

Advanced Function



Advanced Function

Advanced function will let user correct transaction mistake and modify customer information.



Price Check

When customer is just asking price of a particular garment, use Price Check function.



Customer Info

When user need to access a particular customers transaction history for lost garment or sale report, use Ticket History function.



Customer History

When user need to access a particular customers transaction history for lost garment or sale report, use Ticket History function.



The screenshot shows the eCounter software interface. At the top, it displays 'ScanQ' and the date 'Apr. 15 (Wed) 4:17 PM'. Below this, the 'Employee' is listed as 'Owner Store' and the 'Customer' as 'EnliteXP, SCANQ' with phone number '678 240-9090'. A 'Drop Pieces' section shows a calendar for April 2009, with the 18th (Saturday) highlighted. The calendar data is as follows:

	THU 4/16	FRI 4/17	SAT 4/18	MON 4/20	TUE 4/21	WED 4/22
D	0	0	0	17	0	0
L	0	0	11	0	0	0

Below the calendar, there are fields for 'Drop Notes' and 'Last Visit' (04/15/09). A 'Pickup Arrangement' dropdown is set to 'Monday after 5 PM'. At the bottom, there is a numeric keypad and buttons for 'Cust Info', 'Recall [L]', 'History', 'Time Card', 'Invoice', 'Rack', 'Pick', and 'Menu'.

Advanced Function

Advanced function will let user correct transaction mistake and mortify customer information.



Reprint

Reprint function will let user reprint invoices, tickets and tags.



Ticket Change

When tickets need to be changed, use Ticket Change function.



Invoice Change

To change invoice information, use Invoice Change.

Customer Info

Cust Info

Customer File function will let user search a particular customer from all customer list, and also let users change or update the customer information.

1. General tab is identical to new customer.

2. When change is done click close button.

3. In detail tab, user enter customers detail information such as birthday or special memo.

4. This will permit tax exemption for the customer.

Customer Info

Cust Info

User can input Customer Charge Information like Credit Card Information. This information will be shown at the bottom line on Pickup Slip. So User can use this creditcard information for charge that balance.

1. Charge Info tab contains billing information.

1. Charge Info tab contains billing information.

2. After change information, click close.

3. Credit History tab will display customers credit information.

4. Close Customer File.

3. Credit History tab will display customers credit information.

4. Close Customer File.

Customer Info

Cust Info

When there is some error or mistake at Customer garments, User can give Store Credit to Customer. It's automatically charged to customer when customer pick up his garments. And Sales Amount show total sales amount of the Customer during one year that from today to last year yesterday.

The screenshot shows the 'eCounter' application window with the 'Customer Info' tab selected. A 'Store Credit Setup' dialog box is open, allowing the user to enter a credit amount and memo. The dialog box has fields for 'Credit Amount' (set to \$25.00) and 'Memo' (set to 'Best Customer'). There are 'Apply' and 'Cancel' buttons at the bottom of the dialog. The background window shows various tabs like 'General', 'Detail', 'E-Mail', 'Charge Info', 'Credit History', 'Membership History', 'Sales Info', and 'Print'. The 'Credit History' tab is active, showing a table with columns for 'Description', 'Account', 'Invoice', 'Balance', 'Date', and 'Total'. The 'Store Credit ISSUED' entry is visible in the table.

1. Click "Issue Store Credit" to give credit to a customer.
2. Enter amount and nature of credit.
3. Click Apply to update credit balance.

The screenshot shows the 'eCounter' application window with the 'Customer Info' tab selected. The 'Sales By Drop' section is visible, showing a table with columns for 'Year', 'Rank', 'Total', and 'Visit'. The 'Clean Milage Point' section is also visible, showing a table with columns for 'Issued Date', 'Previous', 'CMP Used', and 'Employee'. The 'Sales Info' tab is active, showing a table with columns for 'Year', 'Rank', 'Total', and 'Visit'. The 'Sales Info' tab is also active, showing a table with columns for 'Year', 'Rank', 'Total', and 'Visit'. The 'Sales Info' tab is also active, showing a table with columns for 'Year', 'Rank', 'Total', and 'Visit'. The 'Sales Info' tab is also active, showing a table with columns for 'Year', 'Rank', 'Total', and 'Visit'.

4. Sales Info tab shows sales history in each month.
5. Print tab allows print customer name tag, sales history, pickup history and tax report for the customer.

