

“My GlassMate”

A Success Story By:

Jennifer Totten, Co-Owner

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Before we started our own retail glass business, my husband had been working for another glass shop for almost 10 years. I was also working in the cosmetics retail management industry for 10 years so I was at the point that I was making enough money to support the family. However, I told my husband that he needs to start making some changes and that's when we first thought about starting our own glass business. We found out that in our area most of the glass shops weren't doing any insurance work so we took advantage of this opportunity and took over all the insurance jobs in our area.

In the early days, we faced a lot of challenges specially because I wasn't aware of the existence of an auto glass point of sale software. I literally spent 7 hours creating an invoice template using Microsoft Word. Then each time I hand wrote every single invoice and faxed it in for the insurance companies so that we could get paid. It may not sound so bad but let me tell you that nothing was organized for me and it was hell. I chose the wrong parts, didn't know which molding to use, had to look up the hours and lost jobs because it would take me 10 minutes to just give a customer a simple quote.

I spent 25 minutes handwriting each invoice and I wrote about 30 invoices a week on average. That means we lost 50 hours a month, which could have been spent on getting more customers. Not only that, but before I faxed or mailed the invoices to the insurance companies, I had to also attach a letter telling them what the deductible was and how much they owed me. The most painful part of this whole process was that I had just wasted a lot of time doing all this paper work and we were not going to even get paid for another 2 months.

Just when you thought it wouldn't get any worse it did. Yes, our computer suddenly just crashed and we were just devastated. Now when I look back, I think that computer crash was one of the best things that happened to our business. It was at that point when I talked to a friend and she told me that there are auto glass point of sale softwares out there and directed me to the auto glass industry magazines. I saw all the ads, looked at all the companies and tried their programs.

I found GlassMate to be extremely easy to use. Many people might even fear that they have to learn an all-new way of doing their everyday tasks, which might get in the way of them doing business, but with GlassMate I just put the disk in and that's it.

“GlassMate not only made our business flow so much smoother, but I am not exaggerating when I say that it doubled our business”

- Jennifer Totten, Co-Owner

“With EDI, we got paid so much faster than having to fax invoices in, everyone was concentrating on their job descriptions meaning that before my husband had to take phone calls or write invoices but now he could just concentrate on what he is best at, and I had more time dealing with customer service than I ever did before. All this time that we saved with GlassMate allowed us to accept more jobs and that's how our business doubled.”

- Jennifer Totten, Co-Owner

“My GlassMate”: JT Auto Glass Success Story (Con’t.)

I called for an authorization code and got setup for training. They walked me through all the features of the software and most importantly showed me how to do EDIs.

“By the way, GlassMate is Awesome and I love it.”

- Jennifer Totten, Co-Owner

Honestly, I could tell you that at the end of the month after installing GlassMate, it not only made our business flow so much more smoother but I am not exaggerating when I say that it doubled our business. With EDI, we got paid so much faster than having to fax invoices in, everyone was concentrating on their job descriptions meaning that before my husband had to take phone calls or write invoices but now he could just concentrate on what he is best at, and I had more time dealing with customer service than I ever did before. All this time that we saved with GlassMate allowed us to accept more jobs and that’s how our business doubled. No; GlassMate did not go out and get us customers.

Now we have 4 employees including my husband and, I don’t really have to work any more. You can say that it has been a great growth for us. By the way GlassMate is awesome and I love it.

Mitchell Glass

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