TowManager

The Total Management System

User's Guide

Version

3

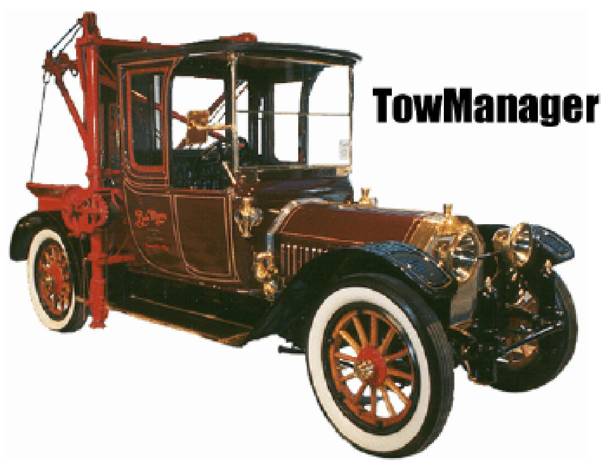
TOMORROW'S TECHNOLOGY…TODAY!

TowManager Corporation

TowManager version 3.18

TOW MANAGER CORPORATION

TowManager v. 3.18 Help File



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Getting Started

Introduction

Welcome to the family of TowManager users. The third version of TowManager promises to be the fastest, easiest to use and feature filled version yet.

As you know, TowManager is a full featured, professional software suite built for the towing industry in order to help you run your business more smoothly and efficiently. Not only is TowManager going to save you time and money, but it will also cut your expenses and increase your profits! TowManager is the complete package…

Minimum System Requirements

If you are unsure how to check your system requirements, please see the documentation that came with your computer or call Tech Support at (775) 787-8147.

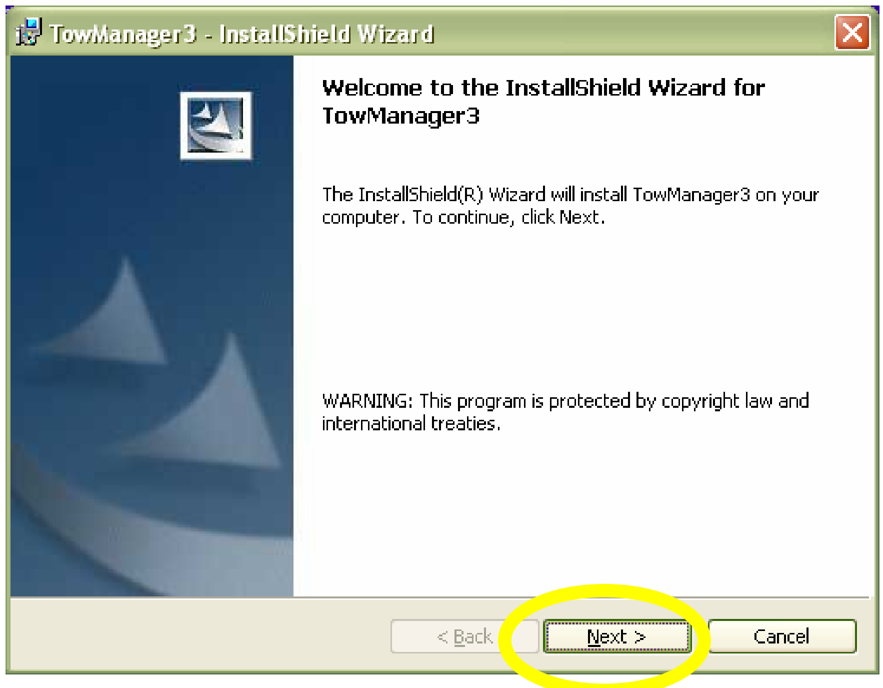
Recommended Minimum Hardware/Software Requirements

TowManager3 requires the following minimum hardware/software requirements to run:

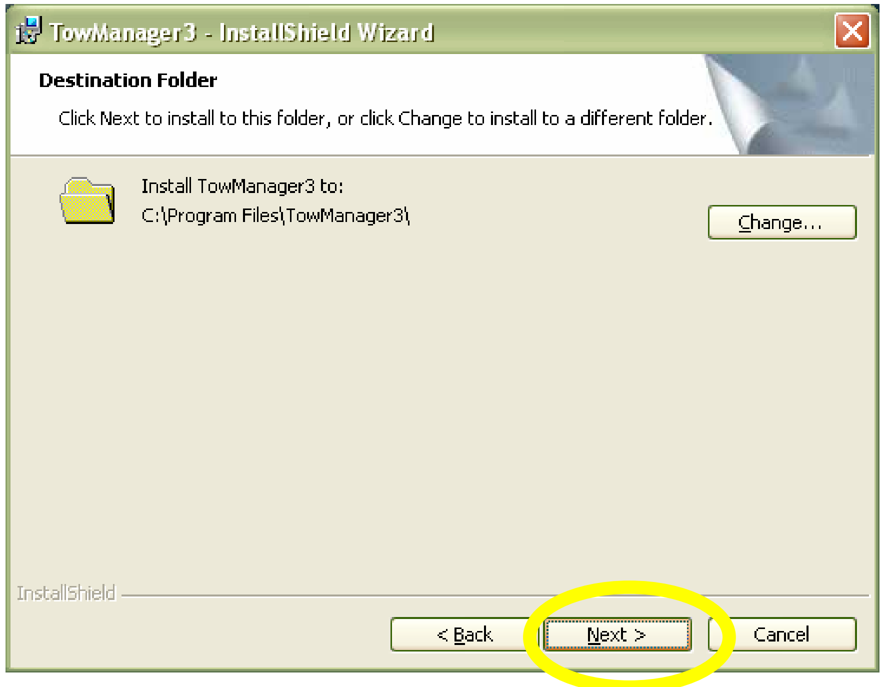
- Windows 2000 or Windows XP
- 600+ MHz Pentium Computer
- 64 MB RAM
- 1 Gig Hard Drive

Installing TowManager3

To install TowManager, run the setup.exe file that came on the disk you received (or from downloading the demo from our web site). Once the installer gets through verifying your system specifications, you will see a screen as shown below.



Since you do want to continue, click the Next > button (highlighted above). Once you click on next, you will be asked which directory to install the program in. It is suggested that you keep the directory to the default setting (seen below).



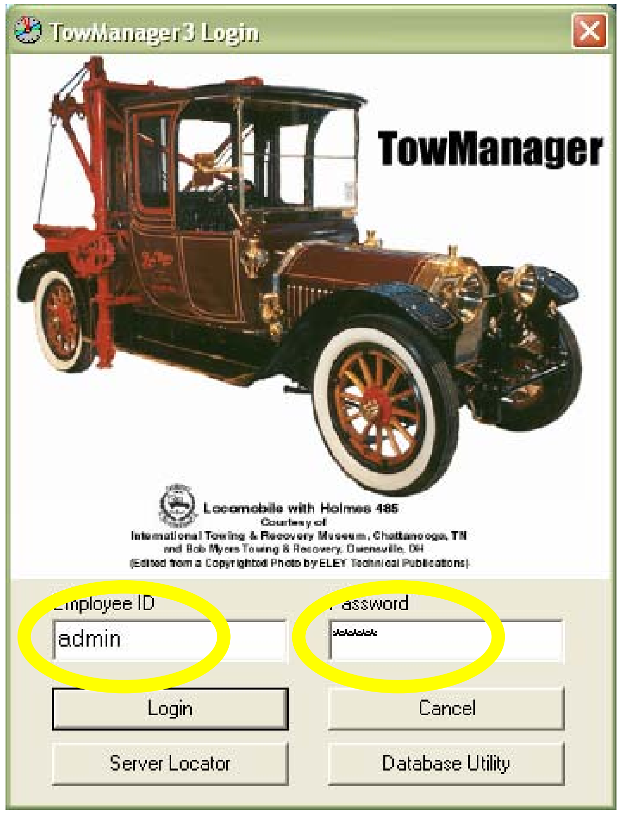
The final screen you will see is just the confirmation screen showing you your selections. You can go ahead and click on Install to get the installation going. This process will take approximately one minute. Once the installation is complete, you will get a screen telling you that the installation completed successfully. Go ahead and click on Finish to complete the installation process.

