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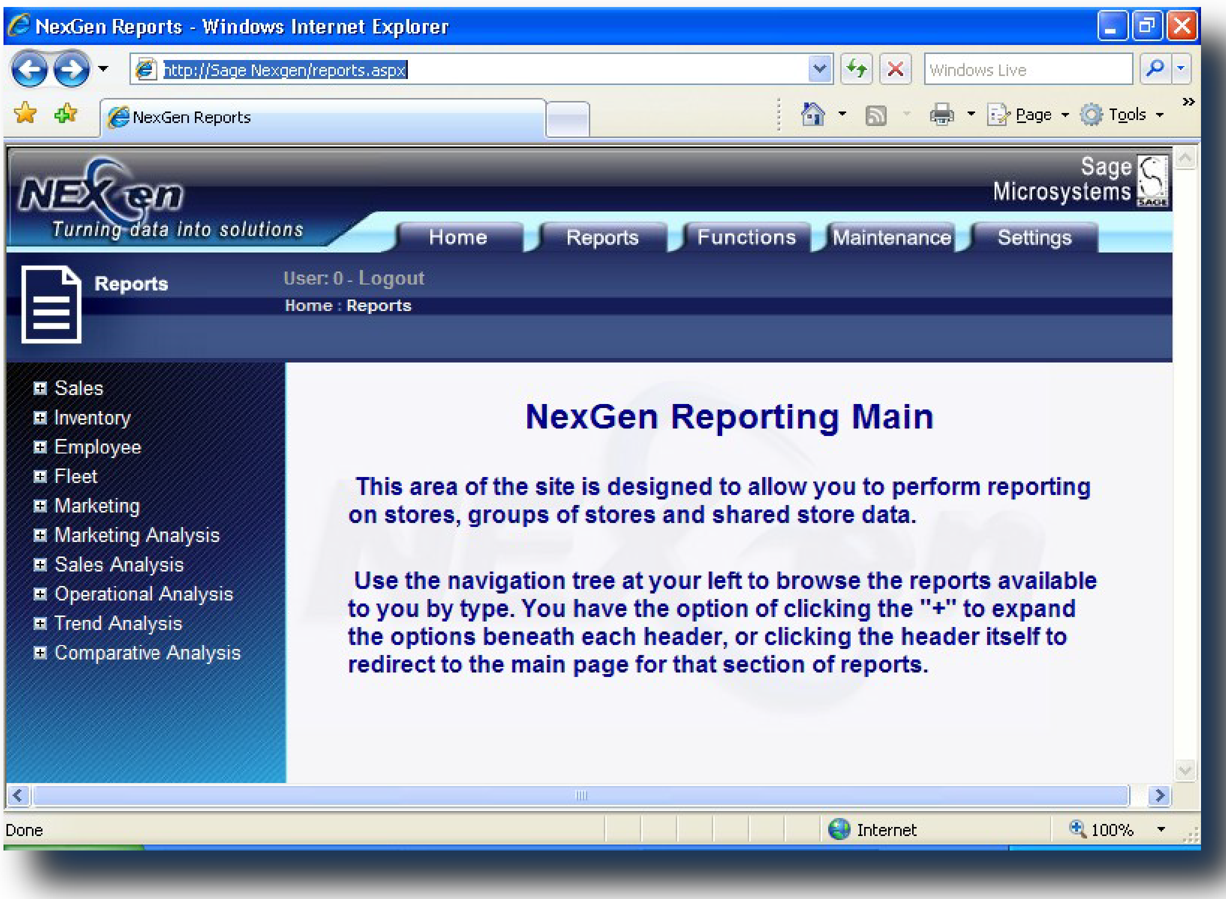
Overview

NexGen is a state-of-the-art business management system that makes all of your store(s)' information available to you from the Internet. You have access anytime, from anywhere there is an Internet connection. Simply type <your_name>.*sage-nexgen.com* into your web browser and you will automatically be connected to your NexGen site. NexGen is powered by the Microsoft umbrella of SQL Server Database and Reporting Services applications.



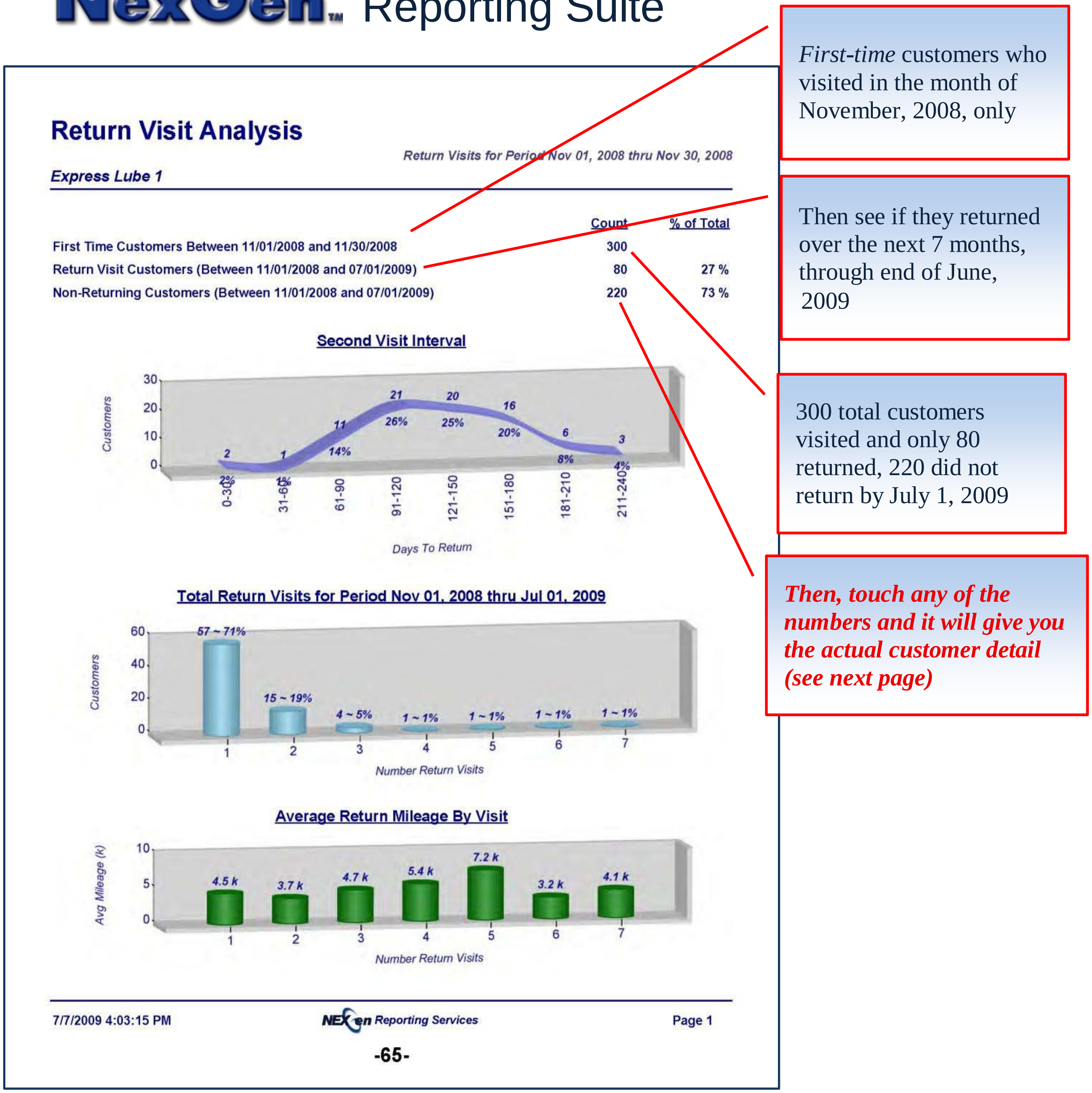
Comprehensive report library:
Every QuickTouch report that is available to you at the store is also available to you through NexGen. NexGen allows you to perform your management functions from a remote location. All store information, including customer invoices, can be viewed or printed from your remote Internet computer. Fleet statements and customer reminder cards can all be printed and managed through NexGen. *NexGen also includes over 100 analysis reports that are not available from QuickTouch giving you a wealth of additional business management information.*

Powerful reporting capabilities:
NexGen takes full advantage of Microsoft's SQL suite of products including database mining, color graphs, comprehensive reporting through Microsoft Reporting Services and Sage's exclusive ReportBuilder, spreadsheets, customer e-mail and many other built-in features. These give you the power to scrutinize the metrics, analytics and trends of your entire business and make *informed* decisions based on them.

Tight targeted security access:
The NexGen security access system allows you to choose who will have access and exactly what they will have access to. Your accountant can be given a user sign-on so that they can use NexGen from their own office computer that only allows access to the store sales reports. Your parts vendors could be given access to the inventory and assistant managers could be given access to routine maintenance functions.

NexGen feature set:
Adding NexGen to your QuickTouch system provides:

- Access to your store's information from any Internet connection, anywhere, anytime
- Access to all QuickTouch reports
- Over 100 additional business analysis, comparison and trend reports
- Simple data exports to Excel, PDF or other familiar applications
- Store maintenance functions automatically download to the store(s)
    - Inventory
    - Services
    - Discounts
    - Coupons
    - Employees
    - Fleet Accounts
    - And More
- Ability to print customer reminder cards remotely
- Flexible, secure user security access setup
- Automatic e-mailing of NexGen reports to user-defined e-mail addresses
- Multi-store support
    - Customer and Service History sharing between stores
    - Shared A/R fleet accounting
    - Broadcast maintenance updates
    - Combined store reporting
- ReportBuilder – custom ad-hoc user report creator
- Interfaces to third-party companies for accounting, customer follow-up, marketing, fleet billing and more



Microsoft's SQL, in tandem with Microsoft Reporting Services, enable programmers, technical support technicians and end-users to 'data mine' their stored information and generate countless management reports.

Reports can be moved into Excel or other Office products with the touch of a button. Graphs, bar charts, and tables are available to allow users to view information in formats that they desire or are comfortable with. All raw data behind the reports and diagrams is accessible by selecting the 'details' of the report.

For example, the Return Visit Analysis report shows the *First-Time* customers who visited the store during a specified time frame and then the distribution of those customers who returned for a repeat visit or did not return during a subsequent time frame.

These are the details of the actual 220 customers who came in one time and then never returned. This information can be moved to Excel, allowing you to mail merge a template survey letter or you can just call them and ask the questions. Many of our NexGen customers have gained valuable business-improvement insights through these simple follow-up techniques. Either way, you have critical business building information at your fingertips.

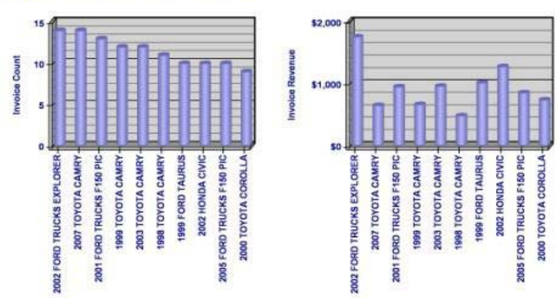
Non-Returning Customers between November 1, 2008 - July 1,2009

Cust Name	Cust Address	Cust City	Cust State	Cust Zip	Cust Phone
Lenny Shepps	251 South Street	Philadelphia	PA	19182	484-901-9208
Tom Saxton	1010 Kennedy Ave	Philadelphia	PA	19182	484-901-9208
Jan Withers	8345 First Avenue	Philadelphia	PA	19224	484-446-6936
Jeff Turner	800 QuickTouch Ln	Philadelphia	PA	19224	484
Justine King	8020 QT Ln	Philadelphia	PA	19224	484-446-6936
Kelly Savalas	800 QuickTouch Ln	Philadelphia	PA	19224	484
Jim Serio	8303 Basketville Rd.	Exton	PA	19225	484
Scott Karrington	18 N Village Ave	Exton	PA	19225	484
Ted Milner	800 QuickTouch Ln	Philadelphia	PA	19235	484
Tes Danson	8345 First Avenue	Philadelphia	PA	19235	484
John Jones	1 Sage Rd	Exton	PA	19251	484
Kevin Smith	222 Hummingbird Way	Exton	PA	19251	484
Jeffery Kinglet	800 QuickTouch Ln	Philadelphia	PA	19311	484-446-6936
Jerry Garcia	255 North County Route	Philadelphia	PA	19322	484-448-1247
Bill's Trucking Service	102 Pickering Way	Downingtown	PA	19335	800-328-4839
Fleet Services	255 North County Route	Downingtown	PA	19335	800-328-4839
Bob Johnson	18 N Village Ave	Exton	PA	19341	484-377-3909
Bob Jones	255 North County Route	Exton	PA	19341	484-377-3909
Jeff Hickory	18 N Village Ave	Exton	PA	19341	484-673-3129
Jeff Hill	222 Hummingbird Way	Exton	PA	19341	484-673-3129
Bill Smith	8345 First Avenue	Exton	PA	19341	484
Jerry Jacobs	18 N Village Ave	Exton	PA	19413	484
Mark Willis	8345 First Avenue	Philadelphia	PA	19445	484
Mike Stitt	800 QuickTouch Ln	Philadelphia	PA	19445	484
Jim Jacoby	18 N Village Ave	Exton	PA	19457	484
Rachel Wright	251 South Street	Philadelphia	PA	19457	484-490-7746
Ron Ruffini	255 North County Route	Philadelphia	PA	19457	484-490-7746
Scott Johnson	23 Terry Raod	Exton	PA	19457	484
Mike Caporale	1010 Kennedy Ave	Philadelphia	PA	19547	484-490-7746
Rachael Kauffman	255 North County Route	Philadelphia	PA	19547	484-490-7746
Juan Garcia	8 QuickTouch Ln	Philadelphia	PA	19556	484-448-1247
Sam Hook	102 Pickering Way	Downingtown	PA	19562	484-739-1917
Susan Cole	8345 First Avenue	Downingtown	PA	19562	484-739-1917
Jeff Kenslar	251 South Street	Philadelphia	PA	19584	484
Tom Miller	255 North County Route	Philadelphia	PA	19584	484

Vehicle Year/Make/Model
Marketing Analysis

Oct 01, 2007 thru Oct 31, 2007

Top 10 Vehicles By Vehicle Year, Make and Model



Vehicle Year Make and Model	Vehicle Invoice Count	Vehicle Invoice Revenue	Vehicle Average Invoice	Profit Margin
2002 FORD TRUCKS EXPLORER	14	$1,760.88	$125.78	94.06 %
2007 TOYOTA CAMRY	14	$652.97	$46.64	79.83 %
2001 FORD TRUCKS F150 PICKUP	13	$954.10	$73.39	82.94 %
1999 TOYOTA CAMRY	12	$667.80	$55.65	83.56 %
2003 TOYOTA CAMRY	12	$964.22	$80.35	87.89 %
1998 TOYOTA CAMRY	11	$486.87	$44.26	89.24 %
1999 FORD TAURUS	10	$1,018.82	$101.88	93.67 %
2002 HONDA CIVIC	10	$1,281.79	$128.18	87.71 %
2005 FORD TRUCKS F150 PICKUP	10	$857.12	$85.71	84.93 %
2004 JEEP GRAND CHEROKEE	9	$617.04	$68.56	78.28 %
2004 TOYOTA CAMRY	9	$462.86	$51.43	86.00 %
2004 TOYOTA COROLLA	9	$698.80	$77.64	84.88 %
2006 TOYOTA COROLLA	9	$470.86	$52.32	75.87 %
2001 NISSAN/DATSUN ALTIMA	9	$456.84	$50.76	71.76 %
2000 TOYOTA COROLLA	9	$743.00	$82.56	94.92 %

Invoice Summary

Number of Invoices Analyzed: 2485
Total Invoice Sales: $221,682.83
Average Invoice Sale: $89.21

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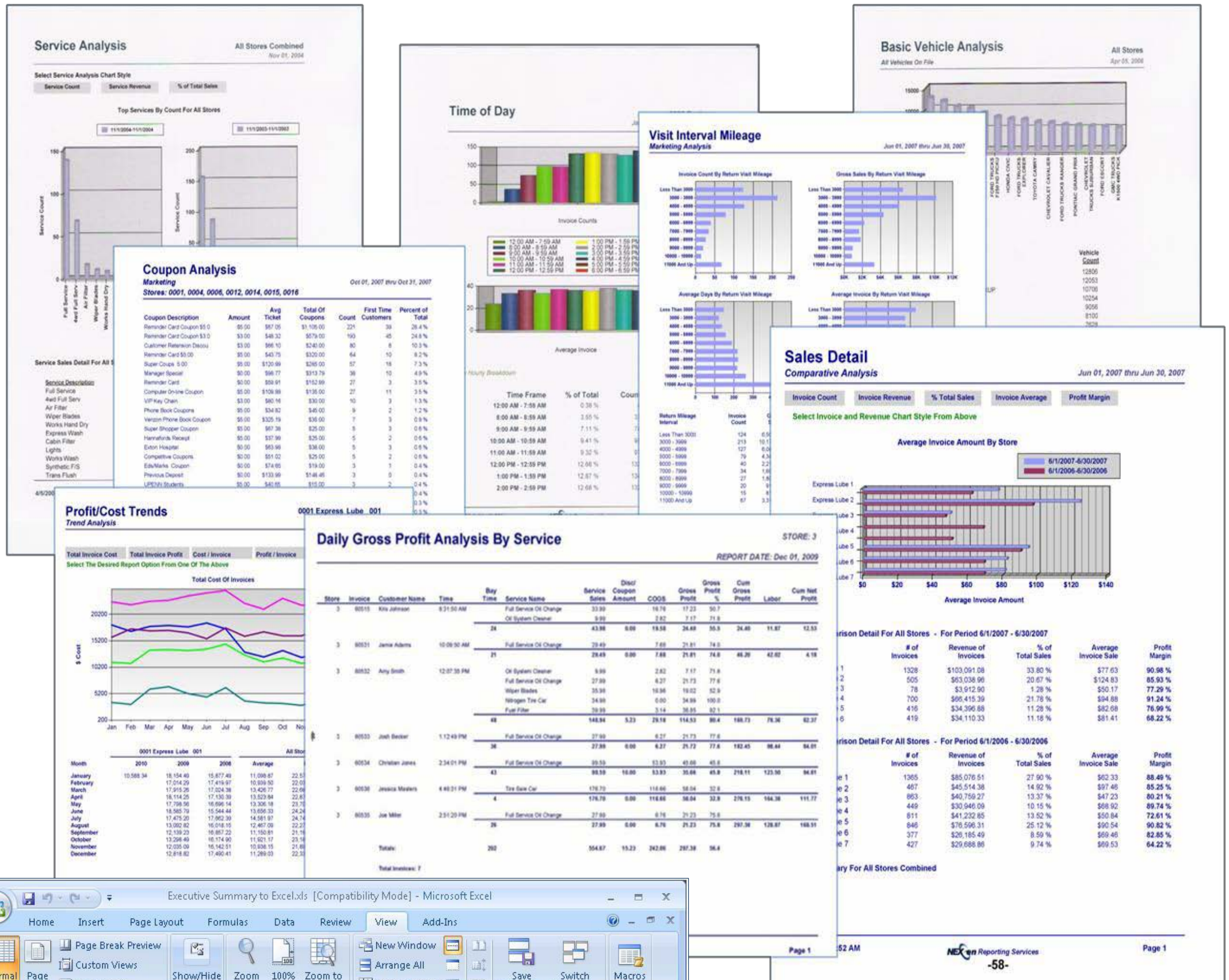
Other Sage customers have done an analysis of the distribution of the vehicles being serviced in their center.

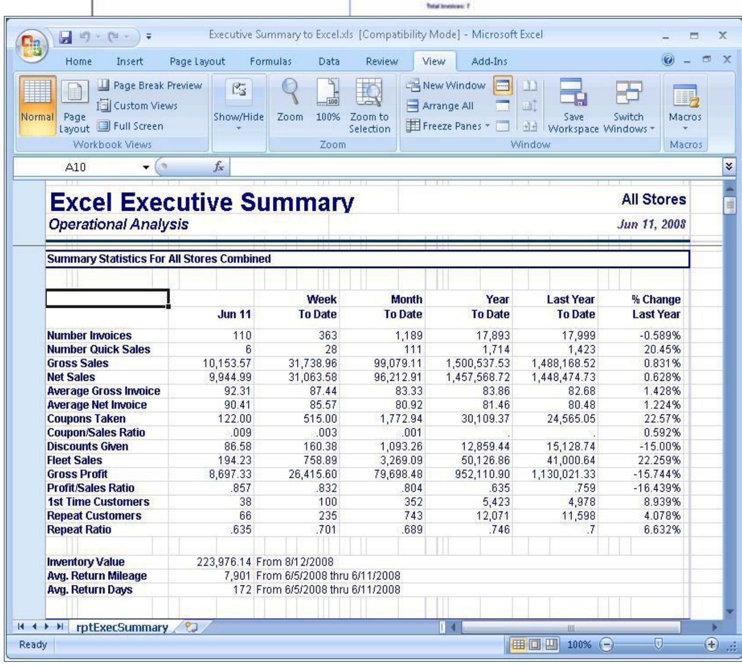
They found that 11 vehicles made up over 70% of the vehicles they serviced.

They trained their employees on every aspect of servicing those 11 vehicles including gear boxes, transmissions, lights, fuel filter, cabin air filter and belts.

They improved their ticket averages and overall revenues simply because their technician 'sales people' now felt much more confident, knowledgeable and in their comfort zone making the sales presentations.

The following are a few of the many additional analysis and trend reports you can take advantage of with NexGen:





Executive Summary to Excel.xls [Compatibility Mode] - Microsoft Excel

Excel Executive Summary — All Stores

Operational Analysis — Jun 11, 2008

Summary Statistics For All Stores Combined

	Jun 11	Week To Date	Month To Date	Year To Date	Last Year To Date	% Change Last Year
Number Invoices	110	363	1,189	17,893	17,999	-0.589%
Number Quick Sales	6	28	111	1,714	1,423	20.45%
Gross Sales	10,153.57	31,738.96	99,079.11	1,500,537.53	1,488,168.52	0.831%
Net Sales	9,944.99	31,063.58	96,212.91	1,457,568.72	1,448,474.73	0.628%
Average Gross Invoice	92.31	87.44	83.33	83.86	82.68	1.428%
Average Net Invoice	90.41	85.57	80.92	81.46	80.48	1.224%
Coupons Taken	122.00	515.00	1,772.94	30,109.37	24,565.05	22.57%
Coupon/Sales Ratio	.009	.003	.001	.		0.592%
Discounts Given	86.58	160.38	1,093.26	12,859.44	15,128.74	-15.00%
Fleet Sales	194.23	758.89	3,269.09	50,126.86	41,000.64	22.259%
Gross Profit	8,697.33	26,415.60	79,698.48	952,110.90	1,130,021.33	-15.744%
Profit/Sales Ratio	.857	.832	.804	.635	.759	-16.439%
1st Time Customers	38	100	352	5,423	4,978	8.939%
Repeat Customers	66	235	743	12,071	11,598	4.078%
Repeat Ratio	.635	.701	.689	.746	.7	6.632%

Inventory Value	223,976.14	From 8/12/2008
Avg. Return Mileage	7,901	From 6/5/2008 thru 6/11/2008
Avg. Return Days	172	From 6/5/2008 thru 6/11/2008

All NexGen reports can be moved into Excel, to a PDF, into an XML file or one of many other formats. This allows our customers to ‘slice and dice’ the information using one of the Microsoft tools that they are most comfortable with.

