



TICKET SPLITTING

Target Ticket Size

Assembly Capacity Relief Rules ⓘ

Add Rule

5.0	Above	90	% full:	4.0	ticket size	<button>Remove Rule</button>	
Big Order Threshold ⓘ		Above	95	% full:	3.0	ticket size	<button>Remove Rule</button>
0	Above	98	% full:	2.0	ticket size	<button>Remove Rule</button>	

Target Ticket Size:

The maximum number of items allowed per ticket.

*Not applicable to Metal Progetti and Quick Sort.

There might be instances where customers want fewer items per ticket, perhaps because of a certain item type. To achieve this, change the "Rack Space" to the necessary number or decimal relative to the Target Ticket Size.

For example: If the Target Ticket Size is set to 5, but for sweaters, there should only be 2 max, the sweater's rack space needs to be 2.5 ($5 \div 2 = 2.5$).

Sweater

0

Settings

Disable

Category: Sweaters	Charged by Unit: <input type="checkbox"/>	Multiply Special Cares: <input checked="" type="checkbox"/>	Production Value: 1
Department: Dry Cleaning	Charged by Area: <input type="checkbox"/>	Oversize: <input type="checkbox"/>	Rack Space: 2.5
Image: Sweater		Don't Report on Item: <input type="checkbox"/>	Multi Piece Count: 1
Item name alias:		Zero Price Item: <input type="checkbox"/>	

Primarily used as an identifier for exports to other systems

Big Order Threshold:

Always ignore.

Assembly Capacity Relief Rules:

The number of items allowed per ticket (lower than the ticket size) when the assembly area has reached X% capacity. The purpose of this feature is to prevent reaching 100% capacity, which would force the operator to manually split orders to vacate slots. Once Assembly is at a certain capacity, SMRT will start finishing tickets with fewer items than the ticket size.

*Not applicable to Metal Progetti and Quick Sort.



ASSEMBLY FEATURES

Oversize:

For items that are big/bulky. Selecting this option will ensure that the item will finish in a ticket of its own, simultaneously preventing said item from occupying a location in the assembly conveyor/rail. I.e: comforters, pillows, gowns.

This option will trigger the Long/Solo option in the item details and can be overridden by unselecting it.

The screenshot shows the 'Item Details' section of a software interface. At the top, there's a preview image of a sweater, a text input field 'Sweater', a quantity input field '0', a 'Settings' button, and a red 'Disable' button. Below this, there are several dropdown menus and input fields: 'Category' (Sweaters), 'Charged by Unit' (unchecked), 'Multiply Special Cares' (checked), 'Production Value' (1), 'Department' (Dry Cleaning), 'Charged by Area' (unchecked), 'Oversize' (checked and highlighted with a red box), 'Rack Space' (2.5), 'Image' (Sweater), 'Don't Report on Item' (unchecked), 'Multi Piece Count' (1), 'Item name alias' (empty), 'Zero Price Item' (unchecked), and 'Primary used as an identifier for exports to other systems' (checkbox). A note at the bottom states: "Primarily used as an identifier for exports to other systems".

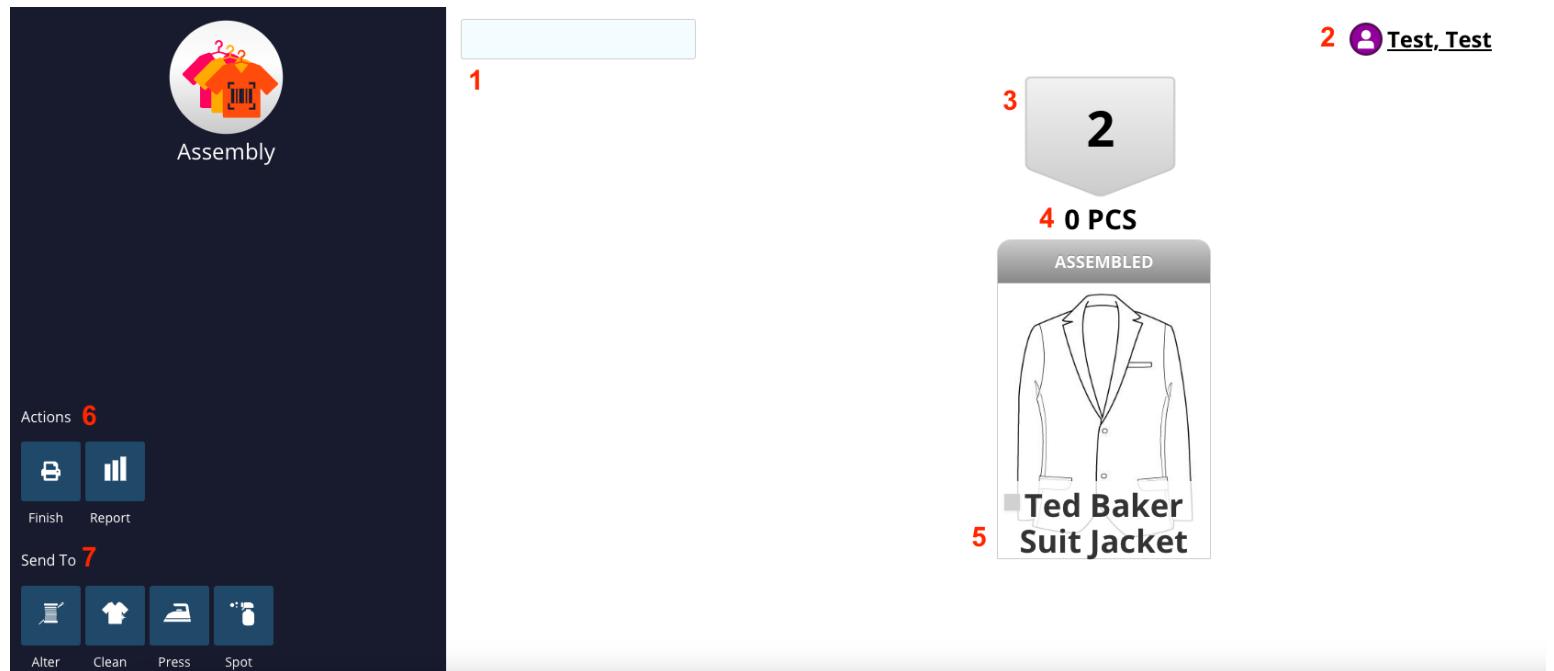
Associated:

This feature allows for multi-piece garments to finish in the same ticket ensuring that they are packed together. Only 2 pieces can be associated. I.e: suit jacket + suit pants, dress + belt, coat + detachable hoodie.

*Not applicable to Metal Progetti and Quick Sort.

The screenshot shows the 'Item Details' section of a software interface. It includes a 'Details' tab with fields for Item (Suit Pants), Colors (black), Pattern (solid), Fabrics (wool), Brand (Ted Baker), and Special Cares (Crease). Other fields include Barcode (22334455), List Price (0.00), Total (0.00), and an 'Associated' field (11223344). Annotations show a pair of pants and history shows a ticket number (23045-001) and date (2023-02-14). A note at the bottom says: "✓ Associated to Ted Baker Suit Jacket". At the bottom, there are buttons for Reject, Future Price, Alter Only, Press Only, Dup, Send, Info, and Save.

ASSEMBLY PAGE



1: Input field. Scan or type the item's barcode number.

2: Customer's name.

3: Location where the scanned item should be placed. Clicking the location will display a list of the last 50 garments that occupied that location.

4: The number of items *already* in that location, not counting the item just scanned. The purpose of this is to ensure that the operator is doing a visual count of what is in the location before they add a new garment.

5: Garment scanned.

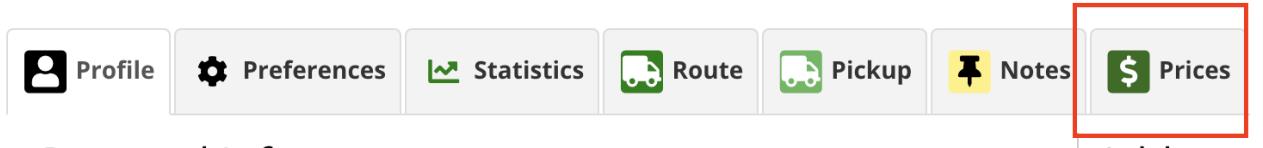
6: Actions

- Finish: will finish the ticket for the garment just scanned. This is used when the operator wants to complete a ticket before the maximum number of items is reached.
- Report: will display a map of the assembly area, showing occupied & empty locations.

7: When the operator identifies that the garment scanned requires more work, they can use those buttons to redirect the garment back to the appropriate department.

Assigning a Parent Price List

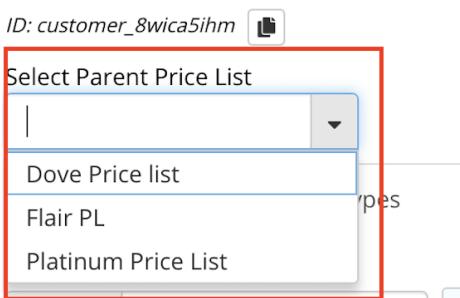
- 1) Search customer in the search bar
- 2) Click on customer name
- 3) Select the Prices tab



- 4) You will see “Select Parent Price List”. Click the down arrow or put your cursor in the information bar

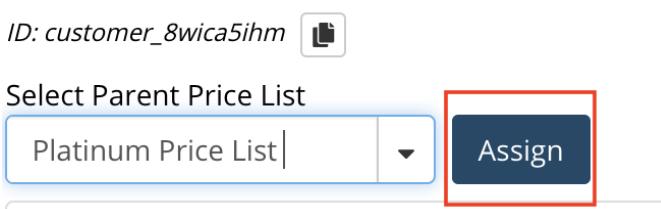


Base Price List > mariha te



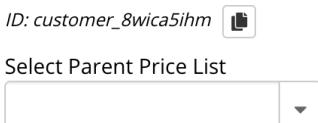
- 5) After selecting the price list you need, click “Assign”

Base Price List > mariha test



- 6) After you have clicked Assign, the customer account Prices tab will look like this:

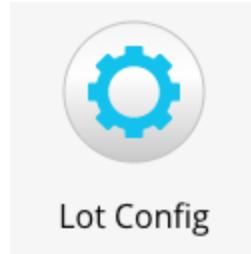
Base Price List > Platinum Price List > mariha test



And you will know the price list has been associated correctly.

Batched Lot Control

To set up go to Settings → Detailing Pricing → Lot Config



Here's an example of Sunshine Cleaners:

	Name	Piece Limit	Status
+	Star	50	<button>Edit</button> <button>Delete</button>
+	Reverse Star	40	<button>Edit</button> <button>Delete</button>
+	Triangle	40	<button>Edit</button> <button>Delete</button>
+	Bar =	50	<button>Edit</button> <button>Delete</button>
+	Mon/Thurs Shirts	80	<button>Edit</button> <button>Delete</button>
+	Mon/Thurs DC	175	<button>Edit</button> <button>Delete</button>
+	Tues/Fri Shirts	80	<button>Edit</button> <button>Delete</button>
+	Tues/Fri DC	175	<button>Edit</button> <button>Delete</button>
+	New Roads Dry Cleaning	50	<button>Edit</button> <button>Delete</button>
+	New Roads Laundered Shirts	40	<button>Edit</button> <button>Delete</button>

The name of the lot can be whatever you want. In this example they have a lot type named Star because they were using a paper tag system where the tags had stars.

Here is the Star lot config:

Lot applies to:

Name	Star	X
Applies to	Add Condition	
	Agent	Highland X
	Department	Dry/Wet Cleaning X
Piece Limit	50	
		<input type="button" value="Cancel"/> <input type="button" value="Save"/>

This configuration means that after every 50 pieces of items in the Dry/Wet Cleaning department are detailed for orders with the Highland agent a new lot will be closed. When a lot is closed a receipt is printed with the lot name and number and a list of the items. The lot number is assigned when the lot is closed and it cycles from 1 to 99 and then restarts with 1 after 99. The numbers cycle within the lot, not across all lots. So it goes Star 1, Star 2, Star 3, Triangle 1, Triangle 2, Triangle 3, etc.

Lot Statuses:

- Open = Items are being detailed in the lot number and the item limit has not been hit yet.
- Closed = The item limit for the lot has been hit and the lot receipt has been printed. Items are no longer in process and some may be assembled.
- Complete = All items for the lot have been assembled.

The lot piece count is not added to until an order is closed. This means that you can have a lot with an item count that is greater than the limit. If the limit is 50, and there are currently 39 pieces in the lot and you detail a 20 piece order, the lot count will hit 59 and close.

To keep the lots closer to the limit, the lot is closed and a new one is created when the number of items on a lot are greater than the 90% of the piece limit.

Items are added to the lot when the order they are on is closed.

*isn't picture here

The purpose of these lots is to make sure that items flow through the plant in a designated order and that you are not cleaning new items before old items.

So for example, you would clean a bag of dry cleaning with the receipt Star #1 on it before Star #2. Also because different stores and routes have different due dates, the cleaner may have a rule in their facility that Star lots get cleaned before Triangle lots.

This accomplishes a number of things.

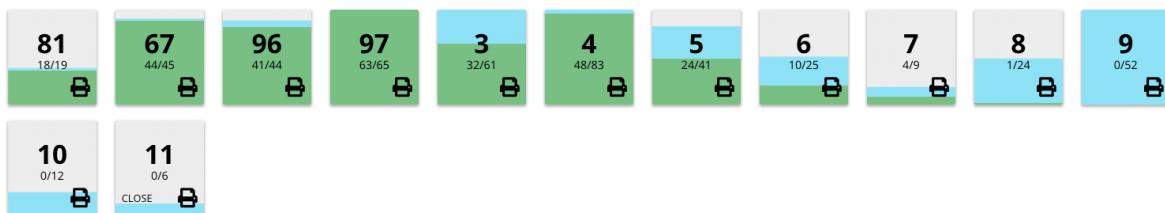
1. You're always cleaning the oldest items for lot config before the newer ones. This helps make sure you meet your due dates and that items don't get lost by being buried by newer items.
2. It allows you to prioritize certain routes, stores, and departments based on the lot names. So if you have a route with a 1 day turn around you would want to clean those lots (under a certain number) before lots for a store with a 2 day turn around.
3. Because you're cleaning the items exclusively in their lots it means that all items for those orders will reach assembly at relatively the same time. This means you complete orders faster and use up fewer slots on a conveyor or assisted assembly bay.

There is a report in Reports called Batched Lot Control. This report shows open lots grouped by lot name and sorted by lot number.

Mon/Thurs DC

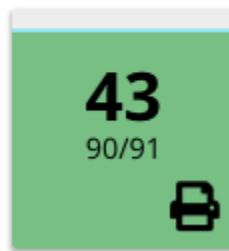


Star



Each box represents a lot for the given lot config.

Mon/Thurs DC



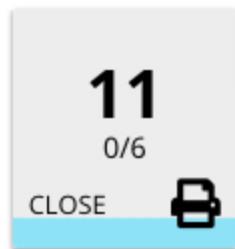
This box indicates that the Mon/Thurs DC lot #43 has 91 items and 90 of them have been assembled.

The colors in the boxes indicate the following:

- White = Space in the lot up to the max lot size.
- Blue = Items in the lot that have not been assembled.
- Green = Items in the lot that have been assembled.

*DEV - The printer in the box is broken, what should it do?

You can manually close a lot by clicking the CLOSE button on the tile.



When you click on a tile it opens a pop up with the lot name and number along with all the items in the lot.

DEV TODO - when you click the tile it shows you all the items but there's no way to tell which items aren't complete. We should add lot status to this and sort by status by default.

Items in Star #97

Barcode	Customer ↑	Type ↑	Brand	Color
60003752	Amy Marino	Dress	Betsey Johnson	 Black
60259984	Amy Marino	Dress	Calvin Klein	 Black, White
60392842	Amy Marino	Dress	Alex Marie	 Blue
60160625	Amy Marino	Dress	Banana Republic	 Black
60255752	Amy Marino	Dress	Calvin Klein	 Black, White
60392843	Amy Marino	Dress	Antonio Melani	 Black
60446960	Cecil & Loyce Patin	Blouse DC	Tommy Hilfiger	 White, Red
60446957	Cecil & Loyce Patin	Blouse DC	Bryn Walker	 Navy, Beige
60446959	Cecil & Loyce Patin	Blouse DC	Karen Kane	 Blue, White
60446961	Cecil & Loyce Patin	Dress	Calvin Klein	 Black, White
60446963	Cecil & Loyce Patin	Dress	Ted Baker	 White
60446953	Cecil & Loyce Patin	Dress	Crown & Ivy	 Navy, White
60446954	Cecil & Loyce Patin	Dress	Bryn Walker	 Black
60446962	Cecil & Loyce Patin	Pants -W	Gibson Latimer	 Beige
60446958	Cecil & Loyce Patin	Pants -W	Bryn Walker	 Navy, Beige

« 1 2 3 4 5 »

The lot name and number display in the item history to the right of the order number.

Details	Annotations	History
Item 60103351 Nautica T-shirt		7 Orders - Created: 5/28/20 5:02pm <hr/> 8/25/22 5:15pm 22237-4057 Lot: Mon/Thurs DC \$6.54 ● Delivered Van 4 Plant - Dawnadele: Ashley H phone David S 08/29 4:14:04 PM
Fabric   cotton		<hr/> ● Racked Van 4 Plant - Dawnadele: Ashley H phone David S 08/29 8:18:45 AM
Price/Count 6.00 6.00		<hr/> ● Bagging Bagging Plant - Dawnadele: Assembly DC - Conveyor Ashley H 08/26 3:49:38 PM
		<hr/> ● Assembled AR19 Plant - Dawnadele: Assembly DC - Conveyor Ashley H 08/26 2:29:10 PM
		<hr/> ● Detailed Plant - Dawnadele: Jarreau Markin Jarreau A 08/25 7:52:27 PM
		<hr/> 4/25/22 12:58pm 22115-7585 Lot: Mon/Thurs DC \$5.94 87
		<input type="button" value="Save"/>
<input type="button" value="Reject"/> <input type="button" value="Future Price"/> <input type="button" value="Alter Only"/> <input type="button" value="Press Only"/> <input type="button" value="Dup"/> <input type="button" value="Send"/> <input type="button" value="Info"/>		

In this example, the reason there are so many green tiles is because so many of the lots need 1 or 2 items to be assembled or deleted or picked up. They are not managing these well.

Mon/Thurs DC

43 90/91 	47 91/92 	93 88/89 	98 161/162 	32 162/163 	39 158/160 	44 168/169
76 157/158 	85 157/158 	93 156/158 	10 157/158 	20 159/160 	24 157/158 	43 163/164
49 157/158 	58 157/158 	78 160/161 	79 157/158 	2 163/164 	29 160/161 	33 157/158
65 158/160 	78 157/158 	86 161/162 	88 161/162 	89 156/159 	90 155/158 	91 60/121 CLOSE

^ DEV related to that there's a bug. Lot 43 has all the items in status Customer and so should be completed. You can see this by clicking the tile, then clicking the grid button in the top right, then going through all the pages.

Items in Mon/Thurs DC #43



Adam Pasqua 222374057	Adrienne Hollie 221432247	Amanda Boggs 203034336	Amy Karam 203108962	Amy Karam 203034333
CUSTOMER \$6 Nautica T-shirt 60103351	CUSTOMER \$7.35 Polo Ralph Lauren Pants-M 60090371	CUSTOMER \$4.95 Harley Davidson Vest-M 60155667	CUSTOMER \$6.65 Nautica Pants-M 60155672	CUSTOMER \$6.65 Polo Ralph Lauren Pants-M 60155673
Andrea Mac Donald 213198387	Andrea Mac Donald 222341242	Anthony Ragusa 203034235	Betty Baechle 221951639	Bradley Ward 203280415
CUSTOMER \$7.35 Murano Pants-M 5071198	CUSTOMER \$8.1 Jos A Bank Shorts-M 60100635	CUSTOMER \$6.65 Lauren Ralph Lau Pants-M 60098474	CUSTOMER \$8.1 Heavy Starch Magellan Fishing Shirt WP 60126248	CUSTOMER \$6.65 Brooks Brothers Pants-M 60106631
Bradley Ward 221886639	Bradley Ward 222449290	Brandi Aljariri 221530413	Bret Brian 221758155	Catherine Bergeron 211754701
CUSTOMER \$8.1 Banana Republic Pants-M 60076032	CUSTOMER \$8.1 Banana Republic Pants-M 60076039	CUSTOMER \$7.35 Johnston & Murph Shirt DC 60144696	CUSTOMER \$8.1 Non Pants-M 5537823	CUSTOMER \$4.95 Bugatchi Knit Shirt-M 60019042

Color Bar Guide

Grey: This color indicates an order that has no items detailed/mark in on the order. It is in “Undetailed” status.

A screenshot of a software interface for managing laundry orders. The top bar is grey and displays the date "Mon 05/16/22 4pm", the order number "22136-1178 - Elite Laundry", and the status "\$0 Undetailed". Below the bar are several buttons: "Change due date", "Change name & room", "Promotions" (which shows "None"), "Drop ticket", "Estimate", and a yellow "Add Note or Issue" button.

Blue: This status means that the order has been detailed/mark in and closed (at which point your invoice will print out). The order is in the “Processing” status.

A screenshot of a software interface for managing laundry orders. The top bar is blue and displays the date "Mon 05/16/22 4pm", the order number "22136-1178 - 1 piece (Laundry) - Elite Laundry", the price "\$3.54", and the status "Processing". Below the bar are buttons for "Change due date", "Change name & room", "Promotions" (showing "None"), "Drop ticket" (\$3.54), "History", and a yellow "Add Note or Issue" button.

Green: This status indicates that the order has been successfully racked and is available for pick up and payment. The order is in the “Ready” status.

A screenshot of a software interface for managing laundry orders. The top bar is green and displays the date "Mon 05/16/22 4pm", the order number "22136-1178 - 1 piece (Laundry) - Elite Laundry", the price "\$3.54", and the status "Ready". Below the bar are buttons for "Change due date", "Change name & room", "Promotions" (showing "None"), "Drop ticket" (\$3.54), "History", and a yellow "Add Note or Issue" button.

Black: This status indicates the order has been picked up by the customer. The order is in the “Picked Up” status.

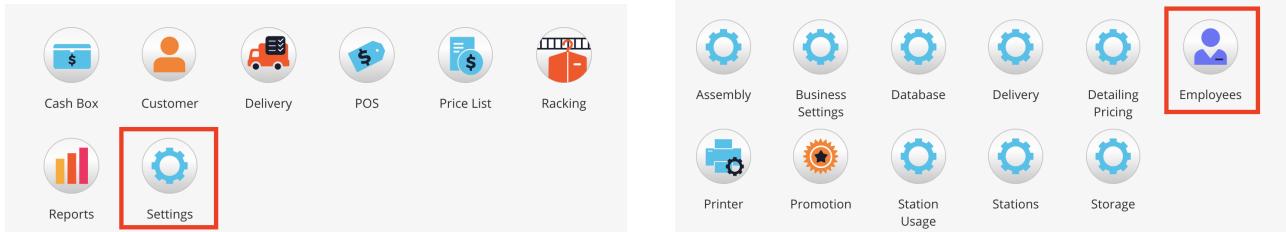
A screenshot of a software interface for managing laundry orders. The top bar is black and displays the date "Mon 05/16/22 4pm", the order number "22136-1178 - 1 piece (Laundry) - Elite Laundry", the price "\$3.54", and the status "Picked Up". Below the bar are buttons for "Change due date", "Change name & room", "Promotions" (showing "None"), "Drop ticket" (\$3.54), "History", and a yellow "Add Note or Issue" button.

Black: This order has been picked up AND paid for as indicated by the “Completed” status and the green check mark with the word “Paid”.

A screenshot of a software interface for managing laundry orders. The top bar is black and displays the date "Mon 05/16/22 4pm", the order number "22136-1178 - 1 piece (Laundry) - Elite Laundry", the price "\$3.54", and the status "Complete". A green checkmark icon is next to the word "Paid". Below the bar are buttons for "Change due date", "Change name & room", "Promotions" (showing "None"), "Drop ticket" (\$3.54), "History", and a yellow "Add Note or Issue" button.



1. Access the Employee settings.



2. Click on Add New Employee and enter the employee's basic information.

Store: All Departments: All Status: active

Contact Internal

First Name * Last Name * Username * Email

Store: Carmichael Departments: Default Level *

Select a Level

Add New Employee

3. Once created, find the employee in the list and click their name to access their employee profile. Click Edit Employee, scroll all the way to the bottom and enter and confirm the password (at least 8 characters) and Save.

Ross Medina (ross)

Profile Admin

Edit Employee

Profile Admin

No email set To send a reset link, first enter an email to the left.

