POWER Course Catalog

POWER Regularly Scheduled 'Net Classes

What are 'Net Classes?
The Software Education department provides comprehensive Internet training for most POWER applications. Through live, interactive training sessions, you learn step-by-step procedures to help perform your job functions more efficiently. A live instructor can address your questions immediately. Participating in hands-on exercises helps you learn the material and software quickly.

Management Overview Series (MOS) classes are designed to give new customers an overview of the system and key features that help increase profits, improve management oversight, and reduce costs.

Besides the regularly scheduled 'Net Classes included in this document, Reynolds and Reynolds offers special *Session of the Month* (SOM) classes highlighting a specific topic.

What if the class you want to take isn't offered at a time that's convenient for you? What if you want to take a class that's not regularly scheduled?

You can select a specific session or course to be taught to you at a time that's better suited for you by signing up for an *On-Demand Class*. These classes are described in more detail beginning on page 10 of this catalog.

How do I enroll? When are classes offered?
To enroll or for more information, go to http://support.reyrey.com

Unless noted otherwise, all sessions are 90 minutes and cost $90 per computer logged in.
Each course contains sessions that cover specific topics. Sign up for the entire course or only for the sessions you need.

Questions?
Call Reynolds Software Education at 800-999-6348, your FAC code, ext. 76282
or email SED@reyrey.com.

Contents

SPG – Service Pricing Guide

Prerequisites:

None

SPG101: Estimates, Reservations, and Repair Orders (Part 1)
Topics covered in this session include giving detailed estimates with consistent pricing, adding estimates, adding reservations from estimates, and searching for operation codes.

SPG102: Estimates, Reservations, Repair Orders and Flagging Labor (Part 2)
Topics covered in this session include adding multiple operation codes at one time, adding SPG sublines, modifying labor lines, selling parts to a repair order, setting up a printer for printing a parts list, flagging SPG labor lines, charging parts to the correct labor lines, and adding additional operation codes while flagging.
This session has an additional prerequisite of SPG101.

SPG103: Adding Estimates without a VIN and Diagnostic Estimates
Topics covered in this session include adding estimates without a VIN, and using diagnostic estimates.
This session has an additional prerequisite of SPG101 and SPG102.

SPG104: SPG Pricing and Reports
Topics covered in this session are Labor Kickers and Sell Rate Tables, establishing pricing rules for your SPG operations, and generating reports of operation codes to review usage.

SPG105: Dealer Operation Codes and SPG Controls **120 minutes**
Topics covered in this session are creating CPO and DPO operations codes, adding parts and notes to an operation code, and reviewing control options available for SPG/CPO.

TEC – Technician Electronic Control

Prerequisites:

Understanding of Service (SVC) and/or Service Department Scheduling (SDS)

TEC101: Technician Functions **120 minutes**
Topics covered in this session include an overview of the Technician Electronic Control (TEC) application, the process used to begin a repair order, using the Service Department Scheduling (SDS) application to find and complete jobs, displaying a vehicle's service history, and ordering parts from the Parts department.

TEC102: Electronic Mail, Final Flagging, and Invoicing Options
Topics covered in this session include sending and reviewing emails, flagging repair orders by verifying flagging information entered in the SDS application, and setting up printing technician times when a repair order is invoiced.

TEC103: Technician Time Card, Reports, and TEC Control Programs
Topics covered in this session include maintaining and overriding technician times, requesting and reviewing reports, and customizing your TEC application.

PACC – Accounting Office Management Overview

Prerequisites:

INTR1 – FREE Introduction to 'Net Classes

PACC101: Introduction to Management Accounting and Payables

The objectives for the session are to understand how the Management Accounting (MAC) application saves you time by integrating with other departments, easily find a vendor's payable balance without consulting a schedule and write a check, understand how to perform daily payables processes, and interpret and troubleshoot amounts using onscreen inquiries.

PACC102: Cash Receipts and Correcting Errors

Learn how to find a customer's receivable balance without consulting a schedule and write a receipt, analyze posting records using various on screen displays and inquiries, and understand how to handle posting errors.

PACC103: Departmental Posting Procedures

Learn how to understand the basics of batch and real-time parts and service posting, understand how the Parts Accounting Interface is used to account for on-hand resets and inventory appreciation, control expenses by correcting posted repair orders after technicians have been paid, post vehicle purchases quickly and easily, control vehicle cost errors by using the Purchase Requisition Control (PRC) application for vehicles, and post vehicle sales with just a few keystrokes.

PACC104: Reports, Displays, and Office Productivity Tools

Learn how to review financial statements, G/L analysis reports, DOCs, and Front-End Management (FRM) reports on screen, use accounting productivity tools to increase efficiency, and how to automatically reconcile cash-in-bank to the bank statement.

PFE – Front-End Management Overview

Prerequisites:

INTR1 – FREE Introduction to 'Net Classes

PFE101: Vehicle Inventory Management

Topics covered in this session include reviewing the vehicle posting process, viewing open ROs and purchase orders, troubleshooting using timestamps, Inventory Inquiries, vehicle inventory reports, cloning vehicle records, and vehicle purchase orders.

PFE102: Sales Management

Topics covered in this sessions include an introduction and overview of the Sales Prospect Control process, setting your monthly goals per salesperson, defining the steps in your selling cycle, daily to do lists for salespeople, Instant Traffic Reports (SPI), viewing current customers, customizing query reports, dealing with turnover and re-assigning prospects, and cloning wholesale deals.

PFE103: Desking Deals

Topics covered in this session include Work-a-deal (working 4 quotes on the screen at one time), securing gross profit figures, rolling to a payment, printing using Auto-Forms, tracking deal jackets with Deal Flow, cloning deals, and Household overview.

PFE104: Front-End Management Reports

Topics covered in this session include troubleshooting deal problems, instant front-end reports, print and customized reports, and reviewing an Instant DOC from Management Accounting.

PPAY – Payroll Management Overview

Prerequisites:

INTR1 – FREE Introduction to 'Net Classes

PPAY101: Introduction to Payroll

The objectives for the session are to explain the steps to processing a POWER payroll, set up a new hire in the Name and Address (NAD) application, analyze a payroll calendar, and distinguish between the different types of cycles.

PPAY102: Adding Employees

The objectives for the session are to explain different pay methods and department distribution, enter a new hire's earnings, taxes, and deductions, and learn how to autopay employees to save time.

PPAY103: Paychecks, Posting, and Reports

The objectives for the session are to learn how to handle different paycheck scenarios, integrate service, time clock, and accounting information into paycheck requests, post payroll accounting to the G/L, and use on-screen and printed reports to analyze current and historical payroll information.

