

## Customer Pay Service Price Management Summary

Hometown Motors: 5/2/2016 - 5/31/2016

Customer Pay Service Gross Profit (\$)													
	Advisors											Store	
	Advisor 1	Advisor 2	Advisor 3	Advisor 4	Advisor 5	Advisor 6	Advisor 7	Advisor 8	Advisor 9	Advisor 10	Advisor 11	Actual	Target
Maintenance	6,025	4,940	4,758	2,470	3,218	5,097	6,584	3,280	56	1,010	78	37,516	-
Other	113	120	0	35	124	42	0	50	93	0	0	577	-
Repair	14,346	7,667	6,707	8,583	6,269	1,785	262	210	2,390	40	188	48,448	-
Service Gross	20,484	12,727	11,465	11,088	9,611	6,925	6,846	3,540	2,539	1,050	265	86,541	-
Individual Gross Pct.	23.7%	14.7%	13.2%	12.8%	11.1%	8.0%	7.9%	4.1%	2.9%	1.2%	0.3%		
Cumulative Gross Pct.	23.7%	38.4%	51.6%	64.4%	75.5%	83.5%	91.5%	95.5%	98.5%	99.7%	100.0%		

Customer Pay Service Gross Profit Percentage													
	Advisors											Store	
	Advisor 1	Advisor 2	Advisor 3	Advisor 4	Advisor 5	Advisor 6	Advisor 7	Advisor 8	Advisor 9	Advisor 10	Advisor 11	Actual	Target
Maintenance	66.2%	68.4%	67.2%	59.8%	60.0%	66.1%	61.9%	65.7%	64.0%	69.9%	61.1%	64.8%	-
Other	73.2%	76.2%	NaN	71.9%	79.0%	84.4%	NaN	100.0%	74.2%	NaN	NaN	77.7%	-
Repair	75.0%	76.0%	76.3%	76.1%	75.3%	73.8%	82.5%	62.9%	84.8%	57.0%	75.0%	75.9%	-
Service Gross Pct.	72.2%	72.9%	72.2%	71.8%	69.4%	68.0%	62.5%	65.9%	83.8%	69.3%	70.3%	70.7%	72.0%

Customer Pay Effective Labor Rate (\$/hr)													
	Advisors											Store	
	Advisor 1	Advisor 2	Advisor 3	Advisor 4	Advisor 5	Advisor 6	Advisor 7	Advisor 8	Advisor 9	Advisor 10	Advisor 11	Actual	Target
Maintenance	73.39	76.95	75.16	59.64	63.13	54.84	49.44	42.87	41.90	56.62	60.43	59.80	-
Other	102.67	105.00	0.00	98.00	87.50	166.50	0.00	0.00	65.79	0.00	0.00	99.05	-
Repair	109.83	112.54	108.70	107.65	107.43	94.90	113.68	53.95	106.32	58.33	100.00	107.87	-
Aggregate ELR	94.71	94.42	90.66	88.56	84.31	61.18	50.26	43.84	99.36	56.69	81.93	78.13	80.00

Customer Pay Repair Grid Deviation (\$)													
	Advisors											Store	
	Advisor 1	Advisor 2	Advisor 3	Advisor 4	Advisor 5	Advisor 6	Advisor 7	Advisor 8	Advisor 9	Advisor 10	Advisor 11	Actual	Target
Repair	(1,054)	(64)	(367)	(596)	(308)	(425)	0	(311)	(376)	(46)	(42)	(3,588)	-

