

**HELP SHEET**

Retail Point-of-Sale

**SERVICE REMINDER PROCESSING**

November 21, 2002

>> T R A C S << Tire Management System Version 10.2	All Rights Reserved Copyright (c) 1994, 2000 Compu-Power, Inc.	
File Set: @@@		Log in: @@@
>> TRACS <<		
Date:		Time:
1. Inventory Management	11. General Ledger/Fin. Reporting	
2. Pricing Control	12. Master Control	
3. Customer Order Processing	13. Remote Store Networking	
4. <b>Retail Point-of-Sale</b>	14. National Accounts	
5. Accounts Receivable	15. TRACSJ Utilities	
6. Sales Analysis & Mgmt Reporting	16. Change File Set	
7. Purchasing	17. Mail System	
8. Accounts Payable	18. RoadWare	
9. Payroll	19. Change Printer ( )	
10. General Ledger Interface		
Enter Selection# or Return:		



File Set: @@@		Log in: @@@
>> TRACS <<		
Retail Point-of-Sale		
Date:		Time:
>> TRACS <<		
1. System Control Master File	14. Bad Check Master File	
2. Retail P.O.S. Order Entry	15. Outside Purchases Recap Report	
3. Cash Drawer Reconciliation	16. Deposit File Listing	
4. Sales Journal	17. P.O.S. Order Status Report	
5. End-of-Day Processing	18. Zip Code Master File	
6. P.O.S. Order Edit List	19. Generic Replacement Master File	
7. <b>Service Reminder Processing</b>	20. Source Code Master	
8. Invoice History Inquiry	21. Source Code Sales Analysis Report	
9. Stock Status Inquiry	22. Open Quote/Reservation Report	
10. Re-print Invoice	23. Vehicle History	
11. Invoice Alignment	24. Paid-in/Paid-our Register	
12. Deleted Order Report	25. Mailing Label Print	
13. Government/National Accounts	26. Change Printer (xxxxxxx)	
Enter Selection# or Return:		



```

File Set:  @@@                               Login:  @@@
                >> TRACS <<
Service Remi nder Processi ng
Date:                               Time:
                >> TRACS <<

1. Servi ce Remi nder Fi le
2. Servi ce Remi nder Selecti on
3. Servi ce Remi nder Postcard Print
4. Tire Rotati on Postcard Remi nders
5. Oil Change Postcard Remi nders
6. Change Printer (xxxxxxx)

Enter Selecti on# or Return:

```

(Note: Options #4 & #5 require different postcards)

```

PS840 (v6.11) - SERVICE REMINDER MASTER
(S)ervi ce Remi nder Selecti on or (C)ustomer Text (C/S) /@

```

```

MM/DD/YY          *---SERVICE REMINDER FILE---*          FILE SET @@

                CUSTOMER POSTCARD TEXT

(01)THIS IS A FREE-FORM TEXT
(02)
(03)
(04)
(05)
(06)
(07)
(08)
(09)
(10)

← →, F1/F2=L/R Word, F3=AddToEnd, F4=ClearToEnd, ^X=Undo, Up, Dn, Home, Esc

```

- 10 lines (30 characters per line) of free-form text
- Used for new or inactive customers

```

File Set:  @@@                               Logi n:  @@@
                >> TRACS <<
Service Remi nder Processi ng
Date:                               Ti me:
                >> TRACS <<

1. Servi ce Remi nder Fi le
2. Servi ce Remi nder Selecti on
3. Servi ce Remi nder Postcard Print
4. Tire Rotati on Postcard Remi nder s
5. Oil Change Postcard Remi nder s
6. Change Pri nter (xxxxxxx)

Enter Selecti on# or Return:

```

(Note: Options #4 & #5 require different postcards than option #3)

```

PS840 (v6.11) - SERVICE REMINDER MASTER
(S)ervi ce Remi nder Selecti on or (C)ustomer Text (C/S) /@

```

```

MM/DD/YY          *---SERVICE REMINDER FILE---*          FILE SET @@

```

SERVICE (I TEM NO.)	DESCR IPTION	*---PERI OD---*		LAST REMI NDER
		DAYS	MI LEAGE	
(01)TROT	TIRE ROTATI ON ITEM	(18)180	(35)600	MM/DD/YY
(02)BAL	BALANCI NG	(19)	(36)	
(03)OLF	OIL, LUBE, FI LTER	(20)	(37)	
(04)		(21)	(38)	
(05)		(22)	(39)	
(06)		(23)	(40)	
(07)		(24)	(41)	
(08)		(25)	(42)	
(09)		(26)	(43)	
(10)		(27)	(44)	
(11)		(28)	(45)	
(12)		(29)	(46)	
(13)		(30)	(47)	
(14)		(31)	(48)	
(15)		(32)	(49)	
(16)		(33)	(50)	
(17)		(34)	(50)	

Enter Fi eld#, Data or CR:

### Tire Rotation Item

- Compulsary first item
- Item number required for tire rotation item

- A “Tire Rotation” item service reminder will be generated for either a prior “tire rotation” or “tire sale”.
- A “Tire Sale” is the sale of an item with a stock status code equal to “tires”.

