

**A Daily Work Plan for your Office! The easy answer to the questions; "are we doing this?" or "is it handled?"**



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Search for: [input] [Q]

Criteria:  all  any

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Alert: [input]  
Due Date: [input]

Alert	Task Name	Due Date	Assigned To
Due	Advertising - Accrue	8/1/2010	Sandi Jerome
OK	Advertising - Manager Budget	8/24/2010	Sandi Jerome
OK	Advertising Budget Vs Actual Report	9/2/2010	Sandi Jerome
	AR - NSF check		

Done Details found: 1.

Date	Performed By	Comments	Filename	Completed Y/N	Email	Notes
8/2/2010	Jenny Smith	Went over with Sam and John at Wed mgr meeting	arpastdue.xls	Y	jenny@crsauto.com	

- ✓ Shows tasks by Daily, Weekly, Monthly, Yearly and Fixed Due Dates
- ✓ Indicates if a task is **Due** or **OK** if completed – sort or search for past due tasks and email the assigned person – with the spreadsheet they were supposed to do!
- ✓ Create for your dealership specific "How to" and attach the spreadsheet you want them to use
- ✓ Includes **Sandi's Tips** on how to perform a task and spreadsheets
- ✓ When your office staff logs on, they can see their own Assigned Tasks and due dates and create "Done" records with notes and attached files



**Redbook Order Form**

\_\_\_\$95 a month\* (50% off!) charged monthly, or  
\_\_\_\$950\*\* a year – (50% off and two months free!)

\_\_\_ # of dealerships X \_\_\_\$95 or \_\_\_\$950

Signature: \_\_\_\_\_ Cardholder's name \_\_\_\_\_

Credit Card Authorization: Card# \_\_\_\_\_ Exp Date \_\_\_\_/\_\_\_\_ CVC code \_\_\_\_

Cardholder address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_ Zip \_\_\_\_\_

Contact Person: \_\_\_\_\_ Email address: \_\_\_\_\_

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**\*Normal pricing starting in 2013, \$195 a month. 50% off for beta testers and subscribers to Sandi's Profit Retention Newsletter.**

## What are Tips?

In addition to our growing list of Tasks, Redbook contains Tips on how to perform the task – and often the spreadsheet to use. Here is an example of a “Tip” for detailing Expenses.

*Depending on your computer system, detailing your expense account usually involves an inquiry of the account. If possible get all the accounts at once and then cut and paste the detail into Excel. For example if you have R+R, you'd use job 0504 (use next to move to the next account), 0367, or 0368. For ADP, you can use AGRI. If you have some of the newer programs like ERA XT reporting or ADP's w.e.b.Suite series – or one of the new PC-based DMS systems– detailing accounts is much easier. You can normally cut and paste from the screen into Excel. There are also add-on products like ADP's AGRE with PBX to get a report of base accounts. In addition, you can write a query or RPG from your detail files; GL.JE.DTL for ADP with the account type of "E" or the file JOURNAL for R+R. For other systems use their reporting tool from the GL detail file and either use a range of accounts to get all the accounts in your base account, or pull all with a type of expense into Excel and you can filter in that product. We hope to have a new product ready in the fall, Expense Master that should help you in this process.*

## Redbook Tasks List

Task Name	Description	Frequency
Advertising - Manager Budget	Excel spreadsheet that is emailed to managers	Monthly
Advertising - Accrue	Purchase order created on DMS system for each vendor on budget spreadsheet from managers	Monthly
Advertising Budget Vs Actual Report	Excel spreadsheet that is emailed to managers	Monthly
AR - NSF check receivable - Review	Review with responsible manager for each item, can be an email or heat sheet	Weekly

AR - NSF checks - Adjust bank	Create an adjusting entry to remove from bank account to receivables	Daily
AR - Past Due Management Meeting	Review with responsible manager (s) for AR accounts past due meeting	Monthly
AR - Past Due Report to Parts and Service Managers	Email AR Past Due report to Parts and Service Managers with Notes	Weekly
AR - Review credit limits	Run exception report of any AR accounts that over or near credit limit	Monthly
AR - Review with AR clerk	Review schedule with AR clerk any past due accounts	Weekly
Bank reconciliation	Bank reconciliation	Daily
Cash Budget Vs Actual Report	Compare Cash Budget to Actual	Monthly
Cash Flow Analysis	Cash Flow with a Daily Cash Position report	Daily
Customer Complaints/Legal Issues - report	Maintain a Word document of all ongoing legal issues and complaints	Monthly

