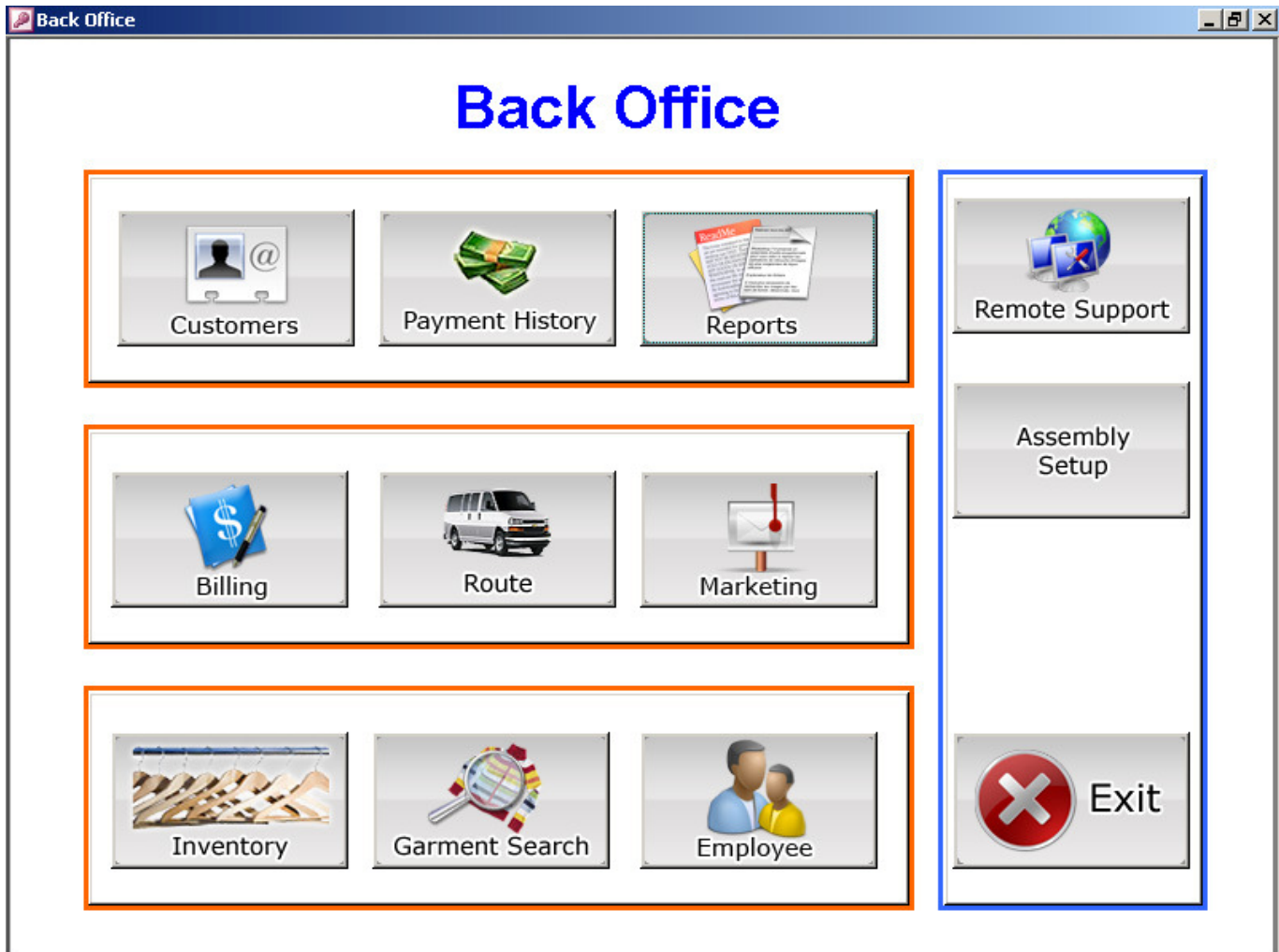
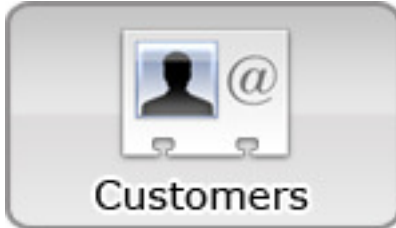