Save Cancel

Address Apt./Suite City State Zip Home Phone Cell Phone Email Emergency Contact

Password Confirm Password

4. Move to the Admin tab within the employee's profile, Click Edit Employee, scroll all the way to the bottom. Check the Remote Access option for Admins or anyone you want to give access from their personal computers. Click on Add Badge and scan the badges barcode-- remember to label the badge as soon as you assign it!

Ross Medina (ross)

Profile Admin

Calculate weekly overtime after hours / week 40

Calculate daily overtime after hours / day 8

Calculate daily double time after hours / day 12

Notify when this employee has worked for hours / week 40

Notify when this employee has worked for hours / day 8

Prevent employee from clocking in before 12:00 A

Employee Code

Clock-in on Login

Always Use Department For Time Clock Data

Allow Mobile Clock-in

Allow Overnight Shift

Remote Access

Add Badge



Customer Portal Explained

Clothes Tracker

- 1) This tab will allow you to track your order status as it is being cleaned.

The screenshot shows a web browser window for 'PIERCE CLEANERS' laundry services. At the top is a navigation bar with tabs: Clothes Tracker (highlighted with a red box), Wardrobe, Profile, Payments, Pickup & Delivery, and Contact us. To the right of the tabs are user details: 'Mariha test' and 'Logout'. Below the navigation bar is a main content area with a message: 'Nothing here yet... Once your order is in processing, the progress of each individual item will show here!'. The 'Clothes Tracker' tab is specifically highlighted with a red box.

Wardrobe

- 1) This tab will allow you to see items that you have previously sent to the cleaner.

The screenshot shows a web browser window for 'PIERCE CLEANERS' laundry services. At the top is a navigation bar with tabs: Clothes Tracker, Wardrobe (highlighted with a red box), Profile, Payments, Pickup & Delivery, and Contact us. To the right of the tabs are user details: 'Mariha test' and 'Logout'. Below the navigation bar is a main content area with a message: 'Nothing here yet... Schedule a pickup to get clean clothes and fill this virtual wardrobe!'. The 'Wardrobe' tab is specifically highlighted with a red box.

Profile

- 1) Account info: Where you can edit/add your first and last name, email address, phone number and promotion if applicable.
- 2) Password: You can reset the password to your account.
- 3) Credit Card: Add a credit card and delivery address to your account so you can have pick up and delivery service.

4) Preferences: Adjust your cleaning preferences using the options listed.



Clothes Tracker Wardrobe Profile Payments Pickup & Delivery Contact us

Logout

Account Info 1

First Name

Last Name

Email

Mobile Phone

Add promotion

[Save Changes](#)

Password 2

[Reset Password](#)

To reset your password, please add an email to your account

Credit Card 3

[+ Add Card](#)

No credit card on file.

Address

Street

Apt./Suite

City

State

Zip Code

[+ Add Address](#)

[Save Changes](#)

Preferences 4

Laundry Shirt Starch

- None
- Light
- Medium
- Heavy

Items to Fold

- Shirts
- Polos
- Sweaters
- Sheets & Linens

Crease Pants

- As needed by garment
- Never
- Always

Repair

- Contact before repair
- Never repair my clothing
- Always repair, don't ask

[Save Changes](#)

Payments

- 1) This module allows you to view your current balance and your payment history. If you have not added a card on file from the customer account page, you can add your payment information or update your credit card details. Credit cards are required for pickup and delivery service.

The screenshot shows the 'Payments' module of a web application. At the top, there is a navigation bar with links: Clothes Tracker, Wardrobe, Profile, Payments (which is highlighted with a red box), Pickup & Delivery, and Contact us. On the far right, it shows 'Mariha test' and 'Logout'. Below the navigation bar, the main content area has a section titled 'Current Balance' with a table showing the following data:

Date	ID	Pieces	Subtotal
			Subtotal: \$0.00
			Balance Due: \$0.00

To the right of the table, there is a note: "To complete account set-up, please enter your credit card information for future orders." Below this note are logos for VISA, MasterCard, American Express, and Discover. There are input fields for 'Credit Card Number' (with a placeholder box) and 'Expiration Date' (with a placeholder box 'MM / YY'). A blue button labeled 'Add Card' is located at the bottom right of this section. Below this, there is a section titled 'Payment History' with a table header: 'Date' and 'Amount'. Underneath the table, there is a numeric keypad with buttons for '0' and arrows for '«' and '»'.

Pickup and Delivery

- 1) First, this module will prompt you to click the “Schedule a Pickup” button.



- 2) After you have clicked “Schedule a Pickup” you will be prompted to enter your delivery address.

A screenshot of a form titled "Address" enclosed in a red rectangular box. The form contains five input fields: "Street", "Apt./Suite", "City", "State", and "Zip Code", each with its own text input box. At the bottom of the form are two buttons: "Cancel" on the left and "Confirm" on the right, both in white text on a dark background.

- 3) The next page will prompt you to select a delivery date.

Appointment

✓ Choose a date

09/08
09/09
09/10
09/12
09/13
09/14
09/15
09/16
09/17
09/19
09/20
09/21

Back

Continue

- 4) Next, you will be asked if you would like to take photos of your items.

To schedule your pickup, please take a photo of each item and add any special instructions, or skip the pictures and schedule your pickup.

Take Pictures

Back

Skip

- 5) You will then be prompted to add driver and/or cleaning instructions.

Driver Instructions

If needed, add specific delivery instructions

Cleaning Instructions

If needed, add specific cleaning instructions

Back

Continue

- 6) After entering instructions and clicking continue, you will be asked to enter your credit card information.

Payment

Please add a credit card to complete your order



Credit Card Number

Expiration Date

Back

Save

- 7) Finally, you will review your order and click confirm.

Review Order

Payment

Visa: **** * 7873

Address

8901 AUTUMN WINDS DR

[Edit](#)

Appointment

09/12, 8:00am - 6:00pm

[Edit](#)

Order Details

[Edit](#)

Photos

[Edit](#) Contact me for regular pickup appointments[Back](#)[Confirm](#)

Contact Us

- 1) This tab allows customers to contact the cleaner directly

Send us a message, and we'll reply to your email at

Message

|

[Submit](#)

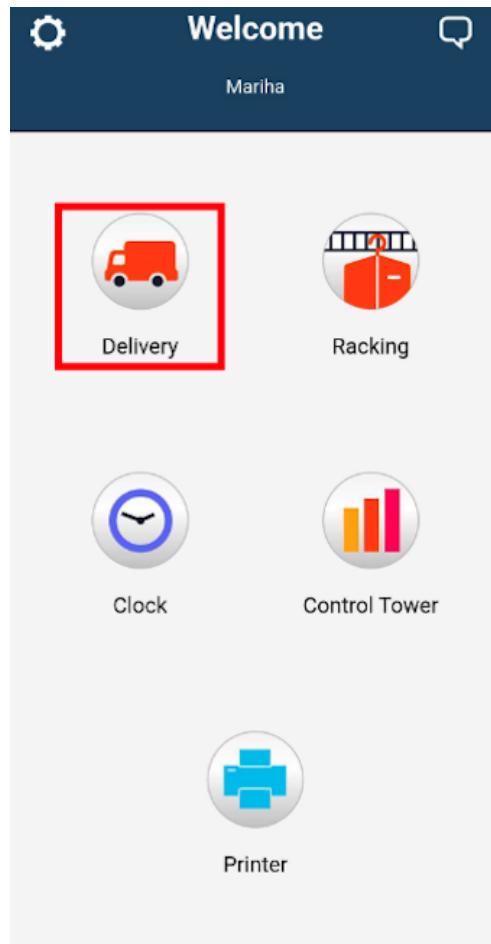
Send us a message, and we'll reply to your email at

Message

[Submit](#)

Delivery App Walk Through

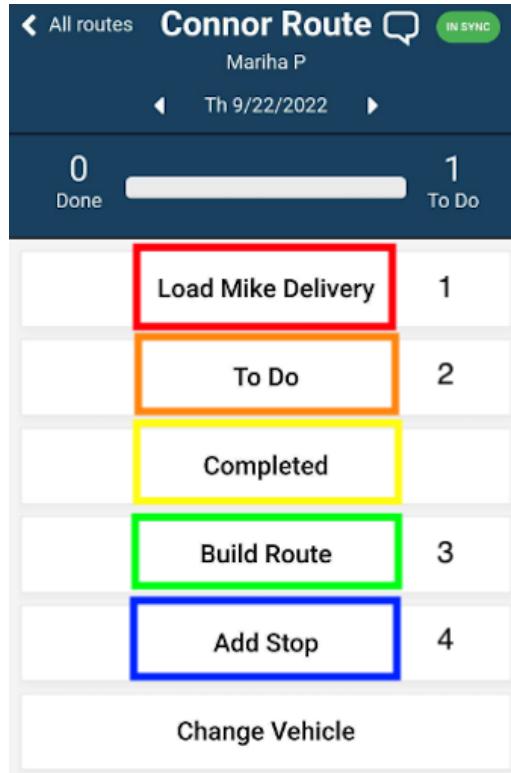
After you have downloaded the SMRT Mobile app and gone through the station set up, your home screen will look like this (picture below):



Step 1) Select the Delivery module.

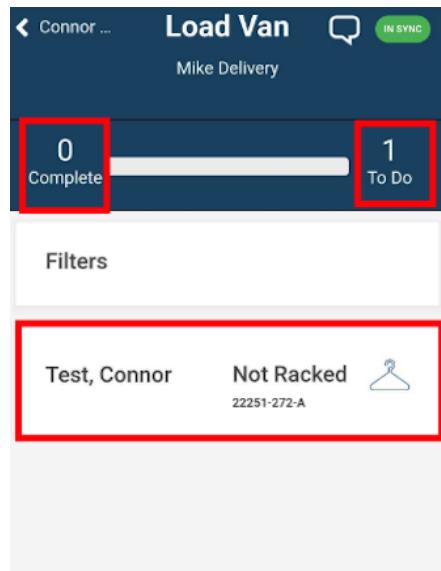
Step 2) Select your Van then select your Route.

Step 3) After your van and route have been selected, this is the main delivery app screen that your drivers will use:



Step 4) Before your driver leaves, the first step they need to complete is to load the van. Click on Load “Van name”. In the example above, the van name is “Mike Delivery”.

a) After clicking on Load Van, your drivers will be taken to this screen:



b) From here, your driver will see how many orders they have to load (top right hand corner that says “To Do”).

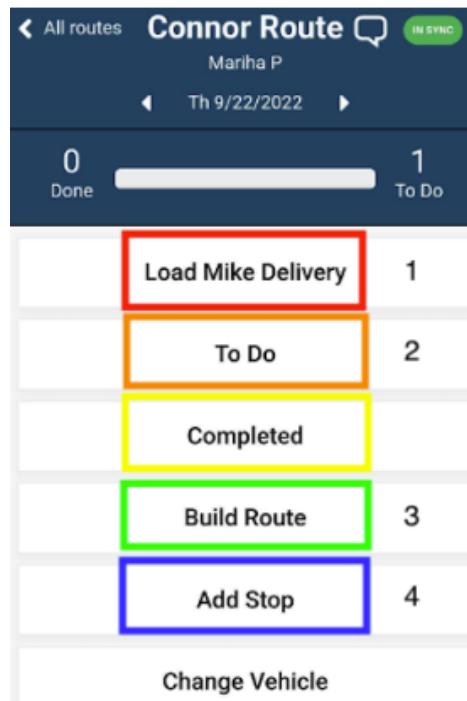
c) Click on the first order on the manifest to load it to the van and work your way down. Once you click on an order you will be prompted to scan the barcode on the

invoice you are trying to load. While it is not recommended, you can also click in the empty hanger to manually load that order to the van.

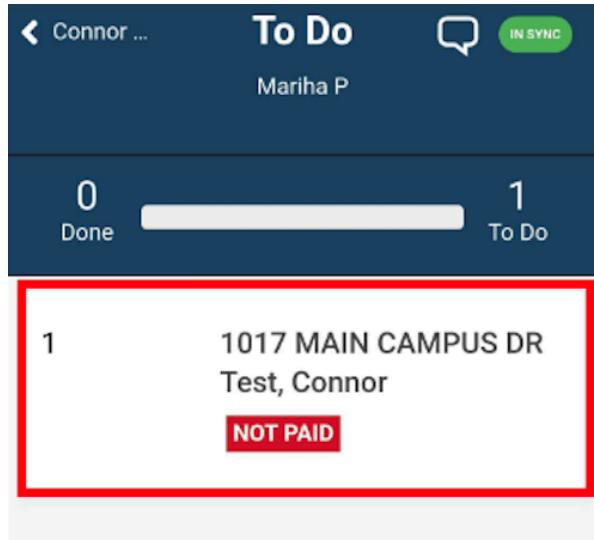
d) After you have loaded all orders to your van, the number above “Complete” should be the number you started with above the “To Do”. “To Do” should have a 0 above it when all orders have been loaded.

e) When all orders have been loaded, click the back arrow in the top left corner.

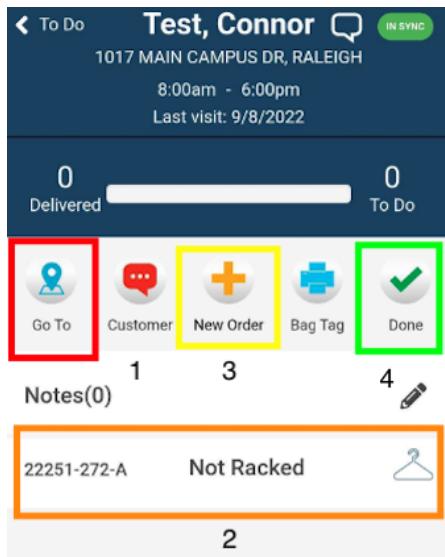
Step 5) After clicking the back button you will be directed back to the main delivery page:



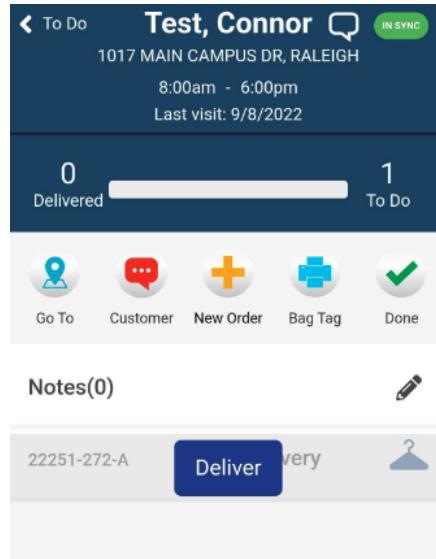
Step 6) When all orders are loaded, the next step is to go to the “To Do” list. Once on the “To Do” list, you will see this screen:



- To begin your “To Do” list and start your route, click on the top order of your delivery app manifest.
- After clicking on the customer, it will take you to the mobile customer account:



- First step is to click “Go To”. After clicking “Go To” your navigation app will direct you to the customers residence.
- For a delivery: you need to “deliver” this order the same way that you loaded it to the van. After clicking on the order, scan the barcode on the invoice to put it in the delivered status. While it is not recommended, you can also click on the hanger on the right right hand side to manually deliver the order. After clicking on the hanger you will see a button that says “Deliver”.



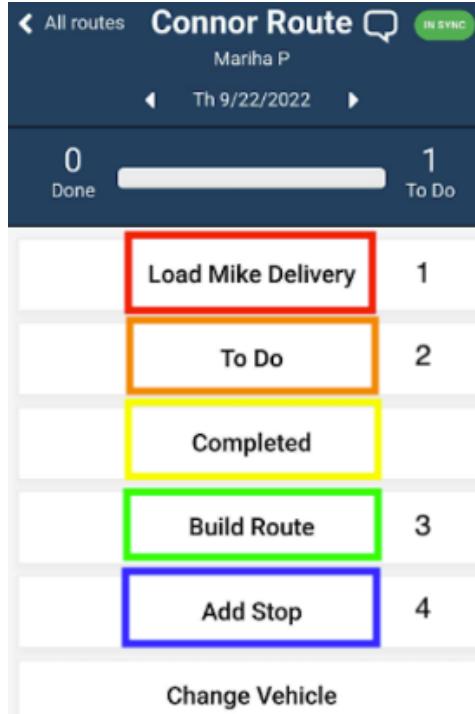
- 3) For a pick up: there will be no orders listed under the customer account. Once at the customer's residence, click on "New Order". Once you click on "New order" you will be redirected to choose the type of order. Typically, these options are "Cleaning" and "Wash and Fold". After choosing the type of order, you will be directed to click "Create" on the bottom of the screen.
- 4) Only after ALL orders have been delivered and/or an order has been created, THEN your driver can click the done button.
- 5) For a pick up and delivery: you will complete both steps listed above.

**** Please be aware: if your drivers do not complete all steps listed above, orders will not be reported in SMRT correctly and this will have a snowball effect on your manifests moving forward****

Step 7) Repeat for all customers in the "To Do" list.

Step 8) After the "To Do" module is empty and there are no more customers in the list, they are done for the day!

Extras:



Build Route: This button allows you to manually add orders to the driver manifest. By clicking on "Build Route", you will be prompted to scan the barcode on the invoice that you are wanting to add to the manifest. THIS IS NOT FOR ADDING A STOP. This is ONLY for adding an existing ready order to the van. Think of "Build Route"=For delivery.

Add Stop: This button allows you to manually add someone to the driver's route as pick up. After clicking "Add Stop" you will be prompted to search for the customer name from your customer database. THIS IS NOT FOR DELIVERING AND ORDER. This is ONLY for adding a pick up to the manifest. This of "Add Stop"=For pick up. Also, customers cannot be added to the database using the mobile app. Your drivers will only be able to search for existing customers.

To summarize daily practices:

- 1) Click on load van
- 2) Scan all orders to the van
- 3) Click the back arrow to get to the main screen and click on to do
- 4) Click on the first customer name at the top of the list
- 5) Once on the customer account, click go to.
- 6) After you are at the customer's residence: for a delivery, click on the orders you need to deliver and scan the barcode on the invoice. Then click done. For a pick up, click on new order, define the order type, then click create. Then click done.
You must scan all barcodes on all invoices to deliver them. Only after all orders

have been delivered and/or an order has been created, THEN your driver can click DONE.

- 7) After the to do list has been completed you will see a notification on your to do module that says "All done for the day"
- 8) Your driver has completed their route and can come back to the plant.



Getting Started with SMRT POSX

Barcoding

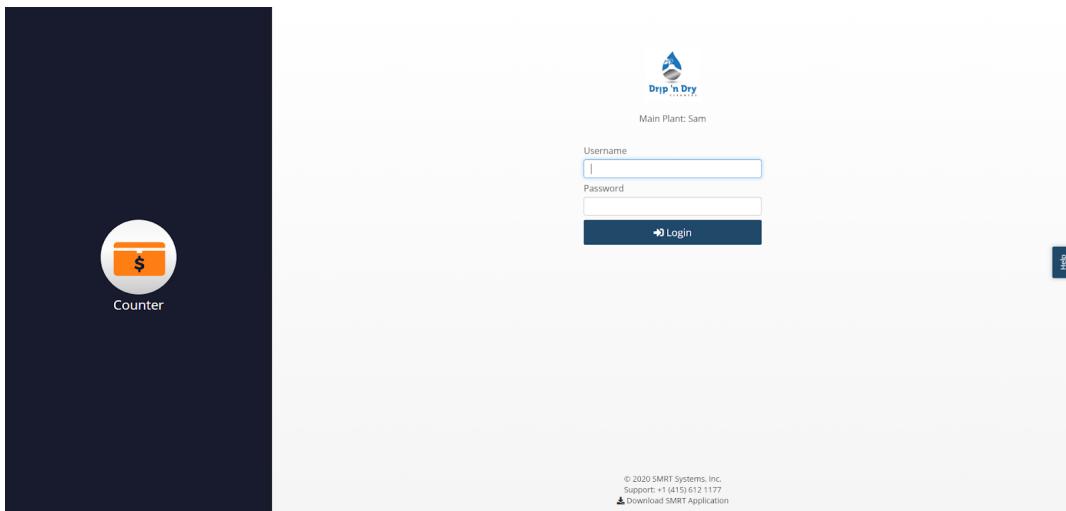
Logging Into SMRT	2
Opening Cash Box	3
Creating an Order	4
Detailing an Order	6
Associating Two Items	11
Racking Orders	12
Order Pickup & Payments	13

Logging Into SMRT

To log into SMRT first open the SMRT App



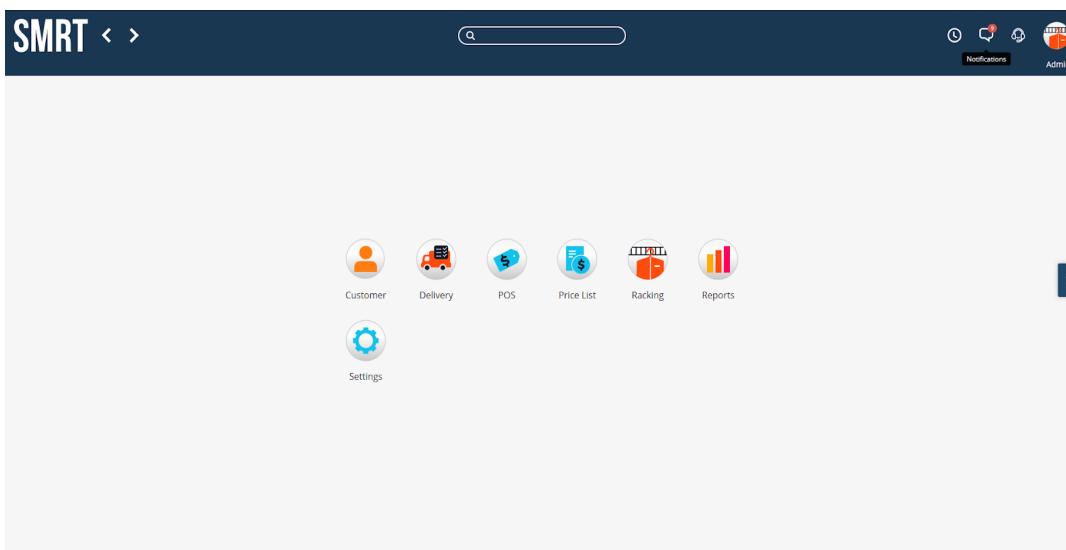
The login page will load and display a username and password field with the name of the station above them.



The image shows the login screen of the SMRT mobile application. On the left, there is a dark vertical panel with a circular icon containing a cash register and the word "Counter". On the right, the main screen displays the "Drip 'n Dry" logo at the top, followed by the text "Main Plant: Sam". Below this are two input fields: "Username" and "Password", each with a placeholder text " ". To the right of the password field is a "Login" button with a right-pointing arrow icon. At the bottom of the screen, there is a copyright notice: "© 2020 SMRT Systems, Inc." and "Support: +1 (415) 612 1177", along with a link "Download SMRT Application". A vertical blue line is drawn to the right of the login form.

Scan your badge to log in or enter your username and password.

The SMRT home Screen will display after the app loads.

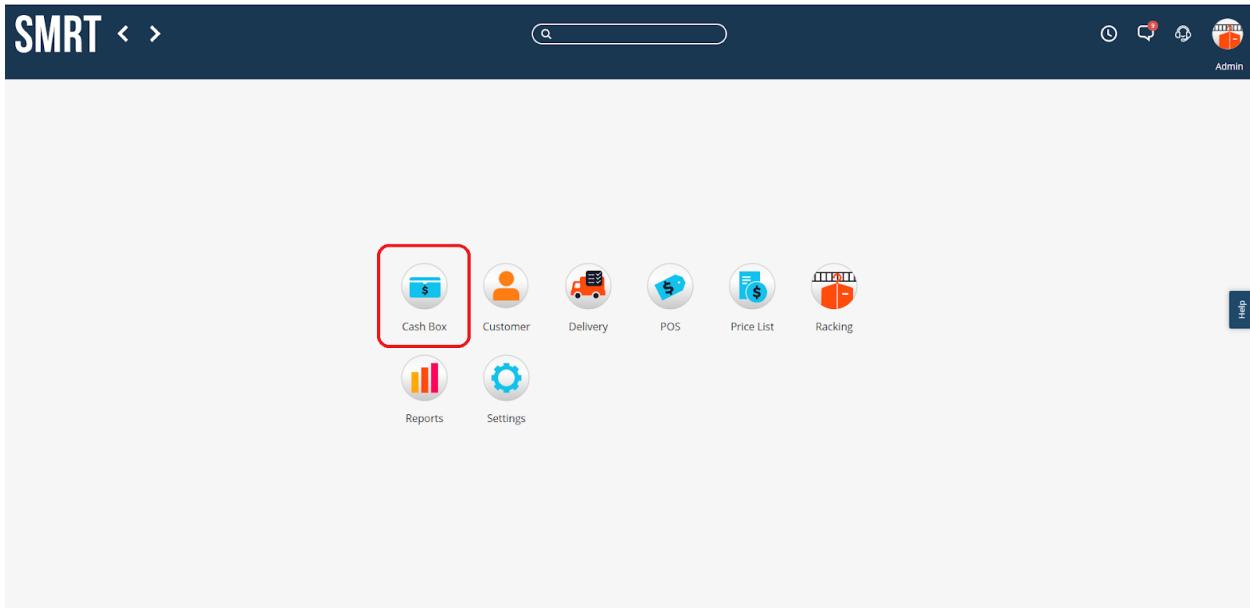


The image shows the home screen of the SMRT mobile application. At the top, there is a dark header bar with the "SMRT" logo on the left, a search bar in the center, and notification and admin icons on the right. Below the header, there is a large empty white area. At the bottom, there is a navigation bar with several icons: "Customer" (person icon), "Delivery" (truck icon), "POS" (cash register icon), "Price List" (price tag icon), "Racking" (racking icon), "Reports" (bar chart icon), and "Settings" (gear icon). A vertical blue line is drawn to the right of the navigation bar.

