

Computing and Systems Consulting

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What's New!

Actual Systems is pleased to announce a set of exciting **New Features** and **Enhancements** to our existing Pinnacle Pro software! Customer feedback and the hard work of our Development Team continue to keep *You* and *Your Business* ahead of the curve. Here is a sneak peek at some of the new features in this build:

- eBay Integration
- Return Merchandise Authorization Module
- New Features for the Work Order Manager
- A new dismantling priority report

Ebay Integration:

NOTE: CALCULATE LISTING FEES BEFORE UPLOADING THROUGH PINNACLE!!! Fees are accrued on a per listing basis when listing through Pinnacle, so it is imperative that you account for the listing fees BEFORE listing items. By way of example, if you pay \$0.65 per listing, 100 listing will cost you \$65; listing 10,000 parts would cost \$6500. EBay stores offer discounted listing rates (as low as \$0.03 per listing), but require a monthly subscription. Visit www.ebay.com for more details.

Pro can list single parts to eBay or export in bulk using Blackthorne. Pro polls eBay every half-hour for sold parts. Use the **eBay Sales** control center tab to view parts that have been earmarked for eBay but have not yet been listed and parts that have been sold on eBay (NB: track current listings using eBay itself). View your eBay stats using the **eBay stats** control center tab (stats will show as given on My eBay). Right-click on eBay control center takes you to eBay website.

To set up eBay:

1. Go to **Management > Preference Editor**
 - a. Type "ebay" in the **Text Filter**
 - b. Place a check for the following preferences:
 - i. [ebay.pollForListings]
 - ii. [ebay.pollForSoldItems]
 - iii. [ebay.blackthorne.exportToCSV]
 - c. Click **Save** and exit the **Preference Editor**
2. Go to Management > Utilities > eBay > Account Details
3. Enter your eBay screen name in the **eBay Screenshot** field and click **Validate with eBay**
4. A web browser will pop-up, follow as prompted in the web-browser

5. When you see that your account has been validated with eBay, return to the **Account Details** screen in Pinnacle and click the **Click Here After validating** button. You will see the mouse cursor turn into an hour-glass. WAIT FOR THE HOUR GLASS TO STOP!!! It may take several minutes; when the hour glass ends and the cursor returns to normal, exit the **Account Details** screen.

To list single parts on eBay:

1. From the search results screen, select the part you wish to sell on eBay and click **Sell on eBay**
2. The eBay listing manager window pops up:
 - a. Note the listing type and category in the **Summary** tab
 - b. Add extra notes to the listing in the **Detail** tab
 - c. Add options like borders and highlights using the **Listing Enhancements** tab
 - d. Select the images you would like to include with the listing in the **Images** tab
 - e. Use the **Pricing** tab to set the auction/buy it now price and the shipping
 - f. Note Payment info in the **Payment** tab

Also on eBay:

Select particular images for uploading to eBay together with a Main Image.

Go to the edit parts screen from the eBay listing screen. (screen now has a default layout)

- fixed price shipping fee and insurance fee
- Image
- PayPal payment type
- Automatic Category mapping for part types.
- Title shows possible years (55 character limit)
- Listing types Auction and Fixed Price only
- Include both Vehicle and Part images in image tab
- Shipping FIXED, FREE, NEGOTIATE
- Listing enhancement options (bold, highlighted ...)
- Re-listing
- Lock parts on eBay to stop them from being sold locally.
- Updates the part history.
- Automatic cancel of item on eBay if part is sold in Pro
- Pro will create order if a Pro part is sold on eBay (if uploaded via Blackthorne or Pro).

Alternatively, from the search results screen (or Modify Part) you can choose Export to Blackthorne to list items in bulk through the Blackthorne software.

***Caution: When bulk listing, some users have reported eBay automatically removing listings due to a policy eBay has on restricting multiple, identical listings. ***

Return Merchandise Authorization (RMA) Module:

Control center shows all RMAs currently in Progress.

- Use F6 to find RMAs by number.
- Use the original invoice # to find the order and then from there go to the (cancelled or credited RMA).
- Create an RMA from either Find Orders or the Invoice itself.
- Allocate credit reason when creating the RMA which is carried forward when making the credit.
- Can create an RMA by selecting parts from the find orders screen.
- Can right click on order screen item panel to get to the RMA.
- Can be cancelled.
- Order history updated.
- Another tab on the order screen to show relevant RMA.
- Can create a pickup which shows the items to be collected.
- RMA number should print on the manifest for the driver.
- Open RMA from find orders for given selected order.
- Works with Voyager barcode scanner.
- RMA document shows the credit reason and delivery status. You can reschedule the delivery from the RMA screen.
- Shows delivery status of the part.

Refer to the document titled **Return Merchandise Authorization in Pinnacle Pro** for more details.

New features for the Work Order Manager:

- Workorders can now be put into resolution. There is a new Control Center tab for orders in resolution so salesperson can take action.
 - A parts puller or production manager can place an order into resolution from the Workorder Manager.

- The salesman will see it pop up on his Orders In Resolution Control Center tab. After resolving the issue, the salesman will right-click on the order and click Clear Resolution.
- The color changes on the Work Order Manager indicating the problem has been acknowledged by the salesperson.
- When an order is in resolution a mouse over will show the reason the part is in resolution.
- Color-coding options for counter sales and overdue items.
- New checkbox to hide items which have no associated or agreed payment.
- Part Puller Report: All private and public comments can print on the part puller report.
- New preference **Number of hours a delivery part should be ready before pickup** specifies in fractions of hours the amount of time the parts pickers must have before the route is closed. If a part has not been marked as processed by this time, it will get color-coded as an overdue item.

Expanded Email Functionality:

- Each Pinnacle user can now use their own email address for return emails:
 - Go to **Management > Find Users**
 - Hit **Search** to bring up a list of all users
 - Double-click to open the user information screen,
 - Add the appropriate email for the user and click save.
 - When emailing from Pro, the email window displays the users return address.
- Phonebook entries can now have multiple email address. To setup:
 1. First, if there is none, create a primary contact in the **Contact** field on the left side of the **Customer Screen** (F3)
 2. Next, in the **Email** field on the right side of the screen, click on the **Manage** button, and then click **Add**,
 - Enter the primary contact in the *Name* field. NOTE: The contact fields for each side of the screen must match exactly!!!
 - Enter an email address in the *Email* field and hit **OK**.
 3. Repeat step 2 for additional emails. **NOTE: emails must entered under the primary contact for the emails to appear when emailing an order or report out of Pro.**

Order Salesman can now be changed after the order is saved

| To change the salesman, open a quote or workorder, locate the Workorder tab.

*****ASA HIGHLY RECOMMENDS TO SET SECURITY ON THIS FIELD*****

T15 Dismantling Priority Report (Management > Stock Reports)

The report is very similar to the version in classic. The main change is to the priority calculation, where the parts that you are about to dismantle are not counted in the current QOH. This means that more vehicles get a priority than in Classic.

Select Vehicles that

- 1. have been inventoried
- 2. are not in dismantling
- 3. are not dismantled
- 4. are not crushed or sold
- 5. have been entered after the report date the user entered
- 6. are on the site the user specified
- 7. are the model the user has selected
- 8. vehicle classification should be dismantle, unless vehicle is already on dismantle schedule
- 9. vehicle must have parts that are flagged On Car

We then look at parts from these vehicles that are

- 1. on the vehicle
- 2. if the part is part of an assembly only look at the assembly part unless assembly has expired then get value for all parts that are oncar
- the sub-assembly is oncar and part is already on a work order
- 3. core parts are not included in the report

C condition parts

We normally exclude these from stats calcs but are including them here.

Priority Calculation

A dismantling priority for each part is calculated based on the recommended stock level and the number of parts in stock and the B price for the part from pricing

If the part has no pricing we use 1 as the price (classic used 0 and ignored the part).

We do not including those parts that we have on the vehicles selected above that need pulled in the QOH calculation.

A vehicle dismantle priority is then arrived at by summing the priority of each part on the vehicle.

Report Columns

Cost is the vehicle cost and does not include other costs like towing etc..

A * in the On Schd column indicates the vehicle is on the dismantle schedule.

Site column show the short company code on multi sites

Warning: this report can take a long time to run as it has to calculate stats for each part IC or part model on each vehicle.

Additional Enhancements to Existing Features!

Add Quick Delivery

- This option for the Customer field is now intended to enter one time deliveries. The address entered will not be entered in the phone book or to a customer's account. Additional shipping addresses will now need to be manually entered using the Customer Screen.

