

## Table of Contents

Table of Contents .....	1
1 Symbol Key .....	5
2 Sales Reports.....	7
2.1 Daily Sales Report .....	9
2.2 Daily Sales Summary.....	17
2.3 Weekly Sales Journal.....	21
2.4 Day End Journal.....	27
2.5 Exception Report .....	33
2.6 Daily Activity Reports .....	37
2.7 Pay In/Out Report .....	43
2.8 X-Tape Report .....	45
2.9 Tax Exempt Report.....	51
2.10 Vital Statistics .....	53
2.11 Daily Reconciliation .....	61
2.12 Co-Op Report.....	63
2.13 Till Report.....	69
2.14 Sales Description .....	73
3 Inventory Reports.....	75
3.1 Inventory Item Listing Report.....	77
3.2 Inventory Value Report.....	83
3.3 Inventory Worksheet.....	87
3.4 Stock Reorder Report.....	91
3.5 Vendor Listing Report .....	95
3.6 Stock Sales Report .....	97
3.7 Service Listing Report .....	101
3.8 Non-Service Labor Detail .....	105
3.9 Non-Service Parts Detail.....	107
3.10 Inventory Adjustment Report .....	111
3.11 Inventory Restocking Report .....	115
3.12 Certificate Activity Report.....	119

3.13	Certificate Omissions Report .....	121
4	Employee Reports .....	123
4.1	Employee Profile.....	125
4.2	Employee Time Sheet .....	129
4.3	Employee Earnings Report .....	133
4.4	Employee Sales Tracking.....	137
4.5	Bi-Weekly Timesheet Summary .....	143
5	Fleet Reports .....	145
5.1	Fleet Listing .....	147
5.2	Fleet Detail.....	149
5.3	Fleet Transaction.....	151
5.4	Aging Summary .....	153
5.5	Fleet Check Journal.....	157
5.6	Fleet Credit Journal.....	159
5.7	COS Comparison .....	161
5.8	Aging Snapshot.....	163
6	Marketing Reports .....	165
6.1	Zip Code Analysis.....	167
6.2	Coupon Usage Analysis .....	169
6.3	Advertising Type Analysis.....	173
6.4	Discount Analysis .....	175
6.5	Day of Week Report .....	179
6.6	First Visit vs. Repeat Visit Analysis .....	183
6.7	Time of Day Analysis .....	187
7	Marketing Analysis Reports.....	189
7.1	Advertising Analysis.....	191
7.2	Barcode Analysis .....	193
7.3	Barcode Detail.....	197
7.4	Coupon Effectiveness .....	201
7.5	Coupon Usage .....	203
7.6	Discount Usage .....	206
7.7	First vs. Repeat Analysis.....	209

7.8	Return Visit Analysis .....	213
7.9	Visit Interval Days .....	217
7.10	Visit Interval Mileage .....	221
7.11	Visit Interval Model .....	225
7.12	Visit Interval Year.....	229
7.13	Visit Interval Zip Code .....	233
7.14	Zip Code Usage.....	237
8	Sales Analysis Reports.....	241
8.1	Fleet Vehicle Sales.....	243
8.2	Sales Detail .....	247
8.3	Sales Summary.....	251
8.4	Service Detail.....	257
8.5	Service Summary .....	261
9	Operational Analysis Reports .....	265
9.1	Day of Week Analysis .....	267
9.2	Executive Summary .....	271
9.3	Time of Day Analysis .....	275
9.4	Vehicle Make/Model .....	279
9.5	Vehicle Registration.....	283
9.6	Vehicle Summary.....	287
9.7	Vehicle Year .....	288
9.8	Vehicle Year/Make/Model.....	291
9.9	Wait Time .....	295
10	Trend Analysis Reports.....	299
10.1	Profit/Cost Trend .....	301
10.2	Sales Trend.....	304
11	Comparative Analysis Reports .....	307
11.1	Car Counts .....	309
11.2	Cost of Sales .....	313
11.3	Coupon Comparison .....	317
11.4	Discount Comparison.....	321
11.5	Invoice Comparison .....	325

11.6	Non-Service Sales .....	329
11.7	Sales Count .....	333
11.8	Sales Percent .....	335
11.9	Sales Revenue .....	337
11.10	Service Count.....	339
11.11	Service Percent.....	341
11.12	Service Revenue.....	343
11.13	Service Sales .....	345

# 1 Symbol Key



Sales Reports



Inventory Reports



Employee Reports



Fleet Reports



Marketing Reports



Important



Should be reviewed Daily



Should be reviewed Weekly



Should be reviewed Monthly



Should be reviewed Yearly



## 2 Sales Reports

The NexGen website produces many Cash Management and Sales Reports that include all the information you will need to effectively manage your daily operations. All reports can be re-run at any time for any date range. Reports can be printed or simply viewed online through the NexGen website. The following are examples and explanations of all of the Cash Management and Sales Reports that are available from the NexGen website.







## 2.1 Daily Sales Report

### What is it?

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. It is one of the standard sales reports that can be optionally printed as part of every end-of-day closing process.

If Business Groups are enabled, then the Daily Sales Report will print an additional page of the Invoice Summary, Service Sales and Non-Service Sales sections for each Business Group. These subsequent sections will be printed on the pages following the Operator Detail section of the main report.

### Why is it useful?

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.

### Where is it?

Sales

### What's on it?

#### Invoice Summary

This section shows the number of invoices processed, Net Sales and Average Net Sale (Ticket Average), Average Cost per Invoice, and the Cost/Sales Ratio for the period.

#### Service Sales

This section displays type and number of services performed along with the % of total services sold, total Sales Amount and % of Sales of each.

#### Non-Service Sales

This section displays any product that was sold outside of a preset service. It includes the same detail as the Service Sales section above.

### Register Summary

Gross Total Sales (broken down into parts and labor), minus Discounts, Coupons, and Refunds, show Net Sales (broken down into taxable and non-taxable sales). Then, Net Sales plus Sales Tax, Fleet Payments (on account), cash Paid In, show Total Receipts into the drawer from all sources. Then, subtract Fleet Charge Sales and Cash Paid Out and it will show what the computer expects the drawer total to be - the Computed Total Balance. The Clerk Total Balance is what the operator actually counted, then minus the Starting Drawer Fund, shows Cash Over/Short for the day, the new Drawer Fund (Ending) for the next day, and finally, the actual Bank Deposit for the day!

The operator simply removes the Bank Deposit amount out of the cash and the remaining cash will equal the Cash Drawer Fund for the next day.

### Transaction Detail

This section displays all pay types and their amounts for the day or period. Pay in/Pay out activity is also recorded in this section.

### Operator Detail

This section is a breakdown of how many transactions were processed by each employee and the total sales amount of those transactions.

This is the most commonly used section for reporting Total Sales, Coupon and Discount usage, Net Sales, Sales Tax Collected and Fleet Account Charges. The breakdown of payment types, starting/ending cash drawer funds and bank deposit amounts are found in this section. This area of the DSR is what's used by most bookkeepers and accountants.



## What's in it?

A	Day being reported	The day that corresponds to the date for which the report was generated. This column shows the totals of each of the items listed
B	Week To Date	The Week-to-Date column lists the running totals of all days in the current week period for each of the items listed. The default closing day of the business week is Saturday. This can be changed to suit your actual week period by going to General Setup Options (QT 8-2-Week End Setup)
C	Month To Date	The Month-to-Date column lists the running totals of all days in the current month for each of the items listed
D	# of SVC	The total number of each service sold for the requested day, week or month
E	% of SVC	The percentage of services sold [D] compared to the total number of invoices for the day, week and month (percent of services = [D] / Total Invoices Processed)
F	Sales Amount	The cumulative sales amount of each service sold by day, week and month
G	% of Sale	The percentage of Sales Amount [F] compared to the Total Invoice Net Sales [L] (percent of sales = [F] / [L])
H	Total Sales	The total gross amount of all sales that were performed for the given day, week or month. This is broken down by Service Parts and Labor and Non-Service Parts Labor. The 'Service' sections include anything sold within a preset service. The 'Non-Service' sections display sales added to the invoice via the 'Parts' and 'Labor' buttons on the Blue Screen (aka Parts-On-The-Fly). This amount does not include coupons, discounts or sales tax (Total Sales = sum of all [F])
I	Discounts	The total dollar amount of all Discounts applied to invoices for the day, week or month
J	Coupons	The total dollar amount of all Coupons applied to invoices for the day, week or month
K	Refunds Before Tax	The total dollar amount of invoices that were refunded that day, week or month. Note: this may include invoices that were processed on previous days
L	Net Sales	The total gross amount of all sales [H] minus discounts [I], coupons [J] and Refunds [K] for the day, week or month. The Net Sales amount is broken down by Gift Card, Taxable, Non-Taxable and Tax Exempt Totals (Net Sales = [H] - ([I]+[J]+[K]))
M	Sales Tax	The total amount of all sales tax collected for the day, week or month excluding tax collected on a refunded invoice. Note: the total amount of Exempted Sales Tax will be shown on the next line
N	Fleet Account Payments	The total of all A/R payments-on-account posted to Fleet Account balances totaled for the day, week or month. These payments are added to the cash drawer for bank deposit purposes only
O	Paid In	The total amount of all cash register Pay Ins to the drawer for the day, week or month

P	Total Receipts	The total amount of all receipts of any type that are part of the cash drawer and the end-of-day bank deposit (Total Receipts = [L]+[M]+[N]+[O])
Q	Fleet Charge Sales	The total amount of all sales that were charged to fleet accounts. These charges do not affect the cash drawer or bank deposit
R	Cash Paid Out	The total amount of all Pay Outs for the day, week, or month. Generally these represent the on-the-fly purchases for parts or supplies and should have a matching receipt for each Paid Out
S	Day End Add-ons	The total amount of any miscellaneous cash added during the day-end closing using the green 'Add' button. This is a simple way to add outside cash to the bank deposit
T	Computed Total Balance	The total amount of money the computer expects to be in the drawer for the day, week or month (Computed Total Balance = [P]-[Q]-[R]+[S])
U	Clerk Total Balance	The actual amount of money in the drawer counted and verified by the cashier(s) at day-end closing. This includes the sum of all payment types as well as any fleet payments that were received that day
V	Starting Drawer Fund	The starting dollar amount in the cash drawer as determined by the previous day's Ending Drawer Fund amount [X]. This value can also be modified manually in the Starting Drawer Fund function
W	Cash Over (Short)	The total variance in dollar amount between the Computed Total Balance [T] and the Clerk Total Balance [U]
X	Ending Drawer Fund	The amount of money to be left in the cash drawer after the bank deposit [Y] has been removed from the cash portion of the Clerk Total Balance [U] (Ending Drawer Fund = [U]-[Y]). Note: The Ending Drawer Fund becomes the new Starting Drawer Fund [V] for the next business day
Y	Bank Deposit	The total amount of money removed from the cash and check portion of the Clerk Total Balance [U] that will be deposited into the bank. It is assumed that all checks will be included in the bank deposit. The cash amount can be modified if necessary
Z	Credit Card Vouchers	The total amount of all credit card payment types for the day, week or month. This section details the amount by each credit card type
AA	Report Header	This is a customized text field that can be used to show the location that the report was generated or other store specific information
AB	# of TRNS	The total number of transactions that were processed by a particular employee by day, week and month
AC	Total Sales	The total gross sales amount of all transactions that were processed by a particular employee by day, week and month
AD	Total Refunds	The total amount of refunds performed by a particular employee, by day, week and month



# Daily Sales Report

Sales

Date for which the report was generated

0099 EXTON

Tuesday, May 04, 2010

INVOICE SUMMARY	A → TUESDAY	B → WEEK TO DATE	C → MONTH TO DATE
TOTAL INVOICES PROCESSED	21	68	86
TOTAL INVOICE NET SALES	1,133.42	4,329.51	5,437.78
AVERAGE NET SALE	53.97	63.67	63.23
AVERAGE COST/INVOICE	19.05	20.54	21.26
TOTAL COST/NET SALE RATIO	35.3 %	32.3 %	33.6 %
TOTAL NON-QUICK SALES PROCESSED	18	58	74
TOTAL NON-Q.S. NET SALES	1,049.43	4,077.56	5,149.84
AVERAGE NON-Q.S. NET SALE	58.30	70.30	69.69
AVERAGE COST/VEHICLE	22.19	23.84	24.38
GIFT CARD INVOICE SALES	25.00	50.00	50.00
% OF TOTAL NET SALES	99.6 %	98.6 %	98.6 %
TOTAL QUICK SALES PROCESSED	1	6	7
TOTAL QUICK SALE NET SALES	3.99	61.95	77.94
GIFT CARD QUICK SALES	0.00	45.00	45.00
% OF TOTAL NET SALES	0.4 %	1.4 %	1.4 %
TOTAL GIFT CARD SALES PROCESSED	2	4	5
TOTAL GIFT CARD SALE NET SALES	55.00	95.00	115.00
% OF TOTAL NET SALES	4.9 %	2.2 %	2.1 %
TOTAL OTHERS PROCESSED	4	6	10

SERVICE SALES	D → TUESDAY				E → WEEK TO DATE				F → MONTH TO DATE			
SERVICES	# OF SVC	% OF SVC	SALES AMOUNT	% OF SALE	# OF SVC	% OF SVC	SALES AMOUNT	% OF SALE	# OF SVC	% OF SVC	SALES AMOUNT	% OF SALE
4x4 Full Service	10	48	504.59	40	24	35	1,237.59	27	27	31	1,410.54	24
Air Filter	1	5	9.99	1	6	9	129.94	3	7	8	144.93	2
ATF Fluid Exchange	2	10	259.98	20	5	7	649.95	14	6	7	779.94	13
Auto Trans Service	0	0	0.00	0	1	1	54.99	1	1	1	54.99	1
Breather Element	0	0	0.00	0	1	1	3.99	0	1	1	3.99	0
Engine Oil Flush	0	0	0.00	0	2	3	79.98	2	2	2	79.98	1
Front Diff Service	1	5	45.98	4	2	3	91.96	2	2	2	91.96	2
Fuel Filter	0	0	0.00	0	2	3	99.98	2	2	2	99.98	2
Fuel Injection Service	0	0	0.00	0	1	1	79.99	2	2	2	159.98	3
Full Service	3	14	139.77	11	26	38	1,133.63	25	39	45	1,757.87	30
Gift Certificate	3	14	80.00	6	8	12	190.00	4	9	10	210.00	4
Light Bulbs	3	14	11.97	1	5	7	19.95	0	5	6	19.95	0
Lube Only	0	0	0.00	0	0	0	0.00	0	1	1	8.95	0
Radiator Flush Service	0	0	0.00	0	0	0	0.00	0	1	1	69.99	1
Rear Diff Service	1	5	39.99	3	2	3	69.98	2	2	2	69.98	1
Serpentine Belt	0	0	0.00	0	3	4	179.97	4	4	5	239.96	4
Tire Rotation	2	10	24.98	2	7	10	106.94	2	7	8	106.94	2
Transfer Case	1	5	39.99	3	3	4	119.97	3	3	3	119.97	2
Wiper Blades	1	5	11.99	1	9	13	105.91	2	14	16	167.86	3

NON-SERVICE SALES	TUESDAY				WEEK TO DATE				MONTH TO DATE			
ITEM GROUP	# OF ITEM	% OF ITEM	SALES AMOUNT	% OF SALE	# OF ITEM	% OF ITEM	SALES AMOUNT	% OF SALE	# OF ITEM	% OF ITEM	SALES AMOUNT	% OF SALE
Air Filter	2	10	34.98	3	2	3	34.98	1	2	2	34.98	1
Coolants	1	5	6.99	1	5	7	29.95	1	5	6	29.95	1
Fuel Filters	1	5	39.99	3	1	1	39.99	1	1	1	39.99	1
Gear Oil	0	0	0.00	0	2	3	11.98	0	2	2	11.98	0
Light Bulbs	0	0	0.00	0	2	3	7.98	0	3	3	11.97	0

2/22/2012 4:29:43 PM

NEXen Reporting Services

Page 1

Date and time the report was printed

# Daily Sales Report

0099 EXTON

Sales

Tuesday, May 04, 2010

---

Non-Service Labor	3	14	18.97	1	11	16	98.93	2	12	14	103.93	2
Oil	0	0	0.00	0	2	3	6.00	0	2	2	6.00	0
Wiper Blades	0	0	0.00	0	1	1	11.99	0	1	1	11.99	0



# Daily Sales Report

Sales

AA

0099 EXTON

Tuesday, May 04, 2010

REGISTER SUMMARY		TUESDAY	WEEK TO DATE	MONTH TO DATE
H	TOTAL SALES	1,270.16	4,596.52	5,848.55
	SERVICE PARTS	763.41	2,873.37	3,694.59
	SERVICE LABOR	405.82	1,481.35	1,903.17
	NON-SERVICE PARTS	81.96	142.87	146.86
	NON-SERVICE LABOR	18.97	98.93	103.93
	LESS DISCOUNTS	(66.75)	(158.02)	(231.80)
J	COUPONS	(22.00)	(61.00)	(71.00)
L	REFUNDS BEFORE TAX	(47.99)	(47.99)	(107.97)
	NET SALES (with Gift Cards)	1,133.42	4,329.51	5,437.78
	GIFT CARDS	80.00	190.00	210.00
	TAXABLE TOTAL	931.66	3,694.49	4,664.89
	NON TAXABLE TOTAL	-12.00	-26.62	-26.62
	TAX EXEMPT TOTAL	133.76	471.65	589.52
	NET SALES (W/O Gift Cards)	1,053.42	4,139.51	5,227.78
M	SALES TAX	53.03	221.71	279.95
	SALES TAX COLLECTED	58.79	224.59	286.43
	SALES TAX REFUNDED	-2.88	-2.88	-6.48
	SALES TAX EXEMPTED	-8.03	-28.31	-35.39
O	FLEET ACCOUNT PAYMENTS	88.95	88.95	88.95
	PAID IN	8.45	10.80	14.36
Q	TOTAL RECEIPTS	1,286.73	4,650.97	5,821.04
	LESS: FLEET CHARGE SALES	(133.76)	(670.79)	(788.66)
	CASH PAID OUT	(25.00)	(40.00)	(65.00)
S	PLUS: DAY END ADD ONS	0.00	0.00	0.00
	COMPUTED TOTAL BALANCE	1,127.97	3,940.18	4,967.38
U	CLERK TOTAL BALANCE	1,326.94		
	STARTING DRAWER FUND	200.00		
	CASH OVER (SHORT)	(1.03)	(1.03)	0.26
W	ENDING DRAWER FUND	200.00		
	BANK DEPOSIT	399.38	1,059.85	1,402.25
	CURRENCY AND COIN	61.90	462.95	637.95
	CHECKS	337.48	596.90	764.30
Y	CREDIT CARD VOUCHERS	727.56	2,869.30	3,553.80
	Debit	245.47	866.12	1,012.79
	Discover	170.37	800.14	1,007.78
	Gift Cert	25.00	115.00	115.00
	MasterCard	191.57	561.18	736.85
	Visa	95.15	526.86	681.38

TRANSACTION DETAIL		TUESDAY	WEEK TO DATE	MONTH TO DATE
TRANSACTION TYPES				
	CASH REFUNDS	-50.87 1	-50.87 1	-114.45 2
	CASH	130.35 3	554.05 10	815.77 13
	CHECK	248.53 3	507.95 7	701.34 11
	MASTERCARD	191.57 2	561.18 8	736.85 10
	VISA	95.15 2	526.86 8	679.98 11
	DISCOVER	170.37 4	800.14 12	1,007.78 13
	DEBIT	245.47 6	866.12 14	986.80 17
	GIFT CERT	25.00 1	115.00 4	115.00 4
	FLEET	133.76 2	670.79 10	788.66 13
	PAY-IN	8.45 1	10.80 2	14.36 3
	CASH PAY-IN	8.45 1	10.80 2	14.36 3
	PAY-OUT	25.00 1	40.00 2	65.00 3
	CASH PAY-OUT	25.00 1	40.00 2	65.00 3
	REFUNDS	50.87 1	47.99 1	107.97 2
	VOIDS	34.97 1	34.97 1	87.96 2

# Daily Sales Report

Sales

0099 EXTON

Tuesday, May 04, 2010

OPERATOR DETAIL	TUESDAY			WEEK TO DATE			MONTH TO DATE		
OPERATOR	# OF TRNS	TOTAL SALES	TOTAL REFUNDS	# OF TRNS	TOTAL SALES	TOTAL REFUNDS	# OF TRNS	TOTAL SALES	TOTAL REFUNDS
1 - Ron Young	21	1,266.17	50.87	65	4,426.59	50.87	84	5,678.62	114.45
2 - Joe Wilson	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00
4 - Brian Jones	1	3.99	0.00	1	3.99	0.00	1	3.99	0.00
5 - Rich Lewis	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00
6 - Mark Harris	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00



## 2.2 Daily Sales Summary

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Sales

### What's on it?

#### Transaction Summary

This area focuses on invoicing and shows summaries of gross sales, minus coupons, refunds, discounts, to calculate Net Sales. The report then adds your sales tax and gift (card) sales to calculate your Ticket Total.

In addition, there is a series of operational statistics that detail the realities of the day's activity in the store. They include number of invoices, average service time, ticket average and amount over base amount, bay times and counts, and daily open and close times.

#### Transaction Analysis

This area of the report details totals by pay type and lists pay-ins and outs.

#### Labor Analysis

This area focuses on labor cost as a percentage of your net sales. This is a great tool to use as a yardstick to keep labor costs within a profitable range. Note: if you do not use QuickTouch to clock-in and clock-out your employees the report will display zeroes in the wages and labor cost fields. Cost of goods is then subtracted to show a Gross Profit amount.

#### Coupon/Discount Analysis

This analysis is a detailed breakdown of coupons and discounts showing total amounts for the day.

#### Inventory Analysis

This analysis displays a starting dollar amount of your total inventory value, plus/minus any adjustments and then an ending inventory value.

### What's in it?

A	Gross Total Sales	Total dollar amount of daily sales before coupons, discounts and refunds for the date(s) specified in the report options
B	Coupons	Total dollar amount of coupons redeemed
C	Refunds	Total dollar amount of refunds applied
D	Discounts	Total dollar amount of discounts applied
E	Net Sales	Net Sales is your total dollar amount after coupons, discounts, and refunds have been applied $([A] - [B] - [C] - [D] = [E])$
F	Sales Tax	Total dollar amount of sales tax applied to the invoices
G	Ticket Total	Ticket Total is your Net Sales amount with sales tax and gift card sales added $([E] + [F] + [G] = [H])$
H	Gift Sales	Total dollar amount of gift card sales
I	Number of Non Quick-Sale Tickets	Total number of non-Quick Sale service invoices processed
J	Average time per ticket	The average time it took to complete service on customer vehicles
K	Store Ticket Count	Total of all Quick Sale and Non Quick Sale invoices
L	Store Ticket Average	Average dollar amount of all invoice types $([H] / [K] = [L])$
M	Store Base Ticket	This amount is specified in General Setup Options (QT 8-2-Center Defaults, page 2). The amount entered is specific to each business, but the price of your regular full service oil change is what's most commonly used
N	\$ Over Base Ticket	The dollar amount over your base ticket $([L]-[M]=N)$
O	Average ticket greater than \$5.00	Store Ticket Average [L] excluding any invoices that were less than \$5.00
P	Average ticket greater than \$10.00	Store Ticket Average [L] excluding any invoices that were less than \$10.00
Q	Average ticket greater than \$15.00	Store Ticket Average [L] excluding any invoices that were less than \$15.00
R	First till opened at	If you are using multiple tills, this is the system time in which the first till was verified as open (Note: If run for a date range it will say NA)
S	Day End Closing at	The system time in which the End of Day processing took place on the day being reported (Note: If run for a date range it will say NA)
T	Location	Role and location of the computer where service time and invoice count will be calculated
U	Times	The average time per ticket for each location
V	Counts	The total invoice count for each location
W	Transaction Types	Daily sales amount totals detailed by pay type
X	Credit Card Vouchers	Daily sales amount of transactions using the 'Credit Card' pay types



Y	Ticket Total	Sum of all pay types
Z	Total Salaried Hours	Total amount of time in which salaried or non-hourly employees were clocked into the system during the period being reported
AA	Total Non-Salaried Hours	Total amount of time in which hourly employees were clocked into the system during the period being reported
AB	Non Salaried Hours per Car	Average hours per car to be paid to hourly employees for the day being reported
AC	Total Non Salaried Wages	Total wages to be paid to hourly employees for the day being reported. Calculated by multiplying the individual employee's hours worked by their current pay rate. Total wages is the sum of all employees' individual wages
AD	Non Salaried Wages per Car	Average number of hours to be paid to hourly employees for each vehicle
AE	Net Sales	Net Sales is your total revenues after coupons, discounts, and refunds have been applied (see [E] above)
AF	Non-Salaried Labor as Percent of Sales	The percentage of labor compared to the net sales ( $[AB] / [AE] = [AF]$ )
AG	Non-Salaried Labor cost per ticket	Total non-salaried wages divided by the number of invoices ( $[AA] / [K] = [AG]$ )
AH	Cost of Goods Sold	The dollar amount your store has spent on the parts portion of the invoices (cost of goods)
AI	Cost of Goods Percent Sold	Cost of goods divided by net sales as a percentage ( $[AE] / [AB] \times 100 = [AI]$ )
AJ	Profit Before Overhead	Net sales minus wages and cost of goods gives a Gross Profit amount ( $[AB] - [AA] - [AE] = [AJ]$ )
AK	Coupons	Total dollar amount of all coupons used with a detail of the individual coupons included
AL	Discounts	Total dollar amount of all discounts used with a detail of the individual discounts included





## 2.3 Weekly Sales Journal

### What is it?

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, page 7) in providing comprehensive sales details of all transaction activity. It differs from the DSR by showing detail for every day of the prior week. This report prints automatically when you close your week. If you need to reprint the WSJ for a prior week, be sure to enter the date of the last business day of that week.

### Why is it useful?

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!

### Where is it?

Sales

### What’s on it?

#### Service Order Tickets

This section displays counts and average sales amounts for all invoices, gift cards and quick sale transactions for the week specified. This information is similar to the DSR Invoice Summary except that it is displayed in a Sunday-Saturday format. Week to Date, Month to Date, and additionally, Year to Date totals are displayed.

#### Service Sales

Is a listing of each service, by name currently set up in your system, followed by a total sales amount for each of these services sold for each day of the week being reported. Week to Date, Month to Date, and Year to Date totals are displayed in this section of the report.

#### Non-Service Sales

This section displays any product that was sold outside of a preset service. It includes the same detail as the Service Sales section above.

#### Service Counts

Similar to the Service Sales section of the report, this information shows all of your services providing a total invoice count for each service.

#### Non-Service Counts

This section displays any product that was sold outside of a preset service. It includes the same detail as the Service Counts section above.

## Register Summary

This section is similar to the DSR Register Summary except that it provides daily register detail for every day of the week. Similar to the other sections of the Weekly Sales Journal, Week to Date, Month to Date, and Year to Date totals are also displayed in this section of the report.

### What's in it?

A	Description	Refers to several descriptions in this column throughout the report including; Service Names, Pay Types and Register Details
B	Day of Week	Displayed in a Sunday through Saturday format, each column shows corresponding sales numbers for each day of the week, throughout the report
C	Week to Date Total	The Week-to-Date column lists the running totals of all days in the current week period for each of the items listed. Note: The default closing day of the business week is Saturday. This can be changed to match your business week by going to General Setup Options (QT 8-2-Week End Setup)
D	Month to Date Total	The Month-to-Date column lists the running totals of all days in the current month for each of the items listed
E	Year to Date Total	The Year-to-Date column lists the running totals of all days and months in the current year for each of the items listed
F	Invoice Count Total	Displays a total count of all invoices processed for each day of the week
G	Invoice Average Net Sale	Displays the Ticket Average for the day, week, month and year ( $[G] = [S] / [F]$ )
H	Quick Sale Count Total	Displays a total count of all Quick Sales processed for each day of the week
I	Quick Sale Average Net Sale	Displays a Ticket Average of Quick Sales for the day, week, month and year
J	Gift Card Count Total	Displays a total count of all Gift Card sales processed for each day of the week
K	Gift Card Average Net Sale	Displays a Ticket Average of Gift Card sales for the day, week, month and year
L	Service Sales	Lists every service name (currently set up on your system) followed by a total sales amount for each of these services sold for every day of the week
M	Non Service Sales	This section displays any product that was sold outside of a preset service. It includes a total sales amount for every day of the week
N	Service Counts	A total invoice count for each service in your system for every day of the week
O	Non Service Counts	A total invoice count for any product that was sold outside of a preset service for every day of the week
P	Register Summary	Provides daily sales, tax and register totals for every day of the week. Note: see DSR for line item details



Q	Total Sales	The total gross amount of all sales that were performed for the day, week, month and year. This is broken down by Service Parts and Labor and Non-Service Parts and Labor. The 'Service' sections include anything sold within a preset service. The 'Non-Service' sections display sales added to the invoice via the 'Parts' and 'Labor' buttons on the Blue Screen (aka Parts-On-The-Fly). This amount does not include coupons, discounts or sales tax
R	Less Discounts, Coupons, Refunds	This shows all types of discounts that were applied to total sales amount [Q] in order to arrive at the Net Sales Amount [S]
S	Net Sales	The Total Sales amount minus Discounts, Coupons, and Refunds (Net Sales = [Q] - sum of [R])
T	Taxable Total	Amount of total net sales which are taxable goods and services
U	Non Tax Total	Amount of total net sales which were non-taxable goods or services
V	Tax Exempt Total	Amount of total net sales which had a tax-exempt status
W	Gift Card Total	Amount of net sales of gift cards. Note: gift card sales need to be set up through your credit card processor. Gift card sales are typically not treated as sales until they are redeemed. Talk to your accountant for more information on gift card accounting
X	Sales Tax, Collected, Refunded	Displays Sales Tax Collected and Sales Tax Refunded
Y	Sales Tax Exempted	The total amount of Sales tax that was exempted from sales
Z	Fleet Account Payments	The total of all A/R payments-on-account posted to Fleet Account balances. These payments are added to the cash drawer for bank deposit purposes only
AA	Paid In	Total of all Pay Ins done into the cash drawer
AB	Total Receipts	The total amount of all receipts of any type that are part of the cash drawer and the end-of-day bank deposit (Total Receipts = [S]+[X]+[Z]+[AA])

# Weekly Sales Journal

Date for which the report was generated **0099 EXTON**  
 Saturday, May 08, 2010

## Sales

DESCRIPTION	Sun	Mon	Tue	Wed	Thu	Fri	Sat	WEEK TO DATE TOTAL	MONTH TO DATE TOTAL	YEAR TO DATE TOTAL
<b>SVC. ORDER TICKETS</b>										
INVOICE COUNT TOTAL	21	18	18	17	15	18	18	125	141	160
INVOICE AVE. NET SALE	76.43	79.06	58.30	59.63	68.09	74.12	67.57	69.30	69.04	74.79
QUICK SALE COUNT TOTAL	2	3	1	1	1	1	1	10	11	13
QUICK SALE AVE. NET SALE	15.99	8.66	3.99	11.99	22.98	19.99	19.99	13.69	13.90	16.77
GIFT CARD COUNT TOTAL	2	1	2	0	0	0	0	5	6	7
GIFT CARD AVE. NET SALE	32.50	45.00	40.00	0.00	0.00	0.00	0.00	46.00	41.67	39.29
<b>SERVICE SALES</b>										
4x4 Full Service	352.10	380.90	504.59	107.37	85.98	463.37	363.89	2,258.20	2,431.15	2,880.05
Air Filter	107.96	11.99	9.99	19.99	0.00	41.98	0.00	191.91	206.90	323.86
ATF Fluid Exchange	259.98	129.99	259.98	0.00	0.00	259.98	129.99	1,039.92	1,169.91	1,429.89
Auto Trans Service	54.99	0.00	0.00	54.99	0.00	0.00	0.00	109.98	109.98	365.88
Breather Element	3.99	0.00	0.00	0.00	0.00	3.99	0.00	7.98	7.98	19.95
Engine Oil Flush	0.00	79.98	0.00	39.99	0.00	39.99	0.00	159.96	159.96	199.95
Front Diff Service	0.00	45.98	45.98	0.00	0.00	39.99	0.00	131.95	131.95	223.91
Fuel Filter	49.99	49.99	0.00	0.00	49.99	49.99	0.00	199.96	199.96	299.94
Fuel Injection Service	0.00	79.99	0.00	79.99	159.98	79.99	159.98	559.93	639.92	799.90
Full Service	545.46	448.40	139.77	594.85	586.87	299.43	519.86	3,134.64	3,758.88	4,179.76
Gift Certificate	65.00	45.00	80.00	25.00	0.00	15.00	0.00	230.00	250.00	275.00
Light Bulbs	3.99	3.99	11.97	0.00	9.99	3.99	0.00	33.93	33.93	47.91
Lube Only	0.00	0.00	0.00	0.00	8.95	0.00	0.00	8.95	17.90	17.90
Manual Transmission	0.00	0.00	0.00	0.00	0.00	29.99	0.00	29.99	29.99	29.99
P C V Valve	0.00	0.00	0.00	5.99	0.00	0.00	6.99	12.98	12.98	24.96
Radiator Flush Service	0.00	0.00	0.00	69.99	79.99	0.00	0.00	149.98	219.97	429.94
Rear Diff Service	0.00	29.99	39.99	0.00	0.00	29.99	0.00	99.97	99.97	166.95
Serpentine Belt	119.98	59.99	0.00	0.00	59.99	59.99	69.99	369.94	429.93	669.89
Tire Rotation	50.98	30.98	24.98	19.99	39.98	19.99	39.98	226.88	226.88	246.87
Transfer Case	39.99	39.99	39.99	0.00	0.00	29.99	0.00	149.96	149.96	226.94
Wiper Blades	11.99	81.93	11.99	22.98	22.98	0.00	0.00	151.87	213.82	237.80
<b>NON-SERVICE SALES</b>										
MISC. LABOR	37.99	41.97	18.97	6.99	13.98	6.99	6.99	133.88	138.88	238.87
Air Filter	0.00	0.00	34.98	0.00	0.00	0.00	14.99	49.97	49.97	49.97
Cabin Air Filter	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	44.99
Coolants	17.97	4.99	6.99	9.98	12.98	4.99	4.99	62.89	62.89	75.87
Fuel Filters	0.00	0.00	39.99	0.00	0.00	0.00	0.00	39.99	39.99	39.99
Gear Oil	11.98	0.00	0.00	0.00	0.00	0.00	0.00	11.98	11.98	11.98
Light Bulbs	0.00	7.98	0.00	0.00	0.00	3.99	0.00	11.97	15.96	19.95
Oil	0.00	6.00	0.00	0.00	0.00	0.00	0.00	6.00	6.00	6.00
Transmission Kits	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	25.99
Wiper Blades	11.99	0.00	0.00	11.99	0.00	0.00	0.00	23.98	23.98	45.96
<b>SERVICE COUNTS</b>										
4x4 Full Service	6	8	10	3	2	9	7	45	48	58
Air Filter	4	1	1	1	0	2	0	9	10	14
ATF Fluid Exchange	2	1	2	0	0	2	1	8	9	11
Auto Trans Service	1	0	0	1	0	0	0	2	2	6
Breather Element	1	0	0	0	0	1	0	2	2	5
Engine Oil Flush	0	2	0	1	0	1	0	4	4	5
Front Diff Service	0	1	1	0	0	1	0	3	3	5
Fuel Filter	1	1	0	0	1	1	0	4	4	6
Fuel Injection Service	0	1	0	1	2	1	2	7	8	10
Full Service	13	10	3	14	13	7	11	71	84	95
Gift Certificate	3	2	3	1	0	1	0	10	11	12



# Weekly Sales Journal

0099 EXTON

Sales

Saturday, May 08, 2010

DESCRIPTION	Sun	Mon	Tue	Wed	Thu	Fri	Sat	WEEK TO DATE TOTAL	MONTH TO DATE TOTAL	YEAR TO DATE TOTAL
Light Bulbs	1	1	3	0	1	1	0	7	7	9
Lube Only	0	0	0	0	1	0	0	1	2	2
Manual Transmission	0	0	0	0	0	1	0	1	1	1
P C V Valve	0	0	0	1	0	0	1	2	2	4
Radiator Flush Service	0	0	0	1	1	0	0	2	3	6
Rear Diff Service	0	1	1	0	0	1	0	3	3	5
Serpentine Belt	2	1	0	0	1	1	1	6	7	11
Tire Rotation	3	2	2	1	2	1	2	13	13	14
Transfer Case	1	1	1	0	0	1	0	4	4	6
Wiper Blades	1	7	1	2	2	0	0	13	18	20

O → **NON-SERVICE COUNTS**

MISC. LABOR	3	5	3	1	2	1	1	16	17	24
Air Filter	0	0	2	0	0	0	1	3	3	3
Cabin Air Filter	0	0	0	0	0	0	0	0	0	1
Coolants	3	1	1	2	2	1	1	11	11	13
Fuel Filters	0	0	1	0	0	0	0	1	1	1
Gear Oil	2	0	0	0	0	0	0	2	2	2
Light Bulbs	0	2	0	0	0	1	0	3	4	5
Oil	0	2	0	0	0	0	0	2	2	2
Transmission Kits	0	0	0	0	0	0	0	0	0	1
Wiper Blades	1	0	0	1	0	0	0	2	2	4

# Weekly Sales Journal

0099 EXTON

Sales

Saturday, May 08, 2010

DESCRIPTION	Sun	Mon	Tue	Wed	Thu	Fri	Sat	WEEK TO DATE TOTAL	MONTH TO DATE TOTAL	YEAR TO DATE TOTAL
<b>P</b> REGISTER SUMMARY										
<b>Q</b> TOTAL SALES	1,746.33	1,580.03	1,270.16	1,070.09	1,131.66	1,483.62	1,317.65	9,599.54	10,851.57	13,656.81
SERVICE PARTS	1,113.63	996.33	763.41	553.34	656.90	959.87	788.90	5,831.38	6,652.60	8,331.29
SERVICE LABOR	552.77	522.76	406.82	487.79	448.80	507.78	501.78	3,427.50	3,849.32	4,765.95
NON-SERVICE PARTS	41.94	18.97	81.96	21.97	12.98	8.98	19.98	206.78	210.77	320.70
NON-SERVICE LABOR	37.99	41.97	18.97	6.99	13.98	6.99	6.99	133.88	138.88	238.87
<b>R</b> LESS: DISCOUNTS	(34.32)	(56.95)	(66.75)	(16.35)	(60.30)	(70.23)	(2.50)	(307.40)	(381.18)	(456.47)
COUPONS	(10.00)	(29.00)	(22.00)	(3.00)	(27.00)	(44.25)	(17.00)	(152.25)	(162.25)	(186.25)
REFUNDS BEFORE TAX	(0.00)	(0.00)	(47.99)	(0.00)	(0.00)	(0.00)	(0.00)	(109.98)	(169.96)	(554.90)
<b>S</b> NET SALES (With Gift Cards)	1,702.01	1,494.08	1,133.42	1,050.74	1,044.36	1,369.14	1,236.16	9,029.91	10,138.18	12,459.19
TAXABLE TOTAL	1,421.21	1,341.62	931.66	792.41	929.42	1,297.16	1,183.18	7,896.65	8,867.05	10,616.03
NONTAX TOTAL	-14.62	0.00	-12.00	0.00	0.00	-3.00	0.00	-29.62	-29.62	15.37
<b>T</b> TAX EXEMPT TOTAL	230.43	107.46	133.76	233.33	114.95	59.98	52.98	932.88	1,050.75	1,562.79
<b>U</b> GIFT CARD TOTAL	65.00	45.00	80.00	25.00	0.00	15.00	0.00	230.00	250.00	275.00
<b>V</b> NET SALES (W/O Gift Cards)	1,637.01	1,449.08	1,053.42	1,025.74	1,044.36	1,354.14	1,236.16	8,799.91	9,888.18	12,184.19
<b>W</b> SALES TAX	85.28	80.52	55.91	47.56	55.78	77.85	71.01	473.91	532.15	637.10
SALES TAX COLLECTED	85.28	80.52	58.79	47.56	55.78	77.85	74.73	480.51	542.35	670.40
SALES TAX REFUNDED	(0.00)	(0.00)	(2.88)	(0.00)	(0.00)	(0.00)	(3.72)	(6.60)	(10.20)	(33.30)
<b>X</b> SALES TAX EXEMPTED	(13.83)	(6.45)	(8.03)	(14.00)	(6.90)	(3.60)	(3.18)	(55.99)	(63.07)	(93.20)
<b>Y</b> FLEET ACCOUNT PAYMENTS	0.00	0.00	88.95	0.00	0.00	0.00	0.00	88.95	88.95	336.89
<b>Z</b> PAID IN	2.35	0.00	8.45	8.95	0.00	15.62	0.00	35.37	38.93	63.93
<b>AA</b> TOTAL RECEIPTS	1,789.64	1,574.60	1,286.73	1,107.25	1,100.14	1,462.61	1,307.17	9,628.14	10,796.21	13,497.11
LESS: FLEET SALES	(230.43)	(306.60)	(133.76)	(233.33)	(42.99)	(36.03)	(122.91)	(1,106.05)	(1,223.92)	(1,707.78)
CASH PAID OUT	(15.00)	(0.00)	(25.00)	(25.00)	(0.00)	(25.00)	(0.00)	(90.00)	(115.00)	(150.00)
PLUS: DAY END ADD ONS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>AB</b> TOTAL BALANCE	1,544.21	1,268.00	1,127.97	848.92	1,057.15	1,401.58	1,184.26	8,432.09	9,459.29	11,639.33
CASH OVER (SHORT)	0.00	0.00	-1.03	0.00	0.00	9.60	0.00	8.57	9.86	9.86
STARTING DRAWER FUND	190.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
ENDING DRAWER FUND	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00
BANK DEPOSIT	367.14	293.33	399.38	163.44	239.40	374.15	273.91	2,110.75	2,453.15	2,994.52
CURRENCY & COIN	231.50	169.55	61.90	115.76	118.69	151.60	85.30	934.30	1,109.30	1,215.15
CHECKS	135.64	123.78	337.48	47.68	120.71	222.55	188.61	1,176.45	1,343.85	1,779.37
CREDIT CARDS	1,167.07	974.67	727.56	685.48	817.75	1,037.03	910.35	6,319.91	7,004.41	8,654.67
DEBIT	307.50	313.15	245.47	34.97	148.90	241.32	165.33	1,456.64	1,603.31	1,829.76
DISCOVER	323.22	306.55	170.37	186.51	222.37	340.92	218.30	1,768.24	1,975.88	2,500.54
GIFT CERT	65.00	25.00	25.00	25.00	15.00	25.00	0.00	180.00	180.00	255.00
MASTERCARD	292.68	76.93	191.57	135.27	288.22	300.99	367.74	1,653.40	1,829.07	2,168.20
VISA	178.67	253.04	95.15	303.73	143.26	128.80	158.98	1,261.63	1,416.15	1,901.17



## 2.4 Day End Journal

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Sales

### What's on it?

#### System Totals Before Adjustments

Displays the total dollars received for each pay type for the day. The numbers are what the system believes your totals to be before any operator verification has been made.

#### Clerk Cash Drawer Totals

The 'Clerk' refers to the operator that is counting the drawer and verifying all the pay types as part of the end-of-day close process. As each of the cash, coins, checks and credit cards are counted and verified, the cash drawer detail will be displayed here. The operator has the option of simply verifying the total amounts rather than counts of individual denominations, in which case the report will display "No Cash Drawer Detail to Report" and display only a verified total. See 'Day-End Closing' procedures section for more details on cash drawer reconciliation.

#### Clerk Cash Drawer Summary

Shows a side-by-side comparison of the totals the system expected for all pay types compared to the actual totals verified in the drawer. This section allows you to easily identify discrepancies in the drawer overages or shortages for the day.

#### Fleet Charge Summary

This summary does not affect the cash drawer and is displayed for documentation purposes only. It is a summary of all charges made to fleet accounts for the day. No end of day verification is required for fleet transactions that are posted to the accounts receivable, therefore only list of activity is displayed.

## What's in it?

A	System Totals Before Adjustments	The totals of each pay types that the computer expects to be in the drawer before you begin day end processing. The total of all types is displayed at the bottom of this section
B	Clerk Cash Drawer Totals	The actual drawer amounts counted and verified by the operator as part of the day end closing
C	Cash Reconciliation	If you choose to verify each denomination in your cash drawer, the Cash Reconciliation will be displayed showing the detail. If the operator verifies only the overall total, the system will display "No Reconciliation Available"
D	Your Verified Total	This will display the actual amount that you verified during day end processing, or if using multiple tills, it will refer you to the individual Till Reports for the detail
E	System Total	The amount of cash and coins the system has calculated throughout the business day. If [D] and [E] do not match, look for discrepancies
F	Check	List of all checks (pay type was "Check") the operator verified
G	Your Total	Sum off all checks verified by the operator
H	System Total	The amount of checks the system has calculated throughout the business day. If [G] and [H] do not match, look for discrepancies
I	Credit	A listing of all credit card-type invoices showing each of the pay types you have set up in the system. See 'System Management' in the "Sage Reference Manual" for information on setting up pay types.
J	Your Total	Operator verified sums of each of the credit card pay types
K	System Total	The amounts for each credit card pay type that the system has calculated throughout the business day. If [J] and [K] do not match for any pay type, look for discrepancies
L	Clerk Cash Drawer Summary	A complete listing of all totals for all pay types showing both what the computer calculated for each and then what the operator counted
M	System (column)	The amount the system has calculated for all pay types throughout the business day
N	Yours (column)	Operator's sum of all verified totals for all pay types
O	Totals	Totals for system and operator verified amounts for all pay types
P	Fleet Charge Summary	A listing of all charge account transactions (pay type "Fleet") for the current day. These are for documentation only since they do not affect the cash drawer or bank deposit
Q	System Total	The total amount of fleet charges the system has calculated throughout the business day
R	Report Header	A customized text field that can be used to show the location for which the report was generated or other store specific information



# Day End Journal

0099 EXTON

Sales

May 01, 2010

## A → System Totals Before Adjustments

Cash	525.01	5
Check	0.00	0
AMEX	0.00	0
Comp	0.00	0
Debit Card	0.00	0
Discover	137.15	1
Gift Card	0.00	0
Visa-MC	744.50	11
	<hr/>	
	1,406.66	17

## Adjustments To System Totals

Type	Cust Name	Pay Type	Amount	Reason
------	-----------	----------	--------	--------

## B → Clerk Cash Drawer Totals

### C → Cash Reconciliation

\$100.00 Bills:	0 @	0.00
\$50.00 Bills:	0 @	0.00
\$20.00 Bills:	16 @	320.00
\$10.00 Bills:	6 @	60.00
\$5.00 Bills:	16 @	80.00
\$1.00 Bills:	51 @	51.00
Quarters:	33 @	8.25
Dimes:	26 @	2.60
Nickels:	54 @	2.70
Pennies:	46 @	0.46
		<hr/>
Total:		525.01

D → Your Verified Total: 525.01

E → System Total: 525.01

### F → Check

G → Your Total:	<hr/>
H → System Total:	0.00

# Day End Journal

Sales

0099 EXTON

May 01, 2010

I → **Credit**

**AMEX**

No Transactions To Print

**Comp**

No Transactions To Print

**Debit Card**

No Transactions To Print

**Discover**

Inv# 46441 Verified	Twin Vending	137.15
J →	Your Total:	137.15
K →	System Total:	137.15

**Gift Card**

No Transactions To Print

**Visa-MC**

Inv# 46433 Verified	JACKIE DEMING	52.82
Inv# 46434 Verified	Jeff Washburn	33.08
Inv# 46435 Verified	Karen Johnson	40.55
Inv# 46439 Verified	Gordon Howard	173.37
Inv# 46444 Verified	Grant Eberhardt	69.36
Inv# 46445 Verified	Nasteh Ali	73.64
Inv# 46446 Verified	Jessica Wharton	23.47
Inv# 46447 Verified	KEVIN ZHONG	57.63
Inv# 46449 Verified	Lynn Lester	132.54
Inv# 46450 Verified	Jeannie Yeater	23.47
Inv# 46452 Verified	Molly Berry	64.57
	Your Total:	744.50
	System Total:	744.50

L → **Clerk Cash Drawer Summary**

	System	Yours
Cash	525.01 5	200.00



## Day End Journal

0099 EXTON ← R

Sales

M

N

May 01, 2010

	M		N	
Check	0.00	0		0
AMEX	0.00	0		0
Comp	0.00	0		0
Debit Card	0.00	0		0
Discover	137.15	1	137.15	1
Gift Card	0.00	0		0
Visa-MC	744.50	11	744.50	11
<b>O → Totals:</b>	<b>1,406.66</b>	<b>17</b>	<b>1,081.65</b>	<b>12</b>

## P → Fleet Charge Summary

Inv# 46440	Springdale Police Depa	20.99
Inv# 46443	Yellow Trucking Compa	20.99
Inv# 46451	G.E. Capital	46.73
<b>Q → System Total :</b>		<b>88.71</b>





## 2.5 Exception Report

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Sales

### What's on it?

#### Bank Deposit Changed

If your cashier has made an adjustment to the end of day bank deposit, the time, user name, amount, date and reason will be recorded and displayed.

#### Bay Deletes

Anytime a vehicle has been entered into the bay screen and then deleted before being invoiced, the time, license plate number, user name, invoice number, date and reason will be recorded and displayed.

#### Day End Exceptions

This section includes Day End Add-ons, in which money is added to a particular pay-type without a corresponding invoice. It also includes any activity in which money was transferred from one pay-type to another during the day end process. For each transfer, the report will show two line items, one for the pay-type from which money is being taken and one for which money is being added. NOTE: This may be a normal activity since it is one way to correct an invoice where the wrong payment type was accidentally selected.

#### Discounts

Anytime that a cashier applies a discount to an invoice, the time, license plate number, user name, amount, method of payment, invoice number, date and reason will be displayed.

### Open Cash Drawer

Anytime the Open Cash Drawer function has been used without processing an invoice, this report will display the time, user name, date and reason for the drawer being opened. NOTE: This function may be a normal activity since it is used to make change for vending machines, car washes and so on.

### Quick Sale Drawer Opened Then Cancelled

Anytime a Quick Sale has been used to open the cash drawer and then was cancelled, this report will display the time, user name, date and reason for the cancelled Quick Sale transaction.

### Payment Amount Adjusted at Day End

If a payment amount does not match the invoice amount, this can be adjusted at day end. If an adjustment has occurred, this report will display the time, user name, date and reason for the adjustment.

### Refunded Invoices

If the refund invoice feature has been used to refund a customer for the full amount of their invoice, this report will display the time, user name, date and reason for the refund.

### Restored Invoices

If the restore invoice feature has been used to put an invoiced vehicle back on the bay screen, this report will display the time, user name, date, amount of the invoice at the time of the restore and reason for the restore. NOTE: This may be a normal activity if it is used to add a missed coupon or to correct a mistake. The final invoice amount should be consistent with the description of the restore and should be checked against the invoice amount at the time of the restore.

### Time Clock Adjustments

If the Time Clock Adjustment feature has been used to adjust an employee's time clock records, this report will display the time, user name, date and reason for the adjustment.

### Voided Invoices

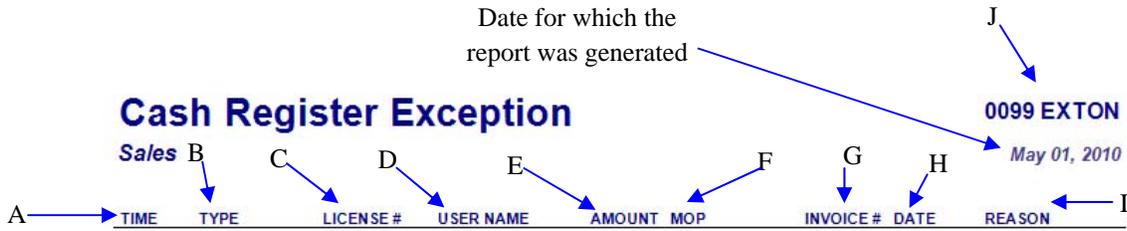
If the void invoice feature has been used to remove an invoice from the system, this report will display the time, user name, date and reason for voiding the invoice.



### What's in it?

A	Time	The system time when the reported exception took place
B	Type	The type of exception being reported
C	License Number	The license plate number of the vehicle involved in the reported exception. This is helpful in researching the exception since the actual customer invoice is stored with the customer's service history
D	User Name	The name of the QuickTouch user responsible for the reported exception
E	Amount	The dollar amount of the reported exception, if applicable
F	MOP	An abbreviation for method of payment and refers to the pay type used for the exception
G	Invoice #	The invoice number involved in the reported exception
H	Date	The system date when the reported exception took place
I	Reason	The reason for the exception, entered by the user making the exception. This is a text field and should include the details of the purpose of the exception
J	Report Header	This is a customized text field that can be used to show the location for which the report was generated or other store specific information

# Cash Register Exception



TIME	TYPE	LICENSE #	USER NAME	AMOUNT	MOP	INVOICE #	DATE	REASON
<u>BANK DEPOSIT CHANGED</u>								
5:07 PM	Bank Deposit		Ron Young	176.59			5/1/2010	Bank Deposit changed to 176.00
<u>BAY DELETES</u>								
11:59 AM	BAY DELETE (No Services Selected for this Invoice)	PA-FHK3948	Ron Young			99-2364	5/1/2010	Did Not Have Filter
<u>DAY END EXCEPTIONS</u>								
5:04 PM	Day End Paymt	Transfer	Ron Young	-25.99	Check		5/1/2010	Cashed Out Wrong
5:04 PM	Day End Paymt	Transfer	Ron Young	25.99	Debit		5/1/2010	Cashed Out Wrong
<u>DISCOUNTS</u>								
1:40 PM	DISCOUNT	PA-JGK3982	Ron Young	34.58	Discover	99-2370	5/1/2010	
4:36 PM	DISCOUNT	PA-DKE3485	Ron Young	39.20	MasterCard	99-2375	5/1/2010	
<u>OPEN CASHDRAWER</u>								
1:45 PM	Open Cash	Drawer	Ron Young				5/1/2010	Make Change
<u>QUICK SALE - DRAWER OPENED THEN CANCELED</u>								
3:44 PM	QS-Drawer	Open/Cancel	Joe Wilson				5/1/2010	
<u>PAYMENT AMOUNT ADJUSTED AT DAY END</u>								
5:04 PM	OVER/SHORT	PA-DKE3485	Ron Young	-11.00	MasterCard	99-2375	5/1/2010	166.18 adjusted to 155.18
<u>REFUNDED INVOICES</u>								
2:13 PM	REFUND	PA-FJG4958	Ron Young	63.58	Cash	99-2369	5/1/2010	Leaked Oil On Drive Way / Incorrect Filter
<u>RESTORED INVOICES</u>								
11:44 AM	RESTORED	PA-YEK9458		74.18	Debit	99-2363	5/1/2010	Did Not Get Light Bulb
11:46 AM	*** RE-INVOICED (Full Service)		Ron Young	63.29	Debit	99-2363	5/1/2010	
<u>TIME CLOCK ADJUSTMENTS</u>								
1:43 PM	TIMECLOCK ADJ		Joe Wilson			0	5/1/2010	Joe Wilson May 1 2010 12:00AM
1:43 PM	TIMECLOCK ADJ		Joe Wilson			0	5/1/2010	Joe Wilson May 1 2010 12:00AM
<u>VOIDED INVOICES</u>								
12:01 PM	VOID	PA-HDK3495	Brian Jones	52.99	Discover	99-2367	5/1/2010	Customer Credit Card Declined
	(4x4 Full Service)							

2/22/2012 5:00:14 PM

**NEXen** Reporting Services

Page 1

Date and time the report was printed



## 2.6 Daily Activity Reports

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Sales

### What's on it?

#### Daily Activity Journal

The Daily Activity Journal (DAJ) lists all transactions performed for the date or date range specified. This information is broken down by invoice number, time in the system, license plate number, subtotal, coupon, discount, tax, invoice total, cost of service, payment type, services performed and service time.

