

# DY-Computes

*Dynamite Newsletter*

*Early Summer, 2000*

## New System Features

Version 8.4 is now available for download from our web site. New features include:

- Automatic database checking and replacement of indexes
- Enhancement of Master Contracts capabilities
- Correction of tax and date displays for rentals
- Modification of Estimated Block Time Charges
- Correction of Fiscal Year checking if no General Ledger
- Addition of Component contract features
- Other minor code corrections and reporting enhancements

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 enrollment/renewal.

## Recycle that computer

According to the National Safety Council, over 20 million personal computers fall into disuse every year and only eleven percent of those are being recycled. So by the year 2005, over 150 million computers will be buried in U.S. landfills. And if this wasn't bad enough, each CRT contains 5 to 8 pounds of lead that can seep into the ground water or the air. Circuit boards also contain cadmium, mercury, and chromium. Nasty stuff!

So what do we do with those old 486s and Pentium 90s? Your local school or church probably won't accept them as "donations" because those old workhorses cannot run today's software but here are a few suggestions:

All Tech Computer Recyclers: 877/PC-RECYCLE  
Salvation Army: 800/95-TRUCK  
Goodwill Industries: 888/4GOODWILL  
National Safety Council: [www.nsc.org/ehc/epr2/recycler.htm](http://www.nsc.org/ehc/epr2/recycler.htm)

"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).

## Pass it along

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

[admin@southbysouthwest.com](mailto:admin@southbysouthwest.com).



## Welcome Aboard!

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

- Landscape Images, California
- Katy Computer, Missouri
- Laser Logic, California
- Butensky Service Company, New Jersey
- Gruber Industries, Arizona
- Consortio Platinum, Costa Rica
- Micro City, Illinois

## Dallas Roundup

On May 11<sup>th</sup> and 12<sup>th</sup> SGM, Inc., an award winning SBT reseller in Dallas, put on their third annual event for current and prospective SBT customers. Attendees were able to learn about a dozen different vertical applications and the latest features of the SBT software. This year the SBT Executive Vice President of Marketing, Susan Sheridan, and the Product Manager of the Professional Series, Norma Betsill, joined in the event. Everyone enjoyed their presence and enabled all of us to meet the people behind the scenes.

South By Southwest has exhibited at every Dallas Roundup and encourages other resellers to organize similar events around the country.

## Dynamite Training

Introductory Workshops are scheduled for August in Indianapolis and November in Las Vegas.

Advanced Workshops are scheduled for **June 6th & 7th in Philadelphia** and November in Las Vegas. Please check our web site for more information.

## Insider Tips - User Manual

System users are always asking for additional user manuals which are available from South By Southwest for \$50.00 each. However, every Dynamite system has the ability to print a new manual, gratis, which reflects changes from the latest release. Simply proceed to the System Reports Menu and select a laser or ink jet printer.

Instead of printing additional copies of the manual, which can quickly get out of date, you can access the manual on line. From the Main Dynamite Menu, proceed to the Help Option and then choose "F1 Help System." To get a better view, maximize the window and then look for the function desired.

Yet another way of getting to the User Manual is to press the F1 key from any data entry or report option screen. Dynamite will recognize where you are in the system and display *just that portion* of the manual relative to what you're doing!

And finally, to make things even easier, you can let the computer help you find a topic in the manual by clicking on the Help Desk function on the Transaction or Short Cut Menu. Enter in one or more Key Words and then choose User Manual as the source.

We've never seen a perfect user manual and ours is no exception. If you have specific suggestions for improvement, send us an E-Mail and we'll take care of it.

## e-Commerce

Seems like everyone's doing it! There are probably only three people left in the country that have NOT placed an order at Amazon.com. Even the National Audubon Society has an e-commerce web site.

Southwest Airlines has had a reservation system on the Internet for many years and gives it's "surfers" an extra discount on the fare thus passing along their reduced booking expenses. In fact, in January of this year, over 25% of their revenues came from their web site, [www.southwest.com](http://www.southwest.com). That translates to over a billion dollars of e-commerce this year free of any travel agent commission.

One of our best e-commerce stories occurred during the first week of April. Our office manager was searching the web for a specific product from DuoBind. None of the local stationery stores still carried the product but the search produced an e-commerce provider, SupplyDesk.com. They carried the product so we placed an order on line and an E-Mail confirmation appeared

within a few minutes. It was only after the order arrived did we discover that the company behind the scenes was one of our early Dynamite customers in Maryland! We immediately called Bruno, the owner of Single Source, to congratulate him on his foresight.

Every organization can benefit from an Internet presence whether or not they sell merchandise on that site. If you are running our Dynamite Service System, you can provide information and functionality to your customers. They can check status of open service orders, view details of any given order, and even open new ones. Check it out at [e-Dynamite.com](http://e-Dynamite.com).

