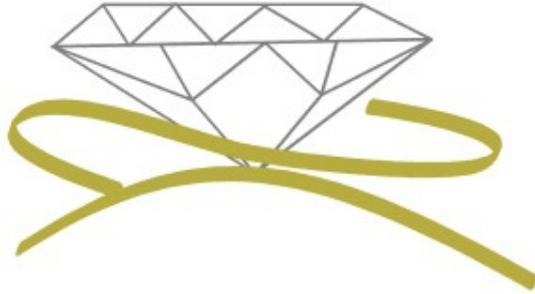# *The Jewellery Shopkeeper*

Point Of Sale (cont.)
MANUAL TWO

- Service Orders, Insurance Claims
  - Valuations
- Customer Statement

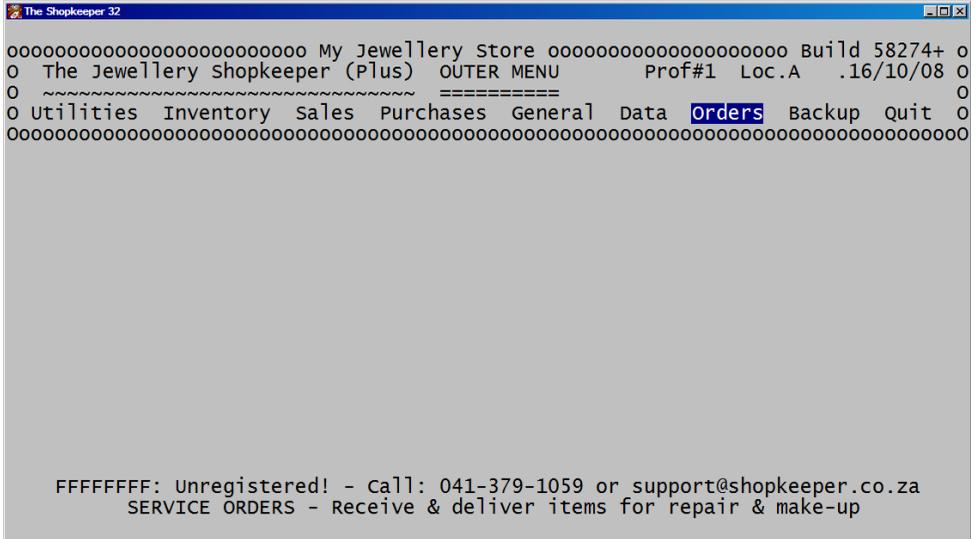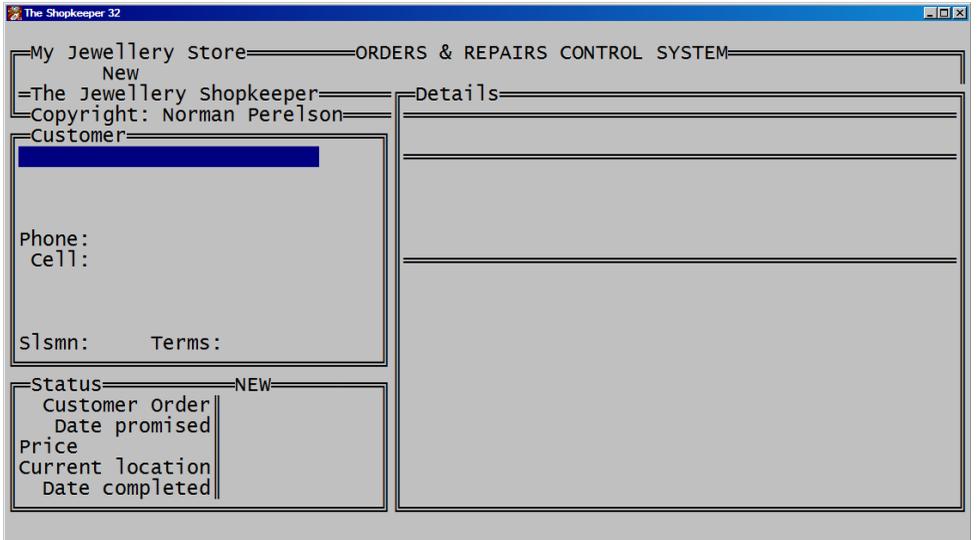Revised August 2011

$hopkeeper $olutions ¢¢

<u>CONTENTS</u>

SERVICE ORDERS
New

- From the Outer Menu, go to 'Orders'

- To open a new service order, select 'New'

```
The Shopkeeper 32                                                    _ □ ×
┌My Jewellery Store────────ORDERS & REPAIRS CONTROL SYSTEM═══════════
│         New
│=The Jewellery Shopkeeper───┌═Details══════════════════════════════
│ Copyright: Norman Perelson │
│┌Customer════════════════
││MART
││    NOT IN  CUSTOMER
││    FILE.  Add it? N
││
││Phone:
││ Cell:
││
││
││
││Slsmn:     Terms:
│└
│┌Status═══════════NEW════
││  Customer Order
││   Date promised
││Price
││Current location
││  Date completed
└└
```
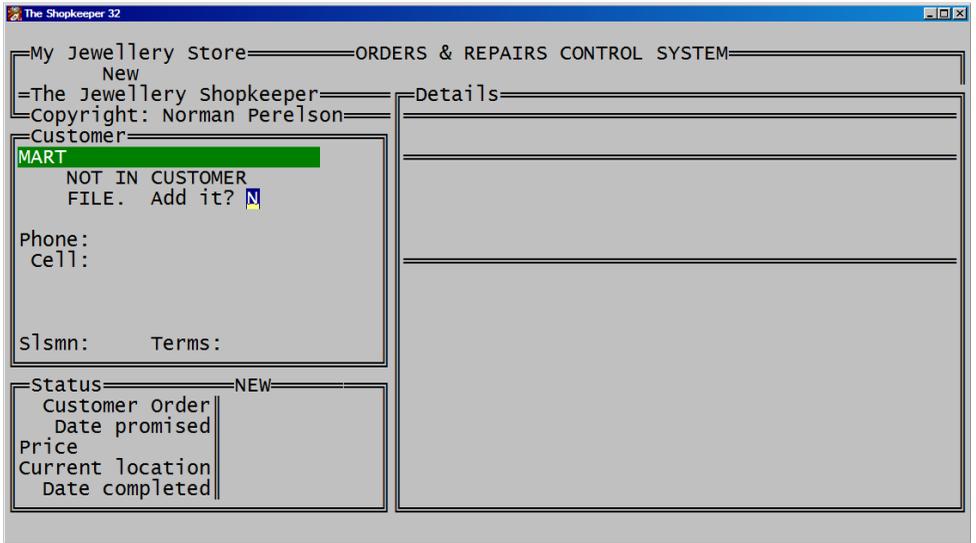
- Type in the first few letters of the customer's surname, and press
  <Enter>. If the customer does not yet exist, type <Y> for 'Yes' to
  create it adding as much detail as necessary. E-mail and cell phone
  numbers are important for notifications.

```
The Shopkeeper 32                                                    _ □ ×
┌My Jewellery Store────────ORDERS & REPAIRS CONTROL SYSTEM═══════Ref #    5═
│         New
│=The Jewellery Shopkeeper───┌═Details═══════════════Proposed:=16/10/08═
│ Copyright: Norman Perelson │Group ₨ Tx Brief description
│┌Customer═══════════10005═  │ ?
││MARTIN, MR J
││
││
││
││Phon┌──────────────────────────────────────────────────────────
││ Cel│ Cd Description         Du Tx Materials    Dsc1 Dsc2 Marg C
││    │                                                          │ce T
││    │ PE Pendant/Charm/Locket  Y S  Au      Os   0.0  0.0  0.0
││    │ RI Ring                  Y S  Au      Os   0.0  0.0  0.0
││Slsm│ SE Engraving             Y S             0.0  0.0  0.0
││    │ SM Make-Up               Y S              0.0  0.0  0.0
│┌Sta│ SR Jewellery Repair      Y S              0.0  0.0  0.0
││ Cu │ SV Valuation Certificate Y S              0.0  0.0  0.0
││  D │ WA Wrist Watch           Y S              0.0  0.0  0.0
││Pric│ WB Watch Battery         Y S              0.0  0.0  0.0
││Curr│ WR Watch Repair          Y S              0.0  0.0  0.0
││Depo│ WS Watch Strap           Y S              0.0  0.0  0.0
└└   └═══════Select Group code and press Enter (or Esc to cancel)═
```

- Typing a <?> at 'Group' you can select off a list what kind of
  service you will be doing, eg. engraving, make-up, or a repair.
  More groups may be created under I)nventory, F)ile maint, G)roup.