#### Pay In / Pay Out Report

Records and displays every pay in or pay out that the operator's have performed to add or remove funds from the cash drawer. This is a normal operation and is the correct way to add or remove money from the drawer. Pay in/out transactions are used to pay vendors for outside parts or empty the vending machine cash into the drawer. The information is displayed by time, date, type, description, user name, amount and payment type.

#### Fleet Transaction Journal

All fleet account transactions are recorded and displayed. If a fleet vehicle pays for a service with a credit card or anything other than a charge, the transaction is still listed to document all fleet activity. The Fleet Transaction Journal shows account number, account name, transaction type, posting date, amount, service description, invoice number, license plate number and method of payment.

## What's in it?

A	Invoice Number	The actual invoice number for every transaction
B	Time In Time Out	Time In is the time of day that a vehicle was checked into the bay screen and then Time Out is the system time that the vehicle was invoiced
C	License	The license plate number of the vehicle being serviced in each transaction
D	Subtotal	The total of each invoice before coupons, discounts or tax have been applied
E	Coupon	The amount of the coupon applied to the invoice, if applicable
F	Discount	The amount of the discount applied to the invoice, if applicable
G	Tax	The amount of sales tax applied to each invoice
H	Invoice Total	The total of each invoice after coupons, discounts and tax have been applied
I	Cost of Service	The actual cost of parts used as part of every service performed
J	Payment Type	The payment method used for each invoice
K	Services	The name of each service performed in the transaction
L	Service Time in Minutes	The total amount of time this vehicle was in the system
M	Total	Sum of subtotals, coupons, discounts and taxes
N	Total Invoices Processed	The total number of invoices for the specified date or date range
O	Average Service Time	Average service time, per vehicle, for all transactions listed. (Sum [L] / [N] = [O]). This calculation excludes Quick Sales
P	Average Cost Per Vehicle	The total of all cost of parts sold divided by the total number of invoices for the day
Q	Total Cash Charges	Total of all Cash transactions
R	Total Check Charges	Total of all transactions with "Check" as the pay type
S	Total Credit Card Charges	Total of all Visa, MasterCard, American Express and Discover credit card charges. Note: Pay types are fully customizable in your system and this section will list all credit card pay types that are included in your store's setup
T	Total Fleet Charges	Total of all Fleet Transactions for the day or selected date range.
U	Coupon Usage Breakdown	Count of all coupons applied to the invoices in the report
V	Description	Details every coupon type used showing the coupon type, count and total amount
W	Pay In/Pay Out Report Detail	Details all the pay in/pay out activity showing time, date, type, description, user name, amount and payment type
X	Fleet Transaction Detail	Details all fleet transactions showing the account number and name, transaction type, posting date, amount, description, invoice number, license plate number and method of payment
Y	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information



Date for which the report was generated

# Daily Activity Journal

0099 EXTON

Sales

May 01, 2010

A	Invoice Number	B	WO Number	C	Time In-Out	D	License	E	Subtotal	F	Coup	G	Disc	H	Tax	I	Invoice Total	J	Cost Of Service	K	Payment Type	L	Services	Svc Time				
Activity Date 07/11/2010 ----- Report Date 07/11/2010																												
	99-30949		12:00A-09:30A		PA-GSW3923		81.85	0.00	0.00		5.32		87.17		23.640		FLEET						AIR FILTER TIRE ROTATION VALVOLINE FULL SER	9:19				
	99-30950		12:00A-09:00A		PA-GSC4934		41.95	0.00	0.00		2.73		44.68		13.854		CHECK						MAXLIFE FULL SERVI	9:00				
	99-30951		08:54A-10:24A		PA-HGJ3842		190.71	0.00	21.19		12.40		203.11		94.440		CHECK						DIESEL FULL SERVIC VALVOLINE TRANS FL	0:44				
	99-30953		10:16A-02:33P		PA-EJR4938		92.85	0.00	0.00		6.04		98.89		30.980		VISA-MC						AIR FILTER MAXLIFE FULL SERVI	1:47				
	99-30954		10:32A-11:31A		PA-BNS3945		98.85	5.00	0.00		6.43		105.28		25.000		VISA-MC						AIR FILTER BATTERY TERMINAL S MAXLIFE OIL CHANGE	0:31				
	99-30955		10:43A-11:05A		PA-YEK39458		65.90	0.00	0.00		4.28		70.18		24.030		VISA-MC						AIR FILTER VALVOLINE FULL SER	0:06				
	99-30956		11:10A-02:36P		PA-FHK3948		335.78	0.00	0.00		21.83		357.61		80.818		VISA-MC						WIPER BLADES BATTERY SERVICE BATTERY TERMINAL S BRAKE SERVICE CLEAN/ADJUST REAR MAXLIFE FULL SERVI TIRE ROTATION	0:55				
	99-30957		11:18A-11:38A		PA-YEK3848		52.25	3.00	0.00		3.40		55.65		18.084		VISA-MC						WIPER BLADES WIPER BLADES VALVOLINE FULL SER	0:20				
	99-30958		12:00P-12:12P		PA-DKG3828		29.95	0.00	0.00		1.95		31.90		8.450		CASH						VALVOLINE FULL SER	0:12				
	99-30959		01:26P-01:39P		PA-ERK3948		29.66	0.00	0.00		1.93		31.59		12.390		FLEET						VALVOLINE FULL SER	0:13				
	99-30960		01:45P-03:13P		PA-ERT3948		177.60	10.00	0.00		11.54		189.14		31.480		VISA-MC						A/C EVACUATE/RECH FUEL FILTER MAXLIFE FULL SERVI	1:24				
	99-30961		02:14P-02:30P		PA-JGK3982		75.40	0.00	0.00		4.90		80.30		23.125		VISA-MC						AIR FILTER WIPER BLADES VALVOLINE FULL SER	0:16				
	99-30962		02:51P-03:06P		PA-HHD3948		29.95	3.00	0.00		1.95		31.90		12.260		VISA-MC						VALVOLINE FULL SER	0:15				
	99-30963		03:21P-03:44P		PA-DKE3485		43.85	0.00	0.00		2.85		46.70		20.762		FLEET						VALVOLINE FULL SER	0:23				
	99-30964		03:49P-03:59P		PA-FJK3954		29.95	0.00	0.00		1.95		31.90		8.359		VISA-MC						VALVOLINE FULL SER	0:10				
	99-30965		05:26P-05:37P		PA-FJG4958		16.95	0.00	0.00		1.10		18.05		0.000		AMEX						TIRE ROTATION	0:11				
M	TOTALS:																						1,393.45	21.00	21.19	90.60	1,484.05	427.672

N → Total Invoices Processed: 16  
 P → Average Service Time: 1:37  
 P → Average Cost/Vehicle: 26.73

Payment Type Breakdown

Description	Count	Amount
CASH	1	31.90
CHECK	2	247.79
VISA-MC	9	1,020.85
AMEX	1	18.05
FLEET	3	165.46
<b>Totals:</b>	<b>16</b>	<b>1,484.05</b>

Coupon Usage Breakdown

Description	Count	Amount
PUNCH-A-DEAL	3	11.00
MANAGER SPECIAL	1	10.00
<b>Totals:</b>	<b>4</b>	<b>21.00</b>

Pay-In/Pay-Out Report

W  
↓

TIME	DATE	TYPE	DESCRIPTION	USER NAME	AMOUNT	PAYMENT TYPES
01:25p	05/01/2010	Pay-In	Change From Part	Ron Young	3.56	CASH
01:10p	05/01/2010	Pay-Out	Part From Napa	Ron Young	25.00	CASH

Total Pay-In/Pay-Out Records: 2  
Total Pay-Out Payments: 25.00  
Total Pay-In Payments: 3.56



# Daily Activity Journal

Sales

0099 EXTON

May 01, 2010

## Fleet Transaction Journal

Acct#	Account Name	Trans	Posting	Amount	Description	Invoice #	Invoice	
		Type	Date				License #	MOP
2273	Automotive R	PAY	07/11/10	\$0.00		13285		
7541	Enterprise F	PAY	07/11/10	\$32.33	27171	13276		
8838	Enterprise F	PAY	07/11/10	\$81.85	445452	13280		
8838	Enterprise F	PAY	07/11/10	\$57.40	443127	13281		
2484	Enterprise R	PAY	07/11/10	\$134.95	67462	13282		
2484	Enterprise R	PAY	07/11/10	\$281.29	67439	13283		
4255	Enterprise R	INVOICE	07/11/10	\$31.59	Valvoline Full	3-30959	PA-ERK3948	Fleet
4255	Lease Plan U	PAY	07/11/10	\$34.56	1413090	13273		
4255	Lease Plan U	PAY	07/11/10	\$44.74	1413592	13274		
0082	Lease Plan U	PAY	07/11/10	\$30.36	231331	13278		
6644	Lease Plan U	PAY	07/11/10	\$73.39	719751	13279		
2211	Map Inc.	INVOICE	07/11/10	\$46.70	Full Service	3-30963	PA-DKE3485	Fleet
2211	Map Inc.	INVOICE	07/11/10	\$87.17	State Inspectio	3-30949	PA-GSW3923	Fleet
8835	Map Inc.	PAY	07/11/10	\$67.00	041598	13277		
4629	Map Inc.	PAY	07/11/10	\$37.75	16354	13275		





## 2.7 Pay In/Out Report

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Sales

### What's on it?

#### Report Transactions

The Pay In/Pay Out Report transactions are grouped by time, date, type, description, user name, amount and payment type.

## What's in it?

A	Time	Time of day of the Pay In/Out performed
B	Date	The date on which the Pay In/Out occurred
C	Type	The type of activity that occurred. Pay-in would indicate that funds were added to the cash drawer. Pay-out would indicate that funds were removed from the cash drawer
D	Description	A text field, user-entry description of the reason for funds being added to or removed from the cash drawer
E	User Name	The name of the person who processed the Pay In/Out
F	Amount	Amount of funds removed or added to the cash drawer
G	Payment Types	The type of payment removed or added to the cash drawer (cash, check, etc.). This would generally be cash

## Pay-In/Pay-Out Report

Sales

0099 EXTON

May 01, 2010

Pay-In/Pay-Out Report						
A	B	C	D	E	F	G
TIME	DATE	TYPE	DESCRIPTION	USER NAME	AMOUNT	PAYMENT TYPES
01:25p	05/01/2010	Pay-In	Change From Part	Ron Young	3.56	CASH
01:10p	05/01/2010	Pay-Out	Part From Napa	Ron Young	25.00	CASH
Total Pay-In/Pay-Out Records:			2			
Total Pay-Out Payments:			25.00			
Total Pay-In Payments:			3.56			



## 2.8 X-Tape Report

### What is it?

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

### Why is it useful?

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 different shifts. X-tapes can be run at each shift-end and the end-of-day totals, by cashier, can be reconciled.

### Where is it?

Sales

### What's on it?

#### Register Summary

The Register Summary of the X-Tape Report displays register totals and averages for all revenue types for the day being reported.

#### Receipts Details

This section displays daily totals, pay ins, pay outs and net totals.

#### Cash Drawer Detail

The Cash Drawer Detail section displays Cash, Check, Credit and Fleet totals for the day.

#### Service Sales Total

This section displays a detailed listing of all services performed and the percentage of sales for each for the given day.

## What's in it?

A	Total Receipts	Total sales amount for all invoice totals for all pay types for the day
B	Total Invoices Processed	Total number of invoices processed
C	Total Invoice Sales	Total Invoice Sales is your Total Receipts not including Total Tax Collected, Discounts and Coupons ( $[A] - [V] - [M] - [N] = [C]$ )
D	Gift Card Invoice Sales	Total sales amount of invoices that sold a Gift Card
E	Average Net Sales	Your Total Invoice Sales divided by your number of invoices for the day to arrive at the Average Net Sale or Ticket Average ( $[C] / [B] = [E]$ )
F	Total Quick Sales Processed	Total number of Quick Sale invoices processed for the day
G	Total Quick Sale Sales	Total sales amount of Quick Sale invoices processed for the day
H	Gift Card Quick Sale Sales	Total sales amount of any gift cards purchased on a Quick Sale invoice for the day
I	Total Gift Cards Processed	Total number of gift cards sales
J	Total Gift Card Sales	Total sales amount of gift cards sold
K	Total Other Processed	Total number of all invoices with 'Other' as the pay type
L	Total Sales	Total gross amount of all sales that were performed for the day
M	Less Discounts	Total dollar amount of discounts applied for the day
N	Coupons	Total dollar amount of coupons applied for the day
O	Non Tax Refunds	Total dollar amount of any refunds with no sales tax
P	Net Sales	Net Sales is your Total Receipts minus Tax Collected, Discounts and Coupons.
Q	Gift Cards	Total sales amount of gift cards sold
R	Taxable Total	Total sales amount of taxable goods and services for the day
S	Non Taxable Total	Total sales amount of a non-taxable goods and services for the day
T	Tax Exempt Total	Total dollar amount of tax exempted sales for the day
U	Sales Tax	The total amount of sales tax collected or refunded for the day
V	Sales Tax Collected	The amount of sales tax collected for all sales for the day
W	Sales Tax Refunded	Total amount of refunded sales tax for the day
X	Sales Tax Exempted	Total amount of exempted sales tax for the day
Y	Fleet Account Payments	Total dollar amount of all fleet account payments received for the day. These are not part of the day's sales but are part of the day's drawer reconciliation and bank deposit
Z	Paid In	Total dollar amount of all pay ins to the drawer
AA	Cash Paid Out	Total dollar amount of all pay outs from the drawer
AB	Net Total	Net Total = sum of [L] through [Z]



AC	Cash Total	Total dollar amount of all cash in the drawer for the day
AD	Check Total	Total dollar amount of all checks in the drawer for the day
AE	Visa MC Discover Total	Total dollar amount of all credit cards in the drawer for the day
AF	Debit Total	Total dollar amount of all debit cards in the drawer for the day
AG	Gift Certificate Total	Total dollar amount of all gift certificates in the drawer for the day
AH	Fleet Total	Total dollar amount of all fleet account charge sales for the day
AI	Service Sales	Total sales amount for the service for the day
AJ	Percent of Total Invoices	Percentage of your total invoice count that the service represents
AK	Percent of Total Service	Percentage of your total service sales that the service represents
AL	Total Sales	Total sales amount for the operator listed above
AM	Transactions	Number of transactions processed for the operator listed above
AN	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information.

REGISTER SUMMARY			
B	TOTAL RECEIPTS	1,789.64	A
	TOTAL INVOICES PROCESSED	23	
D	TOTAL INVOICE SALES	1,670.03	C
	GIFT CARD INVOICE SALES	25.00	
F	AVERAGE NET SALE	72.61	E
	TOTAL QUICK SALES PROCESSED	2	
H	TOTAL QUICK SALE SALES	31.98	G
	GIFT CARD QUICK SALE SALES	0.00	
J	TOTAL GIFT CARDS PROCESSED	2	I
	TOTAL GIFT CARD SALES	40.00	
	TOTAL OTHER PROCESSED	0	
RECEIPTS DETAIL			
K	TOTAL SALES	1,746.33	L
M	LESS: DISCOUNTS	34.32	
	COUPONS	10.00	N
O	NON TAX REFUNDS	0.00	
	NET SALES	1,702.01	P
Q	GIFT CARDS	65.00	
	TAXABLE TOTAL	1,421.21	R
S	NON-TAXABLE TOTAL	-14.62	
	TAX EXEMPT TOTAL	230.43	T
U	SALES TAX	85.28	
V	SALES TAX COLLECTED	85.28	
X	SALES TAX REFUNDED	(0.00)	
	SALES TAX EXEMPTED	(13.83)	
Y	FLEET ACCOUNT PAYMENTS	0.00	
	PAID IN	2.35	Z
AA	CASH PAID OUT	15.00	
AB	NET TOTAL	1,789.64	
CASH DRAWER DETAIL			
AC	Cash Total	254.15	
AD	Check Total	135.64	
AE	MasterCard Total	292.68	
	Visa Total	178.67	
	Discover Total	323.22	
AF	Debit Total	307.50	
	Gift Cert Total	65.00	
AG	Fleet Total	230.43	AH
SERVICE SALES DETAIL			
	4x4 Full Service	6	
	% OF TOTAL INVOICES	26	
AI	SERVICE SALES	352.10	
	% OF TOTAL SALES	21	
	Air Filter	4	
	% OF TOTAL INVOICES	17	
	SERVICE SALES	107.96	
	% OF TOTAL SALES	6	



# Xtape

Sales

0099 EXTON

May 02, 2010

	ATF Fluid Exchange	2
AJ	→ % OF TOTAL INVOICES	9
	SERVICE SALES	259.98
AK	→ % OF TOTAL SALES	15
	Auto Trans Service	1
	% OF TOTAL INVOICES	4
	SERVICE SALES	54.99
	% OF TOTAL SALES	3
	Breather Element	1
	% OF TOTAL INVOICES	4
	SERVICE SALES	3.99
	% OF TOTAL SALES	0
	Fuel Filter	1
	% OF TOTAL INVOICES	4
	SERVICE SALES	49.99
	% OF TOTAL SALES	3
	Full Service	13
	% OF TOTAL INVOICES	57
	SERVICE SALES	545.46
	% OF TOTAL SALES	32
	Gift Certificate	3
	% OF TOTAL INVOICES	13
	SERVICE SALES	65.00
	% OF TOTAL SALES	4
	Light Bulbs	1
	% OF TOTAL INVOICES	4
	SERVICE SALES	3.99
	% OF TOTAL SALES	0
	Serpentine Belt	2
	% OF TOTAL INVOICES	9
	SERVICE SALES	119.98
	% OF TOTAL SALES	7
	Tire Rotation	3
	% OF TOTAL INVOICES	13
	SERVICE SALES	50.98
	% OF TOTAL SALES	3
	Transfer Case	1
	% OF TOTAL INVOICES	4
	SERVICE SALES	39.99
	% OF TOTAL SALES	2
	Wiper Blades	1
	% OF TOTAL INVOICES	4
	SERVICE SALES	11.99
	% OF TOTAL SALES	1
	NON-SERVICE LABOR	3.00
	% OF TOTAL INVOICES	13
	SERVICE SALES	37.99
	% OF TOTAL SALES	2

**OPERATOR SALES TOTALS**

Ron Young

AN

---

AL	→	TOTAL SALES	1,746.33
		TRANSACTIONS	25
AM	→		

Date and time the  
report was printed

---

2/22/2012 5:09:16 PM

**NEGen** Reporting Services

Page 3



## 2.9 Tax Exempt Report

### What is it?

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

### Why is it useful?

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.

### Where is it?

Sales

### What's on it?

#### Report Details

Results are displayed showing the customer name, invoice number, license, exempt tax amount, services and non-services performed and invoice total.

### What's in it?

A	Customer	Name of tax exempt customer
B	Invoice Number	Invoice number where the tax exempt transaction was recorded
C	License	License Plate Number of the vehicle that was serviced on this tax exemption
D	Exempt Tax	The amount of tax which was omitted from the invoice
E	Service	A parts and labor breakdown of the tax exempt invoice
F	Non Service	A parts and labor breakdown of any non service items sold on the tax exempt invoice. Note: Non service items are any parts, labor, or other inventory items sold outside of a preset service
G	Invoice Total	Total amount of the invoice after taxes have been removed and all coupons and discounts have been applied

# Tax Exempt Report

0099 EXTON

Sales

A CUSTOMER	B INVOICE NUMBER	C LICENSE	D EXEMPT TAX	E SERVICE PARTS	LABOR	NON-SERVICE PARTS	LABOR	F INVOICE TOTAL	G
G.E. CAPITAL	1852	PA-SGF4923	3.42	16.00	40.98	0.00	0.00	56.98	
	1989	PA-DSK4596	1.98	12.00	20.99	0.00	0.00	32.99	
	2374	PA-HHD3948	1.98	12.00	20.99	0.00	0.00	32.99	
	2110	PA-JQD3921	6.30	52.00	52.98	0.00	0.00	104.98	
	2386	PA-DKF3823	2.88	12.00	35.99	0.00	0.00	47.99	
	2453	PA-KFS3945	3.96	25.00	40.98	0.00	0.00	65.98	
	2465	PA-GKD4811	2.40	12.00	20.99	0.00	6.99	39.98	
	2470	PA-VYX3823	2.58	27.00	20.99	0.00	0.00	42.99	
	2503	PA-DWY3945	3.18	12.00	40.98	0.00	0.00	52.98	
	2564	PA-DSK3491	2.94	12.00	36.98	0.00	0.00	48.98	
	2605	PA-DKG8934	1.98	12.00	20.99	0.00	0.00	32.99	
	2756	PA-DKG9312	2.94	12.00	36.98	0.00	0.00	48.98	
	2810	PA-KDJ4823	2.40	19.00	20.99	0.00	0.00	39.99	
	G.E. CAPITAL SUBTOTALS:			38.94	235.00	411.81	0.00	6.99	648.80
GEORGE CLAY	2476	PA-KDJ3841	4.32	15.00	42.98	6.99	6.99	71.96	
	GEORGE CLAY SUBTOTALS:			4.32	15.00	42.98	6.99	6.99	71.96
JOHN WILSON	2485	PA-HDK3495	3.60	32.00	20.99	0.00	6.99	59.98	
	JOHN WILSON SUBTOTALS:			3.60	32.00	20.99	0.00	6.99	59.98

2/23/2012 2:26:05 PM

**NEX**en Reporting Services

Page 1

Date for which the report was generated



## 2.10 Vital Statistics

### What is it?

The Vital Statistics or Vital Stats report is one of the most comprehensive reports on the NexGen website. 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.

### Why is it useful?

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.

### Where is it?

Sales

### What's on it?

#### Sales Summary

In this section you'll find all of your essential sales data. The Sales Summary includes all of the services and goods sold, number of each service sold, sales amount, cost amount, profit percentage and percent of sales for each service. You'll also find percent of customers who purchased each service and the average amount of each service sold.

#### Cash Adjustments

This section details all pay in/pay out and refund amounts for the date or date range specified.

#### Transaction Detail

The Transaction Detail section displays all pay types and their corresponding sales amounts for the day or date range specified. This section also includes your starting/ending drawer amounts, net sales, AR payments, adjustments, bank deposit and drawer over/short information.

#### Labor Info

This section calculates labor information based on employee hours and revenues sold. See Page 2 of Center Defaults in General Setup Options in QuickTouch for more information on labor statistics.

#### Sales Info

This section provides summarized details on sales totals, sales tax, coupon and discounts, and fleet sales for the day or date range specified.

### Ticket Info

The Ticket Info section of the report includes important information such as net ticket average, average wait time, percentage of repeat customers and total vehicle count.

### Inventory Info

This section displays any adjusted, restocked or received inventory for the day or specified date range. You will also find information for ordered or outside purchase inventory in this section.

### Invoice Info

This section details often-overlooked invoice information. It includes starting and ending invoice numbers, voids, bay deletes and restorations. This is an important audit section and is used in combination with the Exception Report and the Daily Activity Journal.

### Advertising

The Advertising section of this report contains count and percentages of new and repeat customers for the day or specified date range.

### Profit Summary

This section provides a detailed analysis of sales figures, discounts, cost of goods and resulting profits. The profit summary is additionally broken down by sales type, week-to-date, month-to-date, year-to-date and their corresponding percent of sales totals.

### AR Summary

This section provides a summary snapshot of all accounts receivable information including sales, payments on account and the overall A/R balance outstanding.



## What's in it?

A	Number of Service	Number of times each of the services was sold for the day or date range selected
B	Sales Amount	The total sales amount of each service sold
C	Cost Amount	The total cost of parts sold for each service listed
D	Profit Percent	Sales Amount minus Cost Amount= Profit ([B]-[C]). Profit / Sales Amount x 100= Profit Percent $([B]-[C] / [B]) \times 100$
E	Percent of Sales	The percent of total sales that each service represents
F	Percent of Customer	Percent of customers who purchased this service
G	Average Amount	Average amount this service has sold for during the selected period
H	Total Sales	Total of all sales before tax, coupons and discounts are applied
I	Net Sales	Total gross amount of all sales [B] minus discounts, coupons and refunds for the day week or month. Amount is shown with and without gift card sales. A gift card sales total is also shown here.
J	Quick Sales	Total amount of all Quick Sales
K	Vehicle Invoices	Total amount of sales excluding Quick Sales
L	Cash Adjustments	Details any pay-ins, pay-outs or refunds
M	Transaction Detail	Total amount of each pay type
N	Starting Drawer	The day's starting cash drawer fund
O	Net Sales + Tax	The amount for each pay type including sales tax
P	AR Payments	The amount of any fleet account payments received on account
Q	Drawer Adjusts	The amount of manual cash adjustments made by an operator to the cash drawer
R	Bank Deposits	Total amount of your bank deposits for the day or date range specified
S	Left in Drawer	The amount of money left in the cash drawer at End-of-Day. Generally, this number should match your starting drawer fund
T	Over or Short	Amount of any discrepancies in system and cashier totals. This is the difference between what the computer expected in the drawer at day-end and the amounts the operator actually counted
U	Labor Info	Sales is the total of all labor portions of the services sold. Hours is the labor rate (setup in Center Defaults) divided

		into the Sales. Hrs/Veh is Hours divided by the number of vehicles serviced and Sales/Hr is Sales divided by hours defined in setup of Center Defaults
V	Sales Info	A summary of sales, discounts, coupons, tax and fleet charge amounts
W	Ticket Info	Shows Ticket Average, Average Wait Time, Percentage of Repeat customers, and the Total vehicles serviced
X	Inventory	Not Available on NexGen
AB	Invoice Count	Total number of invoices processed
AC	Start	This number represents the first invoice number for the period
AD	End	This number represents the last invoice number for the period
AE	Voided, Refunds, Bay Deletes, Restored	Number of voids, refunds, bat deletes, restores performed
AF	Advertising	The heading for the advertising section of the Vital Statistics report
AG	Advertising Type	The various types of advertising methods that were indicated for new customers for the time period for which the report was generated
AH	Percent of Total	Percentage of customers per advertising type
AI	Week to Date	A running total of sales figures for the week included in the date or date range specified
AJ	Percent of Sales	The percent of total sales for each revenue category for the week being reported
AK	Month to Date	A running total of sales figures for the month
AL	Percent of Sales	The percent of total sales for the month
AM	Year to Date	A running total of sales figures for the year
AN	Percent of Sales	The percent of total sales for the year
AO	Sales W/O Tax	Total sales not including tax collected
AP	Discounts, Coupons, Refunds	Total amount of discounts, coupons and refunds applied for WTD, MTD and YTD
AQ	Cost of Sales	Total cost of parts sold for WTD, MTD and YTD
AR	Inventory Adjustments	Total value of inventory adjustments for WTD, MTD and YTD
AS	Gross Profit	Net sales amount after tax, discounts, cost of parts and adjustments are removed ([AQ] - [AR] - [AS] - [AT] = [AU])
AT	Over or Short	Total amount of end-of-day cash drawer overages and shortages for WTD, MTD and YTD
AU	Estimated Overhead	Based on estimated store overhead setup in QT 8-2-Center Defaults- page 2



AV	Estimate Labor	Based on estimated overall labor setup in QT 8-2-Center Defaults- page 2
AW	Estimated Profit	Estimated net profit based on Gross Profit minus estimated store overhead and estimated store labor as setup in QT 8-2-Center Defaults- page 2
AX	Open Balance	Total of all A/R fleet account balances at beginning date of report
AY	Sales	Total amount of all fleet transactions occurring during the day or date range specified
AZ	Debits	Total amount of any debits applied to fleet accounts
AAA	Interest	Total amount of interest charged to fleet accounts (if any)
AAB	Payment Discounts	Total amount of discounts applied to fleet accounts
AAC	Credits	Total amount of any credits applied to fleet accounts
AAD	Payments	Total amount of any payments on account applied to fleet accounts
AAE	New Balance	Total balance of fleet A/R, after new transactions, debits, interest, discounts, credits and payments have been applied to the open balance
AAF	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information

# Vital Statistics

0099 EXTON

Sales

Tuesday, May 04, 2010

	A	B	C	D	E	F	G
	# OF SERVICES	SALES AMOUNT	COST AMOUNT	PROFIT %	% OF SALES	% OF CUST	AVERAGE AMOUNT

**SALES SUMMARY**

**SERVICE SALES**

4x4 Full Service	8	380.90	158.883	58.29 %	24.11 %	38.10 %	47.61
Air Filter	1	11.99	2.560	78.65 %	0.76 %	4.76 %	11.99
ATF Fluid Exchange	1	129.99	30.000	76.92 %	8.23 %	4.76 %	129.99
Engine Oil Flush	2	79.98	5.740	92.82 %	5.06 %	9.52 %	39.99
Front Diff Service	1	45.98	13.520	70.60 %	2.91 %	4.76 %	45.98
Fuel Filter	1	49.99	5.950	88.10 %	3.16 %	4.76 %	49.99
Fuel Injection Service	1	79.99	8.825	88.97 %	5.06 %	4.76 %	79.99
Full Service	10	448.40	163.477	63.54 %	28.38 %	47.62 %	44.84
Gift Certificate	2	45.00	0.000	100.00 %	2.85 %	9.52 %	22.50
Light Bulbs	1	3.99	0.540	86.47 %	0.25 %	4.76 %	3.99
Rear Diff Service	1	29.99	10.140	66.19 %	1.90 %	4.76 %	29.99
Serpentine Belt	1	59.99	18.050	69.91 %	3.80 %	4.76 %	59.99
Tire Rotation	2	30.98	0.000	100.00 %	1.96 %	9.52 %	15.49
Transfer Case	1	39.99	10.140	74.64 %	2.53 %	4.76 %	39.99
Wiper Blades	7	81.93	15.050	81.63 %	5.19 %	33.33 %	11.70

**NON-SERVICE SALES**

MISC LABOR	5	41.97	0.000	100.00 %	2.66 %	23.81 %	8.39
Light Bulbs	2	7.98	1.360	82.96 %	0.51 %	9.52 %	3.99
Oil	2	6.00	4.836	19.40 %	0.38 %	9.52 %	3.00
Coolants	1	4.99	2.500	49.90 %	0.32 %	4.76 %	4.99

H → **TOTAL SALES** 1,580.03 442.875 71.42 %

DISCOUNTS	-66.95						
COUPONS	-29.00						
REFUNDS	-0.00						

I → **NET SALES WITH GIFT CARDS (22)** 1,494.08 442.875 69.78 % 67.91  
 GIFT CARDS (1) -45.00  
**NET SALES W/O GIFT CARDS (21)** 1,449.08 442.875 68.84 % 69.00

**INVOICE SUMMARY**

J → **QUICK SALES (3)** 25.98 11.286 0.00 % 8.66  
**VEHICLE INVOICES (19)** 1,423.10 440.285 69.06 % 74.90

L → **CASH ADJUSTMENTS** Paid In: \$0.00 Paid Out: \$0.00 Refunds: \$0.00 Total: \$0.00

M	STARTING DRAWER	SALES + TAX	AR PAYMENTS	Q	DRAWER ADJUSTS	BANK DEPOSITS	R	LEFT IN DRAWER	S	OVER (SHORT)	T
TRANSACTION TYPES											
Cash	\$200.00	\$169.55			\$0.00	\$169.55	\$200.00		\$0.00		
Check		\$123.78	\$0.00			\$123.78			\$0.00		
MasterCard		\$76.93				\$76.93			\$0.00		
Visa		\$253.04				\$253.04			\$0.00		
Discover		\$306.55				\$306.55			\$0.00		
Debit		\$313.15				\$313.15			\$0.00		
Fleet		\$306.60									
Gift Cert		\$25.00				\$25.00			\$0.00		
<b>TOTALS</b>		<b>\$1,574.60</b>	<b>\$0.00</b>		<b>\$0.00</b>	<b>\$1,268.00</b>			<b>\$0.00</b>		



# Vital Statistics

0099 EXTON

## Sales

Tuesday, May 04, 2010

U	LABOR INFO	Sales: \$564.73	Hours: 11	Hrs/Veh: 0.50	Sales/Hr: \$17.65	AAF	
V	SALES INFO	Disc/Coup: \$85.95	SalesTax: \$80.52	FleetChg: \$306.60	GiftCard: \$45.00	Totalw/Tax: \$1,574.60	
W	TICKET INFO	Avg. Net Sale: \$64.87	Avg. Wait: 17.0	Repeat: 0.0 %	Total Veh: 21		
X	INVENTORY INFO	VALUES NOT COMPUTED					

INVOICE INFO Tot Inv: 22 Start#: 2402 End#: 2423 Voids: 0 Refunds: 0 Bay Delete: 0 Restored: 1

AF	ADVERTISING	AC	AD	AE	AM	AN	
AG	Drive By Referral Newspaper Coupon	Count	% OF TOTAL				
		4	57.1 %				
		2	28.6 %				
		1	14.3 %				
AQ	PROFIT SUMMARY	AI	AJ	AK	AL	AN	
		WTD	% OF SALES	MTD	% OF SALES	YTD	% OF SALES
	SALES W/O TAX	4,578.39	100.00 %	4,578.39	100.00 %	7,383.63	100.00 %
	DISCOUNTS	-165.05	3.60 %	-165.05	3.60 %	-240.34	3.25 %
AP	COUPONS	-49.00	1.07 %	-49.00	1.07 %	-73.00	0.98 %
	REFUNDS	-59.98	1.31 %	-59.98	1.31 %	-444.92	6.02 %
AQ	COST OF SALES	-1,428.09	31.19 %	-1,428.09	31.19 %	-2,160.82	29.26 %
AR	INVENTORY ADJUSTS	0.00	0.00 %	0.00	0.00 %	0.00	0.00 %
AS	GROSS PROFIT	2,876.27	62.82 %	2,876.27	62.82 %	4,464.55	60.46 %
	OVER OR SHORT	0.26	0.00 %	0.26	0.00 %	0.26	0.00 %
AU	EST. OVERHEAD	0.00	0.00 %	0.00	0.00 %	0.00	0.00 %
	ESTIMATED LABOR	0.00	0.00 %	0.00	0.00 %	0.00	0.00 %
AV	ESTIMATED PROFIT	2,876.53	62.82 %	2,876.53	62.82 %	4,464.81	60.46 %
AW	AR SUMMARY	AX	AY				
	OPEN BALANCE	0.00					
	SALES	0.00					
AAA	AZ	0.00					
	DEBITS	0.00					
AAB	INTEREST	0.00					
	PAYMENT DISCOUNTS	0.00					
AAC	CREDITS	0.00					
	PAYMENTS	0.00					
AAD	NEW BALANCE	0.00					
AAE							

Date and time the report was generated

2/23/2012 2:40:25 PM

NEXen Reporting Services

Page 2





## 2.11 Daily Reconciliation

### What is it?

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.

### Why is it useful?

Daily Reconciliation Report will save you time in looking at an executive view over the stores daily transactions.

### Where is it?

Sales

### What's on it?

#### Cash/Check Information

The amounts of cash and checks brought in each day.

#### Over/Short

This section displays any cash drawer overages or shortages.

### What's in it?

A	Date	Date
B	Currency and Coin	Total of all Cash transactions
C	Checks	Total of all Check transactions including fleet checks
D	Bank Deposit	Total of Bank Deposit = [B]+[C]
E	Credit	Total of all Visa, MasterCard, American Express and Discover credit card charges. Note: Pay types are fully customizable in your system and this section will list all credit card pay types that are included in your store's setup
F	Fleet Charges	Total of all Fleet Transactions for the day
G	Over/Short	Total amount of end-of-day cash drawer overages and shortages
H	Store	Store(s) for which the report was generated
I	Date Range	Date Range for which the report was generated

# Daily Reconciliation

H → 0099 EXTON

May 01, 2010 thru May 08, 2010 ← I

A → Date	B → Currency and Coin	C → Checks	D → Bank Deposit	E → Credit	F → Fleet Charges	G → Over / Short
5/1/2010	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
5/2/2010	\$175.00	\$167.40	\$342.40	\$684.50	\$117.87	\$1.29
5/3/2010	\$231.50	\$135.64	\$367.14	\$1,167.07	\$230.43	\$0.00
5/4/2010	\$169.55	\$123.78	\$293.33	\$974.67	\$306.60	\$0.00
5/5/2010	\$61.90	\$337.48	\$399.38	\$727.56	\$133.76	(\$1.03)
5/6/2010	\$115.76	\$47.68	\$163.44	\$685.48	\$233.33	\$0.00
5/7/2010	\$118.69	\$120.71	\$239.40	\$817.75	\$42.99	\$0.00
5/8/2010	\$151.60	\$222.55	\$374.15	\$1,037.03	\$36.03	\$9.60
<b>Totals:</b>	<b>\$1,024.00</b>	<b>\$1,155.24</b>	<b>\$2,179.24</b>	<b>\$6,094.06</b>	<b>\$1,101.01</b>	<b>\$9.86</b>



## 2.12 Co-Op Report

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Sales

### What's on it?

#### Service Order Ticket Information

The service order ending number keeps a running tally of the number of tickets processed since the beginning of your business year.

#### Sales

This section displays the totals of all sales numbers for the specified week, less discounts, coupons and non-taxable refunds, calculating your net sales amount for current week and month-to-date.

#### Percent of Net Sales

This is the percent of your net sales payable to the franchise company. This number will vary depending on the franchise agreement.

#### Owner/Manager Signature

This line is intended for an authorized signature before the Co-Op report is submitted.

## What's in it?

A	Ending Number This Week	Total year to date invoice count. Note: This is a whole number, not a dollar amount
B	Ending Number Last Week	The total number of invoices at the close of last week ( $[B] = [A] - [C]$ )
C	Total Service Orders	Total invoice count for the week you are reporting. Note: This is a whole number, not a dollar amount
D	Other Service Orders Processed	Total number of bay deletes and voids for the week
E	Total Service Orders Enclosed	All service orders in which the customer was invoiced and qualifies for royalty reporting (Total Service Orders Enclosed = $[C] - [D]$ )
F	Sales Total	Total sales amount for the week, displayed for current week and month-to-date
G	Less Discounts	Total amount of discounts applied for the week, deducted from the Sales Total
H	Less Coupons	Total amount of coupons applied for the week, deducted from the Sales Total
I	Less Non-Taxable Refunds	Total amount of non-taxable refunds for the week, deducted from the Sales Total
J	Net Sales	Net Sales is the amount you are left with after all discounts, coupons, and refunds have been applied to the sales total (Net Sales = $[F] - [G] - [H] - [I]$ )
K	Percent of Net Sales	Per your franchise agreement, the percent of sales and dollar amount to be paid in royalties for the period
L	Signed	This line is intended for an authorized signature
M	Service Order Tickets	Invoice count, invoice average net sales, and quick sale count totals are all displayed here
N	Service Counts	Number of each service performed during the period
O	Non Service Counts	Number of each non-service performed during the period
P	Week Ending	The last day of the week which you are reporting on. Usually the same day the report is generated



# Co-op Report

Weekly Sales

Week Ending Saturday, July 24, 2010

## Sage Corp #99

Sage Quick Lube #1  
18 N. Village Ave.  
EXTON, PA 19341

Service Order Ticket Information		Current Week	Month to Date
A	Ending Number This Week	2,401	
B	Ending Number Last Week	( 0 )	
C	Total Service Orders	2,401	
D	Other Service Orders Processed: (Bay Deletes, Voids...)	( 2,347 )	
E	Total Service Orders Enclosed	54	
Sales			
F	Sales Total	4,119.07	5,677.64
G	Less Discounts	( 129.05 )	( 183.39 )
H	Less Coupons	( 34.00 )	( 44.00 )
I	Less Non-Taxable Refunds	( 59.98 )	( 444.92 )
J	Net Sales	\$3,896.04	\$5,005.33

K	Royalty 10.00% (.1000) of Net Sales (Per Franchise Agreement)		
	Please Remit To: Sage Corp #99	<u>\$389.60</u>	<u>\$500.53</u>

	0.00% (.0000) of Net Sales		
	Please Remit To: Sage Corp #99	<u>\$0.00</u>	<u>\$0.00</u>

	0.00% (.0000) of Net Sales		
	Please Remit To: Sage Corp #99	<u>\$0.00</u>	<u>\$0.00</u>

L → Signed \_\_\_\_\_ (Owner/Manager)

# Co-op Report

Weekly Sales

Week Ending Saturday, July 24, 2010

## Sage Corp #99

Sage Quick Lube #1  
18 N. Village Ave.  
EXTON, PA 19341

DESCRIPTION	Sun	Mon	Tue	Wed	Thu	Fri	Sat	WEEK TO DATE TOTAL	MONTH TO DATE TOTAL
<b>M → SVC. ORDER TICKETS</b>									
INVOICE COUNT TOTAL	0	0	7	0	0	16	21	44	53
INVOICE AVE. NET SALE	0.00	0.00	145.37	0.00	0.00	67.02	76.43	83.97	90.23
QUICK SALE COUNT TOTAL	0	0	1	0	0	1	2	4	5
QUICK SALE AVE. NET SALE	0.00	0.00	43.18	0.00	0.00	15.99	15.99	22.79	22.63
<b>N → SERVICE COUNTS</b>									
4x4 Full Service	0	0	3	0	0	3	6	12	19
Air Filter	0	0	2	0	0	1	4	7	9
ATF Fluid Exchange	0	0	1	0	0	1	2	4	5
Auto Trans Service	0	0	1	0	0	0	1	2	5
Breather Element	0	0	1	0	0	0	1	2	4
Engine Oil Flush	0	0	1	0	0	0	0	1	1
Front Diff Service	0	0	1	0	0	0	0	1	2
Fuel Filter	0	0	1	0	0	0	1	2	3
Fuel Injection Service	0	0	1	0	0	1	0	2	3
Full Service	0	0	4	0	0	13	13	30	34
Gift Certificate	0	0	1	0	0	1	3	5	5
Light Bulbs	0	0	1	0	0	0	1	2	3
Lube Only	0	0	0	0	0	1	0	1	1
P C V Valve	0	0	2	0	0	0	0	2	2
Radiator Flush Service	0	0	1	0	0	1	0	2	4
Rear Diff Service	0	0	1	0	0	0	0	1	2
Serpentine Belt	0	0	2	0	0	1	2	5	7
Tire Rotation	0	0	0	0	0	0	3	3	3
Transfer Case	0	0	1	0	0	0	1	2	3
Wiper Blades	0	0	2	0	0	5	1	8	8
<b>O → NON-SERVICE COUNTS</b>									
Cabin Air Filter	0	0	0	0	0	0	0	0	1
Coolants	0	0	0	0	0	0	3	3	5
Gear Oil	0	0	0	0	0	0	2	2	2
Light Bulbs	0	0	0	0	0	1	0	1	2
MISC. LABOR	0	0	0	0	0	1	3	4	11
Transmission Kits	0	0	0	0	0	0	0	0	1
Wiper Blades	0	0	0	0	0	0	1	1	3



# Co-op Report

Weekly Sales

P  Week Ending Saturday, July 24, 2010

---

Mail To:  
Sage Corp #99  
17 S. Village Ave  
EXTON, PA 19341





## 2.13 Till Report

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Sales

### What's on it?

#### Cash Reconciliation

If you choose to verify your tills by counting each individual denomination, the Cash Reconciliation will be displayed here. If you verify only the overall cash total, the system will display a total amount, only, and it will show zeros for each denomination. In our following sample report, Till #1 and Till #2 have verified each denomination.

#### Cash Drawer Summary

The Cash Drawer Summary is a complete listing of the verified totals for all pay types. The amounts are displayed for system total, user-verified total and an over/short listing that details any discrepancies that may exist between the two.

#### Till Summary

A final sum of all tills opened and closed for the day. The amounts are displayed for system total, user-verified total and an over/short listing that details any discrepancies between the two.

## What's in it?

A	Till Number	This number indicates the order in which tills were opened for the day. Till #1 would be the first till opened for the day and so on
B	User	The name of the user who opened the till
C	Open	The system time when the till was opened
D	Close	The system time when the till was closed
E	Open (column)	The amount and count of each denomination of money the till was opened with
F	Close (column)	The amount and count of each denomination of money the till was closed with
G	System	System totals for all pay types for the day
H	User	User-verified totals for all pay types for the day
I	Over/Short	All variances in amounts between computer-expected system totals and user-verified totals
J	Till Total System	Sum of all pay types in the individual till as calculated by the system
K	Till Total User	Sum of all pay types in the individual till as verified by the user
L	Till Summary System	System totals for all tills including all pay types for the day
M	Till Summary User	User-verified totals for all tills including all pay types for the day
N	Over/Short	Total sum of variance in amounts between system totals and user verified totals for all tills for the day
O	Total of All Tills	System, user-verified, and over/short totals for all tills for the day
P	Report Footer	This is a customized text field that can be used to show the location where the report was generated or other store specific information



# Till Report

## Sage Quick Lube

### All Records With a Date of 05/09/2010

Date for which the report was generated

**Till #1** User: Ron Young  
 Open: 5/9/2010 7:54:27 AM Close: 5/9/2010 5:08:34 PM

Cash Reconciliation			
	Open		Close
\$100's	x 0 0.00	x 0	0.00
\$50's	x 0 0.00	x 0	0.00
\$20's	x 2 40.00	x 4	80.00
\$10's	x 9 90.00	x 12	120.00
\$5's	x 9 45.00	x 10	50.00
\$1's	x 17 17.00	x 10	10.00
Quarters	x 17 4.25	x 17	4.25
Dimes	x 25 2.50	x 21	2.10
Nickels	x 16 0.80	x 15	0.75
Pennies	x 45 0.45	x 21	0.21
Cash Total:	200.00		267.31

Cashdrawer Summary			
	System	User	Over/Short
Cash	268.86	267.31	(1.55)
Check	45.21	45.21	0.00
Debit	167.14	167.14	0.00
Discover	163.86	163.86	0.00
Gift Cert	0.00	0.00	0.00
MasterCard	298.24	298.24	0.00
Visa	46.25	46.25	0.00
Till Total:	989.56	988.01	(1.55)

**Till #2** User: Ron Young  
 Open: 5/9/2010 7:55:54 AM Close: 5/9/2010 5:05:04 PM

Cash Reconciliation			
	Open		Close
\$100's	x 0 0.00	x 0	0.00
\$50's	x 0 0.00	x 0	0.00
\$20's	x 2 40.00	x 9	180.00
\$10's	x 9 90.00	x 9	90.00
\$5's	x 11 55.00	x 10	50.00
\$1's	x 10 10.00	x 12	12.00
Quarters	x 10 2.50	x 10	2.50
Dimes	x 16 1.60	x 10	1.00
Nickels	x 13 0.65	x 17	0.85
Pennies	x 25 0.25	x 34	0.34
Cash Total:	200.00		336.69

Cashdrawer Summary			
	System	User	Over/Short
Cash	336.69	336.69	0.00
Check	34.97	34.97	0.00
Debit	87.04	87.04	0.00
Discover	157.85	157.85	0.00
Gift Cert	20.00	20.00	0.00
MasterCard	48.75	48.75	0.00
Visa	116.65	116.65	0.00
Till Total:	801.95	801.95	0.00

Till Summary			
	System	User	Over/Short
Cash	605.55	604.00	(1.55)
Check	80.18	80.18	0.00
Debit	254.18	254.18	0.00
Discover	321.71	321.71	0.00
Gift Cert	20.00	20.00	0.00
MasterCard	346.99	346.99	0.00
Visa	162.90	162.90	0.00
Total of All Tills:	1,791.51	1,789.96	(1.55)





## 2.14 Sales Description

### Sales Description

Sales

Feb 23, 2012

#### INVOICE SUMMARY

TOTAL INVOICES PROCESSED	1	Total Invoices Processed
TOTAL INVOICE NET SALES	2	(Subtotal) For All Invoices
AVERAGE NET SALE	3	2 / 1
AVERAGE COST/INVOICE	4	Total Cost Of Invoices / 1
TOTAL COST/NET SALE RATIO	5	4 / 3
TOTAL NON-QUICK SALES PROCESSED	6	Total Non-Quick Sale Invoices Processed
TOTAL NON-Q.S. NET SALES	7	(Subtotal) For All Non-Quick Sale Invoices
AVERAGE NON-Q.S. NET SALE	8	7/6
AVERAGE COST/VEHICLE	9	Total Cost of Non-Quick Sale Invoices / 6
GIFT CARD INVOICE SALES	A	
% OF TOTAL NET SALES	B	7 / 2
TOTAL QUICK SALES PROCESSED	C	Total Quick Sales Processed
TOTAL QUICK SALE NET SALES	D	(Subtotal) Total Quick Sale Net Sales
GIFT CARD QUICK SALES	E	
% OF TOTAL NET SALES	F	D / 2
TOTAL GIFT CARD SALES PROCESSED	G	
TOTAL GIFT CARD SALE NET SALES	H	
% OF TOTAL NET SALES	I	
TOTAL OTHERS PROCESSED	J	Pay-Ins, Pay-Outs, Refunds, Voids

#### SERVICE SALES

SERVICES	# OF SVC	% OF SVC	SALES AMOUNT	% OF SALE	# OF SVC	% OF SVC	SALES AMOUNT	% OF SALE	# OF SVC	% OF SVC	SALES AMOUNT	% OF SALE
K	L	M	N	O								
K												
L												
M												
N												
O												

K All Services Entered Within The Month  
 L The Individual Count For This Particular Service Name  
 M L / SUM(L)  
 N Subtotal Of Particular Service + Coupons And Discounts  
 O N / U(Page 2) - % Of Total Sales

#### NON-SERVICE SALES

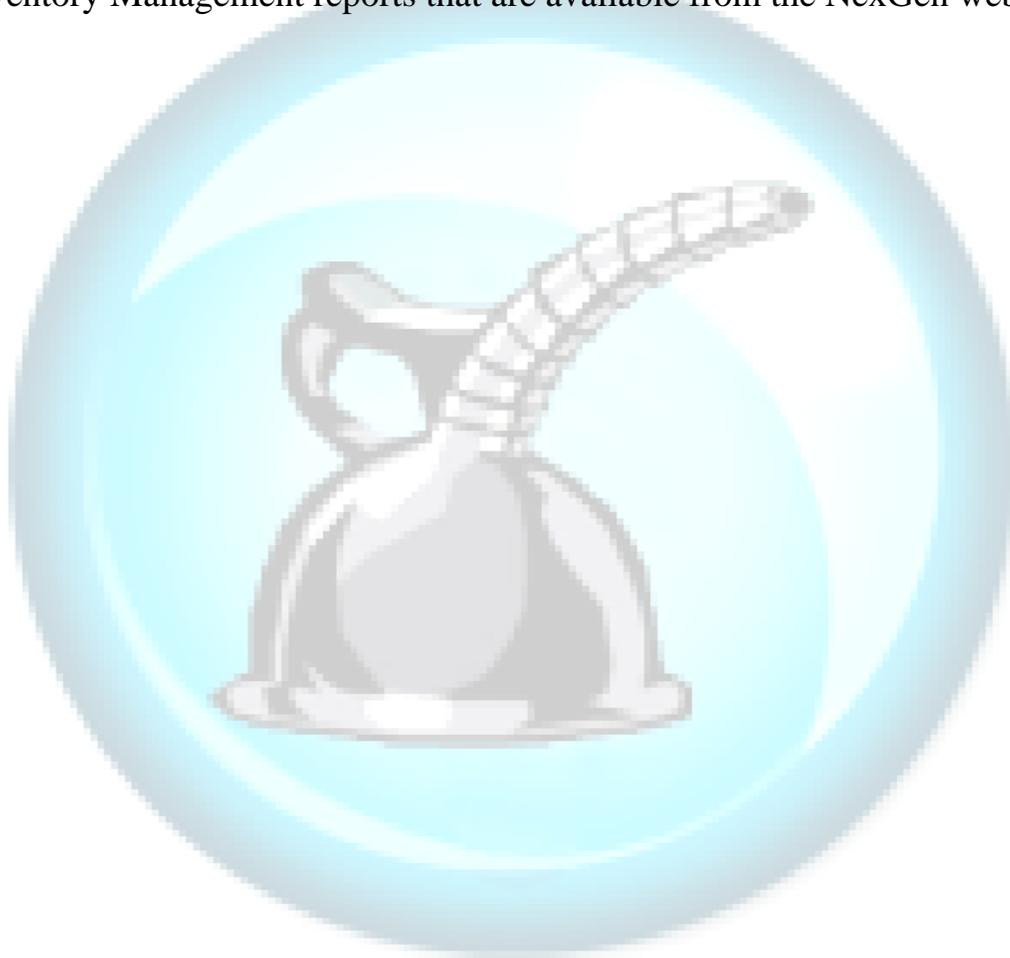
ITEM GROUP	# OF ITEM	% OF ITEM	SALES AMOUNT	% OF SALE	# OF ITEM	% OF ITEM	SALES AMOUNT	% OF SALE	# OF ITEM	% OF ITEM	SALES AMOUNT	% OF SALE
P	Q	R	S	T								
P												
Q												
R												
S												
T												

P All Parts That Do Not Have A Service Included With An Invoice Within The Month  
 All Labor Addeed To Invoices That Are Not Associated With A Service  
 Q The Individual Count For This Particular Part Name Or Labor Item  
 R Q / SUM(Q)  
 S Subtotal Of Particular Item + Coupons And Discounts  
 T S / U(Page 2)



### 3 Inventory Reports

The powerful reporting feature of the QuickTouch Inventory Management System that helps you track your inventory and order the right parts at the right time is available through NexGen. The following are examples and explanations of all of the Inventory Management reports that are available from the NexGen website.







