

VTRAK User Training

Version 1.0

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Training with Laser Byte

In today's busy recovery industry, more and more demands are being made of the response times and quality of your company, by customers and motoring associations.

It is important to keep costs down but still have efficient working practices.

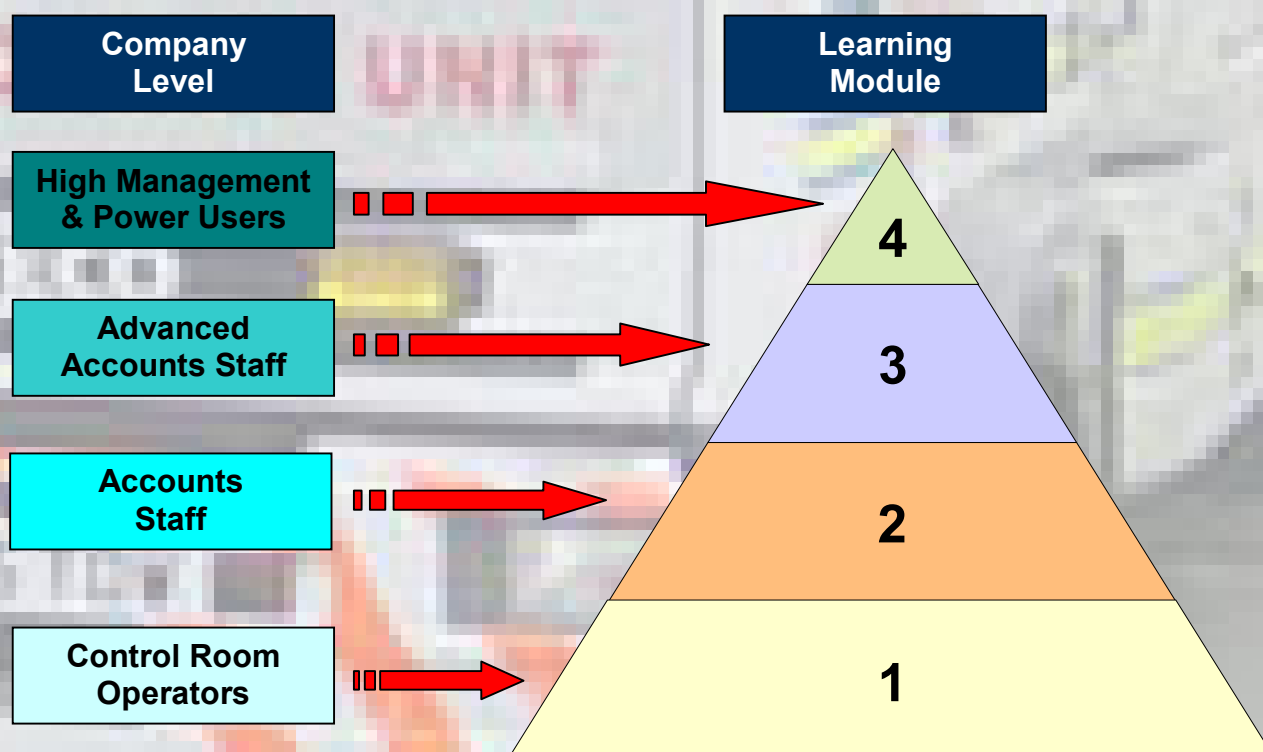
This means one of your most important assets is your staff. New staff require training, and in the recovery environment and in the past this has usually meant training on critical and sensitive "live" data.

In a busy environment this is not ideal, training takes longer and mistakes made could be costly to the company.

Laser Byte can now offer modular "Hands-On" training for all levels of you company.

Training can take place in our countryside office, where users can learn in an environment conducive to learning.

Company Training Structure



Above is how to structure the training of your company. As many users as possible should be trained at each module level to allow for absence. At least two people should be training in module level 4 skills.

Training modules cover all aspects of computers systems and our VTRAK software.

