

DY-Computes

Dynamite Newsletter

Spring, 2002

New Dynamite Features

Our development staff has been extremely busy during this past quarter adding more functionality and greater flexibility to our Dynamite Generation 3 product.

Accounting System Options – There are now **FIVE** choices available:

- ACCPAC Professional Series
- ACCPAC Vision Point
- ACCPAC Advantage
- AccountMate VAM-LAN
- TIW Alere (in final testing)

Additional accounting system interfaces are planned including Microsoft SQL versions of the above. Dynamite Generation 3 is also available as a stand alone system.

Mapping Software – Dynamite is now integrated with Street Wizard Pro so you can plot customer locations on a map for your technicians and sales staff. As an added bonus, Dynamite/Street Wizard will plot a driving route between all of the stops assigned to a technician. See related story.

Goldmine Contact Manager – In conjunction with Strong Technologies, Dynamite service order information is accessible from within Goldmine. Your sales staff can quickly assess the status of any service order for the customer in question...without leaving Goldmine! For more information, contact your reseller or visit www.strong-software.com.

Installation Check List – You now have the capability of configuring a 20 item check list for installation orders. This enables salesmen to specify options that need to be communicated to the installing technicians such as installation date/time, COD amount, additional equipment needed, etc.

"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.

Pass It Along

Pass this copy of DY-Computes along to your co-workers. The newsletter is intended to keep you informed of advances to our products and business in general. If you'd like additional subscriptions just send us an E-Mail at:

admin@southbysouthwest.com



You might be an Auto Racing Fan if...

- > You hate long distance driving but will gladly drive 800 miles to a race
- > You've spent more time on top of a Winnebago than in one
- > You feel compelled on a road trip to beat your previous best time
- > You can change a tire faster than you can change a diaper
- > The local police have a picture of your car taped to their dashboard
- > You think the last line of the Star Spangled Banner is "Gentlemen, start you're engines!"

DynaTrain

Our new Internet Training Workshops have become a big hit. Only a virtual commute away, Dynamite customers can take advantage of this new and cost effective technology to learn how to get the most out of their software. Generation 3 training is now available from the comfort of your office thus eliminating travel, airport delays, and hotels.

Four workshops have been designed: (1) overview and introduction, (2) daily operations, (3) miscellaneous topics, and (4) technical structure. Workshops are normally scheduled on Thursdays at 2:00pm Eastern Time and are conducted by our staff in South Carolina.

As one satisfied user recently wrote:

"I just wanted to pass on that we thought the training was very beneficial to my staff and me. Mary did a great job and she was very patient to our many questions. This was a definite benefit and we look forward to continued training opportunities as they are developed."

Focus on Generation 3

Mapping Software

The interface included in the Premium Version of Dynamite enables you to pinpoint a customer location or a job site on a graphical map. Special map buttons are included on the Customer, Job Site, and Service Order screens. Clicking the button will automatically invoke Street Wizard Pro and place a marker with the company name on the map.

You can generate a map that includes multiple points and a driving route between them. The trip is shown graphically with a turn-by-turn instruction list. Three selection methods are available:

1. Plot the Dispatched orders for a single day. If the technician field is left blank, all orders with a status of Dispatched will be plotted as a single route.
2. Plot the Scheduled orders for a single day.
3. Plot the stops for a specific Route/Stop as specified in the individual job site records.

