



## Business Office

Arkona Gainesville Release  
Fall 2007

**Driver's license scanner integration.** Arkona now integrates with the ScanShell 800 ID card scanner as a data capture device for first-time customers. When a driver's license is scanned, both OCR and barcode technology are employed to render the most accurate customer information possible. After a brief pause to confirm the accuracy, the scanned data is sent to the Arkona server and the image can be securely stored for future reference.

When you add a new customer on the Arkona system through Customer Showroom Management or Customer Contact, the information from the scanner is available to select, saving you the time and effort necessary to key it in.

For more information on the driver's license scanning solution, contact your regional Arkona sales representative.

**Benefit:** Improves accuracy and reduces the time necessary to add a new customer to the Arkona system.

**Integration with Chrome Systems VIN data.** For over twenty years, Chrome has been working in the vehicle data industry providing VIN descriptions for every type of vehicle. Now Arkona is working with Chrome to provide a more robust VIN explosion feature at no charge to our customers on the Arkona1 server. On this initial version of Chrome data integration, the Arkona system will check the Chrome database if it cannot locate the VIN data in your custom Arkona VIN explosion table. Currently Arkona must authenticate with a remote Chrome server to retrieve the VIN data which causes a delay of several seconds. But by the time you read this, we may have our own Chrome server housed with our ASP server which will eliminate the delay.

**Benefit:** This integration will be very beneficial when bringing vehicles into the Arkona system in service or as a trade-in by providing accurate and complete description of vehicles that may not be in your custom VIN explosion table.

**Arkona Reflections document storage and retrieval system.** The Reflections software makes it possible for users of the Arkona GUI interface to scan all of the paperwork in a car deal and have it automatically indexed and available to be retrieved through Document Inquiry.

When Reflections is configured for your dealership, you specify which F&I documents you want to scan and archive. Those forms are then programmed to have a bar code print on them that is legible to the scanning system. When the F&I documents are scanned, they are saved to a secure redundant server and available for retrieval. To retrieve the scanned images of a F&I documents, take the following steps:



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### Arkona Reflections document storage and retrieval system (continued)

1. Take the option for **Inquiry** from the General Ledger menu and take the option to **Select** by Document inquiry.
2. Position to the document you want to retrieve and right-click by the document and click the option to **Retrieve**.
  - A web browser opens with the archived documents.

To find out more about the software and hardware required to run the Arkona Reflections document storage and retrieval, contact your regional Arkona sales representative.

**Benefit:** Using a document scanning solution, hard copies can be placed in storage off site sooner to free up valuable floor space. Reflections also saves time retrieving copies of car deal documents over walking to the file cabinet and pulling them out.

**Remove preference for log vehicle transactions.** This preference has been removed from the Vehicle Information Application Environment Preferences to ensure that all transactions are properly logged. Transactions such as accepting and unaccepting deals will appear in the vehicle comments.

**Benefit:** The vehicle transactions are essential for an audit trail and by removing this preference from the screen Arkona will ensure that transaction logging is not inadvertently turned off.

**Hide driver's license number with social security number.** The user security option to hide the customer's social security option now also includes the driver's license number.

**Benefit:** Improves security of sensitive customer information.

**Include vehicles on accepted deals on Inventory Exception reports.** The Missing Date in Inventory and Vehicle Is Not In G/L exception reports have been modified to include vehicles on accepted deals. Vehicles on accepted deals are in customer status and do not display or print on your inventory detail reports.

**Benefit:** Helps identify vehicles on deals that are worked before the process for properly adding them to the system is complete.

**Option to sell a service contract without a car deal.** This new feature makes it possible to sell a service contract through Customer Contact on a customer-owned vehicle outside of a car deal. When you sell a service contract through Customer



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### Option to sell a service contract without a car deal (continued)

Contact, it does the accounting and lets you print the service contract and remains with the vehicle when it comes in for service.

- For the service contract to show in service, the service contract company has to be set up in the Service Department and the Service Department Interface has to be activated from the Business Office.

To sell a service contract through Customer Contact, take the following steps:

1. Take the option for **Customer Contact** from any application menu and search for your customer.
2. Take the option to **Select** by the customer's vehicle to display the Customer History screen.
  - If the customer doesn't have a vehicle in your database, select the customer and you can add the vehicle from the Customer History screen with the **Add Vehicle** function.
3. Use the **Owner Vehicles** function from the Customer History screen to display the customer's vehicles.
4. Take the option for **Service Contract** next to the vehicle you want to sell the service contract on to display the Service Contracts window.
5. Use the **Add** function to display the list of Business Office service contracts and take the option to **Select** by the service contract you want to sell.
6. Key in the service contract terms and select a salesperson and press [ENTER] to save.
7. Take the option to **Print** by the service contract company to print the form assigned to that service contract company.
  - The service contract has to be assigned to the After Sale Forms category
8. Take the option to **Post** by the service contract company to display the Payment Method Selection screen.
9. Select the correct payment method and press [ENTER] to close.

When the service contract is paid for, the system does the accounting entries and prints a cash receipt. Some adjustments will need to be made to your service contract form. Contact the Arkona Customer Support Forms Department for assistance.

**Don't allow updates to tax group calculations.** All of the options in Business Office tax groups that affect tax calculation must be changed by Arkona Customer Support. This includes the ability to add a new tax group. The preferred flag, tax description, tax rate, G/L account, and vendor number are still accessible by authorized users.



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### **Don't allow updates to tax group calculations (continued)**

**Benefit:** This change was made to prevent settings in tax groups from being changed incorrectly.

**Extend stock number search to deals.** A standard search by stock number will now try to return a car deal if the number doesn't exist in the inventory file. For example, suppose you sold stock number 9853 and it later came back in on trade. As a trade, it receives a new stock number of U5211. If you then search for stock number 9853 from the Inventory Search screen, the system will first check the inventory file and when it finds that 9853 is no longer a stock number on a vehicle in inventory it will search the deal file and return the deal vehicle 9853 was originally sold on.

