**Monthly Checklist for Dealership Owners and General Managers**

“He who fails to plan, plans to fail.”

# Week 3:

* Outstanding Warranty claimed /not claimed – no
* unclaimed over 10 days
* Warranty overages and shortages review and reconciliation
* Sales Inventory Review
* Set Sales Monthly goals with Sales team
* Set Parts and Accessory sales goals with Parts team
* Set Service goals with Service team
* Review leads distribution and follow-up
* Cash Report – AP aging, anticipated cash flow, current cash, upcoming major expenses, Contracts in Transit, Floor plan interest, curtailments, and SOT
* Delivery Fleet inspection
* Check Net Promoter Score by department

# Week 4:

* Biweekly Managers Meeting
* Outstanding Warranty claimed /not claimed – no unclaimed over 10 days
* Review auto-renewing contracts Strategic Market planning
* Review leads distribution and follow-up
* Lost sales review and reflection – Sales Department
* Lost sales review and reflection – Service Department
* Lost sales review and reflection – Parts Department Cash Report – AP again, anticipated cash flow, current cash, upcoming major expenses, Contracts in Transit, Floor plan interest, curtailments, and SOT
* Technician overtime review
* Outstanding employee performance recognition

# Week 1:

* Review sales monthly goals with the Sales team
* Review Parts and Accessory sales goals with the Parts team
* Review Service goals with the Service team
* Review AR with Accounting and Warranty AR, Retail Repair Orders
* Outstanding Warranty claimed /not claimed – no unclaimed over 10 days
* Review leads distribution and follow-up
* Cash Report – AP aging, anticipated cash flow, current cash, and upcoming major expenses, Contracts in Transit,
* Floor plan interest, curtailments, and SOT
* Wholegoods and parts inventory turns by line


# Week 2:

* Biweekly Managers Meeting
* Outstanding Warranty claimed /not claimed – no unclaimed over 10 days
* Obsolete parts Review
* Monthly and/or Quarterly financial review compared against industry benchmarks and KPIs
* Dealership owned Service Tools review
* Review leads distribution and follow-up
* Cash Report – AP aging, anticipated cash flow, current cash, and upcoming major expenses, Contracts in Transit, Floor plan interest, curtailments, and SOT
* Marketing plan update and follow-through
* Strategic Business operation planning
* Technician overtime review


# Daily:

* Customer delivery follow-up call or text
* Recent Service Customer follow-up call or text
* Daily walk-around – Sales Lot, Service Bays, Warehouse, Showroom, Offices, Washrooms, break area, closets, and utility rooms – choose 2 daily
* Check social marketing accounts and online reviews Check post-sale and service survey feedback
* Check text inboxes for unanswered messages
* Daily Service Meeting – 10 minutes, be sure to review goal progress
* Daily Sales Meeting – 10 minutes, be sure to review goal progress
* Daily Parts Meeting – 10 minutes, be sure to review goal progress
* Daily Office Meeting– 10 minutes, be sure to review goal progress
* Find someone in dealership that has gone above and beyond and recognize them, pat on the back, thank you, etc. Hand out gift or bonus
* 10 minutes of quiet contemplation – no interruptions

## Graphical user interface, application  Description automatically generatedReady to boost productivity and efficiency at your dealership?

**Ideal Computer Systems** offers the most comprehensive set of tools for managing dealerships of any size. By working with dealers for over 30 years, we developed an all-in-one dealership management system that is intuitive and easy to use. Ideal provides you with everything you need to run your dealership: inventory control, shop management, sales, CRM, accounting, rental, reports, and more.

**Learn more about what Ideal can do for your dealership.**

Call us at 800-737-1620

Monthly Checklist for Dealership Service Managers

“Good service is good business.”

