

Hometown Motors : 6/1/2016 - 6/4/2016

Gross Profit Bonus or (Opportunity)

	Hrs per RO	ELR	Labor Margin	Parts Margin
C	(\$3,303)	\$1,131	(\$56)	\$1,287
I		\$584	(\$138)	(\$27)
W		\$29	(\$132)	\$5

Shop Summary

	# ROs	Hrs per RO	Total Sales per RO (\$)	ELR (\$)	Labor Sales (\$)	Labor & Parts Sales (\$)	Sales % (col = 100%)
C	230	1.2	200	78.02	21,970	45,919	72%
I	47	1.4	200	90.95	5,939	9,411	14%
W	35	1.2	268	107.69	4,523	9,375	14%

Customer Pay Repair Pricing

Labor Repair Sales	10,225
Labor Repair Sales Off Grid	(259)
Pts Repair Sales	9,939
Pts Repair Sales Off Matrix	(192)
Lbr & Pts Repair Discnt - C	(997)
Discount Fraction - C	-4.9%

Service Advisors

	Total Shop (All Labor Types)				Shop % (col = 100%)	Sales Fractions Advisor % (row = 100%)		
	# ROs	Hrs Sold per RO	Labor & Parts Sales (\$)	ELR (\$)		C	I	W
Advisor 2	58	1.7	17,648	88.71	27%	74%	6%	20%
Advisor 3	66	1.3	13,623	79.62	21%	87%	6%	7%
Advisor 4	50	1.4	12,575	84.22	19%	73%	17%	9%
Advisor 5	16	0.6	1,062	42.42	2%	79%	3%	18%
Advisor 6	1	0.3	32	18.00	0%	100%	0%	0%

Technicians

	Total Shop (All Labor Types)				Shop % (col = 100%)	Hours Paid Fractions Tech % (row = 100%)		
	Hrs Paid	Efficiency	Hrs Paid per RO	Total Sales (\$ per RO)		C	I	W
Tech 2	51.5	114%	2.1	204	13%	72%	14%	14%
Tech 3	49.9	111%	0.8	59	13%	74%	26%	0%
Tech 4	40.6	90%	3.1	329	10%	81%	12%	6%
Tech 5	40.6	90%	2.5	262	10%	51%	41%	8%
Tech 6	40.3	90%	2.9	277	10%	72%	0%	28%
Tech 7	33.9	75%	2.8	268	9%	55%	7%	39%
Tech 8	32.3	72%	0.7	35	8%	96%	2%	2%
Tech 9	30.9	69%	2.1	186	8%	79%	11%	10%
Tech 10	14.2	32%	1.3	135	4%	11%	89%	0%
Tech 11	2.0	4%	2.0	171	1%	0%	100%	0%



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BG Product Sales Summary

Month Sales Trend (\$)	78,922
Month Sales Target (\$)	40,000
# ROs - C	230
# ROs w/Specialty - C	80
CP Specialty Penetration	35%
CP Penetration Target	25%
Ttl Specialty Penetration	64%

Repair Order Audit

	Issue Severity	
	Major	Minor
# ELR - Hi	6	
# ELR - Lo		158
# Profit Margin - Loss	8	
# Profit Margin - Lo		6
# Values Below 0	0	

Discounts - C

	Labor	Parts
Discount Value (\$)	(852)	(758)
ELR w/Discount (\$)	78.02	
ELR wo/Discount (\$)	81.04	
Margin w/Discount	74.8%	37.5%
Margin wo/Discount	75.7%	39.5%

Comebacks

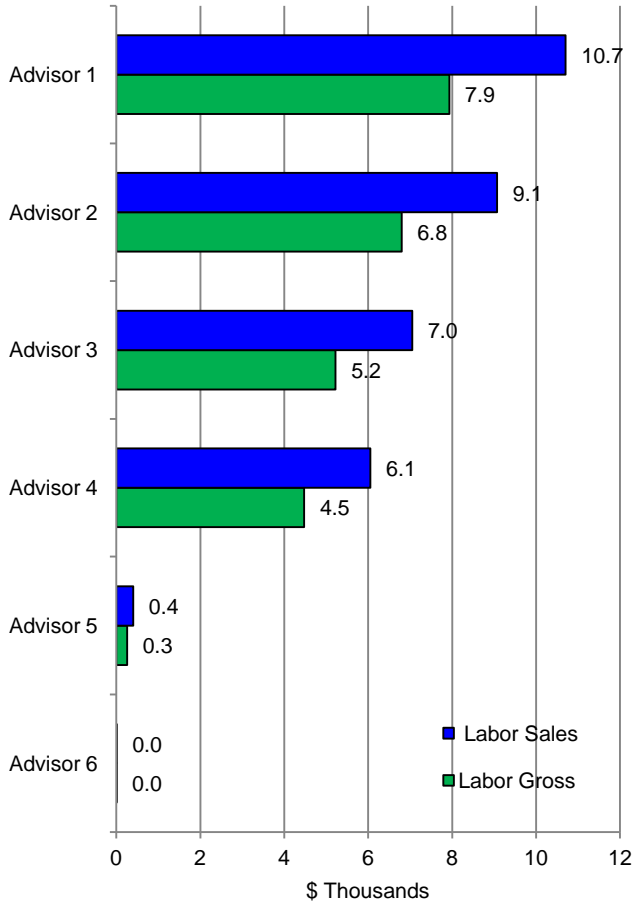
	Count	Fraction
Returns - C	20	8.7%
Returns - W		

Return = comeback within 4 weeks
Fraction = return count divided by total customer count

Hometown Motors : 6/1/2016 - 6/4/2016

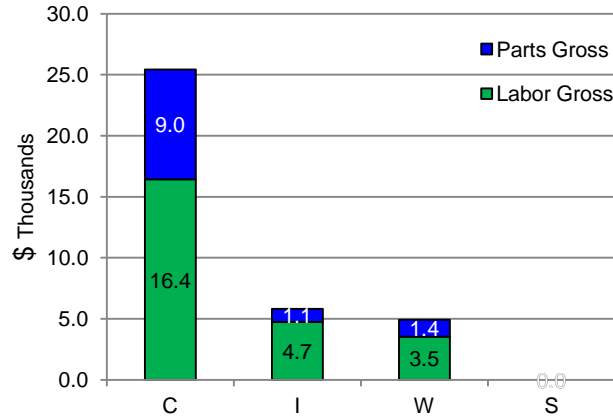
Advisor Summary

Labor Sales & Gross Profit



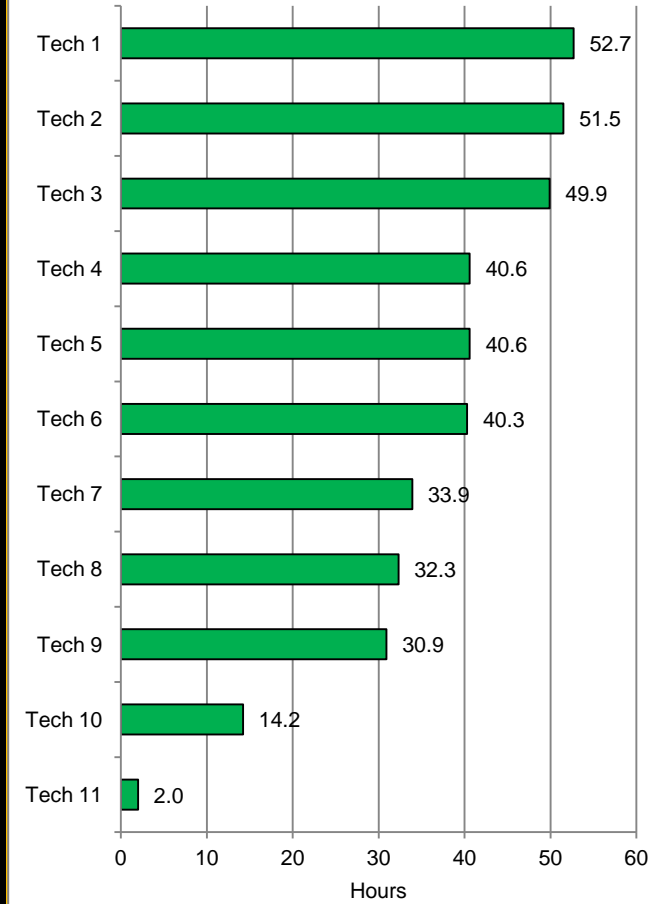
Shop Summary

Labor & Parts Gross Profit

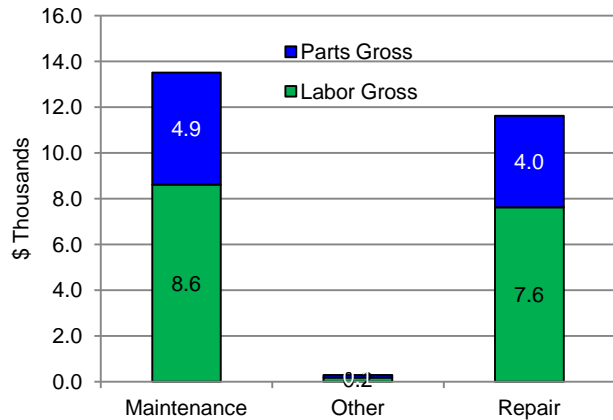


Technician Summary

Flat Rate Hours Paid

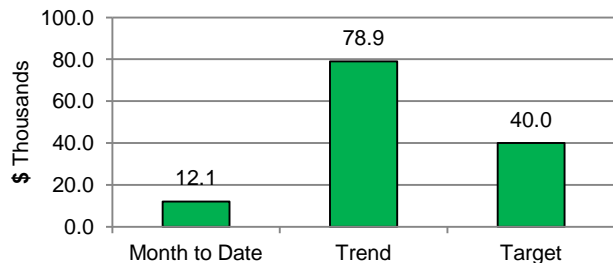


CP Labor & Parts Gross Profit



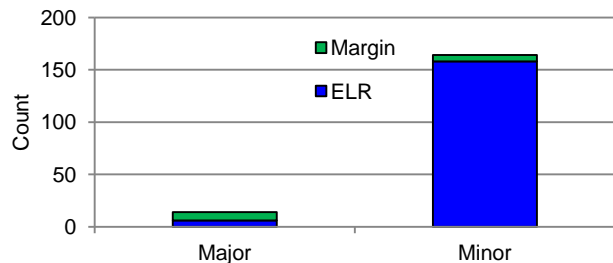
BG Product Sales Summary

BG Products Sales



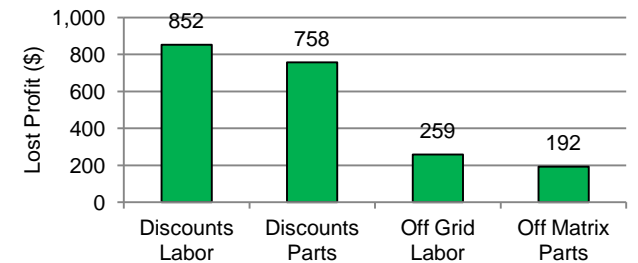
RO Issues Summary

Major & Minor Issues



Lost Profit Summary

Discounts & Price Deviations





Gross Profit Bonuses and Opportunities

Hometown Motors : 6/1/2016 - 6/4/2016

<u>Customer Pay</u>	<u>Gross Profit Opportunity</u> ^{1/}	<u>Gross Profit Bonus</u> ^{2/}	<u>Key Operational Measure</u>		
			<u>Status</u>	<u>Target</u>	<u>Gap</u> ^{3/}
Flat Rate Hours per RO	\$3,303	\$0	1.2	1.4	-0.2
Effective Labor Rate	\$0	\$1,131	\$78.02	\$74.00	\$4.02
Labor Margin	\$56	\$0	74.8%	75.0%	-0.2%
Parts Margin	\$0	\$1,287	37.5%	34.0%	3.5%
Subtotal	<u>\$3,359</u>	<u>\$2,419</u>			
 <u>Internal</u>					
Effective Labor Rate	\$0	\$584	\$90.95	\$82.00	\$8.95
Labor Margin	\$138	\$0	79.7%	82.0%	-2.3%
Parts Margin	\$27	\$0	31.5%	32.0%	-0.5%
Subtotal	<u>\$164</u>	<u>\$584</u>			
 <u>Warranty</u>					
Effective Labor Rate	\$0	\$29	\$107.69	\$107.00	\$0.69
Labor Margin	\$132	\$0	78.1%	81.0%	-2.9%
Parts Margin	\$0	\$5	28.7%	28.6%	0.1%
Subtotal	<u>\$132</u>	<u>\$34</u>			
 <u>Service Contract</u>					
Effective Labor Rate	\$0	\$0	\$0.00	\$0.00	\$0.00
Labor Margin	\$0	\$0	0.0%	0.0%	0.0%
Parts Margin	\$0	\$0	0.0%	0.0%	0.0%
Subtotal	<u>\$0</u>	<u>\$0</u>			
	<u>\$3,656</u>	<u>\$3,037</u>			

Color Key

Gross Profit Greater than \$1,000
Gross Profit Between \$500 & \$1,000
Gross Profit Less than \$500

Notes

- 1/ Gross profit opportunity reflects achieving 100% of the Target Key Operational Measure
 2/ Gross profit bonus reflects exceeding Target Key Operational Measure
 3/ Gap reflects improvement in Status needed to achieve Target





Shop Summary - This Year

Hometown Motors : 6/1/2016 - 6/4/2016

<u>Repair Order</u>	<u>C</u>	<u>I</u>	<u>W</u>	<u>S</u>	<u>Aggregate</u>
RO Count	230	47	35	-	287
Flat Rate Hours Sold per RO (Hrs)	1.2	1.4	1.2	-	1.4
Total Sales per RO, All Vehicles (\$)	199.65	200.23	267.84	-	225.45
Total Sales per RO, Vehicles < 36K Miles (\$)	107.03	141.37	86.24	-	126.02
Total Sales per RO, Vehicles ≥ 36K Miles (\$)	240.24	325.79	340.49	-	280.61
Average Vehicle Mileage	81,682	38,957	79,581	-	74,242
<u>Labor</u>					
Flat Rate Hours Sold (Hrs)	281.6	65.3	42.0	-	388.9
Labor Sales (\$)	22,822.10	5,939.05	4,523.10	-	33,284.25
Labor Discounts (\$)	(852.46)	0.00	0.00	-	(852.46)
Labor Cost (\$)	5,546.05	1,206.55	991.40	-	7,744.00
Labor Gross Profit (\$)	16,423.59	4,732.50	3,531.70	-	24,687.79
Labor Gross Profit Margin (%)	74.8%	79.7%	78.1%	-	76.1%
ELR (\$)	78.02	90.95	107.69	-	83.39
Labor Cost per Flat Rate Hour (\$)	19.69	18.48	23.60	-	19.91
<u>Parts</u>					
Parts Sales (\$)	24,706.49	3,471.69	4,851.46	-	33,029.64
Parts Discounts (\$)	(757.56)	0.00	0.00	-	(757.56)
Parts Cost (\$)	14,956.56	2,379.05	3,460.60	-	20,796.21
Parts Gross Profit (\$)	8,992.37	1,092.64	1,390.86	-	11,475.87
Parts Gross Profit Margin (%)	37.5%	31.5%	28.7%	-	35.6%
Parts Gross Profit Margin (%) - No Tires	39.2%	35.1%	28.7%	-	37.1%
Parts Gross Profit Margin (%) - Tires	7.9%	8.4%	NA	-	8.1%
<u>Labor and Parts</u>					
Total Gross Profit (\$)	25,415.96	5,825.14	4,922.56	-	36,163.66
Total Gross Profit Margin (%)	55.4%	61.9%	52.5%	-	55.9%
Fraction (%)	71.7%	14.2%	14.1%	-	100.0%

10% Better vs Yr Ago

Within 10% of Yr Ago

10% Worse vs Yr Ago



Shop Summary - Last Year

Hometown Motors : 6/1/2015 - 6/30/2015

<u>Repair Order</u>	<u>C</u>	<u>I</u>	<u>W</u>	<u>S</u>	<u>Aggregate</u>
RO Count	1,358	427	358	-	1,899
Flat Rate Hours Sold per RO (Hrs)	1.2	1.3	0.9	-	1.3
Total Sales per RO, All Vehicles (\$)	175.17	186.42	178.10	-	200.76
Total Sales per RO, Vehicles < 36K Miles (\$)	105.91	158.80	328.27	-	155.56
Total Sales per RO, Vehicles ≥ 36K Miles (\$)	211.92	232.06	157.69	-	231.73
Average Vehicle Mileage	91,847	48,123	110,664	-	84,854
<u>Labor</u>					
Flat Rate Hours Sold (Hrs)	1,643.7	547.5	315.6	-	2,506.8
Labor Sales (\$)	127,647.69	43,948.93	33,678.78	-	205,275.40
Labor Discounts (\$)	(7,097.15)	(130.70)	0.00	-	(7,227.85)
Labor Cost (\$)	30,604.72	9,871.07	6,531.84	-	47,007.63
Labor Gross Profit (\$)	89,945.82	33,947.16	27,146.94	-	151,039.92
Labor Gross Profit Margin (%)	74.6%	77.5%	80.6%	-	76.3%
ELR (\$)	73.34	80.03	106.71	-	79.00
Labor Cost per Flat Rate Hour (\$)	18.62	18.03	20.70	-	18.75
<u>Parts</u>					
Parts Sales (\$)	123,566.40	36,239.82	30,107.89	-	189,914.11
Parts Discounts (\$)	(6,229.75)	(456.26)	(28.20)	-	(6,714.21)
Parts Cost (\$)	76,318.59	24,851.08	21,478.95	-	122,648.62
Parts Gross Profit (\$)	41,018.06	10,932.48	8,600.74	-	60,551.28
Parts Gross Profit Margin (%)	35.0%	30.6%	28.6%	-	33.1%
Parts Gross Profit Margin (%) - No Tires	36.2%	34.1%	28.6%	-	34.5%
Parts Gross Profit Margin (%) - Tires	7.2%	9.9%	NA	-	8.6%
<u>Labor and Parts</u>					
Total Gross Profit (\$)	130,963.88	44,879.64	35,747.68	-	211,591.20
Total Gross Profit Margin (%)	55.1%	56.4%	56.1%	-	55.5%
Fraction (%)	63.6%	20.3%	16.1%	-	100.0%