- Type in a description of the work to be done. This is printed on the voucher which is received by the workshop.

- You are then asked for a stock code for items invoiced to the customer.   If there is no code relating to labour, the group code and a < - > minus sign may be used.

- The "Customer Order" field displays on the notification sms or e-mail, as well as their statement.

- Typing in an estimated number of days for the order to be finished will automatically calculate the date that the order will be ready (excluding weekends).

- For accurate control of tracking the item, type in it's current location. This may be adjusted at a later stage if the item is to be taken to a different location under O)rders, T)rack.

- Type in the amount the customer is going to pay as deposit, as well as the method which the amount was paid.

- The mass is requested for security purposes.

- \<Y\> for 'Yes', \<N\> for 'No', \<Q\> for 'Quit'.

The Shopkeeper 32

My Jewellery Store━━━━━━━ORDERS & REPAIRS CONTROL SYSTEM━━━━━Ref #5
                  Print
━The Jewellery Shopkeeper━━━━━┌─Details────────────────
└Copyright: Norman Perelson━━
┌Customer━

Phone:
 Cell:

Slsmn: Terms:

┌Status━
   Customer Order
    Date promised
Price
Current location
   Date completed

- <Enter> on 'Print' to print a voucher (the order's 'Ref' will always be the order you have just created.

Select type of voucher

[Customer's]   [Workshop]   [Detailed J.P.]
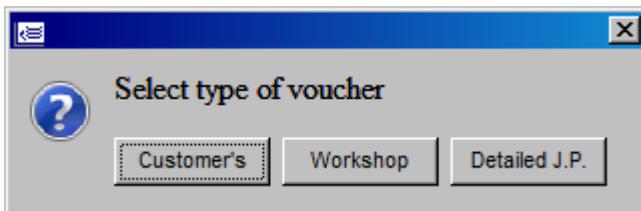
- A customer's copy will have the customer's address and payments made/outstanding.
- A workshop copy will only have the details of the order (no customer details or price)
- Detailed J.P. (Job Packet) shows all information

- When the job has been completed, and it is ready to be collected by the customer, it is necessary to "Finish" the order...

SERVICE ORDERS
Finish

- To Finish the order, from the Outer Menu go to O)rders, F)inish, and type in the reference number of the order.

- Edit the final price, the cost to the company for the job, and the current location of the item.

- <Y> for 'Yes' to accept the completed order, <S> for 'Status' to edit the price, location or date completed, <D> for 'Detail' to edit the group code, description or parts and material used, or <Q> for 'Quit'

- Type in your initials.

- You can then choose to e-mail or sms the customer to notify them that the job is ready to be collected (if these settings have been set up). Sms' charged at maximum R0.80 per sms.
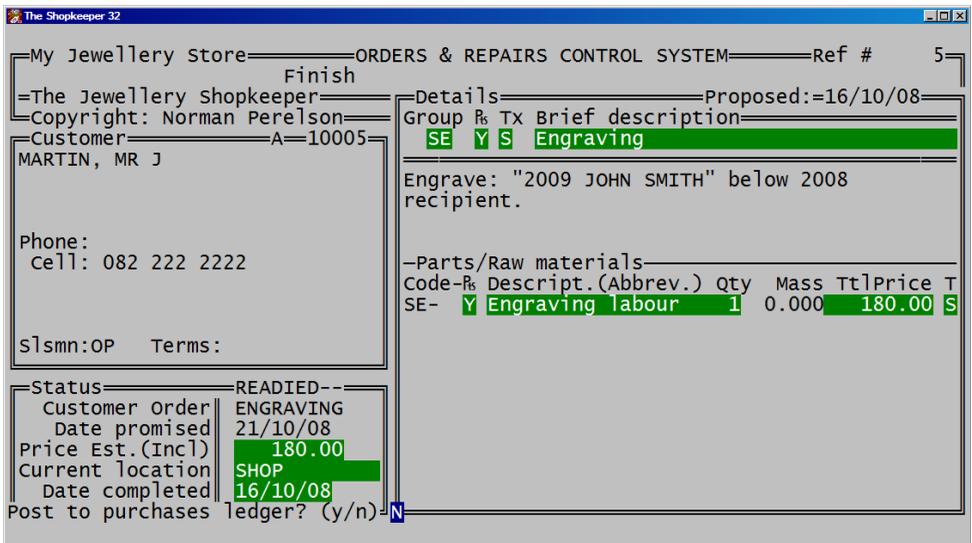
- <Enter> on "N' for 'No' to "Post to purchases ledger" unless instructed otherwise.

- When the customer comes to collect the item, follow the next procedure of 'Invoicing'....

SERVICE ORDERS
Finish

- When the customer collects the order it needs to be invoiced. To do this, from the Outer Menu go to O)rders, I)voice, and type in the reference number of the order.

- The original order will flash on screen for a couple of seconds, then you will be taken to the sales processing screen.
- At "Okay?" type <Y> for 'Yes'.

```
The Shopkeeper 32                                                    _ □ ×
                    SERVICE INVOICE No.   ------
                   10005   MARTIN, MR J                    (    0)

Ph:                     Slsman: OP    Terms:              Bal:    -50.00
Comment:
Ln|Code      |Description            mass\ct\qty|   Value | -% |   Price
--+---------+---------------------------------+---(incl.)+----+----------
  |SE-----/$|Engraving                     x  1     0.00| 0.0|     0.00
  |         |Materials ...
  |SE-      |Engraving labour              x  1   180.00| 0.0|   180.00
  |         |SERVICE ORDER NUMBER 5
 5|         |                                  >
 6|         |                                  >
 7|         |                                  >
 8|         |                                  >
 9|         |                                  >
10|         |                                  >
11|         |                                  >
12|         |                                  >
13|         |                                  >
14|         |                                  >
15|         |                                  >
--+---------+---------------------------------+---------+----+----------
           Line to edit (0 to end)  0       Total Incl.Tax R    180.00
```

- The invoice is created automically, but you are able to edit as needed by typing in the line number to be edited at "Line to edit".
- If not, <Enter> on '0'.

```
The Shopkeeper 32                                                    _ □ ×
          S E R V I C E   I N V O I C E   D E T A I L S
VOUCHER TO:    10005          SHIPPED TO:  (?xx = lookup)
------------------            --------------------------
MARTIN, MR J



Comment:

              Total including VAT              180.00
                                                22.11   (V.A.T.)
                                             ----------
                     T O T A L            |   180.00
                                             ==========



   Okay ? (Y/n/-) Y

(Y=Yes, N=No, -=Previous screen)
```

- <Enter> on "Shipped To" unless a second address is needed on the printed invoice.
- <Enter> on "Total" unless you wish to edit the total amount.
- <Enter> on 'Y' for 'Yes' to continue. (< - > to go back to first page).

```
The Shopkeeper 32                                                              _ □ ×
          S E R V I C E   I N V O I C E   D E T A I L S
VOUCHER TO:   10005                    SHIPPED TO:  (?xx = lookup)
------------------                     ---------------------------
MARTIN, MR J


Comment:

              Total including VAT              180.00
                                                22.11   (V.A.T.)
                                              ----------
                    T O T A L                  180.00
                                              ==========
        Amount now paid      130.00    Method  SPEEDPNT/BANK
        (negative for refund)

   old balance was -50.00,  new balance would be 130.00

        USE CURSOR KEYS THEN <RETURN> TO SELECT METHOD OF PAYMENT
```

