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# CHAPTER I

## ***INTRODUCTION***

This document is a brief operational manual in setting up and using *The Video Store 3.0*.

The Video Store 3.0 has a built in help system. It can be activated by pressing **Alt-h** from any screen. A popup window will be displayed describing all of the features on the current screen.

The Video Store 3.0 requires any IBM PC compatible computer with a hard disk drive. Prior to installation, verify that the CONFIG.SYS file meets the following requirements:

```
FILES=99  
BUFFERS=20
```

It is also highly recommended to have EMS or XMS memory installed. Even though the software will operate without this memory, it will operate much slower than if EMS or XMS memory is installed.

Refer to your operating system manual if any of the above is unfamiliar to the user.

To run The Video Store 3.0, enter **VID** at the DOS prompt.

The following environment variable commands are supported:

**SET VID=NETWORK**

Forces the program to operate under the network mode. Please note: The program automatically senses the existence of a network during normal operation. This feature is only needed if the program cannot detect the network.

**SET VID=COLOR**

Forces the program to operate in color mode.

**SET VID=MONO**

Forces the program to operate in monochrome mode.

**SET VID=E:0**

Forces EMS mode to be disabled.

The environment variable commands may be combined. For example,

```
SET VID=NETWORK;MONO;E:0
```

If your computer has EMS/XMS memory, it will attempt to operate in protected mode, otherwise it will operate in real mode. If you wish to force the software to operate in real mode, set the following environment variable:

```
SET BLINKER=/DT20000
```

## CHAPTER II

### SYSTEM CONFIGURATION

Prior to using the software, you should first configure everything found in System Configuration. System Configuration is used to configure your business, taxes and equipment that is connected to your computer. You can enter System Configuration by selecting the **Y** command from the Main Menu.

The following options should be configured in System Configuration:

#### **Setup Company Information**

This option allows you to define the name of your company, address, telephone & fax numbers and country information.

#### **Setup Tax System**

This option allows you to define your tax system. You can configure 0/1/2 taxes, name of each tax and the rate for each tax. The tax rates are entered in as percentages. For example, a tax rate of seven percent is entered in as **7.0**

#### **Setup System Defaults**

This option allows you to define all of the defaults while using the software. These defaults are:

##### **Print Invoice**

Options available are *Ask When To Print* or *Automatically Print*.

##### **Print Zeros On Invoice**

Options available are *Print Zeros* or *Do Not Print Zeros*.

##### **Spacing On Reports**

Options available are *Single Spaced* or *Double Spaced*.

##### **Menu System**

Options available are *Novice* or *Advanced*. The novice menu system uses function keys while the advanced menu system uses keyboard controls. Both menu systems can be used with the mouse.

##### **Num Of Decimal Places**

Options available are 2, 3 or 4.

**Check Printer**

Options available are *Yes* or *No*.

**Enable Security System**

Options available are *Yes* or *No*.

**Rental Return Time**

The time to return rental. Leave blank for return time to be same as rental time.

**Print Rental Agreement**

Options available are *Yes* or *No*.

**Define Payment Tendors**

A maximum of 10 payment tendors can be defined.

**Edit Rental Agreement**

If *Print Rental Agreement* is set in System Defaults, you can edit the rental agreement. The rental agreement is printed after the invoice.

**Edit Holiday Dates****Setup Printer Configuration**

This option allows you to define printers to specific types of forms. The receipt printer option should only be used if you are using a small 40 column paper tape receipt printer. This section is also used to customize any of the forms.

**Setup Special Promotions**

This option allows you to define special promotions such as Rent 10 Get 1 Free.

**Setup Hardware Configuration**

This option allows you to define hardware connected to your computer. The following hardware is supported:

**Modem**

The modem can be configured to dial a telephone number from Customer or Vendor database. The com port, type of service and baud rate can be configured.

## **Cash Drawer**

The cash drawer can be configured to open at the time of sale. Cash drawers can be configured to work from the serial or parallel port. The baud rate (serial device only) and string/ascii code to open drawer can be configured. Please note: If you use the ascii code to open the drawer, then it is required to blank out the string field.