BACK OFFICE



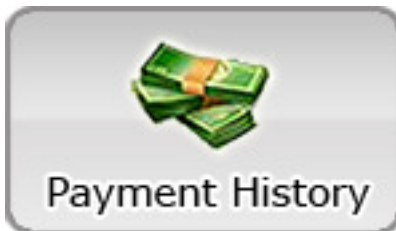
BACK OFFICE

Back office function will help store owner can manage store more actively and help aggressive marketing with mailing management function.



Customers

Customer function is identical to manager access function



Payment History

Unlike manager access, owner can change the balance on customer history



Reports

Owner will be able to access more detailed and secured reports



Billing

Billing function will manage any billing customer

BACK OFFICE

Owner can manage (add, modify) employee information, make billing statements and mailing address labels or lists in this "Back Office" Menu.



Marketing

Mailing function will create labels and help to maintain mailing cards and coupon service to customer



Employee

Issue new employee password and change any employee information on his/her file.



Assembly Setup

Assembly setup will allow the owner to modify how many items will print on the invoice

ASSEMBLY SETUP

This section explain how to edit data that controls how many pieces of each category will be printed on the ticket. The items will be split in equal number on the invoice.

1. On the main screen click on menu
2. Select Back office
3. Select Assembly setup

You will be presented with the assembly setup screen.

1. Select the category from the description column
2. Edit the Piece Limit column with the quantity that suits your preference.

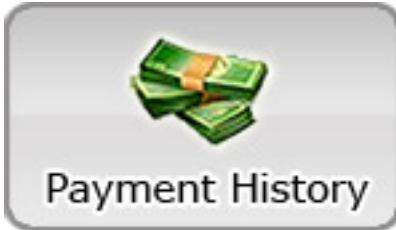


WARNING! DO NOT DELETE ANY RECORD. ONLY MAKE CHANGES IF YOU KNOW WHAT YOU ARE DOING!

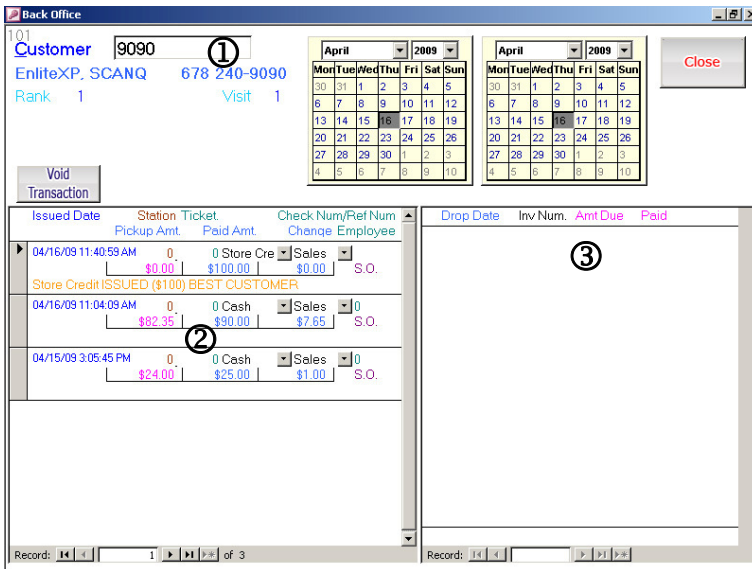
Description	Initial	Piece Limit
Unknown	?	1000
Dry Cleaning	D	1000
Laundry	L	1000
Press Only	P	1000
Tailoring	T	1000
Outside	O	1000
Etc.	E	1000
Box Shirt	BS	5
Wash & Fold	WF	1000

