



Flat Rate Manual

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Acknowledgments

NCM Associates gathers and revises data from dealerships across the U.S. and Canada. We wish to acknowledge and thank all of the dealers who provided us with information for use in this manual.

Introduction

This flat rate manual has been prepared for dealership management teams to be used as an aid in managing their service departments.

It is our intent that this manual be used only as a guide for determining what to charge in the sale of services to any customer. These time studies are guidelines and are not intended to be absolutes for every dealership. It is recommended that dealers obtain actual time studies for their dealership based on their own facility, the brands they carry, and the tools they have available. The dealership may change these suggested times when they are in full agreement that proper time studies have been done accurately.

Note The flat rate information contained in this manual has been compiled directly from data submitted by dealers. In some cases, this means the terminology is regional, or the wording is unfamiliar or incomplete. There are many variations between how different dealerships perform the same job. We cannot always control the flat rate jobs given by dealers – we trust that the dealers submitting information know what they’re talking about – and hopefully so will you!

About Flat Rate Times

Flat Rates should include time to:

- Pull the unit into the shop (uncover the unit if needed)
- Look up parts (“reasonable” amount of time)
- Pull parts from stock
- Perform the work needed
- Fill out the repair order with detailed notes
- Pull the unit out of the shop (cover the unit if needed)
- Clean up
- *Diagnosis should be considered a separate flat rate job*

The suggested flat rate times in this manual are based on these assumptions:

- Reasonably experienced technician (see below)
- Adequate facilities are provided
- Needed tools are readily available
- A reasonable supply of parts is available
- Technicians clean up after themselves
- *No travel time is taken into consideration*

Flat Rates should be based on the “Law of Averages”

Flat rate times are not set according to the best-of-the-best technician or based on a technician in training. They should be a blend of the two.

Example If the best technician takes 1 hour to perform a certain operation and a trainee takes 3 hours to perform the same operation, the flat rate time is 2 hours.

About Unit Prep Times

Here are definitions for the Predelivery/Rigging/Setup sections of the flat rate manual.

UNLOAD & INSPECT Unloading units from delivery trucks, placing them on trailers or storage racks and removing shrink wrap if needed (boats), and inspecting them for damages or shortages.

TRAVEL LIFT / FORK LIFT If needed, loading the unit from a storage rack onto the ground, into the water (boats), or onto a trailer if needed for unit prep.

TRAILER SETUP Adjusting tongue weight, winch height, checking lug nuts for proper torque, greasing bearings, checking lights for proper operation, etc.

UNIT PREP/RIGGING/SETUP Completely making a unit ready for delivery with the equipment it arrived with from the manufacturer. This includes whatever is required to have the unit ready for the customer, including filling out paperwork. Unit prep time does **not** include the time necessary to install additional equipment such as awnings, air conditioners, levelers, depth finders, radios, ski mirrors, fire extinguishers, etc.

WATER TEST (BOATS) Determined by each dealership according to their standards for rigging and the location of water.

CLEAN AND DETAIL FOR DELIVERY Cleaning up units after unit prep or before a customer takes delivery.

PRE-DELIVERY INSPECTION This operation is the complete check of all systems including running the engine for units that have previously been prepped but have been sitting on the lot for more than 30 days. Units that have been sitting for an extended period of time tend to have dead batteries, broken switches, parts missing and/or stolen, etc.

ORIENTATION Customer orientation on the unit in order to show the customer how all systems on the unit operate. Some customers have never owned this type of unit before and require extensive learning time; this should be taken into consideration.

POLICY ADJUSTMENT / GOODWILL Customer goodwill work or warranty work not paid.

TOTAL HOURS Total hours required to have the unit ready for the customer.

HOURLY RATE Amount the service department charges per hour.

= PREP LABOR CHARGE Total amount to be charged to the Sales Department which is considered a Collect-able™ activity in Service.