**Benefit:** Expanded search capability helps locate information on older vehicles and deals.

**Don't allow used salesperson IDs to be deleted.** You can no longer delete a salesperson ID from your list if it has been used on a car deal or has future follow up activities assigned to it. You must set the salesperson to be inactive.

**Benefit:** Preserves the integrity of your deal history.

**Log comments on deal cap.** The system will automatically log the date and user ID in the vehicle comments when a deal is capped. To see these comments, take the following steps:

1. Take the option for **Vehicles** from the General Ledger menu and key in a stock number.
  - The **Comments** function will display in red.
2. Use the function for **Comments** to open the Comments window and display the vehicle comments.

**Benefit:** Improves audit trail for important deal changes.

**Add cost range to inventory report selection criteria.** You can now create an Inventory Analysis Detail report selecting vehicles by a cost range. For example, you can create a report with all used vehicles that have a G/L cost between \$7,000 and \$8,000. The cost range fields work the same way as the list range on the Inventory Detail Selection screen.

**Benefit:** Enhances the selection criteria to give you more options when creating your inventory report.



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**Option to access appraisals from trade entry.** A new function has been added to the trade entry screen to take you to the Appraisal Entry screen. Appraisal Entry was previously only accessible from Customer Showroom Management.

To access Appraisal Entry from the trade screen, take the following steps:

1. From the main Deal screen, select a deal with a trade.
2. Use the function for **Trades** to display the Trade Entry screen.
3. Select the customer's trade from the list or use the **Add** function to add trade info from scratch.
4. Key in the VIN and mileage and use the function for **Appraisals** to display the Appraisal Entry screen.
  - Use the function for **Print** to print the appraisal form.
5. Complete your appraisal and use the function for **Accept** to return to the Trade Entry screen with your adjusted ACV and mileage.

If an appraisal already exists on a trade vehicle, the function for **Appraisals** will take you to the Vehicle Appraisals screen where you have the option to **Select** or **Print** the appraisal sheet. To obtain the Arkona appraisal form for your dealership, contact Arkona Customer Support.

Security for appraisals is accessed from the System Environment menu in User Security for Customer Showroom Management.

**Benefit:** Enhances integration between Business Office and Customer Showroom Management and makes the BookOut integration feature accessible from trade entry.

**New security on adding service contract companies.** Once the option to allow multiple service contracts on a car deal has been activated by Arkona Customer Support, you will no longer be able to add a service contract company without assistance from Arkona Customer Support. This change was made because F&I documents must be changed to support multiple service contract sales. If these changes weren't made properly when a new service contract company is added, the forms could be return by the bank or service contract company.

**Benefit:** Helps prevent contracts from being rejected by the bank for improper disclosure of service contract information.

**Return DealerTrack submission status to Arkona.** When you submit a credit application to DealerTrack, the Status column Credit Application screen will display either "Submitted successfully" or it will display an error message for the credit apps that are rejected by DealerTrack for failing the data validation tests such as "Invalid business phone number".



## **Business Office**

**Return DealerTrack submission status to Arkona** (continued)

**Benefit:** Very helpful when contracts don't pass validation because previously you had to call Arkona or DealerTrack Customer Support to determine the problem.



## Customer Showroom Management

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**Integration with DealerTrack BookOut.** One-way integration with DealerTrack's BookOut product is now available for users of the Arkona GUI interface. A BookOut icon appears on the Appraisal screen. When you click on the icon, the vehicle's VIN and mileage is transferred to the DealerTrack BookOut web site. If you are not logged on to DealerTrack's site, you must do so before the VIN transfer will be complete.

To launch BookOut from the Appraisal screen, take the following steps:

1. Take the option for **Customer Contact** from the Customer Showroom Management menu and take the option to **Select** your customer and display the Customer History screen.
2. Click the **Owner Vehicles** tab to display the vehicles and right-click the vehicle and select **Appraisal**.
3. Click the BookOut icon to transfer the VIN and mileage to the BookOut page and click the **Search** button next to the VIN to display the year, make, model below.
4. Fill in any missing information in the drop-down boxes and click **Continue**.
5. Select the vehicle options and click **BookOut** to return the appraisal values.

**Benefit:** Reduces the amount of time necessary to retrieve appraisal information.

**Expand inter-company VIN6 search to include customer vehicles.** The inter-company VIN6 search will now return vehicles from other Arkona companies in your database even if they are customer-owned vehicles. You can still select the vehicle to view additional vehicle information, but the function to transfer the VIN from one inventory to another is not available for customer records.

To use the Inter-company VIN6 search, the preference Search All Companies for Vehicles must be set to Y in the Vehicle Information Application Environment Preferences.

**Benefit:** Facilitates locating VINs in other companies after they have been sold.

**New BDC type for follow up activities.** A new type has been added to the Contact Activity Schedule definition screen for BDC. This type is in addition to the existing types of Sales, Service, and Parts. When an activity is a BDC-type activity, during the process of creating the follow up activity the system checks for a BDC rep assigned to the customer. If the customer has a BDC rep assigned, the follow up activity is generated in the work plan for that BDC rep. If the customer does not have a BDC rep assigned, the activity will be generated in the work plan of the default BDC rep in the Contact Activity Assign To\* field.



## Customer Showroom Management

### New BDC type for follow up activities (continued)

To make a follow up activity a BDC type, take the following steps:

1. Take the option for **Application Environment** from the Customer Showroom Management menu and take the option to **Select** by Contact Activity Schedule.
2. Take the option to **Change** by the event to display its contact activities.
3. Take the option to **Change** by a follow up activity, position to the Type\* field and hit F4.
4. Take the option to **Select** by BDC and press [ENTER] to save.

