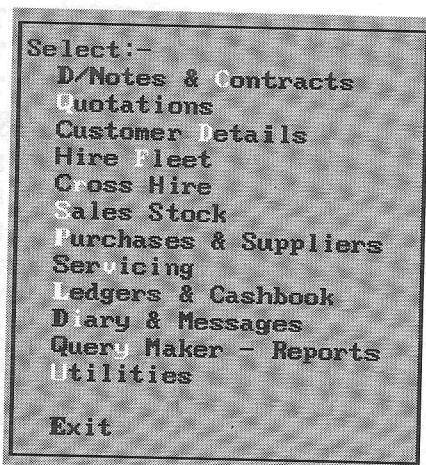


Introduction

Hiredesk deals with the preparation of hire/sales contracts from initial creation through to final invoicing and payment. It tracks all the components necessary that make up a hire contract and caters for both cash and credit account customers.

The system is designed around a menu driven interface that enables easy and rapid switching between the component modules, and has been specifically designed to accommodate those with little or no computer experience.

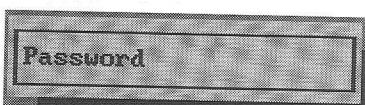
Screens have been designed to provide the user with as much information as possible on the screen at the same time, and in the case of hire/sale contracts, invoices and orders, closely resemble their paper-based equivalent.



Throughout **Hiredesk** options from menus can be chosen either by highlighting that line using the arrow keys, or via the highlighted letter - e.g. to select *Hire Fleet* just press "F".

The following pages are broken down into sections - each dealing with one item from the main menu, although inevitably there is some overlap. The purpose of this manual is to illustrate how the system fits together as a whole and to deal in greater depth with those areas which are not immediately obvious when using the system.

Password and User ID



The password can be up to 10 characters long and is required once only, at the beginning of the session, to log in to the system. The password determines the limitations of the terminal, printer selection and display (colour or mono).

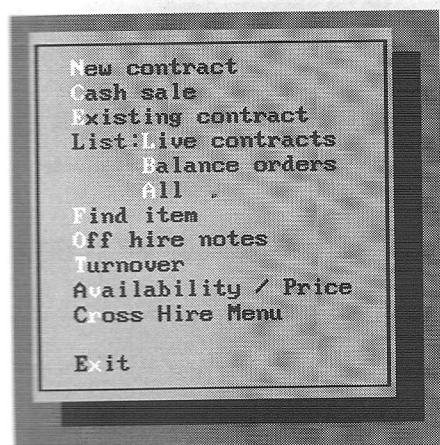
The users ID is limited to 4 characters, and is required to gain access from the main menu to each of the sub-menus.

From each users ID code the system determines what level of access to grant and will add the operators name to certain documents (hire/sale contract, purchase order, cross hire etc.)



See *Terminal Details* and *User Details* on pages 80 and 81 for details on setting up passwords and user ID codes.

Hire/Sales Contracts



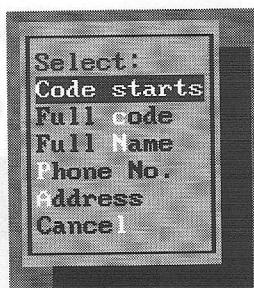
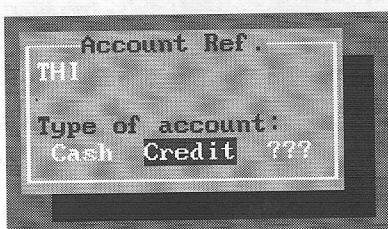
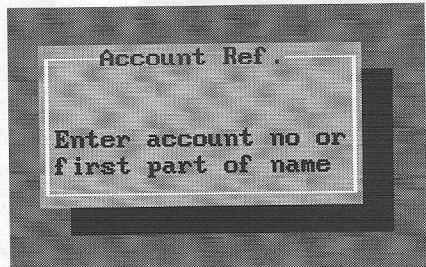
- Create a new hire/sale contract
- Cash account sale only transactions
- Locate and process existing contracts
- List all live incomplete contracts
- List outstanding and produce balance sales contracts
- List contracts regardless of status
- Find any item on a contract - hire or sales
- Display collection off hire notes / Find off hire reference numbers
- Displays a summary of contract turnover
- Shows hire rate & current status of hire items - available, test and repair
- Show Cross Hire / Re Hire Menu

NEW CONTRACT

Enter the account reference or the first part of the customers name.

For new customers (cash accounts only) leave this blank and you will be asked if you wish to open a new account.

Next specify whether this is a credit or a cash account. The ??? option will list both types of account.

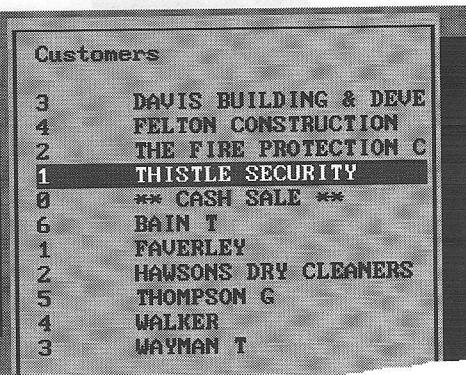
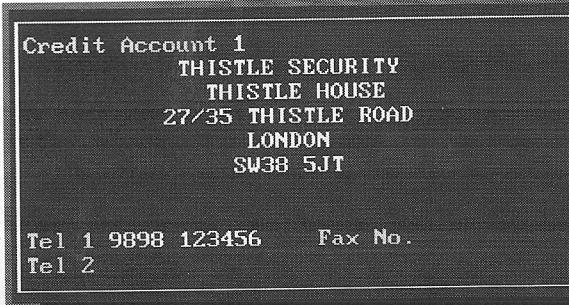


If no account name is found to match then the user can select from a list of further search options

If this entry does not exactly match with an account reference, the first account name that matches the keyboard entry is highlighted in a list of accounts.

To select an account, scroll through the list. Cash customers details can be edited by pressing F10.

Press *Enter* to continue raising a contract or *Esc* to cancel.



Should no matching account be found you can open a new account by pressing *Insert*. This option is only available for cash account customers - credit accounts can only be opened via the *Customers Details* section (page 22).

Having opted to produce a hire contract or sales delivery note the following box will appear requesting the time (not required for sales delivery notes) and date for this contract. The system will default to the current time and date.

Time	11:42 am
Date	19/09/2000
Due back	23/10/2000

The type of document can be set by user - Hire/Sale Contracts, Sales Delivery Notes or a choice between the two - See User Details.

For hire contracts you can specify the use of exact time or a variety of AM/PM options - See Default Settings - Options in the Utilities section.

Due back is optional - if supplied this will be the default date for advance payments

The next two steps are required, for cash account customers only, to log identification and deposit details.

A list of identification types is available to pick from.

Having made your choice the number appearing on the identification document can then be recorded.

Two forms of identification can be stored. This information will be printed on the hire contract.

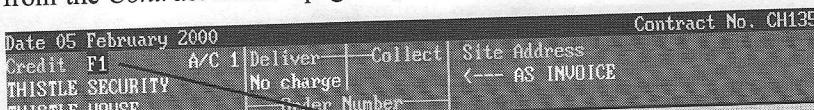
Next the site or delivery address, should there be one, is recorded.

If previous addresses exist - either those saved whilst creating earlier contracts or those added via the *Customer details* section - these are available to add to the contract by selecting *Search File*.

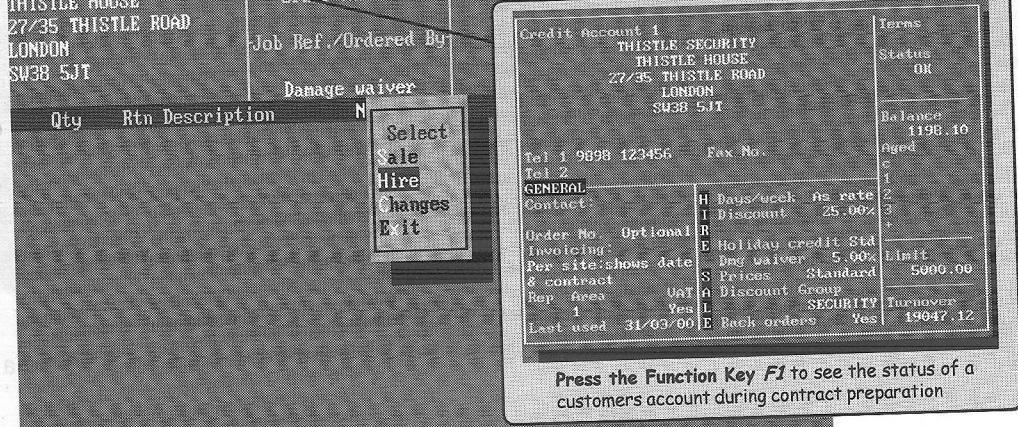
The order and ordered by details are then requested.

If a delivery charge is to be made this can now be added.

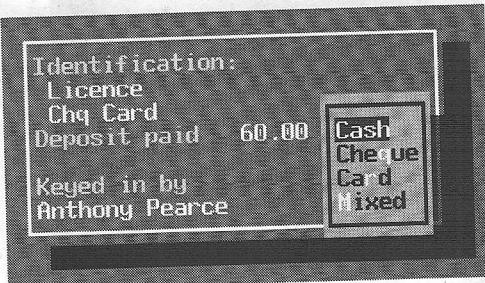
Both delivery and collection charges can be added at any time during the life of the contract (accessed via the *Changes* option from the *Contract* menu - page 13).



The Contract menu is now visible in the centre of the screen.



... all hire and cross hired items

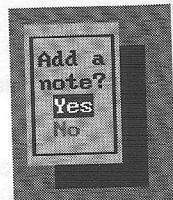


The deposit and means of payment are then entered. Open cheques/credit cards can also be noted. If you are unsure on the method of deposit this entry can be altered or added later providing the deposit has not been banked.

Search File option. If an address does not exist, by using this option the address entered can be retained for future use.

Keyboard entry is for those addresses which you do not wish to use again.

As *Invoice* leaves the site address blank.



A note can now be added that will appear adjacent to the site address on the printed contract/delivery note.

- Hire/
choice
use of
- See
section.
be the

The *Contract* Menu comprises of 11 main options, two of which are swapped after the contract is activated (*Collect* & *Return* replace *Activate* & *Abandon*). Some options are available only at a particular stage in the life of the contract.

The four stages of the Contract menu.

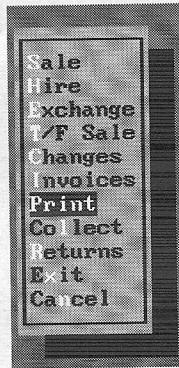
When the contract has just been started and there are no items yet included.



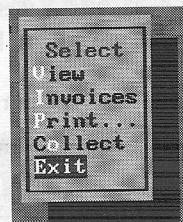
Once items have been added to the contract and until the contract is either activated or abandoned. Once activated further hire additions can be prohibited as set in the *Default Settings* of *Utilities* and by user using the *Preferences* within *User Details*.



Once activated, and until the contract is fully completed, the menu choices are as shown here. The *Exchange* option can only be used for hire fleet single unit items.



Finally, for completed contracts, these options are available. *View* replaces *Changes* and allows basically the same functions although alterations are restricted to the order number and site address.

