WAYNE REAVES SOFTWARE

User Manual

Windows Car Program

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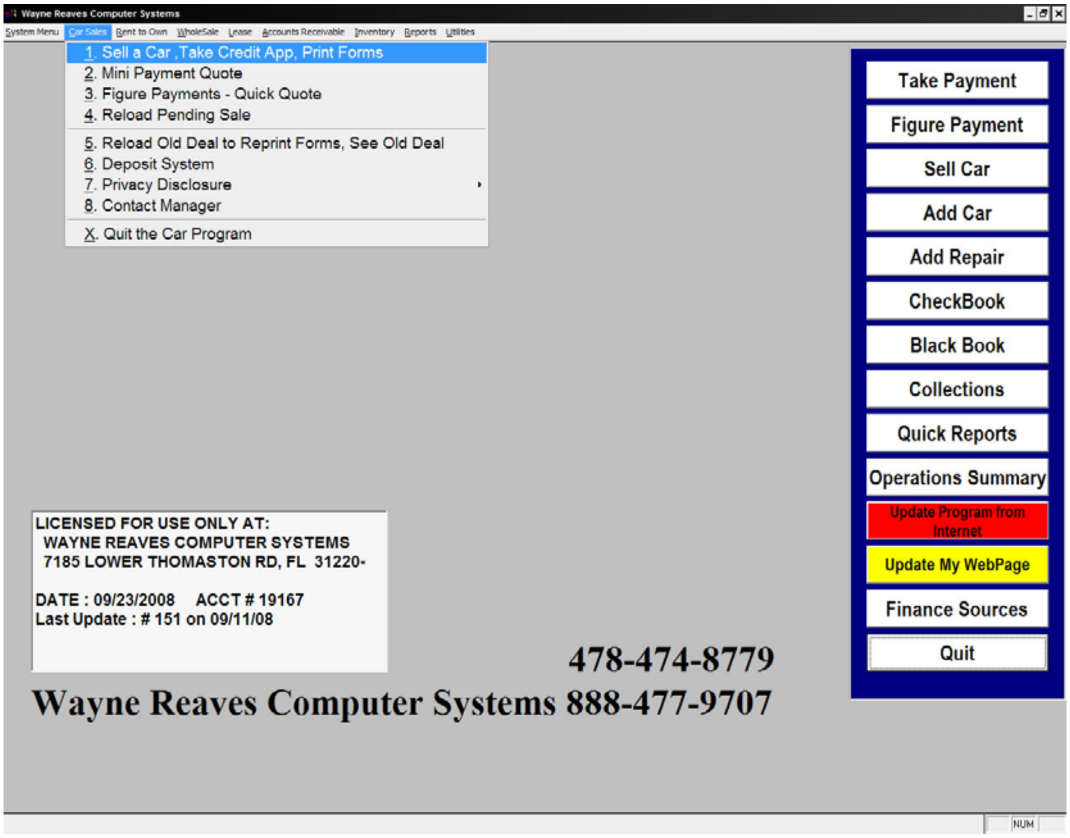


Main Screen of Wayne Reaves Windows Car Program

Introduction:

Thank you for purchasing the Wayne Reaves Dealer Management program.

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

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

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

Let's begin the journey into your program…

Accounts Receivable

Accounts to Sell	On the **Accounts Receivable Menu** choose 5 **Sell \ Buy Accounts,** and then choose 6 **Accounts to Sell Report.**
Add / Edit Side Note	On the **Accounts Receivable Menu** choose 1 **Post Payments**, enter security code. Find & open customer file and choose 9 **Add/ Ed Side Note** from the Pick Action Menu.
Add Old Customers to Computer	On the **Accounts Receivable Menu** choose D **Add old Car Customers to Computer.**
Adjusting Customer Balance	On the **Utilities Menu** choose 6 **Special Utilities** then choose 1 **Adjust Customer Balance.** Also found in Pick Action Menu when looking at customer's account screen.
Cancel Insurance	On the **Accounts Receivable Menu** choose C **Enter Canceled Insurance.**
Cash Forecast	On the **Accounts Receivable Menu** choose 4 **Payments Due Today**. Enter security code, and select dates and A/R types.
Cash Forecasting Report	On the **Accounts Receivable Menu** choose A **Payments Due Today**. Enter security code and select dates and A/R types.
Change A Payment Due Date	On the **Accounts Receivable Menu** choose 1 **Post Payments**. Enter security code and find customer. From the **Pick Action Menu** choose 1 **Take Payments**, type 0 for the payment amount ENTER change due date; then save receipt.
Change an Account Number	On the **Utilities Menu** choose 6 **Special Utilities**, then 6 **Change an Account Number.** Select the account number you wish to change.

Notes:

Change Financial Data	On the **Utilities Menu** choose 6 **Special Utilities**, then A **Change Financial Data on a Deal.**
Check credit report for customer	On the **Car Sales Menu** choose 1 **Sell A Car.** Enter the customer information and press the PG↓ key. Choose **Credit Bureau** button at the bottom of screen.
Contacting Past Due Customer	On the **Accounts Receivable Menu** choose 6 **Print Individual Past Due Letters.**
Credit Customers Account	On the **Utilities Menu** choose 6 **Special Utilities** then choose 1 **Adjust Customer Balances.**
Delete a Deposit	On the Car Sales Menu choose 7 Deposit System.
Delete a Payment	On the **Accounts Receivable Menu** choose 3 Adjust Payment ledger.
Delete Customers Account	On the **Utilities Menu** choose 6 **Special Utilities** then choose 8 **Delete customer with** audit trail or 9 **Delete customer without an audit trail.**
Delete Payments	On the **Accounts Receivable Menu** choose 3 **Adjust Payment Ledger.**
Editing Customer Information	On the **Accounts Receivable Menu select** 2 **Edit Accounts.**
Insurance policy, updating	On the **Accounts Receivable Menu** choose 2 **edit customer information**, select customer and TAB down to **Insurance Company** field then hold down the CTRL key and Space.
List Customers by Name	On the **Accounts Receivable Menu** choose 4 **List Customers** then choose option 1 **By Name** or 2 **By** [account] **Number** from the sub-menu.
Locate Customer	On the **System Menu** choose 6 **Locate Customer.**
Net Payoff	Click **Take payment** hot key on right edge of the screen. Enter

	security code, pull up customer and choose 5 **Net Payoff.**
10 day letter – Print	On the **Accounts Receivable Menu** choose B then 1 **Re-possession Letters.** Input repossession details and print the letter that you need (10 day/ 20 day/ release / etc.).
Collections for Leased Cars – Print	On the **Accounts Receivable Menu** and choose 8 **Lease Col-lections.**
Collections List – Print	On the **Accounts Receivable Menu** choose 7 **Work Collec-tions For Car Lot.** Input specifications & account type range, choose default action & go into work screen.
Payment History - Print	Use the **Take Payments** hot key; enter security code, pull up customer screen and choose 6 **Print Payment History.**
Payment Schedule - Print	Use the **Take Payments** hot key; enter security code, pull up customer screen. Select **Other Features** on the **Pick Action Menu.** Choose 6 **Payment Schedule** to print.
Payment Book – Print	On the **Car Sales Menu** choose 5 **Reload Old Deal to Print Forms.** Select customer and PG↓ to the **Print Forms Screen.** For Plain Paper, choose **Payment Coupons** from forms list. For Okidata, choose **Payment Book** option on forms list.
Receipt - Reprint	Use the **Take Payments** hot key, enter security code, pull up customer, choose 2 **View Transactions/Reprint Receipt.**
Repair Disclaimer	Use the **Take payment** hot key, enter security code, pull up customer, choose A **Other Features** then 3 **Repair Dis-claimer.**
Take a Payment	Choose the **Take Payment** hot key, enter security code, select customer, and choose 1 **Post Payments.**

Notes:

Take payment for side note	Choose the **Take Payment** hot key, enter security code, select customer, and choose 7 **Pay Side Note.**
Transferring single customer to different A/R Type	On the **Utilities** menu choose 6 **Special Utilities** then 3 **Transfer Single Customer To Different A/R Type**).

Buying and Selling Accounts

Accounts to Sell	On the **Accounts Receivable Menu** choose 5 **Sell \ Buy Accounts.**
Purchase outside notes	On the **Accounts Receivable Menu** choose 5 **Sell \ Buy Accounts**; choose 4 **Purchase Outside Notes Into In-house Finance Company.**
Reverse sale of account	On the **Utilities Menu choose** 6 **Special Utilities** then choose 2 **Reverse Sale of Account.**
Sell customer's account to in-house finance company	On the **Accounts Receivable Menu** choose 5 **Sell \ Buy Accounts.** Choose 1 **Sell Account To In-house Finance Company.**
Sell customer's account to outside finance company	On the **Accounts Receivable Menu** choose 5 **Sell \ Buy Accounts.** Choose number 2 **Sell Account To Outside Finance Company.**
Sell Finance Company note to an outside finance company	On the **Accounts Receivable Menu** choose 5 **Sell \ Buy Accounts**, then 3 **Sell Accounts Receivable to outside Finance Company.**

Notes:

Inventory

Add a Car to Inventory	On the **Inventory Menu**, choose $\boxed{1}$ **Add New Vehicle to Inventory.** OR Use **Add Car** hot key at right edge of main screen.
Add a new make / model	On the **Inventory Menu** choose $\boxed{7}$ **Add / Edit Make & Models.** Choose $\boxed{\text{Insert}}$ key on keyboard to add Make & Model.
Add repairs to vehicle (after sale)	On the **Inventory Menu**, choose $\boxed{4}$ **Add Repair to Vehicle.** Use the **Add Repair** hot key at the right edge of main screen. *Make sure that you choose to "list sold cars" when finding vehicle that has already been sold.*
Add repairs to vehicle (before sale)	On the **Inventory Menu**, choose $\boxed{4}$ **Add Repair to Vehicle.** Use the **Add Repair** hot key at right edge of main screen.
Buyer's Guide, printing	On the **Inventory Menu** choose $\boxed{A}$ **Print Buyer's Guide**
Delete Inventory	On the **Inventory Menu** choose $\boxed{6}$ **Delete vehicle from inventory.**
Floor Plan listing	On the **Reports Menu** choose $\boxed{2}$ **Inventory Reports** then $\boxed{4}$ **Floor Plan Listing.**
Look at Inventory	On the **Inventory Menu** choose $\boxed{2}$ **View/Edit Inventory – Quick** or $\boxed{3}$ **View/Edit Inventory – Browse.** Option 2 shows all models grouped under each chosen make; option 3 gives you all cars listed by Make and Model on one screen.
Print Buyer's Guide	On the **Inventory Menu** choose $\boxed{A}$ **Print Buyer's Guide.**
Print Inventory	On the **Reports Menu** choose $\boxed{2}$ **Inventory Reports** and select $\boxed{1}$ **Master Inventory Report.**

Notes:

