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Contact **TOPP Soft Computer Solutions** at 5811 Memorial Hwy Suite 204, Tampa, FL 33615 or call (800) 771-BEST to obtain license pricing for additional concurrent users or to address questions concerning the legal use of **POS INTEGRATOR!**.

Acknowledgments

We would like to extend our sincere appreciation to:

TopperKING, Inc. in Brandon, FL for their help and suggestions in developing the **TOPP Soft** product line.

The Beasley Family for all of their encouragement and support in our endeavor.

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Introduction

Congratulations on your purchase of **POS INTEGRATOR!** This Software is part of the **TOPP Soft** product family. **TOPP Soft** is the most complete inventory control, point of sale, customer tracking, and management reporting system available for truck cap and accessory dealers. These products were developed by professionals for professionals. Over five years of research, development, and testing have gone into the **TOPP Soft** project.

TOPP Soft manages both serialized cap inventory (**CAP TRACKER!**) and non-serialized accessory inventory (**ACCESSORY PACK!**). **POS INTEGRATOR!** is an economic way to add sales stations to your existing **CAP TRACKER!** and **ACCESSORY PACK!** programs on a network. Other modules include **AR MANAGER!** (a program for posting receivables payments and generating statements) and **ACCOUNT LINKS!** (an interface program to link your business data to selected off-the-shelf accounting packages). The add-on modules require **CAP TRACKER!** or **ACCESSORY PACK!** to function properly. **CAP TRACKER!** and **ACCESSORY PACK!** may be used alone or in conjunction with any combination of the other modules in the **TOPP Soft** product family to provide the most custom-designed inventory control system on the market for your business.

POS INTEGRATOR! is designed to economically add additional users to your network and accurately invoice your cap and accessory inventory. Tasks include full point of sale invoicing, customer maintenance, sales returns, and more.

Package Contents

Your **POS INTEGRATOR!** package contains the following components:

- 1 ea Installation Diskette
- 1 ea Reference Manual
- 1 ea License Agreement and Limited Warranty
- 1 ea Service Level Agreement



Call **TOPP Soft Computer Solutions** at **(800) 771-BEST** to arrange shipment of a new diskette if the enclosed installation diskette are not compatible with your

computer.

System Requirements

See Table 0.1 for computer system requirements. Generally, the fastest computer in your price range will serve your company much longer without becoming obsolete.

| PC REQUIREMENTS | |
|----------------------------------------------------------------------------------------------------|------------------------|
| MINIMUM | RECOMMENDED |
| 80386 Processor | Pentium Processor |
| Monochrome Graphics | VGA Color Graphics |
| 550KB free DOS RAM | 600KB free DOS RAM |
| 10MB free disk space | 100 MB free disk space |
| DOS ver 3.3 or higher | Windows 95/98 |
| n/a | 64MB RAM |
| Compatible with most network systems. Please refer to our license agreement for network licensing. | |

TABLE 0.1 Computer System Requirements

Overview

The **POS INTEGRATOR!** reference manual is intended to guide you through the various tasks involved in using the **POS INTEGRATOR!** software program. Before you begin using **POS INTEGRATOR!**, you should carefully read the *Getting Started* chapter for valuable insights and practical guidelines for initial start up as well as step by step configuration instructions. Upon completion of your initial system set up, the manual provides detailed explanations for use in performing each distinct task necessary for maintaining your inventory using **POS INTEGRATOR!**. The **POS INTEGRATOR!** manual is organized by menu function into the following chapters:

Introduction. A short orientation on **POS INTEGRATOR!** including system requirements.

Chapter 1: *Getting Started.* Contains installation instructions, how to start **POS INTEGRATOR!**, and guidelines for initial set up of the program.

Chapter 2: *The Invoice.* A detailed explanation of the sales process and step by step instructions for **POS INTEGRATOR!** tasks appearing on the *Invoice*.

Chapter 3: *The Sales Menu.* A detailed explanation of the available auxiliary functions in **POS INTEGRATOR!**, including checking stock, researching sales, and maintaining your customer list.

Appendix B: *System Messages.* An alphabetical list of common system messages and their meanings. Answers the most frequently asked trouble shooting questions about **POS INTEGRATOR!**

Glossary. Definitions of computer and other technical terms found in the manual.

Conventions

Standard text will be used for all narrative descriptions such as this sentence. All simulated computer screens will be represented using the following typeface for ease of identification:

```
C:\> TYPE CONFIG.SYS

FILES=130
BUFFERS=30
STACKS=9,256
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\SETVER.EXE
DOS=HIGH,umb
```

Menu items and field names from **POS INTEGRATOR!** are represented in an italic typeface such as the following:

Choose *System Settings* from the *Management Menu*.

Characters entered by the user are represented in the following bold typeface:

Symbols and Abbreviations



The key symbol is used to designate information intended to broaden your understanding of the current subject (i.e. a tip for ease of use or a key point about the current subject).



The exclamation symbol identifies a potential hazard. This symbol is used to alert the user to possible problems that may arise while performing the current task.

Special keyboard function keys are displayed using key caps. A partial list of special keys is listed in Table 0.2.

| Special Key | Description |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E | The Enter key is above your right shift key. It is used to select entries from tables and to advance to the next field on a form. |
| C | Use the Control key (usually next to or below the shift key) by holding it down while selecting the key represented by ?. CC would be accomplished by holding down the C key and pressing the C key. |
| A | Use the Alt key (usually next to the space bar) by holding it down while selecting the key represented by ?. AC is achieved by holding down the A key and pressing the C key. |
| ! to + | The function keys are either across the top of the keyboard or in a block of keys to the left side of the keyboard. Valid keys range from ! to +. ! is the HELP key. |
| X | The Escape key is at the top left of the keyboard. It is used to back out of a screen without saving your changes. |
| <Num Lock> | The number lock key is above the numeric keypad. It is used to switch your numeric keypad between arrow keys and numbers. Numeric values of the keypad are valid when the <NumLock> light on the keyboard is <u>on</u> . |

| Special Key | Description |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <Caps Lock> | The <Caps Lock> key is to the left of the A key. It forces capitalization when active. <CapsLock> is active if the indicator light on the keyboard is on. |
| T | The tab key is above the <CapsLock> key. |
| <Back Space> | The <back space> key deletes characters to the left of your cursor. |
| <Insert> | The <insert key> is on the numeric keypad and may also be above the isolated arrow keys between the typewriter keyboard and the numeric keypad. <Insert> is used to add entries to tables. When entering a numeric value, it also determines whether entry is from left to right or right to left. |
| = | The = key is on the numeric keypad and may also be above the arrow keys between the typewriter keyboard and the numeric keypad. = is used to delete entries from tables or to delete the character at your current cursor position. |
| YZQR | Up, down, right, and left arrow keys. These keys move your cursor in the direction of the arrow. |

TABLE 0.2 Special Function Keys



On some keyboards, the = Y Z Q R and <Insert> keys require the use of <NumLock> to operate properly. The NumLock light should be off to activate these keys on your keypad.

Types of Screens

There are five different types of screens in use with **POS INTEGRATOR!** They are menus, tables, forms (also called templates), help, and warning screens.

Menus are used to select the various functions in **POS INTEGRATOR!** Menus are grey with bright white, single-line borders and titles. You can navigate menus by selecting the first letter of the menu option or by using the arrow keys. Exit the menu by pressing the X key or selecting the appropriate menu option. When using the first letter where several menu options begin with the same letter,

repeatedly pressing the correct letter will cycle through all available selections. Press **E** to choose a menu option.