## CP Repairs Not Priced at Grid, Sorted by Date

**Hometown Motors: 5/2/2016 - 5/31/2016**

### Service Advisor Summary

	<u>Repair Lines</u>			<u>Repair Sales</u>		
	<u>All</u>	<u>Off Grid</u>	<u>Off Grid Fraction</u>	<u>Off Grid Fraction</u>	<u>All Priced At Grid</u>	<u>Off Grid</u>
Advisor 1	8	7	87.5%	7.1%	218.80	0.00
Advisor 2	9	9	100.0%	-47.9%	641.76	(310.76)
Advisor 3	51	13	25.5%	-14.9%	1,950.78	(308.28)
Advisor 4	3	3	100.0%	-39.6%	115.95	(45.95)
Advisor 5	47	24	51.1%	-5.7%	5,713.29	(366.87)
Advisor 6	9	9	100.0%	-9.3%	3,108.09	(375.53)
Advisor 7	87	36	41.4%	-10.6%	9,234.41	(1,053.61)
Advisor 8	24	21	87.5%	-17.7%	2,345.19	(424.79)
Advisor 9	48	10	20.8%	0.3%	884.22	(64.40)
Advisor 10	53	20	37.7%	-10.2%	5,278.16	(596.24)
Advisor 11	<u>1</u>	<u>1</u>	<u>100.0%</u>	<u>-14.4%</u>	<u>292.01</u>	<u>(42.01)</u>
Totals	340	153	45.0%	-12.0%	29,782.66	(3,588.44)

### Labor Grid Deviation Detail

<u>RO</u>	<u>Post Date</u>	<u>Advisor</u>	<u>OpCode</u>	<u>Hours</u>		<u>Service Sale</u>	
				<u>Sold</u>	<u>Actual</u>	<u>Grid</u>	<u>Actual B/(W) Grid</u>
494703	31-May-16	Advisor 1	06CHZ	0.5	52.50	49.00	3.50
494836	31-May-16	Advisor 2	08CHZZ	0.2	18.95	17.95	1.00
494836	31-May-16	Advisor 3	09CHZ	0.3	9.95	26.95	(17.00)
494892	31-May-16	Advisor 4	08CHZZ	0.4	18.00	34.95	(16.95)
494725	31-May-16	Advisor 5	12CHZBMD	1.5	85.00	172.50	(87.50)
493325	31-May-16	Advisor 6	11CHZ1	2.0	210.00	232.01	(22.01)
493325	31-May-16	Advisor 1	11CHZABD	2.5	262.50	292.01	(29.51)
488759	31-May-16	Advisor 2	12CHZ	3.0	400.00	352.01	47.99
488750	31-May-16	Advisor 3	12DOZ	2.5	300.00	292.01	7.99
494709	31-May-16	Advisor 4	09CHZ	4.0	464.00	463.01	0.99
494760	31-May-16	Advisor 5	06CHZ	0.5	52.50	49.00	3.50
494666	31-May-16	Advisor 6	08CHZZ	0.3	18.00	26.95	(8.95)
490814	31-May-16	Advisor 1	06CHZ3	1.0	0.00	105.00	(105.00)
494881	31-May-16	Advisor 2	12JEZGENERAL1	0.2	18.95	17.95	1.00
493832	28-May-16	Advisor 4	11CHZ	0.4	39.95	34.95	5.00
493832	28-May-16	Advisor 5	11CHZ1	0.5	52.50	49.00	3.50
493832	28-May-16	Advisor 6	12CHZ	0.5	52.50	49.00	3.50
493832	28-May-16	Advisor 1	12CHZ1	0.3	31.50	26.95	4.55
493832	28-May-16	Advisor 2	13CHZ	0.1	10.50	9.62	0.88
494327	27-May-16	Advisor 4	12JEZ	1.5	150.00	172.50	(22.50)
493949	27-May-16	Advisor 5	09CHZ	0.5	52.50	49.00	3.50
491347	27-May-16	Advisor 6	09CHZ	2.5	262.50	292.01	(29.51)
494320	27-May-16	Advisor 1	08CHZZ	0.4	18.00	34.95	(16.95)
494503	27-May-16	Advisor 2	08CHZZ	0.3	15.00	26.95	(11.95)
493890	27-May-16	Advisor 3	11CHZ	0.5	52.50	49.00	3.50
493890	27-May-16	Advisor 4	12CHZ3	0.5	52.50	49.00	3.50
493923	26-May-16	Advisor 6	12CHZBMD	0.4	42.00	34.95	7.05
489551	26-May-16	Advisor 1	03CHZ5	11.5	1,207.50	1,332.88	(125.38)
492669	26-May-16	Advisor 2	09CHZ	1.5	187.00	172.50	14.50

