



# DataLine

5150 N. Sixth #125  
Fresno CA 93710  
phone (800) 833-8824  
fax (559) 226-5418  
www.Datatechag.com  
datatech@Datatechag.com

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## DATATECH NEWS

### Back by Popular Demand!

The first issues of the DataLine Newsletter (which began in 1998) featured program options, frequently asked questions and new features in Datatech software. Gradually, we changed the focus of the Newsletter to general agriculture and technology related topics that would appeal to a greater audience. However, we have recently received a lot of feedback from customers that they would like to see more ongoing documentation of program options and new features highlighted in Datatech written material. So, we have decided to bring back the Frequently Asked Questions series in the DataLine Newsletter. To make this a success, however, we need your questions. If you would like to submit a question for review in the newsletter please fax it to (559) 226-5418, attention Hannah, or email her at Hannah@DatatechAg.com. In addition, questions will be compiled from common questions the support department receives, so make sure you let us know what's on your mind! (Please do not send questions to Hannah for immediate support assistance. Support questions should be directed to Support@DatatechAg.com.)

### Office Closed

Datatech will be closed on the following days:

Friday, July 22nd

Monday, September 5th

Please be aware that Friday July 22nd is not a federal holiday. Our staff will be at a convention out of town.

### Summer Update

The Spring DataLine Newsletter announced a new version of our software to be released this summer. We are still in the process of streamlining the update installation and will begin updating some customers this month. (Most shippers, food processor and some farm customers are already using this program and will not need the update.) Once we have simplified the update installation we will be sending the update to all customers. This is scheduled to be sent in August.

### Seminars were a success!

We thank all of our customers who attended the recent accounting seminars. The feedback we have received has been very positive. Attendees learned how to use new features and ways they can improve their daily work functions in the software. Surveys were sent to all attendees. Your feedback will help us continue to improve and add new information to our seminars. So, if you attended and haven't sent your survey back please fax or mail it to us as soon as possible.

### Hardware News

We had so much news this issue involving the hardware department, that we decided to give it its own page! Please see page 2 for all the latest information from our hardware department. In the future, Tech Talk and Internet Zone articles will be found under the Hardware News section.

### AG HUMOR

An agriculture student said to a farmer: "Your methods are too old fashioned. I won't be surprised if this tree will give you less than twenty pounds of apples."

"I won't be surprised either," said the farmer, "this is an orange tree".

Interviewer: Congratulations on winning the lottery."

Farmer: "Thank you."

Interviewer: "Do you have any special plans for spending all of that money?"

Farmer: "Nope. Not really. I'm just gonna keep farming until the lottery money is all gone."

# HARDWARE DEPARTMENT NEWS

## Exclusive TeleVantage Dealer



Recently James represented Datatech at the Vertical Connections 2005 conference in Las Vegas. There he learned about the latest TeleVantage innovations.

## Datatech is now the exclusive dealer of TeleVantage products in Central California.

TeleVantage is the most feature rich phone system available for small and medium sized business. With traditional phone systems, over 80% of features are never touched due to the complexity of obscure key commands. With TeleVantage, an intuitive Windows interface puts all basic and advanced features at your fingertips, reducing the learning curve and increasing productivity.

With TeleVantage you can mix and match phones based on your needs—analogue, digital, IP, cordless or wireless.

### TeleVantage Allows You To:

- Transfer and conference calls with a “drag and drop.”
- Play your voice mail messages with a “point and click.”
- Forward your calls to another extension or external number. You can assign multiple numbers and TeleVantage will call them until it finds you.
- Park a call at one extension and retrieve it at another without forwarding.
- Allows you to set a personal status so others in the office can see if you are “Available,” “In A Meeting,” “On Vacation,” etc.
- Forward voice messages to other office staff.
- Route call intelligently, so you never miss an important call.
- Automatically Record Calls.
- Calls can be routed over the internet using IP Gateways, so you can save on long distance bills.
- Expand in the future without expensive upgrades or headaches.
- Obtain comprehensive call logging and reporting.
- And much more.

## Breaking Computer Sales Records

During Datatech’s 2004-2005 fiscal year the Hardware department broke it’s record for the most computer systems sold in one year, a total of 114 computer systems. Most systems were sold to repeat Datatech customers who continue to use Datatech computers because of their high reliability rating and the complete and efficient service we provide. These systems feature the most reliable name brand components, including Intel processors and Western Digital hard drives. When you purchase a system from Datatech we will customize your system to your needs and make sure we move data and any programs you are running from your old system to the new one, so when you get the system you are ready to go.