Customer Pay Shop Summary - This Year

Hometown Motors : 6/1/2016 - 6/4/2016

<u>Repair Order</u>	<u>Aggregate</u>	<u>Maintenance</u>	<u>Other</u>	<u>Repair</u>
RO Count	230	207	2	46
Flat Rate Hours Sold per RO (Hrs)	1.2	0.9	1.3	1.9
Total Sales per RO, All Vehicles (\$)	199.65	125.72	363.95	416.68
Total Sales per RO, Vehicles < 36K Miles (\$)	107.03	90.45	674.55	156.17
Total Sales per RO, Vehicles ≥ 36K Miles (\$)	240.24	142.49	108.00	458.04
Average Vehicle Mileage	81,682	78,887	62,484	116,216
<u>Labor</u>				
Flat Rate Hours Sold (Hrs)	281.6	190.6	2.6	88.4
Labor Sales (\$)	22,822.10	12,361.13	236.00	10,224.97
Labor Discounts (\$)	(852.46)	(368.12)	0.00	(484.34)
Labor Cost (\$)	5,546.05	3,375.80	48.80	2,121.45
Labor Gross Profit (\$)	16,423.59	8,617.21	187.20	7,619.18
Labor Gross Profit Margin (%)	74.8%	71.9%	79.3%	78.2%
ELR (\$)	78.02	62.92	90.77	110.19
Labor Cost per Flat Rate Hour (\$)	19.69	17.71	18.77	24.00
<u>Parts</u>				
Parts Sales (\$)	24,706.49	14,220.54	546.55	9,939.40
Parts Discounts (\$)	(757.56)	(189.94)	(54.66)	(512.96)
Parts Cost (\$)	14,956.56	9,146.39	386.00	5,424.17
Parts Gross Profit (\$)	8,992.37	4,884.21	105.89	4,002.27
Parts Gross Profit Margin (%)	37.5%	34.8%	21.5%	42.5%
Parts Gross Profit Margin (%) - No Tires	39.2%	35.7%	21.5%	42.5%
Parts Gross Profit Margin (%) - Tires	7.9%	8.4%	NA	NA
<u>Labor and Parts</u>				
Total Gross Profit (\$)	25,415.96	13,501.42	293.09	11,621.45
Total Gross Profit Margin (%)	55.4%	51.9%	40.3%	60.6%
Fraction (%)	100.0%	55.9%	1.6%	42.4%

10% Better vs Yr Ago

Within 10% of Yr Ago

10% Worse vs Yr Ago



Customer Pay Shop Summary - Last Year

Hometown Motors : 6/1/2015 - 6/30/2015

<u>Repair Order</u>	<u>Aggregate</u>	<u>Maintenance</u>	<u>Other</u>	<u>Repair</u>
RO Count	1,358	1,197	14	277
Flat Rate Hours Sold per RO (Hrs)	1.2	1.0	0.5	1.8
Total Sales per RO, All Vehicles (\$)	175.17	118.29	180.14	338.54
Total Sales per RO, Vehicles < 36K Miles (\$)	105.91	83.39	576.58	342.07
Total Sales per RO, Vehicles ≥ 36K Miles (\$)	211.92	139.75	120.18	362.47
Average Vehicle Mileage	91,847	79,488	103,132	154,043
<u>Labor</u>				
Flat Rate Hours Sold (Hrs)	1,643.7	1,150.4	6.3	487.0
Labor Sales (\$)	127,647.69	72,037.63	623.65	54,986.41
Labor Discounts (\$)	(7,097.15)	(3,802.47)	(12.90)	(3,281.78)
Labor Cost (\$)	30,604.72	20,128.02	123.65	10,353.05
Labor Gross Profit (\$)	89,945.82	48,107.14	487.10	41,351.58
Labor Gross Profit Margin (%)	74.6%	70.5%	79.8%	80.0%
ELR (\$)	73.34	59.32	96.94	106.16
Labor Cost per Flat Rate Hour (\$)	18.62	17.50	19.63	21.26
<u>Parts</u>				
Parts Sales (\$)	123,566.40	76,645.51	1,971.67	44,949.22
Parts Discounts (\$)	(6,229.75)	(3,291.31)	(60.42)	(2,878.02)
Parts Cost (\$)	76,318.59	50,641.62	1,257.43	24,419.54
Parts Gross Profit (\$)	41,018.06	22,712.58	653.82	17,651.66
Parts Gross Profit Margin (%)	35.0%	31.0%	34.2%	42.0%
Parts Gross Profit Margin (%) - No Tires	36.2%	32.6%	34.2%	42.0%
Parts Gross Profit Margin (%) - Tires	7.2%	9.9%	NA	NA
<u>Labor and Parts</u>				
Total Gross Profit (\$)	130,963.88	70,819.72	1,140.92	59,003.24
Total Gross Profit Margin (%)	55.1%	50.0%	45.2%	62.9%
Fraction (%)	100.0%	59.2%	1.0%	39.8%





Service Advisor Summary - Aggregate

Hometown Motors : 6/1/2016 - 6/4/2016

<u>Advisor</u>	<u>Labor (\$)</u>				<u>Parts (\$)</u>			<u>RO Qty</u>	<u>Sales Mix (%)</u>				<u>C Sales Mix (%)</u>		
	<u>Gross Profit</u>	<u>Sales</u>	<u>Discount</u>	<u>Off Grid</u>	<u>Gross Profit</u>	<u>Sales</u>	<u>Discount</u>		<u>C</u>	<u>I</u>	<u>W</u>	<u>S</u>	<u>Mai</u>	<u>Otr</u>	<u>Rep</u>
Advisor 1	7,935.81	10,705.24	(350.98)	(48.00)	3,459.31	9,659.70	(249.14)	96	57%	26%	17%	0%	56%	0%	44%
Advisor 2	6,798.10	9,071.32	(173.27)	(210.63)	3,049.48	9,014.46	(264.36)	58	74%	6%	20%	0%	44%	5%	51%
Advisor 3	5,223.12	7,049.99	(258.27)	0.00	2,448.67	6,980.15	(149.18)	66	87%	6%	7%	0%	69%	1%	30%
Advisor 4	4,476.08	6,054.58	(58.20)	0.00	2,268.52	6,658.80	(80.51)	50	73%	17%	9%	0%	51%	0%	49%
Advisor 5	253.48	397.72	(11.74)	0.00	238.35	690.36	(14.37)	16	79%	3%	18%	0%	100%	0%	0%
Advisor 6	<u>1.20</u>	<u>5.40</u>	<u>0.00</u>	<u>0.00</u>	<u>11.54</u>	<u>26.17</u>	<u>0.00</u>	<u>1</u>	<u>100%</u>	<u>0%</u>	<u>0%</u>	<u>0%</u>	<u>100%</u>	<u>0%</u>	<u>0%</u>
Totals	24,687.79	33,284.25	(852.46)	(258.63)	11,475.87	33,029.64	(757.56)	287	72%	14%	14%	0%	56%	2%	42%

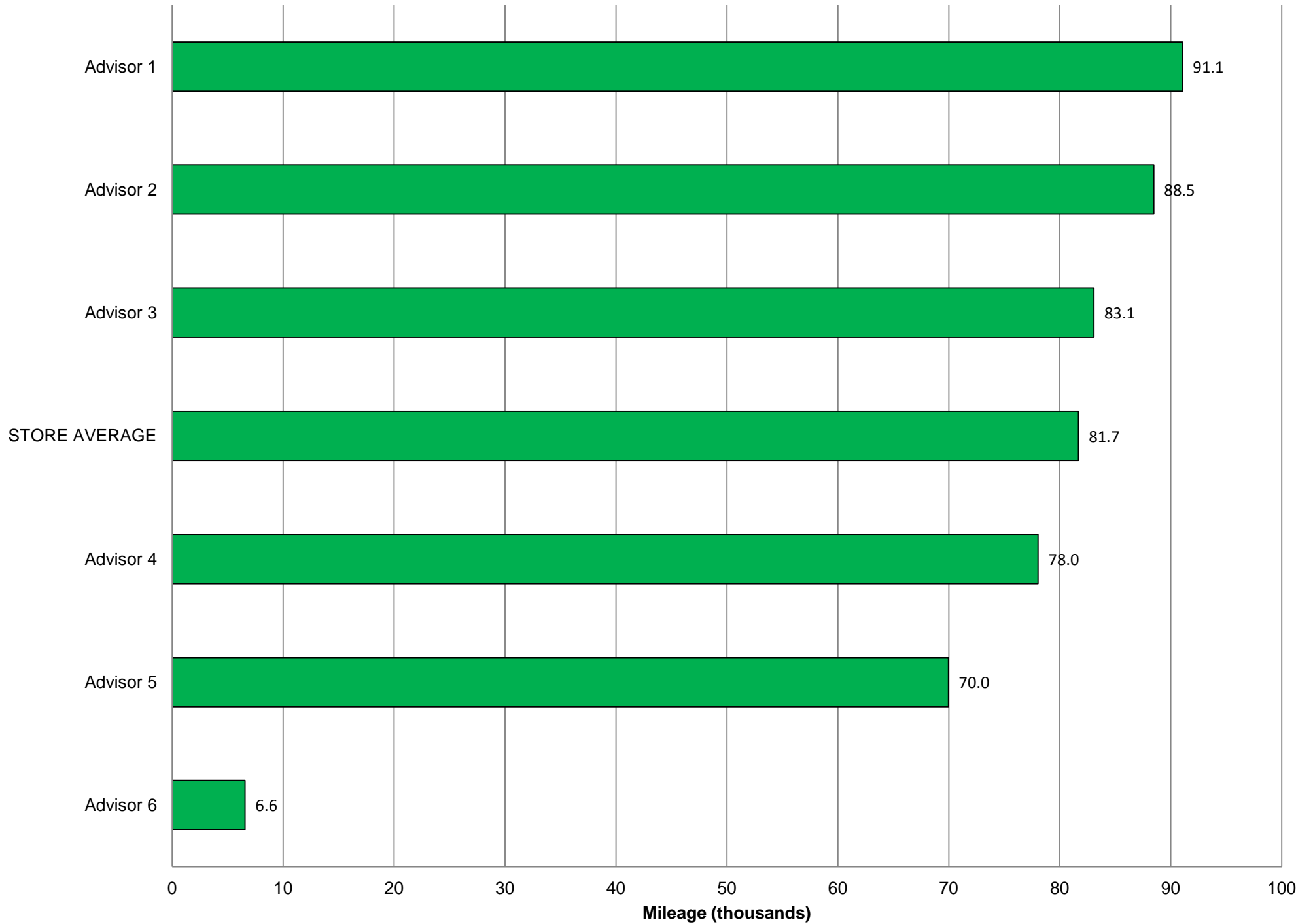


Service Advisor Summary - C, I, W, S

Hometown Motors : 6/1/2016 - 6/4/2016

<u>Advisor</u>	<u>C</u>				<u>I</u>				<u>W</u>				<u>S</u>			
	<u>Labor Gross</u>	<u>RO Qty</u>	<u>Hours Sold</u>	<u>ELR</u>	<u>Labor Gross</u>	<u>RO Qty</u>	<u>Hours Sold</u>	<u>ELR</u>	<u>Labor Gross</u>	<u>RO Qty</u>	<u>Hours Sold</u>	<u>ELR</u>	<u>Labor Gross</u>	<u>RO Qty</u>	<u>Hours Sold</u>	<u>ELR</u>
Advisor 1	3,290.81	70	66.3	70.47	3,316.00	24	40.7	97.95	1,329.00	10	15.7	108.00	0.00	0	0.0	NA
Advisor 2	5,090.30	50	78.6	85.20	183.65	4	3.6	72.08	1,524.15	12	18.1	107.29	0.00	0	0.0	NA
Advisor 3	4,424.77	57	74.6	76.97	485.95	8	6.9	92.67	312.40	6	3.8	108.00	0.00	0	0.0	NA
Advisor 4	3,406.03	38	53.7	84.33	746.90	8	13.6	76.98	323.15	6	3.9	108.00	0.00	0	0.0	NA
Advisor 5	210.48	14	8.1	40.16	0.00	3	0.5	13.40	43.00	1	0.5	108.00	0.00	0	0.0	NA
Advisor 6	<u>1.20</u>	<u>1</u>	<u>0.3</u>	<u>18.00</u>	<u>0.00</u>	<u>0</u>	<u>0.0</u>	<u>NA</u>	<u>0.00</u>	<u>0</u>	<u>0.0</u>	<u>NA</u>	<u>0.00</u>	<u>0</u>	<u>0.0</u>	<u>NA</u>
Totals	16,423.59	230	281.6	78.02	4,732.50	47	65.3	90.95	3,531.70	35	42.0	107.69	0.00	0	0.0	NA

Average Customer Pay Vehicle Mileage







Technician Summary - Aggregate

Hometown Motors : 6/1/2016 - 6/4/2016

<u>Technician</u>	<u>Hours Paid</u>	<u>RO Qty</u>	<u>Hours per RO</u>	<u>Labor w/o Discounts</u>			<u>Hours Mix (%)</u>				<u>C Hours Mix (%)</u>		
				<u>Sales</u>	<u>Sales per RO</u>	<u>Gross Margin</u>	<u>C</u>	<u>I</u>	<u>W</u>	<u>S</u>	<u>Mai</u>	<u>Otr</u>	<u>Rep</u>
Tech 1	52.7	79	0.7	2,918.67	36.95	76.5%	94%	5%	1%	0%	98%	0%	2%
Tech 2	51.5	25	2.1	5,111.46	204.46	72.1%	72%	14%	14%	0%	54%	3%	43%
Tech 3	49.9	60	0.8	3,543.94	59.07	79.8%	74%	26%	0%	0%	99%	0%	1%
Tech 4	40.6	13	3.1	4,276.92	328.99	75.9%	81%	12%	6%	0%	31%	0%	69%
Tech 5	40.6	16	2.5	4,194.14	262.13	81.0%	51%	41%	8%	0%	30%	0%	70%
Tech 6	40.3	14	2.9	3,875.39	276.81	75.2%	72%	0%	28%	0%	54%	0%	46%
Tech 7	33.9	12	2.8	3,218.68	268.22	76.9%	55%	7%	39%	0%	49%	0%	51%
Tech 8	32.3	48	0.7	1,693.33	35.28	71.3%	96%	2%	2%	0%	100%	0%	0%
Tech 9	30.9	15	2.1	2,791.52	186.10	76.1%	79%	11%	10%	0%	55%	0%	45%
Tech 10	14.2	11	1.3	1,488.80	135.35	87.6%	11%	89%	0%	0%	0%	100%	0%
Tech 11	<u>2.0</u>	<u>1</u>	<u>2.0</u>	<u>171.40</u>	<u>171.40</u>	<u>72.1%</u>	<u>0%</u>	<u>100%</u>	<u>0%</u>	<u>0%</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
Totals	388.9	287	1.4	33,284.25	115.97	76.7%	72%	17%	11%	0%	68%	1%	31%



Technician Summary - C, I, W, S

Hometown Motors : 6/1/2016 - 6/4/2016

<u>Technician</u>	<u>C</u>			<u>I</u>			<u>W</u>			<u>S</u>		
	<u>RO Qty</u>	<u>Hours Paid</u>	<u>Hours per RO</u>	<u>RO Qty</u>	<u>Hours Paid</u>	<u>Hours per RO</u>	<u>RO Qty</u>	<u>Hours Paid</u>	<u>Hours per RO</u>	<u>RO Qty</u>	<u>Hours Paid</u>	<u>Hours per RO</u>
Tech 1	72	49.6	0.7	9	2.4	0.3	3	0.7	0.2	0	0.0	NA
Tech 2	15	37.0	2.5	3	7.2	2.4	8	7.3	0.9	0	0.0	NA
Tech 3	48	36.7	0.8	15	13.0	0.9	1	0.2	0.2	0	0.0	NA
Tech 4	10	33.0	3.3	1	5.0	5.0	3	2.6	0.9	0	0.0	NA
Tech 5	9	20.7	2.3	5	16.7	3.3	4	3.2	0.8	0	0.0	NA
Tech 6	14	29.1	2.1	0	0.0	NA	3	11.2	3.7	0	0.0	NA
Tech 7	8	18.5	2.3	1	2.3	2.3	6	13.1	2.2	0	0.0	NA
Tech 8	46	31.1	0.7	2	0.6	0.3	3	0.6	0.2	0	0.0	NA
Tech 9	13	24.3	1.9	1	3.5	3.5	4	3.1	0.8	0	0.0	NA
Tech 10	1	1.6	1.6	10	12.6	1.3	0	0.0	NA	0	0.0	NA
Tech 11	<u>0</u>	<u>0.0</u>	<u>NA</u>	<u>1</u>	<u>2.0</u>	<u>2.0</u>	<u>0</u>	<u>0.0</u>	<u>NA</u>	<u>0</u>	<u>0.0</u>	<u>NA</u>
Totals	230	281.6	1.2	47	65.3	1.4	35	42.0	1.2	0	0.0	NA





Customer Pay Off Grid Labor Pricing and Total Discounts

Hometown Motors : 6/1/2016 - 6/4/2016

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	15	5	33.3%	0.0%	2,017.75	0.00
Advisor 2	12	2	16.7%	-2.2%	2,144.60	(48.00)
Advisor 3	0	0	NA	NA	0.00	0.00
Advisor 4	12	3	25.0%	0.0%	2,111.65	0.00
Advisor 5	16	3	18.8%	-5.2%	4,045.25	(210.63)
Advisor 6	0	0	NA	NA	0.00	0.00
Totals	55	13	23.6%	-2.5%	10,319.25	(258.63)

Labor Grid Deviation Detail

<u>Advisor</u>	<u>RO #</u>	<u>OpCode</u>	<u>Repair</u>	<u>Labor Pricing</u>					<u>Total Discount - C</u>		
				<u>Flat Hours Sold</u>	<u>Eff Labor Rate</u>	<u>Actual Sale</u>	<u>Grid Sale</u>	<u>B/(W) Grid</u>	<u>RO Sale</u>	<u>Total Disc</u>	<u>Disc Pct</u>
Advisor 1	492439	06HOZ	X	12.00	108.00	1,296.00	1,398.60	(102.60)	1,742.01		
		09HOZ	X	0.00	NA	0.00	NA	NA	18.99		
				12.00	108.00	1,296.00	1,398.60	(102.60)	NA	NA	NA
Advisor 4	493733	04HOZRFB4WD		2.00	80.00	160.00	NA	NA	250.99		
		11HOZ2	X	0.50	103.90	51.95	51.95	0.00	115.94		
		12HOZ	X	1.00	0.00	0.00	108.00	(108.00)	0.00		
				3.50	60.56	211.95	159.95	(108.00)	NA	NA	NA
Advisor 6	494491	10HOZACD	X	3.90	136.67	533.00	459.95	73.05	1,224.93		
		42HOZ00000A		0.30	18.00	5.40	NA	NA	31.57		
				4.20	128.19	538.40	459.95	73.05	1,256.50	(229.24)	-18.2%
Advisor 2	494513	11HOZ	X	2.50	124.78	311.95	311.95	0.00	856.94		

