

WORK ORDER

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Work Order Entry Programs
O/E VERSION 2000

1. Work Order Entry/Modification
2. Work Order Batch Print
3. Work Order Status Report
4. Open Work Orders Report

M. Return to Main Menu E. Exit to Monitor

Enter Selection:..

1.0 **WORK ORDER ENTRY/MODIFICATION:** create new work orders, estimates, make changes, modify existing work orders, list work orders, do work order history searches, item inquires, parts inquiry etc. There is file maintenance set-up that must be done before the work order entry can be done. Please see Accounts Receivable Manual, under Work Order File Maintenance for more detail.

WORK ORDER ENTRY/MODIFICATION:

When entering into Work Order entry the very first screen to appear is the following: (**Please Note:** some options may not show if you do not stop on those entries).

ORDER HEADER	
Customer # (1) Name: (2) Addr: (3) : (4) : Co (5) Phn#: (4 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority : (30) Customer P.O. : (31) Customer Complaint: (32) Sale Type : (33) Payment Terms :
(7) Order Type (8) Order Date (9) Entered By (10) Type:W/C (11) Chargeabl (12) Warranty (13) Technicia (14) Labor Rat (15) W/O Statu (16) Rec Metho (17) Comments (18) Direction	Customer:..... <hr/> <CR> Work Order <F1> Estimate <F2> Change An Order <F3> Find An Order <F4> Customer Inquiry <F5> Cash Drawer <F6> List Orders <F7> Item Inquiry <F8> Price File Inquiry <F9> Work Order History <F10> Archive Warranty Claims <F11> Time Clock <ESC> Exit W/O <HOME> Options

1.1 **<CR> Work Order:** To begin a new work order enter the customer number, or their phone #, address, name, and press the **<ENTER>** key; at this point if the customer has any comments, or is over their credit limit, or is even past due, you will see a screen similar to the following:

```

ORDER HEADER
( 1) Name (19) Item Number :
( 2)      (20) :
(
( Customer # 100 (A & C LANDSCAPING)
(
( WARNING !!!
(
(
( This Customer Is Over Their Credit Limit!
( This Customer Has $86,018.97 Over 45 Days Old!
(
(
( Are you sure you want to Add this Order?
( Enter (Y)es, or <ESC> to Exit:.
(
(

```

The work order default entries and the cursor stops can be setup by typing in RWODEF at the monitor (i.e.: RWODEF) and following the instructions listed on the <HOME> Screen.

WORK ORDER

ORDER HEADER	
Customer # 100	(19) Item Number :
(1) Name: A & C LANDSCAPING	(20) :
(2) Addr: 8980-A Route 108	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) : Columbia ,Md	(23) Serial # 2 :
(5) Phn#: (410) 997-6777	(24) Equip/Engine :
(6) Fax#:	(25) Tag Number :
(7) Order Type : WORK ORDER	(26) Condition :
(8) Order Date : 04/12/01	(27) Purchase Date :
(9) Entered By :	(28) Promised Date :
(10) Type:W/C REPAIRS	(29) Priority :
(11) Chargeable To :CUSTOMER	(30) Customer P.O. :
(12) Warranty :NONE	(31) Customer Complaint:
(13) Technician :	:
(14) Labor Rate :	ms :
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	

Work Order Types

1= Work Order
2= Estimate
3= Invoice

Enter Code or <ESC> to Exit

ORDER TYPE: can be preset to specific type of order, or enter <E> for an Estimate, <W> for Work Order, <I> for Invoice, or enter ? and select 1,2 or 3 from the Work Order Type selection box.

ORDER DATE: preset to default to the system date, or any other date can be manually entered.

ENTERED BY: can be preset by default, or enter two initials of person entering.

ORDER HEADER

<p>Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-6777 (6) Fax#:</p>	<p style="text-align: center;">Work Order Types List</p> <p>1) NEW EQUIPMENT SETUP 2) W/C REPAIRS 3) FILL NEUTRALIZER 4) IN HOUSE REPAIR 5) HWH REPLACEMENT 6) KIT INSTALLATION 7) RE-REPAIR 8) FACTORY SUPORT 9) CONSIGNMENT 10) DAMAGED MERCHANDISE 11) ON-SITE REPAIR 12) FACTORY REPAIR/WARRANTY 13) ESTIMATE FOR REPAIR</p>
<p>(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUSTOMER (12) Warranty :NONE (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :</p>	<p>Enter Line# or <ESC> to Exit:</p>

TYPE: can be set to default to specific type, or if entry is required can be selected from list that was built in Work Order File Maintenance/Work Order Type File. Selecting certain types will also insert the entries for Chargeable-To, Labor Rate, and Taxable. The type selected will also print as a heading on your Work Order. (See sample Work Order below).

<p>W O R K O R D E R</p> <p>PROCOM SOLUTIONS, INC. 8980-A ROUTE 108 OAKLAND CENTER COLUMBIA, MD 21045 (410)997-6777</p> <p>DAMAGED MERCHANDISE</p>		
<p>---Customer Information---</p> <p># 00163 OAKRIDGE MEADOW VALLEY 1234 SPRING VALLEY ROAD SUITE 1234 BLDG #404 W WEST LANSING, MI 45678 (303) 456-7899</p>	<p>-----Equipment Information-----</p> <p>Item Number : JDTRACTOR Description : JOHN DEERE TRACTOR Serial #1 : Serial #2 : Manufacturer: JOHN DEERE Tag number : 2738 Condition : AVERAGE Hour Meter : 0.0</p>	<p>-----Order Information-----</p> <p>Order Date : 04/29/99 Promised Date: 01/01/00 Priority Code: 02 Entered By : Rec Method : CUST PICKUP Customer P.O.: Sale Type : CASH SALE</p>
<p>-----Service Information-----</p> <p>Status : NOT STARTED YET Type : DAMAGED MERCHANDISE Chargeable To: INVENTORY Technician : JS JOHN SMITH Labor Rate : Standard Cost</p>		
<p>-----Comments-----</p>		

ORDER HEADER

Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-6777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date :
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUSTOMER (12) Warranty :NONE (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	<p style="text-align: center;">Chargeable Options List</p> <p>1) CUSTOMER 2) INVENTORY 3) SALES 4) ELECTRONIC DEPT. 5) SALES DEPARTMENT 6) SERVICE DEPARTMENT 7) CURRENCY CENTER</p>
Enter Code or <ESC> to Exit:	

CHARGEABLE TO: can be set to default to specific entry, entered by selecting certain Work Order Types, or entered from a list built in Work Order File Maintenance/Work Order Charge-To Description File. This will effect whether the customer is billed, or inventory is billed. When inventory is billed, the item in line 19 must be in your inventory along with its serial number. Once updated the costs associated with the work order are added to the cost of the item.

NOTE: If cursor is set stop at a specific line, then the selection lists/boxes appear on screen, or if you select the line, then enter a ? and press <ENTER>.

ORDER HEADER

Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-6777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority :
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUSTOMER (12) Warranty :NONE (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	<p style="text-align: center;">Warranty Options List</p> <p>F = Full Warranty N = No Warranty P = Partial Warranty</p>
Enter Code or <ESC> to Exit:	

WARRANTY: entered from preset default, or selected from Warranty Options List. The selection here will determine how items and Labor will be charged out. For a Full, or Partial Warranty to be selected, Chargeable must be to customer.

ORDER HEADER

Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-6777 (6) Fax#:	(19) Item Number : <table border="1"> <tr> <th colspan="2">Technician File List</th> </tr> <tr> <td>1)</td> <td>JS JOHN SMITH</td> </tr> <tr> <td>2)</td> <td>WC WILL CLARK</td> </tr> <tr> <td>3)</td> <td>CJ CHARLES JOHNSON</td> </tr> </table>	Technician File List		1)	JS JOHN SMITH	2)	WC WILL CLARK	3)	CJ CHARLES JOHNSON
Technician File List									
1)	JS JOHN SMITH								
2)	WC WILL CLARK								
3)	CJ CHARLES JOHNSON								
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUSTOMER (12) Warranty :NONE (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	Enter Line # or <ESC> to Exit:..								

TECHNICIAN: preset to certain technician by default, or can be selected from Technician File List, built in Work Order File Maintenance/Technician Master file.

ORDER HEADER

Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-6777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority :								
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUSTOMER (12) Warranty :NONE (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	<table border="1"> <tr> <th colspan="2">Labor Rate Options List</th> </tr> <tr> <td>P=Premium</td> <td></td> </tr> <tr> <td>N=Normal</td> <td></td> </tr> <tr> <td>S=Standard Cost</td> <td></td> </tr> </table>	Labor Rate Options List		P=Premium		N=Normal		S=Standard Cost	
Labor Rate Options List									
P=Premium									
N=Normal									
S=Standard Cost									
	Enter Code or <ESC> to Exit:								

LABOR RATE: preset to default to specific rate, entered from selected Work Order Type, or selected from Labor Rate options list. Will refer to this rate on the Technician Info page.

ORDER HEADER

Customer # 100		WORK ORDER STATUS LIST	
(1) Name: A & C LANDSCAP		1) COMPLETED AWAITING PICKUP - NO DELIVERY	
(2) Addr: 8980-A Route 1		2) COMPLETED AWAITING PICKUP - NO DELIVERY	
(3) :		3) COMPLETED AWAITING PICKUP - CUST CALLED	
(4) : Columbia ,		4) COMPLETED AWAITING PICKUP - DELIVERY	
(5) Phn#: (410) 997-6777		5) AWAITING PARTS- NO LONGER AVAILABLE	
(6) Fax#:		6) AWAITING PARTS - FACTORY BACKORDERED	
(7) Order Type : WORK		7) RELEASED TO INVENTORY	
(8) Order Date : 04/1		8) NOT STARTED YET	
(9) Entered By :		9) AT FACTORY	
(10) Type:W/C REPAIRS		10)NOT SERVICEABLE - BEYOND REPAIR	
(11) Chargeable To :CUSTO		11)NOT SERVICEABLE - EXCESSIVE COST/REPAIR	
(12) Warranty :NONE		12)PERCENT COMPLETED	
(13) Technician :		13)SERVICE SCHEDULE	
(14) Labor Rate :		14)ADVANCE RETURN TO FACTORY	
(15) W/O Status :		15)WAITING TO BE PICKED UP	
(16) Rec Method :		16)MACHINE HAS BEEN PICKED UP	
(17) Comments :			
(18) Directions :			
		Enter Line# or <ESC> to Exit:..	

WORK ORDER STATUS: can be preset to default to a specific status, or selected from the Work Order Status List. This is built in the Work Order File Maintenance/Work Order Status File.

NOTE: A work order may be started under any status, but to complete a work order, and change it into an invoice you must change the status to one that is coded in the master file to be allowed to be completed. Also, once status is changed to completed the ticket cannot be changed.

ORDER HEADER

Customer # 100		Received Method List	
(1) Name: A & C LANDSCAPING		1) UPS GROUND	
(2) Addr: 8980-A Route 108		2) CUST PICKUP	
(3) :		3) UPS - REGULAR	
(4) : Columbia ,Md		4) UPS - BLUE	
(5) Phn#: (410) 997-6777		5) UPS - RED	
(6) Fax#:		6) FED EXPRESS	
(7) Order Type : WORK ORDER		7) YELLOW FREIGHT	
(8) Order Date : 04/12/01		8) ST. JOHNSBURY	
(9) Entered By :		9) AIR MAIL	
(10) Type:W/C REPAIRS		10) UPS - DIRECT	
(11) Chargeable To :CUSTOMER		11) DRIP SHIP	
(12) Warranty :NONE		12) OUR TRUCK	
(13) Technician :		13) OTHERS	
(14) Labor Rate :			
(15) W/O Status :			
(16) Rec Method :			
(17) Comments :			
(18) Directions :			
		Enter Line# or <ESC> to Exit:....	

REC. METHOD: preset through default, entered manually, or selected from Received in Work Order File Maintenance/Methods List. This list built in File Maintenance/Ship - Via/Shipping Charge File.

ORDER HEADER

Customer # 100	(19) Item Number :
(1) Name: A & C LANDSCAPING	(20) :
(2) Addr: 8980-A Route 108	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) : Columbia ,Md	(23) Serial # 2 :
(5) Phn#	(24) Equip/Engine :
(6) Fax#	
Work Order Comments	
(7) Order (1)	
(8) Order (2)	
(9) Enter (3)	
(10) Type (4)	
(11) Char (5)	
(12) Warr (6)	
(13) Tech (7)	
(14) Labo (8)	
(15) W/O (9)	
(16) Rec (10)	
(17) Com	
(18) Dire	

Enter Line# to Change or <ESC>:

COMMENTS: free-form area to enter in any comments, messages, etc. First 6 lines print on work order. (See following screen).

W O R K O R D E R

PROCOM SOLUTIONS, INC.
 8980-A ROUTE 108
 OAKLAND CENTER
 COLUMBIA, MD 21045
 (410)997-6777

W/C REPAIRS

----Customer Information----	----Equipment Information----	----Order Information----
# 00163	Item Number : MISC	Order Date : 05/04/99
OAKRIDGE MEADOW RIDGE VALLEY	Description : MISCELLANEOUS	Promised Date: 00/00/00
1234 SPRING VALLEY ROAD	Serial #1 :	Priority Code: 00
SUITE 1234 BLDG #404 W	Serial #2 :	Entered By :
WEST LANSING, MI 45678	Manufacturer:	Rec Method : CUST PICKUP
(303)456-7899	Tag Number :	Customer P.O.:
	Condition : AVERAGE	Sale Type : CHARGE SALE
	Hour Meter : 0.0	
-----Service Information-----	-----Comments-----	
Status : NOT STARTED YET	CUSTOMER HAS PROBLEMS WITH THE MOWER LEAKING OIL	
Type : W/C REPAIRS	HAS HAD ALL THE GASKETS AND SEAL REPLACED	
Chargeable To: CUSTOMER	BY US OVER THE LAST 6 MONTHS	
Technician : JS JOHN SMITH		
Labor Rate : Normal		

ORDER HEADER

Customer # 100	(19) Item Number :
(1) Name: A & C LANDSCAPING	(20) :
(2) Addr: 8980-A Route 108	
(3) :	
(4) :	
(5) Phn#: (1)	
(6) Fax#: (2)	
(7) Order (4)	
(8) Order (5)	
(9) Enter (6)	
(10) Type: (7)	
(11) Charge (8)	
(12) Warrant (9)	
(13) Techn (10)	
(14) Labor :	
(15) W/O S	Enter Line# to Change or <ESC>:
(16) Rec M	
(17) Comm	
(18) Directions :	

DIRECTIONS: 10 lines for freelance entry, or if directions have been stored in the Customer Master file will print those. Prints on work order receipt also.

ORDER HEADER

Customer # 100	(19) Item Number :
(1) Name: A & C LANDSCAPING	(20) :
(2) Addr: 8980-A Route 108	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) : Columbia ,Md	(23) Serial # 2 :
(5) Phn#: (410) 997-6777	(24) Equip/Engine :
(6) Fax#:	(25) Tag Number :
(7) Order Type : WORK ORDER	(26) Condition :
(8) Order Date : 04/12/01	(27) Purchase Date :
(9) Entered By :	(28) Promised Date :
(10) Type:W/C REPAIRS	(29) Priority :
(11) Chargeable To :CUSTOMER	(30) Customer P.O. :
(12) Warranty :NONE	(31) Customer Complaint:
(13) Technician :	(32) Sale Type :
(14) Labor Rate :	(33) Payment Terms :
(15) W/O Status :	
(16) Rec Method	
(17) Comments	
(18) Directions	Item # or <ENTER> for All:.....

ITEM NUMBER: must be manually entered for each Work Order. Enter the item number, or can be selected from ? Item Number for search of items, entering the UPC code, pressing <F1> to do a work order history search, or by pressing <F2> to display items sold to this customer. The "?" search will give the above selection screen. This selection gives the above screen. Pressing <ENTER> here for ALL gives the following example.

Customer: 00100 A & C LANDSCAPING		Item: All Item Numbers			
Ln#	Item Number	Description	Serial #1	Date	Inv No.
1	AS251692	12" WALK BEHIND MOWER	10210251	11/05/97	001181
2	JDTRACTOR	JOHN DEERE TRACTOR	150-65-101	11/05/97	001182
3	KBTRACTOR	KUBOTA TRACTOR	500900	04/15/97	001046
4	KBTRACTOR	KUBOTA TRACTOR	500100	04/15/97	001048
5	KBG6854	TRIMMER W/ATTACHMENT	678	10/21/98	001650
(End-of-List)					

Enter Command, <HOME>, or <ESC> to Exit:.....					

This search will be for this customer only. Select the line number of the item to put onto this work order, which enters the item #, description, and serial number. If this is a new item that is currently not built in your inventory master file you may add the item here if your system is set to allow you to build an item on the fly. The same screen will be displayed when pressing <F1> work order history, but the items displayed will be items that have been worked on for this customer. Pressing <F2> will have the same screen set up, but will list items bought by this customer.

ORDER HEADER	
Manufacturer File List (1) AEROQUIP COMPANY (2) AGRI-FAB INC. (3) AIMCO PRODUCT (DRUM) (4) AIMCO PRODUCT (JOBBER) (5) AIMCO PRODUCTS (NET) (6) ALADDIN BLADES (7) ALADDIN BLADES - DIST (8) ARIENS COMPANY (9) BALDWIN FILTERS (10) BENJAMIN MOORE & CO. (11) BILLYGOAT, INC. (12) BLACK AND DECKER (13) BLACKSMITH DISTRIBUTING (14) BOBCAT (15) BRADLEY CALDWELL - LG	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority : (30) Customer P.O. : (31) Customer Complaint: (32) Sale Type : (33) Payment Terms :
Enter Line# or <ESC> to Exit:...	

MANUFACTURER: no default for this entry. Pre-entered if item number selected has manufacturer filled in in the Inventory Master File p.3.; or selected from Manufacturer File List, built in Work Order File Maintenance/Manufacturer Master File.

ORDER HEADER

Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-6777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority : (30) Customer P.O. : (31) Customer Complaint: (32) Sale Type : (33) Payment Terms :
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUSTOMER (12) Warranty :NONE (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method (17) Comments (18) Directions	Serial # or <ENTER> for All:.....

SERIAL NUMBER: no default, pre-entered if item # was selected from History Search/Sold Search and had serial # attached. Can be manually entered, or selected from Serial Number search. Pressing <ENTER> will search for serial numbers for only item selected in #19, (see example) for the selected customer. Pressing <F1> will display all worked on serial numbers for this item, and pressing <F2> will display sold serial numbers.

ORDER HEADER

Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-6777 (6) Fax#:	SERIAL NUMBER INQUIRY			
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUSTOMER (12) Warranty :NONE (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method (17) Comments (18) Directions	Serial #1	Serial #2	Customer #	Cost
	1021021	23112211		1754.89
	1095678	06577789		1855.90
	Enter <ENTER> to End:....			

Pressing the <F1> will display this box of worked on serial numbers.

Customer:		Item:		
Ln#	Serial #1	Serial # 2	Date	Inv No
01	3456778	908798	11/12/04	789008
02	6519007	436890	02/10/05	975679

Enter Command, <HOME>, or <ESC> to Exit:

Pressing the <F2> key will display a box listing sold serial numbers.

Customer:		Item:			
Ln#	Item Number	Description	Serial #1	Date	Inv No
1	JD1000	JOHN DEERE TRACTOR	150-65-102	11/15/05	786555

Enter Command, <HOME>, or <ESC> to Exit:

Press <HOME> to display more information.

Command List

To select a Record:
Enter the corresponding line number or,
Press <ENTER> to select the highlighted Record.
Press <DOWN-ARROW> to move the selection line down a line.
Press <UP-ARROW> to move the selection line up a line.
Enter 'N' to display the next screen of Records.
Enter 'P' to display the previous screen of Records.
Enter 'E' or press <ESC> to exit the Listing Screen.
Enter 'I99" where 99 is the corresponding line number
to display a more detailed screen for that record.
Press <ENTER> To Continue

ORDER HEADER

Customer # 100		(19) Item Number :
(1) Name: A & C LANDSCAPING		(20) :
(2) Addr: 8980-A Route 108		(21) Manufacturer :
(3) :		(22) Serial # 1 :
(4) : Columbia ,Md		(23) Serial # 2 :
(5) Phn#: (410) 997-6777		
(6) Fax#:		
Equipment/Engine Information		
(7) Order Type	(1) Equipment Model # :	
(8) Order Date	(2) Equipment Serial # :	
(9) Entered By	(3) Equipment Date Code :	
(10) Type:W/C REPAIRS	(4) Engine Model # :	
(11) Chargeable	(5) Engine Type # :	
(12) Warranty	(6) Engine Date Code :	
(13) Technician	(7) Hour Meter : 0.0	
(14) Labor Rate		
(15) W/O Status		
(16) Rec Method		
(17) Comments		
(18) Directions		
Enter Line # to Modify or <ESC>:		

EQUIP/ENGINE: no default, enter ?, and press <ENTER> to enter information which when entered here will show up if you are using Warranty Claim Form. If these fields are filled in, the word -ENTERED- will appear in the Equip/Engine field, otherwise -NONE- will appear.

TAG NUMBER: can be preset by default, manually entered, or left blank. **NOTE: IF YOUR CUSTOMERS ARE SET TO USE TAG NUMBER IN PLACE OF INVOICE NUMBER THIS FIELD CANNOT BE BLANK.** This is one of the fields that can be searched by in Work Order History, and is a field that can be used to find the order. This will print on the work order.

ORDER HEADER

Customer # 100		(19) Item Number :
(1) Name: A & C LANDSCAPING		(20) :
(2) Addr: 8980-A Route 108		(21) Manufacturer :
(3) :		(22) Serial # 1 :
(4) : Columbia ,Md		(23) Serial # 2 :
(5) Phn#: (410) 997-6777		(24) Equip/Engine :
(6) Fax#:		(25) Tag Number :
		(26) Condition :
(7) Order Type : WORK ORDER		
(8) Order Date : 04/11		
(9) Entered By :		
(10) Type:W/C REPAIRS		
(11) Chargeable To :CUSTO		
(12) Warranty :NONE		
(13) Technician :		
(14) Labor Rate :		
(15) W/O Status :		
(16) Rec Method :		
(17) Comments :		
(18) Directions :		
Condition Options List		
1) GOOD		
2) EXCELLENT		
3) AVERAGE		
4) POOR		
5) DAMAGED		
6) UNKNOWN		
Enter Code or <ESC> to Exit:		

CONDITION: preset by default, or selected from Condition Options List.

PURCHASE DATE: no default, manually entered.

PROMISED DATE: can be manually entered, or enter a number that will calculate the date automatically, or leave blank (i.e. enter 10 and date will be calculated ten days from order date. Various work order reports use this field to sort by, and also as a date range in various other reports.

PRIORITY: preset by default, or entered manually. Various work order reports also use this field along with Promised Date to sort by, i.e. Work Order Status Report/Work Order Open Orders.

CUSTOMER P.O.: preset by default, or entered manually up to 5 characters. This field can be used to find this order.

C u s t o m e r C o m p l a i n t s	
(1)	
(2)	
(3)	
(4)	
(5)	
(6)	
(7)	
(8)	
(9)	
(10)	
(11)	
(12)	
(13)	
(14)	
(15)	
(16)	
(17)	
(18)	
(19)	
(20)	
Enter Customer Complaints or <ESC>:...	

CUSTOMER COMPLAINTS: 20 lines where you can enter any complaints. Standard complaints can be entered by selecting a line #, and making a selection off the Customer Problem/Complaint List, (see next screen), or they may be manually entered. This list is built in Work Order File Maintenance/Customer Complaint/Problem File. If this field has information filled in, the word - ENTERED - will appear in the Customer Complaint field, otherwise - NONE- will appear.

Note: Work Order form will print only the first 3 lines.

(1) (2) (3) (4) (5) (6) (7) (8) (9) (10) (11) (12) (13) (14) (15) (16) (17) (18) (19) (20)	Customer Problems Complaint File																														
	<table border="1"> <thead> <tr> <th>L#</th> <th>Code</th> <th>Description</th> </tr> </thead> <tbody> <tr><td>1)</td><td>DEAD</td><td>DEAD MACHINE</td></tr> <tr><td>2)</td><td>DHTC</td><td>DOOR HARD TO CLOSE</td></tr> <tr><td>3)</td><td>FREEZE</td><td>FREEZING UP</td></tr> <tr><td>4)</td><td>MILK</td><td>COLUMN 1 SELECT</td></tr> <tr><td>5)</td><td>NOCHNG</td><td>WILL NOT GIVE CHANGE</td></tr> <tr><td>6)</td><td>OFO</td><td>OUT OF ORDER</td></tr> <tr><td>7)</td><td>WTB</td><td>WON'T TAKE BILLS</td></tr> <tr><td>8)</td><td>RM</td><td>REJECTS DOLLARS</td></tr> <tr><td>9)</td><td>XX</td><td>OTHER</td></tr> </tbody> </table>	L#	Code	Description	1)	DEAD	DEAD MACHINE	2)	DHTC	DOOR HARD TO CLOSE	3)	FREEZE	FREEZING UP	4)	MILK	COLUMN 1 SELECT	5)	NOCHNG	WILL NOT GIVE CHANGE	6)	OFO	OUT OF ORDER	7)	WTB	WON'T TAKE BILLS	8)	RM	REJECTS DOLLARS	9)	XX	OTHER
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Enter Customer Complaint or <ESC>:...																															

ORDER HEADER	
Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-67777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority : (30) Customer P.O. : (31) Customer Complaint: (32) Sale Type : (33) Payment Terms :
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By :	
Sale Type Option List C=Cash Sale CH=Charge Sale	
Enter Code or <ESC> to Exit:..	

SALE TYPE: this field and Payment Terms are filled in based upon whether in the Customer Master File Charge Sales are allowed and what their terms are. If you choose to stop at this field, the Sale Type Option list box will appear, however, if the customer has charge sales in Master File set to "N", the CH selection will not be allowed. This field and payment terms also will not allow an entry if the work order type selected is not set in Work Order Type File to be chargeable to customer. You may turn a charge sale into a cash sale if you choose to no matter what the customer's terms are in the master file.

Payment Terms		ORDER HEADER	
((1) CASH	(19) Item Number :	
((2) COD	(20) :	
((3) 30 DAYS	(21) Manufacturer :	
((4) 60 DAYS	(22) Serial # 1 :	
((5) 90 DAYS	(23) Serial # 2 :	
((6) ONE YEAR	(24) Equip/Engine :	
((7) NET 10 DAYS	(25) Tag Number :	
((8) FARM SUPPLY	(26) Condition :	
((9) NET 30/60/90	(27) Purchase Date :	
((10) 10th of MON	(28) Promised Date :	
((11) 26th/1 YEAR	(29) Priority :	
((12) TERM 12	(30) Customer P.O. :	
((13) TERM 13	(31) Customer Complaint:	
((14) TERM 14	(32) Sales Type :	
((15) TERM 16	(33) Payment Terms :	
((16) TERM 17		
((17) TERM 18		
Enter Line#, or <ESC> to Exit:..			

PAYMENT TERMS: preset from entry in Customer Master File. If you choose to stop at this entry the Payment Terms List appears. If sales type is cash, system will not allow a payment selection for a charge sale, and vice versa.

<HOME>

While on the Work Order Header page, and **<HOME>** is pressed the following commands appear:
 Note: Depending upon your system setup the F keys may be different, please look for the description:

ORDER HEADER	
Customer # 100	Enter Command:.....
(1) Name: A & C	
(2) Addr: 8980-A Route 108	<CR> Exit this Command Screen. <F1> Change/Display Customer Bill-To [B] <F2> Change the Customer Account Number [CC] <F3> Change the Authorization Name [CA] <F4> Change the Order Price Level [L] <F5> Change Sales/Warehouse Location [LC] <F6> Reprice the Current Order [P] <F7> Print a Work Order Receipt [PR] <F8> Search Product Movement File [S] <F9> Delete this Work Order [DELETE] <F10> Complete the Work Order [F] <F11> Change Customer Ship-To Address [SH] <F12> Warranty Information Screen [W] Work Order Print Flag [PF] Change Order Sales/Labor Tax Flags [T] <ESC> Exit this Work Order [X]
(3) :	
(4) : Columbia, Md	
(5) Phn#: (410) 997-6777	
(6) Fax#:	
(7) Order Type : WORK ORDER	
(8) Order Date : 04/12/01	
(9) Entered By :	
(10) Type:W/C REPAIRS	
(11) Chargeable To :C	
(12) Warranty :N	
(13) Technician :	
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	

<CR> EXIT THIS COMMAND SCREEN: exits this screen.

<F1> CHANGE/DISPLAY CUSTOMER BILL-TO: displays customers Bill-To as set in Customer Master File, or allows you to choose a customer to bill the work to by entering the customer number, if known, or '?' search will allow you to search for a customer. When you use a bill-to customer all the work order history of the work performed, parts and labor stays with the original customer number that the work order is started under, and the bill that is owed to your company goes onto your A/R under the bill-to customer number.

ORDER HEADER	
Customer # 100	(19) Item Number :
(1) Name: A & C LANDSCAPING	(20) :
(2) Addr: 8980-A Route 108	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) : Columbia, Md	(23) Serial # 2 :
(5) Phn#: (410) 997-6777	(24) Equip/Engine :
(6) Fax#:	(25) Tag Number :
(7) Order Type : WORK ORDER	(26) Condition :
(8) Order Date : 04/12/01	(27) Purchase Date :
(9) Entered By :	(28) Promised Date :
(10) Type:W/C REPAIRS	(29) Priority :
(11) Chargeable To :C	(30) Customer P.O. :
(12) Warranty :N	Customer Bill-To Number
(13) Technician :	Bill-To: 163 (Oak Ridge)
(14) Labor Rate :	New Bill-To or <ESC>:.....
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	

<F2> CHANGE THE CUSTOMER ACCOUNT NUMBER [CC]: Enter the customer number you wish to change order to. Press **<ENTER>**. This will take all the fields entered, and move them under a new customer for the work order.

ORDER HEADER	
Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-6777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority : (30) Customer P.O. : (31) Customer Complaint: (32) Sale Type :
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUSTOMER (12) Warranty :NONE (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : Enter Customer# or <ENTER>:..... (17) Comments : (18) Directions :	

ORDER HEADER	
Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-6777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority : (30) Customer P.O. :
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUSTOMER (12) Warranty : (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	Customer:163 (OAKRIDGE MEADOW VALLEY) Is This the Correct Customer (Y/N) ?

