



A Repair Shop of Tomorrow Briefing

Your SMS System and Labor Costs

How your shop management software, payroll, and benefits all come together on a single loaded-cost number.

The SMS System May Be The Biggest Improvement In Our Industry In Quite Some Time

Organization
Consistent Pricing
Parts Acquisition
CRM Functions
Vehicle Repair History
Technical Data
And Much More...





- Preferences
- Lists
- Account
- Ad Source
- Bay
- Category
- Credit Card
- Customer Group
- Employee
- Failure Reasons
- Labor Rate
- Locations
- Mitchell Labor Rate
- Manufacturer
- Pricing Matrixes
- Pricing Profiles
- Profit Center
- Regions
- States
- Std Rec Serv
- Symptoms
- Vehicle Colors
- Vendor
- WO Fix Types
- Zip Codes

Employees

☐ Show InActive Employees

Employee Name
AS Service Writer
AS Technician
BRENT G. TODARO
CHRISTOPHER G. PETERSEN
CODY B. NEVINS
GARY L. WILSON
JAMES A. FLORMAN
JIM METZGER
JOHN A. HAMPTON
Manager
MICAH R. POTTER
RYAN N. FLORMAN
TRACS Admin

Edit Employee

Employee Name *

JIM METZGER

User/Employee Code *

KNUCKLEHEAD

Certification Number

Default Bay

Cost Per Hour

\$31.00

☐ Use AD Authentication

Email

Region *

Default

☒ Service Writer

☒ Technician

☒ Share Labor Matrix Increase

Default Shop *

JH AUTO

Permissions Role *

Admin

☒ Active

* Required Field

- Save
- Cancel
- Show Role
- Chg Passwd

What we pay the guys.

Master Technician

Adam

Pay Rate

\$40.00

per hour

Senior Technician

Bart

Pay Rate

\$30.00

per hour

Technician

Chuck

Pay Rate

\$25.00

per hour

Junior Technician

Gopher

Pay Rate

\$20.00

per hour

Adam at \$40 carries the highest rate on the floor — twice Gopher's. Next slide shows the loaded-cost behind each rate.

What they actually cost

Master Technician

Adam

Loaded Cost

\$56.00

per hour

Senior Technician

Bart

Loaded Cost

\$42.00

per hour

Technician

Chuck

Loaded Cost

\$35.00

per hour

Junior Technician

Gopher

Loaded Cost

\$28.00

per hour

Combined loaded cost on the floor: **\$161.00 / hr.** Adam at \$56 is exactly twice Gopher's \$28.

LABOR RATE ANALYSIS

Fill in Yellow Boxes

Base Rate & Payroll Load

Highest paid technician rate per hour

\$25.00

FICA, FUTA, SUTA % of Wages

Approx. 11.5% x per hour rate; use correct amount for your state.
Using your P&L, divide FICA/FUTA/SUTA dollar amount into TOTAL wages to determine your percentage rate.

11.00%

Payroll Taxes per Hour

\$2.75

Worker's Comp as a % of Wages

Using your P&L, divide Worker's Comp dollar amount into TOTAL wages to determine your percentage rate.

1.75%

Worker's Comp per Hour

\$0.44

Tax & Benefit Load as a % of Earnings

48.79%

Actual Technician Cost per Hour

\$37.20

CURRENT SHOP LABOR RATE

\$150.00

SHOP PRODUCTIVITY AVERAGE

85.00%

NEEDED EFFECTIVE LABOR RATE

\$145.87

LABOR MARGIN

70.00%

Annual Subscription / Information Access Costs

\$41,476.56

*Annual Car Count

3,500

**Annual Billed / Production Hours

6,500

Annual Dollar Value of Benefits Provided per Employee

Benefits	Annually	Monthly	Weekly	Hourly
Health	\$3,975.40	\$331.28	\$76.45	\$1.91
Life	\$0.00	\$0.00	\$0.00	\$0.00
Disability	\$0.00	\$0.00	\$0.00	\$0.00
Uniforms	\$2,000.00	\$166.67	\$38.46	\$0.96
Vacation	\$2,720.00	\$226.67	\$52.31	\$1.31
Holiday	\$1,904.00	\$158.67	\$36.62	\$0.92
Lunches	\$780.00	\$65.00	\$15.00	\$0.38
Sick		\$0.00	\$0.00	\$0.00
Training	\$4,000.00	\$333.33	\$76.92	\$1.92
Retirement	\$3,360.00	\$280.00	\$64.62	\$1.62
Misc. #1		\$0.00	\$0.00	\$0.00
Misc. #2		\$0.00	\$0.00	\$0.00