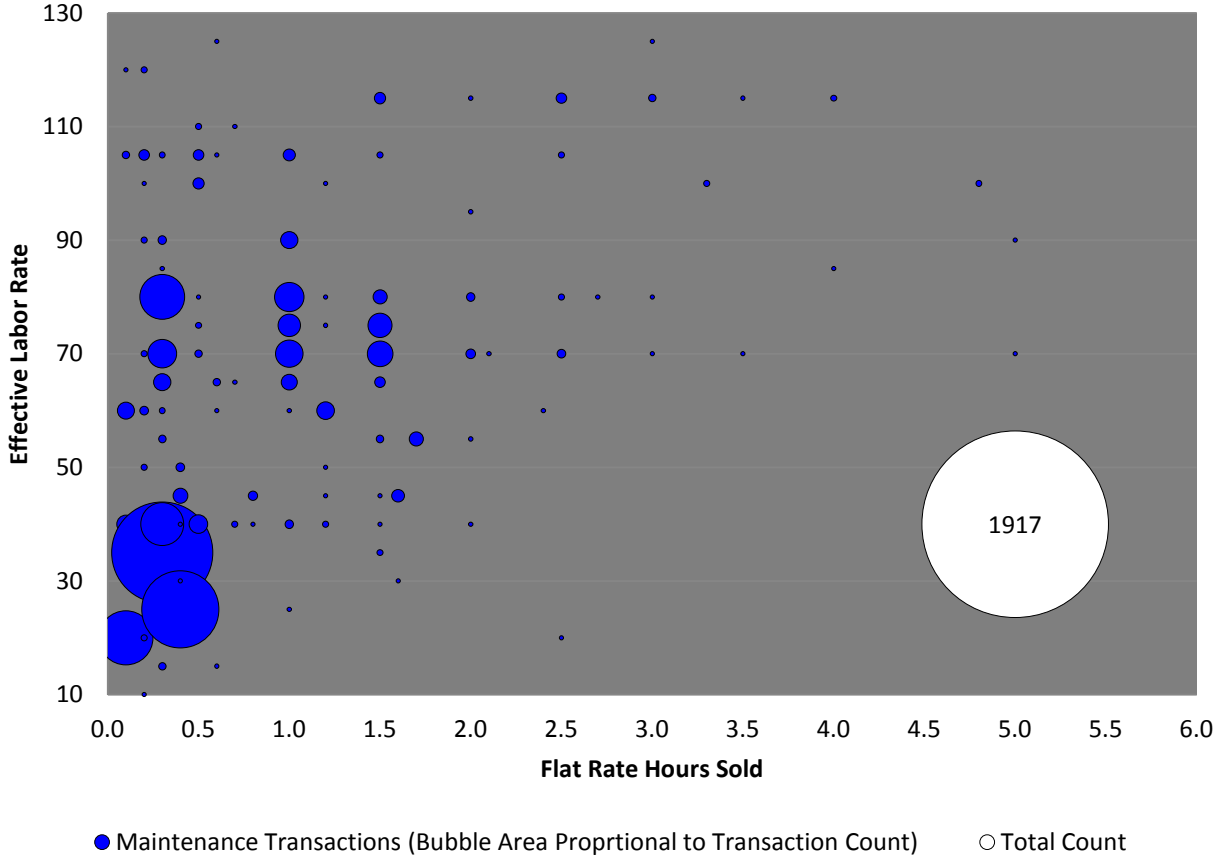
493965	26-May-16	Advisor 3	12CHZGENERAL2	0.3	10.00	26.95	(16.95)
493606	25-May-16	Advisor 5	12CHZGENERAL2	0.2	15.00	17.95	(2.95)
493435	25-May-16	Advisor 6	10CHZ	2.0	210.00	232.01	(22.01)
493435	25-May-16	Advisor 1	11CHZ1	0.5	52.50	49.00	3.50
492076	25-May-16	Advisor 2	11CHZ	0.5	62.50	49.00	13.50
492076	25-May-16	Advisor 3	03DOZ1	0.5	62.50	49.00	13.50
492076	25-May-16	Advisor 4	08DOZ	2.0	250.00	232.01	17.99
491707	25-May-16	Advisor 5	03CHZ	9.5	1,089.27	1,100.88	(11.61)
491670	25-May-16	Advisor 6	08CHZST	2.0	210.00	232.01	(22.01)
493324	24-May-16	Advisor 1	08CHZZ	0.3	18.00	26.95	(8.95)
493131	24-May-16	Advisor 2	11CHZ	0.3	15.00	26.95	(11.95)
493071	24-May-16	Advisor 3	10CHZ	2.0	232.00	232.01	(0.01)
493053	24-May-16	Advisor 4	08CHZZ	0.4	18.00	34.95	(16.95)
492850	23-May-16	Advisor 6	08CHZZ	0.3	18.00	26.95	(8.95)
492712	23-May-16	Advisor 1	08CHZZ	0.3	18.00	26.95	(8.95)
492653	23-May-16	Advisor 2	08CHZZ	0.3	18.00	26.95	(8.95)
492977	23-May-16	Advisor 3	11CHZ	0.5	52.50	49.00	3.50
492351	23-May-16	Advisor 4	03CHZ	2.0	210.00	232.01	(22.01)
491995	23-May-16	Advisor 5	08CHZST	3.0	352.00	352.01	(0.01)
493027	23-May-16	Advisor 6	11CHZ	0.5	52.50	49.00	3.50
492803	23-May-16	Advisor 1	08CHZ	2.0	160.00	232.01	(72.01)
492527	21-May-16	Advisor 3	08CHZZ	0.2	18.00	17.95	0.05
492477	21-May-16	Advisor 4	12CHZGENERAL2	0.5	52.50	49.00	3.50
492162	21-May-16	Advisor 5	11CHZ	1.6	168.00	179.30	(11.30)
492181	21-May-16	Advisor 6	03CHZ5	3.0	240.00	352.01	(112.01)
492512	21-May-16	Advisor 1	11CHZ	0.5	52.50	49.00	3.50
492263	20-May-16	Advisor 3	12CHZGENERAL2	0.5	52.50	49.00	3.50
