



# Snow & Sports Hire System

# End User Manual

## **Table of Contents**

TA	BLE O	F CONTENTS	. 2
IN	TRODU	CTION	. 3
1.	INST		. 3
2	INITI		4
2.			-
	2.1.	LOCATION DEFAULTS	.5
	2.2. 23		6
	2.3. 24	PRICING PERIODS	7
	2.5.	STAFF	. 8
	2.6.	CATEGORIES	. 9
	2.6.1.	CATEGORY PRICING	10
	2.7.	STOCK	11
	2.7.1.		11
	2.7.2.		12
	2.7.3. 271	REGULAR FIRE STOCK	12
	2.7.4. 275	ADDING STOCK TEMS / SIZES	13 14
	2.7.6.	Adding Barcodes	15
	2.7.7.	BULK BARCODE NUMBER GENERATION	15
	2.7.8.	Adding Stock Prices	16
3.	HIRE		17
-	2 1		17
	32		18
	3.3.	STARTING A New Hire	19
	3.4.	Adding Group Members	19
	3.5.	ADD ITEMS FOR EACH MEMBER	22
	3.6.	Adding Retail Stock to a Hire	23
	3.7.		24
	3.8.	IMPORTING AN EXISTING HIRE	25
	3.9.	DELETING AN ITEM / PROCESSING A REFUND	26
	3.10.	MAKE A PAVMENT	20 27
	3.11.1.	RECORD BOND / SECURITY DEPOSIT METHOD	28
	3.11.2.	Тне Docket	29
	3.12.	VIEWING PAYMENTS BY MEMBER	31
	3.13.	PICKUP	32
	3.14.	RETURN	33
	3.15.	HISTORY	33
	3.16.	COMMENTS	33
4.	STO	CK INQUIRY	34
5.	PICK	(ING LISTS	35
6.	CAS	H DRAWER BALANCE	36
	6 1	Y-KEV	36
	6.2.	Z-Key	36
7		STANDING HIRES / LATE RETURNS	37
。			27 27
о. с			)/ 
9.	BAR	CODE LABEL PRINTING	38
10	. RI	EGISTRATION & VERSION NUMBER	39
11	. KI	EYBOARD SHORTCUTS	40
12	. HI	RE SCREEN SHORTCUTS	40

## Introduction

HireSolutions is a software package tailored specifically for the Snow & Sports Hire industry. It assists with the management of the hire fleet, booking of equipment, payments, pickups & returns. The system aims to reduce the amount of paperwork, the time taken to process a hire, prevent over bookings, provide information about over–stocked items tying up capital, under-stocked items missing you sales and helping you keep in touch with your customers.

## 1. Installation

Complete installation will take between 15 and 20 minutes including reboot.

- 1. Insert the CD, if Auto-run is enabled, the install menu will appear. If the menu doesn't appear, in Explorer or My Computer, navigate to the CD drive and double click on "HireInstall.exe".
- 2. Click the "Install Database" button. Please ignore the "time remaining", the install will take longer than displayed. Microsoft has optimistic install times ©. When the database install is complete, a restart is required.
- 3. After the restart, open and close the CD tray or double-click "HireInstall.exe" in the CD folder.
- 4. Click the "Install HireSolutions" button.
- 5. Setup will then guide you through a standard "HireSolutions" install program. Accept all defaults.
- Setup will install the Microsoft .NET Framework v1.1. Accept the licence terms and click "Install". The install takes some time, so be patient. The install will stop on "0 seconds remaining" and appear to freeze for 2 – 3 minutes. DO NOT reset the computer, wait and the install will complete. Click OK when complete.
- 7. Click the "Attach Database" button.
- 8. Double click the "HireSolutions" shortcut on the desktop to start the program.
- 9. If Adobe Reader is not already installed, click the "Install Adobe Reader" button. Adobe reader is used to view the User Manual.

The default database connection string SHOULD work IF:

- the database userid is "sa"
- the database user password is "sa"
- the database is on the local machine and accessable as (local).
- If not, open "HireSolutions.exe.config" in the "C:\Program Files\Granite Solutions\HireSolutions" folder and edit the appropriate sections of the connection string. This should only need to be modified if the database engine has already been installed by another program...

## 2. Initial Configuration

Before any hires can be booked, the system needs data to be entered. When the application is first started, the following screen will be seen.

A VireSolution	s - Hire Screen							
File <u>T</u> ools <u>H</u> elp								
Hire	٩ 0		ê	- Al - S.	e	9	<b>A</b>	
	<u>Find</u> New	v <u>E</u> dit Ed	dit <u>Price</u> Payment	Docket Commen	its Pic <u>k</u> up	<u>R</u> eturn H	list <u>o</u> ry	
	Current Hire							
Hile	Group Number	Group Name   Pick	up Date Return	Date Price	Balance	Bond	Date Booked	Pricing
2	•							Þ
Stock Inquiry		- 1 -	<b>a</b> 1 <b>a</b>	1 1				
<u>e</u>	Add Member De	lete Mem <u>b</u> er Edi <u>t</u>	Price <u>V</u> iew Setti	ngs Use Child Price				
Picking List	Group Member	5						
	First Nam	e Last	Name	Cust Number   Price	Balance	e Bond	Adult Pric	e
	Add Item Deje	ete Item Ite <u>m</u> Pric	e Or Scan Ba	arcode to Add				
	Hire Items - By	Person						
	Stock Coc	le   Stock Desc	ription Size	Actual Price	List Price	Bond		
Data								
EOD								
Reports	HireSolutions	1.9.1916.34682	TfmHireMain			Userco	de: E84AD20D	

The left hand side is a web page / Outlook style menu bar. Most of the application screens are accessible from this menu. The application starts with the hire screen visible, as this is where most work will be done.

### 2.1. Location Defaults

This is where the details of the hire location are entered. These details appear on the customers receipt. From the menu at the top of the screen, select 'Tools' followed by 'Location Defaults'

A HireSolution	s - Hire Screen							
File <u>T</u> ools <u>H</u> elp								
Location D Generate E	etails Barcodes & <u>N</u> ev	N <u>E</u> dit Ed	it Price Payment	Docket Comment	s Pic <u>k</u> up	9 <u>R</u> eturn H	a ist <u>o</u> ry	
Hire	Current Vire Group Number	Group Name   Picku	up Date Return D	ate Price	Balance	Bond	Date Booked	Pricing
Stock Inquiry				[ [				<u> </u>
Picking List	Add Member De	elete Mem <u>s</u> er Edi <u>t</u> s	Price View Setting	s Use Child Price				
	Flist Nair				Balanc	e Duna	Addit Pric	e
	Add Item Dele	te Item Item Price	Or Scan Baro	ode to Add				
	Hire Items - By Stock Co	de Stock Descr	iption Size	Actual Price	List Price	Bond		
Data								
EOD								
Reports	HireSolutions	1.9.1916.34682	TfrmHireMain			Userco	de: E84AD20D	

Enter the details as required.

🔺 Hire Location 📃 🗖 🔀					
Location Name Location ABN	Granite Solutions				
Address Address Suburb Postcode State	"Slap Up" 2630 NSW V				
Phone Email	02 6454 3118				
Agreement Terms          All Prices Include GST. Please Read terms & conditions, return all gear on time, in good clean condition. ** Chains must be tried on your car before leaving for the snow.					
lireSolutions	<u>Cancel</u> 1916.34682 THireLocation				

#### 2.2. Tenders

Tenders are the payment types. From the main menu on the left of the application, click on the grey bar labelled "Data". Next click the image labelled "Tenders". Now click the "Add" button to add a new tender. Give each tender a name and then check whether to include the payments made using this tender in the "Banking" figure. Normally just cash and cheque go to the bank. Most other tenders are processed electronically and do not need to be manually banked. "Display order" is the order in which they appear in the combo box in the payments screen.

A HireSolution	s - Tenders File					
File <u>T</u> ools <u>H</u> elp			.0			
Hire	Tenders					
Data	Tender N	ame Add To	Banking? [	isplay Order		
	Cash		✓ 1			
	Cheque		2			
	Visa		3			
Stock	Masterca	rd	4			
	AMEX		5			
	Diners CI	ub	6			
Categories	Gift Vouc	her	7			
Staff Que Customers						
Tenders						
Bond Types						
EOD			<u>A</u> dd	<u>E</u> dit	Delete	
Reports	HireSolutions	1.14.1932.27171	TfrmTenders			Usercode: E84AD20D

#### 2.3. Bond Types

Click the grey "Data" button on the menu, then the "Bond Types" button. Bonds can be customised to allow flexible configuration. Add only the bond types that are used by your store. The system handles credit card numbers either as a manual imprint, or as a number stored on the system. You can also select "other" to handle staff, friends, regulars, etc. Other is simply NOT cash, licence, imprint or credit card.

