ACCNTTYPE									
ACCNT	Accounts Receivable		Accounts Receivable		AR							
ACCNT	Shop Supplies		Shop Supplies		INC							
ACCNT	Sales Tax Payable		Sales Tax Payable		OCLIAB							
ACCNT	Labor Sales	Labor Sales	INC									
ACCNT	Part Sales	Part Sales	INC									
ACCNT	Sublet Sales		Sublet Sales		INC							
ACCNT	Inventory	Inventory	OCASSET									
ACCNT	Sublet Purchased		Sublet Purchased		COGS							
ACCNT	Cost of Parts Sold		Cost of Parts Sold		COGS							
ACCNT	Cost of Sublet Sold		Cost of Sublet Sold		COGS							
!CUST	NAME	BADDR1	BADDR2	BADDR3	BADDR4	BADDR5	PHONE1	PHONE2	FAXNUM	CONT1	CTYPE	
	RESALENUM		SALUTATION		COMPANYNAME		FIRSTNAME		MIDINIT	LASTNAME		
CUST	GOODMAN, KELSEY		KELSEY GOODMAN		PO BOX 38104		COLO SPGS, CO, 80937					271-2509
				Individual		MRS		KELSEY		GOODMAN		
!TRNS	TRNSTYPE	DATE	ACCNT	NAME	AMOUNT	DOCNUM						
!SPL	TRNSTYPE	DATE	ACCNT	NAME	AMOUNT	DOCNUM						
!ENDTRNS												
TRNS	INVOICE	10/16/3	Accounts Receivable		GOODMAN, KELSEY		214.99	10957	← *Invoice Total*			
SPL	INVOICE	10/16/3	Shop Supplies		GOODMAN, KELSEY		-8.03	10957				
SPL	INVOICE	10/16/3	Sales Tax Payable		GOODMAN, KELSEY		-4.49	10957				
SPL	INVOICE	10/16/3	Labor Sales		GOODMAN, KELSEY		-100.35	10957				
SPL	INVOICE	10/16/3	Part Sales		GOODMAN, KELSEY		-62.12	10957				
SPL	INVOICE	10/16/3	Sublet Sales		GOODMAN, KELSEY		-40.00	10957				
SPL	INVOICE	10/16/3	Inventory		GOODMAN, KELSEY		-33.37	10957				
SPL	INVOICE	10/16/3	Sublet Purchased		GOODMAN, KELSEY		-83.20	10957				
SPL	INVOICE	10/16/3	Cost of Parts Sold		GOODMAN, KELSEY		33.37	10957				
SPL	INVOICE	10/16/3	Cost of Sublet Sold		GOODMAN, KELSEY		83.20	10957				
ENDTRNS												

Payment: Cash

!ACCNT	NAME	DESC	ACCNTTYPE									
ACCNT	Accounts Receivable		Accounts Receivable		AR							
ACCNT	Undeposited Receipts		Undeposited Receipts		BANK							
!CUST	NAME	BADDR1	BADDR2	BADDR3	BADDR4	BADDR5	PHONE1	PHONE2	FAXNUM	CONT1	CTYPE	
	RESALENUM		SALUTATION		COMPANYNAME		FIRSTNAME		MIDINIT	LASTNAME		
CUST	GOODMAN, KELSEY		KELSEY GOODMAN		PO BOX 38104		COLO SPGS, CO, 80937					271-2509
				Individual		MRS		KELSEY		GOODMAN		
!TRNS	TRNSTYPE	DATE	ACCNT	NAME	AMOUNT	DOCNUM	PAYMETH					
!SPL	TRNSTYPE	DATE	ACCNT	NAME	AMOUNT	DOCNUM	PAYMETH					
!ENDTRNS												
TRNS	PAYMENT	10/16/3	Undeposited Receipts		GOODMAN, KELSEY		100.00		Cash			
SPL	PAYMENT	10/16/3	Accounts Receivable		GOODMAN, KELSEY		-100.00		Cash			
ENDTRNS												

3. Purchase Orders & Inventory Adjustments

- Purchase order Number
- Vendor Account Name
- All inventory adjustments come across as an Adjustment PO

```
!ACCNT NAME    DESC    ACCNTTYPE
ACCNT  Accounts Payable        Accounts Payable        AP
ACCNT  Inventory        Inventory        OCASSET
!VEND  NAME    ADDR1  ADDR2  ADDR3  ADDR4  ADDR5  PHONE1
VEND   Napa Augden General/AB Hadley   Napa Augden General/AB Hadley

!TRNS  TRNSTYPE     DATE    ACCNT  NAME   AMOUNT       DOCNUM
!SPL   TRNSTYPE     DATE    ACCNT  NAME   AMOUNT       DOCNUM
!ENDTRNS
TRNS   BILL    10/16/3  Accounts Payable        Napa Augden General/AB Hadley -109.23  9891
SPL    BILL    10/16/3  Inventory               Napa Augden General/AB Hadley 109.23   9891
ENDTRNS
```

How can I tell where my money is going from TRACS into QuickBooks?

Default Account For...	Account Name	Account Type
Accounts Payable	Accounts Payable	Accounts Payable
Accounts Receivable	Accounts Receivable	Accounts Receivable
Cash Payment	Undeposited Receipts	Bank
Cash Refund	Miscellaneous Journals	Bank
Check Payment	Undeposited Receipts	Bank
Credit Card Payment	Merchant Account	Bank
Credit Journal	Miscellaneous Journals	Bank
Debit Journal	Miscellaneous Journals	Bank
Inventory Adjustment	Inventory Adjustments	Other Current Asset
Labor Sales	Labor Sales	Income
Part Asset	Inventory	Other Current Asset
Part Cost	Cost of Parts Sold	Cost of Goods Sold
Part Sales	Part Sales	Income
Refund Credit Card	Merchant Account	Bank
Return Check	Miscellaneous Journals	Bank
Sales Tax	Sales Tax Payable	Other Current Liability
Shop Supplies	Part Sales	Income
Sublet Asset	Sublet Purchased	Other Current Asset
Sublet Cost	Cost of Sublet Sold	Cost of Goods Sold
Sublet Sales	Sublet Sales	Income

The column on the left labeled Default Account For is the account name in TRACS.
The column in the middle labeled Account Name is the account name is in QuickBooks.
The Column on the right labeled Account Type is the account type in QuickBooks.

NOTE: The TRACS import is designed to save time and the trouble from manually typing in data. Once your data is imported successfully you need to understand how to use QuickBooks to balance out your business. TRACS does not support working with QuickBooks. Importing your data into QuickBooks is only half of the process you must understand QuickBooks in order to balance out your business.

Conclusion

The purpose of this document is to provide guidance on importing into QuickBooks successfully.

TRACS only supports importing your data into a new QuickBooks company. Although it is possible to import into an existing company, TRACS does not support this option.

Learning Objectives Recap

After completing this module, you are able to:
- Create a new QuickBooks company
- Configure a TRACS export directory
- Import TRACS into a new QuickBooks company
- Import TRACS into a existing QB company
- Understand the QuickBooks import

Exporting Data from TRACS into QuickBooks

Introduction

This module walks you through exporting data from Tracs and importing the data into QuickBooks.

Learning Objectives

After completing this module, you will be able to:
- Back Up Tracs and QuickBooks
- Create and export file
- Import the file into QuickBooks
- Understand when to call Support

Exporting Data From Tracs to QuickBooks

Note: If there are any errors importing into QuickBooks, write down the error line and error message. Continue with the export by clicking OK. Repeat if necessary.
- After a full import completes, call Tracs Support.
- If the import will NOT continue, stop and call Support.

Step 1: Back Up Tracs and QuickBooks

Note: Once the company has been setup in QuickBooks, make sure to backup Tracs UandU QuickBooks. THIS MUST HAPPEN EVERY TIME PRIOR TO THE EXPORT/IMPORT PROCESS.

Step 2: Create The Export File

1. Minimize QuickBooks and open the main screen of Tracs.
2. From the toolbar, left-click on Activities.
3. Once the drop-down list appears, left-click on Accounting Export.
4. A window will appear and ask you if a backup has been performed. Left-click on Yes.
5. A window will appear that reads “Add time to file name.” Left click on Yes.
6. A Save As window will appear.

Note: If need be, the directory can be changed at this point for this one instance. Otherwise, the directory is pre-assigned in Tracs.

7. Left-click Save.
8. The screen will disappear and the Accounting Export window will be in the background. The number of transactions processed will be noted on that box.

9. When finished processing, a window appears and displays the amount of transactions exported.
10. Click OK.
11. A message box appears that reads "Switch To Your Accounting Program."

Note: This box details the exact location of the file that should be imported.
EXPORTING DATA FROM TRACS TO QUICKBOOKS Reference Guide

12. Left click on OK.
13. A message box appears that reads, "If you had errors, contact Tracs Support." Click OK.
14. This concludes all steps taken in Tracs to create the Export file. The file now exists in the specified location.

Note: If the customer cannot find the file, check the Export directory in Tracs. Usually this will be the location of the file unless the directory was changed at the "Save As" screen (see step #6 above).

Step 3: Import The Data Into QuickBooks

1. Minimize Tracs and open QuickBooks.
2. From the toolbar, left-click on File.
3. A drop-down list appears. Move your mouse over the field. For most versions, another list will display.
4. Left-click on Import.

Note: Newer versions will have another list that will populate off Import to display different types of import files. We import .IFF files.

5. Once you have click Import or Import File Type, another Import window will appear. This is the same as a "look in" window.
6. Find the corresponding export file and left-click once to highlight the file.
7. Left-click one time on Open.

Note: QuickBooks defaults its directory for imports to:
C:\programfiles\intuit\quickbooks***

8. Once you have clicked on Open, the file will begin importing and a progress bar will display. If no errors occur, QuickBooks displays a message box that reads, "Your data has been imported."

Note: If you encounter errors, write down the error message and the error line number. Left-click on OK and allow the import to continue. ALL TRANSACTIONS BEFORE THE ERROR ARE ALREADY APPLIED INSIDE OF QUICKBOOKS. Once the import finishes, QuickBooks displays a message box that reads, "Your data has been imported."

9. Stop and call Tracs.

Note: If a technician is NOT available and manual transactions need to be entered, restore the last QuickBooks backup. This will remove the imported transactions and clear the company back to its original form prior to the import. Employ any changes and backup QuickBooks again. Tracs will walk you through re-importing the file as well as any changes that need to be made to the imported file.

Conclusion

This module walked you exporting data from Tracs and importing the data into QuickBooks.

Learning Objectives Recap

After completing this module, you are able to:
- Back Up Tracs and QuickBooks
- Create and export file
- Import the file into QuickBooks
- Understand when to call Support

QuickBooks Troubleshooting Guide

Introduction

This module walks you through how to troubleshoot four common scenarios when importing data from Tracs to QuickBooks.

Learning Objectives

After completing this module, you will be able to troubleshoot the following four common scenarios:

- Transaction not in balance
- Unable to change the name type or add a duplicate name
- Tax field cannot be left blank
- Unable to change an account type

Other Considerations

There are other errors when importing to QuickBooks, but most of these errors have to be handled on a case-by-case basis. The four basic errors in this guide are the most common errors and take very little time to fix (unless you have to dial in to get the .IIF file).

1• Easiest method: Customer sends the .IIF file as an attachment on an email.

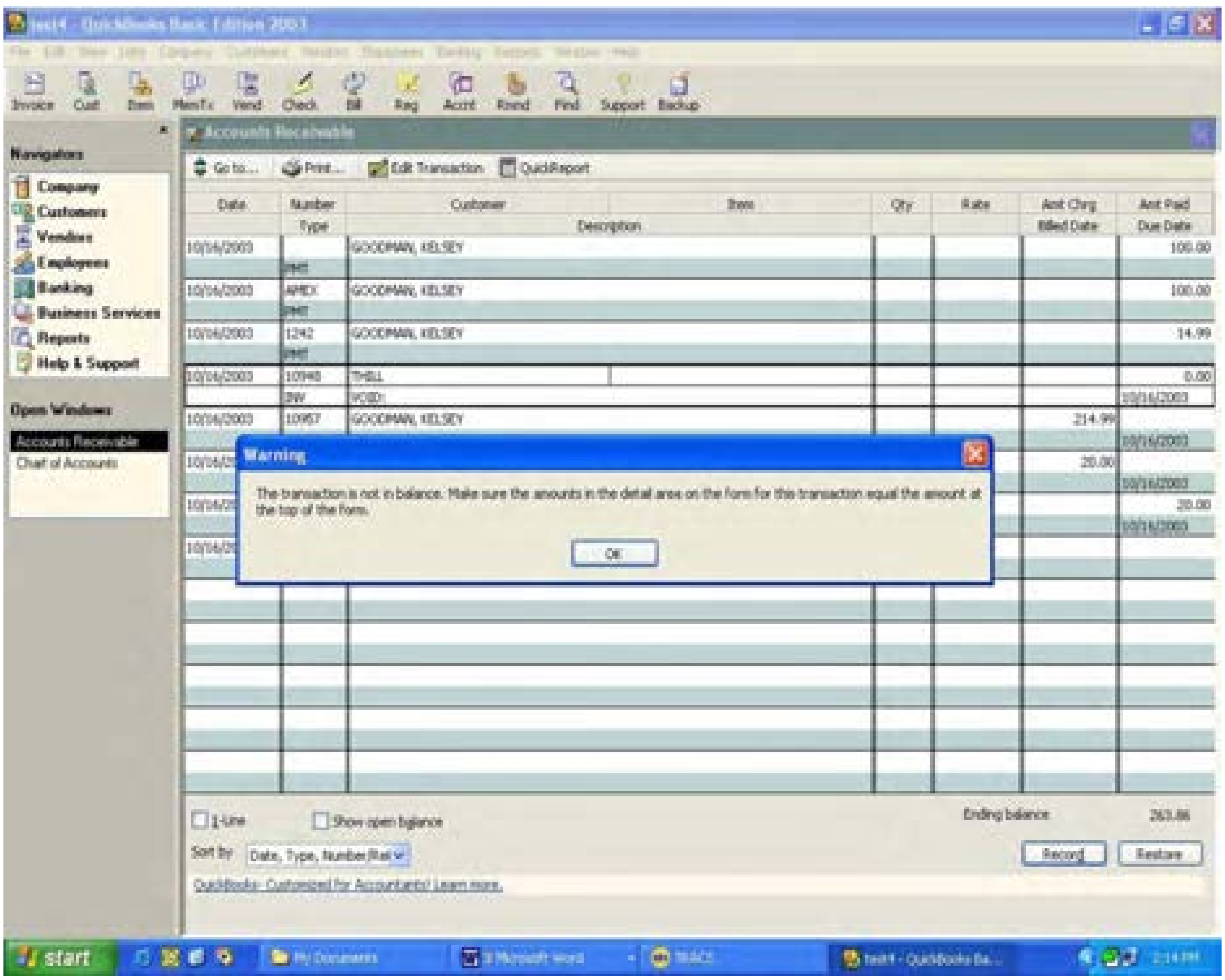
2• Next-best method: Customer copies and pastes the .IIF file to the FTP site: ftp://support:support@napacatalog.com

3• Least favorable method: Dial into the customer's site using PCAnywhere and extract the file to your hard drive.

Scenario 1: Transactions Not in Balance

This scenario is often experienced in regards to Repair Orders (invoice). When the price of an item (parts, labor, sublet, or charge) carries a third decimal point, i.e. $99.543, Tracs will round up or down depending on the value of the third decimal. In the example of $99.543, Tracs displays the price as $99.55. This sometimes causes a fault in the dollar totals that add up to make the total amount of the invoice.

Example Error Message



Example Export File

```
!PAYMETH     NAME
PAYMETH      Cash
PAYMETH      Check
PAYMETH      Credit Card
!ACCNT       NAME   DESC   ACCNTTYPE
ACCNT Accounts Receivable    Accounts Receivable    AR
ACCNT Shop Supplies   Shop Supplies   INC
ACCNT Sales Tax Payable      Sales Tax Payable      OCLIAB
ACCNT Part Sales      Part Sales      INC
ACCNT Inventory       Inventory       OCASSET
ACCNT Cost of Parts Sold     Cost of Parts Sold     COGS
!CUST  NAME  BADDR1     BADDR2     BADDR3     BADDR4     BADDR5
       PHONE1     PHONE2     FAXNUM     CONT1 CTYPE RESALENUM
       SALUTATION  COMPANYNAME     FIRSTNAME  MIDINIT    LASTNAME
CUST   THOMPSON AUTOSUPLY     THOMPSON AUTOSUPLY     THOMPSON AUTOSUPLY

!TRNS  TRNSTYPE   DATE  ACCNT NAME  AMOUNT     DOCNUM
!SPL   TRNSTYPE   DATE  ACCNT NAME  AMOUNT     DOCNUM
!ENDTRNS
TRNS   INVOICE    10/16/3 Accounts Receivable  THOMPSON AUTOSUPLY     105.92
(Invoice Total Line) 10975
SPL    INVOICE    10/16/3 Sales Tax Payable    THOMPSON AUTOSUPLY     -6.37←
       10975 "←" Indicates the (2) items
SPL    INVOICE    10/16/3 Part Sales               THOMPSON AUTOSUPLY -99.54←
       10975     that you add together to SPL     INVOICE     10/16/3 Inventory
THOMPSON AUTOSUPLY     -54.75  10975     get the Invoice total.
SPL    INVOICE    10/16/3 Cost of Parts Sold   THOMPSON AUTOSUPLY     54.75
       10975
ENDTRNS
```

Solution

1. Direct the customer to pull up the invoice in Tracs and click on the Totals tab.

2. You will find the dollar totals for each of the items we import that makes up the total amount of the invoice.

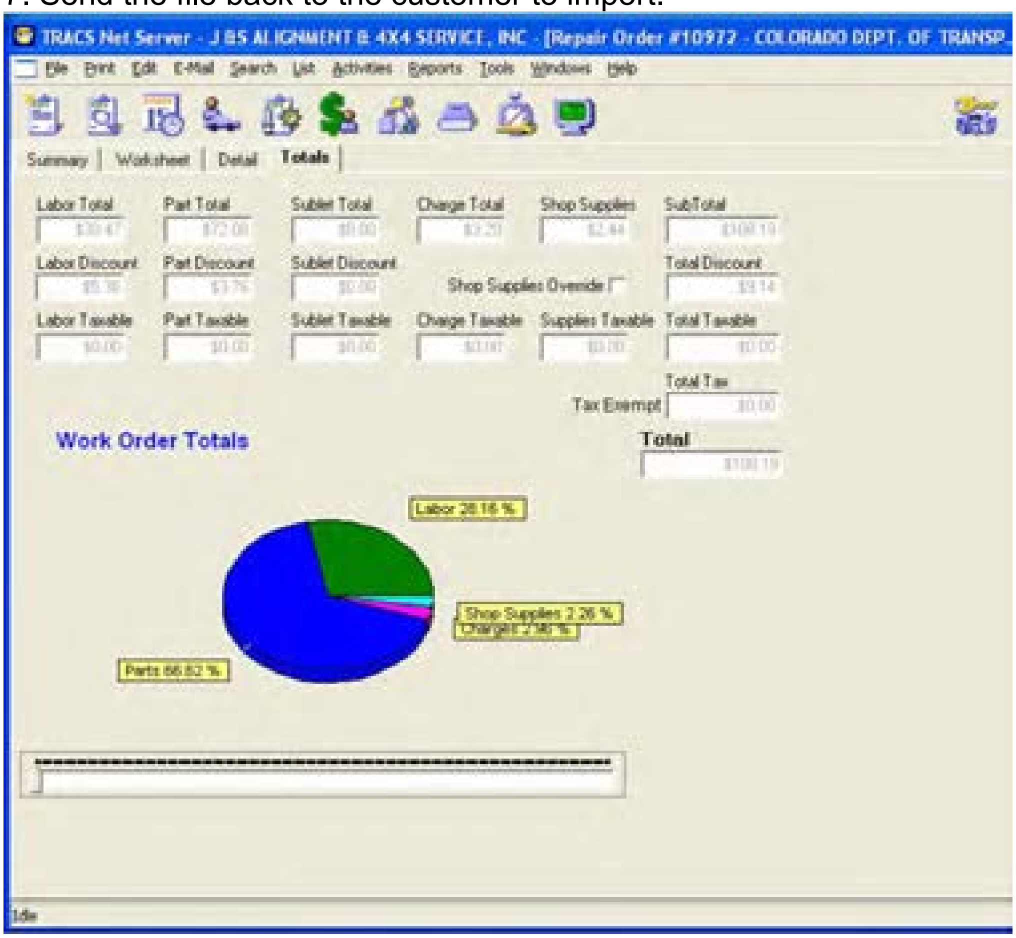
3. Open the file in EDIT PAD.

