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NZTA VEHICLE DATA PRICE REDUCTIONS!

Reductions in the costs of some data sourced via the NZTA take effect from August 2017. We are passing these costs on in full.

FULL data search will **reduce** from **\$7.45 to \$7.15**

PPSR data search will **reduce** from **\$3.75 to \$3.45**

SHORT data search will **reduce** from **0.45c to 0.35c**

It will take us some time to roll these prices out into our software so you may continue to see the old (higher) price on the screen for a few months.

Regardless of this, from September onwards only the new charges will be used.

More reductions are due to be announced in coming months.



MILESTONE! 4 MILLION SMS & COUNTING

Ever since TSI Group built our own system and started sending our own SMS messages in 2006, the volume has grown and grown and grown again.

In January we sent our 4 millionth message and we are now sending out over 1 million messages every year. That's over 4000 SMS every business day (and growing).

We sent only a few thousand SMS out in the first few months using two modems sitting on top of a server in our data centre.

Just like a mobile phone would, these modems connected to the local cell tower with their sim cards and for several years every message we sent and received went out via this method.

Continued on Page 2



RANSOMWARE AND CRYPTO-LOCKERS WHAT YOU NEED TO KNOW

Recently you will have heard about ransomware crypto-attacks called WannaCry and Petya.

Ransomware is not new, but it is becoming more sophisticated and worrying as it is now carrying extra exploits that enable it to spread itself into networks connected to the original infected computer.

What are Crypto-Lockers?

These are software programs that –once installed - will work their way through your computer and network encrypting all your files with a very complex “key”.

Victims are then told they need to pay a ransom – increasingly this is in untraceable crypto-currencies like bitcoin – to be given the key.

Continued on Page 2

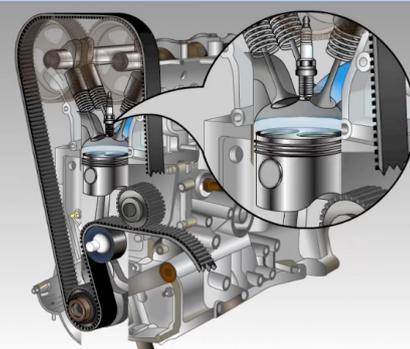
SAM - VEHICLE VISUALS INTEGRATION

Vehicle Visuals provide automotive service and repair businesses with hundreds of short videos covering every aspect of car maintenance and repair.

The videos make it easy to explain the reasons for repairs and replacements to customers, and there is plenty of evidence that making technical concepts easy to understand leads to increased customer satisfaction and ultimately, more sales.

Vehicle Visuals is a subscription service that allows video links to be emailed or sent via SMS.

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Screen capture of Vehicle Visuals video explaining the need for Cambelt replacement.

MILESTONE! 4 MILLION SMS & COUNTING

Continued from Page 1

By 2015 the volume had grown to the point where we had 5 modems in Auckland plus a separate server with its own 2 modems in our Sydney office.

At about this point all three NZ Telcos announced that they would not be providing business accounts like ours with access to the cell towers and we had to swap to a "gateway" model where we send our messages to approved providers (all in Australia as it happens) for delivery into the cellular networks.

This is currently more expensive than our previous model which has prevented us continuing the consistent price decreases we have been able to deliver over the years as the rising volume has decreased the effective price per SMS.

Clients can rest assured however that we will

be able to – and intend to – start dropping the prices again at some point.

As our regular SMS-using clients will be aware, the switch to the gateway model has not been without a few teething problems and it has been a little frustrating when things go wrong and we are not in control.

We have found ways around this however and we now have multiple pathways, multiple gateway suppliers and the ability for the system to self-monitor and switch itself automatically from one provider to another if there are significant delays (20 mins) in transmission.

The next and final step will be to eliminate email from the process.

From day one all of our software systems have sent emails to our SMS server. With the exception of a handful of days where



the entire email system has had problems, this has been remarkably resilient.

In the 10-11 years since we started however, other file transfer options have become more and more reliable and it now makes sense to send SMS messages directly from our software systems to purpose-built servers at our Auckland office.

It'll be a lot faster too, especially as our volumes continue to rise.

