

DY-Computes

Dynamite Newsletter

County Fair Edition, 2003

Version 11.00 Released!

Version 11.00 of Dynamite Generation 3 is now available for immediate shipment and download. This version includes many evolutionary features building upon the initial Generation 3 released two years ago.

The new version integrates with 17 different accounting systems including the new ACCPAC **Pro SQL 7.1**. Version 11 will be the basis for all future development. In the coming months, our development staff will be adding support for wireless PDA devices and an office PBX system.

As in the past, all Generation 3 customers running Version 10 with a current software subscription are entitled to a **FREE** upgrade to Version 11. All Dynamite data will be converted to the new version's standards.

New features include:

- New general ledger interface to Visual Advance
- New general ledger interface to Vision Point 7, 8, 9
- Addition of e-mail to SSW from the main menu
- Addition of component importing from sales orders
- Addition of phone number search on mail list page
- Addition of queue field to service order
- Addition of default delay for close date
- Update of User Guide
- Significant speed improvement with customer form
- Minor program corrections and adjustments

Version 8.8.7 of Dynamite 2000 is also available for downloading.

Mapping Software Sale

South By Southwest has three copies of Street Wizard Pro available for sale. The list price is \$95 but these last three copies will be sold for only \$50 on a first come basis. A product description can be found in our Spring, 2002 Newsletter (available on our web site).

"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: 760/751-1111, FAX: 760/749-2333, e-mail: admin@southbysouthwest.com. Copyright © 2003

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



Training News

The cost of DynaTrain, our Internet training program, has been substantially reduced! The cost for each training class is now only \$120, a reduction of \$30. For additional connections from the same organization, the price has been further reduced to \$95. The reseller price has also been reduced to \$95.

How did we do it? We found a free conference calling service that significantly reduces our costs and we're passing those savings on to our customers. A toll free number will no longer be provided but your cost for the two hour class should be approximately \$6.00.

Check out the schedule on our new web site: www.DynamiteService.com.

AFSMI Expo

If you're headed to Reno in October for this service business conference, look for the 10 foot stick of dynamite and say hello. AFSMI (Association for Services Management International) is the largest service organization in the nation and we are pleased to be participating in the event. The conference speaker list includes:

Anne M. Mulcahy

Chairman and CEO, Xerox Corporation

R. Gary Bridge, Ph.D.

Adjunct Professor of Marketing, Columbia University

Ron Silliman

Senior Analyst, Gartner Dataquest

Robert Bragdon

Publisher, CSO Magazine

State of the Economy

Every week it seems like things are getting a little bit better. There is no real inflation and the press about a potential deflation is nothing but arm waving. Sure prices dropped in May but they were driven by oil prices that were merely returning to their normal levels.

The Dow Jones Industrial average is now headed back to 10,000 and the Federal Reserve dropped the prime rate in June as a precautionary measure. Already at historic lows, this just adds more incentive for companies to expand their operations.

Mortgage rates are so low that people are refinancing again this summer even though they just went through the exercise a year or two ago. Home building and sales of existing homes continue at red hot levels. Is there anybody you know that has not refinanced their mortgage in the past two years?

New jobless claims have leveled off and consumer attitudes have improved. Book publishers are earning big dollars from Harry Potter, Hillary Clinton, and Ann Coulter. Hollywood's summer cinema blockbusters are breaking all records.

Reuters reported that the service sector had a solid rebound in May with a 7.5% increase in activity! That is an incredible jump.

May sales of Dynamite were the highest in more than a year. June was a close second despite the start of summer vacations.

E-Mail Spam

This publication has been highlighting spamming issues since last year and it now appears that our federal government will be taking action. Gee, you think they read DY-Computes?

Although we need more federal regulation like a hole in the head, a federal solution is necessary to provide uniformity and avoid "off the wall" state regulations. The computer industry has not, cannot, or will not solve this problem themselves so a federal solution is needed.

Microsoft has just filed suit against 15 U.S. and U.K. individuals and corporations that were responsible for 2 billion unwanted messages to MSN and Hotmail users.

Hotmail, which has 110 million users, estimates that 80 percent of **2 billion messages** sent via its services **each day** are junk. Yahoo! says it intercepts **1 billion** junk messages **per day**. Microsoft has assigned 25 lawyers, investigators, and analysts to its anti-spam effort.

EarthLink won a \$16 million law suit in May against a spammer who was shut down but EarthLink will probably never be paid.

