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# 1 Symbol Key



**Sales Reports**



**Inventory Reports**



**Employee Reports**



**Fleet Reports**



**Marketing Reports**



**Important**



**Should be reviewed Daily**



**Should be reviewed Weekly**



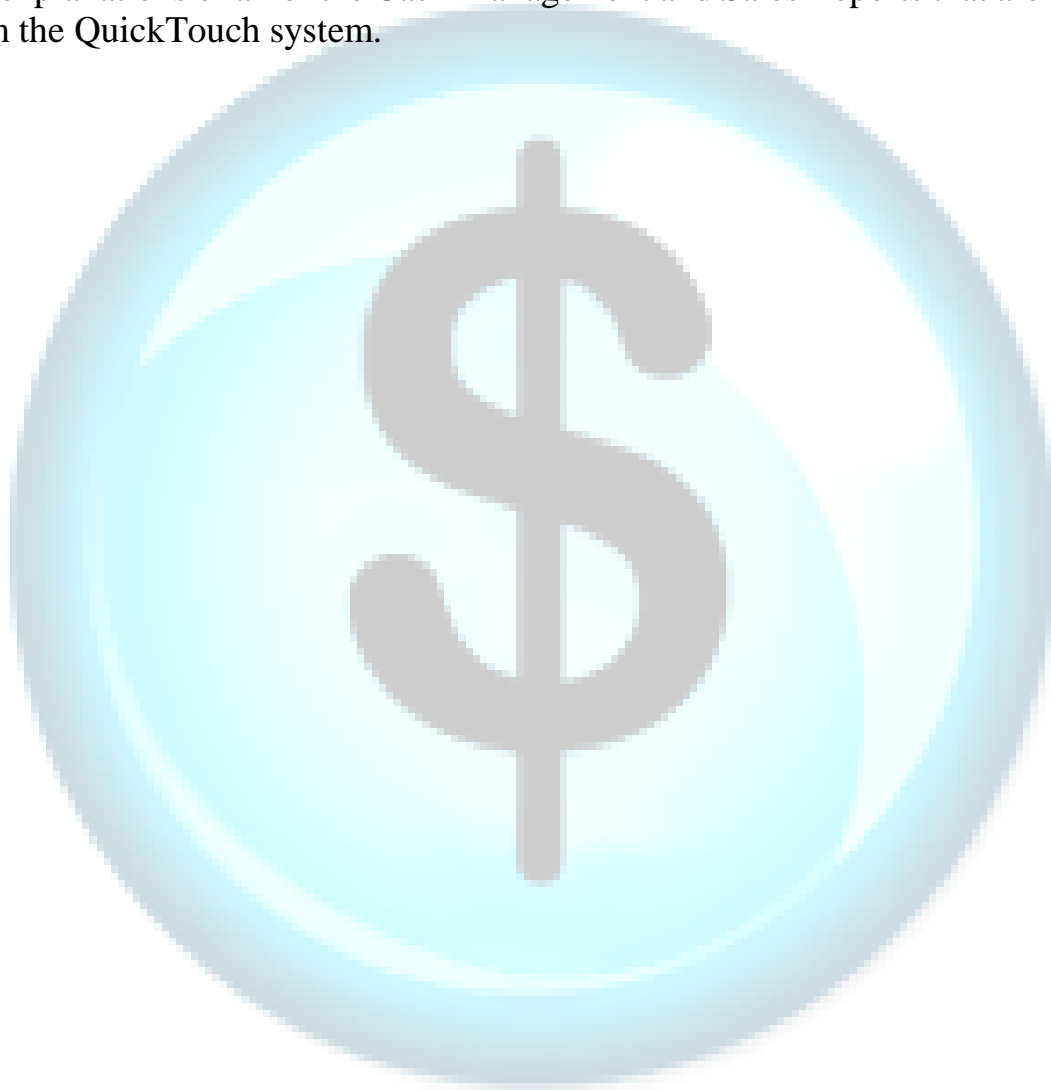
**Should be reviewed Monthly**



**Should be reviewed Yearly**

## 2 Sales Reports

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







## 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?

2 – Period End Processing

6 – Reprint Sales Reports

1 – Daily Sales Report

### 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.

### **Sage Tips for Best Business Practices**

- The Daily Sales Report should be reviewed every day to see car count trends, coupon and discount usage, sales tax collected, cash discrepancies for the day and the bank deposit.
- **Be sure to review the Transaction Detail section, paying specific attention to the Voids, Refunds, and Pay-In and Pay-out line items.** It is very important to understand why these 'exceptional transactions' are being performed by the operators. See also the 'Daily Activity Journal' and the 'Exception Report' to accurately monitor the operators' daily customer processing and cash drawer activities.





## 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 Footer	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
AE	Business Group	If Business Groups are enabled, the group name will append to the report name at the top of the additional report pages. Each Business Group will have its own individual page or pages for displaying the Invoice Summary, Service Sales and Non-Service Sales



# Daily Sales Report

Date for which the report was generated **Sage Quick Lube**  
**Tuesday, May 4, 2010, 5:44:06 PM**

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 SALES RATIO	35.3%	32.3%	33.6%
TOTAL NON-QUICK SALES PROCESSED	18	57	73
TOTAL NON-Q.S. NET SALES	1,074.43	4,098.58	5,170.86
AVERAGE NON-Q.S. NET SALE	59.69	71.90	70.83
AVERAGE COST/VEHICLE	20.07	23.05	23.77
GIFT CARD INVOICE SALES	25.00	50.00	50.00
% OF TOTAL NET SALES	94.8%	94.7%	95.1%
TOTAL QUICK SALES PROCESSED	1	6	7
TOTAL QUICK SALE NET SALES	58.99	61.95	77.94
GIFT CARD QUICK SALES	0.00	14.00	14.00
% OF TOTAL NET SALES	0.4%	2.4%	2.2%
TOTAL GIFT CARD SALES PROCESSED	2	5	6
TOTAL GIFT CARD SALE NET SALES	55.00	126.00	146.00
% OF TOTAL NET SALES	4.9%	2.9%	2.7%
TOTAL OTHERS PROCESSED	E 3	F 5	G 9

SERVICE SALES	D TUESDAY				E WEEK TO DATE				F MONTH TO DATE			
	# 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	1237.59	27	27	31	1410.54	24
BULK	5	24	220.95	17	8	12	344.92	8	9	10	384.41	7
HIGH MILEAGE	2	10	103.98	8	5	7	257.93	6	5	6	257.93	4
SYNTHETIC	2	10	131.67	10	5	7	321.83	7	6	7	395.31	7
SYNTHETIC BLEND	0	0	0.00	0	5	7	264.91	6	5	6	264.91	5
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 SERVIC	0	0	0.00	0	1	1	79.99	2	2	2	159.98	3
FULL SERVICE	3	14	139.77	11	26	38	1133.63	25	39	45	1757.87	30
BULK	1	5	41.79	3	13	19	482.77	11	19	22	715.31	12
HIGH MILEAGE	1	5	51.99	4	5	7	241.95	5	8	9	386.70	7
SYNTHETIC	0	0	0.00	0	2	3	126.98	3	5	6	327.93	6
SYNTHETIC BLEND	1	5	45.99	4	6	9	281.93	6	7	8	327.92	6
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 SERVIC	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

Date and time the report was printed

# Daily Sales Report

## Sage Quick Lube

### Tuesday, May 4, 2010, 5:44:06 PM

NON-SERVICE SALES	TUESDAY				WEEK TO DATE				MONTH TO DATE			
	# OF ITEM	% OF ITEM	SALES AMOUNT	% OF SALE	# OF ITEM	% OF ITEM	SALES AMOUNT	% OF SALE	# OF ITEM	% OF ITEM	SALES AMOUNT	% OF SALE
NON-SERVICE LABOR	3	10	18.97	1	11	9	98.93	2	12	8	103.93	2
WIPER BLADES	0	0	0.00	0	1	0	11.99	0	1	1	11.99	0
COOLANTS	1	6	6.99	1	5	2	29.95	1	5	7	29.95	1
GEAR OIL	0	0	0.00	0	2	0	11.98	0	2	3	11.98	0
LIGHT BULBS	0	0	0.00	0	2	0	7.98	0	3	4	11.97	0
FUEL FILTERS	1	6	39.99	3	1	2	39.99	1	1	1	39.99	1
OIL	0	0	0.00	0	2	0	6.00	0	2	3	6.00	0
AIR FILTER	2	11	34.98	3	2	3	34.98	1	2	3	34.98	1

	TUESDAY	WEEK TO DATE	MONTH TO DATE
<b>H</b> REGISTER SUMMARY			
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
<b>I</b> LESS: DISCOUNTS	(66.75)	(158.02)	(231.80)
<b>J</b> COUPONS	(22.00)	(61.00)	(71.00)
<b>K</b> REFUNDS BEFORE TAX	(47.99)	(47.99)	(107.97)
<b>L</b> NET SALES	1,133.42	4,329.51	5,437.78
GIFT CARDS	80.00	190.00	210.00
TAXABLE TOTAL	885.68	3,648.51	4,618.91
NON TAXABLE TOTAL	-12.00	-26.62	-26.62
TAX EXEMPT TOTAL	179.74	517.63	635.50
<b>M</b> SALES TAX	53.15	218.95	277.19
SALES TAX COLLECTED	56.03	221.83	283.67
SALES TAX REFUNDED	(2.88)	(2.88)	(6.48)
SALES TAX EXEMPTED	(10.79)	(31.07)	(38.15)
FLEET ACCOUNT PAYMENTS	88.95	88.95	88.95
<b>N</b> PAID IN	8.45	10.80	14.36
<b>O</b> TOTAL RECEIPTS	1,283.97	4,648.21	5,818.28
<b>P</b> LESS: FLEET CHARGE SALES	(133.76)	(670.79)	(788.66)
<b>Q</b> CASH PAID OUT	(25.00)	(40.00)	(65.00)
<b>R</b> PLUS: DAY END ADD ONS	0.00	0.00	0.00
<b>S</b> COMPUTED TOTAL BALANCE	1,125.21	3,937.42	4,964.62
<b>T</b> CLERK TOTAL BALANCE	1,324.18		
<b>U</b> STARTING DRAWER FUND	200.00		
<b>V</b> CASH OVER (SHORT)	(1.03)	(1.03)	0.26
<b>W</b> ENDING DRAWER FUND	200.00		
<b>X</b> 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
<b>Y</b> CREDIT CARD VOUCHERS	724.80	2,866.54	3,551.04
DEBIT	242.71	863.36	1,010.03
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	130.35 3	554.05 10	815.77 13

May 4, 2010 5:44 PM

Sage Quick Lube #99

Page 2

AA



# Daily Sales Report

## Sage Quick Lube

### Tuesday, May 4, 2010, 5:44:06 PM

TRANSACTION DETAIL	TUESDAY	WEEK TO DATE	MONTH TO DATE
CASH REFUNDS	-50.87 1	-50.87 1	-114.45 2
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	242.71 6	863.36 14	984.04 17
FLEET CHARGE	133.76 2	670.79 10	788.66 13
GIFT CERT	25.00 1	115.00 4	115.00 4
VOIDS	0.00 0	0.00 0	52.99 1
REFUNDS	50.87 1	50.87 1	114.45 2
PAY-IN	8.45 1	10.80 2	14.36 3
CASH PAY-IN	8.45 1	10.80 2	14.36 3
CHECK PAY-IN	0.00 0	0.00 0	0.00 0
PAY-OUT	25.00 1	40.00 2	65.00 3
CASH PAY-OUT	25.00 1	40.00 2	65.00 3

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
BOB WILLIAMS	0	0.00	0.00	3	165.94	0.00	3	165.94	0.00
RON YOUNG	21	1,266.17	50.87	65	4,426.59	50.87	84	5,678.62	114.45
BRIAN JONES	1	3.99	0.00	1	3.99	0.00	1	3.99	0.00
RICH LEWIS	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00
MARK HARRIS	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00
JOE WILSON	0	0.00	0.00	0	0.00	0.00	0	0.00	0.00

# Daily Sales Report - Lube ← AE

Sage Quick Lube  
 Tuesday, May 4, 2010, 5:44:06 PM

INVOICE SUMMARY	TUESDAY	WEEK TO DATE	MONTH TO DATE
TOTAL SALES	1,317.14	4,973.31	5,921.48
SERVICE PARTS	763.41	2,873.37	3,694.59
SERVICE LABOR	405.82	1,481.35	1,903.17
NON-SERVICE PARTS	128.94	211.81	219.79
NON-SERVICE LABOR	18.97	406.78	103.93

SERVICE SALES	TUESDAY				WEEK TO DATE				MONTH TO DATE			
	# 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	56	504.59	38	24	41	1237.59	25	27	36	1410.54	24
AIR FILTER	1	6	9.99	1	6	10	129.94	3	7	9	144.93	2
ATF FLUID EXCHANGE	2	11	259.98	20	5	9	649.95	13	6	8	779.94	13
AUTO TRANS SERVICE	0	0	0.00	0	1	2	54.99	1	1	1	54.99	1
BREATHER ELEMENT	0	0	0.00	0	1	2	3.99	0	1	1	3.99	0
ENGINE OIL FLUSH	0	0	0.00	0	2	3	79.98	2	2	3	79.98	1
FRONT DIFF SERVICE	1	6	45.98	3	2	3	91.96	2	2	3	91.96	2
FUEL FILTER	0	0	0.00	0	2	3	99.98	2	2	3	99.98	2
FUEL INJECTION SERVIC	0	0	0.00	0	1	2	79.99	2	2	3	159.98	3
FULL SERVICE	3	17	139.77	11	26	45	1133.63	23	39	53	1757.87	30
GIFT CERTIFICATE	3	17	80.00	6	8	14	190.00	4	9	12	210.00	4
LIGHT BULBS	3	17	11.97	1	5	9	19.95	0	5	7	19.95	0
LUBE ONLY	0	0	0.00	0	0	0	0.00	0	1	1	8.95	0
RADIATOR FLUSH SERVIC	0	0	0.00	0	0	0	0.00	0	1	1	69.99	1
REAR DIFF SERVICE	1	6	39.99	3	2	3	69.98	1	2	3	69.98	1
SERPENTINE BELT	0	0	0.00	0	3	5	179.97	4	4	5	239.96	4
TIRE ROTATION	2	11	24.98	2	7	12	106.94	2	7	9	106.94	2
TRANSFER CASE	1	6	39.99	3	3	5	119.97	2	3	4	119.97	2
WIPER BLADES	1	6	11.99	1	9	16	105.91	2	14	19	167.86	3



## 2.2 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 above) in providing comprehensive sales details of all transaction activity. It differs from the DSR by showing detail for every day of the prior week. 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?

2 – Period End Processing

6 – Reprint Sales Reports

2 – Weekly Sales Journal

### 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.

### **Sage Tips for Best Business Practices**

- This report automatically prints on a weekly basis allowing you to see the details of the prior week's business. Since all 7 days are shown, it is a great way to see the whole week-at-a-glance rather than single day's details provided daily on the DSR. In addition, it is the best place to find sales details for the whole year.
- Not all businesses perform a "Close of Week" and it is not required. If you are unsure if you need to generate this report, you should refer to your accounting department or accountant for proper closing procedures for your store.

### **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

**Sage Quick Lube**  
**Saturday, May 8, 2010, 5:45:34 PM**

**D**  
**E**

		SUN	MON	TUE	WED	THUR	FRI	SAT	WEEK TO DATE TOTAL	MONTH TO DATE TOTAL	YEAR TO DATE TOTAL
<b>SVC. ORDER TICKETS</b>											
A	DESCRIPTION										
F	INVOICE COUNT TOTAL	21	18	18	17	15	18	18	125	141	157
G	INVOICE AVE. NET SALE	77.62	77.45	59.69	61.10	68.09	74.95	67.57	69.79	69.48	75.80
H	QUICK SALE COUNT TOTAL	2	3	1	1	1	1	1	10	11	13
I	QUICK SALE AVE. NET SALE	15.99	22.99	3.99	11.99	22.98	19.99	19.99	17.99	17.81	20.08
J	GIFT CARD COUNT TOTAL	2	1	2	0	0	0	0	5	6	7
K	GIFT CARD AVE. NET SALE	20.00	31.00	27.50	0.00	0.00	0.00	0.00	25.20	24.33	24.43
<b>SERVICE SALES</b>											
L	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
	BULK	0.00	123.97	220.95	107.37	37.99	110.97	69.98	671.23	710.72	850.68
	HIGH MILEAGE	105.97	47.99	103.98	0.00	0.00	47.99	47.99	353.91	353.91	353.91
	SYNTHETIC	190.16	0.00	131.67	0.00	0.00	140.47	127.96	590.26	663.73	787.71
	SYNTHETIC BLEND	55.97	208.94	0.00	0.00	47.99	163.94	55.97	532.80	532.80	634.78
	AIR FILTER	107.96	11.99	9.99	19.99	0.00	41.98	0.00	191.91	206.90	323.86
	ATF FLUID EXCHANG	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 SERVIC	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 SERVIC	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 SE	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	4,073.79
	BULK	257.53	183.45	41.79	277.92	131.96	152.46	131.96	1,177.07	1,409.61	1,607.55
	HIGH MILEAGE	97.98	91.98	51.99	93.98	231.95	52.99	141.96	762.82	907.57	907.57
	SYNTHETIC	0.00	126.98	0.00	130.97	126.98	0.00	199.95	584.88	785.83	856.81
	SYNTHETIC BLEND	189.95	45.99	45.99	91.98	95.98	93.98	45.99	609.85	655.84	701.83
	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 TRANSMISSI	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 SE	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	226.88
	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>											
M	MISC. LABOR	37.99	41.97	18.97	6.99	13.98	6.99	6.99	133.88	138.88	238.87
	WIPER BLADES	11.99	0.00	0.00	11.99	0.00	0.00	0.00	23.98	23.98	45.96
	COOLANTS	17.97	4.99	6.99	9.98	12.98	4.99	4.99	62.89	62.89	75.87
	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
	FUEL FILTERS	0.00	0.00	39.99	0.00	0.00	0.00	0.00	39.99	39.99	39.99
	OIL	0.00	6.00	0.00	0.00	0.00	0.00	0.00	6.00	6.00	6.00
	AIR FILTER	0.00	0.00	34.98	0.00	0.00	0.00	14.99	49.97	49.97	49.97
<b>SERVICE COUNTS</b>											
N	4X4 FULL SERVICE	6	8	10	3	2	9	7	45	48	58
	BULK	0	3	5	3	1	3	2	17	18	22
	HIGH MILEAGE	2	1	2	0	0	1	1	7	7	7
	SYNTHETIC	3	0	2	0	0	2	2	9	10	12
	SYNTHETIC BLEND	1	4	0	0	1	3	1	10	10	12



# Weekly Sales Journal

Sage Quick Lube  
Saturday, May 8 2010 5:45:34 PM

DESCRIPTION	SUN	MON	TUE	WED	THUR	FRI	SAT	WEEK TO DATE TOTAL	MONTH TO DATE TOTAL	YEAR TO DATE TOTAL
<b>SERVICE COUNTS</b>										
UNGROUPED	0	0	0	0	0	0	0	0	0	0
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 SER	0	1	0	1	2	1	2	7	8	10
FULL SERVICE	13	10	3	14	13	7	11	71	84	92
BULK	7	5	1	8	4	4	4	33	39	45
HIGH MILEAGE	2	2	1	2	5	1	3	16	19	19
SYNTHETIC	0	2	0	2	2	0	3	9	12	13
SYNTHETIC BLEND	4	1	1	2	2	2	1	13	14	15
UNGROUPED	0	0	0	0	0	0	0	0	0	0
GIFT CERTIFICATE	3	2	3	1	0	1	0	10	11	12
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 TRANSMISSIO	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 SER	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	13
TRANSFER CASE	1	1	1	0	0	1	0	4	4	6
WIPER BLADES	1	7	1	2	2	0	0	13	18	20
<b>NON-SERVICE COUNTS</b>										
MISC. LABOR	3	5	3	1	2	1	1	16	17	24
WIPER BLADES	1	0	0	1	0	0	0	2	2	4
COOLANTS	3	1	1	2	2	1	1	11	11	13
GEAR OIL	2	0	0	0	0	0	0	2	2	2
LIGHT BULBS	0	2	0	0	0	1	0	3	4	5
FUJEL FILTERS	0	0	1	0	0	0	0	1	1	1
OIL	0	2	0	0	0	0	0	2	2	2
AIR FILTER	0	0	2	0	0	0	1	3	3	3

O →

# Weekly Sales Journal

Sage Quick Lube  
Saturday, May 8 2010 5:45:34 PM

		SUN	MON	TUE	WED	THUR	FRI	SAT	WEEK TO DATE TOTAL	MONTH TO DATE TOTAL	YEAR TO DATE TOTAL
P	<b>REGISTER SUMMARY</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	13,530.85
Q	SERVICE PARTS	1,113.63	996.33	763.41	553.34	655.90	959.87	788.90	5,831.38	6,652.60	8,288.29
	SERVICE LABOR	552.77	522.76	405.82	487.79	448.80	507.78	501.78	3,427.50	3,849.32	4,682.99
	NON-SERVICE PARTS	41.94	18.97	81.96	21.97	12.98	8.98	19.98	206.78	210.77	320.70
R	NON-SERVICE LABOR	37.99	41.97	18.97	6.99	13.98	6.99	6.99	133.88	138.88	238.87
	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)	(61.99)	(109.98)	(169.96)	(554.90)
S	NET SALES	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	12,333.23
	TAXABLE TOT.	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
T	NONTAX TOT.	-14.62	0.00	-12.00	0.00	0.00	-3.00	0.00	-29.62	-29.62	15.37
U	TAX EXEMPT TOT.	230.43	107.46	133.76	233.33	114.95	59.98	52.98	932.88	1,050.75	1,426.83
	GIFT CARD TOT.	65.00	45.00	80.00	25.00	0.00	15.00	0.00	230.00	250.00	275.00
V	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)
W	SALES TAX EXEMPTED	(13.83)	(6.45)	(8.03)	(14.00)	(6.90)	(3.60)	(3.18)	(55.99)	(63.07)	(85.64)
X	FLEET ACCOUNT PAYMENTS	0.00	0.00	88.95	0.00	0.00	0.00	0.00	88.95	88.95	336.89
Y	PAID IN	2.35	0.00	8.45	8.95	0.00	15.62	0.00	35.37	38.93	63.93
Z	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	10,798.21	13,371.15
AB	LESS: FLEET SALES	(230.43)	(306.60)	(133.76)	(233.33)	(42.99)	(36.03)	(122.91)	(1,106.05)	(1,223.92)	(1,581.82)
	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	15.00	0.00	0.00	0.00	0.00	0.00	0.00	15.00	15.00	15.00
	TOTAL BALANCE	1,559.21	1,268.00	1,127.97	848.92	1,057.15	1,401.58	1,184.26	8,447.09	9,474.29	11,654.33
	CASH OVER (SHORT)	(15.00)	0.00	(1.03)	0.00	0.00	9.60	0.00	(6.43)	(5.14)	(5.14)
	STARTING DRAWER FUND	190.00	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			
	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 AND 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



## 2.3 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?

- 2 – Period End Processing
- 6 – Reprint Sales Reports
- 3 – Day End Journal

### 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.

## Sage Tips for Best Business Practices

- The Day End Journal should be reviewed daily for any abnormalities in cash drawer totals. Small discrepancies are to be expected from time-to-time, but frequent or larger discrepancies should be investigated and reconciled.
- It is good practice to count the money in your drawer using the cash button and count every denomination, rather than simply verifying the total. This will allow the system to produce a cash detail under the Cash Reconciliation section, making it easier to spot any discrepancies before finalizing the bank deposit and/or posting the information into the accounting system.

## 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	Visa-MC, AMEX, Discover, etc.	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 Footer	A customized text field that can be used to show the location for which the report was generated or other store specific information







## 2.4 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 services and never invoiced, invoices being restored and altered after cash-out and refunded or voided invoices.

### Where is it?

- 2 – Period End Processing
- 6 – Reprint Sales Reports
- 4 – Exception Report

### 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.



### Sage Tips for Best Business Practices

- This report should be reviewed daily to ensure that there are no unexplained or extraneous activities. Exceptions are ‘rare’ activities and any pattern of use of these functions should be examined.
- Any exceptions dealing with a payment type of “Cash” should warrant special attention and further investigation.