# Week 1:

* Weekly meeting with Service Writers
* Meet with Parts Manager to discuss status of back ordered parts and special-order parts related to the service department
* Run Service Recap Report to review performance of each Service Advisor and compare labor against monthly goal
* Review Service sales goals with Owner or General Manager
* Run service productivity reports
* Run a report to identify Job Status by Technician
* Review unclaimed/unsubmitted Warranty in your business system’s warranty manager
* Review unpaid or shorted Warranty in your business system’s warranty manager
* Ensure that customers are being updated on their service statuses
* Post Technician Efficiencies and Service Writer Recovery Rates to recognize team performance
* Review Work Order cycle time


# Week 2:

* Weekly meeting with Service Writers
* Run Service Recap Report to review performance of each Service Advisor and compare labor against monthly goal
* Review Service sales goals with Owner or General Manager
* Run service productivity reports
* Run a report to identify Job Status by Technician
* Review unclaimed/unsubmitted Warranty in your business system’s warranty manager
* Review unpaid or shorted Warranty in your business system’s warranty manager
* Ensure that customers are being updated on their service statuses
* Post Technician Efficiencies and Service Writer Recovery Rates to recognize team performance
* Review that all warranty claim causal parts are being returned
* Weekly safety class for the Service department (<10 minutes long)


# Week 3:

* Weekly meeting with Service Writers
* Run Service Recap Report to review performance of each Service Advisor and compare labor against monthly goal
* Review Service sales goals with Owner or General Manager
* Run service productivity reports
* Run a report to identify Job Status by Technician
* Review unclaimed/unsubmitted Warranty in your business system’s warranty manager
* Review unpaid or shorted Warranty in your business system’s warranty manager
* Ensure that customers are being updated on their service statuses
* Post Technician Efficiencies and Service Writer Recovery Rates to recognize team performance
* Dealership owned Service Tools review
* Spot check that shop supplies, disposal fees, and special-order parts freight are being charged consistently

# Week 4:

* Weekly meeting with Service Writers
* Run Service Recap Report to review performance of each Service Advisor and compare labor against monthly goal
* Run service productivity reports
* Review unclaimed/unsubmitted Warranty in Warranty Manager
* Review unpaid or shorted Warranty in Warranty Manager
* Run Financial Statement for departmental income
* Ensure that customers are being updated on their service statuses
* Ensure Service Writers do a lot walk and take inventory of units that haven’t been paid for and reconcile with Work Order statuses and to identify units that haven’t been tagged or flagged
* Do a walk-around to identify safety issues

Post Mechanic Efficiencies to recognize team performance

# Daily:

* Morning meeting with Technicians to identify challenges
* Review Technician daily schedule and make sure everyone is clocked into a Work Order
* Review Work Order counts in your Work Order Manager
* Is there a next step for each Work Order?
* Are there Work Orders with no required hours and no actual hours?
* Run Job Status Report
* Check if Jobs that are put on Pending Hold are being managed
* Are there Work Orders with all Jobs done? Do they need to be reset with times or closed out?
* Review work orders that are “Tech Completed” prior to invoicing for completeness
* Check proper parts are charged and freight is added if applicable
* Check labor is correct – either Flat Rate or Time and Materials
* Check extras are charged like Shop Supplies and Enviro fees
* Check the cost is what was quoted by the customer
* Check text message inbox to address any unanswered customer conversations
* Customer delivery follow-up call or text
* Call customers with issues that cannot be done via text or email
* Ensure that unsold parts are returned to the Parts department
* Review Appointment calendar and make sure appointments are entered properly
* Review Technician timecards throughout the day
* At end of day, update Technician timecards with billable hours

## Speed Up Your Shop Turnaround and Increase Customer Satisfaction with

**TargetCRM**



Grow your dealership’s online reputation. Get paid. Using text message.

Visit **www.idealcomputersystems.com/targetcrm** or call **800-737-1620** to learn more.

**Monthly Checklist for Dealership Controllers**

*“Behind every good business owner there is a great accountant.”*

# Week 2:

* Create A/P Checks
* Payroll
* Review outstanding Floorplan payables
* Reconcile manufacturer statements
* Pay due balances
* Update Bank Reconciliation each week (or day) and clear checks, deposits, JE’s etc. that have cleared the bank
* Close previous month once all reconciliation has been complete
* Post any outstanding GL transactions
* Verify Subledger Balance report is balanced
* Verify cash on-hand and bank account is balanced