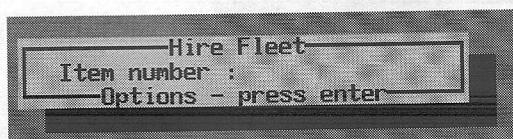


The menu choices, and how they operate in more detail follow.

Hire

Adding a hire fleet item, a non-stock item (i.e. a free typed entry) or a cross hired item.

If the item to be added is a hire fleet item and the number is known this should be entered here. (By pressing *Enter* alone other options are then available.)



Either enter a hire fleet number or press Enter alone to reveal further options.



Hire options

For hire fleet items a search can be made to list selected available items by entering partial fleet number, family group or description details.

Once a number has been entered, the system checks to see that that item is available to hire. If it is the details then appear.

Qty	Rtn	Description	No entries	Rate	Per	Disc%	Value
1		WALLPAPER STEAMER		15.25	week		
			1 Day	2 Day	3 Day	Week	W/End
			7.65	10.70	13.75	15.25	9.15

For single unit items the quantity cannot be altered. For multiple items, such as scaffold boards, the system will allow any quantity to be entered up to the total quantity currently in stock (or if negative stock is allowed - set in the *Default Settings* - to a maximum of 800).

Non stock items can be any quantity up to 999. These require an item reference number (such as a serial number), hire rate and charging band. The minimum number of days to be charged will depend on the charging band selected - see *Hire Fleet* section for details on charging bands on page 31.)

Each item of hired equipment is included in a family group, it is this group that determines the accessories and safety items that are offered, and in most cases the hire rate, although the rate can be set up to apply to a single fleet number only (see *Hire Fleet* section) if desired.

For kit items, such as a tower, the fleet number displays the kit description. It is the discount that is entered against this kit description that determines the discount that will be applied to the component items. For kit items the hire rate can either be for the kit as a whole, or for each component item - this distinction is made in the setting up of the kit in the *Hire Fleet* details. Once the kit description and discount is entered a list of all the components that make up that kit appears. These quantities can be altered if required.

Multi part item - required components			
Fleet No	Description	In Stock	Required
A/MAIN	MAIN FRAMES	12	4
A/BASE	BASE FRAMES	4	2
A/GUARD	GUARD RAILS	4	2
A/STAIR	STAIRWAYS	9	3
A/PLAT	PLATFORMS	9	3
A/CAST	CASTORS/ADJ LEGS	8	4
A/2.7	2.7M BRACES	23	11
A/1.8	1.8M BRACES	38	19
A/TDE	TOE BOARD SET	3	1

Review quantities. Insert add to contract - Esc abandon

Once the quantities have been reviewed, pressing *Insert* adds all those with a figure in the *Required* column to the contract.

If the hire fleet's family group contains accessories and safety items these are then offered, again by means of a box list. The example above shows those items that have been linked

Recommended accessories & safety equipment			
Stock No	Description	Price	In Stock
HFA-C	TOOL CASE	20	1
L5	5mm x 100mm SDS+ Bits	2.39	17
L6	6mm x 100mm SDS+ Bits	2.39	20
WGS	High Impact Goggles	3.30	31
WRG	Rigger Gloves	1.92	18
WEF	Ear Plugs (Pair) 110Db	0.43	17
WM	Mask BS6016 Type 2	1.66	17

Confirm/change as required.
 Hire Note Sale/Sharpen Insert to add to contract
 Esc to ignore all accessories/notes

to the family group to which a SDS Hammer Drill belongs. The quantities are recommendations only (as set up in the *Hire Fleet* section) and can be altered according to the needs of the customer.

If when entering a hire item onto a contract the system reports that the item concerned is already out on another contract a message box alert will appear. If you

Already allocated on hire		Contract	Date out
ASP 10 - HILTI TE74 110V	Site address	11	17/03/95
Account 1 THISTLE SECURITY THISTLE HOUSE 27/35 THISTLE ROAD LONDON SW38 5JT			

Confirm Abandon

are sure the number entered is correct you may override the current whereabouts of the item by selecting confirm. As you move between *Confirm* and *Abandon* a message bar at the base of the screen reminds you what each option does.

Swap to this contract. Original entry will be prefixed with a "?".

If *Confirm* is selected the contract on which the item was originally allocated remains exactly as it was with the exception that the hire fleet number recorded as being out on this earlier contract is adjusted. This does not actually remove the item from the previous contract, it just transforms the item from a hire fleet to a non hire fleet transaction and adds a "?" to the beginning of the number, so in this example the original contract will have the number replaced with "?ASP 10".

This situation can only arise if an item from the hire fleet has been returned and the off hire return procedure has not taken place.

safety
number

Cross hired items can be included on the contract by picking from the list of items that are currently available. Cross hire items must first be set up by raising the cross hire order (see the *Cross hire* section - page 42). *Hiredesk* tracks the whereabouts of all such items, single cross hire orders may be spread over many hire/sales contracts.

Cross hire order items can be added either individually or a multiple selection made and then added together.

Available cross hired equipment			
Hired from	Order Number	Cost Max.	Description
THE HIRE COMPANY	RH_C1	6.40	9 12' ALUMINIUM TRESTLES

To select, highlight line using ↑ or ↓ then press Enter - ESC to exit

Enter price to customer. - Cost Price 4.55 - 20.00% (£3.64).

Cross Hire
Basic rate 4.55

An information display will show the cost price of that item together with the discount given by the supplier and the nett cost.

As there is no family group for both cross hired and non stock items the basic hire rate must be entered and the charging band selected.

For each charging style a different means of calculating charges can apply. Charging bands are set up from within the *Hire Fleet* section and there can be as many or as few as you require.

Once the charging band has been selected the rates calculated are displayed and can be edited.

Charging Style	STANDARD	STANDARD
	Rate 8.00	£
1 Day	50.00%	4.00
2 Day	70.00%	5.60
3 Day	90.00%	7.20
Week	100.00%	8.00
W/End	60.00%	4.80

7 day week

Sale

Both sales and resharpening items are entered onto the contract via the *Sale* option. You can enter a full sales stock number, the beginning part of the stock number, or a search can be made for any part of the stock number, description or suppliers part number. Pressing enter alone displays further options.

If you do not know the full stock number, by entering just the first few characters the system will display the descriptions of all those that match. The more characters input the more selective the list will be.

Stock Number
Other options? Just press enter.

13 descriptions containing "DRILL"		STOCK FILE
Stock Number	Description	List Price
K164	1/64 HSS Drill Bits	18.73 ▲
K132	1/32 HSS Drill Bits	11.35 ▲
K364	3/64 HSS Drill Bits	10.38 ▲
K116	1/16 HSS Drill Bits	7.17 ▲
K564	5/64 HSS Drill Bits	7.92 ▲
K332	3/32 HSS Drill Bits	6.42 ▲
K18	1/8 HSS Drill Bits	6.74 ▲
K964	9/64 HSS Drill Bits	8.88 ▲
K532	5/32 HSS Drill Bits	8.13 ▲
K14	1/4 HSS Drill Bits	15.20 ▼

Other options are *Non stock* - (a keyboard entry) or *Family*.



Amongst the options there is a search facility, a search can be made either

Qty	Rtn	Description	0	Lines	Rate	Per	Disc%	Value
In Stock	On Order	5/32 HSS Drill Bits			8.13	10	20.00	
150	10							

Once an item is selected that item is displayed together with the current stock position and a note of any that may be due in from suppliers (see the *Purchase Order* section - page 56) For multiple branches the total stock/order position is also displayed. For those users with the appropriate access rights stock can be selected from another branch .

Hiredesk allows partial sales stock quantities to be included on a contract, but only if the customers setting for *Back orders*, as defined in *Customer Details*, (on page 22) permits.

The "sent now" box quantity determines how many will actually be sent on the current contract. Any balance outstanding will be recorded and can be supplied later by creating a Balance contract (see *Balances* on page 18).

A message to show that the balance has been recorded to follow will appear briefly. All those items for which there is an outstanding balance show "Pt" (for part order) to the right of the quantity.

Quantity sent with this contract ? (remainder to follow)								
Qty	Rtn	Description	0	Lines	Rate	Per	Disc%	Value
10		5/32 HSS Drill Bits			8.13	10		

Sent now 5

5 will be recorded as "to follow"								
Qty	Rtn	Description	0	Lines	Rate	Per	Disc%	Value
5		5/32 HSS Drill Bits						

The family option allows sales stock items that are members of the same family group (as defined in the *Sales Stock* section - page 46) to be entered onto the contract in bulk. Select *Family* and enter any one of the family group's stock numbers.

The family group will appear listing all members of that group. The starting point will be the stock number entered originally. All elements from the discount to the price can be altered prior to adding the items to the contract.

Family "R/P DRILL BITS"								
Stock	Quantity?	Description	0	per	disc%			
20		6.5mm x Std. R/P Bits		1.12	1			
20	1	6.5mm x 160mm R/P Bits		1.57	1			
20		6.5mm x 300mm R/P Bits		3.37	1			
20		6.5mm x 400mm R/P Bits		4.61	1			
20		6.5mm x 600mm R/P Bits		5.65	1			
15	1	10mm x Std. R/P Bits		2.04	1			
20	1	10mm x 160mm R/P Bits		2.26	1			
20	1	10mm x 200mm R/P Bits		3.10	1			
20	1	10mm x 300mm R/P Bits		4.20	1			
20	1	10mm x 400mm R/P Bits		5.79	1			

Enter quantities required. Ins add to contract. Esc cancels.
Page 2 of 3

To add items to the contract fill out the quantity column and then press *Enter*, all those with a value in this column will then be added to the contract (by pressing the *Insert* key).

At any time you can see the sales value of the contract so far by pressing *F4* the value will then be displayed in place of the site address. To switch back to the site address press *F4* once more.

Sales		
Value	Order	Contract
6.50		3.25

If you press your hot-key combination instead of *F4*, and you have hot-key access rights, the cost and gross profit will be displayed in addition to the sales value. Whilst the cost is displayed you will be able to select a particular cost price, rather than this being done automatically, when entering sales items.

Sales		
Value	Order	Contract
6.50		3.25
Cost		
GP £	2.60	
GP %	40.00%	1.30

Resharpening items are entered in exactly the same way as sales items, the only difference is the item's sales stock code. All resharpening stock codes must be prefixed with "RR". This enables **Hiredesk** to ensure that should resharpening items not be returned at the end of a hire contract they are then charged for. Please see the *Sales Stock* section which has a paragraph that deals with setting up resharpening item stock codes.

Qty	Rtn	Description	0	Lines	Rate	Per	Disc%	Value
In Stock	On Order	5/32 HSS Drill Bits			8.13	10	20.00	
150	10							

Once an item is selected that item is displayed together with the current stock position and a note of any that may be due in from suppliers (see the *Purchase Order* section - page 56) For multiple branches the total stock/order position is also displayed. For those users with the appropriate access rights stock can be selected from another branch .

Hiredesk allows partial sales stock quantities to be included on a contract, but only if the customers setting for *Back orders*, as defined in *Customer Details*, (on page 22) permits.

The "sent now" box quantity determines how many will actually be sent on the current contract. Any balance outstanding will be recorded and can be supplied later by creating a Balance contract (see *Balances* on page 18).