PPAY104: Human Resource Management

The objectives for the session are to see how Human Resource Management (HRM) helps maintain a paperless information file for dealership employees, add personnel, benefits, and department information for employees, and use on-screen and printed reports to analyze previous promotions, performance reviews, and earnings history.

PPTS – Parts Management Overview

Prerequisites:

INTR1 – FREE Introduction to 'Net Classes

PPTS101: Invoicing

In this session, you learn how to inquire into parts, sell parts over both the front and back counters, display parts sales information, understand matrix pricing, utilize invoicing reports, and analyze the Service Drive Fill Rate Report.

PPTS102: Inventory

In this session, you learn how to display information about a part, understand the parts system features that help with the mix of parts in inventory, utilize the Online Transaction Journal to research activity in the inventory, understand the stock order process, analyze the stock order reports as well as the Parts Financial Analysis, and utilize the Management Inventory Analysis reports to research parts issues.

PPTS103: Special Orders

In this session, you learn how to create special order part records for ordering, receipting, and selling, utilize special order reports for management and customer notification purposes, customize My Favorites to include shortcuts and to monitor parts issues, and analyze Queries to monitor SPO inventory.

PSVC – Service Management Overview

Prerequisites:

INTR1 – FREE Introduction to 'Net Classes

PSVC101: RO Procedures

The objectives for this session are to understand how POWER Service can help advisors increase profit by selling additional repairs to each RO, learn how POWER can help your department cut expenses when working with internal ROs, learn the different types of discounts available in POWER and how you can control them to maintain high profit and avoid abuse, and understand how your advisors can use POWER to increase your profit by scheduling your customer's next visit.

PSVC102: Service Management

The objectives for this session are to find important information in POWER Service that helps Service Managers make informed decisions, learn how to keep track of every repair order in one screen, analyze customer records and identify information that can help Service Managers make informed decisions, and understand how to keep customer records clean.

PSVC103: Service Management Reports and Favorites

The objectives for this session are to understand the different reports available in POWER that can help you control expenses, as well as measure profit and efficiency in your Service Department, understand how to keep your customer records clean and accurate to help you hold successful marketing campaigns, and learn how to customize your POWER system to give you easy access to information needed to manage the Service Department.

PSYS – Systems Management Overview

Prerequisites:

INTR1 – FREE Introduction to 'Net Classes

PSYS101: Security Management

The objectives for the course include learning about the training resources available for POWER, understanding the benefits of using User Groups to easily create UserIDs for dealership employees, learning how to control password access and troubleshoot security issues, and understanding how to manage Computer Assisted Instruction (CAI) courses.

PSYS102: System Management

The objectives for the course include learning how to process POWER reports, understanding system-wide POWER features and how they can improve POWER utilization at your dealership, and explaining the POWER software update process.

POWER On-Demand 'Net Classes

What are On-Demand Classes?

Besides the regularly scheduled 'Net Classes, Reynolds and Reynolds offers on-demand classes covering specific topics. These classes may be requested for a time that is convenient for your dealership.

You can also request classes from the regular schedule be taught at a date and time convenient for your dealership.

If you schedule an on-demand class during our regular class times (10:00am and 2:30pm Central) and are ok with other customers joining the class, you will only be charged $90 per computer logged in.

If you would prefer a class time outside of our regular class times and/or do not want others joining the class, you will be charged $300 per computer logged in.

How do I enroll?
Call Reynolds Software Education at 800-999-9648, your FAC code, ext. 76282
or email SED@reyrey.com

Unless noted otherwise, all on-demand sessions are 90 minutes.

Contents

ACC – Accounts Receivable

Prerequisites:

None

ACC101: Accounts Receivable

The topics covered in this session include an overview of the Management Accounting system, the MAC two-open-posting-months feature, MAC Drop, reviewing A/R detail, reviewing A/R credit history, finding A/R accounts past due, and running A/R end of month statements.

AEOY – Accounting End-of-Year

Prerequisites:

MAC1 – Management Accounting Daily Procedures OR experience with MAC

AEOY101: Accounting End-of-Year **120 minutes**

During this class, you learn the steps that make closing December end-of-month accounting different from closing other months in the year. You also learn how to request a 13th month financial statement, create 1099s, and enter auditor's adjustments.

ANA – Account Analysis Reports

Prerequisites:

None

ANA101: Account Analysis Reports

During this class, you learn how to build an Account Analysis Report using special tools in POWER, request the Account Analysis Report, copy an existing Account Analysis Report, an use the Sales Tax Analysis Report and New Vehicle Sales Analysis Report

EOY – Payroll End-of-Year

Prerequisites:

PAY - Payroll OR experience with PAY

EOY101: Payroll End-of-Year

During this class, you learn the steps required to prepare for and process end-of-year payroll, as well as what to do after the end-of-year cycle is complete. You also learn how to transmit or print W-2s and other quarterly reports.

FNC – Finance Company

Prerequisites:

MAC1 – Management Accounting Daily Procedures

FNC101: Adding a New In-House Financing Note

Topics covered in this session include Finance Company features, adding a finance note, posting a finance note, and downloading note information from Finance and Insurance.

FNC102: Maintaining In-House Financing Notes
Topics covered in this session include posting different interest methods, posting and reporting finance payments due, and receipting finance payments using Cash Receipts.
This session has an additional prerequisite of FNC101.

FNC103: Reporting and Special Situations
Topics covered in this session include collections information, in-house financing ledger card information, scheduling details for in-house financing accounts, Late Notices, payoffs, and repossessions.
This session has an additional prerequisite of FNC101 and FNC102.

FNC104: Finance Company Controls
Topics covered in this session include Finance Company controls, Finance and Insurance lienholder records, journal posting variations and controls, and creating a new journal posting format.
This session has an additional prerequisite of FNC101 – FNC103.

GLD – G/L Distributions

Prerequisites:
None

GLD101: G/L Distributions
Topics covered in this session include creating G/L distributions, cloning and modifying G/L distributions, using advanced features when adding G/L distributions, and requesting G/L distribution reports.

HRM – Human Resource Management

Prerequisites:
PAY – Payroll

HRM101: Introduction and Employee Personnel Maintenance
This session covers adding name and address records for use in HRM, adding employees into HRM, entering medical, dependent, insurance and educational data, inputting historical earnings, and creating to-do checklists.

HRM102: Employee File Maintenance
This session covers maintaining the title file, adding performance evaluations, earnings and general notes, entering vehicle incidents and disciplinary actions, recording injuries and unemployment claims, employment verification and COBRA maintenance.

HRM103: Employee Status Changes and HRM Control Programs
This session covers terminating, rehiring, or transferring employees, setting up controls for employee personal data, understanding hiring source codes and termination codes, setting up checklists, creating disciplinary steps, and determining password security.