### 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 Footer	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

Date for which the report was generated

# Cash Register Exception

Sage Quick Lube  
05/01/2010

A	B	C	D	E	F	G	H	I
Time	Type	LICENSE#	User Name	AMOUNT	MOP	INVOICE	Date	Reason
<b><u>BANK DEPOSIT CHANGED</u></b>								
5:07p	BANK DEPOSIT		RON YOUNG	176.59			05/01/10	Bank Deposit changed to 175.00
<b><u>BAY DELETES</u></b>								
11:59a	BAY DELETE (No Services Selected For This Invoice)	PA-FHK3948	RON YOUNG			2364	05/01/10	Did Not Have Filter
<b><u>DAY END EXCEPTIONS</u></b>								
5:04p	Day End Payment Transfer		RON YOUNG	25.99	Debit		05/01/10	Cashed Out Wrong
5:04p	Day End Payment Transfer		RON YOUNG	-25.99	Check		05/01/10	Cashed Out Wrong
<b><u>DISCOUNTS</u></b>								
1:40p	DISCOUNT	PA-JGK3982	RON YOUNG	34.58	Discover	2370	05/01/10	
4:36p	DISCOUNT	PA-DKE3485	RON YOUNG	39.20	MasterCard	2375	05/01/10	
<b><u>OPEN CASHDRAWER</u></b>								
1:45p	Open Cash Drawer		BOB WILLIAMS				05/01/10	Make Change
<b><u>PAYMENT AMOUNT ADJUSTED AT DAY END</u></b>								
5:04p	OVER/SHORT	PA-DKE3485	RON YOUNG	-11.00	MasterCard	2375	05/01/10	166.18 adjusted to 155.18
<b><u>QUICK SALE - DRAWER OPENED THEN CANCELED</u></b>								
3:44p	QS-Drawer Opened/Canceled		JOE WILSON	21.19	Cash		05/01/10	
<b><u>REFUNDED INVOICES</u></b>								
2:13p	REFUNDED	PA-FJG4958	RON YOUNG	63.58	Cash	2369	05/01/10	Leaked Oil On Drive Way / Incorrect Filte
<b><u>RESTORED INVOICES</u></b>								
11:44a	RESTORED	PA-YEK9458	BOB WILLIAMS	74.18	Debit	2363	05/01/10	Did Not Get Light Bulb
11:46a	*** RE-INVOICED (Full Service)		RON YOUNG	63.29	Debit	2363	05/01/10	\$10.89 less than original
<b><u>RESTORED PURCHASE ORDERS</u></b>								
4:55p	PO RESTORED		Ron Young	2489.76		141-rev 1	05/01/10	
<b><u>TIME CLOCK ADJUSTMENTS</u></b>								
1:43p	TIMECLOCK ADJ		JOE WILSON				05/01/10	RON YOUNG 5/1/2010
1:43p	TIMECLOCK ADJ		JOE WILSON				05/01/10	RON YOUNG 5/1/2010
<b><u>VOIDED INVOICES</u></b>								
12:01p	VOIDED (4x4 Full Service)	PA-HDK3495	RON YOUNG	52.99	Discover	2367	05/01/10	Customer Credit Card Declined

Date and time the report was printed

Sep 21, 2010 4:57 PM

Sage Quick Lube #99

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## 2.5 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?

2 – Period End Processing

6 – Reprint Sales Reports

5 – Daily Activity Reports

### 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.

## Sage Tips for Best Business Practices

- This report should be reviewed daily as part of the overall management of the customer processing activities. This and the Exception Report are important audits of the operators' daily operations. Although exceptions occur from time to time, patterns of unusual activity need to be reconciled with the operators.
- The Daily Activity Journal has a summary section for a quick view of the statistics for the day.

## 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	Service	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 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
R	Total Fleet Charges	Total of all Fleet Transactions for the day or selected date range.
S	Total Cash Charges	Total of all Cash transactions
T	Total Check Charges	Total of all transactions with "Check" as the pay type
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 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

Date for which the report was generated

# Daily Activity Journal

Sage Quick Lube  
05/01/2010

A Invoice Number B Time In-Out C License D Subtotal E Coupon F Discount G Tax H Invoice Total I Cost Of Service J Payment Type K Service L Service Time In Minutes

Activity Date 05/01/2010 ----- Report Date 05/01/2010												
Invoice Number	Time In-Out	License	Subtotal	Coupon	Discount	Tax	Invoice Total	Cost Of Service	Payment Type	Service	Service Time In Minutes	
2356	8:02a- 8:14a	PA-GSW3923	54.48	0.00	0.00	3.27	57.75	24.377	VISA	4X4 FULL SERVICE AIR FILTER	:12	
2357	9:25a- 9:25a	**QSALE**	20.00	0.00	0.00	0.00	20.00		DEBIT	GIFT CERTIFICATE	:00	
2358	9:26a- 9:36a	PA-GSC4934	96.95	0.00	0.00	5.82	102.77	40.845	CASH	FULL SERVICE WIPER BLADES WIPER BLADES	:10	
2359	9:58a- 10:18a	PA-HGJ3842	42.99	5.00	0.00	2.58	45.57	18.275	CHECK	FULL SERVICE	:20	
2360	10:31a-10:45a	PA-GJR4831	42.79	0.00	0.00	0.00	42.79	22.281	FLEET	FULL SERVICE	:14	
2361	10:46a-10:59a	PA-BNS3945	8.95	0.00	0.00	0.54	9.49		MASTERC	LUBE ONLY	:13	
2362	10:48a-11:05a	PA-EJR4938	42.09	0.00	0.00	0.00	42.09	18.783	FLEET	FULL SERVICE	:17	
2363	11:30a-11:46a	PA-YEK9458	54.99	5.00	0.00	3.30	58.29	26.695	DEBIT	FULL SERVICE	:16	
2364		PA-FHK3948	*** BAY DELETE ***									
2365	12:00a-12:00a	**QSALE**	15.99	0.00	0.00	0.96	16.95	9.940	CHECK	WIPER BLADES	:00	
2366	12:00a-12:23a	PA-GHW3945	39.99	0.00	0.00	2.40	42.39	16.881	DEBIT	FULL SERVICE	:23	
2367		PA-HDK3495	*** INVOICE VOIDED ***									
2368	1:01p- 1:21p	PA-YEK3848	43.18	0.00	0.00	2.59	45.77	15.747	VISA	FULL SERVICE REMOVE SKID PLATE	:20	
2369		PA-FJG4958	*** INVOICE REFUNDED ***									
2370	1:23p- 1:40p	PA-JGK3982	195.89	0.00	34.58	11.75	207.64	67.149	DISCOVE	ATF FLUID EXCHANGE FULL SERVICE SERPENTINE BELT	:17	
2371	1:37p- 2:06p	PA-DKG3828	73.48	0.00	0.00	4.41	77.89	36.573	CHECK	4X4 FULL SERVICE	:29	
2372	2:18p- 2:41p	PA-ERK3948	49.98	0.00	0.00	3.00	52.98	19.580	CHECK	FULL SERVICE	:23	
2373	3:17p- 3:48p	PA-ERT3948	89.97	0.00	0.00	5.40	95.37	32.463	CASH	FULL SERVICE WIPER BLADES WIPER BLADES	:31	
2374	3:36p- 4:11p	PA-HHD3948	32.99	0.00	0.00	0.00	32.99	14.030	FLEET	FULL SERVICE	:35	
2375		PA-GHE3984	*** INVOICE ON BAY ***									
2375	3:51p- 4:36p	PA-DKE3485	156.77	0.00	39.20	9.41	166.18	27.569	MASTERC	FUEL INJECTION SERVIC FULL SERVICE RADIATOR FLUSH SERVIC	:45	
2376	4:36p- 4:58p	PA-FJK3954	46.79	0.00	0.00	2.81	49.60	17.134	VISA	FULL SERVICE	:22	
<b>M</b>			\$1,108.27	\$10.00	\$73.78	\$58.24	\$1,166.51	\$408.321				

N Total Invoices Processed 18  
P Average Service Time :21.7  
Q Average Cost/Vehicle: \$24.90

O Coupon Usage Breakdown Total Coupons 2 U

V Description Count Amount  
CLUB CARD 1 5.00  
MANAGERS COUPON 1 5.00

R Total VISA Charges: \$153.12  
S Total DEBIT Charges: \$120.68  
T Total CASH Charges: \$198.14  
Total CHECK Charges: \$193.39  
Total FLEET Charges: \$117.87  
Total MASTERCARD Charges: \$175.67  
Total DISCOVER Charges: \$207.64





# Pay-In/Pay-Out Report

## Sage Quick Lube

### 05/01/2010

W →	Time	Date	Type	Description	User Name	Amount	Payment Types
	1:25p	5/1/2010	PAY-IN	CHANGE FROM PART	RON YOUNG	3.56	CASH
	1:10p	5/1/2010	PAY-OUT	PART FROM NAPA	RON YOUNG	25.00	CASH

Total Records Processed: 2

TOTAL PAID IN PAYMENT: 3.56  
TOTAL PAY-OUT PAYMENT: 25.00

# Fleet Transaction Journal

## Sage Quick Lube

All Records Between 05/01/2010 and 05/01/2010

X →	Account #	ACCOUNT NAME	TRNS Type	POSTING DATE	AMOUNT	DESCRIPTION	Invoice #	INVOICE LICENSE#	MOP
		1005	YELLOW TRUCKING COMPANY	INVOICE	05/01/10	42.79	FULL SERVICE	2360	PA-GJR4831
	1001	SPRINGDALE POLICE DEPARTM	INVOICE	05/01/10	42.09	FULL SERVICE	2362	PA-EJR4938	FLEET
	123	G.E. CAPITAL	INVOICE	05/01/10	32.99	FULL SERVICE	2374	PA-HHD3948	FLEET

Y

May 1, 2010 5:19 PM

Sage Quick Lube #99

Page 3



## 2.6 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 QuickTouch by the Daily Sales Report and the Daily Statistics screen, 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 shifts. X-tapes can be run at each shift-end and the end-of-day totals, by cashier, can be reconciled.

### Where is it?

2 – Period End Processing

6 – Reprint Sales Reports

6 – X-Tape Report

### 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.

### Sage Tip for Best Business Practices

- The X-tape report contains daily sales information in a 'cash register' format that offers an alternative view to the Daily Sales Report, which provides a more comprehensive detail of your daily operations.

## 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. Note: This number should match letter [C] and uses the same calculation
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	Fleet Total	Total dollar amount of all fleet account charge sales for the day
AH	Gift Certificate Total	Total dollar amount of all gift certificates in the drawer 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 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.

# Xtape

Sage Quick Lube  
 Sunday, May 2, 2010, 5:07:04 PM

<b>REGISTER SUMMARY</b>		
B	TOTAL RECEIPTS .....	1,789.64
	TOTAL INVOICES PROCESSED	21
D	TOTAL INVOICE SALES	1,605.03
	GIFT CARD INVOICE SALES	25.00
F	AVERAGE NET SALE	77.62
	TOTAL QUICK SALES PROCESSED	2
H	TOTAL QUICK SALE SALES	71.98
	GIFT CARD QUICK SALE SALES	0.00
J	TOTAL GIFT CARDS PROCESSED	2
	TOTAL GIFT CARD SALES	40.00
	TOTAL OTHER PROCESSED	2
<b>RECEIPTS DETAILS</b>		
K	TOTAL SALES .....	1,746.33
M	LESS: DISCOUNTS .	34.32
	COUPONS ...	10.00
O	NON TAX REF ...	0.00
	NET SALES.....	1,702.01
Q	GIFT CARDS	65.00
	TAXABLE TOTAL	1,421.21
S	NON TAXABLE TOTAL	-14.62
	TAX EXEMPT TOTAL	230.43
U	SALES TAX	85.28
V	SALES TAX COLLECTED	85.28
W	SALES TAX REFUNDED	(0.00)
X	SALES TAX EXEMPTED	(13.83)
Y	FLEET ACCT. PAY ...	0.00
	PAID IN .....	2.35
AA	CASH PAID OUT .....	15.00
AB	NET TOTAL	1,774.64
<b>CASH DRAWER DETAIL</b>		
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
AG	FLEET TOTAL	230.43
	GIFT CERT TOTAL	65.00
AH	SERVICE SALES TOTAL	
	4X4 FULL SERVICE	6
	% OF TOTAL INVOICES ..	27
AI	SERVICE SALES .....	352.10
	% OF TOTAL SALES .....	21



# Xtape

## Sage Quick Lube

Sunday, May 2, 2010, 5:07:04 PM

	AIR FILTER	4
AJ →	% OF TOTAL INVOICES ..	18
	SERVICE SALES .....	107.96
AK →	% OF TOTAL SALES .....	6
	ATF FLUID EXCHANGE	2
	% OF TOTAL INVOICES ..	9
	SERVICE SALES .....	259.98
	% OF TOTAL SALES .....	15
	AUTO TRANS SERVICE	1
	% OF TOTAL INVOICES ..	5
	SERVICE SALES .....	54.99
	% OF TOTAL SALES .....	3
	BREATHER ELEMENT	1
	% OF TOTAL INVOICES ..	5
	SERVICE SALES .....	3.99
	% OF TOTAL SALES .....	0
	FUEL FILTER	1
	% OF TOTAL INVOICES ..	5
	SERVICE SALES .....	49.99
	% OF TOTAL SALES .....	3
	FULL SERVICE	13
	% OF TOTAL INVOICES ..	59
	SERVICE SALES .....	545.46
	% OF TOTAL SALES .....	32
	GIFT CERTIFICATE	3
	% OF TOTAL INVOICES ..	14
	SERVICE SALES .....	65.00
	% OF TOTAL SALES .....	4
	LIGHT BULBS	1
	% OF TOTAL INVOICES ..	5
	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 ..	14
	SERVICE SALES .....	50.98
	% OF TOTAL SALES .....	3
	TRANSFER CASE	1
	% OF TOTAL INVOICES ..	5
	SERVICE SALES .....	39.99
	% OF TOTAL SALES .....	2
	WIPER BLADES	1
	% OF TOTAL INVOICES ..	5
	SERVICE SALES .....	11.99
	% OF TOTAL SALES .....	1

# Xtape

## Sage Quick Lube

Sunday, May 2, 2010, 5:07:04 PM

NON-SERVICE LABOR	3	
% OF TOTAL INVOICES ..		7
SERVICE SALES .....	37.99	
% OF TOTAL SALES .....		2
<hr/>		
OPERATOR SALES TOTALS		
RON YOUNG		
AL → TOTAL SALES .....	1,746.33	
AM → TRANSACTIONS .....		25

Date and time the  
report was printed

May 2, 2010 5:07 PM

Sage Quick Lube #99

Page 3





## 2.7 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?

2 – Period End Processing

6 – Reprint Sales Reports

7 – Tax Exempt Report

### 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.

### Sage Tips for Best Business Practices

- These reports document all exempt sales for audit purposes. The QuickTouch system allows you to set fleet accounts up to automatically be tax exempt for all invoices that service their vehicles. If you see an unfamiliar name on this report, you should question the legitimacy of their tax exemption status.
- Become familiar with state and local policies regarding tax exemption; keep the proper forms on hand so that you can provide them to the customer for their convenience.

### 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
H	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.



# Tax Exempt Report

Sage Quick Lube

All Records Between 05/01/2010 and 05/08/2010

A	B	C	D	E	F	G
CUSTOMER	INVOICE Number	License	EXEMPT TAX	SERVICE PARTS LABOR	NON-SERVICE PARTS LABOR	INVOICE TOTAL
G.E. CAPITAL	2503	PA-DWY3945	3.18	12.00 40.98	0.00 0.00	52.98
	2465	PA-GKD4811	2.40	12.00 20.99	0.00 6.99	39.98
	2374	PA-HHD3948	1.98	12.00 20.99	0.00 0.00	32.99
	2470	PA-VYX3823	2.58	27.00 20.99	0.00 0.00	42.99
	2453	PA-KFS3945	3.96	25.00 40.98	0.00 0.00	65.98
	2386	PA-DKF3823	2.88	12.00 35.99	0.00 0.00	47.99
<b>G.E. CAPITAL SUBTOTAL</b>			<b>100.00</b>	<b>180.92</b>	<b>0.00 6.99</b>	<b>282.91</b>
GEORGE CLAY	2476	PA-KDJ3841	4.32	15.00 42.98	6.99 6.99	71.96
	<b>GEORGE CLAY SUBTOTAL</b>			<b>15.00</b>	<b>42.98 6.99</b>	<b>6.99 71.96</b>
JOHN WILSON	2485	PA-HDK3495	3.60	32.00 20.99	0.00 6.99	59.98
	<b>JOHN WILSON SUBTOTAL</b>			<b>32.00</b>	<b>20.99 0.00 6.99</b>	<b>59.98</b>
SPRINGDALE POLICE DEPART	2432	PA-WDK3943	5.52	22.00 22.99	39.99 6.99	91.97
	2385	PA-EJR4938	3.00	28.99 20.99	0.00 0.00	49.98
	2362	PA-EJR4938	2.53	21.10 20.99	0.00 0.00	42.09
	2411	PA-MFY4453	3.87	43.48 20.99	0.00 0.00	64.47
	2450	PA-SKE4956	7.64	74.39 52.98	0.00 0.00	127.37
	2435	PA-DWX3453	2.51	20.80 20.99	0.00 0.00	41.79
2405	PA-YYX3394	2.58	22.00 20.99	0.00 0.00	42.99	
<b>SPRINGDALE POLICE DEPARTMENT SUBTOTAL</b>			<b>232.76</b>	<b>180.92 39.99</b>	<b>6.99</b>	<b>460.66</b>
YELLOW TRUCKING COMPANY	2398	PA-FJK4853	5.88	58.99 38.98	0.00 0.00	97.97
	2382	PA-KJG3981	2.07	13.50 20.99	0.00 0.00	34.49
	2360	PA-GJR4831	2.57	21.80 20.99	0.00 0.00	42.79
<b>YELLOW TRUCKING COMPANY SUBTOTAL</b>			<b>94.29</b>	<b>80.96 0.00</b>	<b>0.00</b>	<b>175.25</b>
				<b>506.77</b>	<b>46.98 27.96</b>	<b>1,050.76</b>

Date for which the report was generated

May 8, 2010 5:49 PM

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Sage Quick Lube #99

Page 1





## 2.8 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?

- 2 – Period End Processing
- 6 – Reprint Sales Reports
- 8 – More Sales Reporting
- 1 – Co-Op Report

### 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.

### Sage Tips for Best Business Practices

- Taking the time to setup the Co-Op report initially will save a lot of time when reporting royalties.

## 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



# Sage Corp #99

## Weekly Sales Report

Week Ending Saturday, May 8 2010  
 Sage Quick Lube # 1  
 18 N. Village Ave. EXTON, PA 19341

	Description	Current Week	Month-to Date
<b>Service Order Ticket Information</b>			
A	Ending Number This Week	2520	
B	Ending Number Last Week	( 2376)	
C	Total Service Orders	144	
D	Other Service Orders Processed: (Bay Deletes, Voids...)	( 4)	
	Total Service Orders Enclosed	140	
<b>Sales</b>			
F	Sales Total	9599.54	10851.57
G	Less Discounts	( 307.40)	( 381.18)
H	Less Coupons	( 152.25)	( 162.25)
I	Less Non-Taxable Refunds	( 109.98)	( 169.96)
J	Net Sales	<u>\$9029.91</u>	<u>\$10138.18</u>
K	Royalty 10% (0.1) of Net Sales (Per Franchise Agreement)	<u>\$902.99</u>	<u>\$1013.82</u>
	<b>Please Remit to: Sage Corp #99</b>		
	0% (0) of Net Sales	<u>\$0.00</u>	<u>\$0.00</u>
	<b>Please Remit to: Sage Corp #99</b>		
	0% (0) of Net Sales	<u>\$0.00</u>	<u>\$0.00</u>
	<b>Please Remit to: Sage Corp #99</b>		
L	Signed _____ (Owner/Manager)		







## 2.9 Vital Statistics

### What is it?

The Vital Statistics or Vital Stats report is one of the most comprehensive reports in the QuickTouch System. 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?

- 2 – Period End Processing
- 6 – Reprint Sales Reports
- 8 – More Sales Reporting
- 2 - Vital Statistics

### 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 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.

## **Sage Tips for Best Business Practices**

- This report is the owner's or managing partner's key report. It should be reviewed on a daily basis to help manage the operation. All details are summarized making it an easy report to help quickly assess successes or problem areas that need to be looked at in more detail. Note: this report may take longer to generate when running it for extended date ranges.



## 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	$\text{Cost Amount} / \text{Sales Amount} \times 100 = \text{Profit Percent}$
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	Restocked	Total value of all inventory restocking performed
Y	Adjusted	Total value of all inventory adjustments performed
Z	Transferred	Total value of all inventory that has been transferred from this location
@	Ordered	Value of inventory currently on a purchase order but not yet received
AA	Outside Purchases	Dollar value of outside purchases (non-stock items)
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	Voids, 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	Totals 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 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

# Vital Statistics

Sage Quick Lube  
5/4/2010 - 5/4/2010

SALES SUMMARY	A # OF SVC	B SALES AMOUNT	COST AMOUNT	PROFIT %	E % OF SALES	F % OF CUST	G AVG. AMOUNT
<b>SERVICE SALES</b>							
4X4 FULL SERVICE	10	504.59	194.711	61.41	39.73	52.63	50.46
BULK	5	220.95	97.778	55.75	17.40	26.32	44.19
HIGH MILEAGE	2	103.98	38.125	63.33	8.19	10.53	51.99
SYNTHETIC	2	131.67	58.808	55.34	10.37	10.53	65.84
AIR FILTER	1	9.99	2.750	72.47	0.79	5.26	9.99
ATF FLUID EXCHANGE	2	259.98	60.000	76.92	20.47	10.53	129.99
FRONT DIFF SERVICE	1	45.98	13.520	70.60	3.62	5.26	45.98
FULL SERVICE	3	139.77	55.626	60.20	11.00	15.79	46.59
BULK	1	41.79	19.541	53.24	3.29	5.26	41.79
HIGH MILEAGE	1	51.99	19.975	61.58	4.09	5.26	51.99
SYNTHETIC BLEND	1	45.99	16.110	64.97	3.62	5.26	45.99
GIFT CERTIFICATE	3	80.00	0.000	100.00	6.30	15.79	26.67
LIGHT BULBS	3	11.97	2.010	83.21	0.94	15.79	3.99
REAR DIFF SERVICE	1	39.99	10.140	74.64	3.15	5.26	39.99
TIRE ROTATION	2	24.98	0.000	100.00	1.97	10.53	12.49
TRANSFER CASE	1	39.99	10.140	74.64	3.15	5.26	39.99
WIPER BLADES	1	11.99	2.150	82.07	0.94	5.26	11.99
<b>NON-SERVICE SALES</b>							
MISC. LABOR	3	18.97	0.000	100.00	1.49	15.79	1.72
COOLANTS	1	6.99	3.150	54.94	0.55	5.26	6.99
FUEL FILTERS	1	39.99	12.000	69.99	3.15	5.26	39.99
AIR FILTER	2	34.98	18.880	46.03	2.75	15.79	17.49
<b>TOTAL SALES</b>		1,270.16	385.077	69.68			
DISCOUNTS		-66.75					
COUPONS		-22.00					
REFUNDS		-47.99					
<b>NET SALES (21)</b>		1,133.42	385.077	66.03			53.97
GIFT CARDS (2)		80.00					
NET SALES W/O GIFT CARDS (19)		1,053.42	385.077	63.45			55.44
<b>INVOICE SUMMARY</b>							
QUICK SALES (1)		3.99	0.650	83.71			3.99
VEHICLE INVOICES (18)		1,049.43	346.207	67.01			58.30

CASH ADJUSTMENTS PAID IN: 8.45 PAID OUT: -25.00 REFUNDS: -50.87 TOTAL: -67.42

TRANSACTION DETAIL	STARTING DRAWER	NETSALES + TAX	AR PAYMENTS	DRAWER ADJUSTS	BANK DEPOSITS	LEFT IN DRAWER	OVER OR (SHORT)
TRANSACTION TYPES:							
CASH	200.00	130.35		-67.42	61.90	200.00	(1.03)
CHECK		248.53	88.95		337.48		0.00
MASTERCARD		191.57			191.57		0.00
VISA		95.15			95.15		0.00
DISCOVER		170.37			170.37		0.00
DEBIT		245.47			245.47		0.00
FLEET CHARGE		133.76					
GIFT CERT		25.00			25.00		0.00



# Vital Statistics

Sage Quick Lube  
5/4/2010 - 5/4/2010

TRANSACTION DETAIL	STARTING DRAWER	NETSALES + TAX	AR PAYMENTS	DRAWER ADJUSTS	BANK DEPOSITS	LEFT IN DRAWER	OVER OR (SHORT)
TOTALS		1,240.20	88.95	-67.42	1,126.94		-1.03

