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CLOTHING-
ALTERATION,
SHOE REPAIR
INDUSTRY
SOFTWARE
SOLUTIONS.

HOSTING
SERVICES,

AUTO
ASSEMBLY,

WEB
SERVICES

Staying Ahead Of The Curve With CSI POS .Net Platform

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Before You Begin

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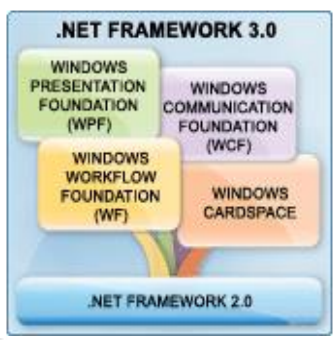
Features

Built from the ground up, **TMS (Textile Management System)** is based on the Microsoft .NET framework and tightly integrated with the Microsoft Internet platform. Microsoft. **.net** is a set of Microsoft software technologies for connecting the world of information, people, systems, and devices. It enables an unprecedented level of software integration through the use of XML Web services: small, discrete, building-block applications that connect to each other—as well as to other, larger applications—via the Internet. TMS is a fully integrated Point Of Sale and BackOffice software solution for Textile, Drycleaning, Alteration, Shoe Repair, Laundromat industry. Its unmatched reliability, remarkable flexibility and unprecedented ease-of-use sets a new benchmark for POS software in today's tough demand service oriented environments.



Resources

CSI provides the following documentation resources for use with TMS.NET. References in this document to “User-Defined” or “Configuration” options are found in the Administration Guide.
• Installation Guide —Contains software installation instructions.
• User’s Manual —Describes use and operational aspects.

Conventions

TMS.NET generally conforms to Windows user interface and design conventions. Departure from standard Windows conventions is the result of our efforts to create an effective touch screen user interface. Observe the following when reading the document and using TMS.NET.

Abbreviations

Throughout this document, references to some screen views have been shortened for the sake of brevity. These views are described later.

- A/R —Accounts Receivable
- COF —Credit Card On File
- PIN —Personal Identification Number

Screen Design

In TMS.NET all major functions occupy the entire screen with exceptions appearing as dialogs.

- View —Fills the major portion of the screen and contains most of the display and functionality selections needed.
- Dialog —A smaller pop-up window that appears over a View. Dialogs are active while displayed, is appearing when acted upon.
- Tab —Provide multiple selection area within a View or Dialog.

Buttons

The buttons displayed in TMS.NET are large enough to allow easy selection with a touch screen. Mouse use is greatly enhanced with this larger size button. Be aware of the following button characteristics.

- Active —A selection button is active when text color is dark.
- Inactive —A selection button is inactive when text is grayed.
- Selection Device —References to selecting a displayed choice are relative to touch screen use. Choices can be physically selected with a touch screen, mouse, or available keyboard command.

Displayed Lists

There are many list views within TMS.NET. Each list contains title column headers that act as sort buttons. Double-clicking on one of these column buttons forces the list to sort in the order of that header type. For example, the Customer Search list displays customers by customer id, Double-clicking on the *Customer #* header button forces the list to sort all entries by customer number.

Keyboard Commands
Uniquely defined keyboard commands corresponding to touch screen buttons are denoted in the lower right-hand corner of each button. Keyboard commands are shown in this document with brackets “[ ]”
Around the key (the touch screen button key does not contain brackets). The following are all examples:

• Function Keys —**[F1]** thru **[F12]**—
The **[F1]** button to bring up TMS online help manual.
The **[F2]** button can be customized to call your own defined external program.
The **[F3]** button can be customized to call your own defined external program.
The **[F4]** button displays all price schedules menu in checkin screen.
The **[F5]** button allows you to switch to different store in a centralized database with multi stores s
The **[F8]** button always displays system calculator.
The **[F10]** button selects No Sale function, and opens the cash drawer.

The **[ESC]** button always exits from the current view without saving changes.
The **[END]** button always saves the current view.

Operating Modes

Stand-alone
In this mode, the entire computer system is located within each store. A system can be either a single computer or an entire multiple-terminal local area network (LAN). Wide-area networking (WAN) is possible, but not recommended. Databases are local to each store site with data consolidation not practical. Data backups and computer maintenance must be performed at each store site.

Central Database with Local Client Program
This mode is perfect for those who have centralized data needs with a small or large number of store locations and who need real-time order tracking between stores and head office. Centralized accounts receivable, pricing, promotions, marketing, time clock management, and reporting is made inherently simple in this mode. In this mode client program is installed on each store, and database on the central server. Each store is connected through internet or VPN to the server. We recommend our cloud based hosted solution for this process.

Central Database Using Low Maintenance Terminals
Data consolidation is accomplished by using low maintenance terminals and high-speed data connections. Each store site is connected to the application hosting data center using Windows Remote Desktop connection to the Windows Terminal Server. Data backups and server maintenance is performed at the data center. This mode is perfect for those who have centralized data needs with a small or large number of store locations and who need real-time order tracking between stores and head office. Centralized accounts receivable, pricing, promotions, marketing, time clock management, and reporting is made inherently simple in this mode.

Remote Client
Remote client connection is perfect for those who don’t need centralized data with a small or large number of store locations but would like to review reports and make small changes to each

store through remote connection from home or office. We recommend TeamViewer to be installed on both store and office computer for easy access. http://www.teamviewer.com

Features

- Microsoft .NET technology
- Microsoft SQL relational database
- Microsoft Windows 7, 8 and 10
- Microsoft Terminal Services client hosting, Scalable to any size operation
- User Friendly, Organized and Intuitive
- Touch screen/Mouse Enabled
- Visual Invoice
- Intuitive and fluid navigation
- Easy to learn and use
- Centralized Database
- True real-time mode with SQL replication services
- Nightly data replication
- Stand-alone mode with Microsoft SQL, MSDE Or SQL Express
- Remote application hosting
- Merchandise Sales with SKU & PLU Support
- Production capacity forecasting
- Production problem alerts
- Graphical workflow charting
- Lost order identification
- Employee productivity tracking
- Barcoded item-level tracking
- Assisted garment assembly
- Central mark-in function
- Production efficiency reporting
- System navigation tabs
- Function selection buttons
- Problem order alert display buttons
- Recent transactions list
- Scrolling message marquee
- Customer Management
- Unlimited number of customers
- Lookup by name, phone, barcode, etc.
- Sales, A/R R, preference, HSL history
- Customer profile indicators
- Merge/reassign utility
- Backup & Maintenance utility
- Visit tracking and history
- Order Management
- Unlimited number of orders
- Quick, Detail, Rack, Pickup steps
- Add definable process steps
- Order mark-in Hold function
- Multiple mark-in formats
- Intelligent invoice splitting
- Automatic promised date calculation
- Barcode printing and scanning
- Barcoded visual physical inventory
- Prepayments allowed at mark-in

- Multiple/Partial order pickup
- Exception Handling
- One-stop item/order-level editing
- Split/Redo functions with reasons
- Void function with reasons
- Employee Management for Payroll tracking
- Integrated employee time clock
- Productivity tracking
- Production Tracking
- Management Reporting
- More than 110 unique reports
- Optional report writer
- Cash, check, Credit Card, Gift Certificate,, A/R tender
- User-definable tender types
- Credit card on file
- Step-based automatic payment
- Flexible Printing
- Thermal invoice support
- Order pickup rack pick list
- Document template editors
- On Demand printed garment tags
- Garment Tracking Heat Seal Barcoded System
- Powerful coupon creation
- Promotional coupons on invoices
- Selective coupon
- Route Management
- Unlimited number of routes
- Flexible route assignment
- Barcoded bag tag printing
- Manifest printing by stop
- Internet Connectivity
- Controlled access to web sites
- Online customer order status
- Secured owner sales data
- Custom web site compatible
- Finger Printer Reader
- Digital Scale Interface
- Laundry Card Support
- Credit/Debit Card Processing with EMV Capable Terminal using VeriFone Point
- Credit Card Batch Processing For Credit On File Customers using Payware Connect
- Laundry Machines Cost Tracking
- Conveyor Controller Interface
- Pickup/Delivery App
- Website Integration for pickup/delivery
- Email / SMS notification

Getting Around The System

Startup Procedure
Main Menu

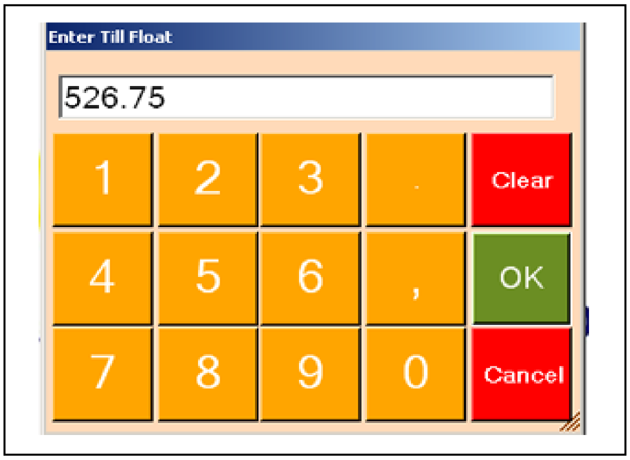
TMS.NET is a robust textile management system uniquely designed for Dry Cleaning, Alteration, Shoe Repair and Textile Industries with unique features and options for each service. TMS.NET has a highly organized user interface made extremely easy to use by the effective implementation of touch screen design. Both mouse and keyboard can be used together as an alternative to the touch screen.

Startup Procedure:

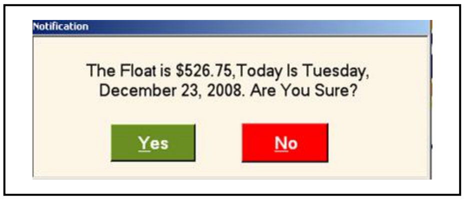
1) Turn Monitor and Printer(s) on.
2) Look for the icon called CSI /Textile Management System" on your desktop.
3) Press CSI /Textile Management System icon to start the program.
4) Input your security **pin number** that has been assigned to you. (Default PIN is 1000),
5) If your system is equipped with Finger Printer/Biometric Reader, simply put your finger on the Biometric reader. To learn more about Biometric reader, please refer to our Installation guide.
6) Touch the **OK** button. This may take a few minutes to load the data and launch the program.

7. After successful logon, if your system has been set up with the multi shift option, you will be prompted to start the new shift, if not you will be prompted to open store. Press **"Yes"** to continue. Please note if No is selected you may not be able to use the system until store/shift is open ..
Note: If store was closed accidently, you will not be able to do any transactions until store is opened. To fix this, Go to Reports -> End of day/shift and select Reopen. For additional information read End Of Day reports.

8. A number pad box will appear prompting you to **Enter Till Float**. Input your Till Float value after you have counted your float and touch the **OK Button**. Please note the system remembers that last till float you had entered the day before during the cash up of the last shift.



9. A **confirmation box** appears to make sure the till float and system date/time is correct. Press **Yes** if it is correct, and **No** if not, adjust as needed.



Main Menu (Anchor Page)

The main menu is the anchor of the TMS system. From here you are able to quickly access the most common functions of the system and get the status of production. Please note that depending on your job-class, you may not be able to access to some of the features. To activate a desired function, simply touch or click on the relevant button. You may also use the quick short cut number to access the desired functions. (E.g. to access the ready function you may press 6 on your keyboard) If you would like to keep track of employee's time sheet the Clock In and Clock Out buttons are used for this. Once the Clock In button is pressed, a confirmation slip will be printed on your invoice printer. To make this a mandatory feature, please refer to the management section of the manual.

Current TMS Version, Store id, Station id

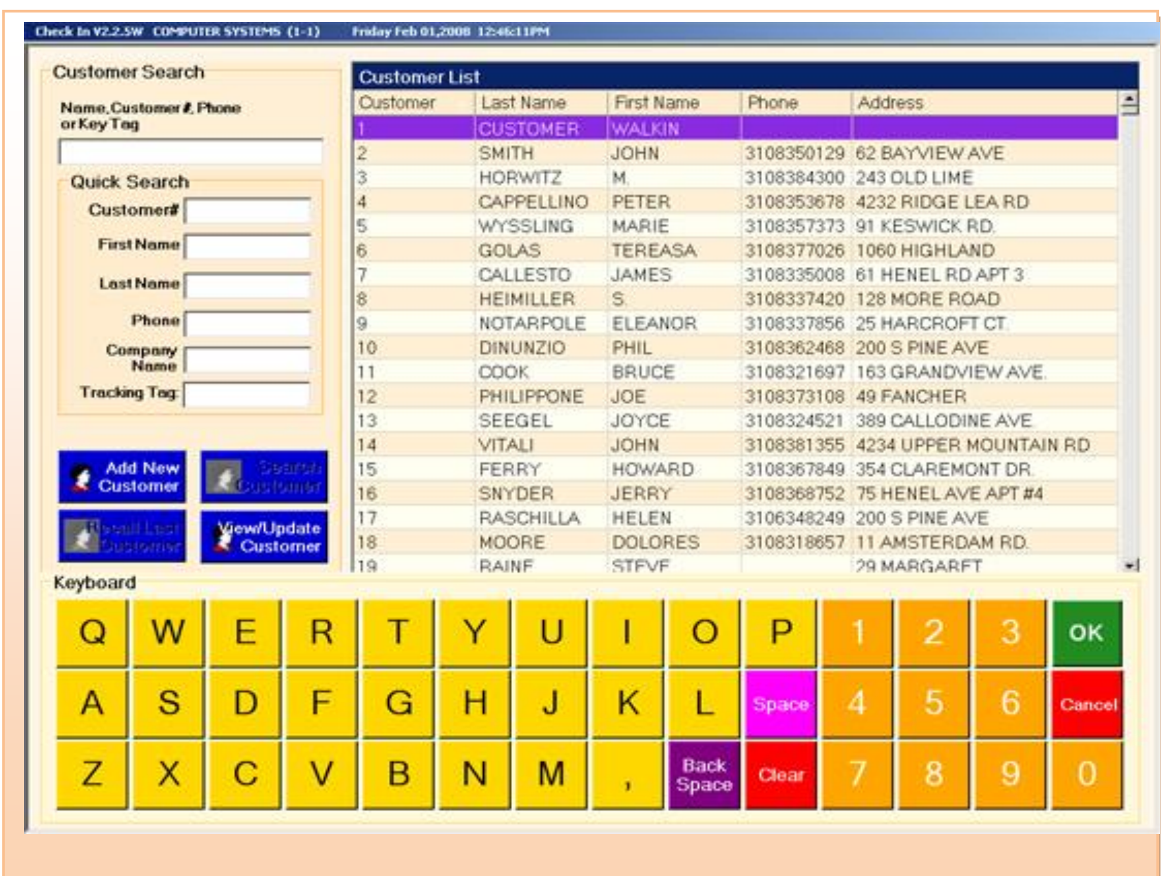
Quick Production status bar, click on the shortcut to get a detailed report

The following is the summary of the main menu functions:

Checkin	Checkin screen is used to receive customer's orders and issue detailed or quick invoice tickets and tags.
Checkout	Checkout creen is used to Check-Out customer's orders and receive payment upon collection.
Invoice Utilities	is used to update or correct invoices, reprint invoices or tags and make customer account payments
Merchandise	Merchandise function is used to sell products/merchandise to walk-in or regular customers.
Reports	Report Function is used to balance the till and do the day end store close, create audit trails, create bank deposits and create all other reports that the system has on offer.
Ready	Function is used to scan production that has been completed, create productivity, production, manifest report, and assign lot tag.
Management	function is the gateway to the Back Office System, which contains all management functions and system options
Misc	Provides interface to Misc functions such as Paidout, tracking tag printing, permanent tag printing, Gift cards, laundry Card, and CSI Help desk, etc.
Help	Function provides you with detailed information pertaining to the function you are in.
No-Sale	Option is used to open the till without any transaction. The No-Sale option may also be activated by pressing the F10 on the keyboard at any time.
Clock in/Clock out	Clockin/Clockout functions allow employees to "Clock in" and "Clock out" of for the day using their pin# or fingerprint when they arrive and leave respectively. (Below is a screenshot of the confirmation you will receive when clocking in or out) The Clocking system eliminates the chore of manually tallying the employees' hours worked by providing management reports to employees that are authorized to this part of the system.
Exit	Exit to exit the program.
Status Scrolling bar	at the top of the screen gives you a quick overview of your productivity. To get more detail on each alert, simply touch/click it. If a status is in red, it means you have not reached the production expectation. i.e. **Not Ready 199**

Customer Lookup

The Customer lookup screen is used within TMS to lookup customers, add a new customer or update customer profiles within the Check-In, Check-Out and invoice utilities processes.
The following method is used to do customer lookup.
Through either the on-screen or actual keyboards, enter any one of the following; the customer's name, phone number, company name or key-tag number. When using the customer's phone# or name, the system will display a list of customers that match your search criteria as you type; the more you type, the closer the search gets refined. When you have identified the correct customer, ensure it is highlighted and press the OK button. If the system runs out of matching numbers or letters in the phone # or name because there is no such customer that has been registered before, a new customer notification box appears. Select yes to create a new customer if it is one or no to return to the customer search screen if you have made a mistake or would like to check again. For more information on how to create a new customer please refer to the *"Creating new customer"* section. You may also use the Quick Search option to make sure the correct customer is selected. Simply select the quick search and enter the necessary data. For example if Customer# is selected, only the customer# field is searched.
If a customer is inactive, this customer will not show up; to make customer show up again, type a number like 999999999, when prompted *"Customer not found"*, select Cancel and when the Search Button appears, enter the customer# again, and click on **Search Customer.**
To update customer's details, simply click on **View/Update customer**.
To recall the last customer, select **Recall Last Customer** icon.
If your system is equipped with Customer Key tag, simply scan the key tag.
If you are looking up a customer with Tracking Tag, simply select **Tracking Tag** option from Quick Search. Then Scan the barcode Tag on the garment; the system will search the database and bring up the customer that matches the tracking Tag#.



Checkin

The Check-In function is the most important function of the system and you should make yourself familiar with every aspect of this process. This process is full of features and options to make the transaction simple and comprehensive. The Check-In process is used to receive customer's orders and issue detailed or quick invoices; it is also used to print invoices and tags for either regular or delivery customers.

Default Price List, and Payment Method from customer profile

More options for services, dept, or items

Quick Customer History. Total $ Spend to date, Credit Note, Last Visits, Total Visits Etc
To get detail of the transaction, click on the shortcut

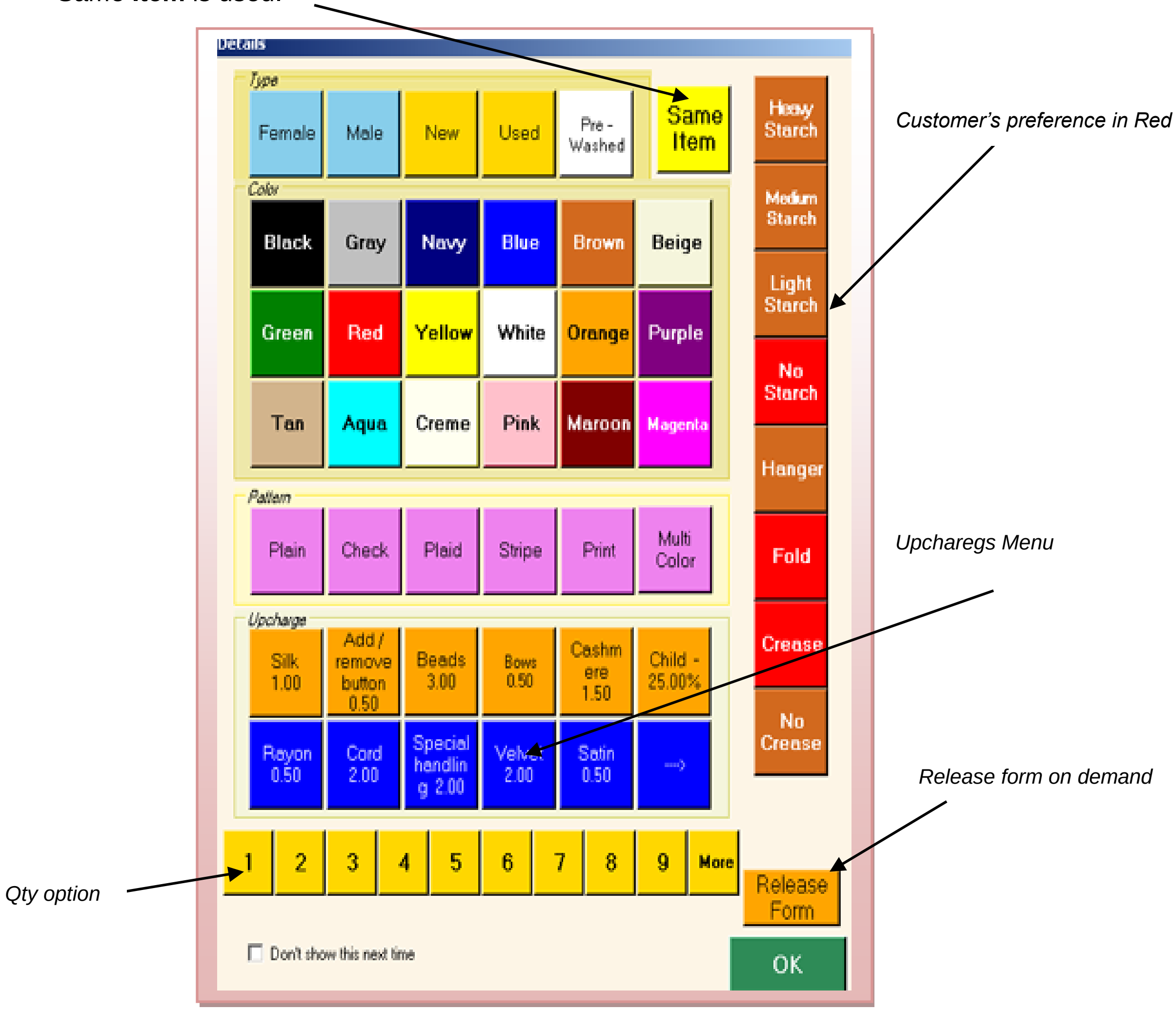
Delivery Route Name, and delivery days for pickup/delivery customer

Customer's Preferences in Red

Checkin Function Sequence of Events

1. Select checkin option from the main menu
2. A number pad box will appear prompting you to “Enter Pin Number”. Input your security pin number, and select the OK button.
3. The customer search screen appears on the left hand side. Select the customer as per Customer lookup process.
4. The service options will then display on the right side of the screen. And a blank invoice on the left hand side with customer’s information. Select the desired service type. (Like Dryclean, Laundry, Alteration, etc)
5. Select appropriate department that needs to be done such as Shirt, Pants, Suits, etc)
6. The Items sub-option will appear. Select the appropriate item such as “Skirt” ”. Detail option menu will popup. Select appropriate colors, materials, and patterns. You may add other information on the garment such as Type, Color, Fabric, Starch, Crease etc. If you like to disable the detail screen during this transaction, you may select **‘Don’t Show this next Time’.** If you like to permanently disable this feature, read Schedule Settings under Management section.

   Same Item button is used to mark the same garment for different services. For example if you have a dry clean item that requires Alteration, press **Same Item** button when doing alteration so the item is not added as a separate item. The system assigns 0 qty when Same **Item** is used.



7. If up-charge option is enabled in the Schedule, the upcharge menu will pop-up. Select the appropriate option. Note, depending on the upcharge the base price will increase accordingly. Click on the arrow button to see additional upcharges. You may disable printing upcharge price on the invoice and have it added to your base price to avoid customer complain. To do this check Schedule settings under Management.

8. If you like to select certain release form on the fly press **Release Form,** and select appropriate release form from the menu. To learn more about release from settings, please check management section.

9. If you have more than 1 item of the selected garment, touch the same item again from item menu, select the total items from the detail screen or select **Qty** icon from checkin screen, and input the quantity number.

10. Continue describing the product using the Service, Dept and items options follow the same procedure as above. Press the Up/Down **Red** arrow key to see more choices for the Services, Departments, or Items.

11. After you have completed entering all the garment information, if there is a **Coupon/Discoun**t to be applied, select the Discount command button and make a selection from the display menu(s). For example to apply a senior discount select coupon, then select Senior Citizen discount and press OK button. To assign a permanent to customer, edit customer profile and assign a discount with expiry date for desire service.

12. If you like to make special notes to the order, select the **memo** option from command menu. You may type-in your special request or select from pre-typed options. To make you own pre-defined memo, please refer to Management Section. You may add a special request to a customer. To do this edit customer profile and select Special request. If you like an urgent memo to pop-up during customer transaction add this to customer profile.

13. If you would like to make any changes to customer profile, while in the checkin screen press the customer name on the top of the invoice. The customer profile will appear on the screen. Make any require changes, and press OK to save.

14. If the price needs to be adjusted, select the item, and press **Price** option button, and enter the proper price. Please note, price can't be lower than the initial price if this option is enabled in the schedule.

15. If the customer is purchasing **Product/Merchandise**, then select the **Scan** option. You may scan the UPC, SKU barcode or select the item from the menu. You may scan the barcode at any time during transaction, and the system will auto selects the proper product. If the product needs to be entered manually, select product option from service section, then select appropriate product from the Item menu.

16. **Redo** option is used to if the garment requires redo. Highlight the item, then press **Redo** button. Select proper description option from the menu or type-in your own description as to why redo is being done and press OK.

17. **Delete** option is used to fix mistakes on the invoice details section of the screen while making an invoice. If you want to delete an item prior to the last item, touch the garment detail item you want to delete (which will then be highlighted), then select the Delete button. You will then be put back where you left off to proceed.

18. If you are done with this invoice and would like to create a new invoice for the same customer, press the **New** button. Selecting New button, will save the current invoice and starts a new invoice.

19. Select **Misc** function to access additional command options.

    a) Select **Camera** to use the system Camera to take snap shot of the garment in case there is a Stain or Damage to the garment. Please read Installation guide on how to setup Camera. You may add as many pictures as you like to an invoice.

    b) Select **Sales** option to assign/select a sales person to the invoice for commission reporting purpose.

    c) Select **Clear** option to clear-up all the entries in the current invoice.

    d) Select **Sched** option to switch to a different price list. The current price list is selected from the customer default price list. Please note you may also press **F4** to select a different price list from checkin screen.

    e) Select **Hold** option to put the current invoice on hold in order to server another customer. You may put multi invoices on hold. If there are invoices on hold, your Check in icon from the main menu changes to different color indicating there are invoices on hold to be completed.

    f) Select I**nvoice Utility** option to lookup another invoice, or make changes to a different invoice.

    g) Select **Checkout** command to go to checkout garments for the same customer without leaving the checkin screen.

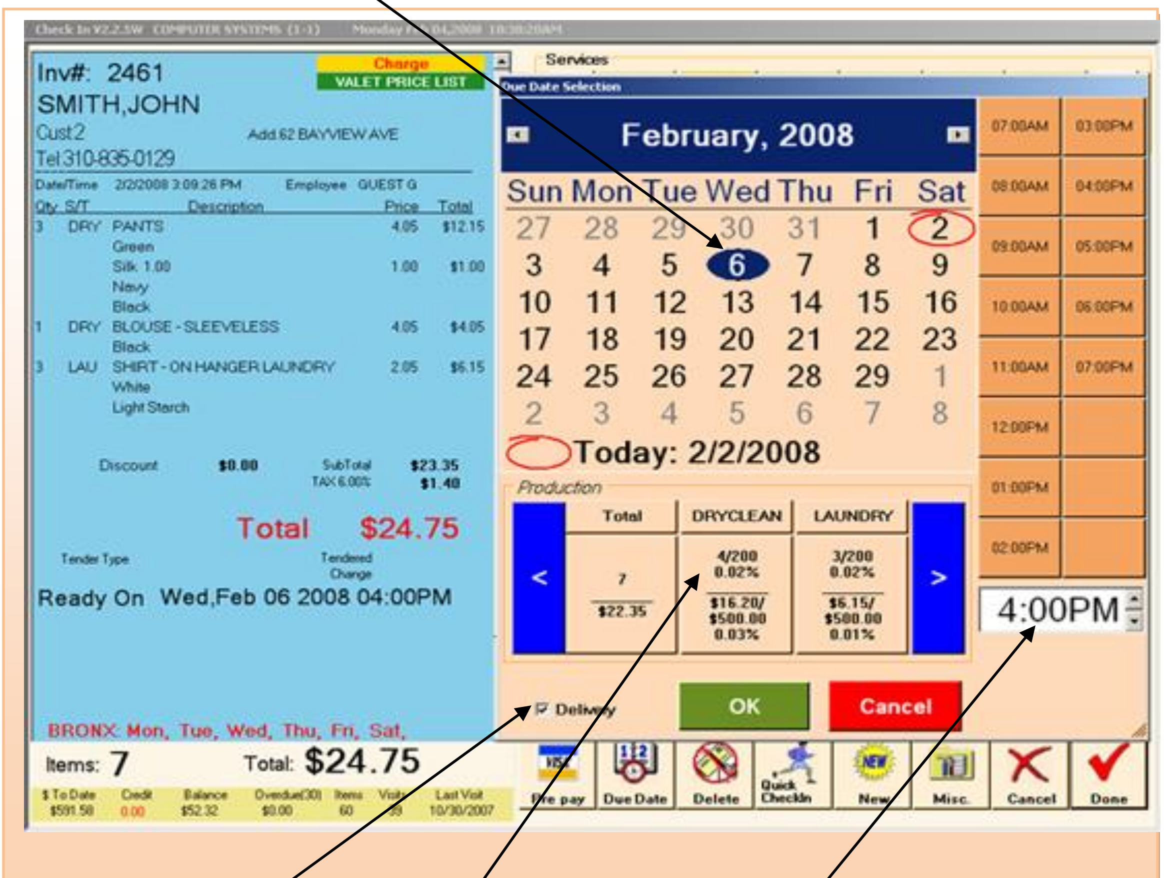
    h) Select **Main** option to return to the main command menu of checkin screen.

20. If for any reason, you need to cancel the order before invoice completion, press **Cancel** button.

21. To complete the invoice, Press the **Done** button. Due-date calendar appears. Select and ensure the date/time the customer order will be ready for pick-up. Confirm this with the customer and then press OK.
    The default date/time is calculated from the item/service table, Delivery Run table if this is a delivery customer or store hours. For additional information, please read Management section. As the date is selected, the system shows the production summary for each service. If a service is exceeding the production capacity in terms of pieces or $value, it changes color to Red. In that case the user may select a different date to avoid production overhead. The pickup time is also calculated as above as might be override by selecting pre-defined time, or typing your own time on the time field.

In order to speed up the process please note the Due Date option can be disabled in the schedule for users that don't require such option.
If this is a delivery order, a Delivery icon appears at the bottom of due-date menu. You may remove the checkmark to disable the delivery option for this order in case the customer is picking the order.

Default due-date is calculated from run, or Service//Item table



Delivery option might be removed if delivery Customer is picking up the order

Default Pickup time is calculated from Store Hours or item table. You may change this by selecting any other time

Production summary is calculated from predefined capacity in Service table and total promised items for that day

22. Pre-Payment screen option will popup if pre-pay option is enabled in the schedule. If this option is disabled select Pre-Pay icon from the icon tray in case customer would like to pre-pay the order. Please note the system can be setup to apply a pre-defined discount for pay-pay orders. To learn more on this feature, please read Management Section.

23. Select payment type, then amount and press OK button. For additional information on this process please read the Payment Processing Section.

24. If you need to view/update customer profile during transaction, you may press customer's name on the top left corner of the screen. The system would switch to customer profile. You may update the customer information or may notes to the customer profile.

25. After you have successfully completed the checkin, two copies of the invoice will be printed. Give the customer the 1st copy and retain the 2nd copy with the garment. You may setup the price list schedule to print additional invoices. Please read Management for additional info.

26. Use **Q-checkin** option to create a quick ticket. Quick ticket function is used to service the customer quickly without entering the price and detail of the garment. Quick tickets have to be detailed before they can be checked out. Select the service and then total items for the service. Press Done, and select the due-date as before.
    You may use the **Memo** button to make notes on the quick ticket.
    Please note you may define in price schedule how many Quick Invoices to be printed.
    To update the quick invoice please read **Invoice Utilities** section of the manual.

Invoice Sample:

The following is the sample invoice which is explained in details below.
TMS supports any Windows based Thermal printer to print invoice, as well as older Epson TMT88 printer. CSI recommends Epson TMT-88 IV for Invoice printing using Windows Driver provided by Epson. Use the following methis to configure your TMS to print in Windows Mode, if you have an older Epson printer you may use Thermal mode which uses Native Epson command for printing.

1. Start TMS, type 11182000 press config
2. Select Printing, Select your printer from Browse option, and check mark Windows option.
3. If you have an older Epson Thermal printer and you find Windows printing slow, select Thermal mode.

The following is a sample of customer copy and store copy. In this example customer has 5 pieces, 2 dryclean, one of the item has alteration and 3 laundry pieces.
If you wish you may separate dryclean and laundry invoice auto. For additional information read Schedule options.

Total Pieces

TotalDryclean Pieces

Total Laundry Pieces

Invoice#

Starch Type

Charge/Delivery Customer

Delivery Run#/Stop#

Company Logo:
If you are using Windows Invoice Printing format, you may have your company logo printed auto on the top of invoice.

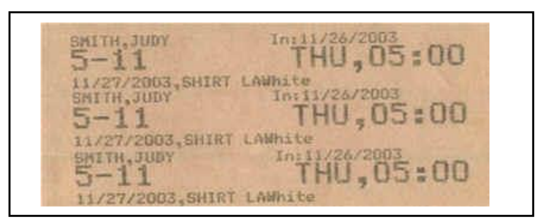
Use the following method to add your company logo:
1. Create a jpg file from your company logo file,
2. Rename it to companylogo.jpg
3. Copy companylogo.jpg file into \csi\tms folder.
4. If you find the printer too slow with your logo, make a lower resolution of the file.

Note:The current version of TMS does not allow to change the invoice format, however you may change some of the settings like where to print the company address, barcode adverting, etc. To do this go to Management -> system -> system options -> invoice.

Tag Sample:
TMS supports different tag formats. 3” roll tags on Impact printers are very popular because of the price difference. CSI recommends TMU 220 Printer for 3” Tag Rolls, however Samsung, and Star printers are also supported. TMS can also print 4 1/8” Continues Tags on Okidata 320 Turbo printer. You may configure TMS to print 3” roll tags in Lot format or separate dryclean/ laundry tags.

For additional information on how to configure TMS for different tag options read Schedule section in Management.
For additional information on Garment tracking or Permanent tags see Tracking Tags sections.

The followings are sample paper tags.
1. 3 is total pieces,
2. 2345 is the invoice#.
3. Mon is the due day, and 05:00 is the due time.
4. On the top Customer’s last name, first name is printed, along with item’s price.
5. At the bottom you may have item’s description, and colors



4 1/8” Continues Tag

3” Roll Tag

Payment Processing

TMS very sophisticated payment processing feature that is used during Check-In for Pre-payments, at Check-Out or customer account payment using Invoice Utilities. Except for a few minor exceptions, the process remains the same throughout.

TMS processes Credit/Debit and Gift Cards through New Verifone Platform Point Services for card present and Web-based Payware Connect for Card On File transactions.
Point is a highly configurable web-based payment gateway service that enables credit and debit payments to be processed from TMS with Internet connection using Verifone Vx820 or Vx520 EMV capable terminal. New Point Services takes the guesswork and complexity out of managing multiple payments and payment technologies, while adhering to security and compliance standards and helping merchants prepare for EMV. As a managed-payments solution, Point gives merchants a competitive edge by empowering them to focus on their core business while giving them the flexibility to define and deliver the payment experience that best meets consumer expectations. As a subscription service, Point also alleviates the need for up-front capital investment. The service includes 24x7 support, encrypted gateway transactions, integration for new methods of payment, ongoing EMV maintenance and merchant support and full PCI compliance. One EMV Terminal can be shared with multiple stations. TMS uses Payware Connect to process credit cards on file for batch processing. TMS is validated with Paymentech, First Data North (CardNet); Elavon; and Heartland. Please visit CSI website for additional information and pricing: http://www.computersystemsint.com/Product/Cat/40

If the total payment due is not sufficient, and you have the Partial Payment option enabled under the schedule, the system will allow you to do a partial balance forward. This option is ok during the pre-pay process, but it is not recommended for payments during Check-Out. Please see the Accounts Receivable (A/R) section under Reports additional information on customers with outstanding balances. TMS will alert you during Check-In if customers that do not have charge facilities have outstanding balances. Please refer to Management Section for additional information.

When processing a payment follow steps below for each tender type. If a mistake is made during the payment processing, select the payment method from the transaction list and press the **Delete** button

Cash Processing.

1. Select the **Cash** button.
2. Enter the amount received manually with the number pad or by using the preset amounts provided; you may also select the **Exact** button if the customer gives you the exact amount. Press **OK**. The change field gets updated.
3. Press **OK** again, the Cash Drawer opens,
4. Select whether you would like a receipt to be printed or not when prompted
5. Press **OK** again

Check Processing:

1. Select the **Check** button. The amount due will be automatically entered into the **Current Credit** field
2. Enter Check# and Press **OK**.
3. Press **OK** again.

4. Select whether you would like a receipt to be printed or not when prompted
5. Press **OK** again

Deposit Payment Processing:

If a deposit required for certain transactions like Wedding Gowns, Leather etc follow steps below in checkin or when updating the invoice:

1. In Check-In, select **Pre-Pay**
2. Select the tender type like Cash or credit card,
3. Enter the deposit amount into the **Current Credit** field
4. Press **OK**
5. Press **OK** again to process the payment.

Note: *The system will track the balance and prompt for the payment during Check-Out process.*

Coupon Processing:

You may enable Coupons to be part of your tender Screen in case a customer presents you with a coupon during the Check-Out process to be applied as a tender or part thereof.

1. Select the **Coupon** button. The total amount due will be automatically entered into the **Current Credit** field, change this to the value of the coupon
2. Enter the Coupon# and press **OK**
3. Select the tender type like Cash or credit card to settle the balance due if there is one
4. Enter the outstanding amount and press **OK**
5. Press **OK** again
6. Select whether you would like a receipt to be printed or not when prompted
7. Press **OK** again

Note: *If the value of a coupon is larger than the invoice total, the system will not allow you to apply the coupon using the discount option. You may configure your system to allow you to selected the coupons from a drop down menu, or simply scan the barcode of the coupon to auto select the desire coupon. For additional info on Coupons setup see this section.*

Credit Note Processing:

If you have issued a customer with a credit note, the system will automatically prompt you as to whether you would like to use the credit note.

1. Press **YES**, the default credit note will be applied and the total amount due will be automatically entered into the **Current Credit** field
2. Enter Credit Note# and Press **OK**.
6. Select the tender type like Cash or credit card to settle the balance due if there is one
7. Enter the outstanding amount and press **OK**
8. Press **OK** again
8. Select whether you would like a receipt to be printed or not when prompted Press **OK** again.

Debit Card Processing: If the payment type is Debit card and your system is equipped with our online credit authorization program, select Debit from payment type, swipe the card and make sure the card#, expiry date and name appears on proper field, then press OK, If your system is equipped with Debit Pinpad have the customer enter the pin# on the Pinpad and follow the screen.

Credit Card Processing:

If the payment type is Credit card and your system is equipped with our online credit authorization program, select **Debit** from payment type,

1. Swipe the card and make sure that the card#, expiry date and name appear in the proper fields,
2. Press **OK**
3. Press **OK** again.
4. Wait for authorization#, and then press OK to finish the transaction.
5. Upon successful authorization, an authorization code will appear on the pop-up screen.
6. Press OK and have the customer sign the authorization receipt. Retain a copy for auditing purpose.
7.

Note: *If there is a problem with the card, you may manually key-in the card#, expiry date, name and security CVV#; furthermore, should the On-Line Authorization failed message appear, check the error message for the reason as this could be caused by a bad credit card, bad swipe or even a bad connection.*

House Charge Processing:

If the customer's default payment is set to **Charge**, the system will not prompt for payment during **Pre-Pay** or **Check-Out**. You may however set the prompt for payment for Charge customers under system options for in case a charge customer decides to pay sometimes.

During the **Check-Out** process, a message box will appear, indicating that the charges will be applied to customer's account. If however the charge customer is paying during **Check-In** or **Check-Out** processes, select the tender type and follow the instruction above.

If a customer is not a charge customer but would like to pay later, you may select the **Charge** option. Please note this option could be disabled in system options (Allow partial pay).

Once payment is received from a charge customer, follow the steps below to post the payment.

1. Go to **Invoice Utilities**,
2. Select the customer,
3. Select the **Unpaid Invoices** icon,
4. Click on the **Select all Invoices** icon or manually select the invoices that you would like to apply payments to.

Note*: As invoices are selected, the totals next to the* ***Debit*** *and* ***Credit*** *are updated.*

5. Select **Account Payment.**

6. Say Yes when prompted whether you are sure you want to pay marked invoices
7. Apply the payment using the relevant payment method as discussed before

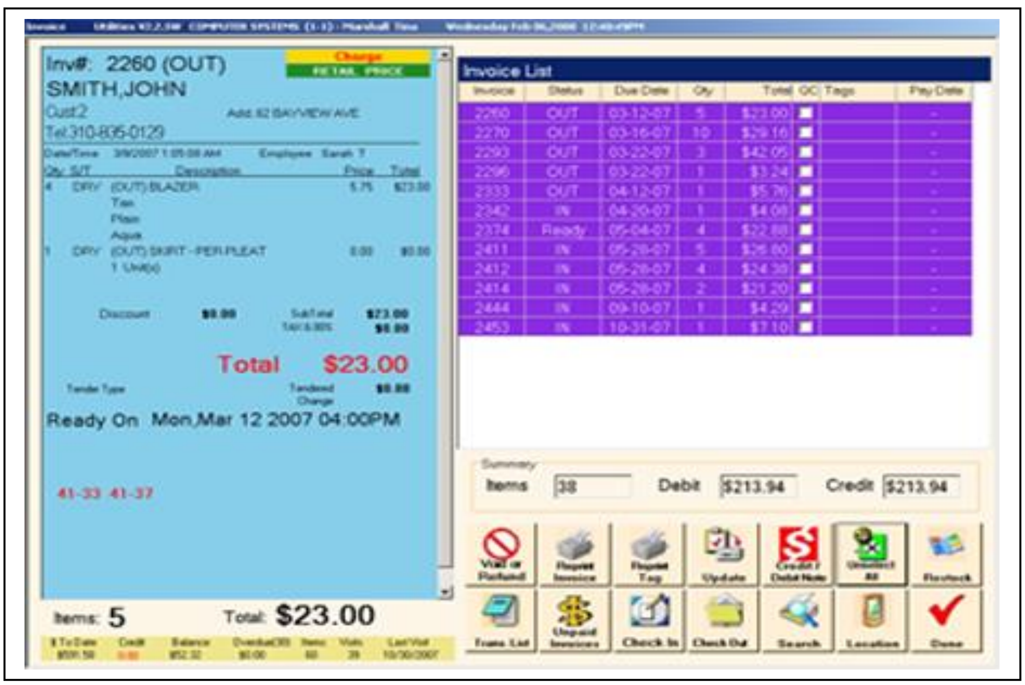
Note: *Should you select all unpaid invoices and the payment received is less than the balance due, the system will automatically apply the payment to the oldest invoices first, working its way to the most current and could result in the last invoice being partially paid depending on the amount received.* If you have a customer's credit Card-on-File, the system will automatically charge the card. If the payment received is more than actual balance, the system will not issue a credit note; to do this, manually select the **Credit Note** from **Invoice Utilities,** and issue a credit note.

Undo Payment:

If for some reason the payment was not applied properly to a charge customer, please follow the steps below to undo the payment.

1. Select Management
2. Select System
3. Select Tools
4. Select Undo Account Payment.
5. Enter the customer's number
6. Enter the Invoice number that needs to be undone
7. Click on **Search**
8. Select the Invoice that appears in the windows and select **Undo Payment**

For additional info, please refer to Management Section.



Point Rewards Program:

TMS has a very sophisticated Royalty Point reward system that allows you to define rewards coupon base on collected points. Royalty point system is an excellent marketing tool to encourage customers to keep coming back. System allows different coupons to be printed based on the collected points and customer classification. Customer classification is defined based on collected points, i.e Bronze, Silver, Gold etc.
For additional information on how to setup Point and Point Redemption, please read **Marketing** Section.

Credit Card Batch Processing (COF): To process payments for Charge customers who are on Delivery Route schedule, TMS allows you to keep your customer's credit card on file(**COF**) and process it automatically at the end of day/month depending on your requirements. To setup customers' credit card on file, please read the section on Customer Profile. There are two types of COF, **daily** and Monthly. COF customers are **Charge** customers except their card is charged at the end of the Day/Month. COF customer's invoices are usually checked out through Manifest and charges are posted to their account. However if you like you may charge the COF customer through Payment Processing during checkout. System will auto select the card, and will charge the Card On File.

Use the following method to charge all COF customers in one easy step. Please note if you don't see the **Batch Processing Icon** below, you need to contact CSI to purchase this feature.

For **Daily COF** customers (i.e The ones that **Monthly** option is not selected in customer profile), go to Reports, End Of Day/Shift report, select **Batch Processing**. Once prompted to proceed, press Yes. TMS will go through all COF daily customers and process payments for all invoices that have out standing balance regardless of In/Ready/Out status. This process might take few minutes depending on number of transactions and total COF customers. Please be patient and don't interrupt the process unless there is a problem. Upon successful completion a message appears indicating total customers were processed.

For **Monthly COF** customers (i.e The ones that **Monthly** option is selected in customer profile), go to Reports, More, Statement, Select COF, Select Date, Check Mark the customers that would like to charge or select All. Create Statement, select Batch Processing. Once prompted to proceed, press Yes. TMS will go through all COF monthly customers and process payments for all invoices that match the statement. This process might take few minutes depending on number of transactions and total COF Monthly customers. Please be patient and don't interrupt the process unless there is a problem. Upon successful completion a message appears indicating total customers that were processed.