**Benefit:** Helps to ensure that all follow up activities are assigned to the customer's BDC rep. Also assigns activity to the default BDC rep in the activity assignment if there is no BDC rep assigned to the customer.

**Deal in-use warning for worksheets.** A new warning has been added to worksheet selection to inform you when another user is modifying the worksheet you select. When another user is in the worksheet you select, a window is displayed informing you which user has the worksheet in use. You are given the option to back out, go into inquiry mode without modifying the worksheet, or continuing into the worksheet at the risk of losing changes.

**Benefit:** Prevents users from unknowingly making simultaneous changes to a worksheet.

**Default prospect source to previous customer for repeat customers.** The prospect source on the Prospect Registration screen will now default to Previous Customer if the system can locate a car deal for this customer when they are activated as a prospect. The prospect source can be changed if you want to use something other than Previous Customer.

**Benefit:** Saves time in registering a prospect that has purchased from you before.

**Match/merge function available from Customer History.** The option to look for duplicate names in your database is now available from the Customer History screen. The merge functionality is the same as using the Match/Merge program from the Data Tools option on the Customer Showroom Management screen.

To run match merge from Customer History, take the following steps:

1. Take the option for **Customer Contact** from any application menu and search for a customer.
2. Take the option to **Select** by a customer to display the Customer History screen.



## Customer Showroom Management

### Match/merge function available from Customer History (continued)

3. Use the **Match/Merge** function to display the Match/Merge for Customer screen that displays matching records.
  - Matching data is highlighted on the results screen.
4. Take the option to **Merge** by the records you want to delete and press [ENTER] to process.
5. Use the **Replace** function on each record you want to merge to move all of the customer history to the master record.

**Benefit:** Improves database integrity by placing the tools for cleaning up duplicates in the path to adding and working with every prospect.

**Allow create future activities for the Lease Expiration event.** It is now possible to create all future activities for the Lease Expiration event after it is activated. This feature will automatically generate the follow up activities for all leases when it is run after activating and defining the contact activity schedule for the Lease Expiration event.

To create the future activities for the Lease Expiration event, take the following steps:

1. Take the option for **Application Environment** from the Customer Showroom Management menu and take the option to **Select** by Contact Activity Schedule.
2. Take the option to **Change** by Lease Expiration.
3. Use the **Create Future Activities** function to display the confirmation window and press [ENTER] to create the activities.

**Benefit:** Produces the benefit of the lease expiration follow up activities for leases that were made before the event was activated.

**Accepting a deal flags offer and close.** When a deal is put in accept status, the system will make sure the corresponding worksheet has been flagged with an offer and a close.

**Benefit:** Improves accuracy of your showroom statistics.

**LetterSelect supports .docx files.** The Arkona LetterSelect customer follow up software now supports the Microsoft™ Word 2007 default file type of .docx.

**Benefit:** Keeps the Arkona software current with the latest Microsoft™ products.



## Daily Rental

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**Expanded weekly rental rate field.** The weekly rental rate has been expanded to accommodate charges over \$1,000 per week.

To adjust the weekly rate for your rental class, take the following steps:

1. Take the option for **Application Environment** from the Daily Rental menu.
2. Take the option to **Select** by Classes and take the option to **Change** by the class you want to change.
3. Key in the Week rate and press [ENTER] to save.

**Benefit:** Accommodates rental charges for high line vehicles.



## General Ledger

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**Journal Summary Report.** A new report has been added to General Ledger Audit Reports that will provide a summary of transactions in an account by control number and journal. The Journal Summary report will let you select up to 12 account numbers and 10 journals to be included on the report. Multiple views of each report can be saved for future use like the Account Comparison Reports. To run the Journal Summary report, take the following steps:

1. Take the option for **Audit Reporting** from the General Ledger menu and take the option to **Select** by Journal Summary.
2. Use the function to **Add** to display the Report Definition screen.
3. Key in a report name in the description field and the account number(s) and journal(s) you want to include.
  - You can use F4 on the account number and journal fields to get a list.
4. Set Save Selection = Y if you'll want to print the report in the future and press [ENTER] to print.

**Benefit:** A good example of a use for this report is to show how much internal work (in the SVI journal) has been closed to vehicles that are still in your inventory account.

**Check Register Report.** A new report has been added that lists all of your checks in a date range. The Check Register Report includes check date, number, vendor, accounts, control and reference numbers, description, user, and post date/time. It can be printed out as a summary (one line per check) or as detail which includes the amounts and expense accounts the check was charged to.

To print the Check Register Report, take the following steps:

1. Take the option for **Report to Outside Parties** from the General Ledger menu and take the option to **Select** by Reprint Checks.
2. Use the **Select Bank** function to change which bank to run the report for.
3. Key in your date or check number range and hit F4 on the Check Register Report\* field.
4. Take the option to **Select** by Summary or Detail.
5. Press [ENTER] to print the report.

**Benefit:** Helps during any kind of audit to get a list of checks without having to reprint accounting copies or go to the files.



## General Ledger

**Option to print a laser journal voucher.** A new preference has been added to General Ledger Application Environment Preferences to print a laser form journal voucher every time a journal entry is posted. The journal voucher contains all of the transactions you posted along with your company number and name, the user that posted the transaction, the post date/time, and reprint information along with a place to sign and approve the voucher.

A voucher can be reprinted through Document Inquiry. If a transaction set has been voided, the reprinted voucher will show the void status.

To set the preference for journal voucher printing, take the following steps:

1. Take the option for **Application Environment** from the General Ledger menu and take the option to **Select** by Preferences.
2. Set Print Journal Voucher = Y and press [ENTER] to save.