4. Find the error line with Edit Pad and copy that whole transaction to a new file within Edit Pad.

5. Make the necessary edits (ex: change the “-99.54” to -$99.55).

6. Save the document as 10-13fix.iif.

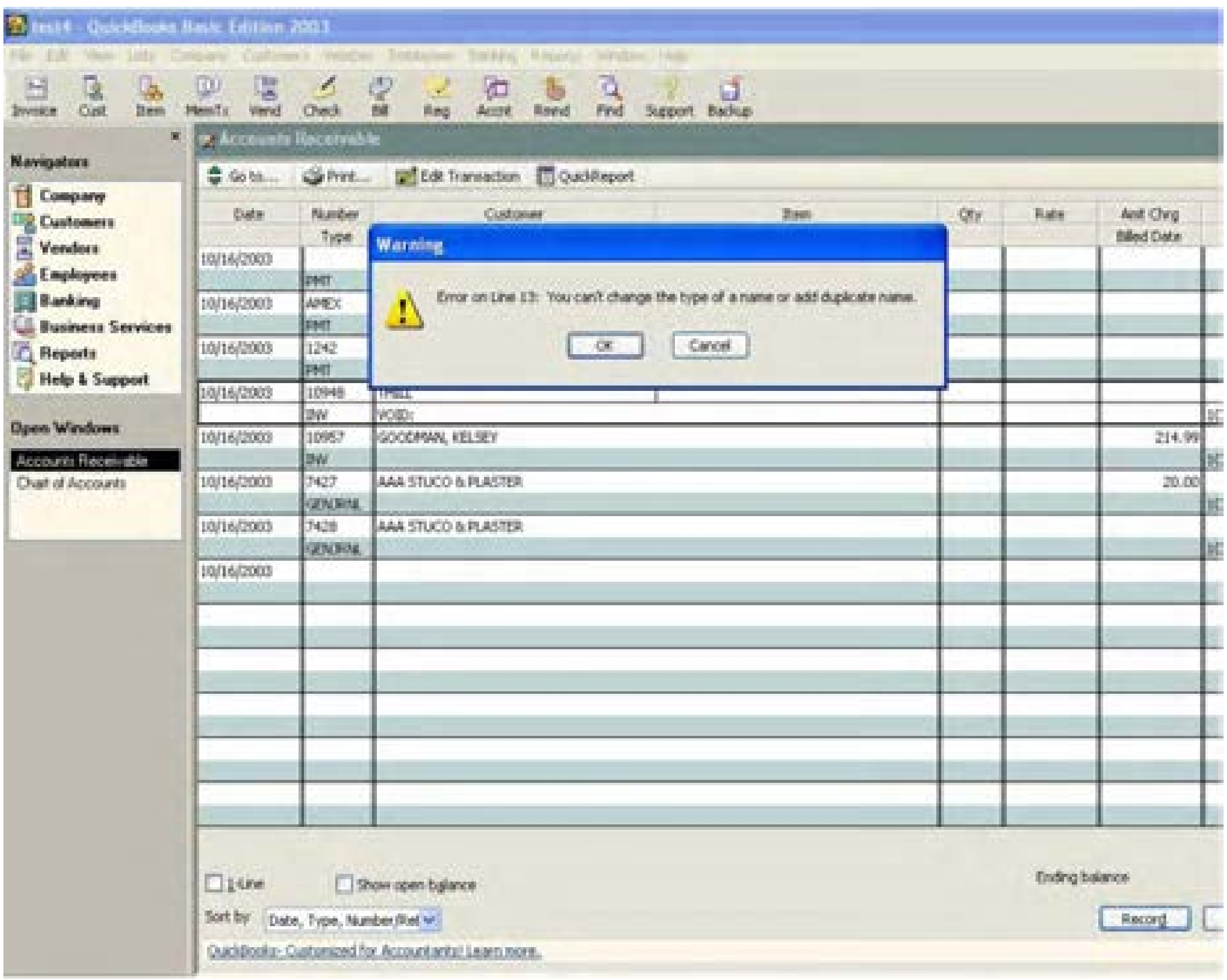
7. Send the file back to the customer to import.

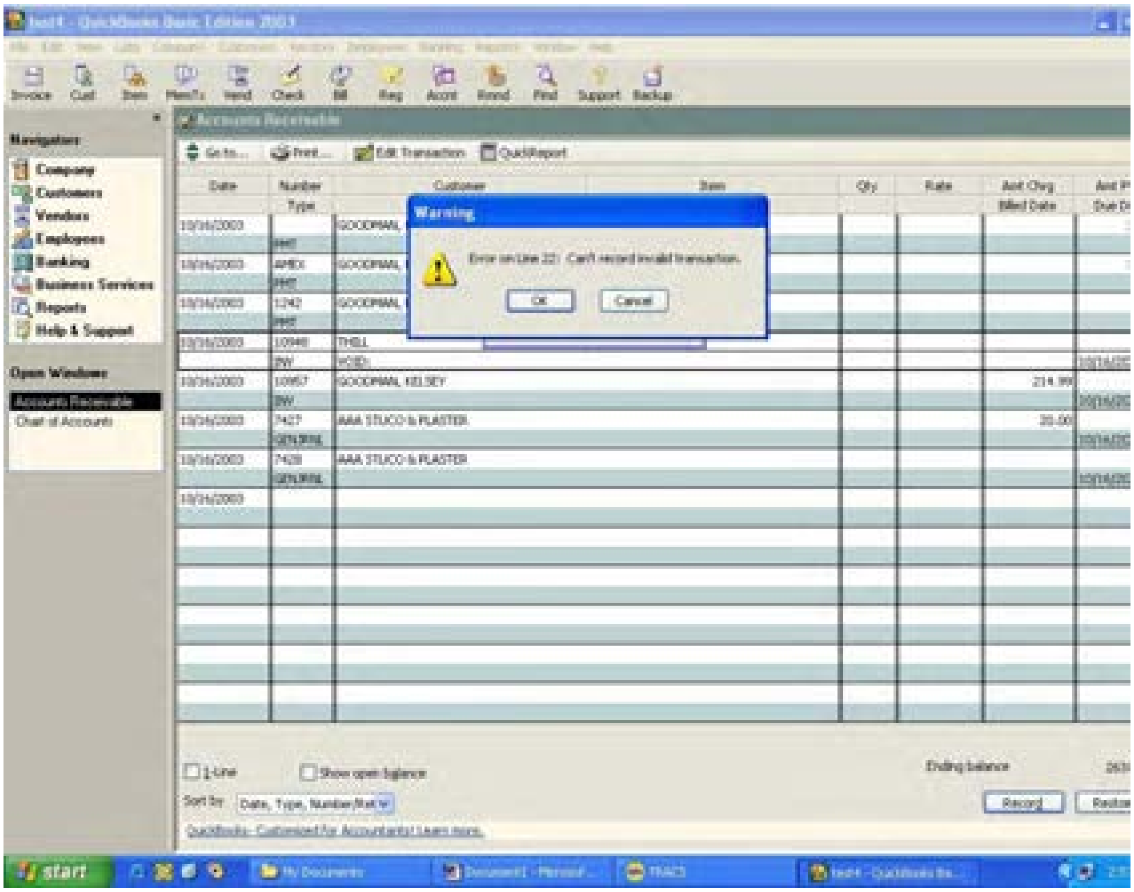


Scenario 2: Unable to Change Name Type or Add Duplicate Name

This scenario happens when attempting to import a customer or AR (Accounts Receivable) invoice that has the same name as a vendor or AP (Accounts Payable) account. QuickBooks only has one name list for both vendors and customers. Sometimes you are unable to find the vendor because the shop may have previously written a check to this customer. Therefore, QuickBooks still views this account name as an AP account.

Example Error Messages





Solution

1. Find the transaction with the error line in Edit Pad.

2. Copy & paste the whole transaction to a new document and repeat for other duplicate name errors. Most invoices have an associated payment – it's suggested that you ask the customer if the invoice has a payment.

Note: Some transactions will have up to 20+ lines and may contain many error lines, but they still belong to the same transaction.

3. The last error to note is "Error on line 22: Cant record invalid transaction." This will be the last line of that transaction. Find the name of the account in the Transaction. Review the following example:

```
!PAYMETH        NAME
PAYMETH         Cash
PAYMETH         Check
PAYMETH         Credit Card
!ACCNT NAME     DESC    ACCNTTYPE
ACCNT  Accounts Receivable      Accounts Receivable     AR
ACCNT  Shop Supplies    Shop Supplies   INC
ACCNT  Sales Tax Payable        Sales Tax Payable       OCLIAB
ACCNT  Labor Sales      Labor Sales     INC
ACCNT  Part Sales       Part Sales      INC
ACCNT  Inventory        Inventory       OCASSET
ACCNT  Cost of Parts Sold       Cost of Parts Sold      COGS
!CUST  NAME    BADDR1          BADDR2          BADDR3          BADDR4          BADDR5
       PHONE1          PHONE2          FAXNUM          CONT1   CTYPE   RESALENUM       SALUTATION
       COMPANYNAMEFIRSTNAME    MIDINIT LASTNAME
CUST   COLORADO DEPT. OF TRANSPORTATION        COLORADO DEPT. OF TRANSPORTATION
       2025 COMMERCIAL BLVD            COLO SPGS, CO, 80906                    5761868
       JERRY - 332-3874 CELL   Fleet   98-02565                COLORADO DEPT. OF
TRANSPORTATION
!TRNS  TRNSTYPE        DATE    ACCNT   NAME    AMOUNT          DOCNUM
!SPL   TRNSTYPE        DATE    ACCNT   NAME    AMOUNT          DOCNUM
!ENDTRNS
TRNS   INVOICE         10/16/3 Accounts Receivable     COLORADO DEPT. OF TRANSPORTATION
       108.19  10972
SPL    INVOICE         10/16/3 Shop Supplies   COLORADO DEPT. OF TRANSPORTATION        -2.44
       10972
SPL    INVOICE         10/16/3 Labor Sales     COLORADO DEPT. OF TRANSPORTATION        -30.47
       10972
SPL    INVOICE         10/16/3 Part Sales      COLORADO DEPT. OF TRANSPORTATION        -75.28
       10972
SPL    INVOICE         10/16/3 Inventory               COLORADO DEPT. OF TRANSPORTATION
       -48.72  10972
SPL    INVOICE         10/16/3 Cost of Parts Sold      COLORADO DEPT. OF TRANSPORTATION
       48.72   10972
ENDTRNS
```

4. Ask the contact to locate the vendor in QuickBooks and adjust the name slightly. By modifying the name, we change the AP account name in QuickBooks thereby allowing the transaction to create a new AR account name. You can save this as 10-16fix.iif and send to the customer to import. Make sure the customer backs up QuickBooks in case an error is created.

5. If the customer is unable to find the AP account name, then edit the transaction account name in Edit Pad and save changes. Have the contact to make the same changes to the Name in Tracs exactly like your changes to the export file. Review the following example:

> **COLORADO DEPT. OF TRANSPORTATION**
> changes to
> **COLORADO DEPARTMENT OF TRANSPORTATION**

Note: It is recommended to have the customer change QuickBooks instead of **making changes to Tracs and the import.**

Scenario 3: Tax Field Cannot Be Left Blank

Note: In Scenarios 3 & 4, these errors only pertain to sales tax, which should only happen the first time the customer imports. However, for clients that use sales tax reports, the Sales Tax Feature may be turned ON in QuickBooks. Any time you experience a sales tax error, this should be the first place you check.

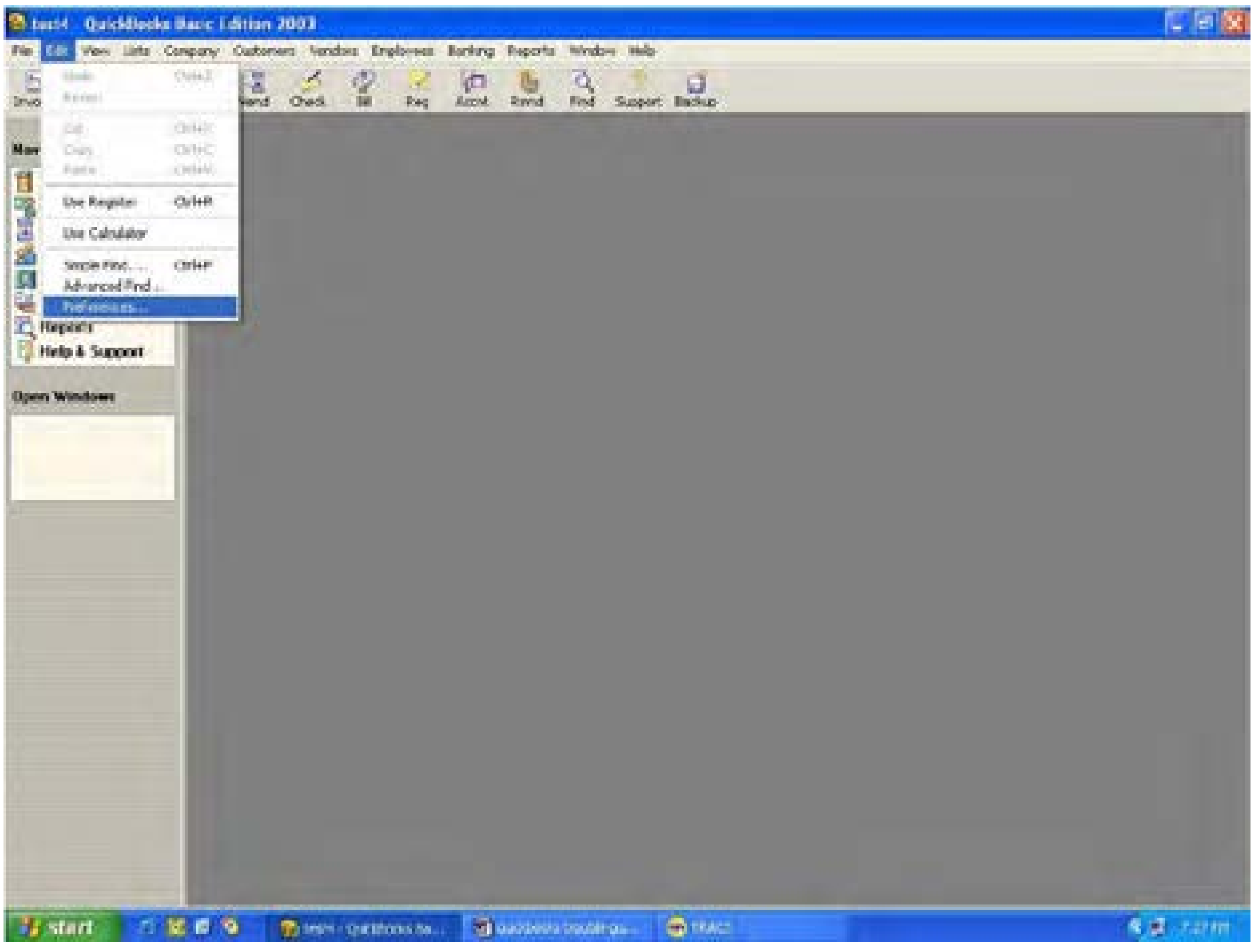
The Tax Field Cannot Be Left Blank error occurs when the customer has the Sales Tax Feature turned ON in QuickBooks. This causes QuickBooks to try and add sales tax to the invoice that already has Sales Tax applied.

Solution

1. Restore the back up of QuickBooks first.
2. Instruct the customer to turn OFF the Sales Tax Feature in QuickBooks.
3. Re-import the same file.
4. This will usually fix the problem unless the customer did not rename the “SALES TAX” account assigned by QuickBooks when the company was created (this will be addressed in Scenario 4 on p.12).

Note: If the client is unsure of how to turn off the Sales Tax Feature in QuickBooks, walk s/he through the following steps:

1. Open QuickBooks and left-click one time on Edit from the toolbar.
2. Left-click on Preferences.



3. Scroll the slide bar on the left side of the Preferences window down towards the bottom until you are able to see the icon for Sales Tax.
4. Left-click one time on Sales Tax, and then left-click on the Company Preferences tab.

5. Left-click one time in the radio button for No in the Do you Charge Sales Tax? box.

Note: The customer can turn this option back ON after the import to run Sales Tax reports in QuickBooks, but must make sure it is OFF before importing.

Scenario 4: Unable to Change an Account Type

This scenario occurs when importing a transaction in which the account name of the transaction type shares the name of another account type. For example, Sales Tax Payable in Tracs is considered Other Current Liability Account. Sometimes a user may rename the account type to some other account type. This is also true of shop supplies; most accountants view shop supplies as an expense account or a cost of doing business. However, because Tracs charges the customer a percentage of labor or total invoice, this is considered an income account.

Example Error Messages

Followed by

Note: This means any transactions after this point will not import, BUT all transactions before are currently added.

Solution

1. Restore the back up.
2. Normally with Sales Tax Payable accounts we will rename the account to Sales Tax Payable Old. This is done in case the customer already has information in this account that they do not want to lose.
3. The same holds true for shop supplies, but shop supplies is a necessity for shops because of items they purchase for cleaning and upkeep of the grounds which are not chargeable through Tracs.

Conclusion

This module walks you through how to troubleshoot four common scenarios when importing data from Tracs to QuickBooks.

Learning Objectives Recap

After completing this module, you will be able to troubleshoot the following four common scenarios:

- Transaction not in balance
- Unable to change the name type or add a duplicate name
- Tax field cannot be left blank
- Unable to change account type

Chapter 9: Reports

Overview

Types of Reports

This chapter covers the following types of reports that can be generated using TRACS:

- **Printed Reports**
- **Lists**
- **Financial Profiles**
- **Work Flow Sheets**

Generating Reports to Print

Report Types

Now that the work order has been created, the vehicle serviced and the technician's information documented, you might need to print some reports. The report categories that are available for your use include the following:

- **Accounts Receivable**
- **Customer**
- **Item + Inventory**
- **Purchasing**
- **Recommended Service**
- **Sales + Productivity**
- **Service History**
- **Work Order**

REPORT EXAMPLES ARE LISTED PRIOR TO THE INDEX IN THE REPORTS EXAMPLES AREA.

Accounts Receivable Reports

Accounts Receivable reports include the following:

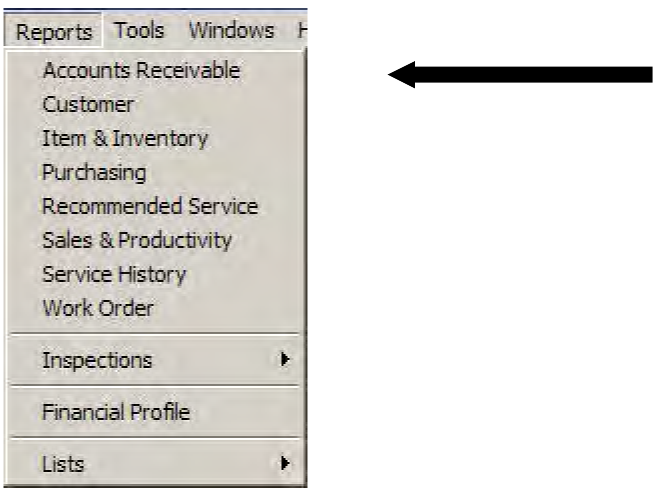
- **Transaction Summary**
- **Transaction Detail**
- **Customer Summary**
- **Aged Accounts**
- **Statements**
- **Payment Notes**

Continued on next page

Generating Reports to Print, Continued

How To To print an **Accounts Receivable** report, perform the following steps

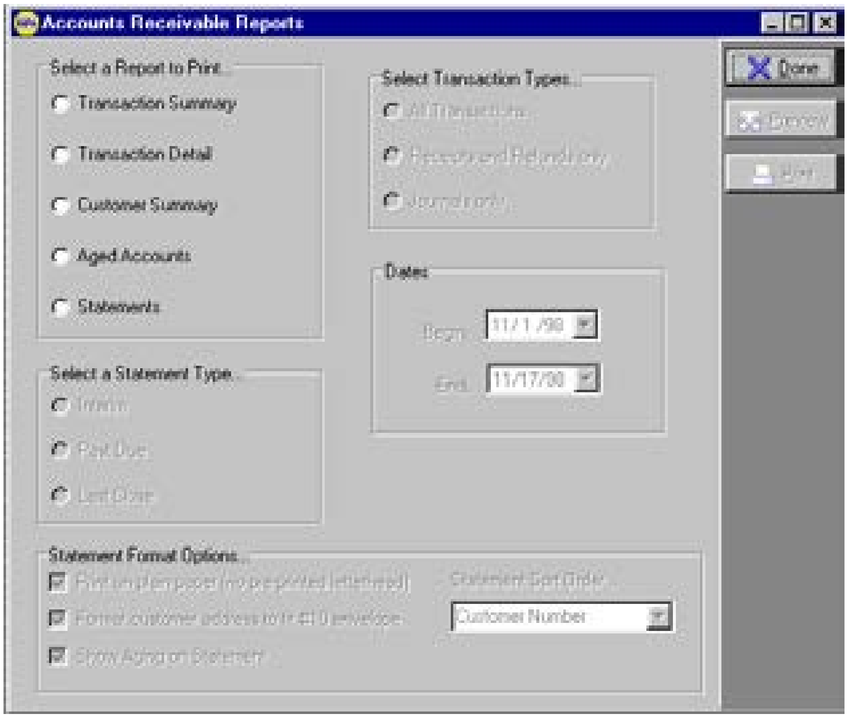
Step	Action
1	Click **Report** on the TRACS main screen menu bar, and the report categories display.



Step	Action
2	Click **Accounts Receivable**, and the **Accounts Receivable Reports** form displays.

Continued on next page

How To **(continued)**



3	Click to select a report from the **Select a Report to Print** box.
4	Click appropriate options from the following boxes if available: • **Select Transaction Types** • **Dates** • **Select a Statement Type** • **Statement Format Options**
5	Click the **Preview** button to display the report on your monitor if desired.
6	Click the **Print** button to send the report to your default printer.
7	Click the **Done** button when you have completed printing your reports, and the TRACS main screen displays.