What This Means

Fully loaded cost for your highest-paid tech, once payroll taxes, worker's comp, and benefits are added on top of the \$25.00/hr base wage. **\$37.20/hr**

Rate the shop needs to charge, after accounting for productivity, to hit a 70% labor margin on that fully loaded cost. **\$145.87/hr**

Current posted shop labor rate compared to the needed effective rate above. **\$160.00/hr**

\$24,000 labor · \$24,000 parts · 4 techs @ 40 hrs · \$150 labor rate · 50% parts margin

Sum of pay rates

\$115.00 / hr

Sum of loaded costs

\$161.00 / hr

Labor sales

\$24,000 / wk

Parts sales

\$24,000 / wk

Parts margin

50% gross

Parts profit

\$12,000

Inaccurate · Pay rate only

What most reports show you

Labor sales	\$24,000
Parts gross profit (50%)	\$12,000
– Labor wage cost (\$115 × 40)	–\$4,600

Combined gross profit

\$31,400

Combined margin

65.5%

Actual · Loaded cost

What your books really earn

Labor sales	\$24,000
Parts gross profit (50%)	\$12,000
– Labor loaded cost (\$161 × 40)	–\$6,440

Combined gross profit

\$29,560

Combined margin

61.6%

Gap / week

\$1,840

Parts line is identical in both views — the **\$1,840 / week** gap is entirely labor, and it erodes combined margin from **65.5%** to **61.6%** on \$48,000 of weekly revenue.

Let's Look at a Whole Year

Pay-rate labor cost

\$239,200 / yr

Loaded labor cost

\$334,880 / yr

Labor sales

\$1,248,000 / yr

Parts sales

\$1,248,000 / yr

Parts gross profit

\$648,000 / yr

Total revenue

\$2,496,000

Inaccurate · Pay rate only

What reports show you over 12 months

Labor sales × 52 wk **\$1,248,000**

Parts gross profit × 52 wk **\$648,000**

– Labor wage cost (\$4,600 × 52) **–\$239,200**

Combined gross profit

\$1,406,800

Combined margin

56.4%

Actual · Loaded cost

What your books really earn per year

Labor sales × 52 wk **\$1,248,000**

Parts gross profit × 52 wk **\$648,000**

– Labor loaded cost (\$6,440 × 52) **–\$334,880**

Combined gross profit

\$1,313,120

Combined margin

52.6%

Gap / year

\$93,680

You're playing with Money you don't have



**Bad Data
equals
Bad Choices**

Preferences

Lists

- Account
- Ad Source
- Bay
- Category
- Credit Card
- Customer Group
- Employee
- Failure Reasons
- Labor Rate
- Locations
- Mitchell Labor Rate
- Manufacturer
- Pricing Matrixes
- Pricing Profiles
- Profit Center
- Regions
- States
- Std Rec Serv
- Symptoms
- Vehicle Colors
- Vendor
- WO Fix Types
- Zip Codes

Labor Rates

☐ Show InActive Labor Rates

Drag a column header and drop it here to group by that column				Done
Rate Name	Rate	Rate Cost	Rate Cost Basis	Add
COST	\$45.00	\$45.00	Actual	Save Edit
Fleet Labor	\$99.00	\$45.00	Actual	Cancel Edit
IMPORT	\$200.00	\$45.00	Actual	
SHOP	\$165.00	\$45.00	Actual	

ITEM COSTING

REPORT DATE: Thursday, August 6, 2026

Review all Invoices. (excluding Posted Invoices)

