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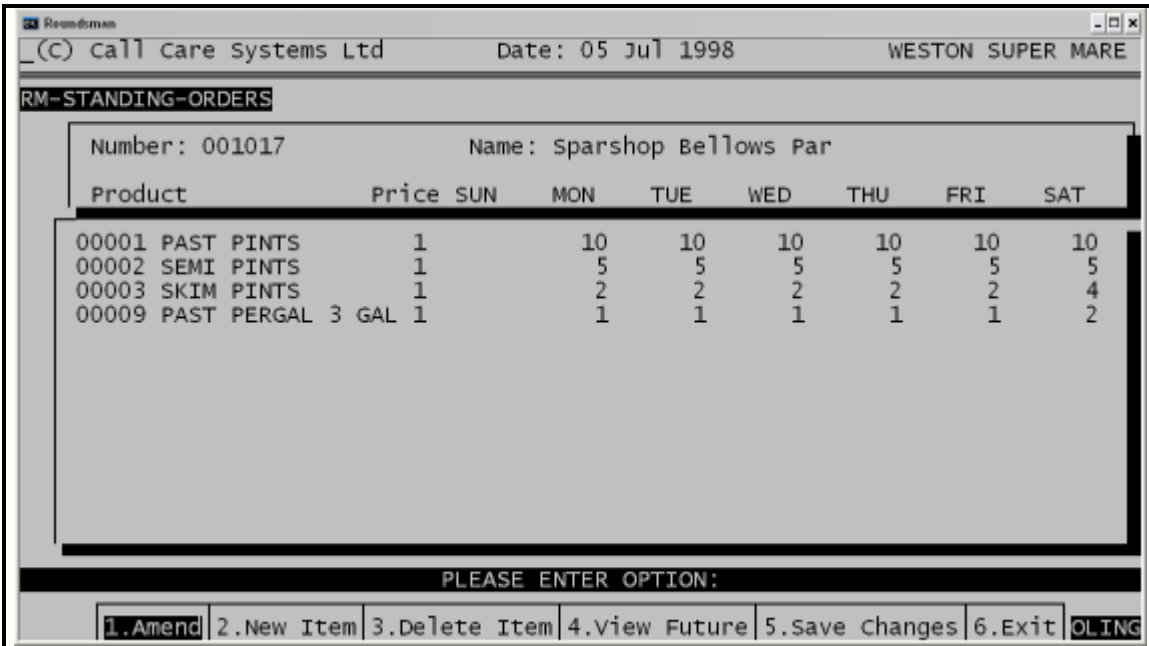
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SET UP STANDING ORDERS

To Set Up a Standing Order for a new or current Customer can be done through Customer enquiry, Option 1 from the Main Menu.

First select the Customer you require from the Get Customer screen, then choose Option 5 Standing Orders. At the bottom of the screen you will be asked if the Customer you have chosen is a Weekly or a Non Weekly Customer.



RM-STANDING-ORDERS

Number: 001017 Name: Sparshop Bellows Par

Product	Price	SUN	MON	TUE	WED	THU	FRI	SAT
00001 PAST PINTS	1		10	10	10	10	10	10
00002 SEMI PINTS	1		5	5	5	5	5	5
00003 SKIM PINTS	1		2	2	2	2	2	4
00009 PAST PERGAL 3 GAL	1		1	1	1	1	1	2

PLEASE ENTER OPTION:

1.Amend 2.New Item 3.Delete Item 4.View Future 5.Save Changes 6.Exit OLING

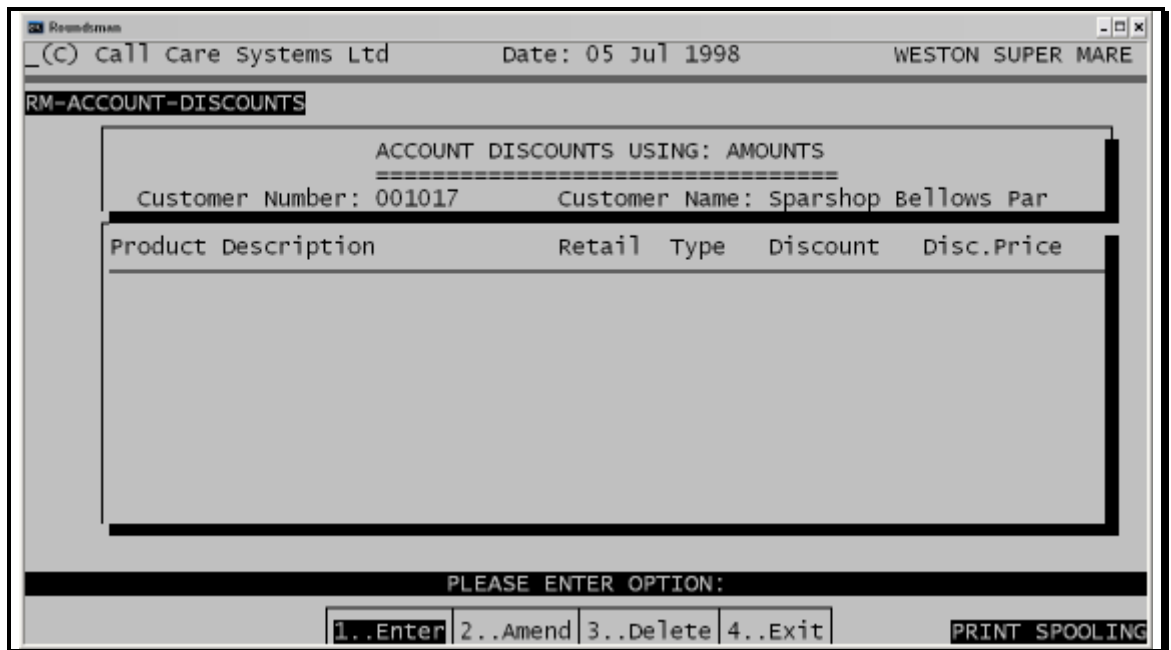
This screen displays the current standing orders. You may now amend any of the current orders, enter new products onto the standing order or delete an item from the standing order. Any orders that are due to start in the future will be marked with an asterisk, the view future option will allow you to view and change this future permanent change. When all changes have been made then you will save the changes. You will be given the option to save for a future week or the current week. If you save for the current week you can then select the day on which you wish the order to start this week.