## 3.1 Inventory Item Listing Report

### What is it?

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.

The QuickTouch system will sell negative amounts if the parts are actually available. This could occur if a parts order has been delivered but the Purchase Order has not been posted. When the order is posted, the inventory restocking will add the received amount to the negative quantity on-hand and end up with the correct on-hand levels.

### Why is it useful?

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.

### Where is it?

Inventory & Service

### What's on it?

#### Report Details

This report lists every item (part) in your inventory. The report is organized by stock number, description, last cost, selling price, quantities, mark-up, premium amount and whether the item is taxable. On this report you will also find the vendor you buy from, any special pricing categories you have setup for fleets or customers that get automatic discounts, and ordering information.

## What's in it?

A	Stock Number	Also referred to as the part number or item number, this is the alpha-numeric code that the system uses to identify parts and other inventory items. This is generally the same stock number that your vendor uses to reorder the part
B	Description	Description of the inventory item. The description is often what prints on the customers' invoices and should be customer-friendly
C	Last Cost	The most current (last) purchase cost of the inventory item. This is a 'replacement costing' methodology and the last cost is applied to all on-hand items for inventory valuation purposes
D	Selling Price	Selling price refers to the price set for this item in the "selling price" field of Inventory Item Maintenance. It is the price you would sell this part for outside of a service
E	Minimum On Hand	MOH refers to the minimum number of the item you wish to have in stock. When you reach this minimum, the system will add this item to the next purchase order generated for this vendor
F	Quantity On Hand	QOH refers to the current quantity of the item on hand. If the report indicates a 3 in this field, there should actually be 3 of this item in stock
G	Carton Quantity	Carton quantity is specified in Inventory Item Maintenance and refers to the packaging of a particular item. For example, a carton of oil filters usually contains 12 filters. Setting this amount allows the ordering and restocking functions to post inventory by carton rather than by individual item
H	Markup Amount	You can set the Selling Price to a specific dollar amount as described above ([D]) or you can allow the system to calculate the selling price as a percent over cost. The markup amount will be expressed as a dollar amount ( $\text{cost} \times \text{Markup}\% = \text{Markup Amount}$ ). Generally, this is only used where a round number is not required and the pricing is not published. Parts that are directly sold to your customers should be a fixed selling price so the amount is a round number, i.e. \$8.99, \$10.99. Markup amounts will not calculate to an even retail amount
I	Premium Amount	Premium amount refers to an additional charge when using this part within a fixed-price service. Often used for up-charge on cartridge and diesel oil filters. Generally applies to any part that the cost of the part is unusually expensive
J	Taxable	Indicates whether the inventory item is taxable when sold. For example, state inspection stickers may be stocked and sold as a part but are not a taxable item
K	Service Price	The price this item will be sold for, if sold within a service that is set to 'actual parts' pricing. **Shown on Medium Detail Report**
L	Special Pricing	If you have specified special pricing categories within Inventory Item Maintenance the A, B, and C pricing categories will be displayed here. This is useful for pricing a fleet account that, per your agreement with them, they receive 10% off all parts purchased. The parts can be setup with all A level prices 10% off and then in Fleet setup, you simply mark the fleet account to use A-level pricing throughout. **Shown on Medium Detail Report**
M	Pricing Method	Pricing method for the inventory item. Options are Fixed, Variable and Markup as defined in Inventory Item Maintenance. Fixed is sold at the price specified, Variable asks for the amount during invoicing, and Markup uses a markup percentage to generate the price. **Shown on High Detail Report**



N	Order Method	Method of ordering the inventory item. Options are Fixed and Auto which is set in Inventory Item Maintenance. Fixed is the amount to order every time the minimum is reached. Auto calculates the order amount based on a user-defined timeline of actual usage and a user-defined future number of days to stock for. <b>**Shown on High Detail Report**</b>
O	Current Vendor	Refers to the supplier where you purchase the item from. This is set in Inventory Item Maintenance. <b>**Shown on High Detail Report**</b>
P	Standard Order	Refers to the carton quantity for a standard order when the item is also set to Fixed order method. This option is set in Inventory Item Maintenance. <b>**Shown on High Detail Report**</b>
Q	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information

# Item Listing - Low Detail

Inventory

For Oil Filters - Grouped By Item Group - Sorted By Alpha

0099 EXTON

Feb 23, 2012

How the report results were filtered



Oil Filters									
A	B	C	D	E	F	G	H	I	J
STOCK NUMBER	DESCRIPTION	LAST COST	SELLING PRICE	MIN ON HAND	QTY ON HAND	CARTON QTY	MARKUP AMOUNT	PREMIUM AMOUNT	TAXABLE
OF1	Oil Filter	1.690	3.99	24	18	12	0.00	0.00	YES
OF104	Oil Filter	2.640	4.95	12	10	12	0.00	0.00	YES
OF106	Oil Filter	1.940	4.95	24	31	12	0.00	0.00	YES
OF108	Oil Filter	2.340	4.95	24	33	12	0.00	0.00	YES
OF109	Oil Filter	2.050	5.99	12	8	12	0.00	0.00	YES
OF11	Oil Filter	1.910	3.99	12	34	12	0.00	0.00	YES
OF12	Oil Filter	1.760	3.99	6	12	12	0.00	0.00	YES
OF153	Oil Filter	3.500	6.00	24	17	1	0.00	4.00	YES
OF156	Oil Filter	5.250	9.99	0	4	1	0.00	6.00	YES
OF159	Oil Filter	4.350	7.99	36	23	12	0.00	4.00	YES
OF161	Oil Filter	2.000	4.50	4	45	1	125.00	2.00	YES
OF162	Oil Filter	5.250	11.81	12	28	1	125.00	6.00	YES
OF164	Oil Filter	5.250	11.81	1	11	12	125.00	6.00	YES
OF165	Oil Filter	1.490	3.35	0	6	1	125.00	0.00	NO
OF167	Oil Filter	2.450	2.00	0	47	1	0.00	0.00	YES
OF169	Oil Filter	5.000	7.00	0	11	1	0.00	7.00	YES
OF172	Oil Filter	2.500	6.25	0	9	12	150.00	3.00	YES
OF173	Oil Filter	6.000	7.00	0	-12	1	0.00	7.00	YES
OF19	Oil Filter	1.690	3.99	6	35	12	0.00	0.00	YES
OF2	Oil Filter	1.940	3.99	24	23	12	0.00	0.00	YES
OF21	Oil Filter	1.670	2.99	12	46	12	0.00	0.00	YES
OF22	Oil Filter	2.750	6.19	6	35	12	125.00	2.00	YES
OF23	Oil Filter	1.910	3.99	24	5	10	0.00	0.00	YES
OF26	Oil Filter	1.730	3.99	6	4	12	0.00	0.00	YES
OF27	Oil Filter	2.190	3.99	12	27	12	0.00	0.00	YES
OF28	Oil Filter	1.920	3.99	24	55	12	0.00	0.00	YES
OF29	Oil Filter	1.690	3.99	12	14	12	0.00	0.00	YES
OF3	Oil Filter	1.840	3.99	6	29	12	0.00	0.00	YES
OF30	Oil Filter	2.040	3.99	6	17	12	0.00	0.00	YES
OF31	Oil Filter	2.440	3.99	12	2	12	0.00	0.00	YES
OF33	Oil Filter	1.990	3.99	24	57	12	0.00	0.00	YES
OF34	Oil Filter	1.890	3.99	12	37	12	0.00	0.00	YES
OF35	Oil Filter	2.840	4.99	24	2	12	0.00	0.00	YES
OF37	Oil Filter	2.100	4.99	12	46	12	0.00	0.00	YES
OF38	Oil Filter	1.890	5.99	12	68	12	0.00	0.00	YES
OF39	Oil Filter	2.190	5.99	6	1	12	0.00	0.00	YES
OF41	Oil Filter	3.840	5.99	6	26	12	0.00	0.00	YES
OF42	Oil Filter	2.070	7.00	6	39	12	0.00	0.00	YES
OF45	Oil Filter	1.690	3.99	6	6	12	0.00	0.00	YES
OF47	Oil Filter	4.250	8.99	6	26	12	0.00	4.00	YES
OF48	Oil Filter	1.750	4.99	6	50	12	0.00	0.00	YES
OF49	Oil Filter	7.840	8.99	6	31	12	0.00	6.00	YES
OF51	Oil Filter	3.130	5.99	12	14	12	0.00	0.00	YES
OF52	Oil Filter	2.860	0.00	36	5	12	0.00	0.00	YES
OF53	Oil Filter	6.870	15.00	24	0	1	0.00	4.00	YES
OF55	Oil Filter	4.340	6.99	24	24	12	0.00	4.00	YES
OF56	Oil Filter	6.140	5.99	24	10	6	0.00	5.00	YES
OF57	Oil Filter	6.610	5.99	24	7	12	0.00	6.00	YES
OF58	Oil Filter	3.050	7.50	0	22	12	0.00	4.00	YES
OF59	Oil Filter	4.840	5.99	24	15	12	0.00	4.00	YES
OF60	Oil Filter	8.840	10.00	24	14	1	0.00	8.00	YES
OF61	Oil Filter	5.000	16.99	2	11	6	0.00	10.00	YES
OF62	Oil Filter	4.600	8.00	12	8	1	0.00	6.00	YES
OF63	Oil Filter	8.940	10.00	24	15	1	0.00	8.00	YES
OF64	Oil Filter	8.740	16.99	2	22	6	0.00	8.00	YES
OF65	Oil Filter	2.390	5.00	12	14	1	0.00	0.00	YES
OF7	Oil Filter	1.940	3.99	6	28	12	0.00	0.00	YES



# Item Listing - Med Detail

0099 EXTON

## Inventory

Feb 23, 2012

For Oil Filters - Grouped By Item Group - Sorted By Alpha

K

L

STOCK NUMBER	DESCRIPTION	LAST COST	SELL PRICE	SVC PRICE	MIN ON HAND	QTY ON HAND	CART QTY	MARK UP AMT	PREM AMT	TAX	SPECIAL PRICING		
											A	B	C
Oil Filters													
OF1	Oil Filter	1.69	3.99	3.99	24	18	12	0.00	0.00	YES	N/A	N/A	N/A
OF104	Oil Filter	2.64	4.95	4.95	12	10	12	0.00	0.00	YES	N/A	N/A	N/A
OF106	Oil Filter	1.94	4.95	4.95	24	31	12	0.00	0.00	YES	N/A	N/A	N/A
OF108	Oil Filter	2.34	4.95	4.95	24	33	12	0.00	0.00	YES	N/A	N/A	N/A
OF109	Oil Filter	2.05	5.99	5.99	12	8	12	0.00	0.00	YES	N/A	N/A	N/A
OF11	Oil Filter	1.91	3.99	3.99	12	34	12	0.00	0.00	YES	N/A	N/A	N/A
OF12	Oil Filter	1.76	3.99	3.99	6	12	12	0.00	0.00	YES	N/A	N/A	N/A
OF153	Oil Filter	3.50	6.00	6.00	24	17	1	0.00	4.00	YES	N/A	N/A	N/A
OF156	Oil Filter	5.25	9.99	9.99	0	4	1	0.00	6.00	YES	N/A	N/A	N/A
OF159	Oil Filter	4.36	7.99	7.99	36	23	12	0.00	4.00	YES	N/A	N/A	N/A
OF161	Oil Filter	2.00	4.50	4.00	4	45	1	125.00	2.00	YES	N/A	N/A	N/A
OF162	Oil Filter	5.25	11.81	7.25	12	28	1	125.00	6.00	YES	N/A	N/A	N/A
OF164	Oil Filter	5.25	11.81	7.25	1	11	12	125.00	6.00	YES	N/A	N/A	N/A
OF165	Oil Filter	1.49	3.35	7.00	0	6	1	125.00	0.00	NO	N/A	N/A	N/A
OF167	Oil Filter	2.45	2.00	2.00	0	47	1	0.00	0.00	YES	N/A	N/A	N/A
OF169	Oil Filter	5.00	7.00	7.00	0	11	1	0.00	7.00	YES	N/A	N/A	N/A
OF172	Oil Filter	2.50	6.25	0.00	0	9	12	150.00	3.00	YES	\$5.00Disc	500.0% Disc	\$10.00Mk Up
OF173	Oil Filter	6.00	7.00	7.00	0	-12	1	0.00	7.00	YES	\$5.00Disc	500.0% Disc	\$5.00Mk Up
OF19	Oil Filter	1.69	3.99	3.99	6	35	12	0.00	0.00	YES	N/A	N/A	N/A
OF2	Oil Filter	1.94	3.99	3.99	24	23	12	0.00	0.00	YES	N/A	N/A	N/A
OF21	Oil Filter	1.67	2.99	2.99	12	46	12	0.00	0.00	YES	N/A	N/A	N/A
OF22	Oil Filter	2.75	6.19	3.99	6	35	12	125.00	2.00	YES	\$5.00Disc	500.0% Disc	\$5.00Mk Up
OF23	Oil Filter	1.91	3.99	3.99	24	5	10	0.00	0.00	YES	N/A	N/A	N/A
OF26	Oil Filter	1.73	3.99	3.99	6	4	12	0.00	0.00	YES	N/A	N/A	N/A
OF27	Oil Filter	2.19	3.99	3.99	12	27	12	0.00	0.00	YES	N/A	N/A	N/A
OF28	Oil Filter	1.92	3.99	3.99	24	55	12	0.00	0.00	YES	N/A	N/A	N/A
OF29	Oil Filter	1.69	3.99	3.99	12	14	12	0.00	0.00	YES	N/A	N/A	N/A
OF3	Oil Filter	1.84	3.99	3.99	6	29	12	0.00	0.00	YES	N/A	N/A	N/A
OF30	Oil Filter	2.04	3.99	3.99	6	17	12	0.00	0.00	YES	N/A	N/A	N/A
OF31	Oil Filter	2.44	3.99	3.99	12	2	12	0.00	0.00	YES	N/A	N/A	N/A
OF33	Oil Filter	1.99	3.99	3.99	24	57	12	0.00	0.00	YES	N/A	N/A	N/A
OF34	Oil Filter	1.89	3.99	3.99	12	37	12	0.00	0.00	YES	N/A	N/A	N/A
OF35	Oil Filter	2.84	4.99	4.99	24	2	12	0.00	0.00	YES	N/A	N/A	N/A
OF37	Oil Filter	2.10	4.99	4.99	12	46	12	0.00	0.00	YES	N/A	N/A	N/A
OF38	Oil Filter	1.89	5.99	5.99	12	68	12	0.00	0.00	YES	N/A	N/A	N/A
OF39	Oil Filter	2.19	5.99	5.99	6	1	12	0.00	0.00	YES	N/A	N/A	N/A
OF41	Oil Filter	3.84	5.99	5.99	6	26	12	0.00	0.00	YES	N/A	N/A	N/A
OF42	Oil Filter	2.07	7.00	7.00	6	39	12	0.00	0.00	YES	N/A	N/A	N/A
OF45	Oil Filter	1.69	3.99	3.99	6	6	12	0.00	0.00	YES	N/A	N/A	N/A
OF47	Oil Filter	4.25	8.99	8.99	6	26	12	0.00	4.00	YES	N/A	N/A	N/A
OF48	Oil Filter	1.75	4.99	4.99	6	50	12	0.00	0.00	YES	N/A	N/A	N/A
OF49	Oil Filter	7.84	8.99	8.99	6	31	12	0.00	6.00	YES	N/A	N/A	N/A
OF51	Oil Filter	3.13	5.99	5.99	12	14	12	0.00	0.00	YES	N/A	N/A	N/A
OF52	Oil Filter	2.86	0.00	0.00	36	5	12	0.00	0.00	YES	N/A	N/A	N/A
OF53	Oil Filter	6.87	15.00	15.00	24	0	1	0.00	4.00	YES	N/A	N/A	N/A
OF55	Oil Filter	4.34	6.99	6.99	24	24	12	0.00	4.00	YES	N/A	N/A	N/A
OF56	Oil Filter	6.14	5.99	5.99	24	10	6	0.00	5.00	YES	N/A	N/A	N/A
OF57	Oil Filter	6.61	5.99	5.99	24	7	12	0.00	6.00	YES	N/A	N/A	N/A
OF58	Oil Filter	3.05	7.50	7.50	0	22	12	0.00	4.00	YES	N/A	N/A	N/A
OF59	Oil Filter	4.84	5.99	5.99	24	15	12	0.00	4.00	YES	N/A	N/A	N/A
OF60	Oil Filter	8.84	10.00	10.00	24	14	1	0.00	8.00	YES	N/A	N/A	N/A
OF61	Oil Filter	5.00	16.99	16.99	2	11	6	0.00	10.00	YES	N/A	N/A	N/A
OF62	Oil Filter	4.60	8.00	8.00	12	8	1	0.00	6.00	YES	N/A	N/A	N/A
OF63	Oil Filter	8.94	10.00	10.00	24	15	1	0.00	8.00	YES	N/A	N/A	N/A

# Item Listing - High Detail

## Inventory

For Oil Filters - Grouped By Item Group - Sorted By Alpha

Q  
0099 EXTON

Feb 23, 2012

STOCK NUMBER	DETAIL
Oil Filters	
OF1	<p>M → Description: Oil Filter                      Pricing Method: Fixed Selling Price: 3.99                      Order Method: Fixed Min On Hand: 24                      Spec. Pricing A: 0.0% Discount                      Current Vendor: Parts Warehouse</p> <p>P → Last Cost: 1.690                      Service Price: 3.99                      Standard Order: 1                      B: 0.0% Discount                      90 Days Usage: 0.00</p> <p>Taxable: YES                      Premium Amount: 0.00/Svc                      Carton Quantity: 12                      C: 0.0% Discount</p>
OF104	<p>N → Description: Oil Filter                      Pricing Method: Fixed Selling Price: 4.95                      Order Method: Fixed Min On Hand: 12                      Spec. Pricing A: 0.0% Discount                      Current Vendor: Parts Warehouse</p> <p>Last Cost: 2.640                      Service Price: 4.95                      Standard Order: 1                      B: 0.0% Discount                      90 Days Usage: 0.00</p> <p>Taxable: YES                      Premium Amount: 0.00/Svc                      Carton Quantity: 12                      C: 0.0% Discount</p>
OF106	<p>O → Description: Oil Filter                      Pricing Method: Fixed Selling Price: 4.95                      Order Method: Fixed Min On Hand: 24                      Spec. Pricing A: 0.0% Discount                      Current Vendor: Parts Warehouse</p> <p>Last Cost: 1.940                      Service Price: 4.95                      Standard Order: 3                      B: 0.0% Discount                      90 Days Usage: 0.00</p> <p>Taxable: YES                      Premium Amount: 0.00/Svc                      Carton Quantity: 12                      C: 0.0% Discount</p>
OF108	<p>Description: Oil Filter                      Pricing Method: Fixed Selling Price: 4.95                      Order Method: Fixed Min On Hand: 24                      Spec. Pricing A: 0.0% Discount                      Current Vendor: Parts Warehouse</p> <p>Last Cost: 2.340                      Service Price: 4.95                      Standard Order: 2                      B: 0.0% Discount                      90 Days Usage: 0.00</p> <p>Taxable: YES                      Premium Amount: 0.00/Svc                      Carton Quantity: 12                      C: 0.0% Discount</p>
OF109	<p>Description: Oil Filter                      Pricing Method: Fixed Selling Price: 5.99                      Order Method: Fixed Min On Hand: 12                      Spec. Pricing A: 0.0% Discount                      Current Vendor: Parts Warehouse</p> <p>Last Cost: 2.050                      Service Price: 5.99                      Standard Order: 4                      B: 0.0% Discount                      90 Days Usage: 0.00</p> <p>Taxable: YES                      Premium Amount: 0.00/Svc                      Carton Quantity: 12                      C: 0.0% Discount</p>
OF11	<p>Description: Oil Filter                      Pricing Method: Fixed Selling Price: 3.99                      Order Method: Fixed Min On Hand: 12                      Spec. Pricing A: 0.0% Discount                      Current Vendor: Parts Warehouse</p> <p>Last Cost: 1.910                      Service Price: 3.99                      Standard Order: 4                      B: 0.0% Discount                      90 Days Usage: 0.00</p> <p>Taxable: YES                      Premium Amount: 0.00/Svc                      Carton Quantity: 12                      C: 0.0% Discount</p>
OF12	<p>Description: Oil Filter                      Pricing Method: Fixed Selling Price: 3.99                      Order Method: Fixed Min On Hand: 6                      Spec. Pricing A: 0.0% Discount                      Current Vendor: Parts Warehouse</p> <p>Last Cost: 1.760                      Service Price: 3.99                      Standard Order: 2                      B: 0.0% Discount                      90 Days Usage: 0.00</p> <p>Taxable: YES                      Premium Amount: 0.00/Svc                      Carton Quantity: 12                      C: 0.0% Discount</p>
OF153	<p>Description: Oil Filter                      Pricing Method: Fixed Selling Price: 6.00                      Order Method: Fixed Min On Hand: 24                      Spec. Pricing A: 0.0% Discount                      Current Vendor: Parts Warehouse</p> <p>Last Cost: 3.500                      Service Price: 6.00                      Standard Order: 1                      B: 0.0% Discount                      90 Days Usage: 0.00</p> <p>Taxable: YES                      Premium Amount: 4.00/Svc                      Carton Quantity: 1                      C: 0.0% Discount</p>
OF156	<p>Description: Oil Filter                      Pricing Method: Fixed Selling Price: 9.99                      Order Method: Fixed Min On Hand: 0                      Spec. Pricing A: 0.0% Discount                      Current Vendor: Parts Warehouse</p> <p>Last Cost: 5.250                      Service Price: 9.99                      Standard Order: 0                      B: 0.0% Discount                      90 Days Usage: 0.00</p> <p>Taxable: YES                      Premium Amount: 6.00/Svc                      Carton Quantity: 0                      C: 0.0% Discount</p>
OF159	<p>Description: Oil Filter                      Pricing Method: Fixed Selling Price: 7.99</p> <p>Last Cost: 4.350                      Service Price: 7.99</p> <p>Taxable: YES                      Premium Amount: 4.00/Svc</p>

2/23/2012 4:36:36 PM

NEXGen Reporting Services

Page 1

Date and time the report  
was generated



## 3.2 Inventory Value Report

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Inventory & Service

### What's on it?

#### Report Details

The main section of the report contains all inventory stock items matching the optional criteria you selected when generating the report. The results are displayed by vendor, stock number, description, last cost, minimum stock level, current on-hand, current on-order quantities and the inventory value. Note: the last 90-day usage is also shown. This is helpful in determining whether the current minimum stocking levels are set correctly.

#### Summary by Inventory Group

This section details the total inventory value for each inventory item group and a combined overall total.

#### Summary by Vendor

This section details the total inventory value for each vendor. The overall total value of the inventory is also displayed here.

### What's in it?

A	Vendor	Refers to the supplier who you purchase the item from. This is set in Inventory Item Maintenance
B	Stock Number	Also referred to as the item or part number, this is the alpha-numeric code that the system, the operators and the vendors understand when buying or selling parts and other inventory items
C	Description	Description of the inventory item. This is a customer-friendly description of their parts purchases
D	Last Cost	The most current vendor cost of the inventory item
E	Minimum On Hand Units	MOH refers to the minimum number of the item you wish to have in stock. When you reach this minimum, the system will automatically list this item on the next printing of a Stock Reorder Report or Purchase Order
F	Quantity On Hand Units	QOH refers to the actual quantity on-hand of the item listed. If the report shows a '3' in this field, there should be 3 of these in stock. QOH should regularly be verified with a physical inventory count to insure that inventory valuation and reordering are accurate
G	On Order Units	The number of units of this inventory item that are on an active (not yet received) purchase order
H	Inventory Value	Total dollar inventory value of the item. This is the quantity on-hand times the last cost ([H] = [D] x [F])
I	Previous 90 Day Units	Number of this item sold during the previous 90 days before the report date
J	Value of Inventory Group	Total dollar value of all items contained for every inventory group as specified in the report options
K	Total Value of Inventory	Total dollar value of all combined inventory groups listed above
L	Summary by Vendor	Total dollar value of inventory for each individual vendor as specified in the report options
M	Total Value of Inventory	Total dollar value of all combined vendors listed above
N	Report Header	This is a customized text field that can be used to show the location where report was generated or other store specific information



# Inventory Value Report

Date for which the report was generated

0099 EXTON

## Inventory

Feb 23, 2012

For Oil - Grouped By Item Type - Sorted By Alpha

A	B	C	D	E	F	G	H	I
VENDOR	STOCK NUMBER	DESCRIPTION	LAST COST	MIN. ONHAND UNITS	QTY. ONHAND UNITS	ON ORDER UNITS	INV \$VALUE	PREV 90 DAY UNITS
		OIL						
MISC.	OWNOIL	Own Oil	0.000	0	808	0	0.000	0.00
OIL DISTRIBUTORS	10W30	10W30 Bulk	2.418	300	963	0	2,327.446	0.00
	10W30BLD	10W30 Blend	2.870	36	25	0	70.315	0.00
	10W30HM	10W30 High Mileage	2.548	40	71	0	180.908	0.00
	10W30SYN	10W30 Synthetic	4.925	120	76	0	373.808	0.00
	10W40HM	10W40 High Mileage	2.888	21	35	0	101.080	0.00
	15W40	15W40 Bulk	2.198	100	676	0	1,485.848	0.00
	5W20	5W20 Bulk	2.418	100	356	0	860.324	0.00
	5W20BLD	5W20 Blend	2.870	36	-24	0	0.000	0.00
	5W20HM	5W20 High Mileage	2.970	24	64	0	190.080	0.00
	5W20SYN	5W20 Synthetic	4.925	0	38	0	188.135	0.00
	5W30	5W30 Bulk	2.418	300	751	0	1,815.676	0.00
	5W30BLD	5W30 Blend	2.870	36	18	0	52.521	0.00
	5W30HM	5W30 High Mileage	2.970	12	8	0	24.057	0.00
	5W30SYN	5W30 Synthetic	3.710	120	59	0	219.447	0.00
	5W40SYN	5W40 Synthetic	4.925	6	22	0	108.350	0.00

# Inventory Value Report

Inventory

For Oil - Grouped By Item Type - Sorted By Alpha

N  
0099 EXTON  
Feb 23, 2012

## Summary by Inventory Group

	Oil	7,997.994	J
K	Total Value Of Inventory	7,997.994	

## Summary by Vendor

	Misc.	0.000	
	Oil Distributors	7,997.994	
M	Total Value Of Inventory	7,997.994	



## 3.3 Inventory Worksheet

### What is it?

The Inventory Worksheet is a detailed list of item (stock) numbers that are included in the 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.

### Why is it useful?

Checking physical inventory takes time and discipline. The Inventory Worksheet is designed to make verifying your current inventory levels go much more smoothly. Discrepancies in the on-hand counts can be adjusted (with audit reporting) using the Inventory Adjustment function in Inventory Maintenance.

### Where is it?

Inventory & Service

### What's on it?

#### Worksheet

The main section of the report is a complete listing of all of your inventory items as specified in the report criteria. The worksheet lists the items by stock number and description. Blank spaces are provided for you to write in the quantities you count as you perform the physical inventory. The System Total can be printed on the report or omitted. Omitting the total the system expects ensures that the operator's count will be accurate. If the owner or manager is performing the count, showing the system total is a convenient way to see immediately if an item's count is off.

Selling price, minimum on-hand quantity, and previous 90-day units sold are also shown for each item on this worksheet. If your inventory reordering method is set to 'Fixed', this is an excellent time to compare the Minimum On-hand Units to the last 90-days' activity to make sure that your minimums make sense. This is a great way to keep your total inventory value at the optimal amount. This is not necessary if you set your inventory reordering to 'Auto'. Setting items to 'Auto' tells the computer to ignore the minimum levels and automatically decide to reorder quantities based on actual usage. 'Auto' is the most accurate and preferred ordering method for all inventory.

This report can also be used as a price sheet for air filters, cabin filters, and so on, since it does not show the cost.

## What's in it?

A	Stock Number	Also referred to as the item or part number, this is the alpha-numeric code that the system, the operators and the vendors use to identify parts and other inventory items
B	Description	Customer-friendly description of the inventory item
C	Inventory Levels/ Physical Location	These spaces are provided for you to document your quantity counted in each of the physical locations where the part is stocked. The multiple spaces are provided because inventory is not always stored in one place. You may have cases of oil filters in storage and in each of the lube pits, all of which need to be accounted for
D	Physical Total	The physical total is your total count of the inventory item after adding each item in every location. This is the number you would need to adjust the inventory to if the system total is different
E	System Total	The quantity on-hand of the inventory item that the system expects to be counted. If this count differs from the physical count above, an inventory adjustment needs to be performed for this item
F	Selling Price	The price at which the part is sold (if not included in a service)
G	Minimum On Hand Units	MOH refers to the minimum number of the item you wish to have in stock. When you reach this minimum, the system will automatically list this item on the next printing of a Stock Reorder Report or Purchase Order. The MOH is not used if 'Auto' order method is setup for the item
H	Previous 90 Day Units	Number of items sold during the previous 90 days before the report date
I	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information



# Inventory Worksheet

For NAPA - Grouped By Vendor - Sorted By Alpha

Date for which the report was generated

0099 EXTON

Feb 23, 2012

EXTON

A ↓ STOCK#	B ↓ DESCRIPTION	C INVENTORY LEVELS PHYSICAL LOCATION				D ↓ PHYS TOTAL	E ↓ SYSTEM TOTAL	F ↓ SELLING PRICE	G MIN ON HAND UNITS	H PREV 90 DAY UNITS
		1	2	3	4					
NAPA - SERPENTINE BELT										
5K345	Serpentine Belt	---	---	---	---	2	0.00	1	0	
5K475	Serpentine Belt	---	---	---	---	1	69.99	1	0	
5K705	Serpentine Belt	---	---	---	---	2	0.00	1	0	
5K835	Serpentine Belt	---	---	---	---	1	0.00	2	0	
5K888	Serpentine Belt	---	---	---	---	2	69.99	1	0	
6K1010	Serpentine Belt	---	---	---	---	1	69.99	1	0	
6K1020	Serpentine Belt	---	---	---	---	1	59.99	2	0	
6K1025	Serpentine Belt	---	---	---	---	1	49.99	1	0	
6K1030	Serpentine Belt	---	---	---	---	2	69.99	2	0	
6K1075	Serpentine Belt	---	---	---	---	1	69.99	1	0	
6K1080	Serpentine Belt	---	---	---	---	1	59.99	1	0	
6K530	Serpentine Belt	---	---	---	---	1	69.99	1	0	
6K690	Serpentine Belt	---	---	---	---	1	69.99	1	0	
6K695	Serpentine Belt	---	---	---	---	2	59.99	1	0	
6K710	Serpentine Belt	---	---	---	---	1	59.99	1	0	
6K745	Serpentine Belt	---	---	---	---	1	69.99	1	0	
6K750	Serpentine Belt	---	---	---	---	2	59.99	2	0	
6K805	Serpentine Belt	---	---	---	---	1	69.99	1	0	
6K815	Serpentine Belt	---	---	---	---	2	49.99	1	0	
6K835	Serpentine Belt	---	---	---	---	1	49.99	1	0	
6K855	Serpentine Belt	---	---	---	---	1	69.99	2	0	
6K865	Serpentine Belt	---	---	---	---	2	69.99	1	0	
6K870	Serpentine Belt	---	---	---	---	1	59.99	2	0	
6K875	Serpentine Belt	---	---	---	---	1	59.99	2	0	
6K880	Serpentine Belt	---	---	---	---	1	59.99	2	0	
6K885	Serpentine Belt	---	---	---	---	1	69.99	2	0	
6K895	Serpentine Belt	---	---	---	---	1	45.99	2	0	
6K900	Serpentine Belt	---	---	---	---	2	55.99	1	0	
6K910	Serpentine Belt	---	---	---	---	1	69.99	1	0	
6K915	Serpentine Belt	---	---	---	---	2	49.99	2	0	
6K923	Serpentine Belt	---	---	---	---	1	69.99	2	0	
6K935	Serpentine Belt	---	---	---	---	1	49.99	2	0	
6K940	Serpentine Belt	---	---	---	---	2	49.99	2	0	





## 3.4 Stock Reorder Report

### What is it?

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.

### Why is it useful?

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 run.

### Where is it?

Inventory & Service

### What's on it?

#### Report Detail

The report lists all stock items that need to be reordered. Details include stock number, item description, last cost, minimum and actual on-hand level, carton quantity, standard reorder amount, suggested order amount, and a blank space to write in the actual amount you would like to order. This allows you to manually override the order amount when you know demand will be higher or lower than usual.

### What's in it?

A	Stock Number	Also referred to as the item or part number, this is the alpha-numeric code that the system, the operators and the vendors use to identify parts and other inventory items
B	Description	Description of the inventory item
C	Last Cost	The most current cost of the inventory item
D	Minimum On Hand Units	MOH refers to the minimum number of the item you wish to have in stock. When you reach this minimum, the system will add this stock item to the report
E	Quantity On Hand Units	QOH refers to the current quantity on-hand of the item in your stock. If the system indicates a 3 in this field, there should actually be 3 of these items in stock
F	Carton Quantity	Carton quantity is specified in Inventory Item Maintenance and refers to the vendor's packaging of each item. For example, a carton of oil filters usually contains 12 filters. Setting this amount correctly allows ordering and restocking of the inventory by carton rather than by the number of individual items
G	Standard Order Carton	Standard Order refers to the carton quantity for a standard order when the item reaches the minimum level and needs to be reordered
H	Suggested Order Carton	The number of cartons the system believes you should order based on all criteria set forth in your ordering and report options
I	Actual Order Carton	This empty space is intended for you to enter your final order quantity after reviewing the suggested order. The Reorder report is then ready to be faxed or e-mailed to your vendor for fulfillment
J	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information



# Reorder Report

Inventory

For NAPA - Grouped By Vendor - Sorted By Alpha

Date for which the report was generated

0099 EXTON

Feb 23, 2012

A → STOCK#	B → DESCRIPTION	C → LAST COST	D → MIN ONHAND UNITS	E → QUAN ONHAND UNITS	F → CART QUAN	G → STD. ORDER CARTON	90 DAY USAGE UNITS	SUGG ORDER CART	H → ACTUAL ORDER CART	I →	J →
<u>NAPA - SERPENTINE BELT</u>											
5K835	Serpentine Belt	19.930	2	1	1	1	0	2	_____		
6K1020	Serpentine Belt	18.890	2	1	1	1	0	2	_____		
6K855	Serpentine Belt	19.230	2	1	1	3	0	4	_____		
6K870	Serpentine Belt	18.050	2	1	1	1	0	2	_____		
6K875	Serpentine Belt	17.430	2	1	1	2	0	3	_____		
6K880	Serpentine Belt	19.040	2	1	1	1	0	2	_____		
6K885	Serpentine Belt	36.860	2	1	1	2	0	3	_____		
6K895	Serpentine Belt	18.950	2	1	1	4	0	5	_____		
6K923	Serpentine Belt	21.350	2	1	1	1	0	2	_____		
6K935	Serpentine Belt	17.510	2	1	1	3	0	4	_____		
6K945	Serpentine Belt	15.180	2	1	1	2	0	3	_____		
6K950	Serpentine Belt	21.770	2	1	1	1	0	2	_____		
6K960	Serpentine Belt	17.070	2	0	1	2	0	4	_____		
6K970	Serpentine Belt	18.720	2	1	1	4	0	5	_____		





## 3.5 Vendor Listing Report

### What is it?

The Vendor Listing Report is a simple report providing a complete listing of all of your vendors and their contact information that is stored on the NexGen website.

### Why is it useful?

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.

### Where is it?

Inventory & Service

### What's on it?

#### Report Details

The Vendor Listing Report is a complete listing of every vendor entered into your QuickTouch system. The vendors are listed by name, address and business contact. Vendors are entered and updated in the system using the Vendor Maintenance function.

### What's in it?

A	Vendor Name	The company name for this vendor
B	Address	The business address for this vendor
C	Contact	The person listed as the business contact for this vendor

# Vendor List

Date for which the report was generated  
Feb 23, 2012

A <i>Inventory</i>	B	C
VENDOR NAME	ADDRESS	CONTACT
Advanced Auto Stores: 99	9593 Main St EXTON, PA 19341 Phone: 895-626-2152	Kyle
Misc. Stores: 99		
NAPA Stores: 99	39 Main St. EXTON, PA 19341 Phone: 895-623-1458 E-mail: Ralph@napa.exton.com	Ralph
Oil Distributors Stores: 99	382 W. Ninth St IMMACULATA, PA 19345 Phone: 895-658-2314 E-mail: Dave@OilDistri.com	Dave
Parts Warehouse Stores: 99	49 Lake Dr. KENNETT SQUARE, PA 19348 Phone: 895-632-5256 E-mail: Keith@PartsWarehouse.com	Keith



## 3.6 Stock Sales Report

### What is it?

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 or Fastest selling parts, in addition to the default sorting method by Item Group.

### Why is it useful?

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.

### Where is it?

Inventory & Service

### What's on it?

#### Report Details

The Stock Sales Report lists all of the items sold within the date or date range specified.

#### Subtotal

Following the listings in each item group, a subtotal shows the total amount sold for that item group.

#### Grand Total

The grand total combines the subtotals of each item group to show the final quantities sold, average total cost, total sales and gross profit.

## What's in it?

A	Stock Number	Also referred to as the item or part number, this is the alpha-numeric code that the system, the operators and the vendors use to identify parts and other inventory items
B	Description	Description of the inventory item
C	Quantity Sold	The total number of times the item was sold for the day or date range
D	Average Unit Cost	The average cost for the item sold
E	Average Sell Price	The average selling price for the item
F	Average Total Cost	The average total cost for the item sold
G	Total Sales	The total sales amount for this item
H	Markup Percent	The percent of markup (the amount over your cost) applied to each stock item
I	Gross Profit	Gross profit is equal to your sales price minus your cost ( $[G] - [F] = [I]$ )
J	Gross Profit Percent	Gross profit shown as a percent ( $[I] / [G] * 100$ )
K	Minimum On Hand	MOH refers to the minimum number of the item you wish to have in stock. When you reach this minimum, the system adds this item to the stock reorder report
L	Quantity On Hand	QOH refers to the current quantity of the item in your stock. If the report indicates a 3 in this field, there should actually be 3 of these on-hand
M	Quantity Per Day	The Quantity sold per day column shows the average number of units sold per day for the date range of the report. If the report is only run for 1 day, then this column will be the same as the Qty Sold column.
N	Grand Totals	Final totals for quantity sold, average total cost, total sales and gross profit
O	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information



Date for which the report was generated

0099 EXTON  
May 02, 2010

# Stock Sales

## Inventory

All Group Sales for All Vendors Sorted By Item Groups

A	B	C	D	E	F	G	H	I	J	K	L	M
STOCK#	DESCRIPTION	QTY SOLD	AVG UNIT COST	AVG SELL PRICE	AVG TOT COST	TOTAL SALES	MARK UP%	GROSS PROFIT	GROSS PROFIT %	MIN ONHND	QTY ONHND	QTY /DAY
AF1744	Air Filter	1.0	6.990	14.99	6.990	14.99	114	8.00	53	3	1.00	1.00
	<b>AIR FILTER SUBTOTALS:</b>	<b>1.00</b>			<b>6.990</b>	<b>14.99</b>		<b>8.00</b>				
GREEN	Coolants	2.0	2.500	4.99	5.000	9.98	100	4.98	50	10	35.00	2.00
	<b>COOLANTS SUBTOTALS:</b>	<b>2.00</b>			<b>5.000</b>	<b>9.98</b>		<b>4.98</b>				
ATF	Automatic Transmiss	12.0	3.000	5.99	36.000	71.88	100	35.88	50	100	-22.00	12.00
	<b>GEAR OIL SUBTOTALS:</b>	<b>12.00</b>			<b>36.000</b>	<b>71.88</b>		<b>35.88</b>				
194	Light Bulbs	1.0	0.500	3.99	0.500	3.99	698	3.49	87	10	7.00	1.00
	<b>LIGHT BULBS SUBTOTALS:</b>	<b>1.00</b>			<b>0.500</b>	<b>3.99</b>		<b>3.49</b>				
FUELSYS	3-Part Fuel System T	1.0	8.825	45.99	8.825	45.99	421	37.17	81	1	4.00	1.00
	<b>MISC. PARTS SUBTOTALS:</b>	<b>1.00</b>			<b>8.825</b>	<b>45.99</b>		<b>37.17</b>				
10W30	10W30 Bulk	5.6	2.418	3.00	13.541	16.80	24	3.26	19	300	962.55	5.60
10W30SYN	10W30 Synthetic	6.5	4.925	6.99	32.013	45.44	42	13.42	30	120	75.90	6.50
5W20	5W20 Bulk	16.1	2.418	3.00	38.930	48.30	24	9.37	19	100	365.80	16.10
5W20BLD	5W20 Blend	6.5	2.870	3.99	18.655	25.94	39	7.28	28	36	-24.20	6.50
5W20SYN	5W20 Synthetic	16.5	4.925	6.99	81.263	115.34	42	34.07	30	0	38.20	16.50
5W30	5W30 Bulk	16.5	2.418	3.00	39.897	49.50	24	9.60	19	300	750.90	16.50
5W30BLD	5W30 Blend	9.7	2.870	3.99	27.839	38.70	39	10.86	28	36	18.30	9.70
5W30HM	5W30 High Mileage	16.7	2.970	3.99	49.599	66.63	34	17.03	26	12	8.10	16.70
	<b>OIL SUBTOTALS:</b>	<b>94.10</b>			<b>301.736</b>	<b>406.64</b>		<b>104.91</b>				
OF12	Oil Filter	1.0	1.760	3.99	1.760	3.99	127	2.23	56	6	12.00	1.00
OF164	Oil Filter	1.0	5.250	7.25	5.250	7.25	38	2.00	28	1	11.00	1.00
OF169	Oil Filter	1.0	5.000	7.00	5.000	7.00	40	2.00	29	0	11.00	1.00
OF173	Oil Filter	2.0	6.000	7.00	12.000	14.00	17	2.00	14	0	-12.00	2.00
OF19	Oil Filter	1.0	1.690	3.99	1.690	3.99	136	2.30	58	6	35.00	1.00
OF2	Oil Filter	1.0	1.940	3.99	1.940	3.99	106	2.05	51	24	23.00	1.00
OF21	Oil Filter	1.0	1.670	2.99	1.670	2.99	79	1.32	44	12	46.00	1.00
OF39	Oil Filter	1.0	2.190	5.99	2.190	5.99	174	3.80	63	6	1.00	1.00
OF42	Oil Filter	2.0	2.070	7.00	4.140	14.00	238	9.86	70	6	39.00	2.00
OF45	Oil Filter	2.0	1.690	3.99	3.380	7.98	136	4.60	58	6	6.00	2.00
OF62	Oil Filter	1.0	4.600	8.00	4.600	8.00	74	3.40	43	12	8.00	1.00
OF64	Oil Filter	1.0	8.740	16.99	8.740	16.99	94	8.25	49	2	22.00	1.00
OF7	Oil Filter	1.0	1.940	3.99	1.940	3.99	106	2.05	51	6	28.00	1.00
	<b>OIL FILTERS SUBTOTALS:</b>	<b>16.00</b>			<b>54.300</b>	<b>100.16</b>		<b>45.86</b>				
6K750	Serpentine Belt	1.0	12.600	59.99	12.600	59.99	376	47.39	79	2	2.00	1.00
	<b>SERPENTINE BELT SUBTOTALS:</b>	<b>1.00</b>			<b>12.600</b>	<b>59.99</b>		<b>47.39</b>				
19WB	19inch Wiper Blade	2.0	2.150	10.99	4.300	21.98	411	17.68	80	6	19.00	2.00
20WB	20inch Wiper Blade	1.0	2.150	11.99	2.150	11.99	458	9.84	82	6	20.00	1.00
21WB	21inch Wiper Blade	1.0	2.150	11.99	2.150	11.99	458	9.84	82	0	19.00	1.00
28WB	28inch Wiper Blade	1.0	9.940	15.99	9.940	15.99	61	6.05	38	10	12.00	1.00
	<b>WIPER BLADES SUBTOTALS:</b>	<b>5.00</b>			<b>18.540</b>	<b>61.95</b>		<b>43.41</b>				
N	<b>GRAND TOTALS:</b>	<b>133.10</b>			<b>444.491</b>	<b>775.57</b>		<b>331.08</b>				

2/23/2012 4:54:20 PM

NEXen Reporting Services

Page 1

Date and time the report was printed





## 3.7 Service Listing Report

### What is it?

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

### Why is it useful?

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.

### Where is it?

Inventory & Service

### What's on it?

#### Report Details

The Service Listing report is a complete listing of all of the services you have set up in your QuickTouch system. It is organized by service name, sort order, quick sale capability, parts price minimum/maximum, parts selling price and parts tax. You will also find labor minimum/maximum, selling price and labor tax.

## What's in it?

A	Service Name	The name of the service, set up in Service Maintenance
B	Sort Order	Refers to the order in which the service appears on your QuickTouch menu when selling the item. A lower number will move this service closer to the first page of services. These sort numbers can be duplicated; the sort will be alphabetic within a sort order number
C	Allow Quick Sale	This option specifies whether the selected service can be sold as a Quick Sale (non-customer/vehicle)
D	Parts Minimum	The minimum parts selling price if the service is set up to use variable parts pricing
E	Parts Maximum	The maximum parts selling price if the service is set up to use variable parts pricing
F	Parts Selling Price	The selling price of a parts if not variable priced or if sold outside of a service
G	Parts Tax	Determines whether sales tax is to be charged on the parts portion of a service sale
H	Labor Minimum	The minimum labor price if the service is set up to use variable labor pricing
I	Labor Maximum	The maximum labor price if the service is set up to use variable labor pricing
J	Labor Selling	The fixed labor price for the service if not variable priced
K	Labor Tax	Determines whether sales tax is to be charged on the labor portion of a service sale
L	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information



# Service List

0099 EXTON

Inventory

Feb 23, 2012

A Service Name	B SORT ORDER	C ALLOW QUICK	D PARTS MINIMUM	E PARTS MAXIMUM	F PARTS SELLING	G PARTS TAX	H LABOR MINIMUM	I LABOR MAXIMUM	J LABOR SELLING	K LABOR TAX
<b>No Group</b>										
FULL SERVICE	0	NO	\$0.00	\$0.00	\$12.00	YES	\$0.00	\$0.00	\$20.99	YES
4X4 FULL SERVICE	1	NO	\$0.00	\$0.00	\$12.00	YES	\$0.00	\$0.00	\$22.99	YES
AIR FILTER	3	YES	\$0.00	\$0.00	\$0.00	YES	\$0.00	\$0.00	\$0.00	YES
WIPER BLADES	4	YES	\$0.00	\$0.00	\$0.00	YES	\$0.00	\$0.00	\$0.00	YES
ATF FLUID EXCHANGE	6	NO	\$0.00	\$0.00	\$109.99	YES	\$0.00	\$0.00	\$20.00	YES
AUTO TRANS SERVICE	7	NO	\$0.00	\$0.00	\$20.00	YES	\$0.00	\$0.00	\$34.99	YES
MANUAL TRANSMISSION	8	NO	\$0.00	\$0.00	\$14.00	YES	\$0.00	\$0.00	\$15.99	YES
REAR DIFF SERVICE	9	NO	\$0.00	\$0.00	\$14.00	YES	\$0.00	\$0.00	\$15.99	YES
FRONT DIFF SERVICE	10	YES	\$0.00	\$0.00	\$14.00	YES	\$0.00	\$0.00	\$15.99	YES
TRANSFER CASE	11	NO	\$0.00	\$0.00	\$14.00	YES	\$0.00	\$0.00	\$15.99	YES
RADIATOR FLUSH SERVICE	12	NO	\$0.00	\$0.00	\$40.00	YES	\$0.00	\$0.00	\$29.99	YES
BREATHER ELEMENT	14	YES	\$0.00	\$0.00	\$0.00	YES	\$0.00	\$0.00	\$0.00	YES
P C V VALVE	14	YES	\$0.00	\$0.00	\$0.00	YES	\$0.00	\$0.00	\$0.00	YES
FUEL FILTER	15	YES	\$0.00	\$0.00	\$0.00	YES	\$0.00	\$0.00	\$0.00	NO
LIGHT BULBS	15	YES	\$0.00	\$0.00	\$0.00	YES	\$0.00	\$0.00	\$0.00	NO
SERPENTINE BELT	15	YES	\$0.00	\$0.00	\$0.00	YES	\$0.00	\$0.00	\$0.00	NO
ENGINE OIL FLUSH	16	YES	\$0.00	\$0.00	\$29.99	YES	\$0.00	\$0.00	\$10.00	YES
FUEL INJECTION SERVICE	16	YES	\$0.00	\$0.00	\$60.00	YES	\$0.00	\$0.00	\$29.99	YES
TIRE ROTATION	25	YES	\$0.00	\$0.00	\$0.00	NO	\$5.00	\$45.00	\$0.00	YES
LUBE ONLY	28	NO	\$0.00	\$0.00	\$8.95	YES	\$0.00	\$0.00	\$0.00	YES
GIFT CERTIFICATE	50	YES	\$15.00	\$250.00	\$0.00	NO	\$0.00	\$0.00	\$0.00	NO

Date and time the report was printed

2/23/2012 4:59:58 PM

NEXGen Reporting Services

Page 1





## 3.8 Non-Service Labor Detail

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Inventory & Service

### What's on it?

#### Report Details

The Non-Service Labor Detail report lists invoice number, description typed in by the operator describing what the labor was for, the date performed, amount charged, count and whether or not the transaction was a Quick Sale.

**What's in it?**

A	Invoice Number	The system-generated invoice number containing the Non-Service Labor transaction
B	Name of Service	The description typed in by the operator entered into the labor description field when invoicing the Non-Service Labor transaction
C	Date	The system date on which the Non-Service Labor transaction took place
D	Amount	Dollar amount of Non-Service Labor sale
E	Count	The number of times the particular labor was performed on the invoice
F	Quick Sale	Indicates whether the Non-Service Labor transaction was processed as a Quick Sale invoice

Date for which the report was generated

**0099 EXTON**  
*May 01, 2010 thru May 05, 2010*

**Non-Service Labor Detail**  
*Inventory*

A	INVOICE NUMBER	NAME OF SERVICE	C	DATE	D	AMOUNT	E	COUNT	QUICK SALE	F
	2368	Remove Skid Plate		5/2/2010		5.00		1		NO
	2384	Plug Tire		5/3/2010		10.00		1		NO
	2379	Skid Plate		5/3/2010		12.99		1		NO
	2391	Tire Plug		5/3/2010		15.00		1		NO
	2412	Rotate In Spare		5/4/2010		5.00		1		NO
	2403	Skid Plate		5/4/2010		6.99		1		NO
	2408	Skid Plate		5/4/2010		10.99		1		NO
	2414	Skid Plate		5/4/2010		5.00		1		NO
	2416	Tire Plug		5/4/2010		13.99		1		YES
	2432	Skid Plate		5/5/2010		6.99		1		NO
	2438	Skid Plate		5/5/2010		5.99		1		NO
	2442	Skid Plate		5/5/2010		5.99		1		NO
	<b>TOTALS:</b>					<b>103.93</b>		<b>12</b>		



## 3.9 Non-Service Parts Detail

### What is it?

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.

### Why is it useful?

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 NexGen analysis reports will include these types of services as well.

### Where is it?

Inventory & Service

### What's on it?

#### Report Details

The Non-Service Parts Detail report lists invoice number, item (stock) number, item group, date, amount, cost, quantity, vendor, description, vehicle, whether the item is a stocked part and if the transaction was a quick sale.

## What's in it?

A	Invoice Number	The system-generated invoice number containing the Non-Service Parts transaction
B	Item Number	Also referred to as the stock or part number, this is the alpha-numeric code that the system, the operators and the vendors use to identify parts and other inventory items
C	Item Group	The group the item is assigned to if the item already exists in your inventory
D	Date	The system date on which the item sale transaction took place
E	Amount	Dollar sales amount of the item sold
F	Cost	The cost of the item
G	Quantity	The quantity of the item sold
H	Vendor	Vendor information for the item
I	Description	Description of the item
J	Vehicle	If applicable, the vehicle information for which the part was sold
K	Stock Part	Specifies whether the item sold was already in inventory. If the item was an outside non-stock purchase, stock part will display 'NO'
L	Quick Sale	Indicates whether the item sale was processed as a Quick Sale
M	Totals	Total sales amounts of all Non-Service Parts transactions for the date or date range specified. These amounts are then further broken down by Stock and Non-Stock items
N	Stock Parts	Total sales amount of all stock parts. Stock parts are anything that was sold from your store's inventory
O	Non-Stock Parts	Total sales amount of all non-stock parts. Non-stock parts are outside purchased parts that had to be added to the system before being sold
P	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information



Date range for which the report was printed

P  
0099 EXTON

# Non-Service Parts Detail

Inventory  
All Parts

May 01, 2010 thru May 05, 2010

A	B	C	D	E	F	G	H	I	J	K	L
INVOICE NUMBER	ITEM NUMBER	ITEM GROUP	DATE	AMOUNT	COST	QTY	VENDOR	DESC	VEHICLE	STOCK PART	QUICK SALE
2368	194	Light Bulbs	5/2/2010	3.99	0.500	1.0	Parts Warehouse	Light Bulbs	PONTIAC G6	YES	NO
2379	UNIVERSAL	Coolants	5/3/2010	5.99	2.950	1.0	Oil Distributors	Universal C	FORD FIVE HUND	YES	NO
2384	ATF	Gear Oil	5/3/2010	11.98	6.000	2.0	Oil Distributors	Automatic T	CADILLAC ELDOR	YES	NO
2388	UNIVERSAL	Coolants	5/3/2010	11.98	5.900	2.0	Oil Distributors	Universal C	DODGE DAYTONA	YES	NO
2395	21WB	Wiper Blades	5/3/2010	11.99	2.150	1.0	Parts Warehouse	21inch Wipe		YES	YES
2403	1157	Light Bulbs	5/4/2010	3.99	0.680	1.0	Parts Warehouse	Light Bulbs	FORD TRUCKS F2	YES	NO
2409	5W20	Oil	5/4/2010	6.00	4.836	2.0	Oil Distributors	5W20 Bulk		YES	YES
2419	GREEN	Coolants	5/4/2010	4.99	2.500	1.0	Oil Distributors	Coolants	MAZDA MAZDA6	YES	NO
2422	1157NA	Light Bulbs	5/4/2010	3.99	0.680	1.0	Parts Warehouse	Light Bulbs	FORD TRUCKS EX	YES	NO
2426	A94233	Air Filter	5/5/2010	18.99	11.990	1.0		Parts - Air	LINCOLN LS	NO	NO
2432	FF3923	Fuel Filters	5/5/2010	39.99	12.000	1.0	Advanced Auto	Fuel Filter	FORD TRUCKS EX	YES	NO
2438	DEXCOOL	Coolants	5/5/2010	6.99	3.150	1.0	Oil Distributors	Dexcool Coo	BMW 525i	YES	NO
2441	A39394	Air Filter	5/5/2010	15.99	6.890	1.0		Parts - Air	VOLKSWAGEN JET	NO	NO

M → TOTALS: 146.86 60.226 16.0

N → STOCK PARTS

	SALES	COST
Light Bulbs	11.97	1.860
Coolants	29.95	14.500
Gear Oil	11.98	6.000
Wiper Blades	11.99	2.150
Oil	6.00	4.836
Fuel Filters	39.99	12.000
<b>TOTALS:</b>	<b>111.88</b>	<b>41.346</b>

O → NON-STOCK PARTS

	SALES	COST
Air Filter	34.98	18.880
<b>TOTALS:</b>	<b>34.98</b>	<b>18.880</b>

Date and time the report was printed

2/23/2012 5:04:49 PM





## 3.10 Inventory Adjustment Report

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Inventory & Service

### What's on it?

#### Report Details

The Inventory Adjustment Report lists all item numbers whose quantities were adjusted on or within the date or date range specified. The list is broken down by date, time, operator reason/description, item group, stock number, quantities (old, received, new), difference, unit cost and difference in cost.