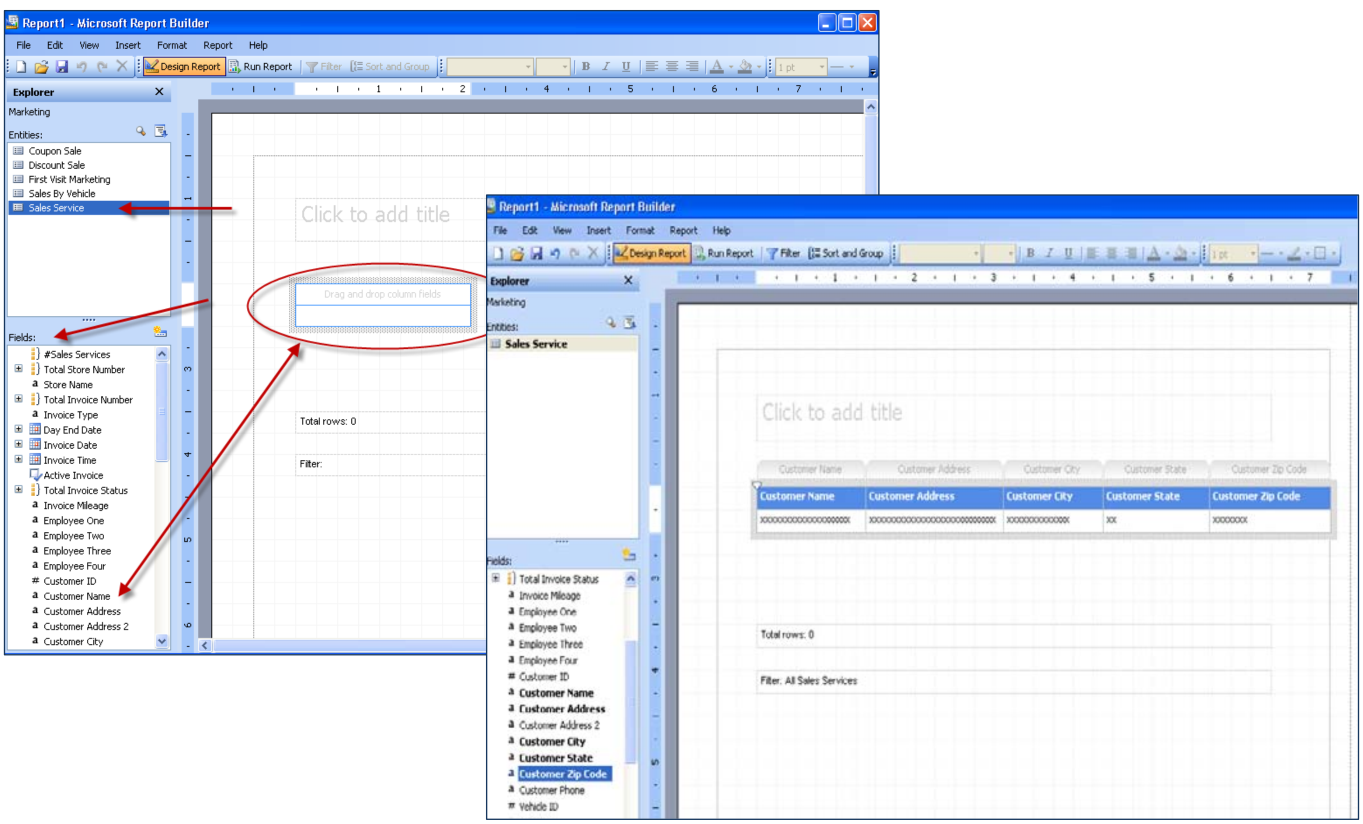
For years, IT professionals and end-users relied on third-party software applications to write reports against the Microsoft SQL databases. One of the most common was Crystal Reports. These were user-friendly front ends that made it easy to collect the desired data fields and then format the reports with the desired look and feel.

Microsoft has now developed a similar and powerful tool called Reporting Services. Through Reporting Services, users can now perform all of their processing needs under the Microsoft umbrella. Providing an integrated reporting tool has allowed Microsoft to improve on the cross-application capabilities and enhance the overall data mining experience.

ReportBuilder™

Sage has developed a front-end to Microsoft's robust ad hoc reporting engine called *ReportBuilder.* ReportBuilder captures meaningful and desirable information (data fields) from the NexGen databases and makes them readily available to the users who are building the business reports. Users then select the data fields they want displayed on the report, drag and drop them on the body of the new report, add filters to limit the range of data, specify the report formats and then ReportBuilder generates the report.

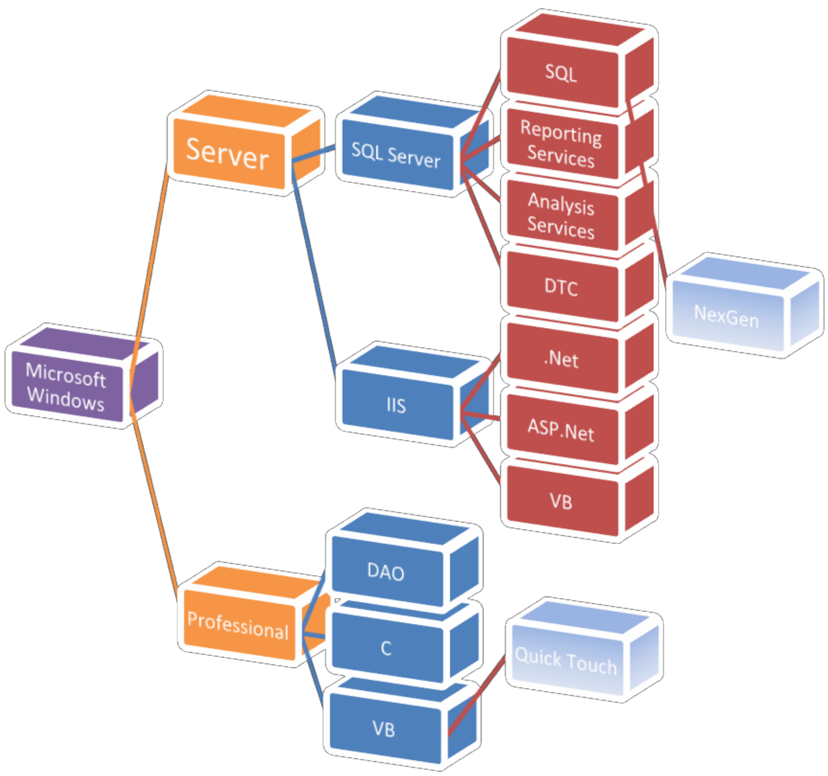
The following screens show how easy the drag and drop process of creating custom reports is in NexGen. The list on the left includes the actual fields of detailed store data that has been sent up to the NexGen site. To build a report, users simply drag the desired fields onto the report. Column sizing and totaling is all automatic. ReportBuilder allows our customers to control their own destiny!



Microsoft Server Platform:

Windows Server is designed to work with existing technology, build on Microsoft best practices, and deliver a comprehensive network. Integrated into Windows Server is Internet Information Services (IIS), which is a web server application. It also features extension modules created by Microsoft as well as other partners for use with Microsoft Windows. The protocols supported in IIS include: FTP, FTPS, SMTP, NNTP, and HTTP/HTTPS.

Microsoft Products and Technologies:



Microsoft provides development tools that complement its Windows operating system and database products. This allows Certified Microsoft Partners such as SAGE to integrate the database information with state-of-the-art application software programs like QuickTouch and NexGen.

Microsoft Windows is a series of software operating systems and graphical user interfaces produced by Microsoft. SAGE's products and services run on Windows Professional (7, Vista, XP, 98) as well as Windows Server (2003, 2008).

Microsoft SQL Server is a relational model database server produced by Microsoft. Its primary query languages are T-SQL and ANSI SQL.

SQL is often referred to as Structured Query Language. It is a database computer language designed for managing data in relational database management systems (RDBMS).It is the most widely used language for relational databases in the world.

SQL Server Reporting Services (SSRS) is a server-based report generation software system from Microsoft. It can be used to prepare and deliver a variety of interactive and printed reports. It is administered via a web interface. Reporting services features a web services interface to support the development of custom reporting applications. SSRS competes with Crystal Reports and other business intelligence tools. Reports are defined in RDL (Report Definition Language) utilizing an XML (eXtensible Markup Language). Reports defined by RDL can be generated in a variety of formats including Excel, PDF, CSV, XML, TIFF, and HTML Web Archive.

SQL Server Analysis Services (SSAS) is part of Microsoft SQL Server, a database management system. Microsoft has included a number of services in SQL Server related to Business Intelligence and Data Warehousing. These services include Integration Services and Analysis Services. Analysis Services includes a group of OLAP and Data Mining capabilities.

SQL Server Integration Services (SSIS) Microsoft Integration Services is a platform for building enterprise-level data integration and data transformations solutions. We use Integration Services to solve complex business problems by copying or downloading files, sending e-mail messages in response to events, updating data warehouses, cleaning and mining data, and managing SQL Server objects and data. We also utilize Integration Services to extract and transform data from a wide variety of sources such as XML data files, flat files, and relational data sources, and then load the data into one or more SQL destinations.

Internet Information Services (IIS) is a web server application and set of feature extension modules created by Microsoft for use with Microsoft Windows. This is the foundation of NexGen enabling you to view and run NexGen over the internet from anywhere in the world. The protocols supported in IIS 7 include: FTP, FTPS, SMTP, NNTP, and HTTP/HTTPS.

.NET Framework is a software foundation supports multiple programming languages in a manner that allows language interoperability, whereby each language can utilize code written in other languages; in particular, the .NET library is available to all the programming languages that .NET encompasses. Programs written for the .NET Framework execute in a software environment that manages the program's runtime requirements. Also part of the .NET Framework, this runtime environment is known as the Common Language Runtime (CLR). The CLR provides important services such as security, memory management, and exception handling

ASP.NET is a unified Web development model that includes the services necessary for you to build enterprise-class Web applications. When coding ASP.NET applications you have access to classes in the .NET Framework. You can code your applications in any language compatible with the common language runtime (CLR). These languages enable you to develop ASP.NET applications that benefit from the common language runtime, type safety, inheritance, and so on.

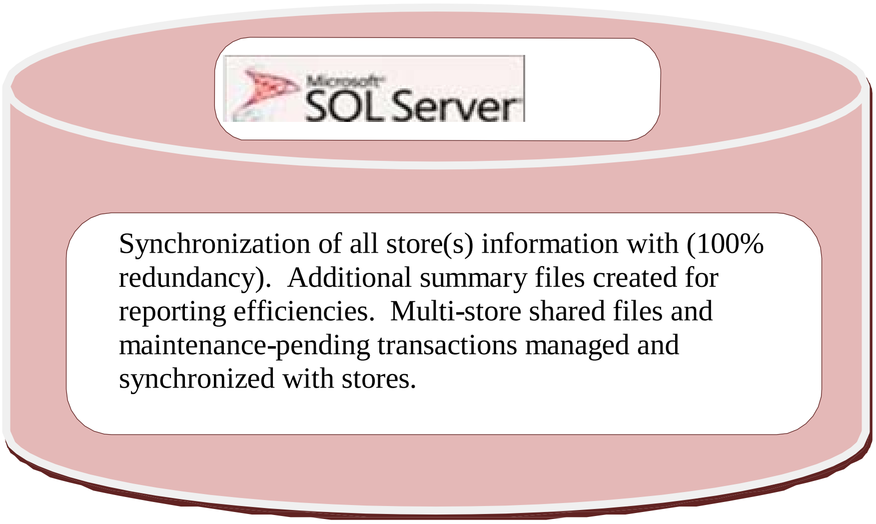
AJAX is a group of interrelated web development techniques used on the client-side to create interactive web applications. With Ajax, web applications can retrieve data from the server asynchronously in the background without interfering with the display and behavior of the existing page. The use of Ajax techniques has led to an increase in interactive or dynamic interfaces on web pages. Ajax uses a combination of **HTML** and **CSS** to mark up and style information and provides a method for exchanging data asynchronously between browser and server to avoid full page reloads.

Visual Basic (VB/VB.Net) is the third-generation event-driven programming language and integrated development environment (IDE) from Microsoft for its COM programming model. VB enables the rapid application development (RAD) of graphical user interface (GUI) applications, access to databases using Data Access Objects, Remote Data Objects, or ActiveX Data Objects, and creation of ActiveX controls and objects. Scripting languages such as VBA and VBScript are syntactically similar to Visual Basic, but perform differently.

C# ***(Pronounced C Sharp)*** is a general-purpose computer programming language which was designed for implementing system software, but it is also widely used for developing portable application software. C# is one of the most popular programming languages of all time and there are very few computer architectures for which a C compiler does not exist.

Data Access Object (DAO) is an object that provides an abstract interface to some type of database or persistence mechanism, providing some specific operations without exposing details of the database. It provides a mapping from application calls to the persistence layer. This is the underlying fundamental data technology that Quicktouch utilizes.

The **NexGen** Database:



SQL Server delivers on Microsoft's Data Platform vision by helping your organization manage any data, any place, any time. It enables you to store data from structured, semi-structured, and unstructured documents, such as images and music, directly within the database. SQL Server delivers a rich set of integrated services that enable you to do more with your data such as query, search, synchronize, report, and analyze. Your data can be stored and accessed in your largest servers within the data center all the way down to desktops and mobile devices, enabling you to have control over your data no matter where it is stored.

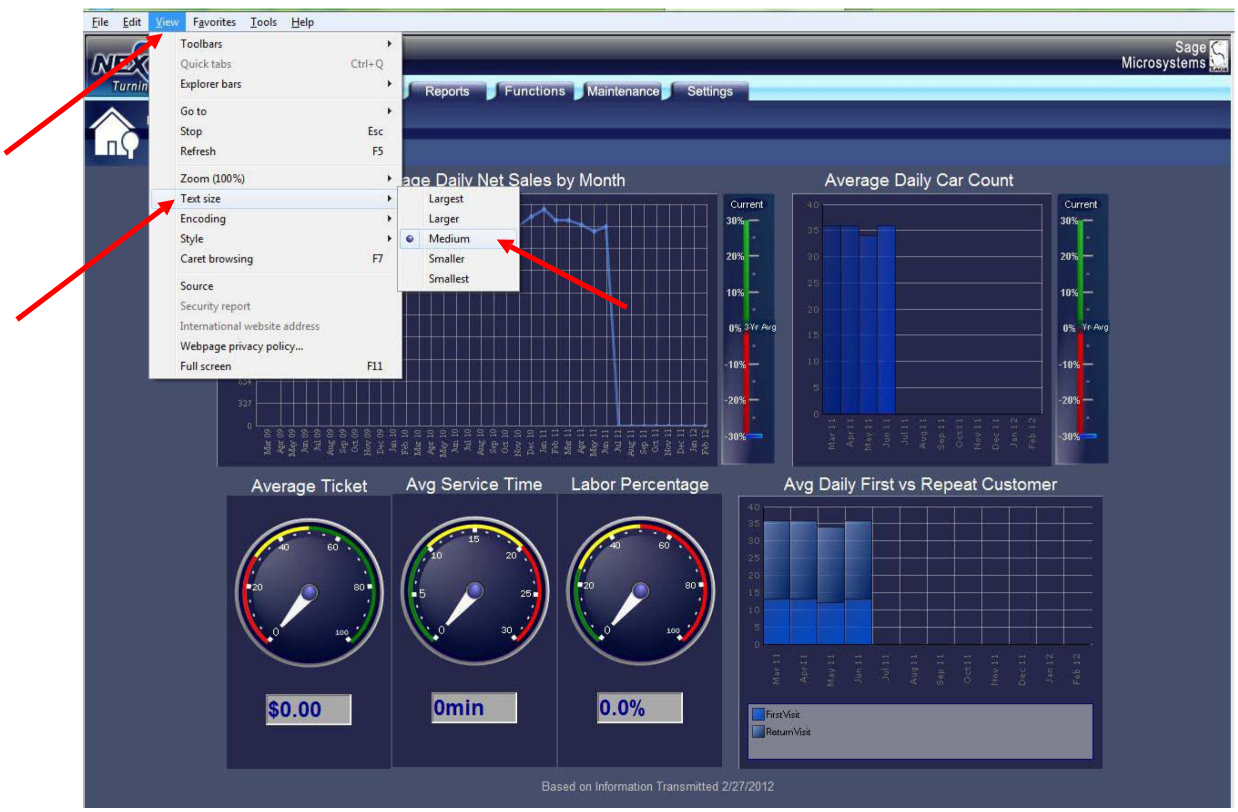
SQL Server enables you to consume your data within custom applications developed using Microsoft .NET and Visual Studio and within your service-oriented architecture (SOA) and business process through Microsoft BizTalk Server while information workers can access data directly in the tools they use every day, such as the 2010 Microsoft Office system. SQL Server delivers a trusted, productive, and intelligent data platform for all your data needs.

SQL Server is a complete data management and business intelligence platform, providing best-in-class ease of use and manageability for running departmental applications. Reduce operational and development overhead with an easy-to-use database platform for small- to medium-scale database solutions. Manage departmental applications effectively with intuitive management tools and automated administration. Gain insights and enhance decision-making through built-in analysis and reporting technologies.

System Requirements

NexGen will work in any version of Microsoft Internet Explorer using default settings. Note: We recommend only using Microsoft Internet Explorer to view/use NexGen. The website may not work properly using other internet browsers.

The site will work best with Text Size set to Medium and a Zoom of 100%. To set the Text Size to Medium, press the Alt key on your keyboard to show the Internet Explorer toolbar. Scroll down to Text Size and select Medium. To set the Zoom within Internet Explorer, click View, highlight Text Size, and select 100%.



Features

Some of the special features of NexGen include:

Shared Customer/History

This feature allows the customer list including service history to be shared between all stores.

Shared Accounting

Shared Accounting allows all fleet management, payments and billing to be done from NexGen. All fleet accounts will have one balance reflecting activity across all stores. All fleet management, payments, inquiries and billing MUST be done on the NexGen.

Multiple Store Maintenance

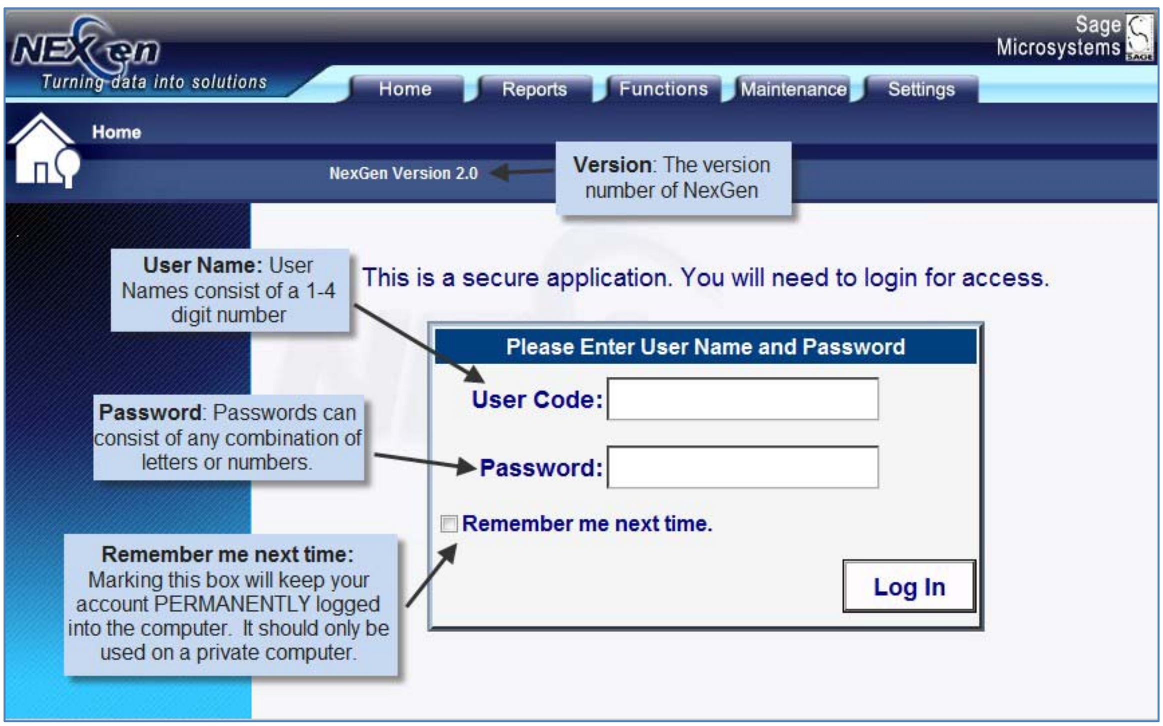
Individual, pre-set groups or multiple stores can be selected to change items, item groups, services, employees, coupons, discounts and more.

Navigation

Logging On

Use your User Code and Password to log onto the system. Once logged on, you can create additional users or change your password.

Pay special attention to the "Remember me next time" option – checking this box will keep your User Name permanently logged into NexGen on the computer (unless manually logged out). It should only be used on a private computer.



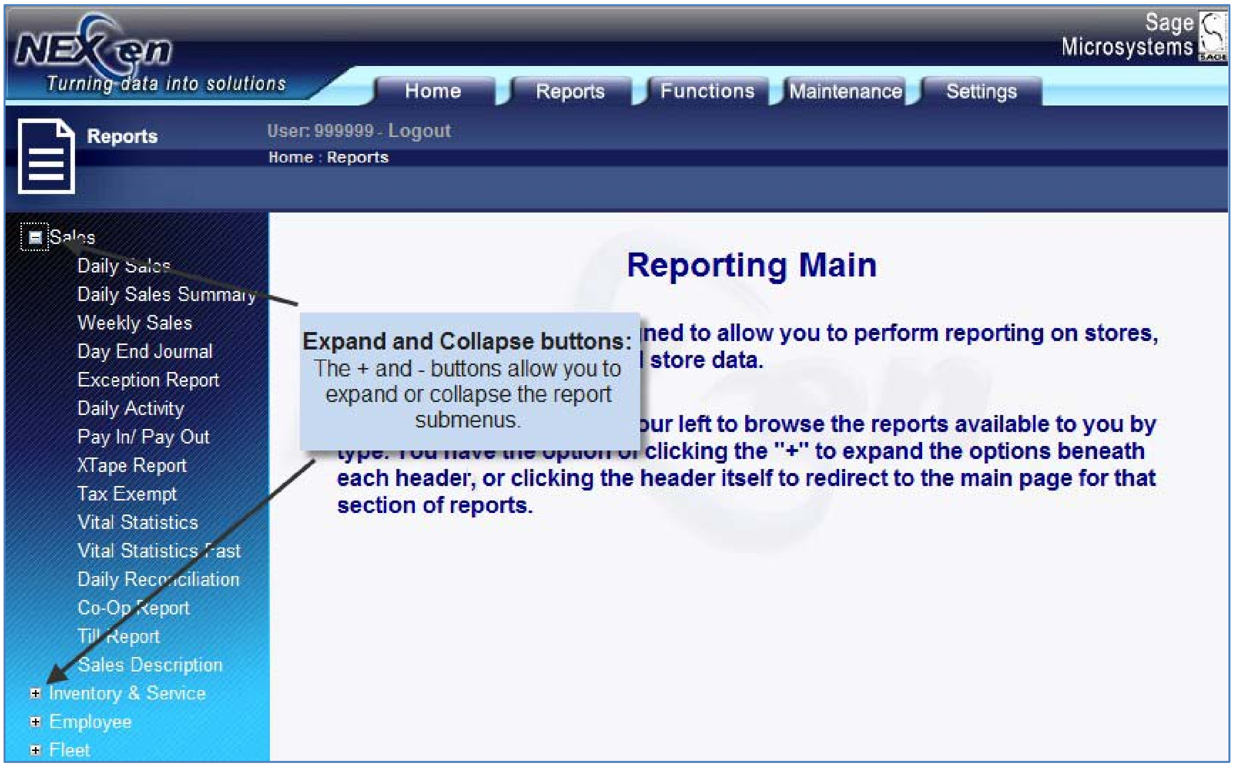
Home Page

The Home Page is the launching point for any area of NexGen.