To reprint a journal voucher, take the following steps:

1. Take the option for **Inquiry** from the General Ledger menu and take the option to **Select** by Document Inquiry.
2. Key in the document number and press [ENTER] to find the document.
3. Take the option to **Print** by any of the transactions on the document you want to reprint the voucher for and press [ENTER] to print.

**Benefit:** Provides a printed audit trail of all posted journal entries.

**Remove preference for date/timestamp transactions.** This preference has been removed from the General Ledger Application Environment Preferences to ensure that all transactions are properly stamped. All GL transactions will be stamped with user, post date and post time.

**Benefit:** The timestamp is essential for an audit trail and by removing this preference from the screen Arkona will ensure that time stamping is not inadvertently turned off.

**Additional 1099 vendor types.** Two new 1099 types have been added to the list of valid types. Type 6 for medical & health care payments and type 8 for interest income have been added to accommodate year-end reporting. To change the 1099 type on a vendor, take the following steps:

1. Select **Vendors** from the General Ledger menu and take the option to **Change** by the vendor.
2. Position to the 1099 Vendor\* field and hit F4. **Select** the type you want and press [ENTER] to save.

**Benefit:** Provides more flexibility in assigning vendor types for year end 1099 reports.



## General Ledger

**Option to add notes to open receivables.** The option to add transaction notes used in Document Inquiry is now available in Accounts Receivable. To add a note to an open invoice, take the following steps:

1. Take the option for **Accounts Receivable** from the General Ledger menu and **Display** any/all of the customer types.
2. Take the option for **Invoices** by the customer and take the option for **Notes** by the invoice you want to annotate.

**Benefit:** Expands the availability of the transaction note feature to more convenient areas.

**Positive pay integration with M&T Bank.** Arkona now supports positive pay with M&T Bank. 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, Chase, Wachovia, and Wells Fargo.

**Benefit:** Provides protection against fraudulent checks for Arkona users who bank with M&T Bank.

**Data extraction for general ledger transactions.** A new tool has been added to the Data Extraction menu to download general ledger detail in a .csv format to your PC. Use the G/L Transactions extraction to select general ledger detail by date range, journal, account type, and/or account number. You can also specify whether or not to include reconciled transactions.

To prepare for the file transfer, you'll need an ftp user ID and password for the Arkona ftp site. Please contact Arkona Customer Support for assistance.

To run the G/L Transactions extraction, an authorized user can take the following steps:

1. Take the option for **Data Extraction Selection** from the Data Extraction menu.
2. Take the option to **Select** by G/L Transactions.
3. Key in your date range and, if desired, select a subset of transactions by hitting F4 on the Journal\*, Account Type\*, and/or Account\* field and selecting what you want.
4. Set Include Reconciled Transactions = N, if you want only unreconciled detail and press [ENTER] to display the File Transfer Setup window.
5. Key in a file name and the ftp user id and password and press [ENTER] to submit the extraction request to batch processing.



## General Ledger

### Data extraction for general ledger transactions (continued)

6. Press [ENTER] to clear the system messages and the extraction is complete.

**Benefit:** Facilitates easy offload of Arkona general ledger detail for analysis in a spreadsheet.

**Option to charge sales tax on parts freight.** A new setting has been added to the Tax Group setup in General Ledger that governs the taxability status of freight on parts invoices. When this setting is selected, freight becomes subject to sales tax.

To make freight taxable in your dealership, take the following steps:

1. Take the option for **Application Environment** from the General Ledger menu and take the option to **Select** by Tax Groups.
2. Take the option to **Change** by your preferred tax group.
3. In the Customer Pay column, set Freight = Y and press [ENTER] to save.

**Benefit:** Meets some state and local tax commission requirements.

**Add account and date to Control Inquiry.** This enhancement lets you specify a general ledger account and date when inquiring on a control number.

**Benefit:** Helps limit the results of your inquiry when the control number is used repeatedly.

**Option to view check history from the Customer Value screen.** A new line has been added to the Customer Value screen for check history. This line includes checks that were written to customers who were not set up as vendors. You can drill down to the check history detail all the way to the source document and reprint the check accounting copy from here.

To view customer check history, take the following steps:

1. Take the option for **Customer Contact** from any application menu and **Select** your customer to display the Customer History screen.
2. Use the function for **Customer Value** to display the Customer Value screen.
3. Take the option to **Select** by Check History to display a list of checks.

**Benefit:** Provides quick access to check history if you know the customer name but not the check number.



## General Ledger

**Changes in Financial Analysis.** New function keys were added at the bottom of the Financial Analysis report display that will quickly access the column headings so they can be changed.

**Benefit:** Reduces keystrokes required for manipulating Financial Analysis reports and enhances the look for the GUI interface.

**Sort credit card deposits by reference number.** The transactions in the credit card deposit screen are now sorted by reference number rather than document number to keep related transactions together. Most of the time you won't see a difference because reference number is usually the same as document number.

**Benefit:** Keeps related unreconciled credits together with the original document number for easier settlement reconciliation.

**Separate credit card transactions by approval number.** This enhancement will help when an invoice is closed with more than one credit card approval number that are batched in separate settlements. In this case, you will see the invoice in the credit card deposit screen separated by approval number.

**Benefit:** Facilitates reconciling bank statements with Arkona deposits.



## Parts Inventory & Invoicing

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**Chrysler ARO.** Effective in October 2007 comes the release of the advanced Chrysler ARO parts ordering system. With ARO, Chrysler will analyze your current inventory and sales history and identify parts to be managed. Chrysler will determine your required on-hand quantity of the managed parts and automatically ship those to you on a daily basis. These daily orders will be communicated daily to your Arkona parts ordering system and an order will be automatically created as they are received from Chrysler.