491693	20-May-16	Advisor 4	03JEZ	1.5	120.00	172.50	(52.50)
491826	20-May-16	Advisor 5	12CHZGENERAL2	1.5	145.00	172.50	(27.50)
492114	20-May-16	Advisor 6	09CHZ	4.5	450.00	502.01	(52.01)
491795	20-May-16	Advisor 1	09JEZELD	4.0	420.00	463.01	(43.01)
491989	20-May-16	Advisor 2	08CHZST2	1.5	101.45	172.50	(71.05)
491483	20-May-16	Advisor 3	06CHZ	15.0	1,575.00	1,737.88	(162.88)
492058	20-May-16	Advisor 4	11CHZ	0.2	14.95	17.95	(3.00)
491689	20-May-16	Advisor 5	10CHZ	1.0	122.00	105.00	17.00
492252	20-May-16	Advisor 6	11CHZ	0.2	14.00	17.95	(3.95)
488916	19-May-16	Advisor 1	06CHZ	15.0	1,575.00	1,737.88	(162.88)
491882	19-May-16	Advisor 2	08CHZZ	0.3	40.00	26.95	13.05
492010	19-May-16	Advisor 3	08CHZZ	1.6	72.00	179.30	(107.30)
491751	19-May-16	Advisor 4	08CHZST	0.5	52.50	49.00	3.50
491709	19-May-16	Advisor 5	08CHZST	4.0	420.00	463.01	(43.01)
490955	19-May-16	Advisor 6	03CHZ	2.0	210.00	232.01	(22.01)
488752	19-May-16	Advisor 1	12JEZ	3.0	300.00	352.01	(52.01)
490858	19-May-16	Advisor 2	03CHZ5	3.5	367.50	411.01	(43.51)
490858	19-May-16	Advisor 3	09CHZ	3.0	315.00	352.01	(37.01)
491719	19-May-16	Advisor 4	03CHZ	2.3	161.00	259.90	(98.90)
491985	19-May-16	Advisor 5	12DOZGENERAL1	0.2	18.95	17.95	1.00
491957	19-May-16	Advisor 6	12JEZGENERAL1	0.5	52.50	49.00	3.50
491691	18-May-16	Advisor 1	08CHZZ	0.2	0.00	17.95	(17.95)
491581	18-May-16	Advisor 2	08CHZZ	0.4	18.00	34.95	(16.95)
491250	18-May-16	Advisor 3	03CHZ	2.0	233.00	232.01	0.99
491571	18-May-16	Advisor 4	12CHZ	0.5	52.50	49.00	3.50
491546	18-May-16	Advisor 5	12JEZGENERAL1	0.2	18.95	17.95	1.00
490948	17-May-16	Advisor 1	03DOZ	2.0	210.00	232.01	(22.01)