Starting TowManager3 for the First Time

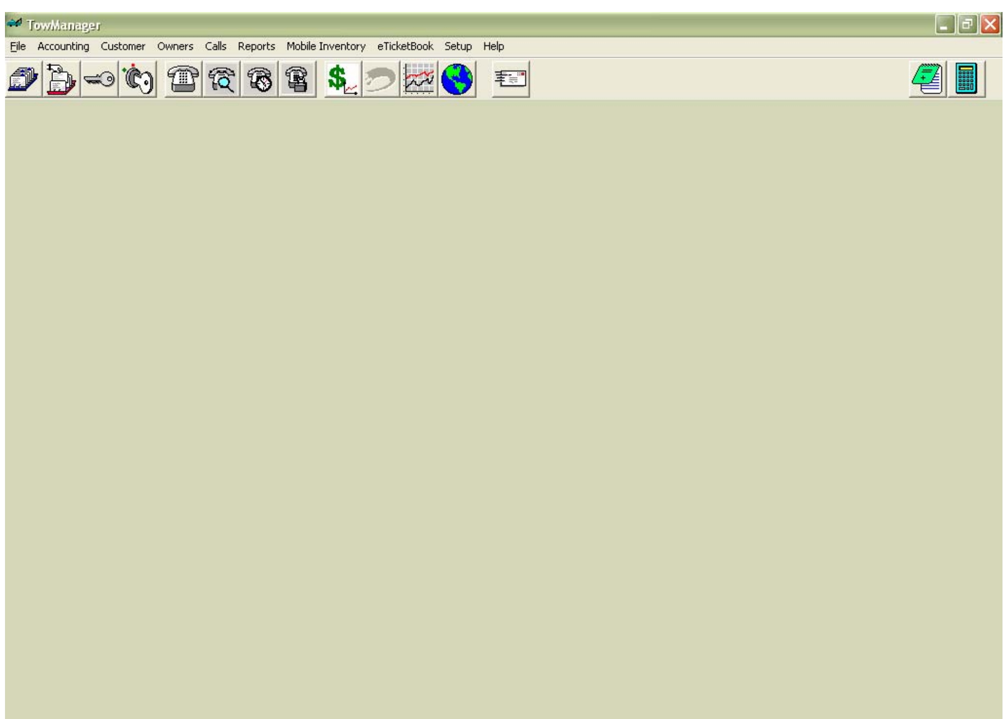
When you installed the program, an administrator account was automatically set-up for you to login. You will use this account when you initially login and begin to customize TowManager for your business.

Logging In for the First Time

Once you have started TowManager, you will be greeted with the login screen shown below. Fill in the username and password fields with the word admin. Remember that this is case-sensitive so if you have CAPS-LOCK on, be sure to turn it off.



Once you have the two fields filled in, click the Login button. You will now be able to see where all of TowManager's actions will take place - the TowManager Desktop.



The TowManager Desktop is where all the functions of TowManager will be executed. You will notice a very similar look and feel to Microsoft products as we have tried to model TowManager after them.

Along the top of the TowManager Desktop you will find the "Menu Bar" and directly underneath that is the "Toolbar." The Menu Bar contains all the same functions as the Toolbar, but you will have to open the individual menus to access the functions. Below is the reference to the buttons on the TowManager Desktop.

Create New Customer	Search for Customer	Create New Owner	Search for Owner	Create New Call / Dispatch
Search for a Call	Call Status Screen	Storage Status Screen	Update Storage Charges	Internet Dispatch
Call Report Generator	TowManager Mapping	Send Text Message	Notepad	Calculator

Setting Up Your Company

Company Information

Your very first task in setting up TowManager is to click on the "Setup" menu and go to "Admin Options." "Admin Options" is the area of the program where you will enter all the information that pertains to the setup of your company from the employees, trucks, services and auto clubs.

Once you click on "Admin Options," a screen like that shown below should be displayed. This initial screen allows you to edit the company information from Bill's Towing to your company name and address information. To do this, click on the Edit Company Information button on the bottom right of the "Admin Options" screen. This will activate all of the fields so that you are able to change them.

Company Information	Employee Information	Truck Information	Invoice Options	Services
Call Reasons	Motor-Club Information	Vehicle Database	Destinations	Auto-Filled Data

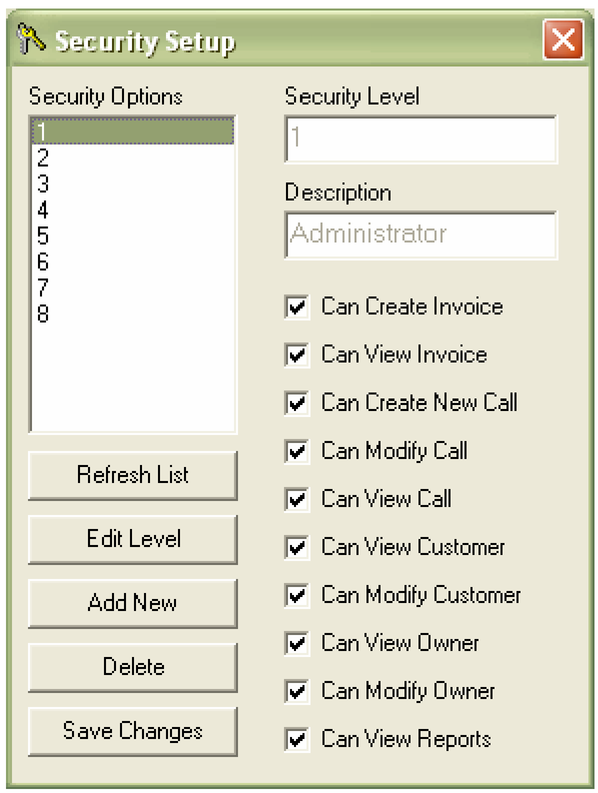
As you will see, in the bottom left of the "Admin Options" screen there are three check boxes. These three options can greatly help with your day to day operations. The first of these options is the "Use Ticker Number on Call Screen as Invoice Number." If this option is selected, whatever is entered in the Driver Ticket Number field will be used as the Invoice number.

The second option, "Use Mileage on Call Screen for Invoice Billing," will carry over the loaded and unloaded miles from the call screen to the invoice as line items.

The third and final option is "Enable QuickBooks Integration." Having this option selected will cause TowManager to save the invoices you create not only in TowManager but QuickBooks all at the same time. In addition to invoices, Customers that are saved in TowManager will also be saved into QuickBooks.

User Security Setup

You will also setup the security for your company from the company information screen. By pressing the security button on this screen you will bring up the security setup screen.

