

Electronic Shop Assistance (ESA) - Help Contents

- **Using Electronic Shop Assistance**
- **How to Order ESA/ Register**
- **How to Enter Registration Code**
- **System Price Calculation**
- **Reports**
- **ESA V1.1 Data Conversion**
- **Technical Support**
- **Copyright/ License Agreement/ Disclaimer**
- **Comments/ Suggestions/ Bugs**
- **Acknowledgment**
- **How to contact AGILE Computer Enterprise**
- **About AGILE Computer Enterprise**

Using Electronic Shop Assistance

Electronic Shop Assistance consists of two separate programs:



The Electronic Shop Assistance is an interactive price quote, point of sales program. It provides a number of features including *Extra Items*, ability to recall old quote by customer's details, items sold report/ export, multiple pricing levels, and many more.



The Editor for ESA allows user to update products category, items grouping, information on sales items, labels and fonts on report, password, data import/ export and data reporting.

The software is designed with the users, by the users, and most importantly for the users. The best way of knowing the software is to try it out.

A sample pricing data file "data12.dat" is included in the distribution. Please keep a copy of the original file before you run the software.

Technical Support

Only registered users are eligible for any technical support. AGILE Computer Enterprise will try to provide as much technical support as financially viable. In no way that the company is bound to any agreement.

Please see [How to contact AGILE Computer Enterprise](#) for contact detail.

Copyright/ License Agreement/ Disclaimer

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Electronic Shop Assistance (ESA) is provided as is, without warranty of any kind. The entire risk as to the quality and performance is with you. AGILE Computer Enterprise assumes NO liability for damages, direct or consequential, which may result from the use of ESA.

Comments/ Suggestions/ Bugs

See also [Acknowledgment](#)

AGILE Computer Enterprise welcomes any comments, suggestions and bugs report from users.

We will appreciate any contributions user make to our product.

Please see [How to contact AGILE Computer Enterprise](#) for contact detail.

About AGILE Computer Enterprise

AGILE Computer Enterprise is a software company. The areas of expertise include (but not limited to) database applications, WEB development, Data Encryption Process Modeling/ Control, Machine Learning, Expert Systems and Client/ Server development.

The company motto is to build flexible, reliable and user friendly software applications at a competitive price.

The company strength lies in using advance technology balance with practical system requirements in all software development.

Please see [How to contact AGILE Computer Enterprise](#) for contact detail.

How to contact AGILE Computer Enterprise

There are many ways to contact AGILE Computer Enterprise. The first two approaches are preferred.

1. **Email address:** poyen@ozemail.com.au
2. **Facsimile:** +6149 55 6268
3. **Post Mail:** AGILE Computer Enterprise
PO Box 304 Jesmond,
NSW 2299, AUSTRALIA
4. **Telephone:** +6149 51 1100 (9am to 5pm Sydney Time)
5. **Home Page:** <http://www.ozemail.com.au/~poyen>
Check out our Home Page for latest information.

Electronic Shop Assistance

See also [Reset](#), [Recall](#), [Calculate](#), [Equation](#), [Price Levels](#), [Click Me](#), [System Price Calculation](#), [Individual/Assembly Price](#), [Reports](#)

Electronic Shop Assistance is a point of sales, price quote program. On entering the program, the main form is displayed. The main form is divided into three sections:

The first section is the main quotation for building a computer system. The second section is the Extra Items. The third section is the result of the calculation, which is the price amount.

When ever a change is made in the items list, the prices will change to reflec the latest pricing information. In some cases, the *Calculate* button need to be used to force re-calculation.

Once all the items and prices are satisfied, user can go to the next screen by clicking the *Order* button. The form Print/Save Order will be displayed.

To reset all the fields, click the *Reset* button.

To obtain Individual or Assembly item price, click an Item Group name (e.g. CPU type, Box, Hard disk etc). A window will pop-up to show the price.

To quit the application, click the button  on the top right hand corner.