A HireSolution	s - Bond Types	N			
File <u>T</u> ools <u>H</u> elp		45			
Hire	Bond Types				
Data	Bond Type Name	Cash? Imprint?	Licence Number?	Card Number?	
ø	Cash Credit Card Number Stored Licence				
Stock	Slip				
Categories					
Staff					
- 42					
Customers					
<u>.</u>					
Tenders					
i 🔊 🗖					
Bond Types					
EOD		Add	Edit Dele	ete	
Reports	HireSolutions 1.14.1932.27171	TBondTypes		Us	ercode: E84AD20D

🔺 Bond Type	
Bond Type Name	
Bond Types	
Cash	0
Credit Card Imprint / Slip	0
Credit Card Number	C
Licence Number	С
Other	C
<u>0</u> K	Cancel
HireSolutions 1.14.1932.2717	71 TBondTypeAddEdit

#### 2.4. Pricing Periods

These are the durations that you base your pricing on. This will come straight off your rate card / advertised prices. Most stores will have 5 - 7 periods, something like:

- 1 Day
- 2 Days / Weekend
- 3 Days / Long Weekend
- 4 –5 Days
- 6 –7 Days / Week
- Fortnight

These periods are used when you create prices and when you set the pricing for a hire. The display order is used to display the most common at the top OR order the periods in increasing duration.

These pricing periods are global and are the same for all stock. If you don't want a particular stock line to be available for a certain period, do not create a price for that period.

The minimum days and maximum days fields are used to prevent the wrong price period being accidentally assigned to a hire and stop accidental over-bookings, over-charges or under-charges. For example, if a hire was for pickup on the 10<sup>th</sup> and return on the 13<sup>th</sup> (3 days) either the "2 Days- Weekend" pricing or "3 Days – Long Weekend" but not the "1 day" pricing. A warning would appear on the hire screen.

A HireSolution	s - Pricing Periods					
File <u>T</u> ools <u>H</u> elp						
Hire	Pricing Periods					
Data	Name	Min. Days	Max. Days	Display Order		
	▶ 1 Day	0	2	1		
a a	2 Days / Weekend	1	5	2		
Stock	3 Days / Long Weel	ken 2	6	3		
SIOCK	4/5 Days	3	7	4		
	6/7 Days / Week	5	9	5		
Categories						
Staff						
<u></u>						
Customers						
<u>18</u>						
Tenders						
<i>.</i>						
Bond Types						
i 🙆 🚽						
Pricing Periods						
EOD			Add	<u>E</u> dit	Delete	
Reports	HireSolutions 1.16.19	59.25453 TPric	ingPeriods			Usercode: E84AD20D

#### 2.5. Staff

On the menu, click the grey bar labelled "Data" then the image labelled "Staff". Click the "Add" button to add new staff. The minimum data required for each staff person is their first and last name, all other data is optional. If the staff code is left blank the system will generate a code automatically.

The staff code, access level and password are not used at the moment, but will be used for password control in a future release.

A HireSolutions -	St 🔺 New Staff		
File Tools Help	Staff Code		
Data	First Name		Jburb Home Phone
	Last Name		
Stock	Address		
Categories	Address		
<u></u>	Suburb		
Staff	Postcode		
	Home Phone		
Customers	Mobile Phone		
Tenders	Access Level	1 +	
	Password		
Bond Types			
	ОК	Cancel	•
EOD			
Reports Hire	Sc HireSolutions 1.14.1932.27171 TfrmN	ewStaff //	ode: E84AD20D

#### 2.6. Categories

Categories are also located in the "Data" section of the main menu. Categories are used to group stock. Categories are quite important. They represent firstly a logical group of stock (for finding the stock and reporting), but more importantly, categories determine what type of stock is added to each category.

There are 2 main types of categories, those using **category pricing** and those using **stock pricing**. Category pricing is where you have multiple stock lines with the same price. For example "carve skis" may have 4 stock lines, all with the same price ("Salomon Carve Skis", "Rossignol Carve Skis", "Head Recreational Skis" and "K2 Carve Skis). **Category pricing MUST be used** for any item to be added to a **package**, even if there is only one stock line in that category (e.g. "Poles").

Categories also determine special behaviour of the stock. There are 4 types of stock that are controlled by categories:

- 1. Alpine Ski (the system knows to capture skier information for DIN settings)
- 2. Alpine Boot (the system knows to capture skier information for DIN settings and sole length)
- 3. Snowboard (the system will capture boarder information including stance and binding angle).
- 4. Other (regular categories for clothing, poles, toboggans, snowboard boots, après boots, etc)

In addition to your stock categories, create one or more categories for your packages and one for nonstock items like late fees, cancellation fees, insurance / damage & loss waiver.

An example of a stores categories might be:

A HireSolution	s - Category File				
File <u>T</u> ools <u>H</u> elp					
Hire	Stock Categories		A. F. W. G. L		
Data	Name	Extra Days [	A Edit Category - Skis		
	Skis	0 1	Category Name	Skie	[ ]
	Ski Boots	1 2	2 /	(Child)	
Stock	Poles	0 3	Extra Days	0 ÷	
SIDCK	Elite Performance Skis	0 4			
	Performance Boots	1 5	Display Order	1 ÷	
	Snowboard	0 6			
Categories 🗸	Snowboard Boots	1 7	Use Category Pricing		
	Jackets	1 8			
	Pants	1 9	Create Picking List Labels		•
Staff	Apres Boots	1 1			
o.un	Protective Gear	0 1	Special Settings		1
8	Other	0 1			تے ا
			Regular Stock	0	<u> </u>
Customers		Add	In an Alaine Chi	G	
181			is an Alpine Ski		
	Colores Dises		Is a Snowboard	0	
lenders	Category Prices				
	Period	Price	Is an Alpine Ski Boot	0	
	1 Day	\$34.00			
Bond Types	2 Days / Weekend	\$60.00			
	3 Days / Long Weekend	\$73.00			1
	4/5 Days	\$91.00	<u> </u>	<u>Cancel</u>	
	6/7 Days / Week	\$104.00			
Pricing Periods					
			HireSolutions  1.16.1959.25453	3 ItmNewCategory	11.
	Add	Category Price	Edit Category Price Delete	Category Price	
EOD					
Reports	HireSolutions 1.16.1959.2545	3 TfrmCategories	3	Userco	ode: E84AD20D

Each category requires the following information:

- Name: what appears in the drop down boxes
- Extra Days: how many days are to be added to each hire for cleaning or drying before it can be hired again. For example, a toboggan can be hired again immediately, so has 0 (zero) extra days, a jacket on the other hand may be dry cleaned and require 2 days before it can be hired again.
- Display Order: where this category appears in the drop down box and other displays. Put the most common categories towards the top. The numbers needn't be unique, but categories with the same number will not be in any specific order. Items with a lower display order will appear further down the list.
- Category Pricing: if this is checked, all stock in this category will use the same price (which is set in the category screen) and the category is able to be added to a package. Uncheck this if the stock to be added to this category is not required for a package and / or the stock will have different prices.
- Create Picking List Labels: Picking list labels are not currently available, but this setting indicates whether you want to print picking labels for stock hired from this category. Useful to identify who owns which ski in a group.
- Is an Alpine Ski: Check this box for skis. Any stock added to a category with this setting checked will ask for skier details when it is hired and calculate the binding release (DIN) setting. If you do not want to capture skier details for your skis uncheck this setting.
- Is a Snowboard: Check this box for snowboards. Any stock added to a category with this setting checked will ask for binding angle, stance, etc, when it is hired and print them on the docket.
- Is an Alpine Ski Boot: Check this for ski boots. Will record the sole length in the stock file and use it when calculation the DIN setting. Will also trigger the DIN setting.

#### 2.6.1. Category Pricing

For those categories using category pricing, the bottom half of the screen will show a pricing grid and add, edit and delete category price buttons. Click the "Add Category Price" button to setup prices.

Each category may have adult's and/or children's pricing, a period and a price. The period is selected from a list. Each time a hire is done the pricing period is selected and the pricing calculated on the period selected, not the dates entered. This allows stores to set their own rules about what constitutes a "weekend" hire.

If the pricing period drop-down box is empty, press the button labelled "View Periods". Periods can be added or edited from here or from the main data menu.

When creating a new price, select the pricing period from the drop down box and enter the price. "Adult Price" is checked by default. If you are entering a child's price, uncheck this box. The application automatically selects the first period for you. When you press enter or click the 'OK' button, the system saves that price, moves to the next period and clears the price field. You will notice the price that you have just setup has been added to the pricing grid on the main stock screen. When a price has been added for the last period, the form closes automatically. The screen can be closed at any time by clicking the "Close" button.