RANSOMWARE AND CRYPTO-LOCKERS - WHAT YOU NEED TO KNOW

Continued from Page 1

If infected your options are limited to:

(1) paying the ransom (WannaCry was US\$400 and Petya US\$300)

(2) deleting the infected files and restoring from your latest backup.

Note: Before you consider paying a ransom you should know that the likelihood of the secure key actually un-encrypting your files is only about 65% i.e. you only have about a 2 out of 3 chance of recovery even after paying a ransom.

"...99% of ransomware is delivered by email. This is called phishing."

What can you do?

Firstly over 99% of ransomware is delivered by email. This is called phishing.

The rest is from dodgy websites that most people would never visit.

By far, your best and most effective block is to treat emails from people you do not know or (if from someone you know) with content or attachments you are not expecting with the utmost suspicion.

If you and your staff follow this simple rule, you are very unlikely to be infected by ransomware.

Secondly, you should have a regular backup procedure and some of your backups must go off site i.e. physically separated away from your network.

Think of ransomware as equal to the loss of a hard drive with all its data. The data is there but you can't access it.

In the event that you are infected by ransomware, it may be damned annoying to lose a morning's work and restore to the night before, but it won't cripple your business. Consider what would happen if you lost a couple of months.

Finally make sure your Windows Updates are all current and completed. WannaCry mainly infected Windows 7, Vista and XP machines. Windows 10, which usually forces all updates as soon as they are available was hardly touched.

Anti-virus software – kept up to date – is very effective at identifying and blocking most of these attacks before they even end up in your inbox. Be aware though, that it takes 1-3 days for the security companies to catch up and update their software and that it the period of highest vulnerability.

SAM - VEHICLE VISUALS INTEGRATION

Continued from Page 1

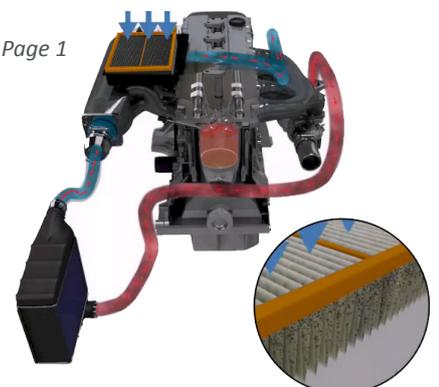
Including these links along with a quotation simply means that the customer will have much higher confidence in the need for the proposed work and this will lead to a much higher positive response rate.

For Vehicle Visuals subscribers, we have negotiated to include video links directly from within SAM when quoting.

This includes email and SMS so customers can be sent a link to an explanatory video along with your quote.

We also offer easy searching and selection of videos from within SAM for display to customers while at your premises.

Screen capture of Vehicle Visuals video explaining the need for Air Filter replacement.



STATIONERY ORDERS

We have managed to secure a new deal with a major printing company, bringing the prices down up to 45%!!!

Freight is now included in all prices!

Personalised stationery is an inexpensive and easy way of presenting a professional image to your business.

SAM's collective buying power from our printer allows us to pass on our corporate discount to all customers—including personalised stationery.

Compare these prices to what is available locally.

All that is required is a copy of your business logo (if available) and a sample of your letterhead or business card to indicate colours and style.

NEW PRICES!

FREIGHT FREE!

NEW STANDARD STATIONERY PRICING

Code	Stationery (Freight Included) Excludes GST	New Price	Minimum Qty Order
TG07BE	Invoice - Blue	\$119	1000 per box
TG07GY	Invoice - Grey		
TG07RD	Invoice - Red		
TG08	Statements		
TG09-1	Service Reminders - Version 1 NEW DESIGN	\$89	1500 cards per pack (3 reminders per sheet, 500 A4 sheets per pack)
TG09-2	Service Reminders - Version 2 NEW DESIGN	\$109	
TG09-3	Service Reminders - Version 3 NEW DESIGN	\$129	
TG09MTA - 1	Service Reminders - MTA Version 1 NEW DESIGN	\$89	
TG09MTA - 2	Service Reminders - MTA Version 2 NEW DESIGN	\$109	
TG09MTA - 3	Service Reminders - MTA Version 3 NEW DESIGN	\$129	
TG22	WOF Loose Check Sheets	\$27	100 per pack
TG23	WOF Continuous Check Sheets	\$199	1000 per box
TG23MTA	WOF Continuous Check Sheets with MTA logo		
OR32	VOSA Form	\$19	100 per pack
OR36	CIN Card	\$16	100 per pack