Reports & Forms Printing

Accounts to Sell Report	On the **Accounts Receivable Menu** choose 5 **Sell \ Buy Accounts** then choose 6 **Accounts to Sell Report.**
Agreement to Provide Insurance	When selling a car (or reloading an old sale), go to the **Print Forms Screen** and choose **Agreement to Provide Insurance.**
Bill of Sale	When selling a car (or reloading an old sale), go to the **Print Forms Screen** and choose **Bill of Sale.**
Cancelled / Expired Insurance	On the **Reports Menu** choose 3 Accounts Receivable Reports. Choose the letter I **Cancelled / Expired Insurance.**
Cars Purchase Report	On the **Reports Menu** choose 2 **Inventory Reports** then 8 **Cars Purchased.**
Cash Forecasting Report	On the **Accounts Receivable Menu** choose 9 **Payments Due Today.** Enter security code. Enter date range and include multiple payments? 'YES'.
Cash Sheet Adjustment Report	On the **Reports Menu** choose 4 **Cash Sheet\Transaction Reports** then choose 2 **Adjustment Report.**
Cash Sheet Report	On the **Reports Menu** choose 4 **Cash Sheet \ Transaction Reports** then choose 1 **Cash Sheet.**
Collector's Report	On the **Reports Menu** choose 3 Accounts Receivable Reports then select A **Collectors Report.**
Credit Application	On the **Car Sales Menu** choose 1 **Sell A Car...** On the second screen (already have screens 1 and 2 filled in) choose **Print Credit App** at the bottom of the screen.
Customer Summary	On the **Reports Menu** choose 3 **Accounts Receivable Reports** then choose 1 **Customer Summary.**
Floor Plan Listing	On the **Reports Menu** choose 2 **Inventory Reports.** Choose 4 **Floor Plan Listing.**

Inventory Report, Master	On the **Reports Menu** choose 2 **Inventory Reports** then choose 1 **Print Master Inventory Report.**
Inventory Report, Salesman	On the **Reports Menu** choose 2 **Inventory Reports** then choose 2 **Salesman's Inventory Report.**
Late List	On the **Reports Menu** choose 3 **Accounts Receivable Reports** then choose 3 **Late List – Money Late List.**
Money Collected Analysis	On the **Reports Menu** choose 3 **Accounts Receivable Reports** then choose 2 **Profit on Money Collected.**
Open Pending Sales Report	On the **Reports Menu** choose 1 **Sales Reports** then choose 8 **Open Pending Sales Reports.**
Possible Damage Disclosure	When selling a car (or reloading pending / old sale), go to the **Print Forms Screen** and choose **Possible Damage Disclosure.**
Privacy Disclosure Forms	On the **Car Sales Menu** choose 7 **Privacy Disclosure.**
Repair Costs	On the **Reports Menu** choose 2 **Inventory Reports** and 3 **Repair Cost.**
Repair Disclaimer	On the **Accounts Receivable Menu** choose 1 **Post Payment.** After pulling up customer, select A **Other Features** and choose 3 **Repair Disclaimer.**
Repossession Agreement	When selling a car, go to the **Print Forms Screen**. Choose **Repossession Agreement.**
Repossession Report, standard	On the **Reports Menu** choose 3 **Accounts Receivable** then choose 5 **Standard Repossession Report.**
Repossession Report, Write-off	On the **Reports Menu** choose 3 **Accounts Receivable** then choose 6 **Write-off Repossession Report.**

Sales Contract	When selling a car (or reprinting forms on sold cars or reloading a pending sale), go to the **Print Forms Screen** and choose 1 **Contract.** *Please note that the lien holder (selected on the previous screen) determines the contract that prints. If it is a BHPH deal, you will load the one that Wayne Reaves has provided. If multiple-part contracts are used, these must print to your dot matrix forms printer as defined in your Printer Settings screen.*
Sales Report – Standard	On the **Reports Menu** choose 1 **Sales Reports** then choose 1 **Standard Sales Report.**
Sales Tax Report (Accrual Method)	On the **Reports Menu** choose 5 **Tax Reports** then choose 2 **Accrual Method.**
Sales Tax Report (Cash Method)	On the **Reports Menu** choose 5 **Tax Reports** then choose 1 **Cash Method.**
Salvage Title Disclaimer	When selling a car (or reprinting forms on sold cars or reloading a pending sale), go to the **Print Forms Screen.** Choose **Salvage Title Disclaimer.**
Side Notes Report	On the **Reports Menu** choose 3 **Accounts Receivable Report** then choose F **Side Notes Report.**
Summary of Sales Activity	On the **Reports Menu** choose 1 **Sales Reports** and 4 **Summarize Sales Activity.**
Title Reassignment Form	When selling a car (or reprinting forms on sold cars or reloading a pending sale), go to the **Print Forms Screen.** Select **Title Reassignment Form.** (Georgia Only)
Trade-In Odometer Disclosure	When selling a car (or reprinting forms on sold cars or reloading a pending sale), go to the **Print Forms Screen.** Select **-Odometer Disclosure (Trade)** from the list.

Notes:

Sales

Buy Here Pay Here Lease Quote	On the **Lease** menu 4 **BHPH Quick Quote.**
Cancel a Car Sale	On the **Utilities Menu** choose 6 **Special Utilities** then choose 8 **Delete or Cancel Sale, Lease, or Note Purchase, etc.**
Credit Application, printing	On the **Car Sales Menu** choose 1 **Sell A Car…** On the second screen (already have screens 1 and 2 filled in) choose **Print Credit App** at the bottom of the screen.
Credit Check	On the **Car Sales Menu** choose 1 **Sell A Car**. Fill in the first screen, and after printing the credit application on the second page (and getting it signed), click on **Credit Bureau.**
Change Financial information on a deal	You should call tech support before doing this procedure. We need to help you decide on a case-by-case basis if what you are trying to do will give you the outcome you desire. Changing the finance information could result in the interest charge being different than what is on the signed contract.
Delete a pending sale	On the **Car Sales Menu** choose 4 **Reload Pending Sale.** Highlight the customer that needs to be deleted and press the DEL Key. (*delete key*)
Delete a Wholesale deal	On the **Wholesale Menu** choose 3 **Change / Delete a Deal.**
Deposits, receiving	On the **Car Sales Menu** choose 6 **Deposit System**. If this is a new deposit, press the insert key to begin inputting new receipt.
Deposits, removing	On the **Car Sales Menu** choose 6 **Deposit System**. Press the DEL key to delete a deposit. (*delete key*)
Edit Wholesale deal	On the **WholeSale Menu** choose 3 **Change / Delete Deal.**
Figure Payment	Click on the **Figure Payment** hot key on the right edge of the main screen.
Lease a Car	On the **Lease Menu** choose 1 **Lease to Own a Car.**

(continued on next page)

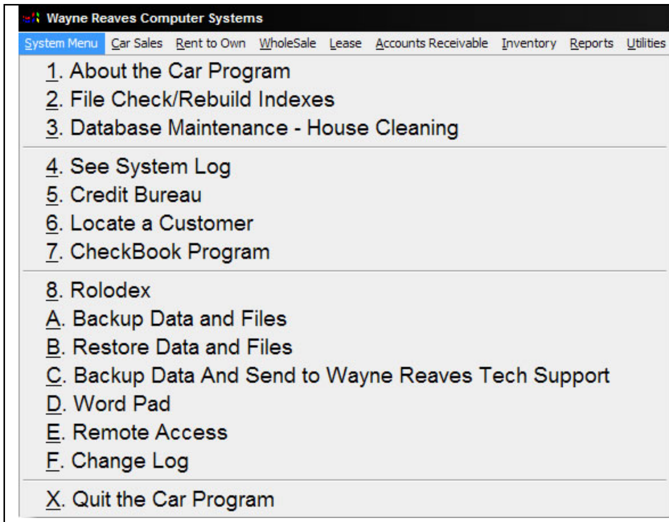
Lien Holders, setting up	On the **Utilities Menu** choose 8 **Forms Maintenance.** Highlight ***Alternate Finance Forms*** and select the form name from the list of names on the right pane. If you do not see the form you need, call tech support. Often several companies will use the same contract. Once you have selected the form, click the **Modify Selected Form** button. Then **CREATE DUPLICATE** and make note of form number. Then modify with lien holder information by changing form name & company name, address, etc. as needed.
Reload a Pending Sale	On the **Car Sales Menu** choose 4 **Reload Pending Sale.**
Reprint Forms on Sold Cars	On the **Car Sales Menu** choose 5 **Reload Old Deal to Print Forms.** Select the customer that you want to reprint and press the PG↓ key until you get to the **Print Forms Screen.** Reprint form(s) as necessary.
Reverse a Payoff	On the **Utilities Menu** choose 6 **Special Utilities** then choose 5 **Reverse Payoff / Payout.**
Sell a Car	Use the **Sell Car** Hot Key on the right edge of main screen.

Notes:

Program Menus Review:

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

System Menu

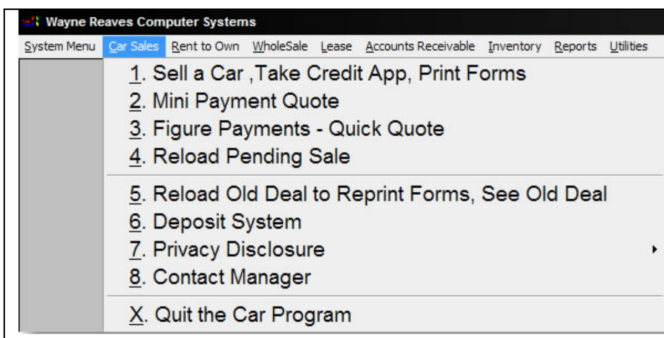


Tip: The 'X' command will always close ANY pull-down or call-out menu in the system.

1. Tells where the program is installed and where the data is housed, what version of the program you are running, and other seldom-important info.
2. Processes re-indexing data tables.
3. Removes deleted records in tables.
4. Running error log (for tech support)
5. Opens Credit Bureau Option
6. Locates a customer system-wide
7. Opens WRCS Checkbook if installed.
8. Opens built-in Rolodex feature.

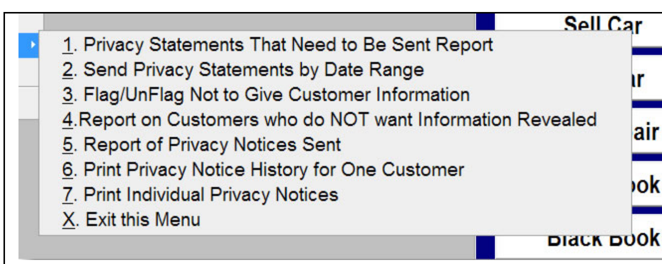
A. Opens screen to backup your data.
B. Opens screen to restore your data.
C. For Tech Support use only.
D. Opens Windows' Word Pad
E. For Tech Support use only.
F. Updates to Program detail.

Car Sales



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

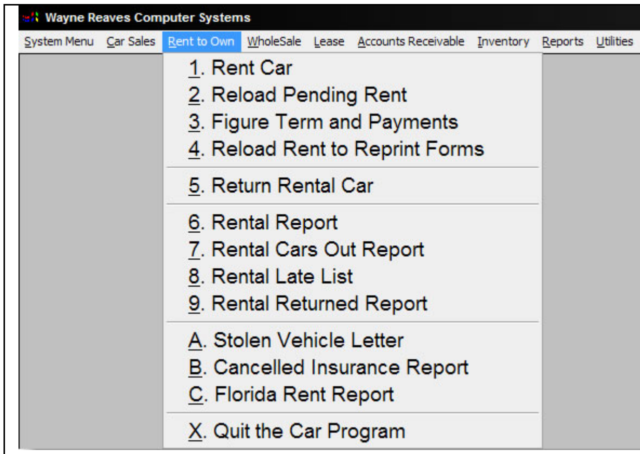
Privacy Disclosure call-out menu



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

Notes:

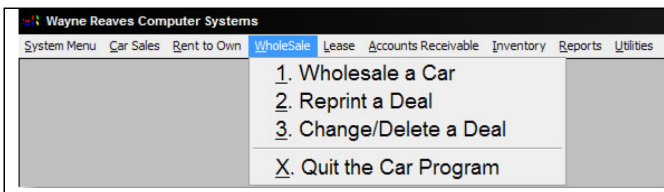
Rent to Own menu



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

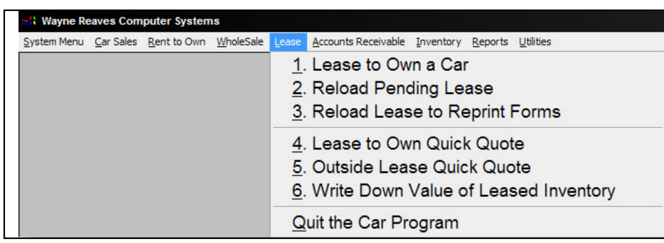
A. Letter to declare vehicle stolen.
B. Letter to declare insurance expired.
C. Report for Rental Deals for FLORIDA.