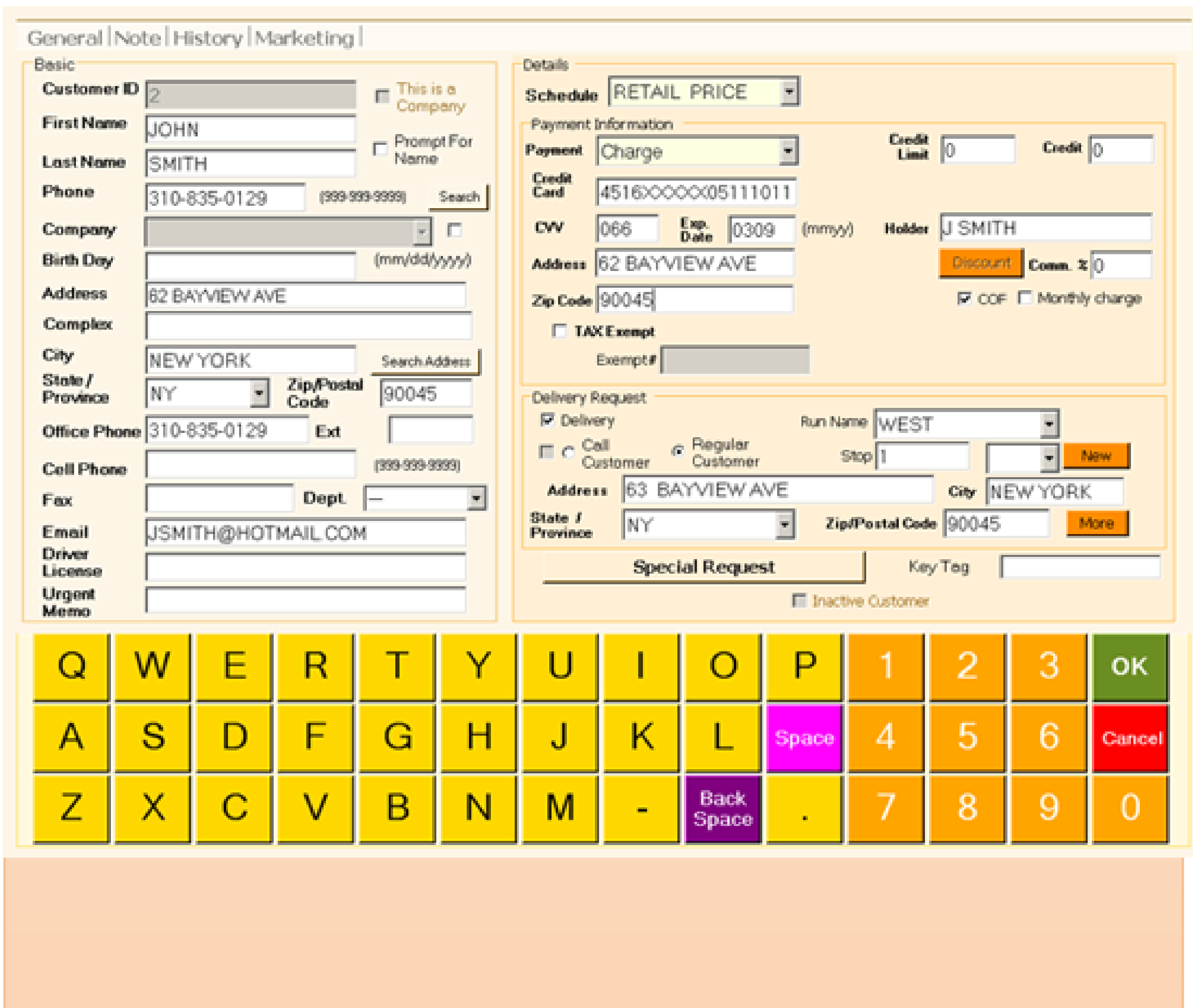
To get a detail list of all successful and un-successful transactions, go to Reports -> Transactions report, credit card processing report. You may select Batch processing option to view only those transactions.

Customer Profile

Customer Profile is the place holder for all the customer information regarding name, address, phone number, email, preferences, route delivery setup, applicable discounts, payment method, default price list, credit card info, special request, tax exemption etc.

The following steps serve to describe the process of creating and or updating a customer profile.

1. If the customer in not in our database, the program will ask you if you would like to set up a New Customer when you type a letter in the search filed that does not correspond to anything in the customer search table. Touch the **YES** button.
2. The **New Customer Profile Box** will open for you to input your customer's information.



Basic
The following fields are accessible by every associate

Customer ID – This is a unique numeric ID created by the system that would be used to look up customers.
Note*: TMS can allow you to enter your own customer id if for example you have an old database and would like to keep the same customer id's; to enable this, go to Management, and enable the* ***Enable Assigning Customer ID*** *option in* ***System Options*** *under* ***Associates & Stores***
1.

2. **First Name** – Enter the customer's first name, this is a mandatory field

3. **Last Name** – Enter customer's last name, this is a mandatory field

4. **"This is a Company" Checkbox** – Checkmark this option if this profile is going to be used as a company. Multiple customers can be linked to the same company name, which will be used for creating statements.

5. **"Prompt For Name" Checkbox** – Checkmark this option if you don't want to create customer profiles for temporary customers. E.g. you may setup a profile for hotel guests and enabling this option would prompt you to enter the guest name and room number at the checkin process without creating a customer profile for the hotel guest. See **Hotel Guest** Section for more info.

6. **Company** – This is a drop down menu, which will prompt you to select the appropriate company, which was created by using the above option. ("This is a Company" Checkbox)

7. **Birth Day** – Enter the customer's birthday, which we be used for marketing purposes. For details check the eMarketing section of the manual.

8. **Home Phone** – Enter the customer's primary phone number, which will be used by the system to look up customers. If you have internet connection, you may use the **Search** option to do reverse lookup using customer's phone# and find the name, and address. To set up your Search Engine please read System Options under Management.
   Please use system uses the default phone format that's setup in system option.

9. **Address** – Enter the customer's mailing address

10. **City –** Default city name is taken from store information.

11. **Postal/Zip Code –** Customer's postal/zip code.

    Note: *If you have an internet connection, you may use the* ***Search*** *option to do reverse lookup using postal or zip code to find the city and address. To set up your Search Engine please refer to misc in System Options under Management.*

12. **Complex** – Grouping customers by the complex name. E.g. AT&T Office Building Complex, which will be used for delivery

13. **Office Phone** – Enter the customer's office phone number

14. **Dept** - This a drop down menu that allows you to select pre-defined department that this customer is working for. This is mostly used for company customers and Hotel Staff. For additional information, please see Management Section.

15. **Cell Phone** – Enter the customer's cell phone number

16. **Fax** – Enter the customer's fax number

17. **Email** – Enter the customer's email address, which will be used for eMarketing and the customer order notification process. Please read eMarketing and Web sections for more details.

18. **Driver License** – Enter the customer's driver license number

19. **Urgent Memo** – A notification message will pop up whenever the customer profile is accessed

Details
Depending on the associate's job class, they may be allowed to edit the following fields. For additional information on to enable/disable this option see Management -> Job-Class options.

1. **Schedule** – The customer default price schedule, which is defined in the schedule table. By Default system uses stores' default price list which is mostly Retail Price List. For additional information on how to setup different price list, please see Schedules under Management.

2. **Credit Limit** – The customer's credit limit is basically used for charge customers. If the customer's balance exceeds the credit limit, only associates with overwrite credit limit options may process the transaction. For additional information, please see "Job Classes" under Management.

3. **Credit** – This is the credit assigned to the customer by means of prepaid or credit notes that were issued to the customer for any reason, i.e. claims, royalty systems

4. **Payment** – Default customer payment method. The system uses this default when the customer is making a payment. E.g. if customer is paying by credit card and wishes to use his credit card for the charges, simply swipe the card and the system would store the information, which would be used for future transactions. If it is a charge customer, simply select the charge option from the dropdown menu. For COD customers, use the default, which is Cash.

5. **Credit Card** – Customer's Credit Card number that will be used for automated payment processing

6. **Holder** – The cardholder's name, that could be different from customer's name

7. **CVV#--**Credit card Verification#, to save you transaction fee for keyed in transaction and batch processing since the card is not swiped.

8. **Exp. Date** – The credit card expiry date

9. **Address/Zip Code** – Card Holder's Billing address to save you transaction fee for keyed in transaction and batch processing since the card is not swiped.

10. **Discount %** - Use this field to give special discounts to certain customers. The system uses this discount option for any transaction. You may enter expiry date for this discount and give different discount for different service.

11. **Commission%** - Use this field to define commission percentages to be assigned to customers. E.g. if a hotel gives 40% commission for each guest transaction, simply enter 40% and the system would create the invoice with the regular price and the 40% commission would be deducted on the statement.

12. **Tax Exempt** – Checkmark this option if the customer is tax exempted.

13. **Exempt #** - Some states or provinces require tax exemption numbers for any taxes that are exempted.

14. **COF, Monthly** – Credit On File, this is mostly used for delivery/charge customers that wish to pay by credit card at the end of the day/month for unpaid invoices. If **COF** option is set and **Monthly** option is not set, the system charges the credit card on file automatically through End Of Day Batch Processing Function. If **COF and Monthly** options are both set, the system will charge the credit card on file during batch processing when creating statements. For additional information please read **Payment Processing** section.

Delivery Request

The following fields will be activated if the selected price schedule has the delivery feature option. For additional information on how to setup routes and delivery please read Delivery Section of the Manual.

1. **Delivery** – Select this option if this is a delivery customer

2. **Run Name** – Select the appropriate run name from the dropdown menu. For information on setting up the Run ID, see the Delivery Manual.

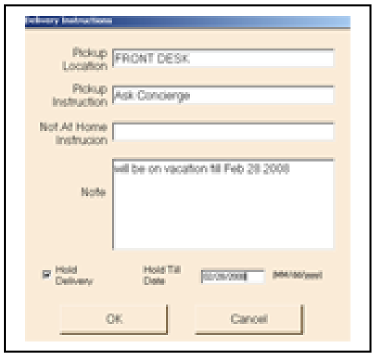
3. **Call Customer** – Select this option only if this is not a regular delivery customer. That's delivery is only scheduled when customer calls in. After the delivery manifest is created, the system would deselect this option.

4. **Regular Customer** – Select this option if this is a regular delivery customer.

5. **Stop** – Enter Stop# that will be used fro this customer, You may enter stop# 1, and go to delivery/stop section to assign proper stop#. See the Delivery section under Management for additional information.

6. **Address** – Customer's *ship to* address, if it is different from the mailing address.

7. **More** – Click on more option to add additional information that will be printed on the manifest.
   Pickup Location – Enter the pickup location. E.g. front door, back door, garage
   Pickup Instruction – Enter specific instructions to enter the premises e.g. security codes
   Not at Home Instruction – Enter specific instruction for the driver if the customer is not at home. E.g. "leave the package by the neighbor"
   Note – Enter any special notes to the driver.
   For more information see "delivery instructions". If customer would like to hold the delivery, check mark **Hold Delivery** and date. Invoices for Hold Delivery customer will not show on manifest.



Special Request

1. **Crease** – Select this option if the customer requires a crease on the garment.
2. **Fold** – Select this option if the customer requires shirts to be folded or boxed.
3. **Starch** – Select this option to enable starch preferences.
4. **Starch Preferences** – Customer's starch preferences, which will be printed on the invoice.
5. **Others** – Select the appropriate memo from the dropdown menu or make your own memo. This option will be printed on the invoice. E.g. "Call me when the order is ready" For additional information, see Special Requests under Management.
6. **Key Tag** – This is a unique bar coded key tag, which is assigned to the customer. The key tags are used for quick identification purposes, which are attached to the customer's laundry bag or key chain. For additional information or customized orders, please contact your sales rep. To assign a key tag to a customer, simply scan the barcode.
7. **"Inactive Customer" Checkbox** – To make a customer inactive, simply select this option. Please note if there are out standing invoices for this customer, you can't make customer inactive. To activate inactive customer see **Customer Lookup** Section.

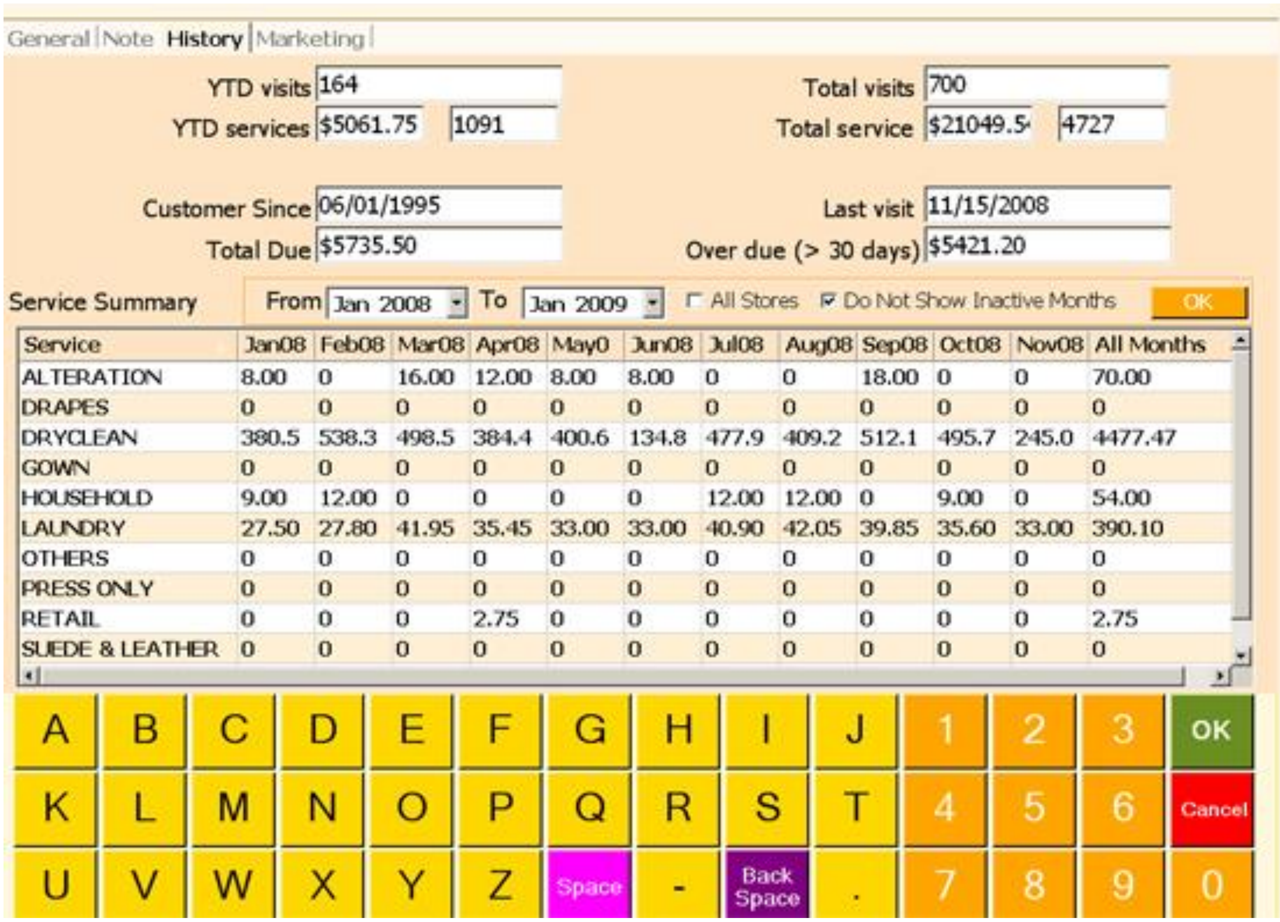
Customer Marketing

Select Marketing tab to view/update marketing section of the customer profile. If your system is configured for Rewards Point system, customer current classification and the total collected points can be viewed. If customer does not wish to receive points simply disable this option.

Email Properties – Select this option if you like to use TMS to send email/SMS for eMarketing, Ready Orders, or allow them access their account online using your website. For additional information see **eMail Configuration** under Management or Contact your Sales rep for additional information for connecting your website to your TMS database.

Customer History

This screen is a snapshot of the customer's transaction history. It breaks down the transactions by service and amount of money spent per service per month for the selected period.
You may change the date range to view older transactions and history.
You may use this to review the customer's transaction history for any claims. This screen may be activated by pressing the "history" tab from the customer profile.



Service	Jan08	Feb08	Mar08	Apr08	May0	Jun08	Jul08	Aug08	Sep08	Oct08	Nov08	All Months
ALTERATION	8.00	0	16.00	12.00	8.00	8.00	0	0	18.00	0	0	70.00
DRAPES	0	0	0	0	0	0	0	0	0	0	0	0
DRYCLEAN	380.5	538.3	498.5	384.4	400.6	134.8	477.9	409.2	512.1	495.7	245.0	4477.47
GOWN	0	0	0	0	0	0	0	0	0	0	0	0
HOUSEHOLD	9.00	12.00	0	0	0	0	12.00	12.00	0	9.00	0	54.00
LAUNDRY	27.50	27.80	41.95	35.45	33.00	33.00	40.90	42.05	39.85	35.60	33.00	390.10
OTHERS	0	0	0	0	0	0	0	0	0	0	0	0
PRESS ONLY	0	0	0	0	0	0	0	0	0	0	0	0
RETAIL	0	0	0	2.75	0	0	0	0	0	0	0	2.75
SUEDE & LEATHER	0	0	0	0	0	0	0	0	0	0	0	0

Customer Notes

Use this screen to make any notes on the customer. The customer notes is a useful tool to make notes on any customer's complaints, special requests etc.

1. **Associate** – Click on this option to stamp the associate name as to who is creating the notes.
2. **Time Stamp** – Click on this option to stamp the date and time of the notes.
3. **Print** – Click on this option to print the notes.

Sales Person

Sales Rep. – Select or create the appropriate sales person if you would like to keep track of the sales representatives that relate to this customer. The system uses sales reps to create certain sales or management reports. At the checkin process, you may also assign a sales rep to a transaction. Please see the **Checkin** section for details. See **Management** on how to set up a sales person and commission.

Hotel Guest/Wholesale Invoicing

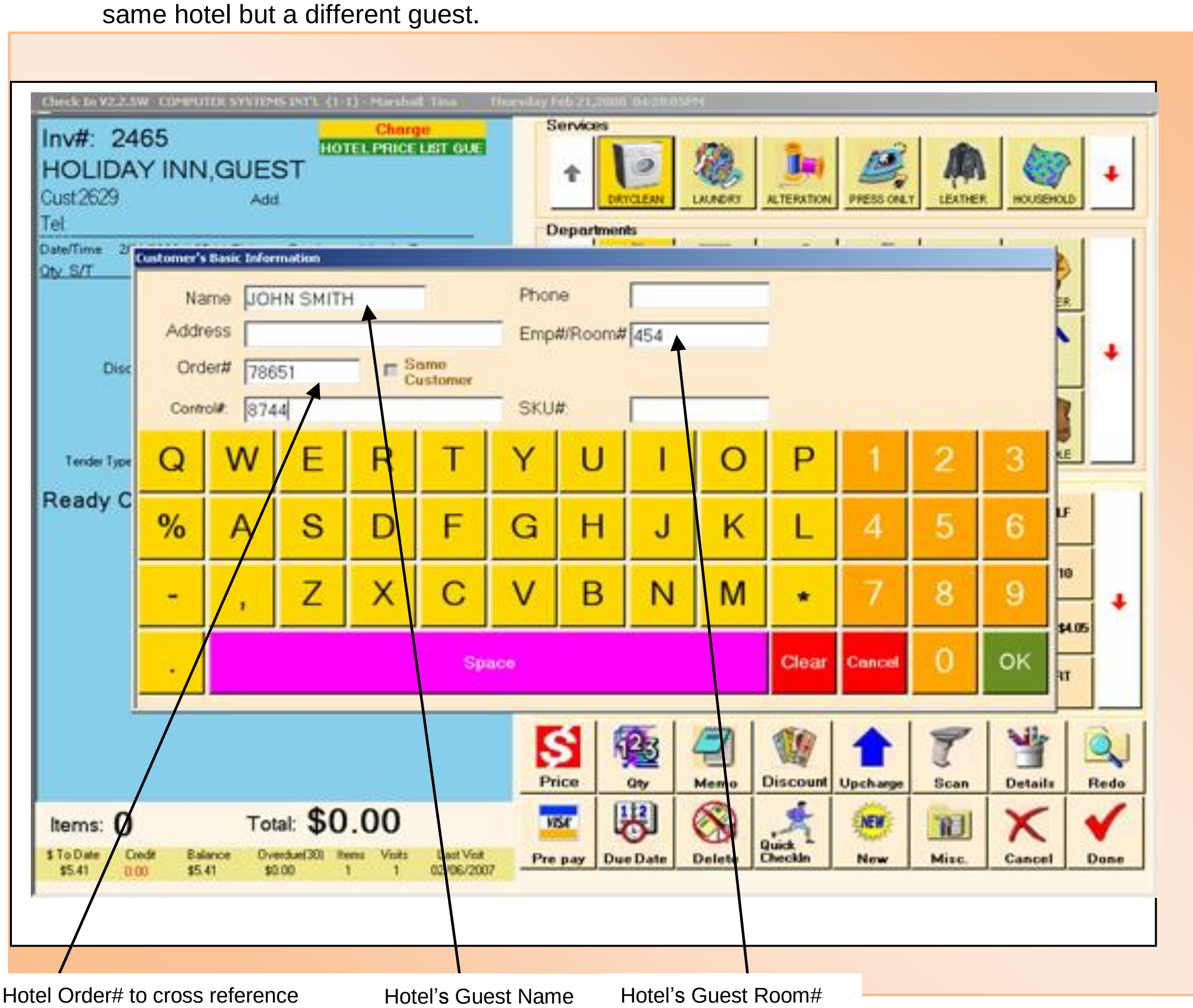
TMS has a build in Hotel Guest and wholesale invoicing feature, designed for ease of use and to save you time. This process makes invoicing much easier as you are not required to create a customer profile for temp hotel guests or wholesale accounts.

Note: *It is recommended that these customers be on a different price list. To add a new price list, please see* ***Schedules*** *under management.*

1) Add a new customer and use the appropriate price list.
2) Enable the **Prompt for name** option in customer profile
3) Add the commission if there is any to be paid to the Hotel.
4) During the **Check-In** process, you will be prompted to enter Hotel Guest's name, room number, employee number, order number, and other information. Simply enter the data and press **OK** when done.

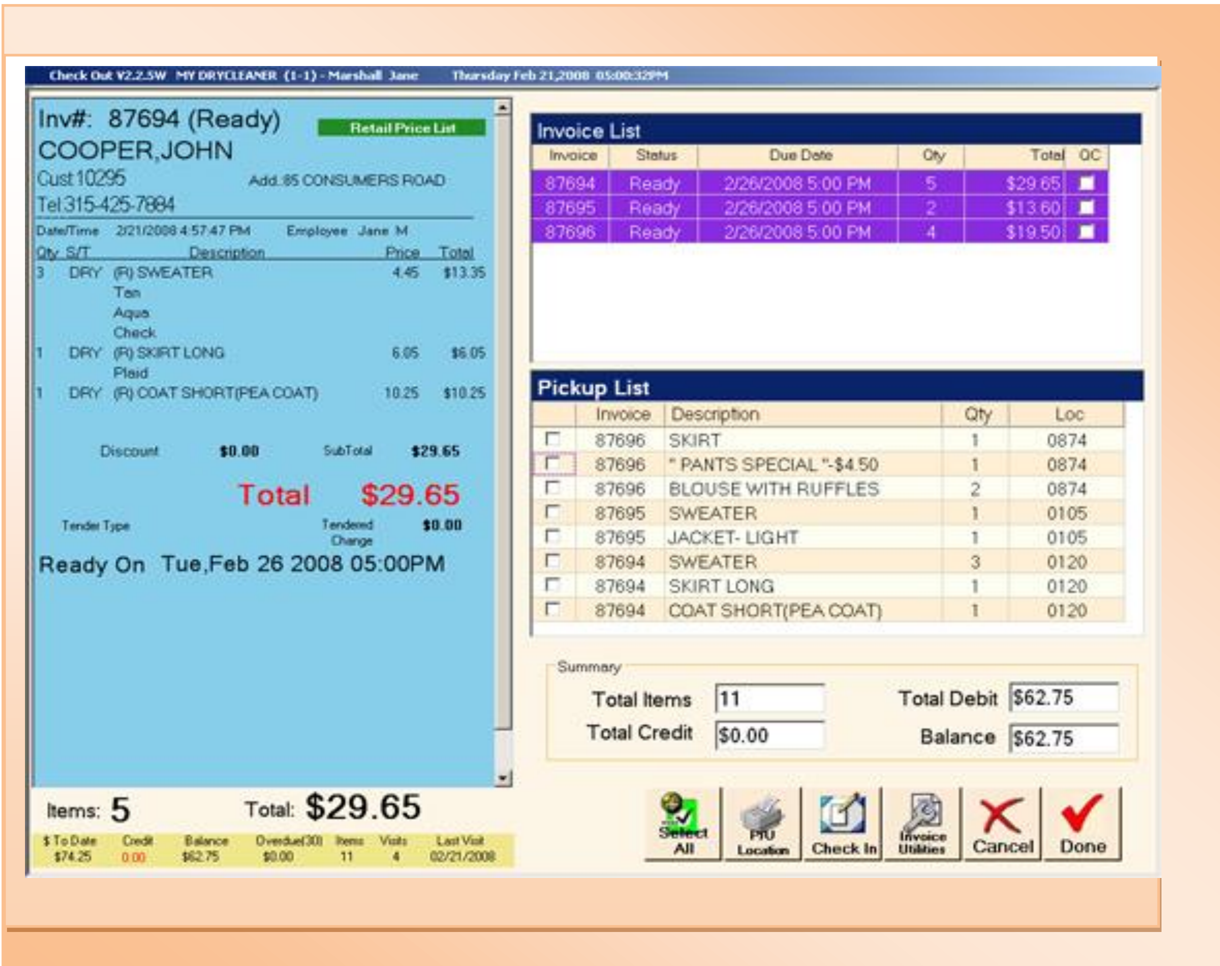
Note: Only the name and room number fields are compulsory and then rest may be completed optionally if needed. Should you need to make any changes to the data after selecting **OK**, simply click on the information on the invoice screen and the same screen will pop-up and you will be able to make changes.

5) Process the items for this guest as per normal
6) Once done with current guest, press the **New** button to make an additional invoice for the same hotel but a different guest.



Checkout

Checkout is used to check out a customer's order from the inventory and collect payment if it was not pre-paid.



Checkout Function Sequence of Events

1. Select Check-Out option from the main menu
2. Scan the customer's invoice or type the invoice number in the **Invoice#** field

Note: *You can simply select the customer and press* ***OK*** *if you do not have the invoice or would like to check out more than one invoice at this time and the system will retrieve all outstanding invoices pertaining to this customer*

3. A list of the invoices will appear on the top right hand-side of the screen and an image of a blank invoice will show on the left hand side. Select the desired invoice that needs to be checked out or press the **Select All** button to select all the invoices.

Note: *When an invoice is selected the system will display the details of the selected invoice on the left hand side of the screen; if however all invoice are selected, the system will display the details of the first invoice on the left*

4. At this point, all items on the selected invoices will appear under the pickup list.

Note: *If an invoice was a Quick Invoice, the* ***QC*** *field is marked on the Invoice List and cannot be checked out as the system won't allow a quick invoice to be checked out.*

5. The summary of all the selected invoices will display under the **Summary Box** on the bottom right of your screen.
6. If you would like to unmark an invoice that is not to be checked out at this time, simply select it under the **Invoice List**. You may also split an order by selecting the **Qty** field under the pickup list for the items that you would like to split. Let's say for example that 1 out of 3 Sweaters is not ready, simply enter 2 under Qty for Sweaters and it will drop the one off the check out procedure and you will be prompted to confirm this at the end.

Note: *You need to enable Partial Check-Out under System options for this.*

7. If your system is configured to accept only scanned invoices at Check-Out, the system will not allow invoices to be checked out unless a the proper invoice is produced to be scanned; this option prevents mistakes during Check-Out as it requires every invoice to be present and scanned prior to Check-Out. For additional information, please check System options under Management.
8. You may use the P/U Location button to print a list of invoice and invoice locations for pickup. U can then use this to bring the proper invoices to the front.
9. Press **Done**, when ready to Check-Out the marked items and select Yes or No when prompted depending on whether you are ready to complete Check-Out or would like to return to the invoice list respectively
10. The payment screen will now appear and complete it as per Payment Processing

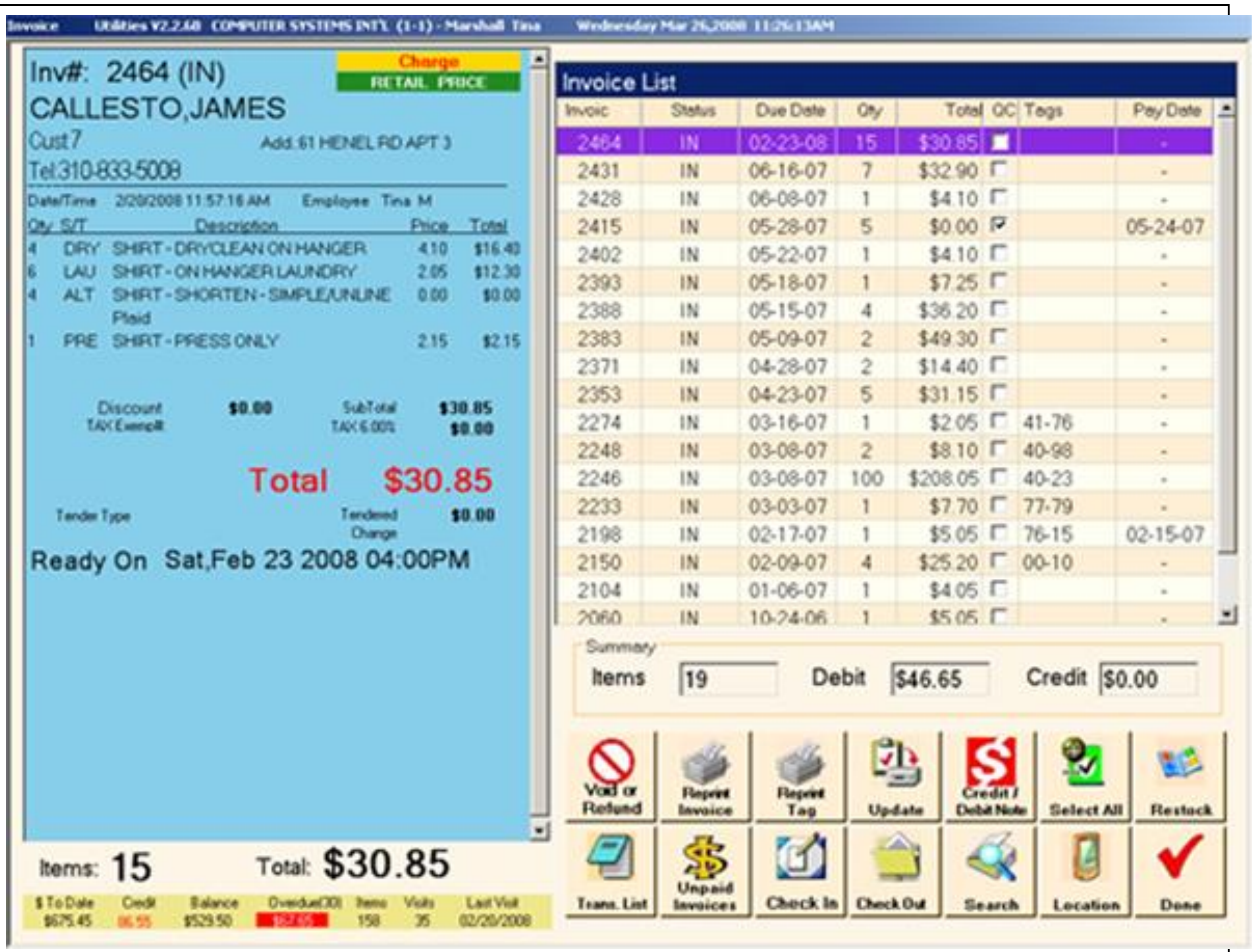
Note: *At this point, you can press Cancel if you would like to go back to the invoice list.*

Tip: *At any given point during the Check-Out procedure, you can press Cancel to take you out of Check-Out and back to the main menu*

Invoice Utilities

Invoice Utilities function is used to perform the following functions:

1. Update Invoice.
2. Void/Refund Invoice
3. Search Invoice/item by date, status, tag#, customer name, Location, Service, Description
4. Reprint Invoice, Credit Card Receipt, Tag, Coupon, Tracking Tag, Bag Tag
5. Email Invoice
6. Customer Account Payment
7. Issue Credit/Debit Note
8. Restock Invoice
9. View Transaction History
10. Lookup Location of the items on conveyor



The following section explains in detail function of each option within invoice utilities.

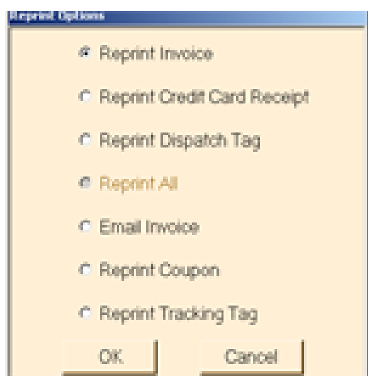
Void/Refund

Use this function to void an invoice or refund a pre-pay or paid invoice. Highlight the desire invoice and select Void/Refund function. If Status of invoice is In/out, it will change to Void, and gets added to history transaction for audit purpose. If Invoice is pre-paid or checked-out and paid, Tender Screen will pop-up. Select the desire refund method and press OK. If the customer is getting refunded to credit card, and you are equipped with online credit card processing, simply swipe the card, and press OK,
Please note, depending on your job-class and system settings you may not be able to perform this task. See Management section for additional information on how to enable/disable this function.

- A message appears, "Are you sure to void this invoice". Press **YES** to continue.
- A receipt prints.
- The Voided receipt must be signed by the Manager and Associate with an explanation.

Reprint Invoice

Use this function to reprint an invoice, reprint credit card Receipt, Reprint Bag/Dispatch Tag, Email invoice, Tracking Tag or reprint Coupon. Simply highlight desire invoice, and select Reprint button.



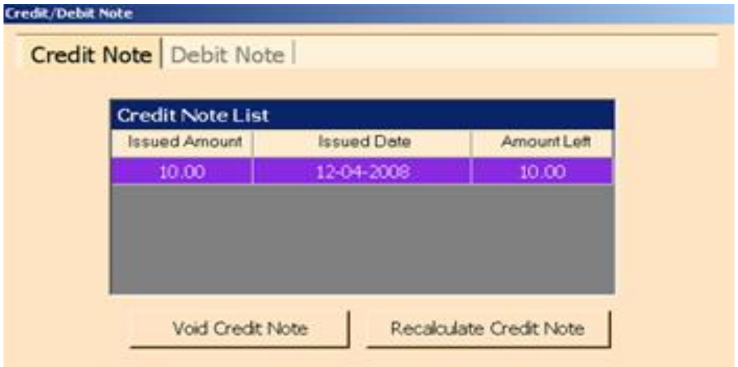
Reprint Tag

Use this function to reprint tags or tag for selected item. To reprint tag for desire item from an invoice, 1st select desire invoice, then highlight the Item from Invoice Screen on the left hand side. If you like to reprint tags for every item, just highlight invoice and select reprint tag.

Update Invoice

Use Update Invoice function to detail a quick ticket or If you need to make changes to the selected invoice. TMS has a special barcode for Quick ticket that takes you to invoice update auto when scanned in Invoice Utility to save you time. To enable this special barcode, refer to Management -> System options -> Invoice Tab -> Enable 'Print Store# on Barcode'

Credit/Debit Note
Use this function to issue, view or void credit/debit notes for the selected customer. Any issued Credit/Debit notes will be used by the system during payment processing auto. You may use credit note to issue a credit for damaged garments. Debit notes can be used to charge the customer for any bad checks or interest charges etc. Simply enter amount and reason for the credit/debit note. To get a report for all credit/debit notes see the **Reports Section.**
Note: To charge customer interest charges for overdue invoices you may go to Management -> System -> tools -> Finance charges.



Restock
Restock function is used to put an order back into stock if it was checked out by mistake. To do this function you have to have management access

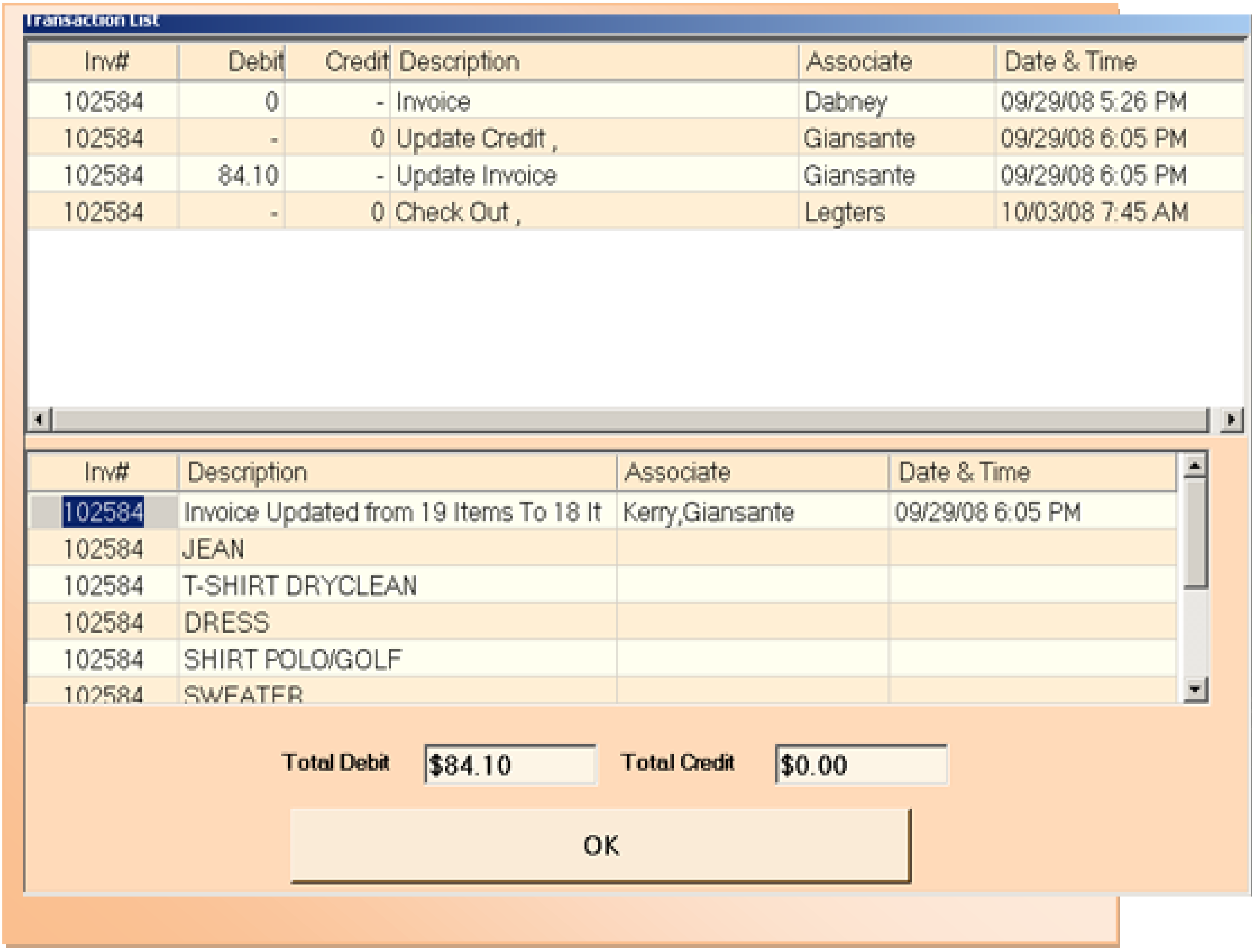
Unpaid Invoices
Use this function to post payment to your charge customers account. Once Payment is received from **Charge** customer follow steps below to post payment.
Select **Unpaid Invoices** icon, Click on **Mark all Invoices** icon or select invoices that you would like to apply payments. You may press unmark icon to remove the check mark. As invoices are marked total **Debit/Credit** is updated. Select **Account Payment** (Please note, **unpaid invoices** icon changes to **Account Payment** when invoices are selected)**.** Say Yes when prompted to apply payment. Select the date that you like payment to be posted as, then use the payment method as before. Please note, if you select all unpaid invoices, and payment received is less than the balance due, the system will automatically apply payments to the oldest invoices until last invoice. Last invoice might be partial paid depending on the total amount received. If customer has credit card on file (COF), the system will charge the card auto.
If Payment received is more than actual balance, the system will issue a credit note. For additional information on **Payment Processing** see this section.

Checkin/Checkout
Select Checkin/Checkout to go checkin/checkout orders for the same customers.

Location
Use Location icon to view the locations of the garments for selected invoice. Please note if location is viewed by staff, it will be recorded into Trans list for audit purpose. You may print the location list by selecting Print Icon.

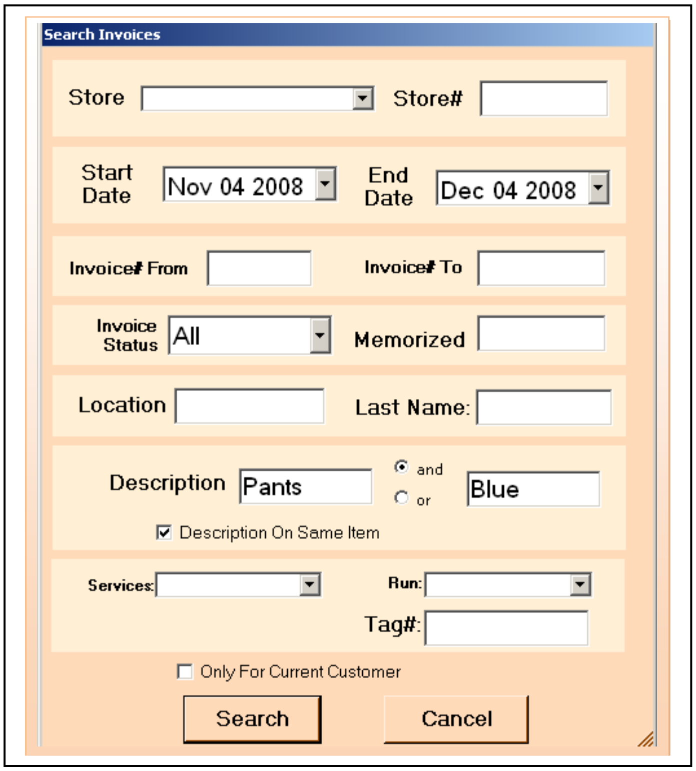
Trans List

To view the list of the transactions for selected invoice, press **Trans** list button.
Transaction List shows every step of the process that was done on the invoice, like update, location, checkout, productivity, and production.



Search

Search function is very powerful and useful tool to search/find orders for the selected or all customers base on the following options. You may search orders by Store#, Date Range, Invoice# Range, Invoice Status (i.e In, out, Void), Memorized Invoices, Conveyor Location, Item Description and/or Color, Service (i.e Laundry, Alteration etc), Route Run#, Garment Tracking Tag or Lot Tag, Hotel Guest, Hotel Order#. When search matches your search criteria a list of invoices will shown on the screen. You may simply select the invoice to view the details.



Store/Store#	Select other stores in multi store operation with central database
Start/End Date	Start and ending invoice date for search
Invoice from/to	Enter start/ending invoice range to narrow down your search
Memorized	Show only memorized transaction, refer to Mat Rental document
Location	Show all invoices that have been placed on this location
Last Name	Show only invoices for customers who's last name matches
Description	Enter garment description and/or color
Same Item	Search only items with 0 qty (Same Item)
Services	Select a service (e.g Dryclean) from menu to narrow down your search
Run#	Search only invoices for the selected Run/Delivery route.
Garment Tracking#	Show invoices that matches tracking tag#
Tag#	Show invoices that matches manual tag#, hotel room, ref# etc.
Only for this customer	Check mark this option to search invoices only for selected customer

Merchandise

Merchandise function is used to sell products/merchandise to walk-in or regular customers.