## New BTX Based Computer systems

Intel has created a revolutionary new desktop computer design. The BTX system is designed to improve cooling of the motherboard and other computer components. These computers provide quieter systems with lower temperature air flow and save you money in energy costs. For high performance systems the BTX offers more scalability by allowing a range of motherboard options. The BTX systems will provide more flexibility in small and large desktop computers.



## Summer Computer Special



- ★ BTX Tower or Micro Desktop Case (*pictured*)
- ★ Intel Pentium 4 Motherboard BTX form factor
- ★ Intel Pentium 4 530J Processor BTX form factor
- ★ Kingston 512 MB Dual Channel DDR RAM
- ★ Teac Floppy & CD-RW Drive
- ★ Western Digital Caviar Special Edition 80 GB Hard Drive
- ★ Logitech Mouse & Keyboard
- ★ Altec Lansing Speakers
- ★ Samsung 17” Monitor
- ★ MS Windows XP Pro Edition
- ★ MS Office 2003 Basic
- ★ Data Transfer from existing computer

### ★ Complete System for \$1,199.00

- ★ *Additional options, including increased RAM, flat screen monitor, and wireless components are available and will be quoted upon request.*



**For more information on TeleVantage or our Summer Computer Special please call Hannah or James at (888) 222-DATA, options 2 or 4.**

## REVIEW OF SOFTWARE MAINTENANCE CONTRACT POLICIES

There is a fine line between items covered under the software maintenance contract and services that are billable. In the past Datatech has been lenient on providing extra services at no cost. However, with the cost of business rising we are forced to look at ways to become more efficient and continue providing maintenance services at a low cost to our customers. To accomplish this we must pass on the cost of providing services that are not covered under the software maintenance contract to those who receive them.

### What does the Software Maintenance Contract cover?

- Program updates for tax rates & form changes
- Program updates for enhancements, including new options and reports as determined by programming staff
- Telephone, email, fax or in-office (*by appointment*) support to answer questions, diagnose program error messages and advise on program usage.
- Support via Remote Communications to download updates and to research a question/problem.

### What the Software Maintenance Contract DOES NOT cover:

- Data Entry/Bookkeeping work. This includes data entry to correct user/program error, bank reconciliation, g/l auditing/entering journal entries, or other auditing and reconciliation functions.
- Training of new employees or follow-up training for existing employees. When a new program is purchased training is included. However, this is limited to a certain number of hours based on the sales agreement. Any extra time (including service over the phone) to re-train, review, or cover areas not covered during the initial training will be billable.
- Hardware support, including printer installation/trouble shooting, system repairs or training. Hardware support is provided by James and is billed at different rates than billable software services. See the Fall 2004 DataLine Newsletter, "Computer Service Labor Rates," or call for these fees.
- Support of third party programs, including pcAnywhere (except as needed by support personnel), Iomega or other Backup software, Symantec or other anti-virus software, and word processing programs. Assistance with these programs may be provided by the hardware department as noted above.
- Hand-Holding. We hate to say it this way, but this is commonly what we do in the support department. A customer may want us to walk them through their payroll entry, the payroll quarter closing process, invoicing, etc. Not only does this take up a large amount of time, but it delays us in handling more urgent needs of other customers. With a new customer we will make every effort to make sure you receive the training you need to

perform your job. However, after this, if you need step by step assistance to learn the system, you will need to make an appointment with the support department and the time will be billed at the support rates below.

- Restoration of backup in the event of a system crash, program or user caused problem. This also includes transferring files to a new computer for other reasons (i.e. new purchase).
- Custom program changes, options, reports or forms. Such items can be quoted to you on a per job basis.

### Software Service Labor Rates

In-house/Phone Services - \$60 per call up to 1/2 hour, afterwards \$60 per hour billed in 1/4 hour increments  
On-Site - \$75 an hour, plus trip charge, billed in 1/4 hour increments

### Support Response Time

We are asked many times what our support response time polices are. Because of the fluctuations in support calls we are unable to set specific times. However, we strive to provide the fastest service available in the industry. During certain times of the day, week or year, we can pickup and/or return calls immediately or within a few minutes. The average response time is between 30-60 minutes. During busier times this may increase, but we make every effort to return all calls received during business hours each day.

However, we believe there is always room for improvement. To help with the new customer growth we are currently training new staff to assist in the customer support department. This, along with enforcing our policies about extended support and training time, should help reduce the amount of time it takes to assist our customers.