U → LABOR INFO SALES: 424.79 HOURS: 8.50 HRS/VEH: 0.40 SALES/HR: 13.27

V → SALES INFO DISC. & COUP.: 88.75 SALES TAX: 55.91 FLEET CHG: 133.76 GIFT CARD: 80.00 TOTAL W/ TAX: 1,240.20

W → TICKET INFO AVG. NET SALE: 55.44 AVG. WAIT: 21.2 REPEAT%: 27.8% TOTAL VEH.: 19

X → INVENTORY INFO RESTOCKED: 621.52 Y → ADJUSTED: -2.92 Z → TRANSFERRED: 0.00 @ → ORDERED: 0 AA → OUT. PURCHASES: 18.88

AF → INVOICE INFO INVOICE COUNT: 21 AB → START #: 2424 AD → END #: 2445 AH → VOIDS: 1 AE → REFUNDS: 1 AM → BAY DELETES: 1 AN → RESTORED: 1

AG → ADVERTISING

	COUNT	PERCENT OF TOTAL
Drive By	6	46.2%
Newspaper Coupon	3	23.1%
Repeat Customer	2	15.4%
Referral	2	15.4%

AO → PROFIT SUMMARY

	WTD	% OF SALES	AK → MTD	% OF SALES	YTD	% OF SALES
SALES W/O TAX	4,596.52	100.00	5,848.55	100.00	8,653.79	100.00
DISCOUNTS	-158.02	3.44	-231.80	3.96	-307.09	3.55
AP → COUPONS	-61.00	1.33	-71.00	1.21	-95.00	1.10
AQ → REFUNDS	-47.99	1.04	-107.97	1.85	-492.91	5.70
AR → COST OF SALES	-1,381.59	30.06	-1,789.91	30.60	-2,446.56	28.27
AS → INVENTORY ADJUSTS	62.43	1.36	56.06	0.96	56.06	0.65
AT → GROSS PROFIT	3,010.35	65.49	3,703.93	63.33	5,368.29	62.03
AU → OVER OR SHORT	-1.03	-0.02	0.26	0.00	0.26	0.00
AV → EST. OVERHEAD	-45.00	0.98	-60.00	1.03	-1,860.00	21.49
AW → ESTIMATED LABOR	-60.00	1.31	-80.00	1.37	-2,480.00	28.66
ESTIMATED PROFIT	2,904.32	63.19	3,564.19	60.94	1,028.55	11.89

AX → AR SUMMARY

AX → OPEN BALANCE	1,395.59
AAA → SALES	133.76
AAB → AZ → DEBITS	6.25
AAC → INTEREST	0.00
AAD → PAYMENT DISCOUNTS	-15.46
AAD → CREDITS	-78.51
AAD → PAYMENTS	-88.95
AAD → NEW BALANCE	1,352.68

AAE → Nov 1, 2010 3:09 PM      Sage Quick Lube #99      Page 2

Date and time the report was generated

AAF



## 2.10 Sales Description

# Sales Description

## Sage Quick Lube #99

### INVOICE SUMMARY

TOTAL INVOICES PROCESSED	A	Total Invoices Processed
TOTAL INVOICE NET SALES	B	(Subtotal) for all Invoices
AVERAGE NET SALE	C	B/A
AVERAGE COST/INVOICE	D	Total Cost of Invoices/A
TOTAL COST/NET SALES RATIO	E	D/C
TOTAL QUICK SALES PROCESSED	G	TOTAL QUICK SALES PROCESSED
TOTAL QUICK SALE NET SALES	H	Total Quick Sale Net Sales (Subtotal)
% OF TOTAL SALES	I	H / (B+H)
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 All Services Entered within the month L The Individual Count for this Particular Service Name M L / A+G N Subtotal of Particular Service + Coupon and Discounts O N / U											

### 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 All Parts that do not have a Service included with an Invoice within the Month All Labor Added to Invoices that are not associated with a Service Q The Individual Count for this Particular Part Name R Q / A+G S Subtotal of Particular Part + Coupon and Discounts T S / U(page 2 at top)											





## 2.11 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/out 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?

- 2 – Period End Processing
- 6 – Reprint Sales Reports
- 8 – More Sales Reporting
- 4 – Pay In/Pay Out Report

### 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.

### Sage Tips for Best Business Practices

- Every pay-out should be reconciled with the vendors' receipts or invoices. As in our example, if funds have been removed from the cash drawer to make an outside parts purchase, you should use this report to verify the pay-out amount by matching it to the vendors receipt/invoice.

**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

**PayIn-PayOut**

**Sage Quick Lube**  
05/01/2010 - 05/02/2010

A →	Time	B ↓	C ↓	D ↓	User Name	F ↓	G ↓
		Date	Type	Description		Amount	Payment Types
	2:10p	5/2/2010	PAY-IN	CHANGE FROM LUNCH	MARK HARRIS	2.35	CASH
	2:09p	5/2/2010	PAY-OUT	LUNCH	MARK HARRIS	15.00	CASH
	1:25p	5/1/2010	PAY-IN	CHANGE FROM PART	RON YOUNG	3.56	CASH
	1:10p	5/1/2010	PAY-OUT	PART FROM NAPA	RON YOUNG	25.00	CASH

Total Records Processed: 4

TOTAL PAID IN PAYMENT: 5.91  
TOTAL PAY-OUT PAYMENT: 40.00



## 2.12 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?

- 2 – Period End Processing
- 6 – Reprint Sales Reports
- 8 – More Sales Reporting
- 5 – Till Report

### 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.

## Sage Tips for Best Business Practices

- It is good practice to count each denomination of money in each till. This will cause the system to produce more detail in the report and allow you to find discrepancies more easily.
- The Till Report should be reviewed daily for any abnormalities in cash drawer totals. Small discrepancies are to be expected from time-to-time, but any discrepancies with a large dollar amount or patterns of repeated over/short activities should be investigated and reconciled.

## 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 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)

May 9, 2010 5:09 PM Sage Quick Lube #99 Page 1





## 2.13 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?

- 2 – Period End Processing
- 6 – Reprint Sales Reports
- 8 – More Sales Reporting
- 6 – Daily Sales Summary

### 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.

### **Sage Tips for Best Business Practices**

- Set goals for your business on the three main aspects in which you have control: Ticket Average, Labor Cost, and Cost of Goods sold (COGS). Use the Daily Sales Summary to see if you are meeting these goals and make adjustments where needed.
- The Daily Sales Summary is a very effective report for seeing the ‘30,000-foot view’ that helps owners manage their businesses more profitably. It is also useful for managers to watch the statistics, like average service time, to help manage the daily operation at the level where ‘the rubber meets the road’. This report should be reviewed daily.

### **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	Discounts	Total dollar amount of discounts applied
D	Refunds	Total dollar amount of refunds 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	Transaction 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
AM	Starting Valuation	Total dollar amount of your inventory value at the beginning of the period being reported
AN	Adjusted	Total dollar amount of all inventory adjustments that have been performed
AO	Restocked	Total dollar amount (cost) of inventory that has been restocked
AP	Transferred	Total dollar amount (cost) of inventory that has been transferred using the inventory transfer function
AQ	Ending Valuation	Total dollar amount of your inventory value at the end of the period being reported



# Daily Sales Summary

Date for which the report is generated → **Sage Quick Lube**  
**Tuesday, May 4, 2010**

LOCATION	T	U	V
CASHIER	13.0		3
BAY 1	21.6		5
BAY 2	30.0		2
BAY 3	18.8		5
BAY 4	48.0		3

Transaction Summary		J	I	LOCATION	T	U	V
A →	GROSS TOTAL SALES	1,270.16	NUMBER OF NON-QS TICKETS				
	- COUPONS ← B	(22.00)	AVG. TIME PER TICKET				
C →	DISCOUNTS	(66.75)	L → STORE TICKET COUNT				
	- REFUNDS ← D	(47.99)	STORE TICKET AVG				
E →	= NET SALES	1,133.42	N → STORE BASE TICKET				
	+ SALES TAX	55.91	\$ OVER BASE TICKET				
F →	+ SALES TAX 1	66.82	P → AVG TICKET > \$5				
	+ SALES TAX 2	0.00	AVG TICKET > \$10				
	- SALES TAX REFUNDED	(2.88)	AVG TICKET > \$15				
	- SALES TAX EXEMPTED	(8.03)	Q → AVG VEHICLES PER DAY				
G →	= TICKET TOTAL	1,189.33	R → FIRST TILL OPENED AT	08:01 AM			
H →	- GIFT SALES	0.00	DAY END CLOSING AT	05:05 PM			
	= TICKET TOTAL (W/O GIFT CARDS)	1,189.33					

Transaction Analysis		W	X
W →	TRANSACTION TYPES:		CREDIT CARD VOUCHERS ←
	CASH	79.48	MASTERCARD
	CHECK	337.48	VISA
	FLEET CHARGE	133.76	DISCOVER
	CREDIT	727.56	DEBIT
Y →	= TRANSACTION TOTAL	1,278.28	GIFT CERT
	PAY-OUT	(25.00)	
	PAY-IN	8.45	
	= TOTAL RECEIPTS	1,261.73	

Labor Analysis		Z	AF	AJ
AA →	TOTAL SALARIED HOURS	0.00		
	TOTAL NON SALARIED HOURS	34.14		
AC →	NON SALARIED HOURS PER CAR ← AB	1.90		
	TOTAL NON SALARIED WAGES	282.06		
AE →	NON SALARIED WAGES PER CAR ← AD	15.67		
	NET SALES	1,133.42		
AG →	NON SALARIED LABOR AS % OF SALES	24.89%	← AF	
	NON SALARIED LABOR COST PER TICKET	15.67		
	COST OF GOODS SOLD	385.076		
AI →	COST OF GOODS % SOLD ← AH	33.97%		PROFIT BEFORE OVERHEAD ← AJ
				466.284

Coupon/Discount Analysis		AK	AL
AK →	COUPONS	22.00	
	Val Pak Coupon	3.00	
	Club Card	10.00	
	Reminder Card Coupon	9.00	
AL →	DISCOUNTS	66.75	
	Discount 20%	25.20	
	Managers Discount	9.00	
	Student Discount	32.55	

Inventory Analysis		AM	AN	AO	AP	AQ
AM →	STARTING VALUATION	20,476.007				
	ADJUSTED ← AN	-2.915				
AO →	RESTOCKED	621.520				
	TRANSFERRED ← AP	0.000				
	COST OF GOODS SOLD	385.076				
AQ →	ENDING VALUATION	20,711.260				

Nov 24, 2010 11:53 AM Sage Quick Lube #99

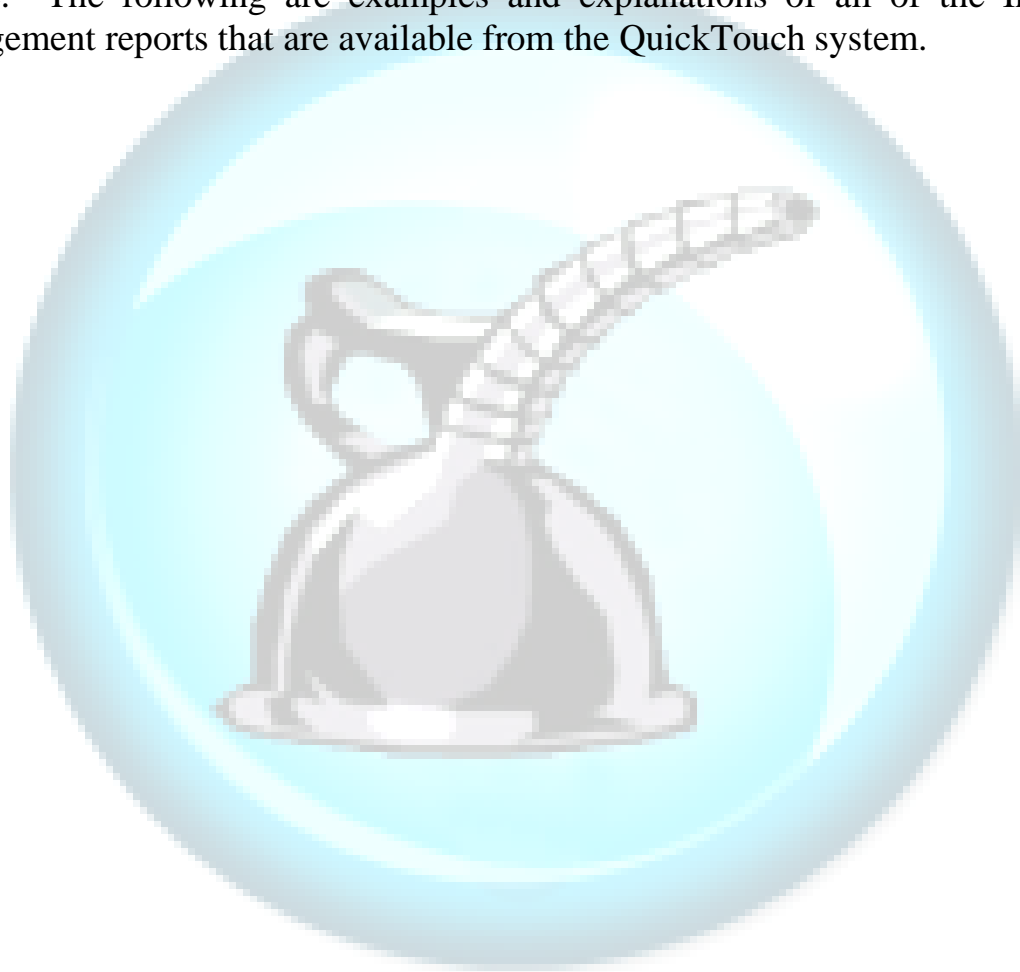
Page 1

Date and time the report was printed



### 3 Inventory Reports

The powerful reporting features of the QuickTouch Inventory Management System help you track your inventory and order the right parts at the right time. QuickTouch has a Purchase Order System built in to make ordering, restocking and auditing very simple. The following are examples and explanations of all of the Inventory Management reports that are available from the QuickTouch system.







## 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?

- 3 – Inventory and Service Management
- 7 – Inventory Reporting
- 1 – Item Listing Report

### 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.

## Sage Tips for Best Business Practices

- This report is used to review all aspects of your parts inventory. It can also help you spot any outside parts purchases (parts-on-the-fly) that were accidentally added as a stocked inventory item. Once identified, the item can easily be removed through inventory item maintenance.
- You can use this report as a negative on-hand report by specifying the “Show Negative On Hand” option. Items with amounts less than zero should be identified and accounted for.
- The “Specific Vendors” feature is also quite useful in providing your vendors with a listing of their items which you carry in your store.

## 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 purposes of inventory valuation
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 (cost x Markup% = 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. <b>**Shows on Medium Detail Report**</b>
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. <b>**Shows on Medium Detail Report**</b>
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. <b>**Shown on High Detail Report**</b>
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 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

# Item Listing - Low Detail

Sage Quick Lube  
5/3/2010

Grouped by Inventory Group - Oil Filters - Sorted by Alphabetic

How the report results  
were filtered

A → STOCK NUMBER    B → DESCRIPTION    C → LAST COST    D → SELLING PRICE    E → MIN ON HAND    F → QUANTITY ON HAND    G → CARTON QUANTITY    H → MARKUP AMOUNT    I → PREMIUM AMOUNT    J → TAXABLE

OIL FILTERS									
STOCK NUMBER	DESCRIPTION	LAST COST	SELLING PRICE	MIN ON HAND	QUANTITY ON HAND	CARTON QUANTITY	MARKUP AMOUNT	PREMIUM AMOUNT	TAXABLE
OF1	Oil Filter	1.690	3.99	24	23	12	0.00	0.00	YES
OF104	Oil Filter	2.640	4.95	12	7	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	9	12	0.00	0.00	YES
OF109	Oil Filter	2.050	5.99	12	4	12	0.00	0.00	YES
OF11	Oil Filter	1.910	3.99	12	-2	12	0.00	0.00	YES
OF12	Oil Filter	1.760	3.99	6	15	12	0.00	0.00	YES
OF153	Oil Filter	3.500	6.00	24	5	1	0.00	4.00	YES
OF156	Oil Filter	5.250	9.99	0	6	0	0.00	6.00	YES
OF159	Oil Filter	4.350	7.99	36	24	12	0.00	4.00	YES
OF161	Oil Filter	2.000	4.50	4	48	1	125.00	2.00	YES
OF162	Oil Filter	5.250	11.81	12	7	1	125.00	6.00	YES
OF164	Oil Filter	5.250	11.81	1	4	12	125.00	6.00	YES
OF165	Oil Filter	1.490	3.35	0	9	1	125.00	0.00	NO
OF167	Oil Filter	2.450	2.00	12	56	0	0.00	0.00	YES
OF169	Oil Filter	5.000	7.00	24	11	1	0.00	7.00	YES
OF172	Oil Filter	0.000	0.00	24	9	12	0.00	0.00	YES
OF173	Oil Filter	6.000	7.00	24	3	1	0.00	7.00	YES
OF19	Oil Filter	1.690	3.99	6	48	12	0.00	0.00	YES
OF2	Oil Filter	1.940	3.99	24	-2	12	0.00	0.00	YES
OF21	Oil Filter	1.670	2.99	12	59	12	0.00	0.00	YES
OF22	Oil Filter	2.750	3.99	6	11	12	0.00	0.00	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	15	12	0.00	0.00	YES
OF28	Oil Filter	1.920	3.99	24	57	12	0.00	0.00	YES
OF29	Oil Filter	1.690	3.99	12	16	12	0.00	0.00	YES
OF3	Oil Filter	1.840	3.99	6	5	12	0.00	0.00	YES
OF30	Oil Filter	2.040	3.99	6	5	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	64	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	52	12	0.00	0.00	YES
OF38	Oil Filter	1.890	5.99	12	70	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	2	12	0.00	0.00	YES
OF42	Oil Filter	2.070	7.00	6	45	12	0.00	0.00	YES
OF45	Oil Filter	1.690	3.99	6	9	12	0.00	0.00	YES
OF47	Oil Filter	4.250	8.99	6	5	12	0.00	4.00	YES
OF48	Oil Filter	1.750	4.99	6	52	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	1	0	0.00	4.00	YES
OF55	Oil Filter	4.340	6.99	24	16	12	0.00	4.00	YES
OF56	Oil Filter	6.140	5.99	24	11	6	0.00	5.00	YES
OF57	Oil Filter	6.610	5.99	24	8	12	0.00	6.00	YES
OF58	Oil Filter	3.050	7.50	0	24	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	0	0.00	8.00	YES
OF61	Oil Filter	5.000	16.99	2	12	6	0.00	10.00	YES
OF62	Oil Filter	4.600	8.00	12	11	0	0.00	6.00	YES



# Item Listing - Med Detail

Sage Quick Lube

5/3/2010

Grouped by Inventory Group - Oil Filters - Sorted by Alphabetic

STOCK NUMBER	DESCRIPTION	LAST COST	SELL PRICE	SVC PRICE	MIN ON HAND	QTY ON HAND	CART QTY	MARK UP AMT	PREM AMT	TAX	A	SPECIAL PRICING B	C
<b>OIL FILTERS</b>													
OF1	Oil Filter	1.690	3.99	3.99	24	23	12	0.00	0.00	YES	N/A	N/A	N/A
OF104	Oil Filter	2.640	4.95	4.95	12	7	12	0.00	0.00	YES	N/A	N/A	N/A
OF106	Oil Filter	1.940	4.95	4.95	24	31	12	0.00	0.00	YES	N/A	N/A	N/A
OF108	Oil Filter	2.340	4.95	4.95	24	9	12	0.00	0.00	YES	N/A	N/A	N/A
OF109	Oil Filter	2.050	5.99	5.99	12	4	12	0.00	0.00	YES	N/A	N/A	N/A
OF111	Oil Filter	1.910	3.99	3.99	12	-2	12	0.00	0.00	YES	N/A	N/A	N/A
OF12	Oil Filter	1.760	3.99	3.99	6	15	12	0.00	0.00	YES	N/A	N/A	N/A
OF153	Oil Filter	3.500	6.00	6.00	24	5	1	0.00	4.00	YES	N/A	N/A	N/A
OF156	Oil Filter	5.250	9.99	9.99	0	6	0	0.00	6.00	YES	N/A	N/A	N/A
OF159	Oil Filter	4.350	7.99	7.99	36	24	12	0.00	2.00	YES	N/A	N/A	N/A
OF161	Oil Filter	2.000	4.50	4.00	4	48	1	125.00	4.00	YES	N/A	N/A	N/A
OF162	Oil Filter	5.250	11.81	7.25	12	7	1	125.00	6.00	YES	N/A	N/A	N/A
OF164	Oil Filter	5.250	11.81	7.25	1	4	12	125.00	6.00	YES	N/A	N/A	N/A
OF165	Oil Filter	1.490	3.35	7.00	0	9	1	125.00	0.00	NO	N/A	N/A	N/A
OF167	Oil Filter	2.450	2.00	2.00	0	56	1	0.00	0.00	YES	N/A	N/A	N/A
OF169	Oil Filter	5.000	7.00	7.00	0	11	1	0.00	7.00	YES	N/A	N/A	N/A
OF172	Oil Filter	2.500	6.25	0.00	0	9	12	150.00	3.00	YES	\$5 Dis	5% Dis	\$10 Up
OF173	Oil Filter	6.000	7.00	7.00	0	3	1	0.00	7.00	YES	\$5 Dis	5% Dis	\$5 Up
OF19	Oil Filter	1.690	3.99	3.99	6	48	12	0.00	0.00	YES	N/A	N/A	N/A
OF2	Oil Filter	1.940	3.99	3.99	24	-2	12	0.00	0.00	YES	N/A	N/A	N/A
OF21	Oil Filter	1.670	2.99	2.99	12	59	12	0.00	0.00	YES	N/A	N/A	N/A
OF22	Oil Filter	2.750	6.19	3.99	6	11	12	125.00	2.00	YES	\$5 Dis	5% Dis	\$5 Up
OF23	Oil Filter	1.910	3.99	3.99	24	5	10	0.00	0.00	YES	N/A	N/A	N/A
OF26	Oil Filter	1.730	3.99	3.99	6	4	12	0.00	0.00	YES	N/A	N/A	N/A
OF27	Oil Filter	2.190	3.99	3.99	12	15	12	0.00	0.00	YES	N/A	N/A	N/A
OF28	Oil Filter	1.920	3.99	3.99	24	57	12	0.00	0.00	YES	N/A	N/A	N/A
OF29	Oil Filter	1.690	3.99	3.99	12	16	12	0.00	0.00	YES	N/A	N/A	N/A
OF3	Oil Filter	1.840	3.99	3.99	6	5	12	0.00	0.00	YES	N/A	N/A	N/A
OF30	Oil Filter	2.040	3.99	3.99	6	5	12	0.00	0.00	YES	N/A	N/A	N/A
OF31	Oil Filter	2.440	3.99	3.99	12	2	12	0.00	0.00	YES	N/A	N/A	N/A
OF33	Oil Filter	1.990	3.99	3.99	24	64	12	0.00	0.00	YES	N/A	N/A	N/A
OF34	Oil Filter	1.890	3.99	3.99	12	37	12	0.00	0.00	YES	N/A	N/A	N/A
OF35	Oil Filter	2.840	4.99	4.99	24	2	12	0.00	0.00	YES	N/A	N/A	N/A
OF37	Oil Filter	2.100	4.99	4.99	12	52	12	0.00	0.00	YES	N/A	N/A	N/A
OF38	Oil Filter	1.890	5.99	5.99	12	70	12	0.00	0.00	YES	N/A	N/A	N/A
OF39	Oil Filter	2.190	5.99	5.99	6	1	12	0.00	0.00	YES	N/A	N/A	N/A
OF41	Oil Filter	3.840	5.99	5.99	6	2	12	0.00	0.00	YES	N/A	N/A	N/A
OF42	Oil Filter	2.070	7.00	7.00	6	45	12	0.00	0.00	YES	N/A	N/A	N/A
OF45	Oil Filter	1.690	3.99	3.99	6	9	12	0.00	0.00	YES	N/A	N/A	N/A
OF47	Oil Filter	4.250	8.99	8.99	6	5	12	0.00	4.00	YES	N/A	N/A	N/A
OF48	Oil Filter	1.750	4.99	4.99	6	52	12	0.00	0.00	YES	N/A	N/A	N/A
OF49	Oil Filter	7.840	8.99	8.99	6	31	12	0.00	6.00	YES	N/A	N/A	N/A
OF51	Oil Filter	3.130	5.99	5.99	12	14	12	0.00	0.00	YES	N/A	N/A	N/A
OF52	Oil Filter	2.860	0.00	0.00	36	5	12	0.00	0.00	YES	N/A	N/A	N/A
OF53	Oil Filter	6.870	15.00	15.00	24	1	0	0.00	4.00	YES	N/A	N/A	N/A
OF55	Oil Filter	4.340	6.99	6.99	24	16	12	0.00	4.00	YES	N/A	N/A	N/A
OF56	Oil Filter	6.140	5.99	5.99	24	11	6	0.00	5.00	YES	N/A	N/A	N/A
OF57	Oil Filter	6.610	5.99	5.99	24	8	12	0.00	6.00	YES	N/A	N/A	N/A
OF58	Oil Filter	3.050	7.50	7.50	0	24	12	0.00	4.00	YES	N/A	N/A	N/A
OF59	Oil Filter	4.840	5.99	5.99	24	15	12	0.00	4.00	YES	N/A	N/A	N/A
OF60	Oil Filter	8.840	10.00	10.00	24	14	0	0.00	8.00	YES	N/A	N/A	N/A

