F&I Works
User Guide

F&I Works®

Developing Your Dealership's Future℠

About F&I Works

What is F&I Works?

F&I works is the most advanced software solution for managing your Finance Department's day-to-day production. The software consists of two specific modules. Menu Works is a menu creation tool, while Focus is a sophisticated reporting tool. When used together, the two modules will help the dealership increase profitability and identify which products are impacting the bottom line.

Menu Works is the menu selling module designed to help F&I managers present "all products, to all customers, all the time". Through the use of the Menu Works module, your F&I department will realize greater product sales and enjoy a higher level of profitability for the finance department. The proven method of menu selling allows the dealership to "raise the bar" on vehicle profits, while at the same time reducing the amount of tension between customer and finance manager.

With the Focus module, your dealership gets immediate, up to the minute, detailed reports displaying profits, productivity, averages and product sales. Tired of guessing if you are having a great or average month? You don't have to guess anymore. With F&I Works, at the push of a button, you will have a current snapshot of where you are and where you are heading. Want to know which of your F&I Managers is producing the most amount of income per deal? No problem! With the push of a button you can view your finance managers as a group or breakout each individual manager separately. Want to know which banks you are sending your business to? No problem! With the push of a button you can breakout how many deals a month you are sending to a specific bank. Are you traveling and calling in for your numbers? No need to, with the push of button your reports can be e-mailed anywhere in the country! F&I Works provides the easiest most sophisticated breakdown of your dealership's numbers, all at your fingertips. It is that easy!

STOP!

F&I Works User Guide is an Adobe Acrobat .PDF file located on your F&I Works installation CD. In order to view this file, you must have the Adobe Acrobat Reader installed on your computer.

IF YOU DO NOT HAVE ADOBE ACROBAT READER V.5.0 INSTALLED ON YOUR SYSTEM:

We have included Adobe Acrobat Reader v.5.0 for your convenience. Double click on the file named AcroReader51_ENU.exe, which is located on your F&I Works CD, and it will install the free Adobe Acrobat Reader.

If you already have Adobe Acrobat Reader installed, proceed with the installation instructions below.

Please Read System Requirements Before Installing

Recommended Minimum System Requirements:

Hardware:

Pentium P-4 2.0 ghz or faster *
512 MB RAM or higher
400 MB available hard disk space
CD-ROM drive
Color Laser Graphic Printer, Color Inkjet or i.e. Epson C-62, Epson C-82, HP 940

* While the minimum specifications are adequate to operate the software, we have found that computers running Intel's Pentium 4 (not Celeron*) processor above 2.4 ghz, with 512 MB of RAM, GREATLY improves the performance of F&I Works software.

* We have had several performance complaints regarding F&I Works operating on Intel Celeron processors. Therefore, we highly recommend Intel Pentium 4 processors or higher speed AMD processors.

Monitor/Screen Size:

We recommend running F&I Works with a screen 1024 x 768 Resolution
However, if you run 800 x 600 resolution, you will need to scroll left to right, up and down to view the entire screen.

Tip: If you are running your ADP or Reynolds & Reynolds in the 800 x 600 mode, you can quickly convert to 1024 x 768 by minimizing all applications on the desktop, "Right Mouse" on the Desktop, click "Properties", "Settings" and select 1024 x 768 as the Screen Resolution.

Operating System:

Windows 2000 or Windows XP Operating System

STOP!

Please Read Before Installing

For Windows XP and Windows 2000 computers, you may need to have administrative rights to install the software.

On the Windows desktop, click "Start", click "Run", click "Browse" and browse to your CD-ROM drive. Find the file named F&IWorksRT.msi on the CD drive and double click to begin your F&I Works installation. If you can not see the file extension showing the .msi, please see the Technical Tip below.

If you receive a message stating the Windows Installer is out of date (usually involving older service packs in Windows 2000), please use the Windows Update facility to upgrade your Windows 2000 to Service Pack 3 or later. This update will automatically install the proper Windows Installer files. After the update, you will be able to resume your installation.

Technical Tip: If you are having trouble seeing the file extensions (.msi or .exe), you will need to change some settings in Windows Explorer to allow you to see these extensions. Right mouse click on the "Start" button and select "Explore". In Windows Explorer, go to "Tools", "Folder Options", "View". In Advanced Settings, under "Hidden Files and Folders", check the box "Show Hidden Files and Folders". Uncheck the box labeled "Hide extensions for known file types". Click "Apply to All Folders". Retry the install directions above.
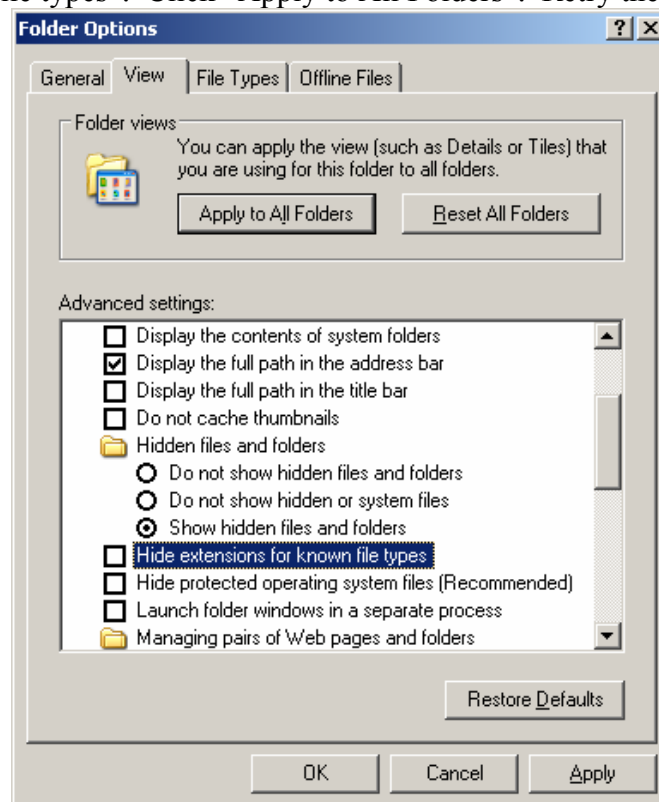
Possible Installation Error Messages

On some Windows 2000 installations, you may receive the following error messages.

Click "OK" on this message:
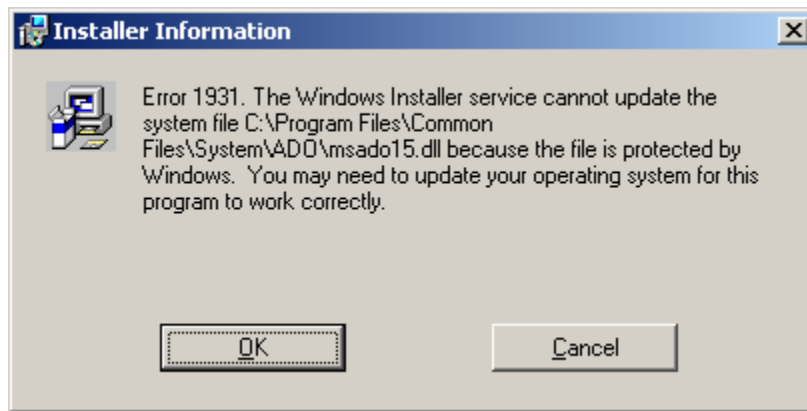
Click "Ignore" on this message:
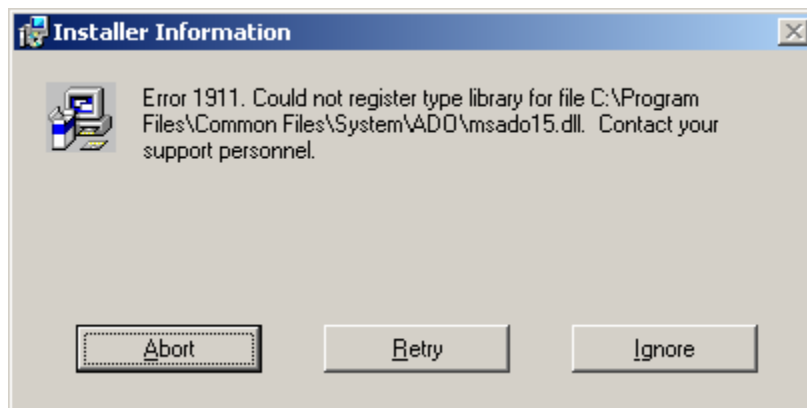
Continue with the remainder of the installation.

Thank you for purchasing F&I Works software.

Technical Support 9 AM – 5 PM CST:

Contact:

aka Partners Inc.
215-A West 83rd Street
Burr Ridge, IL 60527
(630) 789-9427
(630) 789-9429 Fax
info@fandiworks.net
www.fandiworks.net