Labor Grid Deviation Detail

Advisor	RO #	OpCode	Repair	Flat	Eff	Labor Pricing			Total Discount - C		
				Hours Sold	Labor Rate	Actual Sale	Grid Sale	B/(W) Grid	RO Sale	Total Disc	Disc Pct
				2.50	124.78	311.95	311.95	0.00	856.94	(85.70)	-10.0%
Advisor 4	494545	01HOZRB		0.80	37.44	29.95	NA	NA	29.95		
		03HOZ	X	4.00	118.99	475.95	475.95	0.00	1,177.90		
		10HOZ2	X	1.50	124.63	186.95	186.95	0.00	694.94		
				6.30	109.98	692.85	662.90	0.00	1,902.79	(224.62)	-11.8%
Advisor 3	494944	03HOZ1	X	1.50	154.63	231.95	186.95	45.00	406.94		
		03HOZBG		1.00	123.99	123.99	NA	NA	173.49		
				2.50	142.38	355.94	186.95	45.00	580.43	(58.05)	-10.0%
Advisor 1	495029	01HOZASERV		0.30	18.00	5.40	NA	NA	31.57		
		01HOZHVACFILT		0.20	109.75	21.95	NA	NA	61.45		
		01HOZRAF		0.10	60.00	6.00	NA	NA	34.50		
		03HOZBG		1.00	83.99	83.99	NA	NA	133.49		
				1.60	73.34	117.34	0.00	0.00	261.01	(26.11)	-10.0%
Advisor 3	495126	01HOZBGSAT		1.00	78.75	78.75	NA	NA	188.75		
		01HOZETHANOL		0.00	NA	0.00	NA	NA	24.95		
		03HOZBG		1.00	83.99	83.99	NA	NA	133.49		
		04HOZRFB		2.00	80.00	160.00	NA	NA	258.99		
		04HOZRRS		2.00	80.00	160.00	NA	NA	239.99		
		09HOZ	X	2.00	125.48	250.95	250.95	0.00	257.94		
		10HOZACD	X	3.00	121.32	363.95	363.95	0.00	944.87		
				11.00	99.79	1,097.64	614.90	0.00	2,048.98	(202.78)	-9.9%
Advisor 2	495151	01HOZBGBSF		0.60	107.50	64.50	NA	NA	96.00		
		04HOZRRS		2.00	82.50	165.00	NA	NA	275.99		
				2.60	88.27	229.50	0.00	0.00	371.99	(49.00)	-13.2%
Advisor 1	495153	01HOZBGBSF		0.60	107.50	64.50	NA	NA	96.00		
		01HOZHVACFILT		0.20	105.00	21.00	NA	NA	60.50		
		01HOZRAF		0.10	60.00	6.00	NA	NA	34.50		
		07HOZZRSERV		0.50	99.90	49.95	NA	NA	100.43		
		42HOZ000001		0.30	33.27	9.98	NA	NA	9.98		
		42HOZ00000A		0.30	18.00	5.40	NA	NA	31.57		
				2.00	78.41	156.83	0.00	0.00	332.98	(33.31)	-10.0%
Advisor 5	495184	18HOZTOWPKG		1.60	80.00	128.00	NA	NA	674.55		
				1.60	80.00	128.00	0.00	0.00	674.55	(54.66)	-8.1%

Labor Grid Deviation Detail

Advisor	RO #	OpCode	Repair	Flat	Eff	Labor Pricing			Total Discount - C		
				Hours Sold	Labor Rate	Actual Sale	Grid Sale	B/(W) Grid	RO Sale	Total Disc	Disc Pct
Advisor 4	495240	42HOZ00000A		0.30	18.00	5.40	NA	NA	31.57		
				0.30	18.00	5.40	0.00	0.00	31.57	(6.00)	-19.0%
Advisor 2	495387	04HOZRRS		2.00	82.50	165.00	NA	NA	255.99		
				2.00	82.50	165.00	0.00	0.00	255.99	(25.60)	-10.0%
Advisor 3	495410	02HOZ090000		3.00	90.00	270.00	NA	NA	530.09		
				3.00	90.00	270.00	0.00	0.00	530.09	(53.01)	-10.0%
Advisor 1	495423	01HOZASERV 10HOZACD	X	0.30	18.00	5.40	NA	NA	20.04		
				1.00	135.95	135.95	108.00	27.95	135.95		
				1.30	108.73	141.35	108.00	27.95	NA	NA	NA
Advisor 5	495489	03HOZ1	X	1.00	108.00	108.00	108.00	0.00	108.00		
				1.00	108.00	108.00	108.00	0.00	108.00	(38.00)	-35.2%
Advisor 4	495520	01HOZBGCSF 02HOZ003750		0.90	107.21	96.49	NA	NA	158.50		
				0.30	18.00	5.40	NA	NA	20.04		
				1.20	84.91	101.89	0.00	0.00	178.54	(21.50)	-12.0%
Advisor 3	495680	10HOZACD	X	1.50	124.63	186.95	186.95	0.00	225.89		
				1.50	124.63	186.95	186.95	0.00	225.89	(18.70)	-8.3%
Advisor 6	495702	10HOZACD	X	3.00	121.32	363.95	363.95	0.00	774.86		
				3.00	121.32	363.95	363.95	0.00	774.86	(77.49)	-10.0%
Advisor 1	495713	01HOZASERV 01HOZBATTTEST		0.30	18.00	5.40	NA	NA	20.04		
				0.30	65.00	19.50	NA	NA	134.92		
				0.60	41.50	24.90	0.00	0.00	154.96	(16.00)	-10.3%
Advisor 2	495795	01HOZBSF		0.60	85.32	51.19	NA	NA	62.95		
		01HOZROT		0.30	33.27	9.98	NA	NA	9.98		
		04HOZRFB		2.00	80.00	160.00	NA	NA	258.99		
		04HOZRRS		2.00	80.00	160.00	NA	NA	245.99		
		07HOZZRSERV		0.50	99.90	49.95	NA	NA	73.49		
		42HOZ00000A		0.30	18.00	5.40	NA	NA	31.57		
		5.70		76.58	436.52	0.00	0.00	682.97	(58.50)	-8.6%	
Advisor 4	495824	01HOZASERV		0.30	18.00	5.40	NA	NA	31.57		

Labor Grid Deviation Detail

Advisor	RO #	OpCode	Repair	Flat	Eff	Labor Pricing			Total Discount - C		
				Hours Sold	Labor Rate	Actual Sale	Grid Sale	B/(W) Grid	RO Sale	Total Disc	Disc Pct
		01HOZROT		0.30	33.27	9.98	NA	NA	9.98		
				0.60	25.63	15.38	0.00	0.00	41.55	(8.00)	-19.3%
Advisor 3	495894	01HOZASERV		0.30	18.00	5.40	NA	NA	31.57		
		01HOZBGPSF		0.50	117.48	58.74	NA	NA	103.24		
		01HOZRRWI		0.10	85.00	8.50	NA	NA	15.49		
		03HOZBG		1.00	90.00	90.00	NA	NA	139.50		
		04HOZBI		2.00	80.00	160.00	NA	NA	160.00		
		12HOZEXTERIOR	X	0.30	108.00	32.40	19.50	12.90	32.40		
				4.20	84.53	355.04	19.50	12.90	NA	NA	NA
Advisor 1	496002	01HOZ4WHLALIGN		0.90	99.94	89.95	NA	NA	89.95		
				0.90	99.94	89.95	0.00	0.00	89.95	(10.00)	-11.1%
Advisor 5	496129	01HOZ4WHLALIGN		0.90	99.94	89.95	NA	NA	89.95		
		01HOZBATTTEST		0.30	65.00	19.50	NA	NA	134.92		
				1.20	91.21	109.45	0.00	0.00	224.87	(32.88)	-14.6%
Advisor 2	496148	01HOZASERV		0.30	18.00	5.40	NA	NA	31.57		
		01HOZROT		0.30	33.27	9.98	NA	NA	9.98		
				0.60	25.63	15.38	0.00	0.00	41.55	(7.00)	-16.8%
Advisor 4	496151	01HOZASERV		0.30	18.00	5.40	NA	NA	20.04		
		01HOZROT		0.30	33.27	9.98	NA	NA	9.98		
				0.60	25.63	15.38	0.00	0.00	30.02	(7.00)	-23.3%
Advisor 3	496231	01HOZASERV		0.30	18.00	5.40	NA	NA	20.04		
		01HOZBGDIFFVTM		0.50	79.90	39.95	NA	NA	87.43		
		01HOZBGSAT		1.00	78.75	78.75	NA	NA	188.75		
		08HOZ	X	1.00	108.00	108.00	108.00	0.00	193.94		
		10HOZACD	X	3.00	121.32	363.95	363.95	0.00	996.84		
				5.80	102.77	596.05	471.95	0.00	1,487.00	(180.00)	-12.1%
Advisor 1	496233	01HOZBGBSF		0.60	107.50	64.50	NA	NA	96.00		
		04HOZRFB		2.00	80.00	160.00	NA	NA	258.99		
		10HOZACD	X	1.00	108.00	108.00	108.00	0.00	159.93		
				3.60	92.36	332.50	108.00	0.00	514.92	(66.25)	-12.9%
Advisor 4	496287	01HOZASERV		0.30	18.00	5.40	NA	NA	27.81		
		12HOZ	X	1.00	60.00	60.00	108.00	(48.00)	308.55		

Labor Grid Deviation Detail

Advisor	RO #	OpCode	Repair	Labor Pricing			Total Discount - C				
				Flat Hours Sold	Eff Labor Rate	Actual Sale	Grid Sale	B/(W) Grid	RO Sale	Total Disc	Disc Pct
				1.30	50.31	65.40	108.00	(48.00)	NA	NA	NA
Advisor 2	496306	01HOZASERV		0.30	18.00	5.40	NA	NA	31.57		
		01HOZROT		0.30	33.27	9.98	NA	NA	9.98		
				0.60	25.63	15.38	0.00	0.00	41.55	(3.54)	-8.5%
Totals				281.60	81.04	22,822.10	10,319.25	(258.63)	14,208.97	(1,610.02)	-11.3%

Off Grid CP
Repair,
Issue > \$5

Discount
> 5% of
RO Sale





Customer Pay Off Matrix Repair Parts Pricing

Hometown Motors : 6/1/2016 - 6/4/2016

RO #	OpCode	Part #	Src	Unit Amounts				Qty Sold	Actual Sale	Actual B / (W) Matrix	Actual Margin	RO Disc	
				Cost	List	Matrix	Sale						
492439	06HOZ	HP08798-9031	180	4.46	7.43	10.93	7.99	3	23.97	(8.81)	44.2%		
		HP23444-PNS-326	100	217.76	0.00	394.15	267.95	1	267.95	(126.20)	18.7%		
		HP44319-S84-300	100	1.59	2.65	4.53	4.99	2	9.98	0.92	68.1%		
		HP90018-SNA-010	113	1.30	2.17	3.71	2.17	2	4.34	(3.07)	40.1%		
		HP90161-SR3-000	100	8.81	14.68	20.09	14.68	1	14.68	(5.41)	40.0%		
		HP90166-ST7-000	100	4.22	7.03	10.34	7.03	1	7.03	(3.31)	40.0%		
		HP90167-S5A-010	100	1.91	3.18	5.44	3.18	1	3.18	(2.26)	39.9%		
		HP90168-S5A-000	112	0.84	1.40	2.60	1.40	4	5.60	(4.82)	40.0%		
		HP90175-S5A-000	100	5.16	8.60	12.02	8.60	4	34.40	(13.69)	40.0%		
		HP90182-S2H-000	113	1.42	2.37	4.05	2.37	2	4.74	(3.35)	40.1%		
		HP90215-SB0-003	111	0.76	1.27	2.36	1.27	2	2.54	(2.17)	40.2%		
		HP90305-SD4-003	113	3.30	5.50	8.09	5.50	2	11.00	(5.17)	40.0%		
		HP90371-SEF-000	113	0.44	0.73	1.65	0.73	2	1.46	(1.84)	39.7%		
		HP91205-PL3-B01	100	7.77	12.95	17.72	17.99	1	17.99	0.27	56.8%		
		HP91206-RCT-003	100	5.49	9.15	12.79	9.15	1	9.15	(3.64)	40.0%		
		HP91216-PG1-005	100	4.65	7.75	11.39	7.75	1	7.75	(3.64)	40.0%		
		HP91309-PX4-003	100	1.31	2.18	3.73	7.32	1	7.32	3.59	82.1%		
		HP94109-12000	112	0.39	0.64	1.46	1.99	3	5.97	1.58	80.4%		
		HP94109-14000	180	0.25	0.42	0.94	0.99	1	0.99	0.05	74.7%		
		HP94109-20000	110	0.48	0.80	1.80	1.99	1	1.99	0.19	75.9%		
		HP94201-20220	100	0.49	0.82	1.84	1.99	2	3.98	0.30	75.4%		
			09HOZ	HP08718-0004	110	8.14	13.57	18.56	18.99	1	18.99	0.43	57.1%
		494491	10HOZACD	HP638882	100	346.49	0.00	616.75	650.00	1	650.00	33.25	46.7%
HP701	300			6.70	15.95	NA	15.95	1	15.95	NA	58.0%		
HPR134A-24	300			4.60	12.99	NA	12.99	2	25.98	NA	64.6%		
494500	03HOZ	HP638880	100	300.95	0.00	535.69	505.00	1	505.00	(30.69)	40.4%		

x

RO #	OpCode	Part #	Src	Unit Amounts			Sale	Qty Sold	Actual Sale	Actual B / (W) Matrix	Actual Margin	RO Disc
				Cost	List	Matrix						
494783	03HOZ	HP19458	100	183.14	0.00	331.48	370.00	1	370.00	38.52	50.5%	
495685	10HOZACD	HP638882	100	346.49	0.00	616.75	585.00	1	585.00	(31.75)	40.8%	
		HP701	300	6.70	15.95	NA	15.95	1	15.95	NA	58.0%	
		HPR134A-24	300	4.60	12.99	NA	12.99	1	12.99	NA	64.6%	
496287	12HOZ	HP76201-TR4-A01ZC	100	15.48	25.80	33.75	25.80	1	25.80	(7.95)	40.0%	
		HP76202-TR0-A01	100	3.01	5.02	7.37	5.02	1	5.02	(2.35)	40.0%	
		HP76208-TR4-C01	100	130.64	217.73	236.46	217.73	1	217.73	(18.73)	40.0%	
496299	11HOZ	HP33900-SHJ-A51	100	203.90	339.84	369.06	339.84	1	339.84	(29.22)	40.0%	
Totals		33 matrix deviations divided by 108 part numbers = 0.306 deviation fraction							10,289.40	(192.38)		
										Off Matrix CP Repair, Issue > \$5		





BG Product Sales Summary, Sorted by Product Category

Hometown Motors : 6/1/2016 - 6/4/2016

			<u>Count</u>	<u>Unit Sale</u>	<u>Total Sale</u>	<u>Sale Trend</u>	<u>Spiff</u>	<u>Spiff Trend</u>
<u>Aerosol</u>								
No items sold								
Sub Totals			0		0.00	0.00	0.00	0.00
 <u>Battery</u>								
Advisor 1	HP8852	Battery Svc Kit	<u>2</u>	39.95	<u>79.90</u>	<u>519.35</u>	<u>2.00</u>	<u>13.00</u>
Sub Totals			2		79.90	519.35	2.00	13.00
 <u>Brakes</u>								
Advisor 1	HP84032	Brake Flush Kit	<u>4</u>	105.95	<u>423.76</u>	<u>2,754.44</u>	<u>12.00</u>	<u>78.00</u>
Advisor 2	HPBSK1-S	Brake Svc Kit	<u>4</u>	19.95	<u>79.80</u>	<u>518.70</u>	<u>0.00</u>	<u>0.00</u>
Advisor 3	HPBSK1-S	Brake Svc Kit	<u>4</u>	19.95	<u>79.80</u>	<u>518.70</u>	<u>0.00</u>	<u>0.00</u>
Advisor 4	HP84032	Brake Flush Kit	<u>1</u>	105.95	<u>105.94</u>	<u>688.61</u>	<u>3.00</u>	<u>19.50</u>
Advisor 5	HPBSK1-S	Brake Svc Kit	<u>2</u>	19.95	<u>39.90</u>	<u>259.35</u>	<u>0.00</u>	<u>0.00</u>
Advisor 6	HP84032	Brake Flush Kit	<u>4</u>	105.95	<u>423.76</u>	<u>2,754.44</u>	<u>12.00</u>	<u>78.00</u>
Advisor 6	HPBSK1-S	Brake Svc Kit	<u>5</u>	19.95	<u>99.75</u>	<u>648.38</u>	<u>0.00</u>	<u>0.00</u>
Sub Totals			24		1,252.71	8,142.62	27.00	175.50
 <u>Climate Control</u>								
Advisor 1	HP701	Frigi-Fresh	<u>4</u>	11.00	<u>44.00</u>	<u>286.00</u>	<u>0.00</u>	<u>0.00</u>
Advisor 2	HP7083	Frigi-Fresh Svc Kit	<u>11</u>	69.95	<u>769.34</u>	<u>5,000.71</u>	<u>0.00</u>	<u>0.00</u>
Advisor 3	HP701	Frigi-Fresh	<u>4</u>	11.00	<u>44.00</u>	<u>286.00</u>	<u>0.00</u>	<u>0.00</u>
Advisor 4	HP7083	Frigi-Fresh Svc Kit	<u>7</u>	69.95	<u>489.58</u>	<u>3,182.27</u>	<u>0.00</u>	<u>0.00</u>
Advisor 5	HP7083	Frigi-Fresh Svc Kit	<u>3</u>	69.95	<u>209.82</u>	<u>1,363.83</u>	<u>0.00</u>	<u>0.00</u>
Advisor 6	HP701	Frigi-Fresh	<u>3</u>	11.00	<u>33.00</u>	<u>214.50</u>	<u>0.00</u>	<u>0.00</u>
Advisor 6	HP7083	Frigi-Fresh Svc Kit	<u>3</u>	69.95	<u>209.82</u>	<u>1,363.83</u>	<u>0.00</u>	<u>0.00</u>
Advisor 6	HP701	Frigi-Fresh	<u>2</u>	11.00	<u>22.00</u>	<u>143.00</u>	<u>0.00</u>	<u>0.00</u>
Advisor 6	HP7083	Frigi-Fresh Svc Kit	<u>10</u>	69.95	<u>699.40</u>	<u>4,546.10</u>	<u>0.00</u>	<u>0.00</u>
Sub Totals			47		2,520.96	16,386.24	0.00	0.00
 <u>Cooling System</u>								
Advisor 1	HP5901	Eng Cool Flush Kit	<u>2</u>	149.95	<u>299.88</u>	<u>1,949.22</u>	<u>8.00</u>	<u>52.00</u>