A message to show that the balance has been recorded to follow will appear briefly. All those items for which there is an outstanding balance show "Pt" (for part order) to the right of the quantity.

Quantity sent with this contract ? (remainder to follow)								
Qty	Rtn	Description	0	Lines	Rate	Per	Disc%	Value
10		5/32 HSS Drill Bits			8.13	10		

Sent now 5

5 will be recorded as "to follow"								
Qty	Rtn	Description	0	Lines	Rate	Per	Disc%	Value
5		5/32 HSS Drill Bits						

The family option allows sales stock items that are members of the same family group (as defined in the *Sales Stock* section - page 46) to be entered onto the contract in bulk. Select *Family* and enter any one of the family group's stock numbers.

The family group will appear listing all members of that group. The starting point will be the stock number entered originally. All elements from the discount to the price can be altered prior to adding the items to the contract.

Family "R/P DRILL BITS"								
Stock	Quantity?	Description	0	per	disc%			
20		6.5mm x Std. R/P Bits		1.12	1			
20	1	6.5mm x 160mm R/P Bits		1.57	1			
20		6.5mm x 300mm R/P Bits		3.37	1			
20		6.5mm x 400mm R/P Bits		4.61	1			
20		6.5mm x 600mm R/P Bits		5.65	1			
15	1	10mm x Std. R/P Bits		2.04	1			
20	1	10mm x 160mm R/P Bits		2.26	1			
20	1	10mm x 200mm R/P Bits		3.10	1			
20	1	10mm x 300mm R/P Bits		4.20	1			
20	1	10mm x 400mm R/P Bits		5.79	1			

Enter quantities required. Ins add to contract. Esc cancels.
Page 2 of 3

To add items to the contract fill out the quantity column and then press *Enter*, all those with a value in this column will then be added to the contract (by pressing the *Insert* key).

At any time you can see the sales value of the contract so far by pressing *F4* the value will then be displayed in place of the site address. To switch back to the site address press *F4* once more.

Sales		
Value	Order	Contract
6.50		3.25

If you press your hot-key combination instead of *F4*, and you have hot-key access rights, the cost and gross profit will be displayed in addition to the sales value. Whilst the cost is displayed you will be able to select a particular cost price, rather than this being done automatically, when entering sales items.

Sales		
Value	Order	Contract
6.50		3.25
Cost		
GP £	2.60	
GP %	40.00%	1.30

Resharpening items are entered in exactly the same way as sales items, the only difference is the item's sales stock code. All resharpening stock codes must be prefixed with "RR". This enables **Hiredesk** to ensure that should resharpening items not be returned at the end of a hire contract they are then charged for. Please see the *Sales Stock* section which has a paragraph that deals with setting up resharpening item stock codes.

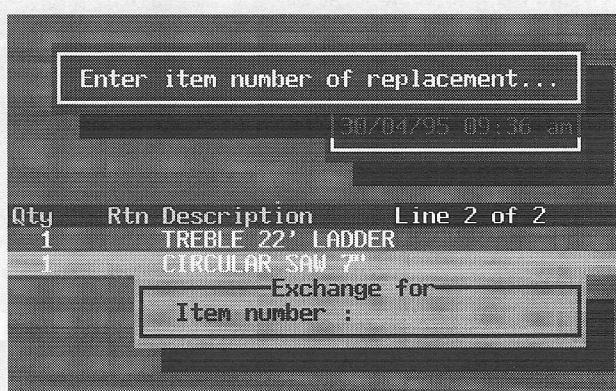
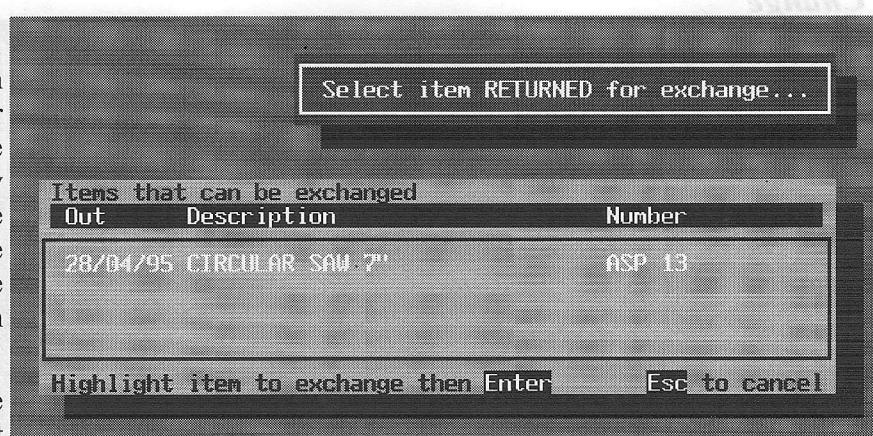
Exchange

The *Exchange* option is used when exchanging one hire fleet item for another. This option is only available for use with Hire fleet items and only those that are unique (i.e. cannot be used for kit and multiple items). The most common type of use would be when exchanging a machine which has broken down.

A list showing all items that can be exchanged appears on screen. Select the item you want to exchange (highlight the item by using the arrow keys) then press *Enter*.

The item chosen will be displayed (flashing on the screen).

Next, an input box will request the hire fleet number for the replacement item. This can be any hire fleet item that refers to a single piece of equipment.



Items that are exchanged are charged as if there has been no interruption in the hire - that is the hire charge will be treated as one continuous period from the hire of the initial piece of equipment to the final return of the exchanged item.

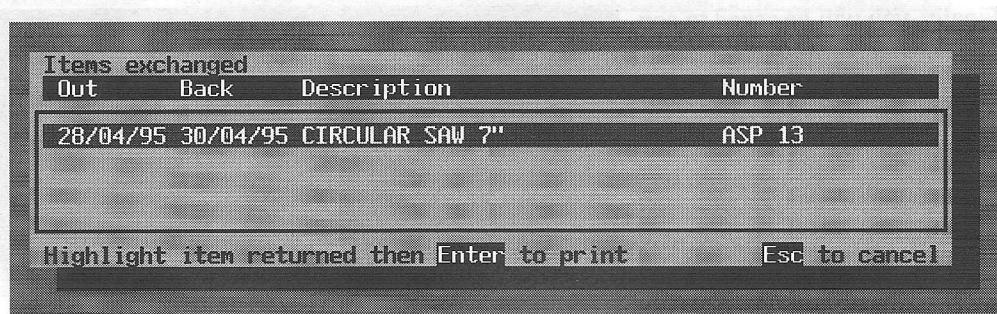
Finally, you either accept the exchange by selecting *Exchange*, *Edit* or *Abandon*.



If the item is confirmed as exchanged the returned item can be directly booked in for repair instead of the standard safety testing. A reference to the contract and customer will then appear automatically on the job sheet (as the delivery address).

The job sheet number is briefly displayed on screen.

An exchange note, detailing the item returned and the item supplied as a replacement can now be printed. All previous exchanges from this contract are available to reprint as and when required.



Change

Change allows both changes to be made to the hire contract, and additional information to be displayed on screen.

The bottom line shows function keys (*F7-F10*) and their purpose:

The *Display* (*F8*) can switch between the standard display, as shown above, and will cycle the display showing the item or stock number together with on and off hire details, the full product description and, depending on hot-key rights, the cost price and margins on sales items.

Delete (*F9*) removes the currently highlighted line, adjusting stock accordingly, this is only available whilst the contract is uninvoiced.

Changes (*F10*) Transaction line can be changed. For sales items, quantities (automatically adjusting back order balances if applicable), description, price and discount can all be changed. For hire items changes are restricted to the description, hire rates and discount. Changes can only be made up until such time that the item is completed and invoiced.

Full Details					
Taken	Ret'd	Description	Number		
1		ANGLE GRINDER 9" 110V	ASP 22		
Date	Out	Time	Date In	Time	Last Invoice
10/04/95		10:19 am			No invoices
Week					
17.15					
Minimum number of days to charge			No minimum	Discount	
Chargeable days per week			7	25.00%	

Details (*F7*) shows information concerning the currently highlighted transaction (the black bar).

T/F to Sale Allows the transfer of any item currently on hire to sale. A box listing all hired items will appear, highlight the desired line to transfer by using the arrow keys and press enter on the desired choice. The time and date of transfer (the off hire time and date) is now requested followed by the charge to be made. In the case of multiple

Items that can be transferred		
Out	Description	Number
09/10/95	HILTI TE14 DRILL 110V	ASP 8
09/10/95	SCAFFOLD BOARDS - 9'	BOARD

Highlight item to transfer then Enter Esc to cancel

Time 7:07 pm	Transfer to sale
Date 15/10/95	Quantity 2
	Charge 7.00
	Oldest select cancel

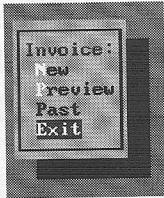
hire items, the quantity and the batch -either the oldest or selected from individual acquisitions - must also be entered. Finally, you will be asked to confirm or cancel the transfer. Details of the contract, together with the user making the transfer will be added to the *notes* section of the hire fleet record.

Qty Added on 6 01/02/95	Cost EACH Value as at 8.00 31/05/95	To sale 2
Home First End Last		
ESC complete		

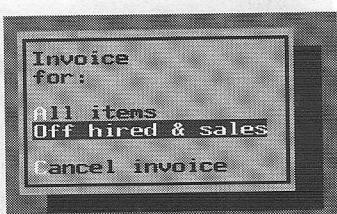
Transfer 2 to sale
Transfer Cancel

Invoice

New invoices can be created at any time, and all invoices referring to this contract alone can be reviewed.



Invoices can be raised either for all items on the contract or alternatively just for sales and completed hires.



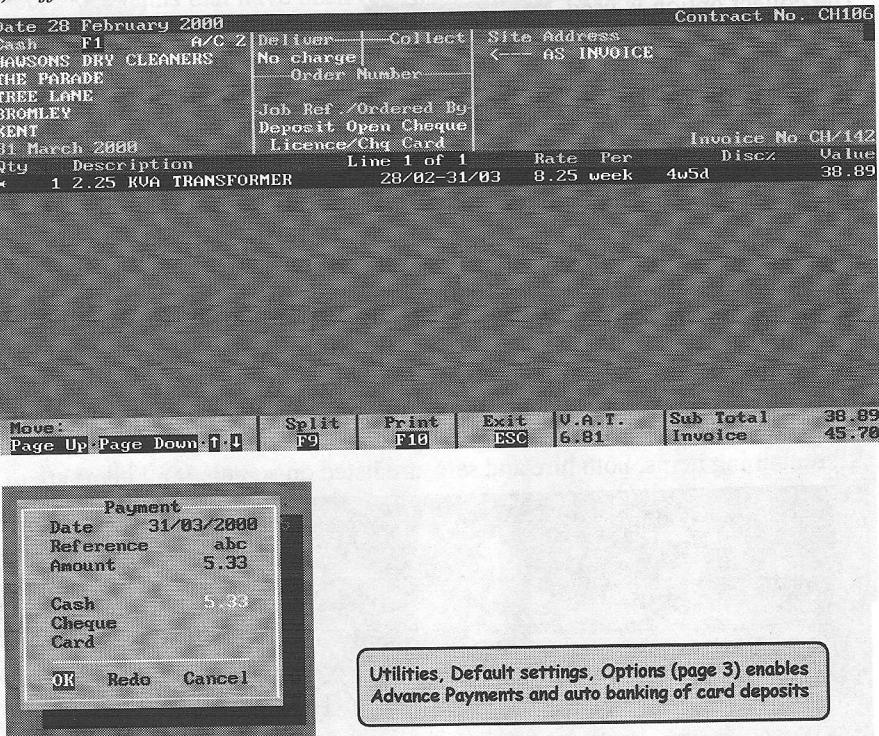
If **All items** is chosen **Hiredesk** examines all items on the contract and then raises an invoice, excluding both previously invoiced entries and any hire items that have not been out for at least a minimum of a week (either 5,6 or 7 day depending on the charging band). **Off hired and sales**, invoices only those contracts containing completed hire items and/or sales transactions.