Answer the question **<Y>** and press **<ENTER>** and the customer is changed.

<F3> CHANGE THE AUTHORIZATION NAME: select the new authorization name from the displayed list,

or enter the new signing persons name and press <ENTER>.

ORDER HEADER

Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-67777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority : (30) Customer P.O. : (31) Customer Complaint: (32) Sale Type :
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUSTOMER (12) Warranty :NONE (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	Name: Enter the Signing Persons Name or <ESC>

Customer # 100 (1) Name: A & C (2) Addr: 8980-A (3) : (4) : Columb (5) Phn#: (410) (6) Fax#:	Authorization List 1) Tom Riddle 2) Rita Skeeter
(7) Order Type (8) Order Date (9) Entered By (10) Type:W/C REP (11) Chargeable T (12) Warranty (13) Technician (14) Labor Rate (15) W/O Status (16) Rec Method (17) Comments (18) Directions	----- Enter Line# or <ESC>:

<F4> CHANGE THE ORDER PRICE LEVEL: enter new price level that work order will be priced at.

Then you will press <F5> for reprice order.

ORDER HEADER	
Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-67777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority :
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To (12) Warranty (13) Technician (14) Labor Rate (15) W/O Status (16) Rec Method (17) Comments (18) Directions	Current Price Level is : 1 Enter New Price Level :__ Press <ENTER> to Continue:

<F5> CHANGE SALES/WAREHOUSE LOCATION [LC]: change either the selling location the work order will be credited to, or warehouse where parts will be selected from.

ORDER HEADER	
Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-67777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date :
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To (12) Warranty (13) Technician (14) Labor Rate (15) W/O Status (16) Rec Method (17) Comments (18) Directions	Sales/Warehouse Location 1: Sales Location: SC (ProCom Solutions Inc) 2: Whse Location: SC (ProCom Solutions Inc) Enter Line# to Change or <ESC>:

<F6> REPRICE THE CURRENT ORDER [P]: change prices charged on items after the price level is changed. Answer <Y>, or <N>, and press <ENTER>. This is done after <F3> option is done.

ORDER HEADER	
Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-6777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority : (30) Customer P.O. : (31) Customer Complaint: (32) Sale Type : (33) Payment Terms :
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUSTOMER (12) Warranty :NONE (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	
Are You sure you want to Reprice this Order? (Y/N):	

<F7> PRINT WORK ORDER RECEIPT [PR]: This will print a work order receipt with disclaimer on it that may be printed, and signed by the customer. Two part paper is suggested, one for customer to keep and bring back when machine is picked up, and one for in-house to give to mechanic or manager to start scheduling work. This is a receipt that can be printed before all parts, and labor is added. See example below.

Cust# 00179	WORK ORDER RECEIPT	Order 014096
Customer:LYNNSUE SMITH 12 ST. JOHNS LANE BALTIMORE ,MD 21221 (044)066-9999	Item : JDTRACTOR Equipment : JOHN DEERE TRACTOR Manufacturer: JOHN DEERE Serial #1 : 456 Serial #2 :	Date-In : 02/23/99 Date Promised: None Delivery : CUST PICKUP Condition : Good Tag Number : Technician : 01
Customer Complaints: ----- WON'T START, TURNS OVER ----- Disclaimer: -----		
Authorized By: _____	Date: _____	

<F8> SEARCH PRODUCT MOVEMENT FILE[S]: searches to see if, and when this item, and serial number were sold.

<F9> DELETE THIS WORK ORDER [DELETE]: If you answer <Y>, deletes the work order completely out of the system.

<F10> COMPLETE THE WORK ORDER [F]: puts you to work order footer to complete the order.

<F11> CHANGE CUSTOMER SHIP-TO ADDRESS [SH]: enter if you wish to change ship-to address to another entry in the ship-to customer address file, or this entry just needs to be changed for this order.

ORDER HEADER	
Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-67777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date :
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To : (12) Warranty : (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">Customer Ship-To Address</p> 1. Name: OAKRIDGE MEADOW VALLEY 2. Adr1: 1234 SPRING VALLEY ROAD 3. Adr2: SUITE 1234 BLDG# 404 W 4. Adr3: WEST LANSING ,MI 45678 Enter Line# to Change, <HOME>, or <ESC>: </div>

<F12> WARRANTY INFORMATION SCREEN [W]: displayed only if Warranty #12 is set to Full, or Partial. This takes you directly to entering manufacturer's number.

ORDER HEADER	
(1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-67777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority : (30) Customer P.O. :
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUSTOMER (12) Warranty : (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	<div style="border: 1px solid black; padding: 5px;"> Enter Manufacturer#:..... Press <ESC> to Exit Warranty Information Press <HOME> to List Manufacturer Options </div>

[PF]Work Order Print Flag: allows you to see whether this order needs to be printed. A yes means the order has not been printed.

ORDER HEADER	
Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-6777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority : (30) Customer P.O. : (31) Customer Complaint:
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To : CUSTOMER (12) Warrant (13) Techni (14) Labor (15) W/O St (16) Rec Me (17) Commen (18) Directions :	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <p style="text-align: center;">Work Order Print Flag</p> <p>Print Flag: Yes New Print Flag or <ESC>:</p> </div>

CHANGE ORDER SALES/LABOR TAX FLAGS [T]: parts taxable will default from whether customer is taxable from Customer Master File, or from what the wo type is set to. Labor Taxable will default to what the tax jurisdiction entered in Customer Master File has the labor taxable question set to in the Tax File.

ORDER HEADER	
Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-6777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority : (30) Customer P.O. : (31) Customer Complaint:
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To : CU (12) Warranty :NO (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <p style="text-align: center;">Customer Taxable Flags</p> <p>(1) Parts Taxable? : No (2) Labor Taxable? : No</p> <p>Enter Line# to Change or <ESC>:</p> </div>

<ESC> EXIT THIS WORK ORDER [X]: Takes you back to enter a new work order.

After the header of the work order is filled out, you are ready to continue by pressing enter when the cursor is at the bottom of the screen, to go into the body of the work order where the parts that are to be used on this machine being fixed are entered.

<F1> COMMAND LINE FUNCTIONS

Customer # 100 (A & C LANDSCAPING)					Line Item Total: 11.81																														
Item #: JDTRACTOR (JOHN DEERE TRACTOR)																																			
Ln#	Item#	Req'd	Used	B/O	Price/Per	Ext. Price	Billable	WBThLTSP																											

01	AF225500281000	1	1	0	7.19/EA	7.19	7.19	FBWG3NS SC																											
	OIL FILTER																																		
02	AL23-800					3.45	3.45	FBWG3NS SC																											
	CO																																		
Enter Selection:.....																																			

<table style="width: 100%; border: none;"> <tr> <td style="width: 15%;"><CR></td> <td style="width: 60%;">Item Inquiry</td> <td style="width: 25%; text-align: right;">[I]</td> </tr> <tr> <td><F1></td> <td>Item Search</td> <td style="text-align: right;">[?]</td> </tr> <tr> <td><F2></td> <td>Modify a Line</td> <td style="text-align: right;">[M]</td> </tr> <tr> <td><F3></td> <td>Change a Line</td> <td style="text-align: right;">[C]</td> </tr> <tr> <td><F4></td> <td>Delete a Line</td> <td style="text-align: right;">[D]</td> </tr> <tr> <td><F5></td> <td>Change Serial #</td> <td style="text-align: right;">[Q]</td> </tr> <tr> <td><F6></td> <td>Reprice the Order</td> <td style="text-align: right;">[R]</td> </tr> <tr> <td><ESC></td> <td>Return to Item Entry</td> <td></td> </tr> <tr> <td><HOME></td> <td>Options</td> <td></td> </tr> </table>									<CR>	Item Inquiry	[I]	<F1>	Item Search	[?]	<F2>	Modify a Line	[M]	<F3>	Change a Line	[C]	<F4>	Delete a Line	[D]	<F5>	Change Serial #	[Q]	<F6>	Reprice the Order	[R]	<ESC>	Return to Item Entry		<HOME>	Options	
<CR>	Item Inquiry	[I]																																	
<F1>	Item Search	[?]																																	
<F2>	Modify a Line	[M]																																	
<F3>	Change a Line	[C]																																	
<F4>	Delete a Line	[D]																																	
<F5>	Change Serial #	[Q]																																	
<F6>	Reprice the Order	[R]																																	
<ESC>	Return to Item Entry																																		
<HOME>	Options																																		

<CR> Item Inquiry [I]: Standard item inquiry used throughout A/R programs. Enter data as per screen instructions.

--Item Inquiry--			
Item #	:???????	Type	:???????
MAJOR	:???????	Customer #:	100
MINOR	:???????		

Ln#	Item Number	Item Description	Qty Avail U/M Price

Item #			
Press <ESC> to Exit; <ENTER> to Leave Item# Selection "as is"; Partial Item# Followed by "?", "?" Followed by Partial Item#, "?" to Skip Item# Selection, or Item# to Display:.....			

--Item Inquiry--

Item # :???????? Type :?????????
MAJOR :???????? Customer #: 100
MINOR :????????

Ln# Item Number Item Description Qty Avail U/M Price

MAJOR Category

Press <ESC> to Reenter Item;
<ENTER> to Leave MAJOR Category Selection "as is";
"?" to Skip MAJOR Selection;
<HOME> to Display Available MAJOR Categories, or
MAJOR Category to Display:.....

--Item Inquiry--

Item # :???????? Type :?????????
MAJOR :???????? Customer #: 100
MINOR :????????

Ln# Item Number Item Description Qty Avail U/M Price

MINOR Category

Press <ESC> to MAJOR Selection;
<ENTER> to Leave MINOR Category Selection "as is";
"?" to Skip MINOR Selection;
<HOME> to Display Available MINOR Categories, or
MINOR Category to Display:.....

--Item Inquiry--

Item # :???????? Type :?????????
MAJOR :???????? Customer #: 100
MINOR :????????

Ln# Item Number Item Description Qty Avail U/M Price

Type Code

Press <ESC> to Minor;
<ENTER> to Leave Type Selection "as is";
"?" to Skip Type Selection;
"?" to Skip Type Selection; or
Type Code to Display:.....

After all data has been entered the following screen will display items meeting your search criteria.

Item Inquiry					
Item #	:?????????	Type	:?????????		
MAJOR	:?????????	Customer #:	100		
MINOR	:?????????				
Ln#	Item Number	Item Description	Qty Avail	U/M	Price
01	03h1063	BOLT	800	PCS	.05
02	03H1414	PAINT BRUSH	59	EA	3.59
Enter Line #, <HOME>, Command or <ESC> to Exit:					

Select line number of the item you want displayed and press <ENTER>.

Inventory Master Record						
Item #..:	01	Descrip..: TEST				
Purchase Unit....:	EA	:				
Taxable?.....:	Yes	MAJOR....: COMPUTER (COMPUTERS CATEGORY)				
Stocking Status..:	Stocked	MINOR....: PARTS (--Unknown Category--)				
Last Sale.....:		Type.....:				
Last Received....:	02/15/96	Category..: 10 (TEST VENDOR 10)				
Average Cost.....:	15.50	Sub Item#: N/A				
Last Cost.....:	15.50	Created...: 10/27/03				
-----Quantities----- (EA)-----						
Lc	On Hand	Comm	Avail	On Ord	B/O Bin	Price 1: 27.90 A
BA	0	0	0	0	0	Price 2: 17.22 A
PH	0	0	0	0	0	Price 3: 20.66 A
SC	0	0	0	0	0	Price 4: 30.66 A
SM	0	0	0	0	0	Price 5: 17.22 A
VA	0	0	0	0	0	Price 6: 19.53 A
	---	---	---	---	---	Price 7: 18.14 A
	6	0	6	0	0	Price 8: 15.50 A
Enter Quantity, Command, <HOME> or <ESC>:.....						

At the command line the following options are available:

```

                C O M M A N D   L I S T

Enter Quantity to Order.
Enter 'A' to display all selling prices.
Enter 'G' to display Common Parts List.
Enter 'H' to display Sales History.
Enter 'C' to display all Order Entry commitments.
Enter 'Cxx' to display Order Entry commitments.
    for warehouse location 'xx'.
Enter 'I' to display all Inventory Overstock Records
Enter 'Ixx' to display Inventory Overstock records for
warehouse 'xx'.
Enter 'D' to display all LIFO/FIFO detail.
Enter 'Dxx' to display LIFO/FIFO detail for
    for warehouse location 'xx'.
Enter 'S' to display all serial numbers are available for
    sale.
Enter 'Sxx' to display serial available for sale at
    warehouse location 'xx'.
Enter 'O' to display all Open Purchase Orders.
Enter 'Oxx' to display Open Purchase Orders
    for warehouse location 'xx'.
Enter 'V' to display Vendor Information Screen.
Press <ENTER> to return to display selections.
    Press <ENTER> To Continue

```

<G> Common Parts List

Enter <G> and press <ENTER> to display if any common parts are associated with an item.

-Inventory Master Record-	
Item #...:01-126-0080	Description
Common Parts List	
Item Number	Description
100002	Additive
(End of Common Parts List)	
Enter <N>ext Page, or <ESC> to Exit:	

<H> Enter <H> and press <ENTER> to display Sales History.

Inventory Master Record								
Item #..: 01			Descrip..: TEST					
Purchase Unit....: EA								
Sales History for Customer :100								
Ln#	Invoice Date	Trans Type	Customer Name	Qty	Unit Price	Extended Price	Extended Cost	
1	11/01/01	Service	A & C	1	454.50	454.50	202.50	
(End of Line Item History)								
Press <ESC> to Exit:								
VA	0	0	0	0	0	Price 6:	19.53 A	
						Price 7:	18.14 A	
Total	6	0	6	0	0	Price 8:	15.50 A	

Enter Quantity, Command, <HOME> or <ESC>:.....

<C>: ENTER <C> and press <ENTER> to display Order Entry Commitments.

Inventory Master Record									
Item #..: 01		Descrip..: TEST							
Purchase Unit....: EA		:							
St	Lc	Order #	Ship	Customer	T	Order	U/M	Ship	B/O
La	SC	12972	10/01/00	175 TCBI	S	1	EA	1	0
AV	SC	13012	11/28/00	175 TCBI	W	1	EA	3	0
La	(End of Committed Orders)								
Press <ESC> to Exit.									
						Price 7:	18.14 A		
Total	6	0	6	0	0	Price 8:	15.50 A		
Enter Quantity, Command, <HOME> or <ESC>:.....									

<D>: Enter <D> and press <ENTER> to display LIFO/FIFO detail.

```

Inventory Master Record
Item #..: 01                Descrip..: TEST
Purchase Unit....: EA      :
Taxable?       : Yes      MAJOR   : COMPUTER (COMPUTERS CATEGORY)
Stoc           :          (---Unknown Category---)
Last          The Following Layers Are on File:
Last          Whse  Quantity      Date      Cost      ST VENDOR 10)
Aver
Last          SC    18            09/13/00  .59
             SC    25            10/01/00  .65
-----
             (EA)-----
-----
Whse          1:      27.90 A
BA            2:      17.22 A
PH            3:      20.66 A
SC            4:      30.66 A
SM            5:      17.22 A
VA            6:      19.53 A
             Price 7:      18.14 A
             Price 8:      15.50 A
-----
             6      0      6      0      0
-----
Press <ESC> to Exit:
-----
Enter Quantity, Command, <HOME> or <ESC>:.....

```

```

Inventory Master Record
Item #..: L9600            Descrip..: TRACTOR
Purchase Unit....: EA      :
Ta
St
La           Whse
La           Ln Lc Serial Number  Tag Number  Date      Due  Unit  List  Cust
La           Recv'd  Date  Cost  Price
Ave          1  SC 1234447778          06/26/01  1550.02 2550.00
La           2  SC 0807002          08/06/01  1571.50 2600.00
La           (End of Serial Numbers)
-----
Wh
E
E
S
S
V
-----
             Price 7:      18.14 A
             Price 8:      15.50 A
-----
             6      0      6      0      0
-----
Press <ESC> to Exit:
-----
Enter Quantity, Command, <HOME> or <ESC> to Exit:.....

```

<O>: Enter <O> and press <ENTER> to display all open purchase orders.

Inventory Master Record							
Item #..:	01	Descrip..:		TEST			
Purchase Unit....:	EA						
Taxable?.....:	Yes	MAJOR....:		COMPUTER (COMPUTERS CATEGORY)			
S							
Lc	P/O Number	Est Arriv.	Vendor	UOM	Ordered	Recvd	
SC	497	00/00/00	21 A & H Industries	EA	1	0	
SC	524	12/30/00	23 First Supplier	EA	3	0	
(End of Purchase Orders)							
Press <ESC> to Exit:							
				Price 7:	18.14 A		
6 0 6 0 0				Price 8:	15.50 A		
Enter Command, <HOME> or <ESC> to Exit:.....							

<V>: Enter <V> and press <ENTER> to display vendor Information.

		Inventory Master Record			
Item #..: 01		Descrip..: TEST			
Purchase Unit....: EA		:			
Taxa	Vendor Item Information				
Stoc	#	Vendor Name	Vendor Item#	Cost	Date
Last					
Last					
Aver	00030	First Supplier	100057	.59	09/18/00
Last					

Whse					
BA					
PH					
SC					
SM	Press <ESC> to Exit:				
VA					
				Price 7:	18.14 A
	6	0	6	0	0
				Price 8:	15.50 A

Enter Quantity, Command, <HOME> or <ESC> to Exit:.....

To start a new selection process press <ESC> to exit.

<F1> Item Search [?]: enter search criteria you wish to look for. This would be the same as a ? search.

Customer # 100 (A & C LANDSCAPING)				Order #				
Item #:	JDTRACTOR (JOHN DEERE TRACTOR)	Line Item Total:		85.00				
Ln#	Item#	Req'd	Used	B/O	Price/Per Ext. Price	Billable	WBThLTSP	LC
01	AF225500281000	1	1	0	7.19/EA	7.19	0.00	FBWG3YS SC
	OIL FILTER							
02	AL23-800-01	1	1	0	3.45/cs	3.45	0.00	FBWG3YS SC
	COIL							
03	JDTRACTOR	1	1	0	5460.00/BF	5460.00	0.00	FNWG3YS SC
	JDTRACTOR							
	FREIGHT	1			85.00		85.00	N

Enter Search Data:.....

Press <ESC> to End Search & Entry

Customer #	100	(A & C CORPORATION)				Order #				
Item #:	(JDTRACTOR)	(JOHN DEERE TRACTOR)				Line Item Total:	0.00			
Ln#	Item#	Req'd	Used	B/O	Price/Per	Ext. Price	Billable	WBTh	LTSP	Lc
01	AF25500281000	1	1	0	7.19/EA	7.19	0.00	FN	1YS	SC
	OIL FILTER									
02	AL23-800-01	1	1	0	3.45/EA	3.45	0.00	FN	1YS	SC
	COIL									

Enter Line#:..

Press <ESC> to End Line Selection

<F3> Change a Line [C]: allows changing of data that is not seen during a modify line command. i.e. Vendor#, cost etc. Press <F3>, press <ENTER>, enter the line number and press <ENTER>, then new data, press <ENTER>. To return to the body of order press <ENTER>.

Customer #	100	(A & C LANDSCAPING)				Order #				
Item #:	JDTRACTOR	(JOHN DEERE TRACTOR)				Line Item Total:	11.81			
Ln#	Item#	Req'd	Used	B/O	Price/Per	Ext. Price	Billable	Pl	Tx	
02	AL23-800-01	1	1	0	3.45/EA	3.45	3.45	3	No	
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	

(9) Description :COIL
(10) Description :
(11) Unit Cost : 2.250
(12) Warehouse ID:SC
(13) Bin Location:
(14) Weight : 0
(15) Vendor # : 0
(16) Vendor Item#:0
(17) Category : 0 (MISCELLANEOUS)
(18) Qty Decimals:0
(19) Special Ord.:No
(20) Warranty :None
(21) Billable? :Billable
(22) Technician..:JS (JOHN SMITH)

Enter Field#, Data, Field#<HOME>, or <ENTER>:.....

<F4> Delete a Line [D]: Press <F4>, or highlight the line and press <ENTER>. Enter line number you wish to delete press <ENTER>.

<F5> Change Serial #: used to see serial number selected for this item, or to change selected serial #. If you want to change the serial # selected to another, press **<F5>**, or highlight that line and press **<ENTER>** select line # already selected, press **<ENTER>**. This will unselect this serial #, then enter line number of new serial number, press **<ENTER>** to end.

Customer # 100 (SHOPPERS CORPORATION)							
Item #:		(JDTRACTOR)		(JOHN DEERE TRACTOR)		Line Item Total: 0.00	
Ln#	Item#	Req'd	Used B/O	Price/Per	Ext. Price	Billable	WBThLTSPLc

	2001685001		1				

Ln#	Serial Number	Due Date	Cust#	Ln#	Serial Number	Due Date	Cust#
1	56788999						
2	3456778						
3	334566778						

Enter Line #, or <ENTER> to End:...							

<F6> Reprice The Order [R]: Press **<F6>**, or highlight the line and press **<ENTER>**, it will then reprice order after a price level change.

<ESC> Return to Item Entry: returns you to command line to enter another item, or command.

<HOME> - BODY OF WORK ORDER

<HOME>: the screen below appears to give out additional information.

Customer # 100 (A & C LANDSCAPING)		Order #	
Item #:JDTRACTOR (JOHN DEERE TRACTOR)		Line Item Total: 85.00	
Ln#	Item#	Req'd Used B/O	Price/Per Ext. Price Billable WBThLTSPLc

01	AE225500221000	1 1 0	7.14/EA 7.14 0.00 ENWC2YS SC
Line Item Entry Command List			
<p>To add a new line item you must:</p> <p>Enter the Item Number of the item you wish to sell or Scan the item's bar code tag with a bar code scanner.</p> <p>To add a new Comment line, enter an asterisk and the screen will prompt for the comment information you wish to enter.</p> <p>To search for an item, change a line item, insert a new line, or perform any other line item function, Press the < F1> key and the screen will prompt for a "Command".</p> <p>To change any information in the Order Header, Press the <F2> key and the Order Header screen will be displayed.</p> <p>To scroll the Line Item display up a line, Press the <UP-ARROW> key.</p> <p>To scroll the Line Item display down a line, Press the <DOWN-ARROW> key.</p> <p align="center">Press the <ENTER> key to continue.</p>			

<F2> Order Header Screen: quick way to go back to the header screen.

ORDER HEADER	
Customer # 100 (1) Name: A & C LANDSCAPING (2) Addr: 8980-A Route 108 (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-67777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority : (30) Customer P.O. : (31) Customer Complaint: (32) Sale Type : (33) Payment Terms :
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUSTOMER (12) Warranty :NONE (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	

Order Entry Customer Inquiry Screen		
Customer# 100	Phone#.: (410)997-6777	Balance..: 97,655.01
A & C LANDSCAPING	Fax#...: (410)997-6774	On Order.: 20,236.89
8980-A ROUTE 108	Salesmn: MIKE CAPLAN	Last Pymt: 02/15/99
	Terms..: 30 DAYS	Amount: 0.00
COLUMBIA, MD	Taxable: Yes	Avg Pymt.: 456 Days
21045	Code: (1) AL SHELBY	Act Opnd: 04/02/94
Contact: JOE LONG	CrLimit: 100.00	High Bal.: 97,655.01
Class..: GOVERNMENT	CrAvail: -NONE-	Sales YTD: 16,557,18

(1) Salesmen's Comments:	(2) Ship-To: SHOPPERS CORPORATION 8980-A ROUTE 108 COLUMBIA MD 21045
	(3) Sales History (4) Customer Comments (5) Authorization List (6) Communication Fields

Enter Command, <HOME> or <ESC> to Escape:.....

<F5> **Customer Inquiry Screen:** standard inquiry screen used throughout A/R system.

1) **Salesmen's Comments:** Enter <1> and press <ENTER> to display the salesmen's comment screen.

Cu	1)	21)
A	2)	22)
89	3)	23)
	4)	24)
	5)	25)
CO	6)	26)
	7)	27)
Co	8)	28)
Cl	9)	29)
--	10)	30)
(11)	31)
	12)	32)
	13)	33)
	14)	34)
	15)	35)
	16)	36)
	17)	37)
	18)	38)
	19)	39)
	20)	40)
--		
En	Enter Line# or <ESC> to Exit:	

Enter a line number and press <ENTER> to enter comments. Only the first 19 lines will display on the customer inquiry screen.

Order Entry Customer Inquiry Screen		
Customer# 100	Phone#..: (410)997-6777	Balance...: 97,655.01
A & C LANDSCAPING	Fax#....: (410)997-6774	On Order..: 20,236.89

Enter Item Number:
Enter Start Date:
Enter PO Number:
Enter Job Number:

Press <ESC> to Reenter PO Number.
Press <ENTER> for ALL Job Numbers.
Press <HOME> for Job Master Listing

Enter job number to list for and press <ENTER>, just press <ENTER> for all job numbers, or press <HOME> to display job master listing to select from. This selection will not display if your system is not set to use jobs.

Order Entry Customer Inquiry Screen		
Customer# 100	Phone#..: (410)997-6777	Balance...: 97,655.01

<p>Enter Item Number: Enter Start Date: Enter PO Number: Enter Job Number:</p>	<p>JOB MASTER LISTING</p> <table border="1"> <thead> <tr> <th>#</th> <th>Job Number</th> <th>Job Name</th> </tr> </thead> <tbody> <tr> <td>01</td> <td>2</td> <td>VIRGINIA</td> </tr> <tr> <td>02</td> <td>WOODS</td> <td>WD CONST</td> </tr> </tbody> </table>	#	Job Number	Job Name	01	2	VIRGINIA	02	WOODS	WD CONST
#	Job Number	Job Name								
01	2	VIRGINIA								
02	WOODS	WD CONST								

Press _____
Press _____
Press _____

Enter Line#, Command or <ESC>:

Enter Command, <HOME> or <ESC> to Escape.....

```

                                Order Entry Customer Inquiry Screen
Customer# 100          | Phone#...: (410)997-6777 | Balance...: 97,655.01
-----|-----|-----
Enter Item Number:
Enter Start Date:
Enter PO Number:
Enter Job Number:

Is Everything OK?

                                Press <ESC> to Reenter Job Number.
                                Press <ENTER> for YES.

Enter Command, <HOME> or <ESC> to Escape:.....

```

Enter <Y> and press <ENTER>, or just press <ENTER> to continue, or enter <N> and press <ENTER> to escape.

```

                                Order Entry Customer Inquiry Screen
Customer# 100          | Phone#...: (410)997-6777 | Balance...: 97,655.01
-----|-----|-----
Customer #00175
Line Invoice
###   Date   Item Description          Quantity      Unit      Unit
                                Cost        Price
-----|-----|-----|-----|-----|-----
1)   11/19/00 193 6 PIECE TOOL KIT          3             6.69      9.99
2)   04/27/01 PAINT BRUSH                    4             3.59      5.00

Enter Line#, (N)ext Page or <ESC>:

Enter Command, <HOME> or <ESC> to Escape:.....

```

(4) Customer Comments: Enter <4> and press <ENTER> to display the customer comment page.

Order Entry Customer Inquiry Screen		
Customer# 100 A & C LANDSCAPING 8980-A ROUTE 108 COLUMBIA, MD 21045 Contact: JOE LONG Class.: GOVERNMENT	Phone#.: (410)997-6777 Fax#...: (410)997-6774 Salesmn: MIKE CAPLAN Terms..: 30 DAYS Taxable: Yes Code: (1) AL SHELBY CrLimit: 100.00 CrAvail: -NONE-	Customer's Comments Code Comment 01 ALWAYS GET PO NUMBER 02 TWO COPIES TO HOME OFFICE

(1) Salesmen's Comments:		
talk to only Jim		

Enter Command, <HOME> or <ESC> to Escape:.....		Enter Command, <HOME> or <ESC>:

Order Entry Customer Inquiry Screen		
Customer# 100 A & C LANDSCAPING 8980-A ROUTE 108 COLUMBIA, MD 21045 Contact: JOE LONG Class.: GOVERNMENT	Phone#.: (410)997-6777 Fax#...: (410)997-6774 Salesmn: MIKE CAPLAN Terms..: 30 DAYS Taxable: Yes Code: (1) AL SHELBY CrLimit: 100.00 CrAvail: -NONE-	Customer's Comments Code Comment 03 ALWAYS GET PO NUMBER 04 TWO COPIES TO HOME OFFICE

(1) Salesmen's		
talk to only		

Enter Command, <HOME> or <ESC> to Escape:.....		

Comments Command List

Enter "N" to display the next page of Customers
Comments, if any.
Enter "P" to display the previous page of Customers
Comments, if any.
Press <ESC> or <ENTER> to exit out of the
Customers Comments Screen.

Press <ENTER> to continue:

or <ESC>:

(5) Authorization List: Enter <5> and press <ENTER> to display the authorization list. This is for display only, can only be changed in the customer master file.

Order Entry Customer Inquiry Screen		
Customer# 100	Phone#.: (410)997-6777	Balance...: 97,655.01
A & C LANDSCAPING	Fax#...: (410)997-6774	On Order...: 20,236.89
8980-A ROUTE 108	Salesmn: MIKE CAPLAN	Last Pymt.: 02/15/99
COLUMBIA, MD	Terms..: 30 DAYS	Amount.: 0.00
21045	Taxable: Yes	Avg Pymt...: 456 Days
Contact: JOE LONG	Code: (
Class..: GOVERNMENT	CrLimit: 1	
	CrAvail: -	
Authorization List		
1) Tom Riddle		

(1) Salesmen's Comments:		
talk to only Jim		

Enter Command, <HOME> or <ESC> to		
<PAGE KEYS> to Scroll or <ESC>:		

(6) Communication Fields: Enter <6> and press <ENTER> to display the communication list. This is for display only, can only be changed in the customer master file.

