

DEALERSHIP: CARLISLE

	R.O. NUMBER	VEH. YR.	MILEAGE	VEH. TYPE	"C" LABOR	"C" FRH	"M" LABOR
1	CS41426	2015	330530	K			
2	CS41414		32812	K	\$406.40	3.2	
3	CS41441	2016	541032	K			\$152.40
4	CS41437	Older	135046	K			\$825.50
5	CS41451	2014	183873	K	\$285.00	3.24	\$381.00
6	CS40899	2015	314361	K			
7	CS41148	2015	290468	K			
8	CS41354	2017	182794	K			
9	CS41406	2016	348222	K			
10	CS41466	2017	134789	K			
11	CS41634	2017	244325	K			\$360.00
12	CS41090	2016	237452	K			\$660.00
13	CS41264		117230	K			
14	CS41616	2016	257413	K			
15	CS41257	2016	260323	K			\$36.00
16	CS41702	2016	270321	K	\$203.20	1.60	
17	CS41627	2014	463301	P	\$127.00	1.00	
18	CS41638	Older	430802	K	\$571.50	5.10	\$1,485.90
19	CS41291	2015	781977	K			
20	CS41301	2015	679420	K			
21	CS41332		42054	K	\$952.50	7.50	\$38.10
22	CS41243	Older	753615	K	\$132.00	1.60	
23	CS41262	2016	158549	Kenworth			
24	CS41241	2015	187735	Kenworth			\$63.50
25	CS41370	Older	1123550	Kenworth	\$7.10	0.10	\$254.00
26	CS41414		32812	Kenworth	\$406.40	3.20	
27	CS41442	Older	517107	Peterbilt			\$1,016.00
28	CS41462	2014	424775	Kenworth	\$190.50	1.50	

29	CS41476	2017	306046	Kenworth			
30	CS41461	2016	285900	Kenworth			
31	CS41489	Older	740386	Kenworth	\$127.00	1.00	
32	CS41503	Older	496490	Kenworth			
33	CS41494	2017	207675	Kenworth			
34	CS41623	2015	622215	Kenworth			
35	CS41514	2016	845740	Kenworth	\$165.10	1.30	
36	CS41796	2015	553889	Kenworth			
37	CS41869	Older	701896	Kenworth			
38	CS41894	Older	439734	Kenworth			
39	CS41659	Older	806400	Kenworth			\$254.00
40	CS41484	Older	694969	Kenworth			
41	CS41676	Older	775187	Kenworth			
42	CS41256	2017	24813	Kenworth			
43	CS41297	2017	168239	Kenworth	\$406.40	3.20	\$444.69
44	CS41392	Older	1158715	Kenworth			\$1,599.00
45	CS41506	Older	849433	Kenworth			\$1,016.00
46	CS41468	Older	649759	Peterbilt			
47	CS41604	2016	185965	Kenworth			\$508.00
48	CS41466	2017	134789	Kenworth			
49	CS41711	Older	111712	Peterbilt			\$317.50
50	CS41871	Older	16548	Kenworth			
		0 29	405064		\$3,980.10	33.54	\$9,411.59