Opening Screen
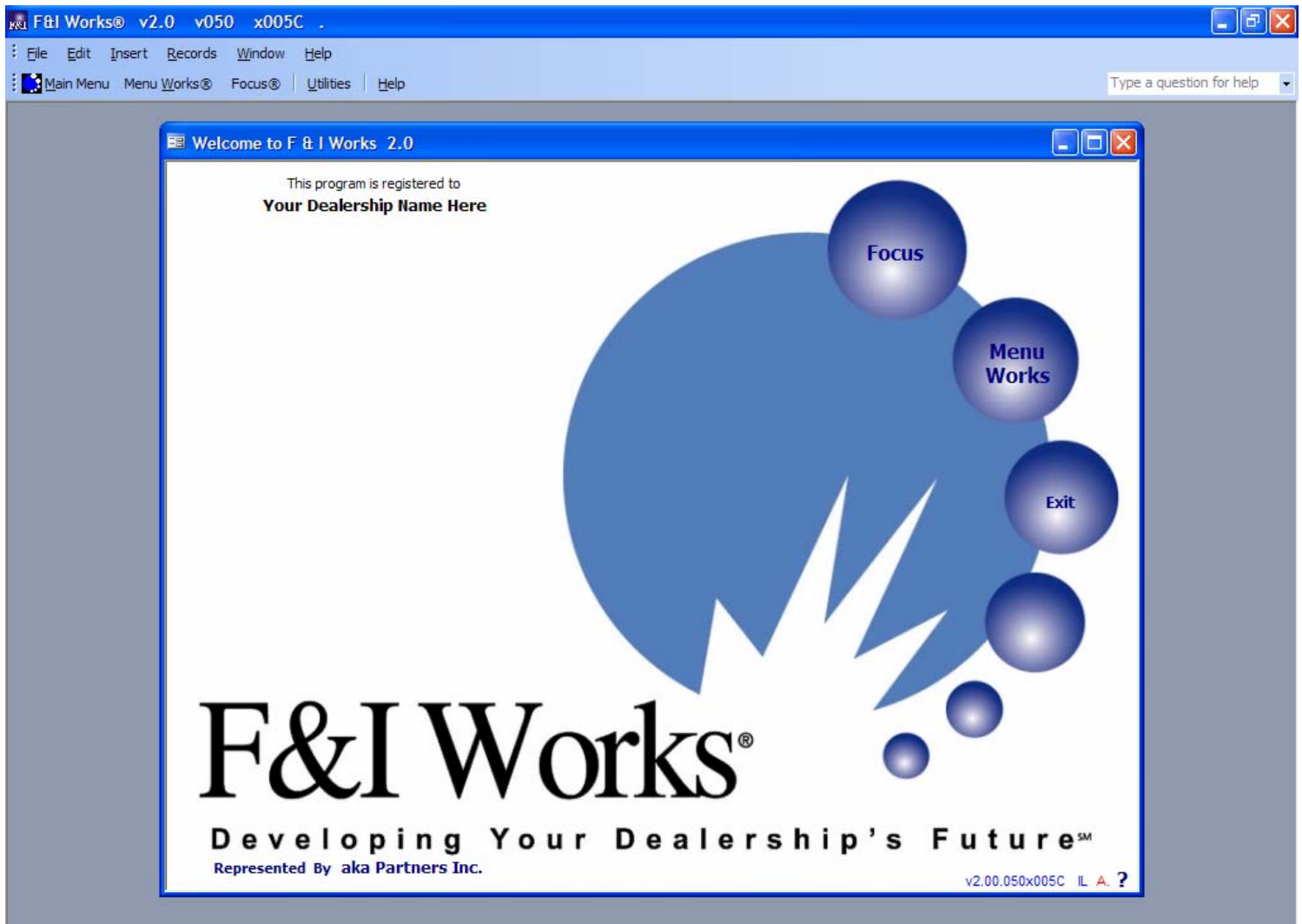
Initial Setup

Before using the software, you must authorize this version. In the toolbar, click Utilities, Authorize Software.

Initial Setup…Continued

Here is where you authorize the software. The software license codes are generated based on the dealership information submitted to aka Partners Inc. aka Partners Inc. will generate three license codes based on the dealer information and software type. You must have these codes from aka Partners Inc. before proceeding. Enter this information EXACTLY as submitted. If the software was purchased directly from aka Partners Inc., put aka Partners Inc. in the "Represented By" field. Otherwise, put the agency name who sold you the software. Finish entering Dealership City and State. Enter the "Code from F&I Works", "Software Code" and "Rep Code". You can test the codes by clicking "Check Before Set". If all messages come back "True" you can set the software by clicking "Set Software". Click "Close" when finished.

Initial Setup…Continued

In the toolbar across the top, select "Focus", "Setup" and select an area to setup.

Initial Setup…Continued

The only three areas that need setting up in this area are the **Sales Staff**, the **F&I Managers** and the **Extended Warranty Sources**.

The **Bank Sources**, **Misc. Products** and **Dealership** are setup in the Menu Works area, while the **Vehicle Makes and Models** are optional.

Begin by clicking **F&I Managers** to enter the F&I Manager's names.

Click the **General Tab** and enter the Manager's name. Last, First (Smith, Joe)
Employee ID# (if necessary)

**VERY IMPORTANT: Inactive Date is used in place of deleting F&I Managers**

** You should never delete **Managers** entries. Deletion of records will cause data integrity problems. For further details, contact technical support.

Close this screen and proceed to the **Salespeople Setup** selection.

Initial Setup…Continued

Click the **General Tab** and enter the salespersons name. Last, First (Smith, Joe)
Employee ID# (if necessary)

VERY IMPORTANT: Inactive Date is used in place of deleting any System Maintenance Switchboard item.

** You should never delete **Sales Staff** entries. Deletion of records will cause data integrity problems. For further details, contact technical support.

When you are finished with the **Sales Staff**, proceed to **Extended Warranty Sources**.

Initial Setup…Continued

On Screen # 1, click **Extended Warranty Sources** to begin entering the Warranty Sources

Click the **General Tab** enter the VSC name. (i.e. EasyCare)

**VERY IMPORTANT: Inactive Date is used in place of deleting any System Maintenance Switchboard item.**

** You should never delete **Extended Warranty Sources** entries. Deletion of records will cause data integrity problems. For further details, contact technical support.

Close this screen and return to the Main F&I Works screen. Proceed to Menu Works for additional setup screens.

Menu Works
User Guide

Menu Works®

Developing Your Dealership's Future℠
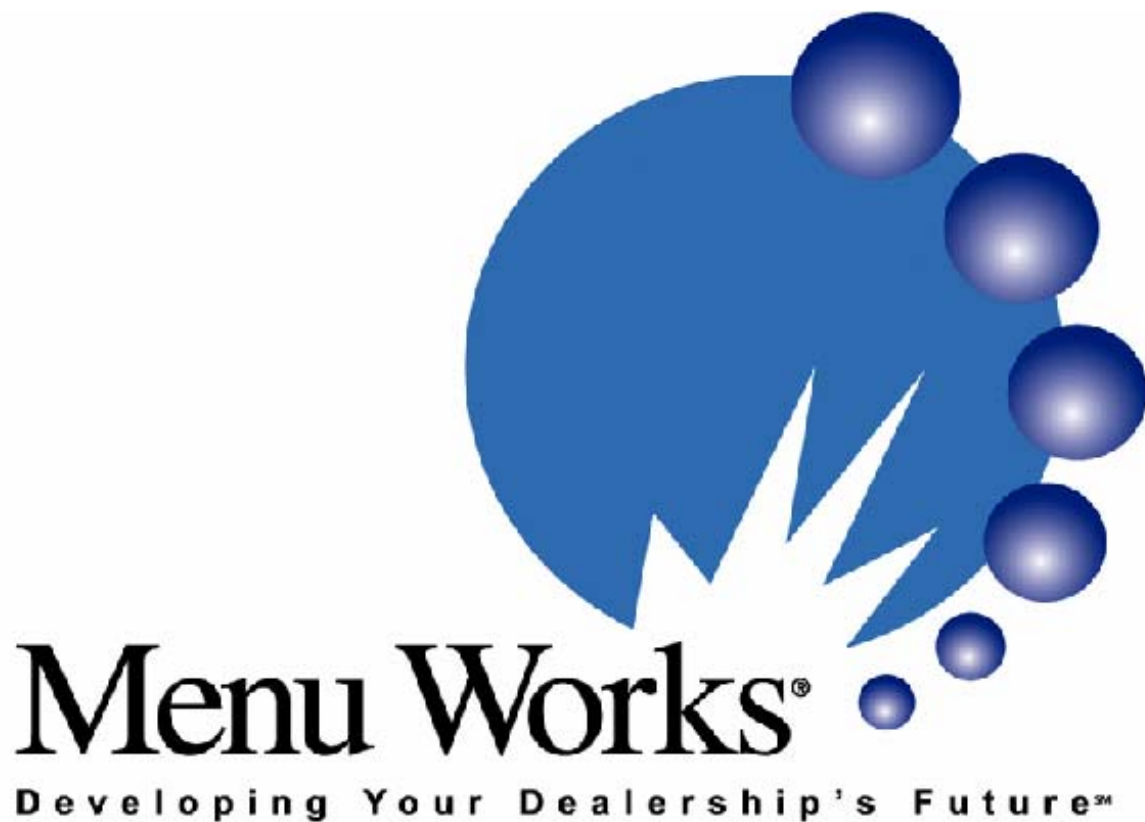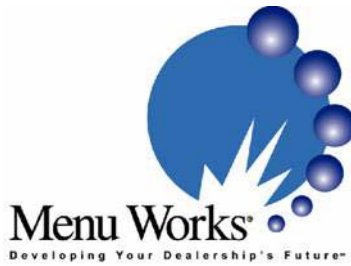
About Menu Works

What is Menu Works?

Menu Works is used independently or in conjunction with F&I Works. It is the most advanced software solution for presenting menus to your customers. Menu Works allows the F&I Manager to customize payment options for each individual customer, which will include the vehicle amount, after market products and warranties.

Menu Works is also very user friendly. Just fill out the information on the correct payment page (i.e. Finance, Cash, Lease or Balloon) and click "print". It will show a menu page to present to your customer for easy selling. The information page is set up so any data that was entered can be easily changed. This is a great way to increase your finance department's monthly income and product sales.

Initial Menu Works Set Up

From the Main Screen, click on **MenuWorks** then, **Setup & Configuration**, then **All**

Clicking **All** will open the **System Configuration** screen. This is where most of the dealership and user information is maintained. (Insurance Providers, Bank Sources, Menu & Package Setup, Menu Products, Taxes, Dealer location, Insurance Codes, User Settings and VSC information, if VSC Quote is enabled)

Preferences / Menu Setup Tab

This screen shows the Preferences Tab selected

Click tabs to move from one setup area to another.

Show or hide menu setup tabs.

Technical Area

Three setup levels on Preferences tab

Setup Lease Configuration Here

Setup Default Doc, License Fees, taxable items and Balloon setup.

Tax Setup

Other Setup Options

Reset Options to system defaults. Shortcut to Control Panel

Preferences / Menu Setup

Setup Lease options here.

Setup Balloon options here.

Use this section to turn on or turn off various Menu options.

Setup Tax options.

Setup Menu colors here.

Set Menu display defaults.

When the boxes are checked for Credit Life and/or Disability, you have the option of changing what appears on printed menus. For example: Change Credit Life to "Estate Protection" or "Survivor Protection". Change Disability to "Accident & Health".

WARNING: The names Credit Life and Disability must remain in the product setup screen.

Turn On/Off Credit Life & Disability option on Menus.

Other Balloon options. Settings are based on the calculation needs of the dealership.

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Preferences / Focus Reports

Change colors for Forecasting Reports.

