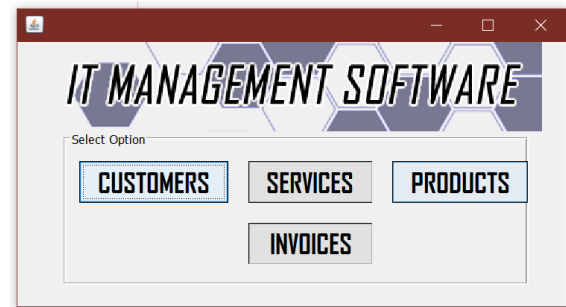


INSTRUCTION GUIDE FOR IT MANAGEMENT SYSTEM

HOW TO USE MAIN MENU:

The Main Menu has 5 options.

1. Customers
2. Products
3. Services
4. Invoices



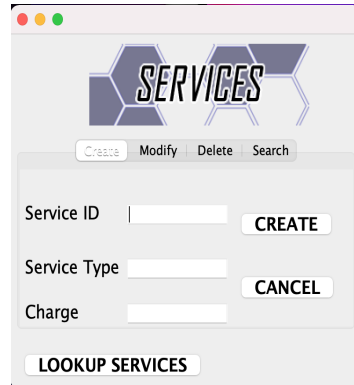
HOW TO USE CUSTOMERS, SERVICES AND PRODUCTS MENUS

Customers and Services Menus:

1. Customers and Services each have their own menus. Each menu is similar in functionality, providing the options to "Create", "Modify", "Delete", and "Search"; however, each is unique in the type of information it holds (i.e., customer data, and services data etc..).

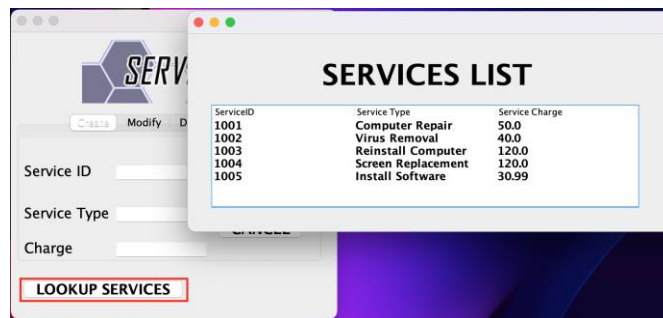
Two side-by-side screenshots of software windows. The left window is titled "CUSTOMERS" and contains a form with fields for "Customer ID", "First Name", "Last Name", "Phone Number", and "Address" (with sub-fields for "Street Number" and "Street Name"). There are "Create", "Modify", "Delete", and "Search" buttons at the top, and "CREATE" and "CANCEL" buttons on the right. A "LOOKUP CUSTOMERS" button is at the bottom. The right window is titled "SERVICES" and contains a form with fields for "Service ID", "Service Type", and "Charge". It also has "Create", "Modify", "Delete", and "Search" buttons at the top, and "CREATE" and "CANCEL" buttons on the right. A "LOOKUP SERVICES" button is at the bottom.

2. Let's use walk through the Servies Menu for example.
3. The menu has 4 tabs, "Create", "Modify", "Delete", and "Search".
 - a. You will automatically be in the "**Create**" tab when entering.
 - i. Once you press the Services Button in the Main Menu. Then you can add a new service by entering a new Service ID that is 4 digits long.



The screenshot shows a window titled "SERVICES" with a header logo. Below the header are four tabs: "Create", "Modify", "Delete", and "Search". The "Create" tab is active. It contains three text input fields: "Service ID", "Service Type", and "Charge". To the right of the "Service ID" field is a "CREATE" button. To the right of the "Service Type" field is a "CANCEL" button. At the bottom of the form is a "LOOKUP SERVICES" button.

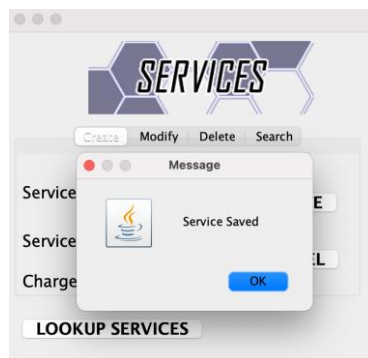
- ii. To see what services are on file, select the "LOOKUP SERVICES" button to bring up the list of stored services. This button can be accessed throughout the entire Services Menu.