Customer History



User can see all the tickets that Customer used. When the Customer complain about Pick up or pay history. User can check Ticket History and explain about Drop time and Pick up time, Amount, Paid method.

Owner Store
Employee
Customer
EnliteXP, SCANQ 240-9090

Log Location Pickup Lookup Close

1

2

Ticket	PCs	Drop Date	Time	Change
10005	7	04/15/09	4:17 PM	Store, Owner
10004	9	04/15/09	2:56 PM	Store, Owner
10003	9	04/15/09	2:54 PM	Store, Owner
10002	10	04/15/09	2:51 PM	Store, Owner
10001	7	04/15/09	2:05 PM	Store, Owner

Invoice	Inv. Date	Due Date	Date	Pickup	Paid
10003-1	04/15/09	2:55 PM	04/18/09 5:00 PM	04/16/09 11:04 AM	04/16/09 11:04 AM
1111	9	0	\$44.85		\$0.00

Invoice	Garment	Price	Amount	Split
10003-1	Jump Suit	\$9.95	\$9.95	<input type="checkbox"/>
10003-1	Pants	\$8.00	\$8.00	<input type="checkbox"/>
10003-1	Dry clean shirt	\$13.00	\$13.00	<input type="checkbox"/>
10003-1	Small Jacket(LT)	\$13.90	\$13.90	<input type="checkbox"/>

Auto Split Menu

1. Enter customer number.

2. Select desired ticket first.

Owner Store
Employee
Customer
EnliteXP, SCANQ 240-9090

Log Location Pickup Lookup Close

Location History

Conveyer

Employee Location Date

Ticket	PCs	Drop Date	Time	Change
10005	7	04/15/09	4:17 PM	Store, Owner
10004	9	04/15/09	2:56 PM	Store, Owner
10003	9	04/15/09	2:54 PM	Store, Owner
10002	10	04/15/09	2:51 PM	Store, Owner
10001	7	04/15/09	2:05 PM	Store, Owner

Invoice	Inv. Date	Due Date	Date	Pickup	Paid
10003-1	04/15/09	2:55 PM	04/18/09 5:00 PM	04/16/09 11:04 AM	04/16/09 11:04 AM
1111	9	0	\$44.85		\$0.00

Invoice	Garment	Price	Amount	Split
10003-1	Jump Suit	\$9.95	\$9.95	<input type="checkbox"/>
10003-1	Pants	\$8.00	\$8.00	<input type="checkbox"/>
10003-1	Dry clean shirt	\$13.00	\$13.00	<input type="checkbox"/>
10003-1	Small Jacket(LT)	\$13.90	\$13.90	<input type="checkbox"/>

Auto Split Menu

3. Will show where and who placed this garment to lack.

4. Shows current rack location.

5. Click to close.

Customer History



User can see all the tickets that Customer used. When the Customer complain about Pick up or pay history. User can check Ticket History and explain about Drop time and Pick up time, Amount, Paid method.

Owner Store
Employee
Customer
EnliteXP, SCANQ 240-9090

Log Location Pickup Lookup Close

Pickup Employee

Employee Date Station

Owner Store 04/16/09 11:04 AM

ate: Pickup & Paid Balance

0 PM 04/16/09 11:04 AM 04/16/09 11:04 AM

\$0.00

Print

Price	Amount	Discount	Upchrg
\$9.95	\$9.95	\$0.00	\$0.00
\$8.00	\$8.00	\$0.00	\$0.00
\$13.00	\$13.00	\$0.00	\$0.00
\$13.90	\$13.90	\$0.00	\$0.00

Record: 14 of 1

10003-1 Small Jacket(LT)
D 2 Black, Blue

Auto Split Menu

1. Click Pickup
2. Show who process this ticket order.
3. Click to close this window.

Owner Store
Employee
Customer
EnliteXP, SCANQ 240-9090

Log Location Pickup Lookup Close

Invoice Inv. Log

Invoice Employee PieceLeft AmountDue Invoice Date

StationNum Conveyor

10003-1 Owner Store 9 \$44.85 04/15/09 11:04 AM

1111 9

Print

Invoice	Employee	PieceLeft	AmountDue	Invoice Date
100031	Owner Store	9	\$44.85	04/15/09 2:56:46 PM
100031	Owner Store	9	\$44.85	04/15/09 2:59:21 PM
100031	Owner Store	9	\$44.85	04/15/09 2:59:24 PM
100031	Owner Store	9	\$44.85	04/15/09 3:49:18 PM
100031	Owner Store	9	\$44.85	04/15/09 4:09:00 PM
100031	Owner Store	9	\$44.85	04/15/09 4:16:01 PM
100031	Owner Store	9	\$44.85	04/15/09 4:17:26 PM
100031	Owner Store	9	\$44.85	04/16/09 10:33:10 AM
100031	Owner Store	9	\$44.85	04/16/09 10:49:32 AM

