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# Inside Traxx

## Scott Systems

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## Scott Systems leverages technology to educate users on MaxxTraxx

*Scott Systems has been training scores of new and existing users on the features in MaxxTraxx ~ with video training and live Web Seminars!*

*Take advantage of the new Self-Paced Training Curriculum available now on our Web site under the Training tab.*

*Powerful Shop Management Software at a surprisingly affordable price*

## Letter from the Editor

It's almost time to celebrate my favorite holiday ~ Independence Day. It is on this day that I remind myself that we live in a country where we can do just about anything we want to...independently.

This past May though, I was reminded of how holding that independent spirit above all else (which is the nature of our automotive repair industry!) may not be the right choice in all situations.

Let me tell you about Ken. Friday morning before the Memorial Day weekend, I was backing up tech support and answered a call from a long-time customer, Ken Sharp.

Today Ken was calling to let us know that he would not be using MaxxTraxx for awhile and wanted to "suspend" his support subscription; kind of an unusual request I thought until I looked up Ken's MaxxTraxx account information.

## Tornado hits Joplin May 22

Sharp's Import Auto Centre has been in business since 1985 and has also been a Scott Systems' family member since 1995 ... located in Joplin, Missouri.

Needless to say, I was not prepared for the conversation that ensued and I just

listened to the details of Ken's harrowing experience. Everything was gone, the equipment, his inventory, his computers, and the shop now looked like a tee-pee of sticks and steel.

I could hear as Ken spoke of the aftermath that he was dazed, not sure of his next move, and was in need of direction. Ken certainly was not asking for help, but here was a chance to help someone personally after a natural disaster.

The Scott Systems team jumped into action; pooled some funds, contacted our local Costco store who sold us a laptop computer at a \$200 discount for Ken, and loaded his shop data from his DataTraxx online backup.

When I called Ken that same afternoon to get an address to Fedex his laptop the next morning, he was without words, but his silence was loud and clear. Ken had a beachhead with his MaxxTraxx.

As the days and weeks progressed, Ken received assistance from people and places he never dreamed would be there for him. I reminded Ken, people want to help, get involved, and work as a community. Independence is a great strength, but so is teamwork. Have a safe & happy Fourth of July everyone.

## Latest Features

This past year, Scott Systems has been working tirelessly on an "official" release of the latest MaxxTraxx.

In our pursuit of perfection (which isn't realistic for software in the 21<sup>st</sup> century!) we've held off on the official release.

## A hundred shops on Beta

However, we've over a hundred shops on the Beta version of MaxxTraxx. These shops wanted to take advantage of the new features while working out some bugs for the development team.

We anticipate an "official" release within weeks, but we want to offer the Beta to any user interested in getting an update.

Just give us a call and we'll download the latest version available. The number of changes, fixes, and improvements are extensive. We will have the Release Notes listing all these changes at the time of the official release.

Let us know if you would like to get the latest MaxxTraxx Beta!



## Community News

*"I was really nervous about the Webinars...at first! But it was an awesome experience. The trainers were really friendly and I learned things I use a lot."*

*"The videos were helpful, but the Webinars were better. People asked questions I was thinking about and I'd rather learn in a classroom setting."*

*"Accounting can really be complicated and confusing, but after the Self-Paced Training, I love it!"*

*"With Scott Systems, I have a wonderful team around me!"*

Ms. Rose  
Pacific Coast Tire & Service  
Santa Monica, CA



Fleets have become a larger and larger portion of the independent auto repair industry market with more companies outsourcing maintenance and repair.

Commercial vehicles are required by law in most states to have regular inspections, every 90 days in California for big trucks.

Shops working on these commercial fleet vehicles use the marketing reminders feature in a unique way to help keep their customers in compliance. This is a value-add for your customer and can provide you more business set on *your* schedule.

## Training & Support

Scott Systems has strived for decades to deliver unparalleled training and technical support in the industry to help make its users productive and profitable.

We recognized the summer of 2009 that with the sophistication and complexity of MaxxTraxx, we needed to develop training materials to match. Since that time we've developed training tools and launched the Self-Paced Training Curriculum (SPTC).

### SPTC is an online classroom

There was another aspect to developing training tools to take full advantage of MaxxTraxx that we had not considered early on – **user participation in training.**

The saying goes, "You can lead a horse to water, but you cannot make him drink." No one knows this better than we, when it

MaxxTraxx users repurpose the postcard reminder to prompt them to *call* their fleets and schedule an inspection or preventive maintenance visit **BEFORE** the due date.

### Postcards as call reminders

Just label a postcard "CALL for Level A inspection" or "Schedule DOT inspection" and assign that postcard to the vehicle you're working on. When the reminder pops up in 85 days, call your fleet customer to make sure to get their vehicle back in on time for its 90 day inspection!

comes to getting new users to prepare themselves to "Go Live" with MaxxTraxx.

For some users, MaxxTraxx is simply a Point-of-Sale program for invoicing ~ and that's fairly straightforward for a seasoned service writer. But for a user utilizing all the features in MaxxTraxx, the Self-Paced Training Curriculum is invaluable!

### Your time is an investment

We know that your time is a precious commodity as a shop owner, but we've found your investment made in training will result in time savings down the road.

A final thought, take advantage of the Training Videos & Webinars *after* you have been using MaxxTraxx for awhile. You'll absorb more features the second time around building on your experience!

## The Bottom Line

I've always been a strong proponent of using the full accounting in MaxxTraxx. The financials are pretty much automated if you use three functions in MaxxTraxx – write invoices, enter parts purchases, and write checks.

Now this may seem a bit over-simplified, but Scott Systems has done the heavy lifting in creating a user-friendly software program to run your shop *with* integrated accounting *without* knowing accounting.

The caveat is for you to *understand how* MaxxTraxx does this magic to ensure you are doing your part to enter the needed data. We've recorded a live Webinar that reviews the basic accounting principles.

See the **Accounting Review** Webinar on our Web site under Archived Webinars for a lesson on how MaxxTraxx manages your day-to-day financials and demystifies accounting. Plus, we have a document download that explains accounting terms.