- The balance to be paid is shown at the bottom of the screen and can then be typed into the "Amount now paid" field if the customer is paying the full amount.
- Ensure the correct method is selected.

```
The Shopkeeper 32                                                              _ □ ×
          S E R V I C E   I N V O I C E   D E T A I L S
VOUCHER TO:   10005                    SHIPPED TO:  (?xx = lookup)
------------------                     ---------------------------
MARTIN, MR J


Comment:

              Total including VAT              180.00
                                                22.11   (V.A.T.)
                                              ----------
                    T O T A L                  180.00
                                              ==========
        Amount now paid      130.00    Method  SPEEDPNT/BANK
        (negative for refund)
Order # ENGRAVING
        Balance due (this invoice)     50.00
old bal.   -50.00  New bal.     0.00
 Okay ? (Y/n/-)  Y  (Y=Yes, N=No, -=Previous screen)
```

- "Order #" will default to the original order reference.
- <Enter> on 'Y' for 'Yes' to accept details, <N> for 'No' to return to the top of the screen, or < - > to return to previous page.

```
The Shopkeeper 32                                                        _ □ ×
          S E R V I C E   I N V O I C E   D E T A I L S
VOUCHER TO:   10005                    SHIPPED TO:  (?xx = lookup)
------------------                     ---------------------------
MARTIN, MR J



Comment:

                 Total including VAT              180.00
                                                  22.11    (V.A.T.)
                                              -----------
                        T O T A L                180.00
                                              ===========
       Amount now paid        130.00           Method  SPEEDPNT/BANK
           (negative for refund)
Order # ENGRAVING
          Balance due (this invoice)       50.00

Old bal.    -50.00  New bal.      0.00
 O K A Y   T O   P R I N T ? (s(kip, v(oucher, e(mail or c(ancel) V
```

- <Enter> on 'V' to print a 'Voucher' and accept the transaction.
- <S> to 'Skip' printing, or <C> to 'Cancel' the transaction.

The order has been completed.

INSURANCE CLAIMS

```
The Shopkeeper 32                                                    _ □ ×
SSSSSSSSSSSSSSSSSSSSSSSSSS My Jewellery Store SSSSSSSSSSSSSSSSSSSSSS Build 58274+ S
S  The Jewellery Shopkeeper (Plus)   SALES MENU        Prof#1  Loc.A    16/10/08 S
S  ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~       ==========                                 S
S EXIT   File Maint.   Transactions    Reports   Procedures   Zipsale   Orders   S
S-------------------------------------------------------------------------------S
                        ┌──────────┐
                        │ Appro.   │
                        │ Duplicate│
                        │ Expense  │
                        │ GiftVchrs│
                        │ History  │
                        │ Insur.Inv│
                        │ Jrnl/Adj.│
                        │ Payment  │
                        │ Quote/PFI│
                        │ Returns  │
                        │ Sale     │
                        │ View     │
                        └──────────┘

       FFFFFFFF: Unregistered! - Call: 041-379-1059 or support@shopkeeper.co.za
                       Insurance claim sales invoice pair
```

- From the Outer Menu, go to S)ales, T)ransactions, I)nsur.Inv.

```
The Shopkeeper 32                                                    _ □ ×
                      INSURANCE CLAIM INVOICING
Customer's account (or Cash): SMI_
```
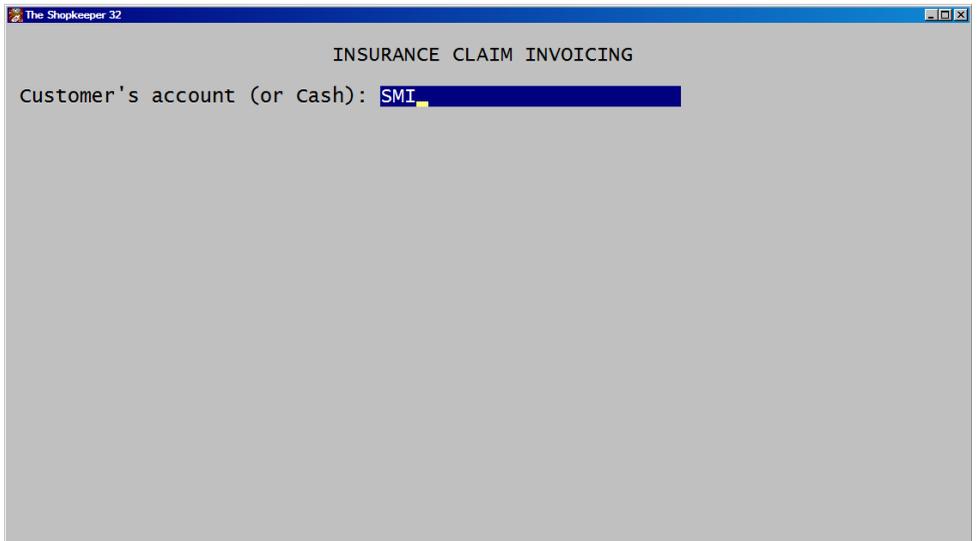
- Type in the first few letters of the customer's surname, and press
  <Enter>. If the customer does not exist you may add it.

```
The Shopkeeper 32                                                    [_][O][X]
                      INSURANCE CLAIM INVOICING

Customer's account (or Cash): 10007 SMITH, MR JOHN

Insurance company to invoice: SAN_
```

- Type in the first few letters of the name of the insurance company. If the company does not exist you may add it.

```
The Shopkeeper 32                                                    [_][O][X]
                      INSURANCE CLAIM INVOICING

Customer's account (or Cash): 10007 SMITH, MR JOHN

Insurance company to invoice: 10006 SANLAM

Customer's name (for Ins.Co.): SMITH, MR JOHN

Claim number: 1234567      Assessor: HARRY VAN NIEKERK_

Description of Goods:

Gross Claim Amount (Incl. VAT):        0.00

Discount Percent:  0.000   OR Discount Amount:      0.00

Excess to be paid by customer:      0.00

Apply same discount percentage to excess? (Y/n): Y
```

- Type in the Claim number found on the document handed to you by the customer, as well as the insurance assessor's name.

```
The Shopkeeper 32                                                    _ □ ×
                    INSURANCE CLAIM INVOICING

Customer's account (or Cash): 10007 SMITH, MR JOHN

Insurance company to invoice: 10006 SANLAM

Customer's name (for Ins.Co.): SMITH, MR JOHN

Claim number: 1234567      Assessor: HARRY VAN NIEKERK

Description of Goods: 9ct yellow gold diamond ring with 0.5ct diamond

Gross Claim Amount (Incl. VAT): 4000_ .

Discount Percent: 0.000   OR Discount Amount:      0.00

Excess to be paid by customer:      0.00

Apply same discount percentage to excess? (Y/n): Y
```

- Type in the claim number which will appear on the customer's invoice, as well as the total amount (including excess) for which the customer is claiming.

```
The Shopkeeper 32                                                    _ □ ×
                    INSURANCE CLAIM INVOICING

Customer's account (or Cash): 10007 SMITH, MR JOHN

Insurance company to invoice: 10006 SANLAM

Customer's name (for Ins.Co.): SMITH, MR JOHN

Claim number: 1234567      Assessor: HARRY VAN NIEKERK

Description of Goods: 9ct yellow gold diamond ring with 0.5ct diamond

Gross Claim Amount (Incl. VAT):   4000.00

Discount Percent: 10.000   OR Discount Amount:    400.00

Excess to be paid by customer:      0.00

Apply same discount percentage to excess? (Y/n): Y
```

