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Making technology changes and business growth HAPPEN -



One of the business challenges we frequently hear from our customers as they learn about our Mobile solution is ***"How can I get my staff to use DSM Mobile"***? Managing change is a key challenge in any business, yet it is also a critical driver to success and growth. Businesses are successful when they create processes and procedures that work, effectively creating a business machine. But failure to upgrade that machine can make you vulnerable to ever increasing competition. Mobile Technology is one of the biggest productivity improvements most sawing companies can make.

In the past years we've worked with companies to integrate mobile technology into their business machine and have learned a lot. Nearly everyone wants to do it. The lure of having all the paperwork complete when the operator leaves the jobsite is just too tempting. No more chasing tickets for payroll, speed up billing and increase accuracy. The mobile app is structured so operators must provide the data their job tickets require.

We understand that this change in process can be a challenge. We've developed some key guidelines to get you there so you're the one who's successful while your competition fails. If you follow our proven guide, you'll be successful, limit any potential exposure and reduce stress in the transition.

[Click here for our DSM Mobile Implementation Guide.](#)

Peak Software is also moving forward - this year marks a bitter-sweet juncture as we are closing the doors on our original version DSM ("Legacy"). We are pleased to be working with the few clients that have remained on that version to move them up to DSM SQL and most are opting for DSM Cloud. DSM was born and first launched in 1993 and today the core of its functionality carries thru to DSM Cloud and helps deliver organization, efficiencies and control to the hundreds of businesses using it. Although each major milestone introduces a few new things, careful attention has been paid to keep the very successful DSM feature engine similar enough to make the transition simpler.

Today 2/3rds of the businesses using DSM rely on our Cloud database services to get the flexibility of DSM over Wi-Fi along with access to DSM Mobile. We expect by the close of 2019 every 4 of 5 will be on DSM Cloud. Looking forward, those Cloud customers will be positioned perfectly as we continually invest product development resources into a browser-based DSM product.

2019 also brings more flexible and easier pricing options to our DSM customers. We are offering simplified 'all inclusive' DSM Cloud with Mobile access pricing which can be paid on an annual, 6-month or even monthly basis. Please take an opportunity to speak with our staff to understand the value that this very competitive and simplified pricing can offer you. Thanks for your partnership and business ~ *Charlie Warrell, President and CEO*

IMPORTANT: Check Your DSM Email Configurations



In our last Newsletter we emphasized the following points to ensure your communications via email and text are delivered consistently when using DSM. It is critical that you check your system and user level settings and reach out with any questions. [Click here for our Email Configuration Guide](#) and call us for additional support 801-572-3570 #2 or Email Support@peakinfo.com,

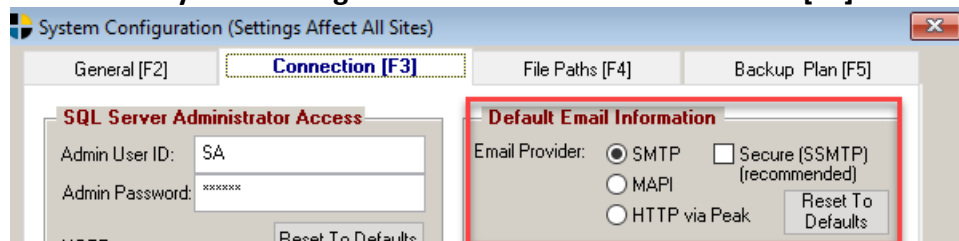
After 8/30/19 you should not have the option for “HTTP via Peak” selected nor have “Peakinfo” in any configuration field as those options will no longer be available.

- ✓ You must use your own SMTP server for email or use the MAPI (MS Outlook) option for texting operators.
- ✓ Your customers with Gmail or Yahoo accounts will not be able to receive email unless you are using MAPI or your own SMTP server.
- ✓ DSM now has an upgraded email client that will allow you to connect directly to almost any email server you are using including the popular Office 365 hosted email server.

We get many calls about issues with sending email to customers or other staff members and occasional issues with DSM texts not going through. DSM SQL and DSM Cloud customer must configure their application at the SYSTEM level to use their local email server. This can include Office 365 hosted server or another population email server service. DSM Users can be configured to use their personal email application in the User Preference area (including Outlook, Gmail, Yahoo! etc.). If you are texting operators in DSM Mobile and are not configured correctly, texts may look like they go through but they are never received.

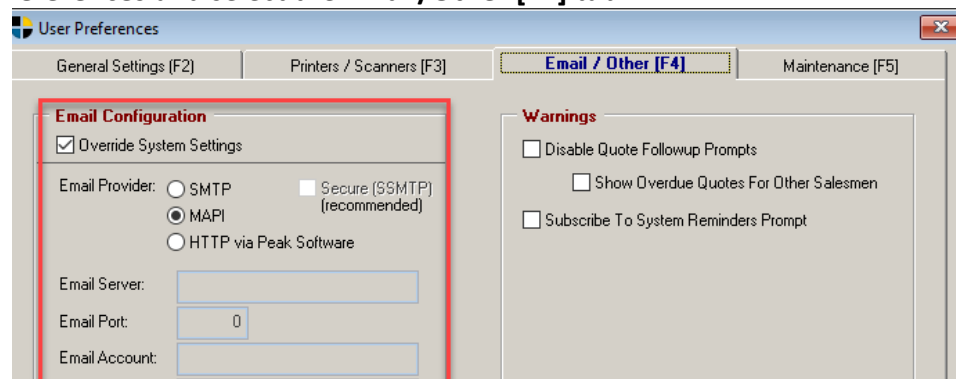
System Configuration options for MAPI and HTTP via Peak will no longer be available after 8/30/19

File>Administration>System Configuration and select the **Connection [F3]** tab.