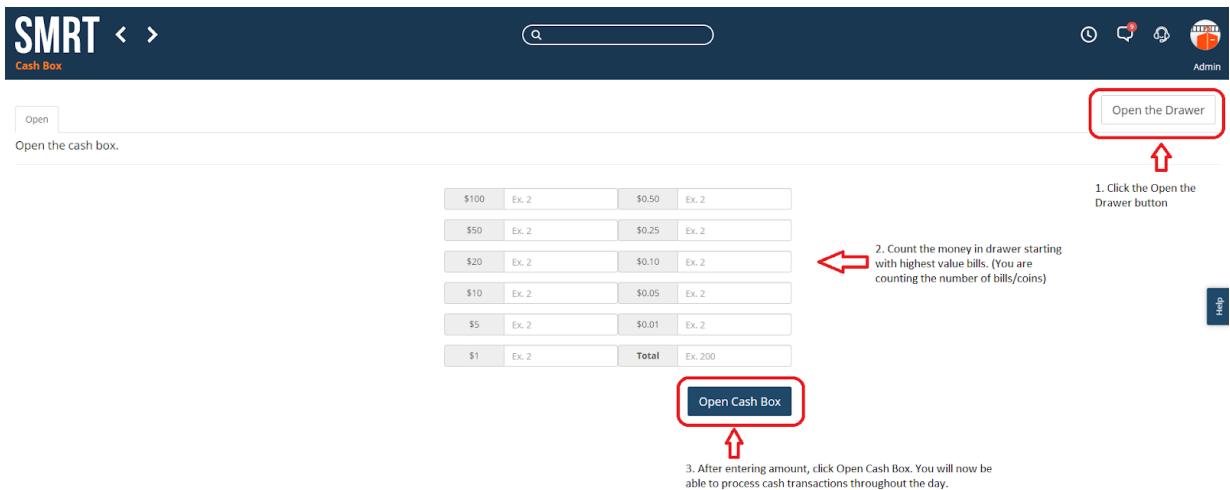
Opening Cash Box

At the beginning of the day, right after you clock in, make sure to open each Cash Box in your store to allow for cash transactions throughout the day.

1. Click the Cash Box button



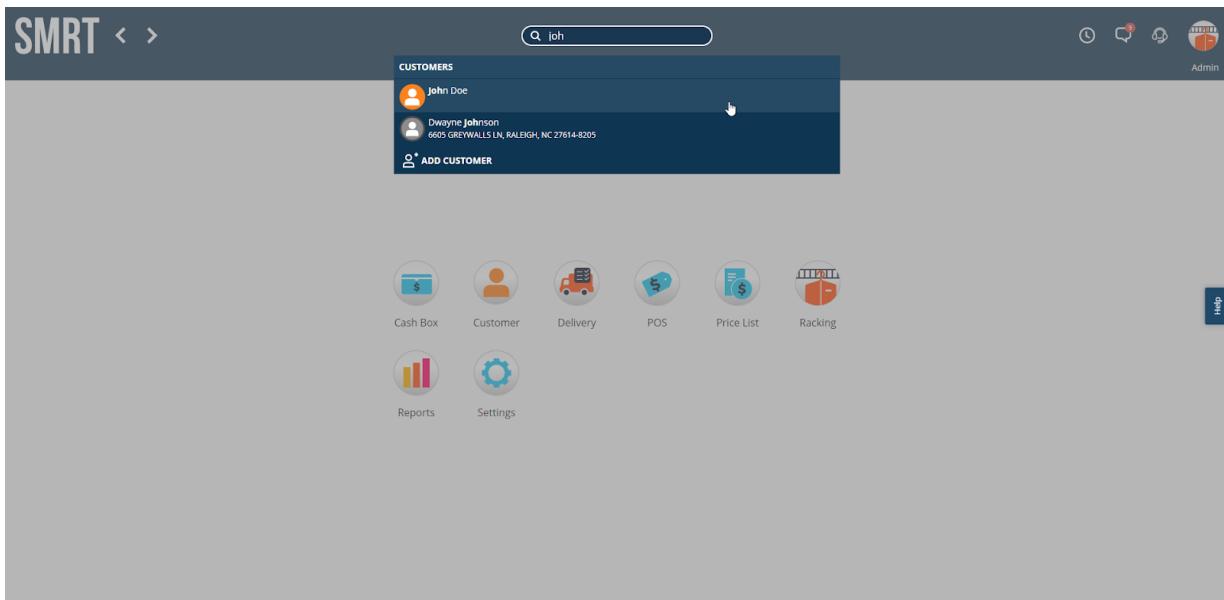
2. Open the drawer, Count your cash, and Open Cash Box. (follow steps in the picture)



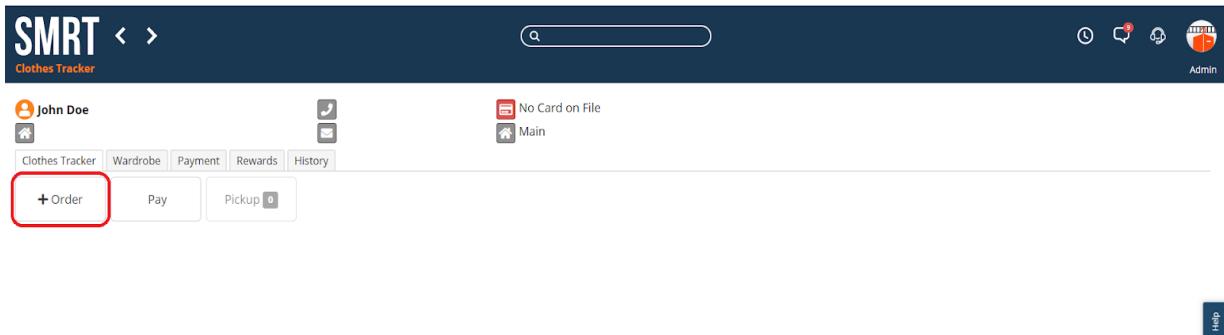
Creating an Order

This guide details the steps to create an order for a customer

1. Enter the customer's name, phone number, email, or address in the search box and select the correct customer from the autosuggest list.



2. Click on the New Order button.



3. Enter the number of pieces that the customer gave you and click create.

The screenshot shows the SMRT Clothes Tracker software. In the center, a modal window is open for creating a new order. The 'Other (5pcs)' tab is selected. The 'Due date' is set to December 11, 2020. The 'Pieces' field contains '5'. The 'Time' dropdown is set to '5 PM'. The 'Rush' checkbox is checked. The 'Notes' and 'Surcharges' sections are empty. A large red box highlights the 'Create' button at the bottom right of the modal. The background shows the main dashboard with a calendar for December 2020 and various navigation tabs like 'Clothes Tracker', 'Wardrobe', and 'Payment'.

4. Two drop tickets will print, one is for the customer, and the other is for you to put with the clothes.



5. There will now be an order in the customer's Clothes Tracker.

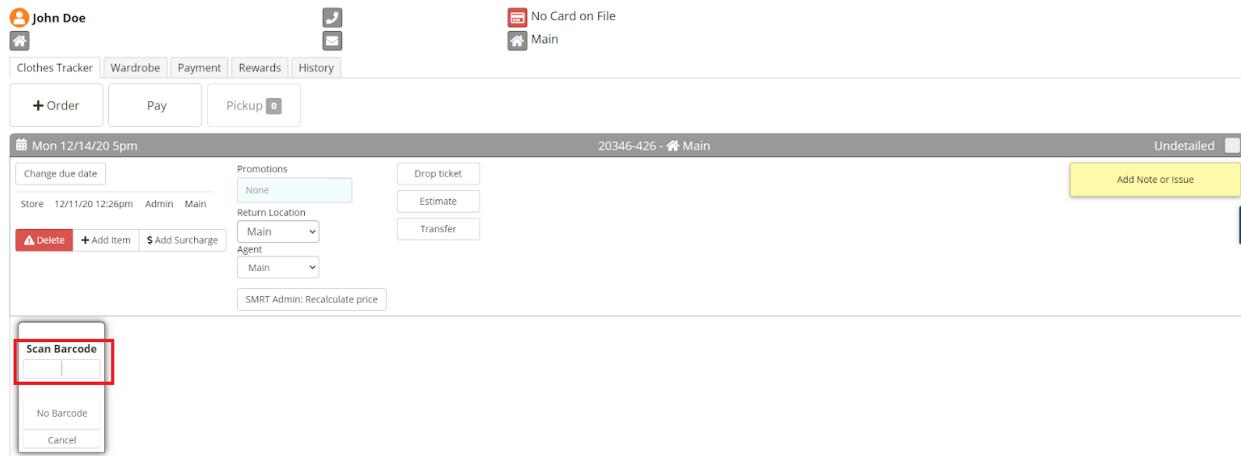


If you have another customer waiting to drop off cleaning, repeat these steps for that customer.

Detailing an Order

Once you've created an order, follow the steps to add items to the order and close it out.

1. Scan the drop ticket or open the customer's account and click New Item.



2. Heat seal the barcode to the first piece of clothing in the order.

3. Make sure the cursor is in the scan barcode field. Scan the barcode and the detailing window will pop up.

Customer Profile for John Doe:

- Laundry Shirt Starch: None
- Crease Pants: As needed by garment
- Repair: Contact before repair

Details for Item 1:

Item	Color	Pattern	Fabric	Brand	Special Care

Classification Grid:

- Shirts / Tops
- Pants / Bottoms
- Dresses / Skirts
- Sweaters
- Jackets
- Misc
- Household

Description:

Pieces: 1

Action buttons: Reject, Future Price, Alter Only, Press Only, Duplicate, Send To, Add photo, Save

4. Select a category and then an item type, or simply type the name of the item you have and the system will automatically show you items with names that match.

Doe, John

Laundry Shirt Starch: None Crease Pants: As needed by garment Repair: Contact before repair

No photo

Details		(Saved)	Annotations	History
Item	Shirt DC	Shirt DC Shirt French Cuff		detailed 0346-426 2/11/20
Color	<input type="color"/>			
Pattern	<input type="color"/>			
Fabric				
Brand				
Special Care				
Description				
Pieces	1.00			
<input type="button" value="Reject"/> <input type="button" value="Future Price"/> <input type="button" value="Alter Only"/> <input type="button" value="Press Only"/> <input type="button" value="Duplicate"/> <input type="button" value="Send To"/> <input type="button" value="Add photo"/> <input type="button" value="Save"/>				

5. Once you select an item type you will automatically be prompted to select the item's color(s). Click a color to select it, click it again to deselect it. You can pick as many colors as you want.

Doe, John

Laundry Shirt Starch: None Crease Pants: As needed by garment Repair: Contact before repair

No photo

Details		(Saved)	Annotations	History
Item	Shirt DC			detailed 0346-426 2/11/20
Color	<input type="color"/> white, red, t	white beige orange green grey yellow red turquoise charcoal tan pink blue black brown purple navy		
Pattern	<input type="color"/>			
Fabric				
Brand				
Special Care				
Description				
Pieces	1.00	<input type="button" value="Clear"/> <input type="button" value="Reject"/> <input type="button" value="Future Price"/> <input type="button" value="Alter Only"/> <input type="button" value="Press Only"/> <input type="button" value="Duplicate"/> <input type="button" value="Send To"/> <input type="button" value="Add photo"/> <input type="button" value="Save"/>		

6. Once you've selected the item's colors, move to the pattern field by hitting the tab key or by clicking the pattern field. Select the pattern that most closely resembles the pattern of the item.

 Doe, John

Laundry Shirt Starch:	None	Crease Pants:	As needed by garment	Repair:	Contact before repair	No photo 
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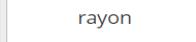
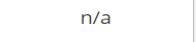
Details		(Saved)	Annotations		History
Item	Shirt DC				detailed 0346-426 2/11/20
Color	 white, red, t	 solid	 striped	 printed	 floral
Pattern	 striped	 embroidered	 gingham	 dotted	 pinstripe
Fabric					
Brand					
Special Care					
Description					
Pieces	1.00				

Reject Future Price Alter Only Press Only Duplicate Send To Add photo Save

7. Now select the fabric of the item. You can select multiple fabrics. Move on by hitting the tab key or by clicking Brand.

 Doe, John

Laundry Shirt Starch:	None	Crease Pants:	As needed by garment	Repair:	Contact before repair	No photo 
-----------------------	------	---------------	----------------------	---------	-----------------------	--

Details		(Saved)	Annotations		History
Item	Shirt DC				detailed 0346-426 2/11/20
Color	 white, red, t	 cotton	 silk	 polyester	
Pattern	 striped	 rayon	 n/a	 wool	
Fabric	cotton	 poly/cotton	 viscose	 linen	
Brand					
Special Care					
Description					
Pieces	1.00	Clear		15 more..	

Reject Future Price Alter Only Press Only Duplicate Send To Add photo Save

8. For brand type, the system will display brand names that match what you've input. When you see the brand of the item to the right, click it and you will automatically move on to the Special Care section.

 Doe, John

Laundry Shirt Starch:	Crease Pants:	Repair:	No photo 
None	As needed by garment	Contact before repair	

Details	(Saved)	Annotations	History
Item: Shirt DC Color:  white, red, t Pattern:  striped Fabric: cotton Brand: ralph lauren Special Care: Description: Pieces: 1.00	(Saved)	Ralph Lauren Ralph Lauren Golf Ralph Lauren Home Ralph Lauren Spa Ralph Lauren Sport	detailed 0346-426 8/11/20

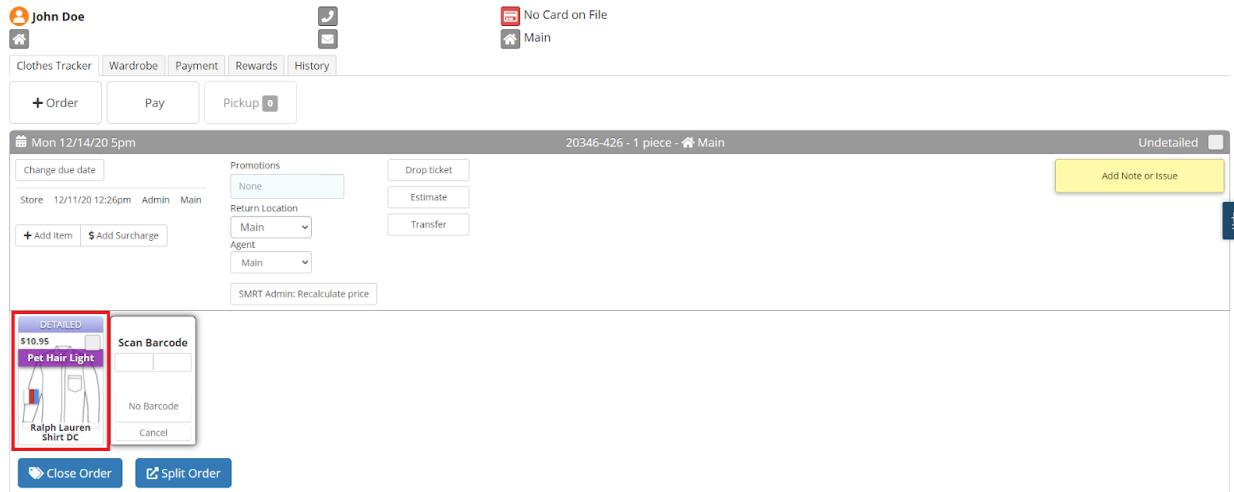
9. The Special Care section lists upcharges and common descriptors that need to be noted on items. Select as many special cares as need be. Once you're done click Save.

 Doe, John

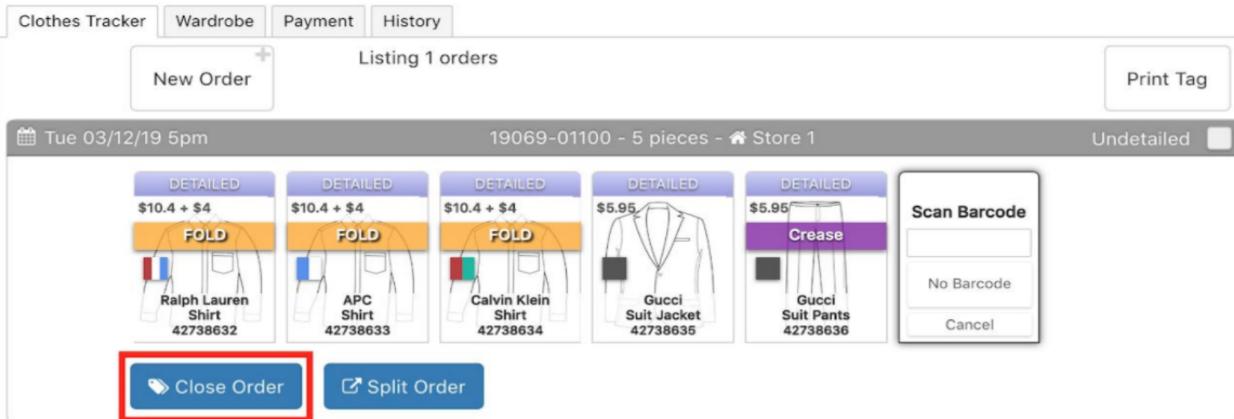
Laundry Shirt Starch:	Crease Pants:	Repair:	No photo 
None	As needed by garment	Contact before repair	

Details	(Saved)	Annotations	History
Item: Shirt DC Color:  white, red, t Pattern:  striped Fabric: cotton Brand: Ralph Lauren Special Care: Pet Hair Light (\$5) Description: Pieces: 1.00	(Saved)	Designer Brands (50%) Fold Light Starch Medium Starch Heavy Starch Hand Press Crease No Crease Pet Hair Light (\$5) Pet Hair Heavy (\$18) Delicate Fabrics (\$1.25)	detailed 0346-426 8/11/20

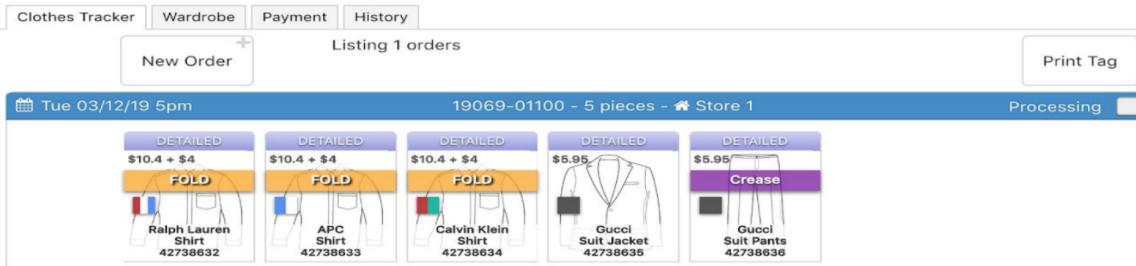
10. Your first item will now display below the order header.



11. Repeat the detailing process for all of the customer's items. You can put laundered shirts and dry cleaning in the same order. Once you've detailed all the items for the order, click the Close Order button.



12. Once you click Close Order, the order header will change colors to blue indicating that the order is ready to be cleaned.

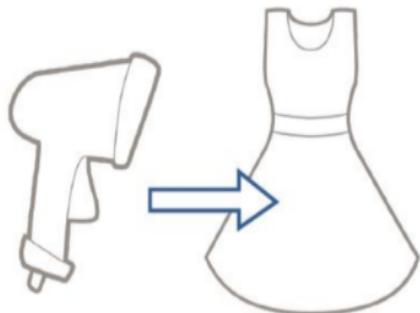


You are now finished detailing the customer's order!

Associating Two Items

When you have 2 items that you want to ensure are bagged together, like a 2c suit or dress+belt, use the Association function by following these steps:

1. Detail first item

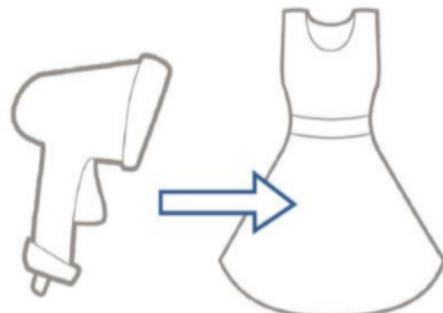


2. Detail the second item.

Select "associated."

Details		(Saved)
Item	Polo	Barcode
Color	 red	Long/Solo
Pattern	<input type="checkbox"/>	
Fabric		List Price 5.95
Brand		Total 5.95
Special Care		Associated
Description		
Pieces	1.00	

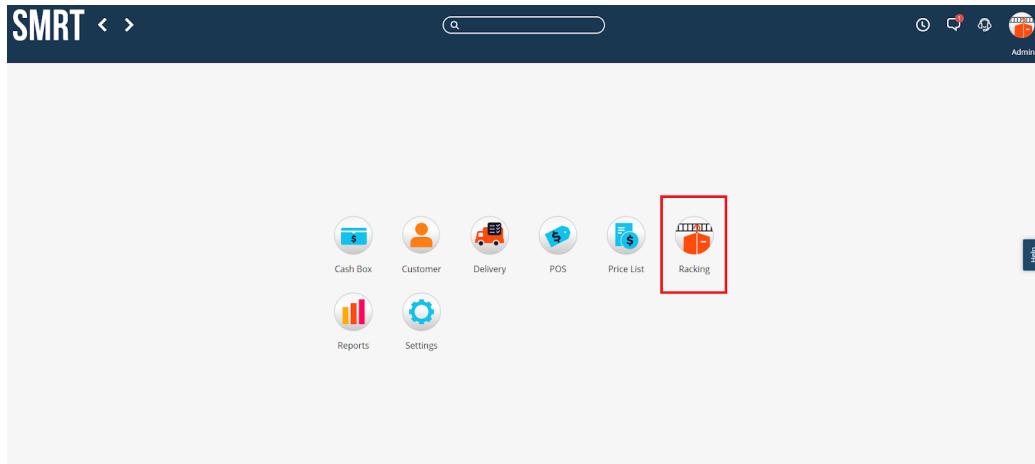
3. Scan first item to associate (both pieces need to be detailed in the system to be associated) and save.



This will link the two items together so that they can't be assembled without each other.

Racking Orders

To rack orders to storage locations, first, open the Racking Module.



Now follow the steps below to rack orders to your storage locations:

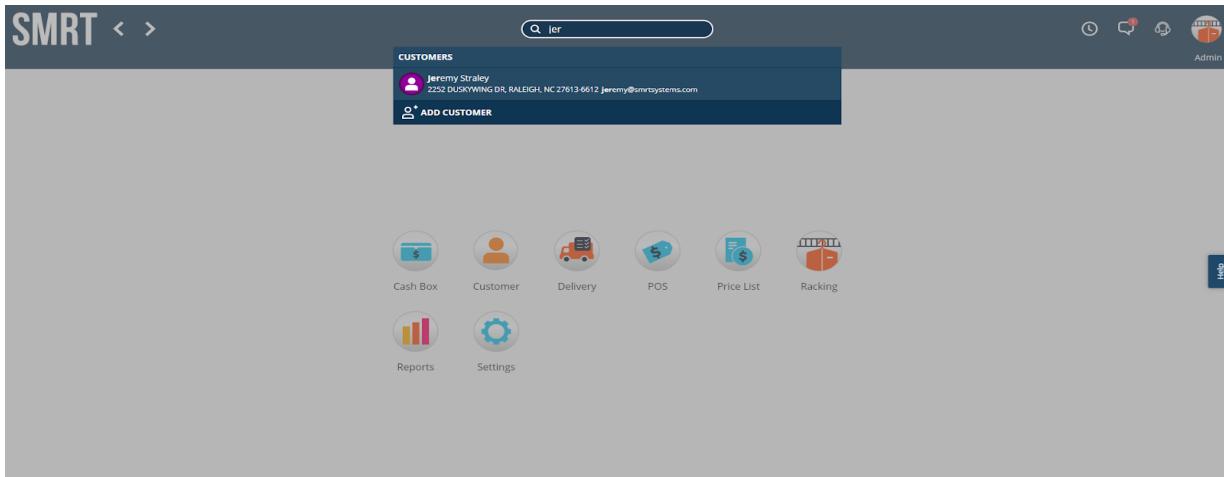
Racking

1. Scan Storage Location.
2. Scan all the tickets for that location.
3. The App will confirm your scans.
4. Location will now display in Clothes Tracker.