Advisor 2	HP5901	Eng Cool Flush Kit	1	149.95	149.94	974.61	4.00	26.00
Advisor 3	HP5901	Eng Cool Flush Kit	<u>1</u>	149.95	<u>149.94</u>	<u>974.61</u>	<u>4.00</u>	<u>26.00</u>
		Sub Totals	4		599.76	3,898.44	16.00	104.00
<u>Diesel and Other</u>			<u>Count</u>	<u>Unit Sale</u>	<u>Total Sale</u>	<u>Sale Trend</u>	<u>Spiff</u>	<u>Spiff Trend</u>
No items sold								
		Sub Totals	0		0.00	0.00	0.00	0.00
<u>Drive Line</u>			<u>Count</u>	<u>Unit Sale</u>	<u>Total Sale</u>	<u>Sale Trend</u>	<u>Spiff</u>	<u>Spiff Trend</u>
Advisor 1	HP792	Driveline Svc - Xfer	3	99.95	299.85	1,949.03	0.00	0.00
Advisor 2	HP792	Driveline Svc - Xfer	3	99.95	299.85	1,949.03	0.00	0.00
Advisor 3	HP792	Driveline Svc - Xfer	<u>2</u>	99.95	<u>199.90</u>	<u>1,299.35</u>	<u>0.00</u>	<u>0.00</u>
		Sub Totals	8		799.60	5,197.40	0.00	0.00
<u>Engine Oil</u>			<u>Count</u>	<u>Unit Sale</u>	<u>Total Sale</u>	<u>Sale Trend</u>	<u>Spiff</u>	<u>Spiff Trend</u>
Advisor 1	HP6901	Used Veh Svc Kit	1	99.95	99.94	649.61	0.00	0.00
Advisor 2	HP6569	Extended Life Oil Additive	1	29.99	29.98	194.87	0.00	0.00
Advisor 3	HP6901	Used Veh Svc Kit	<u>1</u>	99.95	<u>99.94</u>	<u>649.61</u>	<u>0.00</u>	<u>0.00</u>
		Sub Totals	3		229.86	1,494.09	0.00	0.00
<u>Fleet/Industrial</u>			<u>Count</u>	<u>Unit Sale</u>	<u>Total Sale</u>	<u>Sale Trend</u>	<u>Spiff</u>	<u>Spiff Trend</u>
No items sold								
		Sub Totals	0		0.00	0.00	0.00	0.00
<u>Fuel Additive</u>			<u>Count</u>	<u>Unit Sale</u>	<u>Total Sale</u>	<u>Sale Trend</u>	<u>Spiff</u>	<u>Spiff Trend</u>
Advisor 1	HP2912	Ethanol Defender	5	19.99	99.90	649.35	0.00	0.00
Advisor 2	HP2912	Ethanol Defender	2	19.99	39.96	259.74	0.00	0.00
Advisor 3	HP2912	Ethanol Defender	3	19.99	59.94	389.61	0.00	0.00
Advisor 4	HP2912	Ethanol Defender	<u>3</u>	19.99	<u>59.94</u>	<u>389.61</u>	<u>0.00</u>	<u>0.00</u>
		Sub Totals	13		259.74	1,688.31	0.00	0.00
<u>Fuel Air Induction</u>			<u>Count</u>	<u>Unit Sale</u>	<u>Total Sale</u>	<u>Sale Trend</u>	<u>Spiff</u>	<u>Spiff Trend</u>
Advisor 1	HP2901	F/A Induct Flush Kit	6	129.95	779.64	5,067.66	24.00	156.00
Advisor 2	HP2901	F/A Induct Flush Kit	2	129.95	259.88	1,689.22	8.00	52.00
Advisor 3	HP2901	F/A Induct Flush Kit	1	129.95	129.94	844.61	4.00	26.00
Advisor 4	HP2901	F/A Induct Flush Kit	5	129.95	649.70	4,223.05	20.00	130.00
Advisor 5	HP2901	F/A Induct Flush Kit	<u>3</u>	129.95	<u>389.82</u>	<u>2,533.83</u>	<u>12.00</u>	<u>78.00</u>
		Sub Totals	17		2,208.98	14,358.37	68.00	442.00
<u>Power Steering</u>			<u>Count</u>	<u>Unit Sale</u>	<u>Total Sale</u>	<u>Sale Trend</u>	<u>Spiff</u>	<u>Spiff Trend</u>
Advisor 1	HP6700	P/S Flush Kit	3	99.95	299.82	1,948.83	12.00	78.00
Advisor 2	HP6700	P/S Flush Kit	1	99.95	99.94	649.61	4.00	26.00
Advisor 3	HP6700	P/S Flush Kit	3	99.95	299.82	1,948.83	12.00	78.00

Advisor 4	HP6700	P/S Flush Kit	<u>5</u>	99.95	<u>499.70</u>	<u>3,248.05</u>	<u>20.00</u>	<u>130.00</u>
		Sub Totals	12		1,199.28	7,795.32	48.00	312.00
<u>Transmission</u>			<u>Count</u>	<u>Unit Sale</u>	<u>Total Sale</u>	<u>Sale Trend</u>	<u>Spiff</u>	<u>Spiff Trend</u>
Advisor 1	HP6600	Trans Flush Kit	5	175.95	879.70	5,718.05	20.00	130.00
Advisor 2	HP6600	Trans Flush Kit	4	175.95	703.76	4,574.44	16.00	104.00
Advisor 3	HP6600	Trans Flush Kit	5	175.95	879.70	5,718.05	20.00	130.00
Advisor 4	HP6600	Trans Flush Kit	<u>3</u>	175.95	<u>527.82</u>	<u>3,430.83</u>	<u>12.00</u>	<u>78.00</u>
		Sub Totals	17		2,990.98	19,441.37	68.00	442.00
		Grand Totals	147		12,141.77	78,921.51	229.00	1,488.50



BG Product Sales Summary, Customer Pay Penetration
Hometown Motors : 6/1/2016 - 6/4/2016

$$\text{Customer Pay BG Penetration} = \frac{\text{Count, CP ROs with a BG Product Sale}}{\text{Count, All CP ROs}} = \frac{80}{230} = 35\%$$

$$\text{Total BG Penetration} = \frac{\text{Count, BG Items Sold}}{\text{Count, All CP ROs}} = \frac{147}{230} = 64\%$$



BG Product Sales Summary, Sorted by Advisor

Hometown Motors : 6/1/2016 - 6/4/2016

<u>Advisor 1</u>			<u>Count</u>	<u>Unit Sale</u>	<u>Total Sale</u>	<u>Sale Trend</u>	<u>Spiff</u>	<u>Spiff Trend</u>
Brakes	HP84032	Brake Flush Kit	4	105.95	423.76	2,754.44	12.00	78.00
Brakes	HPBSK1-S	Brake Svc Kit	4	19.95	79.80	518.70	0.00	0.00
Climate Control	HP701	Frigi-Fresh	4	11.00	44.00	286.00	0.00	0.00
Climate Control	HP7083	Frigi-Fresh Svc Kit	11	69.95	769.34	5,000.71	0.00	0.00
Cooling System	HP5901	Eng Cool Flush Kit	2	149.95	299.88	1,949.22	8.00	52.00
Drive Line	HP792	Driveline Svc - Xfer	3	99.95	299.85	1,949.03	0.00	0.00
Fuel Additive	HP2912	Ethanol Defender	5	19.99	99.90	649.35	0.00	0.00
Fuel Air Induction	HP2901	F/A Induct Flush Kit	6	129.95	779.64	5,067.66	24.00	156.00
Power Steering	HP6700	P/S Flush Kit	3	99.95	299.82	1,948.83	12.00	78.00
Transmission	HP6600	Trans Flush Kit	5	175.95	879.70	5,718.05	20.00	130.00
Sub Totals			47		3,975.69	25,841.99	76.00	494.00
<u>Advisor 2</u>			<u>Count</u>	<u>Unit Sale</u>	<u>Total Sale</u>	<u>Sale Trend</u>	<u>Spiff</u>	<u>Spiff Trend</u>
Brakes	HPBSK1-S	Brake Svc Kit	4	19.95	79.80	518.70	0.00	0.00
Climate Control	HP701	Frigi-Fresh	4	11.00	44.00	286.00	0.00	0.00
Climate Control	HP7083	Frigi-Fresh Svc Kit	7	69.95	489.58	3,182.27	0.00	0.00
Cooling System	HP5901	Eng Cool Flush Kit	1	149.95	149.94	974.61	4.00	26.00
Drive Line	HP792	Driveline Svc - Xfer	3	99.95	299.85	1,949.03	0.00	0.00
Engine Oil	HP6901	Used Veh Svc Kit	1	99.95	99.94	649.61	0.00	0.00
Fuel Additive	HP2912	Ethanol Defender	2	19.99	39.96	259.74	0.00	0.00
Fuel Air Induction	HP2901	F/A Induct Flush Kit	2	129.95	259.88	1,689.22	8.00	52.00
Power Steering	HP6700	P/S Flush Kit	1	99.95	99.94	649.61	4.00	26.00
Transmission	HP6600	Trans Flush Kit	4	175.95	703.76	4,574.44	16.00	104.00
Sub Totals			29		2,266.65	14,733.23	32.00	208.00
<u>Advisor 3</u>			<u>Count</u>	<u>Unit Sale</u>	<u>Total Sale</u>	<u>Sale Trend</u>	<u>Spiff</u>	<u>Spiff Trend</u>
Climate Control	HP7083	Frigi-Fresh Svc Kit	3	69.95	209.82	1,363.83	0.00	0.00
Fuel Air Induction	HP2901	F/A Induct Flush Kit	1	129.95	129.94	844.61	4.00	26.00
Sub Totals			4		339.76	2,208.44	4.00	26.00
<u>Advisor 4</u>			<u>Count</u>	<u>Unit Sale</u>	<u>Total Sale</u>	<u>Sale Trend</u>	<u>Spiff</u>	<u>Spiff Trend</u>

Battery	HP8852	Battery Svc Kit	2	39.95	79.90	519.35	2.00	13.00
Brakes	HP84032	Brake Flush Kit	1	105.95	105.94	688.61	3.00	19.50
Brakes	HPBSK1-S	Brake Svc Kit	2	19.95	39.90	259.35	0.00	0.00
Climate Control	HP701	Frigi-Fresh	3	11.00	33.00	214.50	0.00	0.00
Climate Control	HP7083	Frigi-Fresh Svc Kit	3	69.95	209.82	1,363.83	0.00	0.00
Engine Oil	HP6569	Extended Life Oil Additive	1	29.99	29.98	194.87	0.00	0.00
Engine Oil	HP6901	Used Veh Svc Kit	1	99.95	99.94	649.61	0.00	0.00
Fuel Additive	HP2912	Ethanol Defender	3	19.99	59.94	389.61	0.00	0.00
Fuel Air Induction	HP2901	F/A Induct Flush Kit	5	129.95	649.70	4,223.05	20.00	130.00
Power Steering	HP6700	P/S Flush Kit	3	99.95	299.82	1,948.83	12.00	78.00
Transmission	HP6600	Trans Flush Kit	5	175.95	879.70	5,718.05	20.00	130.00
		Sub Totals	29		2,487.64	16,169.66	57.00	370.50

Advisor 5

			<u>Count</u>	<u>Unit Sale</u>	<u>Total Sale</u>	<u>Sale Trend</u>	<u>Spiff</u>	<u>Spiff Trend</u>
Brakes	HP84032	Brake Flush Kit	4	105.95	423.76	2,754.44	12.00	78.00
Brakes	HPBSK1-S	Brake Svc Kit	5	19.95	99.75	648.38	0.00	0.00
Climate Control	HP701	Frigi-Fresh	2	11.00	22.00	143.00	0.00	0.00
Climate Control	HP7083	Frigi-Fresh Svc Kit	10	69.95	699.40	4,546.10	0.00	0.00
Cooling System	HP5901	Eng Cool Flush Kit	1	149.95	149.94	974.61	4.00	26.00
Drive Line	HP792	Driveline Svc - Xfer	2	99.95	199.90	1,299.35	0.00	0.00
Fuel Additive	HP2912	Ethanol Defender	3	19.99	59.94	389.61	0.00	0.00
Fuel Air Induction	HP2901	F/A Induct Flush Kit	3	129.95	389.82	2,533.83	12.00	78.00
Power Steering	HP6700	P/S Flush Kit	5	99.95	499.70	3,248.05	20.00	130.00
Transmission	HP6600	Trans Flush Kit	3	175.95	527.82	3,430.83	12.00	78.00
		Sub Totals	38		3,072.03	19,968.20	60.00	390.00
		Grand Totals	147		12,141.77	78,921.51	229.00	1,488.50





Repair Order Audit: Major Issues

Hometown Motors : 6/1/2016 - 6/4/2016

<u>RO#</u>	<u>Op Code</u>	<u>Labor Type</u>	<u>Hrs Sold</u>	<u>Labor</u>			<u>Parts</u>			<u>ELR</u>	<u>Advisor</u>
				<u>Sales</u>	<u>Cost</u>	<u>Margin</u>	<u>Sales</u>	<u>Cost</u>	<u>Margin</u>		
495036	01HOZROT	C	0.0	9.98	0.00	100%	0.00	0.00	0%	+Infinity	Advisor 1
495036	03HOZBG	C	0.0	83.99	0.00	100%	49.50	32.45	34%	+Infinity	Advisor 2
495236	01HOZRFWI	C	0.0	10.55	0.00	100%	0.00	0.00	0%	+Infinity	Advisor 3
495940	01HOZRFWI	C	0.0	9.95	0.00	100%	77.98	34.46	55%	+Infinity	Advisor 4
496309	02HOZ003750	C	0.0	5.40	0.00	100%	14.64	13.43	8%	+Infinity	Advisor 5
495229	01HOZROT	C	0.0	9.98	0.00	100%	0.00	0.00	0%	+Infinity	Advisor 6
494491	42HOZ00000A	C	0.3	5.40	7.65	-41%	26.17	14.63	44%	17.99	Advisor 1
495164	01HOZASERV	I	0.3	0.00	4.20	0%	26.17	14.63	44%	0.00	Advisor 2
495367	42HOZ00000A	C	0.3	5.40	6.60	-22%	14.64	13.43	8%	17.99	Advisor 3
496231	01HOZASERV	C	0.3	5.40	6.00	-11%	14.64	13.43	8%	17.99	Advisor 4
495243	01HOZASERV	C	0.3	5.40	6.00	-11%	14.43	11.67	19%	17.99	Advisor 5
495371	02HOZ003750	C	0.3	5.40	6.00	-11%	14.64	13.43	8%	17.99	Advisor 6
495795	42HOZ00000A	C	0.3	5.40	7.65	-41%	26.17	14.63	44%	17.99	Advisor 1
493733	12HOZ	C	1.0	0.00	22.00	0%	0.00	0.00	0%	0.00	Advisor 2



Repair Order Audit: Minor Issues

Hometown Motors : 6/1/2016 - 6/4/2016

RO#	Op Code	Labor Type	Hrs Sold	Labor			Parts			ELR	Advisor
				Sales	Cost	Margin	Sales	Cost	Margin		
496151	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 1
496290	01HOZASERV	C	0.3	5.40	3.90	27%	22.41	12.63	43%	17.99	Advisor 2
496294	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 3
495021	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 4
496148	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 5
496281	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 6
496318	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 1
496239	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 2
495497	01HOZASERV	C	0.3	5.40	3.90	27%	22.41	12.63	43%	17.99	Advisor 3
496306	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 4
496272	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 5
496340	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 6
496258	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 1
495455	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 2
495824	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 3
495772	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 4
496188	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 5
495773	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 6
495780	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 1
496175	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 2
496172	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 3
495748	01HOZASERV	C	0.3	5.40	4.20	22%	22.41	12.63	43%	17.99	Advisor 4
495231	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 5
495036	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 6
495056	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 1
495095	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 2
495103	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 3
495146	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 4
495154	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 5
495940	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 6
496055	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 1
496347	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 2
496058	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 3
495608	01HOZASERV	C	0.3	5.40	3.90	27%	84.88	60.54	28%	17.99	Advisor 4
495917	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 5

RO#	Op Code	Labor Type	Hrs Sold	Labor			Parts			ELR	Advisor
				Sales	Cost	Margin	Sales	Cost	Margin		
496104	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 6
495423	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 1
495426	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 2
495818	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 3
495482	01HOZASERV	C	0.3	5.40	3.90	27%	22.41	12.63	43%	17.99	Advisor 4
496013	02HOZ003750	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 5
496004	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 6
495978	01HOZASERV	C	0.3	5.40	3.90	27%	22.41	12.63	43%	17.99	Advisor 1
495851	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 2
495875	02HOZ003750	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 3
495932	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 4
495902	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 5
495913	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 6
495945	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 1
495307	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 2
495883	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 3
496016	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 4
495033	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 5
495061	02HOZ003750	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 6
495182	02HOZ003750	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 1
495224	02HOZ003750	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 2
495238	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 3
495577	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 4
495281	02HOZ003750	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 5
495811	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 6
495403	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 1
495449	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 2
495520	02HOZ003750	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 3
495540	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 4
495544	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 5
495713	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 6
495722	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 1
495761	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 2
495279	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 3
496287	01HOZASERV	C	0.3	5.40	3.90	27%	22.41	12.63	43%	17.99	Advisor 4
496154	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 5
496207	02HOZ003750	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 6
496182	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 1
496186	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 2
496194	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 3
496142	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 4
496274	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 5
496170	02HOZ003750	C	0.3	5.40	3.90	27%	14.43	11.67	19%	17.99	Advisor 6
496295	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 1
496300	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 2

