

SUMMIT SOFTWARE SOLUTIONS



ACHIEVE PEAK PERFORMANCE
IN YOUR BUSINESS!

Network Central Guide

TRAINING AND REFERENCE MANUAL

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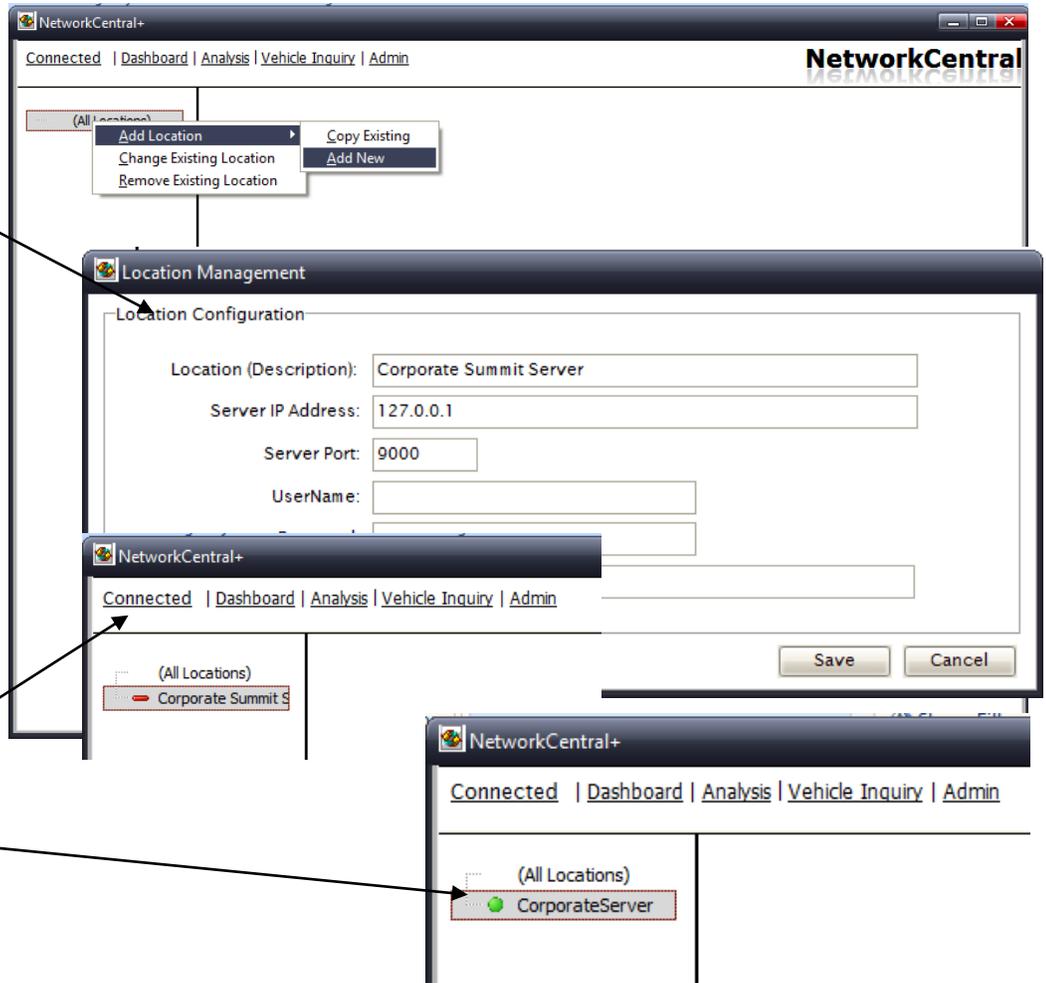
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Connected

Launch Network Central

Set up your locations

1. R click and Add New
2. Add Location, Server IP Address, Server Port. Click Save



3. Highlight Location and click Connected. A green dot will appear next to the Location when it is connected.

Add as many new locations as necessary.

NOTE: External IP Addresses are a must for locations that are outside your local network. Contact your IT person for port forwarding help.

Dashboard

Click on the date to select a range of dates for the dashboard to query.

The following are available statistics.

New RO's: # of RO's created within the dates selected, and total \$ amount.

RO's Delivered: # of RO's delivered within the dates selected, and total \$ amount.

Note: RO's without delivery dates entered are not added to this total.

Open RO Sales: # of current open RO's, and total sales \$.

Receipts: # of payments received during date range selected, and total \$ amount.