Shortcuts to Forecasting setup screens
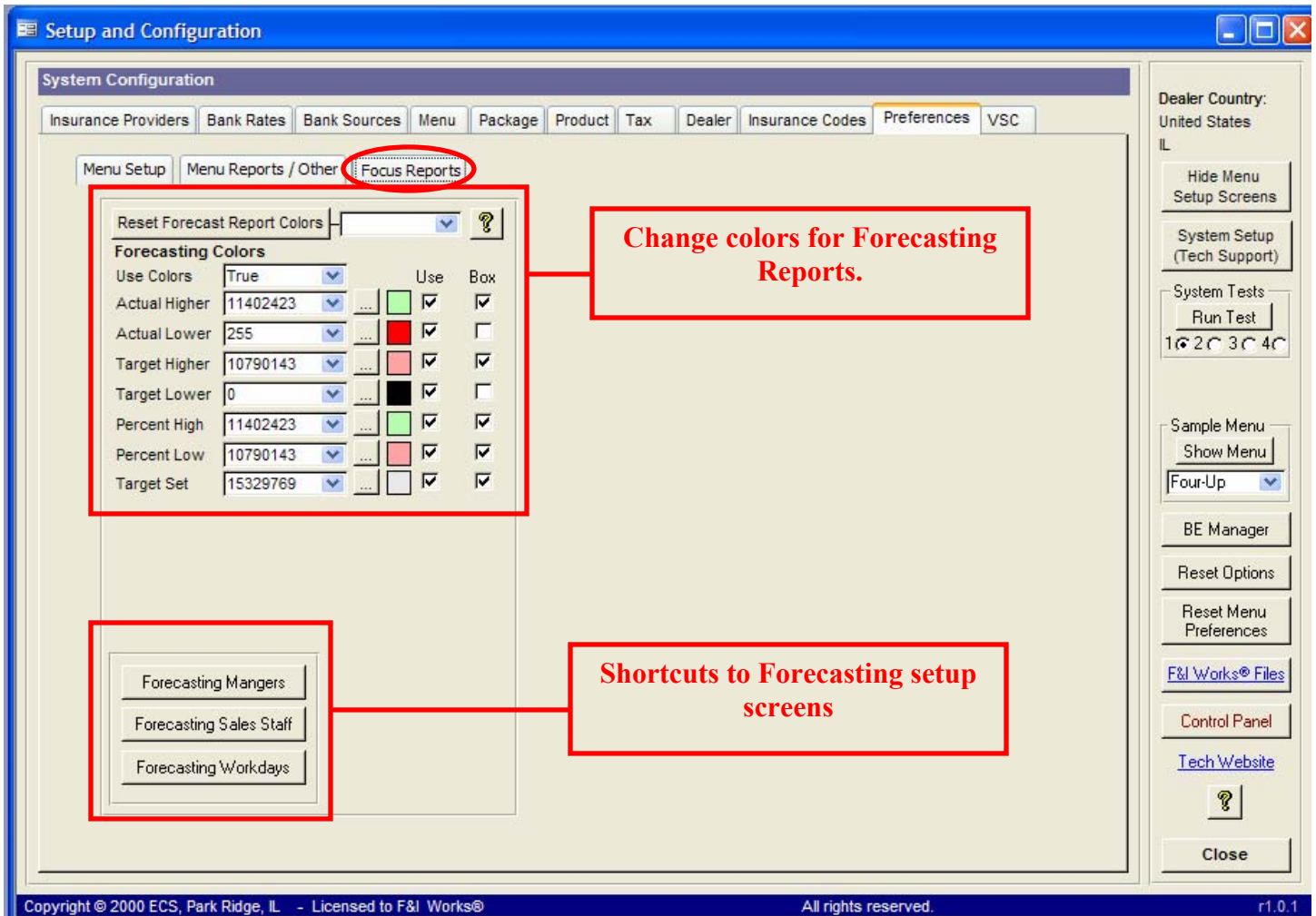
Insurance Setup

Click on **Insurance Setup**. A small screen with "Providers" will pop up. To enter a new Provider, hit [▶*] at the bottom of the setup box or click on "New Provider" and this brings up a blank provider. Enter the name and the country. *Use the "Inactive Date" area to enter a date (doesn't matter what date), which will "hide" insurance providers on the Deals Screen. Note: Some dealerships have multiple insurance providers, but only want to display one or two on the Menu Deals Screen. Entering a date in the Inactive Date field will hide the provider. Remove the date to reactivate a provider.*

Click on the "Edit or Create Tables" button to begin entering insurance rates.

If no rates exist, the following dialog box appears. Click "Yes" to begin entering rates:

No Insurance Rates Found

The are no rates for this provider. Do you want to create the tables now?

Yes   No
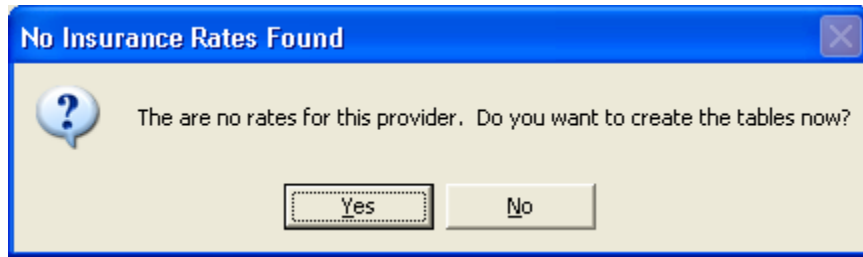
Selecting ▶✱ at the bottom of the setup box starts a new rate record. Select "Type of Insurance" with the pull down button ▾. Use the pull down button ▾ in each of the subsequent fields to finish entering a particular rate. Use ▶✱ to enter each new rate. At any time, you can hit the "Refresh List" button to see the entries you've made. Exit this screen by clicking ⬕. *Note: If you use one rate for all monthly terms, you can enter that rate for the 120-month term and it will calculate the lesser terms, as well.*

Type or Insurance

Insurance Rate Setup

Dealer Country: United States - IL

Refresh List   New Rate

Type	Description	State	FinanceType	Term	Age
CL	Single Decreasing Life	IL	ALL	120	ALL

Provider ID   56

Type of Insurance   CL   ☐ Inactive

Description   Single Decreasing Life

Description

Internal Code   SDL

FinanceType: ALL

Finance Type

StateCode   IL

State

Rate $0.5500

Rate

Term (Months)   120

Age   ALL

Hint: When using a consistent rate for all terms, enter the rate for the highest term and it will calculate all terms throughout.

Use 360 for Term if using one rate for all terms

Show Rate Table   ⬕

Edits Allowed   Delete Rate

Record: ⏮ ◀   1   ▶ ⏭ ▶✱ of 1

Click on "Show Rate Table" to show the rates in a spreadsheet-type view

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Clicking on "Show Rate Table" brings up the following spreadsheet view of your rates. This is another way to view, edit and enter rates for this particular provider.

Insurance Rates Detail

Double-Click in a field to alternately sort by that field.   Show All

Double-Click: ● Sort ○ Filter

Provider:	Type:	Description:		Term:	Rate:	State:	Finance Type:		Age:
56: New Insurance	CL	Single Decreasing Life		120	$0.5500	IL	ALL		ALL
56: New Insurance	CL	Joint Decreasing Life		120	$93.0000	IL	ALL		ALL
56: New Insurance	AH	Single 7 Day Retro		12	$1.1100	IL	ALL		ALL
56: New Insurance	AH	Single 7 Day Retro		24	$2.2200	IL	ALL		ALL
				12	$0.0000				ALL

Record: |◄ ◄ [4] ► ►I ►* of 4

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Tax Setup

Enter any applicable taxes for your dealership. Don't forget local or county taxes. If you have a consistent flat fee item, you can enter that here, as well.

System Configuration

| Insurance Providers | Bank Rates | Bank Sources | Menu | Package | Product | Tax |

Tax Setup

Dealer Country:
United States - IL

Enter percentage here

Enter flat amount here

Enter state and local taxes here. These can be a percentage OR a flat amount, if applicable

Enter rate or amount.

Tax	Name	Rate	Amount
1.	State	6.25000%	$0.00
2.	Local	0.00000%	$0.00
3.	County	0.00000%	$0.00
4.	Chicago	0.00000%	$0.00
5.		0.00000%	$0.00
6.		0.00000%	$0.00

Do not start a tax name with the word "tax" or it will not be enabled in Menu Works.

Edits Allowed

Product Setup

Enter your product names and descriptions. You may select an existing product and overwrite the name and description. Be sure to check the box "Product currently available in Package Setup". Check the applicable tax boxes and be sure to designate the vehicle service contract by checking "This is a VSC product".   Enter the VSC details by clicking the VSC Details button.

Notes: Do NOT change the product names for Credit Life and Disability. The system uses the exact wording to make the proper calculations. When editing Credit Life and Disability, you will have the opportunity to enter the percentage of profit for each of those items. See page 17 for changing wording.

There is no reasonable limit to the number of products that can be entered here. Enter any products available for current or future sales, including seasonal promotional items. The more items you setup now, the less you will have to do later. The products entered here will be available for the package setup.

Note: Do NOT delete products you no longer use. Simply uncheck the box "Product currently available in Package Setup".

Note: If your product descriptions become too lengthy, the menus will print to a second page. The solutions to avoiding the additional page are to minimize your product descriptions or reduce the number of products in each package. Be sure to print sample menus to ensure the menu is limited to one page.