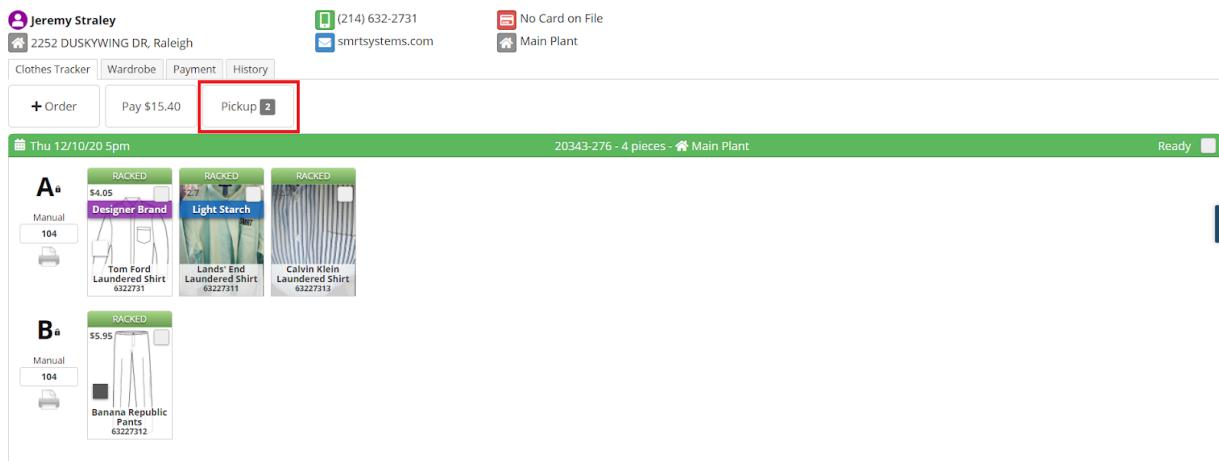
Order Pickup & Payment

Follow these steps when a customer picks up and pays for their cleaning.

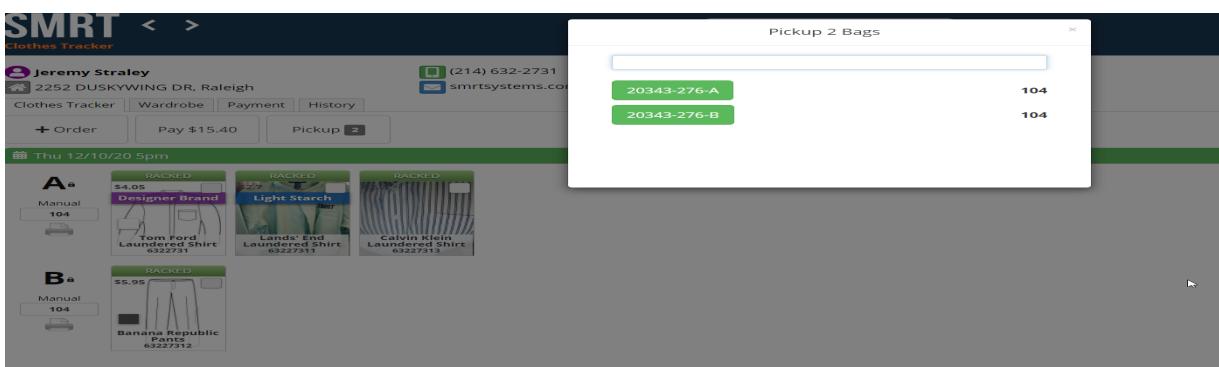
1. Enter the customer's name, phone number, email, or address in the search box and select the correct customer from the autosuggest list.



2. The customer's Clothes Tracker will display all of their orders. Click the Pickup Box to begin the pickup process.



3. The location of the orders will then display in the pickup box. Go get the orders and scan them to mark them as picked up.



4. As you scan the orders out, they will change to black in Clothes Tracker indicating they have been given back to the customer.



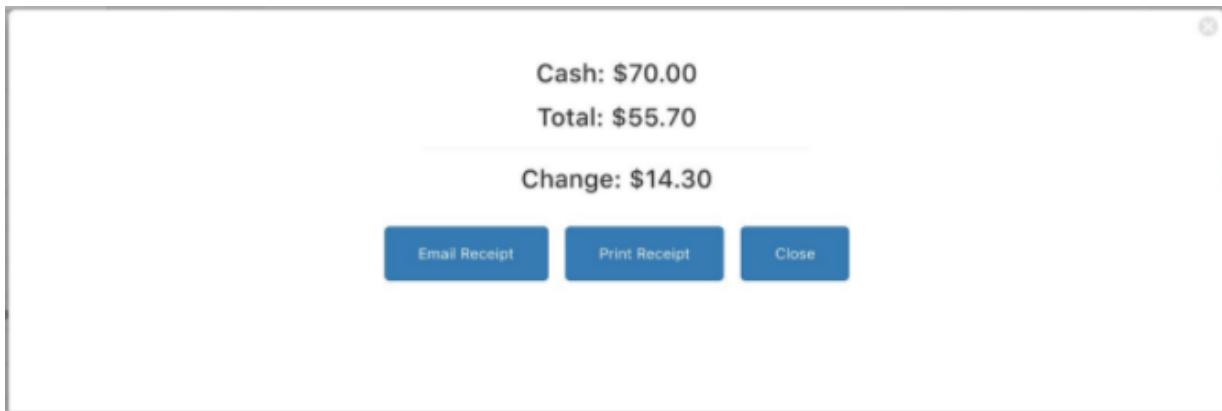
5. Once you've scanned all the orders for the customer to pick up, the payment window will automatically pop up.

The payment window displays a summary of the order details. On the left, there's a table showing the selected order (ID: 20343-276, Date: 12/08) with 4 pieces totaling \$15.40. Below this, there are fields for Subtotal (\$15.40) and Amount Due (\$15.40). On the right, the "Payment Amt / Deposit:" field is set to \$15.40, indicated by a green checkmark. Below it are buttons for VISA, MasterCard, AMERICAN EXPRESS, and DISCOVER. There are also fields for Card Number and MM / YY, and a checkbox for "Save as Card on File". To the right of these fields are three payment method options: "Cash" (selected), "Check", and "Card". A "Claim Gift Card" button is located at the bottom right. A large blue "Pay" button is centered at the bottom of the payment section.

6. If the customer is paying with a credit card simply swipe the card. If the customer is paying with cash, select cash and then enter the amount of cash received using the number pad and click pay.

The screenshot shows a payment interface. At the top, there is a table with columns for ID, Date, Pieces, and Amount. One row is selected with ID 19069-01100 and Date 3/10. Below the table are fields for Subtotal (\$55.10), Tax (\$0.60), and Amount Due (\$55.70). To the right is a 'Payment Amt / Deposit:' field containing '55.70' with a green checkmark. Below this is a numeric keypad with digits 0-9 and a 'C' button. A red box highlights this keypad. To the right of the keypad are buttons for 'Cash' (with a cash icon), 'Check' (with a checkmark icon), and 'Card' (with a card icon). Below the keypad, the text 'Cash: \$70' is displayed. Further down, 'Change: \$14.30' is shown. At the bottom center is a blue 'Pay' button.

7. After the payment goes through, you will have the option to email a receipt, print a receipt, or close the payment box.



8. The orders picked up and paid for will no longer display in the customer's Clothes Tracker.





Getting Started with SMRT POSX

Item / Order Features

Associating 2 Items	1
Adding Annotations	2
Item Action Buttons	5
Item's History	6
Order's Action Buttons	7

Associating 2 Items

When you have an order that has two related pieces, such as a suit jacket and pants, or an item with a sash or belt, associate the pieces to each other so they are assembled together, in the same ticket. If there are more than two components to a piece, such as a coat with a detachable hood and belts, detail them together in a separate order of its own.

1. After barcoding both items, detail the first garment of the 'pair' and Save.

Details		Annotations		History	
Item	Suit Jacket	Barcode	76543210		
Color	black	Long/Solo		detailed	
Pattern	solid			20232-051 08/19/20	
Fabric	wool	List Price	5.95	20230-026 08/17/20	
Brand	Ted Baker	Total	5.95		
Special Care		Associated			
Description					
Pieces 1					
<button>Reject</button> <button>Alter Only</button> <button>Press Only</button> <button>Duplicate</button> <button>Send To</button> <button>Add photo</button>				 <button>Save</button>	

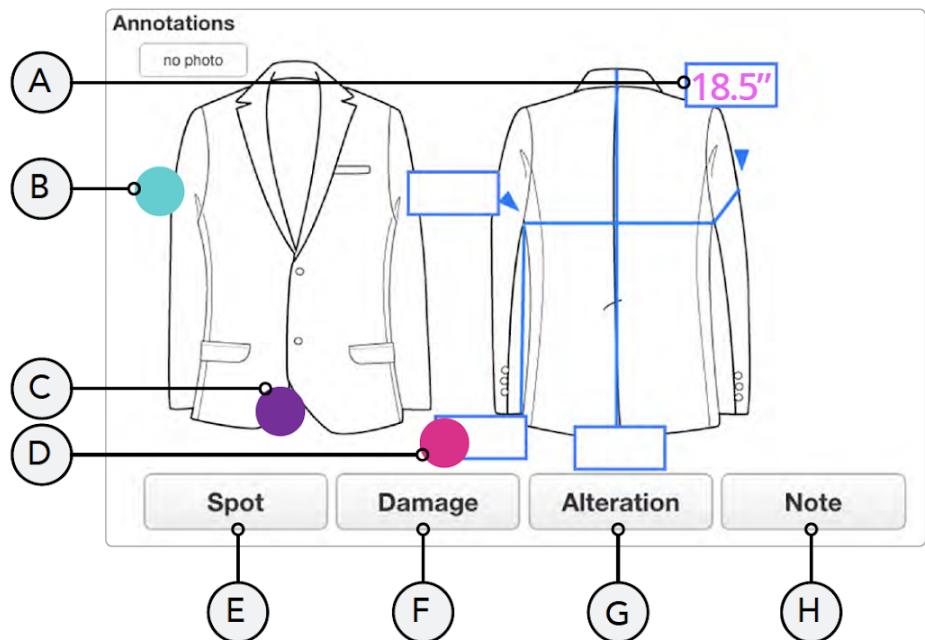
2. Detail the second garment of the 'pair' then, scan the first item's barcode into the Associated field. You will see a confirmation right underneath the field letting you know both pieces are now linked together at which point, you are ready to Save the item.

Details		(Saved)		Annotations		History	
Item	Suit Pants	Barcode	65432109			detailed	
Color	black	Long/Solo		20232-051 08/19/20			
Pattern	solid			20230-026 08/17/20			
Fabric	wool	List Price	5.95				
Brand	Ted Baker	Total	5.95				
Special Care		Associated 76543210					
		✓ Associated to Ted Baker Suit Jacket					
Description							
Pieces 1							
<button>Reject</button> <button>Alter Only</button> <button>Press Only</button> <button>Duplicate</button> <button>Send To</button> <button>Add photo</button>				 <button>Save</button>			

You can continue with the rest of the order as usual.

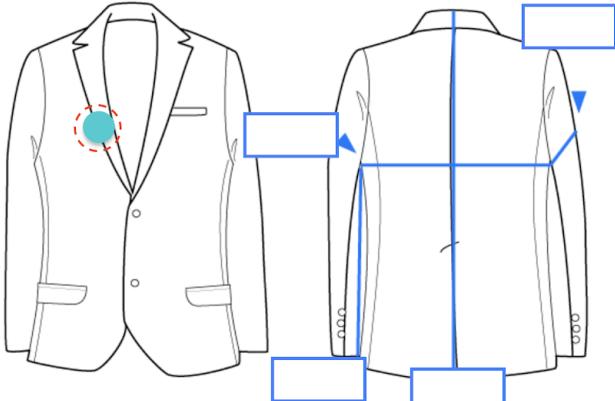
Adding Annotations

- A. Measurements (if requested by customer).
- B. Spotting marker.
- C. Damage marker.
- D. Alterations location marker.
- E. Mark spot (blue).
- F. Mark and select type of damage (purple).
- G. Mark and select type of alteration required, price and save (pink).
- H. Attach note regarding annotations.



Adding a Spot

1. Click the Spot button, mark on the garment's diagram where the spot is located, and Save.

Details <input type="checkbox"/>	Annotations	History
Item 76543210 Ted Baker Suit Jacket		to pre-spot 20232-051 08/19/20
Fabric  Solid Wool		20230-026 08/17/20
Price/Count \$5.95 \$5.95		
Prefs	<input checked="" type="button" value="Spot"/> <input type="button" value="Damage"/> <input type="button" value="Alteration"/> <input type="button" value="Note"/>	<input type="button" value="Save"/>
<input type="button" value="Reject"/> <input type="button" value="Alter Only"/> <input type="button" value="Press Only"/> <input type="button" value="Duplicate"/> <input type="button" value="Send To"/> <input type="button" value="Add photo"/>		

Adding a Damage

1. Click the Damage button, mark on the garment's diagram where the damage is located. A small window will open for you to select the type of damage or enter further information. Save the damage window and then Save the item.

Details

Item
76543210
Ted Baker
Suit Jacket

Fabric
 Solid Wool

Price/Count
\$5.95
\$5.95

Prefs

Annotations

Damage Type: rip / tear
Loss: Unrepaired Permanent
Description: Small rip by collar/shoulder seam. Customer requested it is NOT repaired.
Buttons: Delete, Save

History

to detailing
20232-051
08/19/20
20230-026
08/17/20

Buttons: Reject, Alter Only, Press Only, Duplicate, Send To, Add photo, Save

Adding an Alteration

1. Click the Alteration button, mark on the garment's diagram where the alteration is located. A small window will open for you to select the type of alteration, adjust the price if needed, or enter further information. Save the alteration window and then Save the item.

Details

Item
76543210
Ted Baker
Suit Jacket

Fabric
 Solid Wool

Price/Count
\$5.95
\$5.95

Prefs

Annotations

Alt Type: fix hole
Status: Not Altered Completed
Price: 12
Description: Repair rip by collar/shoulder seam.
Buttons: Delete, Save

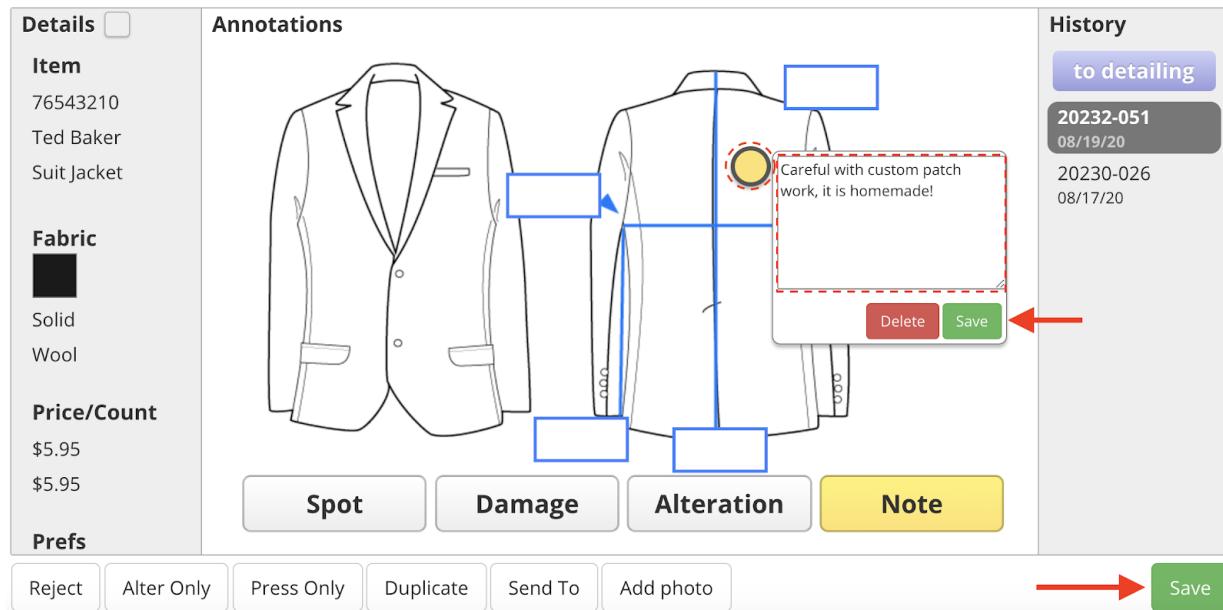
History

to detailing
20232-051
08/19/20
20230-026
08/17/20

Buttons: Reject, Alter Only, Press Only, Duplicate, Send To, Add photo, Save

Adding a Note

1. Click the Note button, mark on the garment's diagram where you want the note to reference. A small window will open for you to enter the note/instruction. Save the notes window and then Save the item.



Item Action Buttons

Details		(Saved)	Annotations	History
Item	Suit Jacket	Barcode 76543210		to detailing
Color	 black	Long/Solo		20232-051 08/19/20
Pattern	 solid			20230-026 08/17/20
Fabric	wool	List Price 5.95		
Brand	Ted Baker	Total 5.95		
Special Care		Associated 65432109 ✓ Associated to Ted Baker Suit Pants		
Description				
Pieces	1			
<input type="button" value="Reject"/> <input type="button" value="Alter Only"/> <input type="button" value="Press Only"/> <input type="button" value="Duplicate"/> <input type="button" value="Send To"/> <input type="button" value="Add photo"/> <input type="button" value="Save"/>				



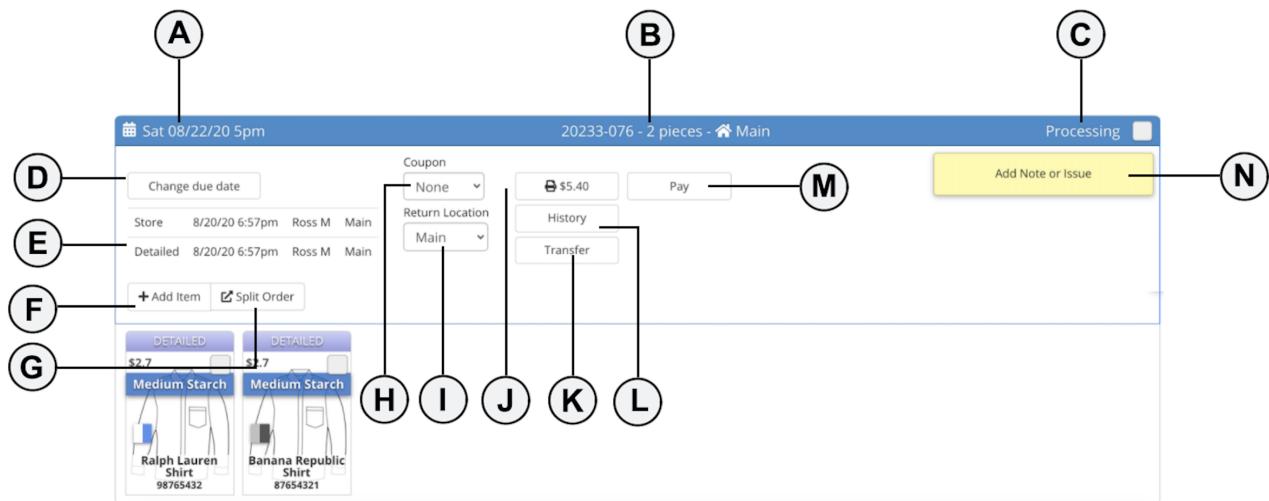
- A. Select the Reject function when it has been determined that an item will not be processed. It allows you to account and track the item without applying any charges.
- B. When selecting Alter Only, the cleaning price will be automatically deducted allowing only for the alteration charges to apply.
- C. Select Press Only when a garment does **not** require cleaning. When applicable, the price will be discounted.
- D. The Duplicate function allows you to record 2 barcodes for 1 item in the event that you find a garment with multiple heat seals so that, regardless of which barcode is scanned throughout its process, it can still be recognized.
- E. Use the Send To options to tell the system if you are redirecting a garment to a different department.
- F. Add Photo uses your computer's camera to take a picture of the garment that the customer can see when logging into their account. This picture is also saved as the main garment's picture.

Item's History

The History menu shows the history of the garment; times processed, actions, locations occupied, store, employee, and date. Use this as a reference when checking claims.

Details	Annotations	History		
Item 76543210 Ted Baker Suit Jacket		49 Orders - Created: 10/24/15 11:00am	8/14/20 12:46pm	20227-735 \$15.96
		● Opened	Balboa: Ross Computer	Ross M 08/20 4:15:30 PM
		● Racked	SHF17	Balboa: Galaxy S8 Jose M 08/19 10:46:55 AM
		● Folded	FOLDING	Balboa: 231-Folding Kim P 08/18 10:18:27 AM
		● Bagging	ZR-07	Balboa: Assembly 1 Kim P 08/17 12:24:21 PM
		● Assembled		Balboa: Assembly 1 Kim P 08/17 12:24:21 PM
		● Pressed		Balboa: 242-Pressing 1 Nery M 08/17 12:04:54 PM
		● Detailed		Balboa: Counter 1 Jose M 08/14 2:41:06 PM
Fabric  Solid Wool		7/13/20 10:25am	20195-01109	\$15.96
Price/Count \$5.95 \$5.95		3/17/20 8:29am	20077-01102	\$15.96
		2/21/20 12:15pm	20052-01112	\$15.96
Prefs		6/6/19 1:47pm	19157-01122	\$15.50

Order's Action Buttons



- A. Order due date.
- B. Order number, number of items, and store/route.
- C. Order status.
- D. Change due date: use it to edit the order's due date, time, and mark it as Rush.
- E. Order's history quick view.
- F. Add Item: allows you to add items to an order that has been previously closed.
- G. Split Order: use this function when you want to separate completed from not completed items into different orders. The completed items will stay in the original order which will immediately turn into status Assembled. The incomplete items will be automatically moved into a new order with a new due date of one additional day from the original.
- H. Coupon: a drop-down menu displays the available promotions/discounts that can be applied to an order.
- I. Return Location: use it when a customer wants to pick up their ready order at a different location or for delivery.
- J. Print Receipt: before an order is detailed and closed, this button allows you to print copies of the quick ticket. Once the order has been closed, a copy of the financial receipt will print instead.
- K. Transfer: allows you to move an order from one account to another. Useful when you need to reassign ownership of items.
- L. History: displays the history for each item in the order.
- M. Pay: use it when you want to pay for a specific order.
- N. Add Note or Issue:



Getting Started with SMRT POSX - Lot Assembly Tags

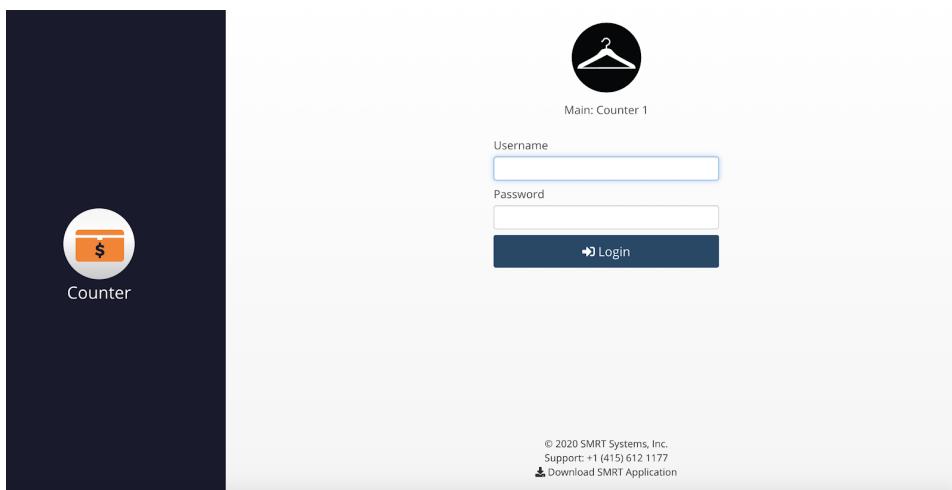
Logging Into SMRT	1
Clocking In	2
Opening the Cash Box	3
Creating an Order	4
Detailing an Order	6
Racking an Order	9
Order Pickup & Payment	10

Logging Into SMRT

To log into SMRT first open the SMRT App.