Continued on next page

Customer Reports

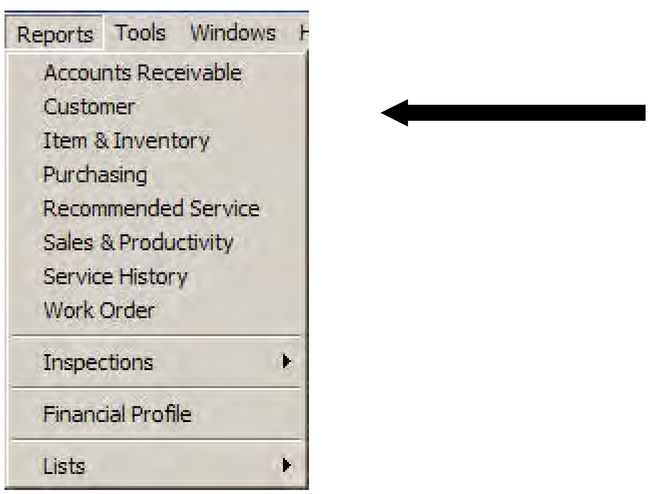
Customer reports include the following:

- **Customer List Report**
- **Customer Vehicle List Report**
- **Customer Work Order History Report**
- **Customer Work Order History Summary Report**
- **Customer Partial AR History**

How To

To print **Customer** reports, perform the following steps:

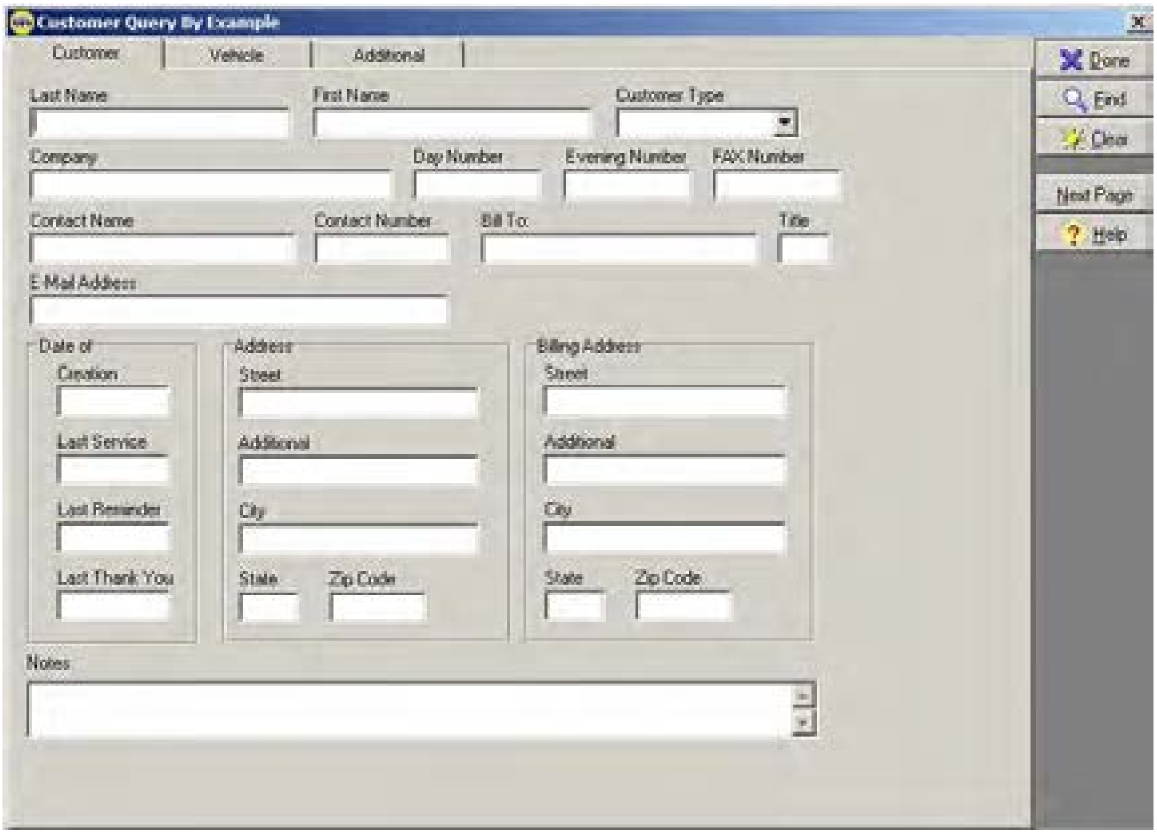
Step	Action
1	Click **Reports** on the TRACS main screen menu bar, and the report categories display.



Step	Action
2	Click **Customer**, and the **Find Customer** form displays.

Continued on next page

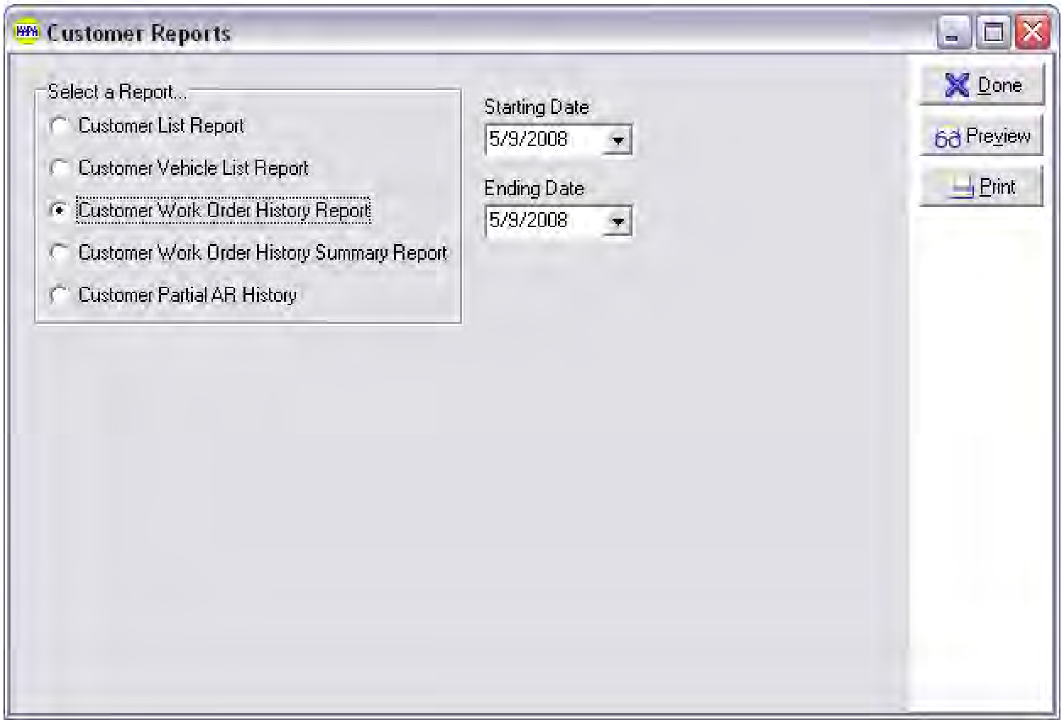
How To **(continued)**



Step	Action
3	Click the appropriate field, and type your desired search criteria.
4	Click the **Find** button, and a **Find Customer Result** form displays any item(s) that match your search criteria. The **Customer Reports** form displays over your found items. ***Note*:** If no items were found, you have no items to print. You can try searching on different criteria.

Continued on next page

How To **(continued)**



Step	Action
5	Click to select a report from the **Select a Report to Print**.
6	Click in **Starting Date** field or **Ending Date** field to specify date parameters. **Note: Not all customer report types require date parameters. The boxes only appear when those types that do are selected.**
7	Click the **Preview** button to display the report on your monitor, if desired.
8	Click the **Print** button to send the report to your default printer.
9	Click the **Done** button when you have completed printing your reports, and the TRACS main screen displays.

Continued on next page

Item + Inventory Reports

Item + Inventory reports allow you to search for an item or group of items by specific criteria. You can also specify the starting and ending date for your printed report.

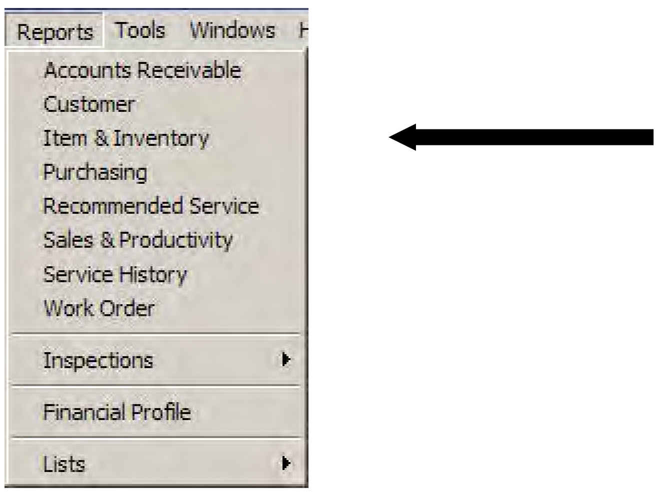
Item + Inventory reports include the following:

- **Inventory Movement**
- **Item Quantity**
- **Item Sales**
- **Item Valuation**
- **Part Value by Vendor & Mfg**
- **On Hand**
- **On Hand (sorted by Description)**
- **Physical Inventory**
- **Stocked Item**
- **Stocking Level By Quarter**
- **Price Sheet**
- **Item History**
- **Part Manufacturer History**
- **Item Barcodes**

Continued on next page

How To To print an **Item + Inventory** report, perform the following steps:

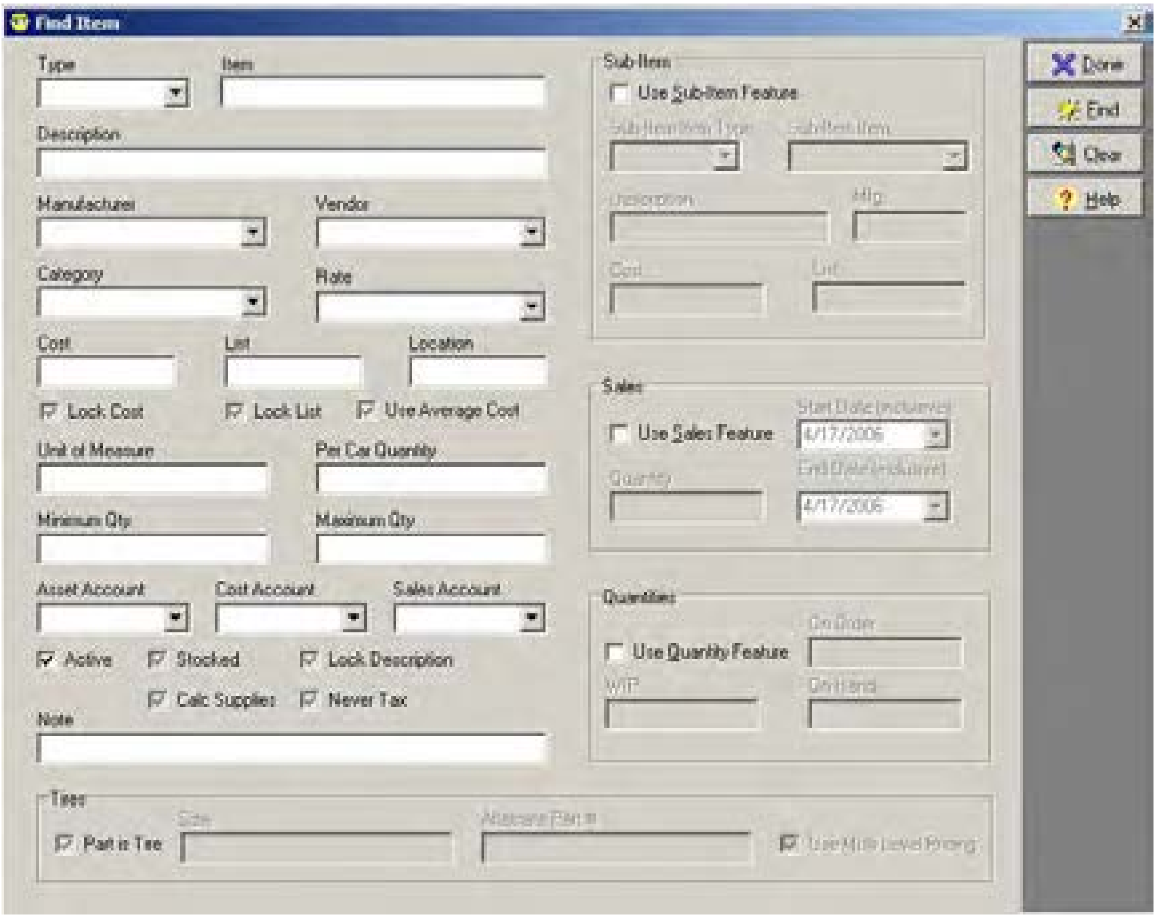
Step	Action
1	Click **Reports** on the TRACS main screen menu bar, and the report categories display.



Step	Action
2	Click **Item + Inventory**, and the **Find Item** form displays.

Continued on next page

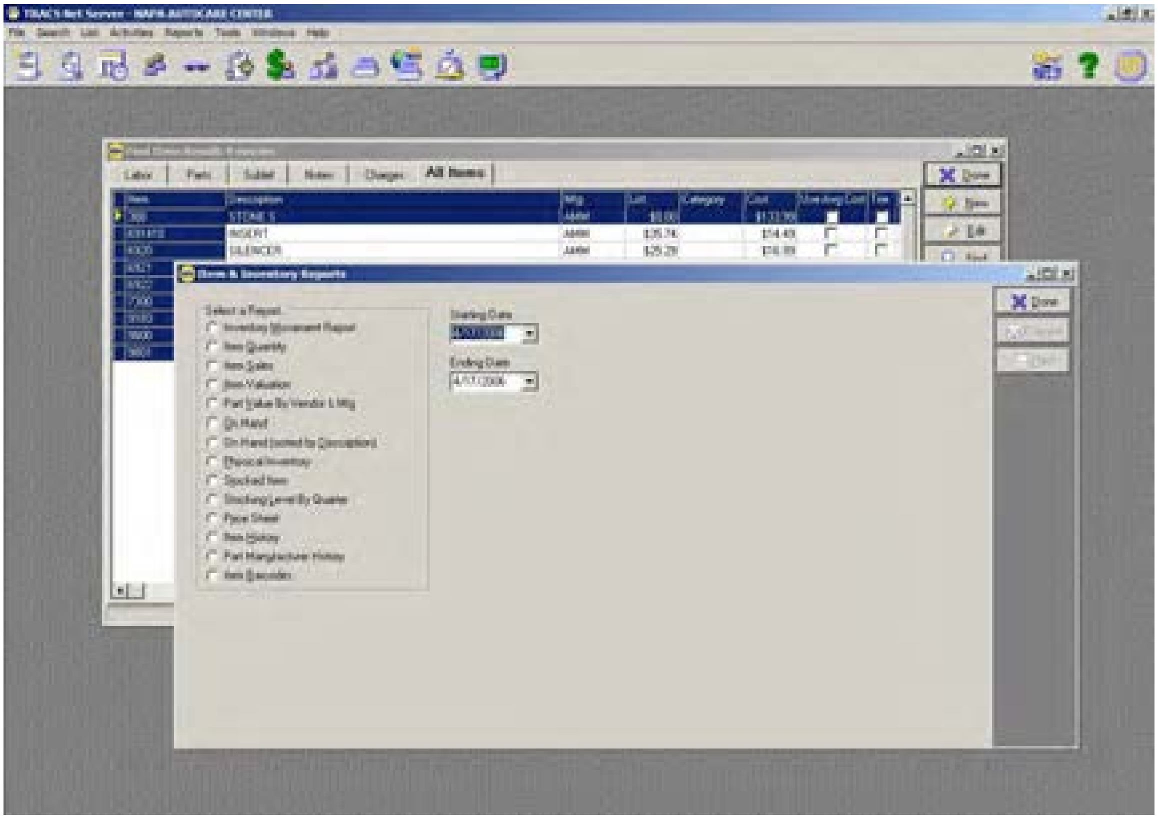
How To **(continued)**



Step	Action
3	Click the appropriate field, and type your desired search criteria.
4	Click the **Find** button, and a **Find Item Result** form displays any item(s) that match your search criteria. The **Item + Inventory Reports** form displays over your found items. ***Note***: If no items were found, you have no items to print. You can try searching on different criteria.

Continued on next page

How To **(continued)**



Step	Action
5	Click to select a report from the **Select a Report** box.
6	Click in **Starting Date** field or **Ending Date** field to specify date parameters. **Note: Not all Report types require date parameters. The boxes only appear when those types that do are selected.**
7	Click the **Preview** button to display the report on your monitor, if desired.
8	Click the **Print** button to send the report to your default printer.
9	Click the **Done** button when you have completed printing your reports, and the **Find Item Result** form displays.
10	Click the **Done** button, and the TRACS main screen displays.

Continued on next page

Purchasing Reports

Purchasing reports include the following:

- **Open PO List**
- **New PO List**
- **Quantity on Order Report**
- **WIP Locator**
- **Vendor Received PO List**

How To

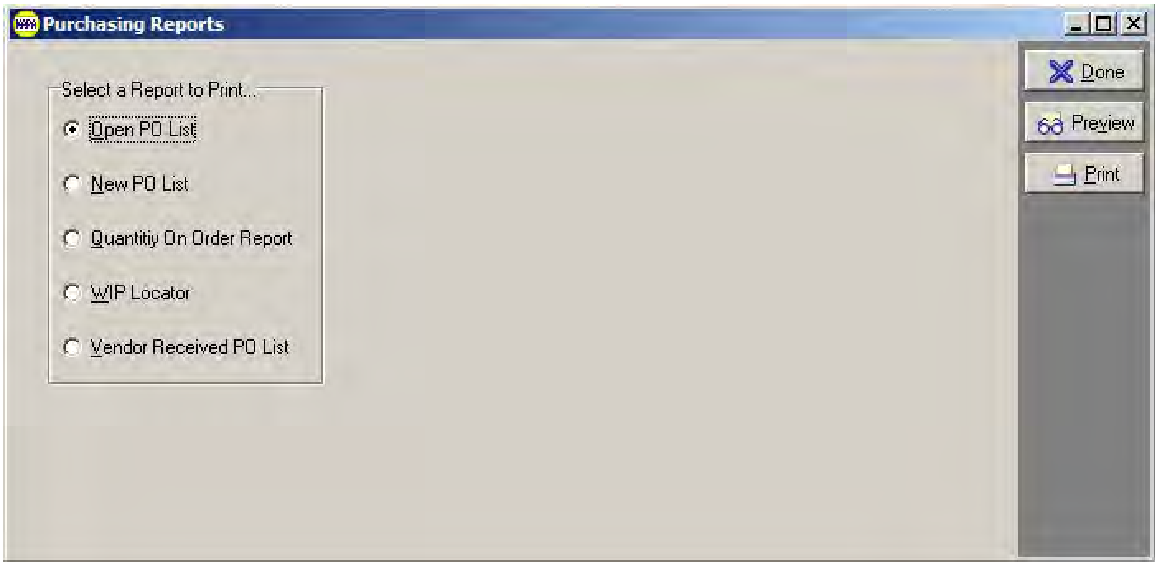
To print **Purchasing** reports, perform the following steps:

Step	Action
1	Click **Reports** on the TRACS main screen menu bar, and the report categories display.

Step	Action
2	Click **Purchasing**, and the **Purchasing Reports** form displays.

Continued on next page

How To **(continued)**



Step	Action
3	Click to select a report from the **Select a Report to Print**.
4	Click in **Starting Date** field or **Ending Date** field to specify date parameters. **Note: Not all Report types require date parameters. The boxes only appear when those types that do are selected.**
5	Click the **Preview** button to display the report on your monitor, if desired.
6	Click the **Print** button to send the report to your default printer.
7	Click the **Done** button when you have completed printing your reports, and the TRACS main screen displays.

Continued on next page

Recommended Service Reports

Recommended Service reports allow you to:

- Generate a list of vehicles for which you have recommended services for a particular category, item, or date range
- Generate a report summarizing the recommended service for each vehicle
- Print a copy of the report, email a copy to the customer, or export a copy to a text file

The report combines all services due by customer, and displays:

- Mileage Due / Date Due
- Customer phone numbers
- Report also includes notes for the Recommended Service

How To

To generate **Recommended Service** reports, perform the following steps:

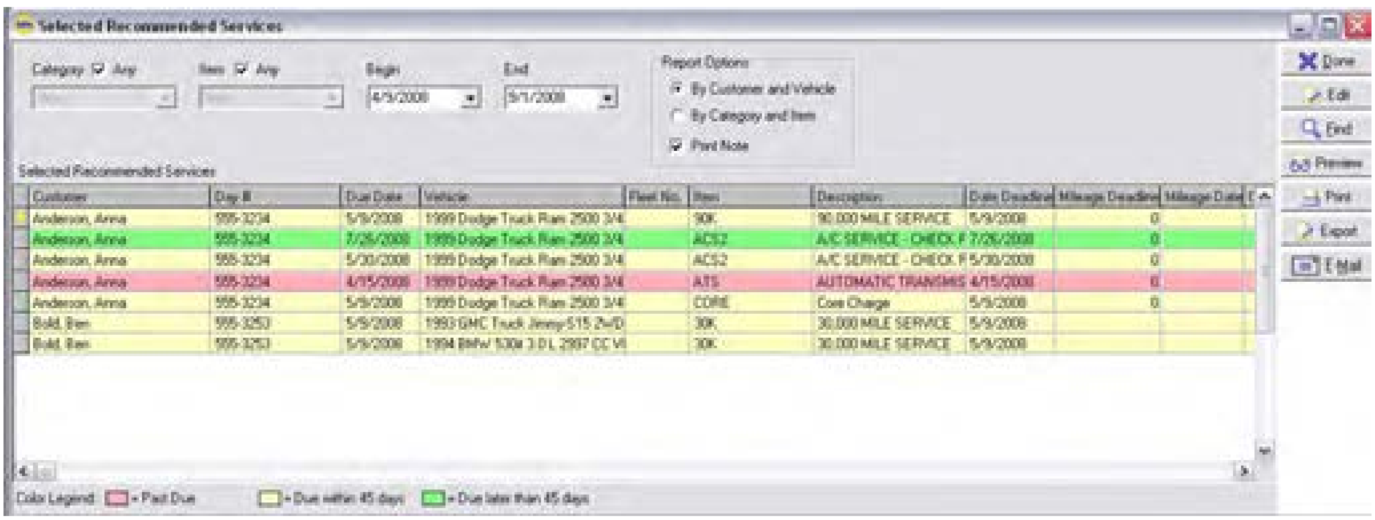
Step	Action
1	Click **Reports** on the TRACS main screen menu bar, and the report categories display.

Step	Action
2	Click **Recommended Service**, and the **Select Recommended Services** form displays.

