Summer 2011

Build Notes for Pinnacle Professional
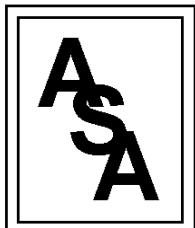
❖ Acknowledgements

Thank you to our Customers for maintaining good communication with our Support staff – your help in submitting Enhancement Requests and exploring different ways of using Pinnacle have been essential in making this build as complete and exciting as it is. Additional thanks to our Beta Testers, who volunteer their businesses to help us troubleshoot before new software is released to the wider Pinnacle family.

Pinnacle Professional is the result of a successful partnership between Programmers, Support, and all of our Customers out there. We value working with you to advance our industry and help to maintain a market in which yards of every size can thrive.
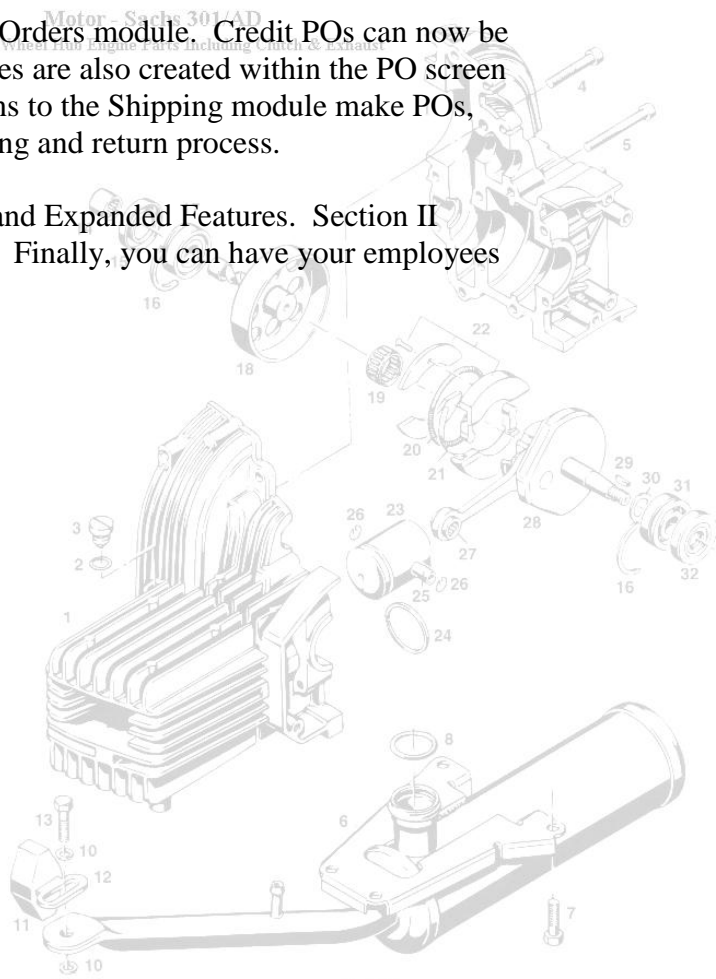
❖ Overview

Actual Systems is proud to bring you the latest version of Pinnacle Professional. There are a number of new ways to customize your usage of the software, including the ability to add freight, core, and other surcharges automatically by Part Type.

Some Highly-Requested Features Now Available:
- Determine the order in which Alternate Items will display
- New Customer entries go through a Duplicate Check
- Over-Payments to Workorders are now prevented
- Updates and Enhancements to the eBay module

The Big update included here is a restructured Purchase Orders module. Credit POs can now be made directly from the original PO. Pickups or Deliveries are also created within the PO screen itself, mirroring the popular RMA module. Modifications to the Shipping module make POs, Credits, and RMAs more obvious throughout the receiving and return process.

In Section I, you will find a guide to the details of New and Expanded Features. Section II covers the smaller updates found throughout the system. Finally, you can have your employees resume their Java Updates again.

❖ Contents

❖ Section I: New & Expanded Features

Changes to the Find Parts Layout

The **Find Parts** screen has been modified and now contains a series of tabs similar to the Control Center or the order screen. Each search option is now a tab or panel that can be moved into a customized layout. For example, you can move the **Part Code-IC Search** to show on the screen at the same time as the **Part Search** (standard search using the command line):
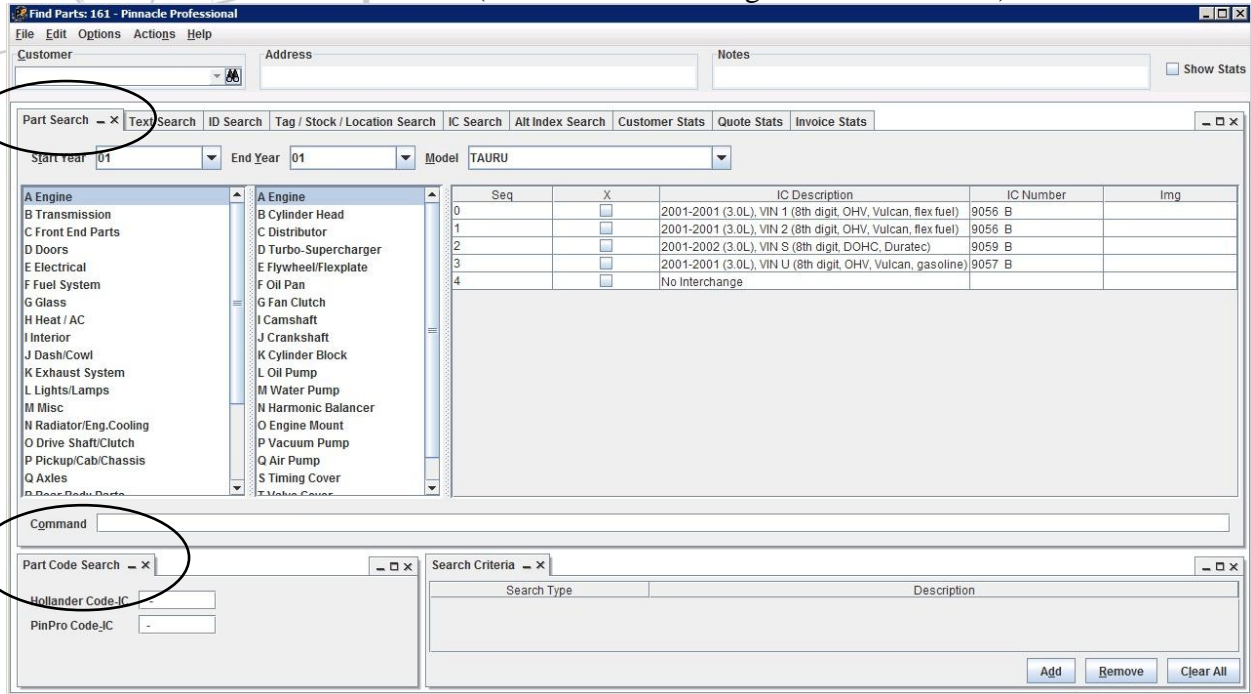
The list of part codes has been changed as well to allow you to toggle between finding parts via part code or by part name. For any parts list, right-click on the columns or the [   ] button to access the options to select parts by part code or by part name. When **Select by Grouping** is selected, you will be able to select the part using part codes (i.e. selecting the part category then the part type, for example "AA" for engine). To view the category/type letter designations, select **Use P1 Shortcodes**. When **Select by Name** is selected, you can search for a part simply by typing the name. Part names can be customized using the **Item Aliases** feature (see below).

Right-click in this area to toggle between selecting by part code and selecting by part name
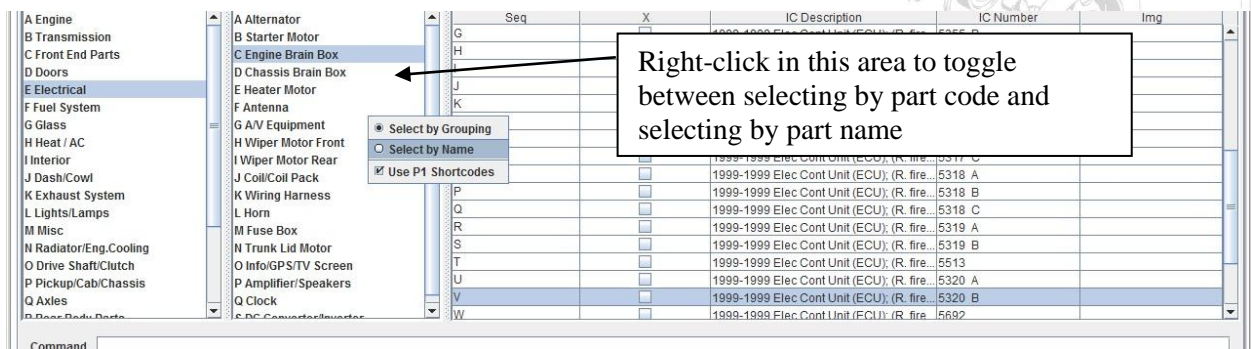
The change affects every part list in Pinnacle, including the Text Search, the Single Part Input screen, and reports like the T4. For more on using the part name search, see the **Expanded Text Search** section below.