Confirm Deliveries

- **Filter ready to invoice** in the **Workorders/Unresovled** tab will now remember if checked (was not remembering before).

PinPad

- Slow start-up speed improved
- Fixed a problem where top panel grows when the user adjusted the overall window size.
- Sales Stats now excludes CORE and NEW part sales.
- Parts list
 - Fixed a problem when opening part list screen where the default list would not be shown.
 - Combo box indicates what the default list is.
- Fixed error when the user closed the screen and the About box was showing.
- Fixed a problem when saving a bid where the screen took a long time to close and perform the save.
- Fixed a problem when editing bids that would not allow the user to remove and add parts.
- Fixed "sort by Lot#"
- Improved speed of opening Bid panel in Pro.

PDA Inventory

- Fixed a problem where model names contained "/" or "&"
- Updated code to allow users of the old Casio version 1.02F to continue with that application.

Orders

- Fixed a problem when viewing an invoice where displayed locations no longer existed in the yard.
- Can now edit parts directly from the order screen. Highlight the part and go to **Edit > Edit Part**

- Can export the order details to Excel
- Extra sale parts from an un-dismantled vehicle show on the WO with status W. The status of the part is now determined by fact if it's an MVR part (Y) or a misc stock part (W)
- Corrected a problem with the maximum number of delivery packages.

Invoices

- Minimized the production of blank pages when printing
- When emailing the company logo is sent with the email.
- Fixed a problem where the IC description of the real model was showing on the Invoice but if the requested model was showing it should have displayed its IC description.

Credits

- Credit reasons added: **CREDIT_REASON_PART_NOT_SUITABLE**
- Some state requires no tax refund on Core parts. *If this applies to your business, please contact support to verify your Pinnacle system is setup properly.*
- The pickup generated from the credit will only show the items on that credit.

Free Text inserts

- The state of the radio buttons is based on a system preference (**Management > Preference Editor**). It either remembers what you last set or it works it out based on what you selected on the order.

Deliveries

- Delivery Route was not being populated when switch between ship and deliver for zip mapping.
- Can now reschedule a delivery from the Driver Panel. The order history updated. and the orders have a "confirmed" status.

Alternate items

- Pars in resolution show in the dialog with an extra column showing the resolution indicator.

Replacement parts

- Fixed a problem when you have a descriptive item rather than a real part.

Remote Work Orders

- Fixed an error when no delivery address was available.

- New preference to stop the prompt appearing when you tick the part in the search results screen.
- Converting a quote to a WO will cause a remote WO to be created on the partner site.
- The user that created the remote WO is put in as the contact on the remote WO. This is instead of adding a private comment for the short name of the creating user, this is now set as the main contact on the order.
- You can now add notes so remote yard can see them.

Statements

- Preference to hide rollback transactions on a statement.

Dynamic Stats

- Change to show tables as well as charts.
- New preference to limit the number of item types under "Inventory".

Bar Coding/Voyager Scanning

- Barcode on part report allows parts to be marked as Processed or moved to dispatch. When scanning a delivery tag for an alternate item, you can now see the alternate items dialog for the part to enter resolution reasons (based on a preference).
- Can print a list of barcodes to perform various actions for an MVR. Go to **Utilities > Barcodes > Print Action Barcodes**.

MVR

- New Preference can specify a default year for MVRs.
- The validation error "Transmission cannot be null" when we decode a vin with a transmission that is not matched in Pro no longer stops the other items being decoded.
- "BAD transmission" added to damage options.
- MVR.DOCUMENT tab for scanned documents and video. You can preview text files and PDFs from this tab.
- Limit the number for PDR pages that are shown in the preview.

Payments

- Corrected an issue if the payment allocation screen was sorted other than by ascending date (it would cause the misallocation of funds).
- Address on the payment receipt comes from the invoice address as entered in the company configuration screen.

Purchase Orders

- Fixed a problem with replacing a part on a PO with another parts. PO was being automatically cancelled. *Regards when replacing parts for same vendor. If getting from another vendor, should create a new PO and cancel the old one (will automatically cancel if removed from order).*
- Updating the VIN# on the PO will update the VIN# that shows on the invoice.
- Created and updates dates have been changed to timestamps.

Workorder Manager

- Fixed "Remove from dispatch" error with brokered or extra sale parts.
- Can filter by salesperson.
- Assigning a different part puller will update the assigned time.
- When a part from a PO has been marked as received, it will now update correctly in the workorder manager.
- Sorting on the WO Status column has been fixed.

Part Searching

- Added a new search option for searching by age, manufacturer or year of part. Available from the **Stock number/Location/Tag** tab.
- If no model is specified when searching (e.g. Hollander lookup) the order wizard will prompt you to enter a model.
- Check box to default interchange to only show the handedness of a part (based on preference).
- Any year searches will work for both Eden and PinnacleNet searches (note also includes part + ic searches).

Search ResultsScreen

- Remove warranties from new parts in Pinnacle. Added a new preference to separate showing the warranty on the actual price field for new/used parts:
 - foundpartsscreen.showPriceWithDefaultWarrantyUsedParts
 - 'foundpartsscreen.showPriceWithDefaultWarrantyNewParts'
- For Chat users the initial search on this screen would be slow due to the download of the Chat buddy list.
- New menu option to select all local inventory records.
- Part notes appear correctly when they contain only one line. Sometimes the notes were not visible.

Customer screen

- Tax rates have been removed as they were never used.

Manual Pricing

- hotkeys added to assist keyboard users.
- Corrected a problem with the Save and Set Prices button.

Automatic pricing

- Fixed Problem when setting the maximum percentages.

Re-price Inventory

- **Can now reprice by percentage in bulk**

IC

- IC results can be filtered between LHD and RHD parts. Currently need to be defined from MVR screen.

Prescribed parts (UK, AUS)

- Special preference where prescribed part # is always the same as the vehicles stock number. As long as the vehicles stock number is not changed.
- Fixed a problem where modifying a Prescribed Part clears out prescribed part VIN.
- The ABN rather than the Lic number is showing on the Prescribed Registers. Changed the report with a new layout 2A and 2B
- Layout more compliant with South Australian Office of Fair Trading.

Capricorn Statements (UK, AUS)

- Check box added to hide invoice details.

PinnacleNet

- A price multiplier can be added so all your parts on PinnacleNet can be marked up or down.

REPORTS:

Part Report (Workorder Manager)

- Shows MVR registration number on the report.

Part Puller Commission

- Fixed errors when generated on some sites. The word 'null' was sometimes being stored.

Dismantle report

- The type of dialog was changed so it would not block the user from accessing other parts of Pro.

A5 Accounts Receivable

- Aging columns were incorrectly grouped in the summary at the bottom of the screen.
- Heading has been renamed to be more explicit.

B9 Credit Reasons

- added Tax Only as a reason that is subtotaled

C2 Work Record Report

- Multi-Page time clock report was cutting off data at bottom of pages. Shortened page height to fit letter as well as A4.

D4 Delivery Report

- Fixed error where route name contain a colon.

S11 Daily Reconciliation

- COD summary credit amount was not filtering for site selected
- Tax only credits where the original invoice was created on a date before the tax only credit were not showing correctly for paid cash type invoices.
- Changed to show the person who entered the payment not who created invoice.
- Workorder payments and refunds on the last summary page were appearing under their sale type headings (i.e. COD Payments, A/R Payments, etc). Change this so workorder payments and refunds only appear in the **Pre-paid WO Summary**.
- Show correct refund type if refunding a different method then received.

S29 Surcharge Tracking

- \$0 surcharges are left on the report until a credit is made.

T4A Shakedown with Recommendations

- Report sorting fixed.
- when running for all part types, some parts that appear in more than one part group were appearing more than once.

T7 Parts Sold

- Add part "status" grouping and a cost column

T16 Inventory Evaluation

- Fixed error when exporting to Excel.

T18 Anticipated Sales

- T18 figures included anticipated price for complete vehicles, which distorted the figures (which should be looking at parts only). Complete vehicles are no longer calculated with this report.

T20 Understock

- Fix a problem when no default long term statistic period existed.
- Stopped cases where the report was adding the same parts onto the report.

T23 Deleted Parts

- Add location and location order.

V2 Vehicle Stock

- Change location to show bin and x.y.z coordinates
- Added Date dismantled.
- Show who inventoried the vehicle.

