



**QUANTECH Q-F&I
SOFTWARE
MANUAL**

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1 Introduction

Quantech is one of the leading providers of Finance and Insurance software for Automotive, RV, Powers Sports, and Marine Dealers. Quantech Q-F&I gives you the power to construct a cash, finance, or lease deal with very fine-grained control of all deal parameters.

Quantech Q-F&I keeps a database of your contacts, customers, inventory and deals; offers a wide range of reports and supports the printing of all industry standard forms, both laser and impact. Q-F&I has the #1 Menu Selling software built into the program as well as a Buy Here Pay Here module.

Included in our Forms and Software Support program is not only technical support but also the programming of any new dealer specific forms, bank, insurance, warranty and most all other industry forms.

1.1 Quantech Q-F&I Versions

All Quantech Q-F&I versions offer the same basic functionality. All versions can be configured for broker use, supporting multiple business names.

1.1.1 Single User

A single-user stand-alone version is available for small to mid-sized dealerships.

1.1.2 Multi User Host/Guest (Peer-To-Peer)

A multi-user Host/Guest version is available for small to large dealerships. It accommodates from 2 to 3 users and requires a copy of Filemaker Pro for each machine. It does not require a dedicated server machine or Filemaker Server software

1.1.3 Multi User Client/Server for LAN

A multi-user client/server version is available for small to large dealerships. It requires a copy of Filemaker Pro for each machine and a dedicated server machine and Filemaker Server software.

1.1.4 Multi User Client/Server for WAN

A multi-user client/server version that operates over Microsoft Terminal Services is available for small to large dealerships that need wide area network access. It requires a copy of Filemaker Pro for each machine and a dedicated server machine and Filemaker Server software. It also requires a dedicated terminal server machine running a Server OS and terminal services clients for each terminal.

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2 Requirements & Set-Up

2.1 Minimum Hardware and System Software Requirements

2.1.1 Single-User Systems and Multi-User Clients

- Processor: Pentium 2, 400MHz or equivalent
- RAM: 128Mb
- Colour: High Colour (16 bit)
- Operating Systems: Windows 95/98, NT, 2000, XP, 2000 Server, 2003 Server
- Printers: Impact printer is required for multiple page forms. See Section 11.2 for a list of compatible printers. Laser printer or high quality inkjet printer is recommended for printing of reports.

2.1.2 Multi-User Server System

See the Network Server Installation document for details.

2.2 Single-User Installation

1. Quantech sends a link to the program installer. Click on the link and follow the instructions.
2. The installer will place a shortcut to the program startup on your desktop.

2.3 Single-User Startup

Double click on the Quantech Q-F&I icon on your desktop and the startup screen will appear. The HOME Page/Main Menu screen will then be displayed unless your software has an expired activation code.

2.3.1 Activation Code

Quantech Q-F&I requires an activation code that expires quarterly. You will receive your new activation code by email and by fax approximately one week before the expiry date. On the first day of the new quarter (January 1st, April 1st, July 1st and October 1st) you will be prompted to enter the new Activation Code.

2.3.2 Screen Resolution

If you do not see the entire screen, as shown in our screenshots, your windows screen resolution may not be set to at least 800 X 600. Consult your Windows documentation for help in setting your screen size.

3 Using Quantech Q-F&I – The Basics

This section contains some important information on how to use and navigate around Quantech Q-F&I and describes conventions and standards within the software.

Throughout the manual, specific formatting denotes specific items:



- Important Notes

Bold Italics - Tabs or Buttons

CAPS - Screens

3.1 Passwords & Certificates

3.1.1 Passwords

The *Admin* button on the HOME page will let you set passwords to restrict access to the program.

The *User Password* can be set to prevent anyone from accessing the program.

The *Admin Password* is used to restrict certain users from accessing sensitive information such as unit pricing, profit reports or export functions.

The *Access List* is a list of users with access to the full program, including all pricing information and reports. To change this list an Admin Password is required. This feature is only available in a networked, multi-user environment. This feature can be used on a single computer, but only if different users - each with different user accounts - are used to log on to this computer.

User Password – click on the *Change* button, enter and confirm your password. The password is now needed to access the program. To remove the password, click on the *Change* button and delete the password. Leaving the password blank will allow anyone access to the program.

Admin Password – click on the *Change* button, enter and confirm your password. An Admin password is required to change the Price Access List.

Access List – click on the *Change* button, enter the Admin Password. Enter the User Name for each user that has access to the full program. The User name for each user can be found on the Home Page. Enter the User Name EXACTLY as it is shown on the Home page. Any user who's User Name is not on the list will have restricted access only. To open the program to anyone, remove all names from the list and remove the admin password.

Please keep your passwords in a safe place as Q-F&I does not remember the password for you.

3.1.2 Certificates

These buttons are used to track insurance and warranty company issued laser certificates.

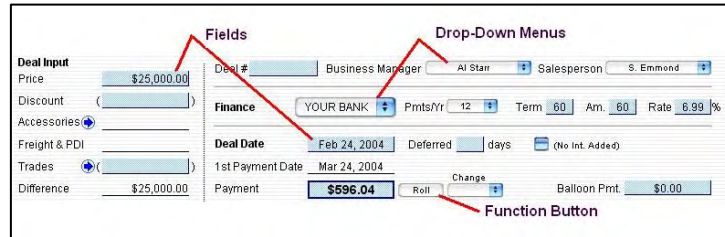
Show Applied – is a log of all previously used certificates.

Show Templates – is a list of all remaining certificates assigned to your dealership.


Template Editor – is for Quantech use only.

3.2 Definitions

Fields are boxes or areas that contain data. Most fields are where information is entered, however some fields will display data that cannot be changed.



Function Buttons are buttons that perform specific tasks or functions pertaining to the data or location on the screen where they are found, when clicked on.

Blue Arrows  are go-to buttons. These open related screens with more detailed information.

Drop-Down Menus are not in the tab sequence and must be selected with your mouse. When the drop-down menu opens, select your choice with either your mouse **OR** use the up/down arrow keys and then hit the enter key.



Tabs are coloured tabs found at the top your screen. The *Home* tab will open the HOME Page where you set your Preferences and Defaults. The *Deals* tab will open the DEAL Database, the *Contacts* tab will open the CONTACTS/Customer Database, the *Inventory* tab will open the INVENTORY Database and the *Calendar* tab will open the CALENDAR/Daytimer. These tabs are colour coded for easy navigation around the software.



Buttons are located in the **Button Bar** just under the Tabs. These are for accessing related screens, depending on where you are in the software.

3.3 Keyboard Enter, Tab, & Arrow Keys

The **tab key** moves you from field to field. The up/down **arrow keys** move you up and down the list in a drop-down menu and the **enter key** will accept that selection.

You can move from field to field by either using the tab key **OR** by using your mouse.

You can select an item from a drop-down menu either by using your mouse **OR** by using your up/down arrow keys and then hitting the enter key.

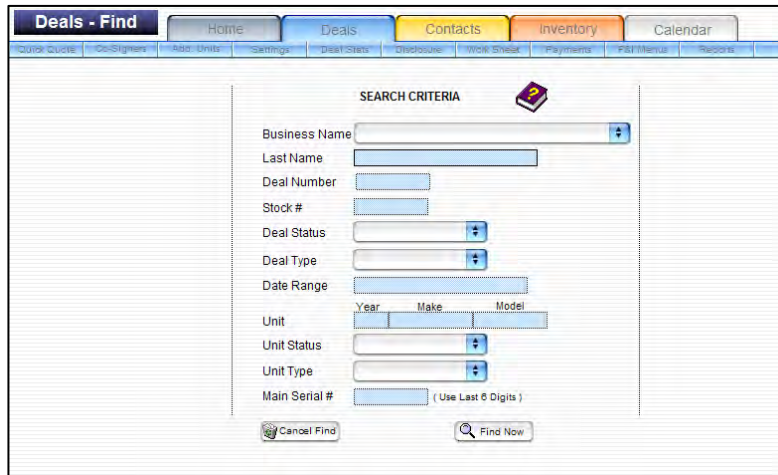
The enter key is used to select a selected item from a drop-down menu that you have used the arrow keys to navigate to.

3.4 Exiting Quantech Q-F&I

Return to the Home Page and exit by clicking on the 'Exit' button before you shut down your computer.

3.5 Search/Find Screens

In the Deal, Contact and Inventory Databases there are **Find** buttons that lead to a **Search Criteria** screen such as this DEAL - FIND screen. Search for a specific record or group of records based on the information entered into any of these fields. Leave all fields empty to find all records.



The screenshot shows the 'Deals - Find' search criteria screen. The navigation bar includes 'Home', 'Deals', 'Contacts', 'Inventory', and 'Calendar'. The search criteria form contains the following fields:

- Business Name
- Last Name
- Deal Number
- Stock #
- Deal Status
- Deal Type
- Date Range
- Unit (with sub-fields for Year, Make, and Model)
- Unit Status
- Unit Type
- Main Serial # (Use Last 6 Digits)

Buttons at the bottom include 'Cancel Find' and 'Find Now'.

3.6 Lists

Throughout Q-F&I there are many List screens such as this INVENTORY LIST screen. These lists include all records in your database that match the search criteria that you used to generate the list. The columns in these lists can be sorted by clicking on the heading at the top of the column. For example, if you wanted your vehicles sorted by Stock # or by Make, just click on the heading at the top of the column.

Unit Custom List							
Unit Reports		Feature Sets		Omit Records			
Stock-number	Year	Make	Model	Serial-number	Color	Odometer	Retail
5161	2000	WILDERNESS	31 G	1ED1G3124Y2397	NEUTRAL		
5162	1995	FLAGSTAFF	206	1CATC20CXSF011			
5163	2000	WILDERNESS	825 5X	1ED5X2529Y2397	GREEN		
5164	2000	WILDERNESS	23 5M	1ED5M2324Y2471	NEUTRAL		
5165	2000	VANGUARD	VW 258 DB LG	2PEFB2161Y1200	CHIANTI		
5166	2000	FRONTIER	T 27 FR	2PETH2268Y1200	SHAMROCK		
5167	2000	FRONTIER	T 27 FR	2PETH2267Y1200	JEWEL		
5168	2000	FRONTIER	T 27 FR	2PETH2265Y1200	SEASHORE		
5169	2000	FRONTIER	T 27 FR	2PETH2263Y1200	SPEARMINT		
5170	2000	FRONTIER	T 27 FR	2PETH2261Y1200	SPEARMINT		
5172	1996	TRAIL - LITE	25'	4VYV200L20T1000			
5173	2000	FRONTIER	T 27 FR	2PETH226XY1200	SEASHORE		
5174	2000	FRONTIER	T 27 FR	2PETH2263Y1200	JEWEL		
5175	2000	WILDERNESS	822 W	1ED1W2228Y2397	BILLIE		
5176	1979	EDSON	18'	F33BF8V729753			

LIST MAY BE SORTED BY CLICKING ON ANY HEADING.

Selection: All Units
 Number of Units: 3849

Find Units Print Back

Some lists have **Check Boxes** or **Omit** buttons to the left of the items. These are for selecting and clearing the items for use in reports. You can view or edit the details of items in these lists by clicking on the item.

4 Getting Started

4.1 Setting your Preferences and Defaults

Important:

Before using the software or starting your first deal you will need to define your Company Settings and Preferences. You will also need to set your Deal Defaults, Insurance Defaults, Inventory Defaults and Tax Defaults. This only takes a few minutes and will provide the software with the basic information to get you started. Anything you enter in your default screens can be changed in the deal itself. These buttons are found in the Button Bar on your HOME screen.

If you have a multi-user system, each user will need to set own defaults.




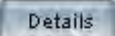
4.1.1 Company Preferences

4.1.1.1 Single Company/User Version

Enter your Company information on this screen. Verify and complete the information on this screen as it will be used in the printing of your contracts.

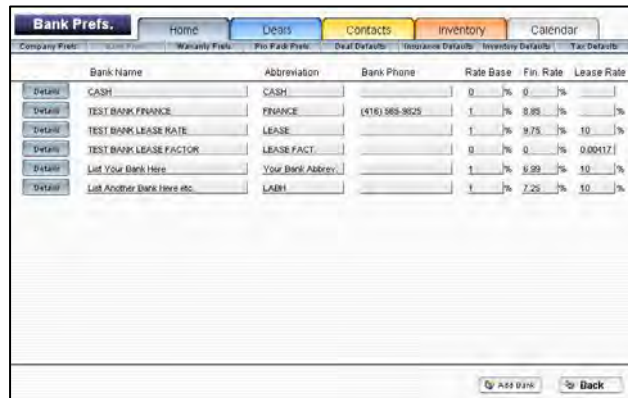
In the single-user version your Company Name, DBA, Address, City, Province/State, or Postal Code/ZIP are not editable. These fields will be completed by Quantech. If the information in these fields is incorrect please call our support staff.

4.1.1.2 Multiple Company/Broker Version

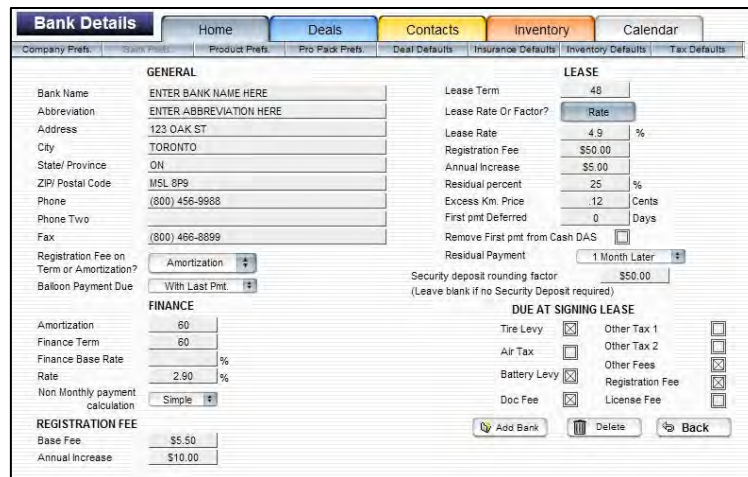
This version supports multiple companies and was developed for Brokers and for Dealers with multiple branches. To set up your Dealers, click  and then enter the name of the Dealer in the blank field. Click  to the left of the field and complete the Company information on the COMPANY DETAILS screen.

4.1.2 Bank Preferences

All your lending institutions and their basic details are listed on this screen. Click add a bank. To view or edit the specifics of a bank, click .



Once in the BANK DETAILS screen, enter all current information for your Lenders and Finance Companies. The information you enter on your BANK PREFERENCES screen will be used for calculations and printing your contracts. You can add, delete, and edit the details of your banks at any time. The term, amortization, registration fee, interest rate and lease settings set on this screen can be changed in any deal. The right hand side of the screen is for Leasing information only.



4.1.2.1 Abbreviation

This is a **required field** as it is used when selecting or changing a bank in a deal. Use whatever abbreviation you will associate with this bank.

4.1.2.2 Registration Fee on Term or Amortization:

If set to 'Term', the Registration Fee (or PPSA) will be calculated on the Term of the Loan. If set to 'Amortization', the Registration Fee will be calculated on the Amortization. Contact your banks for their Registration Fee Schedules.

4.1.2.3 Amortization and Finance Term

The Amortization is usually set to the longest amortization available, however it can be set to whatever amortization you use the most.

The Term is usually set to the longest term available, however it can be set to whatever term you use the most. Contact your banks for their Term and Amortization Schedules.

These can be changed in a deal at any time.

4.1.2.4 Finance Base Rate

The lowest rate offered by this particular bank or it can be left blank. When rate information is updated on this screen, only new deals will be affected and will not change existing or delivered deals.

4.1.2.5 Rate

This field can be updated whenever you receive rate change notices from your Lenders. Enter the rate that you will use most often with this bank. Again, this rate can be changed in any deal at any time.