NEW PERSONALISED STATIONERY PRICING

A4 Sheets	1 Colour	2 Colours	3 Colours	4 Colours
INVOICES & STATEMENTS (FREIGHT INCLUDED) Excludes GST				
1000	\$131	\$176	\$321	\$393
2000	\$164	\$209	\$370	\$441
3000	\$203	\$247	\$421	\$492
4000	\$236	\$281	\$472	\$541
REMINDER AND THANKYOU CARDS (FREIGHT INCLUDED) Excludes GST				
500	\$116	\$161	\$297	\$370
750	\$124	\$169	\$309	\$382
1000	\$131	\$176	\$321	\$393
1500	\$149	\$194	\$344	\$416
2000	\$164	\$209	\$370	\$441

Call Jo on (09) 583 2451 to order stationery or email admin@sam.co.nz.

Please check and order statement supplies a few days before you start your monthly run.

We cannot always guarantee that last minute orders will arrive on time.

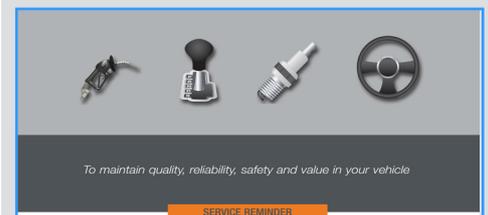
NEW SERVICE REMINDER CARDS

This year we have rolled out our new stationery.

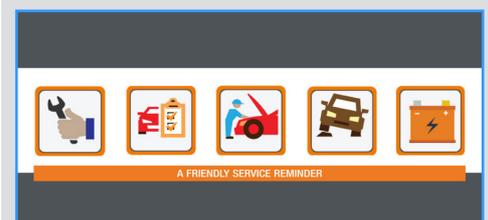
Now we have updated the Reminder cards! There are 3 versions available for you to choose from:



Service Reminder | TG09-1



Service Reminder | TG09-2



Service Reminder | TG09-3

ORION SOFTWARE UPDATE

NEW VERSION 3.004 – Rollout commencing July 2017
 Orion Version 3.004 is a major release with over 450 additions, enhancements and changes.

This Includes:

- Smartcheck Online Check Lists (integrated to Orion)
- GPS integration eRoad and iBright
- 24 new Supplier, Manufacturer and 3rd Party interfaces
- Autoplay sales/prospecting interface
- Contact Management Update
- Orion Online store interface (see back page)
- Gembox Forms (inbuilt form editor that will remove the need for Microsoft Word)
- Automatic Updates

Note: A full list of Version 3.004 changes and features will be provided in the notes accompanying the release.

Version Releases by CD and Automatic Updates
 After this release customers will be offered the option of continuing to receive releases via CD or opting to only use the Automatic Update service already running for SAM clients.
 In addition to this option for the delivery of major releases, the Automatic Updates service also ensures that any patches and fixes are available to clients as quickly as possible.



After over a year of development the upcoming Orion version has completed final testing and a targeted release to clients in New Zealand, Australia and over 20 other countries is scheduled to begin in July 2017.

SAM Operations Manager Raju Bhana says this new release will incorporate over 450 items of new development and software changes, most of these being enhancements requested by clients.

“The number of interfaces continues to grow and grow as businesses use their technology to create efficiencies and lower costs”, says Bhana.

