

# Monitor Performance and Productivity

# ERA

U.S.

Dealership-wide Solutions

General Manager  
Exception Reporting for ERA®

## Ask Yourself...

- ? How many problems go unfixed because I never hear about them?  
.....
- ? How often am I frustrated by not having information at my fingertips?  
.....
- ? Am I focusing my time and energy on the wrong issues?  
.....
- ? How much time do my managers waste digging through reports to find data?  
.....
- ? How much time am I waiting on my managers to respond to my questions?

## Expect Results

- Manage more efficiently by getting a real picture of operations, instead of relying on others to tell you what's happening.
- Maximize profits by catching leaks and problem areas before they become big issues.
- Increase productivity and save time when looking for specific information.
- Improve performance by monitoring department and employee productivity based on your specific criteria.

\* NADA Data

## Are Your Profits Leaking?



The average dealership's net profit before taxes as a percentage of sales is 1.5%.\*  
Could yours be higher?

### Sales and F&I Reports

Know if certain employees need more coaching and which vehicles have been on the lot too long. Don't wait for someone else to tell you there is a problem. **Be proactive and fix problems before they get out of hand.**

Reports you can view for the Sales and F&I departments include:

- Vehicle sales with gross figures too low.
- F&I product penetration rates under goal.
- Spot-delivered deals that need to be finalized.
- New and used vehicle sales department statistics.
- New and used vehicles with excessive days in stock.
- Salespeople that aren't achieving monthly goals.

\*\*\*\*\* USED VEHICLE INVENTORY \*\*\*\*\*

THE FOLLOWING UNITS HAVE BEEN **IN STOCK LONGER THAN** **45** **USED CARS\*** **45** **USED TRUCKS\*** **45**

STOCK #	VIN	S	VA	MAKE	CARLINE	DESCRIPTION	COLOR	DAYS	LIST AMT	COST AMT
AU101AU	264MS52J211208326	5	01	BUICK	CENTURY	4DR SON CUSTOM	SILVER	888	7995.00	3430.07
RS192AS	1J4GM48S84C10541J	1	04	JEEP	GRAND CHEROKEE	4WD	BLUE	538	13995.00	10462.69
CD648CD	2C3JA43R65H13332C	1	05	CHRYSLER	300	SEDAN	GREEN	331	14995.00	10376.08
P3601P3	262WP522351356226	1	05	PONTIAC	GRAND PRIX	SEDAN	RED	310	12995.00	9864.28

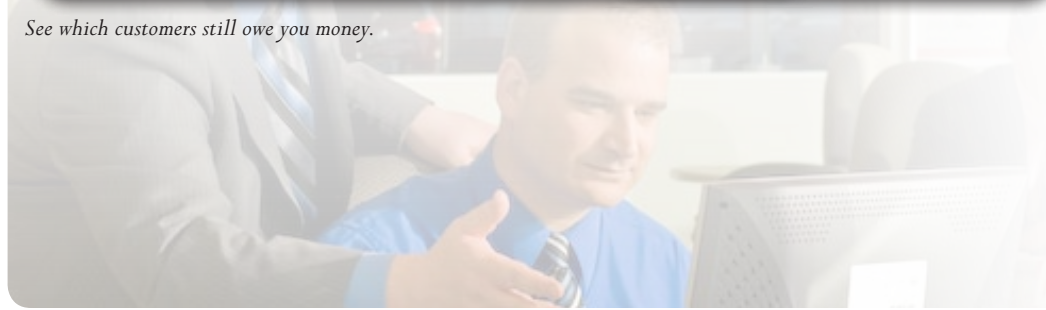
See only what falls outside the parameters you set.



220A CAR ACCOUNTS RECEIVABLE **AGE MORE THAN 7 DAYS OLD**

AGE	GL#	CTAL#/INV#	REF #	JRNL	CUST/DEAL NO	AMOUNT	CUSTOMER NAME	DESCRIPTION
14	220A	2010010	B0040280	11	2010010/0202	6000.00	TONER, BANITA	06 PONTIAC G6 1622655816
8	220A	2014014	C8045XC8	1	2014014/9393	765.76	PONDLER, ANN	09 CHEVROLET COBAL 161AK18H16

See which customers still owe you money.



### Accounting Reports

**Improve cash flow** by monitoring contracts in transit and aged receivables. You decide how quickly receivables are reported and see only those that need attention.

Exception reports available for the accounting department include:

- Outstanding vehicle accounts receivable.
- Outstanding contracts in transit.

## Parts Reports

Control obsolescence in your parts department and be sure your parts counter staff is meeting the goals you set for them. By monitoring your parts stock and open parts tickets on a daily basis you can **make adjustments to maximize revenue**.

Take action to improve efficiency in your parts department after viewing these exception reports:

- Slow moving parts and counterperson not meeting established goals.
- Revenue not billed through accounting.
- Customers who need to pick up their special order parts.
- How many parts in inventory are non-returnable.

