



# 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.

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**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!

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# 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.

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**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.

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# 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. |
| * <b>Send in 30+ operations</b> | <b>Receive the update FREE!</b>   |

## 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](mailto:sfhelpdesk@ncmassociates.com)  
Subject: Flat Rate Update

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SUGG FLAT RATE TIME	FLAT RATE CODE	OPERATION	DEALER FLAT RATE TIME	LABOR RATE	MATERIALS	TOTAL
		<b><u>ALARMS</u></b>				
0.8	000190	BACKUP ALARM INSTALL				
3.5	321030	BURGLAR ALARM INSTALL				
0.5	355080	INTRUDER ALARM INSTALL BATTERY OPERATED				
2.0	321040	KEY ALARM INSTALL				
4.0	325900	PROXIMITY ALARM INSTALL TRAVEL TRAILER				
		<b><u>AUDIO/VISUAL</u></b>				
1.4	001000	ANTENNA CALIBRATE TV (ONE)				
0.5	332000	ANTENNA CHECK LEAK/DIAGNOSE				
0.5	355100	ANTENNA CLEAN/SCRAPE/SEAL				
1.7	000300	ANTENNA INSTALL CB				
4.5	366640	ANTENNA INSTALL CB CO-PHASE (DUAL)				
2.0	000450	ANTENNA INSTALL CB ROOF-TYPE				
2.8	000350	ANTENNA INSTALL CB THRU SIDEWALL				
1.0	000460	ANTENNA INSTALL CELLULAR PHONE				
1.3	355110	ANTENNA INSTALL GPS				
1.5	000500	ANTENNA INSTALL RADIO				
6.8	365750	ANTENNA INSTALL SAT TRACVISION SYSTEM				
2.9	000900	ANTENNA INSTALL TV AIRSTREAM				
1.5	001120	ANTENNA INSTALL TV CAL M TYPE				
2.0	355120	ANTENNA INSTALL TV DELTA				
1.9	001100	ANTENNA INSTALL TV GALAXY				
1.0	325910	ANTENNA INSTALL TV HIDEAWAY				
1.6	376590	ANTENNA INSTALL TV KINGDOME JACK STYLE RPL EXIST				
5.3	358000	ANTENNA INSTALL TV MOBILE AUTO DIG SYS PREWIRED				
1.0	001350	ANTENNA INSTALL TV MOBILE V SIDE MOUNT				
1.1	001800	ANTENNA INSTALL TV PREWIRED				
1.9	001200	ANTENNA INSTALL TV SKYLINER (TWO) W/BOOSTER				
1.8	000950	ANTENNA INSTALL TV W/BOOSTER				
2.5	368230	ANTENNA INSTALL TV W/BOOSTER HORSE TRAILER				
		<b>AUDIO/VISUAL continued on next page...</b>				

# ACCESSORIES

SUGG FLAT RATE TIME	FLAT RATE CODE	OPERATION	DEALER FLAT RATE TIME	LABOR RATE	MATERIALS	TOTAL
		<b>AUDIO/VISUAL continued.</b>				
0.5	373280	ANTENNA INSTALL TV WINEGARD WINGMAN				
1.9	001550	ANTENNA INSTALL TV WINEGARD BATWING				
0.5	374960	ANTENNA INSTALL TV WINEGARD ON SENSAR ANTENNA WINGMAN				
2.9	325920	ANTENNA INSTALL TV WINEGARD W/BOOST NOT FAC PREP				
4.3	358010	ANTENNA INSTALL TV WINEGARD W/DIGITAL MAGIC				
2.0	372780	ANTENNA INSTALL TV WINEGARD W/POWER SUPPLY				
2.1	001300	ANTENNA MOVE TV (ONE)				
0.6	000400	ANTENNA R&R CB				
4.0	372360	ANTENNA R&R FOR TIRE SENTRY SYSTEM				
0.7	098200	ANTENNA R&R INTERCOM				
0.6	000600	ANTENNA R&R RADIO				
1.5	001900	ANTENNA R&R ROOF MOUNT				
0.7	002000	ANTENNA R&R SIDE MOUNT				
0.3	001920	ANTENNA R&R STEREO				
1.1	350000	ANTENNA R&R TV				
0.6	355130	ANTENNA R&R TV SIDE MOUNT				
0.5	001560	ANTENNA R&R TV W/BOOSTER (ADDL)				
0.7	001600	ANTENNA R&R TV WINEGARD (ONE)				
0.4	362110	ANTENNA RESEAL RADIO/CB				
0.5	001850	ANTENNA RESEAL TV				
1.0	325930	ANTENNA RESEAL TV W/LIFT				
0.4	355140	ANTENNA TIGHTEN				
0.6	001250	ANTENNA TROUBLESHOOT TV				
1.1	325940	ANTENNA BASE PLATE R&R/RESEAL TV				
0.6	000200	ANTENNA BOOSTER INSTALL TV				
0.3	321050	ANTENNA BOOSTER R&R TV				
0.5	376600	ANTENNA BOOSTER WALL PLATE R&R TV				
1.2	000250	ANTENNA CABLE R&R CB				
0.2	000195	ANTENNA CRANK HANDLE R&R TV				
		<b>AUDIO/VISUAL continued on next page...</b>				