Tables are lists of information. Each list will be sorted in a specific sequence and may be filtered depending on your selection criteria. Tables have an aqua background, yellow, double-lined borders, and bright white titles. The list portion has a blue background with bright white lettering. Highlighted entries are grey with blue letters. On many tables, you may quickly find entries on the list by using our Rapid Scan® feature. Simply type the first few letters of the value to locate and the table will scan directly to the proper entry on the list.

Forms (or templates) are screens used to add or change information. They are blue with bright white titles and double-lined borders. Entry fields are yellow and turn white with a black background during actual entry. For many fields, popup lists are available by pressing **E** on a blank field or by pressing **@** (**@** is indicated to the right of the field if available).

Help Screens are informational screens that give you guidance on how to proceed from your current place in the program. They have black backgrounds with bright white single-line borders, aqua titles, and normal text. Links to other help screens are bright white and function like menu choices in that they are accessible by their first letter or by using the arrow keys. Press **<F1>** to access help at any point in the program. Press **X** to return to the previous screen in the program.

Warning screens let you know about an unusual circumstance or condition in the program. They may display information that warns you about potentially damaging actions or may provide an error message prior to terminating program execution. Please read these screens carefully. If you have any questions about any of these messages, please write down the exact text of the message (or print it with the **<Print Screen>** key) and call **TOPP Soft Computer Solutions** for a more detailed explanation.

Getting Help

If you have questions while using **POS INTEGRATOR!**, you can find help in several different places. Each screen in **POS INTEGRATOR!** offers help prompts along the bottom of the screen which describe valid function keys.

All **TOPP Soft** programs also offer online, context-sensitive help. Online help offers quick access to documentation without reaching for a manual. Press the **!** key to access the online help screen for the current on screen task. You may press **E** while highlighting the **BRIGHT** words on the help screen for further information related to the current topic. Use the arrow keys or the first letter of each bolded

word to move around the screen. Words highlighted in yellow designate valid keystrokes for the current task. Press **X** to return to the program.

Refer to the **POS INTEGRATOR!** user manual for more detailed instructions or for background information. The manual is arranged by menu task and offers detailed, step-by-step instructions for each task associated with **POS INTEGRATOR!**

If you need further assistance beyond what online help and the manual provide, contact the **TOPPSoft Computer Solutions** help desk at (800) 771-BEST. Help desk calls are free of charge for the first 90 days following shipment of all **TOPPSoft** products and for members of the **TOPPSoft** customer support program. Refer to the enclosed brochure or contact **TOPPSoft Computer Solutions** for more information concerning the benefits of our comprehensive customer support program.

Before calling, please be prepared to explain your problem. Try to duplicate it, then write down what happened. Be at your computer and have the following available:

- # License number and version number (from your installation diskette or the Main Screen). These numbers are required when calling for customer support.
- # **POS INTEGRATOR!** reference manual
- # Original **POS INTEGRATOR!** installation and update diskettes
- # The brand name, type, and model of your computer
- # The brand name, type, and model of your printer (for printer problems only)

Chapter 1

Getting Started

POS INTEGRATOR!

Developed especially for Your Company!

License # xxxxxxxxx

Log in to System

Initials:

MGR

Password:

Use Arrow Keys or the first letter of your selection and press Enter.

Available memory: 113K (800) 771-BEST Press F1 for help.

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Suite 204 Tampa, FL 33615

To begin using **POS INTEGRATOR!**, you must complete the following tasks:

- # Already have **CAP TRACKER!** or **ACCESSORY PACK!** installed.
- # Install the **POS INTEGRATOR!** software
- # Check your system configuration
- # Start the **POS INTEGRATOR!** program
- # Set your password

Install **POS INTEGRATOR!**

Follow these steps to install **POS INTEGRATOR!** to your hard drive:

1. Place the Installation Diskette into your floppy drive.
2. From the DOS Prompt, type the drive letter of the floppy drive where you placed the diskette. For drive A, enter the following commands:

```
C:\>A:E  
A:\>INSTALL E
```

The installation procedure will begin when you press the second E key.

3. Follow the online screen prompts until the installation is complete. If you have **CAP TRACKER!** or **ACCESSORY PACK!** installed in a directory other than CT on the hard disk, you must enter the name of the directory where it is installed instead of using the C:\CT selection at the first prompt.

Check Your Computer Configuration

The installation program will automatically update your CONFIG.SYS program. If you are unsure about whether the changes were properly made, you can verify the settings in the CONFIG.SYS system file. This file is located in the root directory of your boot disk. On a hard disk system, this is typically the 'C' drive.

To find the CONFIG.SYS file, enter the following commands from the DOS prompt:

```
A:\>C:E  
C:\BAT>CD \E  
C:\>TYPE CONFIG.SYSE
```

These commands should display the CONFIG.SYS file on your screen. If your computer boots from a drive other than 'C', substitute that drive letter for C: on the first line.



If your computer has a menu system, you must completely exit the menu prior to executing the above commands.



If your computer automatically loads Windows, you must exit Windows before entering the above commands. From the **F**ile menu in Program Manager, select the **E**xit Windows... option. Answer **O**K to the "This will end your Windows session" confirmation prompt.

Your CONFIG.SYS File should contain the line FILES=150. This number must be at least 150 for **POS INTEGRATOR!** to run properly. Certain menu systems and Windows may also require a minimum number of files to run. This minimum number of files must be added to the 150 required for **POS INTEGRATOR!** to configure your system properly. Consult the user manual for your menu program and the Windows user manual for the number of files necessary to run these programs.

If no line reads FILES=150, edit your CONFIG.SYS file and add the line **FILES=150** to the top of the file. If the line exists, but is less than 150, edit your CONFIG.SYS file and modify this line. Use your favorite ASCII editor (not your word processor) to make necessary changes. Reboot the computer after you have saved your changes.



If you are unsure how to change your CONFIG.SYS file, call the **TOPPSoft Computer Solutions** help line for assistance. Have a bootable floppy disk or your original DOS diskettes handy when calling.

Starting **POS INTEGRATOR!**

To start **POS INTEGRATOR!**, type the following commands:

```
C:\>CD \CTE  
C:\CT>POSE
```

The **POS INTEGRATOR!** login screen will appear. Continue to use your existing employee accounts and passwords from **CAP TRACKER!** and **ACCESSORY PACK!**. Enter the initials **MGR** and press **E** twice to enter the program the first time, as illustrated in Figure 1.1.

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| POS INTEGRATOR! Developed especially for Your Company! License # xxxxxxxxx | |
| <div style="border: 1px solid black; padding: 10px; background-color: #cccccc;"><p style="text-align: center;">Log in to System</p><p>Initials: <input style="width: 80px;" type="text" value="MGR"/></p><p>Password: <input style="width: 180px;" type="text"/></p></div> | |
| Use Arrow Keys or the first letter of your selection and press Enter. | |
| Available memory: 113K (800) 771-BEST Press F1 for help. | |
| TOPPSOFT Computers Version 3.51d Copyright © 1996 All Rights Reserved | 5811 Memorial Hwy (800) 771-2378 Suite 204 Tampa, FL 33615 |

FIGURE 1.1 The **POS INTEGRATOR!** Login Screen



See Appendix B: *System Messages* for detailed explanations and step by step solutions if you have problems starting **POS INTEGRATOR!**.

