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

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

* Review Sales Monthly Goals with Sales Managers/salespeople
* Review Parts and Accessory Sales Goals with Manager
* Review Service Sales goals with Manager
* Review AR with Accounting and Warranty AR, Retail Repair Orders – Use AR Manager Menu in your DMS and filter by AR/departmental code
* Outstanding Warranty claimed/not claimed – No unclaimed over 10 days – Run Aged Unclaimed Warranty Report in your DMS
* Leads distribution and follow-up
* Cash Report – Anticipated cash flow, current cash, and upcoming major expenses, contracts in transit, floor plan payments
* View RECT Reports – Review repair event cycle time to identify service bottlenecks and compare your dealerships performance against industry benchmarks

# Week 1:



* Biweekly Managers Meeting
* Outstanding Warranty claimed /not claimed – No unclaimed over 10 days – Run Aged Unclaimed Warranty Report in your DMS
* Obsolete Parts Review – Access this information in your DMS in the Parts Manager module
* Accessory Store Inventory Review – New items for Accessory Store
* Monthly & Quarterly Financial Review – Run balance sheet & P/L report, consolidated reports where necessary, and build & run the DMS financial report
* Dealership-owned service tools inspection – Air compressor
* Leads distribution and follow-up
* Cash Report – Anticipated cash flow, current cash, and upcoming major expenses, contracts in transit, floor plan payments
* Marketing plan update and follow-through
* Strategic business operation planning

# Week 2:



# Week 4:

* Biweekly Mangers Meeting
* Outstanding Warranty claimed /not claimed – No unclaimed over 10 days – Run Aged Unclaimed Warranty Report in your DMS
* Contracts in Transit – Monitor via your DMS AR Manager
* Strategic Market planning
* Leads distribution and follow-up
* Lost sales – Sales Department
* Lost sales – Accessory Store / Service
* Cash Report – Anticipated cash flow, current cash, and upcoming major expenses, contracts in transit, floor plan payments
* Company vehicle inspection



# Week 3:

* Outstanding Warranty claimed /not claimed – no unclaimed over 10 days – Run Aged Unclaimed Warranty Report in your DMS
* Contracts in Transit – Monitor via your DMS AR Manager
* Sales Inventory Review
* Set Sales Monthly Goals with Sales Managers/Salespeople
* Set Parts and Accessory Sales Goals with Manager
* Set Service Sales Goals with Manager
* Leads distribution and follow-up
* Cash Report – Anticipated cash flow, current cash, and upcoming major expenses, contracts in transit, floor plan payments



* Recent customer delivery follow-up call
* Recent service customer follow-up call
* Daily walk around – sales lot, service bays, warehouse, showroom, offices, washrooms, break area, closets, and utility rooms – Choose 2 daily
* Check Facebook, Twitter, LinkedIn, website, other social marketing accounts
* Daily Service Meeting – 10 minutes, be sure to review goal progress
* Daily Sales 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, and say thank you
* 10 minutes of reflection – No interruptions!



# Daily:

**Ready to get comprehensive RECT Reporting for your dealership?**

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**IDS RECT** gives you the ability to pinpoint and solve key bottlenecks at your dealership, so you can speed up service, reduce employee burnout, and deliver a better customer experience.

Call IDS to leaTo get your free RECT report, visit here:

**www.ids-astra.com/services/rect/**

Monthly Checklist for Dealership Controllers

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

* Input all money received – cash, checks, credit cards, wire transfers, etc.
* Verify all ports have run the Till Reconciliation routine
* Update Bank Deposit
* 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)
* Post GL Transactions

# Daily:



* Create A/P Checks
* Payroll
* Review contracts in transit to verify none over 10 days
* Review aged A/R
* Review outstanding Floorplan payables
* Review outstanding Trade Payoffs
* Review outstanding A/P invoices for purchased inventory
* Update Bank Reconciliation each week (or day) and clear checks, deposits, JE’s etc. that have cleared the bank