HRM104: HRM Custom Reports
This session covers building standard reports, creating one-line reports, and modifying existing reports.

LEA – Lease Company

Prerequisites:

MAC1 – Management Accounting Daily Procedures

LEA101: Lease Company **Classroom Instructed (Houston, TX)** **1 day**
Topics covered in this session include entering a lease record, basic lease Information, acquisition, note payable, deposit expenses, standard entries and disposition, billing information, depreciation information, and lease insurance information. Also, posting a lease including lease unit purchase, posting first month income, and receipting bank drafts is taught. Audit reports lease billing, A/R statements, lease depreciation, lease end-of-month, receipting monthly lease payments, note payments, lease terminations, and lease reports are also discussed.

MAC1 – Management Accounting Daily Procedures

Prerequisites:

None

MAC101: Introduction to MAC and NAD
The topics covered in this session include an overview of the MAC application, the open posting month feature, MAC drop, and the Name and Address application, including adding customer records, creating charge customer records, and finding Accounts Receivable information.

MAC102: Posting and Viewing Accounting Detail
The topics covered in this session include an overview of Post Journals screens, posting an A/P purchase, auto-distributing expenses, displaying Journal, Schedule, and G/L Detail, and adding Schedule Extended Notes.
This session has an additional prerequisite of MAC101 or experience using the POWER MAC and NAD applications.

MAC103: Controlling Journals and G/L Accounts
The topics covered in this session include an overview of Journal Posting Control screens, creating a new journal variation and define prompted General Ledger accounts, General Ledger controls, creating new General Ledger accounts, scheduling a General Ledger account, and entering budget amounts for a General Ledger account.
This session has an additional prerequisite of MAC101 and MAC102 or experience using the POWER MAC and NAD applications.

MAC104: Posting Vehicle Purchases
The topics covered in this session include stocking vehicles into inventory, and posting vehicles into accounting.
This session has an additional prerequisite of MAC101 - MAC103 or experience using the POWER MAC and NAD applications.

MAC105: Posting Vehicle Sales (1 of 2)
The topics covered in this session include an overview of Finance Accounting Interface (FAI) functionality, posting a vehicle sale, displaying G/L detail, correcting deal information, reopening a posted deal, and requesting Front-End Management reports.
This session has an additional prerequisite of MAC101 - MAC104 or experience using the POWER MAC and NAD applications.

MAC106: Posting Vehicle Sales (2 of 2)
The topics covered in this session include creating G/L Distribution records, requesting a VIN listing of G/L Distributions, and finding F&I field numbers.
This session has an additional prerequisite of MAC101 - MAC105 or experience using the POWER MAC and NAD applications.

MAC107: Cash Receipts
The topics covered in this session include receipting payments from accounts receivable customers, posting the daily deposit, and creating a new NAD record in Cash Receipts.
This session has an additional prerequisite of MAC101 - MAC106 or experience using the POWER MAC and NAD applications.

MAC108: Checkwriter and 1099 Reporting
The topics covered in this session include creating and posting a check, finding accounts payable balances and invoices, creating 1099 detail automatically, adding manual 1099 detail, adjusting manual 1099 detail, and creating a new NAD record in Checkwriter and E-Payment.
This session has an additional prerequisite of MAC101 - MAC107 or experience using the POWER MAC and NAD applications.

MAC109: Reconciling Bank Statements
The topics covered in this session include clearing detail for bank statement reconciliation, Automated Bank Reconciliation, resetting cleared detail, and requesting bank reconciliation schedules.
This session has an additional prerequisite of MAC101 - MAC108 or experience using the POWER MAC and NAD applications.

MAC2 – Periodic Accounting Procedures

Prerequisites:
None

MAC201: Introduction to MAC and Accounts Receivable
The topics covered in this session include an overview of Management Accounting system integration, the MAC system, the open posting month feature, and MAC Drop, reviewing A/R detail, A/R credit history, finding A/R accounts past due, and running A/R end of month statements.

MAC202: Batch Accounts Payable
The topics covered in this session include requesting a BAP cycle, looking up BAP detail, placing vendors and invoices on hold, posting the BAP cycle, and printing BAP checks.
This session has an additional prerequisite of MAC101, MAC201 or experience using the POWER MAC and NAD applications.

MAC203: Parts Accounting
The topics covered in this session include reviewing parts accounting, adjusting parts accounting before posting, batch posting parts accounting, controlling parts accounting, using reports to find unbilled parts tickets and control inventory expenses, and viewing the adjusted parts invoices before batch posting to the accounting system.
This session has an additional prerequisite of MAC101, MAC201 or experience using the POWER MAC and NAD applications.

MAC204: Service Accounting
The topics covered in this session include reviewing service accounting, adjusting service accounting before posting, batch posting service accounting, controlling service accounting, using reports to find unbilled, completed repair orders, work in process, technician hours flagged for payroll purposes, and viewing/adjusting service accounting before posting it to the general ledger.
This session has an additional prerequisite of MAC101, MAC201 or experience using the POWER MAC and NAD applications.

MAC205: NAD System and Reports
The topics covered in this session include creating reports to meet your own specifications, preventing invoicing for parts and service customers based on NAD number, and displaying historical parts sales information for a given customer.
This session has an additional prerequisite of MAC101, MAC201 or experience using the POWER MAC and NAD applications.

MAC206: Requesting and Maintaining DOC Reports
The topics covered in this session include requesting a DOC report, viewing an Instant DOC on-screen, running Clear DOC, easily changing lines on the DOC to include or exclude accounts, adding new accounts to lines on the DOC, and changing forecast figures quickly and easily.
This session has an additional prerequisite of MAC101, MAC201 or experience using the POWER MAC and NAD applications.

MAC207: Accounting Reports
The topics covered in this session include requesting and analyzing journal and schedule reports, reconciling vehicle inventory, and requesting/analyzing a Detail G/L report.
This session has an additional prerequisite of MAC101, MAC201 or experience using the POWER MAC and NAD applications.

MAC208: Standard Entries and Handling Posting Errors
The topics covered in this session include creating standard entries for expenses and depreciation, creating online standard entries, analyzing a sales analysis report, deleting and voiding transactions, and reverse posting a journal entry.
This session has an additional prerequisite of MAC101, MAC201 or experience using the POWER MAC and NAD applications.

MAC209: End of Month Procedures
The topics covered in this session include viewing the current accounting status, an overview of important end-of-month dates, preparing for MAC Drop, checking to see if MAC Drop will run as scheduled, and requesting end-of-month jobs.
This session has an additional prerequisite of MAC201 - MAC204 or experience using the POWER MAC and NAD applications.