Order Entry Customer Inquiry Screen		
Customer# 100	Phone#.: (410)997-6777	Balance...: 97,655.01
A & C LANDSCAPING	Fax#...: (410)997-6774	On Order...: 20,236.89
8980-A ROUTE 108	Salesmn: MIKE CAPLAN	Last Pymt.: 02/15/99
COLUMBIA, MD	Terms..: 30 DAYS	Amount.: 0.00
21	Taxable: Yes	Avg Pymt...: 456 Days
Contact: JOE LO	Communication Fields	
Class..: GOVERN	Contact Name 1	:
	Contact Name 2	:
	Contact Name 3	:
(1) Salesmen's	Phone Number 1	:
talk to only	Phone Number 2	:
	Alt Phone Number 1	:
	Alt Phone Number 2	:
	Fax Number 1	:
	Fax Number 2	:
	Cell Phone Number	:
	Pager Number	:
	E-Mail Address 1	:
	E-Mail Address 2	:
	E-Mail Address 3	:
Enter Command,	Web Address	:

Customer # 100 (A & C LANDSCAPING)										
Item #: JDTRACTOR (JOHN DEERE TRACTOR)										
Ln#	Item#	Req'd	Used	B/O	Price/Per	Ext. Price	Billable	WBTh	LTSP	LC
							Line Item Total:	85.00		
11	AF225500281000	1	1	0	7.19/EA	7.19	0.00	FBWG3YS	SC	
OIL FILTER										
12	AL23-800-01	1	1	0	3.45/cs	3.45	0.00	FBWG3YS	SC	
COIL										
13	JDTRACTOR	1	1	0	5460.00/BF	5460.00	0.00	FNWG3YS	SC	
JDTRACTOR										
		1			85.00		85.00		N	
FREIGHT										

Enter Item#, Command or <HOME>:.....

<F1> Command Line Functions	<F8> Delete Order	<HOME> List Options
<F2> Order Header Screen	<F9> Complete Sales	Scroll <UP-ARROW>
<F5> Customer Inquiry	<F11> Partsmart P/L	<DOWN-ARROW>
<F7> Warranty Info Screen	<ESC> Exit Order	

<F7> Warranty Info Screen: if you are not using warranties, this option will not appear. For further information, see section on Warranties.

<F8> Delete Order: completely removes order from system.

<F9> Complete Sales: takes you to footer screen of Work Order, where the labor, and warranty is entered, and the work order is tendered.

<F11> Partsmart P/L: pulls up Partsmart Pick Lists. You may select a pick list which will enter parts onto the body of the work order. If not using Partsmart interface, you will not see this selection.

WARRANTY

Before doing warranties make sure all your manufacturers have their warranty claim information page set up properly in the manufacturer master file. This will determine which fields will be required to be filled in when doing the warranty claim form. Also, check the sales tax master file as to the question is warranty taxable?. To check the manufacturer refer to the following instructions.

STEP 1: From **ORDER ENTRY/ACCOUNTS RECEIVABLE MENU**, select **FILE MAINTENANCE** and press **<ENTER>**.

STEP 2: From **FILE MAINTENANCE MENU**, select **WORK ORDER FILE MAINTENANCE** and press **<ENTER>**.

STEP 3: From **WORK ORDER FILE MAINTENANCE**, select **MANUFACTURER MASTER FILE** and press **<ENTER>**.

STEP 4: Enter **<W>** and press **<ENTER>** to display the warranty claim page.

```
RMMANUF - Manufacturer Master File Maintenance
                                     Product Type Multipliers
Manufacturer No:01111                                     14)

1) Warranty Claim Information
2) 1) Using Claim Form or Invoice ? (C/I): Claim Form
3) 2) Require Sold By (Y/N).....:
4) 3) Require Type of Equipment? (Y/N)...:
5) 4) Require Equipment Model #?(Y/N)....:
6) 5) Require Engine/Trans Model #?(Y/N)..:
7) 6) Require How Used? (Y/N).....:
8) 7) Require Cause of Failure? (Y/N)....:
9) 8) Require Work Performed? (Y/N).....:
10) 9) Require Date Purchased? (Y/N).....:
11) 10) Require Date Billed? (Y/N).....:
12) 11) Require Date Failed? (Y/N).....:
13) 12) Require Hours Used? (Y/N).....:
14) 13) Require Total Labor Amount?(Y/N)...:
15) 14) Require Total Parts Amount? (Y/N)..:
16) 15) Require Hours Worked? (Y/N).....:

Enter Field to Change or <ESC>:

13) Update Description: No                                     32)

Enter Selection or <ESC>:
'G'enerate Product Types, 'C'atalog, 'W'arranty Claim, 'D'elele.
```

Enter the line number of the field to be changed and press **<ENTER>**. Enter either **<Y>** and press **<ENTER>**, or **<N>** and press **<ENTER>** in response to the questions. A "Y" entered in the line will require that the field in filled in on the warranty claim form.

To check the Sales Tax Master File refer to the following:

STEP 1: From **ORDER ENTRY/ACCOUNTS RECEIVABLE MENU**, select **FILE MAINTENANCE** and press **<ENTER>**.

STEP 2: From **FILE MAINTENANCE MENU**, select **SALES TAX MASTER FILE** and press **<ENTER>**.

STEP 3: Enter the tax code to display and press **<ENTER>**.

```
Enter Tax Rate Number:
( 1) State, Etc.....
( 2) Tax Rate.....
( 3) Round Taxes in O/E? (Y/N)....
( 4) Factory Freight Taxable?....
( 5) Tax Accrued M-T-D.....
( 6) Tax Accrued Y-T-D.....
( 7) Taxable Dollars M-T-D.....
( 8) Taxable Dollars Y-T-D.....
( 9) Non-Taxable Dollars M-T-D....
(10) Non-Taxable Dollars Y-T-D....
(11) G/L Account #.....
(12) Maryland Sales Tax? (Y/N)....
(13) Minimum Taxable Amount.....
(14) Trade-Ins Taxable? (Y/N)....
(15) Shipping Taxable? (Y/N)....
(16) Labor Taxable? (Y/N).....
(17) W-Claims Taxable? (Y/N/).....
(18) D/Waiver Taxable? (Y/N).....

(M) Return to Maintenance Menu;(E) Exit to Monitor
Enter Selection or <ESC>
```

After selecting **<F7>** Warranty Information Screen from the body of the Work Order, the following screens appear:

```
WARRANTY
Customer # 100 (A & C LANDSCAPING)
Item #: (JDTRACTOR) (JOHN DEERE TRACTOR) Line Item Total: 0.00
Ln# Item# Req'd Used B/O Price/Per Ext. Price Billable WBThLTSPLc
-----
01 AF25500281000 1 1 0 7.19/EA 7.19 0.00 FN 1YS SC
OIL FILTER
02 AL23-800-01 1 1 0 3.45/EA 3.45 0.00 FN 1YS SC
COIL
-----
Enter Manufacturer#:.....

Press <ESC> to Exit Warranty Information
Press <HOME> to List Manufacturer Options
```

Enter manufacturer number, or ? manufacturer name that you want to create a claim form for.

If you do not know the manufacturer number, press **<HOME>** for further information to help you in your search.

Customer # 163 (OAKRIDGE MEADOW RIDGE VALLEY)
Item #: JDTRACTOR (JOHN DEERE TRACTOR)

Line Item Total: 85.00

Manufacturer Options

At this point, you are selecting the Manufacturer# to whom a warranty is being made, and you must tell the system how to find the Distributor.

The fastest way to do this is to enter the Manufacturer's Number, though this, of course, assumes that you KNOW the Distributor's number.

If you do not know the number, there are two ways of determining it:

1. Alpha Search: In this method, you enter up to the first 10 characters of the Manufacturer's Name. The system will display for you a list of all distributors whose name BEGINS with those characters, and allows you to select one.
2. Wild-Card Search: In this method, you enter a question mark (?) followed by up to 9 characters. The system will then display for you a list of all distributors whose name contains the entered characters, and allows you to select one.

Press <ENTER> key to continue:

NOTE: Manufacturer being used must first have been entered as a customer in your Customer Master File, with a certain class to be used specifically for manufacturers. In addition ProCom needs to enter this class internally in your Work Order set-up program.

Ln#	Item#	Req'd	Used	B/O	Price/Per	Ext. Price	Billable	WBThLTSP	Lc
01	AF25500281000 SPARK PLUG	1	1	0	7.19/EA	7.19	0.00	FN	1YS SC
02	AL23-800-01 COIL	1	1	0	3.45/EA	3.45	0.00	FN	1YS SC

Manufacturer#: 01361 (BRIGGS AND STRATTON WARRANTY)

Warranty NOT ON FILE - Add It? (Y/N)

Enter <Y> and press <ENTER> to the above question to start the Warranty Claim Form.


```

-----
Work Order Warranty Maintenance
-----
Customer# 00100                               Item No      : JDTRACTOR
A & C LANDSCAPING                             Equip. Desc.: JOHN DEERE TRACTOR
8980 A ROUTE 108                               Serial #1   : 10210251
COLUMBIA ,MD 21045                            Serial #2   :
-----
<F1> Manufacturer# 01361                       | <F5> Sold by
BRIGGS AND STRATTON                            |
590 WESTCHESTER ROAD                           |
NEW PORT ,MN 55051                             |
-----
<F2> Type of Equipment :                       |
Equipment Model#      :                       |
Engine/Trans Model#  :                       |
How Used              :                       |
-----
<F3> Cause of Failure :                       |
-----
<F4> Work Performed  :                       |
-----
Enter Command, <HOME> | Enter Code or <ESC> to Exit
-----

```

Equipment Type List	
1.	PUSH LAWNMOWER
2.	SELF PROP. LAWNMOWER
3.	RIDING LAWNMOWER
4.	TRACTOR MOWER
5.	HEDGE TRIMMER
6.	LINE TRIMMER
7.	LAWN EDGER
8.	CHAINSAW
9.	BLOWER
10.	GENERATOR

Purchased:	00/00/00
Billed :	04/29/99
Failed :	00/00/00
Used :	0:00
Dr Amount:	0.00
ts Amount:	5,477.12
ax Amount:	0.00
cs Worked:	0.00

<F2> Type of Equipment: enter manually, or select from Equipment Type List, built in Work Order File Maintenance/Equipment Type Description File.

Equipment Model #/Engine/Trans Model#: both must be filled in. Entered either from Work Order Header screen, or manually entered.

```

-----
Work Order Warranty Maintenance
-----
Customer# 00100                               Item No      : JDTRACTOR
A & C LANDSCAPING                             Equip. Desc.: JOHN DEERE TRACTOR
8980 A ROUTE 108                               Serial #1   : 10210251
COLUMBIA ,MD 21045                            Serial #2   :
-----
<F1> Manufacturer# 01361                       | <F5> Sold by
BRIGGS AND STRATTON WARRANTY                  |
590 WESTCHESTER ROAD                           |
NEW PORT ,MN 55051                             |
-----
<F2> Type of Equipment :                       |
Equipment Model#      :                       |
Engine/Trans Model#  :                       |
How Used              :                       |
-----
<F3> Cause of Failure :                       |
-----
<F4> Work Performed  :                       |
-----
Enter Command, <HOME> or | Enter Code or <ESC> to Exit
-----

```

How Equipment is Used List	
1.	HOME
2.	COMMERCIAL
3.	STORE
4.	EQUIP MANUFACTURER

<F6> Date Purchased:	00/00/00
Billed :	04/29/99
Failed :	00/00/00
Used :	0:00
Dr Amount:	0.00
ts Amount:	5,477.12
ax Amount:	0.00
cs Worked:	0.00

How Used: select from How Used List.

Work Order Warranty Maintenance

Customer# 00100
 A & C LANDSCAPING
 8980 A ROUTE 108
 COLUMBIA ,MD 21045

Item No : JDTRACTOR
 Equip. Desc.: JOHN DEERE TRACTOR
 Serial #1 : 10210251
 Serial #2 :

<F1> Manufacturer# 01361
 BRIGGS AND STRATTON WARRANTY
 590 WESTCHESTER ROAD
 NEW PORT ,MN 61051

<F5> Sold by

<F2> Type of Equipment : | <F6> Date Purchased: 00/00/00

Equipmen
 Engine/T
 How Used

Cause of Failure

<F3> Cause of

1.
 2.
 3.

<F4> Work Per

Enter Command Line # to Modify, <HOME> or <ESC>:

<F3> Cause of Failure: select line number, and enter manually, or press <HOME> to get the Cause of Failure Description List to select from. This list is built in Work Order File Maintenance/Cause of Failure Description File.

Work Order Warranty Maintenance

Customer# 00100
 A & C LANDSCAPING
 8980 A ROUTE 108
 COLUMBIA ,MD 21045

Item No : JDTRACTOR
 Equip. Desc.: JOHN DEERE TRACTOR
 Serial #1 : 10210251
 Serial #2 :

<F1> Manufact
 BRIGGS A
 590 WEST

Cause of Failure Description List

Ln	Description	Ln	Description
1	BAD WIRES	11	
2	ENGINE FAILED	12	
3	HOLE IN GAS LINE	13	
4		14	
5		15	
6		16	
7		17	
8		18	
9		19	
10		20	

<F2> Type of
 Equipmen
 Engine/T
 How Used

<F3> Cause of

<F4> Work Per

Enter Command Enter Line # to Select, 'N'ext Page, or <ESC>:


```

-----
Work Order Warranty Maintenance
-----
Customer# 00100                               Item No   : JDTRACTOR
A & C LANDSCAPING                             Equip. Desc.: JOHN DEERE TRACTOR
8980 A ROUTE 108                              Serial #1  : 10210251
COLUMBIA ,MD 21045                            Serial #2  :
-----
<F1> Manufacturer# 01361                       | <F5> Sold by
      BRIGGS AND STRATTON WARRANTY             |
      590 WESTCHESTER ROAD                     |
      NEW PORT ,MN 61051                       |
-----
<F2> Type of Equipment :                       | <F6> Date Purchased: 00/00/00
      Equipment Model#   : 567-90877           |       Date Billed   : 04/29/99
      Engine/Trans Model#: 4353566771         |       Date Failed   : 00/00/00
      How Used           :                     |       Hours Used    : 0:00
-----
<F3> Cause of Failure                           | <F7> Total Labor Amount: 0.00
                                           | Total Parts Amount: 5.477.12
-----
<F4> Work Performed                             |
Enter Command: Enter Sold By Account#:
                Press <ESC> to Exit
                Press <HOME> to List Sold By Options
-----

```

```

-----
Work Order Warranty Maintenance
-----
Customer# 00100                               Item No   : A-10
-----
# Sold By Name                               Address Line #1           Telephone #
100 OUTDOOR POWER CO.                       888 SOUTH STREET         (410)997-6777
200 A. MANAGEMENT                           1 QUEEN ANNES DRIVE      (301)655-1111
(End-of-List)
-----
Enter Sold By#, ?Sold By#, or <ESC> to Exit:....
-----

```

A selection off the above screen will automatically enter the selected information into the appropriate sold by fields.

Work Order Warranty Maintenance

Customer# 00100 A & C LANDSCAPING 8980 A ROUTE 108 COLUMBIA, MD 21045	Item No : JDTRACTOR Equip. Desc.: JOHN DEERE TRACTOR Serial #1 : 10210251 Serial #2 :
--	--

<F1> Manufacturer# 01361 BRIGGS AND STRATTON WARRANTY 590 WESTCHESTER ROAD NEW PORT, MN 61051	<F5> Sold by: OUTDOOR POWER CO. 888 SOUTH STREET ANYWHERE, MD 21111
--	--

<F2> Type of Equipment : RIDING LAWN MOWER Equipment Model# : 234455 Engine/Trans Model#: 677777 How Used : COMMERCIAL	<F6> Date Purchased: 04/01/99 Date Billed : 04/23/99 Date Failed : 04/24/00 Hours Used : 45:00
---	---

<F3> Cause if Failure <F4> Work Performed	<F7> Total Labor Amount: 100.00 Total Parts Amount: 545.00 Total S-Tax Amount: 0.00 Total Hours Worked: 3:00
--	---

Enter Command, <HOME> or <ESC> to Exit:.....

<F6> Date Purchased/Date Billed Failed/Hours Used: self-explanatory.
 Date Failed will default to systems' date unless changed. Date Purchased will fill in from information entered on the Header screen.

<F7> Total Labor Amount: enter amount of labor calculated on Technician Information/Labor page.

Total Parts Amount: gets entry from total amount of the parts that have been selected (see <L> command under <HOME> screen p34), to be entered on the Warranty/Total Hours Worked.

Total S-Tax Amount: enter tax amount

Total Hours Worked: enter number of warranty hours worked.

NOTE: If the work order has everything entered on it before the warranty claim if started the <F7> fields should be already filled in. Any changes made to the work order in labor must be manually reentered.

<HOME> Work Order Warranty Maintenance: press the <HOME> key to display the following Warranty Header Command screen.

Work Order Warranty Maintenance	
Customer# 00100 A & C LANDSCAPING 8980 A ROUTE 108 COLUMBIA, MD 21045	Item No : JDTRACTOR Equip. Desc.: JOHN DEERE TRACTOR Serial #1 : 10210251 Serial #2 :
<F1> Manufacturer# 01361 BRIGGS AND STRATTON WARRANTY 590 WESTCHESTER ROAD	<F5> Sold by: OUTDOOR POWER CO. 888 SOUTH STREET
NEW POR	Warranty Header Commands
<F2> Type of Equipme Engine/ How Use	Enter the desired function key to change the information in the corresponding box. Enter 'A' to Add/Change Equipment Engine Information Enter 'D' Delete this Warranty Record. Enter 'L' to Display the Line Item Screen. Enter 'P' to Print the Warranty Claim Form. Enter 'S' to Change/View Sales Tax Information. Enter 'W' to Print the Warranty Claim Worksheet. Press <ESC> to return to Work Order Footer
<F3> Cause i	
<F4> Work Pe	
Enter Comma	Press <ENTER> to continue:

Work Order Warranty Maintenance	
Customer# 00100 A & C LANDSCAPING 8980 A ROUTE 108 COLUMBIA, MD 21045	Item No : JDTRACTOR Equip. Desc.: JOHN DEERE TRACTOR Serial #1 : 10210251 Serial #2 :
<F1> Manufacturer# 01361 BRIGGS AND STRATTON WARRANTY 590 WESTCHESTER ROAD	<F5> Sold by: OUTDOOR POWER CO. 888 SOUTH STREET
NEW POR	Equipment/Engine Information
<F2> Type of Equipme Engine/ How Use	(1) Equipment Model # : 567-90877 (2) Equipment Serial # : 5677777 (3) Equipment Date Code : 031398
<F3> Cause i	(4) Engine Model # : 4353566772 (5) Engine Type # : 2525252 (6) Engine Date Code : 040198
<F4> Work Pe	(7) Hour Meter : 0.0
Enter Comma	Enter Line# to Modify or <ESC>:__

A - Add/Change Equipment & Engine Information: entering <A> brings up the Equipment/Engine Information screen, which allows changes on any line.

D - Delete the Warranty Record: deletes warranty claim, but does not delete whole work order.

```

Work Order Warranty Maintenance
-----
Customer# 00100                               Item No      : JDTRACTOR
A & C LANDSCAPING                             Equip. Desc.: JOHN DEERE TRACTOR
8980 A ROUTE 108                               Serial #1    : 10210251
COLUMBIA ,MD 21045                             Serial #2    :
-----
Warranty Parts
-----
Ln#  Item              Description              Quantity      Price Dist
-----
  1  361292              OIL FILTER              1              7.99
  2  AL23-800-01        SCREW                    2              0.913
-----
Enter Command, <HOME> or <ESC> to Exit:.....

```

L - Display the Line Item Screen: displays items listed in body of work order that can be selected to be listed on this Warranty Claim. Follow instructions listed on <HOME> screen to select/unselect items.

```

Work Order Warranty Maintenance
-----
Customer# 00100                               Item No      : JDTRACTOR
A & C LANDSCAPING                             Equip. Desc.: JOHN DEERE TRACTOR
8980 A ROUTE 108                               Serial #1    : 10210251
COLUMBIA ,MD 21045                             Serial #2    :
-----
<F1> Manufacturer# 01361                      | <F5> Sold by:
      BRIGGS AND STRATTON WARRANTY             | OUTDOOR POWER CO.
      590 WESTCHESTER ROAD                     | 888 SOUTH STREET
      NEW PORT ,MN 61051                       | ANYWHERE ,MD 21111
-----
<F2> Type of Equipment : RIDING LAWN MOWER    | <F6> Date Purchased: 04/01/99
      Equipment Model#  : 234455               |       Date Billed  : 04/23/99
      Engine/Trans Model#: 677777             |       Date Failed   : 04/24/00
      How Us
-----
Sales Tax Information
-----
<F3> Cause (1) Taxable? (Y/N) :
          (2) Sales Tax Code  :
<F4> Work P
          Enter Line# to Change or <ESC>:
-----
Enter Command, <HOME> or <ESC> to Exit:.....

```

S - Sales Tax Information: displays whether, or not charging sales tax on warranty claims.

P - Print the Warranty Claim Form: prints information on standard claim form, or blank paper.

W - Print the Warranty Claim Worksheet: prints Warranty Maintenance information on a worksheet used by the ProCom system on blank paper (see example). **NOTE:** Before a claim form can be printed, all the information required must be entered.

Using warranty claim worksheet:

Warranty Claim Worksheet					
Order #013002	PROCOM SOLUTIONS, INC. 8980-A route 108 OAKLAND CENTER COLUMBIA, MD 21045 PHONE (41) 997-6777			Cust #00163	
Customer		Distributor		Sold By	
-----		-----		-----	
A & C LANDSCAPING 8980 A ROUTE 108 COLUMBIA, MD 21045		BRIGGS AND STRATTON WARRANTY 590 WESTCHESTER ROAD NEW PORT Phone# (610)652-1542		OUTDOOR POWER CO. 888 SOUTH STREET ANYWHERE, MD 21111 Phone# (410)997-6777	
-----		-----		-----	
Part Number: JDTRACTOR	Equip Model#	:	564333	Type of Equip:	RIDING MOWER
Description: JOHN DEERE TRACTOR	Equip Serial#	:		How Used	:HOME
Serial #1 :	Equip Date Code	:		Hours Used	:35.00
Serial #2 :	Equip Model#	:	234555	Date Billed	:05/06/99
	Equip Type #	:		Date Purch	:05/05/99
	Engine Date Code:	:		Date Failed	:05/05/99

Probable Cause of Failure					
BLOWN GASKET					

Work Performed					
REPLACE ENGINE					

Task Performed	Component	Hours	Total		

ADJUST	SPINDLE	3:50	287.50		

Part Number	Description	Quantity	Price	Billable	Warranty

361292	OIL FILTER	1	9.99	0.00	9.99
100042	AIR FILTER	1	25.60	0.00	25.60

				Total Parts	323.09
				Total Labor	0.00
				Total Tax	
				Total Credit	323.09

NOTE: When a warranty claim is done for a work order, the open invoice amount that is owed to your company will be found on the Accounts Receivable under the manufacturer, or manufacturer's number entered when the warranty claim was started. You may do multiple warranty claims, to multiple vendors, on a work order as you want.

Using Warranty Invoice:

		Warranty Claim Invoice			
Inv# 234445		PROCOM SOLUTIONS, INC.		Cust #00163	
Ord# 013002		8980-A route 108 OAKLAND CENTER COLUMBIA, MD 21045 PHONE (41) 997-6777			
Customer		Distributor		Sold By	
-----		-----		-----	
A & C LANDSCAPING 8980 A ROUTE 108 COLUMBIA, MD 21045		BRIGGS AND STRATTON WARRANTY 590 WESTCHESTER ROAD NEW PORT Phone# (610)652-1542		OUTDOOR POWER CO. 888 SOUTH STREET ANYWHERE, MD 21111 Phone# (410)997-6777	
-----		-----		-----	
Part Number: JDTRACTOR	Equip Model#	: 564333	Type of Equip:	RIDING MOWER	
Description: JOHN DEERE TRACTOR	Equip Serial#	:	How Used	:HOME	
Serial #1 :	Equip Date Code	:	Hours Used	:35.00	
Serial #2 :	Equip Model#	: 234555	Date Billed	:05/06/99	
	Equip Type #	:	Date Purch	:05/05/99	
	Engine Date Code:		Date Failed	:05/05/99	

Work Performed					
REPLACE ENGINE					

Task Performed	Component	Hours	Total		
-----	-----	-----	-----		
ADJUST	SPINDLE	3:50	287.50		

Part Number	Description	Quantity	Price	Billable	Warranty
-----	-----	-----	-----	-----	-----
361292	OIL FILTER	1	9.99	0.00	9.99
100042	AIR FILTER	1	25.60	0.00	25.60

				Total Parts	323.09
				Total Labor	0.00
				Total Tax	0.00 (Md 0.00%)
				-----	-----
				Total Credit	323.09

WORK ORDER FOOTING

Customer # 100 (A & C LANDSCAPING)			
O R D E R F O O T I N G			

Parts	85.00	Taxable=	8.50
Labor	0.00	Non-Tax-	85.00
(1) Shop Charge (10.0%)	8.50		

	93.50		
(2) Sales Tax (State # 01) (5.000%0	0.43	(AL SHELBY)	
(3) Miscellaneous Charge	0.00		
(4) Shipping Charge	0.00	Weight:0	
Deposit Amount	0.00		

Total	93.93		
		<F1> Header	
		<F2> Body	
		<F3> Print	
		<F4> Receipt	
		<F6> Labor	
		<F8> Deposit	
		<F9> Invoice	
Enter Line#, Command, or <ESC>:.....		<F10> Warranty	
		<F11> Tendered	

NOTE: Only certain <F> key commands will appear on the right of the screen. What appears depends upon how both your terminal is set up, as well as the internal settings of your system.

- <F1> - **Header:** takes you to the Header screen of the Work Order.
- <F2> - **Body:** take you to the body screen of the Work Order.
- <F3> - **Print:** prints a copy of this Work Order.
- <F4> - **Receipt:** will print receipt on small receipt paper.

<F6> Labor: select line number of Technician who will be working on this order. List is built in Work Order File Maintenance/Technician Master File.

Customer # 100 (A & C LANDSCAPING)			
O R D E R F O O T I N G			

Parts			
Labor			
(1) Shop Charge	Technician File List		
	Init.	Name	Div.
(2) Sales Tax (St	1) JS	JOHN SMITH	00
(3) Miscellaneous	2) WC	WILL CLARK	00
(4) Shipping Char	3) CJ	CHARLES JOHNSON	00
Deposit Amoun			
Total			
Enter Line# or <ESC> to Exit:			

Technician: JS (JOHN SMITH)		Technician Information	
Order # 012919	JDTRACTOR	JOHN DEERE TRACTOR	Partial Warranty Charge-To: CUSTOMER
Worked....: :00 (0 Units)	Non-Bill: :00 (0 Units)		
Billable...: :00 (0 Units)	Warrty .: :00 (0 Units)		

Task Performed	Component Related to	Rate	Worked Billed Warrty
1)			
2)			
3)			
4)			
5)			
6)			
7)			
8)			
9)			
12)			
11)			
12)			
13)			
14)			
15)			

Enter Line#, (N)ext Page, or <ENTER>: ..			

The Technician Information page will display the technician selected, type of warranty, who is being charged, order number, and item being worked on. This is where information relating to the type of service being done is entered.

Technician: JS (JOHN SMITH) Order # 012919 Worked....: :00 (0 Units) Billable...: :00 (0 Units)		Technician Info JDTRACTOR JO Non-Bill: :00 Warrnty:	Task Records Currently on File Ln# Code Description	
----- Task Performed Component Re			1) ADJUST ADJUST BELTS 2) CHANGE CHANGE PLUGS 3) CHECK CHECK FLUIDS 4) FIX FIX LEAK 5) LOAD LOAD MATERIAL 6) REPLACE REPLACE PARTS 7) RESET RESET TIMING 8) SET SET IDLE 9) SHARPEN SHARPEN BLADES 10) TIME TIME 11) TUNEUP SPRING SPECIAL 12) XX OTHER	----- ty
----- Enter Line#, (N)ext Page, or <ENTER>: ..			Enter Line#, Command or <HOME>:	-----

To enter tasks, select a line number and then select the appropriate task from the Tasks Records List. This list is built in Technician Tasks File, this file also is where Flat Labor/Standard Rate Labor for each task is stored.

Technician: JS (JOHN SMITH) Order # 012919 Hours Worked....: :00 (0 Units) Hours Billable...: :00 (0 Units)		Technician Info JDTRACTOR JO Non-Billal Warranty I	Component Records Currently on File Ln# Code Description	
----- Task Performed Component Re			1) BELTS BELTS 2) BLADES BLADES 3) CARB CARB ADJUST 4) ENGINE CHECK ENGINE 5) FR FLAT RATE LABOR 6) FRONT CHECK FRONT END 7) GLASS CHECK GLASS GASKET 8) OIL REPLACE OIL 9) PISTON CHECK PISTONS 10) REAR CHECK REAR END 11) TIMING ADJUST TIMING 12) XX OTHER	
----- Enter Line#, (N)ext Page, or <ENTER>: ..			Enter Line#, Command or <HOME>:	

After entering a selected task, select the items (components) involved in completing the task. This list is built in Work Order File Maintenance/Components Master File. If task has component pre-selected just press <ENTER>. For Flat rate Labor to work Fr must be selected as the component.

Technician: JS (JOHN SMITH)		Technician Information	
Order # 012919	JDTRACTOR	JOHN DEERE TRACTOR	Partial Warranty Charge-To: CUSTOMER
Worked...: :00 (0 Units)	Non-Bill: :00 (0 Units)		
Billable...: :00 (0 Units)	Warranty...: 0:00 (0 Units)		

Task Performed	Component Related to	Rate	Worked Billed Warranty
1) REPLACE	ENGINE		
2)			
3)			
4)			
5)			
6)			
7)			
8)			
9)			
12)			
11)			
12)			
13)			
14)			
15)			

Current Product Category:
New Product Category:

Enter Category No, <UP-ARROW>, <HOME> or <ENTER>

<UP-ARROW> to Reenter Component, Enter Hourly Rate, Press <Enter> for 85.00

Product Category: If your system is set up to ask for product categories, the above screen appears after your component selection. Enter the new category and press <ENTER>, or just press <ENTER> to keep the same code.