UNIT PREP MATERIALS Dollar amount for materials required to make a unit ready for a customer. Examples: nuts, bolts, screws, washers, fluids, cleaning supplies, etc. The recommended charge for this is 10% of the labor dollar amount. This amount for materials should not include installed options.

UNIT PREP TOTAL Total to be charged against the sale for unit prep labor and parts.

Flat Rate Updates

Each year we strive to improve the quality and quantity of flat rate information available to the industry. As new products and services are developed, and as existing job requirements change, we work to revise and update this manual. Please help us by calling to our attention the changes as you encounter them in your dealership.

Dealers who submit flat rate updates (additions, modified times on existing operations, or identification of duplicates) are eligible to receive the new flat rate manual at a reduced price, or even free.

- | | |
|---------------------------------|-----------------------------------|
| * Send in 10-19 operations | Receive 50% off the update price. |
| * Send in 20-29 operations | Receive 75% off the update price. |
| * Send in 30+ operations | Receive the update FREE! |

Flat Rate Manual Update Process

- Fill in your dealership's shop-studied flat rate time under the DEALER FLAT RATE TIME column on the page where the operation is located.
- Photocopy the page and submit it along with the following cover page to NCM in accordance with the update timeline. You will receive notification of this timeline each year in the fall, and will be required to submit the flat rate changes by a deadline date.

Flat Rate Update Notes

- Dealerships with more than one location with a flat rate manual at each store do not qualify for multiple copies of the update at a reduced price. Each store needs to qualify for the reduced price or free update individually.
- Warranty times from manufacturers are not acceptable flat rates to qualify for a free or reduced-price flat rate update, unless you have created a retail version of the job based on actual time studies in your shop.
- NCM software applications (Flat Rates Online and Service Management) have functions available to submit your flat rates automatically. Contact the Help Desk for more information.

Flat Rate Update Cover Page

Please fill in the information below and include a copy of this page with your photocopied flat rate pages from this manual for the update.

Dealership: _____ Date: _____

Contact Person: _____ E-Mail: _____

Address: _____

City: _____ State/Prov: _____ Zip/PC: _____

Phone: _____

Email updates to: sfhelpdesk@ncmassociates.com
Subject: Flat Rate Update

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		<u>AERATORS</u>				
0.5	655010	AERATOR DIAGNOSE				
1.3	500100	AERATOR INSTALL INCL SWITCH				
0.9	500000	AERATOR R&R				
1.0	776830	AERATOR DRAIN VALVE CABLE R&R				
0.5	778280	AERATOR PUMP R&R LUND			FISHERMAN	
1.0	767670	AERATOR PUMP R&R W/NEW TRACKER				
0.4	776840	AERATOR PUMP CARTRIDGE R&R				
1.8	735000	AERATOR SKIMMER INSTALL HIGH-SPEED RECIRC RANGE				
0.8	776790	AERATOR SPRAY HEAD R&R LIVEWELL				
0.6	500200	AERATOR TIMER SWITCH INSTALL				
		<u>AIR CONDITIONING</u>				
1.0	720000	A/C DIAGNOSE				
13.0	500310	A/C INSTALL				
18.0	500300	A/C INSTALL DOUBLE UNIT SYSTEM				
0.0	500320	A/C INSTALL LARGER BOATS (QUOTE)				
12.0	500330	A/C INSTALL SINGLE UNIT 1 STATEROOM			34 FT & DOWN	
14.5	500340	A/C INSTALL SINGLE UNIT 2 STATEROOM			34 FT & DOWN	
1.7	536300	A/C INSTALL THRU HULL				
19.0	707000	A/C INSTALL ZEPHYR 5000 BTU				
3.5	650230	A/C R&R				
3.0	758560	A/C R&R 38 FORMULA FASTECH				
4.5	653650	A/C R&R ROOFTOP W/CEILING CONTROLS				
1.0	740000	A/C SERVICE (EACH ADDL UNIT)				
2.5	740010	A/C SERVICE CLEAN BASKET DESCALE COIL				
0.5	742990	A/C SERVICE CLEAN STRAINER				
0.18	762540	A/C SERVICE CLEAN UNIT & FILTER (EACH)				
		AIR CONDITIONING continued on next page...				