4.1.2.6 Non-Monthly Payment Calculation

Defaulted to 'Simple'. These are different methods used to calculate non monthly payment schedules. Most all banks are currently using the 'Simple' method.

4.1.2.7 Registration Fee (PPSA)

In the Base Fee field enter the Banks' base registration fee. In the Annual Increase field enter the Banks' annual increase. Contact your banks for their Registration Fee Schedules.

4.1.2.8 Lease Term

Enter the default lease term for this bank.

4.1.2.9 Lease Rate or Factor

This is a Toggle Button that selects whether this bank uses a Rate or Factor. Enter the Rate or the Factor in the box below the Toggle Button.

4.1.2.10 Lease Registration Fee & Annual Increase

Same as the Finance Registration Fee & Annual Increase described above.

4.1.2.11 Residual Percent

Enter the default Residual Percent of the buyout for this bank.

4.1.2.12 Excess Km/Miles Price

Enter the amount in Cents per Kilometer/Miles over the maximum allowable Kilometers/Miles.

4.1.2.13 First Payment Deferred

Set to when the first payment will be deferred to. Leave blank for a standard Lease Deal.

4.1.2.14 Remove First Payment...checkbox

‘Check’ this box if the first payment is **not** Due at Signing.

4.1.2.15 Residual Payment

You have the option of selecting 'With Last Payment' or 'One Month Later' from the drop-down list. Check with the leasing company for their requirements.

4.1.2.16 Security Deposit Rounding Factor

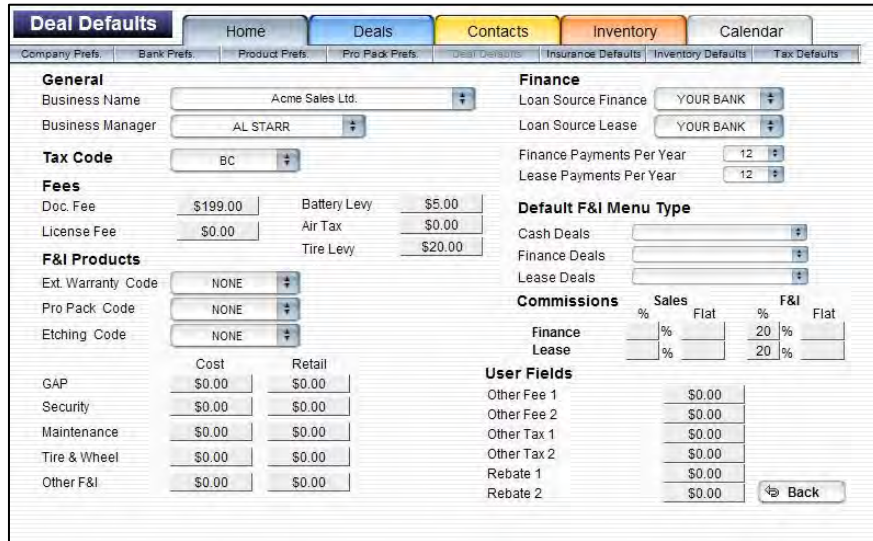
Security Deposit will be calculated using a monthly payment rounded up to this amount.

4.1.2.17 Due at Signing

‘Check’ the appropriate boxes for amounts to be collected at signing.

4.1.3 Deal Defaults

Enter your preferred settings for a standard deal. Any values entered on this screen will be included in each new deal. All settings on this screen can be changed in any deal at any time.



The screenshot shows the 'Deal Defaults' configuration screen. At the top, there are navigation tabs: Home, Deals, Contacts, Inventory, and Calendar. Below these are sub-tabs: Company Prefs, Bank Prefs, Product Prefs, Pro Pack Prefs, Deal Defaults (selected), Insurance Defaults, Inventory Defaults, and Tax Defaults.

General

- Business Name: Acme Sales Ltd.
- Business Manager: AL STARR

Tax Code

- Tax Code: BC

Fees

Doc. Fee	\$199.00	Battery Levy	\$5.00
License Fee	\$0.00	Air Tax	\$0.00
		Tire Levy	\$20.00

F&I Products

- Ext. Warranty Code: NONE
- Pro Pack Code: NONE
- Etching Code: NONE

	Cost	Retail
GAP	\$0.00	\$0.00
Security	\$0.00	\$0.00
Maintenance	\$0.00	\$0.00
Tire & Wheel	\$0.00	\$0.00
Other F&I	\$0.00	\$0.00

Finance

- Loan Source Finance: YOUR BANK
- Loan Source Lease: YOUR BANK
- Finance Payments Per Year: 12
- Lease Payments Per Year: 12

Default F&I Menu Type

- Cash Deals: [dropdown]
- Finance Deals: [dropdown]
- Lease Deals: [dropdown]

Commissions

	Sales	Flat	%	F&I	Flat
Finance	%			20	%
Lease	%			20	%

User Fields

- Other Fee 1: \$0.00
- Other Fee 2: \$0.00
- Other Tax 1: \$0.00
- Other Tax 2: \$0.00
- Rebate 1: \$0.00
- Rebate 2: \$0.00

A 'Back' button is located at the bottom right of the form.

4.1.3.1 Business Name and Business Manager

The selected Business Name will print on forms. Edit and select the default Business Manager.

4.1.3.2 Tax Code

Select the Tax Code for your territory from the drop down box. **Refer to section 4.1.6.**

4.1.3.3 Fees

If applicable, enter your usual Doc Fee, License Fee, Tire Levy, Battery Levy and Air Tax.

4.1.3.4 F&I Products

Extended Warranty, Pro Pack and Etching Codes are available to you if you choose to pre-enter them, see **Sections 4.1.7 and 4.1.8**. Select the Codes of your choice from the drop-down menus, or select 'None'. If these fields are set to 'None', Warranties, Pro Packs and Etching amounts can be entered in each deal as needed either by code or by price.

Enter Cost and Retail for all other F&I products that you want included in your deal. If left blank, these can also be added in each deal.

Any F&I product added to a deal that has not been selected from your defaults will need to have the **Cost** of the product entered on the SETTINGS screen. This enables the software to accurately calculate your profit on the deal once it is complete.

4.1.3.5 Finance

From the drop-down boxes select the Bank you will use the most often for Finance and Lease deals. The lenders on these lists are entered in your Bank Preferences.

Select the 'Payments Per Year' option from the drop down boxes.

4.1.3.6 Default F&I Menu Type

Select how you want your Menu Selling totals to appear in Cash, Finance & Lease deals.

4.1.3.7 Commissions

Enter the commission percentage for finance and lease under F&I. The Sales section is only necessary if the software will be used by the dealership to calculate the sales profits on the deal as a whole.

4.1.3.8 User Fields

Optional fields for other non-standard Fees, Taxes and Rebates. These fields need to be labeled and set by Quantech. Should you require these extra fields, please contact our office.

4.1.4 Insurance Defaults

Select your preferred settings from the drop-down menus. Any settings entered on this screen will be the Default insurance settings for each deal. These settings can be changed in any deal. Select your **Insurance** Company and the **Type** of Insurance you sell the most. Select the rest of your preferred settings. The **Display Insurance Premium** setting will display the corresponding premium on the deal workscreen. The **Insurance Allowance** field is your commission percentage paid by the Insurance Company and is used in calculating your profit on a deal.

4.1.5 Inventory Defaults

From the drop-down menu select the most used **Unit Category** for your dealership. Each category, **Car or Truck, Marine, Powersports** or **R.V.** has its own category specific details screen. This category can be changed in your Inventory File when adding a unit or a trade to your deal.

4.1.6 Tax Defaults

Q-F&I has the capability of tracking different tax settings and percentages for different provinces, states or territories.

To set up your Tax Defaults, click on 'Add Default'. Enter the tax code (typically the province or state), enter the tax percentages and 'check' off the appropriate boxes. These tax settings can be edited in any deal.

Set up as many Tax Codes as you require.

LEASING - GST and PST on a Lease payment is calculated on the payment amount unless there is a Lien Payout on a Trade-In. 'Check' the appropriate GST/PST Lien Credit boxes in your Tax Defaults. If there is a Lien Payout, the tax amount will be reduced to reflect the GST and PST Tax Credits on the lien.

4.1.7 Product Preferences

This is an optional screen for those who wish to pre-code and enter all of your (or most commonly used) Extended Warranty options and Etching options. By pre-coding your warranties it eliminates the need to enter the retail price and the cost in your deal. If a Warranty and/or Etching is selected by code the retail price can still be edited in the deal. Due to the large numbers of warranties and variations offered some might find it easier to enter the warranty information manually into each deal.

4.1.7.1 Warranty Code/Etching Code Setup

Click on 'Add Product', enter a unique code for each product, its actual name, its selling price and your cost. The reserve (commission) calculates automatically.


To delete a product from this screen, click on , then click on .


4.1.8 Pro Pack Preferences

This is an optional screen for those who wish to pre-code and enter all of your (or most commonly used) Pro Pack (Paint and Fabric Protection) options. Pre-coding your Pro Packs eliminates the need to enter the retail price and the cost in your deal. If a Pro Pack is selected by code, the retail price can still be edited in the deal.

4.1.8.1 Pro Pack Code Setup

Build your own pro pack packages by adding up to ten different items. These items are totaled in the PRO PACK DETAILS screen as a package.

Click on  , enter the Pro Pack Code, Name, Description, Cost and Selling Price of each item in your package. The reserve (commission) calculates automatically.

There is a ***Duplicate*** button for easy package building. Click on  , change the Pro Pack Code and Name, add or delete any items.

To delete a Pro Pack follow the same procedure for deleting a Warranty.

5 Deals


From the HOME page, click on the  Tab. This opens your DEALS Database where all of your Deals are listed and stored. The Deal Database can be accessed from most any screen in the software by clicking on the blue *Deals* Tab.

Here, deals are entered, edited or deleted. Deals are listed in the following order:

Pending deals at the top of the list, Cash, Finance and then Lease deals.

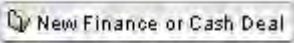
Delivered deals follow and are listed Cash, Finance and then Lease.

Columns can be re-sorted by clicking on the heading.




The screenshot shows the 'Deals' software interface. At the top, there are navigation tabs: Home, Deals (highlighted), Contacts, Inventory, and Calendar. Below the tabs is a sub-menu with options like 'Quote Quote', 'Co-Signers', 'Add Units', 'Settings', 'Deal Stats', 'Disclosure', 'Work Sheet', 'Payments', 'F&I Menus', and 'Reports'. A 'Current Deal' summary box is visible, containing fields for Buyer (YOUNG, LILY), Stock # (T3222), Vehicle Type (NEW), Deal Date (Jan 23, 2008), Business Mgr. (AL STARR), and Deal # (466). Below this is a table of deal records with columns: View, Status, Type, Deal Date, Buyer, Stock #, Year, Make, Model, and Business Name. The table lists various deals, including pending and delivered deals for different vehicles like Honda, Ford, and Nissan. At the bottom of the interface, there are buttons for 'New Finance or Cash Deal', 'New Lease Deal', 'Find Deal', and 'List Deals'.

View	Status	Type	Deal Date	Buyer	Stock #	Year	Make	Model	Business Name
	PENDING	LEASE	Feb 1, 2008	WINTER, JOAN	3234	2008	HONDA	TRX90	Acme Sales Ltd.
	PENDING	LEASE	Jan 28, 2008	BLAIR, BARBARA	3325	2008	HONDA	TRX90	Acme Sales Ltd.
	PENDING	FINANCE	Jan 23, 2008	YOUNG, LILY	T3222	2007	MINI	COOPER	Acme Sales Ltd.
	PENDING	CASH	Jan 18, 2008	GLEN GALVIN - JOHN,	T3218	2006	TAB	T16	Acme Sales Ltd.
	PENDING	CASH	Jan 18, 2008	BLACK, JAMES	T3111	2002	FORD	F250	Acme Sales Ltd.
	PENDING	FINANCE	Jan 7, 2008	FOURNIER, ROGER,	T3218	2006	TAB	T16	Acme Sales Ltd.
	DELIVERED	FINANCE	Dec 29, 2007	BLAIR, JOHN	2008	2005	CROSSROADS	32RK	Acme Sales Ltd.
	DELIVERED	FINANCE	Dec 19, 2007	FROST, JACK	4444	2004	FORD	F250	Acme Mot... Limited
	DELIVERED	FINANCE	Dec 10, 2007	LENARCIC, JOHN	2985	2007	OPEN ROAD	RL26	Acme Sales Ltd.
	DELIVERED	FINANCE	Nov 30, 2007	YOUNG, ELLA	749	1997	CITATION	SUPREME	Acme Mot... Limited
	DELIVERED	FINANCE	Nov 23, 2007	BROWN, JIM	123	2005	HONDA	TRX500	Acme Mot... Limited
	DELIVERED	FINANCE	Nov 22, 2007	TOYNE, BILL	2221	2005	HONDA	ACCORD	Acme Mot... Limited
	DELIVERED	FINANCE	Nov 17, 2007	STEWART, JANE	4523	2005	GMC	AVALANCHE	Acme Mot... Limited
	DELIVERED	FINANCE	Nov 17, 2007	FORBES, CHERYL & JAMES	T2343	1998	DAMLER-CHRYSLER	TOWN AND	Acme Sales Ltd.
	DELIVERED	FINANCE	Nov 8, 2007	SMITH, MIKE	4566	2005	HONDA	ACCORD	Acme Mot... Limited
	DELIVERED	FINANCE	Oct 30, 2007	STEVES ENTERPRISES INC.,	2784	2005	HONDA	ACCORD	Acme Mot... Limited
	DELIVERED	FINANCE	Oct 23, 2007	JONES, JACK	3454	2002	NISSAN	PATHFINDER	Acme Mot... Limited
	DELIVERED	FINANCE	Oct 19, 2007	EDWARDS, MICHAEL	2777	2005	MAZDA	MIATA	Acme Mot... Limited
	DELIVERED	FINANCE	Oct 18, 2007	BROWN, KAREN	6787	2004	NISSAN	PATHFINDER	Acme Mot... Limited

Clicking on  will open a new EDIT FINANCE DEAL screen.

Clicking on  will open a new EDIT LEASE DEAL screen.

Clicking on  will open the DEALS – FIND screen. This screen allows you to search for a deal by any of the criteria fields available.


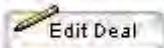
Clicking on  will open the DEAL LIST screen that produces a printable list of all deals. The columns in this list can be sorted by clicking on the heading. A Deal list can also be exported for external use. See Section 10 for information on exporting data.

5.1 Current Deal


This area DEALS SCREEN contains the basic information relating to a specific deal. To show a deal in the Current Deal area, locate it in the list at the bottom of the screen and 'click' on it. Once a deal is in the 'Current Deal' area you have several options.

From the Button Bar you have access to most screens for this specific deal.



 **View This Deal** button will open the FINANCE DEAL screen if this deal is a Cash or Finance deal. It will open the LEASE DEAL screen if this is a Lease deal. On the FINANCE DEAL or LEASE DEAL screens, these deals are in View Mode only. Once on these screens, click on  **Edit Deal** if you want to switch from view mode to edit mode.

 **Edit This Deal** button will open the EDIT FINANCE DEAL screen if this deal is a Cash or Finance deal. It will open the EDIT LEASE DEAL screen if this is a Lease deal.

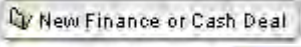

 **Delete This Deal** button will remove this deal from your Deal Database.

Once a deal has been deleted – it cannot be retrieved. Delivered deals and deals that are currently being edited by another user (Multi-User Systems) cannot be deleted.

5.2 How to Enter a Deal


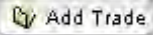


5.2.1 New Finance, Lease or Cash Deal

From the HOME page, click on . This opens the DEALS screen.

