The Broadcast

AUTO-QUOTE

High Importance!!!

We recently advised you via email of changes to the NTAR PM/BM.

If you have not already made these changes you will be experiencing a mismatch of Auto-Quote Estimate totals to the ORM Authorised totals.

Please follow the instructions on the email to update the PM/BM immediately and alleviate any issues that can arise as a result of NOT UPDATING.

If you no longer have the email, send us a note on aqadmin@auto-quote.com and we will send the email out to you again.

Welcome to our Christmas Broadcast

Yet another massive year for Auto-Quote with the development and rollout of the Auto-Quote PNET 4 interface, which encompasses insurance companies like AAMI, Suncorp, GIO, Vero, Apia and Shannon. In addition the Auto-Quote team has been working towards the release of the new Auto-Quote Windows Program Update. This update was successfully released in November with positive responses to over 100 new enhancements and updates. This included the ability to append Estimate line items to another Estimate, the ability to locate Interchangeable Parts from within the Auto-Quote Parts Database and an update to the NTAR program giving our clients access to LTAR and eMTA vehicles and times.

Every day the program gets bigger and better. Our focus is speed. Speed is the major profit maker and Auto-Quote's motivator to creating a faster, more efficient and easy to use quoting system.

The new look Auto-Quote website is well into its second year with the majority of our updates and correspondence now available for direct download. A positive move forward for our clients and the future of Auto-Quote. The Auto-Quote Broadcast also had a major makeover this year, bringing you a fun and informative look into the Auto-Quote Program and the Smash Repair Industry as a whole.

These are some of the developments that were highlighted this year and our sincere thanks goes out to the Auto-Quote team for their tireless efforts in making the Auto-Quote family a successful and productive one.

We also thank you, our clients, for your continued support and positive feedback that allows Auto-Quote to continually grow and develop a program based on the collective needs and wants of our customers. We encourage you to keep your feedback coming as your concerns are our concerns and overall, none of us are as good as all of us.

On behalf of the Auto-Quote Team we wish you a safe and Merry Christmas and look forward to interacting with you all for a prosperous New Year.

Carol & Terry Flanagan
Directors

Christmas Closure Dates

Auto-Quote Head Office will close at 5.00pm, Friday 23rd December 2011 and will reopen at 8.30am, Tuesday 3rd January 2012.

AQ AUTO-QUOTE
™

Payroll Holiday Processing

WagezWindow

This information comes directly from WagezWindows

Once again we are getting close to our favorite time of year and some of you will be closing your doors for a couple of weeks. So that the lead up to the Christmas break is as stress free as possible, we have put together some frequently asked questions to help you process your Wagez during the Christmas period.

There are 3 Public holidays:
- Christmas Day - Monday 26th December
- Boxing Day - Tuesday 27th December
- New Years Day - Monday 2nd December

Please consider the following scenario:

How do I enter public holidays?
If an employee is paid for public holidays, then simply enter the days in as normal hours worked if they are a wage earner. Salary earners are always paid for public holidays and so their pay won't be affected by them at all. If an employee is not paid for public holidays, then their hours worked need to be reduced by the amount of hours that the public holidays total.

How do I process multiple pay periods to cover the Christmas break?
Open the "Edit Pay" window for an employee you are needing to process multiple pay periods for and enter the total amount of hours that have been worked and that will be worked, including public holidays (which need to be entered as "Normal hours worked" for wage earners or added into the gross amount for salary earners), up until they return from the Christmas break.

Now click the "Bonus/Sick/Holiday pay" button and enter the amount of days (or hours and minutes) of annual leave that will be taken in the window that appears, then click the "Calculate" button to the right.

If the employee is entitled to leave loading, then click the "Calculate" button for that too.

Check that the "Number of pay periods to increment at pay time" option is displaying the correct amount of pay periods that this entire pay – normal work days and public holidays included – will be covering (i.e. 2, 2.5, 3, etc.). If not, then manually adjust it. Click OK, then you're done.

Click "Save + Go Next" to move on to the next employee or simply click "Save" to save and exit the "Edit Pay" section of the program.

Important: When you return from the Christmas break, the pay period end date will need to be manually moved forward to the next pay period end date that will be processed upon return from the Christmas break.