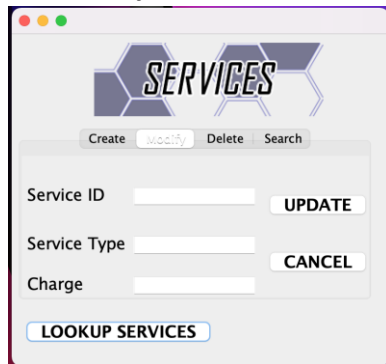
The screenshot shows a window titled "SERVICES LIST" overlaid on the SERVICES menu. It contains a table with the following data:

ServiceID	Service Type	Service Charge
1001	Computer Repair	50.0
1002	Virus Removal	40.0
1003	Reinstall Computer	120.0
1004	Screen Replacement	120.0
1005	Install Software	30.99

- iii. Once all text fields are filled out, select "create" and you will then receive a message saying "Service Saved". Select "Ok" or the X to close the window and the text fields will return to empty state. If you wish to create additional services you would follow the same steps.

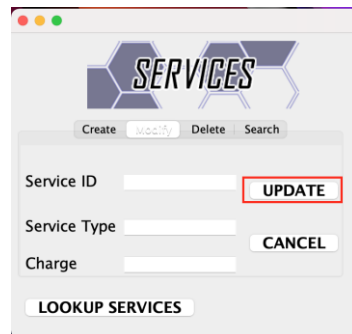


- b. **The Modify** tab allows the user to modify an existing Service



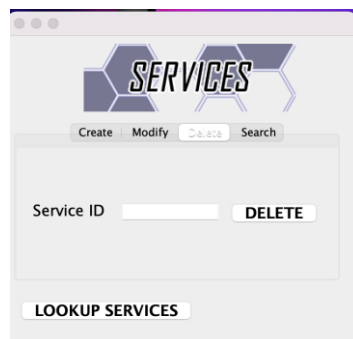
The screenshot shows a window titled 'SERVICES' with a hexagonal logo. Below the logo are four tabs: 'Create', 'Modify' (which is selected and highlighted in blue), 'Delete', and 'Search'. The 'Modify' tab contains three text input fields: 'Service ID', 'Service Type', and 'Charge'. To the right of the 'Service ID' field is an 'UPDATE' button. To the right of the 'Service Type' field is a 'CANCEL' button. At the bottom of the window is a 'LOOKUP SERVICES' button.

- i. **The Modify** tab requires an existing service beforehand. To see what services are on file, select the “LOOKUP SERVICES” button to bring up the list of stored services. Once the text fields are filled out then press the “UPDATE” button.



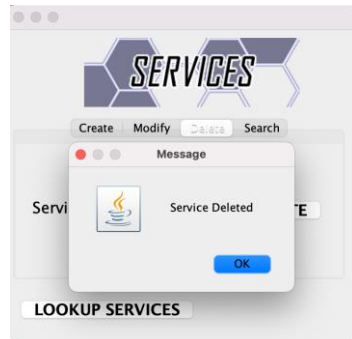
This screenshot is identical to the previous one, but the 'UPDATE' button next to the 'Service ID' field is highlighted with a red rectangular border.

- ii. NOTE: The changes will be reflected when you press the “LOOKUP SERVICES” button.
- c. **The Delete** tab allows the user to delete an existing service using the Service Id and pressing the “Delete” button.



The screenshot shows the 'SERVICES' window with the 'Delete' tab selected. The 'Delete' tab contains a single text input field for 'Service ID' and a 'DELETE' button to its right. The 'LOOKUP SERVICES' button remains at the bottom of the window.

- i. Select “Ok” or the X to close the window and the text fields will return to empty state. If you wish to delete additional services, you would follow the same steps.



- d. **The Search** tab allows the user to search an existing service using the Service Id.

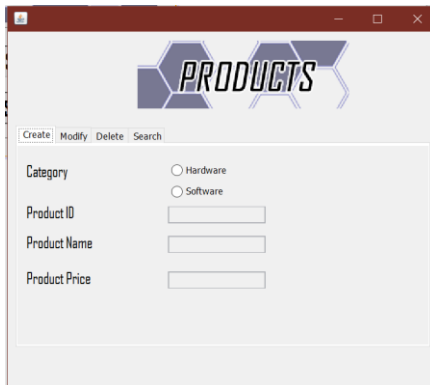
A screenshot of the "SERVICES" application with the "Search" tab selected. The form contains three input fields: "Service ID", "Service Type", and "Charge". There is a "SEARCH" button next to the "Service ID" field and a "CLEAR" button next to the "Service Type" field. A "LOOKUP SERVICES" button is located at the bottom of the form.