Chapter 2

The Invoice Screen

| | | | |
|-------------------------------|-------------------------------------|-----------|-----------|
| Invoice :1191 | Customer Phone #:(444)444-4444 | | |
| Sale Type:S Stock Order Quote | | | |
| Sale Date: 8/15/95 | Anew Customer | | |
| Sales Rep:SLS | 2323 anystreet | | |
| Site :01 | Hackettstown, NJ 07840 | | |
| 00031 | Yr Bed Make Model Cab Color | | |
| | 95 SB Ford F150 RCAB YO | | |
| Qty Item | Description | Unit Cost | Ext. Cost |
| 1 950159 | SBF GRANADA: STANDARD RAISED ROOF F | \$999.00 | \$999.00 |
| 1 | Color: YO -Oxford White | | |
| 1 | Left Window: R-Radius Only | | |
| 1 | Right Window: R-Radius Only | | |
| 1 | Installation: BOLT-ON | | |
| 1 | Installation Charge | \$20.00 | \$20.00 |
| 1 BMSBF | BED MAT 73+ SB FORD | \$79.95 | \$79.95 |

ESC:Exit Current Invoice F1:Help F4:Sales Menu F10:Save changes

Customer Sales, Orders, and Quotations

POS INTEGRATOR!'s main function is to allow you to create customer invoices and sell inventory items from stock, create customer orders, and create quotations. The invoice screen comes up immediately each time you log in to the program.



Only stock sales permanently close invoices. Orders and quotes leave the invoice open for further additions or editing. Once a sale is posted, the inventory database is automatically updated to reflect the sale. The following types of line items may appear on a sales invoice:

Accessory Inventory

Non-serialized inventory kept in quantities. These items are tracked in the **ACCESSORY PACK!** module. Examples include bedliners, toolboxes, etc. Nonserialized inventory is automatically adjusted when sales are posted using **POS INTEGRATOR!**

Serialized Inventory

Uniquely identifiable inventory such as truck caps where each item has some unique identifying number (serial number). These items are tracked in the **CAP TRACKER!** module. Posting sales from **POS INTEGRATOR!** adjusts serialized inventory automatically.

Serialized Inventory Options

Options sold with serialized inventory. Each option is priced and tracked separately. These items are connected to the preceding serialized inventory item on the invoice. Each serialized inventory item may have several options.

Nonstock Items

These are items which may be sold, but are not considered stock items. They are not considered inventory and are not tracked in the inventory statistics. Some examples of nonstock items may include such components as clamps or footage of boot material or screw cover. You have the option to inventory any type of item, but have the flexibility to sell items not established in inventory.

Remarks

Entries on the invoice with no associated dollar value. Remarks may be used to create white space on an invoice or to provide space for more detailed descriptions or notes on an invoice.

The above items may be mixed on a single invoice allowing great flexibility in the creation of customer receipts.

Invoicing is the main function of **POS INTEGRATOR!**. A blank invoice will appear with the cursor positioned in the *Invoice* field each time you log in. Please see Figure 2.1 for an illustration.

| | | | |
|------------|-------------|-------------------|---------------|
| Invoice : | (F2/F9) | Customer Phone #: | (000)000-0000 |
| Sale Type: | Stock | | |
| Sale Date: | / / | | |
| Sales Rep: | | | |
| | Yr Bed Make | Model | Cab Color |
| Qty Item | Description | Unit Cost | Ext. Cost |

ESC:Exit Current Invoice F1:Help F10:Save changes

Figure 2.1 The **POS INTEGRATOR!** Invoice Screen

You may:

1. Press @ for a list of open invoices and quotes, or
2. Press (to generate the next sequential invoice number, or
3. Manually enter an invoice number and press E.

If an existing, open invoice matches the invoice number entered, the information for the open invoice will be displayed for editing. Otherwise, a new invoice will be created and you may enter information about your sale. For added security, you may disable creation of new invoice numbers out of sequence from the *System Settings Option* accessible from the *Sales Menu*. If you enter an invoice code for an invoice that has already been posted, the computer will beep and display the line items for the invoice. The following list of fields must be completed to create a valid invoice:

Invoice Enter the customer's receipt or invoice number. You may enter up to ten characters to create this value. If the user is creating a new invoice, simply enter the new invoice number and a blank invoice form will be prepared for data entry. Alternatively, use @ to view a list of open invoices and quotes, or press (to automatically generate the next available invoice number.



The *Customer Invoice Number* must always be unique.

Sale Type Select the type of invoice you intend to create. For the list of transactions listed in Table 2.2, use the identified type.

| Type of Transaction | Invoice Type |
|------------------------------------------|--------------|
| Stock Sale | STOCK |
| Customer Order | ORDER |
| Create Layaway for an order | ORDER |
| Create Layaway for stock unit | ORDER |
| Accept Layaway payment for future pickup | QUOTE |
| Customer Quotation | QUOTE |

Table 2.2 Invoice Transaction Types

Sale Date Enter the date of sale for the invoice. This field will default to the system date in your computer.

Employee Enter the sales person's initials. The default is set to the user who is currently logged into the system at this station. Delete the default value and press the **E** key to display a list of current sales staff.

Site Enter the site code. The default will be set to the site code entered on the *System Settings* form. If you wish to select the site from the *Site Table*, set the *Site* field to **0** and press **E**. The *Site Table* will appear. Highlight the desired site and press **E**.

Customer Phone # Allows you to select a repeat customer. Enter the customer phone number and press **E**.



You can omit the area code if it matches your store's area code.

If the customer is already in your database, their information will appear. If not, you will be prompted to enter their name and address. The list of valid customers can be searched by last name or company name by pressing the **@** key. If you wish to update a customer record, press **CE** to edit the

highlighted customer's information. Press # to toggle the sort order between last name and company name. Press E to select the highlighted customer entry.

You can also enter an alternate phone number. For tax exempt sales, enter the tax exemption number under the *Tax ID* prompt.

Truck

Parameters You may choose to enter descriptive information about the customer's truck. The *Color Table* is available by pressing the @ key. All truck description fields are optional. This information can be tracked and later used as a valuable resource when reviewing sales statistics and customer histories. Table 2.3 shows sample values you may wish to use for each prompt.

| Field | Sample Values |
|-------|-------------------------------------------------------------|
| Yr | Last two digits of truck year (95 = 1995) |
| Bed | LB = Long Bed, SB = Short Bed, SS = Step Side |
| Make | Chevy, Ford, Toyota, Dodge, GMC, etc. |
| Model | K1500, F150, T100, 2500, Sonoma, etc. |
| Cab | Reg = Regular Cab, XCab = Extended Cab, CCab = Crew Cab |
| Color | Industry color code, WA Code, or just the name of the color |

Table 2.3 Truck Sample Values

Once you have completed the basic information for the *Sales Invoice*, you are ready to enter line items. If you are editing an existing invoice, the first detail line of the invoice will be highlighted. On a new invoice, you will immediately be positioned to enter the first line item. The keys listed in Table 2.4 on the following page are active at this point.

The following fields exist for each line item:

Qty Enter the quantity sold. If the *Qty* field is set to 0, the line is considered a remark and the *Item* and *Unit Cost* fields will be skipped. For serialized inventory, a value greater than one will automatically be adjusted back to one.