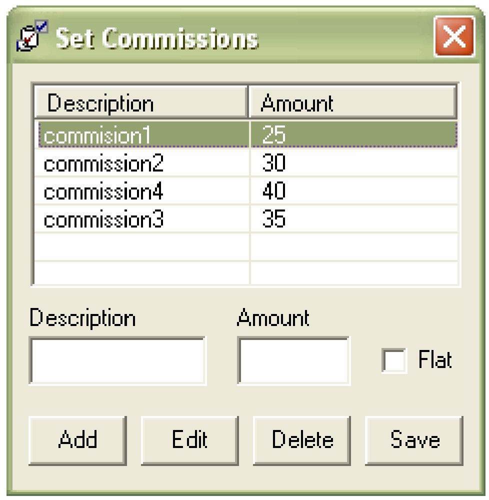


Setting up security in TowManager3 is an easy task. TowManager comes with nine levels already setup for you. These levels can be modified or deleted based upon your needs. New levels can also be added if so desired. When you double click a level in the security options box, the description and permissions will fill in. To edit the level, select the appropriate button and when your changes are complete, select save changes.

Deleting works much the same way, but rather than saving changes, the program will ask you whether or not you really want to delete the level. If you say yes, then the level is deleted with no saving necessary.

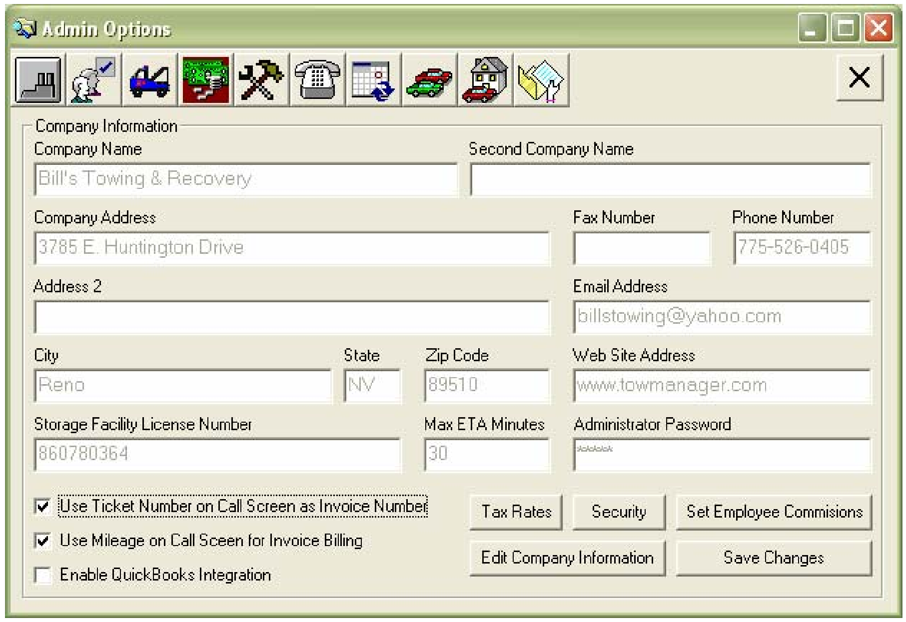
Commissions Setup

From the company information screen you will also set your commission rates by pressing the set employee commissions button.



You can setup commissions based on percentage or by a flat rate. If the commission is setup without checking the flat option, then the amount is the percentage the driver will receive on commissionable items. If the rate is setup with the flat option checked, then the driver will receive that amount for every dispatch that is done. The adding and deleting of commissions is similar to the security levels.

Once you have entered all of your information here, click on the Save Changes button. If this is not done, all of your changes will not be saved.



Employee Information

The Employee Information section of the "Admin Options" screen will allow you to add employees to your roster. To see the information currently associated with an employee, double click that employee's name on the left hand side of the screen. From there, you will see their information on the right hand side. If you would like to edit this employee, click on the Edit Employee button on the left. If you are adding an another administrator, make sure to set the security level to one (1) and have the Is Admin option selected. You may also attach a photo of the driver if you would like. To do this, click on the yellow and green button next to Last Name. Make sure you have the photos directory set up. If you don't, see page xxx.

Truck Information

Setting up your trucks is about the same as setting up your employees. The only thing to watch out for on this screen is to make sure the Is Active option is selected for your active trucks. This is the screen where you would be able to make a truck inactive if it were out for repairs.

Also you are able to keep track of maintenance on each truck. First, double click the truck you want to see the maintenance log for, then click on the maintenance log button on the bottom left. From there you are able to add, edit and delete items relating to that particular truck. You can also run reports from within this area.

Invoice Options

On this screen is where you can edit some of the information that will be printed on your invoices. If you don't call them invoices but instead call them receipts, you can change the Invoice Title from this screen to read receipt. The Next Number field will be the next auto-number for the invoice number. Default Invoice Format should be set to Original Invoice. The Invoice Body Message will appear on the invoice just below the line items. Finally, the Default Invoice Message Text will appear at the bottom of every invoice. Here you can place something like a Happy Holiday greeting.

Services

The Services screen is where you are going to need to spend the most time and thought. This is where you will enter all the services you do for your customers, their price, if it is taxable or commissionable, and if the service is active. This seems to be the hardest part of setting up this program since there are so many services that your company may provide. If you need further assistance, please contact technical support.

Call Reasons

In Call Reasons you will first need to have all of your services set-up. The reason for this is that when you get a call, sometimes more than one service goes along with that call. For example, say you get a customer that calls you that is broken down. They will get the BreakDown call reason which gets the DOLL and HOOK1 services with them. Those two services will automatically be added to the invoice. This makes call taking that much quicker.

Motor-Clubs

The motor-clubs go in the same way as the Employee's and the Truck's. Make sure to set the unloaded & limit mileage limits and rates.

Vehicle Database

This database comes with a plethora of cars already installed. If you find that there are some missing, you would be able to add them here.

Destinations

The Destinations section of the Admin Options is where you would input the most common destinations you would tow a vehicle, such as your yard.

Auto-Filled Data

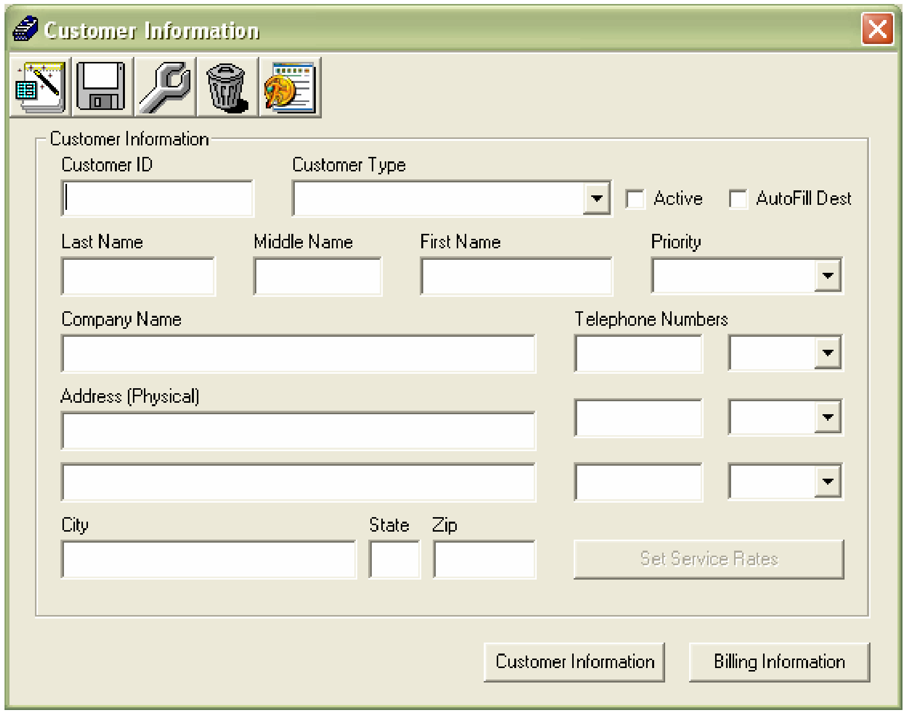
The Auto-Filled Data is used quite often when entering dispatches. This is where you can enter your zones that your drivers will be at (one company uses city names instead of compass points), Employee types, your truck types, requested by types (eg. Turnpike), customer types, priorities, cities, car colors, and body styles.