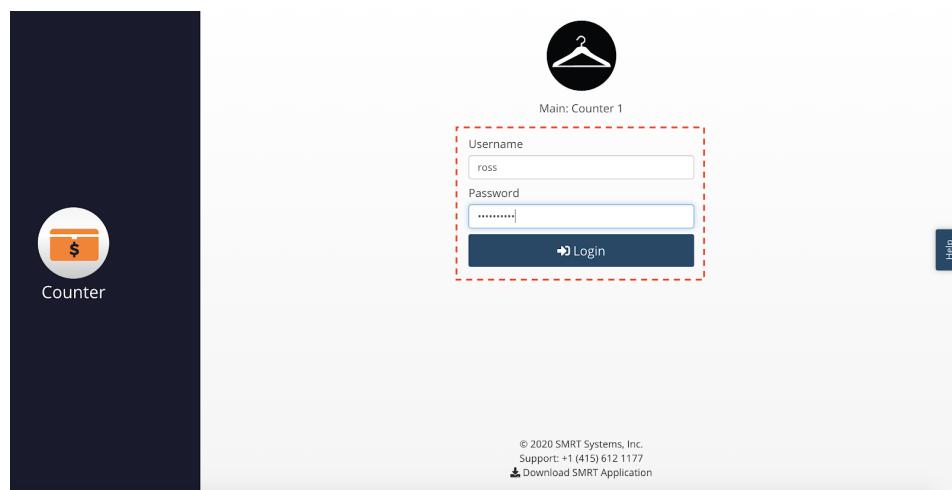
The login page will load and display a username and password field with the name of the station above them and on the left side of the screen.



The image shows the SMRT login interface. On the left, there is a dark vertical panel labeled "Counter" with a circular icon containing a dollar sign (\$). To the right, the main login area has a circular logo with a hanger and the text "Main: Counter 1". Below this are two input fields: "Username" and "Password", followed by a "Login" button. At the bottom, there is copyright information and a link to download the application.

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Support: +1 (415) 612 1177
[Download SMRT Application](#)

Scan your badge or enter your username and password to log in.

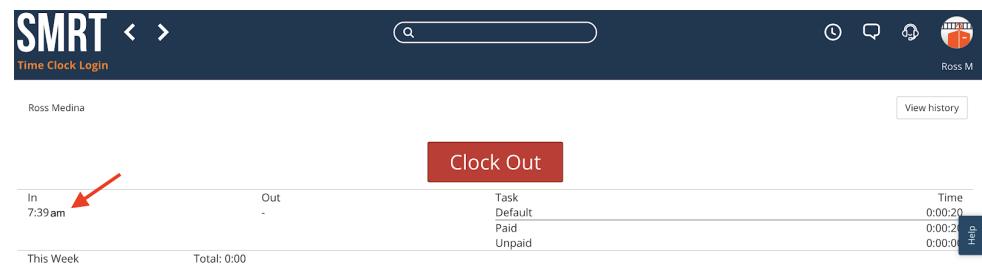
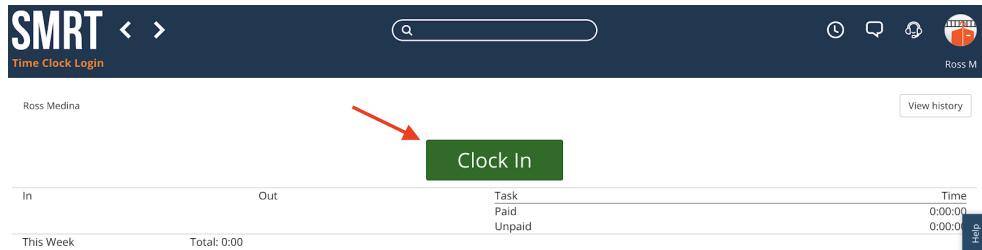


The image shows the SMRT login interface with the "Username" and "Password" fields highlighted by a red dashed box. The rest of the interface is identical to the previous screenshot, including the "Counter" panel on the left and the "Main: Counter 1" header on the right.

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Support: +1 (415) 612 1177
[Download SMRT Application](#)

Clocking In

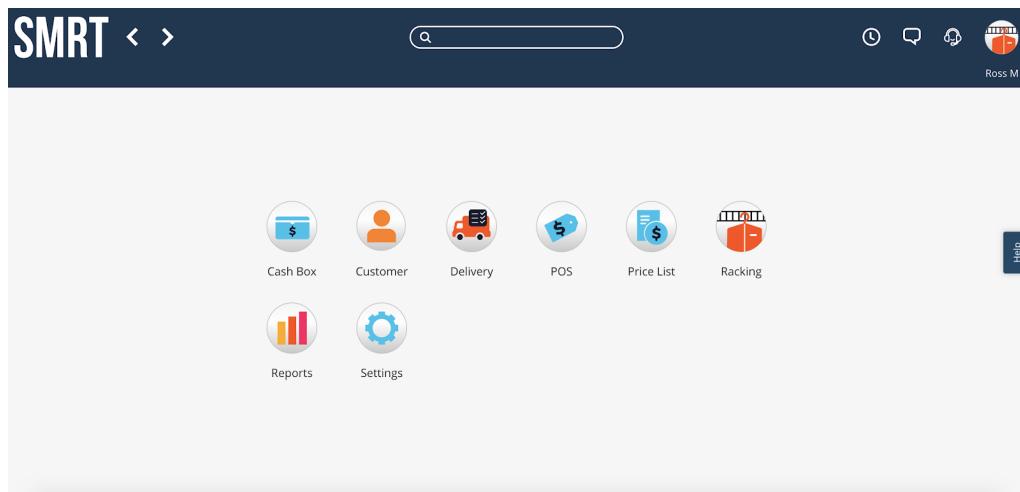
After logging in, you will be prompted to clock-in, click the green Clock In button and see your time logged in on the screen.



Click on the SMRT icon on the top left corner to exit your timesheet or anytime you want to be taken to the Home Screen.



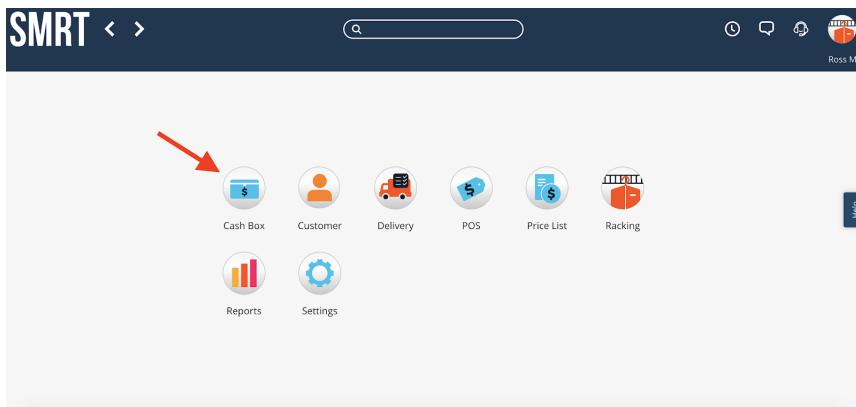
The SMRT Home Screen will display after the app loads.



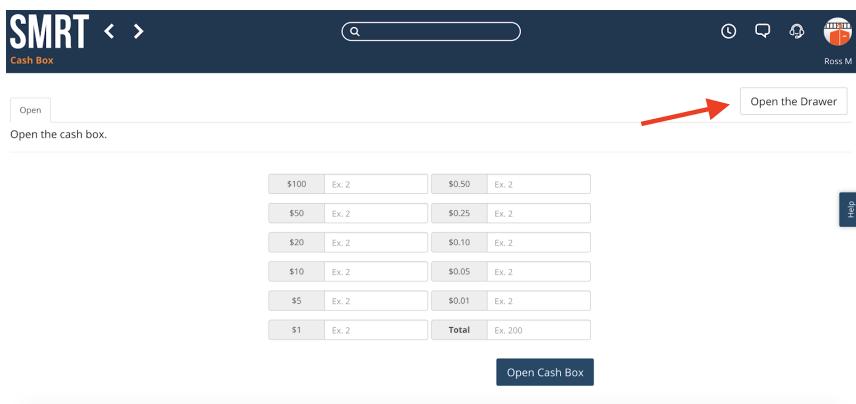
Opening the Cash Box

At the beginning of the day, right after you clock in, make sure to Open each Cash Box in your store to allow for cash transactions throughout the day.

1. Click the Cash Box button

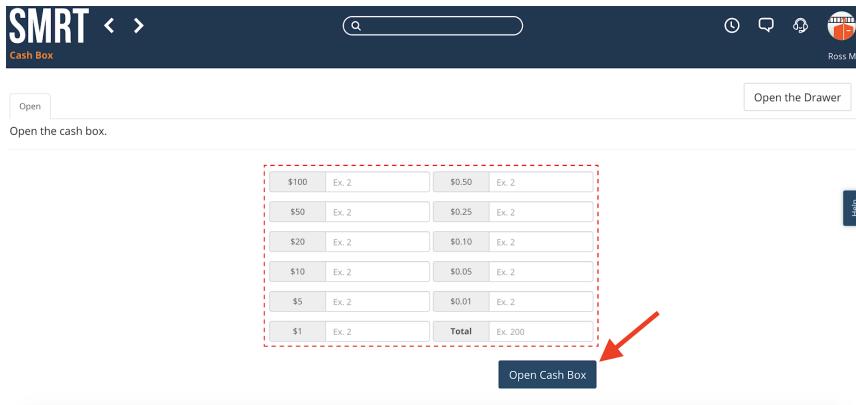


2. Once the Cash Box pop up is open, click the Open the Drawer button



3. Count the money in the drawer starting with the highest value bills, then click the blue Open Cash Box button.

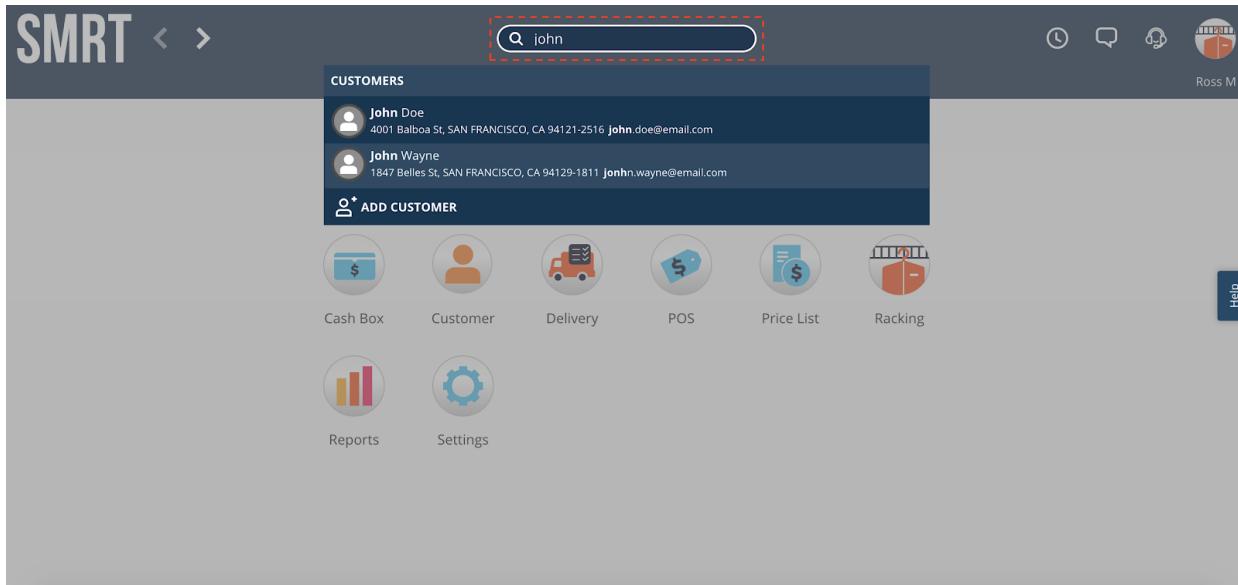
*You are counting the number of bills/coins, not the value of them.



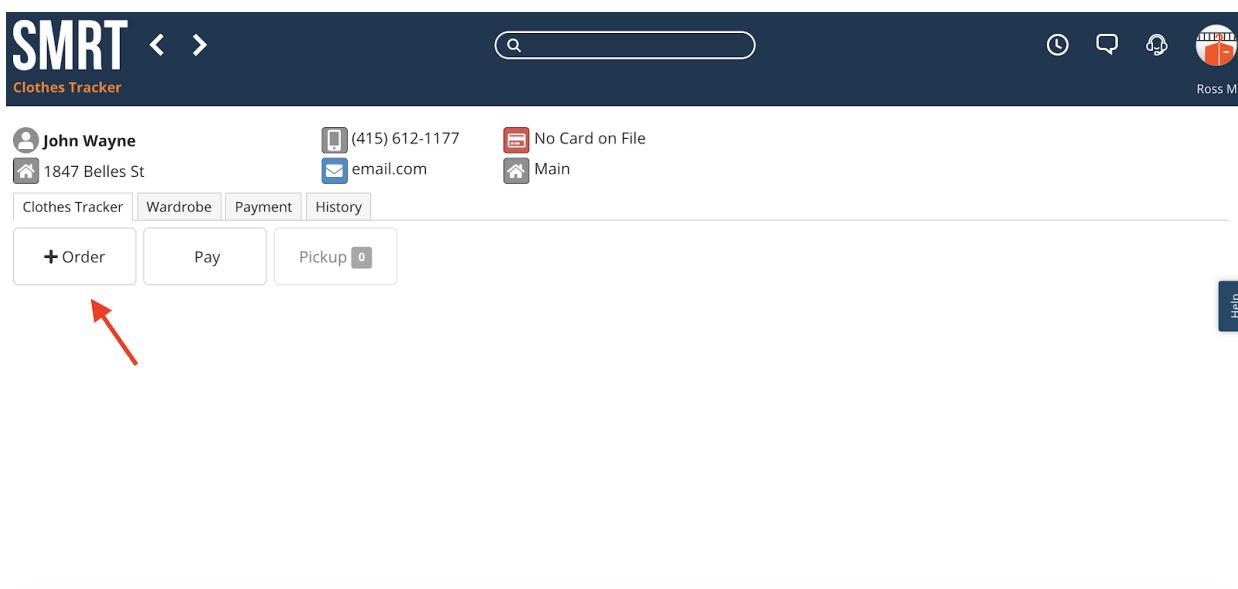
You will now be able to process cash transactions throughout the day.

Creating an Order

1. Enter the customer's name, phone number, email, or address in the search box and select the correct customer from the auto-suggest list.



2. Click the +Order button.



3. Enter the number of pieces that the customer is dropping off if required, and click Create. If needed, you can modify the due date from the calendar on the left. You can also flag an order as Rush, enter special instructions in the Notes section, and add Surcharges.

Cleaning Wash & Fold Import

Due date

Su	Mo	Tu	We	Th	Fr	Sa
30	31	01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	01	02	03

September 10, 2020

Pieces: 5

Name:

ID / Room:

Time: 5 PM

Rush: Rush

Notes: STARCH SHIRTS

Surcharge: Add surcharge

Create

4. There will now be an Undetailed order in the customer's Clothes Tracker. Click the New Item box to start detailing the order.

John Wayne (415) 612-1177 No Card on File
1847 Belles St email.com Main

Clothes Tracker Payment History

+ Order Pay Pickup 0

Sat 09/12/20 5pm 20255-151 - Main Undetailed

NEW ITEM

Detailing an Order

- After clicking the New Item box, a new window will open to start defining the first item(s) in the order. Click on each of the fields to select the Item Type, Color(s), Pattern, Fabric, Brand, Special Care(s), Description, and the number of pieces as needed.

Click Next Item to detail the next pieces, when you are done detailing them all, click Save.

Wayne, John

Laundry Shirt Starch:	Crease Pants:	Repair:	No photo available
None	As needed by garment	Contact before repair	

Details		(Saved)	Annotations	History
Item	Shirt	Barcode		detailed 20255-151 09/11/20
Color	blue, white	Long/Solo		
Pattern	striped	List Price 2.70		
Fabric	cotton	Total 5.40		
Brand	Ted Baker	Associated		
Special Care	Fold			
Description	Slim Fit			
Pieces	2			

Reject Alter Only Press Only Send To Add photo → Next Item Save

- If you have items that need to go on a separate ticket, click the Split Order button and repeat the previous step. Once there are no more items to detail, click Close Order.

Sat 09/12/20 5pm 20255-151 - 5 pieces - Main Undetailed 1

Change due date	Coupon	Agent
None	Drop ticket	Main
Change name & room	Return Location	
Main	Main	

Store 9/11/20 12:52am Admin Main

+ Add Item \$ Add Surcharge

DETAILED
\$5.4 **FOLD**
 2 Ted Baker Shirt

DETAILED
\$8.1 **FOLD**
 3 Emile Lafaurie Shirt

NEW ITEM

Close Order Split Order ←

3. Two identical tickets will print per order. One is for the customer and the other is for production.



4. If required, click the Change Name & Room button to enter the Lot Tag number for each order in the ID/Room field.

Sat 09/12/20 5pm 20255-151 - 5 pieces - Main Processing 1

Change due date		Coupon		Return Location		Pay	
<input type="button" value="Change name & room"/>		None	\$13.50	History	Agent	Main	Transfer
Store	9/11/20 12:52am	Admin	Main				
Detailed	9/11/20 2:45am	Admin	Main				
<input type="button" value="+ Add Item"/> <input type="button" value="\$ Add Surcharge"/> <input type="button" value="Reset"/> <input type="button" value="Split Order"/>							

Customer Request
STARCH SHIRTS

Not Racked	DETAILED	DETAILED
	FOLD	FOLD
	2 Ted Baker Shirt	3 Emile Lafaurie Shirt

Change Name and Room for 20255151

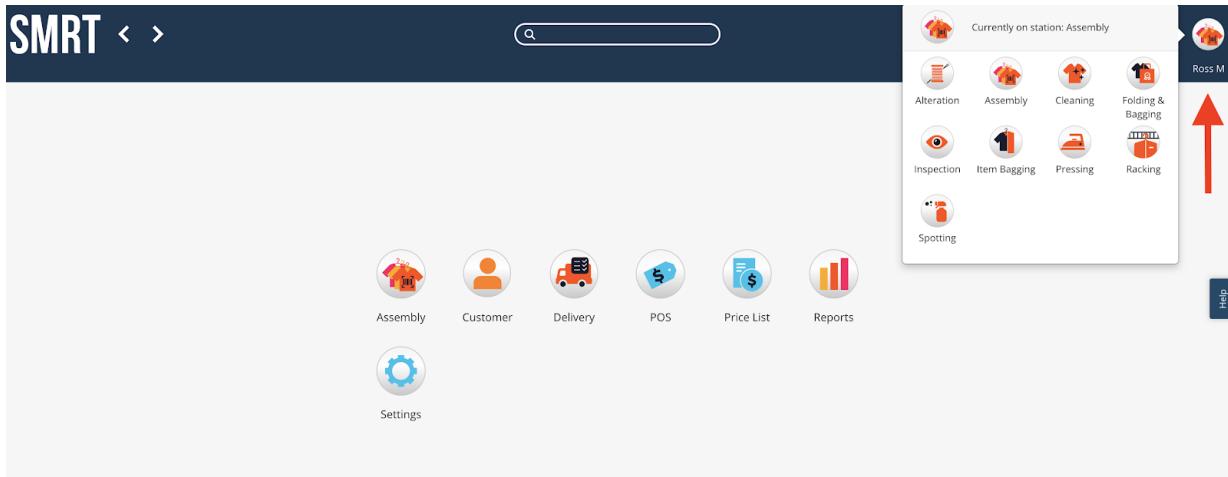
Name	<input type="text"/>
ID / Room	200/ 13-17
<input style="float: right;" type="button" value="Save Changes"/>	

5. After saving the Lot Tag number, reprint the ticket with the new details by clicking on the printer icon to the left of the first item detailed.

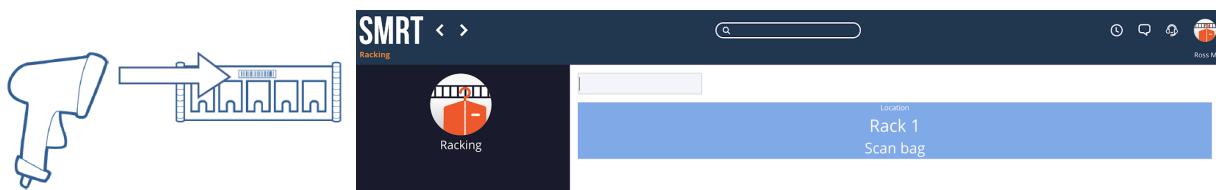


Racking an Order

1. Open the Racking page from the stations selection menu on the top right corner of the screen.



2. Scan the location where you are about to place the finished bag. The screen will display the location scanned.

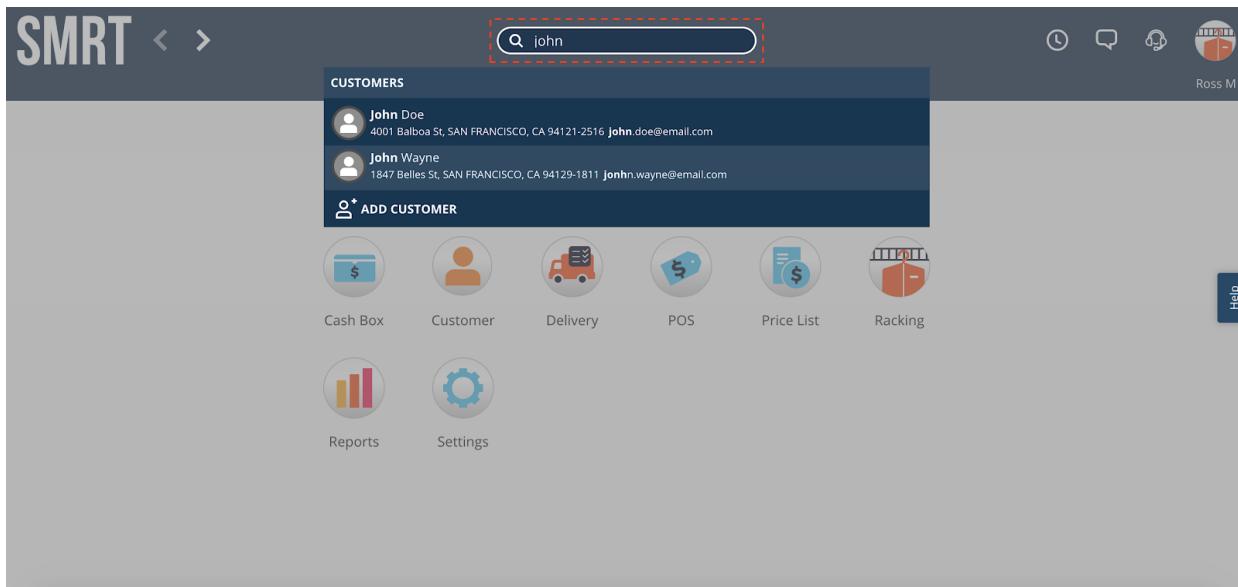


3. Now scan the ticket on the bag as you place it into the storage location. The screen will display the customer's last name and order number just racked highlighted in green. Previously stored orders in the same location will display below.

Location	
Rack 1	Racked
Wayne	20255-151-A
Doe	20230-027-A

Order Pickup & Payment

1. Enter the customer's name, phone number, email, or address in the search box and select the correct customer from the auto-suggest list.



2. The customer's Clothes Tracker will display all of their orders. Click the Pickup button to begin the pickup. The location of the orders will display in the pickup box.

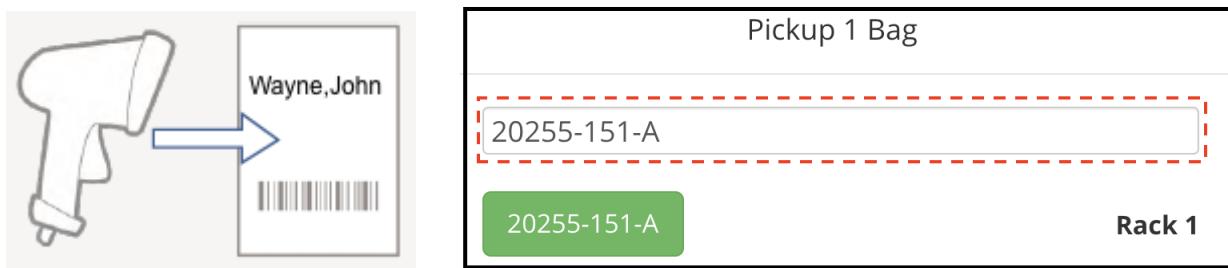
The screenshot shows the Clothes Tracker interface for "John Wayne". At the top, it displays contact information: phone number (415) 612-1177, email (email.com), and address (1847 Belles St). It also shows a note: "No Card on File" and "Main". Below this, there are tabs for "Clothes Tracker", "Payment", and "History". A red arrow points to the "Pickup" button, which has a notification badge showing the number "1". The main area shows a timeline entry: "Sat 09/12/20 5pm" and "2000/ 13-17". Below this, there are two items listed under "RACKED":

- ② Ted Baker Shirt (\$5.4)
- ③ Emile Lafaurie Shirt (\$8.1)

At the bottom right, there is a "Ready" status indicator with a green badge showing the number "1".