You can help by always calling the Support Extension (110) and leaving your message with enough details that we can determine your question and/or problem. If the question is simple or if there is a simple solution to your problem, we may have a trainee call you back. This helps us in training and can often save you a lot of time, especially if Damaris is on a long call. Also, if you keep calling, hoping that we will eventually pick up, it actually takes longer for us to call you back. Every call leaves a message that we must "Open" and Delete out of our voice mail box. In addition if you leave multiple messages, we listen to the entire message "just in case" you have an additional question. If there isn't one, we may have wasted a few minutes, opening, listening to, and deleting the message. Imagine that multiplied by the average of 25 calls we get each day.

With your cooperation, we hope to continue providing the highest quality and timely support services possible.

## DATATECH ACCOUNTING SOFTWARE FREQUENTLY ASKED QUESTIONS

### Why does Datatech software require the Payroll Quarter totals to be archived before the next payroll can be printed?

Datatech's programmers have always looked for the most efficient way of printing tax reports and W-2's. The current system makes accessing and printing quarter and year reports quick and easy.

Here is a brief explanation of how the system works right now:

- 1) When payroll checks are printed, the wages, taxes, and deductions are updated into each employee's file under "Totals."
- 2) When the quarter is finished the Archive process takes these amounts and moves them into a separate "Archive" file.
- 3) The Clear QTD Totals option zeroes out the totals in the employee file, allowing the calculation to start over for the new quarter.

Here are a few examples of benefits of this system:

- 1) Because the Archive contains each employees quarter or year to date totals, printing reports in the future is quick and simple. The program doesn't have to recalculate totals from all the checks that were issued.
- 2) The Employee file gives you a quick glance at the total wages the employee has earned for the current quarter and year. Also, the archiving of data and the display in the Employee file gives you a quick way to identify what quarters and years an employee worked. This is handy when you have used the program for several years and need the information quickly for state/employee inquiries.
- 3) An "Archive" can be a storage location, collection of documents, or a backup of files. So, in a sense this archive is keeping a record of what you reported. Here is an example of how this has come in handy in the past. A customer couldn't figure out why their totals at the end of the year didn't match their reported totals. By comparing the Archive records to a current Employee Earnings report we could see that a check had been voided in a quarter that had already been closed and reported. Because we could compare what HAD been reported to what was currently in the system we could find the discrepancy. Updating the Archive file and then filing an amended report was the solution to this customers problem. Having that Archive file helped us figure it out.

*If you have any questions about information covered in this article, please call Datatech's support department.*

## NEW PAYROLL OPTIONS

### Positive Pay

Positive Pay is an automated fraud detection tool offered by most banks. It is a service that matches the account number, check number, and dollar amount of each check presented for payment against a list of checks previously authorized and issued by the company.

Positive Pay requires a client to send a file (electronically) to the bank containing information of the checks written. When a check is presented for payment, it is compared electronically against the list of transmitted checks. If the transmitted file does not have an exact match (account #, check #, issue date and dollar amount) it becomes an "exception item." The bank will email or fax the company an image or report of the exception item and the company can instruct to pay or return the item. This means that if an employee has "doctored" a check and tries to cash it at your bank, the banks system will not allow the teller to cash it. Or, if a vendor has cashed a fraudulent check, when it reaches your bank it will not be cleared, so you will not lose the money.

The down side of this is that if you issue a valid check but didn't transmit the authorized file to the bank, the bank will not cash the check. There may also be a waiting period from the time you transmit the file to when it is processed by the bank and the checks can be cashed/cleared.

### Express ATM

ExpressATM is a MasterCard Payroll Debit Card for your employees. A bank account is **not** required for ExpressATM. Instead of printing checks and employees having to pay check cashing fees, you create a voucher for the employee to see his earnings and then send a file with the payroll information to ExpressATM. They deposit the funds into the employees debit card accounts. The employees can then access their funds from ATM's, or use the card at stores for purchases just like a debit or credit card.



You do not have any fees to set up ExpressATM and you save money on purchasing check stock. You can also choose to have the wages direct deposited into a bank account instead of the debit card. Employees will no longer have to pay check cashing fees, however there are per-transaction fees. For example if an employee cashes a \$400 pay check at a 3% fee, he loses \$24 of his check. If the employee withdraws the \$400 from an ATM with his ExpressATM card, he will lose approximately \$4 (\$2 ExpressATM charge + \$2 ATM fee, which varies).

**Datatech Accounting Software currently has modules available for Positive Pay, ExpressATM, and other direct deposit programs. If you would like more information about these options, please call Hannah at extension 110.**