## **CHAPTER III**

### **Maintenance System**

The Maintenance System contain all information on your customers, sales personnel, vendors, and products that you sell and rent. These items should be completed prior to generating your sales. The following databases should be setup:

#### **Customer Maintenance**

This database contains information on your customers. Each customer is assigned a unique customer code. The software will automatically assign a default code for each new customer. You can edit this code to any unique code. The customer database has the following fields:

**Cust Code**

A unique customer code.

**First/Last Name**

The first and last name of the customer.

**Phone**

The telephone number of the customer.

**Address**

The complete mailing address of the Ship To and Bill To.

**Work Phone**

The telephone number of the customer's place of employment.

**Drivers Lic**

The customer's drivers license number.

**Credit Card/Expir Date**

The customer's credit card account number and expiration date.

**Soc Sec #**

The customer's social security number or tax number.

**Lock Out**

Selecting a **Y** will lock this customer out of the system.

**Alert**

Selecting a **Y** will place this customer on alert. If a customer is on alert, an alert message will be displayed on the sales system.

**Credit**

The available credit for this customer. This is used if a customer is issued credit for returned items or makes payments in advance.

**# Rentals**

Number of rentals this customer has accumulated.

**Category Maintenance**

This database contains information on your rental categories. These categories define the rental prices for each day of the week. Each category is assigned a unique category code. You must enter in this code. The category database has the following fields:

**Category Code**

A unique category code.

**Description**

Description for this category.

**Late Fee**

The late fee charge per day.

**Price**

The rental price for each day of the week.

**Days**

The number of days until the rental is due for each day of the week.

**Tax**

Y is this rental is taxable.

**Tapes Maintenance**

This database contains information on your rental items. Each item is assigned a unique product code. The software will automatically assign a default code for each new item. You can edit this code to any unique code. The inventory database has the following fields:

**Prod Code**

A unique product code.

**Desc**

The product description for this item.

**Sell Price**

The selling price for this item.

**Cost**

The unit cost of this item.

**Category**

The category for this item.

**Num Rented**

Number of times that this item has been rented.

**Income**

The total income that this item has produced.

**Status**

Tape status. The tape is either *IN* or *OUT*.

**Location**

You can use this field to describe where this tape is located.

**Rating**

The rental rating.

**Cust Now Rented**

The customer code that is currently renting this tape. This field is blank if the tape has been returned.

**Actors**

Three lines of actor information.

**Vendor**

The vendor code that you purchase this item from.

## **Inventory Maintenance**

This database contains information on your inventory. Each item is assigned a unique product code. The software will automatically assign a default code for each new item. You can edit this code to any unique code. The inventory database has the following fields:

**Prod Code**

A unique product code.

**Desc**

The product description for this item.

**Price**

The selling price for this item.

**Cost**

The unit cost of this item.

**Stock**

The number of units currently in stock.

**Low Stock**

When reordering, the stock must fall below this value.

**Average**

When reordering, this is the number of units that you wish to have in stock.

**Tax**

**Y** if this item is taxable, **N** if this item is non-taxable.

**Num Sold**

Number of times that this item has been sold.

**Inventory**

**Y** if this is an inventory item, **N** if this is a non-inventory item. Non-inventory items always has its stock set to zero.

**Vendor**

The vendor code that you purchase this item from.

**Salesman Maintenance**

This database contains information on your sales personnel. Each salesman is assigned a unique salesman code. You must enter in this code. The salesman database has the following fields:

**Sales Code**

A unique salesman code.

**Name**

The name of the salesman.

**Address**

The mailing address for the salesman.

**Phone**

The telephone number for the salesman.

**Soc Sec Num**

Social security number or tax number for the salesman.

**Password**

A password that is assigned to the salesman. For details on passwords, see the section titled Security.

**Vendor Maintenance**

This database contains information on your vendors. Each vendor is assigned a unique vendor code. You must enter in this code. The vendor database has the following fields:

**Vendor Code**

A unique vendor code.

**Vendor Name**

The company name for the vendor.

**Contact**

The name of the contact.