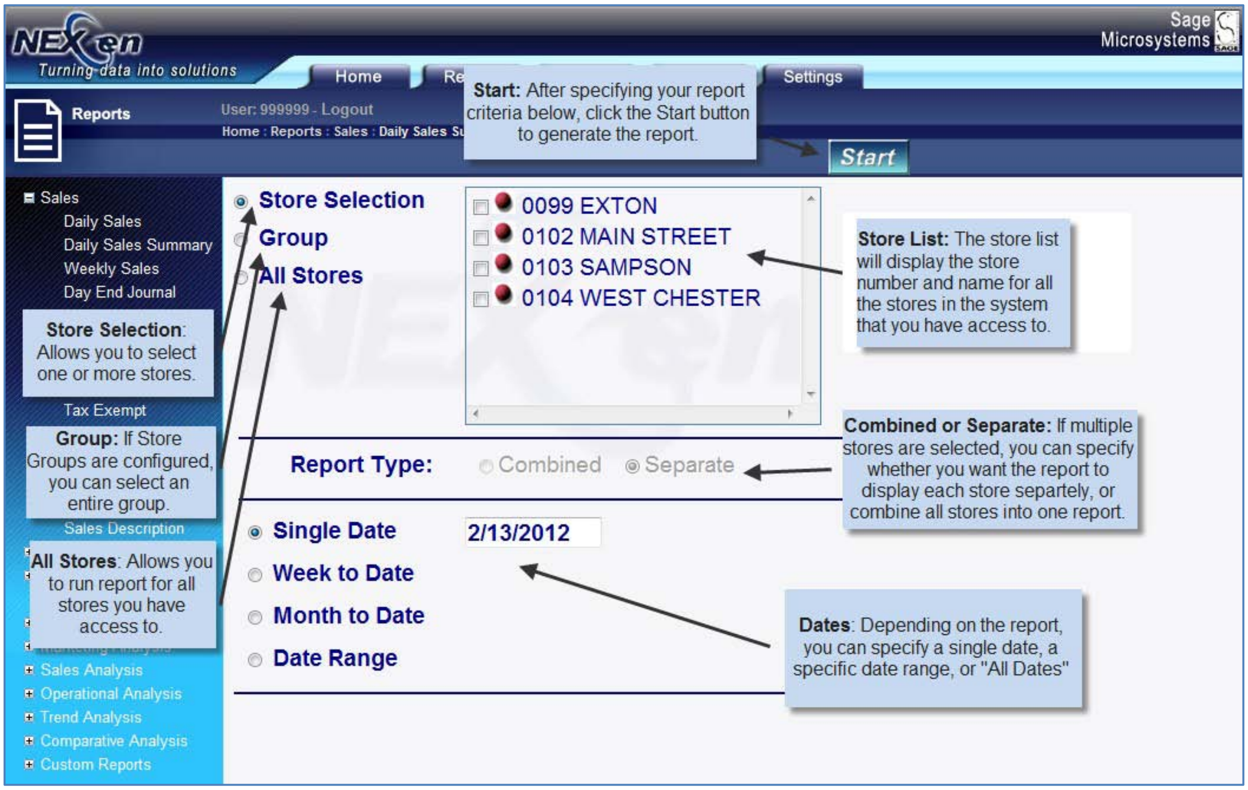
Sales Reports

The QuickTouch system produces many Cash Management and Sales Reports that include all of the information you will need to effectively manage your daily operation. The end-of-day process automatically generates any or all of these reports based on your needs. All reports can be re-run at any time for any date range. Reports can be printed or simply viewed on any QuickTouch screen or on your NexGen website. The following are examples and explanations of all of the Cash Management and Sales Reports that are available on NexGen from the QuickTouch system.

The Reports page allows you to navigate through all of the reports available in NexGen. Use the + and – buttons to expand or collapse the submenus. To run a report, simply select the report from the menu on the left.



Report Criteria

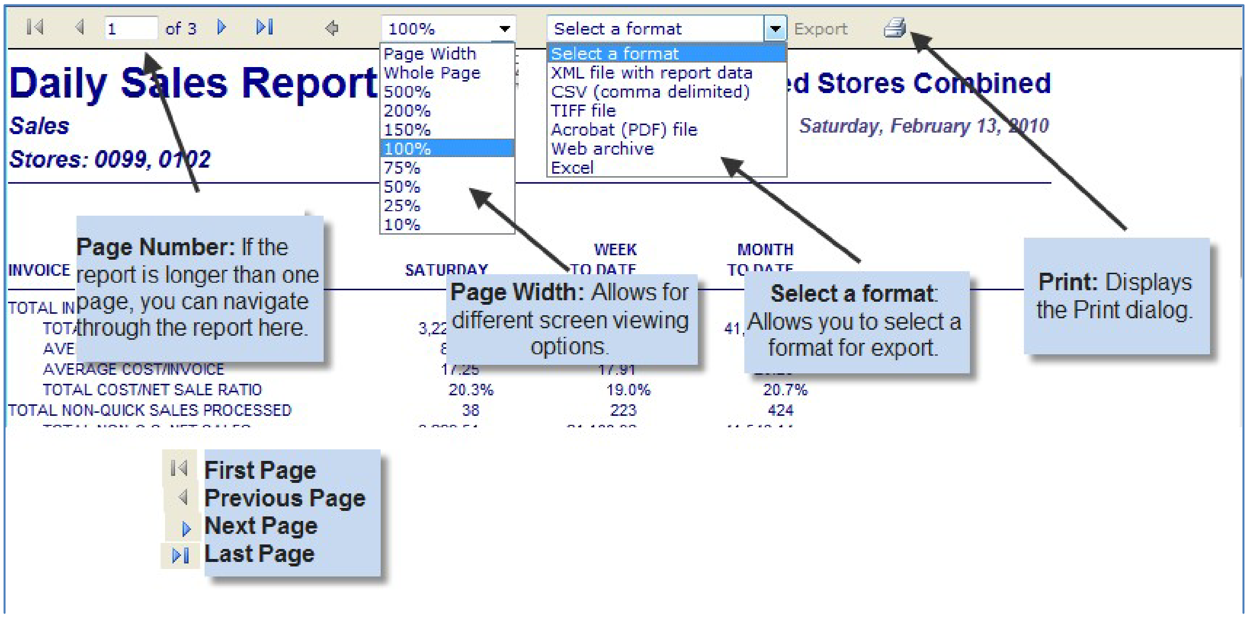


Report Viewing, Exporting and Printing Options

After running a report, you will have several options for viewing, exporting or printing your report.

Report Export Options

All NexGen reports can be exported or saved to various formats as well as printed. The PDF and Excel file formats will be most useful for the NexGen reports.



XML file with report data	This file format will not currently be valid for NexGen reports. Use the Excel format for any application that might require XML data.
CSV (comma delimited)	This format can be used to export data into another application. However, the Excel format will probably be a better choice.
TIFF file	This is a picture format, and will probably not be a good choice for NexGen reports. It will only display the first page of the report.
Acrobat (PDF) file	This is the best choice for emailing or saving a report for future reference or backup.
Excel	This will export the report in Excel format. This format works well when creating mailing labels.

Daily Sales Report

The Daily Sales Report (DSR) is an overview of all the day's sales numbers broken down by Invoice Summary, Service Sales, Non-Service Sales, Register Summary, Transaction Detail and Operator Detail. Each of these sections is broken down by Current Day, Week-to-Date and Month-to-Date totals.

Aside from the general management statistics, the Register Summary contains all pertinent information for your general ledger (GL) information in one place! It is designed to detail the day's revenue sequence and end with the correct bank deposit.

Note: The MTD (month-to-date) Sales Tax on the last day of the month is the exact tax you owe for the month! And since its consolidated in one place, it's extremely easy to make it available to your bookkeeper or accountant. This is one stop shopping for all of your critical business stats.

Daily Sales Summary

The Daily Sales Summary is an overview of all the day's sales numbers broken down by Transaction Summary, Transaction Analysis, Labor Analysis, Coupon/Discount Analysis, and Inventory Analysis. It is similar to the Vital Statistics Report but is designed to be more of a daily operational management report.

This report is a great overview of the entire day's business on a concise, one-page report. You can keep a close eye on items that are crucial to your bottom line such as Labor cost and Cost of Goods sold. You can also monitor your Ticket Average and average bay times for the day. Many of the statistics on this report drill down to more operational specifics than other sales-oriented reports. This is an important report for managers and owners to scrutinize on a daily basis.

Weekly Sales Journal

The Weekly Sales Journal (WSJ) is a standard end-of-week report that optionally prints after the "Close Current Week" process. It is similar to the DSR (see DSR above) in providing comprehensive sales details of all transaction activity. It differs from the DSR by showing detail for every day of the prior week.

Just like the DSR, you can see all of your General Ledger information in one place. The WSJ offers the whole week at-a-glance showing DSR details for every day of the week. In addition, the Weekly Sales Journal report has a Year-To-Date column, allowing you to see a running annual total of all your pertinent sales figures in a quick glance!

Day End Journal

The Day End Journal (DEJ) is a printout of the day-end operator's reconciliation of the cash drawer. It shows all operators' counts of the cash and coins, verification of every check received, and verification of the credit card purchases. If the operator's drawer counts don't match the computer system, Cash Over/Short will reflect that on the DSR and WSJ.

It is good business practice for accounting purposes to retain a hard copy of your Day End Journal since it shows the actual cash and checks counted. The Day End Journal is often where human error is noticed and allows you to correct any discrepancies before any of this information is put into the accounting system. It is also helpful for your bank deposit reconciliation.

Cash Register Exception Report

The Exception Report is an important audit report showing anything the system considers an unusual activity (exception) for a single date or date range. The end-of-day process prints the Exception Report for the current day automatically. Exceptions include: Changes to the Bank Deposit, Bay Deletes (checked-in but never invoiced), Day End Exceptions, Discounts, Open Cash Drawers, Cancelled Quick Sales, Payment Amount Adjustments, Restored, Refunded and Voided Invoices and Time Clock Adjustments. These exceptions are recorded and kept permanently as an audit trail. Additionally, exceptions can be grouped or un-grouped within the report results. For example, choosing the ‘Show Invoice Detail’ option will list all deleted services on an invoice at the time they were deleted.

Exceptions can be costly since they indicate an activity that is unexpected and possibly unnecessary. They generally involve money and should be reviewed carefully. This report can be used to identify several of these costly issues such as: excessive discounts, employee time clock adjustments, cars that are being serviced and never invoiced, invoices being restored and altered after cash-out and refunded or voided invoices.

Daily Activity Report

The Daily Activity Reports consist of three individual reports. The first and most important section of this report is the Daily Activity Journal. It lists all invoice activity for the day or date range specified. QuickTouch is designed to assign an invoice to all transactions, including bay deletes and voids, where that invoice number is no longer part of the actual sales. This is done for audit and tracking purposes. This report also includes a Pay in/Pay out report and a Fleet Transaction Journal.

The Daily Activity Report is a great overview of the entire day’s transactions. This report, combined with the Exception Report, allows you to easily reconcile unusual service activity. It is also particularly useful for shops that do not print a second copy of the invoices since it lists every transaction for the date/s specified.

Pay In/ Pay Out Report

The Pay In/Pay Out Report provides a record of any time a user has removed or added funds to the cash drawer through the Pay-in or Pay-out function. This report can be run for a date range, single date or all dates.

The Pay In/Pay Out report documents pay-in and pay-out amounts and can be used to reconcile money that was removed or added to the drawer. These are a normal function and do not affect sales. Pay in/outs are designed to allow the operators to pay vendors for outside parts, buy miscellaneous supplies, empty the vending machine cash into the drawer so it can be deposited with the normal end-of-day sales cash, and so on. All pay-outs should have a receipt that matches the pay-out amount on the system.

XTape Report

The X-Tape report is a cash drawer summary providing your essential sales statistics. It has been superseded by the Daily Sales Report and the Daily Statistics screen, but is available for users of our legacy DOS system.

If your system was converted from our legacy DOS system, having the familiar X-Tape available will help you transition to the new Daily Sales Reports. It can also be used to separate cashiers that work on shifts. X-tapes can be run at each shift-end and the end-of-day totals, by cashier, can be reconciled.

Tax Exempt Report

The Tax Exempt Report is a simple report showing all transactions where sales tax was not charged, for the date or date range specified.

State and local government agencies generally require records of all tax exempt transactions. In addition, tax exemption numbers should be kept on record for any fleet or regular customers considered to be tax exempt.

Vital Statistics Report

The Vital Statistics or Vital Stats report is one of the most comprehensive reports available. The Vital Stats Report is a broad overview of the business as a whole including all sales figures, invoice details, exceptions, as well as statistical labor information. It is designed to be an executive summary showing all areas of the business in one place. This report can be run for a single date or for a specified date range.

This is an owner or managing partner report. It is a quick way to see all summarized details of the business on one report. It can be used for presentations to banks or other vendors that require an overview of the operation.

Daily Reconciliation Report

The Daily Reconciliation Report provides an executive view of cash drawer totals for selected stores and date ranges. This report includes cash, checks, bank deposit and over/short amounts.

Co-Op Report

The Co-Op report was designed for franchisee reporting. This report is only enabled if the Franchise setup option is enabled in Owner Setup. This report gives an all inclusive form that an owner or manager can use to verify weekly sales totals and royalty amounts to be paid, and is generally sent to the parent company.

The Co-Op Report will save you time in making percentage calculations based on your franchise agreement. The Co-Op report will automatically generate the correct information and all you have to do is verify, sign and submit it.

Till Report

If your store uses the multi-till function (multiple cashiers using multiple cash drawers), the Till Report will replace your Day End Journal. Similar to that report, the Till Report provides end-of-day cash, check and credit card totals. The information provided within the report helps you to verify and reconcile your bank deposit from more than one cashier and cash drawer.

The Till Report is designed to be used with multiple till functionality. Multiple tills might be enabled for several different reasons, but the most common use is to transition between cashier shift-changes. This gives each cashier individual accountability for their own till during their shift. It is also used for store configurations that have cashier stations at every bay and therefore use multiple cash drawers.

Sales Description Report

This report is simply a text file that provides the formulas used in the Daily Sales Report and Weekly Sales Journal.

Inventory Reports

NexGen allows you to use the powerful reporting features of the QuickTouch Inventory Management System to track your inventory and order the right parts at the right time. NexGen lets you use the Purchase Order System making ordering, restocking and auditing very simple. The following are examples and explanations of all of the Inventory Management reports that are available from the in NexGen.

Item Listing Report

The Inventory Item Listing Report includes the details of your in-stock parts inventory. There are report options that can be tailored to report low, medium and high details of your inventory. You can also change the sort options to sort the report results alphabetically, numerically or by the sort order specified in your item-level maintenance. Additionally, you can change the report to include 'specific' or 'all' vendors and include 'all negative on-hand quantities' that currently exist in your system.

Your inventory is one of the largest monetary investments in your store and one that you have control over. The value, performance and accuracy of your inventory are highly important to the profitability of your business.

Inventory Value Report

The Inventory Value Report provides total current inventory value for accounting and management purposes. It lists the current on-hand amounts and multiplies it by the last cost for each inventory item number in your system. The last page of the report will summarize the results by inventory group, vendor and the total replacement cost on hand. If you need the value for a previous date, see the Inventory Value Snapshot report. Report options are customizable and the items can be sorted alphabetically or numerically, grouped by vendor or item group, and you can include 'all' or 'single' for groups and vendors.

After taking a physical inventory stock check and making the necessary adjustments to the on-hand system totals (see Inventory Adjustment), this report tells you exactly what your total current inventory value is. Run this report on the last day of the month or accounting period to update the accounting system. It is the report to use to manage overall dollar levels tied up in inventory stock.

Inventory Worksheet

The Inventory Worksheet is a detailed list of item (stock) numbers that are included in the total store's inventory. It is formatted to provide a worksheet to perform physical inventory and document the counts and discrepancies of inventory that should be on-hand. This worksheet is generally used monthly or quarterly to verify that the quantities on-hand match the system's quantities. Report options are customizable and include sorting alphabetically or numerically, grouping by vendor or item group, and you can show 'all' or 'specific' item groups and vendors.

Stock Reorder Report

The Stock Reorder Report lists all of the items that need to be reordered, based on the ordering method for each item (Minimum Level with Standard Order or Automatic). This report is normally printed for each vendor and is used to place an order.

If ordering has been properly configured on your QuickTouch system, using the reorder report can save you countless time in manually checking items before placing a stock order. The system automatically checks every stock item to see if it has fallen below the necessary stock level and, if so, it is added to the reorder report. Stock items where the on-hand levels are still above the minimum levels will be skipped until the next reorder report is generated.

Vendor Listing Report

The Vendor Listing Report is a simple report providing a complete listing of all of your vendors and their contact information.

This report is useful for quickly identifying vendor names, phone or fax numbers and business contacts. It is a handy reference and can be used like a printable rolodex for all of your vendors.

Stock Sales Report

The Stock Sales Report lists all stock items sold on a certain date or within a date range. The details of this report list the item group, the quantity sold, cost and selling prices, markup and profit percentages, and the minimum stock levels. The report gives the option to sort by the Slowest selling or Fastest selling parts, in addition to the default sorting method by Item Group.

The stock sales report can be used to validate your minimum stock levels by comparing it to the actual usage. It also highlights those stock sales that generate the most profit. Non-stock item sales are shown at the end of the report with a stock number and description. This is a great way to decide if a frequently used item that is being purchased from an outside vendor should become a stock item. Stock item purchases from a primary vendor are typically less expensive than spur-of-the-moment outside purchases. By using the Slowest Selling sort option for a large date range, you can quickly see which products are not selling and you can make adjustments in your preset ordering levels.

Service Listing Report

The Service Listing Report provides a complete listing of all of the services that have been entered into your QuickTouch system.

The Service Listing Report can be useful in helping you review your services. It can also be used to help you develop your service menu.

Non-Service Labor Detail Report

Non-Service Labor Detail is a simple report listing all labor-only transactions which were performed outside of a preset service for a single date, date range or all dates. These labor services were sold through use of the ‘Labor’ button on the customer invoicing screen.

This report can help you identify services being performed that you may want to consider incorporating into your service menu. It can also help you analyze the pricing of these services and ensure that an adequate amount is being charged for the services performed.

Non-Service Parts Detail Report

Non-Service Parts Detail is a simple report which lists all parts transactions that were performed outside of a preset service (parts on-the-fly) for a single date, date range, or all dates. These parts were sold through use of the 'Parts' button on the customer invoicing screen.

This report can help you track which parts are being frequently sold outside of preset services. This is especially useful for tracking items such as drain plugs and gaskets that are routinely replaced but would not be added through a service. Note: air filter, cabin air filter, and similar parts should be set up to be sold through a service rather than as a non-service part sale ('Parts' button). An air filter service is an 'installed air filter' and the service detail sections of many of the analysis reports will include these types of services as well.

Inventory Adjustment Report

The Inventory Adjustment Report provides information about the quantities of inventory items that have been adjusted manually. The report can be run for a single date, all dates or a specified date range.

Keeping track of inventory restocking and adjustments is very important for maintaining accuracy in your inventory count and values. This report provides you with the ability to see that inventory is only being manually adjusted with proper justification. Adjustments should be infrequent and are typically performed as a result of a physical inventory check. This report is a permanent record of all adjustments performed.

Inventory Restocking Report

The Inventory Restocking Report provides information about items that have been brought into inventory upon receipt of a previous order. The reporting options allow you to report on a specific vendor invoice or purchase order number. It then lists all inventory restocking that was performed for the period requested. The report details each item restocked sorted by item group, the old and new quantities, and the cost of goods received.

The Inventory Restocking report should match the packing slip received from you supplier. These are necessary to reconcile subsequent billing from that supplier as part of the accounting system and accounts payable. It is also useful to verify that inventory is being entered with the correct cost and quantity, which is crucial to maintaining accurate inventory counts and valuation.

Value Summary Report

The Inventory Value Report provides total current inventory value for accounting and management purposes. It will summarize the results by inventory group, vendor and the total replacement cost on hand.

Certificate Activity Report

This report is designed for centers that perform state inspections and emissions and need to track the inspection stickers by certificate number. The Certificate Activity Report lists each sticker number in sequence. This report should be used along with the Certificate Omissions report that indicates discrepancies and missing stickers.

State regulations are strict regarding the issuing and tracking of inspection stickers. Officers from the Department of Transportation may ask you to produce records of your sticker usage with little or no notice. This report gives you the ability to quickly produce a record of these transactions.

Certificate Omissions Report

The Certificate Omissions Report is a complementary report to the Certificate Activity report and is intended to track certificate numbers and ensure that they are being entered in a continuous numerical order. This report indicates where there are gaps in sticker continuity.

This report allows you to quickly identify when state inspection stickers are missing. Since these are state controlled, it is imperative that every sticker be accounted for. Officers from the Department of Transportation may ask you to produce records of your sticker usage with little or no notice. This report gives you the ability produce documentation quickly and easily and allows you to catch any discrepancies before they result in costly penalties.

Employee Reports

A wide variety of reports are available to help you review and evaluate employee time, earnings, and performance. The following are examples and explanations of all of the Employee Management reports available in NexGen.

Employee Profile

The Employee Profile report is a listing of all employees' employment information. These details include demographics, hire date and payroll information. The report can be run for a single or all employees.

This report allows you to document all your employees' information on a single report. You can use this report to review each employee's information for accuracy. It is especially useful if you use the QuickTouch system for time-clock tracking and reporting for payroll as this report shows details including: regular and overtime wages, payroll history and last wage change. It also summarizes quarterly and year-to-date wage totals.

Time Sheet

The Employee Time Sheet report displays all of the hours an employee was clocked into the QuickTouch system for the date or date range selected. The report can be run for a specific employee or all employees, set to print one or multiple employees per page, include employees with no activity, and even include an option to print an employee signature line.

Using the Employee Time Sheet can potentially eliminate the usage of traditional time sheets and the tediousness of clocking in and out on a punch clock. This increases efficiency through automation by allowing the QuickTouch system to manage all time-clock functions for your employees. This report lists all hours worked for every employee and can be used as documentation for payroll. This report is a complementary report to the Employee Earnings report which shows actual wages.

Employee Earnings

The Employee Earnings Report is very similar to the Employee Time Sheet but provides a summary of employee hours and earnings for each employee rather than time clock hours, only. The report can be run for a date or date range, specific employee or all employees, set to print one or multiple employees per page, show employees with no activity, and include an option to print an employee signature line. The Employee Earnings report provides the information needed to make processing your payroll an easier task.

Sales Tracking

The Employee Sales Tracking Report is used to track all of the services performed by your employees during a given date or date range. The report is designed to be run by position, as specified on the actual customer's invoices (upper bay, lower bay, manager and courtesy). It can also be generated by employee name and can be set to include or exclude item grouping codes for services sold.

The Employee Sales Tracking Report is used to track services performed by each individual employee. It measures performance and provides supplemental documentation for employee pay rates, promotions, incentives and/or commissions based on services sold and revenues generated.

Bi-Weekly Timesheet

The Bi-Weekly Time Sheet Summary displays all of the hours that employees were clocked into the QuickTouch system for any two week period. The date for this report should be entered in as the last day of the two week period that you wish to report on. It includes totals for regular and overtime hours.

The Bi-Weekly Employee Timesheet Summary is a complementary report to the Weekly Time Sheets in showing the hours worked for the employees for payroll reporting. For those centers that are on a bi-weekly pay schedule, it additionally offers totals for both weeks of the pay period specified in the report criteria.

Fleet Reports

QuickTouch includes a comprehensive Accounts Receivable system designed to track charge accounts, payments and produce statements. Generally the QuickTouch A/R system is used even when an accounting system is used for General Ledger. The following are examples and explanations of all of the Fleet Management reports available in NexGen.

Fleet Listing

The Fleet Account Listing report gives you a complete listing of every fleet account in your QuickTouch Accounts Receivable system. The report has the option of being printed alphabetically or numerically by account number.

This is a simple report to document your list of all fleet accounts in your system and their account numbers, contact information and pricing specifications.

Fleet Detail

The Fleet Account Detail report complements the Fleet Account Listing and provides a more detailed listing of fleet account and the fleet vehicles that are part of the account. The report can be run for a single fleet account or for all accounts.

This report is similar to the Fleet Account Listing report, but provides additional vehicle detail. This report will provide you with details of every vehicle license plate, year, make, and model in the account.

Fleet Transaction

The Fleet Transaction Journal provides you with a listing of all transactions made for a single fleet or range of fleets within a specified date range. It details the services performed, invoice numbers, and vehicles serviced.

This report can be used as a supplement to printing fleet statements or as a standalone report to review fleet activity.

Account Manager

Similar to the Fleet Transaction Journal, the Account Manager report provides you with a listing of all transactions made for a single fleet or range of fleet accounts within a specified date range. It details the services performed, invoice numbers and vehicles serviced.

Aging Summary

The Fleet Aging Summary is used to detail the sales and receivables on your fleet accounts. It lists each fleet account with outstanding balances in aging windows of 30-day periods. It also shows service revenues, payments and totals outstanding for each account. The report can be run for an alphabetic listing of all or a single account.

This report details which fleet customers are current or past-due in making payments to their account. Depending on your payment terms with the account, this report may show you that further collection action needs to be taken or whether the account's payment terms should be reconsidered. It is also a useful report to show the total outstanding receivables for general ledger accounting purposes.

Check Journal

The Fleet Check Journal report lists all checks received on account, and indicates which invoices were paid by which check.

Credit Journal

The Fleet Credit Journal report lists all credits received on an account, and indicates which invoices were paid by which credit.

Payment Exceptions

The Payment Exception report lists exceptions such as un-applying payments.

COS Comparison

The COS Comparison report is a tool to ensure that invoices are charged to the correct accounts. Each invoice charged to a fleet account will list both the fleet name, and the customer name. A quick glance at this report can help identify invoices that may have been charged to the incorrect fleet account.