Click on the function button . This opens a new EDIT FINANCE DEAL screen. If this is a lease deal, click on . This opens a new EDIT LEASE DEAL screen.

For instructions on completing a Lease Deal see **Section 5.2.9**.

5.2.1.2 Trade(s)

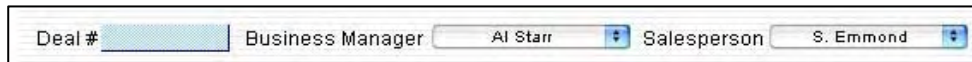
The **Trades** field is for entering the price that you will be giving the customer for their trade vehicle(s), if any. Trade(s) details are entered by clicking on the corresponding  **Blue Arrow**. The TRADE UNITS screen displays the trades attached to the deal. To add a trade, click , enter your trade information, click . This brings you back to the TRADE UNITS screen, click  again, this brings you back to your deal. If there is more than one trade, repeat this process.


The status of a trade unit is 'Trade' by default. Trade units are not shown in the main Inventory list or in the portal on the Unit details screen. You can set a trade unit's status to 'In Stock' if you need to use that unit in another deal, before the original deal has been delivered.

When a deal with a trade(s) has been delivered, all trades attached to that deal will be put into your Inventory File with 'In Stock' status.

5.2.1.3 Other Fields and Drop-Down Menus

The **Deal #** field is set to Auto-increment. This field is editable. Select **Business Manager & Salesperson** from the drop-down menus. These drop-down menus can be edited by selecting edit from the bottom of the list.



Finance, insurance, warranty and other settings can be edited by entering values in the fields or by selecting from the drop-down menus. Insurance options can be further edited by clicking on the **Blue Arrow**  in the insurance section of this screen. This opens the INSURANCE SETTINGS screen. If you have not set your Insurance Defaults you must go the INSURANCE SETTINGS screen to select an insurance company, otherwise the insurances will not work.

5.2.1.4 Finance

Click on this drop-down menu to change the defaulted lending institution or to change this deal to a Cash Deal. The items in this list are your abbreviations that you previously set up in your Bank Preferences from the HOME page.



5.2.1.5 Cash Deal

Selecting '**Cash**' in the Finance area removes all pre-set finance related settings such as insurances and registration (PPSA) fees.

5.2.1.6 Pmts/Yr

Usually set to 12 payments per year (monthly payments). Other options are available including bi-weekly, bi-monthly, quarterly etc. Contact your lending institutions to verify their policies, as not all lending institutions offer every repayment option.

5.2.1.7 Deferred Finance Deals

If this is a Deferred Payment Deal, in the Deal Date section enter the number of days the first payment is to be deferred for. **Check** the **'No Interest Added'** check box if the deferred interest is to be paid up front. Leave the box **unchecked** if the interest is rolled into the deal. Contact your lending institutions to verify their policies.

If the Deferred field is left empty, or less than 30 days is entered, 30 days interest will automatically be calculated.

Deal Date	Jan 23, 2008	Deferred	days	<input type="checkbox"/> (No Int. Added)
1st Payment Date	Feb 23, 2008			Balloon Payment
Payment	\$969.14	Roll	Change	\$0.00
				Balloon Pmt. Due
				With Last Pmt.

5.2.1.8 Roll Payment

The Roll Payment function will calculate a specific payment. In a **Finance Deal**, to adjust certain values (Price, Trade or COD) in your deal to achieve a specific payment do as follows: From the **'Change'** drop-down menu select Price, Trade or COD. Click Enter your target payment in the **Roll Payment Finance** message window and click **OK**.


5.2.1.9 Roll Cash Deal

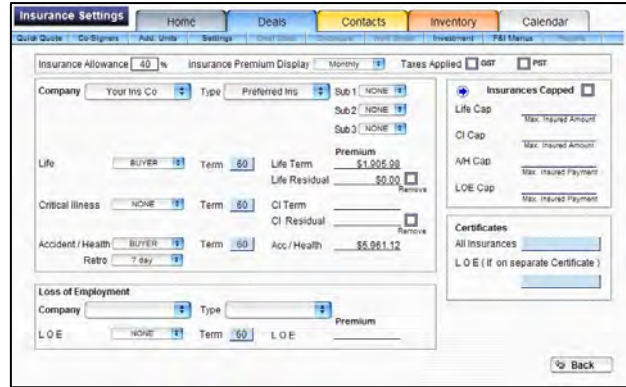
This feature is used to calculate a **Cash Deal** backwards. To adjust certain values (Price or Trade) in your deal to achieve a bottom line value, do as follows: From the **'Change'** drop-down menu select either Price, Trade. Click . Enter your bottom line including all taxes, fees and levies in the **Roll Back for Cash Deal** message window and click **OK**.

5.2.1.10 Balloon Payment

This field shows the residual amount owing at the end of the term if the amortization is greater than the term. Values can be manually entered into this field if the term and amortization are equal.

5.2.1.11 Insurance Settings

To further edit the Insurance settings, click on the **Blue Arrow**  . The **INSURANCE SETTINGS** screen is where you edit insurance settings such as: Insurance Company, Type of Policy, Sub Types (if applicable), Accident & Health Retro as well as other insurance specific settings. Check with your Insurance carrier for specifics.



Some insurance providers cap insured amounts on larger purchases. To **cap insurances** on a specific deal, click on the **Blue Arrow** . Then ‘check’ the Capped Insurances box and enter capped amounts and capped payments in their respective fields.

The **Certificates** field is an optional field for the Certificate number if insurance remittances are to be prepared by the software. The Certificate number can either be entered here, or you will be prompted to enter the Certificate Number when delivering your deal.


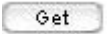
5.2.1.12 F&I Details




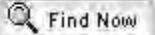
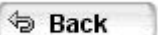
This sales tool screen breaks down the cost of all F&I products by day, week, month etc.

5.2.1.13 Vehicle Info

If the vehicle has not already been entered into your inventory, and to add the Primary Unit to a deal, click on **Browse** . This will open a blank UNIT DETAILS screen. Complete all fields in the upper section of this screen by entering data in the fields and selecting from the drop-down menus. Complete any optional or other fields in the lower section of the screen and then click **Back** . To change the category of this unit click **Change Category** .



 To add a vehicle to a deal that has already been entered into your Inventory, do the following: From the EDIT FINANCE DEAL screen, click  . Enter the stock # and click **OK**.

 The  button is for either entering a new unit or searching for an existing unit. To search for a unit already entered in your inventory, click  . This opens the INVENTORY – FIND screen. Enter the search criteria in the appropriate field(s) and then click  . This will bring the unit into the INVENTORY LIST screen. If more than one unit in your inventory matches that search criteria, then a list of all matching units will list on the INVENTORY LIST screen. Select the correct unit by clicking on it. This opens the UNIT DETAILS screen for this unit, clicking  will add this unit to your deal as the Primary Unit.

5.2.2 Saving Your Deal

Before you can exit a deal or have access to certain screens within the deal you will need to save or discard any changes. A deal must be saved before you will be allowed access to the **Print Forms** menu or before you will be allowed to **Deliver** a deal. Once saved, the deal will then be viewed on the FINANCE DEAL screen (or LEASE DEAL screen), which is a view only screen.

5.2.3 Saving or Discarding Changes


In the EDIT FINANCE DEAL or EDIT LEASE DEAL screen, you have the choice to save or discard any changes by clicking on the respective function buttons at the bottom of the screen. When you leave the deal, if changes have not been saved or discarded you will be prompted by a message to make your choice.

5.2.4 Print Forms

Once a deal has been saved you will be able to print your deal forms. Clicking on this button will open the Forms Menu. All forms that you have requested to be programmed will be listed here. If any form is missing, please contact our support desk. All forms are categorized and listed by Financial, Manufacturer, Insurance, Warranty, Pro Pack, Government, Dealership, and Credit Apps. Make your selection from the drop down box and then click the ‘Open’ button. Select the form to print and then follow the prompts. For further printing information, please refer to **section 12**.



5.2.5 Delivering a Deal

Once a deal has been fully completed you will need to **Deliver** it. In a Saved deal click on . This will move your deal out of pending status on your DEALS screen. Sold unit(s) will be removed from your inventory and any trade(s) will be added to the inventory database. Once a deal has been delivered it can no longer be edited. To edit a delivered deal it must be un-delivered. If a delivered deal has any trades, and those trades are in any another deal, it will not be possible to un-deliver the original deal.


5.2.6 How to Edit or View an Existing Deal




From the main DEALS screen, a deal can be selected for **Viewing** or **Editing**.

5.2.6.1 To View a Deal


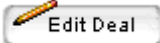
To **View** a deal click on the **Blue Arrow**  to the left of the deal in the deal list. This will open the FINANCE DEAL screen or LEASE DEAL screen (depending on the deal type).

OR

Find the deal you would like to view in the deal list and click on it. This moves the deal into the **Current Deal** section at the top of the screen. Here you have the option to either edit, view or delete this deal. If you select **View This Deal**, the deal will open to the FINANCE DEAL (or LEASE DEAL) screen. The FINANCE DEAL (or LEASE DEAL) screen is a View screen only. If you wish to edit the deal from this point, click on  at the bottom of the screen.

Current Deal			 View This Deal	 Edit This Deal	 Delete This Deal
Buyer:	Taylor, Liam	Deal Date:	Apr 1, 2004		
Stock #:	444	Vehicle Type:	NEW		
Deal #:		Business Mgr.:	Al Starr		
		Salesperson:	S. Emmond		

5.2.6.2 To Edit a Deal

To **Edit** a deal click on the **Blue Arrow**  to the left of the deal in the deal list. This will open the FINANCE DEAL screen or LEASE DEAL screen (depending on the deal type). To **Edit** the deal from this screen, click  at the bottom of the screen. This puts this deal into Edit Mode. Note the screen changes to EDIT FINANCE DEAL (or EDIT LEASE DEAL).

OR

Find the deal you would like to edit in the deal list and click on it. This moves the deal into the **Current Deal** section at the top of the screen. Here you have the option the either edit, view or delete this deal. If you select **Edit This Deal**, the deal will open to the EDIT FINANCE DEAL (or EDIT LEASE DEAL) screen.

5.2.7 Function Bar (In Edit Mode)

Depending on whether your deal is in Edit Mode (EDIT FINANCE DEAL or EDIT LEASE DEAL) or Saved Mode (FINANCE DEAL or LEASE DEAL) the Function Bar will allow you access to different screens.



5.2.7.1 Quick Quote

This screen has the basic fields for calculating a Finance or Lease 'Quick Quote'. The settings in your QUICK QUOTE screen are from your Default settings. These settings can be changed on your QUICK QUOTE screen, and the quote can either be saved or canceled. If saved, the quote will then be converted to an active, editable deal. If canceled, the information will be discarded.

The Payout Calculator on this screen can help estimate the lien payout of a customers' Trade Vehicle. This estimated lien amount can then be applied to the deal.

5.2.7.2 Co-Signers

This screen is where co-signers and guarantors for the loan are entered. (usually the 3rd and 4th signers.) The buyer and co-buyer can also be edited on this screen.

5.2.7.3 Additional Units

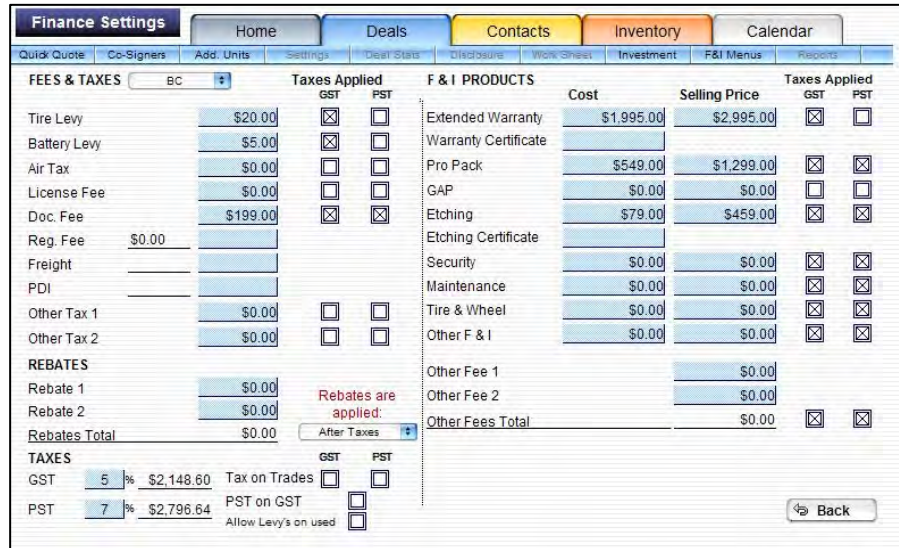
If there is more than one unit being sold on the same Bill of Sale or contract this screen is where they will be selected. The deal must always have a primary unit and may also have an unlimited number of additional units. Any additional units must already exist in your inventory before they can be added to a deal. To enter additional units into your inventory, go to your **Inventory** File (orange Tab).

Then, from your deal, click on the **Add. Units** function button. Select the additional unit(s) from the **Units Available** list on this screen by clicking on it.

Please note that although unlimited units on deals are available, limited unit space is available for printing on contracts.

5.2.7.4 Settings

This screen is where values and taxes are edited that cannot be adjusted on the EDIT FINANCE DEAL screen. Any F&I products sold in this deal that were not pre-entered or coded in your deal defaults will need to be broken down here. Entering the retail and cost on this screen allows the software to correctly calculate your profit in the **Deal Stats**.



FEES & TAXES		Taxes Applied		F & I PRODUCTS		Cost	Selling Price	Taxes Applied	
		GST	PST					GST	PST
Tire Levy	\$20.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Extended Warranty		\$1,995.00	\$2,995.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Battery Levy	\$5.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Warranty Certificate				<input type="checkbox"/>	<input type="checkbox"/>
Air Tax	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>	Pro Pack	\$549.00		\$1,299.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
License Fee	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>	GAP	\$0.00		\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
Doc. Fee	\$199.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Etching	\$79.00		\$459.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Reg. Fee	\$0.00			Etching Certificate				<input type="checkbox"/>	<input type="checkbox"/>
Freight				Security	\$0.00		\$0.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PDI				Maintenance	\$0.00		\$0.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other Tax 1	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>	Tire & Wheel	\$0.00		\$0.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other Tax 2	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>	Other F & I	\$0.00		\$0.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
REBATES		Rebates are applied:		Other Fee 1			\$0.00		
Rebate 1	\$0.00			Other Fee 2			\$0.00		
Rebate 2	\$0.00			Other Fees Total			\$0.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rebates Total	\$0.00								
TAXES		After Taxes							
GST	5%	\$2,148.60	Tax on Trades	<input type="checkbox"/>					
PST	7%	\$2,796.64	PST on GST	<input type="checkbox"/>					
			Allow Levy's on used	<input type="checkbox"/>					

5.2.7.5 Worksheet

Worksheet is accessible only from a Lease deal.

See Lease Deal in Section 5.2.9

5.2.7.6 Investment

This sales tool is designed to assist you in showing your client the monetary advantages of financing their deal rather than paying cash. The INVESTMENT CALCULATOR screen will show the gain that can be achieved if the client was to invest their cash and borrow the money to finance their purchase.

5.2.7.7 F&I Menus

This sales tool was developed to offer Business Office options in groups or bundles. This selling technique will save you time, help to increase your profits, ensure a presentation of every item to every customer every time and also ensures full disclosure to each customer.

Please refer to F&I Menus in **Section 6**.

5.2.8 Function Bar (In Saved Mode)

Depending on whether your deal is in Edit Mode (EDIT FINANCE DEAL or EDIT LEASE DEAL) or Saved Mode (FINANCE DEAL or LEASE DEAL) the Function Bar will allow you access to different screens.



5.2.8.1 Deal Stats

This screen displays the breakdown and profits on the completed transaction for both the dealership as well as the F & I office.

