USER MANUAL

Blockwood Check-out and Management System

- Check-out Transaction Functions
- Check-in Videos
- Refunds
- Membership
- Accounts
- Customers
- CRUD Capabilities
- Fees

CHECK-OUT TRANSACTION FUNCTIONS

A check-out transaction encapsulates several steps including (a) selecting the member, (b) adding items to the transaction, and (c) making the payment. Below, you will find a description for each of these processes.

Selecting the Member. The screen shown below is the default screen at the check-out counter. From this screen, the clerk can perform all basic check-out functions. The clerk enters a last name, first name, phone number, or account number in the designated box. When the "Lookup Members" button is pressed, the system will then search accounts based on this criteria.

If the clerk entered the account number, only the members on the account will be displayed in the Members List when the "Lookup Members" button is pressed. If the clerk entered the last name of the customer, then all customers with that last name will appear in the Members List. The clerk may then select a member from the list to initiate the transaction.

Adding Items to the Transaction. Rentals, refreshments, sale videos, and premium memberships may all be added to the same transaction as separate transaction lines. The clerk should specify a quantity in the respective box and a serial/SKU number for each item in the transaction. When the "Add Item" button is pressed the item will be added to the transaction and displayed in the transaction box.

If a customer decides he or she does not want to purchase an item after it has been added to the transaction, the clerk may select the transaction line in the transaction box and then

press the "Remove Selected Item" button. This will effectively remove the transaction line from the transaction.

Making the Payment. The subtotal and total will be updated and accurately displayed in the Totals section each time an item is added to the transaction. When a member is ready to make a payment, the clerk should invite the customer to pay off their balance. Even if the member would not like to completely pay off their balance, he or she must pay off all but the maximum balance limit designated by the store before renting or purchasing any items. After the clerk enters the amount tendered, he or she may press the "Make Payment" button to display the change that should be given back to the customer. Once the "Make Payment" button is pressed, the transaction is complete and saved in the database.

👙 BlockWoodVideo		
File Rentals Accounts Orders Reports Help		
Block	Wood Video Returns Transaction	
Logge	d in as: James Christensen Employee ID: 788997 Logout	
CLookup Account Member		
Last Name First Name Phone Numbe	er Account #	
Smith Bill 801-836-8	1234567 Lookup Members Clear Search Create New Account	
BlockWood Members Lookup	Transaction	
Smith, Bill	Quantity Serial/Sku #	
	1 Add Item Returns Remove Selected Item	
	Quantity Description Sku/Serial # Due Date Price	
	1 Just Like Heaven 10000089 Friday 4.50 1 The Grinch (DVD - New) 123456789123 4.50	
Get Account Summary	1 Gold Membership 04 30.00	
Account Information Account # 1234567		
801-836-8947		
123 Smith	Totals	
Oakley, Idaho 83346	Outstanding Balance: 0.00 Max Free Rentals Allowed: 7/0	
Membership Type: Free Membership	Minimum Balance Due: 0.00	
Account Members:	SubTotal: 39.00 Enter Payment Amount: 41.44	
Smith, Bill Smith, Judy	Tax: 2.44 Change Due: 0.00	
Gaskin, James	Balance Payment Amount: 0.00	
Add Customer/Update Account	Total: 41.44 Make payment Cancel	
<		
	Created by Group 1A	

Figure 1. Check-out Transaction GUI

CHECK-IN VIDEOS

From the default screen, click the "Rentals" menu item on the menu bar. Select "Check-in Videos" from the drop-down menu. This will open up the "Check-in Rentals" window on top of the default screen. In this screen, the clerk may enter the serial number for the video to be checked in. When the "Return Rental Video" button is pressed, the video status will be returned to "in" and the database will be updated.

👙 BlockWoodVideo		
File Rentals Accounts	Orders Reports Help	
	BlockWood Video Rental Return	
	Logged in as: James Christensen Employee ID: 788997 Logout	
	Rental Return Serial # Return Rental Video Clear Field	
<		>
	Created by Group 1A	

Figure 1. Check-out Transaction GUI

REFUNDS

Refunds may be applied to any sale item (sale videos and refreshments). A refund transaction may be a stand-alone transaction or part of a rent/sale transaction. From the default screen the account and member must be selected. Then, the clerk may either go directly to the Refunds section or, if transaction line items have already been added to the transaction, the clerk may press the "Refunds" button located above the transaction box. This will bring the Refunds section into view.