RO#	Op Code	Labor Type	Hrs Sold	Labor			Parts			ELR	Advisor
				Sales	Cost	Margin	Sales	Cost	Margin		
496305	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 3
496323	02HOZ003750	C	0.3	5.40	4.20	22%	14.43	11.67	19%	17.99	Advisor 4
496335	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 5
496338	02HOZ003750	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 6
496267	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 1
496049	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 2
496033	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 3
496038	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 4
496111	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 5
495324	01HOZASERV	C	0.3	5.40	4.20	22%	14.43	11.67	19%	17.99	Advisor 6
495292	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 1
495351	01HOZASERV	C	0.3	5.40	4.20	22%	22.41	12.63	43%	17.99	Advisor 2
495229	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 3
495009	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 4
495189	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 5
495029	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 6
495093	01HOZASERV	C	0.3	5.40	4.20	22%	22.41	12.63	43%	17.99	Advisor 1
495316	01HOZASERV	C	0.3	5.40	4.20	22%	22.41	12.63	43%	17.99	Advisor 2
495129	01HOZASERV	C	0.3	5.40	4.20	22%	14.43	11.67	19%	17.99	Advisor 3
495267	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 4
495365	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 5
495116	01HOZASERV	C	0.3	5.40	4.20	22%	22.41	12.63	43%	17.99	Advisor 6
495167	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 1
495906	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 2
495849	01HOZASERV	C	0.3	5.40	4.20	22%	22.41	12.63	43%	17.99	Advisor 3
495894	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 4
495232	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 5
495518	02HOZ003750	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 6
496036	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 1
495506	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 2
495504	01HOZASERV	C	0.3	5.40	4.20	22%	22.41	12.63	43%	17.99	Advisor 3
496023	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 4
495282	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 5
495456	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 6
495107	01HOZASERV	C	0.3	5.40	3.90	27%	14.43	11.67	19%	17.99	Advisor 1
495391	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 2
495609	01HOZASERV	C	0.3	5.40	4.20	22%	22.41	12.63	43%	17.99	Advisor 3
495656	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 4
495755	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 5
495912	01HOZASERV	C	0.3	5.40	4.20	22%	14.43	11.67	19%	17.99	Advisor 6
495100	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 1
495891	02HOZ003750	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 2
495880	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 3
495326	01HOZASERV	C	0.3	5.40	3.90	27%	14.43	11.67	19%	17.99	Advisor 4
496099	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 5

RO#	Op Code	Labor Type	Hrs Sold	Labor			Parts			ELR	Advisor
				Sales	Cost	Margin	Sales	Cost	Margin		
495059	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 6
495925	01HOZASERV	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 1
495980	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 2
495256	42HOZ00000A	C	0.3	5.40	3.90	27%	14.43	11.67	19%	17.99	Advisor 3
495250	42HOZ00000A	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 4
495240	42HOZ00000A	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 5
496020	42HOZ00000A	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 6
495140	01HOZASERV	C	0.3	5.40	3.90	27%	0.46	0.25	45%	17.99	Advisor 1
495117	02HOZ003750	C	0.3	5.40	4.20	22%	14.43	11.67	19%	17.99	Advisor 2
495060	42HOZ00000A	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 3
494649	02HOZ003750	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 4
495153	42HOZ00000A	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 5
495535	01HOZASERV	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 6
496093	01HOZASERV	C	0.3	5.40	4.20	22%	22.41	12.63	43%	17.99	Advisor 1
496091	02HOZ003750	C	0.3	5.40	3.90	27%	19.70	14.28	27%	17.99	Advisor 2
495874	42HOZ00000A	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 3
496152	02HOZ003750	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 4
495838	01HOZASERV	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 5
496162	02HOZ003750	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 6
495789	42HOZ00000A	C	0.3	5.40	3.90	27%	14.43	11.67	19%	17.99	Advisor 1
495767	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 2
495756	42HOZ00000A	C	0.3	5.40	4.20	22%	14.64	13.43	8%	17.99	Advisor 3
495674	02HOZ003750	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 4
495958	42HOZ00000A	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 5
495597	42HOZ00000A	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 6
496127	42HOZ00000A	C	0.3	5.40	3.90	27%	26.17	14.63	44%	17.99	Advisor 1
495530	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 2
495513	02HOZ003750	C	0.3	5.40	3.90	27%	14.64	13.43	8%	17.99	Advisor 3
496024	42HOZ00000A	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 4
495996	42HOZ00000A	C	0.3	5.40	3.90	27%	14.43	11.67	19%	17.99	Advisor 5
495427	42HOZ00000A	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 6
494784	01HOZASERV	C	0.3	5.40	4.20	22%	26.17	14.63	44%	17.99	Advisor 1
495433	01HOZSENTINAL	W	0.3	19.50	3.90	80%	36.73	26.23	28%	64.99	Advisor 2
496272	01HOZMB4	C	1.2	59.80	16.80	71%	608.00	568.00	6%	49.83	Advisor 3
494684	01HOZBGPREOWNE	I	0.1	7.50	2.20	70%	96.00	79.95	16%	74.99	Advisor 4
494537	01HOZBGPREOWNE	I	0.3	10.00	8.40	16%	96.00	79.95	16%	33.33	Advisor 5
494537	01HOZMB4	I	1.2	60.00	24.00	60%	476.00	436.00	8%	49.99	Advisor 6
495816	01HOZRB	C	0.8	39.95	20.40	48%	0.00	0.00	0%	49.93	Advisor 1
494545	01HOZRB	C	0.8	29.95	15.20	49%	0.00	0.00	0%	37.43	Advisor 2



Conditions Associated with Major and Minor Issues

Hometown Motors : 6/1/2016 - 6/4/2016

Major Issue

- **Flat Rate Hours Sold** less than 0
- **Labor Revenue** less than 0
- **Labor Cost** less than 0
- **Parts Revenue** less than 0
- **Parts Cost** less than 0
- **Labor Margin** less than 0
- **Parts Margin** less than 0
- **Effective Labor Rate** greater than \$250

Minor Issue

- **Labor Margin** less than 50% and labor gross profit greater than \$10
- **Parts Margin** less than 20% and parts gross profit greater than \$10
- **Effective Labor Rate** less than \$30 and labor sale greater than \$5 and labor margin less than 50%
- **Warranty Effective Labor Rate** less than \$65





Service Advisor Discount Summary

Hometown Motors : 6/1/2016 - 6/4/2016

<u>Advisor</u>	<u>Discounts - C</u>		<u>Discounts - I</u>		<u>Discounts - W</u>		<u>Discounts - S</u>		<u>Discounts - Total</u>	
	<u>Labor</u>	<u>Parts</u>	<u>Labor</u>	<u>Parts</u>	<u>Labor</u>	<u>Parts</u>	<u>Labor</u>	<u>Parts</u>	<u>Labor</u>	<u>Parts</u>
Advisor 1	(258.27)	(149.18)	0.00	0.00	0.00	0.00	0.00	0.00	(258.27)	(149.18)
Advisor 2	(350.98)	(249.14)	0.00	0.00	0.00	0.00	0.00	0.00	(350.98)	(249.14)
Advisor 3	(11.74)	(14.37)	0.00	0.00	0.00	0.00	0.00	0.00	(11.74)	(14.37)
Advisor 4	(58.20)	(80.51)	0.00	0.00	0.00	0.00	0.00	0.00	(58.20)	(80.51)
Advisor 5	(173.27)	(264.36)	0.00	0.00	0.00	0.00	0.00	0.00	(173.27)	(264.36)
Advisor 6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Totals	(852.46)	(757.56)	0.00	0.00	0.00	0.00	0.00	0.00	(852.46)	(757.56)



ROs with Total Discount Between \$7.50 and \$25

Hometown Motors : 6/1/2016 - 6/4/2016

<u>RO#</u>	<u>Advisor</u>	<u>Discount</u>		
		<u>Labor</u>	<u>Parts</u>	<u>Labor + Parts</u>
495520	Advisor 1	(10.00)	(11.50)	(21.50)
495680	Advisor 2	(18.70)	0.00	(18.70)
495713	Advisor 3	(16.00)	0.00	(16.00)
495824	Advisor 4	(8.00)	0.00	(8.00)
495940	Advisor 5	(15.00)	0.00	(15.00)
496002	Advisor 6	(10.00)	0.00	(10.00)
	Totals	(77.70)	(11.50)	(89.20)



ROs with Total Discount Between \$25 and \$75

Hometown Motors : 6/1/2016 - 6/4/2016

<u>RO#</u>	<u>Advisor</u>	<u>Discount</u>		
		<u>Labor</u>	<u>Parts</u>	<u>Labor + Parts</u>
494944	Advisor 1	(35.60)	(22.45)	(58.05)
495029	Advisor 2	(11.74)	(14.37)	(26.11)
495151	Advisor 3	(24.50)	(24.50)	(49.00)
495153	Advisor 4	(15.69)	(17.62)	(33.31)
495184	Advisor 5	0.00	(54.66)	(54.66)
495387	Advisor 6	(16.50)	(9.10)	(25.60)
495410	Advisor 1	(27.00)	(26.01)	(53.01)
495489	Advisor 2	(38.00)	0.00	(38.00)
495795	Advisor 3	(40.00)	(18.50)	(58.50)
496129	Advisor 4	(13.32)	(19.56)	(32.88)
496233	Advisor 5	(46.25)	(20.00)	(66.25)
	Totals	(268.60)	(226.77)	(495.37)



ROs with Total Discount Greater Than \$75

Hometown Motors : 6/1/2016 - 6/4/2016

<u>RO#</u>	<u>Advisor</u>	<u>Discount</u>		
		<u>Labor</u>	<u>Parts</u>	<u>Labor + Parts</u>
494491	Advisor 1	(119.62)	(109.62)	(229.24)
494513	Advisor 2	(31.20)	(54.50)	(85.70)
494545	Advisor 3	(79.54)	(145.08)	(224.62)
495126	Advisor 4	(137.78)	(65.00)	(202.78)
495702	Advisor 5	(36.40)	(41.09)	(77.49)
496231	Advisor 6	(80.00)	(100.00)	(180.00)
	Totals	(484.54)	(515.29)	(999.83)





Operation Code Totals - All Labor Types

Hometown Motors : 6/1/2016 - 6/4/2016

OperationCode	Labor							Parts					Combined	
	Count	Hours	Sale	Discount	Cost	Profit		Sale	Discount	Cost	Profit		Gross	Margin
						Gross	Margin				Gross	Margin		
10HOZACD	21	39.2	4,661	(287)	934	3,440	78.6%	5,178	(287)	2,848	2,043	41.8%	5,483	59.2%
15HOZPDI	19	26.6	2,873	0	377	2,496	86.9%	0	0	0	0	NA	2,496	86.9%
01HOZBGSAT	18	17.5	1,462	(8)	313	1,141	78.5%	1,868	(11)	1,226	631	34.0%	1,773	53.5%
03HOZ	4	12.0	1,430	(57)	267	1,106	80.6%	1,587	(84)	873	629	41.9%	1,736	60.4%
01HOZHVACFILT	45	10.6	994	(4)	157	832	84.1%	1,658	(8)	895	755	45.8%	1,587	60.1%
11HOZ	12	10.5	1,162	(31)	260	871	77.0%	1,558	(55)	905	598	39.8%	1,470	55.8%
09HOZ	4	14.0	1,547	(25)	357	1,165	76.5%	848	0	597	250	29.5%	1,415	59.7%
03HOZBG	16	15.0	1,402	(29)	273	1,100	80.1%	892	(10)	572	310	35.1%	1,409	62.5%
20HOZRECALL	23	9.3	1,004	0	208	796	79.2%	1,523	0	1,088	435	28.6%	1,231	48.7%
01HOZASERV	127	38.1	685	(32)	520	133	20.4%	2,820	(4)	1,792	1,024	36.4%	1,157	33.4%
03HOZ1	3	11.0	1,258	(61)	249	948	79.2%	668	(18)	442	209	32.1%	1,157	62.6%
06HOZ	1	12.0	1,296	0	306	990	76.4%	446	0	310	136	30.5%	1,126	64.7%
04HOZRFB	7	14.0	1,125	(71)	351	703	66.7%	690	(23)	409	258	38.7%	961	55.8%
01HOZBGPSF	12	6.0	705	0	105	600	85.1%	534	0	349	185	34.6%	785	63.3%
04HOZRRS	6	12.0	975	(91)	307	577	65.3%	540	(42)	325	173	34.7%	750	54.3%
17HOZ	6	9.0	795	0	215	581	73.0%	180	0	106	74	41.3%	655	67.2%
20HOZRECALL1	9	4.9	529	0	115	414	78.3%	672	0	480	192	28.6%	606	50.5%
01HOZBGBSF	9	5.4	596	(16)	94	486	83.9%	284	(3)	189	92	32.7%	578	67.2%
09HOZ90T/BELT	1	5.5	468	0	138	330	70.6%	518	0	273	245	47.3%	575	58.3%
01HOZRAF	33	3.2	206	(1)	51	153	75.0%	946	(6)	525	416	44.2%	569	49.7%
12HOZ	6	5.4	439	0	128	311	71.0%	523	0	325	197	37.7%	509	52.9%
12HOZEXTERIOR	4	3.9	459	0	79	380	82.8%	215	0	103	112	52.0%	492	73.0%
11HOZ2	4	3.0	345	0	64	282	81.6%	430	0	224	206	47.9%	488	62.9%
10HOZ2	3	6.0	372	(22)	132	218	62.2%	778	(61)	478	239	33.4%	457	42.8%
01HOZBGCSF	4	3.6	386	(10)	58	318	84.7%	228	(12)	133	84	38.7%	402	67.9%
01HOZ	5	1.9	206	0	34	172	83.5%	746	0	522	224	30.0%	396	41.6%
11HOZABRSD	1	4.0	476	0	102	374	78.6%	0	0	0	0	NA	374	78.6%
01HOZRFWI	17	3.1	178	0	48	129	72.7%	457	0	245	211	46.3%	340	53.7%
04HOZRFB4WD	2	4.0	320	0	82	238	74.4%	177	0	107	69	39.1%	307	61.8%
01HOZBGDIFFVTM	6	3.0	272	0	49	223	82.1%	248	(5)	160	83	34.2%	306	59.5%
01HOZ4WHLALIGN	4	3.6	360	(21)	63	275	81.4%	0	0	0	0	NA	275	81.4%
01HOZROT	49	14.1	489	(11)	217	261	54.7%	0	0	0	0	NA	261	54.7%
04HOZBI	5	5.5	380	0	123	257	67.6%	0	0	0	0	NA	257	67.6%
18HOZZPART	1	2.0	216	0	56	160	74.1%	317	0	226	90	28.6%	250	47.0%

OperationCode	Count	Labor						Parts						Combined	
		Hours	Sale	Discount	Cost	Profit		Sale	Discount	Cost	Profit		Profit		
						Gross	Margin				Gross	Margin	Gross	Margin	
08HOZST	1	1.5	187	0	30	157	84.0%	186	0	103	84	44.9%	241	64.5%	
02HOZ090000	1	3.0	270	(27)	77	167	68.5%	260	(26)	166	69	29.3%	235	49.3%	
08HOZ	2	2.0	216	0	44	172	79.6%	119	(9)	52	59	53.2%	231	70.7%	
08HOZPS	1	2.0	251	0	56	195	77.7%	61	0	26	35	56.9%	230	73.6%	
18HOZTOWPKG	1	1.6	128	0	21	107	83.8%	547	(55)	386	106	21.5%	213	34.4%	
11HOZ1	3	2.3	233	0	60	174	74.5%	4	0	2	1	40.0%	175	73.9%	
20HOZRECALL2	3	1.5	162	0	37	125	77.0%	127	0	91	36	28.6%	161	55.7%	
01HOZMB4	2	2.4	120	0	41	79	65.9%	1,084	0	1,004	80	7.4%	159	13.2%	
01HOZALIGN4	2	1.8	180	0	25	155	86.0%	0	0	0	0	NA	155	86.0%	
09HOZZ1	1	0.5	52	0	13	39	75.9%	197	0	98	99	50.5%	139	55.8%	
42HOZ00000A	19	5.7	101	(22)	86	(7)	-8.7%	416	(16)	264	135	33.9%	129	26.8%	
18HOZSPOILER	1	0.6	48	0	12	36	75.0%	339	0	248	91	26.9%	127	32.8%	
01HOZETHANOL	9	0.0	0	0	0	0	NA	225	0	119	105	46.9%	105	46.9%	
07HOZZRSERV	2	1.0	100	(5)	19	76	79.7%	74	(5)	45	24	34.6%	100	60.7%	
11HOZBRKLAMPBUL	4	1.1	83	0	14	69	82.8%	38	0	13	25	65.4%	94	77.4%	
01HOZTIRE	6	1.4	78	0	21	57	73.2%	303	0	273	30	9.9%	87	22.9%	
04HOZRBM	1	1.0	108	0	22	86	79.6%	0	0	0	0	NA	86	79.6%	
01HOZBATTTEST	2	0.6	39	(18)	9	12	57.2%	231	(20)	138	73	34.6%	85	36.7%	
03HOZ2	1	1.0	108	0	25	83	76.9%	0	0	0	0	NA	83	76.9%	
01HOZHCAD07	1	1.0	108	0	28	80	74.1%	0	0	0	0	NA	80	74.1%	
01HOZRRWI	6	0.6	50	0	10	41	80.4%	60	0	30	30	50.4%	71	64.1%	
02HOZ003750	23	6.6	124	0	90	33	26.9%	339	0	303	37	10.8%	70	15.1%	
01HOZMB1	3	0.9	50	0	12	38	76.0%	347	0	317	30	8.6%	68	17.1%	
01HOZ1STFREELOF	6	1.8	24	0	24	0	0.0%	150	0	84	66	44.0%	66	37.8%	
01HOZDIFFSER	1	0.5	50	0	8	42	84.0%	47	0	31	16	34.0%	58	59.6%	
01HOZBSF	1	0.6	51	0	15	36	70.1%	12	0	7	5	39.8%	41	64.4%	
01HOZBGPREOWNED	2	0.4	18	0	11	7	39.4%	192	0	160	32	16.7%	39	18.6%	
01HOZBSERV	1	0.8	49	0	13	36	73.9%	15	0	13	1	8.3%	37	58.8%	
01HOZRB	2	1.6	70	0	36	34	49.1%	0	0	0	0	NA	34	49.1%	
42HOZ000001	5	1.5	50	(1)	20	29	58.9%	0	0	0	0	NA	29	58.9%	
01HOZBGBS	1	0.3	28	0	6	23	79.8%	14	0	8	6	41.2%	28	67.2%	
01HOZSENTINAL	1	0.3	20	0	4	16	80.0%	37	0	26	10	28.6%	26	46.4%	
11HOZH/LAMPBULB	1	0.3	20	0	4	15	78.5%	18	0	8	10	58.3%	26	68.8%	
09HOZCLPHTSHEIL	1	0.3	20	0	4	15	78.5%	0	0	0	0	NA	15	78.5%	
01HOZPERLTO	4	1.2	16	0	16	0	0.0%	59	0	52	7	11.3%	7	8.9%	
19HOZDIAMOREAPP	2	0.0	0	0	0	0	NA	4	0	2	2	50.0%	2	50.0%	
01HOZTIRELIFE	1	0.3	4	0	4	0	0.0%	0	0	0	0	NA	0	0.0%	
Totals	611	388.9	33,284	(852)	7,744	24,688	76.1%	33,030	(758)	20,796	11,476	35.6%	36,164	55.9%	