MAC3 – Advanced Management Reports

Prerequisites:
MAC1 – Management Accounting Daily Procedures
MAC2 – Periodic Accounting Procedures

MAC301: Building Daily Operating Control Reports (Part 1)
Topics covered in this session include reviewing a variety of reports that can be produced using DOCs, steps in building a DOC, adding keywords to a DOC, and defining columns in a DOC.

MAC302: Building Daily Operating Control Reports (Part 2)
Topics covered in this session include mapping DOCs, adding lines, printing a DOC, completing Prior Year Comparison DOC, and troubleshooting DOCs.
This session has an additional prerequisite of MAC301.

MAC303: Standard DOCs & Instant DOCs
Topics covered in this session include building standard DOCs, instant DOCs, and restricting accounting reports.
This session has an additional prerequisite of MAC301 and MAC302.

MAC304: Percent of Base Comparison DOC
Topics covered in this session include special content total level, and building Percent of Base Comparison DOC.
This session has an additional prerequisite of MAC301 and MAC302.

MAC305: Additional DOC Features
Topics covered in this session include other DOC features, expenses on the DOC, listing DOC Control Records, mapping a 45-line DOC, and Restricting Accounting report.
This session has an additional prerequisite of MAC301 and MAC302.

MAC306: Financial Statement Reports (Part 1)
Topics covered in this session include Financial Statement data sources, steps in building a Financial Report, adding base report information, and defining literals.

MAC307: Financial Statement Reports (Part 2)
Topics covered in this session include defining Financial Statement Report Content, how to use basic commands such as GET, CAL, PRT, & RST, entering Financial Statement Report Lines, and printing Financial Statement Reports.
This session has an additional prerequisite of MAC306.

MAC308: Financial Statement Literals and Storage Areas
Topics covered in this session include printing from Schedule Recap totals, printing from Alpha Storage, and calculations with Working Storage Areas.
This session has an additional prerequisite of MAC306 and MAC307.

MAC309: Additional Financial Statement Arithmetic and Accumulators
Topics covered in this session include how to perform arithmetic functions in financial statements, conditional statements, personnel and financial statistical data, interfacing accumulators with financial statements, and troubleshooting the Financial Statement.
This session has an additional prerequisite of MAC306 - MAC308.

MAC310: Account Analysis Reports
Topics covered in this session include how to build an Account Analysis Report, Field Accumulations, requesting Account Analysis Reports, and copying existing Account Analysis Reports.

PAY – Payroll

Prerequisites:
None

PAY101: Introduction to Payroll
The topics covered in this session include an introduction to Payroll, steps in processing a payroll cycle, and company level display screens.

PAY102: Setting up Payroll
The topics covered in this session include the Company Pay Calendar, opening a cycle, and adding Name and Address records.

PAY103: Adding an Employee Record (Part 1 of 2)
The topics covered in this session include Payroll Employee Maintenance, Basic Data, Reporting Data, Employee Taxes, Employee Earnings, and Employee Deductions.

PAY104: Adding an Employee Record (Part 2 of 2)
The topics covered in this session include Deduction Efficiency and creating Employee Templates.

PAY105: Paycheck Requests
The topics covered in this session include Check Signer's Worksheet, One-Time deductions, and paycheck requests.

PAY106: Paycheck Solutions
The topics covered in this session include handling paycheck situations, Check Signer's Worksheet, and integrated Payroll downloads.

PAY107: Processing a Payroll Cycle
The topics covered in this session include Trial or Worksheet processing, Full processing, and Payroll-general ledger interface.

PAY108: Additional Payroll Features
The topics covered in this session include adjustments, voids and manual checks, on-line Instant checks, Miscellaneous checks, and Employee and Company Display screens.

PAY109: Payroll Reports
The topics covered in this session include building One-Line reports, requesting payroll and user reports, and cloning reports.

HHD – Household/Driver Tracking

Prerequisites:

None

HHD101: Household/Driver Tracking

Topics covered in this session include using Household, Driver and Vehicle records, providing excellent customer service in the store, over the phone, through the mail, and 24/7 across the Internet by using HHD, and maintaining Household records and correcting exceptions.

PIC – Parts Inventory Control

Prerequisites:

None

PIC101: Adding Parts Records to Your Inventory

Topics covered in this session include learning about the inventory card, and manually adding, changing, and deleting parts from your inventory. Understand the Watch, Non-Stock, Zero Guide, and Order Suspension systems are also covered.

PIC102: Stock Order Process (Part 1)

Topics covered in this session include preparing for the stock order, stock order outline, requesting PIC Processing, adjusting the stock order, placing a part on order suspension, and transmitting the stock order.

This session has an additional prerequisite of PIC101.

PIC103: Stock Order Process (Part 2)

Topics covered in this session include receipting and canceling the stock order.

This session has an additional prerequisite of PIC102.

PIC104: PIC Processing Reports

Topics covered in this session include analyzing PIC Processing reports, and understanding tasks, procedures and reports in My Favorites.

This session has an additional prerequisite of PIC102.

PIC105: Transaction Codes and Displays

Topics covered in this session include Inventory Transaction Codes, the Online Transaction (LOG) System, requesting reports in LOG, Part Information and Manufacturer Price File Displays, and Part Supersessions.

PIC106: Parts Financial Analysis and Management Inventory Analysis Reports

Topics covered in this session include reviewing the information contained in the Parts Financial Analysis report, and creating and requesting Management Inventory Analysis reports.

PIC107: Manufacturer Returns, Price Match, and Sourcing Parts
Topics covered in this session include an overview of the parts return process and the process to update parts prices from the manufacturer's price tape. Learning the available options for sourcing/warehousing parts is also discussed.

PIC108: Inventory Controls and Guide Calculations
Topics covered in this session include inventory controls available and guide calculations.
This session has an additional prerequisite of PIC101, PIC102, and PIC105.

PIN – Parts Invoicing

Prerequisites:

None

PIN101: Parts Invoicing (Part 1)
Topics covered in this session include adding parts to a project, printing invoices, starting a cash ticket for a charge customer, changing an invoice credit type, adding the same part more than once on a project, voiding a project, using magic words, selling parts without valid part numbers, printing picking tickets, and forcing prices on a project.

PIN102: Parts Invoicing (Part 2)
Topics covered in this session include handling core charges, changing headings on an invoice, overriding credit limits, quoting parts without relieving inventory, printing quotes, rolling quote to real invoices, creating credit invoices, and creating reversal invoices.

