

WAYNE REAVES SOFTWARE

User Manual

Windows Car Program



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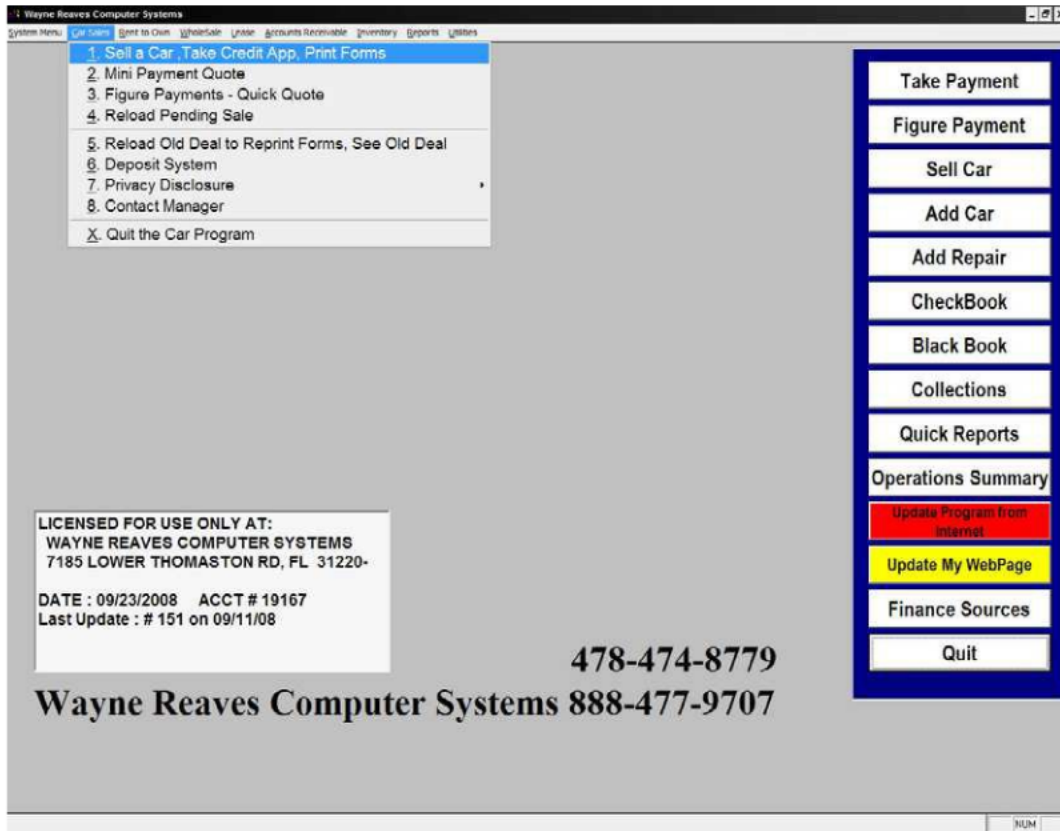
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Website: <http://www.waynereaves.com>

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Main Screen of Wayne Reaves Windows Car Program

Introduction:

Thank you for purchasing the Wayne Reaves Dealer Management program.

















You have joined the ranks of thousands that have come before you into what you will come to appreciate as the best tailored program for the retailer, lessor, & renter of motor vehicles of many shapes & sizes.

You may have also joined the many Wayne Reaves' Website dealers that enjoy the ease & convenience of marketing their vehicles 24 hours a day on the World Wide Web, and quickly uploading their inventory to autotrader.com, cars.com, etc from information already entered into their retail system.


















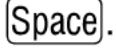




If you ever have any questions about the program, please use the contact information on the front of this manual to reach us. Email, Phone, & Fax are the best ways to reach our support personnel. In case of billing inquiries, please use our Phone or Fax numbers only.














Let's begin the journey into your program...

Accounts Receivable




<i>Accounts to Sell</i>	On the Accounts Receivable Menu choose  Sell \ Buy Accounts, and then choose  Accounts to Sell Report.
<i>Add / Edit Side Note</i>	On the Accounts Receivable Menu choose  Post Payments, enter security code. Find & open customer file and choose  Add/Ed Side Note from the Pick Action Menu.
<i>Add Old Customers to Computer</i>	On the Accounts Receivable Menu choose  Add old Car Customers to Computer.
<i>Adjusting Customer Balance</i>	On the Utilities Menu choose  Special Utilities then choose  Adjust Customer Balance. Also found in Pick Action Menu when looking at customer's account screen.
<i>Cancel Insurance</i>	On the Accounts Receivable Menu choose  Enter Canceled Insurance.
<i>Cash Forecast</i>	On the Accounts Receivable Menu choose  Payments Due Today. Enter security code, and select dates and A/R types.
<i>Cash Forecasting Report</i>	On the Accounts Receivable Menu choose  Payments Due Today. Enter security code and select dates and A/R types.
<i>Change A Payment Due Date</i>	On the Accounts Receivable Menu choose  Post Payments. Enter security code and find customer. From the Pick Action Menu choose  Take Payments, type  for the payment amount  change due date; then save receipt.
<i>Change an Account Number</i>	On the Utilities Menu choose  Special Utilities, then  Change an Account Number. Select the account number you wish to change.

Notes:












<i>Change Financial Data</i>	On the Utilities Menu choose  Special Utilities, then  Change Financial Data on a Deal.
<i>Check credit report for customer</i>	On the Car Sales Menu choose  Sell A Car. Enter the customer information and press the  key. Choose Credit Bureau button at the bottom of screen.
<i>Contacting Past Due Customer</i>	On the Accounts Receivable Menu choose  Print Individual Past Due Letters.
<i>Credit Customers Account</i>	On the Utilities Menu choose  Special Utilities then choose  Adjust Customer Balances.
<i>Delete a Deposit</i>	On the Car Sales Menu choose  Deposit System.
<i>Delete a Payment</i>	On the Accounts Receivable Menu choose  Adjust Payment ledger.
<i>Delete Customers Account</i>	On the Utilities Menu choose  Special Utilities then choose  Delete customer with audit trail or  Delete customer without an audit trail.
<i>Delete Payments</i>	On the Accounts Receivable Menu choose  Adjust Payment Ledger.
<i>Editing Customer Information</i>	On the Accounts Receivable Menu select  Edit Accounts.
<i>Insurance policy, updating</i>	On the Accounts Receivable Menu choose  edit customer information, select customer and  down to Insurance Company field then hold down the  key and  .
<i>List Customers by Name</i>	On the Accounts Receivable Menu choose  List Customers then choose option  By Name or  By [account] Number from the sub-menu.
<i>Locate Customer</i>	On the System Menu choose  Locate Customer.
<i>Net Payoff</i>	Click Take payment hot key on right edge of the screen. Enter

	security code, pull up customer and choose  Net Payoff.
<i>10 day letter - Print</i>	On the Accounts Receivable Menu choose  then  Repossession Letters. Input repossession details and print the letter that you need (10 day/ 20 day/ release / etc.).
<i>Collections for Leased Cars - Print</i>	On the Accounts Receivable Menu and choose  Lease Collections.
<i>Collections List - Print</i>	On the Accounts Receivable Menu choose  Work Collections For Car Lot. Input specifications & account type range, choose default action & go into work screen.
<i>Payment History - Print</i>	Use the Take Payments hot key; enter security code, pull up customer screen and choose  Print Payment History.
<i>Payment Schedule - Print</i>	Use the Take Payments hot key; enter security code, pull up customer screen. Select Other Features on the Pick Action Menu. Choose  Payment Schedule to print.
<i>Payment Book - Print</i>	On the Car Sales Menu choose  Reload Old Deal to Print Forms. Select customer and  to the Print Forms Screen. For Plain Paper, choose Payment Coupons from forms list. For Okidata, choose Payment Book option on forms list.
<i>Receipt - Reprint</i>	Use the Take Payments hot key, enter security code, pull up customer, choose  View Transactions/Reprint Receipt.
<i>Repair Disclaimer</i>	Use the Take payment hot key, enter security code, pull up customer, choose  Other Features then  Repair Disclaimer.
<i>Take a Payment</i>	Choose the Take Payment hot key, enter security code, select customer, and choose  Post Payments.

Notes:














<i>Take payment for side note</i>	Choose the Take Payment hot key, enter security code, select customer, and choose  Pay Side Note.
<i>Transferring single customer to different A/R Type</i>	On the Utilities menu choose  Special Utilities then  Transfer Single Customer To Different A/R Type).

Buying and Selling Accounts

<i>Accounts to Sell</i>	On the Accounts Receivable Menu choose  Sell \ Buy Accounts.
<i>Purchase outside notes</i>	On the Accounts Receivable Menu choose  Sell \ Buy Accounts; choose  Purchase Outside Notes Into In-house Finance Company.
<i>Reverse sale of account</i>	On the Utilities Menu choose  Special Utilities then choose  Reverse Sale of Account.
<i>Sell customer's account to in-house finance company</i>	On the Accounts Receivable Menu choose  Sell \ Buy Accounts. Choose  Sell Account To In-house Finance Company.
<i>Sell customer's account to outside finance company</i>	On the Accounts Receivable Menu choose  Sell \ Buy Accounts. Choose number  Sell Account To Outside Finance Company.
<i>Sell Finance Company note to an outside finance company</i>	On the Accounts Receivable Menu choose  Sell \ Buy Accounts, then  Sell Accounts Receivable to outside Finance Company.



