# Weekly:



# Month-End Preparation:

* Review Posted Deals
* Review Open Work Orders based on age, to determine why open and finalize if all work completed
* Review Aged Unclaimed Warranty
* Review Open Purchase Orders based on age, to determine why open and receive parts if they have arrived or cancel parts order if parts not expected to be received
* Review Aged Accounts Receivable
* Review Aged Accounts Payable
* Review A/P Reports for payables created by your dealer management system



# Month-End Analysis & Verification - Inventory

* Reconcile Inventory
* Print Balance Sheet through current period (as of today)
* Print Inventory by GL account Report
* Compare subtotals from Inventory by GL account report to same GL accounts on balance sheet
* If subtotals are in agreement, you are done. If not, print the GL schedule report for the account(s) that do not reconcile
* Compare the GL schedule report stock number totals to the inventory by GL account report for each stock number



# Month-End Analysis & Verification – A/P:

* Reconcile A/P o Print Balance Sheet through current period (as of today)
* Print A/P Invoices by GL account report
* Run through end of month date
* Sort by “I” invoice number
* Compare subtotals from A/P Invoices by GL account report to same GL accounts on balance sheet
* If subtotals are in agreement, then you are done. If not, print the GL schedule report for the account(s) that do not reconcile
* Compare the GL schedule report invoice number totals to the Invoice by GL account report for each stock number



# Month-End Analysis & Verification – A/R:

* Reconcile A/R
* Print Balance Sheet through current period (as of today)
* Print invoices by GL account report
* Compare subtotals from Invoices by GL account report to same GL accounts on balance sheet
* If subtotals are in agreement, then you are done. If not, print the GL schedule report for the account(s) that do not reconcile
* Compare the GL schedule report invoice number totals to the Invoice by GL account report for each invoice number



# Month-End Analysis & Verification - Floorplan:

* Reconcile Floorplan
* Print Balance Sheet through current period (as of today) · GL – GL Reports – Balance Sheet (as of current month)
* Print Floorplan by GL account report
* Compare subtotals from Floorplan by GL account report to same GL accounts on balance sheet
* If subtotals are in agreement, you are done. If not, print the GL schedule report for the account(s) that do not reconcile
* Compare the GL schedule report stock number totals to the inventory by GL account report for each stock number
* Find the stock numbers that do not match



# Month-End Analysis & Verification - Sales:

* Print sales analysis report for month
* Print finance profit report for month and verify total deals with finance manager



* Reconcile Sublet Payable
* Review each Work Order
* Is RO Finalized? – Has payment been made?
* Reconcile Unclaimed Warranty
* Reconcile Accrued Parts Liability
* Print balance sheet for month being closed
* Review other GL Accounts on balance sheet that have not been reviewed
* Notes payable
* Fixed Assets
* Prepaid Expenses
* Other liabilities

# Month-End Analysis & Verification –

# Sales Tax



* Print Floorplan / Inventory Schedule Report
* Print GL Schedule Report for A/P Floorplan account
* (2030001)
* Compare/reconcile to Floorplan statement from Floorplan
* Company

# Reconcile Floorplan GL to

# Floorplan Company Statement:



* Reconcile Parts Inventory

# Month-End Analysis & Verification –

# Parts:



* Verify all deals & commissions are posted for the month

# Month-End Analysis & Verification –

# Payroll/Commissions



* Verify all Bank Deposits have been recorded
* Review Bank Deposit Report
* Verify all AP checks / EFT’s have been input
* Review Check Register
* Perform Bank Reconciliations
* Reconcile each Bank GL account to bank statement
* Print Bank Reconciliation Report

# Month-End Analysis & Verification –

# Bank Accounts:



* Batch Sales Tax
* Print Unbatched Tax Report – compare 2232401 balance with the report balance
* Create Sales Tax Payable

# Month-End Analysis & Verification –

# Sales Tax:



* Post GL Transactions
* Close Month
* Print balance sheet
* Print Profit & Loss Statement
* Print DMS Report
* Rebuild Cross Reference
* Validate DMS
* Print GL Reports
* Balance sheet, P&L Report, DMS, Cash Flow, AP & AR Subledgers
* Floorplan / Inv Schedule Report
* Bank Reconciliation Report
* Any other applicable reports for your dealership

# Close the Month:



**Fuel the Success of Your Dealership with an Integrated Solution**

IDS isn’t just a dealer management system. It’s an end-to-end ecosystem that seamlessly integrates every department of your dealership, from Accounting to Sales to Service.