PIN103: NAD, Online Sales Analysis, and Accounting
Topics covered in this session include adding NAD records, establishing credit limits for customers, determining parts pricing for customers, adding a parts salesperson, adding a new NAD record while adding a project, displaying 12 months of sales history for a customer, establishing a wholesale compensation customer, reviewing the wholesale compensation report, parts accounting procedures, and Online Sales Analysis.

PIN104: Part Inquiries and Displays
Topics covered in this session include performing Short Inquiries, setting up a Short Inquiry, changing a short inquiry into a project, and setting up My Favorites.

PIN105: Back Counter Sales
Topics covered in this session include selling parts to a repair order, marking warranty parts as returned, displaying repair order information, moving parts to different labor lines, opening labor lines in the Parts (PTS) application, opening and closing sublets, and Service Drive Fill Rate report.

PIN106: Special Orders
Topics covered in this session include taking a deposit for a special order, designating a part from an existing project as special order, manually adding a special order to an order, receipting a special ordered part, selling a special ordered part, canceling a special order, setting up and requesting SPO notification cards, setting up and requesting SPO reports, cloning SPO reports, and SPO control screens.

PIN107: Parts Kits and Pricing Calculations
Topics covered in this session include building a parts kit, setting up parts with fixed prices, selling parts kits, attaching a parts kit to a part number, tracking multiple supersessions using kits, cloning parts kits, reviewing reports on parts kits, pricing calculations, setting up calculation codes, and setting up matrix pricing.

PIN108: Reports and Control Options
Topics covered in this session include building, requesting and reviewing invoicing reports, and discussing invoicing control options available.

PPI – Parts Physical Inventory

Prerequisites:

None

PPI101: Parts Physical Inventory **120 minutes**
Topics covered in this session include pre-inventory reporting and preparation, opening, recording, and closing the counts, entering handwrites, and post-inventory reports and follow up.

SDS – Service Department Scheduling

Prerequisites:

None

SDS101: Introduction to SDS and Dispatching Basics **120 minutes**
Topics covered in this session include overviews of the Service Department Scheduling (SDS) application, the process used to begin a repair order, basics of dispatching, and using the Service Department Scheduling application to find and complete jobs.

SDS102: Advanced Dispatching Functions
Topics covered in this session including handling special situations, placing jobs on hold, and assigning a job to a technician.
This session has an additional prerequisite of SDS101.

SDS103: Skills, Technicians, Shop Loading, and Priority Points **120 minutes**
Topics covered in this session include reviewing a skill's information, maintaining technician records, the Shop Loading Status screen, and discussing priority points and how they affect the order in which tags are dispatched.

SDS104: SDS Display Screens
This session reviews the following display screens and the information they display: Overview, Dispatch Tag Inquiry, Advisor Dispatch Log, Advisor Dispatch Alarms, Dispatching Overrides, Daily Dispatch Recap, and Tech Statistic Data.

SDS105: Service Reservations
Topics covered in this session include Service Reservations, reservation availability, reviewing the recommended daily procedures, and setting up the My Favorites list.

SDS106: SDS Controls
Topics covered in this session include customizing your SDS application.

SIN1 – Vehicle Service

Prerequisites:
None

SIN101: Customer Pay Repair Orders **120 minutes**
Topics covered in this session include Vehicle Service application overview, repair order process, using operation codes for quick services, and adding labor lines for major mechanical work.

SIN102: Warranty, ESC, and Internal Repair Orders
Topics covered in this sessions include working with multiple forms of payment (i.e. Warranty, Extended Service Contract, and Internal), adding options to new vehicles and updating their cost, copying internal repair orders to save time, reconditioning trade-in vehicles and updating their costs, managing We-owes (Due-bills) on vehicles, and performing a Manufacturer Inquiry.

SIN103: Flagging Customer Pay and Warranty Pay ROs
Topics covered in this session include flagging quick service operations as well as major mechanical work, looking up the status of flagged lines, understanding how warranty work is flagged, displaying parts sold to a repair order, and backflagging repair orders.

SIN104: Flagging ESC and Internal Repair Orders
Topics covered in this session include flagging Extended Service Contract repair orders, updating vehicle inventory records with dealer-added accessories, handling work that must be written off, handling the completion of We-owes (Due-bills), and using the Overview window.

SIN105: Invoicing Repair Orders
Topics covered in this session include providing customers with quotes or estimates for work completed, defining Preliminary and Final Billing, handling changes in method of payment (i.e. cash to credit), adding pre-defined discounts, correcting errors in invoicing, and voiding repair orders.

SIN106: Advanced Invoicing
Topics covered in this session include handling invoices with multiple pay types, managing deductibles on extended service contracts, applying discounts with greater flexibility, and customizing My Favorites.
This session has an additional prerequisite of SIN105.

SIN107: Quick Service Write up, Multiple Labor Categories, and Sublets
Topics covered in this session include adding additional charges such as towing charges, adding sublet work, chaining repair orders, and handling quick service operations using the Quick Service Write Up application.
This session has an additional prerequisite of SIN101 or SIN102 *AND* SIN103 or SIN104.

SIN108: Special Situations
Topics covered in this session include managing possible rechecks in your service drive, flagging multiple techs on one labor line, adding or deleting labor lines while flagging, unflagging labor lines, using the Advisor Log Sheet, and indicating a labor line was Recommended Not Done.
This session has an additional prerequisite of SIN101 or SIN102 *AND* SIN103 or SIN104.

SIN109: Reservations
Topics covered in this session include creating reservations and converting them to repair orders, customizing your reservation system, pre-printing reservations to save time on the service drive, and requesting a reservations report.

SIN2 – Advanced Vehicle Service

Prerequisites:
SIN1 – Vehicle Service

SIN201: Service Management Reports (Part One)
Topics covered in this session include requesting and analyzing Management Reports such as Work-in-Process, Unbilled But Closed Repair Orders, Recheck Analysis, and Operation Analysis.

SIN202: Service Management Reports (Part Two)
Topics covered in this session include requesting and analyzing Service Management Reports such as Profit and Performance, Shop Flow Analysis, and Service Accounting Data, viewing Instant DOCs, reviewing Service Daily Work Plan, and Warranty Management System.

SIN203: Discounts and Policy Adjustments
Topics covered in this session include reviewing gross profit, adding parts and labor discounts, making policy adjustments, and reporting discounts and policy adjustments.

SIN204: Determining Technician Pay
Topics covered in this session include adding tech records, setting up payroll cutoff dates, analyzing Tech Hours Flagged reports, and adding Service Advisor records.

SIN205: Dealer Operation Codes
Topics covered in this session include setting up, selling, and merchandising operation codes.

SIN206: Service Specials
Topics covered in this session include setting up service special pricing, creating State Inspection operation codes, and requesting an Operation Code report.
This session has an additional prerequisite of SIN205 or working knowledge of SPG.