Changes to the Purchase Orders module
- New Shortcut Key: F7 – Find PO by PO Number
- Credit PO now linked – "Credit" button on PO Screen
- Schedule Pickup / Delivery directly from PO Screen
- Description now saves in order history when paying POs

Creating a credit PO is simple. Open the PO, then click the **Credit** button (if the button is grayed out, hit **Save**, then **OK**). A new screen will come up for the credit PO, where you can enter all the necessary information. To create a pick-up for the credit PO, save the credit PO and then click **Pickup**.

Because credit POs are now linked, there are perhaps a couple procedural changes in and around the PO process. Here's a basic summary/review of the entire PO process:

1. The workorder/PO gets created.[1]
2. When the brokered part arrives, open the PO and mark it as received and complete.[2] *Note: it is highly recommended to verify the vendor and cost match the vendor invoice at this point. After this point in the process, there are a couple scenarios where the entire order must be credited and rebilled in order to correct vendor/cost information. See the following sections for more details.*
3. The order then gets processed, invoiced, and delivered to your customer.
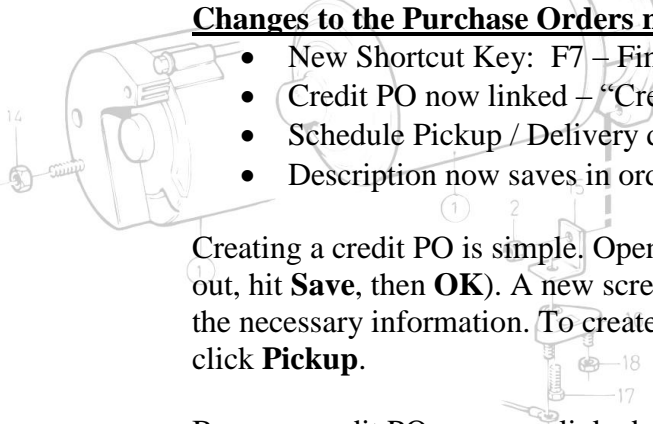4. If at some point the customer returns the part, you can create a RMA (if necessary) to pick up the part, then credit the invoice when the part comes in. You can also credit the PO and place the credit PO on a route to deliver back to the vendor as necessary.
5. When the vendor statement arrives the following month, the statement can be reconciled using the **Find Purchase Order** screen to identify which POs from a given vendor match the statement. POs matching the statement can be marked as payable.[3]
6. Once the statement is reconciled, mark the POs as paid in the **Pay PO** screen. At this point you can apply any outstanding vendor credits (i.e. credits from previously paid POs).[4]
7. Use the P10 alongside the S10 report to determine the profitability of the brokered sales for a given time period. A general list of POs can be generated by using **Find Purchase Orders** or the P3 report.

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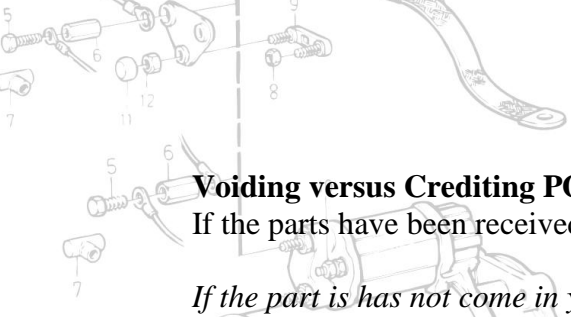
[1] The PO will default to an *Unordered* status. Mark the PO as *Ordered* by opening the PO and adding a date into the **Ordered** field.

[2] Open the PO, click the **Receive** button, enter a date, click **OK,** and then **Save**. Complete the PO by checking the **Complete** box; click **Save**.

[3] This can be done using the **Mark as Payable** button located in the upper left-hand corner of the screen of the **Find Purchase Orders** screen. *Note: at present this action cannot be undone. Please see **Paying POs** below for further details.*

[4] Highlight the credit PO and the PO you wish to pay and click the **Allocate** button.

Voiding versus Crediting POs. Voiding POs should only be done if the parts are not received. If the parts have been received, the PO should be credited, not voided.

If the part is has not come in yet and the customer cancels, the vendor cannot provide, or for any other reason, there are several options to <u>void</u> the PO:
1. Cancel the workorder using the **Kill** button in the order screen.
2. remove PO from workorder using the **Remove** button in the order screen
3. Use the **Search For Replacement Parts** under the **Items** menu in the order screen to replace the old PO.
4. Use the **Void** button in the PO screen.

Once the parts comes in but is bad, was *en route* to be delivered when the customer cancelled, or for any other reason, the PO should still be received in Pinnacle and then <u>credited</u>. There a couple scenarios that may play out from this point:
1. If replacing the part with one from another yard:
   a. Receive and complete the PO (you did receive it after all).
   b. Credit the PO and place on a route to delivery back to vendor, if necessary.
   c. Open the workorder and use **Search for Replacement Parts** to create a new PO for the replacement part.
2. If cancelling the order (i.e. a lost sale)
   a. Receive and complete the PO (you did receive it after all).
   b. Credit the PO and place on a route to delivery back to vendor, if necessary.

If the part was received and invoiced, but needs to be returned, the general process is as follows:
1. Create an RMA, if necessary, to pick up the part from the customer.
2. When part comes back, receive the RMA (if necessary) and credit the invoice.
3. Credit the PO and put the credit PO on route to deliver to vendor (if necessary).
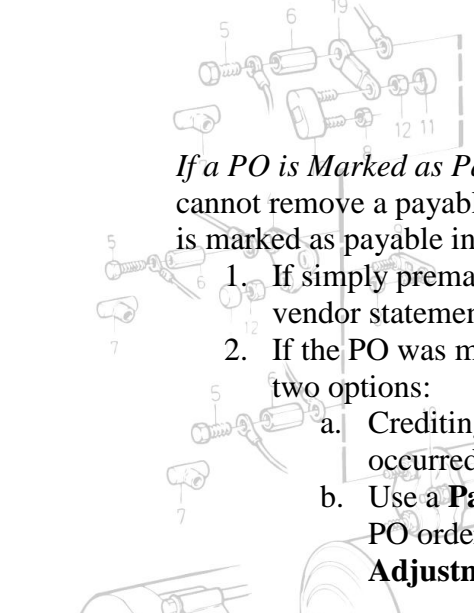
Paying POs. The process of paying POs is essentially unchanged. POs can be marked as payable from the PO screen (while saving) or from the **Find Purchase Orders** screen. When POs are marked as payable, they will then appear in the **Pay PO** screen, where the POs can then be marked as paid. Single POs can be paid using the **Receive** and **Allocate** buttons (similar to paying invoices, receive the payment, highlight the desired orders, and click **Allocate**). You can pay a group of POs using the **Block Payment** option. Highlight the group of POs you wish to pay then click **Block Payment**. The dialog will show you the dollar amount of what has been selected. In either case, enter your check number and any other notes in the *Description* field and these notes will be added automatically to the PO order history.

Tracking credits for paid POs can now be done through the **Pay PO** screen. If a credit PO is created for an *unpaid* PO, the credit will simply reduce the amount owed in the Pay PO screen. If a credit PO is written for a paid PO, then the credit PO will show in **Payments** portion of the **Pay PO** screen to be allocated to another PO.[5]

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[5] As of this writing, this feature does have full functionality. If a PO was credited and then marked as payable, the credit will need to be manually allocated. This is a known issue that will be addressed in a future build.

If a PO is Marked as Payable in error. Unfortunately this action cannot be undone (i.e. you cannot remove a payable date and therefore cannot "unmark" a PO from being payable). If a PO is marked as payable in error:

1. If simply premature, the best option is to simply wait until the PO shows on the next vendor statement (no harm, no foul). However
2. If the PO was marked as payable and an issue has occurred with the order since, there are two options:
   a. Crediting the PO in full will remove it from the Pay PO screen (and may have occurred in the natural course of things).
   b. Use a **Payment Adjustment** to clear on the errant PO and make comments in the PO order history. When the PO is ready to be made payable, create a **PO Adjustment** and note the PO number the PO represents in the *Description* field.