Technician: JS (JOHN SMITH)		Technician Information	
Order # 012919	JDTRACTOR	JOHN DEERE TRACTOR	Partial Warranty Charge-To: CUSTOMER
Worked...: :00 (0 Units)	Non-Bill: :00 (0 Units)		
Billable...: :00 (0 Units)	Warranty .: 0:00 (0 Units)		

Task Performed	Component Related to	Rate	Worked Billed Warranty
1) REPLACE	ENGINE	_____	
2)			
3)			
4)			
5)			
6)			
7)			
8)			
9)			
12)			
11)			
12)			
13)			
14)			
15)			

<UP-ARROW> to Reenter Component, Enter Hourly Rate, Press <Enter> for 85.00

Rate: enter hourly rate, or press <ENTER>. By pressing enter you are using the labor rate that you selected on the Work Order Header screen for the specific technician. The rate amount is stored in the Technician Master File. However, if flat rate labor is used as the component, or the task used has standard rate filled in, the hourly rate will be that rate that is entered in the Tasks Master File.

```

Technician: JS (JOHN SMITH)           Technician Information
Order # 013002                         Partial Warranty Charge-To: CUSTOMER
Worked....: :00 (0 Units)              JDTRACTOR      JOHN DEERE TRACTOR
Billable...: :00 (0 Units)              Non-Bill:      :00 (0 Units)
Warranty .: :00 (0 Units)              Warranty .:    :00 (0 Units)

```

Task Performed	Component Related to	Rate	Worked	Billed	Warranty
1) REPLACE	ENGINE	85.00	_____	:00	:00
2)					
3)					
4)					
5)					
6)					
7)					
8)					
9)					
12)					
11)					
12)					
13)					
14)					
15)					

<UP-ARROW> to Reenter Labor Rate, Enter Hours Worked, or <ENTER> for x:xx

Worked: Enter hours worked and press <ENTER>, or press <ENTER> to use the default. Enter hours and minutes, enter only numbers, system will properly format.

```

Technician: JS (JOHN SMITH)           Technician Information
Order # 013002                         Partial Warranty Charge-To: CUSTOMER
Worked....: :00 (0 Units)              JDTRACTOR      JOHN DEERE TRACTOR
Billable...: :00 (0 Units)              Non-Bill:      :00 (0 Units)
Warranty .: :00 (0 Units)              Warranty .:    :00 (0 Units)

```

Task Performed	Component Related to	Rate	Worked	Billed	Warranty
1) REPLACE	ENGINE	85.00	3:00	_____	:00
2)					
3)					
4)					
5)					
6)					
7)					
8)					
9)					
12)					
11)					
12)					
13)					
14)					
15)					

<UP-ARROW> to Reenter Hours Worked, Enter Billable Hours.

Billed: enter number of hours being billed, or just press <ENTER> to use worked amount. Enter 0 here if you need to get to the warranty column.

If a Flat Rate Labor, or Standard Rate Labor was selected, billable will have entered into the field the estimated time from the specific task master file.

```

Technician: JS (JOHN SMITH)           Technician Information
Order # 012971                         Partial Warranty Charge-To: CUSTOMER
Worked...: :00 (0 Units)               JSTRACTOR   JOHN DEERE TRACTOR
Billable..: :00 (0 Units)               Non-Bill:   :00 (0 Units)
Warranty .: 0:00 (0 Units)               Warrty .:  0:00 (0 Units)

```

Task Performed	Component Related to	Rate	Worked	Billed	Warranty
1) CHECK	ENGINE	55.00	1:00	:00	_____
2)					
3)					
4)					
5)					
6)					
7)					
8)					
9)					
12)					
11)					
12)					
13)					
14)					
15)					

<UP-ARROW> to Reenter Billable Hours, Enter Warranty Hours.

Warranty: enter Warranty Hours.

No Warranty on Order: this field will be skipped.

Partial Warranty: enter part of the hours in Billable to get this column.

Full Warranty: entered with however many hours entered in Worked column.

Customer # 100 (A & C LANDSCAPING)		Order # 13104	
O R D E R F O O T I N G			

Parts	0.00	Taxable=	0.00
Labor		-Tax=	0.00
(1) Shop Charge (10.0%)			
Customer Deposit Entry			
	Cash Amount:		
	Check Amount:		
(2) Sales Tax (state	AMERICAN EXPRESS:		
(3) Miscellaneous Ch	VISA:		
(4) Shipping Charge	MASTER CARD:		
Deposit Amount	COUPONS:		
	GIFT CERTIFICATE:		
Total	Total Payments: 0.00		
Amount Tendered			
Press <ESC> to End or Enter Cash Amount			

<F8> Deposit: enter amount of customer's deposit. This option appears only if your system allows deposits. Use down arrow key to select payment option.

<F9> Invoice: select to turn order into an invoice.

NOTE: If applicable all warranty claim forms must be printed before an order can be invoiced. Also, Work Order Status selected must be one that allows orders to be invoiced.

Customer # 100 (A & C LANDSCAPING)		Order # 13104	
O R D E R F O O T I N G			

Parts	0.00	Taxable=	0.00
Labor	0.00	Non-Tax=	0.00
(1) Shop Charge (10.0%)	0.00		

	0.00		
(2) Sales Tax (state # 02) (6.000%)	0.00	(VIRGINIA)	
(3) Miscellaneous Charge	0.00		
(4) Shipping Charge	0.00		
Deposit Amount	0.00		

Total	0.00		
Amount Tendered	0.00		

Enter Manufacturer#:			
Press <ESC> to Exit Warranty Information			
Press <HOME> to List Manufacturer Options			

<F10> WARRANTY: this option appears only if the warranty field in the header of Work Order is set to Full, or Partial. This takes you to enter manufacturer on the warranty.

Customer # 100 (A & C LANDSCAPING)

Order # 13104

ORDER FOOTING

Parts	0.00	Taxable=	0.00
Labor			0.00
(1) Shop Charge (10.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">Customer Deposit Entry</p> <p>Cash Amount:</p> <p>Check Amount:</p> <p>AMERICAN EXPRESS:</p> <p style="padding-left: 40px;">VISA:</p> <p style="padding-left: 40px;">MASTER CARD:</p> <p style="padding-left: 40px;">COUPONS:</p> <p>GIFT CERTIFICATE:</p> <hr/> <p>Total Payments: 0.00 Amt Due: 81.63</p> <hr/> <p>Press <ESC> to End or Enter Cash Amount</p> </div>		
(2) Sales Tax (state			
(3) Miscellaneous Ch			
(4) Shipping Charge			
Deposit Amount			
Total Amount Tendered			

<F11> **Tendered:** this option may not appear on your screen. This selection is used to enter the amount, and type of payment for a cash sale.

ESTIMATE

ORDER HEADER

Customer # (1) Name: A (2) Addr: 8 (3) : (4) : C (5) Phn#: ((6) Fax#:	Customer:..... <CR> Work Order <F1> Estimate <F2> Change An Order <F3> Find An Order <F4> Customer Inquiry <F5> Cash Drawer <F6> List Order <F7> Item Inquiry <F8> Price File Inquiry <F9> Work Order History <F10> Archived Warranty Claims <ESC> Exit W/O <HOME> Options	9) Item Number : 0) : 1) Manufacturer : 2) Serial # 1 : 3) Serial # 2 : 4) Equip/Engine : 5) Tag Number : 6) Condition : 7) Purchase Date : 8) Promised Date : 9) Priority : 0) Customer P.O. : 1) Customer Complaint: 2) Sale Type : 3) Payment Terms :
(7) Order T (8) Order D (9) Entered (10) Type:W/ (11) Chargea (12) Warrant (13) Technic (14) Labor R (15) W/O Sta (16) Rec Method : (17) Comments : (18) Directions :		

1.2 <F1> Estimate: works exactly the same as Work Order, only items entered on body of estimate are not shown as committed in the inventory. This order type may be changed into a work order if the estimate is accepted, and the work is done.

1.3 <F2> Change An Order: enter order, or invoice number (that has not been updated) you want to recall, and make changes to.

ORDER HEADER	
Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) :	(23) Serial # 2 :
(5) Phn#:	(24) Equip/Engine :
(6) Fax#:	(25) Tag Number :
	(26) Condition :
(7) Order Type :	(27) Purchase Date :
(8) Order Date :	(28) Promised Date :
(9) Entered By :	(29) Priority :
(10) Type:	(30) Customer P.O. :
(11) Chargeable To :	(31) Customer Complaint:
(12) Warranty :	(32) Sale Type :
(13) Technician :	
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	

Enter Order#: _____

Enter Order or Invoice Number
Press <ESC> to End Order Selection

1.4 <F3> Find An Order: different search methods used to recall an order. Select appropriate line number, and enter information requested.

ORDER HEADER	
Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) :	(23) Serial # 2 :
(5) Phn#:	(24) Equip/Engine :
(6) Fax#:	
(7) Order Type :	Date :
(8) Order Date :	Date :
(9) Entered By :	:
(10) Type:	P.O. :
(11) Chargeable To :	Complaint:
(12) Warranty :	oe :
(13) Technician :	Terms :
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	

Enter Order Number to Search:

<F1> Order Number
<F2> Tag Number
<F3> P.O. Number
<F4> Telephone Number
<F5> Customer Name
<F6> Serial Number
<F7> Sales Person
<F8> Item Number

Press <ESC> to Exit
Press <HOME> for Options

1.5 <F4> Customer Inquiry: enter customer number name, or "?" partial name. Resulting screen - Standard Customer Inquiry screen.

Order Entry Customer Inquiry Screen		
Customer# 100	Phone#.: (410)997-6777	Balance..: 97,655.01
A & C LANDSCAPING	Fax#...: (410)997-6774	On Order.: 20,236.89
8980-A ROUTE 108	Salesmn: MIKE CAPLAN	Last Pymt: 02/15/99
COLUMBIA, MD	Terms..: 30 DAYS	Amount: 0.00
21045	Taxable: Yes	Avg Pymt.: 456 Days
Contact: JOE LONG	Code: (1) AL SHELBY	Act Opend: 04/02/94
Class..: GOVERNMENT	CrLimit: 100.00	High Bal.: 97,655.01
	CrAvail: -NONE-	Sales YTD: 16,557,18
(1) Salesmen's Comments:		(2) Ship-To: SHOPPERS CORPORATION 8980-A ROUTE 108 COLUMBIA MD 21045
		(3) Sales History (4) Customer Comments (5) Authorization List (6) Communication Fields
Enter Command, <HOME> or <ESC> to Escape:.....		

1.6 <F5> Cash Drawer: If using cash drawers on a point of sale register, this would allow you to access the following options:

<CR> Void a Sale - This selection will enable you to void a cash sale. The listing that displays will be the sales available to be voided.

Voidable Transactions						
Ln#	Trans#	Date	Time	Type	Amount	Notes:
1	001992	06/27/01	12:48:17	Sale	15.95	Paid in Cash
Enter Line # or <ENTER>						

Select the line number of the transaction and press <ENTER>. The screen will display : **This Transaction was for \$ 15.95 and was paid in cash. Correct ? (Y/N)** Enter <Y> and press <ENTER> to continue, or <N> and <ENTER> to exit. If <Y> is entered, you will need to enter the Customer's Name and Phone Number, then answer the question "Are All Entries Correct?." After entering <Y> and pressing <ENTER> the system will then print you a receipt.

<F1> Cash In - This is required before using a terminal with a cash drawer assigned to it. Enter your code when the screen displays "Enter your "Entered By Code" and press <ENTER>, then enter the amount the cash drawer will start with in the "Enter the Starting Amount" field and press <ENTER>.

- <F2> Cash Out** - This is required only if you are using cash drawer reconciliation reports. The following question will be displayed "Are you sure you want to Cash Out?". Enter either **<Y>**, or **<N>** and press **<ENTER>**, and if you enter **<Y>**, then enter your code when the screen displays Enter your "Entered By" Code and press **<ENTER>**, "Did the Cash-Out Print Ok?" will display. Enter **<N>** and press **<ENTER>** if you reprint the cash out receipt.
- <F3> Paid-In** - To put money, or a check into the drawer you would use the Paid-In option. Select **<F3> Paid-In** then you may enter your code when the screen displays Enter your "Entered By" Code and press **<ENTER>**, enter in the paid-in code from where the Paid-In is coming from and press **<ENTER>**. Press **<HOME>** to display a listing of paid-in codes to select from. Enter the dollar amount you are entering into the drawer in either the cash amount, or check amount field and press **<ENTER>**. If working with a check, enter the check number and press **<ENTER>**. If the information entered is correct then enter **<Y>** and press **<ENTER>** in answer to "Correct? (Y/N)" , if any changes are to be made enter **<N>** and press **<ENTER>** to make them. The system will then print a receipt.
- <F4> Paid-Out** - To take money out of the cash drawer press **<F5> Paid-Out**. Then you may enter your code when the screen displays Enter your "Entered By" Code and press **<ENTER>**. It will then prompt you to enter the Paid-Out code (set up in file maintenance) if you are unsure press **<HOME>** to see a listing. After entering your code enter the amount of your Paid-Out and press **<ENTER>**. Enter **<Y/N>** for correct and press **<ENTER>**. It will then print a receipt.
- <F5> Open Drawer** - This option will allow you to open the drawer without making a sale. It will prompt you to enter why you are opening the drawer. It will also print a slip showing a no sale.
- <F6> Print Drawer Totals** - This option will allow you to print the totals in your drawer at any time during the day without having to cash out the drawer.
- <ESC> Exit Drawer Functions** - Exit back to Quick Screen.

1.7 <F6> List Orders: answer the questions below for which customers and orders you want to see.

ORDER HEADER	
Customer # (1) Name: (2) Addr: (3) (4) (5) Phn# (6) Fax#	(19) Item Number : (20) : (21) Manufacturer :
Open Order Listing	
(7) Order (8) Order (9) Enter (10) Type (11) Char (12) Warr (13) Tech (14) Labor (15) W/O (16) Rec (17) Comm (18) Dire	Enter Customer: Enter Order Type: Location ID: All Entries Correct? (Y/N):

ENTER LOCATION ID:

Enter which location to display order for, or highlight the selection and Press <ENTER>.

ALL ENTRIES CORRECT? (Y/N):

Enter either <Y>, or <N> and press <ENTER>.

```

Open Order Listing for All Customers
Ln#  Order#  Date      Amount P.O.      Type  Status
  1  13019   05/07/99   0.00                WrkO  NOT STARTED YET
      Item:  MISC                      Serial#:
      Customer: OAKRIDGE MEADOW RIDGE VAL Phone: (301)456-7899
      W/O Type:  2 W/C REPAIRS
  2  13060   05/13/99   0.00                WrkO  NOT STARTED YET
      Item:  JDTRACTOR                  Serial#:
      Customer: LASHERS                  Phone: (301)555-1212
      W/O Type:  2 W/C REPAIRS
  3  13061   05/13/99   0.00                WrkO  NOT STARTED YET
      Item:  JDTRACTOR                  Serial#:
      Customer: LASHERS                  Phone: (301)555-1212
      W/O Type:  2 W/C REPAIRS
  4  13062   05/13/99   0.00                WrkO  NOT STARTED YET
      Item:  JDTRACTOR                  Serial#: 123456789
      Customer: LASHERS                  Phone: (301)555-1212
      W/O Type:  2 W/C REPAIRS
(End-of-List)

-----
Enter Line#, Command, <HOME> or <ESC> to Exit:....
  
```

<F7> Item Inquiry: standard item inquiry screen. Enter the data and follow the on screen instructions.

```

                                *--Item Inquiry--*
Item #      :?????????
MAJOR      :?????????
MINOR      :?????????
                                Type      :?????????
                                Customer #:?????????
-----
Ln#  Item Number      Item Description      Qty Avail U/M  Price
-----
                                Item #
Press <ESC> to Exit;
    <ENTER> to Leave Item# Selection "as is";
    "?" Followed by Partial Item#,
    "?" to Skip Item# Selection, or
    Item# to Display:.....

```

1.9 <F8> Price File Inquiry: searches price files for specific item numbers. See screen below. Enter the specific manufacturer, then press <ENTER>. Enter then either a specific item number, or ?search information and press <ENTER>. Just press <ENTER> will start the list at the beginning of the file.

```

RIPTSINQ - Manufacturer Price File Inquiry

                                Press <ESC> to Exit.
                                Press <HOME> to List Manufacturer.
                                Enter Partial Manufacturer Name.

Enter Manufacturer Number: .....
-----
Enter Item Number: ..... Enter '?ITEM' to Search Item & Description
                                Enter 'ITEM?' to List Items Starting With "Item"
                                Press <ENTER> to List All Items.

```

```

RIPTSINQ - Manufacturer Price File Inquiry
-----
Manufacturer: 10 AEROQUIP COMPANY
Item#         Disc%Code   Stock          Item #??????????
-----
106201701          Non-St          8.05           5.66
106201704          Non-St          8.93           6.28
106201706          Non-St          11.92          8.38
106201801          Non-St          8.05           5.66
106201804          Non-St          8.93           5.66
106201806          Non-St          11.92          6.28
106201901          Non-St          10.72          7.54
106201904          Non-St          11.92          8.38
-----
Enter Selection:
'N'ext Page, or <ESC> to Escape: ...

```

1.10 <F9> Work Order History Search Options: Invoices that have already been updated will be found in the history search.

ORDER HEADER	
Customer # (1) Name: (2) Addr: (3) : (4) : (5) Phn#: (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine :
(7) Order Type (8) Order Date (9) Entered By (10) Type:W/C REP (11) Chargeable T (12) Warranty (13) Technician (14) Labor Rate (15) W/O Status (16) Rec Method (17) Comments (18) Directions	<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p style="text-align: center;">Work Order Search Options</p> <p><CR> Invoice Number <F1> Serial Number <F2> Customer Name <F3> Customer Phone Number <F4> Item Number <F5> Tag Number</p> <p><ESC> Exit Search Screen</p> </div> <div style="border: 1px solid black; padding: 2px;"> Select: </div>

1.10.1 <CR> Invoice Number: enter specific invoice number you want to find and press <ENTER>. See screen below.

ORDER HEADER	
Customer # (1) Name: (2) Addr: (3) : (4) : (5) Phn#: (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine :
(7) Order Type (8) Order Date (9) Enter (10) Type:W (11) Charge (12) Warrant (13) Technici (14) Labor Rate (15) W/O Status (16) Rec Method (17) Comments (18) Directions	<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p style="text-align: center;">Work Order Search Options</p> <p><CR> Invoice Number <F1> Serial Number</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p style="text-align: center;">Invoice # or <ENTER> for ALL: _____</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p style="text-align: center;"><ESC> Exit Search Screen</p> </div> <div style="border: 1px solid black; padding: 2px;"> Select: </div>

```

Work Order History List Using Invoice Number for: All Invoice Numbers
Ln# Customer Name          Inv No   Date    Item Number   Serial #1
-----
 1 A & C LANDSCAPING       000804  02/05/99  JDTRACTOR     10210251
 2 A. MANAGEMENT          000822  10/08/98  JDTRACTOR      100
 3 SMITH MOWER SERVICE    001046  04/15/97  KBTRACTOR     500900
 4 MYERS LANDSCAPING     001048  04/15/97  KBTRACTOR     500900
 5 ARANDEL EXCAVATION     001181  11/05/97  A-10          10210251
 6 ANNAPOLIS LANDSCAPING 001182  11/05/97  JDTRACTOR     150-65-101
 7 JONES OF ANNAPOLIS    001183  11/05/97  MISC          10210251
(End-of-List)

```

Enter Command, <HOME>, or 'E' to Exit:.....

Select specific line number, and press <ENTER> for the History Display Options.

```

Work Order History List Using Invoice Number for: All Invoice Numbers
Ln# Customer Name          Inv No   Date    Item Number   Serial #1
-----
 1 A & C LANDSCAPING       000804  02/05/99  JDTRACTOR     10210251
 2 A. MANAGEMENT          000822  10/08/98  JDTRACTOR      100
 3 SMITH MOWER SERVICE    001046  04/15/97  KBTRACTOR     500900
 4 MYERS LANDSCAPING     001048  04/15/97  KBTRACTOR     500900
 5 ARANDEL EXCAVATION     001181  11/05/97  A-10          10210251
 6 ANNAPOLIS LANDSCAPING 001182  11/05/97  JDTRACTOR     150-65-101
 7 JONES OF ANNAPOLIS    001183  11/05/97  MISC          10210251
(End-of-List)

```

History Display Options

```

<F1> Work Performed
<F2> Parts Used
<F3> Customer Complaints
<F4> Other Information
Option or <ESC> to Exit:...

```

WORK PERFORMED HISTORY											
Customer Name: A & C LANDSCAPING						Serial #1 : 10210251					
Item Number : JDTRACTOR						Serial #2 :					
Description : DEERE TRACTOR						Manufacture:					
Work Performed	Component	Tech	Inv#	Date	Bill	Warr	NBill	Billd			
SPRING TUNE-UP	SP FLAT RATE LABO	DW	000804	09/05/99	1:00	0:00	0:00	49.99			
CHANGE	BELTS	DW	000804	09/05/99	0:00	0:00	0:00	0.00			
CHANGE	MOTOR OIL	DW	000804	09/05/99	0:00	0:00	0:00	0.00			
(End-of-List)											
Enter <ESC> to Exit:..											

1.10.1.1 <F1> Work Performed: above screen shows you what task, components, technicians, and hours are involved in this invoice.

PARTS USED HISTORY											
Customer Name: A & C LANDSCAPING						Serial #1 : 10210251					
Item Number : JDTRACTOR						Serial #2 :					
Description : DEERE TRACTOR						Manufacture :					
Description	Inv No	Date	Used	Price	Total	Billable	W				
MOTOR OIL	000804	09/05/99	1	1.00	1.00	1.00	N				
SPARK PLUGS	000804	09/05/99	1	1.00	1.00	1.00	N				
(End-of-List)											
Enter <ESC> to Exit:..											

1.10.1.2 <F2> Parts Used: gives parts that were listed in the body of the original Work Order.
By selecting a specific line a separate screen will display giving you more information about that item.

PARTS USED HISTORY											
Customer Name: A & C LANDSCAPING						Serial #1 : 10210251					
Item Number : JDTRACTOR						Serial #2 :					
Description : DEERE TRACTOR						Manufacture :					
Description	Inv No	Date	Used	Price	Total	Billable	W				
MOTOR OIL	000804	09/05/99	1	1.00	1.00	1.00	N				
SPARK PLUGS	000804	09/05/99	1	1.00	1.00	1.00	N				
(End-of-List)											
Enter <ESC> to Exit:..											

Item Number :	
Description #1 :	
Description #2 :	
Qty Used :	
Unit of Meas :	
Price :	
Total :	1.00
Billable :	1.00
Warehouse :	
Invoice Number :	
Invoice Date :	
Press <ENTER> to Continue	

 CUSTOMER COMPLAINTS AND PROBLEMS

Customer Name: A & C LANDSCAPING	Serial #1 : 10210251
Item Number : JDTRACTOR	Serial #2 :
Description : DEERE TRACTOR	Manufacture :

Complaint/Problems	Inv No	Date
--------------------	--------	------

 WON'T START.
 (End-of-List)

 Enter <Page #, (N)ext Page, or <ESC> to Exit:..

1.10.1.3 <F3> Customer Complaints: lists customer complaints that were entered in the original work order.

 OTHER INFORMATION

Customer Name: A & C LANDSCAPING	Serial #1 : 10210251
Item Number : JDTRACTOR	Serial #2 :
Description : DEERE TRACTOR	Manufacture : DEERE
	Hour Meter :

Order Number : 857000	Total Parts: 2.00
Order Date : 02/05/99	Total Labor: 49.99
Customer Number : 100	Shop Charge:
P.O. Number :	Sales Tax : 2.55
Terms : CASH	Misc :
Invoice Number : 804	Shipping :
Invoice Date : 02/05/99	Total : 53.55

1.10.1.4 <F4> Other Information: gives you additional information about the order.

ORDER HEADER

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) :	(23) Serial # 2 :
(5) Phn#:	(24) Equip/Engine :
(6) Fax#:	

Work Order Search Options

(7) Order Type <CR> Invoice Number

(8) Order Date <F1> Serial Number

(9) Enter

(10) Type:W

(11) Charge **Serial # or <ENTER> for ALL:_____**

(12) Warrant

(13) Technician

(14) Labor Rate

(15) W/O Status

(16) Rec Method

(17) Comments

(18) Directions

<ESC> Exit Search Screen

Select:

1.10.2 <F1> Serial Number: enter serial number that you wish to find the invoice for.

Work Order History List Using Serial Number for: All Serial Numbers

Ln#	Customer Name	Inv No	Date	Item Number	Serial #1
1	A. MANAGEMENT	000822	10/08/98	JDTRACTOR	100
2	A & C LANDSCAPING	000804	02/05/99	JDTRACTOR	10210251
3	JONES OF ANNAPOLIS	001046	04/15/97	MISC	10210251
4	ARANDEL EXCAVATION	001182	04/15/97	A-10	1021025101
5	ANNAPOLIS LANDSCAPING	001048	04/15/97	JDTRACTOR	150-65-101
6	SMITH MOWER SERVICE	000804	02/05/99	KBTRACTOR	500900
7	MYERS LANDSCAPING	001181	11/05/97	KBTRACTOR	500900

(End-of-List)

Enter Command, <HOME>, or 'E' to Exit:.....

Select specific line number, and press <ENTER> for the History Display Options.

Work Order History List Using Serial Number for: All Serial Numbers

Ln#	Customer Name	Inv No	Date	Item Number	Serial #1
1	A. MANAGEMENT	000822	10/08/98	JDTRACTOR	100
2	A & C LANDSCAPING	000804	02/05/99	JDTRACTOR	10210251
3	JONES OF ANNAPOLIS	001046	04/15/97	MISC	10210251
4	ARANDEL EXCAVATION	001182	04/15/97	A-10	1021025101
5	ANNAPOLIS LANDSCAPING	001048	04/15/97	JDTRACTOR	150-65-101
6	SMITH MOWER SERVICE	000804	02/05/99	KBTRACTOR	500900
7	MYERS LANDSCAPING	001181	11/05/97	KBTRACTOR	500900

(End-of-List)

History Display Options

<F1> Work Performed

<F2> Parts Used

<F3> Customer Complaints

<F4> Other Information

Option or <ESC> to Exit:...

WORK PERFORMED HISTORY

```

-----
Customer Name: A & C LANDSCAPING          Serial #1 : 10210251
Item Number : JDTRACTOR                  Serial #2 :
Description : DEERE TRACTOR              Manufacture :
-----
Work Performed   Component           Tech Inv#   Date       Bill   Warr  NBill  Billd
-----
SPRING TUNE-UP SP FLAT RATE LABO    DW  000804   02/05/99   1:00   0:00  0:00   49.99
CHANGE          BELTS                DW  000804   02/05/99   0:00   0:00  0:00    0.00
CHANGE          MOTOR OIL           DW  000804   02/05/99   0:00   0:00  0:00    0.00
(End-of-List)
-----
Enter <ESC> to Exit:..

```

1.10.2.1 <F1> Work Performed: above screen shows you what task, components, technicians, and hours are involved in this invoice.

PARTS USED HISTORY

```

-----
Customer Name: A & C LANDSCAPING          Serial #1 : 10210251
Item Number : JDTRACTOR                  Serial #2 :
Description : DEERE TRACTOR              Manufacture :
-----
Description      Inv No    Date       Used    Price   Total Billable W
-----
MOTOR OIL        000804   02/05/99   1       1.00    1.00    1.00  N
SPARK PLUGS     000804   02/05/99   1       1.00    1.00    1.00  N
(End-of-List)
-----
Enter <ESC> to Exit:..

```

1.10.2.2 <F2> Parts Used: gives parts that were listed in the body of the original Work Order.

By selecting a specific line a separate screen will display giving you more information about that item.

PARTS USED HISTORY

<pre> ----- Customer Name: A & C LANDSCAPING Item Number : JDTRACTOR Description : DEERE TRACTOR ----- Description ----- MOTOR OIL SPARK PLUGS (End-of-List) ----- Enter <ESC> to Exit:.. </pre>	<pre> Item Number : Description #1 : Description #2 : ----- Qty Used : Unit of Meas : Price : Total : Billable : Warehouse : ----- Invoice Number : Invoice Date : ----- </pre>	<pre> ----- Serial #1 : 10210251 Serial #2 : Manufacture : ----- Price Total Billable W ----- 1.00 1.00 1.00 N 1.00 1.00 1.00 N ----- </pre>
--	---	--

Press <ENTER> to Continue

 CUSTOMER COMPLAINTS AND PROBLEMS

Customer Name: A & C LANDSCAPING	Serial #1 : 10210251
Item Number : JDTRACTOR	Serial #2 :
Description : DEERE TRACTOR	Manufacture :

Complaint/Problems	Inv No	Date
--------------------	--------	------

WON'T START.
 (End-of-List)

 Enter <Page #, (N)ext Page, or <ESC> to Exit:..

1.10.2.3 <F3> Customer Complaints: lists customer complaints that were entered in the original work order.

 OTHER INFORMATION

Customer Name: A & C LANDSCAPING	Serial #1 : 10210251
Item Number : JDTRACTOR	Serial #2 :
Description : DEERE TRACTOR	Manufacture : DEERE
	Hour Meter :

Order Number : 857000	Total Parts: 2.00
Order Date : 02/05/99	Total Labor: 49.99
Customer Number : 100	Shop Charge:
P.O. Number :	Sales Tax : 2.55
Terms : CASH	Misc :
Invoice Number : 804	Shipping :
Invoice Date : 02/05/99	Total : 53.55

1.10.2.4 <F4> Other Information: gives you additional information about the order.

ORDER HEADER

TRY

Customer # (1) Name: (2) Addr: (3) : (4) : (5) Phn#: (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine :
(7) Order Type (8) Order Date (9) Entered (10) Type:W (11) Charge (12) Warrant (13) Technician (14) Labor Rate (15) W/O Status (16) Rec Method (17) Comments (18) Directions	<p>Work Order Search Options</p> <p><CR> Invoice Number <F1> Serial Number</p> <p>Name or <ENTER> for ALL: _____</p> <p><ESC> Exit Search Screen</p> <p>Select:</p>

1.10.3 <F2> Customer Name: search for specific customer's name, or partial name.

```

Work Order History List Using Customer Name for: All Customer Names
Ln# Customer Name          Inv No   Date    Item Number   Serial #1
-----
  1 A. MANAGEMENT          000822  10/08/98 JDTRACTOR    100
(End-of-List)

-----
Enter Command, <HOME>, or 'E' to Exit:.....

