

Menu Layout Explained:

The main customer and catalogue functionality is launched via the switchboard buttons found below the customer browser:

Customer Picture	Name & Address	Contact & Owning
	N: Mr. Aaron, Bill A: Sundream 12 Ebbehout Rd Presidetr Ridge Randburg	Mobi: 0832620886 hTel: 7928996 wTel: 7928996 Owe: R 2985.72 Unts: 268
	N: Mr Mnr Abernethy, Barrett A: Clouds Bank 14 River Rd JHB	Mobi: 0823260845 hTel: 0823260845 wTel: 0823260845 Owe: R 56.00 Unts:
	N: Mss. Abraham, Michelle A: 10 Palm Lodge Vermeuren Malanshof Randburg	Mobi: 0824447021 hTel: 7916600 wTel: 7916600 Owe: R 230.00 Unts:
	N: Mr. Abraham, Wayne A: 215 Surrey Ave Ferndale Randburg	Mobi: 0729646151 hTel: wTel: Owe: R 234.00 Unts:
	N: Mrs. Abrahamse, Laurel Ann A: 1 Parmache Robin Hills	Mobi: 0733368339 hTel: 555555 wTel: 555555 Owe: R 1175.00 Unts:

Navigation buttons:

 Serve Customer	 Fast returns Outstanding	 Stock Maint.	 Search for Customers 3	 Help and Open Drw
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Status: FULL QUICK

Note: Operator ID request... When in the demo system use the letter "A" when requested for the Operator ID. For the password just press the OK button until you learn how to setup the password levels.

Note: The currency symbol can be changed ... found within the **Tools Selection\Maintain Shop** ...dropdown menu (top right of main RAPS window).

Five Valuable Hints:

To start customer transaction processing:

1. Use the *Search for customers* button as well as the up and down arrows to find a customer (be aware of the drop down menu by each button that will provide additional functionality).

2. Once a customer is highlighted/found then press the enter key to start the customer transaction processing dialogue.
3. When asked for an operator id utilizing the RAPS demo data then enter the letter **A...** or enter your own operator ID supplied by management. Refer to [Tools selection\Maintain Employee Details](#) for OP ID's.
4. RAPS will display an outstanding rentals window if the customer still has rental items in their possession. Just press enter to by-pass this window.
5. When in the [Rental and Retail Checkout](#) Window (where rental and retail items are issue to customers) then enter the stock numbers being issued to the customer followed by the enter key for each item entered. Note a Scanner can be used to automate the entering of these items. If in demo mode try and enter the following demo stock numbers: 286 and 502. Once all items have been issued press the escape key twice or click on the OK button to finish the transaction.

Note: If using a DigitalPersona fingerprint scanner and the customer is enrolled then there is no need for a manual search. At this point a customer can be requested to put their index finger onto the scanner to start the search and authentication of the customers account number. If a customers fingerprint has not been enrolled then the customers account will not be found. To enrol a customer refer to: "[Customer Transaction Processing](#)" to Install a fingerprint scanner refer to "[Tools Selection\Work-Station POS Settings](#)"

Returning rental items:

1. While in this window depress the letter **F** or click on the **Fast returns** button. Then start entering the rental stock numbers that are being returned by customers.

Some important reports to take notice of:

1. Daily audit of transaction activity with a total takings for the day ... Refer to [Report Selection\Audit Reports\Trading trans all](#) ... Note if the daily audit is not done for the day then one can always go back in history to produce the report ... Refer to [Report Selection\Audit Reports\Trading trans historical by date](#)
2. Financial summary with tax calculated and basic customer activity statistics for a date range...Refer [Report Selection\Financial Turn Over](#)
3. Outstanding rental equipment ... Refer to [Report Selection\Outstanding Rental Items](#)
4. Outstanding Bookings/reservations for the day ... Refer to [Report Selection\Outstanding Reservations](#)
5. Retail stock calculated repurchasing requirements ... Refer to [Report Selection\Sell-Thru\QTY Analysis for Period](#)
6. Retail stock taking procedure ... Refer to [Report Selection\Sell-Thru\Stock-take Procedure](#)
7. Top rental items for period ... Refer to [Report Selection\Movement and Popularity Analysis](#)
8. Refer to [Report Selection\Help](#) to get a list of the reports available and how to use them.