- Insurance companies often receive a discount for loyalty to the jeweller. Either type in the percentage discount, or the discount amount.

```
The Shopkeeper 32                                                    _ □ ✕
                     INSURANCE CLAIM INVOICING
Customer's account (or Cash): 10007 SMITH, MR JOHN

Insurance company to invoice: 10006 SANLAM

Customer's name (for Ins.Co.): SMITH, MR JOHN

Claim number: 1234567      Assessor: HARRY VAN NIEKERK

Description of Goods: 9ct yellow gold diamond ring with 0.5ct diamond

Gross Claim Amount (Incl. VAT):   4000.00

Discount Percent: 10.000   OR Discount Amount:    400.00

Excess to be paid by customer: 1000_ .

Apply same discount percentage to excess? (Y/n): Y
```

- The customer usually has an excess to pay towards the claim, type this amount in here.

```
The Shopkeeper 32                                                    _ □ ✕
                     INSURANCE CLAIM INVOICING
Customer's account (or Cash): 10007 SMITH, MR JOHN

Insurance company to invoice: 10006 SANLAM

Customer's name (for Ins.Co.): SMITH, MR JOHN

Claim number: 1234567      Assessor: HARRY VAN NIEKERK

Description of Goods: 9ct yellow gold diamond ring with 0.5ct diamond

Gross Claim Amount (Incl. VAT):   4000.00

Discount Percent: 10.000   OR Discount Amount:    400.00

Excess to be paid by customer:   1000.00

Apply same discount percentage to excess? (Y/n): Y

                              All right? (Esc to cancel) Y
```

- You can also choose to give the customer the same discount given to the insurance company for their loyalty. If not, type <N> for 'No' at "Apply same discount percentage to excess?"
- Press <Enter> on 'Y' for 'Yes' to continue to the customer's invoice.

```
The Shopkeeper 32                                                    _ □ ×
                INSURANCE INVOICE No.   ------
                10007   SMITH, MR JOHN                        (    3)
Ph:                   Salesman: OP     Terms              Bal:   -1100.00
Comment


                              Okay?  ▮
```
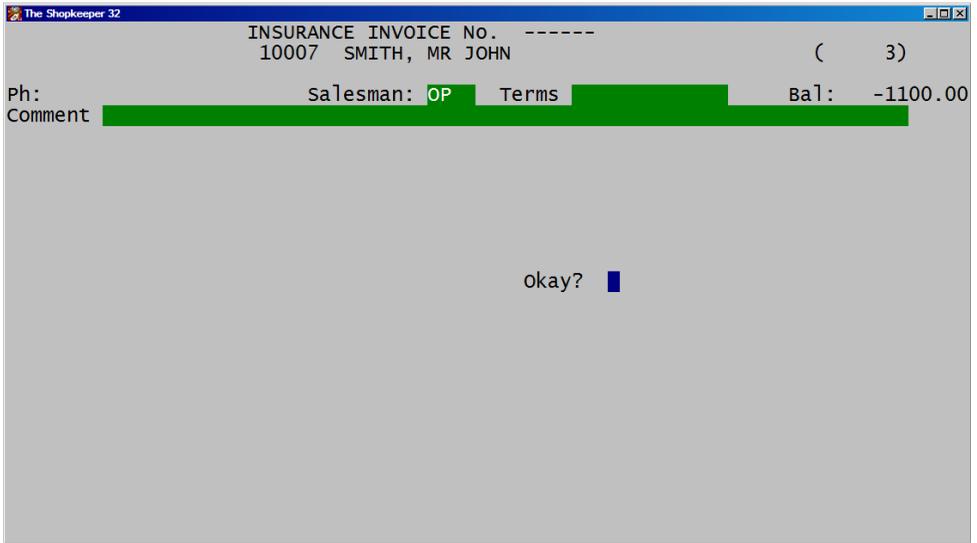
- <Enter> until you get to "Okay?" then type <Y> for 'Yes'

```
The Shopkeeper 32                                                    _ □ ×
                INSURANCE INVOICE No.   ------
                10007   SMITH, MR JOHN                        (    3)
Ph:                   Slsman: OP     Terms:              Bal:   -1100.00
Comment:
Ln|Code       |Description              mass\ct\qty|  Value | -% |  Price
--+---------+-----------------------------------+---(incl.)+----+---------
  |IC-----/I|Insurance Claim # 1234567        x -1  4000.00| 0.0| -4000.00
  |IE-----/I|Insurance Excess                 x  1  1000.00| 0.0|  1000.00
 3|         |(ADD ACTUAL ITEM(S) PURCHASED)        >        |    |
 4|         |                                      >        |    |
 5|         |                                      >        |    |
 6|         |                                      >        |    |
 7|         |                                      >        |    |
 8|         |                                      >        |    |
 9|         |                                      >        |    |
10|         |                                      >        |    |
11|         |                                      >        |    |
12|         |                                      >        |    |
13|         |                                      >        |    |
14|         |                                      >        |    |
15|         |                                      >        |    |
--+---------+-----------------------------------+---------+----+---------
            Line to edit (0 to end) 5          Total Incl.Tax R   -3000.00
```
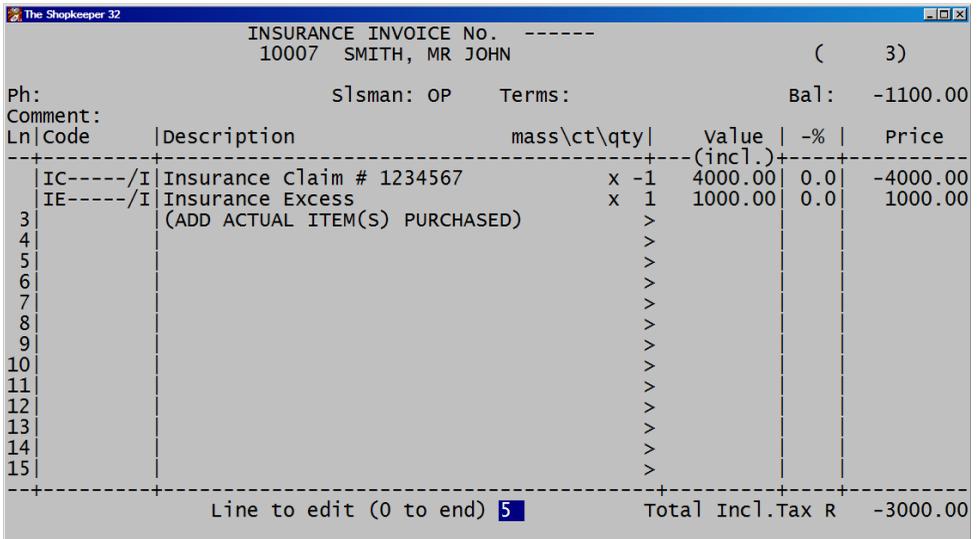
- The customer can choose to leave a credit on their account, or if
  they decide to purchase something immediately, type in the number
  of the line you wish to edit at "Line to edit" (eg. <5>) and enter in
  the stock code they are purchasing.

```
The Shopkeeper 32                                                    _ □ ×
                  INSURANCE INVOICE No.   ------
                   10007   SMITH, MR JOHN                    (      3)

Ph:                        Slsman: OP    Terms:              Bal:   -1100.00
Comment:
Ln|Code      |Description                  mass\ct\qty|   Value  | -% |  Price
--+---------+------------------------------------------+---(incl.)+----+----------
  |IC-----/I|Insurance Claim # 1234567           x -1  4000.00| 0.0| -4000.00
  |IE-----/I|Insurance Excess                    x  1  1000.00| 0.0|  1000.00
 3|          |(ADD ACTUAL ITEM(S) PURCHASED)           >        |    |
 4|          |                                         >        |    |
 5|1200001/A|18ct Gold Fancy Ring                      >  8500.00| 0.0|  8500.00
 6|          |                                         >        |    |
 7|          |                                         >        |    |
 8|          |                                         >        |    |
 9|          |                                         >        |    |
10|          |                                         >        |    |
11|          |                                         >        |    |
12|          |                                         >        |    |
13|          |                                         >        |    |
14|          |                                         >        |    |
15|          |                                         >        |    |
--+---------+------------------------------------------+--------+----+----------
               Line to edit (0 to end)  0        Total Incl.Tax R    5500.00
```

