

# EASYVEND NEWS

## Contents

- Dairy Industry Trivia Page 1
- What's new in EasyVend Page 2
- EasyCash Pro (Full accounting module) Page 2-3
- Dealing with Customer Complaints Page 3-4

### Riddle

*This is an unusual paragraph. I'm curious how quickly you can find out what is so unusual about it?*

*It looks so plain you would think nothing was wrong with it! In fact, nothing is wrong with it! It is unusual though.*

*Study it, and think about it, but you still may not find anything odd.*

*But if you work at it a bit, you might find out!*

*Try to do so without any coaching!*

*Answer on last page*

- Regular whole milk contains only 4% fat. The fat in milk is actually cream – that's why it is sometimes called full cream milk.
- Milk is the only drink in the world that contains such a large range of naturally occurring nutrients. That's what makes it so unique.
- The entire skeleton of a young child is replaced about every two years. That's why a child's demand for calcium is so high.

### Milk and Dehydration

There is increasing interest in the use of milk as a rehydration drink since milk naturally provides water, sugar and electrolytes.

A recent study found that drinking milk after exercise may promote rehydration better than water or sports drink. The athletes exercised until they lost 1.8% of their body weight through sweat (a sign of dehydration).

They were then given a different test drink to re-hydrate. The results clearly showed that milk was more effective than water or sports drink at replacing the fluid loss. The researchers said it was likely that the naturally high electrolyte content of milk helped restore the body's fluid balance after exercise.

**Grab your \$150 spotter's fee now.** We pay you for successful leads. Simply give us a name and phone number of anybody you think will benefit from using EasyVend.

We will chase them up and if we get the sale \$150 is yours. We target bread, food, water, small goods & milk vendors.



## Whats New?

### **New features added to EasyVend that could save you hours.**

The sales graphs now have an option to include rebates **when graphing Profit \$**. The new check box is in the top right of the screen.

When the box is checked, the different rebates (margin%/cartage) are all added up and added to the sales. The grand total should be the same as the total at the very bottom of the Sales/rebate sales summary report.

Previously, the graphs did not include Fee for Service customers. However, as these customers can have rebates, they are now included in the graphs, unless they are specifically excluded in the graph options.

Also, the Rebate/cartage Claim Form now has an option to list individual products rather than grouping them by rebate type.

Graph				
<input checked="" type="radio"/> Rebates	<input type="radio"/> Litres	<input type="radio"/> Sales \$	<input type="radio"/> Profit \$	<input type="radio"/> Profit %
<input checked="" type="radio"/> By Product	<input type="radio"/> By Customer	<input type="radio"/> Over Time	<input checked="" type="checkbox"/> Show totals	<input type="checkbox"/> Line graph
<input type="radio"/> No periods	<input type="radio"/> Daily	<input type="radio"/> Weekly	<input type="radio"/> Monthly	<input type="radio"/> Yearly

## **Wages Manager**

### **A New Payroll Package from JCS**

Your Wages, PAYG tax withholding and superannuation obligations are so simple with Wages Manager. It is uniquely designed to protect employers by automating as much of the payroll function as possible in strict accordance with the Tax Laws.

And the best part about it is if you purchase EasyCash Pro, Wages Manager links directly into it! It's that easy!

### **Features**

- Calculates pays and generates pay slips for employees for all types of pay structures.
- Automatically selects the correct tax withholding scale based on forms they have to complete for the tax office.
- Automatically calculates PAYG tax withholdings and superannuation contributions.
- Includes flexibility for employees with multiple pay rates, allowances, deductions, etc.
- All the information you need for employees and the Australian Taxation Office comes from within the program, making end of year processing take just a matter of minutes.

### **Wages Manager \$249 Inc GST**

Support \$149 per 6 months

Support includes tax updates, feature ads & phone support

## **Office News**

Here at the JCS office we are pleased to announce that we have two new members join our team, Terry in Support and Rhiannon in Admin.

## **Opportunity Knocks**

We have been supplying software to car dealers for twenty-five years. What has this got to do with you?

When you are next looking at upgrading your vehicle...

Let us know and we will broadcast those details to all of our car dealers.

You will get the best – quickest deal available and we keep the dealers happy by providing free leads.



