

COLLISION CENTER III (CC3)
User's Guide
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Combined Computer Technology

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COLLISION CENTER III (CC3)

User's Guide

Welcome to CC3:

As you begin to work with CC3, you'll learn to appreciate CC3's unique capabilities and the extensive effort put into the development of this system. CC3 was written for Body Shops; it's not an adapted program, or a 3rd party accounting system developed for business in general, but rather a program that was conceived and written from the ground up, as a complete Body Shop Management Program.

At the nucleus of CC3 is a complex structure of databases and indexes. Accessing these huge databases to enter or retrieve information could be tedious and time consuming; but thanks to CC3's simple and efficient system the program is easy to use. CC3 has a simple system that gives a user the power to access huge amounts of data and images in a meaningful format, quickly.

The best way to understand CC3 is to use it, so let's get going...

FIRST !

Please turn to and read the Software License Agreement contained in this manual as Appendix A. Continuing the installation and configuration of Collision Center III (CC3) on your computer constitutes acceptance of the terms and conditions set forth therein.

SECOND !

Specific Tasks are outlined in Appendix C in the back of the manual. So if you just want to know something specific, like "How do I bridge an Estimate into CC3" or "How do I post time to an RO and prepare payroll", etc. – just head back there for quick reference to specific tasks.

ABOUT THIS MANUAL: The information in this document, and the CC3 program it refers to, are subject to change without notice. The information does not represent a commitment on the part of the vendor. Combined Computer Technology, the manufacturer, reserves the right to change the product and the manual without obligation to notify any person or organization of such changes. No warranty of representation, either expressed or implied, is made with respect to the quality, accuracy or fitness for any particular purpose of this document. In no event will the manufacturer be liable for direct, indirect, special, incidental or consequential damages arising out of the use or inability to use this product or documentation. CCC, ADP, & Mitchell are independent & separate from CCT and their trademarks are Pathways, ShopLink, and Ultramate. Copyright © 2004 by Combined Computer Technology. All rights reserved under international copyright convention. No part of this manual may be reproduced in any form or by any means without permission in writing from Combined Computer Technology.

CHAPTER 1 “Introduction”

How is CC3 going to make me money?

Jobcosting - CC3 is going to make you money by allowing you to track your cost very closely. Using an integrated accounting system, every cost that you incur in your business will be captured and tracked so that you will know exactly where your profit is coming from. If you have the software running and in front of you, the most important screen is the F6-Closeout screen from within an RO. From the Main Menu, call up an RO in RO Recall, and at the header of the RO, hit F6-Closeout. In one screen you will see all of your revenue, cost, deposits, and tax totaled for an RO. If you know everything about an RO, about all of your ROs, then you will know everything about your shops cost, revenues, cash flows and therefore how much profit and where it came from. We’ve devoted a whole chapter at the end of the manual to this most powerful of screens. Please check it out. You’ll see how you are going to be able to control your money, revenue and cost, very efficiently and in less time.

However, that alone is not good enough. You must be able to do this in a quick, and powerful fashion that does not handcuff either you or your employees from doing the critical day to day marketing, shop management, and accounting functions in your shop. All the jobcosting in the world isn’t going to make you money if you don’t get the car out the door. So we provide production, delivery, and parts tracking reports that help you move the car through the shop. At the end of it all marketing, cycle time, and profit analysis reports tell you where you made your money and where you lost it. It all has to work together and make the shop work together, not like separate areas that have nothing to do with each other. It has to make everyone’s job easier while making the information everyone needs more accurate.

Finally, no software has done more to eliminate paper and replace the copier than CC3. Because every document in the shop – check, invoice, frame specification, authorization, etc. – is scanned directly into the RO, into the accounting system, while the other functions are taking place, paperwork and the process of copying is eliminated with the almost no effort. Everyone in the shop benefits from this type of efficiency from the parts guy who doesn’t have to copy an invoice, to the estimator who doesn’t have to find the copy that got lost, to the bookkeeper who needs a copy of the check deposited to the wrong RO, to the owner who wants every file in order quickly accessible from his home computer if that is the preference. All that paper is then printable, faxable, emailable on demand at your fingertips, within seconds. Nothing is more efficient.