- i. The user must type a valid service Id, once they do the remaining text fields will be filled with the service’s data. To search another field; press the “CLEAR” button and start over.

A screenshot of the "SERVICES" application showing the search results. The "Service ID" field contains the value "1002". The "Service Type" field is populated with "Virus Removal". The "Charge" field contains the value "40.0". The "SEARCH" and "CLEAR" buttons are still visible next to their respective fields.

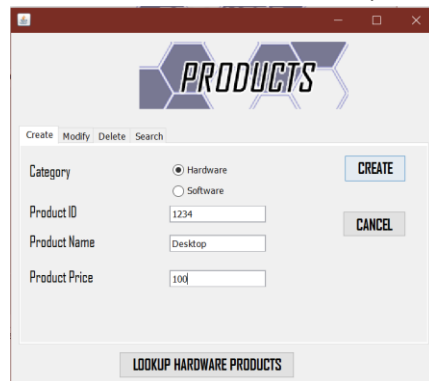
Products Menu:

1. From the Main Menu, select “Products”.
2. You will then be taken to “**Create**” tab, where you are given the option to choose either “Hardware” or “Software” category.



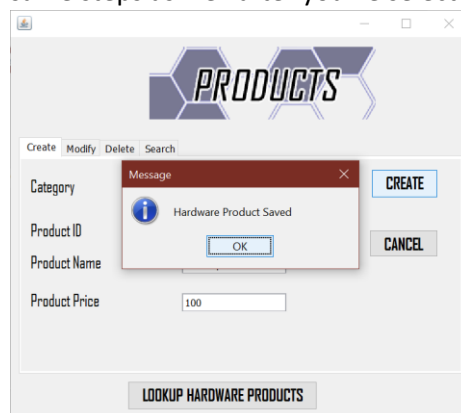
The screenshot shows a window titled 'PRODUCTS' with a header bar containing the word 'PRODUCTS' in a stylized font. Below the header, there is a tab bar with 'Create', 'Modify', 'Delete', and 'Search'. The 'Create' tab is active. The form contains a 'Category' section with two radio buttons: 'Hardware' (selected) and 'Software'. Below this are three text input fields: 'Product ID', 'Product Name', and 'Product Price', all of which are currently empty.

- a. After making a selection, the text fields below will become editable and buttons to “create”, “cancel”, and “lookup hardware products” will populate as well.



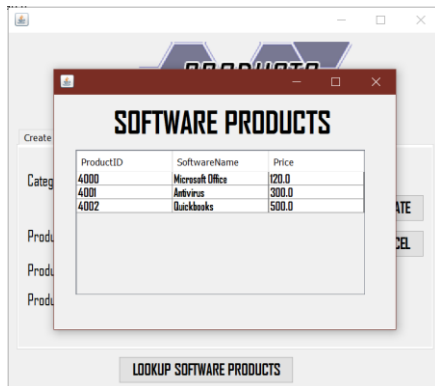
The screenshot shows the same 'PRODUCTS' window, but now the form fields are populated. The 'Category' section has 'Hardware' selected. The 'Product ID' field contains '1234', 'Product Name' contains 'Desktop', and 'Product Price' contains '100'. To the right of the form, there are two buttons: 'CREATE' and 'CANCEL'. At the bottom of the window, there is a button labeled 'LOOKUP HARDWARE PRODUCTS'.

- b. Once text fields are filled out, select “create” and you will then receive a message saying “Hardware Product Saved”. Select “Ok” or the X to close the window and the text fields will return to empty state. If you wish to create additional hardware products you would follow the same steps. If you wish to create software products, you would follow the same steps as well after you’ve selected the “software” button.