INVENTORY VALUE IS 69677 WHICH IS BELOW GOAL OF 275000 BY 205323  
 NUMBER OF UNPRICED PARTS IS 1 WHICH IS BELOW GOAL OF 20 BY 19

**PARTS WITH NO SALES IN 6-12 MONTHS TOTAL IS 23299 OR 33%**  
**PARTS WITH NO SALES IN 13+ MONTHS TOTAL IS 16639 OR 24%**

NON-RETURNABLE PARTS TOTAL IS 10119 OR 23% WHICH IS ABOVE GOAL OF 3000 OR 3%  
 NON-RETURNABLE PARTS TOTAL NOT SOLD IN LAST 9 MONTHS IS 3695

**THE FOLLOWING COUNTERPERSON(S) FELL BELOW THE MINIMUM GOAL OF 20 INVOICES, OR 100 LINES, OR 600 IN SALES AT COST**

CTR#	COUNTERPERSON NAME	INVOICES	LINES	SALES
50	ART VOICE	18	36	745.45

TOTAL INVOICES WRITTEN WAS 19 WHICH WAS BELOW GOAL OF 70 BY 51

Reports give you insight into your stock levels.

THE FOLLOWING SERVICE DEPARTMENT **REPAIR ORDERS WERE OPENED OVER 3 DAYS AGO**

RO#	CUSTOMER NAME	OPENED	VR MAKE	CARLINE	LICENSE#	SERVICE ADVISOR	LBR COST	PTS COST	RO TOTAL
175537	DEB FINGER	03/18/2009	07 DODGE	GRAND CARA		2063 GAIL LACOST	0.00	41.50	0.30
176696	ASHLY FARRIS	04/06/2009	07 JEEP	COMMANDER		2063 GAIL LACOST	0.00	0.00	152.57
177702	BOB NIXON	04/06/2009	09 DODGE	CHALLENGER		2063 GAIL LACOST	54.00	0.00	84.00
177721	BRANDON WOGEL	04/08/2009	09 DODGE	CHALLENGER		2063 GAIL LACOST	590.41	101.00	141.40
177723	DON HALL	04/08/2009	07 DODGE	CALIBER		2063 GAIL LACOST	84.00	66.50	93.10
177759	JOYMERJICE	04/13/2009	01 DODGE TRUC	RAM VAN		2063 GAIL LACOST	66.50	68.50	590.84

Track repair orders that have been open too long.

## Service Reports

Do you know how many of your repair orders have been on hold over three days? Keep track of repair orders so you **don't lose revenue** and be informed of service advisors not meeting your performance expectations.

These reports help you quickly pinpoint problem areas in your service department:

- Repair orders on hold.
- Repair orders invoiced but not closed.
- Money stuck in work-in-process from unbilled repair orders.
- Repair orders opened on vehicles recently serviced.
- Labor gross profit lower than expected.
- Parts gross profit lower than expected.
- Underperforming service advisors.

### Summary Report

Know how all your departments are performing on a daily basis. Don't wait for others to relay information to you. Summary reports allow you to see the big picture and **catch profit leaks throughout your dealership**. View in one place what requires your attention in your dealership.

SUMMARY GENERAL MANAGER 5412  
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THE NUMBER OF UNITS HAVE BEEN IN STOCK LONGER THAN 90 DAY(S)	NEW CAR IS	54	TOTAL LIST	1272680.00	TOTAL COST	1271629.74
THE NUMBER OF UNITS HAVE BEEN IN STOCK LONGER THAN 90 DAY(S)	NEW TRUCK IS	17	TOTAL LIST	478585.00	TOTAL COST	419283.28
THE NUMBER OF UNITS HAVE BEEN IN STOCK LONGER THAN 45 DAY(S)	USED CAR IS	28	TOTAL LIST	244500.00	TOTAL COST	117728.11
THE NUMBER OF UNITS HAVE BEEN IN STOCK LONGER THAN 45 DAY(S)	USED TRUCK IS	11	TOTAL LIST	122920.00	TOTAL COST	143606.32

THE NUMBER OF NEW RETAIL CAR DEALS NOT MEETING THE EXPECTED GROSS OF 1400	COUNT IS	0
THE NUMBER OF NEW RETAIL TRUCK DEALS NOT MEETING THE EXPECTED GROSS OF 1400	COUNT IS	2
THE NUMBER OF NEW LEASE CAR DEALS NOT MEETING THE EXPECTED GROSS OF 1400	COUNT IS	1
THE NUMBER OF USED RETAIL CAR DEALS NOT MEETING THE EXPECTED GROSS OF 2200	COUNT IS	0
THE NUMBER OF USED RETAIL TRUCK DEALS NOT MEETING THE EXPECTED GROSS OF 2200	COUNT IS	2
THE NUMBER OF USED LEASE CAR DEALS NOT MEETING THE EXPECTED GROSS OF 2200	COUNT IS	1

TOTAL NUMBER OF NEW DEALS CLOSED OVER 3 DAY(S) AGO BUT NOT POSTED TO ACCTG	IS	0
TOTAL NUMBER OF USED DEALS CLOSED OVER 3 DAY(S) AGO BUT NOT POSTED TO ACCTG	IS	1

TOTAL NUMBER OF NEW SALES FOR REPORTING PERIOD IS 15

View a single-page summary highlighting what you need to know to make the best decisions.



“General Manager Exception Reporting is a great tool that enables me to **highlight areas I feel need improvement**. After viewing the report I meet with my team to **make changes** needed today and for tomorrow.”

**Scott Harris,**  
**President and General Manager**  
 Bill Harris Automotive Group  
 Ashland, OH

### Highlights

- Personalize tolerance levels to your specifications.
- Provide management exception reports by department and in one overall summary.
- Protect reports with security access.
- Easily print or review reports on-screen.

Don't waste time digging through stacks of data for critical information you need. Find problems or improvement areas quickly and spend more time focusing on making your dealership more profitable with General Manager Exception Reporting.



MAKING BUSINESS BETTER.