Continued on next page

How To **(continued)**

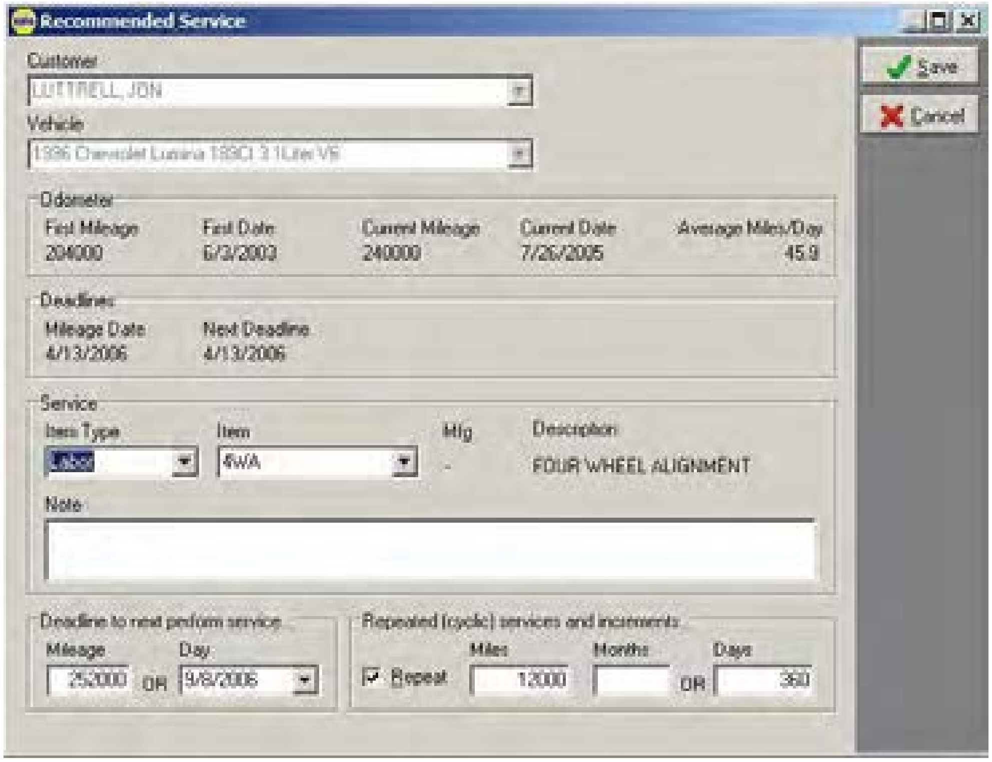
3	Enter your search criteria for recommended services. For **Category** and **Item**, either choose from the drop down list, or check the box labeled **Any**. Choose a date range, with the starting date at **Begin** and the ending date at **End**. You also have the choice of combining the list of services by **Customer and Vehicle** or by **Category and Item**. Choose one of these as well.
4	Click the **Find** button, and a list of vehicles appears.



4	Select any of the vehicles off of the list and click **Edit** to examine the recommended service information.

Continued on next page

How To **(continued)**



5	You may edit any of the fields that are not grayed out. Click **Save** to save any changes and return to the vehicle list.
6	From the **Select Recommended Services** window, click **Preview** to display the report for the selected vehicle on your screen.
7	Click **Print** to send the report to your default printer.
8	Click **Export** to export the report to a text file. After choosing a file location, click **Save**.
9	Click **Email** to send an email of the report to the customer whose vehicle is selected. **Note: The customer must have an email address listed.**

Continued on next page

Sales + Productivity Reports

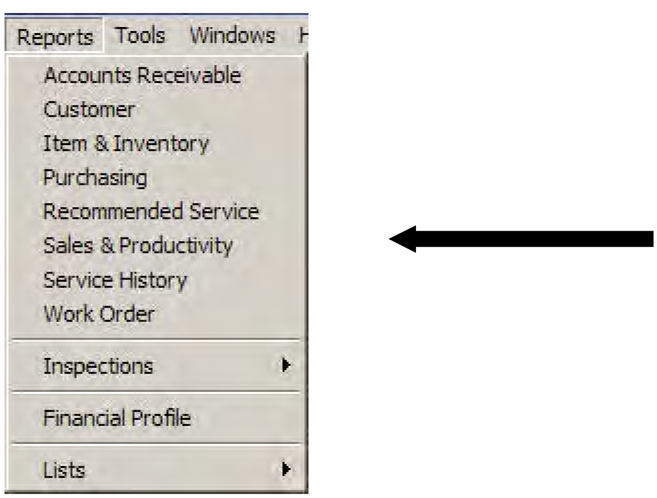
Sales + Productivity reports include the following:

- **Sales Analysis**
- **Sales Analysis with Tire**
- **Sales Register**
- **Sales Register (summary-only)**
- **Sales By Ad Source**
- **Sales by Category**
- **Sales by Tax Class**
- **Server Writer Productivity**
- **Technician Productivity**
- **Override**
- **Invoice Averages Report**
- **Sales By Customer**

How To

To print **Sales + Productivity** reports, perform the following steps:

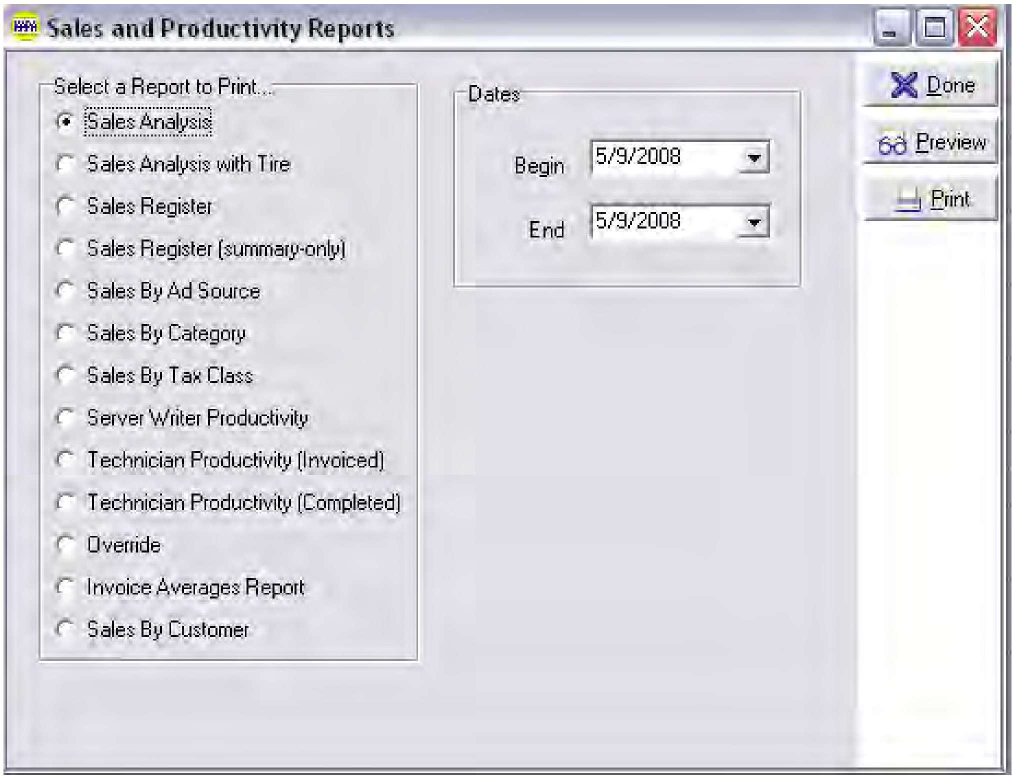
Step	Action
1	Click **Reports** on the **TRACS** main screen menu bar, and the report categories display.



Step	Action
2	Click **Sales + Productivity**, and the **Sales and Productivity Report** form displays.

Continued on next page

How To **(continued)**



Step	Action
3	Click to select your desired report in the **Select a Report to Print** box.
4	Click the **Begin** and **End** fields to select the dates for which the report should print. **All sales reports require date parameters.** If you are creating a **Sales by Customer** report, you must also enter a number for **Minimum Sales Amount** (as seen in the screenshot below). This report automatically ranks your best customers with the highest sales.
5	Click the **Preview** button to display the report on your monitor, if desired.
6	Click the **Print** button to send the report to your default printer.
7	Click the **Done** button when you have completed printing your reports, and the TRACS main screen displays.

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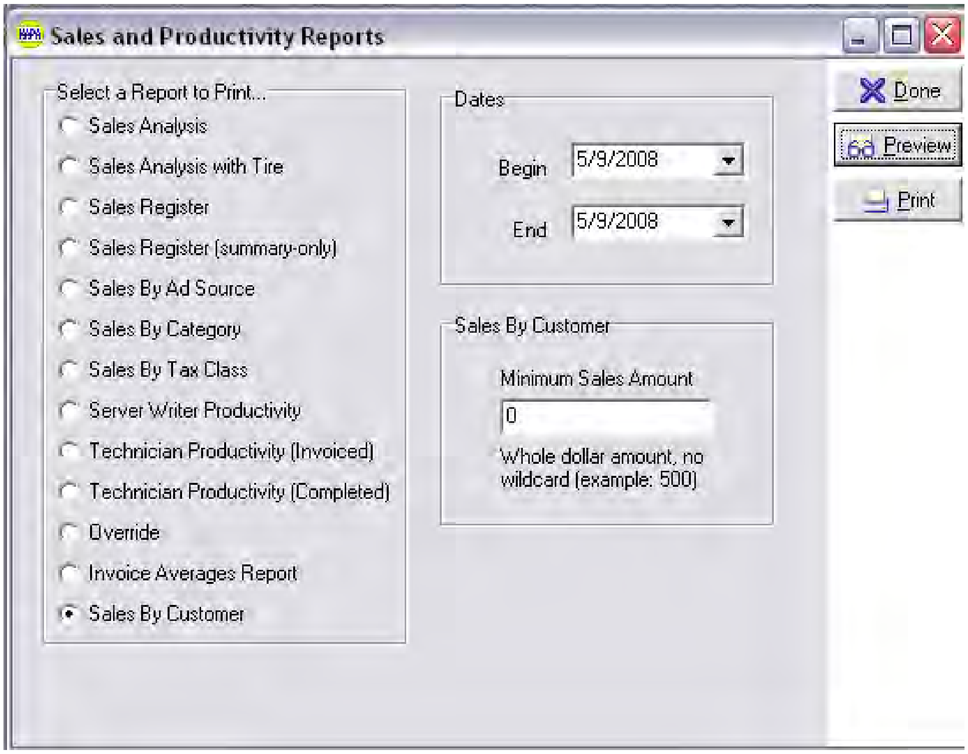
How To **(continued)**



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Service History Reports

The following are types of **Service History** reports:

- Consolidated Report for All Invoices
- Detailed Report of Selected Work Orders
- Detailed Report of All Work Orders
- Summary Report

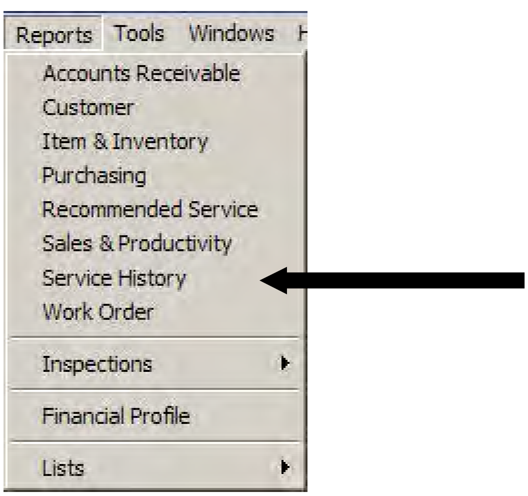
Service history reports include fleet number, driver, tag, and VIN, in order to distinguish between vehicles of the same make/model/year from a single customer.

Note: You must have a vehicle highlighted in an active work order or on the **Selected Vehicle** form before you can access a **Service History** report.

How To

To print a **Service History** report, perform the following steps:

Step	Action
1	Click **Reports** on the TRACS main screen menu bar, and the **Reports** pull-down menu displays.

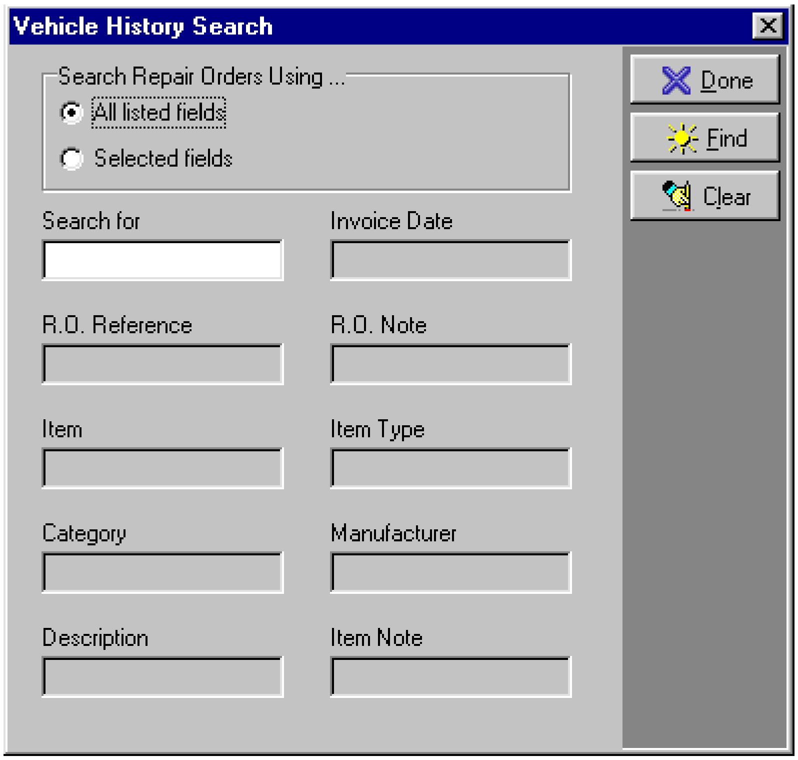


2	Click to select **Service History** from the **Reports** pull-down menu, and the **Vehicle History Search** window displays.

Continued on next page

How To **(continued)**

Step	Action
3	Search for specific criteria as needed.
4	Click the **Find** button, and a list of available reports displays.



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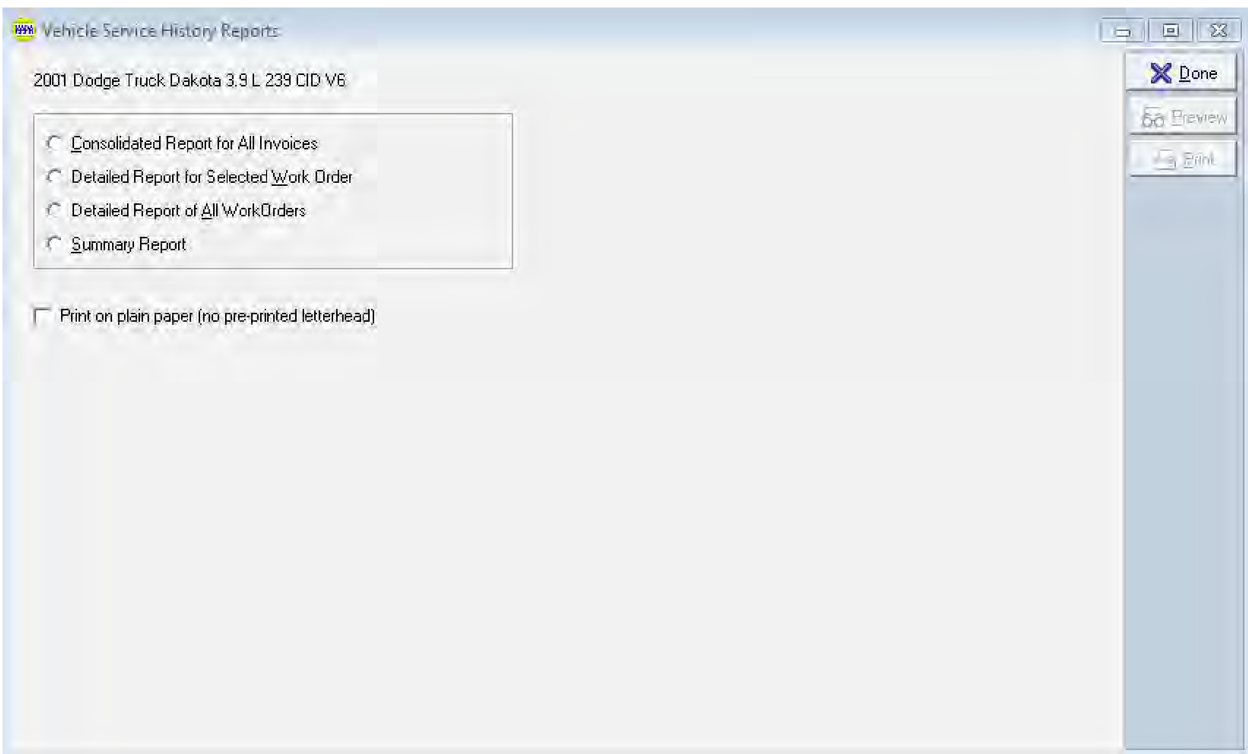
How To (continued)

Step	Action
5	Click to select a report from the available report options.
6	Click to place a check mark in the **Print on plain paper (no pre-printed letterhead)** field if desired.
7	Click the **Preview** button to view the report before printing if desired.
8	Click the **Print** button, and the report is sent to your printer.
9	Click the **Done** button when you are finished printing the report.



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Generating Reports to Print, Continued

Work Order Reports

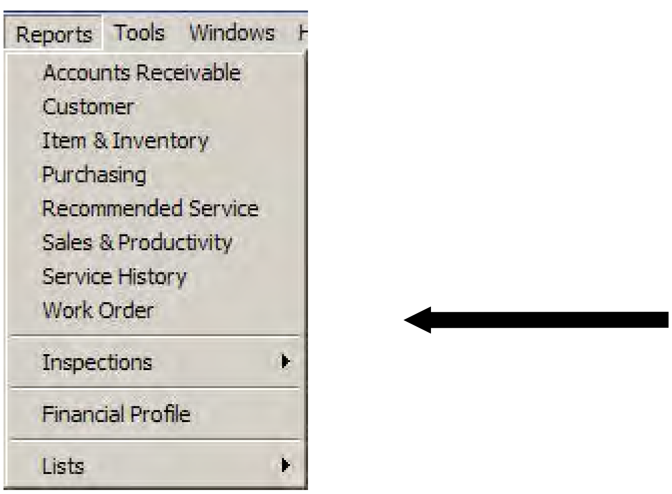
Work Order reports include the following:

- **Warranty / Comeback Report**
- **Completed Work Order Report**
- **Canceled Work Order Report**
- **Open Repair Orders by Service Writer**
- **Open Estimates by Service Writer**
- **All Your Work Orders by Service Writer**
- **Work in Progress Report**

How To

To print **Work Order** reports, perform the following steps:

Step	Action
1	Click **Reports** on the TRACS main screen menu bar, and the report categories display.



Step	Action
2	Click **Work Order**, and the **Work Order Reports** form displays.

Continued on next page

Generating Reports to Print, Continued

How To **(continued)**

Step	Action
3	Click to select a report from the **Select a Report to Print**.
4	Click in **Starting Date** field or **Ending Date** field to specify date parameters. **Note: Not all work order reports require date parameters.**
5	Click the **Preview** button to display the report on your monitor, if desired.
6	Click the **Print** button to send the report to your default printer.
7	Click the **Done** button when you have completed printing your reports, and the TRACS main screen displays.

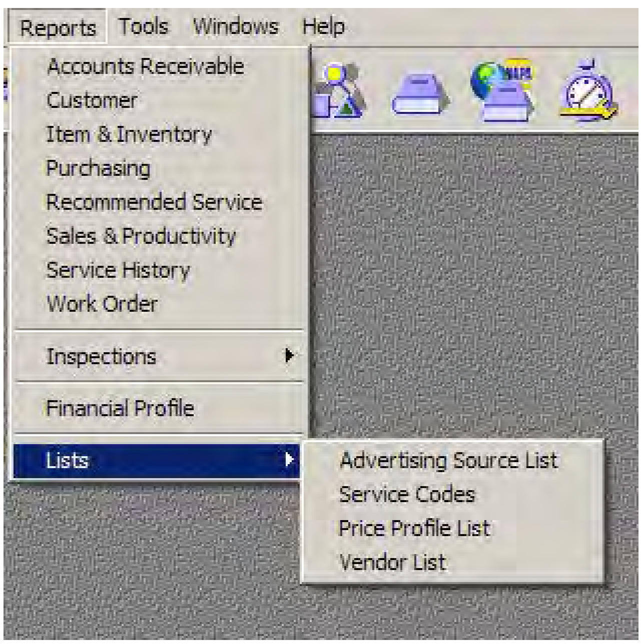
Lists

Lists — **Lists** are available for the following:

- **Advertising Source List**
- **Service Codes**
- **Price Profile List**
- **Vendor List**

How To — To generate and print a **List**, perform the following steps:

Step	Action
1	Choose **Lists** from the **Reports** menu on the TRACS menu bar.



2	Choose one of the types of lists from the sub-menu.

Continued on next page

How To (continued)

Step	Action
3	A preview window of the specified report will appear (a **Price Profile List** report is shown below). Use **Next Page** to view all the pages of the report.
4	Click **Print** to send the report to your default printer.