Notes:





















Inventory

Add a Car to Inventory	On the Inventory Menu, choose  Add New Vehicle to Inventory. OR Use Add Car hot key at right edge of main screen.
Add a new make / model	On the Inventory Menu choose  Add / Edit Make & Models. Choose Insert key on keyboard to add Make & Model.
Add repairs to vehicle (after sale)	On the Inventory Menu, choose  Add Repair to Vehicle. Use the Add Repair hot key at the right edge of main screen. <i>Make sure that you choose to "list sold cars" when finding vehicle that has already been sold.</i>
Add repairs to vehicle (before sale)	On the Inventory Menu, choose  Add Repair to Vehicle. Use the Add Repair hot key at right edge of main screen.
Buyer's Guide, printing	On the Inventory Menu choose  Print Buyer's Guide
Delete Inventory	On the Inventory Menu choose  Delete vehicle from inventory.
Floor Plan listing	On the Reports Menu choose  Inventory Reports then  Floor Plan Listing.
Look at Inventory	On the Inventory Menu choose  View/Edit Inventory - Quick or  View/Edit Inventory - Browse. Option 2 shows all models grouped under each chosen make; option 3 gives you all cars listed by Make and Model on one screen.
Print Buyer's Guide	On the Inventory Menu choose  Print Buyer's Guide.
Print Inventory	On the Reports Menu choose  Inventory Reports and select  Master Inventory Report.














Notes:

Reports & Forms Printing

Accounts to Sell Report	On the Accounts Receivable Menu choose  Sell \ Buy Accounts then choose  Accounts to Sell Report.
Agreement to Provide Insurance	When selling a car (or reloading an old sale), go to the Print Forms Screen and choose Agreement to Provide Insurance.
Bill of Sale	When selling a car (or reloading an old sale), go to the Print Forms Screen and choose Bill of Sale.
Cancelled / Expired Insurance	On the Reports Menu choose  Accounts Receivable Reports. Choose the letter  Cancelled / Expired Insurance.
Cars Purchase Report	On the Reports Menu choose  Inventory Reports then  Cars Purchased.
Cash Forecasting Report	On the Accounts Receivable Menu choose  Payments Due Today. Enter security code. Enter date range and include multiple payments? 'YES'.
Cash Sheet Adjustment Report	On the Reports Menu choose  Cash Sheet \ Transaction Reports then choose  Adjustment Report.
Cash Sheet Report	On the Reports Menu choose  Cash Sheet \ Transaction Reports then choose  Cash Sheet.
Collector's Report	On the Reports Menu choose  Accounts Receivable Reports then select  Collectors Report.
Credit Application	On the Car Sales Menu choose  Sell A Car... On the second screen (already have screens 1 and 2 filled in) choose Print Credit App at the bottom of the screen.
Customer Summary	On the Reports Menu choose  Accounts Receivable Reports then choose  Customer Summary.
Floor Plan Listing	On the Reports Menu choose  Inventory Reports. Choose  Floor Plan Listing.

<i>Inventory Report, Master</i>	On the Reports Menu choose  Inventory Reports then choose  Print Master Inventory Report.
<i>Inventory Report, Salesman</i>	On the Reports Menu choose  Inventory Reports then choose  Salesman's Inventory Report.
<i>Late List</i>	On the Reports Menu choose  Accounts Receivable Reports then choose  Late List - Money Late List.
<i>Money Collected Analysis</i>	On the Reports Menu choose  Accounts Receivable Reports then choose  Profit on Money Collected.
<i>Open Pending Sales Report</i>	On the Reports Menu choose  Sales Reports then choose  Open Pending Sales Reports.
<i>Possible Damage Disclosure</i>	When selling a car (or reloading pending / old sale), go to the Print Forms Screen and choose Possible Damage Disclosure.
<i>Privacy Disclosure Forms</i>	On the Car Sales Menu choose  Privacy Disclosure.
<i>Repair Costs</i>	On the Reports Menu choose  Inventory Reports and  Repair Cost.
<i>Repair Disclaimer</i>	On the Accounts Receivable Menu choose  Post Payment. After pulling up customer, select  Other Features and choose  Repair Disclaimer.
<i>Repossession Agreement</i>	When selling a car, go to the Print Forms Screen. Choose Repossession Agreement.
<i>Repossession Report, standard</i>	On the Reports Menu choose  Accounts Receivable then choose  Standard Repossession Report.
<i>Repossession Report, Write-off</i>	On the Reports Menu choose  Accounts Receivable then choose  Write-off Repossession Report.

Sales

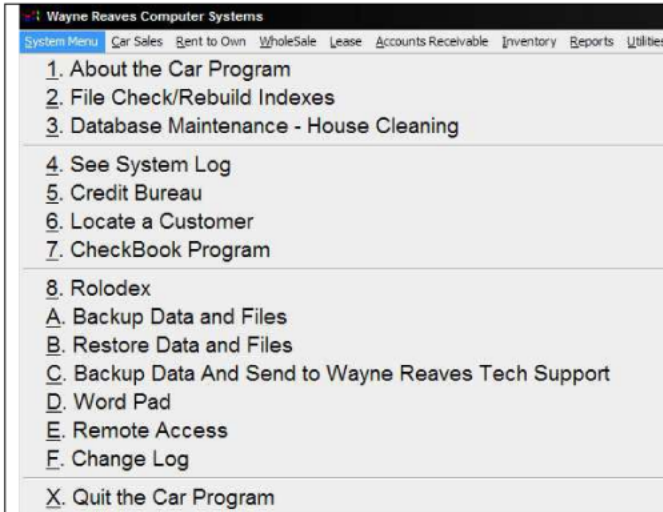
<i>Buy Here Pay Here Lease Quote</i>	On the Lease menu  BHPH Quick Quote.
<i>Cancel a Car Sale</i>	On the Utilities Menu choose  Special Utilities then choose  Delete or Cancel Sale, Lease, or Note Purchase, etc.
<i>Credit Application, printing</i>	On the Car Sales Menu choose  Sell A Car... On the second screen (already have screens 1 and 2 filled in) choose Print Credit App at the bottom of the screen.
<i>Credit Check</i>	On the Car Sales Menu choose  Sell A Car. Fill in the first screen, and after printing the credit application on the second page (and getting it signed), click on Credit Bureau.
<i>Change Financial information on a deal</i>	You should call tech support before doing this procedure. We need to help you decide on a case-by-case basis if what you are trying to do will give you the outcome you desire. Changing the finance information could result in the interest charge being different than what is on the signed contract.
<i>Delete a pending sale</i>	On the Car Sales Menu choose  Reload Pending Sale. Highlight the customer that needs to be deleted and press the  Key. (<i>delete key</i>)
<i>Delete a Wholesale deal</i>	On the Wholesale Menu choose  Change / Delete a Deal.
<i>Deposits, receiving</i>	On the Car Sales Menu choose  Deposit System. If this is a new deposit, press the insert key to begin inputting new receipt.
<i>Deposits, removing</i>	On the Car Sales Menu choose  Deposit System. Press the  key to delete a deposit. (<i>delete key</i>)
<i>Edit Wholesale deal</i>	On the WholeSale Menu choose  Change / Delete Deal.
<i>Figure Payment</i>	Click on the Figure Payment hot key on the right edge of the main screen.
<i>Lease a Car</i>	On the Lease Menu choose  Lease to Own a Car.

(continued on next page)

Program Menus Review:

In this section we will review the program menus & any options they contain:

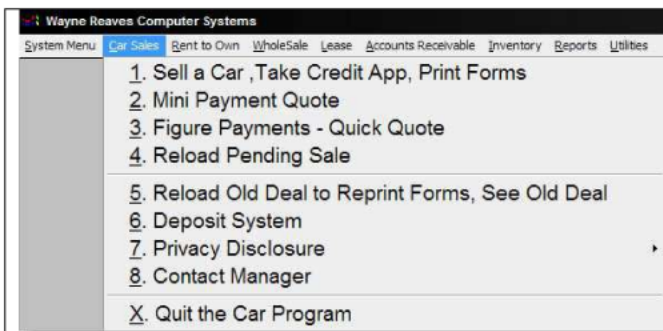
System Menu



1. Tells where the program is installed and where the data is housed, what version of the program you are running, and other seldom-important info.
2. Processes re-indexing data tables.
3. Removes deleted records in tables.
4. Running error log (for tech support)
5. Opens Credit Bureau Option
6. Locates a customer system-wide
7. Opens WRCS Checkbook if installed.
8. Opens built-in Rolodex feature.
- A. Opens screen to backup your data.
- B. Opens screen to restore your data.
- C. For Tech Support use only.
- D. Opens Windows' Word Pad
- E. For Tech Support use only.
- F. Updates to Program detail.

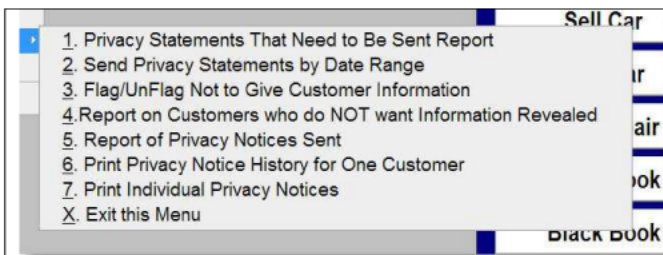
Tip: The 'X' command will always close ANY pull-down or call-out menu in the system.

Car Sales



1. Opens group of pages used to sell a car.
2. Opens Mini payment calculator.
3. Opens normal deal screen to figure a mock deal.
4. Reloads uncompleted saved deal.
5. Reloads completed saved deal.
6. Opens customer deposit screen.
7. Opens menu to print privacy forms.
8. Opens Contact Manager (usually used with Dealer Website feature).