A Set Price for Skis	
Pricing Period	1 Day View Periods
Price	
Adult Price	<b>V</b>
<u>0</u> K	Cancel Close
HireSolutions 1.16.1959.2545	3 TfmNewPrice

#### 2.7. Stock

Ensure categories have been created before creating stock. Stock is items that have the same description and all have the same pricing structure. Pricing is based on a range of periods and there can be adult's and or children's price for each stock line. Pricing will be covered in more detail shortly. Each stock line can then have individual sizes, each of which holds a cost and quantity. Each size will have the same price. Stock is grouped by Category.

The bottom of the Stock screen will display different columns depending on the type of stock. Non-Stock and Retail Stock Items will not display the "Size, Avg Cost, Qty Owned or Total Cost" fields. Non-Sized Items will not display the "Size" column. Boots will display a "Sole Length" column. Packages simply display the stock code and stock description of the items belonging to that package.

#### 2.7.1. Adding Stock Lines

Click the "Add Stock" button to add new stock. A screen will appear asking whether the new stock is regular stock, a package or retail stock.

A HireSolution	s - Stock File 🔓							
File <u>T</u> ools <u>H</u> elp								
Hire	Stock Header							
Data	Code	Description		Category	Bond Amount	t Sized	Non Stock Item	Package 🔺
	30	Poles		Poles	\$30.00	<b>V</b>		
	▶ 10	Carve Skis		Skis	\$150.00			
	11	Elite Performance	Skis	Skis	\$300.00	•		
Stock	12	Demo & Race Skis	S	Skis	\$600.00			
	•							<b>▼</b>
Categories								
	Display							
- 3	Stock Items	- Ad	d Stock	Edit Stock	Delete St	lock		
Staff								
0-								
	Stock Items							
Customers	Size	Avg Cost (	Qty Owned	Total Cost	Times Hired	Value Hired		
	168	\$325.00 4	l.	\$1,300.00	4	\$100.98		
	173	\$325.00 4	-	\$1,300.00	1	\$40.00	_	
<b>T</b>	163	\$325.00 4		\$1,300.00	3	\$140.00		
lenders	158	\$325.00 4	ļ	\$1,300.00	4	\$160.00		
	153	\$325.00 4		\$1,300.00	2	\$102.62		
Bond Types								
EOD		Add I	tem	Edit Item	Delete Item	View Baro	odes	
Reports	HireSolutions	1.14.1932.27171	TfrmStock				Usercode: E84	AD20D

A Stock	Туре	;			
Select	the Type of Stock to	-			
<nothing selected=""> Regular Hire Stock Package Retail Fixed Price Stock</nothing>					
	OK	Cance	a		

#### 2.7.2. Retail Fixed Price Stock

Retail stock has a fixed price (does not use pricing periods), no inventory and will not check quantity when being sold. It is used for 2 types of stock:

- 1. Fees. There is also an option to not have a price and for the system to prompt the user. This is used for late fees, cancellation fees, cleaning charge, repair charge and selling ex-hire equipment.
- 2. Retail items like goggles, hats & gloves for those stores that do not use a separate point of sale system. This enables HireSolutions to replace a basic cash register.

#### 2.7.3. Regular Hire Stock

When the "Regular Hire Stock" option is selected, the following screen is shown. The code, description and category fields are all self-explanatory.

Add Stock		
Stock Code		
Stock Description		
Category	Skis	
Sized Item	Γ	
Non Stock Item		
Bond Amount		
<u>0</u> K		
	<b></b>	
HireSolutions 1.9.1916.34682 Tfm1	NewStock	

The "sized" check box indicates whether this item will have multiple sizes. For example a toboggan isn't sized, whereas skis and poles are.

"Non Stock Item" is for stock that is hired but no inventory is carried. This is for items such as insurance or loss and damage waiver. These items still use pricing periods.

The bond amount is how much cash needs to be left as a security deposit. Many customers will choose to use a credit card imprint instead.

#### 2.7.4. Adding Stock Items / Sizes

When the stock line has been added, an "item" needs to be added for all inventory stock (this is done automatically for "Non Stock Items"). Click the "Add Item" button on the bottom of the screen. For sized stock the following screen is shown. Non sized stock will have the "size" field dimmed out.



When adding sized stock, after the OK button is pressed (or the enter key pressed) the system saves the item, clears the fields and waits for the next size to be entered. The tab key moves to the next field. You will notice the size is added to the grid on the bottom of the stock screen. Press the "Close" button when you have added the last size for this stock line.

If the Stock for which the Item is being added belongs to a Category that is flagged as "Alpine Ski Boot" an extra field is shown to capture the sole length of the boot.

#### 2.7.5. Adding a Package

A package is a collection of items hired for the one price. You can add other stock to a package, but you do not own stock of a package, just the items. To add a package, just click the "Add Stock" button, select "Package" from the "Stock Type" window.

🔺 Stock Type
Select the Type of Stock to
< <u>Nothing Selected&gt;</u> Regular Hire Stock Package
Retail Fixed Price Stock
<u>Q</u> K <u>C</u> ancel

The next screen is similar to the New Stock screen. Categories are added to the package on the main stock screen.

🔺 Edit Package - Skis, Boots, Poles	
Package Code	301
Package Description	Skis, Boots, Poles
Package Category	Packages 💌
Bond Amount	\$200.00
<u>0</u> K	<u>Cancel</u>
HireSolutions 1.16.1959.25453 TfmN	lewPackage //

To add categories to a package, click the "Add Package Category" button.

A HireSolution	s - Stock File					_	
File <u>T</u> ools <u>H</u> elp							
Hire	Stock Header						
Data	Code	Description	Category	Sized	Non Stock Item	Package	B 🔺
	301	Skis, Boots, Poles	Packages				
a	300	Skiers Complete Package					
<b>1</b>	311	Parka, Pants & Boots	🔺 Add Category To	Packag	ge 💶 🗖	× 🗸	
Stock	310	Parka & Pants				<b>v</b>	
	303	Skis & Poles	ect Category			<b>v</b>	
	201	Goggles					
Categories	200	Gloves	SKIS				
	203	Sunglasses					-
	•						•
Staff						N	
0	Display		ОК		Cancel		
	Stock Items	▼ Add Stock Edit Stock					
Customers	,		-	1050.05			
Customore			HireSolutions 1.18	. 1959.25	453   I Select Pa	110	
	Package Categ	ories					
Tastas	Package (	Category Name					
Tenders	Skis						
	Ski Boots						
	Poles						
Bond Types							
Pricing Periods							
EOD	Add F	Package Category Delete Package Cat	egory				
Reports	Hire Solutions	1 16 1959 25453 Tfm Stock			Usercode: F	8440200	
	1 III C C C C C C C C C C C C C C C C C	1.10.1000.20400   IIIII000K			osercode. L	04/10/200	

Pricing for a package is set up the same way as normal stock. See section "Adding Stock Prices"

#### 2.7.6. Adding Barcodes

Except in the Lite Version, the system can also accept barcode numbers for each Item. Click the "View Barcodes" button. This will show you any existing barcodes.

You can add existing barcode numbers (for example the serial numbers on skis), just click "Add Existing" and scan.

You can ask the system to generate a barcode number for you. You can add the barcode number to the barcode label print list by clicking the "Add to Print" button. There is an additional utility to print labels from sheets.

A Barcodes for Poles 110	
Barcode Numbers Barcode D110	
Add Existing Generate New Delete Add to Print Glos	e
HireSolutions 1.9.1916.34682 TfrmBarcodes	11

#### 2.7.7. Bulk Barcode Number Generation

The system provides the facility to scan through all stock items and generate a barcode number for items that do not have one. This can be run at any time, as it will only generate a new number for those items that do not already have a barcode number. At the top of the screen select "tools" then "generate barcodes".

A HireSolutions	s - Hire Screen 🥜 📃 🗖 🔀
File <u>T</u> ools <u>H</u> elp	
Location De Generate B	tails () () () () () () () () () () () () ()
<b>E</b>	Current Hire
Hire	Group Number Group Name Pickup Date Return Date Price Balance Bond Date Booked Pricin
2	10007 Walker 13/03/2005 14/03/2005 \$67.00 \$42.00 \$200.00 13/03/2005 1 Day
Stock Inquiny	
	Add Member Delete Member Edit Price View Settings Use Child Price
Picking List	Groun Members
	First Name Last Name Cust Number Price Balance Bond Adult Price
	Tom Walker 10006 \$45.00 \$28.21 \$150.00
	▶ Dane Rowley 10007 \$22.00 \$13.79 \$50.00 ▼
	Add Item Delete Item Price Or Scan Barcode to Add
	Hire Items for Dane Rowley
	Stock Code Stock Description Size Actual Price List Price Bond
Data	61 Ski Helmet - Adult S \$22.00 \$0.00 \$50.00
EUD	
Reports	
HireSolutions	1.9.1916.34682 TfrmHireMain Usercode: E84AD20D

## 2.7.8. Adding Stock Prices

To view or enter pricing data for a stock line, select "Pricing" from the "Display" drop down box.

