

# CARRUS News

Newsletter  
Volume 1, June 2010

Remember to visit  
[www.carrus.ca/jmshelp](http://www.carrus.ca/jmshelp)



New topics added  
regularly!

Raymond Trudel – JMS Trainer

## Trained by Experience

The Customer Service team is now proud to welcome Mr. Raymond Trudel, a new trainer for the JMS system. Mr. Trudel has been active in the automobile industry for more than 40 years, working many years in an auto parts store, repair shops as well as car dealerships. He spent the last five years giving training on automotive market-related systems.

His extensive industry experience, added to his broad accounting knowledge, are priceless assets that Raymond will be pleased to share with our customers.

Customer Relations

## Have your say

During the month of June, the Carrus team will proceed with a study on customer satisfaction regarding services offered. This survey falls within the scope of the ongoing improvement effort; it will allow customers to assess several aspects of the quality of service.

A large number of Procolor customers have already answered the initial portion of the study related to the Controller and Performer products. For this part, all Carrus customers – which includes JMS, SMS and Controller users– are invited to measure our performance in terms of service to help us identify areas for improvement.

The survey will be sent by email over the next few weeks. Please take the time to answer and let us know what you think.

 Your Carrus Team

Ontario & British Columbia – Harmonized Sales Tax (HST)

## On July 1st, will you be ready?

As you probably already know, two Canadian provinces will soon witness the arrival of a new harmonized sales tax (TVH) to replace the existing provincial sales tax (PST) and goods and services tax (GST). Starting July 1st, 2010, the combined rate of this tax will be 13% in Ontario and 12% in British Columbia.

To prepare for a smooth transition to the HST, we invite you to modify your system's taxation parameters before June 30 to ensure you will be collecting the appropriate amount immediately on the implementation of the tax.

Procedures describing how to change the appropriate settings in **JMS** can be found on the online help [www.carrus.ca/jmshelp](http://www.carrus.ca/jmshelp); from the main page, click the **Procedures** button, then go to the **General Ledger** module, section **Tax**. Instructions to make the appropriate changes in the **SMS** system have already been sent to affected customers by Carrus' CS.

Since these modifications can be planned in JMS, we recommend to our customers to make the changes as soon as possible. Any required emergency action may be charged to the customer. If you have any questions regarding this topic, please contact us at 1-800-561-2190.

# Prevent potentially costly damages

The JMS application relies on a database located on a server to store your JMS information. It is important that you know the main causes of damage to the database as well as ways to prevent them.

## Inadequately restarting or shutting down the server

To perform maintenance, move or shutdown your server, always use the **Adminclient Console** (see the online help for steps on its use). The server should never be shutdown using the On/Off button, but rather through Windows' **Shut down** command or the **Adminclient Console's Shutdown Server** command which will end services and perform required verifications before shutting down.



## Power outages and voltage fluctuations

The server must always be equipped with a battery (inverter) to protect it against power outages and voltage fluctuations. The battery serves two purposes: maintain a stable electric current and provide power for 10-20 minutes in case of a power outage. That time period should allow you to either switch to another power source or shut down the equipment normally.

Please do not hesitate to contact us before performing maintenance or if you're experiencing problems with your server.

\*This advice is also relevant to SMS customers using a server sold by Carrus.

## CS Tips

# Things to remember to avoid unnecessary calls

Versatile and easy to use, Carrus' management systems allow you to maintain a healthy business management on a day-to-day basis. However, to get the most out of your system and avoid problems that may arise, the Customer Service team recommends the following:

- **Make sure your JMS system is shut down every night** – In addition to prevent database corruption, closing the system increases its performance (better service initialization during the night). **SMS users must leave the main workstation open** as it will shut down other workstations and ensure the system's optimization.
- **Check your backup copy every day** – Although making a daily backup copy is essential, the task is not complete until you verify that your copy was created properly.

Finally, if you need to contact Carrus' customer service regarding a problem that requires further attention, make sure to **ask for your case number**. This will enable the CS to provide you with better service by accessing your case faster should more calls be necessary.



## Money Finder Tip\$ – JMS The Price is Right

"Am I maintaining sufficient profit margins?" wonder many managers from time to time as they review their product's various prices. Although it can't answer the question directly, JMS provides a tool that can surely facilitate the thinking process: the **Price Analysis**.

This little-known report was designed to enable users to view each price level's margin. It also proves to be quite useful when checking pricing consistency (LP > TP, TP > DP, etc.) as it allows you to find – and later correct – price errors. Furthermore, managers can use the report's results to go over sub-line formulas following pricing variations in the price list.

The **Price Analysis** is one of the many reports available in the **Inventory's** module **Products** window; it can be accessed by clicking the printer icon.



Questions?  
Comments?

<http://www.carrus.ca>

Toll free

1-800-561-2190