

Basic Store Review/Audit using LubeSoft® and ISI Central™ Reports

Sales Reports:

- **Revenue Reconciliation Report**

Run the Summary version of the report for the past 30 days. Review till over/shorts for this time period. The accumulation of over/shorts during a longer period of time are more noticeable than looking at an individual day or two.

LubeSoft Menu: 1, 3, 3, 3

ISI Central Reporting: LubeSoft Reports/Sales/Revenue Reconciliation Summary

- **Invoice Exception Report**

Run the report for the past 30 days. Review for excessive voids, deletes, aborts, etc. See if "Reasons" listed for the transactions are reasonable. Review which employee(s) are doing the Voids, Deletes and/or Aborts.

LubeSoft Menu: 1, 3, 6, 3

ISI Central Reporting: LubeSoft Reports/Sales/Invoicing Exception

- **Transaction report.**

Run report for the previous business day. Check LubeSoft store open/close time, Labor hours/percentage, Cost of Goods information, and Average Service Time per Ticket. See if these items are within your standard parameters.

LubeSoft Menu: 1, 3, 2

ISI Central Reporting: LubeSoft Reports/Sales/Transaction Summary

- **Business Summary & Statistics**

ISI Central Only Report. Run the report for a 4 week date range. Review total promotions applied to invoices, Labor Cost, Cost of Goods, Labor per ticket, Net Profit per Ticket, Repeat customer percentage. Also review the Oil Mix to see the mix of oil types sold. The Statistics information allows you to review the percent of sales, per ticket, for add on sales, such as Air Filters and other services.

ISI Central Reporting: LubeSoft Reports/Sales/Business Summary & Statistics

- **Service Review analytics**

ISI Central Only. ISI Central Service Review Reports provide information about service review presentation %, service conversion %, and more. There are several Service Review reports to review but recommend using the Conversion Ratio by Store.

ISI Central Reporting: LubeSoft Reports/Service Review/Conversion Ratio by Store

Inventory Reports:

- In Store: **Inventory Usage Status Report** (Detailed)
Run the report for the last 180 days. Review for overstock and/or under stocked items. For a quick audit, choose a specific category i.e., Air Filter, Serpentine Belts.
LubeSoft Menu: 1, 7, 3, 8
- ISI Central, optional report: **Inactive Inventory Report**
Run this report for a specific category, i.e., Air Filters. Recommend using a date 6 months prior to current date for the "Last Sold Date Prior To:" Example: Current date of 12/1/2022, use 6/1/2022 as Last Sold Date Prior To date. Review items that haven't had sales in last 6 months to see if stock can be transferred to another store or should be deleted from inventory.
ISI Central Reporting: LubeSoft Reports/Inventory/Inactive Inventory Report
- **Inventory by Category List.**
Review setups for each item, correct category, proper description. Do the Cost/price look correct, proper count sequence number, etc.
LubeSoft Menu: 1, 7, 5, 6
ISI Central Setups: Inventory Setups, Search on specific category and review on-screen same items as noted for the LubeSoft Inventory by Category List review
- If recent **inventory shipment** delivery slips available, compare a delivery slip with matching receiving report for accuracy.
- **Match inventory vendor invoices** with LubeSoft Inventory Receiving Reports.
Check for accuracy of the receiving, compared to the vendor invoice. Check to see that all ordered items were received into LubeSoft. See if any items ordered are not approved items for the store.
LubeSoft Receiving Report: 1, 7, 1, 6
ISI Central Reports: LubeSoft Reports/Inventory/Received Inventory
- End of the month, **Final Inventory Variance Report**
Run the Final Inventory Variance Report at the end of each month, following all inventory count/adjustments have been completed. Review the report for excessive variances and/or changes to initial variance and final variance amounts.