SIN207: Household/Driver Tracking
Topics covered in this session include using Household, Driver, and Vehicle records, setting up households with owner or fleet maintenance NAD numbers, and correcting exceptions in Household records.

SIN208: Customer History Reports
Topics covered in this session include building and request Customer History reports, and maintaining Customer Service History.
This session has an additional prerequisite of SIN207 or working knowledge of HHD.

SIN209: Customizing Your System **120 minutes**
Topics covered in this session include defining standard service procedures, defining password access, setting up distribution types, and creating pay type/invoice type controls.

SPO – Parts Special Orders

Prerequisites:
None

SPO101: Parts Special Orders **120 minutes**
Topics covered in this session include taking a deposit for a special order, designating a part from an existing project as special order, manually adding a special order to an order, receipting and selling a special ordered part, canceling a special order, setting up and requesting SPO notification cards, setting up and requesting SPO reports, cloning SPO reports, and SPO control screens.

SRP – Service Reports

Prerequisites:

None

<u>SRP101: Service Reports</u> **120 minutes**

This course covers how to request and analyze the most important and most frequently used service reports. It also covers reports outside of the service applications that can help find information about the Service department.

VRC – Vehicle Report Card

Prerequisites:

None

<u>VRC101: Vehicle Report Card</u>

The topics covered in the course include adding a VRC to a repair order, setting up your system so that a VRC is automatically added to a repair order, using VRC in a repair order, using Service Upsell Tracker (SUT) with VRC, suggesting repairs with an estimated pricing to a customer, creating your own customizable VRC, and producing a report to manage and monitor VRC use.

CRM – Customer Relationship Management

Prerequisites:

None

CRM101: Customer Relationship Management Basics

Topics covered in this session include an overview of the Customer Relationship Management (CRM) application, life of a prospect, CRM folders, and CRM calendar and appointment displays.

CRM102: Appointments and Tasks

Topics covered in this session include creating appointments for customers and personal items, delegating appointments to other representatives, tracking daily duties in the form of tasks, recognizing and acting on urgent tasks, and creating reminders for calendar items and tasks.
This session has an additional prerequisite of CRM101.

CRM103: Lead and Customer Management

Topics covered in this session include dealing with unassigned leads and tasks, adding new customer records, and managing existing customers and pending sales customers.
This session has an additional prerequisite of CRM101.

CRM104: CRM for the Front End and Fixed Operations

Topics covered in this session include viewing the status of existing deals from CRM, completing tasks added by the Sales Daily Work Plan, tracking vehicles available for demo drives, monitoring delegated reservations and appointments using the "Watchdog" feature, adding new service reservations from CRM, and checking the status of existing service reservations.

CRM105: CRM Reports

Topics covered in this session include viewing on-screen customer traffic reports and monitoring prospect activity.
This session has an additional prerequisite of CRM101 – CRM104.

CRM106: Communications and Controls

Topics covered in this session include sending letters, Emails, and text messages to customers, and setting up programs that control how your Customer Relationship Management (CRM) application works.
This session has an additional prerequisite of CRM101 – CRM105.

CSH – Customer Service History Reports

Prerequisites:

None

CSH101: Customer Service History Reports

To help you increase your service and sales business from repeat customers, you learn to create the following reports in this course: Vehicles Without Extended Service Contracts, Service Forecasting, Potential Vehicle Repeat Sales by Model, Vehicles Sold Here – Never Serviced, Vehicles Serviced Here – Never Sold, Vehicles Not Serviced for Six Months, Customers With and Without Emails, and Market Analysis by Zip Code and Model.

CSI – Customer Satisfaction Index

Prerequisites:

None

CSI101: CSI Report Cards

This course covers a system overview of Customer Satisfaction Index, an overview of the report card and complaint process, reviewing Daily Work Plan display, and answering Service, Prospect, and Delivery report cards.

CSI102: Handling CSI Complaints

This course covers adding complaints from report cards, printing complaints, adding complaints manually, taking actions on complaints, and resolving/closing complaints.

CSI103: CSI Reports and Control Screens

This course reviews the CSI Daily Work Plan, the Trend Analysis and Satisfaction reports, control screen set up options, and covers how to set up department codes and source codes.

DLR – Dealer Overview

Prerequisites:

None

DLR100: Full DLR Course **Classroom Instructed – Houston, TX** **Two Days** **$580**

Topics in the course include how your POWER software applications work together to help you gain and retain customers, how to quickly review all of the daily exceptions in sales, service, parts, accounting or any other area. You can also learn to monitor showroom activity, monitor vehicle sales and service, how POWER applications protect your profit, increase sales opportunities, give your people the tools to build customer loyalty, and instantly see the overall financial position of the dealership.

DLRRU1: Full DLR Course **Classroom Instructed – Dayton, OH** **Two Days** **$580**

This course covers the same material as **DLR100**. The only difference is the location it is taught.

GEN – General Manager

Prerequisites:

None

GEN101: General Manager **120 minutes** **Free of charge**

Topics covered in this session include viewing summary emails, reviewing inventory, new and used vehicles sales department, F&I performance, service department, parts department, accounting department, payroll, and security and education reports. You will also cover analyzing deal receivables, and an overview of the Dashboard (DSH) application.

OCC – Outbound Correspondence & Communication

Prerequisites:

One other course must be completed

You must have used POWER for six months at your dealership

OCC101: Introduction to OCC

Topics covered in this session include steps to create an OCC Email, letter, or text message, and a description of each source application.

OCC102: Marketing Toolbox

Topics covered in this sessions include searching for and adding source names to templates, modifying existing templates, creating and defining templates, and cloning templates.

This session has an additional prerequisite of OCC101.

OCC103: Creating OCC Documents

Topics covered in this session include creating text and HTML Email layout files using Marketing Toolbox, a discussion of third party HTML and text editors, and creating layout files using Microsoft® World for letters.

This session has an additional prerequisite of OCC101 and OCC102.

OCC104: Publishing Emails, Letters, and Text Messages

Topics covered in this session include downloading OCC from Software Manager, adding OCC to your Startup folder, determining with the last OCC job was run, working with templates on the Application server, and creating SMS text messages.

This session has an additional prerequisite of OCC101 and OCC102.

OCC105: Requesting Emails, Letters, and Text Messages

Topics covered in this session include testing templates, creating manifests, requesting Emails, letters, and text messages, adding an Auto-Run report, customer privacy, and Outbound Correspondence and Communication – Instant (OCI).

This session has an additional prerequisite of OCC101 and OCC102.

