PartsHandler News

Special points of interest:

- *70 Customers Strong!*

- *PartsHandler 10.2 is now Available to ALL Customers!*

- *PartsHandler Software: Ready for YOUR future!*

Letter from the President

Welcome to our first Micompro newsletter. We will publish this newsletter quarterly to update all of our customers on the advancements and progress of projects at Micompro and to present some insight into future initiatives that will enhance PartsHandler (PH).

I would like to thank all of you and your employees for your patience and support while Micompro researched, organized and released PartsHandler version 10.2. I'm very pleased to report that this process is now complete. PartsHandler 10.2 has been successfully released and installed live at several customers' sites.

During the last three months we have analyzed each of our customer's PartsHandler systems, and have developed a migration path to get every customer to the current version of PartsHandler. As part of your support agreement with Micompro, this upgrade is available to all of you. Micompro is ready to assist each of you with the implementation of the latest version of PartsHandler.

Micompro has expanded our support staff to better service our 70 customers. Our two new team members, Rob Dykeman and Darcy Kahle have worked on key projects over the last four months enabling them to answer many of your questions. We have a great team available to assist you in running PartsHandler.

Over the next several months we will be working to improve the training materials and the written documentation of PartsHandler. As we develop new features and introduce you to features of PartsHandler you may not be using, the training and documentation will be critical tools.

The future development and support of PartsHandler is on solid ground. We are ready to take on the challenges that will keep PartsHandler growing and meeting your business needs.

Thank you,

David Geoffrey
President

Marketing

We would like to introduce **Nexpart,** our web-based order entry program. This product is designed to run in a web browser at your customer's garage. Some of the features of PartsHandler / Nexpart are as follows:

- Complete Wrenchead parts catalog.
- Real time pricing and balance on hand stock checks.
- Ability to add orders directly into PartsHandler.
- Real time order confirmations.
- Ability to sell non-catalog product using Nexpart.
- Order history display.

Nexpart communicates directly with PartsHandler providing your customer with real time inventory availability and pricing. Your customer can enter orders that interface directly to your PartsHandler. Micompro currently has ten clients using Nexpart and all indications are that the product's ease of use and real time information is being received extremely well by the end user. Ask us about **Nexpart** and how it can help your business today.

Customer Service

In the last six months we have made a lot of progress in understanding the inner workings of PartsHandler - its structure and functionalities - and we have been able to fix a number of existing bugs. The addition of Rob to our staff, and his technical knowledge of PCs, networks and routers, has allowed us to offer better customer service in dealing with PartsHandler, hardware and network support.

Our strategic goals include increasing the quality of our customer service by:

- providing support on a timely basis.
- eliminating all bugs as soon as they are found.
- preparing training videos to assist customers with various aspects of PartsHandler.
- Offering documentation with new releases so that you can review and understand the modifications and be prepared for the install.

If you need network upgrading please contact Rob and he can provide the complete solution from hardware, setup and installation.

There are some customers we talk with on a regular basis but there are some we don't communicate with as often. Our goal will be to work with all customers to ensure they are receiving optimum benefit from their PartsHandler investment.

We will be reviewing A/P and G/L and hope to provide a synopsis of these sub-systems so that each customer can determine if it can be utilized in their organization.

We have installed a new customer service ticket tracking system. Every inquiry reported to customer service will be given a ticket number. Customer service issues can be reported in one of two ways: You can always call us at 1-877-902-6677 or you can email ph-support@micompro.on.ca. This will create a ticket and automatically reply to the customer with the ticket number.

Future plans include a website that will enable us to release software, post known problems and provide a forum for PartsHandler customers to communicate with each other.

Programming: Past, Present and Future

In the future, this Programming section will highlight new programs released or ideas about future programming enhancements.

For this newsletter we would like to ask for your input to help create a PartsHandler programming list. We have talked to many of you in the past about submitting your top three programming priorities. Each idea will be reviewed and considered for programming. This list is very important to us because it helps us to better understand your requirements.

Tech Tips

Tech Tips is a section of our newsletter where we'll discuss some of the frequently asked questions that customers ask about PartsHandler, their PCs, and networks in their office.

Q: When should I Consider Upgrading my PartsHandler Server?

A: There are factors that could warrant an upgrade of server. One is when your warrantee runs out on your server, which leaves your business vulnerable. The second factor is if your operating system on your server reaches its end of support (i.e.. SCO Unix or any Non-Enterprise Level Red Hat OS before 9).

If you have a question relating to a new Server Upgrade or any questions for the next newsletter, please send an email to ph-support@micompro.on.ca.

WANT TO LEARN MORE ABOUT MiComPro? Visit us Online at **http://www.micompro.on.ca** and learn about our past, see what we are doing right now, and investigate how we might be able to enhance your future.