```

Select specific line number, and press <ENTER> for the History Display Options.

```

Work Order History List Using Customer Name for: All Customer Names
Ln# Customer Name          Inv No   Date    Item Number   Serial #1
-----
  1.A. MANAGEMENT          000822  10/08/98 JDTRACTOR    100
(End-of-List)

```

History Display Options

<F1> Work Performed
 <F2> Parts Used
 <F3> Customer Complaints
 <F4> Other Information
 Option or <ESC> to Exit:.....

WORK PERFORMED HISTORY											
Customer Name: A. MANAGEMENT						Serial #1 : 100					
Item Number : tractor						Serial #2 :					
Description : DEERE TRACTOR						Manufacture :					
Work Performed	Component	Tech	Inv#	Date	Bill	Warr	Nbill	Billd			
SPRING TUNE-UP	SP FLAT RATE LABO	DW	000822	10/08/98	1:00	0:00	0:00	49.99			
CHANGE	BELTS	DW	000822	10/08/98	0:00	0:00	0:00	0.00			
CHANGE	MOTOR OIL	DW	000822	10/08/98	0:00	0:00	0:00	0.00			
(End-of-List)											
Enter <ESC> to Exit:..											

1.10.3.1 <F1> Work Performed: above screen shows you what task, components, technicians, and hours are involved in this invoice.

PARTS USED HISTORY							
Customer Name: A.MANAGEMENT				Serial #1 : 100			
Item Number : TRACTOR				Serial #2 :			
Description : DEERE TRACTOR				Manufacture :			
Description	Inv No	Date	Used	Price	Total	Billable	W
MOTOR OIL	000822	10/08/98	1	1.00	1.00	1.00	N
SPARK PLUGS	000822	10/08/98	1	1.00	1.00	1.00	N
(End-of-List)							
Enter <ESC> to Exit:..							

1.10.3.2 <F2> Parts Used: gives parts that were listed in the body of the original Work Order.

By selecting a specific line a separate screen will display giving you more information about that item.

PARTS USED HISTORY							
Customer Name: A Management		Description #1 :		Serial #1 : 100			
Item Number : TRACTOR		Description #2 :		Serial #2 :			
Description : DEERE TRACTOR		Manufacture :					
Description		Qty Used	Unit of Meas	Price	Total	Billable	W
MOTOR OIL					1.00	1.00	N
SPARK PLUGS					1.00	1.00	N
(End-of-List)							
Enter <ESC> to Exit:..		Invoice Number :		Invoice Date :			
		Warehouse :					
		Press <ENTER> to Continue					

 CUSTOMER COMPLAINTS AND PROBLEMS

Customer Name: A. MANAGEMENT	Serial #1 : 100
Item Number : TRACTOR	Serial #2 :
Description : DEERE TRACTOR	Manufacture :

Complaint/Problems	Inv No	Date
--------------------	--------	------

WON'T START.
 (End-of-List)

 Enter <Page #, (N)ext Page, or <ESC> to Exit:..

1.10.3.3 <F3> Customer Complaints: lists customer complaints that were entered in the original work order.

 OTHER INFORMATION

Customer Name: A MANAGEMENT	Serial #1 : 100
Item Number : TRACTOR	Serial #2 :
Description : DEERE TRACTOR	Manufacture : DEERE
	Hour Meter :

Order Number : 7000	Total Parts: 2.00
Order Date : 04/10/97	Total Labor: 49.99
Customer Number : 100	Shop Charge:
P.O. Number :	Sales Tax : 2.55
Terms : CASH	Misc :
Invoice Number : 822	Shipping :
Invoice Date : 10/08/98	Total : 53.55

1.10.3.4 <F4> Other Information: gives you additional information about the order.

ORDER HEADER

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) :	(23) Serial # 2 :
(5) Phn#:	(24) Equip/Engine :
(6) Fax#:	

Work Order Search Options

(7) Order Type <CR> Invoice Number

(8) Order Date <F1> Serial Number

(9) Enter

(10) Type:V

(11) Charge

(12) Warrant

(13) Technician

(14) Labor Rate

(15) W/O Status

(16) Rec Method

(17) Comments

(18) Directions

Phone # or <ENTER> for ALL: _____

<ESC> Exit Search Screen

Select:

1.10.4 <F3> Customer Phone Number: search for phone number, or partial number in history file.

Work Order History List Using Customer Phone Number for: All Phone Numbers

Ln#	Customer Name	Inv No	Date	Item Number	Serial #1
1	A & C LANDSCAPING	001046	04/15/97	KBTRACTOR	500900
2	SMITH MOWER SERVICE	001048	04/15/97	KBTRACTOR	500100
3	A. MANAGEMENT	000822	10/08/98	JDTRACTOR	100
4	MYERS LANDSCAPING	000804	02/05/99	JDTRACTOR	10210251
5	ARANDEL EXCAVATION	001181	11/05/97	A-10	10210251
6	ANNAPOLIS LANDSCAPING	001182	04/15/97	JDTRACTOR	150-65-101
7	JONES OF ANNAPOLIS	001183	11/05/97	MISC	1021021

(End-of-List)

Enter Command, <HOME>, or 'E' to Exit:.....

Select specific line number, and press <ENTER> for the History Display Options.

Work Order History List Using Customer Phone Number for: All Phone Numbers

Ln#	Customer Name	Inv No	Date	Item Number	Serial #1
1	A & C LANDSCAPING	001046	04/15/97	KBTRACTOR	500900
2	SMITH MOWER SERVICE	001048	04/15/97	KBTRACTOR	500100
3	A. MANAGEMENT				100
4	MYERS LANDSCAPING				10210251
5	ARANDEL EXCAVATION				10210251
6	ANNAPOLIS LANDSCAPING				150-65-101
7	JONES OF ANNAPOLIS				1021021

History Display Options

<F1> Work Performed

<F2> Parts Used

<F3> Customer Complaints

<F4> Other Information

(End-of-List)

Enter Command, <HOME>, Option or <ESC> to Exit:....

WORK PERFORMED HISTORY											
Customer Name: A & C LANDSCAPING						Serial #1 : 500100					
Item Number : KBTRACTOR						Serial #2 :					
Description : KUBOTA TRACTOR						Manufacture:					
Work Performed	Component	Tech	Inv#	Date	Bill	Warr	Nbill	Billd			
SPRING TUNE-UP	SP FLAT RATE LABO	DW	001048	04/15/97	1:00	0:00	0:00	49.99			
CHANGE	BELTS	DW	001048	04/15/97	0:00	0:00	0:00	0.00			
CHANGE	MOTOR OIL	DW	001048	04/15/97	0:00	0:00	0:00	0.00			
(End-of-List)											
Enter <ESC> to Exit:..											

1.10.4.1 <F1> Work Performed: above screen shows you what task, components, technicians, and hours are involved in this invoice.

PARTS USED HISTORY							
Customer Name: A & C LANDSCAPING				Serial #1 : 50100			
Item Number : KBTRACTOR				Serial #2 :			
Description : KUBOTA TRACTOR				Manufacture :			
Description	Inv No	Date	Used	Price	Total	Billable	W
MOTOR OIL	001048	04/15/97	1	1.00	1.00	1.00	N
SPARK PLUGS	001048	04/15/97	1	1.00	1.00	1.00	N
(End-of-List)							
Enter <ESC> to Exit:..							

1.10.4.2 <F2> Parts Used: gives parts that were listed in the body of the original Work Order.

By selecting a specific line a separate screen will display giving you more information about that item.

PARTS USED HISTORY			
Customer Name: A & C LANDSCAPING		Serial #1 : 50100	
Item Number : KBTRACTOR		Serial #2 :	
Description : DEERE TRACTOR		Manufacture :	
Description	Qty Used	Unit of Meas	Total Billable W
MOTOR OIL			1.00 1.00 N
SPARK PLUGS			1.00 1.00 N
(End-of-List)			
Invoice Number :		Invoice Date :	
Enter <ESC> to Exit:..			
Press <ENTER> to Continue			

CUSTOMER COMPLAINTS AND PROBLEMS

```

-----
Customer Name: A & C LANDSCAPING                Serial #1   :   50100
Item Number  : KBTRACTOR                        Serial #2   :
Description   : KUBOTA TRACTOR                  Manufacture :
-----

```

```

-----
Complaint/Problems                                Inv No    Date
-----

```

```

WON'T START.

(End-of-List)

```

```

-----
Enter <Page #, (N)ext Page, or <ESC> to Exit:..

```

1.10.4.3 <F3> Customer Complaints: lists customer complaints that were entered in the original work order.

OTHER INFORMATION

```

-----
Customer Name: A & C LANDSCAPING                Serial #1   :   50100
Item Number  : KBTRACTOR                        Serial #2   :
Description   : KUBOTA TRACTOR                  Manufacture : KUBOTA
                                                    Hour Meter  :
-----

```

```

-----
Order Number   :      7001                    Total Parts:    2.00
Order Date     : 04/10/97                    Total Labor:   49.99
Customer Number :      100                    Shop Charge:
P.O. Number    :                               Sales Tax   :    2.55
Terms          :      NET30                    Misc        :
Invoice Number  :      1048                    Shipping    :
Invoice Date    : 04/15/97                    Total       :   53.55
-----

```

1.10.4.4 <F4> Other Information: gives you additional information about the order.

ORDER HEADER

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) :	
(5) Phn#:	Work Order Search Options
(6) Fax#:	<CR> Invoice Number
	<F1> Serial Number
(7) Order Type	Item # or <ENTER> for ALL: _____
(8) Order	
(9) Entered	
(10) Type:W	
(11) Charge	
(12) Warrantry	<ESC> Exit Search Screen
(13) Technician	
(14) Labor Rate	
(15) W/O Status	Select:
(16) Rec Method	
(17) Comments	
(18) Directions	

1.10.5 <F4> Item Number: searches for specific item worked on in the history file.

Work Order History List Using Item Number for: All Item Numbers

Ln#	Customer Name	Inv No	Date	Item Number	Serial #1
1	A & C LANDSCAPING	001181	11/05/97	A-10	10210251
2	SMITH MOWER SERVICE	000804	02/05/99	JDTRACTOR	10210251
3	A. MANAGEMENT	000822	10/08/98	JDTRACTOR	100
4	MYERS LANDSCAPING	001182	04/15/97	JDTRACTOR	150-65-101
5	ARANDEL EXCAVATION	001046	04/15/97	KBTRACTOR	500900
6	ANNAPOLIS LANDSCAPING	001048	04/15/97	KBTRACTOR	500100
7	JONES OF ANNAPOLIS	001183	11/05/97	MISC	1021021

(End-of-List)

Enter Command, <HOME>, or 'E' to Exit:.....

Select specific line number, and press <ENTER> for the History Display Options.

Work Order History List Using Item Number for: All Item Numbers

Ln#	Customer Name	Inv No	Date	Item Number	Serial #1
1	A & C LANDSCAPING	001181	11/05/97	A-10	10210251
2	SMITH MOWER SERVICE	000804	02/05/99	JDTRACTOR	10210251
3	A. MANAGEMENT	000822	10/08/98	JDTRACTOR	100
4	MYERS LANDSCAPING	001182	04/15/97	JDTRACTOR	150-65-101
5	ARANDEL EXCAVATION	001046	04/15/97	KBTRACTOR	500900
6	ANNAPOLIS LANDSCAPING	001048	04/15/97	KBTRACTOR	500100
7	JONES OF ANNAPOLIS	001183	11/05/97	MISC	1021021

(End-of-List)

Enter Command, <HOME>, or 'E'

<p>History Display Options</p> <p><F1> Work Performed</p> <p><F2> Parts Used</p> <p><F3> Customer Complaints</p> <p><F4> Other Information</p> <p>Option or <ESC> to Exit:....</p>

WORK PERFORMED HISTORY											
Customer Name: JONES OF ANNAPOLIS						Serial #1 : 1021021					
Item Number : MISC						Serial #2 :					
Description : MISC						Manufacture:					
Work Performed	Component	Tech	Inv#	Date	Bill	Warr	Nbill	Billd			
SPRING TUNE-UP	SP FLAT RATE LABO	DW	001048	04/15/97	1:00	0:00	0:00	49.99			
CHANGE	BELTS	DW	001048	04/15/97	0:00	0:00	0:00	0.00			
CHANGE	MOTOR OIL	DW	001048	04/15/97	0:00	0:00	0:00	0.00			
(End-of-List)											
Enter <ESC> to Exit:..											

1.10.5.1 <F1> Work Performed: above screen shows you what task, components, technicians, and hours are involved in this invoice.

PARTS USED HISTORY							
Customer Name: JONES OF ANNAPOLIS				Serial #1 : 10210251			
Item Number : MISC				Serial #2 :			
Description : MISC				Manufacture :			
Description	Inv No	Date	Used	Price	Total	Billable	W
MOTOR OIL	001048	04/15/97	1	1.00	1.00	1.00	N
SPARK PLUGS	001048	04/15/97	1	1.00	1.00	1.00	N
(End-of-List)							
Enter <ESC> to Exit:..							

1.10.5.2 <F2> Parts Used: gives parts that were listed in the body of the original Work Order.

By selecting a specific line a separate screen will display giving you more information about that item.

PARTS USED HISTORY			
Customer Name: JONES OF ANNAPOLIS		Item Number : A-8	
Item Number : MISC		Description #1 :	
Description : MISC		Description #2 :	
Description		Qty Used :	
MOTOR OIL		Unit of Meas :	
SPARK PLUGS		Price :	
(End-of-List)		Total :	
		Billable :	
		Warehouse :	
Invoice Number :		Total Billable W	
Invoice Date :		1.00 1.00 N	
		1.00 1.00 N	
Enter <ESC> to Exit:..			
Press <ENTER> to Continue			

 CUSTOMER COMPLAINTS AND PROBLEMS

Customer Name: JONES OF ANNAPOLIS	Serial #1 : 1021021
Item Number : MISC	Serial #2 :
Description : MISC	Manufacture :

Complaint/Problems	Inv No	Date
--------------------	--------	------

WON'T RUN.

(End-of-List)

 Enter <Page #, (N)ext Page, or <ESC> to Exit:..

1.10.5.3 <F3> Customer Complaints: lists customer complaints that were entered in the original work order.

 OTHER INFORMATION

Customer Name: JONES OF ANNAPOLIS	Serial #1 : 1021021
Item Number : MISC	Serial #2 :
Description : MISC	Manufacture :
	Hour Meter :

Order Number : 7001	Total Parts: 2.00
Order Date : 04/10/97	Total Labor: 49.99
Customer Number : 100	Shop Charge:
P.O. Number :	Sales Tax : 2.55
Terms : NET30	Misc :
Invoice Number : 1048	Shipping :
Invoice Date : 04/15/97	Total : 53.55

1.10.5.4 <F4> Other Information: gives you additional information about the order.

Customer # (1) Name: (2) Addr: (3) : (4) : (5) Phn#: (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine :
(7) Order Type (8) Order Date (9) Entered (10) Type:W (11) Charge (12) Warrant (13) Technician (14) Labor Rate (15) W/O Status (16) Rec Method (17) Comments (18) Directions	<p>Work Order Search Options</p> <p><CR> Invoice Number <F1> Serial Number</p> <p>Tag Number or <ENTER> for ALL: _____</p> <p><ESC> Exit Search Screen</p> <p>Select:</p>

1.10.6 <F5> Tag Number: searches for specific tag number entered on an invoice in the history file.

```

Work Order History List Using Tag Number for: All Tag Numbers
Ln# Customer Name          Inv No   Date    Item Number    Tag Number
-----
  1 A & C LANDSCAPING      000804  02/05/99  JDTRACTOR      456789
  2 A. MANAGEMENT        000822  10/08/98  JDTRACTOR      567890
  3 SMITH MOWER SERVICE   001181  11/05/97  A-10           6677898
  4 MYERS LANDSCAPING     001182  04/15/97  JDTRACTOR      7899956
  5 ARANDEL EXCAVATION    001183  11/05/97  MISC           86677889
  6 ANNAPOLIS LANDSCAPING 001046  04/15/97  KBTRACTOR      89976888
  7 JONES OF ANNAPOLIS    001048  04/15/97  KBTRACTOR      94556667
  8 TCBI                  000278  02/24/94  L9600          95668978
(End-of-List)
-----
Enter Command, <HOME>, or 'E' to Exit:.....

```

Select specific line number, and press <ENTER> for the History Display Options.

```

Work Order History List Using Tag Number for: All Tag Numbers
Ln# Customer Name          Inv No   Date    Item Number    Tag Number
-----
  1 A & C LANDSCAPING      000804  02/05/99  JDTRACTOR      456789
  2 A. MANAGEMENT        000822  10/08/98  JDTRACTOR      567890
  3 SMITH MOWER SERVICE   001181  11/05/97  A-10           6677898
  4 MYERS LANDSCAPING     001182  04/15/97  JDTRACTOR      7899956
  5 ARANDEL EXCAVATION    001183  11/05/97  MISC           86677889
  6 ANNAPOLIS LANDSCAPING 001046  04/15/97  KBTRACTOR      89976888
  7 JONES OF ANNAPOLIS    001048  04/15/97  KBTRACTOR      94556667
  8 TCBI                  000278  02/24/94  L9600          95668978
(End-of-List)
-----
Enter Command, <HOME>, or 'E' to Exit:.....

```

History Display Options

<F1> Work Performed
<F2> Parts Used
<F3> Customer Complaints
<F4> Other Information

Option or <ESC> to Exit:....

WORK PERFORMED HISTORY								
Customer Name: TCBI				Serial #1 : 09080706				
Item Number : L9600				Serial #2 :				
Description : KUBOTA TRACTOR				Manufacture: KUBOTA				
Work Performed	Component	Tech	Inv#	Date	Bill	Warr	Nbill	Billd
SHARPEN	BLADES	DW	000278	02/24/04	1:00	0:00	0:00	9.99
(End-of-List)								
Enter <ESC> to Exit:..								

1.10.6.1 <F1> Work Performed: above screen shows you what task, components, technicians, and hours are involved in this invoice.

PARTS USED HISTORY						
Customer Name: TCBI				Serial #1 : 09080706		
Item Number : L9600				Serial #2 :		
Description : KUBOTA TRACTOR				Manufacture :		
Description	Inv No	Date	Used	Price	Total	Billable W
(End-of-List)						
Enter <ESC> to Exit:..						

1.10.6.2 <F2> Parts Used: gives parts that were listed in the body of the original Work Order.

By selecting a specific line a separate screen will display giving you more information about that item.

PARTS USED HISTORY		
Customer Name: TCBI	Item Number :	Serial #1 : 09080706
Item Number : L9600	Description #1 :	Serial #2 :
Description : KUBOTA TRAC	Description #2 :	Manufacture :
Description	Qty Used :	Price
(End-of-List)	Unit of Meas :	Total
	Price :	Billable
	Total :	Warehouse
	Billable :	
	Warehouse :	
Enter <ESC> to Exit:..	Invoice Number :	
	Invoice Date :	
	Press <ENTER> to Continue	

 CUSTOMER COMPLAINTS AND PROBLEMS

Customer Name: TCBI	Serial #1 : 09080706
Item Number : L9600	Serial #2 :
Description : KUBOTA TRACTOR	Manufacture :

Complaint/Problems	Inv No	Date
DULL BLADES		
(End-of-List)		

 Enter <Page #, (N)ext Page, or <ESC> to Exit:..

1.10.6.3 <F3> Customer Complaints: lists customer complaints that were entered in the original work order.

 OTHER INFORMATION

Customer Name: TCBI	Serial #1 : 09080706
Item Number : L9600	Serial #2 :
Description : KUBOTA TRACTOR	Manufacture :
	Hour Meter :

Order Number : 107891	Total Parts:
Order Date : 02/10/04	Total Labor: 9.99
Customer Number : 175	Shop Charge:
P.O. Number :	Sales Tax : .50
Terms : NET30	Misc :
Invoice Number : 000278	Shipping :
Invoice Date : 02/24/04	Total : 10.49

1.10.6.4 <F4> Other Information: gives you additional information about the order.

1.11 <F11> Archive Warranty Claims: displays warranty claim forms previously updated. This option will only display if using warranty invoices.

```
-----
                          Work Order Warranty Maintenance
-----
Customer#                               Item No   :
                                          Equip. Desc.:
                                          Serial #1  :
                                          Serial #2  :
-----
<F1> Manufacturer#                       | <F5> Sold by
-----
Enter Manufacture#:
-----
<F2> Type of Equipment M                 |
Equipment M                               |
Engine/Tran                               |
How Used                                  |
-----
<F3> Cause of Fa                         |
                                          Press <ESC> to Exit Warranty Archive:
                                          Press <HOME> to List Manufacturer Options.
-----
<F4> Work Perform                         |
-----
Enter Command, <HOME> or <ESC> to Exit:.....
```

Enter Manufacturer and press <ENTER>, or press <HOME> for further options.

<HOME>

```
-----
Work Order Warranty Maintenance
-----
Customer#                               Item No   :
-----
                                  Distributor Options
-----
At this point you are selecting the Distributor # to whom a warranty
is being made, and you must tell the system how to find the
Distributor.
The fastest way for this is to enter the Distributor's Number, though
this, of course assumes you KNOW the Distributor's number.

If you do not know the number, there are two ways of determining it:
1. Alpha Search: In this method, you enter up to the first 10
   characters of the Distributor's Name. The system will display
   for you a list of all distributors whose name BEGINS with
   those characters, and allows you to select one.
2. Wild-Card Search: In this method, you enter a question mark (?)
   followed by up to 9 characters. The system will then display for
   you a list of all distributors whose name contains the entered
   characters, and allows you to select one.

Press <ENTER> key to continue:
-----
<F1> Manufacturer#
<F2> Type of Equipment
      Equipment Model
      Engine/Transmission
      How Used
<F3> Cause of Failure
<F4> Work Performance
-----
Enter Command,
```

```
-----
Work Order Warranty Maintenance
-----
Customer#                               Item No   :
                                          Equip. Desc.:
                                          Serial #1  :
                                          Serial #2  :
-----
<F1> Manufacturer#                       | <F5> Sold by
-----
Enter Manufacturer#: BRIGGS AND STRATTON
Enter Invoice Number:
-----
<F2> Type of Equipment
      Equipment Model
      Engine/Transmission
      How Used
<F3> Cause of Failure
<F4> Work Performance
-----
Press <ESC> to Reenter Manufacturer:
Press <HOME> for Claim Invoice List.
-----
Enter Command, <HOME> or <ESC> to Exit:.....
```

Enter the invoice number to be displayed and press <ENTER>, or press <HOME> to list all invoices processed.

<HOME>

Archive Warranty Claim Invoice								
Manufacturer 01361 (BRIGGS AND STRATTON WARRANTY)								
Ln#	Invoice#	Order#	Cust#	Date	Labor	Parts	S-Tax	Total
001	001882	013947	0163	05/09/01	140.00	2.98	0.00	142.98
002	001891	013955	0101	05/09/01	50.00	33.13	0.00	83.13
003	001850	013905	163	05/10/01	340.00	51.20	0.00	391.20

Enter Line#, Command, <HOME> or <ESC>:.

Archive Warranty Claim Invoice								
Manufacturer 01361 (BRIGGS AND STRATTON WARRANTY)								
Ln#	Invoice#	Order#	Cust#	Date	Labor	Parts	S-Tax	Total
001	001882							142.98
002	001891							83.13
003	001850							391.20

Order List Commands

To select an Order:
Enter the corresponding line number.
Enter 'N' to display the next screen of Orders.
Enter 'P' to display the previous screen of Orders.
Enter 'I99' where 99 is the corresponding line number,
to list order line items for the requested order.
Press <ESC> to exit the Order Listing Screen.

Press <ENTER> To Continue

Enter Line#, Command, <HOME> or <ESC>:.

Work Order Warranty Maintenance			
Customer# 00163		Item No : JDTRACTOR	
OAKRIDGE MEADOW RIDGE VALLEY		Equip. Desc.: JOHN DEERE TRACTOR	
1234 SPRING VALLEY ROAD		Serial #1 : 10210251	
WEST LANSING ,MI 45678		Serial #2 :	
Manufacturer# 01361		Sold by:	
BRIGGS AND STRATTON WARRANTY		OUTDOOR POWER CO.	
590 WESTCHESTER ROAD		888 SOUTH STREET	
NEW PORT ,MN 61051		ANYWHERE ,MD 21111	
Type of Equipment : RIDING LAWN MOWER		Date Purchased: 04/01/99	
Equipment Model# : 234455		Date Billed : 04/23/99	
Engine/Trans Model#: 677777		Date Failed : 04/24/00	
How Used : COMMERCIAL		Hours Used : 45:00	
<F1> Cause if Failure	Total Labor Amount:	100.00	
<F2> Work Performed	Total Parts Amount:	545.00	
	Total S-Tax Amount:	0.00	
	Total Hours Worked:	3:00	
Enter Command, <HOME> or <ESC> to Exit:.....			

Enter command and press <ENTER>, or press <HOME> for more information. Press <ESC> to exit.

Work Order Warranty Maintenance

Customer# 00163
OAKRIDGE MEADOW RIDGE VALLEY
1234 SPRING VALLEY ROAD
WEST LANSING ,MI 45678

Item No : JDTRACTOR
Equip. Desc.: JOHN DEERE TRACTOR
Serial #1 : 10210251
Serial #2 :

Manufacturer# 01361
BRIGGS AND STRATTON WARRANTY
590 WESTCHESTER ROAD

Sold by:
OUTDOOR POWER CO.
888 SOUTH STREET

NEW PORT

Archive Invoice Claim Commands

Type of Equipment
Equipment Model#
Engine/Trans Mode
How Used

<F1> Cause if Failure

<F2> Work Performed

Enter Command, <HOME>

Enter the desired function key to display the information in the corresponding box.
Enter 'A' to Display Equipment & Engine Information.
Enter 'L' to Display the Line Item Screen.
Enter 'P' to Print the Archive Warranty Claim Invoice.
Enter 'S' to Display Sales Tax Information.
Press <ESC> to Reenter Distributor's Number.

Press <ENTER> to continue.

<A> Display Equipment/Engine Information:

Displays information about the equipment/engine as it was originally entered on the warranty claim.

Work Order Warranty Maintenance

Customer# 00163
OAKRIDGE MEADOW RIDGE VALLEY
1234 SPRING VALLEY ROAD
WEST LANSING ,MI 45678

Item No : JDTRACTOR
Equip. Desc.: JOHN DEERE TRACTOR
Serial #1 : 10210251
Serial #2 :

Manufacturer# 01361
BRIGGS AND STRATTON WARRANTY
590 WESTCHESTER ROAD

Sold by:
OUTDOOR POWER CO.
888 SOUTH STREET

NEW PORT

Equipment/Engine Information

Type of Equipment
Equipment
Engine/Trans Mode
How Used

<F1> Cause if Failure

<F2> Work Performed

Enter Command

Equipment Model # :
Equipment Serial # :
Equipment Date Code :

Engine Model # :
Engine Type # :
Engine Date Code :

Press <ENTER> to continue:

<L> Display Line Item Screen:

Displays the line items as originally entered on the warranty claim.

Work Order Warranty Maintenance				
Customer# 00163		Item No : JDTRACTOR		
OAKRIDGE MEADOW RIDGE VALLEY		Equip. Desc.: JOHN DEERE TRACTOR		
1234 SPRING VALLEY ROAD		Serial #1 : 10210251		
WEST LANSING ,MI 45678		Serial #2 :		
Warranty Parts				
Ln#	Item	Description	Quantity	Price Dist
1	987116	Gasket	1	4.99
Enter Command, <HOME> or <ESC>:				

<S> Display Sales Tax Information

Will display how sales tax was calculated on the original warranty.

Work Order Warranty Maintenance	
Customer# 00163	
OAKRIDGE MEADOW RIDGE VALLEY	
1234 SPRING VALLEY ROAD	
WEST LANSING ,MI 45678	
Item No : JDTRACTOR	
Equip. Desc.: JOHN DEERE TRACTOR	
Serial #1 : 10210251	
Serial #2 :	
Manufacturer# 01361	Sold by:
BRIGGS AND STRATON WARRANTY	OUTDOOR POWER CO.
590 WESTCHESTER ROAD	888 SOUTH STREET
NEW PORT	
Sales Tax Information	
Type of Equipment	Taxable? (Y/N) :
Engine/Tractor	Sales Tax Code : 001 MARYLAND (05.00%)
How Used	
Press <ENTER> to continue:	
<F1> Cause if	Total Parts Amount: 545.00
<F2> Work Performed	Total Hours Worked: 3:00
Enter Command, <HOME> or <ESC> to Exit:.....	

<P> Print the warranty claim

Print the claim as it would have been originally entered.

Warranty Claim Worksheet					
Order #013002	PROCOM SOLUTIONS, INC. 8980-A route 108 OAKLAND CENTER COLUMBIA, MD 21045 PHONE (41) 997-6777			Cust #00163	
Customer	Distributor		Sold By		

OAKRIDGE MEADOW RIDGE VALLEY 1234 SPRING VALLEY ROAD SUITE 1234 BLDG #404 W WEST LANSING ,MI 45678	BRIGGS AND STRATTON WARRANTY 590 WESTCHESTER ROAD NEW PORT Phone# (610)652-1542		OUTDOOR POWER CO. 888 SOUTH STREET ANYWHERE ,MD 21111 Phone# (410)997-6777		

Part Number: JDTRACTOR	Equip Model#	: 564333	Type of Equip:RIDING MOWER		
Description: JOHN DEERE TRACTOR	Equip Serial#	:	How Used :HOME		
Serial #1 :	Equip Date Code	:	Hours Used :35.00		
Serial #2 :	Equip Model#	: 234555	Date Billed :05/06/99		
	Equip Type #	:	Date Purch :05/05/99		
	Engine Date Code:		Date Failed :05/05/99		

Probable Cause of Failure					
BLOWN GASKET					

Work Performed					
REPLACE ENGINE					

Task Performed	Component	Hours	Total		

ADJUST	SPINDLE	3:50	287.50		

Part Number	Description	Quantity	Price	Billable	Warranty

361292	OIL FILTER	1	9.99	0.00	9.99
100042	AIR FILTER	1	25.60	0.00	25.60

				Total Parts	323.09
				Total Labor	0.00
				Total Tax	-----
				Total Credit	323.09

1.12 <F12> TIME CLOCK: series of programs and reports that will keep track of hours, or tasks associated with either specific orders, or the technicians themselves.