Record: 1 of 18

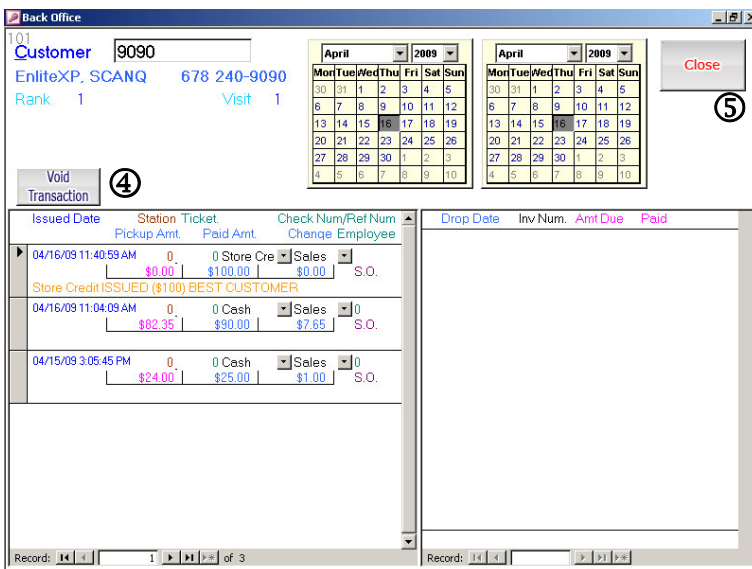
Payment History



Manager and Owner can change see customer payment history. If there is a mistake with a payment or credit you can void that transaction.



1. Enter customer number.
2. Show current payment and invoice history.
3. Detailed invoice history.

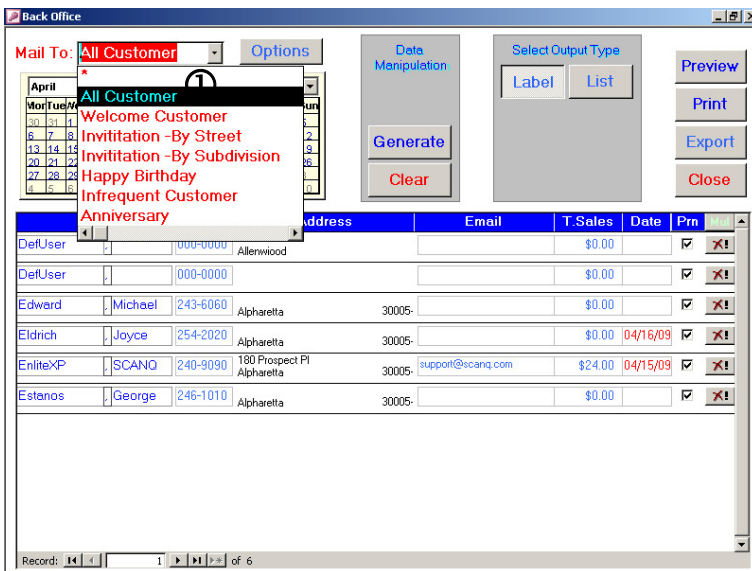


4. Click "Void Transaction" to void the selected payment.
5. Close to exit.

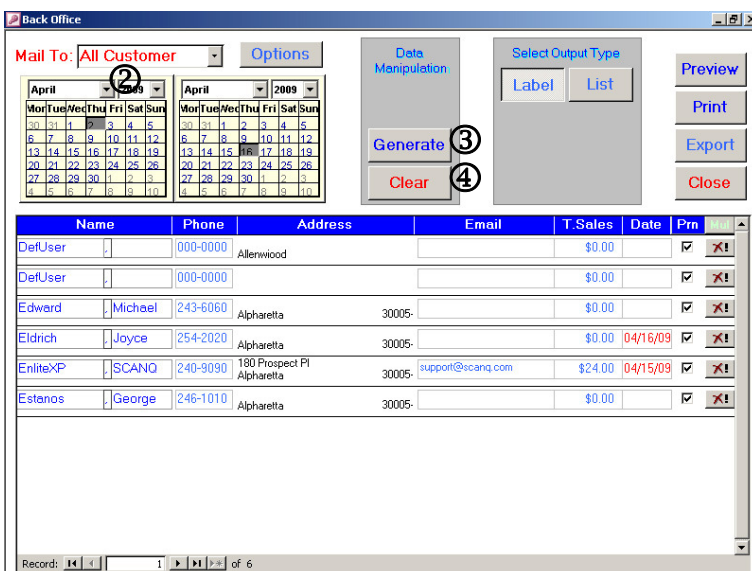
Marketing



Owner can make address labels or letter for customers. And customer list can be sorted ascending or descending by click title or double click title.



