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Introduction

The M-Clean System has been designed specifically for the Laundry & Dry Cleaning Industry. It is as easy to use as a basic till and very fast to operate. However, it gives the owner or manager all the advantages of a modern computer in helping control the important areas of the business.

The M-Clean System will almost certainly increase your turnover, by prompting staff to charge the correct price for garments. An entire copy of your price list is held on the system, and the unique menu system means that staff will always be prompted to select the right type of garment. You will no longer lose money through staff putting silk garments through at normal prices!

The M-Clean System can be broken down into three sections: -

1 Till

The till operates from an easy-to-use, touch screen interface. Issuing of tickets and taking money is kept under tight control. Turnover is maximised by always charging the "right" price for the "right" garment. The M-Clean System is also very secure – a full log is kept by the system, meaning that nothing will go amiss! The system also has an excellent "lost ticket" search facility. Shop staff need to learn only two basic things; how to issue and collect tickets which can be learnt in almost no time at all!

2 Back Office

The back office provides comprehensive detail on management information, stock and clients.

3 Set Up

This is where the system takes it's configuration details from and allows price list editing etc.

4 Till Operation

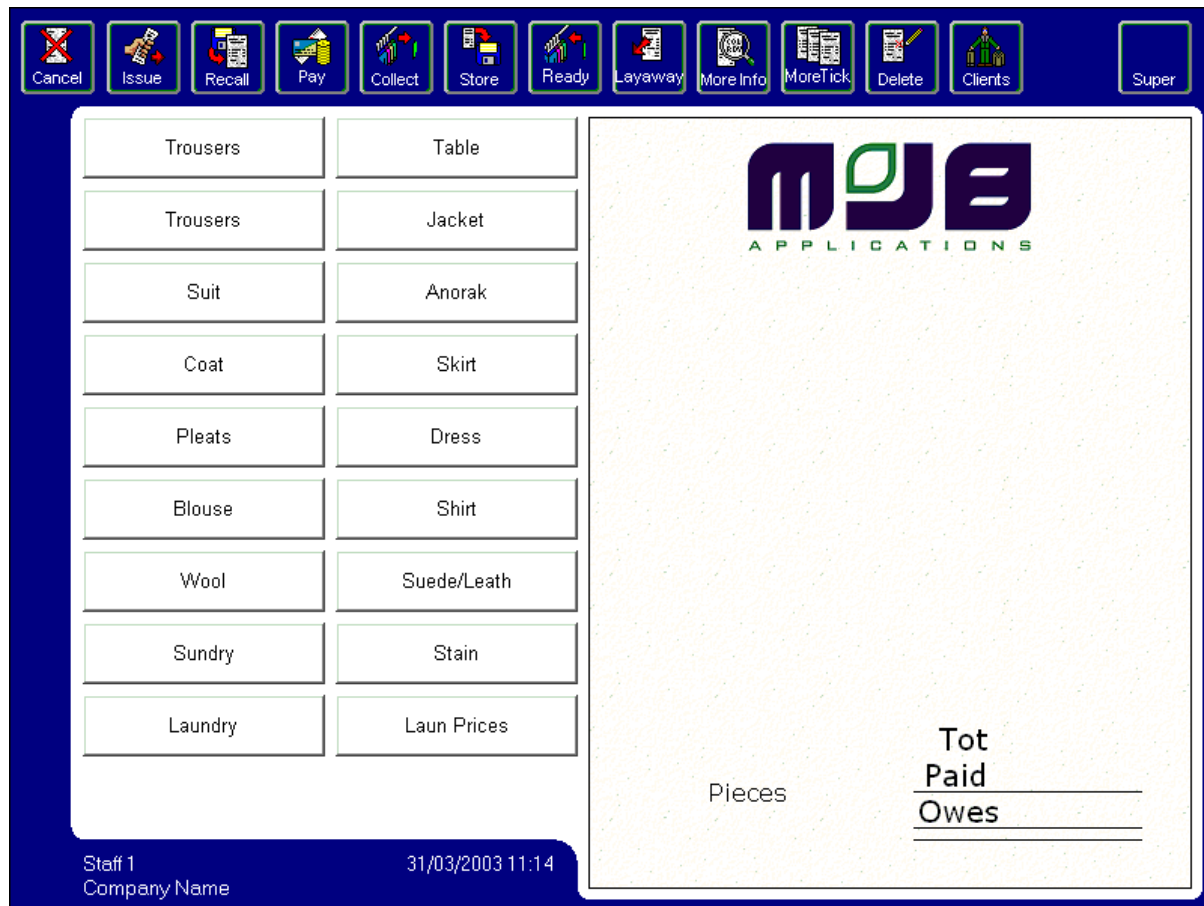
This is the normal operating mode for the day-to-day running of the system as a till.

