

# TransITnews

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## TransITtrak 3.0.1

Throughout the past few months, we have been busy implementing enhancements and making corrections to TransITtrak. Here are some of the latest additions:

### **Vision Estimator Import**

Allows you to import an estimate created in Wrenchhead's newest Parts and Labor guide. Vision Estimator uses Mitchell labor and also allows you to purchase parts online. (See page 2 for more details)

### **Improved Installation**

New installation routine allows you to install all options through a single setup process.

### **Save Does NOT Clear!**

The save function on all forms now saves the changes but continues to display the record instead of clearing the

form. This was changed due to input from customers.

### **New Work Order Form**

TransITtrak now contains a beautiful horizontal work order that fits nicely into wall mounted racks. (See page 3 for more details)

### **Sales Tax Revenue Form**

We have also added a sales tax revenue report. Running this report will make filing taxes as easy as pie.

### **More Parts Imports**

TransITtrak now includes parts imports for AceomaticRecon and Delta off the data import menu under file.

### **Flat Labor Charge**

TransITtrak now gives you the ability to enter a flat charge for labor. The invoice will not show any hours for

that line. You can also create service sets using flat charges.

### **Multi-Location Release**

The multi-location release of TransITtrak allows a shop to connect to a central server by a VPN connection on a high-speed data line. This allows both locations to work from the same database. All information can be shared regardless of the location. Looking up customer and vehicle information from another shop has never been easier. Multi-location also allows you to separate financial data. If you are one of the many shops that does oil and filter changes or sells parts on the side, multi-location can help you manage the services while keeping one database of customers, suppliers and vehicle data. For more information call us at (860)674-2600.

## **Contact Us:**

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## Technology Made Simple - RAM



**Q: What is RAM and how much should I have in my computer?**

**A:** RAM stands for Random Access Memory. It is used to temporarily store data that is being used by applications. Accessing RAM

takes much less time than accessing the hard drive so applications use this temporary space for faster access to data and a smoother user interface. We recommend a minimum of 64 MB RAM, preferably 128. If you have a server which is accessed

often, we suggested that it has at least 256MB RAM. The more programs you have open, the more RAM you will use and you really can not have too much.

Submit your PC questions to: [pcguy@transittrak.com](mailto:pcguy@transittrak.com).

# Keep Your Customers Coming Back

Shop owners often put ads in newspapers or the yellow pages for advertisement in hopes that it will get a customer in the door. While this is a very good advertising technique, the big question is not how to get customers in the door, but how to get customers to come back. You have probably had thousands of customers over a period of time and if you can successfully get sixty or seventy percent of those customers to return you will notice a large increase in profit.

**Remember:**  
You are a salesman, sell your service. Let your customers know why they need your service.

Bob Tempestilli of Select Transmissions in Peekskill, NY is a TransITtrak customer who offers an irresistible deal to his customers in order to keep them coming back. When a customer returns to his shop to pick up their vehicle, he

explains to them that they get a 12,000 mile or 12 month warranty on their re-built transmission. He then suggests that they return to his shop in 11 months or 11,000 miles to get their transmission serviced. He offers this service at a discount, explaining to the customer why they want this service. "Because you've had us overhaul your transmission, bring it back in 11 months or 11,000 miles and we will service it for you at a discount. This way you know that your transmission is in

excellent condition before the warranty expires."

A customer cannot resist this deal. Bob's customers get in the habit of having their vehicles serviced and he gets referrals.

## Inside Inventory



One of the last pieces of "major" functionality to go into TransITtrak will be inventory. The TransITtrak inventory module

will allow a shop to track what items they have in stock, and automatically reduce the on-hand quantity when a part is used on a job. The inventory module is being developed with a number of shops to insure that our customers get the features and functions they need.

The first release of inventory will include the ability to track the average usage of a part over a period of time. That will allow shops to correctly identify how many of a specific part they should keep in stock. Along with part usage information will be the ability to set a re-order point on a part. Reports will be provided that will show all parts that are below their re-order point, making it easy to place re-stock orders with your suppliers.

Parts can be looked up by your part number or the OEM part number for easy cross reference.

If you have any further questions regarding the inventory module please contact us at (860)674-2600 and we will be happy to help you out.

## Vision Estimator Interface

TransITtrak includes an optional interface for Wrenthead's Vision Estimator, a complete parts and labor guide with an estimating tool. With the Vision interface you can create an estimate using the parts and labor guide then import it into TransITtrak to create a repair order. It also offers the ability for you to order parts on-line.

distributors have signed up for. Wrenthead Central allows a service dealer to look directly at his suppliers inventory, know what is in stock and at what price. Service dealers and distributors can customize the Wrenthead products so that they only see the lines they carry and install.

The on-line ordering is completed through Wrenthead Central, an e-commerce back bone that many major

If you would like more information about the Vision Estimator product or the interface with TransITtrak, contact **Rob Hoffman (860)674-2600 x246**

## Tips & Tricks - Successful Searching (Works In Any Browse Window!)

Because TransITtrak has been developed using the latest Microsoft technologies, it gives you the ability to search using wildcards. A wildcard allows you to search for a specific string. Lets suppose that I would like to find a part in my database. I know that the part description contains the text "kit". To find this part, click on the down arrow in

the parts field to open a browse window. The top row of all the fields is blank, this is where you enter your search criteria. Now, click on the

blank description field and enter "%kit". TransITtrak will now only display the parts that contain the text "kit" in the description.