If you select the first day of the week then the system will bring the standing order into operation from the current weeks start date. If saved from a day during the week then the standing order will start from the start of next week, and temporary changes will be written for this week.

MAINTAIN SEMI RETAIL CUSTOMER DISCOUNTS

To Maintain Account Customers you need to select File Maintenance from the Main Menu, Maintain Customers from the File Maintenance Menu and Account Customers from the Maintain Customers Menu.

You will then be presented with the Get Customer Screen. Enter the Customer Number you require.



The screenshot shows a terminal window titled "RM-ACCOUNT-DISCOUNTS" with the following content:

```
RM-ACCOUNT-DISCOUNTS
=====
ACCOUNT DISCOUNTS USING: AMOUNTS
=====
Customer Number: 001017      Customer Name: Sparshop Bellows Par
-----
Product Description          Retail Type  Discount  Disc.Price
-----

```

At the bottom of the screen, there is a prompt "PLEASE ENTER OPTION:" followed by four options: "1..Enter", "2..Amend", "3..Delete", and "4..Exit". The "1..Enter" option is highlighted. To the right of these options is a button labeled "PRINT SPOOLING".

The Enter option is highlighted, press return, the highlighted block moves up to the Product column ready for you to enter the product code, or /and Enter to select from the pick list. On selecting the appropriate product code the description and retail value per item will appear. The highlighted block has moved to the Discount column. Enter the amount of discount per item. (Remember the amount is shown in pennies so 2p will be shown as 0.02) and press Enter. The Disc.Price column will be calculated and filled in automatically and the cursor returned to the product column ready for your next product code. When you have finished entering, press ESCape.

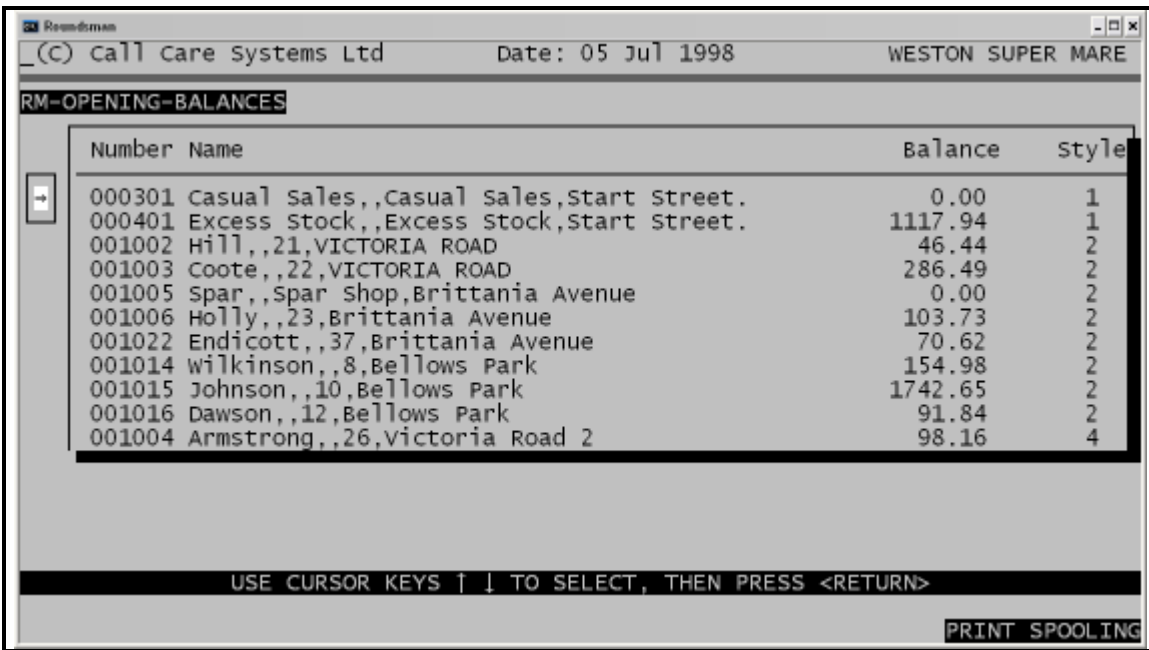
Choosing the Amend option will allow you to amend those Discounts that you have just entered or those that were already available to that customer

Choosing the Delete option allows you to remove any discounts that may already have been given to that customer or any discounts that you have just made.

When you have finished you may Escape back to the Main Menu.

ENTER OPENING BALANCES

By selecting File Maintenance from the Main Menu, Maintain Customers from the File Maintenance Menu and Enter Opening Balances from the Maintain Customers Menu, you will be asked to enter the Round you require and in what sequence you want the Customers listed, either in Delivery or Collection sequence.



The screenshot shows a terminal window titled "RM-OPENING-BALANCES" with the following header information: "(C) Call Care systems Ltd", "Date: 05 Jul 1998", and "WESTON SUPER MARE". The main content is a table with three columns: "Number", "Name", "Balance", and "Style". A flashing arrow on the left indicates the current selection. At the bottom, there is a prompt: "USE CURSOR KEYS ↑ ↓ TO SELECT, THEN PRESS <RETURN>" and a "PRINT SPOOLING" button.

Number	Name	Balance	Style
000301	Casual Sales,,Casual Sales,Start Street.	0.00	1
000401	Excess Stock,,Excess Stock,Start Street.	1117.94	1
001002	Hill,,21,VICTORIA ROAD	46.44	2
001003	Coote,,22,VICTORIA ROAD	286.49	2
001005	Spar,,Spar Shop,Brittania Avenue	0.00	2
001006	Holly,,23,Brittania Avenue	103.73	2
001022	Endicott,,37,Brittania Avenue	70.62	2
001014	wilkinson,,8,Bellows Park	154.98	2
001015	Johnson,,10,Bellows Park	1742.65	2
001016	Dawson,,12,Bellows Park	91.84	2
001004	Armstrong,,26,Victoria Road 2	98.16	4

This screen appears after making your selection on the previous screen.

