



General Training Procedures PRO/Store

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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>.

```
Red Hat Linux release 7.2 (Enigma)
Kernel 2.4.20-18.7 on an i686

lnxho login: store
Password: █
```

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.

```
PRO/Store v14
Make sure ALPHA or CAPS LOCK is depressed for upper case. Then press RETURN. █
```

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

```
Please Enter Your PIN █
```

Receipts

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

```
Rental Payment Receipts

Current Business Day ... 07/28/05

1. By Customer Name
2. By Agreement Number

Your selection (RETURN to exit) ... 1
```

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.

```
Customer/Reference Selection
(Name = SMITH)

Name                Addr                Apt # Phone #
1. SMITH, JASON T    8014 E GILBERT          831-8125
2. SMITH, JOHN R     445 ROCK RD.           831-8888
3. SMITH, JOHN R     445 ROCK RD.           831-8888
4. SMITH, JULIE S    1077 E 32ND STREET      652-7789
   & MCILAVIN, JASON

Select record by line #; (R)etry search; (E)xit 4
```

- 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.

```

Customer
1. Personal Information ... Latest C/O: CASH SALE
   Name                SSN          DOB          Driver Lic.   Exp Date
   SMITH, JULIE S      515-77-7986 06/22/74    KS7894258
   MCILAVIN, JASON

2. Addr/Phone . 1077 E 32ND STREET          HOME (316)652-7789
   eMail..No          Apt          WORK (316)788-4487
   +Mail..No  WICHITA          KS 67225          CELL (316)210-7554

3. Employment Info . KAMCO                      09/02  H.O. ID HH0010000059
4. Map Code/Route ..          01
5. Tax Group .....          KS          First Rental ... 09/26/02
6. Accept Checks? ..          Yes          Last Update ... 06/15/04
7. Suspense .....          $.00          Personal Ref ... 2
8. Memo .....
9. Memo A .....
10. Memo B .....
11. Memo C .....
12. Cust Comment ....

Select line # to update; (P)ersonal References;
(D)emographics; (otherwise, RETURN) _

```

- Press Enter to continue with the receipt.

```

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

```

- 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)

```

- 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_

```

- 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.

```

(0)SMITH, JULIE S          Suspense: .00          (1)Rec:Computer
1077 E 32ND STREET      #          Route 01      Typ:Store
                          (316)652-7789 Ext  Tax KS      Pmt:Cash
** THIS IS NOT A RECEIPT! **
Current Time New Rent
RA Prod Due Date Purch Due Date Sus/Dep Waiver Fees Other Tax Total
(2) (3) (4) (5) (6) (7) (8) (9)
PKG TVVID Sa 07/30 Mo 08/15 80.00 80.00
-Club Fees (No membership for RA# 00100260 )
PRI APPDSH Mo 08/15 1Wk Mo 08/22 15.00 15.00
-Club Fees (No membership for RA# 00100450 )
                                          $ 95.00
0-9=Field RETURN=Down C=Change X/Z=Zero R=Reset Q=Quit Y=File Recept(s)
Agr# 00100260 Time Purchased: Press (C) to Change Months: ___
.00 SecDep Semi-Months: 1
Pay- 10.6 Wks Weeks: ___
out: 2.3 Mos Days: ___
Date: 10/12/05

```

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 Purchase Option Receipt

Enter rental # ... C_
(C)ustomer search; (RETURN) to exit
```

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

```
Customer/Reference Search

Enter partial last name ... SMITH_ - begins with
Enter partial first name ... J_
```

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.