Item This field will accept three different types of values. You may enter an accessory part number, a serial number, or any other code for a nonstock item.

| Key | Description |
|-------|------------------------------------|
| ! | View online help |
| E | Edit the highlighted line item |
| <Ins> | Add a new line item to the invoice |
| = | Delete the highlighted line item |
|) | Post the current sale |
| X | Return to previous screen |

TABLE 2.4 Valid Function Keys for the Customer Invoice form

If you wish to select an accessory part number or a serial number from your inventory list, press **E** while the field is blank. When adding a new record, you are given a choice to select caps or accessories, each sorted several different ways. You may also select Tint if you installed the Tint feature. Next, select the desired item from the appropriate list. For a new line item, the *Description* field will automatically default to the description of the selected item. For customer orders, select the category you wish to order from: accessories or truck caps. These menu screens are shown in Figure 2.5 on the next page.

For Customer Orders, the sales person is prompted for the necessary information to create the order. For truck caps, the specifics of the cap will be entered. For accessories, the Part number is entered.



For serialized inventory, the *Qty* field will automatically adjust to **1** if a higher number is entered. Also, the details of the truck cap will be presented on additional lines of the invoice with additional pricing, if necessary.

To enter a nonstock item, enter a part number not found in the inventory system. This item will not affect inventory quantities or statistics when the sale is completed. It will also prompt for the taxable status of the item.


```

+)))))))))))))))))))))))))))))))))))))))))))))))))))))))))))))),
*          Choose Item and Sort Order          *
*
*   Accessories      Truck Caps      Other      *
*   Part #           Serial #        Tint       *
*   Truck            Truck           *
*   Category         Model           *
*
.))))))))))))))))))))))))))))))))))))))))))))))))))))))))))))))-
          Stock Sales and Quotations

+)))))))))))))))))))))))))))))))))))))))))))))))))))))))))))))),
*          Choose Item and Sort Order          *
*
*                   Accessories         *
*                   Truck Caps         *
*
.))))))))))))))))))))))))))))))))))))))))))))))))))))))))))))))-
          Customer Orders

```

Figure 2.5 Category Menus



Nonstock item taxable status refers to the item, not the customer. If the item is normally taxed in your tax district, answer yes. You can tell the system to make the current invoice tax exempt on the *Invoice Summary Screen*.



It is good practice to standardize codes for nonstock items to whatever extent is practical in your business. For instance, you may wish to always use the code **LABOR** for labor charges if they exist as a separate line item.



To change a line item type to Serialized or from Serialized, delete the existing line item and re-enter it.

Description When adding a new accessory or cap line item, the description field defaults to the standard description for the selected item. If necessary, you may edit the default

description. When editing existing line items, the existing description will be maintained but can be changed by the user.

Unit Cost For all line item types except remarks, you may edit the unit cost. As with the *Description* field, the standard retail price is automatically brought up every time a part number or serial number is used on the invoice.

Ext. Cost The extended cost is automatically calculated by multiplying the quantity by the unit cost.

Once all line items have been entered, you must save and continue to complete the transaction. To do so, press the) key. The next screen is either the *Customer Invoice Summary* for Stock and Quotation transactions or the *Customer Order Summary* for customer orders. The following fields must be completed on the *Customer Invoice Summary* screen:

Taxable This field determines whether or not sales tax is calculated for this invoice. The default is determined by the presence of a *Tax Exempt ID* in the customer's record. If it exists, the default is set to **Not taxable**.

Shipping Enter any shipping costs associated with this sales invoice. These costs will be included in the total for the invoice.

Pay Type Select the pay type for the invoice. A/R Payments will be automatically transferred to the A/R Manager program for statement processing if you have that program installed. For more information on A/R Manager, call **TOPPSoft Computer Solutions @ 800-771-2378**.

Payment Doc Ref For checks, credit cards, A/R and split payments, you can enter information such as check number, authorization code, driver's license number, account number, etc. For cash sales, this field is automatically skipped.

Notes Enter any notes about the sales invoice such as split payments, or special terms for the sale.

Once the *Notes* field is completed, the user is prompted to confirm the totals on the sales invoice and press **E** to complete the sale. The customer's invoice or quotation will now print if printing has been enabled.

The following fields must be completed on the *Customer Order Summary* screen:

- Taxable** This field determines whether or not sales tax is calculated for this invoice. The default is determined by the presence of a *Tax Exempt ID* in the customer's record. If it exists, the default is set to **Not taxable**.
- Shipping** Enter any shipping costs associated with this sales invoice. These costs will be included in the total for the invoice.
- Deposit** Enter the amount of the deposit to be paid.
- Pay Type** Select the pay type for the invoice. A/R Payments will be automatically transferred to the A/R Manager program for statement processing if you have that program installed. For more information on A/R Manager, call TOPPSoft Computer Solutions @ 800-771-2378.
- Payment Doc Ref** For checks, credit cards, A/R and split payments, you can enter information such as check number, authorization code, driver's license number, account number, etc. For cash sales, this field is automatically skipped.
- Notes** Enter any notes about the sales invoice such as split payments, or special terms for the sale.

Once the *Notes* field is completed, the user is prompted to confirm the totals on the sales invoice and press **E** to complete the sale. The customer's payment receipt will now print if printing has been enabled and *pending orders* will be created for review by your Inventory Manager.

Chapter 3

The Sales Menu

POS INTEGRATOR!

Developed especially for Your Company!

License # xxxxxxxx

Sales Menu

Available Stock
Layaways
Sales Returns
Research Sales
Loaner Return
Customers
Reports
System Settings
Change Password
Suggestion Box
Invoice Screen

Use Arrow Keys or the first letter of your selection and press Enter.

Available memory: 113K (800) 771-BEST Press F1 for help.

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5811 Memorial Hwy (800) 771-2378
Suite 204 Tampa, FL 33615

From the *Invoice* screen, a separate menu of available functions, the *Sales* menu, is available by pressing \$. From the *Sales* menu, you can perform the following functions:

- # Review Available stock
- # Accept Layaway Payments
- # Process Sales Returns
- # Research prior sales
- # Return Loaners To Stock
- # View and Change Your Customer List
- # Print Reports
- # Modify Your Program Set-up
- # Change Your Password
- # Print Suggestions for Program Improvements

Available Stock

If the sales person wishes to check for the availability of stock or verify the price of an item without creating an invoice or order, they may do so by selecting the *Available Stock* option from the *Sales Menu*.

After choosing this option from the *Sales Menu*, highlight the site where you wish to locate the desired items, and press E. Identify the sort order you wish to use to view your stock. Your choices are by Part #, Truck, or Category for accessories and by Serial #, Truck, or Model for caps. When searching by part #, serial #, or truck, you may Rapid Scan® the part number to quickly find the desired item.

When searching by category or model, you first choose the category or model from the list and press E. You may then use Rapid Scan® on the description to quickly locate the desired item.

Layaways

There are three steps in processing layaways. Each step is handled by a different menu option in **POS INTEGRATOR!**. The following summary should guide you in creating and updating layaways.



To Create a Layaway for a stock unit choose QUOTE as the invoice type, then enter the invoice information. Finally, go to the *Layaways* option on the *Sales Menu* to post the payment received.



To Create a Layaway for an order, choose ORDER as the invoice type, then enter the invoice information. Post the initial payment as the *Deposit* on the *Order Summary Screen*. Post additional layaway payments from the *Layaways* option on the *Sales Menu*.



To close out a Layaway (Sold and Delivered), go to the *Invoice Screen* and use @ to select the invoice number. Set the *Sales Type* as STOCK. Close out the invoice as you would a normal STOCK sale.