Merchandise Function Sequence of Events

1. Select merchandise option from the main menu

2. Select Walk in or regular customer as before.

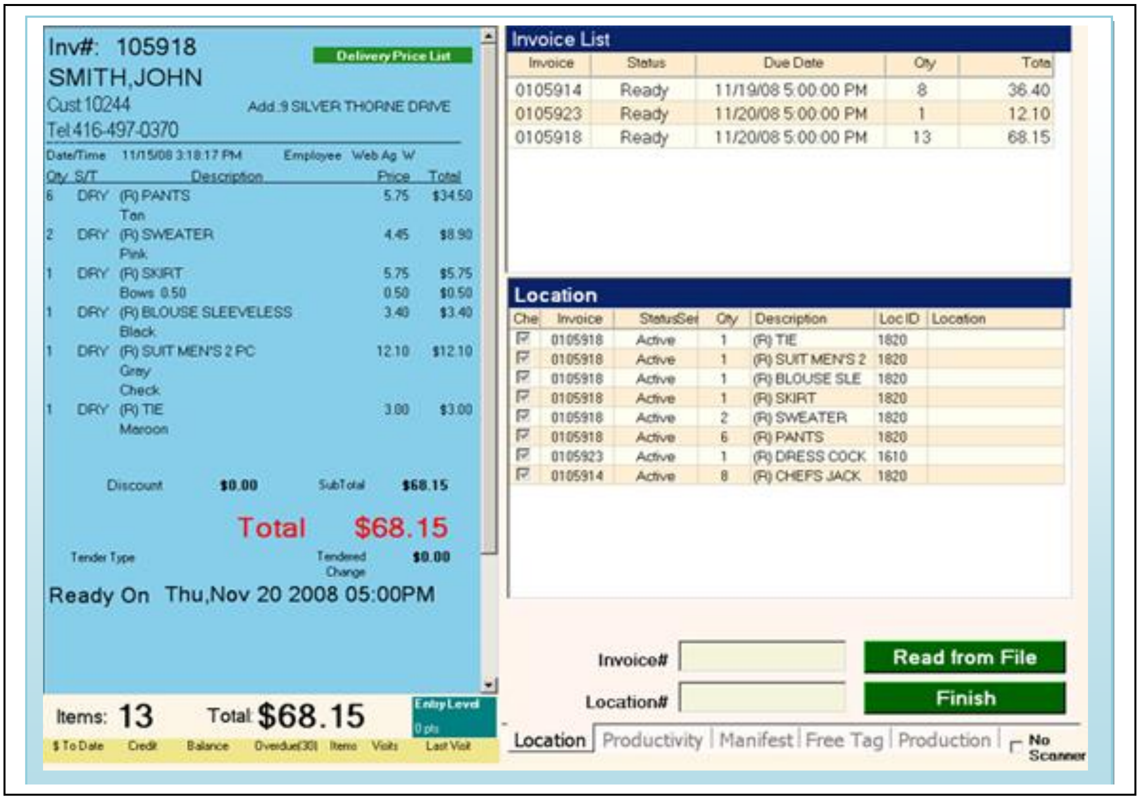
3. Select appropriate department that product is classified under such as Zippers, thread, misc, and etc. You may scan the barcode at any time during transaction, and the system will auto select the proper product and will be added to the invoice screen on the left-hand side.

4. The process is the same as checkin screen. Merchandise invoices are checkout auto. If your merchandise items have setup with SKU/PLU, simply scan the barcode on the item. As Merchandise items are sold, they are deducted from Inventory. If total on hand is 0, the system would not allow to sell the item, unless it is allowed in Merchandise setup.

5. To get a list of all items in stock, go to Reports -> Stock Report -> Merchandise report. To make your own PLU/SKU label go to Msic.
   For additional info on how to setup merchandise items refer to Management section.

Ready

Ready function is a set of different operations grouped in order to assign location to reader invoices, Scan Productivity/Productions, make Delivery Manifest or assign preprinted lot tag to orders. Please note you may use a regular scanner, wireless scanner or PDA to do these processes. Use **'Read From File'** option if your system is equipped with PDA to collect data. For additional information on supported scanners, refer to Installation manual or visit our website.



Location

Location process is used to assign conveyor location to orders, change invoice status to ready and send email/SMS to customers that their order is ready for pickup. For additional information on how to setup your email notification, please refer to management section.
Simply scan the invoice# barcode, then scan your conveyor#. The image of the scanned invoice will appear on the left-hand side of the screen if the invoice# is valid.
If the conveyor id# is valid, the conveyor id# will display on the productivity sub-screen. If there is an error indicator, simply rescan the invoice#.
Location# is not mandatory. To disable location# go to Management -> System Options, Invoice Folder and enable 'Location not required' Option.

If your system is not equipped with scanner, you may select No Scanner option or enable 'No Scanner' option in System option -> Invoice Tab.
TMS allows you to make your own Conveyor barcode. To print conveyor barcode, go to Reports -> label ->Conveyor Barcode.
To complete the process, Press **Finish** button. A dialog box prompts you to print Location list. Press yes to print the report and retain it for audit purpose.

To get a report of not Ready orders, go to Reports -> Stock Report -> Ready Report. Or select Not Ready on the top banner. The idea is to make Total Not Ready orders close to 0 for the due date/time.
If your system is setup for Garment tracking, you may scan the garment tracking id barcode. For additional information refer to Garment Tracking Section of the manual.

Productivity

Productivity process is used to assign associates who worked on a particular invoice for tracking/productivity purpose.

Simply scan the invoice# barcode, then scan your associate id barcode. The image of the scanned invoice will appear on the left-hand side of the screen if the invoice# is valid.

To complete the process, Press **Finish** button. A dialog box prompts you to print Productivity list. Press yes to print the report and retain it for audit purpose.

To get Productivity report, go to Reports -> Trans report -> Productivity Report. To view the productivity for selected invoice go to Invoice Utility -> Trans List.

Production

TMS invoices could be in 3 different status, In, Ready, and Out. When Items are checked in, invoice status is set to 'IN', when invoices are processed through Ready function, status is set to 'Ready', and finally when invoices are checked out, invoice status is set to 'Out'.

You may skip the 'Ready' function and simply checkin/checkout invoices without going through Ready process. Or you may wish to add your own process to have more control on the status of invoices. For example, you may wish to add a process when invoices are sent to Pressing Department, Alteration, Leather Cleaning, etc.
Production process is designed to track such steps and can be customized by the user.

Follow steps below to make your own production Process.

1. Go to Management -> Management -> Production
2. Select Add, enter production# and Description (i.e 1 Sending to Tailor), 2 Receiving From Tailor, 3 Pressing, 4 Leather Cleaning etc)
3. You may assign only one of the production step to act as Ready function, that's when this production is done, set the invoice status to 'Ready'
4. Go to Reports -> labels -> Production label, and print the production barcode. You may use the narrow option to print on Epson Printer.
5. Go to Ready, select Production, scan the production barcode, and then all invoices that are going to that production.
6. To get a list production status go to Reports -> Misc -> Production report.
7. To view the production process for any invoice, go to invoice utility, select Trans List.

Free Format Tag

This process is used to assign your manual pre-printed tag to invoices. You may use Invoice Utility, Ref# to locate such tags.

Pressing

000002

Alteration Dept

000001

Leather Cleaning

000004

Inspection

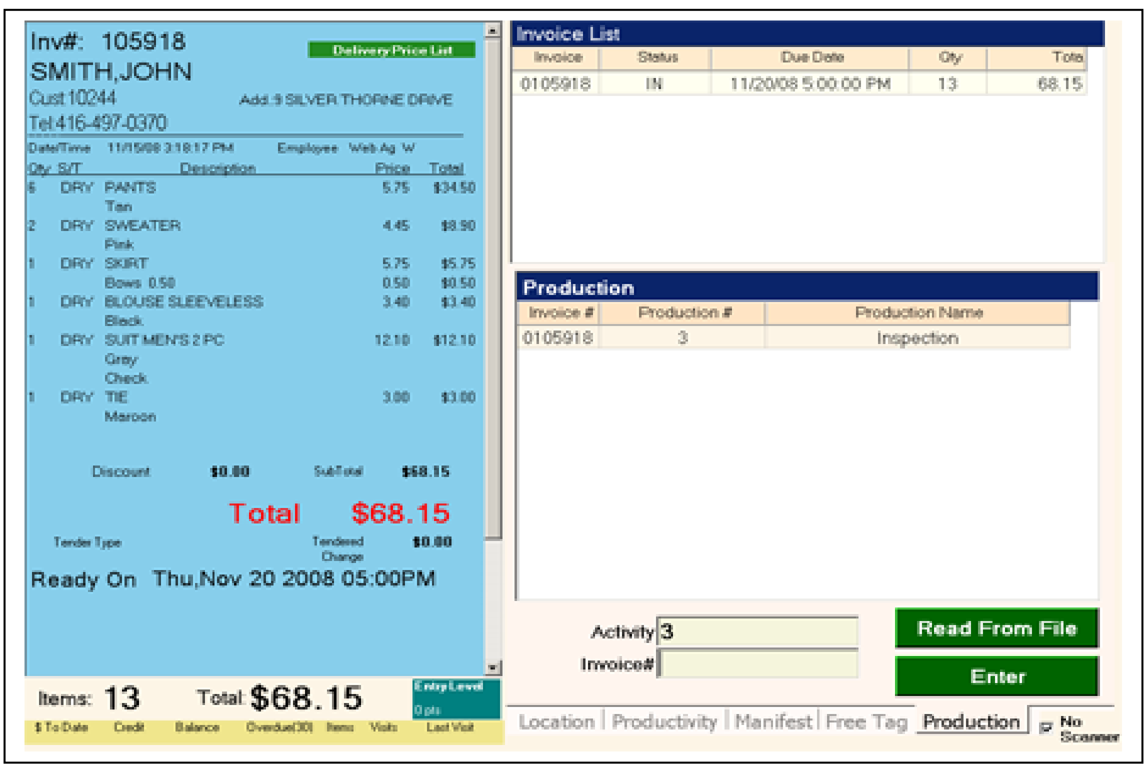
000003

Recleaning

000006

Packaging

000005



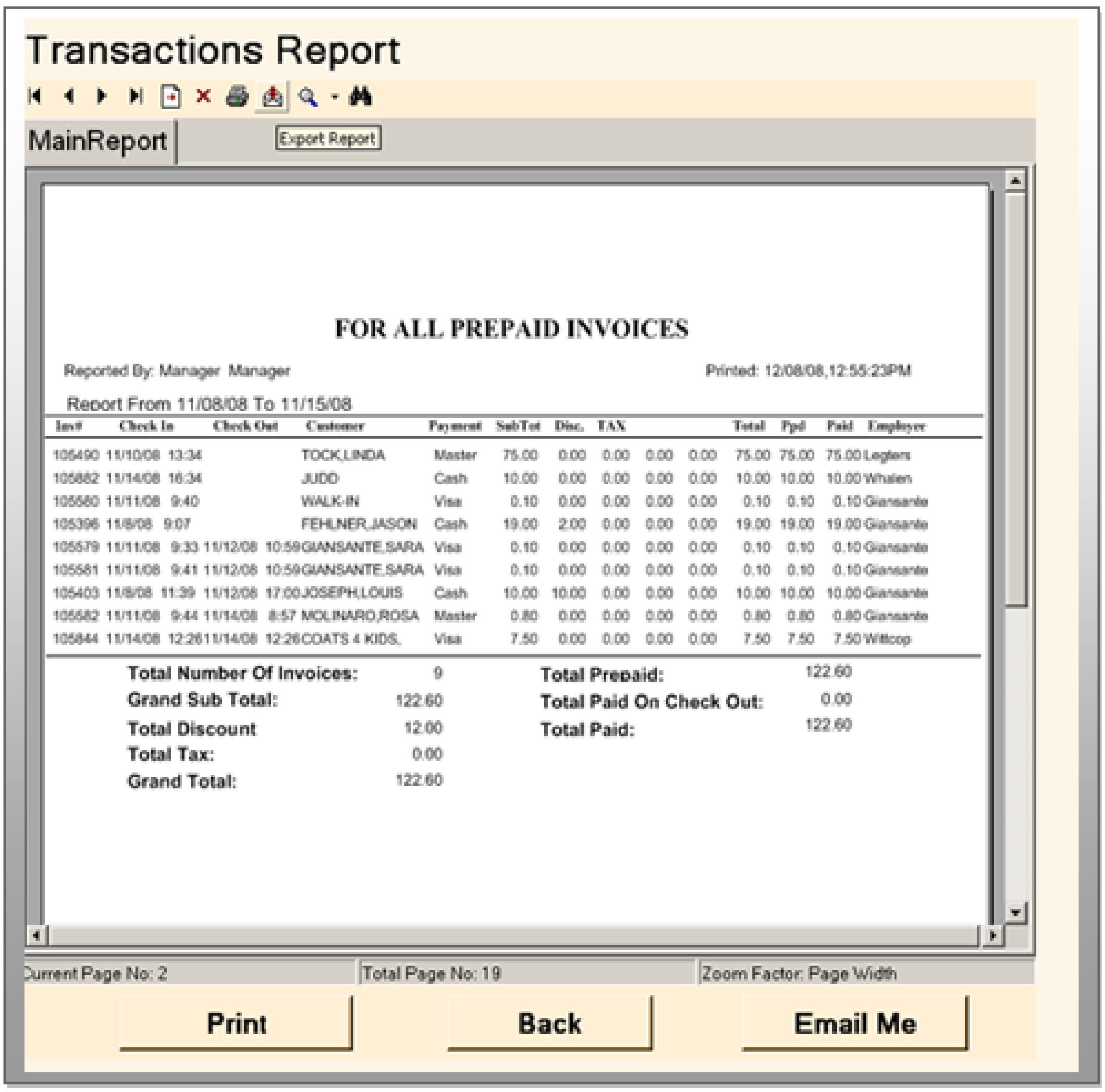
Reports

Reports function is used to balance the till, create bank deposits, create audit trail, store closing, marketing, A/R, Labels, and sales analysis report. Depending on your job-class you may not be allowed to select a date range, that's only today's report can be run.

Most reports allow you to print on the default printer by selecting the **Print command** Icon from the bottom of the report, or you may print to a different printer by selecting the **Print** Icon on the top. You may export any reports to Word, PDF, Text or Excel format by selecting the **Export** icon. Use the **Magnifying glass** icon to increase the font size for better view, or use the **Find** icon to search for any text within the report.

Select right/left Arrow key to go next page or previous page.

Select **Email Me** Icon to email any reports. To use the email function see the Management section of the manual for additional info on how to setup **eMail configuration**.

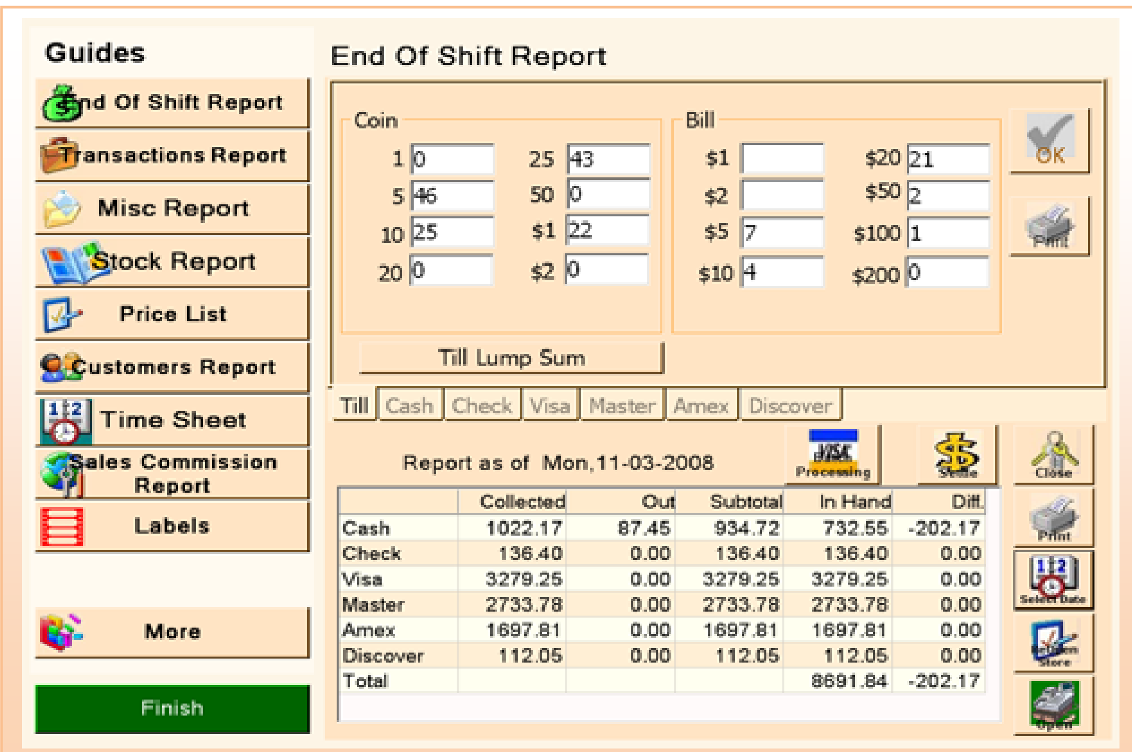


End Of Day/Shift Report

Endo of Day/Shift is one of the most important report that should be done at the end of shift/day to balance the till. You should make sure your staff can balance and have tight control over your cash. If difference is what is not zero, you need to find out the discrepancy.

TMS allows multi shifts operation that is you may balance/close the current shift and start a new shift. To configure your system for multi shift operations go to Management -> System tools. When End Of Day/Shift process is done, the system is locked and no more transactions are allowed. If Day/Shift was closed by mistake, manager may reopen store by selecting **Reopen Store option** (2nd last icon).

If you did not close the store for previous day, you may select the date from **'Select Date'** option to close or view the end of day/shift report. If you wish to enforce your staff to close store go to Management -> System option, and enable '**Check Store Closing'** Option.



1. Select **Reports** option from the main menu
2. The **End of Day/Shift Report** will be highlighted. Press the **No Sale** button or **F10** to Open the drawer. Choose the reason **Other** from the drop down box or type in "Store Closing".
3. Make sure that the **Till Tab** is highlighted at the top left hand side of your screen and touch the appropriate sub folder and input and/or verify the totals for each.
   Remove your float from the register and put aside. (*The float that you opened with in the morning will display on this screen next to "Opening Balance.")* Count all the cash in your tray. Each time you choose a box to enter the quantity for each denomination of currency a **QTY Form** will appear.

   Enter total pennies into the **QTY Form** and press the **OK** button on the form, then choose nickels, dimes etc, following the same procedure. Double-check your entries prior to continuing. When you are certain that your entry is correct, choose the big **OK** button (with the big red check mark on the top portion of the screen. When the **Notification!** Box appears displaying the message, **Are You Sure** press **YES** if they are correct. If you don't wish to enter all denomination, select Lump Sum and enter total money.

- **Check**

  Verify that each of the checks listed are correct and press the **OK** button. When the **Notification!** Box appears displaying the message, **Are You Sure** press **YES** if they are correct.

- **Credit Card**

  If the credit card totals Visa, M/C Amex etc match the total on the "IN" column on the Till Report screen, press **OK** on the credit card tab. If there is a difference, review each item listed on the credit card tab. When you have identified the discrepancy correct if possible or report discrepancy to Sales Audit. Now you can press **OK** on the credit card tab. When the **Notification!** Box appears displaying the message, **Are You Sure** press **YES** if they are correct.

- **Other (**Debit Cards and Gift Certificates)

  Verify that each of the Debit Cards and/or Gift Certificates listed are correct and press the **OK** button. When the **Notification!** Box appears displaying the message, **Are You Sure** press **YES** if they are correct.
  TIP: If Turbo was not closed for the previous day, you can still get your daily totals. Check for the current date on the Turbo print-out report.

- **Refund**

  Verify that each of Refunds listed are correct and press the **OK** button. When the **Notification!** Box appears displaying the message, **Are You Sure** press **YES** if they are correct.

- **Pay Out**

  Verify that each of Pay Outs listed are correct and press the **OK** button. When the **Notification!** Box appears displaying the message, **Are You Sure** press **YES** if they are correct.

  When you have verified all the Sub Folder amounts and answered **YES** to each one you will see a check mark next to each item on the bottom of the form.
  NOTE: you must go through EACH tab whether you have applicable amounts or not.

If the check mark does not appear next to a particular Sub Folder, choose the Sub Folder from the top tab, verify the items listed and press **OK**. When the last Sub Folder has been confirmed, a **NOTIFICATION** message box appears stating, **"Are you Sure to Close This Station? No more transactions on this station allowed."** Choose **YES** or **NO**. You will only get an additional message box displaying, **"Are you Sure to Close the Store?"** if you choose YES. Press **YES**. A message box will display to confirm that your store has been closed.

4. Prepare your bank deposit slip as per your current store procedure and store the store float in the tray as usual. Remember to leave the cash drawer open.

5. Print the Till Report. Ensure that the Till Report tab is highlighted and press the Print button.

6. If your system is equipped with Online Credit Card Processing,(like TPI) and you have setup customers with COF, select Batch Processing option to charge all COF customers who have outstanding invoices for today.
   This process might take few minutes, please don't interrupt the process. Once this process is complete, a notification box appears on the screen To get a list of all these transactions, go to reports -> Trans Report -> Credit Card Processing report. For additional information on how to setup COF customers refer to **Payment Processing** section of the manual.

7. Settlement option is no longer required for credit card processing. All Credit Card Processing are set as auto settle by the processor like Paymentech.

8. Once Store/Shift is closed, you will be prompted to Enter Float for the next Day/Shift and will be forced to logout. System uses this as the default float to start the next shift/day.

Transactions Reports

Transactions reports are a set of reports that display transactions report for selected date, customer, delivery run, station, or associates in summary or detailed format. You may filter the report base on the associate, schedule, run or customer. If selected filter is not supported for the report, an error message will display.
To run any report simply select the date range, and click on the icon. Each report is explained in detailed below:
.

Cash Summary Report:

Cash summary report is a summary of all sales/receipts for the selected dates/customer. This report shows all incoming sales, including taxes, discounts/coupons as well as all receipts though pre-paid, checkout or charge customer account payment.
This report may be run for selected Schedule, Associates, or customer. This report may be printed on Narrow printer.

1. **Total Sales:** Total incoming orders including taxes.
2. **Gross Sales**: Total Sales – Total Collected taxes
3. **Net Sales:** Gross Sales – Discounts/Coupon – Commission due.
4. **Total Adjustments**: All adjustments made to invoices on selected dates for invoices that were issued before.
5. **Gross Receipts**: Total Receipts including Taxes, Coupons, Credit Notes, and Commissions.
6. **Credit Note Received:** Total Credit Notes were redeemed.
7. **Net Receipts**: Total Receipts less Coupons (paid as tender), Credit Notes, Commissions, and paid out.
8. **Amount On Hand**: Net Receipts - Total collected/paid out.
9. **Tender Type**: Total of each Tender Type used for Receipts, refund, or paid out.
10. **Tax, Environmental Free and Same Day upcharge Total**: For Receipts, Refunds, paid out and sales.

Cash Summary Report

Sales For All Schedules

Total Sales:		14,250.02
Less: Total Tax From Sales:		1,110.27
Gross Sales:		13,139.75
Less: Total Discount/Coupon		2,551.67
Less: Total Commission Due:		0.00
Net Sales:		10,588.08
Total Discount:	2,551.67	17.91%
Total Adjustment:		84.00
Total Sales After Adjustment:		10,672.08

Receipts For All Schedules

Gross Receipt:	10,786.95
Less: Total Coupon:	0.00
Less: Total Refund:	0.00
Less: Credit Note Received:	69.26
Less: Commission Paid:	0.00
Less: Pay out:	39.09
Net Receipt:	10,678.60
Less: Total Tax Collected	1,021.98
Add: Total Tax Refunded:	0.00
Add: Total Tax Pay Outed:	0.00
Total Amount on Hand:	9,656.62

	Receipts	Refunds	Paid-Outs	Total
Amex	1321.78	0.00	0.00	1321.78
Cash	1554.78	0.00	39.09	1515.69
Check	1005.69	0.00	0.00	1005.69
Credit Note	69.26	0.00	0.00	69.26
Debit	147.19	0.00	0.00	147.19
Discover	222.16	0.00	0.00	222.16
Master	1809.10	0.00	0.00	1809.10
Visa	4656.99	0.00	0.00	4656.99
	10786.95	0.00	39.09	10747.86

	Receipts	Refunds	Paid-Outs	Sales
TAX	778.89	0.00	0.00	843.54
	0.00	0.00	0.00	0.00
ENV	243.09	0.00	0.00	266.73
sDay	0.00	0.00	0.00	0.00
	1021.98	0.00	0.00	1110.27

Sales Report:

Sales Report displays all invoices that are made through checkin process. It shows the invoice Total, Balance, Payment type (if any), last status, customer# and last associates#/name.
This report may be run for selected Associates, or customer. This report may be printed on Narrow printer.

Printed At: 12/08/08 12:29:28PM
Report From 12/01/08 To 12/08/08
Reported By: 1

Inv#	Total	Balance	Pay	Status	Customer , Asst
024033	19.89	0.00	Check	OUT	200006
024034	27.05	27.05		Ready	200006
024035	14.34	0.00	Check	OUT	200006
024036	29.85	0.00	Visa	OUT	200009
024041	39.74	0.00	Visa	OUT	200009
024042	16.58	0.00	Visa	OUT	200006
024043	13.26	0.00	Master	OUT	200006
024044	33.14	0.00	Visa	OUT	200009
024045	6.63	0.00	Master	OUT	200006
024050	13.26	0.00	Visa	OUT	200006
024051	6.63	0.00	Visa	OUT	200006
024052	6.63	0.00	Amex	OUT	200009
024053	8.84	0.00	Amex	OUT	200009
024058	6.91	0.00	Visa	OUT	200009
024059	4.43	0.00	Visa	OUT	200009
024060	12.92	0.00		Ready	200009
024061	7.96	7.96		Ready	200009
024066	4.42	0.00	Cash	OUT	200006
024067	6.63	0.00	Cash	OUT	200006
024068	16.59	0.00	Cash	OUT	200009
024069	2.21	0.00	Visa	OUT	200006
024070	33.13	0.00	Visa	OUT	200006
024075	35.34	0.00	Visa	OUT	200009
024076	0.00	0.00		Ready	200002
024077	6.63	0.00	Visa	OUT	200009
024078	6.63	0.00	Visa	OUT	200009

Payout Report:

Payout Report displays all payments that were made through Payout function, under Misc.

Payout Date	Associate#	Associate Name	Invoice#	Description	Company	Payment	Amount
12/8/08	999	Manager,Manager	1002	REPAIR AND MAINT.	CSI	Check	$120.00
12/8/08	999	Manager,Manager	8577	SUPPLIES	Dalex	Visa	$875.00

Total Amount : $995.00

Receipt Report:

Receipts Report displays all invoices that were paid through prepay, checkout and customer account. This is one of the most important reports that should be printed on Wide Report Printer on daily or weekly basis.

This report is a consolidated reports that shows drawer balance, prepaid invoices, charge customer account payment, and invoices that were paid through checkout as well as charge customer who were checked out and charged to the account.

Receipt Report

== DRAWER BALANCE ==

12/08/08 12:55:23PM

11/08/08 - 11/15/08

	Paid at Check Out	Prepaid	Charge Paid	Refund	Payout	Total
Cash	2,770.93	39.00	0.00	-0.80	0.00	2,809.13
Master	1,994.58	75.80	0.00	0.00	0.00	2,070.38
Visa	1,607.59	7.80	17.60	0.00	0.00	1,632.99
Amex	160.03	0.00	29.25	0.00	0.00	189.28
Check	419.05	0.00	0.00	0.00	0.00	419.05
Discover	46.85	0.00	0.00	0.00	0.00	46.85
COUNT	339.00	9.00	3.00	1.00	0.00	352.00
	6,999.03	122.60	46.85	-0.80	0.00	7,169.28

Total Charge Customer CheckOut Invoices Amount:	3,786.81
Total Refund Amount:	0.80
Total Store Tax For Check In:	0.00
Total Store Tax For Check Out:	0.00
Credit Note Issue Amount:	0.00

Select next page icon on the top to see the next page/report for all prepaid invoices:

FOR ALL PREPAID INVOICES

Reported By: Manager Manager Printed: 12/08/08, 1:02:33PM

Report From 11/08/08 To 11/15/08

Inv#	Check In	Check Out	Customer	Payment	SubTot	Disc.	TAX			Total	Ppd	Paid	Employee
105882	11/14/08 16:34		JUDD	Cash	10.00	0.00	0.00	0.00	0.00	10.00	10.00	10.00	Whalen
105580	11/11/08 9:40		WALK-IN	Visa	0.10	0.00	0.00	0.00	0.00	0.10	0.10	0.10	Giansante
105396	11/8/08 9:07		FEHLNER,JASON	Cash	19.00	2.00	0.00	0.00	0.00	19.00	19.00	19.00	Giansante
105490	11/10/08 13:34		TOCK,LINDA	Master	75.00	0.00	0.00	0.00	0.00	75.00	75.00	75.00	Legters
105579	11/11/08 9:33	11/12/08 10:59	GIANSANTE,SARA	Visa	0.10	0.00	0.00	0.00	0.00	0.10	0.10	0.10	Giansante
105581	11/11/08 9:41	11/12/08 10:59	GIANSANTE,SARA	Visa	0.10	0.00	0.00	0.00	0.00	0.10	0.10	0.10	Giansante
105403	11/8/08 11:39	11/12/08 17:00	JOSEPH,LOUIS	Cash	10.00	10.00	0.00	0.00	0.00	10.00	10.00	10.00	Giansante
105582	11/11/08 9:44	11/14/08 8:57	MOLINARO,ROSA	Master	0.80	0.00	0.00	0.00	0.00	0.80	0.80	0.80	Giansante
105844	11/14/08 12:26	11/14/08 12:26	COATS 4 KIDS,	Visa	7.50	0.00	0.00	0.00	0.00	7.50	7.50	7.50	Wittcop

Total Number Of Invoices:	9	**Total Prepaid:**	122.60
Grand Sub Total:	122.60	**Total Paid On Check Out:**	0.00
Total Discount	12.00	**Total Paid:**	122.60
Total Tax:	0.00		
Grand Total:	122.60		

Select next page icon on the top to see the next page/report for all invoices that were paid through checkout:

FOR ALL PAID CHECKOUT INVOICES

Reported By: Manager Manager Printed: 12/08/08, 1:02:33PM

Report From 11/08/08 To 11/15/08

Inv#	Check In	Check Out	Customer	Payment	SubTot	Disc.	TAX			Total	Ppd	Paid	Employee
105575	11/11/08 9:09		TOCK,LINDA	Master	75.00	0.00	0.00	0.00	0.00	75.00	0.00	75.00	Giansante
105757	11/13/08 14:05		AUGEROT,ROGER	Master	8.00	0.00	0.00	0.00	0.00	8.00	0.00	8.00	Legters
104892	11/1/08 8:44	11/8/08 8:32	KALTENBACHER,J	Master	22.50	0.00	0.00	0.00	0.00	22.50	0.00	22.50	Giansante
105181	11/6/08 7:55	11/8/08 8:40	MATTHEWS,ROBE	Cash	2.45	0.00	0.00	0.00	0.00	2.45	0.00	2.45	Giansante
105217	11/6/08 12:39	11/8/08 9:00	MCCLAIN,JERRY	Cash	23.85	0.00	0.00	0.00	0.00	23.85	0.00	23.85	Giansante
104710	10/30/08 7:24	11/8/08 9:09	FEHLNER,JASON	Master	29.95	0.00	0.00	0.00	0.00	29.95	0.00	29.95	Giansante
102969	10/6/08 7:17	11/8/08 9:18	JOHNSTON,TRICIA	Cash	22.00	0.00	0.00	0.00	0.00	22.00	0.00	22.00	Giansante
104593	10/28/08 12:22	11/8/08 9:42	ROSINSKI,BARBRA	Cash	26.40	0.00	0.00	0.00	0.00	26.40	0.00	26.40	Giansante
104891	11/1/08 8:37	11/8/08 9:49	ZIMMERMAN	Check	20.30	0.00	0.00	0.00	0.00	20.30	0.00	20.30	Giansante
105125	11/5/08 7:55	11/8/08 10:10	BAKER,PHIL	Visa	4.40	0.00	0.00	0.00	0.00	4.40	0.00	4.40	Giansante
104927	11/1/08 15:06	11/8/08 10:35	BOURGEOIS,TERR	Cash	34.05	0.00	0.00	0.00	0.00	34.05	0.00	34.05	Giansante
104209	10/23/08 10:40	11/8/08 10:42	SCELLO,ELIZABET	Master	15.40	0.00	0.00	0.00	0.00	15.40	0.00	15.40	Giansante
104206	10/23/08 10:32	11/8/08 10:42	SCELLO,ELIZABET	Master	13.20	0.00	0.00	0.00	0.00	13.20	0.00	13.20	Giansante
104972	11/3/08 12:20	11/8/08 10:44	MAURICE,DANIELL	Cash	16.15	2.00	0.00	0.00	0.00	16.15	0.00	16.15	Giansante
104416	10/25/08 13:43	11/8/08 10:45	BERG,TIM	Visa	52.90	3.00	0.00	0.00	0.00	52.90	0.00	52.90	Giansante
102151	9/23/08 16:11	11/8/08 10:48	KROPP,LISA	Visa	31.05	5.00	0.00	0.00	0.00	31.05	0.00	31.05	Giansante
104390	10/25/08 10:34	11/8/08 10:57	LANE,LIZ	Cash	24.20	0.00	0.00	0.00	0.00	24.20	0.00	24.20	Giansante
104360	10/24/08 13:59	11/8/08 11:26	FOX,LORI	Cash	7.35	0.00	0.00	0.00	0.00	7.35	0.00	7.35	Giansante
104894	11/1/08 8:58	11/8/08 11:36	WEET	Cash	8.00	0.00	0.00	0.00	0.00	8.00	0.00	8.00	Giansante
104372	10/24/08 15:18	11/8/08 11:46	MARTIN,DOUG	Cash	9.80	2.00	0.00	0.00	0.00	9.80	0.00	9.80	Giansante
104930	11/1/08 15:47	11/8/08 12:03	KOEHLER,JULIE	Cash	28.65	0.00	0.00	0.00	0.00	28.65	0.00	28.65	Giansante

Select next page icon on the top to see the next page/report for all invoices for charge customers that were not paid and charged to their account:

TOTAL CHECKOUT CHARGED AMOUNT REPORT

Reported By: Manager Manager Printed: 12/08/08, 1:02:33PM

Report From 11/08/08 To 11/15/08

Inv#	Check In	Check Out	Customer	Payment	SubTot	Disc.	TAX			Total	Ppd	Paid	Employee
105148	11/5/08 10:55	11/8/08 11:10	BARRY/SECORD,P		11.70	0.00	0.00	0.00	0.00	11.70	0.00	0.00	Giansante
104958	11/3/08 10:33	11/8/08 11:10	BARRY/SECORD,P		5.75	0.00	0.00	0.00	0.00	5.75	0.00	0.00	Giansante
105069	11/4/08 8:45	11/8/08 14:52	GIANSANTE,DAVE/		46.68	0.00	0.00	0.00	0.00	46.68	0.00	0.00	Giansante
105103	11/4/08 14:23	11/8/08 14:52	GIANSANTE,DAVE/		4.45	0.00	0.00	0.00	0.00	4.45	0.00	0.00	Giansante
104970	11/3/08 12:16	11/8/08 14:56	GIANSANTE,JENNI		22.80	0.00	0.00	0.00	0.00	22.80	0.00	0.00	Giansante
105308	11/7/08 8:58	11/8/08 15:27	KENNEDY,KURT		17.60	0.00	0.00	0.00	0.00	17.60	0.00	0.00	Giansante
105311	11/7/08 9:20	11/8/08 15:27	KENNEDY,KURT		15.40	Receipt.Discount (Number)				5.40	0.00	0.00	Giansante
105145	11/5/08 10:37	11/10/08 13:06	MUSSEN,LINDA		10.80	0.00	0.00	0.00	0.00	10.80	0.00	0.00	Giansante
105146	11/5/08 10:40	11/10/08 13:06	LAFOREST,JULIE		17.75	0.00	0.00	0.00	0.00	17.75	0.00	0.00	Giansante
105436	11/10/08 7:53	11/10/08 13:06	DOMENICO		3.15	0.00	0.00	0.00	0.00	3.15	0.00	0.00	Giansante
105362	11/7/08 14:28	11/10/08 13:08	BANSAL,ANIL		13.20	13.20	0.00	0.00	0.00	13.20	0.00	0.00	Giansante
105363	11/7/08 14:33	11/10/08 13:08	BANSAL,ANIL		22.94	22.96	0.00	0.00	0.00	22.94	0.00	0.00	Giansante
105306	11/7/08 8:48	11/10/08 15:56	FRANKLIN,JANE		52.00	0.00	0.00	0.00	0.00	52.00	0.00	0.00	Giansante
105335	11/7/08 12:16	11/10/08 15:56	VETRANO,SUSAN		8.20	0.00	0.00	0.00	0.00	8.20	0.00	0.00	Giansante
105336	11/7/08 12:22	11/10/08 15:56	LEBER,MARC		8.50	0.00	0.00	0.00	0.00	8.50	0.00	0.00	Giansante
105337	11/7/08 12:26	11/10/08 15:56	MESLER,DANA		18.30	0.00	0.00	0.00	0.00	18.30	0.00	0.00	Giansante
105338	11/7/08 12:30	11/10/08 15:56	SCHWARZMUELLE		6.60	0.00	0.00	0.00	0.00	6.60	0.00	0.00	Giansante
105339	11/7/08 12:40	11/10/08 15:56	FOGG,LESLIE		23.10	0.00	0.00	0.00	0.00	23.10	0.00	0.00	Giansante
105340	11/7/08 12:51	11/10/08 15:56	BUFFOMANTE,MAR		46.90	0.00	0.00	0.00	0.00	46.90	0.00	0.00	Giansante
105341	11/7/08 12:58	11/10/08 15:56	DELLOSO,SUZANN		29.10	0.00	0.00	0.00	0.00	29.10	0.00	0.00	Giansante
105342	11/7/08 13:03	11/10/08 15:56	OLSON,DAVID/KIM		6.60	0.00	0.00	0.00	0.00	6.60	0.00	0.00	Giansante

Select next page icon on the top to see the next page/report for all invoices for charge customers that were paid and posted to their account:

FOR CHARGE CUSTOMER PAID INVOICES

Reported By: Manager Manager Printed: 12/08/08, 1:02:33PM

Report From 11/08/08 To 11/15/08

Inv#	Check In	Check Out	Customer	Payment	SubTot	Disc.	TAX			Total	Ppd	Paid	Employee
103378	10/10/08 12:49	10/13/08 15:52	JUSZCZAK,MIKE	Visa	17.60	0.00	0.00	0.00	0.00	17.60	0.00	17.60	Giansante
104788	10/30/08 15:43	10/31/08 15:40	MICHEALSEN,PETE	Amex	16.10	0.00	0.00	0.00	0.00	16.10	0.00	16.10	Giansante
105261	11/6/08 15:25	11/7/08 16:03	MICHEALSEN,PETE	Amex	13.15	0.00	0.00	0.00	0.00	13.15	0.00	13.15	Giansante

Total Number Of Invoices:	3	**Total Prepaid:**	0.00
Grand Sub Total:	46.85	**Total Paid On Check Out:**	46.85
Total Discount	0.00	**Total Paid:**	46.85
Total Tax:	0.00		
Grand Total:	46.85		

Transactions Report:

Transactions Report displays all checkin/checkout transactions done for selected.

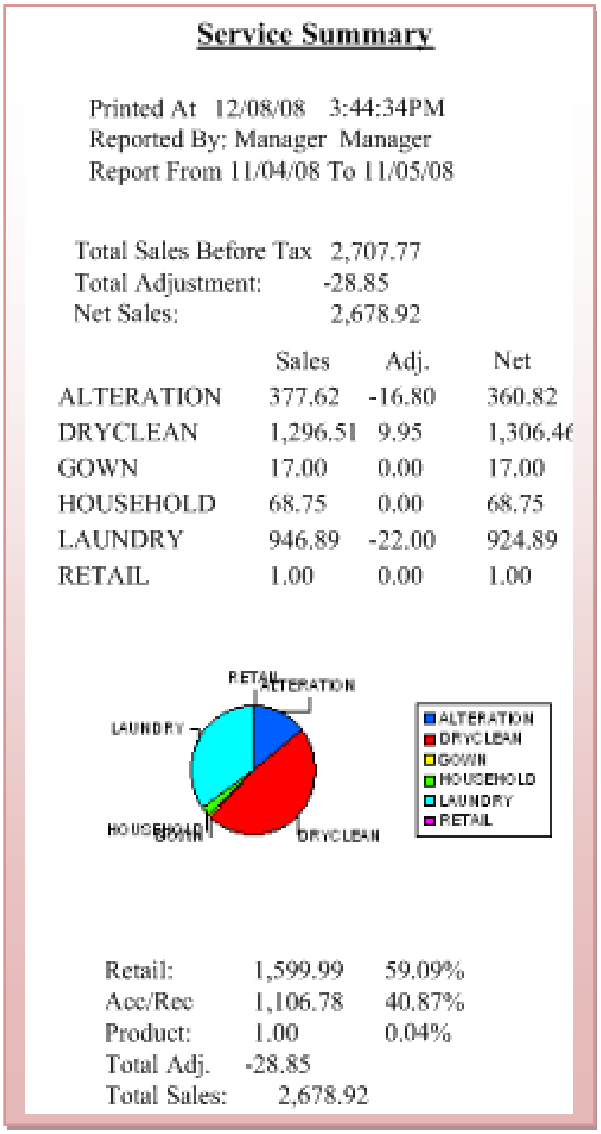
Transaction Report

Printed: 12/08/08, 3:24:35PM
Report From 11/08/08 To 11/15/08
Reported By; Manager Manager

Inv#	Amount	Description	Date Time	Cust#	Assoc#
105447	226.10	Invoice	9:29 am	LOCKPORT	Legters
105855	19.95	Invoice	1:12 pm	COATS 4	Legters
105844	7.50	Invoice	12:26 pm	COATS 4	Wittcop
105844	7.50	P-Visa	12:26 pm	COATS 4	Wittcop
105330	0.00	Check	2:14 pm	WIZNER,D	Giansante
105410	8.20	Invoice	12:46 pm	LATHBUR	Giansante
105410	0.00	Check	11:15 am	LATHBUR	Legters
105410	8.20	P-Cash	11:15 am	LATHBUR	Legters
105436	0.00	Update	8:29 am	DOMENIC	Legters
105436	0.00	Invoice	7:53 am	DOMENIC	Legters
105436	3.15	Update	8:29 am	DOMENIC	Legters
105436	0.00	Check	1:06 pm	DOMENIC	Giansante
105763	19.80	Invoice	2:48 pm	DANNA,M	McDonou
105876	0.00	Update	4:15 pm	COOPER,S	Whalen
105876	0.00	Invoice	3:56 pm	COOPER,S	Whalen
105876	22.00	Update	4:15 pm	COOPER,S	Whalen
105632	0.00	Invoice	2:19 pm	LAKEMAN,	Legters
105632	0.00	Update	2:26 pm	LAKEMAN,	Giansante
105632	12.10	Update	2:26 pm	LAKEMAN,	Giansante
105685	0.00	Invoice	3:40 pm	STROBEL,F	Giansante
105685	0.00	Check	1:33 pm	STROBEL,F	Legters
105685	7.95	P-Cash	1:33 pm	STROBEL,F	Legters
105685	0.00	Update	4:16 pm	STROBEL,F	Dabney
105685	7.95	Update	4:16 pm	STROBEL,F	Dabney
105843	0.00	Invoice	12:23 pm	SCHEIB	Wittcop
098042	0.00	Check	12:24 pm	SCHEIB	Wittcop
105843	0.00	Update	12:27 pm	SCHEIB	Wittcop

Service Summary (Sales) Report:

Service Summary reports shows a summary of all services for checked in invoices with adjustments for the selected period. Adjustments refer to invoices that were issued before, but changed in the selected period.



Service Summary

Printed At 12/08/08 3:44:34PM
Reported By: Manager Manager
Report From 11/04/08 To 11/05/08

Total Sales Before Tax 2,707.77
Total Adjustment: -28.85
Net Sales: 2,678.92

	Sales	Adj.	Net
ALTERATION	377.62	-16.80	360.82
DRYCLEAN	1,296.51	9.95	1,306.46
GOWN	17.00	0.00	17.00
HOUSEHOLD	68.75	0.00	68.75
LAUNDRY	946.89	-22.00	924.89
RETAIL	1.00	0.00	1.00

Retail:	1,599.99	59.09%
Acc/Rec	1,106.78	40.87%
Product:	1.00	0.04%
Total Adj.	-28.85	
Total Sales:	2,678.92	

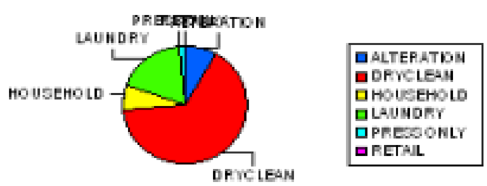
Receipts Service Summary Report:

You may wish to view your service summary report base on invoices that were paid not just checked in.

Receipts Summary Summary

Printed At 12/08/08 3:52:01PM
Reported By: Manager Manager
Report From 11/04/08 To 11/05/08

Total Receipts Before Tax	1,441.36	
Total ALTERATION On Receipts:	114.70	7.96%
Total DRYCLEAN On Receipts:	948.01	65.77%
Total HOUSEHOLD On Receipts:	94.00	6.52%
Total LAUNDRY On Receipts:	261.17	18.12%
Total PRESS ONLY On Receipts:	22.48	1.56%
Total RETAIL On Receipts:	1.00	0.07%



Rush Invoices Report:

Rush Invoices refer to invoices that were checked in and due on the same day. Use this report to find these invoices to make sure they are ready. TMS can be setup to charge extra for same day services. To configure your system for same day upcharge refer to Schedule under Management.

Rush Invoices - Check In On 11/04/2008 and Due Date On 11/04/2008

Date 12/08/08 Reported By: Manager Manager

Inv#	Cust#	In Date	Due Date	Status	Total	Tax1	Net Sale
105059	6713	11/04/2008	11/04/2008	OUT	25.42	0.00	25.42
105066	9291	11/04/2008	11/04/2008	OUT	21.59	0.00	21.59
105105	9343	11/04/2008	11/04/2008	Ready	18.00	0.00	18.00
				Total:	65.01	0.00	65.01

Cash Drawer Audit Trail Report:

Cash Drawer Audit Trail Report is used to find discrepancy in your end of day report when balancing your till. It shows all invoices, payment type and time for the selected station in order.