```
Rental Agreement Selection

SMITH, JULIE S
MCILAVIN, JASON
1077 E 32ND STREET Apt: Phone: (316) 652-7789
WICHITA

Rental # St Typ Pkg Next Due Date Unit # Sub Typ Typ Brand Model #
-----
1. 00100260 Act PRI TVVID 08/15/05 00100084 TVS T35 SONY SZ3520
2. 00100260A Act SEC TVVID 08/15/05 00100366 AVI DVD JVC CJ27F2
3. 00100450 Act PRI 08/22/05 00100467 APP DSH KENMO 125579

Select rental by line #; (RETURN) to exit 3_
```

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          00100450 Single Primary  07/22/05 12.0 Mos
Rt 01                  00100467          APP DSH KENMO 125579

```

	Rate	Tax	Total	Payout/P-Opt Info	Current Info
Daily:	2.14		2.14	Date: 07/22/06	Due Date: Mon 08/22/05
Weekly:	15.00		15.00	Wks to: 47.7 Bot: 1.0	Days PD: Ext:
Semi-Mo:	30.00		30.00	Sms to: 22.0 Bot: 0.0	Days FT: 24
Monthly:	60.00		60.00	Mos to: 11.0 Bot: 0.0	
Early Opt:	374.25		374.25	Early Opt Basis: 389.25	Pay Mode: Weekly
Waiver:	Declined			Buyout Bal: 39.00	Tot Rent Pd: 15.00
Reinst Fee:	5.00		5.00	Mx Wk/Mo: 818.99	720.00
				Suspense:	.00

*** This is NOT a Receipt ***

```

1. Receipt #: Computer      4. 374.25 Purchase Option Amount
2. Type:      Store        5. _____ Suspense
3. Payment:   Cash         6. _____ Other Taxable ( )
                               7. _____ Other Non-taxable ( )
                               8. _____ Sales Tax Group: KS
                               374.25 Total
9. 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 correct, 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.

```
Customer Identification

1. Search Existing Customers
2. Enter Non-Existent Customer

Please make a selection ... 1

(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 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 #: GL20204
APP  APPLIANCES                 Purch Date: 04/13/01
REF  REFRIGERATOR              Orig Cost/Life:  $400.00 / 36 Mos
GE   GENERAL ELECTRIC          Remain Cost/Life: $111.10 / 09 Mos
GL2020                          Condition:

*** This is NOT a Receipt ***

1. Receipt #: Computer          4. 780.00 Cash Sale Amount (Fair Mkt: $780.00 )
2. Type: Store
3. Payment: Cash                6. _____ Other Taxable ( )
                                   7. _____ Other Non-Taxable ( )
                                   8. _____ Sales Tax Group: KS  N/A
                                   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>.

```
Rental Agreement Selection
SMITH, JULIE S
MCILAVIN, JASON
1077 E 32ND STREET      Apt:      Phone: (316) 652-7789
WICHITA

Rental          Next Due          Sub
#              Date      Unit #          Typ Typ Brand Model #
-----
1. 00100260    Act PRI TVVID 08/15/05 00100084    TVS T35 SONY SZ3520
2. 00100260A  Act SEC TVVID 08/15/05 00100366    AVI DVD JVC CJ27F2
3. 00100450    Act PRI      08/22/05 00100467    APP DSH KENMO 125579

Select rental by line #; (RETURN) to exit 3_
```

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.

```
Petty cash code ... VEHFUE_

(Petty cash code is required)
(RETURN to exit)
```

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 Out transactions do not put a “minus” sign in front of the amount. For Petty Cash In transactions you need to put a “minus” sign in front of the amount.

```
Petty Cash Out Receipt

Paid to: CONOCO
Address: 1221 AMIDON

Receipt Description: GAS

-----
1. Receipt #: Computer      2.    50.00  VEHFUE
                               Petty Cash Out (VEHICLE FUEL_____)
```

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)primary 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.

Single Unit Unit # Selection											
Wk Rate	SM Rate	Mo Rate	Proc Fee	Deli Fee	Inst Fee	Default Term					
						Mos/	Wks				
Unit #	Sub	CI Typ	Typ	Brand	Model #	New/Used	Cond	Wk Rate	SM Rate	Mo Rate	
1.	00100560	RP	TVS	BIG	HTCH	LCD090705X	New	NEW	39.00	78.00	156.00

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.

```

Rental Agreement Rates and Fees

1. Weekly Rate ... 39.00
2. Semi-Mo Rate ... 78.00
3. Monthly Rate ... 156.00

4. Process Fee ...
5. Delivery Fee ...
6. Install Fee ...
    
```

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)cccepted; (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_____

```


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.