1. Select option.
 All Customer
Shows all customers.
 Welcome Customer
Shows new customers.
 Happy Birthday
Shows customers with birthday info/
 Infrequent Customer
Shows customers who haven't visited
 a while.
 Anniversary
Shows customers with anniversary
 date info.

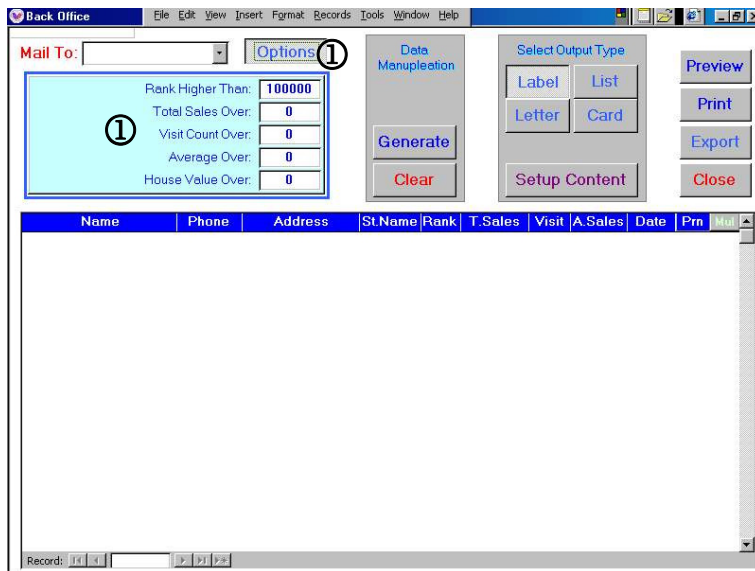


2. Select period.
3. Make a list.
4. Clear to view next list.

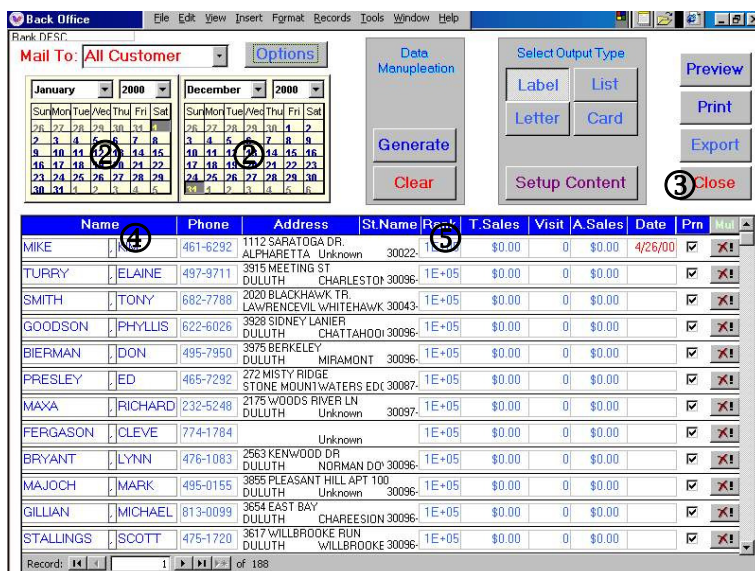
Marketing



Select Options



1. Select options.
 Rank Higher Than
 Search by customer higher than this rank
 Total Sales Over
 Search by customer who spent over this amount
 Visit Count Over
 Search by customer who went to store over this time



2. Select period.
3. Close to exit.
4. Can sort by name when click name.
5. Can sort by rank when click rank.

Marketing



Print mailing labels.