Customer # (1) Name: (2) Addr: (3) : (4) : (5) Phn#: (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date :
(7) Order Type : WORK ORDER (8) Order Date (9) Entered By (10) Type:W/C REP (11) Chargeable To (12) Warranty (13) Technician (14) Labor Rate (15) W/O Status (16) Rec Method : (17) Comments : (18) Directions :	Time Clock Processing <CR> Clock-In/Clock-Out <F1> View Print Technician Hours <F2> Management Functions <ESC> Exit Time Clock

<CR> Clock-In/Clock-Out: a way that the technician will let the system know the starting time of either the work order being worked on, or the task being accomplished. To Clock-In, or out highlight the <CR> entry and press <ENTER>.

Customer # (1) Name: (2) Addr: 8980-A Route 108 (3) : (4) : Columbia (5) Phn#: (410) 997-6777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer :
(7) Order Type : WORK (8) Order Date : (9) Entered By : (10) Type: (11) Chargeable To : (12) Warranty : (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	Time Clock Processing <CR> Clock-In/Clock-Out <F1> View Print Technician Hours <F2> Management Functions
	Time Clock Welcome to Company Name Enter your Tech ID: Press <ESC> to exit. Press <HOME> for a Tech List.

Enter your Tech ID: Enter the tech id for the person clocking in/out and press <ENTER>, or press <HOME> to select from the technician list previously built, or press <ESC> to exit.

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr: 8980-A	
(3) :	
(4) : Columb	
(5) Phn#: (410)	
(6) Fax#:	
(7) Order Type	
(8) Order Date	
(9) Entered By :	
(10) Type:	
(11) Chargeable To :	
(12) Warranty :	
(13) Technician :	
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	

Time Clock Processing

<CR> Clock-In/Clock-Out
 <F1> View Print Technician Hours
 <F2> Management Functions
 <ESC> Exit Time Clock

Time Clock

Welcome to Company Name

Technician Name, you are currently Checked

IN/OUT

Do you wish to Clock-IN (Out) ? (Y/N)

After entering your id and pressing enter the screen will confirm your identity and display your current status (checked in, or out). The system will also ask you do you wish to clock either in, or out? Enter either <Y> and press <ENTER>, or to escape <N> and <ENTER>.

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr: 8980-A R	
(3) :	
(4) : Columbia	
(5) Phn#: (410) 99	
(6) Fax#:	
(7) Order Type	
(8) Order Date	
(9) Entered By :	
(10) Type:W/C REPAIRS	
(11) Chargeable To :C	
(12) Warranty :NOI	
(13) Technician :	
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	

Time Clock Processing

<CR> Clock-In/Clock-Out
 <F1> View Print Technician Hours
 <F2> Management Functions
 <ESC> Exit Time Clock

Time Clock

Welcome to Company Name

TECHNICIAN NAME, you are currently Checking

In on xx/xx/xx at 00:00:00am

Enter Order Number:

Press <ESC> to Cancel and Exit.
 Press <HOME> for Service Code List

Service Code List

1) Cleaning
 2) Delivery

Enter Line# or <ESC>:

If you are checking in the above screen will appear, giving you the tech id, current date and time and asking for either the work order to be worked on, or the Service Code to be done. The service codes can be pre-built in the File Maintenance/Work Order File Maintenance Section of the system. If checking in on a work order, enter its order number and press <ENTER>.

If it is a valid order number the screen goes back to the Time Clock Processing Screen. An invalid order number cannot be entered, the screen will just beep at you until a valid number is entered, or you escape. To enter a service code press the <HOME> key to display the previously built service codes and select one either by highlighting it, or entering its line number and pressing <ENTER>.

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) :	
(5) Phn#: (410) 9	
(6) Fax#:	
(7) Order Type	
(8) Order Date	
(9) Entered By	
(10) Type:W/C REPA	
(11) Chargeable To :C	
(12) Warranty :	
(13) Technician :	
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	

Time Clock Processing

<CR> Clock-In/Clock-Out
 <F1> View Print Technician Hours
 <F2> Management Functions
 <ESC>

Time Clock

Welcome to Company Name
TECHNICIAN NAME, you are currently Checked

IN
 Do you wish to Clock-Out?(Y/N):

If you need to clock-out, after entering your tech id the above screen appears giving your name and letting you know that you are currently clocked in and asking you to confirm that you wish to clock out. Enter <Y> and press <ENTER> to clock-out, or if you do not wish to clock-out enter <N> and press <ENTER>. If <Y> is entered you will see the following box display giving you either the order number you were working on, the current time and date, and the accumulated time on the order, or the service code being performed, the current date and time.

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr: 89	:
(3) :	:
(4) : Co	:
(5) Phn#: (4	:
(6) Fax#:	:
(7) Order Ty	e :
(8) Order Date :	
(9) Entered By :	
(10) Type:	
(11) Chargeable To :	
(12) Warranty :	
(13) Technician :	
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	

Time Clock Processing

<CR> Clock-In/Clock-Out
 <F1> View Print Technician Hours
 <F2> Management Functions
 <ESC> Exit Time Clock

Time Clock

Welcome to Company Name
TECHNICIAN NAME, you are currently Checking Out for
 Order XXXXXX on xx/xx/xx at 00:00:00
 Current Time : 45 Minutes

 Do you wish to Clock-Out?(Y/N):

Once you have clocked out, you are returned to the Time Clock Processing Screen. This is all that is required for the Technician to do to record their hours.

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) :	(23) Serial # 2 :
(5) Phn#: (410) 997-6777	(24) Equip/Engine :
(6) Fax# :	(25) Tag Number :
Time Clock Processing	
(7) Order Ty	te :
(8) Order D	te :
(9) Entered	:
(10) Type:W/	O. :
(11) Chargea	mplaint:
(12) Warrant	:
(13) Technician :	(26) Payment Terms :
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	

<F1> View Print Technician Hours: a way to either view, or print the technician hours has put in for a given order, or time frame.

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	
(4) :	
(5) Phn#:	
(6) Fax #:	
Time Clock Processing	
(7) Order Ty	
(8) Order Da	
(9) Entered	
(10) Type:	
(11) Chargeable To :	
(12) Warranty :	
(13) Technician :	
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	

Enter Technician ID:

Press <ESC> to exit.
Press <HOME> for a Technician List.

Enter Technician ID: Enter in the Technician Id that you want the report on, or press **<HOME>** to display a listing of technicians to be selected from.

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	:
(4) : Co	:
(5) Phn#:	(4) :
(6) Fax#:	:
Time Clock Processing	
<CR> Clock-In/Clock-Out	
<F1> View Print Technician Hours	
<F2> Management Functions	
<ESC> Exit Time Clock	
(7) Order Ty	Enter Technician ID:
(8) Order Da	Enter Order Number:
(9) Entered	
(10) Type:W/O	
(11) Chargeable To :	
(12) Warranty :	
(13) Technician :	
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	
	Press <ESC> to reenter Tech ID. Press <ENTER> for all Orders.

Enter Order Number: Enter the specific order number that you wish to see the hours on, or press <ENTER> to list all the orders. Press <ESC> to reenter Tech ID.

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) :	(23) Serial # 2 :
(5) Phn#:	:
(6) Fax#:	:
Time Clock Processing	
<CR> Clock-In/Clock-Out	
<F1> View Print Technician Hours	
<F2> Management Functions	
<ESC> Exit Time Clock	
(7) Order Ty	Enter Technician ID:
(8) Order Da	Enter Order Number:
(9) Entered	Starting Date (mmddyy):
(10) Type:W/O	
(11) Chargeable To :	
(12) Warranty :	
(13) Technician :	
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	
	Press <ESC> to reenter Order#. Press <ENTER> for First Date.

Starting Date: Enter the specific starting date that you want to hours displayed for and press <ENTER>, or just press <ENTER> to display to the first date in your system. Press <ESC> to reenter Order Number.

Customer #	(19) Item Number :	
(1) Name:	(20) :	
(2) Addr:	Manufacturer :	
(3) :	1 :	
(4) : Columb	2 :	
(5) Phn#: (410)	Engine :	
(6) Fax#:	er :	
	n :	
	Date :	
(7) Order Type		
(8) Order Date		
(9) Entered By		
(10) Type:	Enter Technician ID:	
(11) Chargeable To :	Enter Order Number:	
(12) Warranty :	Starting Date (mmddyy):	
(13) Technician :	Ending Date (mmddyy):	
(14) Labor Rate :	Press <ESC> to reenter First Date.	
(15) W/O Status :		
(16) Rec Method :		
(17) Comments :		
(18) Directions :		

Ending Date: Enter the specific ending date that you want to hours displayed for and press <ENTER>, or just press <ENTER> to display to the last date in your system. Press <ESC> to reenter First Date.

Customer #	(19) Item Number :	
(1) Name:	(20) :	
(2) Addr:	(21) Manufacturer :	
(3) :	(22) Serial # 1 :	
(4) :	(23) Serial # 2 :	
(5) Phn#:	(24) Equip/Engine :	
(6) Fax# :	(25) Tag Number :	
	1 :	
	2 :	
	Engine :	
	er :	
	n :	
	Date :	
(7) Ord		
(8) Ord		
(9) Ent		
(10) Typ	Enter Technician ID:	
(11) Cha	Enter Order Number:	
(12) War	Starting Date (mmddyy):	
(13) Techni	Ending Date (mmddyy):	
(14) Labor	Display or Print ?(D/P):	
(15) W/O	Is Everything O.K. ?(Y/N):	
(16) Rec	Press <ESC> to reenter Last Date.	
(17) Comm	Press <ENTER> for Display.	
(18) Direc		

Display or Print ? : Enter <D> and press <ENTER>, or just press <ENTER> to display. Enter <D> and press <ENTER> to print. Press <ESC> to reenter Last Date.

Is Everything O.K ? (Y/N): If all your answers are correct enter <Y> and press <ENTER>, or enter <N> and press <ENTER> to reenter.

Display:

Technician Time Clock Listing for HS (HOUSE)						
All Orders for Dates 00/00/00 thru 00/00/00						Total Time: :90
Ln#	Order#	Cust#	Name	Status	Date	Time
1	002404	175	TCBI	IN	09/23/03	09:30AM
2	002404	175	TCBI	OUT	09/23/03	10:30AM
3			CLEANING	IN	09/24/03	11:00AM
4			CLEANING	OUT	09/24/03	11:30AM

Press <ESC> to Exit:

PRINT:

Technician Time Clock Listing for HS (HOUSE)

Order # -All- for Dates 00/00/00 thru 00/00/00

Ln#	Order#	Cust#	Name	Status	Date	Time
1	002404	175	TCBI	IN	09/23/03	09:30AM
2	002404	175	TCBI	OUT	09/23/03	10:30AM
3			CLEANING	IN	09/24/03	11:00AM
4			CLEANING	OUT	09/24/03	11:30AM

Total Time: :90

Customer # (1) Name: (2) Addr: (3) : (4) : (5) Phn#: (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date : (29) Priority : (30) Customer P.O. :
(7) Order Type : WORK ORDER (8) Order Date : 04/12/01 (9) Entered By : (10) Type:W/C REP (11) Chargeable T (12) Warranty (13) Technician (14) Labor Rate (15) W/O Status (16) Rec Method (17) Comments (18) Directions :	Time Clock Processing <CR> Clock-In/Clock-Out <F1> View Print Technician Hours <F2> Management Functions <ESC> Exit Time Clock

<F2> Management Functions: the ability to view hours and dates, make corrections to order numbers, dates, and hours, or to print reports.

Customer # (1) Name: (2) Addr: (3) : (4) : (5) Phn#: (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date :
(7) Order Type : WORK ORDER (8) Order Date (9) Entered By (10) Type:W/C REP (11) Chargeable T (12) Warranty (13) Techni (14) Labor (15) W/O St (16) Rec Me (17) Commer (18) Direct	Time Clock Processing <CR> Clock-In/Clock-Out <F1> View Print Technician Hours <F2> Management Functions Enter Authorization:

Enter Authorization: Enter your password and press <ENTER>.

Customer # (1) Name: (2) Addr: (3) : (4) : (5) Phn#: (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number : (26) Condition : (27) Purchase Date : (28) Promised Date :
(7) Order T (8) Order D (9) Entered (10) Type:W/ (11) Chargeable To :CUSTO (12) Warranty :NONE (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	Time Clock Processing <CR> Clock-In/Clock-Out <F1> View Print Technician Hours <F2> Management Functions <ESC> Exit Time Clock Management Functions <CR> View/Change Technician Hours <F1> View/Change Work Order Hours <F2> View/Change Service Code Hours <F3> Print Managers Report <ESC> Exit Management Functions

<CR> View/Change Technician Hours: Gives you the ability to change the hours entered for a specific tech, in order to correct any errors.

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) :	(23) Serial # 2 :
(5) Phn#:	(24) Equip/Engine :
(6) Fax#:	(25) Tag Number :
(7) Order	Date :
(8) Order	Date :
(9) Enter	:
(10) Type:	
(11) Charge	
(12) Warrant	
(13) Techni	
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	

Time Clock Processing

<CR> Clock-In/Clock-Out
 <F1> View Print Technician Hours
<F2> Management Functions
 <ESC> Exit Time Clock

Enter Technician ID:

Press <ESC> to exit.
 Press <ENTER> for ALL Technicians.
 Press <HOME> for a Technician List

Enter Technician ID: Enter in the Technician Id that you want to make the change for and press <ENTER>, press <HOME> to display a listing of technicians to be selected from, or just press <ENTER> for all Technicians..

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) :	(23) Serial # 2 :
(5) Phn#:	(24) Equip/Engine :
(6) Fax#:	(25) Tag Number :
(7) Order Type	(26) Condition :
(8) Order Date	
(9) Entered By	
(10) Type:	
(11) Chargeable T	
(12) Warranty	
(13) Technician	
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	

Time Clock Processing

<CR> Clock-In/Clock-Out
 <F1> View Print Technician Hours
<F2> Management Func
 <ESC> Exit Time Clock

Enter Technician ID:
 Enter Order Number:

Press <ESC> to reenter Tech ID.
 Press <ENTER> for all Orders.

Enter Order Number: Enter the specific order number that you wish to see/change the hours on, or press <ENTER> to list for all the orders. Press <ESC> to reenter Tech id.

Customer #
(1) Name:
(2) Addr:
(3) :
(4) :
(5) Phn#:
(6) Fax#:

```

(19) Item Number :
(20) :
(21) Manufacturer :
(22) Serial # 1 :
(23) Serial # 2 :
(24) Equip/Engine :
(25) Tag Number :

```

```

( 7) Order Type
( 8) Order Date
( 9) Entered By
(10) Type:W/C RE
(11) Chargeable
(12) Warranty
(13) Technician
(14) Labor Rate :
(15) W/O Status :
(16) Rec Method :
(17) Comments :
(18) Directions :

```

```

Time Clock Processing
<CR> Clock-In/Clock-Out
<F1> View Print Techni
<F2> Management Funct
<ESC> Exit Time Clock

```

```

Enter Technician ID:
Enter Order Number:
Starting Date (mmddyy):

Press <ESC> to reenter Order#.
Press <ENTER> for First Date.

```

Starting Date: Enter the specific date that you want to hours displayed to start from and press <ENTER>, or just press <ENTER> to display for the first date in your system. Press <ESC> to reenter Order #.

```

Customer #
( 1) Name:
( 2) Addr:
( 3) :
( 4) :
( 5) Phn#:
( 6) Fax#:

```

```

(19) Item Number :
(20) :
(21) Manufacturer :
(22) Serial # 1 :
(23) Serial # 2 :
(24) Equip/Engine :
:
:
:

```

```

Time Clock Processing
<CR> Clock-In/Clock-Out
<F1> View Print Technician Hours
<F2> Management Function
<ESC> Exit Time Clock

```

```

Enter Technician ID:
Enter Order Number:
Starting Date (mmddyy):
Ending Date (mmddyy):

Press <ESC> to reenter First Date.
Press <ENTER> for Last Date.

```

Ending Date: Enter the specific ending date that you want to hours displayed for and press <ENTER>, or just press <ENTER> to display to the last date in your system. Press <ESC> to reenter First Date.

Customer # (1) Name: (2) Addr: (3) : (4) : (5) Phn#: (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : (25) Tag Number :
(7) Order Type (8) Order Date (9) Entered By (10) Type: (11) Chargeable (12) Warranty (13) Technician (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	<p style="text-align: center;">Time Clock Processing</p> <p><CR> Clock-In/Clock-Out <F1> View Print Technician Hours <F2> Management Functions <ESC> Exit Time Clock</p>
	<p>Enter Technician ID: Enter Order Number: Starting Date (mmddyy): Ending Date (mmddyy):</p> <p>Is Everything O.K. ?(Y/N):</p> <p>Press <ESC> to reenter Last Date.</p>

Is Everything O.K ? (Y/N): If all your answers are correct enter <Y> and press <ENTER>, or enter <N> and press <ENTER> to reenter. Press <ESC> to reenter Last Date.

Technician Time Clock Listing for HS (HOUSE)						
All Orders for Dates 00/00/00 thru 00/00/00						Total Time: :90
Ln#	Order#	Cust#	Name	Status	Date	Time
1	002404	175	TCBI	IN	09/23/03	09:30AM
2	002404	175	TCBI	OUT	09/23/03	10:30AM
3			CLEANING	IN	09/24/03	11:00AM
4			CLEANING	OUT	09/24/03	11:30AM

Enter Line#, Command <HOME> or <ESC>:

Enter the Line# of the record you wish to change and press <ENTER>. Enter <N> for next page and press <ENTER>, or enter <P> and press <ENTER> for the previous page.

Technician Time Clock Listing for HS (HOUSE)						
All Orders for Dates 00/00/00 thru 00/00/00						Total Time: :90
Ln#	Order#	Cust#	Technician : HS (House)		te	Time
			Customer : 00175 (TCBI)			
1	002404	175	1. Order Number : 002404		/23/03	09:30AM
2	002404	175	2. Date (mmddyy): 09/23/03		/23/03	10:30AM
3			3. Time (hhmm) : 11:30 am		/24/03	11:00AM
4			4. Note :		/24/03	11:30AM
Line# to Change, 'D'eleate or <ESC>.						

Enter the line number of the field to be changed and press <ENTER>, or enter <D> and press

Customer # (1) Name: (2) Addr: (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-6777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 :
(7) Order Type : WO (8) Order Date : 04 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUS (12) Warranty :NONE (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	<p style="text-align: center;">Time Clock Processing</p> <p><CR> Clock-In/Clock-Out <F1> View Print Technician Hours</p> <p style="text-align: center;">Management Functions</p> <p><CR> View/Change Technician Hours <F1> View/Change Work Order Hours <F2> View/Change Service Code Hours <F3> Print Managers Report <ESC> Exit Management Functions</p>

<F1> **View/Change Work Order Hours:** gives you the ability to change the total number of hours on a specific order and whether the number of hours must match the number entered on the work order itself.

Customer # (1) Name: (2) Addr: (3) : (4) : Columbia ,Md (5) Phn#: (410) 997-6777 (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 :
(7) Order Type : WO (8) Order Date : 04 (9) Entered By : (10) Type:W/C REPAIRS (11) Chargeable To :CUS (12) Warranty :NONE (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	<p style="text-align: center;">Time Clock Processing</p> <p><CR> Clock-In/Clock-Out <F1> View Print Technician Hours <F2> Management Functions <ESC> Exit</p> <p style="text-align: center;">View/Change Work Order Hours</p> <p>Enter Order Number:</p> <p style="text-align: center;">Press <ESC> to exit.</p>

Enter Order Number: enter the order number you wish to change and press <ENTER>. You cannot enter an invalid order number, the system will just beep at you. Press <ESC> to exit.

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) : Columbia Md	(23) Serial # 2 :
(5) Phn#:	e :
(6) Fax#:	:
Time Clock Processing	
<CR> Clock-In/Clock-Out	:
<F1> View Print Technician Hours	te :
<F2> Management Functions	te :
<ESC> Exit	:
(7) Order T	
(8) Order D	
(9) Entered	
(10) Type:W/	
(11) Chargeable to Cost	
(12) Warranty :NONE	
(13) Technician :	
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	
View/Change Work Order Hours	
Order Number....: 002404	
Customer.....: 00175 (TCBI)	
Status.....: 08 (Awaiting Parts)	
Item Number.....: JDTRACTOR (JOHN DEERE TRACTOR)	
1. Total Minutes..: 0:45	
2. Balance Hours: Hours MUST Match to Invoice	
Enter Line# to Change or <ESC>:	

Enter in <1> and press <ENTER> to change the total minutes. Enter in the new amount and press <ENTER>, or just press <ENTER> to keep the same amount. If you change the amount the screen will display the words (Overridden) next to the total minute's field.
 Enter in <2> and press <ENTER> to change whether this order's hours must match the invoice, or not. Press <ESC> to exit.

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) : Columbia Md	(23) Serial # 2 :
(5) Phn#:	e :
(6) Fax#:	:
Time Clock Processing	
<CR> Clock-In/Clock-Out	:
<F1> View Print Technician Hours	te :
<F2> Management Functions	te :
<ESC> Exit	:
(7) Order T	
(8) Order I	
(9) Entered	
(10) Type:W/	
(11) Chargeable to Cost	
(12) Warranty :NONE	
(13) Technician :	
(14) Labor Rate :	
(15) W/O Status :	
(16) Rec Method :	
(17) Comments :	
(18) Directions :	
Management Functions	
<CR> View/Change Technician Hours	
<F1> View/Change Work Order Hours	
<F2> View/Change Service Code Hours	
<F3> Print Managers Report	
<ESC> Exit Management Functions	

<F2> View/Change Service Code Hours: gives you the ability to change the total number of hours on a specific service code.

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) : Cd	:
(5) Phn#:	:
(6) Fax#:	:
(7) Order T	:
(8) Order D	:
(9) Entered	:
(10) Type:	:
(11) Chargeable To	nt:
(12) Warranty	:
(13) Technician	:
(14) Labor Rate	:
(15) W/O Status	:
(16) Rec Method	:
(17) Comments	:
(18) Directions	:

Time Clock Processing

<CR> Clock-In/Clock-Out
 <F1> View Print Technician Hours
 <F2> Management Functions
 <ESC>

View/Change Service Code Hours

Enter Technician:

Press <ESC> to exit.
 Press <HOME> for a Technician List.

Enter Technician: Enter the technician id to be changed and press <ENTER>, or press <HOME> to display a list to select from:

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	r :
(3) :	:
(4) : C	:
(5) Phn#:	e :
(6) Fax #:	:
(7) Order T	:
(8) Order Date	:
(9) Entered By	:
(10) Type:	:
(11) Chargeable To	:
(12) Warranty	:
(13) Technician	:
(14) Labor Rate	:
(15) W/O Status	:
(16) Rec Method	:
(17) Comments	:
(18) Directions	:

Time Clock Processing

<CR> Clock-In/Clock-Out
 <F1> View Print Technician Hours
 <F2> Management Functions
 <ESC> Ex

View/Change Service Code Hours

Enter Technician :
 Enter Service Code:

Is Everything OK? (Y/N)

Press <ESC> to reenter Service Code

Enter Service Code: Enter the service code to be changed and press <ENTER>, or press <HOME> to display a list to select from.

Is Everything OK? (Y/N): Enter <Y> and press <ENTER> to continue, or enter <N> and press <ENTER> to reenter the technician. Press <ESC> to reenter Service

Customer #	(19) Item Number	:
(1) Name:	Time Clock Processing	:
(2) Addr:		:
(3) :		:
(4) :	<CR> Clock-In/Clock-Out	:
(5) Phn#:	<F1> View Print Technician Hours	:
(6) Fax#:	<F2> Management Functions	:
	<ESC> Exit Time Clock	:
(7) Order		:
(8) Order		:
(9) Entered By :	View/Change Service Code Hours	:
(10) Type:	Technician..... : HS(HOUSE)	:
(11) Chargeable To :	Service Code.....: 01 (CLEANING)	:
(12) Warranty :		:
(13) Technician :	1. Date In/Out..: 08/20/03	:
(14) Labor Rate :	2. Time In/Out..: 9:28 AM	:
(15) W/O Status :	3. Record Type..: Clock-Out	:
(16) Rec Method :	Is this the correct Record? (Y/N):	:
(17) Comments :		:
(18) Directions :		:

Is this the correct record (Y/N) ? : Enter <Y> and press <ENTER> if this is the record you want, or enter <N> and press <ENTER> to return to scroll thru the rest of the records.

View/Change Service Code Hours
Technician..... : HS(HOUSE)
Service Code.....: 01 (CLEANING)
1. Date In/Out..: 08/20/03
2. Time In/Out..: 9:28 AM
3. Record Type..: Clock-Out
Enter Line# to Chang or <ESC>:

If you entered <Y>es the above screen appears giving you the option to change for <1> the date, or <2> the time in/out. Change the data and then press <ESC> to exit.

Customer #	(19) Item Number	:
(1) Name:	(20)	:
(2) Addr: 89	Time Clock Processing	:
(3) :		:
(4) : Co	<CR> Clock-In/Clock-Out	:
(5) Phn#:	<F1> View Print Technician Hours	:
(6) Fax#:	<F2> Management Functions	:
	<ESC> Exit	:
(7) Order Ty		:
(8) Order Da		:
(9) Entered By :	Management Functions	:
(10) Type:	<CR> View/Change Technician Hours	:
(11) Chargeable To :	<F1> View/Change Work Order Hours	:
(12) Warranty :	<F2> View/Change Service Code Hours	:
(13) Technician :	<F3> Print Managers Report	:
(14) Labor Rate :	<ESC> Exit Management Functions	:
(15) W/O Status :		:
(16) Rec Method :		:
(17) Comments :		:
(18) Directions :		:

<F3> Print Managers Report: gives you the ability to print out for a given technician, or all technicians the amount of time they have devoted to either certain orders, or services.

Customer # (1) Name: (2) Addr: (3) : (4) : (5) Phn#: (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 : (24) Equip/Engine : : : Date : Date : : P.O. : Complaint: : Terms :
Time Clock Processing	
(7) Order Type : (8) Order Date : (9) Entered By : (10) Type: (11) Chargeable T (12) Warranty (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	Enter Technician ID: Press <ESC> to exit. Press <ENTER> for ALL Technicians. Press <HOME> for a Technician List

Enter Technician ID: Enter in the Technician Id that you want to make the change for and press <ENTER>, press <HOME> to display a listing of technicians to be selected from, or just press <ENTER> for all Technicians..

Customer # (1) Name: (2) Addr: (3) : (4) : (5) Phn#: (6) Fax#:	(19) Item Number : (20) : (21) Manufacturer : (22) Serial # 1 : (23) Serial # 2 :
Time Clock Processing	
(7) Order Type : (8) Order Date : (9) Entered By : (10) Type: (11) Chargeable T (12) Warranty (13) Technician : (14) Labor Rate : (15) W/O Status : (16) Rec Method : (17) Comments : (18) Directions :	<CR> Clock-In/Clock-Out <F1> : <F2> : <ESC> Enter Technician ID: Enter Order Number: Press <ESC> to reenter Tech ID. Press <ENTER> for ALL Orders.

Enter Order Number: Enter the specific order number that you wish print the hours on, or press <ENTER> to print for all the orders. Press <ESC> to reenter Tech ID.

Customer #	(19) Item Number :
(1) Name:	(20) :
(2) Addr:	(21) Manufacturer :
(3) :	(22) Serial # 1 :
(4) :	(23) Serial # 2 :
(5) Phn#:	(24) Equip/Engine :
(6) Fax#:	
Time Clock Processing	
(7) Order Type	<CR> Clock-In/Clock-Out
(8) Order Date	<F1> View Print Technician
(9) Entered By	<F2> Management Functions
(10) Type:W/C RE	<ESC> Exit Time Clock
(11) Chargeable	Enter Technician ID:
(12) Warranty	Enter Order Number:
(13) Technician :	Starting Date (mmddy):
(14) Labor Rate :	Ending Date (mmddy):
(15) W/O Status :	Is Everything O.K.?(Y/N):
(16) Rec Method :	Press <ESC> to reenter Last Date.
(17) Comments :	
(18) Directions :	

Is Everything O.K ? (Y/N): If all your answers are correct enter <Y> and press <ENTER>, or enter <N> and press <ENTER> to reenter. Press <ESC> to reenter Last Date.

Technician Time Clock Printout for HS (HOUSE)

Order # -All- for Dates 00/00/00 thru 00/00/00

Ln#	Order#	Cust#	Name	Status	Date	Time
1	002404	175	TCBI	IN	09/23/03	09:30AM *
2	002404	175	TCBI	OUT	09/23/03	10:30AM
3			CLEANING	IN	09/24/03	11:00AM
4			CLEANING	OUT	09/24/03	11:30AM

Total Time: :90

2.0 Work Order Batch Print: batch prints all work orders that have W/O Print? set to "YES". This continuously prints all open work orders in the open file.

3.0 Work Order Status Report: prints report by various methods. Answer the following questions as to how you want the report to print out.

RWOCOST - Work Order Cost Calculation		
Enter Print Format Type (D/S):	<table border="1"><tr><td>Enter 'D' for Detail Format Enter 'S' for Summary Format Press <ESC> to Exit</td></tr></table>	Enter 'D' for Detail Format Enter 'S' for Summary Format Press <ESC> to Exit
Enter 'D' for Detail Format Enter 'S' for Summary Format Press <ESC> to Exit		

Enter Location ID, or (A)ll: ..	<table border="1"><tr><td>Press <HOME> for Location List Press <ESC> to Renter Format</td></tr></table>	Press <HOME> for Location List Press <ESC> to Renter Format
Press <HOME> for Location List Press <ESC> to Renter Format		

Enter Technician ID or <ENTER> for all:	<table border="1"><tr><td>Press <HOME> for Technician List Press <ESC> to Renter Location ID</td></tr></table>	Press <HOME> for Technician List Press <ESC> to Renter Location ID
Press <HOME> for Technician List Press <ESC> to Renter Location ID		

Enter W/O Type or <ENTER> for All:	<table border="1"><tr><td>Press <HOME> for W/O Type List Press <ESC> to Renter Technician</td></tr></table>	Press <HOME> for W/O Type List Press <ESC> to Renter Technician
Press <HOME> for W/O Type List Press <ESC> to Renter Technician		

Enter W/O Status or <ENTER> for All:	<table border="1"><tr><td>Press <HOME> for W/O Status List Press <ESC> to Renter W/O Type</td></tr></table>	Press <HOME> for W/O Status List Press <ESC> to Renter W/O Type
Press <HOME> for W/O Status List Press <ESC> to Renter W/O Type		

Enter Sort Sequence:	<table border="1"><tr><td>Press <ENTER> to Print in Order# Sequence Enter 'D' to Print in Promised Date Sequence Enter 'P' to Print in Priority Code Sequence Press <ESC> to Reenter W/O Status</td></tr></table>	Press <ENTER> to Print in Order# Sequence Enter 'D' to Print in Promised Date Sequence Enter 'P' to Print in Priority Code Sequence Press <ESC> to Reenter W/O Status
Press <ENTER> to Print in Order# Sequence Enter 'D' to Print in Promised Date Sequence Enter 'P' to Print in Priority Code Sequence Press <ESC> to Reenter W/O Status		

Enter Customer Number:

Press <ENTER> for ALL Customers
Press <ESC> to Reenter Sort Sequence

Is Everything OK? (Y/N): ..