Once created, the invoice is displayed on screen

At the time the invoice is generated, if a mistake has been made (a missed transport charge for example) the invoice can be discarded and/or adjusted. If an invoice is discarded all items on the invoice are restored to their pre-invoice state. The deletion of invoices is only possible at this stage, and cannot be done at a later time or once an invoice has been printed.

For cash account customers a box will appear where the method of payment can be recorded. If payment has not been made press *Esc*, or select *Cancel*, to leave the invoice unpaid. When payment is made the method(s) and amounts are recorded. Where advance payment is

Selecting *Preview Invoice* from the first invoice menu runs the invoice procedure without actually generating the invoice. This can be useful to give customers a price for a hire to a given date and to see the current value of a contract - this can be run as frequently as required and to any given date.

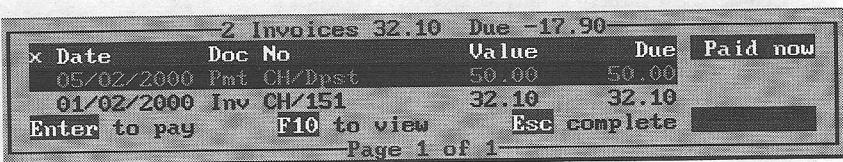


Utilities, Default settings, Options (page 3) enables Advance Payments and auto banking of card deposits

Contract No. CH130 (Damage waiver)					
Date 05 February 2000	Cast F1	H/C	Deliver	Collect	Site address
MR FAWBLEY		1x20.00			AS INVOICE
BRAMBLES COTTAGE			Order Number		
SANDCROFT LANE					
CHISLEHURST			Job Ref.	Ordered By	
KENT					
Invoice Previous					05/02/00/2000
Qty Description			Rate	Per	Value
* 1 CIRCULAR SAW 7"		05/02-09/03	11.55	week	40.5d
1 Bigger Gloves			1.92	1	1.92
1 High Impact Goggles			3.30	1	3.30
1 Ear Plugs (Pair) 110dB			0.43	1	0.43
1 Mask BS601B Type 2			1.66	1	1.66
1 Delivery charges			20.00	each	20.00
5.00% Damage waiver charge on the value (£54.45)					2.72

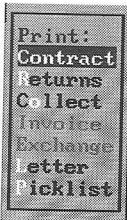
Indicates Preview Invoice.
Date Preview Invoice Run to

To leave this invoice screen press *Esc* to return to the *Invoices* menu. Selecting *Past* will list all previously created invoices and payments (advances and deposits). These can be marked as paid by using the *Enter* key (editing the amount bring up the payment methods / amount).



Print

The print options allow for the printing of contract documents. If the contract contains sales items only *Contract* will be substituted with *D/Note* (Delivery Note). *Collect* and *Invoice* list previously created documents.



Letter allows you to select outstanding or damaged hire items from the contract and automatically generate the appropriate letter. For outstanding items text stored in the *Hire Letter Top / Hire Letter End*, and for damaged items *Dmg Letter Top / Dmg Letter End* are used to form the static parts of these letters. Both are entered via *Utilities/Form messages*.

Collect

The collect option is used for the creation of new, and the viewing of previously created, collection or off-hire notes.



1 collection notes		
Date 30 April 95	Time 09:33 am	Collect No 4
Enter to view Esc to exit		
Page 1 of 1		
<i>Past lists all previously created collection notes</i>		

Depending on the status of the contract different print options will be available. Before activation for example only the *Picklist* option is available, this prints a list of the items on a contract for selection from a store/warehouse etc.

To create a new collection note, select *New* from the *Collect* menu.

Next enter the time and date for this collection note

Amend/confirm collection time & date	
Time	09:33 am
Date	02/05/95

All remaining items, both hire and sale, are listed on screen. If all items are to be collected pressing *F10* will fill the *Collect?* column with the total appearing in the *Balance* column, alternatively just enter the amount to be collected line by line.

Outstanding items				
Number	Description	Balance	Collect?	
ASP 11112	TREBLE 22' LADDER	1	1	
ASP 13	CIRCULAR SAW 7"	1	1	
Enter quantity to collect. F10 all/none. End to save. Esc cancels.				

complete press *End* to create a collection note or *Esc* to cancel.

Date 28 April 95	A/C 5	Deliver 1x10.00	Collect	Contract No. 27
Cash Customer		Order Number		Site No. 1
MR A.B.C. SMITH		123456		Site Address
45 LONEATON AVENUE		Deposit & ID		77 HENRIETTA DRIVE
LONDON SW33 4ZX		60.00 Cash		SW33
Qty Description		Licence/Chq Card		O/H No 4 30/04/95 09:33 am
1 TREBLE 22' LADDER		Line 2 of 2		Notes
1 CIRCULAR SAW 7"				
<input type="checkbox"/> Move <input type="checkbox"/> Page Up <input type="checkbox"/> Page Down <input type="checkbox"/> Note F9 <input type="checkbox"/> Print F10 <input type="checkbox"/> Exit ESC				

Collection notes are intended to be used as a means of listing what is due to be returned. To record an items return use the *Return* option.

NOTE: The offhire does not occur until the returns procedure is run

When entries are

The collection note can be printed by pressing *F10*.

Notes can be added to this collection note by highlighting the appropriate line and pressing *F9*. Any note made will then be permanently stored for future review.

Return

Return off hires equipment and adds unrequired sales items back into stock.

For all types of hired item select **Hires**, you will then be requested to provide the date and time for the equipment to be off-hired.



Amend/confirm off hire time & date

An off-hire reference - either by item or by batch - can be recorded. See the second page of *Default Settings* (located by selecting *Utilities/Options/Default settings*).

Time 6:20 pm
Date 30/04/95

A box listing all outstanding items will then show from which you can select those items that have been returned. Enter the quantity returned for each item in the *Off Hire* column (*F10* copies the *On Hire* quantities to the *Off Hire* column) then press *End* to permanently off hire the equipment.

Items on hire			
Plant No	Description	On Hire	Off Hire?
ASP 21	WALLPAPER STEAMER	1	1
RH_C1	2 12" ALUMINIUM TRESTLES	1	1
ASP 16	BELT SANDER 240V	1	1
Enter quantities returned. <i>F10</i> all/none. <i>End</i> to save <i>Esc</i> cancels.			

Sales items are returned in a similar way, you can enter any quantity up to the original quantity taken. If items have already been invoiced, these items will be credited on the next invoice.

		Items on sale		Invoiced	TOTAL	Ret'd	Back?
Stock No	Description						
WGS	High Impact Goggles				1		
RR637PC	Light Points/Chisels				5		2
RR637PC	Light Points/Chisels				2		
WRG	Rigger Gloves				1		

Items on hire			
Plant No	Description	On Hire	Off Hire?
ASP 21	WALLPAPER STEAMER	1	
RH C1	2 12' ALUMINIUM TRESTLES	1	
ASP 16	BELT SANDER 240U	1	

Enter quantities returned. F10 all/none. End to save. Esc cancels.

The only difference being for resharpening items where as well as the total returned the quantity used is also requested. This box pops-up after entering the quantity returned.

If any resharpening items are left outstanding at the end of a contract, after exiting from the *Return* menu a further box will appear. This is to ensure that resharpening items are returned, charged as used or charged as lost/kept. Resharpening items are those sale codes prefixed with "RR" - see the *Sales Stock* section on page 46 for further information.

Outstanding resharpening items					
Description	O/S	Unused	Used	Sale	P each
Light Points/Chisels	3	3			5.90
Light Points/Chisels	2		1	1	5.90
Total of Unused+Used+Sale must equal O/S					
Page 1 of 1				Esc when complete.	

Contract screen showing some items returned

Resharpening items show the quantity returned and the number used. In this case 3 medium Points returned all 3 used (3:3u) and 2 Medium Bolsters returned both used (2:2u).

Date 05 February 2000	Credit F1	A/C 2	Deliver	Collect	Site address	Contract No. CH133	
THE FIRE PROTECTION CO	No charge	No charge	<— AS INVOICE				
CHELSEA MEWS OLD HATHERLEY ROAD CHISLEHURST KENT			Order Number:				
			Job Ref.	Ordered By			
Damage waiver						05/02/00	
Qty	Rtn Description	7	Select	Rate	Per	Disc%	
1	KANGO 950 240v		Sale	24.25	werk	25.00	
1	Ear Plugs [Pair] 110		Nice	0.43	1	10.00	0.35
1	Bigger Gloves		Exchange	1.92	1	20.00	1.55
1	High Impact Goggles		T/F Sale	3.30	1	10.00	2.97
1	Mask BS6016 Type 2		Changes	1.66	1	10.00	1.45
3	3 3/4 Medium Points/Chisel		Invoices	1.20	1		3.60
2	2 1/2 Medium Bolsters		Print...	1.90	1		3.80
			Collect				
			Returns				
			Exit				
			Cancel				

Press F1 to print an invoice or view existing invoices

CASH SALES

Cash sales option is used to raise a cash account sales only contract. All such contracts are posted automatically to cash account 0 the Cash Sales account. If you wish to use a specific customers account use the *New Contract* option instead.

Producing a contract is done in exactly the same way as a hire/sales complete you will be

exactly the same way as a hire/sales contract however the only options available are adding a delivery charge and sales items. Once complete you will be required to confirm the invoice date followed by the method of payment.

EXISTING CONTRACT

Used to locate an existing contract, to examine, produce an invoice, collection off-hire note etc.

At the input box either enter the contract number, or enter the first few letters of the customers name.

If a contract is found the following steps are bypassed and the contract is immediately loaded.

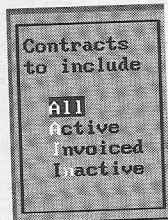
If the first part of a customers name has been entered you will be asked whether this is a credit or a cash account or if unsure both can be searched by selecting the ??? option.

If a matching account is located this will then be displayed. You are then able to move through the list on the right of the screen to locate the intended customers account.

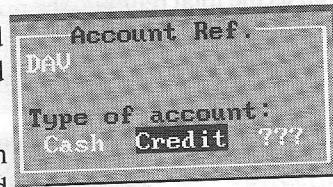
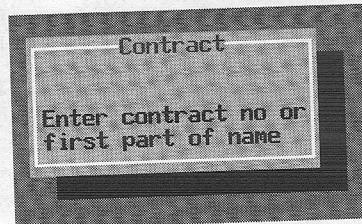
Once identified, press *Enter* and a list of existing contracts for that customer is displayed. Scrolling up and down the list will instantly load each contracts details to the screen - Hit *Enter* to select the required one.