Customer Setup

Now that we have gotten through the toughest part of getting going in TowManager, the rest is easy. In this section you will learn how to enter all of your customer accounts.

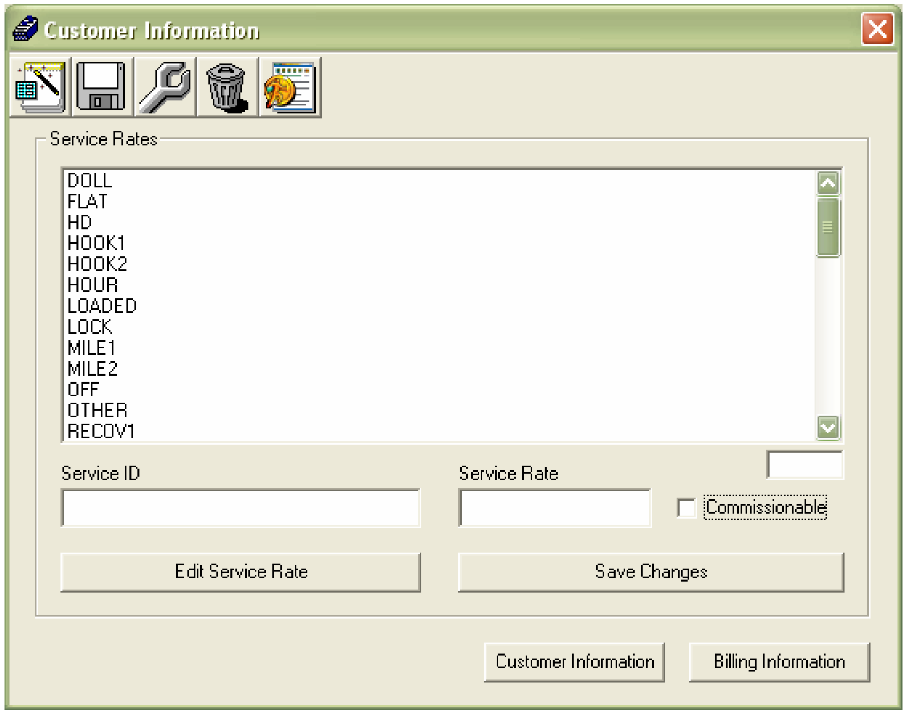
Inputting New Customers

You will create customers by clicking the Add New Customer button on the toolbar. Doing so should bring up a screen such as below.



You will begin by assigning a customer id. This id can be any combination of letters and numbers and has to be unique to each customer. Next you will choose the customer type from the drop-down. This is a designation which you will be able to run reports by at a later time to see all the "Law Enforcement" calls you took for a given date range.

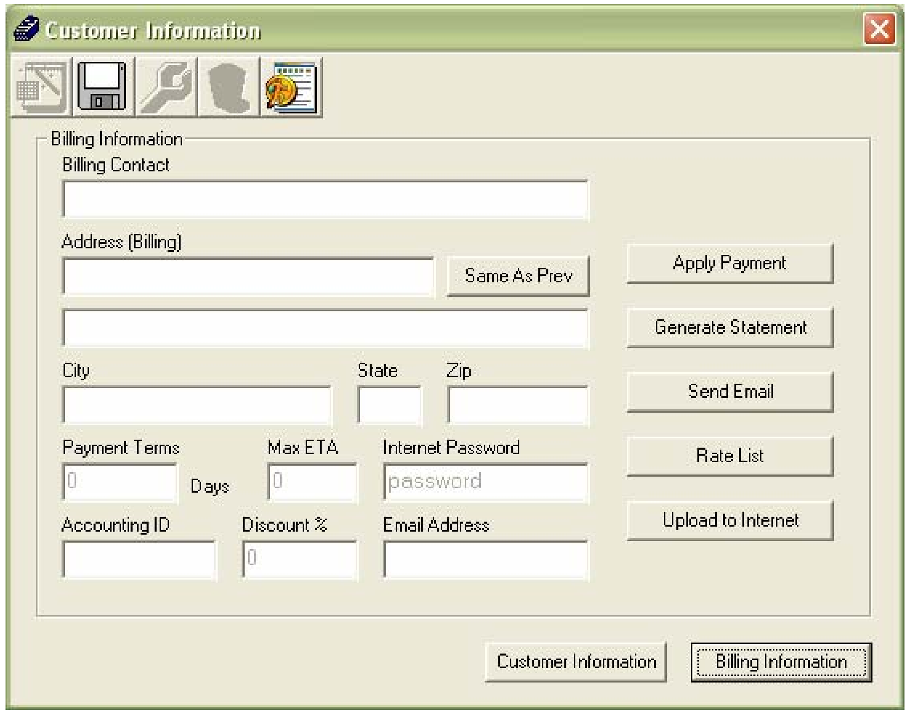
The "Active" checkbox lets you select this customer to be available when creating a dispatch. The "AutoFill Dest" checkbox will use the address for this customer as the destination address on the dispatch screen. The additional information on this screen is simply for reference. The "Set Service Rates" button will bring you to another screen which will allow you to enter individual pricing for each client.



From this screen you can set individual pricing for each client. The default prices that will appear will be the prices you setup in the Admin Options of the program. You can change the pricing for each customer by selecting the service rate and pressing the Edit Service Rate button. This will allow you to change the rate and weather or not the service is commissionable. When an invoice is created for this customer, these prices will be used rather than the default pricing which was setup in Admin Options. Once you have the pricing correct, click on the Save Changes button. The next step is to finish setting up the customer by pressing the Billing Information button on the bottom right hand side of the screen.

- Note

When making changes to service rates in this fashion, please keep in mind that it will only affects this customer.



The Customer Billing Information contains the address, terms and contact that will be sent to QuickBooks when the customer is sent from TowManager. If this address is the same as the address on the customer information screen, you will want to press the Same As Prev button. This will pull the address from the customer information screen and place it here.

When all the information is correct you will want to press the save button on the top left of the screen (the disk). If you want to go ahead and enter another customer you would do so by pressing the Add New Customer button.

Dispatching

Now that all the initial setup is entered, you are ready to start entering dispatches.

Creating a New Dispatch

To create a new dispatch/call, click on the phone icon (plain phone) on the top of the TowManager Desktop. This will bring up the new call screen. For this example we will go through the process of entering and invoicing a non-motor club call. When the call screen appears for the first time, it is a bit intimidating with all the fields for information available. Taking a closer look, however, will reveal that only the fields highlighted in yellow are mandatory to complete an invoice. The remaining fields are there if your customer requires that information. For example if this dispatch is from a COD customer, you probably don't care too much about a VIN or Odometer numbers. If this dispatch had come from a motor club then you would want to fill in as much information as they require you to give them in order for them to pay you.

ⓘ - Tip

You can either tab through the fields on the call screen, or you can click on the individual fields you would like to fill in. Some people find it quicker to tab through.

When you get a call, you will start the dispatch process by selecting the customer name from the drop down. All the customers you previously setup (that are active) will be listed here.

