

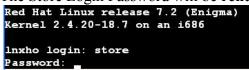
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For additional resources visit www.hightouchonline.com. The user name is **ht** and the password is **higher**. There you will find High Touch manuals, a FAQ section, online product ordering, and much more.

PRO/Store Menu Login

- 1. The Store Login will be **store** [case sensitive] and press <Enter>.
- 2. The Store Login Password will be **rental** [case sensitive] and press <Enter>.



3. It will prompt to "Make sure ALPHA or CAPS LOCK is depressed for upper case". Once the CAPS Lock and NUM Lock is turned on press Enter.

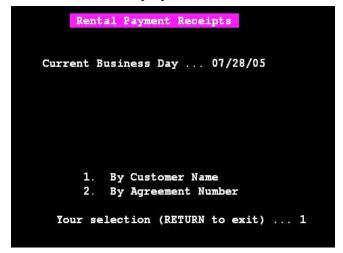


4. Finally, it will prompt for a user PIN. This is an employee specific PIN that has to be entered in order to gain access to the PRO/Store Menu's. Please refer to page 24 of this manual for instructions on PIN's



Receipts

- 1. From Menu 12, select #1 for Rental Payment.
- 2. Choose #1, to look up by customer name.



3. Input either the full or partial last/first name of the customer.

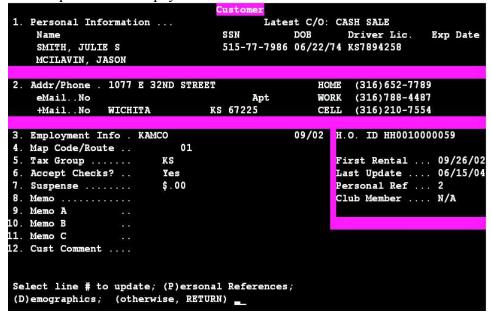
```
Customer/Reference Search

Enter partial last name ... SMITH___ - begins with Enter partial first name ... J____
```

4. Select the appropriate customer making the payment.

```
(Name = SMITH)
                                    Addr
                                                            Apt # Phone #
     Name
                                                                   831-8125
     SMITH, JASON T
                                    8014 E GILBERT
     SMITH, JOHN R
                                   445 ROCK RD.
                                                                   831-8888
                                   445 ROCK RD.
     SMITH, JOHN R
                                                                   831-8888
     SMITH, JULIE S
                                   1077 E 32ND STREET
                                                                   652-7789
       & MCILAVIN, JASON
Select record by line #; (R)etry search; (E)xit 4
```

5. If any changes need to be made you can do so from the customer screen, if not just press Enter to proceed to the payment screen.



6. Press Enter to continue with the receipt.

```
(RETURN) to continue with receipt, (I)nquire only, (E)xit ...
```

7. If a hand receipt was used to take the payment you can enter the receipt number at this time. Note: If a receipt number is inputted at this time a receipt will **not** print.

```
Receipt Number: _______(Only if hand-written; otherwise, RETURN)
```

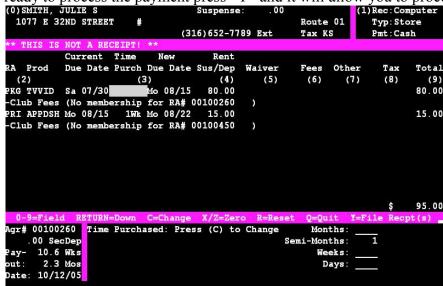
8. Select the type of Receipt you are taking (Store, Route, Drop-In, Mail-In, Phoned-In) and press Enter.

```
(S)tore (R)oute (D)rop-in (M)ail-in ... S_
```

9. Select the type payment you be taking (Cash, Check, Money-Order, Charge) and press Enter.

```
(C)ash Chec(K) (M)oney-order Char(G)e ... C_
```

10. From this master receipt screen you have the ability to manipulate the receipt. Once you are ready to process the payment press "Y" and it will allow you to process this payment.



11. Input the amount of money the customer will be paying and press "Y" to file this transaction. If the customer gives more money than what is due the system will calculate the amount of change.

