



Business Office

Arkona Fairbanks Release
Summer 2007

Multiple service contract sales on a deal. You can now sell multiple service contracts on a deal. This feature has to be activated by the Arkona Forms Programming Department to ensure that your F&I forms are properly adjusted to support multiple service contracts. Please call the regular Customer Support line and take option 5 to request activation. We anticipate that this will be a popular feature, so please understand if there is a backlog of activation requests.

As part of this change, Arkona has also made it possible to have multiple service contracts/maintenance agreements on a repair order. The Business Office service contracts will continue to interface with the Service Department.

To sell multiple service contracts on a deal, take the following steps:

1. From the Business Office menu, select **Deals** and retrieve a deal in the usual way.
2. Use the **Service Contracts** function to display a list of available service contracts.
3. Take the option to **Change** by the first service contract you want to select to set the retail price and press [ENTER] to save.
4. Take the option to **Include** by the service contract.
5. Repeat steps 3 and 4 for each service contract you want to include on the deal and select **Cancel** (Back) to return to the main deal screen.

Benefit: Now you can sell an extended service contract and a scheduled maintenance agreement on the same deal.

Hide social security number and birth date on capped deals. In an effort to protect individual privacy, Arkona has made a change to hide the social security number and birth date of buyers on capped deals. Once a deal is capped, this information can only be viewed by someone who has the authority to unlock a capped deal.

The security option for unlocking capped deals is in the Business Office security and is called "Authorize Change to Capped Deal".

To view the sensitive information on a capped deal, an authorized user can take the following steps:

1. From the Business Office menu, **Select Deals** and retrieve the deal as usual.
2. Use the **Unlock Capped Deal** function to open the deal.
3. Use the **Buyer** function to display all of the information about the customer.



Business Office

Hide social security number and birth date (cont'd)

Benefit: This change helps protect both the individual privacy of your customers and the dealership against the liability created by the unauthorized use of sensitive customer information.

Expanded use of the actual mileage field on the inventory screen. You can now enter E in the Actual field on the main inventory screen.

The valid values for the Actual field are:

Y = Actual Mileage

N = Not Actual

E = Exceeds odometer's mechanical limits

Please be aware that using a value other than Y or N in this field may require programming changes to your odometer statement or other F&I forms.

Benefit: Increases the meaning of the field to accommodate state regulations requiring a more specific indicator of the seller's knowledge of the odometer reading.

Change: Previously this field only accepted Y or N.



Business Office

Include F&I managers and sales managers commissions in the payroll import. The payroll import of sales commissions will now include F&I managers and sales managers (types F and M respectively).

Benefit: Expands the capability of the payroll import of sales personnel commissions.

Don't allow inactive salespersons to be added to a deal. You can no longer select a salesperson on a deal if they have been set to inactive. To set a salesperson to an inactive status, take the following steps:

1. From the Business Office menu, select **Application Environment** and select **Salespersons**.
2. **Change** the salesperson and set the Active field to N.

Benefit: Helps eliminate the inadvertent selection of the wrong salesperson on a deal.

Vehicle types added for rental and demo units. You can now have a vehicle in inventory with a type of D (for demo) or R (for rental). These vehicle type designations are also integrated with the Inventory Analysis reports when selecting vehicles by type.

Benefit: Provides a simple way to segregate your inventory and print reports for mixed inventories.



Business Office

Vehicle deposit refund. A new feature has been added to the Vehicle Deposits program that simplifies the process of refunding a vehicle deposit received through the Vehicle Deposits program. With this function, an authorized user can remove a deposit from a deal by cutting a check to the customer or simply remove the deposit from the deal. To refund a vehicle deposit by check, take the following steps:

1. From the Business Office menu, select **Deposits** to display the list of deposits on uncapped deals.
2. Take the option to **Remove** by the customer name to display the Deposit Removal Confirmation window.
3. Use the **Print Check** function to pull the customer information over to the Write Check application with the correct amount, account, and control number to properly clear the accounting for the deposit receipt.
4. Use the **Print Check** function to print the check.

To remove a deposit without writing a check, take the following steps:

1. From the Business Office menu, select **Deposits** to display the list of deposits on uncapped deals.
2. Take the option to **Remove** by the customer name you want to display the Deposit Removal Confirmation window.
3. Use the **Remove** function to remove the deposit from the deal.