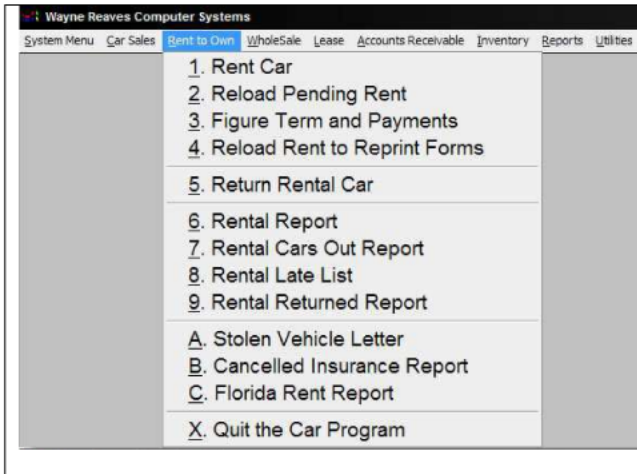
Privacy Disclosure call-out menu



1. Reports who needs a new Privacy form.
2. Gives option to print forms by date.
3. Marks customer as 'keep private'.
4. Reports who Marked customers are.
5. Reports who has gotten form & when.
6. Prints individual Privacy form history.
7. Prints individual Privacy form.

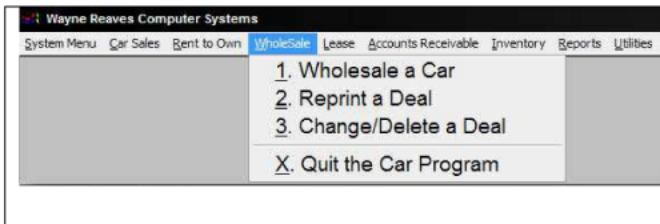
Notes:

Rent to Own menu



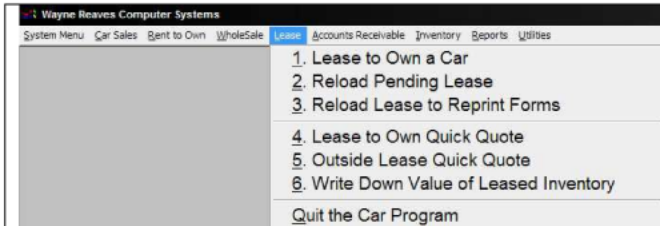
1. Opens screens to input Rent deal.
2. Reload uncompleted saved deal.
3. Open screen to figure Rent numbers
4. Reload completed saved deal to print.
5. Check in & close Rental deal.
6. Report for deals currently open.
7. Inventory report for currently rented vehicles.
8. Accounts that are past due paying you.
9. Report on closed rental deals
- A. Letter to declare vehicle stolen.
- B. Letter to declare insurance expired.
- C. Report for Rental Deals for FLORIDA.

WholeSale menu



1. Open screens to Wholesale a Car through Auction or other Dealer for Resale.
2. Reload completed saved deal to print.
3. Reload completed saved deal to change or delete Wholesale deal.

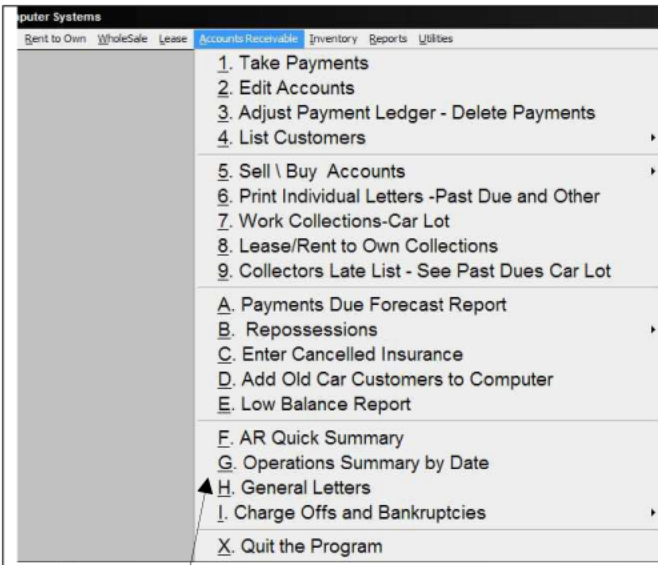
Lease menu



1. Open screens to Lease a Car.
2. Reload uncompleted Lease Deal.
3. Reload completed Lease Deal to print.
4. Calculate deal numbers for Lease Deal.
5. Calculate deal for Outside Finance.
6. Adjust cost value for Leased Inventory.

Notes:

Accounts Receivable Menu

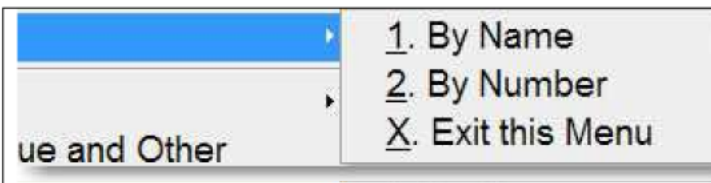


Tip: The Operations Summary by Date is a quick graphical way to view various activities happening in your system. These include daily recaps of Payment collected, Cars added to inventory, Payments due, Wholesale deals made, Leases made, Customer birthdays, Repos processed, Insurance expirations, etc.

- A. Open Screen(s) to Take payment on account, figure payout/payoff, Terminate Lease, Adjust balance, give Credit, see payment history, etc.
- B. Open screen to change customer credit application information & save change.
- C. Edit customer balance / Delete RTO payments.
- D. List of Customers (By Name / Number)
- E. Open menu for Buying & Selling Accts.
- F. Print letter to individual customer.
- G. Open On-Screen Collections Module.
- H. Open Collections for Lease/RTO deals.
- I. Print report of Past Due customers.

- A. Print report for payments coming due.
- B. Open Account Repossessions Menu.
- C. Input Customer's Cancelled Insurance.
- D. Open Screens to add old customer.
- E. Report showing accounts with low balances.
- F. Report showing account type balances.
- G. Open Calendar-based screen for activity based on day-of-week details.
- H. Open screen that prints other-than-past-due letters to customers (in bulk form).
- I. Open Charge Off & Bankruptcy Menu.

List Customer call-out menu



- 1. Find Customer by Last name (to get account number information only)
- 2. Find Customer by Account Number.

Notes:

Inventory Menu

	<ol style="list-style-type: none"> 1. Open screen to add new vehicle. 2. Quick view/edit inventory info. 3. Browse list of cars in inventory. 4. Add repair ticket to vehicle. 5. View vehicle history (sales performance history for make/model/year matches.) 6. Delete vehicle from inventory. 7. Add makes & models to system. 8. Open screen to mark repair as paid. 9. Print vehicle options for vehicle window. A. Print Buyer's Guides for vehicle window B. Print DMV Forms for vehicle. C. Add/Edit/Delete Floor Plan Company's terms for inv. cost. D. Uploads inventory data to CAC (Credit Acceptance Corporation – see below.)
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CAC Financing for Dealers call-out menu

	<ol style="list-style-type: none"> 1. Sends data to CAC. 2. Edit secured password. 3. Help Screen / Info.
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Reports Menu

	<ol style="list-style-type: none"> 1. Open Sales Reports Menu. 2. Open Inventory Reports Menu. 3. Open Account Receivables Reports Menu. 4. Open Cash Sheet/Transactions Reports Menu. 5. Open Tax Reports Menu. 6. Open Finance Company Reports Menu. 7. Open Special State Reports Menu. 8. Open Wholesale Reports Menu. 9. Open Lease Reports Menu. A. Print Mailing Labels/Address Report Menu. B. Open Report to Credit Bureau Menu. C. Open Custom Report Writer. D. Open Form Creator. E. Disregard in this edition.
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Sales Reports call-out menu

<ol style="list-style-type: none"> 1. Standard Sales Report 2. Sales Report by Sales Type 3. Sales by Location (Zip Code) 4. Summarize Sales Activity 5. Commission Report 	<ol style="list-style-type: none"> 1. Sales Reports 2. Inventory Report 3. Account Receiv 4. Cash Sheet/Tra 5. Tax Reports 	<ol style="list-style-type: none"> 1. Comprehensive Sales report. 2. Group Sales by sales type report. 3. Group Sales by zip code report. 4. Same as #1 but without customer detail on report. 5. Report of salesman's commission. 6. Same as accounts receivable menu, letter E. 7. Prints report of upcoming customer's birthdays. 8. Shows list of uncompleted saved deals. 9. Shows list of collected deposits.
<ol style="list-style-type: none"> 6. Low Balance Report 7. Customer Birthday Report 8. Open Pending Sales Report 9. Open Deposits A. Deposit Status Report B. Outside Financing/Cash Deals Sales Report C. Names Checked For Homeland Security Report D. Customers with Email Addresses 	<ol style="list-style-type: none"> 6. Finance Compa 7. Special State R 8. Wholesale Rep 9. Lease Reports 	<ol style="list-style-type: none"> 5. Report of salesman's commission. 6. Same as accounts receivable menu, letter E. 7. Prints report of upcoming customer's birthdays. 8. Shows list of uncompleted saved deals. 9. Shows list of collected deposits.
<ol style="list-style-type: none"> A. Deposit Status Report B. Outside Financing/Cash Deals Sales Report C. Names Checked For Homeland Security Report D. Customers with Email Addresses 	<ol style="list-style-type: none"> A. Print Labels B. Report to Credit C. Custom Report D. Custom Form C E. Quick Books In 	<ol style="list-style-type: none"> A. Recaps Deposit activity report. B. Recaps Non-BHPH activity report. C. Recaps Names Checked OFAC. D. Lists Customers' Email addresses.
<ol style="list-style-type: none"> X. Exit this Menu 		