WholeSale menu



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

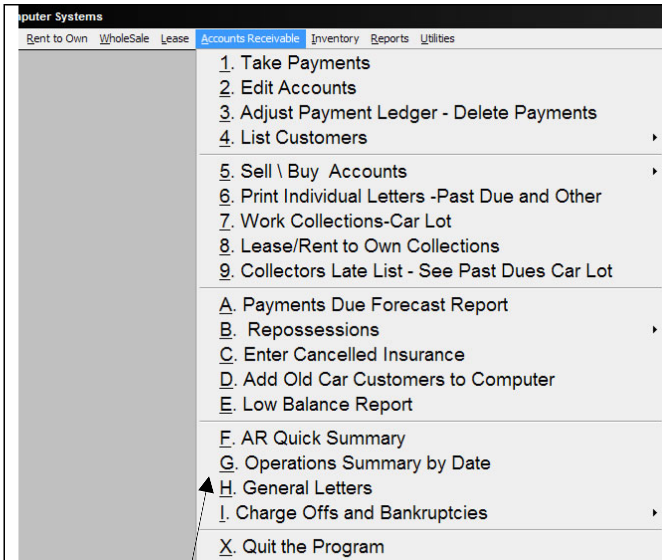
Lease menu



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

Notes:

Accounts Receivable Menu

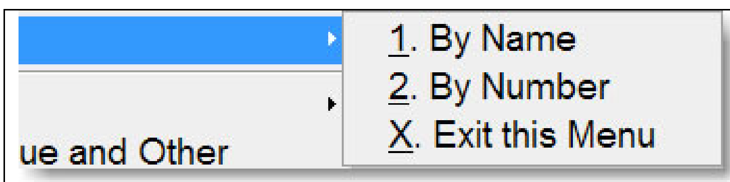


Tip: The **Operations Summary by Date** is a quick graphical way to view various activities happening in your system. These include daily recaps of Payment collected, Cars added to inventory, Payments due, Wholesale deals made, Leases made, Customer birthdays, Repos processed, Insurance expirations,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

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

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

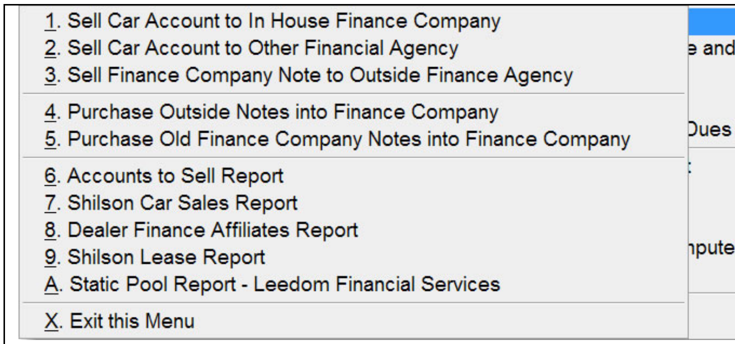
List Customer call-out menu



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

Notes:

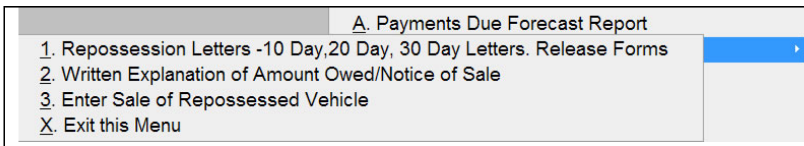
Sell \ Buy Accounts call-out menu



1. Open screen to sell BHPH deal to Related Finance Company (RFC).
2. Open screen to sell BHPH to Non-related finance company.
3. Sell RFC account to Non-RFC.
4. Purchase account into RFC.
5. Purchase old notes into RFC.
6. Report showing accounts you want to offer to sell.
7. BHPH Report special to Shilson group dealers.
8. BHPH Report special to Dealer Finance Affiliates.
9. Lease Report special to Shilson group dealers.

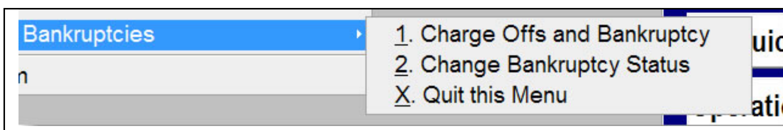
A. Static Pool Report for Leedom Financial Services dealers.

Repossessions call-out menu



1. Open menu to process Repossessions for BHPH accounts.
2. Records sale & prints letter.
3. Records sale of Repo only.

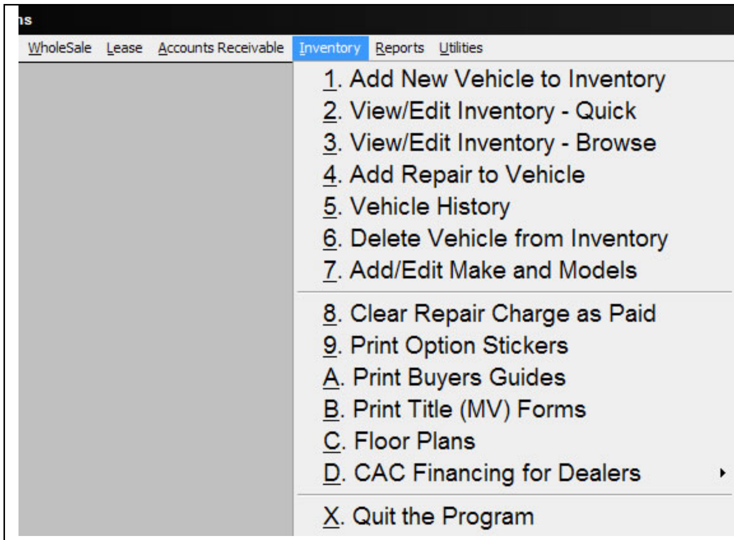
Charge Off & Bankruptcy call-out menu



1. Open menu to record Charge Offs & Bankruptcy.
2. Change status of accounts (from Bankruptcy to Charge Off & Vice Versa.)

Notes:

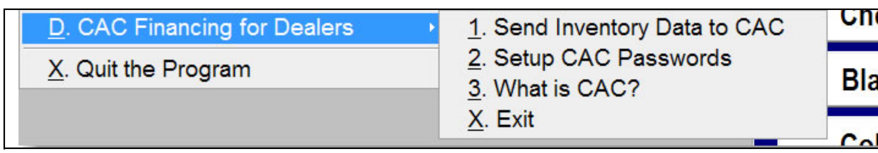
Inventory Menu



1. Open screen to add new vehicle.
2. Quick view/edit inventory info.
3. Browse list of cars in inventory.
4. Add repair ticket to vehicle.
5. View vehicle history (sales performance history for make/model/year matches.)
6. Delete vehicle from inventory.
7. Add makes & models to system.
8. Open screen to mark repair as paid.
9. Print vehicle options for vehicle window.

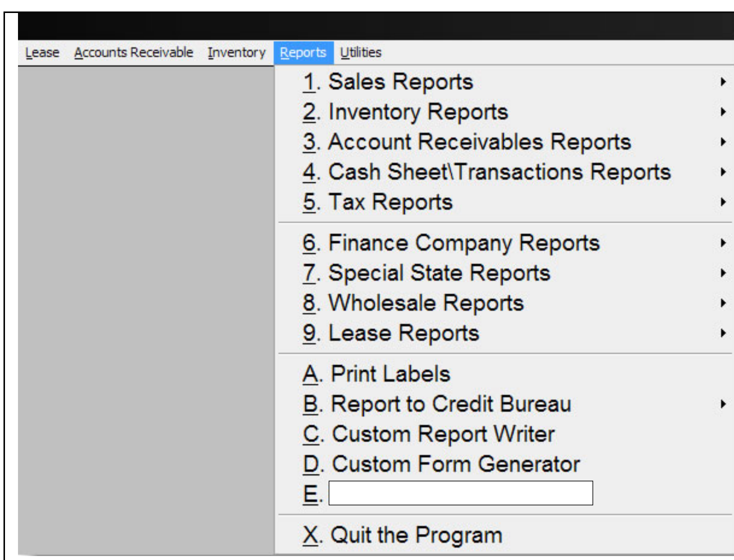
A. Print Buyer's Guides for vehicle window
B. Print DMV Forms for vehicle.
C. Add/Edit/Delete Floor Plan Company's terms for inv. cost.
D. Uploads inventory data to CAC (Credit Acceptance Corporation – see below.)

CAC Financing for Dealers call-out menu



1. Sends data to CAC.
2. Edit secured password.
3. Help Screen / Info.

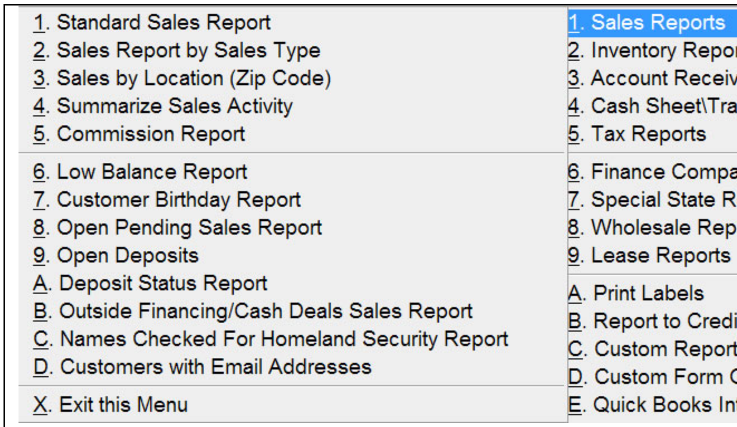
Reports Menu



1. Open Sales Reports Menu.
2. Open Inventory Reports Menu.
3. Open Account Receivables Reports Menu.
4. Open Cash Sheet/Transactions Reports Menu.
5. Open Tax Reports Menu.
6. Open Finance Company Reports Menu.
7. Open Special State Reports Menu.
8. Open Wholesale Reports Menu.
9. Open Lease Reports Menu.

A. Print Mailing Labels/Address Report Menu.
B. Open Report to Credit Bureau Menu.
C. Open Custom Report Writer.
D. Open Form Creator.
E. Disregard in this edition.