95.00____Amount Tendered

Early Purchase Option

- 1. From Menu 125 select option 1 for Early Purchase Option.
- 2. Press Enter to proceed with the EPO.

```
Current Business Day ... 07/28/05

Input purchase option receipts? (RETURN or N)
```

3. Type "C" to do a customer search.

```
Early Furchase Option Receipt

Enter rental # ... C______

(C)ustomer search; (RETURN) to exit
```

4. Input the partial last and first name of the customer.

- 5. It will display the customer information screen next. Press <ENTER> if it is the correct customer and then <ENTER> again to proceed through.
- 6. When the Rental Agreement Selection screen appears select the appropriate line number of the agreement for the EPO.



7. Press <ENTER> to continue with the receipt.

```
Purchase Option Receipt

(RETURN) to continue with receipt;
(R)eview payment history; (E)xit
```

- 8. The following lines will need to be completed:
 - a. Line 1 = Receipt number (if one is used)
 - b. Line 2 = Type (store, route, drop in, etc.)
 - c. Line 3 = Receipt (cash, check, credit, etc.)
 - d. Lines 4 & 5 = will automatically fill in with appropriate EPO amount

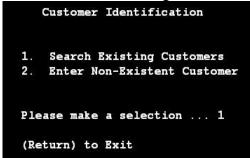
e. Line 9 = Amount of money tendered

```
SMITH, JULIE S
Rt 01
                                     00100450 Single Primary
00100467 APP DS
                                                                  07/22/05 12.0 Mos
                                                         APP DSH KENMO 125579
                                                        07/22/06 Due Date: Mon 08/22/05
Daily:
                               15.00 Wks to:
              15.00
weekly:
                                                47.7 Bot:
                                                             1.0 Days PD:
                                                                                Ext:
                              30.00 Sms to: 22.0 Bot: 60.00 Mos to: 11.0 Bot:
              30.00
                                                             0.0 Days FT:
emi-Mo:
 fonthly:
              60.00
                                                             0.0
                              374.25 Early Opt Basis:
                                                           389.25Pay Mode:
Early Opt:
                                                                                Weekly
             374.25
                                      Buyout Bal:
                                                            39.00Tot Rent Pd:
                                                           720.00Suspense:
 einst Fee:
                                   374.25 Purchase Option Amount
                              5.
   Type:
               Store
                                           Suspense
                                           Other Taxable
                              6.
                                           Other Non-taxable (
                              8.
                                           Sales Tax Group: KS
                                   374.25
                                           Total
                                   374.25 Amt Tendered
                                           Change
 Select line # to update
 (otherwise, RETURN)
```

9. Finish the receipt by inputting the document number (any number can be used). Next, it will ask if the receipt is orrect, type Y and press <ENTER>. The EPO will then file and print on the receipt printer.

Cash Sale

- 1. From Menu 125 select option 2 for Cash Sale.
- 2. Press <ENTER> to continue with the Cash Sale receipt.
- 3. Select 1 to Search Existing Customers.



- 4. Input the partial last and first name of the customer.
- 5. It will display the customer information screen next. Press <ENTER> if it is the correct customer and then <ENTER> again to proceed through to the Cash Sale receipt.
- 6. Select the appropriate line number for the type of inventory (bulk, any-other, or non).

```
1. Bulk Inventory
2. Any Other Inventory
3. Non-Inventory

Select the type of Cash Sale 2_
(RETURN to exit)
```

7. Enter the unit number of the inventory piece.

```
Enter Unit # ... 00100011______

(Return) to Exit
```

8. It will display a summary of the unit. Press <ENTER> to proceed.

```
Unit # ... 00100011

APP APPLIANCES
REF REFRIGERATOR
GE GENERAL ELECTRIC
GL2020
Serial #: GL20204
Condition:
Fair Mkt Value: $780.00

Correct unit? (Return or N)
```