Editor for ESA

See Also [Price Levels](#), [Individual/Assembly Price](#), [System Price Calculation](#), [Reports](#), [Data Files](#), [Backup](#), [Data Import/Export](#), [Information](#)

Use this program to do any modification on Pricing Data (product category, grouping and prices), labels and fonts for Quote/ Order/ Invoice, company name, default tax rate etc.

The maximum number of category is 20. The maximum number of grouping per category is 12. And the maximum number of items per grouping is 64.

Please study the sample data file (through Electronic Shop Assistance and Editor for ESA) before changing it.

To know more about how to enter the registration code, click [How to Enter Registration Code](#).

The *Up* and *Down* buttons can be used to change the order of Category, Items group or Items list.

The ordering of items in the list is important. When the *Reset* button is clicked, it is the first item in the items list which will be displayed.

The the word *None* in the item description has a special meaning to ESA. When the user click the *Print* button, any items group with an item description *None* will not be printed.

The pull-down menu *File/ Print* prints a hard copy of the pricing data (include category, items group and items list).

To quit the application, click the button  on the top right hand corner.

How to Enter Registration Code

To enter the registration code, you need a registration code (supplied by AGILE Computer Enterprise) and the company name you specified in the ESA Order Form.

The registration code contains a signature of your company name you specified when you registered the software. In another word, your company name is used in the building of the registration code. If a different company name is used when entering the registration code, there is a strong chance that the software will invalidate the registration.

Two ways to enter registration code, the first way is to click the *Set Reg. Code* button in the start up dialogue. Another alternative is to run the Editor for ESA and select the pull-down menu *File/ Register*. A registration dialogue will be displayed.

You need to fill in the registration code and the company name. After filling the two fields,click the *OK* button. If a message stating that you have successfully registered the software, then you have completed the registration procedure.

If a message stating that you have not successfully registered the software, then you have to repeat the steps again.

If you have any difficulty, please contact our Technical Support.

Email Order

See also [Email Address](#), [Mail Server](#)

AGILE Computer Enterprise has developed a safe way of sending data through the Internet (e.g. Email). A description of the processing steps is described below.

Before an order is sent, these are the steps to process the Order Information:

1. Credit card number is encrypted using algorithm A.
2. The encrypted credit card number is mixed with the rest of the ordering data and encrypted again using algorithm B.
3. Then the encrypted data is uu-encoded.

The result is something like this:

```
begin 644 data.dat
M\U8@,V2]Y]6Q856SP]EIY3(S\B$S729<*J LTN4?UV2F.&M/PCL^/L_26"''.
M4J5&^NKZM]K>1L_P(2JL<_S3WLTVDWB\7W0:$'?'#N^GUOQE7=O!/ ?13U[CY
MYW/L0?%?M%I^8C=2:[A.KD"[EU19J,+E8SUX;D\@J"/D82HV;4J6].#5H#[^
M?G"S_E9&J5010"MR_UE\JS2C<-3>>^%@^7W!4]?N5B#S8.-JI+)#R=$CY$A
1P%3+\=^JUM&S<O9>=ZI\=<\@
end
```

For someone to retrieve the credit card number, the person must be able to crack both algorithm A and algorithm B.

DISCLAIMER

AGILE Computer Enterprise assumes NO responsibility for the security of the encryption algorithms. The entire risk of sending the ordering information by Email is with you.

System Price Calculation

ESA provides a facility called Price Level, to further enhance the pricing capability of the software.

User can setup as many Price Levels as they required. Each Price Level consists of two numbers to control the final System Price. Use the Edit Information Dialogue to update the two numbers (per price level).

The two numbers are: Fixed Markup and Variable Cost. Fixed Markup is a fixed cost amount (e.g. \$120) which get added into the System Total. The Variable Cost on the other hand, is calculated as a portion (percentage) of the system price (before the addition of the Fixed Markup). For example, a 5% Fixed Markup on a sub system total of \$2000 is \$100.