4.1 Enter Staff Code

The computer MAY require the user to LOG-ON before allowing access to any till operation. THIS FEATURE CAN BE REMOVED. If Logging on is required, "ENTER STAFF CODE" will be displayed on the screen. To log on, the staff member simply types in their code number (See the Section on "STAFF FILE") and presses ENT.

4.2 The Screen Layout

There are three basic areas to the screen.



The top of the screen displays the function keys

The left of the screen holds the garments – unique to your price list or the client.

The right of the screen displays the ticket.

The bottom left of the screen shows the staff member that is currently logged on.


4.3 Issuing a Ticket

Press any of the garments, service or discount buttons on the left and the information will appear instantly on the ticket. Many buttons will popup a menu with several choices. An item is then selected from the menu by again pressing the relevant button. If the service selected has a zero "variable" price (see "PRICE LIST"), the computer will expect the user to type in the price at this stage. (Do so and then press ENT).

When the ticket is complete, press the ISSUE button (If pre-payment is to be made, choose the PAY button). The computer will then ask for the telephone number. This information can be used to start a customer record card and will help later for "lost ticket" search. Type the telephone number and press the ENTER Key.

The computer will prompt you through the rest of the transaction. If you are keeping customer details then you will be asked for the phone number, Surname, Forename, Salutation, Postcode, House Number and email address and collection/delivery day.



 **Confirm Customer**

John Smith
01618331535
South Central
211 Deansgate?

Yes No Add

If the client is already on the system, you will be shown the above screen. There are three options here. Press 'Yes' if the client being displayed is correct, press 'No' if you wish to cancel and enter another telephone number or press 'Add' if you wish to add another customer with the same telephone number.

Once you have confirmed the collection or delivery day, the receipt printer will now print tickets; one ticket for the customer, one "shop copy" and the relevant number of garment "stubs". If necessary the till can be set up to print a second shop copy or a factory copy of the ticket. If this option is required, see the section on system settings.

Note the numbers on the tickets: The top number is the Collection Number that the computer uses to locate the ticket in its memory. Collection numbers may not always be consecutive, the computer will re-use collection numbers as they become available from orders which have been collected.

The number at the base of the ticket is the Ticket Number. These numbers are always consecutive and used by the shop to store and retrieve garments i.e. as a "rail number".

4.4 Logging the Client in First

Rather than adding the items to the ticket and then selecting a customer, the computer will allow you to enter the client first. This is very useful if, for example, this client has their own separate price list. You can have as many price lists as you want, one for each customer if necessary! To enter a customer first, they have to be on the database, press the 'clients' button and either type in their telephone number or search on their name. This feature can be set to automatically ask for a client to be logged in first. See the System Setting section for this feature.

If a Customer Refuses To Give a Telephone Number:

Some customers may not wish to give out their Telephone number. There are a few ways around this; it does not have to be the telephone number that is entered in the Tel/ID box – any number that is unique to that customer will do. It is always worth asking would they refuse to give a telephone number when taking their car in for service? They are leaving valuable garments with you and with no telephone number, how can you contact them if there is a problem, or help them if they lose their tickets?

If a Customer Refuses To Give an Address or does not know their Postcode:

When asked for a postcode, choose 'OK'. The screen will now allow you to manually enter the address. If they refuse to give an address just press the 'OK' button again.

4.5 Pre-Payments / Deposits

If a customer is going to be paying in advance, when all items have been added to the ticket, instead of pressing the 'ISSUE' button, press the 'PAY' button. The prompts will continue as if you were issuing a ticket as normal. Once you have selected a collection day then the PAY Screen will appear. See Collecting Ticket section for further details.

4.6 Altering the Quantity of Items

Normally the quantity is set to one. By touching the amount displayed on the screen, to the left of the garment, the number of items can be changed.

4.7 Altering the Price of and Item

The price of an item can only be altered if it is set up to be variable (see "PRICE LIST Section). Simply touch the amount and alter as required.

If the price is fixed and cannot be changed as above, a button can be used to add a surcharge, or the DISCOUNT button to take off a discount.

4.8 Altering the Item Name

Occasionally it may be necessary to alter the name or description of the item. This may be, for example, to change the MISC key to something more descriptive than "Miscellaneous" for an unusual garment. You can change the description by touching the description on the screen and then type what you want in.