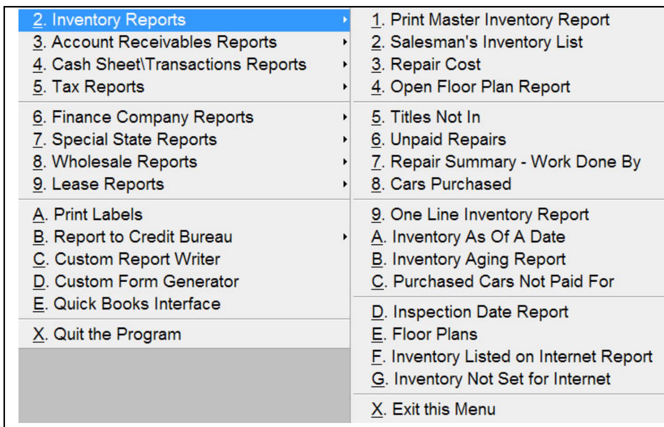
Sales Reports call-out menu



1. Comprehensive Sales report.
2. Group Sales by sales type report.
3. Group Sales by zip code report.
4. Same as #1 but without customer detail on report.
5. Report of salesman's commission.
6. Same as accounts receivable menu, letter E.
7. Prints report of upcoming customer's birthdays.
8. Shows list of uncompleted saved deals.
9. Shows list of collected deposits.

A. Recaps Deposit activity report.
B. Recaps Non-BHPH activity report.
C. Recaps Names Checked OFAC.
D. Lists Customers' Email addresses.

Inventory Reports call-out menu

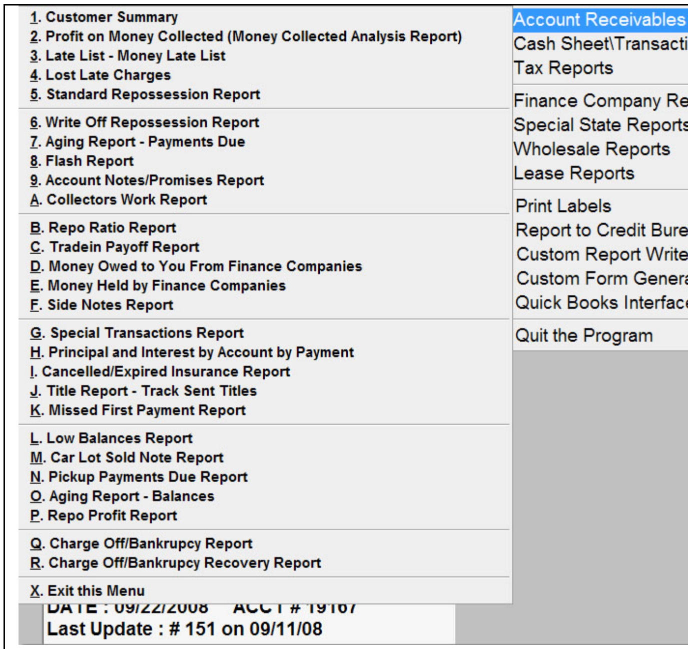


1. Comprehensive Inventory Report.
2. Inventory Report sans-cost info.
3. Detailed Report of cost per car per lot.
4. Recaps inventory not paid for on floor plan.
5. Recaps any vehicles not marked as Title In? "Y"es.
6. Recaps all repair bills not marked as paid? "Y"es.
7. Recaps vendor activity showing all work done within date range.
8. Recaps cars purchased dates report.
9. Simple Inventory report with one line per vehicle, cost column optional.

A. Report based on purchased date to guesstimate what was on lot by date.
B. Recaps number of days since purchase.
C. Similar to 4, but not dealing with floor planning.
D. Recaps emission inspection dates.
E. Add / Edit /Delete Floor Plan terms.

Notes:

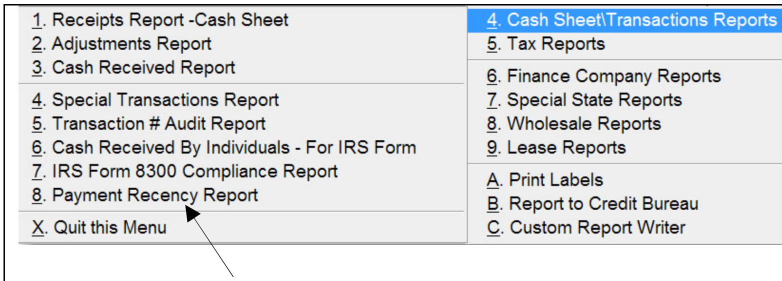
Account Receivables Reports call-out menu



1. Comprehensive BHPH account detail.
2. Recap current profit on BHPH collected.
3. Recaps accounts that are past due.
4. Recaps forgiven late charges to date.
5. Info on repossessed accounts by date.
6. Info on written-off accounts previous repossessed by date
7. 30/60/90 day balances per account.
8. Quick one-page accounts summary.
9. Recap of notes taken for collections.

A. Recap of collection staff activity.
B. Shows car sales vs. repossession ratios.
C. Shows which vehicles traded-in need payoff check sent by dealer.
D. Recaps unpaid finance company deals.
E. Shows which deals done using P.O.S. financing still need payment from them.
F. Recaps accounts carrying side notes.
G. Report for transaction types including voids, payoffs, bad checks, repairs, charge backs, credits, & lienholder payments by date range.
H. Recaps principal & interest breakdowns by payment dates or per account totals.
I. Recaps accounts with lapsed insurance.
J. Report showing which titles have been sent and which have not.
K. Recaps accounts not showing first payment being posted yet.
L. Same as Accounts Receivable Menu, Letter E.
M. Recaps accounts of loan notes that you sold to finance companies.
N. Recaps uncollected pickup payments.
O. Reports balances bracketed by multiple date ranges
P. Recaps total profit realized on Repos.
Q. Reports which accounts are in Charge-off or Bankruptcy status.
R. Recaps payments collected after account was charged off or placed into bankruptcy status.

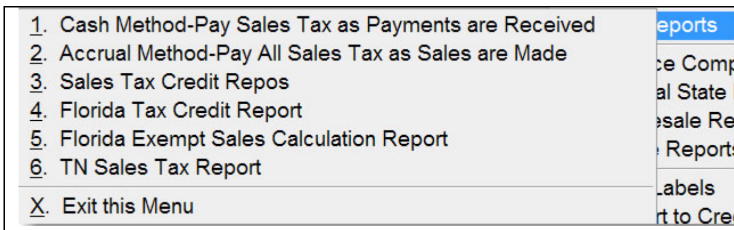
Cash Sheet / Transactions Reports call-out menu



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

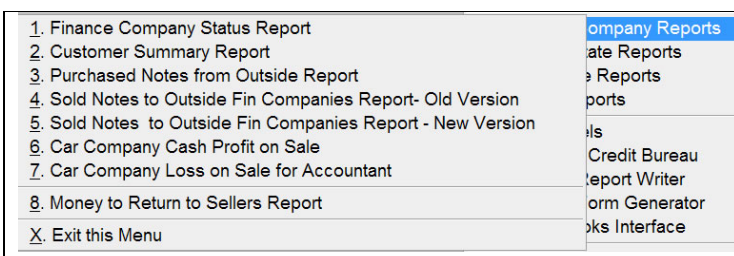
1. **Recaps payments of ALL types for date range given.**
2. **Recaps any ledger adjustments, deletions, and other 4-digit coded activity**
3. **Recaps payments marked as CASH exclusively.**
4. **Recaps seldom-researched transactions such as Voids, Payoffs, Bad Checks, Repairs, Charge-backs, Credits, & Bank Checks.**
5. **Recaps activity in transaction number order by date range.**
6. **Alerts you to individuals that have paid more than $10k cash.**
7. **Recaps Form 8300 screen appearances in program.**
8. **Recaps Payment Activity (see tip).**

Tax Reports call-out menu



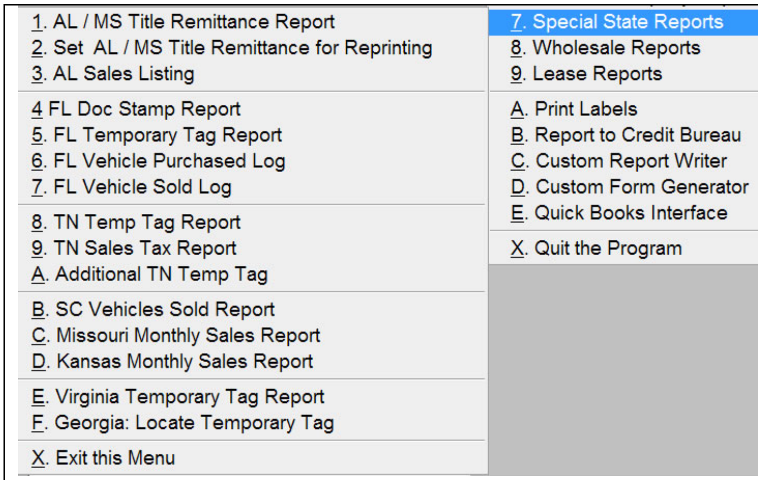
1. **Recaps tax collected on sales & payments within date range specified for states & customers paying on Cash Method basis.**
2. **Recaps tax charged on sales made within date range provided.**
3. **Report showing tax credits earned during date range on Repos.**
4. **Special FL ONLY version of #3.**
5. **Special FL ONLY Exempt Report.**
6. **Special TN ONLY Tax Report.**

Finance Company Reports call-out menu



1. **Recaps balances of active accounts.**
2. **Finance company version of BHPH customer summary.**
3. **Recaps accounts bought into RFC.**
4. **OLD VERSION – Sold notes report.**
5. **NEW VERSION – Sold notes report.**
6. **Recaps profit BHPH company made.**
7. **Recaps lost money on deals for CPA.**
8. **Recaps payment percentages owed to 3rd-party finance companies.**

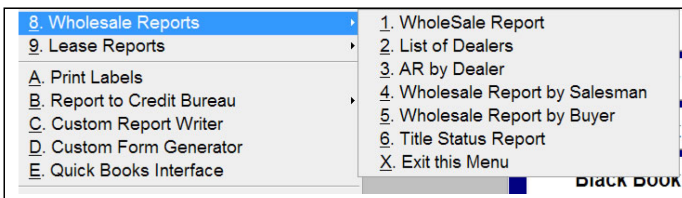
Special State Reports call-out menu



1. Prints AL & MS Title Remittance form.
2. Make corrections to sales in #1.
3. Prints AL Sales Listing.
4. Prints FL Doc Stamp report by date.
5. Prints FL Temp Tag report (no longer needed).
6. Prints FL Vehicle Purchased Log.
7. Prints FL Vehicle SOLD Log.
8. Prints TN Temp Tag Report.
9. Prints TN Sales Tax Report (also on Tax Reports Menu.)

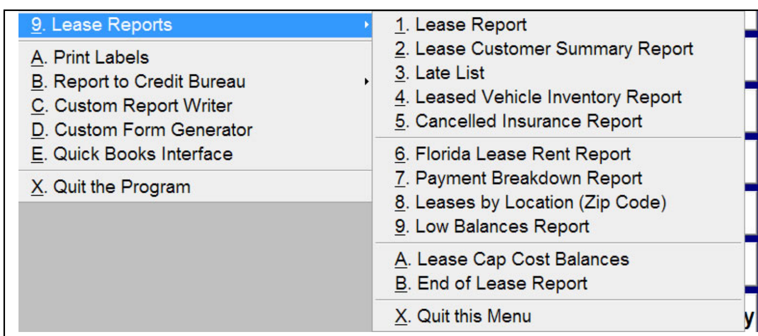
A. Prints Additional TN Temp Tag.
B. SC Annual Vehicles Sold Report.
C. MO Monthly Sales Recap Report.
D. KS Monthly Sales Recap Report.
E. VA Temporary Tag Report.
F. GA: Locate sale by temporary tag.