#### Adjustment Summary

This section provides total adjusted quantities and costs for each item group for the date or date range specified. It lists negative adjusted quantity, negative adjusted cost, positive adjusted quantity, positive adjusted cost and net adjusted cost for all item groups.

### What's in it?

A	Date Adjusted	The system date on which the adjustment was performed
B	Entered By	The operator who performed the inventory adjustment
C	Time	The system time in which the adjustment was performed
D	Description	This is a operator-entered text field where the person making the adjustment can describe and account for the reason this adjustment was made
E	Item Group	The inventory group which the item belongs to
F	Stock Number	Also referred to as the item or part number, this is the alpha-numeric code that the system, the operators and the vendors use to identify parts and other inventory items
G	Old Quantity	The on-hand quantity of the item before the adjustment was performed
H	New Quantity	The on-hand quantity of the item after the adjustment was performed
I	Difference	The difference between the on-hand quantity before and after the adjustment was performed ( $[H] = [F] - [G]$ )
J	Unit Cost	The most current vendor cost of the inventory item
K	Difference Cost	The difference in cost of the inventory resulting from the adjustment
L	Item Group	The inventory group which the item belongs to
M	Negative Adjustment Qty	The summary of total negative adjustments for each item group
N	Negative Adjustment Cost	The summary of total cost of negative adjustments for each item group
O	Positive Adjustment Qty	The summary of total positive adjustments for each item group
P	Positive Adjustment Cost	The summary of total cost of positive adjustments for each item group
Q	Net Adjustment Cost	The total net dollar amount of all negative and positive inventory adjustments for each item group
R	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information



# Adjustment Report

## Inventory

Date range for which the report was generated

R  
0099 EXTON

May 01, 2010 thru May 02, 2010

A	DATE ADJUSTED	D	DESCRIPTION	E	ITEM GROUP	F	STOCK NUMBER	G	OLD QUAN	H	NEW QUAN	I	DIFF	J	UNIT COST	K	DIFF COST	
B	Entered by Ron Young																	
C	05/01/10 03:38a																	
			Damaged		Air Filter		AF1357		1		2		1.00		4.99		4.99	
			Damaged		Air Filter		AF1624		2		1		-1.00		-9.36		-9.36	
					Oil Filters		OF161		49		48		-1.00		-2.00		-2.00	
					<b>Total Cost of Adjusted Items</b>													<b>-6.37</b>
	Entered by Joe Wilson																	
	05/02/10 10:18a																	
			Broken		Wiper Blades		14WB		5		4		-1.00		-1.99		-1.99	
			Miscout		Light Bulbs		9007		6		8		2.00		1.56		3.12	
			Miscout		Air Filter		AF1745		-1		2		3.00		6.19		18.57	
			Damaged		Air Filter		AF4326		2		1		-1.00		-2.50		-2.50	
			Miscout		Misc. Parts		ENGFLUSH		24		25		1.00		2.87		2.87	
			Miscout		Fuel Filters		GF1063		2		3		1.00		9.95		9.95	
			Miscout		Oil Filters		OF1		23		25		2.00		1.69		3.38	
			Miscout		Oil Filters		OF162		7		8		1.00		5.25		5.25	
					<b>Total Cost of Adjusted Items</b>													<b>38.65</b>

L	ITEM GROUP	M	NEG. ADJ. QUANTITY	N	NEG. ADJ. COST	O	POS. ADJ. QUANTITY	P	POS. ADJ. COST	Q	NET. ADJ. COST
	Air Filter		-2.00		-11.860		4.00		23.560		11.700
	Fuel Filters		0.00		0.000		1.00		9.950		9.950
	Light Bulbs		0.00		0.000		2.00		3.120		3.120
	Misc. Parts		0.00		0.000		1.00		2.870		2.870
	Oil Filters		-1.00		-2.000		3.00		8.630		6.630
	Wiper Blades		-1.00		-1.990		0.00		0.000		-1.990
	<b>Total</b>		<b>-4.00</b>		<b>-15.850</b>		<b>11.00</b>		<b>48.130</b>		<b>32.280</b>

Date and time the report was printed

2/23/2012 5:10:06 PM

NEXgen Reporting Services

Page 1





## 3.11 Inventory Restocking Report

### What is it?

The Inventory Restocking Report provides information about items that have been brought into inventory upon receipt of a purchase 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.

### Why is it useful?

The Inventory Restocking report should match the packing slip received from your 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.

### Where is it?

Inventory & Service

### What's on it?

#### Report Details

The report provides a listing of all item numbers which were restocked on or within the date or date range specified. The results are broken down by date and time received, invoice/PO number, item group, stock number, quantities (old, received, new), unit cost and received cost.

#### Stocking Summary

This section provides total quantities and costs for each restocked item group for the date or date range specified.

## What's in it?

A	Date Received	The system date in which the inventory was received
B	Entered By	The operator who performed the inventory restocking
C	Time	The system time in which the inventory was received
D	Invoice/PO Order	The vendor's invoice or purchase order number used to order and receive the items
E	Item Group	The inventory item group that the item is part of
F	Stock Number	Also referred to as the item or part number, this is the alpha-numeric code that the system, the operators and the vendors use to identify parts and other inventory items
G	Old Quantity	The item quantity on-hand before restocking was performed
H	Quantity Received	The quantity of the item being received
I	New Quantity	The item quantity on-hand after restocking was performed
J	Unit Cost	The most current cost of the inventory item
K	Received Cost	The total cost of the received inventory item ( $[J] = [G] \times [I]$ )
L	Item Group	The summary of each inventory item group
M	Restock Quantity	The summary quantity of inventory items received for each item group
N	Restock Cost	The total cost of received inventory items for each item group
O	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information.



# Inventory Restocking Report

Date for which the report was generated

0099 EXTON

May 02, 2010

Inventory

A	D	E	F	G	H	I	J	K
DATE RECEIVED	INVOICE/PO NUMBER	ITEM GROUP	STOCK NUMBER	OLD QUAN	QUAN REC	NEW QUAN	UNIT COST	REC COST
B → Entered by Brian Jones								
05/02/10 10:10A	99 - 384-3922	Light Bulbs	1157	5	10	15	0.68	6.80
	99 - 384-3922	Wiper Blades	21WB	4	10	14	2.15	21.50
	99 - 384-3922	Wiper Blades	17WB	2	10	12	2.30	23.00
	99 - 384-3922	Wiper Blades	18WB	2	10	12	2.15	21.50
	99 - 3899	Oil	5W20BLD	18.5	18	36.5	2.87	51.66
	99 - 3899	Oil	10W30BLD	20	18	38	2.87	51.66
	99 - 384-3922	Serpentine Belt	6K690	0	1	1	20.15	20.15
	99 - 384-3922	Serpentine Belt	6K835	0	2	2	19.17	38.34
	99 - 384-3922	Serpentine Belt	6K1010	0	1	1	12.96	12.96
	99 - 3899	Gear Oil	75W140	14	20	34	3.38	67.60
	99 - 384-3922	Air Filter	AF1682	0	2	2	7.90	15.80
	99 - 384-3922	Air Filter	AF1754	0	2	2	6.63	13.26
	99 - 384-3922	Air Filter	AF2525	1	3	4	4.82	14.46
	99 - 384-3922	Cabin Air Filter	CAF1716	0	1	1	17.63	17.63
	99 - 384-3922	Cabin Air Filter	CAF1717	1	1	2	14.99	14.99
	99 - 384-3922	Fuel Filters	FD5021F	0	5	5	20.68	103.40
	99 - 384-3922	Misc. Parts	FUELSYS	0	12	12	8.83	105.90
	99 - 3899	Coolants	GREEN	27	15	42	2.50	37.50
	99 - 384-3922	Oil Filters	OF41	2	24	26	3.84	92.16
	99 - 384-3922	Oil Filters	OF47	5	24	29	4.25	102.00
	99 - 384-3922	Oil Filters	OF3	5	24	29	1.84	44.16
	99 - 384-3922	Oil Filters	OF65	2	12	14	2.39	28.68
	99 - 384-3922	Oil Filters	OF30	5	12	17	2.04	24.48
	99 - 384-3922	Oil Filters	OF63	3	12	15	8.94	107.28
	99 - 384-3922	Oil Filters	OF164	4	12	16	5.25	63.00
	99 - 384-3922	Oil Filters	OF64	4	18	22	8.74	157.32
	99 - 384-3922	Oil Filters	OF109	4	12	16	2.05	24.60
	99 - 384-3922	Oil Filters	OF11	0	36	36	1.91	68.76
	99 - 384-3922	Oil Filters	OF2	0	24	24	1.94	46.56
	99 - 384-3922	PCV Valve	PCV205	4	2	6	2.02	4.04
	99 - 384-3922	Transmission Ki	TK345	0	3	3	3.51	10.53
	99 - 384-3922	Transmission Ki	TK112	0	3	3	3.54	10.62
<b>Total Cost of Received Items</b>							<b>1,422.30</b>	

L	M	N
ITEM GROUP	RESTOCK QUANTITY	RESTOCK COST
Oil Filters	210.000	759.000
Wiper Blades	30.000	66.000
Transmission Kits	6.000	21.150
Misc. Parts	12.000	105.900
Fuel Filters	5.000	103.400
Air Filter	7.000	43.520
Cabin Air Filter	2.000	32.620
Serpentine Belt	4.000	71.450

Date and time the report was printed

2/23/2012 5:10:35 PM

NEXgen Reporting Services

Page 1





## 3.12 Certificate Activity Report

### What is it?

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 which indicates discrepancies and missing stickers.

### Why is it useful?

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.

### Where is it?

Inventory & Service

### What's on it?

#### Report Details

The Certificate Activity Report is a listing that provides the date and time when sticker was issued, the certificate number and all relevant customer and vehicle information.

## What's in it?

A	Date\Time	The system date and time when the certificate was issued
B	Invoice Number	The QuickTouch invoice on which the certificate was sold and issued
C	License Plate	The license plate number of the vehicle the certificate was issued to
D	Customer Name	Customer name for the vehicle the certificate was issued to
E	Certificate Number	The actual number of the sticker or certificate being issued. Note: the numbering system used here will vary greatly depending on your state but should be entered exactly as it appears on the certificate

Date range for which the report is generated

**0099 EXTON**  
May 01, 2010 thru May 05, 2010

### Certificate Activity Report

*Inventory*

---

A →	Date / Time	B →	Invoice Number	C →	License Plate	D ←	Customer Name	E ←	Certificate Number
<b>GIFT CERTIFICATE</b>									
	05/02/2010 09:25 AM		2357		-		TEMP		10254
	05/03/2010 09:51 AM		2383		-		TEMP		10256
	05/03/2010 10:21 AM		2384		PA-DKE4293		Vanessa Carter		10257
	05/03/2010 01:03 PM		2392		-		TEMP		10258
	05/04/2010 11:08 AM		2409		-		TEMP		10260
	05/04/2010 04:48 PM		2423		-		TEMP		10261
	05/05/2010 11:15 AM		2431		-		TEMP		10262
	05/05/2010 12:34 PM		2434		PA-GHJ4532		John Smith		10263
	05/05/2010 04:47 PM		2443		-		TEMP		10264



### 3.13 Certificate Omissions Report

#### What is it?

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.

#### Why is it useful?

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.

#### Where is it?

Inventory & Service

#### What's on it?

##### Report Details

The Certificate Omission Report is a listing that provides the date and time when sticker was issued, the certificate number and relevant customer and vehicle information. Omitted certificate numbers are highlighted on this report and indicate that are missing.

## What's in it?

A	Certificate Number	The actual number of the inspection sticker or certificate being issued. Note: the numbering system used here will vary greatly depending on your state but should generally be entered exactly as it appears on the certificate
B	Date\Time	The system date and time when the certificate was issued
C	Invoice Number	The QuickTouch invoice number on which the certificate was sold and issued
D	License Plate	The license plate number of the vehicle the certificate was issued to
E	Customer Name	Customer information for the vehicle the certificate was issued to
F	Certificate Number Missing	Notification that a certificate number was omitted and there is a break in the continuous numerical order
G	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information

Date range for which the report was generated **0099 EXTON**

**Certificate Omissions Report** *Inventory* May 01, 2010 thru May 05, 2010

A →	B →	C →	D ↓	E ←
Certificate Number	Date / Time	Invoice Number	License Plate	Customer Name
<b>GIFT CERTIFICATE</b>				
10254	05/02/2010 09:25 AM	2357	-	TEMP
*** Certificate Numbers 10255 - 10255 Missing ***				
10256	05/03/2010 09:51 AM	2383	-	TEMP
10257	05/03/2010 10:21 AM	2384	PA-DKE4293	Vanessa Carter
10258	05/03/2010 01:03 PM	2392	-	TEMP
*** Certificate Numbers 10259 - 10259 Missing ***				
10260	05/04/2010 11:08 AM	2409	-	TEMP
10261	05/04/2010 04:48 PM	2423	-	TEMP
10262	05/05/2010 11:15 AM	2431	-	TEMP
10263	05/05/2010 12:34 PM	2434	PA-GHJ4532	John Smith
10264	05/05/2010 04:47 PM	2443	-	TEMP

## 4 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 which are available through NexGen.







## 4.1 Employee Profile

### What is it?

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 an individual or all employees.

### Why is it useful?

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.

### Where is it?

Employee

### What's on it?

#### Employee Information

In the Employee Information section you will find demographic and personal details about the employee. It lists ID number, name, address, telephone number, social security number and date hired. If the employee no longer works for your business the termination date will also appear in this section.

#### Current Payroll Information

The Current Payroll Information section of the report provides valuable detail about the employee's wages. Regular pay rate, overtime pay rate, date and overtime requirements will be displayed in this section of the Employee Profile.

#### Payroll History

This area of the Employee Profile will list the employee's previous pay rate or rates, if applicable.

**What's in it?**

A	Employee ID	Refers to the code the employee uses to sign into the QuickTouch system
B	Name	Name of the employee
C	Address	Address of the employee
D	Phone Number	Telephone number of the employee
E	Social Security Number	Social security number of the employee
F	Date Hired	The date on which the employee was hired
G	Date Terminated	The date of the employee's termination, if applicable
H	Employee Active	Designates whether the employee is active or has been deactivated from the QuickTouch system. Note: If the employee is not active, their code and password will not work in QuickTouch
I	Regular Pay Rate	Base hourly pay rate for each employee
J	Overtime Pay Rate	Overtime hourly pay rate for each employee
K	Effective Date	The date that the current pay rate took effect
L	Hours Needed for Overtime	The specific number of hours that need to be worked in a pay period before overtime pay rates apply
M	Overtime Calculated By	Overtime can be calculated by day, period or both. Note: this can be specified on Page 2 of Employee Maintenance in QuickTouch
N	Payroll History	The history of each employee's last 4 pay rate amounts
O	Quarter To Date Gross Earnings	The total amount earned by the employee for the current quarter
P	Year To Date Gross Earnings	The total amount earned by the employee for the current year



# Employee Profile

Employee

Date range for which the report was generated

Selected Stores

Feb 24, 2012

EXTON

## EMPLOYEE INFORMATION

A →	EMPLOYEE ID	: 1	SOCIAL SECURITY NO. :	111-22-2333 ← E
B →	NAME	: Ron Young	DATE HIRED :	11/09/2005 ← F
C →	ADDRESS	: 3233 Park Ave KEMBLESVIL, PA 19347	DATE TERMINATED :	← G
D →	TELEPHONE NUMBER	: 865-958-2145	EMPLOYEE ACTIVE :	YES ← H

## CURRENT PAYROLL INFORMATION

I →	REGULAR PAY RATE	: \$10.00
J →	OVERTIME PAY RATE	: \$15.00
K →	EFFECTIVE DATE	: 11/09/2009
L →	HOURS NEEDED FOR OVERTIME	: 40
M →	OVERTIME CALCULATED BY	: PERIOD

## PAYROLL HISTORY ← N

EFFECTIVE DATE	REGULAR PAY RATE	OVERTIME PAY RATE
PREVIOUS 1 :		
PREVIOUS 2 :		
PREVIOUS 3 :		
PREVIOUS 4 :		

## O → QUARTER TO DATE GROSS EARNINGS

REGULAR HOURS  
REGULAR EARNINGS  
OVERTIME HOURS  
OVERTIME EARNINGS

## YEAR TO DATE GROSS EARNINGS ← P

REGULAR HOURS  
REGULAR EARNINGS  
OVERTIME HOURS  
OVERTIME EARNINGS





## 4.2 Employee Time Sheet

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Employee

### What's on it?

#### Time Sheet

Breaks down the daily hours worked for each employee, followed by a total of all hours worked for the pay period. The results of this report are listed by employee ID number, name, day of week, date, clock in/out times, hours worked and the lengths of their breaks.

## What's in it?

A	Employee ID	Refers to the code the employee uses to log onto the QuickTouch system
B	Employee Name	Name of the employee whose time is being reported
C	Day	Day of the week when the employee was clocked into the QuickTouch system
D	Date	System date when the employee was clocked into the QuickTouch system
E	Clock In	System time when the employee clocked into the QuickTouch system
F	Clock Out	System time when the employee clocked out of the QuickTouch system
G	Hours Worked	Total time the employee was clocked into the QuickTouch system, displayed in tenths of an hour format
H	Breaks	Total time the employee was clocked out of the system for designated breaks, displayed in tenths of an hour format
I	Subtotal	Provides the total hours worked for each day of the week
J	Employee Total	The total hours the employee worked for the payroll period or selected date range
K	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information



# Employee Time Sheet

Employee

Date range for which  
the report was generated

0099 EXTON

May 02, 2010 thru May 05, 2010

A	B	C	D	E	F	G	H
EMP ID	EMPLOYEE NAME	DAY	DATE	CLOCKED IN	CLOCKED OUT	HOURS WORKED	BREAKS
1	Ron Young	Mon	05/03/2010	8:00:00 AM	1:25:00 PM	5.42	
1	Ron Young	Mon	05/03/2010	2:00:00 PM	5:01:00 PM	3.02	
				I → SUBTOTAL:		8.44	0.58
1	Ron Young	Tue	05/04/2010	7:57:19 AM	12:45:36 PM	4.80	
1	Ron Young	Tue	05/04/2010	1:12:13 PM	4:59:38 PM	3.79	
				SUBTOTAL:		8.59	0.45
1	Ron Young	Wed	05/05/2010	7:59:52 AM	11:30:13 AM	3.51	
1	Ron Young	Wed	05/05/2010	12:00:06 PM	5:05:02 PM	5.08	
				SUBTOTAL:		8.59	0.50
				J → EMPLOYEE TOTAL:		25.62	1.53
2	Joe Wilson	Wed	05/05/2010	8:03:10 AM	1:01:08 PM	4.97	
2	Joe Wilson	Wed	05/05/2010	1:30:09 PM	5:00:14 PM	3.50	
				SUBTOTAL:		8.47	0.48
				EMPLOYEE TOTAL:		8.47	0.48
3	Bob Williams	Mon	05/03/2010	8:00:20 AM	11:59:32 AM	3.99	
3	Bob Williams	Mon	05/03/2010	12:32:07 PM	5:01:05 PM	4.48	
				SUBTOTAL:		8.47	0.55
3	Bob Williams	Tue	05/04/2010	7:57:24 AM	12:32:00 PM	4.58	
3	Bob Williams	Tue	05/04/2010	1:02:34 PM	2:50:03 PM	1.79	
				SUBTOTAL:		6.37	0.50
				EMPLOYEE TOTAL:		14.84	1.05
4	Brian Jones	Mon	05/03/2010	8:00:27 AM	11:29:59 AM	3.49	
4	Brian Jones	Mon	05/03/2010	11:59:28 AM	5:04:58 PM	5.09	
				SUBTOTAL:		8.58	0.50
4	Brian Jones	Tue	05/04/2010	10:00:03 AM	11:35:08 AM	1.58	
4	Brian Jones	Tue	05/04/2010	12:00:03 PM	4:58:06 PM	4.97	
				SUBTOTAL:		6.55	0.42
4	Brian Jones	Wed	05/05/2010	9:00:00 AM	1:30:00 PM	4.50	
4	Brian Jones	Wed	05/05/2010	2:00:00 PM	5:00:12 PM	3.00	
				SUBTOTAL:		7.50	0.50
				EMPLOYEE TOTAL:		22.63	1.42
5	Rich Lewis	Mon	05/03/2010	9:30:46 AM	1:57:52 PM	4.45	
5	Rich Lewis	Mon	05/03/2010	2:31:03 PM	5:01:07 PM	2.50	
				SUBTOTAL:		6.95	0.57
				EMPLOYEE TOTAL:		17.40	1.15

Date and time the  
report was printed

2/24/2012 7:38:47 AM

NEXgen Reporting Services

Page 1





## 4.3 Employee Earnings Report

### What is it?

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.

### Why is it useful?

Using the time clock functionality of QuickTouch can potentially eliminate the usage of traditional time sheets and the tedium of clocking in and out on a punch clock. This increases efficiency through automation and allows the QuickTouch system to manage all time-clock functions for your employees and report that information for payroll processing.

### Where is it?

Employee

### What's on it?

#### Report Details

Lists each employee, totals all regular and overtime hours worked for the pay period and extends their hours against regular and overtime pay rates to show total earnings.

#### Grand Total

A summarized total of all employees' regular and overtime hours worked and total earnings for the report period.

## What's in it?

A	Employee ID	Employee ID refers to the code this employee uses to sign into the QuickTouch system
B	Employee Name	Name of the employee whose time is being reported
C	Social Security Number	Social Security Number of each employee
D	Rate	Overtime and Regular Pay Rate for each employee
E	Hours	Total time for regular and overtime hours, displayed in 1/10's of an hour, that each employee was clocked-in to the QuickTouch system
F	Earnings	Total regular and overtime hours, multiplied by the pay rates, shows total wage earnings for each employee ( $[D] \times [E] = [F]$ )
G	Regular	Summary of total of all regular hours worked and earnings for all employees for the period selected
H	Overtime	Summary of total of all overtime hours worked and earnings for all employees for the period selected
I	Grand Total	Grand total of all regular and overtime hours and earnings for all employees for the period selected
J	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information



# Employee Earnings

Date range for which the report was generated

0099 EXTON

Employee

May 02, 2010 thru May 08, 2010

A → EMP ID	Store	B → EMPLOYEE NAME	C → SOCIAL SECURITY #	D → RATE	E → HOURS	F → EARNINGS
1	99	Ron Young	111-22-2333	REGULAR: \$10.00 OVERTIME: \$15.00	40.00 7.23	\$400.00 \$108.44
				<b>EMPLOYEE TOTAL:</b>	<b>47.23</b>	<b>\$508.44</b>
2	99	Joe Wilson	112-25-5774	REGULAR: \$8.00 OVERTIME: \$14.00	33.24 .00	\$265.89 \$0.00
				<b>EMPLOYEE TOTAL:</b>	<b>33.24</b>	<b>\$265.89</b>
3	99	Bob Williams	123-45-6789	REGULAR: \$10.00 OVERTIME: \$12.50	39.22 .00	\$392.17 \$0.00
				<b>EMPLOYEE TOTAL:</b>	<b>39.22</b>	<b>\$392.17</b>
4	99	Brian Jones	332-21-1111	REGULAR: \$5.00 OVERTIME: \$7.50	39.91 .00	\$199.53 \$0.00
				<b>EMPLOYEE TOTAL:</b>	<b>39.91</b>	<b>\$199.53</b>
5	99	Rich Lewis	111-23-2222	REGULAR: \$8.00 OVERTIME: \$14.00	30.40 .00	\$243.23 \$0.00
				<b>EMPLOYEE TOTAL:</b>	<b>30.4</b>	<b>\$243.23</b>
6	99	Mark Harris	335-58-9662	REGULAR: \$5.00 OVERTIME: \$7.50	33.90 .00	\$169.48 \$0.00
				<b>EMPLOYEE TOTAL:</b>	<b>33.9</b>	<b>\$169.48</b>

# Employee Earnings

Employee

J → 0099 EXTON

May 02, 2010 thru May 08, 2010

---

### SUMMARY FOR ALL EMPLOYEES

	HOURS	EARNINGS
G → REGULAR:	216.67	\$1,670.30
H → OVERTIME:	7.23	\$108.44
I → GRAND TOTAL:	223.90	\$1,778.74



## 4.4 Employee Sales Tracking

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Employee

### What's on it?

#### Specific Position Section

This section of the Employee Sales Tracking Report provides a list and count of the services performed and total revenue generated by each employee for the specified position.

#### Summary

The Summary section combines all service activity for each employee and includes detailed summary statistics. This report allows you to specify which positions you would like to be included in order to summarize the employees' production only when they were in a particular position. Including grouping codes in the report results will help to further determine the amount of services an employee sold and what items were sold with each service.

## What's in it?

A	Service	The name of each service performed by the employee
B	Employee Name	Name of the employee(s) for which the report was generated
C	Service Totals	Total count and sales amounts of individual services performed by each employee
D	Service Count	Total number of services performed by each employee
E	Service Amount	Total sales amount of services performed (shown for each individual employee and totaled for all employees in the right hand column)
F	Average Service	The average sales amount of services performed
G	Non-Service Parts Count	Total number of parts sold which were not part of a preset service
H	Non-Service Parts Amount	Total sales amount of all parts sold which were not part of a preset service
I	Average Non Service Parts	The average sales amount of all non-service parts sold outside of a preset service
J	Invoice Count	Total number of invoices that each employee processed while in the particular position
K	Gross Invoice Amount	Total sales amount of all invoices processed
L	Average Gross Invoice	The Ticket Average based on the Gross Invoice Amount $K / J = L$
M	Coupon Discount Amount	Total dollar amount of all coupons and discounts applied to invoices
N	Refund Amount	Total dollar amount of refunds applied to invoices
O	Net Non Quick Sale Invoice Amount	Total net sales amount of all non quick sale invoice transactions
P	Average Non Quick Sale Net Invoice	The average net sales amount of all non quick sale invoice transactions (ticket average)
Q	Grouping Codes	If the 'include grouping code' option has been enabled, services sold will display their appropriate grouping codes here
R	Number of Invoices	Total number of invoices that each employee processed
S	Position	Employee position specified on the customer's invoice
T	Amount	Total sales amount of services performed
U	Total Time	Total amount of time (in minutes) the employee spent performing services
V	Average time per car	Average time (in minutes) an employee spent performing services
W	Service Count	Total number of services performed by selected employee
X	Amount	Total dollar amount of services sold by selected employee
Y	Percent of Sales	Percent of total sales for each service sold
Z	Percent of Customer	Percent of total customer sales for each service



AA	Total Dollar Sales	Total dollar amount of each service sold for the selected employee
AB	Traffic In	Shows hourly traffic breakdown for the selected employee
AC	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information

# Employee Sales Tracking

Employee

Grouped by Position - Separate

Date range for which the report was generated

0099 EXTON

May 02, 2010 thru May 03, 2010

SERVICE	MANAGER				SERVICE TOTALS
	Bob Williams	Mark Harris	Rich Lewis	Ron Young	
Full Service	1 - 40.49	2 - 80.18	2 - 99.98	8 - 403.58	13 - 624.23
4x4 Full Service	0 - 0.00	0 - 0.00	0 - 0.00	3 - 172.94	3 - 172.94
Air Filter	0 - 0.00	0 - 0.00	0 - 0.00	1 - 14.99	1 - 14.99
Wiper Blades	0 - 0.00	0 - 0.00	2 - 22.98	2 - 22.98	4 - 45.96
ATF Fluid Exchange	1 - 129.99	0 - 0.00	0 - 0.00	0 - 0.00	1 - 129.99
Radiator Flush Service	0 - 0.00	1 - 69.99	0 - 0.00	0 - 0.00	1 - 69.99
Serpentine Belt	1 - 59.99	0 - 0.00	0 - 0.00	0 - 0.00	1 - 59.99
Fuel Injection Service	0 - 0.00	1 - 79.99	0 - 0.00	0 - 0.00	1 - 79.99
Lube Only	0 - 0.00	0 - 0.00	0 - 0.00	1 - 8.95	1 - 8.95
Non-Service Labor	0 - 0.00	1 - 5.00	0 - 0.00	0 - 0.00	1 - 5.00
<b>Total</b>	<b>3 - 230.47</b>	<b>5 - 235.16</b>	<b>4 - 122.96</b>	<b>15 - 623.44</b>	<b>27 - 1,212.03</b>

	Bob Williams	Mark Harris	Rich Lewis	Ron Young	SERVICE TOTALS
Service Count	3	5	4	15	27
Service Amount	230.47	235.16	122.96	623.44	1212.03
Avg Service	76.82	47.03	30.74	41.56	44.89
Non-Service Parts Count	0	1	0	0	1
Non-Service Parts Amount	0.00	3.99	0.00	0.00	3.99
Avg Non-Service Parts	0.00	3.99	0.00	0.00	3.99
Invoice Count	1	2	2	12	17
Gross Invoice Amount	230.47	239.15	122.96	623.44	1216.02
Avg Gross Invoice	230.47	119.58	61.48	51.95	71.53
Coupon/Discount Amount	34.58	39.20	0.00	10.00	83.78
Refund Amount	0.00	0.00	0.00	0.00	0.00
Net Non-QS Invoice Amt.	195.89	199.95	122.96	613.44	1132.24
Avg Non-QS Net Invoice	195.89	99.98	61.48	51.12	66.60



AC

# Employee Sales Tracking

0099 EXTON

Employee

May 01, 2010 thru May 03, 2010

Grouped by Employee

Employee: Bob Williams

S  
↓  
Manager U  
V  
AA

Courtesy

	# Inv	Total Time	Manager			# Inv	Total Time	Courtesy		
	0	0.00				0	0.00			
SERVICES	Count	Amount	% Sales	%Cust	\$/Invoice	Count	Amount	% Sales	%Cust	\$/Invoice
Totals		230.47	100.0	100.0	67.74		0.00	100.0	100.0	0.00
Full Service	1	40.49	17.6 %	100.0 %	40.49	0	0.00	0.0 %	0.0 %	0.00
Bulk	1	40.49	17.6 %	100.0 %	40.49	0	0.00	0.0 %	0.0 %	0.00
4x4 Full Service	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Air Filter	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Wiper Blades	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
ATF Fluid Exchange	1	129.99	56.4 %	100.0 %	129.99	0	0.00	0.0 %	0.0 %	0.00
Auto Trans Service	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Manual Transmission	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Rear Diff Service	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Front Diff Service	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Transfer Case	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Radiator Flush Service	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Breather Element	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
P C V Valve	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Fuel Filter	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Light Bulbs	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Serpentine Belt	1	59.99	26.0 %	100.0 %	59.99	0	0.00	0.0 %	0.0 %	0.00
Engine Oil Flush	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Fuel Injection Service	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Tire Rotation	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Lube Only	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Gift Certificate	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Non-Service Labor	0	0.00	0.0 %	0.0 %	0.00	0	0.00	0.0 %	0.0 %	0.00
Traffic In										
< 8AM	0	\$0.00	0.0 %	0.0 %	\$0.00	0	\$0.00	0.0 %	0.0 %	\$0.00
8AM - 9AM	0	\$0.00	0.0 %	0.0 %	\$0.00	0	\$0.00	0.0 %	0.0 %	\$0.00
9AM - 10AM	0	\$0.00	0.0 %	0.0 %	\$0.00	0	\$0.00	0.0 %	0.0 %	\$0.00
10AM - 11AM	0	\$0.00	0.0 %	0.0 %	\$0.00	0	\$0.00	0.0 %	0.0 %	\$0.00
11AM - 12PM	0	\$0.00	0.0 %	0.0 %	\$0.00	0	\$0.00	0.0 %	0.0 %	\$0.00
12PM - 1PM	0	\$0.00	0.0 %	0.0 %	\$0.00	0	\$0.00	0.0 %	0.0 %	\$0.00
1PM - 2PM	1	\$230.47	100.0 %	100.0 %	\$230.47	0	\$0.00	0.0 %	0.0 %	\$0.00
2PM - 3PM	0	\$0.00	0.0 %	0.0 %	\$0.00	0	\$0.00	0.0 %	0.0 %	\$0.00
3PM - 4PM	0	\$0.00	0.0 %	0.0 %	\$0.00	0	\$0.00	0.0 %	0.0 %	\$0.00
4PM - 5PM	0	\$0.00	0.0 %	0.0 %	\$0.00	0	\$0.00	0.0 %	0.0 %	\$0.00
5PM - 6PM	0	\$0.00	0.0 %	0.0 %	\$0.00	0	\$0.00	0.0 %	0.0 %	\$0.00
6PM - 7PM	0	\$0.00	0.0 %	0.0 %	\$0.00	0	\$0.00	0.0 %	0.0 %	\$0.00
7PM - 8PM	0	\$0.00	0.0 %	0.0 %	\$0.00	0	\$0.00	0.0 %	0.0 %	\$0.00
> 8PM	0	\$0.00	0.0 %	0.0 %	\$0.00	0	\$0.00	0.0 %	0.0 %	\$0.00

Q

AB

X Y Z





## 4.5 Bi-Weekly Timesheet Summary

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Employee

### What's on it?

#### Bi-Weekly Timesheet

The Bi-Weekly Timesheet Summary displays the employee name, ID number, daily hours worked and total hours for the selected two week period. It includes the total regular and overtime hours worked for the two week period.

### What's in it?

A	Employee Name	Name of the employee whose time is being reported
B	Emp Code	Refers to the code the employee uses to sign into the QuickTouch system
C	Date	Day of the week that the employee was clocked-in to the QuickTouch system. Note: Since this is a bi-weekly summary two dates will be displayed here
D	Total Hours	Total of all hours worked by the employee for each week. Note: Since this is a bi-weekly summary, totals of hours worked for each week will be displayed separately
E	Regular Hours	Total of all regular (non-overtime) hours worked by the employee within the 2-week date range
F	Overtime Hours	Total of all overtime hours worked by the employee within the 2-week date range
G	Total Hours	Sum of all regular and overtime hours worked by the employee within the 2-week date range ([E] + [F] = [G])
H	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information

# Bi-Weekly Timesheet Summary

0099 EXTON

May 15, 2010

	B → Emp Code	C → Sun 05/02 05/09	Mon 05/03 05/10	Tue 05/04 05/11	Wed 05/05 05/12	Thu 05/06 05/13	Fri 05/07 05/14	Sat 05/08 05/15	D → Total Hours
A → Ron Young	1	0.00	8.44	8.59	8.59	8.85	8.71	4.05	47.23
		0.00	4.05	8.83	4.33	8.58	0.00	9.18	34.97
		E → Regular: 74.98 hrs			F → Over Time: 7.23 hrs		Total: 82.21 hrs ← G		
Joe Wilson	2	0.00	0.00	0.00	8.47	7.77	8.50	8.50	33.24
		6.00	0.00	0.00	8.54	0.00	8.64	8.49	31.67
		Regular: 64.89 hrs			Over Time: 0.00 hrs		Total: 64.89 hrs		
Bob Williams	3	0.00	8.47	6.37	0.00	8.76	7.00	8.61	39.21
		8.24	5.03	4.02	8.54	4.38	8.99	5.38	44.58
		Regular: 79.22 hrs			Over Time: 4.58 hrs		Total: 83.80 hrs		
Brian Jones	4	0.00	8.58	6.55	7.50	8.76	0.00	8.50	39.89
		6.03	0.00	0.00	8.43	4.94	8.52	8.34	36.26
		Regular: 76.17 hrs			Over Time: 0.00 hrs		Total: 76.17 hrs		
Rich Lewis	5	0.00	6.95	3.30	7.15	0.00	8.50	4.50	30.40
		4.03	8.99	8.45	0.00	8.40	8.58	0.00	38.45
		Regular: 68.86 hrs			Over Time: 0.00 hrs		Total: 68.86 hrs		
Mark Harris	6	0.00	8.61	8.53	8.25	0.00	8.50	0.00	33.89
		5.03	9.00	8.55	0.00	8.51	5.04	0.00	36.13
		Regular: 70.02 hrs			Over Time: 0.00 hrs		Total: 70.02 hrs		

Date and time the report was printed

2/24/2012 7:45:29 AM

**NEXgen** Reporting Services

Page 1

## 5 Fleet Reports

NexGen includes a comprehensive Accounts Receivable system designed to track charge accounts, payments and produce statements. The following are examples and explanations of all of the Fleet Management reports available through NexGen.







## 5.1 Fleet Listing

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Fleet

### What's on it?

#### Report Details

The Fleet Account Listing report displays the fleet account information by account number, account name, telephone number, account contact, pricing category, number of vehicles and whether or not the account must pay at the time of service.

### What's in it?

A	Account Number	The number assigned to the account in Fleet Account Maintenance
B	Account Name	The name assigned to the account
C	Telephone	The telephone number assigned to the account
D	Contact	The business contact for the fleet, if one has been entered
E	Statement Date	The date the most recent account statement was printed
F	Pricing Category	The special pricing category of the account will be displayed here, if applicable. Every service and part in the QuickTouch system can be assigned a special 'fleet' price (see the NexGen Reference Manual for more information)
G	Number of Vehicles	The number of vehicles which are currently assigned to the fleet account
H	Allow Charge	If this account has been designated as "allow charge", the invoices will be added to their statement. A 'YES' will be displayed in this column. A 'NO' will be displayed if the account is not setup as a charge account and they will be required to pay at the time of service

<b>Fleet Listing</b>				<b>Shared Accounts Receivable</b>			
<i>Fleet</i>							
A	B	C	D	E	F	G	H
Account #	Account Name	Phone	Contact	Statement Date	Price Categ	# of Vehic	Allow Chrg
0007	Host Inc	772.467.0007	Don	7/13/2010	A	8	Yes
0022	Conco Inc	772-468-0022		7/13/2010	A	1	No
0228	Hertz Corporation #7	772.429.0228	Andy Speros	7/13/2010	C	149	No



## 5.2 Fleet Detail

### What is it?

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 or for all accounts.

### Why is it useful?

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.

### Where is it?

Fleet

### What's on it?

#### Report Details

The Fleet Account Detail report breaks down the fleet account information by account number, account name/address/phone, pricing category, license number, vehicle information and whether or not the account must pay at the time of service.

### What's in it?

A	Account Number	The account number you have assigned to the account in Fleet Account Maintenance
B	Account Name/Address/Phone	Demographic information for the account
C	Pricing Category	Special pricing category for fleet accounts will be displayed here, if applicable
D	License Number	License plate numbers of all vehicles currently assigned to the fleet account
E	Vehicle Information	Year, make and model of all vehicles currently assigned to the fleet account
F	Allow Charge	If this account has been designated as "allow charge", the invoices will be added to their statement. A 'YES' will be displayed in this column. A 'NO' will be displayed if the account is not setup as a charge account and they will be required to pay at the time of service

## Fleet Detail

Fleet		Shared Accounts Receivable					
Fleet	Address	None				Feb 24, 2012	
7900	PH&H Arval PO Box 13023 Baltimore, Md 21203	None	FL-X57BNC	2007	BUICK	RENDEZVOUS	Yes
			FL-418120	2008	PONTIAC	VIBE	
			FL-418303	2008	PONTIAC	VIBE	
			FL-942KJK	2008	PONTIAC	VIBE	
			FL-361KIM	2007	ISUZU	Box Truck	
			FL-ADFKD	2007	CHEVROLET TR	SILVERADO 1500 PI	
			FL-533JDL	2008	CHEVROLET	IMPALA	
			FL-420066	2008	PONTIAC	VIBE	
			FL-101LCQ	2008	FORD	TAURUS X	
			FL-139333	2007	DODGE	CARAVAN	
			FL-X31ZAW	2008	BUICK	LACROSSE	
			FL-D30633	2008	FORD TRUCKS	ESCAPE	
			FL-U657XR	2007	FORD TRUCKS	E350 VAN	
			FL-083425	2009	TOYOTA	CAMRY	
			FL-111816	2004	CHEVROLET TR	G1500 VAN	
			FL-419710	2008	PONTIAC	VIBE	
			FL-159431	2006	CHEVROLET TR	SILVERADO 2500 HD	
			FL-513725	2009	DODGE	GRAND CARAVAN	
			FL-142304	2008	CHEVROLET TR	SILVERADO 1500 PI	
			FL-188625	2006	CHEVROLET TR	SILVERADO 3500 PI	
			FL-140794	2008	CHEVROLET TR	SILVERADO 3500 PI	
			FL-357996	2007	CHEVROLET	IMPALA	
			FL-264355	2006	CHEVROLET TR	SILVERADO 1500 PI	
			FL-570060	2007	CHEVROLET TR	SILVERADO 3500 CL	
			FL-142757	2008	CHEVROLET TR	SILVERADO 3500 PI	
			FL-TEST007	2008	PONTIAC	VIBE	
			FL-268947	2008	BUICK	LACROSSE	



## 5.3 Fleet Transaction

### What is it?

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.

### Why is it useful?

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

### Where is it?

Fleet

### What's on it?

#### Report Details

The Fleet Transaction Journal is broken down by account number, account name, transaction type, posting date, invoice amount, service description, invoice number, license number and method of payment. If a vehicle is part of a fleet but the invoice was paid with a credit card or cash, the A/R system will not be affected but the activity will be shown on this report.

### What's in it?

A	Account Number	The account number you assigned to the account in Fleet Account Maintenance
B	Account Name	The company name assigned to the account
C	Posting Date	The date when the transaction took place
D	Transaction Type	The transaction type for the fleet account activity; types include: invoice, payment, credit or debit
E	Amount	Dollar amount of the transaction
F	Description	The name of the services performed on the invoice transaction
G	Invoice Number	The invoice number of the fleet transaction
H	Invoice License Number	License number of the vehicle serviced on this transaction
I	MOP	Abbreviation for "Method of Payment", it refers to the pay type for the transaction

Date range for which the report was generated

## Fleet Transaction Journal

Shared Accounts Receivable

Fleet

May 01, 2010 thru May 15, 2010

Acct#	Account Name	Date	Type	Amount	Description	Item #	License #	MOP
7900	PH&H Arval	05/03/10	INVOICE	\$35.09	Valvoline Full	3-31084	FL-B381FW	Wright Exp
7900	PH&H Arval	05/03/10	INVOICE	\$35.09	Valvoline Full	3-31085	FL-741JMK	Wright Exp
7900	PH&H Arval	05/03/10	INVOICE	\$0.00	Valvoline Full	3-31087	FL-V523FH	Fleet
7900	PH&H Arval	05/12/10	INVOICE	\$0.00	MaxLife Full Se	3-31210	FL-W48UYI	Fleet



## 5.4 Aging Summary

### What is it?

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 accounts or for a single fleet account.

### Why is it useful?

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.

### Where is it?

Fleet

### What's on it?

#### Aging Summary

The Fleet Aging Summary information is displayed for accounts using 0-30, 31-60, 61-90 and 91-120 day intervals to show the aging history of outstanding balances on the account. The fleet account information is detailed by account number, fleet name, last statement date, credit limit, aging, service activity, new charges, payment credits and current balance.

## What's in it?

A	Account Number	The number assigned to the account in Fleet Account Maintenance
B	Fleet Name	The company name assigned to the account
C	Service Activity	The total service invoice sales for the period being reported
D	Previous Balance	Unpaid balance, if any, at the close of the last billing cycle
E	New Charges	Total amount of new charges made since close of the last billing cycle
F	Payments, Credits	The amount of any payments or credits which have been applied to the account since close of the last billing cycle
G	Current Balance	Balance after new charges, payments and credits have all been applied to the account. This is the updated balance of the account
H	0-30	Amounts appearing in this column show the total amount of unpaid transactions that are between 0 and 30 days old
I	31-60	Amounts appearing in this column show the total amount of unpaid transactions between 31 and 60 days
J	61-90	Amounts appearing in this column show the total amount of unpaid transactions between 61 and 90 days
K	91-120	Amounts appearing in this column show the total amount of unpaid transactions between 91 and 120 days
L	Total Current Balance	Total amount owed from all fleet accounts with outstanding balances (Total Current Balance = sum of [G])



## Fleet Aging

## Shared Accounts Receivable

Feb 24, 2012

A	B	C	D	E	F	G	H	I	J	K
Acct#	Fleet Name	Service Activity	Prev. Balance	New Charges	Paymnt Credit	Current Balance	0 - 30	31 - 60	61 - 90	91+
2211	Map Inc.	\$8,209.23	\$101.98	\$444.17	\$101.98	\$444.17	\$272.17	\$34.03	\$35.99	\$0.00
				12/22/2011	Invoice	1-144332			\$35.99	
				01/10/2012	Invoice	3-38734		\$34.03		
				02/01/2012	Invoice	1-144990	\$103.72			
				02/06/2012	Invoice	3-39097	\$3.83			
				02/15/2012	Invoice	3-39220	\$49.52			
				02/18/2012	Invoice	3-39273	\$62.08			
				02/22/2012	Invoice	1-145335	\$63.02			
2273	Automotive Rent	\$19,357.49	\$0.00	\$37.75	\$0.00	\$37.75	\$0.00	\$0.00	\$0.00	\$0.00
				02/21/2012	Invoice	4-48276	\$37.75			

### Totals for All Fleets

0 - 30	\$11,675.05
31 - 60	\$6,095.27
61 - 90	\$1,232.51
91 - 120+	(\$8.03)
Service Activity	\$230,274.24
Prev. Balance	\$3,962.58
New Charges	\$19,002.83
Payments / Credits	\$3,970.61
Current Balance	\$18,994.80

Date and time the report was printed

2/24/2012 10:01:05 AM

NEXen Reporting Services

Page 7





## 5.5 Fleet Check Journal

### What is it?

The Fleet Check Journal lists all of the checks that have been applied to your fleet accounts in NexGen. By account, it also details the specific check information and the invoices that the payments were applied to. The report can be generated for a single fleet or range of fleet accounts, for a single day, date range or all dates.

### Why is it useful?

The Fleet Check Journal details fleet account payments and can help you identify if checks are missing or verify that payments have been made. The report is also useful in showing the total all of payments received from fleet accounts for accounting purposes.

### Where is it?

Fleet

### What's on it?

#### Check Details

The Check Details section lists by account each check entered within the date range specified and shows the invoices each check was applied to.

### What's in it?

A	Fleet Name	The company name assigned to the account
B	Check Date	Date that the check was entered into NexGen
C	Check Number	Check Number that was entered into NexGen
D	Check Amount	Amount of the check that was entered into NexGen
E	Item Information	Description for the check that was entered into NexGen
F	Discount Amount	Total amount of discounts on invoice(s), if applicable
G	Amount Applied	Amount applied to the invoice(s)
H	Fleet Total	Total of all checks applied to the account
I	Invoice Information	Invoice number and amount to which the check was applied

# Fleet Check Journal

## Shared Accounts Receivable

*Fleet*

*May 01, 2010 thru May 05, 2010*

A → Fleet Account	B → Check Date	C → Check Number	D → Check Amount	E → Item Information	F → Discount Amount	G → Amount Applied
Enterprise Rent A C	05/04/2010	23981	\$1,103.23	Pmt Twrd March Invoices		
Enterprise Rent A C	05/04/2010	23982	\$1,513.09	Chk #363930		
H → Enterprise Rent A Car Totals:			\$2,616.32		\$0.00	\$2,616.32
Phh National Fleet	05/03/2010	23972	\$83.28	Chk #7040860		
				I → Invoice # 227-32048	\$11.04	\$94.32
Phh National Fleet Totals:			\$83.28		\$11.04	\$94.32



## 5.6 Fleet Credit Journal

### What is it?

The Fleet Credit Journal details all of the credits that have been added to your fleet accounts in NexGen. It lists each fleet account that credits have been added to and the invoices the credits have been applied to. The report can be generated for single fleet or range of fleet accounts, for single day, date range or all dates.

### Why is it useful?

The Fleet Credit Journal details all of the credits that have been added to an account and the invoices to which the credit(s) have been applied. It can help you identify any unapplied or missing credits, allowing you to make corrections to your fleet account balances. The report is also useful in showing the total all of credits added to fleet accounts for accounting purposes.

### Where is it?

Fleet

### What's on it?

#### Credit Details

The Credit Details section lists by account each credit added within the date range specified and shows the invoices that the credit(s) were applied to.

### What's in it?

A	Fleet Name	The company name assigned to the account
B	Credit Date	Date that the credit was entered into NexGen
C	Credit Number	Number of the credit that was entered into NexGen
D	Credit Amount	Amount of the credit that was entered into NexGen
E	Item Information	Description of the credit that was entered into NexGen
F	Discount Amount	Total amount of discounts on invoice(s), if applicable
G	Amount Applied	Amount applied that the invoice(s)
H	Invoice Information	Invoice number and amount to which the credit was applied
I	Fleet Total	Total of all credits applied to the account

# Fleet Credit Journal

## Shared Accounts Receivable

*Fleet*

*Jan 01, 2010 thru Dec 01, 2010*

A →	B →	C →	D →	E →	F →	G →
Fleet Account	Credit Date	Credit Number	Credit Amount	Item Information	Discount Amount	Amount Applied
Maps/Wheels Inc. Na	10/30/2010	1037	\$848.86	Credit Card Payment		
				Invoice # 227-36356	\$0.00	\$32.57
				Invoice # 228-31995	\$0.00	\$43.54
				Invoice # 228-32001	\$0.00	\$36.59
				Invoice # 228-32491	\$0.00	\$37.93
			H →	Invoice # 228-32493	\$0.00	\$37.39
				Invoice # 228-32754	\$0.00	\$31.20
				Invoice # 228-32776	\$0.00	\$168.68
				Invoice # 228-32795	\$0.00	\$67.06
				Invoice # 228-32887	\$0.00	\$31.88
				Invoice # 228-32902	\$0.00	\$56.03
				Invoice # 228-32946	\$0.00	\$64.75
				Invoice # 228-32982	\$0.00	\$50.74
				Invoice # 228-32987	\$0.00	\$33.49
				Invoice # 228-33035	\$0.00	\$66.96
				Invoice # 228-33039	\$0.00	\$90.05
I →	<b>Maps/Wheels Inc. National Fleet Totals:</b>		<b>\$848.86</b>		<b>\$0.00</b>	<b>\$848.86</b>



## 5.7 COS Comparison

### What is it?

The Fleet COS Comparison details all fleet transactions within the date range specified. It lists invoice date, number, amount as well as customer name, account number and method of payment.

### Why is it useful?

This report details all fleet transactions, including payment information.

### Where is it?

Fleet

### What's on it?

#### Method of Payment

The COS Comparison shows Invoice information including fleet name and method of payment.

### What's in it?

A	Invoice Date	The date that the invoice was generated at the store
B	Invoice Number	Number of the invoice
C	Invoice Amount	Amount of the invoice
D	Customer Name	The company name assigned to the account
E	Account #	The company number assigned to the account
F	MOP	MOP (Method of Payment) used for the invoice (Fleet/Visa/MasterCard/Cash)

# COS Fleet Comparison

All Stores

Fleet

May 01, 2010 thru May 15, 2010

A	B	C	D	E	F
Invoice Date	Invoice Number	Invoice Amount	Customer Name	Account #	MOP
05/09/2010	1-35622	\$60.37	GE Fleet Services		Visa
		\$0.00	GE Fleet Services	6363	
05/11/2010	1-35651	\$37.05	GE Fleet Services		Cash
		\$0.00	GE Fleet Services	6363	
05/11/2010	1-35661	\$37.53	Paramount Plumbing		Fleet
		\$0.00	Paramount Plumbing	9902	
05/01/2010	2-36555	\$35.41	Lease Plan USA		Master Card
		\$0.00	Lease Plan USA	6644	



## 5.8 Aging Snapshot

### What is it?

The Fleet Aging Snapshot is similar to Aging Summary but it allows you to look at previous information. It 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 just a single account.

### Why is it useful?

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.

### Where is it?

Fleet

### What's on it?

#### Aging Snapshot

The Fleet Aging Snapshot information is displayed for accounts using 0-30, 31-60, 61-90 and 91+ day intervals to show the aging history of outstanding balances on the account. The fleet account information is detailed by account number, fleet name, last statement date, credit limit, aging, service activity, new charges, payment credits and current balance.

**What's in it?**

A	Account Number	The number assigned to the account in Fleet Account Maintenance
B	Fleet Name	The company name assigned to the account
C	Current Balance	Current Balance the fleet account owes for the specified date range
D	0-30	Amounts appearing in this column show the total amount of unpaid transactions that are between 0 and 30 days old
E	31-60	Amounts appearing in this column show the total amount of unpaid transactions between 31 and 60 days
F	61-90	Amounts appearing in this column show the total amount of unpaid transactions between 61 and 90 days
G	91+	Amounts appearing in this column show the total amount of unpaid transactions between 91 +
H	Invoice Date	Date the invoice was generated at the store
I	Invoice Number	Store Number - Invoice Number

**Fleet Aging Snapshot**

**Shared Accounts Receivable**

*Aging as of Feb 23, 2012*

A	B	C	D	E	F	G
Acct#	Fleet Name	Current Balance	0 - 30	31 - 60	61 - 90	91+
2211	Map Inc.		\$272.17	\$34.03	\$35.99	\$0.00
		12/22/2006 144332			\$35.99	
		12/22/2006 3-38734		\$34.03		
		12/22/2006 1-144990	\$103.72			
		H → 12/22/2006 3-39097	\$3.83			
		12/22/2006 3-39220	\$49.52			
		12/22/2006 3-39273	\$52.08			
		12/22/2006 1-145335	\$63.02			
		I →				

## 6 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.







## 6.1 Zip Code Analysis

### What is it?

The Zip Code Analysis can be used to determine which locality 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.