ACCESSORIES

SUGG FLAT RATE TIME	FLAT RATE CODE	OPERATION	DEALER FLAT RATE TIME	LABOR RATE	MATERIALS	TOTAL
		AIR CONDITIONING continued.				
1.5	771310	A/C CIRCUIT BOARD R&R				
1.8	743020	A/C CONTROL SWITCH INSTALL ROTARY			CRUISAIR	
2.0	743000	A/C CONTROL SWITCH INSTALL SMX			CRUISAIR	
1.0	743030	A/C CONTROL SWITCH R&R ROTARY			CRUISAIR	
1.5	743010	A/C CONTROL SWITCH R&R SMX			CRUISAIR	
0.8	743040	A/C RETURN GRATE FILTER CLEAN			34 FT & DOWN	
1.5	743040	A/C RETURN GRATE FILTER CLEAN			35 FT & UP	
1.3	771320	A/C SYSTEM EVACUATE/CHARGE				
1.9	650240	A/C WATER PUMP R&R				
		ANCHORS				
0.9	780010	ANCHOR DIAGNOSE POWER POLE				
4.0	500650	ANCHOR INSTALL ELECTRIC				
0.5	767720	ANCHOR INSTALL MANUAL TRACKER				
<i>NEW!</i> 3.5	794090	ANCHOR INSTALL MINNKOTA POWER ANCHOR BOW MOUNT				
<i>NEW!</i> 2.5	794100	ANCHOR INSTALL MINNKOTA POWER ANCHOR TRANS MOUNT				
3.9	756680	ANCHOR INSTALL POWER POLE ASSY COMPLETE				
2.0	758150	ANCHOR INSTALL POWER POLE BASS BOAT			20 FT	
2.3	758150	ANCHOR INSTALL POWER POLE BASS BOAT			21-23 FT	
3.8	776850	ANCHOR INSTALL SHALLOW WATER TALON			DOUBLE	
2.0	776850	ANCHOR INSTALL SHALLOW WATER TALON			SINGLE	
3.0	779220	ANCHOR INSTALL SHALLOW WATER TALON FISHING BOAT			NITRO	
1.8	743050	ANCHOR INSTALL W/200 FT OF PODS				
1.4	500600	ANCHOR & CHOCK INSTALL ON DECK				
0.9	758860	ANCHOR & RODE INSTALL				
0.5	500610	ANCHOR CHOCK INSTALL				
1.9	538420	ANCHOR DECK FOOT SWITCHES INSTALL				
2.5	779110	ANCHOR LEDGE INSTALL PONTOON SUN TRACKER				
		ANCHORS continued on next page...				