**Address**

The mailing address for the vendor.

**Phone/Fax**

The telephone number and fax number for the vendor.

## CHAPTER IV

### SECURITY

The Video Store 3.0 supports multiple levels of security. You can assign a password to each sales person and restrict specific areas of the software. Passwords are assigned in the salesmans database.

Under the salesman database is a command labeled *Security*. Select this command to restrict specific areas for the salesman. There are three pages which contain security restrictions. A **Y** represents that the salesman has access to this area, while a **N** represents that a salesman does not have access to this area.

To activate the security system, it can be enabled under System Configuration, System Default settings.

Important: The system administrator should have access to everything. Do not put any **N**'s in any field for the system administrator. Prior to enabling the security feature, the system administrator should be assigned a password in the salesman database.

It is advisable that the clerks do not have access to System Configuration, Database Operations and Salesman Database. These areas should only be used by the system administrator.

## CHAPTER V

### SALES SYSTEM

The Sales System is where sales and payments are entered. The following are part of the Sales System:

#### **New Sale**

Sales are created here. The first time that you enter into this area, you are automatically put into the creating new invoice mode. If you have created invoices into this system already, then you must select the *New Sale* command to create a new invoice.

When prompted for the customer code, you can either enter in the customer code that you wish to invoice or press the <F10> key to add a new customer. If this customer is a walk-in customer, and you do not wish to keep track of this customer, you can use CASH as the customer code.

Editing of the items is the body of the invoice screen. Initially you are asked to enter in the product code. Product codes have been previously entered into the Tapes and Inventory Databases. You can enter in the product code of the item that you wish to rent/sell or press the <F8> key to add a new inventory item. The item will be displayed on the screen. You can edit any of the desired fields for this line item. When the line is correct, you can press the down arrow key to advance to the next line. Please Note: It is not necessary for you to press the ENTER key after each field. Once the line contains the correct information, just press the down arrow key to advance to the next line.

Once the body of the invoice is correct, you have two options: *Save* and *Edit Mode*. Save will automatically save the entire invoice and prompt you for payment. Edit Mode will place the program in its edit mode and you can edit any part of the invoice.

After the invoice has been saved, it will prompt you for the payment (only if a payment is due). If you do not wish to apply any payment, then press the <ESC> key. If you wish to apply a payment, you will be prompted for the payment tender, payment amount and any other payment information. At any time you can press the <ESC> key and it will bring you back to the previous level.

After the payment has been applied, you will be presented with the following print options:

#### **Invoice Prn**

Print the current invoice.

#### **File Inv**

Print the invoice to a disk file. This is useful for editing the invoice in a wordprocessor or e-mailing/faxing the invoice.

## **CHAPTER VI**

### **REPORTING SYSTEM**

The following reports are available:

#### **Summary Report**

Report to show the total amount of money and taxes collected for any period. This report is useful for preparing sales tax collected.

#### **Invoice Report**

Report to show all invoices generated and amounts paid for any period.

#### **Late Charge Report**

Report to show all rentals that are currently late.

#### **Top Rental Report**

Report to show the top rentals for any period.

#### **Salesman Sales**

Report to show all sales generated for each salesman for any period. This report is useful for calculating salesmen commissions.

#### **Product List For Customer**

Report to show all products purchased by a specific customer for any period.

#### **Customer List For Product**

Report to show all customers that purchased a specific product for any period.

#### **Inventory List For Vendor**

Report to show all products that are purchased from a specific vendor.

#### **Outstanding Rentals**

Report to show all tapes that have not been returned.



## **Rentals Return History**

Report to show a customer history of all returned rentals.

## **Payment History**

Report to show all payments received for a specific customer for any period.

## **Customized Labels/Reports**

The user can create custom reports, custom mailing labels, custom lists and configure barcodes.

## **Listing Reports**

The following reports are found under Listing Reports:

### **Reorder Inventory Stock Listings**

Report to show all items that should be reordered and the amount to reorder. All of this information is configured in the Inventory Database.

### **Customer Listing**

A list of all customers.

### **Inventory Listing**

A listing of all inventory items.