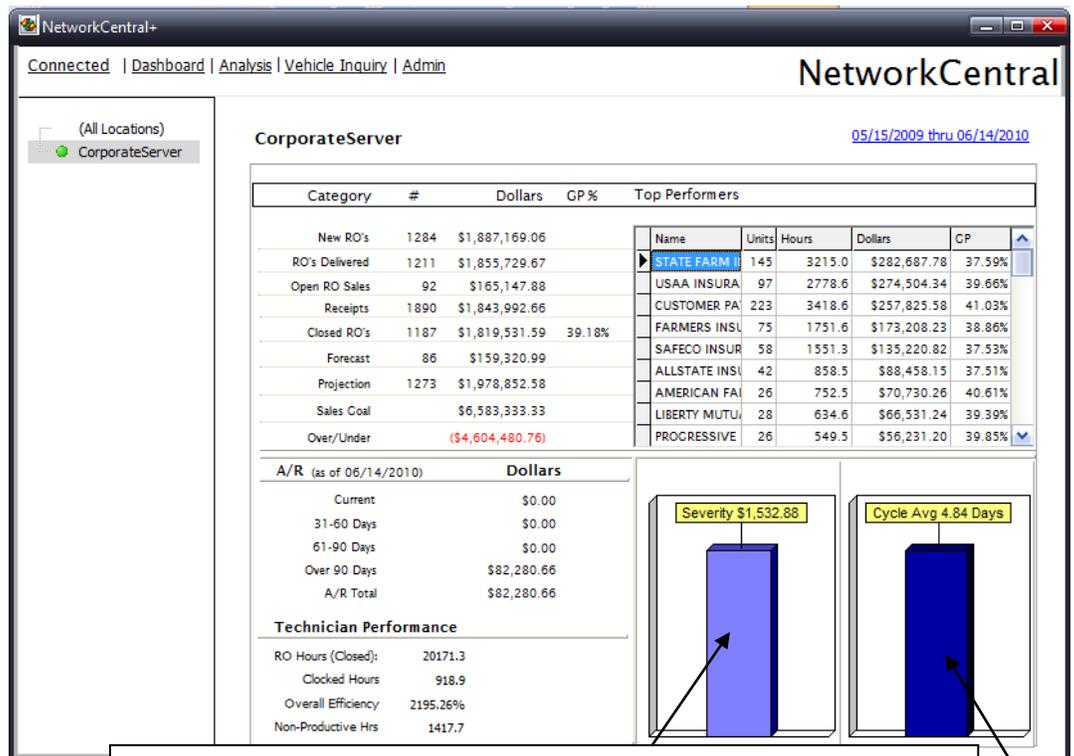
Closed RO's: # of RO's that have been closed, and total \$ amount.

Forecast: # of RO's scheduled out during date range, and total \$ amount.

Projection: # of Closed RO's + Forecast amount.

Sales Goal: The current goal for total sales within date range. (Pro rated monthly goal)

Over/Under: Projection compared to sales goal.



This is the average severity and cycle time for the location(s) selected.

For RO's closed in date range. Starts on RO creation and ends on RO closed date.

The Top Performing Insurance Companies are listed in the Top Performers Column. If all locations are selected, the Top Performing locations will be listed.

A/R Column has the Accounts Receivable information for the selected location.

These are all based on **today's** date, NOT the date range selected.

Current: Balance of RO's closed within the last 30 days.

31-60 Days: Balance of RO's closed in the last 31 to 60 days.

61-90 Days: Balance of RO's closed in the last 61 to 90 days.

Over 90 Days: Balance of RO's closed more than 90 days old.

A/R Total: Total amount to be received.

Technician Performance from the selected location are totaled for this section.

RO Hours Closed: The total number of hours from all RO's closed within the date range.

Clocked Hours: The total hours that all technicians have clocked.

Overall Efficiency: Closed RO Hours vs. Clocked hours.

Non-Productive Hours: # of hours that technicians have clocked into non-RO related jobs.

Analysis

See the KPINet Guide for details

Vehicle Inquiry

The screenshot shows the NetworkCentral interface with the 'Vehicle Inquiry' section active. The search criteria are: Name: sm, Vehicle Make: (empty), RO #: (empty), Claim #: (empty). The search results show 2 matches found:

Location	Name	Vehicle	RO#	Claim #	Phone #
CorporateServer	SMITH ELIZABET	blk 2008 HONDA FIT	22060	37-3949-86401	503-892-3647
CorporateServer	SMITH MICHAEL	GOLD 2002 LEXUS GS 3.0	21864	D 26A000067	(503)670-7300

A 'Status Inquiry' window is open for SMITH MICHAEL, showing the following details:

Vehicle Status
Customer: SMITH MICHAEL
Ins. Co: CUSTOMER PAY
Rental Car Co: ENTERPRISE RENT-A-CAR
Current Status: SCHEDULED IN
Estimated Delivery: 11/25/2009

Job History/Notes:

Date	Time	Person	Notes
10/24/2009	PM 03:10	DAVID FAHEY	Job File Synchronization.
9/28/2009	1:49:03 PM	MARK MALLETT	Printed Follow Up #1
9/28/2009	1:49:30 PM	MARK MALLETT	Printed Follow Up #1
9/28/2009	PM 06:00	DAVID FAHEY	Converted to Repair Order
9/30/2009	AM 11:25	DAVID FAHEY	Ordered parts from LEXUS OF PORTLAND, PO#21864-1
10/1/2009	PM 12:27	MARY PARRISH	Received parts from LEXUS OF PORTLAND, Invoice#61
10/2/2009	5:44:22 PM	MARK MALLETT	Printed Repair Authorization Form
10/5/2009	AM 08:14	TERRY MOSTUL	Warning Flag:VIP
10/5/2009	0:42:33 AM	MARK MALLETT	Printed Repair Authorization Form

Here you can search for specific vehicles. Type the Name, Vehicle Make, RO#, or Claim# of the desired vehicle and click search.

Double Click on the customer name to bring up their Vehicle Status screen.

Admin

The screenshot shows the NetworkCentral interface with the 'Administration' section active. The search criteria are: Vendor (unchecked), Employee (unchecked), Insurance Company (checked), Business Rule (unchecked). The search criteria are: Enter Name: STA. The search results show 1 match found:

Location	Code	Name	Address	City
CorporateServer	STFARI	STATE FARM INSURANCE	P.O. BOX 5000	DUPONT

Here you can search for specific Insurance Companies, Employees, or Vendors from all your locations.