# Item Listing - High Detail

Sage Quick Lube

5/3/2010

Grouped by Inventory Group - Oil Filters - Sorted by Alphabetic

STOCK NUMBER	DETAIL
OF159	Description: Oil Filter Pricing Method: Fixed <b>Selling Price:</b> 7.99 Order Method: Fixed <b>Min On Hand:</b> 36 Spec. Pricing A: 0.0% Discount Current Vendor: NAPA Last Cost: 4.350 Service Price: 7.99 Standard Order: 2 B: 0.0% Discount 90 Days Usage: 0.00 Taxable: YES Premium Amount: 4.00/Svc Carton Quantity: 12 C: 0.0% Discount
OF161	Description: Oil Filter Pricing Method: Markup % <b>Markup %:</b> 125.00 Order Method: Fixed <b>Min On Hand:</b> 4 Spec. Pricing A: 0.0% Discount Current Vendor: Parts Warehouse Last Cost: 2.000 Standard Order: 12 B: 0.0% Discount 90 Days Usage: 0.00 Taxable: YES Premium Amount: 2.00/Svc Carton Quantity: 1 C: 0.0% Discount
OF162	Description: Oil Filter Pricing Method: Markup % <b>Markup %:</b> 125.00 Order Method: Fixed <b>Min On Hand:</b> 12 Spec. Pricing A: 0.0% Discount Current Vendor: NAPA Last Cost: 5.250 Standard Order: 1 B: 0.0% Discount 90 Days Usage: 1.00 Taxable: YES Premium Amount: 6.00/Svc Carton Quantity: 1 C: 0.0% Discount
OF164	Description: Oil Filter Pricing Method: Markup % <b>Markup %:</b> 125.00 Order Method: Fixed <b>Min On Hand:</b> 1 Spec. Pricing A: 0.0% Discount Current Vendor: Parts Warehouse Last Cost: 5.250 Standard Order: 2 B: 0.0% Discount 90 Days Usage: 1.00 Taxable: YES Premium Amount: 6.00/Svc Carton Quantity: 12 C: 0.0% Discount
OF165	Description: Oil Filter Pricing Method: Markup % <b>Markup %:</b> 125.00 Order Method: Fixed <b>Min On Hand:</b> 0 Spec. Pricing A: 0.0% Discount Current Vendor: Parts Warehouse Last Cost: 1.490 Standard Order: 0 B: 0.0% Discount 90 Days Usage: 2.00 Taxable: NO Premium Amount: 0.00 Carton Quantity: 1 C: 0.0% Discount
OF167	Description: Oil Filter Pricing Method: Fixed <b>Selling Price:</b> 2.00 Order Method: Auto <b>Average Days:</b> 90 Spec. Pricing A: 0.0% Discount Current Vendor: Parts Warehouse Last Cost: 2.450 Service Price: 2.00 Days to Order: 14 B: 0.0% Discount 90 Days Usage: 1.00 Taxable: YES Premium Amount: 0.00 Carton Quantity: 1 C: 0.0% Discount
OF169	Description: Oil Filter Pricing Method: Fixed <b>Selling Price:</b> 7.00 Order Method: Auto <b>Average Days:</b> 90 Spec. Pricing A: 0.0% Discount Current Vendor: Parts Warehouse Last Cost: 5.000 Service Price: 7.00 Days to Order: 14 B: 0.0% Discount 90 Days Usage: 1.00 Taxable: YES Premium Amount: 7.00/Svc Carton Quantity: 1 C: 0.0% Discount
OF172	Description: Oil Filter Pricing Method: Markup % <b>Markup %:</b> 150.00 Order Method: Auto <b>Average Days:</b> 90 Spec. Pricing A: Fixed \$5.00 Discount Current Vendor: NAPA Last Cost: 2.500 Days to Order: 14 B: 5.0% Discount 90 Days Usage: 0.00 Taxable: YES Premium Amount: 3.00/Svc Carton Quantity: 12 C: Fixed \$10.00 Markup
OF173	Description: Oil Filter Pricing Method: Fixed <b>Selling Price:</b> 7.00 Order Method: Auto <b>Average Days:</b> 90 Spec. Pricing A: Fixed \$5.00 Discount Current Vendor: Parts Warehouse Last Cost: 6.000 Service Price: 7.00 Days to Order: 14 B: 5.0% Discount 90 Days Usage: 2.00 Taxable: YES Premium Amount: 7.00/ltm Carton Quantity: 1 C: Fixed \$5.00 Markup

Date and time the report was generated

May 3, 2010 2:03 PM

Sage Quick Lube #99

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## 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?

3 – Inventory and Service Management

7 – Inventory Reporting

2 – Inventory Value Report

### 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 same total inventory value for each vendor. The overall total value of the inventory is also displayed here.

### Sage Tips for Best Business Practices

- The inventory value report should be printed monthly for accounting purposes. It should also be used to manage the overall stock level and revenue tied up in the store's inventory.

## 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 number 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 detail 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 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 ( $[H] = [D] \times [F]$ )
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 vendors as specified in the report options
M	Total Value of Inventory	Total dollar value of all combined vendors listed above
N	Report Footer	This is a customized text field that can be used to show the location where report was generated or other store specific information



Date for which the report was generated

# Inventory Value Report

Sage Quick Lube  
5/3/2010

Grouped by Inventory Group - Oil - Sorted by Alphabetic

A Vendor	B STOCK NUMBER	C DESCRIPTION	D LAST COST	E MIN ON HAND UNITS	F QTY ON HAND UNITS	G ON ORDER UNITS	H INV \$VALUE	I PREV 90DAY UNITS
<b>OIL</b>								
OIL DISTRIBUTORS	10W30	10W30 Bulk	2.418	300	2482	0	6,000.557	25.60
	10W30HM	10W30 High Mileage	2.548	18	71	0	180.908	0.00
	10W30SYN	10W30 Synthetic	4.925	120	103	0	507.275	11.50
	10W40HM	10W40 High Mileage	2.888	21	30	0	86.640	0.00
	15W40	15W40 Bulk	2.198	100	721	0	1,584.758	10.00
	5W20	5W20 Bulk	2.418	100	533	0	1,288.068	16.10
	5W20HM	5W20 High Mileage	2.970	24	110	0	326.700	0.00
	5W20SYN	5W20 Synthetic	4.925	0	92	0	450.638	21.50
	5W30	5W30 Bulk	2.418	300	862	0	2,083.832	36.50
	5W30HM	5W30 High Mileage	2.970	12	85	0	251.856	16.70
	5W30SYN	5W30 Synthetic	3.710	120	78	0	290.678	6.00
	5W40SYN	5W40 Synthetic	4.925	6	27	0	132.975	0.00
PARTS WAREHOUSE	10W30BLD	10W30 Blend	2.870	36	20	0	57.400	10.00
	5W20BLD	5W20 Blend	2.870	36	19	0	53.095	0.00
	5W30BLD	5W30 Blend	2.870	36	97	0	276.955	9.20
MISC.	OWNOIL	Own Oil	0.000	0	808	0	0.000	0.00

# Inventory Value Report

Sage Quick Lube

5/3/2010

Grouped by Inventory Group - Oil - Sorted by Alphabetic

## Summary by Inventory Group

	Oil	\$13,572.336	J
K	Total Value of Inventory is	<u>\$13,572.336</u>	

## Summary by Vendor

	Oil Distributors	\$13,184.886	L
	Parts Warehouse	\$387.450	
	Misc.	\$0.000	
M	Total Value of Inventory is	<u>\$13,572.336</u>	





## 3.3 Inventory Worksheet

### What is it?

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

### 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?

3 – Inventory and Service Management

7 – Inventory Reporting

3 – Inventory Worksheet

### 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 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.

## Sage Tips for Best Business Practices

- Inventory management practices vary between businesses. The longer the period between inventory checks, the more variance that will exist between the QuickTouch system totals and physical totals. Slow periods of customer activity are typically used for store maintenance but should also be used for inventory level checks to keep the system totals accurate.
- Ultimately, parts theft and un-recorded service activity can only be audited through inventory stock-level reconciliation. Any inventory adjustments made to hide theft, are recorded permanently on the Inventory Adjustment Audit Report. In addition, keeping accurate system stock levels makes regular purchase ordering a simple and quick task.

## 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 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 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 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



# Inventory Worksheet

Date for which the report was generated  
**Sage Quick Lube**  
**5/3/2010**

**Grouped by Vendor - Sorted by Alphabetic**

A → Stock #      B → DESCRIPTION      C → INVENTORY LEVELS      D → PHYSICAL LOCATION      E → PHYS TOTAL      F → SYSTEM TOTAL      G → SELLING PRICE      H → MIN ON HAND 90DAY UNITS

NAPA - SERPENTINE BELT									
Stock #	DESCRIPTION	1	2	3	4	PHYS TOTAL	SYSTEM TOTAL	SELLING PRICE	MIN ON HAND 90DAY UNITS
6K952	Serpentine Belt	—	—	—	—	—	1	\$59.99	1 0.00
6K955	Serpentine Belt	—	—	—	—	—	2	\$69.99	1 0.00
6K960	Serpentine Belt	—	—	—	—	—	1	\$79.99	2 0.00
6K968	Serpentine Belt	—	—	—	—	—	1	\$59.99	1 0.00
6K970	Serpentine Belt	—	—	—	—	—	1	\$69.99	2 0.00
6K975	Serpentine Belt	—	—	—	—	—	2	\$69.99	2 0.00
6K980	Serpentine Belt	—	—	—	—	—	1	\$59.99	1 0.00
6K985	Serpentine Belt	—	—	—	—	—	1	\$49.99	1 0.00
6K990	Serpentine Belt	—	—	—	—	—	2	\$59.99	1 0.00
7K975	Serpentine Belt	—	—	—	—	—	2	\$59.99	1 0.00
8K1223	Serpentine Belt	—	—	—	—	—	2	\$89.99	1 0.00
8K990	Serpentine Belt	—	—	—	—	—	2	\$59.99	2 0.00
OIL DISTRIBUTORS - COOLANTS									
DEXCOOL	Dexcool Coolant	—	—	—	—	—	24	\$6.99	6 1.00
GREEN	Coolants	—	—	—	—	—	27	\$4.99	10 9.00
UNIVERSAL	Universal Coolant	—	—	—	—	—	34	\$5.99	5 1.00
OIL DISTRIBUTORS - GEAR OIL									
75W140	75W140 Synthetic Gear Oil	—	—	—	—	—	14	\$3.50	0 5.00
75W90	75W90 Synthetic Gear Oil	—	—	—	—	—	6	\$5.99	0 9.00
80W90	80W90 Gear Oil	—	—	—	—	—	48	\$3.50	16 13.00
ATF	Automatic Transmission Fluid	—	—	—	—	—	73	\$5.99	1 34.00
SYN ATF	Synthetic ATF	—	—	—	—	—	12	\$5.50	0 5.00
OIL DISTRIBUTORS - OIL									
10W30	10W30 Bulk	—	—	—	—	—	2481.6	\$3.00	300 25.60
10W30HM	10W30 High Mileage	—	—	—	—	—	71	\$3.99	18 0.00
10W30SYN	10W30 Synthetic	—	—	—	—	—	103	\$6.99	120 11.50
10W40HM	10W40 High Mileage	—	—	—	—	—	30	\$3.99	21 0.00
15W40	15W40 Bulk	—	—	—	—	—	721	\$3.00	100 10.00
5W20	5W20 Bulk	—	—	—	—	—	532.7	\$3.00	100 16.10
5W20HM	5W20 High Mileage	—	—	—	—	—	110	\$3.99	24 0.00
5W20SYN	5W20 Synthetic	—	—	—	—	—	91.5	\$6.99	0 21.50

I →





## 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?

3 – Inventory and Service Management

7 – Inventory Reporting

4 – Item Listing Report

### 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.

## Sage Tips for Best Business Practices

- The Reorder Report should be printed and submitted to your vendors on a weekly basis to ensure proper stocking levels and best possible service times. Improper stock levels may require purchasing parts from outside vendors which can have dramatic impact on your cost-of-goods and customer satisfaction.
- The QuickTouch system allows for minimum stock levels to be set for each item in Item Maintenance. It is a 'Fixed' method of restocking. It is preferable to set each item to 'Auto' order method where the minimum stock level is ignored and instead, the system calculates the optimal restocking amount based on actual usage for the prior 90 days. This is more accurate and will help you trim your inventory investment down to the optimum.
- It is very important to perform regular physical inventory checks. The reorder report is a simple way to reorder exactly the right number of stock items every time but it is based on accurate stock levels inside the system. Physical inventory adjustments will insure proper reordering. In addition, it is an important audit mechanism to insure that all inventory purchased is being used on customer vehicles and is being charged for. Physical adjustments should be an infrequent occurrence and increases in frequency should be reconciled.

### 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 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



# Reorder

**Sage Quick Lube**  
**5/3/2010**

Date for which the report was generated

**Grouped by Vendor - Sorted by Alphabetic**

A → STOCK #      B → DESCRIPTION      C → LAST COST      D → MIN ONHAND UNITS      E → QUAN ONHAND UNITS      F → CART QUAN      G → STD. ORDER CART      H → SUGG. ORDER CART      I → ACTUAL ORDER CART

NAPA - SERPENTINE BELT								
6K945	Serpentine Belt	\$ 15.180	2	1	1	2	3	___
6K950	Serpentine Belt	\$ 21.770	2	1	1	1	2	___
6K952	Serpentine Belt	\$ 19.370	1	1	1	3	0	___
6K955	Serpentine Belt	\$ 14.050	1	2	1	3	0	___
6K960	Serpentine Belt	\$ 17.070	2	1	1	2	3	___
6K968	Serpentine Belt	\$ 20.720	1	1	1	1	0	___
6K970	Serpentine Belt	\$ 18.720	2	1	1	4	5	___
6K975	Serpentine Belt	\$ 23.320	2	2	0	1	0	___
6K980	Serpentine Belt	\$ 18.040	1	1	1	1	0	___
6K985	Serpentine Belt	\$ 15.720	1	1	1	3	0	___
6K990	Serpentine Belt	\$ 14.590	1	2	1	1	0	___
7K975	Serpentine Belt	\$ 22.620	1	2	1	2	0	___
8K1223	Serpentine Belt	\$ 21.610	2	2	1	1	0	___
8K990	Serpentine Belt	\$ 20.120	(Auto)	2	1	(Auto)	0	___

OIL DISTRIBUTORS - COOLANTS								
DEXCOOL	Dexcool Coolant	\$ 3.150	6	24	1	1	0	___
GREEN	Coolants	\$ 2.500	10	27	1	1	0	___
UNIVERSAL	Universal Coolant	\$ 2.950	5	34	1	1	0	___

OIL DISTRIBUTORS - GEAR OIL								
75W140	75W140 Synthetic Gea	\$ 3.380	(Auto)	14	10	(Auto)	0	___
75W90	75W90 Synthetic Gear	\$ 3.380	(Auto)	6	10	(Auto)	0	___
80W90	80W90 Gear Oil	\$ 1.082	16	48	8	1	0	___
ATF	Automatic Transmissi	\$ 3.000	100	73	4	1	8	___
SYN ATF	Synthetic ATF	\$ 3.000	30	12	4	1	6	___

OIL DISTRIBUTORS - OIL								
10W30	10W30 Bulk	\$ 2.418	300	2482	4	1	0	___
10W30HM	10W30 High Mileage	\$ 2.548	40	71	6	3	0	___
10W30SYN	10W30 Synthetic	\$ 4.925	120	103	6	30	33	___
10W40HM	10W40 High Mileage	\$ 2.888	21	30	6	3	0	___

May 3, 2010 2:15 PM

Sage Quick Lube #99

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## 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 in the QuickTouch system.

### 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?

3 – Inventory and Service Management

7 – Inventory Reporting

5 – Vendor Listing Report

### 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.

### Sage Tips for Best Business Practices

- Use the Vendor Listing report to find important information about your vendors. Your vendor list is used by many of the inventory reports that offer the option to print the report with separation by vendor. Every inventory item in the system should have the correct vendor associated with it.

### 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
D	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

# Vendor List

**Sage Quick Lube**  
**5/2/2010**

Date for which the  
report was generated

A

B

C

VENDOR NAME	ADDRESS	CONTACT	ACCOUNT #
Advanced Auto	9593 Main St EXTON, PA 19341 Phone: 895-626-2152 Fax: 895-325-6223 E-mail:	Kyle	
Misc.	, E-mail:		
NAPA	39 Main St. EXTON, PA 19341 Phone: 895-623-1458 Fax: 895-323-2652 E-mail: Ralph@napa.exton.com	Ralph	
Oil Distributors	382 W. Ninth St IMMACULATA, PA 19345 Phone: 895-658-2314 Phone Two: 895-265-6526 Fax: 895-226-2552 E-mail: Dave@OilDistri.com	Dave	
Parts Warehouse	49 Lake Dr. KENNETT SQUARE, PA 19348 Phone: 895-632-5256 Phone Two: 895-621-4520 Fax: 895-216-8152 E-mail: Keith@PartsWarehouse.com	Keith	

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May 2, 2010 10:21 AM

Sage Quick Lube #99

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## 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 selling 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?

3 – Inventory and Service Management

7 – Inventory Reporting

6 – Stock Sales Report

### 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, there is a subtotal showing a 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.

### Sage Tips for Best Business Practices

- The stock sales report should be run daily or whenever you would like to see what was sold on a given date or date range. It should be run with some regularity to watch for non-stock item purchases as described above.

## 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 total cost for these items 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 ( $[G] - [D] = [I]$ )
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 add 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 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



Date for which the report was generated

# Stock Sales

## Sage Quick Lube

### All Sales For 5/1/2010

#### Sorted By Item Group

A	B	C	D	E	F	G	H	I	J	K	L	M
STOCK#	DESCRIPTION	QTY SOLD	AVG UNIT COST	AVG SELL PRICE	TOTAL COST	TOTAL SALES	MARK UP %	GROSS PROFIT	GROSS PROFIT %	MIN ONHND	QTY ONHND	QTY PER DAY
AF1744	AIR FILTER	1.00	6.990	14.99	6.990	14.99	114	8.00	53	3	1.00	1.00
	SUBTOTAL AIR FILTER	1.00			6.990	14.99		8.00				
GREEN	COOLANTS	2.00	2.500	4.99	5.000	9.98	100	4.98	50	10	35.00	2.00
	SUBTOTAL COOLANTS	2.00			5.000	9.98		4.98				
ATF	AUTOMATIC TRANSMISSI	12.00	3.000	5.99	36.000	71.88	100	35.88	50	100	-22.00	12.00
	SUBTOTAL GEAR OIL	12.00			36.000	71.88		35.88				
194	LIGHT BULBS	1.00	0.500	3.99	0.500	3.99	698	3.49	87	10	7.00	1.00
	SUBTOTAL LIGHT BULBS	1.00			0.500	3.99		3.49				
FUELSYS	3-PART FUEL SYSTEM T	1.00	8.825	45.99	8.825	45.99	421	37.17	81	1	4.00	1.00
	SUBTOTAL MISC. PARTS	1.00			8.825	45.99		37.17				
10W30	10W30 BULK	5.60	2.418	3.00	13.541	16.80	24	3.26	19	300	962.55	5.60
10W30SYN	10W30 SYNTHETIC	6.50	4.925	6.99	32.013	45.43	42	13.42	30	120	75.90	6.50
5W20	5W20 BULK	16.10	2.418	3.00	38.930	48.30	24	9.37	19	100	355.80	16.10
5W20SYN	5W20 SYNTHETIC	16.50	4.925	6.99	81.263	115.33	42	34.07	30	0	38.20	16.50
5W30	5W30 BULK	16.50	2.418	3.00	39.897	49.50	24	9.60	19	300	750.90	16.50
5W30BLD	5W30 BLEND	4.20	2.870	3.99	12.054	16.76	39	4.70	28	36	18.30	4.20
5W30HM	5W30 HIGH MILEAGE	16.70	2.970	3.99	49.599	66.63	34	17.03	26	12	8.10	16.70
	SUBTOTAL OIL	82.10			267.297	358.75		91.45				
OF12	OIL FILTER	1.00	1.760	3.99	1.760	3.99	127	2.23	56	6	12.00	1.00
OF164	OIL FILTER	1.00	5.250	7.25	5.250	7.25	38	2.00	28	1	11.00	1.00
OF169	OIL FILTER	1.00	5.000	7.00	5.000	7.00	40	2.00	29	0	11.00	1.00
OF173	OIL FILTER	2.00	6.000	7.00	12.000	14.00	17	2.00	14	0	-12.00	2.00
OF2	OIL FILTER	1.00	1.940	3.99	1.940	3.99	106	2.05	51	24	23.00	1.00
OF21	OIL FILTER	1.00	1.670	2.99	1.670	2.99	79	1.32	44	12	46.00	1.00
OF39	OIL FILTER	1.00	2.190	5.99	2.190	5.99	174	3.80	63	6	1.00	1.00
OF42	OIL FILTER	2.00	2.070	7.00	4.140	14.00	238	9.86	70	6	39.00	2.00
OF45	OIL FILTER	2.00	1.690	3.99	3.380	7.98	136	4.60	58	6	6.00	2.00
OF64	OIL FILTER	1.00	8.740	16.99	8.740	16.99	94	8.25	49	2	22.00	1.00
OF7	OIL FILTER	1.00	1.940	3.99	1.940	3.99	106	2.05	51	6	28.00	1.00
	SUBTOTAL OIL FILTERS	14.00			48.010	88.17		40.16				
6K750	SERPENTINE BELT	1.00	12.600	59.99	12.600	59.99	376	47.39	79	2	2.00	1.00
	SUBTOTAL SERPENTINE BELT	1.00			12.600	59.99		47.39				
19WB	19INCH WIPER BLADE	2.00	2.150	10.99	4.300	21.98	411	17.68	80	6	19.00	2.00
20WB	20INCH WIPER BLADE	1.00	2.150	11.99	2.150	11.99	458	9.84	82	6	20.00	1.00
21WB	21INCH WIPER BLADE	1.00	2.150	11.99	2.150	11.99	458	9.84	82	0	19.00	1.00
28WB	28INCH WIPER BLADE	1.00	9.940	15.99	9.940	15.99	61	6.05	38	10	12.00	1.00
	SUBTOTAL WIPER BLADES	5.00			18.540	61.95		43.41				
NAPA3943	NAPA3943 OIL	1.00	4.560	5.00	4.56	5.00	10	.44	9			1.00

# Stock Sales

## Sage Quick Lube

### All Sales For 5/1/2010

#### Sorted By Item Group

STOCK#	DESCRIPTION	QTY SOLD	AVG UNIT COST	AVG SELL PRICE	TOTAL COST	TOTAL SALES	MARK UP %	GROSS PROFIT	GROSS PROFIT %	MIN ONHND	QTY ONHND	QTY PER DAY
SUBTOTAL NON STOCK PARTS		1.00			4.56	5.00		0.44				
N	→ GRAND TOTALS:	120.10			408.322	720.69		312.37				

Date and time the report was printed

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## 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?

3 – Inventory and Service Management

7 – Inventory Reporting

7 – Service Listing Report

### 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.

### Sage Tips for Best Business Practices

- Use the Service Listing Report to review your service setups and confirm consistency after maintenance.
- Compare your service rates to those of your competitors and if necessary, make pricing adjustments to stay competitive.
- Can be helpful in indentifying services you no longer perform so that they can be removed from the system.

## 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 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





# Service List

## Sage Quick Lube

A	B	C	D					H	I	J	K
SERVICE NAME	SORT ORDER	ALLOW QUICK	PARTS MINIMUM	PARTS MAXIMUM	PARTS SELLING	PARTS TAX	LABOR MINIMUM	LABOR MAXIMUM	LABOR SELLING	LABOR TAX	
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	E	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	50.00	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

May 2, 2010 10:40 AM

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## 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?

3 – Inventory and Service Management

7 – Inventory Reporting

8 – Inventory Reporting Page 2

1 – Non-Service Labor Detail

### 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.

### Sage Tips for Best Business Practices

- The non-service labor detail should be reviewed periodically to see what services are being routinely performed which are not included in your service menu.
- If your business is primarily an express service center, you may want to minimize this type of transaction, as it is generally a non-standard service and can tie up service bays for an extended period of time.