New Menu "Einstein" Setup – Version 050

The new "Einstein" Menu setup allows you to create a menu title and automatically create packages based on the Menu name. As you can see below, the menu title "Standard Autos" creates column names of "Standard Autos-C1", "Standard Autos-C2", etc. These columns represent the columns in a 4Up Menu. You now get a visual representation of what your 4Up Menu will look like. You can also choose on which menu screens each menu should appear. This comes in handy when you have a substantial number of menus. For example, you can decide to have Cash menus show up only on a Cash Deal Screen.
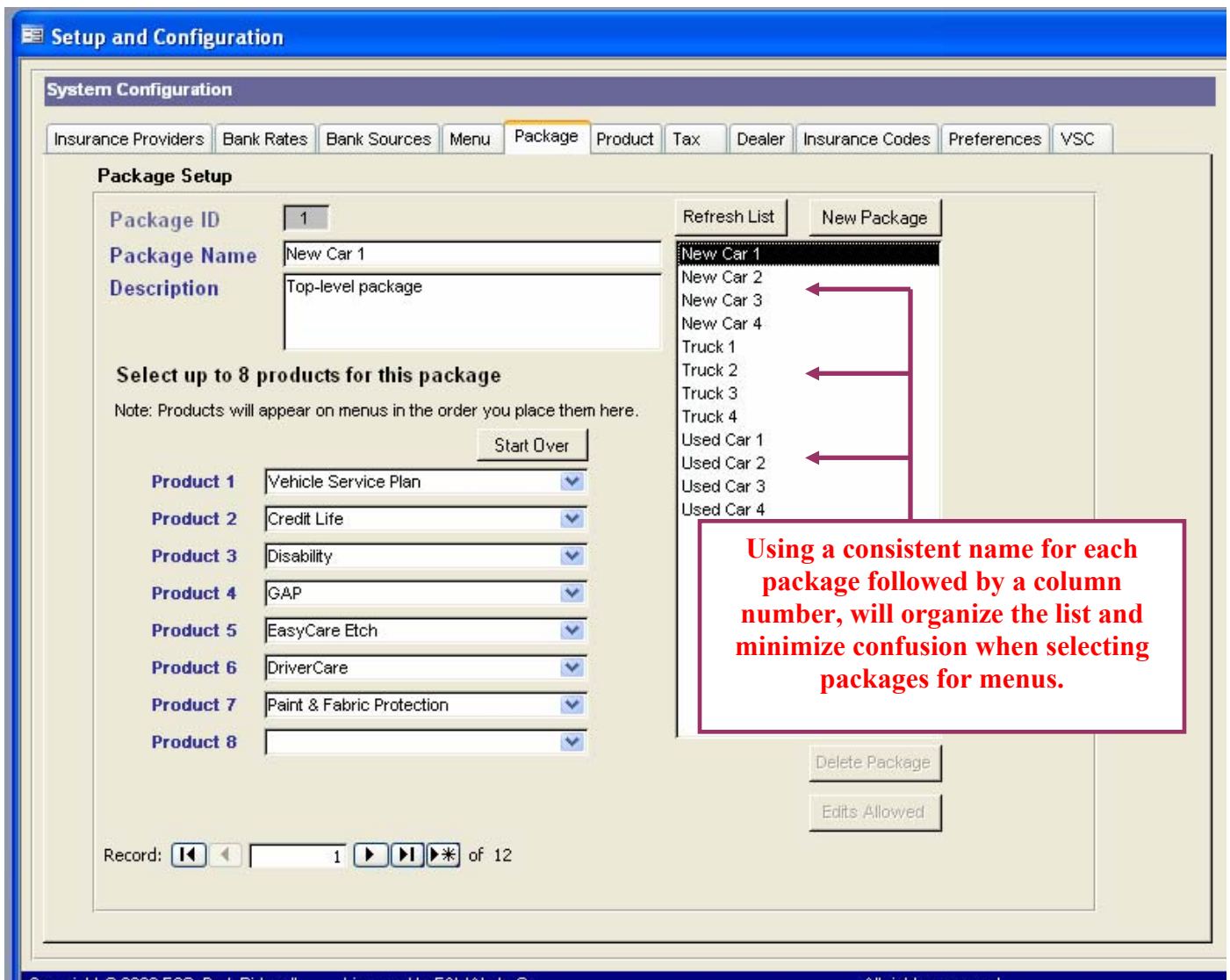

Select where each menu should appear.

Use this pull down to populate a new menu (or existing menu) with products from an existing menu.

Package Setup – OLD METHOD

Click on **Package Tab**. You can choose up to 8 different products or warranties for the different packages to offer to your customers. Enter the Package name, description (internal use only), and click the ⏷ button to look up a product from the product list you created earlier. The examples displayed here show some ideas on the flexibility of the packages. Notice, for example, the "Truck" package. A truck package could include items not applicable to a car…such as a bed liner or running boards. The system allows for user creativity and pre-conceived packages that will expedite the F&I process.

Note: If your product descriptions become too lengthy, the menus will print to a second page. The solutions to avoiding the additional page are to minimize your product descriptions or reduce the number of products in each package. Be sure to print sample menus to ensure the menu is limited to one page.

Note: The order in which you place the products in this setup is the order in which they will be displayed on the menus.

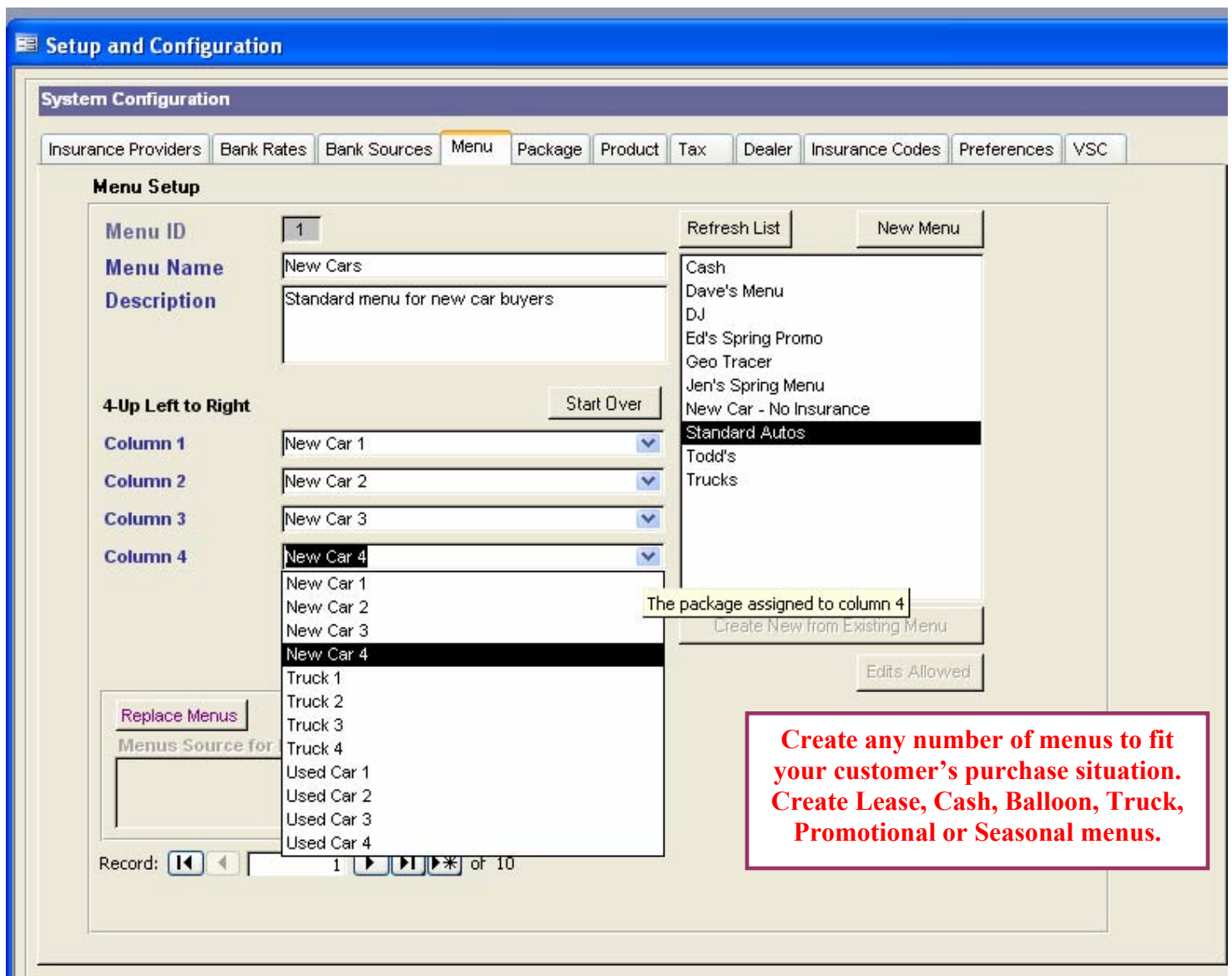# Menu Setup – OLD METHOD

Click on **Menu Setup**. To edit an existing menu, double-click a name in the right hand column. Enter a new menu item by clicking the "New Menu" button or clicking ▶✳. Menu Works allows for up to four menu packages within each menu group. Select your packages from the pull down to populate columns one through four. It is advisable to create menu titles that match your package titles. Adhering to this format causes much less confusion in setting up packages and menus.

Click [Preview Menu] to see what your menus will look like.

Note: If your product descriptions become too lengthy, the menus will print to a second page. The solutions to avoiding the additional page are to minimize your product descriptions or reduce the number of products in each package. Be sure to print sample menus to ensure the menu is limited to one page.

Bank Source Setup

Click on **Bank Source Setup.** If your bank appears on the list, you can double click the bank name in the right-hand column and edit the existing rates. To enter a "New" bank, hit the "New Bank Source" button or ▶✳ at the bottom of the screen and enter the name and rates. You have the option of setting all rates to the same value or incrementing the rates from a starting value. In this example, the starting rate is set to 0.90% and is incremented by 1.00%.

System Configuration

| Insurance Providers | Bank Rates | Bank Sources | Menu | Package | Product | Tax | | | odes | Preferences | VSC |

Bank Source Setup

Bank Source ID 14

Refresh List   New Bank Source

Set Rate for all

Bank Source
FMCC

Amcore
B1
Bay View
Charter
Chase
FMCC
GBA
GMAC
Harris
Long Beach
M&I
Onyx
Test Bank
UAC
Wells

Last Rate Change
9/16/2004   + −

Set APR Rate for All   0.90%
Increment % for each term   1.00% ▾

Increment for each term

Term	APR	Money Factor
12 Months	0.90%	0.0000000
24 Months	1.90%	0.0000000
36 Months	2.90%	0.0000000
48 Months	3.90%	0.0000000
60 Months	4.90%	0.0000000
66 Months	5.90%	0.0000000
72 Months	6.90%	0.0000000
84 Months	7.90%	0.0000000

Clicking on Money Factor field brings up conversion screen

Locate Bank   ▾

Edits Allowed

Record: ⏮ ◀ [15] ▶ ⏭ ▶✳ of 15

F&I Works® v2.0

Money Factor: 0.0015

conversion estimate equates to...

APR: 3.6%

Note: Rounding may cause slight differences between conversions.

OK

Rate Group Setup

Click on **Bank Rates Tab.**   The rate groups are populated with banks from your Bank Sources list. For example, you may want to group your six "High Risk" lenders in order of preference by which lenders offers the most attractive financing.

Tip: Some dealerships have created "Tiers" in their Bank Sources setup to match the tiers offered by their lenders. In that situation, your rate group might be called FMCC and bank #1 would be FMCC Tier 1, bank #2 would be FMCC Tier 2, etc.

To enter a new group click the "New Rate Group" button or click |▶✳| and fill in the information for the group name and selected bank sources. Use the pull down button to look up banks you have entered. You can choose as many groups as you would like for Standard, High Risk or Preferred customers. You can choose up to 6 different lenders for each group.

VSC Setup

Click on **VSC Tab.**   Currently, the system only supports VSC rates provided by APCO/EasyCare. If you want to enable or disable the VSC system, click on the field "Use VSC Quoter" and make your selection from the pull down.

After you agree to use, you need to enter the correct VSC Provider File # 1 Revision ID. In the right column, you need to enter a password, select the programs you wish to activate, enter the dealership's retail markup and enter the Provider code that corresponds with your APCO/EasyCare rate book.

When using Menu Works along with Focus reporting, you can create a dynamic link to the Focus area. In the VSC Cross Reference area, click on "New Match-Up", select the Focus warranty in the pull down (Note: The Focus warranty is setup separately in the Focus area), select the active warranty program in the Rater pull down and hit the "Refresh" button. You should then see the match-up.