Benefit: Simplifies the accounting process associated with refunding a deposit by check.



Customer Showroom Management

Arkona Fairbanks Release
Summer 2007

User-defined contact activity events. This new feature lets you add your own event in the Contact Activity Schedule and tie letters or phone call follow up activities to it. Once you have defined the event and the follow up schedule, you can create the follow up activities for a customer manually through the customer's Future Activities screen.

For example, you could add a bad credit letter event. Whenever a customer's application is rejected for credit, you could send the required letter and then schedule a few follow up phone calls to the customer in the future.

To add your own event with its follow up activities, take the following steps:

1. From the Customer Showroom Management menu, select **Application Environment**.
2. Select **Contact Activity Schedule** and use the **Add** function to define the event.
3. Key in an Event Description and set Active = Y.
4. Use the **Add** function to define your follow up activity schedule as you would for any event. You can assign the responsible person, the letter, and the number of days from the event date the activity should occur.

Once the event and follow up activities have been defined, take the following steps to create the activities in your work plan:

1. From the Customer Showroom Management menu select **Customer Contact** and search for your customer.
2. **Select** the customer to display the Customer History screen.
3. Use the **Future Activities (FA)** function to display the customer's upcoming activities and use the **Add** function to display the Future Activity Event Selection window.
4. Find your event in the list, **Select** it and key in the event date. The system will use the event date to calculate the future activity dates.
5. If you want to remove any of the future activities, you can take the option to **Delete** by the activity you don't want to create and then use the **Create Schedule** function to create the activities and **Cancel (Back)** to return to the Future Activities window.

Benefit: Provides greater flexibility in designing the types of follow up activities you need to satisfy the unique situations that occur in your dealership.



Customer Showroom Management

Letters on demand. This new feature lets you schedule a one-time letter from any pre-defined event in your Contact Activity Schedule.

For example, suppose you found out a new prospect had a birthday yesterday. Since the system doesn't generate follow up activities in the past, you can create a birthday letter on demand and get it out today.

To generate a letter activity on demand, take the following steps:

1. From the Customer Showroom Management menu, select **Customer Contact** and search for the customer or prospect.
2. **Select** the customer to display the Customer History screen.
3. Use the **All Letters** function to display the Letter Print window.
4. Hit **F4** on the Letter line to display a list of available letters and **Select** the letter you want to send.
5. Hit **F4** on the Work Plan line to display a list of sales people and **Select** the one you want to assign the letter to.
6. Key in the date you want the letter to appear on the daily work plan and press [ENTER] to assign the letter to the selected work plan.

Benefit: Makes it possible to send any of your pre-defined letters to any prospect or customer without waiting for an event to occur to trigger the letter.

Manufacturer warranty expiration event. A new event has been added to the Contact Activity Schedule that will generate a follow up activity before the manufacturer warranty expires. For example, you may want to send a letter to a customer 30 days before their manufacturer warranty expires to invite them to purchase an extended warranty. For this event to trigger activities, the warranty start date and warranty months field on the second screen of the inventory record must be completed. Normally, you would complete all the information about the manufacturer warranty (except the start date) on the vehicle when it is stocked in. Then the sale of the vehicle will update the warranty start date and trigger the activity. This event will trigger activities under two conditions:

1. When a deal is capped and the warranty start date is automatically loaded by the system; or
2. If you manually key in the warranty start date and the warranty months and press [ENTER].

Benefit: Expands the capability of the Arkona CRM solution and enhances marketing efforts to customers with newer vehicles.



Customer Showroom Management

Inspection expiration event. A new event has been added to the Contact Activity Schedule that will generate a follow up activity before the vehicle safety inspection expires. For example, you may want to send a letter to a customer 30 days before their vehicle safety inspection expires to invite them to have their vehicle inspected. For this event to trigger activities, the inspection month on the second screen of the inventory record must be completed.

Benefit: Expands the capability of the Arkona CRM solution and enhances marketing efforts to service customers.



