



## Macro Scheduler User Podcast Interview: Joe Kitt from the John R. Lyman Company

Interview by Tracy Fitzpatrick

**FITZPATRICK:** Hi. It's Tracy Fitzpatrick here, interviewing Macro-Scheduler user Joe Kitt from the John R. Lyman Company. Thank you for joining us, Joe.

**KITT:** Hey, thanks for having me, Tracy.

**FITZPATRICK:** When we talked about sharing your story with the Macro Scheduler community, and really started digging in and looking at how you use the software, it became apparent pretty quickly that your story's worth sharing because it emphasizes how you can get programming results with little or no programming experience. In fact you've spent 20 years in IT and have done almost everything but programming, you say. Isn't that correct?

**KITT:** Yeah, I've tried to avoid it as much as possible.

**FITZPATRICK:** So at John R. Lyman, I know it's the wholesale industrial wiping materials company. So that's interesting and I'll be curious to see if you can tell us about the auto-acknowledgement project you worked on using the Macro Scheduler.

**KITT:** Yeah, we're a typical manufacturing facility. We use an ERP system, visual manufacturing... and just like all ERP systems, they're great out-of-the-box to a certain point. And then you have to kind of manipulate them or manage them with other tools, so I basically use the Macro Scheduler in the typical way that everyone else uses it - to replace things and to automate certain tasks or types of tasks; that sort of thing. And, I also use it to extend it to the programming realm to get special projects done and whatever we need for certain projects within the ERP system, and one of those is the Auto-Acknowledgement system. And that basically is a way to automatically acknowledge every incoming order we receive and enter it into our system. This particular ERP system doesn't have any way of doing that natively. So I looked around at a whole bunch of areas and we had to do this without scripting language or some sort of a visual basic knowledge. It's almost impossible to do something like this. So I looked at Macro Scheduler to find a way to, with very basic VB skills, create a way for us to do just that. To take an order out of our system, information out of our system, and email it to the customer and acknowledge their order.



**FITZPATRICK:** And so what have the results of that been for you? I could see a number of areas in the company being impacted positively by you being able to build that functionality into your ERP system.

**KITT:** Yeah, it's been really good on a number of levels. Number one, our customers love it, because now they can just clip and paste this information from these emails into their system. And they are guaranteed an acknowledgement within an hour of us entering the order, which is huge for us.

**FITZPATRICK:** Yeah, that is nice. I would think that could probably set you apart from the competition on some level, right?

**KITT:** Yep. It does.

**FITZPATRICK:** Great.

**KITT:** And our customers recognize that. And if in fact, we don't have it running, for whatever reason we stop the acknowledgements... they're looking for them within the hour. So we've spoiled them really quickly, which is good for us.

**FITZPATRICK:** That is a good thing. There are a number of benefits to a number of departments, I would think. Right? Which is something I actually saw in your PowerPoint.

**KITT:** Yeah. The other thing that was brought to the table was it got us to manage or email list and contact list a little bit better than we had been doing. So we have, and we now know we have, legitimate email addresses for customers. Which is something hard to do for every company - is to make sure that they have good contact information.

**FITZPATRICK:** And I would also think that isn't it on some level really cutting down on the manual processes involved?

**KITT:** Yeah. If we used the raw visual manufacturing, for this particular task, you'd have to actually print the individual document to a file, bring up Outlook, type the person's name in, address it, say what you'd want to say in it, the body of the email, then attach the acknowledgement, and send that off. So it would be a really repetitive process for customer service and this basically eliminates all of that, and focuses them on actually serving the customers in a lot better ways.



**FITZPATRICK:** That's great. Do you see yourself extending the usage of the Macro Scheduler to other areas of the company?

**KITT:** Yeah. This particular technology can be used in marketing. It can be used in a variety of areas with vendors. Anything that you want to acknowledge back to somebody, or if you want to send any kind of email. I guess the whole premise is, you can take any information out of your database and send it in an email to whomever you want in the world and you can do that automatically.

**FITZPATRICK:** Well, I'm sure that they appreciate what you've done for them, especially having very little programming skills, right?

**KITT:** Sure. It enhances what I know in Access and SQL and extends that into a realm that I would not be able to do otherwise.

**FITZPATRICK:** That's great. Well, Joe, thank you very much for your time.

**KITT:** Thank you!

**FITZPATRICK:** Now for our audience: If you found this Macro Scheduler story useful, you may like to listen to our other user story podcasts by visiting our website at [www.mjtnet.com](http://www.mjtnet.com). Or if you have a story of your own to share, we'd love to hear from you! Send us an email at: [sharemystory@mjtnet.com](mailto:sharemystory@mjtnet.com).