If a PO is paid in error, at present, the only way to fix the issue is to create a **PO Adjustment.** It is also advisable to note in the PO history that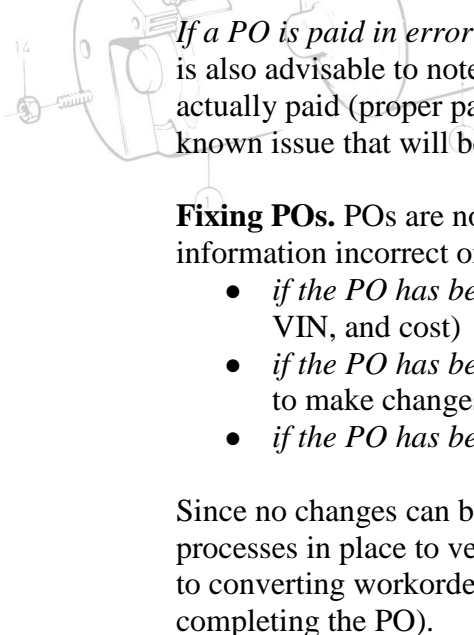 the PO was improperly paid and when the PO was actually paid (proper pay date, comments will need to be entered manually on the PO). This is a known issue that will be rectified in a future build

Fixing POs. POs are now read-only (i.e. cannot be edited) if a credit has been created. Thus, if information incorrect on the PO:
- *if the PO has been not been completed*, all information can be edited (including Vendor, VIN, and cost)
- *if the PO has been completed and NOT credited*, you can use the **Undo Complete** button to make changes.
- *if the PO has been credited*, no more changes can be made.

Since no changes can be made to the PO if it has been credited, it is highly advisable to put processes in place to verify the information on the PO *before* it is completed or credited (similar to converting workorders into invoices, all the information should be correct on the PO before completing the PO).

To fix POs that have been credited:
1. If the PO was credited in full, there is "no harm no foul" as there is $0 due. You can make comments on PO/order history if desired to clarify the information that was wrong.
2. If the PO was partially credited, and you need to change the *vendor or VIN* on the PO:
   a. Credit the PO the rest of the way.
   b. Credit the invoice in full
   c. Rebill the invoice and PO with the corrected information.
3. If the PO was partially credited and you need to change the *cost*:
   a. If changing the cost to a *lower cost,* simply credit the PO further
   b. If changing the cost to a *higher cost*, the entire order must be credited in full (i.e. the remaining amount on the credit PO and the invoice) and re-billed (invoice and PO) for the proper amounts.

If a credit PO was written for an incorrect amount:
1. If the original credit amount was *too little*, simply credit the PO further.

2. If the original credit was *too much*, the entire order must be credited in full (i.e. the remaining amount on the credit PO and the invoice) and the entire order must be credited in full (i.e. the remaining amount on the credit PO and the invoice) and re-billed and re-credited (both the invoice and the PO) for the proper amounts.

Purchase Order Profitability. There is a new report for determining profitability on brokered sales—the **P10 Purchase Order Profit Report (Purchase Orders > Reports)**. This report is purpose-built and meant to be ran alongside the S10 report when determining profitability on POs. The report is quite simple, showing PO by PO what the profit and mark up is, then totaling the net profit and averaging the profit and mark up percentages.

P10 Purchase Order Profitability
All Sites
View By: Sales Person
For Date Range Previous Month 7/1/11 to 7/31/11

Sales Rep	Invoice Date	PO num	Vendor	Cost	Credit PO	Invoice Number	Customer	Inv Amnt	Cred Amnt	Act Profit	% Profit	% Markup
admin	07/22/11	7223	ASA Sales Demo	0.00	0.00	187470	Diamond Auto Parts	0.00	0.00	0.00		
			Total for admin	0.00	0.00			0.00	0.00	0.00		
				Net PO Cost	0.00		Net Invoice Sales		0.00			
amber	02/14/11	6800	Stoystown Auto Wreckers	0.00	50.00	186664	AMBER Davis	0.00	0.00	50.00		
amber	06/22/11	7084		0.00	50.00	187243	AMBER Davis	0.00	100.00	-50.00		
			Total for amber	0.00	100.00			0.00	100.00	0.00		
				Net PO Cost	-100.00		Net Invoice Sales		-100.00			
elliott	06/20/11	7125	Bridgeville Auto Center	0.00	150.00	187322	Elliott's Automotive	0.00	0.00	150.00		

The first thing to keep in mind is that POs show on this report based on the *invoice* date. This is necessary to be able to match the report to the S10. Thus, for a given date range, the report will show all POs that have been invoiced (this means that misc POs will NOT show on the P10 report). A PO with a $0 cost and only a credit amount implies that the original invoice/PO occurred *before* the date range for the report, but the credit occurred inside the date range. Also note the **Credit PO** and **Credit Amnt** columns reports the subtotal of all credits for the date range, as an order/PO can have multiple credits. The % **Profit** is derived by dividing actual profit by cost:

$$\text{(Act. Profit)}/\text{(Cost} - \text{Credit PO)}$$

The **% Mark Up** is strictly the amount the part was marked up (from the cost) at the time of invoicing (does not consider PO or invoice credits):

$$\text{(Invoice Amt.} - \text{Cost)}/\text{Cost}$$

Site for each order is based on the invoice site (again, matching to the S10), so if an invoice/PO is written in Site 1 but the credit PO was written in Site 2, when running the P10, the credit will show for Site 1 because that is the site of the invoice.

When matching to the S10, the report must be run by user. The **Net Invoice Sales** on the P10 will match the **Brokered Sales** column of the S10. The totals line of the P10 will total the **Act. Profit** for each sales person, indicating the profitability for the brokered items for that time period, however, you can also take **Net Invoice Sales** - **Net PO Cost** to see the numbers that comprise the Act. Profit total.

Determine the order in which Alternate Items will display

The order of **Alternate Items** on workorders will now match the sort order in the search results screen (set in the Preferences). To adjust the sort order, go to **Management > Preference Editor**, filter for "sort", double-click on the field under the **Value** column, and then click on the **>>** button. Click-and-hold to drag items to the desired position in the sort order or use the buttons found to the right. When finished, click the **>>** button, then click in the field under the **Name** column. The click **Save.**

Duplicate check when adding a new customer

When entering a customer into the system, Pinnacle will check for possible duplicate entries and allow you to select a current customer proceed with creating a new customer. The duplicate check will automatically activate when data has been entered in at least three fields (including the state field, which is automatically populated). If Pinnacle identifies possible duplicates, a dialog box will appear listing all potential duplicate customers, the closest matches appearing at the top. The list defaults to showing non-hidden customers; to show hidden customers, right-click anywhere on the list and check the box to **Show Hidden**. Highlight a line to display the customer information in the bottom half of the dialog box. You can use the mouse or the arrow keys to navigate through the list. Then choose from the following options:

- If the customer is found to already *exist*, highlight the line in the upper half and click *Yes* to proceed using that customer.
- If the customer does *not already exist*, hit **No** to create a new customer entry.
- Click **Cancel** to exit

Item Aliases

You can now create custom aliases for the Item Type field in the Text Search. To create a custom alias go to **Inventory > Utilites > Item Alias Definition**. The *Aliases* list shows a list of all part types and their aliases (together in one list). Highlight on an alias and the available aliases for that part will show on the right-hand side of the screen under the *Associated Aliases for item Type* window:

- *To find an alias*, highlight any alias from the list on the left and start typing. A search filter at the upper left will appear showing what you are filtering for.
- *To edit an alias*, highlight the alias from the list, click **Edit** at the bottom of the screen. You can edit either the alias or the part associated with that alias. When finished, click **OK.**
- *To add an alias,* highlight one of the aliases for the part you wish to add an alias to, click on **Add** at the bottom of the screen. Verify the part you wish to add this alias to, input the desired alias, and click **OK**.
- *To remove an alias,* highlight the alias you wish to delete and click **Remove**. The alias will be highlighted in red with the word **REMOVED** next to it.

*NOTE: the aliases only apply to the **part lists** only—they do NOT show up in areas such as **Custom PDR**, URGnet, or workorders/invoices.*

All changes to item aliases are recorded and can be viewed in the **Log Viewer** (**Management > Utilities > Log Viewer**).