For Layaway payments, select *Layaways* from the *Sales Menu* and press E. You will be presented with the *Open Invoices and Quotes* table. At this point you may use any of the keys listed in Table 3.1.

| Key | Description |
|-------------|----------------------------------------------|
| ! | View online help |
| E | Add a payment to the highlighted invoice |
| @ | View the invoice |
| YZ | Move the highlight bar to different invoices |
| Rapid Scan® | Enter the invoice number to quickly find it. |
| X | Return to previous screen |

TABLE 3.1 Valid Keys for the Layaway Table

After you have highlighted the invoice for which you intend to post an additional payment, you must press E. Now simply complete the *Layaway Payment Form* by entering information into the fields listed below. A new payment receipt will print to the invoice printer (if this function has been enabled *System Settings*).

Notes Enter any notes about the sales invoice such as split payments, or special terms for the sale.

Date Enter the payment date.

Pymt/Deposit Enter the amount of the additional payment made at this time. It will increase the deposit amount listed on the right side of the form. Select the form of payment.

Payment Ref For checks, credit cards, A/R and split payments, you can enter information such as check number, authorization code, driver's license number, account number, etc. For cash sales, this field is automatically skipped.

Sales Returns

Occasionally, a customer may wish to return an item. These items must be accounted for in inventory as they are returned. To facilitate proper accounting, use the *Sales Returns* function to log all sales return activity. Highlight *Sales Returns* on the *Sales Menu* and press **E**. A list of posted sales will appear. At this time, you may enter the sales invoice number to quickly locate the proper sale. Highlight the desired sales invoice and press **E**. The detailed line items for the invoice will appear on screen.

To process the return of a line item, highlight it and press **E**. Enter the accounting code that you use to post the return to your general ledger and press **E** again to confirm the return. The item will be cancelled from the sales invoice and an entry will be posted on your monthly *Inventory Exceptions Report*. (Please refer to your **CAP TRACKER!** or **ACCESSORY PACK!** manual for information on printing the *Inventory Exceptions Report*.)

Research Sales

To review the history for a particular invoice, you may wish to view it on your screen. The *View Invoices* feature allows viewing of invoices created in **CAP TRACKER!**, **ACCESSORY PACK!**, and **POS INTEGRATOR!**

To view a sales invoice, highlight the *Research Sales* option on the *Sales Menu* and press **E**. A list of sales invoices will appear. At this time, you may enter the sales invoice number to quickly locate the proper invoice. Highlight the sales invoice and press **E**. The line item detail for the invoice will appear on screen.

If you wish to reprint the invoice, simply press **#** and it will print to your invoice printer. Use the **\$** key to view the accounting transactions generated by the highlighted invoice.

Loaner Returns

If a cap has been loaned out to a customer, it must be received again to return it to your physical inventory. To receive a loaner back into inventory, go to the *Sales Menu* and select the *Loaner Returns* . If no items are out on loan, the system will beep and return to the menu.

Following is a description of each field on the *Receive Loaner Inventory* form:

Date

Received Enter the date that the loaner was received. This date is used to calculate inventory turnover rates and for aging reports. The date will automatically set to the current system date in your computer.

Notes Enter any notes related to this receipt.

Location Enter a rack number or some other location code. This code can determine the sort order of the *Stock Report* to make physical inventory counts proceed more quickly. This field is optional.

Credit

Type Enter your General Ledger accounting code for loaner returns and press **E** again to confirm the return. The item will be returned to inventory and an entry will be posted on your monthly *Inventory Exceptions Report*. (Please refer to your **CAP TRACKER!** or **ACCESSORY PACK!** manual for instructions on printing the *Inventory Exceptions Report*.)



Loaned out inventory items must be received back into inventory before they can be sold or delivered.

Maintain Your Customer Database

The *Customer List* is accessed by selecting the *Customers* option from the *Sales Menu*. If no customers exist, you will automatically be placed in the *Customer Form* where you may enter a new customer. See Figure 3.2 on the following page for an example.

The *Customer Table* provides the flexibility of viewing your customer list alphabetically either by name or by company. The current sort order is indicated by the name of the table. To change the sort order, press the **#** key. Press **@** to see a detailed sales history for the current customer. If no history exists, the computer will beep and remain on the *Customer Table*.

The *Customer Table* uses the Rapid Scan[®] feature. Rapid Scan[®] locates records based on the current sort order. New customers may be added by pressing the <Insert> key. To change an existing customer record, highlight the customer you wish to modify and press E. 3 See Figure 3.2 for an illustration of the *Customer Form*.

| | | |
|------------------------|-------------------------------|-----------|
| Customer Form | | 00310 |
| Record will be Changed | | |
| Company | :Your First Customer | |
| First Name | : | |
| Last Name | : | |
| Phone Number | :(813)249-5522 | |
| Alt Phone # | :(813)885-4655 | Type:FAX |
| Address | :5811 Memorial Hwy. Suite 204 | |
| Zip | :33615 | Tampa, FL |
| Tax Exempt ID: | | |
| Type | : 39 Commercial | |

FIGURE 3.2 The Customer Form

The following list describes each field found on the *Customer Form*:

- | | |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Company | For commercial customers, enter the company name. For private customers, leave this field blank. |
| First Name | For commercial customers, enter the first name of the company contact. For private customers, enter the first name of the customer. |
| Last Name | For commercial customers, enter the last name of the company contact. For private customers, enter the last name of the customer. |
| Phone Number | Enter the phone number where the customer can be reached. |
| Alt Phone # | Enter an alternate phone number where the customer can be reached. |
| Alt Phone Type | Enter a short description of the alternate phone number. Examples might be home, work, beep, cell, Mom, etc. |
| Address | Enter the customer street address. |
| Zip | Enter the customer zip code. If the zip code is already in your reference table, the city and state will automatically display to the right of the zip code field. If |

the zip code is not listed, the *Cities Table* will appear, allowing you to enter the new zip code.



Zip+4 and international zip codes up to ten characters are supported in all **TOPPSoft** programs.

Tax Exempt ID

For commercial accounts, enter the Tax Exempt ID. If any characters are entered into the Tax Exempt ID Field, the customer will be noted as a non-tax customer.

Reports

The *Reports Option* allows access to the reports available in **POS INTEGRATOR!**. Each report prompts you for various information allowing you to customize how the report operates. Reports can be generated for a single location or for all locations if you have more than one site defined in your *System Settings*.

Daily Sales Report

The *Daily Sales Report* provides detailed information on your sales for a single day. This report includes detailed information about each sales invoice and each customer. See Figure 3.3 on the following page for a diagram of the report layout.