9. It will display a summary of the unit again. Press <ENTER> to proceed.

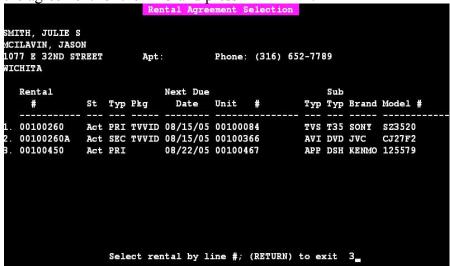
- 10. The following lines will need to be completed:
 - a. Line 1 = Receipt number (if one is used)
 - b. Line 2 = Type (store, route, drop in, etc.)
 - c. Line 3 = Receipt (cash, check, credit, etc.)
 - d. Line 4 = will automatically fill in with appropriate Cash Sale amount
 - e. Line 9 = Amount of money tendered

```
Cash Sale
   Customer: SMITH, JULIE S
   Address: 1077 E 32ND STREET
                                       Apt:
Unit
      #: 00100011
                                          Serial #:
         APP
               APPLIANCES
                                          Purch Date: 04/13/01
                                                             $400.00
                                                                      / 36 Mos
         REF
               REFRIGERATOR
                                          Orig Cost/Life:
               GENERAL ELECTRIC
                                          Remain Cost/Life:
                                                             $111.10
                                                                      / 09 Mos
         GE
         GL2020
                                          Condition:
                                780.00 Cash Sale Amount (Fair Mkt:
             Store
  Type:
                           6.
                                       Other Taxable
                                       Other Non-Taxable (
                          8.
                                                              N/A
                                       Sales Tax Group: KS
                                780.00 Total
                          9.
                                800.00 Amt Tendered
                                 20.00 Change
 Select line # to update
(Otherwise, Return)
```

11. Finish the receipt by inputting the document number (any number can be used). Next, it will ask if the receipt is Correct, type Y and press <ENTER>. The Cash Sale will then file and print on the receipt printer.

Extension

- 1. From Menu 12 select option 2 for Rental Extension.
- 2. Press <ENTER> to continue with the Rental Extension receipt.
- 3. Type "C" to do a customer search.
- 4. Input the partial last and first name of the customer.
- 5. It will display the customer information screen next. Press <ENTER> if it is the correct customer and then <ENTER> again to proceed through.
- 6. When the Rental Agreement Selection screen appears select the appropriate line number of the agreement for the EPO and press <ENTER>.



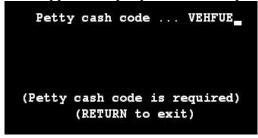
- 7. Press <ENTER> to continue with the receipt.
- 8. Once at the Extension Receipt screen, input the amount of time you are extending the agreement for (line 5).

```
1. Receipt #: Computer
2. Extension ( Mos 1 Wks Days)
3. (Due: Mon 08/29/05)
```

9. If everything is correct, answer Y to file. It will print on the receipt printer.

Petty Cash Receipt

- 1. From Menu 125 select option #5 for Petty Cash In/Out.
- 2. Press <ENTER> to continue with a Petty Cash receipt.
- 3. Either type in the petty cash code or press F1 to pick from a list.



- 4. Type in the name and address the money was paid to and press <ENTER>.
- 5. Enter a description of the receipt and press <ENTER>.
- 6. If a receipt given to the employee type the number in, if not press <ENTER> and it will take the default. Then, input the amount of petty cash tendered.

Note: for Petty Cash <u>Out</u> transactions do not put a "minus" sign in front of the amount. For Petty Cash <u>In</u> transactions you need to put a "minus" sign in front of the amount.

Petty Cash Out Receipt



7. Press "Y" to file.

Rental Agreement Procedures - Single Unit

- 1. From Menu 11, select #4, Rental Agreements.
- 2. Press <ENTER> to continue with inputting an agreement.
- 3. Select "P" for Primary or Package and press <ENTER>.

```
Rental Agreement

Enter Type ... P

(P)rimary or package, (L)oaner, (V)oid (RETURN) to exit
```

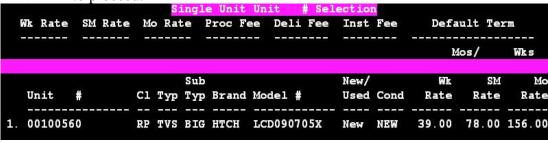
4. Input the delivery date or press <ENTER> for the current date.

```
Agreement (delivery) Date... ______ (RETURN) for 07/28/05
```

- 5. Answer No for 'Switching Out'.
- 6. Answer No for 'Paying Stolen'.
- 7. Press <ENTER> for a single unit agreement.

```
Package ... _____ (RETURN) if renting as single unit
```

8. Type the item number or press the F1 key to choose from a list of idle inventory. Press <ENTER> to proceed.



9. You will be prompted through changing the default weekly, semi-monthly, and monthly rates as well as the Processing, Delivery, and Installation Fees. If no change is needed simply press <ENTER> to accept the default values. A summary screen will then display, you can either update the rates here or press <ENTER> to proceed.