Date	05 February 2000	Credit	F1	A/C	2	Delivery	Collect	Site Address	Contract No.	CHI Damage	Rate
THE FIRE PROTECTION CO											
TEN-SEA MEUS											
									Order Number		

The list can be filtered using the function key F12 to aid in finding a contract amongst a long list



Contract No. 2				
Date 30 April 95		Delivery No charge		
** CASH SALE **				
Number	Description	No entries	Rate	Disc%
Qty	6mm x Std. R/P Bits		Per	Value
10			1.12	1
In Stock	On Order			
20	None			

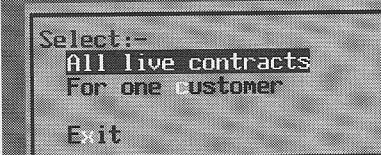
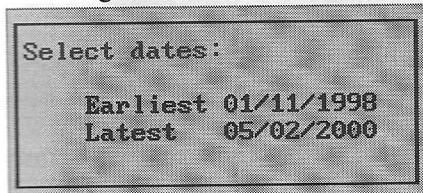


Contract No. CH1 (Damage waiver)			
Date	05 February 2000	Site Address	
Credit	F1	A/C 2	Delivery
THE FIRE PROTECTION CO		None	Collect
CHESLSEA NEWS			None
OLD HATHERLEY ROAD			Order Number
CHISLEHURST			
KENT			
			Job Ref./Ordered By
7 lines			
Qty	Rtn	Description	
1		KANGO 950 240V	
1		Ear Plugs (Pair) 110Db	
1		Rigger Gloves	
1		High Impact Goggles	
1		Mask BS6016 Type 2	
3	3	Bu Medium Points/Chisels	
2	2	Zu Medium Bolsters	

LISTS

Two of the three lists available *Live contracts* and *All* work in exactly the same way, the only difference being the output generated. The exception is *Balance orders*.

All lists can have their range restricted to a date span.

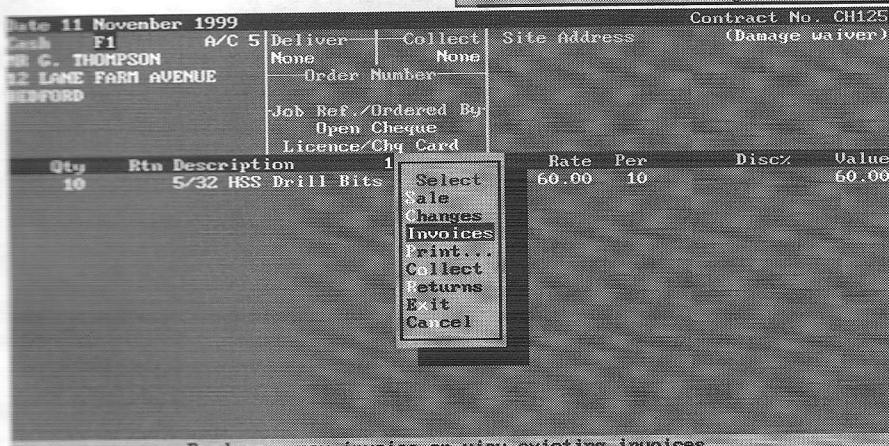


Once a list has been generated to load any contract highlight the line and then press *Enter* after exiting from the contract you will be returned to the list.

53 matching		
Date	Contract Name	Status
11/11/1999	CH125 THOMPSON	Active
01/03/2000	CH126 WAYMAN	Active
05/02/1999	CH127 FAUERLEY	Inactive
05/02/1999	CH128 FAUERLEY	Active
12/09/2000	CH129 FAUERLEY	Inactive
05/02/2000	CH130 FAUERLEY	Active
01/01/2000	CH131 FAUERLEY	Active
05/02/2000	CH132 THE FIRE PROTECTION CO	Active
05/02/2000	CH133 THE FIRE PROTECTION CO	Active
05/02/2000	CH134 DAVIS BUILDING & DEVELOPME	Inactive
05/02/2000	CH135 THISTLE SECURITY	Inactive

Enter to select contract

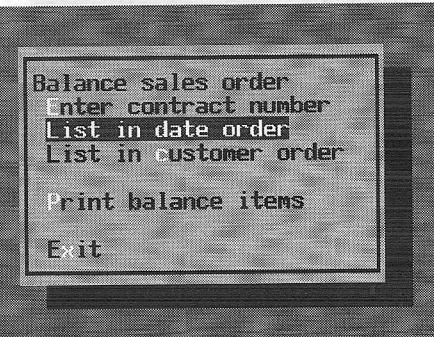
Page 4 of 4



BALANCE ORDERS

Used to fulfil sales orders, and keep a record of items outstanding from previously created contracts. The facility is only available to those customers whose *Back order* setting within *Customer Details* is set to *Yes* at the time the original contract is created.

To see what is outstanding in the balance file, you can print a list, for all or just one customer, see a list on screen in either date or customer order, or enter the original contract number.



Once a contract is selected the outstanding items are listed on screen.

From this you can see how many were originally ordered and how many have been supplied so far. Enter the quantity to be supplied now. Once all quantities are entered pressing *Insert* will create a new contract, pressing *Esc* cancels and leaves the balance as it was before.

Date 21 May 2000	A/C 3	Deliver None	Collect None	Site Address	Contract No. CH116
Cash					
MR T. WAYMAN					
973 GREENHILL ROAD					
CHISLEHURST					
KENT					
		Order Number			
			Job Ref./Ordered By		
			Open Cheque		
			Licence/Cheq Card		
Outstanding items					
Stock No	Description	Price	Order	Sent	Now?
RR637PC	Light Points/Chisels	1.10 each	20	18	
Enter quantities to supply now. F10 all/none. Ins to retain. Esc cancels.					
Page 1 of 1					

If a balance order is created, further items may be added to the new contract by choosing an option from the contract menu.

All other operations are exactly the same as a for a standard hire / sales contract.

A reference to the original contract will be made on the new contract.

Date 21 May 2000	A/C 3	Deliver None	Collect None	Site Address	Contract No. CH118
Cash	F1				
MR T. WAYMAN					
973 GREENHILL ROAD					
CHISLEHURST					
KENT					
		Order Number			
			Job Ref./Ordered By		
			No deposit paid		
			Licence/Cheq Card		
Qty	Rtn	Description	1	Rate Per	Disc% Value
2		Light Points/Chisels		1.10	1 2.20
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Select Sale Hire Changes Print Activate Abandon Exit </div>					

Marks the contract as complete - prevents some additions/changes

FIND ITEM

Used to locate any item on a contract.

Select:-
Search all contracts
For one customer
Item on hire
Exit

Select dates: Earliest 01/01/2000 Latest 31/03/2000
Any part of description KANG
First part of item code
Hire Sale Both
Out In Both

The search can be restricted to a single customer if desired, and between two dates.

The *Item on hire* search requires the exact hire fleet number. A part of the items description and/or a part of the items number is required to perform a search for the other choices.

All occurrences are listed, together with the total number of matches found.

Pressing *Enter* on any highlighted line from the list will load that contract.

1 matching				
Name...	Date	Contract Description...	Number	
THISTLE SECURI	31/03/2000*	CHE5 KANG 958 240v	?ASP 25	
Enter to select contract			Esc to exit	FG Due back
				Page 1 of 1

OFF HIRE NOTES

Provides a means to locate system generated off hire notes and off hire numbers attached to particular hire items that have been off-hired (see the *Additional preferences* section of *Default settings* for details on recording off hire numbers against individual or batches of off hired items).

A list of matching contracts/off hire notes will be displayed from which hire contracts can be loaded.

TURNOVER

Provides a summary screen showing hire/sales contract turnover.

This is intended as a guide only, as it represents turnover based on contracts - not invoices.

The summary can either be for all or a single customer.

The turnover summary can be limited between dates and further limited to a particular site address or group of site addresses (e.g. by entering a town you could include all customers whose sites are within that town). Leaving the *Delivered to* empty will include all sites- not just those without a site address.

Once this information is entered the system will generate the turnover summary.

AVAILABILITY / PRICE

Used to show availability of both sales and hire fleet items.

Sales stock shows balance, stock number and price.

Output can be limited to particular groups, stock numbers or descriptions that begin with the characters input.

Summary 01/03/2000-31/03/2000	
Hires	1,143.51
Sales	49.83
Cost (sales)	23.70
Contracts	16
Items	48
Press any key to clear screen	

Sales stock enquiry - Items & groups matching "B"				
Balance	Stock No.	Description	Price per	
20000	BS812	Supa 8x1 1/2 C/Sk BZP SWS	38.26	1000
20000	BS858	Supa 8x5/8 C/Sk BZP SWS	44.31	1000
20000	BS834	Supa 8x3/4 C/Sk BZP SWS	28.41	1000
20000	BS878	Supa 8x7/8 C/Sk BZP SWS	66.42	1000
20000	BS81	Supa 8x1 C/Sk BZP SWS	31.92	1000
20000	BS8114	Supa 8x1 1/4 C/Sk BZP SWS	37.47	1000
20000	BS8112	Supa 8x1 1/2 C/Sk BZP SWS	43.08	1000
20000	BS8134	Supa 8x1 3/4 C/Sk BZP SWS	54.02	1000
20000	BS82	Supa 8x2 C/Sk BZP SWS	59.57	1000
20000	BS8214	Supa 8x2 1/4 C/Sk BZP SWS	151.15	1000
20000	BS8212	Supa 8x2 1/2 C/Sk BZP SWS	79.11	1000
20000	BS83	Supa 8x3 C/Sk BZP SWS	118.90	1000

Esc = Exit

Hire fleet items - either all or a particular group - can be displayed showing current status.

Hire fleet status - All items & groups					
Total	Out	Repair	Test	Free Description	Group/Item No
30				30 STAGINGS - 10'	10STAG
15				15 110V Extension Leads	110E
20	1			19 TRESTLES - 12'	12TRES
10	2			8 ACROWS - No 1 c/w pin	1ACROW
30				30 240V EXTENSION LEADS	240E
11				11 4' SCAFFOLD BOARD	4BOARD
7	3			4 SCAFFOLD BOARDS - 8'	8BOARD
23				23 1.8M BRACES	A/1.8
15				15 2.7M BRACES	A/2.7
6				6 BASE FRAMES	A/BASE
12				12 CASTORS/ADJ LEGS	A/CAST
6				6 GUARD RAILS	A/GUARD
16				16 MAIN FRAMES	A/MAIN
10				10 PLATFORMS	A/PLAT
10				10 STABALISERS	A/STAB
11				11 STAIRWAYS	A/STAIR
3				3 TOE BOARD SET	A/TOE
1	1			BELT SANDER 240V	BELT SANDER

Enter = Hire Rates

F12 = Items in group

Esc = Exit

The hire rates can be displayed by highlighting any item then pressing *Enter*.

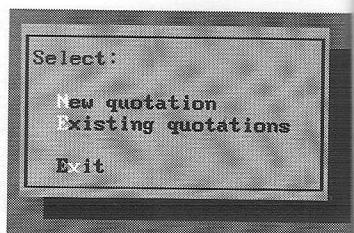
For single items by pressing *F12* a list showing all fleet numbers is displayed, and for those items showing as on hire the hire contract can be accessed.