Aging Snapshot

The Fleet Aging Snapshot is used to detail the sales and receivables on your fleet accounts. It lists each fleet account at a certain time.

This report details which fleet customers are current or past-due in making payments to their account. Depending on your payment terms with the account, this report may show you that further collection action needs to be taken or whether the account's payment terms should be reconsidered. It is also a useful report to show the total outstanding receivables for general ledger accounting purposes.

Marketing Reports

NexGen includes a series of marketing analysis statistics and bar charts. These can be used to manage critical business indicators on a daily basis. And, since they are in chart form, they are very easy to use. The following are examples and explanations of all of the marketing reports available to help you understand and manage your business statistics.

Zip Code Analysis

The Zip Code Analysis can be used to determine which localities your customers are visiting from. The report information is displayed as a percent of total store transactions for the date or date range you selected.

The report is useful in identifying demographics where you may need to increase or decrease your advertising campaigns such as radio ads and coupon mailers.

Coupon Analysis

This report is useful in determining the effectiveness and impact of coupon promotions. It helps determine which coupons to increase and which to discontinue. In addition, the first time percentage tells a great story as to which coupons are generating new customers for your business.

Advertising Type Analysis

The Advertising Type Analysis is used to help you gauge the effectiveness of current advertising campaigns such as coupons, mailers, radio advertisements, etc. Advertising Types can be configured in Advertising Type Setup, to reflect your current advertising methods. The list of Advertising Types will pop up at customer check-in for First-Time Customers only which will provide the information for this report.

This report is useful in determining the effectiveness of advertising campaigns. It helps determine which campaigns to increase and which to discontinue.

Discount Analysis

The Discount Analysis report is an overview of which discounts are being applied to customer invoices. The report also details the information broken down between new and repeat customers. The report can be generated for all dates, a specific date or a specified date range.

This is one of the reports that should be monitored regularly. It is a management tool to help minimize one of the common ways that revenues are compromised. Discounts are easy to perform by the cashiers and frequent use of discounts should be reconciled. The Discount Analysis report can also help measure the success of special promotions based on discount programs.

Day of Week Report

The Day of Week Report indicates which days of the week are the busiest and which are the slowest. It prints the customer counts for every day of the week and includes ticket average.

The results of the Day of Week report can be useful in determining necessary staffing levels by week day, based on historical activity. For example, if you see that Wednesday is your slowest day of the week, you may find it beneficial to have one less technician on hand, allowing you to decrease your labor costs for the day.

It also allows you to measure what impact customer counts have on ticket average. It may indicate that higher profit services are being bypassed on days where the customer count is higher. This will help you manage the overall profitability of your center.

First Visit Vs. Repeat Visit Analysis

The First Visit vs. Repeat Visit Analysis indicates how many of your invoices are from first time customers versus how many are from repeat customers.

This analysis allows you to gauge your customer satisfaction level by telling you what percent of your customers are returning for service. Knowing how many new customers are coming to your shop helps determine how effective your reputation, advertising and location are working to increase new business.

Time of Day Analysis

Time of Day Analysis displays the sales activity in your store broken down by hour. This report can be generated for a specific date or a date range.

This report complements the Day of Week report and the information contained in this analysis can be useful in helping to anticipate staffing needs based on historical sales data. For example, if you see that business is consistently busy around the noon hour, you may be able to increase your staff accordingly for that period of the day. It will also help you decide what the optimal hours of operation should be for your locale.

Marketing Analysis Reports

The Marketing Analysis reports extend and enhance the information that the traditional marketing reports provide.

Advertising Type

Advertising Types are the "how did you hear about us" responses. The Advertising Type Analysis report lists the percentages and ticket averages of each response. This report can help determine which types of advertising are most effective.

Zip Code Usage

The Zip Code Usage report provides both "Top 10" and "Top 25" listings, and indicates the ticket averages and total sales for each zip code. The report can help target zip codes that may not generate the most traffic, but have higher ticket averages.

Sales Summary

The Sales Summary report compares two periods (i.e., January vs. Previous January) and provides summary statistics for each period, such as vehicle count, ticket averages and total sales. This report is for all stores.

Sales Detail

The Sales Detail report compares two periods (i.e., January vs. Previous January) and provides summary statistics for each period, such as vehicle count, ticket averages, and total sales. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are displayed in a graph.

Note that the Sales Count, Sales Percent and Sales Revenue reports are subsections of the Sales Detail.

Sales Count

The Sales Count report compares two periods (i.e., January vs. Previous January) and provides vehicle count statistics for each period. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

This report is also a subsection of the Sales Detail report.

Sales Percent

The Sales Percent report compares two periods (i.e., January vs. Previous January) and provides vehicle sales percentage statistics for each period. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

This report is also a subsection of the Sales Detail report.

Sales Revenue

The Sales Revenue report compares two periods (i.e., January vs. Previous January) and provides vehicle sales revenue statistics for each period. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

This report is also a subsection of the Sales Detail report.

Vehicle Registration

The Vehicle Registration report provides the number of unique vehicles on file and indicates the number of personal vehicles versus the number of fleet vehicles for a specified date range. It also provides a breakdown by vehicle year, make/model and year/make/model.

Vehicle Summary

The Vehicle Summary report provides the vehicle count and invoice revenue by vehicle year, vehicle make/model, and vehicle year/make/model for a specified date range. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

Note that the Vehicle Year, Vehicle Make/Model, and Vehicle Year/Make/Model reports are subsections of the Sales Detail Report.

Vehicle Year

The Vehicle Year report provides the vehicle count and invoice revenue by vehicle year for a specified date range. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

This report is also a subsection of the Vehicle Summary report.

Vehicle Make/Model

The Vehicle Make/Model report provides the vehicle count and invoice revenue by vehicle make/model for a specified date range. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

This report is also a subsection of the Vehicle Summary report.

Vehicle Year/Make/Model

The Vehicle Year/Make/Model report provides the vehicle count and invoice revenue by vehicle year/make/model for a specified date range. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

This report is also a subsection of the Vehicle Summary report.

First vs Repeat

This report provides the vehicle count by first visits versus repeat customers within a specified date range. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

Day Of Week

This report provides the vehicle count by the day of the week and is compared to the same week from the previous year. Invoice counts, gross sales, ticket averages and services times are provided for each day. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

Visit Interval Days

This report provides the average visit interval in days for repeat customers within a specified date range. For various interval periods it indicates ticket averages and mileage intervals. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

Visit Interval Mileage

This report provides the average visit interval by mileage for repeat customers within a specified date range. For various interval periods it indicates ticket averages and day intervals. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

Visit Interval Model

This report provides the average repeat visit mileage and day intervals as well as ticket averages by vehicle make/model for a specified date range. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

Visit Interval Year

This report provides the average repeat visit mileage and day intervals as well as ticket averages by vehicle year for a specified date range. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

Visit Interval Zipcode

This report provides the average repeat visit mileage and day intervals as well as ticket averages by vehicle zipcode for a specified date range. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

Return Visit Analysis

This report provides the return visit statistics based on customers that came into your shop for the first time within a given date range. It shows the total number of new customers in the date range, the count and percentage that returned, and the count and percentage that haven't returned. This report also gives you the ability to click through to a list of the actual customers. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

Coupon Effectiveness

The report is useful in identifying the effectiveness of a specific coupon. It helps to indicate if a particular coupon is successful at bringing in new business or if it is being used by your existing customers.

Coupon/Discount Use

The Coupon/Discount Use report is an overview of which coupons and discounts are being applied to customer invoices. The report also details the information broken down between new and repeat customers. The report can be generated for all dates, a specific date or a specified date range.

This report is useful in determining the effectiveness and impact of coupon/discount promotions. It helps determine which coupons/discount to increase and which to discontinue. In addition, the first time percentage tells a great story as to which coupons/discounts are generating new customers for your business.

Barcode Analysis

The report is useful in identifying customer statistics by coupon usage. It helps to indicate where you may need to increase or decrease your advertising campaigns such as radio ads and coupon mailers. It breaks down the coupons based on the barcode they have. For example, the first part of barcode means location, the second part means zip, and so on. You determine how your barcode is configured.

Barcode Detail

The report is useful in identifying customer statistics by coupon usage. It helps to indicate where you may need to increase or decrease your advertising campaigns such as radio ads and coupon mailers. It breaks down the coupons based on the barcode they have. For example, the first part of barcode means location, the second part means zip, and so on. You determine how your barcode is configured.

Sales Analysis Reports

The Sales Analysis reports extend and enhance the information that the traditional sales reports provide.

Service Sales

The Service Sales report compares two periods (i.e., January vs. Previous January) and provides summary statistics for each period, such as service count, service revenue and percentage of revenue. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

Note that the Service Summary, Service Count, Service Percent and Service Revenue reports are subsections of the Sales Detail Report.

Service Summary

The Service Summary report compares two periods (i.e., January vs. Previous January) and provides summary statistics for each period, such as service count, service revenue, percentage of store sales, and percentage of revenue. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

Service Count

The Service Count report compares two periods (i.e., January vs. Previous January) and provides summary statistics of the service count for each period. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

This report is also a subsection of the Service Sales report.

Service Percent

The Service Percent report compares two periods (i.e., January vs. Previous January) and provides summary statistics of the service percentage for each period. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

This report is also a subsection of the Service Sales report.

Service Revenue

The Service Revenue report compares two periods (i.e., January vs. Previous January) and provides summary statistics of the service revenue for each period. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

This report is also a subsection of the Service Sales report.

Cost of Sales

The Cost of Sales report compares, for a given date, the cost of sales of the selected stores for a single day as compared with all stores (i.e., how it compares to the average, highest, and lowest cost stores). Week-to-Date, Month-to-Date and Year-to-Date results are provided. The results are also displayed in a graph.

Operational Analysis Reports

This report section of NexGen gives a high level overview of the business.

Executive Summary

The Executive Summary report provides an overview summary across all stores for a selected date. Week-to-Date, Month-to-Date, Year-to-Date and previous Year-to-Date results are provided. This is a very comprehensive report that's useful for end of month or end of quarter analysis.

Coupon Usage

This report provides all coupons used, as well as ticket averages and totals for each coupon for a specified date range. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

Coupon Comparison

The Coupon Comparison report examines coupon usage of the selected stores for a single day as compared with all stores within a specified date range (i.e., how it compares to the average, highest, and lowest cost stores). Week-to-Date, Month-to-Date and Year-to-Date results are provided. The results are also displayed in a graph.

Discount Usage

This report provides all discounts used, as well as the ticket averages and totals for each discount for a specified date range. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

Wait Time

The Wait Time report examines the average wait times of the selected stores for a single day as compared with all stores for a specified date range (i.e., how it compares to the average, highest, and lowest wait stores). Week-to-Date, Month-to-Date and Year-to-Date results are provided. The results are also displayed in a graph.

Time of Day

This provides the vehicle count by the hour for a specified date range. Invoice counts and ticket averages are provided for each hour. This report can be run for a single store, multiple stores separate or combined, or all stores separate or combined. The results are also displayed in a graph.

Trend Analysis Reports

The Trend Analysis reports provide year-to-year comparisons for sales, costs and profits.

Sales Trends

The Sales Trends report compares selected stores with all stores for the current year as well as the two previous years. There is no date range selection for this report; it simply runs for the year to date. The report provides average daily gross and net sales as well as total monthly gross and net sales.

Profit/Cost Trend

The Profit/Cost Trend report compares selected stores with all stores for the current year as well as the two previous years. There is no date range selection for this report; it simply runs for the year to date. The report provides total invoice cost and profit for each month, average invoice cost and profit, and profit ratios.

Comparative Analysis Reports

NexGen's Comparative Analysis reports compare multiple stores and date ranges, allowing you to evaluate the different areas of business for each store.

Sales Comparison

The Sales Comparison report examines the total sales of the selected stores for a single day as compared with all stores for a specified date range (i.e., how it compares to the average, highest, and lowest cost stores). Week-to-Date, Month-to-Date and Year-to-Date results are provided. The results are also displayed in a graph.

Invoice Comparison

The Invoice Comparison report examines the invoice average of the selected stores for a single day as compared with all stores for a specified date range (i.e., how it compares to the average, highest, and lowest cost stores). Week-to-Date, Month-to-Date and Year-to-Date results are provided. The results are also displayed in a graph.

Discount Comparison

The Discount Comparison examines the discount total of the selected stores for a single day as compared with all stores for a specified date range (i.e., how it compares to the average, highest, and lowest cost stores). Week-to-Date, Month-to-Date and Year-to-Date results are provided. The results are also displayed in a graph.

Sales Detail

The Sales Detail report compares two periods (i.e., January vs. Previous January) and provides summary statistics for each period, such as invoice count, invoice revenue, invoice average and percentage of total sales. This report is for all stores.

Service Sales

The Service Sales report examines the service sales totals of the selected stores for a single day as compared with all stores for a specified date range (i.e., how it compares to the average, highest, and lowest sales stores). Week-to-Date, Month-to-Date and Year-to-Date results are provided. The results are also displayed in a graph.

Non-Service Sales

The Non-Service Sales report compares, for a given date, the single day non-service (ie, parts or labor not associated with a service) sales totals of the selected stores as compared with all stores (i.e., how it compares to the average, highest, and lowest sales stores). Week-to-Date, Month-to-Date, and Year-to-Date results are provided. The results are also charted.

Car Counts

The Car Counts report examines the car counts of the selected stores for a single day as compared with all stores for a specified date range (i.e., how it compares to the average, highest, and lowest count stores). Week-to-Date, Month-to-Date and Year-to-Date results are provided. The results are also displayed in a graph.

Fleet Vehicle Sales

The Fleet Vehicle Sales report compares two periods (i.e., January vs. Previous January) and provides summary statistics for each period, such as invoice count, invoice revenue, invoice average and percentage of fleet and total sales. This report is for all stores.

Service Detail

The Service Detail report compares two periods (i.e., January vs. Previous January) and provides summary statistics for each period, such as service count, service revenue, service average and percentage of total sales. This report is for all stores.

Custom Reports

NexGen's Custom reports are built by request.

Functions

The Functions section of NexGen allows you to manage fleet accounts, perform administrative tasks, process web reminders and check your store(s) transmissions.

Accounting

The Accounting functions allow for management of your fleet accounts across all stores. A "Fleet Account" is generally a customer who owns multiple vehicles that require more frequent servicing, such as delivery services, taxis, local government vehicles, etc. In return for giving you their business, a fleet account will often try to negotiate a discount or ask to be billed monthly, rather than paying at the time of sale.

NexGen allows you to configure any number of fleet accounts. Each account can be assigned to a single store, multiple stores, or all stores. You can specify which accounts receive a discount, and those eligible for extended credit. Accounts that are past due or over their credit limit can be disabled. NexGen's accounting features allow you to track payments, view balances and print invoices. As some accounts may require you to record certain information at the time of the sale, NexGen allows you to configure the store(s) systems to prompt for this required information. Using NexGen you can even include special instructions for your technicians to review before they service a vehicle for particular fleet accounts.

At the store level, QuickTouch allows the technicians to quickly assign a new vehicle to an existing fleet account. Additional security features in QuickTouch can also allow or disallow the manager to override credit limits for accounts that have exceeded their limit.

It is important to note that NexGen supports "Shared Accounting," meaning that all fleet account management (i.e., adding a new account, modifying an existing account, printing fleet statements, posting payments, etc) MUST be done on NexGen; stores cannot add their own fleets or do any of these functions. Shared Accounting is optional. If you have Shared Accounting, it will be necessary for the stores to notify the central office of any new accounts that need to be added. Sage recommends that you create a simple (faxable) account application that can be filled out at the store and sent to the central office.

NexGen Accounting Functions:

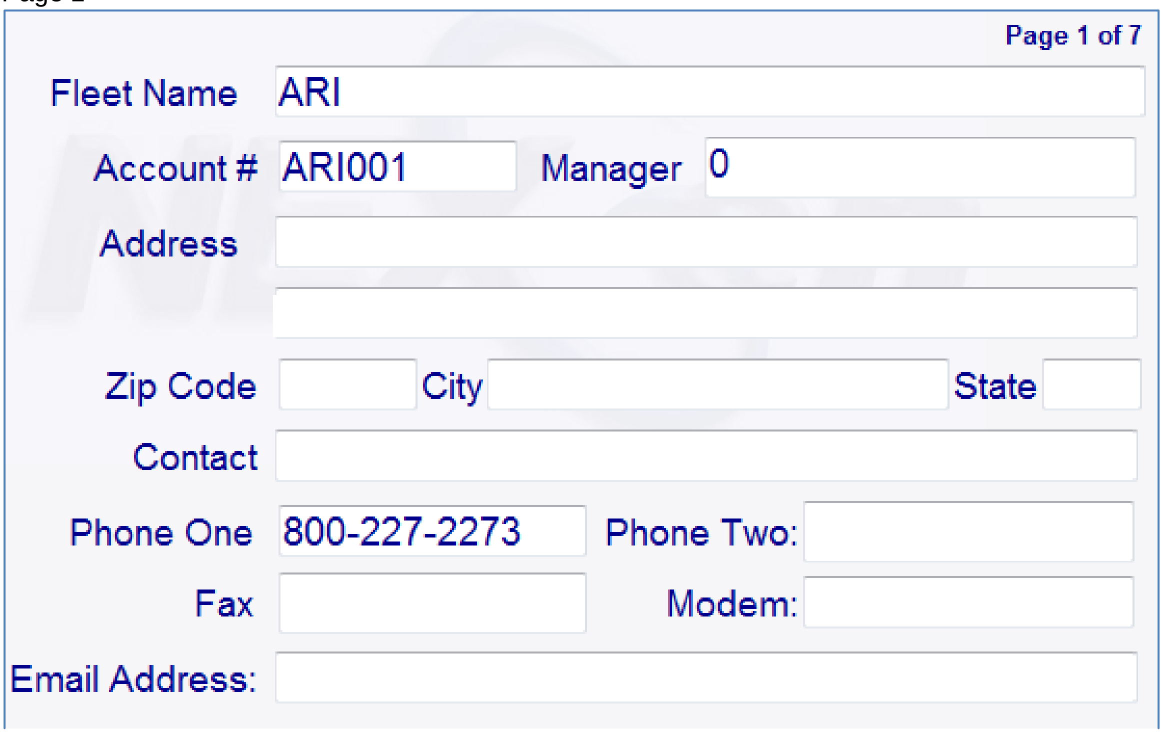
- Fleet Maintenance
- Fleet Statements
- Account Inquiry
- Balance Management
- Credits and Debits
- Invoice Management
- Undo Payments

Fleet Maintenance

The Fleet Maintenance function consists of seven configurable pages for each fleet account.

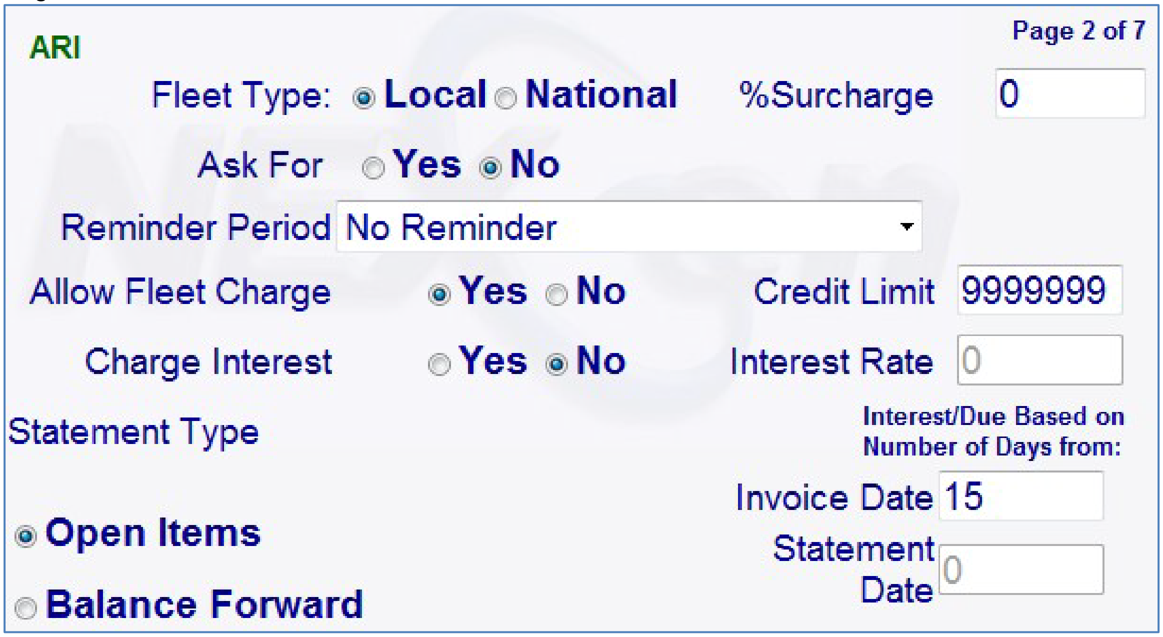
On any of the configuration screens you can choose to Save the current record, Delete the current record, Cancel any changes you may have just made, or proceed to the Next or Previous configuration screen.

Page 1



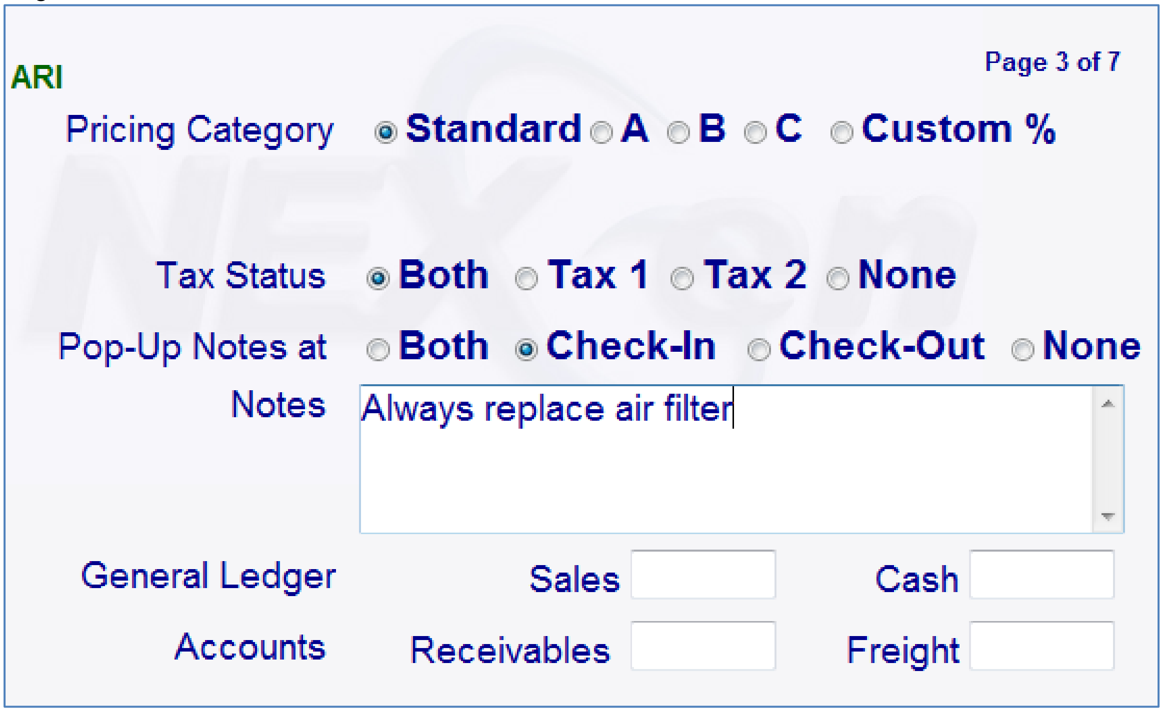
- **Fleet Name** Required.
- **Account #** Required. This needs to be unique for each fleet account. It can consist of letters or numbers.
- **Address, Zip Code, City, State** Not required, but we recommend filling this in accurately for all accounts.
- **Contact** Not Required. This is the “Attention:” field on the printed statements, if bills need to be sent to a specific person or department.
- **Phone One** Not required, but we recommend filling this in for all accounts.
- **Phone Two, Fax, Modem, E-Mail** These fields are all optional.