- Once the invoice has been completed, <Enter> on "Line to edit? **0**"

```
The Shopkeeper 32                                                    _ □ ×
            S A L E S   I N V O I C E   D E T A I L S
  VOUCHER TO:   10007              SHIPPED TO:  (?xx = lookup)
  ------------------                ---------------------------
  SMITH, MR JOHN



  Comment:

            Total including VAT              5500.00
                                             675.44   (V.A.T.)
                                            ----------
                     T O T A L               5500.00
                                            ==========



   Okay ? (Y/n/-)  Y

  (Y=Yes, N=No, -=Previous screen)
```

- <Enter> on "Shipped to" unless a delivery address needs to be printed on the invoice.
- <Enter> on "TOTAL" unless you wish to give a further discount to the total invoice amount.
- <Enter> on "Y" for 'Yes' to continue.

```
The Shopkeeper 32                                                    _ □ ×
              S A L E S   I N V O I C E   D E T A I L S
VOUCHER TO:   10007                        SHIPPED TO:  (?xx = lookup)
------------------                         --------------------------
SMITH, MR JOHN



Comment:

              Total including VAT                    5500.00
                                                      675.44    (V.A.T.)
                                                   -----------
                         T O T A L                   5500.00
                                                   ==========
         Amount now paid       5500.00             Method  SPEEDPNT/BANK
           (negative for refund)

  old balance was -1100.00,  new balance would be 4400.00

        USE CURSOR KEYS THEN <RETURN> TO SELECT METHOD OF PAYMENT
```

- If the customer is paying for items purchased, type in the amout they are paying, and ensure the correct method of payment is selected.
- If the balance owing to the customer is negative, leave the "Amount now paid" as zero, as you do not wish to refund them money from an insurance claim.

```
The Shopkeeper 32                                                    _ □ ×
              S A L E S   I N V O I C E   D E T A I L S
VOUCHER TO:   10007                        SHIPPED TO:  (?xx = lookup)
------------------                         --------------------------
SMITH, MR JOHN



Comment:

              Total including VAT                    5500.00
                                                      675.44    (V.A.T.)
                                                   -----------
                         T O T A L                   5500.00
                                                   ==========
         Amount now paid       5500.00             Method  SPEEDPNT/BANK
           (negative for refund)
  Order # CLM:1234567
           Balance due (this invoice)        0.00
old bal.      0.00  New bal.      0.00
  Okay ? (Y/n/-)  Y  (Y=Yes, N=No, -=Previous screen)
```

- <Enter> on the "Order" number, and <Enter> on "Y" for 'Yes'

```
The Shopkeeper 32                                                        _ □ ×
                 S A L E S   I N V O I C E   D E T A I L S
  VOUCHER TO:   10007                    SHIPPED TO:  (?xx = lookup)
  ------------------                     ---------------------------
  SMITH, MR JOHN


  Comment:

                  Total including VAT                  5500.00
                                                        675.44    (V.A.T.)
                                                       ----------
                          T O T A L                    5500.00
                                                       ==========
          Amount now paid        5500.00       Method  SPEEDPNT/BANK
             (negative for refund)
  Order # CLM:1234567
          Balance due (this invoice)         0.00

  old bal.      0.00  New bal.       0.00
   O K A Y   T O   P R I N T ? (s(kip, v(oucher, e(mail or c(ancel) V
```

- <Enter> on 'V' to print a 'Voucher' and accept the transaction.
- <S> to 'Skip' printing, or <C> to 'Cancel' the transaction.

```
The Shopkeeper 32                                                        _ □ ×
                 S A L E S   I N V O I C E   D E T A I L S
  VOUCHER TO:   10006                    SHIPPED TO:  (?xx = lookup)
  ------------------                     ---------------------------
  SANLAM


  Comment:

                  Total including VAT                  2700.00
                                                        331.58    (V.A.T.)
                                                       ----------
                          T O T A L                    2700.00
                                                       ==========
          Amount now paid           0.00
             (n(BY INSURANCE COMPANY)
  Order # CLM:1234567
          Balance due (this invoice)      2700.00

  old bal.   4610.00  New bal.    7310.00            30 day account
   Okay ? (Y/n/-)   Y   (Y=Yes, N=No, -=Previous screen)
```

- The customer's invoice will be processed, and the insurance company's invoice will be displayed on screen for a moment, but is not available for editing.
- <Enter> on "Order", <Enter> on "Months to pay **0**", and <Enter> on "Y" for 'Yes' to accept.

```
The Shopkeeper 32                                                    _ □ ×
             S A L E S   I N V O I C E   D E T A I L S
VOUCHER TO:    10006                 SHIPPED TO:  (?xx = lookup)
------------------                   ---------------------------
SANLAM                        ███████████████████████████████████


Comment:

              Total including VAT              2700.00
                                                331.58   (V.A.T.)
                                               ----------
                       T O T A L               2700.00
                                               ==========
        Amount now paid      ███████0.00██
        (n(BY INSURANCE COMPANY)
Order # █CLM:1234567█
        Balance due (this invoice)     2700.00

old bal.   4610.00  New bal.   7310.00              30 day account
 O K A Y   T O   P R I N T ? (s(kip, v(oucher, e(mail or c(ancel) █V█
```
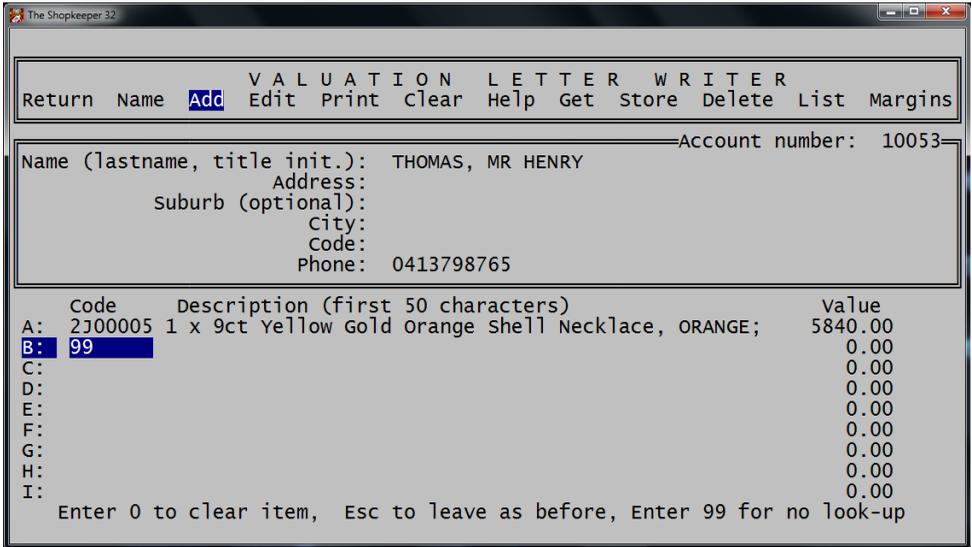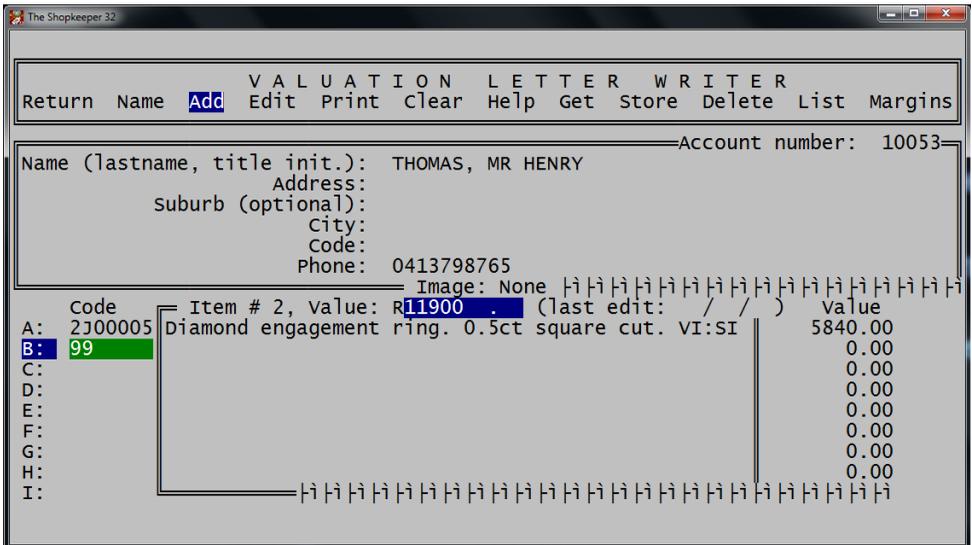
- <Enter> on 'V' to print a 'Voucher' and accept the transaction.
- <S> to 'Skip' printing, or <C> to 'Cancel' the transaction.

