



October 2008

The MYOB Premier 12 update with MYOB Post version 3

With MYOB Premier 12, Accounting Plus 18 and Premier Enterprise 6 available already, many of our customers are expected to update to the latest version of the software.



To be able to integrate TSM with these versions of MYOB, they will need to update to the latest build of MYOB Post – 3.53. To do this please follow these simple steps:

1. Back up TSM and MYOB data.
2. Having installed the new version of MYOB, update the company file to the new version.
3. Download and run the MYOB Post update. You can obtain it from this link: <http://www.spearhead.com.au/download/tsm/TSMMYOBSetup.exe>
4. Start the MYOB Post and go to the Tools Menu -> Options. Click on the MYOB icon on the left.
5. Change the location of the MYOB Executable to point to the new version of the file.
6. Change the path to the update company file.
7. Press OK.

If you load the MYOB file by the means of a shortcut icon on your desktop (in this case MYOB will go straight to a login screen as opposed to a splash screen where you'll have to press Open and select the company file), please make sure you update its target on your shortcut. If this is not done, it may seem like you are posting transactions but they are not turning up in the MYOB company file. To ensure this doesn't happen please follow these steps:

1. Right click on the shortcut and select Properties

TSM Support FAQ Library

A compilation of support documentation addressing common questions in TSM is now available from <ftp://ftp.proware.com.au/FAQ/FAQ.html>. Issues ranging from the accounting posts to common errors and operating system compatibility are addressed. This project is a direct result of customer feedback and we greatly appreciate user input and welcome any comments on this FAQ library



We're here to help you!

For any technical support or assistance, please call:

02 8002 2311 Sydney
 03 9010 9011 Melbourne
 07 3102 7511 Brisbane
 08 9467 2911 Perth

2. Place the cursor into the Target field, move to the end of it and check if there is a path to the MYOB file after myob.exe or myobp.exe.
3. If there is a path to the MYOB file – change it to point to the new file
4. Press OK

Important note regarding the MYOB ODBC

It appears that MYOB Premier 12 and Accounting Plus 18 installations do not remove the older version of the ODBC automatically. After installing the latest version of MYOB some customers have been reporting strange connection and posting errors. We have found that uninstalling MYOB ODBC v7 using Add/Remove Programs in the Control panel resolves these problems. The PC usually needs to be restarted after the uninstall for the changes to take full effect. Please consult your IT technician or call TSM Support to perform this task.



Do you have too many people running your back office because of inefficient systems and practices?

Or are your customers frustrated because requests for information take too long to fulfill?

Our 4th and final instalment covers overburdened administration . Lets take a look at some typical scenarios.

I am sure you like most businesses are often requested by customer to look up some information. It might be an invoice query, a request for job information or any other type of request you can think of.

Often, more complex requests take far too long to gather all the information to answer customer queries and this leads to dissatisfied customers not to mention, making you look less than professional. Often the customer is on the phone waiting for an answer listening to your music on hold (which of course is a recorded marketing message not the commercial radio or even worse, cheap jingle bells). As you know, the longer you make them wait, the more frustrated they will become and dissatisfied with your service.



Imagine if you will a simple request such as give me a schedule of my monthly maintenance for the next 12 months including the costs of each and their due date. Now imagine trawling through rows of filing cabinets looking for the job information, related billing details and

Don't forget about the TSM user forum!

With over 170 members, it is a great place to get support or tips on TSM from colleagues in your industry and others. If you have any features that you would like to see in TSM, please post your idea in New Features Suggestions section of the forum.

You can also find out if others also think this is a good idea!

TSM Message Board

TSM Seminar Schedules

TSM is having seminars at the following locations:

October 21 (Tue) Brisbane

The Point Brisbane

October 23 (Thu) Cairns

Rydges Esplanade

October 27 (Monday)

Darwin The Mantra Pandanas

October 28 (Wednesday)

Alice Springs Quest Alice Springs

Targeted at non-customers, the seminar covers important information on how to improve

scheduled dates. And all the while, the customer is waiting on the phone for an answer.

So what you really need is a centralised system such as TSM which will allow you to answer most customer queries within seconds, using powerful but easy to use searching and reporting facilities.

Such systems lead to reduced time servicing your customers with the associated improvement in professionalism and increased customer satisfaction. And then there is the other benefit of spending much less time trawling for information, freeing up that time to do other productive work and reducing your administrative cost.

Now we will take a look at how companies typically schedule their jobs. If your company is like many, it probably has one of several white boards lining the walls where job, employee and dates are written up. From this, you can tell at a glance where you have available time slots to do work and which staff are and are not fully utilised

Now this works to an extent but has a number of limitations. What if you juggle job assignments frequently. You have to constantly rub out and re-enter the information, hoping that you copied it correctly. What if you schedule more than 1 or 2 weeks in advance or have 20 or more technicians? There was one company we dealt with who had their white boards done the length of the corridor. In theory this was fine however every now and then, someone walking down the corridor would rub their shoulder against the white boards and wipe out 3 days worth of assignments. Needless to say whenever this occurred (and it happened fairly regularly), it caused scheduling chaos.

Inefficient use of whiteboards and other manual scheduling tools lead to increased errors and reduced productivity.

Tools such as the TSM Visual Scheduler makes it easy to log, view and juggle scheduled jobs around, sharing them among all the stakeholders to see. Each job is efficiently allocated and tracked and impossible to lose. And on top of that, TSM tells you when jobs are due, rather than waiting for the customer to ring complaining that nobody has turned up at the agreed time.

This all leads to happier customers because you turn up on time, increased revenue because you can now schedule more efficiently, filling in the gaps you might otherwise leave just in case of trouble and improved productivity because you can work more and improve your bottom line.



So summarising this series of articles, the 3 main areas of your business that can achieve substantial improvement are:

- Profitability
- Productivity
- Administration Cost

The solution as we mentioned all the way through this series is to systematise your business through:

- Implementation of technology and software systems
- Documenting your business workflow and identifying areas of inefficiency

Let us examine that last point in a little more detail. Many businesses work the

productivity and profitability in a field service business.

If any of your colleagues want to improve their service business, you can pass on this special invitation to them.

Just give us a ring at 02 9690 3888 and we will give you a special gift for any seminar referrals!

We want TSM Consultants!

Due to TSM's rapid expansion,

we are in need of qualified TSM Consultants. If you know of someone who is interested, give us a ring. We'll give you a \$100 spotters fee for every successful application!



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way they have for 40 years or more and by definition, they are a functioning business. However as we have seen, many aspects of this business are running last century practices and are less than efficient in all areas.

The business owners are now often the sons or grandsons of the founders and they know in their gut that things could be better, but often little thought has taken place to actually document how the business runs, examine each process and work out where the savings can take place.

Implementing software systems force a business (often for the first time) to seriously look at how they run and force change. This is often painful and stressful in the initial stages but once through the rough patch (which should not last more than a few months), the benefits should start to be evident.

So there you have it, a blueprint for improving your business, transforming it from a mid 20th century run organisation into an efficient, professional 21st century company.

Until next time.

David Younger
Director
The Service Manager

David Younger is the director of The Service Manager. Its TSM software suite is specifically designed to manage all aspects of a busy field service or maintenance company from start of job all the way through to invoicing and everything in between.

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