Page 2



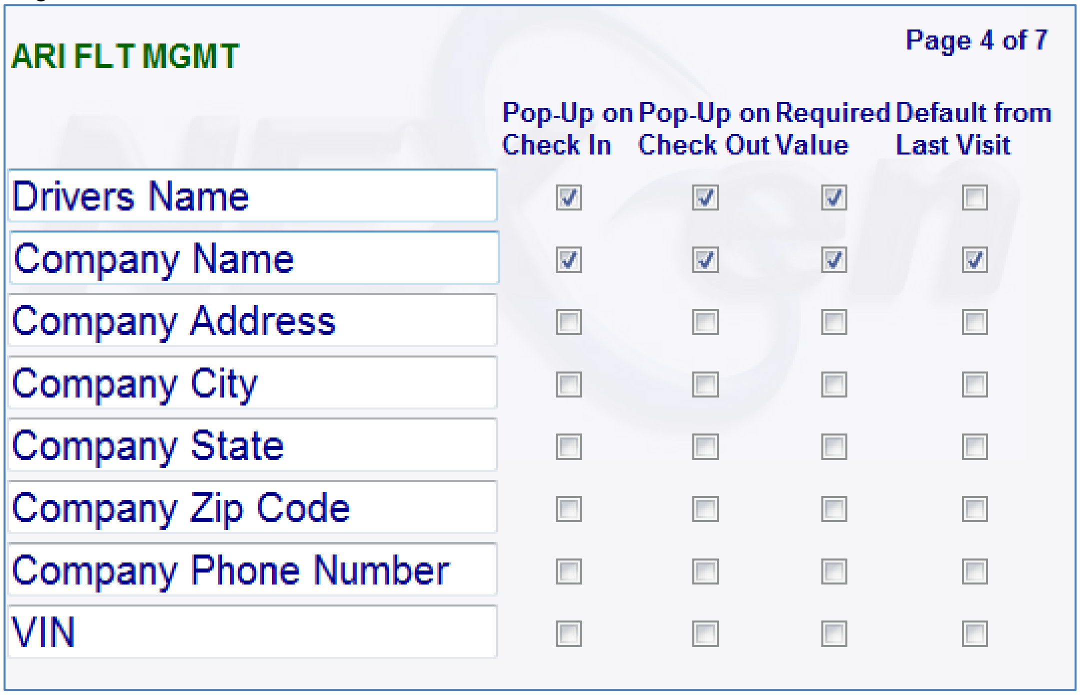
- **Fleet Type** Local or National. This allows you to easily identify the fleet as Local or National, but has no other effect in QuickTouch. The **% Surcharge** field currently has no functionality.
- **Ask For Reminder Period** Usually No/No Reminder here, as reminder cards are not generally sent to fleet accounts. When you select No, you are asked which reminder period to default to. If you leave this as Yes, it will ask for a reminder period at the time of sale.
- **Allow Fleet Charge / Credit Limit** This allows the fleet account to be extended credit up to the limit you input here.
- **Charge Interest** Generally No. This would allow you to charge interest for past due accounts, usually 1.5% per month.
- **Statement Type** Open Items or Balance Forward. Open Items means that each payment received will be paid against an individual invoice or multiple invoices. This option allows you to easily find an invoice that was not paid. Balance Forward simply allows you to apply a payment to an open balance, and the balance will then be reduced. The advantage to Balance Forward is that it is quicker, the disadvantage is that you cannot determine whether a particular invoice has been paid or not. See the Payments/Credits/Debits section to view examples of these screens. After setting the Statement Type, indicate the number of days until the amount is due. For Open Items, each invoice is payable by X number of days after the invoice date. For Balance Forward, a statement is sent at the end of the month, for which the entire amount is due by X number of days from the statement date.

Page 3



- **Pricing Category** Fleet accounts can be assigned to one of five pricing methods. Standard pricing will charge the fleet accounts the regular price for services. Category pricing allows three categories of fleet accounts, A, B, and C, and each category can automatically receive dollar or percentage discounts as well as upcharges. Custom % will give percentage discount across the board for all parts/services.
- **Tax Status** Generally this will be either Both or None, depending on the account and local laws. The Tax1 and Tax2 settings would normally only be used in Canada, which has two separate tax rates.
- **Pop-Up Notes** You can configure a note to pop up at check-in, check-out or both. Notes are useful to let the technicians know general information about the account vehicles, such as particular procedures to follow or services to perform. Pop-Ups can also be used as “Warning” messages to alert the shop to only allow certain vehicles to charge to the account.
- **General Ledger Accounts** These fields are used for accounting interfaces, and can be left blank.

Pages 4, 5, 6



Pages 4-6 allow up to 24 “Vehicle Information” fields to be collected for the fleet vehicle at the time of service. The vehicle information fields will be printed on the Invoice.

NOTE THAT ONLY SIX LINES CAN BE PRINTED ON MOST INVOICE TYPES. QuickTouch allows 24 fields to be configured because different fleets may have different requirements, but on most invoice types, only the first six enabled information fields will be printed. (A field is considered “Enabled” if any of the buttons are checked). Thus, it is important to conserve lines for fleets that require a lot of information.

The vehicle information may be collected at check-in or check-out or both. The information may also be “Required,” meaning that the cashier cannot print an invoice without supplying the required information. The information can also be remembered or defaulted, from the last visit.

In the example above, the fleet account requires that the Company Name and the Driver Name be recorded at each service. Thus, we have the Pop-up On Check In and Pop-up On Check Out buttons set to Yes. These are also required values, and this is set to Yes. Now, the company name will always be the same for that vehicle, so this is Default From Last Visit, but there may be different drivers, so the Drivers Name field is not defaulted from last visit.

Collecting this information is important because many national fleet accounts and some local accounts may require information such as a Purchase Order or Authorization number before the vehicle is serviced. These types of information will be different for each visit by the vehicle. Some fleets will not pay the invoice if the required information is not printed directly on the invoice!

Page 7

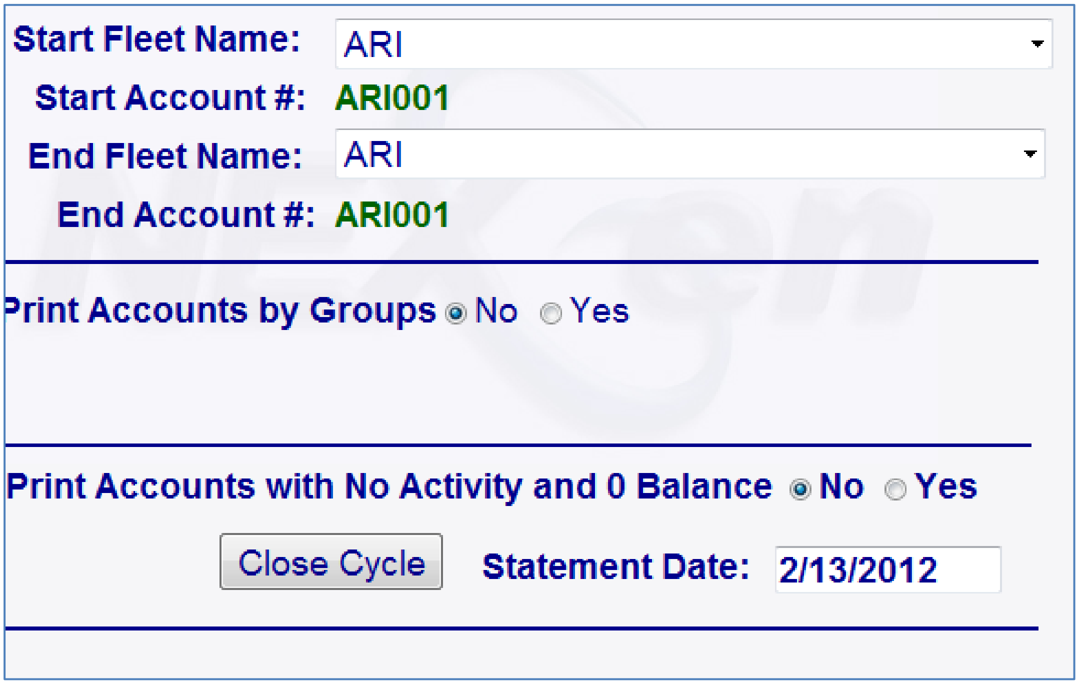
You can indicate whether a fleet account belongs to a single store, all stores or to a store group (if groups are configured).

Fleet Statements

NexGen's Fleet Statements function allows you to print all payment, credit, debit, or invoicing activity for all of your active fleet accounts. The fleet statements will print in a format that conforms to #9 Standard Invoice Double Window envelopes. This will allow you to simply fold the invoices and place them in the envelopes without having to write the mailing or return addresses. Note that the return address at the top of the statement can be configured under Settings: COS Setup.

Normally, you will print your fleet statements every month. The statement end dates will normally be on the last day of the previous month (in the following examples, we are using February 1 to February 28 as the billing period, with February 28 as the Statement End Date).

Before you print your statements, you may need to Close Cycle for the previous statement date. The Billing Cycle refers to the date range of activity for your statements. After you print your invoices, you will close the billing period based on the last day of that month (in this example, January 31). Now, when you send out your invoices for this billing period (February 1 – February 28), the system will know that the billing period ended on January 31 and will only print activity after that date.



- **Start Fleet Name, End Fleet Name** These fields allow you to choose the range of fleet accounts you wish to print. The accounts are sorted alphabetically by name, and these options automatically list your first and last fleet accounts – in other words, all of them. Press the arrows to select a specific fleet if you wish to only print one, or a particular range of fleets.
- **Print Accounts by Groups** Allows you to print invoices by groups of accounts that you have previously set up
- **Print Accounts with No Activity and 0 Balance** 'Yes' will print all statements from all fleet accounts, even those with no activity or open balances. 'No' will only print statements from accounts with activity or open balances since last billing cycle.
- **Statement Date** This will default to the current date, but will normally be set to the last day of the previous month.

After clicking Start, you will be asked if you want to close the billing cycle. If you click OK, the billing cycle will close after the statements print. We recommend that you click Cancel here, and manually close the cycle after you verify that all statements printed successfully and are accurate. Note that you can't undo a closed billing cycle.

Example of a Fleet Statement

Sage Quickie Lube
Send Payment to: Joan
102 Pickering Way
Exton, PA 19341

A C C O U N T S T A T E M E N T

AR Aging Summary

Current:	$0.00
0 - 30:	$0.00
31 - 60:	$0.00
61 - 90+:	$44.09

Steve's Plumbing
ATTENTION: Steve
123 Main St.
Exton, PA 19341

ACCOUNT#	STATEMENT DATE	CREDIT LIMIT	TERMS	PREV BALANCE	PREV STATEMENT
449	09/18/2006	N/A	Upon Receipt	$44.09	09/19/2006
SERVICE ACTIVITY	**NEW CHARGES**	**PAYMENT/CREDIT**	**OPEN CREDIT**	**NEW BALANCE**	**DUE DATE**
$0.00	$0.00	$0.00	N/A	$44.09	Upon Receipt

A C C O U N T A C T I V I T Y

Date	Invoice	License#	YR	Make	Model	Description	SubTotal	Discoun	Tax	Total	Balance
01/07/06	4-30300	TJ6566	2001	DODGE	CARAVA	4wd Full Serv	81.99	0.00	0.67	50.02	50.02

Account Inquiry

Fleet Account Inquiry allows you to view all payment, credit, debit or invoicing activity for a particular account for any date range.

Note that payment activity is tied to the invoices it is applied to – so, the date range will display all invoices during that date range, plus any payments, credits or debits tied to those invoices. If you are searching for a particular payment, you will need to set the Start Date back far enough to cover the original invoice date.

Start Date 1/6/2006 End Date 1/7/2006 View Report

1 of 1 100% Select a format Export

Fleet Inquiry

STEVE'S PLUMBING

Jan 06, 2006 thru Jan 07, 2006

Date	Description			Invoice Amount	Debit	Credit	Remaining Balance	Account Balance
01/06/2006	Balance Forward							($5.93)
01/07/2006	Invoice 5-23185			$50.03			$0.00	($5.93)
	Pay# 11096	01/31/2006				$50.03		
01/07/2006	Invoice 4-30300			$50.02			$50.02	$44.09
01/07/2006	Invoice 4-30305			$50.02			$0.00	$44.09
	Pay# 10735	01/20/2006	ACH 183957			$50.02		
01/07/2006	Invoice 4-30310			$50.03			$0.00	$44.09
	Pay# 10764	01/27/2006	Ach 184067			$50.03		
01/07/2006	Invoice 3-64088			$50.03			$0.00	$44.09
	Pay# 10608	01/09/2006	Bad Debt			$50.03		
01/07/2006	Invoice 4-30319			$60.05			$0.00	$44.09
	Pay# 10744	01/24/2006	ACH 184015			$60.05		
01/07/2006	Invoice 4-30320			$60.05			$0.00	$44.09

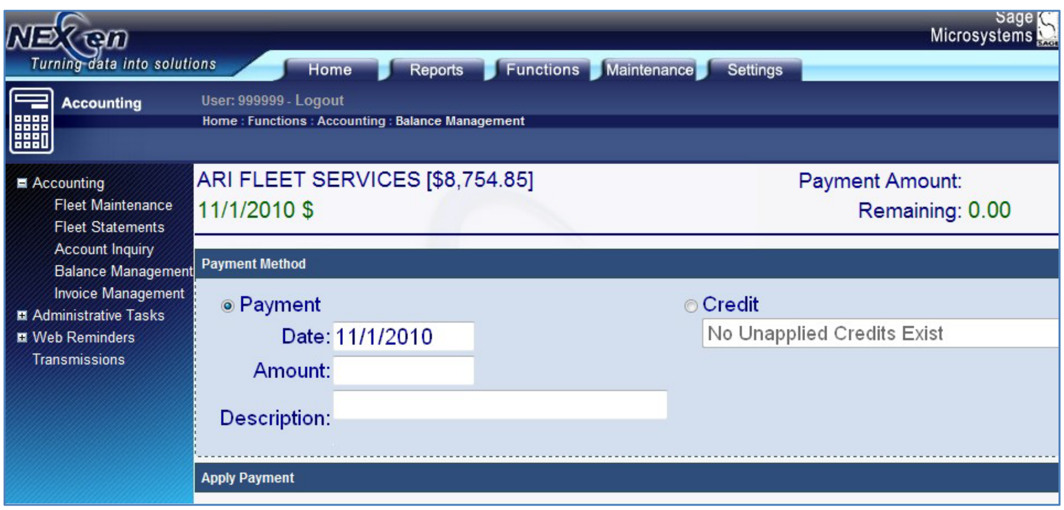
Balance Management

NexGen's Balance Management function is where you input fleet payments such as checks and automatic deposits.

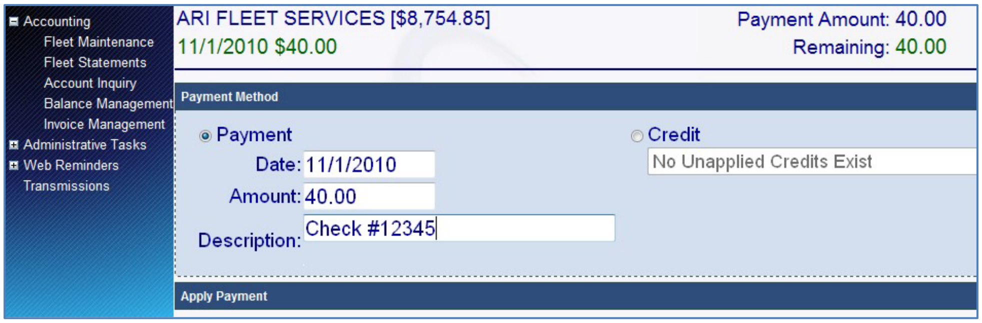
Select the Fleet you would like to add the check to

In the above example above, I selected ARI Fleet Services

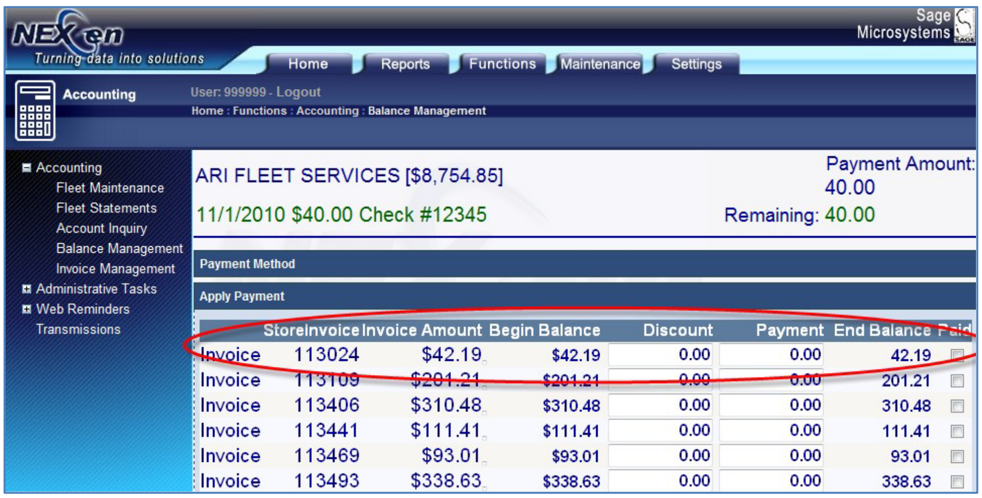
You should now see the screen below



This is where you input the Date of Check, Amount and Description (Check# or other information)



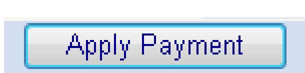
Next, click ‘Apply Payment’ (below the Description field) and you will see all of the invoices with open balances



In our example, you can see that the $40.00 check is going to pay for Invoice #113024.

In the payment field we type in $40.00, and the remaining $2.19 will be typed in the Discount field. We’ll call this the account’s “processing fee.” Check the paid box to mark the invoice as paid.

After you type in the amounts and check the paid box, you can see that the invoice has been completely paid and $0.00 Remain. Now click ‘Apply Payment’ at the bottom of the page. The payment has now been applied to the invoice(s) you selected.



Credits and Debits

The Credits and Debits function allows the user to quickly post credits and debits to an account.

A Debit is a charge against the account, meaning the account will owe you more. A Credit will decrease the balance of the account, and normally reflects either a discount or a payment made by the account.

Simply indicate the type (Debit/Credit), dollar amount, transaction date and a brief description, then click Save. The transaction will be posted immediately.

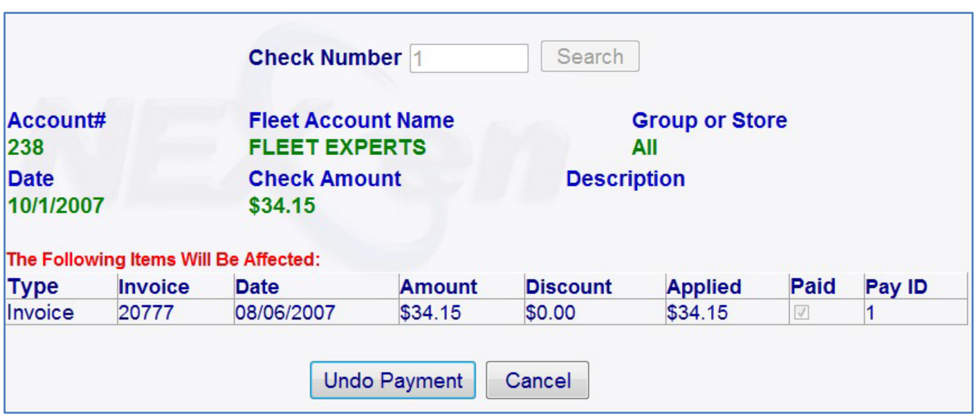
Note that after posting a credit, you will need to go to the Fleet Payments screen to apply the credit to an open invoice.

Invoice Management

NexGen's Invoice Management function allows you to transfer an invoice from one fleet account to another. This function is normally used when correcting errors that were made at the store(s). In our example, we are transferring invoice 30300 from Steve's Plumbing to ABC Industrial since it was cashed out incorrectly at the store.

Undo Payment

The Undo Payment function allows you do undo a fleet payment if it was entered incorrectly. To do this, type in the check number and search, then click the 'Undo Payment' button.



Administrative Tasks

NexGen's Administrative Tasks feature allows you to view customer information, invoices and history.

Customer Search

NexGen's Customer Search function allows you to search through the entire customer database for a particular customer, using either the name or phone number. Note that the Customer Name is one text field, so it will include both first and last name. The trick here is knowing that the technician who typed in the customer name, may not have typed it correctly (i.e., first name then last name, one of the names misspelled, both names misspelled, only the last name, etc). If an initial query yields no results, broaden the query by typing in only one of the names, or even a portion of the first or last name. The system will then list all customers who match the criteria as in the example below.

Customer	Address	# Visits	Invoice $	License #
Mr. Smith		1	$77.64	FL SMIT
Mrs Smith		2	$192.34	FL JDP0
Mrs Smith		1	$55.49	FL 26633
Mrs Smith		1	$55.49	FL JDP0

Invoice Search

The Invoice Search function allows you to reprint any invoice from any store. However, you must know both the store and invoice number. For example, Store #3, Invoice #432 would be invoice number 3-432. If you don't know the invoice number, use the Customer Search function to find the invoice by customer name.

Invoice Number 15267

Date	Service	Amt	Invoice	
10/27/2010	Full Service Oil Change	$37.39	2105-15267	View Invoice
6/8/2007	10 Minute Super Oil Service	$29.71	3-15267	View Invoice
3/25/2007	10 Minute Super Oil Service	$42.24	4-15267	View Invoice
1/14/2007	10 Minute Super Oil Service	$32.38	2-15267	View Invoice
12/27/2006	10 Minute Super Service	$81.46	1-15267	View Invoice
12/26/2006	Full Service	$21.11	729-15267	View Invoice

Transmissions

The Transmissions function allows you to see which stores have sent data to Sage and which haven't. A green dot indicates the store(s) have successfully transmitted data and all reports should contain the newly updated data. A yellow dot indicates that the store(s) have not successfully sent data in 1-3 days. A red dot indicates that the store(s) have not successfully transmitted data in over 4 days. If your store(s) have not successfully sent data to Sage, please do a Manual Transmit by double clicking the "Manual Transmit" icon on the desktop at the store. If the manual transmit is not successful or errors occur, please contact Sage Technical Support.

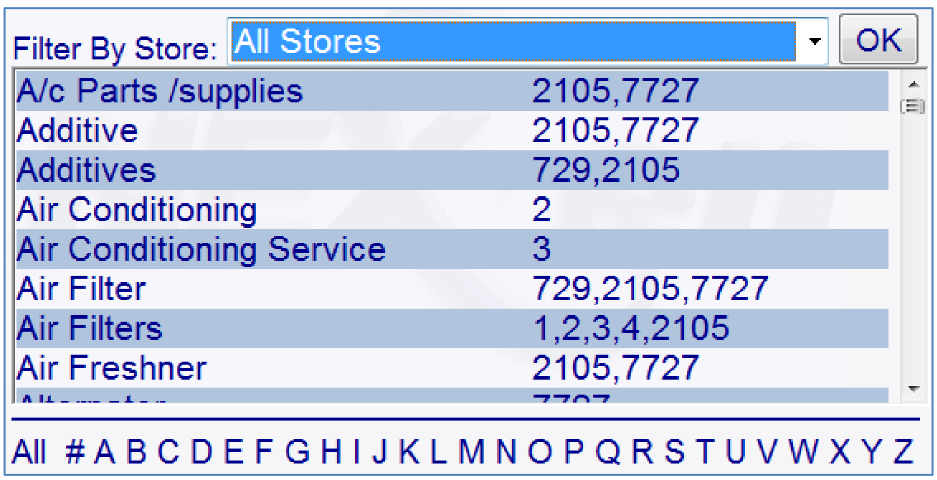
!	Store	Nickname	Address	Last Transmission
	0001	Philadelphia, PA	1, Philadelphia	02/26/2012
	0002	West Chester, PA	PA, West Chester	02/26/2012
	0003	New York, NY	3, New York	02/26/2012
	0004	Chester, PA	4, Chester	02/26/2012
	0099	EXTON	18 N. Village Ave., EXTON	05/29/2010
	0729	Devon, PA	, Devon	02/25/2012
	2105	Downingtown, PA	, Downingtown	02/26/2012
	7727	Exton, PA	18 N Village Ave, Exton	02/16/2012

Maintenance

The Maintenance section of NexGen allows you to make changes to items, items groups, services, coupons, etc. for individual or groups of stores.

Inventory & Service Maintenance

NexGen features “shared” inventory and service management, allowing you to make a change in NexGen and the change will take effect at a specific store, a group of stores or all stores.