SUGG FLAT RATE TIME	FLAT RATE CODE	OPERATION	DEALER FLAT RATE TIME	LABOR RATE	MATERIALS	TOTAL
		<u>ANCHORS continued.</u>				
1.0	521110	ANCHOR LIGHT INSTALL PONTOON				
1.2	500800	ANCHOR LIGHT INSTALL WINDSHIELD				
3.0	777670	ANCHOR LIGHT R&R INCL DRILL OUT/CLEAN				
0.8	743060	ANCHOR LIGHT R&R TRANSOM MOUNT				
0.5	500700	ANCHOR LIGHT R&R WINDSHIELD				
0.7	557800	ANCHOR LIGHT BASE R&R				
0.5	703100	ANCHOR LOCK INSTALL				
0.3	777170	ANCHOR LOCK R&R				
0.5	720020	ANCHOR LOCKER GAS ASSIST CYLINDER R&R				
1.0	720030	ANCHOR LOCKER HINGE R&R				
0.6	559900	ANCHOR LOCKER LATCH R&R				
1.1	500820	ANCHOR MATE INSTALL				
4.0	779120	ANCHOR MATE INSTALL W/REMOTE			PONTOON SUN TRACKER	
1.5	500810	ANCHOR MATE & BOW MOUNT EASY ACC				
1.5	766580	ANCHOR REBUILD KIT INSTALL POWER POLE				
3.0	720040	ANCHOR ROLLER INSTALL SS W/O ROPE LOCKER ACC				
2.5	720050	ANCHOR ROLLER INSTALL SS W/ROPE LOCKER ACC				
1.0	650250	ANCHOR ROLLER R&R ON BOW PULPIT				
3.0	758040	ANCHOR SYSTEM (2) INSTALL ELECTRIC			PONTOON	
2.0	658385	ANCHOR WINCH INSTALL W/O REMOTE				
2.6	658395	ANCHOR WINCH INSTALL W/REMOTE				
2.0	760350	BRACKET INSTALL SANDWICH (ADDL) TALON				
3.5	760370	BRACKET INSTALL SANDWICH POWER POLE				
3.0	760380	BRACKET INSTALL SANDWICH POWER POLE (ADDL)				
2.5	760330	BRACKET INSTALL SANDWICH TALON				
1.0	779230	BRACKET INSTALL TILT TALON			FISHING BOAT NITRO	
3.0	760360	BRACKET INSTALL TRANSOM/JACK PLATE POWER POLE				
2.0	760340	BRACKET INSTALL TRANSOM/JACK PLATE TALON				
2.0	760340	BRACKET INSTALL TRANSOM/JACK PLATE TALON			MINNKOTA	
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SUGG FLAT RATE TIME	FLAT RATE CODE	OPERATION	DEALER FLAT RATE TIME	LABOR RATE	MATERIALS	TOTAL
		<u>ANCHORS continued.</u>				
6.0	776520	POWER POLE INSTALL (2) INCL ADAPTER PLATES				
1.5	776510	POWER POLE CIRCUIT BOARDS R&R TO NEWER STYLE				
0.5	776530	POWER POLE DUAL DRIFT PADDLE INSTALL				
0.5	720060	WINDLASS DIAGNOSE				
8.6	538500	WINDLASS INSTALL			22-25 FT	
12.6	538500	WINDLASS INSTALL			26-30 FT	
16.1	538500	WINDLASS INSTALL			31-38 FT	
18.9	538500	WINDLASS INSTALL			39 FT & UP	
6.4	538500	WINDLASS INSTALL			20 FT & DOWN	
2.6	538500	WINDLASS INSTALL			CRUISER	
3.0	740030	WINDLASS INSTALL BOAT PREWIRED TO MATCH				
5.7	720010	WINDLASS INSTALL IN HULL WIRE TO DASH				
8.0	743080	WINDLASS INSTALL SPRINT EXIST ANCHOR ROLLER-PLOW				
4.8	770280	WINDLASS INSTALL W/ANCHOR FISH WIRE TO DASH				
8.0	720070	WINDLASS INSTALL W/ANCHOR ROLLER				
0.5	740020	WINDLASS INSTALL W/ROPE & CHAIN				
1.3	743090	WINDLASS MAINTENANCE CLEAN/GREASE				
2.2	538400	WINDLASS R&R				
0.7	743070	WINDLASS BREAKER/FUSE R&R				
2.5	538410	WINDLASS ROPE R&R				
1.5	653910	WINDLASS SOLENOID INSTALL			SEA RAY 260 DA	
0.7	539000	WINDLASS SWITCH R&R				
5.0	745860	WINDLASS WIRING INSTALL				
		<u>ARCHES</u>				
2.0	740040	ARCH INSTALL			COBALT 262/263	
3.0	740040	ARCH INSTALL			COBALT 282	
4.5	762040	ARCH INSTALL MONSTER TOWER				