DATE: \_\_\_\_\_

"M" FRH	"R" LABOR	"R" FRH	Cost Hours	Cost \$'s	RO Open Date
	\$317.50	2.50	2.40	\$ 80.62	6/12/18 9:25
			3.80	\$ 107.69	6/11/18 15:41
1.20			0.20	\$ 6.72	6/13/18 11:34
6.50			6.20	\$ 172.86	6/12/18 19:28
3.00			3.60	\$ 96.41	6/13/18 19:01
	\$816.00	6.80	5.40	\$ 151.97	5/15/18 7:20
	\$708.00	5.90	5.90	\$ 528.00	5/26/18 13:15
	\$480.00	4.00	3.20	\$ 133.41	6/7/18 11:06
	\$504.00	4.20	2.10	\$ 63.70	6/11/18 11:24
	\$144.00	1.20	1.90	\$ 60.84	6/14/18 13:20
3.00			1.30	\$ 42.32	6/22/18 6:43
5.50			4.20	\$ 122.07	5/23/18 19:00
	\$232.30	1.80	1.80	\$ 60.47	6/4/18 7:28
	\$114.30	0.90	0.90	\$ 29.30	6/22/18 8:17
0.30			0.30	\$ 8.86	6/1/18 7:29
			1.20	\$ 29.92	6/26/18 12:19
	\$1,764.10	14.80	10.30	\$ 292.06	6/22/18 15:30
11.20	\$1,524.00	12.00	29.30	\$ 800.53	6/23/18 12:09
	\$1,511.00	12.90	11.60	\$ 391.90	6/4/18 16:21
	\$882.65	6.95	6.10	\$ 208.16	6/4/18 22:25
0.30	\$628.65	4.95	12.50	\$ 352.14	6/4/18 13:03
	\$396.00	3.30	6.50	\$ 199.63	6/1/18 11:34
	\$180.00	1.50	0.60	\$ 19.21	6/1/18 14:24
0.50	\$698.50	6.00	3.80	\$ 118.69	6/1/18 0:00
2.00			1.90	\$ 61.85	6/8/18 8:03
			3.80	\$ 107.69	6/11/18 15:51
8.00	\$127.00	1.00	9.90	\$ 243.51	6/13/18 12:47
			1.40	\$ 45.57	6/14/18 12:37

	\$381.00	3.00	3.30	\$ 107.01	6/14/18 18:12
	\$952.50	7.50	6.40	\$ 173.10	6/14/18 11:38
			0.60	\$ 19.53	6/15/18 14:35
	\$50.80	0.40	0.30	\$ 9.77	6/16/18 13:46
	\$254.00	2.00	1.60	\$ 51.23	6/15/18 16:06
	\$38.10	0.30	0.30	\$ 10.08	6/22/18 13:19
	\$482.60	3.80	5.10	\$ 145.98	6/18/18 14:13
	\$1,016.00	8.00	8.50	\$ 241.39	7/2/18 8:36
	\$762.00	6.00	2.50	\$ 71.12	7/5/18 8:51
	\$271.30	1.90	0.80	\$ 25.12	7/6/18 17:49
2.00	\$698.50	5.50	4.60	\$ 126.02	6/25/18 15:48
	\$1,803.40	14.20	23.30	\$ 737.43	6/15/18 8:58
	\$2,134.43	11.00	13.30	\$ 415.54	6/26/18 11:19
	\$180.00	1.50	1.00	\$ 27.77	6/1/18 9:49
4.50	\$508.00	4.00	15.30	\$ 447.24	6/14/18 20:06
13.00			13.60	\$ 442.70	6/9/18 13:39
8.00			5.50	\$ 182.61	6/18/18 8:33
	\$1,765.30	12.90	9.60	\$ 314.48	6/14/18 14:20
4.00			6.80	\$ 220.40	6/21/18 16:10
	\$144.00	1.20	1.90	\$ 60.84	6/14/18 13:20
2.50	\$508.00	4.00	8.70	\$ 236.87	6/27/18 14:18
	\$1,003.30	7.90	4.70	\$ 137.88	7/5/18 21:35
75.5	\$23,981.23	185.80	279.80	\$ 8,740.21	

