



## The Courier

A Publication for Air Conditioning, Plumbing and Electrical Service Contractors

May 2008

### New Product !!

Compusource is proud to announce the release of a new NotesPro module for Ascente. This new module adds easy methods to link notes to a windows folder or file, or import text from a file. In addition, notes can be given new priorities of Regular, Important, and Alert User. Each of these priorities displays different icons for the notes button to notify the user that special notes exist. The special Alert User priority will cause the note to automatically pop-up for the user. Please contact your sales representative for pricing information.

### Contact Us

HEADQUARTERS  
28 Centerpointe Drive, Suite 130  
La Palma, CA 90623  
T: 714.522.8300 F:714.522.2505

ATLANTA OFFICE  
4405 International Blvd.  
Suite B-104  
Norcross, GA 30093  
T:770.564.0060 F:770.381.8257

[www.compusource.com](http://www.compusource.com)

### Ascente / Traverse Clients Enjoy Use of Info Alert & Triggers

Prior to taking any management action you have always had to initiate a search in the system by either running reports or viewing screens. Fortunately those customers that have our new Ascente / Traverse software no longer experience this limitation. With the use of Info Alert and Triggers, information that you need to act on is directed to you automatically. Today you can now ask the system to tell you when a certain situation occurs. With Triggers you can immediately be notified and with Info Alert you can be notified on a daily, weekly or monthly basis for those items not as time sensitive. For example, if you want to know the minute a service call has been entered for a customer that is on credit hold, a Trigger can alert you to this fact via an e-mail. Triggers can also be used to immediately send information outside your company. For example, a Trigger can be set up to immediately e-mail your customer when a technician has been dispatched on their call. If daily or weekly you want to know those customers that are over 60 days past due, an Info Alert can be set up to automatically print or e-mail a report with the list. What do you want your system to tell you? The possibilities are almost endless. Please contact your salesperson or the support team for more information on these powerful tools.

### *Education - Regional Conferences in 2008*

*We will be having Regional Customer Conferences in the Los Angeles and Atlanta areas in the fall of 2008. Please let your salesperson or a support team member know the topics you would like to see covered in these 1 – 1.5 days sessions. We look forward to seeing you there.*