Automatically Add Surcharges by Part Type

Pinnacle now has the ability to automatically attach surcharges to part types. The surcharges can be either a flat rate or a percentage. A prompt will appear in the Order Wizard when creating orders to confirm the surcharge or can be edited at that point if desired. To assign a surcharge to a part type:

1. Go to **Management > Utilities > Service Charges**.
2. Filter and select the part type from the list on the left side of the screen.
3. Check the box next to the surcharges you want to automatically add to orders.
   a. To add a flat dollar amount, simply type the amount in the box to the right of the surcharge.
   b. To add a percentage, type in the percentage amount followed by a percent-sign in the box to the right of the surcharge (e.g. type "10%").
4. Hit **Enter** when finished and then click **Save**.

Additional Option for Core Charges

Core charges can additionally be automatically added based on interchange number. To set up:

1. Verify **Core** is set to automatically add via **Management > Utilites > Services Charges** (see above). Set a default amount here that applies to the majority of your core charges.
2. Go to **Inventory > Manual Pricing by Part Type**. Search for the interchange or group of interchanges you want to specify a different core charge (i.e. a core charge other than the default you set in step 1). When finished hit **Manual Pricing**.
3. In the **Manual Pricing** screen, hit **Edit** to activate the fields at the bottom of the Screen.
4. In the **Core** field, enter the core charge amount you wish this interchange to default to when your sales people create orders. *The amount here will override the amount set in the Service Charges screen (see above).*[6]
5. When finished hit **Save**.

To set an interchange back to the default level, enter "0.00" in the **Core** field in **Manual Pricing**.
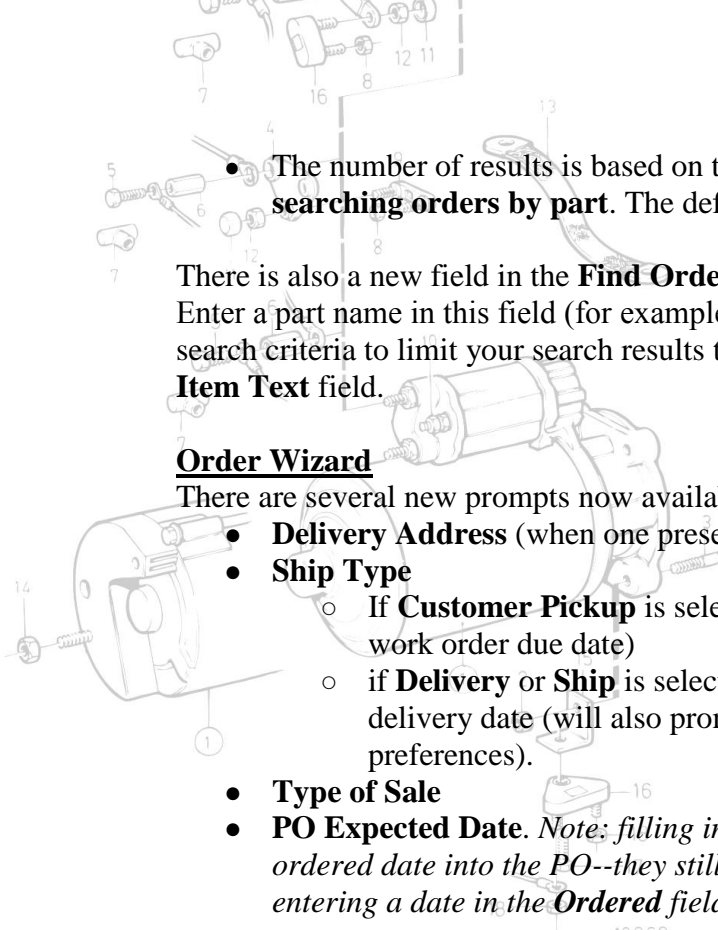
Expanded options for finding orders

The **Find Parts** (**Sales > Find Parts**) and **Modify Part** (**Inventory > Modify Part**) screens have a new option to find orders by the search options in those screens. Using any of the available search options, select the part, interchange, stock number, etc… and then go to **Actions > Find Orders**. *TIP: stay on the keyboard by hitting **Alt** + **n** then **f** after entering your search criteria in one of the available search options.*

- You have the option of viewing **Quotes**, **Workorders**, or **Invoices/Credits** by selecting the corresponding tab.
- To further filter the list, highlight one of the orders in the list of results and start typing. You will see a blue box in the upper right-hand corner of the screen. The highlighting will move to the first order that matches what you typed; use the arrow keys to navigate to other orders that match your filter criteria. The filter is by exact match only (though is not case-sensitive). *TIP: Use the * character whenever a space proceeds your filter criteria. For example, you want to find an order for John Smith by filtering for "smith", simply type "*smith".*

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[6]The **Core** field now serves a double-purpose: first, as a price level when inventorying a core part and second, as the core surcharge amount when selling the given part-type/interchange.

- The number of results is based on the preference **Number of days of orders when searching orders by part**. The default is 90 days.

There is also a new field in the **Find Orders** screen (**Sales > Find Orders**) named **Item Text**. Enter a part name in this field (for example "engine" or "transmission") along with your other search criteria to limit your search results to orders that have a part that matches the name in the **Item Text** field.

Order Wizard

There are several new prompts now available in the Order Wizard:
- **Delivery Address** (when one present on the customer record).
- **Ship Type**
  - If **Customer Pickup** is selected, the next prompt will be for **Expected Date** (i.e. work order due date)
  - if **Delivery** or **Ship** is selected, the next prompts will be for the route and the delivery date (will also prompt for **WO Expected Date** depending on preferences).
- **Type of Sale**
- **PO Expected Date**. *Note: filling in the Expected Date does not automatically fill an ordered date into the PO--they still need to be marked as ordered by opening the PO and entering a date in the Ordered field.*

When entering the **Expected Date**, the format is MM/DD/YY, so for February 1st, 2011, type "02/01/11" to enter the date. When entering the **Expected Time**, the format is *military* time (HH:MM). The colon will automatically populate so you just need to enter the four-digit number. For PM times, simply add 12 to the time. For example, to enter an **Expected Time** of 3:00pm, type "1500" to get 15:00 (3+12 =15).

These prompts can be turned on and off on a *per user* basis by going to **Management > Utilites > Order Wizard** and checking/unchecking the desired Order Wizard prompts.

There are also several preferences that affect the Order Wizard. To access these preferences go to **Management > Preference Editor** > type "wizard" in the text filter. There is only one new preference, but to recap all the different options:
- **(NEW) Force the user to select a Delivery Address in the Order Wizard.** If *checked,* forces users to have a delivery address selected before proceeding in the Order Wizard.
- **Order Wizard: Show requested model if unknown.** If *checked*, an prompt will appear in the Order Wizard asking the use to specify a model name when no model was specified in the part search (for example when searching by Hollander Code-Interchange).
- **Order Wizard: Show item cost for brokered parts**. If *checked,* Pro will always prompt for the item cost when creating POs with the Order Wizard, regardless of what users have set under their personal Order Wizard Settings.
- **Order Wizard: Select the default warranty by part type.** If *checked,* Pro will bypass the prompt to select a warranty if there is no default warranty for the part type.

Require Customer PO# for Certain Customers

There is a new checkbox in the Customer Screen, **Required PO Number**. If checked, workorders and invoices cannot be saved if the **Customer PO#** field in the **Invoice** tab of the order screen is blank. When converting quotes to a workorder, a prompt will appear immediately after checking the **Workorder** box to enter the **Customer PO#**. *Note: this does NOT apply to the Order Wizard. Users will be able to leave the Customer PO# field blank in the Order Wizard; they will however be prompted for the number when saving the order.*

Expanded Text Search

The Text search has been expanded to include searching by multiple years and multiple parts. To navigate through the Text search:

- From the Start Year, type the two-digit year and hit the [Tab] key
- The End Year will default to the Start Year, hit [Tab] to move on; otherwise enter the desired two-digit End Year and then hit [Tab] to proceed
- Begin typing the model, hit [Tab] once the model you wish is highlighted
- When selecting parts:
  - Start typing and you will see the list begin to filter to your part, when you are highlighted on the correct part hit the [Esc] key or the [Enter] key, then hit the [space bar] to select the part (the part is selected once the check mark appears).
  - To un-select a part, simply hit the [space bar] (the check mark will be removed).
  - When finished selecting all your parts, hit the [Tab] key
- Use the arrow keys to navigate to the correct interchange, hit [Tab] to move to the next interchange (will need to hit [Tab] twice to get to the next interchange).
- If searching for mulitple models, hit Alt + d, then Alt + a to get back to the start year to add a different search

Tips

- Use Alt + a to get to the start year
- can also hit [Tab][Tab] to get down to the start
- Right-click on the "..." and choose **Select by Name** to find parts using the part name or alias, choose **Select by Grouping** to find parts via the part code
- Shift + [Tab] will take you back one field

Using the Text search with Part Search

To limited degree, the text search can also be used with the **Part Search** (i.e. the standard search using the command line). It is perhaps easiest to explain by example. Let's say you are trying to look up an 07 Focus radio but are unsure of the part code or are having trouble finding it, you can alternatively search by name by doing the following:

1. Type "07 focus" in the command line
2. Right-click in the columns above the command line and choose **Select by Name**
3. Single-click any part to highlight it
4. Type "radio", the list will immediately highlight the radio part. Hit the space-bar to select it (i.e. place a check mark in the box next to the part name).

