

CARRUS News

Newsletter

Volume 1, March 2010



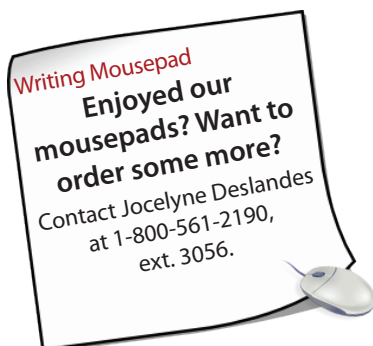
Remember to visit
www.carrus.ca/jmshelp
New topics every week

Amélie Rose – CS Representative

Another new recruit!

The Customer service team is happy to welcome its newest member, Ms. Amélie Rose. Boasting many years of experience in customer support, Ms. Rose brings a valuable background in inventory management and accounting. She shows keen professionalism and is very eager to learn the ropes of the automotive industry.

Don't forget to say hi next time you talk to her on the phone. She will be pleased to help you, even if it's to transfer your request to the appropriate department.



Customer Relations

Your opinion matters!

Last December, we sought your cooperation to complete a survey on improving or adding functionalities to your JMS software. Although it may have required some time, this process is as important to us as it is to users everywhere.

We would like to take this opportunity to thank all of you for answering our call. The information collected allows us to prioritise new functionality requests based on the entire JMS community's needs. Our objective, which is to take advantage of our continuous improvement process in order to optimize JMS tools, allows us the possibility to help you enhance your performance.

Now that the survey results have been analyzed, our development team is actively working on the next version due out later this year.

 Your **Carrus** Team

Workstation Management

Improved monitoring for better protection

Did you know there are available solutions on the market that monitor Internet navigation? As unrestricted Web access can not only **be a threat to your network but also hamper your productivity**, an antivirus software may be an essential ally. With McAfee's **Total Protection Extended Service**, you can go one step further by blocking websites and filtering undesirable content according to your needs.

A few months ago, managers from distributor Albert Pouliot inc. shared their concerns regarding Internet use in their company. Following our discussion, they decided to go with McAfee's Internet filtering option. After the implementation (which only took a couple of hours), "we obtained the expected results" explained Louis Pouliot and Luc Lalancette. « Concentration, productivity, work performance and related tasks were all back to normal; we highly recommend this product".

Along with content filtering and website blocking, the **Extended Service** option also offers vulnerability scanning and PCI compliance (Internet Data Security Standards – payment cards). Please contact Jocelyne Deslandes at 1-800-561-2190 for more information.

Making Good Impressions

In order to ensure quality printing, it is important to perform routine checkups on your printer. Even though they require little maintenance, Xerox printers are no exception: some parts have a limited life and need to be replaced after specific page-production expectancy.

The printer may display a warning when the supply nears its replacement time. However, you can also view the current status of your cartridge and maintenance kit and verify if it will soon need to be changed. You simply have to print the *Supplies Usage* page.

For example, with a Xerox Phaser 4500 or 4510 printer:

1. On the control panel at the front of the printer, use the arrows to select **Information** and then press the **OK** button.
2. Press the down arrow twice to scroll to the **Information Page** item and press the **OK** button.
3. Scroll to the **Supplies Usage Page** and press the **OK** button to print the page.

Useful links regarding the maintenance of your Xerox printer will soon be added to the www.carrus.ca/jmshelp help site; look for the *Techtips* section.

Should you require replacement consumables or have any questions about your Xerox printer's maintenance, please don't hesitate to contact us.



Profile - Carrus CS Team

More than just a voice over the phone

Carrus Technologies is now happy to introduce a team who is always pleased to assist you: our Customer service, whose eight representatives make every effort to meet your needs. Our dedicated staff provides you with courteous and prompt support by finding solutions to your problems and acting as intermediary with our specialized groups for any technical issues.

JMS users have been drawing from the experience of Bruno Dorais and Claude Beaudoin for more than four years; they support the system, its related catalogues and Uni-Select's virtual community. All training is performed by Manon Dumoulin. Melinda English, Denis

Gosselin, Ghislain Roy and Amélie Rose form the group answering calls regarding shop solutions (AutoWay, CollisionWay and GlassWay as well as Controller, Performer, Transfer and Manager) and associated interfaces. Melinda also acts as trainer for these applications.

The customer service is lead by Josée Levert, who has been part of the Carrus team for over six years. In addition to supervising

the staff and offering assistance for all Carrus solutions, Josée ensures we maintain the good relationships developed with our customers. Your feedback is welcome! Please contact Josée, whether you would like to share your comments or escalate.



Money Finder Tip\$ - SMS Reduce Delivery Charges?

How many times a month do you order a filter or brakes and request a rush delivery because the vehicle is on the lift and there aren't any of the required parts left in stock? This situation may be acceptable for low demand products, but becomes problematic when regular items are involved.

This is where **SMS' new Min-Max Ordering functionality** comes in handy. Once the parameters are set, the system suggests on a daily basis which products Nexpart, DAVE and WIP users should order (normally items whose stock quantity is below the lower limit). The order suggestion can be transferred directly to the store's online ordering portal. When the products are later received, their prices can be updated in the inventory.

Bottom-line? No more costly delivery charges or non-productive time.



Questions?
Comments?

<http://www.carrus.ca>

Toll free
1-800-561-2190