**Benefit:** Complies with OEM requirements.

**More detail on the Month-end Management report.** The option to include detail on the Month-end Management report will now print the detail for your current and idle inventory.

**Benefit:** Facilitates locating specific parts that fall into your idle inventory category.

**Option to add notes to parts on stock orders.** The option to add a note to a part on a stock order in edit status is available for all manufacturers. To add a part note, take the following steps:

1. Take the option for **Stock Orders** from the Parts Inventory & Invoicing menu and take the option to **Edit** by a stock order in Edit status.
2. Position to the part and take the option for **Notes** (GM dealers continue to use option R) by the part number to display the Order Detail window.
3. Key your comments on the Notes line and press [ENTER] to save.

**Benefit:** This feature lets you put comments with the parts on your order that print on the Stock Order Edit List.

**Remove “Return not to inventory” comment.** When a part is returned and the option to place the part in inventory is not selected, the comment “Return not to inventory” will display on the screen, but it will no longer print on the customer invoice.

**Benefit:** Preserves confidentiality of internal information.

**Remove core charges from Unrealized Sales Special Orders to Order.** When a special order part with a core charge is waiting to be placed on a stock order, the dollar amount of the core charge will no longer be included in the Special Orders to Order category in the Unrealized Sales report.



## Parts Inventory & Invoicing

### Remove core charges from Unrealized Sales Special Orders to Order (continued)

**Benefit:** Improves accuracy of unrealized sales report.

**Include wholesale comp type on invoices.** The customer's wholesale comp code has been added to the accounting copy of parts invoices and repair orders when parts that are eligible for wholesale comp are sold to customers with a comp code.

To verify that a customer has a wholesale comp code, take the following steps:

1. Take the option for **Customer Contact** from the Parts Inventory & Invoicing menu and search for the customer.
2. Take the option to **Select** the customer and use the **Pricing** function from the Customer History screen to display the wholesale comp information.
3. The wholesale comp type code appears in the Type field.

**Benefit:** Satisfies certain OEM requirements.

**Add shipment carrier to Subaru parts ordering.** The option to specify a shipment carrier of "Will Call" on a Subaru stock order has been added to the Subaru ordering system.

To use this feature, take the following steps:

1. Take the option for **Stock Orders** from the Parts Inventory & Invoicing menu and create a Subaru parts order.
2. Take the option to **Place Order** by the order while it is in edit status.
3. Key in the arrival date and set Place on Order = Y.
4. Set Download to Subaru = Y and hit F4 on the Shipment Carrier\* line and take the option to **Select** by Will Call.
5. Press [ENTER] to download the order.

**Benefit:** This feature is designed to help dealerships that regularly pick up their own stock orders from a Subaru depot.



## Payroll and Personnel Management

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**Add weeks worked to unemployment report.** A column for the number of weeks each employee worked during the reporting period has been added to the State Unemployment Report. To print this report, take the following steps:

1. Go to Reports to Outside Parties from the Payroll and Personnel Management menu and select Tax Reports.
2. Select the State Unemployment Report (not simple), key in the tax period dates, and press [ENTER] twice to print.

**Benefit:** The number of weeks worked is required information on some state unemployment tax returns.

**Electronically file Iowa state unemployment taxes.** You can now file your Iowa state unemployment taxes electronically. When the Iowa Quarterly Wage report is run, a .csv file is created and sent to your local PC. Once the file is present on your PC, you can submit it to Iowa state according to the tax commission instructions.

To prepare for electronic submission, an ftp server must be active on the target PC and the payroll record in the DCS Definition area of the System Environment menu must be configured properly. Please contact Arkona Customer Support for assistance.

To run the Iowa Quarterly Wage Report, take the following steps:

1. Select **Report to Outside Parties** from the Payroll and Personnel Management menu and take the option to **Select** by Tax Reports.
2. Take the option to **Print SS# Order** by Iowa Quarterly Wage Report and take the option to **Select** by the filing period you want to report for.
3. Confirm your tax period dates and press [ENTER] to display the Printer Selection window and press [ENTER] to display the State Unemployment Tax confirmation window for Iowa wages.
4. Press [ENTER] to continue. The file is sent to your PC.

**Benefit:** Complies with state reporting requirements.

**Electronically file Kentucky state unemployment taxes.** You can now file your Kentucky state unemployment taxes electronically. When the State Unemployment Report (Simple) is run on a QTD bases, a .csv file is created and sent to your local PC. Once the file is present on your PC, you can submit it to Kentucky state according to the tax commission instructions.



## Payroll and Personnel Management

### Electronically file Kentucky state unemployment taxes (continued)

To prepare for electronic submission, an ftp server must be active on the target PC and the payroll record in the DCS Definition area of the System Environment menu must be configured properly. Please contact Arkona Customer Support for assistance.

To run the State Unemployment Report (Simple), take the following steps:

5. Select **Report to Outside Parties** from the Payroll and Personnel Management menu and take the option to **Select** by Tax Reports.
6. Take the option to **Print SS# Order** by State Unemployment Report (Simple) and take the option to **Select** by Quarter.
7. Confirm your tax period dates and press [ENTER] to display the State Unemployment Information window.
8. **Select** any additional columns you want to include and the type of wages to report.
9. Press [ENTER] to display the Printer Selection window and press [ENTER] again to fill in the contact person information.
10. Press [ENTER] to print the report and send the file to your PC.

**Benefit:** Complies with state reporting requirements.

**Data extraction for payroll master.** A new tool has been added to the Data Extraction menu to download your payroll master file in a .csv format to your PC. The payroll master file includes details about each employee including sensitive information such as pay rate and birth date.