The screenshot shows the 'Back Office' application window. At the top, there's a menu bar with 'File', 'Edit', 'View', 'Insert', 'Format', 'Records', 'Tools', 'Window', and 'Help'. Below the menu bar, there's a 'Mail To:' dropdown set to 'All Customer' and an 'Options' button. On the left, there are two calendar views for January and December 2000. In the center, there's a table with columns: Name, Phone, Address, StName, Rank, T.Sales, Visit, A.Sales, Date, and Prn. The table contains 18 rows of customer data. On the right, there's a 'Data Manipulation' panel with a 'Generate' button circled with a '1'. To its right is a 'Select Output Type' panel with buttons for 'Label', 'List', 'Letter', and 'Card'. Further right is a 'Preview' panel with 'Preview', 'Print', 'Export', and 'Close' buttons. At the bottom of the window, it says 'Record: 14 of 188'.

Name	Phone	Address	StName	Rank	T.Sales	Visit	A.Sales	Date	Prn
MIKE KIM	461-6292	1112 SARATOGA DR. ALPHARETTA	Unknown	30022	1E+05	\$0.00	0	\$0.00	4/26/00
TURRY ELAINE	497-9711	3915 MEETING ST DULUTH	CHARLESTON	30096	1E+05	\$0.00	0	\$0.00	
SMITH TONY	682-7788	2020 BLACKHAWK TR. LAWRENCEVIL	WHITEHAWK	30043	1E+05	\$0.00	0	\$0.00	
GOODSON PHYLLIS	622-6026	3928 SIDNEY LANIER DULUTH	CHATTANOOGI	30096	1E+05	\$0.00	0	\$0.00	
BIERMAN DON	495-7950	3975 BERKELEY DULUTH	MIRAMONT	30096	1E+05	\$0.00	0	\$0.00	
PRESLEY ED	465-7292	272 MISTY RIDGE STONE MOUNT	WATERS EDI	30087	1E+05	\$0.00	0	\$0.00	
MAXA RICHARD	232-5248	2175 WOODS RIVER LN DULUTH	Unknown	30097	1E+05	\$0.00	0	\$0.00	
FERGASON CLEVE	774-1784	Unknown	Unknown	Unknown	1E+05	\$0.00	0	\$0.00	
BRYANT LYNN	476-1083	2563 KENWOOD DR DULUTH	NORMAN DD	30096	1E+05	\$0.00	0	\$0.00	
MAJOCH MARK	495-0155	3855 PLEASANT HILL APT 100 DULUTH	Unknown	30096	1E+05	\$0.00	0	\$0.00	
GILLIAN MICHAEL	813-0099	3654 EAST BAY DULUTH	CHAREESION	30096	1E+05	\$0.00	0	\$0.00	
STALLINGS SCOTT	475-1720	3617 WILLBROOKE RUN DULUTH	WILLBROOKE	30096	1E+05	\$0.00	0	\$0.00	

1. Select to generate label.

2. Preview before make printout.

3. Label preview will be displayed.

4. Close to exit.

The screenshot shows the 'Back Office' application window displaying a preview of mailing labels. The window title is 'Back Office - [Mail_r...'. The main area shows a grid of labels for various customers, including names like JIMMIE ALEXANDER, ELAINE ANKERBY, JIMMIE BAKER, PAUL BEALY, JEFF BELL, JOHN BEEZANAGY, JOHN BOCKETT, DAINE BRONKS, VERA BROWN, NANCY ALEXANDER, LAUREL ANKERBY, ELIZABETH BAKER, TUELLA BECKER, STEVE BERTNEY, BOY STEPHAN, TEDDY BOON, GARY BROWN, ELLENOR BROWN, BEVELY ALLEN, JOOAH AMARI, LYNN BEITZ, LYNN BEITZ, TAREL BROWNAGE, GILL BTTT, BOE BOWERS, and BOY STEPHAN. A 'Close' button in the top right corner of the preview window is circled with a '4'. The bottom of the window shows 'Page: 11 of 188'.