- 10. A screen similar to step 8 will re-appear. Press <ENTER> and then type "Y" to file the inventory.
- 11. The next screen will prompt you through adding an Accessory. Simply press <Enter> to proceed through this.
- 12. Enter either the full or partial last/first name of the customer and press <ENTER>. If the appropriate customer is not displayed then choose "C" to create and it will walk you through the steps of adding the customer into the system. If it does display the customer then select that line number and press <ENTER>.
- 13. Press the <ENTER> key to accept the default location.

```
3. Location ... _ (RETURN) for: M HIGH TOUCH
```

14. Select "A" to accept the waiver, or "D" to decline it. Press the <ENTER> key to accept the default waiver fees and IHC fee.

```
6. Waiver Fee ... A
(A)ccepted; (D)eclined
```

- 15. Press <ENTER> to accept the default Waiver Fee and In-Home Collection fees
- 16. Select the type of payment mode (Weekly, Biweekly, Semi-monthly, Monthly).

```
8. Payment Mode ... W_
(W)eekly; (B)iweekly; (S)emi-monthly; (M)onthly
```

17. Press <ENTER> to accept the default term for the item. Press <ENTER> again to accept the default Fair Market Value.

```
9. Payout Term ... Weeks

(RETURN) for 104 Weeks

(999) to enter payout date instead
```

- 18. Enter the amount of time the customer will pay on the first payment. (This will only print on the agreement, it will not charge the customer at this time or bind them to this.)
- 19. Press <ENTER> to accept the default Fair Market Value.

```
11. 1st Payment ... 1_ Wks __ Days

(RETURN) on all items to enter EXPIR DATE instead
```

20. If any free days or a rent adjustment is being given on the initial payment it can be adjusted now. If not press <ENTER> to proceed through the prompts.

```
Please enter any free days to be given on the initial payment.

Free days ... __ Days

(Cannot exceed 007 days)

Please enter any rent adjustment to be given on the initial payment.

Rent Adjustment ... _00____
```

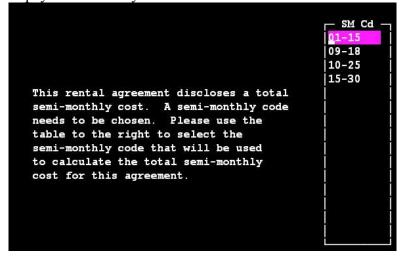
21. When the "Xref Rental #" question appears always press <ENTER> through it.

```
13. Xref Rental # ... ______ (RETURN) to ignore
```

22. If the agreement appears to be accurate then enter "Y" to file this agreement.

```
Rental Agreement
    Agreemnt Date: 07/28/05
1. Customer ... SMITH, JULIE S
                                              MCILAVIN, JASON
                1077 E 32ND STREET
                                      Apt:
                                                  Ph: (316) 652-7789
                DL #: KS7894258
                                     Expir Date:
                                                          Rt: 01
3. Location ... M 2020 N AMIDON
4. Inventory/Rates/Fees
5. Accessories/Rates
                                  8. Payment Mode ...
                                                         Weekly
                                      Semi-Mo Code ...
    Weekly Rate ...
                        $39.00
    Semi-Mo Rate ...
                        $78.00
                                  9. Payout Term ... 24 Mos (104
                                                                      Wks)
    Monthly Rate ...
                       $156.00
                                                         07/28/07
                                            Date ...
    Process Fee ...
                                 10. Fair Mkt Value ...
    Delivery Fee ...
                                                          $2,028.00
    Install Fee ...
                                 11. 1st Payment ...
                                                                1 Wks
                                                                 0 Days
                      Accepted
6. Waiver Fee ...
                                      Free days ...
  $2.93/Wk $5.85/SM $11.70/Mo
                                      Rent Adjustment ...
                                                               $.00
7. In-Home Coll Fee ... $5.00
                                      Amount Due ...
                                                             $41.93
    Ret. Check Fee ...
                        $20.00
                                 12. Expiration Date ... Thu 08/04/05
    Security Deposit ...
                                 13. Xref Rental # ...
   File rental agreement? (Y/N) Y_
```

23 Next a prompt to enter a semi monthly code will appear. Even if the customer is not going to pay semi monthly a code must be selected.