4.9 Discounts

Discounts can either be fixed or variable amount or a fixed or variable percentage. It is also possible to set discounts on the Customer's record card to automatically come off the bill, this is useful for VIP customers etc.

4.10 Special Offers

This refers only to the "3 for the price of 2" type or "5 garments for £15" type of special offer. (See the Section on "SPECIAL OFFERS"). Pressing this button brings up a screen containing all the offers that have been set up. Just press the offer you wish to add and then press 'OK'. This will automatically adjust the ticket. N.B – In the case of 3 for the price of 2, it will automatically be the cheapest item that is not charged for. It is possible to have more than one offer running at once.

4.11 Descriptor Keys/Special Function Keys

Buttons can be set as "Descriptors". This means that they are entered onto the ticket for the guidance of members of staff or customers only. They have no effect on the bill total or on any management reports. Examples are "Blue", "Black", "Owner's Risk" "Laundry Priced on Collection" etc. Pressing one of these keys produces an entry with blanks in both the quantity and price columns.

MEMO:

The Memo Button can be used to put an extended description onto the ticket. Pressing MEMO adds an item onto to the ticket that can be touched and edited. This will then be printed onto the Customer copy and the Shop copy. This is useful for example for repairs, where more information is needed, e.g. "Shorten Left Jacket Sleeve by 3 Inches".

RECLEAN:

The RECLEAN button will zero the price of a garment brought in for a re-clean.

5 Collecting Garments and Paying the Bill

Simply press the RECALL button and you will be asked for a "COLLECTION NUMBER". CAREFULLY type in the TOP number on the ticket, press the ENTER Key and all the information for this ticket will appear on the screen. Note that it is not necessary to type in "leading zeros". This means that Collection Number "000023" can be typed in as just "23".

TYPE CAREFULLY as the wrong collection number will recall the wrong ticket on to the screen which, if not noticed by the operator, may then be cashed out in error. This could happen if the bottom 'Rail Number' is mistaken for the collection number or if the collection number is mis-typed (e.g. 57 typed instead of 58). If the wrong ticket is cashed out, e.g. 57 instead of 58, when the customer with ticket 57 comes to collect, the screen will show that it is already collected and paid for. Ticket 58 will still be recorded on the system as uncollected and the mistake will be difficult to trace except by a stock take.

5.1 Lost Ticket Facility

If the customer has lost his ticket or the number is not available, then after choosing RECALL, just touch SEARCH. This will bring up the database of all tickets currently in stock. You can now search on Telephone Number, Name or date.

5.2 Paying the bill

With the correct ticket displayed, press PAY. The payment screen will appear.

The screenshot shows a 'Payment' screen with a blue background. At the top left is a 'Cancel' button with a red 'X' icon. The main area contains several input fields and buttons:

- Ticket Information:**
 - This Ticket: 9.50
 - Other Tickets: 0.00 (with a red 'X' icon next to it)
 - Total to pay: 9.50
- Payment Methods:**
 - Cash: 10.00 (with a red dot indicator)
 - Cheque: (with a red dot indicator)
 - Card: (with a red dot indicator)
 - Token: (with a red dot indicator)
 - Voucher: (with a red dot indicator)
- Tendered and Change:**
 - Tendered £: 10.00
 - Change £: 0.50
- Navigation Buttons:**
 - Exact, Part Pay, Carry Over (top right)
 - 7, 8, 9 (middle right)
 - 4, 5, 6 (middle right)
 - 1, 2, 3 (middle right)
 - 00, 0, . (bottom right)
 - DEL, ENT (bottom right)

At the bottom, a white box contains the question "Do you wish to proceed with this payment?" and five buttons: Cancel, Re-Enter, Pay No Collect, Proceed, and Proceed Receipt.

Enter the amount tendered by the customer on the appropriate line. The computer defaults to CASH. If the customer gives you the correct amount, press Exact to save time. Press the ENTER Key to complete the input. The computer will then display the amount tendered and the change. You will then be asked if you wish to proceed with this payment.

5.3 Collecting Multiple Tickets

If a customer is collecting more than one ticket at once, then the total from one ticket can be "Carried Over" onto the next. To do this, go to pay the ticket as normal and instead of entering the payment amount, simply press the 'Carry Over' button. Then recall the next ticket and press 'Pay'. The amount from the previous ticket will show in the 'Other Tickets' box and will be added to the total to be paid. Just pay for this transaction in the same way as with a single ticket, or press 'Carry Over' again to repeat the process.