A HireSolution	s - Stock File					Þ	
File <u>T</u> ools <u>H</u> elp						N	
Hire	Stock Header						
Data	Code	Description	Categor	Bond Amount	Sized	Non Stock Item	Package 🔺
	70	Loss & Damage Waiver	Other	\$0.00		~	
	71	Chains	Other	\$50.00	~		
	72	Magnetic Ski Rack	Other	\$40.00			
Stock	▶ 73	Toboggan	Other	\$20.00			
	74	Snowbie	Other	\$30.00			
Categories							
	Display	Add Stock	Edit Sto	ck Delete Stock			
Staff	Internal						
	Stock Pricing						
Customers	Price	Period	Adult Price				▲
Customers	\$4.50	1 Day					
6	\$6.00	2 Days - Weekend					
	\$7.50	3 Days - Long Weeken					
Tenders	\$10.00	4/5 Days					
	\$11.00	6/7 Days - Week					
	\$6.00	1 Day	<b>v</b>				
Bond Types	\$8.00	2 Days - Weekend	<b>v</b>				
	\$10.00	3 Days - Long Weeken	<b>v</b>				-
EOD			Add Price	Edit Price Delet	e Pr <u>i</u> ce		
Reports	HireSolutions	1.14.1932.27171 1fm Sto	ck			Usercode: E84	AD20D

To add a price, click the "Add Price" button. See the categories section for more details.

A HireSolution	s - Stock File					
File <u>T</u> ools <u>H</u> elp						
Hire						
Data	A Set Price f	or Toboggan				Stock Item Package
<i>C</i>	Pric	ing Period	1 Day	<b>•</b>	View Periods	
Stock			1.50			
	Pric	e		_	— <b>T</b> –	
Categories			_			
<u>&amp;</u>	Adu	It Price				
Staff		OK	Cancel	Close		
<u>&amp;</u>				Close		
Customers	HireSolutions	1.14.1932.27171	TfrmNewPrice			
_0]	\$6.00	2 Days - Weekend 3 Days - Long Wee	eken			
Tenders	\$10.00	4/5 Days				
	\$11.00	6/7 Days - Week				
	\$6.00	1 Day				
Bond Types	\$8.00	2 Days - Weekend	l IV shaa IV			_
	1 1510.00	3 Days - Long Wee	eken IV			
EOD			Add Price	Edit P <u>r</u> ice	Delete Pr <u>i</u> ce	
Reports	HireSolutions	1.14.1932.27171 Tf	fmStock			Usercode: E84AD20D

## 3. Hire

#### 3.1. Hire Overview

When the hire screen is first viewed, it is blank with two buttons enabled. They are "Find" to locate an existing hire (to edit, make a payment, pickup or return) or "New" to start a new hire.

The screen is arranged in 3 sections, the top displays the details of the current hire. The middle displays each of the members of the hire. The bottom section displays the items hired for the currently selected group member. Each section has a tool bar with buttons that relate to tasks for that section. The buttons in the top section relate to the entire hire. The buttons in the middle section relate to the currently selected group member and finally the bottom buttons relate to the currently selected item (belonging to the currently selected group member).

All of the buttons have hotkey combinations, so you can use the keyboard rather than the mouse if desired. In Windows XP you need to press the "alt" key to make the underlined letter visible. Then hold the "alt" and press key for the underlined letter whilst the "alt" key is still down. For example, to find a hire, hold "alt" and press the "F" key. See the section at the end on "Keyboard Shortcuts".

A HireSolution	s - Hire Screen	
File <u>T</u> ools <u>H</u> elp		
Hire	Image: Second	n History
Hire	Concerctine Group Number Group Name Pickup Date Return Date Price Balance Bond	Date Booked Pricing F
3		Þ
Stock Inquiry		
<u>6</u>	Add Member Delete Member Edit Member Edit Price Settings Use Child Price View Pay	yments
Picking List	Group Members	
	Add Item Dejete Item Item Price Or Scan Barcode to Add	
	Hire Items - By Person           Stock Code         Stock Description         Size         Actual Price         Discount         List Price	e Bond
Data		
EOD		
Reports	HireSolutions 1.16.1959.25453 TfrmHireMain	Usercode: E84AD20D

#### 3.2. Finding a Hire

To edit, make a payment, pickup, return or make any other changes to a hire, it must first be located and loaded. To do this, click the "Find" button (or press and hold "alt" and "F"). The initial find screen displays all hires. If the filter by Pickup option is checked, the default is 45 days either side of the current date. All results are in descending group number order. The hire can be found by group number, group name and optionally a pickup date range or by customer. The search works on partial data and filters the results as keys are pressed.

The find customer option allows you to first find a customer and then the hire find screen will display all hires that customer is a member of.

🔺 Fi	nd Hire							
Find	Hire by:		Find by Cu	stomer				
	Group Number	Group Name	Filter by Cu	stomer 🔽	Pickup Date	e Start	Pickup Date End	
			Filter By Pi	ckup 🗌	30/03/2005	5 🔻	28/06/2005 💌	
Hire	e Details							
	Group Number	Group Name	Pickup Date	Return Date	Price	Balance	Date Booked	
•	10019	Test Returned Items	5/05/2005	5/05/2005	\$14.00	\$0.00	4/05/2005	
	10018	Test Pickup	5/05/2005	5/05/2005	\$14.00	\$0.00	4/05/2005	
	10017	Test Import	3/05/2005	5/05/2005	\$175.00	\$0.00	3/05/2005	
	10015	Schofield	1/06/2005	5/06/2005	\$88.95	\$24.00	1/05/2005	
	10014	Smith	4/05/2005	8/05/2005	\$64.95	\$64.95	1/05/2005	
	10013	Dick	3/05/2005	7/05/2005	\$338.90	\$293.95	1/05/2005	
	10012	John	18/04/2005	19/04/2005	\$15.00	\$15.00	18/04/2005	
	10011	5.7.0	10104/2005	10104/2007	602.00	e00.00		
	OK <u>C</u> ancel							
Hire Sol	lutions 1.16	.1959.25453 TFindHire	e					

The initial find screen with all hires in the default date range loaded.

🔺 Fin	d Hire						
Find H	lire by:		Find by Cu	stomer			
	Group Number	Group Name	Filter by Cus	stomer 🗖	Pickup Date	Start	Pickup Date End
l		s	Filter By Pic	kup 🗖	30/03/2005	-	28/06/2005 💌
Hire	Details						
	Group Number	Group Name	Pickup Date	Return Date	Price	Balance	Date Booked
•	10015	Schofield	1/06/2005	5/06/2005	\$88.95	\$24.00	1/05/2005
	10014	Smith	4/05/2005	8/05/2005	\$64.95	\$64.95	1/05/2005
			OK	Cancel			
HireSolu	tions 1.16.	.1959.25453 TFindHire	•				

After a "s" is typed into the group name field only hires with a group name staring with S are displayed. Continue filtering or click a line and click the 'OK' button or press the 'Enter' key.

#### 3.3. Starting a New Hire

Press the "New" button at the top of the hire screen (or press and hold "alt" + "N"). The new hire window appears. Give the group a name, normally the name of the person booking the hire, but may be a club, team, school or scout group. Enter the pickup and return dates, select the payment period and select the staff name. Click "OK" or press "enter". The system will check the "Pricing Period" and the Pickup and Return dates against the minimum and maximum day range set up in the pricing period file.

🔺 New Hire		×
Group Name	Walker	
Pickup Date	13/03/2005	
Return Date	14/03/2005	
Pricing Period	1 Day	
Staff Member	Dick Walker	
	<u>O</u> K <u>C</u> ancel	
		_
HireSolutions 1.14.1932.2717	71 TfmNewHire	11

The system will generate a group number and automatically take you to the "Select Customer" screen.

#### 3.4. Adding Group Members

This screen allows you to find an existing customer based on customer number, name, phone number, postcode or licence number. This search uses a partial match as well. You can enter a postcode and a partial surname.

The system can also find customers using an assigned "Additional Number". This can be any number previously entered for that customer. It could be a preferred customer card number, car rego number, video store card number, etc. This is found in the top right of the screen. Key in the number and press enter or click OK (or scan it with a barcode scanner).