### Why is it useful?

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

### Where is it?

Marketing

### What's on it?

#### Analysis Details

The Zip Code Analysis lists each zip code customers have come from during the period selected in the report criteria. They are listed by zip code, city and state, number of transactions and percent of total transactions within the selected date range.

### What's in it?

A	Zip Code	Zip code of the customers' location being reported
B	City	The name of the city that corresponds to the zip code
C	State	The two letter state abbreviation which corresponds to the zip code
D	Count	Total number of transactions from customers within the zip code for the period specified
E	Percent of Total	The percent of total store transactions this zip code represents
F	Report Header	A customized text field that can be used to show the location where the report was generated or other store specific information.

# Zipcode Analysis

Marketing

Date range for which the report was generated

0099 EXTON

May 01, 2010 thru May 05, 2010

A	Zip Code	B	City	C	State	D	Count	E	Percent of Total
	19335		Downingtown		PA		1		1.75 %
	19341		Exton		PA		22		38.60 %
	19342		Glen Mills		PA		11		19.30 %
	19345		Immaculata		PA		8		14.04 %
	19346		Kelton		PA		1		1.75 %
	19347		Kemblesville		PA		1		1.75 %
	19352		Lincoln University		PA		3		5.26 %
	19354		Lyndell		PA		1		1.75 %
	19372		Thorndale		PA		1		1.75 %
	19423		Cedars		PA		1		1.75 %
	19456		Oaks		PA		1		1.75 %
	19468		Royersford		PA		1		1.75 %
	19475		Spring City		PA		1		1.75 %
	19542		Monocacy Station		PA		2		3.51 %
	80202		Denver		CO		2		3.51 %

Total Records Processed: 57

Total Unique ZIP Codes Found: 15

Date and time the report was printed

2/24/2012 11:28:56 AM

**NEXgen** Reporting Services

Page 1



## 6.2 Coupon Usage Analysis

### What is it?

The Coupon Usage Analysis is used to determine the popularity of coupon types being redeemed at your store. This report lists the frequency of each coupon redeemed and whether they were used by existing customers or new ones.

### Why is it useful?

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.

### Where is it?

Marketing

### What's on it?

#### Report Detail

The main section of the report is an overview of the coupon usage within the date or date range you selected. It is categorized by coupon type, coupon amount (value), start/expiration date, first time percentage, total dollar amount of each coupon redeemed, count, and the percentage this coupon represents of the total coupons redeemed.

#### New/Repeat Customers

The New and Repeat Customer sections of the report detail the counts, value, and percentage of coupons redeemed by first time and existing customers. This section also categorizes the results by type, amount, count and percentage of total coupons used.

## What's in it?

A	Coupon	The name specified for the coupon in the QuickTouch system
B	Amount	The dollar amount of the coupon
C	Avg Ticket	Average Ticket amount for the coupon listed
D	Start Date	Date that your store(s) started accepting the coupon (only applicable if you have specified a coupon start/end date in coupon maintenance)
E	Expire Date	Expiration date of coupon (only applicable if you have specified a coupon start/end date in coupon maintenance)
F	First Time Percent	Percentage of coupon usage by first time customers
G	Coupon Total	Total dollar amount of redeemed coupons (Coupon Total = [B] x [H])
H	Count	Total number of times this coupon has been redeemed within the report period specified
I	Percent of Total	Number of times the specific coupon was redeemed in relation to the total number of coupons redeemed
J	Coupon Total	Same as [G] above, but for New Customers only (Coupon Total = [B] x [K])
K	Count	Same as [H] above, but for New Customers only
L	Percent of Total	Same as [I] above, but for New Customers only
M	Coupon Total	Same as [G] above, but for Repeat Customers only (Coupon Total = [B] x [N])
N	Count	Same as [H] above, but for Repeat Customers only
O	Percent of Total	Same as [I] above, but for Repeat Customers only
P	Report Header	A customized text field that can be used to show the location where the report was generated or other store specific information



# Coupon Analysis

Marketing

Date range for which the report is generated

May 01, 2010 thru May 05, 2010

All Stores

A	B	C	D	E	F	G	H	I	
Coupon	Amount	Avg Ticket	Start Date	Expire Date	First Time	First Time Percent	Coupon Total	Count	Percent of Total
Manager Discount	Variable	\$52.20	N/A	N/A	0	0.00 %	\$71.41	12	21.1 %
Holiday Flyer	Variable	\$72.82	N/A	N/A	1	9.09 %	\$64.00	11	19.3 %
Enterprise Rent A Car	Variable	\$25.80	01/16/2008	12/31/2020	8	100.00 %	\$127.92	8	14.0 %
Reminder Card	Variable	\$76.88	N/A	N/A	0	0.00 %	\$32.00	8	14.0 %
RSVP	Variable	\$29.91	N/A	N/A	2	33.33 %	\$36.00	6	10.5 %
Valpak	Variable	\$53.48	N/A	N/A	1	20.00 %	\$30.00	5	8.8 %
Carolina Trader	Variable	\$114.72	N/A	N/A	1	33.33 %	\$25.00	3	5.3 %
Lost Customer	Variable	\$63.99	N/A	N/A	0	0.00 %	\$22.99	2	3.5 %
Internet Coupon	Variable	\$40.99	N/A	N/A	0	0.00 %	\$6.00	1	1.8 %
State News	Variable	\$43.97	N/A	N/A	0	0.00 %	\$8.00	1	1.8 %



J	K	L
Coupon	Coupon Total	Percent of Total
Manager Discount	\$0.00	0.00 %
Holiday Flyer	\$5.00	7.7 %
Enterprise Rent A Car	\$127.92	61.5 %
Reminder Card	\$0.00	0.00 %
RSVP	\$12.00	15.4 %
Valpak	\$6.00	7.7 %
Carolina Trader	\$15.00	7.7 %
Lost Customer	\$0.00	0.00 %
Internet Coupon	\$0.00	0.00 %
State News	\$0.00	0.00 %

M	N	O
Coupon	Coupon Total	Percent of Total
Manager Discount	\$71.41	27.3 %
Holiday Flyer	\$59.00	22.7 %
Enterprise Rent A Car	\$0.00	0.0 %
Reminder Card	\$32.00	18.2 %
RSVP	\$24.00	9.1 %
Valpak	\$24.00	9.1 %
Carolina Trader	\$10.00	4.5 %
Lost Customer	\$22.99	4.5 %
Internet Coupon	\$6.00	2.3 %
State News	\$8.00	2.3 %

Date and time the report was printed

2/24/2012 11:35:27 AM

NEXgen Reporting Services

Page 1





## 6.3 Advertising Type Analysis

### What is it?

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 using NexGen's Advertising Maintenance function, 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.

### Why is it useful?

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

### Where is it?

Marketing

### What's on it?

#### Report Detail

The main section of the report is an overview of advertising types within the date or date range you selected. It is categorized by advertisement type, start/expiration date, count and the percentage this advertising type represents of the total types recorded.

### What's in it?

A	Advertisement	The Name of each Advertisement Type being reported
B	Avg Ticket	Average ticket amount for the advertisement type listed
C	Start Date	Start date of each Advertising Type (only applicable if you have specified a discount start/end date in advertising maintenance)
D	Expire Date	Expiration date of each Advertising Type (only applicable if you have specified a discount start/end date in advertising maintenance)
E	Count	Total number of times this Advertising Type has been used during the date or date range being reported
F	Percent of Total	Percent of total Advertising Types each advertisement represents
G	Total Records Processed	Total number of invoices analyzed during the date or date range
H	Total Advertisements Found	Total number of all advertisement types which exist in the QuickTouch system
I	Report Header	This is a customized text field that can be used to show the location where the report was generated or other store specific information.

# Advertising Type Analysis

Marketing

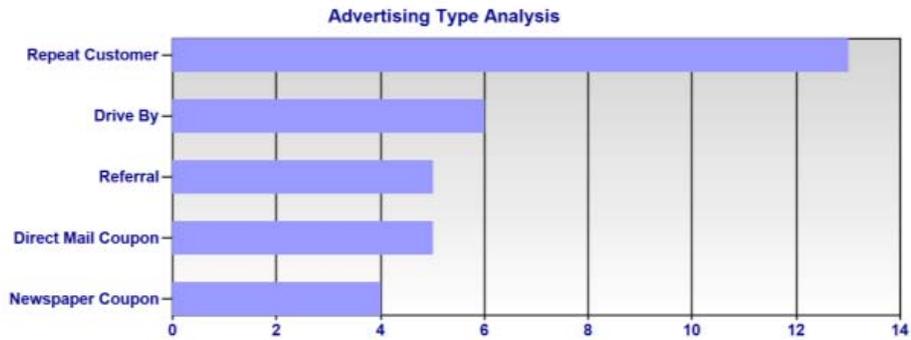
I → 0099 EXTON

May 01, 2010 thru May 05, 2010

A → Advertisement	B → Avg Ticket	C → Start Date	D → Expire Date	E → Count	Coupon Count	F → Percent of Total
Repeat Customer	\$58.56	1/1/2004	1/1/2020	13	1	39.4 %
Drive By	\$74.13	N/A	N/A	6	2	18.2 %
Direct Mail Coupon	\$97.38	5/20/2008	12/31/2012	5	1	15.2 %
Referral	\$54.52	N/A	N/A	5	3	15.2 %
Newspaper Coupon	\$51.73	1/1/2010	12/31/2010	4	1	12.1 %

G → Total Records Processed : 33

H → Total Advertising Types : 5



Date and time the report was printed

2/24/2012 11:32:10 AM

**NEXen** Reporting Services

Page 1



## 6.4 Discount Analysis

### What is it?

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.

### Why is it useful?

This is one of the reports that should be monitored with regularity. 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.

### Where is it?

Marketing

### What's on it?

#### Main Report Section

The report displays discount type, amount, start/expiration date, first time percent, total dollar amount of discounts applied, total number of discounts applied, and the percent that discount represents of the total discounts.

#### New/Repeat Customers

The New and Repeat Customers section breaks down the overall statistics by new and repeat customers. New/Repeat sections are displayed by discount type, total dollar amount of discounts applied, total number of discounts and the percent of total discounts.

## What's in it?

A	Discount	The Discount Name specified in the QuickTouch system
B	Amount	Amount of the discount shown as a percentage or dollar amount
C	Start Date	Starting date of discount (only applicable if you have specified a discount start/end date in discount maintenance)
D	Expire Date	Expiration date of discount (only applicable if you have specified a discount start/end date in discount maintenance)
E	First Time Percent	Percentage of discounts that were given to first time customers
F	Discount Total	The total dollar amount for discounts applied within the selected date range (Discount Total = [B] x [G])
G	Count	Total number of times the discount has been applied within the selected date range
H	Percent of Total	Percent of total store discounts that this discount represents
I	Discount Total	Same as [F] above, but for New Customers only (Discount Total = [B] x [J])
J	Count	Same as [G] above, but for New Customers only
K	Percent of Total	Same as [H] above, but for New Customers only
L	Discount Total	Same as [F] above, but for Repeat Customers only (Discount Total = [B] x [M])
M	Count	Same as [G] above, but for Repeat Customers only
N	Percent of Total	Same as [H] above, but for Repeat Customers only
O	Total Discounts Processed	Total number of all discounts processed within the specified report period
P	Total Unique Discounts Found	The total number of different discounts used in the specified report period
Q	Report Header	A customized text field that can be used to show the location where the report was generated or other store specific information



Date range for which the report was generated

# Discount Analysis

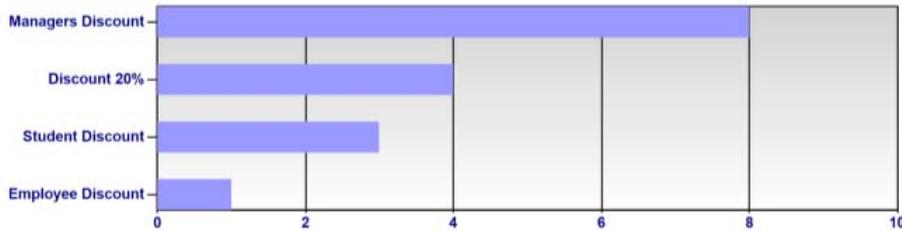
Marketing

0099 EXTON

May 01, 2010 thru May 08, 2010

Discount	Amount	Avg Ticket	Start Date	Expire Date	First Time	First Time Percent	Discount Total	Count	Percent of Total
Managers Discount	Variable	\$99.09	N/A	N/A	6	75.0 %	\$117.58	8	50.0 %
Discount 20%	Variable	\$112.17	N/A	N/A	3	75.0 %	\$112.20	4	25.0 %
Student Discount	Variable	\$88.08	01/01/2010	12/31/2010	2	66.7 %	\$47.17	3	18.8 %
Employee Discount	25.00 %	\$94.48	N/A	N/A	1	100.0 %	\$31.50	1	6.3 %

Discount Analysis



New Customers / Quick Sales			
Discount	Discount Total	Count	Percent of Total
Managers Discount	\$86.13	6	50.0 %
Discount 20%	\$87.00	3	25.0 %
Student Discount	\$25.27	2	16.7 %
Employee Discount	\$31.50	1	8.3 %

Discount Type	Count
Managers Discount	6
Discount 20%	3
Student Discount	2
Employee Discount	1

Repeat Customers			
Discount	Discount Total	Count	Percent of Total
Managers Discount	\$31.45	2	50.0 %
Discount 20%	\$25.20	1	25.0 %
Student Discount	\$21.90	1	25.0 %
Employee Discount	\$0.00	0	0.0 %

Discount Type	Count
Managers Discount	2
Discount 20%	1
Student Discount	1
Employee Discount	0

Total Discounts Processed: 16  
 Total Unique Discounts Found: 4  
 Total Discount Amount: \$308.45

2/24/2012 11:42:09 AM

NEXen Reporting Services

Page 1

Date and time the report was printed





## 6.5 Day of Week Report

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Marketing

### What's on it?

#### Summary Day of Week

The details of this report are displayed by day of week, total number of each day included in the date range specified, total combined number of invoices processed on each day of the week, average number of daily invoices for each day of the week, and percentage of total invoices each day represents within the specified date range.

## What's in it?

A	Day of Week	Days of the week, displayed Monday through Sunday
B	Total Days	Total times this day of the week has occurred within the selected date range. For example, Monday would occur 7 times between 01/01/2009 and 02/22/2009
C	Total Gross Revenue	Total gross revenue for the day of the week within the selected date range
D	Total Invoices	Total number of invoices processed on that day of the week within the selected date range
E	Average \$ Invoices	Average gross invoice processed on the specific day of the week ( $[D] / [C]$ )
F	Average # Invoices	Average number of invoices processed on the specific day of the week ( $[D] / [B]$ )
G	Percent of Total Invoices	The percent of total invoices which this day of the week represents ( $[D] / \text{SUM}[D]$ )
H	Percent of Total Revenue	The percent of total sales which this day of the week represents ( $[C] / \text{SUM}[C]$ )
I	Total and Averages	Overall totals for day, gross revenue, number of invoices, average invoice amount and average number of invoices



Date range for which the report was generated

# Day of Week Analysis

0099 EXTON

Marketing

May 02, 2010 thru May 08, 2010

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>
Day of Week	Total Days	Total Gross Revenue	Total # Invoices	Average \$ Invoice	Average # Invoices	% of Total Invoices	% of Total Revenue
Monday	1	1,250.29	18	69.46	18.0	15.0 %	15.0 %
Tuesday	1	1,831.61	25	73.26	25.0	20.8 %	22.0 %
Wednesday	1	1,660.55	22	75.48	22.0	18.3 %	19.9 %
Thursday	1	1,278.08	21	60.86	21.0	17.5 %	15.4 %
Friday	1	1,117.65	18	62.09	18.0	15.0 %	13.4 %
Saturday	1	1,187.44	16	74.22	16.0	13.3 %	14.3 %
<b>I</b>	<b>Totals and Averages</b>	<b>6</b>	<b>8,325.62</b>	<b>120</b>	<b>69.23</b>	<b>20.00</b>	

Show Detail

Date and time the report was printed

2/24/2012 11:47:11 AM





## 6.6 First Visit vs. Repeat Visit Analysis

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Marketing

### What's on it?

#### Analysis Details

The First Visit vs. Repeat Visit Analysis are displayed as an overview of total store invoices for the date or date range you selected. These results are broken down by first time or repeat customer, percent of total invoices each represents, and the number of total invoices processed.

### What's in it?

A	Customer Type	First time or repeat customers
B	Percent of Total	This number represents the percent of total invoices broken down by first time or repeat customers
C	Count	Total number of invoices processed broken down by first time and repeat customers
D	Avg Invoice	Average invoice amount for repeat or first time customers
E	Total Invoices Reviewed	Total number of invoices reviewed in this analysis that were generated within the selected date range. Quicksale invoices are excluded from this analysis because they do not contain service history
F	Report Header	A customized text field that can be used to show the location where the report was generated or other store specific information

# First vs Repeat Customers

Marketing

0099 EXTON

May 04, 2010 thru May 05, 2010

	% of Total Invoices	Invoice Count	Average Ticket
First Visit Customers	79.5 %	31	\$75.71
Repeat Visit Customers	20.5 %	8	\$84.65
Invoices Reviewed:	47		
Quicksales Excluded:	8		
Total Invoices Reviewed:	39		

Date and time the report was printed

2/24/2012 11:47:42 AM

**NEXen** Reporting Services

Page 1







## 6.7 Time of Day Analysis

### What is it?

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.

### Why is it useful?

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.

### Where is it?

Marketing

### What's on it?

#### Analysis Details

The Time of Day Analysis is displayed in an hourly format and is broken down by percent of total and number of transactions for every hour of the day for the specified report date or date range.

### What's in it?

A	Time Frame	The hourly intervals for which the analysis was generated
B	Percent of Total	The percent of total transactions per hourly interval within the selected date range
C	Count	Total number of transactions per hourly interval
D	Avg Ticket	Average ticket amount for time range listed
E	Total Transaction Records	Total number of all transactions within the selected date range
F	Report Header	A customized text field that can be used to show the location where the report was generated or other store specific information

# Time of Day Analysis

Marketing

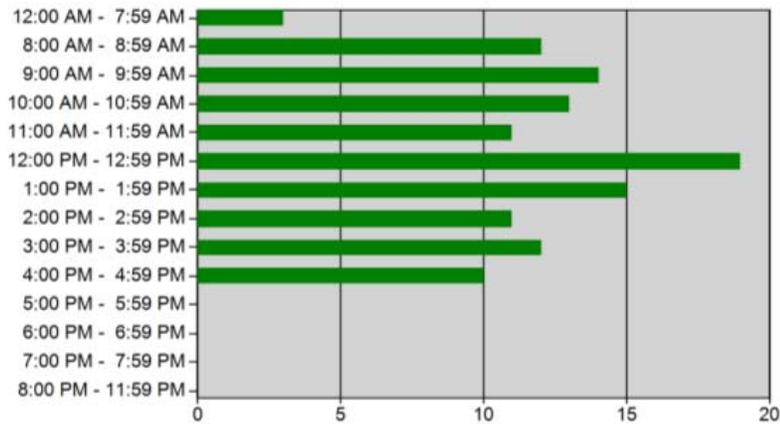
Date range for which the report was generated

May 01, 2010 thru May 08, 2010

0099 EXTON

A → Time Frame	B → Percent of Total	C → Count	D → Average Ticket
12:00 AM - 7:59 AM	2.5 %	3	\$40.97
8:00 AM - 8:59 AM	10.0 %	12	\$72.60
9:00 AM - 9:59 AM	11.7 %	14	\$75.92
10:00 AM - 10:59 AM	10.8 %	13	\$50.73
11:00 AM - 11:59 AM	9.2 %	11	\$80.27
12:00 PM - 12:59 PM	15.8 %	19	\$79.24
1:00 PM - 1:59 PM	12.5 %	15	\$72.38
2:00 PM - 2:59 PM	9.2 %	11	\$64.00
3:00 PM - 3:59 PM	10.0 %	12	\$76.31
4:00 PM - 4:59 PM	8.3 %	10	\$51.51
5:00 PM - 5:59 PM	0.0 %	0	\$0.00
6:00 PM - 6:59 PM	0.0 %	0	\$0.00
7:00 PM - 7:59 PM	0.0 %	0	\$0.00
8:00 PM - 11:59 PM	0.0 %	0	\$0.00

E → Total Transaction Records Selected: 120



## 7 Marketing Analysis Reports

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







## 7.1 Advertising Analysis

### What is it?

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.

### Why is it useful?

The report is useful in helping determine which types of advertising are most effective.

### Where is it?

Marketing Analysis

### What's on it?

#### Analysis Details

The Advertising Type Analysis lists each advertising type for the period selected in the report criteria.

### What's in it?

A	Advertising Type	Advertising Types set up in your system
B	Count	Total number of customers who specified that advertising type
C	Coupon Count	Total number of coupons used by customers who specified that advertising type
D	Percent of Total	Percent of customers who specified that advertising type $\frac{[B]}{SUM[B]}$
E	Graph	Graph of advertising types illustrating count [B] vs. Advertising Type[A]
F	Avg Ticket	Average ticket amount of customers who had that advertising type
G	Date Start	Starting date of the advertising type
H	Date Start	Ending date of the advertising type
I	Total Records Processed	Count of all customers who specified advertising types within the date range selected SUM[B]
J	Total Advertising Types	Count of all advertising types within the date range selected [A]
K	Header	Lists the store(s) and date range selected for the report

# Advertising Type

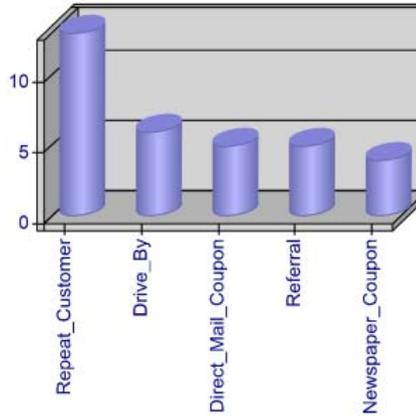
## Marketing Analysis

Date range for which the report was generated

0099 EXTON  
May 01, 2010 thru May 05, 2010

**Advertising Type Summary**

Advertising Type	Count	Coupon Count	% of Total
Repeat Customer	13	1	39.39 %
Drive By	6	2	18.18 %
Direct Mail Coupon	5	1	15.15 %
Referral	5	3	15.15 %
Newspaper Coupon	4	1	12.12 %



**Advertising Type Detail**

Advertising Type	Avg Ticket	Date Start	Date End	Count	Coupon Count	% of Total
Repeat Customer	\$58.56	01/01/2004	01/01/2020	13	1	39.39 %
Drive By	\$74.13	N/A	N/A	6	2	18.18 %
Direct Mail Coupon	\$97.38	05/20/2008	12/31/2012	5	1	15.15 %
Referral	\$54.52	N/A	N/A	5	3	15.15 %
Newspaper Coupon	\$51.73	01/01/2010	12/31/2010	4	1	12.12 %

Total Records Processed : 33

Total Advertising Types : 5

Date and time the report was printed

2/24/2012 3:25:24 PM

NEXGen Reporting Services

Page 1



## 7.2 Barcode Analysis

### What is it?

The Barcode Analysis is used to determine the popularity of coupons/discount types being redeemed at your store(s). This report lists the frequency of each coupon/discount redeemed with a barcode and whether they were used by existing or new customers.

### Why is it useful?

This report is useful in determining the effectiveness and impact of coupons/discounts promotions with barcodes.

### Where is it?

Marketing Analysis

### Sage Tips for Best Business Practices

- This report will tell you exactly which barcodes are being used most frequently. For an example of barcode setup, see the below graphic.

Type of Marketing	Delivery Method	Service Type	Offer/Discount	Month/Group/Misc
1 Point of Sale	01 VIP Card	001 No Specific Service -Template	001 \$ off	01 January
2 Broadcast	02 Phone Call	002 Oil Change	002 % off	02 February
3 Internet	03 Twitter	003 Inspection	003 No Specific Offer-Template	03 March
4 Direct Mail	04 Thank You Card	004 Brakes	004 \$15 Off	04 April
5 Other	05 School	005 Air Filter	005 \$4 Off	05 May
6 Community	06 Fleet	006 Wiper Blade	006 \$25 Off	06 June
7 Personal Sales	07 Money Saver	007 PCV Valve	007 \$23.99 Off	07 July
8 Print	08 Static Sticker	008 Cabin Air Filter	008 \$5 Off	08 August
9 Phone/Call/TXT	09 Facebook	009 Transmission Flush	009 5% Off	09 September
	10 Text Message	010 Rear Differential	010 \$6 Off	10 October
	11 Val-Pak	011 Front Differential	011 \$24.99	11 November
	12 Groupon	012 Transfer Case	012 Wiper Blade Promo	12 December
	13 Billboard	013 Manual Transmission	013 BOGO	13 Other
	14 Other	014 Fuel Injection Cleaning	014 Free	14 School Sport
	15 Website	015 Power Steering	015 Free Rotation	15 Online Ad
	16 Key Fob	016 Engine Flush	016 Free Fuel Cleaner	16 Misc.
	17 Radio	017 Full Service Synthetic	017 15% Off	17 Misc.
	18 Door Hangers	018 Full Service High Mileage	018 15% Off 2 Services	18 Misc.
	19 Newspaper	019 Full Service Semi-Synthetic	019 Half Off Air Filter	19 Misc.
	20 Magazine	020 Full Service House Brand	020 \$50 Off	20 Church
	21 Email	021 Rotate Tires	021 30% Off	21 Winter
	22 Mirror Hanger	022 A/C Service	022 Free Brake Check	22 Summer

## What's in it?

A	Service Type	The service type that the barcode refers to
B	Avg Ticket	Average ticket amount for customers that used the coupon/discount
C	Invoice Total	Total of all invoices that used the coupon/discount
D	Coupon/Discount Total	Total of coupons/discounts used
E	First Time	The number of first time customers that used the coupon/discount
F	First Time Avg Ticket	Average ticket amount of first time customers that used the coupon/discount
G	First Time Percent	Percent of first time customers that used the coupon/discount $\frac{[E]}{[H]}$
H	Count	Number of coupons/discounts used
I	Percent of Total	Percent of coupons/discounts used $\frac{[H]}{[Q]}$
J	First Characters of Barcode	The first characters of the barcode
K	Store Location	The store address information
L	Coupon/Discount Name and Amount	The name and amount of the coupon (dollar amount or variable)/discount (percentage or variable)
M	Totals	Overall totals of average ticket amount, invoice total, coupon/discount total, first time customers, first time average ticket amount, percent, count and percent of total.
N	Graph	Graph illustrating Barcode Name using Count [H] vs. First Barcode Characters [J]
O	New Customers	Results for new customers only
P	Repeat Customers	Results for repeat customers only
Q	Total Coupons/Discounts Processed	Total number of all Coupons and Discounts SUM[H]
R	Total Unique Coupons/Discounts	Total number of different Coupons and Discount Names[H]
S	Total Coupon/Discount Amount	Total of all Coupons and Discounts SUM[D]
T	Store(s) Numbers	Lists the store(s) and date range selected for the report



# Barcode Analysis

## Marketing Analysis

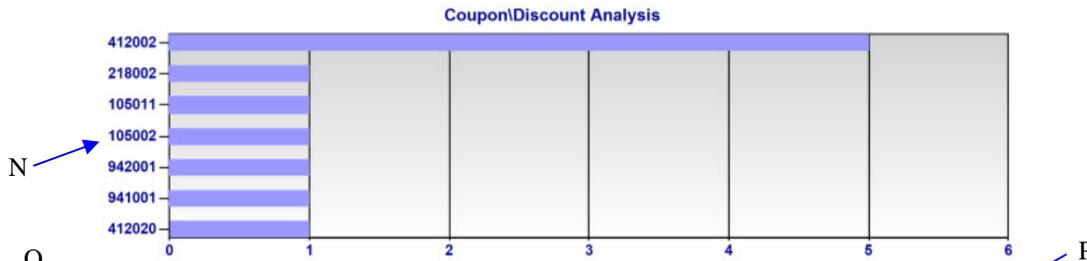
Date range for which the report was generated

0099 EXTON

May 01, 2011

Includes Coupons and Discounts - Grouped by First 6 Characters of the Barcode

A				B	C	D	E	F	G	H	I
Coupon\Discount				Avg Ticket	Invoice Total	Coupon\Discount Total	First Time	First Time Avg Ticket	First Time Percent	Count	% of Total
OILCHNG				\$60.56	\$423.90	\$34.00	1	\$124.98	14.29 %	7	64 %
412002				\$66.19	\$330.93	\$25.00	1	\$124.98	20.00 %	5	45 %
J	Exton, PA	Thank You Mirror Hanger S	\$5.00	\$66.19	\$330.93	\$25.00	1	\$124.98	20.00 %	5	100 %
105002				\$35.99	\$35.99	\$4.00	0	\$0.00	0.00 %	1	9 %
	Exton, PA	Reminder Card Coupon KP	\$4.00	\$35.99	\$35.99	\$4.00	0	\$0.00	0.00 %	1	100 %
218002				\$56.98	\$56.98	\$5.00	0	\$0.00	0.00 %	1	9 %
K	Exton, PA	Web-Site	\$5.00	\$56.98	\$56.98	\$5.00	0	\$0.00	0.00 %	1	100 %
TRANSFLUSH				\$124.98	\$124.98	\$10.00	1	\$124.98	100.00 %	1	9 %
NOTSPEC				\$39.69	\$79.38	\$10.30	1	\$36.99	50.00 %	2	18 %
ANYSERV				\$84.99	\$84.99	\$10.00	0	\$0.00	0.00 %	1	9 %
L											
M				Totals:	\$64.84	\$713.25	\$64.30	3	\$95.65	27.27 %	11



O

New Customers			
Coupon\Discount	CouplDisc Total	Count	% of Total
OILCHNG	\$5.00	1	33.3 %
TRANSFLUSH	\$10.00	1	33.3 %
NOTSPEC	\$5.00	1	33.3 %
ANYSERV	\$0.00	0	0.0 %

P

Repeat Customers			
Coupon\Discount	CouplDisc Total	Count	% of Total
OILCHNG	\$29.00	6	75.0 %
ANYSERV	\$10.00	1	12.5 %
TRANSFLUSH	\$0.00	0	0.0 %
NOTSPEC	\$5.30	1	12.5 %

2/27/2012 12:36:59 PM

NEXen Reporting Services

Page 1

Date and time the report was printed

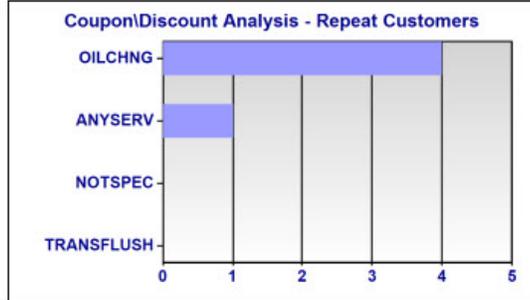
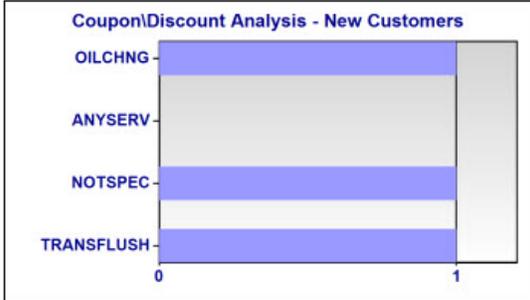
# Barcode Analysis

T → 0099 EXTON

Marketing Analysis

May 01, 2011

Includes Coupons and Discounts - Grouped by First 6 Characters of the Barcode



Total Coupons\Discounts Processed: 11 ← Q  
 Total Unique Coupons\Discounts Found: 7 ← R  
 Total Coupon\Discount Amount: \$64.30 ← S



## 7.3 Barcode Detail

### What is it?

The Barcode Detail Analysis is used to determine the popularity of coupons/discount types being redeemed at your store(s). This report lists the frequency of each coupon/discount redeemed with a barcode and whether they were used by existing or new customers.

### Why is it useful?

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

### Where is it?

Marketing Analysis

### Sage Tips for Best Business Practices

- This report will tell you which barcodes are being used most frequently. For an example of barcode setup, see the below graphic.

Type of Marketing	Delivery Method	Service Type	Offer/Discount	Month/Group/Misc
1 Point of Sale	01 VIP Card	001 <i>No Specific Service - Template</i>	001 <i>\$ off</i>	01 January
2 Broadcast	02 Phone Call	002 Oil Change	002 <i>% off</i>	02 February
3 Internet	03 Twitter	003 Inspection	003 <i>No Specific Offer - Template</i>	03 March
4 Direct Mail	04 Thank You Card	004 Brakes	004 \$15 Off	04 April
5 Other	05 School	005 Air Filter	005 \$4 Off	05 May
6 Community	06 Fleet	006 Wiper Blade	006 \$25 Off	06 June
7 Personal Sales	07 Money Saver	007 PCV Valve	007 \$23.99 Off	07 July
8 Print	08 Static Sticker	008 Cabin Air Filter	008 \$5 Off	08 August
9 Phone/Call/TXT	09 Facebook	009 Transmission Flush	009 5% Off	09 September
	10 Text Message	010 Rear Differential	010 \$6 Off	10 October
	11 Val-Pak	011 Front Differential	011 \$24.99	11 November
	12 Groupon	012 Transfer Case	012 Wiper Blade Promo	12 December
	13 Billboard	013 Manual Transmission	013 BOGO	13 <i>Other</i>
	14 Other	014 Fuel Injection Cleaning	014 Free	14 <i>School Sport</i>
	15 Website	015 Power Steering	015 Free Rotation	15 <i>Online Ad</i>
	16 Key Fob	016 Engine Flush	016 Free Fuel Cleaner	16 <i>Misc.</i>
	17 Radio	017 Full Service Synthetic	017 15% Off	17 <i>Misc.</i>
	18 Door Hangers	018 Full Service High Mileage	018 15% Off 2 Services	18 <i>Misc.</i>
	19 Newspaper	019 Full Service Semi-Synthetic	019 Half Off Air Filter	19 <i>Misc.</i>
	20 Magazine	020 Full Service House Brand	020 \$50 Off	20 <i>Church</i>
	21 Email	021 Rotate Tires	021 30% Off	21 <i>Winter</i>
	22 Mirror Hanger	022 A/C Service	022 Free Brake Check	22 Summer

## What's in it?

A	Type of Marketing	Type of marketing (coupon, discount, etc.)
B	Avg Ticket	Average ticket amount for customers that used the coupon/discount
C	Invoice Total	Total of all invoices that used the coupon/discount
D	Coupon/Discount Total	Total of coupons/discounts used
E	First Time	The number of first time customers that used the coupon/discount
F	First Time Avg Ticket	Average ticket amount of first time customers that used the coupon/discount
G	First Time Percent	Percent of first time customers who used the coupon/discount $\frac{[E]}{[H]}$
H	Count	Number of coupons/discounts used
I	Percent of Total	Percent of coupons/discounts used $\frac{[H]}{[Q]}$
J	Delivery Method	Lists delivery method of coupon/discount
K	Service Type	The type of service that the coupon/discount was applied to
L	First Characters of Barcode	Lists the first characters of the barcode
M	Totals	Overall totals (B, C, D, E, F, G, H, I)
N	Graph	Graph of First Characters of Barcode [L] vs Barcode Count [H]
O	New Customers	Results for new customers only
P	Repeat Customers	Results for repeat customers only
Q	Total Coupons/Discounts Processed	Total number of all Coupons and Discounts SUM[H]
R	Total Unique Coupons/Discounts	Total number of different Coupons and Discount Names [H]
S	Total Coupon/Discount Amount	Total of all Coupons and Discounts SUM[D]
T	Store(s) Numbers	Lists the store(s) and date range selected for the report



# Barcode Detail

## Marketing Analysis

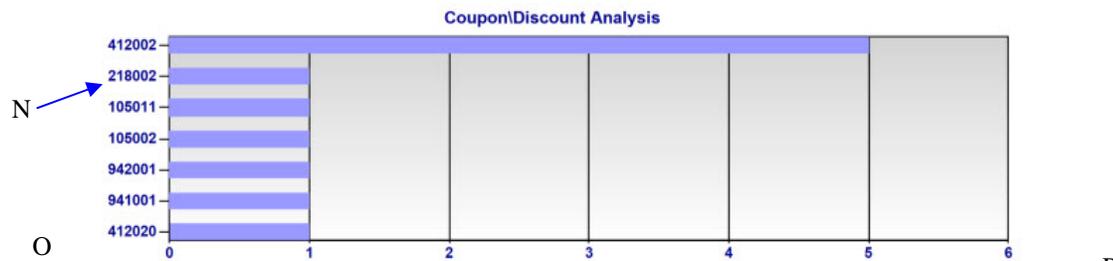
Date range for which the report was generated

0099 EXTON

May 01, 2011

Includes Coupons and Discounts - Grouped by First 6 Characters of the Barcode

A				B	C	D	E	F	G	H	I
Coupon\Discount				Avg Ticket	Invoice Total	Coupon\Discount Total	First Time	First Time Avg Ticket	First Time Percent	Count	% of Total
Point of Sale				\$75.99	\$455.91	\$35.00	2	\$124.98	33.33 %	6	55 %
Mirror Hanger				\$75.99	\$455.91	\$35.00	2	\$124.98	33.33 %	6	55 %
J Oil Change				\$66.19	\$330.93	\$25.00	1	\$1.00	20.00 %	5	45 %
K 412002				\$66.19	\$330.93	\$25.00	1	\$124.98	20.00 %	5	45 %
Exton, PA Thank You Mirror Hanger \$				\$66.19	\$330.93	\$25.00	1	\$124.98	20.00 %	5	100 %
Transmission Flush				\$124.98	\$124.98	\$10.00	1	\$1.00	100.00 %	1	9 %
L 412020				\$124.98	\$124.98	\$10.00	1	\$124.98	100.00 %	1	9 %
Exton, PA Thank You Mirror Hanger \$				\$124.98	\$124.98	\$10.00	1	\$124.98	100.00 %	1	100 %
Other				\$39.69	\$79.38	\$10.30	1	\$36.99	50.00 %	2	18 %
Manager's Special				\$36.99	\$36.99	\$5.00	1	\$36.99	100.00 %	1	9 %
No Service Specified				\$36.99	\$36.99	\$5.00	1	\$1.00	100.00 %	1	9 %
Fleet				\$42.39	\$42.39	\$5.30	0	\$0.00	0.00 %	1	9 %
No Service Specified				\$42.39	\$42.39	\$5.30	0	\$0.00	0.00 %	1	9 %
Direct Mail				\$60.49	\$120.98	\$14.00	0	\$0.00	0.00 %	2	18 %
Reminder Card				\$60.49	\$120.98	\$14.00	0	\$0.00	0.00 %	2	18 %
Oil Change				\$35.99	\$35.99	\$4.00	0	\$0.00	0.00 %	1	9 %
Any Service				\$84.99	\$84.99	\$10.00	0	\$0.00	0.00 %	1	9 %
Internet				\$56.98	\$56.98	\$5.00	0	\$0.00	0.00 %	1	9 %
Website				\$56.98	\$56.98	\$5.00	0	\$0.00	0.00 %	1	9 %
Oil Change				\$56.98	\$56.98	\$5.00	0	\$0.00	0.00 %	1	9 %
M Totals:				\$64.84	\$713.25	\$64.30	3	\$95.65	27.27 %	11	



New Customers				Repeat Customers			
Coupon\Discount	CouplDisc Total	Count	% of Total	Coupon\Discount	CouplDisc Total	Count	% of Total
OILCHNG	\$5.00	1	33.3 %	OILCHNG	\$29.00	6	75.0 %

2/27/2012 12:38:55 PM

NEXen Reporting Services

Page 1

Date and time the report was printed

# Barcode Detail

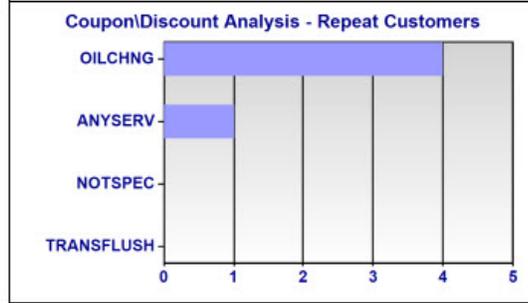
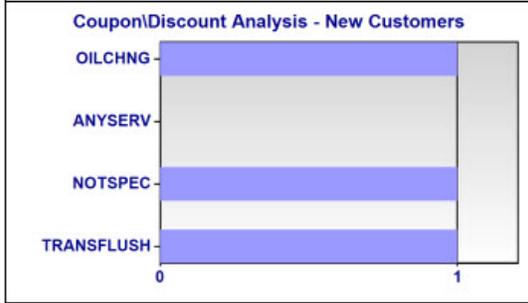
T → 0099 EXTON

## Marketing Analysis

May 01, 2011

Includes Coupons and Discounts - Grouped by First 6 Characters of the Barcode

TRANSFLUSH	\$10.00	1	33.3 %	ANYSERV	\$10.00	1	12.5 %
NOTSPEC	\$5.00	1	33.3 %	TRANSFLUSH	\$0.00	0	0.0 %
ANYSERV	\$0.00	0	0.0 %	NOTSPEC	\$5.30	1	12.5 %



Total Coupons\Discounts Processed:  
 Total Unique Coupons\Discounts Found:  
 Total Coupon\Discount Amount:

11 ← Q  
 7 ← R  
 \$64.30 ← S



## 7.4 Coupon Effectiveness

### What is it?

This report is useful in identifying the effectiveness of a specific coupon.

### Why is it useful?

It helps to indicate if a specific coupon is successful at generating new business or if it is being used by your existing customers.

### Where is it?

Marketing Analysis

### What's on it?

#### New/Repeat Customers

The New and Repeat Customer sections of the report detail the counts, value, and percentage of coupons/discount redeemed by first time and existing customers. This section also categorizes the results by type, amount, count and percentage of total coupons/discount used.

### What's in it?

A	Repeat	New or Repeat customers
B	Count	Count of new or repeat customers that used the coupon within the selected date range
C	Percent	Percent of new or repeat customers that used the coupon $\frac{[B]}{SUM[B]}$
D	Average Coupon Amount	Average amount of the coupon used
E	Total Coupon Amount	Total amount of the coupon used $[B] * [D]$
F	Invoice Average	Average invoice amount for customers that used the coupon within the selected date range
G	Invoice Total	Total amount of all invoices for customers that used the coupon within the selected date range $[B] * [F]$
H	Graph	Pie graph illustrating New vs. Repeat Business [C]
I	Store(s) Numbers	Lists the store(s) and date range selected for the report
J	Coupon	Name of the coupon for which the report was generated

# Coupon Effectiveness Analysis

Date range for which the report was generated

Store: All Stores

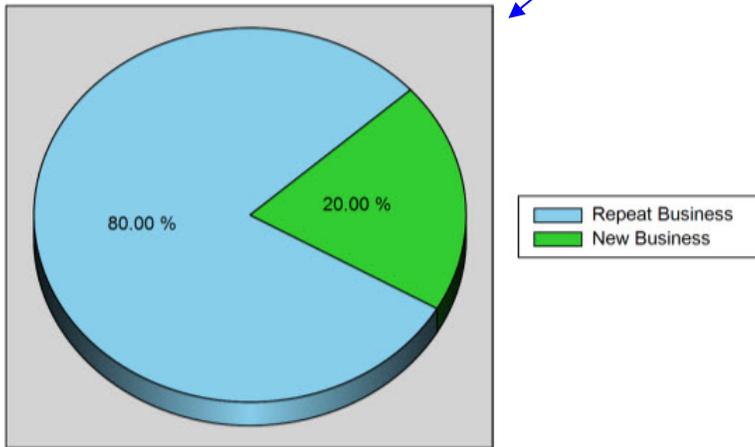
Coupon: Thank You Mirror Hanger \$5 Off Oil Change

I (Invoices using exactly 1 coupon)

J May 04, 2011 thru May 06, 2011

A Repeat	B Count	C %	D Average Coupon Amount	E Total Coupon Amount	F Invoice Average	G Invoice Total
Repeat Business	4	80.00 %	\$5.00	\$20.00	\$43.44	\$173.75
New Business	1	20.00 %	\$5.00	\$5.00	\$45.60	\$45.60
	5		\$5.00	\$25.00	\$43.87	\$219.35

New vs. Repeat Business



2/27/2012 9:34:21 AM

NEXgen Reporting Services

Page 1

Date and time the report was printed



## 7.5 Coupon Usage

### What is it?

This report provides coupon usage statistics. It also helps to determine the impact of your coupon campaigns.

### Why is it useful?

This report is useful in determining the effectiveness of coupon promotions. It can help you decide 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.

### Where is it?

Marketing Analysis

### What's on it?

#### Top 10 Coupons

The report results provide the Top 10 Coupons redeemed at your store(s). It includes coupon name, totals and counts. The Breakdown section provides additional information for specific coupons such as date used, invoice number, if it was redeemed by a first time customer and much more.

## What's in it?

A	Coupon	Names of the top 10 coupons
B	Total Coupon	Total amount of the coupons redeemed
C	Count	Number of coupons used within the selected date range
D	Graph	Bar graph illustrating the Top 10 Coupons by Count[C]
E	Coupon	Name of the coupon
F	Start Date	Start Date of the coupon [E], ('Not Set' = There is no date listed in coupon maintenance)
G	Expiration	Expiration Date of the coupon [E], ('Not Set' = There is no date listed in coupon maintenance)
H	Tot Amt	Total amount of the coupons redeemed [E]
I	Count	Number of coupons used [E]
J	Avg Invoice	Average invoice amount for those who used the coupon [E] within the selected date range
K	Store(s) Number	Lists all store(s) and date ranges selected for the report
L	Avg Cost	Average cost for those who used the coupon [E] within the selected date range
M	Percent First Time	Percent of first time customers who used the coupon [E] within the selected date range
N	Percent Total	Percent of total coupons used that the specific coupon represents $\frac{[I]}{\text{SUM}[C]}$
O	Date	Date of the invoice
P	Store	Store Number for the invoice
Q	Invoice	Invoice Number
R	Invoice Amount	Total amount of the invoice
S	Coupon Amount	Amount of the coupon applied to the invoice
T	Employee	Employee that processed the invoice
U	First Time Customer	Yes, if the coupon was redeemed by a first time customer. No, if a repeat customer used the coupon



Date range for which the report was generated

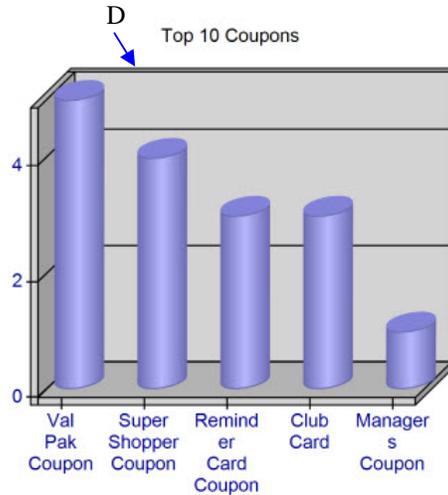
# Coupon Usage

## Operational Analysis

0099 EXTON

May 01, 2010 thru May 08, 2010

Coupons	Total Coupon	Count
Val Pak Coupon	\$15.00	5
Super Shopper Coupon	\$16.00	4
Reminder Card Coupon	\$9.00	3
Club Card	\$18.00	3
Managers Coupon	\$5.00	1
<b>Totals</b>	<b>\$63.00</b>	<b>16</b>



View Coupon Breakdown

Amount	Start Date	Expiration	Tot Amt	Count	Avg Inv	Avg Cost	% First Time	% Total
Club Card	Not Set	Not Set	\$18.00	3	44.77	18.06	100.0	18.8
Managers Coupon	Not Set	Not Set	\$5.00	1	58.29	26.69	100.0	6.3

Date	Store	Invoice	Invoice Amount	Coupon Amount	Employee	First Time Customer
05/06/2010	99	2359	\$45.57	\$5.00	Ron Young	Yes
05/03/2010	99	2104	\$43.18	\$10.00	Ron Young	Yes
05/08/2010	99	2413	\$45.57	\$3.00	Ron Young	Yes
<b>Totals</b>			<b>\$134.32</b>	<b>\$18.00</b>		<b>3</b>

Date and time the report was printed

## 7.6 Discount Usage

### What is it?

This report provides discount usage statistics. It also helps to determine the impact of your discount advertising campaigns.

### Why is it useful?

This report is useful in determining the effectiveness of discount promotions. It can help you decide which discounts to increase and which to discontinue. In addition, the first time percentage tells a great story as to which discount promotions are generating new customers for your business.

### Where is it?

Marketing Analysis

### What's on it?

#### Top 10 Discounts

The report results provide the Top 10 Discounts used at your store(s). It includes discount name, totals and counts. The Breakdown section provides additional information for specific discounts such as date used, invoice number, if it was applied to a first time customer's invoice and much more.



### What's in it?

A	Discounts	Names of the top 10 discounts
B	Total Discount	Total amount of the discounts applied
C	Count	Number of discounts used within the selected date range
D	Graph	Bar graph illustrating the Top 10 Discounts by Count[C]
E	Coupon	Name of the discount
F	Start Date	Start Date of the discount [E], ('Not Set' = There is no date listed in coupon maintenance)
G	Expiration	Expiration Date of the discount [E], ('Not Set' = There is no date listed in coupon maintenance)
H	Tot Amt	Total amount of the discounts applied [E]
I	Count	Number of discounts used [E]
J	Avg Invoice	Average invoice amount for those who used the coupon [E] within the selected date range
K	Store(s) Number	Lists all store(s) and date ranges selected for the report
L	Avg Cost	Average cost for those who received the discount [E] within the selected date range
M	Percent First Time	Percent of first time customers who received the discount [E] within the selected date range
N	Percent Total	Percent of total discounts used that the specific discount represents $\frac{[I]}{\text{SUM}[C]}$
O	Date	Date of the invoice
P	Store	Store Number for the invoice
Q	Invoice	Invoice Number
R	Invoice Amount	Total amount of the invoice
S	Coupon Amount	Amount of the discount applied to the invoice
T	Employee	Employee that processed the invoice
U	First Time Customer	Yes, if the discount was used by a first time customer. No, if a repeat customer used the discount

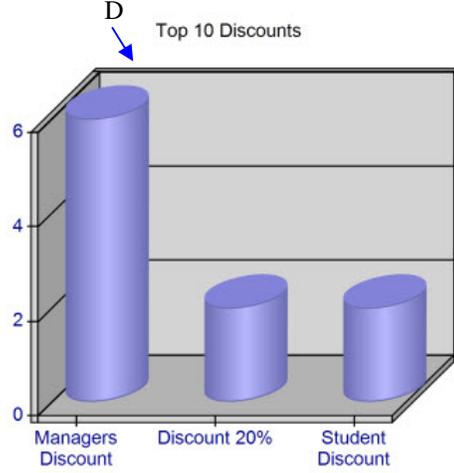
# Discount Usage

Operational Analysis

Date range for which the report was generated

0099 EXTON  
May 01, 2010 thru May 08, 2010

Discounts	Total Discount	Count
Managers Discount	\$87.83	6
Discount 20%	\$65.40	2
Student Discount	\$32.77	2
<b>Totals</b>	<b>\$186.00</b>	<b>10</b>



View Discount Breakdown

Discount 20%									
Amount	Start Date	Expiration	Tot Amt	Count	Avg Inv	Avg Cost	% First Time	% Total	
0%	Not Set	Not Set	\$65.40	2	\$138.63	\$24.96	100.0	20.0	
Date	Store	Invoice	Invoice Amount	Coupon Amount	Employee	First Time Customer			
05/06/2010	99	2375	\$166.18	\$39.20	Ron Young	Yes			
05/08/2010	99	2414	\$111.07	\$26.20	Ron Young	Yes			
<b>Totals</b>			<b>\$277.25</b>	<b>\$65.40</b>		<b>2</b>			
Managers Discount									
Amount	Start Date	Expiration	Tot Amt	Count	Avg Inv	Avg Cost	% First Time	% Total	
0%	Not Set	Not Set	\$87.83	6	\$113.78	\$38.83	83.3	60.0	
Date	Store	Invoice	Invoice Amount	Coupon Amount	Employee	First Time Customer			
05/06/2010	99	2370	\$207.64	\$34.58	Ron Young	Yes			
05/03/2010	99	2104	\$43.18	\$2.80	Ron Young	Yes			
05/07/2010	99	2379	\$144.01	\$15.10	Ron Young	No			
05/07/2010	99	2397	\$43.87	\$4.60	Ron Young	Yes			
05/08/2010	99	2406	\$84.56	\$4.20	Ron Young	Yes			
05/08/2010	99	2417	\$159.42	\$26.55	Ron Young	Yes			
<b>Totals</b>			<b>\$682.68</b>	<b>\$87.83</b>		<b>5</b>			

2/27/2012 10:16:28 AM

NEXen Reporting Services

Page 1

Date and time the report was printed



## 7.7 First vs. Repeat Analysis

### What is it?

This report provides the invoice count by first visit 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.

### Why is it useful?

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.

### Where is it?

Marketing Analysis

### What's on it?

#### New/Repeat Customers

The New and Repeat Customer sections of the report detail the counts, value, and percentage of coupons/discount redeemed by first time and existing customers. This section also categorizes the results by type, amount, count and percentage of total coupons/discounts used.