There are several companies offering e-commerce solutions that tie into the SBT Accounting System. These solutions can even take customer orders, process their charge card payment, and update your main SBT Sales Order system. We've had good experience with the solution offered by Silverware in Phoenix, Arizona. Details and examples can be found at [www.silverware.com](http://www.silverware.com).

## Multitasking

Computers can do more than one thing at a time but some of us have trouble chewing gum and walking at the same time. On February 9<sup>th</sup>, our principal, Tom Francl, claims he was doing eight things simultaneously:

1. Printing a new user manual
2. Printing training brochures
3. Printing DynaSales brochures
4. Receiving a fax
5. Retrieving his E-Mail
6. Talking to a customer in New Jersey
7. Checking out the on line Drudge Report
8. Drinking coffee

The question is, how much caffeine did he consume?

## It's County Fair Time

Every June, the San Diego County Fair attracts more than a million visitors to view livestock, fine arts, horticulture, and baked goodies. In addition to attending the Temptations and Village People concerts, Tom and his wife will be entering their delicious (really, their neighbors agree!) home-baked cakes and cookies among other things. Prior entries have won many blue ribbons and they're hoping for more this year. Watch for the recipes in our next issue.

Last year, Tom won a blue ribbon for his silk flower arrangement. A photo is on our web site at: [www.southbysouthwest.com/fun.htm](http://www.southbysouthwest.com/fun.htm).

# Additional Dynamite Products

Whether you have been using our Dynamite Service System for a while or are considering a purchase, you should be aware of a few additional products that connect to it. These add on components bring information and functionality to the technician in the field and customers who you do work for.

## DynaTech Laptop System

Looking for more functionality from your Dynamite Service Management System? Do you have technicians in the field many located hours or thousands of miles away? **Our Technician Laptop System provides a tool to make them more productive!**

Unlike other service system solutions, Dynamite offers many unique features that get the information to where it will do the most good -- the person actually doing the work. The entry of data is faster and more accurate while ultimate control over the order is retained by the main office. This system will pay for itself in days.

### Virtually Indestructable

The Dynamite Technician Laptop System, DynaTech, is a 32-bit Windows-based solution that delivers service-related information to the field technician in an easy-to-use, hard-to-break software solution.

Technicians are paid to fix equipment quickly and efficiently. They cannot be burdened with fancy, complex computer solutions that make the accountant's job easier.

DynaTech has only two display screens, three reports, and no index files or menus. If the databases or software becomes corrupt, it can be replaced by the field technician by merely logging onto your web site and replacing the missing pieces.

Simple yet powerful. Easy to use yet information rich. Adaptable to your corporate needs yet virtually indestructable.

The screenshot shows a 'Service Order' window with the following data:

Job Site		Cust No.		Date	Time	Priority
Name	Addison, Duffan and Grant, Inc.	ADG1		01/28/2000	19:21	1
Service	Main Offices			Promised	01/31/2000	
Address	1334 New Park Mall			Dispatched	01/31/2000	07:30
City/State	Palo Alto	CA		Billing		
Placed By		94399		<input checked="" type="checkbox"/> Billable	<input checked="" type="checkbox"/> Upload	
Phones	415/332-5678			<input checked="" type="checkbox"/> Taxable	8.250 %	
Order Entered By	ADMIN	on	01/28/2000	19:21	Pending Charges	\$65.00
Status	Dispatched	Service Contract?	<input checked="" type="checkbox"/> M		Third Party Bill To	
Type	Agreement	Estimate Required?	<input type="checkbox"/>		Customer Sign Off	
		Min Labor Approved	<input type="checkbox"/>		PO Number	MTPEAL
					EPA #	JS 1
					Filters	JS 1
Comment	Water leaking out of disk drive.					
Problem/Resolution						

### Combined with Service

DynaTech operates in conjunction with our popular Dynamite 2000 Service System. By extending the reach of the system into the field, the accuracy of the data and textual commentary for the order is greatly enhanced. The objective of digitizing the data at the source can finally be realized.

On the information dissemination side of the product, the technician now has access to the actual service order as taken by his dispatcher. That information can be updated as necessary and then uploaded back into the main system.

At the end of the repair task, a receipt of charges and problem resolution can be printed for the customer on site!

## e-Dynamite.com

The Dynamite Internet Solution is built upon the award winning SBT Accounting System and the Dynamite 2000 Service System enabling you to run your business better by making this information readily available to those who need it the most, your customers.

### Jump Start your e-Service

The Dynamite Internet Solution, e-Dynamite.com, is a 32-bit Internet-based solution that delivers service-related information to customers and field technicians in an easy-to-use, state-of-the-art package.