4/17/2006 4:52:40 PM Price Profile List Page 1

AARP Active: Y

Item	Mfg	Vendor	Tech	Category	Type	Basis	%	Fixed Price	Matrix
*Any	*Any	*Any	*Any	*Any	Part	List	-10	$0.00	

Default Pricing Active: Y

Item	Mfg	Vendor	Tech	Category	Type	Basis	%	Fixed Price	Matrix
*Any	*Any	*Any	*Any	*Any	*Any	Matrix			FARGO
21*	*Any	*Any	*Any	*Any	Part	Cost	70	$0.00	
75100	*Any	*Any	*Any	*Any	*Any	Fixed	0	$0.99	
*Any	ECH	*Any	*Any	*Any	*Any	Profit	45	$0.00	
*Any	CRB	*Any	*Any	*Any	*Any	Profit	55	$0.00	
*Any	NBH	*Any	*Any	*Any	Part	List	-2	$0.00	
LOF	*Any	*Any	*Any	*Any	*Any	List	0	$0.00	

Financial Profiles

Financial Profiles

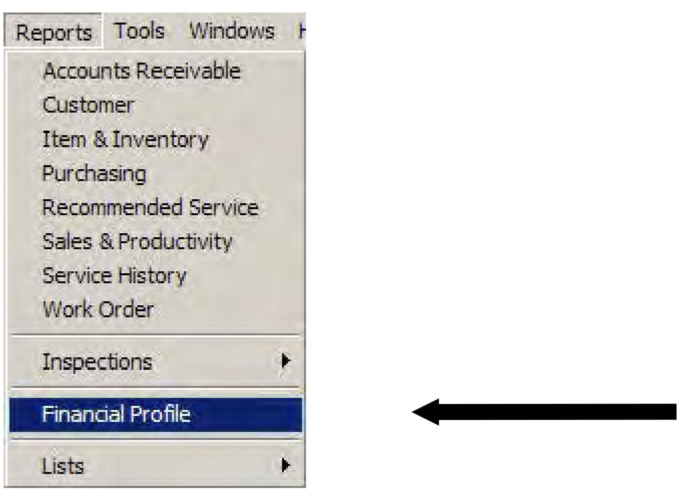
Financial Profiles allow you to:

- See a summary of sales, costs, and profits for a specific time period
- See a summary of operating expenses for a specific time period
- Calculate net profits for a specific time period
- Change variables and recalculate based on new numbers (you can model "what-if" scenarios and save them)

How To

To generate and save a **Financial Profile**, perform the following steps:

Step	Action
1	Choose **Financial Profile** from the **Reports** menu on the TRACS menu bar.



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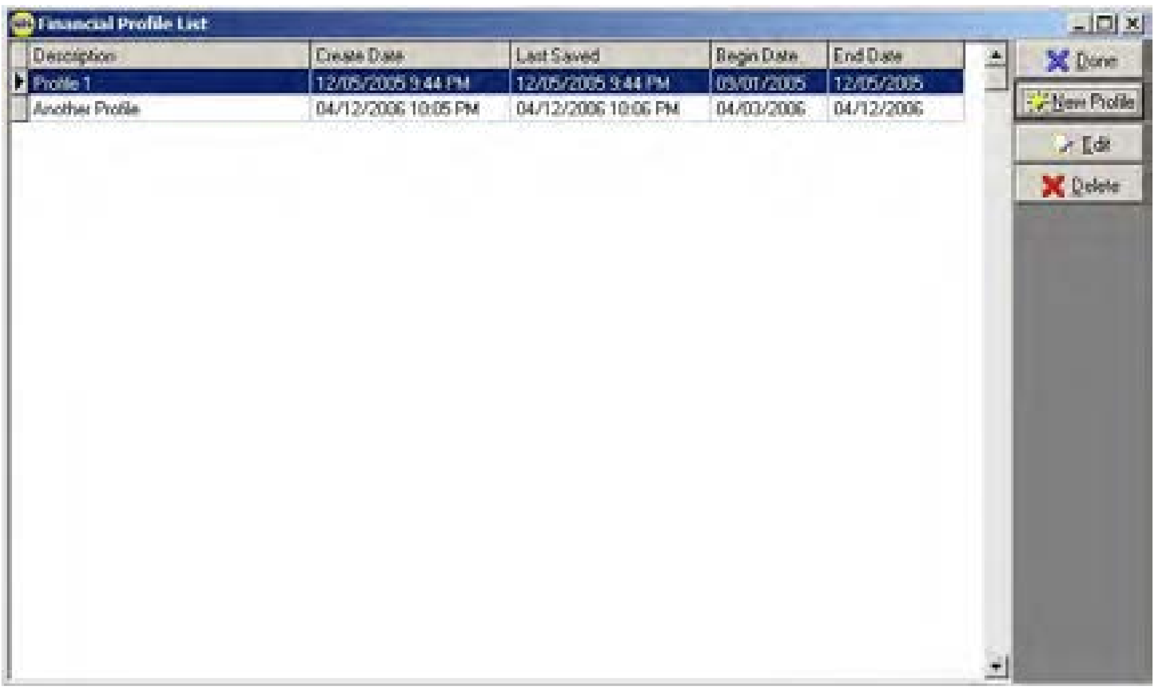
How To (continued)

Step	Action
2	Click **New Profile** to create a new financial profile.



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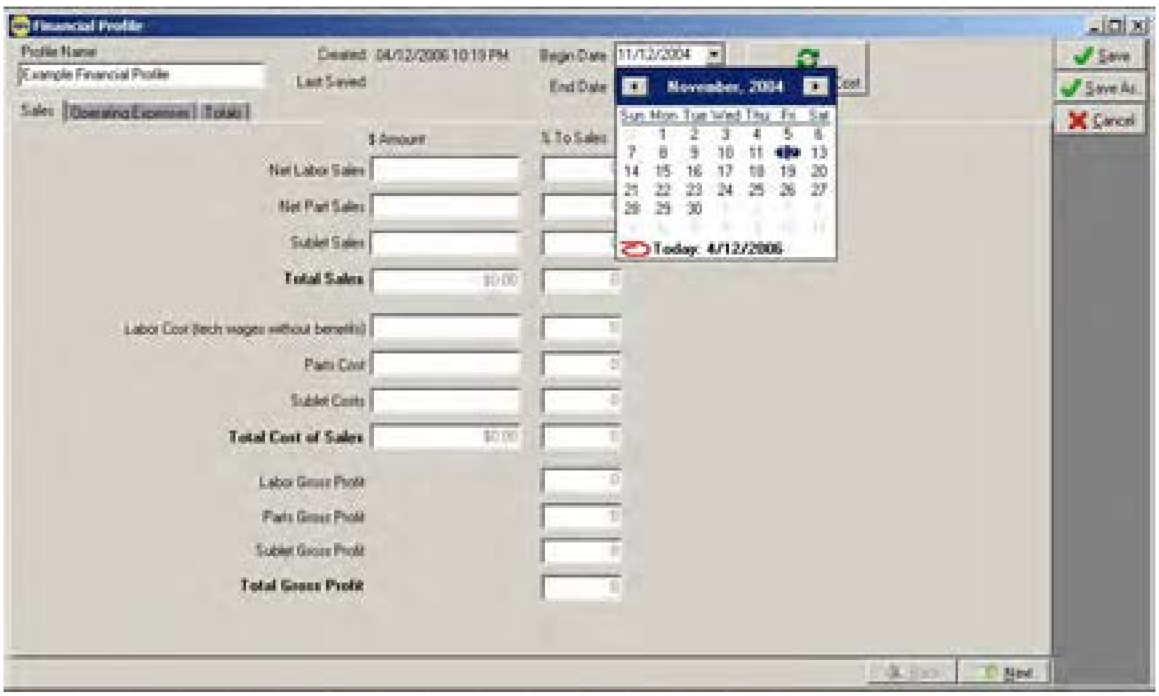
How To (continued)

Step	Action
2	Enter a name for the profile into the **Profile Name** field.
3	Click on the **Begin Date** drop down menu and choose a beginning date from the calendar.
4	Click on the **End Date** drop down menu and choose an end date from the calendar. The space between these two dates is the time period for which your financial profile will be generated.



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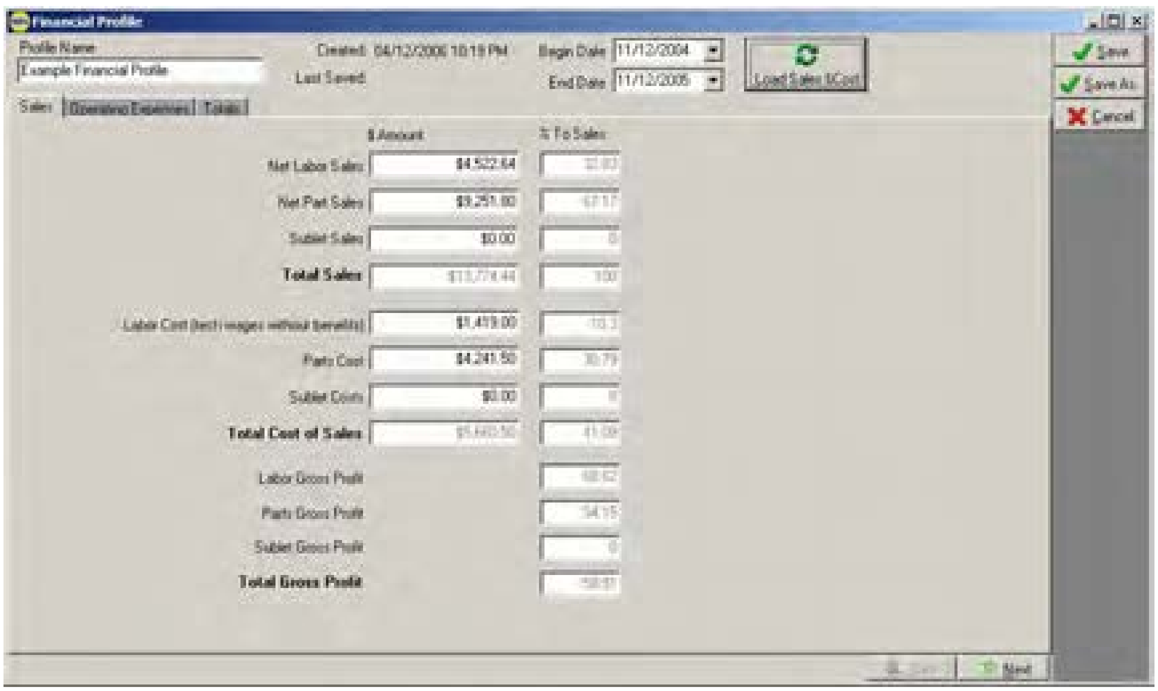
How To (continued)

Step	Action
5	Click the **Load Sales & Cost** button to generate the numbers for the selected time period.
6	Click on the tabs to see operating expenses and totals, or click **Next** at the bottom of the screen to advance to the operating expenses window.



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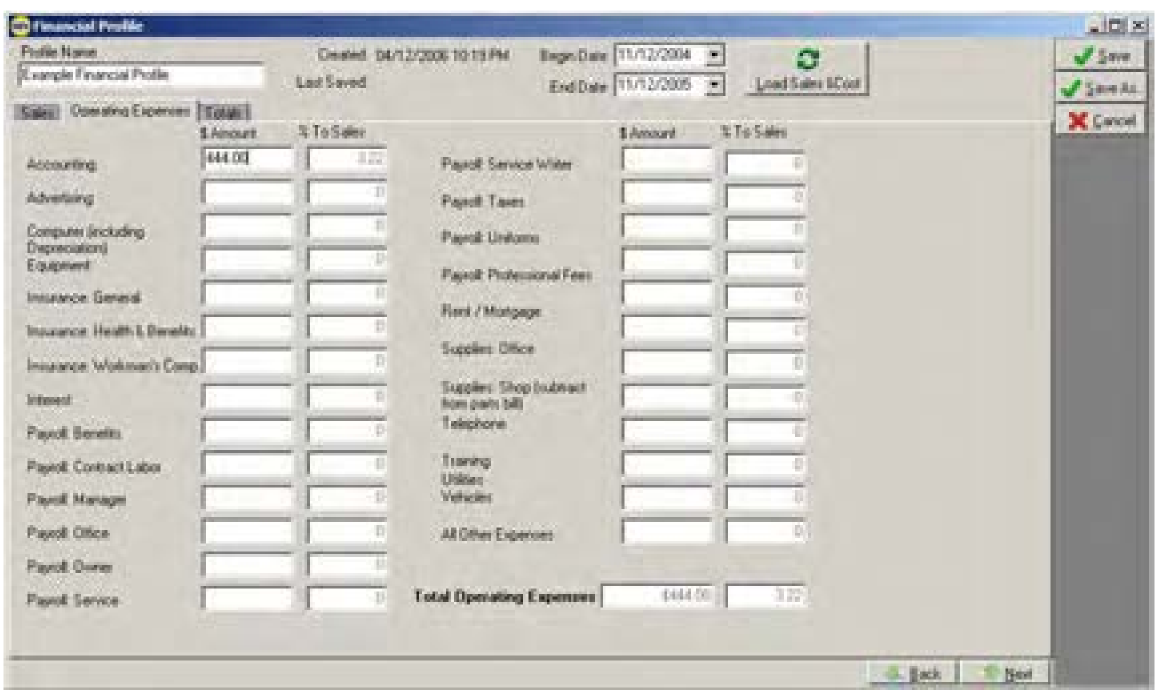
How To (continued)

Step	Action
7	You can type in any of the text areas that are not grayed out to change the numbers. Click **Load Sales & Cost** again to recalculate totals. Here, you can take advantage of "what if" scenarios. For example, you could increase the amount of money spent on advertising and see how that effects your overall expenses.
8	Click on **Save** to save the financial profile. The dates and all of the changes that you made will be saved. The profile will be saved under the name listed in the **Profile Name** field.
9	Click on **Save As** to save the profile under a different name. If you are editing a profile that you have already saved, this will allow you to save the changes without overwriting the old profile. This is a great way to keep track of your "what if" scenarios without altering your original profile.



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How To (continued)

Step	Action
10	The profile that you saved will now show up on the financial profile list. To edit a profile late, double click on a profile, or select the profile and click **Edit**.

Work Flow Sheets

Work Flow

Technician **Work Flow Sheets** are part of NAPA's Preventative Maintenance Program. They allow the technicians to keep a detailed record of exactly what has been checked out on a specific vehicle. Blank sheets can be printed and filled in during maintenance, and they can also be altered and saved inside TRACS.

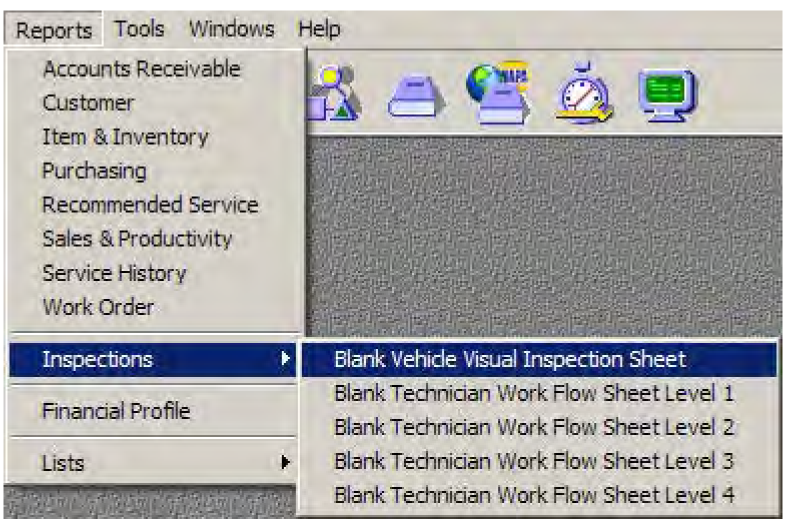
There are five different kinds of **Work Flow Sheets**:

- **Vehicle Visual Inspection**
- **Technician Work Flow Sheet Level 1**
- **Technician Work Flow Sheet Level 2**
- **Technician Work Flow Sheet Level 3**
- **Technician Work Flow Sheet Level 4**

How To

To print a blank **Work Flow Sheet**, perform the following steps:

Step	Action
1	Choose **Inspection** from the **Reports** menu on the TRACS menu bar, and then choose the desired work flow sheet.



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How To (continued)

Step	Action
2	The blank work flow sheet appears in PDF format, displayed by Adobe Acrobat. Click the printer icon to print. **Note: You must have Adobe Acrobat Reader installed on your computer for the sheet to display correctly.**

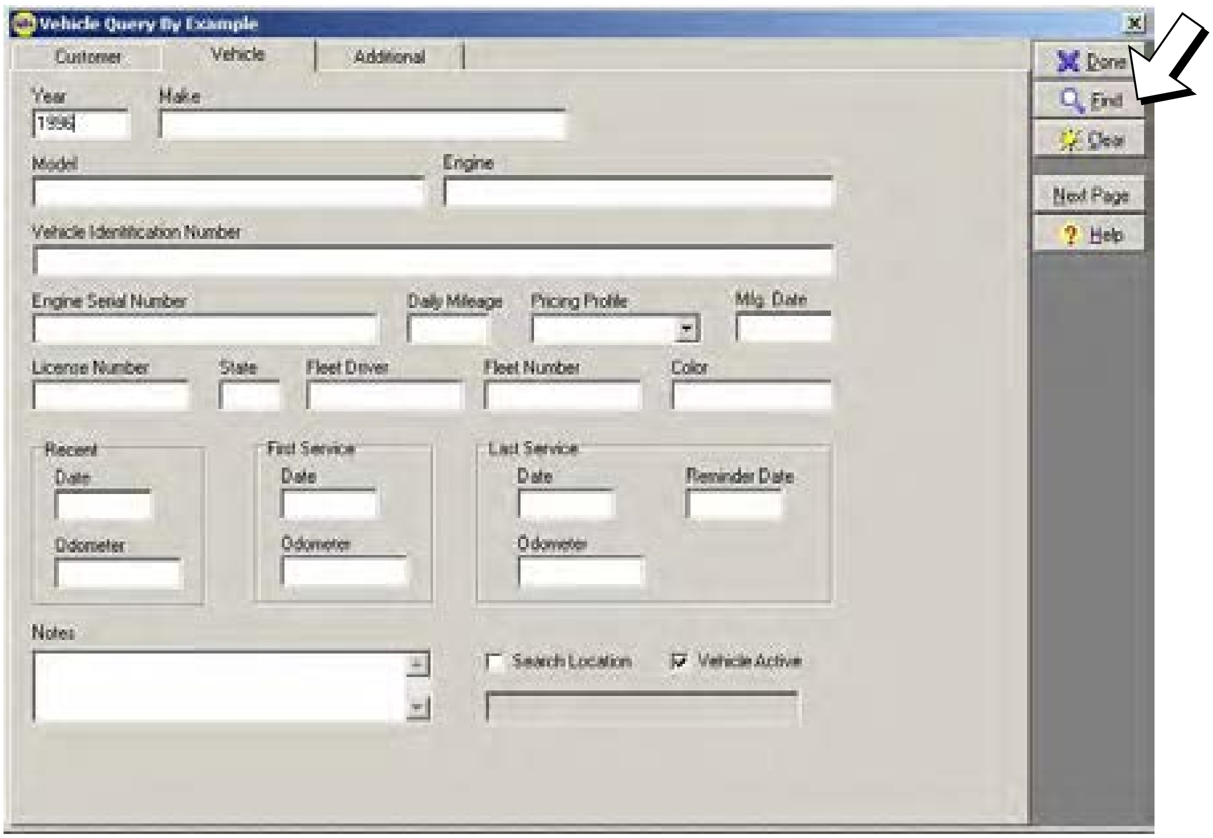
Continued on next page

Work Flow Sheets, Continued

How To

To attach a **Work Flow Sheet** to a specific vehicle, perform the following steps:

Step	Action
1	Click the **Work with Vehicles** icon in the top menu bar, or choose **Vehicles** from the **Search** drop-down menu.
2	Enter any search criteria for the vehicle you wish to work with. In the example below, all 1996 vehicles will be displayed. If you wish to display the entire list of vehicles, do not enter any criteria. Click **Find**.



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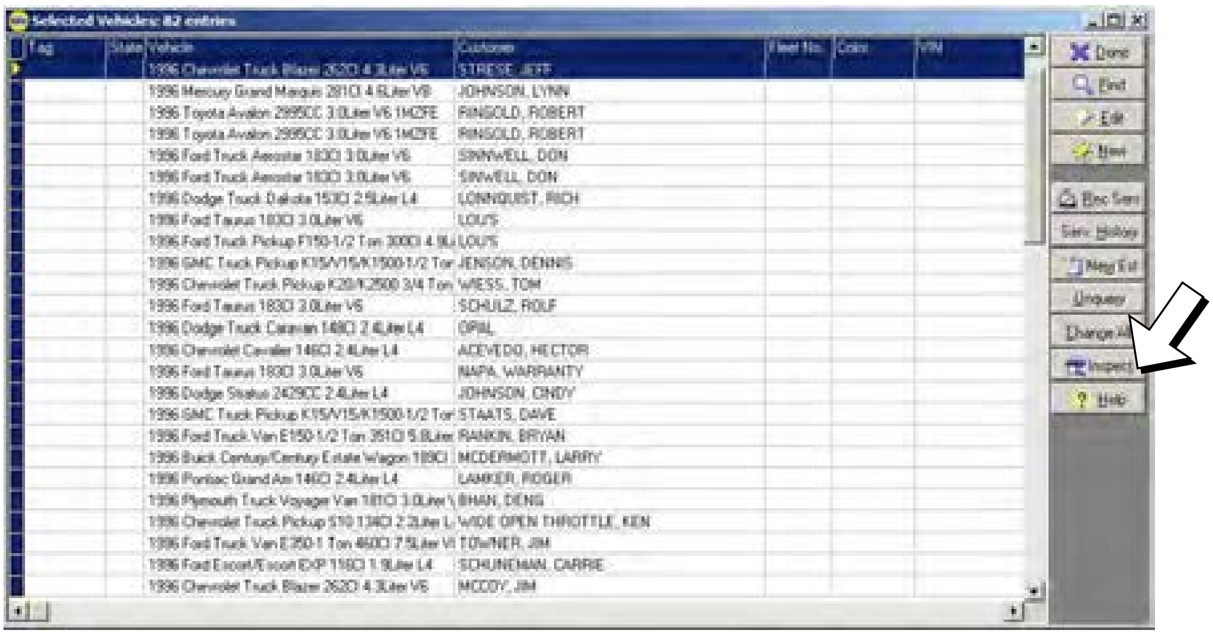
How To (continued)

Step	Action
3	From the vehicle list window, highlight the desired vehicle by clicking on it. Click **Inspect**.