### What's in it?

A	Invoice Breakdown Summary Graph	Pie graph illustrating the percentage of total invoices broken down by first vs. repeat customers
B	Customer Type	Type of customer: First Time or Repeat
C	Invoice Count	Number of invoices processed within the selected date range
D	Percent of Total Invoices	Percent of total invoices for first time or repeat customers $\frac{[C]}{[G]}$
E	Coupon Count	Number of coupons used within the selected date range
F	Average Invoice	Average invoice amount within the selected date range
G	Total Invoices	Total number of invoices processed for first time and repeat customers within the selected date range
H	Invoice Breakdown Detail Graph	Bar graph illustrating Invoice Count [J] vs. Number of Visits [I]
I	Number Visit	Number of visits the customers made to the store
J	Invoice Count	Number of invoices based on the number of customer visits within the selected date range
K	Percent of Total Invoices	Percent of total invoices for first time or repeat customers $\frac{[J]}{[G]}$
L	Coupon Count	Number of coupons used within the selected date range
M	Average Invoice	Average invoice amount within the selected date range
N	Store(s) Number	Lists the stores and date range selected for the report

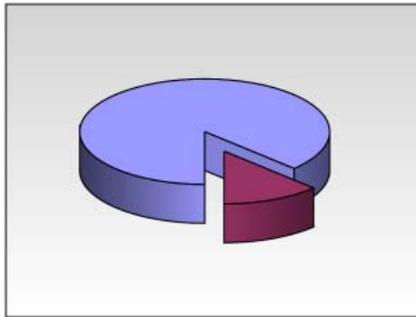


# First vs Repeat

Marketing Analysis

N  
0099 EXTON  
May 01, 2010 thru May 08, 2010

A Invoice Breakdown Summary

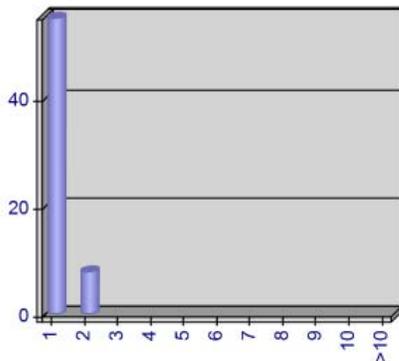


Legend: First Time (blue), Repeat (red)

B Customer Type	C Invoice Count	D % of Total Invoices	E Coupon Count	F Average Invoice
First Time	55	87.30 %	14	\$81.76
Repeat	8	12.70 %	1	\$84.65

Total Invoice Records Processed: 63 G

H Invoice Breakdown Detail



I Number Visits	J Invoice Count	K % of Total Invoices	L Coupon Count	M Average Invoice
1	55	87.30 %	14	\$81.76
2	8	12.70 %	1	\$84.65
3	0	0.00 %	0	
4	0	0.00 %	0	
5	0	0.00 %	0	
6	0	0.00 %	0	
7	0	0.00 %	0	
8	0	0.00 %	0	
9	0	0.00 %	0	
10	0	0.00 %	0	
>10	0	0.00 %	15	

Date and time the report was printed

2/27/2012 10:19:43 AM

NEXen Reporting Services

Page 1





## 7.8 Return Visit Analysis

### What is it?

This report provides the vehicle count based on first time customers, returning customers and non-returning customers within a specified date range. The results are broken down by number of days and average mileage driven between visits. 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.

### Why is it useful?

This report is useful in determining how many customers are returning, how often and the number of miles being driven between visits. It also helps to identify which customers haven't returned.

### Where is it?

Marketing Analysis

### What's on it?

#### New/Repeat Customers

The New and Repeat Customer sections of the report detail the counts and percentage of first time and returning customers.

## What's in it?

A	First Time Customer	When viewing this report online, you can click this to see a list of customers who were first time customers within the selected date range [J]
B	Return Visit Customer	When viewing this report online, you can click this to see a list of customers who returned within the selected date range [J]
C	Non-Returning Customer	When viewing this report online, you can click this to see a list of customers who haven't returned within the selected date range [J]
D	Count	Number of first time, returning or non-returning customers within the selected date range
E	Percent of Total	Percent of returning and non-returning customers within the selected date range
F	Store(s) Numbers	Lists the store(s) and date ranges selected for the report
G	Second Visit Interval Graph	Graph illustrating the number of days it took customers to return to store
H	Total Return Visit Graph	Graph illustrating customer count by number of return visits within the selected date range
I	Avg Return Mileage by Visit Graph	Graph illustrating the average mileage driven between visits
J	Drill Through	When viewing this report online, you can click the [A], [B], [C] headings to show or export customer lists for the selected date range. These lists can then be merged for a mailing using Excel or another software program.



# Return Visit Analysis

Date range for which the report was generated

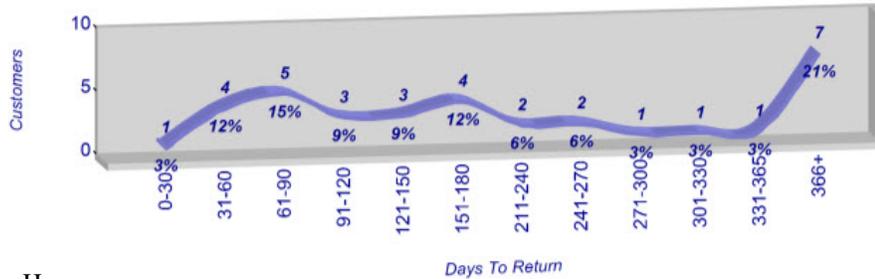
0099 EXTON

Return Visits for Period May 01, 2010 thru Dec 31, 2011

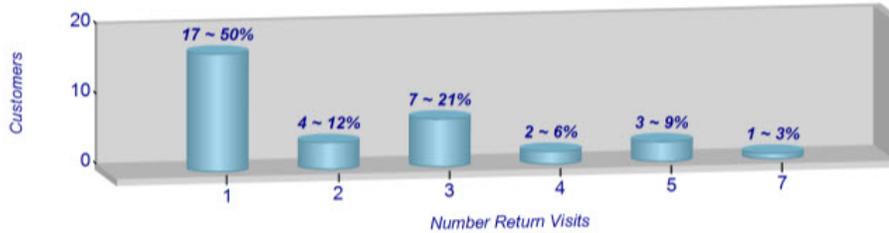
- A → First Time Customers Between 05/01/2010 and 05/10/2010
- B → Return Visit Customers (Between 05/01/2010 and 12/31/2011)
- C → Non-Returning Customers (Between 05/01/2010 and 12/31/2011)

Count	% of Total
110	
34	31 %
76	69 %

G → **Second Visit Interval**



H → **Total Return Visits for Period May 01, 2010 thru Dec 31, 2011**



I → **Average Return Mileage By Visit**



2/27/2012 10:38:47 AM

NEXGen Reporting Services

Page 1

Date and time the report was printed

J



Non-Returning Customers (Between 05/01/2010 and 02/26/2012)

Cust Name	Cust Add1	Cust Add2	Cust City	Cust State	Cust Zip	Cust Email	Cust Phone
Ron Ellis	339 4th St		Kemblesville	PA	19347		895-626-5522
Terry Young	456 9th St		Monocacy Station	PA	19542		895-625-1428
Yellow Trucking Company	5983 Ninth Ave.		Glen Mills	PA	19342		865-978-2452
G.E. Capital	123 Second Ave		Denver	CO	80202		303-454-3424
Jennifer Hart	923 7th St		Exton	PA	19341		
Vanessa Carter	393 4th Ave		Exton	PA	19341		
G.E. Capital	123 Anywhere		Denver	CO	80202		303-454-3424
Seth Turner	343 Delta Rd		Immaculata	PA	19345		
Paul Butler	392 River Rd		Glen Mills	PA	19342		
Emily Dixon	3845 Ford Ln		Exton	PA	19341		
Yellow Trucking Company	5983 Ninth Ave.		Glen Mills	PA	19342		865-978-2452
Anna Hess	3945 Mills Ln		Exton	PA	19341		895-652-5526



## 7.9 Visit Interval Days

### What is it?

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.

### Why is it useful?

This report is useful in determining how often customers return. It helps to identify trends based on mileage, average invoice and gross sales amounts.

### Where is it?

Marketing Analysis

### What's on it?

#### Interval Graphs

Graphs detail how often customers return.

## What's in it?

A	Invoice Count by Return Visit Graph	Graph illustrating Invoice Count [F] by Return Visit Days [E]
B	Gross Sales by Return Visit Graph	Graph illustrating Gross Sales [G] by Return Visit Days [E]
C	Avg Mileage by Return Visit Graph	Graph illustrating Average Return Mileage [I] by Return Visit Days [E]
D	Avg Invoice by Return Visit Graph	Graph illustrating Average Invoice Amount [H] by Return Visit Days [E]
E	Return Days Interval	Intervals of the number of days between customer visits
F	Invoice Count	Number of invoices for the return days interval
G	Gross Sales	Gross Sales amount for the return days interval
H	Average Invoice	Average Invoice amount for the return days interval
I	Average Mileage	Average Mileage for the return days interval
J	Average Visits	Average number of visits for the return days interval
K	Store(s) Numbers	Lists the store(s) and date ranges selected for the report
L	Number of Records Analyzed	Total number of all invoices for all intervals for the selected date range SUM[F]
M	Average Mileage Between Visits	Average mileage between visits for all intervals
N	Average Days Between Visits	Average number of days between visits for all intervals
O	Gross Sales	Total of gross sales for all intervals SUM[G]
P	Average Invoice	Average Invoice amount for all intervals
Q	Average Visit Count	Average number of visits for all intervals



Date range for which the report was generated

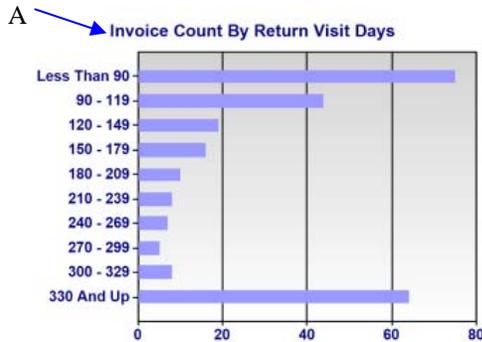
0099 EXTON

K

May 01, 2010 thru May 08, 2010

# Visit Interval Days

Marketing Analysis



Return Days Interval	Invoice Count	Gross Sales	Average Invoice	Average Mileage	Average Visits
Less Than 90	75	6,736.75	89.82	18,762	10
90 - 119	44	2,905.69	66.04	13,488	9
120 - 149	19	2,753.00	144.89	12,247	7
150 - 179	16	1,024.57	64.04	5,413	6
180 - 209	10	743.75	74.38	7,649	7
210 - 239	8	546.01	68.25	8,685	5
240 - 269	7	559.85	79.98	5,778	8
270 - 299	5	233.41	46.68	11,952	5
300 - 329	8	525.97	65.75	8,039	6
330 And Up	64	6,143.25	95.99	19,531	5

L	Visit Interval Mileage Summary						
M	Number Of Records Analyzed:	256	Gross Sales:	\$22,172.25			O
N	Average Mileage Between Visits:	15,158	Average Invoice:	\$86.61			P
	Average Days Between Visits:	279	Average Visit Count:	8			Q

2/27/2012 10:58:54 AM

NEXen Reporting Services

Page 1

Date and time the report was printed





## 7.10 Visit Interval Mileage

### **What is it?**

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.

### **Why is it useful?**

This report is useful in determining gross sales and average invoice amounts based on the mileage intervals of returning customers.

### **Where is it?**

Marketing Analysis

### **What's on it?**

#### Interval Graphs

Graphs detail how often customers return.

## What's in it?

A	Invoice Count by Return Visit Mileage Graph	Graph illustrating Invoice Count [F] by Return Visit Mileage [E]
B	Gross Sales by Return Visit Mileage Graph	Graph illustrating Gross Sales [G] by Return Visit Mileage [E]
C	Avg Days by Return Visit Mileage Graph	Graph illustrating Average Return Days [I] by Return Visit Mileage [E]
D	Avg Invoice by Return Visit Mileage Graph	Graph illustrating Average Invoice [H] by Return Visit Mileage [E]
E	Return Mileage Interval	Intervals of the number of miles driven between customer visits
F	Invoice Count	Number of invoices for the return mileage interval
G	Gross Sales	Gross sales amount for the return mileage interval
H	Average Invoice	Average Invoice amount for the return mileage interval
I	Average Days	Average number of days between visits for the return mileage interval
J	Average Visits	Average number of visits for the return mileage interval
K	Store(s) Numbers	Lists the store(s) and date ranges selected for the report
L	Number of Records Analyzed	Total number of all invoices for all intervals for the selected date range SUM[F]
M	Average Mileage Between Visits	Average mileage between visits for all intervals
N	Average Days Between Visits	Average number of days between visits for all intervals
O	Gross Sales	Total of gross sales for all intervals SUM[G]
P	Average Invoice	Average Invoice amount for all intervals
Q	Average Visit Count	Average number of visits for all intervals



Date range for which the report was generated

0099 EXTON

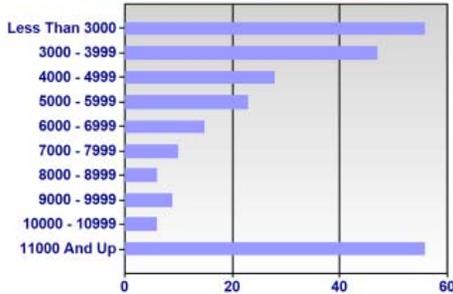
K

May 01, 2010 thru May 08, 2010

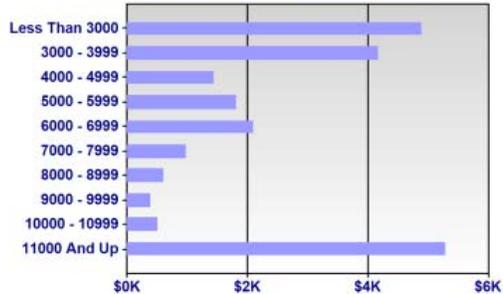
# Visit Interval Mileage

Marketing Analysis

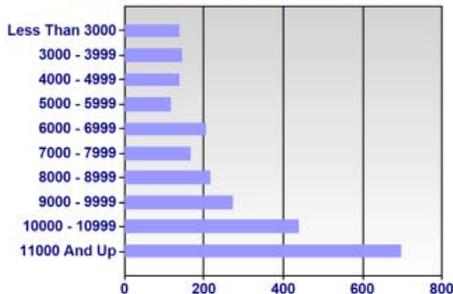
A Invoice Count By Return Visit Mileage



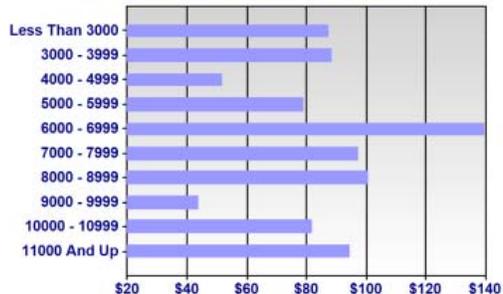
B Gross Sales By Return Visit Mileage



C Average Days By Return Visit Mileage



D Average Invoice By Return Visit Mileage



E Return Mileage Interval	F Invoice Count	G Gross Sales	H Average Invoice	I Average Days	J Average Visits
Less Than 3000	56	4,890.32	87.33	137	9
3000 - 3999	47	4,167.70	88.67	146	9
4000 - 4999	28	1,446.62	51.67	140	10
5000 - 5999	23	1,817.14	79.01	116	8
6000 - 6999	15	2,094.80	139.65	207	6
7000 - 7999	10	973.37	97.34	165	11
8000 - 8999	6	605.28	100.88	216	5
9000 - 9999	9	394.07	43.79	272	3
10000 - 10999	6	490.67	81.78	440	5
11000 And Up	56	5,292.28	94.51	699	5

L Visit Interval Mileage Summary	
M Number Of Records Analyzed:	256
N Average Mileage Between Visits:	15,158
	279

Gross Sales:	\$22,172.25
Average Invoice:	\$86.61
Average Visit Count:	8

2/27/2012 11:14:00 AM

NEXen Reporting Services

Page 1

Date and time the report was printed





## 7.11 Visit Interval Model

### What is it?

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.

### Why is it useful?

This report is useful in determining gross sales and average invoice amounts based on the returning customers' vehicle make/models.

### Where is it?

Marketing Analysis

### What's on it?

#### Interval Graphs

Graphs detail how often customers return.

## What's in it?

A	Avg Mileage by Return Visit Vehicle Make/Model Graph	Graph illustrating Average Return Mileage [G] by Make/Model [E]
B	Avg Days by Return Visit Vehicle Make/Model Graph	Graph illustrating Average number of days between visits [H] by Make/Model [E]
C	Invoice Count by Return Visit Vehicle Make/Model Graph	Graph illustrating Invoice Count [F] by Make/Model [E]
D	Avg Invoice by Return Visit Vehicle Make/Model Graph	Graph illustrating Average Invoice amount [J] by Make/Model [E]
E	Return Make/Model	Make and Model of returning vehicles
F	Invoice Count	Number of invoices for the return vehicle make/model
G	Average Mileage	Average Mileage for the return vehicle make/model
H	Average Days	Average number of days between visits for the return vehicle make/model
I	Gross Sales	Gross Sales amount for the return vehicle make/model
J	Average Invoice	Average Invoice amount for the return vehicle make/model
K	Average Visits	Average number of visits for the return vehicle make/model
L	Number of Records Analyzed	Total number of all invoices for all return vehicle makes/models SUM[F]
M	Average Mileage Between Visits	Average mileage between visits for all return vehicle makes/models
N	Average Days Between Visits	Average number of days between visits for all return vehicle makes/models
O	Gross Sales	Total of gross sales for all return vehicle makes/models SUM[I]
P	Average Invoice	Average Invoice amount for all return vehicle makes/models
Q	Average Visit Count	Average number of visits for all return vehicle makes/models



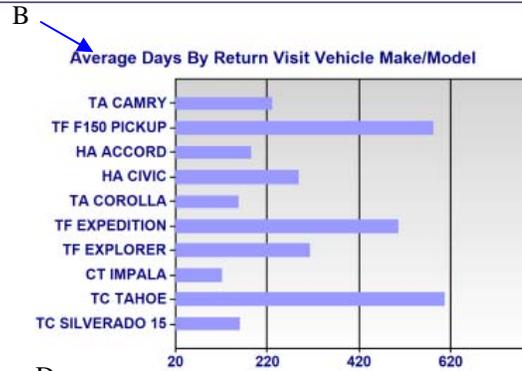
# Visit Interval Model

Marketing Analysis

Date range for which the report was generated

0099 EXTON

May 01, 2010 thru May 08, 2010



**E** See All Vehicles

Return Visit Vehicle Make/Model	F Invoice Count	G Average Mileage	H Average Days	I Gross Sales	J Average Invoice	K Average Visits
HA ACCORD	11	8,380	184	859.55	78.14	7
TA CAMRY	11	20,722	231	1,011.68	91.97	9
TF F150 PICKUP	11	18,922	583	912.73	82.98	6
HA CIVIC	10	96,460	288	605.87	60.59	11
TA COROLLA	9	4,604	158	442.89	49.21	5
TF EXPEDITION	7	19,795	507	1,172.25	167.46	10
TF EXPLORER	6	6,672	313	411.23	68.54	6
TC TAHOE	6	18,226	607	306.10	51.02	7
CT IMPALA	6	5,270	121	350.53	58.42	5
TC SILVERADO 15	5	4,167	161	248.55	49.71	9

**L** Visit Interval Vehicle Model Summary

<b>M</b> Number Of Records Analyzed:	256	Gross Sales:	\$22,172.25
<b>N</b> Average Mileage Between Visits:	15,158	Average Invoice:	\$86.61
Average Days Between Visits:	279	Average Visit Count:	8

2/27/2012 11:14:40 AM

NEXen Reporting Services

Page 1

Date and time the report was printed





## 7.12 Visit Interval Year

### **What is it?**

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.

### **Why is it useful?**

This report is useful in determining gross sales and average invoice amounts based on the vehicle year of returning customers.

### **Where is it?**

Marketing Analysis

### **What's on it?**

#### Interval Graphs

Graphs detail how often customers return.

## What's in it?

A	Avg Mileage by Return Visit Vehicle Year Graph	Graph illustrating Average Return Mileage [G] by Vehicle Year [E]
B	Avg Days by Return Visit Vehicle Year Graph	Graph illustrating Average Days [H] by Vehicle Year [E]
C	Invoice Count by Return Visit Vehicle Year Graph	Graph illustrating Invoice Count [F] by Vehicle Year [E]
D	Avg Invoice by Return Visit Vehicle Year Graph	Graph illustrating Average Invoice [J] by Vehicle Year [E]
E	Year	Vehicle Year
F	Invoice Count	Number of invoices for the vehicle year interval
G	Average Mileage	Average Mileage for the vehicle year interval
H	Average Days	Average number of days between visits for the vehicle year interval
I	Gross Sales	Gross Sales amount for the vehicle year interval
J	Average Invoice	Average Invoice amount for the vehicle year interval
K	Average Visits	Average number of visits for the vehicle year interval
L	Number of Records Analyzed	Total number of all invoices for all vehicle year intervals SUM[F]
M	Average Mileage Between Visits	Average mileage between visits for all vehicle year intervals
N	Average Days Between Visits	Average number of days between visits for all vehicle year intervals
O	Gross Sales	Total of gross sales for all vehicle year intervals SUM[I]
P	Average Invoice	Average Invoice amount for all vehicle year intervals
Q	Average Visit Count	Average number of visits for all vehicle year intervals



# Visit Interval Year

Marketing Analysis

Date range for which the report was generated

0099 EXTON

May 01, 2010 thru May 08, 2010



**E** → See All Vehicles

Return Visit Vehicle Year	Invoice Count	Average Mileage	Average Days	Gross Sales	Average Invoice	Average Visits
2000	28	12,692	256	2,927.99	104.57	12
2001	25	12,422	376	2,744.01	109.76	7
2002	25	11,234	343	2,783.06	111.32	9
2003	24	8,397	226	2,020.14	84.17	7
2004	24	6,938	201	3,264.04	136.00	8
1999	21	52,911	301	1,307.11	62.24	9
2005	17	10,303	363	1,109.91	65.29	6
2006	16	10,712	235	1,080.37	67.52	6
2007	15	6,948	150	837.95	55.86	8
1998	11	27,545	514	859.75	78.16	7

**L** → Visit Interval Vehicle Year Summary

<b>M</b> → Number Of Records Analyzed:	256	<b>Gross Sales:</b>	\$22,172.25
<b>N</b> → Average Mileage Between Visits:	15,158	<b>Average Invoice:</b>	\$86.61
<b>N</b> → Average Days Between Visits:	279	<b>Average Visit Count:</b>	8

2/27/2012 11:15:19 AM

NEXen Reporting Services

Page 1

Date and time the report was printed





## 7.13 Visit Interval Zip Code

### What is it?

This report provides the average repeat visit mileage and day intervals as well as ticket averages by vehicle Zip Code 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.

### Why is it useful?

This report is useful in determining gross sales and average invoice amounts based on the zip codes of returning customers. It can help identify the areas where you may need to increase or decrease your advertising campaigns.

### Where is it?

Marketing Analysis

### What's on it?

#### Interval Graphs

Graphs detail how often customers return.

## What's in it?

A	Avg Return Mileage by Return Zip Code Graph	Graph illustrating Average Return Mileage [G] by Return Zip Code [E]
B	Avg Days by Return Zip Code Graph	Graph illustrating Average number of days between visits [H] by Return Zip Code [E]
C	Invoice Count by Return Zip Code Graph	Graph illustrating Invoice Count [F] by Return Zip Code [E]
D	Avg Invoice by Return Zip Code Graph	Graph for Average Invoice amount [J] by Return Zip Code [E]
E	Zip Code	Customer zip codes
F	Invoice Count	Number of invoices for the zip code
G	Average Mileage	Average mileage between visits for the zip code
H	Average Days	Average number of days between visits for the zip code
I	Gross Sales	Gross sales amount for the zip code
J	Average Invoice	Average invoice amount for the zip code
K	Average Visits	Average number of visits for the zip code
L	Number of Records Analyzed	Total number of all invoices for all zip codes SUM[F]
M	Average Mileage Between Visits	Average mileage between visits for all zip codes
N	Average Days Between Visits	Average days between visits for all zip codes
O	Gross Sales	Total of gross sales for all zip codes SUM[I]
P	Average Invoice	Average invoice amount for all zip codes
Q	Average Visit Count	Average number of visits for all zip codes



# Visit Interval Zipcode

Marketing Analysis

Date range for which the report was generated

0099 EXTON

May 01, 2010 thru May 08, 2010



**E** See All Zipcodes

Return Visit Zipcode	Invoice Count	Average Mileage	Average Days	Gross Sales	Average Invoice	Average Visits
19341	98	13,549	274	9,088.85	92.74	7
19342	71	20,390	235	4,788.03	67.44	7
19345	38	8,289	280	2,838.97	74.71	9
19456	18	13,458	327	1,482.35	82.35	9
19463	9	8,424	232	2,448.00	272.00	11
19525	7	22,031	274	378.60	54.09	6
19542	2	3,535	98	106.37	53.19	4
19346	1	10,123	211	162.80	162.80	11
19352	1	71,578	1,722	103.76	103.76	6
19335	1	1,456	27	180.00	180.00	3

**L** Visit Interval Zipcode Summary

<b>M</b> Number Of Records Analyzed:	256	Gross Sales:	\$22,172.25
<b>N</b> Average Mileage Between Visits:	15,158	Average Invoice:	\$86.61
	279	Average Visit Count:	8

2/27/2012 11:15:47 AM

NEXen Reporting Services

Page 1

Date and time the report was printed





## 7.14 Zip Code Usage

### What is it?

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. 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.

### Why is it useful?

The report can help target zip codes that may not generate the most traffic, but have higher ticket averages. It can also help to identify the areas that may need more advertising attention in order to generate more business.

### Where is it?

Marketing Analysis

### What’s on it?

#### Top 10 Zip Codes Summary

Lists invoice and coupon count by the Top 10 zip codes.

#### Top 25 Zip Codes Detail

Lists invoice and coupon count, percent of total sales, average ticket and total sales amount by the Top 25 zip codes.

## What's in it?

A	Zip Code	Top 10 Zip Codes
B	City	City of the Zip Code listed
C	State	State of the Zip Code listed
D	Count	Invoice Count for each Zip Code listed
E	Coupon Count	Coupon Count for each Zip Code listed
F	Graph	Graph illustrating Invoice Count [D] by Zip Code [A]
G	Store(s) Numbers	List the store(s) numbers selected for the report
H	Percent of Total	Percent of Total Invoice for each Zip Code $\frac{[D]}{SUM[D]}$
I	Avg. Ticket	Avg. Ticket amount for each Zip Code
J	Total Sales	Total Sales amount for each Zip Code
K	Total Unique Zip Codes	Total number of Unique Zip Codes found within the selected date range SUM[A]
L	Total Records	Total number of invoices processed within the selected date range SUM[D]



# Zip Code Usage

## Marketing Analysis

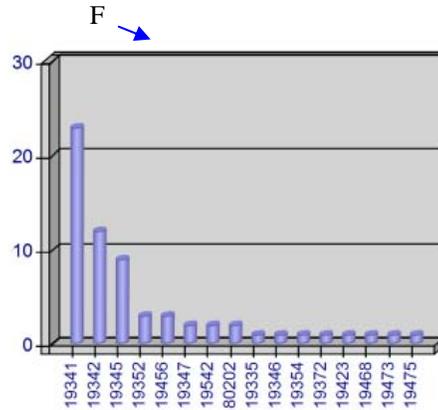
Date range for which the report was generated

0099 EXTON

May 01, 2010 thru May 08, 2010

**Top 10 Zipcodes Summary**

Zip Code	City	State	Count	Coupon Count
19341	Exton	PA	23	5
19342	Glen Mills	PA	12	1
19345	Immaculata	PA	9	4
19352	Lincoln University	PA	3	1
19456	Oaks	PA	3	0
19347	Kemblesville	PA	2	0
19542	Monocacy Station	PA	2	0
80202	Denver	CO	2	0
19335	Downingtown	PA	1	1
19346	Kelton	PA	1	1
19354	Lyndell	PA	1	1
19372	Thorndale	PA	1	0
19423	Cedars	PA	1	0
19468	Royersford	PA	1	0
19473	Schwenksville	PA	1	1
19475	Spring City	PA	1	0



**Top 25 Zipcodes Detail**

Zip Code	City	State	Count	Coupon Count	% Of Total	Avg. Ticket	Total Sales
19341	Exton	PA	23	5	35.94 %	\$82.29	\$1,892.62
19342	Glen Mills	PA	12	1	18.75 %	\$93.02	\$1,116.28
19345	Immaculata	PA	9	4	14.06 %	\$106.43	\$957.88
19352	Lincoln University	PA	3	1	4.69 %	\$56.74	\$170.23
19456	Oaks	PA	3	0	4.69 %	\$175.96	\$527.88
19347	Kemblesville	PA	2	0	3.13 %	\$72.59	\$145.17
19542	Monocacy Station	PA	2	0	3.13 %	\$52.43	\$104.86
80202	Denver	CO	2	0	3.13 %	\$40.49	\$80.98
19335	Downingtown	PA	1	1	1.56 %	\$50.57	\$50.57
19346	Kelton	PA	1	1	1.56 %	\$41.09	\$41.09
19354	Lyndell	PA	1	1	1.56 %	\$63.29	\$63.29
19372	Thorndale	PA	1	0	1.56 %	\$242.22	\$242.22
19423	Cedars	PA	1	0	1.56 %	\$142.02	\$142.02
19468	Royersford	PA	1	0	1.56 %	\$116.56	\$116.56
19473	Schwenksville	PA	1	1	1.56 %	\$41.08	\$41.08
19475	Spring City	PA	1	0	1.56 %	\$52.98	\$52.98

Total Unique ZIP Codes Found: 16

Total Records Processed: 64

2/27/2012 11:27:34 AM

Date and time the report was printed



## 8 Sales Analysis Reports

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

These reports analyze and compare the data for two date ranges which you select.







## 8.1 Fleet Vehicle Sales

### What is it?

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.

### Why is it useful?

The report is useful in comparing two different periods of fleet sales. It allows you to see if there has been an increase or decrease in revenue from fleet accounts.

### Where is it?

Sales Analysis

### What's on it?

#### Comparative Details

The report breaks down two different date ranges and compares all stores to both ranges. It gives you Number of Invoices, Revenue, Average Invoice, Percent of Fleet Sales, and Percent of Total Sales.

## What's in it?

A	Invoice Count	When viewing this report online, you can click this to see a bar graph comparing the stores by Invoice Count
B	Invoice Revenue	When viewing this report online, you can click this to see a bar graph comparing the stores by Invoice Revenue
C	Invoice Average	When viewing this report online, you can click this to see a bar graph comparing the stores by Invoice Average
D	Percent Fleet Sales	When viewing this report online, you can click this to see a bar graph comparing the stores by Percent Fleet Sales
E	Percent Total Sales	When viewing this report online, you can click this to see a bar graph comparing the stores by Percent Total Sales
F	Graph	Bar graph comparing the stores by Invoice Count
G	Store	List of all stores
H	Number of Invoices	Number of Invoices for each store
I	Revenue of Invoices	Revenue of Invoices for each store
J	Average Invoice	Average Invoice amount for each store
K	Percent of Fleet Sales	Percent of Fleet Sales for each store
L	Percent of Total Sales	Percent of Total Sales for each store



Date range for which the report was generated

# Fleet Vehicle Sales

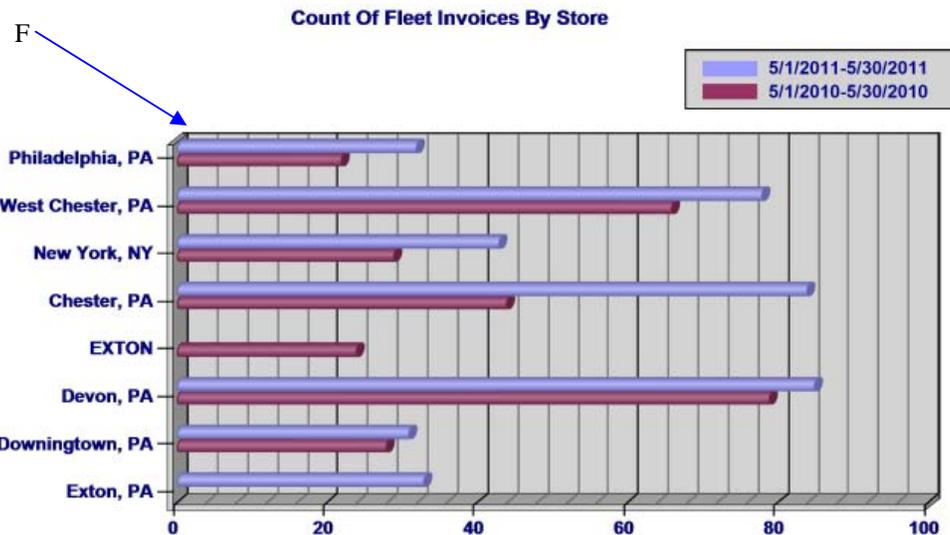
## Comparative Analysis

All Stores

May 01, 2010 thru May 30, 2010

- A Invoice Count
- B Invoice Revenue
- C Invoice Average
- D % Fleet Sales
- E % Total Sales

Select Fleet Invoice and Revenue Chart Style From Above



Fleet Invoice Comparison Detail For All Stores - For Period 5/1/2010 - 5/30/2010

Store	# of Invoices	Revenue of Invoices	Average Invoice	% of All Fleet Sales	% of Total Sales
Philadelphia, PA	22	\$1,461.30	\$66.42	10.66 %	0.71 %
West Chester, PA	66	\$2,319.57	\$35.15	16.92 %	1.13 %
New York, NY	29	\$1,257.38	\$43.36	9.17 %	0.61 %
Chester, PA	44	\$1,551.95	\$35.27	11.32 %	0.76 %
EXTON	24	\$1,426.41	\$59.43	10.40 %	0.70 %
Devon, PA	79	\$3,834.25	\$48.53	27.97 %	1.87 %
Downingtown, PA	28	\$1,858.95	\$66.39	13.56 %	0.91 %

Fleet Invoice Comparison Detail For All Stores - For Period 5/1/2011 - 5/30/2011

Store	# of Invoices	Revenue of Invoices	Average Invoice	% of All Fleet Sales	% of Total Sales
Philadelphia, PA	32	\$2,000.28	\$62.51	8.90 %	0.81 %
West Chester, PA	78	\$3,057.40	\$39.20	13.60 %	1.24 %
New York, NY	43	\$4,789.45	\$111.38	21.30 %	1.94 %
Chester, PA	84	\$3,091.37	\$36.80	13.75 %	1.25 %
Devon, PA	85	\$4,968.59	\$58.45	22.10 %	2.01 %
Downingtown, PA	31	\$1,357.55	\$43.79	6.04 %	0.55 %
Exton, PA	33	\$3,220.18	\$97.58	14.32 %	1.30 %

2/28/2012 8:33:56 AM

NEXen Reporting Services

Page 1

Date and time the report was printed





## 8.2 Sales Detail

### What is it?

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.

### Why is it useful?

The report is useful in viewing sales figures for two different periods, allowing you to determine if there has been an increase or decrease in revenue.

### Where is it?

Sales Analysis

### What's on it?

#### Analysis Details

The report displays two different date ranges and compares all stores to both ranges. It gives you Number of Invoices, Revenue, Average Invoice and Percent of Total Sales.

## What's in it?

A	Invoice Count	When viewing this report online, you can click this to see a graph illustrating Invoice Count by Dollar Range Note: Default View
B	Invoice Revenue	When viewing this report online, you can click this to see a graph illustrating Invoice Revenue by Dollar Range
C	Percent of Total Sales	When viewing this report online, you can click this to see a graph illustrating Percent of Total Sales by Dollar Range
D	Graph	Graph illustrating Invoice Count [F] by Invoice Sales Dollar [E]
E	Invoice Sales Dollar Range	Range of invoice sales amounts
F	Number of Invoices	Total number of invoices for each dollar range
G	Revenue of Invoices	Total sales amount of invoices for each dollar range
H	Average Invoice Sales	Average Invoice Total for each dollar range $\frac{[G]}{[F]}$
I	Percent of Sales	Percent of sales for each dollar range for the selected date range $\frac{[G]}{\text{SUM}[G]}$
J	Report Period	Date ranges selected for the report
K	Number of Invoices Analyzed	Total number of invoices processed within the selected date range [J]
L	Total Invoice Sales	Total sales amount of invoices processed within the selected date range [J]
M	Average Invoice Sales	Average Invoice Total within the selected date range [J]
N	Store(s) Numbers	Lists the store(s) and date ranges selected for the report



# Sales Detail

Marketing Analysis

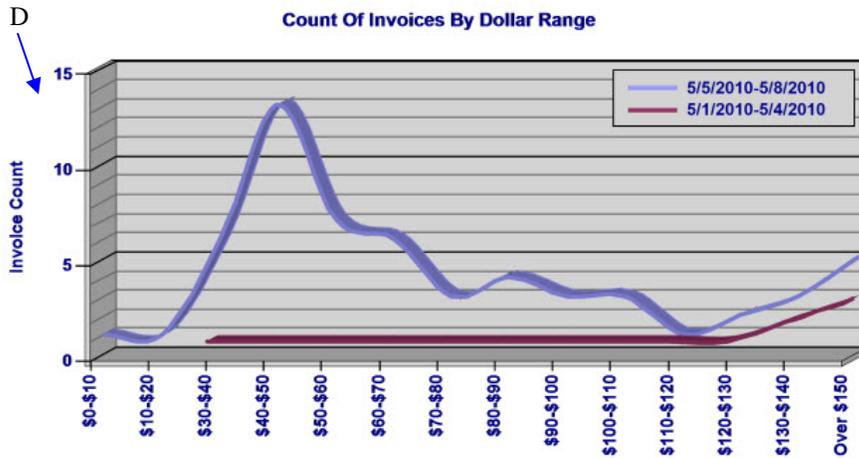
Date range for which the report was generated

0099 EXTON

May 01, 2010 thru May 04, 2010

A → Invoice Count      B → Invoice Revenue      C → % of Total Sales

Select Transaction Sales Bell Curve Chart Style From Above



Invoice Analysis Detail For 0099 EXTON - For Period 5/1/2010 - 5/4/2010

E → Invoice Sales \$ Range	F → # of Invoices	G → Revenue of Invoices	H → Average Invoice Sale	I → % of Total Sales
\$30-\$40	1	\$34.98	\$34.98	3.44 %
\$80-\$90	1	\$86.96	\$86.96	8.55 %
\$100-\$110	1	\$102.82	\$102.82	10.10 %
\$120-\$130	1	\$122.97	\$122.97	12.08 %
Over \$150	3	\$669.85	\$223.28	65.83 %

Invoice Analysis Detail For 0099 EXTON - For Period 5/5/2010 - 5/8/2010

Invoice Sales \$ Range	# of Invoices	Revenue of Invoices	Average Invoice Sale	% of Total Sales
\$0-\$10	1	\$8.95	\$8.95	0.88 %
\$10-\$20	1	\$11.99	\$11.99	1.18 %
\$30-\$40	6	\$212.92	\$35.49	20.92 %
\$40-\$50	13	\$584.14	\$44.93	57.40 %
\$50-\$60	7	\$406.36	\$58.05	39.93 %
\$60-\$70	6	\$390.56	\$65.09	38.38 %
\$70-\$80	3	\$225.23	\$75.08	22.13 %
\$80-\$90	4	\$342.75	\$85.69	33.68 %
\$90-\$100	3	\$294.90	\$98.30	28.98 %
\$100-\$110	3	\$315.71	\$105.24	31.03 %
\$110-\$120	1	\$115.97	\$115.97	11.40 %
\$130-\$140	3	\$403.41	\$134.47	39.64 %

2/27/2012 1:10:33 PM

NEXgen Reporting Services

Page 1

Date and time the report was printed

# Sales Detail

## Marketing Analysis

0099 EXTON

May 01, 2010 thru May 04, 2010

---

Over \$150	5	\$843.52	\$168.70	82.89 %
------------	---	----------	----------	---------

### Invoice Summary

Report Period:	5/1/2010 - 5/4/2010	J
Number of Invoices Analyzed:	7	K
Total Invoice Sales:	\$1,017.58	
Average Invoice Sale:	\$145.37	

Report Period:	5/5/2010 - 5/8/2010	
Number of Invoices Analyzed:	56	L
Total Invoice Sales:	\$4,156.41	
Average Invoice Sale:	\$74.22	M



## 8.3 Sales Summary

### What is it?

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.

### Why is it useful?

The report is useful in viewing sales figures for two different periods. It helps in determining whether the count or revenue of invoices by dollar range has changed.

### Where is it?

Sales Analysis

### What's on it?

#### Analysis Details

The report breaks down two different date ranges and compares all stores to both ranges. It gives you Number of Invoices, Revenue, Average Invoice, and Percent of Total Sales.

## What's in it?

A	Count of Invoices by Dollar Range Graph	Graph illustrating Invoice Count [F] by Dollar Range [E]
B	Invoice Revenue by Dollar Range Graph	Graph illustrating Invoice Revenue [G] by Dollar Range [E]
C	Store(s) Numbers	Lists store(s) and date ranges selected for the report
D	Percent of Total Invoice Revenue by Dollar Range Graph	Graph illustrating Percent Total Invoice Revenue [I] by Dollar Range [E]
E	Invoice Sales Dollar Range	Range of invoice sales amounts
F	Number of Invoices	Total number of invoices for each dollar range
G	Revenue of Invoices	Total sales amount for invoices for each dollar range
H	Average Invoice Sales	Average Invoice Total for each dollar range $\frac{[G]}{[F]}$
I	Percent of Sales	Percent of sales for each dollar range for the selected date range $\frac{[G]}{SUM[G]}$
J	Report Period	Date ranges selected for the report
K	Number of Invoices Analyzed	Total number of invoices processed within the selected date range [J]
L	Total Invoice Sales	Total sales amount for invoices processed within the selected date range [J]
M	Average Invoice Sales	Average Invoice Total within the selected date range [J]



# Sales Summary

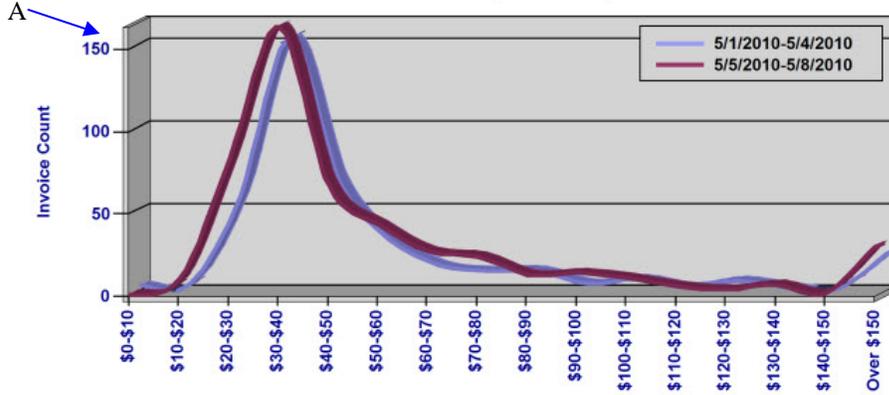
Marketing Analysis

Date range for which the report was generated

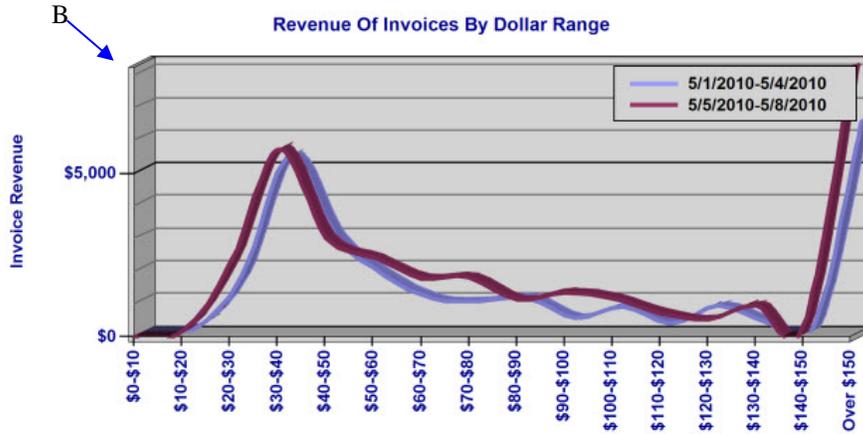
May 01, 2010 thru May 04, 2010

All Stores

Count Of Invoices By Dollar Range



Revenue Of Invoices By Dollar Range



2/27/2012 1:33:04 PM

NEXen Reporting Services

Page 1

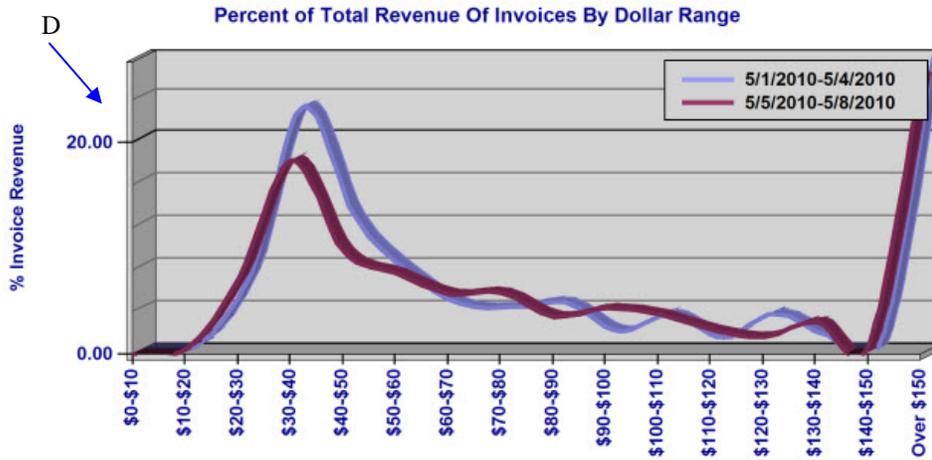
Date and time the report was printed

# Sales Summary

Marketing Analysis

All Stores

May 01, 2010 thru May 04, 2010



Invoice Analysis Detail For All Stores Combined - For Period 5/1/2010 - 5/4/2010

E

Invoice Sales \$ Range	F # of Invoices	G Revenue of Invoices	H Average Invoice Sale	I % of Total Sales
\$0-\$10	3	\$0.00	\$0.00	0.00 %
\$10-\$20	4	\$58.00	\$14.50	0.25 %
\$20-\$30	58	\$1,665.78	\$28.72	7.10 %
\$30-\$40	153	\$5,331.35	\$34.85	22.73 %
\$40-\$50	66	\$2,859.86	\$43.33	12.19 %
\$50-\$60	31	\$1,690.10	\$54.52	7.21 %
\$60-\$70	15	\$976.75	\$65.12	4.16 %
\$70-\$80	12	\$900.61	\$75.05	3.84 %
\$80-\$90	12	\$1,001.88	\$83.49	4.27 %
\$90-\$100	4	\$378.16	\$94.54	1.61 %
\$100-\$110	7	\$737.79	\$105.40	3.15 %
\$110-\$120	2	\$227.11	\$113.56	0.97 %
\$120-\$130	6	\$756.42	\$126.07	3.22 %
\$130-\$140	2	\$263.39	\$131.70	1.12 %
\$140-\$150	1	\$141.16	\$141.16	0.60 %
Over \$150	22	\$6,468.67	\$294.03	27.58 %

Invoice Analysis Detail For All Stores Combined - For Period 5/5/2010 - 5/8/2010

Invoice Sales \$ Range	# of Invoices	Revenue of Invoices	Average Invoice Sale	% of Total Sales
\$0-\$10	1	\$8.95	\$8.95	0.04 %
\$10-\$20	10	\$153.34	\$15.33	0.65 %
\$20-\$30	83	\$2,262.65	\$27.26	9.65 %



# Sales Summary

All Stores

## Marketing Analysis

May 01, 2010 thru May 04, 2010

Invoice Sales \$ Range	# of Invoices	Revenue of Invoices	Average Invoice Sale	% of Total Sales
\$30-\$40	163	\$5,716.02	\$35.07	24.37 %
\$40-\$50	67	\$3,005.91	\$44.86	12.81 %
\$50-\$60	43	\$2,381.18	\$55.38	10.15 %
\$60-\$70	27	\$1,771.61	\$65.62	7.55 %
\$70-\$80	24	\$1,799.25	\$74.97	7.67 %
\$80-\$90	13	\$1,100.80	\$84.68	4.69 %
\$90-\$100	14	\$1,338.07	\$95.58	5.70 %
\$100-\$110	11	\$1,160.40	\$105.49	4.95 %
\$110-\$120	6	\$695.10	\$115.85	2.96 %
\$120-\$130	4	\$505.18	\$126.30	2.15 %
\$130-\$140	7	\$945.60	\$135.09	4.03 %
\$140-\$150	2	\$289.61	\$144.81	1.23 %
Over \$150	30	\$8,242.26	\$274.74	35.14 %

### Invoice Summary For All Stores Combined

Report Period: 5/1/2010 - 5/4/2010 ← J  
 Number of Invoices Analyzed: 398 ← K  
 Total Invoice Sales: \$23,457.03  
 Average Invoice Sale: \$58.94

Report Period: 5/5/2010 - 5/8/2010  
 Number of Invoices Analyzed: 505  
 Total Invoice Sales: \$31,375.93 ← L  
 Average Invoice Sale: \$62.13 ← M





## 8.4 Service Detail

### What is it?

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 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.

### Why is it useful?

The report is useful in viewing sales figures for two different periods. It allows you to identify if there has been an increase or decrease in the services performed and the revenue that's being generated from them.

### Where is it?

Sales Analysis

### What's on it?

#### Service Details

The report breaks down two different date ranges and compares all stores selected to both ranges. It gives you Number of Services Sold, Revenue, Total Profit, Profit Margin, and more.

## What's in it?

A	Service Count	When viewing this report online, you can click this to view a graph illustrating Services by Service Count  Note: Default View
B	Service Revenue	When viewing this report online, you can click this to view a graph illustrating Services by Service Revenue
C	Percent of Total Sales	When viewing this report online, you can click this to view a graph illustrating Services by Percent of Total Sales
D	Total Profit	When viewing this report online, you can click this to view a graph illustrating Services by Total Profit
E	Percent of Total Profit	When viewing this report online, you can click this to view a graph illustrating Services by Percent of Total Profit
F	Profit Margin	When viewing this report online, you can click this to view a graph illustrating Services by Profit Margin
G	Store(s) Numbers	Lists store(s) and date ranges selected for the report
H	Top Services by Count for Date Range 1 Graph	Graph illustrating Service Name by Service Count for first date range selected
I	Top Services by Count for Date Range 2 Graph	Graph illustrating Service Name by Service Count for second date range selected
J	Service Description	Name of the service
K	Services Sold	Number of services sold within the selected date range
L	Revenue of Service Sold	Total revenue of the services sold within the selected date range
M	Percent of Total Sales	Percent of total revenue of the services sold within the selected date range  $\frac{[L]}{\text{SUM}[L]}$
N	Total Profit	Total profit of the services sold within the selected date range
O	Percent of Total Profit	Percent of total profit of the services sold within the selected date range
P	Profit Margin	Profit Margin of the services sold within the selected date range
Q	Report Period	Date ranges selected for the report
R	Number of Invoices Analyzed	Total number of invoices processed within the selected date range [Q]
S	Total Invoice Sales	Total sales amount for invoices processed within the selected date range [Q]
T	Average Invoice Sales	Average Invoice Total for the selected date range [Q]



# Service Sales

## Sales Analysis

Date range for which the report was generated

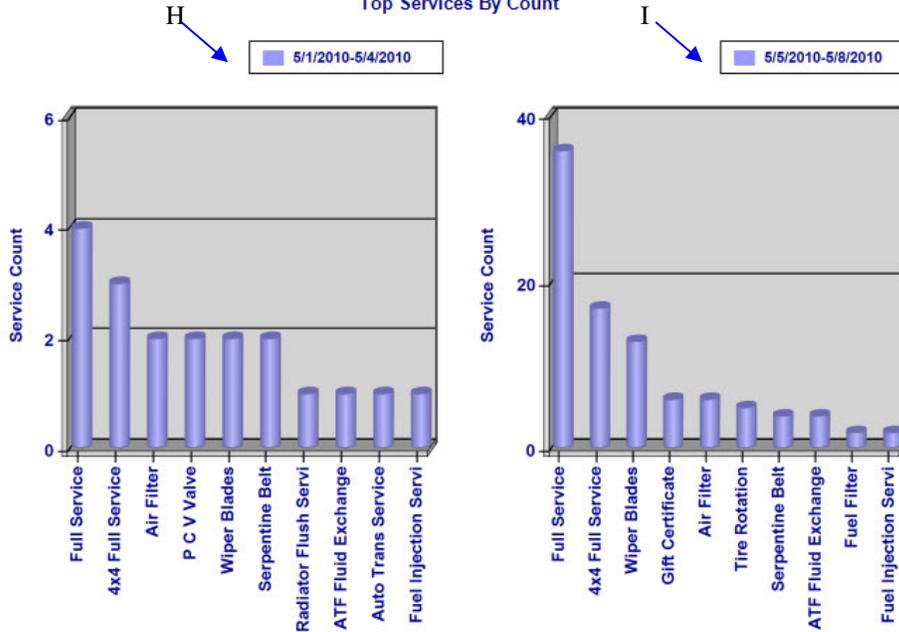
0099 EXTON

May 01, 2010 thru May 04, 2010

A → Service Count    B → Service Revenue    C → % of Total Sales    D → Total Profit    E → % of Total Profit    F → Profit Margin

Select Service Analysis Chart Style From Above

Top Services By Count



Service Sales Detail - For Period 5/1/2010 - 5/4/2010

J → Service Description	K → Services Sold	L → Revenue of Services Sold	M → % of Total Sales	N → Total Profit	O → % of Total Profit	P → Profit Margin
Full Service	4	\$169.95	16.70 %	\$101.96	2.63 %	59.99 %
4x4 Full Service	3	\$158.97	15.62 %	\$92.00	2.38 %	57.87 %
Serpentine Belt	2	\$119.98	11.79 %	\$100.75	2.60 %	83.97 %
Air Filter	2	\$52.98	5.21 %	\$38.45	0.99 %	72.57 %
Wiper Blades	2	\$23.98	2.36 %	\$19.68	0.51 %	82.07 %
P C V Valve	2	\$11.98	1.18 %	\$9.96	0.26 %	83.14 %
ATF Fluid Exchange	1	\$129.99	12.77 %	\$114.99	2.97 %	88.46 %
Fuel Injection Service	1	\$79.99	7.86 %	\$71.17	1.84 %	88.97 %
Radiator Flush Service	1	\$69.99	6.88 %	\$57.49	1.49 %	82.14 %
Auto Trans Service	1	\$54.99	5.40 %	\$36.48	0.94 %	66.34 %
Front Diff Service	1	\$51.97	5.11 %	\$35.07	0.91 %	67.48 %
Fuel Filter	1	\$49.99	4.91 %	\$29.31	0.76 %	58.63 %

2/27/2012 1:46:17 PM

NEXen Reporting Services

Page 1

Date and time the report was printed

# Service Sales

0099 EXTON

## Sales Analysis

May 01, 2010 thru May 04, 2010

Engine Oil Flush	1	\$39.99	3.93 %	\$37.12	0.96 %	92.82 %
Transfer Case	1	\$36.99	3.64 %	\$20.09	0.52 %	54.31 %
Rear Diff Service	1	\$29.99	2.95 %	\$26.74	0.69 %	89.18 %
Gift Certificate	1	\$25.00	2.46 %	\$25.00	0.65 %	100.00 %
Light Bulbs	1	\$9.99	0.98 %	\$8.43	0.22 %	84.38 %
Breather Element	1	\$3.99	0.39 %	\$3.50	0.09 %	87.72 %

### Service Sales Detail - For Period 5/5/2010 - 5/8/2010

Service Description	Services Sold	Revenue of Services Sold	% of Total Sales	Total Profit	% of Total Profit	Profit Margin
Full Service	36	\$1,618.10	38.93 %	\$975.90	25.21 %	60.31 %
4x4 Full Service	17	\$905.95	21.80 %	\$525.27	13.57 %	57.98 %
Wiper Blades	13	\$155.87	3.75 %	\$136.52	3.53 %	87.59 %
Air Filter	6	\$134.94	3.25 %	\$85.51	2.21 %	63.37 %
Gift Certificate	6	\$130.00	3.13 %	\$130.00	3.36 %	100.00 %
Tire Rotation	5	\$81.96	1.97 %	\$81.96	2.12 %	100.00 %
ATF Fluid Exchange	4	\$519.96	12.51 %	\$393.96	10.18 %	75.77 %
Serpentine Belt	4	\$239.96	5.77 %	\$177.18	4.58 %	73.84 %
Fuel Injection Service	2	\$159.98	3.85 %	\$142.33	3.68 %	88.97 %
Fuel Filter	2	\$99.98	2.41 %	\$84.08	2.17 %	84.10 %
Transfer Case	2	\$79.98	1.92 %	\$62.07	1.60 %	77.60 %
Engine Oil Flush	2	\$79.98	1.92 %	\$74.24	1.92 %	92.82 %
Light Bulbs	2	\$7.98	0.19 %	\$6.76	0.17 %	84.71 %
Radiator Flush Service	1	\$69.99	1.68 %	\$64.99	1.68 %	92.86 %
Auto Trans Service	1	\$54.99	1.32 %	\$37.54	0.97 %	68.27 %
Front Diff Service	1	\$45.98	1.11 %	\$32.46	0.84 %	70.60 %
Rear Diff Service	1	\$29.99	0.72 %	\$19.85	0.51 %	66.19 %
Lube Only	1	\$8.95	0.22 %	\$8.95	0.23 %	100.00 %
Breather Element	1	\$3.99	0.10 %	\$3.47	0.09 %	86.97 %

### Invoice Summary

Report Period: 5/1/2010 - 5/4/2010 ← Q  
 Number of Invoices Analyzed: 7 ← R  
 Total Invoice Sales: \$1,017.58  
 Average Invoice Sale: \$145.37

Report Period: 5/5/2010 - 5/8/2010  
 Number of Invoices Analyzed: 56  
 Total Invoice Sales: \$4,156.41 ← S  
 Average Invoice Sale: \$74.22 ← T



## 8.5 Service Summary

### What is it?

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.