Wholesale Reports call-out menu



1. Recaps wholesale deals between date range.
2. Report on wholesale buyers to you.
3. Recap of purchase activity grouped by Wholesale accounts.
4. Recap of wholesale deals grouped by your lot salesman recorded on deal.
5. Recap of wholesale deals grouped by buyer recorded on deal.
6. Status of Title In recorded on deals.

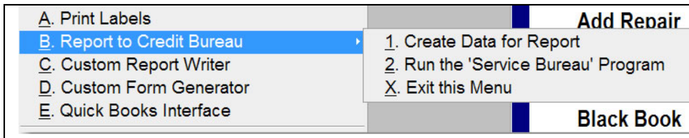
Lease Reports call-out menu



1. Active Lease Status report.
2. Lease account version of BHPH Customer Summary report.
3. Lease account Late Payment report.
4. Inventory report of Leased Vehicles.
5. Cancelled insurance report.
6. FL specific Lease Rent report.
7. Payment Breakdown report.
8. Localized Lease Report by Zip Code.
9. Lease account version of BHPH Low Balances report.

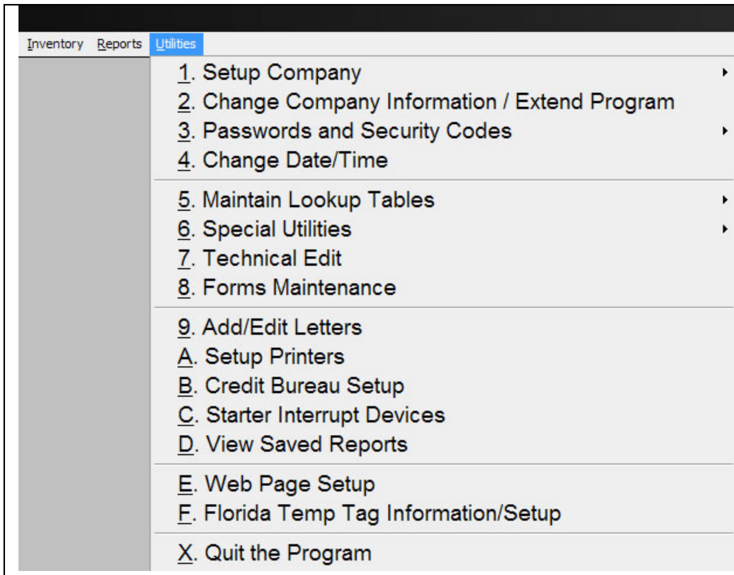
A. Lease Cap Cost Balances report.
B. Recaps when Lease Contract Ends.

Report to Credit Bureau call-out menu



1. Opens options for creating the report file you will use with a 3rd party credit reporting program.
2. If using TSB service, clicking here will open their program on your screen.

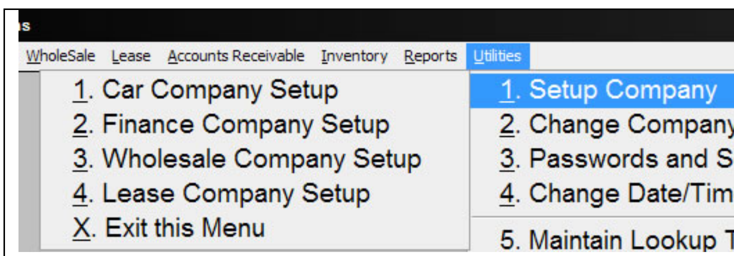
Utilities Menu



1. Opens Setup Company call-out menu.
2. Used to change registration info.
3. Opens Passwords call-out menu.
4. Changes PC Date & Time.
5. Opens Lookup Tables call-out menu.
6. Opens Special Utilities call-out menu.
7. For Wayne Reaves' Use ONLY.
8. Opens Forms Maintenance menu.
9. Add / Edit system letters.

A. Opens Printer Setup screen (independent for each network PC.)
B. Opens Credit Bureau settings.
C. Opens Starter Interrupt settings (On-Time/ Passtime specifically.)
D. Opens any saved system reports.
E. Opens Webpage Setup menu.
F. Information about FL temp tag setup.

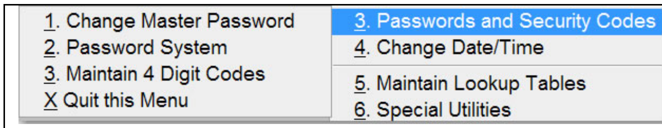
Setup Company call-out menu



1. Sets up all your car lot information & settings (program options.)
2. Sets up your Related finance company info & settings.
3. Sets up your printing options for Wholesale Bill of Sale.
4. Sets up your Leasing company information & settings.

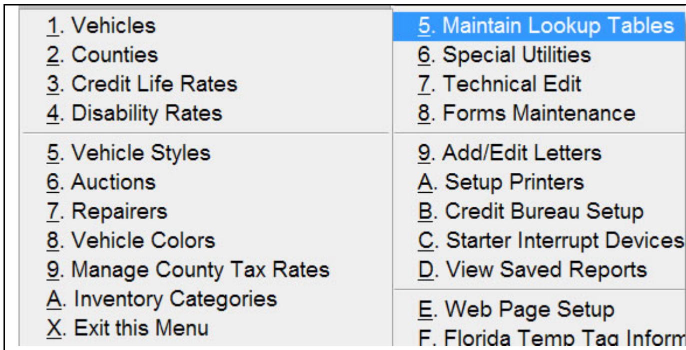
Notes:

Passwords and Security Codes call-out menu



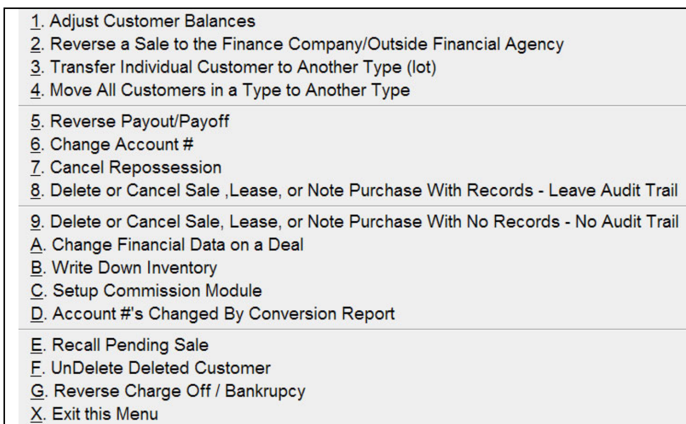
1. Allows you to change the Master Password for the program.
2. Allows you to change password-protected access throughout the program.
3. Allows you to add / edit / delete 4-digit codes for your staff.

Maintain Lookup Tables call-out menu



1. "Add/Edit/Delete" Vehicle Make & Model.
2. A/E/D Counties You Use.
3. A/E/D Credit Life Insurance Rates.
4. A/E/D Disability Insurance Rates.
5. A/E/D Vehicle Styles (2door, Pickup, etc.)
6. A/E/D Auctions where you buy vehicles.
7. A/E/D Repair Ticket Vendors.
8. A/E/D Vehicle Color Choices (where states allow them.)
9. A/E/D County Tax Rates.
A. A/E/D Inventory Categories (for web).

Special Utilities call-out menu



Tip: Options E & F are temporary solutions – any deleted pending sales or deleted customers go into a holding area until you run the housekeeping routine on the System Menu. Housekeeping removes any deleted records from the system permanently. If the account you are looking for cannot be found in these screens, chances are your periodic housekeeping has already cleared them out.

1. Edit customer balances feature & defer payment on Rule of 78 accounts.
2. Reverses sale to any finance company.
3. Moves customer between unprotected type numbers.
4. Moves all customers to another type.
5. Reverses payoff done on account.
6. Lets you change customer to another unused account number.
7. Cancels repossession / moves to active.
8. Delete saved deal but keep transaction information intact.
9. Delete saved deal erasing transactions.
A. Make changes to financial arrangements on saved deal. USE CAREFULLY!
B. Opens screen that allows you to alter inventory value by lot # ranges.
C. Open & Edit default commission values.
D. Recaps account numbers changed when records are converted into this program.
E. Any deleted pending sales still in the system can be restored to pending status.
F. Reverses action by menu items 8 & 9.
G. Reverses charge off & bankruptcy accts.

Setup / Change Program

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

Add 4 digit security code	On the **Utilities Menu** choose 3 **Passwords and Security Codes** then choose 3 **Maintain 4 Digit Codes.** Add, Edit, or Delete as needed.
Backing up data and files	On the **System Menu** choose A **Backup data and files.** If using a USB drive, have it plugged in FIRST before clicking A.
Change master password	On the **Utilities Menu** choose 3 **Passwords and Security codes.** Choose 1 **Change Master Password.** Then type in current password first, then input new password. ESC & Save changes.
Lien Holders, setting up	See first item on page 15.
Restoring Data and Files ****Tip: If you have multiple programs on the same server, your folder should be named something else than VCARS.***	On the System Menu (with USB drive already plugged in or CD in disk drive), Click B Restore Data and Files. When you type the drive letter where your backup file is, ALSO PRESS ENTER to open the box to select the file you want to restore. Then input drive where your car program is installed and if prompted, select the exact VCARS folder where these files will go.* Then Restore ALL files. Then 99% of the time, you must Run a Car Program Update.
Setup Commission Module	On the **Utilities Menu** choose 6 **Special Utilities** then choose C **Setup Commission Module.**
Setup Credit Bureau	On the **Utilities Menu** choose B **Credit Bureau Setup.**

Notes:

