Critical Procedures for Dealers

Software Development

RIMSS Business Systems Technology

Frequency of Procedures - many of these items should be performed as needed when some event occurs that requires they be performed. However, all of these procedures should be performed or reviewed at least monthly and those highlighted yellow should be performed daily.

Process	System Menu Navigation	Department Responsible	Individual Responsible	Back-up
Parts				
Order Parts (a part master record must be created before a part can be ordered) - Create a Purchase Order Document in the system	Supplier>New>Purchase Order OR Inventory>Utilities>Suggest Stock Order	Parts		
Receive Parts - Create an Item Receipt/Bill Document in the system importing the parts off of the Purchase Order	Supplier>New>Item Receipt/Bill	Parts		
Obtain Mfg. Invoice and attach to shipping documents. Review Item Receipt for accuracy of prices and part numbers as compared to the Mfg. Invoice. Write the IR/Bill Document number on the Mfg. Invoice. Make necessary adjustments to the IR/Bill Document then take paperwork to accounting (accounting department will add freight charges).	N/A	Parts		
Sell Parts - Create an Estimate, Sales Order or Invoice	Inventory>New>Estimate or Sales Order or Invoice	Parts		
Sales to the Shop (for misc shop supplies not on a repair order) should use the INTERNAL - COST customer. This customer should be set up at a Price Level of cost with a Customer Type of internal so that the system will expense the cost of the parts to the Internal Charges expense account.	Inventory>New>Invoice	Parts		
Count Petty Cash and take money to cashier.	N/A	Parts		
Review and correct any negative quantity on hand - Ensure that all Inventory Receipts have been entered and if not, enter those. If all receipts have been entered, Create Inventory Adjustment Document to correct the quantities.	Inventory>Find>Inventory Item Fetch all items and sort by QOH column to look for negative quantities	Parts / Accounting		
Manually Update Inventory Master file for Cost/Price Changes for all parts not connected with an electronic price file received from RIMSS.	Inventory>Find>Inventory Item Enter the Item Number and click on Fetch. Double Click the line in the grid to open the Part Master and click on the Pricing Tab to adjust cost and prices.	Parts		
System Update of Inventory Master file Changes for subscribed price files - RIMSS will notify you when you have received a price file update.	Inventory>Utilities>Update Inventory Master File	Parts		
Run Stock Class Update Program	Inventory>Utilities>Suggest Stock Order Click on the Update Now button for the Stock Class Update	Parts		
Periodically perform cycle counts of inventory items and reconcile to system. Apply Inventory Adjustment Documents to correct quantities and values.	Inventory>New>Inventory Count	Parts / Accounting		
Service				

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Create Repair Estimate/Order - Use the DEALER NAME - SALES customer for all work performed on dealership owned units. Units held for sale and dealer owned assets may be added to Repair Orders as Internal Service Issue types for expensing at cost. Units held for sale may be added as Customer Service Issue Type if you want to mark up the cost of the work. The DEALER NAME - SALES customer should be set with a price level of List (or other price level you wish to charge to WG units for internal work performed) with a Service Issue Type of Customer. When settling cost to be capitalized to units for sale, click "Add to Wholegood". When settling internal expense repair orders, click "Settle Invoice".	Service>New>Repair Estimate or Repair Order	Service		
Add Part Lines to Repair Estimate/Order	Service>New>Repair Estimate or Repair Order Click on Items Tab	Parts		
Add Labor Lines to Repair Estimate/Order	Service>New>Repair Estimate or Repair Order Click on Labor Tab	Service		
Add Actual Labor Hours to Repair Order (Actual Hours)	Service>New>Repair Estimate or Repair Order Click on Labor Tab	Service or Accounting		
Add Billed Labor Hours to Repair Order (Billed Hours) Warranty Claims - Do not settle the Repair Order until the warranty claim has been submitted to the manufacturer and approved. Once the Repair Order has been edited such that the Warranty Total on the Repair Order matches the approved amount of the claim, you should settle the Repair Order. Keep a file of all approval paperwork from Mfg.	Service>New>Repair Estimate or Repair Order Click on Labor Tab	Service		
Close Repair Orders	Service>Find>Repair Order Click on Completion Status Drop Down	Service		
Settle Repair Orders	Service>Find>Repair Order Click on the correct Settlement Option Button (F8 Settle Invoice, Settle to GL, Add to Inventory, or Add to Wholegood)	Service or Accounting		
Sales / Wholegoods				
Order Wholegoods - (a wholegood master record must be created before a wholegood can be ordered) - create a Purchase Order Document in the system.	Suppliers>New>Purchase Order	Sales		