1st Punch Date and Time	Open to First	Last Punch Date and Time	1st to Last	Invoice Date
6/12/18 10:33	0.05	6/12/18 14:49	0.18	6/12/18 15:16
6/11/18 21:24	0.24	6/12/18 10:48	0.56	6/12/18 13:29
6/13/18 12:13	0.03	6/13/18 12:28	0.01	6/13/18 15:12
6/12/18 19:44	0.01	6/13/18 9:25	0.57	6/13/18 9:36
6/13/18 19:15	0.01	6/13/18 23:24	0.17	6/14/18 7:35
5/15/18 7:33	0.01	5/15/18 12:52	0.22	5/16/18 15:09
5/29/18 7:25	2.76	5/31/18 20:26	2.54	6/4/18 11:04
6/7/18 11:38	0.02	6/7/18 16:09	0.19	6/8/18 10:30
6/11/18 13:25	0.08	6/11/18 18:11	0.20	6/13/18 15:06
6/14/18 15:31	0.09	6/14/18 17:28	0.08	6/25/18 10:11
6/22/18 19:31	0.53	6/25/18 8:18	2.53	6/25/18 12:24
5/24/18 7:51	0.54	5/24/18 12:02	0.17	6/25/18 15:53
6/4/18 8:01	0.02	6/4/18 11:18	0.14	6/4/18 11:30
6/22/18 9:07	0.03	6/22/18 10:03	0.04	6/22/18 10:59
6/1/18 8:50	0.06	6/1/18 9:08	0.01	6/1/18 12:01
6/26/18 15:42	0.14	6/26/18 16:05	0.02	6/26/18 23:50
6/22/18 15:30	-	6/22/18 17:25	0.08	6/23/18 12:51
6/25/18 7:01	1.79	6/26/18 22:45	1.66	6/27/18 16:19
6/4/18 22:18	0.25	6/5/18 16:43	0.77	6/6/18 21:25
6/5/18 10:45	0.51	6/5/18 17:45	0.29	6/6/18 11:23
6/4/18 21:20	0.35	6/6/18 12:04	1.61	6/6/18 15:35
6/1/18 11:39	0.00	6/1/18 19:44	0.34	6/1/18 20:13
6/1/18 22:32	0.34	6/1/18 23:10	0.03	6/2/18 13:39
6/1/18 13:56	0.58	6/5/18 11:29	3.90	6/6/18 12:49
6/8/18 9:19	0.05	6/8/18 11:35	0.09	6/8/18 11:54
6/11/18 21:24	0.23	6/12/18 10:42	0.55	6/12/18 13:29
6/13/18 0:00	(0.53)	6/13/18 23:27	0.98	6/14/18 14:51
6/14/18 12:54	0.01	6/14/18 14:21	0.06	6/14/18 15:07

6/14/18 20:47	0.11	6/15/18 12:17	0.65	6/15/18 16:04
6/14/18 13:28	0.08	6/15/18 7:18	0.74	6/15/18 10:26
6/15/18 14:40	0.00	6/15/18 15:17	0.03	6/15/18 15:23
6/16/18 13:44	(0.00)	6/16/18 14:00	0.01	6/16/18 14:03
6/15/18 16:09	0.00	6/16/18 17:46	1.07	6/16/18 12:54
6/22/18 14:20	0.04	6/22/18 14:37	0.01	6/23/18 10:01
6/18/18 15:30	0.05	6/19/18 10:08	0.78	6/19/18 15:57
7/2/18 10:33	0.08	7/6/18 8:19	3.91	7/9/18 10:38
7/5/18 21:16	0.52	7/6/18 9:49	0.52	7/6/18 10:49
7/6/18 22:36	0.20	7/7/18 8:47	0.42	7/7/18 14:22
6/25/18 15:53	0.00	6/25/18 23:01	0.30	6/26/18 9:20
6/15/18 9:05	0.00	6/27/18 14:20	12.22	6/27/18 16:55
6/26/18 11:26	0.00	6/29/18 8:46	2.89	6/29/18 14:59
6/1/18 19:46	0.41	6/1/18 21:48	0.08	6/8/18 11:52
6/5/18 22:00	(8.92)	6/6/18 23:30	1.06	6/11/18 7:59
6/11/18 7:00	1.72	6/12/18 14:16	1.30	6/16/18 13:28
6/18/18 8:55	0.02	6/19/18 11:00	1.09	6/23/18 12:42
6/14/18 14:43	0.02	6/19/18 23:02	5.35	6/25/18 12:06
6/21/18 18:28	0.10	6/22/18 14:04	0.82	6/25/18 12:04
6/14/18 15:31	0.09	6/14/18 17:28	0.08	6/25/18 10:11
6/27/18 17:01	0.11	6/29/18 7:33	1.61	7/3/18 15:23
7/5/18 23:15	0.07	7/6/18 21:22	0.92	7/10/18 10:22
	2.91		53.84	

Printing Options: 1. Click on  
2. Print file.