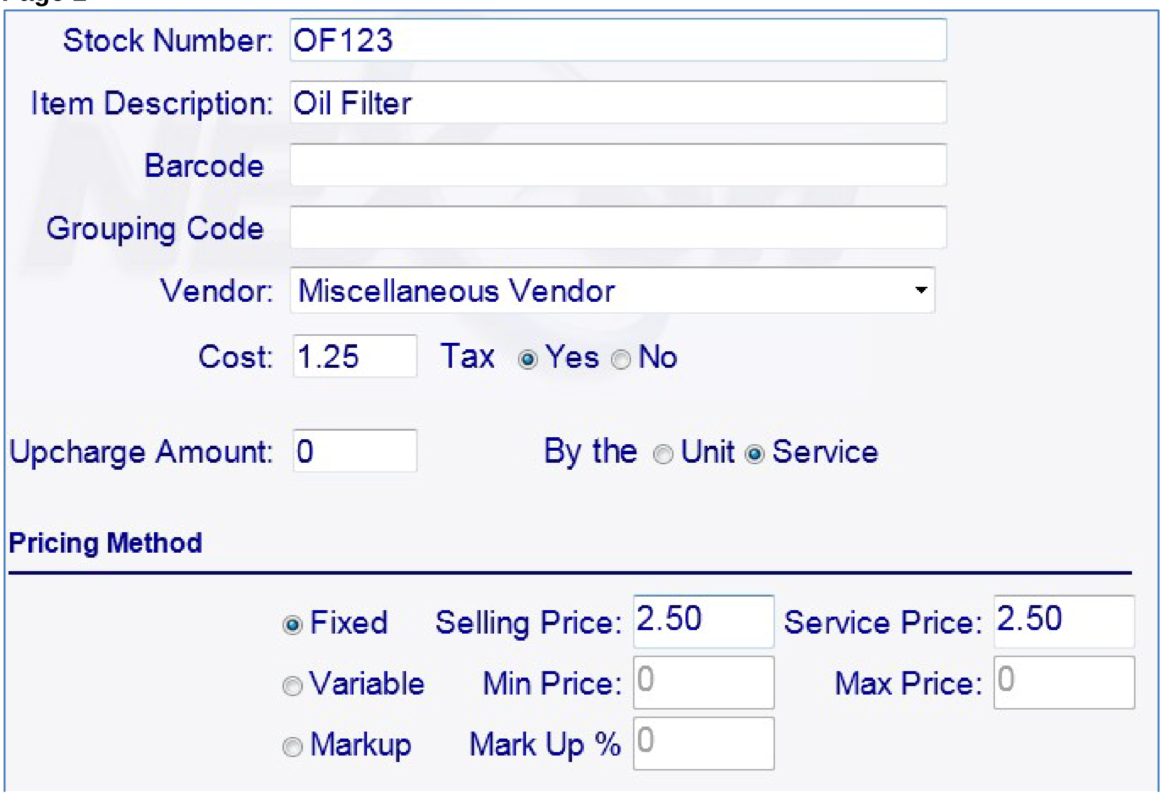


Item Maintenance

NexGen's Inventory Item Maintenance function is where you go to add, remove or modify inventory items and information such as selling prices or your costs.

If you are adding a new inventory item, make sure that the group and vendor for that item have already been added to the system.

Page 1



· **Stock Number** Enter a unique stock number for this item, any combination of letters or numbers. It should be short but descriptive, i.e. OF = Oil Filter. It should match as often as possible the stock number of the manufacturer. Note that on the customer invoice, both the Stock Number and the Item Description are listed.

· **Item Description** Briefly describe the item here.

· **Barcode** The barcode (UPC) of an inventory item can be scanned into this field with a barcode reader. All look-up fields within QuickTouch will search both the Stock Number and Barcode fields.

· **Grouping Code** This allows your reports to group items based on the grouping code. For example, if you want all of your Synthetic oils to group, you can put 'Synthetic' under each synthetic oil. Then the reports will breakdown the number of services sold with each type of grouping code.

· **Vendor** Indicate the supplier for this item. If there are multiple suppliers, just choose the most common one, as you can modify the vendor when you're restocking inventory.

· **Cost** This is YOUR cost, not how much you charge the customer. Of course, the cost of an item varies over time, but the QuickTouch Restocking function allows you to indicate the cost of the item each time it is received, and will calculate your average costs over time for that item in various reports. For our purposes here, on this screen, just enter the cost of the item the last time it was received.

· **Tax** Yes or No. Almost always Yes.

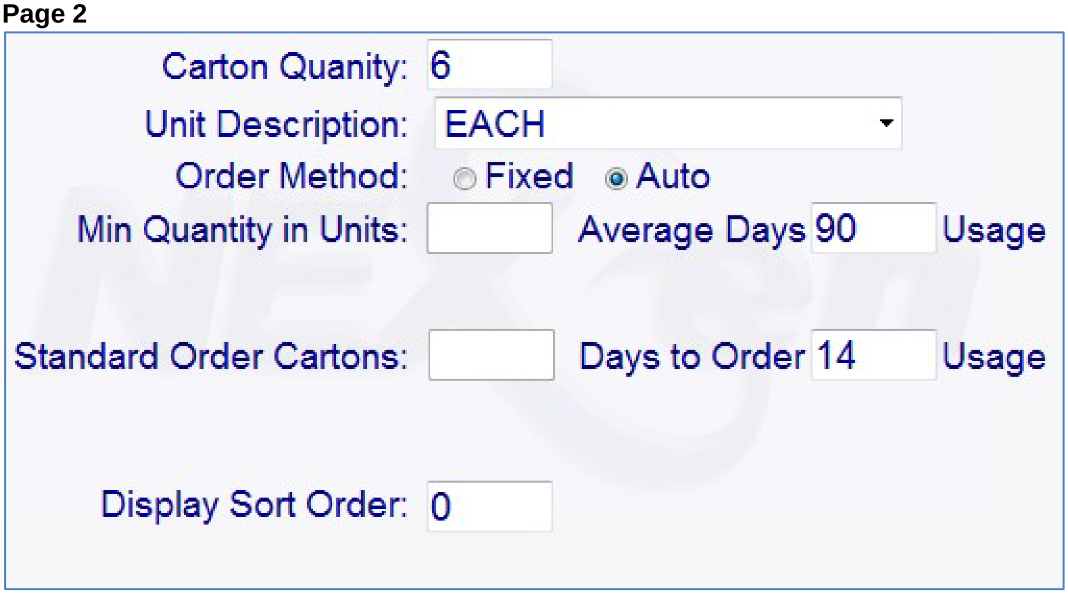
· **Upcharge Amount** The upcharge is used in situations where the item is normally included as part of the service, for instance, oil filters are normally included as part of an oil change service. However, certain individual items (for import or specialty vehicles) may cost you an excessive amount, and you wish to charge the customer extra for that particular item. This is the upcharge. For instance, if you budget the cost of an oil filter as $3 as part of your service, but a BMW filter costs you $8, then the upcharge would be $5. (If you're not sure, charge the difference between the budgeted cost and the actual cost and round it, as in the example). Select whether the upcharge should be applied by the unit or service.

· **Pricing Method Fixed** is your usual choice here. This is the price that you charge the customer. Note that there is a Selling Price, and a Service Price. These are usually the same, the only time they would be different is if you charge a different (usually lower) price if the item is sold as part of a service. For instance, the air filter is normally $7.99 but is sold at $5.99 if part of a tune-up.

· **Pricing Method Variable** will prompt the cashier for a price, this will not be used for most items.

· **Pricing Method Markup** will allow QuickTouch to calculate the price of the item based on the cost. For instance, the item cost is $2.00, and your markup is 200%, then the selling price extended to the customer would be $6.00. This method is not commonly used, it's like going to a restaurant and ordering lobster, and the price is listed "Market" - the customer will have no idea what it will be until it shows up on the invoice.

Page 2



· **Carton Quantity** If the item comes in packages of more than one, indicate that quantity here. If you're not sure, use 1.

Alert! Alert! Alert!

This gets tricky. Let's look at a few examples:

Oil Filters - they are sold as singles, but may be ordered (and received) as either singles, or cases of 12. In this case, the carton quantity would be 1 or 12.

Air Filters - they are sold as singles, but may be ordered (and received) as either singles, or in boxes of 3. In this case, the carton quantity would be 1 or 3.

Bulk Oil - they are sold in quarts but received as gallons. The carton quantity would be 4. Bottled

Oil - they are sold in quarts, but received as cases of 6 or 12. The carton quantity would be 6 or 12.

55 Gallon Drums - some "bulk" oils are shipped in 55 gallon drums. Since they are sold in quarts, and there are four quarts to a gallon, the carton quantity would be 220.

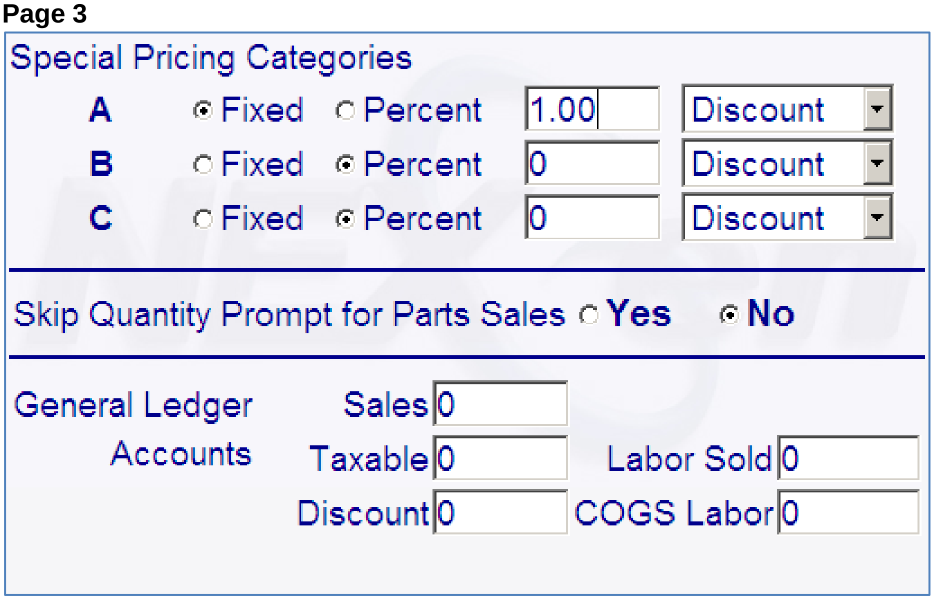
· **Unit Description** Each, Quart, Gallon, Carton, Case, etc… Choose the best description for how this item sold (i.e., bulk oil may be received in gallons, but it is sold in quarts, so choose quart here).

· **Order Method Fixed** allows you to enter a Minimum and Standard Order quantity.

· **Order Method Auto** allows you to enter the Average Days (this is the number of days in the past to look for sales history) and Days To Order (the number of days in your reorder period). These are usually 90/7 or 90/14.

· **Display Sort Order** Items will be listed either numerically (AF1, AF3, AF200…) or alphabetically (AF1, AF200, AF3, BR1…), unless you indicate a sort order. This is normally used only for your Oils. The sort method for any particular group is configured under Inventory Group Maintenance.

Page 3



· **Special Pricing Categories** Each fleet account can be assigned to a particular pricing category, and will then automatically receive discounts or markups on that item or service. The discount or markups can be a fixed dollar amount or percentage. In this example, all "A" fleet accounts receive a $1.00 discount.

· **Skip Quantity Prompt For Part Sales** This is normally NO. If you sell this item using the Part button on the Customer Invoicing screen, normally you will be prompted for the quantity sold. Saying YES here would turn that off.

· **General Ledger Accounts** Used for QuickBooks Interface feature.

Item Group Maintenance

The Inventory Group Maintenance function allows you to add or remove inventory groups.

Page 1

· **Item Group Description** Type a brief description of the group here.

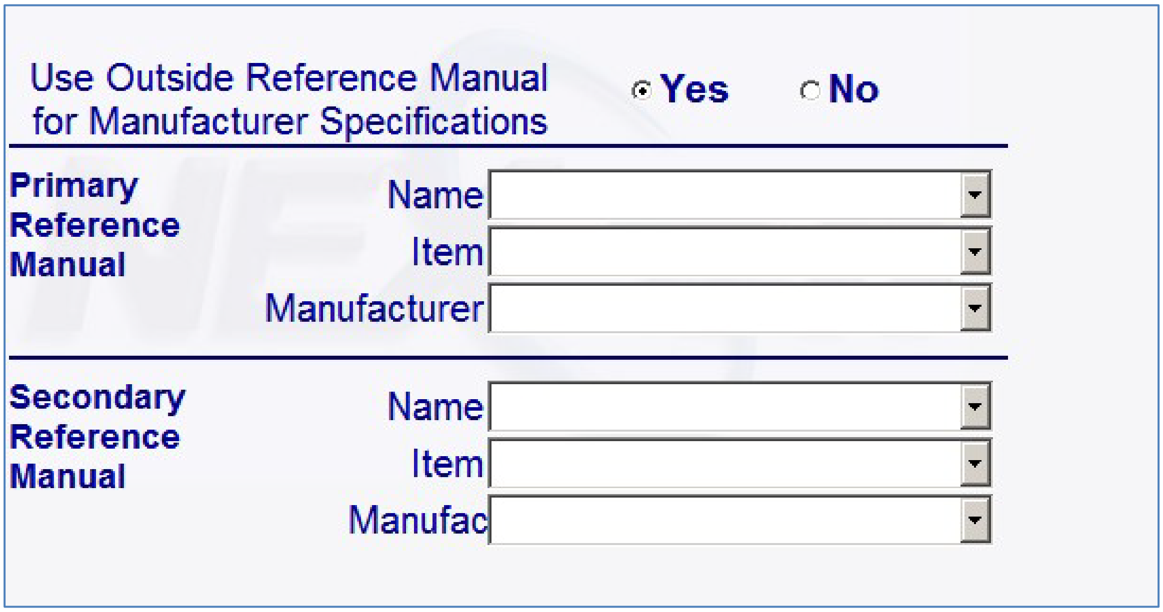
· **Stock Number Sort** When you're viewing inventory items within this group, this is how they will be ordered. Items will be listed either numerically (AF1, AF3, AF200…) or alphabetically (AF1, AF200, AF3, BR1…), unless you indicate a sort number for each item(this would normally be used only for your Oils).

· **Stock Number Button Style** When you're viewing inventory items within this group, this determines what will be displayed on the buttons, either the Stock Number or the Description for each item. Usually this will be set to Stock #.

· **Assign to Business Group** This is used in the case of locations that have more than one business, for instance Lube and Car Wash. You can indicate here which profit center the inventory is assigned to, so that you can track your inventory separately for each business. Usually this will be blank.

· **General Ledger Accounts Default** Used for QuickBooks Interface feature.

Page 2



· **Outside Reference Manual** QuickTouch incorporates the Motor (Chek-Chart) reference manual into the system, and can supply the part number of various parts for many distributors based on the vehicle Year/Make/Model/Engine. Use this page to indicate a Primary and a Secondary manufacturer for this particular item group.

QuickTouch currently provides part numbers for the following item groups:
· Air Filter
· Breather
· Oil Filter
· PCV
· Cabin Air Filter
· Serpentine Belts
· Fuel Filters
· Wiper Blades
· Transmission Filters
· Lights
· Spark Plugs
· Radiator Caps

Service Maintenance

NexGen’s Service Maintenance function allows you to add or remove Services.

Page 1

· **Service Name** Type a description of the service.

Service prices can be divided into Parts and Labor, for those localities that do not charge tax on the full service price, only on the parts included in that service. Thus, if a service is $24.99, it may be $8.00 in parts and $16.99 labor, of which only the $8.00 would be taxable. If the total price of the service is taxable, you can simply type the entire amount into the Parts price, or you can still separate out the parts and labor portions.

· **Parts Pricing Method** The Parts component of the total service price can be priced using several methods. Fixed means that the parts price will be the same for all vehicles (generally for most services). Variable pricing will prompt the cashier for how much to charge the customer (generally not done). Actual Parts will charge the customer based on the actual parts used during that services (this would be used for services such as Air Filter, Wiper Blade, Fuel Filter, PCV Filter, etc).

· **Parts Taxable** Yes or No. This indicates whether the parts component of the total service price should be taxed. Generally this is Yes.

· **Labor Pricing Method** The Labor component of the total service price can be priced using several methods. Fixed means that the labor price will be the same for all vehicles (generally for most services). Variable pricing will prompt the cashier for how much to charge the customer. This would be useful for replacing a part such as a fuel filter or cabin air filter - the part itself may not be expensive, but depending on where it is located on the vehicle, you might wish to charge more or less for the service.

· **Calculate Labor / Service Target Price** This advanced labor pricing method would be used in conjunction with the Actual Parts pricing method. First, you set your Service Target Price (for instance, any 6cyl Tune-up, you might wish to charge a total of $69.99, no matter what you charge for the parts. This feature would calculate the total parts price, and subtract this amount from the Service Target Price, and this would be the labor charge). Note that this feature is grayed out unless you click Actual Parts under the parts section.

· **Labor Taxable** Yes or No. Indicates whether tax should be applied to labor.

Page 2

This page allows you to assign parts, part categories, or other services to a service. When you click the Add button on this screen, you will be prompted to choose a Part, Item Group, or Service.

Before jumping in the deep end, let's talk about “services” and “parts” first.

When QuickTouch refers to a “Service”, it is referring to the list of buttons that shows up when you press the “Services” button when creating a Work Order, Invoice, or QuickSale. Services might involve multiple employees and multiple inventory items, or might be a simple as pouring a bottle of additive. Thus, there are several different types of services.

For some types of services, you might wish to assign a particular part for that service. For example, a “3-Step Fuel System Flush” might include a 3-step kit. It's the same 3-step kit every time, so we don't need the lube technician to choose from a list, but we do want the item to subtract from inventory when the service is sold to a customer. This is what “Part” means on this screen.

Another type of service would have parts associated with it, but the actual inventory item used might be different for any particular vehicle. For example, a Full Service Oil Change - you include up to 5 quarts of oil and an oil filter, but you want the technician to indicate WHICH TYPE OF OIL and WHICH OIL FILTER were used in the vehicle. This is what “Item Group” means on this screen. By indicating an Item Group for the service, QuickTouch will know to prompt the cashier for the correct part number.

Finally, a service might include other services, such as a “30,000 Mile Service” including an oil change, transmission flush, 3-step kit, etc. This is what the “Services” button means on this screen.

· **Sort** This is the order in which it will appear on screen.

· **Category** Shows if you’ve selected item, Item Group, Service, etc.

·**Description** Describes the category you’ve selected.

· **Quantity Included In Price** This is how many of the item is included in the price - if the vehicle uses more than this amount, then the customer will be charged extra, the “Service Price” associated with the particular inventory item.

· **Extra Labor** This would charge extra labor if the vehicle exceeds the Quantity Included amounts. There are various methods to compute the extra labor, Xquan and X1. Xquan will charge the Extra Labor Amount for each item over the Quantity Included. X1 will charge a one-time fee no matter how much the Quantity Included is exceeded.

· **Ask For Quantity** will prompt the technician for how many of the item was used.

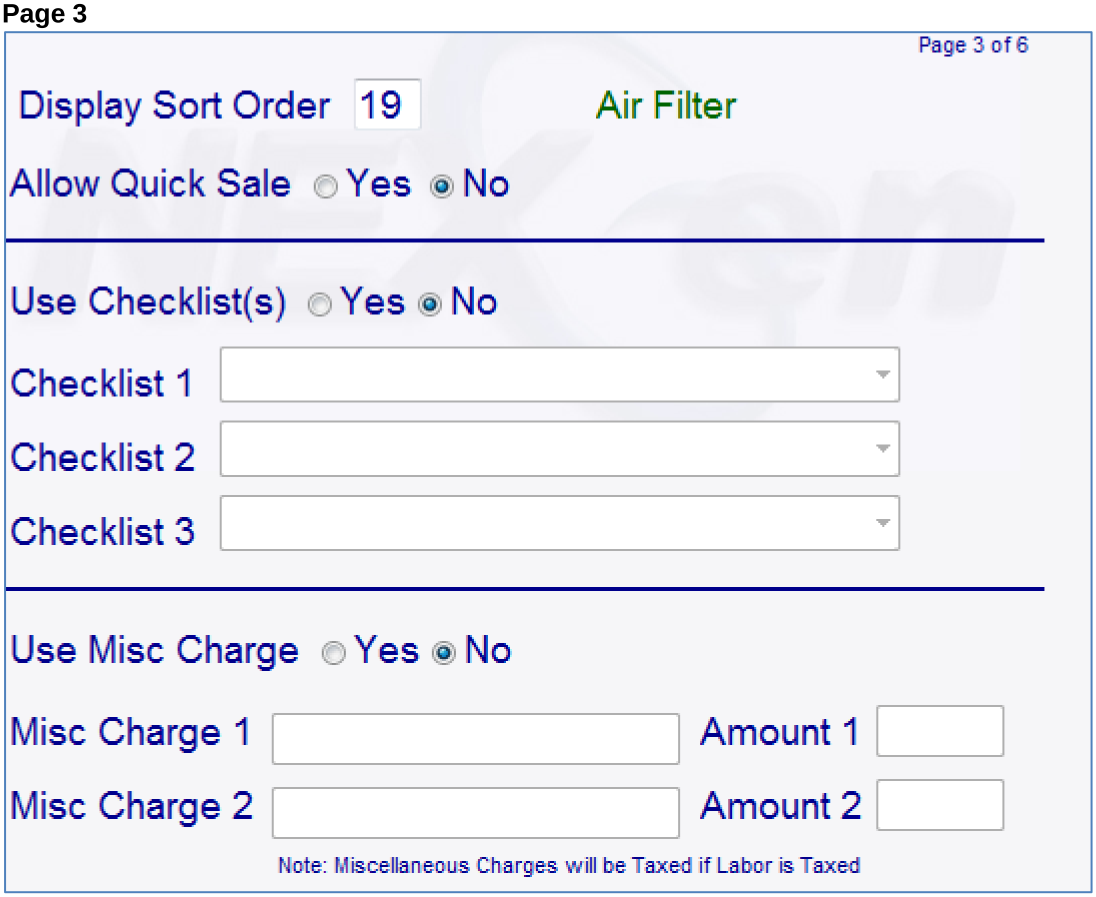
· **Default Number From Last Visit** On the customer's next visit, this will let the computer remember which part and the quantity of that part used on a previous visit.

· **Ask For Stock# or Pop Up List** The Ask setting will allow the technician to type in the part number, or allow Chek-Chart to suggest the correct part number. This should be used for Air Filters, Oil Filters, PCV, or Breather, as the Chek-Chart database tracks these parts. It can also be used for item groups like serpentine belts, where it would be easier to just type in the part number than scroll through a list of belts. The Pop Up setting would be used for groups that are not tracked through Chek-Chart, or where it's easier to view a list rather than typing in a part number, as in the Oil inventory group.

· **Required** This will force the technician to choose something from the list. Otherwise, if not required, the technician can cancel that particular part. Generally, all parts should be required, except in the case of maybe a Tune Up, where you can list all the different parts that the technician checks but he might not replace all of them (wires, etc).

· **Pop Up List At Check In** This is used for parts where the customer might have a preference, as in Oil. Generally this would be left at NO for any other item group.

Page 3



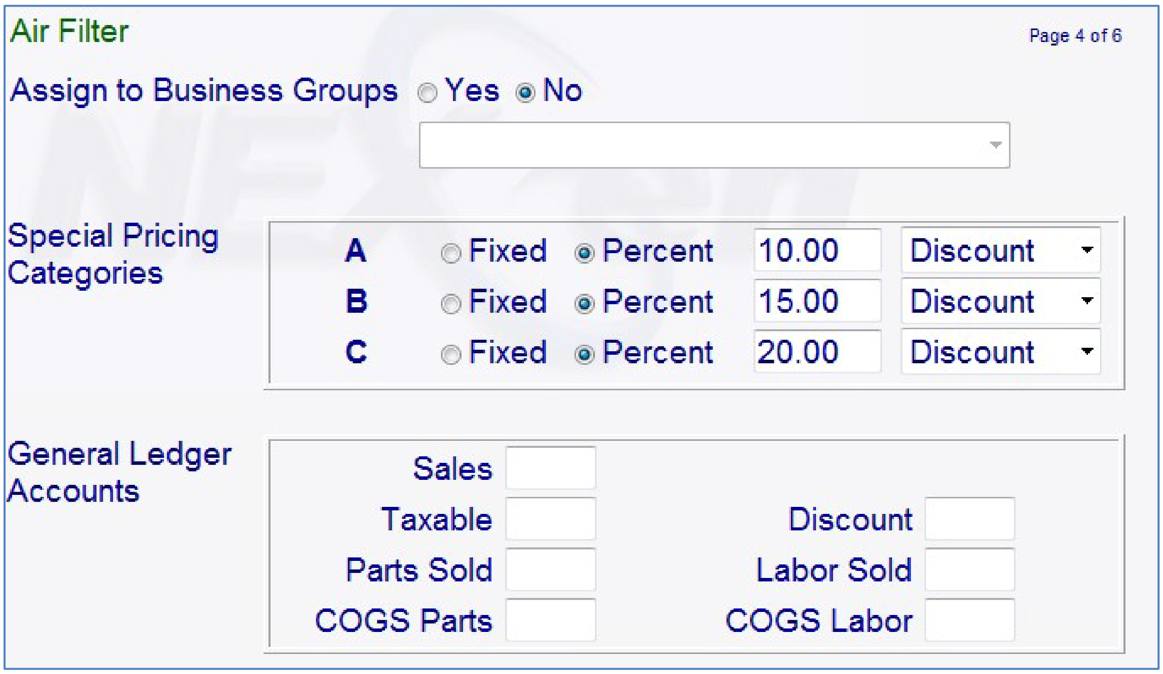
· **Display Sort Order** Allows you to sort your list of services into a particular order.