V5 Report of Vehicles Provided

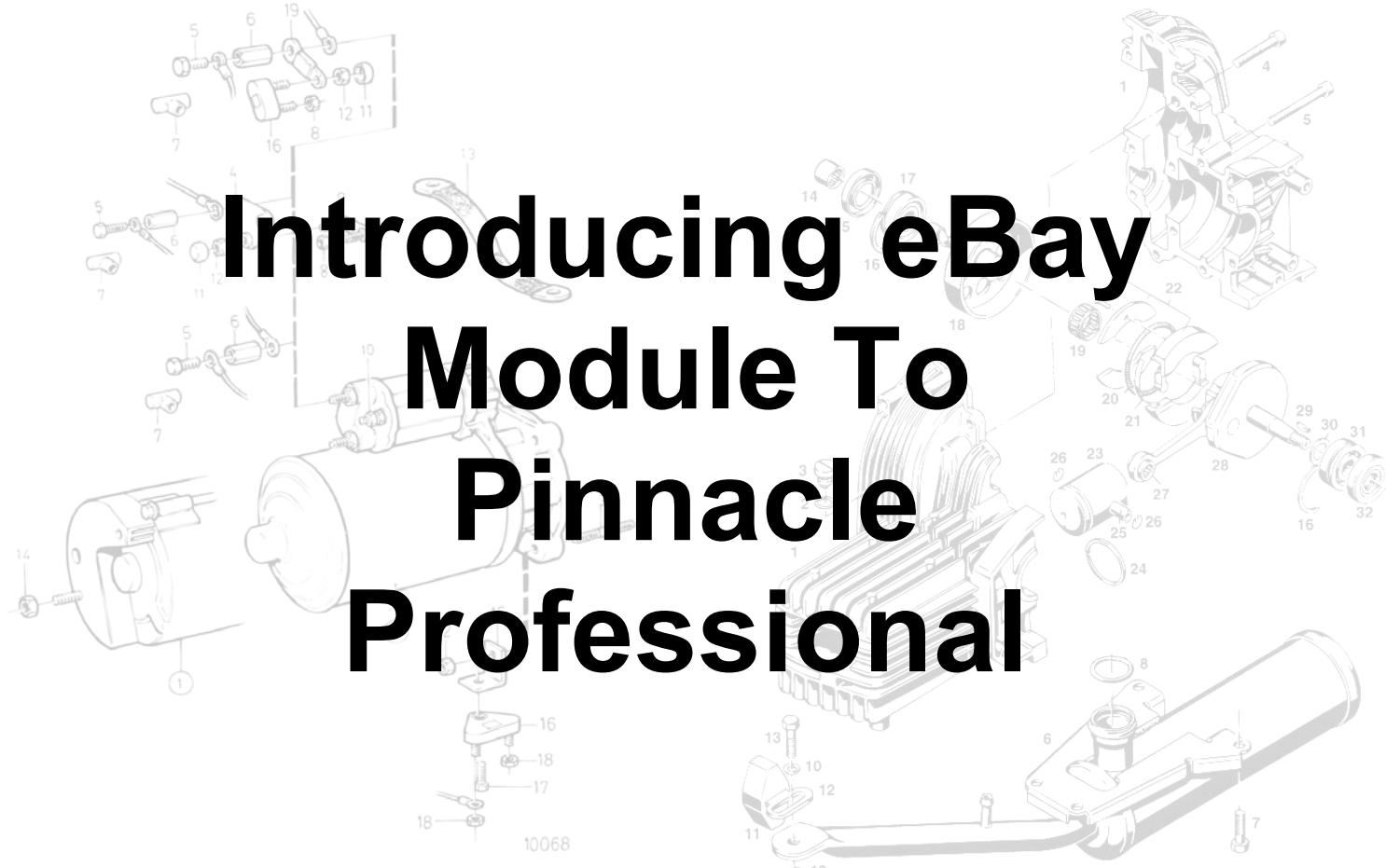
- Report now shows weight of vehicle.

Pinnacle Pad report

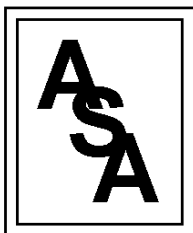
- Now reports on vehicles without parts.

Labels

- TECTAG2 now has a larger font.
- Engine number is added to the beginning of the comments for engines/vehicles that have an engine number.



Introducing eBay Module To Pinnacle Professional



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In keeping with Actual Systems of America's constant progression in production enhancement initiatives, Pinnacle is now proud to present a fully integrated and equally versatile eBay listing module used in conjunction with Blackthorne eBay listing software. The eBay module seamlessly marks, lists, and tracks an order from the Sales and Inventory modules directly to eBay. While still under constant enhancement, the use of the eBay module in Pinnacle Professional will greatly reduce the amount of time users spend listing parts to eBay by completely eliminating double entry of parts of single parts and enabling bulk listings.

Pro polls eBay every half hour for old parts. Use the eBay Sales control center tab to view parts that have been earmarked for eBay but have not yet been listed and parts that have been sold on eBay. Pinnacle Pro can list single parts to eBay export in bulk using Blackthorne. View your eBay stats using the eBay stats control center tab (stats will show as displayed on my eBay). A right-click option on the eBay control center takes the user to the eBay website.

The two Control Center options relating to eBay listings and sales are entitled, "eBay SALES" and "eBay STATS".

Listing ID	Listing Type	Duration	Title	Start Price	Reserve Pr.	BIN	Order Num.	Listing Fee	Modified	Needs Cam.
Fixed Price	Trades	07 08 09 TOYOTA FJ CRUISER Engine (4.0L, VIN U, 5th d	2500.00	0.00	0.00	0.00	0523 14 57			
Auction	Trades	03 04 05 06 07 FORD TALPUS Wheel 18in, alum, 7 spokes	68.00				1068 09 48			
Auction	Trades	03 04 05 06 07 FORD TALPUS Wheel 18in, alum, 7 spokes	70.00		50.00		1068 09 23			
Auction	Trades	03 04 05 06 07 FORD TALPUS Wheel 18in, alum, 7 spokes	65.00		40.00		1012 09 20			
Fixed Price	Trades	95 98 GENERAL MOTORS YUKON Engine (5.7L, VIN R, 6-35)	89.00	0.00	0.00		1012 07 21			
Fixed Price	Trades	95 98 GENERAL MOTORS YUKON Engine (5.7L, VIN R, 6-35)	240.00	0.00	0.00		1012 07 25			
Fixed Price	Trades	95 98 GENERAL MOTORS CHEVROLET 1500 PICKUP Engine 5.7L (2000.00	0.00	0.00		1012 07 12			
Fixed Price	Trades	07 08 09 TOYOTA FJ CRUISER Front End Assy	197.00	0.00	0.00		1011 13 10			
Fixed Price	Trades	07 08 09 TOYOTA FJ CRUISER Engine (4.0L, VIN U, 5th d	1900.00	0.00	0.00		1012 11 05			
Fixed Price	Trades	07 08 09 TOYOTA FJ CRUISER Engine (4.0L, VIN U, 5th d	1500.00	0.00	0.00		1012 11 09			
Fixed Price	Trades	07 08 09 TOYOTA FJ CRUISER Engine (4.0L, VIN U, 5th d	1500.00	0.00	0.00		1012 11 25			
Fixed Price	Trades	07 08 09 TOYOTA FJ CRUISER Engine (4.0L, VIN U, 5th d	1500.00	0.00	0.00		1012 11 09			
Fixed Price	Trades	07 08 09 TOYOTA FJ CRUISER Engine (4.0L, VIN U, 5th d	1500.00	0.00	0.00		1012 11 09			
11085423254	Auction	06 07 SUBARU IMPREZA Front SHOCK (air bag)	60.00	0.00	0.00	17388	053 1012 09 24			
11085423284	Auction	04 05 FORD EXPLORER Transmission A/T, 48 DZ, Sport	400.00	0.00	0.00	19486	435 0920 07 20			
11085423284	Auction	03 04 05 06 07 FORD TALPUS Wheel 18in, alum, 7 spokes	60.00	0.00	0.00	15640	120 1068 13 10			
11085423284	Auction	02 03 MERCEDES BENZ Headlamps (left)	10.00	13.00	30.00	17388	273 1012 09 24			

Name	Value
Listings with leads	0
Total Lead Count	0
Total Sale Value	39500
Total Auction Selling Value	7500
Classified Ads	0
Days in Sell	59
Total # Sold	6
Selling	3
Active Auction Listings	1
Items with bids	1
Classified Ads with Offers	0

Pinnacle Pro has the ability to list items to eBay either by single entry or bulk listings using Blackthorne Software specifically designed for managing large, bulk listings for upload to eBay.