Balance amendments should only be made to Retail Customers through this Option. To amend balances to Semi Retail Customers this must be done in the Sales Ledger.

On the left hand side of the screen a flashing arrow will appear in a box, move this arrow using the Up and Down arrow keys to the Customer required, press enter to select the required Customer. On pressing the enter key the customers balance will move to the left and become highlighted with an arrow pointing at the first figure, you may now alter the balance and press enter.

This action will write the transaction to the customers account which will adjust the balance to the balance that you have just entered. When you have finished altering the customers balances press escape.

On pressing escape a warning flag appears .

If you select Y the round information held on file is updated by the amount that you have input.



If you select N updating of the round information is ignored.

NOTE:- The Maintain Opening Balances procedure should only be used during the initial set up of the system as part of the installation routine, or after a major system failure to replace the balance figures.

ENTER HOLIDAY SUSPENSIONS

To arrive at this Option select Daily Routines from the Main Menu and Holiday Suspensions from the Daily Routines Menu.

You will then be presented with the Get Customer Screen. Enter the Customer Number you require.

RM-HOLIDAYS

CUSTOMER
Number: 001004
Name: 26 VICTORIA ROAD

HOLIDAY DATES
START DATE : 050798 END DATE :
ROUNDSBOOK MESSAGE :

Start Date	End Date	Entered Date	Suspended

Enter Holiday Dates

PRINT SPOOLING

For a holiday you enter the start date then the end date, these dates are inclusive of non-delivery days. After accepting the dates you will get the option of changing the default message that will be passed to the Roundsbook, this message will then be printed in the Roundsbook when the holiday comes into operation.

The next option covers the suspension of all items. This facility allows for the order to be cancelled, but you can leave an item for delivery even if you are away. Temporary changes are then created for the next 2 weeks, the end of week routine will enter temporary changes up to the end of the holiday.

If you leave the end date blank then you will put the customer on suspension, the default message will be posted to the Roundsbook message and all products will be suspended

If you need to change a holiday or end a suspension, enter the start date of the holiday, the dates are shown in the bottom window, you will be given a warning that there is a holiday in operation. You can amend, cancel or leave the holiday as it is. If you cancel, all orders are returned to normal from the beginning of the current week. If you

wish to change the holiday then enter the date that corresponds with the last non delivery day and after confirmation the necessary changes to the orders are placed.

ENTER DAILY CHANGES

To arrive at this screen select Daily Routines from the Main Menu and Daily Deliveries from the Daily Routines Menu.

You will then be asked to enter the Round you require and in what sequence you want the Customers listed, either in Delivery or Collection sequence.

Roundman
(C) call care systems Ltd Date: 05 Jul 1998 WESTON SUPER MARE

WEEKLY ROUTINES

Round : 001 ANDREW Paid : 0.00

Number : 001040 CURRENT ORDER. Amend Day SUN
Name : 12 Victoria Road
Type : Acct P/B SUN MON TUE WED THU FRI SAT

	P/B	SUN	MON	TUE	WED	THU	FRI	SAT
00001 PAST PINTS	1	0	1	1	1	1	1	2
00002 SEMI PINTS	1	0	0	0	0	0	0	0
00003 SKIM PINTS	1	0	0	0	0	0	0	0
00004 CHANNEL ISLAND	1	0	1	1	1	1	1	2
00010 CLOTTED 2OZ	1	0	2	2	2	2	2	4

Select Required Option From The choice Below.

1.OK 2.New Prod 3.Amend 4.Pay 5.Forwd Temp 6.SO 7.Cust 8.Hols SPOOLING

Make any changes necessary to Products displayed then press ESC or RETURN through all items.

You will then be passed to the next Option screen.

Confirming that all is OK you will return to the customer scroll with the next customer selected.

Option 2 New Prod will allow you to enter a product for delivery this week that is not normally part of the customers order.

Option 3 Amend will enable you to go back into the current customers order for this week and correct any mistakes.

Option 4 Pay allows the entry of payments.

Option 5 Fwd Temps allows changes to be entered for a future week that do not form part of the Customers Standing Orders.

Option 6 SO allows the changing of the Customers Standing Order.

Option 7 Cust allows the changing to the Customer information.

Option 8 Hols allows Holidays to be input for the "Current" Customer.

Option 9 Change Day only appears in daily deliveries, this allows changes to be made on any other day of the "Current" Week.

Weekly Deliveries is the same procedure as Daily Deliveries.

ENTER FORWARD TEMPORARY CHANGES

To arrive at this screen you need to select Daily Routines from the Main Menu and Forward Temporary Changes from the Daily Routines Menu.

RM-TEMPORARY-CHANGES

Number 001040 Name 12 Victoria Road

Product

W/C Date

Price Code Price

	SUN	MON	TUE	WED	THU	FRI	SAT
S/O	=====	=====	=====	=====	=====	=====	=====
T/C	0.00	0.00	0.00	0.00	0.00	0.00	0.00

PLEASE ENTER OPTION:

1..OK 2..Enter 3..Amend 4..Delete PRINT SPOOLING

Forward Temporary Changes, allows you to enter a temporary change for a future week. You can enter a new product, or amend a product that has already been entered or delete a product that is on the list. You key the product number, then the week commencing date of the week in which you want the delivery to take place, confirm the price code, then enter the delivery quantity. This order is for delivery in this week only, when the week has gone then the order will be deleted.

FORWARD PERMANENT CHANGES

This Option is done through the Standing Orders Routine and in the same procedure.

When you go to save the changes of the Standing Order you will have two Options, Current Week or Future Week.

Product	Price	SUN	MON	TUE	WED	THU	FRI	SAT
00001 PAST PINTS	1		1	1	1	1	1	2
*00002 SEMI PINTS	1							
*00003 SKIM PINTS	1							
00004 CHANNEL ISLAND	1		1	1	1	1	1	2
00010 CLOTTED 2OZ	1		2	2	2	2	2	4

WHEN DO YOU WANT THE CHANGES TO TAKE EFFECT ?

