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New Commercial screens

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In our latest update, version 5.37, we've added new commercial insurance screens for Contract Works & Plant, Claims Experience, Perils & Clauses, Security & Protect, Behavioural Conditions, Sums Insured & Liability, Turnover & Wageroll and Liability & Wages.

To setup these screens click on the Setup button, then General Insurance. Select the Commercial tab and click on Setup Commercial Screens.

Contract enquiry improvements

We're pleased to announce we've now added Axa to the list of companies we link with for online contract enquiry. Furthermore in our latest update we have added options to improve this process, thereby achieving faster valuations. For example by implementing the new "Basic" valuation report, which avoids having to enter fund details manually, and also by allowing the system to automatically delete the current (i.e. old) fund data before each revaluation.

New SMS texting facility added

Within the latest version of Durell is the ability to send and receive SMS text messages direct from a client record, providing you have set up an account with Esendex to allow this. Once set up, you can send text messages by clicking the arrow icon next to the mobile number in the client record. Furthermore you can view a list of your sent messages and be reminded if you have new unread messages. You may also choose to send messages either immediately or at a selected date and time in the future. You can also add people to your contacts list who may not even be on the Durell system (for example family and friends). Ideal for marketing purposes, or as another way to contact your clients. We hope this texting facility proves popular.

Financial network factfind

We have recently linked with the Financial Network, and as a result can provide our supported users, who are member of this network, with their factfind. If you would like help importing the Financial factfind into your Durell system, please contact support on 01823 334142.

"Durell's paperless office system already includes letters, scanned images, linked spreadsheets, emails and voice recordings, so it seemed only natural to add a facility for sending and receiving SMS text messages to and from mobile phones"

Robert White,
Managing Director

Benefits of the Fee Timers

"It is essential our users are aware of the Fee Timers within Durell, as by using them effectively you can not only show the time spent with each client in the TCF Module, but also save time by not having to re-enter the information in the notes, as this is done automatically"

Iain Waugh,
Operations Manager

Within Durell is a Fee Timer function that allows you to record time spent with clients. Once you stop the timer (providing you have set up the Fees as shown to the left), an entry is created in the diary. From here you also have the option to enter it into both the client's and the adviser's notes (as shown below). In addition, at the end of the month you can choose to post all fee entries in the diary to the accounts, allowing you to send invoices for the work done.

Durell's move to new offices

On Friday 22nd May we will be moving offices. Our new address will be: Castle Lodge, Castle Green, Taunton, Somerset, TA1 4AD. Our current phone, fax and email details will remain the same. On the 22nd May our phone lines will be switched off temporarily from midday until Tuesday morning (after bank holiday Monday). We will issue an emergency support number nearer the time should you have an urgent technical problem on the day.

Group training success

We would like to thank our users who attended the training sessions earlier this year. Judging by the feedback we've received, the sessions were a great success and we plan to offer them again next year.

DON'T FORGET...

Durell's support desk is manned from 9am until 5pm, from Monday to Friday. Our experienced and knowledgeable staff are happy to help, so please call on 01823 334142. Please remember the best way to contact support is by telephone rather than email.

Please note if purchasing equipment or services to make cheques payable to Durell Software Ltd.

Durell's concerns

Operations Manager, Iain Waugh is concerned there are Durell users who are not using the system to its full potential. Key points to consider for getting the full benefit of your Durell system are:

- **Upgrade to the new factfinds.** When you choose to switch to the new Durell fact finds, all of your existing fact finds (including old or "historic" ones) are transferred to the new system. (Note this is only applicable to Durell users who haven't converted their factfind since 26th March 2008 - the release date of version 4.65).
- **Use the online contract enquiry facility.** There has never been a better time to start using our online contract enquiry facility, as we now we link with 16 companies and have added options for faster valuations.
- **Take advantage of online training.** For just £55+VAT per hour you can have one-to-one online training, enabling you to have a better understanding of a topic of your choice for a low cost.
- **Keep your Durell system up to date.** Our latest update is version 5.37, so please ensure you update your system to access its new features and fixes.

To discuss any of the above points please contact Iain or Robert on 01823 326324.