The insurance claim is complete.

VALUATIONS

- From the Outer Menu, go to S)ales, P)rocedures, V)aluations

- <Enter> on 'Name' and type the first few letters of the customer's surname and press <Enter>

```
                    V A L U A T I O N   L E T T E R   W R I T E R
Return   Name   Add   Edit   Print   Clear   Help   Get   Store   Delete   List   Margins
                                                    ═Account number:    10053═
Name (lastname, title init.):   THOMAS, MR HENRY
                    Address:
          Suburb (optional):
                       City:
                       Code:
                      Phone:   0413798765
      Code      Description (first 50 characters)                      Value
A:   2J00005  1 x 9ct Yellow Gold Orange Shell Necklace, ORANGE;       5840.00
B:   99                                                                   0.00
C:                                                                        0.00
D:                                                                        0.00
E:                                                                        0.00
F:                                                                        0.00
G:                                                                        0.00
H:                                                                        0.00
I:                                                                        0.00
   Enter 0 to clear item,  Esc to leave as before,  Enter 99 for no look-up
```

- <Enter> on 'Add' and type in the stock code. Or if the item is not a stock item use 99


```
                    V A L U A T I O N   L E T T E R   W R I T E R
Return   Name   Add   Edit   Print   Clear   Help   Get   Store   Delete   List   Margins
                                                    ═Account number:    10053═
Name (lastname, title init.):   THOMAS, MR HENRY
                    Address:
          Suburb (optional):
                       City:
                       Code:
                      Phone:   0413798765
                         Image: None
      Code    ═ Item # 2, Value: R11900  .    (last edit:  /  / )   Value
A:   2J00005 Diamond engagement ring. 0.5ct square cut. VI:SI        5840.00
B:   99                                                                 0.00
C:                                                                      0.00
D:                                                                      0.00
E:                                                                      0.00
F:                                                                      0.00
G:                                                                      0.00
H:                                                                      0.00
I:                                                                      0.00
```
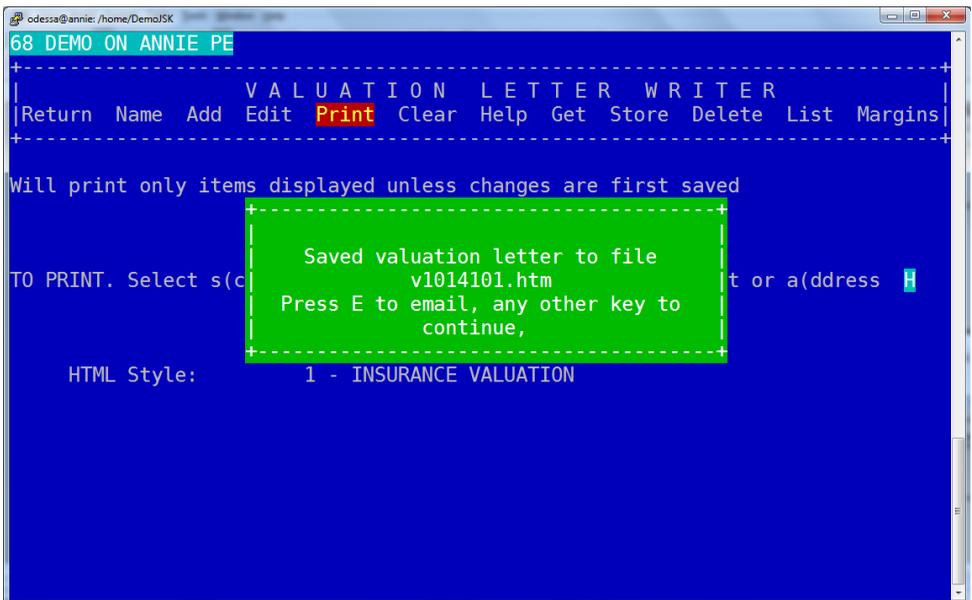
- 'Edit' the description, or enter the description from scratch if code 99 is used, as well as the value to appear on the valuation.
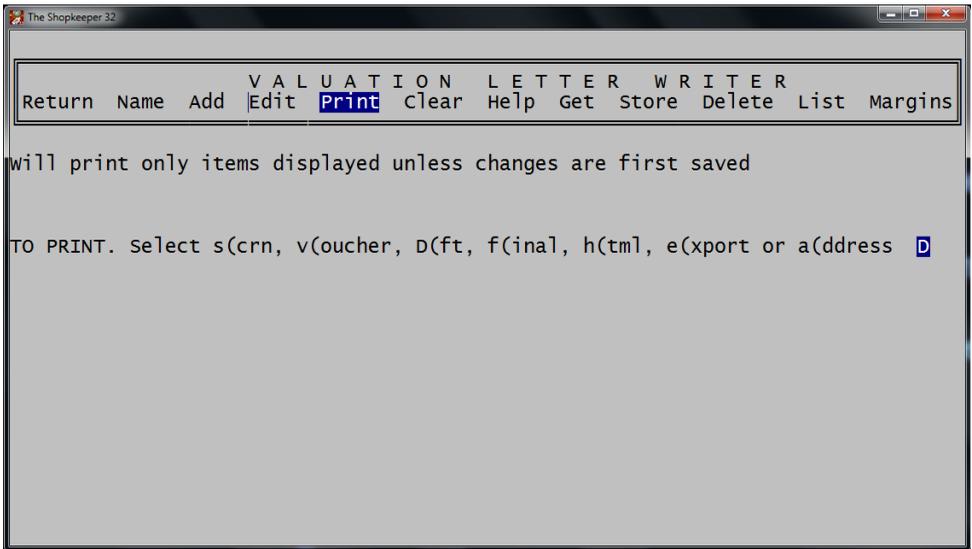
- To print to a laser printer with images, you need print to HTML first. Select 'Print' then type <H> for HTML.
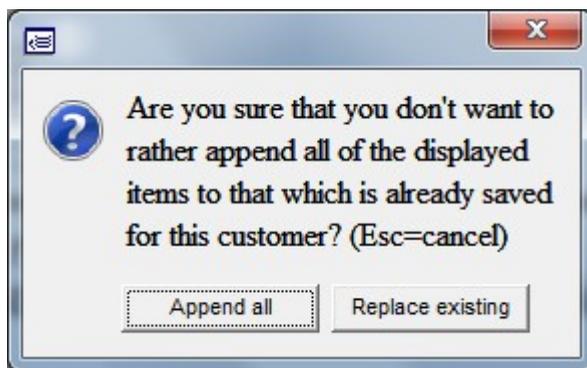

- <Enter> on "1 – INSURANCE VALUATION' and a green block will appear on the screen offering to type the letter <E> to e-mail the valuation as a PDF. If you send the valuation to yourself you can open the attachment and can print from there.

- NB
  To view valuations at a later stage and print, you will need to use your web browser (eg. Internet Explorer). Contact support for the web address and password.