Last to Invoice	Cycle Time	1 ITEM RO'S		
0.02	0.24	Yes		
0.11	0.91	Yes		
0.11	0.15	No		
0.01	0.59	Yes		
0.34	0.52	No		
1.10	1.33	Yes		
3.61	8.91	Yes		
0.76	0.97	Yes		
1.87	2.15	Yes		
10.70	10.87	Yes		
0.17	3.24	Yes		
32.16	32.87	No		
0.01	0.17	No		
0.04	0.11	Yes		
0.12	0.19	Yes		
0.32	0.48	Yes		
0.81	0.89	No		
0.73	4.17	No		
1.20	2.21	Yes		
0.73	1.54	Yes		
0.15	2.11	Yes		
0.02	0.36	Yes		
0.60	0.97	Yes		
1.06	5.53	No		
0.01	0.16	No		
0.12	0.90	Yes		
0.64	1.09	No		
0.03	0.10	Yes		

DEALERSHIP:

"C"

"M"

"R"

TOTAL

Projected CP E.L.R.

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TOT LABOR SALES

TOTAL FRHS

TOTAL C.O.L.

1-ITEM ROs

Average Mileage

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Year

0.16	0.91	Yes			
0.13	0.95	No			
0.00	0.03	Yes			
0.00	0.01	Yes			
-0.20	0.87	Yes			
0.81	0.86	Yes			
0.24	1.07	No			
3.10	7.08	No			
0.04	1.08	No			
0.23	0.86	No			
0.43	0.73	No			
0.11	12.33	No			
0.26	3.15	No			
6.59	7.09	No			
4.35	(3.50)	No			
3.97	6.99	No			
4.07	5.17	No			
5.54	10.91	No			
2.92	3.83	No			
10.70	10.87	Yes			
4.33	6.05	No			
3.54	4.53	No			
108.87	165.61	1	0	0	

2017

2016

2015

2014

Older

TOTALS

Estimates

Estimate %

Average Open to First

Median Open to First

appropriate button (may take several seconds to execute).

## REPAIR ORDER ANALYSIS RECAP

CARLISLE \_\_\_\_\_

DATE: 30-Dec-99

<u>\$3,980.10</u>	÷	<u>33.5</u>	<b>FRHs</b>	=	<u>\$118.67</u>	<b>AVERAGE "C" E.L.</b>
<u>\$9,411.59</u>	÷	<u>75.5</u>	<b>FRHs</b>	=	<u>\$124.66</u>	<b>AVERAGE "M" E.L.</b>
<u>\$23,981.23</u>	÷	<u>185.8</u>	<b>FRHs</b>	=	<u>\$129.07</u>	<b>AVERAGE "R" E.L.</b>
<u>\$37,372.92</u>	÷	<u>294.8</u>	<b>FRHs</b>	=	<u>\$126.76</u>	<b>AVERAGE "CP" E.L.</b>
			<b>Difference</b>		<b><u>\$126.76</u></b>	

<u>\$37,372.92</u>	÷	<b>TOTAL RO's</b>	<u>0</u>	=	<u>#DIV/0!</u>	<b>LABOR PER RO AV</b>
<u>294.8</u>	÷	<b>TOTAL RO's</b>	<u>0</u>	=	<u>#DIV/0!</u>	<b>FRHs PER RO AVE</b>
<u>\$8,740.21</u>	÷	<b>TOT. LABOR</b>	<u>\$37,373</u>	=	<u>23%</u>	<b>COST OF SALE</b>
<u>1</u>	÷	<b>TOTAL RO's</b>	<u>0</u>	=	<u>#DIV/0!</u>	<b>ONE ITEM ROS</b>
<u>405064</u>						