Operation Code Averages - All Labor Types

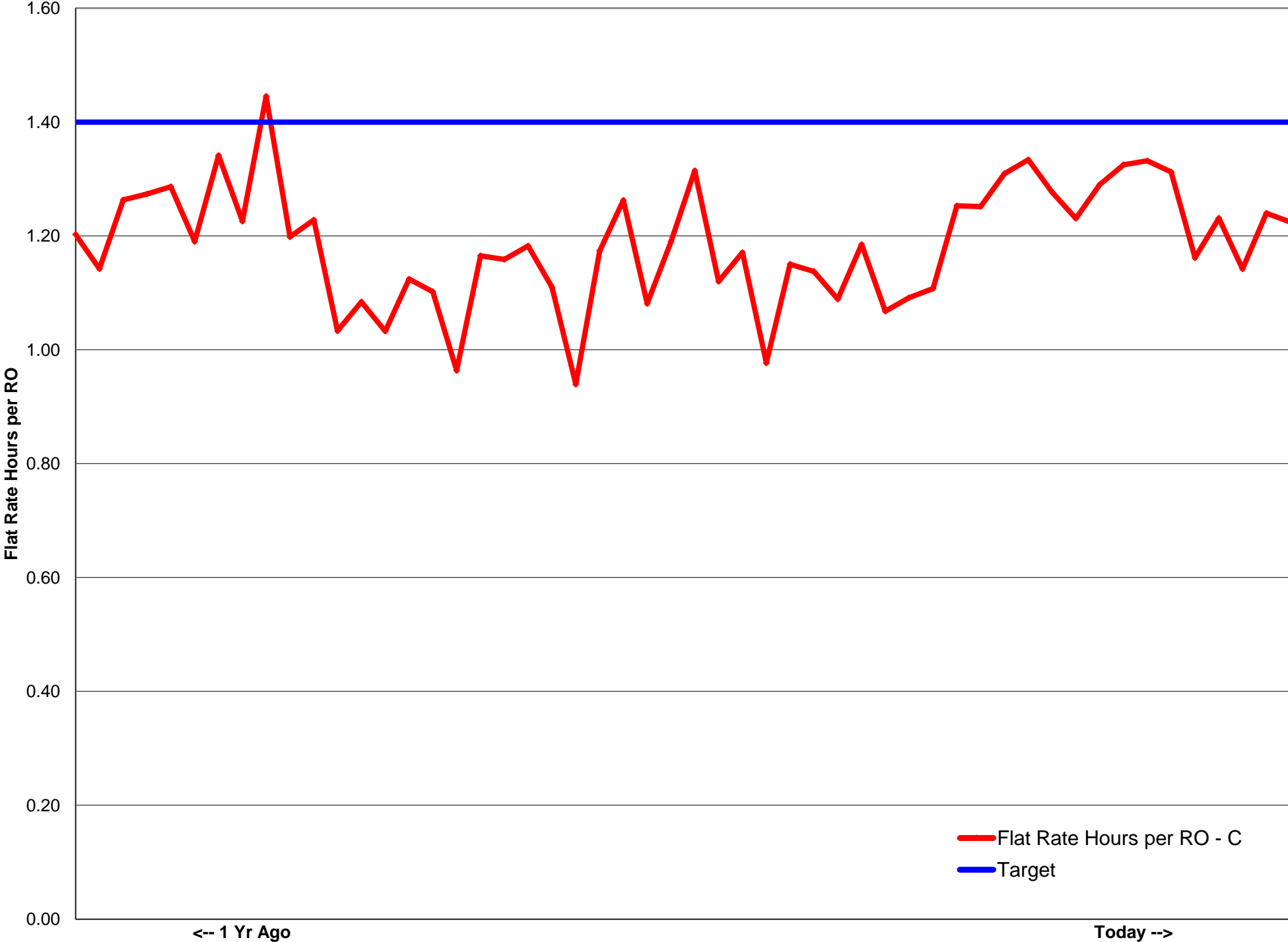
Hometown Motors : 6/1/2016 - 6/4/2016

OperationCode	Count	Hours	Labor					Parts					Combined	
			Sale	Discount	Cost	Profit		Sale	Discount	Cost	Profit		Gross	Margin
						Gross	Margin				Gross	Margin		
10HOZACD	21	1.9	222	(14)	44	164	78.6%	247	(14)	136	97	41.8%	261	59.2%
15HOZPDI	19	1.4	151	0	20	131	86.9%	0	0	0	0	NA	131	86.9%
01HOZBGSAT	18	1.0	81	(0)	17	63	78.5%	104	(1)	68	35	34.0%	98	53.5%
03HOZ	4	3.0	357	(14)	67	277	80.6%	397	(21)	218	157	41.9%	434	60.4%
01HOZHVACFILT	45	0.2	22	(0)	3	18	84.1%	37	(0)	20	17	45.8%	35	60.1%
11HOZ	12	0.9	97	(3)	22	73	77.0%	130	(5)	75	50	39.8%	122	55.8%
09HOZ	4	3.5	387	(6)	89	291	76.5%	212	0	149	63	29.5%	354	59.7%
03HOZBG	16	0.9	88	(2)	17	69	80.1%	56	(1)	36	19	35.1%	88	62.5%
20HOZRECALL	23	0.4	44	0	9	35	79.2%	66	0	47	19	28.6%	54	48.7%
01HOZASERV	127	0.3	5	(0)	4	1	20.4%	22	(0)	14	8	36.4%	9	33.4%
03HOZ1	3	3.7	419	(20)	83	316	79.2%	223	(6)	147	70	32.1%	386	62.6%
06HOZ	1	12.0	1,296	0	306	990	76.4%	446	0	310	136	30.5%	1,126	64.7%
04HOZRFB	7	2.0	161	(10)	50	100	66.7%	99	(3)	58	37	38.7%	137	55.8%
01HOZBGPSF	12	0.5	59	0	9	50	85.1%	45	0	29	15	34.6%	65	63.3%
04HOZRRS	6	2.0	163	(15)	51	96	65.3%	90	(7)	54	29	34.7%	125	54.3%
17HOZ	6	1.5	133	0	36	97	73.0%	30	0	18	12	41.3%	109	67.2%
20HOZRECALL1	9	0.5	59	0	13	46	78.3%	75	0	53	21	28.6%	67	50.5%
01HOZBGBSF	9	0.6	66	(2)	10	54	83.9%	32	(0)	21	10	32.7%	64	67.2%
09HOZ90T/BELT	1	5.5	468	0	138	330	70.6%	518	0	273	245	47.3%	575	58.3%
01HOZRAF	33	0.1	6	(0)	2	5	75.0%	29	(0)	16	13	44.2%	17	49.7%
12HOZ	6	0.9	73	0	21	52	71.0%	87	0	54	33	37.7%	85	52.9%
12HOZEXTERIOR	4	1.0	115	0	20	95	82.8%	54	0	26	28	52.0%	123	73.0%
11HOZ2	4	0.8	86	0	16	70	81.6%	107	0	56	51	47.9%	122	62.9%
10HOZ2	3	2.0	124	(7)	44	73	62.2%	259	(20)	159	80	33.4%	152	42.8%
01HOZBGCSF	4	0.9	96	(3)	14	80	84.7%	57	(3)	33	21	38.7%	101	67.9%
01HOZ	5	0.4	41	0	7	34	83.5%	149	0	104	45	30.0%	79	41.6%
11HOZABRSD	1	4.0	476	0	102	374	78.6%	0	0	0	0	NA	374	78.6%
01HOZRFWI	17	0.2	10	0	3	8	72.7%	27	0	14	12	46.3%	20	53.7%
04HOZRFB4WD	2	2.0	160	0	41	119	74.4%	88	0	54	35	39.1%	154	61.8%
01HOZBGDIFFVTM	6	0.5	45	0	8	37	82.1%	41	(1)	27	14	34.2%	51	59.5%
01HOZ4WHLALIGN	4	0.9	90	(5)	16	69	81.4%	0	0	0	0	NA	69	81.4%
01HOZROT	49	0.3	10	(0)	4	5	54.7%	0	0	0	0	NA	5	54.7%
04HOZBI	5	1.1	76	0	25	51	67.6%	0	0	0	0	NA	51	67.6%
18HOZZPART	1	2.0	216	0	56	160	74.1%	317	0	226	90	28.6%	250	47.0%

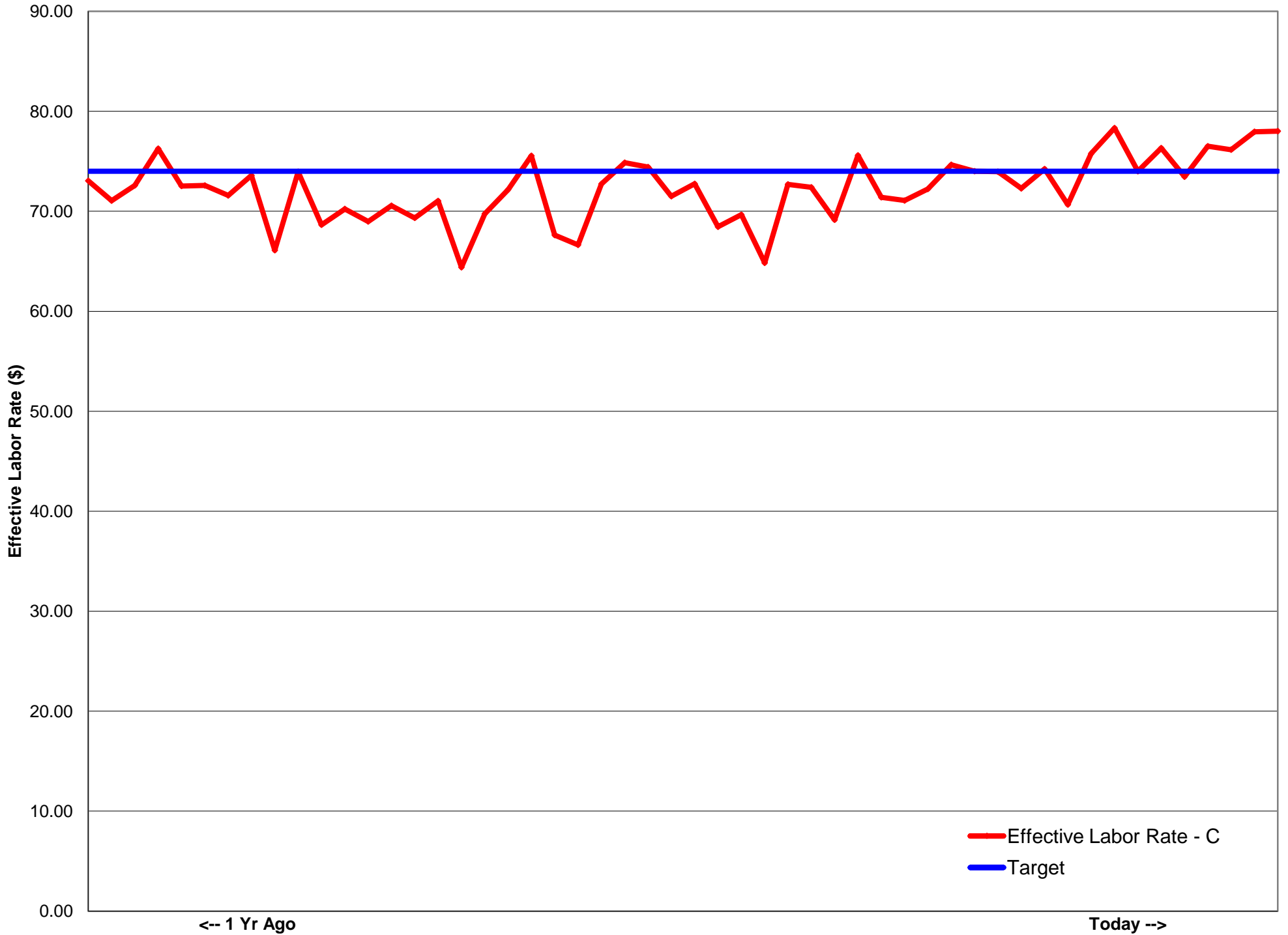
OperationCode	Count	Labor						Parts						Combined	
		Hours	Sale	Discount	Cost	Profit		Sale	Discount	Cost	Profit		Profit		
						Gross	Margin				Gross	Margin	Gross	Margin	
08HOZST	1	1.5	187	0	30	157	84.0%	186	0	103	84	44.9%	241	64.5%	
02HOZ090000	1	3.0	270	(27)	77	167	68.5%	260	(26)	166	69	29.3%	235	49.3%	
08HOZ	2	1.0	108	0	22	86	79.6%	59	(4)	26	29	53.2%	115	70.7%	
08HOZPS	1	2.0	251	0	56	195	77.7%	61	0	26	35	56.9%	230	73.6%	
18HOZTOWPKG	1	1.6	128	0	21	107	83.8%	547	(55)	386	106	21.5%	213	34.4%	
11HOZ1	3	0.8	78	0	20	58	74.5%	1	0	1	0	40.0%	58	73.9%	
20HOZRECALL2	3	0.5	54	0	12	42	77.0%	42	0	30	12	28.6%	54	55.7%	
01HOZMB4	2	1.2	60	0	20	40	65.9%	542	0	502	40	7.4%	80	13.2%	
01HOZALIGN4	2	0.9	90	0	13	77	86.0%	0	0	0	0	NA	77	86.0%	
09HOZZ1	1	0.5	52	0	13	39	75.9%	197	0	98	99	50.5%	139	55.8%	
42HOZ00000A	19	0.3	5	(1)	5	(0)	-8.7%	22	(1)	14	7	33.9%	7	26.8%	
18HOZSPOILER	1	0.6	48	0	12	36	75.0%	339	0	248	91	26.9%	127	32.8%	
01HOZETHANOL	9	0.0	0	0	0	0	NA	25	0	13	12	46.9%	12	46.9%	
07HOZZRSERV	2	0.5	50	(3)	10	38	79.7%	37	(3)	23	12	34.6%	50	60.7%	
11HOZBRKLAMPBUL	4	0.3	21	0	4	17	82.8%	9	0	3	6	65.4%	23	77.4%	
01HOZTIRE	6	0.2	13	0	4	10	73.2%	51	0	46	5	9.9%	15	22.9%	
04HOZRBM	1	1.0	108	0	22	86	79.6%	0	0	0	0	NA	86	79.6%	
01HOZBATTTTEST	2	0.3	20	(9)	5	6	57.2%	115	(10)	69	37	34.6%	43	36.7%	
03HOZ2	1	1.0	108	0	25	83	76.9%	0	0	0	0	NA	83	76.9%	
01HOZHCAD07	1	1.0	108	0	28	80	74.1%	0	0	0	0	NA	80	74.1%	
01HOZRRWI	6	0.1	8	0	2	7	80.4%	10	0	5	5	50.4%	12	64.1%	
02HOZ003750	23	0.3	5	0	4	1	26.9%	15	0	13	2	10.8%	3	15.1%	
01HOZMB1	3	0.3	17	0	4	13	76.0%	116	0	106	10	8.6%	23	17.1%	
01HOZ1STFREELOF	6	0.3	4	0	4	0	0.0%	25	0	14	11	44.0%	11	37.8%	
01HOZDIFFSER	1	0.5	50	0	8	42	84.0%	47	0	31	16	34.0%	58	59.6%	
01HOZBSF	1	0.6	51	0	15	36	70.1%	12	0	7	5	39.8%	41	64.4%	
01HOZBGPREOWNED	2	0.2	9	0	5	3	39.4%	96	0	80	16	16.7%	20	18.6%	
01HOZBSERV	1	0.8	49	0	13	36	73.9%	15	0	13	1	8.3%	37	58.8%	
01HOZRB	2	0.8	35	0	18	17	49.1%	0	0	0	0	NA	17	49.1%	
42HOZ000001	5	0.3	10	(0)	4	6	58.9%	0	0	0	0	NA	6	58.9%	
01HOZBGBS	1	0.3	28	0	6	23	79.8%	14	0	8	6	41.2%	28	67.2%	
01HOZSENTINAL	1	0.3	20	0	4	16	80.0%	37	0	26	10	28.6%	26	46.4%	
11HOZH/LAMPBULB	1	0.3	20	0	4	15	78.5%	18	0	8	10	58.3%	26	68.8%	
09HOZCLPHTSHEIL	1	0.3	20	0	4	15	78.5%	0	0	0	0	NA	15	78.5%	
01HOZPERLTO	4	0.3	4	0	4	0	0.0%	15	0	13	2	11.3%	2	8.9%	
19HOZDIAMOREAPP	2	0.0	0	0	0	0	NA	2	0	1	1	50.0%	1	50.0%	
01HOZTIRELIFE	1	0.3	4	0	4	0	0.0%	0	0	0	0	NA	0	0.0%	
Averages	611	0.6	54	(1)	13	40	76.1%	54	(1)	34	19	35.6%	59	55.9%	