SUGG FLAT RATE TIME	FLAT RATE CODE	OPERATION	DEALER FLAT RATE TIME	LABOR RATE	MATERIALS	TOTAL
		<u>AUDIO/VISUAL continued.</u>				
2.0	378640	ANTENNA ELEVATOR GEARS INSTALL TV				
0.4	362120	ANTENNA GEAR R&R UPPER				
0.8	098250	ANTENNA GEAR & WORM R&R TV				
0.9	362130	ANTENNA GEAR HOUSING R&R INCL R&I GEARS				
0.5	378660	ANTENNA HEAD INSTALL TV				
0.3	324010	ANTENNA HEAD R&R				
2.1	001400	ANTENNA POWER AMP R&R TV				
0.4	001460	ANTENNA POWER SUPPLY R&R TV				
0.3	325950	ANTENNA SHAFT R&R TV				
0.6	368040	ANTENNA TUBES R&R WINEGARD				
0.4	362150	CABLE FEED THRU ROOF/RESEAL				
0.6	355150	CABLE FEED THRU WALL				
1.5	370920	CABLE HOOKUP TIE INTO EXISTING SYSTEM EXTERIOR				
0.3	380320	CABLE HOOKUP PORT R&R (REAR)				
0.7	027900	CABLE TV JACK HOOKUP INSTALL EXTERIOR				
2.0	376630	CABLE TV KIT INSTALL				
1.4	028000	CABLE TV OUTLET INSTALL				
0.3	028100	CABLE TV OUTLET R&R PARK				
1.5	358020	CB RADIO INSTALL HAND-HELD CB				
1.1	332010	CB RADIO INSTALL HAND-HELD CB PREPPED MOTORHOME				
2.5	022800	CB RADIO INSTALL W/ANTENNA				
1.1	022700	CB RADIO INSTALL W/O ANTENNA				
0.1	023140	CB RADIO MICROPHONE R&R				
0.6	023130	CB RADIO POWER UNIT R&R				
1.2	023150	CD CHANGER INSTALL				
1.5	350020	CD CHANGER INSTALL IN CABINET				
2.0	332020	CD CHANGER INSTALL W/FM MODULATOR				
0.4	321060	CD PLAYER R&R				
0.5	373580	CD PLAYER R&R SWAY OUT W/CASSETTE PLAYER				
5.8	362160	CD PLAYER/RADIO WALLMOUNT INSTALL W/ANT, CAB WRK				
		<b>AUDIO/VISUAL continued on next page...</b>				

# ACCESSORIES

SUGG FLAT RATE TIME	FLAT RATE CODE	OPERATION	DEALER FLAT RATE TIME	LABOR RATE	MATERIALS	TOTAL
		<b>AUDIO/VISUAL continued.</b>				
2.0	027510	CELL PHONE INSTALL W/ANTENNA				
7.7	378750	CELL PHONE BOOSTER INSTALL				
0.9	325960	DIGITAL MAGIC INSTALL AFTER SATELLITE				
0.9	325970	DIGITAL MAGIC INSTALL W/SATELLITE				
3.0	374950	DIGITAL TV INSTALL & FRAME OUT W/CUSTOM WOOD WORK BEDROOM				
4.5	374950	DIGITAL TV INSTALL & FRAME OUT W/CUSTOM WOOD WORK DRIVERS AREA				
3.5	374950	DIGITAL TV INSTALL & FRAME OUT W/CUSTOM WOOD WORK LIVING ROOM AREA				
1.2	374930	DIGITAL TV CONVERTER INSTALL (FRONT TV)				
0.5	374940	DIGITAL TV CONVERTER INSTALL (REAR TV)				
0.9	370030	DIGITAL TV CONVERTER BOX INSTALL				
0.3	378910	DVD PLAYER INSTALL BLU-RAY				
1.2	350040	DVD PLAYER INSTALL DIRECT SIGNAL TO TV				
0.7	350050	DVD PLAYER INSTALL TO SWITCH BOX W/ADAPTER				
0.5	379530	DVD PLAYER DIRECT REPLACEMENT R&R				
0.6	027940	GAMING SYSTEM INSTALL				
0.2	023160	HEADPHONE JACK DIAGNOSE				
0.1	023170	HEADPHONE JACK R&R				
0.4	370050	INFRARED MOUSE EMITTER INSTALL				
2.3	022900	INTERCOM INSTALL				
1.4	027500	PHONE HOOKUP INSTALL				
4.5	104400	PHONE JACK INSTALL (TWO)				
2.0	027520	PHONE JACK INSTALL CUSTOM				
1.8	321080	PHONE JACK INSTALL FOR COMPUTER				
1.0	355160	PHONE JACK INSTALL W/EXTERIOR HOOKUP THRU WALL				
0.3	332030	PHONE JACK R&R EXTERIOR				
0.3	027550	PHONE JACK R&R INTERIOR				
0.3	350060	PHONE JACK TROUBLESHOOT				
		<b>AUDIO/VISUAL continued on next page...</b>				