Status of this valuation
Stored: *NO*
Printed: *NO*

Store   Print   Edit   Quit
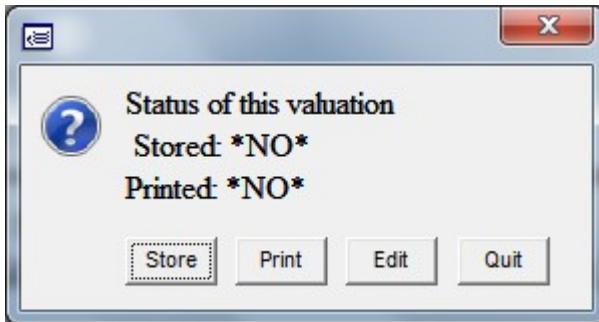
- When exiting the valuation the program will remind you if you have not saved (stored) the information.
- \<Enter> on 'Store' or select 'Quit'

Are you sure that you don't want to rather append all of the displayed items to that which is already saved for this customer? (Esc=cancel)

Append all   Replace existing

- When storing you may have the options to:
  * Append (add the current information to previous valuation data)
  * Update (replace the codes price and description with current)
  * Total Replace (clear the valuation history, and only store current)

FOREIGN CURRENCY SALES

- Complete the sale as normal until you are asked for "Amount now paid". If the client is paying the full amount so that there will be no outstanding balance, type in the full amount of the invoice in rands.

- At "Method" either type an <F> or down-arrow until Foreign and press <Enter>

- At "Order #" enter the number as usual (this appears on the customer's statement) and press <Enter>.
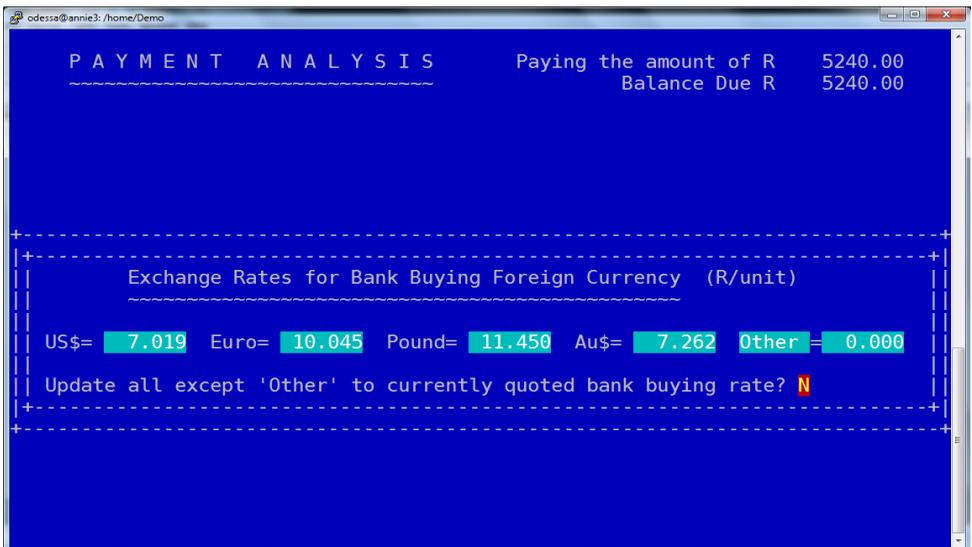
- You then need to set the exchange rates by typing an <N> at "All right?" and an <N> again to set manually, or request that JSK fetches an up to date exchange rate list from the internet by typing a <Y> at "Update all except 'Other' ".

```
The Shopkeeper 32                                                    [_][□][x]

  P A Y M E N T    A N A L Y S I S       Paying the amount of R      6399.00
  ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~           Balance Due R              674.00
  ═══════ Enter Payments Being Made:   F O R E I G N   C U R R E N C Y ═══════
  Currency    Rate  Tot.Amount   Bal.Due   Pmt Cash   Pmt Cheque   Currency
     US$     7.120     898.74      94.66       0.00         0.00    US$
     Euro   10.045     637.03      67.10       0.00         0.00    Euros
     Pound  11.450     558.86      58.86     500.00         0.00    Pounds
     Au$     7.262     881.16      92.81       0.00         0.00    Au$
     Other   0.000       0.00       0.00       0.00         0.00    Other

  ═══════ Enter Payments Being Made:   L O C A L   C U R R E N C Y   (R) ══════
   Payments by Credit Card...          Payments by Cash/Cheque/Voucher...
            Visa/Mastercard    0.00                    Cash    674.00
           American Express    0.00                  Cheque      0.00
              Diner's Club     0.00           Gift Voucher       0.00
            Other CreditCard   0.00               Discount       0.00
   Debit Card (Maestro/Etc)    0.00          Balance Due: R      674.00
```

- The screen then tells you on the top right how much is owed in rands. Below are two blocks, one for foreign currency, and one for rands.

- In the above example the customer has paid £500. The top right corner has now told us the final balance due to be paid is R674 after the currency conversion. In the example, the customer is going to pay this balance in cash which is typed in the bottom block next to 'Cash'.

```
The Shopkeeper 32                                                    [_][□][x]

        P A Y M E N T   A N A L Y S I S      Paying the amount of R    6399.00
        ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~            Balance Due R            0.00
        ===== Enter Payments Being Made:  F O R E I G N   C U R R E N C Y =====
        Currency  Rate  Tot.Amount  Bal.Due   Pmt Cash  Pmt Cheque  Currency
           US$    7.120    898.74     0.00        0.00        0.00   US$
          Euro   10.045    637.03     0.00        0.00        0.00   Euros
         Pound   11.450    558.86     0.00      500.00        0.00   Pounds
          Au$    7.262    881.16     0.00        0.00        0.00   Au$
         Other   0.000      0.00     0.00        0.00        0.00   Other
        ===== Enter Payments Being Made:  L O C A L   C U R R E N C Y  (R) =====
        Payments by Credit Card...      Payments by Cash/Cheque/Voucher...
               Visa/Mastercard   0.00               Cash    674.00
              American Express   0.00             Cheque      0.00
                 Diner's Club    0.00       Gift Voucher      0.00
              Other CreditCard   0.00           Discount      0.00
        Debit Card (Maestro/Etc)  0.00       Balance Due: R    0.00

    Select option:  E(dit exchange rates, R(eturn to sales screen,
                    Y(es it is all right to proceed, N(o - go to top  Y
```

- After entering the final payment method, the "Balance due" at
  the top right should be zero. If all is correct <Enter> on "Y"
  for 'Yes' at "Alright to proceed".

```
The Shopkeeper 32                                                    [_][□][x]

           S A L E S   I N V O I C E   D E T A I L S
   VOUCHER TO:   10060              SHIPPED TO:  (?xx = lookup)   25/08/11
   ------------------               --------------------------
   TRUMAN, MR JOHN


   Comment:

                    Total including VAT              6399.00
                                                      785.84   (V.A.T.)
                                                   ----------
                            T O T A L               6399.00
                                                   ==========
           Amount now paid     6399.00           Method  FOREIGN/MISC
           (negative for refund)
   Order # TANZ RING
              Balance due (this invoice)        0.00

   old bal.     0.00  New bal.      0.00
    Okay ? (Y/n/-)  Y  (Y=Yes, N=No, -=Previous screen)
```
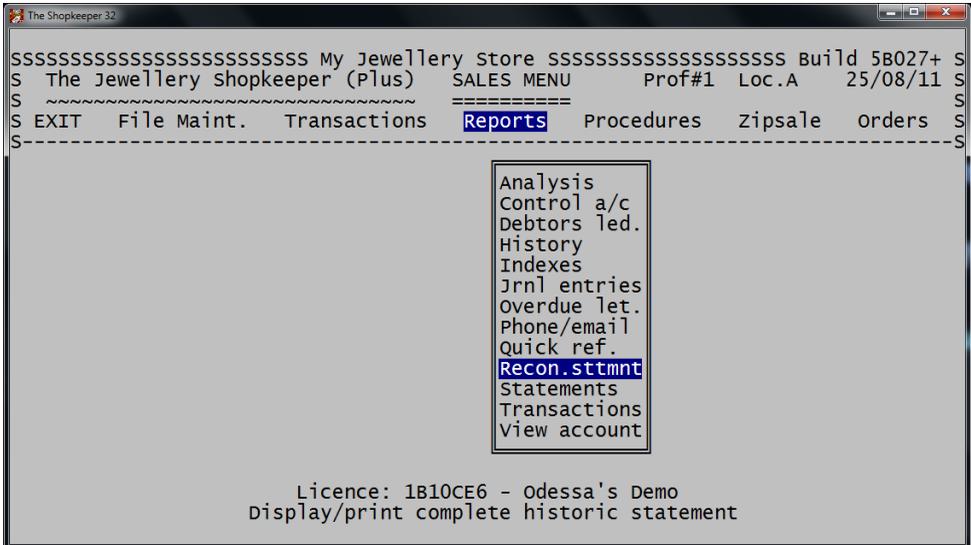
- Complete the sale as normal. The "New bal." should be zero
  unless the customer is supposed to have a balance on their
  account.   ***