Inventory Reports call-out menu

<ol style="list-style-type: none"> 2. Inventory Reports 3. Account Receivables Reports 4. Cash Sheet/Transactions Reports 5. Tax Reports 	<ol style="list-style-type: none"> 1. Print Master Inventory Report 2. Salesman's Inventory List 3. Repair Cost 4. Open Floor Plan Report 	<ol style="list-style-type: none"> 1. Comprehensive Inventory Report. 2. Inventory Report sans-cost info. 3. Detailed Report of cost per car per lot. 4. Recaps inventory not paid for on floor plan. 5. Recaps any vehicles not marked as Title In? "Y"es. 6. Recaps all repair bills not marked as paid? "Y"es. 7. Recaps vendor activity showing all work done within date range. 8. Recaps cars purchased dates report. 9. Simple Inventory report with one line per vehicle, cost column optional.
<ol style="list-style-type: none"> 6. Finance Company Reports 7. Special State Reports 8. Wholesale Reports 9. Lease Reports 	<ol style="list-style-type: none"> 5. Titles Not In 6. Unpaid Repairs 7. Repair Summary - Work Done By 8. Cars Purchased 	<ol style="list-style-type: none"> 5. Recaps any vehicles not marked as Title In? "Y"es. 6. Recaps all repair bills not marked as paid? "Y"es. 7. Recaps vendor activity showing all work done within date range. 8. Recaps cars purchased dates report. 9. Simple Inventory report with one line per vehicle, cost column optional.
<ol style="list-style-type: none"> A. Print Labels B. Report to Credit Bureau C. Custom Report Writer D. Custom Form Generator E. Quick Books Interface 	<ol style="list-style-type: none"> 9. One Line Inventory Report A. Inventory As Of A Date B. Inventory Aging Report C. Purchased Cars Not Paid For 	<ol style="list-style-type: none"> A. Report based on purchased date to guesstimate what was on lot by date. B. Recaps number of days since purchase. C. Similar to 4, but not dealing with floor planning. D. Recaps emission inspection dates.
<ol style="list-style-type: none"> X. Quit the Program 	<ol style="list-style-type: none"> D. Inspection Date Report E. Floor Plans F. Inventory Listed on Internet Report G. Inventory Not Set for Internet X. Exit this Menu 	<ol style="list-style-type: none"> D. Recaps emission inspection dates. E. Add / Edit /Delete Floor Plan terms.

Notes:

Account Receivables Reports call-out menu

<p>1. Customer Summary 2. Profit on Money Collected (Money Collected Analysis Report) 3. Late List - Money Late List 4. Lost Late Charges 5. Standard Repossession Report 6. Write Off Repossession Report 7. Aging Report - Payments Due 8. Flash Report 9. Account Notes/Promises Report A. Collectors Work Report B. Repo Ratio Report C. Tradein Payoff Report D. Money Owed to You From Finance Companies E. Money Held by Finance Companies F. Side Notes Report G. Special Transactions Report H. Principal and Interest by Account by Payment I. Cancelled/Expired Insurance Report J. Title Report - Track Sent Titles K. Missed First Payment Report L. Low Balances Report M. Car Lot Sold Note Report N. Pickup Payments Due Report O. Aging Report - Balances P. Repo Profit Report Q. Charge Off/Bankruptcy Report R. Charge Off/Bankruptcy Recovery Report X. Exit this Menu DATE : 09/22/2008 ACC # 19107 Last Update : # 151 on 09/11/08</p>	<p>Account Receivables Cash Sheet/Transaction Reports Tax Reports Finance Company Reports Special State Reports Wholesale Reports Lease Reports Print Labels Report to Credit Bureau Custom Report Write Custom Form Generator Quick Books Interface Quit the Program</p>	<ol style="list-style-type: none"> 1. Comprehensive BHPH account detail. 2. Recap current profit on BHPH collected. 3. Recaps accounts that are past due. 4. Recaps forgiven late charges to date. 5. Info on repossessed accounts by date. 6. Info on written-off accounts previous repossessed by date 7. 30/60/90 day balances per account. 8. Quick one-page accounts summary. 9. Recap of notes taken for collections. A. Recap of collection staff activity. B. Shows car sales vs. repossession ratios. C. Shows which vehicles traded-in need payoff check sent by dealer. D. Recaps unpaid finance company deals. E. Shows which deals done using P.O.S. financing still need payment from them. F. Recaps accounts carrying side notes. G. Report for transaction types including voids, payoffs, bad checks, repairs, charge backs, credits, & lienholder payments by date range. H. Recaps principal & interest breakdowns by payment dates or per account totals. I. Recaps accounts with lapsed insurance. J. Report showing which titles have been sent and which have not. K. Recaps accounts not showing first payment being posted yet. L. Same as Accounts Receivable Menu, Letter E. M. Recaps accounts of loan notes that you sold to finance companies. N. Recaps uncollected pickup payments. O. Reports balances bracketed by multiple date ranges P. Recaps total profit realized on Repos. Q. Reports which accounts are in Charge-off or Bankruptcy status. R. Recaps payments collected after account was charged off or placed into bankruptcy status.
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Cash Sheet / Transactions Reports call-out menu

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>1. Receipts Report -Cash Sheet</td></tr> <tr><td>2. Adjustments Report</td></tr> <tr><td>3. Cash Received Report</td></tr> <tr><td>4. Special Transactions Report</td></tr> <tr><td>5. Transaction # Audit Report</td></tr> <tr><td>6. Cash Received By Individuals - For IRS Form</td></tr> <tr><td>7. IRS Form 8300 Compliance Report</td></tr> <tr><td>8. Payment Recency Report</td></tr> <tr><td>X. Quit this Menu</td></tr> </table>	1. Receipts Report -Cash Sheet	2. Adjustments Report	3. Cash Received Report	4. Special Transactions Report	5. Transaction # Audit Report	6. Cash Received By Individuals - For IRS Form	7. IRS Form 8300 Compliance Report	8. Payment Recency Report	X. Quit this Menu	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>4. Cash Sheet/Transactions Reports</td></tr> <tr><td>5. Tax Reports</td></tr> <tr><td>6. Finance Company Reports</td></tr> <tr><td>7. Special State Reports</td></tr> <tr><td>8. Wholesale Reports</td></tr> <tr><td>9. Lease Reports</td></tr> <tr><td>A. Print Labels</td></tr> <tr><td>B. Report to Credit Bureau</td></tr> <tr><td>C. Custom Report Writer</td></tr> </table>	4. Cash Sheet/Transactions Reports	5. Tax Reports	6. Finance Company Reports	7. Special State Reports	8. Wholesale Reports	9. Lease Reports	A. Print Labels	B. Report to Credit Bureau	C. Custom Report Writer	<ol style="list-style-type: none"> 1. Recaps payments of ALL types for date range given. 2. Recaps any ledger adjustments, deletions, and other 4-digit coded activity 3. Recaps payments marked as CASH exclusively. 4. Recaps seldom-researched transactions such as Voids, Payoffs, Bad Checks, Repairs, Charge-backs, Credits, & Bank Checks. 5. Recaps activity in transaction number order by date range. 6. Alerts you to individuals that have paid more than \$10k cash. 7. Recaps Form 8300 screen appearances in program. 8. Recaps Payment Activity (see tip).
1. Receipts Report -Cash Sheet																				
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8. Wholesale Reports																				
9. Lease Reports																				
A. Print Labels																				
B. Report to Credit Bureau																				
C. Custom Report Writer																				

Tip: The Recency Report helps you to better prioritize your delinquency actions. The Recency Report essentially allows you to determine, of all delinquent accounts, which ones actually have an arrangement in place or have been paying on their account recently.

Tax Reports call-out menu

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>1. Cash Method-Pay Sales Tax as Payments are Received</td></tr> <tr><td>2. Accrual Method-Pay All Sales Tax as Sales are Made</td></tr> <tr><td>3. Sales Tax Credit Repos</td></tr> <tr><td>4. Florida Tax Credit Report</td></tr> <tr><td>5. Florida Exempt Sales Calculation Report</td></tr> <tr><td>6. TN Sales Tax Report</td></tr> <tr><td>X. Exit this Menu</td></tr> </table>	1. Cash Method-Pay Sales Tax as Payments are Received	2. Accrual Method-Pay All Sales Tax as Sales are Made	3. Sales Tax Credit Repos	4. Florida Tax Credit Report	5. Florida Exempt Sales Calculation Report	6. TN Sales Tax Report	X. Exit this Menu	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>reports</td></tr> <tr><td>ce Comp</td></tr> <tr><td>al State</td></tr> <tr><td>esale Re</td></tr> <tr><td>Reports</td></tr> <tr><td>Labels</td></tr> <tr><td>rt to Cre</td></tr> </table>	reports	ce Comp	al State	esale Re	Reports	Labels	rt to Cre	<ol style="list-style-type: none"> 1. Recaps tax collected on sales & payments within date range specified for states & customers paying on Cash Method basis. 2. Recaps tax charged on sales made within date range provided. 3. Report showing tax credits earned during date range on Repos. 4. Special FL ONLY version of #3. 5. Special FL ONLY Exempt Report. 6. Special TN ONLY Tax Report.
1. Cash Method-Pay Sales Tax as Payments are Received																
2. Accrual Method-Pay All Sales Tax as Sales are Made																
3. Sales Tax Credit Repos																
4. Florida Tax Credit Report																
5. Florida Exempt Sales Calculation Report																
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X. Exit this Menu																
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esale Re																
Reports																
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Finance Company Reports call-out menu

