



# DY-Computes

Dynamite Newsletter

Back to School, 2004

## Where have we been?

The last *DY-Computes* was issued exactly one year ago. It takes a lot of effort to produce a quality newsletter that communicates what our organization has accomplished and how our Dynamite product has been improved. That time and concentration hasn't existed in the past year. Here's a synopsis of what's been going on:

In October, San Diego County caught fire and we are still traumatized from it. Tom has spent the past year creating a Fire Safe Council for a 47 square mile area in the northern part of the county. The Council then formed a Community Emergency Response Team (CERT) and successfully campaigned for a tax increase to double the capacity of our local fire department.

In November, Tom's wife was again admitted into the hospital for a brief stay. In July, our Sheltie crossed the Rainbow Bridge into doggie heaven.

During the winter, Best Software purchased Softline which had previously purchased AccountMate. Then Best bought ACCPAC International which had previously purchased SBT. Finally, Best sold the AccountMate product to the management of that division. All of this caused turmoil in our reseller network resulting in a very fluid developer environ-

## E-Mail Spam

Last year, the feds passed anti-spam legislation claiming that the new laws would soon eliminate this nuisance. Since then, our daily spam count has risen from 400 to 600 per day. How much are we paying these lawmakers? Maybe Bill Gates is right. Maybe the answer is e-mail postage. If we don't respond to your e-mail, it's not because we don't want to.

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## 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 an e-mail to us at: [admin@southby](mailto:admin@southby).



## Red Wing Conference

We will be exhibiting at the Red Wing Reseller Conference near Minneapolis in October and look forward to working with this organization. Their Turning Point accounting system is an ideal solution for the mid to small market and is a very cost effective solution. We are pleased to be participating in

## Training News

The cost of DynaTrain, our Internet training program, has been substantially reduced! The cost for each training class is now only \$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 \$6.00 or less.

The current training schedule is on our web site: [www.DynamiteService.com](http://www.DynamiteService.com).



## Version 11.21 Released!

Version 11.21 of Dynamite Generation 3 is now available for immediate download. This version includes many evolutionary features building upon the initial Generation 3 released three years ago.

The new version integrates with 23 versions of 10 different accounting systems including ACCPAC Pro SQL 7.x. As in the past, all Generation 3 customers with a current software subscription are entitled to a **FREE** upgrade to Version 11.21. All Dynamite data will be converted to the new version's standards. Go to [www.DynamiteService.com](http://www.DynamiteService.com) to download.

New features include:

*Block Dollar Contract processing that supports the pre-sale of services similar in functionality to the Block Hour Contract process.*

*Contract invoicing logic that takes advantage of both Related Contracts and Third Party Billing customers.*

*Revised Data Dictionary logic for all integrated accounting systems and a new utility to build SQL database views.*

*An interface to Red Wing's Turning Point 2*

*A Cash Flow Planning tool for the Pro Series and Vision Point*

*A Project Control function that combines financial information from disparate service orders*

*The ability to add charges from parts inventory to a Rental Contract invoice*

*The option to combine contract invoices for a customer or service order invoices for a job site*

*Options to enter an extended complaint during order creation and automatically add the new order to the technician schedule*

*The ability to print the customer's logo on the packing list for drop shipments*

## Quotable

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

## Accounting System Integrations

Dynamite offers two levels of integration to 10 different accounting systems or it can operate in a stand-alone environment. This flexibility enables Dynamite to fit into a variety of business configurations.

### Full Integration

*Pro Series, version 5.0 and above*  
*Vision Point, version 10*  
*Advantage, version 4.2 and above*  
*AccountMate, version 5.0 and above*  
*Alere, version 3.0 and above*  
*Turning Point 2*

### General Ledger Integration

*Quick Books Pro*  
*Vision Point 2000 and prior*  
*Simply Accounting*  
*Turning Point*

## How do I...?

*I'd like to increase my cash flow by reducing the number and size of outstanding invoices. How do I do that?*



Dynamite supports 5 different types of contracts including Block Time and Block Dollar contracts. Both have similar traits in that they support the advance sale of services improving your cash flow, reducing customer receivables, and getting a commitment for future work.

A Block Time Contract enables you to sell a quantity of technician time and collect payment in advance of rendering service. If your normal hourly rate is \$85, you might sell a block of 100 hours for \$7,500. This is immediate money in the bank and eliminates the delay of the traditional invoicing cycle and payment delays. Dynamite will not only create this type of invoice but will keep track of the hours as they are used. The system includes a variety of reports and customer statements to help you manage the process.