CUSTOMER STATEMENTS

- To see a customer's statement, the best way is to view the reconciliation statement. Sales → Reports → Recon. Sttmnt
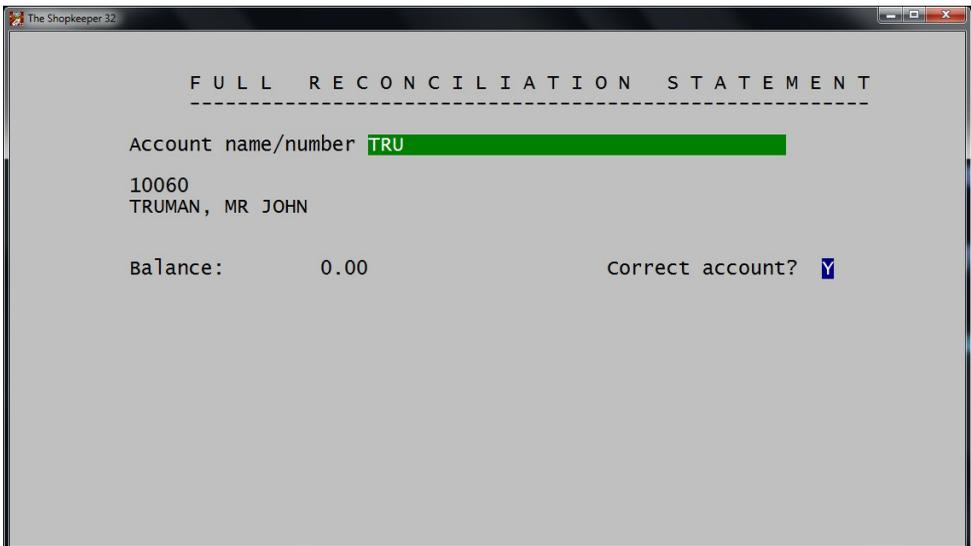
- Type in the first few letters of the customer's surname, and press <Enter>. Ensure that the account is the correct one and <Enter> on "Y" for 'Yes'.

```
 The Shopkeeper 32                                                        _ □ X

            F U L L   R E C O N C I L I A T I O N   S T A T E M E N T
            --------------------------------------------------------

        Account name/number  TRU

        10060
        TRUMAN, MR JOHN


        Balance:          0.00

        Starting month:   08/11

Style: S(creen, statement F(orm, E(mail, L(etter/plain, A(bort/Escape  S
```
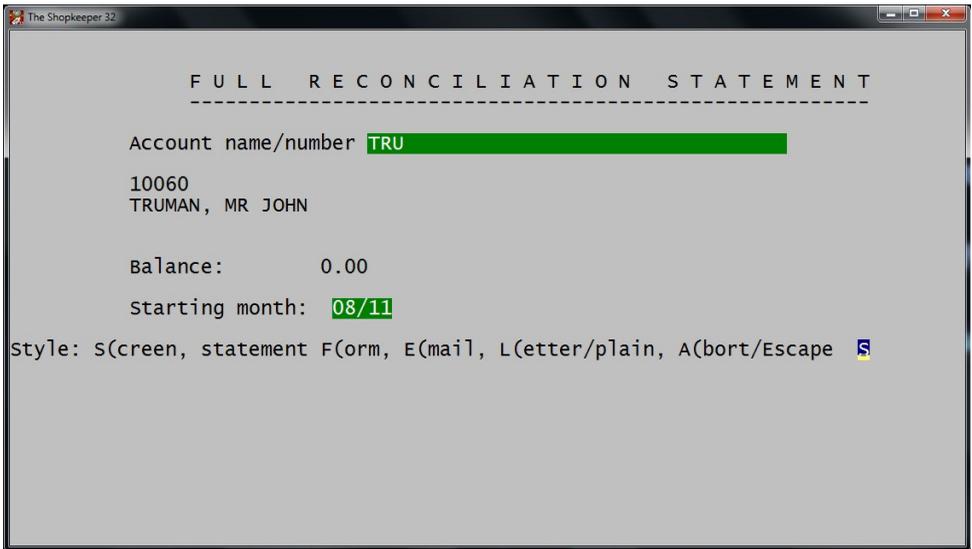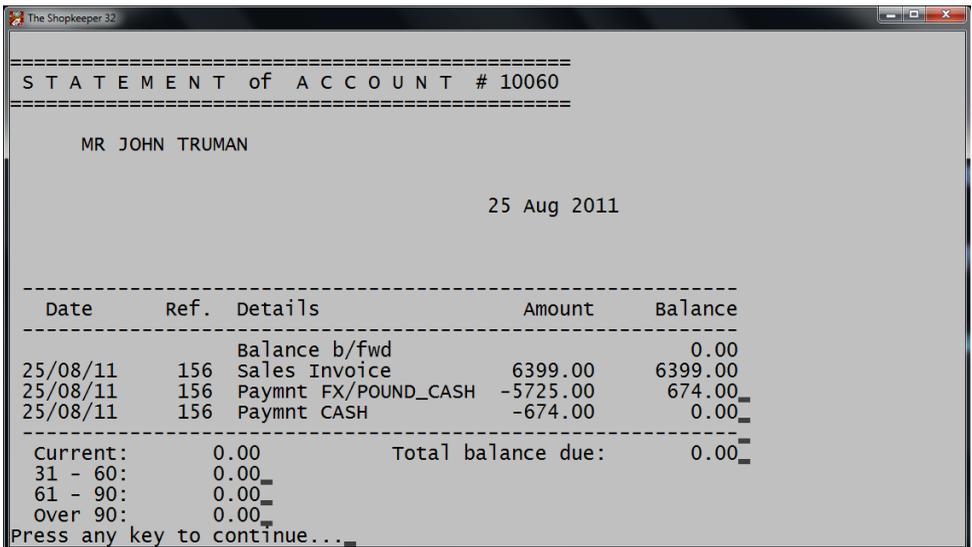
- Select the month where you would like to start the statement from, and select how you would like to view the report.

```
 The Shopkeeper 32                                                        _ □ X

============================================
 S T A T E M E N T  of  A C C O U N T  # 10060
============================================

     MR JOHN TRUMAN


                               25 Aug 2011



   ---------------------------------------------------------------
    Date      Ref.  Details              Amount      Balance
   ---------------------------------------------------------------
                    Balance b/fwd                      0.00
   25/08/11    156  Sales Invoice        6399.00    6399.00
   25/08/11    156  Paymnt FX/POUND_CASH -5725.00    674.00_
   25/08/11    156  Paymnt CASH           -674.00      0.00_
   ---------------------------------------------------------------
    Current:        0.00        Total balance due:      0.00_
    31 - 60:        0.00_
    61 - 90:        0.00_
    Over 90:        0.00_
Press any key to continue..._
```

- The screened version above shows us the date or a particular transaction, the "Ref" (either the invoice number or payment reference), the details and the balance.

***