Cash Drawer Audit Trail

Report as of 11/05/08 Reported By: Manager Manager Printed At: 12/08/08 4:04:25PM

Cashdrawer	Date/Time	Emp.	Invoice#	Customer	Inv. Total	Trans Amt	Tax	Type
1-1	11/5/08 6:00 am	100010		Legters		0.00		Station Open
1-1	11/5/08 7:53 am	100010	104895	WELLS	25.30	25.30	0.00	Cash
1-1	11/5/08 8:20 am	100010	105059	ROBERSON	25.42	25.42	0.00	Amex
1-1	11/5/08 8:28 am	100010	104654	TRINGALI	10.25	10.25	0.00	Master
1-1	11/5/08 8:37 am	100010	104648	KOLKMEYER	14.35	14.35	0.00	Cash
1-1	11/5/08 9:09 am	100010	104641	RAHILL	21.15	21.15	0.00	Master
1-1	11/5/08 9:15 am	100010	104836	MAIER	6.60	6.60	0.00	Cash
1-1	11/5/08 10:27 am	100010	104667	FREEMAN	10.70	10.70	0.00	Master
1-1	11/5/08 10:30 am	100013	104292	BATTISTELLA	23.00	23.00	0.00	Cash
1-1	11/5/08 10:52 am	100010	104583	SMITH	28.45	28.45	0.00	Cash
1-1	11/5/08 10:54 am	100010	104768	BEYER	2.00	2.00	0.00	Master
1-1	11/5/08 11:24 am	100010	104716	GOCHER	12.10	12.10	0.00	Cash
1-1	11/5/08 11:35 am	100010	103572	PYTLIK	12.10	12.10	0.00	Cash
1-1	11/5/08 11:55 am	100010	104699	KLATT	29.70	29.70	0.00	Amex
1-1	11/5/08 12:07 pm	100021	104344	KEIDEL	19.45	19.45	0.00	Cash

Quick Invoices Report:

Quick invoices report shows all quick invoices that are not detailed yet. This report might be selected from the running status banner on the top.

Quick Invoice Report

Printed At 12/08/08 4:14:00PM
Reported By: Manager Manager

Report From 10/08/08 To 12/08/08

INV#	CUST#	Items	IN TIME	STATUS
103107	010226	0	12:00 am	IN
103110	010226	0	12:00 am	IN
103578	010923	0	12:00 am	IN
103867	008144	0	12:00 am	IN
103869	011226	0	12:00 am	IN
104072	010923	0	12:00 am	IN
104431	008144	0	12:00 am	IN
104594	011226	0	12:00 am	IN
104779	008862	1	3:20 pm	IN
105664	011226	0	12:00 am	IN
105691	011421	4	5:29 pm	IN
105783	003242	1	3:41 pm	IN

Coupon Report:

Coupon report displays all coupons in detail that used by customers through Discount/Coupon option , it then shows a summary for each service and coupon. For additional info on how to set up coupons see Management. You may select any schedule for this report like Delivery.

Coupon Report

Printed At: 12/08/08 4:53:39PM
Report From 11/08/08 To 12/08/08 Reported By: Manager Manager

Coupon	Amount	Coupon #	For Item	Customer	Inv#	Status	Date	Associate	Schedule	Service
BUFFALONEWS $2.00	2.00		Y	TRISHA MORSE	105692	OUT	1/12/2008	Caroline	Retail Price List	ALTERATI
Total Coupon On ALTERATION:							**2.00**			
BUFFALONEWS $2.00	2.00		Y	JASON FEHLNER	105396	Ready	1/08/2008	Kerry Giansante	Retail Price List	DRYCLEA
BUFFALONEWS $2.00	2.00		Y	FRANCES CASTRO	105400	Ready	1/08/2008	Kerry Giansante	Retail Price List	DRYCLEA
BUFFALONEWS $2.00	2.00		Y	JENNIFER PLAISTED	105417	Ready	1/08/2008	Kerry Giansante	Retail Price List	DRYCLEA
$10 OFF $50 ORDER	10.00		Y	PATTY TRIGILIO	105426	Ready	1/08/2008	Kerry Giansante	Retail Price List	DRYCLEA
BIRTHDAY CARD	3.00		Y	SHARON LOMISON	105480	OUT	1/10/2008	Kerry Giansante	Retail Price List	DRYCLEA
BUFFALONEWS $2.00	2.00		Y	TIMOTHY	105489	OUT	1/10/2008	Kathy Legters	Delivery Price List	DRYCLEA
BUFFALONEWS $2.00 -	2.00		Y	KATHY	105494	OUT	1/10/2008	Kathy Legters	Delivery Price	DRYCLEA
50% FIRST DELIVERY	18.15		Y	JULIE	105503	OUT	1/10/20[illegible]	[illegible]	List	DRYCLEA
50% FIRST DELIVERY	2.60		Y	JULIE	105503	OUT	1/10/2008	Kerry Giansante	Delivery Price List	DRYCLEA
50% FIRST DELIVERY	5.40		Y	JULIE	105503	OUT	1/10/2008	Kerry Giansante	Delivery Price List	DRYCLEA
50% FIRST DELIVERY	2.10		Y	JULIE	105503	OUT	1/10/2008	Kerry Giansante	Delivery Price List	DRYCLEA
50% FIRST DELIVERY	6.25		Y	JULIE	105503	OUT	1/10/2008	Kerry Giansante	Delivery Price List	DRYCLEA
50% FIRST DELIVERY	2.87		Y	JULIE	105503	OUT	1/10/2008	Kerry Giansante	Delivery Price List	DRYCLEA
50% FIRST DELIVERY	3.17		Y	JULIE	105503	OUT	1/10/2008	Kerry Giansante	Delivery Price List	DRYCLEA
50% FIRST DELIVERY	0.00		Y	JULIE	105503	OUT	1/10/2008	Kerry Giansante	Delivery Price List	DRYCLEA
50% FIRST DELIVERY	5.12		Y	JOE ROZBICKI	105514	OUT	1/10/2008	Sheila Whalen	Delivery Price List	DRYCLEA

Coupon.IssueDate (DateTime)

Sales Transaction Report:

The same as Sales Report except it shows all invoices in detail. A customer may be selected for this report.

Date 12/08/08 Reported By: Manager Manager

Inv#	Tag#	Qty	Description	Note	SubTotal	Discount	Balance	Status	InDate	OutDate
104,933		1	BLOUSE SILK	0821	5.20	0.00%	0.00	OUT	11/03/2008	11/10/2008
104,933		1	SUIT MEN'S 2 PC	0821	12.10	0.00%	0.00	OUT	11/03/2008	11/10/2008
104,933		6	SHIRTS /HANGER	1540	13.20	0.00%	0.00	OUT	11/03/2008	11/10/2008
104,934		5	PANTS LAUNDRY	1330	31.25	0.00%	0.00	OUT	11/03/2008	11/03/2008
104,935		2	PANT-NO CLEAN	0241	0.00	0.00%	0.00	OUT	11/03/2008	11/07/2008
104,935		0	SEW POCKET	0241	6.00	0.00%	0.00	OUT	11/03/2008	11/07/2008
104,935		0	MISC ALTERATION,	0241	0.00	0.00%	0.00	OUT	11/03/2008	11/07/2008
104,935		0	NEW SNAP OR STUD	0241	5.00	0.00%	0.00	OUT	11/03/2008	11/07/2008
104,935		4	SHIRTS /HANGER	1350	8.80	0.00%	0.00	OUT	11/03/2008	11/07/2008
104,936		1	COAT LEATHER/SUEDE	0101	34.00	0.00%	34.00	Ready	11/03/2008	
104,937		1	SWEATER - VEST	0611	4.20	0.00%	0.00	OUT	11/03/2008	11/06/2008
104,937		2	PANTS	0611	11.50	0.00%	0.00	OUT	11/03/2008	11/06/2008
104,937		1	SUIT MEN'S 2 PC	0611	12.10	0.00%	0.00	OUT	11/03/2008	11/06/2008
104,937		3	SHIRTS /HANGER	1340	6.60	0.00%	0.00	OUT	11/03/2008	11/06/2008
104,938		1	PANTS	0861	5.75	0.00%	0.00	OUT	11/03/2008	11/10/2008
104,938		7	SHIRTS /HANGER	0341	15.40	0.00%	0.00	OUT	11/03/2008	11/10/2008
104,939		6	SHIRTS /HANGER	1410	13.20	0.00%	0.00	OUT	11/03/2008	11/03/2008

Cash Reconciliation Report:

This report displays cash reconciliation for all stations/stores into a summary format. It shows Sales/adjustments, discounts/coupons, taxes and receipts for both COD and charge customers. In this example all 3 stores and related stations cash summary are shown.

Store	Start Cash	Current Sales	Received (Services)	Received (Products)	Acc/Rec (Services)	House Charge (Products)	COD (Services)	COD (Products)	TAX		ENV	Total Adj.	Total Coupon	Total Discount
1-1	0.00	892.36	19.00	0.00	0.00	0.00	873.36	0.00	71.15	0.00	22.37	--	0.00	154.39
1-2	0.00	85.50	0.00	0.00	0.00	0.00	85.50	0.00	6.81	0.00	2.15	--	0.00	22.00
1-3	0.00	1,091.73	81.00	0.00	0.00	0.00	1,010.73	0.00	87.01	0.00	27.19	--	0.00	133.27
2-1	0.00	902.50	0.00	0.00	0.00	0.00	902.50	0.00	67.82	0.00	22.58	--	0.00	57.50
2-2	0.00	683.50	0.00	0.00	0.00	0.00	683.50	0.00	51.33	0.00	17.11	--	2.00	75.75
3-1	0.00	846.60	36.50	0.00	0.00	0.00	810.10	0.00	63.64	0.00	21.20	--	15.00	25.65
3-2	0.00	661.75	18.00	0.00	104.00	0.00	539.75	0.00	49.68	0.00	16.05	--	0.00	34.75
3-3	0.00	803.00	0.00	0.00	78.00	0.00	725.00	0.00	60.34	0.00	20.10	--	10.00	43.50
3-4	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	--	0.00	0.00

Sales Productivity Report:

This is a customized report, not available to all users.

Shift Summary Report:

Shift summary report shows each shift transaction summary for all services and tender types. It should be used with End Of Shift report to get additional info.

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Employee:1		Employee:		Daily Total
Shift Time: 5:56 AM TO 2:02 PM		Shift Time: 2:03 PM TO 6:59 PM		
ALTERATION Check In	41.85	ALTERATION Check In	28.40	70.25
ALTERATION Check Out	19.00	ALTERATION Check Out	98.00	117.00
DRYCLEAN Check In	598.88	DRYCLEAN Check In	757.73	1,356.61
DRYCLEAN Check Out	200.50	DRYCLEAN Check Out	603.72	804.22
HOUSEHOLD Check In	59.10	HOUSEHOLD Check In	40.00	99.10
HOUSEHOLD Check Out	15.00	HOUSEHOLD Check Out	81.60	96.60
LAUNDRY Check In	392.18	LAUNDRY Check In	363.31	755.49
LAUNDRY Check Out	67.90	LAUNDRY Check Out	297.00	364.90
SUEDE & LEATHER Check In	130.00	SUEDE & LEATHER Check In	0.00	130.00
GOWN Check In	170.00	GOWN Check In	0.00	170.00
Z-READING	302.40	Z-READING	1,080.32	1,382.72
Check Out Total	302.40	Check Out Total	1,080.32	1,382.72
Cash	88.35	Cash	454.07	542.42
Check	9.95	Check	76.45	86.40
Visa	105.00	Visa	13.20	118.20
Master	65.60	Master	246.15	311.75
Amex	22.40	Amex	0.00	22.40
Account Recv	64.55	Account Recv	287.90	352.45
Receipt Total	355.85	Receipt Total	1,077.77	1,433.62

Check out Cash Summary Report:

The same as cash summary report, except is based on invoices that are checked out. Some customers reports the taxes only on checkout invoices not including inventory invoices.

Checked Out Invoices Report:

The same as Sales report, except only shows invoices that are checked out and the payment method.

Checked Out Invoice Report

From 11/03/08 to 11/03/08

Consolidated Report

Print time: 12/08/08 5:32:25PM

Inv#	Total	Bal.	Payment	Gnd Total	Assoc.	Cust
0104853	10.20	10.20	Charge	952.40	Jennie	RIEDEL,DA
0104854	6.60	0.00	Charge	959.00	Jennie	OLSON,DAVI
0104855	5.75	5.75	Charge	964.75	Jennie	LEBER,MAR
0104857	18.95	18.95	Charge	983.70	Jennie	SCHWARZ,M
0104859	23.55	23.55	Charge	1,007.25	Jennie	LASCOLA,K
0104860	2.45	2.45	Charge	1,009.70	Jennie	MULLANE,M
0104862	6.60	0.00	Charge	1,016.30	Jennie	BURT,SHAW
0104865	50.20	0.00	Charge	1,066.50	Jennie	FRANCISCO,
0104866	11.15	11.15	Charge	1,077.65	Jennie	UNDERWOO
0104850	10.15	10.15	Charge	1,087.80	Jennie	VETRANO,S
0104851	8.80	0.00	Charge	1,096.60	Jennie	WILLIAMS,R
0104861	5.45	0.00	Charge	1,102.05	Jennie	STEPHEN,BO
0104867	12.65	12.65	Charge	1,114.70	Jennie	WITHIAM-LE
0104871	4.40	4.40	Charge	1,119.10	Jennie	FRANCISCO,
0104872	6.60	6.60	Charge	1,125.70	Jennie	LEADBETTE
0104959	43.40	43.40	Charge	1,169.10	Jennie	ZIMA,KARE

Sales Productivity Report:

Sales productivity shows total of invoices that were done/assigned by certain associates. To run Productivity function go to Ready menu and scan invoices and then associate barcode. You may use this report to find out commission that you may pay your Seamstress for example.
Trans List in Invoice Utility displays the detail of this process.

Sales Productivity Report For All Schedules

Report of 12/08/08 Reported By: John Manager

InvoiceId	Tag#	Status	Qty	Totals	Done By	Productivity Date
105500		OUT	5	12.35	John Manager	12/08/08 10:40:50PM
			5.00	**12.35**		
105491		OUT	9	27.10	Kathy Smith	12/08/08 10:40:15PM
105492		OUT	1	5.00	Kathy Smith	12/08/08 10:40:28PM
			10.00	**32.10**		
105367		Ready	2	5.20	Linda Watson	12/08/08 10:50:04PM
105501		OUT	1	6.25	Linda Watson	12/08/08 10:41:27PM
			3.00	**11.45**		
105502		Ready	2	12.95	Deanne Hodil	12/08/08 10:41:48PM
			2.00	**12.95**		

Credit Card Transactions Report:

This report is used to display all online credit card transactions successful/unsuccessful that has been processed through TMS. It may be used for both Terminal base (i.e transactions done through checkin, checkout and invoice utility) and/or Batch base Processing (i.e Transactions done through End Of Day or Statement for Credit On Card File customers)

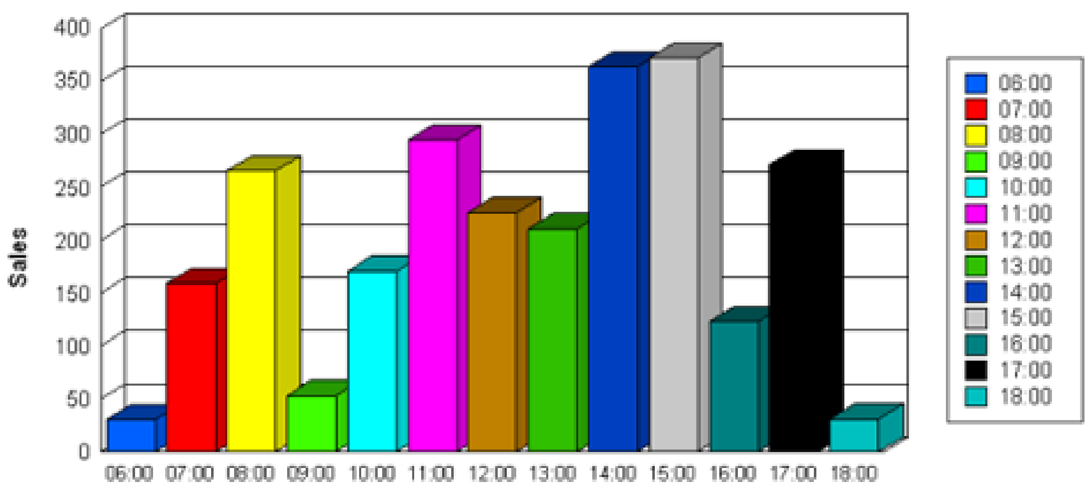
Credit Card Billing Report (Successful)

Customer Billings Amex 11/03/2008 to 11/03/2008

BillingDate	CUST#	Customer	Credit Card	EXP.	Amount	Auth#
11/03/08	011005	ANDRUSCHAT,KATHLEEN	3715*********1016	1009	53.60	204160
	Invoice(s): 104286,104284					Trans# : 615
11/03/08	005175	BURT,SHAWN/MICHELLE	3717*********1008	0412	48.65	219556
	Invoice(s): 103159,103591,104095,104615,102876,103376,103836,104359,104862					Trans# : 544
11/03/08	010130	CARLO,JOSEPH	3717*********1000	0511	175.70	208197
	Invoice(s): 103314,104790,104014,104265,102796					Trans# : 591
11/03/08	010859	CIERI,JEANINE	3728*********1025	1009	80.50	297054
	Invoice(s): 104534,104532,103065					Trans# : 640
11/03/08	011506	DZIELSKI,MARYBETH	3772*********2005	0909	15.80	240216
	Invoice(s): 104724					Trans# : 633
11/03/08	009731	EMMERICK,ELIZABETH	3728*********6016	0910	71.40	251979
	Invoice(s): 103088,103761,104794					Trans# : 578
11/03/08	010197	GORDON,NATHAN	3782*********1046	1208	110.75	242118
	Invoice(s): 103315,103996,104530					Trans# : 594
11/03/08	007074	KUEHLEWIND,KEITH	3715*********1006	0411	165.44	141287
	Invoice(s):98822,99629,98603,100261,99718,97642					Trans# : 655
11/03/08	008448	LOCKPORT FAMILY,DENTAL	3772*********1003	1010	90.25	231113
	Invoice(s): 104749,103711,103289,104252,102764					Trans# : 554
11/03/08	010727	MINAHAN,TIMOTHY	3713*********1004	0210	115.05	224598
	Invoice(s): 103296,104219,103974,104503,103025,103642					Trans# : 609
11/03/08	011343	PARKER,SCOTT	3772*********1009	0411	21.02	200560
	Invoice(s): 103063					Trans# : 628

Sales Summary Report:

Sales Summary report is used to create a comparison sales report on hourly, daily, monthly and yearly basis and find out the best/worst period. The following is a sample report for a selected date on hourly basis which indicates 2:00 and 3:00PM had the best sales period.



	Total	Pcs	Invoices
06:00	30.50	9	1
07:00	158.56	35	7
08:00	265.70	63	9
09:00	53.15	15	3
10:00	170.67	40	8
11:00	294.70	29	8
12:00	226.33	54	12
13:00	210.80	58	11
14:00	364.05	118	17
15:00	372.59	120	20
16:00	123.45	27	6
17:00	270.95	54	11
18:00	30.80	6	3
	2,572.25	628	116

Sales Journal Report:

Sales Journal report is one of the most import reports that should be used on a daily basis to get a summary of sales and transactions. It displays all services sales summary, cost, discounts, taxes etc.

It includes total customers served, total new customers, total redo items, voided, refunds etc. This report can run in both Wide and Narrow format.

Total updated refers to invoices that have been changed. Negative number indicates under charged prices. To get a detail list of under charged, voids/refunded invoices go to reports -> more -> history tracking report. If you have a franchise operation, Royalty cost can be calculated base on the preset value and cost for alteration operation etc. Total tag reprints can serve as way to control your franchise operation to prevent any dishonesty.

Sales Journal Report For All Schedules

Report of 11/03/08 Reported By: John Manager

Service	Invoices	Pieces	Net Sales	Discount	Discount Percent	Cost	Cost Percent	UpChrg	Upchrge Percent	$/Piece	$/Invoice	Pcs/Invoice	TAX	Same Day
ALTERATION	10	15	70.25	4.00	5.39%	0.00	0.00%	0.00	0.00%	4.68	7.03	1.50	0.00	0.00
DRYCLEAN	82	262	1,356.61	10.39	0.76%	0.00	0.00%	16.12	1.19%	5.18	16.54	3.20	0.00	0.00
GOWN	1	3	170.00	0.00	0.00%	0.00	0.00%	0.00	0.00%	56.67	170.00	3.00	0.00	0.00
HOUSEHOLD	5	7	99.10	6.70	6.33%	0.00	0.00%	-2.70	-2.72%	14.16	19.82	1.40	0.00	0.00
LAUNDRY	73	356	755.49	18.86	2.44%	0.00	0.00%	-1.17	-0.15%	2.12	10.35	4.88	0.00	0.00
SUEDE &	3	3	130.00	2.00	1.52%	0.00	0.00%	0.00	0.00%	43.33	43.33	1.00	0.00	0.00
			2,581.45	41.95	1.60%	0.00	0.00%	12.25	0.47%	4.00	22.06	5.52	0.00	0.00

Total Invoices: 122
Total Pieces 635
Total Redos: 18
Coupon as Payment: 0.00
Total Customers: 5032
Total Customers Visited YTD: 3235
Total Customers Visited This Week: 108

Total Voided Invoices: 0
Total Voided Pieces: 13
Total Unpaid Invoices: 64
Total Coupon Applied To Items: 22.00
Total New Customers: 17

Total Refunded Invoices: 5
Total Refunded Pieces: 14
Total Balance: 1509.43
Coupon Percentage: 0.85%
Sales Adjustment: 98.45
Total Customers Visited This Month: 144
Total Wash and Fold Weight: 0

Report of 11/03/08
Reported By: John Manager

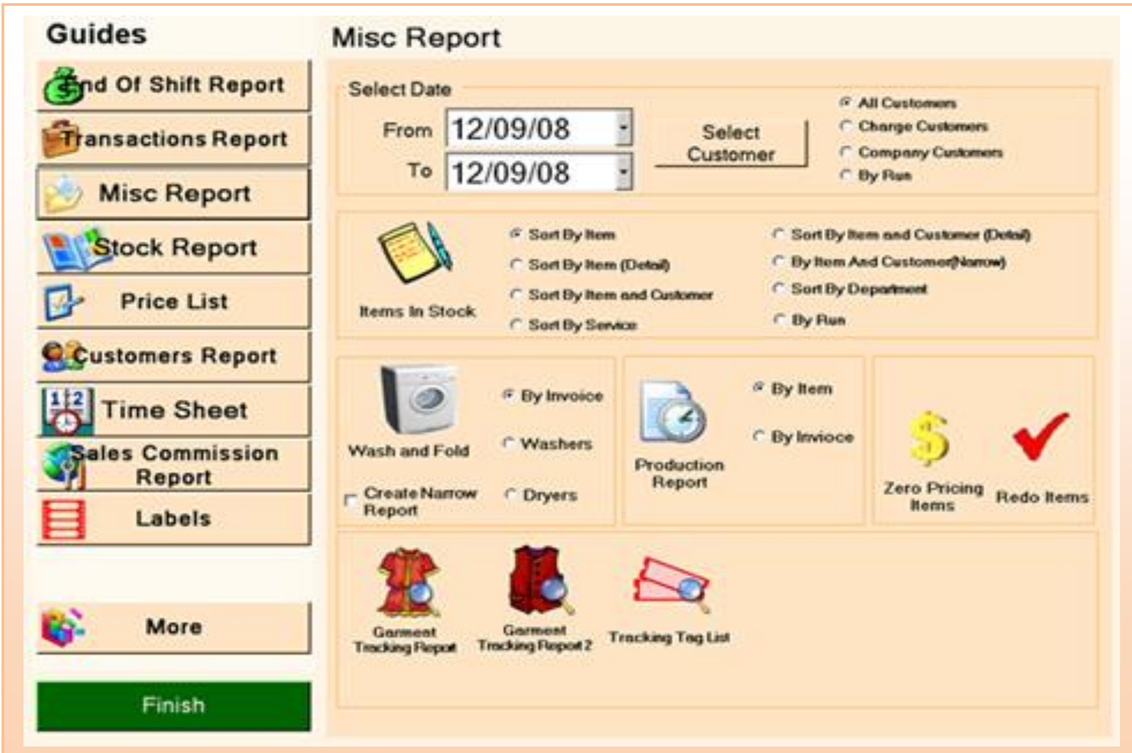
Service	Inv	Pieces	Sub Total	TAX
	Same Day	Coupon	Discount	Cost
ALTERATION	10	9	96.05	0.00
	0.00	0.00	4.00	0.00
DRYCLEAN	82	246	1,341.61	0.00
	0.00	6.00	10.86	0.00
GOWN	1	3	170.00	0.00
	0.00	0.00	0.00	0.00
HOUSEHOLD	5	7	101.10	0.00
	0.00	2.00	0.00	0.00
LAUNDRY	72	345	733.49	0.00
	0.00	12.00	5.69	0.00
SUEDE &	3	3	130.00	0.00
	0.00	2.00	0.00	0.00
		613	2,572.25	0.00
	0.00	22.00	20.55	0.00

Total Recleaned Items: 0.00
Total Voided Invoices: 0.00
Total Refunded Invoices: 5.00
Total Updated: 90.45

Total Recleaned Items: 0.00
Total Voided Invoices: 0.00
Total Refunded Invoices: 5.00
Total Updated: 90.45
Grand Total Updated: 799,544.25
Total ALTERATION Updated: 80.45
Total DRYCLEAN Updated: 0.00
Total HOUSEHOLD Updated: -2.00
Total LAUNDRY Updated: 0.00
Total SUEDE & LEATHER 0.00
Total PRESS ONLY Updated: 0.00
Total RETAIL Updated: 0.00
Total GOWN Updated: 0.00
Total OTHERS Updated: 0.00
Total DRAPES Updated: 0.00
Total New Customers: 17.00
Royalty: 0.00
Cost With Alter.: 0.00
Cost Without Alter: 0.00
Total Tag Reprint: 0.00

Misc Reports:

Misc Reports are set of reports that can be accessed by Selecting reports -> Misc Report. It includes items, redo, zero price, production, wash & fold, and Garment Tracking Report.



Items Reports:

Items report is used to sort the incoming orders base on Item, Service, Department, and route delivery. It is used to find out average price per piece and total for each category.

Summary of Items by Item Category:

Items Report By Item

From

Qty	Description	Price	SubTotal
2,245	PANTS	4.97	11,155.45
4,919	SHIRT - ON HANGER LAUNDRY	1.69	8,295.95
86	SWEATER - CARDIGAN	4.78	411.00
882	SWEATER	4.59	4,050.30
6	JACKET - JEAN	6.00	36.00
190	BLAZER	4.80	912.91
35	BLOUSE - SLEEVELESS	5.15	180.37
2	BEDSPREAD - QUEEN	11.25	22.50
25	BLOUSE - SILK	5.13	128.37
520	BLOUSE	5.13	2,669.79
2	BLAZER - DESCRIBE AND PRICE	0.00	0.00
21	COMFORTER - QUEEN	10.64	223.50
213	SHIRT - POLO/GOLF	2.35	501.45
132	COAT - 3/4 LENGTH	8.29	1,094.40
116	PANTS - JEANS	5.00	579.60
44	SHIRT - SILK	4.90	215.79
5	COAT - DOWN	10.26	51.30
36	COAT - FULL LENGTH	11.73	422.10
16	COAT - DESCRIBE AND PRICE	0.63	10.00

Summary of Items by Service Category:

Items Report By Service

From

Qty	Description	Price	SubTotal
314	LAUNDRY	1.56	491.40
244	DRYCLEAN	4.65	1,133.56
4	ALTERATION	7.25	29.00
11	HOUSEHOLD	9.18	101.00
2	PRESS ONLY	5.00	10.00
3	SPECIAL SERVICES	2.00	6.00
6	RETAIL	7.00	42.00

Total Quantity: 584.00 **Sub Total: 1,812.96**

Summary of Items by Department Category:

Items Report By Department

From

Qty	Description	Price	SubTotal
339	SHIRT	1.66	563.15
11	SUIT	8.18	90.00
128	PANTS	4.77	610.80
30	SWEATER	3.95	118.50
29	BLOUSE	4.90	142.02
8	BLAZER	4.47	35.75
1	MISC ALT	5.00	5.00
1	ZIPPER	5.00	5.00
2	SCARF	2.87	5.74
4	JACKET	5.00	20.00
2	COAT	15.00	30.00
2	DUVET	11.25	22.50
2	UNIFORM	1.38	2.75
3	VEST	3.83	11.50
4	COMFORTER	11.25	45.00
1	BED SPREAD	15.00	15.00
3	PILLOW	3.67	11.00
3	COLOR REJUVENATION	2.00	6.00
1	TIDE LICENCSED PRODUCTS	5.00	5.00
3	SWASH	5.00	15.00
1	TIDE	7.00	7.00
1	TIDE LOH	15.00	15.00
1	TABLE CLOTH	7.50	7.50
1	SHORTS	2.75	2.75
3	DRESS	7.00	21.00

Total Quantity: 584.00 **Sub Total: 1,812.96**

Summary of Items by Customer Smith (Narrow):

Cust# :000814

SMITH,JOHN

Period: 12/09/07 - 12/10/08

InvoiceId	ItemName	QTY	Price
83910	SLACK CAPRI	3	16.50
83910	PANTS	1	5.50
83910	RAINCOAT	1	10.80
83910	SWEATER	1	4.45
83910	SWEATER - DRESS	1	9.90
83911	SCARF	1	2.40
83911	BLOUSE	6	25.20
83911	SHIRTS /HANGER	2	4.20
84183	PANTS	2	11.00
84183	BLOUSE	4	16.80
84183	SINGLE SHIRT/ HANGER	1	2.35
84375	SWEATER	6	26.70
84375	SUIT MEN'S 2 PC	1	11.50
84375	PANTS	2	11.00
84375	JEAN	1	5.50
84375	SINGLE SHIRT/ HANGER	1	2.35
84801	SCARF	1	2.40
84801	SWEATER - CARDIGAN	1	4.45
84801	SWEATER	2	8.90
84801	PANTS	1	5.50

Production Report:

This report displays all activates assigned to each order during production process. It is the best method to track status of the orders. Production report can be done by invoice or item.
You may go to Invoice Utility, Trans List to get all productions for selected invoices. See production section for more info.

Production Report

From : 12/09/08 To : 12/10/08

Printed At: 12/09/08 12:23:36PM Reported By: John Manager

Inv #	Customer	Item Name	Production Name	In Date
101,422	JOHN SMITH	JEANS	Pressing	12/09/08 12:07:44PM
101,422	JOHN SMITH	DRESS - KNIT	Pressing	12/09/08 12:07:44PM
101,422	JOHN SMITH	SWEATER - SILK	Pressing	12/09/08 12:07:44PM
101,422	JOHN SMITH	BLOUSE	Pressing	12/09/08 12:07:44PM
101,422	JOHN SMITH	JEANS	Pressing	12/09/08 12:16:14PM
101,422	JOHN SMITH	DRESS - KNIT	Pressing	12/09/08 12:16:14PM
101,422	JOHN SMITH	SWEATER - SILK	Pressing	12/09/08 12:16:14PM
101,422	JOHN SMITH	BLOUSE	Pressing	12/09/08 12:16:14PM
102,007	JOHN SMITH	DRESS LONG PLEATED	Inspection	12/09/08 12:21:20PM
102,007	JOHN SMITH	BLAZER	Inspection	12/09/08 12:21:20PM
102,007	JOHN SMITH	DRESS LONG PLEATED	Inspection	12/09/08 12:16:14PM
102,007	JOHN SMITH	BLAZER	Inspection	12/09/08 12:16:14PM
102,007	JOHN SMITH	DRESS LONG PLEATED	Inspection	12/09/08 12:11:08PM

Producton Report

From : 12/09/08 To : 12/10/08

Printed At: 12/09/08 12:21:32PM Reported By: John Manager

Invoice #	Date	Production	Associate
101,422	12/09/08 12:16:14PM	Pressing	John Manager
102,007	12/09/08 12:21:20PM	Inspection	John Manager
102,008	12/09/08 12:21:20PM	Inspection	John Manager
102,009	12/09/08 12:16:14PM	Pressing	John Manager
102,584	12/09/08 12:21:20PM	Inspection	John Manager
105,892	12/09/08 12:16:14PM	Pressing	John Manager

Zero Pricing Items Report:

This report is designed to avoid losing revenue on items that are not priced during checkin process and price to be assigned after job is performed, like Alterations etc.
TMS can be configured not to allow users check out any items with $0.00 price.

Zero Pricing Items

CUST#	Cust Name	Phone#	Qty	INV#	Due Date	IN Date	Description	Tacking Tag
000407	TOCK,LINDA		1	105,490	01/02/09	11/10/08	WEDDING VEIL	
001244	GLENA		1	105,556	11/13/08	11/10/08	DROP BAG	
000551	FLANIGAN,MAR		1	105,568	11/14/08	11/11/08	JACKET-NO CLEAN	
009442	SALZMAN,SENN		1	105,573	11/14/08	11/11/08	SHIRT-NO CLEAN	
000407	TOCK,LINDA		1	105,575	01/02/09	11/11/08	WEDDING VEIL	
005431	HEIDEMANN,JEI		1	105,585	11/11/08	11/11/08	DROP OFF BAG	
010017	HUGHES,SUSAN		1	105,597	11/14/08	11/11/08	BLOUSE-NO CLEAN	
011102	LEE,SHARON		1	105,638	11/17/08	11/11/08	COAT-NO CLEAN	
007555	GROSZKOWSKI,		1	105,672	11/17/08	11/12/08	JACKET-NO CLEAN	
009038	OSBORNE,PAT		0	105,681	11/17/08	11/12/08	DESCRIBE & PRICE	
004803	BAKER,IVOR/NA		1	105,703	11/13/08	11/13/08	DROP OFF BAG	
011579	WILSON,JEAN		0	105,704	11/17/08	11/13/08	SEW ON BUTTONS I	
011579			0	105,704	11/17/08	11/13/08	SEW ON BUTTONS I	
008013	DIPALMA,DON		1	105,707	11/14/08	11/13/08	DROP OFF BAG	
003242	STRICKLIN,SHA		1	105,726	11/18/08	11/13/08	DROP OFF BAG	
003860	GARRITY,LESLII		1	105,730	11/18/08	11/13/08	DROP OFF BAG	
011427	PALMER,GERTR		1	105,731	11/18/08	11/13/08	BLAZER /SPORT COAT-N(	
008448	LOCKPORT		1	105,756	11/17/08	11/13/08	DROP OFF BAG	

Redo Items Report:

Redo items report displays all invoices that are marked as reclean/redo during checkin process. You should check this report periodicity to control your quality and prevent any misuse by staff. Total redo items is also reported in Sales Journal report.

Redo Items (11/09/08 - 12/09/08)

Inv#	Check In Date	Customer	Item	Qty	Employee
105463	11/10/08 11:57	DJ ABT	SEW POCKET	0	Kathy Smith
105517	11/10/08 15:34	ELIZABETH EDEN	SWEATER	1	Kerry Giansante
105578	11/11/08 9:19	SUSAN VETRANO	PANTS	2	Kathy Smith
105626	11/11/08 13:41	SUE GUYTON	JACKET - SEW ON SLEEVE PATCHE!	1	Kerry Giansante
105683	11/12/08 15:26	MATT CLARK	SHRT/BLOUSE-SEW ON MED PATCE	0	Kathy Smith
105836	11/14/08 10:59	SHIRLEY PULLMAI	PANT-SHORTEN	1	Kathy Smith
105887	11/14/08 17:33	RIK HANSEN	SHIRTS /HANGER	5	Linda Watson
			Total Qty:	10	

Wash & Fold Report:

Wash & Fold report is used by Laundromat operations to track the cost of each washer & dryer. This report is based on the invoices that are scanned in Wash & Fold function under Misc menu. For additional info on how to setup washer & dryer process/cost refer to Management function.

Garment Tracking Report:

Garment Tracking report displays all Garment Tracking Items, their usage, status that are processed using Garment Tracking Tags. For additional info on how to setup Garment Tracking and usage please refer to Management Section.
Garment Tracking tags are used for Auto Sorting systems, Uniform rental operation, and Hotel Staff Billing, etc.

Stock Report*:*

Stock report is a set of reports related to Stock, Inventory Tracking, Merchandise, Due, Overdue, Ready invoices.

Due Items Report:

Due Items report displays all items that are due base on item, customer, route, and service, invoice #in narrow or wide format. Use this report to make sure all due items are ready for the selected due date. Select **Show only not ready invoices** option for this purpose. You may select a customer to see all related due invoices.
For example use Select Wide Format By Service Laundry to get a list of all invoices that are due back from your wholesale that cleans the laundry shorts for you.

Due Items report by item

Due Items Report

Qty	Description	Price	SubTotal
1	ZIPPER - FIX	5.00	5.00
1	BEDSPREAD - QUEEN	15.00	15.00
264	SHIRT - ON HANGER LAUNDRY	1.74	459.20
341	PANTS	5.03	1,715.20
0	PANTS - SEAM REPAIR - LESS THAN 6 INCHES	23.00	23.00
174	SWEATER	5.24	912.10
44	SHIRT - DRYCLEAN ON HANGER	5.22	229.52
87	BLOUSE	5.03	437.42
4	BLOUSE - SILK	4.06	16.25
9	JACKET	5.78	52.00
5	TIE	2.40	12.00
2	VEST	5.75	11.50
1	COLOR RESTORE ITEM	4.00	4.00
1	BTB ITEMS	20.00	20.00
27	BLAZER	5.03	135.85
13	SKIRT	4.78	62.10
7	COAT - FULL LENGTH	10.29	72.00
6	COAT - DESCRIBE AND PRICE	0.00	0.00
2	DRESS - BEADS & SEQUINS	13.50	27.00
18	DRESS	7.15	128.62

Over Due Items Report:

Overdue Items refers to orders that are long overdue in you inventory, like over 30 days for example. This is a lost cash flow and income. Use this report to find orders and have your staff call these customers to pickup such orders.
This report could be sorted by Invoice#, Conveyor Location#, Customer#, In date/Due Date or Customer name.

Over Due Items Report As of 12/09/08

CUST#	Cust Name	Phone#	Qty	INV#	Due Date	IN Date	Description	Total	Conv#
010017	HUGHES,SUSA		1	105597	11/14/08	11/11/08	SHIRT/BL-SHORTEN	7.00	1091
010017			1		11/14/08	11/11/08	BLOUSE-NO CLEAN	0.00	1091
010027	JOHNSTON,GE		1	105234	11/11/08	11/6/08	BLAZER	6.35	0431
010027			1		11/11/08	11/6/08	BLAZER SILK	7.35	0431
010027			5	105277	11/11/08	11/6/08	BLOUSE SLEEVELESS	17.00	0031
010027			1		11/11/08	11/6/08	SCARF	2.40	0031
010027			2		11/11/08	11/6/08	SCARF SILK	6.80	0031
010027			1	105234	11/11/08	11/6/08	PANTS	5.75	0431
010027			1		11/11/08	11/6/08	SUIT WOMAN'S 2 PC	12.10	0431
010027			3	105277	11/11/08	11/6/08	SWEATER	13.35	0031
010027			1	105234	11/11/08	11/6/08	TIE	3.00	0431
010027			1		11/11/08	11/6/08	SINGLE SHIRT/	2.45	1220
010027			2		11/11/08	11/6/08	PANTS LINED	12.50	0431
010027			1		11/11/08	11/6/08	SLACKS AND BLOUSE	10.80	0431
010057	MURPHY,MAR		1	105922	11/20/08	11/15/08	BLOUSE	4.20	
010057			1		11/20/08	11/15/08	TABLECLOTH	7.65	
010057			1		11/20/08	11/15/08	DROP OFF BAG	0.00	
010081	MACIEJEWSKI	[illegible]	1	100409	10/16/08	8/27/08	WEDDING DRESS	170.00	WALL

Discrepancy Report:

Discrepancy report refers to invoices that are not in your physical inventory but still in the system or invoices that are checked out by mistake but are in stock. It is very important to make sure your stock is correct to avoid any revenue lost. Dishonest staff might checkout orders, collect money but not process it through checkout function.
Use this process to scan all orders on your conveyor and create the Discrepancy report of what orders are missing. You may use a scanner or PDA like Scanpal to scan invoices. You may stop the process and save the file during scanning process, and restart at a later time.
This report can be sorted by Invoice#, customer name or Conveyor location.
For this purpose is best to use a wireless scanner. If you have a PDA, please refer to PDA section of the manual on how to use PDA. If you don't have a scanner then you may use the **Stock report** or select option **Without Scanner** and type in the invoice#.

To run this process, Select Discrepancy Reports and follow steps below:
Use the scanner and scan each invoice on the rack, conveyor, storage etc. As invoices are scanned in, they show up on the Verified Invoices Screen.
If you like to take a break during scanning, press **Exit,** and you will be prompted to save the scanned invoices into a temp file. Upon your return, simply select **Read from temp file** option.
Once you are done, select **Create Discrepancy Report** to view the report.

Once you select Create **Discrepancy Report** the following sample report is created that shows inv#, in-date, customer and location of the order. Any orders that are marked as **OUT,** it means they are checked out from the system but still in inventory. Use Invoice Utility; **Restock** option to put these orders back into inventory. All missing invoices should be investigated and find out the reason. You may use Invoice Utility to view **Trans list** and check who view the invoice location. You may use **History Tracking**, under Reports -> More to find out all orders that have been canceled during checkout process.

Discrepancy Report

Printed On: 12/09/08, 1:45:48PM
Reported By: John Manager

Inv#	IN DATE	CUST#	Name	Location
0048600	3/2/06	7783	TENNYSON	GOWN,GOWN,
0050404	4/5/06	2302	MCCLAIN	0641,1500,
0056589	7/29/06	514	HAMILTON	WALL,WALL,WALL,
0062120	11/7/06	2925	JAWORSKI	0381,0381,0381,0381,
0065124	1/2/07	2302	MCCLAIN	0041,0041,
0068274	3/5/07	1510	MCDOWELL	1021,1021,1021,1021,1550,
0069022	3/19/07	3696	MARINELLI	1490,
0070108	4/7/07	4923	KENDRICK	BACK,BACK,BACK,BACK,
0070112	4/7/07	4923	KENDRICK	0701,0701,0701,0701,0701,
0070113	4/7/07	4923	KENDRICK	0271,
0070593	4/17/07	9069	KELLY	WALL,
0070595	4/17/07	9069	KELLY	WALL,
0071039	4/25/07	9097	HODIL	0221,
0071178	4/27/07	6643	OSTROWSKI	STORAGE,STORAGE,STORAGE,STORAGE,
0071306	4/30/07	2740	SOOS	1031,1031,1

Exception Report:

Exception report is used to display all invoices that are not ready for selected due date. Use this report to make sure all promised items are ready for pickup. This report can be sorted by invoice# or customer#.

Exception Items Report

CUST#	Cust Name	Phone#	Qty	INV#	Due Date	IN Date		Description	Tacking Tag
005101	WENTLAND,BRI		1	100,464	11/22/08	08/28/08	1	WEDDING DRESS	
005101			1	100,464	11/22/08	08/28/08	1	WEDDING VEIL	
006674	STONE,NANCY		1	103,013	11/28/08	10/06/08	1	WEDDING DRESS	
007956	LAURIES		1	103,986	10/23/08	10/20/08	1	WEDDING VEIL	
007956			5	103,986	10/23/08	10/20/08	1	GOWN-DESCRIBE +PRICE	
003228	NOWAK,LINDA		1	104,797	11/13/08	10/30/08	4	COAT LEATHER/SUEDE 3.	
008994	FLUELLEN,PEGC		1	104,816	11/03/08	10/31/08	7	JACKET VARSITY	
008994			1	104,942	11/21/08	11/03/08	8	FUR COAT	
011521	DICARLO,KIM		1	104,961	11/14/08	11/03/08	1	RUG PER SQ FOOT	
011526	COLE,RACHEL		1	104,998	11/06/08	11/03/08	2	NEW SLIDE	
011526			1	104,998	11/06/08	11/03/08	2	NEW SLIDE	
011526			1	104,998	11/06/08	11/03/08	2	SEW SEAM	
011526			3	104,998	11/06/08	11/03/08	2	SEW SEAM	
005719	WALK-IN		1	105,580	11/14/08	11/11/08	9	PANTS	

Stock Report:

Stock report displays all items in stock that can be sorted by invoice#, Customer#, or Conveyor#. Select **Merchandise items** option to display only Merchandise/retail items in stock.

INV#	CUST#	Qty	Loc	IN Date	Due Date
048600	TENNYSO	1	GOWN	3/2/06	3/9/06
048600	TENNYSO	2	GOWN	3/2/06	3/9/06
050404	MCCLAIN,	2	0641	4/5/06	4/7/06
050404	MCCLAIN,	1	1500	4/5/06	4/7/06
056589	HAMILTON	1	WALL	7/29/06	8/3/06
056589	HAMILTON	2	WALL	7/29/06	8/3/06
056589	HAMILTON	1	WALL	7/29/06	8/3/06
062120	JAWORSKI,	1	0381	11/7/06	11/10/06
062120	JAWORSKI,	1	0381	11/7/06	11/10/06
062120	JAWORSKI,	2	0381	11/7/06	11/10/06
062120	JAWORSKI,	1	0381	11/7/06	11/10/06
065124	MCCLAIN,	2	0041	1/2/07	1/5/07
065124	MCCLAIN,	1	0041	1/2/07	1/5/07
068274	MCDOWEL	1	1021	3/5/07	3/8/07
068274	MCDOWEL	1	1021	3/5/07	3/8/07
068274	MCDOWEL	2	1021	3/5/07	3/8/07
068274	MCDOWEL	0	1021	3/5/07	3/8/07
068274	MCDOWEL	2	1550	3/5/07	3/8/07
069022	MARINELL	1	1490	3/19/07	3/22/07

Productivity/Alert Reports:

This is a set of reports used to make sure your production is on time and tight. This report can be accessed by clicking on the running status banner from main screen. To see the report click on View Report option.