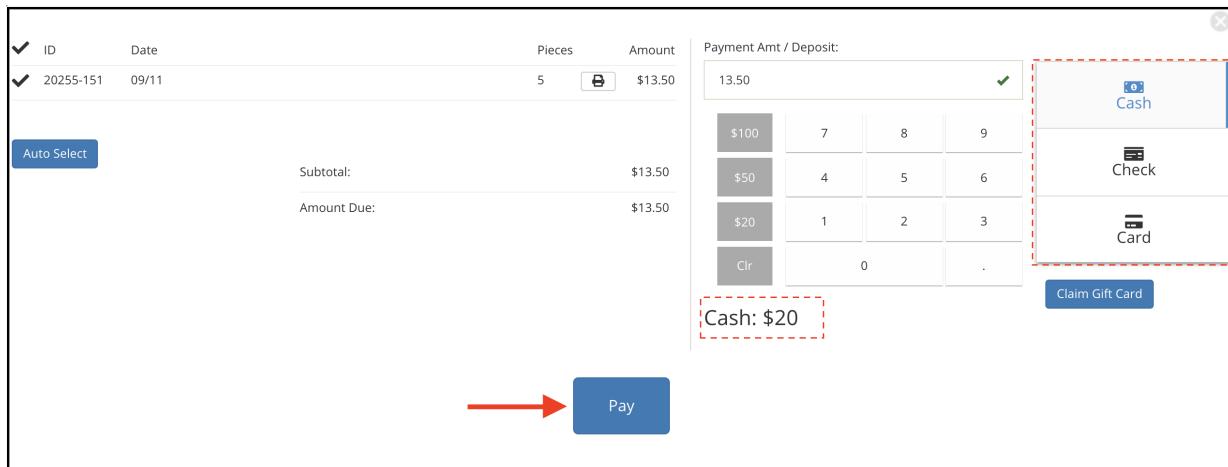
The screenshot shows a confirmation message: "Pickup 1 Bag". Below this, there is a green button labeled "20255-151-A". To the right of the button, the text "Rack 1" is displayed. The entire message is contained within a white rectangular box with a black border.

3. Scan the orders out in the Pickup window.

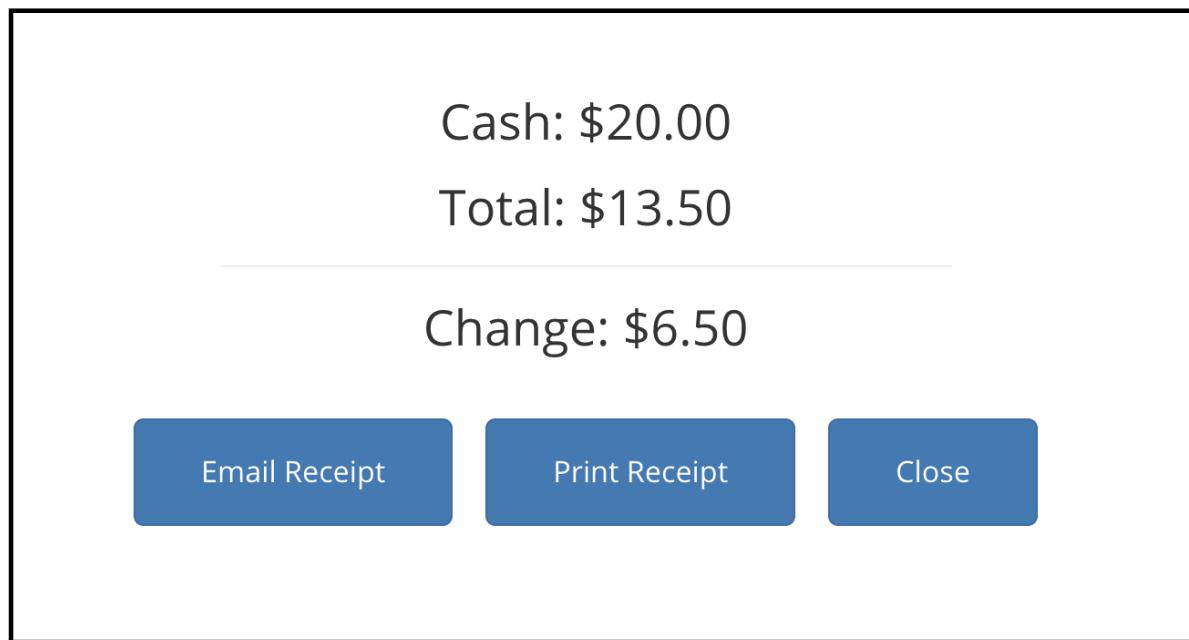


4. Once you have scanned all the orders, the Payment window will automatically open. Select the form of payment and proceed with it.

If all orders were previously paid this and the next step will be automatically skipped.



5. After the payment goes through you will have the option to email or print a receipt. If no receipt is required, click Close.

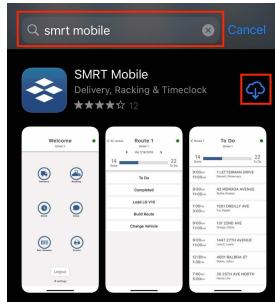


The orders picked up and paid for will no longer display in the customer's Clothes Tracker.

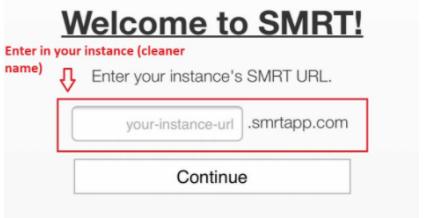


Downloading the SMRT Mobile App

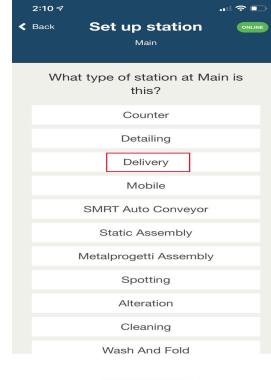
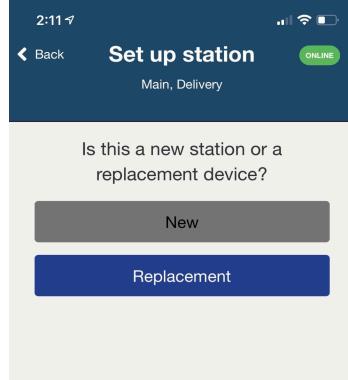
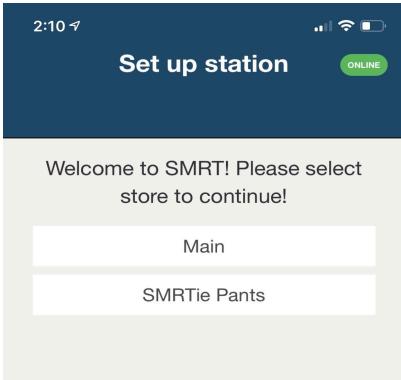
1. Open up your App Store (iOS) or your Google Play Store (Android). Search for “SMRT Mobile” and download the app.



2. Enter the instance name, provided by the implementation manager and click Continue.

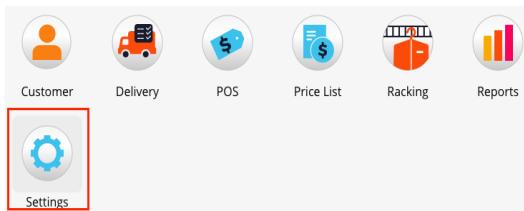


3. Choose the location where the route departs from followed by “New Station”, and “Delivery” as the type of station.





4. On the computer, log into SMRT and go to Settings → Stations → Get Auth Codes.



SMRT < >
Stations

+ New Store Get Auth Codes

Main Main

3 stations

Detailing Office SMRT

Station setup one-time codes

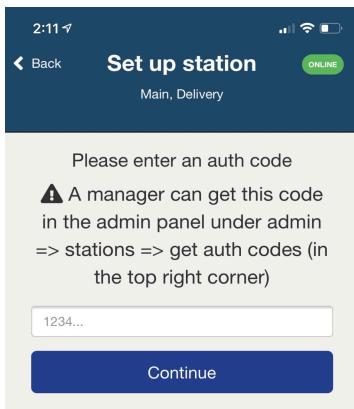
Your 5 one-time authentication codes are:

860 079 042
631 822 928
527 992 281
198 635 271
603 969 915

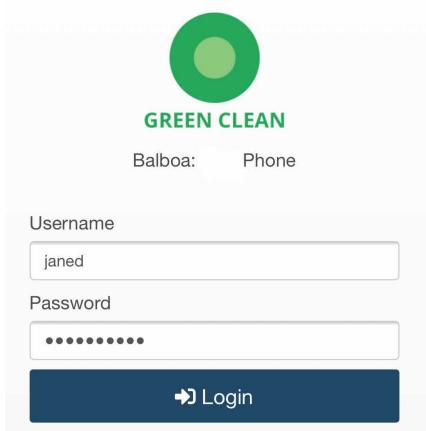
Please only give out these codes to someone that you personally know works at your business, currently present at one of its stores.
This code can only be used once.

Close

5. On the mobile app, enter one of the Authorization codes. Keep in mind these codes only last 3 minutes before they reset to new ones.



6. Lastly, log on with your SMRT username and password.





LOCKERS

Customer drop off

1. Customers will text “Locker” to the number provided and receive an automatic response with a vCard and a link.
2. Once the customer has clicked on the link, they will be taken to the mobile app and will be prompted to click the button “Place New Order”.
3. After the customer has clicked the “Place New Order” button, they will scan the barcode on the locker or type in the locker code under the barcode. For example: LOCKER1
4. When the customer has entered or scanned the barcode, they will click “Continue” and will get a success message showing the locker number and location.
5. Next, the customer will click “Continue” and will be brought to a screen to enter cleaning instructions.
6. Finally, the system will ask the customer for their card information and will have the customer review their order. If the customer has done everything correctly the system will notify them that the order was successfully added.
7. From the final screen, the customer can track their order using the mobile app.

Picking up from a locker

1. Once the customer has placed an order, it will show as a new pick up in the Lockers route.
2. The driver can see the locker number where the customer left their bag within the stop instructions.
3. The driver will create a new order when retrieving it from the locker and mark the stop as completed.

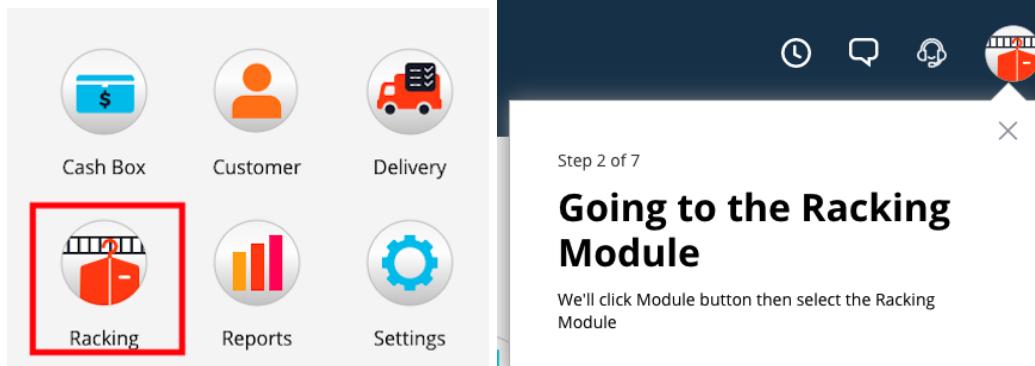
Delivering to a locker

1. Once the customer's order has been completed, the delivery driver will load it in their van.
2. When the driver arrives at the locker location, they will find an empty locker to put the clothes in.
3. Then, they will open the mobile app and go to that customer's stop in the “To Do” list.
4. Next, the driver will scan the barcode inside the locker and then scan the ticket for the order(s) they are putting inside the locker.
5. After the order(s) has been placed inside the locker, the driver will tap the customer contact icon to view the phone number.
6. The driver will then lock the locker using the last four digits of the customer's phone number as the combination.
7. Finally, the driver will tap done, completing all of these steps for each locker customer.

Once the done button has been pressed, it will trigger the system to send a text or email making the customer aware that their clothes/items are ready to be picked up

Racking

Step 1) Click on the racking module from the home page or top right corner:



Step 2) Scan your storage barcode on your conveyor/rail/shelf/line etc.



Step 3) After your barcode has been scanned, the rack location will appear (red box) and SMRT will prompt you to scan the barcode on the invoice you would like to rack (green box).



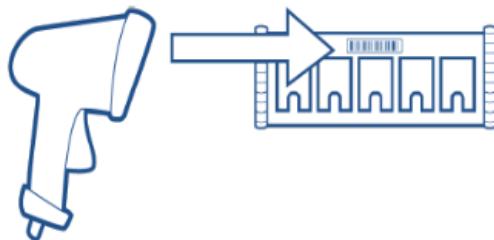
Step 4) After you have scanned the barcode on your invoice, you will see the banner turn green, indicating "Racked". The customer's last name is on the left, and the order number is on the right. If you are scanning multiple orders to one rack location, scan the location once, then you can scan as many orders to the one location without having to go back and forth.



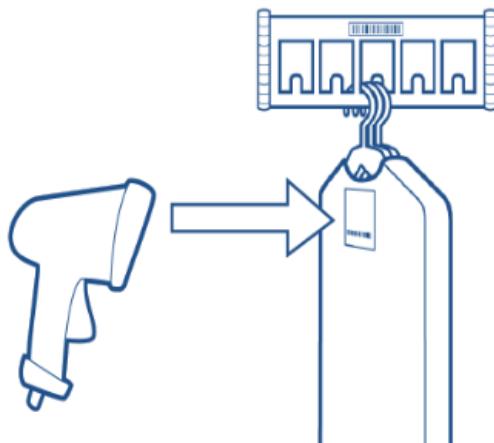
Step 5) After the order has been racked, an automatic text message will be sent to your customer letting them know their order is ready for pick up or available for delivery. If they are an auto pay customer with a card on file, their card will be charged.

Below is the diagram available to you and all your staff using the Resource Center:

1. Open the racking page, and scan location on the rack.



2. Scan the ticket on the bag as you put it into the location.



3. Device will show order name and number racked on that slot. It will show other orders racked there.



Attention:

Watch out for these screens:



Order is racked at the wrong store.



Order moved from one location to another within the same conveyor/rack/shelf.



Alert for lost internet connection.

To find this document, use the link below or click on the question mark in the bottom left hand corner of any screen > click on Learning Center > type in racking

[https://support.smrtsystems.com/hc/en-us/articles/115010559348-Racking-](https://support.smrtsystems.com/hc/en-us/articles/115010559348-Racking)

Learning Center

Racking

SEARCH RESULTS

Racking

Racking Orders

Order Ready Notifications

OR

For the step by step walkthrough, click on the black question mark in the bottom left hand corner of any screen > click on New to SMRT > select the racking guide

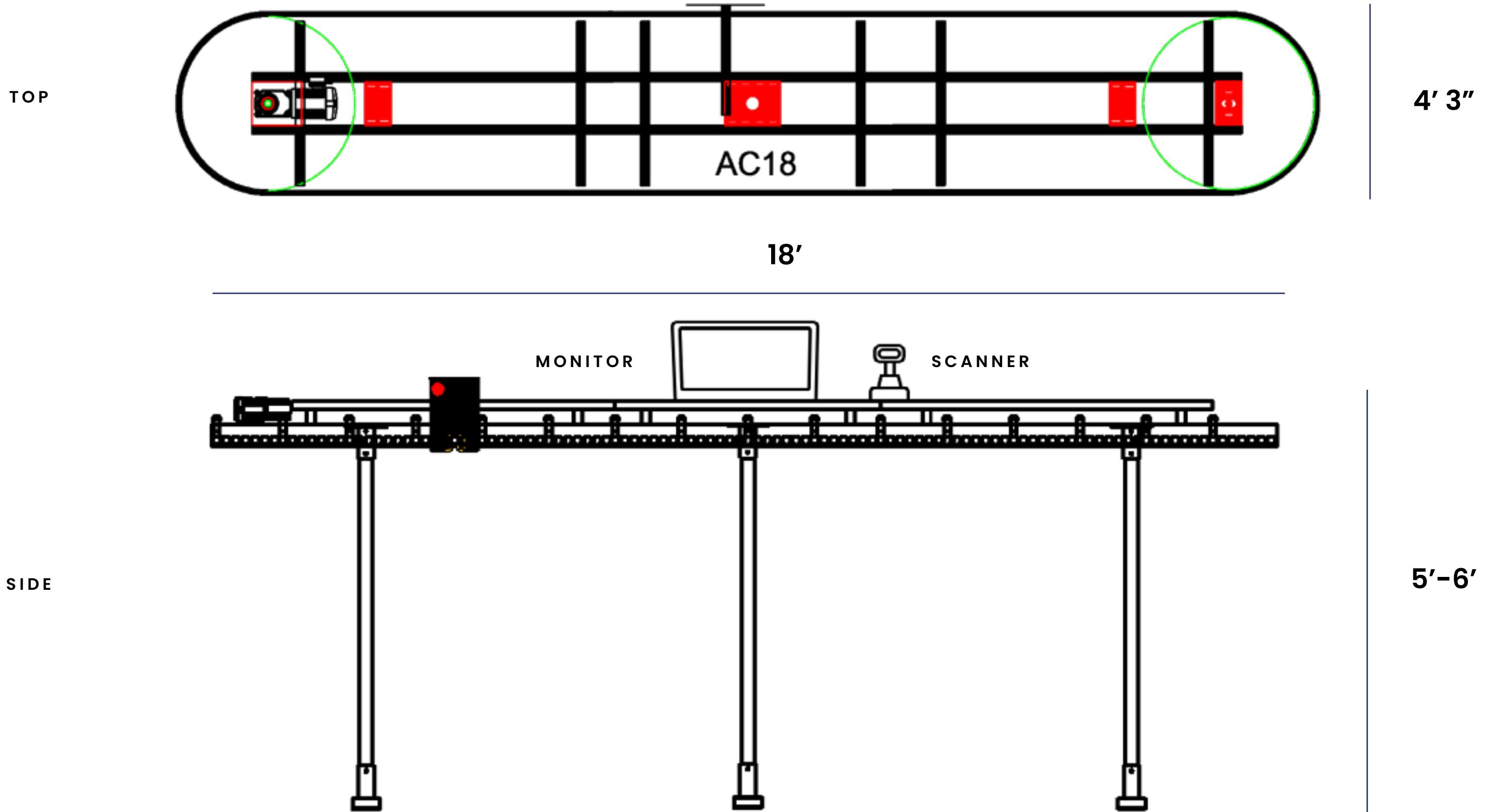
New to SMRT

- Price list modification
Step 0 of 5
- Racking Guide
Step 4 of 7

SMRT

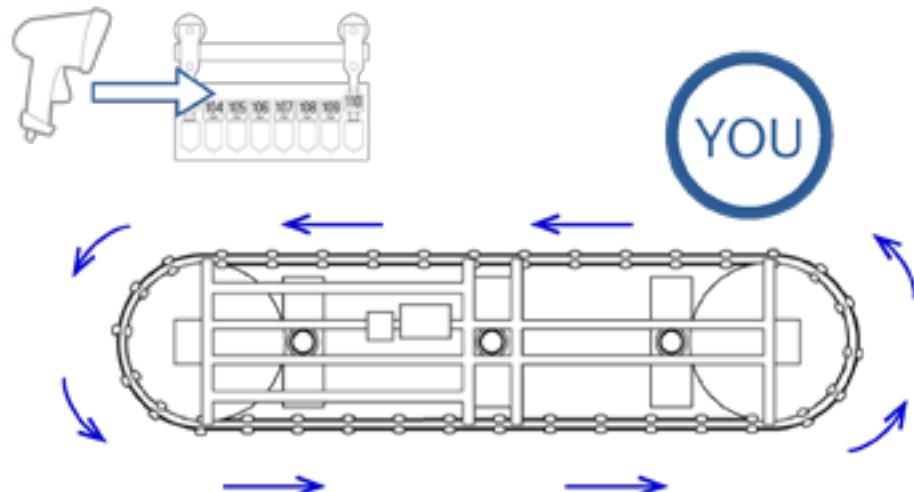
**ASSEMBLY CONVEYOR INSTRUCTIONS
2022**

The SMRT Conveyor

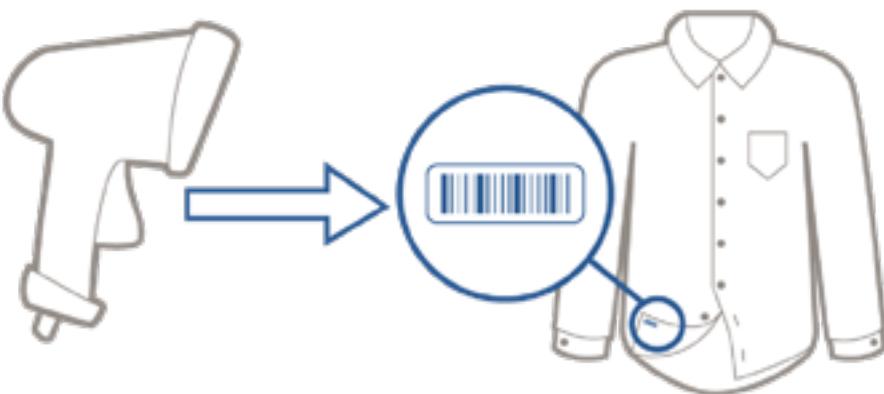


Automatic Assembly

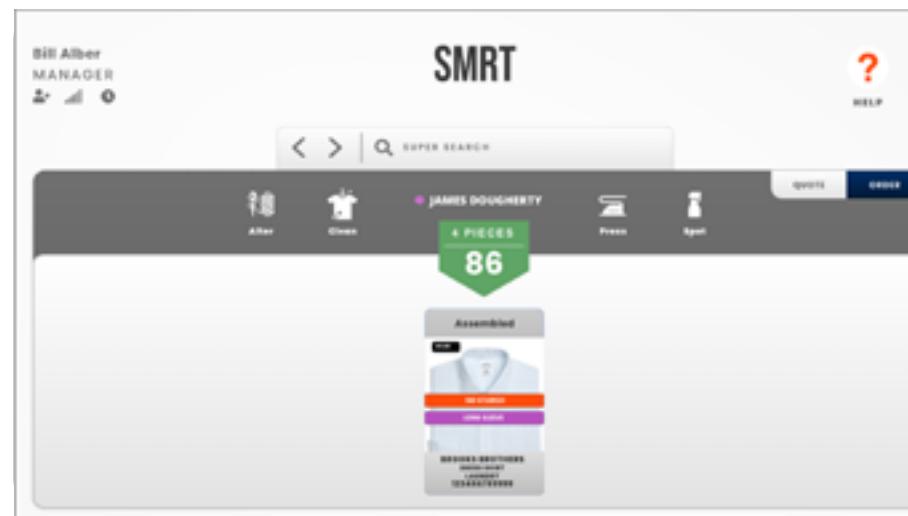
1. Use a paired scanner to scan the closest rack location to where you are standing.



2. Scan the barcode on an item waiting to be assembled. The assembly conveyor will assign a location number for the order, and rotate that slot to your location.

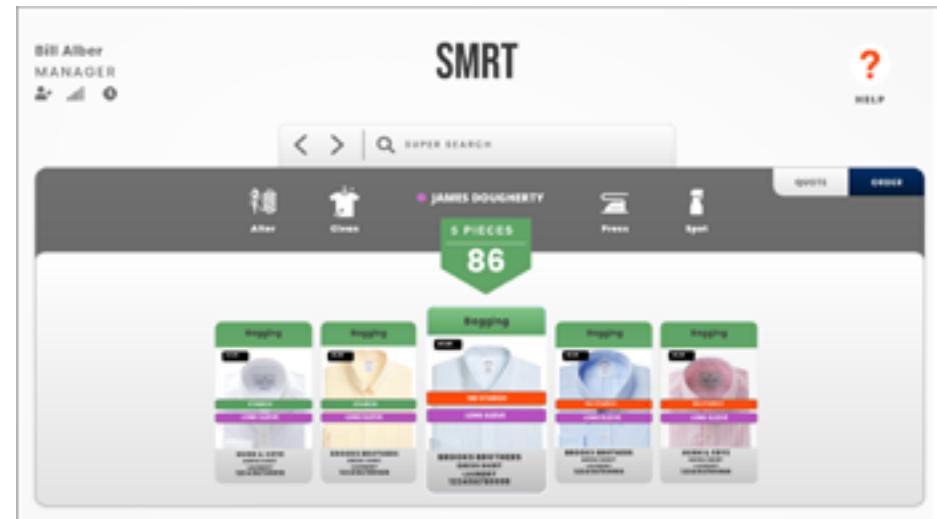


3. Place scanned item in the slot indicated on screen. Number of pieces refer to the items already in the slot.



Complete At Assembly

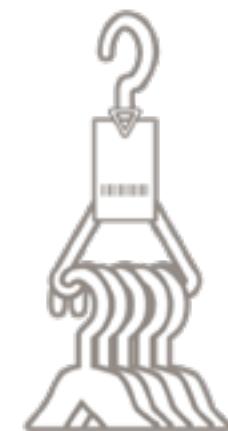
1. When an order finishes assembling slot location and item's status bars will turn green. A ticket will automatically print.