490948	17-May-16	Advisor 2	12DOZGENERAL1	1.5	157.50	172.50	(15.00)
488757	17-May-16	Advisor 3	12JEZ	3.0	377.08	352.01	25.07
490857	16-May-16	Advisor 5	08CHZZ	0.3	18.00	26.95	(8.95)
490825	16-May-16	Advisor 6	12CHZGENERAL2	0.5	52.50	49.00	3.50
488756	16-May-16	Advisor 1	12JEZ	3.0	300.00	352.01	(52.01)
488755	16-May-16	Advisor 2	12JEZ	3.0	300.00	352.01	(52.01)
488753	16-May-16	Advisor 3	12JEZ	3.0	184.52	352.01	(167.49)
488748	16-May-16	Advisor 4	12DOZ	3.0	356.00	352.01	3.99
490904	16-May-16	Advisor 5	08CHZST	1.5	155.99	172.50	(16.51)
490916	16-May-16	Advisor 6	08CHZST	1.0	47.50	105.00	(57.50)
490612	14-May-16	Advisor 1	08CHZZ	0.4	18.00	34.95	(16.95)
490287	14-May-16	Advisor 2	08CHZZ	0.2	18.00	17.95	0.05
489492	14-May-16	Advisor 3	09CHZ	2.6	273.00	299.30	(26.30)
489894	13-May-16	Advisor 5	11CHZ	2.5	250.00	292.01	(42.01)
490301	13-May-16	Advisor 6	08CHZZ	0.2	0.00	17.95	(17.95)
490329	13-May-16	Advisor 1	11CHZ	0.5	52.50	49.00	3.50
490092	13-May-16	Advisor 2	11CHZ3	0.5	35.00	49.00	(14.00)
487585	13-May-16	Advisor 3	08DOZ	2.0	210.00	232.01	(22.01)
488754	13-May-16	Advisor 4	12JEZ	3.0	300.00	352.01	(52.01)
489788	13-May-16	Advisor 5	11CHZ	2.0	232.00	232.01	(0.01)
488959	13-May-16	Advisor 6	08CHZZ	0.4	20.00	34.95	(14.95)
489092	12-May-16	Advisor 1	03CHZ5	5.5	577.50	609.01	(31.51)
490083	12-May-16	Advisor 2	11CHZ	0.5	52.50	49.00	3.50
489976	12-May-16	Advisor 3	11CHZ	0.5	52.50	49.00	3.50
490041	12-May-16	Advisor 4	12DOZGENERAL1	0.5	52.50	49.00	3.50
489701	11-May-16	Advisor 5	03CHZ	3.5	280.00	411.01	(131.01)
489624	11-May-16	Advisor 1	03CHZ	0.5	52.50	49.00	3.50
487750	10-May-16	Advisor 3	10CHZ	1.1	115.50	111.07	4.43
487750	10-May-16	Advisor 4	08DOZ	1.5	157.50	172.50	(15.00)
487750	10-May-16	Advisor 5	08DOZ1	2.0	210.00	232.01	(22.01)
487750	10-May-16	Advisor 6	08DOZST1	0.5	52.50	49.00	3.50
488053	10-May-16	Advisor 1	03CHZ5	3.0	352.00	352.01	(0.01)
488870	9-May-16	Advisor 3	11CHZ	2.0	210.00	232.01	(22.01)
488771	9-May-16	Advisor 4	11JEZ1	0.3	27.95	26.95	1.00
488732	9-May-16	Advisor 5	08CHZZ	0.2	10.00	17.95	(7.95)
488643	9-May-16	Advisor 6	08CHZZ	0.5	30.00	49.00	(19.00)
488643	9-May-16	Advisor 1	12CHZGENERAL2	0.5	30.00	49.00	(19.00)
488799	9-May-16	Advisor 2	08CHZZ	0.4	0.00	34.95	(34.95)
489000	9-May-16	Advisor 3	08CHZZ	0.4	18.00	34.95	(16.95)
488742	9-May-16	Advisor 4	11DOZ	0.5	52.50	49.00	3.50
482870	7-May-16	Advisor 6	09DOZ	15.0	1,575.00	1,737.88	(162.88)
487509	7-May-16	Advisor 1	11DOZ1	4.0	464.00	463.01	0.99
488324	6-May-16	Advisor 3	06CHZ	2.0	248.60	232.01	16.59
488252	6-May-16	Advisor 4	08CHZZ	0.4	18.00	34.95	(16.95)
488168	6-May-16	Advisor 5	12CHZGENERAL2	0.2	21.00	17.95	3.05
488168	6-May-16	Advisor 6	11JEZ	3.0	315.00	352.01	(37.01)
488364	6-May-16	Advisor 1	12CHZ	1.0	50.00	105.00	(55.00)
488266	6-May-16	Advisor 2	03CHZ	1.7	119.00	188.70	(69.70)
488273	6-May-16	Advisor 3	08CHZST	0.5	47.50	49.00	(1.50)
488155	6-May-16	Advisor 4	08CHZST	0.5	40.00	49.00	(9.00)
488124	5-May-16	Advisor 6	12CHZ	0.3	21.00	26.95	(5.95)
487948	5-May-16	Advisor 1	10CHZ	2.0	248.60	232.01	16.59