From here you can continue using the mouse to select the interchange and perform your search. When in the **Part Search** tab, the text option does NOT work with the command line (i.e. you cannot type "07 focus radio" in the command line) and can only be used to look up single parts.

Q1 Customer Quotes

The purpose of this report is to show what customers and what business types are getting quoted and how many of those quotes turn into sales (i.e. invoices). The Q1 report in Pro has more detail than the Classic version of the report. Access the report by navigating to **Management > Request Reports > Q1 Customer Quotes.** Here are a few important things to keep in mind with this report:

- The actual part sold may not be the part quoted, as parts can be swapped out. However, the intention of the report is to track how often you are able to close quotes for a given *customer*, not to track what specific parts are being quoted/sold to what customers (that would be a different report).
- The report period is used to select quotes by their created date. If a sale or credit from these quotes occurs outside the report period, the sales or credits are included in the report. This means that the sales and credits on the report can change depending on when the report is run.
- The sales details on the report for each customer refer only to sales that have been made from a quote. If the sale comes from a workorder only, no initial quote, it will not appear on this report.
- The customer on the report is the customer on the last version of the quote. If the customer is changed in the workorder and invoiced, the final customer the parts are sold to will be different to the customer shown on this report. However, the Q1 report will show these as sales to the quoted customer. *(NOTE: Another report would be needed to show both the customer quoted and sold to, as quotes to one customer could be sold to several different final customers - showing this is beyond the scope of this report.)*
- For the purposes of this report, a **converted quote** is a quote that was eventually converted to an invoice (not simply converted to a workorder).
- The **Quoted total** includes parts and charges.

Field breakdown on the report

Customer –customer as of the last version of the quote
Customer type –business type of the customer
Num quote—number of quotes created for this customer
Num parts—number of parts that were quoted
Quoted total—the total amount quoted, includes parts and charges, excludes tax
Avg part quote price –the average part price quoted, part price less any discount, excludes tax
Num conv—number of quotes that were converted to invoices, is also the number of invoices
Parts sold—the number of parts sold
Conv rate—(Num quote / Num conv) * 100
Invoice total—total invoiced from the quotes, includes parts and all charges, excludes tax
Avg part sale price—average sale price of the parts after taking off discount
Net sales—(Invoice Total - Credit Total)
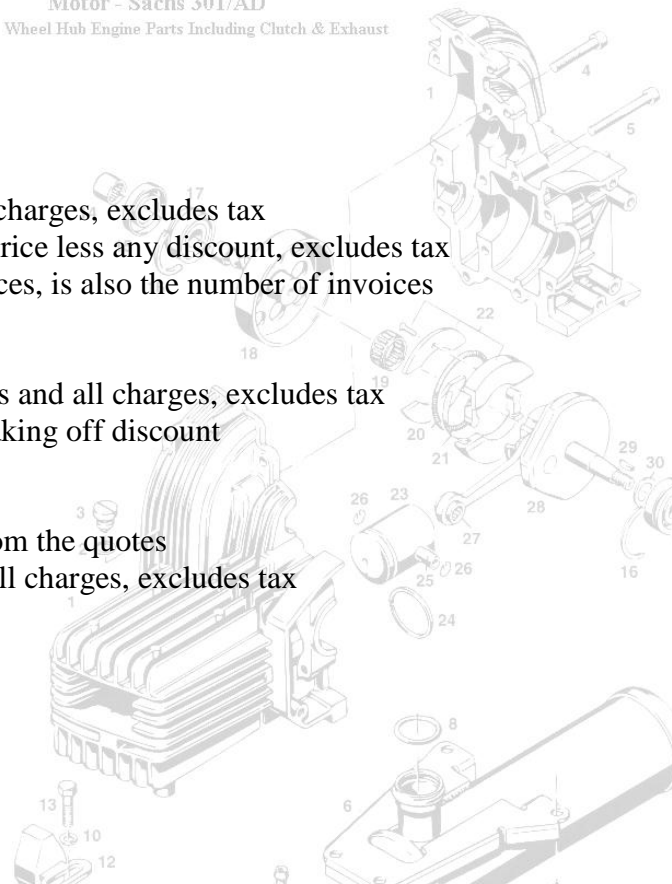**Credit rate**—(Credit Total / Invoice Total) * 100
Num credit—number of credits against invoices created from the quotes
Credit total—the total amount credited, includes part and all charges, excludes tax
Num restk—the number of parts that were restocked
Num Fcred—the number of parts that were fully credited

S30 Sales by Month

This report will itemize your sales on a month-to-month basis. It can be run for either your whole company, a single site, or for a single salesperson. To access the report, navigate to **Management > Sales Reports > S30 Sales by Month**. The report will break down your sales into the following areas:

- Inventory
- Extra
- Inventory + Extra sales (subtotal)
- Core (sales of core status parts)
- Brokered
- New
- Warranty
- Freight
- Complete Vehicle
- Labor
- Core Deposits
- Other Surcharges (all remaining surcharges) .

Clicking the **Show Monthly Percentages** option will list each percentage (by month) for each area. Choosing the **Sales by Month Chart** under the **View** field will generate the report as a bar graph.

Control Center Additions

- Ship type (i.e. Counter Sale, Customer Pickup, Delivery, Ship) for each order can now be displayed in following tabs: **Unconfirmed Work Order**, **Work Orders over 2 days old**, **Ready to Invoice**, and **Today's Invoice's/Credits**. Right-click on a column header and check the box next to **Delivery Method.** The ship types display as follows:
  - C = Counter Sale
  - P = Customer Pickup
  - D = Delivery
  - S = Ship
- Part statuses for all parts on the order can now be displayed in the following tabs: **Unconfirmed Work Order**, **Work Orders over 2 days old**, **Ready to Invoice**, and **Today's Invoice's/Credits**. Right-click on a column header and check the box next to **Part Status.** The part statuses will display as follows:
  - I = Inventoried
  - D = In Dismantling
  - W = Warehouse
  - U = Unbolted
  - Y = Yard Bolted
  - R = Extra sale
  - B = Brokered
  - N = New
  - C = Core
- The route for an order can now be displayed in the **Ready to Invoice** tab. Right-click on a column header and check the box next to **Delivery Route.**
- **Who Deleted** and **Delete Reason** have now been added to the **Today's Deleted Inventory** tab.
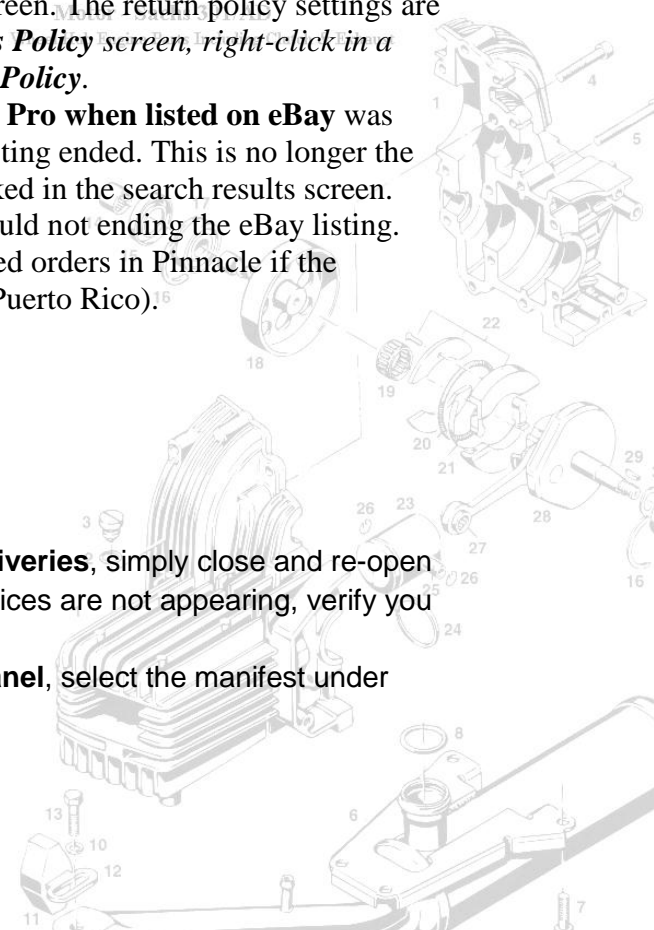
❖ Section II: Other Enhancements & Fixes