The customer will need to provide a receipt of purchase when refunding any item. The clerk must enter the transaction number from the receipt. When the "Look Up Transaction" button is pressed the system will look up the transaction in the database and display all the transaction lines from the transaction in the refund transaction box. The clerk may select the item which the customer desires to return. When the clerk presses the "Return Item" button, all current transaction lines in the main transaction box will be cleared, and the refunded item will be added to the transaction. The clerk may then add any items to be rented or purchased to the transaction. To complete a refund and transaction the clerk must press the "Make Payment" button. This will put the item back in inventory and save the transaction information to the database.

	ed in as: James Chris	tensen Employee ID: 788997	Logout	
kup Account Member st Name First Name Phone Num	ber Account #			
		Lookup Mer	nbers Clear Search	Create New Account
ockWood Members Lookup	Transaction			
Smith, Bill		l/Sku #		
	1	Add Item	Totals	Remove Selected Item
	Quantity	Description Sku/Ser	ial # Due Date	Price
	-1	The Grinch (DVD - New) 1234567		-4.50
Cold Assessment Community				
Get Account Summary				
Get Account Summary				
count Information				
count Information 	Returns			
count Information 	Returns Transaction ID:			Return Item Cancel
count Information account # 1234567 01-836-8947 23 Smith Dakley, Idaho 83346	Transaction ID:		Lookup Transaction	Return Item Cancel
count Information 	and the second se	Description Sku/Set	ial # Due Date	Price
count Information account # 1234567 01-836-8947 23 Smith Daldey, Idaho 83346 4embership Type: Free Membership Account Members:	Transaction ID:	Description Sku/Set The Grinch (DWD - New) 1234567 Gold Membership 04	ial # Due Date	
count Information cocount # 1234567 01-836-8947 23 Smith Vakley, Idaho 83346 Arembership Type: Free Membership Account Members: Smith, Bill Smith, Judy	Transaction ID:	The Grinch (DVD - New) 1234567	ial # Due Date	Price 4.50
count Information account # 1234567 101-836-8947 23 Smith Vakley, Idaho 83346 Membership Type: Free Membership Account Members: Smith, Bill	Transaction ID:	The Grinch (DVD - New) 1234567 Gold Membership 04	ial # Due Date	Price 4.50 30.00

Figure 1.	Check-out	Transaction	GUI
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MEMBERSHIPS

Memberships may be purchased at check-out. They are treated like any other sale item. (The SKU is entered into the serial/SKU box, and then the "Add Item" button is pressed. Complete transaction by pressing the "Make Payment" button.)

Memberships can be automatically renewed and charged to the account credit card. To do this, from the default screen go to the menu bar. Click on the "Accounts" menu item. Select "Renew Expired Memberships" from the drop-down menu. This will search the database for all expired memberships and automatically charge the account credit card for renewal. The expiration date of the renewed membership will be updated, expiring one month from the expiration date of the customer's previous membership.

If a customer would like to cancel a membership, they can simply "purchase" a "Free Membership" item. This will set the membership level of the customer to "Free." Essentially, they have no premium membership advantages.

ACCOUNTS

Accounts are mandatory for all paying customers. Accounts keep track of all customer information such as Address, Customer Names, Credit Card Info, Membership Type, etc...An account number (seven digits) is required for all purchasing, renting, or refunding transactions.

To create a new Account, from the default screen go to the menu bar. Click on the "Accounts" menu item. Select "Create New Account" from the drop-down menu. This will take you to the Account Management window. The clerk must select the action he would like to perform: either "Create New Account" or "Add Customer." The clerk may then enter the relative information for the new Account. To save the new account the clerk must press the "Save" button. Once the Account is saved the clerk may add additional customers to the account. (Adding new customers is covered in the section below titled "Customers.") (The system does not currently support updating account information.)

Logged in as:	Ben Robinson En	nployee ID: 788997	Logout
ew Account or Customer ⓒ Create New Account ◯ Add Customer	Lookup Previous Accoun	t First Name	BlockWood Members Lookup
lew Customer Information First Name: Dr.	Phone Number	Account #	
Last Name: Albrecht 555-5555	Lookup Members	Clear Search	Get Account Summary
Address: 1234 Evergreen Terrace Zip Code: 76904 City: Springville State: UT Add Customer Cancel	Account Information Account # Membership Type:		Account Members:
W Account Information Owner: Credit Card Number: 123412356578219 Jame on Credit Card: Bill Gates Expiration Month: 12 Expiration Year: 45	All new accounts are fre To upgrade an account, through a sales transac Save	it may be purchased	

Figure 1. Check-out Transaction GUI

CUSTOMERS

Information about customers, such as name, address, account number, phone, etc...is kept in the database. Every customer who makes a transaction must be associated with an account in the database.

To add a customer to an account, from the default screen, the clerk must enter the account number you would like to add the customer to. The clerk may then press the "Add Customer/Update Account" button. The clerk must then select the "Add Customer" radio button. The clerk may then enter the last name of an existing account member on the account to which the new customer would like to be added or the clerk may simply enter the account number to which the new customer would like to be added. The clerk may then press the "Lookup Members" button.

The system will search for all customers on the specified account number, or with the specified last name and display them in the BlockWood Members Lookup box. A search may also be done by phone number. The clerk may then select a member of the same account to which the new member would like to be added. This will auto populate the remaining fields in the Lookup Previous Account section.

The New customer information may then be entered and then added by pressing the "Add Customer" button. This will save the customer to the selected account. This new member will now be in the database and have purchasing and renting privileges. Multiple customers may be added during the same session. All changes will be automatically updated in the database and available and accurate for immediate use.