487609	5-May-16	Advisor 2	03CHZ4	1.0	125.00	105.00	20.00
488179	5-May-16	Advisor 3	08CHZZ	1.6	72.00	179.30	(107.30)
487934	5-May-16	Advisor 4	08CHZZ	0.4	18.00	34.95	(16.95)
487876	5-May-16	Advisor 5	12CHZ	2.0	210.00	232.01	(22.01)
487330	5-May-16	Advisor 6	08CHZZ	0.8	36.00	75.95	(39.95)
485497	5-May-16	Advisor 1	09CHZ	5.0	525.00	559.01	(34.01)
487396	5-May-16	Advisor 2	11CHZ	6.0	630.00	669.01	(39.01)
487860	5-May-16	Advisor 3	12JEZGENERAL1	0.2	19.95	17.95	2.00
487660	4-May-16	Advisor 5	03CHZ5	0.5	67.50	49.00	18.50
487033	4-May-16	Advisor 6	11CHZ	0.2	21.00	17.95	3.05
487709	4-May-16	Advisor 1	09JEZ	3.0	315.00	352.01	(37.01)
487752	4-May-16	Advisor 2	12JEZGENERAL1	0.5	52.50	49.00	3.50
487328	3-May-16	Advisor 4	06CHZ	1.0	70.00	105.00	(35.00)
487075	3-May-16	Advisor 5	11CHZ	0.2	15.00	17.95	(2.95)
487166	3-May-16	Advisor 6	08CHZST	3.0	315.00	352.01	(37.01)
487394	3-May-16	Advisor 1	08CHZZ	0.3	18.00	26.95	(8.95)
487394	3-May-16	Advisor 2	12DOZGENERAL2	1.0	40.00	105.00	(65.00)
485338	2-May-16	Advisor 4	11CHZ	2.0	232.00	232.01	(0.01)
Totals				263.9	26,566.06	29,782.66	(3,588.44)