Sele	ct Custome	r				
				E	nter Additional Cu	ustomer Numbe
	Search By			Γ		
	Number	First Name	Last Name	Home Phone	Postcode	Licence
			_	_		
~	Number	First Name	Last Name	Home Phone	Postcode	Licence
•	10013	Anne	Pratt	02 6111 2222	2620	1234AA
	10005	Lisa	Phillips	02 6454 3118	2630	4567AB
	10006	Tom	Walker	02 6454 3118	2630	
	10007	Dane	Rowley	02 6454 3151	2599	9999DF
	10008	David	Davies	02 6454 4111	2626	7910KL
	999	Bill	Stephens	02 6454 9876	2630	7110JL
	10010	Dennis	Rowley	02 6454 3000	2626	5612FH
	10011	Clyde	Phillips	02 6454 3112	2630	9999ZZ
	10012	Rex	Schofield	02 6007 6007	2630	5641RX

If the customer is new, press the "New Customer" button.

🔺 Sele	ect Customer					
					Enter Additional Cu	stomer Number
	Search By	R		ſ		
	Number	First Name	Last Name	Home Phone	Postcode	Licence
			P		263	
	Number	First Name	Last Name	Home Phone	Postcode	Licence
	10005	Lisa	Phillips	02 6454 3118	2630	4567AB
	10011	Ciyde	Phillips	02 6404 3112	2630	999922
					1	
		<u>     0</u> ĸ	Cancel	New Custo	omer	
HireSolut	ions 1.9.	1916.34682 TfrmHire	Member			

Here we have entered the letter 'p' and the number '263' in the postcode field. Any combination of partial fields can be used to locate customers. Upper or lower case letters can be used.

When adding a new customer, the only fields that are required in this screen are the names. All other fields are optional. The customer number can be assigned, but if it is left blank the system will generate one.

A New Customer	
Customer Number First Name Last Name	
Address Address Suburb Postcode State	
Home Phone Mobile Phone Work Phone Email	
Licence Number Licence State Licence Expiry	
HireSolutions 1.9.1	<u>Cancel</u> 916.34682 TfmNewCustomer

Once the customer has been selected or created the system returns to the hire screen. From this point we can add additional members, or select items for the first member. Each member is added using adults price. If a child has been added, click the "Use Child Price" button. Any items already selected for that group member will be recalculated at children's price if applicable. For children the button caption changes to "Use Adult Price". There is a check box in the member's grid in the middle of the screen to indicate whether the member is being charged adult or child price.

A HireSolutions	s - Hire Screen								
File <u>T</u> ools <u>H</u> elp									
Hire	2.0	<u>()</u>	e		- 22	e	9	<u>R</u>	
<b></b>	<u>Find N</u> ew	Edit   Edit Price	Payment	Docket (	Comments	Pickup	<u>R</u> eturn	History	
<u> </u>	Current Hire	B'L DI					D. I		
Hire	10015 Schofield	ame Pickup Date	5/06/2009	Jate Pric 5 \$88	95 ¢2	alance	\$110.00	1/05/2005	3 Dave -
2		1/00/2003	5/00/200	5 300	.55 92	4.00	3110.00	1/03/2003	5 Days -
Stock Inquiry			0	1	1	<u> </u>		1	
	Add Member Delete Mem	n <u>b</u> er Edit Member	Edi <u>t</u> Price	<u>S</u> ettin	igs Use (	Anild Price	<u>v</u> iew Paymen	ts	
Picking List	Group Members								
	First Name	Last Name	C	ust Number	Price	Balance	Bond	Adult Pri	ce
	Rex	Schofield	10	0012	\$76.95	\$12.00	\$80.00		_
	Add <u>i</u> tem Delete Item	ite <u>m</u> Price		Or Sc	an Barcode t	to Add			
	Hire Items for Rex Scho	field							
	Stock Code Stock	Stock Description	Size	Actual	Price Disc	count	List Price	Bond	
	▶ 22 A	Apres Boots	45	\$25.00	0.00	% 9	\$25.00	\$30.00	
	200 E	Budget Ski Gloves		\$29.95	0.00	%	\$29.95	\$20.00	
Data	30 F	Poles	110	\$12.00	0.00	%	\$12.00	\$30.00	
EOD									
Reports	HireSolutions 1.16.19	59.25453 TfmHire	eMain				Use	rcode: E84AD20	D

With the Single & Multi-User Versions, a barcode scanner can be used to add stock directly from the main hire screen. Click on the person, click the barcode field and scan. You can also enter the stock code into this field, if the found stock is sized another window will popup asking for the size.

#### 3.5. Add Items for Each Member

Select the member that you wish to add items to by clicking their row in the member's grid in the middle of the screen. A small arrow indicates the current row. Next, click the "Add Item" button at the bottom of the screen (or Alt+ I on the keyboard).

Now select a category. When this is done the middle grid in the "Add Item to Hire" screen updates to show all stock in that category. Select the stock required. The bottom grid will show all items / sizes that belong to that stock line. It also shows the quantity owned and the quantity available for that period, taking into account the extra days for drying and cleaning. You can then double-click the bottom line, click OK or press the enter key. If there is stock available for the hire period it will allocate the stock and return to the hire screen, otherwise it warns you and allows you to select other stock.

If you have set up barcodes, just key in or scan the barcode number instead.

Sal	ect Category		Enter Ba	aroode Number	
50	ect Category			arcode Number	
Ski	s		•		
Sto	ck				
	Stock Code	Description			
		Conver Chile			
•	10	Carve Skis			
•	10	Elite Perform	ance Skis		
<b>۲</b>	10	Elite Perform	ance Skis		
•	10	Elite Perform	ance Skis		
•	10	Elite Perform	nance Skis		
▶ Iten	10 11	Elite Perform	nance Skis		
► Iten	10 11 ns Size	Carve Skis Elite Perform	ance Skis		
► Iten	10 11 ns Size 153	Carve Skis Elite Perform Qty Owned 4	Annoe Skis Qty Available 3		_
► Iten	10 11 s Size 153 158	Qty Owned 4	Qty Available		_
► Iten	10 11 Size 153 158 163	Qty Owned 4 4	Qty Available 3 1 2		
► Iten	10 11 Size 153 158 163 168	Qty Owned 4 4	Qty Available 3 1 2 1		
) Iten	10 11 Size 153 153 158 163 168	Qty Owned 4 4 4	Qty Available 3 1 2 1		
▶ Iten	10 11 Size 153 158 163 168	Qty Owned 4 4 4 4	Qty Available 3 1 2 1	cel	

If the item selected belongs to a category that was flagged as being either a snowboard, skis or alpine ski boots, the system will open another window and capture some additional data. For skis and boots, the following window appears. Once all of the information is entered, click OK or press enter. The DIN setting will be calculated and recorded with the other data. If a ski boot is entered the sole length field is automatically filled in.

Alternatively, this data can be filled in when the member is added to the hire and the sole length left blank. When the boot is added, the system will look up the sole length, add it to the skier details, calculate the DIN, record it and display the setting. The screen is not shown during this process.

🔺 Enter Skier Details	
Sex	Male 🕂
Height	168 cm
Weight	71 kg
Age	36
Skier Type	Type III 💌
Sole Length	mm
<u>0</u> K	<u>C</u> ancel
HireSolutions 1.14.1932.2	27171 TfrmNewSkier

The calculated DIN setting is then displayed. This is printed on the docket, picking list and from the hire screen by pressing the "Settings" button for the group member. The skier information can be filled as the group member is added and the calculation carried out as the boot is added to the hire (the sole length is stored in the database).



Sex Male ÷ Height 178 Weight 71 Age 36 Stance Natural ÷ Sole Length Binding Angle +10/0 <u>0</u>K Cancel **HireSolutions** 1.14.1932.27171 TfrmNewBoarder

2

Å Enter Boarder Details

When a snowboard is hired similar details are captured. Skier Type is not required, but stance and binding angle are. The binding angle field accepts plain text, so you can use your own notation in here.

#### 3.6. Adding Retail Stock to a Hire

Retail stock doesn't use a pricing period, but uses a single price. Otherwise it is like non-stock, it doesn't check if the quantity is available. If the retail stock was flagged to "Ask Price" in the stock file, a box will popup and ask the user to enter the price. This can be used for selling ex-hire skis and clothing that have variable prices.

A HireSolution	s - Hire Screen	_ 🗆 🛛
File <u>T</u> ools <u>H</u> elp		
Hire Hire 2 Stock Inquiry	Add Item to Hire  Select Catego Other  This Stock Item Does Not Have a Regular Price, Please Enter a Price Below	d Date Booked
Picking List	Stock     71       73     OK       999       Items       Size     Qty Owned       Qty Available       0     0	Bond         Adult Pris           \$50.00         ▼           \$50.00         ▼           \$80.00         ▼
		0
Data	Hire Solutions 1.15.1949.1924 TfrmAddHireItem	
EOD		
Reports	HireSolutions 1.15.1949.1924 TfmHireMain	Usercode: E84AD20D

### 3.7. Editing a Hire

The 3<sup>rd</sup> button in the hire section of the screen has an "Edit" button. This takes the user to the same screen as the "New Hire" screen. The group name, pickup & return dates and the pricing period can be edited.