Enter <Y> and press <ENTER> to print the report, <N> and press <ENTER> to change any of above selections.

Detailed Format:

Run Date:05/14/99		Work Order Status Report O/E VERSION 2000									
Order#	Date	Technician	Warranty Charge-To	Labor Rate	Customer # & Name	Condition					
013019	05/07/99	JOHN SMITH	PARTIAL CUSTOMER	Normal Rate	00163 OAKRIDGE MEADOW RIDGE VALLEY	AVERAGE					
Work Order Type		Work Order Status		Ent.By		Priority	PO Number				
02 W/C REPAIRS		0% NOT STARTED YET		00/00/00		00					
Item #	Description		I T E M		Serial #1	Serial #2	Tag Number	Manufacturer			
JDTRACTOR	JOHN DEERE TRACTOR										
T O T A L S											
Locatn	Parts Amt	Labor Amt	Shop Chg	Sales Tax	Freight	Misc Amt	Deposit	Inv Amt	Cost Amt	Profit	
01/SC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Item Number		Description	Req'd Used	B/O	Price	Ext. Price	Billable	Cost	Profit	Tax	Warr.
Tech Work Performed		Component	Rate	Worked	Billed	N-Bill	Warr. Ext.	Labor	Billable	STD	Cost Profit
			====	====	====	====	====	====	====	====	====
Totals:			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Summary Format:

Run Date:05/14/99		Work Order Status Report O/E VERSION 2000									
Order#	Date	Technician	Warranty Charge-To	Labor Rate	Customer # & Name	Condition					
013019	05/07/99	JOHN SMITH	PARTIAL CUSTOMER	Normal Rate	00163 OAKRIDGE MEADOW RIDGE VALLEY	AVERAGE					
Work Order Type		Work Order Status		Ent.By		Priority	PO Number				
02 W/C REPAIRS		0% NOT STARTED YET		00/00/00		00					
Item #	Description		I T E M		Serial #1	Serial #2	Tag Number	Manufacturer			
JDTRACTOR	JOHN DEERE TRACTOR										
T O T A L S											
Locatn	Parts Amt	Labor Amt	Shop Chg	Sales Tax	Freight	Misc Amt	Deposit	Inv Amt	Cost Amt	Profit	
01/SC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

4.0 **Open Work Orders Report:** printed report of open work orders, selected from the following selections.

Enter Work Order Type: __
1=Work Order;
2=Estimate;
3=All Orders.

Press <ENTER> for ALL Orders.
Press <ESC> to Exit w/o Printing

RLWOPEN - Open Work Orders Report

Enter Work Order Type: Work Order

First Order Number: _____
Last Order Number :

Press <ENTER> for First Order on File
Press <ESC> to Reenter W/O Type.

First Customer Number: _____
Last Customer Number:

Press <ENTER> for First Customer on File
Press <ESC> to Reenter Last Order.

First Technician ID: _____
Last Technician ID:

Press <ENTER> for First Technician.
Press <ESC> to Reenter Last Customer.

Enter Location ID or (A)ll:..

Press <ENTER> for BALTIMORE
Press <HOME> for a Location Listing.
Press <ESC> to Reenter Last Tech.

Report to be Sequenced by: __
1=Promised Date;
2=Priority Code.
3=Work Order Status

Press <ENTER> for Promised Date.
Press <ESC> to Reenter Location.

If Promised Date is selected:

Enter Promised Date Cutoff: _____

Press <ENTER> for Last Date on File.
Press <ESC> to Reenter Sort Sequence.

If Work Order Status is selected:

Enter Work Order Status : _____

Press <ENTER> for All Work Order Status
Press <ESC> to Reenter Sort Sequence.
Press <HOME> for Work Order Status Code

Is Everything Ok? (Y/N)

Press <ESC> to Reenter.

RUN DATE:05/14/99

** - OPEN WORK ORDERS REPORT - **
PROCOM SOLUTIONS

ORDER	LOC	TYPE	CUSTOMER # & NAME	STATUS	LAST DATE	MANUF	PROMISED DATE	PRIORITY CODE	TECHNICIAN
014149	SC	WrkO	00001	NOT STARTED YET	04/21/99		00/00/00	00	TECH #1
			CASH SALE CUSTOMER		JDTRACTOR	JOHN DEERE TRACTOR			
014152	SC	WrkO	00100	NOT STARTED YET	04/23/99		00/00/00	00	TECH #1
			A & C LANDSCAPING						
014159	SC	WrkO	00063	NOT STARTED YET	05/06/99		00/00/00	00	TECH #1
			OAKRIDGE MEADOW VALLEY LINEAR		KBTRACTOR	KUBOTA TRACTOR			
014169	SC	WrkO	00035	NOT STARTED YET	05/13/99	BRIGGS &	00/00/00	00	TECH #1
			LASHER LAWN AND GARDEN		KB6567891	KUBOTA 17' RIDE MOWER			
014170	SC	WrkO	00100	NOT STARTED YET	04/23/99		00/00/00	00	TECH #1
			SHOPPERS CORPORATION		JD678457	24' DEERE MOWER			

TOTAL # OF WORK ORDERS: 5

5.0

OTHER WORK ORDER REPORTS:

To access the other work order reports follow the directions below:

STEP 1: From the **ORDER ENTRY/ACCOUNTS RECEIVABLE MENU**, select **REPORTS & LISTINGS** and press **<ENTER>**.

STEP 2: From the **REPORTS & LISTINGS MENU**, select **WORK ORDER REPORTS** and press **<ENTER>**.

```
Work Order Reports & Listings

1. Open Work Orders Report
2. Outstanding Work Orders Report
3. Service Status Report
4. Technician Productivity Report
5. Customer History Profile Report
6. Billing History Report

M. Return to Main Menu    E. Exit to Monitor

Enter Selection:
```

5.0.1

OPEN WORK ORDERS REPORT

This is the same report as previously discussed only the report is accessed from a different menu.

STEP 1: From the **ORDER ENTRY/ACCOUNTS RECEIVABLE MENU**, select **REPORTS & LISTINGS** and press **<ENTER>**.

STEP 2: From the **REPORTS & LISTINGS MENU**, select **WORK ORDER REPORTS** and press **<ENTER>**.

STEP 3: From the **WORK ORDER REPORTS MENU**, select **OPEN WORK ORDER REPORT** and press **<ENTER>**.

```
Enter Work Order Type: __
1=Work Order;
2=Estimate;
3=All Orders.
```

```
Press <ENTER> for ALL Orders.
Press <ESC> to Exit w/o Printing.
```

```
RLWOPEN - Open Work Orders Report

Enter Work Order Type: Work Order

First Order Number: _____
Last Order Number :
```

```
Press <ENTER> for First Order on File.
Press <ESC> to Reenter W/O Type.
Press <ENTER> for First Order on File
```

First Customer Number: _____
Last Customer Number: _____

Press <ENTER> for First Customer on File.
Press <ESC> to Reenter Last Order.

First Technician ID: _____
Last Technician ID : _____

Press <ENTER> for First Technician.
Press <ESC> to Reenter Last Customer.

Enter Location ID or (A)ll:..

Press <ENTER> for BALTIMORE.
Press <HOME> for a Location Listing.
Press <ESC> to Reenter Last Tech.

Report to be Sequenced by: __
1=Promised Date;
2=Priority Code.
3=Work Order Status

Press <ENTER> for Promised Date.
Press <ESC> to Reenter Location.

If Promised Date is selected:

Enter Promised Date Cutoff: _____

Press <ENTER> for Last Date on File.
Press <ESC> to Reenter Sort Sequence.

If Work Order Status is selected:

Enter Work Order Status : _____

Press <ENTER> for All Work Order Status.
Press <ESC> to Reenter Sort Sequence.
Press <HOME> for Work Order Status Code List.

Is Everything Ok? (Y/N)

Press <ESC> to Reenter Promised Date.

RUN DATE:05/14/99

** - OPEN WORK ORDERS REPORT - **
PROCOM SOLUTIONS

ORDER	LOC	TYPE	CUSTOMER # & NAME	STATUS	LAST DATE	MANUF	PROMISED DATE	PRIORITY CODE	TECHNICIAN
014149	SC	WrkO	00001 CASH SALE CUSTOMER	NOT STARTED YET	04/21/99	JDTRACTOR	00/00/00	00	TECH #1
014152	SC	WrkO	00100 A & C LANDSCAPING	NOT STARTED YET	04/23/99	JOHN DEERE TRACTOR	00/00/00	00	TECH #1
014159	SC	WrkO	00063 OAKRIDGE MEADOW VALLEY LINEAR	NOT STARTED YET	05/06/99	KBTRACTOR	00/00/00	00	TECH #1
014169	SC	WrkO	00035 LASHER LAWN AND GARDEN	NOT STARTED YET	05/13/99	BRIGGS &	00/00/00	00	TECH #1
014170	SC	WrkO	00100 SHOPPERS CORPORATION	NOT STARTED YET	04/23/99	KB6567891 KUBOTA 17' RIDE MOWER	00/00/00	00	TECH #1
					JD678457	24' DEERE MOWER			

TOTAL # OF WORK ORDERS: 5

5.0.2

OUTSTANDING WORK ORDERS REPORT

STEP 1: From the **ORDER ENTRY/ACCOUNTS RECEIVABLE MENU**, select **REPORTS & LISTINGS** and press **<ENTER>**.

STEP 2: From the **REPORTS & LISTINGS MENU**, select **WORK ORDER REPORTS** and press **<ENTER>**.

STEP 3: From the **WORK ORDER REPORTS MENU**, select **OUTSTANDING WORD ORDERS REPORT** and press **<ENTER>**.

RLWSTAND - Outstanding Work Order Report

Print Work Orders that are older than ____ days.

Press <ESC> to Exit without printing.

Enter Location ID or (A)ll:..

Press <ENTER> for BALTIMORE.
Press <HOME> for a Location Listing.
Press <ESC> to Reenter Days.

Is Everything Ok? (Y/N)

Press <ESC> to Reenter Location.

RUN DATE:11/20/00

** - OUTSTANDING WORK ORDER REPORT - **
PROCOM SOLUTIONS

Older than 21 days; SC (ProCom Solutions inc.)

ORDER	LOC	CUST	NAME	STATUS	ORDERED DATE	PROMISED DATE	PRIORITY CODE	TECHNICIAN
013015	SC	00175	TCBI	NOT STARTED YET	09/26/00	00/00/00		DAVE WALKER
013047	SC	00100	SHOPPERS CORP	NOT STARTED YET	10/05/00	00/00/00		DON BLACK
013051	SC	00163	OAKVIEW CORP	NOT STARTED YET	10/10/00	00/00/00		TIM WELCH

TOTAL OUSTANDING ORDERS : 3

5.0.3

SERVICE STATUS REPORT

STEP 1: From the ORDER ENTRY/ACCOUNTS RECEIVABLE MENU, select REPORTS & LISTINGS and press <ENTER>.

STEP 2: From the REPORTS & LISTINGS MENU, select WORK ORDER REPORTS and press <ENTER>.

STEP 3: From the WORK ORDER REPORTS MENU, select SERVICE STATUS REPORTS and press <ENTER>.

RLWSTATUS - service Status Report

Enter Desired Print Sequence:

1. Tech Division / Date/ Type Sequence
2. Customer # / Date / Type Sequence
3. Priority / Date / Type Sequence

Press <ENTER> for Tech Division / Date / Type Sequence
Press <ESC> to Exit Without Printing

Enter Customer Number: _____

Press <ENTER> for All Customers.
Press <ESC> to Reenter Sort Type.
Press <HOME> to List Customer# Options

Enter Technician Initials: _____

Press <ENTER> for All Technicians.
Press <ESC> to Reenter Customer #.
Press <HOME> for Technician List.

Enter Priority Code:

Press <ENTER> for All Priority Codes.
Press <ESC> to Reenter Technician.

Enter Work Order Type Code:

Press <ENTER> for All Work Order Types.
Press <ESC> to Reenter Priority Codes.
Press <HOME> for Work Order Type List.

PROCOM SOLUTIONS, INC.

Press <ENTER> for All Work Order Status.
Press <ESC> to Reenter Order Types.
Press <HOME> for Work Order Status List.

ENTRY

Enter Work Order Status Code:

Enter Location ID or (A)ll:..

Press <ENTER> for ALL Locations.
Press <HOME> for a Location List.
Press <ESC> to Reenter Status Code.

Is Everything Ok? (Y/N)

Press <ESC> to Reenter Location.

Run Date: 11/20/00

Service Status Report

Sequence; Tech division/Date/Type : Customer Number: All ; Tech: All; Priority: All ; Type: All
; Status: All; Location: All

Order#	Date	Loc	Cust#	Tech	Prior	Item #	Description	Type / Status
=====	=====	=====	=====	=====	=====	=====	=====	=====
013015	09/26/00	SC	02800	DW	0	JDTRACTOR	John DEERE TRACTOR	W/C REPAIRS
			BC ENTERPRISES					NOT STARTED YET
013048	10/01/00	SC	00175	BH	0	MOWER	MISC MOWER	FACTORY/WARRENTY
			TCBI					WAITING FOR PARTS

* Work Orders Printed : 2

5.0.4 TECHNICIAN PRODUCTIVITY REPORT

STEP 1: From the **ORDER ENTRY/ACCOUNTS RECEIVABLE MENU**, select **REPORTS & LISTINGS** and press **<ENTER>**.

STEP 2: From the **REPORTS & LISTINGS MENU**, select **WORK ORDER REPORTS** and press **<ENTER>**.

STEP 3: From the **WORK ORDER REPORTS MENU**, select **TECHNICIAN PRODUCTIVITY REPORT** and press **<ENTER>**.

Enter Technician Initials: _____

Press <ESC> to Exit without Printing.
Press <ENTER> for All Technicians.
Press <HOME> for Technician Listing.

Enter Work Order Type:

Press <ESC> to Reenter Technician.
Press <ENTER> for All W/O Types.
Press <HOME> for W/O Type Listing.

Enter Starting Date (mmddyy):

Press <ESC> to Reenter W/O Type.
Press <ENTER> for First Date.

Enter Ending Date (mmddyy):

Press <ESC> to Reenter First Date.
Press <ENTER> for Last Date .

Include Warranty Work in Dollar Amount? (Y/N):

Press <ESC> to Reenter Last Date.
Press <ENTER> for YES.

Enter Order Types to Print:

1. Completed Orders |
2. Updated Orders
3. Completed & Updated Orders

Press <ESC> to Reenter Dollar Amount.
Press <ENTER> for Both Order Types.

Enter Location ID ...

Press <ESC> to reenter Order Types.
Press <ENTER> for ALL Locations.
Press <HOME> for a Location List.

Is Everything Ok? (Y/N)

Press <ESC> to reenter Location ID.

Run Date: 11/20/00

Technician Productivity Report

Technician: SS (SEAN SOMMER)
 W/O Type : 00 (All Work Order Types)
 From Date : 10/01/00 To: 11/01/00
 Order Type: Completed & Updated Orders
 Location : ALL Locations

Invoice#	Date	Cust#	Task	Component	Labor	-----Hours-----				Amount
					Rate	Worked	Billable	Warranty	Non-Bill	
000994	10/13/00	02800	Change	BELTS	65.00	5:00	0:00	5:00	0:00	325.00
000995	10/17/00	00175	CHECK	ENGINE	65.00	2:00	2:00	0:00	0:00	130.00
*Technician Totals						7:00	2:00	3:00	0:00	455.00

5.0.5

CUSTOMER HISTORY PROFILE REPORT

STEP 1: From the ORDER ENTRY/ACCOUNTS RECEIVABLE MENU, select REPORTS & LISTINGS and press <ENTER>.

STEP 2: From the REPORTS & LISTINGS MENU, select WORK ORDER REPORTS and press <ENTER>.

STEP 3: From the WORK ORDER REPORTS MENU, select CUSTOMER HISTORY PROFILE REPORT and press <ENTER>.

First Customer to Print: _____	Press <ENTER> for First Customer. Press <ESC> to Exit Program.
--------------------------------	---

Last Customer to Print: _____	Press <ENTER> for Last Customer. Press <ESC> to Reenter First Customer.
-------------------------------	--

First Date to Print (mmddyy): _____	Press <ENTER> for First Date. Press <ESC> to Reenter Last Customer.
-------------------------------------	--

Last Date to Print (mmddyy): _____	Press <ENTER> for Last Date. Press <ESC> to Reenter First Date.
------------------------------------	--

Is Everything Ok? (Y/N)	Press <ESC> to Reenter Last Date.
-------------------------	-----------------------------------

Run Date: 11/20/00		Customer History Profile							
		-----Hours Worked-----				-----Parts Amount-----			
		Amount	Billable	Non-Bill	Warranty	Total	Billable	Non-Bill	Total
<hr/>									
Customer : 00100 Shoppers Corporation									
Ord No: 013099	Date : 10/23/00	2.75	2:00	:00	:00	2:00	.75	.00	.75
Inv No: 001002	Date : 10/23/00								
Warr: None	Item#:JDTRACTOR								

Type : W/C/ REPAIRS									
Ord No: 012467	Date : 11/02/00	2.00	1:00	:00	:00	1:00	1.00	.00	1.00
Inv No: 001046	Date: 11/04/00								
Warr: None	Item#: KBTRACTOR								
Type : W/C/ REPAIRS									
Ord No: 012469	Date : 11/15/00	3.00	1:00	:00	:00	1:00	2.00	.00	2.00
Inv No: 001048	Date : 11/20/00								
Warr: None									
Type: W/C/REPAIRS									
* Customer Subtotals:		7.75	4:00	:00	:00	4:00	3.75	.00	3.75
** Final Report Totals:		7.75	4:00	:00	:00	4.00	3.75	.00	3.75

5.0.6 BILLABLE HISTORY REPORT

- STEP 1:** From the **ORDER ENTRY/ACCOUNTS RECEIVABLE MENU**, select **REPORTS & LISTINGS** and press **<ENTER>**.
- STEP 2:** From the **REPORTS & LISTINGS MENU**, select **WORK ORDER REPORTS** and press **<ENTER>**.
- STEP 3:** From the **WORK ORDER REPORTS MENU**, select **BILLABLE HISTORY REPORT** and press **<ENTER>**.

RLWBILL - Billing History Report	
Enter Manufacturer Number:	Press <ESC> to Exit Program. Press <HOME> for Manufacturer List. Enter Partial Manufacturer Name.

First Date to Print (mmddyy): _____	Press <ENTER> for First Date. Press <ESC> to Reenter Manufacturer.
-------------------------------------	---

Last Date to Print (mmddyy): _____	Press <ENTER> for Last Date. Press <ESC> to Reenter First Date.
------------------------------------	--

Is Everything Ok? (Y/N)

Press <ESC> to Reenter Last Date.

Run Date: 11/20/00

Billing History Profile

Order#	Date	Charge TO	Warranty	Total -----Hours Worked-----				-----Parts Amount-----			
				Amount	Billable	Non-Bill	Warranty	Total	Billable	Non-Bill	Total
Manufacturer: BRIGGS &											
001181	11/05/99	Customer	Partial	119.99	1:00	:00	1:00	1:00	1.19	18.00	19.19
** Final Report Totals:				119.99	1:00	:00	1:00	1:00	1.19	18.00	19.19

2.13

WORK ORDER FILE MAINTENANCE

PROCOM SOLUTIONS

Work Order File Maintenance Programs

1. Technicians Master File
2. Technician Tasks File
3. Components Master File
4. Work Order Types File
5. Work Order Status File
6. Customer Complaint/Problem File
7. Charge-To Description File
8. Manufacturer Master File
9. Disclaimer Description File
10. Equipment Type Description File
11. Sold By Master File
12. Cause of Failure Description File

WORK ORDER ENTRY

2.13.1

TECHNICIAN MASTER FILE

This section gives instructions for setting up technician's records in the Technicians Master File. The file contains all the technicians' information.

- STEP 1: From the ORDER ENTRY/ACCOUNTS RECEIVABLE MENU, select FILE MAINTENANCE and press <ENTER>.
- STEP 2: From the FILE MAINTENANCE MENU, select WORK ORDER FILE MAINTENANCE PROGRAMS and press <ENTER>.
- STEP 3: From WORK ORDER FILE MAINTENANCE, select TECHNICIAN MASTER FILE and press <ENTER>.

```

RMTECH - Technician Master File Maintenance

( 1) Technician Initials.....:
( 2) Technician Name.....:
( 3) Technician Location.....:
( 4) Technician Division.....:
( 5) Billing Rate (Premium)..:
( 6) Billing Rate (Normal)...:
( 7) Billing Rate (Std.Cost)..:
( 8) G/L Acct Service Income.:
( 9) G/L Acct Service Adjust.:
(10) G/L Acct Warranty Work..:
(11) Hours worked M-T-D.....:
(12) Hours Worked Y-T-D.....:
(13) # of Work Orders M-T-D..:
(14) # of Work Orders Y-T-D..:
(15) Technician Status.....

                                Press <ESC> to Exit.
                                Press <HOME> for Technician List.
    
```

TO ADD NEW TECHNICIAN: Enter two (2) character codes to identify new technician and press <ENTER>. Enter <Y> to question displayed 'No technician with these Initials is on file! Do you want to add it? (Y/N)?' press <ENTER>, and enter in the following data:

The Screen Displays:	You Respond / Enter:
Technician Name	Enter technician's name. Up to twenty (20) characters and press <ENTER>.
Technician Location	Enter 2 character Sales Location and press <ENTER>.
Technician Division	
Billing Rate (Premium)	Enter up to six (6) digit premium rate and press <ENTER>.
Billing Rate (Normal)	Enter up to six (6) digit normal rate and press <ENTER>.
Billing Rate (Std. Cost)	Enter up to six (6) digit standard cost and press <ENTER>.
G/L Acct Service Income	Enter G/L acct # for Service Income and press <ENTER>.
G/L Acct Service Adjustment	Enter G/L acct # for Service Adjustment and press <ENTER>.
G/L Acct Warranty Work	Enter G/L acct # for Warranty Work and press <ENTER>.
Hours Worked M-T-D	Enter hours worked M-T-D, or leave blank and press <ENTER>.

Hours Worked Y-T-D	Enter hours worked Y-T-D, or leave blank and press <ENTER>.
Number of Work Orders M-T-D	Enter # of Work Orders M-T-D, or leave blank and press <ENTER>.
Number of Work Orders Y-T-D	Enter # of Work Orders Y-T-D, or leave blank and press <ENTER>.
Technician Status	Enter <1> and press <ENTER> for an active status. This tech will then list out in selection boxes, or enter <2> and press <ENTER> for an inactive status which will not list out.

Fields 11 through 14 will be maintained by the Daily Work Order Journal and Update process. You may change any of these fields if necessary, by selecting the appropriate line number, or enter one of the following:

Press <R> and <ENTER> for the next technician record.

Press <ESC> to exit.

Press <D> and <ENTER> to delete the technician's file that is currently displayed on the screen.

To Change a Technician File:

STEP 1: Enter the 2 character technician initials and press <ENTER>, or press <HOME> to display a listing to select from then press <ENTER>.

RMTECH - Technician Master F	Technicians Currently On File	
(1) Technician Initials...	L# Inits. Name	
(2) Technician Name.....		
(3) Technician Location...	1) DW DAVE WALKER	
(4) Technician Division...	2) GG GARY GALLIHER	
(5) Billing Rate (Premium)	3) WM WAYNE MARTIN	
(6) Billing Rate (Normal).		
(7) Billing Rate (Std.Cost		
(8) G/L Acct Service Incom		
(9) G/L Acct Service Adjus		
(10) G/L Acct Warranty Work		
(11) Hours Worked M-T-D....		
(12) Hours Worked Y-T-D....		
(13) # of Work Orders M-T-D		
(14) # of Work Orders Y-T-D		
(15) Technician Status.....		
Press		
Press		

STEP 2: Select the line number you wish to change and press <ENTER>.

RMTECH - Technician Master File Maintenance
(1) Technician Initials.....: ..
(2) Technician Name.....: ..
(3) Technician Location.....: ..
(4) Technician Division.....: ..
(5) Billing Rate (Premium)..: ..
(6) Billing Rate (Normal)..: ..
(7) Billing Rate (Std.Cost)..: ..
(8) G/L Acct Service Income.: ..
(9) G/L Acct Service Adjust.: ..
(10) G/L Acct Warranty Work..: ..
(11) Hours Worked M-T-D.....: ..
(12) Hours Worked Y-T-D.....: ..
(13) # of Work Orders M-T-D..: ..
(14) # of Work Orders Y-T-D..: ..
(15) Technician Status.....: ..
Press <ESC> to Exit.

Screen Display:	You Respond / Enter:
Task Code	Enter an 8 character code, press <ENTER>.
Task Location ID	Enter location id and press <ENTER>, or press <HOME> to list location to select from.
Task Description	Enter 25 character description of the task code, press <ENTER>.
Flat Rate Labor	This is a dollar amount that will always be charged for this task, when using flat rate calculations, press <ENTER>. All other fields in the FLAT RATE section cannot be entered unless the Labor is entered.
Estimated Time	This field is for the estimated time to complete the task. Enter the time and press <ENTER>.
Component List:	This field will display a screen where the tasks and the associated components can be entered so that when selected in work orders they will all display when this task and flat labor is selected.
Standard Labor Rate	This is a dollar amount that will always be charged for this task, when using standard calculations, press <ENTER>. All other fields in the STANDARD RATE section cannot be entered unless the Labor is entered.
Standard Time	This field is for the estimated time to complete the task. Enter the time and press <ENTER>.
Standard Components	This field will automatically display when <ENTER> is pressed after the associated task is selected.
Product Category	Enter which product category to use when using standard calculations, and press <ENTER>.

To ADD components: Enter <I1> and press <ENTER>.

Task ID: EXAMINE (EXAMINE)				
Task ID: EXAMINE (EXAMINE)				
Ln#	Task ID	Task Description	Comp ID	Component Description
001	(End-of-List)		
Enter Task ID, <HOME> for a Task Description List or <ESC>:				

Enter the task code and press <ENTER>, or press <HOME> to display a list to select from.

<HOME>

Task ID: EXAMINE (EXAMINE)			Task Records Currently on File		Component Description
Ln#	Task ID	Task Description	L#	Code	Description
001	(End-of-List)	1)	ADJUST	ADJUST
			2)	CHANGE	CHANGE
			3)	CHECK	CHECK
			4)	EXAMINE	EXAMINE
			5)	FIX	FIX
			6)	REPLACE	REPLACE
			7)	CHANGE1	CHANGE OIL
Enter Line#, Command or <HOME>:					
Task ID: EXAMINE (EXAMINE)			Comp ID	Component Description	
Ln#	Task ID	Task Description			
001	ADJUST	ADJUST		
		(End-of-List)			
Enter Component ID, <HOME> for a Component Description List or <ESC>:					

Enter the component ID and press <ENTER>, or press <HOME> to display a list to select from.

Task ID: EXAMINE (EXAMINE)			Component Records Currently on File		Component Description
Ln#	Task ID	Task Description	L#	Code	Description
001	ADJUST	ADJUST	1)	BELTS	BELTS
		(End-of-List)	2)	BLADE	SNOW BLADE
			3)	BLADES	MOWER BLADES
			4)	FRONT	FRONT TIRES
			5)	CHECK	CHECK
			6)	EXAMINE	EXAMINE
			7)	FIX	FIX
			8)	REPLACE	REPLACE
			9)	CHANGE1	CHANGE OIL
Enter Line#, Command or <HOME>:					
Enter Component ID, <HOME> for a Component Description List or <ESC>:					

Enter line# and press <ENTER>, or enter code and press <ENTER>.

To Change a Task Record:

Enter the task code you wish to change and press <ENTER>. Enter the location id and press <ENTER>, or press <HOME> to display the locations to select from.

1) Task Code.....	
2) Task Location.....	
3) Task Description....	
FLAT RATE LABOR INFORMATION	
4) Flat Rate Labor.....	0.00
5) Estimated Time.....	0:00
6) Component List.....	None
STANDARD RATE INFORMATION	
7) Standard Labor Rate..	0.00
8) Standard Time.....	0:00
9) Standard Component..	None
10) Product Category....	None
Line# to Change, <HOME> or Command:	

WORK ORDER ENTRY

At the command line enter the line number of the data you wish to change, press <ENTER>. Reenter the information and press <ENTER> again.

To Delete a Task Record

Enter the task code you wish to delete and press <ENTER>. Enter the location id and press <ENTER>, or press <HOME> to list the location to select from. At the command line enter <D> for delete and press <ENTER>. Enter <Y> and press <ENTER> in answer to the question "Are You Sure You Want to Delete this Record?".

NOTE: ONCE A TASK CODE HAS BEEN ENTERED ON AN ORDER AND UPDATED IT CANNOT BE DELETED, ALSO AN ORDER CANNOT BE UPDATED WITH A TASK CODE THAT HAS BEEN DELETED.

This section gives instructions for setting up the Components Master File. This file contains the descriptions that will be used to label the components used on Work Orders.

STEP 1: From the **ORDER ENTRY/ACCOUNTS RECEIVABLE MENU**, select **FILE MAINTENANCE** and press **<ENTER>**.

STEP 2: From the **FILE MAINTENANCE MENU**, select **WORK ORDER FILE MAINTENANCE PROGRAMS** and press **<ENTER>**.