Hometown Motors: 5/2/2016 - 5/31/2016

Customer Pay Maintenance - Transactions



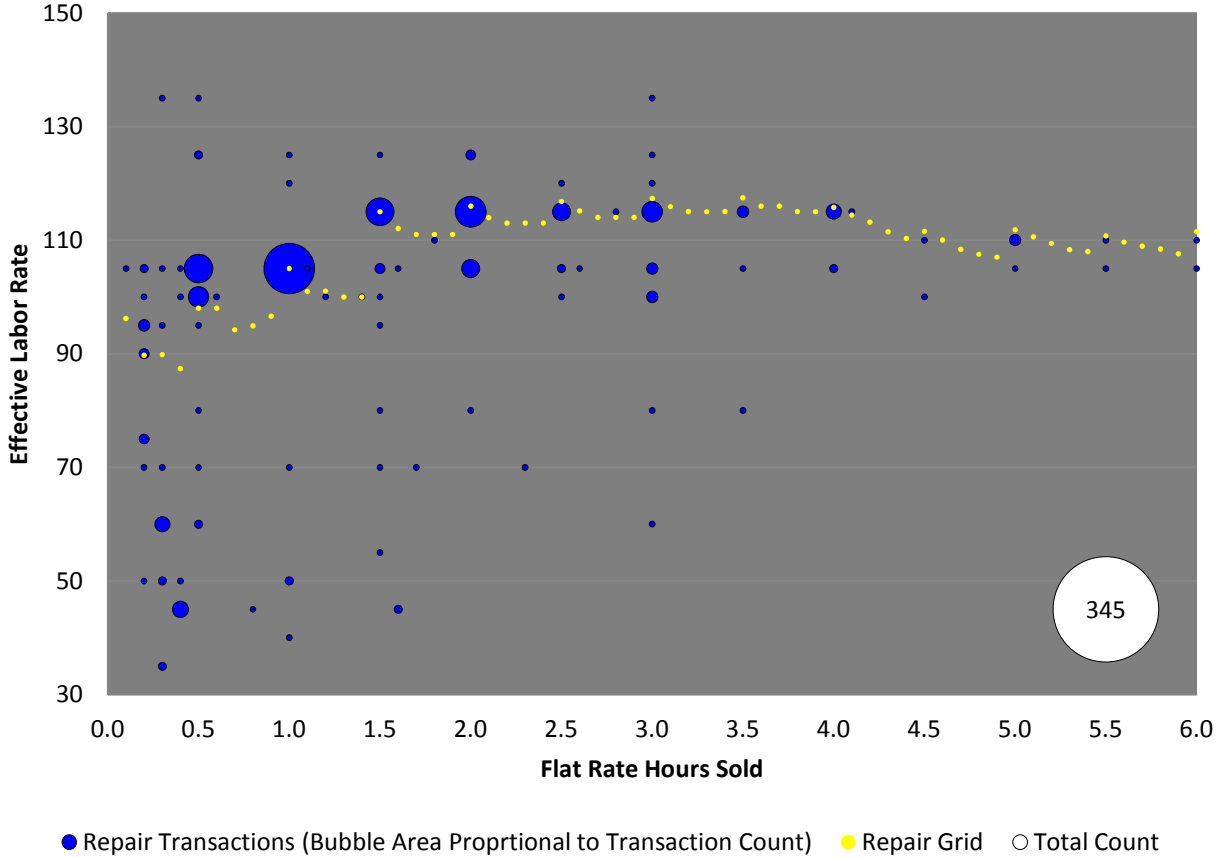
Hometown Motors: 5/2/2016 - 5/31/2016

Customer Pay Maintenance - Gross Profit