Promised Today screen shows a summary of your service capacity/promised for the week. If you like to see another date report, just click on the calendar.

Over Dues shows all over due invoices, which is the same report in Stock report Screen.

Not Ready displays all invoices that are not ready for today, This is the same report as Exception report.

Quick Invoices displays all quick invoices that are not detailed yet; This is the same report as Quick Invoices report in Transactions Report.

Service	Capacity	Mon	Tue	Wed	Thu	Fri	Sat	Sun
ALTERATION	50	1	1		2			
DRYCLEAN	200	128	38		7			
LAUNDRY	200	52	21		2			
LEATHER								
SUEDE								
FUR								
GOWN								
HOUSEHOLD	200	10	1	1				
PRESS ONLY								
SHOES								
RETAIL								
OTHERS								
TIDE RESTORE								
SPECIAL SERVICES								

Price List Reports:

Price list report display all prices for selected schedule and service. It shows price, cost and any special discount.

Retail Price List

Item#	Service	Description	Price	Cost(%)	Cost($)	Cost	Discount
48	DRYCLEAN	JACKET - DESCRIBE AND PRICE	0.00	0.00%	$0.00	$0.00	0.00%
75	DRYCLEAN	COAT - DESCRIBE AND PRICE	0.00	0.00%	$0.00	$0.00	0.00%
287	DRYCLEAN	BLAZER	6.35	0.00%	$0.00	$0.00	0.00%
288	DRYCLEAN	BLAZER LONG	9.00	0.00%	$0.00	$0.00	0.00%
289	DRYCLEAN	BLAZER SILK	7.35	0.00%	$0.00	$0.00	0.00%
290	DRYCLEAN	BLAZER COTTON	7.40	0.00%	$0.00	$0.00	0.00%
291	DRYCLEAN	BLAZER LINEN	7.35	0.00%	$0.00	$0.00	0.00%
292	DRYCLEAN	BLAZER WHITE	6.85	0.00%	$0.00	$0.00	0.00%
293	DRYCLEAN	BLOUSE	4.20	0.00%	$0.00	$0.00	0.00%
294	DRYCLEAN	BLOUSE SLEEVELESS	3.40	0.00%	$0.00	$0.00	0.00%
295	DRYCLEAN	BLOUSE TUBE TOP	3.40	0.00%	$0.00	$0.00	0.00%
296	DRYCLEAN	BLOUSE WITH RUFFLES	4.75	0.00%	$0.00	$0.00	0.00%
297	DRYCLEAN	BLOUSE SILK	5.20	0.00%	$0.00	$0.00	0.00%
298	DRYCLEAN	BLOUSE LINEN	5.20	0.00%	$0.00	$0.00	0.00%
299	DRYCLEAN	BLOUSE PLEATS	5.30	0.00%	$0.00	$0.00	0.00%
300	DRYCLEAN	BLOUSE EXTRA LONG	5.30	0.00%	$0.00	$0.00	0.00%
301	DRYCLEAN	BLOUSE WHITE	4.70	0.00%	$0.00	$0.00	0.00%
302	DRYCLEAN	BLOUSE BEADS OR SEQUINS	5.20	0.00%	$0.00	$0.00	0.00%
303	DRYCLEAN	BLOUSE W/ ATTACHED VEST	5.30	0.00%	$0.00	$0.00	0.00%
304	DRYCLEAN	BLOUSE W/ REMOVABLE COLLAR	5.30	0.00%	$0.00	$0.00	0.00%
305	DRYCLEAN	BLOUSE W/ REMOVABLE COLLAR & CUFF	6.30	0.00%	$0.00	$0.00	0.00%
306	DRYCLEAN	BLOUSE W/ LEATHER TRIM	5.30	0.00%	$0.00	$0.00	0.00%
307	DRYCLEAN	BLOUSE BODY SUIT	4.20	0.00%	$0.00	$0.00	0.00%
308	DRYCLEAN	BLOUSE-DESCRIBE & PRICE	0.00	0.00%	$0.00	$0.00	0.00%
309	DRYCLEAN	CHILDS BLAZER SMALL	3.00	0.00%	$0.00	$0.00	0.00%
310	DRYCLEAN	CHILDS BLAZER LARGE	4.00	0.00%	$0.00	$0.00	0.00%
311	DRYCLEAN	CHILDS BLOUSE SMALL	2.00	0.00%	$0.00	$0.00	0.00%
312	DRYCLEAN	CHILDS BLOUSE LARGE	3.00	0.00%	$0.00	$0.00	0.00%
313	DRYCLEAN	CHILDS 2PC SUIT SMALL	6.50	0.00%	$0.00	$0.00	0.00%

Customer Reports:

Customer report screen is a set of reports related to customer listings, Credit Notes, sales history, and A/R.

Customer Lists –Display all customers sorted by id or customer name for all Customers, Delivery Run, Company or Charge customers

Mailing Report –Display all customers including mailing address.

Select Email List report if you like to get customer's email address for all customers or the ones who signed up for Web/Marketing.

Credit Note Report –Display all issued/outstanding Credit Notes for all or particular customer.

A/R Report –Display all issued/outstanding Credit Notes for all or particular customer.

A/R Reports:

This report displays all A/R for Charge/COD customers. You should make sure to run this report on regular basis to have your A/R under control.
COD customers should not have any outstanding balance.
Some people consider A/R base on invoices that are checked out, In that case use Checkout option.
To get A/R for a particular run select desire run.
A/R Detail report show all A/R invoices.
A/R Detail > 30 > 60 shows all A/R invoices grouped with > 30 and > 60 days
A/R Summary shows all customer with overdue balance grouped in 30-60-90, over 90 days.
For security reason all customers' names are blanked out.

A/R Summary Report
As of Tuesday, December 09, 2008

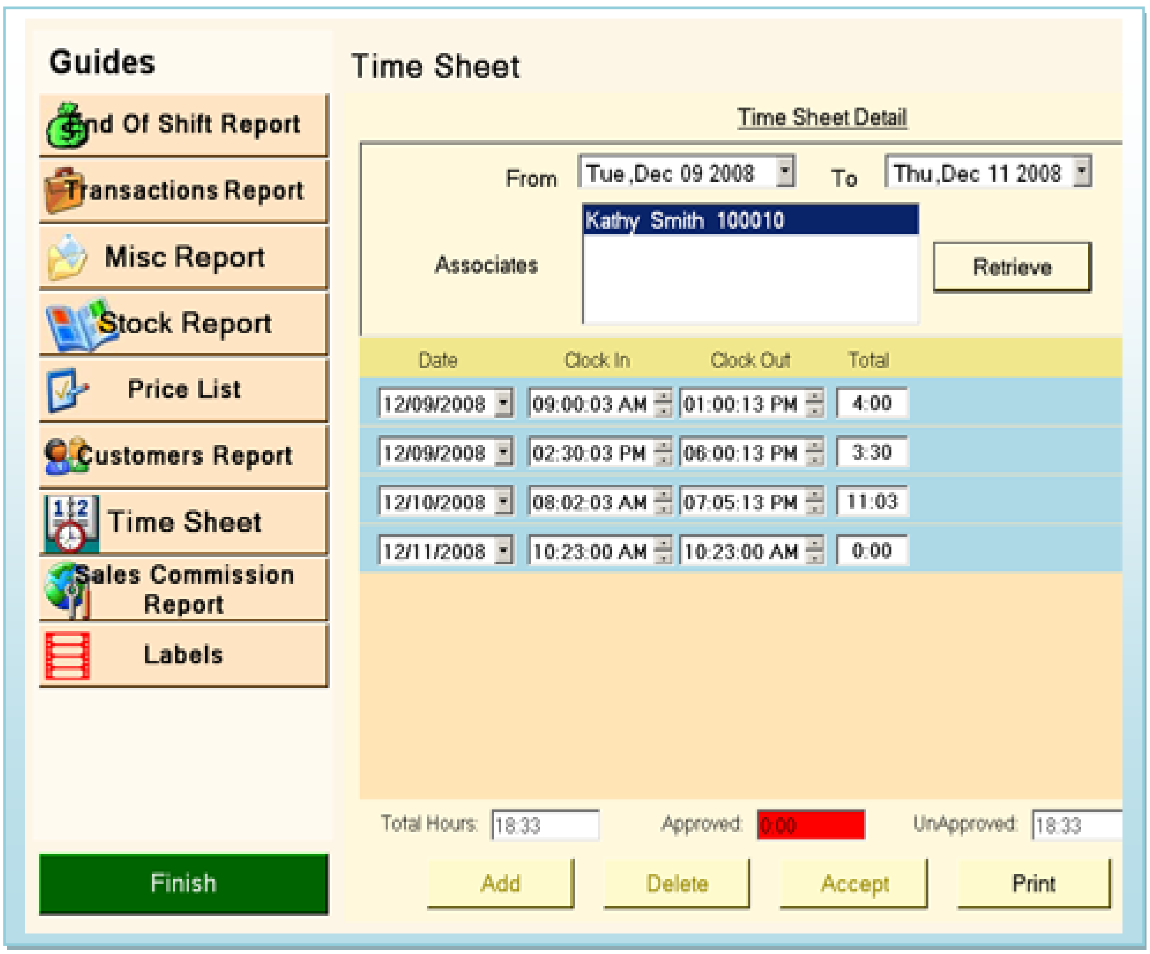
Printed At: 12/09/08 5:56:13PM Reported By: John Manager

	Current	1-30	31-60	61-90	Over 90
2	1,858.75	226.10	1,182.85	449.80	0.00
4	0.00	0.00	0.00	0.00	0.00
7	17.45	0.00	17.45	0.00	0.00
20	306.10	19.95	131.75	135.20	19.20
38	202.55	26.20	119.70	56.65	0.00
42	45.35	0.00	32.15	13.20	0.00
48	235.00	0.00	0.00	0.00	235.00
226	284.92	3.15	281.77	0.00	0.00
262	64.35	19.80	24.20	20.35	0.00
399	76.90	28.75	29.80	18.35	0.00
524	494.20	49.45	386.05	58.70	0.00
689	6.25			0.00	0.00
729	964.58	42.35	286.68	261.70	373.85
730	50.80	24.00	22.10	0.00	4.70
736	11.25	0.00	0.00	0.00	11.25
814	5,750.50	149.80	533.70	564.25	4,502.75
825	78.05	25.25	39.60	13.20	0.00
876	75.40	0.00	75.40	0.00	0.00
941	5.75	0.00	5.75	0.00	0.00
1066	27.50	0.00	0.00	27.50	0.00
1136	74.45	10.35	8.20	10.15	45.75
1244	247.05	25.15	50.70	97.10	74.10

Time Sheet:

Time Sheet function is used to create a report that shows an employee's working hours by selected date. Associates may check their own time sheet any time by selecting **Retrieve** icon. Total hours are added for each clockin/clockout and shown under Total Hours. If hours are approved by the manager, total approved hours are shown at the bottom of the screen. If an associate did not clockout, will be prompted during next day clockin,
Manager may use Management Function -> Payroll to approve, add/update the Time Sheet.

TMS can be setup to enforce associates to clockin before using the system. To enhance system's security you may add **Finger Printer Reader** for clockin/clockout and logon/logout purpose to prevent associates from using each other's pin#. For additional information see Management section.



Sales Commission:

Sales Person Commission report displays all transactions for selected Sales Persons with total earned commission.
Sales person can be assigned to a customer profile under **Notes** tab, or during checkin process by selecting, **Misc, Sales** Icon. Select predefined sales person. Default sales person is selected from Customer Profile if any.
For additional information on how to setup Sales Persons refer to Management Section.
Commission is calculated only for invoices that are paid. Simply select summary or detail format and the sales person.

The following is a sample of Sales Commission Detail Report.

Sales Person Summary

John Lee **Commission (%)35.00**

Inv#	In Date	Pay Date	Total	Comm(%)	Commission	Rnd Total
105927	09-Dec-2008	09-Dec-2008	$153.00	35.00	$53.55	$53.55
105929	09-Dec-2008	09-Dec-2008	$99.40	35.00	$34.79	$88.34
105930	09-Dec-2008	09-Dec-2008	$172.00	35.00	$60.20	$148.54
105931	09-Dec-2008	09-Dec-2008	$72.60	35.00	$25.41	$173.95

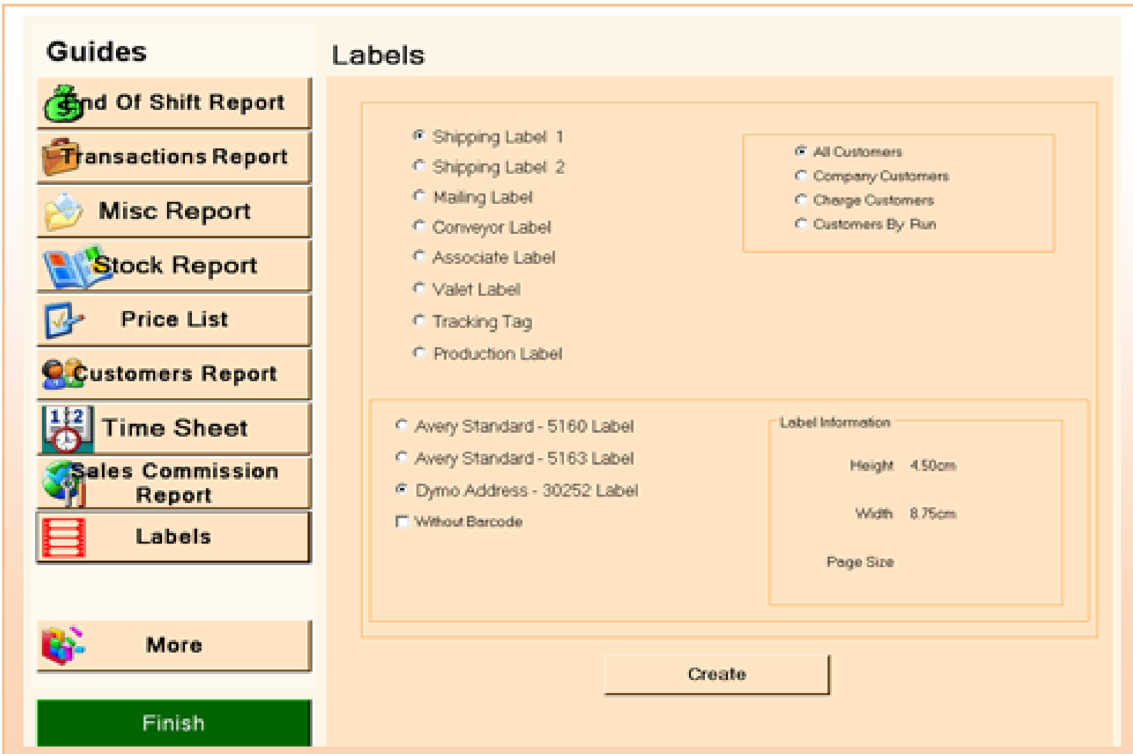
The following is a sample of Sales Commission Summary Report.

Sales Commission Summary Report 12/09/08 -- 12/11/08

Sales#	Sales	Phone	Invoices	Total	Commission
000001	John Lee		4	497.00	173.95
000002	Mike Smith		1	149.10	44.73
			5	646.10	218.68

Labels Printing:

Select Labels printing to print all required barcoded labels. You may use Avery/Dymo label as it is marked on the selected option. Labels can be printed on any Windows Installed Printer with selected Avery or Dymo Labels.



The usage of each label is explained below:

Shipping Labels:

Shipping labels are Avery/Dymo Standard labels used to attach to Laundry Bags for identification purpose. It includes names, address, and barcoded custid#

Dymo labels are best for on demand single barcoded labels that be attached to preprinted key tags, or laminated for laundry bags.

Mailing labels

Mailing labels are used to create address labels for selected customers.

Conveyor labels

are used to label conveyor locations for **Ready** Scanning purpose. It is recommended to make a label for every 10 slots. For example if you have a conveyor with 1000 slots, make labels from 10 to 1000 on every 10 interval. (i.e your labels would be 10, 20, 30 etc). If labels are too close it might overlap and difficult to scan. Conveyor labels are 4 chars long.

0010	0020	0030	0040
0050	0060	0070	0080
0090	0100	0110	0120
0130	0140	0150	0160
0170	0180	0190	0200

Label.Address (String)

Associates Labels:

are used for Productivity scanning process. Associate id is a 6 digit label.

000999	100000	100001
100003	100004	100005
100010	100011	100012

Tracking tags:

Tracking tags are used to speed-up recurring mark-in process. They are heat Seal labels with special garment id# that is linked to customer, item, price, color and upcahrge. Tracking Tags are printed on Zebra 2844 or 3844 Printer on special **Thermopatch** or Similar tags. For additional information on supplies please visit our website on Heat Seal Labels. Tracking Tags are 8 chars long.

You may also use pre-printed barcoded labels for this purpose or use print on demand tracking tag. For additional information refer to Tracking tag section. Tracking tags are mostly used for automated assembly conveyor systems. See **Auto Sorting System** section of the manual.

00000001
00000002
00000003
00000004

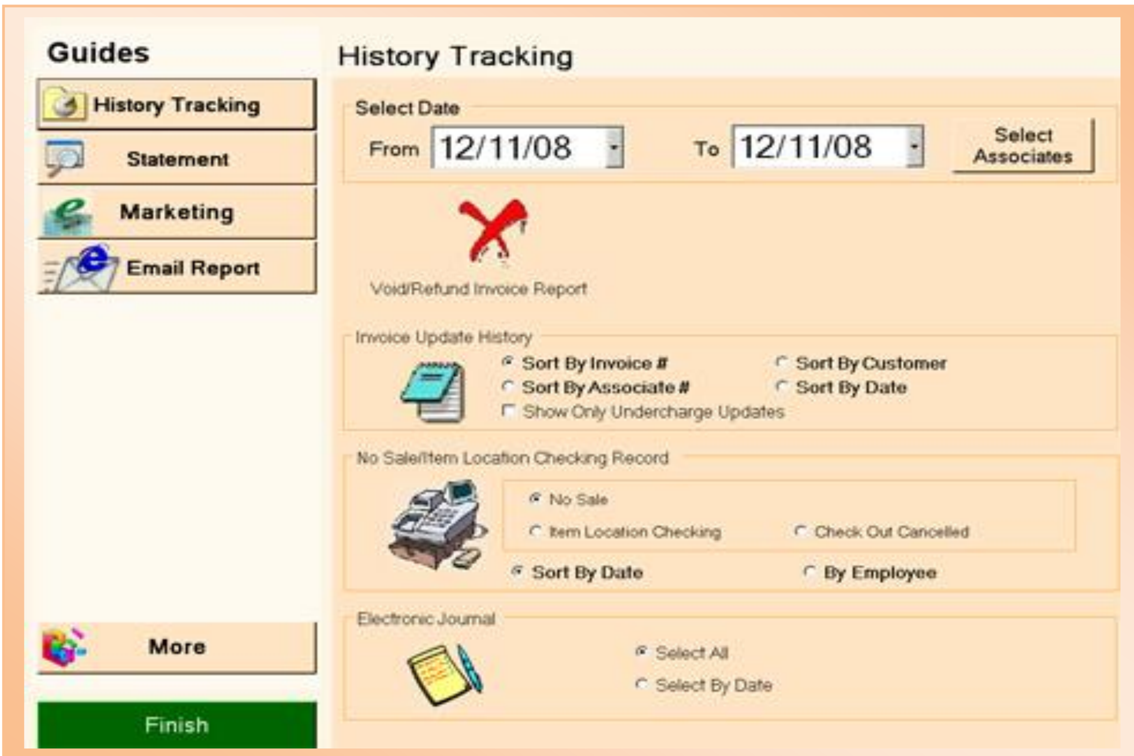
1. ***Productions Labels*** are used during production process under Ready function to assign a production step to an order. For additional information refer to **Production Process.** Select Narrow option to print on Invoice Printer.

More Reports

Select **More** to see additional reports on the next screen that can only viewed by Managers or authorized associates. If you don't wish your staff access these reports disable '**View Management Report'** in job-class.

History Tracking Reports

TMS tracks sensitive transactional changes for audit purpose. You should check these reports periodically to make sure your operation is under control.
You may select an associate if you are checking a particular staff. To get additional info on a selected invoice, go to **Invoice Utility**, Select **Trans List**.



History Tracking displays the following reports:

Voids/Refunds	All Voids/Refunded invoices
Invoice Updates	Any changes made to invoices, in particular undercharges. That's show all invoices that are not under charged by invoice#, associate, or date. Undercharge can be disabled in Schedule.
No Sales	Cash drawer is opened with No Transaction.
Item Location	Associates lookup the location of an invoice, in case there is any issue with the invoice. (i.e not checked out through the system, but missing from inventory)
Checkout Canceled	not checked out through the system, but missing from inventory
Electronic Journal	Each transaction is recorded in a text file called Electronic Journal, which is saved in \csi\tms\reports\ Electronic Journal folder by date. This is like a running tape tracks every tranactions. In case there is an issue with any invoice, check the Sales Journal on that particular day. Each Station has its own Sales Journal files.

Sample of Voids/Refunds:

Void/Refund Invoice Report
09/11/07 - 09/11/08

Printed On: 12/11/08,11:41:54AM
Reported By: John Manager

INV#	Customer Name	Total	Void/Refund Date	Voided By	Check In	Check In Date	Collected By
51790	WUTZ,ANDREA/A	16.20	01/21/2008	Sarah	Kathy Smith	05/01/2006	Linda Watson
56023	HATHAWAY,MIKE/	0.00	06/03/2008	Sarah	Kathy Smith	07/18/2006	Kathy Smith
72707	ROBERTSON,DAM	4.70	11/27/2007	Sarah	Jane	05/23/2007	
73744	COVENY,RICHAR	0.00	09/27/2007	Dave	Kathy Smith	06/12/2007	Kathy Smith
76436	WALK-IN	54.10	09/28/2007	Jennie		08/07/2007	
76436	WALK-IN	54.10	10/01/2007	Sarah		08/07/2007	
77282	TATE,S.	12.60	08/25/2008	Sarah	Kathy Smith	08/23/2007	
77830	FINK,JOHN/LEAH	6.00	10/01/2007	Sarah	Linda Watson	09/04/2007	
77898	LYNCH,ALAN	12.00	09/11/2007	Sarah		09/05/2007	
78059	MORELL,NANCY	30.00	10/18/2007	Sarah		09/08/2007	

Sample of Invoices undercharged:

Invoices Updating History Report
Tue,09/11/2007 -- Thu,09/11/2008 By Associate 100010

Printed On: 12/11/08,11:47:04AM
Reported By: John Manager

INV#	Change	DATE	CUST#	Customer Name	Associate#	Associate
0078296	From $35.05 To $13.10	09/19/2007 9:34	0000104	BENNETT,PATRICE	100010	Smith,Kathy
0078334	From $19.25 To $16.25	09/13/2007 9:54	0003883	KI PO MOTORS,WAYNE	100010	
0078359	From $25.45 To $12.72	09/13/2007 14:08	0009475	HALLETT,MICHAEL	100010	
0078375	From $46.25 To $32.45	09/19/2007 10:44	0009662	GEIB,DAVID	100010	
0078441	From $26.30 To $23.30	09/19/2007 10:39	0005470	KEPPLE,KEVIN	100010	
0078583	From $28.55 To $27.40	09/19/2007 11:24	0005905	KRUPCZYK,LAURE	100010	
0078614	From $10.50 To $8.50	09/18/2007 9:01	0009591	WEXLER,KAREN	100010	
0078791	From $63.20 To $61.20	09/20/2007 16:27	0009443	CHENG,ELAINE/DAVID	100010	
0078926	From $2.10 To $1.75	09/24/2007 9:29	0009060	BUZZEO,JOANNE	100010	

Sample of Electronic Journal:

```
********* BEGIN TRANSACTION *********
-------------------------------------
STORE: 0001     REGISTER:001
ASSOCIATE: 0000911
TRANSACTION:74       11/12/2007 11:44AM
CASHIER: Shift 1 Open
********** END TRANSACTION **********


********* BEGIN TRANSACTION *********
-------------------------------------
STORE: 0001     REGISTER:001
SHIFT: 0000001
CASHIER: StartingBank
ASSOCIATE: 0000911
-------------------------------------
STARTING BANK
AMOUNT:
CASH              $39.35
TOTAL              $39.35
-------------------------------------
TRANSACTION:74       11/12/2007 11:44AM
-------------------------------------
```

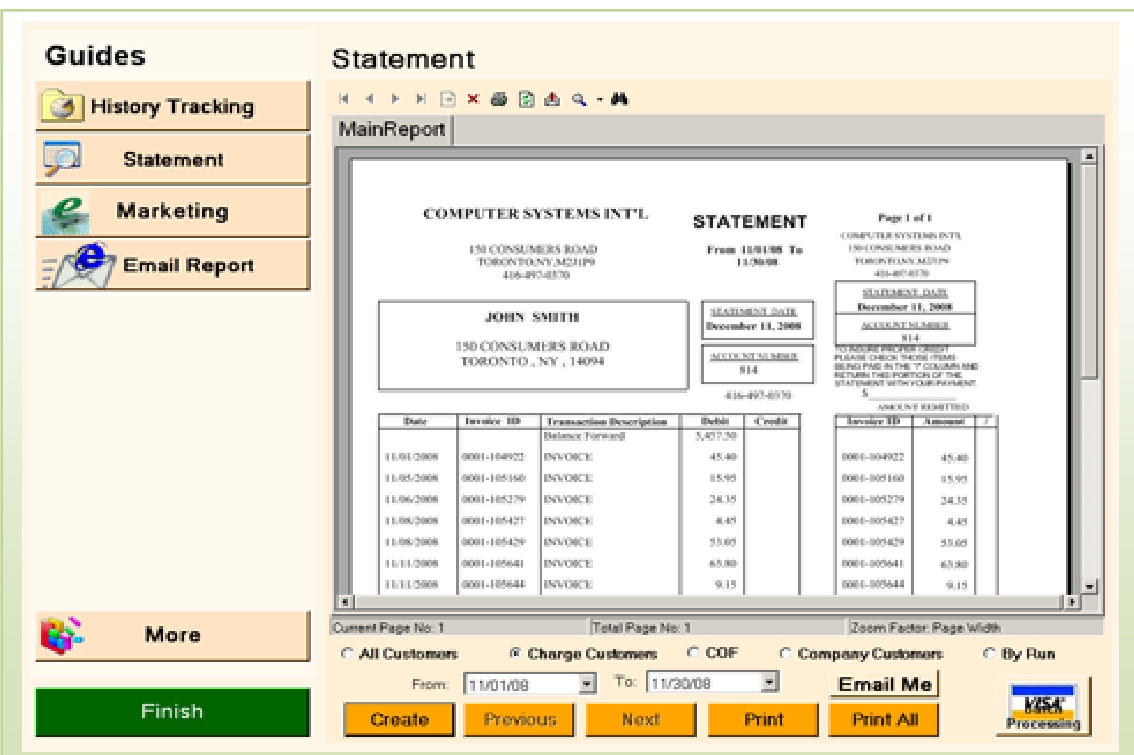
Statement

Statement function is to create statement for charge customers, print/email and process online credit card for COF Monthly charge customers.

Statement process can be grouped by Route Delivery, Company customers, COF customers. **Statement consists of two parts, Left side (Customer copy) and Right side (Return copy)**. As indicates on the statement customer may tear off the right hand side, mark the invoices being paid and return with payment.
Statement paper with perforation can be purchased from any office supplies, or you may use regular blank paper.

To run statement follows steps below:

1. Select Start/End date, then select the group of customers you like to run, (i.e Charge Customers, COF, By Run. Charge Customers)
2. Press Create
3. Check Mark the customer or Select All, and Press OK
4. If you are doing Company customers, check mark '**Exclude Company customers'** as you are making statement only for the company.
5. Statement gets created; you may press **Next** to View the screen statement, Press **Print** to print the current statement, Press **Print All** to print all statements.
6. If customers wish to get their statements emailed, just click on **Email Me** icon. Customers' email is taken from the profile, and gets sent.
7. If Statement is for selected COF customers, and you are set for Online Batch processing, select **Batch processing** Icon (Visa icon). This process might take few minutes depending on how many COF customers were selected. If any of the charges fail, you will be notified. To get a detailed list of the charges, please refer to Transaction report, credit card report. Processed payments get posted to the customer's account. Rerun the statement for COF customers would reflect the charges.
   Please note if customer has a credit note, Batch Processing does not deduct this, and process just outstanding balances from invoice. Such credit notes should be applied through Invoice Utility payment processing.



The following is a sample statement created for charge customer Smith from Nov 1 2008 till Nov 30 2008. Any balance prior to Nov 1 2008 is marked as **Balance Forward**. Any invoices with balance will show up on the right hand side of the statement. Any credit notes, or payments are reflected on the statement.
The bottom of Statement shows a summary of balance for 30, 60, 90 days. If you wish to charge customers late fee charges, go to Management -> System -> Tools -> Bank Charges.

COMPUTER SYSTEMS INT'L

150 CONSUMERS ROAD
TORONTO,NY,M2J1P9
416-497-0370

STATEMENT

From 11/01/08 To 11/30/08

JOHN SMITH

150 CONSUMERS ROAD
TORONTO , NY , 14094

STATEMENT DATE
December 11, 2008

ACCOUNT NUMBER
814

416-497-0370

Page 1 of 1

COMPUTER SYSTEMS INT'L
150 CONSUMERS ROAD
TORONTO,NY,M2J1P9
416-497-0370

STATEMENT DATE
December 11, 2008

ACCOUNT NUMBER
814

TO INSURE PROPER CREDIT PLEASE CHECK THOSE ITEMS BEING PAID IN THE 'Y' COLUMN AND RETURN THIS PORTION OF THE STATEMENT WITH YOUR PAYMENT.

$ ____________

AMOUNT REMITTED

Date	Invoice ID	Transaction Description	Debit	Credit
		Balance Forward	5,457.50	
11/01/2008	0001-104922	INVOICE	45.40	
11/05/2008	0001-105160	INVOICE	15.95	
11/06/2008	0001-105279	INVOICE	24.35	
11/08/2008	0001-105427	INVOICE	4.45	
11/08/2008	0001-105429	INVOICE	53.05	
11/11/2008	0001-105641	INVOICE	63.80	
11/11/2008	0001-105644	INVOICE	9.15	
11/15/2008	0001-105892	INVOICE	61.85	
11/28/2008	-Check	Received, Thank You.		3,000.00
11/30/2008		Credit Note		10.00

0 - 30	31 - 60	61 - 90	Over 90		
$216.15	$541.85	$571.00	$1,344.65	**TOTAL**	$2,725.50

Invoice ID	Amount	/
0001-104922	45.40	
0001-105160	15.95	
0001-105279	24.35	
0001-105427	4.45	
0001-105429	53.05	
0001-105641	63.80	
0001-105644	9.15	
TOTAL	$2,725.50	

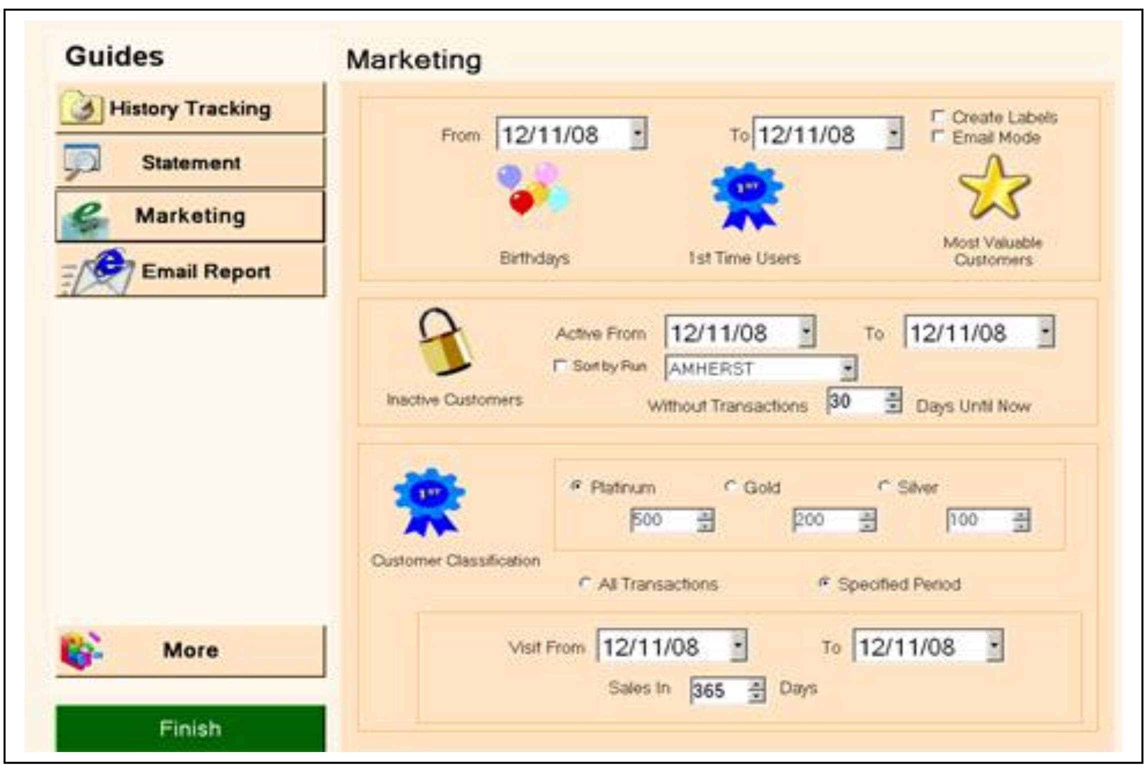
Marketing

Increase your sales automatically and systematically with no additional cost. **TMS** e-Marketing tools allow you to send emails, or customized letters in no time.

• Tracking 1st time customers
• Recognize your Most Valuable customers
• Get in touch with your Inactive customers that used to be your top customers
• Classify your customers based on $value they spend into Platinum, gold and silver category.
• Keep track of your customers Birthdays, show them that you care.
• Create customized Letters, coupons, email templates to keep your customer coming back.
• Send Promotional emails, create address labels, and create mail-merge with Microsoft Word.
• Export data to Microsoft Word or Excel for additional reporting or mail merge.

Follow steps below to create reports and Labels/emails:

1. Click on the desire icon to create the appropriate report (i.e, Birth Day, 1st Time Customers etc.)
2. Check Mark Create Labels to create Mailing labels for customers that match search criteria if sending Post cards.
3. Check Mark eMail Mode if sending emails. If you are using eMail mode, Email notification program has to be running. System uses the default template and coupons that are defined in your eMail configuration settings. For additional info on how to setup eMail configuration, see Management Function. You may go to **Email Report** to find details of all emails log history
4. For Inactive customers you may select total days without Transactions. Enter 0 to get all customers if you like to email customers for certain run delivery.
   Select Sort by run if this is for your route delivery customers.
5. When Creating Most Valuable customers report you may select Wide report format that can be exported to use with 3rd party vendor marketing program.
   Enter 0 to get all customers sorted from best to worst.



Shipping Labels that are created can be used for the post cards or customized letters. The following are sample post cards.

The following is a wide report format for most valuable customers with one year transactions. The report displays name, address, email, and summary of transactions.

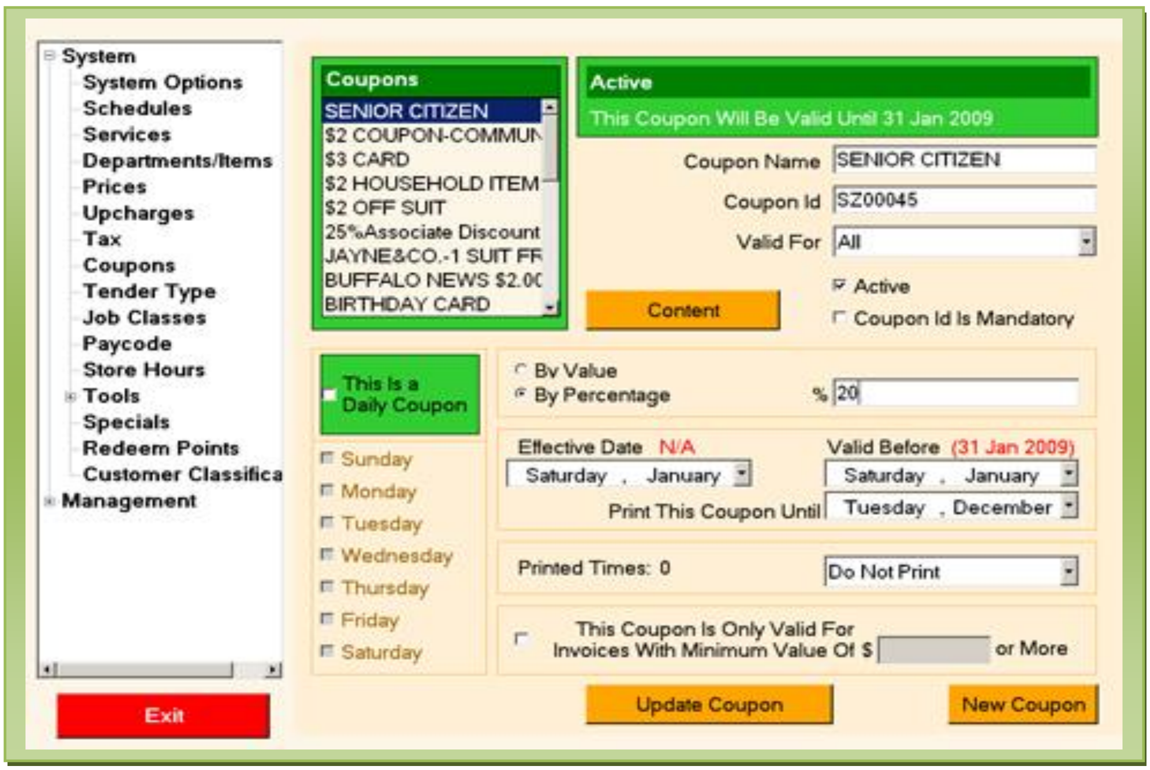
Cust#	First Name	Last Name	Address	City	Zip	Prov	Email	Phone#	Last Visit	# of Orders	Total Sales	DRY	LAU	ALT	Others
[illegible]	JOHN	SMITH	150 CONSUMERS ROAD	TORONTO	14094	NY			12/09/2008	181	5,837.45	5,128.02	65.00	114.00	530.43
[illegible]	AUTOMOTIVE INC	HILLMAN	6982 ROBINSON RD	LOCKPORT	14094	NY			11/14/2008	295	4,203.17	1,046.52		28.00	3,128.65
[illegible]	HIGH SCHOOL	LOCKPORT	250 LINCOLN AVE	LOCKPORT	14094	NY			10/30/2008	26	3,473.50	196.25			3,277.25
[illegible]	GEORGE	JOHNSTON	40 FINNEY PLACE	BUFFALO	14208	NY			11/06/2008	75	3,326.40	3,134.90		16.00	175.50
[illegible]	DAVE/STACY	GANSANTE	LOCKPORT	14094	LOCKP	NY	[illegible]		11/13/2008	135	3,034.55	2,874.22	44.00	60.15	56.18
[illegible]	ANN	KOLLIDAS	6950 EVERWOOD CT N	EAST AMHERST	14051	NY			11/14/2008	84	2,904.06	2,249.70		106.00	548.36
[illegible]	STEVE	JAWOROWSKI	8085 OLD POST RD WEST	EAST AMHERST	14051	NY	STEVEJAWO@ROADRUNNER.COM		11/07/2008	68	2,685.75	2,269.20		4.00	412.55
[illegible]	ERECTING	NIAGARA	500 OHIO STREET	LOCKPORT	14094	NY			11/17/2008	116	2,566.42	1,295.66	137.60	70.00	1,063.16
[illegible]	LUKE/TIFFANY	GANSANTE	118 LINCOLN AVENUE	LOCKPORT	14094	NY	CUBCASEY21@AOL.COM		11/13/2008	41	2,039.00	1,987.85		51.15	
[illegible]	SHANNON	WILEMAN	203 MCKINLEY	KENMORE	14217	NY			11/13/2008	48	1,952.33	1,308.93	9.00	8.40	626.00

Last Visit	# of Orders	Total Sales	DRY	LAU	ALT	Others
12/09/2008	181	5,837.45	5,128.02	65.00	114.00	530.43
11/14/2008	295	4,203.17	1,046.52		28.00	3,128.65
10/30/2008	26	3,473.50	196.25			3,277.25
11/06/2008	75	3,326.40	3,134.90		16.00	175.50
11/13/2008	135	3,034.55	2,874.22	44.00	60.15	56.18
11/14/2008	84	2,904.06	2,249.70		106.00	548.36
11/07/2008	68	2,685.75	2,269.20		4.00	412.55
11/17/2008	116	2,566.42	1,295.66	137.60	70.00	1,063.16
11/13/2008	41	2,039.00	1,987.85		51.15	
11/13/2008	48	1,952.33	1,308.93	9.00	8.40	626.00

Coupons:

TMS allows you to define your own coupon, with discounts. Track coupons and discounts, and see which one is more productive.

• Discount by %, $, or 2 for 1 items
• Enable/Disable discount/coupon for a given date
• Maximum amount restriction
• Prevent multiple discounts
• Pre-defined customer discounts with expiry date, for certain services
• Control coupons by scanning coupon barcode
• Print coupon automatically for 1st time customers
• Print coupon automatically for loyalty points system



There are two types of coupons

1. Coupons that printed auto on customer's invoice during checkout process for New Customers, when certain conditions are met, or certain points are collected.
2. Coupons that may be used manually during checkin process or through Coupon Tender Type.

From Management Function, select System -> Coupons.

1. Select New Coupon Icon to add a new coupon, or Update to change the existing coupon.
2. **Coupon Name –**Use a descriptive coupon name
3. **Coupon Id**: Enter a unique id, that could be scanned during checkin process to auto select the coupon . If you are making your own coupon, you may create a unique barcode and scan it during checkin process.
4. **Valid For:** Select All if this applies to all services or select the desire service like Dryclean.
5. **Valid:** Remove active checkmark if coupon is not valid any longer.
6. **Coupon Id Mandatory:** To be able to track your coupons, enable this option. User can't select a coupon without scanning.
7. **By value:** If this coupon is a $value, enable this option.

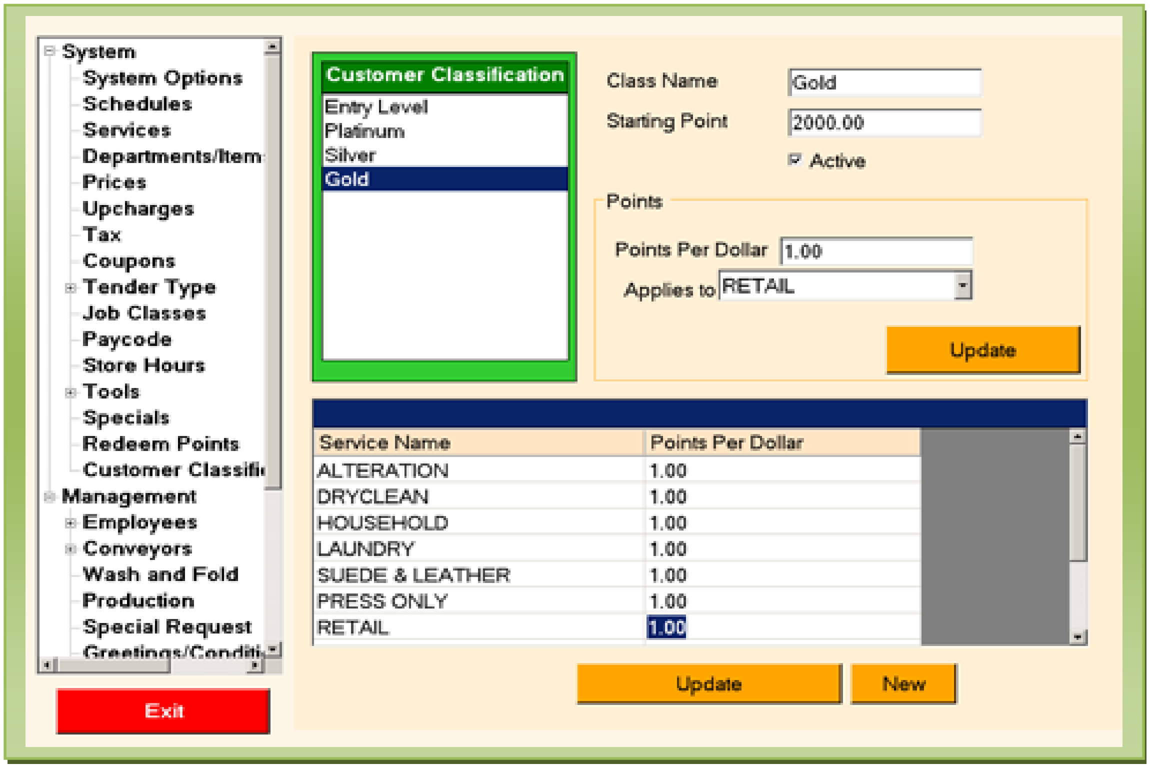
8. **By percentage:** if this coupon is % discount, enable this option and enter % value.
9. **Effective Date:** The date coupon becomes effective.
10. **Valid Before:** The date coupon gets expired.
11. **Print This Coupon Till:** If this coupon gets printed auto, stop printing after this date.
12. **Printing Type:**
    Don't Print, Select this option if you don't wish this coupon to be printed auto,
    New Customers, Select this option if you like this to be printed for new customer,
    Print On Invoice; Select this option if you like this coupon to be printed auto
13. **This coupon is valid for orders with min order**: Enter a $value if you like this coupon to be applied only to invoices with Min order.
14. **This is a Daily Coupon**: if you wish this coupon to be printed or applied on certain days select this option and day of the week.
15. **Contents**: If coupon is to be printed, you may define the body of your coupon using Contents screen as the sample below:

Loyalty/Rewards Point Program

Increase your sales automatically by using **TMS** Loyalty/Rewards Points System

- Define your own loyalty and point system.
- Define your own redemption point, and redemption coupon
- Print redemption coupons automatically to encourage customers keep coming back.
- Classify customers based on the collected points for more rewards.