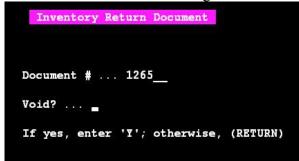


24 The agreement will now start to print. Once completed you will be asked to enter the customer's References now. This is different from the other personal references that was entered into the customers record earlier and is only used for marketing purposes.

```
Would you like to enter this customer's References now? (Y or N) _ (for marketing purposes only)
```

Return Transaction

- 1. From Menu 11 select #2 for Returns.
- 2. Press <ENTER> to continue with the return transaction.
- 3. Input the document number (can be any number, usually a hand receipt #) and press <ENTER>. Press <ENTER> again when it asks if it is a Void document.



- 4. Select 1 to search by Customer Name.
- 5. Input the partial last and first name of the customer.
- 6. It will display the customer information screen next. Press <ENTER> if it is the correct customer and then <ENTER> again to proceed through.
- 7. When the Rental Agreement Selection screen displays select the line # of the appropriate agreement.

```
Rental Agreement Selection
SMITH, JULIE S
MCILAVIN, JASON
1077 E 32ND STREET
                         Apt:
                                      Phone: (316) 652-7789
VICHITA
   Rental
                             Next Due
                                                           Sub
                                                       Typ Typ Brand Model #
     #
               St
                   Typ Pkg
                               Date
                                      Unit
                                                           ZUU ZUUUU UUSUU
  00100479
                                                       TVS BIG HTCH LCD090705X
               Pen PRI
                                      00100560
  00100260
               Act PRI TVVID 08/15/05 00100084
                                                                    SZ3520
                                                       TVS T35 SONY
   00100260A
               Act SEC TVVID 08/15/05 00100366
                                                       AVI DVD JVC
                                                                     CJ27F2
   00100450
                             08/22/05 00100467
                                                       APP DSH KENMO 125579
               Act PRI
```

8. Press <ENTER> to continue once the item is displayed on the screen.

```
SMITH, JULIE S
MCILAVIN, JASON
1077 E 32ND STREET
                         Apt:
                                      Phone: (316) 652-7789
VICHITA
ental
                            Next Due
                                                          Sub
        Status
                                     Unit
                                                     Typ Typ Brand Model #
 #
                 Typ Pkg
                              Date
00100260 Active
                 PRI TVVID 08/15/05 00100084
                                                      TVS T35 SONY
                                                                    SZ3520
00100260 Active
                 SEC TVVID 08/15/05 00100366
                                                      AVI DVD JVC
                        Correct unit(s)? (RETURN or N)
```

9. Type the return code or press F1 to select from a list.

1. Ret Reason ... A

10.

11. The free-time code should have a default so you can either press <ENTER> or pick from the F1 menu.

```
2. Free-Time Category ... U
```

12. A summary screen will display. If everything is correct press "Y" and then <ENTER> to file the return.



Transfer Process In/Out

- 1. From Menu 11, select # 6 for Transfers.
- 2. All diskette transfers must first have a formatted diskette. To do this select option # 10 from the Transfer Routines menu (116). You will be given two selections here, you must go through both selections to successfully format the diskette for transfer.

```
Format and Initialize Transfer Diskettes

Data diskettes must first be formatted, then initialized.

1. Format diskettes
2. Initialize diskettes for Transfer
3. Exit

Your selection please ...
```

3. To begin the transfer out process select #1 and proceed through the prompts. You will need to input the store number and location that the merchandise is going to.

```
Enter destination store # ... 002

Enter destination store name ... Derby______

Enter destination store address ...

OK? (RETURN or N) ____
```

4. Next, you will be asked what type of inventory will be transferred, Idle or On-Rent. Type the letter corresponding to the appropriate type and press <ENTER>. Then proceed through the prompts to queue the inventory up for transfer.

```
Destination ... HIGH TOUCH COMPANY STORE

002 Derby

Transfer-Out Document

Type of Transfer ... I

(I)dle inventory, (0)n-rent inventory
(RETURN) to exit
```

- 5. Once you are finished you will asked to copy this to diskette. Make sure the formatted diskette is in the drive and press <ENTER> through all of the prompts to copy it to the diskette.
- 6. If for some reason you choose not to copy it at this time, you can copy it to the diskette using option # 2 Copy to Diskette from menu 116.
- 7. If you are wanting to transfer merchandise into your system from another store, from menu 116 select # 4 Transfers In: Copy from Diskette.
- 8. You will be asked "Transfer inventory IN from diskette?. (RETURN or N).
- 9. You will then be instructed to insert the diskette for the transfer in process. Once again follow the instructions on the screen.

