

Fuel For Thought

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Comprehensive Computer Programs for Petroleum/Propane Dealers

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FM News

Joe has modified the following FM features at the request of Marshall Propane (San Antonio, TX) and Hydrogas Burnet, TX):

- * Ability to run Usage Report by account type.
- * Ability to print account description on A/R Trial Balance Report (however, forces report to 2 lines per customer).
- * Ability to run Delinquent Report by account type.
- * Ability to choose whether to print billing or delivery address on delivery tickets.

Everyone should benefit from these enhancements which will be coming out in the next FM update.

Customer Highlight

Guadalupe Gas & Plumbing located in New Braunfels is one of the oldest propane dealers in Texas. The current owner, Gus Reinartz, bought the

business in 1992 from his father, Fred, who had started the it in 1947. There have been many changes in the propane industry over these



55 years, but one thing has never changed at Guadalupe Gas, and that is outstanding customer service.

Gus is fortunate to have "the three musketeers" running his office, better known as Doris, Daun, and Loren. These talented ladies learned the FM software in no time when Guadalupe Gas shifted to the FM computer software in 1998 (having previously used RDS). One of the biggest fac-

tors in that decision according to Gus was that the customer service assistance was located right here in Texas. According to Loren the office "has really come to depend on the customer lookup by address".

In June of this year, Guadalupe Gas expanded its services by adding a Master Plumber to their staff. Now, not only do they offer top notched propane service to the area, but also professional plumbing.

Questions and Answers

Question: The end of the year is coming soon. Is there anything I should do?

Answer: The only change will come when you close the month at the end of your fiscal year. From your End of the Month Menu, option B - Clear the Month's Data Files, you will choose option 2 - Clear Month-To-Date & Year-To-Date Totals.

Lessons from Life

by Reverend Purnell Bailey

There is truth in the fact that God helps those who help themselves. Bernard Baruch, who served as financial adviser to six U. S. Presidents, tells an interesting story about a green china cat that sat on his desk.

When his mother gave it to him, she told Baruch, "This cat will watch over you and provide for you. The Lord will not forget you if you will keep it with you always." Baruch's father, a surgeon in the Confederate Army, took him aside and remarked, "Son, do what your Mother tells you but keep on hustling just the same."

God is on the side of toil and honesty. No form of rabbit's foot can protect you from the demands of our natural world. In fact, the protected ones usually show up as a weakened generation. That's why God lets us work for what we get . . . so we will know how to value and

appreciate it!

WHATSOEVER THY HAND FIND-ETH TO DO, DO IT WITH ALL THY MIGHT. (Ecclesiastes 9:10)

Business Tips

If you are using the "budget" or "fuel lock" feature, don't forget it's time to reset your customers! Call if you need help.

We want to emphasize the importance of keeping a daily manual check on your Accounts Receivable total by recording each day's activity on a AR Reconciliation Report Form and verifying the new AR balance at the end of each day.

Report form should have following columns: Date; Charges Today; Payments/Credits Today; Non-Sale Debits/Credits Today; and New Balance.

Establish a starting AR Balance by selecting #5 (Trial Balance) from Main Menu, then #1 (Show AR Total) and record this amount in New Balance column.

Then at end of day's each posting, record total charges, total payments/credits, any non-sale debits/credits (shown at bottom of AR Transaction Journal) in their proper columns. Use calculator to compute new AR Balance and record in New Balance column.

Verify the new balance by running #5 (Trial Balance) and #1 (Show AR Total) and comparing the two balances. They should agree.

There seems to be an excessive number of new viruses spreading. Be sure to use an antivirus software to protect yourself! You can download a free one from www.grisoft.com Don't forget to update the virus protect often; there are new viruses out there everyday! If viruses continue to plaque your computer, Joe recommends a firewall software. You can download one for free from www.zonelabs.com.

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