Note: *This process is not just relevant to the Christmas break, but to any situation in which multiple pay periods are processed in the one pay run – even if no leave is being processed. The key to processing multiple pay periods in the one pay run, is to tell the program how many pay periods you will be covering by checking/altering the " Number of pay periods to increment at pay time" field in the " Bonus/Sick/ Holiday pay" screen of the " Edit Pay" window. By doing this, WagezWindow will know how many pay periods the tax needs to be spread over, as well as how much leave needs to be accrued.*

You can also view any queries at http://www.wagezwindow.com.au/faqs

For all support relating to Wagez Windows contact their helpdesk as below:

Note: *They will be closed from Saturday 24 December 2011 and re-opening on Tuesday 3 January 2012.*

- Telephone: 07 3051 5895
  or
- Email: support@wagezwindows.com.au

Note: *Whilst we do the install and the initial training, we do not support this program at the Auto-Quote helpdesk. Wagez Windows have their own helpdesk that you can contact for any query relating to Wagez Windows Payroll. To ensure you are receiving the best possible advice relating to this program we encourage you to please call the Wagez Windows helpdesk first before calling Auto-Quote.*

Payroll Holiday Processing Continued

Auto-Quote DOS Payroll

Is your business closing down over the Christmas period? Will you be paying your employees annual leave for this time? We often receive calls about how to calculate the holiday pay for this time. A common scenario could be as follows.

Q. Our last working day is Friday the 23/12/11. Our first day back at work will be Monday 9/01/12. We will be paying our employees for the 5 days they have worked. They will also be paid for the time we are closed from 24/12/11 to 08/01/12 inclusive. This time will consist of Public Holidays and Annual Leave. All our Employees have enough Annual Leave accrued to cover the time we are closed.

- What would the equivalent period be?
- What would be normal hours?
- What would be annual leave?

A. The equivalent period will be **3** (114 Hours)

The normal hours will be **60.8** (5 Days Worked Thurs 15/12, Fri 16/12 ,Mon 19/12, Tue 20/12, Wed 21/12 and 3 Days Public Holiday Mon 26/12, Tue 27/12, Mon 3/01)

Note that the days worked on Thursday 22nd and Friday 23rd are days held, to be included in the first pay week on return from holidays.

The annual leave hours will be **53.2** (Wed 28/12, Thu 29/12, Fri 30/12, Tue 3/1, Wed 4/1, Thu 5/1, Fri 6/1).

On return from holidays the first week's pay for 5 days worked includes Thurs 22/12, Friday 23/12, Mon 9/01, Tues 10/01 & Wed 11/01.

For assistance in calculating any figures, and to confirm any conditions relating to payment requirements please contact your local Motor Traders Association. When you have all this information we can then assist you to process your details.

Correct Payroll Week on your return to Work

It is advised you make a note when you return after the Christmas break to check the Payroll is up to the correct Pay Week.

For those paying several weeks in one week, remember to do blank end of weeks when you return to get you up to the correct Pay Week.

Auto-Quote DOS and Auto-Quote DOS Payroll

With the introduction of

Windows 7 Professional as the new Microsoft Operating System back in 2009, the demise of DOS based programs is escalating.

Windows 7 does not support DOS based programs and Windows XP Professional is no longer available for purchase.

Therefore, as a direct result of this impact, at the end of this current financial year (30 June 2012) Auto-Quote will NOT be updating the tax tables in the DOS Payroll program.

To meet the challenge of continuing compatibility with Microsoft's ever changing operating software, over the past 3-4 years we have been researching the availability and suitability of several Windows Payroll packages and we believe that the program we are recommending is the best package for the majority of our clients.

If you are interested in migrating to a Windows Payroll Package, please email us at aqadmin@auto-quote for more information.

Essential End of Year Instructions to keep your data safe over the holiday break

We advise you to do a full system backup before you close for the year. You don't have to turn the computers off but you do need to make sure that all Auto-Quote programs are closed on all computers before you do the backup.

Watch the screen through the entire backup process to make sure there are no errors. Please remember to remove these backups from your premises over the break.

Note: Having a Full System backup is vital for any business and to ensure that you have a proper copy of your backup we advise that you run a "test" full system backup before Christmas so Auto-Quote will be able to assist you should you come across any problems.

Techno-Topics

Buying a New Printer

Are you starting to have problems with your old printer? You've seen the advert for a Brand New Monochrome Laser printer for $89.99? BEWARE….. There are reasons why they are so cheap!

The initial cost to purchase a printer is a 'One Off' payment. The cost of a Toner Cartridge is a recurring payment. Printer manufacturers have worked this one out and as a result make their profit from the Toner's NOT the sale of the printer. Also, you should consider how important your printer is to the business?

