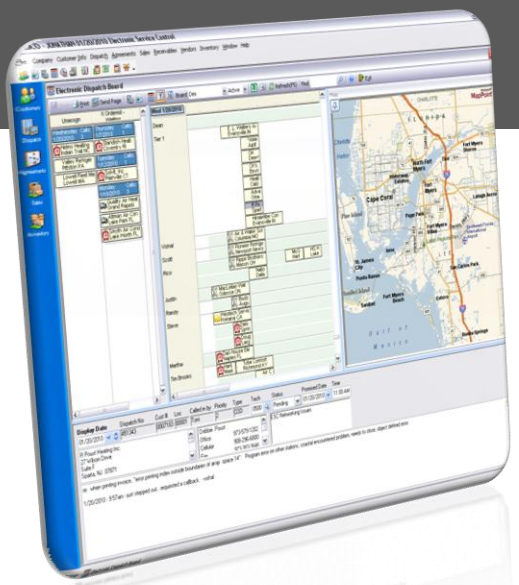
ESC v. 11



Qualify customers, dispatch technicians, and collect payment. ESC is the software for growing and profitable service companies.

What's new in ESC Version 11?

Sales Invoicing—Easily see cost details for invoices. Adjust quantity of assemblies and flat rate parts. Make invoice templates. The new search screen finds recently modified invoices. Barcode scanning can add items to invoices. Modify equipment while creating an invoice. Create credit memos from an existing invoice.

Quotes Module—Enter, edit, and manage quote status (pending, accepted, rejected). View detailed Quotes List Report with summary statistics. Selectively cost parts when making a dispatch. The new search screen finds recently modified quotes. Make quote templates. Adjust markup percentages on a line by line basis. Quoted parts and equipment carry over to dispatches.

Qualification Screen—Modify the layout with drag and drop information panels or use preset layout templates. The "Create Quote" button starts quotes from the qualification screen. New columns in the Invoices/Quotes panel include: Billed %, Associated Quote, Quote Status.

Dispatching Module—The dispatch ticket layout designer features multiple grow-able body fields and grouping. A line spacing option makes customized tickets fit onto pre-printed forms. Print full or dispatch-specific equipment lists. Post dispatch notes to the invoice and to the customer history. Select which billing code to use in posting dispatch notes to invoices.

Other Updates—Data structure changes makes auto-fill searching much faster in large databases. Setup automated recurring credit card transactions in ESC Accounting. It is compatible with Peachtree 2011. It works with the new HST Canadian tax. History and billing codes can be up to 36 characters long and made inactive. A new billing code type called "Agreement" maps to the Agreement column on the sales reports. It supports job classes in the ESC Mobile Client and ESC Front Office. Grouping in the layout designers make it easier to create custom layouts. Parts modified on an invoice post to customer equipment automatically. The inventory module has spell check and a date\time stamp. Part adjustments are date sensitive.

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Service calls, equipment, invoices, purchases, repair recommendation, dispatch notes, payment history are all recorded and can be retrieved within a couple of seconds. This allows us to be confident whenever we speak with our customers. It's equally valuable for tracking inventory, vendor purchases, prices, service agreements etc. It takes all of the guess work out and eliminates anything from slipping through the cracks. ESC has proven to be our most valuable tool for taking care of our customers.

—Meah Hurley, Hurley Heat & Air, Inc.

ESC does a great job of bringing together dispatching, purchasing and inventory control, invoicing, and accounting. It's definitely contributed to our ability to be more productive. The team at dESCO is responsive and works to continually improve the program. I would definitely recommend it to others who have businesses that involve servicing customers. It's a powerful program that can contribute a lot.

—Nancy Hickey, Blue Planet Aquarium Services