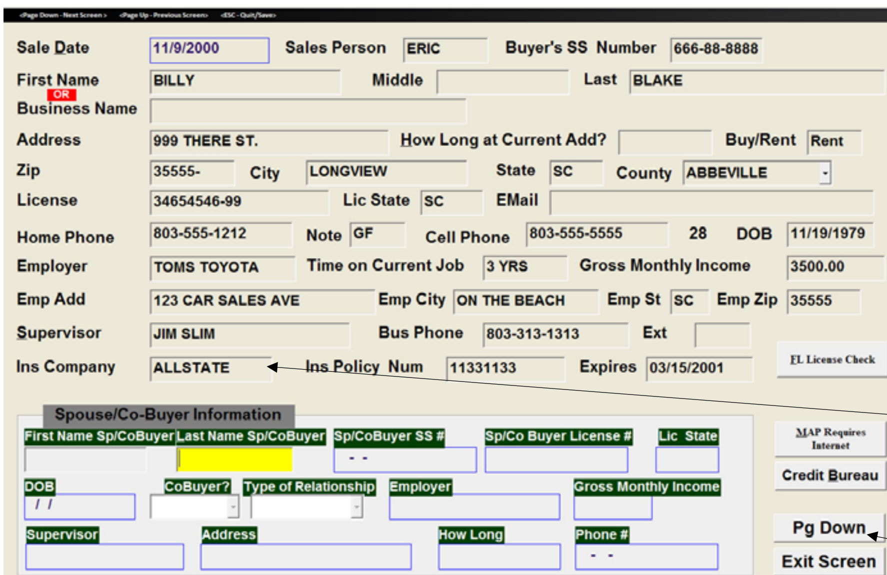
Performing Basic Program Functions

Selling a Car

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

'Sell a Car' Page 1 – Personal Information

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



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

Click here to get to the next page

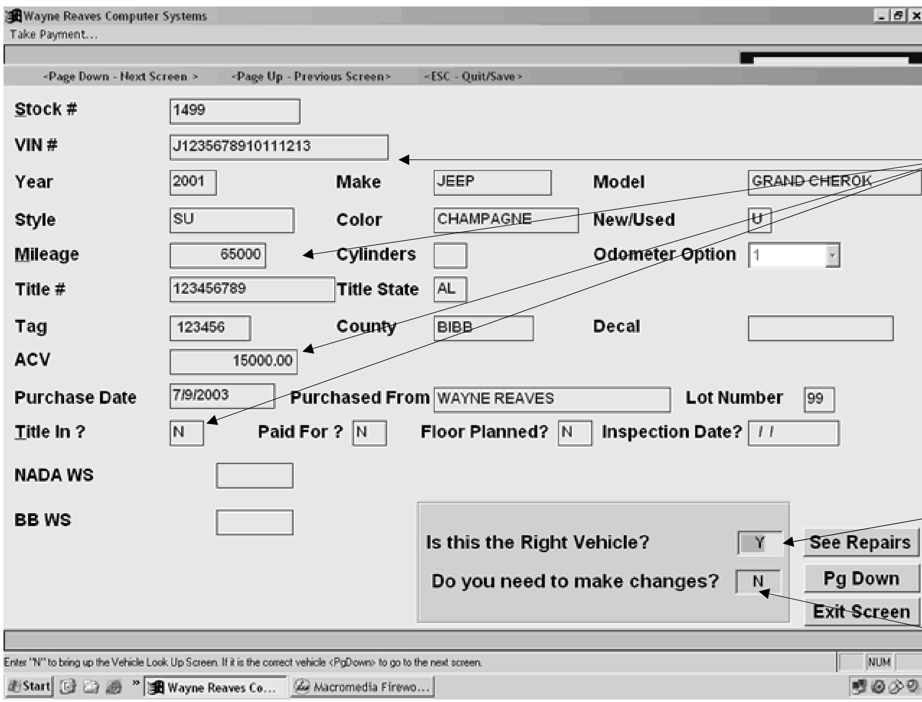
'Sell a Car' Page 2 – Credit Application

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

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

'Sell a Car' Page 3 – Inventory Screen

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



Be sure to re-check some very important numbers:
VIN
Mileage
ACV
Title In?

Change this to **N** to select a different vehicle

Change this to **Y** to make changes to the vehicle information shown here. If you change anything here, you will see a prompt to save these changes to the permanent inventory file.

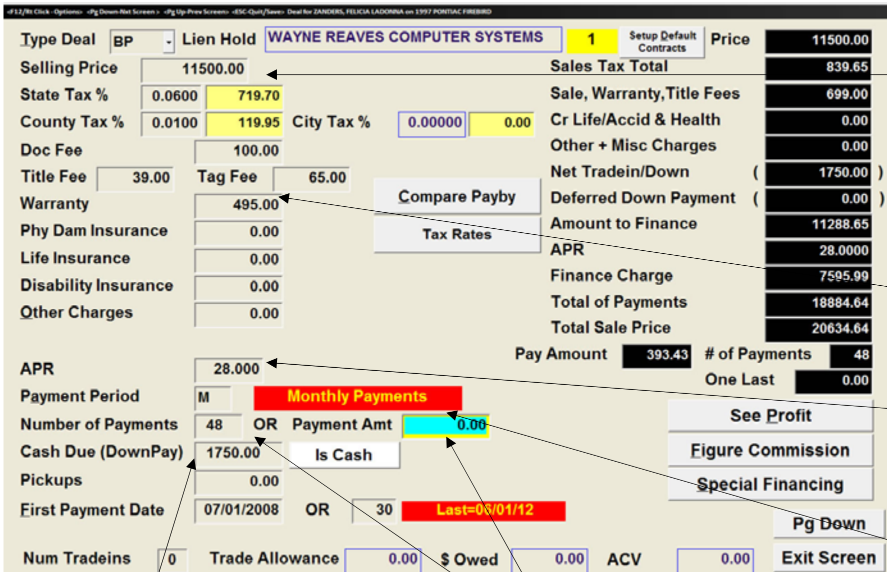
'Sell a Car' Page 4 – Finance Screen

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

Topic Continued on next page.

Customer wants you to finance the car (BHPH)

The buy-here pay-here sale is one of the easiest because you are controlling all of the numbers. Even if you do not do buy-here pay-here, you should look at this section.



Price of car before any ads

The BP type of deal means the dealer charges interest on the amount to finance.

Fees:
Doc – Cost of doing business.
Title – Amount state allows you to charge for tag and title.

Rate of interest you are charging customer

Customers can pay you: Monthly, semi-monthly, bi-weekly, or weekly.

Cash down is the customer's initial down payment.
Pick-up payments are additional down payments that must be collected before the 2nd regular car payment.
First Payment Date is date of first regular payment. In some cases, changing this date also changes the finance charge and/or interest rate.

You can tell the computer the number of the payments **or** the amount of the payment.

Once you have put the numbers into place, you can look at the right side of the screen and see the results. On the above deal, you can see the payment amount came out to $393.43, and the customer left your office owing you $18884.64. The finance screen is very important in relation to the contract you are building. You should always check your numbers to make sure that the contract is correct, as both parties want it.

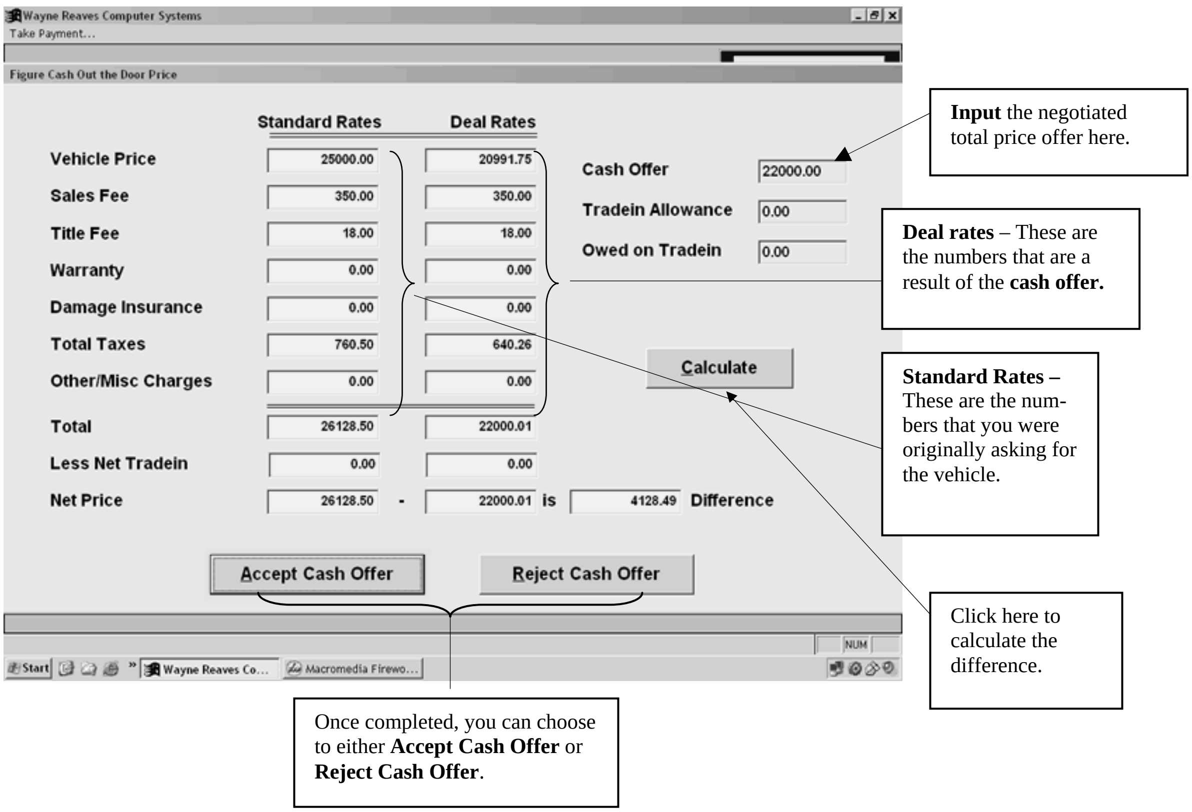
Notes:

Cash Sale

The cash sale is very basic. You simply change the type of deal to **C or CL.** The regular **C** type is for a cash sale where the customer is walking in the door with a check (or cash) in hand.

The **CL** type is for the cash sale that involves a local bank. The customer deals with their local bank, and they are approved for a loan. The bank simply wants you to put them in as the lien holder.

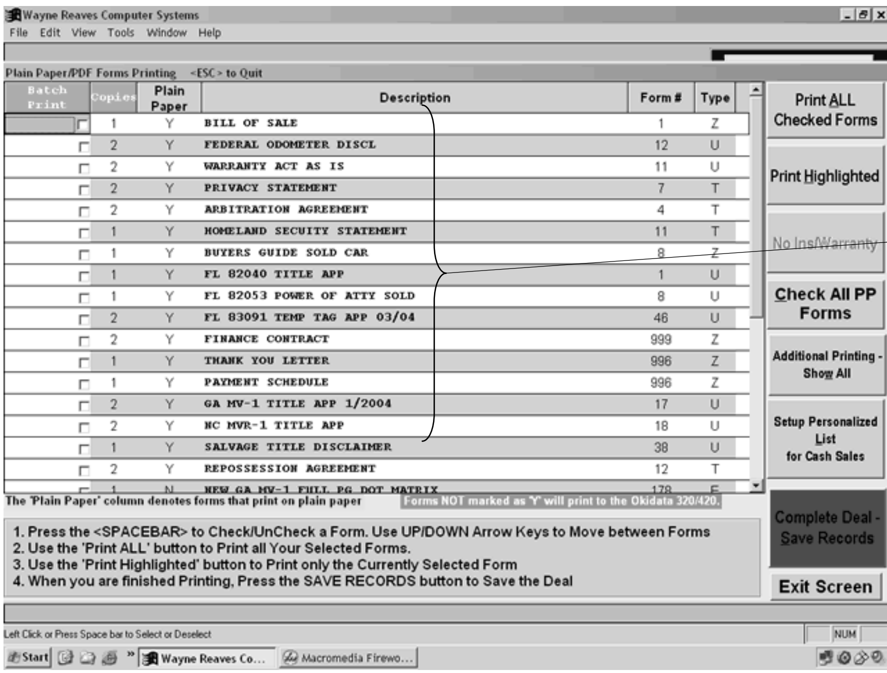
For example, the customer walks in with a check from the bank for **$22,000**. Your retail price was **$25,000** + tax, tag, and title. By clicking the **Special Financing** button (or **Right Clicking** on the screen) you will get a menu that offers many shortcuts. You may choose number 3 (**Out the Door Price**) if the negotiated total was $22,000. You will get the results shown below.



Notes:

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

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



This is a listing of forms that can be printed. Look below for more explanation on forms.

Make sure that you save the records when you are through.