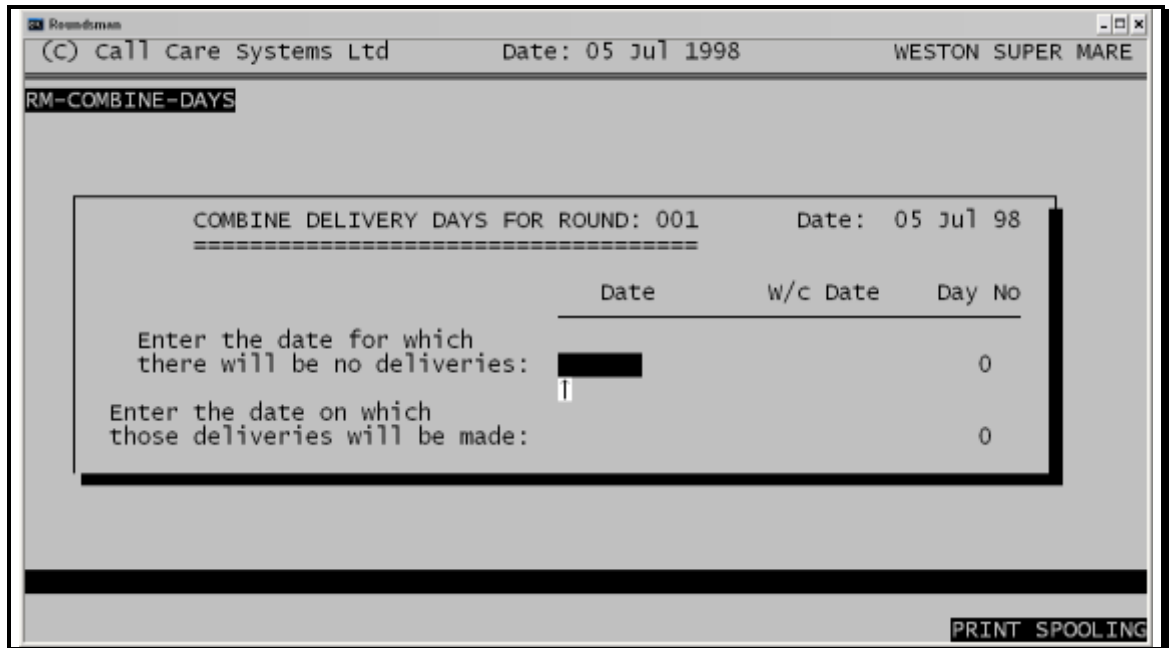
1..Current week 2..Future Week PRINT SPOOLING

Select Future Week and enter the date you want these changes to start.

COMBINE DELIVERY DAYS

Select Daily Routines from the Main Menu and Combine Delivery Days from the Daily Routines Menu.

You will be asked to enter the Round Number that you require.



The screenshot shows a terminal window titled "RM-COMBINE-DAYS" with the following content:

```
(C) Call Care Systems Ltd      Date: 05 Jul 1998      WESTON SUPER MARE
RM-COMBINE-DAYS
-----
COMBINE DELIVERY DAYS FOR ROUND: 001      Date: 05 Jul 98
-----
          Date          W/c Date          Day No
-----
Enter the date for which
there will be no deliveries:  [REDACTED]          0
          |
Enter the date on which
those deliveries will be made: [REDACTED]          0
-----
PRINT SPOOLING
```

Combine Delivery Days, allows you to combine two days deliveries into one day for each round, you run this routine one round at a time, sub rounds can be used.

This option can be used at Christmas to combine Christmas day with Christmas eve, this would then make sure that all goods ordered over the two days are delivered. Combine days can be done for any period up to 5 weeks in advance. Enter the first date which is the day that you wish to cancel, the system will give you the week commencing date and the day number within your week, enter the date of the day that you wish the delivery to take place, you may combine across the week end, having confirmed that the dates are correct, you are then asked if you wish to exclude account customers, which in some cases you may wish to cancel the deliveries to all retail customers but continue the deliveries to semi retail customers, confirm that you wish to continue with yes or no, at this point you can abort, if you accept yes then the system will run the routine.

ENTER PAYMENTS

There are four ways to enter payments :

1. From the Round
2. From the Depot
3. Through Customer Enquiry
4. Through Daily Routines (Scroll Entry)

1. From the Round

To enter a payment from the Round select Depot Transactions and Customer Payments from Round.

You will be asked to enter the Round Number and confirm that it is correct.

You will then be asked to select the day on which you wish to enter the payments.

On selecting the day you require you will be asked to enter the Batch Total for Round. This is the amount of money and tokens received from the Roundsman. You will then be asked if you want to allocate now.

If you answer Yes to this you will be asked if you want to allocate all payments to either All or Selected Customers, if you choose Selected Customers you can select by Customer Number or Style.

Then select to enter payments in either Delivery or Collection sequence.

You will then be presented with a scroll list of Customers displaying their Balance, which is the payment Due and the Amount of the last payment entered.

If you enter a Customer and do not wish to make a payment then press the ESC key. Pressing ENTER will make the payment.