Figure 1

Single entry listing(s):

From the search results screen, the user can select the part they wish to sell on eBay and click the “Sell on eBay” button towards the top.

HK Item/IC Search: 2008 FJ CRUISER Front End Assy IC 62644 Search Results: 3 - Pinnacle Professional (2008,FJ C

File Edit Options Help

Quote Work Order Extra Broker Vehicle Print Parts Found IC Apps Report Send To Hotlines Sell on eBay Export t

Item/IC Search: 2008 FJ CRUISER Front End Assy IC 62644

Enable Drag and Drop

Found Parts

X	Seq	Description	Model	Year	ODO	Dam.	C	Comments	IC	S	Age
<input type="checkbox"/>	0	Engine	FJ CRUISER	2008	100		B		65240 B	w	
<input type="checkbox"/>	1	Engine	FJ CRUISER	2008	100		B		65240 B	w	
<input type="checkbox"/>	2	Engine	FJ CRUISER	2008	100		B		65240 B	W	
<input type="checkbox"/>	3	Engine	FJ CRUISER	2008	60		B		65240 B	w	
<input checked="" type="checkbox"/>	4	Front End As...	FJ CRUISER	2008		0.00	A		62644	Y	1
<input type="checkbox"/>	5	Front End As...	FJ CRUISER	2007		0.00	A	Testing for Lin...	62644	W	1
<input type="checkbox"/>	6	Transmission	FJ CRUISER	2008	120		B		50451	y	23
<input type="checkbox"/>	7	Engine	FJ CRUISER	2008	2		A		65240 B	w	
<input type="checkbox"/>	8	Front End As...	FJ CRUISER	2009		0.00	A		62644	U	
<input type="checkbox"/>	9	Front End As...	FJ CRUISER	2008		0.00	A		62644	Y	
<input type="checkbox"/>		Front End As...	FJ CRUISER	2008		5.00	B	looks great	62644	W	
<input type="checkbox"/>		Front End As...	FJ CRUISER	2008		0.00	B		62644	I	
<input type="checkbox"/>		Engine	4 RUNNER	2005	29		A	11-04,4.0,FAO...	65240 B	W	
<input type="checkbox"/>		Engine	TACOMA	2005	78		B	4.0,FLR,7-05 [3...	65240 B	W	
<input type="checkbox"/>		Engine	4 RUNNER	2005	81		B	4.0,FAOD,6-05 ...	65240 B	U	
<input type="checkbox"/>		Enoine	TUNDRA	2006	55		A	9-05,4.0,CAOD...	65240 C	U	

The eBay listing manager window pops up:

eBay Listing Manager: 135 - Pinnacle Professional

File Edit Layout Help

Save Upload to eBay Relist My eBay View eBay listing Edit Part Check for Sales End listing Default Layout

Summary

Listing Type: Fixed Price

Title: 07 08 09 TOYOTA FJ CRUISER Transmission A.T., 4x2

SubTitle:

Category: Axle Parts -> Transmission & Drivetrain

Category 2:

Store Category: CYLINDER HEAD

Condition: Used

Part Description: ~~XXXXX~~ ~~XXXXX~~

Model: FJ CRUISER

Year: 2008

Odometer: 99999

StockNumber: TRAVBOY

Part Details:

Comments:

Interchange Information:

A.T.: 4x2

also fits the following models:

FJ CRUISER 2007 - 2009 A.T., 4x2

Images

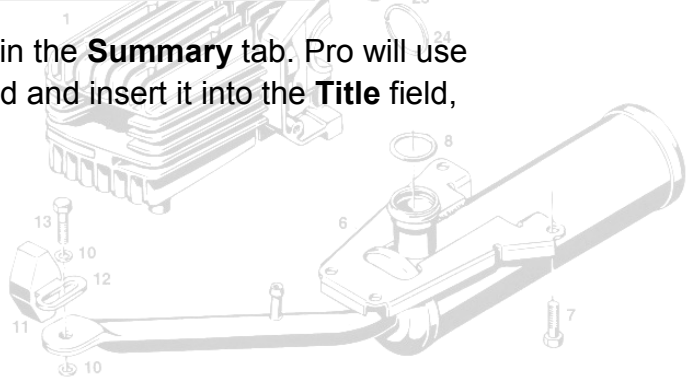
Image Main Image Image Preview

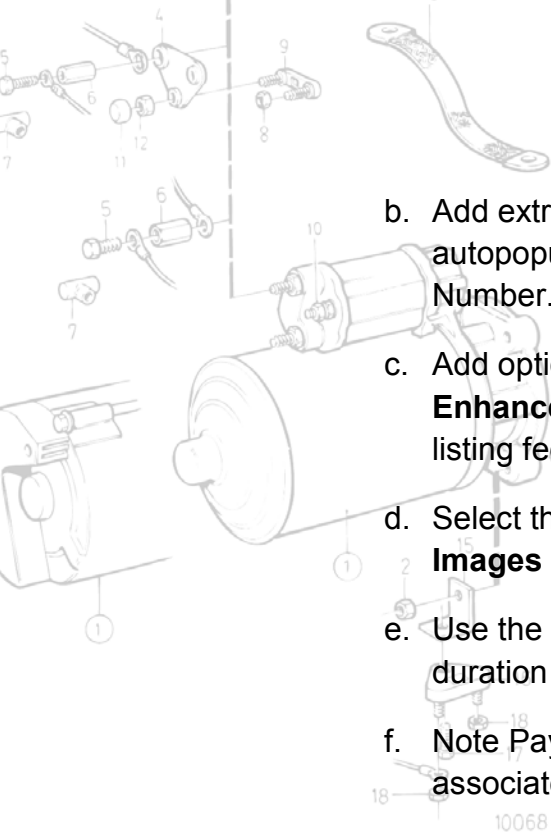
Scale Image

Pending Items

Live	Listing ID	Listing Type	Duration	Title	Start Price	Receive Pt.	BIN
<input type="checkbox"/>		Fixed Price	7days	07 08 09 TOYOTA FJ CRUISER Transmission A.T., 4x2	90.00		

- a. Note the listing type and category in the **Summary** tab. Pro will use the model of the part as inventoried and insert it into the **Title** field, however this is editable.





- b. Add extra notes to the listing in the **Description** tab. Note Pro will autopopulate comments for Model, Year, Odometer, and Stock Number.
- c. Add options like borders and highlights using the **Listing Enhancements** tab. Note: Listing Enhancements incur additional listing fee charges.
- d. Select the images you would like to include with the listing in the **Images** tab
- e. Use the **Pricing** tab to set the auction, buy it now price, and the duration of the listing (NOTE: GTC means “good ‘til cancelled”)
- f. Note Payment information in the **Payment** tab. Use the email associated with your PayPal account in the **PayPal Address** field.

Among the many options listed above additional options also include:

-
- Automatic Category mapping for part types
- Title shows possible years (55 character limit)
- Listing types to be a hard coded list containing Auction and Fixed Price only
-
- Shipping FIXED, FREE, NEGOTIATE
- Re-listing options
- Lock parts on eBay to stop them from being sold locally
- Updates the part history
- Automatic cancel of item on eBay if part is sold in Pro
- Pro will create order if a pro part is sold on eBay (uploaded via Blackthorne or Pro).

Motor - Sachs 301/AD
Wheel Hub Engine Parts Including Clutch & Exhaust



When finished, click **Save**, then **Upload to eBay** and the listing is created!
[insert image of eBay listing here]

The eBay Sales control center tab will show items that have been earmarked for eBay, but not yet listed, as well as items that have sold on eBay. Double-click on these items from this tab to open the listing editor. Active listings on eBay will NOT appear in this tab. Those can be tracked through eBay itself.

eBay Export to Blackthorne:

Bulk listing options enable a user to select many parts at once and upload them in bulk to eBay via Blackthorne Software. This software is a separate application allowing versatility and user control over how and when parts are listed on eBay.

Bulk listings are started in Pro by looking up parts either by location, part type, or even by application. Once the user gets to a search results screen they will select every part on the screen using EDIT>SELECT ALL, then they will select a button at the top of the screen called, "Export to Blackthorne".