When your customers need equipment repaired, they want it fixed now. If that process takes too long, they want to know when it will be done. Their operations may be compromised because of that broken piece of equipment.

Not communicating with your customers is far worse than telling them you can't get there until next week. Keeping them informed provides a level of comfort.

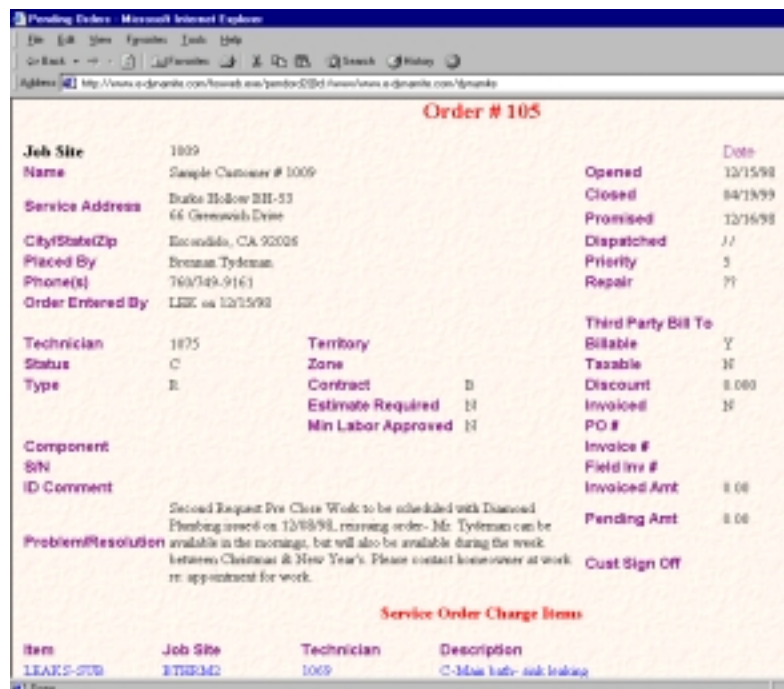
e-Dynamite.com is a solution that you can implement "out of the box" to accomplish these communication goals.

### Combined with Service

e-Dynamite.com operates in conjunction with our popular Dynamite 2000 Service System.

By extending the reach of Dynamite Service onto the Internet, the communication with your customers and technicians is greatly enhanced. The objective of providing automatic, up-to-date status reports can finally be realized.

On the information dissemination side of the product, the technician now has access to the actual service order as taken by his dispatcher. That information can be updated as necessary and then uploaded back into the main system using e-Dynamite.com.



Order # 105

<b>Job Site</b>	1009	<b>Date</b>		
<b>Name</b>	Sample Customer # 1009	<b>Opened</b>	12/15/98	
<b>Service Address</b>	Duika Hollow BH-53 66 Greenwich Drive	<b>Closed</b>	04/18/99	
<b>City/State/Zip</b>	Escondido, CA 92026	<b>Promised</b>	12/16/98	
<b>Placed By</b>	Brennan Tydeman	<b>Dispatched</b>	//	
<b>Phone(s)</b>	760/349-9161	<b>Priority</b>	3	
<b>Order Entered By</b>	LEK on 12/15/98	<b>Repair</b>	??	
<b>Technician</b>	1875	<b>Third Party Bill To</b>		
<b>Status</b>	C	<b>Billable</b>	Y	
<b>Type</b>	R	<b>Zone</b>	N	
		<b>Contract</b>	D	
		<b>Estimate Required</b>	N	
		<b>Min Labor Approved</b>	N	
<b>Component</b>		<b>Discount</b>	0.000	
<b>S/N</b>		<b>Invoiced</b>	N	
<b>ID Comment</b>		<b>PO #</b>		
<b>Problem/Resolution</b>	Second Request For Close Work to be scheduled with Diamond Plumbing arrived on 12/18/98, removing order. Mr. Tydeman can be available in the morning, but will also be available during the week between Christmas & New Year's. Please contact homeowner at work re: appointment for work.		<b>Invoice #</b>	
		<b>Field Inv #</b>		
		<b>Invoiced Amt</b>	0.00	
		<b>Pending Amt</b>	0.00	
		<b>Cust Sign Off</b>		
<b>Service Order Change Items</b>				
<b>Item</b>	<b>Job Site</b>	<b>Technician</b>	<b>Description</b>	
LEAKS-STD	ETSRM2	1009	C-Block bath- sink leaking	

e-Dynamite.com is simple yet powerful. Best of all, it's adaptable to your corporate needs including Internet-based marketing because the HTML code is included at no extra charge!

### Low Investment Cost

e-Dynamite.com is easy and fast to install. It will run on almost any Internet Server with the proper configuration. No server? No problem. Our ISP, Silverware Inc., can host your site at competitive rates.

Quick start. Quick payback. HTML code.