

# Fuel For Thought

The Fuel Manager Quarterly Newsletter - April 2002  
Comprehensive Computer Programs for Petroleum/Propane Dealers

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## **FM News**

The Fuel Manager is proud to announce that Joe Echel, our Head Programmer, was recently named Citizen of the Year by the Ayden Chamber of Commerce. Not only has Joe been doing an outstanding job for the FUEL MANAGER, he has also been a member of the Ayden Fire Department for 20 years (currently serving as captain), a member of the Chamber (its vice chairman since 1996), chairman of the Ayden Collard Festival, and a member of the Ayden Community Policing Leadership Council. Quoting from The Daily Reflector, "He gives tirelessly his time and service to the Ayden community to make it a better place to live, work, and play". We are honored to be associated with Joe Echel.

We would also like to announce the launching of our own web site at [www.thefuelmanager.com](http://www.thefuelmanager.com). We will be providing users with helpful hints, update reports, and software tips. The site is still un-

der construction, so if you have any suggestions, please let us know.

## **Customer Highlight**

Locally owned and operated, Propane Incorporated is located in Somerset, Texas. Rickey Dodson, owner, has been serving the San Antonio area for over 12



years. Debbie Roche, office manager, feels they offer "down-home" customer service even in the big metroplex area. Users of FM since 1998, Debbie says the software is easy to use. She especially likes the distinction between a customer's physical address and mailing address in the customer information file. Hats off to Propane, Inc.!!!

## **Questions and Answers**

**Question:** What is the best way to handle returned or insufficient checks?

**Answer:** We would like to suggest having a Returned Check product code, perhaps 85. This way you can easily keep track of all returned checks. When setting up the product code for the first time, you would debit the accounts receivable and credit the business' checking account. When posting the returned check, you would post it as a Sale, then N (non-sale debit/credit) and enter the amount of the check as a negative amount. For example, if a customer's 100 dollar payment was returned for insufficient funds, you would post it as a sale, N (non sale debit/credit) in the amount -100.00. If you charge a handling fee, that would be an additional transaction.

**Question:** My software has locked up. The mouse won't move, escape won't do anything. What should I do?

**Answer:** Hold down the alt key and the C key at the same time.

This will take you back to your desk top.

**Question:** Why is there a new question before I do my balance check at the end of the month?

**Answer:** A FM user notified us that they had left a batch open during the month closing. This can create some aging problems, so the software was changed to alert you if you have any open batches before you continue to print your customer statements and close the month.

### **Lessons from Life**

by Reverend Purnell Bailey

A friend in Houston, Texas, sent me these words from an unknown author, pointing out the dangers of inner spiritual decay:

"All the water in the world,  
No matter how hard it tried,  
Could never sink a ship  
Unless it gets inside.

All the problems in the world,  
No matter how hard they tried,  
Could never wreck a life  
Unless they get inside."

We are encouraged by God's word to keep the soul free of debris which can accumulate so easily from the trash of the world. Such trash can bring a disaster much worse than a ship wreck!

### **Business Tips**

With thunderstorm season upon us, Joe reminds everyone to please shut down your computer system during such a storm. The potential problems of a "hit" are numerous and time consuming to correct. If you don't have a surge protector for your computer, as well as, your modem, your system is vulnerable.

Along those same lines, we can't over emphasize the importance of backing up your files.

Backup your customer and inventory files daily. The software has been changed to make it even easier for you. From the Main Menu, go to Utility Routines, then choose B - Backup Accounts Receivable/

Inventory Files to Diskette.

Did you know that the FUEL MANAGER supports four different types of customer statements? That's right; there is the 8 1/2 X 11 plain paper statement, a 8 1/2 X 7 pre-printed color statement (Company name, address, telephone numbers, payment terms, etc. are already printed on the statement), a post card statement, and bulk mailer. The postcard and bulk mailers save time because they are ready to drop in the mail, no need to stuff and seal envelopes. Some dealers have bulk mailing permits which saves the additional time of attaching stamps.

Don't forget our preprinted meter tickets. Drivers can be given their printed meter tickets as they leave each morning. Not only can this help organize your drivers, but it can save the person posting tickets some time because all the information will already be typed so it will be more legible.

## **The FUEL MANAGER**

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