ⓘ - Tip

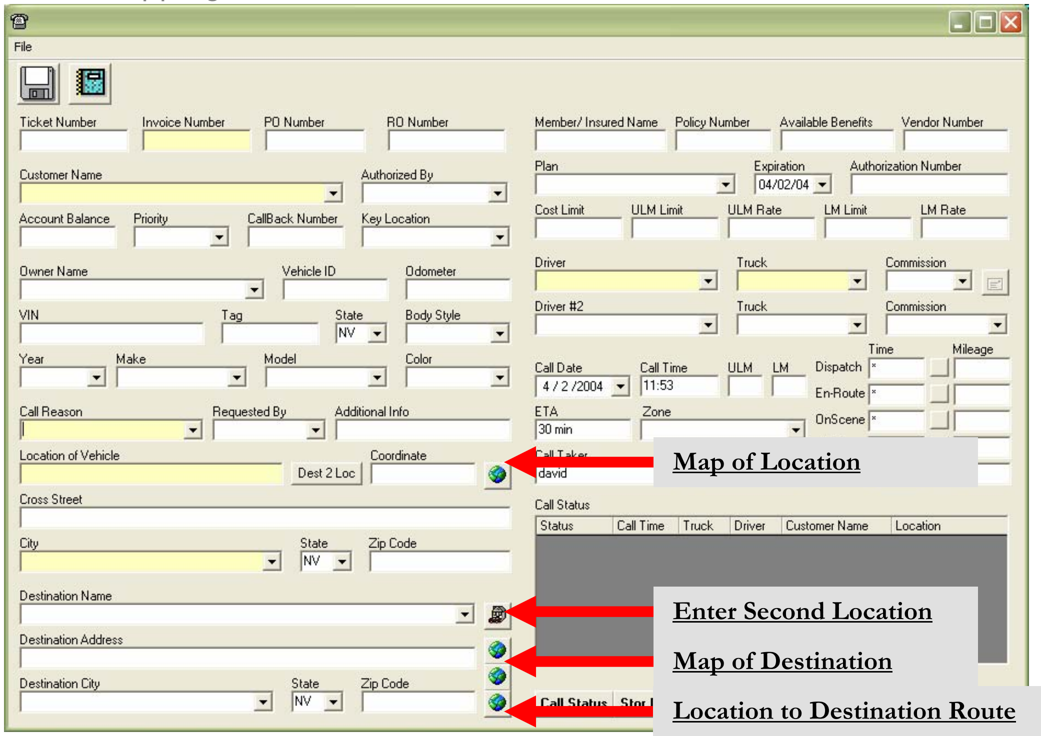
When entering customers you will find that if you begin to type in the first few letters of the name of the company, the rest of the name will come up. Once it does, press tab and the rest of the information will be filled in.

Once you have the customer name filled in (or selected), you will want to press tab to make TowManager do some work by letting it fill in the account balance, priority and destination address (if this customer has that option turned on).

Most of the fields on the call screen are pretty self-explanatory, but a few do need some extra explaining. The first one that would need explaining would be the owner name. You will notice there are names in the drop down list. These are owners that are setup for lien processing. Right now we will find Edward James and John Travis, as these were part of our demo data to give you an idea of how to enter owners. If you do select one of these owners and tab away, the vehicle information will fill in for you. If you do not select one of the owners, the information that you enter will be the information that is saved and printed on the invoice.

The next field that deserves some explanation is the call reason field. If you look in the drop down list you will find all the call reasons you setup in admin options. When the dispatch gets invoiced, this call reason will determine what line items will automatically be placed on the invoice. Just like all the other drop down lists, this field will search as you type.

Basic Mapping from Call Screen



On the call screen you will find some buttons that extend the functionality of TowManager. The small buttons that look like globes are where you access the mapping functionality. Next to the destination name drop down list you will find another small button which will enable you to enter a second destination. In both the primary destination and secondary destination drop downs you will find all of the destination addresses that you setup in admin options.

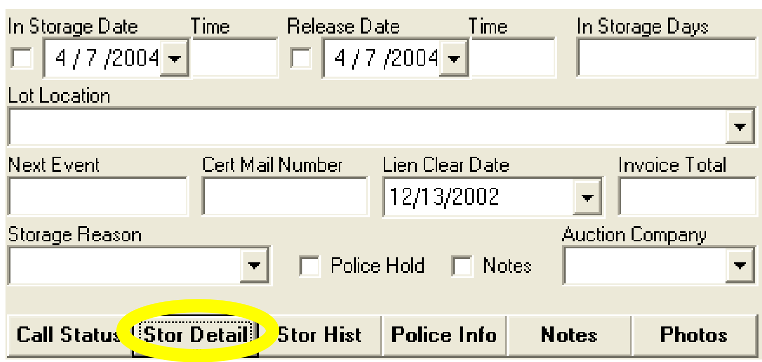
Once you have tabbed through the destination information, you will come upon the motor club information section. If this dispatch were a motor club dispatch, we would fill in the insured name and the policy number. Next we would select a plan from the drop down list. When you tab away from the plan list, you will see all the plan details fill in below. Next you will enter the expiration date and the authorization number. This is very important because TowManager will not automatically calculate the overage charges for the member without the authorization number. Next in line are the actual plan details. These are the number entered by you in the admin options setup. These numbers are not written in stone so they can be changed on the fly here on the call screen, since we know there is a lot of negotiation that goes on a call by call basis.

Your next step will be to assign a driver and if you have given this driver an assigned truck and commission, they will be filled in when you tab off the driver name. Again, these are the default trucks and commission rates and they can be changed on the fly. Next to the commission drop down, you will find another small button. This will automatically send the dispatch information to the driver for this call if you have a pager address specified. If this button is disabled (grayed out), then you have not purchased the additional paging module. There is a section provided if a second driver needs to be assigned. Again you can assign him a truck and a commission for this dispatch.

The next fields that may need some explanation are the ULM and LM fields. The ULM field is where you will record the unloaded miles (miles to the scene) and the LM field is the loaded miles (miles from the scene). These fields are used for calculating the mileage charges on the invoice if this call reason requires unloaded or loaded miles.

Next up are the dispatch times and mileages. You can fill in the times with the current time by clicking the small button next to the time field, or you can type in a time if you are entering this dispatch after the fact. There are five different stage times, but the only one that has to be filled in to invoice this dispatch is the clear time field. Once the clear time field is filled in, the storage detail section becomes active in the bottom right hand corner of the screen. You can also access the storage detail section by pressing the "Stor Detail" button.

Places Car in Storage

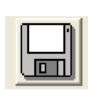


To put a vehicle in storage you would click on the check box under "In Storage Date." The date is defaulted to the current date, but you can back date this if needed.

Invoicing

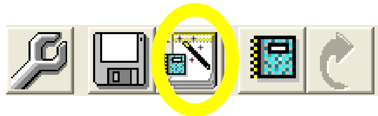
All that is left now is to assign an invoice number if you do not have TowManager numbering your invoices for you. If you use your driver's ticket numbers for invoice numbers, then the number that is entered into the ticket number field will become the invoice number.

With an invoice\ticket number assigned, you will save the dispatch by clicking the save button on the top of the call screen.