Part Number	Tranny Type	Cat.	Description	Type
D11011		N	%kit	
D11021		N	BANNER KIT JF403E 90-UP	COMP
D1104AK		N	O'HAIL KIT JF403E 90-ON	COMP
D1104AKAP		N	INLINE FILTER KIT	COMP
D1104K		N	INLINE FILTER KIT 5/16" W/FIT	COMP
D1105AK		N	MAG. IN-LINE FILTER KIT W/PART	COMP
D1105K		N	INLINE FILTER KIT	COMP
		N	INLINE FILTER 3/8 GREY KIT	COMP

# New Horizontal Work Order

TransITtrak's new horizontal work order is perfect for any shop. It is designed to be printed horizontally so that it fits nicely in wall mounted racks that most shops use. The top header of the work order will contain all customer and vehicle information. This makes it easy for the technician to identify the correct vehicle that they should be working on. It

also has the customer concerns and recommended services listed to give the technician an understanding of what work needs to be done on that particular vehicle. It also contains plenty of space for the technician to hand write notes, and parts that they have used to repair the vehicle. This new work order is a standard feature in TransITtrak 3.0.1.

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CUSTOMER	VEHICLE	License
JAKE REYNOLDS 21 LINKFIELD RD. WATERTOWN, CT 06795 Home: (860) 945-8500 ext. _____ Work: (203) 673-6476 ext. _____ Cell: (860) 967-6787 ext. _____	1996 Dodge Neon Engine: 2.0 Color: Plum VIN: 1P3ES42CBSD146995	CT 123-ABC Transmission Type: 413 Mileage: _____

**Customer Concerns:**  
CUSTOMER RAN OVER A CURB, HEARD A LOUD NOISE, NOW THEY CANNOT MANUALLY SHIFT INTO A GEAR BELOW DRIVE.

**Recommended Services:**  
1. YES -> CHECK SHIFTER CABLE  
2. YES -> CHECK FLUID  
3. YES -> CHECK TRANXY MOUNTS

**Work Performed:**

**Parts Used:**

*Designed to fit "RO" Racks !!*

# Its Flu Season... Get a Flu shot for your PC



That's right, its flu season again and just as we take care of ourselves we need to remember that we must take care of our computers as well. Unfortunately, viruses exist not only in our bodies but on our computers as well. Be sure that all of

your computers are protected from these menaces. We recommend using Norton AntiVirus 2003 for your virus protection needs. For more information visit [www.symantec.com](http://www.symantec.com) or give us a call and we can answer any of your questions.

# Clean Power



Hardware is not cheap and protecting your investment is vital. Please be sure that you have power protection on all your computers and other electronic devices. We suggest using American Power Conversion (APC) devices. The Back-UPS VS 500 Broadband (\$79.99) is an excellent device which features protection for Ethernet, coax, phone, and DSL. Automated shutdown will automatically save

your data and properly shut down you computer in the event of a power failure. APC insures \$2500 to \$100,000 of properly connected equipment depending on the device you purchase. Its nice knowing that you have insurance that will cover your whole system. To learn more about APC devices go to [www.apc.com](http://www.apc.com) or call us and we will be happy to recommend a device for your application.

# New Additions

We would like to extend a warm welcome to the shops that have recently joined the TransITtrak family

To respect our customers privacy, we do not disclose any information unless we have their permission. Due to the fact that this document is available to the public we have removed their names.



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*Enclosed is the latest  
edition of TransITnews.  
Your IT Resource*

## Want to learn more about computers? We can help!

Here at CAMM we also offer other services and products to help you become a better business person. Many shop owners and managers are not computer experts so we are now offering classes for those people who would like to learn more about computers.

### **Our Facility**

Classes will be held in our training room at our main facility in Farmington, CT. There will be between four and eight students per class with one to two instructors. Small classes mean that you will get the individual attention that you need!

### **Meet Other People**

Our training classes give you the ability to speak with other TransITtrak users to see how they use the functionality of TransITtrak in their shop. Get ideas from others on how you can increase customer satisfaction, become more productive and most importantly, make more money.

### **Cost \$\$\$**

Classes will be approximately four hours long and cost \$125 per student. If you would like to train two or more people from your shop, we'll cut the cost to \$90 per student.

### **What do you want to learn?**

If you would like to learn specific computer skills we can help. Give us a call or send us an email requesting the type of skills you would like to learn. We can structure classes around your needs.

### **Our Staff**

Our staff includes individuals with years of experience in fields including software development, computer repair, graphic design, web design, marketing, manufacturing, remanufacturing and networking.

We are currently offering two outlined classes. If you are interested please call us at (860)674-2600.

### **Windows I**

This class will teach you the fundamentals of windows and how to control your computer. This class will give you an understanding of standard windows applications and teach you how to apply these skills to just about any software program.

You will also learn to:

- Use Keyboard Shortcuts
- Install/ Configure Printers
- Move Files Over a Network
- Search Your Computer for Files
- And more....

### **Internet I**

This class will teach you basic internet skills that you will be able to use at home and in the office. Learn to:

- Send and Receive Email
- Download and Save Files
- Make a Simple Webpage
- How to Protect Yourself from viruses
- And more...