The Payroll Master extraction automatically includes all active employees and has an option to include terminated employees in a specified date range. For example, the extraction could give you all active employees plus any employees terminated in 2006.

To prepare for the file transfer, you'll need an ftp user ID and password for the Arkona ftp site. Please contact Arkona Customer Support for assistance.

To run the Payroll Master extraction, an authorized user can take the following steps:

1. Take the option for **Data Extraction Selection** from the Data Extraction menu.
2. Take the option to **Select** by Payroll Master.
3. Specify whether to include terminated employees and key in your termination date range if terminated employees are included and press [ENTER] to display the File Transfer Setup window.
4. Key in a file name and the ftp user id and password and press [ENTER] to submit the extraction request to batch processing.
5. Press [ENTER] to clear the system messages and the extraction is complete



## Payroll and Personnel Management

### Data extraction for payroll master (continued)

**Benefit:** Facilitates the offload of personnel data for analysis.

**Payroll to payroll matching contributions added to NADART file.** Additional data has been added to the standard NADART data extraction to report the payroll-to-payroll matching contributions. Certain plan sponsors whose plans specify that the matching contribution is to be computed and remitted on a payroll-to-payroll basis must report in this report field the matching contribution due a participant. This information shows up in column W in the .csv file.

**Benefit:** Satisfies NADA reporting requirements for their retirement program.



## Portfolio Management

Arkona Gainesville Release  
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**Credit history reporting in the Metro 2 format.** You can now begin to send the credit history for your buy-here/pay-here customers from the Arkona system directly to a credit reporting agency such as Experian or Equifax or to a 3<sup>rd</sup> party software vendor that accepts the Metro 2 format.

Credit history reporting requires a formal relationship with the reporting agency and Arkona will work with you and your reporting agency to facilitate the implementation.

Reporting credit history is a very simple month-end process that must occur before payments can be receipted into the next month.

**Benefit:** Replaces the manual process of reporting credit history with a simple automated process.

**Changes to the Portfolio Management menu.** The following changes have been made to the Portfolio Management application menu:

- **Separate menu options for Payment Entry and Collections.** This change was made to make it easier for users who only do receipts and saves them from having to change processing mode for every receipt.
- **Consolidated reports menu.** All of the Portfolio Management reports have been consolidated into the Reports option to clean up the Portfolio Management menu and conform to Arkona application menu standards.
- **New option for Reports to Outside Parties.** This option contains the Credit History Submission option.

**Benefit:** These menu changes add functionality and streamline the user experience.

**Changes to the Customer Payment Entry screen.** The following changes have been made:

- **Display the number of times past due.** The Portfolio Management application now keeps track of the number of times a customer makes a payment that is past due. This figure is displayed on the Late Charge Due line to the right of the late charge amount.

**Benefit:** This information was previously only available in the Payment History screen by counting the past due payments.

- **Display the number of returned checks.** The Portfolio Management application now keeps track of the number of times a customer bounces a check. This figure is displayed on the Return Check Charge line to the right of the return check charge amount.



## Portfolio Management

### Changes to the Customer Payment Entry screen (continued)

**Benefit:** This information was previously only available in the Payment History screen by counting the returned checks.

- **Display the collector name on the Customer Payment Entry screen.** The name of the collector assigned to the contract is now displayed on the Customer Payment Entry screen above the phone numbers.

**Benefit:** This information was previously only available in the Contract Update screen.

- **Cleaner look to the Customer Payment Entry screen.** Several of the screen information labels have been removed to simplify the look this screen.

**Benefit:** More information is presented with less clutter.

### Changes to the Contract Update screen. The following changes have been made:

- **Screen information presented in a new logical division.** A new screen has been added to Contract Update to help sort through contract information.
  - **Screen 1** – Original contract terms.
  - **Screen 2** – Current contract status information.
- **Condense buyer name/address info.** The buyer information is neatly displayed in the customer information area of the screen.
- **Carry co-buyer information from the deal.** All of the co-buyer information entered on the car deal is now available in Portfolio Management. Prior to the release, only the co-buyer name was carried in portfolio management.

**New functions on the Customer Payment Entry screen.** The following new functions have been added to the Customer Payment Entry screen. Note that each of these has its own unique security option in User Security as discussed in the release notes entry below.

- **Additional Information.** Displays the vehicle information, collector, location, and investor codes.
- **Co-buyer Information.** Displays the co-buyer information which was previously not available in Portfolio Management.
- **Customer Information.** Displays the primary buyer information.
- **Contract Modification.** Replaces the **F10=Modify** function key that was used to modify the terms of the contract.



## Portfolio Management

### New functions on the Customer Payment Entry screen (continued)

- **Customer Notes.** Replaces the **F6=Notes** function key that was used to add notes to Payment History.
- **Contract Payoff.** Replaces the **F8=Payoff** function key that was used to pay off a contract.
- **Credit Reporting.** This is a new function that works in connection with the credit history reporting program. It displays the Credit Reporting Maintenance screen which displays information relevant to credit reporting agencies. This screen is for informational purposes only and the information cannot be modified to maintain the integrity of the customer's payment history. You can set the Report Flag to N if you want to exclude a customer from the credit reporting process.
- **Insurance.** Replaces the **F11=Insurance** function key that was used to add physical damage insurance information.
- **Payment History.** Replaces the **F5=History** function key that was used to display the payment history.
- **Payoff Quote.** Replaces the **F9=Quote** function that was used to produce a payoff quote.

**Benefit:** These changes were made to clean up the look of the Payment Entry screen and bring the user experience in line with the other Arkona applications.

**Add the collector ID to the collector Customer Search screen.** The collector ID assigned to each contract now displays on the collector Customer Search screen in the 3<sup>rd</sup> column.