Customer Classification



Follow steps below to define the Loyalty Point program:

1. From Management function, select System -> Customer Classification.
2. Use the **New** icon to add a new level as you wish. Entry level always starts with 0 Point.
3. Enter total points per $ spend for each service. The easiest way is assign 1 point per 1$. If you don't wish to reward point for Laundry, simply enter 0 for Laundry service.
4. Select Update to save the settings.
   In this example, Entry level is 0, Silver is 1001, Gold 2001 and Platinum is 5001. Therefore if a customer spends $5000 becomes a Platinum customer, and could qualify for better rewards. See **Redeem Points** on how to setup Redeem Coupon**.**
5. Having defined the customer classification for Rewards program, next you have to setup the actual rewards for each class.

Follow steps below to define the rewards for each customer class.

1. From Management function, select System -> Redeem Points
2. Select Customer class from drop down menu, like Entry Level
3. Enter Total points for this reward. This point value has to be in the range of this class and next class. In example above you may is any value between 0-1000, since next class Silver starts from 1001.
4. Select Coupon from drop down menu that is to be redeemed for this point.
5. You may assign multiple coupons to the same customer class.

Rewards Point System Settings:

Follow steps below to enable Loyalty Point program, From Management function, select System -> System Options -> Marketing

1. **Points Feature:** Enable this option to activate the Points Rewards Program
2. **Reset Point**: Enable this option not to reset the points when reward coupon is printed. You should disable this option to allow multi redeem points rewards for different customer class.
3. **Customer Classifications**: To allow multi customer classifications.
4. **Print Redemption Coupon**: it is more effective to have redeem coupons printed auto.
5. **Include Taxes in Point Calculation**: Whether to include taxes in Point calculations.

Schedule and Customer Profile Point System Settings:

1. From Management function, select System -> Schedule ->Update Schedule -> Misc
2. Enable Point Feature if you like to have all invoices for the schedule included.
3. In customer profile, select Marketing, Disable point Feature if customer does not wish to collect points.

Email Configuration

Email Configuration is to setup your email server settings, email templates that are used within eMarketing function, Ready Process or any other emails sent through the system.
Follow steps below to configure your email server:
From Management function -> Select System -> Management -> email Configuration.

Email Settings	
SMTP Server	Enter your SMTP email Server, like mai;.computersystemsint.com
Port	Your email server port, default is 25
Email Address	Your email address that will be used when sending emails
User Id	Your email server user id
Password	Your email server password
Send Messages	How often to send emails for Ready orders
Email Address	Your email address that will be used when sending emails
Times to retry	How many times to retry sending emails if they fail
Footer	Enter the default footer that should be added to email. Eg. **Yours Truly,** **Your Dry Cleaners,Inc.** **John Smith** **416-497-0370** **customerservice@yourdrycleaners.com**

Contents	Enter your own contents for the emails that are sent through email program. You may attach a Coupon when permitted to the email. Coupons could be any jpg file. Just click on **Attach A file,** then use the browse option to locate your coupon file,
Birthday	Contents to be used when sending Birthday emails,
Most Active Customer	Contents to be used for Most Active customers.
First Time Customers	First Time Customers email Contents
Reports	Contents for any reports.
Statements	Contends for Statements
Ready	Contents to be used for Ready notification email that gets sent to customers who sign up to receive email when orders become ready. That's when invoices are scanned through Ready process. To enable this feature for a customer go to Customer Profile, Marketing, enable Ready options.
Inactive customers	Contents for inactive customers emails.
Customer Classifications	Contents for Customer Classifications emails.
Invoice	Contends for Invoice email. To email any invoice, go to Invoice Utility, Reprint Invoice, Email Invoice.

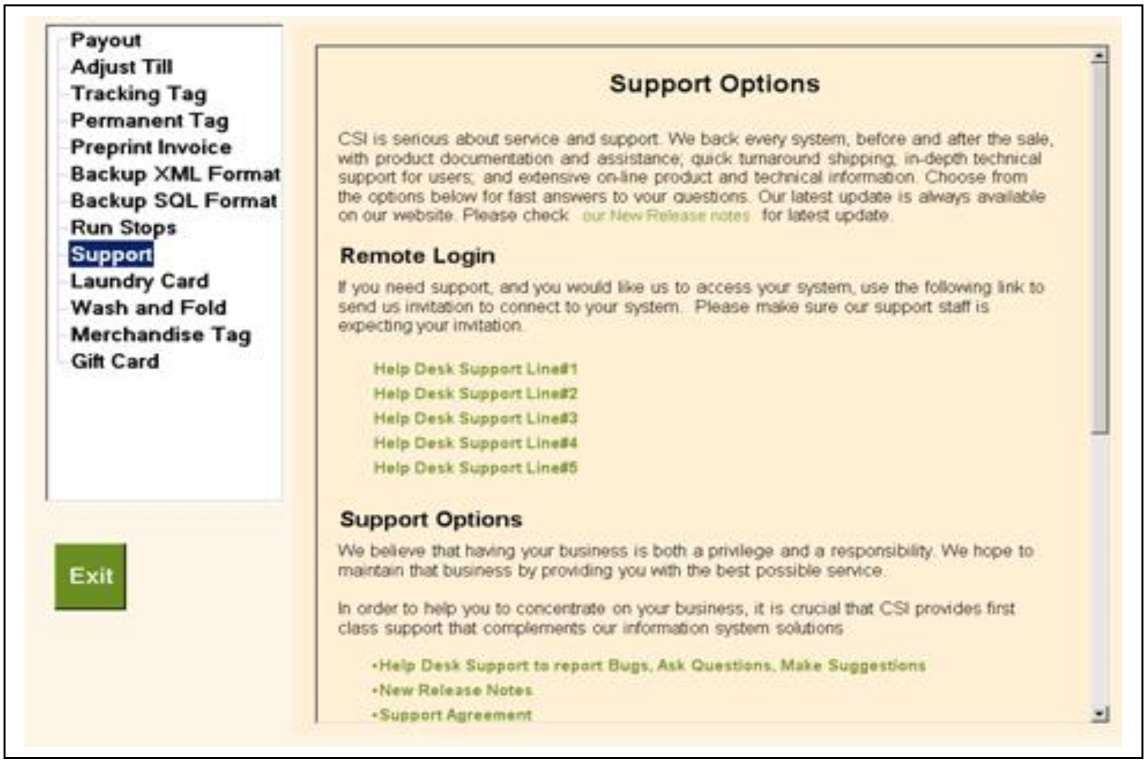
SMS	This section is used to define your SMS server, SMS is used to send text Messages to customers who wish to receive SMS through their cell phone when orders become ready. Most SMS servers charge for this service. Enable SMS notification in Customer Profile -> Marketing for Customers who wish to receive SMS. Some SMS server use eMail Interface format to send SMS, and others use Http format. The SMS service can be purchased online. For additional information you may visit http://bulksms.2way.co.za/ or contact your ISP
eMail Interface	Enable this option if your SMS server uses email interface. Enter the email address of the SMS server Email to SMS allows you to use your email to send SMS messages.
http Interface	Enable this option if your SMS server uses http Interface format. Enter userid and password.
SMS Message	Enter the Text Message to be sent in SMS. You may use the palce holder like Time, Date, Invoice#, Cellphone with the text message: Some SMS server require you user id and password to be imbedded in the heading of your text message. e.g Dear Valued Customer Please be advised your invoice# [INVOICEID] is ready for pickup . [Date], [Time]

Email Service	eMails are sent through CSI emailnotification program which is located in \csi\tms folder. Emails through eMarketing and Ready functions are sent through eMailnotification service every so often that is defined in eMail Settings screen. Other emails sent on demand like reports, invoice don't use this service. This service has to be installed on the server, then Started. In case you need to stop the service simply Select Stop. You may use Windows Services to view the status of this service.
View Log file	Click on View Logfile to view the history of emailnotification services.

Utilities	Utilities are used to clean up email notification log files and emails that are ready to be sent.
Clean eMail Logfile	Delete all records in email log file.
Remove All Emails	Delete all email records that are saved through Ready and Emarketing program and ready to go out. These does not remove the actual emails from customer profile.
Remove Emails By Category	Delete all email records for particular Category that are saved through Ready and Emarketing program and ready to go out. Select the desire category like Birthday etc.
Remove Emails Before	Delete all email records that are saved through Ready and Emarketing program before the selected date.

Misc Functions

Misc is a set of miscellaneous functions grouped under this menu that are explained below:



Payout

Payout is used to track the daily expenses to make sure your end of day is balanced properly. Use this function to record any expenses such as Staff Meal, Repair, Postage etc.

Invoice#	Invoice# of the expenses
Company Name	The name of the supplier who payout is made to
Total	Total Payment including taxes
Tender Type	Tender tpe, like cash, Check etc
Check#	check# that was paid by
Memo	You may type any text, or select from predefined memo. You may add your own memo in management -> Management -> Greetings
Void Payout	Select this to void any previous payout, select the date of payout and then desire payout

Adjust Till

Adjust till is used to Put in/Take out money in the till-total for any reason (i.e invalid Till Float etc).
Till adjustment is shown under End Of Day/Shift report.
Select Put in/Take out from till option, and total adjustment.

Tracking Tag

Tracking Tag function is used to print tracking tag in advance for selected customer. TMS allows tracking tags to be printed on demand during checkin process, however if you wish you may use this function to preprint such tags. For additional information on Tracking Tag system and its usage please refer to Tracking tag system in manual.

1. Select Customer from Search Screen
2. Select the tracking tag items, by check marking the items.
3. Select Create New Tags.
4. If customer has already Tracking tags, select it from right screen and select reprint.
5. As tags are created, they get printed on the predefined Permanent Tag printer in TMS configuration.
6. If tags were made by mistake select Delete option.

Permanent Tag

Permanent Tag function is used to print permanent laundry tags for laundry shirts.
Permanent tags has customer’s name, and customer# barcode.. Permanent tags are not tracked in the system just used to as an identification purpose. As tags are created, they get printed on the predefined Permanent Tag printer in TMS configuration.

Preprint Invoice

Preprint Invoice function is used to preprint a set of blank invoices that have invoice#.
Preprinted invoices are like Quick tickets with no name that used for drive Through or Pickup/Delivery routes.
Write down customer’s name, total pieces and due date on the preprinted invoice, insert it into the laundry bag. Then Go to invoice utility, scan the invoice# and select the proper customer. System will assign the selected customer to the preprinted invoice.
Select update to detail the ticket just like Quick ticket.

Auto Backup Process

Please contact CSI to setup online backup to our cloud servers.

RUN STOPS

This function is used by drivers to sort their stops for a route delivery in proper stops. Please refer to Pickup/Delivery manual on how to setup Run/Stop for route delivery**.**

Support

Support page provides tools and links to connect to CSI support staff in case you need technical help or access CSI knowledge base to find answers to technical questions.
If you need technical help, and you would like us to access your system, go to Support page, and select proper Help desk. Please make sure our support staff is expecting your support request to accept the invitation.

Laundry Card

TMS has a special interface with Laundry Cards from Card Concept.
Laundry Card function is used to get the balance on the Laundry card. Simply swipe the card
Card Concepts manufactures and develops automated systems for the self-service Laundromat industry. **LaundryCard™** was developed to act as a back bone to the Totally Automated Store (TAS) concept. **LaundryCard™** is a coin replacement system for Coin-Op Laundromats. In a **LaundryCard™** store all of the laundry equipment is outfitted with card readers and kiosks (called X-Changers) are installed that dispense 'debit cards' that customers can add value to and start machines. The system maintains the customer’s card balance and allows them to revalue their card with either cash or a credit card.
For additional information on Laundry Cards visit www.laundrycard.com

Merchandise Tag

TMS has support retail sales through merchandise function and allows to scan SKU/PLU to price items auto. You may use this function to make your own PLU barcode tag and use it through the Merchandise sale process. Simply select the item and create the tag for preassigned PLU/SKU for the retail item.

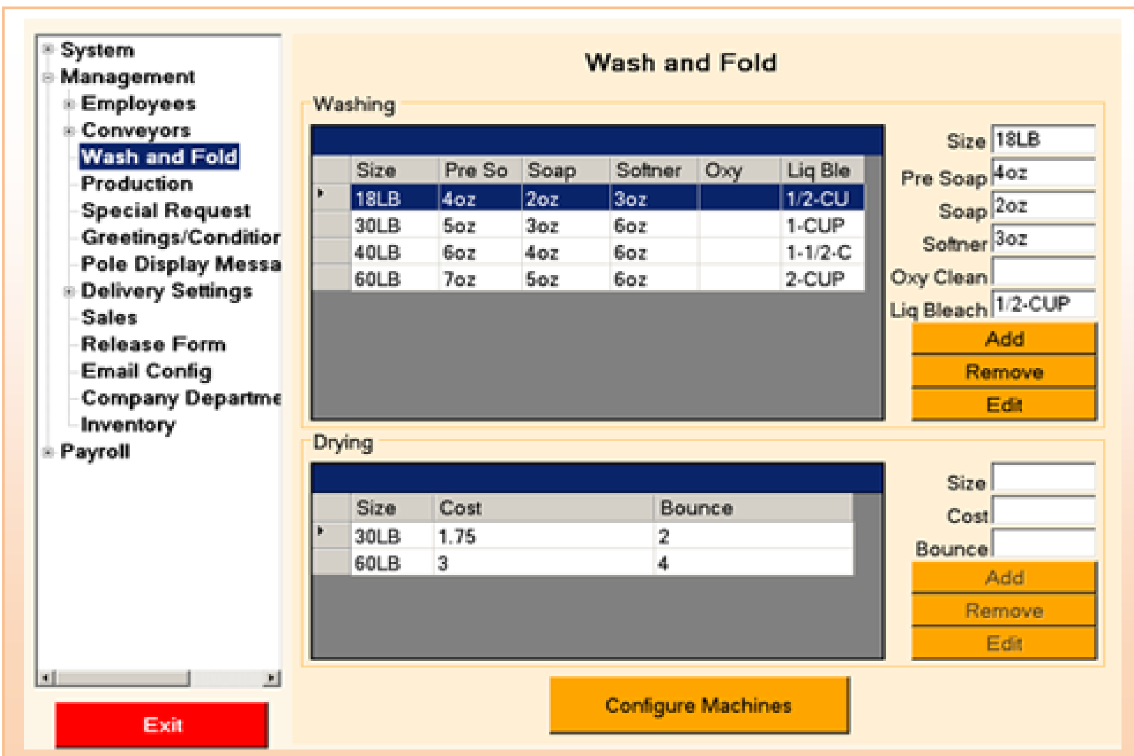
Gift Card

TMS supports gift cards that are issued by Paymentech through Point or Payware Connect Card Processing. Gift Card function allows you to lookup the balance on the gift card. Simply Swipe the Gift card. For additional information on how to configure TMS for Gift Cards please read Gift Card Processing.

Wash & Fold Functions

Machines Setup

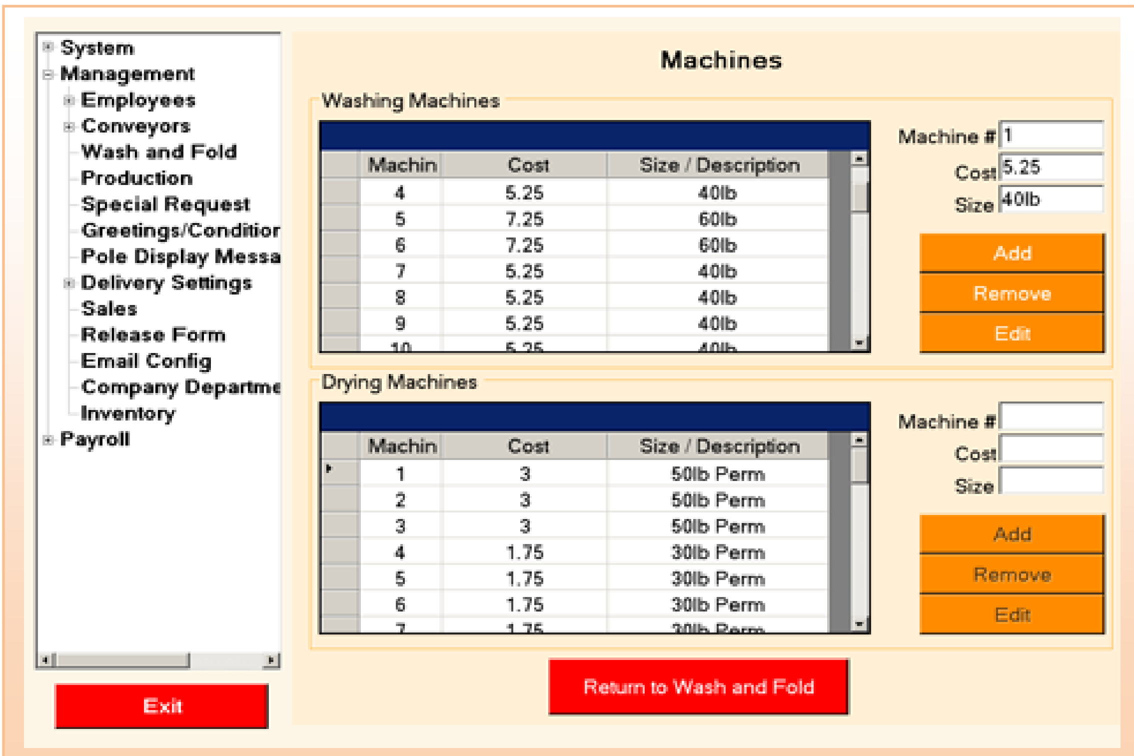
TMS has special features designed for Laundromat operations. This section explains in detail all aspects of Laundromat operation and how to setup and track wash & fold process.
To get started, go to Management -> Management -> Wash & Fold



- Select **Add** to add Washer or Dryer descriptions. This info will be printed on invoice with wash & fold item to help your staff with amount of soap, softener etc to be used for certain machines. Use **remove** icon to delete or **Edit** to make changes.

- To configure system to print this info, go to System -> System options -> Invoice -> Enable print Wash & Fold Chart options.

Click on **Configure Machines** to setup the cost of each washer & dryer. Select Add to add a new washer or dryer machine. You may use **remove** icon to delete or **Edit** to make changes. Machines cost is used in calculating the cost of each wash & fold load. The assigned numbers should match your actual physical washers & dryers.



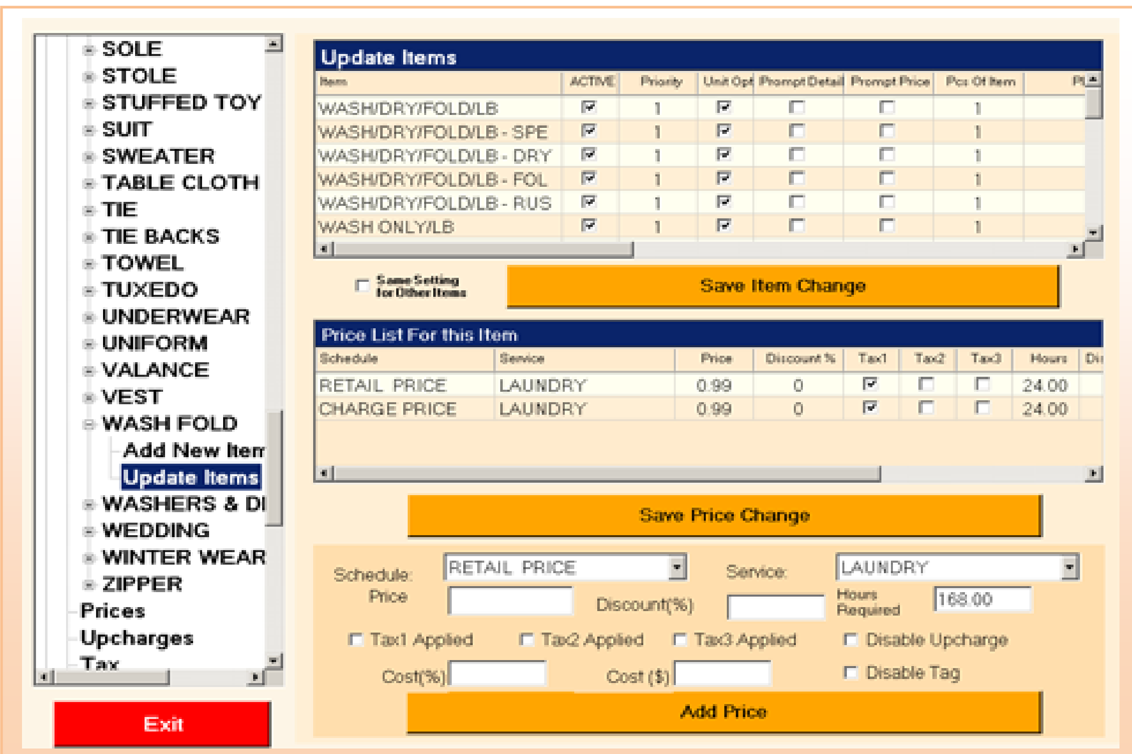
Wash & Fold Bag Tag

TMS can also print a bag label for each wash & fold bag. Follows steps below:

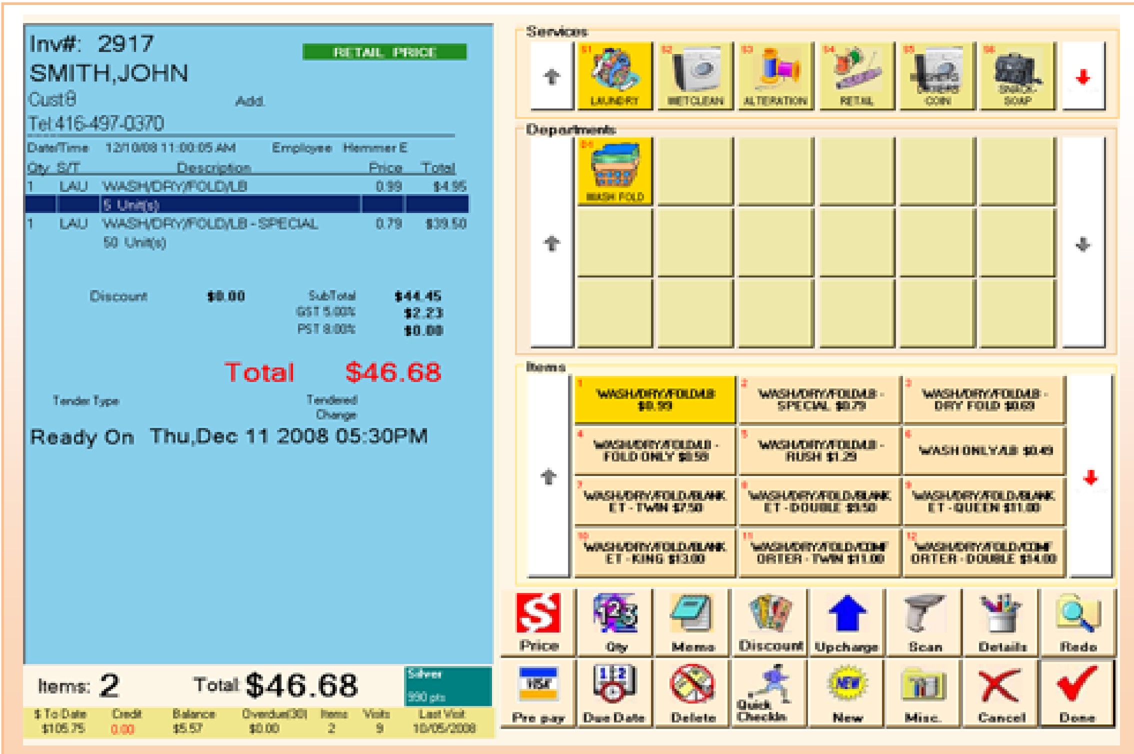
1. Go to Management -> System -. Schedule -> select Proper Schedule
2. Under Tag screen, enable Print Dispatch Tag
3. One this option in enabled, at the end of checkin process you will be prompted for total of bag tag/labels.
4. You may reprint a bag tag by going to invoice utilities, select Reprint Invoice, and select Dispatch Tag.
5. This tags are printed in the invoice printer.

Setup Items for Wash& Fold

1. You have to configure your items to mark the items for wash & fold. To do this,
2. Go to Management -> System -> Update dept/Items.
3. Select wash & fold item, Select update items.
4. Scroll to the right and enable wash & fold option.
5. It you have a digital scale and you like to interface to the scale, enable Scalable option. Select Save Item changes. To get additional info on how to setup digital scale refer to TMS Installation guide.
6. If you like to add a new item for Wash & Fold, select Add New Item, Enter Item Description.
7. Go to Price Screen, add price. Make sure to select Laundry or proper service for new price.

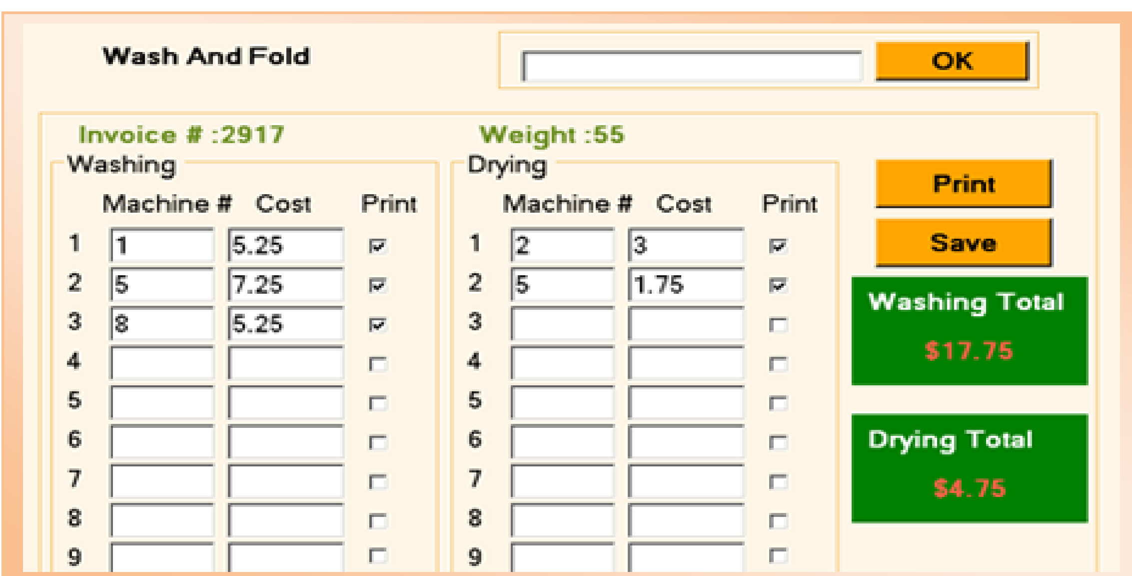


Wash & Fold Process



Once invoice is created, use the following steps to assign washer & dryer to the invoice:

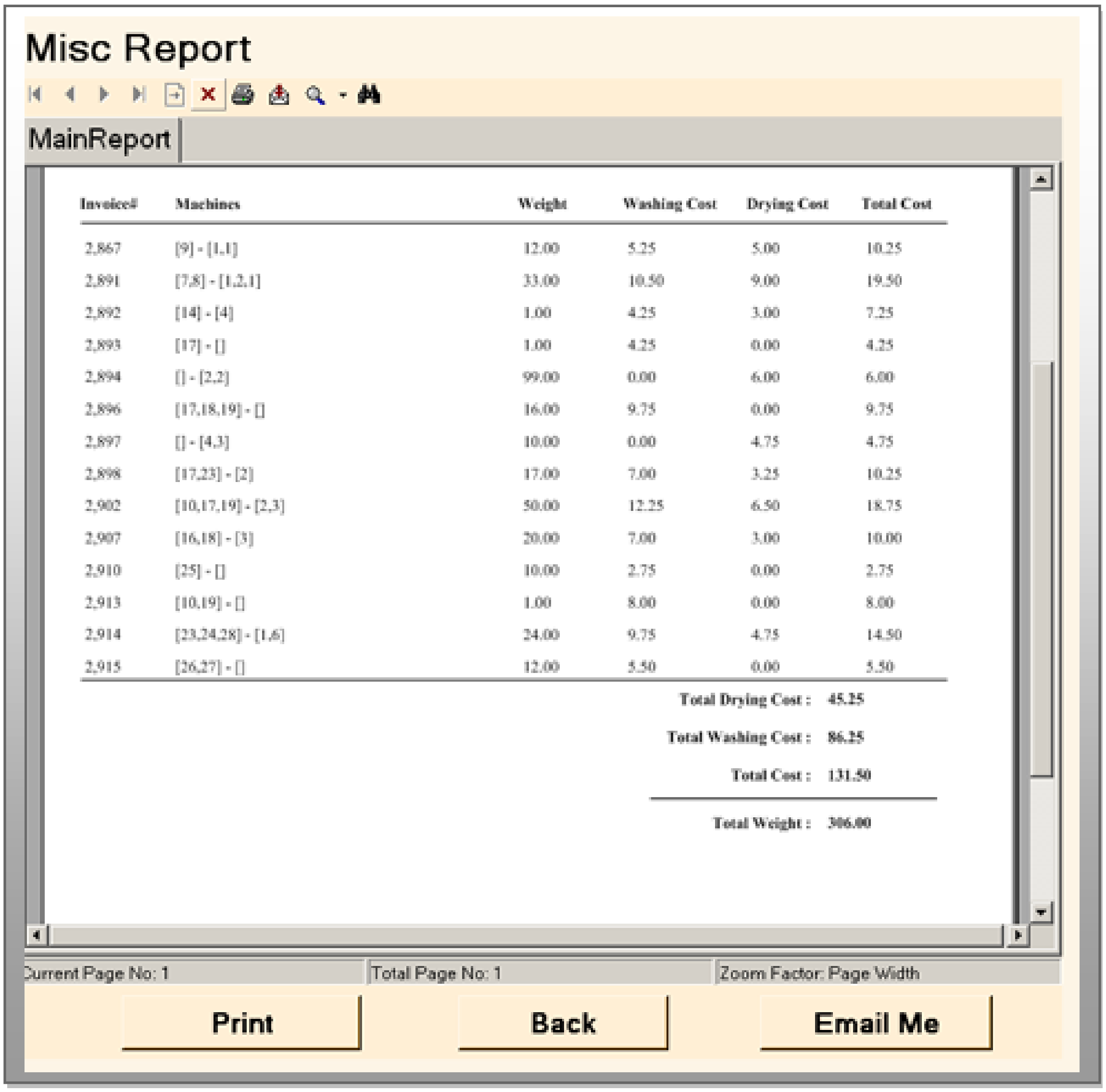
1. Select Misc function from main Menu. Select Wash & Fold
2. When prompted for Invoice#, scan or enter invoice#
3. Select Washer, and enter washer #. System will auto select the cost of the selected washer. You may add as many as washer for the invoice. Check mark **Print** option to have the system prints the receipt when ready. Continue the same process for dryer.
4. Press **Print** to save the transaction and Print the receipt for each Machine. You may attach the receipt to each washer & dryer.
5. Use the same process to update an invoice that was processed before.



Wash & Fold Report:

Having processed wash & Fold invoices through Wash & Fold process as above, use the following reports to get total wash & fold cost and machines used.

1. Go to Reports -> Misc Report
2. Wash & Fold report. Select by invoice, Washer, or dryer option.
3. Use the narrow format if you like to have the report printed on Invoice Printer.



Invoice#	Machines	Weight	Washing Cost	Drying Cost	Total Cost
2,867	[9] - [1,1]	12.00	5.25	5.00	10.25
2,891	[7,8] - [1,2,1]	33.00	10.50	9.00	19.50
2,892	[14] - [4]	1.00	4.25	3.00	7.25
2,893	[17] - []	1.00	4.25	0.00	4.25
2,894	[] - [2,2]	99.00	0.00	6.00	6.00
2,896	[17,18,19] - []	16.00	9.75	0.00	9.75
2,897	[] - [4,3]	10.00	0.00	4.75	4.75
2,898	[17,23] - [2]	17.00	7.00	3.25	10.25
2,902	[10,17,19] - [2,3]	50.00	12.25	6.50	18.75
2,907	[16,18] - [3]	20.00	7.00	3.00	10.00
2,910	[25] - []	10.00	2.75	0.00	2.75
2,913	[10,19] - []	1.00	8.00	0.00	8.00
2,914	[23,24,28] - [1,6]	24.00	9.75	4.75	14.50
2,915	[26,27] - []	12.00	5.50	0.00	5.50

Total Drying Cost : 45.25

Total Washing Cost : 86.25

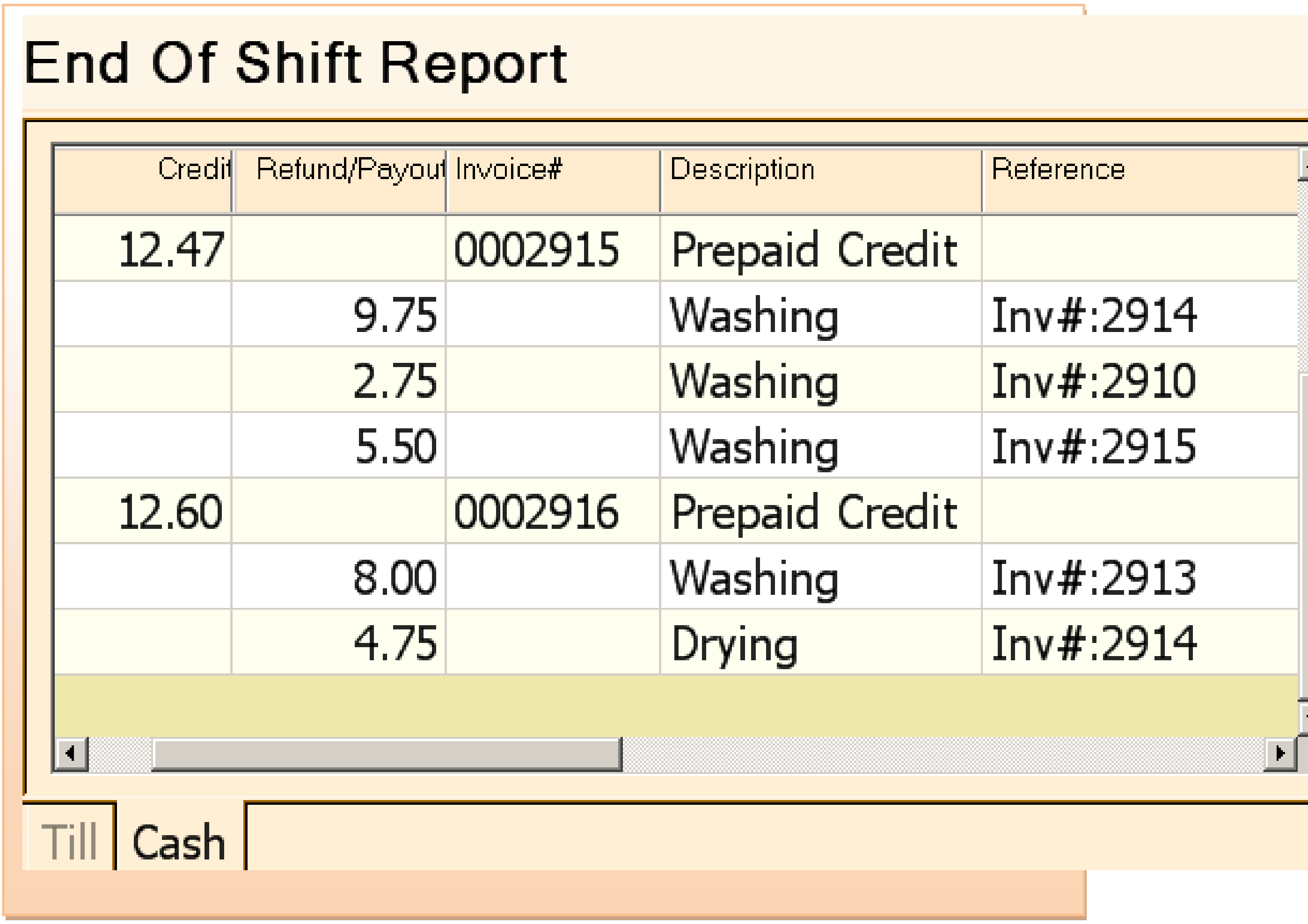
Total Cost : 131.50

Total Weight : 306.00

Wash & Fold End Of Shift/Day Report:

Having processed wash & Fold invoices through Wash & Fold process, end of day/shift report displays all washers & dryers cost into the cash folder.

1. Select Reports
2. End of Day/Shift report, select Cash. All invoices and washer & dryers are added into this report to help you balance the till.
3. For additional info on End of Shift/Day report, please review this section of the manual.



End Of Shift Report

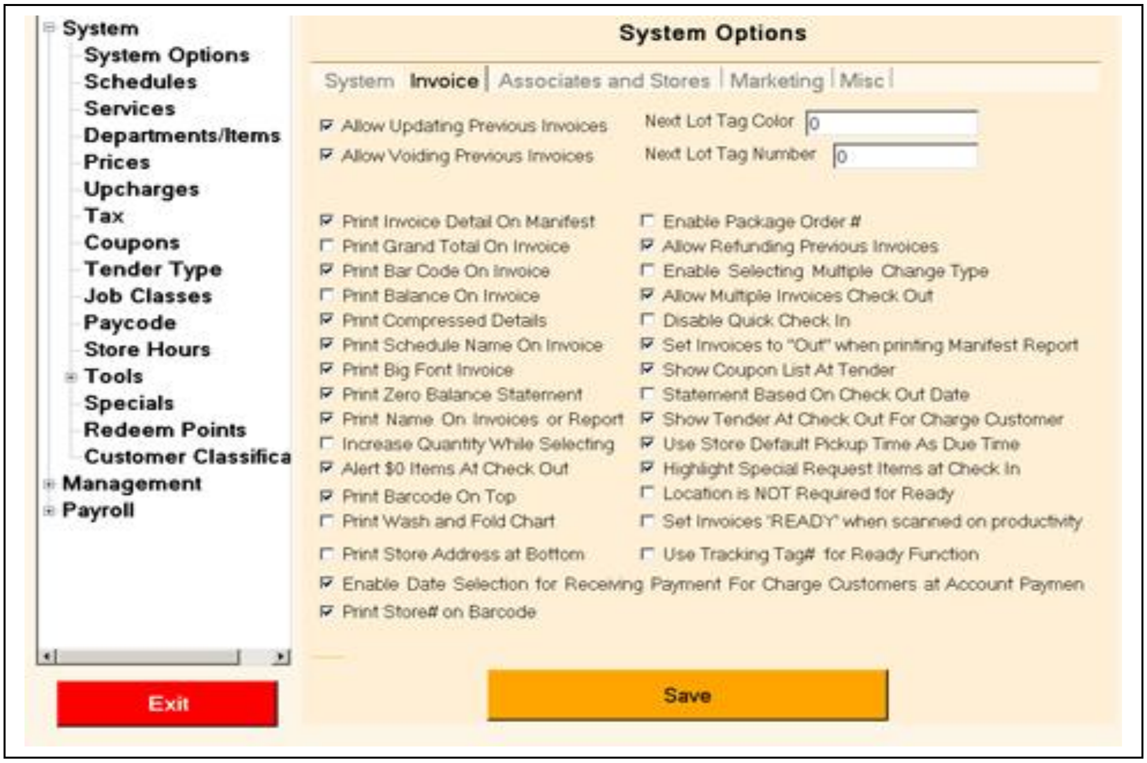
Credit	Refund/Payout	Invoice#	Description	Reference
12.47		0002915	Prepaid Credit	
	9.75		Washing	Inv#:2914
	2.75		Washing	Inv#:2910
	5.50		Washing	Inv#:2915
12.60		0002916	Prepaid Credit	
	8.00		Washing	Inv#:2913
	4.75		Drying	Inv#:2914

Till | Cash

Management Functions

System

System is a set of functions that only system administrator can access it. You should restrict others in job class function to access this section as it could affect your system settings, process, coupon etc.



System Options

This screen is used to configure the system to enable/disable certain features allow or options, which are explained below in detail.

System Control	
Enable Short Cut for checkin	If you don't use Touch Screen you may enable this option to assign shortcut to menus, items, services, departments through checkin process. Use the short cut code# to access the menu.
Enable Previous Closing Store Clerk	If this option is enabled, the system would disable any transaction to be entered if the previous day process in not completed. See the End of Day Report in the Reports section.
Enable Multi Shifts	Enable this option if your store has multi shift operation and you like to balance your till and the end of each shift.
Put Account Payment, Over payment as credit note	Enable this option if you like to auto issue a credit note for customers who make payments that exceeds the account balance. Otherwise overpayment is rejected. Credit notes is auto used by the system over next account payment.
Phone Format	Change the format to fit your regional phone format settings, which is used through reports.
Royalty Commission	If this is a franchise operation add royalty commission that is used to calculate amount owing to head office when doing Sales Journal report.
F2, F3 Shortcut	Use this shortcut to load your favorite program from TMS when F2 is pressed, like Outlook, MS Word etc.
Default Area Code	Default Are code to be added when adding a new customer, or searching a customer using phone#.
Greeting On Statement	Add your own Greeting, advertising to your customer account statement.
½" Inch Tag	Make ½" tag when printing tag
QWERTY Keyboard	Use QWERTY on screen keyboard format instead of A-Z keyboard
Tag Paper rolls back	This is mostly used on Star/Samsung tag printers to save paper
Invoice	
Allow Updating Previous Invoices	Disable this option if you like to disallow your staff changing previous invoices for security reasons.
Allow Voiding Previous Invoices	Disable this option if you don't want your staff to void previous invoices.
Enable Printing Invoice Detail on Manifest Report	Enable this option if you would like details of the invoice to be printed on the delivery manifest report.
Enable Printing Grand Total on Invoice	Enable this option if you would like the customer's grand total outstanding balance to be printed on the invoice.
Enable Printing Bar Code on Invoice	Disable this option if you don't want the bar code to be printed on the invoice.
Enable Printing Balance on Invoice	Enable this option if you would like the Invoice balance to be printed.
Printing Compressed	To save paper, select this option to compress multiple

Details	colors/upcharge option on the same line of the invoice.
Print Schedule Name	If you have multi schedules, printing schedule name on invoice might help you during sorting process.
Print Big Font Invoice	Prints larger font on Thermal Format invoice
Print Zero Balance Statement	To save paper, enable this option to avoid printing statements with Zero balance.
Print Name on Invoice or Report	If you don't wish to print your associates name on invoice, disable this option, That's print employee number
Increase quantity while selecting colors	Enabling this option increases the qty of items every time a color is selected during checkin. There are some unknown bugs with this feature and is not recommended.
Alert $0 items during checkout	Enable this option to alert you for any $0 price items to avoid losing revenue on some items that are to be priced later. You may use $0 report under Misc for this purpose.
Print Barcode on Top	If you are using Windows Printing format, you may enable this option to have barcode to be printed on the top.
Print Wash & Fold Chart	Enable this option to print the Wash&fold chart on wash & fold invoice. Refer to Wash & Fold Section for more info.
Print Store address at the bottom	If you are using Windows Printing format, you may enable this option to have store address o be printed at the bottom.
Enable Date Selection ..	Enable this option to be prompted for payment date during customer account payment in Invoice Utility.
Print Store# on Barcode	This option adds store id on the barcode for those who have multi store operations to avoid scanning wrong invoice during ready or other scanning process. It also adds special barcode to quick ticket, when scanned from invoice utility it bring up invoice update function auto to save time and avoids errors.
Next Lot Tag Color	If you are using Lot Tag, you may override the next Lot tag color
Next Lot Tag Number	If you are using Lot Tag, you may override the next Lot tag Number
Enable Package Order	Use this option if you like TMS to auto break your invoice into multi orders if exceeds max items per invoice in schedule. For example setting Max items per invoice to 6, an invoice with 17 pieces would break the invoice to order 1 with 6 pieces, order 2 with 6 pieces and order 3 with 5 pieces. Customer receives one invoice with all pieces. There are some unknown issues with Stock reports when this option is in effect.
Enable multi Change Type	Allows you to select different change type during payment processing in Tender Screen
Enable Multi Invoice Checkout	Allows you to checkout multi invoices during checkout process
Disable Quick Checkin	Enable this option if you don't like your associates use Quick checkin.
Set Invoice Status to Out in Manifest	Enable this option to auto checkout invoices when manifest is created,
Show Coupon List At	Enable this option to show you all predefined coupons in Tender

Tender	Screen.
Use Store Default Pickup Time as..	Use Management -> system -> Store hours to Setup your store hours and default pickup time for each day and enable this option to print on Invoice Pickup time.
Highlight Special Request Items in checkin	Customer's preference on Starch, Folded would make items with this wordings highlighted.
Location is Not Required For Ready	Enable this option if you don't wish to scan location# during Ready Process.
Set Invoice Status to Ready in Production	Enable this option to make the Invoice Status Ready when processed in Production. This is useful for Alteration and Shoe Repair Process.
Use Tracking Tag for Ready Process	Enable this option if your system is using Tracking Tag, so that particular item is set to Ready not the entire invoice. This is most used for Garment Rental operation.
Associates & Stores	
Prompt For Security Pin#	Enable this option to be prompted for Pin# for every transaction to increase your system security.
Conveyor# Validation	Enable this option to check the location# against the predefined Conveyor Locations. To set your conveyor locations go to Management -> Management -> Conveyor
Enable Security Camera	Enable this option for the system to use the Webcam to take snapshots when No Sale is used or Checkout is canceled. To see the pictures go to Reports -> More -> History Tracking
Don't Return to Main Screen	Enable this option to avoid returning to main screen after each checkin/checkout transaction to avoid entering Security pin#
No Scanner	Enable this option if your system is not equipped with Scanner to use the keyboard to enter Invoice#/Location# whenever a scanner is required (e.g. Ready, Manifest etc.)
Don't show Scrolling Status Bar	By default TMS shows your current operation status like Not Ready, Quick Invoices scrolling on the top. Use this option to disable this feature as it might speed up your system performance.
Include Customers without Delivery in Manifest	Use this option to include all Delivery customers in the manifest report even there is nothing to deliver.
Enable Customer Account Payment At The Front Counter	Enable this option if you want to allow your staff to process payments for your charge customers. This option is usually disabled for stores with central payment processing.
Enable Working Stores	This is mostly used for operations with Central Database when associates work on different stores
Enable Assigning Customer ID	Use this option if you would like to assign your own customer ID to the customer at the time of creating the customer profile.
Only Checkout Scanned Invoices	To enhance your system security and reduce human error enable this option to force your staff to scan all orders during checkout process. No invoices are checked out without scanning.
Allow Partial Checkout	Enable this option if you like to allow your staff do a partial checkout for items that are not ready.
Allow Unpaid Quick Checkout	You may use Quick checkout to avoid going through checkout process. This is most used for prepay operations or Delivery Invoices. In this case enable this option so system allows quick checkout for invoices with Balance.