**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

### Non-Service Labor Detail

**Sage Quick Lube**  
ALL RECORDS BETWEEN 05-01-2010 AND 05-05-2010

A	INVOICE Number	NAME OF SERVICE	C	DATE	D	AMOUNT	E	COUNT	QUICK SALE?	F
	2368	REMOVE SKID PLATE		5/1/2010		5.00		1	NO	
	2384	PLUG TIRE		5/2/2010		10.00		1	NO	
	2379	SKID PLATE		5/2/2010		12.99		1	NO	
	2391	TIRE PLUG		5/2/2010		15.00		1	NO	
	2412	ROTATE IN SPARE		5/3/2010		5.00		1	NO	
	2403	SKID PLATE		5/3/2010		6.99		1	NO	
	2408	SKID PLATE		5/3/2010		10.99		1	NO	
	2414	SKID PLATE		5/3/2010		5.00		1	NO	
	2416	TIRE PLUG		5/3/2010		13.99		1	YES	
	2432	SKID PLATE		5/4/2010		6.99		1	NO	
	2438	SKID PLATE		5/4/2010		5.99		1	NO	
	2442	SKID PLATE		5/4/2010		5.99		1	NO	
	2465	SKID PLATE		5/5/2010		6.99		1	NO	
	TOTALS:					110.92		13		



## 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 QuickTouch analysis reports will include these types of services as well.

### Where is it?

- 3 – Inventory and Service Management
- 7 – Inventory Reporting
- 8 – Inventory Reporting Page 2
- 2 – Non-Service Parts Detail

### 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.

### Sage Tips for Best Business Practices

- The Non-Service Parts Detail should be reviewed periodically to see if there are repeated outside purchases made for non-stock items. If you notice repeated purchases for an item, it may be necessary to begin stocking this item to reduce cost-of-goods and customer wait times.

## 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 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
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 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	Vehicle information that the part was used on
K	Stock Part	Specifies whether the item sold was an item 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 invoice
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 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



Date range for which the report was printed

# Non-Service Parts Detail

## Sage Quick Lube

ALL RECORDS BETWEEN 05-01-2010 AND 05-05-2010

A	INVOICE Number	B	ITEM Number	C	ITEM GROUP	D	DATE	E	F	G	AMOUNT	COST	QTY	VENDOR	H	DESC	I	VEHICLE	J	K	L	STOCK PART?	QUICK SALE?
	2368		194		Light Bulbs		5/1/2010		3.99		0.500		1	Parts Warehouse		Light Bulbs		PONTIAC G6				YES	NO
	2379	UNIVERSAL			Coolants		5/2/2010		5.99		2.950		1	Oil Distributor		Universal Coo		FORD FIVE HUNDRYES				NO	NO
	2384		ATF		Gear Oil		5/2/2010		11.98		6.000		2	Oil Distributor		Automatic Tra		CADILLAC ELDORAYES				NO	NO
	2388	UNIVERSAL			Coolants		5/2/2010		11.98		5.900		2	Oil Distributor		Universal Coo		DODGE DAYTONA				YES	NO
	2395		21WB		Wiper Blades		5/2/2010		11.99		2.150		1	Parts Warehouse		21inch Wiper						YES	YES
	2403		1157		Light Bulbs		5/3/2010		3.99		0.680		1	Parts Warehouse		Light Bulbs		FORD TRUCKS F25				YES	NO
	2409		5W20		Oil		5/3/2010		6.00		4.836		2	Oil Distributor		5W20 Bulk						YES	YES
	2419	GREEN			Coolants		5/3/2010		4.99		2.500		1	Oil Distributor		Coolants		MAZDA MAZDA6				YES	NO
	2422		1157NA		Light Bulbs		5/3/2010		3.99		0.680		1	Parts Warehouse		Light Bulbs		FORD TRUCKS EXP				YES	NO
	2426		A94233		Air Filter		5/4/2010		18.99		11.990		1	NAPA		Parts - Air F		LINCOLN LS				NO	NO
	2432		FF3923		Fuel Filters		5/4/2010		39.99		12.000		1	Advanced Auto		Fuel Filter		FORD TRUCKS EXP				YES	NO
	2438	DEXCOOL			Coolants		5/4/2010		6.99		3.150		1	Oil Distributor		Dexcool Coola		BMW 525i				YES	NO
	2441		A39394		Air Filter		5/4/2010		15.99		6.890		1	Advanced Auto		Parts - Air F		VOLKSWAGEN JETT				NO	NO
	2448	GREEN			Coolants		5/5/2010		9.98		5.000		2	Oil Distributor		Coolants		MITSUBISHI ECLI				YES	NO
	2449		21WB		Wiper Blades		5/5/2010		11.99		2.150		1	Parts Warehouse		21inch Wiper						YES	YES
	<b>M</b> → <b>TOTALS:</b>								<b>168.83</b>		<b>67.376</b>		<b>19</b>										

N	Stock Parts	SALES	COST
	Light Bulbs	11.97	1.86
	Coolants	39.93	19.50
	Gear Oil	11.98	6.00
	Wiper Blades	23.98	4.30
	Oil	6.00	4.84
	Fuel Filters	39.99	12.00
	<b>TOTALS:</b>	<b>133.85</b>	<b>48.500</b>

O	Non-Stock Parts	SALES	COST
	Air Filter	34.98	18.88
	<b>TOTALS:</b>	<b>34.98</b>	<b>18.880</b>

Date and time the report was printed

May 5, 2010 5:12 PM

Sage Quick Lube #99

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## 3.10 Inventory Value Snapshot

### What is it?

The Inventory Value Snapshot is similar to the Inventory Value Report, but provides the value of your inventory for a particular day in the past. The report will summarize the results by inventory group and vendor. It also provides the total retail dollar amount of your on-hand inventory for the date specified. Report options include sorting by alpha or numeric and grouping by vendor or item group. You can also include 'all' or 'specific' groups and vendors in your desired report criteria.

### Why is it useful?

With this report, it is possible to determine past inventory values. The most common use of this report is for a comparison of a past inventory value and a current inventory value. This can help you determine if you're inventory is growing, reducing, or remaining at a consistent value.

### Where is it?

- 3 – Inventory and Service Management
- 7 – Inventory Reporting
- 8 – Inventory Reporting Page 2
- 3 – Inventory Value Snapshot

### What's on it?

#### Report Details

The Inventory Value Snapshot will include the inventory items matching the criteria you selected. These items will be displayed by vendor, stock number, description, last cost, minimum on hand quantity, current quantity and inventory value.

#### Summary by Inventory Group

A total dollar value of each inventory group and a total inventory value are displayed in this section of the Inventory Value Snapshot.

#### Summary by Vendor

A total dollar value of inventory, grouped by vendor, will be listed in this section of the report.

## Sage Tips for Best Business Practices

- The standard Inventory Value Report should be run on the last day of every month for accounting purposes (or as needed by accounting). In the event that it is not run on the required day, the Snapshot report can be run for a prior date.
- Reviewing the Inventory Value and Value Snapshot allow you to spot growing inventory or identify inventory that is slow or not moving, allowing you to optimize your inventory investment.

## What's in it?

A	Vendor	Vendor refers to the supplier that you obtain this item from. This is set up 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 use to identify parts and other inventory items
C	Description	Description of the inventory item
D	Last Cost	The most current 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 add this item to the reorder report
F	Quantity On Hand Units	QOH refers to the current quantity of the item in stock. If the report indicates a 3 in this field, there should be 3 of this item on-hand
G	Inventory Value	Total dollar inventory value of the item ( $[G] = [D] \times [F]$ )
H	Value of Inventory Group	Total dollar value of all items contained within the inventory group
I	Total Value of Inventory	Total dollar value of all inventory groups listed on the report
J	Summary by Individual Vendor	Dollar value of inventory broken down by individual vendors
K	Total Value of Inventory	Total dollar value of all inventory listed on the report. Includes all groups and vendors
L	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



# Inventory Value Report

Date for which the report was generated **Sage Quick Lube**  
**5/3/2010**

**Grouped by Inventory Group - Oil - Sorted by Alphabetic**

A → Vendor      B → STOCK NUMBER      C → DESCRIPTION      D → LAST COST      E → MIN ON HAND UNITS      QTY ON HAND UNITS      ON ORDER UNITS      F → INV \$VALUE      G → PREV 90DAY UNITS

OIL								
Vendor	STOCK NUMBER	DESCRIPTION	LAST COST	MIN ON HAND UNITS	QTY ON HAND UNITS	ON ORDER UNITS	INV \$VALUE	PREV 90DAY UNITS
OIL DISTRIBUTORS								
	10W30	10W30 Bulk	2.418	300	2482	0	6,000.557	25.60
	10W30HM	10W30 High Mileage	2.548	18	71	0	180.908	0.00
	10W30SYN	10W30 Synthetic	4.925	120	103	0	507.275	11.50
	10W40HM	10W40 High Mileage	2.888	21	30	0	86.640	0.00
	15W40	15W40 Bulk	2.198	100	721	0	1,584.758	10.00
	5W20	5W20 Bulk	2.418	100	533	0	1,288.068	16.10
	5W20HM	5W20 High Mileage	2.970	24	110	0	326.700	0.00
	5W20SYN	5W20 Synthetic	4.925	0	92	0	450.638	21.50
	5W30	5W30 Bulk	2.418	300	862	0	2,083.832	36.50
	5W30HM	5W30 High Mileage	2.970	12	85	0	251.856	16.70
	5W30SYN	5W30 Synthetic	3.710	120	78	0	290.678	6.00
	5W40SYN	5W40 Synthetic	4.925	6	27	0	132.975	0.00
PARTS WAREHOUSE								
	10W30BLD	10W30 Blend	2.870	36	20	0	57.400	10.00
	5W20BLD	5W20 Blend	2.870	36	19	0	53.095	0.00
	5W30BLD	5W30 Blend	2.870	36	97	0	276.955	9.20
MISC.								
	OWNOIL	Own Oil	0.000	0	808	0	0.000	0.00

# Inventory Value Snapshot SUMMARY

Sage Quick Lube

05/02/10

Grouped by Inventory Group - Oil - Sorted by Alphabetic

## Summary by Inventory Group

Oil	13,473.807	H
Total Value of Inventory is	<u>13,473.807</u>	I

## Summary by Vendor

Oil Distributors	13,106.447	J
Parts Warehouse	367.360	
Misc.	0.000	
Total Value of Inventory is	<u>13,473.807</u>	K

Date and time the report  
was printed

May 2, 2010 10:46 AM

Sage Quick Lube #99

Page 2



## 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 previous order. The reporting options allow you to report on a specific vendor invoice or purchase order number. It then lists all inventory restocking that was performed for the period requested. The report details each item restocked sorted by item group, the old and new quantities, and the cost of goods received.

### 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?

3 – Inventory and Service Management

7 – Inventory Reporting

8 – Inventory Reporting Page 2

4 - Inventory Restocking Report

### 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.

### Sage Tips for Best Business Practices

- The Inventory Restocking report should be printed and given to the accountant or bookkeeper. Packing slips should be matched to this report to make sure that all ordered stock was actually received.
- When performing inventory restocking, the QuickTouch system will automatically ask if you would like to print a restocking report. This is one of the key 'audit' reports and should always be printed.

## What's in it?

A	Date Received	The system date in which the inventory was received
B	Time	The system time in which the inventory was received
C	Invoice/PO Order	The vendor's invoice number or purchase order number used to order and receive the items
D	Item Group	The inventory item group that the item is part of
E	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
F	Old Quantity	The item quantity on-hand before restocking was performed
G	Quantity Received	The item quantity of the inventory being received
H	New Quantity	The item quantity on-hand after restocking was performed
I	Unit Cost	The most current cost of the inventory item
J	Received Cost	The total cost of the received inventory item ( $[J] = [G] \times [I]$ )
K	Entered By	The operator who performed the inventory restocking
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 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.



# Inventory Restocking Report

Date for which the report was generated  
**Sage Quick Lube**  
**05/02/2010 - 05/02/2010**

A	B	C	D	E	F	G	H	I	J
DATE RECEIVED	Time	INVOICE/PO ORDER	ITEM GROUP	STOCK Number	OLD Quan	QUANTITY RECEIVED	NEW Quan	UNIT COST	REC COST
K → Entered by Brian Jones 05/02/10 10:10am									
		384-3922	Air Filter	AF1682	0	2	2	7.900	15.800
		384-3922	Air Filter	AF1754	0	2	2	6.630	13.260
		384-3922	Oil Filters	OF109	4	12	16	2.050	24.600
		384-3922	Oil Filters	OF11	0	36	36	1.910	68.760
		384-3922	Oil Filters	OF164	4	12	16	5.250	63.000
		384-3922	Oil Filters	OF2	0	24	24	1.940	46.560
		384-3922	Oil Filters	OF3	5	24	29	1.840	44.160
		384-3922	Oil Filters	OF30	5	12	17	2.040	24.480
		384-3922	Oil Filters	OF41	2	24	26	3.840	92.160
		384-3922	Oil Filters	OF47	5	24	29	4.250	102.000
		384-3922	Oil Filters	OF63	3	12	15	8.940	107.280
		384-3922	Oil Filters	OF64	4	18	22	8.740	157.320
		384-3922	Oil Filters	OF65	2	12	14	2.390	28.680
		384-3922	Fuel Filters	FD5021F	0	5	5	20.680	103.400
		3899	Oil	10W30BLD	20	18	38	2.870	51.660
		3899	Oil	5W20BLD	18.5	18	36.5	2.870	51.660
			Serpentine Belt	6K1010	0	1	1	12.960	12.960
		384-3922	Serpentine Belt	6K690	0	1	1	20.150	20.150
			Serpentine Belt	6K835	0	2	2	19.170	38.340
		384-3922	Cabin Air Filte	CAF1716	0	1	1	17.630	17.630
		384-3922	Misc. Parts	FUELSYS	0	12	12	8.825	105.900
		384-3922	Wiper Blades	17WB	2	10	12	2.300	23.000
		384-3922	Wiper Blades	18WB	2	10	12	2.150	21.500
		384-3922	Wiper Blades	21WB	4	10	14	2.150	21.500
		384-3922	Transmission Ki	TK112	0	3	3	3.540	10.620
		384-3922	Transmission Ki	TK345	0	3	3	3.510	10.530
Total Cost of Received Items									1,276.910

## RESTOCKING SUMMARY

L → ITEM GROUP	M → RESTOCK QUANTITY	RESTOCK COST ← N
Air Filter	4.00	29.060
Oil Filters	210.00	759.000
Fuel Filters	5.00	103.400
Oil	36.00	103.320
Serpentine Belt	4.00	71.450
Cabin Air Filte	1.00	17.630
Misc. Parts	12.00	105.900
Wiper Blades	30.00	66.000
Transmission Ki	6.00	21.150
Total	308.00	1,276.910

Date and time the report was printed

May 2, 2010 10:20 AM Sage Quick Lube #99 Page 1







## 3.12 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?

- 3 – Inventory and Service Management
- 7 – Inventory Reporting
- 8 – Inventory Reporting Page 2
- 5 - Inventory Adjustment Report

### 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.

### Sage Tips for Best Business Practices

- Excessive inventory adjustments should be a red flag that can sometimes point to missing inventory. Example; an employee services their own vehicle and does an inventory adjustment for the 5 quarts of oil they consumed. Performing an inventory adjustment corrects the inventory on-hand quantity but does not account for the missing oil. The adjustment report will help you reconcile inconsistencies.
- When performing an inventory adjustment, the QuickTouch system will automatically ask you if you would like to print an adjustment report. This report should always be printed and provided to the accountant or bookkeeper.

## What's in it?

A	Date Adjusted	The system date on which the adjustment was performed
B	Time	The system time in which the adjustment was performed
C	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
D	Item Group	The inventory group which the item belongs to
E	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
F	Old Quantity	The on-hand quantity of the item before the adjustment was performed
G	New Quantity	The on-hand quantity of the item after the adjustment was performed
H	Difference	The difference between the on-hand quantity before and after the adjustment was performed ( $[H] = [G] - [F]$ )
I	Unit Cost	The most current vendor cost of the inventory item
J	Difference Cost	The difference in cost of the inventory resulting from the adjustment
K	Entered By	The operator who performed the inventory 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 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



Date range for which the report was generated

# Adjustment Report

## Sage Quick Lube

05/01/2010 - 05/02/2010

A	B	C	D	E	F	G	H	I	J
DATE ADJUSTED	TIME	DESCRIPTION	ITEM GROUP	STOCK NUMBER	OLD QUAN	NEW QUAN	DIFF	UNIT COST	DIFF COST
K → Entered by Ron Young									
05/01/10	03:38pm								
		Damaged	Air Filter	AF1357	1	2	1.00	4.990	4.990
		Damaged	Air Filter	AF1624	2	1	-1.00	9.360	-9.360
			Oil Filters	OF161	49	48	-1.00	2.000	-2.000
Total Cost of Adjusted Items									-6.370

Entered by Joe Wilson

05/02/10	10:18am	Miscount	Air Filter	AF1745	-1	2	3.00	6.190	18.570
		Damaged	Air Filter	AF4326	2	1	-1.00	2.500	-2.500
		Miscount	Oil Filters	OF1	23	25	2.00	1.690	3.380
		Miscount	Oil Filters	OF162	7	8	1.00	5.250	5.250
		Miscount	Fuel Filters	GF1063	2	3	1.00	9.950	9.950
		Miscount	Misc. Parts	ENGFLUSH	24	25	1.00	2.870	2.870
		Broken	Wiper Blades	14WB	5	4	-1.00	1.990	-1.990
		Miscount	Light Bulbs	9007	6	8	2.00	1.560	3.120
Total Cost of Adjusted Items									38.650

### ADJUSTMENT SUMMARY

L	M	N	O	P	Q
ITEM GROUP	NEG. ADJ. QUANTITY	NEG. ADJ. COST	POS. ADJ. QUANTITY	POS. ADJ. COST	NET. ADJ. COST
Air Filter	2.00	-11.860	4.00	23.560	11.700
Oil Filters	1.00	-2.000	3.00	8.630	6.630
Fuel Filters	0.00	.000	1.00	9.950	9.950
Misc. Parts	0.00	.000	1.00	2.870	2.870
Wiper Blades	1.00	-1.990	0.00	.000	-1.990
Light Bulbs	0.00	.000	2.00	3.120	3.120
Total	-4.00	-15.850	11.00	48.130	32.280

Date and time the report was printed

May 2, 2010 10:43 AM

Sage Quick Lube #99

Page 1





## 3.13 Inventory Transfer Report

### What is it?

An Inventory Transfer is a procedure used to physically and electronically move parts or material from one store location to another. When a transfer is performed within the QuickTouch System a packing slip is generated detailing the transaction. The Inventory Transfer Report provides additional documentation of these store-to-store transactions. This report can be run for a single date, date range, or all dates.

### Why is it useful?

Since store-to-store transfers involve the movement of inventory items with monetary value. Proper record-keeping and verification of these transactions is essential to prevent product loss during transfers. In addition, verifying quantity on-hand amounts before and after an inventory transfer can help reduce costly errors.

### Where is it?

3 – Inventory and Service Management

7 – Inventory Reporting

8 – Inventory Reporting Page 2

6 – Inventory Transfer Report

### What's on it?

#### Report Details

This report lists items that have been transferred from, or received into the inventory of your store. The report is organized by Item Group, Stock Number, Description, Cost, Quantity & extended cost.

#### All Selected Transfers

This section is a summary of all Inventory transfers performed during the selected date or date range.

### Sage Tips for Best Business Practices

- The Inventory Transfer report should be reviewed weekly in order to ensure that transfers are being performed correctly and all inventory items are accounted for.

## What's in it?

A	Transfer Number	Number of Transfer being reported.
B	Date of Transfer	The System Date when the Inventory Transfer was performed.
C	Store Number	The Store Number the Transfer is being sent to, or received from.
D	Transfer Code	A Unique Numerical Key assigned to each transfer which helps ensure accuracy of each transaction.
E	Item Group	The Inventory Group each Inventory item belongs to.
F	Stock Number	Item number for each item being transferred.
G	Description	Description for each inventory item being transferred.
H	Cost	Unit cost of each inventory item.
I	Quantity	Quantity of inventory item being transferred.
J	Extended Cost	The quantity of each item being transferred multiplied by the cost of each item.
K	Totals	Total quantity of items transferred during this transfer procedure.
L	Total	Total number of items transferred for the given date or date range.
M	Total Extended Cost	Total cost of all items transferred for the given date or date range.
N	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.
O	Packing Slip	A packing slip is generated for each inventory transfer, this document has multiple purposes. It can be used as a pick-list for the sending store and as a check-in list for the receiving store.



# Inventory Store Transfer Report

Sage Quick Lube

11/19/2010

A → **Transfer #: 1**      B → **Sent on: 11/19/2010**      C → **To Store: 3**      D → **Transfer Code: DU43CD1**

E → <u>Item Group</u>	F → <u>Stock Number</u>	G → <u>Description</u>	H → <u>Cost</u>	I → <u>Quantity</u>	J ← <u>Extended Cost</u>
Air Filter	A4712	Air Filter	4.990	1.00	4.990
Air Filter	AF110	Air Filter	2.250	4.00	9.000
Air Filter	AF1679	Air Filter	6.160	5.00	30.800
			K → Totals:	10.00	44.790

**Transfer #: 2**      **Sent on: 11/19/2010**      **To Store: 6**      **Transfer Code: 7O6L8HS6**

<u>Item Group</u>	<u>Stock Number</u>	<u>Description</u>	<u>Cost</u>	<u>Quantity</u>	<u>Extended Cost</u>
Cabin Air Filter	CAF1702	Cabin Air Filter	12.830	2.00	25.660
Oil	5W30BLD	5W30 Blend	2.870	6.00	17.220
Serpentine Belt	5K705	Serpentine Belt	22.350	1.00	22.350
Serpentine Belt	6K1020	Serpentine Belt	18.890	1.00	18.890
			Totals:	10.00	84.120

**Transfer #: 3**      **Received on: 11/19/2010**      **From Store: 10**      **Transfer Code: 15EEJ587**

<u>Item Group</u>	<u>Stock Number</u>	<u>Description</u>	<u>Cost</u>	<u>Quantity</u>	<u>Extended Cost</u>
Oil Filters	OF1	Oil Filter	1.690	10.00	16.900
			Totals:	10.00	16.900

### All Selected Transfers

<u>Item Group</u>	<u>Stock Number</u>	<u>Description</u>	<u>Cost</u>	<u>Quantity</u>	<u>Extended Cost</u>
Air Filter	A4712	Air Filter	4.990	-1.00	-4.990
Air Filter	AF110	Air Filter	2.250	-4.00	-9.000
Air Filter	AF1679	Air Filter	6.160	-5.00	-30.800
Cabin Air Filter	CAF1702	Cabin Air Filter	12.830	-2.00	-25.660
Oil	5W30BLD	5W30 Blend	2.870	-6.00	-17.220
Oil Filters	OF1	Oil Filter	1.690	10.00	16.900
Serpentine Belt	5K705	Serpentine Belt	22.350	-1.00	-22.350
Serpentine Belt	6K1020	Serpentine Belt	18.890	-1.00	-18.890
			Totals:	-10.00	-112.010

Date and time the report was printed

Nov 19, 2010 2:56 PM

Sage Quick Lube #99

Page 1

# Inventory Transfer Packing Slip

**Sage Quick Lube**  
11/19/2010

**To:** Store 3

**From:** Store 1

**Sent On:** 11/19/2010

**Transfer Code:** DU43CD1

## Packing List

	<u>Item Group</u>	<u>Stock Number</u>	<u>Description</u>	<u>Cost</u>	<u>Quantity</u>	<u>Extended Cost</u>	
<input type="checkbox"/>	Air Filter	A4712	Air Filter	4.990	1.00	4.990	
<input type="checkbox"/>	Air Filter	AF110	Air Filter	2.250	4.00	9.000	
<input type="checkbox"/>	Air Filter	AF1679	Air Filter	6.160	5.00	30.800	
<b>Totals:</b>						<b>10.00</b>	<b>44.790</b>
Nov 19, 2010 12:21 PM						Page 1	





## 3.14 Inventory Reconciliation Report

### What is it?

Reconciliation is an accounting process used to compare two sets of records to ensure that figures are in agreement and accurate. The Inventory Reconciliation Report is used to determine if the values being posted to and sold from your inventory are correct. This report examines the starting inventory value, adds restocking values, adjustments and sales, then totals an ending inventory value.

### Why is it useful?

With this report, it is possible to determine a before and after value for any selected period of time. This report is useful for inventory management and for accounting purposes. It is a comprehensive tracking of all inventory costs moving in and out of your business.