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>1. Finance Company Status Report</td></tr> <tr><td>2. Customer Summary Report</td></tr> <tr><td>3. Purchased Notes from Outside Report</td></tr> <tr><td>4. Sold Notes to Outside Fin Companies Report- Old Version</td></tr> <tr><td>5. Sold Notes to Outside Fin Companies Report - New Version</td></tr> <tr><td>6. Car Company Cash Profit on Sale</td></tr> <tr><td>7. Car Company Loss on Sale for Accountant</td></tr> <tr><td>8. Money to Return to Sellers Report</td></tr> <tr><td>X. Exit this Menu</td></tr> </table>	1. Finance Company Status Report	2. Customer Summary Report	3. Purchased Notes from Outside Report	4. Sold Notes to Outside Fin Companies Report- Old Version	5. Sold Notes to Outside Fin Companies Report - New Version	6. Car Company Cash Profit on Sale	7. Car Company Loss on Sale for Accountant	8. Money to Return to Sellers Report	X. Exit this Menu	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>ompany Reports</td></tr> <tr><td>ate Reports</td></tr> <tr><td>Reports</td></tr> <tr><td>ports</td></tr> <tr><td>ils</td></tr> <tr><td>Credit Bureau</td></tr> <tr><td>report Writer</td></tr> <tr><td>orm Generator</td></tr> <tr><td>oks Interface</td></tr> </table>	ompany Reports	ate Reports	Reports	ports	ils	Credit Bureau	report Writer	orm Generator	oks Interface	<ol style="list-style-type: none"> 1. Recaps balances of active accounts. 2. Finance company version of BHPH customer summary. 3. Recaps accounts bought into RFC. 4. OLD VERSION – Sold notes report. 5. NEW VERSION – Sold notes report. 6. Recaps profit BHPH company made. 7. Recaps lost money on deals for CPA. 8. Recaps payment percentages owed to 3rd-party finance companies.
1. Finance Company Status Report																				
2. Customer Summary Report																				
3. Purchased Notes from Outside Report																				
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Credit Bureau																				
report Writer																				
orm Generator																				
oks Interface																				

Special State Reports call-out menu

<ul style="list-style-type: none"> 1. AL / MS Title Remittance Report 2. Set AL / MS Title Remittance for Reprinting 3. AL Sales Listing 	<ul style="list-style-type: none"> 7. Special State Reports 8. Wholesale Reports 9. Lease Reports 	<ol style="list-style-type: none"> 1. Prints AL & MS Title Remittance form. 2. Make corrections to sales in #1. 3. Prints AL Sales Listing. 4. Prints FL Doc Stamp report by date. 5. Prints FL Temp Tag report (no longer needed). 6. Prints FL Vehicle Purchased Log. 7. Prints FL Vehicle SOLD Log. 8. Prints TN Temp Tag Report. 9. Prints TN Sales Tax Report (also on Tax Reports Menu.)
<ul style="list-style-type: none"> 4 FL Doc Stamp Report 5. FL Temporary Tag Report 6. FL Vehicle Purchased Log 7. FL Vehicle Sold Log 	<ul style="list-style-type: none"> A. Print Labels B. Report to Credit Bureau C. Custom Report Writer D. Custom Form Generator E. Quick Books Interface 	
<ul style="list-style-type: none"> 8. TN Temp Tag Report 9. TN Sales Tax Report A. Additional TN Temp Tag 	<ul style="list-style-type: none"> X. Quit the Program 	<ol style="list-style-type: none"> A. Prints Additional TN Temp Tag. B. SC Annual Vehicles Sold Report. C. MO Monthly Sales Recap Report. D. KS Monthly Sales Recap Report. E. VA Temporary Tag Report. F. GA: Locate sale by temporary tag.
<ul style="list-style-type: none"> B. SC Vehicles Sold Report C. Missouri Monthly Sales Report D. Kansas Monthly Sales Report 		
<ul style="list-style-type: none"> E. Virginia Temporary Tag Report F. Georgia: Locate Temporary Tag 		
<ul style="list-style-type: none"> X. Exit this Menu 		

Wholesale Reports call-out menu

<ul style="list-style-type: none"> 8. Wholesale Reports 9. Lease Reports 	<ul style="list-style-type: none"> 1. WholeSale Report 2. List of Dealers 3. AR by Dealer 4. Wholesale Report by Salesman 5. Wholesale Report by Buyer 6. Title Status Report X. Exit this Menu 	<ol style="list-style-type: none"> 1. Recaps wholesale deals between date range. 2. Report on wholesale buyers to you. 3. Recap of purchase activity grouped by Wholesale accounts. 4. Recap of wholesale deals grouped by your lot salesman recorded on deal. 5. Recap of wholesale deals grouped by buyer recorded on deal. 6. Status of Title In recorded on deals.
<ul style="list-style-type: none"> A. Print Labels B. Report to Credit Bureau C. Custom Report Writer D. Custom Form Generator E. Quick Books Interface 		

Lease Reports call-out menu

<ul style="list-style-type: none"> 9. Lease Reports 	<ul style="list-style-type: none"> 1. Lease Report 2. Lease Customer Summary Report 3. Late List 4. Leased Vehicle Inventory Report 5. Cancelled Insurance Report 	<ol style="list-style-type: none"> 1. Active Lease Status report. 2. Lease account version of BHPH Customer Summary report. 3. Lease account Late Payment report. 4. Inventory report of Leased Vehicles. 5. Cancelled insurance report. 6. FL specific Lease Rent report. 7. Payment Breakdown report. 8. Localized Lease Report by Zip Code. 9. Lease account version of BHPH Low Balances report.
<ul style="list-style-type: none"> A. Print Labels B. Report to Credit Bureau C. Custom Report Writer D. Custom Form Generator E. Quick Books Interface 	<ul style="list-style-type: none"> 6. Florida Lease Rent Report 7. Payment Breakdown Report 8. Leases by Location (Zip Code) 9. Low Balances Report 	
<ul style="list-style-type: none"> X. Quit the Program 	<ul style="list-style-type: none"> A. Lease Cap Cost Balances B. End of Lease Report X. Quit this Menu 	<ol style="list-style-type: none"> A. Lease Cap Cost Balances report. B. Recaps when Lease Contract Ends.

Report to Credit Bureau call-out menu

<ul style="list-style-type: none"> A. Print Labels B. Report to Credit Bureau C. Custom Report Writer D. Custom Form Generator E. Quick Books Interface 	<ul style="list-style-type: none"> 1. Create Data for Report 2. Run the 'Service Bureau' Program X. Exit this Menu 	<ol style="list-style-type: none"> 1. Opens options for creating the report file you will use with a 3rd party credit reporting program. 2. If using TSB service, clicking here will open their program on your screen.
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Utilities Menu

	<ol style="list-style-type: none"> 1. Opens Setup Company call-out menu. 2. Used to change registration info. 3. Opens Passwords call-out menu. 4. Changes PC Date & Time. 5. Opens Lookup Tables call-out menu. 6. Opens Special Utilities call-out menu. 7. For Wayne Reaves' Use ONLY. 8. Opens Forms Maintenance menu. 9. Add / Edit system letters. A. Opens Printer Setup screen (independent for each network PC.) B. Opens Credit Bureau settings. C. Opens Starter Interrupt settings (On-Time/ Passtime specifically.) D. Opens any saved system reports. E. Opens Webpage Setup menu. F. Information about FL temp tag setup.
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Setup Company call-out menu

	<ol style="list-style-type: none"> 1. Sets up all your car lot information & settings (program options.) 2. Sets up your Related finance company info & settings. 3. Sets up your printing options for Wholesale Bill of Sale. 4. Sets up your Leasing company information & settings.
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Notes:

Passwords and Security Codes call-out menu

<ul style="list-style-type: none"> 1. Change Master Password 2. Password System 3. Maintain 4 Digit Codes X Quit this Menu 	<ul style="list-style-type: none"> 3. Passwords and Security Codes 4. Change Date/Time 5. Maintain Lookup Tables 6. Special Utilities 	<ul style="list-style-type: none"> 1. Allows you to change the Master Password for the program. 2. Allows you to change password-protected access throughout the program. 3. Allows you to add / edit / delete 4-digit codes for your staff.
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Maintain Lookup Tables call-out menu

<ul style="list-style-type: none"> 1. Vehicles 2. Counties 3. Credit Life Rates 4. Disability Rates 5. Vehicle Styles 6. Auctions 7. Repairers 8. Vehicle Colors 9. Manage County Tax Rates A. Inventory Categories X. Exit this Menu 	<ul style="list-style-type: none"> 5. Maintain Lookup Tables 6. Special Utilities 7. Technical Edit 8. Forms Maintenance 9. Add/Edit Letters A. Setup Printers B. Credit Bureau Setup C. Starter Interrupt Devices D. View Saved Reports E. Web Page Setup F. Florida Temp Tag Inform 	<ul style="list-style-type: none"> 1. "Add/Edit/Delete" Vehicle Make & Model. 2. A/E/D Counties You Use. 3. A/E/D Credit Life Insurance Rates. 4. A/E/D Disability Insurance Rates. 5. A/E/D Vehicle Styles (2door, Pickup, etc.) 6. A/E/D Auctions where you buy vehicles. 7. A/E/D Repair Ticket Vendors. 8. A/E/D Vehicle Color Choices (where states allow them.) 9. A/E/D County Tax Rates. A. A/E/D Inventory Categories (for web).
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Special Utilities call-out menu

<ul style="list-style-type: none"> 1. Adjust Customer Balances 2. Reverse a Sale to the Finance Company/Outside Financial Agency 3. Transfer Individual Customer to Another Type (lot) 4. Move All Customers in a Type to Another Type 5. Reverse Payout/Payoff 6. Change Account # 7. Cancel Repossession 8. Delete or Cancel Sale, Lease, or Note Purchase With Records - Leave Audit Trail 9. Delete or Cancel Sale, Lease, or Note Purchase With No Records - No Audit Trail A. Change Financial Data on a Deal B. Write Down Inventory C. Setup Commission Module D. Account #'s Changed By Conversion Report E. Recall Pending Sale F. UnDelete Deleted Customer G. Reverse Charge Off / Bankruptcy X. Exit this Menu 	<ul style="list-style-type: none"> 1. Edit customer balances feature & defer payment on Rule of 78 accounts. 2. Reverses sale to any finance company. 3. Moves customer between unprotected type numbers. 4. Moves all customers to another type. 5. Reverses payoff done on account. 6. Lets you change customer to another unused account number. 7. Cancels repossession / moves to active. 8. Delete saved deal but keep transaction information intact. 9. Delete saved deal erasing transactions. A. Make changes to financial arrangements on saved deal. USE CAREFULLY! B. Opens screen that allows you to alter inventory value by lot # ranges. C. Open & Edit default commission values. D. Recaps account numbers changed when records are converted into this program. E. Any deleted pending sales still in the system can be restored to pending status. F. Reverses action by menu items 8 & 9. G. Reverses charge off & bankruptcy accts.
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Tip: Options E & F are temporary solutions – any deleted pending sales or deleted customers go into a holding area until you run the housekeeping routine on the System Menu. Housekeeping removes any deleted records from the system permanently. If the account you are looking for cannot be found in these screens, chances are your periodic housekeeping has already cleared them out.

