



# LABORERS' INTERNATIONAL UNION OF NORTH AMERICA

## Laborers' Local 157

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Mr. Richard Caruso  
President  
ACC Computer Services Corporation  
528 Oak Street  
Syracuse, New York 13203

Dear Ric,

I would like to take this opportunity to thank you for the excellent union software package. Over the past several years "TrackIt!" has been very dependable, accurate, and a tremendous time saver for our Local Office. We really like how we have immediate access to our member and contractor records including all of their history literally at our fingertips. I can't imagine how we survived back then digging through files to find this information. Your screens are very well organized allowing us to easily update our information.

Our new Apprenticeship Coordinator is very impressed with your Apprenticeship Program. It makes our work much easier because TrackIt! automatically tracks their work hours, rate of pay increases, and classroom hours towards reaching the goal of becoming a Journeyman. Generating the reports required by the state is a matter of a pushing a few keystrokes.

When the International required that Locals put into practice a Job Referral Process, I thought it was going to increase our workload tremendously. But your Job Referral Program eliminated a lot of the manual procedures by automating the referral process. We were pleasantly surprised that by entering member dispatches, returns, and check-ins allows us to automatically generates Out of Work Lists. It would have been a very time consuming task to enforce of all the International policies to determine when people fell on and off the Out of Work List.

One of our favorite additions to your system is the ability to transfer our daily or weekly activity of dues intake, work assessments, and PAC to our QuickBooks Accounting package. This makes our banking very easy and accurate since there is no need to re-enter these transactions. When we make deposits we reconcile this with TrackIt!'s Intake Report. Stapling the deposit slips to the Intake report gives us great documentation, which really pleases our auditors.

There are many reports from this system that we use on a day-to-day basis, not too mention the EEO report at the end of the year, which has always been a very time consuming task in the past. However, we really take advantage of the Membership Certification Spreadsheet (Grid). We post this report on the wall so it's easily accessible to our Field Reps. and the Apprenticeship Coordinator so we can immediately see who is certified and has more than two skills. Members also like to refer to it to see what classes they have taken, expiration dates, and what other classes are available to them.

This is just a few things that has made our Office run smoother and has been a great time saver for me, our Secretary as well as our members. Your company's excellent service and support should be commended and you have always accommodated our special customization needs with a quick turn-around time.

A true testimonial to this software system was when we were audited by LIUNA, they found the program to be very helpful to us and made things available to them within minutes. They highly praised our program and would recommend it to other Local Offices.

Sincerely,

Thomas Lombardoni  
Business Manager