Close

Auto Split Menu

4. Click Lookup.
5. Shows who accessed this ticket information.

Reprint



User can reprint Marking Tag, Receipt for Customer, Quick Slip Ticket and Invoice paper whenever user want to reprint. Also when the printer status was out of paper or out of order, After fixed it, User can reprint anything

eCounter Menu

Reprint Invoice & Tag

Owner Store

Employee ID * Tag Receipt Ticket Invoice Cancel

Search Num 100043

CPCs	Garment	All	None	Price	Upchge	
Starch	Detail			Discount	Amount	Reprint
L 10004-2	Laundry Shirt			\$3.20	\$0.00	<input checked="" type="checkbox"/> Reprint
2	Light Tan, Black			\$0.00	\$3.20	<input checked="" type="checkbox"/> Reprint
D 10004-1	BLAZER			\$4.50	\$0.00	<input checked="" type="checkbox"/> Reprint
1	Blue			\$0.00	\$4.50	<input checked="" type="checkbox"/> Reprint
D 10004-1	Vest - Regular			\$4.25	\$0.00	<input checked="" type="checkbox"/> Reprint
1				\$0.00	\$4.25	<input checked="" type="checkbox"/> Reprint
O 10004-3	Leather Skirt			\$38.00	\$0.00	<input checked="" type="checkbox"/> Reprint
1				\$0.00	\$38.00	<input checked="" type="checkbox"/> Reprint
L 10004-2	Laundry Shirt- Hana			\$6.00	\$0.00	<input checked="" type="checkbox"/> Reprint
4				\$0.00	\$6.00	<input checked="" type="checkbox"/> Reprint

Invoice Invoice Date

10004-1	04/15/09	<input checked="" type="checkbox"/> Reprint
Balance	\$0.00	<input checked="" type="checkbox"/> Reprint
10004-2	04/15/09	<input checked="" type="checkbox"/> Reprint
\$9.20		<input checked="" type="checkbox"/> Reprint
10004-3	04/15/09	<input checked="" type="checkbox"/> Reprint
\$38.00		<input checked="" type="checkbox"/> Reprint

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Del

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Del

Reprint

1. Enter ticket number to reprint.
2. Click to reissue receipt.
3. Click to reprint ticket

eCounter Menu

Reprint Invoice & Tag

Owner Store

Employee ID * Tag Receipt Ticket Invoice Cancel

Search Num 100043

CPCs	Garment	All	None	Price	Upchge	
Starch	Detail			Discount	Amount	Reprint
L 10004-2	Laundry Shirt			\$3.20	\$0.00	<input checked="" type="checkbox"/> Reprint
2	Light Tan, Black			\$0.00	\$3.20	<input checked="" type="checkbox"/> Reprint
D 10004-1	BLAZER			\$4.50	\$0.00	<input checked="" type="checkbox"/> Reprint
1	Blue			\$0.00	\$4.50	<input checked="" type="checkbox"/> Reprint
D 10004-1	Vest - Regular			\$4.25	\$0.00	<input checked="" type="checkbox"/> Reprint
1				\$0.00	\$4.25	<input checked="" type="checkbox"/> Reprint
O 10004-3	Leather Skirt			\$38.00	\$0.00	<input checked="" type="checkbox"/> Reprint
1				\$0.00	\$38.00	<input checked="" type="checkbox"/> Reprint
L 10004-2	Laundry Shirt- Hana			\$6.00	\$0.00	<input checked="" type="checkbox"/> Reprint
4				\$0.00	\$6.00	<input checked="" type="checkbox"/> Reprint

Invoice Invoice Date

10004-1	04/15/09	<input checked="" type="checkbox"/> Reprint
Balance	\$0.00	<input checked="" type="checkbox"/> Reprint
10004-2	04/15/09	<input checked="" type="checkbox"/> Reprint
\$9.20		<input checked="" type="checkbox"/> Reprint
10004-3	04/15/09	<input checked="" type="checkbox"/> Reprint
\$38.00		<input checked="" type="checkbox"/> Reprint

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Del

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0

Del

Reprint

4. Click to reprint tag.
5. Click to reprint invoice.

Invoice Change



If there is error on the Invoice, User can change Invoice contents. User can change only one invoice of multi invoice. If user want to change multi invoices for one customer, User can change multi invoice at 'Ticket Change' Menu. After finish change invoice contents, User MUST check the Location (Rack Number).