Customer Retention report	How many customers have been in for service during the past 2 years?	Monthly
Customer Service Report from Factory	Customer Service Report from Factory	Monthly
Deals not in Office Report	Deals not in Office Report	Daily
Deals That Accounting Gross Does Not Match Sales D	Deals That Accounting Gross Does Not Match Sales D	Weekly
Deals That Gross Profit Is Less Than Benchmark	Deals That Gross Profit Is Less Than Benchmark	Weekly
Demo report	Demo report	Yearly
Expense Account Analysis	Detail all expense accounts and use base and vendor to analyze	Monthly
Financial Statement - Final Print	Financial Statement - Final Print	Close
Financial statement - 20 group reporting form	Financial statement - 20 group reporting form	Close
Financial Statement - Mail or email copies	Financial Statement - Mail or email copies	Close
Financial Statement - Transmit	Financial Statement - Transmit	Close
Financial Statement Memo accounts	Financial Statement Memo accounts	Close

Financial Ststement Draft for approval	Financial Ststement Draft for approval	Monthly
Fixed Asset Purchases report	Fixed Asset Purchases report	Monthly
Holdback - Schedule clean	Holdback - Schedule clean	Weekly
Insurance Claims - listing Of All Losses, Accident	Insurance Claims - listing Of All Losses, Accident	Monthly
Manager's Bonuses	Manager's Bonuses	Monthly
New Vehicle Worksheet, Sold YTD, In Stock By Model	New Vehicle Worksheet, Sold YTD, In Stock By Model	Weekly
Parts Management Report	Parts Management Report	Monthly
Parts override report	Parts override report	Weekly
Payroll taxes due	Payroll taxes due	Fixed Date
Repair Orders - open over 3 days old	Repair Orders - open over 3 days old	Daily
Reserves - Schedule clean	Reserves - Schedule clean	Monthly
Sales tax - pay	Sales tax - pay	Monthly
Sales tax report complete	Sales tax report complete	Fixed
Service Advisor Labor Hour Sales	Service Advisor Labor Hour Sales	Weekly
Service Comeback Report	Service Comeback Report	Monthly

Service hours Left Unsold In The Shop	Service hours Left Unsold In The Shop	Daily
Service hours sold in shop yesterday	Service hours sold in shop yesterday	Daily
Service override report	Service override report	Weekly
Special Order Parts Not Picked Up	Special Order Parts Not Picked Up	Weekly
Service Technician Productivity And Efficiency	Service Technician Productivity And Efficiency	Weekly
Used Vehicle overage report	Used Vehicle overage report	Daily
Users on DMS - run list and verify	Users on DMS - run list and verify	Daily
Service Vehicles Not Ready When Promised report	Service Vehicles Not Ready When Promised report	Weekly
Vehicle Receivables over 3 days old	Vehicle Receivables over 3 days old	Daily
Warranty Claims - Schedule review	Warranty Claims - Schedule review	Weekly
Warranty Claims - Write off small balances	Warranty Claims - Write off small balances	Weekly
Warranty Claims Over 30 Days	Warranty Claims Over 30 Days	Monthly
Warranty Credits - apply	Warranty Credits - apply	Weekly

Wholesale Deals Sold At A Loss	Wholesale Deals Sold At A Loss	Monthly
Computer Billing analysis	Reconcile the DMS billing to the contract	Monthly
Credit Bureau Check	Check the amount you're being charged for credit bureau fees and how many are being run	Yearly
Job Description Update	Update the job descriptions for everyone in the dealership	Yearly
Budget Expenses	Create a budget for next year's expenses	Yearly
Budget and Forecast	Create the budget and forecast for next year	Yearly
Cash Sales - Reconcile	Tips on finding shortages	Daily
Vacation Accrual	Create an accrual each year for unpaid vacations	Yearly
Identity Theft Prevention Program	Write your initial ITPP program	Fixed Date
Identity Theft Prevention Program - Audit	ITPP Admin - Audit and checkup	Monthly
Computer IT Cost - Analyze	Perform an IT cost analysis	Yearly