Example:

Description	Cost Price	Assembly Markup	Amount
Intel Pentium 133Mhz Mini Tower	\$230.00	20%	\$276.00
Pentium Intel FX 256Kb Cache pipe line 16Mb	\$150.00	20%	\$180.00
Seagate 1Gb	\$200.00	20%	\$240.00
3.5" FDD	\$35.00	20%	\$42.00
Samsung 14"	\$300.00	10%	\$330.00
Standard Mouse	\$10.00	40%	\$14.00
Standard Keyboard	\$30.00	40%	\$42.00
Cirrus Logic 1Mb PCI	\$60.00	20%	\$72.00
MS Windows 95	\$100.00	20%	\$120.00
System Sub Total			----- \$1,544.00

For Price Level 1:

Variable Cost (price level 1: 5%)	\$77.20
Fixed Markups (price level 1: \$120)	\$120.00
<u>System Total (price level 1)</u>	----- \$1,741.20

For Price Level 3:

Variable Cost (price level 3: 3%)	\$46.32
Fixed Markups (price level 3: \$80)	\$80.00
<u>System Total (price level 3)</u>	----- \$1,670.32

The calculation of Price Level's related calculation is as follow:

Price Level	Sub Total	Varbl. Cost	Varbl. Cost	Fixed Markup	System Total	Discount	Total Markup
-------------	-----------	-------------	-------------	--------------	--------------	----------	--------------

1	\$1544.00	5%	\$77.20	\$120.00	\$1741.20	\$0.00	\$436.20
2	\$1544.00	4%	\$61.76	\$100.00	\$1705.76	\$35.44	\$400.76
3	\$1544.00	3%	\$46.32	\$80.00	\$1670.32	\$70.88	\$365.32

Total Markup is calculated as (System_Total - Sub_Total). Discount is calculated as the different of System_Total with respect to Price Level 1.

Email address and Mail Server

Email address and Mail server fields are used for ordering this product by Email. The mail server is referred to the out going mail server (SMTP). To find out the correct mail server name, please consult your system administrator. In most cases, they can be referred to as 'mail', 'smtp'.

If the mail server address is incorrect, this program might crash. If your Email address is incorrect, we will not be able to contact you (informing your registration code).

Your Own Logo

Inside the print out of Quote/Order, a logo can be included. To have your logo printed in the print out, please follow the steps:

1. Create a bitmap of your logo (around 80 X 80 Pixels).
2. Save your logo as "yourlogo.bmp" in the directory where ESA is located (replacing the original "yourlogo.bmp").
3. When you print a Quote/Order, your logo will be printed on the top left corner.

To remove "Your Logo" from the print out, just delete the file "yourlogo.bmp" or rename it to a different name.

Category, Items Group and Items

ESA uses Product Category and Items Group for grouping product items. A sample Pricing Data is provided to show how the grouping works.

Data Files and Backup

All the ESA items pricing data are stored in one file "**data12.dat**". The way ESA access its data file is simple. The data file name must be called "data12.dat", and it resides in the same directory as the executable binaries.

There are three other files namely "**Savequot.dat**", "**Saveitem.dat**" and "**Saveextr.dat**". The three files contains past quotes/ orders. A maximum of 500 records can be saved into the three files.

The program automatically truncates the file when it exceeds more then 500 records. The truncation is done when user quit from the program.

If one of these three files is corrupted, all three files must be replaced at once while ESA not running. If no replacement can be found, the best way is just to delete all of the three files.

Another file called "**infofld.ini**" is also used during starting and quitting ESA.

It is a good practice to backup all the five files.

Data File Conversion from ESA 1.0/ 1.1 to ESA 1.2

ESA V1.2 will recognize and convert ESA V1.1 data file into V1.2 format. The steps to do it is as follow:

1. Quit both ESA and Editor for ESA.
2. Rename the original V1.2 data file "data12.dat" as "data12b.dat". (this step may be skipped).
2. Copy your existing V1.1 data file ("data.dat") as "data12.dat" in the new ESA V1.2 directory.
3. Run Editor for ESA and enter the default markups for Assembly and Individual.
4. Do other updates as necessary.
5. Quit from the software (data file is automatically saved).
6. Run ESA to try it out.