· **Allow Quick Sale** Allows you to disable this service from being sold through Quick Sale. Quick Sale allows you to invoice a customer without going through the customer and vehicle information screen, and does not produce a Work Order or checklist. Thus, you generally don't want any type of vehicle service to be sold through Quick Sale, only things such as impulse items (air fresheners, soda, etc).

· **Use Checklist** You can assign up to three 20-point checklists to each service.

· **Use Miscellaneous Charge** You can assign up to two miscellaneous charges, such as Environmental Fee, to any service. Note that the Miscellaneous charges have the same tax status as the Labor tax status on page 1.

Page 4



· **Assign To Business Group** If a location has more than one profit area, such as Lube, Car Wash, Detail, Convenience Store, etc., you can configure Business Groups and then assign each service to a particular Business Group. Generally this is set to No.

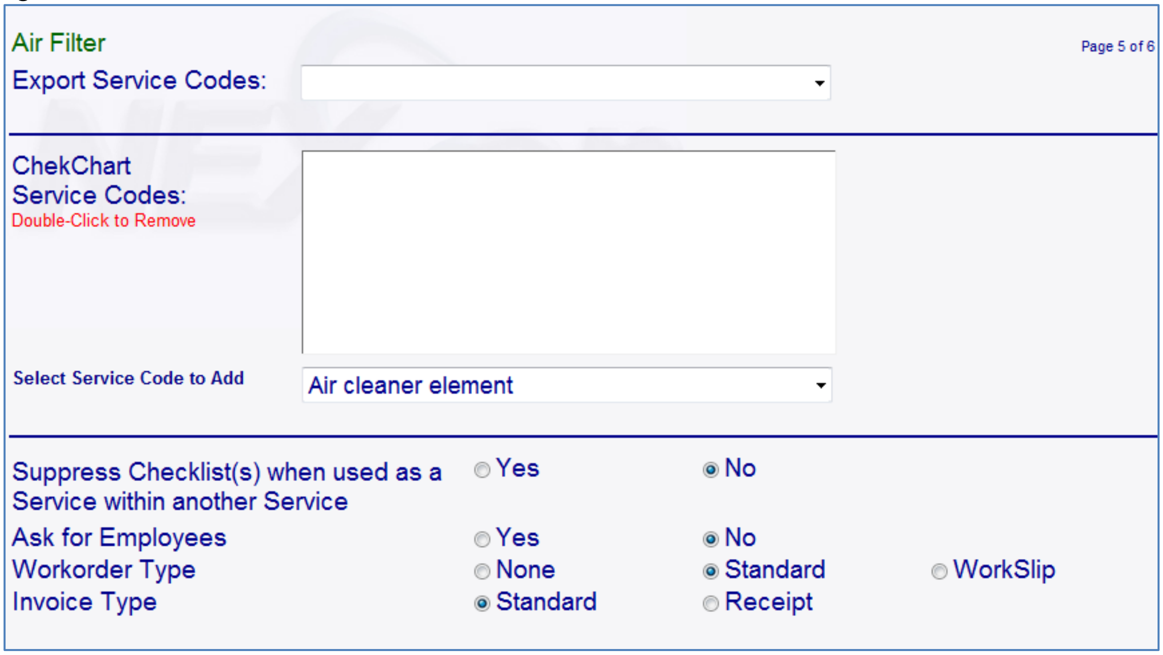
· **Special Pricing Categories** Each fleet account can be assigned to a particular pricing category, and will then automatically receive discounts or markups on that item or service. There are three pricing categories in QuickTouch, A, B, and C. You can configure a different discount or markup for each pricing category in each service. You can specify for each discount or markup whether it is a fixed dollar amount, or a percentage amount.

In this example, all “A” fleet accounts receive a 10% discount, all “B” accounts receive a 15% discount, and all “C” accounts get a 20% discount.

See the Fleet Account Management section for more information on using Special Pricing Categories.

· **General Ledger Accounts Default** Used for QuickBooks Interface feature

Page 5



· **Export Service Code** This field is used by other computer service vendors to interface with QuickTouch. For example, MailMark is a company that provides reminder card services, and this allows them to create an export file to print your reminder cards. Generally this is left blank unless you have a contract with one of these outside vendors.

· **ChekChart Service Codes** This allows QuickTouch to interface with the Chek-Chart database of manufacturer recommended services. Basically, you have to match up as best you can your service with the Chek-Chart list of services. In this example, we matched our “Air Filter” QuickTouch service with the “Air Cleaner Element” Chek-Chart Service.

By associating your list of services with the Chek-Chart recommended services, QuickTouch can print on the customer's invoice the recommended service interval, and if they've already had that service at your shop, the next scheduled service date/mileage.

The following is the list of Chek-Chart services:
o Automatic Transmission
o Automatic Transaxle
o Cooling System
o Differential
o Engine Oil Change
o Final Drive
o Manual Transmission
o Manual Transaxle
o Oil Change
o P.C. Valve
o Transmission Service
o Transfer Case
o Transaxle Service
o None

· **Suppress Checklist When Used As A Service Within Another Service** Generally this is set to NO. The Yes option would only be used in a service like the 30,000 Mile Service, which includes multiple services which may have multiple checklists associated with them. Thus, you could use a single large checklist to cover the multiple services (the check points would all appear on one page) as opposed to having several individual checklists (these would all appear on separate pages).

· **Ask For Employees** This allows the cashier to enter one or two employees who performed this service. This is useful for shops that award commissions when the employees performing certain services may not be the same as the Upper and Lower technician positions. The results of this are listed on the Employee Service report. Generally this will be NO.

· **Work Order Type** Does this service produce a work order when assigned from the Work order screen checking in the vehicle? Usually yes, so the standard button is generally selected. We can't think of any examples of a service that would not require a work order. Work slip is used for carwashes where you wish to produce a “Please Pay Inside” type of receipt.

· **Invoice Type** Standard is usually what you choose here. Receipt would only be used in carwashes.

Page 6

· **Include in Service Group** This allows you to create “Buy X Get 1 Free” type promotions. If you press Yes, you can select a service group to include it in.

· **Suppress when included in Service Package** Yes, if you don’t want to include it.

· **Gift Card Service** Yes or No.

· **Ask For Certificate Number** This enables an additional pop-up screen upon selling the service which allows the user to input a certificate number. This can be used for tracking things such as state inspection stickers or smog certificates. There are two reports pertaining to the collection of certificate numbers that can be found under the inventory reporting menu.

· **Certificate Number Required** Specify whether the certificate number must be entered to proceed.

· **Certificate Number Must Be Unique** Specify whether the certificate number entered must be unique.

· **Mileage on Invoice Required** Specify whether the mileage is required when selling this service or not. If mileage is not required on this service, but is sold with another service in which it is required, the system will require the mileage.

· **Labor Description (CA compliant invoices only)** An additional description field added to the invoice which explains the service to which it is attached.

·**Labor Description Editable at Checkout?** Specify whether the Labor Description can be edited at checkout.

Vendor Maintenance

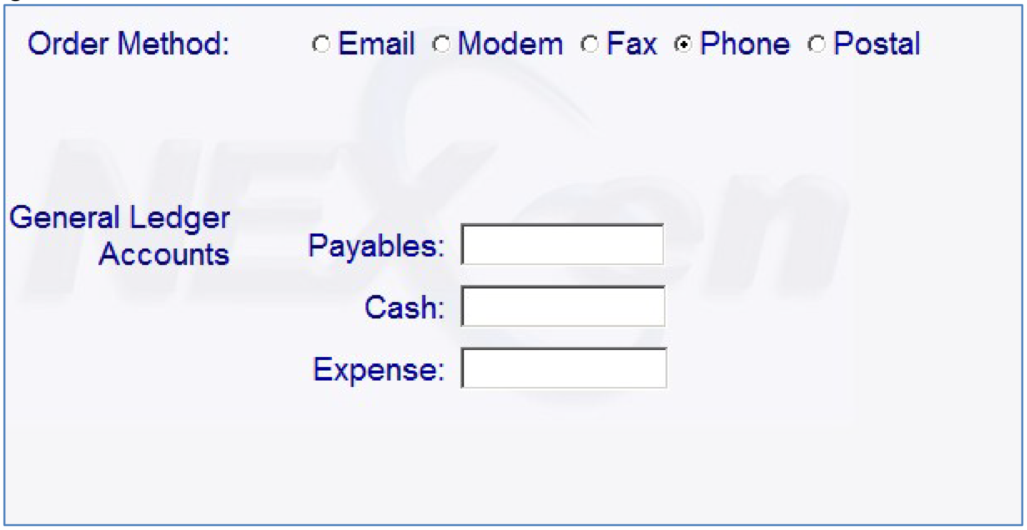
Page 1

Vendor Name Required.

Address, Zip Code, City, State, Contact, Phone One These fields are optional, but useful if you use the Purchase Order feature.

Phone Two, Fax, Modem, Email These fields are optional.

Page 2

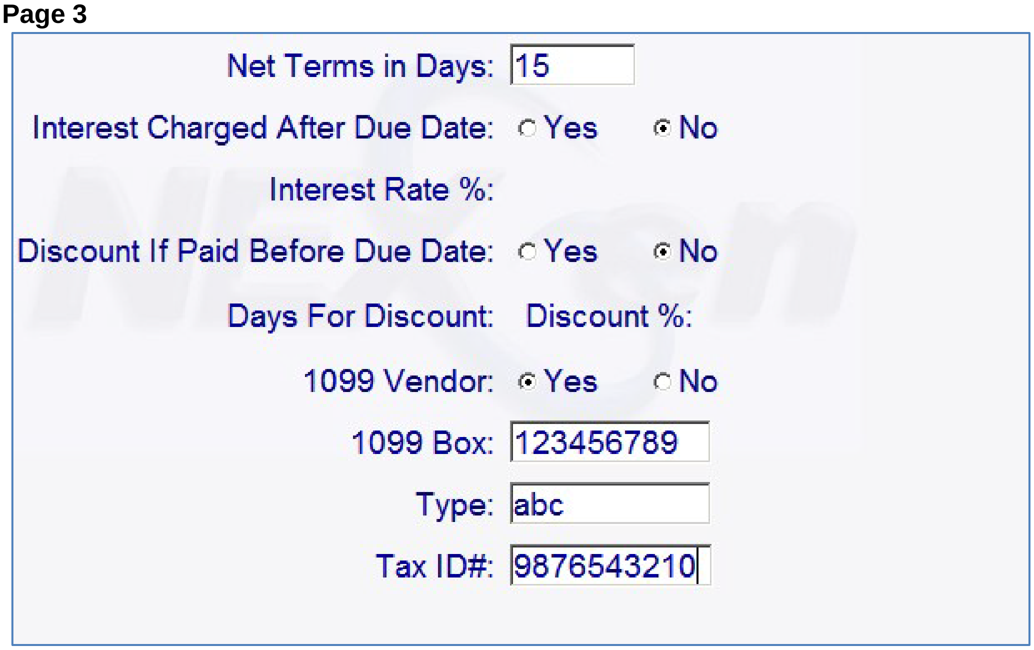


Order Method This option is for your information only, it does not have any effect in QuickTouch.

Modem Script is disabled unless the Modem Order Method is selected. This field is informational only, it does not have any effect in QuickTouch.

General Ledger Accounts This is used only with the QuickBooks interface.

Page 3



These fields are all informational only, and have no effect on any other area of QuickTouch.

Employee Management

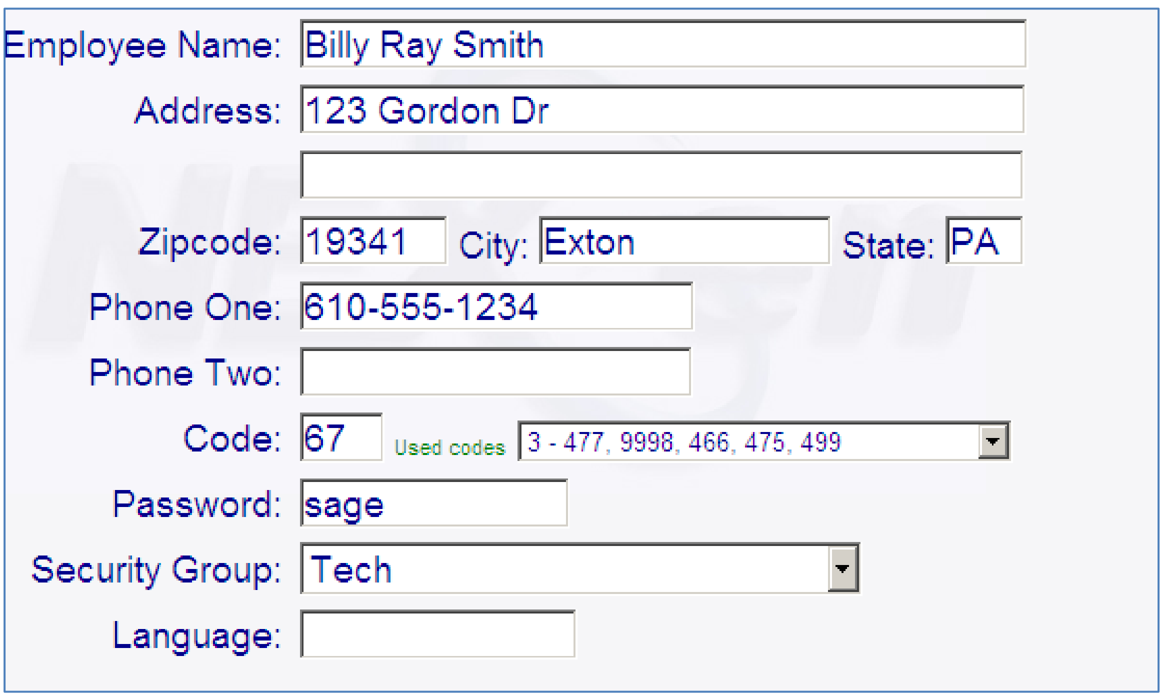
QuickTouch provides a system for employee management. Using NexGen you can add or remove employees and manage their security groups. NexGen also provides numerous employee reports (see Employee Reports section).

Employee Maintenance

Employee Maintenance allows you to add or remove Employees.

Each employee requires a Code, Password and must be assigned to a Security Group. The Code/Password/Security Group combination are used for the employee security functions, and this same employee record also tracks timeclock information. Thus, even if an employee will not be using the computer (a lower bay technician perhaps), he still needs to be assigned a Code and Security Group.

Page 1



· **Employee Name** Required.

· **Address** Optional.

· **Zip code, City, State** Optional.

· **Phone** Optional.

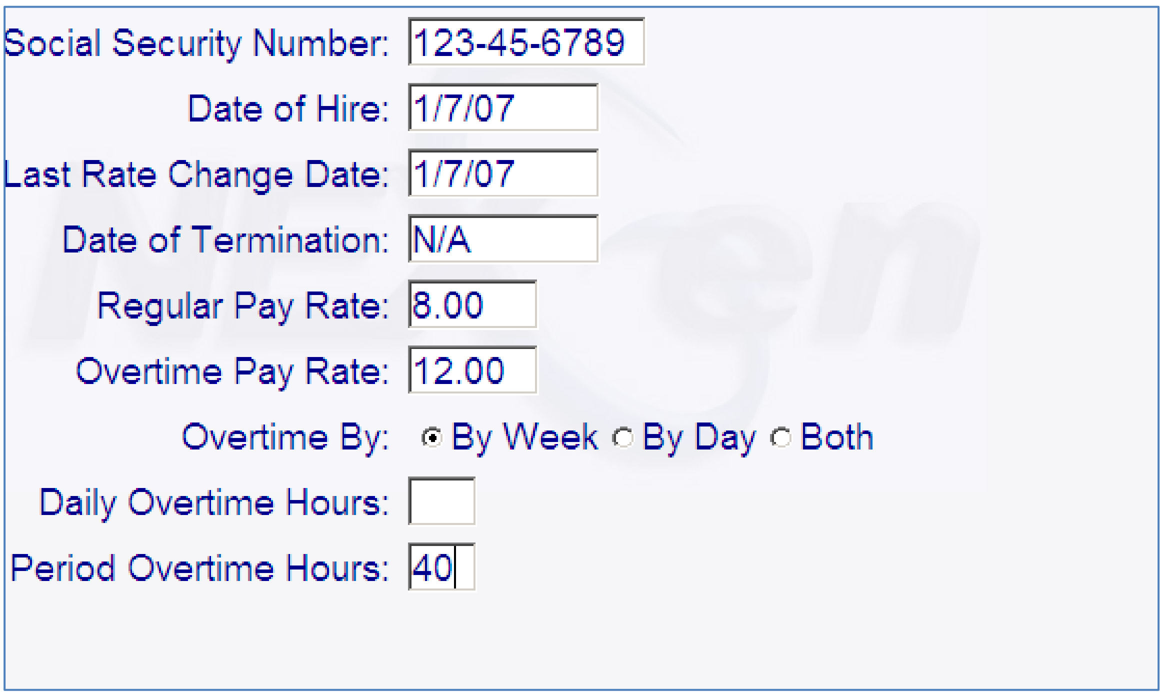
· **Code** Required. This is a number up to four digits in length. Note that the code is unique for that employee and cannot be used again. You can see the list of “Codes Used” next to the Code field.

· **Password** Required. It can be any combination of letters or numbers, and is not case sensitive. It should be short enough for the employee to easily type and remember, but not so short that others can guess it. The password, regardless of length, will be masked with 10 asterisks.

· **Security Group** Required. Assign the employee to the appropriate Security Group.

· **Language** QuickTouch supports multiple languages, which so far are English, Spanish and French. Thus, when an employee uses his Code/Password to log onto the system, he will see the menus in the appropriate language. Contact Sage Support to enable this feature.

Page 2



· **Social Security Number** Optional.

· **Date of Hire** Required. Defaults to the current date when adding a new employee.

· **Last Rate Change Date** Required. Defaults to the current date when adding a new employee.

· **Date of Termination** Optional.

· **Regular Pay Rate** Optional. These numbers will affect the Daily Statistics.

· **Overtime Pay Rate** Optional. These numbers will affect the Daily Statistics.

· **Overtime By** Required. Most municipalities require a standard 40 hour work week, over which employees receive at least a time-and-a-half pay rate. Other municipalities might require an 8 hour day, and some might require both. Choose the appropriate Overtime period, which most often would be a 40-hour workweek period.

Cash Register

NexGen's Cash Register function contains Coupon Maintenance, Discount Maintenance, Advertising Maintenance, Comment Maintenance, and Reminder Intervals.

Coupon Maintenance

In QuickTouch, "Coupons" and "Discounts" have two different functionalities. Coupons are dollar-off amounts, and Discounts are percentage-off amounts.

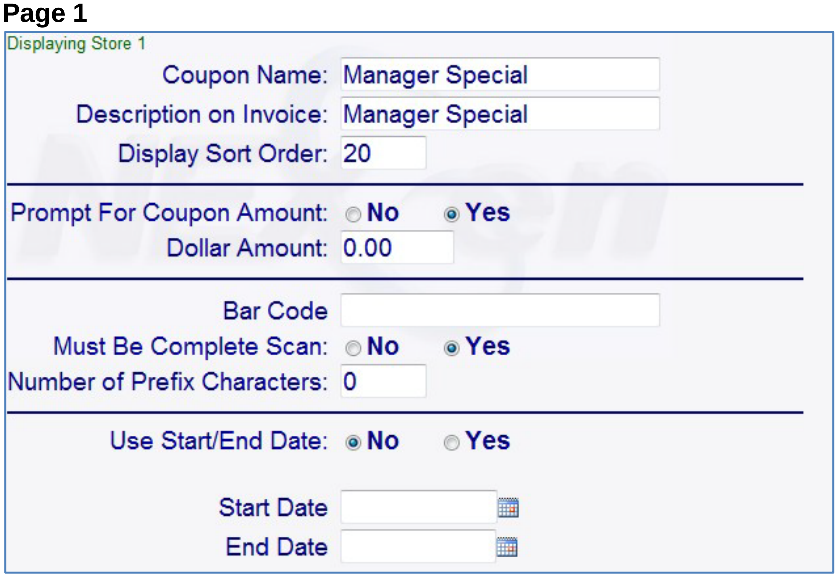
NexGen's Coupon Maintenance is where you go to add, remove or modify the coupons you will accept.

Coupons can be either for a fixed dollar amount, or can prompt for a cashier-entered amount.

There are tax considerations when applying coupons. In QuickTouch, the sales tax can be applied before or after the coupon. This option is set under Tax Setup in General Setup Options. This selection is important because many taxing authorities require that tax be paid on the full amount of the service – thus, the tax is applied before the coupon. For example, if a service is $25.99, with 6% tax and a $2 coupon:

Tax Before Coupon		**Tax After Coupon**	
Sale	$25.99	Sale	$25.99
		Coupon	-$2.00
Subtotal	$25.99	Subtotal	$23.99
Tax 6%	$1.56	Tax 6%	$1.44
Coupon	-$2.00		
Amount Due	$25.55	Amount Due	$25.43

Page 1



Coupon Name This is the internal name of the coupon that the employees will know and what will print on reports.

Description on Invoice This is the 'friendly' name that will print out on the customer's invoice.

Display Sort order Indicates which position you want the coupon to appear.

Prompt for Coupon Amount NO for a fixed amount coupon, YES if you want the cashier to be prompted for the amount.

Dollar Amount If the Prompt setting is NO, you can enter the dollar amount of the coupon.

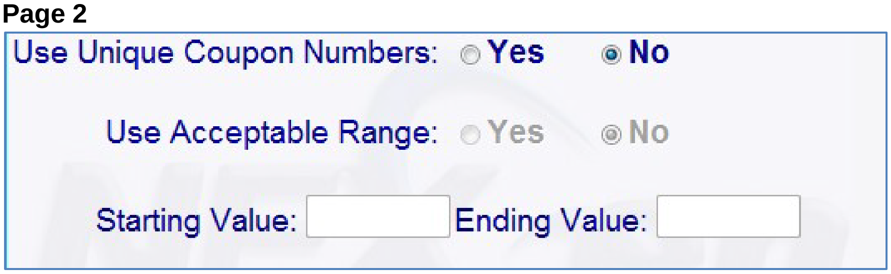
Barcode This field is used when you scan your coupons instead of selecting them from the screen. In order for QuickTouch to recognize a scanned coupon, the barcode must be scanned into the barcode field in Coupon Maintenance.

Must be Complete Scan When this option is set to Yes, the scanned coupon's barcode must exactly match the text in the barcode field in Coupon Maintenance. QuickTouch will not accept the coupon if the barcode does not match.

Number of Prefix Characters This is the number of characters that QuickTouch will read to match up with the full barcode that is entered in Coupon Setup. This allows you to setup a particular offer one time, but change the digits after the prefix amount to track delivery dates and other information. QuickTouch will still scan and store the full barcode, which can then be reported on.

Use Start/End Date Specify whether or not a coupon has a beginning and ending (expiration) date. The coupon cannot be used outside of these dates if enabled.

Page 2



Use Unique Coupon Numbers This option gives you the ability to accept unique coupon numbers at check out. With the unique numbers turned on, you cannot cash out a customer with a unique coupon code that has already been used on another invoice. Using Unique Coupon Numbers will prevent the system from accepting one coupon on multiple occasions.