The F&I statistics are displayed in the middle column of the screen. There are fields available to enter the Dealer Finance Reserve, Adjustments and Commission Percentages. Selecting the Warranty & Etching companies from the drop-down menu allows for accurate remittances in Deal Reports.

The dealership portion (left side of screen) will calculate correctly only if the vehicle pricing was entered in the Inventory file.

5.2.8.2 Disclosure

Displays a complete breakdown of the deal and the total costs of all items in the deal. It is recommended to visit this screen to verify all amounts before printing the paperwork.

5.2.8.3 Work Sheet

Leasing. Please refer to **section 5.2.9.1**


5.2.8.4 Payments

The Buy Here Pay Here screen. Please refer to **section 7**.

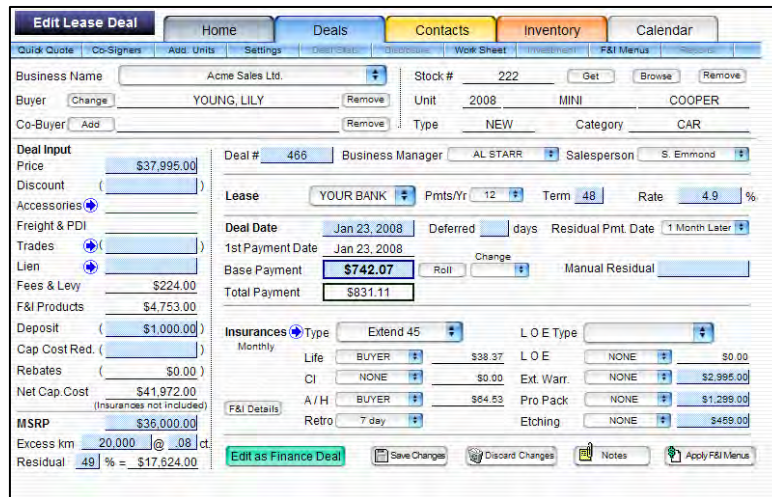
5.2.8.5 Reports

A variety of reports are available on your deals. Please refer to **section 8**.

5.2.9 Lease Deal

From the DEALS screen click on  . This opens an EDIT LEASE DEAL screen. Follow the same procedure for completing a Finance deal. You can switch from a Finance Deal to a Lease Deal by clicking on  , or from a Lease Deal to a Finance Deal by clicking on  . The EDIT LEASE DEAL screen is

basically the same as the EDIT FINANCE DEAL screen with modifications for leasing such as:



MSRP – Manufacturers Suggested Retail Price – used to calculate the residual.

Excess km is the field for pre-purchased excess kilometers.

Residual % is the percentage of the MSRP that will be due at the end of the Lease.

In the **Deal Date** section of the screen there are also fields for:

Residual Payment Date – select choice from the drop-down menu

Manual Residual - is where the Residual amount is manually entered.

Payment is the payment **not including** taxes.

5.2.9.1 Worksheet

This is accessed by clicking on the **Worksheet** button in the Button Bar at the top of the screen.

The Worksheet displays a complete breakdown of the lease deal and the customer's total costs of all the items within the deal. It is recommended to visit this screen to verify all amounts before printing the paperwork.

There are fields available for:

Removing the First Payment 'Checking' this box will remove the first payment from the Total Cash Due.

Security Deposit is the first payment rounded to the nearest dollar amount. This would have been set in your defaults.

Vehicle Registration is a lease registration fee usually charged by the Lessor.

Other is for any other amount due at signing.

Important Note regarding GST & PST On Lease Payment

The GST and PST on a Lease Payment is calculated on the payment amount unless there is a Lien Payout on the Trade-In AND you have 'Checked' the GST/PST Lien Credit boxes in your Tax Defaults or on the SETTINGS screen. If the GST/PST Lien Credit boxes have been 'Checked' AND if there is a Lien Payout the tax amount will be reduced to reflect the GST and PST Tax Credits on the lien.

6 F&I Menus

This sales tool was developed to offer Business Office options in groups or packages. This selling technique will save you time, help to increase your profits, ensure a presentation of every item to every customer, every time, and also ensures full disclosure to each customer.

Menus that you create are tailored to and presented to each customer. The customer will then select the option package and monthly payment that suits him/her best.

Menus are made up of **Groups** of Business Office **Items**, or products. Items are entered, added to Groups and then built into Menus.

MENU

Payment Options		Finance Deal	
Prepared for: JOHN DOE			
Date: Apr 29, 2004	Block#: 001	Site:	Prepared by:
Price: \$75,500.00	Trade Lien:	Downpayment: \$0.00	Amount Financed: \$75,500.00
Trade:	Fees & Taxes: \$0.00	Rate:	Rate Payment: \$1,401.34
		Term: 00	Mile: 00

PLATINUM	GOLD	SILVER	STANDARD
Life Single Life insurance on the Buyer	Life Single Life insurance on the Buyer	Life Single Life insurance on the Buyer	Life Single Life insurance on the Buyer
All Single 7day Accident and Health coverage on Buyer 7day retroactive	All Single 30 day Accident and Health coverage on Buyer 30 day retroactive	All Single 30 day Accident and Health coverage on Buyer 30 day retroactive	GAP Covers shortfall to pay out loan in case of total loss
CI Single Critical illness coverage for Buyer	CI Single Critical illness coverage for Buyer	GAP Covers shortfall to pay out loan in case of total loss	Extended Warranty Extended warranty program
GAP Covers shortfall to pay out loan in case of total loss	GAP Covers shortfall to pay out loan in case of total loss	Extended Warranty Extended warranty program	Window Etching Theft deterrent system
Extended Warranty Extended warranty program	Extended Warranty Extended warranty program	Window Etching Theft deterrent system	
Window Etching Theft deterrent system	Window Etching Theft deterrent system		
Pro Pack Protection package, includes paint protection, undercoating and dent protection	Pro Pack Protection package, includes paint protection, undercoating and dent protection		
Subtotal: \$1,974.00 Opp./Day: \$14.30	Subtotal: \$1,811.52 Opp./Day: \$13.55	Subtotal: \$1,715.55 Opp./Day: \$12.81	Subtotal: \$1,288.47 Opp./Day: \$9.84


TYPE YOUR CUSTOMIZED DISCLOSURE COMMENTS IN THE LINE

Customer Signature: _____ Dealer Print: _____ Date: _____

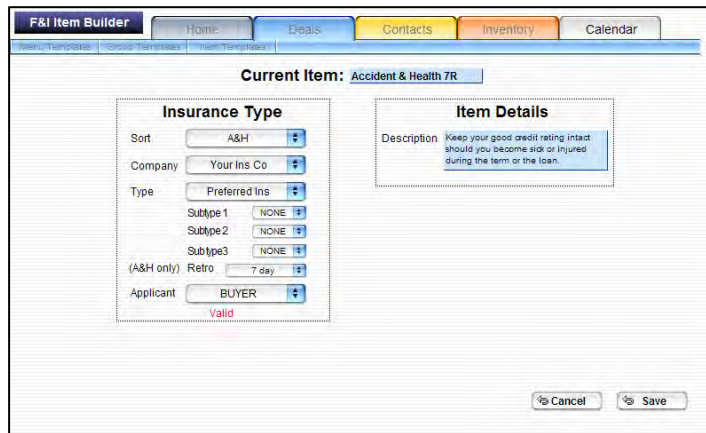
6.1 Items

To build your Menus begin by clicking on **F&I Menus** in the function bar found on most Deals screens. **F&I Menus** can also be accessed from the HOME page.

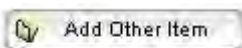
You need to start by entering all **Items** you sell in the Business Office that you want to have included in your menus. Click on **Item Templates** in the function bar.

Click on  to add an insurance item to the list.

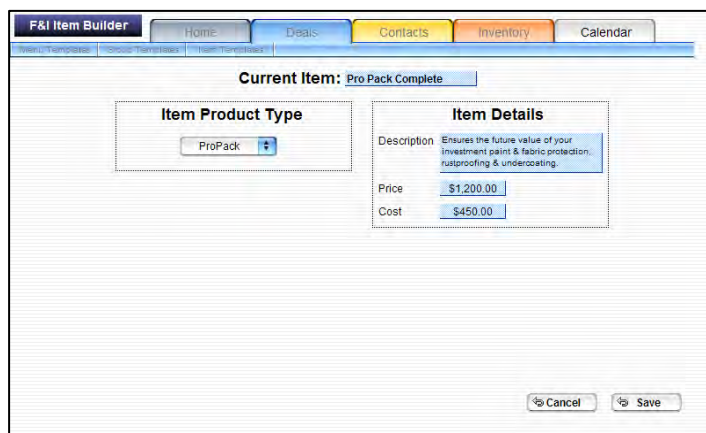
Name the item in the Current Item field. Select the Insurance Sort, Company, Type and any Sub-Types if applicable, Retro (A&H only) and Applicant. The word 'Valid' will appear when all required fields are complete. Enter the sales description of this item in Item Details. Continue to add all insurance items to your list in this manner.



Hint: When creating multiple insurance items (buyer, joint, various retros), create the first one, then use the copy button to create the rest. Remember to update the **Item Name**, **Description** and any settings in the **Insurance Type** drop down boxes.

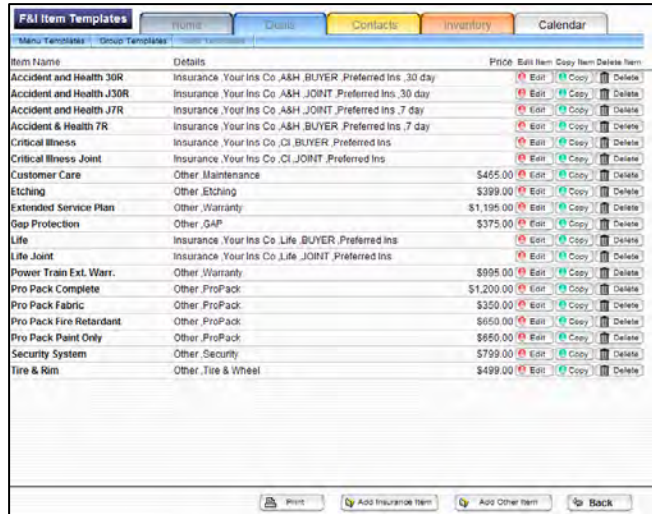
Click on  to add any non-insurance Business Office item to the list.

Name the item in the Current Item field. Select the Item Product Type from the drop-down list. Enter the sales description of this item, the retail price and the cost. Continue to add all other items to your list in this manner.



Once you have finished entering all of your items, your F&I ITEM TEMPLATES screen might look something like this. An unlimited number of items can be entered.

Items in this list can be edited or removed from the list at any time.



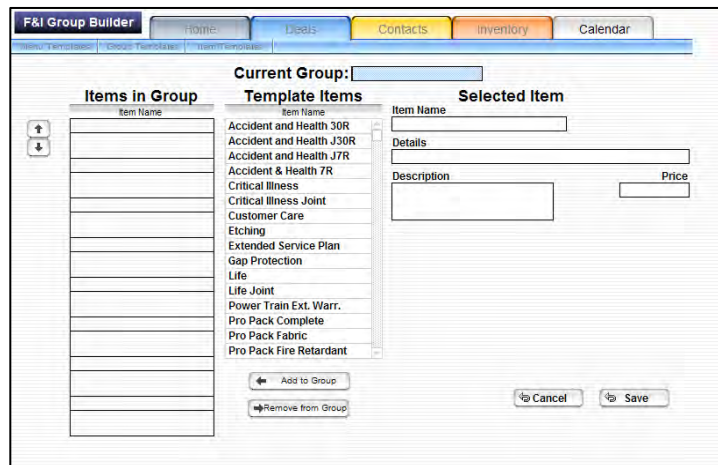
Item Name	Details	Price	Edit Item	Copy Item	Delete Item
Accident and Health 30R	Insurance ,Your Ins Co. ASH ,BUYER ,Preferred Ins ,30 day		[Edit]	[Copy]	[Delete]
Accident and Health J30R	Insurance ,Your Ins Co. ASH ,JOINT ,Preferred Ins ,30 day		[Edit]	[Copy]	[Delete]
Accident and Health J7R	Insurance ,Your Ins Co. ASH ,JOINT ,Preferred Ins ,7 day		[Edit]	[Copy]	[Delete]
Accident & Health 7R	Insurance ,Your Ins Co. ASH ,BUYER ,Preferred Ins ,7 day		[Edit]	[Copy]	[Delete]
Critical Illness	Insurance ,Your Ins Co. CI ,BUYER ,Preferred Ins		[Edit]	[Copy]	[Delete]
Critical Illness Joint	Insurance ,Your Ins Co. CI ,JOINT ,Preferred Ins		[Edit]	[Copy]	[Delete]
Customer Care	Other ,Maintenance	\$465.00	[Edit]	[Copy]	[Delete]
Etching	Other ,Etching	\$399.00	[Edit]	[Copy]	[Delete]
Extended Service Plan	Other ,Warranty	\$1,196.00	[Edit]	[Copy]	[Delete]
Gap Protection	Other ,GAP	\$375.00	[Edit]	[Copy]	[Delete]
Life	Insurance ,Your Ins Co. Life ,BUYER ,Preferred Ins		[Edit]	[Copy]	[Delete]
Life Joint	Insurance ,Your Ins Co. Life ,JOINT ,Preferred Ins		[Edit]	[Copy]	[Delete]
Power Train Ext. Warr.	Other ,Warranty	\$995.00	[Edit]	[Copy]	[Delete]
Pro Pack Complete	Other ,ProPack	\$1,200.00	[Edit]	[Copy]	[Delete]
Pro Pack Fabric	Other ,ProPack	\$350.00	[Edit]	[Copy]	[Delete]
Pro Pack Fire Retardant	Other ,ProPack	\$650.00	[Edit]	[Copy]	[Delete]
Pro Pack Paint Only	Other ,ProPack	\$650.00	[Edit]	[Copy]	[Delete]
Security System	Other ,Security	\$799.00	[Edit]	[Copy]	[Delete]
Tire & Rim	Other ,Tire & Wheel	\$499.00	[Edit]	[Copy]	[Delete]

Once all **Items** have been entered you are now ready to put them into **Groups**.

6.2 Groups

Build your **Groups** by adding selected **Items** from the **Items List**. Click on **Group Templates** in the function bar. Then click on **Add Group**.

This opens a blank F&I GROUP BUILDER screen with all items that have been entered listed in the **Template Items** column. Name this Group by entering a name in the **Current Group** field. Select an **Item** and click **Add to Group**. Continue adding your selected items to your Group. Items can be removed from the Group by selecting the item in the Group and clicking the **Remove from Group** button. Items can be resorted in Group by using the up/down arrows.



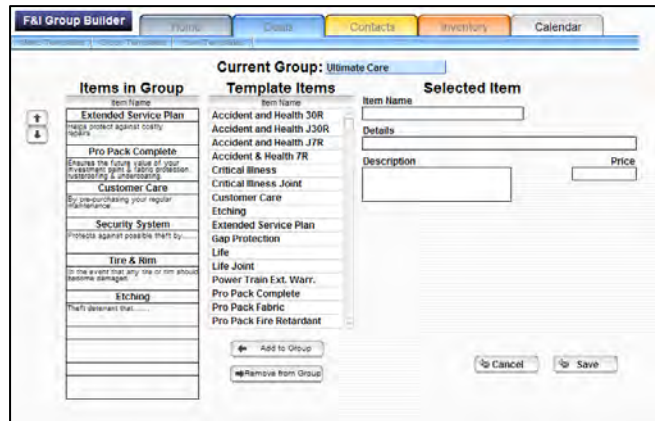
F&I Group Builder

Current Group:

Items in Group	Template Items	Selected Item
Item Name	Item Name	Item Name
	Accident and Health 30R	
	Accident and Health J30R	
	Accident and Health J7R	
	Accident & Health 7R	
	Critical Illness	
	Critical Illness Joint	
	Customer Care	
	Etching	
	Extended Service Plan	
	Gap Protection	
	Life	
	Life Joint	
	Power Train Ext. Warr.	
	Pro Pack Complete	
	Pro Pack Fabric	
	Pro Pack Fire Retardant	

A completed F&I GROUP BUILDER screen might look something like this.