Employee - Rate for Review	Rate your employees in preparation for their review	Yearly
Employee Reviews	Review each employee on their anniversary date	Monthly
Chargebacks	Analyze your new and used chargebacks for the month	Monthly
Deals - Mini deals	Analyze the deals sold at a mini for the month	Monthly
Commission Expense	Analyze commission expense	Monthly
Contracts in Transit - Frozen Analysis	Create a report that analyzes any frozen contracts in transit	Monthly
Warranty Claims - Frozen Asset	Analyze the balance in the warranty claims account to see if excessive	Monthly
Finance Reserve - Frozen Asset	Analyze the balance in Finance Reserves to see if excessive	Monthly
Finance Reserve - Schedule or Account	Clean finance reserve schedule or reconcile accounts	Monthly

Finance Reserve - Check agreements with Lenders	See if lenders are holding a reserve amount	Yearly
Finance Reserves - chargebacks	Do a random check of the chargebacks for repos and early payoffs	Monthly
AR - Frozen Asset	Analyze the balance in your AR account to see if excessive	Monthly
New Inventory - Days Supply	Calculate your day's supply of new inventory	Monthly
New Inventory - Review ordering procedure	Complete this worksheet and determine how vehicles are ordered and their status notification	Monthly
Bonus payroll - calculate	After draft financial statement, accrue bonuses	Close
Bonus payroll - accrue	Bonus payroll - accrue	
Create daily bank deposit	Create daily bank deposit	Daily
Daily cash sales - make sure it is zero	Daily cash sales - make sure it is zero	Daily
Close daily receipts and match to bank deposit	Close daily receipts and match to bank deposit	Daily
Take deposit to the bank	Take deposit to the bank	Daily

AR Send out statements	AR Send out statements	Monthly
Service open repair order report	Service open repair order report	Weekly
AR accounts - Add new	AR accounts - Add new	Daily
AR accounts - approve new	Verify references on new account forms and forward completed application to management for approval.	Weekly
AP accounts - approve new	AP accounts - approve new	Weekly
AP accounts -Add new	AP accounts -Add new	Weekly
Extended warranty claims - Submit	Extended warranty claims - Submit	Daily
Receipt in down payments	Receipt in down payments	Daily
F&I night deposit	Reconcile any receipts given by F&I at night and the weekend to the amount in the drop safe	Daily
Close repair orders – Cash and charges	Close repair orders – Cash and charges	Daily
Close repair orders – Internals	Close repair orders – Internals	Daily
AP invoices for sublet, accounting and post	AP invoices for sublet, accounting and post	Daily

AP invoices for parts, accounting and post	AP invoices for parts, accounting and post	Daily
AP invoices for new/used vehicles, acct & post	AP invoices for new/used vehicles, acct & post	Daily
AP checks - prepare	AP checks - prepare	Monthly
AP statements - reconcile	AP statements - reconcile	Monthly
Sign checks	Sign checks	Daily
Send contracts to the bank	Send contracts to the bank	Daily
Post EFTs for contracts paid	Post EFTs for contracts paid	Daily
Post EFT for factory rebates and other credits	Post EFT for factory rebates and other credits	Weekly
Submit rebates	Submit rebates	Weekly
Credit Life AH new policies - submit	Credit Life AH new policies - submit	Daily
Credit Life AH new policies - pay	Credit Life AH new policies - pay	Monthly
Credit Life AH new policies - refunds, process	Credit Life AH new policies - refunds, process	Weekly
Finalize deals on DMS - reconcile to sales gross	Finalize deals on DMS - reconcile to sales gross	Daily
Extended new policies - submit	Extended new policies - submit	Daily
Extended new policies - pay	Extended new policies - pay	Weekly