Small groups can be taught and users can practice on a system where mistakes can be made without fear of loss of data.

All courses include tests at the end of the sessions to ensure users have absorbed the relevant knowledge, thus ensuring practical application once they return to your company.

“Trained staff are more effective than non trained”

Successful candidates receive certificates of their achievements by Laser Byte.

All courses at Laser Byte Ltd include lunch & refreshments.

Courses are charged at a very competitive prices, this ensures that the course cost is not a reason not to have trained staff.

Each course has a minimum number of attendees, the number does not have to be solely made up from one company.

“Errors by untrained staff could be costly to your company operations”

VTRAK Module 1

A beginner's course designed for new controllers and for people that are not familiar with using computers.

The course covers basic use of a computer and goes on to cover VTRAK features than a controller is required to use on a day-to-day basis.

Course Elements

- Computer Basics
 - Computer principles
 - Using the mouse and keyboard
 - Selecting Printers
 - Windows Multi tasking
 - Shutting computers down

- VTRAK
 - VTRAK overview
 - System logon
 - Using Browsers
 - Search for jobs using keys
 - Search for jobs using the locator
 - Changing user
 - Using the phone book
 - Company areas
 - Changing column orders
 - Adding recovery jobs manually
 - Accepting recovery jobs via RAM
 - Printing job sheets
 - Passing recovery jobs to Parking / Workshop
 - Using filters & the outstanding screen
 - Completing jobs and sending messages to Clubs
 - Duplicating jobs
 - Cancelling & Archiving
 - Adding & completing workshop jobs
 - Workshop job sheets
 - MOT details
 - Adding & completing parking jobs
 - Adding & updating stock items

VTRAK Module 2

This module is designed for accounts users who normally invoice using VTRAK on a day to day basis.

Course Elements

- Vtrak Invoicing
 - Ensuring job details are complete
 - Adding parts, labour & extras to a job
 - Account details
 - Invoicing recovery jobs
 - Drivers commission
 - Recovery link to parking or workshop
 - Parking Invoicing
 - Accounts & VAT Accounts
 - Police jobs
 - Statutory Marker
 - Parking charges
 - Parking letters
 - Creating and MS Word Mail merge
 - Workshop job invoicing
 - Job status
 - Satisfaction Notes
 - Insurance Accounts
 - Ad-hoc invoicing
 - Creating credit notes

VTRAK Module 3

This module is for advanced users and managers that export and use VTRAK's management functions such as exporting to Sage and modifying management files.

It is important that these functions are processed correctly as they involve your invoices.

This course is ideal to ensure that if the main user is away; there is someone competent to run the day to day management / accountancy functions.

Course Content

- Adding / Updating accounts
 - Creating top accounts
 - Copying fault & outcome codes
 - Rates & charges
- Driver / fitter details
 - Paying drivers
- Recovery vehicles
- Password maintenance
- Self bill accounts
- VTRAK Sage export
 - Creating export
 - Importing into Sage
 - Recreating exports
 - Un-post invoice batch
- Creating club disks
 - Recreating club disks
- Management reports
- Reference file updating

VTRAK Module 4

This two day course is designed for power users and managers who need to ensure smooth day-to-day running of the company's operation.

These users are designed to be first level support for issues arising from the company's computer system, and should therefore be already familiar with the functions as mentioned in Modules 1, 2 and 3.

This covers advanced features that are not normally used in the day-to-day operation and includes an introduction into diagnosing faults to hardware and information on ensuring backups are regularly taken and verified.

Course Content

- Overview of databases
- Understanding data passed between Clubs and Recovery Companies
- Backing up and restoring data
- Using database restore utilities
- Understanding Sage and how exports work
- Overcoming Sage export errors
- Details of club disk creation / recreation
- Common PC hardware problems
 - How to fault find
- Setting up VTRAK on a new PC
- Understanding Turbo Dispatch & RAM
- Understanding communications with Mobile Data Terminals
- Understanding and using Symantec PC Anywhere