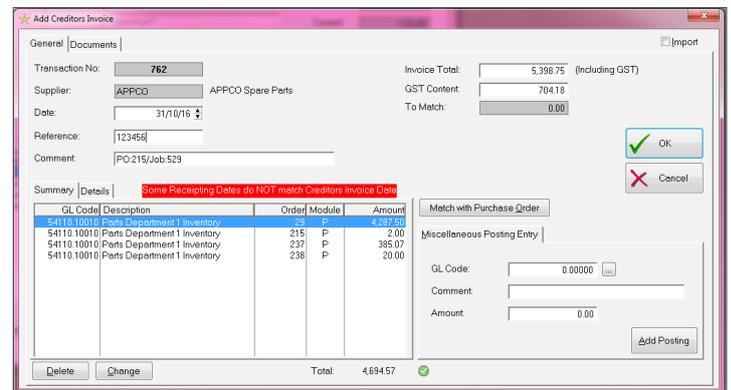
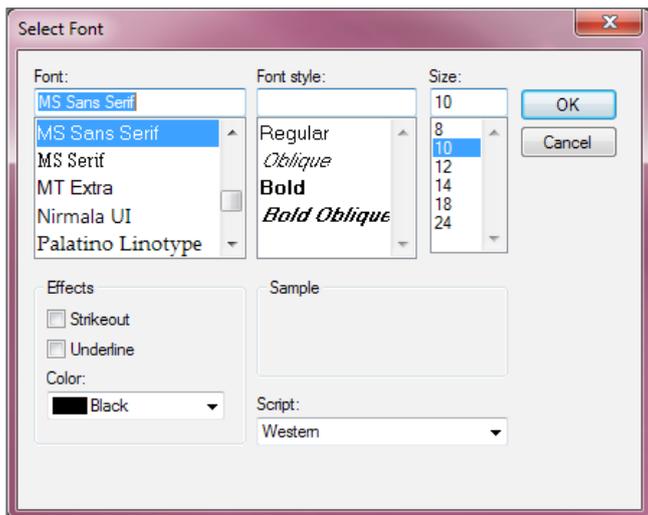
“The Online interface is a great example of this evolution. For many years clients with online stores have utilised Orion’s scheduled inventory export applications.”

“Now where the online store makes a sale, the details including payment confirmation can be sent back to Orion and pre-loaded for invoicing and payment receipt. “

DID YOU KNOW?

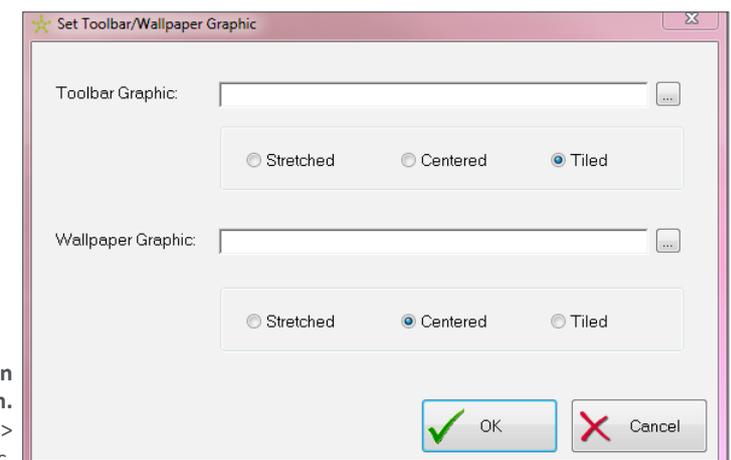
1 | You can change the Font Size in Orion so that the screens and text are bigger.

From <Accounts Module> <Utilities> choose <Enable Anyfont>.



2 | Did you know you can create one creditors invoice for multiple purchase orders in Orion.

Go into the <Accounts Module> <Creditors> <Invoice> <Match with Purchase order> Select the Purchase orders you would like to be included in the creditors invoice <Ok>



3 | Did you know you can customize your Orion by attaching your own Wallpaper to your Orion system.

This option can be found in each module by going into <Utilities> <Set Toolbar/Wallpaper Graphic> and select the location for the graphic.

SYSTIME

SAM's sister company Systime distributes and supports the world's most popular Dealer Management System – Autoline.

Systime has been the distributor of Autoline in New Zealand since 1999 and Australia since 2012.

During all of that time our regions have “reported” direct to the UK-based head office.

In coming months the latest version of Autoline will become available in Australia and New Zealand, this version will only be available as a hosted system and the hosting for all of Australasia will be from Singapore.

For this reason we have just been transferred from the UK to the fast growing and exciting Asia Pacific region.

Although Singapore is the major support hub for all of Asia, head office for the region is actually in Beijing.

In April Systime operations manager Tracey Atkins and TSI group manager Darryn Crothall travelled to Singapore to meet the new contacts and establish relationships.

“Asia actually has more programming resource available to us than we could access in Europe”, says Tracey.

“So we have already seen an acceleration in getting programming jobs that require head office help over the line”.