### **Salesman Listing**

A listing of all salesmen.

### **Vendor Listing**

A listing of all vendors.

### **Price List**

A price list is generated for any price level.

## **CHAPTER VII**

### **RENTALS RETURNED**

The Rentals Return System is used to return your rentals. Once a rental has been returned, the Tapes Maintenance System is automatically updated and this rental may then be rented again.

Rentals are returned by Product Code. If you do not know the Product Code of the rental, you can press the <ENTER> key when asked for the Product Code. A complete list of all unreturned rentals will then be displayed. You can then select the desired Product Code.

If a rental is returned late, a late fee may occur. You then have the option to edit this late fee or charge the customer this late fee. If the customer is not present or does not wish to pay this late fee at the current time, this late fee will automatically be charged to the customer's account. The next time that this customer rents/purchases an item, this late fee will be automatically added on to the invoice.

## **CHAPTER VIII**

### **APPOINTMENTS**

An Appointment Scheduler and To-Do List Manager.

## **CHAPTER IX**

### **DATABASE FUNCTIONS**

The database functions allow the user to backup data, fix problems or change the data in files. The following options are available:

#### **Backup/Restore Databases**

Data should be backed up to floppies on a regular basis. The backup feature will backup all of the databases to a set of floppy diskettes. If there is a problem and need to go back to your previous work, you can select the restore option.

#### **Rebuild All Databases**

This feature should only be used if you are experiencing corruption in your databases or if you had a recent power failure. The software will attempt to repair the index files and recalculate all balances.

#### **Frequency Analysis**

This feature is useful if you wish to see the frequency of a piece of data.

#### **Form Letters**

The user can design a form letter template using any fields in a database. These letters can then be printed.

#### **Import Data**

Data can be imported from another program. In order to import the data, the data must be in a standard dBase III file format.

**Important Note:** If you are importing data and not using the import feature, or if you have another program writing to The Video Store databases, the databases must be fixed after importing or updating the databases. To fix the databases, start up the program by using the fix switch:

#### VID FIX

The databases will then be fixed. This only needs to be done if you are not using the import feature.

Please Note: On importing, some fields need specific values. You can set these values by selecting <F2> Type in Import Value.

For importing tapes select the Inventory Database. The following two fields must be set:

Field **RENTAL** must be set to a value of **Y**

Field **CAT\_CODE** must be set to the category code that you defined in the category database.

For importing products select the Inventory Database. The following two fields must be set:

Field **RENTAL** must be set to a value of **N**

Field **PRODUCT** must be set to a value of **Y**

For importing customers select the Customer Database. The following two fields must be set:

Field **LOCK\_OUT** must be set to a value of **N**

Field **ALERT** must be set to a value of **N**

### **Export Data**

Data can be exported into a standard dBase III or ascii file format.

### **Global Replacement**

This feature is useful if you need to globally change a field in a database to the same value.

**Purge Data**

If you have invoices and payments that you no longer need, and wish to remove them from the software, then use this feature. Only invoices that have been paid in full will be removed.

Please Note: Once items have been purged, you can never recover them.

## **CHAPTER X**

### **PAYMENTS**

The Payment System is used to view or add payments. Normally, all payments are made at the time of sale and using the Payment System is not necessary.

If you generate a sale and the customer does not pay this invoice in full, a balance will be created for this customer. At a later date a payment can be applied to these unpaid invoices. This is done through the Payment System.

Payments can be added by invoice or by a customer's account.

## CHAPTER XI

### PRINT BARCODE BATCH

The barcode batch is used to print barcodes. All barcodes in this batch can be printed on regular mailing labels.

The barcode batch gets its barcodes from the Inventory Maintenance and Tapes Maintenance systems. To submit a barcode to the Barcode Batch, use the *BARCODE* command. This command will submit the current barcode to the Barcode Batch.



## **CHAPTER XII**

### **TECHNICAL SUPPORT**

There is no charge for technical support. Tech support can be contacted at the following:

Telephone: 1-352-237-0616

Internet: [support@softstore.net](mailto:support@softstore.net)