<b>"C" FRHs</b>	<u>33.5</u>	÷ <b>TOTAL FRHs</b>	<u>294.8</u>	=	<u>11.4%</u>	<b>COMPETITIVE LAE</b>
<b>"M" FRHs</b>	<u>75.5</u>	÷ <b>TOTAL FRHs</b>	<u>294.8</u>	=	<u>25.6%</u>	<b>MAINTENANCE LA</b>
<b>"R" FRHs</b>	<u>185.8</u>	÷ <b>TOTAL FRHs</b>	<u>294.8</u>	=	<u>63.0%</u>	<b>REPAIR LABOR</b>

**MODEL YEAR MIX**

		<b>Count</b>		<b>Mix</b>
<b>Count</b>	<b>%</b>	<b>Freightliner</b>	<u>0</u>	<b>0% F</b>

8	#DIV/0!
10	#DIV/0!
8	#DIV/0!
3	#DIV/0!
17	#DIV/0!
46	#DIV/0!

<b>Peterbilt</b>	1	100% <b>P</b>
<b>Kenworth</b>	0	0% <b>K</b>
<b>Mack</b>	0	0% <b>M</b>
<b>International</b>	0	0% <b>I</b>
<b>Volvo</b>	0	0% <b>V</b>
<b>Other</b>	0	0% <b>O</b>
<b>Total</b>	1	100%
	#DIV/0!	

Days

#DIV/0!

0.06

**Average Last to Invoice**

**Median Last to Invoice**

**Average First to Last**

**Median First to Last**

Days

#DIV/0!

0.39

Days

#DIV/0!

0.47

**A**



Yes

No

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.R.

.R.

.R.

L.R.

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VERAGE

IRAGE

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3OR

IBOR

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Days

**Average Cycle Time**      #DIV/0!

**Median Cycle Time**      1.02

## COMPETITIVE MAINTENANCE PRICING SUMMARY

Competitor	Phone		Diagnose Check Engine Light	PM - Heavy Lube, change engine oil and filters only	ISX Cummins In Frame Overhaul	15.5 Solo Clutch replacement Fuller 10 speed	3 axle alignment
ELMERS GARAGE			\$75.00	\$150.00	\$3,000.00	\$675.00	N/A
ZIMMERMAN REPAIR			\$82.00	\$164.00	\$3,280.00	\$750.00	N/A
<b>TOTAL</b>		\$0.00	\$157.00	\$314.00	\$6,280.00	\$1,425.00	\$0.00
<b>AVERAGE COMPETITIVE PRICE</b> <small>Divide by total number of items</small>		#DIV/0!	\$78.50	\$157.00	\$3,140.00	\$712.50	#DIV/0!
<b>OUR CURRENT PRICE</b> <small>Regular price, not specials</small>							
<b>DIFFERENCE</b>		#DIV/0!	-\$78.50	-\$157.00	-\$3,140.00	-\$712.50	#DIV/0!

AC Service	Rear Brakes per axle
\$75.00	\$275.00
\$82.00	\$320.00
\$157.00	\$595.00
\$78.50	\$297.50
<b>-\$78.50</b>	<b>-\$297.50</b>



<b>TOTAL</b>	<b>\$160.05</b>

Miscellaneous, machine, supplies, etc.	
TOTAL SELLING PRICE (w/out tax)	\$ 368.93
Selling Price vs. Market Difference	\$ 71.43
ELR	\$ 32.55
Current Labor GP %	
Tech cost to maintain current GP%	\$ 32.55
Labor GP	\$ -
Parts GP	\$ -
TOTAL GP	\$ -



	\$0.00	0.0%
	\$0.00	0.0%
	\$0.00	0.0%
	\$320.10	

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per hour



\$0.00
\$0.00
\$0.00
\$320.10