Setup / Change Program


When changing company information, call Technical Support (888-477-9707) and we will help you change these protected fields while keeping our records updated at the same time.

<p>Add 4 digit security code</p>	<p>On the Utilities Menu choose  Passwords and Security Codes then choose  Maintain 4 Digit Codes. <u>A</u>dd, <u>E</u>dit, or <u>D</u>elete as needed.</p>
<p>Backing up data and files</p>	<p>On the System Menu choose  Backup data and files. If using a USB drive, have it plugged in FIRST before clicking A.</p>
<p>Change master password</p>	<p>On the Utilities Menu choose  Passwords and Security codes. Choose  Change Master Password. Then type in current password first, then input new password.  & Save changes.</p>
<p>Lien Holders, setting up</p>	<p>See first item on page 15.</p>
<p>Restoring Data and Files</p> <p><i>*Tip: If you have multiple programs on the same server, your folder should be named something else than VCARS.</i></p>	<p>On the System Menu (with USB drive already plugged in or CD in disk drive), Click  Restore Data and Files. When you type the drive letter where your backup file is, ALSO PRESS ENTER to open the box to select the file you want to restore. Then input drive where your car program is installed and if prompted, select the exact VCARS folder where these files will go.* Then Restore ALL files. Then 99% of the time, you must Run a Car Program Update.</p>
<p>Setup Commission Module</p>	<p>On the Utilities Menu choose  Special Utilities then choose  Setup Commission Module.</p>
<p>Setup Credit Bureau</p>	<p>On the Utilities Menu choose  Credit Bureau Setup.</p>

Notes:

Performing Basic Program Functions

Selling a Car

Press the Sell Car hot key on the right side of the screen. The Car Sales screen will appear. This screen is the first of five screens. You can get to the subsequent screens by pressing the  key on the keyboard or clicking on the Page Down button at the bottom right of the screen.

'Sell a Car' Page 1 – Personal Information

The first page is personal information. Most of this information should be completed even for cash sales. All should be completed for finance sales.

To enter all insurance information, press the **ctrl + spacebar** keys on the keyboard. You will get insurance information screen.

Click here to get to the next page

'Sell a Car' Page 2 – Credit Application

The second page contains information that is more relevant to collecting accounts. The more information you put in this page now will make it easier for you to find your customer when they need reminding to make timely payments on their account (on financed deals.) There are a few important buttons at the bottom of this page.

- The Print Credit Application button, located at the bottom of the screen, prints a completed credit application that must be signed by the customer. You should keep this application on file even if you do not sell the vehicle to the person.
- Once you have the credit application signed, you may click on Credit Bureau button. You should read the section about CREDCO later in the documentation to determine the best way to setup your system. If you decline to sell to the customer because of information obtained in their credit report, you must print & mail a DENIAL OF CREDIT letter (Button found under Credit Bureau button and on Pending Sales screen if deal is saved there.)
- The Privacy Statement button prints the initial privacy statement form. Any person who gives you personal information must sign the privacy statement & the form must be kept on file.

'Sell a Car' Page 3 – Inventory Screen

This screen helps you select the vehicle that you want to sell to the customer. It operates just like the Quick View screen under the Inventory Menu. The first item that is displayed is Enter Number. This selection allows you to choose whether to locate your vehicle by Make & Model, stock number, last 4 digits of VIN, or add new car. Choosing make & model is usually the easiest option. Instead of choosing number one, you scroll down to the make of the vehicle that you are selling and press Enter. Next, all of the models will be displayed. Pick the correct model for this deal and press Enter. You will then be at the inventory screen shown here.

The screenshot shows the 'Inventory Screen' with the following fields and values:

- Stock #: 1499
- VIN #: J1235678910111213
- Year: 2001
- Make: JEEP
- Model: GRAND CHEROK
- Style: SU
- Color: CHAMPAGNE
- New/Used: U
- Mileage: 65000
- Cylinders: []
- Odometer Option: 1
- Title #: 123456789
- Title State: AL
- Tag: 123456
- County: BIBB
- Decal: []
- ACV: 15000.00
- Purchase Date: 7/9/2003
- Purchased From: WAYNE REAVES
- Lot Number: 99
- Title In?: N
- Paid For?: N
- Floor Planned?: N
- Inspection Date?: / /
- NADA WS: []
- BB WS: []

Callout boxes provide the following instructions:

- Top Right:** Be sure to re-check some very important numbers: VIN, Mileage, ACV, Title In?
- Middle Right:** Change this to N to select a different vehicle (pointing to the 'U' in New/Used).
- Bottom Right:** Change this to Y to make changes to the vehicle information shown here. If you change anything here, you will see a prompt to save these changes to the permanent inventory file. (pointing to the 'N' in 'Do you need to make changes?').

Buttons at the bottom right include: See Repairs, Pg Down, and Exit Screen.

'Sell a Car' Page 4 – Finance Screen

Because there are so many different types of deals, the finance screen is sensitive to the type deal you choose in the upper left corner. Although we can't cover each option in full detail here, we will look at a Buy-Here Pay-Here deal and a Cash Sale closely. Keep in mind that your trainer from Wayne Reaves will spend more time telling you how to work this screen in particular in order to build the deal in a fashion that is satisfactory to both you and your customer.

Topic Continued on next page.

Print Forms Screen (for customers using the Plain Paper printing option)

This screen contains all of the necessary forms that need to be printed. We will point at some important forms to make sure that you get printed and some final things to look at before closing the deal.

Batch Print	Copies	Plain Paper	Description	Form #	Type
<input type="checkbox"/>	1	Y	BILL OF SALE	1	Z
<input type="checkbox"/>	2	Y	FEDERAL ODOMETER DISCL	12	U
<input type="checkbox"/>	2	Y	WARRANTY ACT AS IS	11	U
<input type="checkbox"/>	2	Y	PRIVACY STATEMENT	7	T
<input type="checkbox"/>	2	Y	ARBITRATION AGREEMENT	4	T
<input type="checkbox"/>	1	Y	HOMELAND SECURITY STATEMENT	11	T
<input type="checkbox"/>	1	Y	BUYERS GUIDE SOLD CAR	8	Z
<input type="checkbox"/>	1	Y	FL 82040 TITLE APP	1	U
<input type="checkbox"/>	1	Y	FL 82053 POWER OF ATTY SOLD	8	U
<input type="checkbox"/>	2	Y	FL 83091 TEMP TAG APP 03/04	48	U
<input type="checkbox"/>	2	Y	FINANCE CONTRACT	999	Z
<input type="checkbox"/>	1	Y	THANK YOU LETTER	996	Z
<input type="checkbox"/>	1	Y	PAYMENT SCHEDULE	996	Z
<input type="checkbox"/>	2	Y	GA MV-1 TITLE APP 1/2004	17	U
<input type="checkbox"/>	2	Y	NC MVR-1 TITLE APP	18	U
<input type="checkbox"/>	1	Y	SALVAGE TITLE DISCLAIMER	38	U
<input type="checkbox"/>	2	Y	REPOSESSION AGREEMENT	12	T
<input type="checkbox"/>	1	N	NEW GA MV-1 BILL PG DOT MATRIX	170	F

The 'Plain Paper' column denotes forms that print on plain paper. Forms NOT marked as 'Y' will print to the Disk/data 320/420.

1. Press the <SPACEBAR> to Check/Uncheck a Form. Use UP/DOWN Arrow Keys to Move between Forms
 2. Use the 'Print ALL' button to Print all Your Selected Forms.
 3. Use the 'Print Highlighted' button to Print only the Currently Selected Form
 4. When you are finished Printing, Press the SAVE RECORDS button to Save the Deal

Special Section on Plain Paper Forms

Reminder – this screen only applies to Wayne Reaves customers that have a Plain Paper button.

The plain paper forms button is located just below the account & Type numbers on the Print Forms screen. Once you have clicked this button, a green-bar grid will appear with all of the forms listed and check boxes to the left. You may choose to print a single form or you may choose to print all selected forms. In order to select a form, click on the check box in the Batch Print column.

You may also choose to setup a personalized list for each type of deal. For instance, if you are selling a cash sale, you will see a button at the bottom right that reads “Setup Personalized List for Cash Sales.” If you click on that button you will be taken to a default selection screen where you can choose only the forms that you wish to show on a cash sale. You could select Bill of Sale, Buyer’s Guide, etc; however, you would not want to select a Finance Contract. The next time you sold a cash sale, only the custom forms would show in the list. *This usually helps cut down on the confusion of showing a list of 20 forms, when you really only need to see about 14, for example.*

You will setup the custom list of forms for every type of deal that you sell; Cash, Buy-Here Pay-Here, or for Outside Financing. However, you do not have to use the custom feature. You may just choose to show all forms on every deal.

