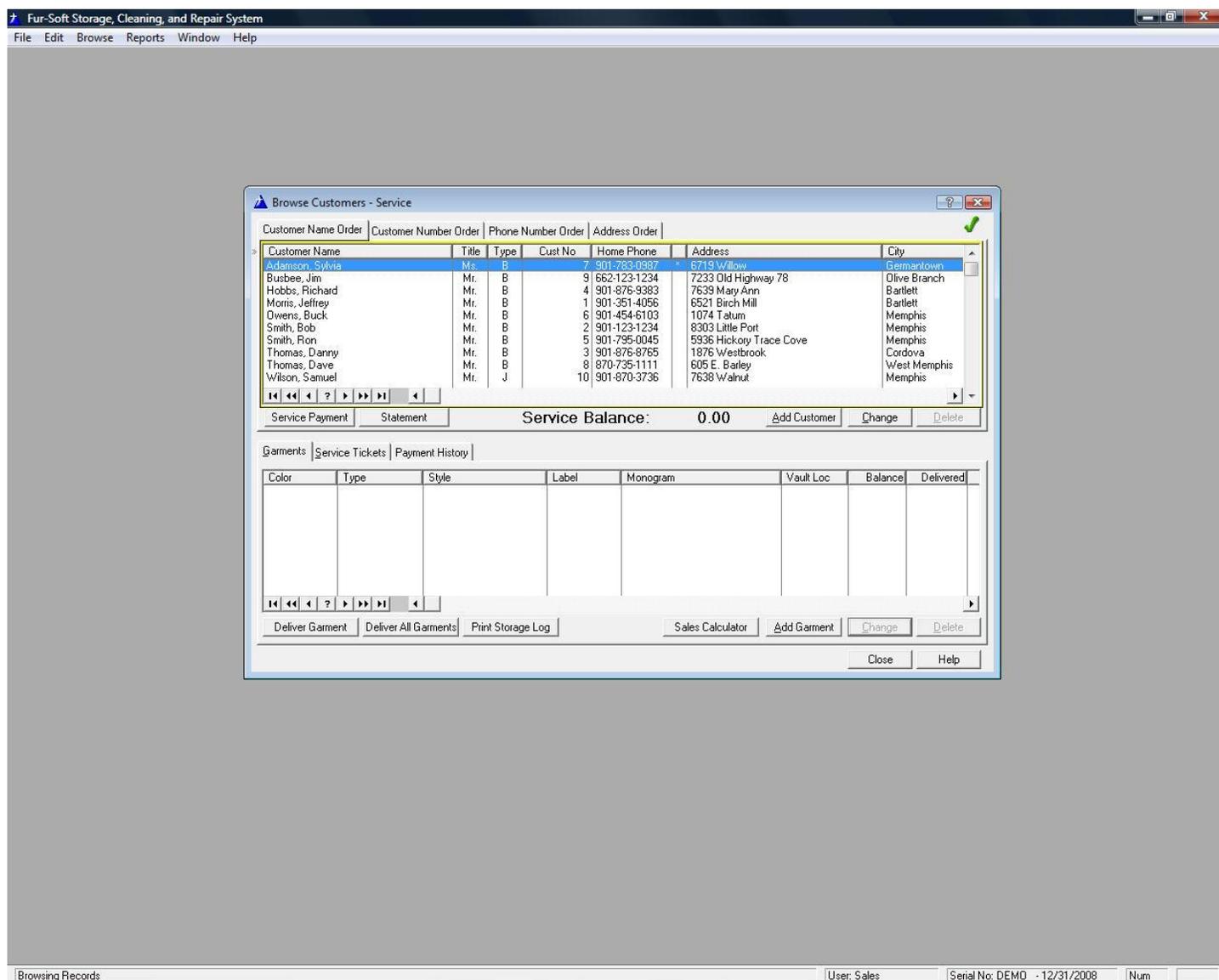


Fur-Soft – Operations Manual

Introduction:

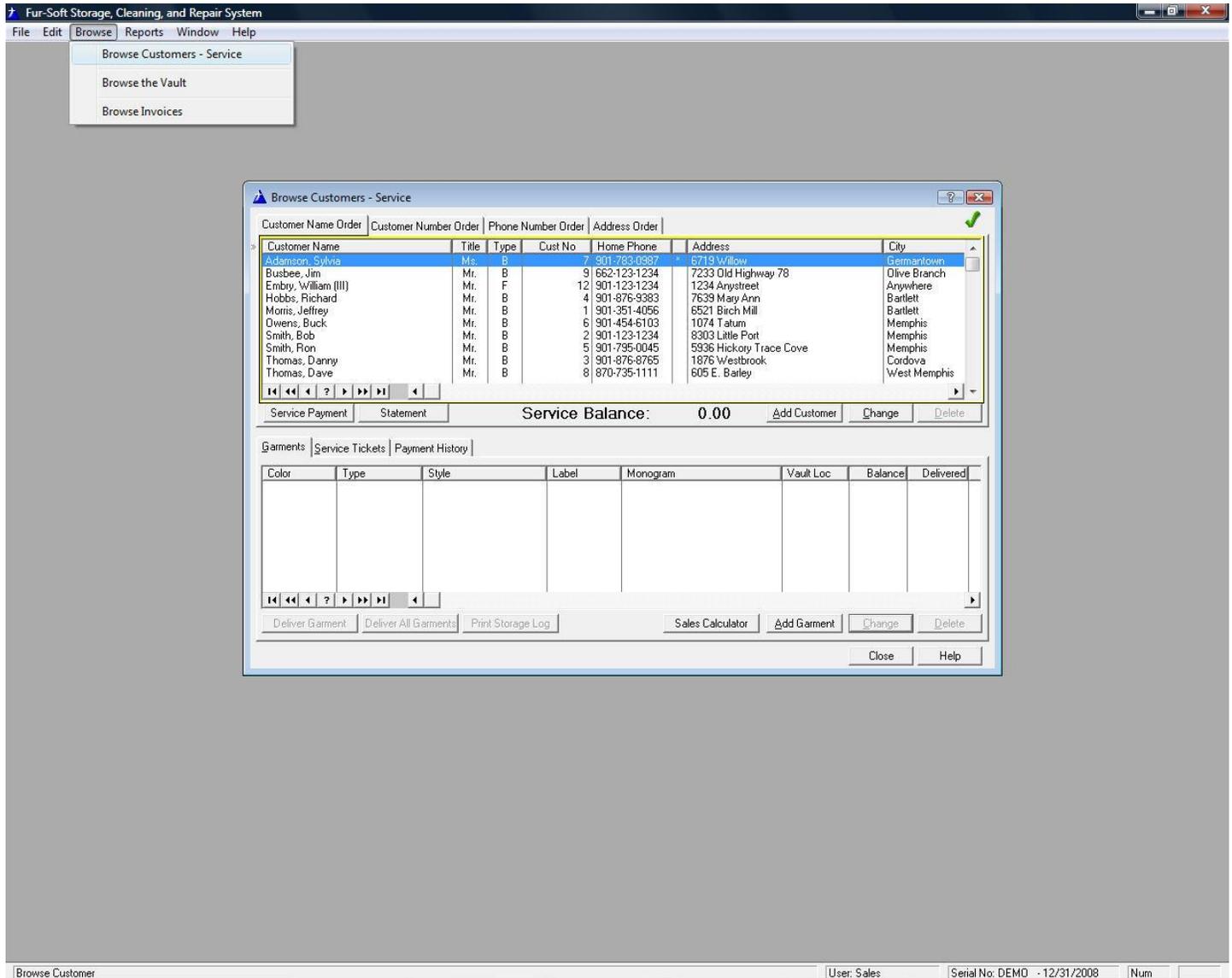
Main Screen – Opening Window:

When the Fur-Soft application is opened from either a desktop shortcut or the Windows Start menu the following screen will be presented. The application is ready for use for over-the-counter operations by the sales/service staff. The list of Customers is already opened and displayed in Customer Last Name/First Name order. This is the main operating view for the majority of the day-to-day operations of the application. There are tabs across the top of the Customer List which reorders the customer list by Customer Number, Phone Number, and Address. Clicking on these tabs sorts the Customers into the selected order and allows for searching for a specific Customer. From this screen, buttons are available to allow for Adding, Changing, and Deleting (with managerial access) of Customers.



Searching is accomplished by simply typing the first few characters of the information you are looking for. For Example, If the list is in Customer Name Order, typing 'm' will move the record highlight bar down to the first last name beginning with 'm'. Continue by typing the letter 'o' will move the record highlight bar to the first entry beginning with 'mo'. The more characters you type the more refined your search becomes. If you want to reset the search, simply press the up arrow or down arrow key a few times and the start typing the name you are searching for. Likewise, you can search for a specific customer using their customer number, phone number, or address. Once you have selected the tab for the information you want to search, simply begin typing the first few characters of that item (Customer Number, Phone Number, or Address).

If you accidentally or intentionally close the Browse Customers Screen, you may reopen it at any time by clicking on **Browse** on the main menu of the application and then selecting **Browse Customers – Service**.



Browse Customers – Service (Windows)

As mentioned earlier, the Browse Customers Window is like the dashboard of your car. You can handle most of the day-to-day operations from here.

Customers

The upper half of the Browse Customers – Service Window contains information about the Customers that you currently have on file. When a Customer is selected (highlighted) in the upper half of the window, their detailed information is automatically displayed in the lower half of the window. This information consists of their Garments, existing Service Tickets, and Payment History.