To start entering and amending rental and retail stock levels:

1. Use the *Stock Maintenance* button to launch the *Stock Maintenance browser*.
2. Once in the *Stock Maintenance browser* use the available drop down menus to create new and amend existing stock records...then refer to the help button

found on the catalogue browser and other functionality launched within this window.

3. To add or remove rental copies to existing titles use the [Copy Depth](#) button found at the foot of the [Stock Maintenance browser](#)

To make reservations/bookings for a customer:

1. Use the [Search for customers](#) button as well as the up and down arrows to find a customer.
2. Once a customer is highlighted/found then use the [Stock browser found to the right with its related buttons](#). Then the operator can search for a title that a customer is interested in. Suggestion use the [Key word search](#) button.
3. Once the interested rental item is found and highlighted then use the [Reservation](#) button found at the foot of the Stock browser to make the booking/reservation for the customer.
4. Control your reservations by utilizing ... Refer to [Report Selection\Outstanding Reservations](#)

You can exit most Windows by depressing the escape key.

The Bar Menu above the customer browser:

The *Bar menu* is at the top of the RAPS system when started and it is the platform for the launching of supporting RAPS systems functionality.

There are six supporting bar menu options that support the RAPS system. These bar menu option can be navigated to via the following links:

- [Reset Late Hour](#)
- [Maintain Codes](#)
- [Barcodes](#)
- [Report Selection](#)
- [Tool Selection](#)
- [Help](#)

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Note most of the daily activities are performed on serving customers using the available buttons on this customer browser Window.

These activities include:

- Creating and maintaining customer details
- Customer accounting queries
- Extracting customer SMS birthday and promotional messages
- Performing rental & sell through transactions
- Reservation queries
- Outstanding rental equipment in the field queries
- Who had rental equipment last queries
- Fast returns of rental equipment
- Browsing actors related to rental equipment with option to make reservations
- Browsing singers related to rental equipment with option to make reservation
- Rental equipment damaged browser
- Launch *catalogue browser* for creating and maintaining the item catalogue. It must also be noted that the rental items within the item browser are instantly related to the customer that was being pointed to when this option is triggered. Any item rented to this customer historically will be marked with a *yes* in this browser. Also the operator can search for an item by name and when found could make a reservation for the customer if required.

Note1: Remember you can select more than one customer to perform transaction processing with. E.g. select the first customer and begin the transaction processing then if customer procrastinates then push the customer window aside or minimize customer and select another customer and work with them until first customer confirms his selections.

Note2: The wine color highlighting the above customer name cells indicate that the customers are barred from doing business with the store e.g. customer never returns equipment or misbehaves badly.

Note3: The green color highlighting the above customer names cells indicate that the customers are of VIP customer status and do not pay late fees based on the membership paying a monthly subscription refer Maintaining and Creating VIP contracts on the Catalogue Browser .

Note4: Highlighting a customer from the customer browser with the highlight bar and then launching the stock maintenance browser will associate all the rental items in the catalogue to the customers' rental history, effectively informing the operator of what rental items have and have not been taken out by the customer. If this were a Video rental store the operator could assist a Science Fiction fan by informing him of what video titles have not been viewed in this category.

Navigation Wizard:

The navigation wizard allows the operator to navigate all Browser Windows. This is done by highlighting the row requiring action and then just right clicking followed by selecting the functionality required for the row. Also note that most browser Windows have default *Select*, *Amend* or *Toggle* functionality that can be triggered by just double-clicking onto the highlighted row. Note the navigation wizard represents a mirror of the functionality buttons found at the bottom of the browser Window; the wizard is more pictorial and more User friendly. Example of the navigation wizard:



Push buttons supported by this window:

*Note the keyboard can also be used activate the buttons by entering the underlined character associated to each function within menus.

Serve Customer Menu:



- [Accounting](#)
- [Memo](#)
- [New Customer](#)
- [Customer](#)
- [Edit Cust \(8\)](#)
- [History](#)
- [Analysis\(?\)](#)
- [Reversal \(0\)](#)
- Birthday Sms

This is where point of sale & rental transactions takes place.