One item to watch out for is forms that may require you to print on the front and the back of the same piece of paper, like the Buyer’s Guide and some of the Title Applications. For those forms, you will get a screen prompting you to “take the last printed page and place it back in the tray in the appropriate manner” if your printer does not feature automatic duplexing.

Special Section on Rent to Own (RTO)

Screens 1-3 are similar to retail deal screens. This is the RTO deal screen.

Cost and Markup of Vehicle 11995.00

State Tax % 0.0600
County Tax % 0.0200 City Tax % 0.01000

Pay By: M. Monthly W. Weekly B. Biweekly # of Payments 36

Next Scheduled Payment Date 09/07/2008
Due at Signing 364.85

Regular Payment Amount (Include all fees) 364.85
Tax per pay period 29.99

* Per day FI Rent Fee Total Incl in Pay Amount 60.00

Months	Pay Amt	Weeks	Pay Amt	BiWeek	Pay Amt
12	1094.84	52	252.54	26	505.23
18	729.85	78	168.31	39	336.77
24	547.35	104	126.19	52	252.54
30	437.84	130	100.93	65	202.00
36	364.85	156	84.09	78	168.31

Due at Signing

First Payment	364.85
Detail, Deliver, Destination Fee	0.00
Processing Fee	0.00
Non Refundable Origination Fee	0.00

Other Fees - Not Due at Signing

Property Tax	0.00	Rent, N-Go Only	
Mnt Fee Amount	0.00	Rent, N-Go Only	
Reinstatement Fee	250.00	Late Fee %	10.00
Min Late Fee	5.00	Max Late Fee	50.00
Max Miles Year	15000	Mile Fee	0.25
Days Till Vehicle Considered Stolen	3		
Early Buyout Factor	0.95		

Buttons: Edit Rent Company, Edit Rent Setup, Black Book, Exit Screen, Pg Down

Rent Company # 1 Corporate Name RENT-N-GO

Company Name RENT-N-GO
Address 7185 LOWER THOMASTON RD Address 2
City MACON State AL Zip 31220
Phone 478-474-8779 Fax 478-477-5062 Contact

Default Values :

Processing Fee	0.00	Taxable (Y/N)	Y		
Detail, Delivery, Destination Fee	0.00	Taxable (Y/N)	Y		
Early BuyOut Factor	0.95	1.00=100% .85=85%			
Non Refundable Deposit	0.00	Taxable (Y/N)	Y		
Reinstatement Fee	250.00				
Max Miles Per Year	15000	Fee Per Excess Mile	0.25		
Default Pay Period	M	Default Periods	24	Days Till Payment Late	5
Late Fee %	10.00	Minimum Late Fee	5.00	Maximum Late Fee	50.00
Late Days Till Vehicle is Considered Stolen	3				
Multiply Net Vehicle Cost times	2.50	to get the Default Marked Up Rent Price			
Monthly Program Fee (Insurance Etc)	25.00				

Paid Out Type # 181 State Use/Sales Tax % 6.000
County Use/Sales Tax % 2.000 City Use/Sales Tax % 1.000

Florida Rental Amount per Day 2.00 First 30 days only

Is ALL Sales Tax Payable at the time the Rent is Signed? N

Which Contract are you using? NORTHLAND

Do you want the Renters name to appear on Tag / Title Applications? Y

Include NonRefundable Deposit in Total Scheduled Payments on Contract? N

Before you do your first Rent to Own deal, you should complete both the Edit Rent Company & Edit Rent Setup screens. These contain the default values that your contracts will use when filling in necessary details, such as company Processing Fee, Max Miles per year, Which RTO contract you will be using, etc. Your affiliated RTO contract company should explain how their respective program works and how to complete these screens and create these deals for you.

The following are facts about using Rent To Own to add to your company's business:

- All Valid Drivers' Licenses OK (domestic or foreign)
- Dealership maintains ownership of vehicle.
- Grand theft auto if your customer leaves town without paying you.
- No Repo letters to send out.
- Avoid Bankruptcy problems.
- Customer required to maintain & repair Vehicle.
- Call Wayne Reaves for Liability Insurance information.

Additional inventory information for RTO deals would include GPS tracking information, etc.

Taking Payments

Click on the “Take Payments” hot key on the right edge of the screen. You will be taken to a screen that has customers on the bottom of the screen and a place to type in the customer’s name or account number at the top of the screen. If the account has been paid out or repossessed, you must type the customer’s account number in the box to get the account. If the account is still active, you can type the last name or account number to find them. The deal type shown represents the type of deal (Retail, Lease, Wholesale, or Rent to Own.) Once you select or click the customer, you get their payment screen.

The screenshot shows the 'Take Payment' screen for customer TOONS, TERRY. The screen is divided into several sections:

- Customer Information:** TOONS, TERRY, 374 JAMES TAYLOR STREET, MACON, GA 31220, HOME 478-474-5699 BUS SK 1913, VIN 1B3HD46FXSF649445 1995 DODGE INTREPID, 38 MONTHLY OF \$250.00 ONE FINAL \$76.44, IF LATE ADD \$12.50 FOR EACH LATE INSTALLMENT.
- Account Information:** Acct # 1711, Type 1, Pick Ups 100.00, Pd Amt 100.00, Due Date 12/28/2003. Other entries include PRECOMPUTED INTEREST ACCT (0.00) and See Vehicle (0.00).
- Payment Summary:** Balance 4052.63, Next Due Date 11/18/2005, Total Due 237.30.
- Transaction Table:**

Due Date	Paid On	Type	Agent	Ref	Charges	Credit	Debit	Balance	Pick Action
01/18/04	12/15/05	P	WAYNE	CASH	276.19	5523.81	0.00	4052.63	1. Take Payment
12/28/03	12/18/03	P	ERIC	CASH	0.00	100.00	0.00	9576.44	2. View/Reprint Transa
12/18/03	12/18/03	P	ERIC	OPEN	0.00	2000.00	0.00	9676.44	3. Select Customer
- Pick Action Menu:** 1. Take Payment, 2. View/Reprint Transa, 3. Select Customer, 4. Collection Notes, 5. Net Payoff, 6. Pay History/Col Note, 7. Pay Side Note, 8. Customer Edit, 9. Add/Ed Side Note, A. Other Features, C. Exit.

Callouts provide the following explanations:

- This is the customer’s personal information. You can view more information by clicking on the Customer edit option on the Pick Action menu.
- This is the Pickup Payment information. It gives you the original amount of the pickup payments, the amount that has been paid, and the Due Date of the payments.
- Next Due Date of the account.
- Clicking here gives you a net payoff including any interest to be rebated if not already paid by the customer.
- This is the amount that the customer owes you today, minus any late fees also now owed.
- This is the amount of the late charges that the customer owes.
- This is the total amount that the customer should pay today.

Clicking on the options on the right performs different functions. Here is a look at some of the most common.

1. Take Payment allows you to receive money against the customer’s account. Once you enter this screen, you can allocate money to pickup payments, late charges, etc.
2. View Transactions allows you to view all of the customer’s payments and reprint a receipt for one of the payments.
3. Selecting a different customer takes you back to the lookup screen.
4. Collection notes allows you to make notes and read past notes that have been made on the customer’s account.
5. Net Payoff gives you the net payoff of the account and allows you to post that amount.
6. Payment history and collection notes allows you to view or print the payment history of the customer and examine any notes that have been made on the customer.
7. Pay side note gives you the option of allowing the customer to pay on a side note. Side notes can be created for repairs or other miscellaneous charges. They are not the same as pickup payments.

8. Customer edit gives you the option to edit any of the personal information on the customer. This option displays the first two pages of the car sale screen.
9. Add / Edit side note is related to number 7. You can use this option to add any side notes.

Adding Cars to Inventory

One of the first things that you need to do is add all of your vehicles into the inventory. The rule of thumb is to add your purchases to inventory immediately upon purchasing them. Not only will it keep your records up to date so that you can sell the car immediately, but it will also print out the Buyer's Guide so that you can place the Guide in the window of the vehicles and avoid heavy fines.

New to this version is the addition of detailed Floor Plans, adding Pictures, Rent to Own details, numbers for printing title applications for Motorcycles, and Internet options if using websites.

Once you have added all of the information on the inventory screen, press the ESC key on the keyboard. You will then be asked what forms you would like to print.

- Buyer's Guide – This option will print the Buyer's Guide for the vehicle that you have just entered into inventory.
- Optional Equipment List – This option will print a form used to tell prospective customers about the options and features on a vehicle.
- Bill of Sale – This option prints a Bill of Sale to your company from whom the vehicle was purchased.
- Consignment Agreement – This option prints a consignment agreement between your company and the person who owns the vehicle. This option is only used when you do not own the vehicle.

Once you have finished printing all of the forms, choose 'Quit Printing' and you will be returned to the menu.