# Week 4:

* Create A/P Checks
* Payroll
* Review contracts in transit
* Update Bank Reconciliation each week (or day) and clear checks, deposits, JE’s etc. that have cleared the bank
* Meet with Service Manager to review WIP
* Meet with Parts Manager to review Open Purchase Orders
* Review unmerged credits on AR accounts
* Post Interest and run AR statements
* Review unit inventory balance sheets and compare subtotals
* Reconcile parts pad with GL and do a gap analysis where applicable

# Week 1:

* Create A/P Checks
* Payroll
* Update Bank Reconciliation each week (or day) and clear checks, deposits, JE’s etc. that have cleared the bank
* Print sales analysis and profit reports to review for the previous month
* Pull commission report for sales in previous month
* Run Trial Balance for previous month to find any discrepancies


# Week 3:

* Create A/P Checks
* Payroll
* Review aged A/R ahead of running statements
* Update Bank Reconciliation each week (or day) and clear checks, deposits, JE’s etc. that have cleared the bank
* Run Sales Tax report to pay state taxes


# Daily:

* Post daily Point of Sale batches
* Input all money received – cash, checks, credit cards, wire transfers, etc.
* Update Bank Deposit
* Review End-of-Day reports
* On Parts End-of-Day review for parts selling below cost and low margins
* On Accounting End-of-Day verify Subledger Balance report has no variances
* Input all Accounts Payable invoices received in mail, email, or automatic debits from bank
* Input all Unit Inventory that has arrived
* Input all Completed Unit Sales (Post Deals)
* Enter Equipment Rental invoices as needed
* Post GL Transactions

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Monthly Checklist for Dealership Parts Managers

“If you count all your assets, you always show a profit.”

# Week 1:

* Weekly meeting with Parts Team
* Review Parts sales goals against actual sales
* Ensure that freight and core charges are being collected
* Are freight charges growing?
* Housekeeping
* Ensure that parts are being received timely
* Check that parts are in the right location
* Identify obsolete/dead inventory
* Review bins (Missing/Misplaced items)
* Complete Cycle Counts
* Review Returned Parts statuses
* Review Inventory Turns by product line
* Check for price file updates from manufacturers and update in business system
* Set Sales prices and promotions


# Week 3:

* Weekly meeting with Parts Team
* Review Parts sales goals against actual sales
* Ensure that freight and core charges are being collected
* Are freight charges growing?
* Run service productivity reports
* Housekeeping
* Ensure that parts are being received timely
* Check that parts are in the right location
* Identify obsolete/dead inventory
* Review bins (Missing/Misplaced items)
* Review Returned Parts statuses
* Review Inventory Turns by product line
* Check for price file updates from manufacturers and update in business system


# Week 2:

* Weekly meeting with Parts Team
* Review Parts sales goals against actual sales
* Ensure that freight and core charges are being collected
* Are freight charges growing?
* Housekeeping
* Ensure that parts are being received timely
* Check that parts are in the right location
* Identify obsolete/dead inventory
* Review bins (Missing/Misplaced items)
* Complete Cycle Counts
* Review Inventory Turns by product line
* Check for price file updates from manufacturers and update in business system
* Review Returned Parts statuses
* Review Warranty-Defective parts and dispose of any older than 90 days
* Ensure dead stock is listed on online marketplaces

# Week 4:

* Weekly meeting with Parts Team
* Review Parts sales goals against actual sales
* Ensure that freight and core charges are being collected
* Are freight charges growing?
* Housekeeping
* Ensure that parts are being received timely
* Check that parts are in the right location
* Identify obsolete/dead inventory
* Review bins (Missing/Misplaced items)
* Complete Cycle Counts
* Review Inventory Turns by product line
* Check for price file updates from manufacturers and update in business system
* Review Returned Parts statuses
* Review pending Special Orders
* Review Purchase Orders report
* Review Parts Gross Profit report
* Compare Parts Sales against budget
* Reconcile Inventory Value/WIP with the General Ledger