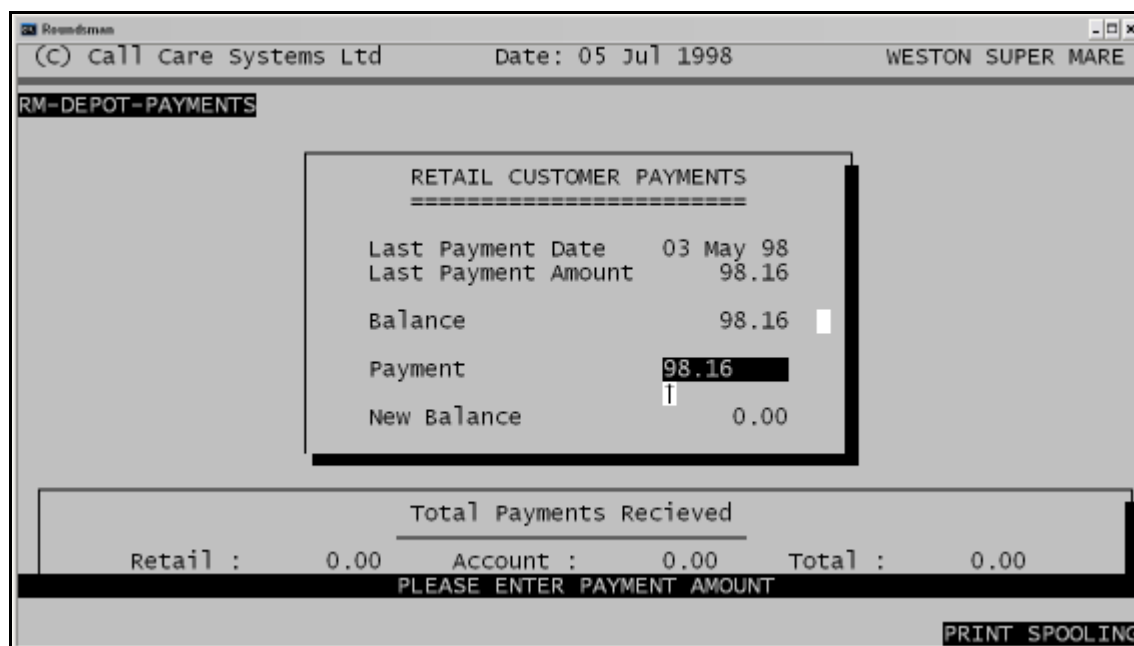
If a payment is entered and is incorrect then re-enter a minus amount of the incorrect amount, then enter the correct payment, (This Should Only Be Done To Retail Customers Only).

At the bottom of the screen a Totals Box displays the Amount Paid In, the Amount Allocated and the Balance. If no money has been paid in then the Balance will display a minus amount.



2. From the Depot

Select the Depot Transactions option from the Main Menu and Customer Payments from Depot. You will be presented with a Get Customer screen, so select the Customer required and confirm that you have the correct one. You will then get the following screen.



Date of last payment - this will show the date of the last payment recorded in Roundsman.

Current balance - This will show the total amount of money owed by the customer.

Payment - The cursor will go straight to this line ready for you to enter a payment. It will be showing the current balance owing, so if this equals the amount paid just press return otherwise enter the amount paid.

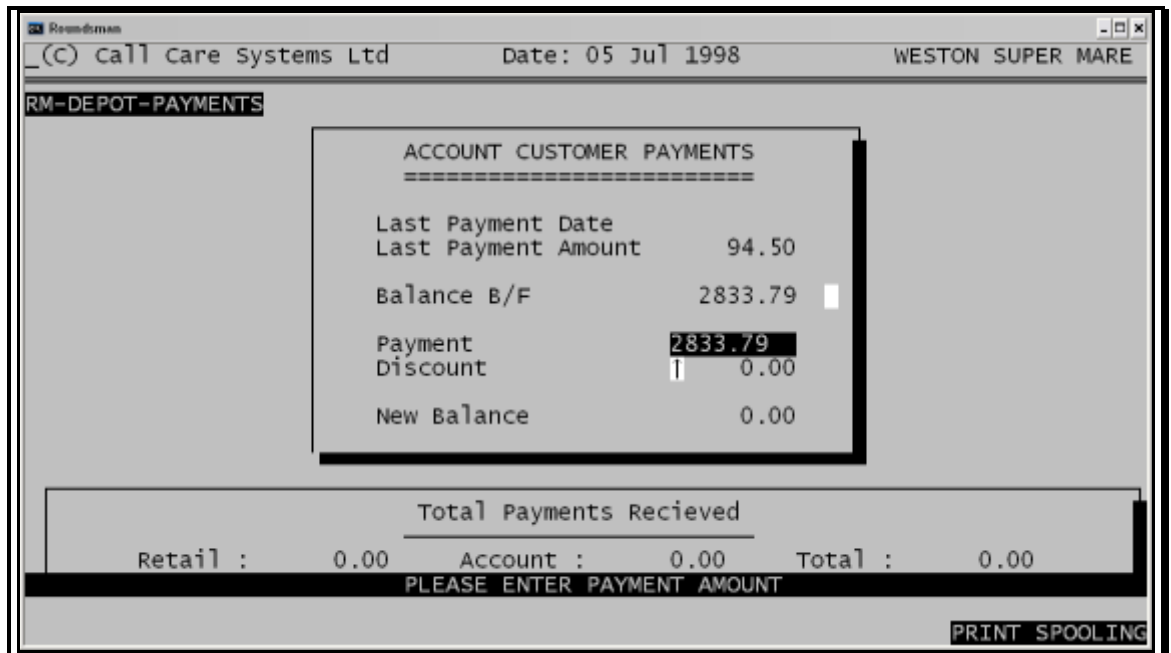
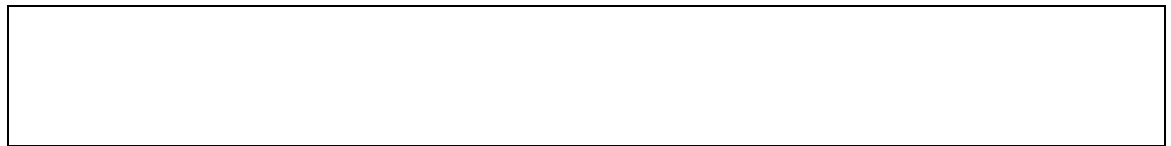
New Balance - This will show the total amount of money owed by the customer allowing for the payment just entered.

Confirm that this is correct. Enter the next customer or press escape to exit.

3. Enter Payments Through Customer Enquiry

Select the Customer Enquiry Option from the Main Menu.

You will be presented with a Get Customer Screen. Enter the Customer Number that you require and confirm. Now select the Enter Payment Option from the Menu. You will then get the follow screen appear.



Last Payment Date - This is the last date a payment was entered onto the computer.

Last Payment Amount - This is the amount of the last payment.

Balance - This is the amount of money owed by the Customer.

Current Bill - This is the value of this weeks bill.