Special Section on Plain Paper Forms

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

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

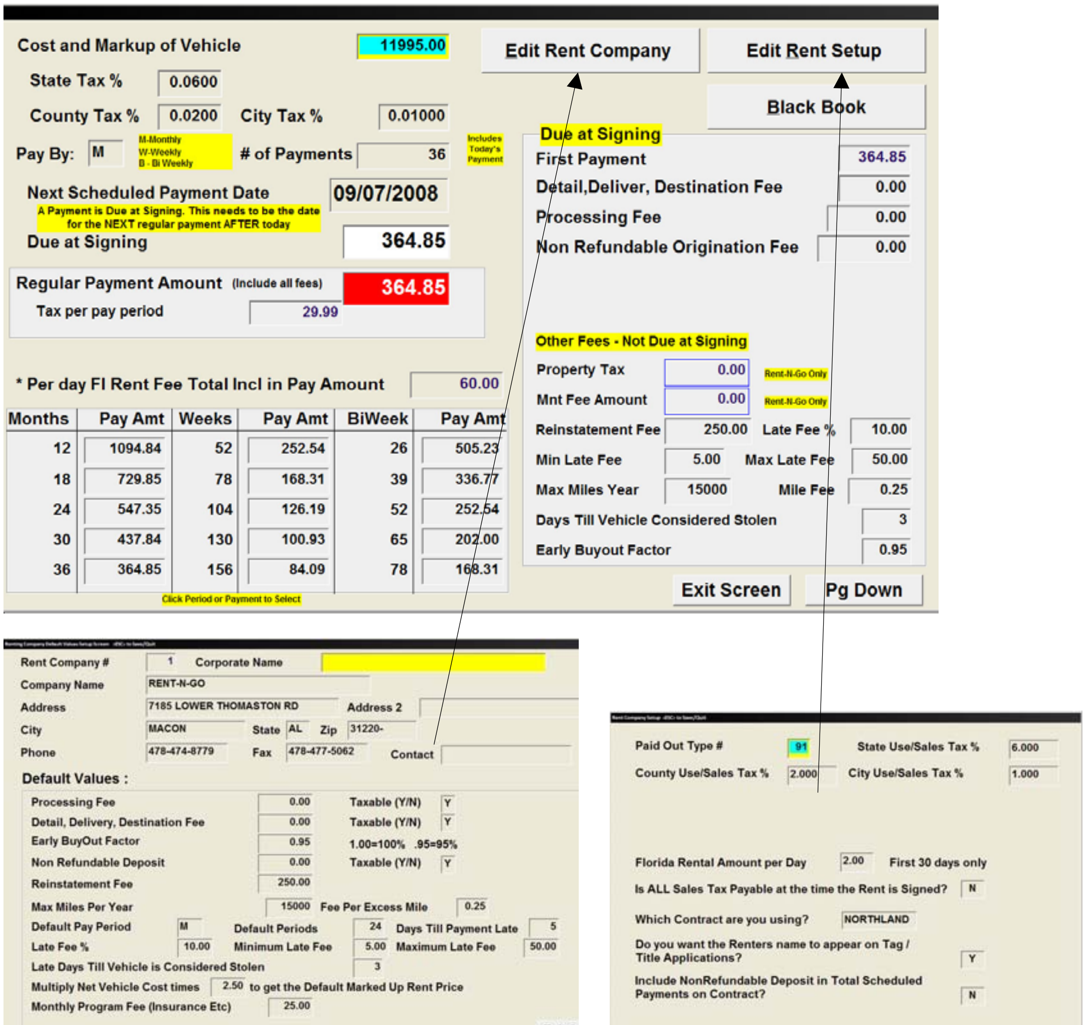
You may also choose to setup a personalized list for each type of deal. For instance, if you are selling a cash sale, you will see a button at the bottom right that reads "Setup Personalized List for Cash Sales." If you click on that button you will be taken to a default selection screen where you can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

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

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

Special Section on Rent to Own (RTO)

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



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

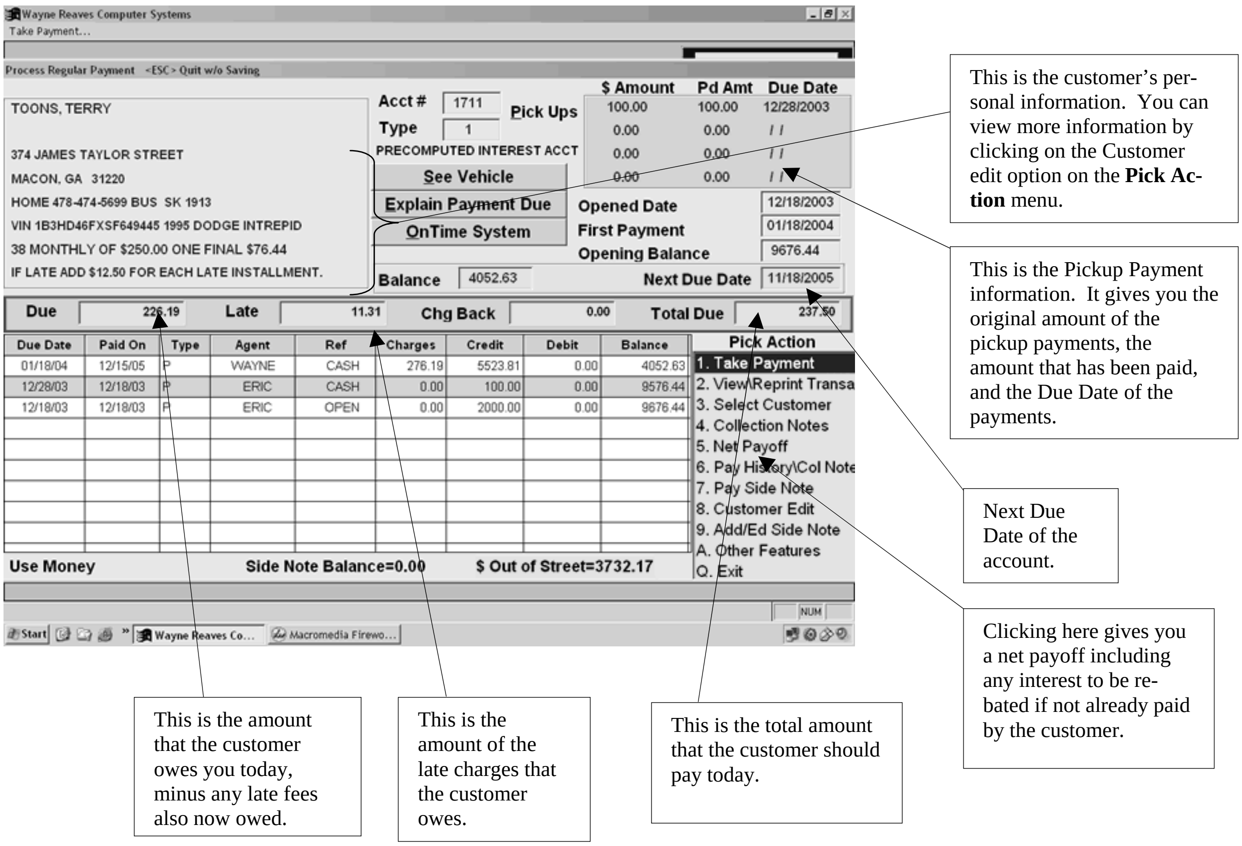
The following are facts about using Rent To Own to add to your company's business:

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

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

Taking Payments

Click on the "Take Payments" hot key on the right edge of the screen. You will be taken to a screen that has customers on the bottom of the screen and a place to type in the customer's name or account number at the top of the screen. If the account has been paid out or repossessed, you must type the customer's account number in the box to get the account. If the account is still active, you can type the last name or account number to find them. The deal type shown represents the type of deal (**R**etail, **L**ease, **W**holesale, or Rent to **O**wn.) Once you select or click the customer, you get their payment screen.



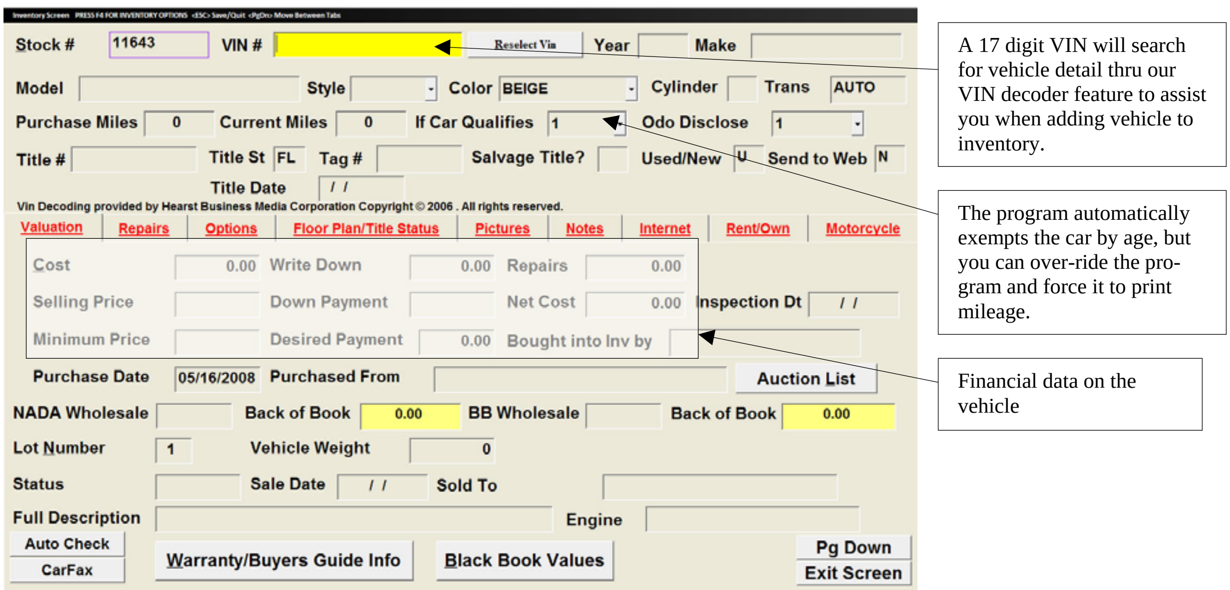
Clicking on the options on the right performs different functions. Here is a look at some of the most common.

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

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

Adding Cars to Inventory

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



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

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

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

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

Notes:

Black Book

Black Book is integrated into the Wayne Reaves System if you have a subscription to Black Book's PDA service. To research their services & rates, they may be reached at www.blackbookusa.com

The program works from the VIN that you enter into the Wayne Reaves program. After entering the information on the screen, you can click on the Black Book button at the bottom of the screen. Once you see the Black Book screen, you can choose the options that the vehicle has as well as see the wholesale, retail, and trade-in values. You an also see the residual values for up to 60 months. Any time after you run Black Book's weekly update (traditionally every Monday as of the date of this manual), Wayne Reaves pulls over the new values and updates the prices we use. This will work as long as you keep your subscription to Black Book active.

