



Newsletter

Nov 2020

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Staying Profitable Through the ‘New Normal’

Well, I’d guess most of you are about as sick of COVID 19 as I am but it doesn’t look like it’s going away anytime soon. As we reach out to check on our DSM customers and onboard our new clients we are thrilled to hear that most of you are doing well and have ample work despite the COVID-19 crisis. We hope you’re all well and “work families” are healthy and remain so.

There is a report in DSM that is often overlooked that can have incredible value to you watch your margins and worker productivity closely. The report is the Job Ticket Cost / Pricing Analysis Report that you run right from the Job Ticket. It’s designed to help you see your costs and profit margins “before” you invoice them and before it’s too late to make sure you’re getting the right prices. [Click on this link for information on this tool.](#)

Listening to customer feedback and enhancement requests, we’ve added the functionality to edit invoices without deleting them. There are plenty of controls to limit this access to just the right people to keep you safe. But we believe it can save you a lot of time when you need to adjust a price after it’s been generated, add or remove sales tax, or add a fee you forgot to include. [Click on this link for the details.](#)

DSM Mobile continues to become something customers can’t live without as it provides faster job ticket collection, less logistics for collection, less interruptions for dispatch and of course less potential COVID19 interactions. Doing server maintenance this summer, we were humbled when realized we crushed through the one millionth login to DSM Mobile! It’s an amazing tool.

We have also invested in backend changes to improve performance and reliability in cloud hosting. Our connection in the datacenter has always been through T1 and T2 providers but now has an additional redundant connection. We continue to upgrade equipment and operating systems to keep our focus on providing the best service possible at a cost that is affordable. As always, technical assistance and training are free to our licensed clients, so please call us if we can assist you with these or any other DSM features.

I wish you all the best as we finish out 2020 and look forward to a better ‘New Normal’ with a new year.
~ Charlie Warrell, President and CEO

Job Ticket Cost & Pricing Analysis – a key to meeting your target job profits

This Analysis can be run before or after invoicing and gives you important comparisons to ensure your estimates and pricing is meeting targets. DSM provides a Job Cost & Pricing Analysis report for customers to use as a tool for review of job costs and quoted price compared to target pricing models. The goal of this report is to show the quoted price of the job (Price Given) against 2 additional pricing models: a Target Amount which is an established rate for the type of work performed and a Cost*Markup model which includes costs plus overhead and a markup target rate. Costs and targets can include labor, blade usage, saw usage, truck usage, mileage, overhead and other items. This analysis can help you identify whether your job scope and estimates/quotes are in line with actual work type targets and markup targets so you can maintain profitability. [Learn more about how to set up your costs and targets and run this important report.](#)

DSM Dispatching Scheduling and MORE		JOB TICKET COST & PRICING ANALYSIS		Order #
CUSTOMER	JOBSITE 70	WAGE TYPE	2026	
River Bridge Inc (000069)	West Bridge 111 Frontage Road S Jordan, UT	Regular	SALESMAN	
WORK DATE			MARTY	
11/04/20 (Wed)				
INCLUDED ORDERS(1)	INCLUDED JOB TICKETS(1)			
2026	2026			
SUMMARY				
Costs		Pricing Models		
Raw Labor \$ (based on wages):	425.00	Price Given:	1,600.00	
18.00% Burden On Labor:	76.50		(based on job order est. price)	
Union Cost At \$ 0.00 Per Hr:	0.00	Target Amount:	800.00	
Per Diem:	0.00		(based on worktype * work hrs)	
Workmans Compensation:	0.00	Cost * Markup:	1,457.08	
			(based on a markup of 25.00%)	
Direct Expenses:	0.00			
Equipment Usage:	300.00			
Truck Hourly Expense:	0.00			
Job Ticket / Truck Mileage:	72.75			
Cost Before Overhead:	874.25			
Overhead (based on inv amt)	291.41			
Total Cost:	1,165.66			

Sending Jobs to Field Staff by Email or Text Message (without using DSM Mobile)

If you are not using DSM Mobile, you can still send Job Orders to your Field Personnel using DSM. [Click here for documentation.](#) We are always surprised by how many people are not using this feature. You can either email or text and there is a [Send] button from both the schedule (just highlight the order to send) or the individual Job Order screen. Although texting has limited formatting, DSM allows you to design a custom format that sends only the data important to you.

Additional Redundancies Created for Cloud Servers

Over the summer we added a redundant trunk with an alternative internet provider to protect DSM Cloud uptime even more. Although our cloud data servers have database redundancies and the data center we use has back up power systems, we felt it necessary to also add an additional trunk to provide a failover if the internet service provider has widespread outage. This additional investment in redundancy and service will protect DSM cloud uptime even more.