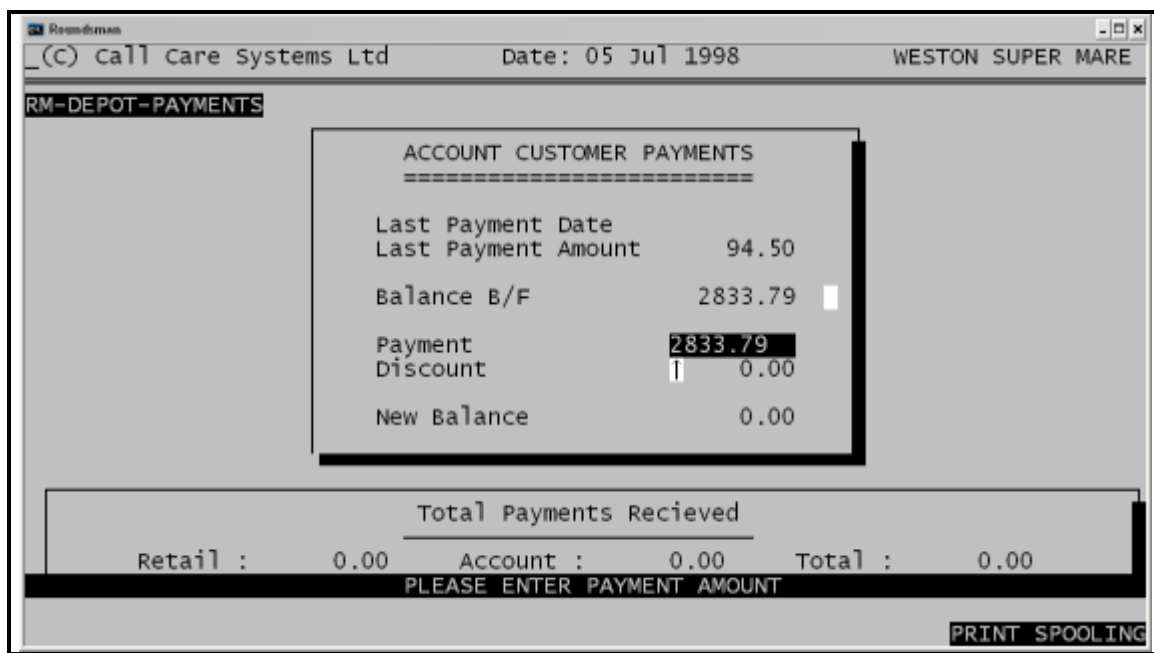
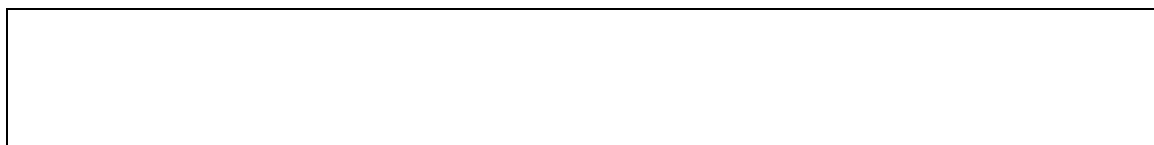
ayment - The cursor will go direct to this line so that you can enter the payment received.

New Balance - This is the amount still outstanding allowing for the payment just entered.

4. Through Daily Routines

Select Daily Routines from the Main Menu and take either Daily or Weekly Deliveries, then choose the Scroll Entry Option. You will then be asked to enter the Round Number you require and to confirm if it is the correct one. Then select what listing you want the Customers to be in, either Delivery or Collection sequence. You will be asked to enter any money paid in by the Roundsman for allocation to Customers that have paid today. Choose the Customer required from the scroll list, then when the Customers Standing Order Appears press escape and you will have several options at the bottom of the screen. Choose Option 4 Pay.

You will then be presented with the following screen.



Last Payment Date - This is the last date a payment was entered onto the computer.

Last Payment Amount - This is the amount of the last payment.

Balance - This is the amount of money owed by the Customer.

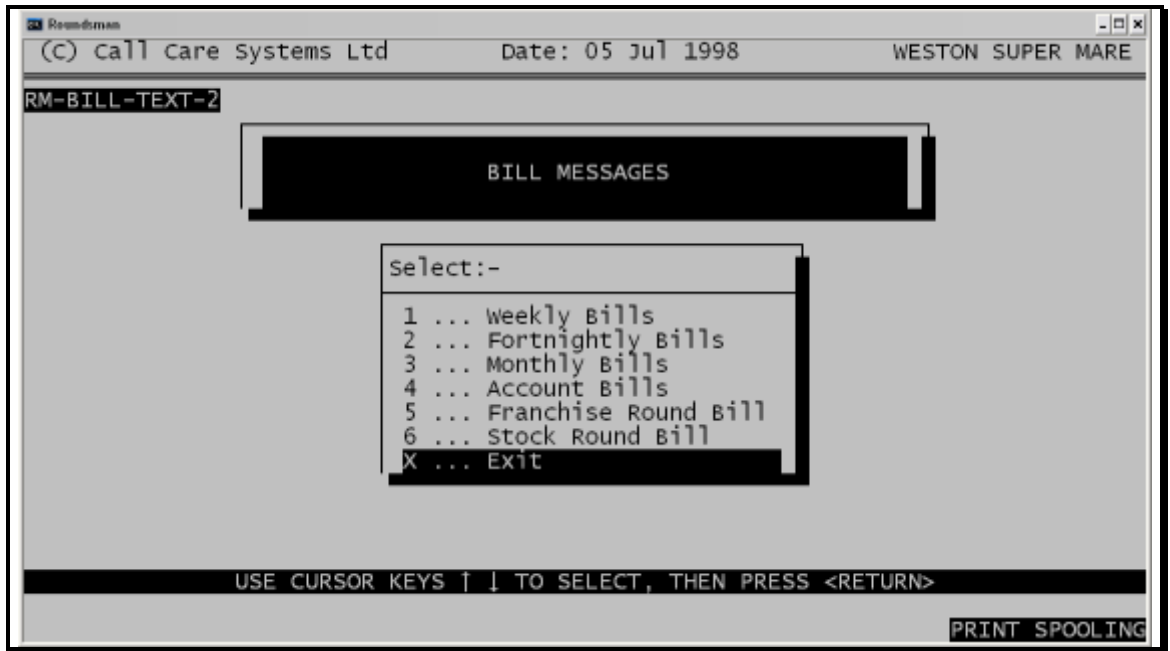
Current Bill - This is the value of this weeks bill.