This completes the initial setup. More setup options are forthcoming in the actual menu deal areas.

Entering a Finance Deal

Click on MenuWorks. In the pull down, click on Finance.
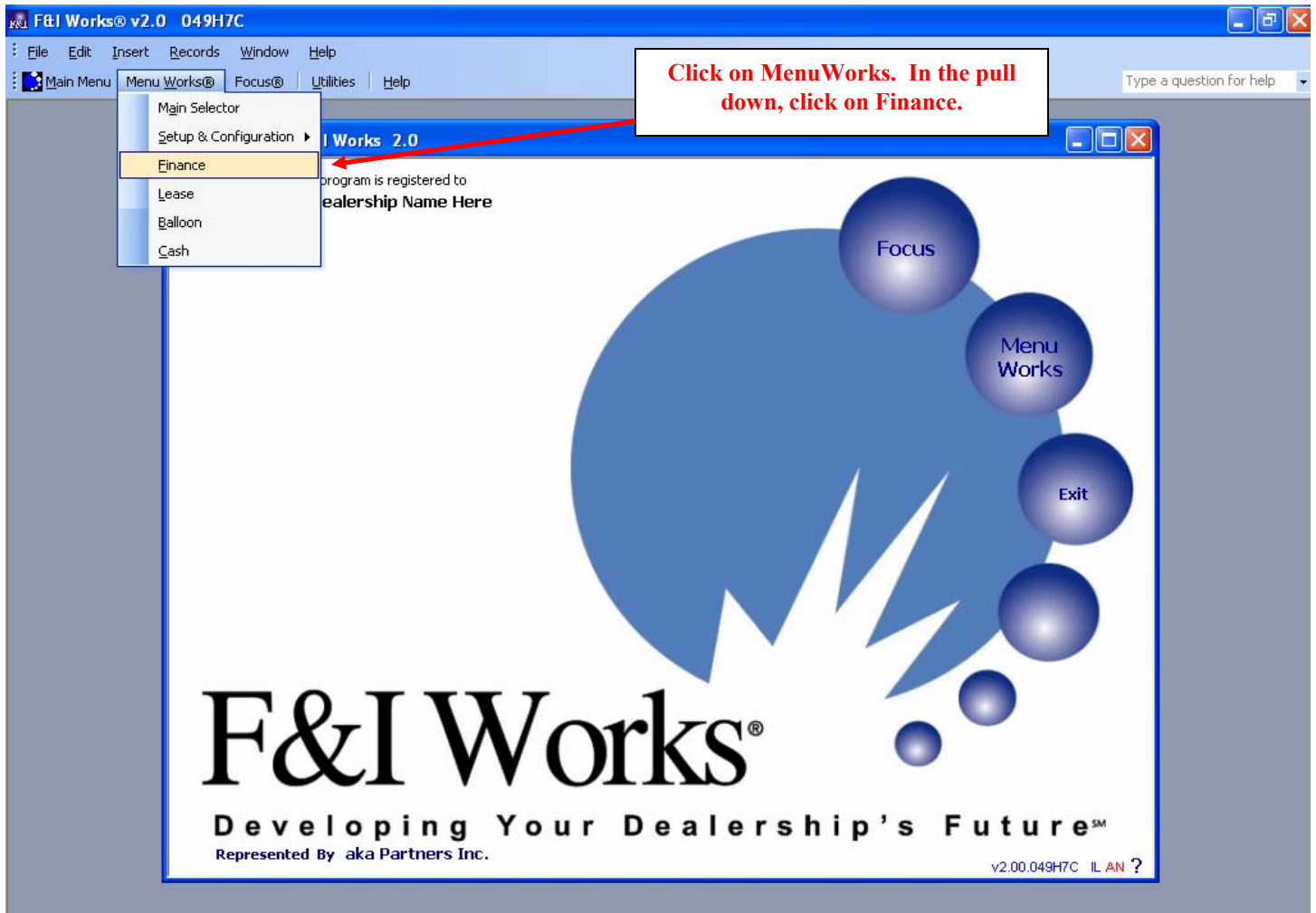
Finance Deal

This is the main menu screen for a finance deal. Before entering your first deal, click on the Preferences Tab on the right side of the screen.

Preferences Tab

The "Column Headings" listed below are examples. You may alter the names of the headings in this box to change the button text and headings on menus. Example: You may want the headings to show Platinum, Gold, Silver and Bronze. ***Please note: These changes will not appear in the "Package Setup" area***

You now have the option of enlarging the font size on your printed menus. Please understand that by increasing the font size, you reduce the available space on the page. If your product descriptions become too lengthy, the menus will print to a second page. The solutions to avoiding the additional page are to minimize your product descriptions or reduce the number of products in each package.

The **Deal Summary** check box enables a pop-up screen showing a summary of the current deal. See screen shot on next page.

The **Configure Preferences** button allows you to alter some the system functions. The following screens display what options are available.

Change font size on printed menus.

These are the items that display or don't display on printed menus.

Configure Preferences. This is another way to access the main software configuration settings.
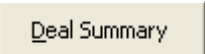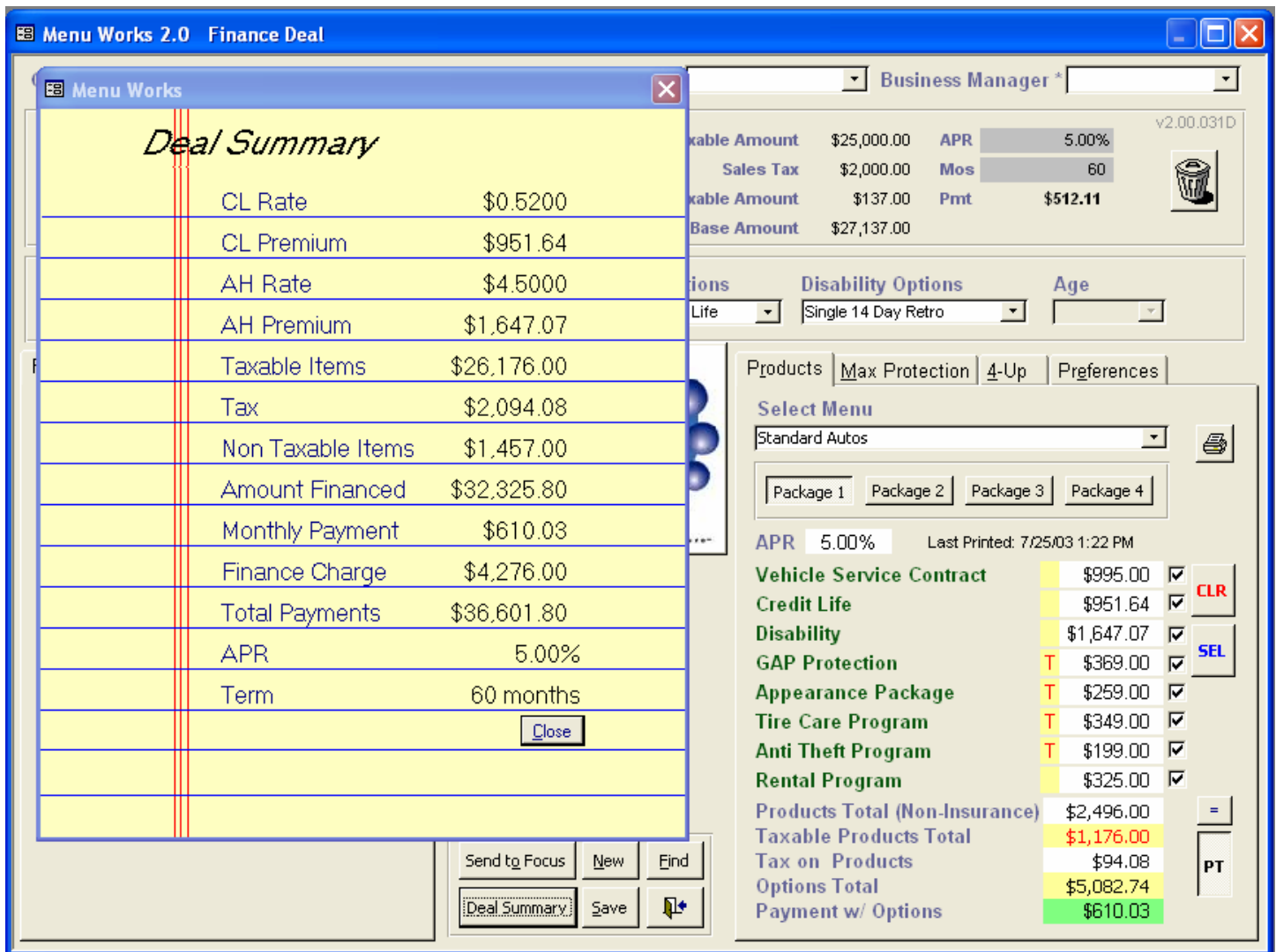
Deal Summary

Display or don't display cents on menus.

It is recommended to leave the "Show Deal Summary at Startup" box unchecked. You can view the Deal Summary at anytime by clicking [Deal Summary] on the Deals Screen.

Setup Tabs

On the left hand side of the page, there are four tabs…Financing, VSC, Fees/Tax & VSC Quote (if enabled). The **Financing Tab** is where you select your Rate Group, Rate Schedule, Days to 1st Payment and Term. Use the **VSC Tab** to make a *ONE-TIME OVERRIDE* to the VSC details. Changing packages will reset the VSC details to the terms created in the screen.

Double-Click bank name to change rates or details.

Financing	VSC	Fees/Tax	VSC Quote

Rate Group

Premier Group

Rate Schedule
⦿ 1 ○ 2 ○ 3 ○ 4 ○ 5 ○ 6

Days To 1st Payment
⦿ 30 Days ○ 45 Days ○ Other 30

Charter			APR
○	12	months	1.90%
○	24	months	2.90%
○	36	months	3.90%
○	48	months	4.90%
⦿	60	months	5.90%
○	66	months	6.90%
○	72	months	7.90%
○	84	months	8.90%

Financing	VSC	Fees/Tax	VSC Quote

Package VSC
Term 60
Miles 75000
Deductible 50
Coverage Premium Care

Vehicle Information
Make VOLVO
Model V40
Used ☐ **Year** 2004
  Miles 0
VIN
Focus VSC
Rater VSC Volvo

Setup Tabs…*Continued*

The **Fees/Tax** tab is where you setup your "on-the-fly" Doc/Admin Fee and your License Fee. It also allows you to setup a ***ONE-TIME OVERRIDE*** on the taxes. Additionally, you can select whether the Doc/Admin Fee, Rebate, Trade or Selling Price is taxable.