### Why is it useful?

The report is useful in viewing sales figures for two different periods. It allows you to identify if there has been an increase or decrease in the services performed and the revenue that's being generated from them.

### Where is it?

Sales Analysis

### What's on it?

#### Service Details

The report breaks down two different date ranges and compares the selected stores to both ranges. It gives you Number of Services Sold, Revenue, Total Profit, Profit Margin, and more.

## What's in it?

A	Service Count	When viewing this report online, you can click this to view a graph illustrating Services by Service Count  Note: Default View
B	Service Revenue	When viewing this report online, you can click this to view a graph illustrating Services by Service Revenue
C	Percent of Store Sales	When viewing this report online, you can click this to view a graph illustrating Services by Percent of Store Sales
D	Percent of Total Sales	When viewing this report online, you can click this to view a graph illustrating Services by Percent of Total Sales
E	Store(s) Numbers	Lists store(s) and date ranges selected for the report
F	Top Services by Count for Data Range 1 Graph	Graph illustrating Service Name by Service Count for first date range selected
G	Top Services by Count for Date Range 2 Graph	Graph illustrating Service Name by Service Count for second date range selected
H	Service Description	Name of the service
I	Number of Services	Number of services sold within the selected date range
J	Revenue of Service Sold	Total revenue of the services sold within the selected date range
K	Percent of Store Sales	Percent of store sales that the services sold represent
L	Percent of Total Sales	Percent of total sales that the services sold represent
M	Report Period	Date ranges selected for the report
N	Number of Invoices Analyzed	Total number of invoices within the selected date range [M]
O	Total Invoice Sales	Total sales for invoices within the selected date range [M]
P	Average Invoice Sales	Average Invoice Total within the selected date range [M]



# Service Summary

## Sales Analysis

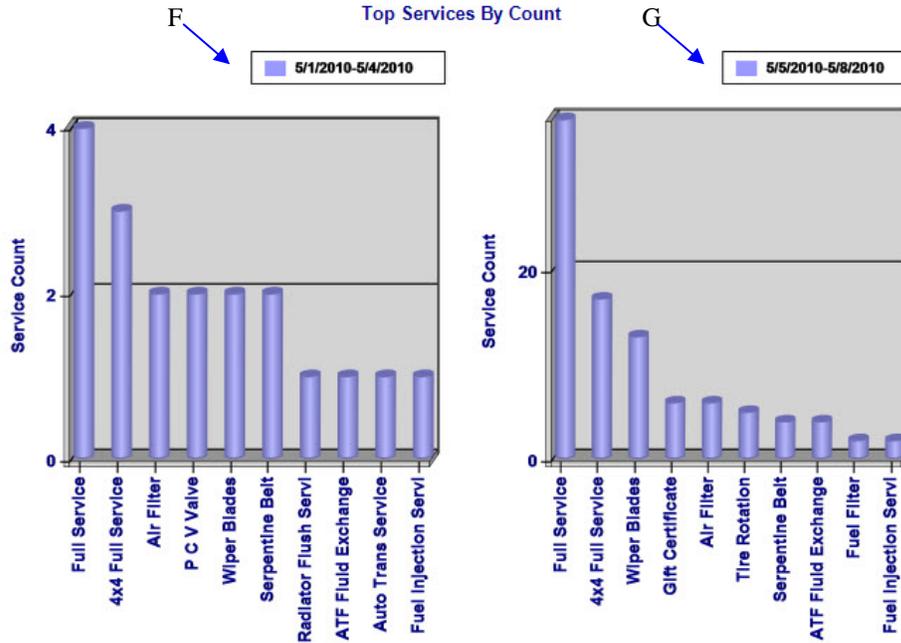
Date range for which the report was generated

0099 EXTON

May 01, 2010 thru May 04, 2010

- A  Service Count
- B  Service Revenue
- C  % of Store Sales
- D  % of Total Sales

Select Service Sales Analysis Chart Style From Above



Service Sales Detail For 5/1/2010 - 5/4/2010

H	I	J	K	L
Service Description	# of Services	Revenue of Services	% of Store Sales	% of Total Sales
Full Service	4	\$169.95	15.44 %	0.66 %
4x4 Full Service	3	\$158.97	14.44 %	0.62 %
Serpentine Belt	2	\$119.98	10.90 %	0.47 %
Air Filter	2	\$52.98	4.81 %	0.21 %
Wiper Blades	2	\$23.98	2.18 %	0.09 %
P C V Valve	2	\$11.98	1.09 %	0.05 %
ATF Fluid Exchange	1	\$129.99	11.81 %	0.51 %
Fuel Injection Service	1	\$79.99	7.27 %	0.31 %
Radiator Flush Service	1	\$69.99	6.36 %	0.27 %
Auto Trans Service	1	\$54.99	5.00 %	0.21 %

2/27/2012 2:29:22 PM

NEXgen Reporting Services

Page 1

Date and time the report was printed

# Service Summary

0099 EXTON

## Sales Analysis

May 01, 2010 thru May 04, 2010

Front Diff Service	1	\$51.97	4.72 %	0.20 %
Fuel Filter	1	\$49.99	4.54 %	0.20 %
Engine Oil Flush	1	\$39.99	3.63 %	0.16 %
Transfer Case	1	\$36.99	3.36 %	0.14 %
Rear Diff Service	1	\$29.99	2.72 %	0.12 %
Gift Certificate	1	\$25.00	2.27 %	0.10 %
Light Bulbs	1	\$9.99	0.91 %	0.04 %
Breather Element	1	\$3.99	0.36 %	0.02 %

### Service Sales Detail For 5/5/2010 - 5/8/2010

Service Description	# of Services	Revenue of Services	% of Store Sales	% of Total Sales
Full Service	36	\$1,618.10	146.99 %	6.31 %
4x4 Full Service	17	\$905.95	82.30 %	3.54 %
Wiper Blades	13	\$155.87	14.16 %	0.61 %
Air Filter	6	\$134.94	12.26 %	0.53 %
Gift Certificate	6	\$130.00	11.81 %	0.51 %
Tire Rotation	5	\$81.96	7.45 %	0.32 %
ATF Fluid Exchange	4	\$519.96	47.23 %	2.03 %
Serpentine Belt	4	\$239.96	21.80 %	0.94 %
Fuel Injection Service	2	\$159.98	14.53 %	0.62 %
Fuel Filter	2	\$99.98	9.08 %	0.39 %
Transfer Case	2	\$79.98	7.27 %	0.31 %
Engine Oil Flush	2	\$79.98	7.27 %	0.31 %
Light Bulbs	2	\$7.98	0.72 %	0.03 %
Radiator Flush Service	1	\$69.99	6.36 %	0.27 %
Auto Trans Service	1	\$54.99	5.00 %	0.21 %
Front Diff Service	1	\$45.98	4.18 %	0.18 %
Rear Diff Service	1	\$29.99	2.72 %	0.12 %
Lube Only	1	\$8.95	0.81 %	0.03 %
Breather Element	1	\$3.99	0.36 %	0.02 %

### Invoice Summary

Report Period:	5/1/2010 - 5/4/2010	M
Number of Invoices Analyzed:	7	N
Total Invoice Sales:	\$1,017.58	
Average Invoice Sale:	\$145.37	
Report Period:	5/5/2010 - 5/8/2010	
Number of Invoices Analyzed:	56	
Total Invoice Sales:	\$4,156.41	O
Average Invoice Sale:	\$74.22	P

## 9 Operational Analysis Reports

The Operational Analysis reports provide a high level overview of the business. These reports allow you to view the day to day operations as well as identify trends, allowing you to better understand the flow of your business.







## 9.1 Day of Week Analysis

### What is it?

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.

### Why is it useful?

The report is useful in determining when you are busiest throughout the week, allowing you to schedule your staff accordingly. It also compares the results to the same time range last year, helping you determine if business is the same or busier than the previous year.

### Where is it?

Operational Analysis

### What's on it?

#### Day of Week Details

The report breaks down the current and previous year for the selected stores, and compares the average number of cars, average invoice, average service time and average gross sales.

## What's in it?

A	Number of Invoices by Day of Week Graph	Bar graph illustrating Number of Invoices [G] by Day of Week[F]
B	Gross Sales by Day of Week Graph	Bar graph illustrating Gross Sales [H] by Day of Week[F]
C	Average Invoice by Day of Week Graph	Bar graph illustrating Average Invoice [I] by Day of Week[F]
D	Average Service Time by Day of Week Graph	Bar graph illustrating Average Service Time (in minutes) [J] by Day of Week[F]
E	Store(s) Numbers	Lists store(s) and date ranges selected for the report
F	Day of Week	Lists the days of the week that the store(s) are open for business
G	Number of Invoices	Number of Invoices for the Day of Week within the selected date range
H	Gross Sales	Gross Sales amount for the Day of Week within the selected date range
I	Average Invoice	Average Invoice amount for Day of Week within the selected date range
J	Svc Times	Average Service Time (Bay Time, in minutes) for Day of Week within the selected date range



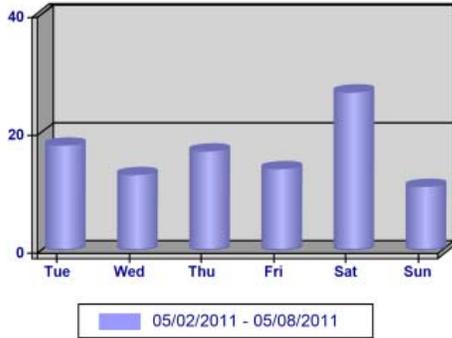
# Day of Week

## Marketing Analysis

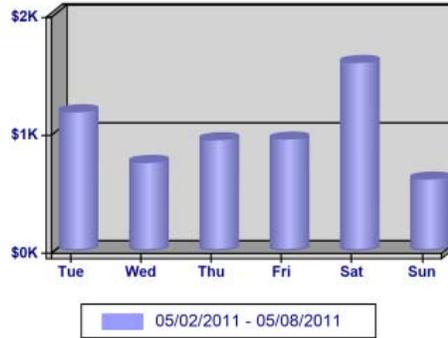
Date range for which the report was generated → **0001 Philadelphia, PA** ← E  
 May 02, 2011 thru May 08, 2011

Last 7 Days, Day of Week Analysis

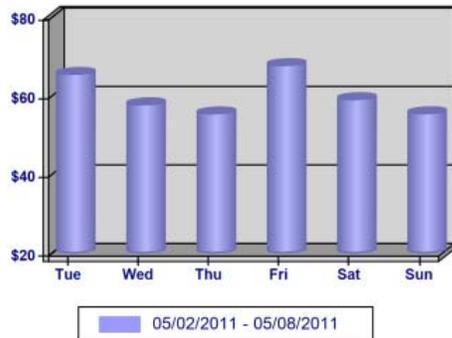
A → Number of Invoices By Day of Week



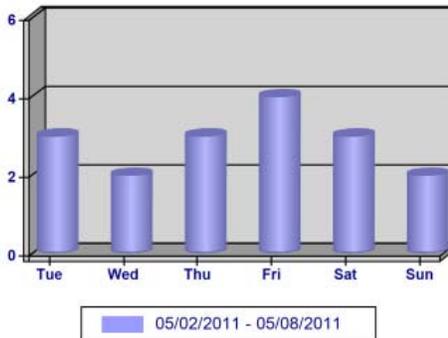
B → Gross Sales By Day of Week



C → Average Invoice By Day of Week



D → Average Service Time Minutes By Day of Week



F → 05/02/2011 - 05/08/2011, Current Period

Day of Week	Number Invoices	Gross Sales	Average Invoice	Svc Times
Tuesday	18	1,181.08	65.62	3
Wednesday	13	752.44	57.88	2
Thursday	17	944.88	55.58	3
Friday	14	949.91	67.85	4
Saturday	27	1,598.49	59.20	3
Sunday	11	611.72	55.61	2

I → 05/02/2010 - 05/08/2010, Same Period Last Year

Day of Week	Number Invoices	Gross Sales	Average Invoice	Svc Times
Tuesday	10	577.35	57.74	2
Wednesday	12	861.74	71.81	3
Thursday	13	655.88	50.45	2
Friday	10	727.82	72.78	3
Saturday	20	1,231.41	61.57	3
Sunday	13	1,042.44	80.19	3

2/27/2012 3:10:28 PM

NEXgen Reporting Services

Page 1

Date and time the report was printed





## 9.2 Executive Summary

### What is it?

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.

### Why is it useful?

This is a very comprehensive report that's useful for end of month or end of quarter analysis.

### Where is it?

Operational Analysis

### What's on it?

#### Summary Details

The report results are displayed by the day, week, month, year, previous year, and percent change from the previous year. The report compares number of invoices, number of quick sales, gross sales, net sales, average gross sales, average net sales, and much more for all stores.

## What's in it?

A	Store(s) Numbers	Lists store(s) and date ranges selected for the report
B	Day	Day the report was generated
C	Week to Date	Week to date totals, ending with the date report was generated
D	Month to Date	Month to date totals, ending with the date report was generated
E	Year to Date	Year to date totals, ending with the date report was generated
F	Last Year to Date	Last Year's totals for the same date the report was generated in the previous year
G	Percent Change Last Year	Percent of difference between this year to date totals and last year to date totals
H	Number of Invoices	Number of invoices
I	Number Quick Sales	Number of quick sales
J	Gross Sales	Total gross sales amount
K	Net Sales	Total net sales amount
L	Average Gross Sales	Average Gross Sales amount $([J])/([H])$
M	Average Net Sales	Average Net Sales amount $([K])/([H])$
N	Coupons Taken	Number of coupons used
O	Coupons/Sales Ratio	Ratio of coupons used to sales
P	Discounts Given	Number of discounts used
Q	Fleet Sales	Total fleet sales amount
R	Gross Profit	Gross Profit amount
S	Profit/Sales Ratio	Profit/Sales Ratio $([R])/([J])$
T	1 <sup>st</sup> Time Customers	Number of first time customers
U	Repeat Customers	Number of repeat customers
V	Repeat Ratio	Repeat Ratio $([U])/([U] + [T])$
W	Inventory Value	Inventory Value for all stores
X	Avg. Return Mileage	Average Return Mileage
Y	Avg. Return Days	Average Return Days
Z	Store breakdown	Same summary statistics, displayed by individual stores
AA	Graph	Illustrating gross profit amounts for each month, the previous year and 3 year average
AB	Graph	Illustrating gross sales by make and model for the last 12 months
AC	Graph	Illustrating visit count by vehicle make and model for the last 12 months



# Executive Summary

## Operational Analysis

Date range for which the report was generated

All Stores

May 08, 2010

### Summary Statistics For All Stores Combined

	May 08	Week To Date	Month To Date	Year To Date	Last Year To Date	% Change Last Year
Number Invoices	151	809	922	14,412	14,538	-0.87 %
Number Quick Sales	3	14	15	68	66	3.03 %
Gross Sales	9,978.29	48,932.09	57,000.19	786,513.85	830,234.91	-5.27 %
Net Sales	9,745.10	47,484.58	55,232.58	761,227.26	815,090.73	-6.61 %
Average Gross Invoice	66.08	60.48	61.82	54.57	57.11	-4.44 %
Average Net Invoice	64.54	58.70	59.91	52.82	56.07	-5.79 %
Coupons Taken	110.00	555.64	625.64	14,776.83	7,520.35	96.49 %
Coupon/Sales Ratio	.007	.001	.001			0.87 %
Discounts Given	123.19	831.89	1,081.99	10,020.89	7,414.40	35.15 %
Fleet Sales	852.35	3,161.95	3,520.74	44,754.49	31,324.75	42.87 %
Gross Profit	6,824.31	33,838.05	39,817.64	542,233.27	591,065.61	-8.26 %
Profit/Sales Ratio	.684	.692	.699	.689	.712	-3.16 %
1st Time Customers	72	338	389	6,337	7,711	-17.82 %
Repeat Customers	75	453	514	8,006	6,763	18.38 %
Repeat Ratio	.507	.57	.567	.558	.467	19.44 %
Inventory Value	191,537.70	From 2/27/2012				
Avg. Return Mileage	7.458	From 5/2/2010 thru 5/8/2010				
Avg. Return Days	159	From 5/2/2010 thru 5/8/2010				

### Summary Statistics Breakdown By Store

		May 08	Week To Date	Month To Date	Year To Date	Last Year To Date
Number Invoices	Philadelphia, PA	20	78	91	2,035	1,960
	West Chester, PA	24	116	131	2,264	2,460
	New York, NY	21	96	107	1,810	2,027
	Chester, PA	18	99	109	1,667	1,753
	EXTON	22	74	74	87	0
	Devon, PA	23	182	217	3,769	3,750
	Downingtown, PA	23	164	193	2,780	2,588
	Exton, PA	0	0	0	0	0
Number Quick Sales	Philadelphia, PA	0	0	0	2	15
	West Chester, PA	0	0	0	1	1
	New York, NY	0	0	0	0	0
	Chester, PA	0	1	1	7	1
	EXTON	3	7	7	8	0
	Devon, PA	0	2	3	27	23
	Downingtown, PA	0	4	4	23	26
	Exton, PA	0	0	0	0	0
Gross Sales	Philadelphia, PA	1,163.37	4,817.24	5,921.06	112,290.86	111,324.52
	West Chester, PA	2,008.89	7,092.90	8,182.05	138,091.03	153,764.73
	New York, NY	1,898.85	8,475.84	9,823.55	112,365.12	146,927.43
	Chester, PA	808.30	4,870.11	5,537.30	88,315.57	110,097.70
	EXTON	1,580.03	5,699.10	5,699.10	7,383.63	0.00
	Devon, PA	1,144.66	8,634.75	10,371.72	175,254.39	178,814.44
	Downingtown, PA	1,374.19	9,342.15	11,465.41	152,813.25	129,306.09
	Exton, PA	0.00	0.00	0.00	0.00	0.00
Net Sales	Philadelphia, PA	1,133.55	4,654.44	5,742.26	109,000.81	110,683.68

2/27/2012 3:22:15 PM

NEXen Reporting Services

Page 1

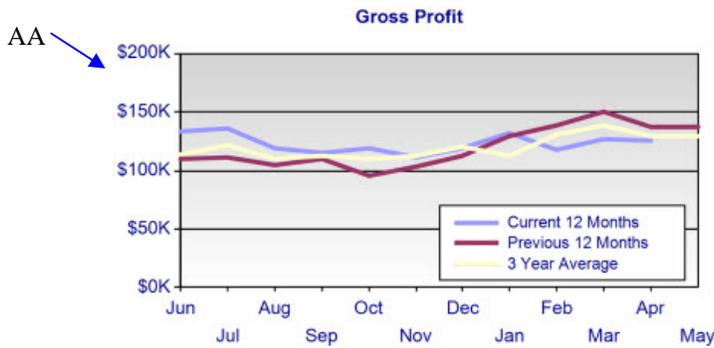
Date and time the report was printed

# Executive Summary

## Operational Analysis

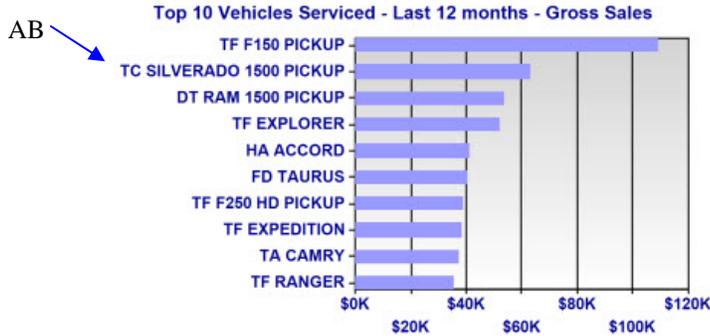
All Stores

May 08, 2010

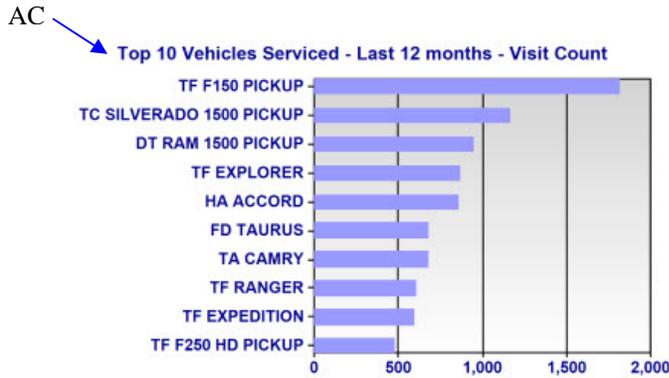


Month	Current 12 Months	Previous 12 Months	3 year Average
May		137,224	128,946
Apr	125,101	137,460	129,243
Mar	126,936	150,340	138,938
Feb	117,900	138,338	130,582
Jan	132,479	129,659	112,369
Dec	118,905	112,235	120,731
Nov	110,966	103,243	112,453
Oct	119,445	95,739	110,204
Sep	114,707	109,813	112,638
Aug	118,585	105,046	110,222
Jul	135,269	110,611	121,174
Jun	132,726	110,413	113,849

### Historical Vehicle Service Detail - 5/8/2009 thru 5/8/2010



Vehicle Make/Model	Gross Sales
TF F150 PICKUP	109,354
TC SILVERADO 1500 PICKUP	62,946
DT RAM 1500 PICKUP	53,681
TF EXPLORER	52,243
HA ACCORD	41,327
FD TAURUS	40,599
TF F250 HD PICKUP	38,779
TF EXPEDITION	38,260
TA CAMRY	37,377
TF RANGER	35,622



Vehicle Make/Model	Visit Count
TF F150 PICKUP	1,822
TC SILVERADO 1500 PICKUP	1,168
DT RAM 1500 PICKUP	945
TF EXPLORER	866
HA ACCORD	863
FD TAURUS	680
TA CAMRY	677
TF RANGER	608
TF EXPEDITION	592
TF F250 HD PICKUP	480

### Invoice Analysis By Day of Week - 4/11/2010 thru 5/8/2010



## 9.3 Time of Day Analysis

### What is it?

The Time of Day Analysis report 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.

### Why is it useful?

The report is useful in determining when you are busiest throughout the day, which can be helpful in scheduling staff.

### Where is it?

Operational Analysis

### What's on it?

#### Time of Day Details

The report displays the busiest time of day, including number of cars and average ticket for the selected date range.

## What's in it?

A	Graph	Bar graph illustrating Invoice Count by Time of Day
B	Store(s) Numbers	Lists store(s) and date ranges selected for the report
C	Graph	Bar graph illustrating Average Invoice by Time of Day
D	Time Frame	Ranges of time that vehicles were checked into the system
E	Percent of Total	Percent of total invoice count for that time frame $\frac{[F]}{SUM[F]}$
F	Count	Number of vehicles checked into the system for that time frame
G	Average Ticket	Average ticket amount for the vehicles checked into the system for that time frame



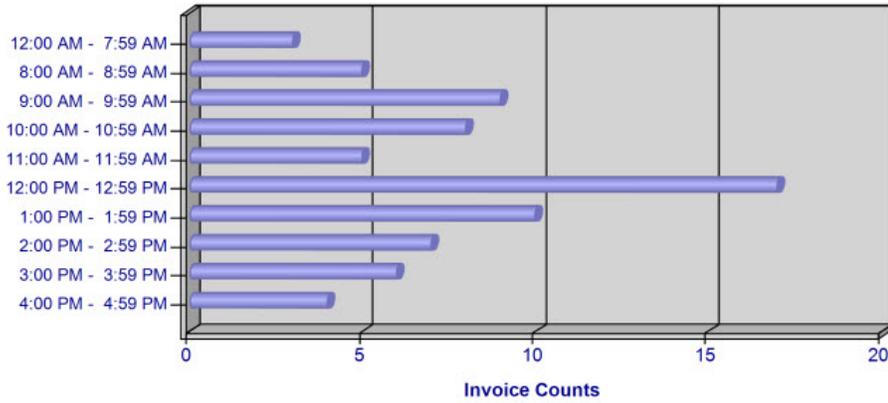
# Time of Day

Operational Analysis

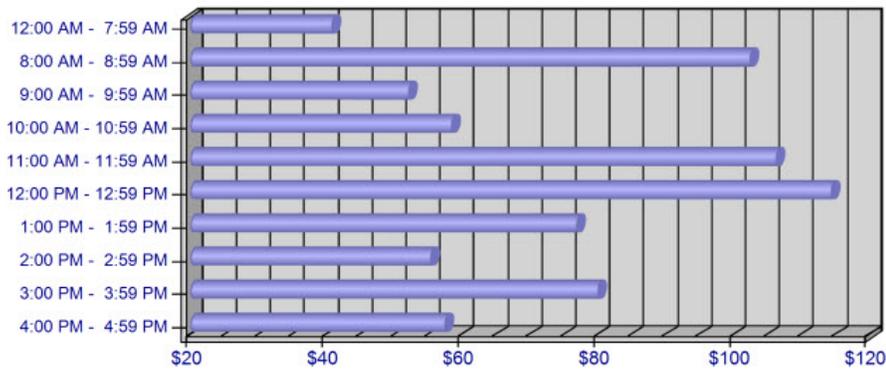
Date range for which the report was generated

0099 EXTON  
May 01, 2010 thru May 08, 2010

A → Invoice Counts By Time Of Day



C → Average Invoice By Time Of Day



Time Frame	% of Total	Average Invoice Count	Average Ticket
12:00 AM - 7:59 AM	4.05 %	3	\$40.97
8:00 AM - 8:59 AM	6.76 %	5	\$102.56
9:00 AM - 9:59 AM	12.16 %	9	\$52.26
10:00 AM - 10:59 AM	10.81 %	8	\$58.60
11:00 AM - 11:59 AM	6.76 %	5	\$106.40
12:00 PM - 12:59 PM	22.97 %	17	\$114.53

2/27/2012 4:00:20 PM

NEXgen Reporting Services

Page 1

Date and time the report was printed





## 9.4 Vehicle Make/Model

### What is it?

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.

### Why is it useful?

The report is useful in determining the most popular vehicle make/models serviced in your store(s). This report can help ensure that you have enough items in inventory to service the vehicles. With this information you could also train your employees on those specific vehicles, which could help reduce service times in the future.

### Where is it?

Operational Analysis

### What's on it?

#### Top 10 Details

The report breaks down the top 10 vehicles by make and model. It gives invoice count, invoice revenue, average invoice, and profit margins for each of these top cars.

## What's in it?

A	Graph	Bar graph illustrating Invoice Count by Vehicle Make and Model
B	Graph	Bar graph illustrating Invoice Revenue by Vehicle Make and Model
C	Store(s) Numbers	Lists store(s) and date ranges selected for the report
D	Vehicle Make and Model	List of the most popular vehicle make and models serviced in your store(s)
E	Vehicle Invoice Count	Number of invoices for that make and model within the selected date range
F	Vehicle Gross Sales	Gross Sales amount for that make and model within the selected date range
G	Vehicle Average Invoice	Average Invoice amount for that make and model within the selected date range
H	Profit Margin	Profit margin for that make and model within the selected date range
I	Number of Invoices Analyzed	Number of Invoices Analyzed $\text{SUM}[E]$
J	Total Invoice Sales	Total Invoice Sales amount $\text{SUM}[F]$
K	Average Invoice Sales	Average Invoice Sales amount $\frac{[I]}{[J]}$



Date range for which the report was generated

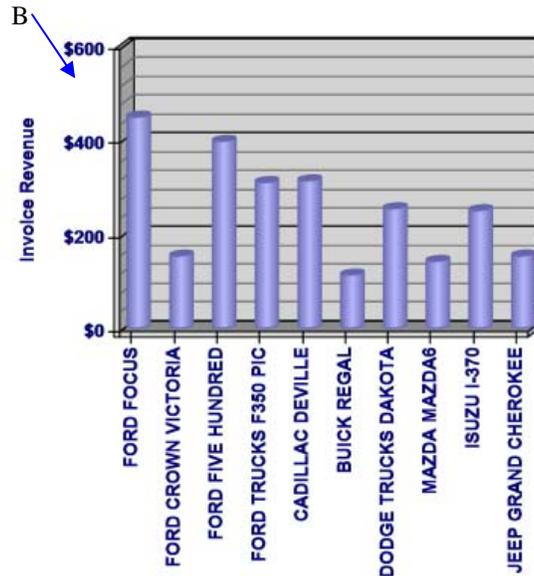
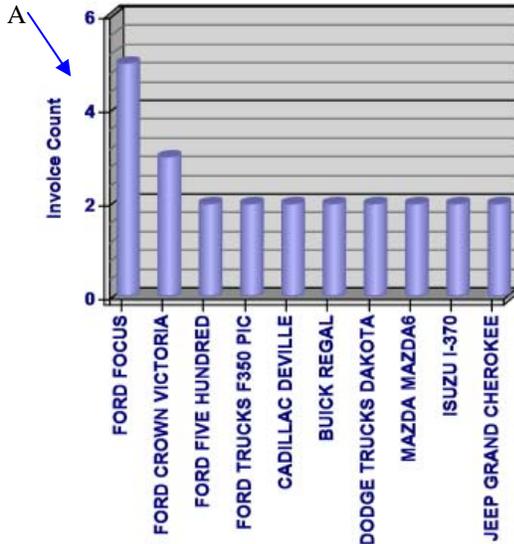
0099 EXTON

May 01, 2010 thru May 08, 2010

# Vehicle Make/Model

## Marketing Analysis

Top 10 Vehicles By Vehicle Make and Model



Vehicle Make and Model

FORD FOCUS
FORD CROWN VICTORIA
FORD FIVE HUNDRED
FORD TRUCKS F150 PICKUP
FORD TRUCKS F350 PICKUP
CADILLAC DEVILLE
BUICK REGAL
DODGE TRUCKS DAKOTA
MAZDA MAZDA6
ISUZU I-370
JEEP GRAND CHEROKEE
SATURN ION
SUBARU LEGACY
TOYOTA COROLLA
TOYOTA TUNDRA
VOLKSWAGEN JETTA
DODGE DAYTONA
HONDA ACCORD
FORD FUSION
FORD TRUCKS EXPLORER

Vehicle Invoice Count

Vehicle Gross Sales

Vehicle Average Invoice

Profit Margin

Vehicle Make and Model	Vehicle Invoice Count	Vehicle Gross Sales	Vehicle Average Invoice	Profit Margin
FORD FOCUS	5	\$452.50	\$90.50	68.03 %
FORD CROWN VICTORIA	3	\$156.54	\$52.18	60.86 %
FORD FIVE HUNDRED	2	\$400.74	\$200.37	70.44 %
FORD TRUCKS F150 PICKUP	2	\$85.78	\$42.89	50.12 %
FORD TRUCKS F350 PICKUP	2	\$313.11	\$156.56	61.90 %
CADILLAC DEVILLE	2	\$316.87	\$158.44	78.90 %
BUICK REGAL	2	\$116.15	\$58.08	73.47 %
DODGE TRUCKS DAKOTA	2	\$257.32	\$128.66	77.16 %
MAZDA MAZDA6	2	\$145.19	\$72.60	71.22 %
ISUZU I-370	2	\$253.28	\$126.64	70.83 %
JEEP GRAND CHEROKEE	2	\$156.66	\$78.33	73.71 %
SATURN ION	1	\$144.58	\$144.58	61.33 %
SUBARU LEGACY	1	\$188.66	\$188.66	74.34 %
TOYOTA COROLLA	1	\$110.03	\$110.03	73.09 %
TOYOTA TUNDRA	1	\$176.23	\$176.23	74.48 %
VOLKSWAGEN JETTA	1	\$142.02	\$142.02	78.40 %
DODGE DAYTONA	1	\$116.56	\$116.56	64.47 %
HONDA ACCORD	1	\$137.27	\$137.27	83.71 %
FORD FUSION	1	\$205.38	\$205.38	86.58 %
FORD TRUCKS EXPLORER	1	\$105.98	\$105.98	77.90 %

Invoice Summary

Number of Invoices Analyzed:	63
Total Invoice Sales:	\$5,173.99
Average Invoice Sale:	\$82.13

Date and time the report was printed

2/27/2012 4:34:40 PM

NEXen Reporting Services

Page 1





## 9.5 Vehicle Registration

### What is it?

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.

### Why is it useful?

This report is useful in providing a quick overview of your customer base, enabling you to see what percentage is made up of fleet and non-fleet vehicles.

### Where is it?

Operational Analysis

### What's on it?

#### Vehicle Registration Detail

The report results provide the total number of vehicles on file, customer vehicles and fleet vehicles.

## What's in it?

A	Graph	Bar graph illustrating Vehicles vs. Location
B	Store(s) Numbers	Lists store(s) and date ranges selected for the report
C	Total Vehicles	Total number of vehicles registered for the selected store
D	Customer Vehicles	Total number of customer vehicles registered for the selected store
E	Fleet Vehicles	Total number of fleet vehicles registered for the selected store
F	Total Vehicles	Total number of vehicles registered for all stores
G	Customer Vehicles	Total number of customer vehicles registered for all stores
H	Fleet Vehicles	Total number of fleet vehicles registered for all stores

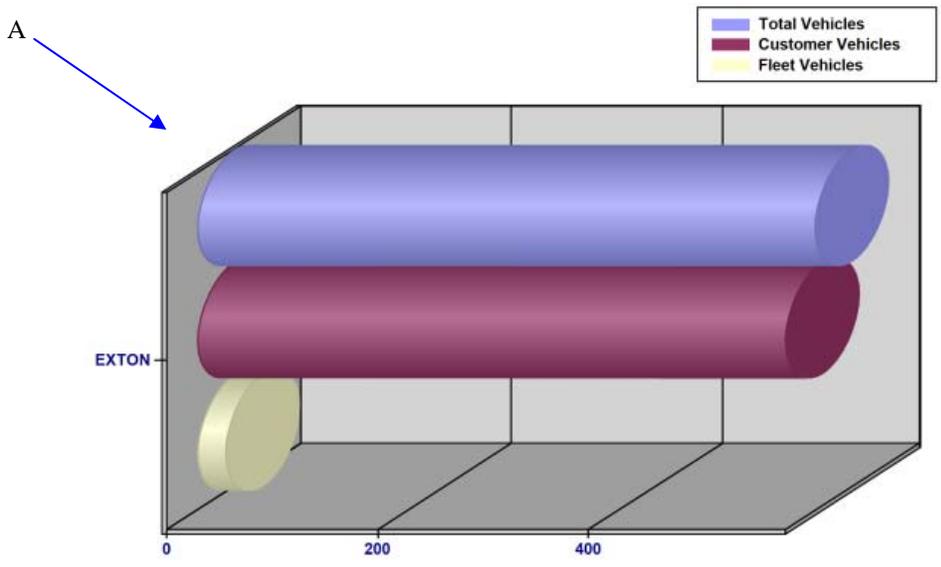


# Vehicle Registration Marketing Analysis

Date range for which the report was generated

0099 EXTON  
Feb 27, 2012

Vehicle Registration Detail By Store For All Vehicles On File



EXTON	Total Vehicles	587
	Customer Vehicles	559
	Fleet Vehicles	28

Vehicle Summary For All Stores

Total Vehicles:	587
Customer Vehicles:	559
Fleet Vehicles:	28

Top 15 Vehicles On File By Vehicle Year For 0099 EXTON

2/27/2012 4:47:34 PM



Page 1

Date and time the report was printed





## 9.6 Vehicle Summary

### What is it?

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 Vehicle Summary Report.

### Why is it useful?

The report is useful in viewing the most popular Vehicle Year, Vehicle Make/Model, and Vehicle Year/Make/Mode in order to stock enough inventory.

### Where is it?

Operational Analysis

### What's on it?

#### Vehicle Make/Model Report

See Pages 279-281

#### Vehicle Year Report

See Pages 288-290

#### Vehicle Year/Make/Model Report

See Pages 291-293

## 9.7 Vehicle Year

### What is it?

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.

### Why is it useful?

The report is useful in viewing the most popular vehicle years that are serviced in your store(s).

### Where is it?

Operational Analysis

### What's on it?

#### Top 10 Details

The report displays the results by vehicle year. It provides invoice count, average mileage, average days, gross sales, average invoice and average visits.



### What's in it?

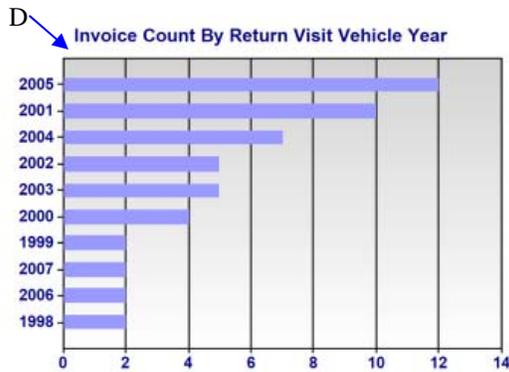
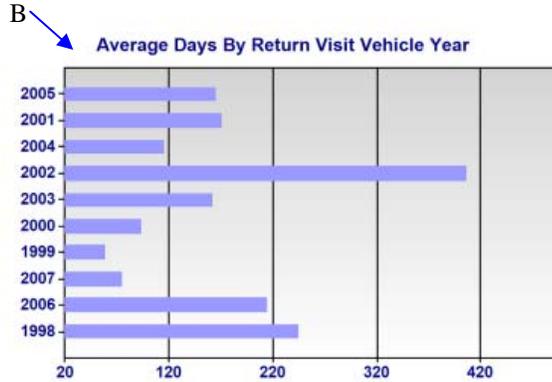
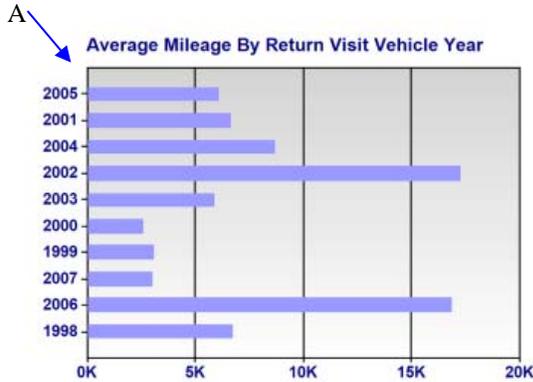
A	Graph	Bar graph illustrating Average Mileage [H] by Return Visit Vehicle Year [F]
B	Graph	Bar graph illustrating Average Days [I] by Return Visit Vehicle Year [F]
C	Store(s) Numbers	Lists store(s) and date ranges selected for the report
D	Graph	Bar graph illustrating Invoice Count [G] by Return Visit Vehicle Year [F]
E	Graph	Bar graph illustrating Average Invoice [K] by Return Visit Vehicle Year [F]
F	Return Visit Vehicle Year	Lists the top 10 vehicle years serviced in your store(s)
G	Invoice Count	Number of invoices for that vehicle year
H	Average Mileage	Average Mileage driven before return visit for that vehicle year
I	Average Days	Average number of days before return visit for that vehicle year
J	Gross Sales	Gross Sales amount for that vehicle year
K	Average Invoice	Average Invoice amount for that vehicle year
L	Average Visits	Average number of visits for that vehicle year

# Visit Interval Year

## Marketing Analysis

Date range for which the report was generated

0001 Philadelphia, PA  
May 01, 2010 thru May 08, 2010



See All Vehicles

Return Visit Vehicle Year	Invoice Count	Average Mileage	Average Days	Gross Sales	Average Invoice	Average Visits
2005	12	6,070	165	613.56	51.13	5
2001	10	6,633	171	823.41	82.34	7
2004	7	8,718	116	410.61	58.66	9
2002	5	17,298	406	426.71	85.34	5
2003	5	5,868	162	232.75	46.55	7
2000	4	2,643	94	144.04	36.01	7
1998	2	6,758	245	84.46	42.23	8
1999	2	3,102	58	226.90	113.45	6
2006	2	16,848	214	106.55	53.28	2
2007	2	3,031	74	151.32	75.66	3

Visit Interval Vehicle Year Summary

Number Of Records Analyzed:	54	Gross Sales:	\$3,346.87
Average Mileage Between Visits:	7,438	Average Invoice:	\$61.98
Average Days Between Visits:	179	Average Visit Count:	6

2/27/2012 5:01:37 PM

NEXen Reporting Services

Page 1

Date and time the report was printed



## 9.8 Vehicle Year/Make/Model

### What is it?

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.

### Why is it useful?

The report is useful in viewing the most popular vehicle year/make/models serviced in your store(s) in order to stock enough inventory. It also allows you to identify which vehicles year/make/models are generating the most revenue for your business.

### Where is it?

Operational Analysis

### What's on it?

#### Top 10 Details

The report breaks down the top 10 vehicles serviced in your store(s) by year, make and model. It gives invoice count, invoice revenue, average invoice, and profit margins for each of these top cars.

## What's in it?

A	Graph	Bar graph illustrating Invoice Count by Vehicle Year, Make and Model
B	Graph	Bar graph illustrating Invoice Revenue by Vehicle Year, Make and Model
C	Store(s) Numbers	Lists store(s) and date ranges selected for the report
D	Vehicle Year, Make and Model	Lists the most popular vehicle year/make/models serviced in your store(s)
E	Vehicle Invoice Count	Number of invoices for that year/make/model
F	Vehicle Gross Sales	Gross Sales amount for that year/make/model
G	Vehicle Average Invoice	Average Invoice amount for that year/make/model
H	Profit Margin	Profit margin for that year/make/model
I	Number of Invoices Analyzed	Number of Invoices Analyzed SUM[E]
J	Total Invoice Sales	Total Invoice Sales amount for all year/make/models SUM[F]
K	Average Invoice Sales	Average Invoice Sales amount for all year/make/models $\frac{[I]}{[J]}$



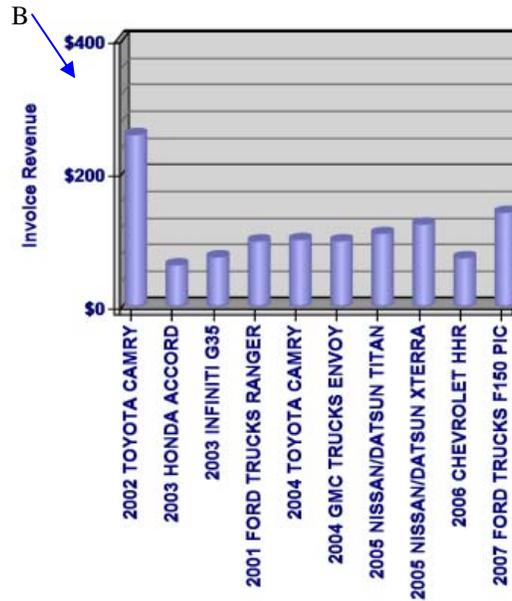
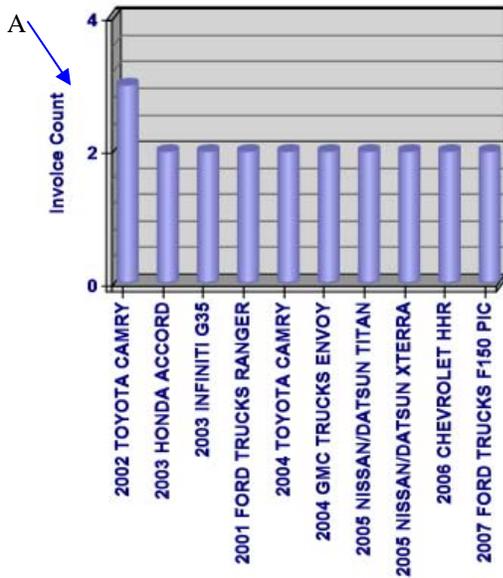
Date range for which the report was generated

# Vehicle Year/Make/Model

## Marketing Analysis

0001 Philadelphia, PA  
May 01, 2010 thru May 08, 2010

Top 10 Vehicles By Vehicle Year, Make and Model



D  
Vehicle Year Make and Model

2002 TOYOTA CAMRY
2003 HONDA ACCORD
2003 INFINITI G35
2001 FORD TRUCKS RANGER
2004 TOYOTA CAMRY
2004 GMC TRUCKS ENVOY
2005 NISSAN/DATSUN TITAN
2005 NISSAN/DATSUN XTERRA
2006 CHEVROLET HHR
2007 FORD TRUCKS F150 PICKUP
2005 DODGE TRUCKS RAM 3500 PICKUP
1993 CHEVROLET TRUCKS G20 LD VAN
1994 OLDSMOBILE CUTLASS SUPREME
1996 NISSAN/DATSUN QUEST
2001 DODGE TRUCKS RAM 1500 PICKUP

E Vehicle Invoice Count	F Vehicle Invoice Revenue	G Vehicle Average Invoice	H Profit Margin
3	\$259.56	\$86.52	80.75 %
2	\$63.90	\$31.95	70.14 %
2	\$75.90	\$37.95	66.17 %
2	\$99.78	\$49.89	69.92 %
2	\$101.85	\$50.93	79.18 %
2	\$99.90	\$49.95	66.18 %
2	\$111.02	\$55.51	60.03 %
2	\$125.01	\$62.51	68.71 %
2	\$74.50	\$37.25	60.90 %
2	\$142.75	\$71.38	62.49 %
1	\$225.35	\$225.35	61.14 %
1	\$199.90	\$199.90	77.81 %
1	\$289.85	\$289.85	74.40 %
1	\$226.75	\$226.75	84.58 %
1	\$358.93	\$358.93	64.97 %

Invoice Summary

Number of Invoices Analyzed:	91	I
Total Invoice Sales:	\$5,742.26	J
Average Invoice Sale:	\$63.10	K

2/27/2012 5:09:44 PM

NEXen Reporting Services

Page 1

Date and time the report was printed





## 9.9 Wait Time

### What is it?

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

### Why is it useful?

The report is useful in determining the average, highest and lowest wait times of your store(s). It allows you to determine if your wait times have increased or decreased.

### Where is it?

Operational Analysis

### What's on it?

#### Details

The report breaks down the wait time for a single day, Week to Date, Month to Date, and Year to Date for a single or multiple stores. It also provides results for the current and previous 3 years including average, high and low details.

## What's in it?

A	Date	When viewing this report online, you can click this to view a bar graph illustrating Wait Time by Day
B	Week to Date	When viewing this report online, you can click this to view a bar graph illustrating Wait Time by Week to Date
C	Month to Date	When viewing this report online, you can click this to view a bar graph illustrating Wait Time by Month to Date
D	Year to Date	When viewing this report online, you can click this to view a bar graph illustrating Wait Time by Year to Date
E	Store(s) Numbers	Lists store(s) and date ranges selected for the report
F	Graph	Bar graph illustrating Wait times vs. Current, 1 Year ago, 2 Years ago and 3 Years ago
G	Period	Time periods for the report (Current, 1 Year ago, 2 Years ago and 3 Years ago)
H	Store Selected	Store(s) selected for the report and their average wait times by time period
I	Average	Average wait time for all stores by time period
J	High	Highest wait time by time period
K	Low	Lowest wait time by time period



Date range for which the report was generated

# Wait Time

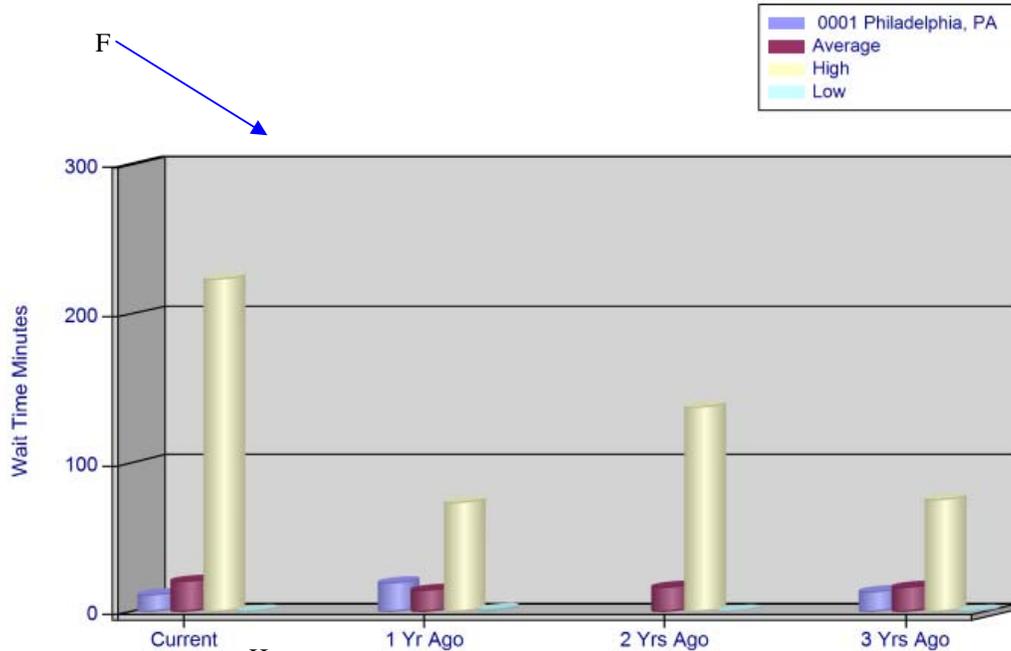
Operational Analysis

0001 Philadelphia, PA  
May 04, 2011

- A →  
May 04
- B →  
Week to Date
- C →  
Month to Date
- D →  
Year to Date

Select Desired Average Wait Time Comparison Period From Above

Single Day Average Wait Time



Period	0001 Philadelphia, PA	Average	High	Low
Current	12	21	224 (Exton, PA)	1 (Devon, PA)
1 Yr Ago	20	15	74 (Philadelphia, PA)	2 (Philadelphia, PA)
2 Yrs Ago		17	138 (Devon, PA)	1 (Devon, PA)
3 Yrs Ago	14	17	76 (New York, NY)	1 (New York, NY)

2/27/2012 5:14:49 PM

NEXen Reporting Services

Page 1

Date and time the report was printed





## 10 Trend Analysis Reports

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

These reports analyze history and help you forecast your stores' trends.





## 10.1 Profit/Cost Trend

### What is it?

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.

### Why is it useful?

The report is useful in comparing stores based on profit and cost for the current and two previous years. It allows you to identify if there have been increases or decreases in profit or cost.

### Where is it?

Trend Analysis

### What's on it?

#### Sales Details

The report breaks down the current year and last two years for all stores showing averages, highs and lows.

