

# DY-Computes

*Dynamite Newsletter*

*Spring, 2000*

## **New System Features**

Version 8.2 is now available for download from our web site. New features include:

- Addition of a Spell Checker for note fields
- Addition of ability to open service orders on rental items
- Addition of immediate component creation from an invoice
- Addition of ability to print historical invoices
- Addition of Block Time recalculation
- Addition of option to skip most printer prompts
- Enhancement of Preventive Maintenance processing
- Enhancement of Technician assignment control
- Enhancement of flexibility/information on several reports
- Creation of a standalone indexing utility - DYINDEX.EXE
- Refinement of FIFO/LIFO cost tier determination
- Refinement of Master Contract printing

All of the above features are included at no extra charge and may be downloaded by customers with current software subscriptions. For those of you not familiar with the download facility, please call our office for current access codes.

As always, members of the Firecracker 500 Club are entitled to free updates. If you are not a current member, our staff can assist you with your application.

## **New Web Site**

A new Internet site has been created to demonstrate a recent on-line addition to our Dynamite Service System, e-Dynamite.com. The product enables your customers access to the status of their service calls and the ability to create new ones via the Internet. Your technicians can also log in with their laptops and download their assigned orders. Visit: [www.e-Dynamite.com](http://www.e-Dynamite.com) for a hands-on look.

If swimming is so good for your figure, how do you explain whales?

Monday is an awful way to spend one-seventh of your life.

"DY-Computes" is published six times per year for customers and friends of South By Southwest. For more information contact: South By Southwest, 28993 Mountain Meadow Road, Escondido, CA 92026. Phone: 760/749-9161, FAX: 760/749-2333, E-Mail: [admin@southbysouthwest.com](mailto:admin@southbysouthwest.com).

## **Welcome Aboard!**

A special welcome is extended to all our new Dynamite installations:

- Bacher Communications, Wisconsin
- Pool Care, Ohio
- Calif. Surveying and Drafting Supply, California
- Machine Ice, Houston
- Frensch Technology Services, Florida
- Lighthouse Compunet Consulting, Virginia
- Corporate Telecom, Oregon
- Enviroclean, California
- Silverware Inc., Arizona
- US Audio, California
- Mahon Communications, Massachusetts
- Security Doors, Puerto Rico

## ***Fast Phone Messages***

In this hurry-hurry world where it's so difficult to keep up with evolving technologies, we often forget that the human ear still works at the same speed it always has. Voice mail is a great invention but is wasted when the messages we leave are unclear.

Certainly we all try to speak clearly and distinctly. But when the message sounds like "fillupcudchewer of computerconvictsanonymous at onethreeninesevenfive-foursixoneeightsevenzero" it's no wonder some calls never get returned!

How often have you had to listen to a message 6 or 7 times because the caller spoke so fast that it was humanly impossible to write down the name and number or even understand the message in just one or even two takes? You know your name and number perfectly but us listeners need all the help we can get.

## **Dynamite Training**

Introductory Workshops are scheduled for April in Orlando, June in Philadelphia, August in Indianapolis, and November in Las Vegas.

Advanced Workshops are scheduled for June in Philadelphia and November in Las Vegas. Please check our web site for more information.

## SBT Reseller Convention

Held in Carefree, Arizona last month, the conference attracted a record number of attendees. The number of foreign resellers tripled this year including representatives from New Zealand, Australia, Oman, Singapore, and Nigeria!

Several e-Commerce solutions were presented at the trade show. Taking various forms, all of these solutions are opening up SBT to the Internet for customer order entry, order status, and other functions. Now you too can have your own Internet store with product photos and shopping carts just like the big boys. Maybe even better!

South By Southwest demonstrated it's new Internet and Technician Laptop solutions to a highly motivated audience. See New Web Site article.

## Insider Tips

### Component Processing

Dynamite maintains records of customer equipment referred to as components. This equipment is totally independent of your SBT Inventory although it may have the same part numbers and descriptions. Components are owned by the customer and are not assets on your balance sheet.

Keeping track of components may be necessary for contractual reasons but can also provide invaluable information to technicians and management.

The technician can be directed to work on specific components with a separate problem description for each one. Management can review the service history and pinpoint those components with a poor service record enabling them to upgrade/replace that equipment or adjust contract fees.

Components can be added to the customer's Job Site records automatically if you sold the equipment to them or manually. Dynamite can scan the SBT Invoice database and import all items sold to that customer for a given range of dates. A new feature also imports that equipment as the Dynamite invoice is being created.

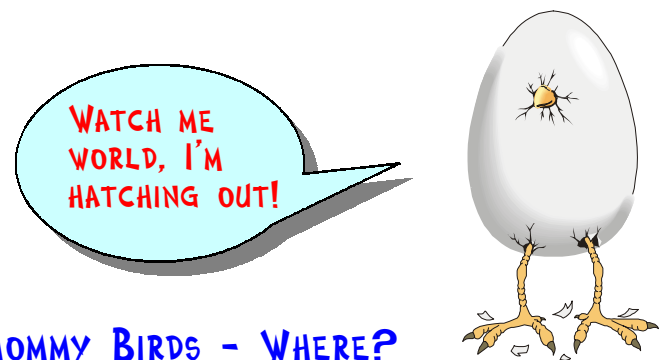
### Invoice Collection

Cash flow problems? Here are 11 collection tips that will help improve your receivables:

- 1. Get those invoices out faster.** Always try to create invoices within one or two days of the service call.
- 2. Offer early payment discounts.** A small discount can help get the cash in the bank sooner.

- 3. Know your customers.** What are the customer's historical purchase and payment patterns.
- 4. Check credit in advance.** Ask for references and establish a firm credit line. Dynamite can be configured to prevent new orders if the customer is over limit or late.
- 5. Print credit guidelines on the invoice.** Always print the credit terms and policies.
- 6. Charge interest on delinquent accounts.** You may not actually collect any interest but it indicates that you are serious. If you don't want to create interest invoices in SBT, Dynamite will pinpoint selected customers for assessment and can even print customer statements with a notational interest calculation.
- 7. Settle disputes quickly.** Identify the nature of the dispute and remedy it fast.
- 8. Be reasonable.** If your customer is having financial difficulties, work out a payment schedule. Something is better than nothing.
- 9. Be upfront with new clients.** It is reasonable to request a down payment with the balance due upon delivery.
- 10. Be nice but be firm.** Pin down the exact day when the payment will be mailed. Offer to pick up the check in person or pay for overnight delivery.
- 11. Don't be bashful.** You're not asking for a favor or an order. It's your own money you're asking for.

To help follow up with your collections activities, Dynamite has a special Credit/Collections screen on the Customer Maintenance Action Menu. That customer's invoices, cash receipts, and open orders can be viewed in detail. Conversations with the customer can also be documented from the same screen.



Why don't we see pregnant birds in our backyards? The extra egg weight makes them vulnerable so from beginning to end, most birds are pregnant a little over 24 hours. A lot of that time is spent hanging curtains, painting the nursery for the big event, and just hanging out at the nest.

Most birds labor in egg birth for less than 5 minutes so look sharp if you spot a nest. 'Tis the Springtime mating season. The 4 finches we co-parented last year grew to adult size and fledged in an amazing two weeks!