Payment - The cursor will go direct to this line so that you can enter the payment received.

New Balance - This is the amount still outstanding allowing for the payment just entered.

AMEND THE BILL MARKETING MESSAGES

To arrive at this screen select File Maintenance from the Main Menu and Maintain Messages from File Maintenance.



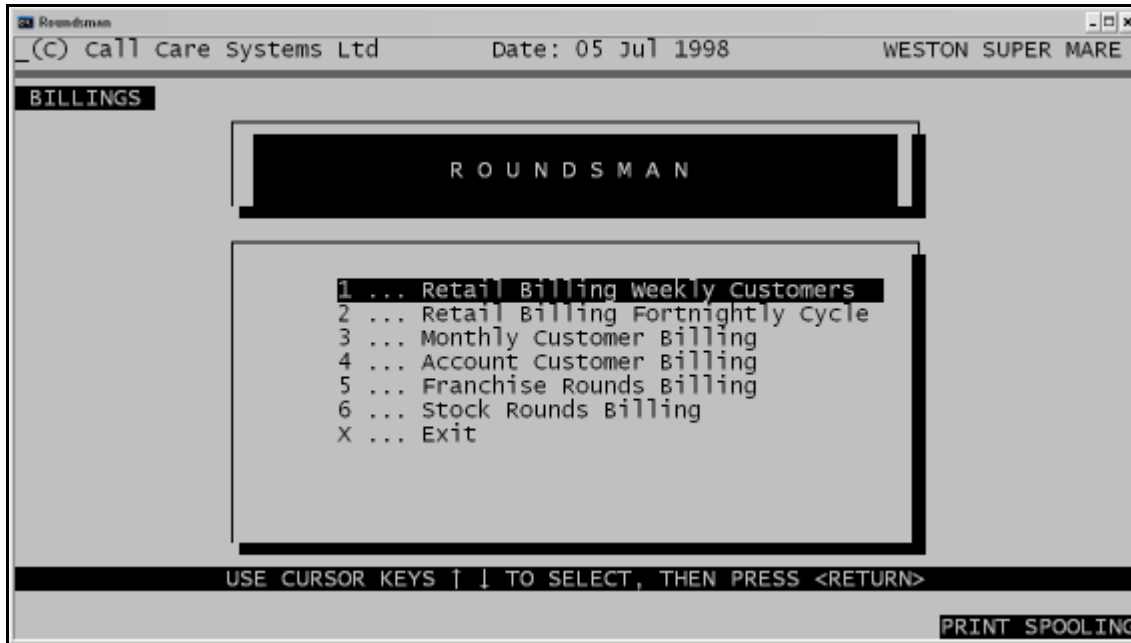
From here you may insert marketing messages which will be inserted on all bills using the chosen layout.

Type in your message and then use the Return key to reach the end of the page.

Your message will be stored under the layout chosen and will be printed on all the bills using this layout.

PRINT THE BILLS

To Print the Bills select the Billing Option from the Main Menu.



For Options 1-5 you will be given the option of printing bills for all Customers or by Round. When it refers to all Customers it is only referring to those Customers you have allocated the Style appropriate to the option chosen. Having made that initial selection you will then be given the option to print them in Delivery or Collection sequence. The Bill will then be generated to the print spooler.

PRINT A ROUNDSBOOK

To print a Roundsbook select Option 5 Roundsbook Printing from the Main Menu. You will then be given the choice to print the Roundsbook for an Individual Round or for all Rounds.

If you choose to print the Roundsbook for an Individual Round you will then be asked to enter the Round Number and to confirm that you have selected the correct one.

You will then be given the choice of printing the Roundsbook in Delivery or Collection sequence.

On making your selection from the last Option you are given the choice to print the Roundsbook for This Week or Next Week. If you choose to print the Roundsbook for This Week the Roundsbook will show all the brought forward balances and the orders allowing for any changes that have been entered onto the computer. If you print the Roundsbook for Next Week no balances will be shown but again the orders will allow for any forward changes which have been entered onto the computer.

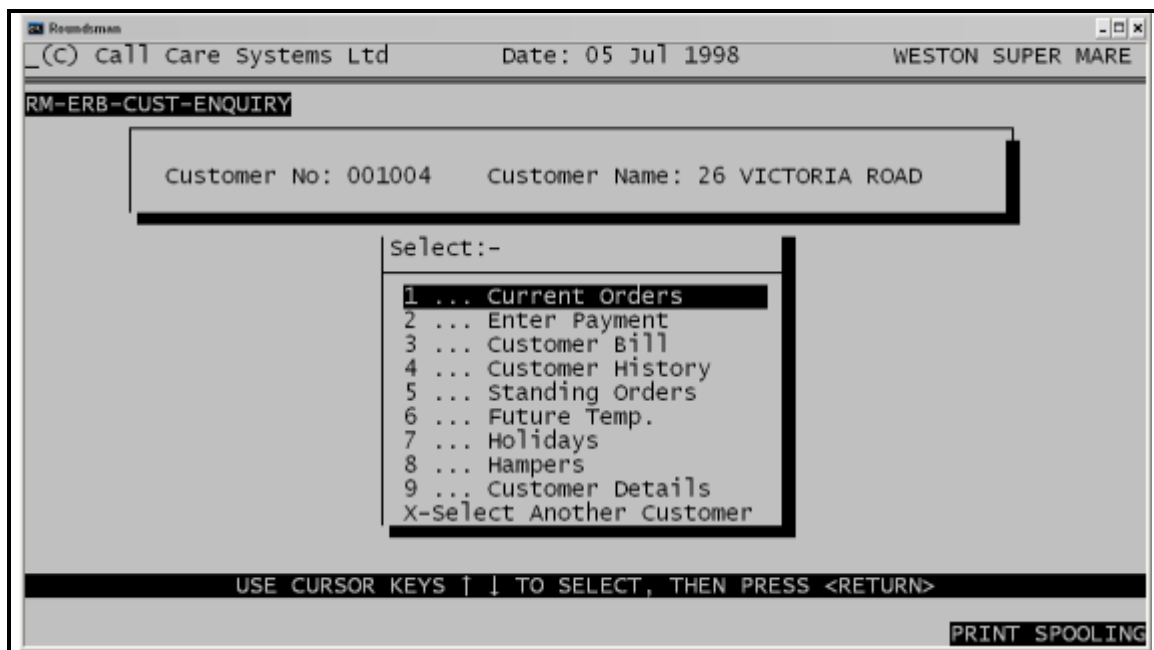
Having choosing one of the last options the Roundsbook will be generated to the print spooler.

