

APPENDIX A

SERVICE INVENTORY AND WORK SHEET

This is a work sheet which is recommended by the company to its dealers to use to keep check of their inventory accounts. For a commodity as fast moving as gasoline, this sheet is of great importance; for in it are recorded sales volumes not only of gasoline but also of lubricants and accessories. The recording of sales volumes will aid in helping the dealers to know exactly when fresh orders are to be made. This will ensure a constant supply to customers and the flow of business will be a continuous one. Without this sheet there will be a poor system of control and inventory valuation. Besides these, the sheet is also helpful in tracing waste, spoilage and theft. Most important of all, from the Work Sheet it can be easily realised whether a service station is making profits or sustaining losses. The Cash Variation section is especially important for showing these. From the company's point of view, this work sheet is a necessary instrument for financial control and evaluation as it aids in determining the company's flow of funds and stock. Daily stocks flow from the company to many of its retail outlets and these are at once sold to the consuming public. In such a

quick flow of business it is important that an efficient system of records should be kept and this work sheet serves as a useful instrument.

(I) SERVICE INVENTORY AND WORK SHEET

Incoming Operator Service Station.....

Outcoming Operator..... Date.....
Circulation Space

PUMP METER READINGS

	Esso-Extra Gas Gallons	Esso Gas. Gallons		Distillate Gallons
Total				
Less in Cus.Cars				
Net Total				

Gasoline Stick Inventory

Tank No.				
Tank No.				
Tank No.				
Plus in Cus.Cars				
Total				

This section records the amount of sales and inventory of gasoline only. At the end of each sale's period usually a day, the amount sold is subtracted from the total figure. This will enable the operator to keep track of his inventory level. When this level reaches a very low level, the operator will replenish stock by further orders from Company. This procedure helps in maintaining a constant supply to consumers.

	Kerozene	Bulk Keroz.	40gal. lpt.	5gal. lpt.	Esso Motor Oil	Grease	Tires	New	Used
Islands									
Isle Room									
Stock Room									
Sales Room									
Displays									
In Cus. Cars.									
Total									

This section records sales of tires, kerozene and lubricants only. They are not as fast moving as gasoline.

	Tubes	Batteries	Total
Islands			
Isle Room			
Stock Room			
Sales Room			
Displays			
In Cus. Cars.			

Here the inventory of accessories is kept track of.

This sheet is very important when there is a change of operators. From this a period's sales can be easily recorded. Stock left will be carried over to the next period. The sheet will help in computing cost of goods sold and also in determining level of inventory.

Source: R.S.D. - Operating Analysis - Pg. 4

Location

SECTION A	Motor Fuel Per Pump Meters		
	Esso Extra Gasoline	Esso Gasoline	Distillate
1 Closing			
2 Opening			
3 To be A/C for			
4 Pumped for Test			
5 Balance			
6 Other than Sales			
7 Sales			
8 Price			
9 Sales Value			
10 Less Discounts			
11 Actual Sales Value.			

Section A

Part I - Motor Fuel Meters

Meter readings include the total readings of all pumps for each grade of gasoline and are initially accumulated on "Daily Inventory and Work Sheet".

Line 1 - shows to-day's total closing reading.

Line 2 - was the total closing reading for yesterday or the previous "Daily Control Sheet."

Line 3 - is the difference between Line 2 & Line 3.

Line 4 - subtract gallons pumped for test and returned to tank.

Line 5 - enter here the difference between Lines 3 and 4

Line 6 - these deductions from Line 5 include gasoline used in station car, or service truck, or cleaning. This provides an alternative to establishing a separate "Service Station Account" for operating supplies "or" own consumption.

Line 7 - enter here the corrected "to be accounted for" total - Line 5 minus Line 6.

Line 8 - record the currently operative retail selling price per gallon using the space provided.

Line 9 - record here the result of calculation - Line 7 multiplied by retail price.

Line 10 - Commercial discounts or concessions on cash sales where the discount is deducted at the time of sale. This figure is based on the detail shown in the column "Discount" - Section B. Discounts on credit sales which are calculated at month's end are not shown in this section.

(II - contd.)

Line 11 - Enter here the result of Line 9 minus Line 10

This section records the day's sales.

At start of day's operations all new meter recordings are read. These will tally with the closing recordings of the previous period.

This Section A enables the operator to know exactly the amounts he sells in the course of his duty. It also enables operator to know at a glance whether sales volumes have increased or not. Beside Sales volumes the sheet also enables operator to trace discounts figures and other amounts accounted for other than sales.