Receiving Merchandise (NEW)

- 1. From Menu 11 choose # 1 for Receivers (New Inventory Units)
- 2. You will now have five choices. Please select # 5 Manual Input

```
Receivers (New Inventory Units)

1. Electronic PO: Step 1 - Input/Update Receivers
2. Step 2 - Generate Approval Report
3. Step 3 - File Receivers

4. Regenerate Approved Receiving Document Report
5. Receivers - Manual Input

Please Enter a Line # ... 5 (RETURN) to exit
```

3. You will be asked if this inventory is coming to you from another store location. Typically the answer is NO here.

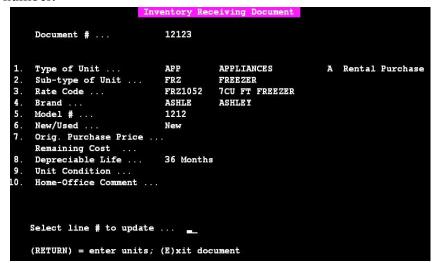
```
Is this merchandise coming to you from another

HIGH TOUCH COMPANY STORE

store or warehouse? (Y or N) N_
```

- 4. A document number is now required. This can be a bill of lading or a series of numbers designated by you for receiving purposes only.
- 5. You will be asked the TYPE of merchandise to be received. If you are not sure of the TYPE press the F1 key for a menu of choices.
- 6. Next, it will ask for the SUB-TYPE. Follow the same procedure as selecting the correct TYPE.
- 7. Then, you will be asked the BRAND of merchandise to be received. If you don't know hit
- 8. You will then be asked the MODEL # of the merchandise. If known <ENTER> here or press the F1 key.
- 9. You will now see *NEW/USED < Return> if New*, type U if receiving used merchandise.
- 10. You will then be asked the original cost. Type in the amount and press <ENTER>.
- 11. It will ask for depreciable life. Press <ENTER> to accept the default.
- 12. Unit condition- always <ENTER> here unless the unit has been damaged in shipping. You can make the notations on the receiving screen if damage was noted.
- 13. Next you will be given the opportunity to make any Home-Office Comments needed about this receiving transaction.

14. You will now be shown an Inventory Receiving Document summary screen. You now have the opportunity to make any changes that you need by selecting the corresponding line number.



15. If all of the information is correct hit return. You will be asked if you would like to receive a unit like this one (Y/N). Choose Y to receive the unit.

```
Receive a unit like this? (Y/N) Y_
```

16. The item / unit number will automatically be generated by the computer. It will also ask for you to input a serial number.

```
Unit # ... 00100592
Serial # ...
```

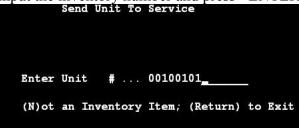
17. You will then be asked to file the inventory unit (Y/N). Select Y to file.

```
File inventory unit? (Y/N) Y
```

- 18. Next, you will be asked to receive a unit like this (Y/N). This allows you to receive multiple like items without having to enter all of the information again. Ex: If you have a shipment of six televisions with the same BRAND and MODEL number.
- 19. When all items are entered press (E) to exit the document.
- 20. A receiving document will now be in the print manager.

Service (To)

- 9. From Menu 118 select #1 To Service.
- 10. Press <ENTER> to proceed with the service transaction.
- 11. Input the inventory number and press <ENTER>.