Employee



Owner can make another id and password for new employee.

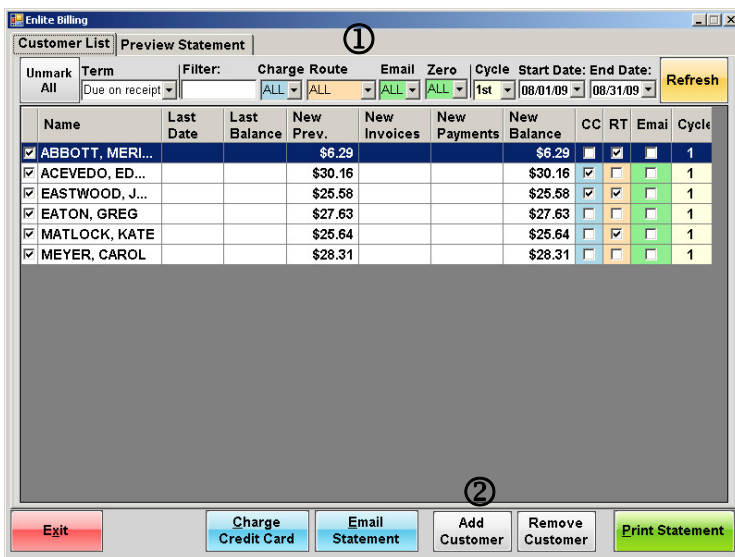
1. Add new employee.
2. Employee ID is generated by the system
3. Enter employee password.
4. Enter employee's name and phone number.

5. Select employee security level.
6. Click close save and exit.

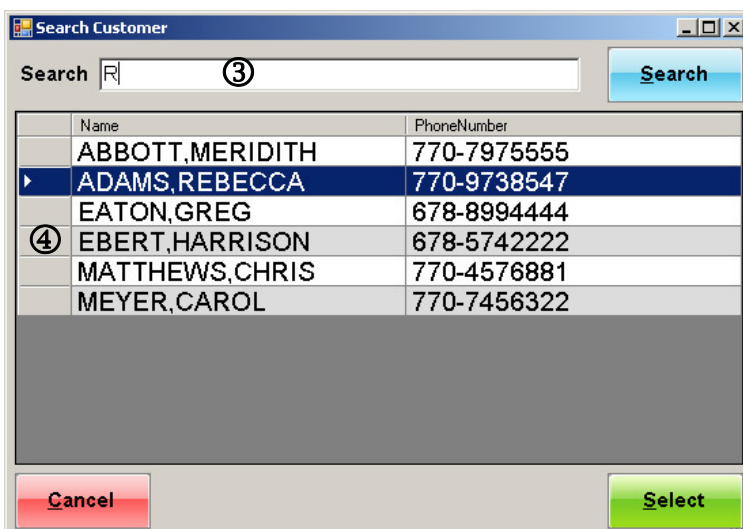
Billing



Generate statements for billing and charge customers.



1. All billing customer will be displayed in this window.
2. Owner can add a new billing customer. When the “Add Customer is clicked another window will open with a list of all customers attending your business.



3. You can look for a specific customer searching by name or telephone number.
4. Select customer to add to billing and click on the Select button.

Billing



Name	Last Date	Last Balance	New Prev.	New Invoices	New Payments	New Balance
<input checked="" type="checkbox"/> ABBOTT, MERI...			\$6.29			
<input checked="" type="checkbox"/> ACEVEDO, ED...			\$30.16			
<input checked="" type="checkbox"/> ADAMS, REBEC...			\$25.16			
<input checked="" type="checkbox"/> EASTWOOD, J...			\$25.58			
<input checked="" type="checkbox"/> EATON, GREG			\$27.63			
<input checked="" type="checkbox"/> MATLOCK, KATE			\$25.64			
<input checked="" type="checkbox"/> MEYER, CAROL			\$28.31			

1. Select customers clicking the check mark.
2. Select billing period using the calendars "Start Date" and "End Date"
3. Click "Refresh" button to update customer balance
4. Click "Preview Statement" if you want to see the statements on the screen.
5. Click "Print Statement" to print the Statements.