Accounting Module

- Improved performance of how statements generate
- Statements now appear in alphabetical order, regardless of capitalization

Delivery Module

- You can now reorder items on the manifest by **click-and-drag**. *NOTE: after releasing the item to its new position there will be a slight delay as the list reorders.*
- You can now filter for (view) specific routes in **Confirm Deliveries** and **Delivery Maintenance**[7]. Select the route(s) you wish to see from the drop-down field in the upper-right of the screen. The settings will apply to both the **Confirm Deliveries** and **Delivery Maintenance** screens simultaneously (i.e. changes to one will apply to the other). Settings save automatically. *TIP: print a list of the items in any tab for a single route by filtering for that route, then right-click in the tab and choose **Print Table**.*
- **Customer RO#** and **Customer PO#** now print on the manifest. *TIP: to update the Customer RO# or the Customer PO#, open the invoice and go to **File > Customer Reference**. Both the invoices and the manifest can be reprinted to reflect the changes.*[8]

eBay Module

- The **Part History** tab in the **eBay Listing Manager** now remembers its layout.
- Improved handling of error messages returned from eBay.
- Due to changes in listing requirements from eBay requiring a return policy, a new tab, **Returns Policy**, has been added to the eBay Lister screen. The return policy settings are saved per part type. *TIP: if you do not see the **Returns Policy** screen, right-click in a white area of the screen, go to **Show View > Returns Policy**.*
- Fixed the issue where if the preference **Lock Parts in Pro when listed on eBay** was checked, the parts would stay locked even after the listing ended. This is no longer the case; if the listing ends, the part will no longer be locked in the search results screen.
- Fixed issues where at times items sold in Pinnacle would not ending the eBay listing.
- Fixed issue where parts sold on eBay would not created orders in Pinnacle if the customer address was outside the United States (e.g. Puerto Rico).

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[7]If routes do not appear in when first accessing **Confirm Deliveries**, simply close and re-open **Confirm Deliveries** and routes should appear. If orders/invoices are not appearing, verify you have the route selected.
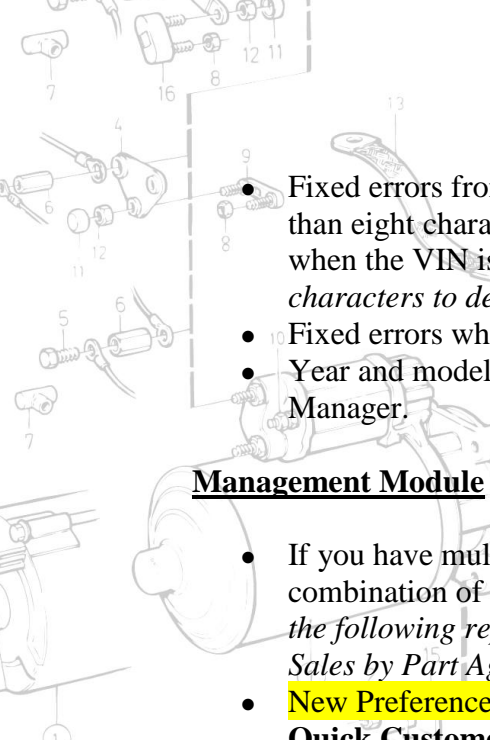
[8]manifest can be reprinted by going to **Shipping > Driver Panel**, select the manifest under **Available Manifests** and click **Reprint Manifest**.

Inventory Module.

- The **Reason Details** are now included on the report when using the **Print List** option in **Resolve Parts**.
- Visible dates on sub-assembly parts can now be edited *en masse*. There are two options to achieve this:
    - Globally (i.e. for occurences of a sub-assembly part at once). Go to **Inventory > Utilities > Define Assemblies**. Hit the key to the left of the master part to display the sub-assembly parts. Click in the **Delay Days** field and change the delay days as desired and hit **Enter**. Then go to **Actions > Update Existing Assemblies**. All occurences of the selected sub-assembly will have their visible date adjusted accordingly from their respective inventory date (*NOTE: if the change results in a visible date in the past, the visible date will not be updated*). All global changes to the visible date are tracked and can be accessed through the **Log Viewer**, under **Management > Utilities > Log Viewers**, choose **Assembly** from the **Log Type** field.
    - Adjust all sub-assembly parts on a single master part at once. Bring up the master part(s) you wish to edit in **Modify Part**. Highlight the part (single-click), then go to **Sub-Assemblies > Update Visible Date on Sub-Assembly Parts**. Select the date you wish the sub-assembly parts to be visible in inventory and click **OK**.
- Sub-assembly parts can now be detached while the master part is on a workorder, but must be done through the order screen. Open the order, highlight the part, then go to **Edit > Edit Part**, go to the **Sub-Assembly** tab, highlight the parts you which to detach and click **Detach Parts**
- Brokered parts will now display the PO number as the stock number in the following areas: the **Workorder Manager**, the printed workorder, the delivery tag, the part report, and the Parts Puller Detail report.
- In the **Enter PDR Parts** screen, the **Reload** button has been removed from the toolbar. It can still be found under the **Options** menu.
- When printing the list in the **Workorder Manager**, time now shows in the **Expected Date** column.
- In the **Workorder Manager**, the **Hide brokered parts not received** check box was clearing whenever a pre-defined search was selected, though the filter remained active. This has been changed so that the check box remembers the settings at the time pre-defined search was saved.
- Added **Bad Transmission** to the list of damage codes available in the *Detail* tab of the **MVR**.
- Added **Write Off** to the list of damage codes available in the *Detail* tab of the **MVR**.
- The following improvements were made to **alternate indexes**:
    - Now save when selected in a part record.
    - Print on the Prescribed Parts tag styles
    - On a misc PO, only vendor-specific alternate indexes will be availabe from the drop down options (PO must be saved first). Otherwise, all available alternate indexes will display.
    - New alternate indexes can be created when receiving misc POs. Simply type the new alternate index in the field before saving the PO with the **Add to Inventory** box checked.
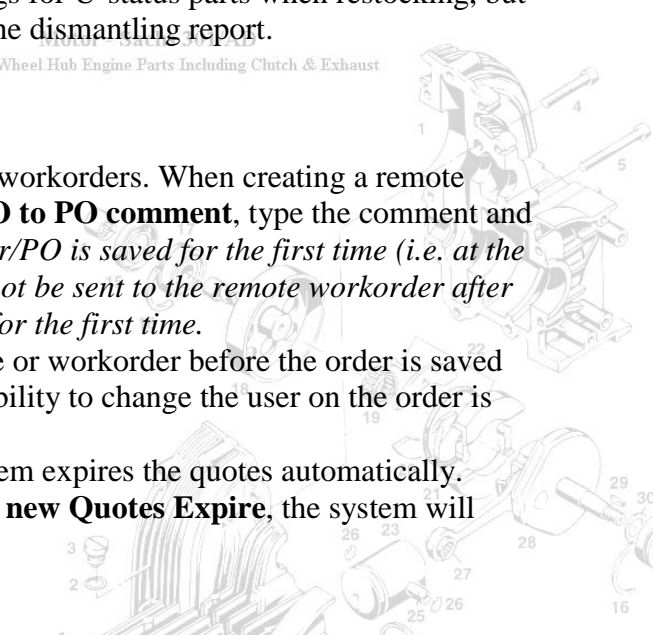
- Fixed errors from using the filter when generating PDRs for a vehicle with a VIN less than eight characters. However, as a result of the fix, VIN filtering will no longer work when the VIN is less than eight characters. *NOTE: Pinnacle requires seventeen characters to decode the VIN.*
- Fixed errors when filtering for upper control arms in the **Parts** tab of the MVR screen
- Year and model now show for alternate items on the **Part Report** in the Workorder Manager.
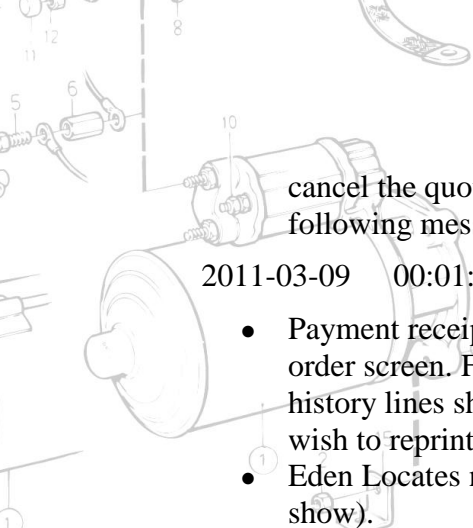
Management Module