Note: Changing the settings here only affect the current deal and will NOT alter the default settings in the User Preferences area. When you close and open the Finance screen, you will notice the fields have reverted to the default settings for each field.

VSC Quote

VSC Quote is an add-on module for looking up VSC prices for a particular vehicle. **Note: If you have not installed or enabled VSC Quote, this tab will not be available**. Select the VSC Provider, the provider's warranty program, the year, make and model. Next, pick the product, term and deductible. The program will return a price for that particular vehicle. You may use this price in your menus by clicking: Use for Menus .

Click field to use warranty price on menu

Finalizing Menus

On the right hand side of the screen, there are four tabs...**Products**, **Max Protection**, **4-Up**, **Preferences**. On a **Cash Deal**, you have a choice of **Products**, **4-Up** and **Preferences**.

From the **Products tab,** you select the type of package in the **Select Menu** area. Click ⬛ to view the choices. Next click one of your package options…**Platinum, Gold, Silver or Bronze**. (Remember, you may have changed the names displayed here under the **Preferences** tab). This list shows all the items you input in your package setup. You can click the print menu icon 🖨 to display the current menu. If you uncheck any item from this list, it will be displayed in the "Declined" area of the printed menu.

Select menu based on type of car or deal.

The **Max Protection** tab allows you to select a range of payment terms and displays the monthly payment corresponding to those terms. You have the option of displaying one to four terms on the Max Protection menu.

After selecting your terms, click ⎙ to print your **Max Protection** menu.
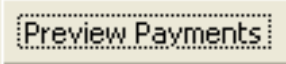
The **4Up Tab** prepares the system to print the conventional four column menu to display a premier package diminishing to a basic package. In addition, F&I Works allows you to display the four columns with an alternate term and rate.

Note: If you choose to include the alternate payment on your menus, be aware that these settings will remain in effect for subsequent deals.

After selecting your terms, click to print your **4Up Menu**.

Products | Max Protection | 4-Up | Preferences

Select Menu
New Cars

[Platinum]   Gold   Silver   Bronze

☑ Auto Decline

APR 5.90%   Last Printed:

Vehicle Service Plan	T	$1,579.00	☑	CLR
Credit Life		$977.70	☑	
Disability		$1,692.16	☑	
GAP	T	$495.00	☑	SEL
Etch	T	$299.00	☑	
DriverCare	T	$498.00	☑	
Paint _Fabric Protection	T	$295.00	☑	
		$0.00	☐	

Products Total (Non-Insurance)	$3,166.00	=
Taxable Products Total	$3,166.00	
Tax on Products	$160.08	PT
Options Total	$5,835.86	
Payment w/ Options	$626.73	

Double-Click the yellow tax area of any individual product to display daily, weekly or monthly product costs.

Double-Click Options Total to display daily, weekly or monthly product costs for all products in the premier package.

Menu Products Price Summary: Profit & Per Day, Wk, Mo

Vehicle Service Plan $2,179.00 Cost: 1179 Profit: 1000
    Day: 1.38
    Wk: 9.7
    Mo: 42.02
Credit Life $998.54 Cost: 898.69 Profit: 99.8499999999999
    Day: 0.63
    Wk: 4.44
    Mo: 19.26
Disability $1,728.25 Cost: 1036.95 Profit: 691.3
    Day: 1.1
    Wk: 7.69
    Mo: 33.33
GAP $495.00 Cost: 179 Profit: 316
    Day: 0.31
    Wk: 2.2
    Mo: 9.55
Etch $299.00 Cost: 129 Profit: 170
    Day: 0.19
    Wk: 1.33
    Mo: 5.77
DriverCare $498.00 Cost: 198 Profit: 300
    Day: 0.32
    Wk: 2.22
    Mo: 9.6
Paint & Fabric Protection $295.00 Cost: 159 Profit: 136
    Day: 0.19
    Wk: 1.31
    Mo: 5.69
  $0.00 <<<< No Product
- - - - - - - - - -
  Tentative Profit: $2,713.15 41.79% of price
  d/w/m includes Est. finance costs. Taxes are Extra.

[OK]

Menu Examples

Max Protection

Your Dealership Name Here

For:
By:

Selling Price	$25,000.00	Rebate	$1,500.00	APR	5.90%
Trade Allowance	$5,000.00	Down Payment	$250.00	Months	60
Payoff	$1,000.00			Base Payment	$392.67 (Initial)

Your Maximum Protection Options

Vehicle Service Contract Details: 60 Months, 100,000 Miles, $100 Deductible, TotalCareMax Coverage

4.90% For 48 Months	5.90% For 60 Months	6.90% For 66 Months	7.90% For 72 Months
Vehicle Service Plan	Vehicle Service Plan	Vehicle Service Plan	Vehicle Service Plan
• Mechanical Breakdown Coverage	• Mechanical Breakdown Coverage	• Mechanical Breakdown Coverage	• Mechanical Breakdown Coverage
• Covers Parts & Labor	• Covers Parts & Labor	• Covers Parts & Labor	• Covers Parts & Labor
$2,179.00	$2,179.00	$2,179.00	$2,179.00
Credit Life 2	Credit Life 2	Credit Life 2	Credit Life 2
• Pay off loan if you die	• Pay off loan if you die	• Pay off loan if you die	• Pay off loan if you die
$597.55	$797.27	$922.47	$1,054.07
Disability 2	Disability 2	Disability 2	Disability 2
• Pay off loan if disabled	• Pay off loan if disabled	• Pay off loan if disabled	• Pay off loan if disabled
$1,120.40	$1,379.90	$1,532.07	$1,705.24
GAP	GAP	GAP	GAP
• GAP Coverage	• GAP Coverage	• GAP Coverage	• GAP Coverage
$495.00	$495.00	$495.00	$495.00
Etch	Etch	Etch	Etch
• Anti-Theft	• Anti-Theft	• Anti-Theft	• Anti-Theft
$299.00	$299.00	$299.00	$299.00
DriverCare	DriverCare	DriverCare	DriverCare
• Tire & Wheel Coverage	• Tire & Wheel Coverage	• Tire & Wheel Coverage	• Tire & Wheel Coverage
$498.00	$498.00	$498.00	$498.00
Paint & Fabric Protection	Paint & Fabric Protection	Paint & Fabric Protection	Paint & Fabric Protection
• Paint Protection	• Paint Protection	• Paint Protection	• Paint Protection
• Fabric Protection	• Fabric Protection	• Fabric Protection	• Fabric Protection
$295.00	$295.00	$295.00	$295.00
$598.50 (Initial) _____	$511.07 (Initial) _____	$488.70 (Initial) _____	$473.68 (Initial) _____

All terms and conditions are subject to lender approval. Certain other limitations and/or restrictions may apply. See product agreement for details. I understand that financing is NOT predicated on my purchasing any of the above listed products. All payments are estimates. Payments are estimates based on A.P.R. and term displayed. Dealer makes no warranties, whether expressed or implied.

Customer Signature _____ Monday, September 27, 2004

Represented By: aka Partners Inc.

4 Up

Your Dealership Name Here

For:
By:

Selling Price	$25,000.00	Rebate	$1,500.00	APR	5.90%	
Trade Allowance	$5,000.00	Down Payment	$250.00	Months	60	
Payoff	$1,000.00			Base Payment	$392.67 _____ (Initial)	

Your Four Protection Options

Platinum	Gold	Silver	Bronze
Vehicle Service Plan	Vehicle Service Plan	Vehicle Service Plan	Vehicle Service Plan
• Mechanical Breakdown Coverage	• Mechanical Breakdown Coverage	• Mechanical Breakdown Coverage	• Mechanical Breakdown Coverage
• Covers Parts & Labor	• Covers Parts & Labor	• Covers Parts & Labor	• Covers Parts & Labor
$2,179.00	$2,179.00	$2,179.00	$1,995.00
Credit Life 2	Credit Life 2	Credit Life 2	GAP
• Pay off loan if you die	• Pay off loan if you die	• Pay off loan if you die	• GAP Coverage
$797.27	$792.02	$775.59	$495.00
Disability 2	Disability 2	Disability 2	Credit Life 2
• Pay off loan if disabled	• Pay off loan if disabled	• Pay off loan if disabled	• Pay off loan if you die
$1,379.50	$1,523.11	$1,491.52	$728.89
GAP	GAP	GAP	DriverCare
• GAP Coverage	• GAP Coverage	• GAP Coverage	• Tire & Wheel Coverage
$495.00	$495.00	$495.00	$468.00
Etch	Etch	Etch	
• Anti-Theft	• Anti-Theft	• Anti-Theft	
$299.00	$299.00	$299.00	
DriverCare	DriverCare		
• Tire & Wheel Coverage	• Tire & Wheel Coverage		
$468.00	$468.00		
Paint & Fabric Protection			
• Paint Protection			
• Fabric Protection			
$395.00			

| | ☐ $473.68 72 mo. @ 7.9% _____ | ☐ $467.59 72 mo. @ 7.9% _____ | ☐ $457.89 72 mo. @ 7.9% _____ | ☐ $427.64 72 mo. @ 7.9% _____ |
| | ☐ $511.07 60 mo. @ 5.9% (Initial) | ☐ $507.70 60 mo. @ 5.9% (Initial) | ☐ $497.17 60 mo. @ 5.9% (Initial) | ☐ $467.24 60 mo. @ 5.9% (Initial) |

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Customer Signature _____ *Monday, September 27, 2004*

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Final Menu

Your Dealership Name Here

Selling Price	$25,000.00	Rebate	$1,500.00	APR	5.90%	
Trade Allowance	$5,000.00	Down Payment	$250.00	Months	60	
Payoff	$1,000.00			Base Payment	$392.67	_____ (Initial)

Your Final Protection Options

Vehicle Service Contract Details
Vehicle Service Contract Details: 60 Months, 100,000 Miles, $100 Deductible, TotalCare Max Coverage

Accepted	**Declined**
Vehicle Service Plan	**Disability 2**
• Mechanical Breakdown Coverage	• Pay off loan if disabled
• Covers Parts & Labor	$1,379.50 *Price varies with products accepted.*
$2,179.00	**DriverCare**
Credit Life 2	• Tire & Wheel Coverage
• Pay off loan if you die	$488.00
$739.02	
GAP	
• GAP Coverage	
$495.00	
Etch	
• Anti-Theft	
$299.00	
Paint & Fabric Protection	
• Paint Protection	
• Fabric Protection	
$295.00	

$473.73   per Month   _____ (Initial)   _____ (Initial)

All terms and conditions are subject to lender approval. Certain other limitations and/or restrictions may apply. See product agreement for details. I understand that financing is NOT predicated on my purchasing any of the above listed products. All payments are estimates. Payments are estimates based on A.P.R. and term displayed. Dealer makes no warranties, whether expressed or implied.