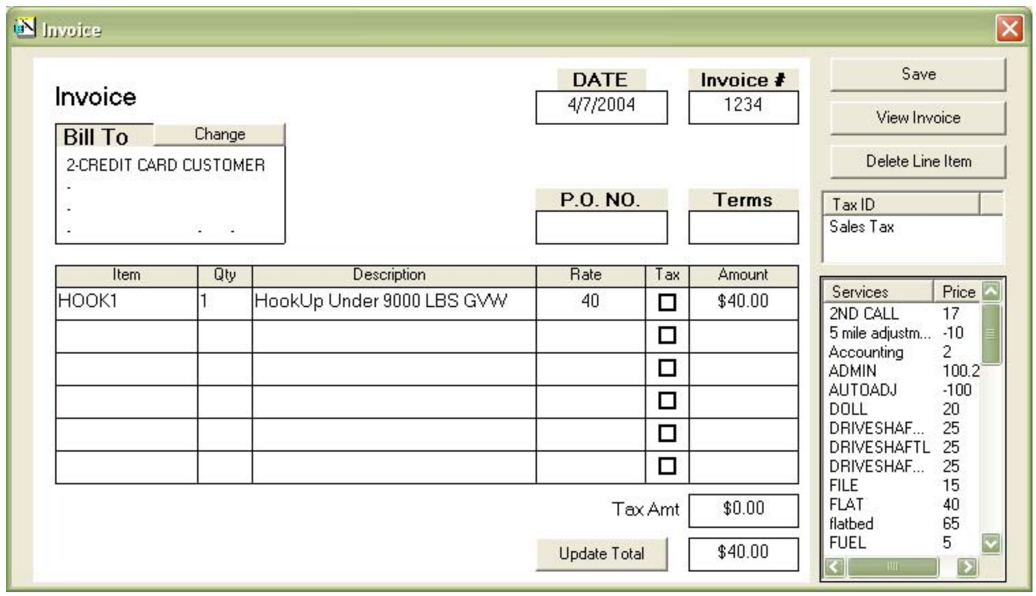
Save Call Button

If all the mandatory fields are filled in, you will get an expanded toolbar which (among other things) will contain the create invoice button. Pressing this will bring up the invoice screen.

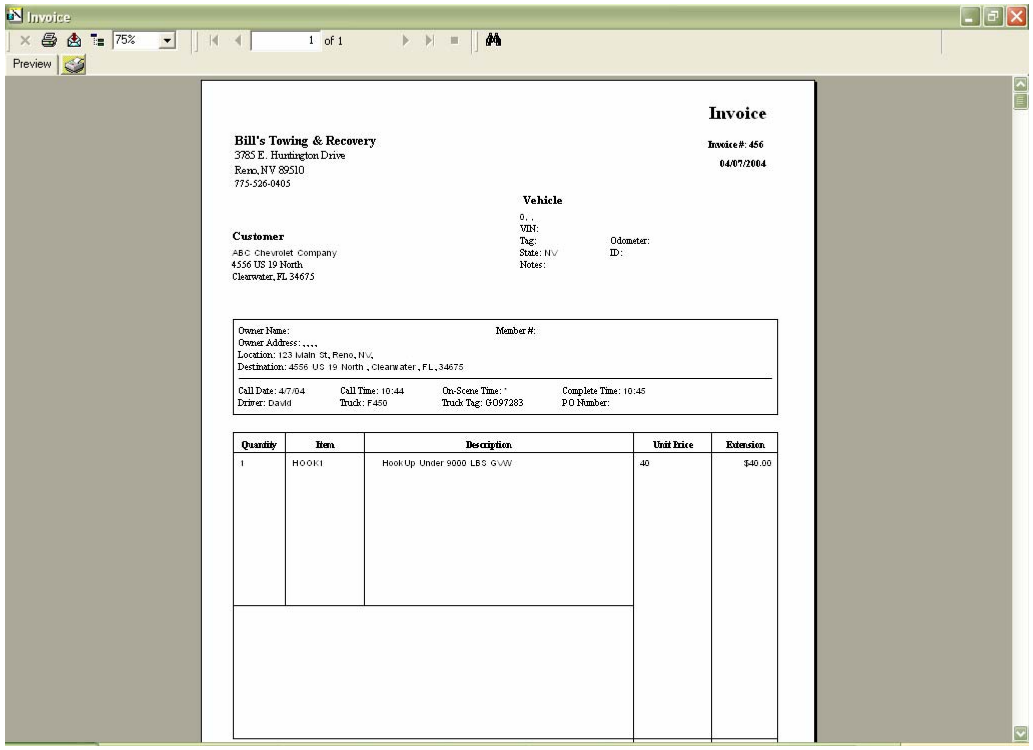


Expanded Toolbar

Again, the information that will show up on the invoice screen is based on the call reason given. This particular call reason called for a standard towing charge and that is all.

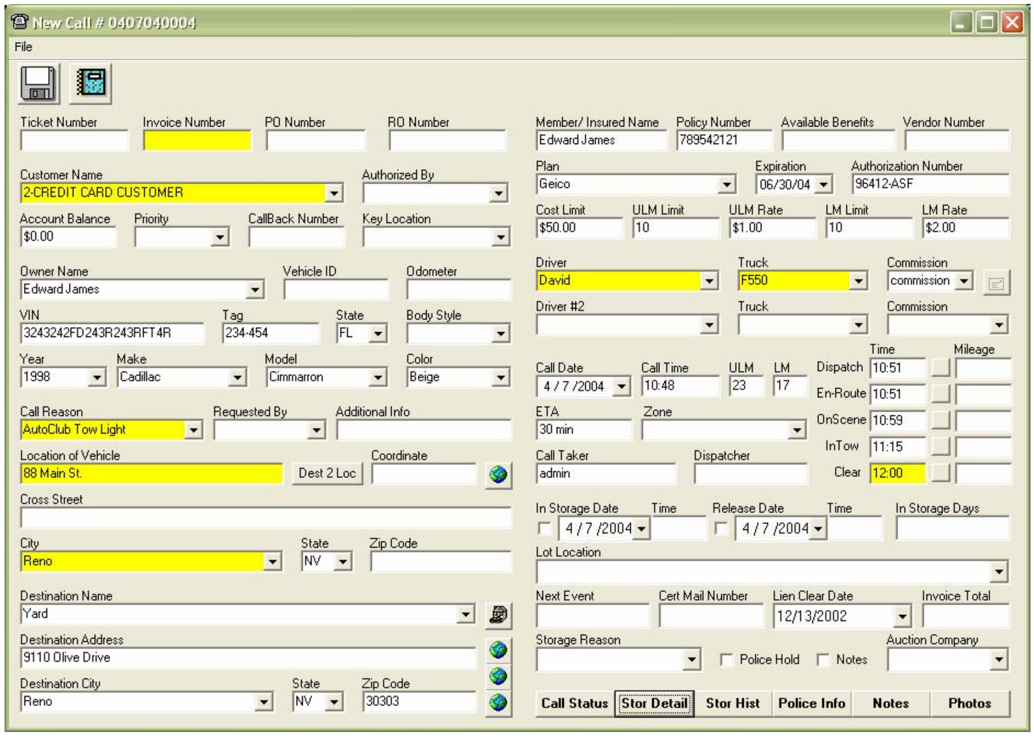


Had my call reason had called for more items, they would have shown up on this invoice screen. If you need to add more charges, all you have to do is click on the service on the right hand side of this screen. The invoice should recalculate the total after each line item is added. When you have the charges the way you need them, you will save the invoice. If you are using QuickBooks Integration, you will have to have QuickBooks running to save the invoice. If you do not have QuickBooks running and try to save an invoice, you will get a friendly reminder to start it up and try saving again. Once the invoice is saved you can print out a copy by pressing the view invoice button. This will display the invoice in a preview screen which you will print from.