Model	Year	ODO	Diam	C	Comments	IC	S	Age	Aet Price	Color	Loc
70 S...	2009	100		B		94230	WV	14m	120	Unknown	UN
70 S...	2009	1	A	A	Testing Pinpro	94032	WV	23m	600	Unknown	MAE
3 Engine	FERRARI	2008	100	B			WV	18m	7200	Unknown	UN
4 Engine	VOLVO 60 S...	2007	1	A	A+ parts @ onl	94525 B	WV	24m	868	Unknown	ABC
5 Engine	VOLVO 60 S...	2007	1	A	A+ parts @ onl	94525 B	WV	24m	868	Unknown	UN
6 Engine	VOLVO 60 S...	2007	1	A	A+ parts @ onl	94525 B	WV	24m	838	Unknown	UN
7 Engine	VOLVO 60 S...	2007	1	A	A+ parts @ onl	94525 B	WV	24m	868	Unknown	UN
8 Engine	VOLVO 60 S...	2007	1	A	A+ parts @ onl	94525 B	WV	24m	838	Unknown	UN
9 Engine	VOLVO 60 S...	2007	1	A	A+ parts @ onl	94525 B	WV	24m	930	Unknown	UN
Engine	VOLVO 60 S...	2007	1	A	A+ parts @ onl	94525 B	WV	24m	938	Unknown	UN
Engine	VOLVO 60 S...	2007	1	A	A+ parts @ onl	94525 B	WV	24m	930	Unknown	UN
Engine	VOLVO 60 S...	2007	1	A	A+ parts @ onl	94525 B	WV	24m	938	Unknown	UN
Engine	VOLVO 60 S...	2007	1	A	A+ parts @ onl	94525 B	WV	24m	930	Unknown	UN
Engine	VOLVO 60 S...	2007	1	A	A+ parts @ onl	94525 B	WV	24m	938	Unknown	UN
Engine	VOLVO 60 S...	2007	1	A	A+ parts @ onl	94525 B	WV	24m	868	Unknown	UN
Engine	VOLVO 60 S...	2007	1	A	A+ parts @ onl	94525 B	WV	24m	868	Unknown	UN

Act. Price: 550 Silver: 660 Gold: 715

Stats: Engine 67620 Price Information: Part Information:

Requests: 2 Sell It A Price: 550.00 Cond. A Markup: 10.00 TAG: STOCK: 00804
 Last Sales: 2 Average Sale: 0.00 B Price: 550.00 Last Priced: 09/13/10 LOCATION: Unknown IC: 67620
 Total Sales: 0 Close Rate: 0.00 Core: 0.00 list: 0 VIN: 3WWS29M4XM097225

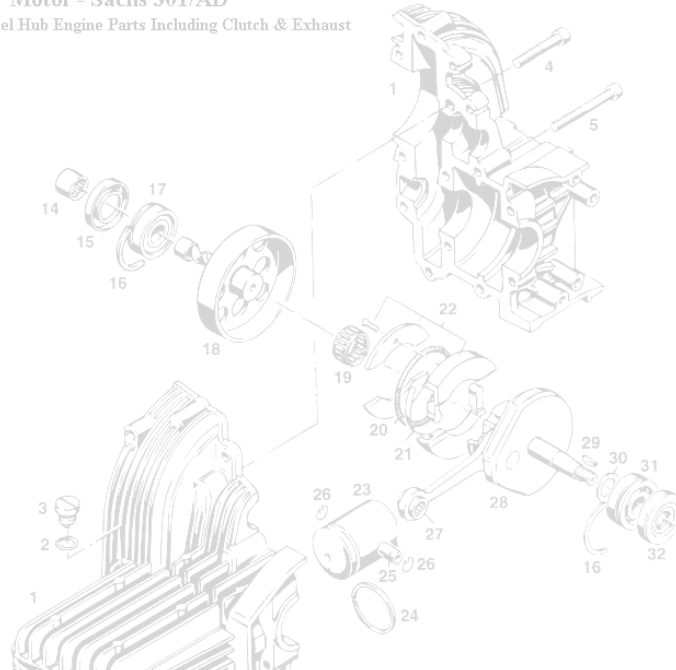
Quote History: Engine 67620 (Found)

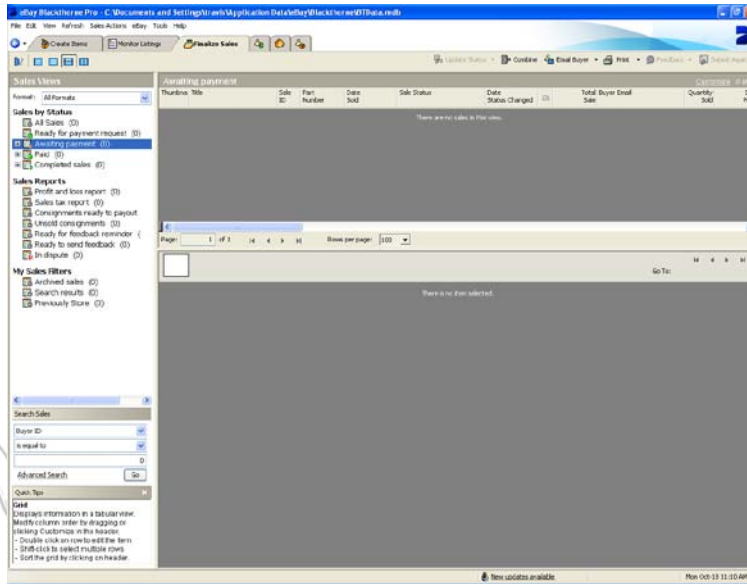
#	Date	Customer	Price	Sls	Inc Price
6972	06/26/07	HRISTALIT	450.00	admin	484.74
6973	06/26/07	MANICHELLI	350.00	steve	350.00
6949	06/18/07	STATE FARM	450.00	admin	484.74
6948	06/18/07	STATE FARM	450.00	admin	484.74

Interchange Notes:
 VW 2.0L gasoline.
 Engine code: AHA, VIN F 8th digit.
 Tier 1 emissions: Federal & Canada.
 VW block thru VIN 800694 8615
 VW block from VIN 800695 5795

The file will save to a designated folder, or mapped to automatically retrieve the data directly from Pinnacle.

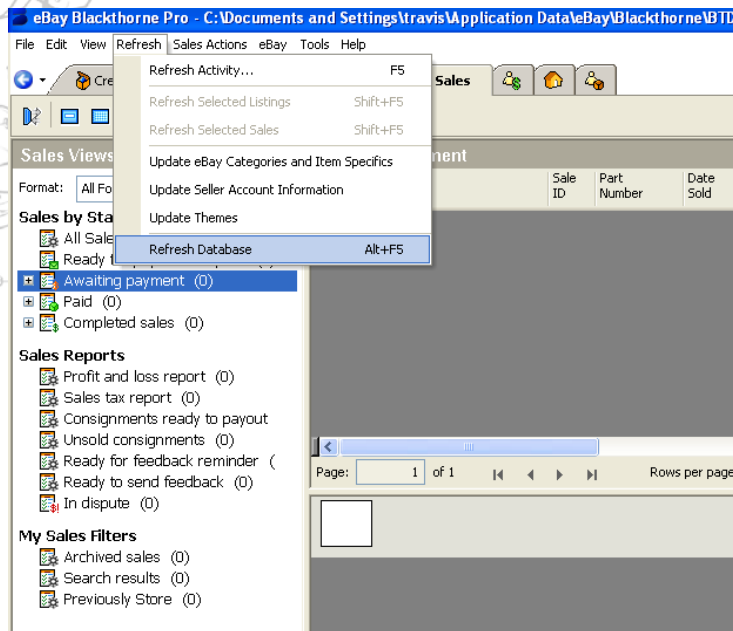
Motor - Sachs 301/AD
 Wheel Hub Engine Parts Including Clutch & Exhaust





Setup of the Blackthorne software includes direct mapping to eBay and data management, scheduling, and editing of parts before uploading.

Refreshing the database will update all changes made to parts listed or sold and import those changes into Pinnacle-locking parts for sale and making work orders in the work order manager as applicable.



The implementation and integration of the eBay module and Blackthorne with Pinnacle Professional enables a user and the Automotive Recycling Professional to seamlessly sell and track parts to their eBay markets. Since the file type of

Wheel Hub Engine Parts Including Clutch & Exhaust

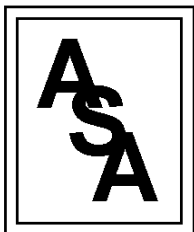


CSV is universally used in database management programs the opportunities for data manipulation and production solutions doubles for the user.

Actual Systems of America constantly strives to innovate and implement streamlined processes and total business, inventory, and management solutions to ensure that the Pinnacle user is the most equipped for an increasingly expanding market.