Graphical user interface, application

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Call IDS to lean more at **1-800-769-7425**

Monthly Checklist for Dealership Service Managers

“Good service is good business.”

* 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 author
* Review unclaimed/unsubmitted Warranty in Warranty Manager
* Review unpaid or shorted Warranty in Warranty Manager
* Review paid Warranty by author in AR Report
* Ensure that customers are being updated on their service statuses
* Post Mechanic Efficiencies to recognize team performance

# Week 1:



* 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 author
* Review unclaimed/unsubmitted Warranty in Warranty Manager
* Review unpaid or shorted Warranty in Warranty Manager
* Review paid Warranty by author in AR Report
* Ensure that customers are being updated on their service statuses
* Post Mechanic Efficiencies to recognize team performance

# Week 2:



# 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
* Run Repair Event Cycle Time (RECT) report to identify bottlenecks in your service department and benchmark performance against other dealers in your region
* Review unclaimed/unsubmitted Warranty in Warranty Manager
* Review unpaid or shorted Warranty in Warranty Manager
* Review paid Warranty by author in AR Report
* Run Financial Statement for departmental income
* Ensure that customers are being updated on their service statuses
* Do a lot walk and take inventory of units that haven’t been paid for and reconcile with Work Order statuses

Post Mechanic Efficiencies to recognize team performance



# 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 author
* Review unclaimed/unsubmitted Warranty in Warranty Manager
* Review unpaid or shorted Warranty in Warranty Manager
* Review paid Warranty by author in AR Report
* Ensure that customers are being updated on their service statuses
* Post Mechanic Efficiencies to recognize team performance



* 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 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



# Daily:

**Service More Units and Speed Up Your Repair Event Cycle Time with IDS ServiceCRM**

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Ready to close Work Orders faster, improve customer communications, and increase the number of

units serviced at your shop each day?

Learn more at [**www.ids-astra.com/service360**](http://www.ids-astra.com/service360) or reach out at **1-800-962-7872** or [**support@ids-astra.com**](mailto:support@ids-astra.com)

Monthly Checklist for Dealership Parts Managers

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

* Weekly meeting with Parts Team
* Review Parts sales goals against actual sales
* Ensure that freight handling 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)
* Complete Cycle Counts
* Review Returned Parts statuses
* Review Inventory Turns
* Set Sales prices and promotions

# Week 1:



* Weekly meeting with Parts Team
* Review Parts sales goals against actual sales
* Ensure that freight handling 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)
* Complete Cycle Counts
* Review Inventory Turns
* Review Returned Parts statuses

# Week 2:



# Week 4:

* Weekly meeting with Parts Team
* Review Parts sales goals against actual sales
* Ensure that freight handling 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)
* Complete Cycle Counts
* Review Inventory Turns
* 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



# Week 3:

* Weekly meeting with Parts Team
* Review Parts sales goals against actual sales
* Ensure that freight handling 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)
* Complete Cycle Counts
* Review Inventory Turns
* Review Returned Parts statuses