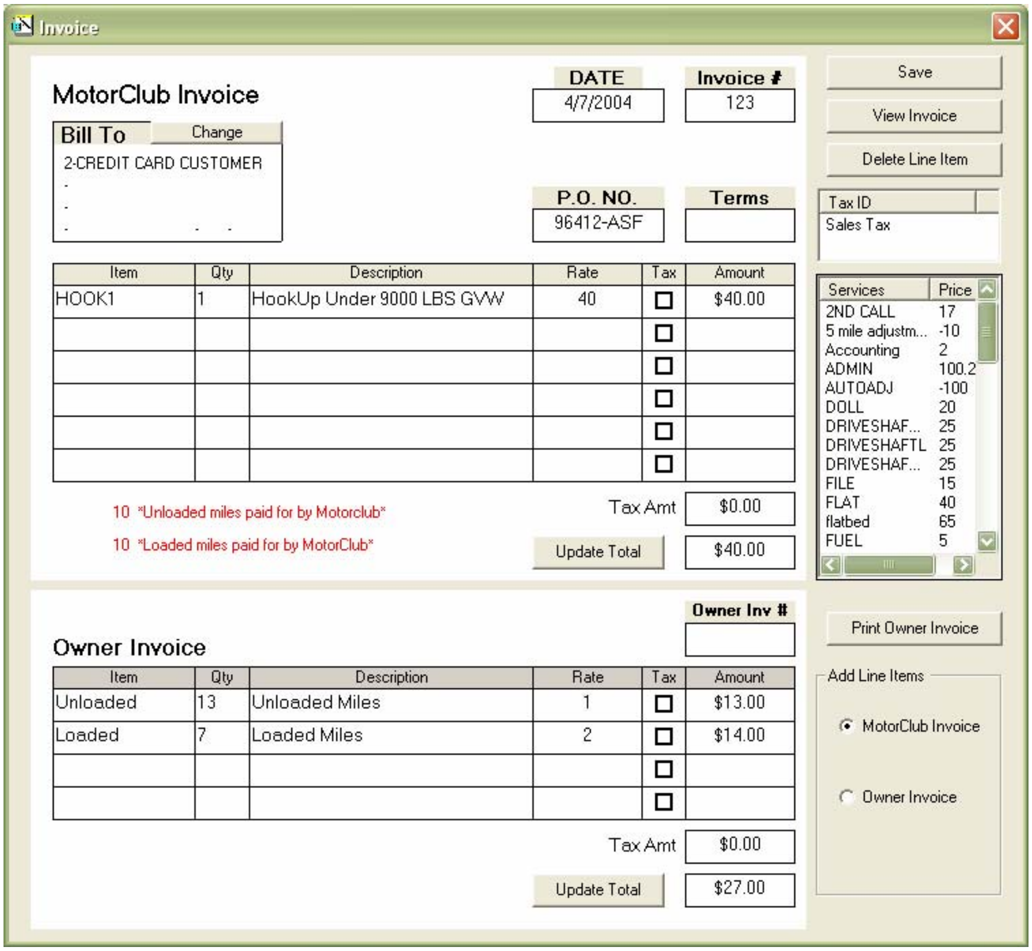
Motor-Club Invoicing

Invoicing for the motor-clubs is very similar to the invoicing process that we just went over with a few minor exceptions. I have to stress that if you want TowManager to calculate overage charges for the member, you **must** fill in an authorization number. If the motor-club is picking up all of the charges, then you would enter the authorization number in the PO number field and leave the authorization number blank. In this example I have entered an authorization number to start the dual billing.



You can see the Geico Plan allows for ten (10) unloaded miles and ten (10) loaded miles. You will also see that the dispatch actually requires twenty-three (23) unloaded miles and seventeen (17) loaded miles. Because of this, when we invoice the dispatch with the authorization number filled in we will get the dual invoice screen.

The dual invoice screen is actually two invoices on one screen. The top invoice is for the motor-club, in which case we are billing for a $40.00 hook-up charge because that is our negotiated rate. The bottom invoice is for the member. If you will remember, the Geico plan gave the member 10 unloaded miles and 10 loaded miles. This dispatch actually went 23 unloaded miles and 17 loaded miles. Accordingly, the owner\member invoice is for the difference. Just like in previous examples, you will add additional charges to this invoice by double-clicking the service you want from the service listbox.

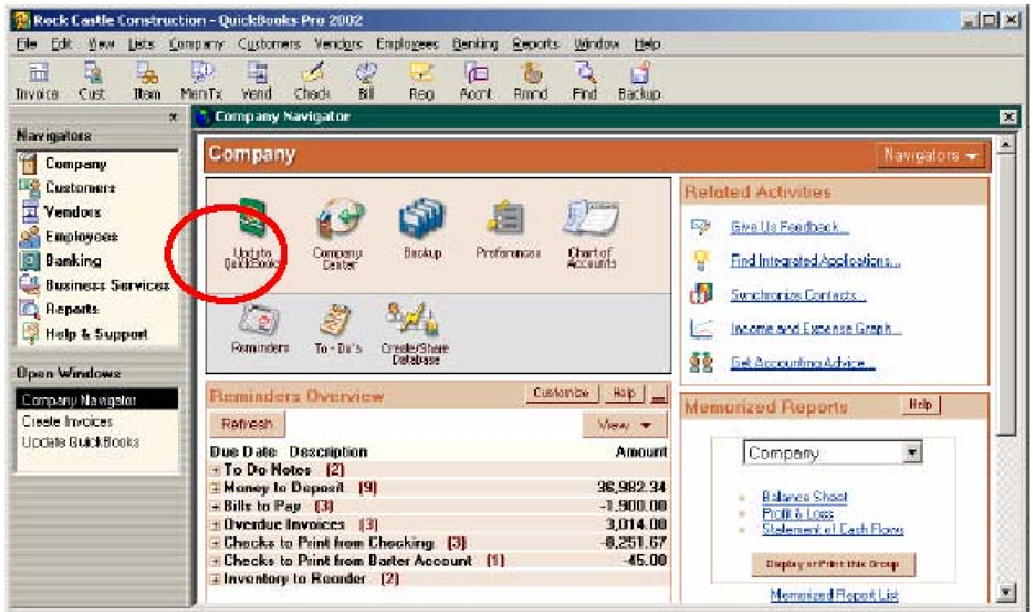


The difference in this scenario is that to add services to the owner invoice you would select the owner invoice option in the add line items box. Additionally you have the option of assigning the owner invoice a number different than the motor-club invoice. If you do not assign a number, then the owner invoice will just receive the same number as the motor-club invoice. Again, just like before, to view the printed invoices you must save the information and press the appropriate button for the invoice you want to print.