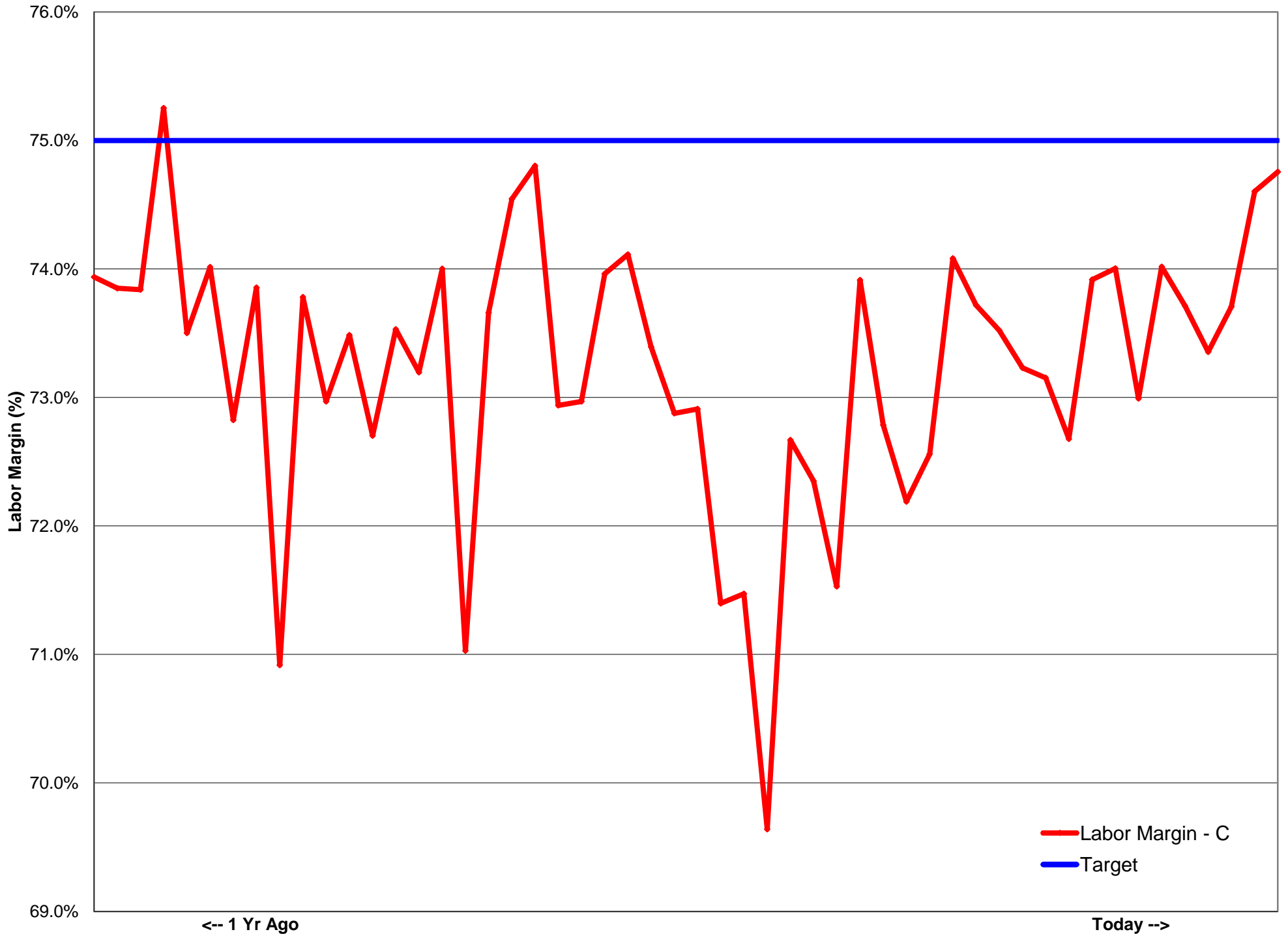
Customer Pay Flat Rate Hours Per RO



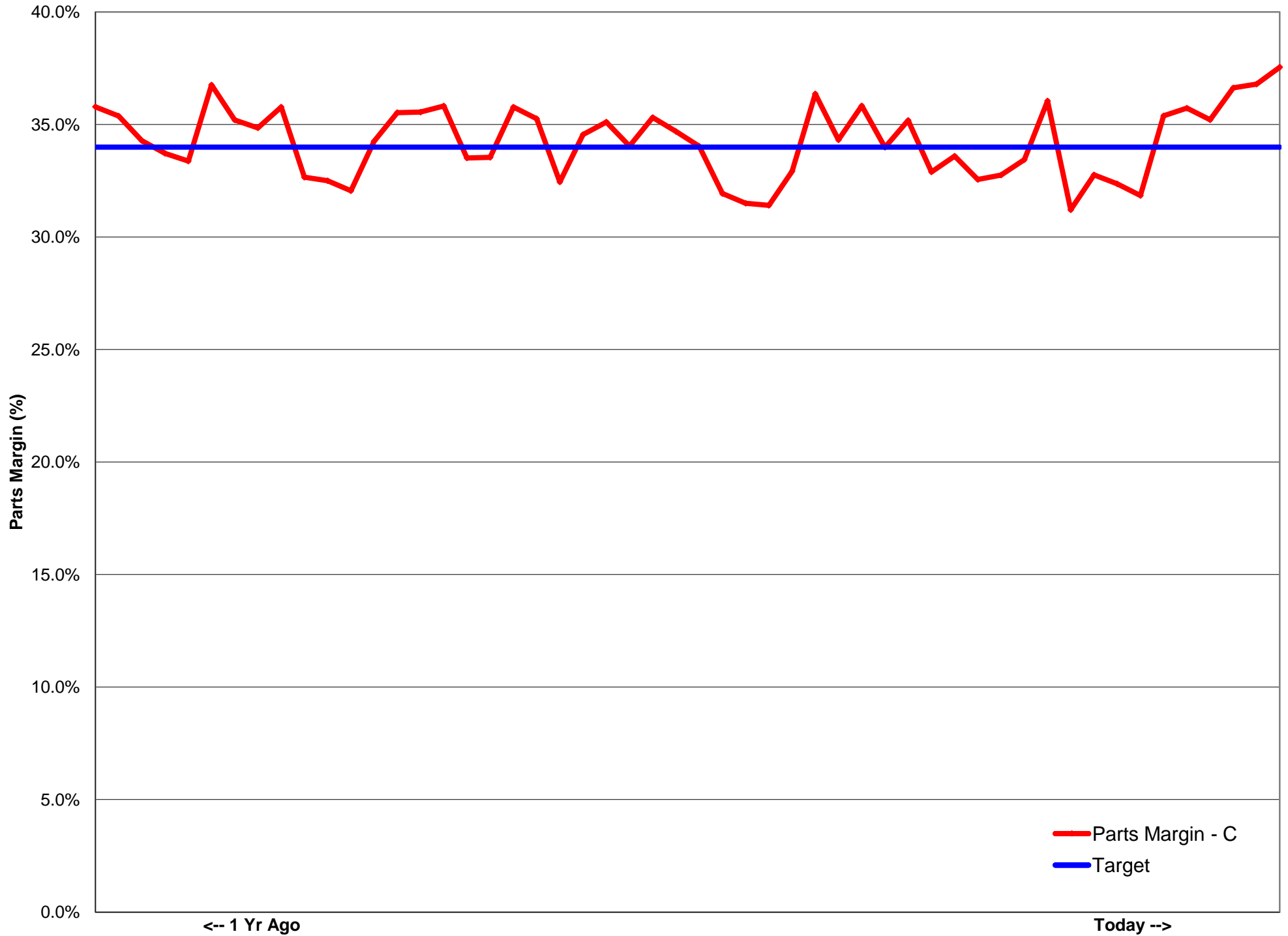
Customer Pay Effective Labor Rate



Customer Pay Labor Gross Profit Margin

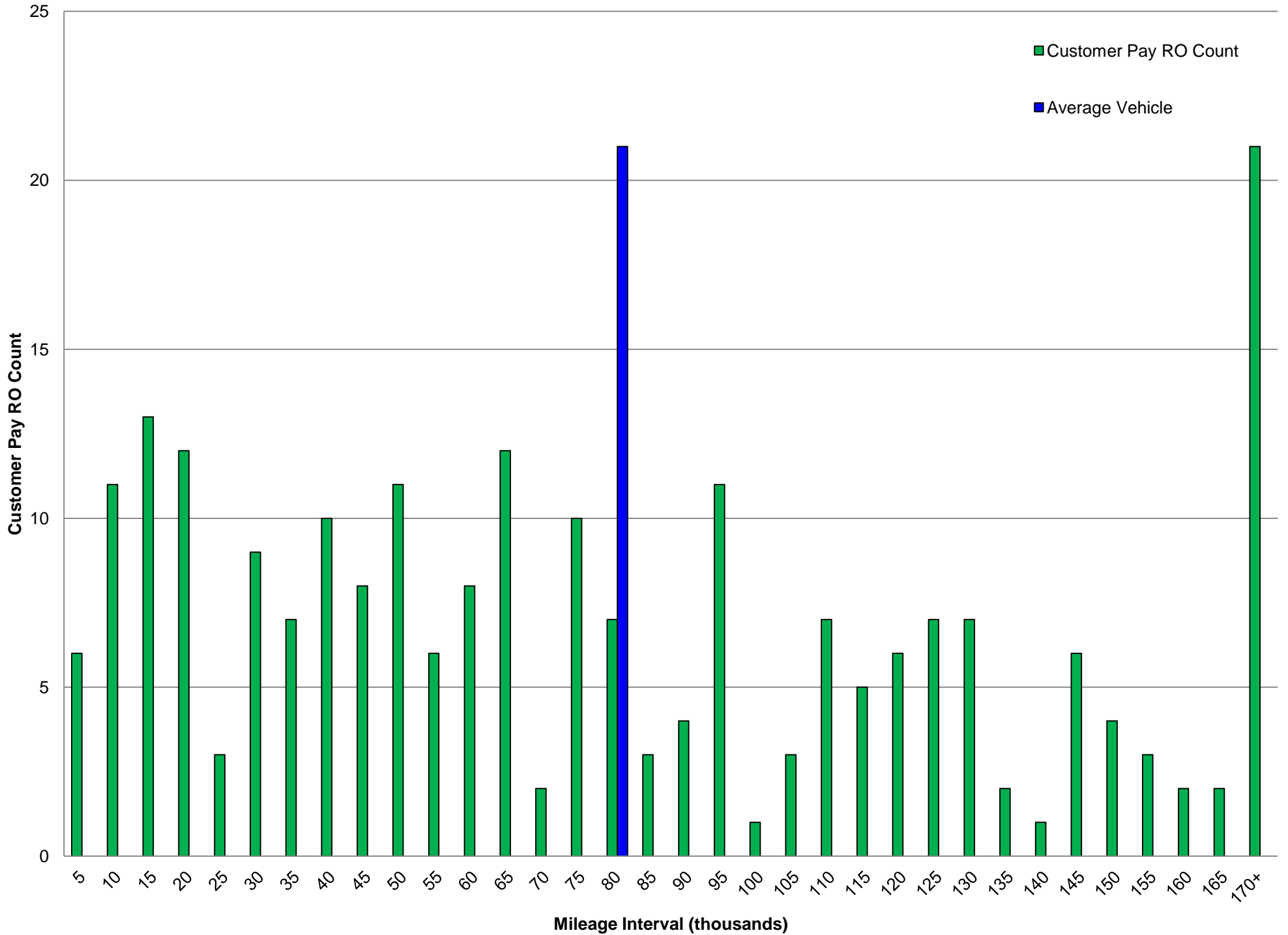


Customer Pay Parts Gross Profit Margin





Customer Pay Vehicle Mileage Distribution







Comebacks Within 4 Weeks - Customer Pay

Hometown Motors : 6/1/2016 - 6/4/2016

<u>VIN</u>	<u>RO #</u>	<u>Op Code</u>	<u>Labor Type</u>	<u>Post Date</u>	<u>Advisor</u>
1HGCP3F81BA017217	494990	99HOZ	C	31-May-16	Advisor 1
	494990	18HOZZPART	C	31-May-16	Advisor 1
	494990	01HOZ	C	31-May-16	Advisor 1
	494990	99HOZRTIRES	I	1-Jun-16	Advisor 1
	494092	12HOZ	C	26-May-16	Advisor 2
	494092	99HOZ	I	27-May-16	Advisor 2
1HGCR2F56EA125900	494788	01HOZTIRE	C	31-May-16	Advisor 4
	494788	99HOZ	I	31-May-16	Advisor 4
	491269	99HOZ	C	17-May-16	Advisor 3
	491269	42HOZ00000A	C	17-May-16	Advisor 3
	491269	42HOZ000001	C	17-May-16	Advisor 3
1HGCR2F89EA013361	494951	01HOZALIGN4	C	31-May-16	Advisor 2
	494951	01HOZMB2	C	31-May-16	Advisor 2
	494951	99HOZ	I	31-May-16	Advisor 2
	494421	01HOZASERV	C	27-May-16	Advisor 2
	494421	99HOZRTIRES	C	27-May-16	Advisor 2
	494421	01HOZRAF	C	27-May-16	Advisor 2
	494421	99HOZRWIPERS	C	27-May-16	Advisor 2
	494421	01HOZHVACFILT	C	27-May-16	Advisor 2
	494421	99HOZ	I	28-May-16	Advisor 2
	1HGFA15888L071227	494500	03HOZ	C	1-Jun-16
494500		99HOZ	I	2-Jun-16	Advisor 4
494023		01HOZASERV	C	26-May-16	Advisor 5
494023		01HOZROT	C	26-May-16	Advisor 5
494023		99HOZYBRKSYS	I	27-May-16	Advisor 5
494023		99HOZ	I	27-May-16	Advisor 5
1HGFA16567L065431	494927	10HOZACD	C	1-Jun-16	Advisor 3

<u>VIN</u>	<u>RO #</u>	<u>Op Code</u>	<u>Labor Type</u>	<u>Post Date</u>	<u>Advisor</u>
	494927	10HOZ2	I	2-Jun-16	Advisor 3
	494927	19HOZRENTAL	I	2-Jun-16	Advisor 3
	494927	99HOZ	I	2-Jun-16	Advisor 3
	493854	09HOZ	C	27-May-16	Advisor 3
	493854	10HOZACD	C	27-May-16	Advisor 3
	493854	99HOZ	I	28-May-16	Advisor 3
1HGFA16586L039413	495121	01HOZBGSAT	C	1-Jun-16	Advisor 2
	495121	99HOZREXHAUST	I	2-Jun-16	Advisor 2
	495121	09HOZEX	I	2-Jun-16	Advisor 2
	495121	99HOZYBRKSYS	I	2-Jun-16	Advisor 2
	495121	99HOZYTIRE	I	2-Jun-16	Advisor 2
	495121	99HOZ	I	2-Jun-16	Advisor 2
	495121	99HOZYSHOCS	I	2-Jun-16	Advisor 2
	495121	99HOZRPOLLEN	I	2-Jun-16	Advisor 2
	495121	99HOZRLEAKS	I	2-Jun-16	Advisor 2
	495121	99HOZYAIRENG	I	2-Jun-16	Advisor 2
	494324	99HOZRLEAKS	C	27-May-16	Advisor 3
	494324	01HOZHVACFIL	C	27-May-16	Advisor 3
	494324	01HOZRFA	C	27-May-16	Advisor 3
	494324	99HOZREXHAUST	C	27-May-16	Advisor 3
	494324	99HOZYTIRE	C	27-May-16	Advisor 3
	494324	01HOZ27PT	I	28-May-16	Advisor 3
	494324	99HOZ	I	28-May-16	Advisor 3
2HGEJ6674WH628059	496002	01HOZ4WHLALIGN	C	3-Jun-16	Advisor 4
	494646	02HOZ003750	C	28-May-16	Advisor 4
	494646	99HOZYTIRE	I	28-May-16	Advisor 4
	494646	99HOZYBRKSYS	I	28-May-16	Advisor 4
	494646	99HOZ	I	28-May-16	Advisor 4
	494646	99HOZYSHOCS	I	28-May-16	Advisor 4
	494646	99HOZYEXHAUST	I	28-May-16	Advisor 4
	494646	99HOZRLEAKS	I	28-May-16	Advisor 4
	494646	99HOZYAIRENG	I	28-May-16	Advisor 4
	494646	21HOZBATTERY	I	28-May-16	Advisor 4
5FNRL38737B089348	495458	01HOZBGPSF	C	2-Jun-16	Advisor 2
	495458	99HOZ	C	2-Jun-16	Advisor 2
	495458	01HOZRFWI	C	2-Jun-16	Advisor 2
	495267	01HOZROT	C	1-Jun-16	Advisor 2
	495267	01HOZASERV	C	1-Jun-16	Advisor 2

<u>VIN</u>	<u>RO #</u>	<u>Op Code</u>	<u>Labor Type</u>	<u>Post Date</u>	<u>Advisor</u>
	495267	99HOZYBRKSYS	I	2-Jun-16	Advisor 2
	495267	99HOZ	I	2-Jun-16	Advisor 2
	495267	99HOZRWIPERS	I	2-Jun-16	Advisor 2
5FNRL38898B001946	494705	12HOZ	C	31-May-16	Advisor 3
	494705	99HOZ	C	31-May-16	Advisor 3
	488508	01HOZASERV	C	6-May-16	Advisor 3
	488508	99HOZYBRKSYS	I	9-May-16	Advisor 3
	488508	99HOZ	I	9-May-16	Advisor 3
5FNRL389X8B012799	496299	11HOZ	C	4-Jun-16	Advisor 5
	496299	99HOZ	C	4-Jun-16	Advisor 5
	495780	99HOZYBRKSYS	C	2-Jun-16	Advisor 2
	495780	01HOZASERV	C	2-Jun-16	Advisor 2
	495780	11HOZ	C	2-Jun-16	Advisor 2
	495780	99HOZ	C	2-Jun-16	Advisor 2
	495780	99HOZRTIRES	C	2-Jun-16	Advisor 2
5FNRL5H60CB039956	495387	04HOZRRS	C	2-Jun-16	Advisor 6
	495387	99HOZ	I	3-Jun-16	Advisor 6
	494746	01HOZRAF	C	31-May-16	Advisor 1
	494746	01HOZROT	C	31-May-16	Advisor 1
	494746	99HOZ	C	31-May-16	Advisor 1
	494746	01HOZASERV	C	31-May-16	Advisor 1
	494746	01HOZHVACFILT	C	31-May-16	Advisor 1
	494746	99HOZRBKSYS	C	31-May-16	Advisor 1
	494746	20HOZRECALL	W	1-Jun-16	Advisor 1
5FNRL5H93CB124543	496036	01HOZROT	C	3-Jun-16	Advisor 2
	496036	01HOZASERV	C	3-Jun-16	Advisor 2
	496036	01HOZBGPSF	C	3-Jun-16	Advisor 2
	496036	01HOZBGBSF	C	3-Jun-16	Advisor 2
	496036	01HOZHVACFILT	C	3-Jun-16	Advisor 2
	496036	01HOZBGSAT	C	3-Jun-16	Advisor 2
	496036	01HOZRRWI	C	3-Jun-16	Advisor 2
	489432	01HOZTIRE	C	10-May-16	Advisor 2
	489432	99HOZ	I	11-May-16	Advisor 2
5FNRL5H99CB014290	494733	04HOZBI	C	31-May-16	Advisor 1
	494733	04HOZRFB	C	31-May-16	Advisor 1
	494733	99HOZYBRKSYS	I	31-May-16	Advisor 1