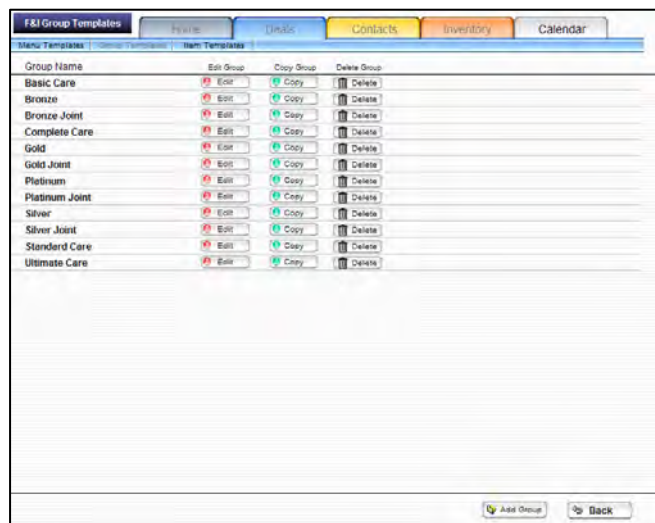
Once this Group is complete click the **Save** button. Continue to build your Groups in this manner.



Once finished, your F&I GROUPS TEMPLATES screen might look something like this.

Groups in this list can be edited, copied or removed from the list at any time.


Hint: Use the *Copy* button to create a duplicate group. Rename the group and add or remove any items to/from this group.



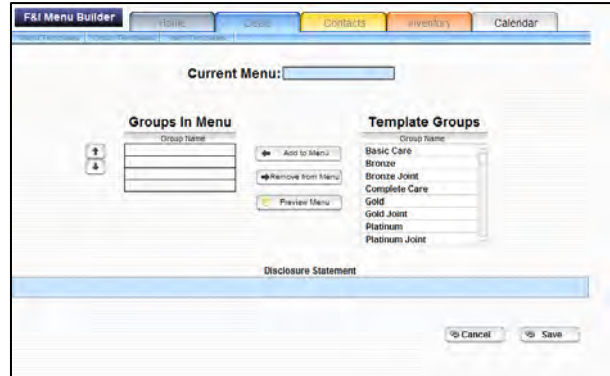
Once all **Groups** have been created you are now ready to put them into **Menus**.

6.3 Menus

Build your **Menus** by adding Groups from the Group Templates.

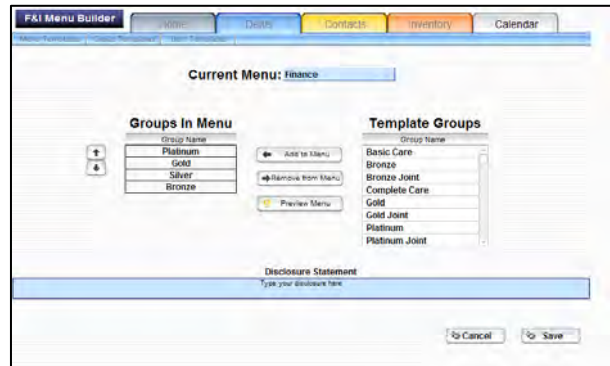
Click on *Menu Templates* in the function bar. Then click on  .

This opens a blank F&I MENU BUILDER screen with all Groups from your Group Templates listed in the **Available Groups** column. Name this Menu by entering a name in the Current Menu field. Select a Group and click **Add to Menu**. Continue adding up to four Groups to your Menu. Type in your Disclosure Statement.

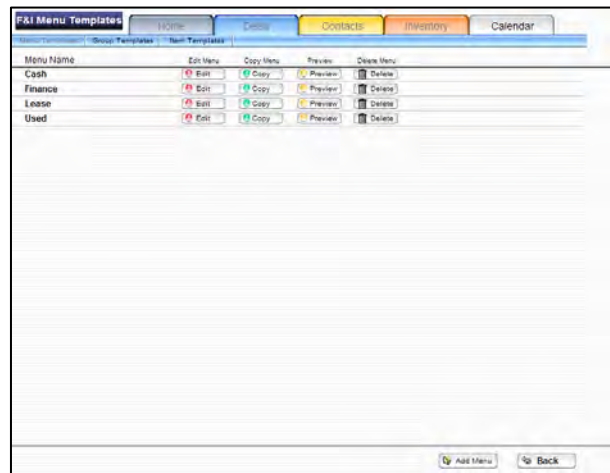


Groups can be removed from the Menu by selecting the Group in the **Groups in Menu** column and clicking on the **Remove from Menu** button.

A completed F&I MENU BUILDER screen might look something like this.

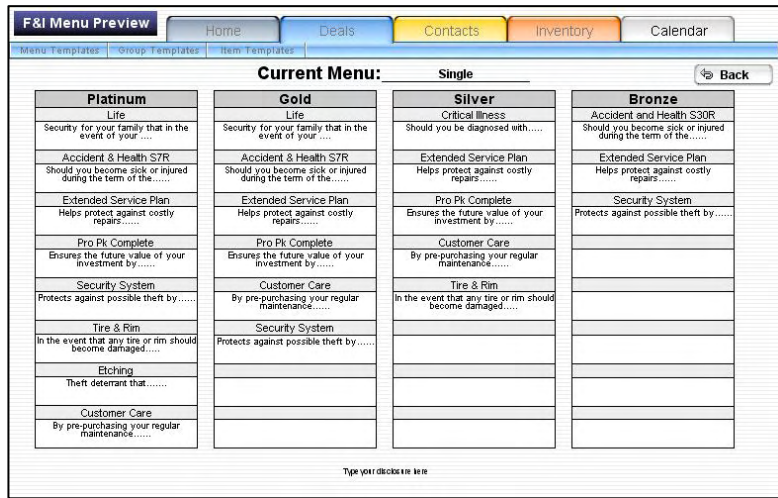


A completed F&I MENU TEMPLATES screen might look something like this.



Menus can be Copied, Previewed, Edited and Deleted.

A completed **F&I Menu** might look something like this.




Setting up your Menus is a one-time effort.

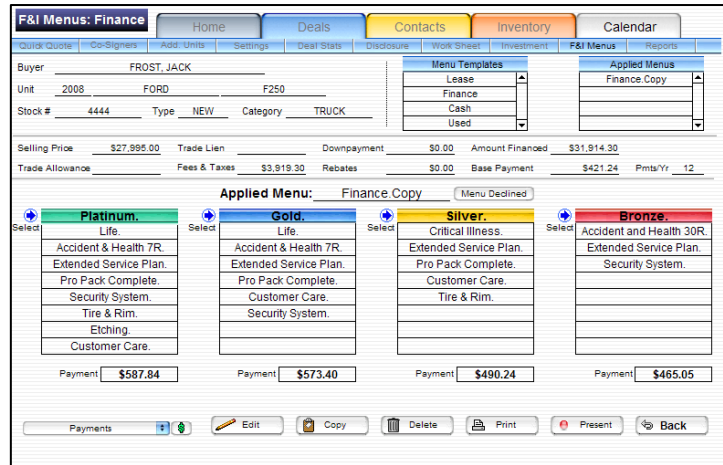
Items, Groups and Menus can be edited at any time.

Now that your Menus are completed they are ready to be applied to any deal.

6.4 Applying a Menu to a Deal

Once a deal has been started and the values are correct: from the EDIT FINANCE DEAL or EDIT LEASE DEAL screens, click on . This opens the F&I MENUS: FINANCE or F&I MENUS: LEASE screen, depending on the type of deal you started with. F&I Menus can also be applied to a Cash deal provided there are no insurances in your Cash Menu.

Select a menu from the **Menu Templates** by clicking on it. This will make a copy of the Menu, which can then be renamed (optional) and edited. Because you are now working off of a copy, any changes made will apply to this deal only and will not affect your templates.



The screenshot displays the 'F&I Menu: Finance' interface. At the top, there are navigation tabs: Home, Deals, Contacts, Inventory, and Calendar. Below these are sub-tabs: Quick Quote, Co-Signers, Add Units, Settings, Deal Status, Disclosure, Work Sheet, Investment, F&I Menu, and Reports. The main area shows deal details for Buyer 'FROST, JACK', Unit '2008 FORD F250', Stock # '4444', Type 'NEW', and Category 'TRUCK'. Financial fields include Selling Price (\$27,995.00), Trade Allowance, Fees & Taxes (\$3,919.30), Rebates (\$0.00), Base Payment (\$421.24), and Pmts/Yr (12). The 'Applied Menu' is set to 'Finance Copy'. Below this, four menu groups are visible: Platinum (Life, Accident & Health 7R, Extended Service Plan, Pro Pack Complete, Security System, Tire & Rim, Etching, Customer Care), Gold (Life, Accident & Health 7R, Extended Service Plan, Pro Pack Complete, Customer Care, Security System), Silver (Critical Illness, Extended Service Plan, Pro Pack Complete, Customer Care, Tire & Rim), and Bronze (Accident and Health 30R, Extended Service Plan, Security System). Each group has a 'Select' button and a corresponding payment amount: Platinum (\$587.84), Gold (\$573.40), Silver (\$490.24), and Bronze (\$465.05). At the bottom, there are buttons for Payments, Edit, Copy, Delete, Print, Present, and Back.


This Menu can now be edited, printed and presented to your customer for their selection. The printed screen includes the descriptions of each item along with payment options for each selection (or totals if this is a cash deal) as well as your disclosure. You can preview the screen before printing by clicking on the **Present** button.

Editing a menu is a simple point and click process. **To edit an item** within a group, click on the item. This opens the F&I ITEM BUILDER screen where any changes can be made to this specific item.

To edit a group, click on the group heading. This opens the F&I GROUP BUILDER screen where changes can be made to a group, such as the addition or deletion of an item from a group.



Any changes made from a deal will be applied to this deal only and will not affect your Items, Groups and Menu Templates.

Once your customer has made their selection, click on the corresponding **blue arrow**  and the listed Items of that Group will be applied, along with their values, to your deal. You can also leave this screen and come back to apply the selection at a later time.

Once these Items and values have been applied to your deal, you have the option to either **'Save'** or **'Discard'** the changes on your EDIT FINANCE DEAL or EDIT LEASE DEAL screen as usual.

7 Buy Here Pay Here

The Buy Here Pay Here feature was developed for dealerships who offer in-house financing and includes complete integration with Q-F&I , payment tracking and history, print functions and reporting capabilities.

7.1 View a Payment Schedule

Once the deal has been completed and has been **saved**, click on the **Payments** button in the function bar.



This generates a complete payment schedule for the term of the loan to review or print.

7.2 Create an Active Payment Schedule

Once the deal has been **delivered**, click on the **Payments** button in the function bar.



You will then be asked to ‘Create a Payment Schedule’, click **Create**. The DEALS WITH PAYMENTS screen will open listing all deals with Payment Schedules attached. This screen can be accessed at any time by clicking on the **Payments** button from your DEALS Database screen.

7.3 Edit an Active Payment Schedule

Once in your DEALS WITH PAYMENTS screen, either select the customer's name and click on the *Edit Deal Payments* button or click on the *blue arrow* to the left of the customer's name in the list below. This will open a DEAL PAYMENTS window where you can receive payments, print receipts and manage this account. Received payments are marked with a green circle to the left of the payment due date. Overdue payments are marked with a red circle to the left of the payment due date. Future payments are marked with a white circle.

7.4 Receive a payment

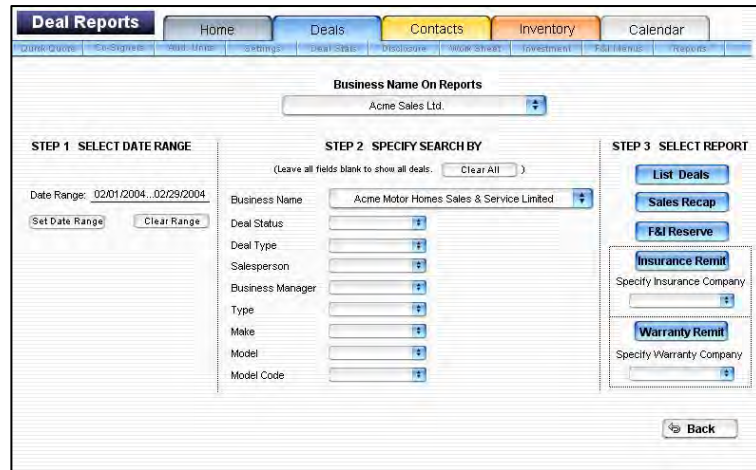
On the Deal Payments screen, click on the 'Due Date' of the payment to be received. Select the payment date, enter the amount paid and the payment type and enter any notes or details about this payment. You can then print a receipt, print the entire schedule, or export to another format for reporting capabilities outside the parameters of Q-F&I.

7.5 Payment Reports

To generate Payment Reports, click on the *Payment Reports* button in the Function Bar at the top of the screen. Income Due, Income Received and Overdue Payment reports can be created by first selecting your date range and then selecting the type of report required.

8 Deal Reports

A variety of deal reports are available, including Sales Recaps, F&I Reserve and Remittances. These reports are useful for tracking deals, calculating your profit - for the Dealership as well as the Business Office, calculating your averages and easy monthly remitting.



For reports on the Inventory File, see Section 8.3.

For reports on Contacts or Customers, see Section 9.3.

To begin, click on the **Reports** button in your function bar.

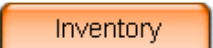
- 1) Set a Date Range.
- 2) Specify your search by selecting the criteria from the drop-down menus.
- 3) Select the type of Report you want by clicking on the appropriate buttons.


8.1 Insurance, Warranty & Etching Remittances


Set your Date Range.

Select the Insurance, Warranty or Etching company you want to report on from the drop-down menu. Click on the corresponding button. This opens a printable generic remittance form.

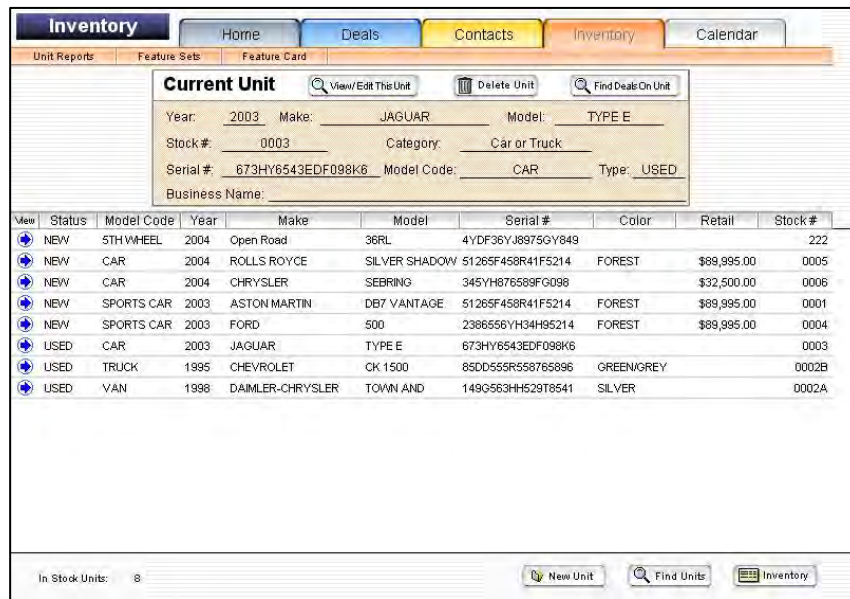
9 Inventory

The INVENTORY database is where your inventory is entered and stored. Vehicles (other than trades) are entered, edited or deleted on the INVENTORY screen. The INVENTORY screen can be accessed from most any screen in the software by clicking the orange  tab.