```

Inventory Return Document

Document # ... 1265__

Void? ... 

If yes, enter 'Y'; otherwise, (RETURN)
    
```

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
WICHITA

  Rental          Next Due          Sub
  #              Date          Unit #          Typ Typ Brand Model #
  -----
1. 00100479      Pen PRI          / /          00100560      TVS BIG HTCH LCD090705X
2. 00100260      Act PRI TVVID 08/15/05 00100084      TVS T35 SONY SZ3520
3. 00100260A     Act SEC TVVID 08/15/05 00100366      AVI DVD JVC CJ27F2
4. 00100450      Act PRI          08/22/05 00100467      APP DSH KENMO 125579
    
```

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

```

              Return

SMITH, JULIE S
MCILAVIN, JASON
1077 E 32ND STREET      Apt:      Phone: (316) 652-7789
WICHITA

Rental          Next Due          Sub
#              Date          Unit #          Typ Typ Brand Model #
-----
00100260 Active  PRI TVVID 08/15/05 00100084      TVS T35 SONY SZ3520
00100260 Active  SEC TVVID 08/15/05 00100366      AVI DVD JVC CJ27F2

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.

```
Inventory Return Document
Document # ... 132
Unit # ... 00100084
Type: TVS TELEVISIONS
Sub-type: T35 35in TELEVISION
Brand: SONY SONY
Model #: SZ3520
Rental # ... 00100260
Primary TV/VIDEO PACKAGE Due: 08/15/05 Rt: 01
SMITH, JULIE S
MCILAVIN, JASON
1. Ret Reason ... A CAN'T AFFORD
2. Free-Time Category ... U RETURN
(Past Due: 18- Days; $102.78-)
File return? (Y/N) Y_
```


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, (O)n-rent inventory
(RETURN) to exit
```

5. Once you are finished you will be 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 F1.
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.

```
Inventory Receiving Document
Document # ...      12123

1. Type of Unit ...   APP      APPLIANCES      A Rental Purchase
2. Sub-type of Unit ... FRZ      FREEZER
3. Rate Code ...     FRZ1052  7CU FT FREEZER
4. Brand ...         ASHLE     ASHLEY
5. Model # ...       1212
6. New/Used ...      New
7. Orig. Purchase Price ...
   Remaining Cost ...
8. Depreciable Life ... 36 Months
9. Unit Condition ...
10. Home-Office Comment ...

Select line # to update ... _
(RETURN) = enter units; (E)xit document
```

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>.

```
Send Unit To Service

Enter Unit # ... 00100101_

(N)ot an Inventory Item; (Return) to Exit
```

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

```
Unit #: 00100101

Type: TVS TELEVISIONS
Sub-Type: V19 19-20in TV/VCR COMBO
Brand: TOSHI TOSHIBA
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
Type: TVS TELEVISIONS Purch Date: 04/13/01
Sub-Type: V19 19-20in TV/VCR COMBO Orig Cost/Life: $195.00 / 36 Mos
Brand: TOSHI TOSHIBA Remain Cost/Life: $54.20 / 09 Mos
Model: TTV1910 Condition:

1. Problem Description ..... HOLE IN THE SCREEN
2. Where Serviced ..... JOHN'S APPLIANCE
3. Service Location Type ... O (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>.

```
Receive Unit From Service

Unit # ... 00100101_

(RETURN) to enter Repair Order # instead
```

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      Loaner
00100101                ... Unit # ...
TTV19102                 ... Serial # ...
TVS TELEVISIONS         .... Type ....
V19 19-20in TV/VCR COMBO ... Sub Type ...
TOSHI TOSHIBA           .... Brand ....
04/13/01                .. Purch Date ..
00100394                .... RA # ....

Date To ..... 07/28/05
Date From ..... 07/28/05
Problem Description .... HOLE IN THE SCREEN

Where Serviced ..... JOHN'S APPLIANCE
Service Location Type ... O (Out-Of-House)
1. Memo ..... REPLACED THE SCREEN
2. Parts ..... 1500.00
3. Labor ..... 500.00
4. 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.

```
*****
Primary Hard Disk
*****
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) _
```

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**)