If the price period is edited (see below), the hire price is recalculated, by item, person and entire hire. A message will display the old and new prices.



If the pickup and / or the return dates are edited, the system will check and make sure each stock item is available for the new date range. Each item is actually returned and re-booked, only those items available will be re-booked. A list of any items not available will be displayed to the used.

🔺 Edit Hire - Group 10013, [	)ick 💊 🔳 🗖 🔀
Group Name	Dick
Pickup Date	3/05/2005
Return Date	7/05/2005
Pricing Period	3 Days - Long Weeken
HireSolutions	
The Following Items Dane Rowley Apres	Were Not Available for the New Period. Boots 45
	OK
1.13.1343.1324	Interventine //

#### 3.8. Importing an Existing Hire

To create a hire and import some or all members and some or all of their equipment from a previous hire, click the 'New' button. Fill in the hire details as normal. Click the 'OK' button. A message will then appear asking whether to import from a previous hire. Press the 'Yes' button.

The hire find screen will be showed to select the hire from which to import members and items. Once the old hire has been selected, another window, similar to the pickup and return window, is shown. Place ticks against the members and items to import. Tick the "entire" hire to import everything. Click 'OK' to continue.

A message will ask whether you want to confirm the details of each member. This is useful if you want to check the address and phone number to make sure that they haven't changed. If you select 'Yes', the customer screen will be displayed for each member. Either edit details or just press 'OK'. The system will also import skier DIN settings.

As the equipment is imported, availability is checked, only those items with stock available are added. The pricing is calculated based on the new pricing period as items are added. Any items not available are displayed in a list the same as if the hire dates had been edited.

Finally the user is returned to the hire screen with all members and items imported on the hire







and prices calculated. The user can then add an extra members or items, adjust prices or just make the payment(s).

#### 3.9. Deleting an Item / Processing a Refund

If an item is not required, it can be deleted by pressing the "Delete Item" button in the items section of the screen. A confirmation message will be displayed. If the item has already been picked up, a second message will warn the item has been collected and if it is being cancelled or exchanged. If the member has paid in full, they will have a negative balance. In the stock file you can add a "Retail Stock" item that will ask for the price and call it "Cancellation Fee" or something similar. If you wish to charge a fee, add this item and set the price. Any remaining refund is processed as a negative payment amount against this member.

A HireSolution:	s - Hire Screen	h.				
File <u>T</u> ools <u>H</u> elp	Q Ø Find New	€dit Edit Price	Payment Dock	et <u>C</u> omments	C S Pickup Return	Hist <u>o</u> ry
Hire	Current Hire Group Number Group 10013 Dick	o Name Pickup Date 1/05/2005	Return Date 3/05/2005	Price E \$143.90 \$	Balance Bond 98.95 \$180.00	Date Booked
Stock Inquiry	Add Member Delete I	Aember Edit Price	<u>S</u> ettings Us	e Child Price View	v Payments	<u> </u>
Picking List	Group Members First Name David Tom Dane Add Item Dejete Ite	Last Name Davies Walker Rowley m	Cust Nut 10008 HireSolutions 20 This Are V Select	mber Price \$44.95 \$54.95 them Has Already (s rou Sure You Want at YES for a Swap of Yes	Balance B \$0.00 \$5 \$54.95 \$5 Been Pickerd Up. t To Delete It? or Cancelation, NO to	ond Adult Prie
Data	Hire Items for David Stock Code 20 200	Davies Stock Description Ski Boots Budget Ski Gloves	Size /	Actual Price Lis 20.45 \$25 24.50 \$29	t Price Bond 5.00 \$50.00 9.95 \$0.00	
Reports	HireSolutions 1.15	i.1949.1924 TfrmHire	Main		Usercode:	E84AD20D

#### 3.10. Edit the Price / Apply a Discount

As each item is added to the hire, the price of the item is calculated, added to the price for the member and the total hire price. The recommended cash bond amounts are also updated.

The price for an item, member or the entire hire can be edited. Either an absolute price or a percentage discount applied.

- To edit an item price, select the item in the bottom grid, now click the "Item Price" button (or alt+M) above the bottom grid.
- To edit a member price, select the member in the middle grid and click the "Edit Price" button (or alt+T) above the middle grid.
- To edit the entire hire price, press the "Edit Price" button (or alt+P) above the top grid.

🔺 Change Price for SI	xi Helmet 🔳 🗖 🔀
r\	
Old Price	\$22.00
New Price	
Percentage Discount	
<u>0</u> K	<u>C</u> ancel

#### 3.11. Make a Payment

When all members and items have been added to the hire and the prices adjusted (if required) are ready to make payments by pressing the "Payment" button (or alt+Y) above the hire grid. The payment screen is then visible.

The payment screen has been designed to be very flexible. You can:

- Part all or part of the hire fee •
- If part payment is made you can:
  - Pay a deposit for all members (bookings) 0
  - Pay for selected member(s)

A Payment - Group 10015, Sch	ofield		The total and balance owing are show
Balance \$46.95	Bond Taken		top in the yellow field.
Payments Date Amo	ount Tender Staff		
▶ 3/05/2005 1:24 PM \$25.	00 Cash Alan McVie		
Staff Member	Dick Walker		Select the name of the staff member r the payment, the tender and the amou that tender.
Tender Type Arnount	Visa 🔽	_	There is no limit on the number of tend the number of payments that can be m against a hire. Click OK or press enter
<u>R</u> ecord Bond Method	View Bond Methods		tender. If there is no balance owing, th closes and the docket prints.
HireSolutions 1.15.1949.1924	TfrmPayment		

If there is a balance owing, but this payment is complete, press the "Finish" key. The system will ask if you want to apply a part payment for all members. If the customer is paying a deposit for a booking, press 'Yes' and the payment will be allocated equally to all group members.

HireSolu	itions		$\mathbf{X}$
2	Apply Part Paym	ent to All Group M	lembers?
R	Yes	No	

n at the

making int for

ders or nade for each e screen If you click 'No', the system will display another window to allow you to select which members the payment is to be allocated to. Select one or more group members. The system will allocate the payment to the members. They needn't have a equal balance owing, some may have paid nothing so far.

A Select Members for Payment	
I All Members Lisa Phillips Tom Walker Dane Rowley	
QK     Cancel       Hire Solutions     1.9.1916.34682     Tfrm Select Members	

If the hire has a zero balance, 2 copies of the docket, 1 for the customer to keep and 1 for the customer to sign for the store to keep.

#### 3.11.1. Record Bond / Security Deposit Method

On the payment screen there is a "Record Bond Method" button. You can click this to record the bond, but it will be automatically triggered when the balance reaches \$0.00 and you finish the payment. The methods of bonds that you accept are setup in the "Bond Types" screen in the data section. You choose whether you use credit card imprints, a recorded credit card number, cash, licence number, etc.

The bond screen will change appearance depending on what bond type is selected. If you select cash a simple screen asking for the amount is displayed. A similar screen is used for licence number. Imprints don't require any further information. If you select credit card number, the screen becomes more, as seen below.

Bonds can be applied to all members, or selected members (using the same style window as for selecting members for payment. If have selected members for a payment, they will be used for the bond too).

🔺 Record Bond Method
Select Bond Method
Cash
Enter Amount
<u>O</u> K <u>C</u> ancel
HireSolutions 1.14.1932.27171 TPaymentBc

🔺 Record Bond Method	
Select Bond Method	
Credit Card Number Stored	-
Select Credit Card Type	
Mastercard	-
Name on Card	
Mr John Citizen	
Expiry Date	Card ID
12/08	123
Credit Card Number	
5664 1000 2222 3350	
<u>0</u> K	<u>C</u> ancel
HireSolutions 1.14.1932.271	71 TPaymentBc

#### 3.11.2. The Docket

The docket is printed automatically at the end of a payment. If the hire has a zero balance, 2 copies of the docket, 1 for the customer to keep and 1 for the customer to sign for the store to keep.

A docket can be printed at anytime by pressing the "Docket" button at the top of the hire screen. It is an A4 docket and the layout is independent of the application, so it can be edited as required without modifying the application.

The logo is a GIF file and must be named "logo.gif" and stored in the same folder as the application. The name and address of the hire outlet are set in the system, see section 3.1 of this manual for details. The formatting and wording of the docket are independent of the application. The formatting is handled by a web page like template (called XSL). You can: modify it yourself, ask Granite Solutions to modify it or use your local web page designer.

Our recommendation is to get you local printer to pre-print your terms and conditions on the back of plain A4 paper, then print your docket of the front and get the customer to sign the front which can state that they have read the terms on the reverse side. You could also ask the customer to initial or sign the back. We understand that each store has their own system. It would cost little more to pre-print your stores name, address and the wording for "Hire Agreement / Tax Invoice" on the front. If the header and log is pre-printed, it would be removed from the docket print and the top margin adjusted in Internet Explorer to allow for the header on all pages.