## What's in it?

A	Total Invoice Cost	When viewing this report online, you can click this to display a graph illustrating Total Invoice Cost by Month Note: Default View
B	Total Invoice Profit	When viewing this report online, you can click this to display a graph illustrating Total Invoice Profit by Month
C	Cost / Invoice	When viewing this report online, you can click this to display a graph illustrating Cost / Invoice by Month
D	Profit / Invoice	When viewing this report online, you can click this to display a graph illustrating Profit / Invoice by Month
E	Profit Ratio	When viewing this report online, you can click this to display a graph illustrating Profit Ratio by Month
F	Store(s) Numbers	Lists store(s) and date ranges selected for the report
G	Graph	Graph illustrating Total Invoice Cost by Month [H]
H	Month	Months of the year
I	Year	Lists results by current and previous two years
J	Average	Average Total Invoice Cost by month for the current and previous two years
K	High	Lists highest Total Invoice Cost by month for the current and previous two years
L	Low	Lists lowest Total Invoice Cost by month for the current and previous two years



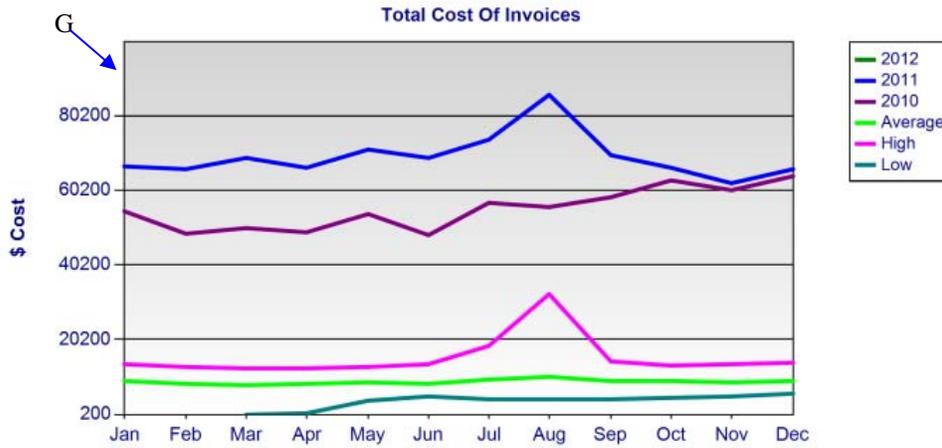
# Profit/Cost Trends

Trend Analysis

Date range for which the report was generated

All Stores  
Feb 27, 2012

A B C D E  
 Total Invoice Cost   
  Total Invoice Profit   
  Cost / Invoice   
  Profit / Invoice   
  Profit Ratio  
 Select The Desired Report Option From One Of The Above



Month	All Stores			All Stores		
	2012	2011	2010	Average	High	Low
January	69,643.31	66,411.60	54,662.60	9,081.79	13,479.50	15.14
February		65,717.17	48,625.32	8,302.18	12,936.58	16.96
March		68,970.04	50,215.92	8,120.99	12,356.23	14.54
April		66,244.51	49,065.31	8,236.42	12,424.14	372.73
May		71,001.46	53,849.95	8,917.96	12,845.80	4,033.35
June		68,731.16	48,345.41	8,362.61	13,753.24	4,870.40
July		73,578.70	56,913.37	9,320.86	18,437.04	4,188.80
August		85,890.21	55,876.93	10,126.22	32,585.93	4,366.77
September		69,564.44	58,310.35	9,133.91	14,460.15	4,178.26
October		66,048.82	62,967.11	9,215.42	13,369.19	4,560.02
November		62,144.51	60,123.44	8,733.43	13,479.94	4,869.93
December		65,990.14	64,115.59	9,293.27	13,964.58	5,865.20

2/27/2012 2:43:38 PM

NEXen Reporting Services

Page 1

Date and time the report was printed

## 10.2 Sales Trend

### What is it?

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.

### Why is it useful?

The report is useful in comparing stores based on sales for the current and two previous years. It allows you to determine if there has been an increase or decrease in sales.

### Where is it?

Trend Analysis

### What's on it?

#### Sales Details

The report breaks down the current year and last two years for all stores showing averages, highs, and lows.



## What's in it?

A	Avg. Daily Gross Sales	When viewing this report online, you can click this to display a graph illustrating Average Daily Gross Sales by Month Note: Default View
B	Monthly Gross Sales	When viewing this report online, you can click this to display a graph illustrating Monthly Gross Sales
C	Avg. Invoice Net Sales	When viewing this report online, you can click this to display a graph illustrating Average Invoice Net Sales by Month
D	Monthly Invoice Count	When viewing this report online, you can click this to display a graph illustrating Monthly Invoice Count
E	Store(s) Numbers	Lists store(s) and date ranges selected for the report
F	Graph	Graph illustrating Average Daily Gross Sales by Month [G]
G	Month	Months of the year
H	Year	Lists results by current and previous two years
I	Average	Average Daily Gross Sales by month for the current and previous two years
J	High	Lists highest Average Daily Gross Sales by month for the current and previous two years
K	Low	Lists lowest Average Daily Gross Sales by month for the current and previous two years

# Sales Trends

Trend Analysis

Date range for which the report was generated

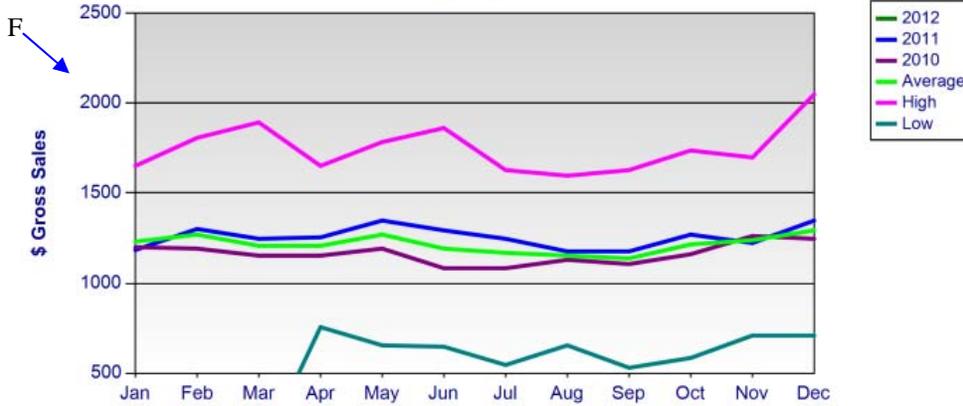
All Stores

Feb 27, 2012

- A Avg. Daily Gross Sales
- B Monthly Gross Sales
- C Avg. Invoice Net Sale
- D Monthly Invoice Count

Select The Desired Report Option From One Of The Above

Average Daily Gross Sales



Month	H All Stores			I Average	J All Stores High	K Low
	2012	2011	2010			
January	1,304.28	1,184.33	1,196.50	1,229.58	1,654.68	56.98
February		1,297.18	1,191.50	1,267.87	1,806.38	35.99
March		1,245.14	1,152.13	1,210.42	1,889.49	32.99
April		1,254.13	1,151.80	1,206.90	1,652.68	753.86
May		1,343.24	1,191.45	1,269.56	1,784.95	655.31
June		1,296.39	1,079.27	1,192.69	1,858.61	648.02
July		1,244.90	1,083.50	1,164.41	1,628.13	541.33
August		1,174.74	1,128.00	1,151.71	1,596.33	651.23
September		1,173.46	1,104.66	1,138.96	1,623.67	529.07
October		1,272.11	1,162.74	1,216.69	1,736.44	582.67
November		1,220.13	1,257.52	1,238.50	1,694.95	705.63
December		1,348.32	1,242.18	1,294.94	2,047.86	706.62

2/27/2012 2:44:06 PM

Date and time the report was printed

## 11 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.







## 11.1 Car Counts

### What is it?

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.

### Why is it useful?

The report is useful in comparing how many cars are being serviced at one store versus all stores for specified date ranges.

### Where is it?

Comparative Analysis

### What's on it?

#### Details

The report breaks down the car counts for the Day, Week to Date, Month to Date and Year to Date for a single or multiple stores. It also lists results for the current and previous 3 years including average, high and low details.

## What's in it?

A	Date	When viewing this report online, you can click this to display a bar graph illustrating Car Count by Day
B	Week to Date	When viewing this report online, you can click this to display a bar graph illustrating Car Count by Week to Date
C	Month to Date	When viewing this report online, you can click this to display a bar graph illustrating Car Count by Month to Date
D	Year to Date	When viewing this report online, you can click this to display a bar graph illustrating Car Count by Year to Date
E	Store(s) Numbers	Lists store(s) and date ranges selected for the report
F	Graph	Bar graph illustrating car count vs. current and previous 3 years
G	Period	Time periods for the report (Current, 1 Year ago, 2 Years ago and 3 Years ago)
H	Store Selected	Store selected and their average car count
I	Average	Average car count for all stores
J	High	Highest car count for the time period
K	Low	Lowest car count for the time period



Date range for which the report was generated

# Car Counts

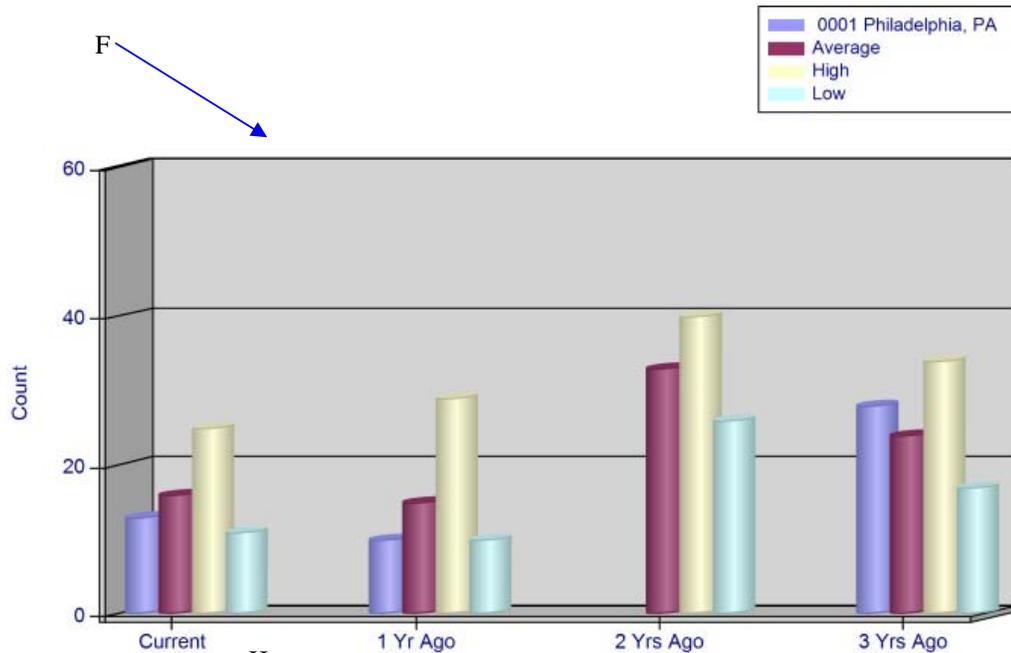
## Comparative Analysis

0001 Philadelphia, PA  
May 05, 2011

- A → May 05
- B → Week to Date
- C → Month to Date
- D → Year to Date

Select Desired Invoice Count Comparison Period From Above

Single Day Invoice Count Totals



Period	0001 Philadelphia, PA	Average	High	Low
Current	13	16	25 (Devon, PA)	11 (West Chester, PA)
1 Yr Ago	10	15	29 (Downingtown, PA)	10 (Philadelphia, PA)
2 Yrs Ago	28	33	40 (Devon, PA)	26 (Downingtown, PA)
3 Yrs Ago	28	24	34 (Devon, PA)	17 (Chester, PA)

2/28/2012 8:14:29 AM

**NEXen** Reporting Services

Page 1

Date and time the report was printed





## 11.2 Cost of Sales

### What is it?

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.

### Why is it useful?

The report is useful in comparing all stores based on the cost of sales for the current and previous 3 years. It allows you to determine if there has been an increase or decrease in the cost of sales overtime.

### Where is it?

Comparative Analysis

### What's on it?

#### Details

The report breaks down the cost of sales for the Day, Week to Date, Month to Date and Year to Date for a single or multiple stores. It lists results for the current and previous 3 years including average, high and low details.

**What's in it?**

A	Date	When viewing this report online, you can click this to display a bar graph illustrating Cost of Sales by Day
B	Week to Date	When viewing this report online, you can click this to display a bar graph illustrating Cost of Sales by Week to Date
C	Month to Date	When viewing this report online, you can click this to display a bar graph illustrating Cost of Sales by Month to Date
D	Year to Date	When viewing this report online, you can click this to display a bar graph illustrating Cost of Sales by Year to Date
E	Store(s) Numbers	Lists store(s) and date ranges selected for the report
F	Graph	Bar graph illustrating Cost of Sales vs. current and previous 3 years
G	Period	Time periods for the report (Current, 1 Year ago, 2 Years ago and 3 Years ago)
H	Store Selected	Store selected and their average cost of sales
I	Average	Average cost of sales for all stores by time period
J	High	Highest cost of sales by time period
K	Low	Lowest cost of sales by time period



Date range for which the report was generated

# Cost Of Sales

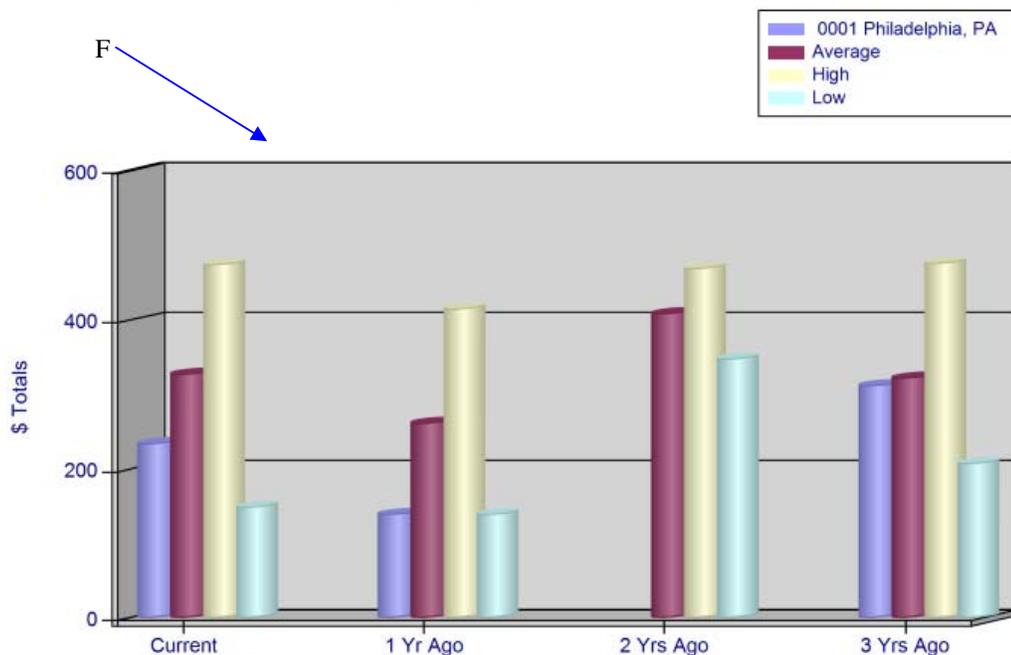
## Sales Analysis

0001 Philadelphia, PA  
May 05, 2011

- A → May 05
- B → Week to Date
- C → Month to Date
- D → Year to Date

Select Desired Cost Of Sales Comparison Period From Above

Single Day Cost Of Sales Totals



Period	0001 Philadelphia, PA	Average	High	Low
Current	235.08	328.25	475.76 (Exton, PA)	149.83 (New York, NY)
1 Yr Ago	139.99	262.38	415.99 (Chester, PA)	139.99 (Philadelphia, PA)
2 Yrs Ago		409.65	470.41 (Devon, PA)	348.90 (Downingtown, PA)
3 Yrs Ago	313.03	323.09	477.54 (Devon, PA)	208.39 (West Chester, PA)

2/28/2012 8:17:23 AM

**NEXen** Reporting Services

Page 1

Date and time the report was printed





## 11.3 Coupon Comparison

### What is it?

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.

### Why is it useful?

The report is useful in comparing all stores based on coupon usage. It allows you to identify if there has been an increase or decrease in coupon use overtime.

### Where is it?

Comparative Analysis

### What's on it?

#### Details

The report results breakdown the coupon dollar amounts for the Day, Week to Date, Month to Date and Year to Date for a single or multiple stores. It also provides results for the current and previous 3 years including average, high and low details.

## What's in it?

A	Date	When viewing this report online, you can click this to display a bar graph illustrating Coupon Dollar Amount by Day
B	Week to Date	When viewing this report online, you can click this to display a bar graph illustrating Coupon Dollar Amount by Week to Date
C	Month to Date	When viewing this report online, you can click this to display a bar graph illustrating Coupon Dollar Amount by Month to Date
D	Year to Date	When viewing this report online, you can click this to display a bar graph illustrating Coupon Dollar Amount by Year to Date
E	Store(s) Numbers	Lists store(s) and date ranges selected for the report
F	Graph	Bar graph illustrating Coupon Dollar Amount vs. current and previous 3 years
G	Period	Time periods for the report (Current, 1 Year ago, 2 Years ago and 3 Years ago)
H	Store Selected	Store selected and their average Coupon Dollar Amount
I	Average	Average Coupon Dollar Amount for all stores by time period
J	High	Highest Coupon Dollar Amount by time period
K	Low	Lowest Coupon Dollar Amount by time period



Date range for which the report was generated

# Coupon Comparison

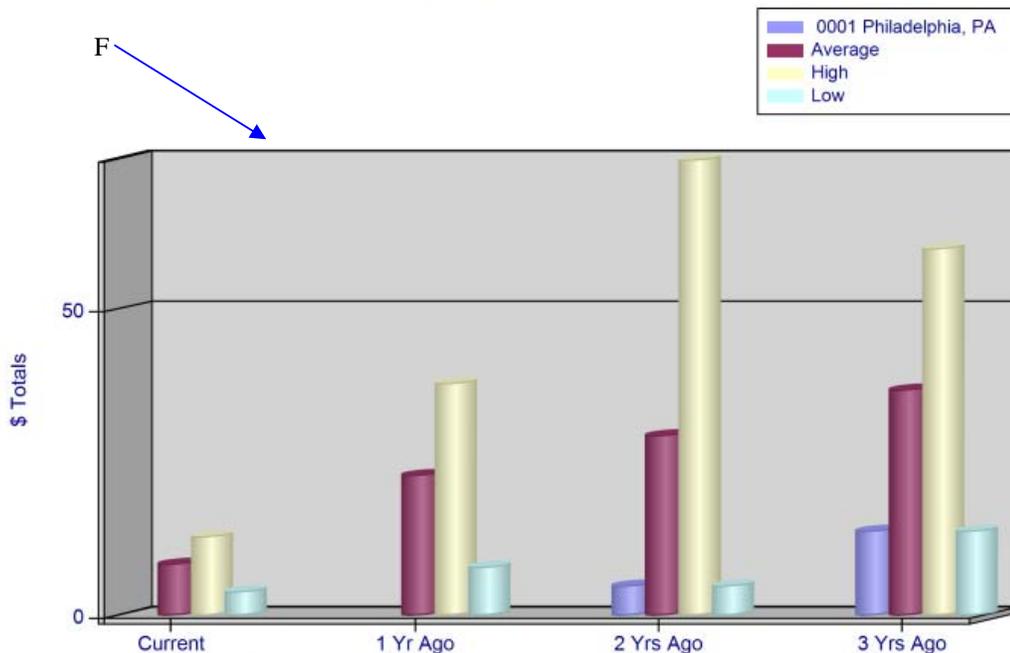
Operational Analysis

0001 Philadelphia, PA  
May 05, 2010

- A →  
May 05
- B →  
Week to Date
- C →  
Month to Date
- D →  
Year to Date

Select Desired Coupon Comparison Period From Above

Single Day Coupon Totals



Period	0001 Philadelphia, PA	Average	High	Low
Current		8.50	13.00 (West Chester, PA)	4.00 (New York, NY)
1 Yr Ago		23.00	38.00 (Devon, PA)	8.00 (Downingtown, PA)
2 Yrs Ago	4.95	29.48	74.50 (Devon, PA)	4.95 (Philadelphia, PA)
3 Yrs Ago	13.90	36.95	60.00 (Devon, PA)	13.90 (Philadelphia, PA)

2/28/2012 8:22:40 AM

**NEXen** Reporting Services

Page 1

Date and time the report was printed





## 11.4 Discount Comparison

### What is it?

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.

### Why is it useful?

The report is useful in comparing all stores based on discount usage. It allows you to identify if there has been an increase or decrease in discount use overtime.

### Where is it?

Comparative Analysis

### What's on it?

#### Details

The report results break down the discount dollar amounts for the Day, Week to Date, Month to Date and Year to Date for a single or multiple stores. It also provides results for the current and previous 3 years including average, high and low details.

## What's in it?

A	Date	When viewing this report online, you can click this to display a bar graph illustrating Discount Dollar Amount by Day
B	Week to Date	When viewing this report online, you can click this to display a bar graph illustrating Discount Dollar Amount by Week to Date
C	Month to Date	When viewing this report online, you can click this to display a bar graph illustrating Discount Dollar Amount by Month to Date
D	Year to Date	When viewing this report online, you can click this to display a bar graph illustrating Discount Dollar Amount by Year to Date
E	Store(s) Numbers	Lists store(s) and date ranges selected for the report
F	Graph	Bar graph illustrating Discount Dollar Amount vs. the current and previous 3 years
G	Period	Time periods for the report (Current, 1 Year ago, 2 Years ago and 3 Years ago)
H	Store Selected	Store selected and their average Discount Dollar Amount by time period
I	Average	Average Discount Dollar Amount for all stores by time period
J	High	Highest Discount Dollar Amount by time period
K	Low	Lowest Discount Dollar Amount by time period



Date range for which the report was generated

# Discount Comparison

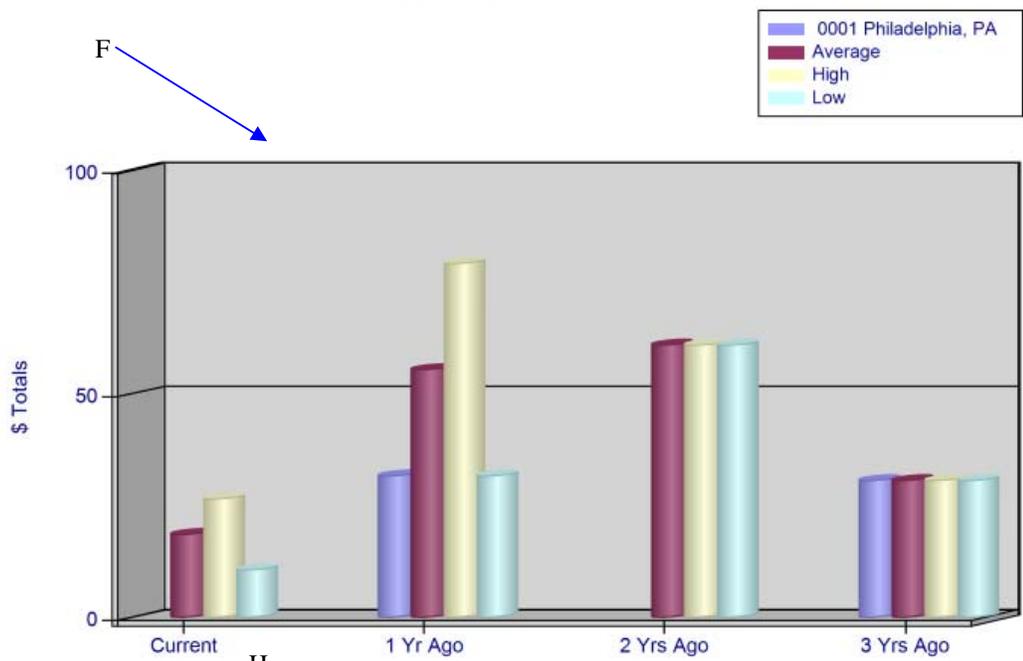
Comparative Analysis

0001 Philadelphia, PA  
May 05, 2011

- A → May 05
- B → Week to Date
- C → Month to Date
- D → Year to Date

Select Desired Total Discounts Comparison Period From Above

Single Day Discount Totals



Period	0001 Philadelphia, PA	Average	High	Low
Current		18.84	26.78 (Downingtown, PA)	10.90 (Exton, PA)
1 Yr Ago	31.95	55.73	79.50 (Downingtown, PA)	31.95 (Philadelphia, PA)
2 Yrs Ago		61.23	61.23 (Downingtown, PA)	61.23 (Downingtown, PA)
3 Yrs Ago	30.90	30.90	30.90 (Philadelphia, PA)	30.90 (Philadelphia, PA)

2/28/2012 8:25:28 AM

**NEXen** Reporting Services

Page 1

Date and time the report was printed





## 11.5 Invoice Comparison

### What is it?

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.

### Why is it useful?

The report is useful in comparing all stores based on average invoice amount. It allows you to determine if there has been an increase or decrease in average invoice amount overtime.

### Where is it?

Comparative Analysis

### What's on it?

#### Details

The report results break down the invoice amounts for the Day, Week to Date, Month to Date and Year to Date for a single or multiple stores. It also provides results for the current and previous 3 years including average, high and low details.

## What's in it?

A	Date	When viewing this report online, you can click this to display a bar graph illustrating Average Invoice by Day
B	Week to Date	When viewing this report online, you can click this to display a bar graph illustrating Average Invoice by Week to Date
C	Month to Date	When viewing this report online, you can click this to display a bar graph illustrating Average Invoice by Month to Date
D	Year to Date	When viewing this report online, you can click this to display a bar graph illustrating Average Invoice by Year to Date
E	Store(s) Numbers	Lists store(s) and date ranges selected for the report
F	Graph	Bar graph illustrating Average Invoice vs. the current and previous 3 years
G	Period	Time periods for the report (Current, 1 Year ago, 2 Years ago and 3 Years ago)
H	Store Selected	Store selected and their Average Invoice
I	Average	Average Invoice for all stores by time period
J	High	Highest Average Invoice by time period
K	Low	Lowest Average Invoice by time period



Date range for which the report was generated

# Invoice Comparison

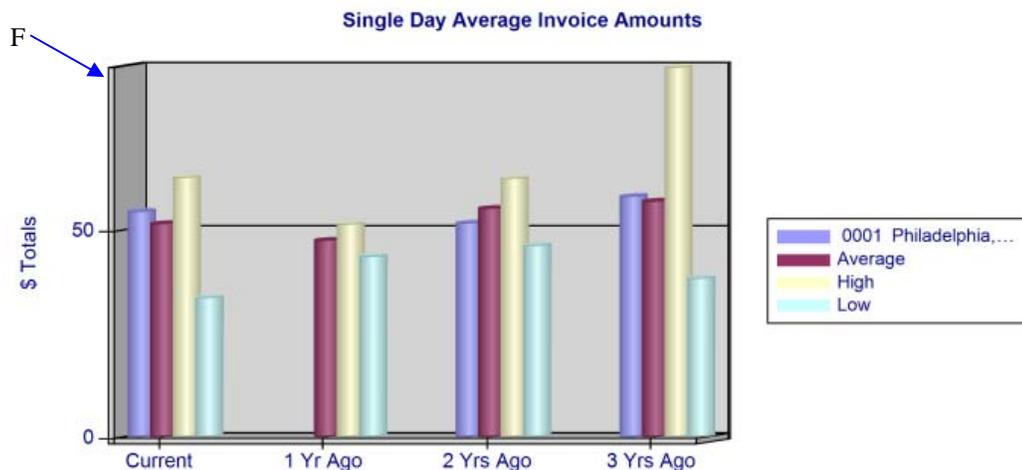
Comparative Analysis

0001 Philadelphia, PA

May 05, 2010

- A → May 05
- B → Week to Date
- C → Month to Date
- D → Year to Date

Select Desired Invoice Comparison Period From Above



G → Period	H → 0001 Philadelphia, PA	I → Average	J → High	K → Low
Current	54.65	51.73	62.89 (Downingtown, PA)	33.83 (Chester, PA)
1 Yr Ago		47.71	51.62 (Downingtown, PA)	43.81 (Devon, PA)
2 Yrs Ago	51.87	55.43	62.67 (New York, NY)	46.48 (Devon, PA)
3 Yrs Ago	58.32	57.16	89.51 (Chester, PA)	38.53 (Devon, PA)

2/28/2012 8:41:03 AM

**NEXen** Reporting Services

Page 1

Date and time the report was printed





## 11.6 Non-Service Sales

### What is it?

The Non-Service Sales report compares for a given date the single day non-service (i.e., 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 displayed in a graph.

### Why is it useful?

The report is useful in comparing all stores based on non-service sales. It allows you to identify any increases or decreases in non-service sales overtime.

### Where is it?

Comparative Analysis

### What's on it?

#### Details

The report results break down the non-service sales amounts for the Day, Week to Date, Month to Date, and Year to Date for a single or multiple stores. It also provides results for the current and previous 3 years including average, high and low details.

## What's in it?

A	Date	When viewing this report online, you can click this to display a bar graph illustrating Total Non-Service Sales Amounts by Day
B	Week to Date	When viewing this report online, you can click this to display a bar graph illustrating Total Non-Service Sales Amounts by Week to Date
C	Month to Date	When viewing this report online, you can click this to display a bar graph illustrating Total Non-Service Sales Amounts by Month to Date
D	Year to Date	When viewing this report online, you can click this to display a bar graph illustrating Total Non-Service Sales Amount by Year to Date
E	Store(s) Numbers	Lists store(s) and date ranges select for the report
F	Graph	Bar graph illustrating Total Non-Service Sales Amount vs. the current and previous 3 years
G	Period	Time periods for the report (Current, 1 Year ago, 2 Years ago and 3 Years ago)
H	Store Selected	Store selected and their average Total Non-Service Sales amount
I	Average	Average Total Non-Service Sales amounts for all stores by time period
J	High	Highest Total Non-Service Sales amounts by time period
K	Low	Lowest Total Non-Service Sales amounts by time period



Date range for which the report was generated

# Non-Service Sales

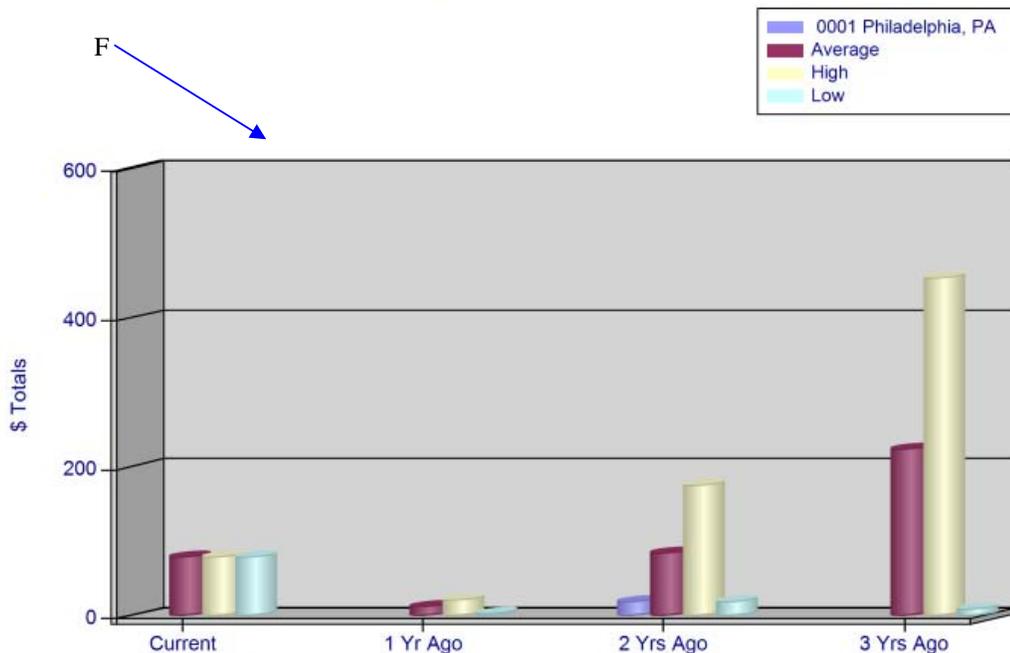
## Comparative Analysis

0001 Philadelphia, PA  
May 05, 2010

- A → May 05
- B → Week to Date
- C → Month to Date
- D → Year to Date

Select Desired Non-Service Sales Comparison Period From Above

Single Day Non-Service Sales Totals



Period	0001 Philadelphia, PA	Average	High	Low
Current		79.99	79.99 (Downingtown, PA)	79.99 (Downingtown, PA)
1 Yr Ago		13.39	22.43 (Downingtown, PA)	4.35 (Devon, PA)
2 Yrs Ago	20.00	85.30	176.35 (New York, NY)	20.00 (Philadelphia, PA)
3 Yrs Ago		224.87	454.85 (Chester, PA)	10.00 (West Chester, PA)

2/28/2012 8:43:32 AM

**NEXen** Reporting Services

Page 1

Date and time the report was printed





## 11.7 Sales Count

### What is it?

The Sales Count report compares two periods (i.e., January vs. Previous January) and provides invoice 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.

### Why is it useful?

The report is useful in comparing all stores based on the count and amount of invoices. It allows you to determine if there have been any changes in the count or amount of invoices overtime.

### Where is it?

Comparative Analysis

### What's on it?

#### Details

The report results break down the invoice count by dollar range for a single or multiple stores. It also lists Revenue, Average Invoice and Percent of Sales.

### What's in it?

A	Store(s) Numbers	Lists store(s) and date ranges selected for the report
B	Graph	Graph illustrating Invoice Count [D] vs. Invoice Sales Dollar Range[C] for the selected date range
C	Invoice Sales Dollar Range	Range of sales dollar amounts
D	Number of Invoices	Number of Invoices for each dollar range within the selected date range
E	Revenue of Invoices	Revenue of Invoices for each dollar range within the selected date range
F	Average Invoice Sales	Average Invoice Sales amounts for each dollar range within the selected date range
G	Percent of Total Sales	Percent of Total Sales for each dollar range within the selected date range
H	Number of Invoices Analyzed	Number of Invoices Analyzed within the selected date range
I	Total Invoice Sales	Total Invoice Sales amount within the selected date range
J	Average Invoice Sales	Average Invoice Sales amount within the selected date range

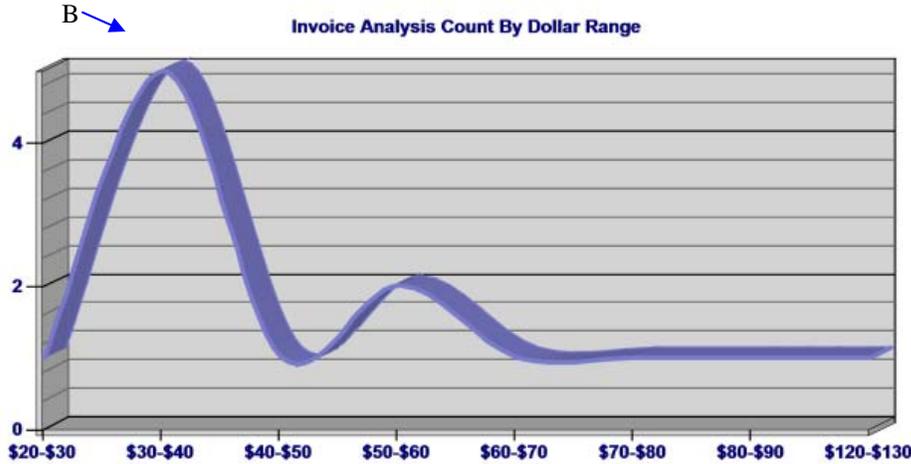
# Sales Count

Marketing Analysis

Date range for which the report was generated

0001 Philadelphia, PA

May 05, 2011



Invoice Sales \$ Range	# of Invoices	Revenue of Invoices	Average Invoice Sale	% of Total Sales
\$20-\$30	1	\$28.96	\$28.96	4.10 %
\$30-\$40	5	\$170.80	\$34.16	24.17 %
\$40-\$50	1	\$45.95	\$45.95	6.50 %
\$50-\$60	2	\$110.35	\$55.18	15.61 %
\$60-\$70	1	\$62.90	\$62.90	8.90 %
\$70-\$80	1	\$71.95	\$71.95	10.18 %
\$80-\$90	1	\$85.90	\$85.90	12.15 %
\$120-\$130	1	\$129.95	\$129.95	18.39 %

Number of Invoices Analyzed: 13  
 Total Invoice Sales: \$706.76  
 Average Invoice Sale: \$54.37

2/28/2012 8:48:04 AM

NEXen Reporting Services

Page 1

Date and time the report was printed



## 11.8 Sales Percent

### What is it?

The Sales Percent report compares two periods (i.e., January vs. Previous January) and provides invoice 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.

### Why is it useful?

The report is useful in comparing all stores based on invoice sales percentage. It allows you to identify any changes that may have occurred overtime.

### Where is it?

Comparative Analysis

### What's on it?

#### Details

The report results break down the invoice sales percentage by dollar range for a single or multiple stores. It also lists Revenue, Average Invoice and Percent of Sales.

### What's in it?

A	Store(s) Numbers	Lists store(s) and date ranges selected for the report
B	Graph	Graph illustrating Percent of Revenue vs. Invoice Amount [C] for the selected date range
C	Invoice Sales Dollar Range	Range of sales dollar amounts
D	Number of Invoices	Number of Invoices for each dollar range within the selected date range
E	Revenue of Invoices	Revenue of Invoices for each dollar range within the selected date range
F	Average Invoice Sales	Average Invoice Sales amounts for each dollar range within the selected date range
G	Percent of Total Sales	Percent of Total Sales for each dollar range within the selected date range
H	Number of Invoices Analyzed	Number of Invoices Analyzed within the selected date range
I	Total Invoice Sales	Total Invoice Sales amount within the selected date range
J	Average Invoice Sales	Average Invoice Sales amount within the selected date range

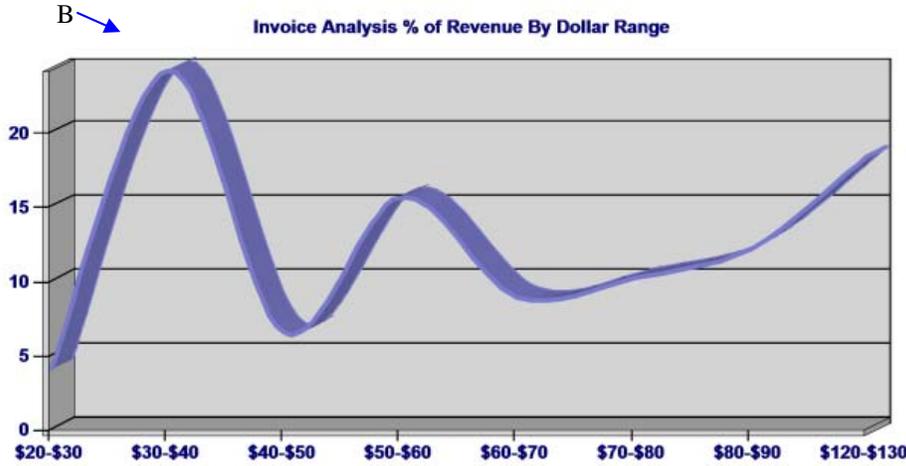
# Sales Percent

## Marketing Analysis

Date range for which the report was generated

0001 Philadelphia, PA

May 05, 2011



<b>C</b> Invoice Sales \$ Range	<b>D</b> # of Invoices	<b>E</b> Revenue of Invoices	<b>F</b> Average Invoice Sale	<b>G</b> % of Total Sales
\$20-\$30	1	\$28.96	\$28.96	4.10 %
\$30-\$40	5	\$170.80	\$34.16	24.17 %
\$40-\$50	1	\$45.95	\$45.95	6.50 %
\$50-\$60	2	\$110.35	\$55.18	15.61 %
\$60-\$70	1	\$62.90	\$62.90	8.90 %
\$70-\$80	1	\$71.95	\$71.95	10.18 %
\$80-\$90	1	\$85.90	\$85.90	12.15 %
\$120-\$130	1	\$129.95	\$129.95	18.39 %

Number of Invoices Analyzed: 13 **H**  
 Total Invoice Sales: \$706.76 **I**  
 Average Invoice Sale: \$54.37 **J**

2/28/2012 8:58:17 AM

**NEXen** Reporting Services

Page 1

Date and time the report was printed



## 11.9 Sales Revenue

### What is it?

The Sales Revenue report compares two periods (i.e., January vs. Previous January) and provides invoice 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.

### Why is it useful?

The report is useful in comparing all stores based on sales revenue. It allows you to identify if there has been an increase or decrease in sales revenue overtime.

### Where is it?

Comparative Analysis

### What's on it?

#### Details

The report results break down the invoice revenue by dollar range for a single or multiple stores. It also lists Revenue, Average Invoice and Percent of Sales.

### What's in it?

A	Store(s) Numbers	Lists store(s) and date ranges selected for the report
B	Graph	Graph illustrating Invoice Revenue [E] vs. Invoice Sales Dollar Range [C] for the selected date range
C	Invoice Sales Dollar Range	Range of sales dollar amounts
D	Number of Invoices	Number of Invoices for each dollar range within the selected date range
E	Revenue of Invoices	Revenue of Invoices for each dollar range within the selected date range
F	Average Invoice Sales	Average Invoice Sales amounts for each dollar range within the selected date range
G	Percent of Total Sales	Percent of Total Sales for each dollar range within the selected date range
H	Number of Invoices Analyzed	Number of Invoices Analyzed within the selected date range
I	Total Invoice Sales	Total Invoice Sales amount within the selected date range
J	Average Invoice Sales	Average Invoice Sales amount within the selected date range

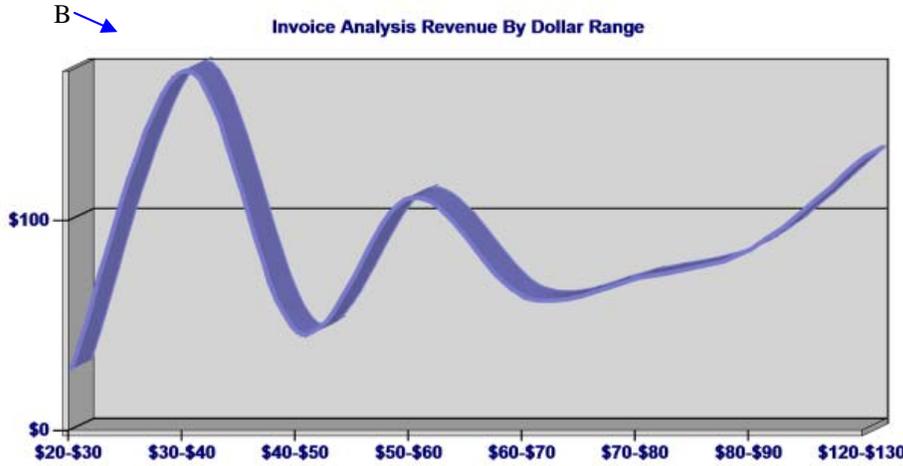
# Sales Revenue

## Marketing Analysis

Date range for which the report was generated

0001 Philadelphia, PA

May 05, 2011



<b>C</b> Invoice Sales \$ Range	<b>D</b> # of Invoices	<b>E</b> Revenue of Invoices	<b>F</b> Average Invoice Sale	<b>G</b> % of Total Sales
\$20-\$30	1	\$28.96	\$28.96	4.10 %
\$30-\$40	5	\$170.80	\$34.16	24.17 %
\$40-\$50	1	\$45.95	\$45.95	6.50 %
\$50-\$60	2	\$110.35	\$55.18	15.61 %
\$60-\$70	1	\$62.90	\$62.90	8.90 %
\$70-\$80	1	\$71.95	\$71.95	10.18 %
\$80-\$90	1	\$85.90	\$85.90	12.15 %
\$120-\$130	1	\$129.95	\$129.95	18.39 %

Number of Invoices Analyzed: 13 **H**  
 Total Invoice Sales: \$706.76 **I**  
 Average Invoice Sale: \$54.37 **J**

2/28/2012 8:59:31 AM

**NEXen** Reporting Services

Page 1

Date and time the report was printed



## 11.10 Service Count

### What is it?

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.

### Why is it useful?

The report is useful in comparing all stores based on service count. It allows you to identify your most popular services and if there have been any changes overtime.

### Where is it?

Comparative Analysis

### What's on it?

#### Details

The report displays the top 10 services determined by service count for a single or multiple stores.

### What's in it?

A	Store(s) Numbers	Lists store(s) and date ranges selected for the report
B	Service Description	Name of service
C	Count of Services Sold	Number of services sold within the selected date range
D	Graph	Bar graph illustrating the Top 10 Services by the Count of Service Sold within the selected date range
E	Number of Invoices Analyzed	Number of Invoices Analyzed within the selected date range
F	Total Invoice Sales	Total Invoice Sales amount within the selected date range
G	Average Invoice Sales	Average Invoice Sales amount within the selected date range

# Service Count

## Sales Analysis

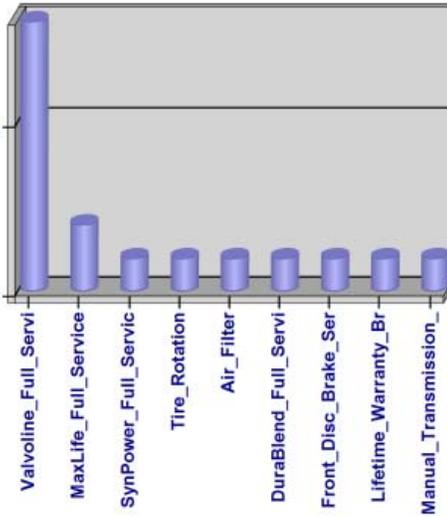
Date range for which the report was generated

0001 Philadelphia, PA

May 05, 2011

### Top 10 Services By Count

Service Description	Count of Services Sold
Valvoline Full Service Oil Change	8
MaxLife Full Service Oil Change	2
SynPower Full Service Oil Change	1
Tire Rotation	1
Air Filter	1
DuraBlend Full Service Oil Change	1
Front Disc Brake Service	1
Lifetime Warranty Brakes-Labor	1
12 Mts 12K	1
Manual Transmission Service	1



### Show All Services

Number of Invoices Analyzed: 13

Total Invoice Sales: \$706.76

Average Invoice Sale: \$54.37

2/28/2012 9:00:45 AM

NEXen Reporting Services

Page 1

Date and time the report was printed



## 11.11 Service Percent

### What is it?

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.

### Why is it useful?

The report is useful in comparing all stores based on services and what percentage of sales they represent. It allows you to identify if any changes have occurred overtime.

### Where is it?

Comparative Analysis

### What's on it?

#### Details

The report displays the top 10 services by revenue percentage for a single or multiple stores.

### What's in it?

A	Store(s) Numbers	Lists store(s) and date ranges selected for the report
B	Service Description	Name of service
C	Percent of Sales	Percent of Sales for each service sold within the selected date range
D	Graph	Bar Graph illustrating the Top 10 Services vs. Revenue Percentage for the selected date range
E	Number of Invoices Analyzed	Number of Invoices Analyzed within the selected date range
F	Total Invoice Sales	Total Invoice Sales amount within the selected date range
G	Average Invoice Sales	Average Invoice Sales amount within the selected date range

# Service Percent

## Sales Analysis

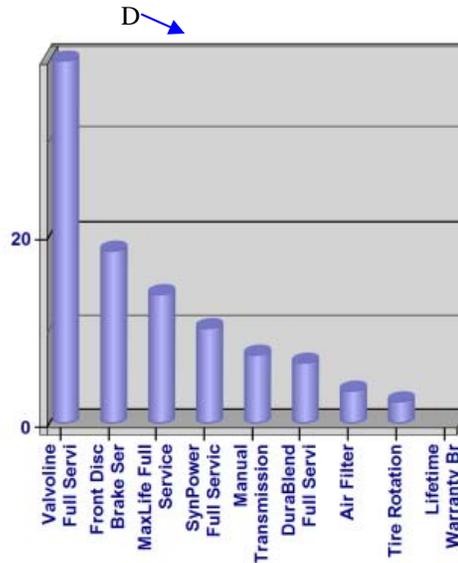
Date range for which the report was generated

0001 Philadelphia, PA

May 05, 2011

### Top 10 Services By Revenue Percentage

Service Description	Revenue of Services	% of Sales
Valvoline Full Service Oil Change	\$272.66	38.6
Front Disc Brake Service	\$129.95	18.4
MaxLife Full Service Oil Change	\$97.40	13.8
SynPower Full Service Oil Change	\$71.95	10.2
Manual Transmission Service	\$51.95	7.4
DuraBlend Full Service Oil Change	\$45.95	6.5
Air Filter	\$24.95	3.5
Tire Rotation	\$16.95	2.4
Lifetime Warranty Brakes-Labor 12 Mts 12K	\$0.00	0.0



Show All Services

Number of Invoices Analyzed: 13  
 Total Invoice Sales: \$706.76  
 Average Invoice Sale: \$54.37

2/28/2012 9:10:45 AM

NEXen Reporting Services

Page 1

Date and time the report was printed



## 11.12 Service Revenue

### What is it?

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.

### Why is it useful?

The report is useful in comparing all stores based on service revenue. It allows you to determine the most popular services by revenue generated and if any changes have occurred overtime.

### Where is it?

Comparative Analysis

### What's on it?

#### Details

The report displays the top 10 services by service revenue for a single or multiple stores.

### What's in it?

A	Store(s) Numbers	Lists store(s) and date ranges selected for the report
B	Service Description	Name of service
C	Revenue of Services Sold	Revenue of services sold within the selected date range
D	Graph	Bar graph illustrating the Top 10 Services vs. Revenue within the selected date range
E	Number of Invoices Analyzed	Number of Invoices Analyzed within the selected date range
F	Total Invoice Sales	Total Invoice Sales amount within the selected date range
G	Average Invoice Sales	Average Invoice Sales amount within the selected date range

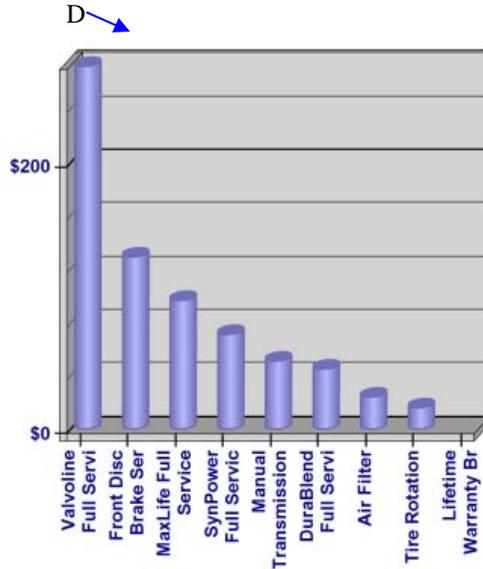
# Service Revenue

## Sales Analysis

Date range for which the report was generated  
**0001 Philadelphia, PA**  
 May 05, 2011

### Top 10 Services By Revenue

Service Description	Revenue of Services Sold
Valvoline Full Service Oil Change	\$272.66
Front Disc Brake Service	\$129.95
MaxLife Full Service Oil Change	\$97.40
SynPower Full Service Oil Change	\$71.95
Manual Transmission Service	\$51.95
DuraBlend Full Service Oil Change	\$45.95
Air Filter	\$24.95
Tire Rotation	\$16.95
Lifetime Warranty Brakes-Labor 12 Mts 12K	\$0.00



Show All Services

Number of Invoices Analyzed: 13  
 Total Invoice Sales: \$706.76  
 Average Invoice Sale: \$54.37

2/28/2012 9:11:11 AM

NEXen Reporting Services

Page 1

Date and time the report was printed



## 11.13 Service Sales

### What is it?

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.

### Why is it useful?

The report is useful in comparing all stores based on service sales. It allows you to determine if there was an increase or decrease in service sales overtime.

### Where is it?

Comparative Analysis

### What's on it?

#### Details

The report results break down the service sales amounts for the Day, Week to Date, Month to Date and Year to Date for a single or multiple stores. It also provides results for the current and previous 3 years including average, high and low details.

## What's in it?

A	Date	When viewing this report online, you can click this to display a bar graph illustrating Service Sales by Day
B	Week to Date	When viewing this report online, you can click this to display a bar graph illustrating Service Sales by Week to Date
C	Month to Date	When viewing this report online, you can click this to display a bar graph illustrating Service Sales by Month to Date
D	Year to Date	When viewing this report online, you can click this to display a bar graph illustrating Service Sales by Year to Date
E	Store(s) Numbers	Lists store(s) and date ranges selected for the report
F	Graph	Bar graph illustrating Service Sales vs. the current and previous 3 years
G	Period	Time periods for the report (Current, 1 Year ago, 2 Years ago and 3 Years ago)
H	Store Selected	Store selected and their average Service Sales amount by time period
I	Average	Average Service Sales amounts for all stores by time period
J	High	Highest Service Sales amounts by time period
K	Low	Lowest Service Sales amounts by time period



Date range for which the report was generated

# Service Sales

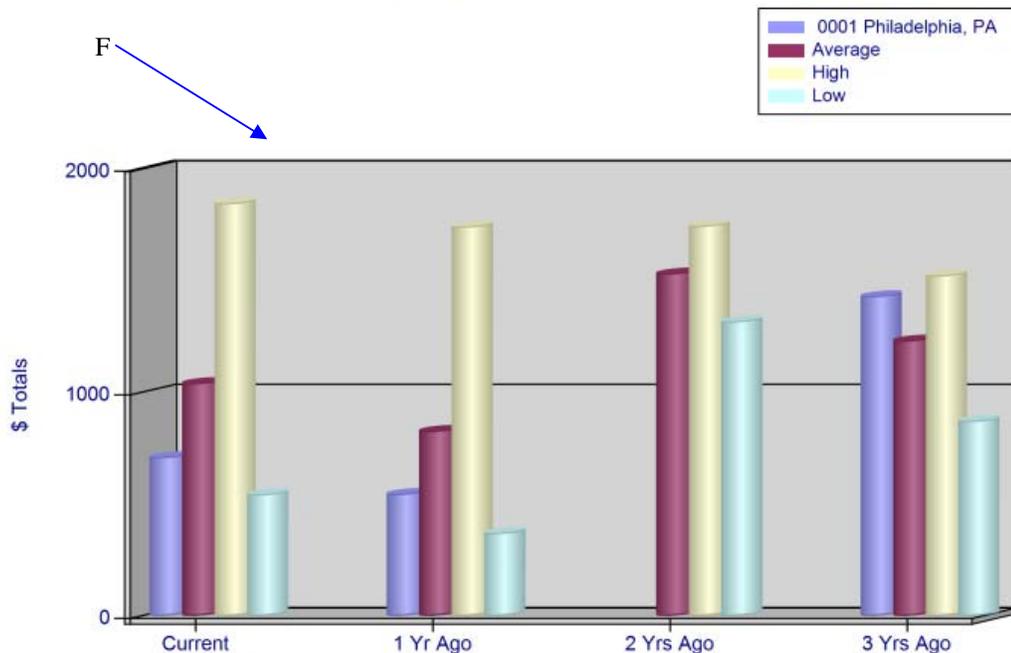
## Comparative Analysis

0001 Philadelphia, PA  
May 05, 2011

- A → May 05
- B → Week to Date
- C → Month to Date
- D → Year to Date

Select Desired Service Sales Comparison Period From Above

Single Day Service Sales Totals



Period	H → 0001 Philadelphia, PA	I → Average	J → High	K → Low
Current	711.76	1,042.83	1,848.29 (Downingtown, PA)	544.89 (New York, NY)
1 Yr Ago	546.46	828.95	1,743.95 (Downingtown, PA)	372.14 (Chester, PA)
2 Yrs Ago		1,533.76	1,747.93 (Devon, PA)	1,319.59 (Downingtown, PA)
3 Yrs Ago	1,432.23	1,233.89	1,525.25 (Devon, PA)	873.75 (West Chester, PA)

2/28/2012 9:13:44 AM

**NEXen** Reporting Services

Page 1

Date and time the report was printed