General Ledger

Arkona Fairbanks Release
Summer 2007

Option to assign payment methods for non-G/L companies. If you have multiple companies with a single G/L company, this feature lets you create payment methods in the G/L company and assign them to your non-G/L company. This feature is only available in the multi-company with one G/L environment. To assign a payment method to a non-G/L company, take the following steps:

1. From the General Ledger menu in the G/L company, go to **Application Environment** and select **Payment Methods**.
2. **Change** or **Add** the payment method.
3. Hit **F4** on the **Assigned to** line and **Select** the company you want to assign the payment method to.

Benefit: Helps limit the number of payment methods that are available to the cashier in a multi-company environment and facilitates the selection of the correct payment method.

A good example of how this can be used: Suppose you have two service department companies flowing back to one G/L. Since you have two separate credit card terminals, you want to maintain the credit card receipts in separate G/L accounts. Since the G/L account is tied to the payment method, you have to create two separate payment methods: 1 for VISA in the main G/L company and 1 for VISA in the service department company.

Since you can now assign the service department company VISA payment method to the service department company, that is the only VISA payment method that will be available to the cashier when a repair order is closed.

Change: Previously a cashier was required to select from all payment methods defined for all companies.

Option to assign purchase order types for non-G/L companies. If you have multiple companies with a single G/L company, this feature lets you create purchase order types in the G/L company and assign them to your non-G/L company. This feature is only available in the multi-company with one G/L environment. To assign a purchase order type to a non-G/L company, take the following steps:

4. From the General Ledger menu in the G/L company, go to **Application Environment** and select **Purchase Order Types**.
5. **Change** or **Add** the purchase order type.
6. Hit **F4** on the **Assigned** line and **Select** the company you want to assign the purchase order type to.



General Ledger

Option to assign purchase order types (cont'd)

Benefit: Helps limit the number of purchase order types that are available to the person writing a purchase order in a multi-company environment and facilitates the selection of the correct purchase order type.

A good example of how this can be used: Suppose you have two parts department companies flowing back to one G/L. Since you have two separate parts inventories, you want to maintain the inventories in separate G/L accounts. Since the G/L account is tied to the purchase order type, you have to create two separate parts purchase order types: 1 for parts purchases in the main G/L company and 1 for parts purchases in the parts department company.

Since you can now assign the parts department company purchase order type to the parts department company, that is the only parts purchase order type that will be available to the user when a purchase order is created for an outside purchase of parts.

Change: Previously the person writing a purchase order was required to select from all purchase order types defined for all companies.

Changes to Financial Analysis Exception report. Three changes have been made to the Exception report for Financial Analysis:

1. Cost of sale accounts are excluded from the Accounts Not Routed report if the corresponding sale account is routed to the report.
2. List accounts that are routed to more than one line of the report at the bottom of the Accounts Not Routed report.
3. Include an option to include accounts by department. To use this feature, take the following steps:
 - a. Make sure that all of your accounts in your chart of accounts are assigned to a department. This is normally done as part of your conversion from your prior DMS. You can check this by as follows:
 - i. From the General Ledger menu, select **Chart of Accounts**.
 - ii. Position to an account number and **Change** the account.
 - iii. Check the Department field for a department code. You can hit F4 on this field to see a list of valid department codes.
 - b. From the General Ledger menu select **Financial Analysis**.
 - c. Find the Financial Analysis report you want to run the Exception report for.
 - d. Take the option to **Print Exception** by the report and **Select** any of the report views.



General Ledger

Changes to Financial Analysis Exception report (cont'd)

- e. Hit F4 on the Department field to display a list of valid departments and **Select** one or more of the departments you want to include on the report. For example, if you were running the Accounts Not Routed report for a parts department DOC, you would only want the report to show you accounts in the parts department that were not routed to the report. So you would select the parts department only.
- f. Press [ENTER] to select your printer and press [ENTER] to print the report.

Benefit: Excluding the cost of sale accounts when the sale account is routed can significantly decrease the number of accounts printed on the Accounts Not Routed reports. This helps because the sale and cost of sale account are already connected in the chart of accounts and the cost of sale account can be automatically included in the Financial Analysis report by virtue of the sale account being include.

Benefit: Adding the list of double-routed accounts to the bottom of the Accounts Not Routed report helps to find accounts that may have been inadvertently added to the report twice, a common error in building DOCs.

Benefit: Allowing the selection by account department reduces the number of accounts that print on the Account Not Routed report for a department-specific report.