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Create Wholegoods master record in the system prior to creating an order. Ensure that the Accounting Code on the Cost Tab of the Master Record is correct. The accounting code should match the location and the floor plan provider. If there is no floor plan, any accounting code for the respective location will work. All WG's set up in this procedure will be Sales type (NOT Service). Use a description that you want to show up on the invoice to the customer (i.e. Make and Model).	Wholegoods>New>Wholegood	Accounting		
Receive Wholegoods - Create an Item Receipt/Bill Document in the system importing the wholegood g/l lines off of the Purchase Order.	Supplier>New>Item Receipt/Bill	Sales/Accounting		
Sell Wholegood - Create a Wholegood Estimate or Sales Order Document when a customer is interested in buying a Wholegood	Wholegoods>New>WG Estimate or WG Sales Order	Sales		
Sell Wholegood - When Customer is ready to close the deal, convert Wholegood Estimate or Sales Order to Invoice and Settle the Invoice	Wholegoods>Find>WG Estimate or WG Sales Order Find the document on the list, double click to open the document and click on the Convert to Invoice menu option	Sales or Accounting		
Payoff WG Financing - Create Payment Document (Cash/ACH Type) to record the payoff. Offset account should be the respective floor plan liability account for the WG sold or Accounts Payable if the liabilitiy has been set up using that account.	Banking>New>Payment	Sales / Accounting		
Periodically perform physical inventory counts and reconcile results to system	N/A	Sales		
Accounts Receivable				
Establish Credit for Customers in the Customer Master File	Customer>Find>Customer Double click on the Customer in the list to open the Customer Master and click on Details Tab	Accounting		
Customer Payment Application	Customer>New>Customer Receipt	Accounting		
Apply Finance Charges	Customer>New>Finance Charge	Accounting		
Create Customer Statements	Customer>Customer Statements	Accounting		
Reconcile AR Aging to GL	Reports>Customers>Accts. Receivable Aging	Accounting		
Call Past Due Accounts	N/A	Accounting		
Write Off Uncollectible Accounts	Customer>New>Customer Receipt Select the Customer and Right Mouse Click the Invoice in the grid for Write Off Option	Accounting		
Accounts Payable				
Enter Bills / Credits	Suppliers>New>Item Receipt/Bill	Accounting		
Pay Bills	Suppliers>Pay Bills OR Suppliers>New>Pay Supplier Statement	Accounting		
Print Checks	Banking>Print Checks	Accounting		

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Reconcile AP Aging to GL	Reports>Suppliers>Accts. Payable Aging	Accounting		
Other Accounting				
Clear Internal Customer Account - Any amounts charged to Internal Customers must be moved to the appropriate GL account. Review the AR balance of these customers on a daily basis and create an entry to credit AR-Trade to zero out the amounts. The offsetting entry on the journal will depend on the nature of the charges. When the charges are for Wholegood Units held for sale (whether the unit is on hand or already sold) the entry should be entered on a Wholegood Journal document. Select the WG in the header section of the document and the offsetting account in the grid will be AR-Trade. When the charges relate to anything other than a Wholegood unit held for sale, the entry should be done with a Journal Entry and include a credit to AR-Trade and a debit to the appropriate account.	Customer>Find>Customer Include the balance column in the list to see if any internal customers have balances. Create statements for those that do by navigating to Customer>Create Statements. Find the WG ID for any Wholegoods that are held for sale and document these for use in the WG Journal. Create WG Journals by navigating to Wholegoods>New>Wholegood Journal. Create Journal Entries by navigating to Company>New>Journal Entry.	Accounting		
Review Internal Charges Account - The cost of items sold to an Internal Type customer or included on an Internal Line Type on a Repair Order will accumulate in the Internal Charges Expense account in the General Ledger. These amounts should be reviewed on a periodic basis (daily or weekly) in order to determine if they should be moved to another account with a Journal Entry.	Company>Find>Chart of Accounts Double click on the Internal Charges account to produce a transaction register for the day. Extend the period if needed by using the date range feature at the top of the form.	Accounting		
Clear Outside Parts and Service Account - The cost of outside parts and labor added to invoices will accumulate in this account. Offsetting IR/Bills will also accumulate in this account. This account should be reconciled on a periodic basis (weekly/monthly) and the amounts should be cleared.	Banking>New>Reconciliation To clear the reconciliation, the starting balance will be 0.00 and the ending balance will be 0.00. You will make a journal entry against COGS for any discrepancies to bring the cleared balance to 0.00.	Accounting		
Reconcile Petty Cash Drawer and deposit excess funds	Banking>New>Deposit	Accounting		
Deposit Undeposited Funds generated from customer receipts	Banking>New>Deposit	Accounting		
Reconcile Mfg. Statements (for parts and/or wholegoods activity) - Ensure that all transaction on the statement have been entered in the system. Create Journals to enter any amounts on the statement not already recorded. Create a Journal Entry to move the Accounts Receivable amount related to warranty credits from AR-Trade to Accounts Payable. Using the Pay Supplier Statement process, select all transactions included on the supplier statement payment until the payment shown in RIMSS equals the net amount paid to the Supplier.	Supplier>New>Pay Supplier Statement	Accounting		
Reconcile Bank Accounts	Banking>New>Reconciliation	Accounting		

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Accounting Close - review all balances for completeness and accuracy before performing an accounting close. Performing regular closes will improve the performance of the system when generating certain lists of data.	Company>New>Accounting Close	Accounting		
Back-up Data	File>Manage>Data Backup/Restore	Accounting		
Review for Old Outstanding Repair Orders	Service>Find>Repair Orders	Accounting		
Review for Old Outstanding Sales Orders	Inventory>Find>Sales Orders	Accounting		
Review for Old Outstanding WG Sales Orders	Wholegoods>Find>Sales Orders	Accounting		
Review for Old Outstanding IR/Bill Documents that have not been converted to Bills	Suppliers>Find>Item Receipt/Bill	Accounting		
Pay Sales Tax	Company>Sales Tax>Pay Sales Tax	Accounting		
Reconcile Floor Plan Statements to GL	N/A	Accounting		
Reconcile Note Payable Statements to GL	N/A	Accounting		
Open the Mail - One person responsible for opening the mail, logging the items received and distributing the various pieces to the correct departments is a crucial control for helping to ensure that all transactions are entered into the system.	N/A	Accounting		
Consider implementing a centralized cashier. All transactions would be settled by the cashier. This would improve accuracy and completeness of sales transactions. The Sales, Parts and Service departments would create sales orders / repair orders and when ready to complete the transaction send the customer to the cashier to settle the transaction.	N/A	Accounting		