Introducing Return Merchandise Authorization (RMA) for Pinnacle Professional



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Pinnacle Professional is proud to introduce two new modules to the Pinnacle Professional system-Return merchandise Authorization (RMA) and an eBay Module. Both modules have been highly anticipated and yet another response to the needs of our clients in an ever-changing market.

RMA:

The Returns Merchandise Authorization (RMA) module is designed to track and centralize all requests for credits within Pinnacle Professional. Furthermore, the RMA can be seamlessly processed and tracked through the shipping module negating the necessity of separate forms and ledgers for parts that need to be picked up or returned to the originating automotive recycling yard.

RMAs can be created either in SALES>FIND ORDERS or within the order itself.

The screenshot displays the 'Create RMA' window in the Pinnacle Professional software. At the top, there are buttons for 'Small', 'Preview', 'Default Layout', and 'Create RMA'. Below this is a table with columns: Available, StockCode, Location, Description, and ItemPrice. The table lists several items, including 'SARA06 (0000013603) RUBBISH' with a price of 200,000.00, 'Extra Sale: NOF [UNKNOWN]' with a price of 600.00, and 'Warranty Platinum+ Warranty' with a price of 0.00. Below the table are buttons for 'discount', 'Freight', 'Warranty', 'Core', 'Private Comment', 'Public Comment', 'Remove', 'Set Tax Rate', 'Add Part', and 'Prepaid'. A summary section shows 'netTotal: 201,000.00', 'tax1: 14,070.00', 'tax2: 0.00', and 'total: 215,070.00'.

Below the RMA window is the 'Find Orders: 67 - Pinnacle Professional' window. It features a search bar and a table of orders. The table has columns for Invoice #, Order #, Total, Order Type, Status, Last Modified, Last Modified By, and Part. The table lists various orders, including '2241114569 f.2' with a total of 695.50 and '2241417383 f.1' with a total of 107.00. Below the table is an 'Order Details' section showing '2008 FJ CRUISER Engine' with a price of 180.00 and a stock number of 25.00.

The two examples above illustrate creating an RMA through the invoice or (as shown on the bottom) through Sales>Find orders.

Once the RMA is created it is (depending on filters set) displayed immediately on the Pinnacle Professional Control Center under the control center option entitled, "Returns Authorization" located under Sales>Control Center> Returns Authorization.

There are 5 filters and two options listed when the user right clicks within the Returns Authorization Control Center option field. Those filters are:

1. Show all sites – multi-yard sites
2. Show all users – just the user logged in or all users who have created an RMA
3. (show) credited (not received) – credit has been issued, part has not been received.
4. (show) open – all created, open RMAs
5. (show) pending credit - -RMA has been created, no credit performed yet

The two options listed when the user right clicks within the Returns Authorization Control Center are:

1. open invoice- will open associated order
2. open RMA- will open associated RMA module

Pinnacle Professional
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- [Find Parts](#)
- [You have 0 Overdue Callback](#)
- [You have 14 Unconfirmed Work Order](#)
- [You have 1 COD's Unpaid](#)
- [Today's Invoices/Credits](#)
- [You have 0 Today's Quotes](#)
- [View Performance Graph](#)
- [Click this link or F1 for help](#)

RMA #	Invoice #	Parts	Customer	Contact	Created	Salesp...	Part Status	Delivery Status
5	22160	(ASA) 2005	KRISTI AUTO PARTS		07/21 02:22	kristi	Open	
22	22291	(ASA) 1998	KRISTI AUTO PARTS		09/15 19:10	kristi	Open	
34	22342	Core	ALLSTATE-Kristie B.		09/29 18:44	kristi	Open	Confirmed
40	22330	(ASA) 2004	VARSITY DIST.		10/05 20:44	Elliott	Open	Being Delivered
48	22436	(ASA) 1998	travis		10/13 00:34	Travis6	Open	
49	22436	(ASA) 1997 4	travis		10/13 00:34	Travis6	Open	
50	22427	(ASA) 2008 FJ	travis		10/13 00:41	Travis6	Open	
10	22233	(ASA) 2002	KRISTI AUTO PARTS				Credited(unreceived)	
19	22288	(ASA) 2005	KRISTI AUTO PARTS				Credited(unreceived)	
20	22291	(ASA) 2008	KRISTI AUTO PARTS				Credited(unreceived)	
21	22291	(ASA) 2000	KRISTI AUTO PARTS				Credited(unreceived)	
23	22294	(ASA) 2008	KRISTI AUTO PARTS				Credited(unreceived)	

PO #	Total	Vendor	Ordered	Part Descript	is	WO #	Customer	Remote WO #
6203	70.00	Standard Aut...		1998 4		14494	travis	
6204	200.00	Standard Aut...	03/11/10	2008 FJ		14495	travis	
6208	1,025.00	ASA Sales D...	03/12/10	2008 FJ		14498	travis	
6266	1,200.00	Allied Auto S...		2005 4	Unordered	14613	B.A.R.S.	
6267	1,380.00	Auto Parts N...		2008	Unordered	14613	B.A.R.S.	

The illustration above depicts the Control Center option for RMAs. The user can click into each RMA and update the status, receive the RMA from the customer, and credit the invoice.

The RMA module:

The screenshot shows a software window titled "Return Merchandise Authorization: 196 - Pinnacle Professional". The interface includes a menu bar (File, Action, Edit, Help) and a toolbar with buttons for Credit, Cancel Item, Pickup, Print RMA, Email, Save, Save & Exit, and Exit. The main form contains the following fields:

- Invoice #: 22330
- Customer: VARSITY DIST.
- RMA #: 40
- Credit Reason: 05-Damaged In Transit
- Contact Name: (empty)
- Date: 10/5/10
- Time: 08:44:27
- Invoice Date: 09/28/10
- Delivery Address: VARSITY DIST.
- Delivery Status: Being Delivered

Below these fields is a table titled "Item(s) to Return":

Description	Price	Received	Received By	Status
(ASA) 2004 TAURUS Transmi...	725.00			Open

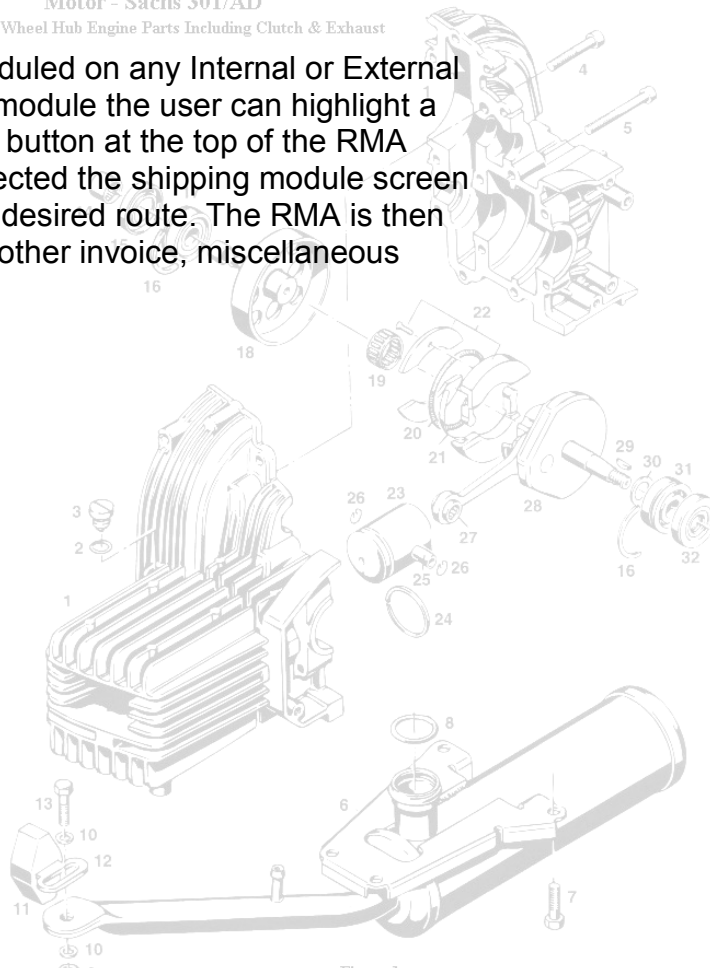
At the bottom of the window, there is a "Notes" field and a status bar showing "User: Travis6", "Site: Actual Systems of America", "Load Time 0.281s", and a "Secured" checkbox.