Everyone wins and profits from a more productive environment.

How Does CC3 Differ From Other Systems?

This software represents 3 critical principles 1. Fast Transaction Processing, 2. Powerful and integrated Jobcosting & Accounting, 3. Simplicity.

Ergonomics, or how a person’s motion operates the machine, is critical to our software. Every keystroke is expended effort and labor to be used wisely. We have attempted, and are still to this day refining each and every keystroke in the software so that you can move quickly and efficiently. A body shop is a fast retail environment. Cash registers are designed to handle numerous repetitive transactions. While a body shop requires a computer, not a cash register to operate, we have used all we could from the cash register industry to ensure that your cost and revenues are recorded and departmentalized as accurately and quickly as possible. For instance, with CC3 you can post an invoice cost to an RO, add it to the payable ledger and accounting journal, and scan and file the image

into the accounting system and the RO in about 30 seconds. That's productive efficiency no other management system at any price can match. Note that whenever you see a button represented like "(E)stimates", the letter in the () means you can just hit that key on the keyboard.

A 3rd party accounting package on any body shop management system is a mistake, and most management systems we are aware of have made this mistake. The closer your accounting is to your jobcosting and RO closing procedure, the more accurate and responsive your data will be. A 3rd party or generic accounting package will not operate as a body shop operates. For instance, receivables need to be tracked by Insurance Co., Adjuster Name, Claim #, RO #, and Customer Name. Once the money is received, notation must be transferred back to the closed RO and made a part of that electronic file. Similar issues effect payables, check writing, and auditing. We are aware of no 3rd party or generic accounting package which can handle these types of transactions so that your company's controller can guarantee that every cost of good sold dollar spent is "Tied Down" to an RO and every sales dollar or allowance is equally tied down. Parts and costs not "tied down" are parts and costs, your parts and costs, that might end up on some kid's mud truck – and that's a true story. 3rd party accounting systems have no ability to integrate scanned images from the RO jobcosting, so they still require cave man style copiers and filing cabinets. The bottom line is that if it were easy to create an integrated accounting package more people would do it, and management systems companies that don't do it are admitting they don't understand how to write accounting software. The lead programmer for this company holds a college degree in Accounting and has been writing software since he was in Jr. High school. That same programmer has spent the bulk of his career working in body shops, and began a working with cars in Auto Mechanic's classes in high school. Finally, that person worked inside Mitchell International for 5 years – so it's safe to say, he understands the industry and what good software can do for a shop's bottom line.

CHAPTER 2 "EQUIPMENT NEEDED & INSTALLATION"

Computers and Networks:

We prefer Microsoft Windows and Server Technology. CC3 can run on Windows 98 in a peer to peer configuration. CC3 can run on Novell. CC3 is written in Microsoft Visual Foxpro so it is designed to run on the largest possible spectrum of equipment and configurations. Of course those are the worst case scenarios. CC3 also runs on Win 7, VISTA, XP, etc etc etc.

It all comes down to horsepower, and to get CC3 or any program to run fast, you want the fastest possible computers, although you can use older computers. The slowest part of the program is the processing of the scanned images (invoices, checks, authorizations, etc). When you really get CC3 cranking, you'll become addicted to scanning every piece of paper into it. Soon, ROs will have sometimes 20 pieces of paper posted to them. It takes a fast computer to throw 20 images up on the screen and allow you to fax/print/email (via Outlook) them with speed. So obviously, we advise you to acquire the fastest computers your are capable of affording, because we know you'll get good use out of them.

That said, you need to understand **Terminal Services** from Microsoft. It works like this, because Microsoft, unlike Novell, owns both the networking technology and the Windows operating system, they are able to offer their Windows Operating system built into a fileserver. That means, that through