STATEMENT

ScanQ
180 Prospect Pl
Alpharetta, GA 30005 (678) 240 9090

ABBOTT, MERIDITH
595 WEST CHURCH STREET
Alpharetta, GA 30322

Previous Balance	Statement Period	Term	Amount Due
\$6.29	08/01/09 - 09/25/09	Due on receipt	\$95.21

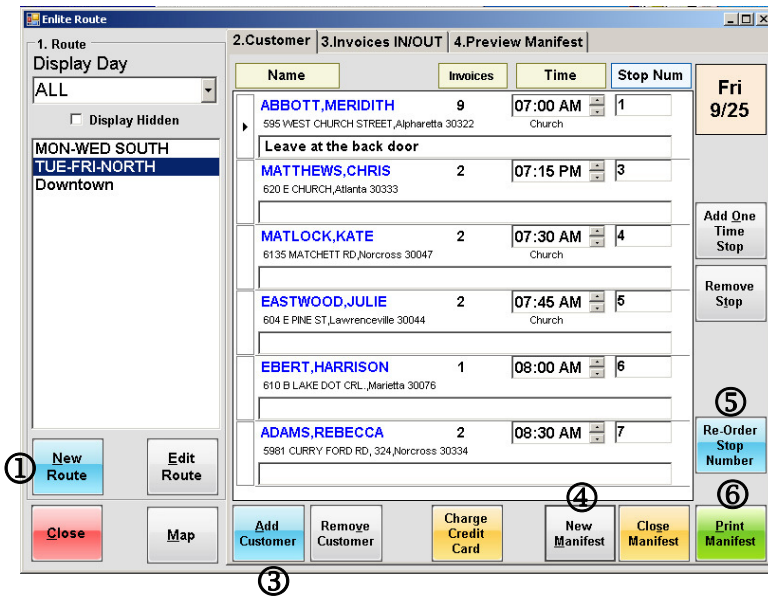
Invoices	Category Invoice	Pieces	Drop Date	Pickup Date	Amount
D	20101-7	2	09/25/09		\$12.95
D	20101-6	3	09/25/09		\$18.73
D	20101-5	2	09/25/09		\$12.25
L	20101-4	2	09/25/09		\$11.86
L	20101-3	2	09/25/09		\$15.50
D	20101-2	2	09/25/09		\$6.59
D	20101-1	2	09/25/09		\$11.04
Total:					7
					\$88.92

6. Click this button to export the statement to Excel or PDF file.
7. Click this button to run automatic credit card charge. (Requires credit card processing integration and internet connection)
8. Click this button to send the statement by email to the customers. (requires internet connection and a valid email service activated on the system)