Once the RMA has been created the user can click on the RMA to update the details. As illustrated above the user has the option of creating the credit from the RMA screen, schedule the RMA to the delivery module so that the driver can pick up the part to be credited, and print the RMA for the driver to give to the customer.

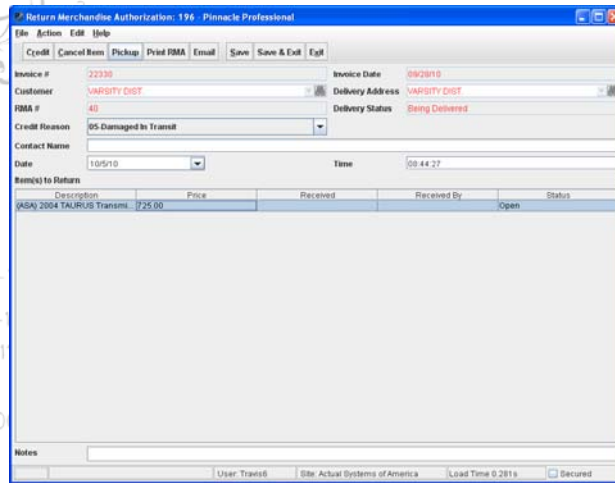
The RMA and the Shipping Module:

Once in the RMA module the RMA can be scheduled on any Internal or External route created in the user's system. In the RMA module the user can highlight a part on the RMA, and then click on the PICKUP button at the top of the RMA module screen. Once the PICKUP button is selected the shipping module screen will open and the user can select and confirm a desired route. The RMA is then processed through the shipping module as any other invoice, miscellaneous pickup, or delivery, as depicted below:

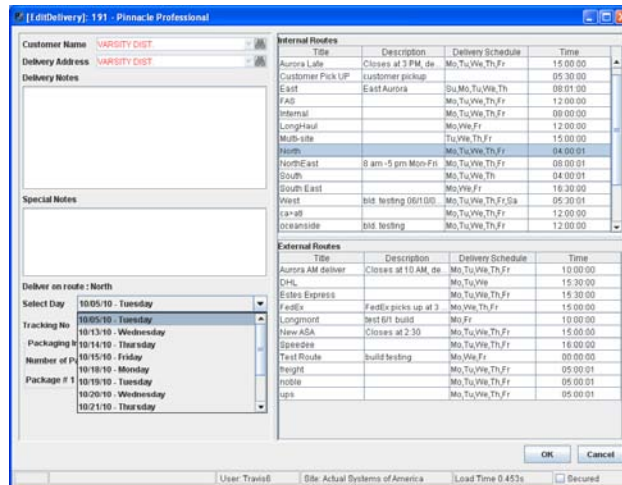
Motor - Sachs 301/AD
Wheel Hub Engine Parts Including Clutch & Exhaust



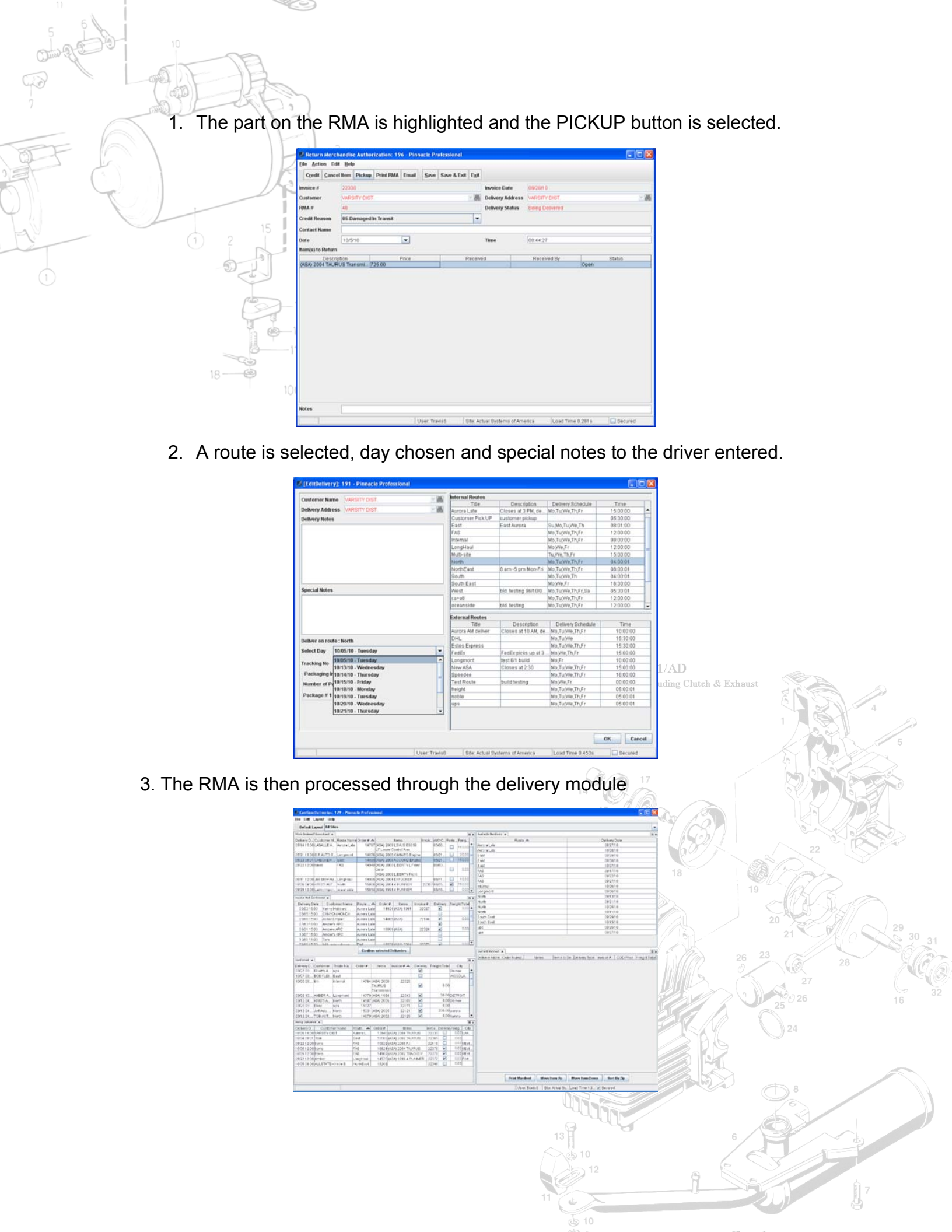
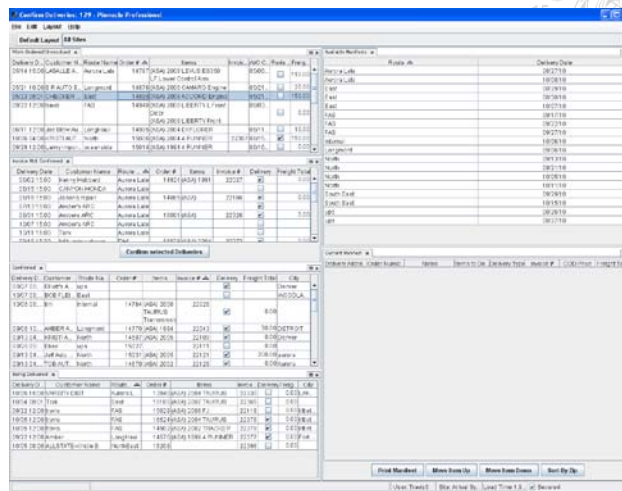
1. The part on the RMA is highlighted and the PICKUP button is selected.



2. A route is selected, day chosen and special notes to the driver entered.



3. The RMA is then processed through the delivery module



Receiving and Tracking the RMA:

When the part to be credited or returned is processed through the shipping module the last step is to receive the RMA.

Return Merchandise Authorization: 196 - Pinnacle Professional

File Action Edit Help

Credit Cancel Item Pickup Print RMA Email Save Save & Exit Exit

Invoice # 22330 Invoice Date 09/28/10

Customer VARSITY DIST. Delivery Address VARSITY DIST.

RMA # 40 Delivery Status Being Delivered

Credit Reason 05-Damaged In Transit

Contact Name

Date 10/5/10 Time 08:44:27

Item(s) to Return	Description	Price	Received	Received By	Status
(ASA) 2004 TAURUS Transmi...		725.00			Open

Notes

User: Travis6 Site: Actual Systems of America Load Time 0.203s Secured

Please note the delivery status above, the delivery status will update with every step to the regular shipping/delivery process. Once the received date is entered then the RMA will update and the RMA will no longer show on the Control Center indicating the part was recovered in good status.