Daily Sales Report
January 1, 1995

| | <u>Cost</u> | <u>Ext. Price</u> | <u>Margin</u> |
|-----------------------------------------|-------------|-------------------|---------------|
| Invoice:RP1235 | | | |
| Sold to: Your First Customer | | | |
| 1 BLSBFU Bedliner, SBF, Under | \$139.00 | \$199.00 | 30.2% |
| 1 Aluminum Cap, used | \$200.00 | \$390.00 | 48.7% |
| 1 Labor | | \$0.00 | 0.0% |
| 90 Day warranty | | \$0.00 | 0.0% |
| 1 Miscellaneous Items | | \$6.00 | 100.0% |
| Line Item Totals: | \$339.00 | \$595.00 | 43.0% |
| Other Totals: Tax: | | \$38.68 | |
| Labor: | | \$0.00 | |
| Shipping: | | \$0.00 | |

| | | | |
|---------------------------------------|----------|---------|-------|
| Invoice:RP1236 | | | |
| Sold to: Your Second Customer | | | |
| 1 BGSBFBLK Bug Guard, SBF, Black | \$ 39.93 | \$89.00 | 55.1% |
| 90 Day warranty | | \$0.00 | 0.0% |
| Line Item Totals: | \$39.93 | \$89.00 | 55.1% |
| Other Totals: Tax: | | \$5.79 | |
| Labor: | | \$0.00 | |
| Shipping: | | \$0.00 | |

| | | | |
|-----------------------------------|----------|----------|-------|
| Report Line Item Totals: | \$378.93 | \$684.00 | 44.0% |
| Excludes Tax, Labor, and Shipping | | | |

FIGURE 3.3 Daily Sales Report Layout

Totals are calculated for costs, selling price, and margins. These totals appear at the bottom of the report. Accounts with Management Rights can disable printing of costs and margins by accessing the *System Settings* functions in **CAP TRACKER!** or **ACCESSORY PACK!**

To generate the report, select *Print Daily Sales* from the *Reports Menu*. Enter the date and site code you wish to report. Any valid date may be entered. This feature provides flexibility for reporting on historic sales as well as current sales. Enter the site code to report for a single site or enter **0** to report for all sites. A scrolling list of valid sites is available by pressing **@**.

Commission Report

The *Commission Report* displays the commissions for all sales staff for a given date range. Once you enter the starting and ending dates, the report displays invoice totals for each invoice in the date range and the total commission for each sales person. The report is first sorted by sales person and then by invoice number. Totals are generated for each sales person.

| Employee Commissions Report For 1/01/95 through 1/31/95 | | | |
|------------------------------------------------------------|----------------------------------|--------------------|--|
| Employee: Manager | | Commission: 0.000% | |
| Invoice | Total | Commission | |
| 1112 | \$0.00 | \$0.00 | |
| 1125 | \$914.00 | \$0.00 | |
| 1139 | \$347.95 | \$0.00 | |
| 1142 | \$952.95 | \$0.00 | |
| 1145 | \$718.00 | \$0.00 | |
| 1146 | \$10,035.90 | \$0.00 | |
| 999 | \$740.00 | \$0.00 | |
| |)))))))))))))))))))))))))) | | |
| | \$13,708.80 | \$0.00 | |
| | 44444444444444444444444444444444 | | |
| Employee: Bob Salesman | | Commission: 0.000% | |
| Invoice | Total | Commission | |
| 12 | \$699.00 | \$20.97 | |
| 15 | \$803.00 | \$24.09 | |
| 1106 | \$754.95 | \$22.65 | |
| 1110 | \$0.00 | \$0.00 | |
| 1113 | \$1,090.94 | \$32.73 | |
| 1120 | \$937.00 | \$28.11 | |
| 1131 | \$888.00 | \$26.64 | |
| 1138 | \$874.00 | \$26.22 | |
| |)))))))))))))))))))))))))) | | |
| | \$6,046.89 | \$181.41 | |
| | 44444444444444444444444444444444 | | |

Figure 3.4 Commission Report Layout

System Settings

The *System Settings* option is used to alter settings that affect the operation of **POS INTEGRATOR!**, to capture specific facts about your company, and to describe your computer equipment. *System Settings* has been split into three options that logically group the customizable parts of **POS INTEGRATOR!**. These options are **Company**, **Invoicing**, and **Hardware**.

Company

Company Enter your company name. This name will display on many of the screens and reports found in **POS INTEGRATOR!**

Def. Site Code Enter your site code. This code will be presented as the default when ordering and creating inventory and when prompted for site code on all report options screens.

Address Enter the address for your company headquarters or administrative offices.

Zip Code Enter the zip code for your company headquarters or administrative offices. If the zip code is not listed in your database, the *Cities Table* will appear allowing you to select another zip code or add the new zip code to the list. Zip+4 and international zip codes are supported up to 10 characters.

Phone No. Enter the phone number for your company headquarters or administrative offices.

Fax Number Enter the fax number for your company headquarters or administrative offices.

Def. Stock Date Enter the default stock date for your initial data entry of inventory. This date is used for Order and Receive dates on stock items that are entered directly into the database when you first begin using **CAP TRACKER!** and **ACCESSORY PACK!**

Invoicing

Invoice Form If you use the standard preprinted invoices that are available through **TOPPSoft Computer Solutions**, choose **P**. If you use an invoice form with a standard letterhead format, choose **L**. If you use custom developed invoices or a custom format developed by **TOPPSoft Computer Solutions**, choose **C**.

Print Company

Info on

Invoice Enter **N** to disable printing of your company information on the top, left corner of invoices and payment receipts. You may wish to do this if you are using invoice forms that are preprinted with your name and address.

Print

Orders Choose **Y** to automatically print orders during the *Post Orders* procedure in **CAP TRACKER!** and **ACCESSORY PACK!**. Choose **N** to disable printing of orders during the post orders procedure.

Sales Invoice

Copies

If your company requires multiple copies of sales invoices and payment receipts, indicate how many copies should print. When you are using multi-part forms, the number you enter here will determine the number of times the invoice will print. For example, with a three part form and a setting of two, you will end up with six copies of your invoice. To disable invoice printing, enter **0** for the number of copies.

Allow Edit of

Invoice #

Indicate with **Y** or **N** whether you wish to be able to enter your own invoice numbers out of the automatically generated sequence. Choosing **Y** will make the transition from manual to computer generated invoices easier, and allow you to detail any handwritten invoices in the computer history. Choosing **N** will make auditing invoices easier, as only sequenced invoice numbers will be available for use. This provides greater security and allows you to keep track individual transactions more closely.

Invoice

Number

Prefix

Enter a two character prefix that will be used on your automatic invoice numbering. If you don't require a prefix, you may leave this field blank. This prefix could be used to ensure unique sequences between different stores, to establish different sequences by year, or any other criteria you may be concerned with. The prefix can be composed of letters or numbers.

Last Used

Invoice #

Enter the last invoice number used in your automatic numbering sequence. The system will use this value to generate the next available invoice number.

Credit Memo

Prefix

Enter a two character prefix that will be used on your automatic credit memo numbering. If you don't require a prefix, you may leave this field blank. Since credit memos are stored in the same database as invoices, they should have a prefix that is

different from the prefix used for invoices. We highly recommend using some type of prefix. The standard of **CM** is easy to remember. For a company with several sites, you may wish to use **C1**, **C2**, etc.

**Last Used
Credit**

Memo # Enter the last credit memo number used in your automatic numbering sequence. The system will use this value to generate the next available number.

**Invoice
Message**

Enter the message you wish to have printed on the bottom of each invoice and payment receipt. To turn off the message, leave this entry blank.

Hardware

**Report
Printer**

Select your printer type from the list of available printers. If your printer is not specifically listed, consult your printer manual for a list of compatible printers. If your printer manual offers no help, try the HP LaserJet option for laser printers or the Epson FX option for dot matrix printers. If neither of these printers work properly, select Generic Printer from the list of available printers or call your printer manufacturer for assistance.



If you select Generic Printer, reports that require compressed print capabilities may not fit on a printed page. You will need to set compressed mode manually on your printer in this circumstance. Please refer to your printer manual for instructions.