12. Press <ENTER> to continue when it displays the inventory information.

```
00100101
Unit
Type:
                 TVS
                       TELEVISIONS
Sub-Type:
                 V19
                       19-20in TV/VCR COMBO
                 TOSHI TOSHIBA
Brand:
Model:
                 TTV1910
Serial #:
                 TTV19102
Inventory unit 00100101
                               is on-rent
Customer:
                 SEDLOCK, LORI M
Agreement #:
                 00100394
  Correct unit? (Return or N) _
```

- 13. Press <ENTER> at the Send Unit to Service screen.
- 14. Fill in the necessary lines to complete the service request
 - a. Line 1 = Description of the problem
 - b. Line 2 =Where the item will be repaired
 - c. Line 3 = "O" Out of house, "I" In-house
 - d. Line 4 = Memo

```
Send Unit To Service
Unit
       #: 00100101
                                               Serial #: TTV19102
                 TELEVISIONS
                                               Purch Date: 04/13/01
           TVS
Type:
                                               Orig Cost/Life: $195.00 / 36 Mos
Remain Cost/Life: $54.20 / 09 Mos
Sub-Type: V19
                 19-20in TV/VCR COMBO
           TOSHI TOSHIBA
Brand:
Model:
          TTV1910
                                               Condition:
 1. Problem Description ..... HOLE IN THE SCREEN
2. Where Serviced ...... JOHN'S APPLIANCE 3. Service Location Type ... 0 (Out-Of-House)
 4. Memo ..... WILL BE FIXED IN 2 WEEKS
 Select line # to update
 (Otherwise, Return)
```

15. Answer Y if the repair order is ready to be filed.

Service (From)

- 1. From Menu 118 select #2 From Service.
- 2. Press <ENTER> to proceed with the transaction.
- 3. Input the inventory number you want to bring in from service and press <ENTER>.



- 4. Press <ENTER> to continue when it displays the inventory information.
- 5. Fill in the necessary lines to receive the unit from service.
 - a. Line 1 = Memo
 - b. Line 2 = Cost of Parts
 - c. Line 3 = Cost of labor
 - d. Line 4 = Other cost (if any)

```
Receive Unit From Service
                       Repair Order #: H00100055
Unit Being Serviced
                           ... Unit
00100101
TTV19102
                           ... Serial # ...
TVS TELEVISIONS
                           ..... Type ..
V19 19-20in TV/VCR COMBO
                           ... Sub Type
TOSHI TOSHIBA
                           .... Brand
                           .. Purch Date
04/13/01
00100394
                           .... RA #
  Date From ..... 07/28/05
  Problem Description ..... HOLE IN THE SCREEN
  Where Serviced ..... JOHN'S APPLIANCE
  Service Location Type ... O (Out-Of-House)
  Memo ..... REPLACED THE SCREEN
2. Parts ...... 1500.00
  Labor ....
                           500.00
  Other .....
                                      Total ... 2000.00
Select line # to update
(Otherwise, Return)
```

8. Answer Y if the repair order is ready to be filed.

Closing Procedures

Backup to CD

- 1. At the main menu select #9 System Maintenance.
- 2. Select #1 Login: System Maintenance Facility (smf)
- 3. At the System Maintenance Master Menu select #1 Backup Routines
- 4. Select #2 CDRW Backup.
- 5. Once this is accessed follow the instructions on the screen. Please be sure to use the correct disc for that day!
- 6. When the backup has completed you will receive a message on the screen saying -Backup is complete- No errors encountered. Press <ENTER>.
- 7. This will reboot the system and you will be ready to continue with the remaining End of Day procedures.

Backup to Tape

- 1. At the main menu select #9 System Maintenance.
- 2. Select #1 Login: System Maintenance Facility (smf)
- 3. At the System Maintenance Master Menu select #1 Backup Routines
- 4. Select #1 Cartridge Tape Backup.
- 5. Once this is accessed follow the instructions on the screen. Please be sure to use the correct tape for that day!
- 6. When the backup has completed you will receive a message on the screen saying -Backup is complete- No errors encountered. Press ENTER.
- 7. This will reboot the system and you will be ready to continue with the remaining End of Day procedures.

Cash Drawer Audit

- 1. At the main menu select # 2 Receipts.
- 2. Now select # 9 for the Cash Drawer Audit.
- 3. You will then see some screens asking location and if you want to do the audit. <ENTER> through these screens. The next screen will give you two lines to choose from. 1. This CRT 2. All CRT's. Always select option #2 (All CRT's).
- 4. You will then be taken to the cash drawer audit screen. This screen will allow you to enter in the cash drawer beginning balance, credit totals and cash amounts. After the cash count has been entered you will receive a long/short difference.
- 5. You will then be prompted to file the receipt Y/N. This gives you the option of making any changes to the totals sheet.
- 6. After filing the receipt it will print to the receipt printer and ask if it printed OK.
- 7. The final screen will ask if the deposit is correct Y/N. If it is correct enter Y, if not enter N and you may re-enter the totals screen.