Customer Name	Title	Type	Cust No	Home Phone	Address	City
Adamson, Sylvia	Ms.	B	7	901-783-0987	6719 Willow	Germantown
Busbee, Jim	Mr.	B	9	662-123-1234	7233 Old Highway 78	Olive Branch
Hobbs, Richard	Mr.	B	4	901-876-9383	7639 Mary Ann	Bartlett
Morris, Jeffrey	Mr.	B	1	901-351-4056	6521 Birch Mill	Bartlett
Owens, Buck	Mr.	B	6	901-454-6103	1074 Tatum	Memphis
Smith, Bob	Mr.	B	2	901-123-1234	8303 Little Port	Memphis
Smith, Ron	Mr.	B	5	901-795-0045	5936 Hickory Trace Cove	Memphis
Thomas, Danny	Mr.	B	3	901-876-8765	1876 Westbrook	Cordova
Thomas, Dave	Mr.	B	8	870-735-1111	605 E. Barley	West Memphis
Wilson, Samuel	Mr.	J	10	901-870-3736	7638 Walnut	Memphis

Color	Type	Style	Label	Monogram	Vault Loc	Balance	Delivered
Mahogany	Mink	Full Length Coat	King Furs	Christi G. Morris	01M134	80.37	4/13/2004
Mahogany	Mink	Stroller	King Furs/ Give	Christi G. Morris	01M133	80.37	4/13/2004

Garments Tab

In the lower half of the window you can see that the selected customer has two garments which are currently housed in the vault. From this view, you can press the **Add Garment** button to add a new garment for the selected customer, press the **Change** button to view/modify the information on the selected garment (This is also where you begin a new service ticket for the selected garment), press the **Deliver Garment** button to select which garments to deliver to the Customer, press the **Deliver All Garments** to deliver all of the Customer's garments which are currently in the vault, or press the **Print Storage Log** button to print a list of all of the Customer's garments which are currently in the vault along with their current Vault Locations (This report can be used as a Pull-List to retrieve selected garments from a local or remote vault).

Browse Customers - Service

Customer Name Order | Customer Number Order | Phone Number Order | Address Order

Customer Name	Title	Type	Cust No	Home Phone	Address	City
Adamson, Sylvia	Ms.	B	7	901-783-0987	* 6719 Willow	Germantown
Busbee, Jim	Mr.	B	9	662-123-1234	7233 Old Highway 78	Olive Branch
Hobbs, Richard	Mr.	B	4	901-876-9383	7639 Mary Ann	Bartlett
Morris, Jeffrey	Mr.	B	1	901-351-4056	6521 Birch Mill	Bartlett
Owens, Buck	Mr.	B	6	901-454-6103	1074 Tatum	Memphis
Smith, Bob	Mr.	B	2	901-123-1234	8303 Little Port	Memphis
Smith, Ron	Mr.	B	5	901-795-0045	5936 Hickory Trace Cove	Memphis
Thomas, Danny	Mr.	B	3	901-876-8765	1876 Westbrook	Cordova
Thomas, Dave	Mr.	B	8	870-735-1111	605 E. Barley	West Memphis
Wilson, Samuel	Mr.	J	10	901-870-3736	7638 Walnut	Memphis

Service Payment | Statement | **Service Balance: 0.00** | Add Customer | Change | Delete

Garments | **Service Tickets** | Payment History

Inv No	Date	Pre-Tax Total	Tax Amount	Invoice Total	Balance	Date Paid	Status
7	4/28/2004	153.90	6.84	160.74	0.00	4/28/2004	
3	4/13/2004	45.00	0.00	45.00	45.00	/ /	
1	4/13/2004	96.95	4.81	101.76	0.00	4/13/2004	

Insert | Change | Void

Close | Help

Service Tickets Tab

In the lower half of the window you can see that the selected customer has three previous Service Tickets. From this view, you can press the **Insert** button to manually add a new Service Ticket (This is not the preferred method of entering a Service Ticket) or press the **Change** button to view/modify the information on the selected Service Ticket (Once a Service Ticket has been Printed it can no longer be modified).

Browse Customers - Service

Customer Name Order | Customer Number Order | Phone Number Order | Address Order

Customer Name	Title	Type	Cust No	Home Phone	Address	City
Adamson, Sylvia	Ms.	B	7	901-783-0987	* 6719 Willow	Germantown
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Service Payment | Statement | Service Balance: 0.00 | Add Customer | Change | Delete

Garments | Service Tickets | Payment History

Receipt No	Pay Type	Check/Appr	Date	Payment Total	Initials	Inv No
1	Check	1234	4/13/2004	101.76		1
6	Check	12345	4/28/2004	160.74		7

RePrint

Close | Help

Payment History Tab

In the lower half of the window you can see that the selected customer has two previous Payments. From this view, you can press the **RePrint** button to reprint a copy of the selected Payment Receipt.