**Report
LPT Port**

Select the port your report printer is connected to. On a network, this port would correspond to the logical printer connection established by your system administrator.

**Invoice
Printer**

Select your printer type from the list of available printers. If your printer is not specifically listed, consult your printer manual for a list of compatible printers. If your printer manual offers no help, try the HP LaserJet option for laser printers or the Epson FX option for dot matrix printers. If neither of these printers work properly, select Generic Printer from the list of available printers.

Invoice

LPT Port Select the port your invoice printer is connected to. On a network, this port would correspond to the logical printer connection established by your system administrator. If your reports and invoices go to the same printer, you would use the same setting as *Report LPT Port*. Be sure to change forms if necessary when switching between report and invoice printing.

Cash Drawer

Control Enter the ASCII codes necessary to control your cash drawer. Please refer to your manual for the cash drawer to identify the proper codes. ASCII codes range from 0 to 255.

Cash Drawer

Port Select the serial port your cash drawer is connected to. If you are unsure, try COM2 first and COM1 if that does not work.

Set and Maintain Your Password

Each employee with authorized access to **POS INTEGRATOR!** has a personal account with a confidential password. Each employee's account name and code is defined on the *Employee Table* on the *Management Menu* in **CAP TRACKER!** and **ACCESSORY PACK!**. Under normal circumstances, each employee's account code is set to be their first, middle, and last name initials. If you are unsure what your account code is, please ask the person responsible for initially setting up the program.

The first time each employee logs in to the system, no password is required. After logging into the system for the first time, each employee should set a confidential password.

The process for setting your password for the first time is as follows:

1. Select *Change Password* from the **POS INTEGRATOR!** *Sales Menu*.
2. Press E.
3. Type your confidential password and press E.
4. Retype your new password and press E to confirm the change.



Your password will not be changed if the characters typed in steps 3 and 4 do not match exactly or if your old password is entered incorrectly.

It is a good idea to change your personal password often. This practice adds an extra level of security to the system. Follow the steps below to periodically change your password:

1. Select *Change Password* from the **POS INTEGRATOR!** *Sales Menu*.
2. Type your old password and press E.
3. Type your new confidential password and press E.
4. Retype your password and press E to confirm the change.



Password protection is the only mechanism for preventing unauthorized persons from accessing your data. Each employee password should be kept confidential for security reasons. Change your password immediately if you suspect someone has learned it.

Using the Suggestion Box

To assist us with tracking program enhancements and other suggestions for improving **POS INTEGRATOR!** we have included a *Suggestion Box Option* on the *Sales Menu*.

To use the *Suggestion Box*:

1. Select *Suggestion Box* from the **POS INTEGRATOR!** *Sales Menu*.
2. Enter your suggestion.
3. To complete the form, press CE.
4. Fax the suggestion to us or fold, stamp and mail it.

TOPPSoft Computer Solutions continually consults suggestion box information when selecting new enhancement features for our programs. Customers who are covered under our annual support program receive all program updates automatically. For questions about the annual support program or to renew your support, call (800)-771-2378.

Appendix B

System Messages

The following appendix contains descriptions of system messages that may occur while using **POS INTEGRATOR!** They are listed alphabetically for ease of use. If the suggested remedy does not correct the problem, call the **TOPP *Soft* Computer Solutions** help line at (800) 771-BEST for technical support.

| PROBLEM | SOLUTION |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>CANNOT BUILD ??? - ERROR: A problem has occurred in the key files for the ??? database. The database could not be accessed to repair the key files.</p> | <p>Make sure all users have exited CAP TRACKER! and restart the program.</p> |
| <p>CANNOT SHARE ??? - ERROR: The ??? database cannot be opened in multi-user mode. This happens when the files statement in your CONFIG.SYS file has not been set properly or another station has locked the file for exclusive use. This may occur while running some utility functions on other stations.</p> | <p>Make sure all utility programs have completed successfully. Exit and restart CAP TRACKER! If the problem persists, you must edit your CONFIG.SYS file. Reference the Getting Started chapter for further instructions on editing the CONFIG.SYS file.</p> |
| <p>CHANGED BY ANOTHER STATION: Another user on your network has already made changes to the record on your screen.</p> | <p>CAP TRACKER! will display the current information in the record instead of saving the information you have just entered. Re-enter your changes and then save your work.</p> |
| <p>CREATES DUPLICATE ENTRY: The value you entered for the current field must be unique in the system. The value you entered is already in use by another record in the database.</p> | <p>Enter a different value for the current field. Make sure your new value is unique from any already in use by the system.</p> |
| <p>CREATING A NEW RECORD: In a form that allows addition of more than one record at a time, additional records will be added until you press X. Pressing X returns you to the previous screen.</p> | |
| <p>ERROR UPDATING CAP: Occurs while transferring a cap from one site to another or changing the cost of a cap more than once in a single day.</p> | <p>You may either try the transaction on a different day, or change the system date of your computer and retry the transaction. Refer to your DOS manual for instructions on changing your system date.</p> |
| <p>ERROR: ?? Adding to ???: Internal error ?? occurred while adding records to database ??.</p> | <p>Contact TOPP <i>Soft</i> Computer Solutions with the exact wording of this message for assistance.</p> |

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ERROR: ?? Deleting from ???: Internal error ?? occurred while deleting records from database ???. | Contact TOPP^{Soft} Computer Solutions with the exact wording of this message for assistance. |
| FILE NOT FOUND: A required database file was not found by the program. | Make sure you are in the correct directory when launching the program. If you are in the correct directory, some of your database files may have been deleted. Call TOPP^{Soft} Computer Solutions for technical support. |
| INSUFFICIENT MEMORY: Your computer does not have enough available DOS memory (RAM) to run the program. At least 550K of RAM memory must be available. | Type MEM or CHKDSK from the c:\> prompt to verify the amount of available RAM. If this command verifies that you are short of memory, disable any auxiliary programs that may be consuming your computer memory. |
| INVALID KEY FILE: One of database key files has been corrupted. | Delete all of the key files with K?? extension for the database and restart the program. Your keys will be rebuilt. NOTE: On a network, no other users can run the program while the keys are rebuilding. |
| INVALID LICENSE NUMBER: An invalid license number has been installed for the software. | The installation program automatically adds your license number. Re install the program to reset the license number. Refer to the Getting Started chapter of this manual for further instructions. If the error is not resolved, contact TOPP^{Soft} Computer Solutions technical support. |
| LICENSE ERROR 01: The license database is not in the current directory or is locked by another station. | Exit and restart CAP TRACKER! to clear the error. |
| LICENSE ERROR 02: The license number in use by this station no longer exists in the license database. | Exit and restart CAP TRACKER! . If the problem persists, reinstall the program to reset the license number. Refer to the Getting Started chapter of this manual for further instructions. |
| LICENSE IN USE: Too many stations are attempting to access CAP TRACKER! This error may occur if you do not own enough license numbers for all users on your network. | Contact TOPP^{Soft} Computer Solutions to purchase additional network licenses of the software. |
| NO LICENSE EXISTS: No legal license number has been installed for the software. | Reinstall the software. Refer to the Getting Started chapter of this manual for further instructions. |