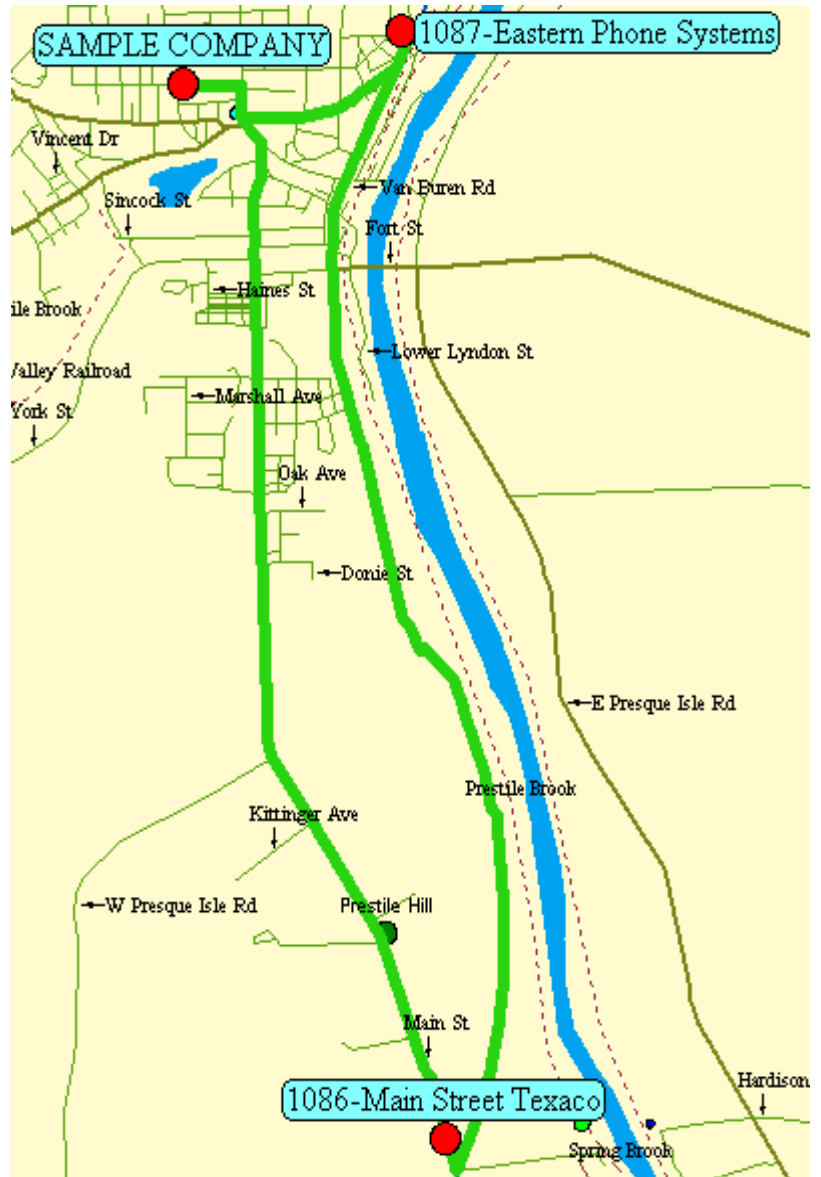
As an added benefit, the order of the mapped points can be based either on the scheduled/dispatched time or the Route/Stop number or you can specify that the mapped points be plotted in the most efficient order. This gives you the ability to change the existing Route/Stop sequence. Further, you can start/end the day's trip from either your office or the technician's location.

Street Wizard Pro also has the ability to access your Goldmine contacts.

Street Wizard Pro is available from South By Southwest or your reseller for only \$80 per workstation and includes the Dynamite interface.

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A generated route map is shown below. Street Wizard enables you to zoom in for greater detail and even add extra stops.



Turn-by-turn directions are provided automatically.

Directions			
1.	East on	Collins St	
2.	Turn right on	Main St	in 0.2 miles
3.	Turn left on	High St	in 0.1 miles
4.	Bear left on	Van Buren Rd	in 0.5 miles
5.	Hard left on	North St	in 0.1 miles
6.	Arrive right	- Stop #1 1087-Eastern Phone Systems -	in 0.1 miles
7.	Backtrack on	North St	in 0.0 miles

Trip Totals 8.5 miles
20 minutes

Print Close

Focus on Generation 3 (cont.)

Data Dictionary

One of Dynamite's advantages over similar products is the way in which it uses technology to maintain itself. Any computer system, if it wishes to remain competitive in the 21st century, must be able to adapt to changing market demands and do so quickly and painlessly.

The mapping software interface that has recently been released is a good example. New fields were added to existing data tables, a new screen was added, and the main Dynamite menu was changed. **The Dynamite Data Dictionary made this enhancement easier and user transparent.**

The Data Base Definition portion of the dictionary is comprised of three FoxPro tables:

DYSYFLDS.DBF contains descriptions of every data field in the system.
DYSYTABL.DBF contains an entry for every data table in the system.
DYSYDBF.DBF marries the above information producing a complete description of how each data table is constructed.

During the update process, Dynamite will compare every data table with the table descriptions outlined above and make adjustments as necessary, all without special conversion programs or additional programming.

The addition of the Longitude and Latitude fields added for the mapping enhancement required our staff to add two entries to DYSYFLDS and two to DYSYDBF. The Dynamite user's databases will automatically be adjusted when the next Dynamite version is installed. Total time spent to add the two fields: 45 seconds.

The Procedure Definition portion of the dictionary itemizes all screens, reports, and programs in Dynamite. This facility enables your system administrator to pick and choose which functions each operator can access. If the operator does not have the privilege to access a particular function, that function is not placed on their Dynamite Menu. The FoxPro tables involved are:

DYSYPROC.DBF contains descriptions of every screen, report, and program in the system.
DYSYPRIV.DBF contains an entry for every function privilege granted to an operator.

In the case of our mapping enhancement, everyone's menu would appear unchanged until such time as they were granted the mapping privilege. Our staff made the dictionary change in under 15 seconds.