PRC – Purchase Requisition Control

Prerequisites:

One other course must be completed or experience using POWER MAC or NAD applications

PRC101: Introduction, NAD, and General PRC

Topics covered in this session include setting up vendors for PRC, writing PRCs, printing PRCs, receipting PRCs, and posting invoices for PRC.

PRC102: Vehicle, Parts, and Sublet PRC

Topics covered in this sessions include adding vehicle, parts, and sublet PRCs, pre-posting PRC amounts, posting invoices with a variance, receipting parts PRCs, and using sublet PRCs.
This session has an additional prerequisite of PRC101.

PRC103: PRC Inquiry, Reports, and Control Programs

Topics covered in this session include listing historical PRCs and all PRCs for a vendor, defining and requesting a PRC report, voiding invoices, and understanding PRC control programs.
This session has an additional prerequisite of PRC101.

QRY - Queries

Prerequisites:

None

QRY101: Queries

Topics covered in this course include adding a query and selecting the database used, modifying a query, adding columns, and using selection criteria, cloning queries, exporting query information, and how Queries (QRY) integrates with other applications.

SEC – Security Profiles Advanced Topics

Prerequisites:

None

SEC101: Security Profiles Advanced Topics

Topics covered in this session include maintaining groups of passwords to quickly change access, comparing security profiles, searching passwords for access to specific items, and Global Security items.

SYS – System Administrator

Prerequisites:

None

SYS101: System Integration and Hardware

Topics covered in this session include understanding the system administrator duties, knowing the Reynolds and Reynolds company structure, identifying the purpose of the hardware components of the computer system, understanding how LAN systems work, and understanding how serial systems work.

SYS102: Understanding Workstations

Topics covered in this sessions include using the keyboard, using on-screen help windows, configuring the Home Page, maintaining a system record for each workstation, troubleshooting equipment, and printer maintenance.

SYS103: System Software and Dealership Communication

Topics covered in this session include understanding the system software, knowing the internal programs that run the system, looking at the System Master Control Log, and knowing when to perform an Initial Program Load.

SYS104: User Security and Training

Topics covered in this session include maintaining passwords for all employees, and training new employees.

SYS105: User Groups and Advanced Security

Topics covered in this session include maintaining user groups, comparing access between employees and/or user groups, and requesting POWER Security Reports.

SYS106: Enterprise Report Management

Topics covered in this session include managing reports in the system, changing job priorities, and saving reports to the Document Retrieval (DOC) system or to your PC.

SYS107: Auto Reports, Electronic Documentation Viewer, and Queries

Topics covered in this session include adding automatic reports, requesting the Auto Run Report, and Queries.

This session has an additional prerequisite of INTR1.

SYS108: Tape Library, Backups, and Reorgs

Topics covered in this session include maintaining the tape library, knowing the different types of tape library reports, requesting backups in the system, troubleshooting failed backups, understanding database layouts, understanding reorgs and how they are requested, and checking database statuses.

This session has an additional prerequisite of INTR1.

SYS109: Business Information Server
Topics covered in this session include an overview of the Business Information Server (BiS), adding appointments, tasks, alerts, and reminders using the Calendar view, managing Emails, tasks, and alerts, determining security access for BiS items, and backing up the BiS.

UPS – User Programming System

Prerequisites:

None

UPS101: Introduction and Layouts
Topics covered in this session include how UPS works, defining record, fields, layouts, and datanames, and how to find field numbers.

UPS102: Basic Reports
Topics covered in this session include building a basic UPS report, understanding edit types and selection logic, determining what prints, and running UPS reports.
This session has an additional prerequisite of UPS101.

UPS103: Advanced Reflexes (Part 1)
Topics covered in this session include combining multiple databases, using Working Storage, utilizing compute logic and literal equate logic, and creating parameters.
This session has an additional prerequisite of UPS101 and UPS102.

UPS104: Advanced Reflexes (Part 2)
Topics covered in this session include understanding Complex select logic, multiple selection criteria, and defining legends.
This session has an additional prerequisite of UPS101 – UPS103.

UPS105: Miscellaneous Topics
Topics covered in this session include displaying report statistics, creating follow-up letters, printing mailing labels, cloning reports, and setting up password security.
This session has an additional prerequisite of UPS101 – UPS104.

UPS106: Display Screens
Topics covered in this session include determining screen layout, creating a customized display screen, and viewing customized displays.
This session has an additional prerequisite of UPS101 – UPS105.

CAP – Credit Application

Prerequisites:

None

CAP101: Credit Application

Topics covered in this session include starting a credit application, adding employment history, adding references and creditors, adding bank accounts and mortgage information, viewing previously financed vehicles, and printing credit applications.

FGM – Finance General Manager

Prerequisites:

FIN – Deal Negotiation & Vehicle Sales

FGM101: General F&I Set Up

Topics covered in this session include adding a vehicle salesperson record, defining what information defaults into your deal, designating required entries for each type of deal, setting up commissions and profit formulas, workstation/printer relationships, and customizing the Prospect Multi-Quote screen.

FGM102: Menus and Advanced Controls

Topics covered in this session include setting up and maintaining F&I Menu Selling (FIM), defining general data for each lienholder, defining general information for each lessor, and using Lease Residual Tables (LRT).

FGM103: Requesting & Analyzing Front-End Reports

Topics covered in this session include printed front-end reports including Spot Delivered but Not Finalized, Delivered but Not Posted, Source of Financing, Source of Leasing, Manager's Gross and Penetration, F&I Summary, and Deals Sold Log, requesting a Sales Report, requesting Instant Front-End reports, and adding and looking up an aftermarket deal.

FIM – F&I Menus – Presenter

Prerequisites:

None

FIM101: F&I Menus - Presenter

The F&I Menus – Presenter class teaches you through hands-on exercises how to access and sell standard and customized menu packages to deals in the Finance and Insurance (FIN) application. This class also teaches you how to adjust selling price and other information in the menu package to give you extra flexibility while negotiating with your customers.

FIN – Deal Negotiation & Vehicle Sales

Prerequisites:

None

FIN101: Introduction & Starting Finance Deals

Topics covered in this session include an overview of the Finance and Insurance application, the functions of Sales and F&I Managers in the deal process, adding a quote deal, adding a real deal, looking up a deal, converting quote deals to real deals, converting real deals to quote deals, and displaying lists of open, closed, and posted deals.

FIN102: Deal Subscreens

Topics covered in this session include checking the status of deal subscreens to determine what information is missing from the deal, identifying the information contained in each deal subscreen, entering information in each deal subscreen, and using Navigator Mode to quickly complete the required deal subscreens.

FIN103: Negotiating Finance Deals

Topics covered in this session include using flexible fields to change amounts in the deal, using function keys to perform quick changes in the deal, performing rollbacks in a finance deal, changing the deal type, calculating balloon payments, selling off-the-truck vehicles, and selling on-order vehicles.