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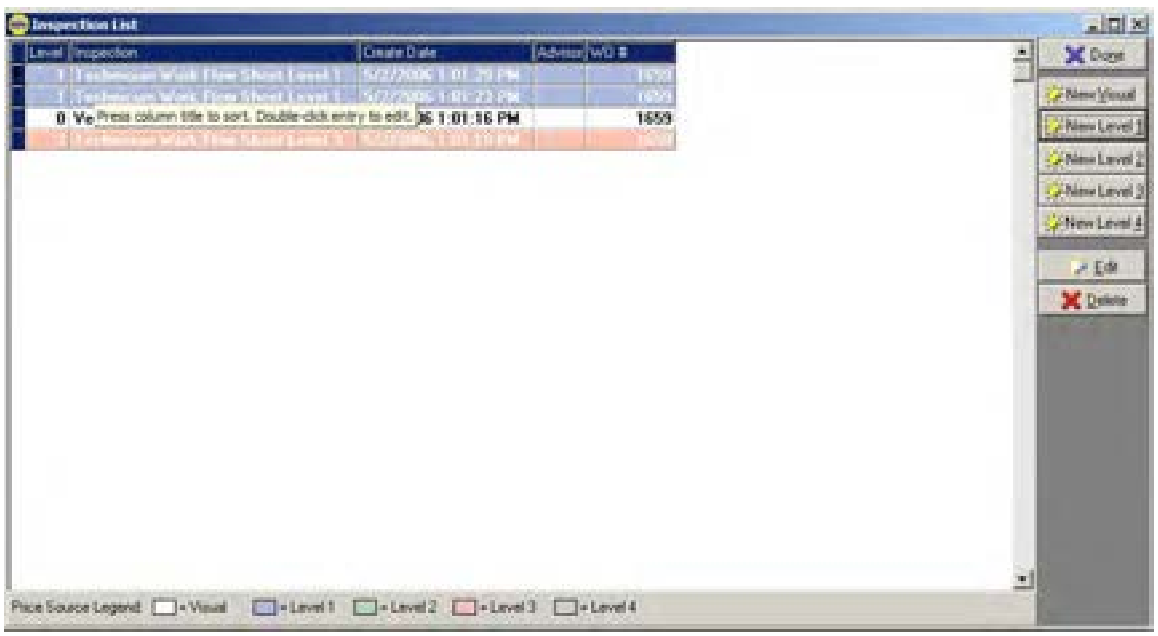
How To (continued)

Step	Action
4	From the **Inspection List** window, you can view all of the existing work flow sheets associated with this vehicle. To edit an existing sheet, highlight the desired sheet and click **Edit.** To begin a new work flow sheet, click the button for the desired type - for example, **New Visual** or **New Level 1.**



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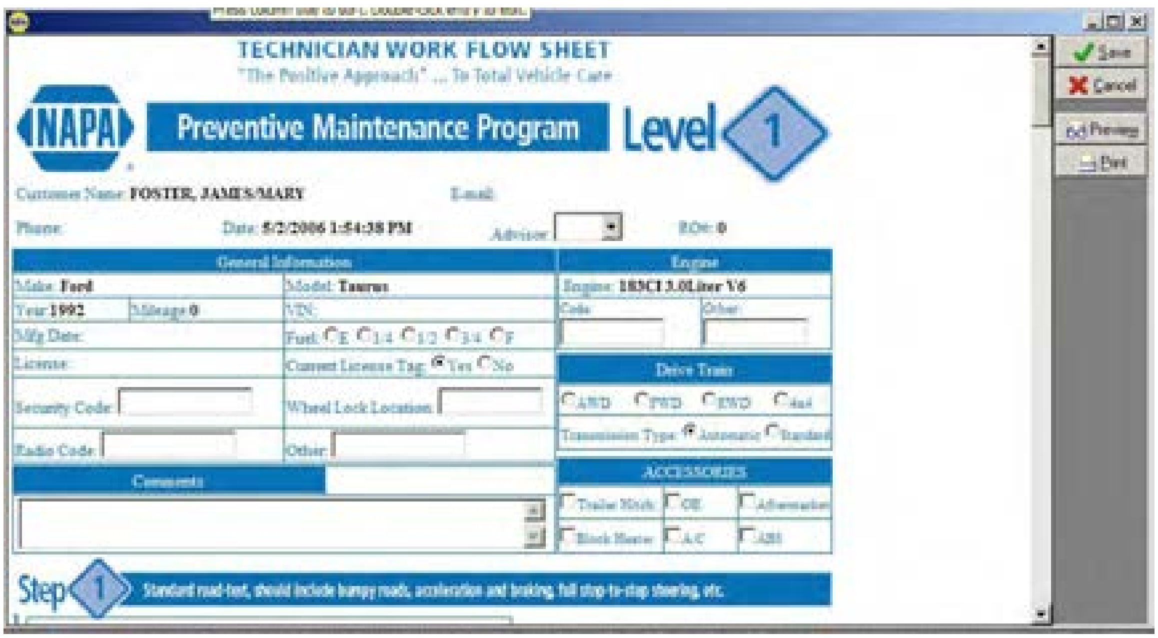
How To (continued)

Step	Action
5	When the **Work Flow Sheet** appears, you can edit it by clicking in the text boxes and typing. You can then save it for future use by clicking **Save** or print it by clicking **Print**. **Note: Some fields such as Customer Name, E-Mail, and phone cannot be edited inside the work flow sheet. You must edit these in the vehicle or customer windows; then if you pull up a new work flow sheet, the new information will be there.**



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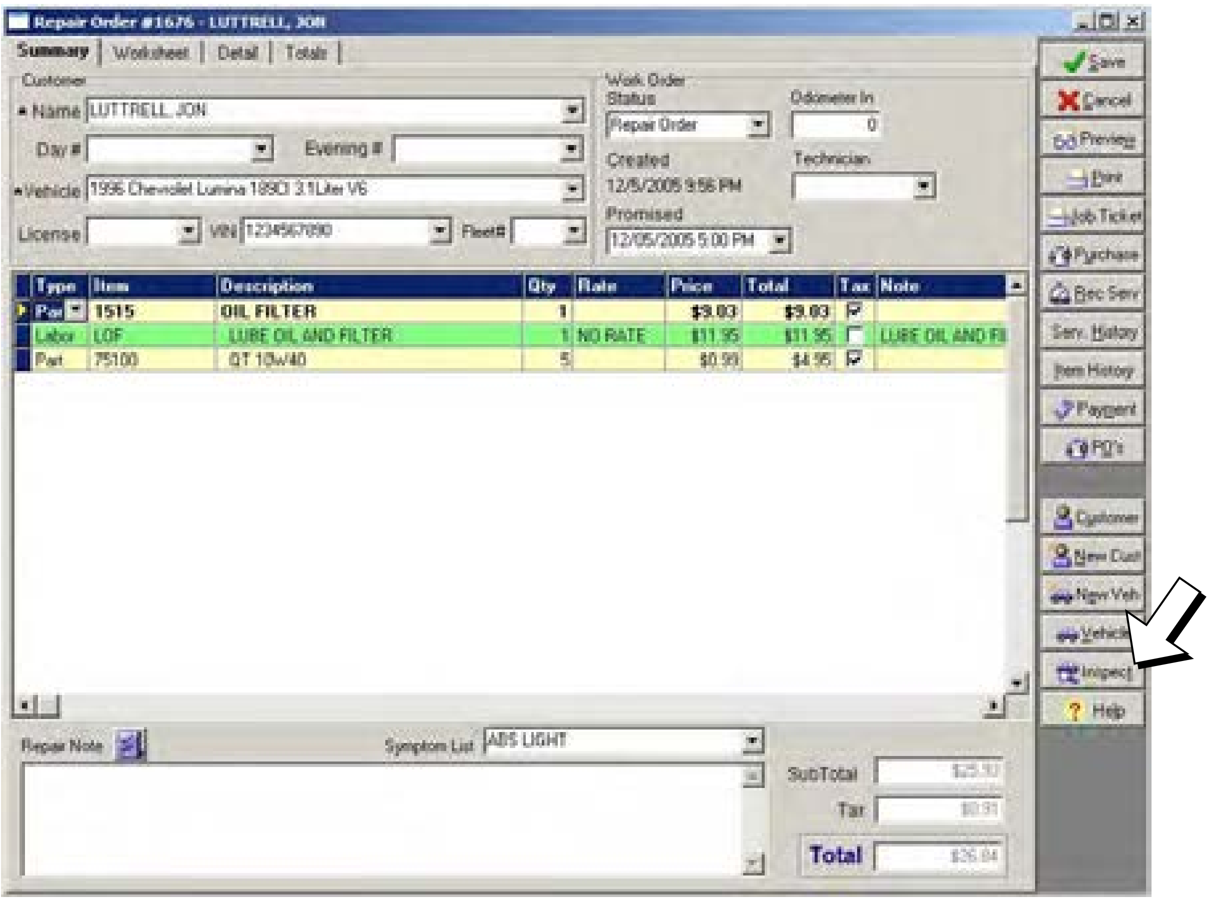
How To

To access a **Work Flow Sheet** from a work order, perform the following steps:

Step	Action
1	From the work order window, click **Inspect**.



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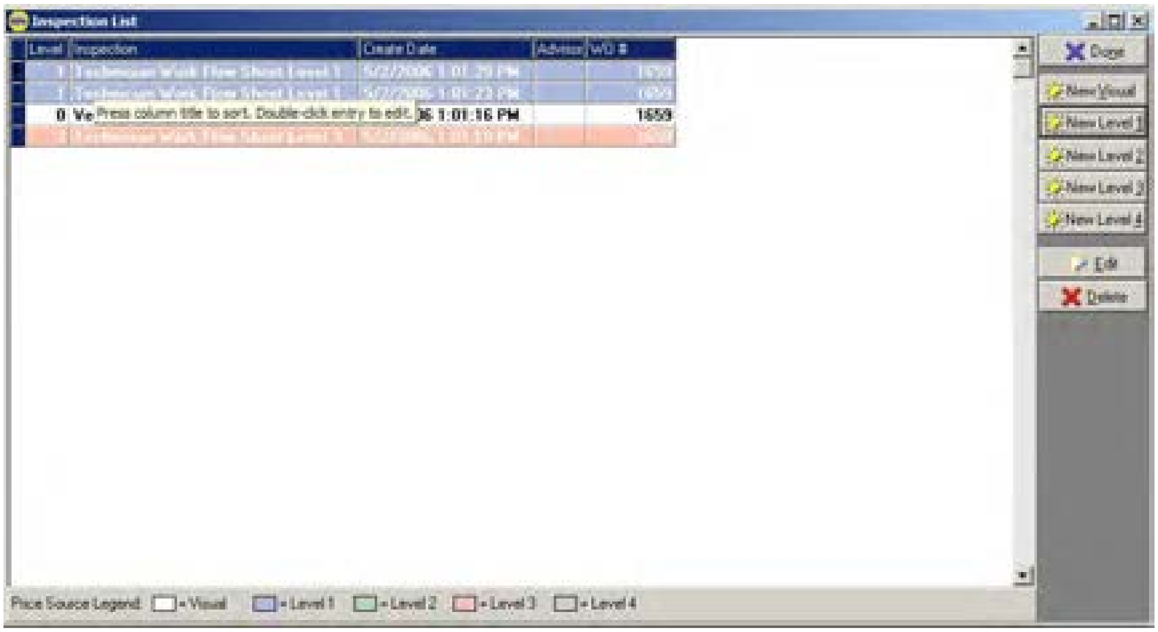
Work Flow Sheets, Continued

How To (continued)

Step	Action
2	You can edit or create new work flow sheets from this window. Any work flow sheets already associated with the vehicle will already be there.



Chapter 10: Additional Functions

Spell check

This chapter is designed to help explain functions that are found throughout the program. What differentiates these functions from the others is that they are used in so many different locations that it is difficult to assign to a specific area of the LINK/NET programs.

Contents

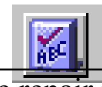
How To

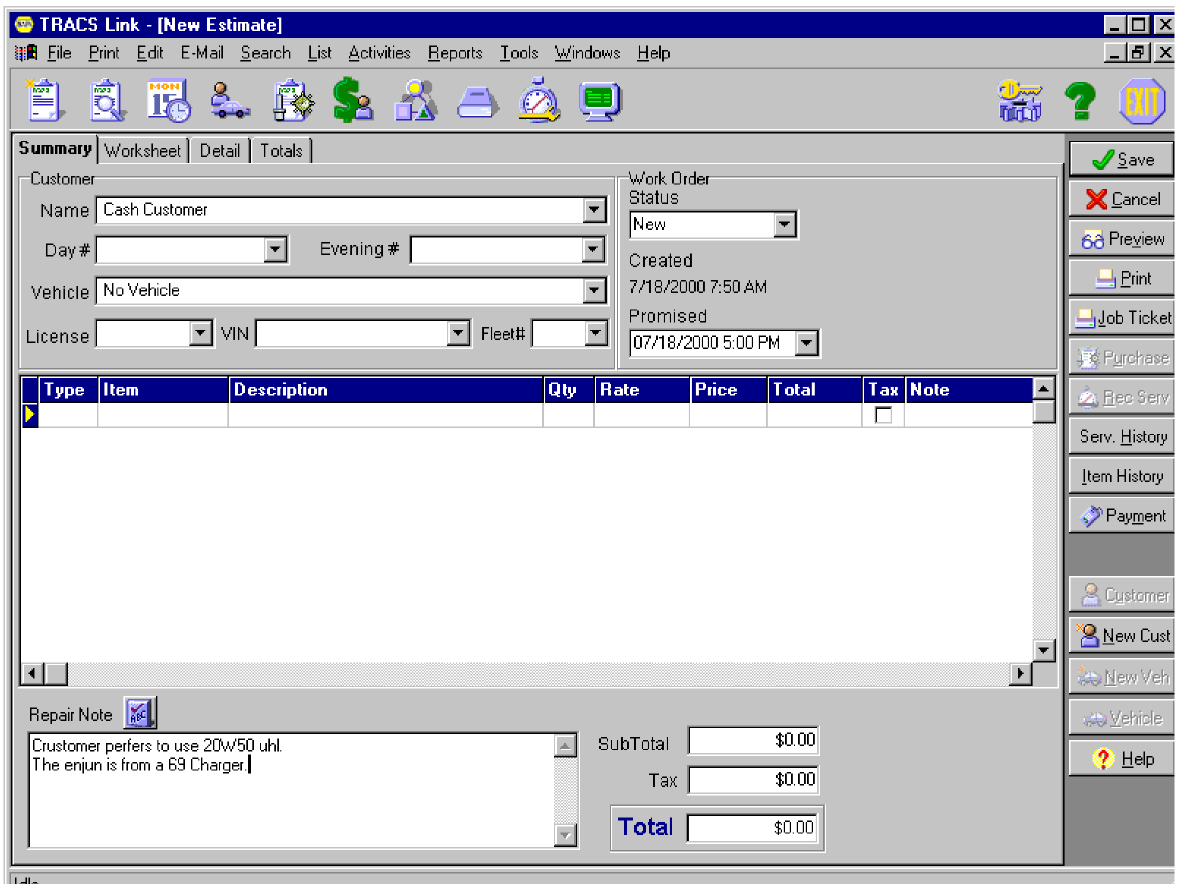
The following change must be done on the NET systems for spell check to function correctly.

Step	Action
1.	Starting from the main screen, click the "create a new estimate" button and start a new estimate, or you can open an existing Work Order.
2.	The Work Order screen will appear. Notice the Repair Notes section toward the bottom.

Continued on next page

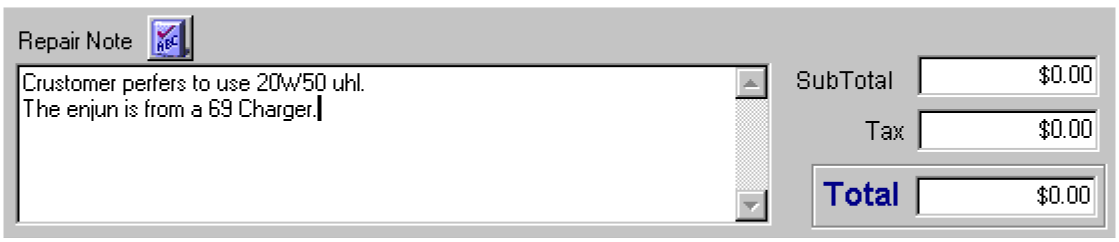
How To (continued)

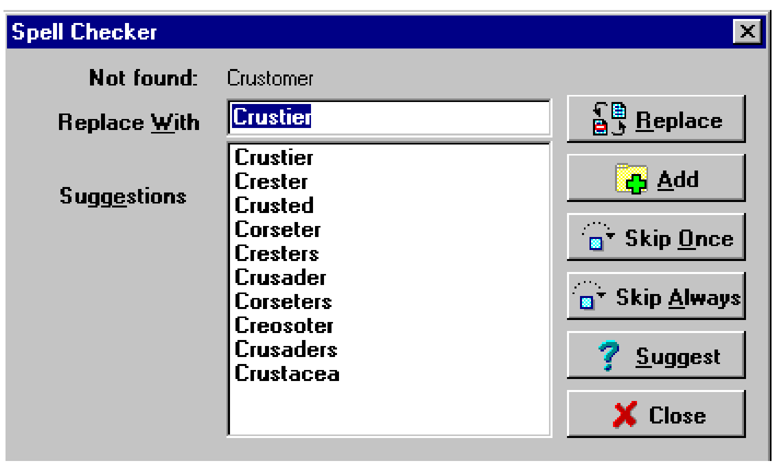
Step	Action
3.	Next to the header "Repair Note", you will see a new button. 
4.	This button will start the spell check on the text in the repair note field. The following is a walkthrough of how it works.



How To (continued)

Step	Action
5.	Here we have an entry containing various misspellings.
6.	Click the "ABC" button to begin the spell check.
7.	The following is the screen that appears when a word appears to be misspelled or is unknown to the computer. This example is good because it does not offer the correct spelling of the necessary word in the drop selection of replacements. Situations such as these would require typing the correct word in the "Replace With" field. To actually place it in the repair notes, you would press the Replace button





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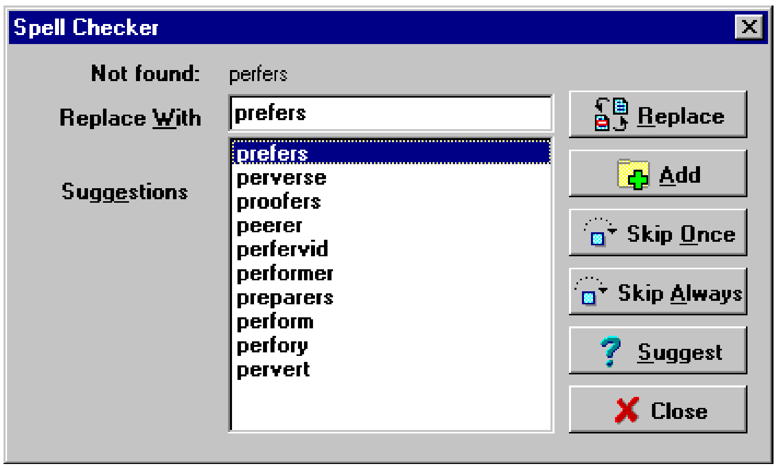
How To (continued)

Step	Action
8.	The next word in the sentence is also misspelled. Its correct replacement; however, is listed in the drop menu.

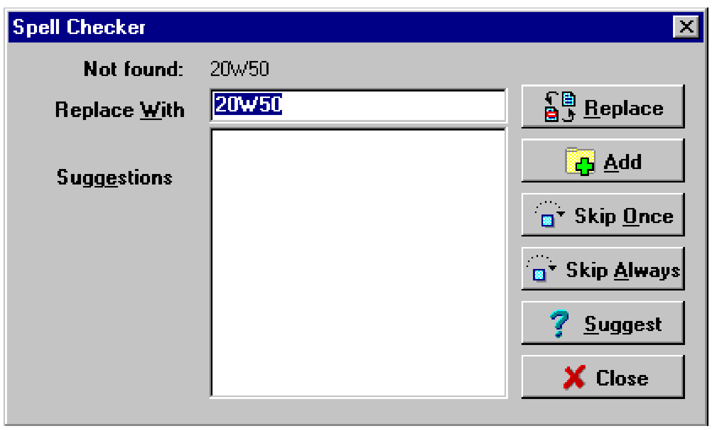


9.	Here the correct spelling is listed first. If it was not, all that would be required would be to click on the correct word and then click the Replace button. The correction would be applied to the repair notes and the spell check would proceed.

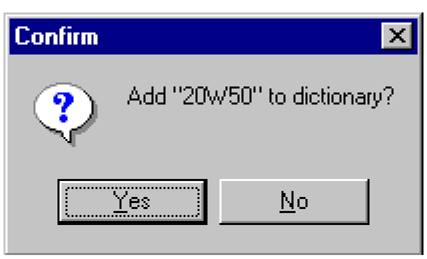
Continued on next page

How To (continued)

Step	Action
10.	The next word to be labeled as misspelled is actually something that might be used in actual repair notes. The spell check will see this as a mistake and attempt to correct it. Spell check allows for the addition of words into its memory. This allows you to add words that you would use frequently. Here we have used 20W50. This is a legitimate term in the automotive industry and to avoid having it in future spell checks we would need to click the Add button.



11.	This will bring up a conformation screen to verify that you do want to add this to the spell check dictionary. Clicking the Yes button will add it to your Spell Check dictionary.