NEW FEATURE: Editing Invoices – you can now add, edit and modify invoices

We responded to a popular request by allowing you to reorder, edit and modify line items on invoices. This is a feature that needs to be switched on by a DSM Administrator user. [Click here for documentation.](#)

Job Ticket For River Bridge Inc (000069)

Job Ticket #: 2026 Date of Work: 11/04/2020 - Wed Order #: 2026 See Order Date Entered: 11/04/20 05:04pm
Company: DEMO SITE #1 By: ADMIN

Billable Items / Timecards [F2] Expenses [F3] - Yes Equipment [F4] - Yes Documents [F5]

Job Information: Jobsite: 70 West Bridge, 111 Frontage Road, S Jordan, UT Wage Type: Regular

Vehicle Maintenance Info: Truck #: 8594 Miles On Truck: 17,300 Start: 11/04/20 05:04pm Finish: 11/04/20 05:04pm Hours On Truck: 1 Miles For Job: 97

Quantity	Unit	Item Code	Description	Each	Extended
8		WALL	Wall Saw 4' x 4' opening 2.5' from floor in an 6" wall Extreme dust and water control methods implemented Safety orientation required before work could be done.	200.00	1,600.00
1		HAUL	Haul Off & Dispose Of Debris	400.00	400.00

New Change Delete Add From Order Sales Tax Rate: Utah Sales Tax Notes On Invoice 2,000.00

Timecard Information

Worker	Started	Arrived	Departed	Finished	Wk Hrs	Trvl Hrs	Shop Hrs	Work Type	Value
MARTY	7:00AM	7:30AM	3:00PM	3:30PM	7.00	1.00		Wall Sawing	2000.00
CHARLIE	7:00AM	7:30AM	3:00PM	3:30PM	7.00	1.00		Wall Sawing	0.00

New Change Delete JT Distribution Back Distribute... 2,000.00

Invoice / Billing Status: This Job Ticket has not yet been invoiced. Exclude From Billing

Mobile App Field Entry Status: Entry From Field: No Reviewed: / / : am Mark As Reviewed By: View Raw Field Entry

Delete Job Ticket Disposal: Add/Edit Print Job Ticket Job Ticket Cost / Pricing OK Cancel

PayTrace is Now an Integrated Payment Processor

We now integrate with PayTrace for credit card processing. Set up is easy if you have your account integration credentials. Just enter them at *File>Administration>Company Configuration*, choose your site and click on the 'Financial' tab. Under the **Credit Card Processing** panel choose the types of cards to select - choose **Gateway** as PayTrace from the drop down box and click **[Configure]**. Enter your **PayTrace User** name, **Password** and **Integrator ID**. You can also select to **Require CVC** and test the connection using the **[Send Test Transaction]** button. Click **[OK]**.

Site Configuration - DEMO SITE #1

General Orders Billing Timekeeping **Financial** Job Costing PO's Tracking Devices DSM Mobile Other

GL Account Translation (for reporting purposes): Account Receivable: <Unknown> Unapplied Credits: <Unknown>

Quickbook Import Setting: DSM Billing Address 1 Is QB Billing Address Line: 2 Send DSM SalesMan To Quickbooks Link DSM Jobsite To QB Customer Jobs Use Canadian Tax Model (QB Canada) QB Company: Unpair This QB Company File Pair Company Single QB Company File Contains Data For All DSM Companies

Credit Card Processing: Credit Cards To Accept: Visa Discover Mastercard American Express Gateway: PayTrace Configure CVC: Show Default Credit Card Address To Alt Billing Address

Collection Letters: Alternate Email Subject: IMPORTANT ACCOUNT UPDATE

Configure Credit Card Settings For AUTHNET Processing: PayTrace User: PeakSoftware Password: Integrator ID: 91 Require CVC On Back Of Card Send Test Transaction OK Cancel

Do not miss these DSM Enhancements



Keep your DSM SQL updated by downloading application updates for the latest features! To check for updates follow File>Admin>Application Update>Check for Updates

- **Blades:** An option has been added to the blades entry screen under the blade usage tab which prints a blank blade usage card.
- **Customer Credit History Report:** New report added which shows your customer's credit history, sales, avg days to pay, etc. This report has been brought over from Legacy DSM. Access this report by Reports / Accounting Reports / Customer Credit History Report.
- **Customer List Report:** Area Filter added to produce a list of customers who worked in that area during a given sales period. If an area is selected, the sales total shows just the sales to that area. In addition the number of invoices is now displayed along with the sales volume.
- **Outstanding Balances Report:** Last payment date reflected the date of any payment type including adjustments or credit applications. Going forward this date now just shows real payments made.
- **OSHA Recordable Events Report:** Timecard Hours added as a selectable custom field.
- **Google Map Integration:** Google Maps now requires an upgraded browser setting. This requires a registry setting which DSM will walk you through changing.
- **PayTrace Gateway:** PayTrace has been added as a credit processor to charge credit cards directly from DSM.
- **Payment Posting:** When generating an invoice one at a time, if the customer was a COD customer, DSM would prompt you to immediately enter the payment. This has been enhanced to check for a credit card preauthorization and if it exists, prompt for payment regardless of the Pay Terms for that customer.
- **DSM Mobile Customer Signoffs:** A new field has been added on the customer screen (More F3 tab) which allows you to specify email addresses who always get a copy of customer signoffs. Many customers simply send customer signoffs with invoices but if you need them sent sooner, this is a great solution.
- **Sending Jobs By Email & Text:** A custom field has been added to the Custom Text Format option to allow you to add required fields. This has also been added to the default layout.