Notes:

Finance Screen

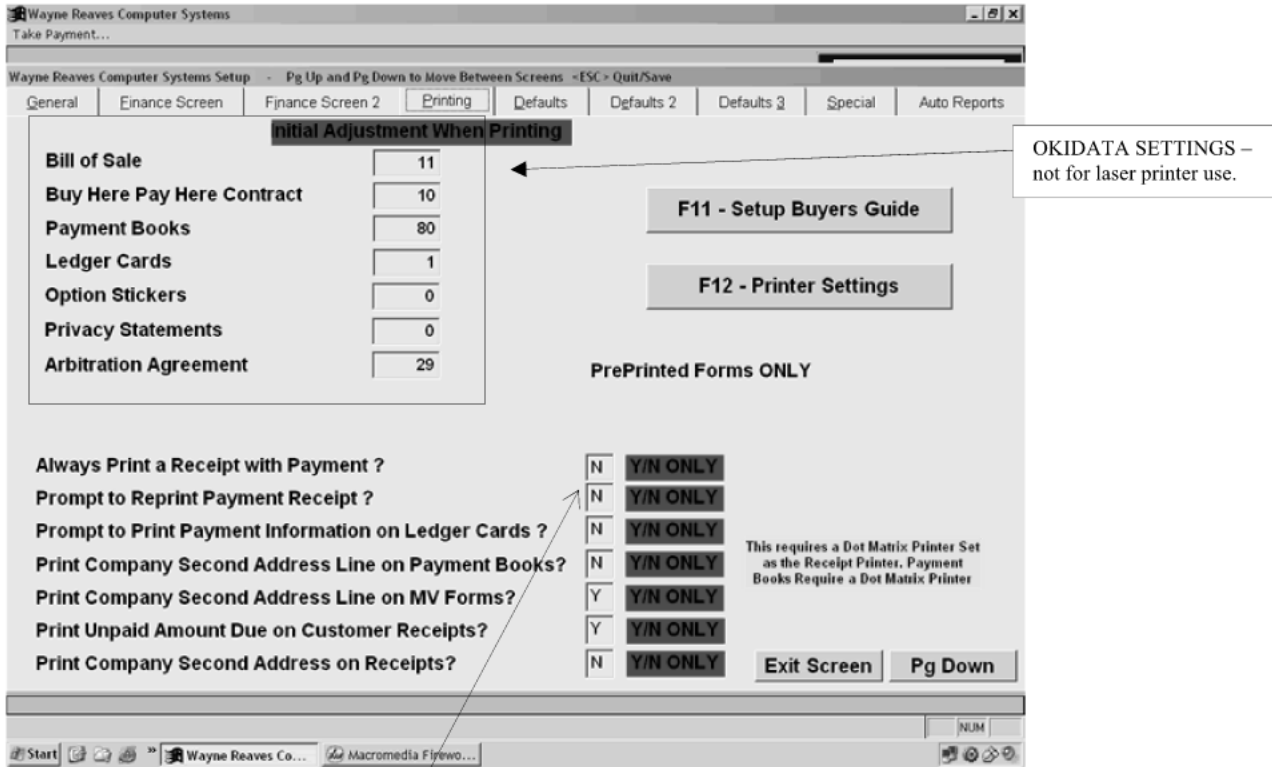
The finance screen has several questions that must be completed.

You can customize all of these options according to the items that you include on your deals. For example, if you sell warranties, you need to change the box to a **Y**. Even if you do not sell warranties to all of your customers, you can always elect not to sell a customer a warranty on an individual basis.

- **Doc Fee must be the same for all customers. You cannot charge a doc fee for finance sales and exempt cash sales.**
- **The Name for the Doc Fee changes by the state. You should look up your local state laws to determine which name is more appropriate to use.**
- **The Title Fee is the default title fee that is charged by the state to apply for a title. There are specific laws on the amounts that you can charge.**
- **The Maximum Interest Rates also vary by state. If you are located in a state that sets maximum rates, you need to enter these rates now. By doing so, the program will keep you from over-charging interest on a deal. Please note that in most laws, the interest is express as an add-on rate as opposed to an APR. If you are not sure of the difference, discuss this with a tech at Wayne Reaves.**

Notes:

Printing



Other items on this screen:

- **Always Print Receipt** – It is always a good idea for the customer to get a receipt. If you want to make your employees give one to the customer, you can put a 'Y' in the box.
- **Prompt to reprint payment receipt** – The computer will ask if the receipt printed correctly and offer to print another one.
- **Print Payment Information on Ledger Card** – If you use paper ledger cards, the computer can print the line item on the card each time the customer makes a payment. (On Okidata / Dot Matrix Printers Only)
- **Print Second address line on payment book** – This item is used for PO boxes.
- **Print Second address line on MV forms** – Same as above, just the MV form.
- **Print unpaid amount due on customer receipts** – This prints any past due amounts at the bottom of the receipt.

Defaults 1, 2, and 3


The rest of the setup section has options important to the way you prefer the program to operate for you, and as such should not be ignored. You should take time to look at all of the remaining setup screens. There are some important questions that need your setting. Some deal with user ability to make customer modifications and others with the way the system prompts you and presents customer & inventory details on screens that anyone in the program can see. If you have any questions about these settings, please call technical support.

Websites – Understanding How the System Works:

A Brief Overview

Using the Website System in your Wayne Reaves Car Program is fairly easy once you learn the basics of the design interface. By now, you have already entered vehicles into the inventory part of the system. The process for the website picks up at this point, assuming we are now taking that information and preparing it for transmission to the database in your website file server.

The outline for this process is as follows:

1. Setting up your website options (Utilities Menu, option ) with the help of your trainer.
2. Choosing a website style you prefer from the examples shown at <http://www.waynesautosales.com>
3. Adding pictures, vehicle options, & descriptions on each inventory item desired.
4. Uploading these vehicles to your website.

Step 1.

After you and your salesperson or trainer agree upon the available domain name which will represent your company on the internet, we place the order to secure that name on your behalf. Once completed, our webmaster will create and connect that name to your file space and create a login name and password to input on your website setup screen. Usually your trainer will be the one helping you complete this step as well as walk you through various options and help you decipher their meaning and how they affect the way your website looks & feels.

Step 2.

Based on your personal & professional taste and the available templates we offer, you can choose one of our many designs that will best help you create the image you want to show.

Step 3.

This is where the bulk of operations happen in the Inventory screen for each car. Using the “OPTIONS” tab, the “INTERNET” tab, and the “PICTURES” tab, you will decide what vehicle pictures will be shown, what options you want to promote (air conditioning, chrome wheels, etc.), and what physical description you can use like you would in a typical classified newspaper ad. Together, these settings create a listing for each vehicle on your website. You can also choose which of your vehicles to include in the incorporated files that upload to 3rd party sites.

Step 4.

This is the screen that opens from the Yellow “Update My WebPage” button on the main screen of the car program. Once familiar with this screen, you will find it simple to update your website at a moment’s notice in order to add new vehicles as well as instantly remove any sold vehicles – even if you JUST completed a deal literally moments beforehand in the system.
NOTICE: 3rd party websites can take upwards of 24 hours to update their websites for you.

Notes:

Other Things to Know

Setting up a Network

Setting up the server:

Depending on the number of workstations you plan to incorporate, someone might suggest that you setup a dedicated server. It is not always necessary. However, if you need more than a few workstations, it would be advised. Depending on your situation, there are a couple of different ways to setup the workstation. **PLEASE DO NOT USE A PRE-2007 DISK ON A VISTA MACHINE!**

- If you are performing a brand new installation, simply insert the program CD into the computer and select the programs you wish to install.
- If you are currently using the program on a computer and wish to add a workstation, take the install CD to the workstation and choose Workstation on the programs which you wish to connect. If you do not have an install CD, call tech support to order one. (You may also use one of our update CDs or with the car program, download it.) For Details, see below.
- If you are currently using the program on one computer and wish to move your installation to a different computer to be the server, you need to:
 - Install demo programs on the server.
 - You need to copy the data files from the workstation to the server (or restore regular data-only backups for any program being transferred.)
 - You need to run an update on the server.
 - If converting a former server to become a workstation, then you will need to zip up the old program directories on the workstation and rename them or relocate them. For the network to work correctly, they cannot stay in their folder names. (We don't advocate deleting these files, but off-HD storage is better than deleting)

Setting up the Workstation

!!!! Server or Standalone PCs do not require this process !!!!

Follow the steps below:





- Insert CD. At initial screen, find program and then click in Workstation button for that program.
- Click 'Install Selected Programs' and do not change any prompt provided. Keep clicking 'Next' until process is completed.
- Once finished, exit out of CD program install menu.
- On the desktop, find and click the Data Locator icon. Choose the mapped drive in the upper pull down, and then double-click on the data folder you find there. Then click the "Create Shortcut" button when it lights up so that you will have a program icon on your Windows desktop. Repeat the process for other WRCS programs you install.

Working with Program Extensions (Response Codes)

Program extensions are a way to protect you and us. It is a copy-protection device that keeps someone from stealing the program from us and from stealing the program from you. If an employee steals your program and data, they will not be able to use it because the program will turn itself off.

How do I keep from being bothered by the pop-up screen?

If you have access to the internet, the program extensions can be automatic. By pressing the F8 key, your computer automatically goes to our web site, verifies your identity, downloads and runs our current update program and extends the program in usually less than five minute's time. To setup you computer to use this method, go to:

- Utilities Menu
- Choose  Setup Company Information
- Choose  Car Company Setup on the sub menu
- Click on the Special Tab and answer  to the question "Automatically connect to the Internet to extend program."
- Click on the Printing Tab.
- Click on Setup Printers.
- Answer  to the question "Does this computer have access to the internet?"
- Exit Screen and Save Changes.

Setting up with a Credit Bureau

The program can dial directly into the computers at Trans Union and TRW. However, the best way to get setup to pull reports is to get an account with CREDCO. CREDCO works over the internet, and it can pull from any or all of the companies mentioned above. Since different lenders want different reports at times, CREDCO will give you the most flexibility. There is a CREDCO signup sheet in the starter pack you received from Wayne Reaves. If you cannot find it, go to www.waynereaves.com or call tech support, and we will be happy to fax you a copy of the application.

Pulling the report

Pulling the report is fast and easy using the Wayne Reaves Program with CREDCO.

- You simply go the car sales menu and choose sell a car (or lease a car).
- Fill in the necessary information on the first screen of the deal. Then page down.
- Print the credit application on plain paper and get the customer to sign it at the bottom. This gives you written & signed permission to pull a credit bureau report (DO NOT SKIP!)
- Click on the credit bureau button and choose CREDCO.
- If you have high-speed internet service the report will be back in about 10 seconds. It will take about 45 seconds with dial-up.

TECH SUPPORT: 888-477-9707... or if you are local to Macon, 478-474-8779.