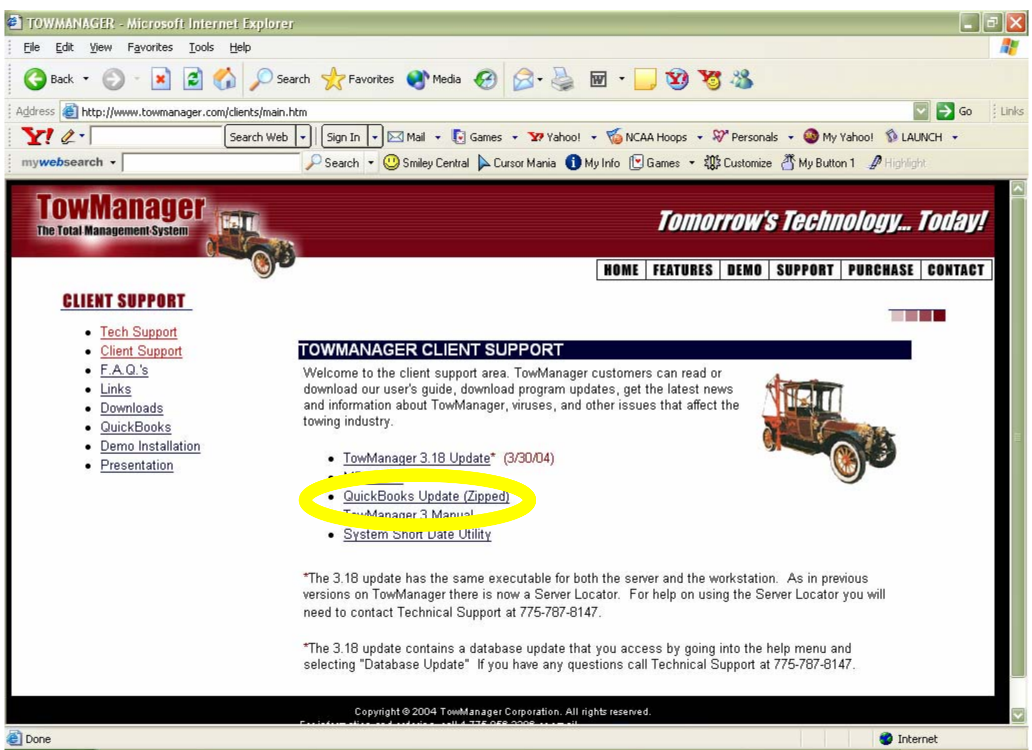
QuickBooks Integration

QuickBooks Setup & Integration

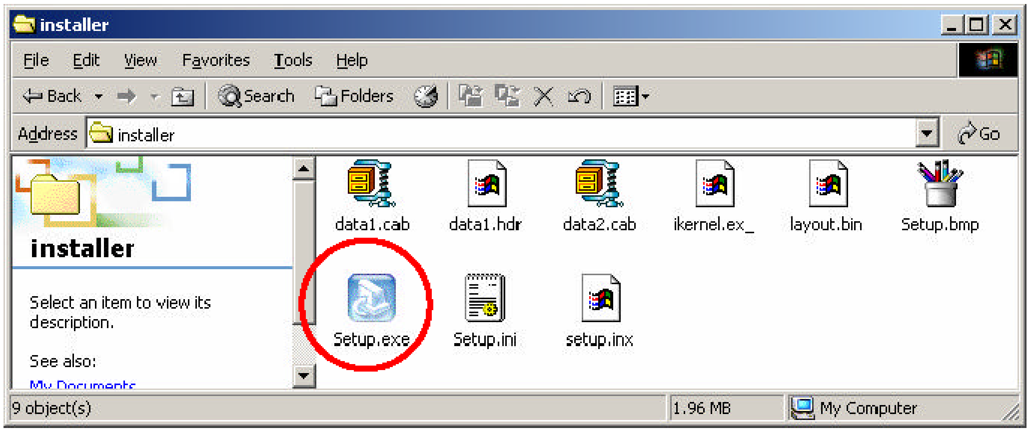
TowManager will integrate the Account Receivable with your QuickBooks 2002/2003/2004 Pro editions. There are a few steps that will need to be completed before the integration can happen. QuickBooks 2002 Pro right out of the box is going to need to go through the online update that is available in the company section of QuickBooks.



This will get your QuickBooks to the latest version that will accept the TowManager information. If you have QuickBooks 2003/2004 Pro, this step is not necessary. The next step you will need to perform is to download and install the QuickBooks update that is on the TowManager website (www.towmanager.com). You will get to this download by going You will get this download by going into Support then Client Support and clicking on QuickBooks Update.

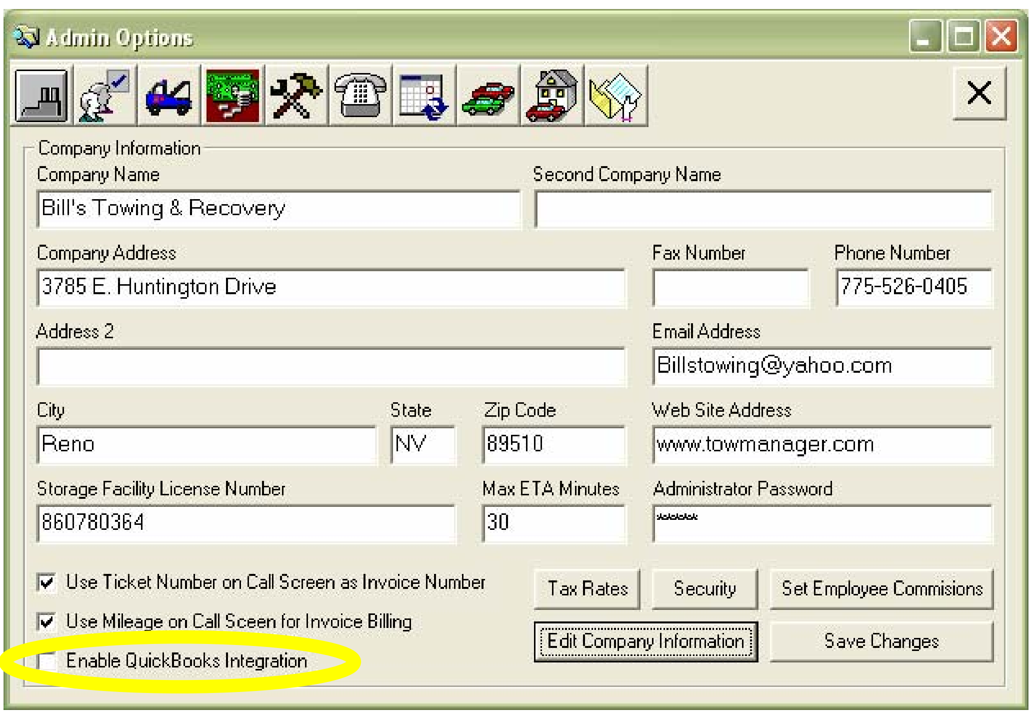


The file is zipped up, so when it is finished downloading you will need to unzip the contents into a directory and then run the setup.exe file.

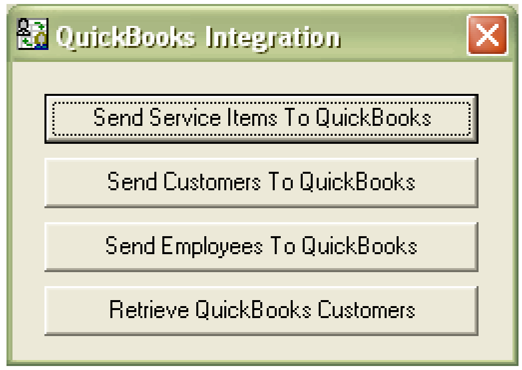


This will take you through the QuickBooks Foundation Class installation. Once that is completed, your QuickBooks is ready to receive information from TowManager3.

In TowManager3, you will need to tell the program that you are using QuickBooks. You will do this by checking the Enable QuickBooks Integration checkbox in Admin Options.



With that completed you are now ready to start sending the information over to QuickBooks. TowManager3 has built in a QuickBooks integration menu that will send over all the customers, services, and employees that are setup in TowManager3. You access this by clicking the help menu and selecting the QuickBooks Integration option.



Clicking each of these buttons will send the respective information to QuickBooks.

Troubleshooting

Frequently Asked Questions

Q: How do I update my version of TowManager?
A: Once the update has been completed, make sure that you go into TowManager, go to the Help menu, and click on Database Update. This will perform the update on the database to make sure that it is up-to-date with the program.

Q: When closing TowManager, I get an error "Bad file name or number."
A: TowManager is just trying to close a file that isn't running in the background. This causes no harm to the program, your data or your computer.

Q: I get an error, "BOF / EOF is true…", how do I get rid of this?
A: If you get this error it is because you haven't done the database update from inside the help menu. Doing this will fix the problem.

Q: How often do you update the TowManager program?
A: TowManager Corporation places an update on our web page about twice a month.

END USER LICENSE AGREEMENT
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