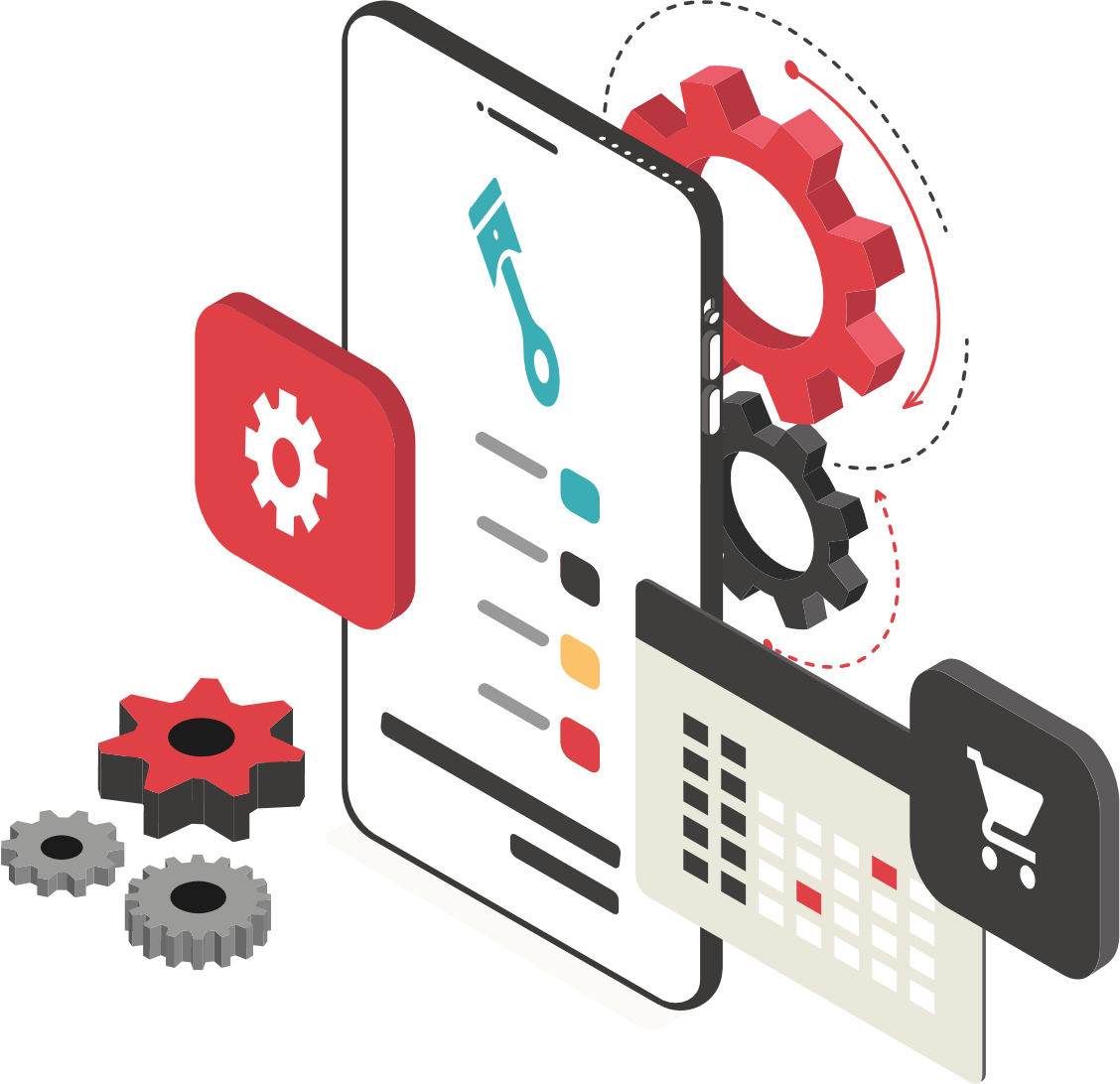


* Monitor daily numbers in your DMS Parts Manager
* Parts Movement
* Parts Needed (Special Order Parts and Parts Below Re-order Point)
* Purchase Orders (Review expected date)
* Special Order Details (Review statuses)
* Run daily reports
* Parts Gross Profit
* Parts Sold by Operator
* Negative Parts
* Exceptions (Low Margin, Negative, Aged)
* Review Special Order Requests from Service Department
* Review and Complete Parts Lookup
* Review Job Status Codes
* Parts Research
* Parts Ordering
* Parts Received
* Check if parts being received in a timely manner
* Check that parts are in the correct location
* Run a daily doc and compare it against your budget



# Daily:

**Digitize Parts Request Forms with IDS Parts Request Manager**



Say goodbye to paper request forms and special-order parts cards. Send parts requests right from your mobile device.

Learn more at [**www.ids-astra.com/service360**](http://www.ids-astra.com/service360) or reach out at **1-800-962-7872** or [**support@ids-astra.com**](mailto:support@ids-astra.com)

**Daily Checklist for Dealership Service Writers**

“To keep a customer demands as much skill as to win one.”