Option to assign inventory units to other accounts. This new feature lets an authorized user quickly move a vehicle from one inventory or flooring account to another. For example, if a new vehicle in inventory is allocated as a demo, you can assign it to the driver and move it to a demo inventory account in one step. To use this feature, take the following steps:

1. From the General Ledger menu, **Select** Vehicles and retrieve a vehicle from inventory as usual.
2. Use the **Assign** function to display a window with accounting information such as sale group, sale and inventory accounts, and inventory date.
3. Make changes to any of the displayed fields to update the inventory record.
4. Press [ENTER] to make the changes. If you change the inventory and/or flooring accounts, the journal entries will be displayed.
5. Use the **Post** function to apply the entries.

Benefit: Simplifies the process of moving inventory in accounting.



General Ledger

Option to write checks to customers. This new feature lets an authorized user write a check to a customer without setting them up as a vendor. To use this feature, you must be authorized to Write Checks in the General Ledger. There are two ways to write a check to a customer:

Through Customer Contact from any menu, take the following steps:

1. From any menu, select **Customer Contact** and search for a customer in the usual way.
2. **Select** the customer to display the Customer History screen.
3. Use the **Write Check (WC)** function to pull the customer information into the Write Check program. From here it is just like writing a check using the normal process.
4. Key in the amount, account, control, reference, and description and press [ENTER] to prepare the check.
5. Use the **Print Check** function and indicate when the check prints correctly to return to the Customer History screen.

Through the Write Checks menu option on the General Ledger, take the following steps:

1. Select **Write Checks** from the General Ledger menu.
2. Use the **Customers** function to display the Customer Search screen and search for a customer in the usual way.
3. **Select** the customer to display the Customer Write Check screen
4. Key in the amount, account, control, reference, and description and press [ENTER] to prepare the check.
5. Use the **Print Check** function and indicate when the check prints correctly to return to the Customer Search screen.

Benefit: This feature is great for cutting one time checks to customers. The check history is retained forever and the accounting copy can be reprinted at any time. Also helps cut down on the number of vendors you have in your vendor list.



General Ledger

Positive pay integration with Chase and Wachovia. Arkona now supports positive pay with Chase and Wachovia banks. This integration provides a way to create a file with check information and send it to your local PC. Once the file is on your PC, you can transfer the data to the bank according to the method provided by the bank. If your bank offers positive pay and you would like to participate, contact Arkona Customer Support for assistance with the setup. As a reminder, Arkona also supports positive pay for Bank of Texas, Fifth Third, Hibernia, U.S. Bank, and Wells Fargo.

Benefit: Provides protection against fraudulent checks for Arkona users who bank with Chase or Wachovia.



Parts Inventory & Invoicing

Arkona Fairbanks Release
Summer 2007

Enhancements to the BMW parts order and return integration points.

Changes have been made to the BMW OEM communications for parts orders and parts returns to upgrade the communications to conform with the latest BMW standard.

Benefit: Complies with OEM requirements.

Include purchase order number and counterperson ID on the Invoice

Retrieval screen. Counterperson ID and purchase order number have been added to the Invoice Retrieval screen to help identify which invoice needs to be retrieved from the cashier window.

Benefit: Helps a parts counterperson identify the correct invoice to retrieve from cashier in the case when there are multiple invoices for the same customer waiting on the cashier screen.

Option to display invoices on the cashier screen. A new option has been added to allow a counterperson to look at parts invoices waiting at the cashier screen without having to retrieve them. To display a parts invoice at the cashier screen, take the following steps:

1. From the Parts Inventory & Invoicing menu, select **Parts Transactions** and enter your counterperson password.
2. Use the **Retrieve from Cashier** function to display the invoices at the Cashier screen.
3. Take the option to **Display** by a parts invoice to see the invoice.

Benefit: Helps the counterperson identify an invoice when more than one invoice exists from the same customer.



Payroll and Personnel Management

Arkona Fairbanks Release
Summer 2007

Electronic filing for Texas state taxes. Arkona has met the requirements for filing Texas state taxes electronically in the MMREF-1 format. An ftp server such as FileZilla must be running on the PC to receive the file. For assistance in setting this up, please contact Arkona Customer Support.