SOFTWARE SUPPORT CENTRE



HOURS OF OPERATION

Monday to Friday 7:30 am to 5:30 pm
Phone: (09) 583 2455 | Fax: (09) 583 2457

AFTER HOURS EMERGENCY

Until 8pm daily (including weekends and public holidays)
Phone: 0274 286 0940 | Email: samsupport@sam.co.nz

FAXES

Also make sure that when you are sending faxes to the SAM team that they are also addressed to the appropriate consultant.

LUNCH TIME—REDUCED HELPDESK COVERAGE

We would like to remind our customers that we operate at slightly reduced staffing levels between 12 and 2pm. If your call is not urgent, please consider calling outside of these hours.

BACKUPS

Please remember that if you are sending backup media to the SAM Support Centre, please ensure that it is correctly labelled with your company details and the consultant on the support team who is to receive it.

CHANGING OWNERSHIP

If you buy or sell a SAM or Orion system, it is critical that a Change Of Ownership form is completed and sent to us in advance of the hand-over.

STAFF CHANGES



PURUSH MANOHARAN

Immediately before joining SAM Purush worked with supporting software in the health industry.

He was involved in analysing problems, proposing solutions and then testing the resulting software changes.



RODANTE GALAMAY

Prior to coming to NZ, Rodante completed a degree in Electronics and Communications Engineering in the Philippines.

He then worked as an applications support analyst for several years before emigrating.



MARK BALLANTYNE

After working as a Consultant/Senior Consultant from 2001 to 2015, Mark left us briefly to try his luck in the accounting software sector.

Fortunately for us, he has re-joined SAM in 2017 in a different role, that of Business Development Manager working alongside Nicky Stuart.

Mark's extensive consultancy experience is obviously a huge asset when it comes to promoting and selling our software.



RONEL SCHULZ

Ronel has almost 10 years experience of directly relevant software consultancy and support having worked for the market leading supplier of legal practice software in South Africa.

She also holds a law degree and several programming and computer science diplomas.

SAM SOFTWARE UPDATE

NEXT VERSION RELEASE 6.008 - DUE SEPTEMBER/OCTOBER 2017

Key additions:

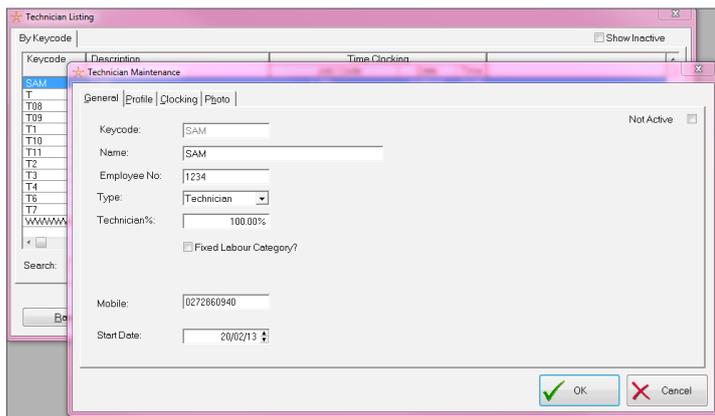
- Vehicle Visuals
- MYOB Online Interface
- Debtor Info
- Smartcheck Online Check Lists (integrated to SAM)
- Gembox Forms (inbuilt form editor that will remove the need for Microsoft Word)
- MotorCentral (Used Car Dealer Software) Interface
- Fleetlink
- EzyParts Interface (Australia)

A number of significant enhancements are planned for the next SAM version (6.010) due for release in mid-2018

- Inter-Company Ordering - the first stage in allowing TSI Group customers to buy and sell to and from each other.
- Advanced Analytics Portal - allowing franchises and groups to have a consolidated view of benchmarking and performance.
- Integrated Mobile Quoting Tool Application - add photos and comments from phones or tablets to quotes to improve retention and response rates.
- Mobile TimeClocking App - adding web-based timeclocking access to SAM.