### Period

- A vehicle must have had at least two visits to the store to enable the system to generate a service reminder to be based on average mileage.
- Vehicle History calculates average miles for the interval from the date of the first sale to the date of the most recent visit.
- A service reminder is generated for a service last performed more than the specified days/mileage.
- If the mileage is zero, days only are used.

### Last Reminder

- The date of the last postcard sent.

### General Notes

- A maximum of 10 service items can be selected at one time.
- A maximum of 17 items are retained in the service file. Items can be replaced by another item but the date of the “Last Reminder” will be inaccurate for the new item.

```

File Set:  @@@                               Logi n:  @@@
                >> TRACS <<
Service Remi nder Processi ng
Date:                               Ti me:
                >> TRACS <<

1. Servi ce Remi nder Fi le
2. Service Remi nder Selecti on
3. Servi ce Remi nder Postcard Print
4. Tire Rotati on Postcard Remi nder s
5. Oil Change Postcard Remi nder s
6. Change Pri nter (xxxxxxx)

Enter Selecti on# or Return:

```

(Note: Options #4 & #5 require different postcards than option #3)

```

PS850 (v10.1) - SERVICE REMINDER SELECTION
CURRENT SELECTION:  SERVICE REMINDERS

1. SERVICE REMINDERS
2. NEW CUSTOMER THANKS
3. I NACTIVE CUSTOMER REMI NDER S
4. ALL CUSTOMERS

PLEASE ENTER SELECTION (<CR> TO RETAIN CURRENT SELECTION) /*

```

MM/DD/YY \*---SERVICE REMINDER FILE---\* FILE SET @@

SERVICE ITEM NO.	DESCRIPTION	DAYS	MI LEAGE	LST REM.	CARD?
(01) TROT	TIRE ROTATI ON I TEM	0	0		Y
(02)		0	0		N
(03)		0	0		N
(04)		0	0		N
(05)		0	0		N
(06)		0	0		N
(07)		0	0		N
(08)		0	0		N
(09)		0	0		N
(10)		0	0		N
(11)		0	0		N
(12)		0	0		N
(13)		0	0		N
(14)		0	0		N
(15)		0	0		N
(16)		0	0		N
(17)		0	0		N

Up, Dn, Home, Esc

- <CR> TO RETAIN CURRENT SELECTION: Exits program if you don't choose one of the options.

- Uses special (pre-programmed) text.
- Maximum number of postcard selections at one time is 10

```

PS850 (v10.1) - SERVICE REMINDER SELECTION
CURRENT SELECTION:  SERVICE REMINDERS
1. SERVICE REMINDERS
2. NEW CUSTOMER THANKS
3. INACTIVE CUSTOMER REMINDERS
4. ALL CUSTOMERS

PLEASE ENTER SELECTION (<CR> TO RETAIN CURRENT SELECTION) /*

SEND TO NEW CUSTOMERS WITHIN:  0 DAYS (<CR> TO RETAIN)

```

(NOTE: Options 2, 3 & 4 use the customer free-form text)

- Postcards will print for any new customer whose first date of service is within the number of days specified.
- Can reprint

```

PS850 (v10.1) - SERVICE REMINDER SELECTION
CURRENT SELECTION:  SERVICE REMINDERS
1. SERVICE REMINDERS
2. NEW CUSTOMER THANKS
3. INACTIVE CUSTOMER REMINDERS
4. ALL CUSTOMERS

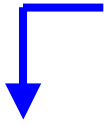
PLEASE ENTER SELECTION (<CR> TO RETAIN CURRENT SELECTION) /*

SEND TO INACTIVE CUSTOMERS WITHIN:  0 DAYS (<CR> TO RETAIN)

```

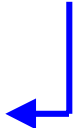
- <CR> TO RETAIN CURRENT SELECTION: Begins postcard print based on criteria entered.
- Customers without a date of service within the number of inactive days specified, and who have not received a postcard within the specified time period.
- Can reprint.

```
PS850 (v10.1) - SERVICE REMINDER SELECTION
CURRENT SELECTION: SERVICE REMINDERS
1. SERVICE REMINDERS
2. NEW CUSTOMER THANKS
3. INACTIVE CUSTOMER REMINDERS
4. ALL CUSTOMERS
PLEASE ENTER SELECTION (<CR> TO RETAIN CURRENT SELECTION) /*
```