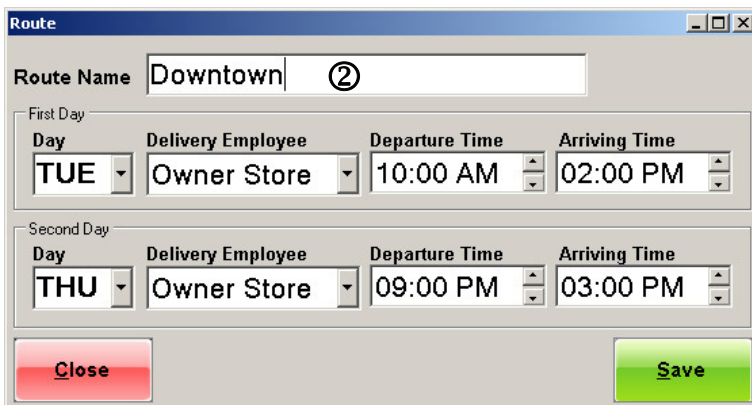
Route



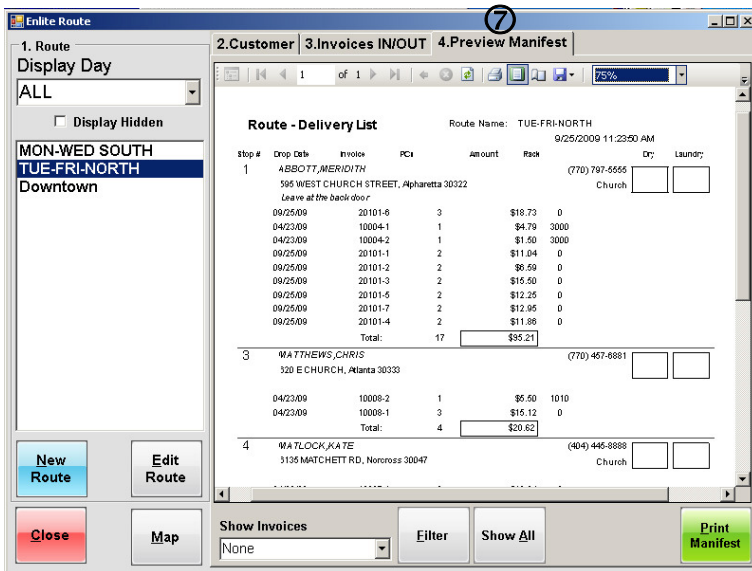
Manage pick-up and delivery routes for customers.



1. Click on “New Route” to create a route.
2. Type a Route Name, and set first and second day, delivery employee, departure and arriving time. Click on save.
3. Click “Add Customer” button to add customers to selected route.
4. Click “New Manifest”. The system will bring all current invoices for this route
5. Click “Re-Order Stop Number”. You can change the stop number for any customer and then the system will re-order the stop numbers.
6. Click “Print Manifest”. It will print the route manifest



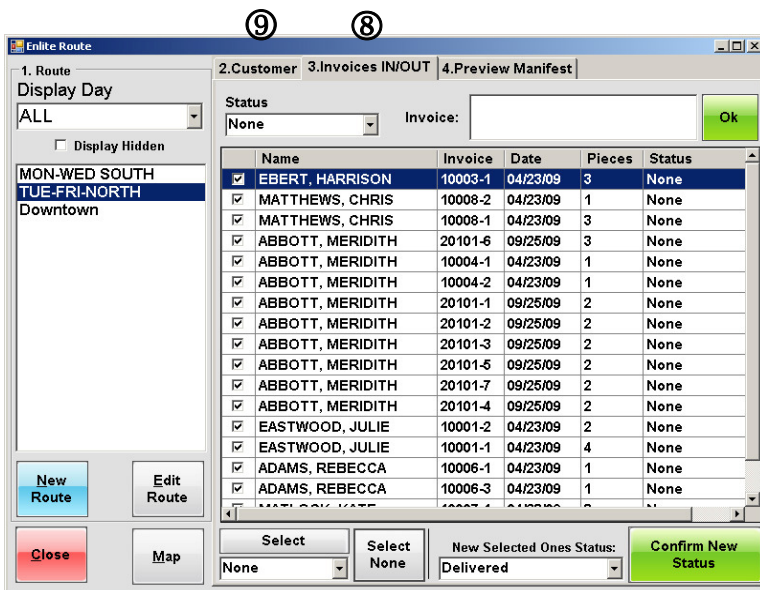
Route



7. The route manifest shows customer name, address, invoices for delivery and amount due.

8. After route is finished click on "Invoices IN/OUT" and select all Invoices delivered. From the list 'New selected Ones status' choose delivered and click "Confirm new status" button. This action will mark all selected invoices as delivered.

If some invoices were returned, select those, choose "Returned" from the list and click on "Confirm new status" to mark as returned.



The available status are:

- Out for delivery
- Out for delivery (Partial)
- Delivered
- Returned
- Returned (Partial)
- Lost
- Cancelled
- Held for release approval
- Held (Not ready)

9. When all invoices are marked to new status, click on "Customer" tab, and click "Close Manifest". This will close the manifest and all delivered invoices will be marked as Picked-up