5.4 Part Collection

To part collect a ticket, simply recall it, press 'Collect' and when prompted, choose 'part collection'. You will see empty ticks next to each item on the ticket, to part collect one or more items, simply press the ticks next to the relevant garment(s) which will make the ticks darker. Then press the 'Store' button to save your changes.

5.5 Part Payment

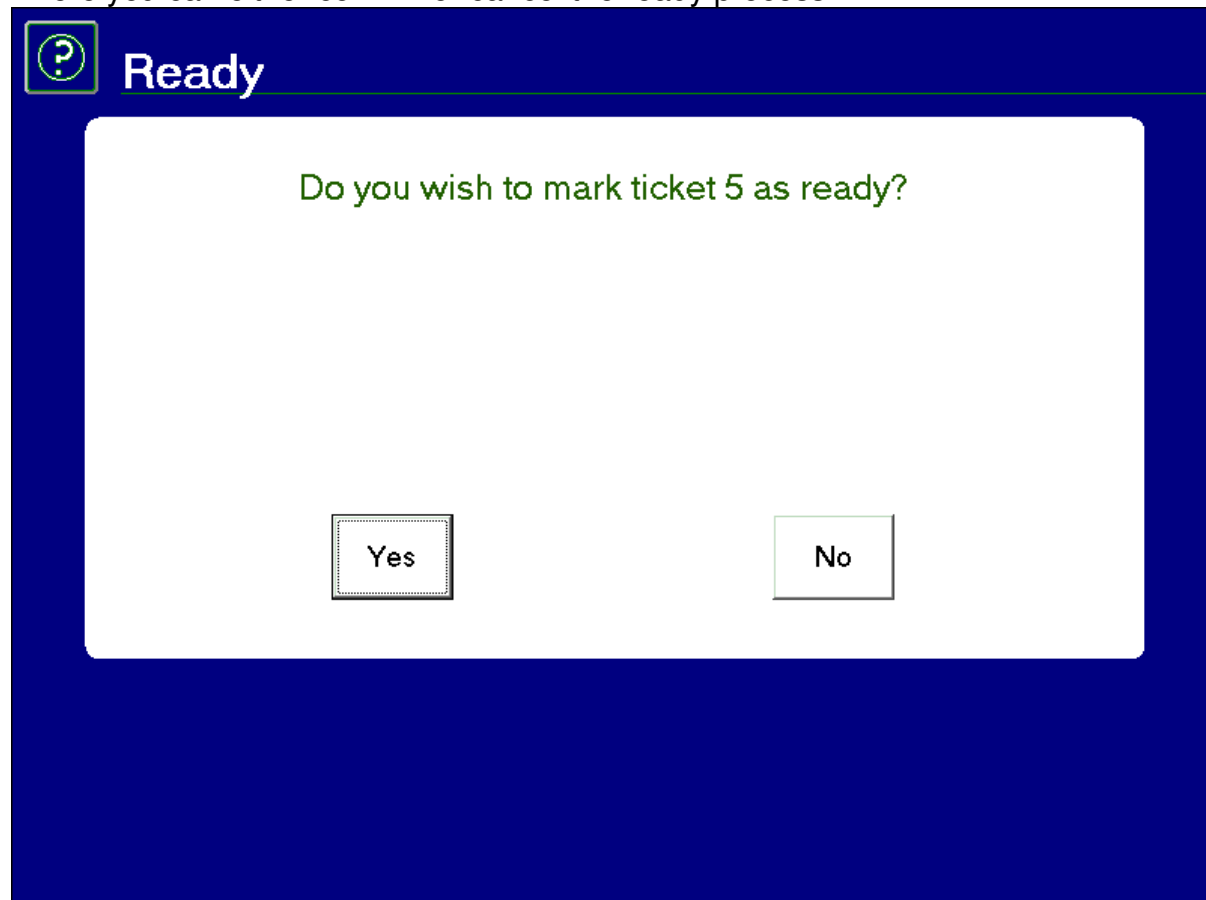
Just press 'Pay' as you would with a standard ticket and then enter the amount that is being part paid or deposited. Then press the 'Part Pay' key.

5.6 Store Button

The 'Store' key is used to save any additions or amendments made to a recalled ticket.

5.7 Ready Button

To mark a ticket as ready, simply recall it using the collection number, bar code or search and then press the 'Ready' key. You will then be shown the following screen where you can either confirm or cancel the ready process.



5.8 Lay Away Button

The layaway is a useful feature for a busy shop. It allows a ticket that is currently being entered, to be put to one side so that the till can be used to serve another customer.