# Daily:

* Review and prep for current day drop-offs and pick-ups
* Respond to any messages received the prior day
* Review open Work Orders
* Confirm parts ETAs
* Confirm labor scheduled dates
* Revise promised dates as needed
* Provide status updates to on-lot customers
* Enter new Work Orders for the day
* Confirm next day appointments
* Check warranty ROs for any issues
* Close completed ROs
* Reach out to existing customers about upsell opportunities like sales promotions and preventative maintenance

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units serviced at your shop each day?

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**Monthly Checklist for Dealership Sales Managers**

*“Make a customer, not a sale.”*

* Review sales monthly goal with the Sales team
* Ensure warranty registration and rebates are filed for all new products
* Check inventory turns by product line
* Review leads distribution and follow-up
* Ensure that price tags are attached to all units and accurate
* Walk the showroom and lot to ensure it is clean, organized, and presented in a way that is inviting to customers
* Ensure all units displayed are in good, sellable condition
* Approve hourly employee timesheets

# Week 1:



* Set monthly goals with the Sales team
* Individual 1-on-1s with staff
* Review leads distribution and follow-up
* Ensure warranty registration and rebates are filed for all new products
* Ensure that price tags are attached to all units and accurate
* Walk the showroom and lot to ensure it is clean, organized, and presented in a way that is inviting to customers
* Ensure all units displayed are in good, sellable condition
* Approve hourly employee timesheets

# Week 3:



# Week 4:

* Biweekly Managers Meeting
* Review leads distribution and follow-up
* Ensure warranty registration and rebates are filed for all new products
* Ensure that price tags are attached to all units and accurate
* Walk the showroom and lot to ensure it is clean, organized, and presented in a way that is inviting to customers
* Ensure all units displayed are in good, sellable condition
* Check overtime for hourly employees
* Approve hourly employee timesheets
* Review contracts in transit



# Week2:

* Biweekly Managers Meeting
* Review inventory aging report to assess pricing adjustment and reconditioning needs
* Monthly and/or quarterly financial review compared against industry benchmarks and KPIs
* Review leads distribution and follow-up
* Meet with marketing to review current campaigns
* Ensure warranty registration and rebates are filed for all new products
* Ensure that price tags are attached to all units and accurate
* Walk the showroom and lot to ensure it is clean, organized, and presented in a way that is inviting to customers
* Ensure all units displayed are in good, sellable condition
* Check overtime for hourly employees
* Approve hourly employee timesheets

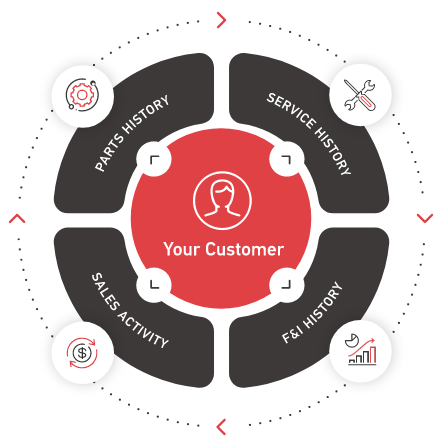


* Review current day’s deliveries with internal stakeholders
* Follow-up with customers post-sale through call or text
* Follow-up with lost opportunities to identify room for improvement in the sales process
* Check social marketing accounts and online reviews
* Check post-sale survey feedback
* Check text, email, and voicemail inboxes for unanswered messages
* Daily sales meeting – 10-15 minutes, be sure to review goal progress
* Reorganize units on lot as needed
* Ensure dealership storefront is neat and organized
* Ensure units are being locked and unlocked, and notify service manager if any needs are identified



# Daily:

**Equip Your Salespeople with a 360° View of Your Customer  
with IDS SalesCRM**



Understand your customers better, so you can build stronger relationships and sell more.

Learn more at [**https://www.ids-astra.com/salescrm/**](http://www.ids-astra.com/service360) or reach out at **1-800-962-7872** or [**support@ids-astra.com**](mailto:support@ids-astra.com)