REFRESH DONE

FOUND 6 INVOICES

WO #	INVOICED DATE	INVOICED TIME	SERVICE WRITER	TECHNICIAN	WO REFERENCE	# INVALID ITEMS	CUSTOMER	VEHICLE
551	8/6/2026	8:23 AM	BRANDON CLARK	BC		4	CLARK, BRANDON,	2021 Ford Explorer 2.3 L 138 CID L4 DOHC
TYPE	ITEM	DESCRIPTION				CATEGORY	TECHNICIAN	TOTAL PRICE
Labor	TIREMOUNTANDBALANCE	MOUNT AND BALANCE TIRES					BC	\$171.12 \$660.00
Charge	STF	State Tire Fee				State Tire Recycle Fee	BC	\$4.00 \$4.00
Charge	TDF	TIRE DISPOSAL FEE				@List Price	BC	\$20.00 \$20.00
Tire	827041973	Goodyear Tire & Rubber Company WRANGLER TERRITORY					BC	\$149.00 \$198.67
552	8/6/2026	8:24 AM				2	SEMA 2025	2019 Jeep Cherokee 2.4 L I44 CID L4 SOHC 16 Valve
TYPE	ITEM	DESCRIPTION				CATEGORY	TECHNICIAN	TOTAL PRICE
Part	FG1860	Delphi Fuel Pumps Electric Fuel Pump						\$460.46 \$1,151.16
Labor	Guide	FUEL PUMP Remove & Replace						\$63.00 \$231.00
555	8/6/2026	8:22 AM	BRANDON CLARK	PC		2	CLARK, BRANDON,	2019 Chevrolet Equinox 1.5 L 91 CID L4 DOHC 16 Valve
TYPE	ITEM	DESCRIPTION				CATEGORY	TECHNICIAN	TOTAL PRICE
Part	SYN	SYNTHETIC OIL					PC	\$17.50 \$23.35
Part	1771245	ACDelco , Genuine GM Nitrogen Coated Disc Brake Rotor					PC	\$287.18 \$382.90
557	8/6/2026	8:22 AM	BRANDON CLARK	PC		5	CLARK, PARKER	2005 Hyundai Santa Fe 2.7 L 2656 CC V6 DOHC
TYPE	ITEM	DESCRIPTION				CATEGORY	TECHNICIAN	TOTAL PRICE
Labor	Guide	ALTERNATOR ASSEMBLY Remove & Replace						\$42.78 \$200.00
Part	2139630	NAPA Power Premium Plus Alternator						\$224.43 \$747.29
Charge	CORE	Core Charge						\$39.00 \$39.00
Charge	CORECREDIT	Core Credit						(\$39.00) (\$39.00)
Part	6PK1695	Bando Accessory Drive Belt						\$18.44 \$77.95
1005	8/6/2026	8:21 AM	BRANDON CLARK	PC		8	BIRD, LARRY	2019 Ford F550 Super Duty V10, 6.8L (415 CID)
TYPE	ITEM	DESCRIPTION				CATEGORY	TECHNICIAN	TOTAL PRICE
Part	AD2215	Disc Brake Pad Set					PC	\$65.82 \$87.76



TRACS

Torque & Time Auto Repair

Manager Sheet Report

Reporting Period: 8/10/2026 – 8/16/2026

Monday 8/10/2026	Tuesday 8/11/2026	Wednesday 8/12/2026
Total Parts/Tires/Labor Sales \$7,303.13	Total Parts/Tires/Labor Sales \$2,494.29	Total Parts/Tires/Labor Sales \$5,812.44
Minus Parts Cost \$1,130.31	Minus Parts Cost \$503.45	Minus Parts Cost \$1,204.18
Minus Tires Cost \$654.16	Minus Tires Cost \$0.00	Minus Tires Cost \$312.50
Minus Tech Cost Loaded \$1,012.26	Minus Tech Cost Loaded \$296.10	Minus Tech Cost Loaded \$876.30
Total \$4,506.40	Total \$1,694.74	Total \$3,419.46
MARGIN 61.71%	MARGIN 67.94%	MARGIN 58.82%
# OF ROS 4	# OF ROS 7	# OF ROS 6
AVG RO \$1,825.78	AVG RO \$356.33	AVG RO \$968.74
Thursday 8/13/2026	Friday 8/14/2026	
Total Parts/Tires/Labor Sales \$6,540.90	Total Parts/Tires/Labor Sales \$8,215.67	
Minus Parts Cost \$1,340.75	Minus Parts Cost \$1,655.40	
Minus Tires Cost \$498.20	Minus Tires Cost \$720.85	
Minus Tech Cost Loaded \$902.15	Minus Tech Cost Loaded \$1,150.60	
Total \$3,799.80	Total \$4,688.82	
MARGIN 58.10%	MARGIN 57.08%	
# OF ROS 8	# OF ROS 9	
AVG RO \$817.61	AVG RO \$912.85	