To use this feature, press the 'Lay Away' button whilst building a ticket. You are then free to continue using the till. When you want to bring a ticket out from it's 'Lay Away' state, just press the 'Lay Away' button once again and continue with the processing of that ticket.

5.9 Editing Tickets Once Issued

To edit an existing ticket, recall it and then either add, remove or alter items on the ticket. Note: to reduce the amount of a ticket, you need to have the relevant access rights.

Once you have finished editing the ticket, either press 'Store' to save the changes or press 'Issue' to save the changes and to print another copy of the ticket.

6 Extra Buttons

6.1 More Info

The “MORE INFO” button allows the person who is logged in to view more information about the ticket that has been entered on the main till screen. A ticket has to be entered on the screen for the “MORE INFO” key to be selected. The garment options will be replaced with a box telling you more information about the ticket highlighted.

Ready		Collected	
Date	Staff	Date	Staff
31/03/03	Staff1	-----	-----
11:25:51			
31/03/03	Staff1	-----	-----
11:25:51			

Smith
01618331535
Mon 31/03/2003 11:21

Ref : Collect No : 5

1 Trousers White	5.00
1 Trousers Green	4.50

Wed 01/01/1800	Tot	9.50
2 Pieces	Paid	0.00
	Owes	9.50

Rail No : 5

Staff 1
Company Name
31/03/2003 11:26

The “MORE INFO” button tells you a little more information about the ticket that you have just recalled. In the example above the Green Trousers were ready at 11:25 on the 31/03/03 by staff member ‘Staff 1’. It will also show the time, date and staff member of when it was collected, if it hasn’t yet been collected then this will be left blank.

6.2 More Tickets

This is a very good device to have on the software. The customer currently entered on the ticket bill may have had tickets before in the past in which you can view them with a simple touch of button. All you need to do to see past tickets is by pressing "MORE TICKETS" on the top of your screen. This will bring you to a new screen given you information about past tickets that have been put through on the computer. This screen tells you the date and time of when they were entered in to the computer, their collection number for that ticket, the total of that ticket and how much they have paid. It will also tell you if it has been collected or not. You can view the ticket(s) in more information by simply pressing VIEW at the bottom of the screen, this will tell you more information about that particular ticket, the same screen (but bigger) as the MORE INFO menu.

6.3 Delete Button

The delete button is used to delete an item from the bill. For example if you enter a Ladies 2pc Suit instead of a Gents 2pc Suit, then you can easily delete the item from the bill by pressing the DELETE key.

The screenshot shows the M-CLEAN software interface. At the top is a blue toolbar with icons for Cancel, Issue, Recall, Pay, Collect, Store, Ready, Layaway, More Info, More Tick, Delete, Clients, and Super. The main window displays a bill for 'Smith' with ID '01618331535' and date 'Mon 31/03/2003 11:21'. The bill includes 'Ref :', 'Collect No : 5', and two items: '1 Trousers White' (5.00) and '1 Trousers Green' (4.50). The 'Delete' button in the toolbar is highlighted. At the bottom left, it shows 'Staff 1' and 'Company Name'. At the bottom right, it shows '31/03/2003 11:35' and 'Rail No : 5'. A summary table at the bottom right shows 'Wed 01/01/1800', '2 Pieces', 'Tot 9.50', 'Paid 0.00', and 'Owes 9.50'.

Press the Item you wish to delete or press delete again to cancel.

Smith
01618331535
Mon 31/03/2003 11:21

Ref : Collect No : 5

1 Trousers White	5.00
1 Trousers Green	4.50

Wed 01/01/1800
2 Pieces

Tot	9.50
Paid	0.00
Owes	9.50

Staff 1
Company Name

31/03/2003 11:35

Rail No : 5

To delete the item from the ticket, all you need to do is press the item you wish to delete after you have pressed the DELETE key at the top of you screen. This will remove the item from the current bill and move all the rest, if any, up one place. To come out of Delete mode, just press the delete button again to cancel the operation.

6.4 Clients

The client's menu allows you to login a customer on to the ticket bill. By pressing on Clients, the computer will ask you to enter the client's telephone number or ID name / number. If you do not want to do it this way, then you SEARCH for the client you wish to login, by pressing the SEARCH key at the bottom of the screen. For quick use, you can press LAST TEL. This means that it logs in the client who was previously logged in, obviously if it is a different client you do not want to do this, so your best of search for the client. The search screen is similar to most search screens within the program. You can either scroll up and down searching for the client you wish to login and then log them in by pressing the OK button on the screen. You can search by NAME by pressing the name button at the bottom of that screen. This will bring up a new screen asking you to enter the name in full or the first part of the name. Press on the client that you wish to view, so that it is highlighted and press DETAILS at the bottom of the screen. This will bring up the customer details screen for that client. This is where you can edit such things as the Forename, Surname, and the address. You may also enter notes for the client. Every time you enter a client that you have typed notes in, it will pop up on the screen telling you of these notes before the ticket has been issued.