End Of Day Process

- 1. At the main menu select # 5 End-of-Day Process.
- 2. You will then see Begin EOD process (Return or N). Press <ENTER>.
- 3. You will then be prompted for the next business day. Key this in without a /. Example 092603.
- 4. It will then ask you for the day of week. Select the correct day by selecting the line number corresponding for that day. 1. Sunday 2. Monday etc..
- 5. A summary screen will now be show with the selections that you have made. If this is correct enter Y. If not, select N and key in the correct day and date.

- 6. Notes to Daily Report... Enter any messages that you may have for the manager to print on a daily report. Typically you will <ENTER> through this.
- 7. Auto print reports after EOD Y/N. Select Y.
- 8. It will then ask for paper size STD (Standard-Legal) or BLANK (letter). Select either one of these. Typically STD because there are more reports to print for this size.
- 9. Press return to continue with the EOD process.
- 10. When this is completed your system will be on the next days business.
- 11. Please be cautious on Sunday evenings. Make sure to put in the correct date and day.

Backup Verification

- 1. From Menu 19 select #1 Login: System Maintenance Facility (smf).
- 2. At the System Maintenance Master Menu select #5 Inquiries.
- 3. Choose option # 1 Date & Time of Last Data Backup.
- 4. This will display the current backup information. Press <ENTER> to exit out.

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Primary Hard Disk

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Backup Start: Thu Sep 15 08:18:13 CDT 2005

End: Thu Sep 15 08:50:32 CDT 2005

Verify Start: Thu Sep 15 08:50:32 CDT 2005

End: Thu Sep 15 09:21:54 CDT 2005

(RETURN)
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PIN SETUP

1. Assign PIN's for New Employees

Note: The employees initial PIN is their SSN. Used to assign new PIN's for the 1st time.

- a. Press F2
- b. Choose # 6 Assign Employee PIN
- c. Choose # 1 Change PIN
- d. Prompt: Enter Existing PIN (Enter in the employees SSN and Press <ENTER>)
- e. Prompt: PIN no longer valid please reassign (**Press <ENTER>**)
- f. Prompt: Enter SSN Identify yourself (Enter employees SSN and Press <ENTER>)
- g. Prompt: Enter new PIN (**Employee will enter in the PIN they wish to use**) Note: The PIN can be both letters and/or numbers, up to ten characters.
- h. Prompt: Enter new PIN for verification (Employee will Re-enter PIN)
- i. Prompt: PIN successfully changed (You are finished)

2. Temporarily Reassign a forgotten PIN

Note: Use to temporarily reassign a forgotten PIN if the Employee should forget his/hers.

This is usually done by the Manager or higher.

- a. Press F2
- b. Choose # 6 Assign Employee PIN
- c. Choose # 2 Reassign Forgotten PIN
- d. Prompt: Please enter your PIN (Enter your PIN, Not the employees)
- e. Select the employee from the list by choosing the appropriate line number
- f. Prompt: Enter new temporary PIN (Manager Enter a PIN of your choice)
- g. Prompt: Enter new PIN for verification (Manager will Re-enter PIN)
- h. Prompt: Employee must now change PIN before it becomes valid (Press <ENTER>)

3. Change PIN

Note: The Employee will perform this step.

Used by Employee after step #3 to create a new PIN if they have forgotten theirs. This Option may also be used by the Employee at any time they may need/wish to change their current PIN for any reason.

- a. Press F2
- b. Choose # 6 Assign Employee PIN
- c. Choose # 1 Change PIN
- d. Prompt: Enter Existing PIN (Employee enter temporary PIN assigned by Manager)
- e. Prompt: PIN no longer valid please reassign (**Press enter**)
- f. Prompt: Enter SSN Identify yourself (Employee enter SSN and Press <ENTER>)
- g. Prompt: Enter new PIN (Employee will enter in the PIN they wish to use)
- h. Prompt: Enter new PIN for verification (**Employee will Re-enter PIN**)
- i. Prompt: PIN successfully changed (You are finished)