### Where is it?

3 – Inventory and Service Management

7 – Inventory Reporting

8 – Inventory Reporting Page 2

7 - Inventory Reconciliation Report

### What's on it?

#### Report Details

The Reconciliation Report contains the inventory item activity included in the report date-range criteria you specify. The listing includes vendor, stock number, description, last cost, starting quantity, starting inventory value, restock cost, adjustment cost, cost of sales and ending inventory value.

#### Summary by Inventory Group

A total cost of inventory activity for each item group and an overall total inventory value are displayed here.

#### Summary by Vendor

This section displays the total cost of inventory activity by vendor. The total value of the inventory by vendor is displayed here.

### Sage Tips for Best Business Practices

- At the end of every month it is a good idea to reconcile your inventory by comparing your parts and oil receipts and packing slips against the reconciliation report.

## What's in it?

A	Item Type	Also referred to as the Item Group. It's essentially the container for the parts in the system.
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 use to identify parts and other inventory items
C	Description	Description of the inventory item
D	Last Cost	The most current vendor cost of the inventory item
E	Start Quantity On Hand	The starting quantity of the inventory item before restocking, adjustments and sales for the date range specified
F	Start Value	The starting total inventory value of the item before restocking, adjustments and sales ( $[D] \times [E] = [F]$ )
G	Restock Cost	The total cost of received/restocked inventory items for each item
H	Adjust Cost	The total cost of inventory adjustments for each item
I	Transfer Cost	The total cost of inventory transfers for each item
J	Cost of Sales	The total cost of all sales of each item
K	End Value	The total inventory value of each item after restocking, adjustments and sales
L	Start Value	The item group and vendor summary of total inventory value before restocking, adjustments and sales for the date range specified
M	Restock Value	The item group and vendor summary of total cost of received/restocked inventory items for all restocked inventory items
N	Adjust Value	The item group and vendor summary of total cost of inventory adjustments for all adjusted inventory items
O	Transfer Value	The item group and vendor summary of total cost of inventory transfers for all transferred inventory items
P	Sales Value	The item group and vendor summary of sales for all inventory items sold within the date range specified
Q	End Value	The item group and vendor summary of total inventory value after restocking, adjustments and sales
R	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

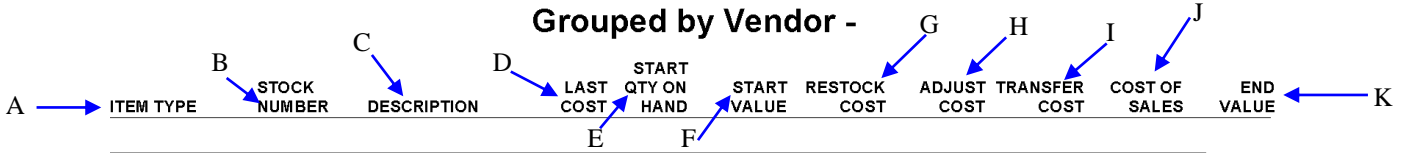


# Inventory Reconciliation Report

Date range for which the report was generated

Sage Quick Lube  
5/2/2010 - 5/2/2010

Grouped by Vendor -



OIL DISTRIBUTORS										
ITEM TYPE	STOCK NUMBER	DESCRIPTION	LAST COST	START QTY ON HAND	START VALUE	RESTOCK COST	ADJUST COST	TRANSFER COST	COST OF SALES	END VALUE
OIL	5W40SYN	5W40 Synthetic	4.925	27.00	132.975	0.000	0.000	0.000	0.000	132.975
	5W30SYN	5W30 Synthetic	3.710	78.35	290.679	0.000	0.000	0.000	0.000	290.679
	15W40	15W40 Bulk	2.198	721.00	1,584.758	0.000	0.000	0.000	0.000	1,584.758
	10W30	10W30 Bulk	2.418	982.75	2,376.289	0.000	0.000	0.000	12.574	2,363.716
	10W30BLD	10W30 Blend	2.870	20.00	57.400	51.660	0.000	0.000	0.000	109.060
	10W30SYN	10W30 Synthetic	4.925	103.00	507.275	0.000	0.000	0.000	24.625	482.650
	5W20	5W20 Bulk	2.418	527.70	1,275.978	0.000	0.000	0.000	25.389	1,250.589
	5W20SYN	5W20 Synthetic	4.925	91.50	450.638	0.000	0.000	0.000	52.205	398.433
	10W30HM	10W30 High Mileage	2.548	71.00	180.908	0.000	0.000	0.000	0.000	180.908
	10W40HM	10W40 High Mileage	2.888	30.00	86.640	0.000	0.000	0.000	0.000	86.640
	5W30	5W30 Bulk	2.418	855.80	2,069.324	0.000	0.000	0.000	45.942	2,023.382
	5W20HM	5W20 High Mileage	2.970	110.00	326.700	0.000	0.000	0.000	16.335	310.365
	5W20BLD	5W20 Blend	2.870	18.50	53.095	51.660	0.000	0.000	17.220	87.535
	5W30BLD	5W30 Blend	2.870	96.50	276.955	0.000	0.000	0.000	61.705	215.250
	5W30HM	5W30 High Mileage	2.970	84.80	251.856	0.000	0.000	0.000	47.520	204.336
GEAR OIL	80W90	80W90 Gear Oil	1.082	48.00	51.936	0.000	0.000	0.000	0.000	51.936
	75W140	75W140 Synthetic Ge	3.380	14.00	47.320	67.600	0.000	0.000	0.000	114.920
	75W90	75W90 Synthetic Gea	3.380	26.00	87.880	0.000	0.000	0.000	7.774	80.106
	ATF	Automatic Transmiss	3.000	73.00	219.000	0.000	0.000	0.000	81.000	138.000
	SYN ATF	Synthetic ATF	3.000	12.00	36.000	0.000	0.000	0.000	0.000	36.000
COOLANTS	UNIVERSAL	Universal Coolant	2.950	34.00	100.300	0.000	0.000	0.000	8.850	91.450
	DEXCOOL	Dexcool Coolant	3.150	24.00	75.600	0.000	0.000	0.000	0.000	75.600
	GREEN	Coolants	2.500	27.00	67.500	37.500	0.000	0.000	0.000	105.000

# Inventory Reconciliation Report Summary

Sage Quick Lube  
 5/2/2010 - 5/2/2010  
 Grouped by Vendor -

Summary by Vendor

Vendor	L → Start Value	Restock Value	M → Adjust Value	N → Transfer Value	O → Sales Value	P → End Value ← Q
Oil Distributors	10,607.006	208.420	0.000	0.000	401.139	10,414.288
<b>Total</b>	<b>10,607.006</b>	<b>208.420</b>	<b>0.000</b>	<b>0.000</b>	<b>401.139</b>	<b>10,414.288</b>

Summary by Inventory Group

Group	Start Value	Restock Value	Adjust Value	Transfer Value	Sales Value	End Value
Oil	9,921.470	103.320	0.000	0.000	303.515	9,721.276
Gear Oil	442.136	67.600	0.000	0.000	88.774	420.962
Coolants	243.400	37.500	0.000	0.000	8.850	272.050
<b>Total</b>	<b>10,607.006</b>	<b>208.420</b>	<b>0.000</b>	<b>0.000</b>	<b>401.139</b>	<b>10,414.288</b>

Date and time the report  
 was printed

Nov 18, 2010 9:08 AM	R → Sage Quick Lube #99	Page 2
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## 3.15 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 that 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?

- 3 – Inventory and Service Management
- 7 – Inventory Reporting
- 8 – Inventory Reporting Page 2
- 8 – Inventory Reporting Page 3
- 1 – Certificate Activity Report

### 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.

### Sage Tips for Best Business Practices

- To ensure compliance with state and local regulations, the Certificate Activity Report should be reviewed daily for any inconsistencies in certificate numbers and the vehicles they were issued to.

## 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 being issued the certificate
D	Customer Name	Customer name for the vehicle being issued the certificate
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

## Certificate Activity Report

Sage Quick Lube

All Records Between 05/01/2010 and 05/05/2010

A	Date / Time	B	Invoice Number	C	License Plate	Customer Name	D	Certificate Number	E
	<b>GIFT CERTIFICATE</b>								
	05/01/2010 09:25 AM		2357		-	TEMP		10254	
	05/02/2010 09:51 AM		2383		-	TEMP		10256	
	05/02/2010 10:21 AM		2384		PA-DKE4293	Vanessa Carter		10257	
	05/02/2010 01:03 PM		2392		-	TEMP		10258	
	05/03/2010 11:08 AM		2409		-	TEMP		10260	
	05/03/2010 04:48 PM		2423		-	TEMP		10261	
	05/04/2010 11:15 AM		2431		-	TEMP		10262	
	05/04/2010 12:34 PM		2434		PA-GHJ4532	John Smith		10263	
	05/04/2010 04:47 PM		2443		-	TEMP		10264	
	05/05/2010 03:27 PM		2462		PA-CGH4583	Donald Ellis		10267	



## 3.16 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?

- 3 – Inventory and Service Management
- 7 – Inventory Reporting
- 8 – Inventory Reporting Page 2
- 8 – Inventory Reporting Page 3
- 2 – Certificate Omissions Report

### 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.

### Sage Tips for Best Business Practices

- To ensure compliance with state and local regulations, the Certificate Omissions Report should be reviewed daily to spot any inconsistencies in certificate numbers and the vehicles they were issued to.

## 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 being issued the certificate
E	Customer Name	Customer information for the vehicle being issued the certificate
F	Certificate Number Missing	Notification that a certificate number was omitted and there is a break in the continuous numerical order
G	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

## Certificate Omissions Report

Sage Quick Lube

All Records Between 05/01/2010 and 05/05/2010

Date range for which the report was generated

A	B	C	D	E
Certificate Number	Date / Time	Invoice Number	License Plate	Customer Name
GIFT CERTIFICATE				
10254	05/01/2010 09:25 AM	2357	-	TEMP
	F → *** Certificate Number 10255 Missing ***			
10256	05/02/2010 09:51 AM	2383	-	TEMP
10257	05/02/2010 10:21 AM	2384	DKE4293-PA	Vanessa Carter
10258	05/02/2010 01:03 PM	2392	-	TEMP
	*** Certificate Number 10259 Missing ***			
10260	05/03/2010 11:08 AM	2409	-	TEMP
10261	05/03/2010 04:48 PM	2423	-	TEMP
10262	05/04/2010 11:15 AM	2431	-	TEMP
10263	05/04/2010 12:34 PM	2434	GHJ4532-PA	John Smith
10264	05/04/2010 04:47 PM	2443	-	TEMP
	*** Certificate Numbers 10265 - 10266 Missing ***			
10267	05/05/2010 03:27 PM	2462	CGH4583-PA	Donald Ellis



## 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 built into every QuickTouch system.







## 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 a single 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?

4 – Employee Management

5 – Employee Reporting

1 – Employee Profile

### 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.

### Sage Tips for Best Business Practices

- The employee profile should be reviewed on a regular basis or anytime a change is made to an employee's information. Since this information is critical to payroll reporting, it is important to verify the information its accuracy.
- The employee profile contains sensitive information such as; pay rate, social security number and other privileged information. The use of security groups is recommended to limit access to Employee Maintenance and Employee Reporting.

## 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 access to the QuickTouch system
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 numbers 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
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
Q	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



# Employee Profile

Date range for which the report was generated → **Sage Quick Lube**  
**1/1/2010 - 5/14/2010**

## EMPLOYEE INFORMATION

A → EMPLOYEE ID : 1 SOCIAL SECURITY NO. : 111-22-2333 ← E  
 B → NAME : Ron Young DATE HIRED : 11/9/2005 ← F  
 C → ADDRESS : 3233 Park Ave G → DATE TERMINATED :  
 KEMBLESVIL, PA 19347  
 D → TELEPHONE NUM : 865-958-2145 H → EMPLOYEE ACTIVE :

### CURRENT PAYROLL INFORMATION

I → REGULAR PAY RATE : 10.00  
 J → OVERTIME PAY RATE : 15.00  
 K → EFFECTIVE DATE : 11/9/2009  
 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 : 135.81  
 REGULAR EARNINGS : 1079.22  
 OVERTIME HOURS : 1.05  
 OVERTIME EARNINGS : 15.76

### YEAR TO DATE GROSS EARNINGS ← P

REGULAR HOURS : 135.81  
 REGULAR EARNINGS : 1079.22  
 OVERTIME HOURS : 1.05  
 OVERTIME EARNINGS : 15.76





## 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?

4 – Employee Management

5 – Employee Reporting

2 – Employee Time Sheet

### 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.

### Sage Tips for Best Business Practices

- The employee time sheet should be reviewed weekly or bi-weekly depending on your payroll period.
- The employee reports contain sensitive information such as; pay rate, social security number, and other privileged information. The use of security groups is recommended to limit access to Employee Maintenance and Employee Reporting.

## 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 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





Date range for which  
the report was generated

# Time Sheet

Sage Quick Lube  
5/2/2010 - 05/05/2010

A → EMPLOYEE ID	B → EMPLOYEE NAME	C → DAY	D → DATE	E → CLOCK IN	F → CLOCK OUT	G → HOURS WORKED	H → BREAKS		
3	Bob Williams	Sun	5/2/2010	7:57:24 AM -	12:32:00 PM	4.58			
		Sun	5/2/2010				.50		
		Sun	5/2/2010	1:02:34 PM -	2:50:03 PM	1.79			
		I → SUB-TOTAL:						6.37	.50
		Tue	5/4/2010	7:59:25 AM -	12:00:09 PM	4.01			
		Tue	5/4/2010					.50	
		Tue	5/4/2010	12:30:48 PM -	5:16:05 PM	4.75			
		SUB-TOTAL:						8.76	.50
		Wed	5/5/2010	10:00:03 AM -	5:00:09 PM	7.00			
		SUB-TOTAL:						7.00	.00
J → EMPLOYEE TOTAL:						22.13	1.00		

1	Ron Young	Sun	5/2/2010	7:57:19 AM -	12:45:36 PM	4.80			
		Sun	5/2/2010				.45		
		Sun	5/2/2010	1:12:13 PM -	4:59:38 PM	3.79			
		SUB-TOTAL:						8.59	.45
		Mon	5/3/2010	7:59:52 AM -	11:30:13 AM	3.51			
		Mon	5/3/2010					.50	
		Mon	5/3/2010	12:00:06 PM -	5:05:02 PM	5.08			
		SUB-TOTAL:						8.59	.50
		Tue	5/4/2010	7:59:14 AM -	11:30:36 AM	3.52			
		Tue	5/4/2010					.50	
		Tue	5/4/2010	12:00:06 PM -	5:20:02 PM	5.33			
		SUB-TOTAL:						8.85	.50
		Wed	5/5/2010	7:53:40 AM -	1:30:09 PM	5.61			
		Wed	5/5/2010					.50	
		Wed	5/5/2010	2:00:05 PM -	5:05:52 PM	3.10			
SUB-TOTAL:						8.71	.50		
EMPLOYEE TOTAL:						34.74	1.95		

Date and time the  
report was printed

May 5, 2010 5:20 PM

Sage Quick Lube #99

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?

- 4 – Employee Management
- 5 – Employee Reporting
- 3 – Employee Earnings

### 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.

### Sage Tips for Best Business Practices

- At the end of every pay period, this report can be submitted to your payroll service for pay check processing. It includes all information required to successfully generate pay checks for all employees listed.
- The employee file contains sensitive information such as; pay rate, social security number, and other privileged information. The use of security groups is recommended to limit access to Employee Maintenance and Employee Reporting.

## 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 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



# EMPLOYEE EARNINGS

Date range for which  
the report was generated

Sage Quick Lube

05/02/2010 - 05/08/2010

A → EMPLOYEE ID	B → EMPLOYEE NAME	C → SOCIAL SECURITY NO		D → RATE	E → HOURS	F → EARNINGS
3	Bob Williams	123-45-6789	REGULAR :	10.00	40.00	400.00
			OVERTIME:	12.50	4.01	50.13
<b>EMPLOYEE TOTAL:</b>					<b>44.01</b>	<b>450.13</b>
1	Ron Young	111-22-2333	REGULAR :	10.00	40.00	400.00
			OVERTIME:	15.00	2.84	42.60
<b>EMPLOYEE TOTAL:</b>					<b>42.84</b>	<b>442.60</b>
4	Brian Jones	332-21-1111	REGULAR :	5.00	37.34	186.70
			OVERTIME:	7.50		
<b>EMPLOYEE TOTAL:</b>					<b>37.34</b>	<b>186.70</b>
5	Rich Lewis	111-23-2222	REGULAR :	8.00	36.47	291.76
			OVERTIME:	14.00		
<b>EMPLOYEE TOTAL:</b>					<b>36.47</b>	<b>291.76</b>
6	Mark Harris	335-58-9662	REGULAR :	5.00	39.31	196.55
			OVERTIME:	7.50		
<b>EMPLOYEE TOTAL:</b>					<b>39.31</b>	<b>196.55</b>
2	Joe Wilson	112-25-5774	REGULAR :	8.00	39.24	313.92
			OVERTIME:	14.00		
<b>EMPLOYEE TOTAL:</b>					<b>39.24</b>	<b>313.92</b>

### SUMMARY FOR ALL EMPLOYEES

	HOURS	EARNINGS
G → REGULAR :	232.36	1788.93
H → OVERTIME:	6.85	92.73
I → GRAND TOTAL:	239.21	1881.66

May 8, 2010 5:51 PM

Sage Quick Lube #99

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J





## 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?

4 – Employee Management

5 – Employee Reporting

4 – Employee Sales Tracking

### 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.

### Sage Tips for Best Business Practices

- The Employee Sales Tracking Report should be reviewed as needed to evaluate individual employee sales.
- The Grouping Codes feature [Q] can be utilized by setting them up in the Inventory Item Maintenance screen for the item included in the 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 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

Date range for which the report was generated

# Employee Sales Tracking

Sage Quick Lube

All Records Between 05/02/2010 and 05/03/2010

Grouped by Position

	-MANAGER-						
<b>A</b> → SERVICE	<b>B</b> → RON YOUNG	MARK HARRIS	BOB WILLIAMS	BRIAN JONES	RICH LEWIS	SERVICE TOTALS	<b>C</b> ←
FULL SERVICE	14 / 605.95	1 / 34.49	4 / 165.45	3 / 141.97	1 / 45.99	23 / 993.85	
AIR FILTER	5 / 119.95	0 / 0.00	0 / 0.00	0 / 0.00	0 / 0.00	5 / 119.95	
4X4 FULL SERVICE	7 / 373.59	3 / 168.96	0 / 0.00	1 / 57.98	3 / 132.47	14 / 732.99	
SERPENTINE BELT	1 / 59.99	2 / 119.98	0 / 0.00	0 / 0.00	0 / 0.00	3 / 179.97	
ATF FLUID EXCHANGE	0 / 0.00	0 / 0.00	1 / 129.99	1 / 129.99	1 / 129.99	3 / 389.97	
GIFT CERTIFICATE	0 / 0.00	1 / 25.00	0 / 0.00	0 / 0.00	0 / 0.00	1 / 25.00	
TIRE ROTATION	2 / 30.98	1 / 15.99	1 / 15.00	0 / 0.00	0 / 0.00	4 / 61.97	
AUTO TRANS SERVICE	1 / 54.99	0 / 0.00	0 / 0.00	0 / 0.00	0 / 0.00	1 / 54.99	
LIGHT BULBS	1 / 3.99	0 / 0.00	0 / 0.00	1 / 3.99	0 / 0.00	2 / 7.98	
BREATHER ELEMENT	1 / 3.99	0 / 0.00	0 / 0.00	0 / 0.00	0 / 0.00	1 / 3.99	
FUEL FILTER	2 / 99.98	0 / 0.00	0 / 0.00	0 / 0.00	0 / 0.00	2 / 99.98	
WIPER BLADES	5 / 58.95	0 / 0.00	0 / 0.00	0 / 0.00	0 / 0.00	5 / 58.95	
TRANSFER CASE	1 / 39.99	0 / 0.00	0 / 0.00	1 / 39.99	0 / 0.00	2 / 79.98	
ENGINE OIL FLUSH	1 / 39.99	0 / 0.00	0 / 0.00	0 / 0.00	1 / 39.99	2 / 79.98	
FUEL INJECTION SERVICE	1 / 79.99	0 / 0.00	0 / 0.00	0 / 0.00	0 / 0.00	1 / 79.99	
REAR DIFF SERVICE	1 / 29.99	0 / 0.00	0 / 0.00	0 / 0.00	0 / 0.00	1 / 29.99	
FRONT DIFF SERVICE	1 / 45.98	0 / 0.00	0 / 0.00	0 / 0.00	0 / 0.00	1 / 45.98	
NON-SERVICE LABOR	4 / 27.98	2 / 22.99	0 / 0.00	1 / 15.00	0 / 0.00	7 / 65.97	
	48 / 1,676.28	10 / 387.41	6 / 310.44	8 / 388.92	6 / 348.44	78 / 3,111.48	

	Summary					
<b>D</b> → Service Count	<b>E</b> → 48	10	6	8	6	78
<b>F</b> → Service Amount	1,676.28	387.41	310.44	388.92	348.44	3,111.48
<b>H</b> → Avg Service	34.92	38.74	51.74	48.61	58.07	39.89
<b>I</b> → Non-Service Parts Count	2	4	0	0	0	6
<b>K</b> → Non-Service Parts Amount	8.98	33.94	0.00	0.00	0.00	42.92
<b>L</b> → Avg Non-Service Parts	4.49	8.49	0.00	0.00	0.00	7.15
<b>M</b> → Invoice Count	22	4	4	5	4	39
<b>N</b> → Gross Invoice Amount	1,685.26	421.35	310.44	388.92	348.44	3,154.40
<b>O</b> → Avg Gross Invoice	76.60	105.34	77.61	77.78	87.11	80.88
<b>P</b> → Coupon/Discount Amount	79.95	32.72	0.00	4.60	13.00	130.27
Refund Amount	0.00	0.00	0.00	0.00	0.00	0.00
Net Non-QS Invoice Amt.	1,605.31	388.63	310.44	384.32	335.44	3,024.13
Avg Non-QS Net Invoice	72.97	97.16	77.61	76.86	83.86	77.54



# Employee Sales Tracking

## Sage Quick Lube

All Records Between 05/01/2010 and 05/03/2010  
Grouped by Employee

Employee: Brian Jones

Details	--MANAGER--					--COURTESY--				
	# Inv	Total Time	Avg Time/Car	# Inv	Total Time	Avg Time/Car	# Inv	Total Time	Avg Time/Car	
Totals	5	96.33	19.27	19	386.56	20.35				
	<u>Count</u>	<u>Amount</u>	<u>% Sales</u>	<u>% Cust</u>	<u>\$/Invoice</u>	<u>Count</u>	<u>Amount</u>	<u>% Sales</u>	<u>% Cust</u>	<u>\$/Invoice</u>
Full Service	3	141.97	36.5%	60.0%	28.39	13	627.87	41.0%	68.4%	33.05
Bulk	0	0.00	0.0%	0.0%	0.00	4	151.96	9.9%	21.1%	8.00
High Mileage	1	49.99	12.9%	20.0%	10.00	2	95.98	6.3%	10.5%	5.05
Synthetic	0	0.00	0.0%	0.0%	0.00	3	193.97	12.7%	15.8%	10.21
Synthetic Blend	2	91.98	23.7%	40.0%	18.40	4	185.96	12.2%	21.1%	9.79
4x4 Full Service	1	57.98	14.9%	20.0%	11.60	4	205.44	13.4%	21.1%	10.81
Bulk	0	0.00	0.0%	0.0%	0.00	2	97.48	6.4%	10.5%	5.13
High Mileage	1	57.98	14.9%	20.0%	11.60	1	57.98	3.8%	5.3%	3.05
Synthetic	0	0.00	0.0%	0.0%	0.00	0	0.00	0.0%	0.0%	0.00
Synthetic Blend	0	0.00	0.0%	0.0%	0.00	1	49.99	3.3%	5.3%	2.63
Air Filter	0	0.00	0.0%	0.0%	0.00	1	17.99	1.2%	5.3%	0.95
Wiper Blades	0	0.00	0.0%	0.0%	0.00	5	57.95	3.8%	26.3%	3.05
ATF Fluid Exchange	1	129.99	33.4%	20.0%	26.00	2	259.98	17.0%	10.5%	13.68
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	1	29.99	2.0%	5.3%	1.58
Front Diff Service	0	0.00	0.0%	0.0%	0.00	1	45.98	3.0%	5.3%	2.42
Transfer Case	1	39.99	10.3%	20.0%	8.00	2	79.98	5.2%	10.5%	4.21
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	1	49.99	3.3%	5.3%	2.63
Light Bulbs	1	3.99	1.0%	20.0%	0.80	1	3.99	0.3%	5.3%	0.21
Serpentine Belt	0	0.00	0.0%	0.0%	0.00	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	1	79.99	5.2%	5.3%	4.21
Tire Rotation	0	0.00	0.0%	0.0%	0.00	1	15.99	1.0%	5.3%	0.84
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	1	25.00	1.6%	5.3%	1.32
Non-Service Labor	1	15.00	3.9%	20.0%	3.00	3	30.00	2.0%	15.8%	1.58
<b>Traffic In</b>	<b>X</b>	<b>Y</b>	<b>Z</b>							
< 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	1	42.99	2.8%	5.3%	2.26
10AM - 11AM	0	0.00	0.0%	0.0%	0.00	1	85.48	5.6%	5.3%	4.50
11AM - 12PM	0	0.00	0.0%	0.0%	0.00	1	166.48	10.9%	5.3%	8.76
12PM - 1PM	2	198.97	51.2%	40.0%	39.79	6	540.39	35.3%	31.6%	28.44
1PM - 2PM	0	0.00	0.0%	0.0%	0.00	2	188.94	12.3%	10.5%	9.94
2PM - 3PM	2	143.96	37.0%	40.0%	28.79	3	210.95	13.8%	15.8%	11.10
3PM - 4PM	1	45.99	11.8%	20.0%	9.20	4	228.94	15.0%	21.1%	12.05
4PM - 5PM	0	0.00	0.0%	0.0%	0.00	1	65.98	4.3%	5.3%	3.47
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