Customer Details

Cancel

Mr

Forename: John
Surname: Smith
Address: South Centra
211 Deansgate
Manchester
Postcode: M33NW
Daytime Tel: 01618331535
Evening Tel:
Mobile Tel:
Email Address: Mail@mjbapplications.com
Notes:

Client Type: Individual
Price List: Standard1
Band: Band 1
Agent: None
Nominal Code:
 This Client is an Agent
 Docket Invoice
Contract Description:
Contract Amount: 0

Print Stubbs
 Prompt for External Reference
 Vat Exempt
VAT Number:
 Account Holder
Account Code:
Discount: 0 % Loyalty Card Number:
 Invoice Discount

First Visit: 30/03/2003
Number of Visits: 2
Last Visit: 31/03/2003 (Staff 1)
Total Spend: £0.00

Delete Tickets Invoices OK

To change any of the details in the left hand section of the card, simply press the desired box and a screen will appear with a keyboard on it for you to type in the new description. This process can be cancelled by pressing the [Cancel] button on the top left hand corner of the screen.

There is also an option to view previous tickets for that client. These are stored on the database automatically. They tell you when the client had the ticket(s) which staff member put them through on the computer, the date and the collection number. You may also VIEW the Ticket in more detail by pressing the VIEW button on the screen. This shows you what garments and services the client had.

The top right hand section of the screen contains a number of options relating to the customer. Following is a list of these and their descriptions.

Client Type

This is a category that can be assigned to different types of clients for reporting purposes. For example, you may want to get a report on all your shop floor customers and then one for all your hotel customers. These can be set up in the system settings program.

Price List

The MClean system allows clients to have price lists of their own to suit their needs. You may want a standard price list for all your general customers but you may also want a specific price list for a particular account customer, a hotel for example. Not only can different prices be assigned to different customers, you can limit what items can be put onto the tickets for them.

Band

This relates to one of the four price bands on the price list. You may want certain customers to have different prices than others, but you may also want them to use the same price list.

Agent

This drop down box contains a list of agents (if there are any) that they can be assigned to. If a customer is assigned to an agent, when an invoice is printed for the agent, any of the agents customers tickets will appear on the invoice.

Nominal Code

This corresponds to the nominal codes in your external accounts package i.e. how you want sales for that customer to be analysed.

This Client is an Agent

Any customers for this agent will be included in any bulk invoices or account postings for this agent.

Docket Invoice

If this is ticked and you are creating bulk invoices then the invoice for this client will not be printed. It will just be posted to the external accounts file. See the back office section of the manual for more information on this.

Contract Description

If you operate a monthly rental, of mats for example, you should type in the description of the contract here. This customer is then included in the contract invoices printed through the back office.

Contract Amount

This is the amount to be invoiced on a monthly basis to this customer.

Print Stubbs

This tick box determines whether or not stubbs are printed for the customer.

Prompt for External Reference

If this is ticked, every time the client is issued a ticket, you will be asked to enter an external reference. This reference is then printed on the ticket and saved inside the MClean system. An example of an external reference could be a polymark number.

Vat Exempt

If you have any foreign customers that don't pay VAT then this must be ticked to ensure that they do not get invoiced with VAT at the current rate.

Vat Number

If you need the customers VAT number to appear on their invoice then it can be entered here.

Account Holder

If you wish the customer to be included when bulk invoicing then this must be ticked.

Account Code

This code identifies the customer on the sales ledger in your external accounts package.

Discount

If a number is entered here then that amount will be taken off each ticket as a percentage, whenever a ticket is issued.

Loyalty Card Number

This number is the number on the customer's loyalty card.

Invoice Discount

If this is checked then the amount specified in discount will be taken off when an invoice is printed and not when a ticket is issued.