Quotations

Prepares a priced quotation for any item - hire or sales.

Existing quotations can be located by quote number, customer name or date.

Once prepared, a quotation can be printed either in the form of a quote or as a pro-forma invoice.



Enter either the fleet number or family group for single type items or the fleet number for kit and multiple items.						
Partial input will show a list from which to choose.						
Description	1 lines	Rate	Per	Disc%	Value	
BOSCH BREAKER UH	Hire Fleet		week	1w1d	50.11	
Fleet No/Group:						
<Esc to Group/item Example description						

If you key in a partial family group then all groups beginning with your entry will be listed.

Hire period	
From 02/04/96 10:00 am	
To 09/04/96 4:00 pm	

GENERATOR 2.5KV 2.5 KVA GENERATOR	ANGLE GRINDER 4"
GRINDER 4"	ANGLE GRINDER 4"
GRINDER 7"	240V 7" GRINDER
GRINDER 9"	ANGLE GRINDER 9" 110V

You will also be required to enter the start and ending dates for the hire.

Quotation No. 32	Date 02 April 96																								
Credit Customer A/C 1	Reference																								
THISTLE SECURITY	Order Number																								
THISTLE HOUSE	Job Ref/Contact																								
27/35 THISTLE ROAD																									
LONDON																									
SW38 5JT																									
Qty Description	Rate Per Disc% Value																								
1 BOSCH BREAKER UH27 110V	43.85 week 1w1d 50.11																								
<table border="1"> <tr> <td>Hire</td> <td></td> </tr> <tr> <td>Sale/Parts</td> <td></td> </tr> <tr> <td>Labour</td> <td></td> </tr> <tr> <td>Test</td> <td></td> </tr> <tr> <td>Transport</td> <td></td> </tr> <tr> <td>Text</td> <td></td> </tr> <tr> <td>Changes</td> <td></td> </tr> <tr> <td>Print</td> <td></td> </tr> <tr> <td>Notes</td> <td></td> </tr> <tr> <td>Exit</td> <td></td> </tr> <tr> <td>Convert</td> <td></td> </tr> <tr> <td>Cancel</td> <td></td> </tr> </table>		Hire		Sale/Parts		Labour		Test		Transport		Text		Changes		Print		Notes		Exit		Convert		Cancel	
Hire																									
Sale/Parts																									
Labour																									
Test																									
Transport																									
Text																									
Changes																									
Print																									
Notes																									
Exit																									
Convert																									
Cancel																									
V.A.T.	Sub Total	50.11																							
8.77	Quote	58.88																							

A Quote can be used to create a hire/sale contract with all the sale items added and stock adjustments made automatically by selecting the *Convert* option.

Customer Details

Stores information concerning a customers financial status, trading basis, historical trading information, details of current hired equipment and past invoices for both cash and credit accounts.

A list of customers either in full or showing their name only can be printed.

NEW CUSTOMER

To add a new customer - normally credit accounts (cash account customers are usually added as the need arises as part of creating a *Hire/sales contract*).

Determine whether this is to be a credit or cash account.

Enter the account reference - up to 7 characters (for cash customers the account number is sequentially generated, and cannot be altered).

Fill out details for name, address, telephone and fax numbers, customers contact name, representative, area and whether or not VAT is chargeable, as prompted.

The order number can be set to either *Optional* or *Required*. If set as *Required* then hire and sales contracts cannot be printed without an order number in place.

Invoicing The system can be set up to provide an invoice for each individual contract *one per contract* (the standard method). Various levels of *summary by site* whereby hire contracts for sites with identical site addresses are combined onto a single invoice (only available for hire/sales contracts). And *Exclude* which will prevent any contracts for this customer being included in an invoice run.

Days/week For altering the chargeable days per week for hired items. e.g. entry of 5 day or 7 day will override the hire items standard chargeable days. (See the *Hire Fleet* section for more details).

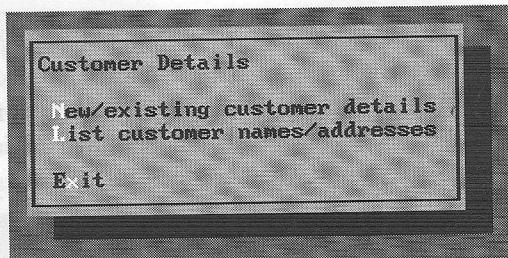
Holiday credit determines whether hire charges are suspended for holiday periods (as defined in the *Holiday credit* section of *Utilities* - see page 83). To place a customer in a particular scheme select from the list and press *Enter*.

Hiredesk can operate two sales price lists (named *Standard* and *Special*), the *Prices* entry determines which price list will apply. The *Special* price, if specified, will only apply where a *Special* price actually exists - if there is no price then the *Standard* price will be applied instead.

Sales back orders can be maintained by setting the *Back orders* option to *Yes*. (See the *Hire/sales contract* section.)

DETAILS

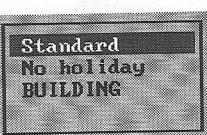
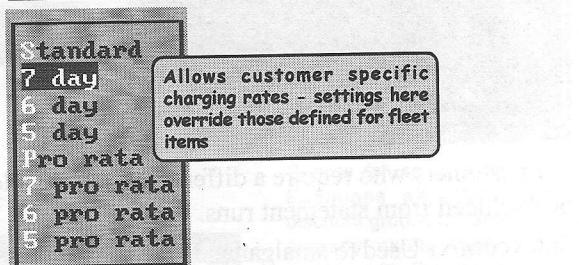
This option allows all of the above - with the exception of the account number - to be altered.



F12 Customer Details		Customer Details	
Credit Account 2	Opened 02/12/1996	Terms	Status OK
THE FIRE PROTECTION CO CHELSEA MEWS OLD HATHERLEY ROAD CHISLEHURST KENT		Balance	
Tel 1 9898 223456	Fax No.	Aged	c 1 2 3 +
Tel 2			
GENERAL		E Holiday credit	No
Contact:	H Days/week	As rate	
	I Discount	25.00%	
Order No. Optional	R Dmg waiver	5.00%	Limit
Invoicing:	S Prices	Standard	1000.00
One per contract	A Discount Group		
Rep Area	L % SECURITY		Turnover
AP 2 Yes	E Back orders	No	
Last used 27/08/97			

New customer
Change:
Details
Status
Addresses/Sub...
Discounts...
Notes
Items on hire
Past invoices
Activity
History
Delete
Browse
Find
Nett prices
Print Details
Account No/Type
Exit

INVOICING
One per contract
Per site: shows date contract & order
Per site: shows contract & order no.
Per site: shows date & order no.
Per site: shows date & contract
Per site: full details.
Per site & order number
Per site & order no: full details.
Exclude from invoice runs



STATUS

Records the customers credit limit and can place a "Stop" on the account. This can either show *Stop £££* to signify that the account is held for financial reasons or *Stop age* where accounts are held because they have been inactive. Placing an account on stop prevents further contracts from being raised. If a credit limit is entered then once an account has reached that limit all further entries will be prohibited. You will be warned when an account is within £100 of its credit limit when producing a hire/sales contract.

ADDRESSES/SUB...

For delivery, statement addresses and sub accounts.

Each customer can have an unlimited number of delivery addresses stored. These can be recalled and used when creating hire/sale contracts, job sheets and invoices/credit notes and can be accessed by entering the *site number*, the *job reference* or picked from a list.

Site/delivery address details can either be listed showing the automatically generated *site number*, or the *site reference*, together with the site address itself.

By pressing *F10* you can view/edit the site information stored.

When entering a new site address, or editing an existing address, any discount that has been applied to the customers account may be limited to hire discount, sales discount or no discount if required. *Insert* allows the addition of a new site. *Delete* removes an existing address. Site contact and telephone numbers can also be recorded.

TRANSPORT CHARGE /POLICY

A Standard delivery charge can also be defined for each account, and additionally a 'Transport Policy' can be entered. Whatever text is saved here will always appear on the screen during contract preparation when the Delivery charge is asked for.

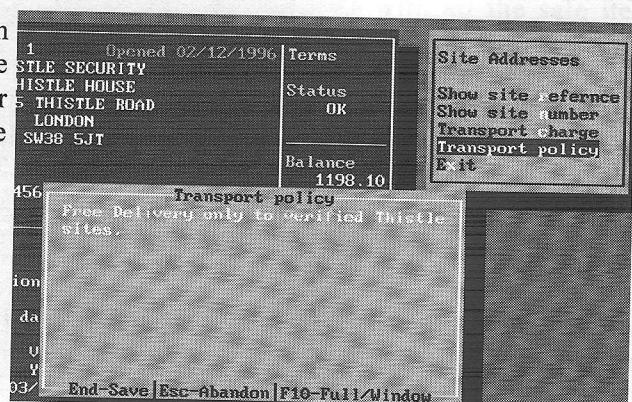
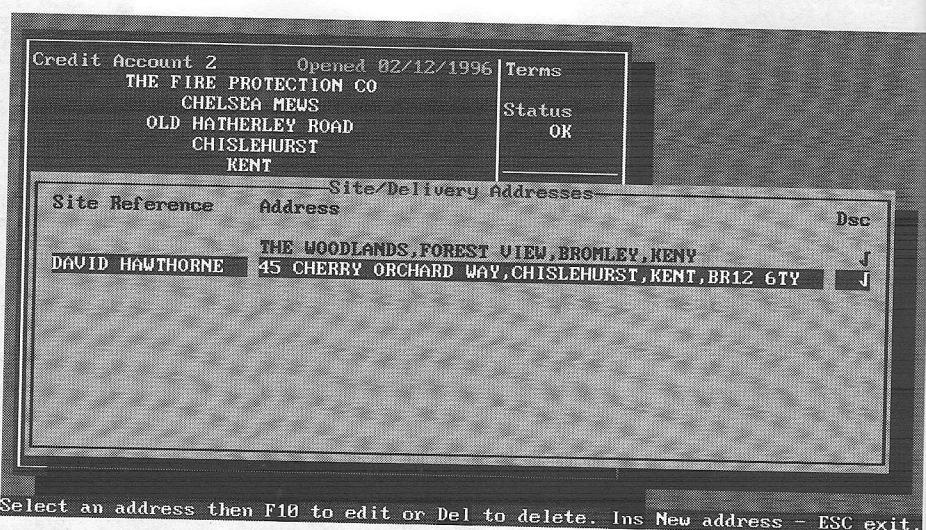
STATEMENT

Statement address
If the statement address is blank the main customer address will be used.

For customers who require a different statement address to that of the invoice - by entering **NONE** the account can be excluded from statement runs.

SUB ACCOUNT Used to amalgamate accounts for use with account history, receipts and statements. This option allows a "Parent" account to be defined with an unlimited number of "Child" accounts attached to it.

NOTES Two types are available - a general note box and a reminder box. Whenever a contract is accessed for a customer with a reminder that reminder is prominently displayed.