Hometown Motors: 5/2/2016 - 5/31/2016

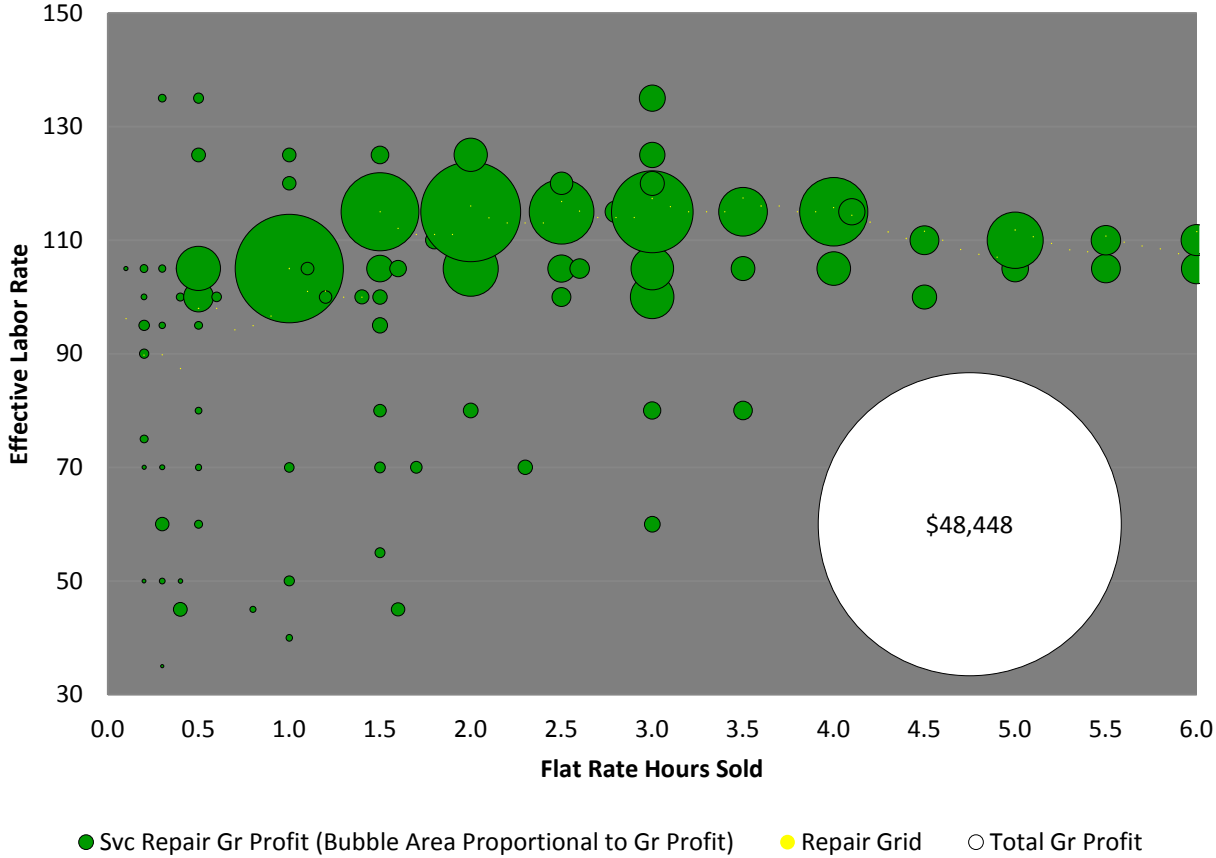
Customer Pay Repairs - Transactions





Hometown Motors: 5/2/2016 - 5/31/2016

Customer Pay Repairs - Gross Profit



Hometown Motors: 5/2/2016 - 5/31/2016

