



## FAQ

---

### ProTRACS Q & A

*With the release of our latest version of the ProTRACS software, Software Solutions for Business, Inc. has established itself as the leader in the asset rental and leasing software world. As customers continue to transition their business-critical information from antiquated technology to automated systems that are both comprehensive and easy to use, ProTRACS is standing out as the foundation for successful asset rental management. A complete system overview or demonstration is available upon request. In the meantime see below for the most commonly asked questions.*

**Q. How significant is it to have software specific to the trailer rental industry?**

**A.** ProTRACS represents a significant breakthrough in the available methods to track your asset rental business. With unsurpassed thoroughness, ProTRACS covers all the bases from individual and master contracts to depreciation to workorders to its completely integrated accounting system. As such, you are able to keep track of every penny spent and every penny earned on your assets. This means more money in the bank when it comes time to reconcile insurance, depreciation, accounts receivable and overdue trailers.

**Q. What are the system requirements for ProTRACS?**

**A.** If you license ProTRACS on-site, you will need a Windows NT, Unix, Linux file server, a terminal or PC for each user, and a network to connect the users to the server.

**Q. Does ProTRACS have e-mail?**

**A.** Yes. You can communicate with customer and vendors using e-mail.

**Q. Is training available for ProTRACS?**

**A.** Yes. Training is done via the Internet by using a web-based training tool and your telephone. This eliminates travel costs and allows the training to go at your pace.

**Q. How flexible is ProTRACS?**

**A.** In order to fit most users' needs, ProTRACS has been developed into a very comprehensive package. However, if you find a need for customization, Software Solutions for Business, Inc. has programmers on staff to handle these modifications.



**Q. Does ProTRACS track insurance?**

**A.** Yes. ProTRACS keeps track of blanket, umbrella, and individual insurance. If a customer doesn't have insurance or it has expired, LDW can be automatically added to any new lease or rental agreement.

**Q. Does ProTRACS track the assets history?**

**A.** Yes. The complete history is tracked throughout the life of the asset. This even includes depreciation.

**Q. Does ProTRACS handle individual or master billing?**

**A.** Yes. You can bill by asset or by customer contract. When billing you can select by customer whether their invoice includes all assets on rent or one invoice per asset.

**Q. Does ProTRACS track reefer usage, brake wear, and tread wear?**

**A.** Yes. You are able to track many different individual components on a trailer including hub wear, estimated tire wear, and estimated reefer hours.

**Q. Does ProTRACS handle multiple fleets and multiple locations?**

**A.** Yes. You are able to track multiple fleets and multiple locations in the ProTRACS software.

**Q. Does ProTRACS handle my Drop Yard?**

**A.** Yes. ProTRACS has an additional module that will handle multiple Drop Yard Lots. It will track where trailers are parked and handles "on account" billing that flows to Account Receivable.

**Q. Does ProTRACS have software to handle my shop?**

**A.** Yes. ProTRACS has an additional module that will handle your shop. It will track your parts, help control inventory levels, and suggest reorder quantities. Invoices include parts and labor.

**Q. Does ProTRACS exchange information with other software?**

**A.** Yes. ProTracs can both send and receive data from other software packages, including Excel spreadsheets.

**Q. How can I contact Software Solutions for Business, Inc. the makers of ProTRACS?**

**A.** You can contact Software Solutions for Business at 505-523-5133, by e-mailing [protracs@zianet.com](mailto:protracs@zianet.com), or Fax 505-647-1381.

**NOTICE**

The information in this publication is subject to change without notice.

SOFTWARE SOLUTIONS FOR BUSINESS, INC. SHALL NOT BE LIABLE FOR TECHNICAL OR EDITORIAL ERRORS OR OMISSIONS CONTAINED HEREIN, NOR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE FURNISHING, PERFORMANCE, OR USE OF THIS MATERIAL.

© 2003 Software Solutions for Business, Inc.