The printing for the docket is handled by Microsoft Internet Explorer, although it is not made visible during the printing process. If the file name and page number is printed on the top and bottom of the docket, open Internet Explorer, select "File", then "Page Setup...", set the paper size to A4 and clear the "Header" and "Footer" sections.

Paper			1000	
Size:			i and	
A4		~	in i	
Source:				
Automatically Sel	ect	~		er C
Header				
Header		(		
Eooter	Left:	(19.05	<u>R</u> ight:	19.05



#### **Hire Agreement and Tax Invoice**

Group Nan	ne: Walker			Group Number:	10007
Booking D Booking S	taff: Dick Walker			Return Date:	13/03/2005
Customer Number	Customer Name	Items Hired		Size	Price
10006	Tom Walker DIN: 8 , Height: 178 ,	, Weight: 71 , Age: 36 ,	Boot: 300 , Skier: Type III		\$45.00
	checked by custom	Carve Skis		168	
		Ski Boots		285	
		Standard Ski Packa	ge		\$45.00
		Poles		100	
10007	Dane Rowley				\$96.00
	DIN: 5.5 , Height: 18	3 , Weight: 66 , Age: 19	9 , Boot: 300 , Skier: Type II		
	Checked by Custom	er:			
		Ski Helmet - Adult		S	\$44.00
		Poles		110	\$6.00
		Poles		110	\$6.00
		Carve Skis		153	\$40.00
				Total	\$141.00
Comments:					
13/04/2005	Alan McVie	Would like Marker bi	nding on 168 skis		
	Payment Date	Tender	Members	Amo	unt
	11/04/2005 3:52 PM	Cash	Tom Walker	\$25	.00
	11/04/2005 5:19 PM	Visa	Tom Walker	\$75	.00
	Bond Type	Details			
	Credit Card Number Stored	Masterca	rd 9999 XXXX XXXX 6666		
Items Prepar	ed by Staff:		Items Checked OK by Custome	r:	
Return Recei	ved by Staff:		Items Checked OK by Staff:		
			Bond Received by Customer:	<u> </u>	

All Prices Include GST. Please Read terms & conditions, return all gear on time, in good clean condition. \*\* Chains must be tried on your car before leaving for the snow.

More terms on reverse of document

### 3.12. Viewing Payments by Member

In the member's section of the hire screen, there is a "View Payments" button. This displays a window with the payments for the current group member. This may be handy when a group has made separate payments, particularly with a group pre-booking. The payments aren't shown by member on the docket or the payment screen as it quickly gets messy and confusing with a large group. Just the details of the payment, tender, date/time and amount are shown, not who they have been allocated to.

A HireSolution	s - Hire Screen	
File <u>T</u> ools <u>H</u> elp		
Hire	Q     Ø     New     Edit     Edit     Price     Payment     Docket     Comments     Price	up <u>R</u> eturn Hist <u>o</u> ry
	Current Hire	
Hire	Group Number   Group Name   Pickup Date   Return Date   Price   Balance	e Bond Date Booked
2	10015 Schofield 1/06/2005 5/06/2005 \$71.95 \$46.95	\$50.00 1/05/2005
	4	)
Stock Inquiry		
一位	Add Member Delete Member Edit Price Settings Use Child Price View Payr	nents
Picking List	Group Members	
	First Name Last Name Cust Number Price B	alance Bond Adult Priv
	Rex Schotield 10012 \$71.95 \$4	16.95 \$50.00
	A Payments for Rex Schofield	
	Paymente	
	Date Tender Amount Staff	
	3/05/2005 1:24 PM Cash \$25.00 Alan McVie	
	Ad	
	<u>OK</u> <u>C</u> ancel	
Data	HireSolutions 1.15.1949.1924 TMemberPayments	
EOD		
Reports	Hire Solutions 1.15.1949.1924 TfrmHire Main	Usercode: E84AD20D

#### 3.13. Pickup

The process of picking up is important for pre-booked hires. It gives the staff and customer a chance to check that what is booked is what is being collected. It is an opportunity to check and agree that everything is OK before the customer heads off to the snow. For those stores a long distance from the ski fields this can cause problems if the booked equipment is not correct.

To do a pickup, load the hire using the "Find" button. Next click the "Pickup" button above the main hire grid (or alt+K). The pickup screen has a tree, similar to Windows Explorer's folder view. You can view the entire hire, a group member or the items for that group member.

In this example, we have 4 group members. Lisa and Tom are collecting their equipment, so we click the box next to their name and their equipment is selected. We can select individual pieces of equipment if required. To select everything, just click next to "Entire Hire". Select the staff member handling the pickup. The time defaults to the current time, but can be changed if required.

Once an item has been picked up, the name / description turns red. Items can also be selected by scanning the barcodes, however if the same item has been hired by more than one person you will need to manually select it. (Barcode support not available in the Lite Version).

The system will prevent an item being picked up if there is a balance owing for that person or no bond has been record. The pickup will check each item, person and the entire hire for outstanding payments and bonds. See the right hand image for an example.

A Pickup Group 10000 - Phillips			A Picking Group 10015 - Schofield
Staff	Alan McVie		Staff Dick Walker
Pickup Time	11:24:01 PM		Pickup Time 1:29:46 PM
Scan Barcode or Click Below			Scan Barcode or Click Below
		<u> </u>	
<u><u>o</u>ĸ</u>	Cancel		<u> </u>
HireSolutions 1.9.1916.34682 Tfr	mStatusChange	1	HireSolutions 1.15.1949.1924 TfrmStatusChange

#### 3.14. Return

The return screen is the same screen as the pickup screen. Each item can be ticked off as it is checked, or each person can be ticked off or the entire hire. Click the "Return" button (or alt+R) above the hire grid. Barcode support is available on the returns screen as well (not available in the Lite Version).

#### 3.15. History

Click the "History" button above the hire grid (or alt+O, as in Hist<u>o</u>ry). Shows the pickups and returns for this hire.

🔺 Hir	A Hire Status Changes					
Ch	anges					
	Date/Time	Event	Group Member	Stock Item	Staff	
•	30/12/2004	I PICKUP	Lisa Phillips	Poles 105	Alan McVie	
	30/12/2004	I PICKUP	Lisa Phillips	Wrist Guard S	Alan McVie	
	30/12/2004	I PICKUP	Tom Walker	Toboggan	Alan McVie	
	13/03/2005	I: RETURN	Tom Walker	Toboggan	Alan McVie	
	30/12/2004	1 PICKUP	Dane Rowley	Ski Boots 285	Alan McVie	
			<u>OK</u>	<u>C</u> ancel		
Hire Solu	tions 1.	9.1916.34682	TfmStatusChanges			11.

#### 3.16. Comments

Click the "Comments" button (or alt+C) above the hire grid to view existing comments. To add a comment, click the "Add" button. To edit an existing comment, select it in the grid and press the edit button.

🔺 Comments	×
15	
Comments	
Date Comment	
31/03/2005 Example of a comment. Red jacket please	
Add Comment	
Comment Another example of a comment. Any colour jacket EXCEPT red	
Staff Dick Walker	
OK Cancel	
HireSolutions 1.9.1916.34682 TfrmComments	

## 4. Stock Inquiry

The Stock Inquiry screen is accessed from the Hire menu. The Stock Inquiry allows the user to make an inquiry about the availability of stock for a specified period without having to create a hire. For example a customer may ring and want to know if a certain item is available for a date range.

The screen is very similar to the "Add Item" screen in the hire screen, with the addition of pickup and return date selectors.

A HireSolution	s - Stock Inquir	у		
File <u>T</u> ools <u>H</u> elp				
Hire	Stock Inc	quiry		
	Pickup Date	1/04	/2005 -	
Hire		,		
2	Return Date	16/05	/2005	
Stock Inquiry	Select Cate	gory		
	Skis		•	
Pick ng List	Stock			
	Stoc	k Code Descripti	on	
	▶ 10	Carve Ski	is	
	11	Elite Perfe	ormance Skis	
	Items		$\frown$	
	Size	e Qty Owne	ed Qty Available	
	153	4	4	
	158	4	4	
	163	3	1	
	168	4	3	
Data	1/3	4		
EOD				
Reports	HireSolutions	1.16.1959.25453	TStockInquiry	Usercode: E84AD20D

## 5. Picking Lists

For stores that pre-book equipment, generate a picking list a day before so that you can prepare the equipment for pickup. Enter the date range for the pickups, and press the prepare button.