7 The Supervisor Menu

The Supervisor Menu gives information about your Dry Cleaning business. It provides Ticket Audits, Group Reports, Cash Audit, Department Reports, Prices, Collections, Cashing up and No Sales. The Supervisor or the person in charge with the correct authority to access the information, should only access this option. Once you press the SUPER key at the top right of the screen, it will ask you to enter your staff code. Again the Supervisor or the person in charge should only know this code. If the incorrect code is entered into the computer it will just take you back to the main till screen. If the Correct code is entered then, the computer will load up the Supervisor Menu, which is displayed like the screen below:



7.1 Ticket Audit

The Ticket Audit shows the tickets that have been put through on the computer for the relevant date you have selected. Once you press Ticket Audit, the calendar will appear on the screen. Again use the arrows to choose what day, month, and year you wish to look at. Once you have chosen the date you want, press the OK key. A list of all the tickets that were put through on that day will appear.

The Ticket Audit screen gives you six different columns.

COLLECTNO: This tells you what collection number that ticket is for the client.

SURNAME: The surname for the collection number.

DATE: The Date the ticket was issued.

TOTAL: The total of the bill.

PAID: The amount paid of the bill. Should only be different if the client has part paid the bill.

COLLECTED: Have the garment(s) been collected. YES / NO

You may also view the bill in more detail, by highlighting the ticket and by pressing the VIEW button at the bottom. This will bring up an on screen bill, telling you what the client had done, the date and time of when it was issued, the date and time of when it was ready and when it was collected and which staff member took the bill. To go back to the Ticket Audit press the CANCEL button at the top left of the screen.

There is also an option to delete one or more of the tickets shown on the ticket audit. To do this, highlight the ticket you wish to delete and press the DEL key at the bottom of the screen. It will ask you to confirm this, press YES to delete the ticket and NO to cancel.

It is also useful to have a hard copy of the ticket audit and you can do this by printing out the ticket audit. Once you press the PRINT button, the arrow on the left hand side will flick through the ticket audit and after a short delay the ticket audit will print out on the receipt printer.

7.2 Cash Audit

The Cash Audit shows you the amount of money taken for a specific bill. Again when you press the Cash Audit button the calendar will appear again. Choose the Start date of when you want the cash audit to start and then a Finish date of when you want the audit to finish. Press the OK button and the Cash Audit screen will appear.

It's a similar layout to the Ticket Audit with a few changes to the headings and of course the information. There are 7 columns, which are listed and described below.

DATE: This shows the date of when a bill was put through the computer.
TIME: The exact time of when the bill was put through and the Till Opened.
COLLECT NO: The collection number of the ticket.
TENDERED: The total amount of money the bill came to.
CHANGE: The change given from the total of the bill.
METHOD: The way the client paid.
STAFF: The staff member who took the bill.

Again just like the Ticket Audit, you can delete the one or more of the bills shown on the screen. Do this by pressing the DEL key at the bottom of the screen. You can also print out a hard copy of the Cash Audit through the receipt printer by pressing the PRINT button at the bottom of the screen.

7.3 Deliveries

The deliveries report lets you look at the deliveries made in the past, the present deliveries and the deliveries in the future. Again after you choose the start date and the finishing date using the calendar, you will get a table which shows the required information about the delivers past, present and future.

As always with these reports you are given the Collection number of the ticket. The Surname of the customer, the date is issued and the required date for delivery. It will also show you the total of the bill. You may print a hard copy of the delivery report by pressing the PRINT button at the bottom of the screen. To continue press the OK button. This report can be viewed in much more detail using the Back-Office program. To do this please refer to the Back-Office in section 8 of the manual.

7.4 Collections

This option allows you to view the Collections taken in the past. Using the calendar, select the start date you want the collections report to start from. Then select the date you want the collection report to finish. Press OK and the Collections Report will appear on the screen. The first column is the collection number the client has been issued with. Next comes the rail number the client has been issued with. Both of these numbers are printed on the ticket stubs of when they were put through. The surname of the client, the date of when the ticket was issued and the required date

of when the garments need to be ready. The last column shows the total of the bill. As with all reports you may print a hard copy via the receipt printer. To do this, simply press the PRINT button at the bottom of the screen.

7.5 Print Work In

This enables you to print a list of the tickets that have come in during a specified period, and when they need to be ready by.

You will be asked for the date that you wish to see the work in for. Just choose the date from the on screen calendar and then press [OK]. You will then be asked for a starting time. Use the on screen number pad to type in the start time (use 24-hour format) and then press [ENT]. If you just press [ENT] with '0000' on the screen then the report will print onto your report printer. If you put in a start time, you will then be asked for a finishing time. As above, enter this in 24-hour format and press [ENT]. The specified work in report will then be sent to your A4 Report printer.

7.6 Prices

The price list screen is where you can configure what appears on the buttons in till operation mode, and how they behave.

A good understanding of the way the price list works is essential in getting the most out of the M-Clean system.