2. Take the assembled order off the slot and put it on an assembly hanger with the printed ticket.



3. Order is ready to bag.



SMRT Guidelines

FOR ASSEMBLY RACK SETUP

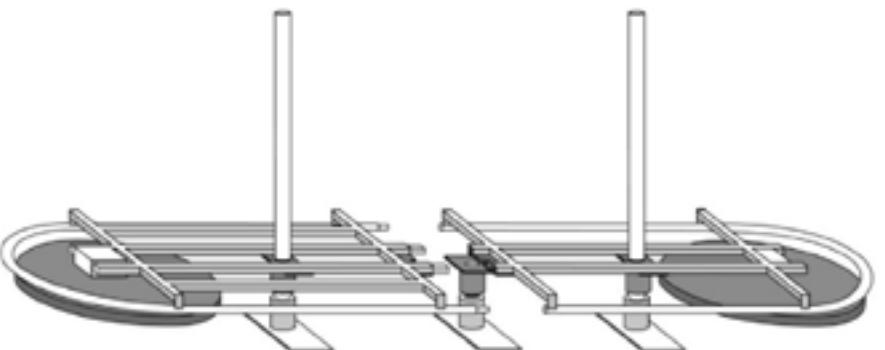
This video is a simple example of how our assembly conveyor works.

<https://vimeo.com/145413177>

This video demonstrates how to setup the assembly conveyor:

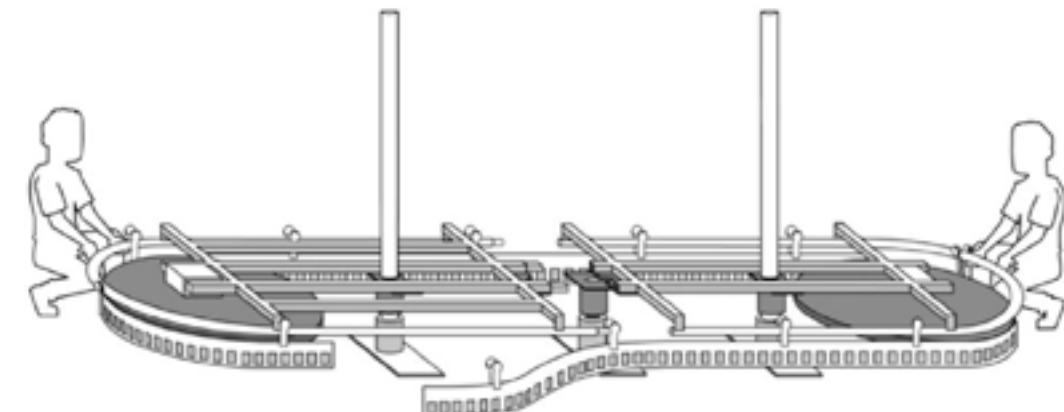
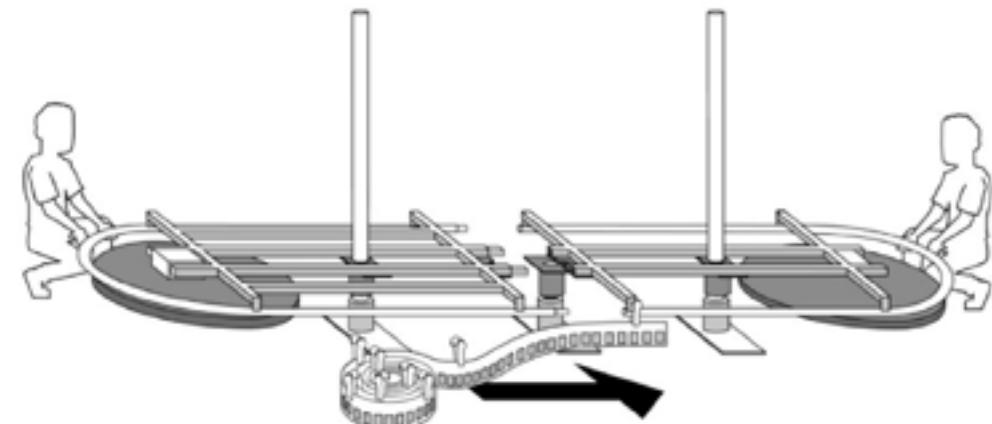
<https://drive.google.com/file/d/0B5puswZ5RZlIbHJDdGFnM1VwR28/view?usp=sharing>

1. Strip away all the packaging from both parts of the conveyor.
2. Confirm you have everything in the packing list.
3. Place both sections of the conveyor in area it will be used.
4. Replace the short support beams in the feet of the conveyor with the permanent, full-height beams.

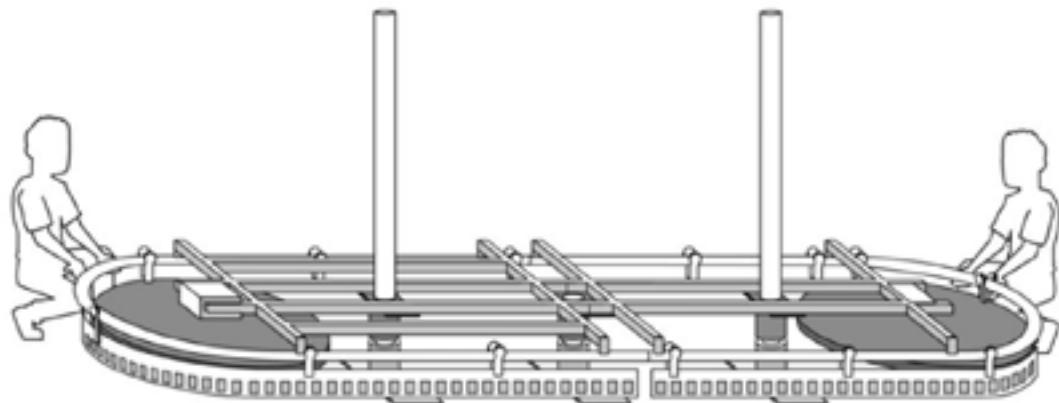


5. Tighten bolts to lock beams into the feet.
6. Cut the zip ties holding the band in place.
7. Connect all the steel band hinges except for one. $\frac{1}{8}$ inch Allen Wrench and $\frac{1}{4}$ inch end wrench needed.

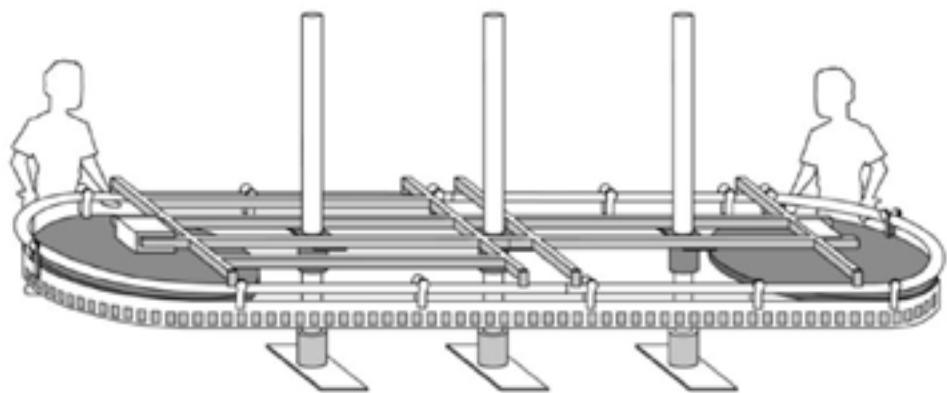
8. Thread the band onto the rail.



9. Push the pieces together and bolt to the frame.



10. Connect the steel band with the final hinge.
11. Lift halfway to connect computer, program drive and test rotation (programming and testing done by SMRT staff).



12. Bolt the E-stop and photo eye arm to the frame.
13. Attached the VESA mount the frame of the conveyor.
14. Attach the computer to the VESA mount and run the power cord into the NEMA box.

GET SMRT

(919) 849-5500 | SALES@SMRTSYSTEMS.COM

SMRT App Accounting Glossary

Cash Box

- **Cash Box** - Delineates cash transactions made on a specific date (selectable). It lists the time of the transaction, as well as the employee who processed it, the customer's name, and the amount of the transaction. Each agent has its own transaction breakdown. This section also shows any checks processed, as well.

Customer

- **Customer** - This report details how many total customers a particular entity has, as well as the total route customers, lost customers, as well as the monthly average of sales made per customer. Customer data can be filtered by caliber of spender (top 20%, upper mid, lower mid, etc.), when they last visited, frequency of visits (weekly), customer's inventory status (+15 days, +30 days, etc.), and finally agency (store location).

- **New Customers** - This report accounts for new customers gained throughout the day. A date range can be selected and applied to filter data. The report lists each new customer by displaying the time the new customer placed their first order, customer name, first order, and what store location they visited.

Financials

- **A/R Balancing** – Displays the beginning and ending accounts receivable balance within a specified date range. It also shows how sales made upon drop-off (debit), raise the accounts receivable balance. Conversely, it illustrates how payments made at pickup (credit), reduce the accounts receivable balance.
- **A/R Balancing Transactions** – Details the effect that each particular transaction has on the accounts receivable balance. It displays the date and time of each transaction, as well as the customer name, employee name, and agent. The main advantage of this section is that it clearly shows how debits and credits affect the accounts receivable balance.

- **Claim Transactions** – A list of specific transactions containing claims made by customers. It displays the date and time that the claim was made, as well as the customer name, payment method, comment relative to the claim, employee name, agent, and claim amount.
- **Credits Created** – Encompasses multiple areas of credit such as “Overpayment” and “Prepayment”. This section explains why there is credit being distributed, either because of an overpayment or a prepayment. It also shows “Credit Notes”, which is evidence of reduction in sales for a multitude of possible reasons. Credit notes, overpayments and prepayments are displayed by the agent and totaled in the last column. Can be shown by graph or master list.
- **Credits Created Transactions** – Essentially a transactional breakdown of the “Credits Created” section. It displays the date and time of each transaction, as well as the customer name, credit type, specific comment pertaining to the credit, employee name, agent and amount of credit transaction.
- **Credits Used** – Compared to “Credits Created”, this section expresses the amount of credits that have been utilized over a specific date range, whereas

“Credits Created” can show some credits that have not been utilized yet.

This section lists the agent, prepayments, overpayments and credit notes as well as the total.

- **Credits Used Transactions** – Essentially a transactional breakdown of the “Credits Used” section. It displays the date and time of each transaction, as well as the customer name, credit type, specific comment pertaining to the credit, employee name, agent and amount of credit transaction.
- **Deposits** – Tracks deposits within a certain time-frame. It can be displayed as either a graph or a list showing the agent, method and daily deposit totals, as well as a grand total. It also illustrates the deposits specific to cash, check or credit card.
- **Incoming Pieces** – Shows the amount of pieces that were dropped off and categorizes those pieces by specific departments, such as; laundry, dry cleaning, households, laundered shirts, etc. It also presents a grand total of pieces that were dropped off per agent.
- **Incoming Sales** – Displays the sales made at drop-off by the customer. It breaks down the sales by specific departments. These departments include;

laundry, dry cleaning, households, laundered shirts, etc. It also shows the total sales relative to the agent.

- **Incoming Summary** – This section summarizes the incoming sales for a company. It illustrates exactly how the total incoming sale number was calculated by showing the base price, and other areas that affect the base price to ultimately arrive at the sales total. The areas that affect the base price are as follows: Up-charge, alteration, voided sales, adjustments and discounts. Once these numbers are included into the base price, the subtotal still must be affected by a possible surcharge and a tax amount. Once all of these numbers are applied to the base price, a total sale number will be calculated. Imported Orders can cause this number to be unequal to “Incoming Sales”.
- **Outgoing Sales** – Displays the sales made when customers pick up their clothing. It breaks down the sales by specific departments. These departments include; laundry, dry cleaning, households, laundered shirts, etc. It also shows the total sales relative to the agent.
- **Paid Sales** – Represents the portion of the incoming sales plus the outgoing sales that has been paid by the customer already.

- **Promotion Sales** – Displays different types of promotional discounts created by the company. It also provides a breakdown of the price before the discount, the total discount, and the price after the discount is applied.
- **Refunds By Method** – Classifies refunds by method, meaning cash, check or credit card. It also provides the total of the refund, as well as the refund total and agent who processed the refund.
- **Revenue By Department & Source** – Provides a breakdown of an entity's revenue by department. Each department contains a sub-breakdown of what forms of revenue each department utilized. It also shows how much each department credited a customer within a specific date range.
Time-frame can be adjusted accordingly through a selected date range.
- **Revenue By Method** – Displays forms of revenue, including cash, check, or credit card. Data can be viewed either by graph, or agent list, which shows each total revenue and revenue method total per agent.
- **Revenue Over Time** – Tracks revenue balance changes from a day-to-day basis. Data can be displayed through graphs or a dated revenue balance list; data can also be viewed either up to the last ten minutes, or yearly.

- **Sales Tax Prepayment Report** – Shows the tax zone, tax rate, price, non-taxable amount, taxable amount, and then finally the tax collected. This report is important because it utilizes the accrual method, which contains accounts receivable. It is a more accurate representation of the company's tax situation.
- **Sales Tax Report** – Illustrates the tax zone, tax rate, price, non-taxable amount, taxable amount, and then finally the tax collected. This report utilizes the cash method, which omits accounts receivable. It is not always the best way to ascertain a company's current tax situation, because accounts receivable is not included.
- **Transactions** – Displays transactional history within a certain time-frame. It shows the date and time the transaction was made as well as the customer's name and payment method. It also lays out the employee name, comment, agent, and transaction amount.

KPI Dashboard

- **Control Tower** - This report contains crucial elements needed to ascertain the financial health of an entity. It displays the revenue balance, incoming

sales, outgoing sales, how many incoming pieces have been processed today, incoming orders, new customers, total accounts receivable, number of statements unbilled, outstanding autopay, declined amount, picked up not paid, and lastly overdue orders. The report also shows percentage change from yesterday to today for revenue, incoming sales, outgoing sales, incoming orders and new customers.

- **KPI Config**

- **Categories** - This section is compiled of different reports that contain subreports within them. The categories listed are as follows: Notes/issues, alterations, customer contacts, customers, deliveries, financial transactions, gift cards, wardrobe, orders, rack logs, item price updates, items, and lastly time cards. As previously stated, each one of these master reports contain subreports that are significantly more specific.
- **New Report** - This section provides the user with the ability to create customized KPI reports. These reports can be manifested by using pre-populated drop downs for the rows and columns, as well as filters for several different items. These capabilities allow the user to

create a KPI report for a specific need. Each report must be given a title, and is subsequently assigned to the category chosen when creating the report.

Performance

- **Performance** - This report shows each worker's performance level relative to how many pieces they processed hourly in their respective department. Data can be displayed by a single date selected at the top. An interactive graph illustrates productivity for each employee.

Production

- **Overview** - Delineates sales and production by month. Provides a breakdown by listing the month, total sales, sales per day, revenue per piece, pieces in, pieces in per day, pieces out, pieces out per day, pieces solid, orders, orders per day, enrolled customers, new customers, and unique visits.
- **PPOH** - The “Pressing PPOH” section, or “Pieces Per Operating Hour”, can be displayed by a specific timeframe. The purpose of this section is to calculate and show the PPOH for each employee, which represents each employee's productivity. It displays the amount of pieces each employee

processed during their allotted work hours, the value of the pieces they processed, total hours they worked, and finally the PPOH for each employee. This section is still a work in progress, as we are planning on adding a breakdown of the PPOH per item type (i.e., shirts, dry cleaning, wedding”.

Receivables

- **Receivables** - An encompassing breakdown of the Accounts Receivables. It categorizes the receivables by either “Current”, “1-30 Days”, “31-60 Days”, “61-90 Days”, “91+ Days” and “Total A/R”. It also shows each customer transaction that affects the total A/R; this area is still a work in progress and we plan to simplify it. At the top of the page, data can be filtered by a specific “Agent”, which can be very helpful. The reason for this section is to display how much of an entity’s A/R has not been collected over a specific period of time. Any A/R totals that haven’t been collected in <30 days need to be addressed.

SMRT Service Usage

- **SMS Usage Over Time** - This report exhibits a graph that shows how many SMS (texts) were sent out to customers, as well as the texts that customers sent to SMRT, within a weekly period of time. If you select a specific column of the graph (weekly range), you can view a breakdown on the text messages sent or received. This breakdown displays the text messages by date and time; it also shows the sender's phone number, recipient's phone number, customer name and whether the text was incoming or outgoing.
- **Station Usage Over Time** - This report displays the number of stations in use within a specified time range. A graph is utilized to display how many stations were in use during a weekly period of time. Below the graph, you can see a breakdown of the weekly transactions used with these stations, once you select a specific weekly column in the graph.

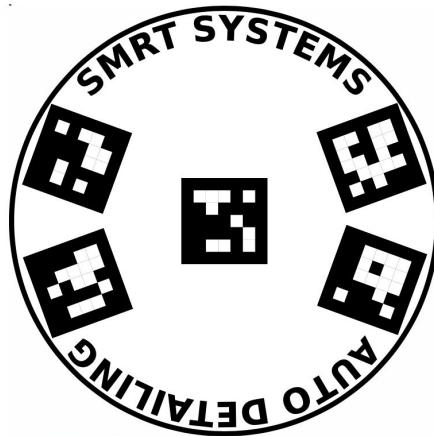
Time Clock

- **Payroll Reports** - A complete illustration of the amount of hours worked during a specific timeframe. This report displays the total amount of hours, as well as a breakdown of the hours utilized, by department. It can be

filtered by employee name, task, and store. Below this main report, it lists every employee and how many hours they have worked during the specific time period chosen. If you click on the employee's name, it shows a breakdown of the duration required by a specific task.

- **Time Cards** - Displays each employee's time card within a selected date range. This report can be filtered by employee name, task, and store. It also provides an option to hide inactive employees.
- **Today's Activity** - Provides an up-to-the-minute timecard report for each employee. Can be filtered by date, as well as employee name, task, and store.

SMRT AUTO PHOTO



Requires Logitech C920 or C930e Camera

SMRT Auto Photo at Detail

1. Scan Garment's barcode.
2. If it is a new barcode, and the QR is covered, SMRT will capture the image automatically.



SMRT Auto Photo at Assembly

1. Scan Garment's barcode
2. Hang garment on backdrop to cover the QR Code.
3. Camera will detect if QR Code is covered and capture a new image after the image has no movement.
4. Image will replace the existing picture if an older image is there.
5. If garment is hung on conveyor and new barcode is scanned SMRT will not capture an image.



B.

Assembly

125



Unfinished Garments captured at detail

C.

Assembly

125



Finished Garments captured at assembly

D.

Assembly

125



SMRT < >

Clothes Tracker



Rick M

Rebecca Henderson

3376 CLAY ST

(650) 302-4297

Card *5122

henderson-house.com

Route Pending

Clothes Tracker

Wardrobe

Payment

History

+ Order

Pay

Pickup **0**

Thu 03/25/21 5pm

21082-185 - 12 pieces - Delivery

Processing

Help

A

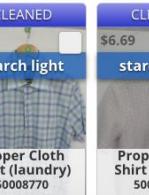
Assembly

AR84

Extract



Items in Process





Henderson, Rebecca

Laundry Shirt Starch:

Light

Crease Pants:

As needed by garment

Damages:

Contact before repair



Details

Item

50009944

Proper Cloth

Shirt (Laundry)