Customer Signature   _____   *Monday, September 27, 2004*

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Saving a Menu

To save a menu for later recall, fill in the fields and change the **Status** to **Pending** and click **Save**.

Change Status to Pending or Complete, then click Save.

To send a menu to Focus for reporting, change the **Status** to **Complete** and click **Save** and **Send to Focus**.

How to Manually Enter a Focus Deal

From the Main Menu screen, click on **Focus** and then, **Deals.**
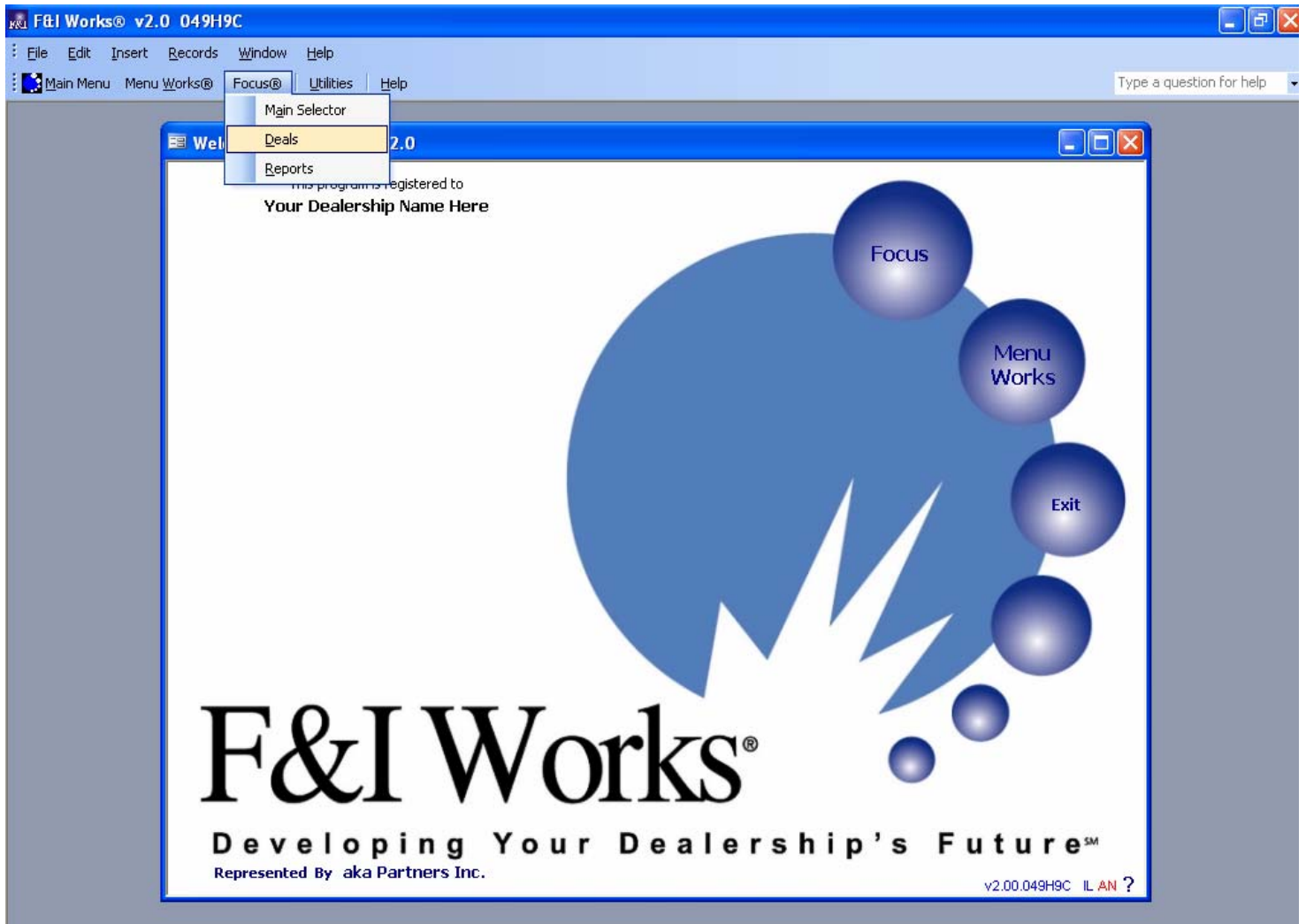
How to Enter a Focus Deal

You have now entered the **Deals** menu screen**.** From this screen you will access all current and past dealership sales.

How to Enter a Deal…*Continued*

Follow the information on how to enter a deal.

A. Click on **New Deal Tab**
1. Enter complete deal information.
   - When entering a deal, click on the box if the deal is a "Qualifying Deal". If the deal is a non-qualifying sale, use the **Stick Pin** tab to explain (i.e. wholesale, house).
   - Click "T/O" if the deal was properly turned over.
   - Enter deal purchase date.
   - Choose payment type from drop down box.
   - Then choose "New Vehicle", "Used Vehicle", "Outside Sale" or a "Rebill".
   - Enter stock number. **Each stock number must be unique.**
   - Enter the year of the vehicle, then choose the make and model and enter the VIN number.
   - Choose the "Trade Make" for the trade-in vehicle.
   - Add customer name, salesperson(s), and the F&I Manager. **These are required fields and must be filled in.**
   - Choose a "Bank Source" if the deal was financed. Add in the "Reserve Profit" and the "Rate" and "Buy Rate". Make sure you click on "Yes" for funded.
   - Choose a "Warranty Source" if the customer purchased one. Enter the "Cost" and "Retail" amount of the warranty and the profit will be calculated for you.
   - CLD Type is for Credit Life or Accidental and Health. Choose if the customer purchased credit life, accidental and health or both. Enter the profit amounts and the "CLD Total" field will automatically calculate the amounts.
   - Click on the "Misc. Products" (see Figure 2) and click the boxes and key in the amount of the retail price of the products purchased. Everything will be calculated for you and brought forward to the "Misc. Products" summary field.

How to Enter a Deal…*Continued*

- Input the "Vehicle Profit".
- Enter any amount for Cash Down and then the "Payment In" and "Payment Out".

B. Double click **Deals at a glance** tab
     1. View deals and sort by clicking on tabs.
     2. When searching for a specific deal. Left click when found. Then double click on Highlighted line.
     (This will bring you back to the **Deals** Information Screen)

Utilize all **Drop Down** tabs to simplify and speed up the data entry.

To add a new sales person or F&I Manager, type in the new name and answer "Yes".

REPORTS

While in the **Deals** screen, you can run your up to the minute reports by clicking on the **Setup and Run Reports** tab or click **Focus**, **Reports** from the toolbar..   This will bring up the following screen. For more details on the reports, see the subsequent pages.

REPORTS

There are approximately 110 reports available to help you analyze your dealership's finances. These reports are organized under the various tabs for "Managers", "Profits", and "Deals" etc. If you use the same reports repeatedly, you can save those reports to a "Favorites" tab by highlighting your favorite reports and clicking on **Add to Favorites**. To get back to your favorites, simply click on the **Favorites** tab.

Sample Graph –
F & I Product Mix Pie Chart

Sample Reports

Your Dealership Name Here
F & I Managers Breakout Report
For the Period 11/1/2003 thru 11/29/2003
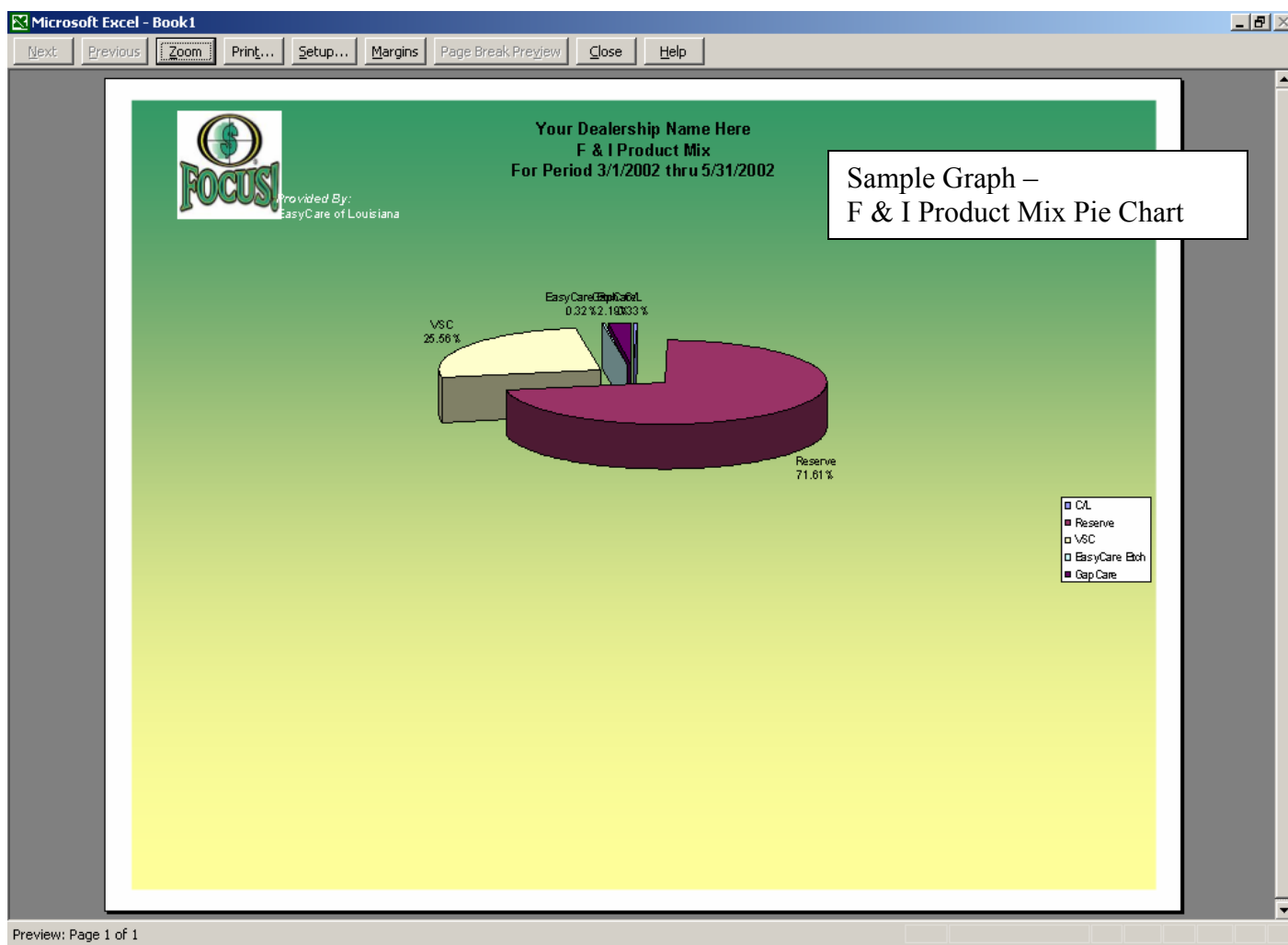
Represented By aka Partners Inc.

