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**[MerrillSoft](http://www.MerrillSoft.com)  
Contact Info**

**Email:**

[Info@merrillsoft.com](mailto:Info@merrillsoft.com)

**Phone:**

**1-877-449-5492**

**Website:**

[www.MerrillSoft.com](http://www.MerrillSoft.com)

## Trendy News

### Welcome to FTA2000

In March, MerrillSoft was pleased to welcome *Cashman Equipment Company*, a 45,000 samples per year lab, to the *FTA2000* family. After a short period used for the cleanup of existing data, the conversion began. MerrillSoft converted Cashmans' M&I Series I data into *FTA2000* format and populated the databases with customer, equipment, compartment, and historical data. MerrillSoft went on-site to perform the conversion on a Saturday and on Sunday morning Cashman lab personnel were running live samples through *FTA2000*. Training took place on Sunday and Monday and by Tuesday lab personnel were running samples seamlessly.



*Cashman Lab Staff sporting their Limited Edition MerrillSoft shirts (from left to right - Bobbi-Jo Justesen, Jessica Belanger, Bruce Morton, and Barbara Randell)*

Cashman brought in their PSSR's to train them on the use of the website, [SampleResults.com](http://SampleResults.com). This training would allow them to go to customer sites and "show off" the new web capabilities that they were now able to offer to their customers. [SampleResults.com](http://SampleResults.com) is a tool that provides their customers with access to their sample results and historical information online via the Internet without having to wait for mail delivery. It also provides the ability to export their data for their own data manipulation.

Bruce Morton, Cashman Equipment Lab Manager stated in his *FTA2000* Conversion Summary Write-Up that "The conversion to MerrillSoft (*FTA2000*) from M&I I was a huge undertaking, considering that there were a large number of errors in the

M&I system from 10 years of use. Still, the conversion went well with the help of the MerrillSoft "clean-up programs". Bruce Morton referred to *FTA2000* as "absolutely fantastic". He described *FTA2000* as "very easy to work with and the manual data entry is very minimal". With the previous system, Cashman was prone to many errors due to manual entry, *FTA2000* helps minimize these errors with more automation and less user input.

According to Bruce Morton the lab staff has commented that "*FTA2000* has cut down report mailing time by a huge margin. Also, the errors in sending reports out has been minimized by the automatic numbering system on the reports." Mr. Morton also commented on the data entry stating "The process is more logical and intuitive, resulting in quicker data entry."

Converting to a new lab system can be a concern with management and lab personnel as Mr. Morton also explained, "Cashman management was initially very concerned about the conversion process being smooth and problem free. After talking with them since the conversion, they all agree that the process went better than expected. Any problems that arose were solved because of MerrillSoft's computer and network efficiency and knowledge."

Switching to a new vendor to rely on for necessary services can also be a concern. Mr. Morton has this to say about his experience with MerrillSoft's customer service, "I couldn't be more pleased. I have asked Merrillsoft for help on number of issues and have never been let down. If I call for help, the response time is only minutes, even if I have to leave a message. Any questions about *FTA2000* have always been answered, instead of a "I'm not sure about that" response. I feel that the technical expertise of MerrillSoft is what really sets this program apart."

Mr. Morton's final comments were "Even after only one month in operation, I have had very positive comments from both internal and external customers. One customer called to tell us how helpful the instant web access is. There is no doubt that *FTA2000* will help increase the value of the lab to our customers and potential customers. It will be used as a marketing tool ... In all, I couldn't be more pleased with *FTA2000* and the customer service."

## [Future FTA2000 Family Members](#)

MerrillSoft will be welcoming *Shepherd* and *Pacific Machinery* in May to the *FTA2000* family. We have been working with Shepherd for several months addressing "clean-up" issues and are now in the final testing phase. Installation is scheduled for May.

## [What's New](#)

MerrillSoft has been working diligently to produce the latest version of *FTA2000*, version 4.0. As with all upgrades, it will be distributed to our existing customers free of charge. The companion [SampleResults.com](#) version 4.0 will be released at the same time to correspond with the changes in version 4.0.