- If you have multi-site operation with three or more sites, reports can now be run for any combination of sites. *Note: as of this writing this change has only been implemented on the following reports: A11, S10, S10a, S30, T7, Jim Counts (JC) Part Sales by Quarts, JC Sales by Part Age.*
- New Preference. **Add quick customers to phonebook by default**. When using the **Add Quick Customer** feature:
    - With preference *checked*, the **Show in phonebook** box defaults to being checked (creates a non-hidden entry).
    - With preference *unchecked*, the **Show in phonebook box** defaults to being unchecked (creates a hidden entry)
- New Preference. **Add quick deliveries to phonebook by default**. When using the **Add Quick Delivery** feature:
    - When *checked*, the **Show in phonebook** box defaults to being checked (adds a delivery address to the customer)
    - When *unchecked*, the **Show in phonebook box** defaults to being unchecked (creates a one-time delivery address for the order)
- New Preference. **Automatically allocate credits to invoice refunds**
    - When *checked*, for unpaid invoices that have been on a statement, credits will automatically allocate to the original invoice
    - When *unchecked*, for unpaid invoices that have been on a statement, credits will remain outstanding until manually allocated (can be allocated to any invoice).
- New Preference. **Allow tags to be printed for unbolted parts on restock.** With this preference checked, you will be able to print tags for U-status parts when restocking, but not print tags for U-status parts when running the dismantling report.

Sales Module

- Private comments can now be added to remote workorders. When creating a remote workorder, before saving the order click on **WO to PO comment**, type the comment and hit **OK**. *This must be done before the workorder/PO is saved for the first time (i.e. at the time the workorder is created). Comments cannot be sent to the remote workorder after the PO in the originating yard has been saved for the first time.*
- Able to once again change the user on the quote or workorder before the order is saved for the first time. After the order is saved, the ability to change the user on the order is based on the security setting.
- Quotes now show a history entry when the system expires the quotes automatically. Based on the preference **Number of days until new Quotes Expire**, the system will
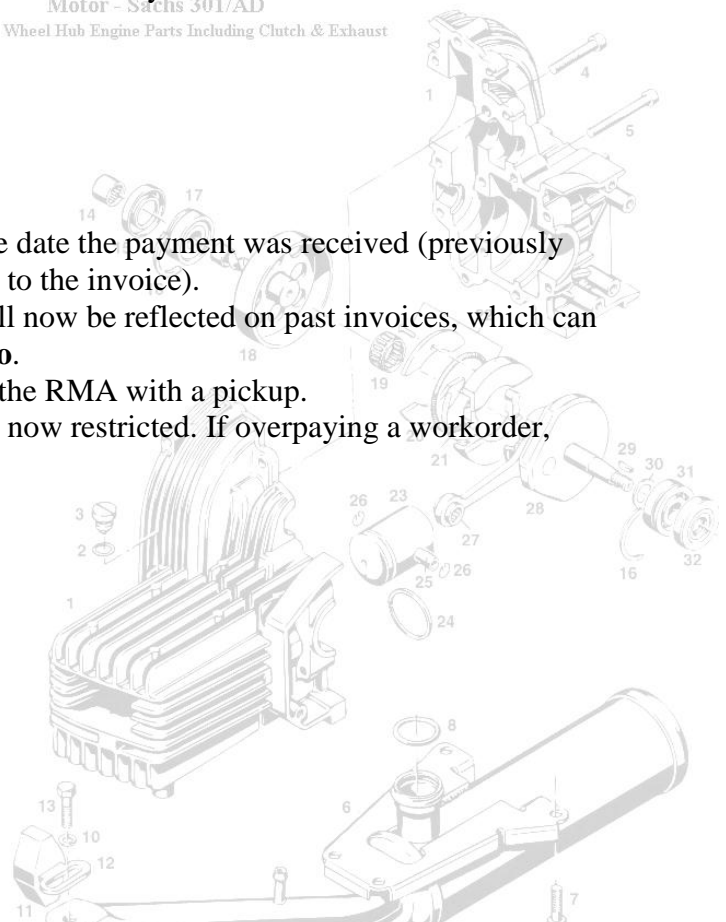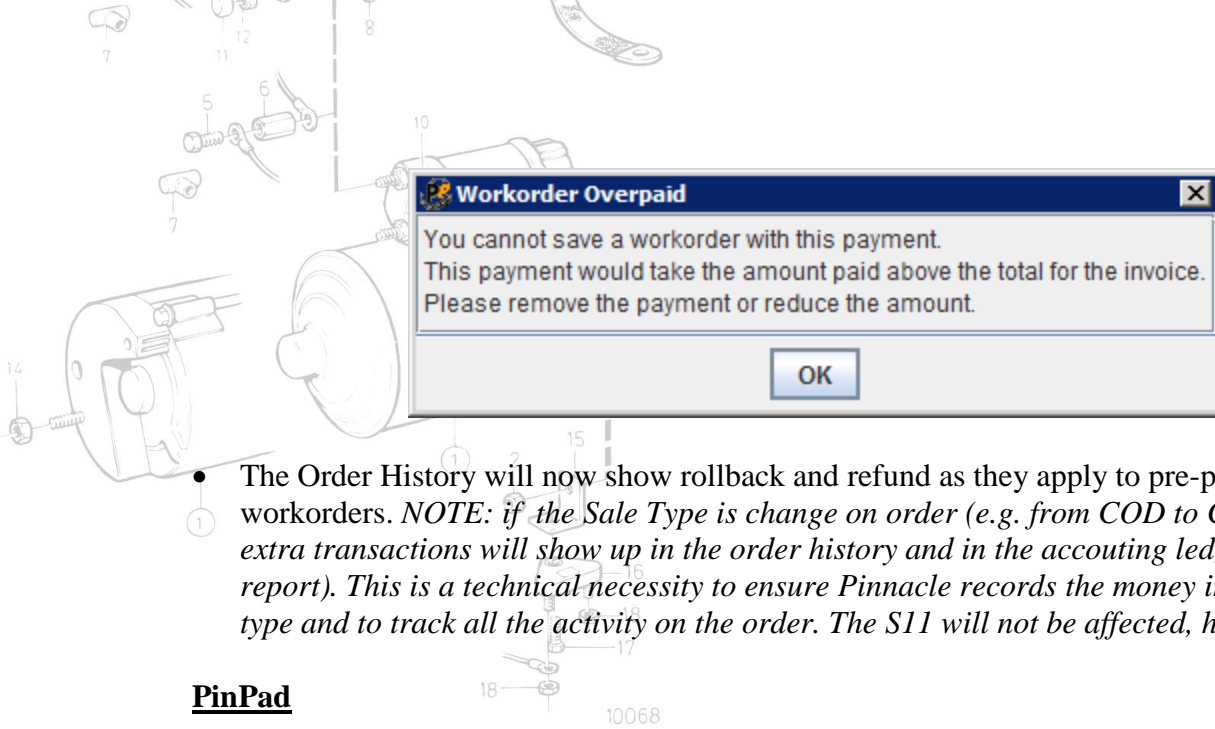
cancel the quote when the number of days indicated in this preference is up, and the following message will show in the order history:

2011-03-09   00:01:00   admin Cancelled order 213564 / 1: Quote Expired Quote Expired

- Payment receipts for pre-payments on workorders can now be printed directly from the order screen. From the order screen, go to the **Order History** tab, double-click one of the history lines showing a payment was taken, a pop-up will appear, select the payment you wish to reprint and click **OK**.
- Eden Locates now show only **Wholesale** and **Retail** prices (standard prices no longer show).
- **Enter** key now works to perform all searchs (including the **Part Code-IC** search) in **Find Parts**.
- Tabs in the order screen can no longer be closed, they can only be minimized, with one exception—the **Delivery Details**, **Route Selector**, and **Delivery Selector** in the **Shipping** tab can still be closed.
- Credits can now be manually posted to other invoices rather than the original invoice. The option only pertains to unpaid invoices that have been on at least one statement and is activated by a preference (see below). *NOTE: please use caution when turning this feature on as it means **all** charge credits must be manually posted if the invoice has been on a statement.*
- When restocking parts that were sold from I, D, U, or Y statuses, the location field will be grayed out and the vehicle location will be displayed. To locate the part to a location separate from the vehicle, check **Set Status to W**, the location field will activate and you can locate the part to the correct location.
- The status column of the Alternate Items dialog box will now display **N** for new parts and **C** for core status parts (previously displayed W, U, or Y for all parts).
- Removed users no longer appear in the list of available names when receiving RMAs.
- Additional **Credit Reasons** have been added into the system:
    - Not Happy With Quality
    - Invoice Keying Error
    - Short Supply
    - Exchange Item Return
    - Not Picked Up at Counter
    - Other
- Payment history on invoices now shows the date the payment was received (previously showed the date the payment was allocated to the invoice).
- Changes to the **Engine No**. in the MVR will now be reflected on past invoices, which can be reprinted showing the correct **Engine No**.
- Fixed an issue where you could not cancel the RMA with a pickup.
- Over-payments on pre-paid workorders are now restricted. If overpaying a workorder, users will see the following message:

Workorder Overpaid

You cannot save a workorder with this payment.
This payment would take the amount paid above the total for the invoice.
Please remove the payment or reduce the amount.