Before buying your new printer work out the cost per page (Toner Cost divided by Number of pages, eg. for a toner that costs $50 and prints 1000 pages the cost per page would be 50/1000 = 0.05 or 5 cents per page). 5 cents may not seem high BUT if you print 1000 pages per month over 3 Years that 5 cents comes to $1,800! Compare that to the Kyocera FS-1320D which costs $600 & has a cost per page of 1.7 cents totalling $612 you can see the long term savings. The general 'rule of thumb' is that the cheaper the printer is, the higher the cost per page is!

The other consideration to make is the high volume of printing that this industry requires. Many of the cheaper printers simply aren't designed to print the kind of weekly volumes required.

At Auto-Quote we sell Kyocera printers - http://www.kyoceramita.com.au as they are good quality printers which consistently give a lower cost per page compared to other manufacturers. They have a handy tool on their website for comparing Total Cost of Ownership (TCO) with all major brands - http://www.kyoceramita.com.au/tco/default.asp

If you require any more information regarding the purchase of a new printer please email - info@auto-quote.com

Troubleshooting over the Christmas Period

Helpful advice for any urgent issues you may encounter over the Christmas Period. These are available from the links within your Christmas Broadcast email.

- Troubleshooting for Windows
- Troubleshooting for DOS
- Troubleshooting for Imaging (and still running Auto-Quote DOS)
- Troubleshooting for ORM
- Time Clock End of Year Procedure Required for DOS Users Only

Important Contact Details for Insurance Online Helpdesks

ORM Helpdesk

NRMA Help Desk Number: 1800 200 754

NRMA Help Email: orm.headoffice.mailbox@iag.com.au

PNET Helpdesk

PNET Help Desk Number: 1300 138 060

PNET Help Email: pnet_help@suncorp.com.au

QMS Helpdesk

QMS Help Desk Number: 07 3362 3568

Kay's Korner

Hi everyone, welcome back to my corner of the broadcast. This month I have included information to help you keep your Debtor and Creditor Names in top working order.

All new Debtor and Creditor Names should be entered through the Auto-Quote **S**etup menu which can be accessed from any OVD screen.

By always using this method you will automatically keep your Auto-Quote Debtor and Creditor records and your MoneyWorks Name records identical.

If you have a Debtor and Creditor in common you may choose to use **D** as the last letter of that Debtor Code **or C** as the last letter of that Creditor Code **or Debtor** as the last word in the Co Name of that Debtor **or Creditor** as the last word in the Co Name of that Creditor.
Example -
Code **N** Co Name **NRMA INSURANCE** is your DEBTOR

If you need to add them as a Creditor you

may decide to use Code **NC** Co Name **NRMA INSURANCE CREDITOR**

If you wish to delete some of your existing Names because you no longer use them we have help documentation readily available to you.

Please let our friendly support team know that you would like to have this information faxed or emailed to you.

We are also working very hard at Auto-Quote to make this, and other information, directly available to you live on line in the future.

My wish for you all at this festive time of the year, and always, is for happy and accurate accounting.

If you have any questions you would like to ask me please feel free to email me at - aqadmin@auto-quote.com, Attention: Kay

☆☆☆ *Merry Christmas from Kay's Korner* ☆☆☆

Pete's Part's Post

Well here we are with Christmas almost upon us again and 2011 has been a busy year for us, with around 80 new vehicles having been added, and many many more receiving extensive content upgrades, the Auto-Quote Parts Database has again continued to grow and with over 1700 Vehicles now in the system it remains the most comprehensive Crash Part's Database available today.

Just as the other areas of the Auto-Quote program are constantly being reviewed and improved, our Parts Database is also constantly changing as vehicle technology and manufacturing changes occur and our team of professional parts interpreters work endlessly to make this vital information available as soon as it becomes available.

We appreciate and welcome any feedback from our clients on ways to improve our Part's Data and this can be done via the Online Submission Form available under your Client Login on our website or by email.

This year has continued to see manufacturers looking to develop cleaner more energy efficient vehicles and this will now continue into 2012 with a huge array of new models including the first fully mass produced electric vehicle and many new technology hybrid vehicles due for Australian Release. Next year promises to keep us very busy and we look forward to bringing you these new vehicles.

We wish you all a Merry Christmas and a safe and Happy New Year.

On behalf of Peter Joseph and the Auto-Quote Parts Team.

Parts updates are available from our website for all financial Auto-Quote Windows clients each month. To ensure that you have the latest parts content and pricing you should login and follow the update instructions as soon as you receive our email notification.

AQ AUTO-QUOTE ™

Auto-Quote Australia Pty Limited
496 Forest Road, Penshurst, NSW, 2222
Ph: 02 9570 7855 Fax: 02 9570 6639
Email: aqadmin@auto-quote.com
Web: www.auto-quote.com