FIN104: Lease Deals

Topics covered in this session include starting a lease deal, identifying what information should be entered in each lease screen, marking options as capitalized or due-on-delivery, entering due-on-delivery dealer adds, residualizing an option at a different rate, prepaying excess mileage charges, performing rollbacks on lease deals, using the Minimizer feature, and using lease-specific rollbacks.

FIN105: Finalizing Deals & Additional Tools

Topics covered in this session include printing the necessary forms for each deal, validating the buyer and co-buyer, marking a delivery, closing a deal, re-opening a deal, using display screens to find basic information such as financial data, dates, and comments on deals, starting fleet or wholesale deals, cloning deals, prospect multi-quote, and aftermarket/chargeback deals.

FMB – Forms Building

Prerequisites:

FIN – Deal Negotiation & Vehicle Sales

FMB100: Full FMB Course **Classroom Instructed – Houston, TX** **One day**

Topics covered in this course include an overview of Forms Management, forms display programs, measuring the form, identifying necessary data, choosing edit types, using data logic testing, using Auto-Print, requesting a forms control record listing, printing reports, assigning priority rankings, cloning forms, test printing a form, adjusting data on a form, steps to building a form, adding a forms master record, and troubleshooting.

FRM – Front-End Management

Prerequisites:

FIN – Deal Negotiation & Vehicle Sales

FRM101: FRM Introduction, Report Library, and Viewing Reports

Topics covered in this session include Front End Management system overview and integration, understanding FRM reports, requesting instant reports, and forecasting future sales.

FRM102: Instant Reports

Topics covered in this session include modifying instant reports, creating Summary reports, creating VIN tables, changing report legends, and printing report definition records.

FRM103: Modifying Instant Report Columns

Topics covered in this session include finding field numbers, adding and changing report columns, and deleting report columns.

This session has an additional prerequisite of FRM102 or experience using FIN.

FRM104: Building Printed Reports

Topics covered in this session include creating printed sales reports, defining report selections, summary report options, legend options, and defining report selects.

FRM105: Modifying Printed Report Columns

Topics covered in this session include finding field numbers, defining report columns and lines, and adding, changing, and deleting report columns.

This session has an additional prerequisite of FRM104 or experience using FIN.

FRM106: Sales Motivation Board, We-Owes, and Customer Follow-up

Topics covered in this session include defining Sales Motivation Board columns, requesting the Sales Motivation Board report, requesting the We-Owe Analysis report, and Outbound Correspondence and Communication (OCC).

This session has an additional prerequisite of FRM102 and FRM105 or experience using FIN.

LLC – Lienholder and Lessor Controls

Prerequisites:

None

LLC101: Lienholder and Lessor Controls

The topics covered in the course include setting up and maintaining F&I Menu Selling (FIM), defining general data for each lienholder, defining general information for each lessor, and using Lease Residual Tables (LRT).

PCI – POWER Contact Management Integration

Prerequisites:

None

PCI101: Introduction and Adding Clients in Contact Management

Learn how to perform daily operations tasks within Contact Management. These tasks include: adding new clients and prospects, searching vehicle inventory, and creating new deals for your prospects.

PCI102: Managing Clients in Contact Management

Learn how to perform daily operations tasks within Contact Management. These tasks include: managing your inbox and Daily Work Plan, and completing follow-up activities.

PCI103: Responsibilities of the Sales Manager

Learn how to perform management specific daily operations tasks within Contact Management. These management tasks include: using the Desk Log and Floor Traffic screens to manage your day-to-day business, utilizing the reporting features available in Contact Management, and reassigning clients or activities to other Contact Management users.

PCI104: Business Unit and Security Setups

Learn how to create new user profiles which includes setting up user visibility and establishing security profiles. Setting up sales steps and sources is also included in this session.

PCI105: Internet Lead Management

This course is designed for the Internet manager to understand the fundamentals in creating prospect distribution rules, setting up individual and store auto-response messages, and managing Internet leads.

PCI106: Creating and Managing Schedules

Learn how to create your prospecting and sold customer follow-up schedules as well as other related service and client care schedules.

PCI107: Creating and Managing Campaigns
Learn how to create effective client collections, distribute bulk emails and letters. You will also learn how to monitor your email campaigns to evaluate the effectiveness of each campaign by tracking response rates and sold ratios for each campaign.

SPC – Sales Prospect Control

Prerequisites:
None

SPC101: Introduction to Sales Prospect Control
Topics covered in this session include an overview of the Sales Prospect Control process, Sales Prospect Control features, and recording prospect information.

SPC102: SPC Screens and Credit Bureau Inquiries
Topics covered in this session include prospect maintenance, managing your prospects, and Credit Bureau Inquiries (CBI).

SPC103: The Daily Work Plan
Topics covered in this session include viewing the On-Line Daily Work Plan on-screen, and requesting the Daily Work Plan.

SPC104: Sales Management
Topics covered in this session include establishing sales procedures, managing prospects who don't buy, handling turnover and "orphaned" prospects, management sections of the Daily Work Plan, Instant Traffic Reports (SPI), setting up salesperson objectives, and Queries (QRY).

VIN – Vehicle Inventory

Prerequisites:
None

VIN101: Introduction to VIN and Vehicle Maintenance
Topics discussed in this session include searching for vehicle records, manually adding vehicle records, changing vehicle records, entering vehicle notes, and posting a vehicle to accounting.

VIN102: Managing Your Inventory
Topics discussed in this session include viewing on-order vehicle information, receiving on-order vehicles, adding a used vehicle record, requesting the VIN/MAC Reconciliation Report, reconciling VIN and MAC records, and customizing My Favorites.

VIN103: Vehicle Options
Topics discussed in this session include creating model specific options, creating options for all vehicles, changing base vehicle data, and adding an option package.

VIN104: Vehicle Searches and Managerial Tools
Topics discussed in this session include finding a vehicle for a customer, displaying and printing a window sticker, displaying the repair order history of a vehicle, putting a vehicle into hold status, and maintaining prices and packs.

VIN105: Vehicle Inventory Reports
Topics discussed in this session include setting up a vehicle inventory listing, creating a customized vehicle inventory report, and requesting a vehicle inventory listing.

WEO – The POWER of We-Owes

Prerequisites:

None

WEO101: The POWER of We-Owes
The topics covered in the course include adding we-owes in the Finance and Insurance (FIN) system, indicating and flagging we-owes in the Service drive, keeping track of outstanding we-owes, setting up dealership contacts and expiration dates, controlling we-owe accounting for both vehicle sales and fixed operations, and building we-owe forms for customers.