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>PASSWORD NOT CORRECTLY TYPED: An error occurred while changing your password. Your password was not changed.</p> | <p>Retry your changing your password. Press Enter to Delete: Pressing E will delete the entry on the screen. Press X to return to the previous screen without deleting the current entry.</p> |
| <p>REBUILDING KEYS FOR ??: The keys for database ?? were deleted. The program is rebuilding your keys.</p> | <p>Wait until the rebuild process has completed and is continue with your work.</p> |
| <p>RECORD NOT FOUND: The record you are looking for does not exist in the database.</p> | |
| <p>RECORD WILL BE ADDED: A new item is being added to the current database.</p> | |
| <p>RECORD WILL BE CHANGED: An existing entry in the current database is being modified.</p> | |
| <p>SECURITY ERROR, PLEASE RETRY: An error occurred while logging into the system or during the password change process.</p> | <p>Retry your current action.</p> |
| <p>UNKNOWN MATERIAL TYPE: This error may occur while generating Summary Statistics. The error indicates possible data corruption in your model templates.</p> | <p>Call TOPP<i>Soft</i> Computer Solutions for technical support immediately.</p> |
| <p>USER ABORTED BY CONTROL BREAK: The C-Break key combination was pressed.</p> | <p>This key sequence abnormally leaves the program. Check your data for possible data corruption.</p> |
| <p>VIRTUAL MEMORY ERROR: The virtual memory allocated to the program has errors.</p> | <p>Disable the use of virtual memory. See your DOS manuals for more information on this topic.</p> |

Glossary

80486. Type of CPU. It designates either a model from a company named Intel or a compatible model from one of several other companies.

access restrictions. The levels of access granted to users on a network. Users must have read and write access to the **POS INTEGRATOR!** directory for proper operation.

ASCII. American Standard Code for Information Interchange. This is a standard format used by many computers for representing the letters, numbers and other characters on a computer screen. Using this standard helps different computer programs share information.

batch file. A series of instructions and programs to be executed by the computer.

batch process. A batch process is a series of tasks grouped together to simplify operations. The batch can be initiated and run without any user intervention.

bootable floppy. A floppy disk that is capable of starting the computer. It has DOS installed so that the computer can function properly.

byte. A single character of information. 1024 bytes equal one kilobyte.

cap. Generic term for a unit placed over the bed of a pickup truck. It has various names in different regions. Some names include topper, top, camper top, truck cover, canopy, and shell.

context sensitive help. Online help that gives you specific information to help you with your current task. All help is accessed by pressing <F1>.

CPU. This Central Processing Unit is the brain inside the computer. It handles all of the calculations and instructions to create the screens and reports found in **POS INTEGRATOR!**

current directory. This is the directory that is currently in use by the computer. To run **POS INTEGRATOR!**, the current directory must be the directory where the program and database files are located. (Usually `c:\CT` or `F:\CT`)

cursor. The blinking square on the screen that indicates the current location for data entry. New characters that are typed will appear where the cursor is located.

directory. This is a list of files and other directories found on a hard disk. It can be compared to a drawer in a file cabinet. Each drawer is a different directory which may contain different files or small drawers.

disk cache. A buffer used by the computer to speed up a computer program that frequently accesses the hard disk. Generally, the larger the disk cache, the faster the computer will run.

DOS. Disk Operating System. This is the control program the computer uses to handle basic input and output devices connected to the computer. It manages and controls access to these devices so that they can be shared by different programs in the computer.

dot matrix printer. A printer that creates characters by pressing a group of pins onto the page. The pattern of pins used determines the character that is printed. This type of printing is called impact printing. It's advantage is that the printers are low cost and are capable of making several copies simultaneously using multi-part forms.

field. Each entry area on a form is called a field. This is where a single element of data, such as a phone number can be entered.

file. A single collection of characters, or bytes stored in the computer.

font. This is the type face used by the computer. The screen has a set of fonts and the printer also has a set of fonts. Fonts can be different styles and sizes.

form. Data entry screens which allow users to add and change information in a database. Forms are usually accessed from tables.

floppy diskette. A flat object made of plastic used as storage by the computer. They come in two different sizes—3½" and 5¼". They must be inserted into a special slot (the floppy diskette drive) in the computer to be used.

floppy diskette drive. This is an input/output device on the computer that reads and writes to floppy diskettes. A single computer may have several of these devices.

form. A screen used to enter or update information in the database.

function keys. A set of special keys found on a computer keyboard. They are usually found on the left hand side of the keyboard in two columns or across the top in a single row.

hard disk. A device usually found inside the computer that lets you store programs and data. This device is described by the amount of storage available (e.g. 200 MB). Information kept on a hard disk is stored until erased by programs or the user.

hardware. The equipment component of a computer system. Each of the physical parts that you can touch are considered hardware.

hot key. A special key that can be pressed at any time to perform some special task. Any screen with hot keys will have information near the bottom about that hot key.

IDE. A technical specification that identifies the type of hard disk installed on the computer system.

KB. See kilobyte.

kilobyte. 1024 bytes of information. Usually designated with the abbreviation 'KB.' 1024 KB equals 1 megabyte.

laser printer. A printer that creates pages by heating the paper with a laser and applying toner (ink) to the page. This type of printing is called non-impact printing. Its advantage is that the output is very high quality and prints very quickly.

license. Each license purchased allows one user to access the system. To use **POS INTEGRATOR!** by more than one person on a network, you must purchase additional licenses. Please refer to your license agreement for a detailed explanation of the license agreement.

mail merge. The process of creating a quantity of form letters or other reports by combining a standard letter with a mailing list on the computer. Each letter would be customized using the information from the mailing list.

MB. See megabyte.

megabyte. 1024 kilobytes or a little more than one million bytes of information. Usually designated with the abbreviation 'MB.' **POS INTEGRATOR!** uses almost 2 MB of hard disk space when it is first installed. A megabyte is equivalent to about 250 pages of printed text.

network. A system used to connect computers so that they may communicate and share resources such as printers and hard disks. A network is required to allow several users to access the same data at the same time.

Pentium®. Pentium processors, made by Intel are the name brand in current CPU technology. Competitors include Cyrix M2 processors and AMD K6 processors.

pixel. A picture element on the screen. Each little dot that makes up the characters on the computer screen is a pixel.

program. See the glossary entry for software.

RAM. Random Access Memory. Temporary storage used by the computer as working space for programs while they are in use. It is automatically erased when you turn off the computer.

Rapid Scan. A feature that allows a user to quickly find a single record among hundreds or thousands by simply entering the first few characters of the key field. Within seconds, the correct entry can be located.

root directory. The top directory of a hard disk or floppy disk. It is the master file cabinet for each disk in the computer.

SCSI. Small Computer Systems Interface.

secondary merge file. A mailing list created and used by WordPerfect® for creating form letters.

serialized inventory. Inventory items that contain serial numbers and can be individually tracked. Each serialized item is stored with a complete record of activity for that item. Serial numbers must be unique to ensure proper tracking.

software. A set of instructions for the computer that accomplishes a specific task.

POS INTEGRATOR! is an example of software that manages your cap inventory.

station. A single computer which may be on a network.

string. A sequence of ASCII characters referenced together as a group.

system date. The date that the computer keeps. It is the basis for many of the default dates used by the program. To correct the system date, use the DATE command from the DOS prompt.

table. Lists of database records that scroll up and down on the screen. Entries on tables may be selected, changed, added and deleted.

VGA. Video Graphics Array. A high resolution graphics standard for computer screens and monitors. VGA is capable of displaying up to 640 x 480 pixels on the screen in 16 colors or 320 x 200 pixels at 256 colors.