LubeSoft Menu: 1, 7, 4, 7

- **Inventory Adjustments**

Run the LubeSoft Inventory Adjustments report for the last 30-45 days. Be sure the date range you select covers the period the store should have completed an inventory count and reconciliation process. Review for excessive adjustments and the type of product being adjusted. Note, positive adjustments are just as important to review as negative adjustments.

LubeSoft Menu: 1, 7, 7, 7

ISI Central Reports: LubeSoft Reports/Inventory/Inventory History by Type. Select Transaction Code Descriptions Adjust On Hand + and Adjust On Hand –

- **Cost of Goods Per Transaction**

ISI Central Only Report. Periodically review the ISI Central Cost of Goods Per Transaction report. We recommend running the report for the last week or 2. Review the report for excessive promotions on an invoice and review any invoices over a base Cost of Goods (COGs) you establish, such as over 50% COGs. This report will help assess retail pricing to achieve the overall COGs you wish to achieve.

ISI Central Reports: LubeSoft Reports/Inventory/Cost of Goods Per Transaction

Employee Reports:

- **Employee Timesheet Report (detail)**

Run the report for the last 2 weeks. Compare employee clock in/out times to employee schedule. See if employees are clocking in early and/or out late. If early or late clock times, compare to traffic report for that day to see if business volume created the need for extended employee work hours.

LubeSoft Menu: 1, 5, 2, 1

ISI Central Reports: LubeSoft Reporting/Employee/Employee Timesheet Report

- **Employee Timesheet Audit Report.**

Recommend running this report for the last 4 weeks. Review for excessive editing of employee time records. Confirm the employee doing the edits is authorized to complete the timesheet edits.

LubeSoft Menu: 1, 5, 2, 6

ISI Central Reports: LubeSoft Reporting/Employee/Employee Timesheet Audit report

Promotion Reports:

- **Coupon/Discount Activity Report.**

Review to see if excessive use of Manager promotions, tracking of specific campaigns, etc.

LubeSoft Menu: 1, 3, 6, 4

ISI Central Reports: LubeSoft Reporting/Promotions/Coupon Discount Summary by Store by Date

- **Promotion Analysis Report**

ISI Central Only Report. The report is designed to review effectiveness of promotions and the average margin return for each promotion.

ISI Central Reports: LubeSoft Reporting/Promotions/Promotion Analysis

Other Reports:

- **Fleet Sales**

ISI Central Only Report. Recommend running the report for a 4-8 week date range to review the fleets coming to the store. Review Total Fleet Sales amount. Note, this report shows all fleets, cash and charge.

ISI Central Reports: LubeSoft Reports/Fleet/Fleet Sales

- **Fleet Sales by Fleet**

ISI Central Only Report. Recommend running the report for a 4-8 week date range to review the sales by fleet and total charge fleet sales and total fleet sales. Note, this report shows all fleets, cash and charge. Fleet tickets with zero dollars in the Charge column paid the invoice at time of service..

ISI Central Reports: LubeSoft Reports/Fleet/Fleet Sales by Fleet

- **Fleet Return Analysis**

ISI Central Only Report. Review active fleets, inactive fleets with no activity in the last 12 months or 12-24 months.

ISI Central Reports: LubeSoft Reports/Fleet/Fleet Return Analysis

- **Traffic Report**

ISI Central Only Report. Run the report for a 4 week date range. Review which days of the week are busiest and times of day that are busiest. Use this information to review and adjust employee work schedules.

Store Reporting Audit

ISI Central Reports: LubeSoft Reports/Sales/Traffic Report

- **ISI Central Store Open Closing Time Report**

ISI Central Only Report. Run this report for a desired date range to quickly review if the LubeSoft system Open and Close of Day times are within your normal expected parameters.

ISI Central Reports: LubeSoft Reports/Sales/Store Open Closing Time Report

If audits produce questions, sometimes referred to as “red flags”, then additional reports may need to be reviewed to do in-depth research.

This information is an overview of reports recommended as industry standard information to review.