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## **Benefits of using EasyCash Pro:**

With the click of a button, EasyVend can transfer all relevant data directly into EasyCash Professional. EasyCash Professional has been tailored to work directly with EasyVend. Add Business expenses, such as truck repairs, contra credits, etc to create an instant profit and loss report, BAS report and many more.

### **EasyCash Pro Reporting:**

EasyCash Pro has an ideal reporting system for busy Milk Vendors. It allows you to quickly view vital information about your business in an easy to read format.

Some of the many reports you can view in EasyCash Pro include –

#### **A Trial Balance of all your accounts –**

In case you don't know what a Trial Balance is, a Trial Balance is a worksheet listing the balance at a certain date of each of your general ledger accounts.

#### **A Profit & Loss report of your business -**

With this report you can quickly determine how well your business is doing as of a particular date.

#### **GST Reports, Cash-Basis or Accruals -**

Time to lodge your GST forms? Not a worry with EasyCash Pro! EasyCash Pro is able to do your complicated GST work for you simply by printing a form!

#### **Balance Sheet -**

A balance sheet is essentially a snapshot of your company's financial condition, listing a summary of your assets, liabilities and ownership equity.

#### **Graphs -**

Some EasyCash Professional reports, such as profit & loss statement, have the option of being shown in graph form. This allows for you to view your information in a visual format. This is especially helpful when you need to give others information on how well your business is doing.

## **Get the most out of EasyVend**

It appears that many vendors are not taking full advantage of all the hard work our programmers put into EasyVend. Utilise our special training offer to unleash the potential EasyVend can offer your business. If you come to our office we can give you one on one training for \$25 an hour. Call our office today to arrange an appointment.

## **E-mail your Invoices**

The Internet is an essential part of our lives. Email your invoices via EasyVend. This reduces your costs and makes it easier for your customers to receive invoices. Call our office and we will be happy to walk you through the steps.



## **Dealing with Customer Complaints**

It may be hard to believe, but customer complaints are one of the best opportunities you have for keeping your customers loyal. Your most dissatisfied customers can actually become your best ambassadors – if their complaints are handled properly.

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At some time or another, you have probably experienced a problem with a business. When they dealt with your complaint reasonably, it felt good. You were taken seriously. A balanced, reasonable response to customer complaints builds customer loyalty.

The following steps will help you and your staff deal with disgruntled customers -

**Listen.**

Understand exactly what the problem is and let the customer know they have your full attention.

**Acknowledge the problem.**

Complaining can be difficult. Being sympathetic and calm will help alleviate the customer's stress.

**Address the customer's needs.**

Tell the customer you want to help improve the situation. Ask how they would like to proceed.

**Communicate honestly.**

Decide what can be done to fix the problem and tell them.

**Follow-up.**

Contact the customer within an agreed time-frame to ensure the problem was resolved.

For every one dissatisfied customer whose complaint you handle well 83% will become loyal and recommend you to **five** others.

Not only will you have retained their custom, you also have five potential new customers, just because you have resolved a complaint quickly, efficiently and fairly. Therefore you will need to spend less time and money attracting new customers.

It's worth remembering that it costs about **five** times more to attract a new customer than to keep an existing one. Think of the savings in advertising!

By being able to identify the problems that are causing persistent complaints, you also have an opportunity to reduce the time and effort spent fixing them, as well as gaining a clearer picture of other ways to improve your business.

But don't just take our word for it, most major business writers and successful companies will tell you the importance of complaint handling in establishing customer loyalty.

It is worth seeking suggestions and compliments as well as complaints. You can also gain from discovering the things you are doing well.

Article sourced from <http://www.fairtrading.nsw.gov.au/> © State of New South Wales through the Office of Fair Trading



**Tell us what you think**

We would love to hear what you think of us and what you would like us to do for you.

Send an email to [management@jeal.com.au](mailto:management@jeal.com.au) with any improvements or compliments.

*Some ideas to get you thinking:*

- Do you need more training?
- Is there anything in the industry you think we can supply you with information on?
- Are we giving you enough information on the phone about EasyVend?
- What would you like to see in the newsletters?

*Answer to the Riddle: The letter "e", which is the most common letter in the English language, does not appear once!*

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