Use Acceptable Range Allows you to set a range of unique coupon numbers to use in the system, preventing one coupon from being redeemed on multiple occasions. When a customer uses a coupon, you will be asked to enter the coupon number. Once the coupon number is used, it cannot be used again.

Discount Maintenance

In QuickTouch, “Coupons” and “Discounts” have two different functionalities. Coupons are dollar-off amounts, and Discounts are percentage-off amounts.

Discounts can be either for a fixed percentage amount, or can prompt for a cashier-entered amount.

There are tax considerations when applying discounts. In QuickTouch, the sales tax is applied after the discount is calculated. For example, if a service is $25.99, with 6% tax and a 10% discount:

Tax After Discount	
Sale	$25.99
Discount 10%	-$2.60
Subtotal	$23.39
Tax 6%	$1.40
Amount Due	$25.39

QuickTouch does not support a “Tax Before Discount” option, as it does with Coupons.

Discount Name This is the internal name of the discount that the employees will know and what will print on reports.

Description on Invoice This is the 'friendly' name that will print out on the customer's invoice.

Display Sort Order Indicates which position you want the discount to appear.

Prompt for Discount Amount NO for a fixed amount discount, YES if you want the cashier to be prompted for the amount.

Percent Amount If the Prompt setting is NO, enter the percent amount of the discount.

Barcode This field is used when you scan your discount coupons instead of selecting them from the screen. In order for QuickTouch to recognize a scanned discount coupon, the barcode must be scanned into the barcode field in Discount Maintenance.

Must be Complete Scan When this option is set to Yes, the scanned discount coupon's barcode must exactly match the text in the barcode field in Discount Maintenance. QuickTouch will not accept the discount if the barcode does not match.

Number of Prefix Characters This is the number of characters that QuickTouch will read to match up with the full barcode that is entered in Discount Setup. This allows you to setup a particular offer one time, but change the digits after the prefix amount to track delivery dates and other information. QuickTouch will still scan and store the full barcode, which can then be reported on.

Use Start/End Date Specify whether or not a discount has a beginning and ending (expiration) date. The discount cannot be used outside of these dates if enabled.

Advertising Maintenance

Advertising Types in QuickTouch allows you to track “How did you hear about us?” statistics for all of your new customers. NexGen’s Advertising Maintenance function is where you add or remove advertising types.

After a new license plate is entered into the system and the customer information is recorded, the cashier will be prompted with a list of your advertising types. At this point the cashier can ask the “How did you hear about us?” question, and select the appropriate entry.
Common advertising types are not only paid advertising – some common “word of mouth” type advertising would be:

- Drive-by “I was just driving by and saw your sign…”
- Referral “My friend comes here all the time…”
- Competitor Mishap “I went to <the place across the street> and they screwed it up so I came here…”
- Current Customer “I’ve brought my other car here before and you did a good job…”
- Professional Referral “The guys at the gas station told me to come here…”

These types would be listed in addition to your other paid advertising types – radio spots, newspaper ads, etc.

If you don’t wish for the cashier to be prompted for the advertising type for each new customer, you can turn this feature off by deleting all advertising types.

Advertising Name Type the description of the method.

Sort Order Indicate in which position you want the advertising type to appear.

Start Date, End Date If applicable, enter the dates that the advertisement will run. These dates will print on the Advertising Type Analysis report. Unfortunately, these dates will not prevent the advertising type from being selected after the end date, you will need to delete the advertising type to prevent a cashier from selecting it. The report, however, will always show any advertising type that was selected in the past, even if deleted.

Company, Contact, Phone, Fax Optional contact information.

Comment Maintenance

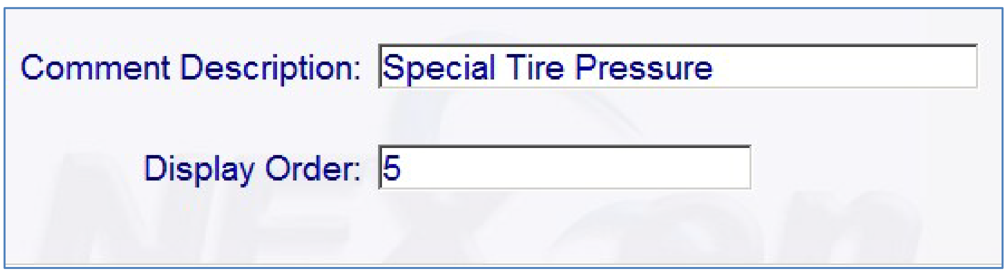
There are three types of comments supported in QuickTouch. All of the comment fields will allow you to either type the comment manually, or select from a pre-configured list. The three types of comments are:

Work Order Comments
Customer Comments
Service (Invoice) Comments

NexGen's Comment Maintenance function is where you manage the various comment types.

Work Order Comments

Work Order Comments print on the technician Work Order.

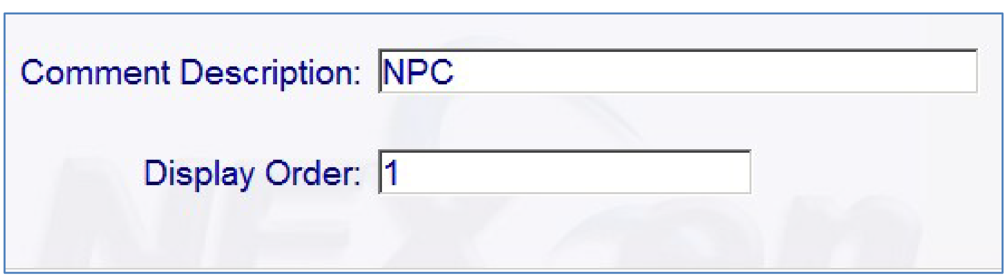


Comment Description Type in the comment description here.

Display Sort Order Indicate in which position you want the comment to appear.

Customer Comments

Customer comments do not print anywhere but are available during check-in and check-out. These are used for internal purposes, such as "NPC" for No Personal Checks, or conversational items such as "New Baby".

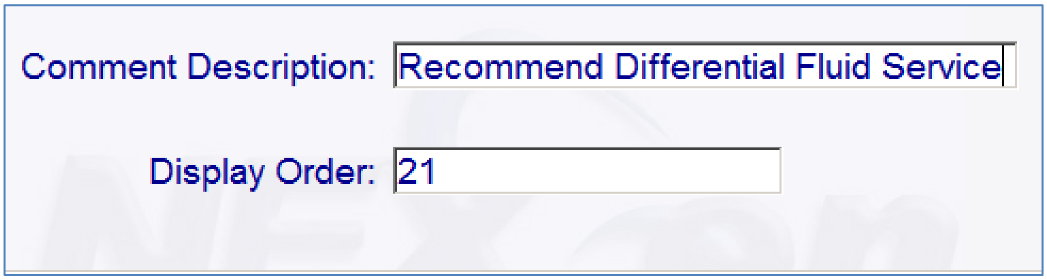


Comment Description Type in the comment description here.

Display Sort Order Indicate in which position you want the comment to appear.

Service Comments

Service Comments print on the final Invoice and are displayed in the Customer History screen.

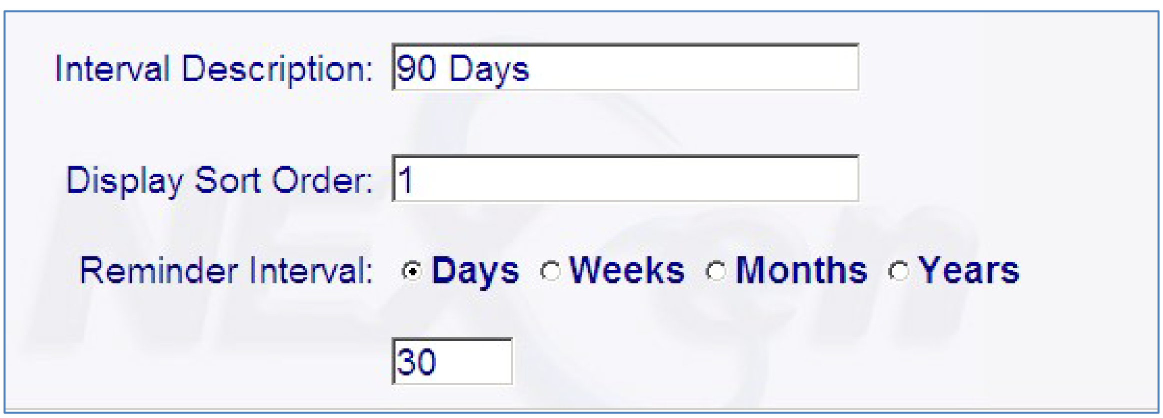


Comment Description Type in the comment description here.

Display Sort Order Indicate in which position you want the comment to appear.

Reminder Intervals

You can use NexGen to manage your reminder intervals.



Reminder Interval Pop-Up Description This is the description of the reminder period.

Display Sort Order Indicate in which position you want the reminder interval to appear.

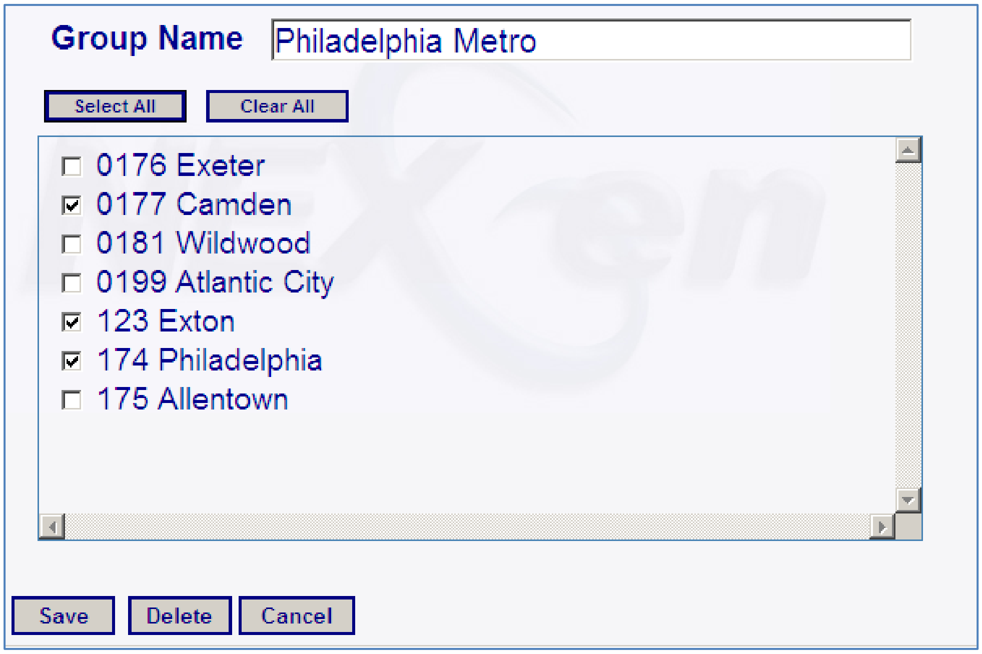
Reminder Interval Select the appropriate interval period and indicate the number of periods (i.e. “90 Days”, “3 Months”, etc).

Settings

The Settings section allows you to maintain all Store and Store Group information, as well as NexGen users, security groups and general NexGen options.

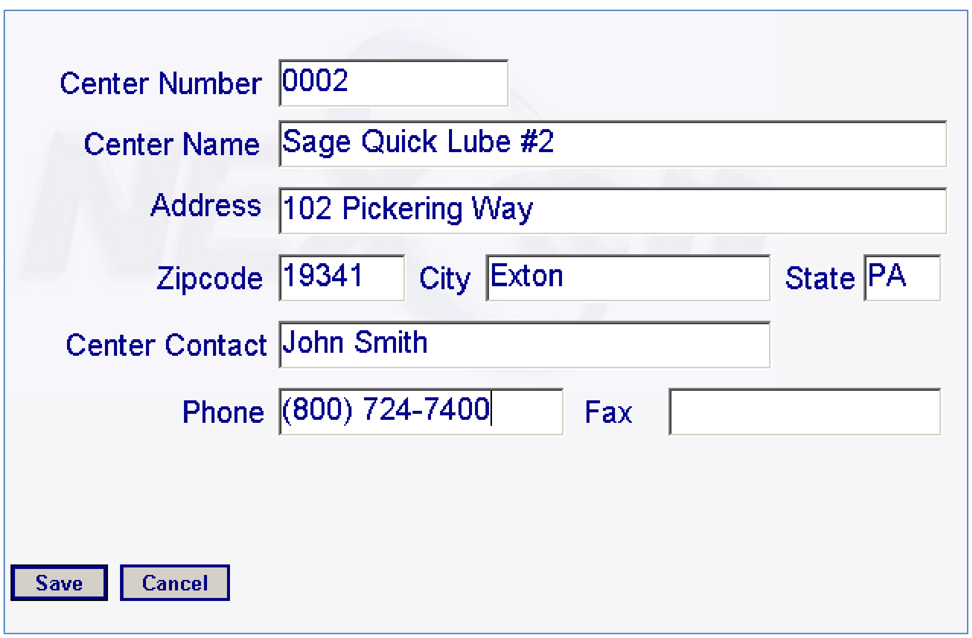
Group Maintenance

Create Store Groups to help manage different sets of stores. For instance, establish a North and South region if the stores serve different markets, so that your analysis reports are comparing apples to apples, or establish different groups if some stores carry inventory the others don't.



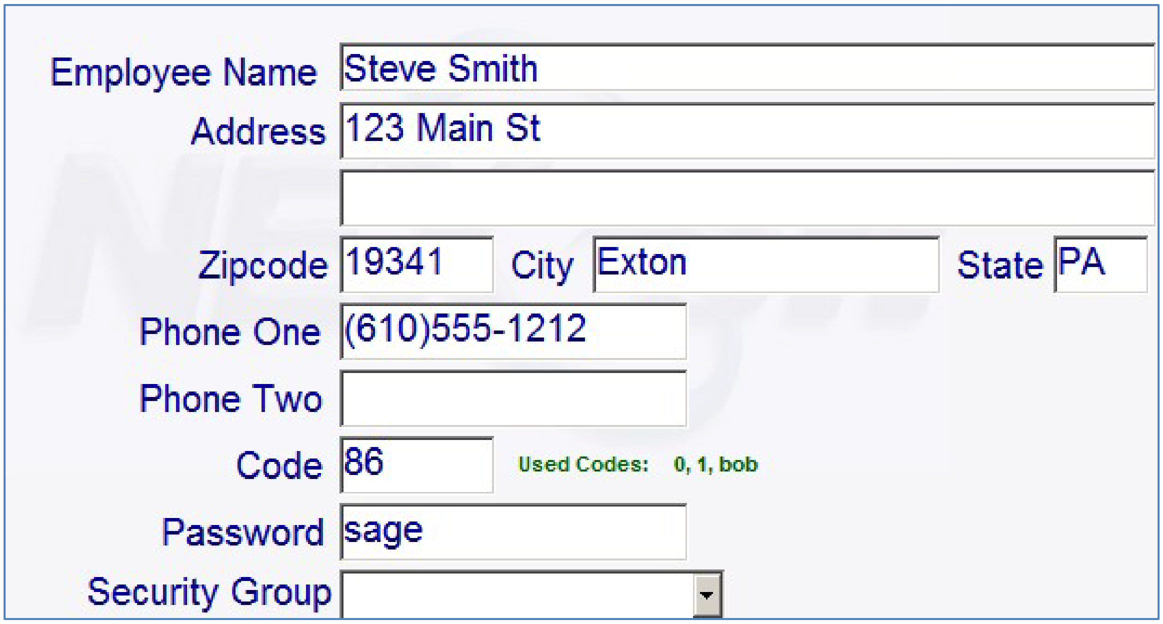
Store Maintenance

Store information can be updated from the Store Maintenance section.



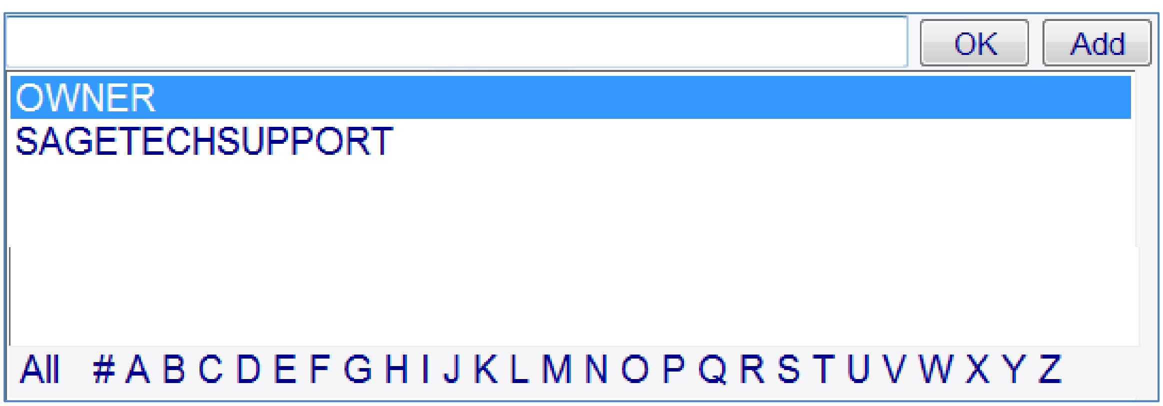
User Maintenance

All NexGen users can be added or deleted using the User Maintenance function. You will first need to create the appropriate Security Groups under User Security (ie, General Manager, Accountant, Inventory Manager, etc.- See following section), then you can add each individual as a NexGen User.



User Security

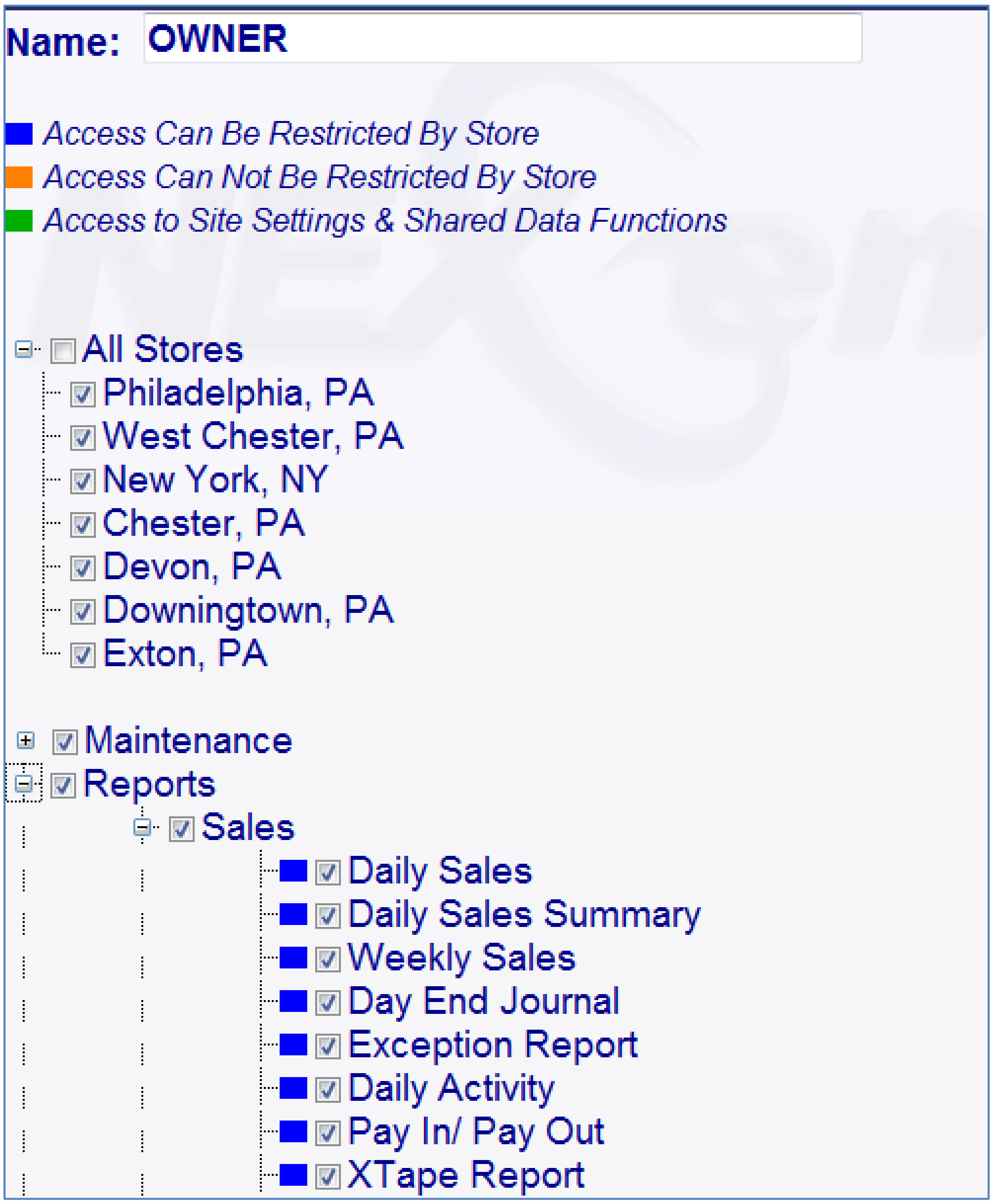
User Security allows you to add or remove Security Groups. Assigning an employee to a particular security group allows him/her access only to the areas of NexGen that you approved and selected.



Every screen in NexGen is represented by a button here, and you can Allow or Deny access to any screen. To allow a group access to a particular screen, push the associated button to make it checked.

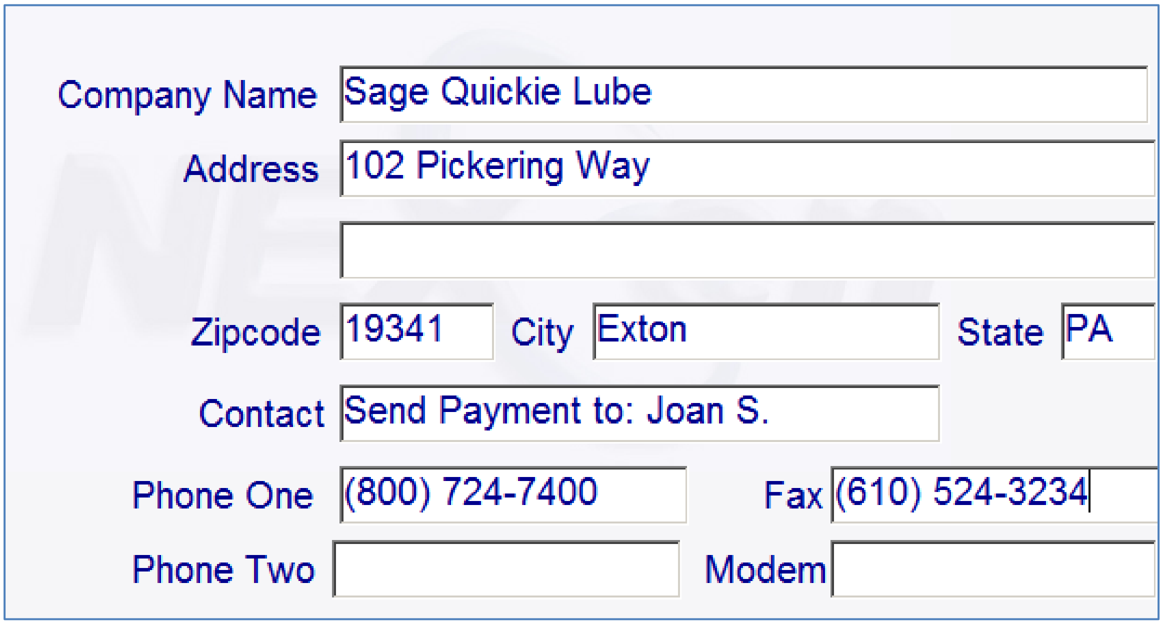
To deny access, press the button so that it becomes unchecked.

Since NexGen is menu-based, if you want to allow access to a particular screen, its higher-level menu item must also be allowed. In the example, if you want to allow members of the Owner group to view a 'Daily Sales Report', then you need to also allow access to the 'Reports' and 'Sales' menu.



COS Setup

NexGen's COS Setup is where the return addresses for Fleet Statements and Reminder Cards are configured.



- **Company Name** The Company Name will print on all reports, as well as Fleet Statements and Reminder Cards
- **Address, City, State, Zipcode** These fields will all print as the return address on Fleet Statements and Reminder Cards
- **Contact** This will print on Fleet Statements only
- **Phone One, Phone Two, Fax, Modem** These fields are informational only and do not print anywhere

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