REPORTING PERIOD TOTALS

Total Parts/Tires/Labor Sales	\$30,366.43		
Minus Parts Cost	\$5,834.09		
Minus Tires Cost	\$2,185.71		
Minus Tech Cost Loaded	\$4,237.41		
Total Gross Profit	\$18,109.22	GROSS MARGIN 59.64%	# OF ROS 34
		AVG RO \$893.13	

SALES DOLLARS

\$1,794,859.34

▲ 13.7% vs 2021

▲ 12.9% vs 2020

TOTAL INVOICE COUNT

4,066

▼ 8.1% vs 2021

▼ 10.2% vs 2020

INVOICE COUNT (EX \$0)

3,406

▼ 15.8% vs 2021

▼ 18.3% vs 2020

AVG. WO DOLLARS

\$526.97

▲ 35.0% vs 2021

▲ 38.2% vs 2020

GROSS PROFIT %

50.47%

▼ 4.7% vs 2021

▼ 4.9% vs 2020

SALES MIX

\$1,794,859.34



Parts
Labor
Tires
Other

GP MIX

\$905,788.92



Parts
Labor
Tires
Other

SALES & GROSS PROFIT

1/1/2022 - 12/31/2022



GROSS PROFIT BY CATEGORY

Parts • Labor • Tires • Wheels • Sublet • Charges

PARTS

45.93%

\$325,841.87

Gross Sales
\$802,518.16 ▲ 12.0% vs 2021

Discounts
\$93,063.57 ▲ 22.1% vs 2021
▲ 18.7% vs 2020

Net Sales
\$709,454.59 ▲ 11.2% vs 2020

Cost
\$383,612.72 ▲ 20.4% vs 2021
▲ 20.4% vs 2021 ▲ 17.8% vs 2020

Gross Profit
\$325,841.87 ▲ 13.2% vs 2021
▲ 11.2% vs 2021 ▲ 4.3% vs 2020

LABOR

64.60%

\$493,824.76

Billed Labor
\$764,463.21 ▼ 4.2% vs 2021
▼ 7.3% vs 2020

Labor Hours
6,591.39 ▼ 5.2% vs 2021
▼ 5.2% vs 2020

Effective Labor Rate
\$115.98 ▲ 1.1% vs 2021
▼ 13.3% vs 2020

Tech Cost
\$270,638.45 ▼ 21.5% vs 2021
▼ 19.8% vs 2020

Gross Profit
\$493,824.76
Gross Profit %
64.60%

TIRES

4.44%

\$4,676.20

Net Sales
\$105,374.12 ▲ 41.3% vs 2021
▲ 41.3% vs 2021 ▲ 38.3% vs 2020

Units
934 ▲ 26.9% vs 2021
▲ 26.9% vs 2021 ▲ 29.4% vs 2020

Gross Profit
\$4,676.20 ▼ 60.8% vs 2021
▼ 60.8% vs 2021 ▼ 66.2% vs 2020

Gross Profit %
4.44% ▼ 72.2% vs 2021
▼ 75.6% vs 2020

WHEELS

20.00%

\$93.21

Net Sales
\$466.05 N/A vs 2021 ▼ 32.6% vs 2020

Cost
\$372.84 N/A vs 2021 N/A vs 2021 ▼ 45.0% vs 2020

Gross Profit
\$93.21 N/A vs 2021 N/A vs 2021 ▲ 603.5% vs 2020

Gross Profit %
20.00% N/A vs 2021 ▲ 943.0% vs 2020

SUBLET

25.05%

\$35,814.35

Net Sales
\$142,963.20 ▲ 85.6% vs 2021
N/A vs 2021 ▼ 7.8% vs 2020

Cost
\$107,148.85 ▲ 1189.5% vs 2021
▲ 1189.5% vs 2021 ▲ 758.4% vs 2020

Gross Profit
\$35,814.35 ▼ 47.9% vs 2021
N/A vs 2021 ▼ 74.9% vs 2020

Gross Profit %
25.05% ▼ 71.9% vs 2021
71.9% vs 2021 ▼ 72.8% vs 2020

CHARGES

63.13%

\$45,538.53

Net Sales
\$72,138.17 ▲ 214.2% vs 2021
▲ 214.2% vs 2021 ▲ 1649.8% vs 2020

Cost
\$26,599.64 ▲ 199.2% vs 2021
▲ 199.2% vs 2021 ▲ 271.8% vs 2020

Gross Profit
\$45,538.53 ▲ 223.6% vs 2021
▲ 23.6% vs 2021 ▲ 1602.5% vs 2020

Gross Profit %
63.13% ▲ 3.0% vs 2021
▲ 12.1% vs 2021 ▲ 185.9% vs 2020

centage.

is, seasonal



TOP NAPA TRACS[®] MOST RECENT UPDATES