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Sage Quick Lube #99

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Date range for which the report was generated

# Employee Sales Tracking

Sage Quick Lube

All Records Between 05/02/2010 and 05/03/2010

A → SERVICE      B →

	-UPPERBAY-							C → SERVICE TOTALS
	BRIAN JONES	BOB WILLIAMS	RON YOUNG	MARK HARRIS	RICH LEWIS	JOE WILSON		
FULL SERVICE	5 / 190.95	4 / 165.45	4 / 144.06	7 / 351.43	2 / 95.98	1 / 45.99	23 / 993.85	
AIR FILTER	2 / 51.98	0 / 0.00	1 / 37.99	2 / 29.98	0 / 0.00	0 / 0.00	5 / 119.95	
4X4 FULL SERVICE	2 / 117.96	0 / 0.00	3 / 154.66	7 / 365.91	1 / 57.98	1 / 36.49	14 / 732.99	
SERPENTINE BELT	2 / 129.98	0 / 0.00	0 / 0.00	1 / 49.99	0 / 0.00	0 / 0.00	3 / 179.97	
ATF FLUID EXCHANGE	0 / 0.00	1 / 129.99	1 / 129.99	0 / 0.00	0 / 0.00	1 / 129.99	3 / 389.97	
GIFT CERTIFICATE	0 / 0.00	0 / 0.00	1 / 25.00	0 / 0.00	0 / 0.00	0 / 0.00	1 / 25.00	
TIRE ROTATION	0 / 0.00	1 / 15.00	2 / 26.98	1 / 19.99	0 / 0.00	0 / 0.00	4 / 61.97	
AUTO TRANS SERVICE	0 / 0.00	0 / 0.00	1 / 54.99	0 / 0.00	0 / 0.00	0 / 0.00	1 / 54.99	
LIGHT BULBS	1 / 3.99	0 / 0.00	1 / 3.99	0 / 0.00	0 / 0.00	0 / 0.00	2 / 7.98	
BREATHER ELEMENT	0 / 0.00	0 / 0.00	1 / 3.99	0 / 0.00	0 / 0.00	0 / 0.00	1 / 3.99	
FUEL FILTER	0 / 0.00	0 / 0.00	1 / 49.99	1 / 49.99	0 / 0.00	0 / 0.00	2 / 99.98	
WIPER BLADES	2 / 23.98	0 / 0.00	1 / 11.99	2 / 22.98	0 / 0.00	0 / 0.00	5 / 58.95	
TRANSFER CASE	0 / 0.00	0 / 0.00	0 / 0.00	1 / 39.99	1 / 39.99	0 / 0.00	2 / 79.98	
ENGINE OIL FLUSH	0 / 0.00	0 / 0.00	1 / 39.99	1 / 39.99	0 / 0.00	0 / 0.00	2 / 79.98	
FUEL INJECTION SERVICE	0 / 0.00	0 / 0.00	0 / 0.00	0 / 0.00	0 / 0.00	1 / 79.99	1 / 79.99	
REAR DIFF SERVICE	0 / 0.00	0 / 0.00	0 / 0.00	1 / 29.99	0 / 0.00	0 / 0.00	1 / 29.99	
FRONT DIFF SERVICE	0 / 0.00	0 / 0.00	0 / 0.00	1 / 45.98	0 / 0.00	0 / 0.00	1 / 45.98	
NON-SERVICE LABOR	2 / 23.98	0 / 0.00	2 / 16.99	1 / 5.00	1 / 15.00	1 / 5.00	7 / 65.97	
	16 / 542.82	6 / 310.44	20 / 700.61	26 / 1,051.21	5 / 208.95	5 / 297.46	78 / 3,111.48	

D →

	Summary						
	BRIAN JONES	BOB WILLIAMS	RON YOUNG	MARK HARRIS	RICH LEWIS	JOE WILSON	SERVICE TOTALS
E → Service Count	16	6	20	26	5	5	78
F → Service Amount	542.82	310.44	700.61	1,051.21	208.95	297.46	3,111.48
H → Avg Service	33.93	51.74	35.03	40.43	41.79	59.49	39.89
I → Non-Service Parts Count	1	0	2	3	0	0	6
J → Non-Service Parts Amount	5.99	0.00	15.97	20.96	0.00	0.00	42.92
L → Avg Non-Service Parts	5.99	0.00	7.99	6.99	0.00	0.00	7.15
M → Invoice Count	7	4	9	14	3	2	39
K → Gross Invoice Amount	548.81	310.44	716.58	1,072.17	208.95	297.46	3,154.40
N → Avg Gross Invoice	78.40	77.61	79.62	76.58	69.65	148.73	80.88
O → Coupon/Discount Amount	28.10	0.00	21.82	45.55	4.60	30.20	130.27
P → Refund Amount	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	520.71	310.44	694.76	1,026.62	204.35	267.26	3,024.13
	74.39	77.61	77.20	73.33	68.12	133.63	77.54

ALL RECORDS BETWEEN 05/02/2010 AND 05/03/2010

Date and time the report was printed



## 4.5 Employee Service

### What is it?

The Employee Service report is a complementary report to the Employee Sales report. It details which employees are performing which services and their productivity. To use this report you must first enable the option “Ask for Employees” on page 2 of Service Management for any service you wish to report employee service details. This report is not based on the positions the employee were in. Services with this feature activated will ask for specific employee names as part of the customer invoicing.

The report can be run for a single date or date range, specific employee or all employees, set to print one or multiple employees per page and whether to include employees with no activity.

### Why is it useful?

The Employee Service Report is used to track specific services performed by each individual employee. This feature and report enables you to track employee service activity and provide incentives for merit bonuses or commissions for those specific services performed.

It is also a great productivity tool to evaluate employee performance as sales per hour.

### Where is it?

4 – Employee Management

5 – Employee Reporting

5 – Employee Service

### What’s on it?

#### Report Details

The Employee Service Report lists employee ID number, name, hours for date range, service names, number of services performed and sales amounts generated.

### Sage Tips for Best Business Practices

- This report can be used for several different purposes including individual employee evaluation and goal setting, bonus or commission calculations, or used comparatively to gauge employee performance against all employees.

## What's in it?

A	ID#	Refers to the code the employee uses to sign into the QuickTouch system
B	Employee Name	Name of the employee whose services are being reported
C	Hours for Date Range	The amount of hours the employee was clocked-in during the reported date range
D	Service	The specific name of each service performed
E	Number of Vehicles	Total number of vehicles the employee serviced
F	Position	Identifies which position the employee was working in when the invoice was processed. Note: The "Ask for Employees" option allows a #1 (primary) and #2 (secondary) position to be entered for each service. These positions should not be confused with the 'Upper Bay' and 'Lower Bay' positions that are shown on the Employee Sales report
G	Sales	Total sales amount for each service performed
H	Hours per 8 Hour Shift	Number of hours the employee was clocked-in during a normal 8 hour shift
I	Sales per Hour	Amount of sales per each hour the employee was clocked in
J	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



# EMPLOYEE SERVICE

Date range for which the report was generated → **Sage Quick Lube**  
**05/01/2010 - 05/02/2010**

A → 3      B → Bob Williams      F → 14.84 Hours For The Date Range      C →

D → SERVICE	E → # VEH.	WORKER 1 POSITION			WORKER 2 POSITION			
		SALES	#/8 HRS	SALES/HR	# VEH.	SALES	#/8 HRS	SALES/HR
Radiator Flush Service	0	0.00	0.00	0.00	1	69.99	0.54	4.72
Serpentine Belt	2	109.98	1.08	7.41	0	0.00	0.00	0.00
Wiper Blades	0	0.00	0.00	0.00	1	11.99	0.54	0.81
ATF Fluid Exchange	1	129.99	0.54	8.76	1	129.99	0.54	8.76
Air Filter	0	0.00	0.00	0.00	1	37.99	0.54	2.56
Auto Trans Service	1	54.99	0.54	3.71	0	0.00	0.00	0.00
<b>TOTALS:</b>		<b>294.96</b>				<b>249.96</b>		

1      Ron Young      17.03 Hours For The Date Range

SERVICE	# VEH.	WORKER 1 POSITION			WORKER 2 POSITION			
		SALES	#/8 HRS	SALES/HR	# VEH.	SALES	#/8 HRS	SALES/HR
Wiper Blades	2	22.98	0.94	1.35	2	22.98	0.94	1.35
Serpentine Belt	0	0.00	0.00	0.00	2	119.98	0.94	7.05
Transfer Case	0	0.00	0.00	0.00	1	39.99	0.47	2.35
Auto Trans Service	0	0.00	0.00	0.00	1	54.99	0.47	3.23
Air Filter	1	31.99	0.47	1.88	0	0.00	0.00	0.00
Breather Element	0	0.00	0.00	0.00	1	3.99	0.47	0.23
Fuel Filter	0	0.00	0.00	0.00	1	49.99	0.47	2.94
<b>TOTALS:</b>		<b>54.97</b>				<b>291.92</b>		

4      Brian Jones      15.13 Hours For The Date Range

SERVICE	# VEH.	WORKER 1 POSITION			WORKER 2 POSITION			
		SALES	#/8 HRS	SALES/HR	# VEH.	SALES	#/8 HRS	SALES/HR
Fuel Injection Service	1	79.99	0.53	5.29	0	0.00	0.00	0.00
Air Filter	0	0.00	0.00	0.00	1	19.99	0.53	1.32
ATF Fluid Exchange	0	0.00	0.00	0.00	1	129.99	0.53	8.59
<b>TOTALS:</b>		<b>79.99</b>				<b>149.98</b>		

5      Rich Lewis      10.25 Hours For The Date Range

SERVICE	# VEH.	WORKER 1 POSITION			WORKER 2 POSITION			
		SALES	#/8 HRS	SALES/HR	# VEH.	SALES	#/8 HRS	SALES/HR

Date and time the report was printed →

May 5, 2010 8:30 AM

Sage Quick Lube #99

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## 4.6 Time Clock Audit Report

### What is it?

The Time Clock Audit Report provides a listing of every time an adjustment has been made to an employee's time clock records. The report can be generated for a single date or date range, specific employee or all employees, set to print one or multiple employees per page and whether to include employees with no activity. The Time Clock Audit Report also includes an option to print an employee signature line that is used for shift verification.

### Why is it useful?

Time clock adjustments are expected, but should be audited and reconciled. Time clock adjustments effect wages and should be performed by authorized personnel, only. Security Management should be set up to limit access to adjustments. The QuickTouch system records adjustments permanently and the Audit report can be re-generated for any date.

### Where is it?

- 4 – Employee Management
- 5 – Employee Reporting
- 6 – Time Clock Audit Report

### What's on it?

#### Report Details

The Time Clock Audit Report displays employee name, day of week, date, original clock in/out times, total hours, edited clock in/out times, edited total hours, breaks and time difference.

### Sage Tips for Best Business Practices

- The Time Clock Audit Report should be reviewed regularly to insure that all final time clock reporting is accurate. Adjustments to actual employee clock-in and clock-out times should be infrequent since it is designed operate as an automatic punch clock.

## What's in it?

A	Employee Name	Name of the employee whose time clock adjustment is being reported
B	Day	Day of the week when time clock adjustment was performed and name of person authorizing the adjustment
C	Date	System date when the time clock adjustment was performed
D	Clock In	Original clock-in time before adjustment was made
E	Clock Out	Original clock-out time before adjustment was made
F	Total Hours	Total employee hours worked prior to any adjustments being made
G	Edited Clock In	The adjusted clock-in time
H	Edited Clock Out	The adjusted clock-out time
I	Edited Total Hours	Total employee hours worked after any adjustments have been made
J	Breaks	Total time employee spent on break, if applicable
K	Time Diff	Total difference in time between the original recorded hours and the edited hours
L	Employee Total	Total of all hours worked before and after all time clock adjustments were made
M	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



# Time Clock Audit Report

Date range for which the report was generated

**Sage Quick Lube**  
**5/1/2010 - 05/04/2010**

A	B	C	E	F		H	I	J	K	
EMPLOYEE NAME	DAY	DATE	CLOCK IN	CLOCK OUT	TOTAL HOURS	EDITED CLOCK IN	EDITED CLOCK OUT	EDITED TOTAL HOURS	BREAKS	TIME DIFF
Ron Young (Joe Wilson 05/01/2010 01:43 PM)	Sat	5/1/2010	08:00 AM	01:23 PM	5.38	08:00 AM	01:25 PM	5.42		
(Joe Wilson 05/01/2010 01:43 PM)	Sat	5/1/2010	01:57 PM	05:01 PM	3.07	02:00 PM	05:01 PM	3.02		
			<b>SUB-TOTAL:</b>		8.45			8.44	N/A	-.02
SIGNATURE _____			<b>EMPLOYEE TOTAL:</b>		8.45			8.44	N/A	-.02

Brian Jones (Bob Williams 05/03/2010 03:18 PM)	Mon	5/3/2010	09:00 AM	01:41 PM	4.68	09:00 AM	01:30 PM	4.50		-.18
(Bob Williams 05/03/2010 03:18 PM)	Mon	5/3/2010	02:07 PM	05:00 PM	2.88	02:00 PM	05:00 PM	3.00		.12
(Bob Williams 05/03/2010 03:18 PM)			<b>SUB-TOTAL:</b>		7.56			7.50	N/A	-.06
SIGNATURE _____			<b>EMPLOYEE TOTAL:</b>		7.56			7.50	N/A	-.06

Rich Lewis (Ron Young 05/03/2010 03:18 PM)	Mon	5/3/2010	08:01 AM	12:00 PM	3.98	08:01 AM	12:00 PM	3.98		.00
(Ron Young 05/03/2010 03:18 PM)	Mon	5/3/2010	12:32 PM	03:45 PM	3.22	12:35 PM	03:45 PM	3.17		-.05
(Ron Young 05/03/2010 03:18 PM)			<b>SUB-TOTAL:</b>		7.20			7.15	N/A	-.05
SIGNATURE _____			<b>EMPLOYEE TOTAL:</b>		7.20			7.15	N/A	-.05

Date and time the report was printed

May 4, 2010 8:06 AM Sage Quick Lube #99 Page 1





## 4.7 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?

- 4 – Employee Management
- 5 – Employee Reporting
- 7 – Bi-Weekly Timesheet Summary

### 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.

### Sage Tips for Best Business Practices

- The Bi-Weekly Timesheet Summary should be printed every two weeks specifying the dates that correspond to the actual 2-week pay period.

## What's in it?

A	Employee Name	Name of the employee whose time is being reported
B	ID	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 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



# Bi-Weekly Timesheet Summary

Sage Quick Lube  
5/15/2010

A	B	C	SUN	MON	TUE	WED	THU	FRI	SAT	D
EMPLOYEE NAME	ID	05/02 05/09	05/03 05/10	05/04 05/11	05/05 05/12	05/06 05/13	05/07 05/14	05/08 05/15	TOTAL HOURS	
Bob Williams	3	6.37 4.02	.00 8.54	8.76 4.38	7.00 8.99	8.61 5.38	8.24 6.17	5.03 5.04	44.01 42.52	
			Regular: 80.00 hrs			Over Time: 6.53 hrs		Total: 86.53 hrs		
Ron Young	1	8.59 8.83	8.59 4.33	8.85 8.58	8.71 .00	4.05 9.18	.00 8.10	4.05 5.33	42.84 44.35	
			Regular: 80.00 hrs			Over Time: 7.19 hrs		Total: 87.19 hrs		
Brian Jones	4	6.55 .00	7.50 8.43	8.76 4.94	.00 8.52	8.50 8.34	6.03 .00	.00 7.95	37.34 38.18	
			Regular: 75.52 hrs			Over Time: .00 hrs		Total: 75.52 hrs		
Rich Lewis	5	3.30 8.45	7.15 .00	.00 8.40	8.50 8.58	4.50 .00	4.03 8.62	8.99 5.95	36.47 40.00	
			Regular: 76.47 hrs			Over Time: .00 hrs		Total: 76.47 hrs		
Mark Harris	6	8.53 8.55	8.25 .00	.00 8.51	8.50 5.04	.00 .00	5.03 8.62	9.00 7.91	39.31 38.63	
			Regular: 77.94 hrs			Over Time: .00 hrs		Total: 77.94 hrs		
Joe Wilson	2	.00 .00	8.47 8.54	7.77 .00	8.50 8.64	8.50 8.49	6.00 8.62	.00 3.95	39.24 38.24	
			Regular: 77.48 hrs			Over Time: .00 hrs		Total: 77.48 hrs		

Date and time the  
report was printed







## 4.8 Employee Productivity

### What is it?

The Employee Productivity Report is a complementary report to the Employee Sales Tracking and Employee Service reports. It is designed to track employee productivity for the day. The results are based on information supplied from the employee selection screen used during the customer invoicing process. The report shows productivity numbers for the Manager, Courtesy, Upper Bay and Lower Bay positions.

### Why is it useful?

This report provides a variation of productivity statistics that are not available on the other employee reports. This report can be used to gauge individual employee performance, compare multiple employees' performances as well as identify how well employees perform in different roles (Upper or Lower Bay, Courtesy, Manager).

### Where is it?

- 4 – Employee Management
- 5 – Employee Reporting
- 8 – Employee Productivity

### What's on it?

#### Report Results

The results of the Employee Productivity Report are displayed one employee per line and by number of cars, percentage of cars, averages for each position and total average for each employee.

### Sage Tips for Best Business Practices

- This report can be very useful in tracking the productivity of employees, but to ensure the accuracy of the report extra care must be taken to always enter the correct employees at checkout.

## What's in it?

A	Employee Name	Name of the employee whose productivity is being reported
B	Number of Cars	Total number of vehicles the employee serviced during the specified date range
C	Percent of Cars	Percent of total vehicles the employee serviced
D	Manager Average	Average sales amount of invoices when the employee was recorded in the manager position during the invoicing process
E	Courtesy Average	Average sales amount of invoices when the employee was recorded in the courtesy position
F	Upper Average	Average sales amount of invoices when the employee was recorded in the upper bay position
G	Lower Average	Average sales amount of invoices when the employee was recorded in the lower bay position
H	Total Average	Average Ticket of the particular employee for all positions. Note: the employee could be selected for more than one position per invoice, and the 'Total' column cannot be manually calculated
I	Plus / Minus	The differential between the employee's Total Average in relation to the entire shop's actual ticket average
J	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



Date range for which the report was generated

# Employee Productivity

Sage Quick Lube

5/1/2010 through 5/8/2010

A	EMPLOYEE NAME	B	C		D	E	F	G	H	I
		# CARS	% CARS	MANAG AVG	CRTSY AVG	UPPER AVG	LOWER AVG	TOTAL AVG	+/-	
	Bob Williams	85	60 %	76.79	62.84	69.80	66.50	71.22	3 %	
	Brian Jones	68	48 %	76.86	70.41	72.79	58.72	69.04	-1 %	
	Mark Harris	79	56 %	98.10	62.53	68.19	73.69	68.38	-2 %	
	Rich Lewis	58	41 %	66.21	87.16	65.08	72.55	73.67	6 %	
	Ron Young	84	60 %	62.88	101.15	66.91	69.56	65.73	-5 %	
	Joe Wilson	52	37 %	0	69.71	70.30	71.68	70.62	2 %	



## 5 Fleet Reports

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







## 5.1 Fleet Account 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?

5 – Fleet Account Management

6 – Fleet Reports

1 – Fleet Account Listing

### 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.

### Sage Tips for Best Business Practices

- The Fleet Account listing should be printed and reviewed as part of general management of the store's accounts receivable.

## 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	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 Service and Inventory Maintenance)
F	Number of Vehicles	The number of vehicles which are currently assigned to the fleet account
G	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
H	Total Fleet Accounts	The total number of all fleet accounts found in your system
I	Total Cars with Fleets	The total number of vehicles currently assigned to all fleet accounts





# FLEET ACCOUNT LISTING

Sage Quick Lube  
5/31/2010

ACCOUNT#	ACCOUNT NAME	TELEPHONE	CONTACT	PRICING CATEGORY	Number VEHICLES	ALLOW CHARGE
123	G.E. CAPITAL	303-454-3424	ACCOUNTS PAYABLE	NONE	13	YES
1001	SPRINGDALE POLICE DEPARTMENT	865-987-4125	JACK	NONE	8	YES
1005	YELLOW TRUCKING COMPANY	865-978-2452	JOHN	A	7	YES
TOTAL FLEET ACCOUNTS FOUND: 3 TOTAL CARS WITH FLEET ACCOUNTS FOUND: 28						

Date and time the  
report was printed

May 31, 2010 5:29 PM

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## 5.2 Fleet Account 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 account 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?

5 – Fleet Account Management

6 – Fleet Reports

2 – Fleet Account Detail

### 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.

### Sage Tips for Best Business Practices

- The Fleet Account Detail should be printed and stored with the A/R accounting files. It should be reprinted anytime there is a change to the fleet accounts.

## 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
G	Report Footer	A customized text field that can be used to show the location where the report was generated or other store specific information



# FLEET ACCOUNT DETAIL

Sage Quick Lube  
5/31/2010

A	B	C	D	E	F	
ACCOUNT#	ACCOUNT NAME/ADDRESS/PHONE	PRICING CATEGORY LICENSE#	VEHICLE INFORMATION YR MAKE	MODEL	ALLOW CHARGE	
123	G.E. CAPITAL 123 SECOND AVE  DENVER, CO 80202 303-454-3424 303-519-2628 ACCOUNTS PAYABLE	NONE	PA-GKD4811 PA-DKF3823 PA-DWY3945 PA-HHD3948 PA-KFS3945 PA-DSK4596 PA-DKG9312 PA-DSK3491 PA-VYX3823 PA-SGF4923 PA-KDJ4823 PA-JQD3921 PA-DKG8934	2009 DODGE 2008 DODGE 2009 TOYOTA 2010 FORD 2008 FORD 2009 PONTIAC 2008 CHEVROLET 2009 JEEP 2008 JEEP 2009 CHEVROLET 2008 MAZDA 2002 BUICK 2008 CHEVROLET TRUSILVERADO 1500 PIC	AVENGER CALIBER CAMRY FOCUS FOCUS G6 IMPALA LIBERTY LIBERTY MALIBU MAZDA6 REGAL	YES
1001	SPRINGDALE POLICE DEPARTMENT 293 S. SIXTH ST  EXTON, PA 19341 865-987-4125  JACK	NONE	PA-DKD392 PA-DWX3453 PA-EJR4938 PA-MFY4453 PA-WDK3943 PA-SKE4956 PA-YYX3394 PA-SDK4923	2007 FORD 2008 FORD 2007 FORD 2008 FORD 2009 FORD TRUCKS 2006 FORD TRUCKS 2009 FORD TRUCKS 2008 CHEVROLET	CROWN VICTORIA CROWN VICTORIA CROWN VICTORIA CROWN VICTORIA EXPLORER F150 PICKUP F150 PICKUP IMPALA	YES
1005	YELLOW TRUCKING COMPANY 5983 NINTH AVE.  GLEN MILLS, PA 19342 865-978-2452 865-292-5178 JOHN	A	PA-GJR4831 PA-SDG3456 PA-DGT6879 PA-DHK3945 PA-HDK4923 PA-KJG3981 PA-FJK4853	2007 FORD TRUCKS 2010 FORD TRUCKS 2004 FORD TRUCKS 2005 FORD TRUCKS 2006 FORD TRUCKS 2005 DODGE TRUCKS RAM 1500 PICKUP 2001 DODGE TRUCKS RAM 2500 HD PICKUP	F150 PICKUP F150 PICKUP F250 HD PICKUP F350 PICKUP F450 PICKUP	YES

Date and time the  
report was printed

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## 5.3 Fleet Transaction Journal

### 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?

5 – Fleet Account Management

6 – Fleet Reports

3 – Fleet Transaction Journal

### 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.

### Sage Tips for Best Business Practices

- The Fleet Transaction Journal should be printed with the monthly fleet statements as documentation for the invoice activity on the statements.