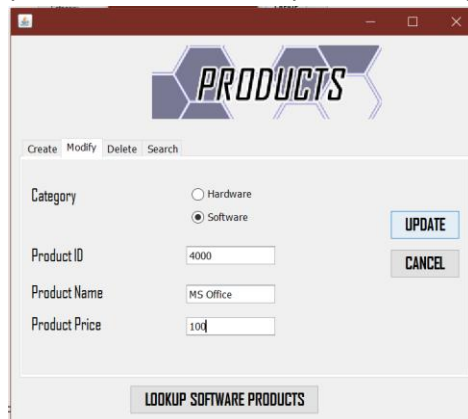


The screenshot shows the 'PRODUCTS' window with the same populated form fields. A message dialog box is open in the center of the window. The dialog box has a title bar that says 'Message' and contains an information icon and the text 'Hardware Product Saved'. There is an 'OK' button at the bottom of the dialog box. The 'CREATE' and 'CANCEL' buttons are still visible in the background window.

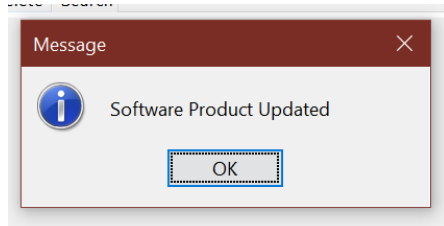
3. **Modify** tab is similar to create tab, however, requires an existing product beforehand. To see what products are on file, select either “hardware” or “software” radio button, then “lookup software/hardware products” button to bring up a list of stored products for selected category.



- a. Input the ID of the product you would like to modify, then fill out the name and price you would like to modify and select “update” button.



- b. Message will pop up telling you product has been updated. The next time you select “lookup products” the product name and price will reflect updates made.



4. **Delete** tab allows you to delete an existing product by its ID number.

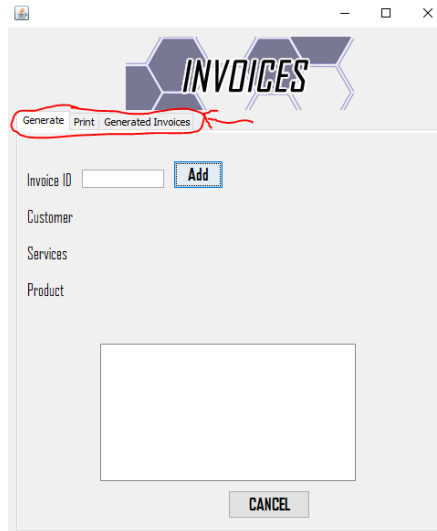
The screenshot shows the 'Delete' tab of the 'PRODUCTS' application. The interface includes a header with the 'PRODUCTS' logo and a navigation bar with 'Create', 'Modify', 'Delete', and 'Search' tabs. The 'Delete' tab is active. Below the navigation bar, there are two radio buttons for 'Category': 'Hardware' and 'Software', with 'Software' selected. To the right of these is a 'DELETE' button. Below the category selection is a 'Product ID' label and an empty text input field. At the bottom of the form is a 'LOOKUP SOFTWARE PRODUCTS' button.

5. **Search** tab allows you to search for a product individually without having to sort through the “lookup products” button. Simply input the ID of the product you would like to retrieve information from and the name and price will be displayed after selecting “search”.

The image shows two side-by-side screenshots of the 'Search' tab in the 'PRODUCTS' application. Both screenshots show the same interface: a header with the 'PRODUCTS' logo, a navigation bar with 'Create', 'Modify', 'Delete', and 'Search' tabs, and the 'Search' tab active. The form contains two radio buttons for 'Category': 'Hardware' (selected) and 'Software'. To the right are 'SEARCH' and 'CLEAR' buttons. Below are three input fields: 'Product ID' (containing '1234'), 'Product Name' (containing 'Desktop'), and 'Product Price' (containing '100.0'). At the bottom is a 'LOOKUP HARDWARE PRODUCTS' button. The left screenshot shows the initial state with empty name and price fields, while the right screenshot shows the results after a search.