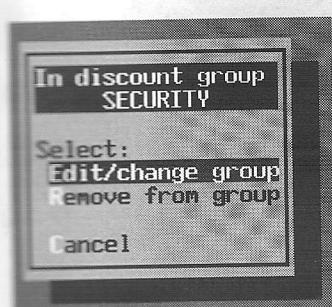


DISCOUNTS Sales discounts can also be switched to operate from family groups - see page 26

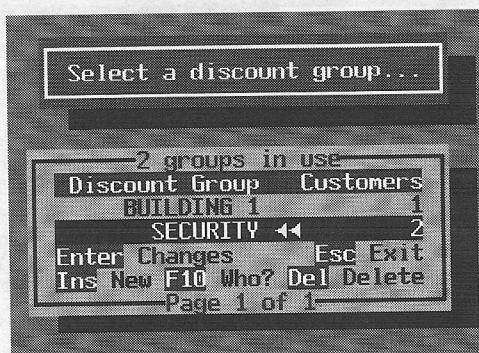
Each customer can have up to 99 different discounts for both sales and hire items. These discounts are applied via discount groups. Once a discount group is defined it may be applied to as many customers as you wish. These groups are linked to the discount groups created in the hire fleet and sales stock file.

Hire discount may be applied as a fixed percentage across all hired items or via discount banding. To switch between these methods see the *Options* section of *Default settings* within *Utilities*. If discount banding is used then follow the method as described below for Sales discounts.

The initial screen depends on whether a discount group is currently selected for the customer. If so, you will be given the choice of either removing or changing the group and/or the discounts that apply to it. If there is no current discount group you may either pick from a list or create a new group.



Menu giving the choice of removing the customer from the currently selected discount group or making group changes.



If a group has previously been selected for the current customer, that group will be highlighted.

Enter will show the discounts that apply to the highlighted group, and allow changes.
F10 will show any other customers that have been included in this discount group.
Delete will remove a group provided it is not currently selected by any customer.
Insert will create a new discount group

To change or view the discount percentages in any existing discount group, highlight your selection then press the *Enter* key. The discount percentages for the group will then be available to view or change.

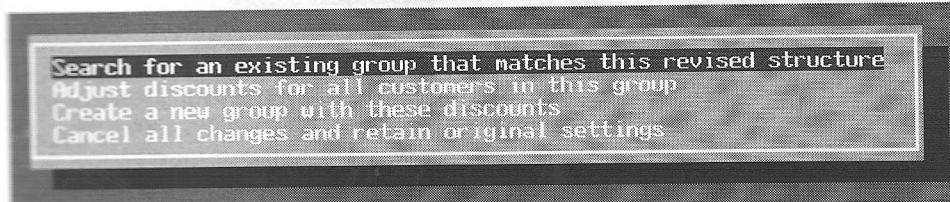
When you have finished entering discounts press *Insert* to save or *Esc* to cancel any changes.

Sales discount group SECURITY (2)		Discount
No.	Description	
1)	Abrasive cutting discs	40.00%
3)	H.S.S. drill bits	20.00%
4)	R/P drill bits	20.00%
8)	Resharpening	10.00%
7)	Safety equipment	20.00%
2)	Sanding belts	35.00%
6)	Screws	20.00%
5)	SDS drill bits	

Enter Edit discount percentage

Ins Save Esc Abandon

If any of the discounts are changed and saved the following menu will appear.



Search for an existing group...
Examines all other existing discount groups to see if a group already exists that matches exactly with the group you are currently working with.

Adjust discounts... Will adjust the discounts for ALL customers in the group.

Create a new... Creates a new group with a name of your choice.
Cancel... Cancel all changes.

If the *Search...* option is selected and an exact match is found you have the option of switching to that group and leaving the original discount groups percentages unchanged.

If the *Search...* option is chosen and no match is found then you can choose:

Adjust this... The discounts entered will be applied to all customers in the group.

Create a new... Creates a new group with a name of your choice for the current customer, leaving the previous group unchanged.

Abandon... Cancels all alterations and restores previous discount values.

Sales discount group SECURITY (2)		
No.	Description	Discount
1)	Abrasive cutting di	50.00%
3)	H.S.S. drill bits	20.00%
4)	R/P drill bits	20.00%
8)	Resharpening	
7)	Safety equipment	10.00%
2)	Sanding belts	20.00%
6)	Screws	35.00%
5)	SDS drill bits	20.00%

Enter Edit discount percentage Ins Save Esc Abandon

To create a new discount group directly from the "Select a discount group..." list press *Insert*.

You will see a screen showing blank percentages to fill in.

Once all discount entries are complete press either *Insert* to save the new group or *Esc* to abandon and discard all entries.

« New sales discount group »		
No.	Description	Discount
1)	Abrasive cutting discs	
3)	H.S.S. drill bits	
4)	R/P drill bits	
8)	Resharpening	
7)	Safety equipment	
2)	Sanding belts	
6)	Screws	
5)	SDS drill bits	

Enter Edit discount percentage Ins Save Esc Abandon

If you choose to save the new group you will have the option, just as when changes are made to an existing discount group, to search through all groups to see if any other existing group already contains an exact match to this newly defined discount structure.

If an existing group is found to contain exactly the same discounts you can change to that group, create a new group with a name (up to 15 characters) of your choice or cancel the new group.

Group "BUILDING 1" matches this new discount structure
Change to "BUILDING 1" Create a new group Abandon discount structure

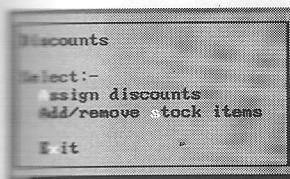
Settlement Discounts

These can be applied globally - set via the *Options* section of *Default settings*, or specified on a customer by customer basis. Settlement discounts can be restricted to particular types of transactions (hire, sale etc.). The amount of settlement discount together with the due date of payment are shown at the bottom of each invoice.

As an alternative, normal product discount can be converted to a settlement discount.

SALES FAMILY GROUP DISCOUNTS

As an alternative to the discount groups (as described on pages 24 and 25) sales discounts can be applied on a sales stock family group or individual stock item basis with discount percentages being attached to each.



Customers may have one set of discounts that apply to them alone or a number of customers may share discount groups. A default discount group can be set to apply to all newly created accounts by specifying a discount group within the *Default settings of Utilities*.

The *Add/remove stock items* option allows particular stock items to override the family group percentage discount and have their discounts set individually.

Stock items that will override family group discounts	
Stock Number	Description
K364	3/64 HSS Drill Bits
Ins Add an item	Del Remove an item

Esc Exit

To create a new discount group press the *Insert* key and then enter a unique name for the discount group. Discount groups may be deleted by pressing the *Delete* key for those groups which do not have any members. To add customers to an existing group firstly press the *Tab* key to move to the Customers side of the window then press the *Insert* key to add a customers account to the group. The *Delete* key removes customers from a group.

Discount groups	Customers in the "SECURITY" group
SECURITY	2
Add a new group	1
	THE FIRE PROTECTION CO THISTLE SECURITY

Enter Discounts Tab Customers Del Delete group Esc Exit

Discount group "SECURITY"		Qty.	Dsc.
Item Number/ Family Group	Discount Description		
AERASIVE DISCS	40.00% Eg: 4" Metal Cutting Discs		
SANDING BELTS	Eg: 533x75 80G Sanding Belts		
3/64 DRILL BITS	10.00% Eg: 1/64 HSS Drill Bits		
5/64 DRILL BITS	35.00% Eg: 5mm x Std H/P Bits		
SCREWS	55.00% Eg: Supa Box 1/2 C/Sk BZP SWS		
RECHARPENING	Eg: Light Points/Chisels		
SDS DRILL BITS	33.00% Eg: 5mm x 100mm SDS Bits		
SAFETY EQUIP.	20.00% Eg: Ear Plugs (Pair) 110Db		
WALLPLUGS	50.00% NO STOCK ITEMS IN THIS GROUP		

Quantity discounts

Esc Save/Discard

To add or change discounts, firstly select the discount group, then press the *Enter* key. The discount input screen will then appear. If quantity discounts are required these can be set by pressing the *F10* key.

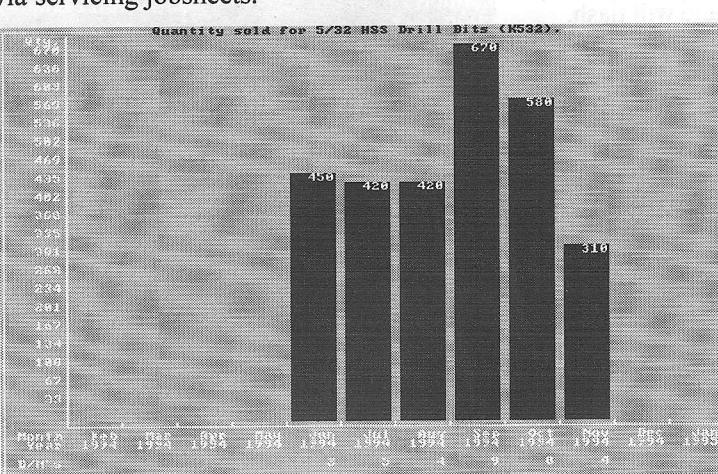
1/64 HSS Drill Bits		
Quantity	Discount	
10	15.00%	
50	17.50%	
100	20.00%	

ACTIVITY

The activity selection provides information concerning the customers past trading in graphical form. This information is taken from the contracts and job sheets rather than invoices. You may select any item and report on it as an individual item or collectively as part of its family group.

To view a graph proceed as follows:

- 1) Select *Activity* from the menu - the input box will appear.
- 2) Input a number - this can be for any one individual hire, sale, or repair item.
- 3) Select on which type of data the activity report is to be made. Both *Hire* and *Sale* report on data from hire/sales contracts. *Repair* reports on data recorded via servicing jobsheets.
- 4) You can specify whether the data used for the graph will be for one item only, or for all items that make up that family group (Hire and Sales only).
- 5) You then select the year ending date. The report will show data for the preceding 12 months.
- 6) Lastly, you may restrict information to a particular site or group of sites that contain an identical phrase as part of the site address (e.g. a town).



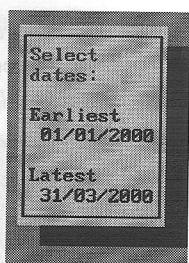
The output consists of two screens, the first showing quantity, the second financial information.

HISTORY

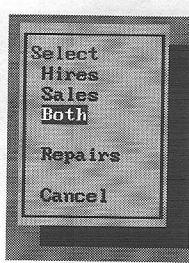
Provides details on all previous hire/sales contracts and repair job sheets.

To view a list of previous transactions:

Specify the date span - only those items on or between the two dates will be listed.



Decide which type of information you require. *Hire* and *Sales* limit data to that type only, *Both* lists hire and sale transactions - all items listed are drawn from hire/sales contracts only.



Repairs lists data from the servicing job sheets.

Lastly, select in which order you want the items to appear.

Date will show items in date order with the most recent at the top.

If information is being gathered from hire/sales contracts, selecting *Group* will sort data so that all members of the same family group appear listed together.

Alternatively, for repair data you may select *Item* to sort the output into alphabetical order.



Providing there are some items that match the selection criteria the list box will appear.

From this box the full contract or job sheet may be examined by highlighting a line and then pressing *Enter*.