User Preference option for HTTP via Peak will no longer be available after 8/30/19

File>User Preferences and select the **Email/Other [F4]** tab.



DSM Handles multiple sites and multiple businesses including demolition, dumpsters and more



A growing number of our customers are using DSM to run more than one business with our Multi-Business databases. While some have several concrete cutting office locations, others are adding their demolition, dumpster and other businesses to DSM. Give us a call to understand how other field-service business models can come under the same roof with DSM. Having multiple businesses under an umbrella database can benefit your efficiencies and control.

DSM Enhancements launched with recent application updates



Be sure you are keeping your DSM SQL updated by downloading application updates for the latest features!

To check for updates follow File>Admin>Application Update>Check for Updates

Below are recent changes to DSM SQL/Cloud that were included in Application updates and the associated notes over the past few months. App Notes are located in DSM under HELP>Application Information and click on View Release Notes for current or prior application versions.

- Job Scheduling Screen: Optional field added to show Timecard Finished Time for the day.
- Credit Card Info On Orders: An option has been added to the Company Configuration screen/Financial Tab which allows you to control the CVC code entry. Options are: Don't Show, Show or Require
- Daily Job List by Worker: Special Equipment added to the report. Formatting changes added to deal with wrap around issues when including equipment assigned to the truck.
- Blade Footage By Operator: A new report was added under Reports / Diamond Blades / Blade Footage By Operator which shows blade usage totals by operator.
- Custom Orders & Invoices: Functionality was added to allow separate company specific order and invoice formats. This gives tech support greater flexibility to create custom formats for your different company entities.
- Document Form Questions: The ability was added to specify that a text area (notes) field can trigger an email to a DSM Mechanic. This is useful in the case of transmitting general remarks not bound by a conditional container.
- DSM Mobile Job Tickets Print Screen: Filters added to filter by company and to skip multi-day jobs.
- Invoice Generation: An option has been added to allow generation of zero amount invoices. This represents a change from the current default which allows zero-dollar invoices although few customers use this feature. To continue to do this, go to File / Administration / Company Configuration / Billing Tab and check the box that says "Allow Invoices With Zero Amount"
- PO Summary Report: Filter added to filter by GL Account
- DSM Mobile 2.0: Option added to show Worker Time on Customer Signoff
- Job Ticket Screen: Screen now prompts you if Expenses were charged against the job. This serves as a reminder to take that into account when billing the job. The information is also on the Job Ticket Cost report which can be run from this screen. In addition, the Expense items of all related jobs are now visible from the Expense Tab.
- Job Assignment Screen: An option has been added under Company Configuration, Orders, Job Assignment Parameters to No Disallow Job Assignment if the Job Is Missing A PO or Customer Job # if that is required for the customer.
- Blades Screen: Document Management tab added to allow saving documents specific to a blade.

- Daily Job List By Worker Report: The other workers section only listed crew, if the report was printed for a crew member, it would not show the foreman, just other crew members. This has been changed so that this area shows all other workers including the foreman.
- Always Assign Billing Group: This option was not supported in DSM SQL. It has been reinstated.
- Raw DSM Mobile Entry: The end of day time stamp was added to the View Raw Field Entry screen from the Job Ticket screen. This shows the status punch when an operator punched end of day which is only done on the last job.
- Vehicle Inspections: An option has been added under Reports / Trucks & Equipment / Vehicle Inspections which allows you to print vehicle inspections for date range or a specific truck.
- Account Screen: Days out column added to show how many days it took to receive payment. If the invoice was marked with retention, the days represents the invoice date until the date it was marked as retention.
- Outstanding Balances Report: An Aging (days past since the invoice date) has been added to the Traditional Landscape format.
- Job Scheduling Screen: Optional columns DSM Mobile Status added. This is useful when operators are tracking their time separately.
- Assignment Screen: The operator's mobile status is now shown and editable.
- Job Scheduling Screen: Optional columns DSM Mobile Reviewed By Name added.
- Job Tickets Print Screen: A new option has been added under Reports / Dispatcher Reports / Print Job Tickets. This option allows you to print Job Tickets entered from DSM Mobile in a range so that you have copies just like if paper tickets were turned in from the field. DSM also tracks the printed status of job tickets so you can print just unprinted ones.
- Mobile App Update: Option added to allow a Foreman to edit crew members time on the job ticket. To turn this feature on, go to the Company Configuration Screen / DSM Mobile Tab and select "Allow Foreman To Edit Crew's Time"
- Service History By Truck & Equipment: Equipment Serial number added to the available fields on the custom report writer.
- Dumpster Drop-Off/Pickup Report: Bin # Added to the report.
- Site Configuration: An option was added to allow you to specify that the site selection screen always defaults to recent history. This overrides the behavior of displaying jobsites first and then recent history if no jobsites are found for that customer.
- Job Scheduling Screen: Optional columns options for In-Route, Arrival and Completed times were added. These fields unlike the default time field always show their respective date.
- DSM Mobile 2.0: Entry of Truck Mileage on the Job Ticket has been added to the Mobile 2 version.
- DSM Mobile 2.0: Waiver text has been added to the customer signoff.
- Job Ticket Cost Report: This will now print all job ticket documents included in the billing group.
- Certified Weekly Report: Report enhanced to show printed "No Work" in the Payroll Report list when you print a report for a week with no work. In addition, a checkbox option has been added to calculate the next payroll # based on the number of weeks passed since the 1st payroll for that jobsite.
- Statements: If selecting the option to only show invoices in a given period, the statement would still include invoices after the cutoff date. This has been fixed.
- QuickBooks AR Sync: Internal enhancements made to allow DSM to interpret some additional payment cases for payment posting.