In our offices, we have employed the Mail Washer system from www.firetrust.com. This is a very cost effective solution (a.k.a. cheap) that now cleans up more than 200 bogus e-mails a day without our staff even being bothered with their existence.

Mail Washer can even bounce e-mails received from entire sites such as: CHEAP-LOANS-R-US.COM so we don't have to individually black list every e-mail sender from these sites.

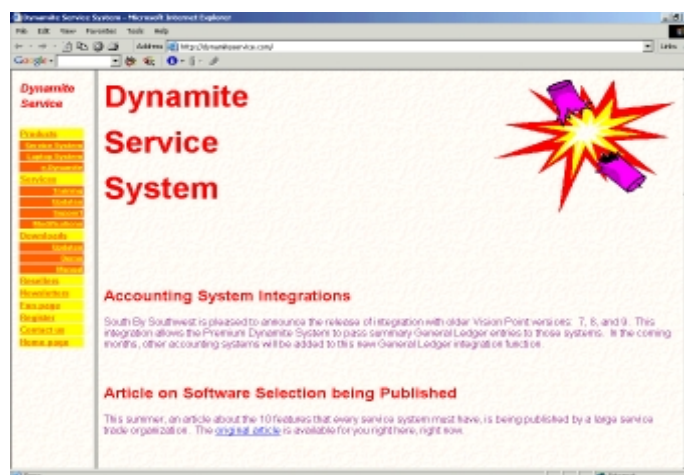
Quotable

"Freedom of the Press belongs to those who own one."
A. J. Liebling of the *New Yorker*.

New Web Site

If you haven't visited us on the Internet lately, check out our new web site at a brand new address:
www.DynamiteService.com.

We have improved the appearance and made it easier to navigate the site. You can still download software updates and we have added a list of changes for each version.



The Feud is Over!

On June 14th, descendants of the Hatfield and McCoy families gathered to sign a truce, an official end to a feud that had claimed at least a dozen lives.

More than a century of feuding between the McCoys of Kentucky and the Hatfields of West Virginia is believed to have its origins in a dispute over a pig. A court battle over timber rights escalated the tension in the 1870s.

Reo Hatfield said that when national security is at risk, Americans put their differences aside and stand united. If these two feuding families can come together, anyone can.

How do I...?

How do I easily notify technicians when a new call comes in? Is it possible to e-mail them the work order?



Dynamite has the capability of sending an e-mail message directly from your station to any device that can receive data. That includes PDAs, laptops, and cell phones. From the service order maintenance screen, click on “E-mail Tech” on the Action page and the customer name, address and complaint is sent to his/her e-mail address.

Things to keep in mind: First, your station must be connected to the Internet or your in-house e-mail server. The process is accomplished in real time and not in a “store-and-forward” mode.

Second, the assigned technician must have an e-mail address in their Dynamite record. The button will be grayed out if this is missing.

Third, the return address will be your own e-mail address if it has been entered in your Dynamite user profile. Otherwise, it will be the default address specified in the System Configuration.

In the months ahead, our development staff will be programming an interface to PDA devices that will enable technicians to access the main Dynamite data bases in real time without involving the office staff. Stay tuned for more information!

Blue Ribbon Winner

Charlene Francl won a First Place at this year’s San Diego County Fair with these Almond Kiss Cookies. Try them...you won’t be disappointed!



1-1/2 C	Butter, softened
3/4 C	Sugar
1 Tbsp	Almond extract
2-3/4 C	All purpose flour
1 pkg	Hershey’s Kisses Milk Chocolate (14oz)
	Powdered sugar
1/2 C	Chocolate chips
1 Tbsp	Shortening

In large bowl, beat butter, sugar and almond extract until fluffy. Add flour beating at low speed until blended. Cover; refrigerate 1 hour.

Shape 1/2 tablespoon of dough around each Kiss, covering completely and form into ball shape.

Bake at 375° on ungreased cookie sheet for 12 to 14 minutes. Cool completely.

Sprinkle cooled cookies with powdered sugar. Melt chocolate chips and shortening together over low heat. Drizzle over cookies. Makes about 6 dozen cookies.

Least Competent

A 36-year-old man was tackled by customers after he had robbed a bank in Salt Lake City shortly after it opened. Several customers had their eyes on him after they had seen him waiting outside for the bank to open already wearing a mask and hooded sweatshirt. The man meekly waited in line for his turn before snatching money from a teller.