Extended new policies - refunds, process	Extended new policies - refunds, process	Monthly
Sales commissions - calculate, accrue/voucher	Sales commissions - calculate, accrue/voucher	Daily
Sales commissions - prepare for payrolls	Sales commissions - prepare for payrolls	Weekly
Heat sheet for car deal due report	Heat sheet for car deal due report	Monthly
Payoff/EFT floor plan	Payoff/EFT floor plan	Daily
Prepare key tags for new	Prepare key tags for new	Daily
Prepare key tags for used	Prepare key tags for used	Daily
Lien payoffs - reconcile schedule, put on heat she	Lien payoffs - reconcile schedule, put on heat she	Weekly
License fees - reconcile schedule, put on heat sh	Purify the title fees schedule and provide management with a listing of any uncollected fee.	Weekly
Titles, compare to inventory list	Titles, compare to inventory list	Perform a monthly "title to vehicle" inventory che
Payoff trades-in	Payoff trades-in	Monthly
Create a jacket for trades	Create a jacket for trades	Daily

Add vehicles into DMS - New	Add vehicles into DMS - New	Daily
Add vehicles into DMS - Used	Add vehicles into DMS - Used	Daily
New Vehicles - Stock in	New Vehicles - Stock in	Daily
Used Vehicles - Stock in	Used Vehicles - Stock in	Daily
New Vehicles - post accounting for purchase	New Vehicles - post accounting for purchase	Weekly
Supervise cashiers - hours worked	Supervise cashiers - hours worked	Weekly
Supervise phones, receptionist, hours worked	Supervise phones, receptionist, hours worked	Weekly
Cashier, relieve for breaks	Cashier, relieve for breaks	Daily
Receptionist, relieve for breaks	Receptionist, relieve for breaks	Daily
Supervise office staff hours	Supervise office staff hours	Weekly
Employee insurance - add new employees	Employee insurance - add new employees	Daily
Employee insurance - delete terminated/Cobra	Employee insurance - delete terminated/Cobra	Daily
Employee insurance - pay statement	Employee insurance - pay statement	Monthly

Employee receivables - reconcile schedule	Employee receivables - reconcile schedule	Monthly
OSHA claims - submit	OSHA claims - submit	Daily
OSHA claims, prepare report	OSHA claims, prepare report	Fixed Date
OSHA claims, post report and file	OSHA claims, post report and file	Fixed Date
Other insurance claims – accident reports	Other insurance claims – accident reports	Weekly
Payroll, Technician time – submit	Payroll, Technician time – submit	Monthly
Payroll – hourly employee time submit	Payroll – hourly employee time submit	Weekly
Bonus - compare to pay plans	Randomly check bonus payroll to original pay plan agreements	Monthly
Payroll calculate, update, print	Payroll calculate, update, print	Monthly
Payroll distribution between companies	Payroll distribution between companies	Yearly
Payroll Annual Reports, W2, submit taxes	Payroll Annual Reports, W2, submit taxes	Fixed Date
Payroll Qtr reports, submit taxes	Payroll Qtr reports, submit taxes	Fixed Date

Sales tax report - Exceptions	For an exceptions or deductions from Sales Tax, verify paperwork	Monthly
Factory parts/monthly statement	Factory parts/monthly statement	Monthly
Floorplan schedule - reconcile	Floorplan schedule - reconcile	Weekly
Floorplan reconcile to Lender's report	Floorplan reconcile to Lender's report	Monthly
Dealer trades – get paperwork ready	Dealer trades – get paperwork ready	Daily
Dealer trades - reconcile schedule	Dealer trades - reconcile schedule	Weekly
Dealer trades - payoff floorplan	Dealer trades - payoff floorplan	Daily
Dealer trades – post	Dealer trades – post	Daily
Titling of vehicles - Used	Verify that funds have been collected and the correct lien holder paid off before processing title applications	Daily

Titling of vehicles - New	Verify that funds have been collected and the correct lien holder paid off before processing title applications	Daily
Wholesales deals – post	Wholesales deals – post	Monthly
Wholesales get paperwork ready for auction/wholesa	Wholesales get paperwork ready for auction/wholesa	Monthly
Checks - on demand, type	Checks - on demand, type	Monthly
Factory communicates distribute	Factory communicates distribute	Daily
Factory communicates retrieve	Factory communicates retrieve	Monthly
Mail - distribute	Mail - distribute	Daily
Mail - Open	Mail - Open	Monthly
Report new deliveries to factory (RDR)	Report new deliveries to factory (RDR)	Monthly
Purchase orders - issue	Purchase orders - issue	Monthly
Mailers, flyers - send out	Mailers, flyers - send out	Monthly
Service appointments - take phone calls	Service appointments - take phone calls	Yearly
Order sales and service supplies (key tags, etc)	Order sales and service supplies (key tags, etc)	Monthly