Figure 1 Check-out Transaction GIII

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The system	does not	currently	SUDDOT	undating	customer	information.
1110 0)0000111	4000 1100	eurren/	ouppoir.		encecimer	

Logged in as:	Ben Robinson Emp	bloyee ID: 788997	Logout
w Account or Customer Create New Account Add Customer	Lookup Previous Account Last Name	First Name Bill	BlockWood Members Lookup Smith, Bill Smith, Judy
w Customer Information	Smith Phone Number	Account #	Gaskin, James
First Name: Dr.	801-836-8947	1234567	
Last Name: Albrecht Phone Number: 555-5555	Lookup Members	Clear Search	Get Account Summary
Address: 1234 Evergreen Terrace			
Zip Code: 76904	Account Information Account #		Account Members:
City: Springville	ACCOUNT #		Account Members:
State: UT			
Add Customer Cancel	Membership Type:		
	метоегыр туре:		Change Account Info
v Account Information Owner: credit Card Number: ame on Credit Card: Expiration Month: Expiration Year:	All new accounts are free To upgrade an account, il through a sales transactio Save Ca	t may be purchased	

CRUD CAPABILITIES

Create, read, and update abilities are also available for the following: rental video, conceptual video, store, product, and store product. These items may all be created, read, and updated in their respective table management windows. These windows may be accessed from the default screen. Go to the menu bar and click on Inventory Management. The clerk may then select the inventory that needs updating or adding to from the drop-down menu. This will take you to the Inventory Management window of the selected inventory. The clerk may then either choose to add or modify an item.

To add an item the clerk must press the "Add" button. This will open a window with empty text fields in which the clerk may enter the item information. To save the new item to the database the clerk must press the "Add" button. This will automatically update the inventory.

To modify an existing item in the inventory the clerk must press select an item from the list of items in the inventory which are displayed in the inventory table. The clerk must then press the "Modify" button. This open a window with text fields already populated with the item's information. To change the information the clerk must simply click on the text and modify it. The clerk must then press the "Modify" button. This will save the changes to the database and will be immediately reflected in the inventory display.

Rentals Acco	ounts Orders Reports					
	BlockH	Vood Video I	nventory	Managem	ent	
	Logged in as	: James Christensen	Employee ID: 7	788997 Logout	J	
		Add Rental Video	Modify Rent	al Video		
DB Maintenance						
Serial #	Status	Title	Release Type	Video Category	Store	
10000001	lin	The Grinch	New	DVD	Shaboygan	-
10000002	in	Tron	New	DVD	Shaboygan	
10000003	in	Star Wars	New	DVD	Shaboygan	
10000004	in	Monty Python and th	New	DVD	Shaboygan	
10000005	in	The Sixth Sense	New	DVD	Shaboygan	
10000006	İn	Signs	New	DVD	Shaboygan	
10000007	in	The Little Mermaid	New	DVD	Shaboygan	
10000008	lin	The Princess Bride	New	DVD	Shaboygan	
10000009	lin	Happy Gilmore	New	DVD	Shaboygan	
10000010	in	Dumb and Dumber	New	DVD	Shaboygan	
10000011	lin	Airplane	New	DVD	Shaboygan	
10000012	lin	Black Sheep	New	DVD	Shaboygan	
10000013	lin	Rocky	New	DVD	Shaboygan	
10000014	in	The Karate Kid	New	DVD	Shaboygan	
10000015	in	Just Friends	New	DVD	Shaboygan	
10000016	in	King Kong	New	DVD	Shaboygan	
10000017	in	Walk The Line	New	DVD	Shaboygan	
10000018	in	Yours Mine and Ours	New	DVD	Shaboygan	
10000019	in	The Lion King	New	DVD	Shaboygan	
10000020	in	Tarzan	New	DVD	Shaboygan	
10000021	in	Batman Begins	New	DVD	Shaboygan	
10000022	in	Glory Road	New	DVD	Shaboygan	
10000023	in	18 Minute Lord of th	New	DVD	Shaboygan	
10000024	in	Pirates of the Caribe	. New	DVD	Shaboygan	
10000025	in	Just Like Heaven	New	DVD	Shaboygan	
10000026	lin	Best of Dr Hansen S	New	DVD	Shaboygan	_
10000027	in	Tron	New	VHS	Shaboygan	~

Figure 1. Check-out Transaction GUI

FEES

Fees are charged for late rental returns and delinquent rentals (rentals not returned within one month of check-out date). Fees for late rental returns are automatically charged to the account and added to the account balance when a rental is returned. Delinquent rental fees will be applied when a search is made for delinquent rentals.

To search and charge for delinquent rentals go to the menu bar at the top of the default screen. Click on the Rentals menu item. Select "Charge for Delinquent Rentals" from the drop-down menu. The system will then search for all rentals which have not been returned which have a due date of one month or more previous to the current date. The account

credit card will automatically be charged for the delinquent rental. The fee is equal to the video purchase price.