**Benefit:** Makes it easier to identify the owner of the contract in collections.

**Protect vehicle information from payment entry.** The customer's vehicle information can no longer be changed from Payment Entry or Collections.

**Benefit:** Protects the contract terms from being changed without authority.

**Additional information on Payment History screen.** The number of payments paid and the number of payments remaining have been added to the Payment History screen you access when in collections mode.

**Benefit:** Makes information relevant to the collections process easily accessible when processing contracts in the collection mode.



## Portfolio Management

**Security changes.** The following additional security options have been made available:

- **Authorize late charge credit.** Governs the user's ability to record a credit to the customer's late charges.
- **Authorize change to investor & location codes.** Governs the user's ability to change the inventor and location codes on the Contract Update screen.
- **Authorize note change/deletion.** Governs the user's ability to change or delete existing notes on a customer's contract.
- **Individual function security.** A new window displays in User Security to let you authorize a user to any function in Portfolio Management. To access these new security options, an authorized user can take the following steps:
  1. Take the option for **User Security** from the System Environment menu and position to the user ID.
  2. Take the option to **Change** by the user ID to display the User Security – Application Authorization screen.
  3. Take the option to **Authorize** by Portfolio Management to display the User Security – Application Options screen.
  4. Press [ENTER] to display Information window that contains the individual function security options.

### **Integrate Do Not Call feature with Portfolio Management collections.**

Dealerships that are subscribed to the Arkona Do Not Call will now enjoy this feature as part of Portfolio Management. To see the Do Not Call status of the customer's phone numbers, display the Customer Information screen.

**Benefit:** Extends the valuable benefits of the Do Not Call feature to Portfolio Management.

**Separate views for customer history.** A new function for Alternate Views has been added to the payment history screen that lets you segregate the all of the history accumulated on the customer into payment history, notes, and history. The Payment History view shows only the system generated entries in history when a payment is received. The Notes view shows only the user generated notes added with the Customer Notes function. The History view shows both payment history and notes.

**Benefit:** Makes it easier to understand all of the history on a customer with a lot of payment history and notes.



## Portfolio Management

**Option to print payment history without notes.** A new report has been added to print a shorter version of payment history. To print this report, take the following steps:

1. Take the option for **Reports** from the Portfolio Management menu and take the option to **Select** by Payment Schedule/Amortization/History.
2. Select the contract you want to print the history for.
3. Set Print Payment History = Y and press [ENTER] to print.

**Benefit:** Lets you print just the payment history for a customer without getting all of the long stories that are often stored in payment history.



## Service Department

Arkona Gainesville Release  
Fall 2007

**Volkswagen warranty submission SAGA 2.0.** Arkona now uses the latest Volkswagen file format and transport protocols for submitting warranty repair orders to the manufacturer. With this upgrade you can now flag failed labor and failed sublet in addition to failed part. Additional fields were added to the Claim Information window: Service Advisor ID, Damage Number, Part Mfg., Damage Location, and Campaign Option. The Part ID and Vendor fields have been removed.

**Benefit:** Complies with OEM requirements.

**Option to print hard cards in batch.** The Open Repair Order List screen has been modified to process functions placed by multiple repair orders in a batch. For example, if you want to print customer hard cards for all of the service appointments scheduled for tomorrow, you can now put option 50 to the left of each appointment and press [ENTER] to print all of the hard cards at the same time.

**Benefit:** Saves time when printing off multiple repair orders at the same time.

**Log service appointments in the Customer History screen.** When a service appointment is scheduled, the details of the appointment are logged in customer history. The information in history includes, user, date & time appointment was created, the date & time of the appointment, and which vehicle the appointment was scheduled for.

To view customer history, take the following steps:

1. From any main menu, take the option for **Customer Contact** and search for your customer.
2. **Select** one of the customer's vehicles to display the Customer History screen.

**Benefit:** Improves integration between the Service Department application and Customer Showroom Management and makes the appointment information available to anyone working with the customer.

**Customer response to service text messages.** The text messages for "Car is Ready" and "Customer in Service" will be re-activated for Arkona users on the Arkona1 server. Additionally, the text message "From" line has been modified to look for your email address before sending. If you generate a text message by opening or completing an RO, the system will look for your email address in your user profile in the System Environment User Security and send the text message out from that email address. If the recipient of the text message responds to it, their response will be forwarded to your email account.



## Service Department

### Customer response to service text messages (continued)

If you do not have an email address in your user profile, the message will go out from [service@dealershipdomain.com](mailto:service@dealershipdomain.com) and the recipient will not be able to reply.

Also, you can now add your own subject and message through the **Notify Customer** function to replace the default subject and message text.

As a reminder, text messages are generated by two different processes.

1. When an RO is opened, the system looks for a salesperson ID associated with that customer and sends a text message informing the salesperson that their customer is in service. The text message is sent to the phone number stored with the salesperson ID in the Business Office Application Environment.
2. You can send an on demand text message using the function for **Notify Customer** from inside the repair order.

**Benefit:** Allows your customer to respond to the automatically generated text messages they receive from your service department.

**Option to make a technician inactive.** A new prompt has been added to the Technician Definition screen to set the tech to be inactive. When a tech is inactive, the ID no longer displays in the Technician List screen or in the Technician Selection window that displays while flagging a repair order. Use the **Inactive** function at the bottom of the Technician List screen to see the inactive technicians. To change a technician to inactive, take the following steps.

1. Select **Application Environment** from the Service Department menu and take the option to **Select** by Technicians.
2. Set the **Active** field = N and press [ENTER] to save.

**Benefit:** You can keep all of your technician numbers to preserve history without having your list of technicians fill up with technicians that are no longer employed at the dealership.

**Remove option to delete technicians IDs.** It is no longer possible to delete technician IDs that are no longer being used. They must be set to be inactive.