CUSTOMER ENQUIRIES

Select Option 1 Customer Enquiry from the Main Menu.

You will then be presented with the Get Customer Screen. You may choose a Customer either by their number or short name.

You will then get the following Menu :



Option 1 will allow you to view or print the customers orders as they are at this moment in time.

Option 2 will enable you to make a payment to this customer.

Option 3 will enable you to display or print the bill for this customer, if the customer is a weekly one, then bill type 5 will be used, if fortnightly or monthly then you can choose bill type 7 or 8, if an account customer then you can choose bill type 9 or 10.

Option 4 enables you to display or print the customers payment history and/or delivery history.

Option 5 will enable you to change the customers standing order, either weekly or non-weekly, or put new products on their standing order.

Option 6 enables you to deal with a temporary change for a future week, this is a one off order for a product for just that week.

Option 7 enables you to deal with a customers holiday, or to suspend the customer.

Option 8 enables you to maintain the customers hampers, up to 4 hampers per customer can be held.

Option 9 enables you to change all the details that relate to this customer, you will not be able to change the street, or the round that the customer is on, or the delivery/collection sequence, these options are covered at a later stage.

END OF WEEK ROUTINE

To run this routine select End of Day/Week/Period/Year.

Having entered all changes, printed the bills, set up any new Customers, printed the Roundsbook and any Reports required.

MAKE A BACKUP COPY OF YOUR DATA and select the end of week routine.

This procedure will then automatically update the Sales Ledger as well as Fortnightly and Monthly accounts and take the system forward into the next week having cleared down all the Temporary Changes which related to the week just ended.

CHANGE STOCK PRICES

FGS DEMONSTRATION SYSTEM (01)			
RM-ENTER-SALE-PRICES			
STOCK CODE: 00001			
DESCRIPTION: PAST PINTS			
Cost Price:	0.287500	Margin	
Sales Prices: 1...	0.410000	29%	
2...	0.390000	26%	
3...	0.360000	20%	
4...	0.350000	17%	
5...	0.000000	0%	
6...	0.000000	0%	
7...	0.000000	0%	
8...	0.310000	7%	
9...	0.000000	0%	

Accept Reenter Discard PRINT SPOOLING

To amend Stock Prices select File Maintenance from the Main Menu, Maintain Stock Items from the File Maintenance Menu and Enter Cost Prices from the Maintain Stock Items Menu.

If you alter cost prices in the middle of a week a warning will flag onto the screen. This warning tells you that any changes made will take effect from the beginning of the current week.

Press the space bar to clear the warning.

Enter the stock code or / and Enter for a pick list. Move up and down the list using the arrow keys and enter at your choice of product. Another warning will flag onto the screen telling you that the Electronic Roundbooks will require re-loading today and 1-Implement this week. 2-Implement in the future will appear at the bottom of the screen.

Choosing 1. Implement This Week will highlight the new cost price field, and you will then need to enter the new cost price. Make the alteration and press Enter. The legend has now changed to Accept, Re-enter or Discard.

Accept will instigate the change as from the first day of the current week. Re-enter allows you to alter the change you have just made. Discard returns you to the Enter Stock Code screen without implementing any changes.

Choosing 2. Implement In the Future.



At the Stock Code screen enter the stock code and press 2. Implement In The Future. A box will appear with a highlighted date and ENTER WEEK COMMENCING DATE TO BE IMPLEMENTED. Make your choice in the box and press enter.

A new screen will appear asking you to ENTER NEW COST PRICE, on entering the new price and pressing return ACCEPT RE-ENTER DISCARD will appear. Accept will enter the change to be brought into effect on the date chosen by you. Re-enter will allow you to change the price again, and Discard will reject all the changes made and return you to the Enter Stock Code screen.

CHANGE A PRICE BAND FOR A TEMPORARY CHANGE

If have made a Temporary Change to a Customer and wish to change the Price Band on this Standing Order, you must change the price band in the Temporary Change and if you want this change to continue on the Customers normal Standing Order, this must be done in Maintain Standing Orders as well.

To change a product price band for a Customer who already has a Temporary Change you need to select the Daily Routines option from the Main Menu, choose either Daily or Weekly Deliveries and take the normal entry option. You will then be presented with the Get Customer screen, enter the Customer Number you require.

The Standing Order and Temporary Change for the chosen Customer will appear, enter the product and the price band you require for that Customer. You now have the ability to enter or amend the quantities of the Product on the Temporary Change if you wish.

UNLOCK A ROUND

SELECTED ROUND CURRENTLY IN USE.

The Round You Have Selected Is Currently
Being Used By Another User.

Please Select A Different Round
Or Try Later.

This screen appears when there is another user within the network on the Round you have selected.

If for some reason the other user has booted out of the system without closing down in the proper procedure, this warning will also appear.

If no one on the network is in this Round, or you are using a single computer, then you have the ability to “Unlock” this Round. By selecting Option 1 from the Maintain Rounds Menu.

Then choose Amend and select the Round that is Locked, two options will then appear at the bottom of the screen.

Unlock Round - by pressing the Enter key TWICE this will unlock the chosen Round ready for use.

Exit - this will take you back to the previous options on the current screen.



CORRECT A PAYMENT THAT HAS BEEN ENTERED INCORRECT

When entering payments for a Retail Customer, and you enter a wrong payment, to correct this you must enter a Minus payment of the wrong payment, then enter the correct payment. This procedure will correct the last payment and balance. If you enter an incorrect payment for an account customer then, entering a minus payment will automatically create a correction invoice on the sales ledger for the customer, raising the customer balance by the minus payment.