<u>VIN</u>	<u>RO #</u>	<u>Op Code</u>	<u>Labor Type</u>	<u>Post Date</u>	<u>Advisor</u>
	494733	99HOZ	I	31-May-16	Advisor 1
	494733	99HOZRTIRES	I	31-May-16	Advisor 1
	488326	01HOZHVACFILT	C	6-May-16	Advisor 1
	488326	42HOZ000001	C	6-May-16	Advisor 1
	488326	42HOZ00000A	C	6-May-16	Advisor 1
	488326	01HOZBGPSF	C	6-May-16	Advisor 1
	488326	01HOZBGCSF	C	6-May-16	Advisor 1
	488326	99HOZYTIRES	I	9-May-16	Advisor 1
	488326	19HOZDIAMOREAPP	I	9-May-16	Advisor 1
	488326	99HOZ	I	9-May-16	Advisor 1
	488326	99HOZYBRKSYS	I	9-May-16	Advisor 1
	488326	20HOZRECALL	W	9-May-16	Advisor 1
5FNYF48629B018323	494944	03HOZ1	C	1-Jun-16	Advisor 3
	494944	03HOZBG	C	1-Jun-16	Advisor 3
	494944	99HOZ	I	2-Jun-16	Advisor 3
	494944	99HOZYBRKSYS	I	2-Jun-16	Advisor 3
	494944	99HOZYTIRES	I	2-Jun-16	Advisor 3
	491050	01HOZASERV	C	16-May-16	Advisor 3
	491050	08HOZ	I	17-May-16	Advisor 3
	491050	99HOZ	I	17-May-16	Advisor 3
5FNYF488X9B029474	495004	10HOZACD	C	1-Jun-16	Advisor 2
	495004	99HOZ	I	2-Jun-16	Advisor 2
	492384	99HOZ	C	20-May-16	Advisor 4
	492384	01HOZASERV	C	20-May-16	Advisor 4
	492384	99HOZYBRKSYS	I	23-May-16	Advisor 4
	492384	99HOZYTIRES	I	23-May-16	Advisor 4
5J6RE4H70AL089399	495685	10HOZACD	C	3-Jun-16	Advisor 1
	495685	99HOZ	I	3-Jun-16	Advisor 1
	494230	01HOZROT	C	27-May-16	Advisor 1
	494230	10HOZACD	C	27-May-16	Advisor 1
	494230	20HOZPOTRECALL	I	28-May-16	Advisor 1
	494230	99HOZ	I	28-May-16	Advisor 1
5J6TF2H51CL006006	496001	01HOZRAF	C	3-Jun-16	Advisor 3
	496001	04HOZBI	C	3-Jun-16	Advisor 3
	496001	99HOZ	C	3-Jun-16	Advisor 3
	496001	99HOZYTIRES	C	3-Jun-16	Advisor 3
	487522	01HOZASERV	C	3-May-16	Advisor 4

<u>VIN</u>	<u>RO #</u>	<u>Op Code</u>	<u>Labor Type</u>	<u>Post Date</u>	<u>Advisor</u>
	487522	99HOZ	I	3-May-16	Advisor 4
	487522	04HOZBI	I	3-May-16	Advisor 4
5J6YH28768L007449	494983	99HOZYTIRE	C	31-May-16	Advisor 2
	494983	01HOZBGSAT	C	31-May-16	Advisor 2
	494983	01HOZBGBSF	C	31-May-16	Advisor 2
	494983	99HOZYBRKSYS	C	31-May-16	Advisor 2
	494983	99HOZYEXHAUST	C	31-May-16	Advisor 2
	494983	99HOZRBRKSYS	C	31-May-16	Advisor 2
	494983	99HOZ	I	1-Jun-16	Advisor 2
	494524	01HOZHVACFIL	C	27-May-16	Advisor 2
	494524	01HOZASERV	C	27-May-16	Advisor 2
	494524	99HOZYTIRE	C	27-May-16	Advisor 2
	494524	99HOZSTEERING	C	27-May-16	Advisor 2
	494524	99HOZYBRKSYS	C	27-May-16	Advisor 2
	494524	01HOZRAF	C	27-May-16	Advisor 2
	494524	99HOZ	I	28-May-16	Advisor 2
JHLRE48577C050065	495126	04HOZBI	C	3-Jun-16	Advisor 5
	495126	03HOZBG	C	3-Jun-16	Advisor 5
	495126	01HOZETHANOL	C	3-Jun-16	Advisor 5
	495126	01HOZBGSAT	C	3-Jun-16	Advisor 5
	495126	04HOZRRS	C	3-Jun-16	Advisor 5
	495126	09HOZ	C	3-Jun-16	Advisor 5
	495126	10HOZACD	C	3-Jun-16	Advisor 5
	495126	99HOZ	C	3-Jun-16	Advisor 5
	495126	04HOZRFB	C	3-Jun-16	Advisor 5
	487720	99HOZYBRKSYS	C	4-May-16	Advisor 3
	487720	99HOZ	C	4-May-16	Advisor 3
	487720	04HOZBI	C	4-May-16	Advisor 3
	487720	01HOZASERV	C	4-May-16	Advisor 3
	487720	20HOZPOTRECALL	C	4-May-16	Advisor 3
JHMCM56384C038594	491264	99HOZRSOCKS	C	31-May-16	Advisor 1
	491264	99HOZ	C	31-May-16	Advisor 1
	491264	99HOZRBELTS	C	31-May-16	Advisor 1
	491264	99HOZRBRKSYS	C	31-May-16	Advisor 1
	491264	04HOZBI	I	31-May-16	Advisor 1
	490957	01HOZASERV	C	16-May-16	Advisor 5
	490957	99HOZ	C	16-May-16	Advisor 5
	490957	99HOZRBRKSYS	C	16-May-16	Advisor 5

VIN

RO #
490957

Op Code
99HOZYBELTS

Labor Type
C

Post Date
16-May-16

Advisor
Advisor 5



Comebacks Within 4 Weeks - Warranty

Hometown Motors : 6/1/2016 - 6/4/2016

<u>VIN</u>	<u>RO #</u>	<u>Op Code</u>	<u>Labor Type</u>	<u>Post Date</u>	<u>Advisor</u>
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NO ITEMS IDENTIFIED





Top 5 Warranty Repair Orders
Hometown Motors : 6/1/2016 - 6/4/2016

<u>RO</u>	<u>Sales</u>		
	<u>Labor (\$)</u>	<u>Parts (\$)</u>	<u>Total (\$)</u>
494988	1,080.00	669.45	1,749.45
493733	939.60	499.66	1,439.26
494711	216.00	316.61	532.61
489416	129.60	267.00	396.60
490918	129.60	267.00	396.60





Tracked Operation Codes - Shop Summary

Hometown Motors : 6/1/2016 - 6/4/2016

<u>OpCodes</u>	<u>Count</u>	Flat Rate	<u>Labor</u>		<u>Parts</u>		<u>Spiff</u>
		<u>Hours</u>	<u>Sales</u>	<u>Cost</u>	<u>Sales</u>	<u>Cost</u>	
01HOZ4WHLALIGN	4	3.60	359.80	63.00	0.00	0.00	0.00
01HOZALIGN4	2	1.80	179.90	25.20	0.00	0.00	0.00
21HOZSUSPENSION	1	0.00	0.00	0.00	0.00	0.00	0.00
Grand Totals	7	5.40	539.70	88.20	0.00	0.00	0.00



Tracked Operation Codes - Advisor Summary

Hometown Motors : 6/1/2016 - 6/4/2016

	<u>Count</u>	<u>Flat Rate</u>		<u>Service</u>		<u>Parts</u>		<u>Spiff</u>
		<u>Hours</u>	<u>Sold</u>	<u>Sales</u>	<u>Cost</u>	<u>Sales</u>	<u>Cost</u>	
<u>Advisor 1</u>								
01HOZ4WHLALIGN	1	0.9	89.95	12.60	0.00	0.00	0.00	0.00
01HOZALIGN4	1	0.9	89.95	12.60	0.00	0.00	0.00	0.00
Totals	2	1.8	179.90	25.20	0.00	0.00	0.00	0.00
<u>Advisor 2</u>								
01HOZ4WHLALIGN	2	1.8	179.90	25.20	0.00	0.00	0.00	0.00
Totals	2	1.8	179.90	25.20	0.00	0.00	0.00	0.00
<u>Advisor 3</u>								
01HOZALIGN4	1	0.9	89.95	12.60	0.00	0.00	0.00	0.00
Totals	1	0.9	89.95	12.60	0.00	0.00	0.00	0.00
<u>Advisor 4</u>								
01HOZ4WHLALIGN	1	0.9	89.95	25.20	0.00	0.00	0.00	0.00
21HOZSUSPENSION	1	0.0	0.00	0.00	0.00	0.00	0.00	0.00
Totals	2	0.9	89.95	25.20	0.00	0.00	0.00	0.00
Grand Totals	7	5.4	539.70	88.20	0.00	0.00	0.00	0.00



Tracked Operation Codes - Line Item Detail

Hometown Motors : 6/1/2016 - 6/4/2016

<u>OpCodes</u>	<u>RO</u>	<u>Advisor</u>	<u>Labor Type</u>	<u>Flat Rate</u>		<u>Labor</u>		<u>Parts</u>		<u>Spiff</u>
				<u>Hours</u>	<u>Sold</u>	<u>Sales</u>	<u>Cost</u>	<u>Sales</u>	<u>Cost</u>	
01HOZALIGN4	495142	Advisor 1	C	0.90		89.95	12.60	0.00	0.00	0.00
21HOZSUSPENSION	495151	Advisor 2	I	0.00		0.00	0.00	0.00	0.00	0.00
01HOZ4WHLALIGN	495585	Advisor 3	C	0.90		89.95	12.60	0.00	0.00	0.00
01HOZ4WHLALIGN	495741	Advisor 4	C	0.90		89.95	12.60	0.00	0.00	0.00
01HOZ4WHLALIGN	496002	Advisor 5	C	0.90		89.95	25.20	0.00	0.00	0.00
01HOZ4WHLALIGN	496129	Advisor 6	C	0.90		89.95	12.60	0.00	0.00	0.00
01HOZALIGN4	496272	Advisor 1	C	0.90		89.95	12.60	0.00	0.00	0.00



Tracked Operation Codes - Technician Summary

Hometown Motors : 6/1/2016 - 6/4/2016

<u>Tech 1</u>	<u>Count</u>	<u>Flat Rate</u>		<u>Service</u>		<u>Parts</u>	
		<u>Hours</u>	<u>Sold</u>	<u>Sales</u>	<u>Cost</u>	<u>Sales</u>	<u>Cost</u>
01HOZHVACFILT	1	0.2	21.00	4.10	39.50	19.40	
01HOZRAF	1	0.1	7.95	2.05	28.50	11.69	
01HOZRFWI	<u>1</u>	<u>0.2</u>	<u>9.95</u>	<u>4.10</u>	<u>62.53</u>	<u>37.52</u>	
Totals	3	0.5	38.90	10.25	130.53	68.61	

<u>Tech 2</u>	<u>Count</u>	<u>Hours</u>	<u>Svc Sale</u>	<u>Svc Cost</u>	<u>Pts Sale</u>	<u>Pts Cost</u>
01HOZBGBSF	4	2.4	273.25	31.20	126.00	83.80
01HOZBGCSF	2	1.8	192.98	23.40	104.03	60.95
01HOZBGPSF	4	2.0	234.96	26.00	178.00	116.40
01HOZBGSAT	5	5.0	404.75	65.00	550.00	364.25
01HOZHVACFILT	15	3.3	338.58	42.90	548.51	284.67
01HOZMB1	2	0.6	34.00	7.80	253.00	233.00
01HOZRAF	9	0.9	54.00	11.70	251.85	134.26
01HOZRFWI	7	1.4	66.50	18.20	90.99	49.10
01HOZROT	18	5.1	179.64	66.30	0.00	0.00
01HOZRRWI	2	0.2	17.00	2.60	13.98	7.30
01HOZTIRE	<u>1</u>	<u>0.2</u>	<u>14.50</u>	<u>2.60</u>	<u>0.00</u>	<u>0.00</u>
Totals	69	22.9	1,810.16	297.70	2,116.36	1,333.73

<u>Tech 3</u>	<u>Count</u>	<u>Hours</u>	<u>Svc Sale</u>	<u>Svc Cost</u>	<u>Pts Sale</u>	<u>Pts Cost</u>
01HOZBGBSF	1	0.6	64.50	13.20	31.50	20.95
01HOZBGSAT	2	2.0	157.50	44.00	220.00	145.70
01HOZRAF	1	0.1	7.95	1.80	45.00	19.89
01HOZRFWI	1	0.2	9.95	3.60	60.00	27.77
01HOZROT	1	0.3	9.98	6.60	0.00	0.00
01HOZRRWI	<u>1</u>	<u>0.1</u>	<u>7.95</u>	<u>1.80</u>	<u>25.00</u>	<u>11.49</u>
Totals	7	3.3	257.83	71.00	381.50	225.80

<u>Tech 1</u>	<u>Count</u>	<u>Flat Rate</u>		<u>Service</u>		<u>Parts</u>	
		<u>Hours</u>	<u>Sold</u>	<u>Sales</u>	<u>Cost</u>	<u>Sales</u>	<u>Cost</u>
<u>Tech 4</u>	<u>Count</u>	<u>Hours</u>	<u>Svc Sale</u>	<u>Svc Cost</u>	<u>Pts Sale</u>	<u>Pts Cost</u>	
01HOZBGBSF	1	0.6	64.50	9.60	31.50	20.95	
01HOZBGPSF	2	1.0	117.48	16.00	89.00	58.20	
01HOZBGSAT	4	3.5	303.40	56.00	369.64	240.85	
01HOZBSERV	1	0.8	48.95	12.80	14.64	13.43	
01HOZDIFFSER	1	0.5	49.95	8.00	47.48	31.36	
01HOZHVACFILT	13	3.2	273.00	51.20	492.50	257.10	
01HOZRAF	5	0.5	31.95	8.00	142.50	90.59	
01HOZROT	12	3.6	119.76	57.60	0.00	0.00	
01HOZTIRE	1	0.3	16.00	4.80	111.00	101.00	
Totals	40	14.0	1,024.99	224.00	1,298.26	813.48	
<u>Tech 5</u>	<u>Count</u>	<u>Hours</u>	<u>Svc Sale</u>	<u>Svc Cost</u>	<u>Pts Sale</u>	<u>Pts Cost</u>	
01HOZBGBSF	1	0.6	64.50	13.20	31.50	20.95	
01HOZBGCSF	1	0.9	96.49	19.80	62.01	35.95	
01HOZHVACFILT	1	0.2	21.00	3.20	29.00	13.10	
01HOZROT	2	0.6	19.96	11.40	0.00	0.00	
Totals	5	2.3	201.95	47.60	122.51	70.00	
<u>Tech 6</u>	<u>Count</u>	<u>Hours</u>	<u>Svc Sale</u>	<u>Svc Cost</u>	<u>Pts Sale</u>	<u>Pts Cost</u>	
01HOZRB	1	0.8	39.95	20.40	0.00	0.00	
01HOZROT	1	0.3	9.98	7.65	0.00	0.00	
Totals	2	1.1	49.93	28.05	0.00	0.00	
<u>Tech 7</u>	<u>Count</u>	<u>Hours</u>	<u>Svc Sale</u>	<u>Svc Cost</u>	<u>Pts Sale</u>	<u>Pts Cost</u>	
01HOZBGPSF	1	0.5	58.74	11.00	44.50	29.10	
01HOZBGSAT	1	1.0	90.00	22.00	110.00	72.85	
01HOZHVACFILT	1	0.2	21.00	4.40	39.50	19.40	
01HOZRAF	1	0.1	6.00	2.20	28.50	17.14	
01HOZROT	2	0.6	19.96	13.20	0.00	0.00	
01HOZRRWI	1	0.1	8.50	2.20	6.99	3.65	
Totals	7	2.5	204.20	55.00	229.49	142.14	

		Flat Rate				
		Hours	Service		Parts	
<u>Tech 1</u>	<u>Count</u>	<u>Sold</u>	<u>Sales</u>	<u>Cost</u>	<u>Sales</u>	<u>Cost</u>
Tech 8						
	<u>Count</u>	<u>Hours</u>	<u>Svc Sale</u>	<u>Svc Cost</u>	<u>Pts Sale</u>	<u>Pts Cost</u>
01HOZBGBSF	1	0.6	64.50	16.80	31.50	20.95
01HOZBGPSF	2	1.0	117.48	28.00	89.00	58.20
01HOZBGSAT	2	2.0	168.75	56.00	220.00	145.70
01HOZHVACFILT	1	0.3	28.20	6.00	15.99	8.29
01HOZMB4	1	1.2	60.00	24.00	476.00	436.00
01HOZRAF	3	0.3	21.90	7.60	78.99	49.25
01HOZRFWI	1	0.2	9.95	5.60	12.23	7.63
01HOZROT	<u>1</u>	<u>0.3</u>	<u>9.98</u>	<u>8.40</u>	<u>0.00</u>	<u>0.00</u>
Totals	12	5.9	480.76	152.40	923.71	726.02
Tech 9						
	<u>Count</u>	<u>Hours</u>	<u>Svc Sale</u>	<u>Svc Cost</u>	<u>Pts Sale</u>	<u>Pts Cost</u>
01HOZBGBSF	1	0.6	64.50	9.60	31.50	20.95
01HOZBGCSF	1	0.9	96.49	14.40	62.01	35.95
01HOZBGPSF	3	1.5	176.22	24.00	133.50	87.30
01HOZBGSAT	2	2.0	168.75	32.00	178.73	110.82
01HOZHVACFILT	13	3.2	289.74	44.80	482.00	277.60
01HOZMB1	1	0.3	16.00	4.20	94.00	84.00
01HOZMB4	1	1.2	59.80	16.80	608.00	568.00
01HOZRAF	11	1.0	61.95	14.00	313.50	171.07
01HOZRFWI	6	0.8	52.95	11.20	133.03	64.65
01HOZROT	13	3.6	129.74	50.40	0.00	0.00
01HOZRRWI	1	0.1	8.50	1.40	6.99	3.65
01HOZTIRE	<u>3</u>	<u>0.7</u>	<u>34.80</u>	<u>9.80</u>	<u>192.00</u>	<u>172.00</u>
Totals	56	15.9	1,159.44	232.60	2,235.26	1,595.99
Tech 10						
	<u>Count</u>	<u>Hours</u>	<u>Svc Sale</u>	<u>Svc Cost</u>	<u>Pts Sale</u>	<u>Pts Cost</u>
01HOZBGSAT	2	2.0	168.75	38.00	220.00	145.70
01HOZHVACFILT	1	0.2	21.99	3.80	39.50	28.26
01HOZRAF	2	0.2	13.95	3.80	57.00	30.61
01HOZRB	1	0.8	29.95	15.20	0.00	0.00
01HOZRFWI	1	0.3	28.20	5.70	97.72	58.63
01HOZRRWI	1	0.1	8.50	1.90	6.99	3.65
01HOZTIRE	<u>1</u>	<u>0.2</u>	<u>12.95</u>	<u>3.80</u>	<u>0.00</u>	<u>0.00</u>
Totals	9	3.8	284.29	72.20	421.21	266.85

<u>Tech 1</u>	<u>Count</u>	Flat Rate Hours <u>Sold</u>	<u>Service</u>		<u>Parts</u>	
			<u>Sales</u>	<u>Cost</u>	<u>Sales</u>	<u>Cost</u>
Grand Totals	210	72.2	5,512.45	1,190.80	7,858.83	5,242.62



Shop Summaries

Gross Profit Bonuses and Opportunities

Customer Pay Metric Trends

All OpCodes Summary

Customer Pay Vehicle Mileage Distribution

Tracked OpCodes Summary

Comebacks

Top 5 Warranty ROs



**Off Grid Customer Pay Repair
Labor**

**Off Matrix Customer Pay Repair
Parts**

Discounts