Deal Analysis

F & I Manager	Finance	Lease	Cash	Balloon	New	Used	Total	Outside	CLD	Ext Warranty	Misc. Products
Jones, Tom	49	0	30	0	49	30	79	0	5	30	22
Manager18	2	0	1	0	1	2	3	0	0	0	0
Manager3	25	0	14	0	24	15	39	1	2	23	12
	76	0	45	0	74	47	121	1	7	53	34

Income and Profit Totals

F & I Manager	Finance Reserve	F&I Income (FLB)	F&I Profit per Retail *	New Gross Profit	Used Gross Profit	New Deal Profit	Used Deal Profit	New Deal Profit (F&I)	Used Deal Profit (F&I)	CLD Income	Ext. War'nty *	Misc. Products*	Retail Unit *
Jones, Tom	24,787.97	42,796.35	43,396.35	21,586.00	27,450.00	50,378.16	42,054.19	28,792.16	14,604.19	3,312.38	12,931.00	2,365.00	92,432.35
Manager18	300.60	300.60	300.60	90.00	2,142.00	240.60	2,292.00	150.60	150.00	0.00	0.00	0.00	2,532.60
Manager3	13,879.62	28,055.55	31,638.55	1,660.00	0.00	23,248.92	9,224.63	21,588.92	9,224.63	751.91	14,307.02	2,700.00	33,298.65
	38,968.19	71,152.50	76,336.50	23,336.00	29,692.00	73,867.68	63,670.82	60,531.68	23,978.82	4,064.29	27,238.02	5,065.00	128,263.60

Income and Profit Averages

F & I Manager	Finance Reserve	F&I Income (FLB)	F&I Profit per Retail *	New Gross Profit	Used Gross Profit	New Deal Profit	Used Deal Profit	New Deal Profit (F&I)	Used Deal Profit (F&I)	CLD Income	Ext. War'nty *	Misc. Products*	Retail Unit *
Jones, Tom	505.88	873.39	549.32	440.53	915.00	1,028.13	1,401.81	587.60	486.81	662.48	431.03	107.50	1,170.03
Manager18	150.30	150.30	100.20	90.00	1,071.00	240.60	1,146.00	150.60	75.00	0.00	0.00	0.00	844.20
Manager3	555.18	1,122.22	811.24	69.17	0.00	968.71	614.98	899.54	614.98	375.96	650.32	225.00	853.81
per Deal	512.74	936.22	622.61	315.35	629.62	998.21	1,139.80	682.86	510.19	580.61	523.81	148.97	1,060.03
per Manager (3)	12,989.40	23,717.50	25,111.88	7,778.67	9,864.00	24,622.56	17,856.94	16,843.89	7,992.94	1,354.76	9,079.34	3,376.67	42,754.50

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Sample Reports

Your Dealership Name Here
Combined Analysis: Income + Profit Summary - Expanded Report

Provided By
aka Partners Inc.

Include ReBills
Include Outside Sales

Monday, September 27, 2004

Start Date 11/1/2003	F&I Mgr —
End Date 11/29/2003	Sales Staff 1 —
Desk Mgr —	Sales Staff 2 —
TO Yes+No	Funded Yes+No

Bank —	Vehicle
Warr —	Year —
Qualified Yes+No	Make —
Delivered Yes+No	Type —

ALL F & I Managers

Analysis Summary for the Period 11/1/2003 thru 11/29/2003

Total Deals	(Excludes Outside Sales)	121	100.0%
Total Sales	(Includes Outside Sales)	122	100.0%
	Outside Sales	1	0.8%
Payment Breakdown	Finance	76	62.8%
	Lease	0	0.0%
	Cash	45	37.2%
	Balloon	0	0.0%
Total Contracts (Finance, Lease, Balloon)		76	62.8%
Department	New	74	61.2%
	Used	47	38.8%
	Trucks	0	0.0%
Trade	Trade	0	0.0%
	No Trade	121	100.0%
Credit Life, Disability Combined	CLD	3	3.9%
	No CLD	118	96.1%
Credit Life only	Credit Life	1	1.3%
	No Credit Life	120	98.7%
Disability only	Disability	3	3.9%
	No Disability	118	96.1%
Extended Warranty	Ext. Warranty	53	43.8%
	No Warranty	68	56.2%
Misc. Products	Misc.	29	24.0%
	No Misc.	92	76.0%

Income and Profit

		Averages	Totals
11/1/2003 thru 11/29/2003			
Finance Deals Total Income	Finance Deals (F-L-B) Reserve	$512.74	$38,968.19
	F&I Income for Finance (F-L-B)	$936.22	$71,152.50
	Total F&I Profit Per Retail	$622.61	$75,335.50
Department	New Car Gross Profit	$315.35	$23,336.00
	Used Car Gross Profit	$629.62	$29,592.00
	New Deal Profit (F & I)	$665.50	$49,246.68
	Used Deal Profit (F & I)	$466.08	$21,905.82
	Total New Deal Profit	$980.85	$72,582.68
	Total Used Deal Profit	$1,095.70	$51,497.82
	Outside Sales Deal Profit	$825.00	$825.00
	Truck Deal Profit (F & I)	$0.00	$0.00
CLD	CLD Combined Income	$690.08	$2,070.25
	Credit Life Income	$317.77	$317.77
	Disability Income	$558.76	$1,676.27
Ext. Warranty	Ext. Warranty Income (inc. OSS)	$513.92	$27,238.02
Misc. Products	Misc. Profit Income (inc OSS)	$174.66	$5,065.00
Gross Retail Unit	Income Per Retail (Sales and F & I)	$1,060.03	$128,263.50

Adjustments		Averages	Totals
	Chargebacks for Period	$0.00	$0.00
	Total F&I Profit Per Retail (Net)	$622.61	$75,335.50

Non Qualified	0	Qualified	122

CAQ.01   /2.0.0

Typical Selling Scenario

Generally, the first menu presented to the customer is Max Protection Menu. This menu features all the items on the "Preferred" or highest level package. In addition, it displays this package with various finance terms to determine the customer's monthly payment comfort level. If the customer likes the package and chooses a term, you only need to go back to the Deals screen, Products Tab, enter the chosen interest and print the Final Menu.

If a customer has reservations about the "Preferred" package, go to the next page.

Max Protection

Typical Selling Scenario…Cont.

When a customer has an issue with the "Preferred" package, it becomes necessary to present different options. Here is where the "4 Up" menu comes into play. The "4 Up" menu presents the four optional packages you setup in the system. This menu allows you to display an alternate interest rate, along with the original.

When the customer settles on one of the four packages, you will need to go back to the Deals Screen and the Products Tab. On the "Preferred" package, uncheck the products not chosen by your customer. Un-checking products here puts them in the "Declined" area of the printed menu. You would now print the "Final" menu and have the customer sign off on the deal.

4 Up

Typical Selling Scenario…Cont.

Here is the "Final" menu showing the products chosen and those declined by the customer. It is here that you will have one last opportunity to discuss with your customer why he/she opted to decline specific products. If the customer insists this is the deal for him/her, just sign and initial the menu and close the deal.

If the customer is persuaded into purchasing the declined products, you will need to go back to the Deals Screen and the Products Tab. On the "Preferred" package, recheck the products that were previously declined by your customer. Reprint the "Final" menu. Have the customer sign and initial the menu and complete the sale.

Final Menu

Control Panel

F&I Works® Control Panel

| Main | Tools | Settings | Network | Data | Registration | Admin |

Options   ⊙ Standard   ○ Expanded

1 Archive Back-End Data
2 Back-Up User Preferences
3 Create Zip of Back-End
4 Direct to F&I Works® Website
5 Display Settings
6 Email Back-End Zip to F&I Works®
7 Email Back-End Zip to Someone
8 Email Tech Support
9 Export: Bank rates
10 Export: Insurance Information
11 Export: Menus
12 F&I Works® Business Website
13 Import: Bank Rates
14 Import: User Preferences from file
15 Import: VSC Rates into F&I Works®
17 Internet Email: F&I Works®
19 Manual (on this Computer)
20 Manual (Online)
21 Sales question
22 Send Email
23 Shortcut to Desktop
24 Shortcut to Favorites
25 Shortcut to Start Menu
26 Software suggestion
27 Tech Support: Meeting

This will go directly to the F&I Works® Website via a keyword you type in the box below.

BE Manager

Compact

Use the BE Manager for setting up F&I Works on a network, shared folder.

From here you can backup user preferences, create a "zipped" copy of the data file, email the data file to F&I Works support, email the data file to another person and export other data files.

Use the Compact function to clean up the data file.

KEYWORD

Go!

Close

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Control Panel

F&I Works® Control Panel

F&I Works® Control Panel

Main | Tools | Settings | Network | Data | Registration | Updates

General Settings

Display Settings

Default Menu | Finance
Show App Close Button | Show

BE Manager

Compact

Screen Positioning

Use Menu Screen Position user Preference | True
Menu Screen Top Position (Twips) | 200
Menu Screen Left Position | 1000

Use this section to change the field colors on a menu deal screen.

Colors

Menu Screen Color Scheme | Standard | Field Color Sample

Use this section to set the default F&I Works printer. It allows the system to pick a specific printer for a menu and revert back to the Windows default printer for other software applications.

Printer

Current Windows Default Printer: | Refresh | Print a Test Page
\\ntserver3\hp LaserJet 4200

Always utilize the User Defined F&I Works® Printer ☑

If enabled, use this as the F&I Works® Printer: ALT 2X ☐
\\ntserver3\hp color LaserJet 4600
and reset Windows Default Printer when done with F&I Works® to:
\\ntserver3\hp LaserJet 4200

...if enabled, change Printer: | On the Fly when a Report Runs

Set Printer for:
⦿ F&I Works® ○ Reset to ○ Current Windows | Set Printer

Available Printers

F&I Works® Files

Tech Website

Close

Control Panel

Changing the icon on the Final Menu: **In the Control Panel, click the Tools tab and select System Parameters in the Category section. Go to 7555 "MENU: Show Declined Icon on Final Menu". Click the padlock and enter the password "fiworks(current two digit month)**