New features. Smarter tools. More profit for your shop.



Built for
Shops.
Designed for
Success.

1 ENHANCED DASHBOARD & REPORTING



New customizable dashboards and reports give you real-time insights to make smarter, faster decisions.

2 IMPROVED ESTIMATE & DIGITAL INSPECTIONS* WITH DVI INTEGRATION PARTNERS



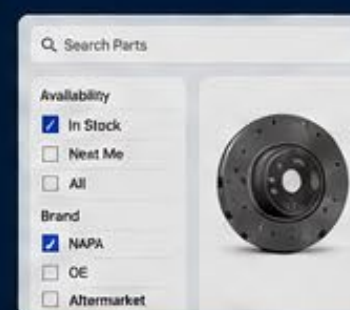
Better looking, easier to use, and includes images and videos to get more approvals and higher RO averages.

3 TEXT-TO-PAY & DIGITAL PAYMENTS



Get paid faster with secure payment links. Improve cash flow and reduce A/R days outstanding.

4 PARTS INVENTORY SMART SEARCH & FILTERS



Find the right parts faster with smarter search, real-time availability, and better substitutions.

5 TECH TIME TRACKING UPGRADES



Easier time tracking helps capture more billable hours and improves technician productivity.

6 CUSTOMER COMMUNICATION CENTER



All messages, texts, and emails in one place to keep customers informed and coming back.

7 RECURRING SERVICE REMINDERS*



Automated reminders bring customers back for maintenance—more repeat business, less effort.

8 INTEGRATED MARKETING PARTNERS*



New tools and templates make it easy to run promotions and build customer loyalty.

9 ENHANCED MULTI-LOCATION MANAGEMENT



Manage all your locations from one account with better visibility and performance tracking.

10 PERFORMANCE & PROFITABILITY INSIGHTS



New profitability reports help you identify top opportunities and increase your bottom line.

HOW THESE UPDATES HELP YOUR SHOP BE MORE PROFITABLE



HIGHER AVERAGE REPAIR ORDERS

Better estimates, inspections, and recommendations lead to more approvals and bigger tickets.



MORE EFFICIENT OPERATIONS

Save time on everyday tasks so your team can focus on what pays—serving customers.



FASTER PAYMENTS, BETTER CASH FLOW

Digital payments and automated communication get you paid faster and improve your cash position.



STRONGER CUSTOMER LOYALTY

Better communication and personalized outreach bring customers back again and again.



MORE PROFIT, LESS GUESSWORK

Powerful reporting and insights help you make data-driven decisions that increase profits.



**NEW UPDATES.
REAL RESULTS.**

NAPA TRACS is constantly evolving to help your shop run better and be more profitable.

* requires 3rd party integration subscription



**POWERFUL SOFTWARE.
PROVEN PROFITABILITY.**

REPAIR SHOP OF TOMORROW · MASTERMIND 2026

Thank You!

Jim Metzger

jim.m@repairshopoftomorrow.com

Brandon Clark

brandon_clark@genpt.com

Download this PowerPoint
Ask Questions



Scan Here