.....From.....ToIncoming Operator

Outgo

Motor Fuel Per Stick		Kerosene		Esso Motor Ipt.			
		Prem.	Reg.	List.	Bulk	Packages	
1 Opening							
2 Receipts							
3 Total							
4 Closing							
5 To be A/C for							
6 Other than sales							
7 Sales							
8							
9							
10							
11							

Section A - Part 2. "Motor Fuel Per Stick, kerosene, motor-oils, greases and packages."

Line 1 - opening inventory - from the closing inventory, previous report. Note - this is a reversal of the procedure used in Part I, but is purely for convenience, keeping the larger figure in the correct place in each case.

Line 2 - this refers to purchases during the day or shift and the figure entered must agree with the "Merchandise Bought for Sale" figure shown.

Line 3 - enter the total of Lines 1 & 2

Line 4 - insert here the figures for the closing inventory physically taken at the end of the shift or day, and also recorded on the "Service Station Inventory Work Sheet."

Line 5 - the result of calculation - Line 4 minus Line 3

Line 6 - enter all removals from stock for whatever purpose other than actual sales, and apply same procedure as outlined in Part I.

Line 7 - subtract Line 6 from Line 5.

Line 8 - same procedure as outlined in Part I, with the exception of the columns headed Times, Tubes, and Batteries. These items are included only for easy checking and have too large a price variation to particularise.

Line 9,10, and 11 - apply procedure as outlined in the instruction in Part I.

Section A - This is essentially the same as Part I but records figures for gasoline, kerosene, lubricants and accessories as well.

(III)

DAILY CONTROL SHEET

.....From.....ToIncoming Operator Outgo

Motor Fuel Per Stick		Kerosene Packages			Esso Motor lpt.
	Prem. Reg.	List.	Bulk		DA ato
1 Opening					
2 Receipts					
3 Total					
4 Closing					
5 To be A/C for					
6 Other than sales					
7 Sales					
8					
9					
10					
11					

Section A - Part 2. "Motor Fuel Per Stick, kerosene, motor-oils, greases and packages."

Line 1 - opening inventory - from the closing inventory, previous report. Note - this is a reversal of the procedure used in Part I, but is purely for convenience, keeping the larger figure in the correct place in each case.

Line 2 - this refers to purchases during the day or shift and the figure entered must agree with the "Merchandise Bought for Sale" figure shown.

Line 3 - enter the total of Lines 1 & 2

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Line 9,10, and 11 - apply procedure as outlined in the instruction in Part I.

Section A - This is essentially the same as Part I but records figures for gasoline, kerosene, lubricants and accessories as well.

SHEET
Outgo

Esso
Motor
lpt.

DAILY CONTROL SHEET

ator Outgoing Operator..... No.

Date	Esso Extra Motor Oil	Esso Motor Oil Packages		Grease		Tires		Tubes		Batteries		Packages
		lpt.	bpt.	Bulk		1lb.	5lb.	New	Used			

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(III)

DAILY CONTROL SHEET

.....From.....ToIncoming Operator Outgoi

Motor Fuel Per Stick	Kerosene			Base R Motor Ipt. 6 S
	Prem.	Reg.	List.	
1 Opening				
2 Receipts				
3 Total				
4 Closing				
5 To be A/C for				
6 Other than sales				
7 Sales				
8				
9				
10				
11				

Section A - Part 2. "Motor Fuel Per Stick, kerosene, motor-oils, greases and packages."

Line 1 - opening inventory - from the closing inventory, previous report. Note - this is a reversal of the procedure used in Part I, but is purely for convenience, keeping the larger figure in the correct place in each case.

Line 2 - this refers to purchases during the day or shift and the figure entered must agree with the "Merchandise Bought for Sale" figure shown.

Line 3 - enter the total of Lines 1 & 2

Line 4 - insert here the figures for the closing inventory physically taken at the end of the shift or day, and also recorded on the "Service Station Inventory Work Sheet."

Line 5 - the result of calculation - Line 4 minus Line 3

Line 6 - enter all removals from stock for whatever purpose other than actual sales, and apply same procedure as outlined in Part I.

Line 7 - subtract Line 6 from Line 5.

Line 8 - same procedure as outlined in Part I, with the exception of the columns headed Times, Tubes, and Batteries. These items are included only for easy checking and have too large a price variation to particularise.

