

Dear Customer,

### **NEW TRESICAL CLIENT SERVICES – TAM ONLINE**

Our new workshop management system (EMS) integrates an all new customer portal and asset management system (TAM Online). This system replaces the three legacy customer portals (Platypus, CIS & CEC)

TAM Online is a web based application Asset management system that maintains the current status and history of customer test equipment and other assets. The database keeps each customer's list of equipment separate and is able to handle multiple locations for each customer.

You will save a significant amount of time, money & resource by harnessing the power of our TAM Online / DocSS database. This service enables you to check the status of your equipment, print on-line versions of your certifications, track locations, export calibration records and eliminate manual entry of information into another database.

#### **Benefits of the TAM Online Database**

- ❖ Complete database functionality
- ❖ Paperless System
- ❖ 24/7 access to certification data - Includes historical data from legacy portals (CIS, CEC and Platypus)
- ❖ Advanced reporting
- ❖ Online help files
- ❖ Full and complete equipment history
- ❖ Track equipment through our workshops

This web-based application is maintained by Trescal, and is available for customer use via the Internet. Some of the many features are:-

- ❖ **Equipment Status Inquiries** - i.e.; in calibration, repair, outsourced, shipped, etc.
- ❖ **Equipment Collections** - Generate, Save and electronically schedule collections
- ❖ **DocSS** - Electronic Document Storage System for retrieval of equipment CERTS, DATA, collections, Invoices, payments, and history
- ❖ **Financial Reporting** - Informative reporting of calibration expenditures monthly or year-to-date. Includes PO #, Invoice date, Invoice Amount, and Payment.
- ❖ **Equipment Due Notice Report** - Date Range based query of equipment due for calibration
- ❖ **Automated OOT Notification**
- ❖ Automated Bar Code Equipment & Recipient **"Book In / Despatch"** and normal calibration cycle **"recall"**
- ❖ **Owner, Holder,** and **Location** Configurability
- ❖ **Control File**
- ❖ **Automated e-mail Equipment Due Notice** (with escalation process)
- ❖ **Master Library**
- ❖ **Inventory List**
- ❖ **Trescal Job History**
- ❖ **Financial Reports**
- ❖ **Security Settings** (Configurable)

If you have any questions regarding the new system then please contact your customer services account co-ordinator or Trescal branch manager.

**Your global partner in calibration services**