Office supplies - order	Office supplies - order	Weekly
Office supplies - put away/organize	Office supplies - put away/organize	Weekly
Repair PCs, printers	Repair PCs, printers	Monthly
Add users to the network, passwords	Add users to the network, passwords	Monthly
DMS system - Add users, passwords	DMS system - Add users, passwords	Monthly
DMS system administration – backup	DMS system administration – backup	Daily
DMS system - updates	DMS system - updates	Weekly
Filing – Car Deals	Filing – Car Deals	Daily
Filing - Checks	Filing - Checks	Daily
Filing - AP folders	Filing - AP folders	Daily
Filing - Payroll	Filing - Payroll	Daily
AP - Maintain authorized vendor list	AP - Maintain authorized vendor list	Monthly
Sublet schedule - reconcile	Sublet schedule - reconcile	Weekly
AP - prepare cash required estimate	AP - prepare cash required estimate	Monthly
Forms - maintain sample book and vendor source	Forms - maintain sample book and vendor source	Monthly
Forms - take inventory of supply/order	Forms - take inventory of supply/order	Monthly

Postage - fill meter with value	Postage - fill meter with value	Monthly
Postage - check unauthorized use	Randomly go through mail waiting for meter stamp and verify business use or collection of postage	Weekly
Mail - outgoing to post office	Mail - outgoing to post office	Daily
HR - Recruit new employees, place advertisements	HR - Recruit new employees, place advertisements	Daily
HR - Review all company memos to employees and and	HR - Review all company memos to employees and and	Daily
HR - Interviews	Arrange interviews for potential employees with managers, staff	Daily
HR - Tests, references	Administer screening tests, and provide reference checks.	Daily
HR - Employee databases	Maintain database of interviews and new hires to meet government requirements.	Weekly

HR - New employees	Provide new employee orientation, including completion of all required paperwork and dealership tour.	Daily
HR - Terminations	Handle all terminations including exit interview and required documentation.	Daily
HR - Get competitive bids for medical and dental i	HR - Get competitive bids for medical and dental i	Yearly
HR- Update employee hand book as necessary	HR- Update employee hand book as necessary	Weekly
DOC/MIS - distribute	DOC/MIS - distribute	Daily
DOC/MIS - prepare	DOC/MIS - prepare	Daily
DOC/MIS - modify for new account numbers/info	DOC/MIS - modify for new account numbers/info	Weekly
DOC/MIS - reconcile to Financial statement for acc	DOC/MIS - reconcile to Financial statement for acc	Close
DMS - arrange for staff training	DMS - arrange for staff training	Weekly

AR - Collection guidelines	Insure that the dealership is in compliance with current collection regulations regarding the hours to call, place of employment calls, and number of contacts allowed.	Monthly
AR - Send copies of invoices for any invoices not	AR - Send copies of invoices for any invoices not	Weekly
DMS - setup of F&I Interface	Maintain the computer interface between sales, F&I, and accounting for error free transfer of information between departments and "autoposting"	Monthly
DMS - setup of Parts/Service Interface	Make sure all parts and service invoices are autoposting without errors. Add new payment codes if necessary	Monthly

Rebates - maintain master file of all programs	Rebates - maintain master file of all programs	Monthly
Accounting - policy guide, internal controls	Create/maintain guide based on audit/review comments	Yearly
Manufacturer guide - review and update	Maintain the guide from manufacturer regarding sales and service policies	Monthly
Legal provider	Review agreement with legal providers regarding billable hours, rates	Yearly
Audit/Review, CPA provider	Review agreement with CPA regarding billable hours, rates, services	Yearly
DMS - utilization audit	Perform a computer utilization audit to determine % of usage by department	Yearly
DMS - change forms as required	Make sure all forms are legal and updated	Monthly
IT - Technology budget	Creation of a technology budget and long-term planning for technology	Monthly