The action of scheduling an RMA is recorded within the order history of the order itself. The order history will show date, time, user, and the entry action of RMA created.

Days	Balance	Available	Stock Code	Location	Description	Item Price
Current	0.00	<input type="checkbox"/>	PO #5961 Honda Auto (UNKNOWN)		(ASA) 2004 TAURUS 3.0 AT, YARD TESTED	725.00
30*	0.00	<input checked="" type="checkbox"/>			Vendor: VALLEY AU...	
60*	0.00	<input checked="" type="checkbox"/>			Mileage: 87065	
90*	0.00					

discount Freight Warranty netTotal 725.00

Core Private Comment Public Comment tax1 72.50

Remove Set Tax Rate Add Part tax2 0.00

Prepaid 0.00 total 797.50

Event time	User	Notes
	frank	Workorder 1 saved
	frank	Workorder Printed To: WWIN2K0Bulpen
	ryant	Testing the * for new feature
	ryant	Workorder 2 saved
	davis	Workorder 3 saved
	davis	Created Invoice 22330
	Elicott	Returns Authorization Created: RMA# 40 Item: (ASA) 20...
	amber	Created Pickup
	amber	Returns Authorization Updated: RMA# 40 Item: (ASA) 20...
	amber	Updated Pickup: status Not Confirmed -> Confirmed
	amber	Manifest Printed: Aurora Late: 2010-10-05 Pickup
	amber	Updated Pickup: status Confirmed -> Being Delivered

At any time during the process, the RMA can be printed or emailed using the **Print RMA** or **Email** buttons in the RMA screen:

Return Merchandise Authorization

RMA No. 40

Actual Systems of America
3131 S. Vaughn Way, Suite 134
Aurora, CO 80014
888-751-2531



Invoice No. 22330
Date 15 Oct 2010
Time 14:40:40 MST

Salesperson frank1
Authorized by Elliott
Authorized date 10/05/10
Customer PC#

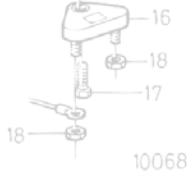
Contact
Sale Type Cash
Route

Invoice To	Ship To
Varsity Dist. Bill Fisher COLO Lakewood, 303-989-6434	Varsity Dist. Bill Fisher COLO Lakewood, 303-989-6434



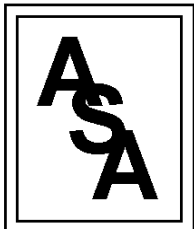
Stock #	Part Description
PO #5961 Honda Auto Parts Recylin	(ASA) 2004 TAURUS Transmission A.T.; (6-183, 3.0L), OHV (VIN U, 1 or 2), (4F50N, AX4N), floor shift VIN: 1FAFP56UX4G100168 08-Incomplete Part

The RMA module is certainly versatile in its application. The order of steps can be tailored to suite the many unique situations and production processes of our clients. The advantage to using the RMA module is, of course, a centralized returns authorization. A designated person can approve or deny a credit request, then seamlessly process that RMA through the shipping/delivery module streamlining an already efficient and comprehensive Inventory management system.





Remote Ordering in Pinnacle Professional

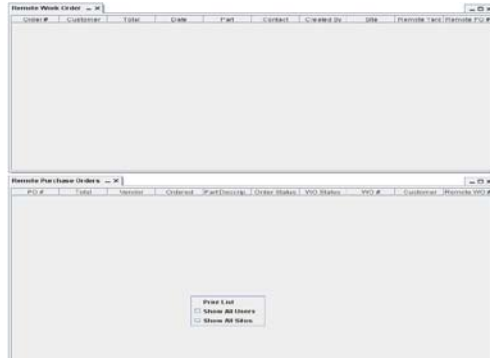


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The purpose of remote ordering is to streamline the creation, processing and production of parts ordered from participating yards utilizing PINNet and Pinnacle Professional.

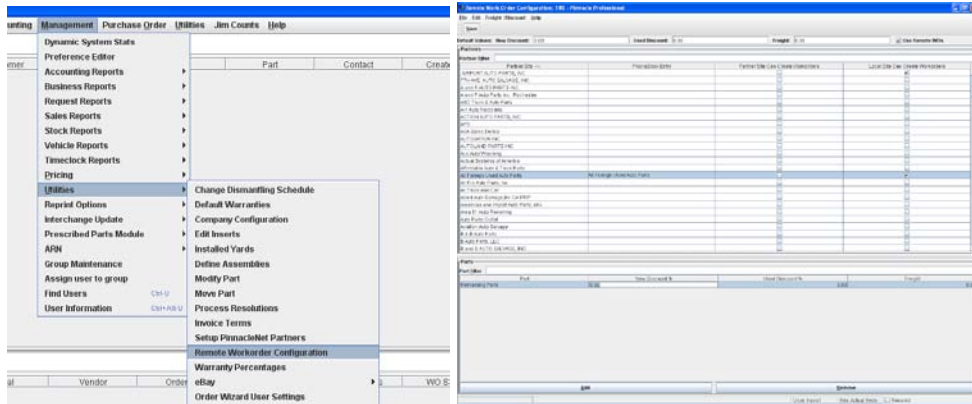


Once a remote order is created the work order and purchase order are also automatically created and the required parts are sent directly to the partner yard's work order manager, eliminating unnecessary double commission to the salesmen from both participating yards.

The participating yard also has a large degree of control over whether a remote order can be created in either directions or just one way.

Setup:

To setup the remote work order utility, from the control center navigate to management >> utilities >> remote work order configuration:

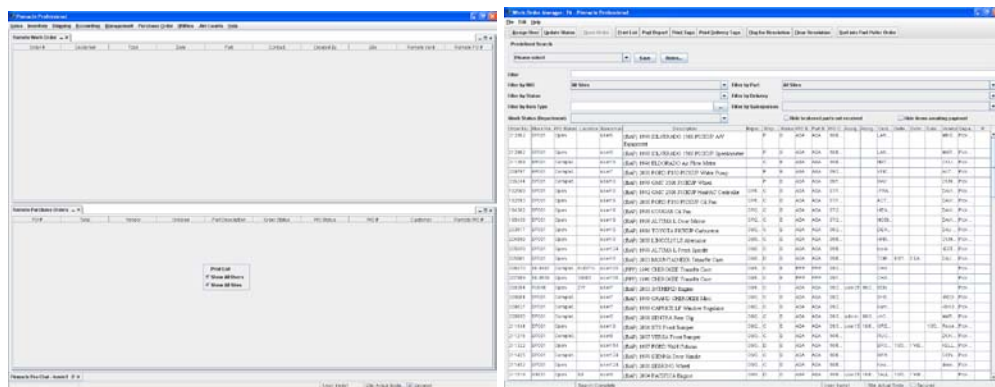


-there are two major sections to this page:

1. Partners –find the yard the site wants to trade with, enter a valid phone book entry for that partner, check the appropriate box entitled, “partner site can create work orders”, and then check the box entitled, “local site can create work orders”. Now go to the control center and put two control center options on your control center, “remote purchase order” and “remote work order”.
 - a. -this is the basic setup for use. When a yard appears on the search result and is selected the user will get a prompt (depending on preference) that states that a remote PO will or will not be created based off of whether the partner yard is set up for remote work order configuration or not.

2. Parts – in this section make sure that an appropriate yard is highlighted then hit the “add” button at the bottom of the screen. Doing this enables the yard to automatically set new and used status, Discounts, and freight on brokered items from the highlighted yard. So when the remote WO or PO is created they will already have the discounts on it and there should be minimal input on the part of the site to take those into consideration from a day to day production standpoint.

Once this is set up and the control center options have been added to the control center the yard will start to see remote work orders showing up in the control center automatically



To illustrate how this works, let us say YARD A and YARD B have agreed to allow remote workordering. A salesman in YARD A searches for the part and sees YARD B has it and would like to broker it in. The salesman selects the part, hits **Workorder**, and then proceeds creating the PO with the order wizard. When the work order/PO in YARD A is saved, a new workorder will automatically be created in YARD B under the guest user.. The Remote PO control center Tab for the salesman in YARD A will show YARD B's workorder number. The YARD B will process as the workorder as usual and send the part to YARD A. Yard A then receives and processes the the part just like any other PO.

NOTE: User “guest” in each system must remain unaltered. If you find you have problem creating remote work orders, verify the “guest” user has not been removed. If so, please contact support.