HOW TO USE INVOICES MENU

From The Main menu click on **INVOICES** button:



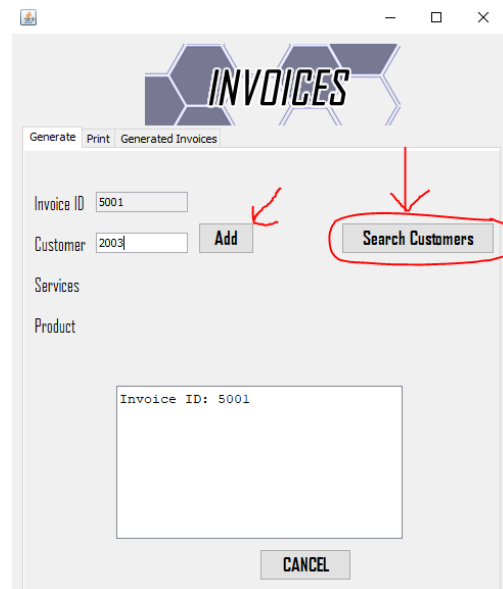
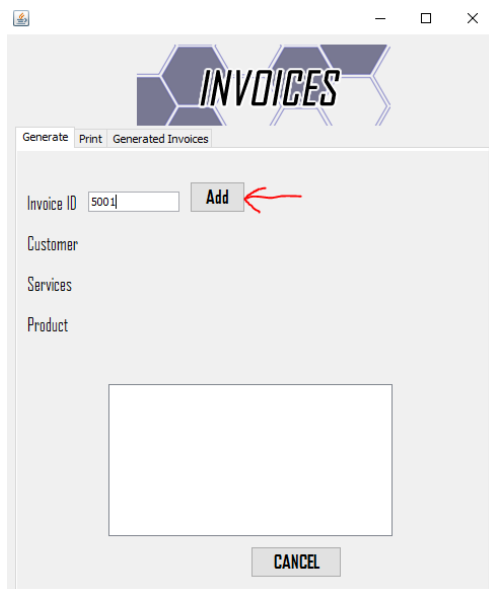
Tabs:

Generate: on this tab you will be able to generate an Invoice that you can print for your customers

Steps:

(1) Add Invoice ID: input a 4-digit long number, and click on **Add** button.

(2) Add Customer: input the Customer, you will gain the button **Search Customers** for your convenience.



(3) Add Services: you will gain the button **Search Services** for your convenience. After you **Add** the first Service you will gain the button **Done**, press it when you are done adding Services to Invoice. You have the option **CANCEL** your Invoice anytime.

INVOICES

Generate Print Generated Invoices

Invoice ID: 5001

Customer: 2003

Services: 1001

Add Done Search Services

Product

Invoice ID: 5001
Customer: 2003 Noe Soto

CANCEL

(4) Add Software or Hardware Products: select **Software** or **Hardware** from the combo buttons, then you will gain the button **Search Products** for your convenience. After you **Add** the first Product you will gain the button **Done**, press it when you are done adding hardware and software Products to Invoice.

INVOICES

Generate Print Generated Invoices

Invoice ID: 5001

Customer: 2003

Services:

Product: ☐ Software ☒ Hardware

Add Search Products Done

Invoice ID: 5001
Customer: 2003 Noe Soto
Service(s):
Computer Repair 50.0

CANCEL

(5) Generate: After adding products you will gain the button **GENERATE** click on it if you are done, also you will notice the **textbox** containing the information for your Invoice, if you want to cancel the Invoice just click on **CANCEL**.

INVOICES

Generate Print Generated Invoices

Invoice ID: 5001

Customer: 2003

Services:

Product: ☐ Software ☒ Hardware

GENERATE CANCEL

Invoice ID: 5001
Customer: 2003 Noe Soto
Service(s):
Computer Repair 50.0
Product(s):
USB Drive 30.0

Print: on this tab you can input your Invoice ID and Print it

Steps:

(1) Print: input the Invoice ID then click on the **PRINT** button, and the Invoice will be printed.

Generate Print Generated Invoices

Invoice ID 5001 **PRINT** CLEAR

Invoice number: 5001

Customer:
Noe Soto
132 Apple
8003402361

Service(s):
Computer Repair 50.0

Product(s):
USB Drive 30.0

Total: 84.1

(2) Clear: click on button **CLEAR** to clear the screen and print your next Invoice.

Generate Print Generated Invoices

Invoice ID **CLEAR** PRINT

Generated Invoices: on this tab you can display your generated invoices for your convenience.

Steps:

(1) Update: click on the button **UPDATE** in order to see your generated Invoices.

Generate Print Generated Invoices

Invoice ID	Name	Last Name	Total
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UPDATE

Picture reflects the updated list, press it every time you add a new Invoice.

Generate Print Generated Invoices

Invoice ID	Name	Last Name	Total
5001	Noe	Soto	84.1
5002	Beida	Ortiz	357.425
5003	Josephine	Ruffino	105.125

UPDATE