**Benefit:** When technician IDs that have been used in the past are deleted, it is difficult to identify the technician when they are no longer in the list.

**Remove option to delete service writers IDs.** It is no longer possible to delete service writer IDs that are no longer being used. They must be set to be inactive.

**Benefit:** When service writer IDs that have been used in the past are deleted, it is difficult to identify the service writer when they are no longer in the list.



## Service Department

**Enhanced repair order in-use technology.** The Gainesville release introduces better technology for determining when a repair order is in use by another user. Additionally, an option to recover an “in-use” repair order has been added to the repair order in-use warning window. Please use caution when recovering an in-use repair order to make sure that the repair order is really not being closed by another user.

**Benefit:** This technology will eliminate some calls to Arkona support for assistance in recovering repair orders when session ends abnormally.

**Data extraction for work in process.** A new tool has been added to the Data Extraction menu to download open repair order detail in a .csv format to your PC. Use the Work in Process extraction to select open repair order detail by service group and department (mechanical or body shop).

To prepare for the file transfer, an ftp server must be active on the target PC. Please contact Arkona Customer Support for assistance.

To run the Work in Process extraction, an authorized user can take the following steps:

1. Take the option for **Data Extraction Selection** from the Data Extraction menu.
2. Take the option to **Select** by Work in Process (you may have to page down).
3. Key in your service groups and set Include Body Shop ROs as desired.
4. Key in a file name, the IP address to receive (or use \*CALC instead of your IP address), and the ftp user id and password and press [ENTER] to submit the extraction request to batch processing.
5. Press [ENTER] to clear the system messages and the extraction is complete.

**Benefit:** Facilitates easy offload of work in process detail for analysis in a spreadsheet.

**Data extraction for service appointments.** A new tool has been added to the Data Extraction menu to download service appointment detail in a .csv format to your PC. Use the Service Appointments extraction to select all open service appointments.

To prepare for the file transfer, an ftp server must be active on the target PC. Please contact Arkona Customer Support for assistance.

To run the Service Appointments extraction, an authorized user can take the following steps:

1. Take the option for **Data Extraction Selection** from the Data Extraction menu.
2. Take the option to **Select** by Service Appointments (you may have to page down).

## Service Department



### **Data extraction for service appointments (continued)**

3. Key in a file name, the IP address to receive (or use \*CALC instead of your IP address), and the ftp user id and password and press [ENTER] to submit the extraction request to batch processing.
4. Press [ENTER] to clear the system messages and the extraction is complete.

**Benefit:** Facilitates easy offload of appointment detail for analysis in a spreadsheet.



## System Environment

Arkona Gainesville Release  
Fall 2007

**Printing to pdf for portrait-oriented reports.** A new setting has been added to Printer Definitions on the System Environment menu that will format the data for printing to pdf. This change is not a comprehensive enhancement to make printing all reports from Arkona to pdf possible, but you may find it useful in certain situations.

The process works with a combination of a shareware pdf printer program available for free on the internet and an iSeries Access printer session.

To configure a pdf printer on your PC, take the following steps:

1. **Download and install any pdf print utility from the Internet and install it on your PC.**

- When it is installed, you will see the pdf printer in your Windows printer list accessed from the Windows Control Panel.
- Right-click the printer icon in the list and click Properties, Advanced, Print Processor and select WinPrint TEXT as the default data type.
- Once you have done this, you should be able to print any document from any Windows program to pdf by selecting this printer to send you document to.

2. **Add a printer to your valid printer list in Arkona.**

- a. Select **Printer Definitions** from the System Environment menu and note the printer ID in the Parts Invoice, RO Number, and PO Number columns.
- b. Use the **Add** function to set up a new printer.
- c. Name the printer according to the Arkona naming convention using your company number in the first 3 positions of the printer ID.
- d. Key in a description of the printer such as MARK'S PDF PRINTER.
- e. In the Attached By field, set it to TXT for text only.
- f. Key in the printer IDs you noted in step 2a for the Part Invoice Number, Repair Order Number and Purchase Order Number and press [ENTER] to save.

3. **Configure an iSeries Access printer session.**

- a. In Windows, click Start, All Programs, IBM iSeries Access for Windows, Emulator, Start or Configure Session.
- b. Click "New Session" to open the Configure PC5250 window.
- c. Key in the printer name created in step 2c in the "Specify workstation ID" box.
- d. In the "Type of emulation" frame, click the Printer button and click Setup.



- e. In the “Transform print data” frame, check the box “Transform print data to ASCII on the iSeries” and set the Printer model to \*NONE and click OK.
  - f. Click OK on the Configure PC5250 window to close the window and connect the printer session.
    - You may have to sign on to connect the printer session.
    - Once the session connects the Status window should display with the green lights next to Ready and On-Line.
    - This session has to be running on your PC any time you want to print to pdf.
  - g. On the printer session, click File, Printer Setup to display your list of Windows printers.
  - h. Select the PDF printer you installed in step 1 and click OK to save.
  - i. To save the printer session, click File, Save As, and browse to the Desktop folder.
  - j. Key in the printer name created in step 2c in the “File Name” box and click Save to put the printer session icon on your desktop.
4. **Print an Arkona report to the pdf printer.**
- a. Take the normal steps to print any Arkona report and when the Printer Override window displays, key in the printer name created in step 2c and press [ENTER] to print.
  - b. With most Windows pdf print utilities, you will be asked to select a folder and file name for the print job. Once you have done this and started the pdf print job, your report will be saved in the specified location on your PC.

**Benefit:** Lets you capitalize on some of the benefits of printing to pdf with the Arkona solution.

**DCS Definition is now only accessible to Arkona Customer Support.** The DCS Definition records are no longer accessible to Arkona customers. For help in this area, please contact Arkona Customer Support.