OK

- The Order History will now show rollback and refund as they apply to pre-payments on workorders. *NOTE: if the Sale Type is change on order (e.g. from COD to Cash), a series of extra transactions will show up in the order history and in the accouting ledger (the A2 report). This is a technical necessity to ensure Pinnacle records the money in the correct sale type and to track all the activity on the order. The S11 will not be affected, however.*

PinPad

- The **Vehicle** tab in the bid screen contains a new field: **Fluff**. Enter the dollar amount of miscellaneous sales you expect off the vehicle you are bidding on. The **Fluff** amount will be included when PinPad calculates the recommended bid in the **Parts** tab. *Note: the **Tot. parts** amount in the bid screen will NOT include the **Fluff** amount. The **Rec. Bid** field calculates the correct bid based on the percentage from your Cost of Goods table and incorporates the **Fluff** amount even though it is not displayed in the **Parts** tab.*

Handheld Devices

- **Private Comments** for parts can now be entered at the time of inventory when using the **Pinnacle Inventory** program.
- The **Pinnacle Inventory** program will now show quantity-on-hand totals for the site and for all sites. Totals will display in the following manner: current site/all sites.
- A new **Find Parts** button in the part entry screen of **Pinnacle Inventory** will bring up a search results screen for the part/interchange you are currently inventorying.
- Fixed how the devices handle an "UnknownError" message from the server.

Please contact support to update Pinnacle Pad or Pinnacle Inventory to the latest version.
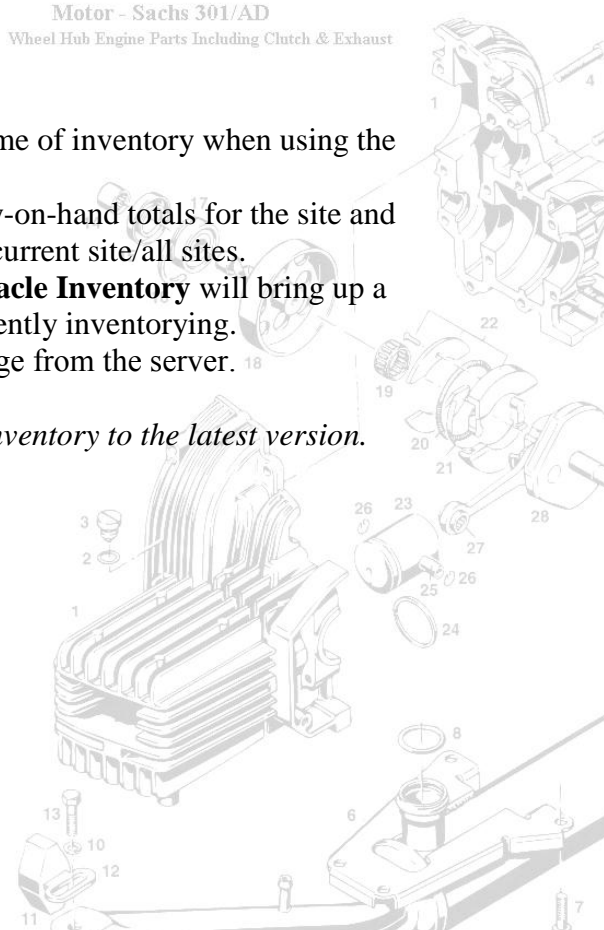
❖ Report Enhancements & Fixes

A1 Customer Payments
- Fixed an issue where the report had incorrect totals when a payment was allocated to an invoice twice (e.g. a $500 payment, $250 allocated to invoice #1234, then another $250 allocated to invoice #1234).

A2 Sales Transaction Report
- Improved speed of report generation.

A5 Accounts Receivable
- When exporting into Excel from the **Summary** tab, the statement columns will now appear in the correct order.
- Improved speed of report generation.
- The **2 Stmt** now shows the correct amount when printing from the **Summary** tab.
- Fixed an issue where different accounts with identical names were combined when printing the list from the **Detail** tab.

A9 Customer List
- The Sales Person attached to an account in the Customer Screen will now show on this report. The report can also be ordered by the Sales Person. *NOTE: the **View** must be changed to either **Customers Only** or **Account Customers Only** for the grouping to work.*

A11 New/Lost Customers Report
- The **phoneid** field was added to the Excel export. The **phoneid** matches the **pblink** field in the dataviews.

A13 Customers at Risk Report
- The **phoneid** field was added to the Excel export. The **phoneid** matches the **pblink** field in the dataviews.

Advertising Source Pop-up Report
- The **Sales Amount** no longer includes tax in the totals.

B10 Top Parts
- Cores sales are no longer included in the number of sales for an interchange

B11 Part Puller Commission Report
- Fixed an issue where if a part was marked as processed and then removed from the workorder, a tally would no longer appear on the report. The fix applies retroactively—i.e. reports from previous date ranges can be re-run and the numbers will be corrected.
- Fixed issue where report would generate an error if not using departments. The report can now be run even if there are no departments used in the workorder manager.

B12 Dismantlers Report
- Fixed issue where dismantled vehicles with no dismantled parts (i.e. vehicles with only Y parts inventoried) would still show on the report.

Parts Puller Detail

- Fixed an issue where if a part was marked as processed and then removed from the workorder, the log entries for the workorder manager activity would no longer appear on the report. The fix applies retroactively—i.e. reports from previous date ranges can be re-run and appropriate log entries will appear. An entry saying "Deleted" will appear when an item is removed from a workorder.

Dismantling Schedule

- If a vehicle was crushed, would cause an error. This is now fixed so the error does not occur and a prompt comes up asking if you are sure you want to dismantle the vehicle:

Warning

Vehicle crushed, still print dismantle report?

OK   Cancel
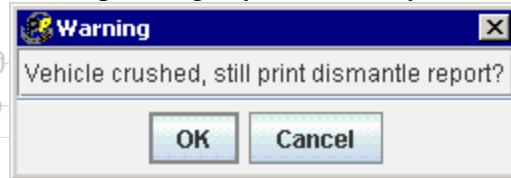
PinPad Bid Report

- wording changed on report to match the field names in Pinnacle Pad.

S11 Daily Reconciliation

- Unallocated payments will now show the user that received the payment.

S13 Sales by Customer Category

- Changed the column labels to more clearly reflect the totals that are shown. The columns now read: **Total Sales, Sales Tax 1, Sales Tax 2, Gross Sales, Gross Credits, and Net Sales.** *NOTE: Total Sales is the gross invoice total without tax.*

T7 Parts Sold

- Tag # is now included when exporting the report to Excel
- Fixed an issue where if a part had a cost and was credited, the credit would show up twice if done within the date range of the report.
- The **Stock No.** column has been changed to **Stock No./PO No.**. All brokered parts now list the PO number in that column instead of the BP001 stock number.

T8B Detail Over Stock Report

- Corrected inaccuracies occurring on the end of the report in the summary totals and averages. NOTE: *the Stan. Price total is the total of the standard price for all parts, which can be compared to the Price total, which is the total of the actual price for all part, to compare if the parts are generally over- or underpriced. Additionally, the Stan. Price average includes all interchanges where the standard B price has been set (including interchanges where the standard B is set to 0).*

Jim Counts Management Assistance Reports

- **Sales Report**
  - Now shows the percentage each salesman does in each sales category (i.e. inventory, brokered, warranty, etc…)