Credit Account 1 Opened 02/12/1996			
Contract	Qty	Details	History
			Date out
CH85	1	KANGO 950 240v	31/03/00
CH101	2	4" Metal Cutting Discs	31/03/00
CH99	2	?" Metal Cutting Discs	31/03/00
CH99	2	7" Stone Cutting Discs	31/03/00
CH99	1	240V 7" GRINDER	31/03/00
CH101	2	1/32 HSS Drill Bits	31/03/00
CH85	0	PAINT STRIPPER	31/03/00
CH85	0	PALM SANDER 240V	31/03/00
CH85	2	Medium Bolsters	31/03/00
CH85	3	Medium Points/Chisels	31/03/00
CH99	1	Ear Plugs [Pair] 110DB	31/03/00
CH85	0	Ear Plugs [Pair] 110DB	31/03/00
CH99	1	High Impact Goggles	31/03/00
CH85	1	High Impact Goggles	31/03/00

Enter to load contract Esc to exit

The highlighted entry from the above list is found on the contract and will flash.

Date 31 March 2000							Contract No. CH101 (Damage waiver)
Credit	F1	A/C	1	Deliver	Collect	Site Address	
THISTLE SECURITY				None	None		
THISTLE HOUSE							
27/35 THISTLE ROAD							
LONDON							
SW38 5JT							
Number 1/32							
Qtn	Rtn	Description	Line 3 of 3	Rate	Per		
2R		4" Metal Cutting Discs		2.05	1		31/03/00
1		533x75 80G Sanding Belts		15.42	10	20.00	4.10
2		1/32 HSS Drill Bits		11.35	10	1.23	
						20.00	1.82

Move Page Up Page Down F7 F8 F10 ESC

ITEMS ON HIRE

Allows all currently hired items to be listed. This list can be in the form of a screen display from which the original contract may be viewed, or a list output to either a printer or file.

You can restrict the list to a particular site address by entering a part of that address, the site job reference or order number, which will distinguish it from other sites, combine a number of sites together by just entering that part of the site address that they all have in common (for example a particular town). If you leave the address blank all live contracts for this customer will be listed.

Site address contains:
Blank will include all site addresses

The list can be sorted in either contract date order or family group.

Site address contains:
Order by: Contract Group

If the Screen output option is chosen, a list pops-up in the centre of the screen, by highlighting any line of interest and then pressing *Enter* that particular contract will be loaded.

Credit Account 1		STATUS		
THISTLE SECURITY THISTLE HOUSE 27/35 THISTLE ROAD LONDON SW38 5JT		OK		
Contracts with items out on hire				
Date	Contract	Qty	Description	Number
26/04/95	10	1	BELT SANDER 240V	ASP 16
26/04/95	10	1	1.5KVA TRANSFORMER	ASP 17
26/04/95	10	1	110V VACUUM CLEANER	ASP 19
Enter to load contract Esc to exit				
Page 1 of 1				
Ord / No.	Optional	Holiday credit	No.	
Invoicing Accounts (one per contract)		SALE		
Rep		Prices	Standard	
Area		Discount	Group	
Opened	01/02/95	SECURITY		
Last used	26/04/95	Back orders	No	Turnover

PAST INVOICES

All invoices and credit notes created for this customer are available to view by selecting this option.

Select dates:
Earliest 01/02/95
Latest 26/04/95

Firstly enter the dates for which you want invoices and credit notes listed.

Providing some invoices/credits exist within the specified date span, a box listing will appear.

The matching invoices/credits may be spread over several pages, the footer will show exactly how many. The value is listed at the top of the box together with the total number in the list. To view any invoice/credit note, use the arrow keys to highlight the appropriate line, and press *Enter*. Once loaded the invoice/credit note can be printed.

9 invoices/credits £652.41				
Date	Contract	Value	Inv	Crd
06/03/95	1	72.49	Inv	C/9
27/02/95	N/A	49.69	Inv	C/8
27/02/95	N/A	49.69	Crd	C/1
24/02/95	7	22.90	Inv	C/6
23/02/95	2	43.65	Inv	C/1
23/02/95	4	9.29	Inv	C/2
23/02/95	3	14.57	Inv	C/3
23/02/95	5	22.08	Inv	C/4
23/02/95	6	10.99	Inv	C/5

Enter to view Esc to exit

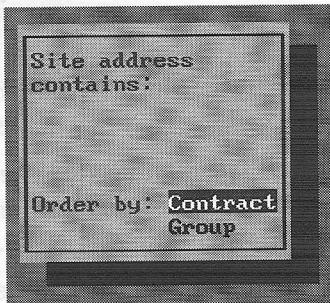
Page 1 of 1

ITEMS ON HIRE

Allows all currently hired items to be listed. This list can be in the form of a screen display from which the original contract may be viewed, or a list output to either a printer or file.

You can restrict the list to a particular site address by entering a part of that address, the site job reference or order number, which will distinguish it from other sites, combine a number of sites together by just entering that part of the site address that they all have in common (for example a particular town). If you leave the address blank all live contracts for this customer will be listed.

The list can be sorted in either contract date order or family group.

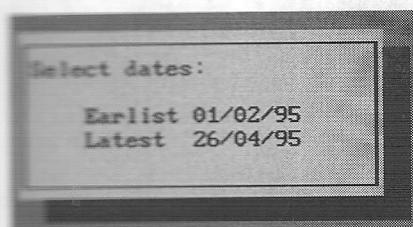


If the *Screen* output option is chosen, a list pops-up in the centre of the screen, by highlighting any line of interest and then pressing *Enter* that particular contract will be loaded.

Credit Account 1		STATUS		
THISTLE SECURITY		OK		
THISTLE HOUSE				
27/35 THISTLE ROAD				
LONDON				
SW38 5JT				
Contracts with items out on hire				
Date	Contract	Qty	Description	Number
26/04/95	10	1	BELT SANDER 240V	ASP 16
26/04/95	10	1	1.5KVA TRANSFORMER	ASP 17
26/04/95	10	1	110V VACUUM CLEANER	ASP 19
Enter to load contract Esc to exit				
Page 1 of 1				
Invoice Accounts		Holiday credit No		
Ord. No.	Optional	Prices	Standard	Limit
(one per contract)		Discount Group		5000.00
Rep.		SECURITY		
Area		Back orders	No	Turnover
Opened	01/02/95			
Last used	26/04/95			

PAST INVOICES

All invoices and credit notes created for this customer are available to view by selecting this option.



Firstly enter the dates for which you want invoices and credit notes listed.

Providing some invoices/credits exist within the specified date span, a box listing will appear.

The matching invoices/credits may be spread over several pages, the footer will show exactly how many. The value is listed at the top of the box together with the total number in the list. To view any invoice/credit note, use the arrow keys to highlight the appropriate line, and press *Enter*. Once loaded the invoice/credit note can be printed.

9 invoices/credits £652.41				
Date	Contract	Inv	C/9	Value
06/03/95	1	Inv	C/9	72.49
27/02/95	N/A	Inv	C/8	49.69
27/02/95	N/A	Crd	C/1	49.69
24/02/95	7	Inv	C/6	22.90
23/02/95	2	Inv	C/1	43.65
23/02/95	4	Inv	C/2	9.29
23/02/95	3	Inv	C/3	14.57
23/02/95	5	Inv	C/4	22.08
23/02/95	6	Inv	C/5	10.99

Enter to view Esc to exit

Page 1 of 1

NETT PRICES

Each customer can have an individual price list maintained by the system. If such a price list is used then whenever a price exists, for a specific item in the case of sales items, or a family group in the case of hire items, that price overrides the price and discount that would normally apply. These prices cannot be discounted further as they are primarily intended to be used as nett prices.

To set up a special nett price for an item from the sales stock, firstly select a stock number from the right hand listing box. By pressing *F10* you can go directly to an item by entering its stock code or, if you do not know the items number you can enter any part of the description you wish to search for.

Once found an item can be added to the customers nett price list by pressing *Insert*. The price appears at the *Standard* price and is then immediately available to edit.

Existing nett prices can be edited by moving up and down the list and then entering the revised rate.

Quantity break pricing is also available - selected by pressing the *F12* key.

Those no longer required can be removed from the list by pressing *Delete*.

Account 1 THISTLE SECURITY (Credit)	
Stock Number	RIGGER GLOVES
Quantities	
Balance	15
On order	
Cost Prices	
A	0.50
B	
C	
Sale Prices	
Standard	1.92
Special	1.92
Units of	1
Last Movement	26 April 95
Special sales prices	
Stock Number	Net Price
*106	1.75
*110P32	5.50
GAST	34.00
H10	1.55
R412SC	2.22
R4MC	2.05
WRF	2.30
WRG	1.92

Ins - Add
Enter - Edit

RR95OPC
RR9TCT
RRCORES
RRHBITL
RRHBITS
RRHIP9
WEP
WGS
WM
WRG

F10 - Find

The hire rates section works in a very similar way. The only difference is that here the rate applied can refer either to a particular item or to an entire hire family group - this will depend how the item is charged normally (see the *Hire Fleet* section). You also have the choice of applying the standard hire rate calculating charges (as determined by the groups charging band - again see *Hire Fleet* for more details) or fixed rates. If fixed rates exist these take precedence over the rate that would otherwise be calculated.

Pressing *F10* once a group has been added to the nett *Special hire prices* list takes you into the *Fixed Rates*.

If a special nett price exists this cancels any standard hire discount.

Account 1 THISTLE SECURITY (Credit)	
Group	Sample Description
WALLPAPER STEAM	WALLPAPER STEAMER
Normal	
Rate	15.25
Band	STANDARD
Fixed Rates	
% day	
1 day	
2 day	
3 day	
4 day	
5 day	
6 day	
Week	
Week-end	
Sub-days	
Days/Week	
Minimum day	
Special hire prices	
Group	Basic Rate
ANGLE DRILL	12.00
BOARDS - 13'	10.00
BOARDS - 8'	12.00
KANGO 2500	40.00
LADDER D12	10.00
LADDER D16	12.25
LADDER D18	15.90
WALLPAPER STEAM	15.25
WHEEL SCALER 6"	38.00

Ins - Add
Enter - Edit

PALM SANDER
SCRAPER
STAGING - 10'
TRANSFORMER 1.5
TRANSFORMER 2.2
TRANSFORMER 3.0
TRANSFORMER 3.3
TRESTLE - 12'
VACUUM CLEANER
WALLPAPER STEAM

FIND

The find option is used to rapidly find an account. You can either enter the account reference or the first part of the account name. For cash customers this is the surname or company name.

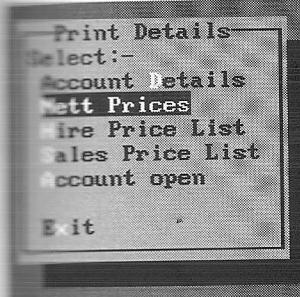
BROWSE

Allows accounts to be scrolled through, either in account number or alphabetical order.

DELETE

Used to remove an account. Account must have a zero balance on the sales ledger and no outstanding contracts.

PRINT DETAILS



Prints details concerning this customers account.

Account details - site addresses, discounts etc.

Nett prices - a list of any special nett prices that apply.

Price list - prints a sales or hire price list specifically for the currently displayed customer.

If a *partial* price list is selected you will be shown a list detailing all those items as defined from within the price list section of either *Hire Fleet* or *Sales Stock*. Items may be excluded from the price list, just for this print out, by pressing delete.

Account open - prints a personalised letter containing this customers account number, name, address and credit level (if set) together with the body of the letter as entered in the *Account open letter* section of *Default settings*.