Setting Up Company Information

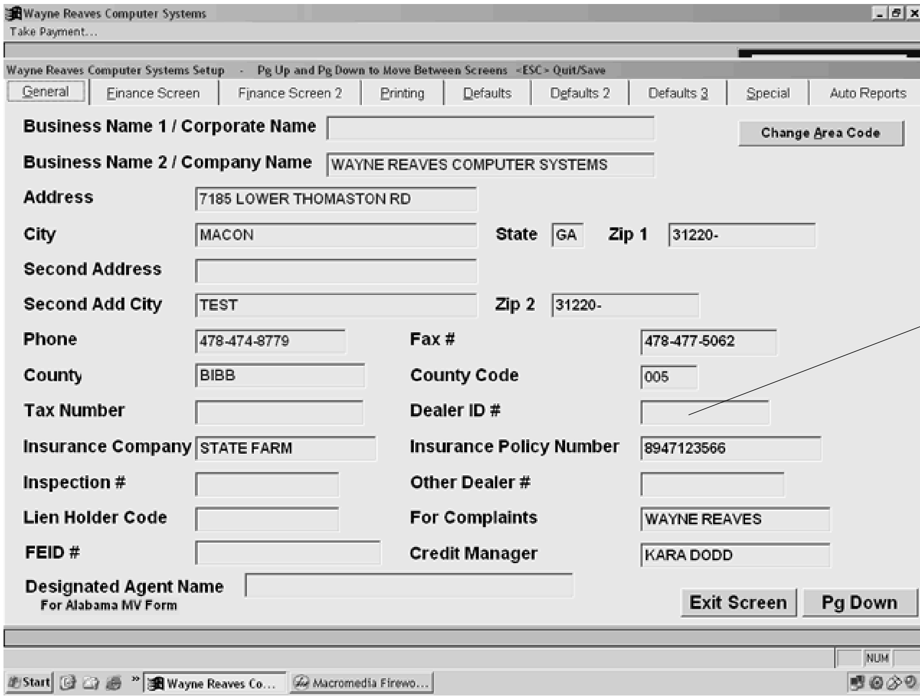
Although your Wayne Reaves trainer will spend a great deal of time setting up the company information, we will show you a little of what to expect in this section. You can get to this screen by clicking on the **Utilities Menu** then choose 1 **Setup Company** and then choose 1 **Car Company Setup** on the sub-menu. There are 9 pages on this screen. You can select the different pages by clicking on the tabs at the top of this screen.

(Setup details continue on the next page)

Notes:

General Information

The general company information screen is where many of the forms we print gets the common information about your company. There are some fields that you must pay particular attention.



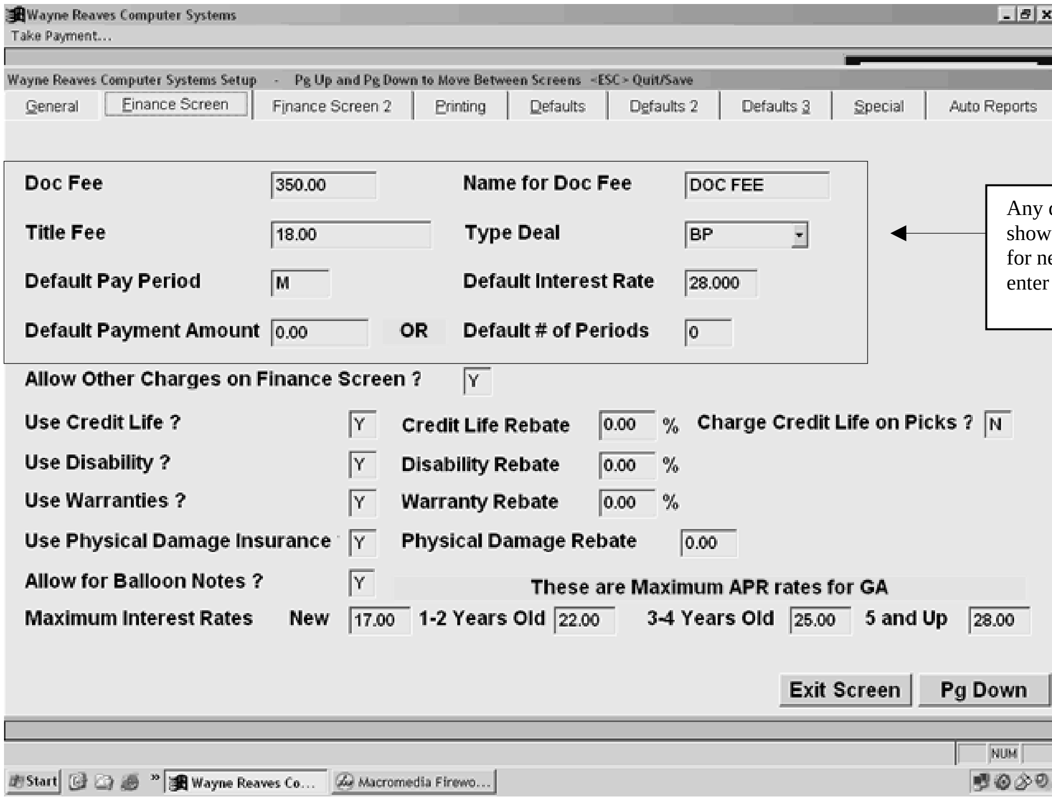
Fields in this screen may differ depending on what state you operate in.

- **For complaints** must be filled in with someone's name that has authority at the office. The customer must be able to get in contact with that person, and that person must be able to make managerial decisions. This name will print on the back of the Buyer's Guide.
- **Credit Manager** is the name of the person who you want the customer to call in and ask for if they have a question about their account. This name will be printed on a variety of collection letters and general letters to customers.
- **Designated Agent Name** is a name/number that the state of AL gives you if you do business with residents of Alabama. Even if your lot is not located in Alabama, but over 10% of your business comes from Alabama addresses, you should still get a DA name.

Notes:

Finance Screen

The finance screen has several questions that must be completed.



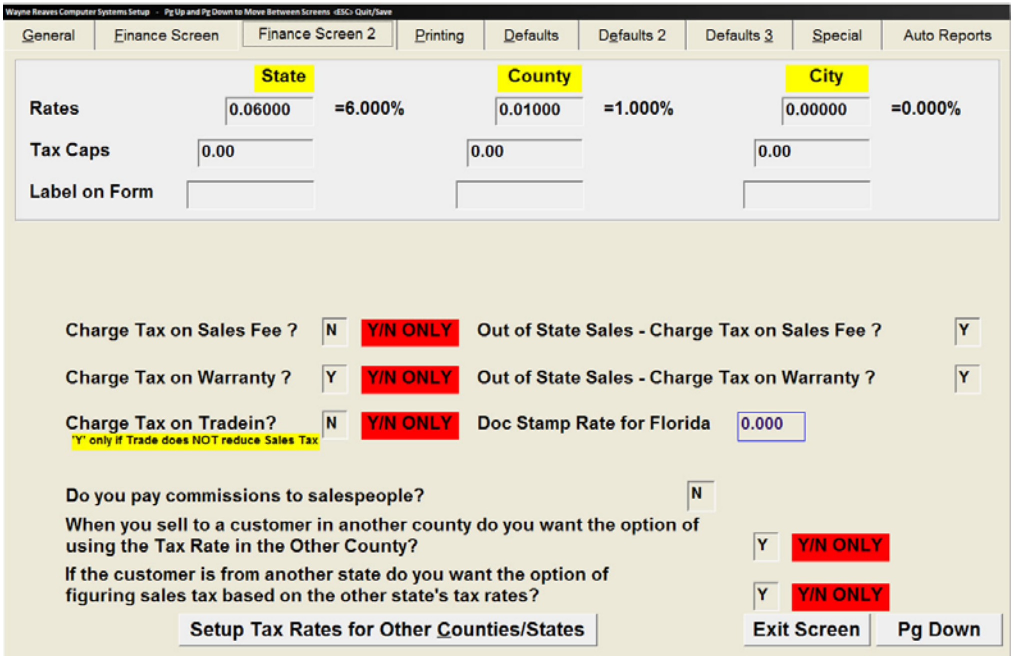
Any details entered here show up automatically for new sales as you enter the finance screen.

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

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

Notes:

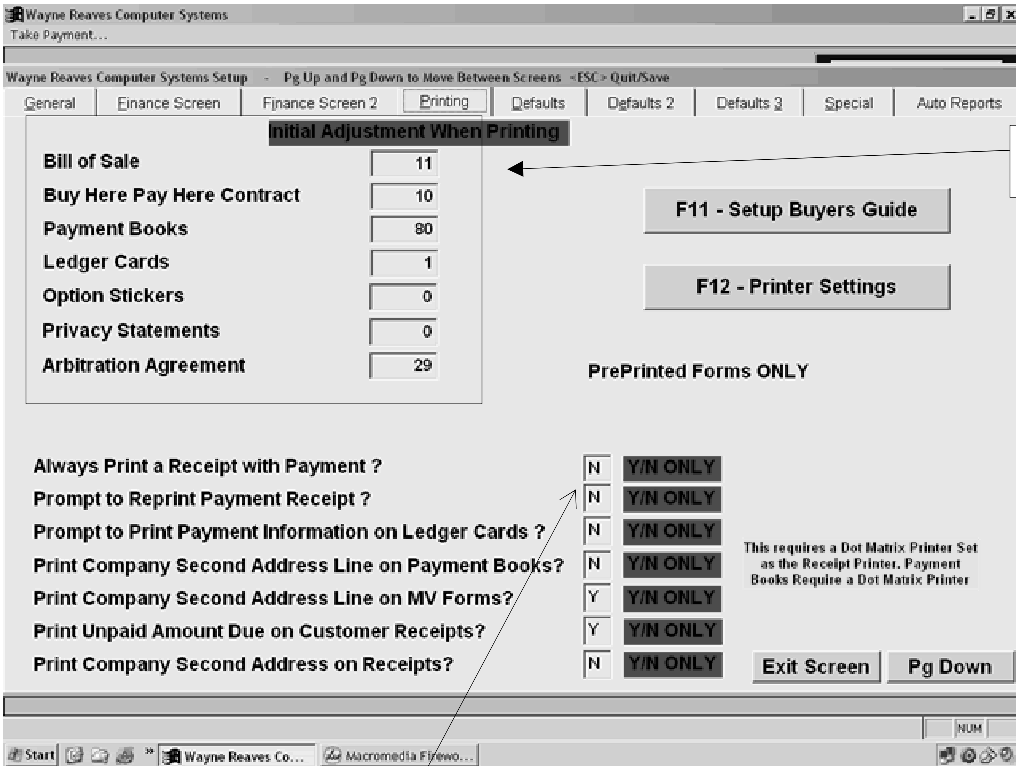
Finance Screen 2



This screen is very important to the setup of the program. It would be a good idea to wait on the trainer to help you with this screen. The sales tax that is calculated can vary greatly based on the answers you give on this screen.
In addition, the program will allow you to place pickup payments beyond the second regularly scheduled payment even though most people agree that it is illegal.

Notes:

Printing



OKIDATA SETTINGS – not for laser printer use.

Other items on this screen:

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

Defaults 1, 2, and 3

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

Websites – Understanding How the System Works:

A Brief Overview

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

The outline for this process is as follows:

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

Step 1.

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

Step 2.

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

Step 3.

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

Step 4.

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

Notes:

Other Things to Know

Setting up a Network

Setting up the server:

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

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

Setting up the Workstation

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

Follow the steps below:

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

Working with Program Extensions (Response Codes)

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

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

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

- Utilities Menu
- Choose 1 Setup Company Information
- Choose 1 Car Company Setup on the sub menu
- Click on the **Special Tab** and answer Y to the question "**Automatically connect to the Internet to extend program.**"
- Click on the **Printing Tab.**
- Click on **Setup Printers.**
- Answer Y to the question "Does this computer have access to the internet?"
- Exit Screen and **Save Changes.**

Setting up with a Credit Bureau

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

Pulling the report

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

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

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