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Lost and Found

A report appeared recently on the California Highway Patrol (CHP) Dispatch Web Site involving a lost grandmother. At 4:55pm the San Deigo Sheriff's Department notified the CHP that the family of Ernestina Cisneros had reported her missing. Amazingly, they drove some 30 miles before noticing that grandma wasn't in the car! They forgot and left her at the Camp Pendleton rest stop on Interstate 5. The highway patrol found Ernestina and returned her to her family at 7:26pm.

One would presume that Ernestina rewrote her will after finally returning home.

Virus Alert

We received this warning from one our resellers. It should be noted that Norton Anti Virus did not catch it:

You have just received the Amish Virus. Since we do not have electricity nor computers, you are on the honor system. Please delete all of your files.

Thank thee.

Great Backyard Bird Count

The 5th Great Backyard Bird Count took place over the President's Day Weekend in February. Sponsored by Cornell University's Lab of Ornithology, a whopping 14,000 people from all 50 states and the Canadian Provinces provided data on 500,000 individual birds! Through constructive observation and reporting, valuable information about changes in migration patterns, migration routes, and species survival and strength is accumulated as well as making even casual birders aware of the great variety of feathered beauties around them.

Common Grackles, Canadian Geese, and American Crows were the top three most numerous birds reported while Mourning Doves, Northern Cardinals, House Finches, and Blue Jays were among the most frequently reported sightings.

From the pastoral setting of our corporate offices, South By Southwest counted 214 individual birds and 23 species in a two hour observation period. Questionable identification techniques forced us to exclude numerous sightings of cuckoos, loons, blind bats, and the rare San Diego red headed dingbat within the building itself.

The 100 pounds of seed that our hundreds of avian visitors devour per week surely belies the old adage "Eat like a bird."

The bird count is an annual event and information is available at: www.birdsource.com.

Focus on Generation 3 (cont.)

User Guide

The User Guide included with Generation 3 was designed using the latest Microsoft technology and provides an easy-to-use, flexible method of disseminating information. This enables us to keep the guide up-to-date and distribute it via our normal download process. It also keeps printing costs and support fees lower.

The entire manual is written in the same HTML language used for Internet web sites but is self contained in a single file, DY.CHM, in the Dynamite subdirectory. The guide can be accessed from a desktop icon or from the Dynamite Menu if you're running Visual FoxPro 6.0 or above.

To illustrate how the guide works, let's take a quick tour of one topic, Parts Sublet. Note in the screen reproduction below that the manual is presented in outline form on the left side of the screen. This enables you to quickly navigate the chapters. Just click on the "+" sign to open each chapter or subtopic.

Highlight a topic on the left side of the screen and the associated text and graphics appear on the right side.

The guide makes use of "hyper links" where appropriate. Similar in function to the kind you find on web sites, these links enable you to quickly jump between topics. In the example shown, reference is made to four other topics in the guide: Open Parts Sublet Wizard, Service Order, Customer Maintenance, and Vendor Maintenance. If you are not familiar with any one of these topics, just click on the blue, underlined link and you will be transferred to that topic. Click the Back icon to return to this page.

If appropriate, the topic discussion will include a sample screen and a description of every field on that screen. A portion of the Parts Sublet screen is shown below.

To print any portion of the guide, click on the Print icon and select how much detail you want. If you wish to print the entire manual, be sure to click on the main topic, Dynamite Service System, and then print that heading and all subtopics.

The screenshot displays the 'Dynamite Service System' application window. On the left, a 'Contents' pane shows a hierarchical tree view with 'Sublet Repair' selected under 'Maintain Service Records'. The main window area is titled 'SUBLET REPAIR ORDERS' and contains the following text:

Sublet repairs are used to track equipment sent to a third party for repair. This function will manage those orders. Orders can be opened here or from the [Open Parts Sublet Wizard](#) screen. Customer components can also be sent out for repair via the [Service Order](#) that was originally opened for it.

RMA No. - Any order number used by this function. It is normally assigned by the vendor and does not have to be unique. Required.

Order Type - Any valid Status Code. These are the same codes used for Service Orders.

Status - Any valid Status Code. These are the same codes used for Service Orders.

Estimated Cost - Enter the dollar amount of what this repair is expected to cost. Optional.

Customer No. - A valid customer number. See [Customer Maintenance](#) for more information.

Order No. - The Dynamite Service Order Number. Optional.

Entered by - The Dynamite operator who originally opened this order. Automatic.

Vendor Information - Any valid vendor number. See [Vendor Maintenance](#) for more information.

Open Date - The date and time that this order was opened. Automatically assigned.

Promised - The date that this repair should be completed by. Operator assigned.

Close Date - The date and time that this order was closed out. See the Close Order button on page two.

By - The Dynamite user who closed this order. Automatic.

At the bottom of the window, a toolbar contains icons for Home, Back, Forward, Print, and Help. A yellow banner at the bottom right of the toolbar area displays the text 'Sublet Repair Orders'.