Export/ Import

This release of ESA allows import and export of data file. Both files uses the same file format. It is a coma separated fields (CSV). There are a total of nine fields namely "Category", "Group", "Item Desc", "Cost", "Assmbles Makrup", "Individual Markup", "Sales Tax", "UserCode1" and "UserCode2". The first line is the heading line.

The file name of the export file will always be "export.csv". Therefore every time the menu File/Export is selected, the old "export.csv" will be overwrite without any warning.

The best way to learn how to import, is to first have a look at the export file using the third party software.

Recall Button

The *Recall* button allows user to recall past quotes/ orders. In the Recall Quote form, enter the required criteria for the search, then click the *Search* button. A list of records will be displayed. To make a recall, select the appropriate record and click the *Recall* button. To make a print out, click the *Print* button.

If a recalled record was created using an old pricing data, then, the program will try its best to match each items to the new pricing data. The best way is to print the record first, then recall it, and manually adjust the individual items to fit the new pricing.

KReset Button

The *Reset* button sets all the fields (including the fields in the Order form) to its default values, ready to serve the next customer.

When the program is started or the *Reset* button is clicked, the first item in the Items Group is used.

KCalculate Button

The *Calculate* button forces the form to re-calculate all the calculation in the form.

When user changes a value in the Extra Items, or in the Equation, sometime the form do not re-calculate. So this button is handy in such a situation.

Extra Items

Extra Items list can be used for product or services not covered in the Pricing data. To allow customer to buy individual item (using Individual Price) like mouse, keyboard. To allow purchase of multiple items. Or to list optional items as part of a quote for custom to consider.

There are two ways to add into the fields. The first one is to click the *Add* button and manually fill in the description, price, sales tax and quantity.

The second way (only when the product is available in the pricing data) is to click the Items Group name (e.g. CPU Type, Box, Motherboard), the Extra Items Insert dialogue will be displayed. There are two prices to select from: Individual and Assembly price. Click the appropriate *Show* button and follow by the *Insert* button to insert the item into Extra Items list.

Click Me/ Discount/ Mark-up

The *Click Me/ Discount/ Mark-up* button shows the effect of different pricing levels. Try this button with different Price Level. A more detail description can be found under System Price Calculation.

Equation

The Label and Equation fields provided in the form allows user to specify extra calculation fields to be added onto the sub-total, which get added into the Total Amount.

The variables that can be used in the equation are:

Variable	Description
S1	System Price
S2	Extra Items Price (without sales tax)
D1	Discount amount
T1	Sales Tax

Example:

Label:	Sales Tax 2 (5%)
Equation:	$(S1 + S2) * 0.05$

Information

Company Name	Single value field and font.
Company Detail	Multi-value (one or more lines) fields and fonts.
Default Item Sales Tax	Single value field. This number is used set to the field Sales Tax when user create a new item within an Items Group.
Delivery Options	Multi-value fields to specify all delivery options available for customer.
Markups per Prc. Lvl	Multi-value fields for Fixed Markup and Variable Cost per pricing level. User can use this feature to further enhance their pricing policies.
Default Item Mark-ups	Two value fields (Assembly and Individual Mark-ups %).
Header	Single value fields and font for specifying printed quote/order header.
Footers	Multi-value fields and fonts for specifying multi-lines footer on printed quote/order.
Labels	<p>Thirty five value fields and font for specifying labels for printed quote/order. This feature is useful when this software is used in a country where English is not the main language. The list are:</p> <ol style="list-style-type: none">1. Quote No.2. Page No.3. Order Date4. Cust. Company5. Cust. Name6. Address17. Address28. City9. PostCode/Zip10. State11. Phone Office12. Phone Home13. Facsimile14. Sales Rep.15. Order Note16. Quote/Order Type

17. User defined Opt 2
18. Delivery Date
19. Delivery Address
20. Delivery Method
21. Delivery Charge
22. Payment Note
23. System Quantity
24. System Price
25. Extra Items Price
26. Discount
27. Sales Tax
28. Total Amount
29. Amount Paid
30. Amount Due
31. Extra Item Description
32. Extra Item Price
33. Extra Item Tax
34. Extra Item Qty
35. Extra Item Amount