Line 9,10, and 11 - apply procedure as outlined in the instruction in Part I.

Section A - This is essentially the same as Part I but records figures for gasoline, kerosene, lubricants and accessories as well.

DAILY CONTROL SHEET

Operator Outgoing Operator..... No.....

Date	Esso Extra Motor Oil	Esso Motor Oil Packages	Grease		Tires		Tubes		Batteries		Packages
			Lpt.	Bulk	1lb.	5lb.	New	Used			

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Section B Discounts Given	Name Or Number	Oil Changes	1000Ml. Lubrication	Special Lubrication	Washing, Polishing	Other Services
CIGS	Bevs					

Section B: Sub-section headings provided are generally self-explanatory, with exception of the following:

Discounts: here we accumulate the detail referred to in Line 10 in Form on Location

Service Items: Posted from Job Card or Customer Service Record.

Gear Oil or A.T. Fluid: Recorded as sales value only

Tires & Batteries: Consignment stock sold on terms. Record deposit received under "Other Resale Merchandise" as this is the extent of the transaction.

Other Service	Special Lubrication	Washing Polishing	Other Services	Gear Oil	Tire - New	Accessories	Automotive Specialties
					Total Tires Used		
					Total A.T. Fluid	Total Tubes	Total Other Resale Merchandise
					Total Batteries	Total Parts used in Service	Total Work Shbkt
					Total	Total	Total

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(IV)

Section C - This section provides a summary of sales.

Figures are taken from the various sub-headings of Section A and B and totalled to give the "Day's Total Sales".

<u>SECTION-SALES</u>
<u>SUMMARY-CASH</u>
<u>CREDITS</u>
Esso Extra Gas
Esso Gas
Distillate
Kerosene
E.E.M. Oil
E.M. Oil
Grease
Lubrication
Special Lube
Wash, Polish
Other-Services
Repair-Labour
Gear Oils
A. Trans. Fluid
Tires-New
Tires-Used
Tubes
Batteries
Accessories
Repair Parts
Specialities
U. Resale L. r.
Work Sublet
Cig./Bevs.
Total.

<u>SECTION D</u>	
<u>CASH RECONCILIATION</u>	
1	Today's Total Sales (Section C)
2	Credit A/C - Paid To-day
3	
4	Cash in Till Start of Day
5	To be Accounted for
6	To be Accounted for
7	To-day's Credit Sales
8	Cash Paid Out
9	
10	Cash in Till at End of Day
11	Bank Deposit
12	

(V)

Cash Variation:- Here are calculated the accumulative position concerning short-ages/overages, or the daily difference between Line 6 and Line 12 in Section D.

CASH VARIATION

	Over	Short
Yesterday		
To-day		
Total		
To-day.		

(VI)

Gasoline Variation:-

Stick Vs. meters.

This space provides for the cumulative position (by grade) of daily gasoline shortages or overages. Completed accurately daily, these variations are important, and on a monthly basis will indicate inaccuracies in meter deliveries or tank leakages or defects.

GASOLINE VARIATION

STICK VS. METERS

	O	S	O	S	O	S
Esso			Extra		Esso	
Yesterday						
To-day						
Total			To-day			

REMARKS:-

APPENDIX B

TERMINOLOGY

	Page
Lease: contractual agreement between the company and the dealer for the use of a service station and the right to sell company's product for a specified period.	11
Automotive Developments: developments of automobiles and accessories connected with them	12
Corporate Image: name, status and indeed the whole organization structure of the company. The image is usually what the public thinks of the company.	12
Dealer Turnover: dealer change or replacement.	16
Dealer Candidate: person having the potential and has applied to be a dealer	18
Grass Root Approach: method involving the people who know and these usually include salesmen and sales representatives	32
District Management: management at district level usually under the charge	

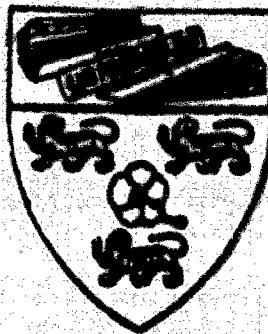
of a district manager. This is
opposed to Area Management which
is usually under the charge of a
supervisor or superintendant..... 37

Idea Trading Post: a set up where employees
^{method}
are encouraged to give suggestions
of any plan for improvement 41

Bay: the space where cars drive in to be
serviced. It is usually attached next
to the office of the station and is
well sheltered from rain and sun. Each
bay usually has a hydraulic pump for
hoisting 71

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