Extracts SMS messages for customer birthday's greetings. Will only extract for customers whom have re-patronized the business within the last 365 days. Also refer to: [SMS Parameters](#)

- [Promo Sms](#)

Extracts promotional SMS messages to be sent to customers. Note that this function can also be used to select customers that have outstanding debt and then send them a reminder to come settle their account. Will need a management level password to enter this function. Will need a management level password to enter this function. Also refer to: [SMS](#)

Fast Returns Outstandings Menu:



- [Reservations](#)
- [Equipment](#)
- [Who Had Last](#)
- [Fast Returns](#)
- [Prnt Reservations](#)

Stock Browser Menu:



- [Category](#)
- [Damage](#)

This is where the operator can maintain the rental, retail, contract/club membership and make reservations for items.

- [Title](#)
- [Actor/Singer/Other Associations \(X\)](#) *view stock catalogue by User defined associations or key words

Search for customers Menu:



- [Account # \(1\)](#)
- [Surname \(2\)](#)
- [Tel/Cell \(3\)](#)
- [ID # \(4\)](#)
- Name < == (Search for customers by first name)

Help and Cash Drawer Menu:



- Open Cash Drawer
- Turn-Over Display (F2 key)
- Change Operator Signed On

Note: **Turn-Over function:**

Displays today's turnover counters within an easily readable window. Used for a quick query as to how the business is doing today. Can also use the F2 key to view these counters. Can also be password protected by different security levels. Refer: to Security level flag [29] ... [Tools Selection\Security Management\Security Levels](#)

Note: **Change Operator Signed On function:**

Allows operator's to sign in and out of RAPS at a high level i.e. once... so that they do not have to repetitively enter their operator ID's for each customer transaction. Can also use the F3 to sign in or out. If this type of operational behavior is required then Refer: to Security level flag [70] ... [Tools Selection\Security Management\Security Levels](#) and set to 3

FULL Status:

When working with customers it is sometimes required to do a quick status check of a rental item (e.g. customer brings a tag that has the item number to be rented; and that item cannot be found in the physical rental library) to enquire as to the items availability without having to go to other parts of the RAPS system to find out. RAPS provides this function on the customer browser window in the form of entry field call *Item Status* refer to above window:

The above *FULL Status* will accept the RAPS number or the external number as defined by the User when the rental item copy depth was created.

The result from this query will be a Window showing all of the other available copies with their locations and whether they are available. Refer [Copy Depth Browser](#)

QUICK Status:

A quick status function has been added to the customer browser screen. This will allow the operator of a tag store to manage a pile of tags that sometimes get out of hand during a busy day. With this new function the operator enters the tag numbers in quick succession to determine if the item is in or out and also if it is due back or booked for current date; also displaying the floor location. This will allow the operator to redistribute the tags to his show room shelves in a quick and orderly fashion. And to quickly query where various rental items are that are needed to satisfy outstanding reservations.

Note: If a Quick Status check has a “*” followed by two letters...then this represents a damage code that has been associated to the rental stock card being queried. This information is useful when doing inventory and checking the quick status of rental stock cards. For example a rental stock record may be marked as “DUE” but in actual fact it has not been returned and has been marked as stolen:“*ST”...This would then look like “DUE*ST” when doing a quick status check on the stock record.

Note: The rental item availability **FULL** and **QUICK** status check on the main customer browser is password protected. We have found that operators would sometimes abuse this process. Operators would use these status checks for an easy way of finding out if a item was IN or OUT so that they would not have to scan the item in and have it reported to management as not recorded as a rental. Some operators would fraudulently pocket the revenue for a rental without putting the rental through the RAPS rental process and then intercept the rental item being returned the following day by using the FULL and QUICK status check. We also know that this process is useful when conducting inventory checks; so if management would like to unprotect this process during inventory checks then all that has to be done is to set security level 110 to 0 refer: Tools Selection\Security Management\Security Levels.

Open Draw:

This button will open the cash-draw without a transaction, if the cash-draw is installed onto the computers serial port. It requires a password to activate it.

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Note5: If the RAPS customer barcode labels were adhered to club cards; then as the members club cards are scanned into the RAPS system the customer would be automatically highlighted for processing on this screen. [<Customer barcodes>](#)

Note6: Your company logos can be represented/displayed on this window when the computer screen resolution is set to 1024 x 768. Find demo logos in the path c:\tvhs\picture\branding1.jpg and c:\tvhs\picture\branding2.jpg. Use the windows paintbrush utility to alter them or make your own from scratch. The pixel resolution must be 187x104 per logo picture and must be named and be in the path as described. If you do not want logos then delete the two logo files.