*FTA2000* v4.0 is a major upgrade from the existing v3.2. This new version is filled with features, enhancements, and improvements for both the lab management software and the [SampleResults.com](#) website incorporating suggestions given by our customers along with the developers at MerrillSoft. We believe you will be quite pleased with the added functionality version 4.0 can provide.

## [FTA2000 v4.0 Highlights](#)

The new version for *FTA2000* will be packed with our customer feature requests that have been gathered over the last eight months. We encourage your suggestions and ideas for new features and/or processes to add to *FTA2000*. MerrillSoft is always striving to increase functionality and efficiency.

There are many new features in version 4.0, below is a list of highlights.

- ◆ Support for microscope images, now print on Trend Analysis Report.
- ◆ Allows assignment of account managers (PSSR's) to obtain copies of all Trend Analysis Reports pertaining to their accounts (can be e-mailed).
- ◆ User defined Particle Count ranges
- ◆ Automatic ISO code configured based on readings. Can be displayed in either 2 or 3 digit format.
- ◆ Lab graphics can now be displayed on Trend Analysis Report.
- ◆ Security profiles can be setup to allow for user security on every screen based upon login ID.
- ◆ Automatically E-mail customer for missing sample information.
- ◆ Wear Tables support
- ◆ Learns fluid information from sample registration screen
- ◆ Allow for quick send of results during interpretation.
- ◆ Allow for definition of interpretation rules for automatic interpretation code entry when receiving data from testers.
- ◆ Globally change a compartment code.
- ◆ Globally change an interpretation code.
- ◆ Quick Look shows the status of the last 20 samples and will display the actual Trend Analysis for these samples.

- ◆ Coolant Analysis now added to *FTA2000* - provides sharing of customer, equipment and historical information.

For information about the additional features of *FTA2000* v4.0, please contact MerrillSoft.

## [SampleResults.com](#)

[SampleResults.com](#) v4.0 is a tool that provides much more functionality for your customers. This website has been tailored to meet the specific needs of your customers including Fleet Overview, view and print historical sample results and exporting data for manipulation. With the use of only a browser, login and PIN, your customers can obtain and print their results online giving them immediate access to their sample data. Your customers are brought to a screen that contains your lab logo and contact information.

[SampleResults.com](#) is maintained and monitored by MerrillSoft, thereby eliminating any need for hardware, software and administration overhead and the associated costs. This website is available 24x7 for all customers. The individual labs administer and control their own customer login accounts giving the labs total control over their customers access.

This added service for *FTA2000* customers is purchased by the lab for a flat, nominal monthly fee and provides unlimited access for your customers. The maintenance and support for this website is maintained by MerrillSoft and included in your monthly fee, so there is no additional maintenance cost.

## [Lab Supplies](#)

MerrillSoft first introduced it's ability to provide lab supplies almost two years ago. At that time, we explained our advantage of "pooling power" where we combine each customer's individual quantities into a large quantity and obtain bulk pricing. We then pass these savings onto our customers. An example of this, test tubes (17x100) can be purchased for 27.00 per 1,000 and plugs for 24.00 per 1,000. At this time, MerrillSoft provides lab supplies for over 20 Caterpillar Dealers with over 10,000 lab related supplies ranging from test tubes to chemical containment systems.

Since MerrillSoft believes in efficiency, we have now added the capability to allow for secure online ordering of supplies available 24 hours a day, 7 days a week. For pricing or receiving your secure login and PIN for supply ordering contact MerrillSoft.

## [Conferences](#)

*MerrillSoft* will be at the Dealer Advisory Group (DAG) Conference in Peoria, Illinois from September 9<sup>th</sup> – 11<sup>th</sup>. Please stop by our booth to see [SampleResults.com](#) in action and to check out *FTA2000* v4.0. We look forward to seeing you there!