A HireSolution	s - Picking List				
File <u>T</u> ools <u>H</u> elp				~	
Hire	Prepare Picking L	ist Pickup Start	1/03/2005 💌	Prepare	1
<b>1</b>		Pickup End	21 /02 /2005		
		Trokup Enu	31/03/2005	Print	
Hire					
(2)					
Stock Inquiry		Picking List	: 1/03/200	5 to 31/03/200	)5
<b>1</b> 25					
199	Group Number:	: Group Name:	Pickup - Return:		
Picking List		· · · · · ·		-	
	10000	Phillips	1/03/2005 - 3/	03/2005	
		Customer Name:	Items Hired:	Size:	
		Lisa Phillips			
			Poles	105	
			Wrist Guard	S	
		DIN: 7, Height: 158	3, Weight: 59, Age:	: 36 , Boot: 275 , Skier: Typ	e III
		Tom Walker			
			Ski Boots	285	
			Toboggan		
			Carve Skis	158	
Data		Dane Rowley			
EOD			Ski Boots	285	
Reports			Poles	100	
Him Solutions	1 9 1916 24692	TPicking list	roboggan		Lisemode: E94AD20D
niesolutions	1.3.1310.34662	TFICKINGLISL			USEICOUE. E04ADZUD

## 6. Cash Drawer Balance

#### 6.1. X-Key

The X-Key will give the total payments since the register was last reset by a Z-Key. The X-Key does not require a staff code and does not reset the values. It can be run multiple times a day.

🔺 HireSolution	ns - Process X-Key	
File <u>T</u> ools <u>H</u> elp		
Hire	X-Key Process Print	
Data		
EOD 🚽		
×	X-Key 5/05/2005 to 5/05/2005	
Process X-Key	X-Key Created 14/05/2005 1:54:49 PM	
Process Z-Key	Tender: Quantity: Amount:	
	Cash 5 \$127.95	
	Visa 1 \$115.00	
	Total Takings: \$242.95	
	Total To Bank: \$127.95	
	<<< X-Key Complete >>>	
Reports	HireSolutions 1.16.1959.25453 TXkey Usercode: E8	AAD20D

#### 6.2. Z-Key

The Z-Key allows you to balance your cash drawer by tender. There are no date ranges, as the Z-Key processes all payments since the last Z-Key. Just click the "process" button. A box will popup to capture the staff member running the Z-Key. The date and time are captured automatically. The Z-Key does reset all values to zero and is generally only run at the end of the day.

Å HireSolution	is - Process Z-Key				
File <u>T</u> ools <u>H</u> elp					
Hire	7-Kev		Process Print	1	
Data					
EOD					
×		Z-ł	Key 5/05/2005 to 5/0	5/2005	
	<u> </u>	Z-Key C	reated 14/05/2005 1:55:40 PM	by Dick Walke	r
Process Z-Key	Tene	der:	Quanti	ty:	Amount:
	Casl	h		5	\$127.95
	Visa			1	\$115.00
			Total Takin	gs:	\$242.95
			Total To Ba	nk:	\$127.95
			<<< Z-Key Complete >>>		
Reports	HireSolutions	1.16.1959.25453	TZkey		Usercode: E84AD20D

## 7. Outstanding Hires / Late Returns

The "Outstanding Hires" report displays all items and the person who hired them, that have not been returned yet. Just click the "process". You can go to the hire screen, return any hires and then re-run this report by pressing the "process" button again.

A HireSolutions	- Outstanding H	ires		
File <u>T</u> ools <u>H</u> elp		.0		
Hire	Outstanding Hires	Late Returns	Dia I	
Data		Frocess		
EOD				
Reports		Outstanding H	lires as at 31/03/	/2005
20		<b>,</b>	,,	
Outstanding Hire	Group Number	Group Name:	Expected Return Date	e:
	10000	Phillips	3/03/2005	
		Customer Name:	Items Hired:	Size:
		Lisa Phillips		
			Poles	105
			Wrist Guard	
		Tom Walker		
			Ski Boots	285
			Carve Skis	158
		Dane Rowley		
			Ski Boots	285
			Poles	100
			Toboggan	
			Wrist Guard	5
			Carve Skis	108
HireSolutions	1.9.1916.34682	TOutstandingHires		Usercode: E84AD20D

## 8. Database Backup & Restore

The system provides a separate utility (HireBackup.exe) to backup and restore the database. You can specify the filename. The utility can be run from a command line with the /s switch so that it can be scheduled to run when the store is closed. Set up the schedule using "Scheduled Tasks" from the Windows "Control Panel".

The database is Microsoft SQL Server Desktop Edition (MSDE). The utility passes the request to the database to perform the backup.

🔺 HireSolutions Database Backup 📐 📃 🗖 🔀
Backup     C Restore
File Name up\backup\HireBackup01042005.bak
Backup

## 9. Barcode Label Printing

The barcode label printing is handled by a separate application (HireLabels.exe). This allows a printer elsewhere in the shop to be used if required, or it can be run from the terminal. It handles  $3 \times 11$  and  $6 \times 11$  labels. Granite Solutions will be able to provide details of a supplier who has waterproof vinyl labels.

The print program uses a text .ini to specify the label format, or if more than one is selected a menu will allow you to choose.

A HireSolutions Label Printing						
Г	BarcodeNumber	StockCode	StockDescription	ItemSize	Quantity	~
	00001006	61	SkiHelmet - Adult	S		
>	0110	30	Poles	110		
	09867584	30	Poles	95		
	93481861	61	Ski Helmet - Adult	М		
			✓ Print Labels			

After you press "print labels" a second screen will ask you where you want to start on the sheet, so you can print on every label without having to print a full sheet at a time. The screen will vary depending on the label format.

A Print Barcodes	R	
	Avery 38931 Labels	
Select Where You War	nt to Start Printing and Pre	ss Print: Print

## 10. Registration & Version Number

If the system has been freshly installed, it will register the software for 30 days. The system will then warn as the trial periods near its end. Once the system is paid for, call or email Granite Solutions and we will ask for your USERCODE and then provide you with a registration number for you version. The USERCODE is based on your hardware, so you will need to re-register if you move the software to another computer or upgrade your computer.

The usercode is in the bottom right hand corner of all screens.

To enter your registration code, press "help", then "about", then the "Edit Registration Code" button. If your registration code was emailed to you, save the attachment "RegKey.txt" into the hire folder (c:\program files\Granite Solutions\HireSolutions), then once in the "HireSolutions Registration Form", press the "Load File" button. This will load the registration code into the edit boxes. Then press the "OK" button.

The usercode is shown on this screen too. The registration code issued will determine which version you have. The "About HireSolutions" form displays the full version number, which is also in the bottom left corner of the main application. The version number will be required for any support call.

🔺 About HireSolutions 📐 📃 🗖 🔀	
HireSolutions	
by Granite Solutions	
Copyright © 2004, 2005 Granite Solutions www.granitesolutions.com.au	
Version:1.9.1916.34682	
Registration Details	
Usercode : E84AD20D	
Usercode : E84AD20D Registration Code : WYVF DYVZ WBEU FFLD	
Usercode : E84AD20D Registration Code : WYVF DPVZ WBEU FFLD Expiry Date : 19/02/2069	
Usercode : E84AD20D Registration Code : WYVF DPVZ WDEU FFLD Expiry Date : 19/02/2069	

A HireSNutions Registration Form				
For a New Registration Code Call GraniteSolutions on 02 6454 3118 or email dick@granitesolutions.com.au				
User Code E84AD20D				
Registration Key				
WYVF DFVZ WDFU FFLD				
OK Load File				

## 11. Keyboard Shortcuts

The system has been designed with keyboard use in mind. Windows XP does not show keyboard shortcuts by default. To see them press the "alt" key. To be able to always see them:

- 1. Right click the desktop, select "Properties"
- 2. Click the "Appearance" tab
- 3. Click the "Effects..." button
- 4. Uncheck the last option "Hire underlined letters for keyboard navigation until I press the Alt key".



## 12. Hire Screen Shortcuts

Hire Buttons

<b>F</b> ind a Hire	Alt F
Create a <u>N</u> ew Hire	Alt N
Edit the Current Hire	Alt E
Edit Hire <b>P</b> rice (Specify Price or Apply Discount)	Alt P
Make a Pa <b>y</b> ment or Record Bond	Alt Y
Print or Preview a <u>D</u> ocket	Alt D
Add or View <u>C</u> omments	Alt C
Pic <u>k</u> up Specific Equipment	Alt K
Return Specific Equipment	Alt R
View Pickup and Return Hist <u>o</u> ry	Alt O

#### Member Buttons

Add Member to the current hire	Alt A
Delete the currently selected Member	Alt B
Edit the price or apply discount to the current member	Alt T
View or set selected member's Ski & Boarder Settings	Alt S
Toggle between <u>u</u> sing child and adult pricing (where applicable)	Alt U
View payments for currently selected member	Alt V

#### Item Buttons

Add item to the current member		
Delete the currently selected item from the current member	Alt L	
Edit the price or apply discount to the current item	Alt M	