Annotations



History

6 Orders - Created: 10/20/20 11:03am

3/23/21 9:15am **21082-185** **Lot: SHIRTS 55** **\$4.17**

● Opened Balboa: Remote Rick M 03/24 11:09:08 AM

● Assembled AR84 Balboa: Assembly 1 Jose M 03/24 10:40:25 AM

● Pressed Balboa: 242-Pressing 1 Nery M 03/24 9:30:58 AM

● Cleaned Balboa: 231-Folding Kim P 03/23 1:23:54 PM

● Printed Balboa: 231-Folding Kim P 03/23 1:23:54 PM

● Detailed Balboa: Counter 2 Kim P 03/23 12:02:57 PM

2/8/21 11:05am **21039-034** **Lot: SHIRTS 22** **\$4.17**

1/25/21 11:54am **21025-128** **Lot: SHIRTS 14** **\$4.17**

12/21/20 9:09am **20356-493** **Lot: SHIRTS 96** **\$4.17**

11/6/20 10:38am **20311-867** **Lot: SHIRTS 65** **\$4.17**

10/20/20 11:03am **20294-687** **Lot: SHIRTS 53** **\$4.17**

Fabric



Gingham

Cotton

Price/Count

\$4.17

\$4.17

Prefs

Reject

Future Price

Alter Only

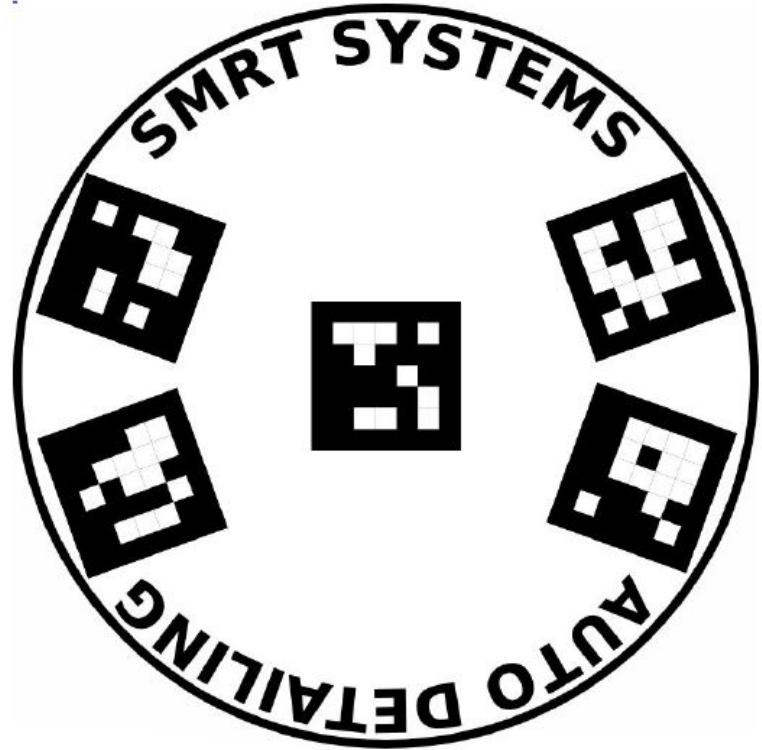
Press Only

Duplicate

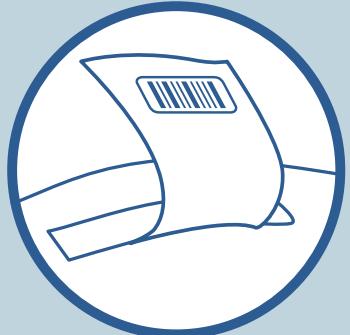
Send To

Info

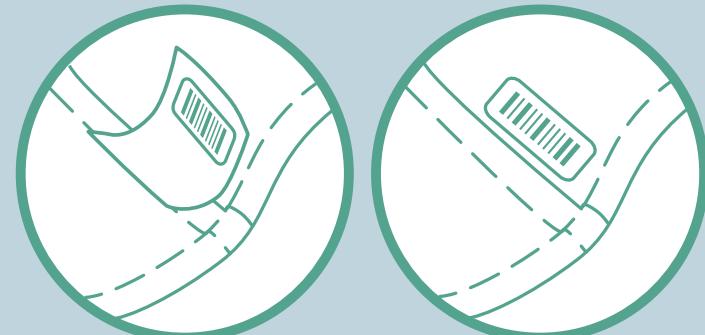
Save



Barcode Placement



Primary Code Location



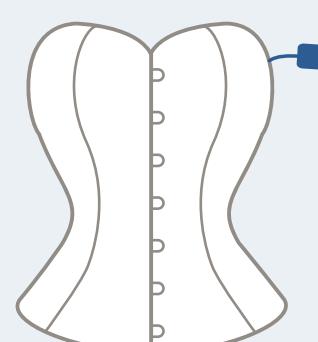
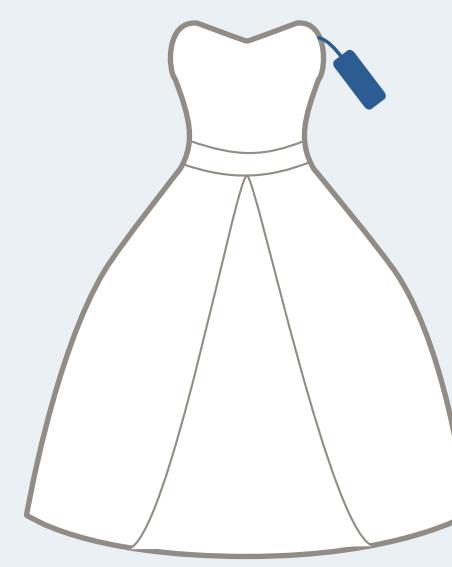
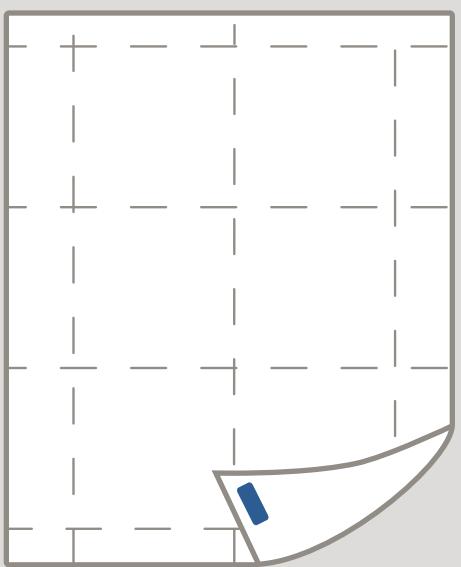
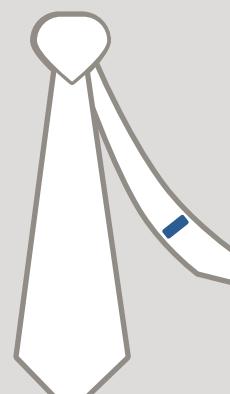
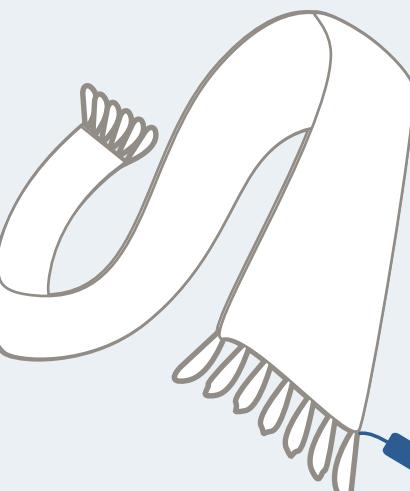
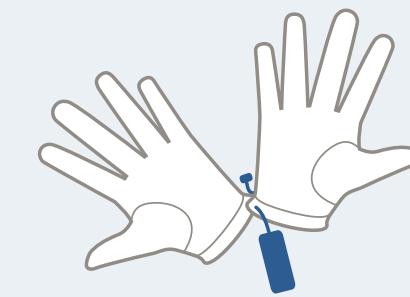
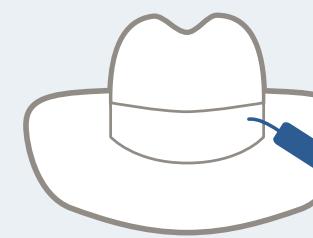
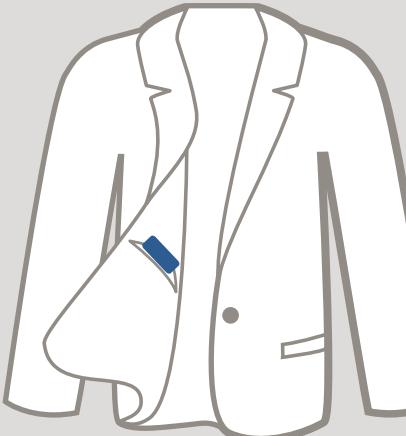
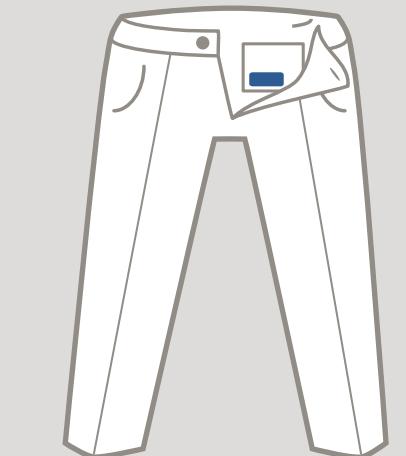
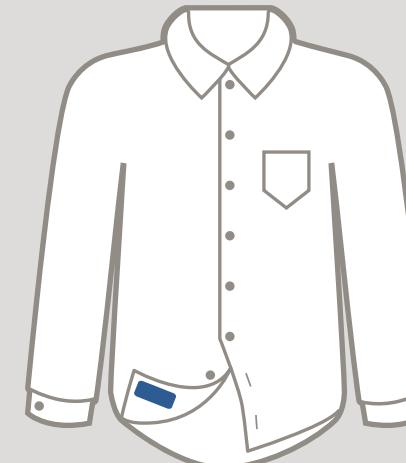
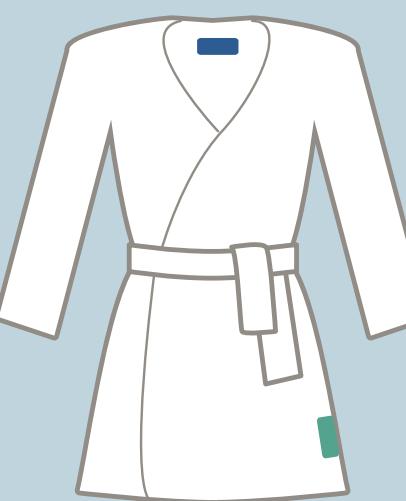
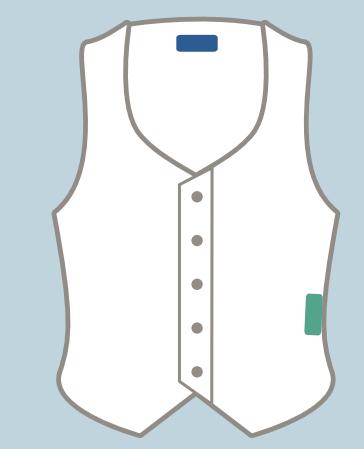
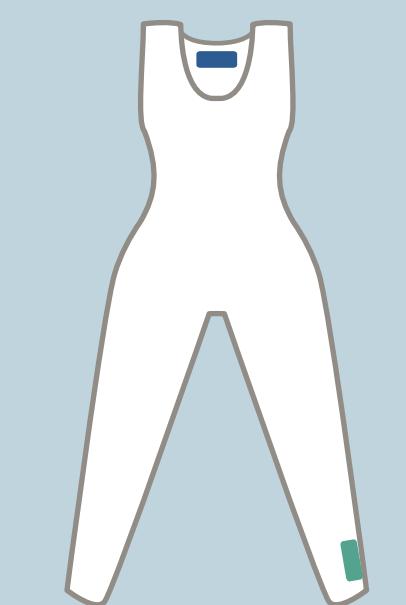
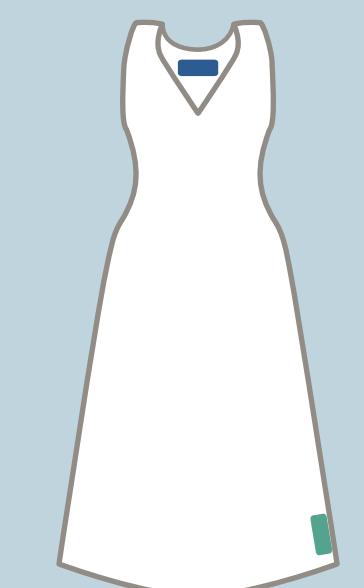
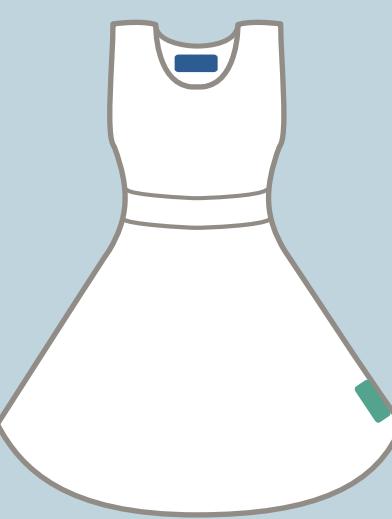
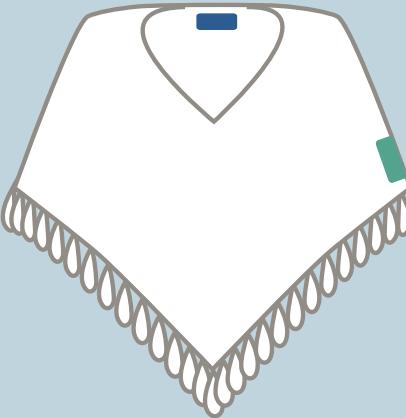
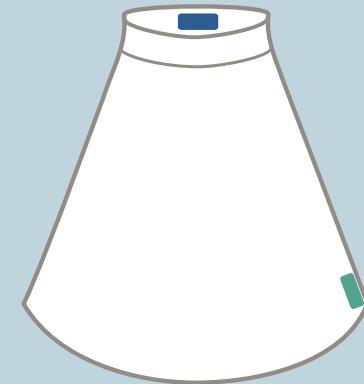
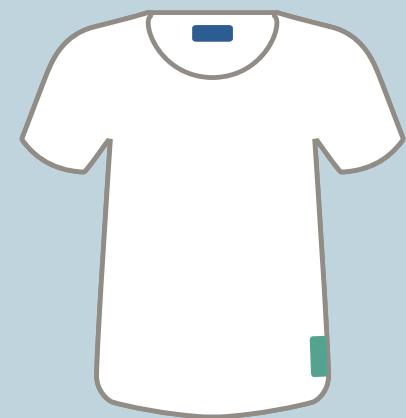
Secondary Code Location



Special Item Code Location



Temporary Tag Location



Stripe Terminal Setup

Setup

1. Make sure that the Store has an address and that it is valid.
2. Payment Settings

The screenshot shows the SMRT software interface. On the left, under 'General Payment Settings', there are several configuration options:

- When does your credit-card merchant close their daily batches?**: Set to 12:00 AM.
- Save Cards on File by Default**: Unchecked checkbox.
- Show Amex separately in reports**: Unchecked checkbox.
- Accepted Credit Cards**: Buttons for Visa, MasterCard, American Express, and Discover.
- Accepted Payment Methods**: Buttons for Cash, Check, Credit Card, Balance, Free, and Stripe Terminal. The Stripe Terminal button is highlighted with a red underline.

On the right, a 'Merchants' section is open for creating a new merchant named 'Stripe'. The 'User' field contains the value 'acct_xxx', which is also highlighted with a red underline. The 'Agents' field contains 'Main'. At the bottom right of the merchant form are 'Cancel' and 'Save' buttons.

- Create a Stripe merchant and set User to the business' Stripe account (`acct_xxx`). This step is also applicable for online payments with Stripe.
- Add `Stripe Terminal` to `Accepted Payment Methods`

3. BBPOS WisePOS E setup

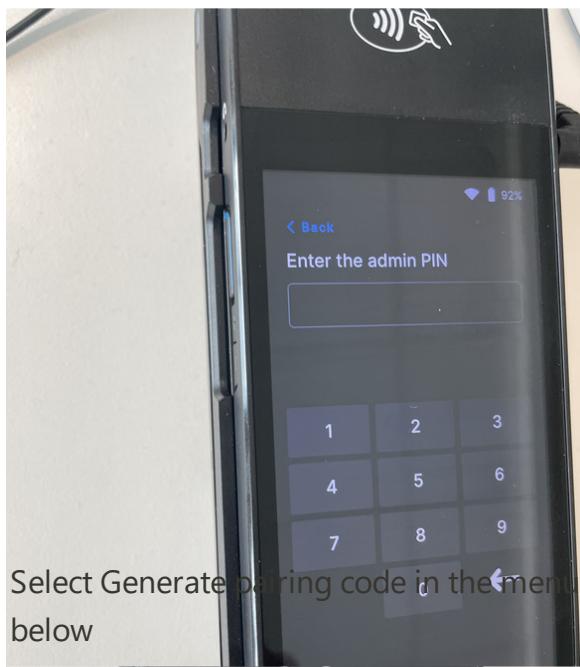
See <https://stripe.com/docs/terminal/payments/setup-reader/bbpos-wisepos-e> for reference. Turn on the terminal and follow the first time setup instructions. Make sure that the terminal is connected to a Wi-Fi.

Generate pairing code:

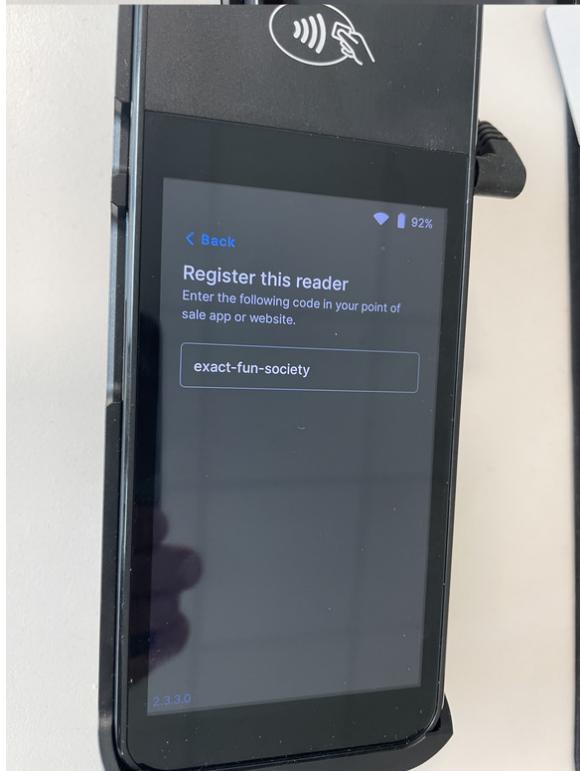
- Go to settings on the terminal (swipe from left to right and press Settings)



- When requested, enter the admin PIN **07139**



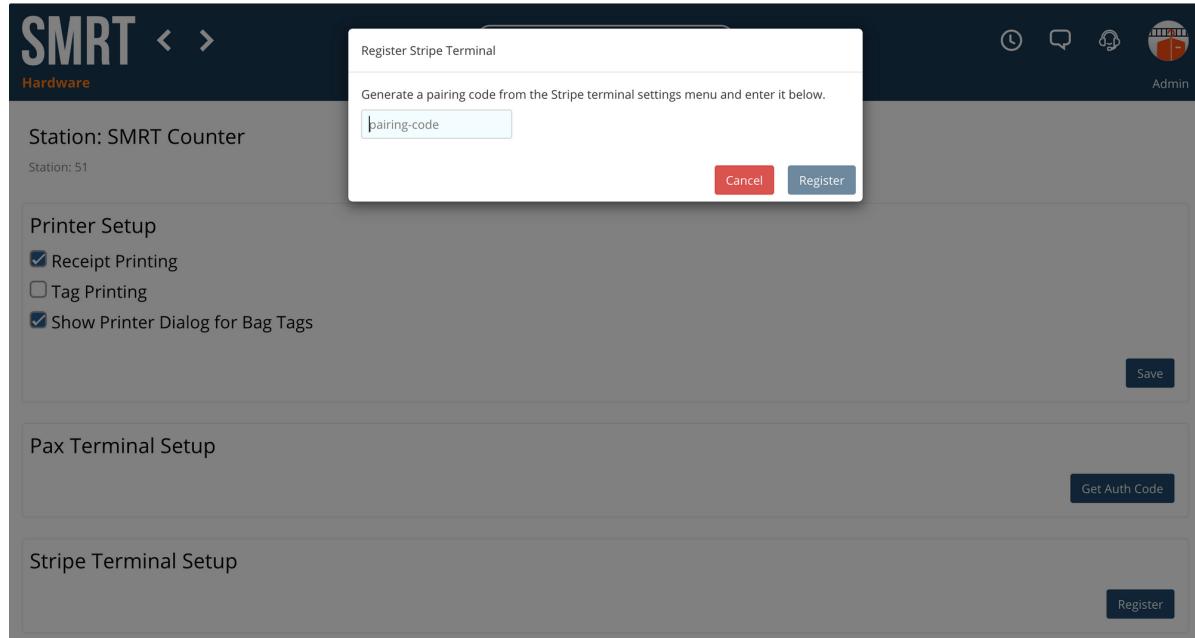
- Select Generate pairing code in the menu and note the pairing code shown like below



4. Hardware Settings

Register the terminal using the generated pairing code (e.g. `random-word-sequence`)

If you get an error similar to `Failed to register reader with error: Please ensure that the store address is correct`. You must go into the settings for the store and change the address until it works.



5. Verify that pairing was successful

- The terminal should return to the home screen, which means that it's ready to process payments.



- The Hardware Settings page should look something like below

The screenshot shows a web-based configuration interface for SMRT hardware. At the top, there's a header with the SMRT logo, navigation arrows, a search bar, and user icons for Admin, Logout, Chat, and Help.

Station: SMRT Counter
Station: 51

Printer Setup

- Receipt Printing
- Tag Printing
- Show Printer Dialog for Bag Tags

Save

Pax Terminal Setup

Get Auth Code

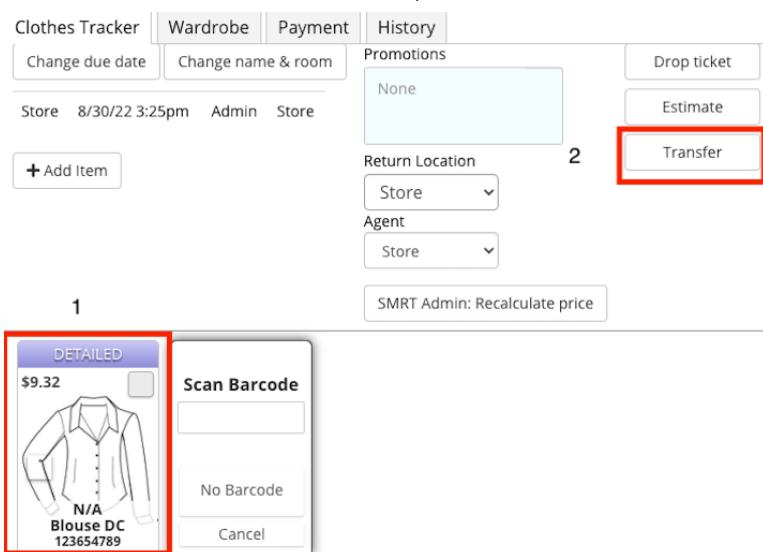
Stripe Terminal Setup

A device is associated with the station
Serial number: WSC513101001824
Registration id: tmr_EpaJowGaG1fR9

Register

Transferring a HSL to another customer

- 1) Detail the singular item (or items) that you want to transfer on the current account that it is associated with. Remember, you can only transfer full orders so if there are items on the order that you do not want to transfer, you cannot pick and choose. Which is why you ONLY want to detail items that you intend to transfer.
- 2) After the item has been detailed, click on the Transfer button.



- 3) Search for the customer you are transferring the item/order to.

Transfer This Order and Items to Another Customer

Original account

#222423055
#22242-3055
08/30/22
mariha test
Acc #3770cwb2n

Current Customer

3

Select Customer

test

CUSTOMERS

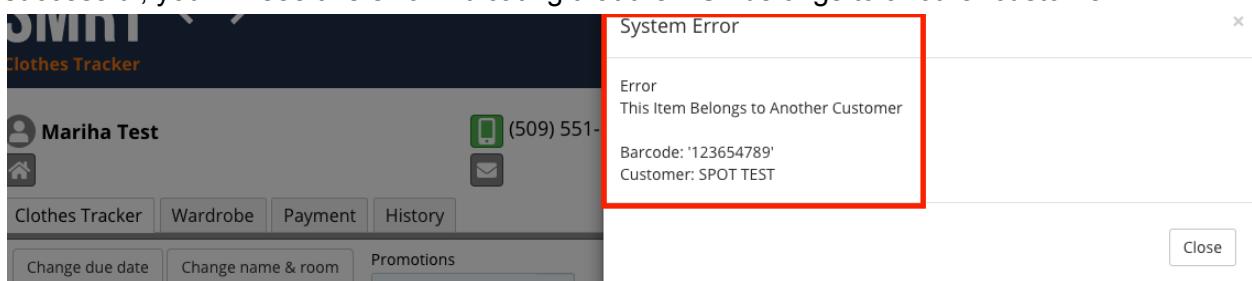
SPOT TEST
209 MANG AVE, KENMORE, NY 14217-2656
Test222 Test
123 Mang, Kenmore, NY 14217
Test Test
2375 ELMWOOD AVE, KENMORE, NY 14217-2650
Spot Setup Test
Test

- 4) Confirm that the customer you are transferring the order to is correct

Transfer This Order and Items to Another Customer



- 5) After you have pressed confirm, click on open account to confirm the order has been transferred.
- 6) Another step of verification is to go to the original customer account where you detailed the item/order (before the transfer) and try to scan or type in the HSL. If the transfer is successful, you will see this error indicating that the HSL belongs to another customer.





UPDATING PRICES

1. Access the Item Types Settings



2. Once you've found the item by scrolling down the list or through the search box, click Edit

Name	Category	Price	Oversize	Rack Space	Status
2 Sided/Braided Rug	Area Rugs	4.5	<input checked="" type="checkbox"/>	1	<button>Edit</button> <button>Disable</button>
Minimum Rug	Area Rugs	25	<input checked="" type="checkbox"/>	2	<button>Edit</button> <button>Disable</button>
Pet Stain/Mildew Rug	Area Rugs	6	<input checked="" type="checkbox"/>	2	<button>Edit</button> <button>Disable</button>

3. The item settings will open. Edit the price and Save

Edit Item-Type: Dress

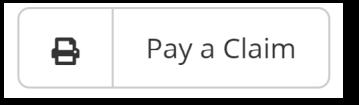
Name	Dress
Category	Dresses / Skirts
Department	Dry/Wet Cleaning
Item Image	Dress
Price	19.3
Charged by Unit	<input type="checkbox"/>
Charged by Area	<input type="checkbox"/>
Multiply Special Cares	<input checked="" type="checkbox"/>
Oversize	<input type="checkbox"/>
Production Value	1.00
Rack Space	1
Multi Piece Count	1
Don't Report on Item	<input type="checkbox"/>
Zero Price Item	<input type="checkbox"/>

Item id #5. Detailing form barcode: IT5B

Close Save

SMRT

SMRT uses different language than SPOT for refunds and claims. Please refer to this document to best determine how to proceed with a customer.

VOID PAYMENT THE ORDER WILL STILL PAID FOR	PAY A CLAIM THE ORDER WILL NEVER BE PAID
 Void Payment <ul style="list-style-type: none">- Customer has already paid for their order, but may<ul style="list-style-type: none">o Have wanted a discount appliedo Needs an invoice adjustment (Press Only, Alter Only, Updated Price)- Paid with the wrong card (debit credit) and need to repay with another- Charged the incorrect customer	 Pay a Claim <ul style="list-style-type: none">- Customer wants full reimbursement of cleaning costs- Customer wants reimbursement for a damaged item (formal claims process handled by management ONLY)- Customer wants money back and will not pay for their order
Process <ul style="list-style-type: none">- Select Void Payment (see below)- Include reason for the Void- Select the payment method for reimbursement (method customer used initially)	Process <ul style="list-style-type: none">- Select Pay a Claim- Include reason for the Claim- Select the payment method for reimbursement (method customer used initially)

SMRT

 **Claim Example**

   No Card on File
 Gibson's Cleaners 01

Clothes Tracker **Wardrobe** **Payment** **History** More Payments Add Credit Open Invoices Invoice Statement

CURRENT **1 - 30** **31 - 60** **61 - 90** **91+** **CREDIT** **DEPOSITS**

October 15, 2022 - November 15, 2022 ▾

Date	Agent	Transaction	Description	Status	Debit	Credit	Balance
11/15/2022 11:19am	Gibson's Cleaners 01	Payment	for #22319-5135.	Check - test	11.30	0.00	 Void Payment
11/15/2022 11:18am	Gibson's Cleaners 01	Sale	#22319-5135 11/15/2022	Picked up & Paid on 11/15/2022	11.30	11.30	 Pay a Claim
10/15/2022 12:00am		Balance				0.00	