

In this Issue...

Page 1

New **FTA2000**
Family Member

Page 2

Sample Kits

Lab Supplies

MerrillSoft
Moves

Conferences

MerrillSoft
Contact Info

Email:
Info@merrillsoft.com

Phone:
1-877-449-5492

Website:
www.MerrillSoft.com

Trendy News

MerrillSoft welcomes Syracuse Supply

In late September MerrillSoft welcomed **Syracuse Supply** to the **FTA2000** family. Syracuse Supply is located in Syracuse, New York and processes approximately 30,000 samples a year. MerrillSoft had been working with Mike Osterhaut, Lab Manager for Syracuse Supply, for a couple of months doing the necessary data cleanup in order to convert their existing M&I 1 data to **FTA2000**. Tester rules were defined and interfaces were also written during that time. Then, at last, the final hour approached and the conversion began with a flight to beautiful central New York.

MerrillSoft arrived on Friday, September 27th, met the lab staff (one lab tech and one interpreter), and went to work. Syracuse's IT department made themselves available to us for Friday and the weekend of which we were very grateful. There were some third party software setup issues we had to overcome, but by late Friday evening we had the workstations configured and we were ready to roll on Saturday. We would like to express our thanks to the expert help that we received from the infamous and motivated IT personnel. One person who certainly went above and beyond was Jerry Brown, his dedication to the project was certainly welcomed.



Syracuse's "Pride and Joy" the IT personnel. From left to right: Bob Frost, Mike Burke, and Jerry Brown.

The time needed for the **FTA2000** installation averages around twenty minutes depending upon how much history is stored. Mike Osterhaut was pleased as he expressed his comments in his

conversion summary "The actual software installation was a breeze. We ran some samples over the weekend and they all seemed to work well." The weekend is the time that MerrillSoft uses to convert existing data, process samples, and train lab personnel on the new system. Unfortunately we discovered the lab interpreter, JoAnne Murdock was going on a vacation the following week. She was going to have to come up to speed quickly when she returned.

Monday morning arrived and the lab was off and running with one lab tech, Brenda McBride, and a lab substitute, JoAnne Gawoecki, to assist. They processed 85 samples that day between the two of them. Of which only Brenda had been trained on **FTA2000**. They even had some time for pictures to be taken.



Now that's a happy Lab Manager! Wow, even the lab tech is smiling. Syracuse Supply lab personnel along with the IT personnel. From left to right: Brenda McBride, Bob Frost, Mike Burke, Jerry Brown, and Mike Osterhaut. Not pictured: JoAnne Murdock, Lab Tech.

On Tuesday the lab processed approximately 90 samples and MerrillSoft spent Monday and Tuesday answering questions and making minor changes to make it easier for the lab personnel. MerrillSoft strives to increase performance and efficiency through the use of the **FTA2000** and our tester interfaces. Mike Osterhaut stated that "MerrillSoft made some really easy fixes that made everyone's life easier and they are being very helpful when I call with questions."

Syracuse Supply is now the 7th Caterpillar lab using the **FTA2000** LIMS solution and MerrillSoft would like to welcome you to the **FTA2000** Family!!!

Sample Kits Are Here!

We've been talking about our sample kits for several issues now, and with good reason. MerrillSoft's goal is to make our customers extremely competitive with the market place. We believe in not only making FTA2000 the most efficient and state-of-the-art LIMS solution, but also giving our customers a competitive edge by offering quality supplies at an affordable price. Our sample kits are just another example of this.

MerrillSoft has spent many months searching for manufacturers of quality supplies and testing them in some of our customers labs. We have finally found both the quality and the pricing necessary for us to bring competitive sample kits to our customers. The kits can be purchased as a 10 pack, 50 pack or individual. The 10 pack kit is pictured below.



The 10 pack sample kit comes with 10 mailers with lined lids (a laminated label for ease of reuse), 10 sample bottles with lined lids (2 oz opaque, 3.3 oz clear, 3.3 oz opaque, or 4 oz opaque), and 10 sample bottle labels, with or without tubing. All packaged in a white tuck flap box with your dealer label.

We have also developed a recycle program that will lower the overall cost for sample kits per year. The recycle program works like this, when you receive the kit from your customer you save the mailer and the lid. Once you have stock piled some of these, you simply ship them back to MerrillSoft and we will reassemble new kits for you using these parts and apply full credit to you for the returned pieces on your next order of kits. This program is sure to save you money on your sample kits and supplies.

MerrillSoft also offers the pieces individually at extremely competitive prices. Sample bottles and lids, mailers and lids, tubing, and boxes. Don't miss out on this great opportunity to save money and the environment by using the recycling program being offered.

Lab Supplies

Just like our sample kits, many of you are aware of our lab supplies and have taken advantage of our competitive pricing. Our online ordering system is something that we put together to make it easier for you to order supplies. We also offer the

ability for automatic shipment. This gives you a tool that helps ensure you won't run out of any supplies. Let us know what supplies and quantities you would like shipped on a regular basis and we'll make sure they arrive. The items that you use on a regular basis can be set up to have a certain number delivered to you on a monthly, bi-monthly, quarterly, semi-annually, or annual basis at no extra cost. For example, 10 cases of test tubes and 10 cases of caps to be delivered quarterly in January, April, July and October.

Lab supplies can also be ordered online 24 hours a day, 7 days a week by using our SampleResults.com website. You simply ask for a login and password from MerrillSoft and we will be happy to assist you in any way that we can. Our goal is to help you become more successful and offering lab supplies at a lower cost is one of the ways in which we achieve this. If we are unable to beat or match your price we will gladly inform you that you are getting a great deal and should stick with your existing supplier. For more information contact MerrillSoft.

MerrillSoft Moves

As most of you know now MerrillSoft has relocated to Queen Creek, Arizona. Queen Creek is a small town with a population of 5200. So now you ask, why??? MerrillSoft had outgrown its available office space and with all the new server equipment that was installed this past summer, it was requiring a room of it's own. Relocating offered more office space and room for our demanding server. It also offered the space necessary for our sample kits production allowing us to have stock on hand to meet our customers needs. Our new contact information is:

MerrillSoft
P.O. Box 874
Queen Creek, AZ 85242-0874
Toll Free - 877-449-5492 (Remained the same)
Local - 480-888-8155
Fax - 480-888-8154

Queen Creek is located approximately 30 minutes from Sky Harbour Airport.

Conferences

MerrillSoft will be displaying at the Training and Technology Expo 2003 hosted by Lubrication and Fluid Power Journal of Excellence on May 4-8 in Indianapolis, Indiana at the Crowne Plaza Hotel. We will have lots of goodies and would love to see



you there. Let us know if you are planning to attend and we'll be sure to hook you up. We hope to see you there!

Happy Holidays

MerrillSoft would like to wish all of you a very happy holiday season and a very prosperous new year in health, happiness, love and a little bit more money wouldn't hurt!