Dynamite Version 11 Feature List

Service Orders

- Dispatching by technician, territory, or skill.
- Overdue invoices and expired contracts warnings.
- New orders for both existing and new customers.
- Automatic checking of customer's credit.
- E-mail order to technician & status to customer.
- Unlimited complaint and resolution statement length.
- Predefined complaint statements support.
- Capability of printing problem on customer's invoice.
- Automatic creation of invoices.
- Service orders extracted for uploading to your web site.
- Ability to invoice a third party for warranty repairs.
- Capability of locating service records 10 different ways.
- Customizable work order forms.
- Technician data base and graphical schedule.
- Technician activity/productivity report.
- Support of Block Time Billing (retainer fees).
- Support for Technician inventory stock.
- Link to external mapping software for location plots.
- Job Costing with progress invoicing and proposals.
- "No charge" service orders.
- History of component failures maintained.
- Paperless depot repair operation potential.
- Help Desk searches reduce on site visits.

Job Site/Contract Records

- Calendar-based, meter-based, or block time contracts.
- Automatic invoicing of contracts.
- Multiple contracts available for any customer.
- Generation of preventive maintenance service orders by month, by date, and by component.
- Tracking of customer equipment and serial numbers.
- Contract renewal reminders.
- Service contract forms customizable.
- Multiple job sites and/or components per contract.
- Customizable component screens with 20 properties.
- User-definable data fields.

Customer Records

- Search by Number, Company, Phone, or Zip Code.
- Important fields validated against predefined values.
- Multiple pricing strategies available.
- New customers added "on the fly."
- Common data bases shared with accounting system.
- Your Top 40 Customers itemized.
- Report of sales by zip code, salesman, inventory item.
- Salesman productivity reports.
- Linkage directly into service records.
- True CRM functionality.
- Profitability by customer.

Financial.

- Profitability by customer, contract, job site, service order, and technician.
- Invoicing data base shared with accounting system.
- Third party billing for warranty repairs, etc..
- Drill down from customer invoice to service order.
- Customizable invoice format.
- Invoice collections with note taking and invoice detail.
- Credit card authorization (optional third party module).
- Labor hours exported to accounting Payroll module.
- Cash receipts and customer deposits.
- Salesman/technician commissions.

Prospecting

- Tracking of sales leads.
- Follow up and reminder reports provided.
- Links to customer data base.
- Statistical value of each lead calculated.
- Ability to import purchased mailing lists.

Equipment Rentals

- Fleet inventory maintained.
- Contracts invoiced automatically.
- Customizable rental contract form.

Vehicle Maintenance

- Weekly vehicle surveys recorded.
- Gasoline, maintenance, and repair expense recorded.
- Scheduled maintenance advisory reporting.

Purchasing/Inventory

- Inventory data base shared with accounting system.
- Serial numbered inventory supported.
- Inventory by warehouse/truck supported.
- Flat Rate pricing featured.
- Sales kitting with parts explosion.
- Search by item number or description.
- Third party price books can be imported.
- Itemizes Top 40 Items sold.
- Automatic creation of purchase orders based on inventory levels, projects, or sales orders.

Subcontracted Repairs

- Parts sent out for repair automatically recorded.
- Tracks ownership of part and who is repairing it.
- Packing List to accompany part.
- Repair order created directly from service order.

Technical Features

- Windows application using Microsoft Visual FoxPro.
- Operates under Windows 98, 2000 or XP.
- Multi-user networking for NetWare or Windows NT.
- MDI screens can be opened simultaneously.
- Multilingual screens/reports - English/Spanish/French.
- Reports outputted to screen, printer, PDF file, or Excel.
- "No Fault" report modifications and additional reports.
- Customized reports insulated from future updates.
- Data Dictionary controls data base structures.
- Object oriented design offers flexibility and reliability.
- On screen HTML user manual with printing option.
- User access is read only or full update for every screen.
- Automatic, user customized System Alerts.
- Source code available.
- Easy e-mail contact with South By Southwest

Accounting System Integration (optional)

- ACCPAC Pro Series 5.0, 6.0, 6.5, 7.1, VFP & SQL
- ACCPAC Advantage 4.2, 5.0, 5.1 Pervasive & SQL
- ACCPAC Vision Point 10 (Ledger link with 7, 8, & 9)
- Alere 1.0, 2.0, 3.0
- Softline AccountMate 5.0, 6.0 VFP & SQL
- AIC Visual Advance ledger link (available soon)
- Primary data bases shared with accounting system.
- Invisible accounting integration.