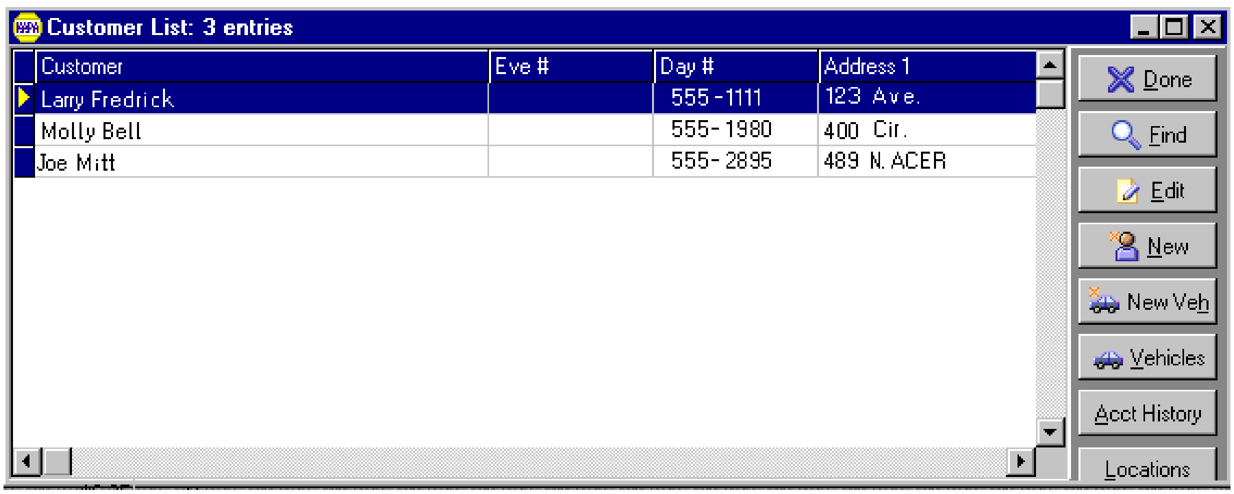


12.	You have now completed a spell check.

Zip Code Defaults

How To The following instructions will demonstrate how the defaults and drop menus function with City, State, and Zip Code defaults.

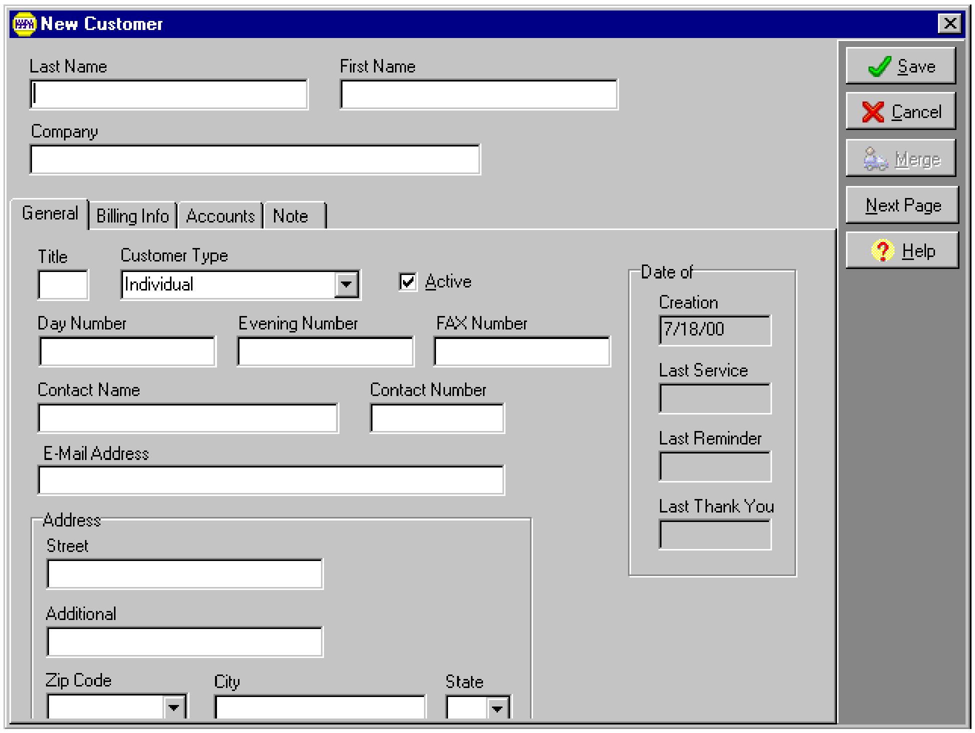
Step	Action
1.	The location where this function is most likely to be used is in the customers and vehicles area. To gain access to this area, click the customers and vehicles button. 
2.	This will open the customer list screen.



3.	The best way to show how this function works is to click the new button, and add a new customer. The new customer screen will appear.

Continued on next page

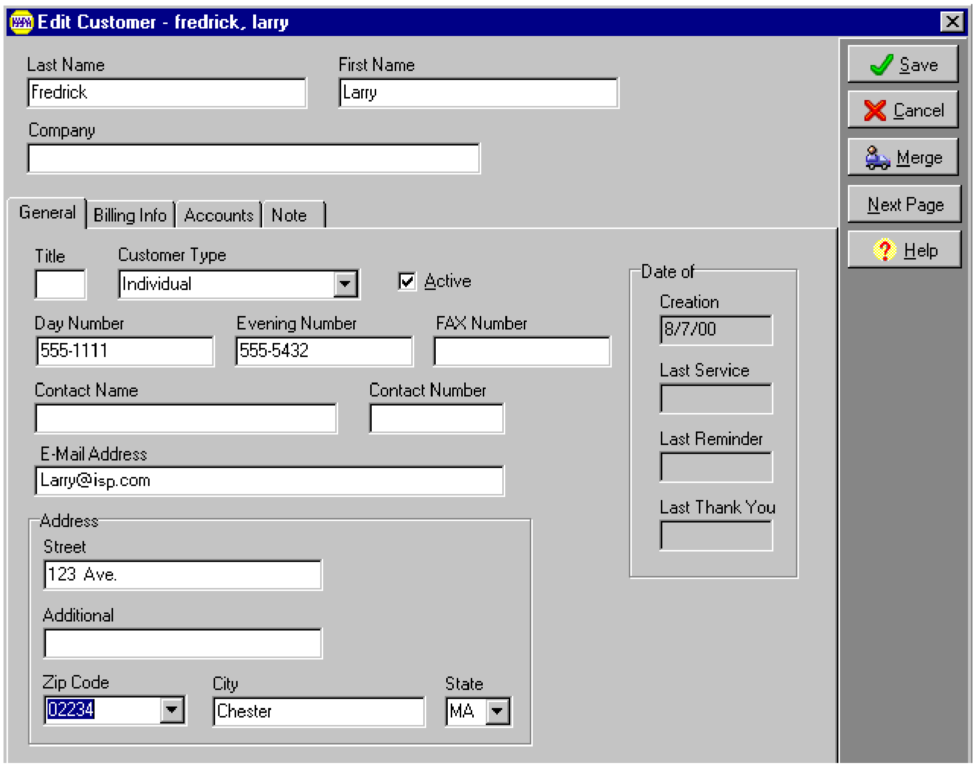
How To (continued)



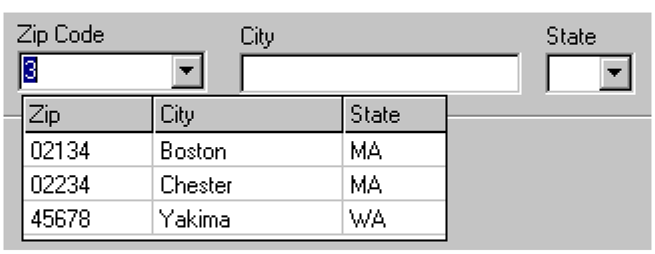
Step	Action
4.	You can still go through the various customer information fields and add what is needed. When you get to the bottom you will see that the Zip Code and State fields have arrows to indicate a drop down menu. Depending on how you place your cursor in the zip code field will determine how its default menu will behave. Using the tab button will not cause the default menu to appear. Using the mouse to move into the zip code field will cause the default menu to appear. Despite how the zip code field is accessed, the new zip code will be entered in the same field as it has always been.

Continued on next page

How To (continued)



Step	Action
5.	Once a number is added to the Zip Code field, the default menu will appear and try to locate a match or a number similar to the zip code you are typing.



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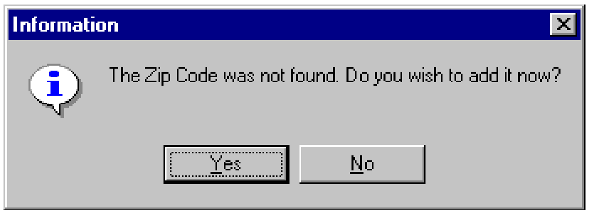
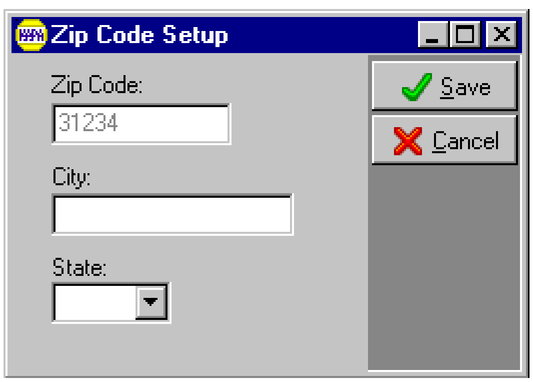
How To (continued)

Step	Action
6.	The zip code being entered may be new and if so the program will alert you of a new zip code and ask if it should add it. Click the yes button to continue.



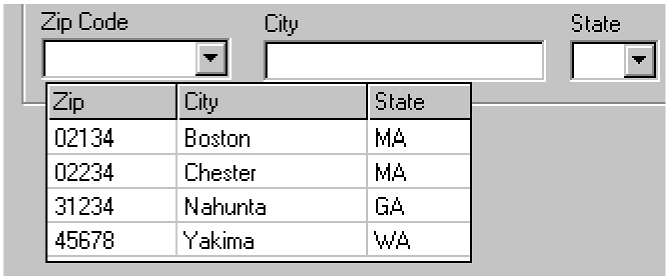
7.	A new screen will appear to setup the city and state that will go with the new zip code. When all the information is correct press **Save**.



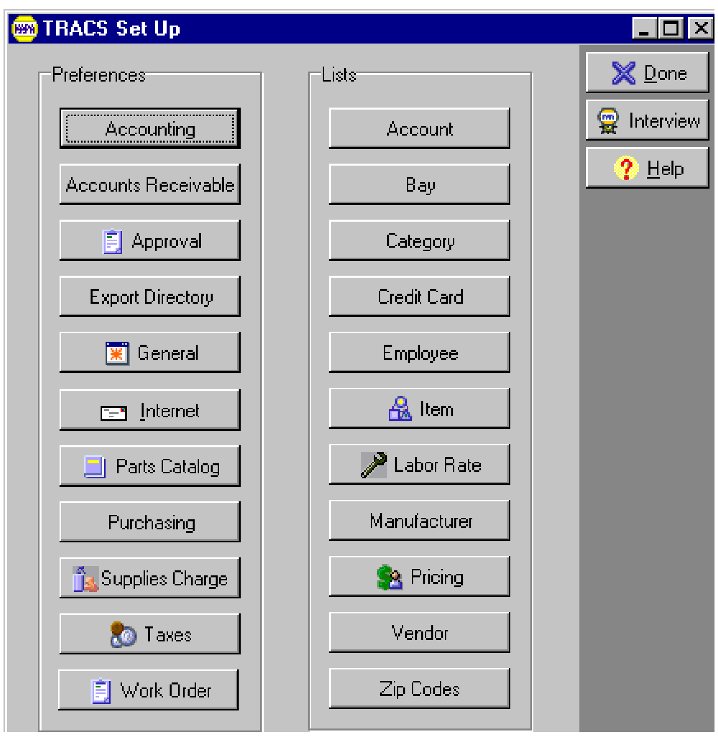
8.	The new information will now be available in the default menu. When a new customer comes in with the same zip code, the menu will bring it up. You can now press enter to accept the city and state associated with it.

Continued on next page

How To (continued)



Step	Action
9.	The situation may arise when you will need to delete or change a zip code. This can be done in the Setup menu. Click on the **Setup** button from the main screen. The setup menu will appear.



10.	Click the **Zip Codes** button, and the Zip Code List will appear.

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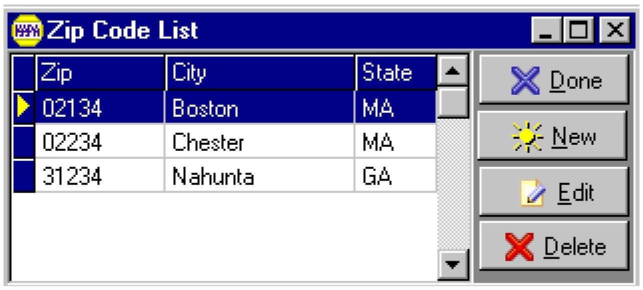
How To (continued)



Step	Action
11.	This screen allows you to change an existing zip code using the **Edit** button, or you can delete the zip code in the selected line by pressing the **Delete** button.

How to Make Pricing Diskettes

Pricing diskettes are created on the NAPA Store's TAMS system. To create a Pricing diskette Type CO9 from your main TAMS screen. If their account name and number shows up, skip to step number 8 below. If not follow these procedures:

1. Go into System Management (SM).
2. Choose Maintain TAMS system (SM03).
3. Choose Maintain Phone numbers (Option 4).
4. Choose option #3 NAPA Access.
5. Choose A-ADD to add a new customer or F6 to advance to the next account.
6. The TAMS password here under option number 3 must match the number in the TRACS product. The system type should always be "D" for TRACS customer. When you have the customer set up hit F8 to continue then escape to the TAMS main menu screen.
7. Type CO9 on the TAMS main menu.
8. Choose option #1 Create TRACS Pricing Diskette-- hit enter.
9. Choose the dealer that you want and hit enter.
10. Choose ALL stocked Line and ALL Line Codes hit F8.
11. Insert Diskette hit F8. The TAMS message will appear "this diskette has no label press F8 to use this diskette". It will begin to build a price file. When done, remove diskette, hit escape and resume invoicing.

**NOTE: if you are running long reports during the pricing diskette creation, you may corrupt the diskette and be forced to begin again.

What Prices come over?

The pricing profile for this customer would be applied to all the parts that are pulled up either in the item file, or through the NAPA CATALOG on TRACS. Only the parts that are found on the Jobber's hard drive will be displayed. Parts that are *Special Class* or Parts that have *never been sold* before by the Jobber <u>will not</u> come over on a pricing diskette. They will not be updated in an item file, nor will they show a cost when they are looked up in the catalog on the TRACS product. You will see only list prices.

Continued on next page

Why can I see the cost through Terminal Access but not on the catalog on my NAPA TRACS product?

If you choose the Terminal Access screen and choose to use the NAPA Catalog from TAMS, you might see the cost of the item. You will see the cost this way because TAMS is pulling up information from the TAMS pricing CD ROM. The parts are not on the Jobbers hard Drive.

Why can't we make a pricing diskette that would show me the cost all of the parts available through the NAPA system?

This would require the Dealer customer to run between 10-15 pricing diskettes each month. Currently, some TAMS systems take over 3 hours to create one diskette for one customer. It would be impossible for some Jobbers to create 10-15 diskettes for each of their TRACS customers. **Why can't my prices come on one CD ROM?** Each account has it's own very special account profile. Here at TRACS, we do not have any way of knowing what price your local NAPA store is selling you products.

Reports in LINK/NET

How To The following instructions will demonstrate how to print the various reports available in the LINK and NET programs. An example of each report is included in the pages following these instructions.

The following reports are found in the Reports are of LINK/NET.

REPORTS	SUB-REPORTS	REQUIREMENTS
Accounts Receivables	Transaction Summary	Beginning & End Dates
Accounts Receivables	Transaction Detail	Transaction Type: All Transactions, Receipts & Refunds Only, or Journals Only. Beginning & End Dates
Accounts Receivables	Customer Summary	Beginning & End Dates
Accounts Receivables	Aged Accounts	End Date
Accounts Receivables	Statements	3 Types: Interim, Past Due, and Last Close. Beginning & End Dates. Formatting: Print on plain paper, address fits a #10 window envelope, show aging on statement, sort by customer # or zip code
Item & Inventory	Charges, Labor, Notes, Parts, and Sublets	Description, Manufacturer, Vendor, Category, and Rate. There are also many other criteria available by preference.
Purchasing	Open Purchase Order List, New Purchase Order List, Quantity on Order, and Work in Progress Report	Each of the sub-reports in the Purchasing area is self generating.
Recommended Service	Recommended Services	Category, Items, Beginning & End Dates

CHART CONTINUED ON NEXT PAGE

REPORTS	SUB-REPORTS	REQUIREMENTS
Sales & Productivity	Sales Analysis, Sales Register, Sales Register (summary only), Sales by Ad Source, Sales by Category, Sales by Tax Class, Server Writer Productivity, Technician Productivity, Override	Beginning & End Dates
Service History	Requires a vehicle to be selected.	Invoice Date, Repair Order Note, Item Type, Manufacturer, Item Note, Description, Category, Item, and Repair Order Reference. Also has a search for to enter text for all field searches.

The following reports are found in the Activities area of LINK/NET.

REPORTS	SUB-REPORTS	REQUIREMENTS
Create Stock Order	Stock Order	Vendor, Manufacturer, or Category
Cash Drawer	Daily Cash Drawer Balance	Date

CHART CONTINUED ON NEXT PAGE

The following report is found on Work Orders in LINK/NET.

REPORTS	SUB-REPORTS	REQUIREMENTS
Service History from Work Orders	Service History on a Selected Vehicle	Must select a vehicle

Index to Reports in LINK/NET

CHART CONTINUED ON NEXT PAGE

Subject Index to Mitchell Parts and Labor Guide

Chapter 11: Wireless Service Assistant

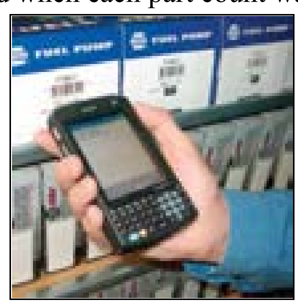
The TRACS application supports several wireless devices.

Overview

Wireless Service Assistant: Features

Browser based
- No software to load on device, software runs on TRACS Server

Help manage your Inventory
- Easily perform a physical inventory
- Scan a parts barcode with the built in scanner.
- The TRACS inventory for the part is displayed
- Enter the number of parts physically seen on the shelf.
- TRACS automatically creates an adjustment PO to correct quantity on hand.
- Supports multiple Wireless Assistants all scanning physical inventory at once.
- Notes can be made about each count
- Associate parts already in TRACS with barcodes for easy retrieval
- Confirm and accept physical inventory counts with new Inventory Reconcile in TRACS
  - Review by Physical Inventory Session
  - Review counting audit trails to see where and when each part count was made, review notes made by Wireless Assistant user while counting inventory
  - Change counts if errors are found.
  - Accept the Inventory Session to create an adjustment PO that automatically corrects TRACS quantities on hand.
  - Notes can be made about each count



Start estimates from the parking lot
- Locate an existing Customer and Vehicle by
  - By Customer Name or Customer Phone
  - By Vehicle VIN, Tag, or Fleet ID
  - Scanning Vehicle VIN
- Create new Customer and Vehicles in the parking lot
- Select Work Order repair symptoms by drop-down list or enter manually.

Continued on next page

Getting Started

How To To log in to the Wireless Assistant, perform the following steps:

Step	Action
1.	Click the yellow **Login** button.

2.	Choose your name from the list of employees.

Continued on next page

Getting Started, Continued

How To (continued)

Step	Action
3	Type your password into the text box.
4	Click the yellow **Login** button to the right.

5	If you have logged in successfully, then the Inventory/Estimate/Logout menu should appear.
6	To log out, click the yellow **Logout** button.

Inventory

How To To add barcodes for existing inventory items that are non-NAPA parts, perform the following steps.

Step	Action
1.	Choose **Inventory** from the first screen after you have logged into the system.

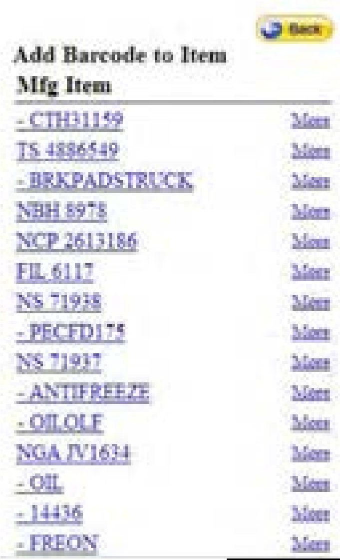
Step	Action
2.	Choose **Add Barcodes**.