# Daily:

* Monitor daily numbers in your dealer management system’s Parts Manager
* Parts Volume
* Parts Needed (Special Order Parts and Parts Below Re-order Point)
* Purchase Orders (Review expected date)
* Special Order/Back-Order Details (Review statuses)
* Run daily reports
* Parts Gross Profit
* Parts Sold by Counterperson
* Negative Parts
* Exceptions (Low Margin, Negative, Aged)
* Inventory Adjustments
* Review Special Order Requests from Service Department
* Review and Complete Parts Lookup and Ordering
* Review Order Statuses
* Parts Research
* Parts Ordering
* Parts Received
* Check if parts are being received in a timely manner
* Check that parts are in the correct location
* Compare Profit and Cashflow against your budget
* Make sure that customer-facing areas of free of clutter
* Ensure fronting and facing is complete for all parts displays
* Check all used Work Order items are returned to the Parts department
* Replenish empty parts bins from overstock
* Check text message inbox to address any unanswered customer conversations

**Find Affordable Parts Near You with the Parts Locator**



Would you like to have an easier time finding reasonably priced parts for old equipment?

Thanks to Ideal Parts Locator, you can quickly look up the parts you need at nearby dealerships via an

easy-to-use search functionality.

Visit **www.idealcomputersystems.com/parts-locator** or call **800-737-1620** to learn more.

**Monthly Checklist for Sales Managers**

“Make a customer, not a sale.”

# Week 3:

* Outstanding warranty claimed/not claimed – no
* unclaimed over 10 days
* Sales inventory review
* Set sales monthly goals with sales team
* Review leads distribution and follow-up
* Check trade-in inventory for lot rot, flat tires, and dead batteries
* Ensure warranty registration and rebates are filed for all new products
* Ensure new and used titled equipment is registered
* Ensure all trade-ins are free and clear of bank liens
* Review leads distribution and follow-up
* Check price tags and ensure they’re attached and accurate
* Individual 1 on 1s with staff

# Week 4:

* Biweekly managers meeting
* Strategic market planning
* Review leads distribution and follow-up
* Check trade-in inventory for lot rot, flat tires, and dead batteries
* Ensure warranty registration and rebates are filed for all new products
* Ensure new and used titled equipment is registered
* Ensure all trade-ins are free and clear of bank liens
* Make sure documentation for retail financing is in place for every deal
* Check overtime for hourly employees
* Check price tags and ensure they’re attached and accurate
* Merchandising showroom and lot or sidewalk and highlight any current advertised promotions from manufacturer, distributor, or dealership

# Week 1:

* Review sales monthly goal with the Sales team
* Review Parts and Accessory sales goals with the Parts team
* Check trade-in inventory for lot rot, flat tires, and dead batteries
* Ensure warranty registration and rebates are filed for all new products
* Ensure new and used titled equipment is registered
* Ensure all trade-ins are free and clear of bank liens
* Check inventory turns by product line
* Review leads distribution and follow-up
* Review auto-renewing contracts
* Review and reflect on lost sales
* Ensure all trade-ins are moving through the shop for refurbishing
* Check price tags and ensure they’re attached and accurate


# Week 2:

* Biweekly Managers Meeting
* Check inventory ageing report for potential clearance items
* Check trade-in inventory for lot rot, flat tires, and dead batteries
* Monthly and/or quarterly financial review compared against industry benchmarks and KPIs
* Review leads distribution and follow-up
* Marketing plan update and follow-through
* Strategic Business operation planning
* Ensure warranty registration and rebates are filed for all new products
* Ensure new and used titled equipment is registered
* Ensure all trade-ins are free and clear of bank liens
* Review leads distribution and follow-up
* Check overtime for hourly employees
* Check price tags and ensure they’re attached and accurate


# Daily:

* Follow-up with customers post-sale through call or text
* Check social marketing accounts and online reviews
* Check post-sale survey feedback
* Check text, email, and voicemail inboxes for unanswered messages
* Daily sales meeting – 10-15 minutes, be sure to review goal progress
* Replenish sold units as needed
* Ensure dealership storefront is neat and organized
* 10 minutes of quiet contemplation – no interruptions

**With TargetCRM, you can communicate with customers when they want it,**

**the way they want it.**



**Send targeted promotions that work, put an end to phone tag, and do more to grow your dealership’s online reputation with Ideal TargetCRM.**

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