- No options required.

```
PS850 (v10.1) - SERVICE REMINDER SELECTION
CURRENT SELECTION: SERVICE REMINDERS
1. SERVICE REMINDERS
2. NEW CUSTOMER THANKS
3. INACTIVE CUSTOMER REMINDERS
4. ALL CUSTOMERS
PLEASE ENTER SELECTION (<CR> TO RETAIN CURRENT SELECTION) /*
DO YOU WISH TO RUN THE POST CARD PRINT NOW?
```



- The postcards cannot be reprinted.
- If a test run is required, call Support for assistance.

```

File Set:  @@@                               Logi n:  @@@
                >> TRACS <<

Service Remi nder Processi ng
Date:                               Ti me:
                >> TRACS <<

1. Service Remi nder File
2. Service Remi nder Selecti on
3. Service Remi nder Postcard Pri nt
4. Tire Rotati on Postcard Remi nder s
5. Oil Change Postcard Remi nder s
6. Change Pri nter (xxxxxxx)

Enter Selecti on# or Return:

```

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PS860 (v10.2) - SERVICE REMINDER POSTCARD EXTRACT

ENTER STARTING ZIP CODE (CR FOR LOWEST) /@@@@@@@@@
ENTER ENDING ZIP CODE (CR FOR HIGHEST.) /@@@@@@@@@

ENTER STARTING STORE NO. (CR FOR FIRST) /@@
ENTER ENDING STORE NO. (CR FOR LAST)... /@@

DO (I)NCLUSION, (E)XCLUSION OF CUST CLASS OR (N)EITHER /@

```

This question is only asked for "New Customer Thanks" and "All Customers" options

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CUSTOMER CLASSES TO INCLUDE /#####

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- Use this option to limit the customer classes to be included in the postcard print.

```

CUSTOMER CLASSES TO EXCLUDE /#####

```

- Use this option to exclude customer classes from the postcard print.

```

PS870 (v10.1) - Service Reminder Postcard Print

PLEASE BE SURE TO START YOUR CARD PRINT ON CARD #1.

WOULD YOU LIKE TO RUN A TEST PRINT? /Y
    Test will print

WOULD YOU LIKE TO RUN ANOTHER TEST? /N
    Postcards will print

```



JOHN SMITH  
YOUR 93 CHEVR CAMAR, TAG #  
@@@-999, WAS LAST IN FOR  
SERVICE ON 05/05/02 AT OUR  
STORE LOCATED AT  
10 MAIN STREET  
AND YOUR MILEAGE WAS 75000.

WE APPRECIATE YOUR BUSINESS JOHN SMITH  
AND LOOK FORWARD TO YOUR  
NEXT VISIT. REMEMBER...  
LOOK TO US FOR ALL YOUR FREDERICK, MD  
AUTOMOTIVE NEEDS.

NANCY L. CLARK  
YOUR 89 FORD LTD, TAG #  
@@@-883, WAS LAST IN FOR  
SERVICE ON 03/22/02 AT OUR  
STORE LOCATED AT  
10 MAIN STREET  
AND YOUR MILEAGE WAS 97000.

WE APPRECIATE YOUR BUSINESS NANCY L. CLARK  
AND LOOK FORWARD TO YOUR 7823 FORD ROAD  
NEXT VISIT. REMEMBER...  
LOOK TO US FOR ALL YOUR FREDERICK, MD 21701  
AUTOMOTIVE NEEDS.

MARY JOHNSON  
YOUR 96 FORD ESCORT, TAG #  
AVC-999, WAS LAST IN FOR  
SERVICE ON 04/05/02 AT OUR  
STORE LOCATED AT  
10 MAIN STREET  
AND YOUR MILEAGE WAS 55000.

WE APPRECIATE YOUR BUSINESS MARY JOHNSON  
AND LOOK FORWARD TO YOUR  
NEXT VISIT. REMEMBER...  
LOOK TO US FOR ALL YOUR FREDERICK, MD 21701  
AUTOMOTIVE NEEDS.

GEORGE WOOD  
YOUR 01 FORD MUSTANG, TAG #  
RRR-883, WAS LAST IN FOR  
SERVICE ON 06/22/01 AT OUR  
STORE LOCATED AT  
10 MAIN STREET  
AND YOUR MILEAGE WAS 14500.

WE APPRECIATE YOUR BUSINESS GEORGE WOOD  
AND LOOK FORWARD TO YOUR  
NEXT VISIT. REMEMBER...  
LOOK TO US FOR ALL YOUR FREDERICK, MD 21701  
AUTOMOTIVE NEEDS.

**NOTE:**

***THE ABOVE EXAMPLE IS NOT EXACT SCALE OF ACTUAL POSTCARD.***

***Call Support for sample postcard stock.***