 From the HOME page remember to set your inventory defaults to the 'Default Unit Category' sold most frequently at your dealership. This setting will open a Unit Specific Inventory Screen when entering your inventory. This screen setting can be changed when entering a new piece of inventory by clicking on the **Change Category** button at the top of the UNIT DETAILS screen.

 Inventory can either be entered in advance or entered with your deals on a deal by deal basis. For instructions on how to enter a unit from a Deal – see How to Enter a Deal in Section 5.2.

The Inventory list shows only In Stock and On Order Units. Trades are automatically added to the Inventory list after a Deal has been delivered.



The screenshot shows the 'Inventory' screen with a navigation bar (Home, Deals, Contacts, Inventory, Calendar) and sub-tabs (Unit Reports, Feature Sets, Feature Card). A 'Current Unit' form is displayed with the following details:


- Year: 2003, Make: JAGUAR, Model: TYPE E
- Stock #: 0003, Category: Car or Truck
- Serial #: 673HY6543EDF098K6, Model Code: CAR, Type: USED
- Business Name: (empty)


Below the form is a table of inventory units:

View	Status	Model Code	Year	Make	Model	Serial #	Color	Retail	Stock #
	NEW	STH WHEEL	2004	Open Road	36RL	4YDF36YJ8975GY849			222
	NEW	CAR	2004	ROLLS ROYCE	SILVER SHADOW	51265F458R41F5214	FOREST	\$89,995.00	0005
	NEW	CAR	2004	CHRYSLER	SEBRING	345YH876589FG098		\$32,500.00	0006
	NEW	SPORTS CAR	2003	ASTON MARTIN	DB7 VANTAGE	51265F458R41F5214	FOREST	\$89,995.00	0001
	NEW	SPORTS CAR	2003	FORD	500	2386556YH34H85214	FOREST	\$89,995.00	0004
	USED	CAR	2003	JAGUAR	TYPE E	673HY6543EDF098K6			0003
	USED	TRUCK	1995	CHEVROLET	CK 1500	85DD555R558765896	GREEN/GREY		0002B
	USED	VAN	1998	DAIMLER-CHRYSLER	TOWN AND	149G563HH529T8541	SILVER		0002A

At the bottom, it shows 'In Stock Units: 8' and buttons for 'New Unit', 'Find Units', and 'Inventory'.

 button opens a blank UNIT DETAILS screen.

 **Inventory** button opens an INVENTORY LIST where you can sort and print vehicle lists by clicking on the respective column headings. This list can also be exported for external use - see Section 10 for details on exporting data.

 **Find Units** button opens an INVENTORY – FIND screen where a search can be performed for a specific vehicle or a specific list of vehicles. If all fields are left blank, all records will be found.


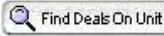

Unit Reports button in the Button Bar, is a report menu that allows a number of pre-programmed and 'build your own' reports. See Section 8.3.

Feature Sets button opens a screen for entering lists of Features and Options for a specific vehicle Make/Model. See Section 8.4.

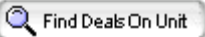
Feature Card button opens a Window Sticker screen. See Section 8.2.4.

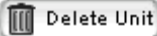
9.1 Current Unit

This section contains the basic description of the vehicle. When a unit is displayed in the **Current Unit** area there are three options available:


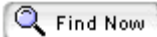
Current Unit			 View/Edit This Unit	 Find Deals On Unit	 Delete Unit
Year:	<u>2004</u>	Make:	<u>Alpenlite</u>	Model:	<u>AFT36RLS</u>
Stock #:	<u>416</u>	Category:	<u>R.V.</u>		
Serial #:	<u>1W53ATR264Y034455</u>	Model Code:	<u>5TH WHEEL</u>	Type:	<u>NEW</u>

 **View/Edit This Unit** button opens the UNIT DETAILS screen.


 **Find Deals On Unit** button finds and displays a list of deals that contain this unit. The unit may be the primary unit in a deal or one of the additional units. This is useful, as it is the only direct way to go from a unit to its' owning deal. It also shows if a unit is currently involved in more than one deal.

 **Delete Unit** button will remove this unit from your Inventory Database.


 Once a vehicle has been deleted – it cannot be retrieved.

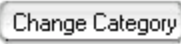
To show a unit in the Current Unit area, locate it in the inventory list at the bottom of the screen and click on it **OR** if your inventory database is quite large you can find the unit by clicking on  **Find Units** . Enter any search criteria (i.e. Stock#) and click  **Find Now** .

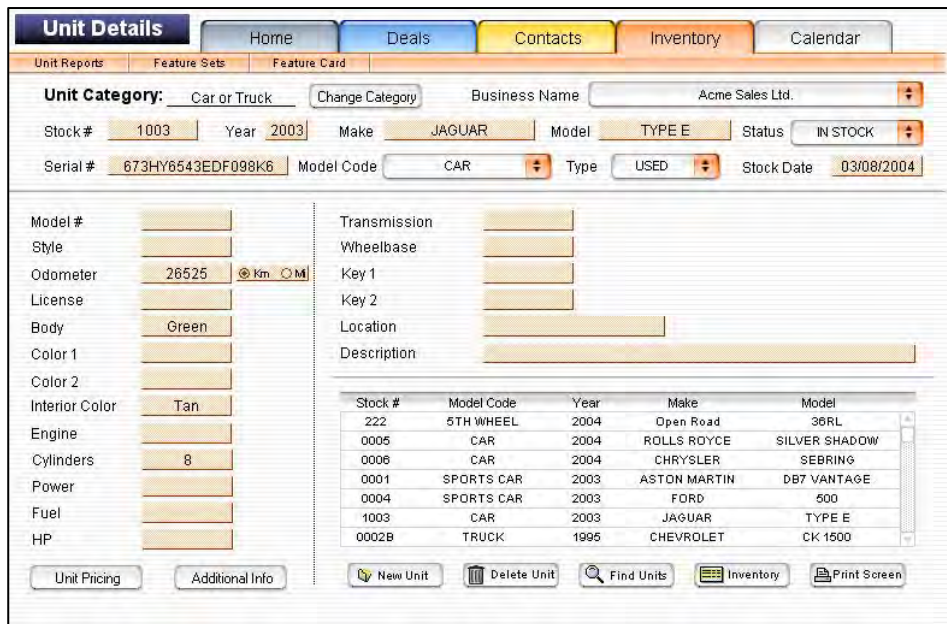
This opens the INVENTORY LIST screen with this particular unit listed. Click on the unit in the list and this will open the UNIT DETAILS screen.

Click on  , this returns to the INVENTORY screen and the 'found' unit will now be in the **Current Unit** window.

9.2 Entering Inventory

From the INVENTORY screen click on  . This opens a blank UNIT DETAILS screen in the Inventory Database. Complete all fields in the upper section of this screen by entering data in the fields and selecting from the drop-down menus. Complete optional and any applicable fields in the lower section of the screen.

The Unit Category can be changed for this unit by clicking on  . Select from the drop-down menu and click **OK**.



The screenshot shows the 'Unit Details' screen with the following fields and options:

- Unit Category:** Car or Truck (Change Category button)
- Business Name:** Acme Sales Ltd.
- Stock #:** 1003
- Year:** 2003
- Make:** JAGUAR
- Model:** TYPE E
- Status:** IN STOCK
- Serial #:** 673HY6543EDF098K6
- Model Code:** CAR
- Type:** USED
- Stock Date:** 03/08/2004

Additional fields include Model #, Style, Odometer (26525), License, Body (Green), Color 1, Color 2, Interior Color (Tan), Engine, Cylinders (8), Power, Fuel, and HP.

Other fields include Transmission, Wheelbase, Key 1, Key 2, Location, and Description.


Stock #	Model Code	Year	Make	Model
222	5TH WHEEL	2004	Open Road	36RL
0005	CAR	2004	ROLLS ROYCE	SILVER SHADOW
0006	CAR	2004	CHRYSLER	SEBRING
0001	SPORTS CAR	2003	ASTON MARTIN	DB7 VANTAGE
0004	SPORTS CAR	2003	FORD	500
1003	CAR	2003	JAGUAR	TYPE E
0002B	TRUCK	1995	CHEVROLET	CK 1500

Buttons at the bottom include: Unit Pricing, Additional Info, New Unit, Delete Unit, Find Units, Inventory, and Print Screen.

9.2.1 Unit Pricing

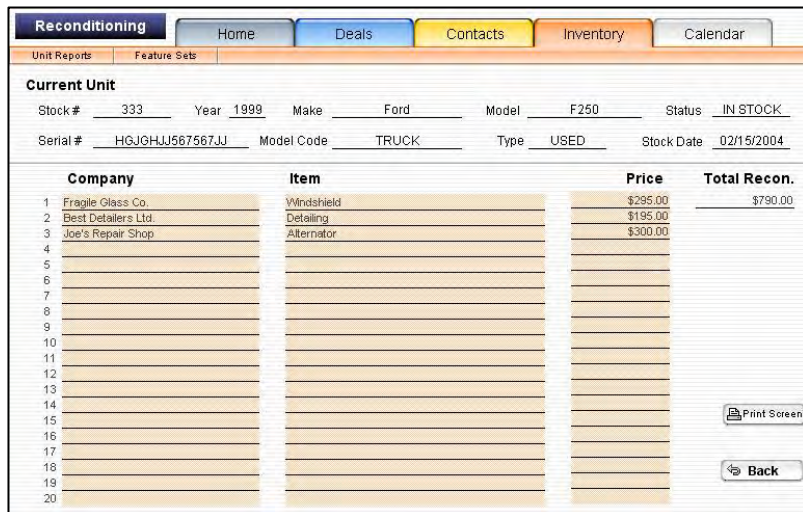
The pricing screen is an optional screen that contains detailed cost and pricing information on the vehicle. The left hand column contains your unit costs, which are automatically totaled in the 'Top Line Invoice' field. The information entered in this column will be used to calculate the gross profit on the deal in the DEAL STATS screen.

The right hand column contains the retail prices of the vehicle and is automatically totaled in the 'Top Line Retail' field. These values are imported when this unit is attached to a Deal. If the purchase price has already been entered in your deal, you will have the option to retain the existing deal price or to use the Retail Unit Price entered here.



9.2.1.1 Reconditioning

This button opens a RECONDITIONING screen where you can itemize the details of reconditioning of a unit, if any. All prices entered on this screen will be automatically totaled and carried back to the UNIT PRICING screen.



	Company	Item	Price	Total Recon.
1	Fragile Glass Co.	Windshield	\$295.00	\$790.00
2	Best Detailers Ltd.	Detailing	\$195.00	
3	Joe's Repair Shop	Alternator	\$300.00	
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

9.2.1.2 Cost Code

This optional field is for Stock Lists. Enter a code that represents the cost of the vehicle. For example: if the vehicle cost is \$16,540 you might enter 'XB165GH' in the Cost Code field. The 'XB' and 'GH' mean nothing whereas the '165' represents the cost in hundreds. The Cost Code is displayed on the INVENTORY LIST screen under the heading 'Key'.

9.2.2 Additional Info

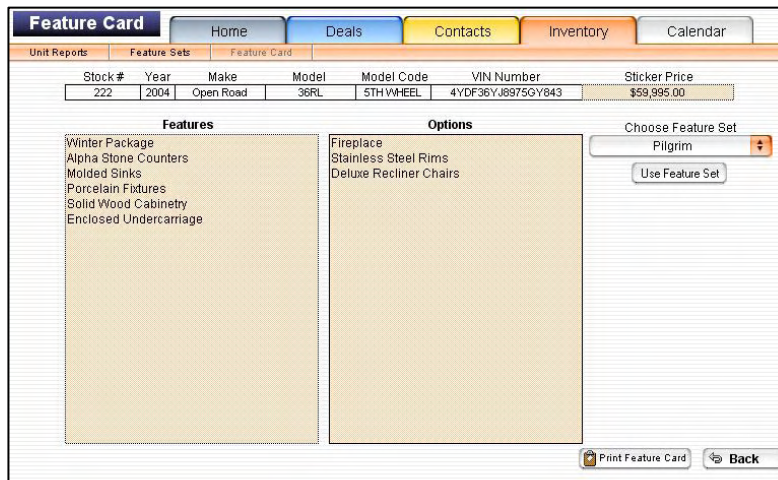
This button opens to a screen with User Defined fields and notes for any item or category not found in the pre-programmed listings. Up to 3 of these User Defined fields can be used in the 'Build Your Own' section of **Unit Reports**.

9.2.3 Find Units

This button opens an INVENTORY – FIND screen that will perform a unit search. Enter any search criteria (i.e. Stock#) and click  . If no criteria are set, a list of all units will be generated.

9.2.4 Feature Card (Window Sticker)

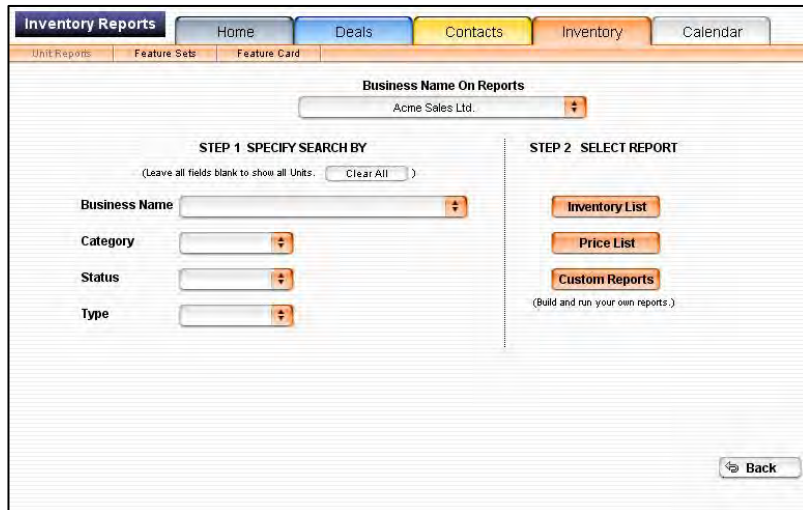
This report details the features, options, and price of your vehicles. This Feature Card can be printed and placed in the unit. Type in the 'Features' and 'Options' of the unit or use the Windows 'copy/cut & paste' function. If you have already entered Features and Options in **Feature Sets** (See Section 8.4) you can then automatically complete these fields by selecting a **Feature Set** from the drop- down menu on this screen. Once this data has been imported it can be edited for this particular unit.



9.3 Unit Reports

There are a number of preformatted and custom reports in this section that you will find useful.

From most screens in the INVENTORY database you have access to the **Unit Reports** button located in the Button Bar. This opens the INVENTORY REPORTS screen. On



this screen you have the capability of displaying or printing selective Inventory Lists and Price Lists or you can Build Your Own custom reports.



All lists can be printed. Data for each record can also be exported in different formats, such as a spreadsheet, for dealer specific reporting capabilities that are outside the parameters of Q-F&I . See Section 10.

9.3.1 Pre-Defined Reports

To print an Inventory or Price List, select a Category and Type from the drop-down menus (leave blank for a list of all units). Then 'click' on the report type of your choice. These results will be displayed on either the INVENTORY LIST screen or the PRICE LIST screen. The Price List will show retail pricing and cost of the units and their totals. These lists can be sorted by column by clicking on the column heading. Note there are three Compound Sorts:

- 1) Type (ascending), Model Code (ascending), Year (descending).
- 2) Type (ascending), Make (ascending), Model Code (ascending), Model (ascending), Year (descending).
- 3) Make (ascending), Model (ascending), Year (descending).