Continued on next page

How To (continued)

Step	Action
3.	Enter information about the item to which you want to add a barcode.
4.	Click **Find.**

5.	Choose the item from the resulting list.



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How To (continued)

Step	Action
6.	Either type the barcode into the text box, or scan the item's barcode using the barcode scanner.
7.	Click **Save.**

Continued on next page

How To To start a new inventory session, perform the following steps:

Step	Action
1.	Choose **New Session.**

2.	Type a name for the session into the text box. You can name it anything you like.
3.	Click **Save.**

Continued on next page

How To (continued)

Step	Action
4.	From the **Inventory** screen, choose a session from the list under **Open Session.**

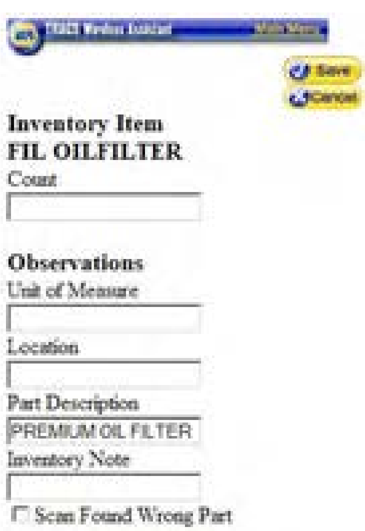
5.	To view existing inventory, choose **My Inventory Items.**
6.	To count items, choose **Locate and Count Items.**

Continued on next page

How To (continued)

Step	Action
7.	For each item that you wish to add to inventory, either scan the barcode using the barcode scanner, or type the barcode or Mfg.Item into the textbox.
8.	Click **Find.**

9.	If the part is already in the system, the **Inventory Item** screen will appear. Enter the **Count** (how many of that item you have in your inventory). You can also enter other information under **Observations**.
10.	Click **Save.**



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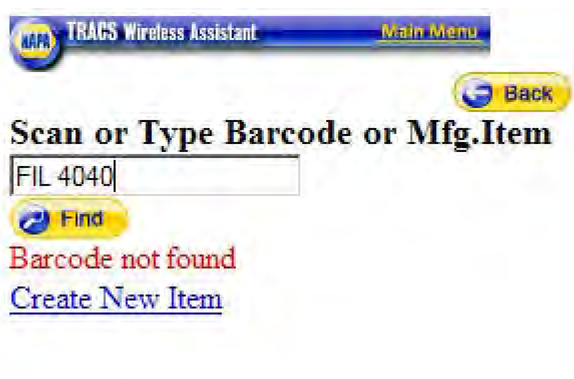
How To (continued)

Step	Action
11.	After saving an inventory item, you can continue the session by scanning (or typing in) the barcode for another item.
12.	If the barcode is not already in the system, you can add it by clicking the **Create New Item** link that will appear.



13.	In the **Create New Item** screen, enter the appropriate information about the item into the text boxes.
14.	Click **Save.**

Continued on next page

How To (continued)

Step	Action
15.	Now the inventory screen will appear, just as with any existing item. Enter the **Count** and any other information.
16.	Click **Save.** This new item will now appear in the inventory for further scans. You can continue with the inventory session by scanning another item.

Inventory Reconciliation

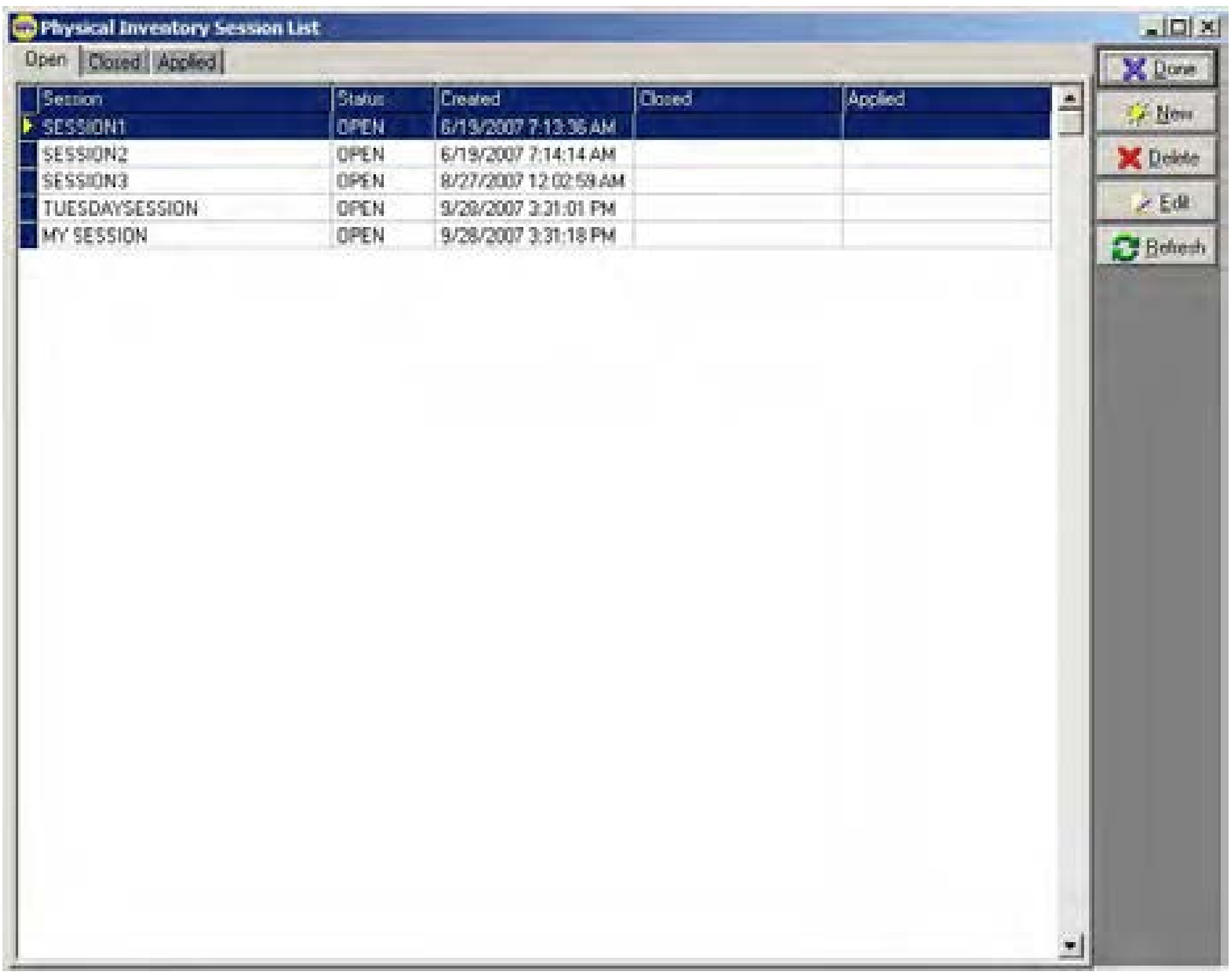
How To To reconcile an inventory session within TRACS, take the following steps.

Step	Action
1.	After finishing your inventory session, start TRACS on your computer. Choose **Activities** from the top menu, and from that drop-down list, choose **Physical Inventory Reconcile.**

Continued on next page

How To (continued)

Step	Action
2.	From the **Physical Inventory Session List** screen, you can view sessions that are **open, closed,** or **applied** by clicking on the tabs at the top.
3.	To choose a session, either click **Edit** with that session selected, or double-click on that session.



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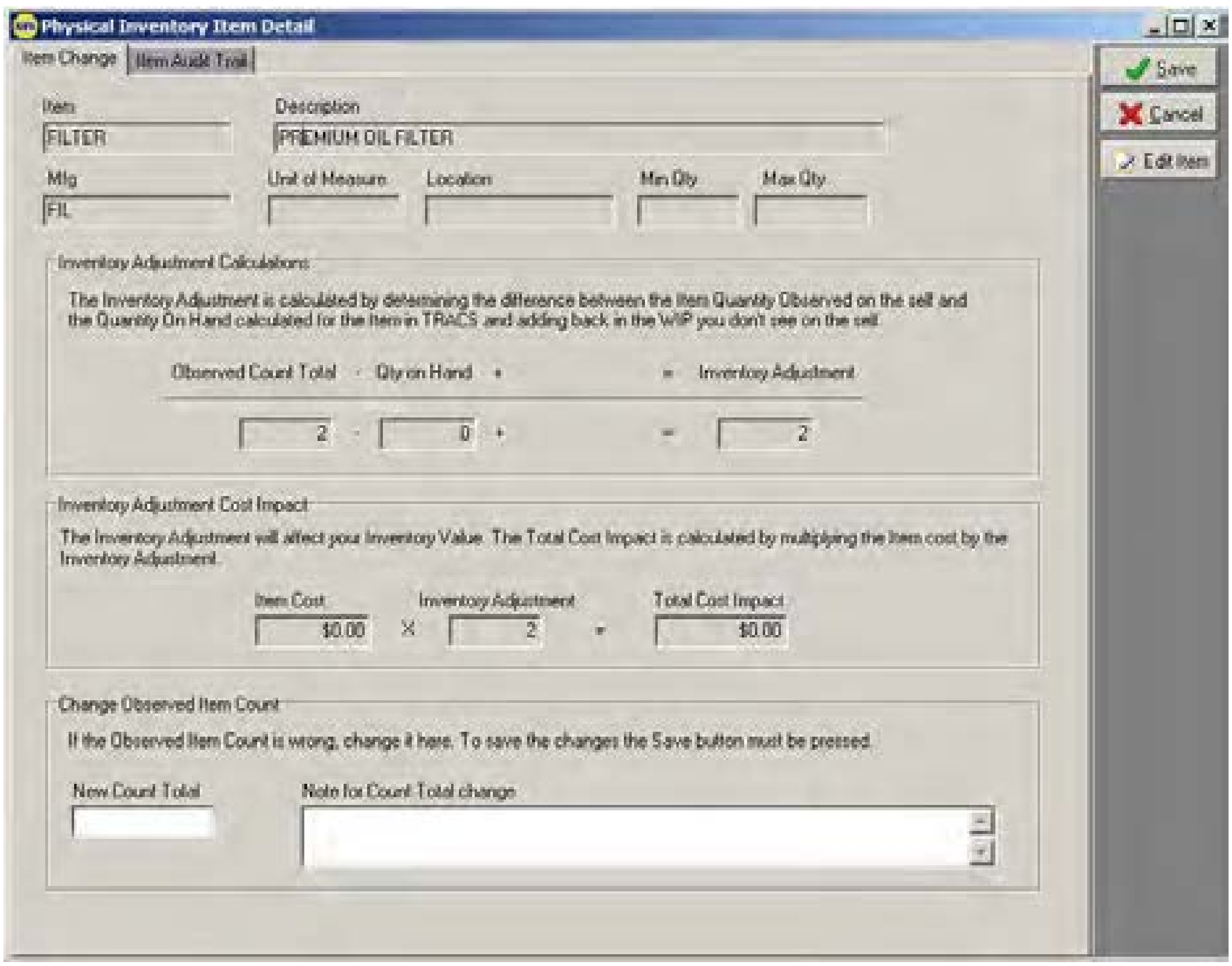
How To (continued)

Step	Action
4.	The individual **Session Summary** shows all parts counted during that session.
5.	To enter a new count for any of the items, highlight that item, enter the new count in the **New Count** textbox at the bottom of the screen, and click **Change**.

Continued on next page

How To (continued)

Step	Action
6.	To change any other information about the individual parts, either double-click or highlight the part and click **Edit**.
7.	On the **Item Detail** screen, you can change names and descriptions, as well as adjust counts and costs. When you have finished making changes, click **Save**.



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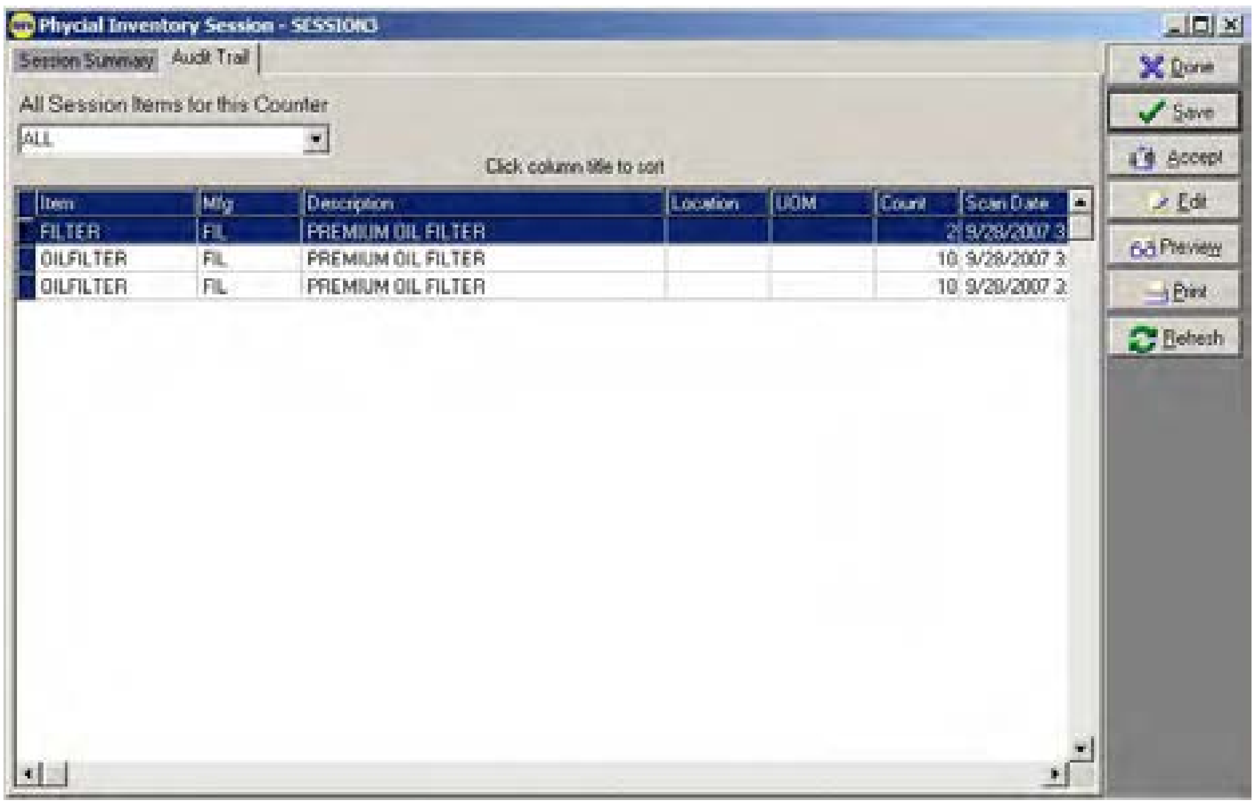
How To (continued)

Step	Action
8.	The **Audit Trail** tab for each session displays a list of each time a count was entered for an item during that session, even from different users.



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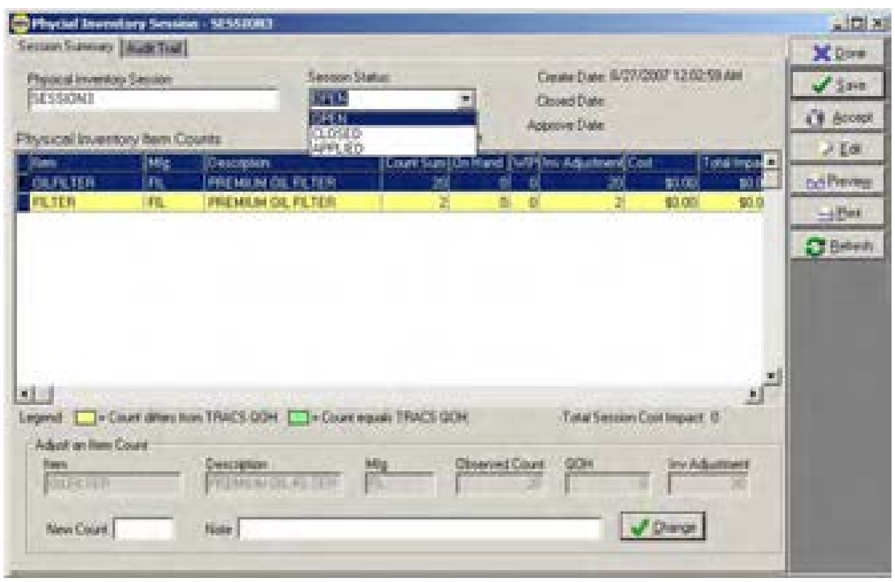
How To (continued)

Step	Action
9.	From the **Session Summary** screen, you can choose whether to keep a session open, to close it, or to apply it. You may want to keep a session **Open** if you haven't yet finished checking it or making changes. You may want to mark it **Closed** if you have finished making changes but someone else is waiting to look over it, or you think you might come back to it later. You want to choose **Applied** if you are finished with the session and will be making no further changes.



Step	Action
10.	If you chose **Applied**, you will see this pop-up window:  Click **OK**. That inventory session will still be available to view under the **Applied** tab in the **Inventory Session List**, but will no longer be editable. You have now created a new Adjustment PO that has been received into inventory.

Estimates

How To To locate an existing estimate, perform the following steps.

Step	Action
1.	Choose **Estimate** from the first screen after you have logged into the Wireless Assistant system.
2.	Choose **Estimate** from the first screen after you have logged into the system.

Continued on next page

How To (continued)

Step	Action
3.	Choose the method you want to use to search for the vehicle to which the work order is attached. You can locate the vehicle by: Customer Name, Customer Phone, Vehicle VIN, Vehicle Tag, Vehicle Fleet ID, or Work Order Number. For example, to search by Customer, choose **Customer Name.**

4.	Type in the name and click **Find** OR Choose the first letter of the name and then choose from the resulting list.

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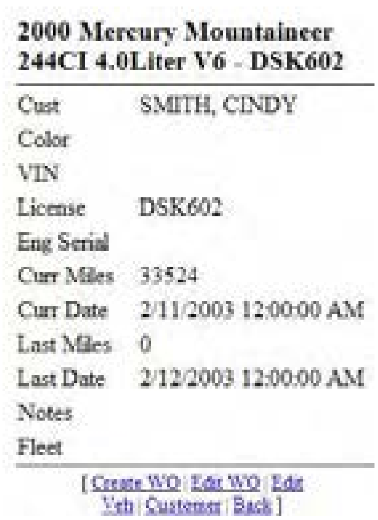
How To (continued)

Step	Action
5.	Choose **Vehicles** from under the customer's listing.

6.	Choose the appropriate vehicle from the resulting list.



7.	Choose **Edit WO**.

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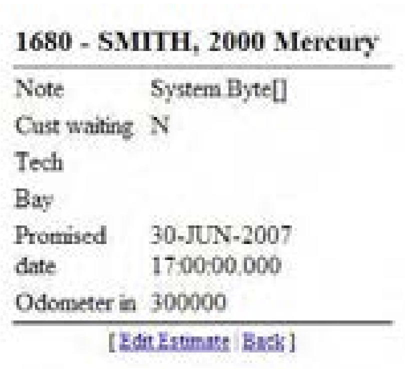
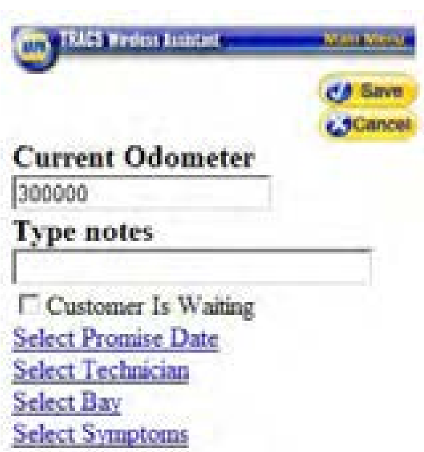
How To (continued)

Step	Action
8.	Choose the vehicle from under the customer's listing.



9.	Choose **Edit Estimate.**



10.	Make any appropriate changes to the estimate.
11.	Click **Save.**

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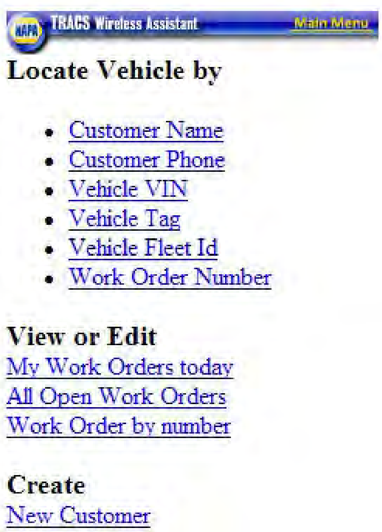
How To To create a new estimate, perform the following steps.

Step	Action
1.	Either locate an existing customer or vehicle, or create a new customer. To create a new customer, choose **New Customer**.



2.	Enter the appropriate information about the customer and choose **Save.**

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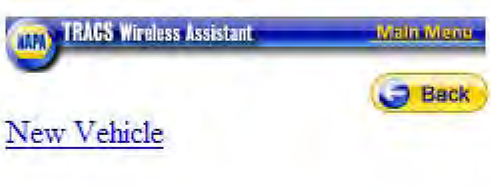
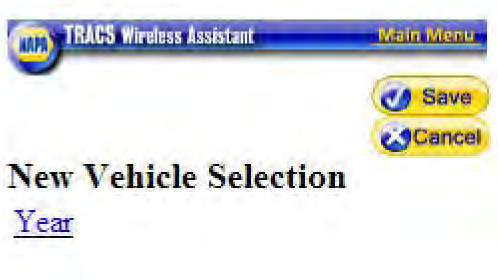
How To (continued)

Step	Action
3.	From the customer's listing, click **Vehicles.**

4.	Choose **New Vehicle.**



5.	Choose all of the appropriate information about the vehicle.



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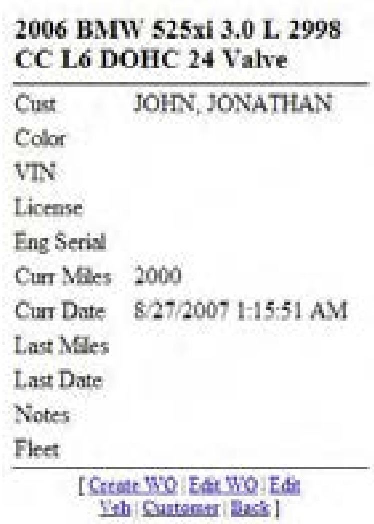
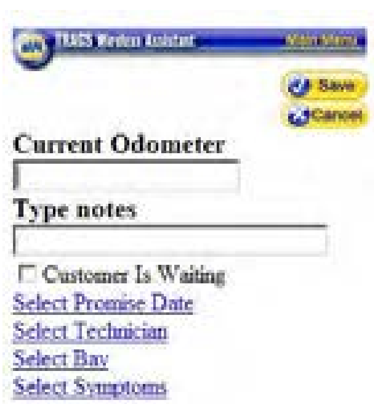
How To (continued)

Step	Action
6.	From the new vehicle listing, click **Create WO.**



7.	Enter appropriate information into the estimate.
8.	Click **Save.**



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