STEP 3: From **WORK ORDER FILE MAINTENANCE**, select **COMPONENTS MASTER FILE** press **<ENTER>**.

```

RMCOMP - Component Breakdown Description File Maintenance

Enter Component Code: .....

                Enter "P" to Print All Component Records.
                Press <HOME> to List All Component Records.
                Press <ESC> to Exit.
    
```

Enter **<P>** to print a listing of all components. Press **<HOME>** to display on screen all built components,

To ADD a Component Code

You may enter up to an 8 character code to start a new record. Enter **<Y>** to the question 'XX is Not on File. Do you want to add it?' and press **<ENTER>**. The following screen will display:

```

1) Component Code .....: XX
2) Component Description..:
    
```

Screen Displays:	You Respond / Enter:
Component Code	Enter up to an 8 character code and press <ENTER> .
Component Description	Enter the 25 character description of the component. This will be used in the Work Order Entry process and press <ENTER> .

After entering the information, the following will appear:

Line# to change, **<HOME>** or Command:

You may enter a line number to change and press **<ENTER>**, or just press **<ENTER>** for the next record.

To Change a Component Record:

Enter the task code you wish to change and press **<ENTER>**, or press **<HOME>** to list the codes, select the line number and press **<ENTER>**.

```

RMCOMP - Compone
Enter Component

```

Component Records Currently On File:	
L#	Description
1)	BELTS
2)	BLADE
3)	BLADES
4)	CABINET
5)	CARB
6)	ENGINE
7)	FR
8)	FRONT
9)	GLASS
10)	OIL
11)	PISTON
12)	PTO
13)	REAR
14)	SPARK
15)	SPINDLE
16)	STACKER
17)	TIMING
18)	TIRES

After retrieving the data, the screen displays:

```

Enter Line#, Command or <HOME>:.....

```

```

1) Component Code .....: BELTS
2) Component Description..: BELTS

Line# to Change, <HOME> or Command:

```

Enter the line number of the field that needs to be changed and press **<ENTER>**. Reenter the data and press **<ENTER>**.

To Delete a Component Record:

Enter the task code you wish to delete and press **<ENTER>**, or press **<HOME>** to list the codes, select the line number of the code and press **<ENTER>**. At the command line enter **<D>** for delete and press **<ENTER>**.

NOTE: ONCE A COMPONENT CODE HAS BEEN ENTERED ON AN ORDER AND UPDATED IT CANNOT BE DELETED, ALSO AN ORDER CANNOT BE UPDATED WITH A COMPONENT CODE THAT HAS BEEN DELETED.

2.13.4

WORK ORDER TYPES FILE

This section gives the instructions for adding to the Work Order Types Master File. This file contains up to 20 work order type descriptions.

STEP 1: From the ORDER ENTRY/ACCOUNTS RECEIVABLE MENU, select FILE MAINTENANCE and press <ENTER>.

STEP 2: From the FILE MAINTENANCE MENU, select WORK ORDER FILE MAINTENANCE and press <ENTER>.

STEP 3: From WORK ORDER FILE MAINTENANCE, select WORK ORDER TYPES FILE and press <ENTER>.

RMTYPES - Work Order Types Description File Maintenance				Charge-to			
Ln#	Description	Labor Rate	Kit	Tax			
1	LEAKS				CUSTOMER	NORMAL	N Y
2	W/C REPAIRS				CUSTOMER	NORMAL	N Y
3	FILL NEUTRALIZER				CUSTOMER	NORMAL	N Y
4	FAUCET REPAIRS				CUSTOMER	NORMAL	N Y
5	HWH REPLACEMENT				CUSTOMER	NORMAL	N Y
6	Kit INSTALLATION				CUSTOMER	NORMAL	Y Y
7	REPAIR				SALES	COST	N N
8	FACTORY SUPPORT				SALES	COST	N N
9	CONSIGNMENT SALES				SALES	STD COST	N N
10	DAMAGED MERCHANDISE				INVENTORY	STD COST	N Y
11	CURRENCY SERVICE CENTER				CURRENCY CENTER	STD COST	N N
12	NINTENDO SERVICE CENTER				NINTENDO DEPARTMENT	STD COST	N Y
13	FACTORY REPAIR				WARRANTY SALES	STD COST	N N
14	ESTIMATE FOR REPAIR				CUSTOMER	STD COST	N Y
15							
16							
17							
18							
19							
20							

Line# to Change, 'P'rint, or <ESC>:..

To add a work order type, enter the number and check up to entry (00) characters in the description field and press <ENTER>. Enter the charge to code, or press <HOME> to display a list to select from.

RMTYPES - Work Order Type		Charge-To File List		Charge-to	
Ln#	Description				
	Labor Rate	1)	CUSTOMER		
		2)	INVENTORY		
1	LEAKS	3)	SALES	MAL	N Y
2	W/C REPAIRS	4)	ELECTRONIC DEPT.	MAL	N Y
3	FILL NEUTRALIZER	5)	SALES DEPARTMENT	MAL	N Y
4	FAUCET REPAIRS	6)	SERVICE DEPARTMENT	MAL	N Y
5	HWH REPLACEMENT	7)	CURRENCY CENTER	MAL	N Y
6	KIT INSTALLATION	8)	NINTENDO DEPARTMENT	MAL	N Y
7	RE-REPAIR			MAL	Y Y
8	FACTORY SUPPORT				N N
9	CONSIGNMENT			COST	N N
10	DAMAGED MERCHAND			COST	N N
11	CURRENCY SERVICE			COST	N N
12	NINTENDO SERVICE			COST	N N
13	FACTORY REPAIR/W			COST	N N
14	ESTIMATE FOR REP			COST	N Y
15				COST	N Y
16					
17					
18					

Enter Line# or <ESC> Exit: ..

Enter either <Y>, or <N> to the question 'Is this Work Order Type a Kit Installation?' and press <ENTER>. Enter either <Y>, or <N> to the question 'Is this Work Order Type Taxable?' and press <ENTER>. You can also print this list by entering <P> and pressing <ENTER>.

2.13.5 WORK ORDER STATUS FILE

This section gives instructions for adding, changing entries in the Work Order Status File.

STEP 1: From the ORDER ENTRY/ACCOUNTS RECEIVABLE MENU, select FILE MAINTENANCE, and press <ENTER>.

STEP 2: From the FILE MAINTENANCE MENU, select WORK ORDER FILE MAINTENANCE and press <ENTER>.

STEP 3: From WORK ORDER FILE MAINTENANCE, select WORK ORDER STATUS DESCRIPTION FILE and press <ENTER>.

RMSTATUS - Work Order Status Description File Maintenance			
Ln#	Description	Comp Ord?	Invoice?
1	COMPLETED AWAITING PICKUP - NO DELIVERY	Y	N
2	COMPLETED AWAITING PICKUP - CUST CALLED	Y	Y
3	COMPLETED AWAITING PICKUP - DELIVERY	Y	Y
4	COMPLETED AWAITING PICKUP - SHIP UPS	Y	Y
5	AWAITING PARTS - NO LONGER AVAILABLE	N	N
6	AWAITING PARTS - FACTORY BACKORDERED	N	N
7	RELEASED TO INVENTORY	Y	N
8	NOT STARTED YET	N	N
9	AT FACTORY	N	Y
10	NOT SERVICEABLE - BEYOND REPAIR	N	N
11	NOT SERVICEABLE - EXCESSIVE COST/REPAIR	N	N
12	PERCENT COMPLETED	N	N
13	SERVICE SCHEDULE	N	N
14	ADVANCE RETURN TO FACTORY	N	N
15	WAITING TO BE PICKED UP	N	N
16	MACHINE HAS BEEN PICKED UP	N	N
17			
18			
19			
20			

Line # to Change, (P)rint, or <ENTER>:..

TO ADD: Select line number not currently being used and press <ENTER>. Enter up to a forty (40) character description and press <ENTER>. Enter either <Y>, or <N>, and press <ENTER> in answer to the question 'Is this Work Order status a completed order?' Entering <N> will not allow the work order to be invoiced with this status. Entering <Y> and press <ENTER> means that order is complete and does not allow any changes. Enter either <Y>, or <N> to the question 'Does this Work Order status require a printed invoice?' and press <ENTER>. Entering <N> and pressing <ENTER> will not require the invoice to be printed before updating.

TO PRINT: Enter <P> and press <ENTER> to print out this list.

2.13.6 CUSTOMER COMPLAINT / PROBLEM FILE

This section gives the instructions for setting up the Customer Complaints Master File. This file contains the descriptions that will be used to label the customer complaints inside the work orders.

STEP 1: From the ORDER ENTRY/ACCOUNTS RECEIVABLE MENU, select FILE MAINTENANCE and press <ENTER>.

STEP 2: From the FILE MAINTENANCE MENU, select WORK ORDER FILE MAINTENANCE PROGRAMS and press <ENTER>.

STEP 3: From WORK ORDER FILE MAINTENANCE, select CUSTOMER COMPLAINT/PROBLEM FILE.

```

RMPROBLEM - Customer Problem/Complaint Description File Maintenance
Enter Problem Code: .....

Enter 'P' to Print All Problem Records.
Enter <HOME> to List All Problem Records.
Press <ESC> to Exit.

```

Enter <P> and press <ENTER> to print out a listing.

To Add: Enter up to an eight (8) character code not currently being used and press <ENTER>. Enter <Y> to question 'xxxxxxx is not on file. Do you want to add it?' and press <ENTER>. Enter up to a twenty-five (25) character description and press <ENTER>.

To Change: Enter either the problem code and press <ENTER>, or press <HOME> and select from the list displayed.

```

RMPROBLEM - Customer
Problem Records Currently On File:
L# Code Description
1) DEAD DEAD ENGINE
2) DHTC DOOR HARD TO CLOSE
3) FREEZE FREEZING UP
4) MISSES ENGINE MISFIRES
5) ROUGH IDLES ROUGH
6) XX OTHER PROBLEMS

Enter Line#, Command or <HOME>.....

```

RMPROBLEM - Customer Problem/Complaint Description file Maintenance

- 1) Problem Code.....: xxxxxxxx
- 2) Problem Description:

Select the line number of the field that needs to be changed and press <ENTER>. Enter the correct data and press <ENTER>, or at the cursor enter the line number, a comma and the correct data. Remember if you change the code, it may have previous work orders that have that problem code on them.

To Delete: Enter the code you want to delete, or select from the list displayed by pressing the <HOME> key. At the line number to change, enter <D>, press <ENTER>, enter <Y> to the question 'Are you sure you want to Delete this Record?' and press <ENTER>.

2.13.7 CHARGE TO DESCRIPTION FILE

This section gives the instructions for adding to the charge-to description file. This file contains up to 20 charge-to types and the parts expense G/L# it is to default to. This will be needed to build the work order types file.

STEP 1: From the **ORDER ENTRY/ACCOUNTS RECEIVABLE MENU**, select **FILE MAINTENANCE** and press <ENTER>.

STEP 2: From the **FILE MAINTENANCE MENU**, select **WORK ORDER FILE MAINTENANCE** and press <ENTER>.

STEP 3: From **WORK ORDER FILE MAINTENANCE**, select **CHARGE-TO DESCRIPTION FILE**.

RMCHARTO - Work Order Charge-To Description File Maintenance

Ln#	Description	Parts Expense	G/L#
1			
↓			
20			

Line# to change, (P)rint or <ENTER>:

Enter <P> and press <ENTER> to print out a listing.

To Add a Charge-To Description:

Select a line number, press <ENTER> and then it will prompt you to enter a description (ex. warranty) then press <ENTER>. You will then be asked to enter a parts expense G/L account number enter it and press <ENTER>.

To Change:

Select a line number and press <ENTER>, reenter the data and press <ENTER> when complete.

To Delete:

Select a line number and press <ENTER>, spacebar thru the description and press <ENTER>

QUICK TIP: Customer/Inventory/Sales will all be built for you at the time of delivery.

2.13.8

MANUFACTURER MASTER FILE

This section gives you instructions for adding, changing, or deleting a Manufacturer Master Record. Follow these steps to get to Manufacturer Master File.

STEP 1: From **ORDER ENTRY/ACCOUNTS RECEIVABLE MENU**, select **FILE MAINTENANCE** and press <ENTER>.

STEP 2: From **FILE MAINTENANCE MENU**, select **WORK ORDER FILE MAINTENANCE** and press <ENTER>.

STEP 3: From **WORK ORDER FILE MAINTENANCE**, select **MANUFACTURER MASTER FILE** and press <ENTER>.

Manufacturer No:	
1. Manufacturer Name.....:	Press <ESC> to Exit Program. Press <HOME> for Manufacturer List. Enter Partial Manufacturer Name.
2. Manufacturer ID Code.....:	
3. Parts/Pricing File Name..:	
4. Standard Order Disc. %...:	
5. Price/Cost Mult. %.....:	
6. Accounts Payable Vendor..:	
7. Customer Account Number.....:	

To Add A Manufacturer: Enter a record number up to 5 digits to start a new record, press <ENTER> and enter <Y> to the question 'Unknown Record. Add It? (Y/N) and press <ENTER>. Enter the following information.

Screen Display:	You Respond/Enter:
Manufacturer Name:	Enter the name of the manufacturer record you are building. Up to 25 characters can be entered and press <ENTER>.
Manufacturer ID Code:	Enter a 2 character ID code that will also be entered as part of the default record code in the Inventory master file and press <ENTER>.
Parts/Pricing File Name:	Enter the file name to update from, and press <ENTER>. Call ProCom for assistance for the name. This is the name of the file you are trying to reference, i.e. you have Bobcat manufacturer built, yet Ransom has bought them out, you can either no longer use your Bobcat numbers, or in the Bobcat file put in the Ransoms file name, as they will now be supplying your new prices.
Standard Order Disc. %:	Enter percentage received for ordering discount, and press <ENTER>. This is optional.
Price/Cost Mult %:	Enter percentage of amount to calculate cost off of the price level that manufacturer supplies and press <ENTER>. Please Note: some manufacturers' supply cost, some do not.
Accounts Payable Vendor:	Enter vendor number of the Accounts Payable vendor and press <ENTER>.

Customer Acct Number:	Enter the 6 character the account number you have built in the Customer Master File and press <ENTER>. The account must be prebuilt in the Customer Master file, or you will not be allowed to enter it. Enter <Y> and press <ENTER> in answer to the question "Add Customer xxx (name) to File? (Y/N): if the account is to be added to the file, otherwise enter <N> and press <ENTER>. You may add up to 34 entries. To Delete any of the entries, enter the account number, press <ENTER>, then enter <Y> in answer to the question "Delete this Record ? (Y/N)".
-----------------------	---

When the above information is entered, the following screen example will display:

```

RMMANUF - Manufacturer Master File Maintenance
                                                Product   Type
Multipliers
  Manufacturer No:01111                      14)
                                                15)
  1. Manufacturer Name.....: TORO           16)
  2. Manufacturer ID Code...: TR             17)
  3. Parts/Pricing File Name: 1000          18)
  4. Standard Order Disc %..: 1.00 %        19)
  5. Price/Cost Mult %.....: 10.00 %       20)
  6. Accounts Payable Vendor: 100 (AMERICAN 21)
     Payable Vendor: 100 (AMERICAN FIRST AID)
  7. Customer Account Number:              22)
                                                23)
      Price Levels                          24)
      1 2 3 4 5 6 7 8 C M                  25)
8) #1:                                     26)
9) #2:                                     27)
10) #3:                                    28)
11) Cost:                                  29)
                                                30)
                                                31)
12) Date of Last Price Update: 00/00/00    32)
13) Update Description: No                 33)
                                                34)

Enter Selection or <ESC>:
'G'enerate Product Types, 'E'-Commerce, 'C'atalog, 'W'arranty Claim, 'D'elete.

```

Fields 8-11 determine which if any price levels on a price disk will be entered onto items, built in the Inventory Master File. A "Y" entered under a specific price level will have that entry off the price tape transfer to that place in the Inventory Master File. Example:

```

      Price Levels
      1 2 3 4 5 6 7 8 C M
8) #1: Y
9) #2:
10) #3:
11) Cost:          Y

```

The above example will transfer Price Level 1 off of the price disk to be price level 1 in your Inventory Master Record. Cost from the price disk will also transfer to the cost field in the Inventory Master. Also the "Y" will allow the list and cost to display when displaying items from a price file.

Field 12 Date of Last Price Update: should be manually entered every time you receive a new price update if you are receiving your updates via tape. Updates from a CD are automatically done for you.

Field 13: set to "YES" will change the description of the record, built in the Inventory Master File and replace it with the description off the price file.

Fields 14-34: will have entries in them, if you select <G> to Generate Product Types and the

manufacturer currently listed uses discount codes. If so, each must be filled in with the appropriate discount amount.

<E> Commerce: Enter **<E>** and press **<ENTER>** to enter your e-Commerce Information.

```

                                e-Commerce Information
1) Using Warranty Claims ? (Y/N)      :
2) Using Product Registration? (Y/N):
Enter Field to Change or <ESC>:
```

<C> atalog: Enter **<C>** and press **<ENTER>** to enter your web site information..

```

                                Catalog Information
1) Using Web Site Catalog? .....:
2) If using Web Site URL String.....:
Enter Field to Change or <ESC>:
```

<W> arranty Claim : Enter **<W>** and press **<ENTER>** to set up your Warranty Claim information.

```

RMMANUF - Manufacturer Master File Maintenance
                                Product Type Multipliers
Manufacturer No:01111                                14)

1. N                                Warranty Claim Information
2. M 16) Using Claim Form or Invoice ? (C/I): Claim Form
3. E 17) Require Sold By (Y/N).....:
4. S 18) Require Type of Equipment? (Y/N)...:
5. E 19) Require Equipment Model#? (Y/N)...:
6. A 20) Require Engine/Trans Model# ?(Y/N):.
7. C 21) Require How Used? (Y/N).....:
    22) Require Cause of Failure? (Y/N)...:
    23) Require Work Performed? (Y/N).....:
    24) Require Date Purchased? (Y/N).....:
    25) Require Date Billed? (Y/N).....:
    26) Require Date Failed? (Y/N).....:
8) 27) Require Hours Used? (Y/N).....:
9) 28) Require Total Labor Amount?(Y/N)...:
10) 29) Require Total Parts Amount? (Y/N)..:
11) C 30) Require Hours Worked? (Y/N).....:
    Enter Field to Change or <ESC>:

12) Date of Last Price Update: 00/00/00                31)
13) Update Description: No                             32)

Enter Selection or <ESC>:
'G'enerate Product Types, 'E'-Commerce, 'C'atalog, 'W'arranty Claim, 'D'elete.
```

Enter the line number of the field to be changed and press **<ENTER>**. Enter either **<Y>** and press **<ENTER>**, or **<N>** and press **<ENTER>** in response to the questions. An answer of yes will mean that field will need to be filled in before the warranty claim form can be printed.

To Change: Enter the manufacturer number to be changed and press <ENTER>, or press <HOME> and select the correct manufacturer and press <ENTER>.

RMMANUF - Manu		Manufacturers File List	
Manufacture	Ln	Number	Name
1. Manufacture	1	10	AEROQUIP COMPANY
2. Manufacture	2	20	AGRI-FAB INC.
3. Parts/Prici	3	21	AIMCO PRODUCTS (DRUM)
4. Standard Or	4	23	AIMCO PRODUCTS (JOBBER)
5. Price/Cost	5	22	AIMCO PRODUCTS (NET)
6. Accounts Pay	6	30	ALADDIN BLADES
7. Customer Acc	7	35	ALADDIN BLADES - DIST
	8	45	ARIENS COMPANY
	9	50	BALDWIN FILTERS
	10	60	BENJAMIN MOORE & CO.
Price Lev	11	70	BILLYGOAT, INC.
1 2 3 4	12	80	BLACK AND DECKER
8. #1: Y	13	85	BLACKSMITH DISTRIBUTING
9. #2:	14	90	BOBCAT
10. #3:	15	100	BRADLEY CALDWELL - LG
11. Cost:	16	110	BRADLEY CALDWELL - PC
12. Date of Last	17	120	BRIGGS & STRATTON
13. Update Desc	Enter Line#, Command or <HOME>:.....		

Enter the line number of the data to be changed and press <ENTER>. Enter the correct data and press <ENTER>. When complete, press <ENTER> to exit.

RMMANUF - Manufacturer Master File Maintenance		Product	Type
Multipliers			
Manufacturer No:01111		14)	
		15)	
1. Manufacturer Name.....:	TORO	16)	
2. Manufacturer ID Code...:	TR	17)	
3. Parts/Pricing File Name:	1000	18)	
4. Standard Order Disc %..:	1.00 %	19)	
5. Price/Cost Mult %.....:	10.00 %	20)	
6. Accounts Payable Vendor:	100 (AMERICAN FIRST AID)	21)	
7. Customer Account Number.:		22)	
		23)	
Price Levels		24)	
1 2 3 4 5 6 7 8 C M		25)	
8) #1:		26)	
9) #2:		27)	
10) #3:		28)	
11) Cost:		29)	
		30)	
		31)	
12) Date of Last Price Update:	00/00/00	32)	
13) Update Description:	No	33)	
Enter Selection or <ESC>:		34)	
'G'enerate Product Types, 'E'-Commerce, 'C'atalog, Warranty Claim, 'D'etele.			

To Delete: Select the correct manufacturer, the same way as you would to change the manufacturer. When the Manufacturer Master File appears, enter <D> to delete and press <ENTER>. Enter <Y> to the question 'Are you sure you want to delete this Manufacturer Record? (Y/N)' and press <ENTER>. Press <ESC> to exit.

This section gives instructions for adding, or changing the Disclaimer Description File. This file contains up to 16 lines with up to 66 characters per line.

STEP 1: From **ORDER ENTRY/ACCOUNTS RECEIVABLE MENU**, select **FILE MAINTENANCE** and press **<ENTER>**.

STEP 2: From **FILE MAINTENANCE MENU**, select **WORK ORDER FILE MAINTENANCE** and press **<ENTER>**.

STEP 3: From **WORK ORDER FILE MAINTENANCE**, select **DISCLAIMER DESCRIPTION FILE** and press **<ENTER>**.

RMCLAIMER - Disclaimer Description Maintenance
(1) Express mechanics lien is
(2) hereby acknowledged on the
(3) above unit to secure the
(4) amount of repairs thereto.
(5)
(6)
(7)
(8)
(9)
(10)
(11)
(12)
(13)
(14)
(15)
(16)
Enter Line # to Change, (P)rint, or <ESC>:

To Add to or Change a line: Select a line number and press **<ENTER>** then you may enter the description in. When you are finished press **<ENTER>** to allow you to select another line, or **<ESC>** to exit.

To Print: Enter **<P>** and press **<ENTER>** to print a copy of the disclaimer.

This section gives the instructions for adding, changing, or deleting equipment type descriptions. This file contains up to 20 equipment type descriptions and can be referenced on the Warranty Claim Sheet field <F2> Type of Equipment

STEP 1: From **ORDER ENTRY/ACCOUNTS RECEIVABLE MENU**, select **FILE MAINTENANCE** and press <ENTER>.

STEP 2: From **FILE MAINTENANCE MENU**, select **WORK ORDER FILE MAINTENANCE** and press <ENTER>.

STEP 3: From **WORK ORDER FILE MAINTENANCE**, select **EQUIPMENT TYPE DESCRIPTION FILE** and press <ENTER>.

Ln#	Description
1)	PUSH LAWNMOWER
2)	RIDING LAWNMOWER
3)	CHAINSAW
4)	SNOW BLOWER
5)	HEDGE TRIMMER
6)	GENERATOR
7)	
8)	
9)	
10)	
11)	
12)	
13)	
14)	
15)	
16)	
17)	
18)	
19)	
20)	

Line # to Change, (P)rint, or <ESC>:

To Add or Change a Description: Select a line number and press <ENTER>, the system will prompt you to enter a description, then press <ENTER>. The description may be up to 20 characters long.

To Delete a Description: Select the line number corresponding to the description you wish to delete, and press <ENTER>. Press the space bar once and press <ENTER>. The line should then become blank.

This section gives access to the Sold By Master File. This section is only used if you are doing warranty work. It gives the opportunity to pre-build the listing that is accessed on the warranty claim form <F5> Sold By.

STEP 1: From the **ORDER ENTRY/ACCOUNTS RECEIVABLE MAIN MENU**, select **FILE MAINTENANCE** and press <ENTER>.

STEP 2: From the **FILE MAINTENANCE MENU**, select **WORK ORDER FILE MAINTENANCE** and press <ENTER>.

STEP 3: From **WORK ORDER FILE MAINTENANCE**, select **SOLD BY MASTER FILE** and press <ENTER>.

```

RMSOLDBY - Sold By Address Maintenance

      Sold By Account.....: .....
(1)  Sequence Number.....:
(2)  Name.....:
(3)  Address Line 1.....:
(4)  Address Line 2.....:
(5)  City.....:
(6)  State.....:
(7)  Zip.....:
(8)  Area Code & Phone#.....:
(9)  Area Code & Fax#.....:

      Press <ESC> to Exit.
      Press <HOME> to List Sold By Options.

```

Sold By Account: Enter account number you have built for yourself in the Customer Master File. If you are doing warranty work for equipment purchased elsewhere, enter their account number.

- 1) **Sequence Number:** Allows you to enter more than one address listing for this account. You can press <HOME> to display any previous sequence numbers built for this account. You must start with sequence number 00 if you are building this account for the first time.
- 2) **Name:** Enter up to thirty (30) characters for the name of this account and press <ENTER>.
- 3) **Address 1:** Enter up to twenty-five (25) characters for the address and press <ENTER>.
- 4) **Address 2:** Enter up to twenty-five (25) characters for the second address and press <ENTER>.
- 5) **City:** Enter up to twenty (20) characters for the city and press <ENTER>.
- 6) **State:** Enter the two-character code for the state and press <ENTER>.
- 7) **Zip Code:** Enter the nine (9) character zip code and press <ENTER>.
- 8) **Area Code & Phone #:** Enter ten (10) characters with no punctuation and press <ENTER>.
- 9) **Area Code & Fax#:** Enter ten (10) characters with no punctuation and press <ENTER>.

To Change: Enter account number you want to change, press <ENTER>. Enter sequence number of the specific records that you want changed, or press <HOME> to display listings of addresses built. Select line number, press <ENTER>.

```

RMSOLDBY Sold by Address Maintenance

      Sold By Account.....: 00100
( 1) Sequence Number.....: _____
( 2) Name.....: SHOPPERS CORPORATION
( 3) Address Line 1.....: 8940-J ROUTE 108
  
```

Ln#	Ship-To Name	Sold By Address File Listing Address Line #1	City
1	SHOPPERS CORPORATION MD	8940-J ROUTE 108	COLUMBIA
2	TEST SHOPPERS MD	8940-A OAKLAND CENTER	COLUMBIA

Enter Line# or <ESC> to Exit:...

Select line number of the data you want to change and press <ENTER>. Enter the correct data and press <ENTER>.

To Delete: At the command line enter <D>, press <ENTER> and enter <Y> to the question 'Are you sure you want to Delete this Record? (Y/N).' and press <ENTER>.

```

RMSOLDBY - Sold By Address Maintenance

      Sold By Account.....: .....
(1) Sequence Number.....:
(2) Name.....:
(3) Address Line 1.....:
(4) Address Line 2.....:
(5) City.....:
(6) State.....:
(7) Zip.....:
(8) Area Code & Phone#.....:
(9) Area Code & Fax#.....:

      (D) Delete Record
      Press <ESC> to Exit

      <UP ARROW> Previous Sold By          <DOWN ARROW>
      Next Sold By
  
```

This section gives you the option of pre-building a listing of the most common reasons of failure. This file will be accessed if using the Warranty Claim Worksheet <F3> Cause of Failure.

STEP 1: From the **ORDER ENTRY/ACCOUNTS RECEIVABLE MENU**, select **FILE MAINTENANCE** and press

<ENTER>.

STEP 2: From the **FILE MAINTENANCE MENU**, select **WORK ORDER FILE MAINTENANCE PROGRAMS** and press

<ENTER>.

STEP 3: From **WORK ORDER FILE MAINTENANCE**, select **CAUSE OF FAILURE DESCRIPTION FILE** and press

<ENTER>.

RMCAUSE - Cause of Failure Description File Maintenance			
Ln	Description	Ln	Description
1	ENGINE FAILED	21	
2	BAD WIRES	22	
3	HOLE IN GAS LINE	23	
4		24	
5		25	
6		26	
7		27	
8		28	
9		29	
10		30	
11		31	
12		32	
13		33	
14		34	
15		35	
16		36	
17		37	
18		38	
19		39	
20		40	
Line# to Change, 'P'rint, or		<ESC>:..	

To Add: Select line number currently not being used, press <ENTER>. Enter up to thirty (30) characters for the description of the failure and press <ENTER>.

To Change: Select line number of the description to be changed, press <ENTER>. Enter the correct data and press <ENTER>.

To Delete: Select line number of the description to be deleted. Hit the space bar to erase the characters there and press <ENTER>.

To Print: Enter <P> and press <ENTER>.

2.13.13

WORK PERFORMED DESCRIPTION FILE

This section gives you the opportunity to pre-build a listing of your most common work performed. This listing can be accessed on the Warranty Claim Worksheet <F4> Work Performed.

STEP 1: From the ORDER ENTRY/ACCOUNTS RECEIVABLE MENU, select FILE MAINTENANCE and press <ENTER>.

STEP 2: From the FILE MAINTENANCE MENU, select WORK ORDER FILE MAINTENANCE and press <ENTER>.

STEP 3: From WORK ORDER FILE MAINTENANCE, select WORK PERFORMED DESCRIPTION FILE.

RMWORKED - Work Performed Description File Maintenance			
Ln	Description	Ln	Description
1	REPLACED ENGINE	21	
2	CHANGED DRIVE SHAFT	22	
3	REPLACED NUTS AND BOLTS	23	
4	REPLACED GAS TANK	24	
		26	
5		27	
6		28	
7		29	
8		30	
9		31	
10		32	
11		33	
12		34	
13		35	
14		36	
15		37	
16		38	
17		39	
Line# to Change, 'P'rint, or <ESC>:			

Enter <P> and press <ENTER> to print a listing of the file.

To Add: Select line number not currently in use. Enter up to a thirty (30) character description and press <ENTER>.

To Change: Select line number currently in use, press <ENTER> and enter the correct description, press <ENTER>.

To Delete: Select line number to be deleted, press <ENTER> and then press space bar repeatedly to erase entry, pressing <ENTER> to continue.