IT - Virus protection	Protection of the system computers from viruses and attacks	Daily
IT - email system	Maintenance of email system	Daily
IT - software updates	Update of software programs to current versions	Monthly
IT - Selection of technology	Assist management in the selection of technology, proposing any updates	Yearly
IT - Internet access	Restriction of Internet access as requested by management	Daily
IT - Security	Review security control of passwords and network access	Monthly
IT - Data protection	Review Safeguard/Identity Theft of the customer database and other company data	Monthly
Payroll 401K plan - enroll employees	Payroll 401K plan - enroll employees	Monthly
Payroll 401k plan - delete employees	Payroll 401k plan - delete employees	Monthly

Payroll 401K plan - submit payments	Payroll 401K plan - submit payments	Monthly
Payroll 401K plan - review provider/administrator	Payroll 401K plan - review provider/administrator	Yearly
Payroll - Insurance, open enrollment	Arrange open enrollment meetings for employee and supplies (brochures)	Yearly
Payroll - order payroll checks	Check supply and order if necessary	Monthly
Payroll - order forms, W2, etc	Check supply and order if necessary	Monthly
Redbook - update all fixed dates for next month	Redbook - update all fixed dates for next month	Monthly
Payroll - garnishments, setup	Make sure all served garnishments are being taken out of paychecks	Weekly
Payroll - garnishments, pay	Remit to various garnishment sources	Monthly

Titling - regulations	Keep management and the sales department informed of all title regulations. Provide periodic training sessions to F&I managers and sales personnel about title regulations and procedures. Issue writte	Monthly
Wholesalers - Funds and titles due	Prepare a monthly report to management of any funds not collected from wholesalers due to missing or incomplete title work.	Weekly
AP - 1099 track	Keep track of vendors that require 1099 forms and make sure you have proper documenation	Monthly
AP - 1099 order forms	AP - 1099 order forms	Yearly
AP - 1099 mail to vendors	AP - 1099 mail to vendors	Fixed Date
AP - 1099 transmittal submit	AP - 1099 transmittal submit	Fixed Date

Cash - form 8300, complete	Complete whenever cash/cashier checks falls without 8300 requirements	Daily
Cash - form 8300, submit	Cash - form 8300, submit	Daily
Website - reconcile inventory	Compare website inventory to DMS inventory	Weekly
Website - update contact information	Make sure dealership contact information is correct and all links function	Monthly
Internet Leads - verify	Make you are not being billed twice for the same Internet lead	Monthly
Marketing - campaigns	Find out what the marketing campaign for each department will be for next month	Monthly
DMS - database duplicate customers	Use your duplicate customer policy to isolate and combine duplicate customers	Monthly
DMS - database, calculate customer retention	DMS - database, calculate customer retention	Monthly

CRM - provide a daily work plan to salespeople	CRM - provide a daily work plan to salespeople	Daily
CRM - make follow-up contacts with sold customers	CRM - make follow-up contacts with sold customers	Weekly
CRM- make follow-up calls with non-buyers (prospec	CRM- make follow-up calls with non-buyers (prospec	Daily
CRM - backup CRM database	CRM - backup CRM database	Monthly
Gas for demo rides - verify	Verify that the amount of gas being put into a vehcile for demo rides is not over guidelines	Monthly
PDI - schedule, reconcile	PDI - schedule, reconcile	
Filing - Repair orders	Filing - Repair orders	Daily
Filing - RO hard copies	Filing - RO hard copies	Daily
File - parts tickets	File - parts tickets	Daily
Filing, Misc letters, etc.	Filing, Misc letters, et	Weekly
Breakeven Report	Breakeven ReportPayroll - overtime report	Monthly
New vehicle inventory vs. Sold report	New vehicle inventory vs. Sold report	Monthly
Closing Ratio report	Closing Ratio report	Daily

Service Effective Labor Rate	Service Effective Labor Rate	Monthly
Parts Fill Rate report	Parts Fill Rate report	Weekly
Parts inventory to accounting	Reconcile the parts inventory balance to accounting balance	Monthly
Parts - Physical inventory, count	Parts - Physical inventory, count	Yearly
Parts Inventory, reconcile Physical to Accounting	Parts Inventory, reconcile Physical to Accounting	Yearly
Payroll - overtime report	Payroll - overtime report	Weekly
Salesperson productivity report	Salesperson productivity report	Monthly

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