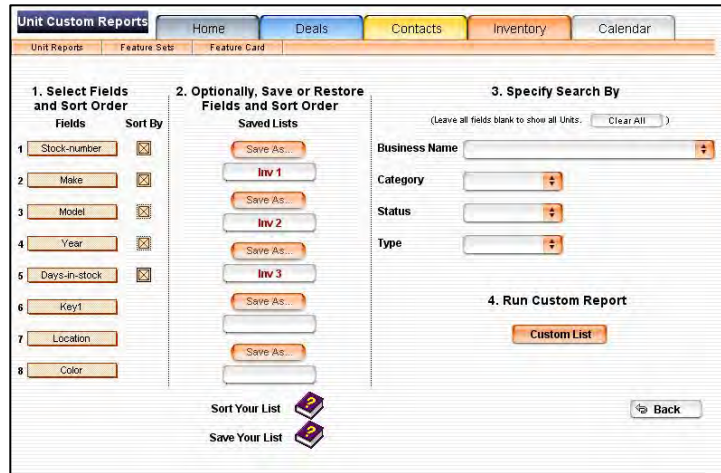
9.3.2 Custom / Build Your Own Reports

You can build and save up to 5 custom reports. Select the items to be included in your report from the drop-down lists by clicking on the Data Fields. Primary and secondary sort order will be on fields 1 and 2. Optional sorting for fields 3 through 5 is activated by clicking in the 'Sort By' box. There are also 3 User-Defined fields should the available selections not meet your requirements. The data for the User-Defined fields is pulled from the User-Defined fields that you have already completed in

'Additional Info' in UNIT DETAILS. When all fields have been selected, click on to name your report.

Do as follows to prepare a report using the custom data:


- 1) Click on the name of the report in your 'Save List' column.
- 2) Select a Category and Type from the drop-down menus (or leave blank for a list of all units).
- 3) Choose what type of list is required from the 'Select List' column by clicking on one of the four options.

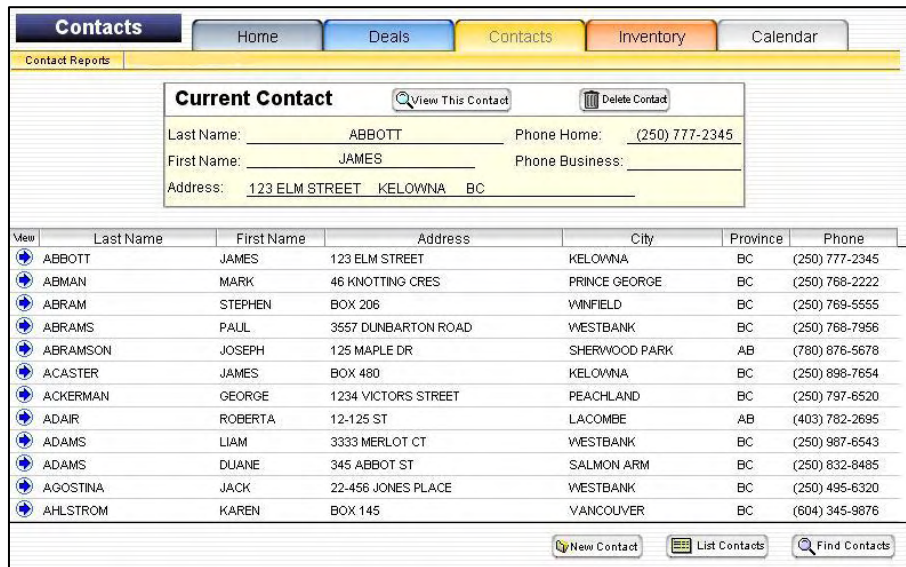


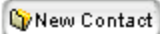
9.4 Feature Sets

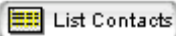
From most screens in the INVENTORY database you have access to the **Feature Sets** button located in the Button Bar at the top of your screen. A Feature Set is a named grouping of 'Features' and 'Options'. Feature Sets are used when creating Feature Cards (Window Stickers), which is done from the UNIT DETAILS screen. Using the FEATURE SETS screen will save repeat typing of Features and Options when a dealer has more than one unit of the same sort. A Feature Set can be applied to a unit. It is saved with that unit together with a sticker price. This can then be used to print a feature card.

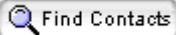
10 Contacts

The CONTACTS screen (Database) is where all Contacts and Customers are entered and stored. Contacts are entered, edited or deleted from the CONTACTS screen. The CONTACTS screen can be accessed from most any screen in the software by clicking the yellow  tab.



 button opens a new CONTACT INFO screen.

 button opens a CONTACT LIST where contacts can be sorted. This list can then be exported for external reporting (see Section 10) or used in the software for Mail Merges and printing envelopes and labels.

 button opens the CONTACTS – FIND screen where specific contacts can be located.

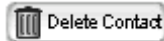
Contact Reports button in the Button Bar at the top of the screen opens a report menu that allows a number of reports on your customers and contacts, see Section 9.3.

10.1 Current Contact

This section contains the primary description of the contact. When a contact is displayed in the Current Contact area there are two options available:



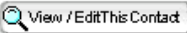
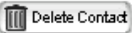
button will open the CONTACT INFO screen.

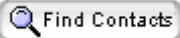
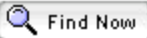
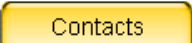


button will remove this contact from your Contact Database.



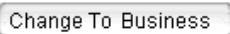
Once a contact has been deleted – it cannot be retrieved.

Current Contact			
Last Name:	Young	Phone Home:	(604) 987-6543
First Name:	Lily	Phone Business:	
Address:	222 Rose Ave Vancouver BC V3R 4T5		

To show a contact in the Current Contact area, locate the contact in the list at the bottom of the screen and click on the name. If your Contact database is quite large you can find the contact by clicking on  . Enter any search criteria and click  . This function will open a CONTACT LIST screen with all customers/contacts with matching criteria. Select your contact by 'clicking' on the name. From the CONTACT INFO screen, click  , this will bring you back to the CONTACTS screen and this contact/customer will now be in the Current Contact area.

10.2 Entering New Contact Info

From the CONTACTS screen, click  . Complete the contact information on this screen. For more detailed information and notes about this contact click  .

Click  if this contact is a Company.

On this screen you can create an **Email** message in your email program, **Delete** the contact, **Create** a new CONTACT INFO screen, **Find** a contact, open a Contact **List** or **Print** the screen by clicking on the appropriate buttons.

10.3 Customer Reports

Clicking on the **Contact Reports** button in the Button Bar at the top of the screen opens the CONTACT REPORTS screen. From here, complete and constrained lists of contacts can be prepared for exporting, printing or to be used with the mail merge function.

10.3.1 All Contacts

This button opens a CONTACT LIST screen that contains a list of all contacts in the database. Any contact on this list can be removed by clicking to the left of the contact. Clicking the *Omit* button only removes the contact from the list, it does not delete the contact record.

Contact List						
Home Deals Contacts Inventory Calendar						
Contact Reports						
Omit Record	Name	First Name	Address	City	Phone #	
<input type="button" value="Omit"/>	ABBOTT	JAMES	123 ELM STREET	KELOWNA	(250) 777-2345	
<input type="button" value="Omit"/>	ABMAN	MARK	46 KNOTTING CRES	PRINCE GEORGE	(250) 768-2222	
<input type="button" value="Omit"/>	ABRAM	STEPHEN	BOX 206	WINFIELD	(250) 769-5555	
<input type="button" value="Omit"/>	ABRAMS	PAUL	3557 DUNBARTON ROAD	WESTBANK	(250) 768-7956	
<input type="button" value="Omit"/>	ABRAMSON	JOSEPH	125 MAPLE DR	SHERWOOD	(780) 876-5678	
<input type="button" value="Omit"/>	ACASTER	JAMES	BOX 480	KELOWNA	(250) 898-7654	
<input type="button" value="Omit"/>	ACKERMAN	GEORGE	1234 VICTORS STREET	PEACHLAND	(250) 797-6520	
<input type="button" value="Omit"/>	ADAIR	ROBERTA	12-125 ST	LACOMBE	(403) 782-2695	
<input type="button" value="Omit"/>	ADAMS	DUANE	345 ABBOT ST	SALMON ARM	(250) 832-8485	
<input type="button" value="Omit"/>	ADAMS	LIAM	3333 MERLOT CT	WESTBANK	(250) 987-6543	
<input type="button" value="Omit"/>	AGOSTINA	JACK	22-456 JONES PLACE	WESTBANK	(250) 495-6320	
<input type="button" value="Omit"/>	AHLSTROM	KAREN	BOX 145	VANCOUVER	(604) 345-9876	
<input type="button" value="Omit"/>	AHTILA	GARY	857 BURNE AVE	KELOWNA	(250) 868-8787	
<input type="button" value="Omit"/>	AITKEN	JOHN	255 KIRTLAND CRT.	KELOWNA	(250) 862-9956	
<input type="button" value="Omit"/>	AKERSTROM	TODD	876 BERNARD AVE	VERNON	(250) 672-6691	

Records Found: 2643 **CLICK ON COLUMN HEADING BUTTONS TO SORT LIST**

This list can be further extended, narrowed or replaced by clicking on and entering in your search criteria.

Other functions from this screen include: Exporting data to an external file, Mail Merge, printing Labels and printing Envelopes.

10.3.2 Contacts in Deals

On the CONTACT REPORTS screen under the *All Contacts* button, is a section titled '**Contacts in Deals**'. A selection from this list will create a list of Customers that have been

attached to a deal. Select one of the 4 options and then enter the date range. A CONTACT LIST screen opens that contains the 'Found Set'.

Selecting **Buyer** will generate a list of the buyers on every deal in the specified date range.

Selecting **Co-Buyer** will generate a list of co-buyers on every deal in the specified date range.

Selecting **No Warranty Buyers** will generate a list of all customers who did not purchase an Extended Warranty in the specified date range. This tool is useful for follow-up letters using the Mail Merge function.

Selecting **No Pro Pack Buyers** will generate a list of all customers who did not purchase a Pro Pack in the specified date range. This tool is useful for follow-up letters using the Mail Merge function.

Clicking any of these buttons will open a Date Range Dialog window. The selected date range applies to the deal dates involving customers. This date range will be used to narrow the found set of customers.

10.3.2.1 Exporting

Exports lists to an external file for dealer specific reports. See Section 10.

10.3.2.2 Mail Merge

Mail Merge prints letters to one or more selected customers. See Section 9.4.

10.3.2.3 Labels

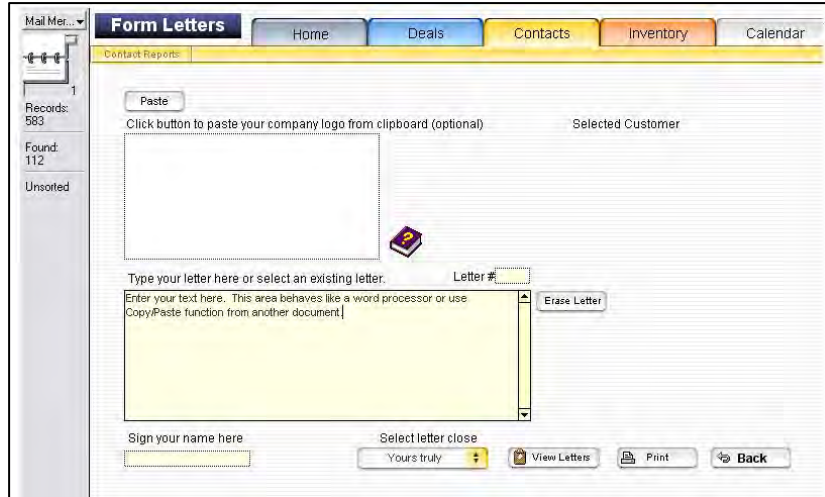
Prints Avery 5260 Labels for listed contacts on the CONTACT LIST screen.

10.3.2.4 Envelopes

Prints #10 envelopes for listed contacts on the CONTACT LIST screen.

10.4 Mail Merge

QuantechQ-F&I has a built-in Mail Merge feature that is used for contacting selected customers with Thank You and Follow-up letters, to inform them of upcoming specials, Extended Warranties, expirations, and other renewals. This is a valuable customer retention tool and helps to minimize lost revenue.




Records Bar - The records bar is to the left side of the screen. This shows the total records of customers and the total # of the 'Found Set' that you have selected from one of the report screens. Letters will print for the 'Found Set' only.

Logo - Add your own logo to the letter by copying and pasting your logo graphic into the logo field.

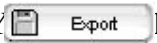
Body - Type or copy/paste your letter directly into this area.

Or, select a saved letter by entering the corresponding number in the **Letter #** field.

10.4.1 View Letters

To enter, view, edit or delete a letter, click  . Enter the text or copy/paste text into the space provided and then enter the letter # that will correspond with this letter. To select a letter from this page, enter the letter # in the corresponding field on the FORM LETTERS screen.

11 Exporting Data

Much of the data from your Contact Lists and Inventory Lists (including narrowed lists), can be exported to many file formats, such as a spreadsheet, for dealer specific reporting capabilities that are outside the parameters of Q-F&I . Data from your Deals can also be exported but first must be narrowed to either Finance, Cash or Lease, using your 'Find Deals' and the selecting 'Deal Type'. In the DEAL, CONTACT or INVENTORY  k

This opens an **'Export Records to File'** window. Select where you want to **Save** this list (file) (e.g. My Documents), **Name** your file, select the **Type** of file it is to be saved as. Available export file formats will be listed in the **Save as Type** drop-down list. Most commonly used Types are:

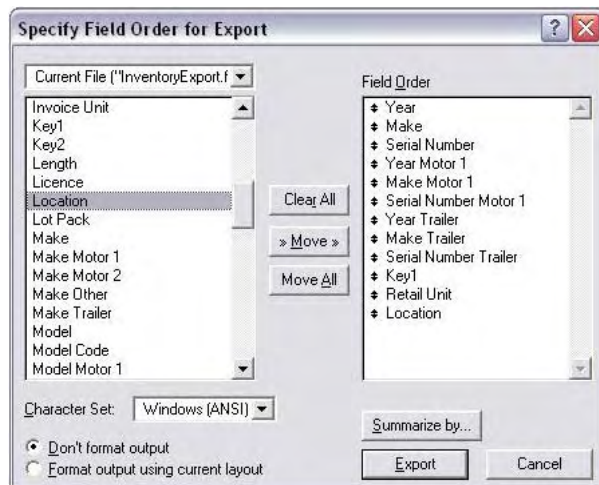


*.csv Comma-separated text files for applications like Microsoft Excel and dBASE.

*.htm Exports data as an HTML table for use on a Web page. Rows are records and columns are fields.

*.xml XML files.