Similarly, a Block Dollar Contract enables you to sell a quantity of parts and services and collect payment in advance. In this scenario, you might sell a customer \$10,000 worth of services for only \$9,000. The products and services included in this arrangement can be tailored to your specific circumstances.

## **Block Contract Determination**

Dynamite has the capability of selling and using both Block Time and Block Dollar Contracts. Consultants and technicians who treat billable hours as a primary revenue source use the former method. If you normally charge \$100 per hour, you have the capability of selling a block of hours ahead of time and maintain a “bank” that is drawn upon when the time is actually spent. The customer would purchase a block of 25 hours, for example but instead of the normal price of \$100 per hour, he would be afforded a discount of five or ten percent lowering his cost from \$2,500 to \$2,375 or even \$2,250.

Alternatively, an organization that sells both parts and labor may choose to utilize Block Dollar Contracts that operate in a very similar fashion. Under this method, the customer would purchase and pre-pay for \$2,500 worth of services and pay only \$2,375 or \$2,250. The “bank” of \$2,500 could apply to any type of charge whether it be for parts, labor, travel, or sales taxes.

### **Processing a service order charge**

When future work is done for a customer that has a Block Contract, there are additional choices available to the Dynamite user. They can choose to apply a service order charge against the contract or bill the customer directly. For example, parts may be invoiced to customers with a Block Time contract but labor would not. Travel expenses may be invoiced to customers with a Block Dollar contract but normal replacement parts and associated labor would not. Dynamite offers the flexibility and the user maintains control over the billing process.

The following are detailed examples of the flexibility built into Dynamite:

#### **Scenario 1: A customer has a Block Time contract**

Whenever you add a Block Hour Charge to this customer’s order and the order has already been associated with that contract, the charge is posted against that contract. If there are not enough hours left in that contract’s bank, the charge is automatically converted to an “Estimated” charge and you are notified. Once sufficient hours are again available, that estimated charge can be converted to an “Actual” charge with a single mouse click and applied against the contract.

The easiest way of associating an order with a Block Contract is to place the contract number on the Job Site(s) belonging to that customer. That contract number will be carried to the service order. If greater flexibility is needed, do not associate the service order with the contract and when a charge is entered

#### **Scenario 2: Customer has both a Block Time and a Time/Calendar contract**

In this case, it may be better not to relate the service order to either contract giving you the flexibility to apply charges against either one of them. You will be prompted with a selection grid so you can make the choice. A single service order can be associated with multiple contracts because each charge item can be tied to a different contract.

#### **Scenario 3: A customer wants to use a single Block Time contract for all 10 of his job sites**

There really isn’t much difference between this scenario and those described above. You can associate each of the 10 job sites with the same contract and all service orders can then have charges applied to that contract.

For further flexibility, each order that’s opened at one of those 10 job sites can be associated with any of that customer’s contracts.

#### **Scenario 4: A very large, multi-divisional customer is represented as multiple customers in your system but has corporate-level contracts**

Suppose that McDonalds is your corporate customer and you service their headquarters in Oakbrook, Ill. as well as all of their franchise stores in Chicago. Each store is a separate customer because they are independent sole proprietors. The corporate staff arranged for a Block Dollar contract with you to cover all repairs to their Point of Sale system.

When doing service at one of their restaurants, you need to charge this corporate contract for POS repairs but charge the storeowner for all other repairs. Because the corporate contract is connected to a different customer number, you will need to take an additional step when invoicing covered orders. First, you could leave the contract number blank on the service order and then enter the corporate customer number as the Third Party Bill To. Dynamite will then search for a store-related contract and also for a corporate contract.

The other (preferred) way of handling this is to use the Related Contract field in the store’s contract record. A Block Dollar Contract would be set up for every restaurant but would not have any available dollars to use. Each contract would in turn be related to the corporate contract. When a block dollar charge is added to a service order, Dynamite will see that store’s contract and then see that it is related to another customer’s contract, which would then be used for the posting.

Because this process can get complicated if all four of these scenarios are utilized, the decision-making can be streamlined by associating the service order (and maybe the job site) with a particular contract. The flexibility of Related Contracts and Third Party Billing remains but some of the operator prompts are unnecessary because you have already specified the contract to be used.