Mappoint Integration	If your system is equipped and licensed with Microsoft Mappoint program enable this option to allow you sort the delivery customers base on the address auto and create manifest with Delivery Instructions. See Pickup/delivery manual for more info.
Marketing	
Enable Points Feature	Use this option to enable system royalty point system. Refer to Marketing section for more info.
Enable Customer Classification	Enable this option if you wish to classify your Royalty Points customers base on the collected points for higher rewards.
Reset Points	If you only have one type of Reward Coupon, enable this option to reset the collected points after coupon is printed.
Include Tax in Point Calculation	By default taxes are not included in Points calculation.
Misc	
Reverse Search Phone#	Enable this feature if you like to use the specified website to find additional info using reverse search to find name, address of the person. .
Phone Search	Enter the http link of the website you like to use for Reverse Phone lookup. For example 411.com can be used for USA phone numbers. Find out what is the website that provides such reverse phone# lookup for your area. Use this option when adding/updating customer profile
Zipcode Search	The same ad phone search

Schedules

Price List function includes the updating of prices, items, descriptions of items, schedules, as well as, departments. It is very important that you have a good understanding of these concepts in order to fully utilize your system.
The TMS system is designed to handle both retail, Hotel and wholesale business. The system allows the manager to set different prices for different customers. For example, if your plant is serving three different depots and a hotel, then you should be able to select the appropriate price schedule for that particular depot or hotel at the time of invoicing.

To do this TMS allows you to add your own schedules, departments, and items and select the right one at the time of invoicing or associate a schedule to a customer. *Schedule* is the top level of our pricing hierarchy. That is, first the schedule must be set up, and then its corresponding departments and items.

Your system is pre-configured with standard price list that should contain most of the items that is used in your business, however, you may use the following method to add, copy, update your own price list.

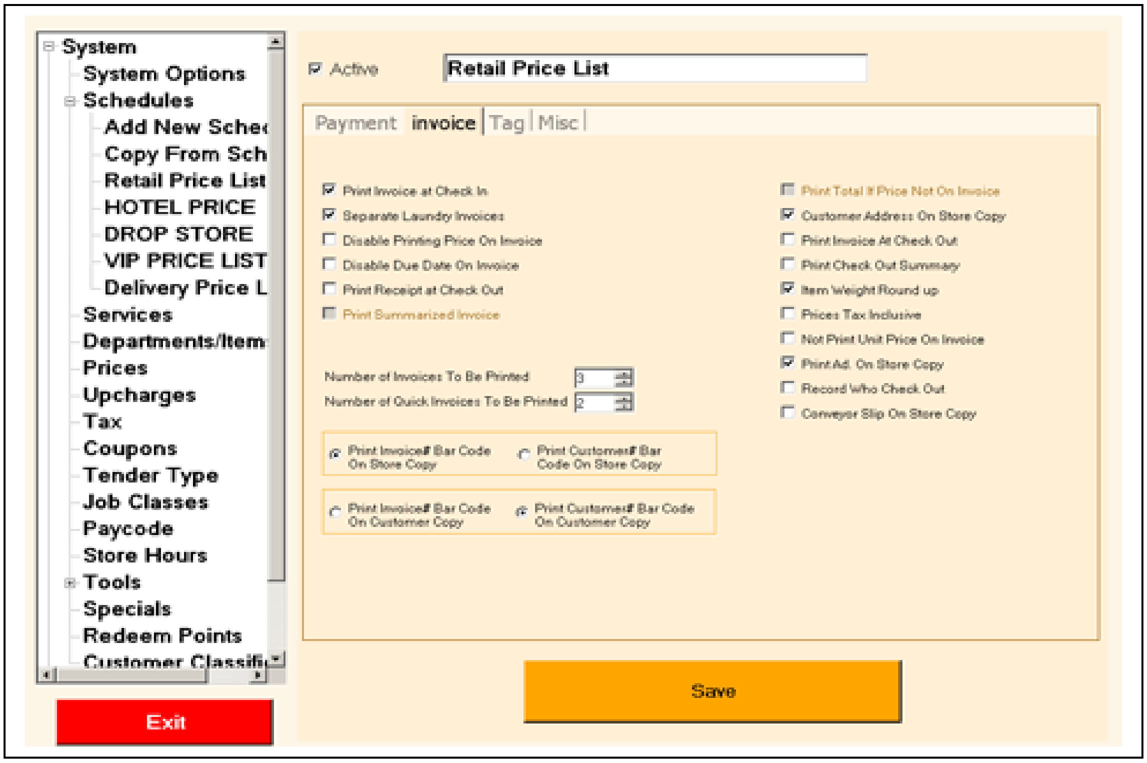
Use the following functions to add, copy and update the price schedule.

Add New Schedule
Use this function to create your own price schedule. Simply name your schedule, such as “retail price list”, “hotel guest price list”, etc.
**Please note if your price list is similar to your existing price list, we recommend you use the “Copy From Schedule” function.

Copy From Schedule
Use this function to create a new schedule by copying from an existing schedule. Simply select this option and a drop down menu would pop up, and select the proper schedule to copy from. Name your new price list and make appropriate changes to the options, which are explained below.

Update Schedule
Use this function to update an existing schedule. Simply select the proper and make appropriate changes to the options, which are explained below.

Schedule Options



Schedule	
Active Checkbox	Checkmark this option to inactivate the selected schedule
Textbox	Schedule Name or Description
Payment	
Pre-Pay Option	To enable pre-pay option menu to popup at the end of the checkin screen
Enable Partial Prepay	Enable this option to allow user staff to make Partial prepay during checkin process.
Pre-Pay Option –Pre-Pay Discount (%)	Use this option to add a pre-pay discount to transactions that are pre-paid.
Enable Partial Payment At Checkout	Enable this option if you would like to be able to accept partial payment at checkout
Enable Upcharge	Select this option if you would like the upcharge menu to pop up at checkin after an item is selected. If this option is disabled, you may have to select the upcharge option by pressing the upcharge button at the checkin screen
Same Day Upcharge	Assign a $value or %value to this option if you would like to upcharge same day service automatically. Check mark Percent option if this is %

	upcharge.
Next Day Upcharge	Assign a dollar ($ or %) value to this option if you would like to upcharge Next day service automatically.
Enable Price Adjustment	Enable this option if you would like your staff to be able to adjust the price on an item in a transaction
Enable Price Undercharge	Enable this option if you would like to enable your staff to undercharge the default price of an item.
Invoice Options	
Print Invoice At Checkin	Enable this option if you would like the invoice to be printed automatically after checkin.
Number of Invoices To Be Printed	Enter the default number of invoices to be printed at the checkin screen. The standard default is two copies – one for the customer and one for the store.
Print Receipt At Checkout	Enable this option if you would like the payment receipt to be printed automatically at checkout.
Disable Printing Price On Invoice	Select this option if you don't want the price to be printed on the customer's copy of the invoice.
Not Print Unit Price	Enable this feature if you like upcharge price to be added in the base price, otherwise upcharge price is printed.
Separate Laundry Invoices	Select this option if you would like the system to automatically separate the laundry invoice and tags on transactions with mixed dryclean/laundry services. The customer will receive one invoice with both dryclean and laundry but the store would receive two invoices – one for drycleaning and one for laundry.
Disable Printing Due Date On Invoice	Select this option if you do not want the due date to be printed on the invoice.
Print Customer Address On Store Copy	Select this option if you would like the customer address to be printed on the store copy. This is mainly used for the delivery schedules.
Record Who Check Out	Enable this option if you would like to record the person's name who picks up the garment without a receipt.
Print Invoice At Check Out	Enable this option if you would like to be prompted to be able to print invoices at the checkout.
Item Weight round up	Use this option to round up the total weight of the bag to closet pound if you are equipped with Digital scale for Wash&Fold items.
Print Invoice # Bar Code On Store/customer Copy	Select this option if you would like to print the invoice number bar code on the store/customer copy.
Print Customer # Bar Code On Store/Customer Copy	Select this option if you would like to print the customer number bar code on the store/customer copy.

Total invoices to be printed	Enter total invoices to be printed for Quick and regular invoices. Default is 2.
Prices Tax Inclusive	This option is used in countries (like South Africa) that by Law prices include taxes, but taxes have to be shown at the bottom of the invoice.
Conveyor Slip on Store copy	Use this feature to have a Conveyor Slip printed on the store copy. Some customers without wireless scanner or for accuracy purpose tear off the conveyor slip after invoices are placed on the conveyor, location is noted on the slip, and then is entered to the system using Ready function.
Tag Options	
Print Tag At Checkin	Enable this option if you would like the tag to be printed automatically at checkin.
Print Due-Date-1 On Tag	Select this option if you would like to rush your production staff to process garments a day before the due date or promised date.
Print Barcode On Tag	This option is used to print barcode on Epson TMU22o Tag printer. This feature is not recommended for Tracking purpose as barcoded tags are difficult to read after cleaning process. If you are interested in Tracking Tag system refer to this section of the manual.
Print Service Initial On Tag	Inactive – Option would be available in the future.
Print Price On Tag	Enable this option if you would like the price of the item to be printed on the tag. This option is useful if you would like to control your drop store's pricing by just viewing the tag.
Print Due-Time On Tag	Enable this option if you would like the promised ready time to be printed on the tag. If you provide 1-hour service, this option would be useful at the production process.
Print Detail On Tag	Enable this option in order to print the details of the item on the tag.
Print Extra Tag	Select this option if you would like to get an extra tag printed. Extra tag is useful if you have multiple stores. Attaching the extra tag to the invoice would simplify the sorting process.
Tag Prefix	If you have multiple stores, you may assign a different prefix to different stores and enable this option to print the extra identification character on the tag. This would simplify your sorting process.
Print Laundry Tag	Disable this option if you don't want print tags for laundry items. This option is only valid if you have enabled separate laundry invoice. Otherwise you have to go to each laundry items and disable tag at item level.
Print Zero Quantity Tag	Enable this option if you would like the tag to be printed for multi-service items, which has zero quantity on the second service. E.g. dryclean pants, which needs to be hemmed. The system would print two tags for this service
Disable Due Date On Tag	Enabling this option would print different formats of the standard tag, i.e. it would duplicate the same information that is on the left hand side to the right hand side with no due date.
Enable Permanent Tag	Permanent Tags are referred to Heat Seal Tags with customer id barcoded, and mostly used for Laundry shirts for losing prevention. Enable this option to print this tag auto on Zebra Printer. If you are

	interested in Tracking Tag system refer to this section of the manual.
Print Extra ID Tag	This option is a customized option used for double tagging purpose.
Print Dispatch Tag	This option is used to print laundry bag tag id on Epson Thermal printer, or if your system is equipped with Zebra printer, print special tags for hotel invoicing purpose. The permanent Tag printer in TMS config has to be setup to Zebra printer if this option is to print Hotel Dispatch Tag.
Pre-Printed Tracking Tag	If your system is set for Tracking Tag feature enable this option to be prompted for pre-printed Heat Seal Tracking Tag for new items during checkin process. For additional info refer to Tracking Tag Section of the manual.
Tracking Tag	f your system is set for Tracking Tag feature enable this option to print Heat Seal Tracking Tag for new items during checkin process on Zebra Printer. For additional info refer to Tracking Tag Section of the manual.
Auto Sorting System	Enable this option if your system is equipped with Auto Sorting system like HMC, Metal Progetti, White etc. For additional information contact CSI
Enable Free Format Tag	Enable this feature if you are using your manual tags, and would like to track the tags for x-referencing purpose. If this option is enabled, you will be prompted to enter your tag# in free format. The manual tag id is printed on the invoice and recorded in the database for lookup purpose. You may use Ready function, Lot Tag feature to enter your tag# after checkin process. Use Invoice Utility, then ref# to lookup such tag#.
Enable Manual Lot Tag	Enable this option If you are using your own Lot Tag and would like to be prompted for next lot tag auto. You may go to System options, Invoice Tab, and override Next Lot Color and Next Lot Tag#.
A-Z Lot Tag	TMS can print Lot tag instead of Invoice# based Tag, for those who are interested in Lot Sorting system. Every 100 items user is prompted and next tag sequence is printed. A-Z lot Tag starts at A00, and advances to next sequence auto. You may reset the starting point by overriding the Lot Tag Value. When reaches Z99, the tag resets back to A00
Auto Lot Tag	Lot Tag id is selected base on the selected Due Date, that is each due date has it own Lot Tag. Use the schedule to override the next Auto Lot Tag for each day of the week.
Misc Options	
Due Date Option At Checkin	Select this option if you would like the due date calendar to pop up automatically at the end of the checkin transaction.
Enable Detail Option	Enable this option if you would like to keep track of the colours, patterns and fabrics of the selected item. If this option is not enabled, you may select this option at the checkin screen by pressing the detail option button.
Enable Customer Discount	If you like to disable discount for certain schedules, disable this option.
Enable 2 for 1 feature	TMS has 2 for 1 option that is it charges price of one for 2 items if this option is activated. You also have to enable this option at the itme level or Service Level.
Enable Delivery Option	Enable this option if you would like to provide pickup/delivery service with this price schedule. Enabling this option would allow you to setup “run/stop” for your delivery customers.
Force Invoice Checked Out at	Enable this option if you would like to bypass the checkout process for your wholesale accounts. Enabling this option would make the system

Checkin	checkout the garments automatically during checkin process.
Business Customers Default Schedule	Inactive - Option would be available in the future.
Points Feature Applicable	Use this option to enable Royalty Points system for certain schedules.
Release form for quick invoices	Set this option to enable Release form for quick invoices.
Max Items On Invoice or Quick Invoice	Enter max items per regular/quick invoice if you wish to restrict this. If packaging option is enabled under System options, TMS breaks the orders auto based on max items per invoice into separate order.
Max Rush Days	Setup rush days to number of days that you consider rush, default is 0. This is used to create rush orders report under Reports -> Transaction report.

Services

This section defines the services that are provided as part of the price schedule and they are displayed at the top level of your price schedule at the checkin screen. There is no limit on the number of services that can be created. The service defines the top level of the price schedule that applies to certain departments and items. If you only have one service, the Service menu does not show up in Checkin screen to speed up the process.

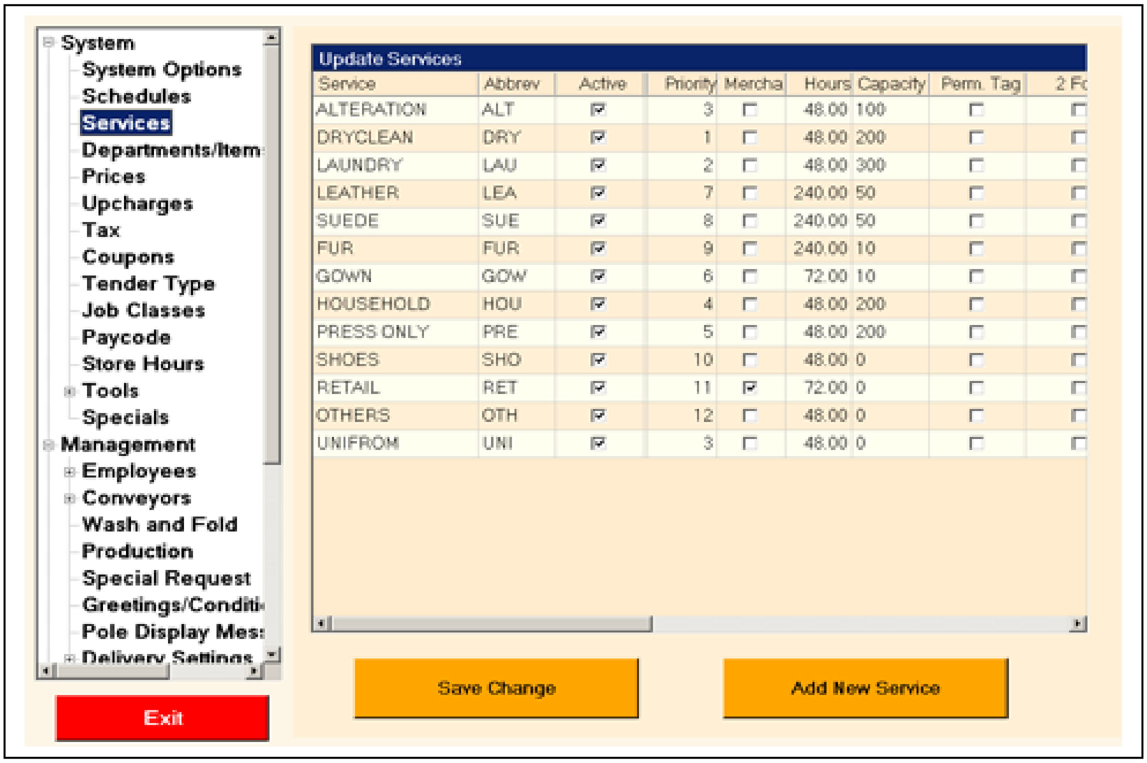
Update Services

Select services under “Schedule” to update or modify existing services.

Add New Service

Select Add New Service if you would like to add a new service to your price list.

Service Options



Below is a summary of the options that can be used with the service.

Service	Enter Service name, like Dryclean
Abbreviation	Enter the abbreviation of the service that is printed on the invoice, For laundry service make sure it is LAU as this is used to separate dryclean and laundry invoice.
Active	Checkmark this box if this is an active service
Priority	Set the priority of the service to show up on the service screen
Hours	The default hours for the due date/time to be used for the selected service.
Capacity	Assign the capacity for your production for the service. This capacity is used at the due date on the checkin screen to alert the user if they are exceeding the specified capacity. This reduces overproduction for a selected service. This is used in Alert Reports under Stock report and scroll status banner.
Permanent Tag	Checkmark this box if you would like the permanent tag option to be enabled for this service. Read Tracking Tag for additional info.
Enable 2 For 1	Enable this option if you would like the items to be priced as 2 for 1.
Tracking Tag	Enable tracking tag option for this service. Read Tracking Tag for additional info.
Tax1,Tax2, Tax3	Enable tax option if selected tax is applicable for the service. To setup different tax options go to Tax Service
Split Same Item	Use this option if you like to have each item on a separate line so that colors and upcharges for each item listed right below proper item.
% Max Discount	Enter % Max allowable discount on a service to restrict staff of issuing any discounts that exceeds this amount.
Release From	Link a predefined release form for a selected Service. Release forms get

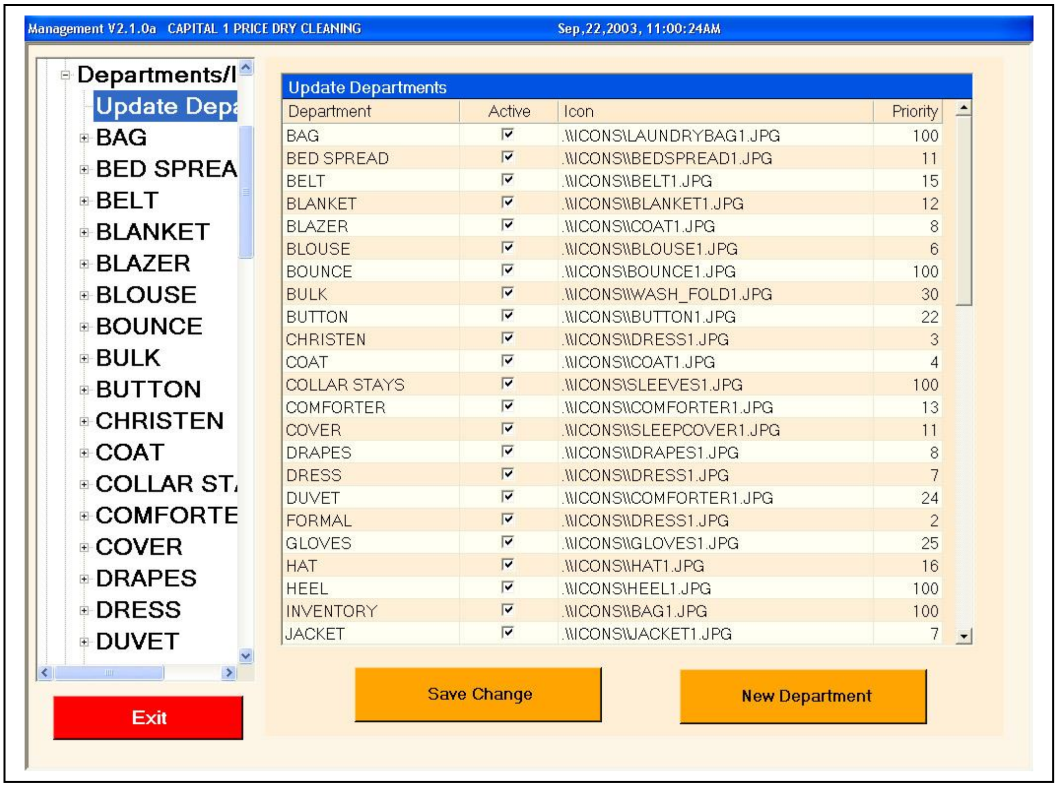
	printed on the invoice for customers to sign. See Release form for additional info.
Apply Auto Lot Tag	Enable this option If you are using Lot Tag for certain services like Laundry.
Capacity$	Assign the capacity value for your production for the service. This capacity$ is used at the due date on the checkin screen to alert the user if they are exceeding the specified capacity. This reduces overproduction for a selected service. Capacity$ is common for Alteration service. This is used in Alert Reports under Stock report or scroll status banner.
Icon	Icon folder path and name to be used for the service. Icons are under \csi\tms\icons folder.

Departments/Items

This section defines the departments that are provided as part of the price schedule and they are displayed at the second level of your price schedule at the checkin screen. There is no limit on the number of departments that can be created.

Update Departments

Department is used to group certain items under one category to speed up the checkin process. Select Departments under “Schedule” to update or modify existing departments.



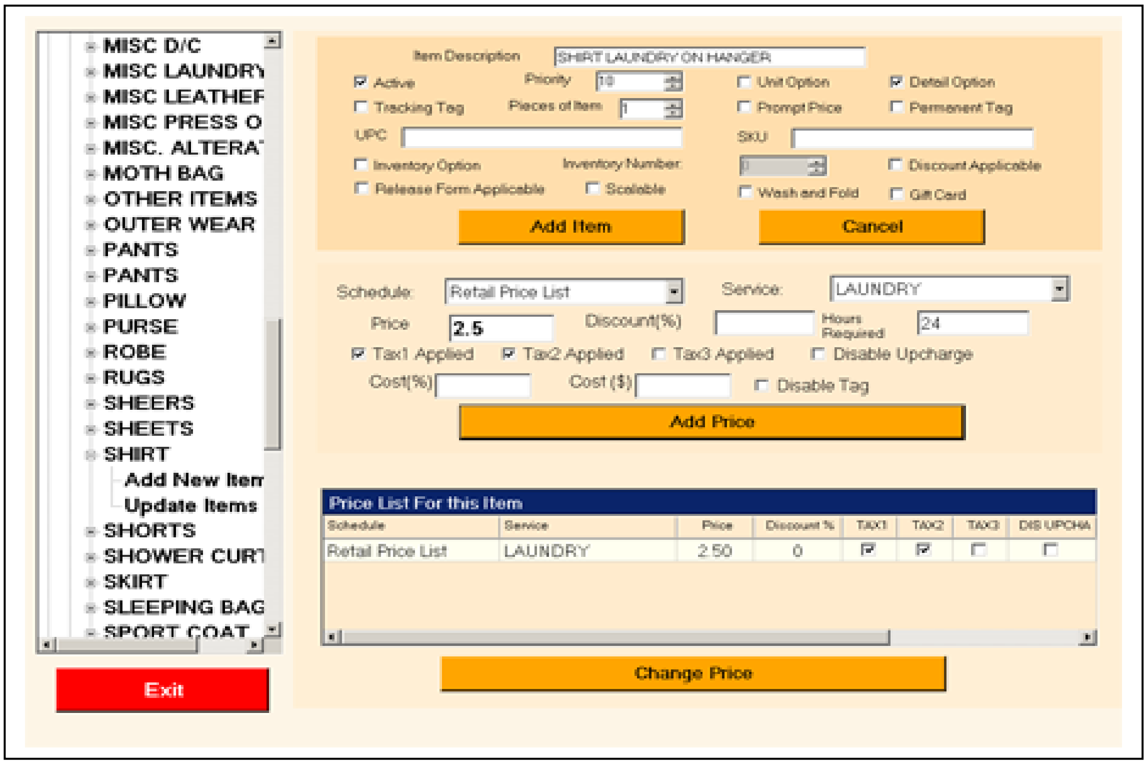
New Department

Select New Department if you would like to add a new department to your price list.

Add Item/Price

Follow steps below to create a new Item.

1. Select Add new item to create a new item,
2. Enter the description and enable the options as explained below.
3. Select Add Item.
4. Select Proper Schedule
5. Select Proper Service that item is listed under (i.e Dryclean)
6. Enter the price, and select proper options as explained below;
7. Select Add Price to create a new price for the item.
8. You may repeat step 4-7 if you like to add different prices for the same item under different Schedule or Service.
9. As Items/Prices are added they show up in Price List menu.



Item Description	Enter the name/description of the item
Active	Checkmark this box to make the item active to appear on the item list in the checkin screen.
Priority	Assign a priority value which determines the position of the item in the item menu. 1 is the highest priority.
Unit Option	Enable this option if you like to be prompted for a unit option. For example if this is for a Pleated Drapes, and you charge per pleat, enabling unit option you will be prompted for total pleats.
Detail Option	Enable this option if you like Detail/Upcharge screen to popup for this item.
Tracking/Permanent Tag	Enable this option if this is a Tracking/permanent Tag item. See Tracking Tags for more info
Pieces Of This Item	Enter the number of pieces associated with this item. For example if this

	a 2 PC Suit , make this 2.
UPC/SKU	Enter UPS/SKU barcode if this is a retail item. You can simply scan the barcode during checkin process to auto to select the item.
Prompt Price	Enable this feature to be prompted for item price, if is not a fixed price.
Inventory Option	Enable Inventory option is this is a retail inventory item. Use Inventory menu under Management to define total on hand, and reorder point for this item
Discount Applicable	Enable this option if you like to allow manual discount on this item.
Release Form Applicable	Enable this option if you like Release Form that is linked with the service for this item be printed auto during checkin process.
Scalable	This option triggers the system to read The Digital Scale during checkin process to calculate the total weight of the item. This is mostly used for Wash & Fold items. Make sure to enable Wash & Fold option.
Gift Card	If this item is a Gift Card enable this option and enable Inventory Item. Gift cards are sold as retail items. When sold during checkin process triggers the system to call TPI to activate the gift card. See Gift Card Processing for additional info.
Add Item	Select Add item to create a new item as described above.

Add Price

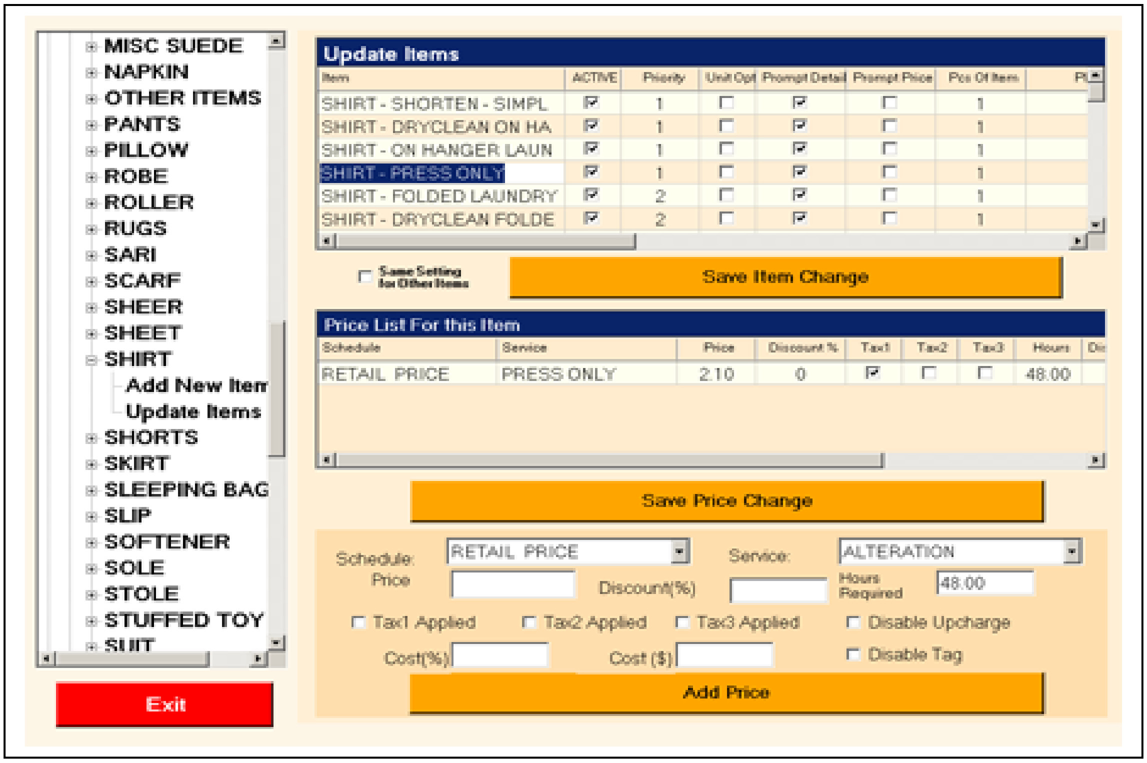
Schedule	Select the schedule from drop down menu
Service	Make sure to select proper service that item will show up under, (e.g Dryclean)
Price	Enter the actual price of the item.
Discount%	Enter Discount% of this item is discounted
Hours Required	Enter Total hours required to the service which is used to figure out the due time/date.
Tax1, 2 or 3 Applicable	Select Proper tax option if this item is taxable
Disable Upcharge	Enable this option if this item is not upcharable.
Cost$/%	Enter your total cost for this item in $ or % to help you figure out the total occurred cost to this service. You may use Sales Journal report to figure out the cost if you are paying someone to do the service, like wholesale
Prompt Price	Enable this feature to be prompted for item price, if is not a fixed price.
Disable Tag	Enable this option If you like to disable printing Tag for this item.
Add Price	Select Add price to create a new price list for this item.

Update Items

Update items is used to make changes to the existing item description, options, price or add a new price for the same item under different service or schedule.

Follow steps below to update Item.

1. Select proper Department/item form the menu.
2. Select Update item.
3. Make changes to the Description, or options as it was explanted in Add Item.
4. If make changes to the price, select Price, override it and select Save Price Changes.
5. If you are adding a new Price for the same Item under different schedule or Service, select proper schedule/Service, enter price then Select **Add Price**.

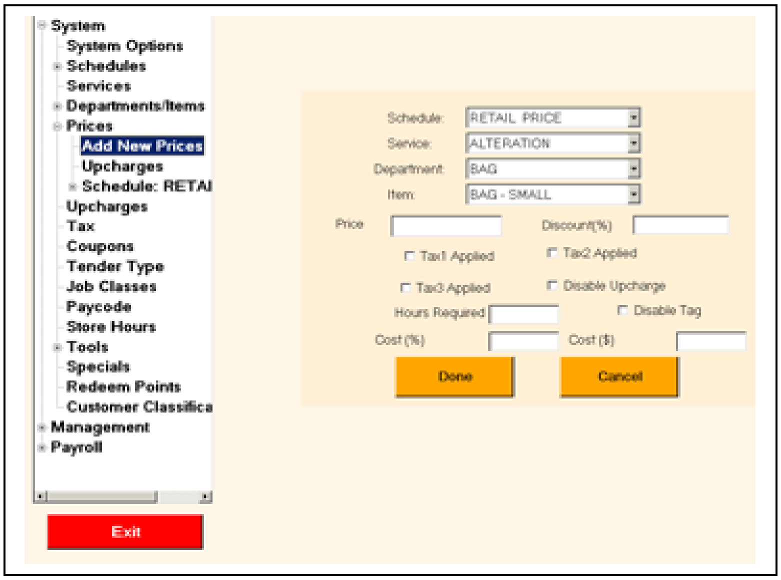


Prices

Prices group is designed to allow you to create a new price, Update existing prices or upcharges.

Add New prices

Select Add New Price if you like to add a new price for an existing item under different schedule, service or department.



Update Prices

Select this option if you like to change prices for a particular item under certain department/service. Follow steps below to make such changes.

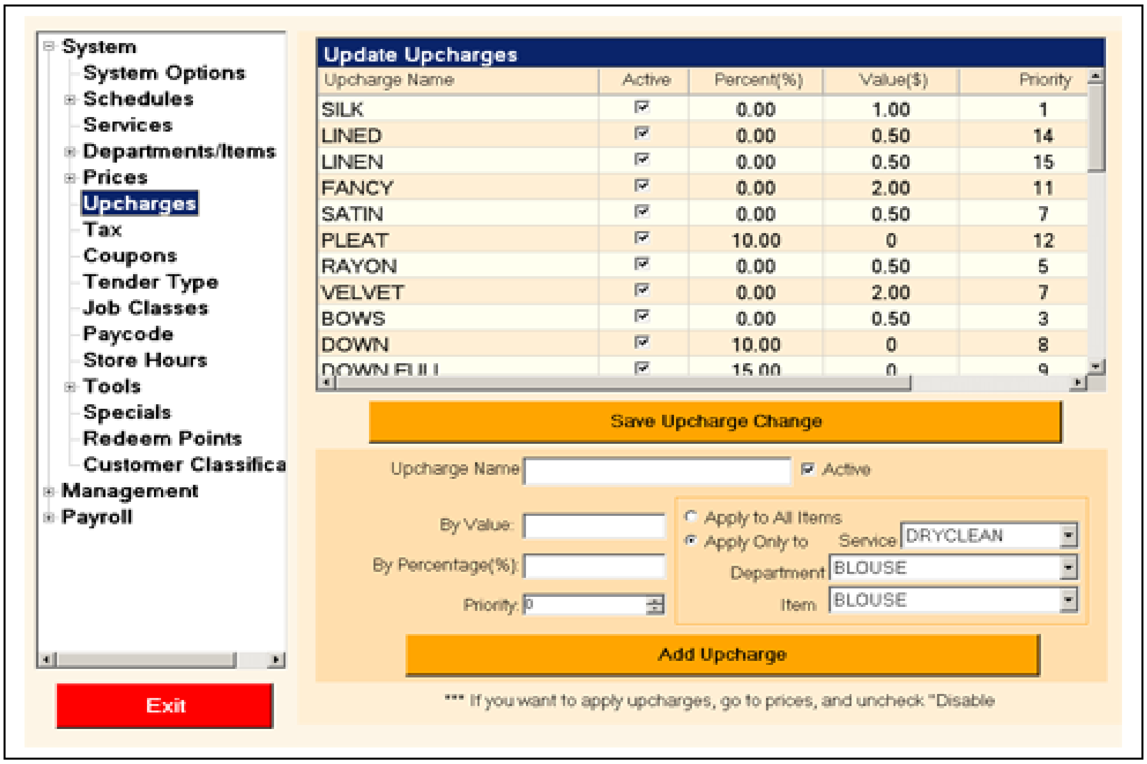
1. Select Prices
2. Select Proper Schedule (i.e Retail Price)
3. Select Desire Service (i.e Dryclean)
4. Select Desire Department (i.e Coat)
5. Select the price field, and override the existing price.
6. Select Save to save changes.

Upcharges

The **Upcharge** menu is designed to allow users to charge extra on certain items during checkin process. Upcharge menu is part of the color/detail menu that pops up auto if it is applicable.
To enable upcharge go to Management -> system options -> schedule

Select upcharge option if you like to update an existing upcharge or add a new upcharge item.
If you like to add upcharge to one particular service, department or item select the desire option or select existing upcharge select Add Upcharge.
Upcharge can be $value or %.

If you like to update an existing upcharge, select the upcharge from the list, scroll to the right and select Applies to. Then select the desire service, department or item.

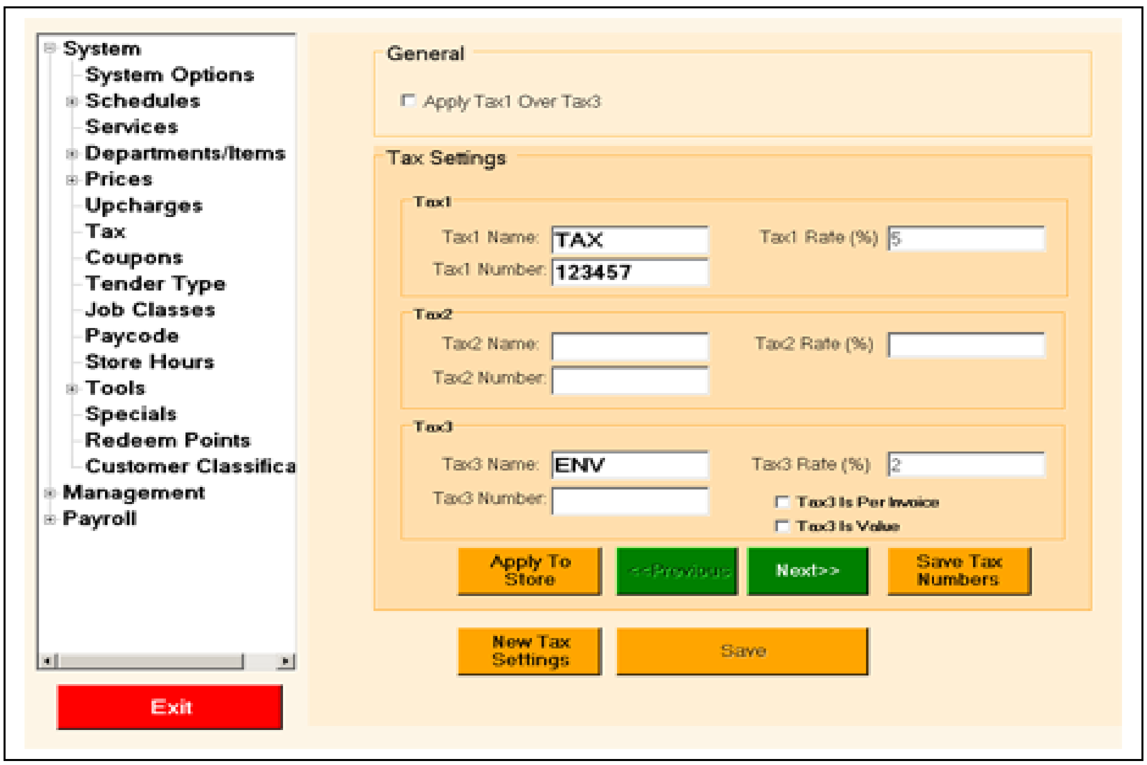


Tax

Use Tax option to create a new tax schedule. You may add your own **tax table** that might apply to certain items/services. Please note, once a tax is changed, you may not modify your existing system tax, you have to add a new tax table and apply that to the existing store.

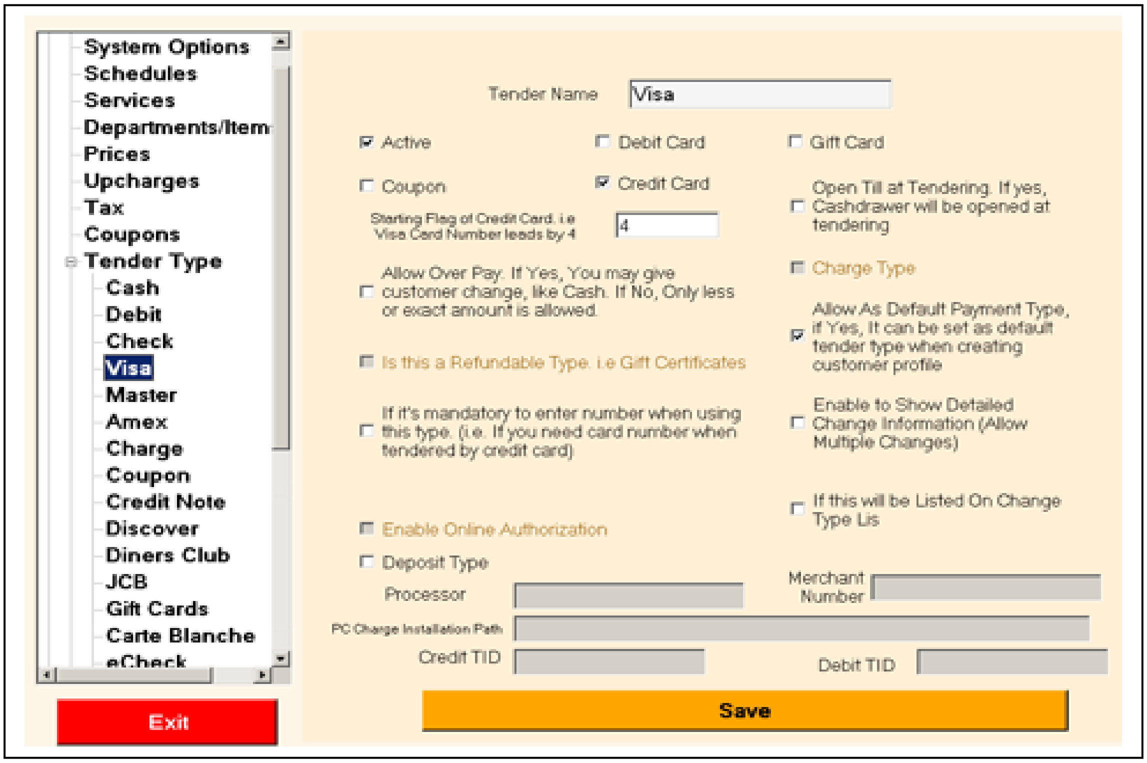
Follow steps below to add a new tax schedule:

1. Go to **Management** and click on **System**.
2. Select New Tax Settings
3. Enter Tax values as desire. You may add up to three different taxes. **Tax3** is usually used as the **environmental fee**. You may apply this tax as a value and as per invoice.
4. Select Save
5. Select Apply to Store
6. To *enable/disable* taxes on certain services, please see the **Services** section.
7. Some States/Provinces require Tax number to be printed on the invoice. Enter your tax number under proper tax option.
8. Some State/provinces require tax1 on top of tax3, in that case enable option tax1 on tax3.
9. If certain items are not tables, go to items menu and disable tax option.
10. Select Next or Previous to view other tax schedules.



Tender Type

Your system is pre-configured with most **tender types**. You may enable/disable certain tender types that are not used within your operation. To do this, go to **Management** and click on **System**. Select **Tender Type**. TMS supports Online Authorization for Credit/Debit/Gift card using TPI program. TMS also supports Laundry Card using Card Concept for Laundromat operations. For additional information please visit CSI website.



The following is the summary of each option:

System Authorization	
Tender Name	The name of the tender type (i.e. Visa)
Active	Disable this option is this tender type is not used within your operation (i.e American Express)
Coupon	Enable this option If you like to use Coupon as a tender Type and name it Coupon. If you like to be prompted for predefined coupons in coupon table, go to System Options and enable ‘Show Coupon List at Tender’.
Credit Card	Enable this option if this is a Credit Card (e.g Visa, M/C)

Debit Card	Enable this option if this is a Debit Card (e.g Debit). For systems that are equipped with Debit Pinpad and online authorization this is a must option.
Gift Card	Enable this option if this is a Gift Card and your system is equipped with online authorization for gift cards.
Open Till At Tendering	If Cash Drawer is to be opened during the tendering process.
Allow Over Pay	If over paying is allowed for this tender type, e.g. Cash. If overpaying is not allowed, the only less or exact amounts are allowed.
Charge Type	This is internal flag used by system for House Charge Tender Type.
Is this a Refundable Type	This is internal Flag used by system.
Allow As Default Payment Type	If Yes, it would be set as default tender type when creating customer profiles.
If it is mandatory to enter a number when using this type	If card information is to be entered when this tender is selected. This is not recommended for security reason. If your system is equipped with online authorization program this is done auto.
Enable Online Authorization	If this tender is used for an online credit card authorization system. If you are not allowed to activate this option contact CSI to purchase this feature.
Processor	This is not used any longer, and not required.
Merchant Number	This is not used any longer, and not required.
Debit/Credit TID	This is not used any longer, and not required.

Job Classes

Job class defines the authority level for each employee. To set up the different access levels, go to **Management** and the **System** drop down menu. Select **Job Classes**. If you want to **update** an existing job class, click the name and make the appropriate changes. If you want to create a **new** job class, click **Add New Job Class,** Enter Job-class title under **Role** (i.e Administrator) and enable proper option. You should setup different job-class like Manager, Clerk, etc with different authority level.

