Trendex TrendNews

Twenty Years of Service

All our customers know our president Soumitra Mukherjee but many do not know how he founded Trendex.

Soumitra began supporting software for compressed gas distributors and welding supply houses in 1981. He provided his customers with such outstanding service that they encouraged him to form his own company. So in 1984, Soumitra followed the advice of his customers and founded Trendex Information Systems as a software development and service organization.

Soumitra started Trendex right out of his house with the help of his brother, Bob. The two collaborated to develop software and support customers. When the Montreal software division of a major company closed, the manager contacted Soumitra and handed over all of his welding customers. Soumitra seized the opportunity to grow Trendex and serviced customers on site, one-by-one, forming close relationships. Because most companies did not have modems back then, Soumitra had to go, himself, to the customer sites– some of which were up to five hours away– bringing a box of diskettes with him. Within six months, Trendex outgrew Soumitra's home and moved into office space in Montreal and two programmers joined the staff.

Customers eventually began asking that Trendex develop more up-to-date software. Soumitra and his staff redeveloped a seamless software package designed to improve customers' efficiency and service. For six months, Trendex tested the software at a customer site and worked along

Our new 4,000 square foot location at 2367 Guenette

side the distributor to ensure the package met the actual daily needs of the industry. The result was **Gastrend ™**, an accounting and cylinder control software package designed for the compressed gases and welding supply distributor, which was launched in 1986. Word of the software's capabilities spread, and soon distributors across eastern Canada began requesting it. Today Trendex's customer base consists of distributors in Canada, United States, Mexico and Bermuda.
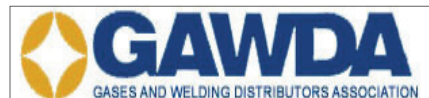
Trendex is committed to staying on the cutting edge with state-of-the-art technology and is dedicated to providing the best possible support to customers. Over the years, the Trendex team of analysts, programmers and support staff has been asked to solve many complex problems and always finds answers, even if it means learning a completely new area of the technology field. When customers began requesting hardware support, Trendex met that request by branching out its services in 1985.

Today, Trendex and its qualified staff are

headquartered in a 4,000-square-foot facility in Montreal. Although the company has evolved and presents customers with a broader range of offerings, providing unparalleled customer service is at the top of Trendex's list. From pre-delivery hardware testing and implementation monitoring to on-site training and after sales support, Trendex offers solutions. And as distributors' need change, Trendex's software changes with them. "We've been in the gases and welding industry for 25 years, " says Soumitra. "Most of our customers are our friends. When they call us, we make sure they're taken care of. We'll do whatever it takes to meet their needs– that's just the way we do things at Trendex."

The above was adapted from an article that will appear in the June edition of the Gases & Welding Journal.

Trendex has been a member of the following associations for over 10 years.

Trendex Future Upgrades & New Features

Version 8.95 of the **Trendex Infotrend & Gastrend** Software is almost completed and will be made available free of charge at the end of the year to all our customers with a software maintenance contract. We will be starting in August. Each customer will be contacted on an individual basis for the exact date of the upgrade. All customers will be receiving a detailed list of all the changes before the actual upgrade takes place.

Here is a brief overview of the different modifications and new programs :

- Users may now enter the details of an inventory item with different components and then view the components in the Product Inquiry or directly through the order/invoice entry.

- Inventory remarks per item. The user will no longer have to retype for each item the product remarks. The system now allows the users to enter up to 60 character remarks for each item. The user may enter unlimited remarks per item and then have these remarks print on the orders and/or the invoices.

- Extra charges per product and/or gas. The user may now code an extra charge to be attached to a specific product and/or gas. If the product/gas is entered on an order or invoice, the system will automatically charge the amount entered. This amount can be charged per invoice or per product/gas entered.

- Merchandise return option in the Purchase Order Module. Users will be able to return merchandise to their suppliers by indicating the RMA number and whether the item is returned for credit or replacement. Inventory will be affected, the items will be removed from inventory and a credit note will be updated to the Accounts Payable Module.

- New cylinder rental option, to bill the customers by the highest balance of a cylinder they had in their possession during the month. The system will take this balance and calculate the month end charge.

- All cancelled orders in the system will be updated to a new file and kept for reference purposes until the user decides to remove them.

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- Delivery Route Module. Users may now enter the delivery route information per route, truck, ship to and indicate the gases and products usually sold to a specific customer. Once set up the user may print on a daily basis for the different routes delivery notes that may be

given to the drivers.

We also offer our customers the following software packages:

- **UNFORM**^{TM} **: Laser forms generator**
Customers can purchase **Unform** ^{TM} to print all the forms needed to run their business. Unform allows Trendex to design forms, invoices, statements, etc. on blank paper printed through a laser printer. Users can print the forms on a regular black and white laser or on a color laser. The user will have to indicate the colors they wish their forms to print in. Logos are downloaded and are printed directly on the forms in color or blank and white. The users may also print Accounts Payable and Payroll cheques using Unform on the laser printers.

- **VSIFAX**^{TM} **: Fax Capabilities**
Customers can now purchase **VSIFAX**^{TM} a UNIX based fax software package that will allow you to fax purchase orders, quotes, statements, invoices and orders directly from the **TRENDEX** software. This software also allows the user to view a log of the fax transmissions on a PC. Trendex has recently modified this module to allow users to fax invoices, statements, etc as a batch and not individually. At the time of

> **Trendex's new Vsifax feature will allow the users to fax invoices as a batch process instead of one at a time.**

the invoice print, the system will verify the customers and if coded to fax the invoices, the system will fax one copy and print another copy for your records. The option can only be used if the forms are printed through Unform, the laser form option.

- **BAR CODES :**
Customers may use bar code scanners attached to a keyboard for counter sales and for inventory taking. Trendex has always suggested **Symbol Technolgies**^{TM} scanners which have proven to be reliable and sturdy. Users may now also print bar code labels on a regular laser printer or on bar code printers. For the laser printers

Trendex has always suggested the HP brand and for the thermal printer we have tested the **Toshiba**^{TM} thermal print-

- **Unform** is a trademark of Synergetic Data Systems Inc.
- **Vsifax** is a trademark of ESKER Inc.

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We, at Trendex, would like to thank all our customers for their contribution to the development and enhancement of our products and for their continued support and loyalty. We look forward to continue to be of service to you in the future.

THANK YOU!

TRENDNEWS is a periodic information brochure sent to all our customers to inform them on Trendex's new features and any up coming upgrades.