

## Newsletter for Distributors, Merchants and Wholesalers



### Ramtac Growth

To ensure that levels of customer support and training are maintained at high standards, we have employed 3 new staff in the first quarter of this year as the company continues to grow.

### New Orders

Recent new orders include one from General Lamps of High Wycombe, whose lively managing director, Gerry Knowles, is amazingly well known in the lamp industry. He runs one of the most prominent lamp distributors in Europe, with a range of over 7000 products and forecasts increasing success with the Intact system.



### New Features & Facilities - Customer Service

When a "special" or an out of stock product that you have ordered comes in, the system can automatically text your customer's mobile with a message such as "please contact ..... to arrange collection or delivery", with your 'phone number—this is brilliant customer service and makes sure they take the product.

### Point of Sale - Credit Card Payments

The most costs effective system we have found for "customer not present" payments is Protex, to which we have now linked Intact for registering payments and validating cards.

### Outstanding Order Lines

At the point of sale - trade counter or back office.

The system will now identify all outstanding order items for this customer and can include in the sale any that have recently arrived.

### St George's Day Charity Club Luncheon.

Ramtac hosted a table for this event for customers and senior staff, at Watford, on 24th April.

It was a great success with the main speaker Bob "The Cat" Bevan entertaining us brilliantly for an hour and a half.

One of our customers attending would like to co-host an even larger table at next year's event with us.

It is so good to meet and talk!

## Newsletter for Distributors, Merchants and Wholesalers



### Previous Newsletter Promises

We have now completed:-

- New Transport Control Module
- Service module changes to handle kits and specials

### Distribution Sector of the Computer Industry

Our industry is making a large number of redundancies, which is regrettable. The management of Ramtac has experienced a number of "boom and busts" over the years and know that we cannot expect to continue to be unaffected by the economy.

However, it is important for each of the companies in our sector to recognise that experienced installation, training and support staff should be retained.

It takes years to build a competent team that can set up new customers well and then support them reacting to calls swiftly and capably.

If these people are made redundant now, not only will service suffer, but they will not be readily replaced when the good times return. Ramtac and our business partners, Intact, are totally committed to both ongoing customer support as above, and our joint policy of constant development of the Intact software with regular updates for all customers.

### Management Warnings - Live Alerts

On screen instant messages for management with regard to out of stock products (or reaching reorder point) point of sale margin breaking and customer exceeding their credit limit - all before it is too late!

The screenshot shows a sales order window for 'Francis Electronics & TV Ltd.' with a credit control warning dialog box. The dialog box states: 'Credit Control: This account has already exceeded it's credit limit of 5,000.00 GBP!'. The main window displays a list of products and their quantities, along with summary statistics.

Product Code	Description	Quantity	Units	Unit Price	VAT	Disc. %	Net Amount
R01	White Stopped outlet 112mm Gutter	1.000	Each	4.82	1	0.00	4.82
R01B	Black Stopped outlet 112mm Gutter	2.000	Each	3.20	1	0.00	6.40
R01BB	Brown Stopped outlet 112mm Gutter	3.000	Each	4.60	1	0.00	13.80
R01G	Grey Stopped outlet 112mm Gutter	4.000	Each	5.88	1	0.00	23.52
RA1	White 90 Degree 112mm Gutter	5.000	Each	3.53	1	0.00	17.65
RA1B	Black 90 Degree 112mm Gutter	6.000	Each	5.24	1	0.00	31.44
RA1BB	Brown 90 Degree 112mm Gutter	7.000	Each	5.57	1	0.00	39.00
RA1G	Grey 90 Degree 112mm Gutter	8.000	Each	6.20	1	0.00	49.60

Total Units	36.000	Total Net	186.92
Line Mgn. %	79.03	Total Vat	32.72
Total Mgn. %	75.82	Total	219.64
Line Mark. Lb. %	316.92		
Total Mark. Lb. %	313.54		