The following is the summary of each option for the job class screen:

System Authorization	
Allow Login from all stores	This is used for customers with a multi store operation with a central database. Check mark this option if you like your staff to be able to logon from any stores regarding the working store in their profile.
Allow Exiting system	Checkmark this box if this employee can exit the system to Windows desktop. For security reason you may want to disable this option.

Enable Opening cash drawer	Checkmark this box if this employee is allowed to open the cash drawer for no sale option. You may get a report of No sales under History Tracking report.
Allow Accessing Memorized Trans	This option is used for Mat Rental to allow staff to access Memorized Transactions.
Enforce To Clock In	If you like to track employees time sheet, enable this option to enforce staff to clock in and clock out
Login by Pin#/Finger Printer Reader	Enable this option to allow staff to use either Pin# or Finger print to access the system.
Logon Only by Finger Print	If your system is equipped with Finger print/biometric reader enable this option to make your system more secure. That is staff with this job class can only access the system using Finger Print/Biometric reader.
Customer/Invoice Authorization	
Allow Updating customer profile	Checkmark this box if this employee is allowed to update the customer profile.
Allow Giving Discount to the customer	Checkmark this box if this employee is allowed to give discounts to customers.
Allow updating customer account payment	Checkmark this box if this employee is allowed to update the customer payment method, Tax Exemption etc.
Enable updating Invoices	Checkmark this box if this employee is allowed to update and make changes to invoices.
Enable voiding Invoices	Checkmark this box if this job-class is allowed to void invoices.
Enable Refunding Invoices	Checkmark this box if this job-class is allowed to refund invoices.
Allow associate to checkin customer with over Credit Limit	Enable this option if this job-class is allowed to checkin a customer who is over their credit limit.
Allow Manual Discount	Enable this feature, If you wish to allow manual $, or % discount to be given by this job-class.
Allow Updating customer discount profile	Checkmark this box if this employee is allowed to update the discount option in customer profile.
Enable Account Payment	Enable this option to allow staff process account payment in Invoice Utilities.
View Invoices that are checkout	This feature is used by some to disallow staff view invoices after being checked out. Why?

Allow Restock	If invoices are checked out by mistake you may use Restock option under invoice Utility to put it back into inventory. Enable this option to allow restocking.
Back Office Authorization	
Enable using Back Office Management	Set this option to allow this job-class to access back office section.
Enable modifying system options	Checkmark this box if this employee is allowed to modify system options.
Enable Creating reports in management	Checkmark this box if this employee is allowed to create reports in Management.
Enable creating end of day report	Enable this option if employee is allowed to Create End of Day reports.
Allow redoing End Of Day	Enable this option to allow managers to redo/reopen store if store/shift was closed by mistake.
Allow selecting dates at reports	Checkmark this box if this employee is allowed to select dates on reports otherwise only current date can be selected.
Allow editing time sheet	Checkmark this box if this employee is allowed to edit the Time Sheet to adjust the hours.
Allow viewing time sheet	Checkmark this box if this employee is allowed to view the Time Sheet under Reports.
Allow approving time sheet	Checkmark this box if this is a manager job-class and allowed to approve the Time Sheet to for others.
Enable modifying management	Checkmark this box if this employee is allowed to access management section of the back office.
Enable Reports By Associates	Disable this option if you don't want to allow staff to view each others report.
Hide cash At End of Day	For security reason you may want to enable this option, that's staff closing the store/shift without knowing the total on-hand. During end of day process total cash in till is reported, and manager is responsible to balance. This feature is used to prevent staff from manipulating the cash on hand.

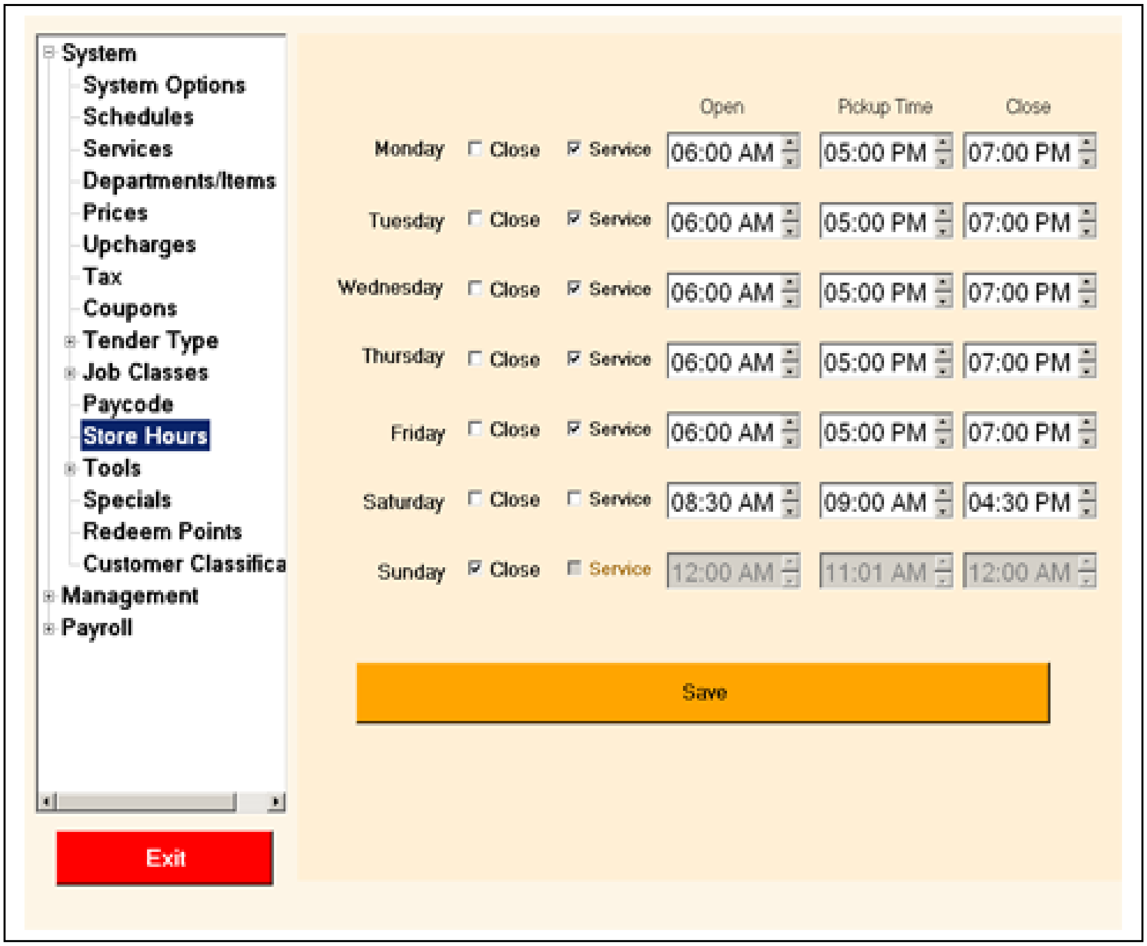
Paycode

Paycode is a special customized payroll codes . It is not available for general use.

Store Hours

Store hours used to calculate the due date/time during Checkin process based on the service and store hours of operation.

System uses Pickup time to print the pickup time on Invoice. If store is closed for any day of the week like Sunday simply checkmark Close option.
If store is open but there is no Service operation remove Check mark on Service.
If there is Holiday like New Year, check mark Close option for the desire day.



Tools

Tools is a group of back office management functions to help you to do certain tasks that are explained below:

Change Prices

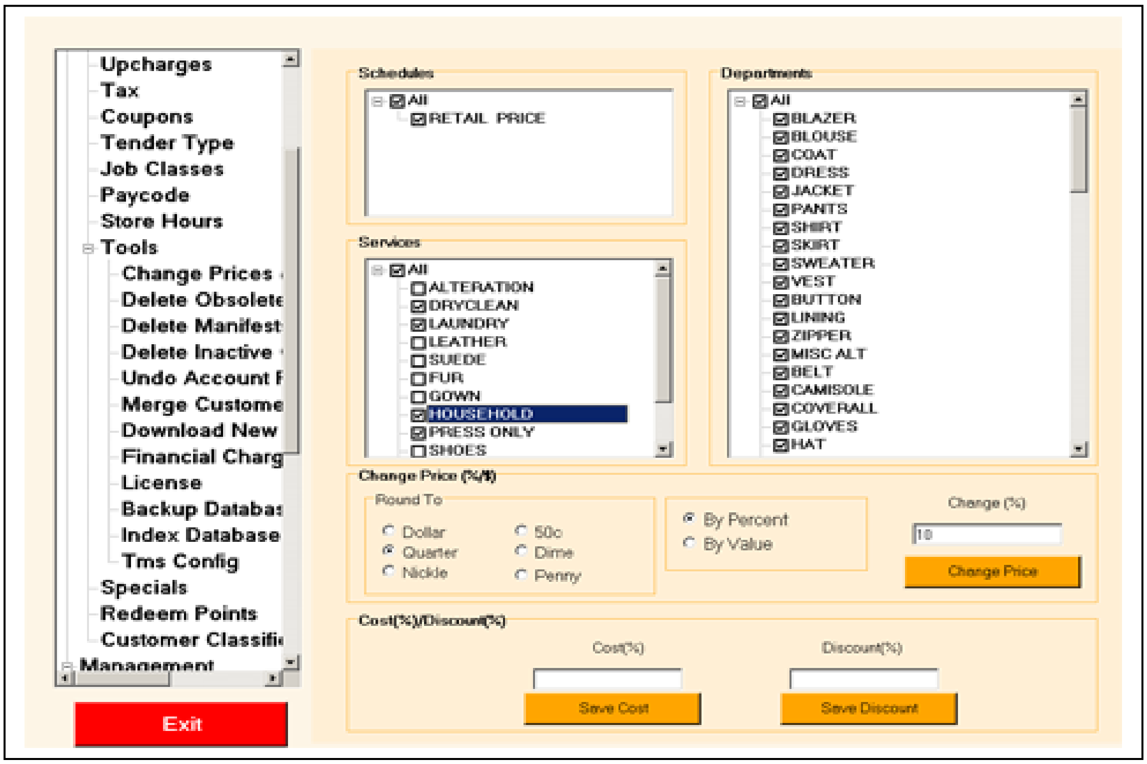
Use **Change Prices** to adjust prices, apply discounts or setup cost auto for selected Schedule, Service or Department, Follow steps below:

1. Check mark the desire Schedule, Services and Departments. You may select All to check mark all.
2. Enter the $ value or % into Change field. If you like to decrease the price enter negative number (i.e -5%).
3. Select the rounding to option
4. Select by value or % option to increase or decrease the prices.
5. Select **Change Price** to apply changes.

.

If you wish to enter cost for selected items, enter the cost % and select **Save Cost**.
If you like to apply certain discount to certain items, check mark the items, enter discount%, and select **Save Discount.**

In the following example, Selected Dryclean, Laundry, Household, adn press only items are increased by 10% and rounded to closed Quarter.



Delete Obsolete Transactions

TMS uses Microsoft SQL database engine for transactions. There could be performance issues as the database grows. If you feel performance drop on your system, use this tool to delete the obsolete transactions that are no longer required.
You should keep 1-2 years transactions for audit purpose, but delete checked out, invoice with no balance transactions to make sure your system is running smooth and error free.
Use the following steps to perform this function:

1. Make sure to backup database 1st.
2. Select desire store from Store list (top left)
3. Select the ending date (default is one year)

4. Check mark delete invoices with balance and/or invoices that are still in (Only if you like to delete old invoices with balance and/or In status)
5. Enter password 11182000yiyi
6. Select **Start to Delete**
7. Deleted records are displayed on the status window.
8. **Depending on the size of your database this process might takes few hours. Make sure to do this operation after store hours and do not interrupt the process.**

Delete Manifest

Use this function to delete manifest transactions that are saved through Manifest process. Select manifest# from drop down menu.

Delete Inactive customers

Use this function to delete customers who have not used your services since selected date. Enter password 11182000yiyi to confirm this.

Undo Account Payment

Use this function to delete undo a payment that was applied to charge customer by mistake.

1. Enter customer#
2. Enter invoice#
3. Select Search
4. Check mark the payment and invoices that was applied to
5. Press **Undo Payment**

Merge customers

This feature is used to merge 2customer's profile and related transactions into one. The system merges transactions; points collected and related preferences into the older customer id. (e.g if two customers 110, and 1202 are selected for merge function, all transactions from customer id# 1202 are merged into customer 110).

Download new update from internet

If you are on our support program, you may use this link to download the latest update from out website which is always available on the following link which is password protected. Password is sent to customers who are on our support program or their system is still under initial support program. For additional information on CSI support program, please visit our website. When installing new update always start with your server 1st. Once server is updated, stations can download the update auto. Always check the website for latest news and upgrades.
http://www.computersystemsint.com/download/tms_update.exe

Financial Charges

This tool is used to make financial charges like interest on overdue invoices for charge customers auto. Use the following process to make the charges:

1. Select one or more customers from the list or enter customer name, id into the search option and select Search to find the customer.
2. Select All if you like to charge all customers listed in the search screen.
3. Enter memo that will be printed on the statement for the charges (i.e Interest charges)
4. Enter % amount that you like to apply to the invoices that overdue base on select Days.
5. Select **Process** to make the charges.
6. The final result is shown on the screen, press Print to make a copy for audit purpose.

Please note, system will create a debit note into customer profile, and will be shown on the statement.

License

TMS license is required to be renewed once a year. The users get prompted 2 weeks in advance to make sure there is enough time to do this process. Please don't ignore this warning, and renew your license before it gets expired.
You may simply email the registration code, or call your local support to renew your license.
This is a required process to make sure we are in touch with our customers at least once a year, prevent illegal copy, and make sure the system is running properly.
Use this tool to view your license expiry date, add additional client licenses or renew your license.

Backup Database

See backup database section under Misc for additional info.

Index Database

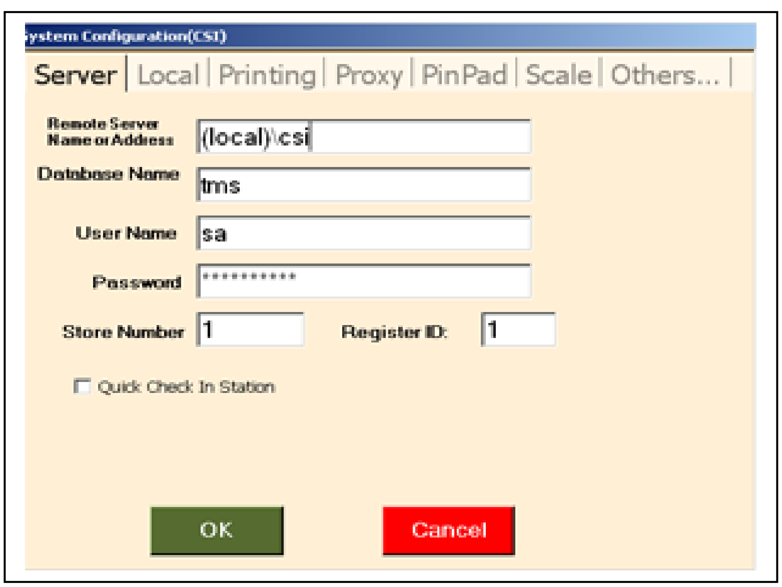
As your database grows, you may find system performance drop in some systems. Use this process to speed up your system and keep your system running properly.

TMS Config

TMS configuration file is used to configure the Server/Client Computer on how to access TMS database, and the following hardware devices/processes:

1. Invoice, Tag, Tracking Tag, Narrow and Wide report printer.
2. Proxy set up for Credit Card Processing program
3. Debit Pinpad
4. Digital Scale for Laundromat operation
5. Cash Drawer
6. Pole Display
7. Conveyor
8. Camera
9. Transaction Overlay Printer

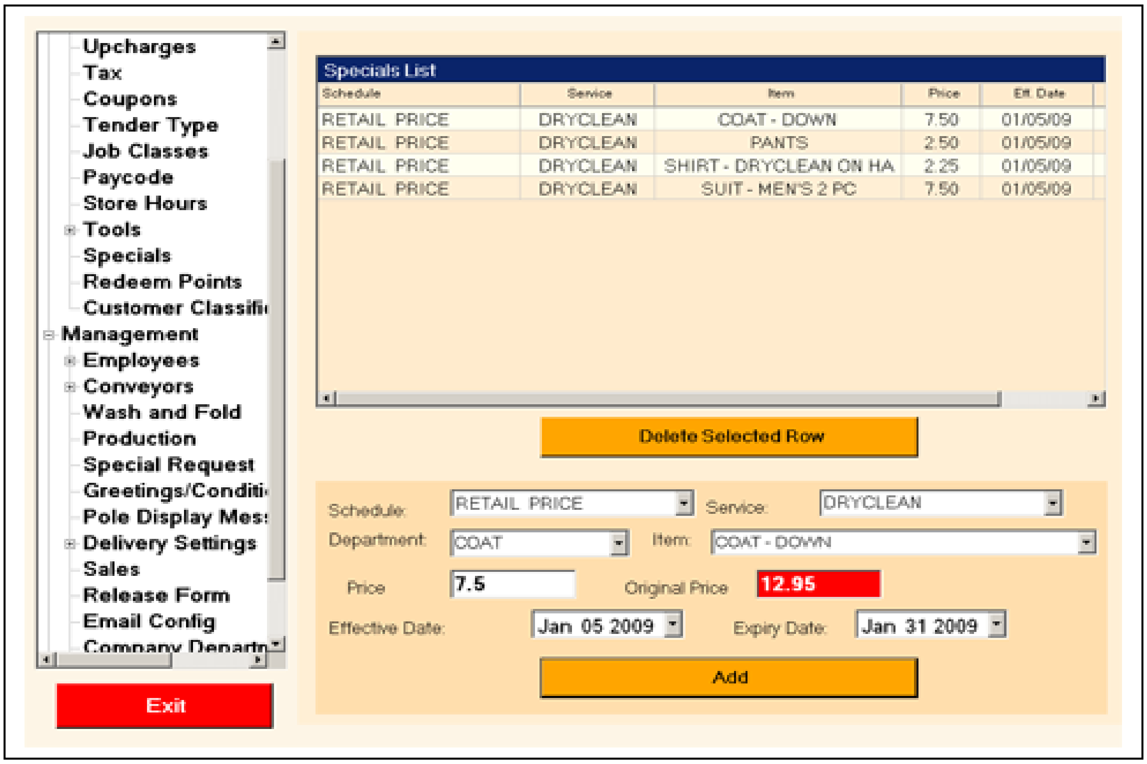
For additional information on how to setup TMS configuration file, see TMS Installation guide.



Specials

Specials tool is used to create a special price for a selected item from a Schedule, Service, and Department within certain period.
Use the following process to create such Specials.

1. Click on the Schedule from schedule drop down menu.
2. Click on the desire Service (i.e Dryclean)
3. Click on the Department (i.e Pants)
4. Click on the Item that is on Special
5. Enter The Special Price.
6. Enter the Start/End Date. Please note after Expiry date, the Special item price will be reset back to regular price.
7. Use the item from Special List on the top screen to delete the specials.



Redeem Points

See eMakreting section for additional info.

Customer Classification

See eMakreting section for additional info.

Management

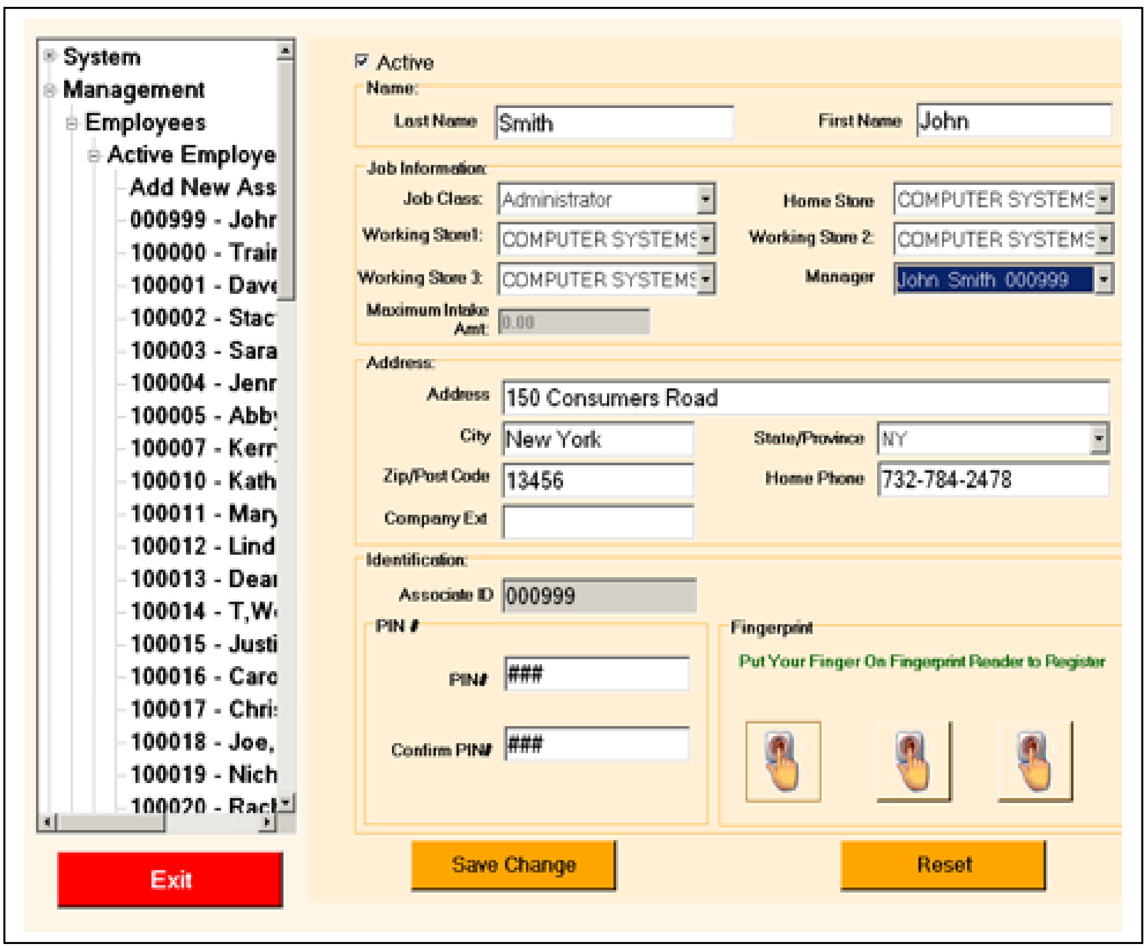
Employees

To **setup employees**, go to back office **Management** -> **Management** drop down menu. Click on **Active Employees** and a sub menu opens up. To add a new employee, click on the first item that says **Add New Associates**. Make sure to assign a proper job class for the employee. Enter the *name*, *address* and *identification* information for the new employee. Click the **Save Change** button to Add the employee, or the **Reset** button to clear the form.
Select **Home Store** and **Working Store**# if you have multi store operation with central database to allow associates to work at particular store.
For payroll/time sheet purpose select the **Manager** from drop down menu
Assign a security **Pin#**, and **Confirm pin**#.

For **Associate Id#** enter a 6 digits number, if that are less than 6 digits, left pad it with 0.

If your system is equipped with Finger Printer/Biometric reader, have associates register their finger using the finger print icon. Staff who have not registered their finger print may do so through login process.

Remove Active check mark if this employee is no longer active. Select **Inactive Employees** if you like to reactivate or view such employee.



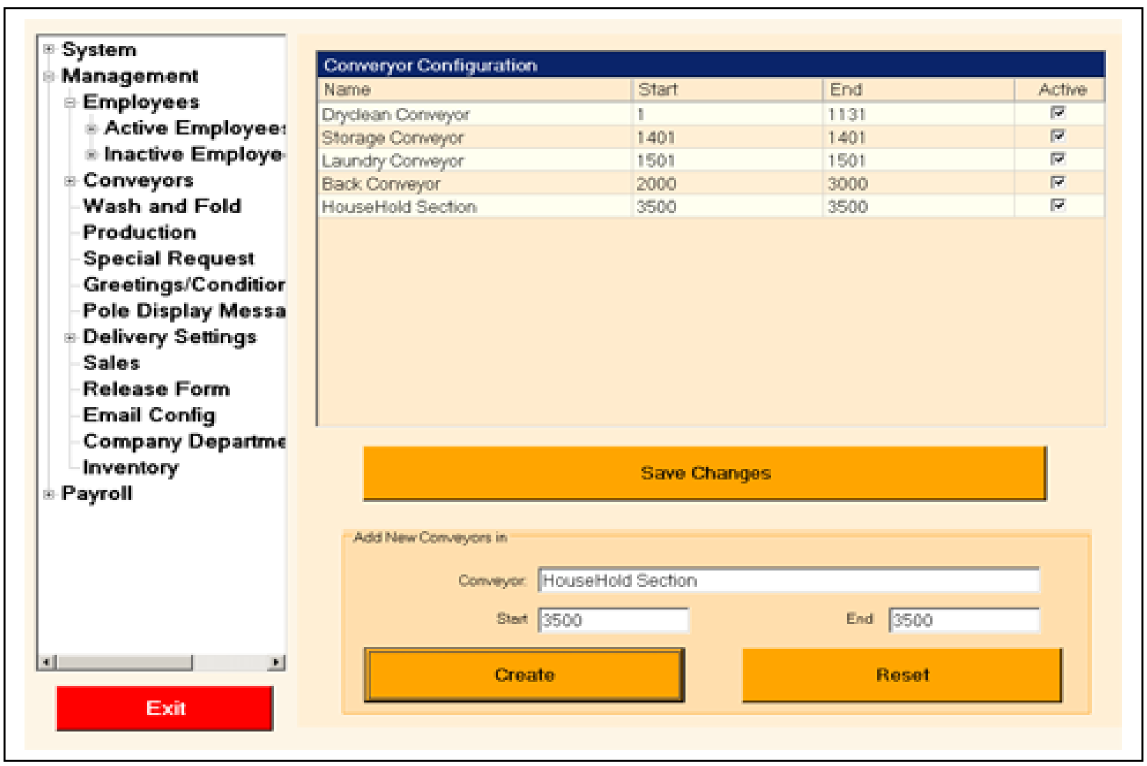
Conveyors

Conveyor table is used to configure your conveyor. This setting is used to display the name of the conveyor for the selected Conveyor location during Ready and Checkout process.
If your system is setup with Conveyor Controller It is also used to move the appropriate conveyor during checkout process.
For additional information on Conveyor Controller please visit CSI website.
To validate the conveyor location during Ready function, you may enable option called **'Conveyor# Validation '** in Management -> System option.

Name - Lists the name of the conveyor here.
From - Lists the start number for the conveyor.
To - Lists the end number for the conveyor.
Active - Checkmark this box to make the conveyor active.

Add New Conveyors To setup a new conveyor, enter the following information:

Conveyor - Enter a conveyor name.
Start ID - Enter the start number for this conveyor.
End ID - Enter the end number for the conveyor.



Wash & Fold

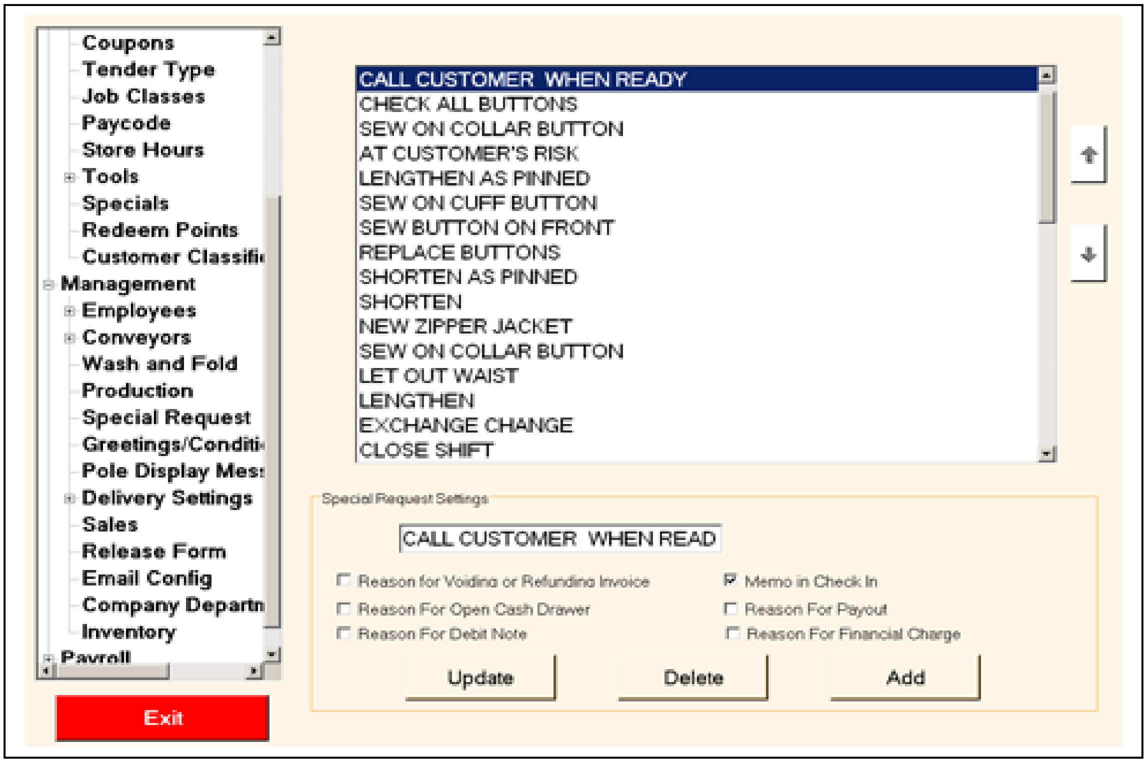
See Wash & Fold section for additional info.

Production

See production under Ready process for additional info.

Special Request

You may add your own **special request or memo** to pop up when adding *Memos in checkin*, *entering Void Reasons during void/refund*, *opening till during no sale transactions*, and *Paidout*. To do this, go to **Management** and click on **System**. Select **Management**, and click on **Special Request**.



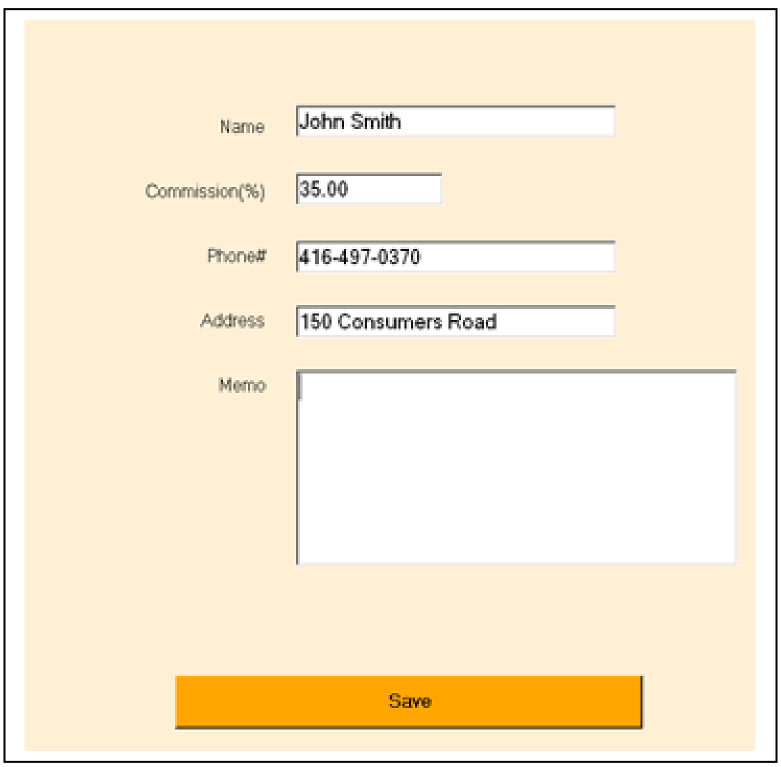
Special Request Settings	Enter your own text for any of the following pop-up menus.
Reason For Voiding/Refund	This memo is used during voiding/refunding process.
Memo in Check	Use this option to add your own memo when selecting Memo function during checkin process. e.g Shorten 2”
Reason For open cash drawer	Add your own memo when No Sale option is used to open cash drawer. e.g Get Change
Reason For Paidout	This memo is used during paidout process. E.g Postage
Reason For Debit	Used when adding credit/debit in Invoice Utility
Reason For Financial Charges	Used when creating financial charges under Management -> system -> tools

Greetings/Conditions
Use this option to add your own greetings, special promotion or conditions to be printed on customer' invoice auto.

Pole Display message
If your system is equipped with optional Pole Display, use this option to add your own greetings, special promotion or welcome message. For additional information on supported Pole Displays visit CSI website.

Delivery Settings
Delivery settings is used to define your route delivery run#/stop#, and sort the customer stop# using Microsoft Mappoint or manually.
For additional information see our Pickup/Delivery manual.

Sales
Sales table is used to keep track of the Sales person that can be assigned to certain customers or invoices during checkin process.
Simply Select **New Sales**, Enter Sales person's name, address and commission%.
To make changes, select the Sales Person name from the list.
During checkin process, Select **Misc, Sales**, and select the sales person from drop down menu, or Go to customer profile, Notes, Sales Person and add the sales Person for the customer.
This is used to create reports under Reports -> Sales Commission Report.

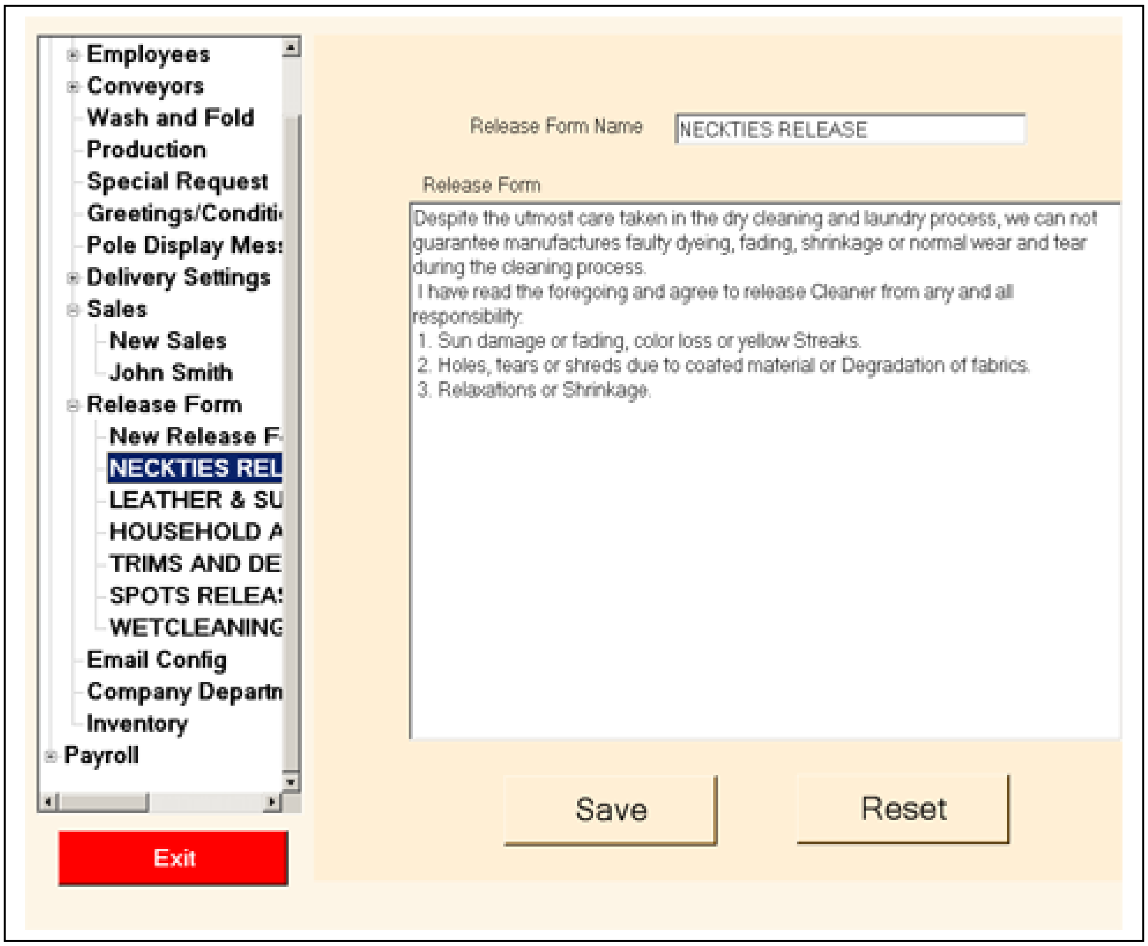


Release Form

Release form is used to create your own release form/conditions to be printed auto or on demand on invoice to protect you from a potential claim by customer when certain services /garments are done.
Select **New Release Form** to add your own release form, or select he predefined release form to make any changes.

Use Service function under Management -> System to link the release form to particular service.
Check mark Release Form Applicable under Items in Management -> System to have release form printed auto when certain items are checked in.

Use Release form icon, under Details Screen during check in process to manually select a release form to be printed on invoice.

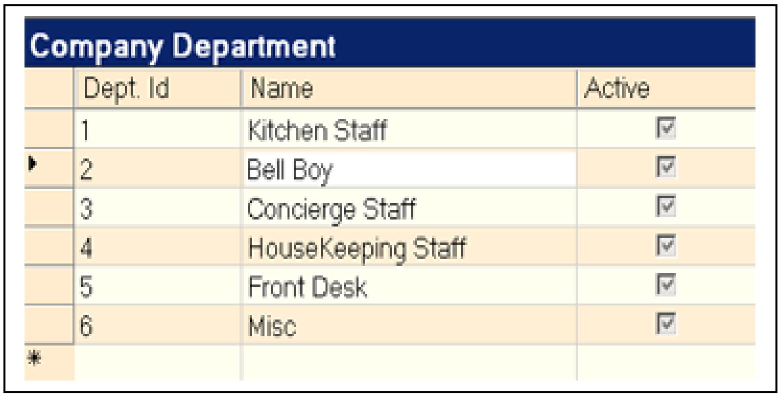


Email Config

Email config is used to setup your email settings for email/ eMarketing.
See eMakrekting for additional info on how to set up/configure your email server.

Company Department

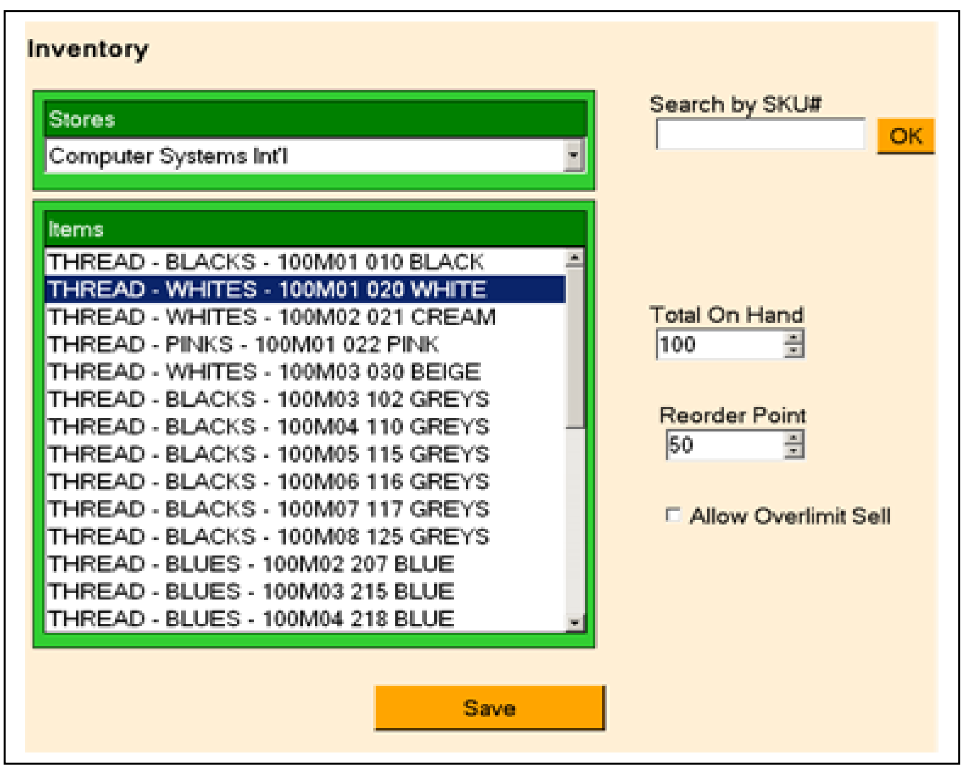
Company department is used to create a list of related departments that are linked to customer's profile for hotel type operation. System uses the company department to add additional information on customer's tracking tag for sorting purpose.
To assign a dept to customer, go to customer profile, under Basic options, select **Dept**, and use the drop down menu.


Company Department

Dept. Id	Name	Active
1	Kitchen Staff	☑
2	Bell Boy	☑
3	Concierge Staff	☑
4	HouseKeeping Staff	☑
5	Front Desk	☑
6	Misc	☑

Inventory

TMS supports merchandise sell , and tracks your inventory for each store.
Use Inventory function to add your inventory items that are defined in Items table. For such items to show up under Inventory make sure the item 'Stock' option is checked.
To add your inventory, simply select store from the list, and the item from your item list or scan the SKU#, then enter total on hand, and reorder point.
If **Total On Hand** is 0, no sell is allowed, unless '**Allow Over limit Sell'** option is checked.
You may use **Reports -> Stock report -> Merchandise report** to get your inventory list.
You may use **Misc -> Merchandise Tags** to make your own SKU barcode labels.



Payroll

Payroll is used to view, create and adjust timesheet for employee working hours. Payroll provides the following feature:

Daily Time Sheet

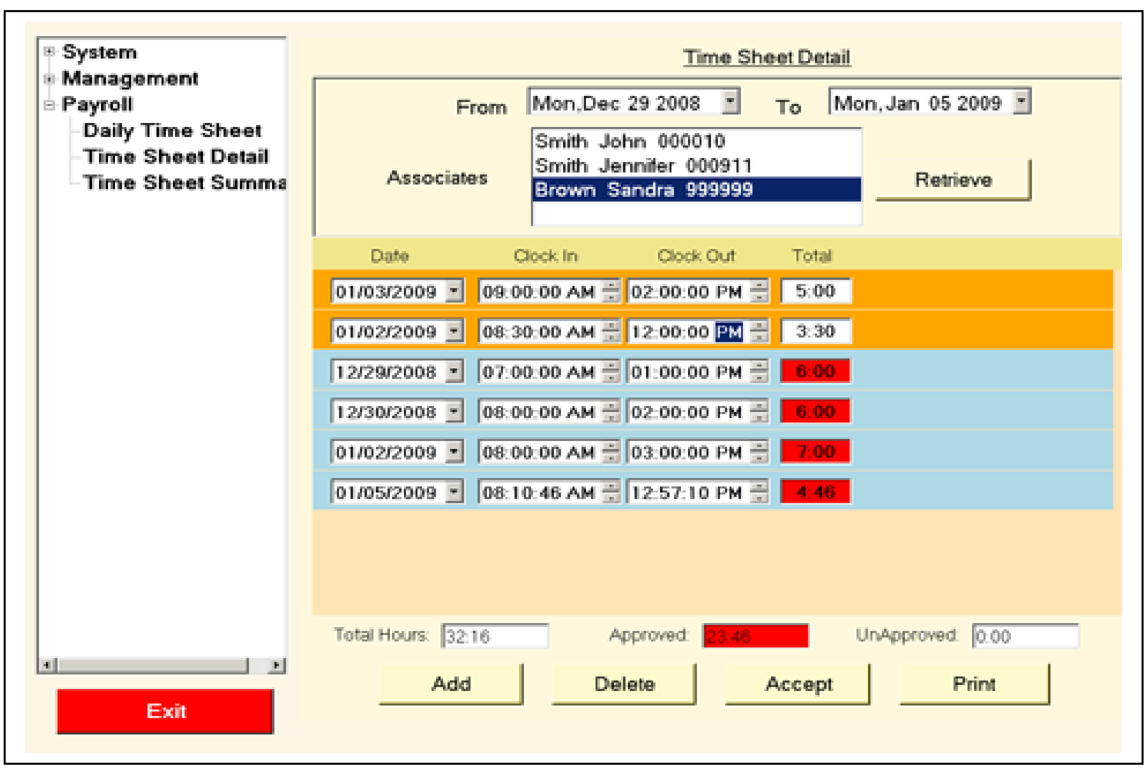
Daily time sheet is used to create a daily time sheet report for all employees for selected date. It displays clock in/clock out and break hours in summary format. Select the desire date.

1. Select Retrieve.
2. You can only view employees' timesheet if your job-class is allowed to do so.

Time Sheet Detail

Time Sheet Detail is used to create a daily detailed time sheet, make adjustments and accept time sheet for all employees on selected date. Usually one week interval.
To be able to retrieve the time sheet for other employees, you have to be setup as their manager. To do so go to Employee's profile and assign manager.
Use the following method to adjust a time sheet.

1. Select from/to Date
2. Highlight the employee and select Retrieve
3. Select the time sheet row that you like to adjust by highlighting the row. The row changes to Orange color allowing you to edit the row.
4. Go over the Date, Clock in/Clock out field and make changes. Select Accept to accept and save the time sheet row. As hours are accepted, **Total** changes to Red color and Approved total is changed.
5. Select Add to add a new row in case staff forgot to clock out.
6. Select Delete if you like to delete a time sheet row that was added by mistake.
7. Select Print to print the time sheet.



Time Sheet Summary

Time Sheet Summary is used to create a summary report for all employees approved/unapproved time sheet during selected period.

1. Select Start/End Date
2. Select Approved if you like to see only approved hours
3. Select un-approved if you like to see only un-approved hours.
4. Select Retrieve to create the report.