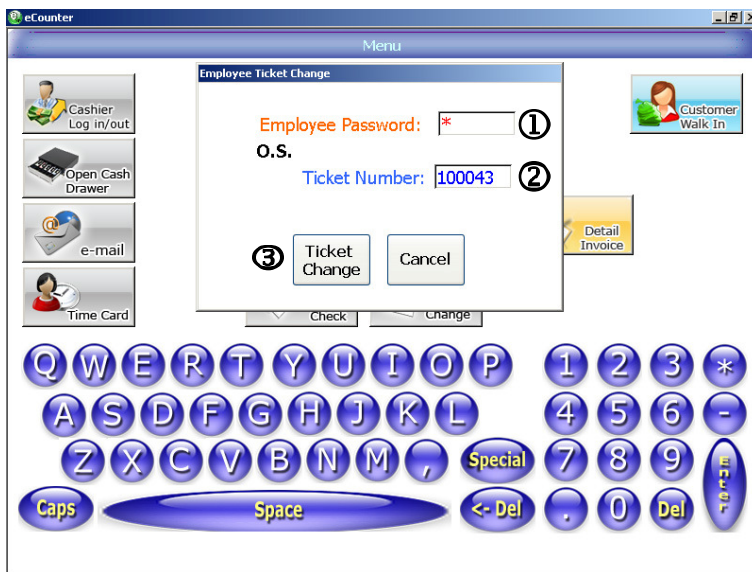
1. Enter employee password.
2. Enter invoice number.
3. Click Invoice change button.

4. Select Item wish to change.
5. Click Delete button to erase this item.
6. Do marking again.

Ticket Change



If user want to change multi invoices for one customer, User can change multi invoice at 'Ticket Change' Menu. After finish change invoice contents, User MUST check the Location (Rack Number).



1. Enter employee password.
2. Enter ticket number.
3. Click Change ticket..



4. Select item to change.
5. Click print to save changes and print new invoice.

Ticket Change



If user want to change multi invoices for one customer, User can change multi invoice at 'Ticket Change' Menu, click **"More Options"**, **"Print Manual"**. After finish change invoice contents, User MUST check the Location (Rack Number).

The screenshot shows the eCounter Ticket Change interface. On the right side, there is a list of items to be changed, including '1 Women's 2pc suit-skirt', '1 Skirt - Plain', '1 Dress - Plain', and '1 Fancy Dress -Plain White'. On the left side, there is a list of items to be accepted, including '1 Jump Suit'. The 'Total Piece' is 5. The 'Record' is 1 of 4.

1. Shows list of items to be changed.

2. Invoice # 1 ready to accept items.

The screenshot shows the eCounter Ticket Change interface. On the right side, there is a list of items to be changed, including '1 Women's 2pc suit-skirt', '1 Skirt - Plain', '1 Dress - Plain', and '1 Fancy Dress -Plain White'. On the left side, there is a list of items to be accepted, including '1 Jump Suit'. The 'Total Piece' is 5. The 'Record' is 1 of 4.

3. Invoice # 0 has items which previously selected.

4. Click to send this item to invoice # 0

Ticket Change



If user want to change multi invoices for one customer, User can change multi invoice at 'Ticket Change' Menu. After finish change invoice contents, User **MUST** check the Location (Rack Number).

The screenshot shows the eCounter software interface. At the top, there are buttons for 'All', 'Dry Cleaning', 'Laundry', 'Box Shirt', 'Comforter', 'Outside', 'Tailoring', and a hand icon. Below these are tabs for 'CPCs', 'Garment', 'Detail', and 'Price'. The main area is divided into two columns. The left column is empty. The right column shows a list of items with a hand icon, a 'D' in a box, and the text '1 Pants'. Below the list, there is a 'Total Piece: 1' label and a 'Record: 1 of 1' label. At the bottom right, there are buttons for 'Print' and 'Exit', with a circled '5' next to the 'Print' button.

5. Click to print.