Click **Save**. This opens the **'Specify Field Order for Export'** window. To start a new field set, click **Clear All**. From the left hand column, double click on each item to be included in your list (or select and click **Move**). This moves that item into the **Field Order** list. Select the Character Set to Windows (ANSI). When your list is complete, click **Export**. This

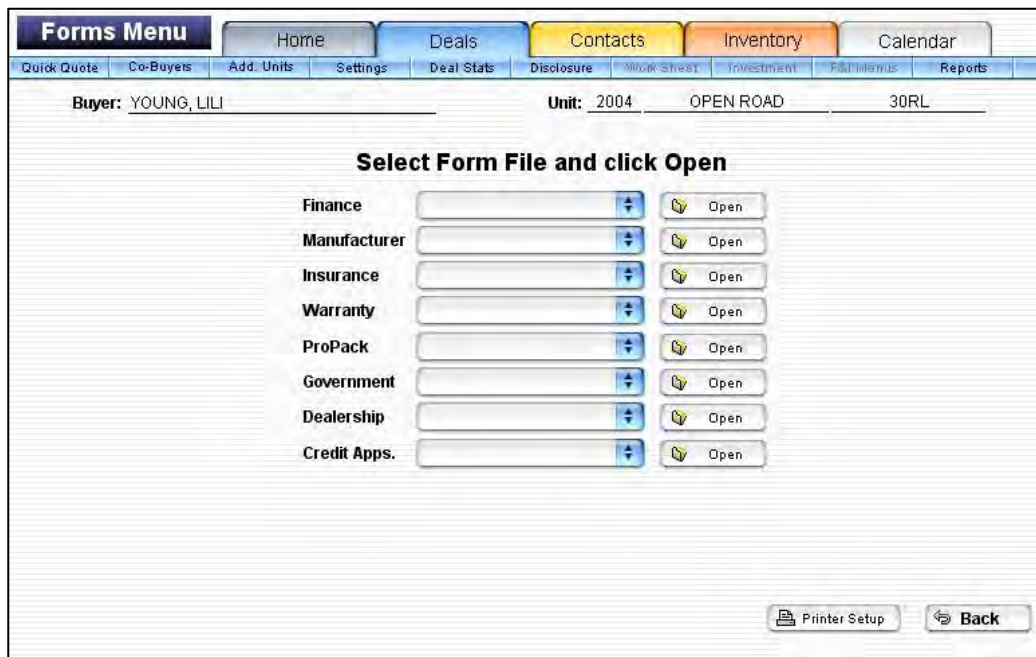


moves your list into the file you created in **'Export Records to File'**. Once in your external program you can label and sort this data to your own specifications.

12 Printing Forms

12.1 Forms Menu

All forms that you requested to be programmed will be listed on this screen. Forms are listed by category in separate drop-down menus. Select the form you wish to print from the drop-down menu and then click 'Open'. Select the form you wish to print and follow the prompt screens, if any.



12.1.1 Curomax/Dealer Track

These finance portal links are located in the Credit Apps dropdown box. Please call Quantech for instructions.

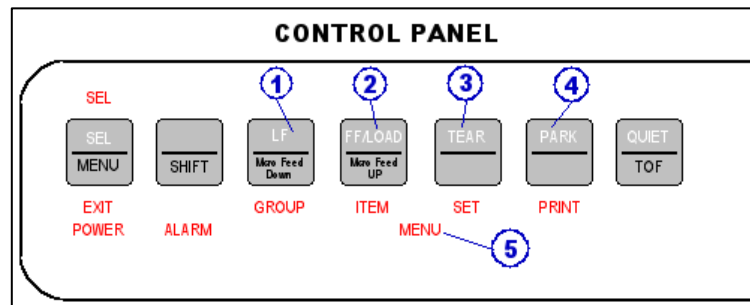
12.2 Printer Setup

Click this button before you print any forms for the first time. Set up the default printer and options that QuantechQ-F&I will use for printing forms. This will only need to be reset if you change printers.

12.3 Okidata ML320T / ML321T

12.3.1 ML320T Control Panel

In Menu mode, use the front panel buttons to change the defaults for the printer parameters. The changes made in Menu mode are automatically saved when you exit Menu mode and are retained even if the printer is turned off.



1. **GROUP:** Prints the next Group in the Menu. With the **SHIFT** key, prints the previous Group.
2. **ITEM:** Prints the next Item in the Group. With the **SHIFT** key, prints the previous Item in the Group.
3. **SET:** Prints the next Setting for an Item, With the **SHIFT** key, prints the previous Setting for an Item.
4. **PRINT:** Prints a copy of all the Menu settings. With the **SHIFT** key, prints the current settings for the Group selected.
5. **MENU:** Lights when the printer is in the Menu mode.

12.3.2 Entering and Exiting the Menu Mode: (ML320T)

To enter or exit the Menu Mode, hold **SHIFT** while pressing **SEL**.

12.3.3 Printing the Menu Settings: (ML320T)

- Make sure the paper is loaded in the printer.
- Enter the Menu Mode (**SHIFT** + **SEL**).
- Press the **PRINT** (PARK key).

12.3.4 Changing the Menu Settings: (ML320T)

- Press **SHIFT** + **SEL** to enter Menu Mode.
- Use the **GROUP**, **ITEM** and **SET** keys to make your changes.
- Press **GROUP** until the Group you wish to change appears in the first column.
- Press **ITEM** until the Item you wish to change appears in the second column.
- Press **SET** until the Setting you want appears in the third column.
- Press **SHIFT** + **SEL** to exit the Menu Mode.

Important: If you turn the printer off without first exiting the Menu Mode, the changes you have made will be lost.

12.3.5 Resetting the Menu: (ML320T)

To reset the Menu to the standard settings turn the printer off then Press **SEL** + **LF** while turning the printer on.

12.3.6 Setting the Top of Form (TOF): (ML320T)

Q-F&I is formatted for the printer's default 1" TOF. However some printers may need to have this adjusted slightly up or down. When setting the TOF, load the printer with paper and use the red line on the paper shield as a reference guide.

- Make sure the printer is deselected (**SEL** light is off).
- Press and hold **SHIFT**, then
- Press **LF** to move TOF higher (paper moves down).
- Press **FF/LOAD** to move TOF lower (paper moves up).

- Press **SEL** to re-select the printer.

12.3.7 Resetting TOF the Default Setting: (ML320T)

- Turn off the printer.
- Hold **PARK + QUIET/TOF** while turning the printer back on.

12.4 Printer Drivers

You must have the proper Printer Driver for your Printer installed in Windows in order to print forms from Q-F&I .

You must be able to print a proper test page with the correctly installed Printer Driver from Windows. To print a test page from Windows click on the *Start* button, then *Settings*, then *Printers*, then Right Click on the correct Printer Driver. Click on *Properties*, then *Print Test Page* in the **General** tab.

You must select **Legal** as the Paper Size and **Tractor** as the Paper Source in the **Paper** tab of the Printer Driver **Properties**.

For help installing or configuring Printer Drivers, call your Computer supplier or manufacturer.

12.5 Printer Ports

Some computers have their Printer (Parallel) port set to **ECP**. This may cause problems when printing to Okidata printers.

If you experience trouble when printing to your Okidata printer and your Printer Port is set to **ECP** you will need to set it to **SPP** (Standard Parallel Port) in the computer's **CMOS SETUP**. Consult your Computer supplier or manufacturer for assistance.

12.6 Q-F&I Printer Setup

After setting up the printer in Windows you will need to select the correct printer from within Q-F&I . This is done by clicking on the '**Printer Setup**' button in the FORMS MENU. You will only need to do this once unless you change your default printer.

12.6.1 Q-F&I Printer Settings: (ML320T)

Enter Menu Mode to verify or change your printer’s settings with the settings listed below.

Highlighted Red and Underlined settings are required for proper printing.

Emulation Mode should be **Epson Fx** and your Windows printer driver should be **Epson FX-286e** (see your windows manual for instructions on adding printers). Some printers may only give you ML, or IBM PPR, as your choices. If you use one of these, **your printing may not line up or might have some parts missing.**

Q-F&I doesn’t use any settings for Rear Feed or Bottom Feed.

Some Printer Models may look different.

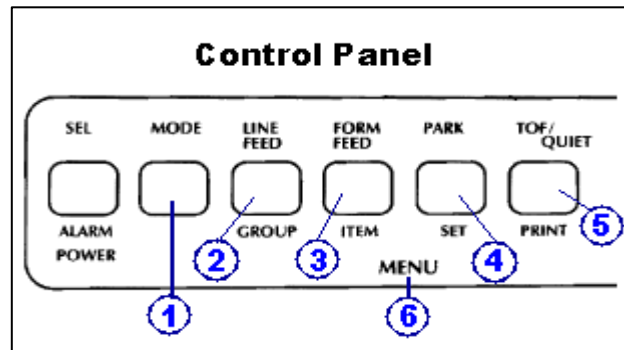
<u>Printer Control</u>	<u>Emulation</u>	<u>Mode</u>	<u>Epson FX</u>
Font	Print	Mode	Utility
Font	DRAFT	Mode	HSD
Font	Pitch		10 CPI
Font	Style		Normal
Font	Size		Single
Symbol Sets	Character Set		Standard
Symbol Sets	Language Set		American
Symbol Sets	Zero Character		Slashed
Symbol Sets	Code Page		USA
Top Feed	Line Spacing		6 LPI
<u>Top Feed</u>	<u>Bottom Margin</u>		<u>Invalid</u>
<u>Top Feed</u>	<u>Page Length</u>		<u>17”</u>
Top Feed	Wait Time		1 sec
<u>Top Feed</u>	<u>Page Length Control</u>		<u>by Actual Page Length</u>

<u>Set-Up</u>	<u>Graphics</u>	<u>Bi-directional</u>
Set-Up	7 or 8 Bits Graphics	7
Set-Up	Receive Buffer Size	16K
<u>Set-Up</u>	<u>Paper Out Override</u>	<u>Yes</u>
Set-Up	Print Registration	0
<pre> SET SHIFT+SET </pre>		
Set-Up	7 or 8 Bits Data Word	8
Set-Up	Operator Panel Function	Full Operation
Set-Up	Reset Inhibit	No
Set-Up	Print Suppress Effective	Yes
Set-Up	Auto LF	No
Set-Up	Print DEL Code	No
Set-Up	Time Out Print	Valid
<u>Set-Up</u>	<u>Auto Select</u>	<u>Yes</u>
Set-Up	Centering Position	DEFAULT

12.7 Okidata ML320 / ML321

12.7.1 Control Panel: (ML320)

In Menu mode, use the front panel buttons to change the defaults for the printer parameters. The changes made in Menu mode are automatically saved when you exit Menu mode and are retained even if you turn the printer off.



1. **MODE:** Enters and exits Menu Mode.
2. **GROUP:** Prints the next Group. (Left-hand column)
3. **ITEM:** Prints the next Item in the Group. (Center column)
4. **SET:** Prints the next Setting for an Item. (Right-hand column)
5. **PRINT:** Prints a copy of all the Menu settings.
6. **MENU:** Lights when the printer is in Menu mode.

12.7.2 Entering and Exiting the Menu Mode: (ML320)

To enter or exit the Menu Mode, press **MODE**. The **MENU** light will light up.

12.7.3 Printing the Menu Settings: (ML320)

- Make sure the paper is loaded in the printer.
- Enter the Menu Mode (Press **MODE**).
- Press the **PRINT** (TOF/QUIET key).

12.7.4 Changing the Menu Settings: (ML320)

- Press **MODE** to enter Menu Mode.
- Use the **GROUP**, **ITEM** and **SET** keys to make your changes.
- Press **GROUP** until the Group you wish to change appears in the first column.
- Press **ITEM** until the Item you wish to change appears in the second column.
- Press **SET** until the Setting you want appears in the third column.
- Press **MODE** to exit the Menu Mode.

Important: If you turn the printer off without first exiting the Menu Mode, the changes you have made will be lost.

12.7.5 Resetting the Menu: (ML320)

To reset the Menu to the standard settings;

- Turn the printer off.
- Press **SEL + MODE** while turning the printer on.

12.7.6 Setting the Top of Form (TOF): (ML320)

Q-F&I is formatted for the printer's default 1" TOF. However some printers may need to have this adjusted slightly up or down.

When setting the TOF, load the printer with paper and use the red line on the paper shield as a reference guide.

Make sure the printer is deselected (**SEL** light is off).

Press and hold **TOF/QUIET**, then

Press **LINE FEED** to move TOF higher (paper moves down). Or

Press **FORM FEED** to move TOF lower (paper moves up).

Press **MODE** to re-select the printer.

12.8 Printer Drivers

You must have the proper Printer Driver for your Printer installed in Windows in order to print forms from Q-F&I .

You must be able to print a proper test page with the correctly installed Printer Driver from Windows. To print a test page from Windows click on the **Start** button, then **Settings**, then **Printers**, then Right Click on the correct Printer Driver. Click on **Properties**, then **Print Test Page** in the **General** tab.

You must select **Legal** as the Paper Size and **Tractor** as the Paper Source in the **Paper** tab of the Printer Driver **Properties**.

For help installing or configuring Printer Drivers, call your Computer supplier or manufacturer.

12.9 Printer Ports

Some computers have their Printer (Parallel) port set to **ECP**. This may cause problems when printing to Okidata printers.

If you experience trouble when printing to your Okidata printer and your Printer Port is set to **ECP** you will need to set it to **SPP** (Standard Parallel Port) in the computer's **CMOS SETUP**. Consult your Computer supplier or manufacturer for assistance.

12.9.1 Q-F&I Printer Setup

After setting up the printer in Windows you will have to select the correct printer from within Q-F&I . This is done by clicking on the **Printer Setup** button in the Forms Print Menu. You will only have to do this once unless you change your default printer.

12.9.2 Q-F&I Printer Settings: (ML320)

These are the internal printer settings for Q-F&I .

Enter Menu Mode to verify or change your printer's settings with the settings listed below.

Highlighted Red and Underlined settings are required for proper printing.

Emulation Mode should be **Epson Fxe** and your Windows printer driver should be **Epson FX-286e** (see your windows manual for instructions on adding printers). Some printers may only give you ML, or IBM PPR, as your choices. If you use one of these, **your printing may not line up or might have some parts missing**.

Some Printer Models may look different.

Font	Print	Mode	Utility
Font	DRAFT	Mode	HSD
Font	Pitch		10 CPI
Font	Style		Normal
Font	Size		Single
<u>General Control</u>	<u>Emulation Mode</u>		<u>Epson Fxe</u>
<u>General Control</u>	<u>Graphics</u>		<u>Bi-directional</u>
General Control	Max Receive Buffer		Full
<u>General Control</u>	<u>Paper Out Override</u>		<u>Yes</u>

General Control	Print Registration	0
General Control	Operator Panel Functions	Full Operation
General Control	Reset Inhibit	No
General Control	Print Suppress Effective	Yes
General Control	CPU Compensation	Standard
Vertical Control	Line Spacing	6 LPI
Vertical Control	Form Tear-Off	Off
Vertical Control	Skip Over Perforation	No
Vertical Control	Auto LF	No
Vertical Control	Auto CR	No
Vertical Control	Auto Feed XT	Invalid
Vertical Control	Page Length	17 “
<u>Vertical Control</u>	<u>Cut Sheet Page Length</u>	<u>17 “</u>
Symbol Sets	Character Set	Set I
Symbol Sets	Language Set	American
Symbol Sets	Zero Character	Slashed

12.10 Fujitsu DL Series Printers

For tech support, call Fujitsu tech support Canada (800) 263-7091

12.10.1 FUJITSU DL 3800

12.10.1.1 Install DL3600 Driver

See your windows or printer manual for instructions on installing printer drivers.

12.10.1.2 Reset Factory defaults

Turn Off

Press Lock, Font and Menu while turning on and wait for beep.

12.10.1.3 Change to Auto Load

Off Line

Press Font and Menu for setup mode

Press Lock to go to config
Press Font to Cut Load
Press Lock to move to Auto
Press Font to Load Time
Press Lock to 2 sec.
Press On Line to return to Function
Save and End
Press Menu to leave Menu.

12.10.1.4 Change Load Position

Press and hold Online during the entire process.
Press Micro-up/down
Press Save Top to save setting

12.10.2 FUJITSU DL 345

12.10.2.1 Reset Factory defaults

Turn Off
Press Online and Mode while turning on.

12.10.3 FUJITSU DL 3400

12.10.3.1 Reset Factory defaults

Turn Off
Press Online and Mode while turning on.

12.10.3.2 Change Load Position

Press Mode
Press Mode to TOF
Press FF to select
Press Mode to 1”
Press Online then FF to save.

12.10.4 FUJITSU DL 1250

12.10.4.1 Reset Factory defaults

Turn Off

Press Online and Menu while turning on.

12.10.5 FUJITSU DL 2400

12.10.5.1 Reset Factory defaults

Turn Off

Press Reset while turning on.