To create the file for transmission to the state, take the following steps:

1. From the Payroll and Personnel Management menu, **Select** Report to Outside Parties and **Select** Tax Reports.
2. Take the option to print the Texas Unemployment Report and key in the report year and quarter.
3. Key in the reporting media contact information and press [ENTER] to select a printer.
4. Press [ENTER] to see a report summary and [ENTER] again to print the report and create the transmission file and send it to your PC.
5. The file must then be transmitted to the state of Texas according to their instructions at <http://www.twc.state.tx.us/ui/tax/quickfile.html> .

Benefit: Complies with state regulations regarding employer state tax filing.



Service Department

Arkona Fairbanks Release
Summer 2007

Automatically exit repair order. A small change has been made to the work flow when printing a repair order that automatically returns you to your Open Repair Orders list screen after printing a repair order. This happens when printing a hard card or a pre-invoice.

Benefit: It is expected that by automatically returning the user from Repair Order Entry after a pre-invoice is printed, the number of repair orders that are locked in use will be reduced.

Multiple service contracts on a repair order. You can now have multiple service contracts on a vehicle for a repair order. This feature lets you use one service contract company for one (or more) lines and another service contract company on other lines.

To add a multiple service contracts to a vehicle through an open repair order, take the following steps:

1. From the Service Department menu, select **Repair Orders** and key in your service advisor password.
2. Retrieve and open repair order in the usual way.
3. Use the **Customer/Vehicle Info** function to display the screen.
4. Use the **ESC** function to display the Service Contracts window and use the **Add** function to display your list of service contract companies.
5. Take the option to **Select** by a service contract company and key in the deductible and service contract terms. Press [ENTER] to save. The service contract appears in the list.
6. Use the **Add** function to redisplay your list of service contract companies and repeat step 5. Use the **Cancel** (Back) function twice to return to the Service Repair Order screen.
7. Put an **S** by one of the service contract lines to change the payment method to service contract and display the Service Contracts window.
8. Take the option to **Select** by the service contract company you want to use for that line.
9. Repeat steps 7 and 8 for the remain service contract lines selecting the correct service contract company for each line.

Benefit: The feature will be very useful in today's service department where vehicles are covered by an extended service contract and a maintenance agreement.



Service Department

Expanded functionality of loan vehicles for appointments. A few enhancements have been made to the service department appointment system to allow assignment and tracking of loan vehicles. You can now build descriptions of your available loan vehicles, reserve one for an appointment, and return it when the vehicle returns. Note that if an appointment has a loan vehicle assigned to it, you will be taken through the loan vehicle assignment routine if you change the appointment date/time.

To build your loan vehicle descriptions, take the following steps:

1. From the Service Department menu, **Select** Application Environment.
2. Take the option to **Select** by Loaners and use the **Add** function to enter a description.
3. Key in the description of the vehicle using stock number, model, color, or any other identifying characteristic and press [ENTER] to save.
4. Repeat this process for each of your loaner vehicles.

To select a loan vehicle for an appointment, take the following steps:

1. From the Service Department menu, **Select** Repair Orders and open an appointment in the usual way.
2. After you exit the appointment and before you select an appointment time, set Loaner = Y and then **Select** your appointment time to display the Loaner Vehicles window.
3. The Date and Time Required defaults to the appointment date/time. Key in the return date and time and press [ENTER] to have the system display the available loan vehicles.
4. Take the option to **Select** by the vehicle you need to assign it to your customer.

A loan vehicle must be returned before a repair order can be cashiered. To return a loan vehicle, take the following steps:

1. From within an open repair order, use the **Customer/Vehicle Info** function and use the **Loaners** function to display Loaner Vehicle Assignment window.
2. Use the **Return** function to remove the loan vehicle and return to the open repair order.
3. If you are on the Open Repair Order List screen, use the **Loaners** function to display the Loaner Vehicle Assignments window.
4. Take the option to **Return** by the customer name to return the loan vehicle.



Service Department

Expanded functionality of loan vehicles (cont'd)

To change the return date of a vehicle, take the following steps:

1. From the Service Department menu, **Select** Repair Orders and key in your service writer password.
2. Use the **Loaners** function to display the Loaner Vehicle Assignments window.
3. Take the option to **Change** by the customer name to display the Loaner Vehicle Assignment window to see if that vehicle is available and reselect the loaner vehicle.