Sales Rep. List	Multi-value fields for specifying all the sales people.
Quote/Order Type	Multi-value fields for specifying all the options for quote/order. The first value is the
User Defined Options 2	Multi-value fields for specifying a user defined list of options. this can be used as payment method or any other needs.
Font for printed Fields	Three fonts for quote/order printed fields. The list are: <ol style="list-style-type: none"> 1. Item Font 2. Items Group Font 3. Category Font

Two Types of Prices

The program is designed to handle two types of prices for each product item: Individual and Assembly Price. Those prices is calculated as follow:

$$\text{Individual Price} = \text{Cost Price} * (1 + \text{Individual Markup \%})$$

$$\text{Assembly Price} = \text{Cost Price} * (1 + \text{Assembly Markup \%})$$

Individual Price is used only in one case, which is in the Individual Item Price dialogue. And the price will be transferred to the Extra Items list when the *Insert* button is clicked.

The Assembly Price is used in all other cases. It is the price of an item when it is part of a computer system (an Assembly).

Example:

A mouse has a Cost Price of \$20. And you plan to sell it for \$35 by itself. And only charge \$25 when sell it as part of complete system.

In this situation:	Cost Price:	\$20
	Individual Markup:	75% ==> \$35
	Assembly Markup:	25% ==> \$25

Password

When running Editor for ESA, user can set a password to protect the modification or viewing of data from an unauthorized users.

To set the password select the menu File/Set Password when running Editor for ESA. A dialogue for setting password and other security options are displayed.

The option View Markup allows user to enable the *Click Me/Discount/Mark-up* button in the ESA. To enable all, select "Discount & Mark-up" in the option. To disable all, select "Disable" in the option.

Ordering ESA

See also [Registration Code](#), [Email Order](#)

To order ESA, just click the *Order ESA* button in the startup form. The ESA Order form will be displayed.

The steps to order ESA are:

1. Fill in the ESA V1.2 Order Form.
2. Send the order form to us (by [Email Order](#), Facsimile, Post mail).

Upon received of the order form, AGILE Computer Enterprise will send you a registration code by Facsimile, Email or by Post mail. The registration code contains a signature of your company name you specified in the ESA V1.2 Order Form. In other words, your company name is used in the building of the registration code.

Therefore it is important to fill in the company name the way you want it to be on your Quote/Order print out (which you give to your customer).

If a different company name is used when entering the registration code, there is a strong chance that the software will invalidate the registration.

Reports

ESA and Editor for ESA provides a number of reports:

- Quote/Order/Invoice To access this report, run ESA, and click the *Order* button to get into the *Print/Save Order* form. In the *Print/Save Order* form, filled in all the necessary information and click the *Print* button. User can insert their own company logo by replacing the file "yourlogo.bmp" with their own logo. See [Your Own Logo](#) for more detail.
To remove "Your Logo" from the print out, just delete the file "yourlogo.bmp" or rename it to a different name.
- Pricing Data A report of a complete pricing data can be generated from Editor for ESA. Run the Editor for ESA, inside the main form, select the menu File/Report to print the report.
- Items Ordered A report of all items ordered for a period (or other criterial) can be generated from ESA. To try it, run ESA, and select *Recall* button. Then the Recall Quote form will be displayed. In the form, enter a search criteria and click the *Search* button. A list of Quotes/Orders will be displayed (if search is successful). Click the *Report* button to generate the ESA Items Reports.

Acknowledgment

I would like to sincerely thanks ALL THE USERS who have contributed comments and suggestions to the design of ESA.

Logo and icons were designed by Ming Designs - Australia.
Phone/Fax: +61 49 60 1847 Email: surjanto@ozemail.com.au

Above all, I would like to thank the Lord Jesus Christ for His help and blessing in the development of this software. Praise and Glory be unto Him.