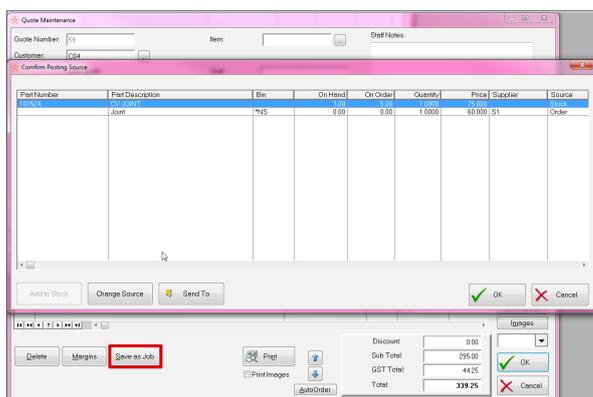
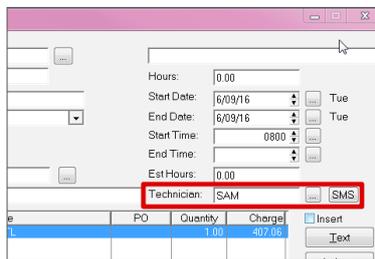
DID YOU KNOW?



1 | SAM allows you to send SMS messages to internal technicians?

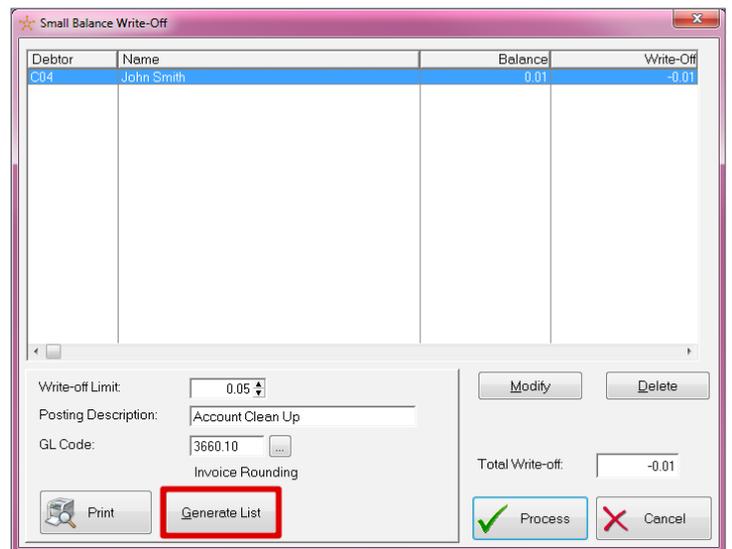
In <Maintenance> <Technicians> double click on the technician and enter a mobile number.

Once this has been set up you can go into a job and select a <Technician>. An SMS box will appear once a technician is selected with a valid mobile number loaded against them.



3 | Did you know that purchase orders on quotes are automatically turned into real orders when the quote is converted to a job?

Create a quote and add an order to it. Click <Save as Job> to convert to a job. Click <Ok>. Purchase orders will be automatically created.



2 | Debtors accounts with small balances can be cleaned up using the small balance write off utility.

Start by clicking <Misc> <Small Balance Write off> then enter descriptive text to appear on the posting in the debtor screen along with a GL code to charge to.

The Generate List button will create a list of all debtors with write off balances within the set limit. They can be deleted or modified as needed before Processing.

Once the write-off has been processed, you will see a posting on your debtors account.



CLOSING THE LOOP ON ONLINE SELLING

Orion has been able to send information to websites for many years and many clients have used this service to keep inventory in their online shops up to date.

New in version 3.004 is the ability to import online sales details directly into Orion.

All of the sale information is faithfully brought into Orion and a "Parked Invoice" is created for each online sale. These Parked Invoices are highlighted (in orange – see screenshot) for easy identification by staff, and – with a bit of set up in advance – in most cases it will be as easy as opening the parked invoice and pressing the F12 Invoice button to process it through the system.

All of the elements of the online sale will be correctly processed into Orion's invoicing and accounting systems as per a normal invoice without any further work.

Online sales can sometimes be complex. Purchasers may be anywhere in the world and often have a range of payment options.

Freight can be different on every invoice as can credit card surcharges. Also the online system's own invoice numbering system will need to be kept synchronised with Orion for reporting and future lookup.

Who should be interested?

Anyone with an online store, especially if web based sales are made outside your normal business hours.

Please contact your salesperson or the SAM support centre for more information.