### 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	Transaction Type	The transaction type for the fleet account activity; types include: invoice, payment, credit or debit
D	Posting Date	The date when the transaction took place
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
J	Report Footer	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

# FLEET TRANSACTION JOURNAL

Sage Quick Lube

All Records Between 04/01/2010 and 05/13/2010

A	B	C	D	E	F	G	H	I
Account #	ACCOUNT NAME	TRNS Type	POSTING DATE	AMOUNT	DESCRIPTION	Invoice #	INVOICE LICENSE#	MOP
1005	YELLOW TRUCKING COMPANY	INVOICE	04/21/10	142.96	4X4 FULL SERVICE FRONT DIFF SERVICE REAR DIFF SERVICE SKID PLATE	2111	PA-KJG3981	FLEET
1005	YELLOW TRUCKING COMPANY	INVOICE	05/01/10	42.79	FULL SERVICE	2360	PA-GJR4831	FLEET
1005	YELLOW TRUCKING COMPANY	INVOICE	05/02/10	34.49	FULL SERVICE	2382	PA-KJG3981	FLEET
1005	YELLOW TRUCKING COMPANY	INVOICE	05/02/10	97.97	4X4 FULL SERVICE TRANSFER CASE	2398	PA-FJK4853	FLEET
1005	YELLOW TRUCKING COMPANY	INVOICE	05/03/10	39.72	4X4 FULL SERVICE SKID PLATE	2403	PA-DGT6879	FLEET
1005	YELLOW TRUCKING COMPANY	INVOICE	05/03/10	159.42	4X4 FULL SERVICE REAR DIFF SERVICE FRONT DIFF SERVICE TRANSFER CASE	2417	PA-DHK3945	FLEET
1005	YELLOW TRUCKING COMPANY	INVOICE	05/07/10	36.03	4X4 FULL SERVICE	2497	PA-HDK4923	FLEET
1005	YELLOW TRUCKING COMPANY	INVOICE	05/08/10	69.93	4X4 FULL SERVICE	2516	PA-SDG3456	FLEET
1005	YELLOW TRUCKING COMPA	PAYMENT	04/21/10	142.96		55		
1005	YELLOW TRUCKING COMPA	CREDIT	05/07/10	6.50	VOLUME DISCOUNT	4		
1005	YELLOW TRUCKING COMPA	APP. CR.	05/07/10	6.50	VOLUME DISCOUNT	4		
1005	YELLOW TRUCKING COMPA	DEBIT	05/02/10	12.50	LATE FEE	1		
1001	SPRINGDALE POLICE DEPARTM	INVOICE	04/21/10	109.96	FULL SERVICE AUTO TRANS SERVICE	2115	PA-DKD392	FLEET
1001	SPRINGDALE POLICE DEPARTM	INVOICE	05/01/10	42.09	FULL SERVICE	2362	PA-EJR4938	FLEET
1001	SPRINGDALE POLICE DEPARTM	INVOICE	05/02/10	49.98	FULL SERVICE	2385	PA-EJR4938	FLEET
1001	SPRINGDALE POLICE DEPARTM	INVOICE	05/03/10	42.99	FULL SERVICE	2405	PA-YYX3394	FLEET
1001	SPRINGDALE POLICE DEPARTM	INVOICE	05/03/10	64.47	FULL SERVICE WIPER BLADES WIPER BLADES	2411	PA-MFY4453	FLEET
1001	SPRINGDALE POLICE DEPARTM	INVOICE	05/04/10	91.97	4X4 FULL SERVICE SKID PLATE	2432	PA-WDK3943	FLEET
1001	SPRINGDALE POLICE DEPARTM	INVOICE	05/04/10	41.79	FULL SERVICE	2435	PA-DWX3453	FLEET
1001	SPRINGDALE POLICE DEPARTM	INVOICE	05/05/10	127.37	4X4 FULL SERVICE AIR FILTER RADIATOR FLUSH SERVI	2450	PA-SKE4956	FLEET
1001	SPRINGDALE POLICE DEP	PAYMENT	05/04/10	88.95		56		
1001	SPRINGDALE POLICE DEP	CREDIT	05/04/10	78.51		3		
1001	SPRINGDALE POLICE DEP	CREDIT	05/02/10	15.99	VOLUME DISCOUNT	2		
1001	SPRINGDALE POLICE DEP	APP. CR.	05/04/10	78.51		3		
1001	SPRINGDALE POLICE DEP	APP. CR.	05/02/10	15.99	VOLUME DISCOUNT	2		
1001	SPRINGDALE POLICE DEP	DEBIT	05/04/10	6.25	LATE FEE	2		
123	G.E. CAPITAL	INVOICE	04/21/10	104.98	4X4 FULL SERVICE RADIATOR FLUSH SERVI	2110	PA-JQD3921	FLEET
123	G.E. CAPITAL	INVOICE	05/01/10	32.99	FULL SERVICE	2374	PA-HHD3948	FLEET
123	G.E. CAPITAL	INVOICE	05/02/10	47.99	FULL SERVICE TIRE ROTATION	2386	PA-DKF3823	FLEET
123	G.E. CAPITAL	INVOICE	05/05/10	65.98	FULL SERVICE TIRE ROTATION	2453	PA-KFS3945	FLEET
123	G.E. CAPITAL	INVOICE	05/05/10	39.98	FULL SERVICE SKID PLATE	2465	PA-GKD4811	FLEET
123	G.E. CAPITAL	INVOICE	05/06/10	42.99	FULL SERVICE	2470	PA-VYX3823	FLEET
123	G.E. CAPITAL	INVOICE	05/08/10	52.98	FULL SERVICE TIRE ROTATION	2503	PA-DWY3945	FLEET
123	G.E. CAPITAL	PAYMENT	04/21/10	104.98		54		

Date and time the report was printed

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## 5.4 Fleet 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 or 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?

5 – Fleet Account Management

6 – Fleet Reports

4 – Aging Summary

### 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.

### Sage Tips for Best Business Practices

- The Fleet Aging Summary should be reviewed monthly or whenever you close the billing cycle and print fleet statements.
- Pay special attention to accounts which have balances that are not current or within the terms of your A/R agreements.
- This report allows you to be proactive and make a friendly reminder phone call to the person in charge of the account before it becomes unreasonably delinquent.

## 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	Last Statement Date	The date when the last fleet statement was printed for the account
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	91-120	Amounts appearing in this column show the total amount of unpaid transactions between 91 and 120 days
H	Credit Limit	The credit limit for the account
I	Service Activity	The total service invoice sales for the period being reported
J	Previous Balance	Unpaid balance, if any, at the close of the last billing cycle
K	New Charges	Total amount of new charges made since close of the last billing cycle
L	Payments, Credits	The amount of any payments or credits which have been applied to the account since close of the last billing cycle
M	Current Balance	Balance after new charges, payments and credits have all been applied to the account. This is the updated balance of the account
N	Total Current Receivables	Total amount owed from all fleet accounts with outstanding balances (Total Current Receivables = sum of [M])
O	Percent of Receivables to Total Credit Limit	The percent of available store credit vs. credit already extended (Percent = [N] / sum of column [H])
P	Report Footer	A customized text field that can be used to show the location where the report was generated or other store specific information



# Fleet Aging Summary

Sage Quick Lube  
5/31/2010

A	B	C	D	E				H	I	J	K	L	M
ACCOUNT#	FLEET NAME	STATE	LAST DATE	0-30	31-60	61-90	91-120+	CREDIT LIMIT	SERVICE ACTIVITY	PREV. BALANCE	NEW PAYMENT CHARGES	CURRENT CREDITS	CURRENT BALANCE
123	G.E. CAPITAL	03/31/2010	364.88	32.99	0.00	0.00	56.98	1000.00	469.86	89.97	469.86	104.98	454.85
1001	SPRINGDALE POLICE	03/31/2010	466.91	0.00	35.99	0.00	0.00	1000.00	570.62	109.48	576.87	183.45	502.90
1005	YELLOW TRUCKING C	03/31/2010	443.56	0.00	0.00	0.00	0.00	1000.00	623.31	-42.79	635.81	149.46	443.56
				1275.35	32.99	35.99	56.98	3000.00	1663.79	156.66	1682.54	437.89	1401.31

N → TOTAL CURRENT RECEIVABLES: 1401.31  
 PERCENT OF CURRENT RECEIVABLES TO TOTAL CREDIT LIMIT: 46.71%  
 O ↑

Date and time the report was printed

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## 6 Marketing Reports

QuickTouch 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 demographics where you may need to increase or decrease your advertising campaigns such as radio ads and coupon mailers.

### Where is it?

7 – Marketing Management

1 – Zip Code Analysis

### 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.

### Sage Tips for Best Business Practices

- The Zip Code analysis should be reviewed periodically to be proactive in the areas of customer retention and sales marketing.
- Many 3<sup>rd</sup> party Marketing Companies have lists of all residents and can easily mail to a specific zip code.

## 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 Footer	A customized text field that can be used to show the location where the report was generated or other store specific information.



# Zip Code

## Sage Quick Lube

Date range for which the report was generated

All Records Between 5/1/2010 and 05/05/2010

A → ZIP CODE      B → CITY      C → STATE      D → COUNT      PERCENT OF TOTAL ← E

ZIP CODE	CITY	STATE	COUNT	PERCENT OF TOTAL
19335	Downingtown	PA	5	5.3%
19341	Exton	PA	38	40.4%
19342	Glen Mills	PA	14	14.9%
19345	Immaculata	PA	8	8.5%
19346	Kelton	PA	1	1.1%
19347	Kemblesville	PA	2	2.1%
19352	Lincoln University	PA	3	3.2%
19354	Lyndell	PA	2	2.1%
19372	Thorndale	PA	1	1.1%
19423	Cedars	PA	3	3.2%
19425	Chester Springs	PA	1	1.1%
19452	Miquon	PA	1	1.1%
19456	Oaks	PA	2	2.1%
19463	Pottstown	PA	1	1.1%
19465	Pottstown	PA	2	2.1%
19468	Royersford	PA	1	1.1%
19473	Schwenksville	PA	1	1.1%
19475	Spring City	PA	1	1.1%
19525	Gilbertsville	PA	1	1.1%
19542	Monocacy Station	PA	2	2.1%
80202	Denver	CO	4	4.3%

Total Zip Codes Processed: 94  
Total Unique ZipCodes Found: 21

Date and time the report was printed

May 5, 2010 5:10 PM

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## 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?

7 – Marketing Management

2 – Coupon Analysis

### 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.

### Sage Tips for Best Business Practices

- This report will tell you exactly what the revenue is being returned on each coupon's investment. And in general, unless the coupon programs generate new customers, they may be giving free discounts to customers that are loyal to your business without them. This report helps provide the statistics to effectively manage them.

## 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	Start Date	Beginning date of coupon (only applicable if you have specified a coupon start/end date in coupon maintenance)
D	Expire Date	Expiration date of coupon (only applicable if you have specified a coupon start/end date in coupon maintenance)
E	First Time Percent	Percentage of coupon usage by first time customers
F	Coupon Total	Total dollar amount of redeemed coupons (Coupon Total = [B] x [G])
G	Count	Total number of times this coupon has been redeemed within the report period specified
H	Percent of Total	Number of times the specific coupon was redeemed in relation to the total number of coupons redeemed
I	Coupon Total	Same as [F] above, but for New Customers only (Coupon 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	Coupon Total	Same as [F] above, but for Repeat Customers only (Coupon 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 Coupons Processed	Total number of coupons processed within the report period selected, including both new and repeat customers
P	Total Unique Coupons Found	The total number of different coupons used in the specified date range
Q	Report Footer	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 is generated

# Coupon Usage

Sage Quick Lube

All Records Between 05/01/2010 and 05/08/2010

A	B	C	E	F	G	H
COUPON	AMOUNT	START DATE	EXPIRE DATE	FIRST TIME PERCENT	COUPON TOTAL	PERCENT OF TOTAL
Val Pak Coupon	3.00	4/1/2010	6/1/2010	60.0%	30.00	31.3%
Reminder Card Coupon	3.00	N/A	N/A	50.0%	24.00	25.0%
Super Shopper Coupon	4.00	3/1/2010	8/1/2010	80.0%	20.00	15.6%
Club Card	Variable	N/A	N/A	60.0%	43.25	15.6%
Managers Coupon	Variable	N/A	N/A	75.0%	45.00	12.5%

NEW CUSTOMERS				REPEAT CUSTOMERS			
I	J	K		L	M	N	
COUPON	COUPON TOTAL	PERCENT OF TOTAL	COUNT	COUPON TOTAL	PERCENT OF TOTAL	COUNT	PERCENT OF TOTAL
Val Pak Coupon	18.00	30.0%	6	12.00	33.3%	4	33.3%
Reminder Card Coupon	12.00	20.0%	4	12.00	33.3%	4	33.3%
Super Shopper Coupon	16.00	20.0%	4	4.00	8.3%	1	8.3%
Club Card	23.00	15.0%	3	20.25	16.7%	2	16.7%
Managers Coupon	35.00	15.0%	3	10.00	8.3%	1	8.3%

O Total Coupons Processed: 32  
Total Unique Coupons Found: 5

Date and time the report was printed

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## 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 in Advertising Type Setup (QT menu 8 -1 - 3), 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?

7 – Marketing Menu

3 – Advertising Type Analysis

### 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.

### Sage Tips for Best Business Practices

- The advertising type analysis should be reviewed regularly to help you be proactive in the areas of customer retention and sales marketing.

## What's in it?

A	Advertisement	The Name of each Advertisement Type being reported.
B	Start Date	Beginning date of each Advertising Type. (only applicable if you have specified a discount start/end date in advertising maintenance)
C	Expire Date	Expiration date of each Advertising Type. (only applicable if you have specified a discount start/end date in advertising maintenance)
D	Count	Total times this Advertising Type has been used during the date or date range being reported.
E	Percent of Total	Percent of total Advertising Types each advertisement represents.
F	Total Records Processed	Total number of invoices analyzed during the date or date range.
G	Total Advertisements Found	Total number of all advertisement types which exist in the QuickTouch system.
H	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.



# Advertising Type Analysis

Sage Quick Lube

All Records Between 05/01/2010 and 05/05/2010

A → ADVERTISEMENT	B → START DATE	C → EXPIRE DATE	D → COUNT	E → PERCENT OF TOTAL	
Repeat Customer	1/1/2004	1/1/2020	17	31.5%	
Drive By	N/A	N/A	16	29.6%	
Referral	N/A	N/A	9	16.7%	
Newspaper Coupon	1/1/2010	12/31/2010	7	13.0%	
Direct Mail Coupon	5/20/2008	12/31/2012	5	9.3%	

F → Total Records Processed: 54

G → Total Advertisements Found: 5

All Records Between 05/01/2010 and 05/05/2010

Date and time the report was printed

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H → Sage Quick Lube #99

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## 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?

7 – Marketing Management

4 – Discount Analysis

### 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 the overall statistics down by new and repeat customers. New/Repeat sections are broken down by discount type, total dollar amount of discounts applied, total number of discounts and the percent of total discounts.

### Sage Tips for Best Business Practices

- The discount analysis should be regularly to help you be proactive in the areas of customer retention and sales marketing.
- Reviewing discount usage will help you to protect profit levels by ensuring that employees reconcile their discounting activity.

## 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	Beginning 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 Footer	A customized text field that can be used to show the location where the report was generated or other store specific information



# Discount Usage

Sage Quick Lube

Date range for which the report was generated

**All Records Between 05/01/2010 and 05/08/2010**

DISCOUNT	AMOUNT	START DATE	EXPIRE DATE	FIRST TIME PERCENT	DISCOUNT TOTAL	COUNT	PERCENT OF TOTAL
Managers Discount	0%	N/A	N/A	60.0%	\$132.46	10	47.6%
Discount 20%	0%	N/A	N/A	60.0%	\$124.60	5	23.8%
Student Discount	Variable	1/1/2010	12/31/2010	75.0%	\$52.12	4	19.0%
Employee Discount	Variable	N/A	N/A	50.0%	\$72.00	2	9.5%

NEW CUSTOMERS				REPEAT CUSTOMERS			
DISCOUNT	DISCOUNT TOTAL	COUNT	PERCENT OF TOTAL	DISCOUNT TOTAL	COUNT	PERCENT OF TOTAL	
Managers Discount	86.13	6	46.2%	46.33	4	50.0%	
Discount 20%	87.00	3	23.1%	37.60	2	25.0%	
Student Discount	30.22	3	23.1%	21.90	1	12.5%	
Employee Discount	31.50	1	7.7%	40.50	1	12.5%	

Total Discounts Processed: 21  
Total Unique Discounts Found: 4

Date and time the report was printed

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## 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?

7 – Marketing Menu

5 – Day of Week Report

### What's on it?

#### Summary Day of Week

The details of this report are broken down 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.

### Sage Tips for Best Business Practices

- The Day of Week Report should be reviewed on a regular basis to optimize staffing and help maximize profitability.

## 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. As an example, Monday would occur 7 times between 01/01/2009 and 02/22/2009
C	Total Invoices	Total number of invoices processed on that day of the week within the selected date range
D	Average Daily Invoices	Average number of invoices processed on the specific day of the week ( $[C] / [B]$ )
E	Percent of Total	The percent of total sales which this day of the week represents
F	Total Invoices	Total number of invoices processed for all days
G	Total Days	Total count of all days being reported
H	Report Footer	A customized text field that can be used to show the location where the report was generated or other store specific information



# Day of Week

## Sage Quick Lube

Date range for which the report was generated

**All Records Between 05/02/2010 and 05/08/2010**

A	B	C	D		E
SUMMARY DAY OF WEEK	TOTAL DAYS	TOTAL INVOICES	AVERAGE DAILY INVOICES	PERCENT OF TOTAL	
MONDAY	1	22	22.0	15.7%	<input type="text"/>
TUESDAY	1	21	21.0	15.0%	<input type="text"/>
WEDNESDAY	1	18	18.0	12.9%	<input type="text"/>
THURSDAY	1	16	16.0	11.4%	<input type="text"/>
FRIDAY	1	19	19.0	13.6%	<input type="text"/>
SATURDAY	1	19	19.0	13.6%	<input type="text"/>
SUNDAY	1	25	25.0	17.9%	<input type="text"/>

Total Invoices: 140 ← F

G → Total days: 7

All Records Between 05/02/2010 and 05/08/2010

Date and time the report was printed

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## 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. And 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?

7 – Marketing Menu

6 – First Visit vs. Repeat Visit Analysis

### 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.

### Sage Tips for Best Business Practices

- The First Visit vs. Repeat Visit Analysis report should be reviewed regularly to be proactive in the areas of customer retention. A 25% first time customer average in a center whose car counts are not increasing, indicates that 1 out of every 4 customers you service every day is new to your business. If your car counts are static, you need to find out why. Customer surveys and follow-up phone calls are a great way to find out what your customers' perceptions are and help you make adjustments to improve the retention.
- Industry averages vary but are historically between 65-75% first time customers.

### 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	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
E	Report Footer	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

# First vs Repeat

Sage Quick Lube

All Records Between 5/4/10 and 05/05/2010

A → CUSTOMER Type      B → PERCENT OF TOTAL      C → COUNT

CUSTOMER Type	PERCENT OF TOTAL	COUNT
FIRST TIME	61.1%	22
REPEAT	38.9%	14

Invoices Reviewed: 40  
Quicksales Excluded: 4

D → Total Invoices Reviewed: 36

Date and time the report was printed

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## 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?

7 – Marketing Menu

7 – Time of Day Analysis

### 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.

### Sage Tips for Best Business Practices

- Again, if you vary your hours of operation, this report will clearly show whether being open is profitable even if it only requires a minimal staff.

### 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	Total Transaction Records	Total number of all transactions within the selected date range
E	Report Footer	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

# Time of Day

Sage Quick Lube

All Records Between 5/1/2010 and 05/08/2010

A

TIME FRAME	PERCENT OF TOTAL	COUNT
12:00AM - 7:59AM	1.9%	3
8:00AM - 8:59AM	9.5%	15
9:00AM - 9:59AM	10.8%	17
10:00AM - 10:59AM	10.1%	16
11:00AM - 11:59AM	10.1%	16
12:00PM - 12:59PM	18.4%	29
1:00PM - 1:59PM	11.4%	18
2:00PM - 2:59PM	9.5%	15
3:00PM - 3:59PM	10.1%	16
4:00PM - 4:59PM	8.2%	13
5:00PM - 5:59PM	0.0%	0
6:00PM - 6:59PM	0.0%	0
7:00PM - 7:59PM	0.0%	0
11:00PM - 11:59PM	0.0%	0

TOTAL TRANSACTION RECORDS SELECTED: 158

Date and time the report was printed

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## 6.8 Time of Day by Weekday Analysis

### What is it?

Time of Day by Weekday Analysis is a complementary report to the Day of Week and the Time of Day reports. It combines them showing the time of day distribution for each individual day of the week.

### Why is it useful?

The information contained in this report is similar to the Time of Day Analysis, but can be especially useful in narrowing down the particular days when business is slow. For example, if you see that you are spending more in labor cost to be open on Sunday than you are bringing in, you may make the decision to no longer be open on that weekday.

### Where is it?

7 – Marketing Menu

8 – Time of Day by Weekday Analysis

### What's on it?

#### Weekday Invoice Counts

This section displays an individual analysis for each hour of the day being reported including count of the number of each day of the week that is included in the report within the date range specified, average count for the specific day of the week, and the percentage of the total invoices for each hour of the day.

#### Summary of Invoice Counts

This section summarizes the information from the individual Weekday invoice counts. It displays the same information but combines all days' total into a total for the entire date range specified in the report criteria.

### Sage Tips for Best Business Practices

- Regular use of this report will help determine hours of operation, days of week to be open, and overall scheduling of staff.

## What's in it?

A	Time Frame	The hourly intervals for each of the days' analysis
B	Invoice Count	Total number of invoices processed during the hour of the day being reported
C	Average Count	Displays an average invoice count for the report period specified. This average is calculated by taking the total invoice count for each day and dividing by number of business hours for that day
D	Percent of Total	The percent of total transactions per hourly interval within the selected date range
E	Report Footer	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 By Weekday

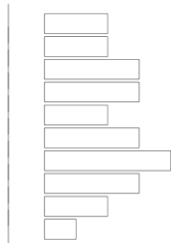
## Sage Quick Lube

### 5/2/2010

A →

Sunday Invoice Counts	B 05/02	C Avg #	D % Tot
7:00 AM - 7:59 AM	2	2.00	8.00
8:00 AM - 8:59 AM	2	2.00	8.00
9:00 AM - 9:59 AM	3	3.00	12.00
10:00 AM - 10:59 AM	3	3.00	12.00
11:00 AM - 11:59 AM	2	2.00	8.00
12:00 PM - 12:59 PM	3	3.00	12.00
1:00 PM - 1:59 PM	4	4.00	16.00
2:00 PM - 2:59 PM	3	3.00	12.00
3:00 PM - 3:59 PM	2	2.00	8.00
4:00 PM - 4:59 PM	1	1.00	4.00
<b>Total</b>	<b>25</b>	<b>25.00</b>	<b>100.00</b>

7:00 AM - 7:59 AM  
 8:00 AM - 8:59 AM  
 9:00 AM - 9:59 AM  
 10:00 AM - 10:59 AM  
 11:00 AM - 11:59 AM  
 12:00 PM - 12:59 PM  
 1:00 PM - 1:59 PM  
 2:00 PM - 2:59 PM  
 3:00 PM - 3:59 PM  
 4:00 PM - 4:59 PM



# Time Of Day By Weekday

## Sage Quick Lube

### 5/2/2010

**Summary of Invoice Counts (for week beginning on specified date)**

	05/02	Avg #	% Tot
7:00 AM - 7:59 AM	2	2.00	8.00
8:00 AM - 8:59 AM	2	2.00	8.00
9:00 AM - 9:59 AM	3	3.00	12.00
10:00 AM - 10:59 AM	3	3.00	12.00
11:00 AM - 11:59 AM	2	2.00	8.00
12:00 PM - 12:59 PM	3	3.00	12.00
1:00 PM - 1:59 PM	4	4.00	16.00
2:00 PM - 2:59 PM	3	3.00	12.00
3:00 PM - 3:59 PM	2	2.00	8.00
4:00 PM - 4:59 PM	1	1.00	4.00
<b>Total</b>	<b>25</b>	<b>25.00</b>	<b>100.00</b>