Inv No	Date	Time	Sales Person	Client	Client Name	Order No	Amount	Notes
841	26/04/17	16:39	WEBSALES	***CASH***	Cash Sale		125.01	
839	10/04/17	21:44	WEBSALES	***CASH***	Cash Sale		125.00	
838	10/04/17	21:26	MANAGER	GECKO/G	Gordon Gecko		158.76	
837	10/04/17	21:19	WEBSALES	***CASH***	Cash Sale		33.74	
807	31/03/16	13:45	MANAGER	ASKEY/A	Arthur Askey	12	1640.82	
796	23/06/15	8:55	MANAGER	DUCK/D	Donald Duck		37.13	Cor
794	28/05/15	10:25	WEBSALES	***CASH***	Cash Sale		992.31	
786	19/11/14	9:11	MANAGER	HAY/H	Henry Hay		317.79	
785	11/11/14	11:35	MANAGER	JOHNS/T	Tony Johns		17.25	
784	10/11/14	21:29	MANAGER	***CASH***	Cash Sale		34.50	
780	6/11/14	8:30	MANAGER	***CASH***	Cash Sale		100.53	
779	3/11/14	9:35	WEBSALES	***CASH***	John Smith	12345	230.00	
778	31/10/14	13:59	WEBSALES	***CASH***	John Smith	12345	230.00	
777	31/10/14	13:37	WEBSALES	***CASH***	John Smith	12345	230.00	

Part Number	Description	Order	Outstanding	Quantity	Amount
0011543000	HOSE	820	1.00	1.00	125.01



Online Sales are imported directly into Orion's Part Invoicing Screen for easy processing. They are highlighted with the orange background as above. Details imported includes everything associated with online selling. This includes credit card fees, freight and any other charges.

INDUSTRY BENCHMARKING *Continued on Page 7*

At the end of 2016 SAM's Benchmarking analysis programme was relaunched in collaboration with the MTA.

The MTA's flagship publication, Radiator, will now have a quarterly snapshot of the industry's overall performance using a number of key indicators.

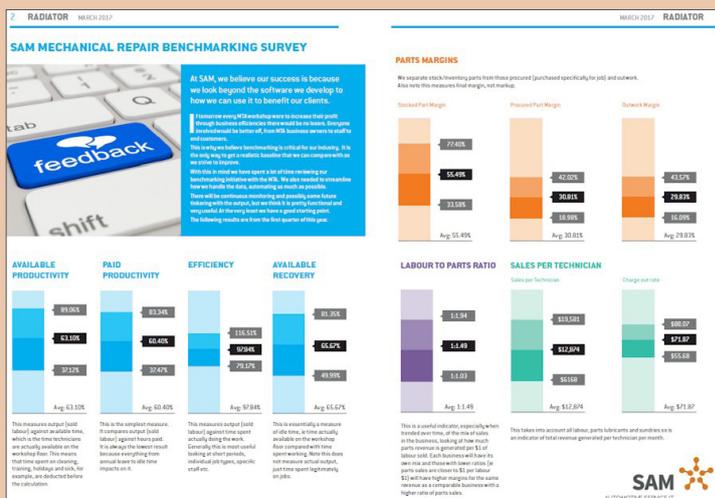
DATA QUALITY

Data quality is paramount and fortunately it is gradually but steadily improving all the time.

Naturally, we are dealing with masses of data. Some is "bad" and needs to be ignored. We have mechanisms in place to remove these suspect results before statistical analysis begins, but ideally all of the data we receive from our SAM systems would be correct and usable.

Importantly, if we can't use a value (like parts margins) from a particular customer because it is bad, then that customer's reports must be bad too.

This has already started us thinking about how we can improve the data and more importantly give our customers insights and feedback that will allow them to improve the accuracy of their own reporting.



If you would like to receive more than one copy of this newsletter please contact Jo on (09) 583 2451 or joanne.scott@sam.co.nz

TSI Group is New Zealand's largest software house providing solutions and support to the automotive and related industries. The three companies in the group provide software, hardware and business systems to the entire automotive market from manufacturers/distributors and the largest dealership groups to the smallest repair and service businesses.....and everything in between. In total around 11,000 users in over 3200 business locations use TSI, Systeme or SAM services every working day. TSI increasingly exports Kiwi ingenuity to the world with SAM and Systeme sharing around 1,000 overseas users in a total of 25 countries.