There are 3 main sections to the price list. A drop down list, two buttons and a list of all the items covers the top half of the screen and a list of properties for the selected items and function buttons covers the bottom half.

Price Lists

Standard ▼
New Pricelist
Print Pricelist

Description	Menu 1	Menu 2	Menu 3	Menu 4	Menu 5
▶ TROUSERS	Trouser	Standard			
SILK TROUSERS	Trouser	Silk			
LINEN TROUSERS	Trouser	Linen			
SILK MIX TROUS	Trouser	Silk Mix			
DESIGNER TROUS	Trouser	Designer			
DUNGAREES	Trouser	Dungarees			
SHORTS	Trouser	Shorts			
SML CHILD TRS	Trouser	Child Small			
LGE CHILD TRS	Trouser	Child Large			
JACKET	Jacket	Standard			
SILK JACKET	Jacket	Silk			
LINEN JACKET	Jacket	Linen			
SILK MIX JKT	Jacket	Silk Mix			

Description:

Menu 1: Group: ▼

Menu 2: Department: ▼

Menu 3: Type: ▼

Menu 4: Stubbs:

Menu 5: Garments:

Price 1:

Price 2:

Price 3:

Price 4:

Points:

Retail Cost:

Retail Code:

Stock Level:

Minimum Level:

Notes:

Insert Update Delete
Add Exit

The bar at the top of the screen lets you choose your current price list, create new price lists and print the currently selected price list.



To change current price list (the one displayed in the grid) simply use the drop down box (containing 'Standard' in the above example) and select the price list you wish to modify.

'New Pricelist' lets you create a new price list. This price list could be for a specific customer or a specific part of your business. When the new price list button is pressed, you will be asked if you wish to create a 'Blank Pricelist' or 'Copy Pricelist'. Whichever choice you make, you will be asked for the name of the new price list. Enter the name and if you selected 'Blank' then you will get a price list with ten buttons on. If you select 'Copy' then you will get an exact copy of the price list that was selected when the 'New Pricelist' button was pressed. Both these lists can then be modified to accommodate your price lists no mater how complex you wish them to be.

There is no limit to the number of price lists that you can have on the MCLean system.

The 'Print Price List' button will send the currently selected price list straight to your report printer.

The following grid gives a summary of the currently selected price list, allowing you to see, at a glance, how the till screen will be laid out.

Description	Menu 1	Menu 2	Menu 3	Menu 4	Menu 5
TROUSERS	Trouser	Standard			
SILK TROUSERS	Trouser	Silk			
LINEN TROUSERS	Trouser	Linen			
SILK MIX TROUS	Trouser	Silk Mix			
DESIGNER TROUS	Trouser	Designer			
DUNGAREES	Trouser	Dungarees			
SHORTS	Trouser	Shorts			
SML CHILD TRS	Trouser	Child Small			
LGE CHILD TRS	Trouser	Child Large			
JACKET	Jacket	Standard			
SILK JACKET	Jacket	Silk			
LINEN JACKET	Jacket	Linen			
SILK MIX JKT	Jacket	Silk Mix			

This grid consists of a 'Description' that appears on the ticket when the item is chosen through the till, and the menus that you have to work through to get to the described item.

There are five menu slots available which means you can have up to five button presses to reach an item.

Below is a simple example of a simple price list.

Description	Menu 1	Menu 2	Menu 3	Menu 4	Menu 5
2pc Suit	Suits	2 Piece			
3pc Suit	Suits	3 Piece			
Gents Trousers	Trousers	Gents	Standard		
Gents Silk Trousers	Trousers	Gents	Silk		
▶ Anorak	Anorak				

If we take the first two items on this price list, the two-piece, and three-piece suits; we can show by way of example how to set up a simple menu.

Both suits have a description, a menu1 and a menu2.

The description is the text that will actually appear on your ticket, menu1 is the first button on the till screen that you must press to reach the item and menu2 is the button that will appear when the first button has been pressed. As there is nothing in menus 3, 4 and 5, the menu2 (2 Piece) will be the last button you need to press to add the suit onto the ticket.

So the sequence of button presses would be [Suits] -> [2 Piece].

Now we move on to the detail section at the bottom of the screen,

This shows all the settings for the item selected in the grid above.

Description 2pc Suit		Retail Cost	Retail Code
Menu 1 Suits	Group Drycleaning	Price 1 6.00	Stock Level
Menu 2 2 Piece	Department Gents	Price 2 0.00	Minimum Level
Menu 3	Type Fixed	Price 3 0.00	Notes
Menu 4	Stubbs 2	Price 4 0.00	<input type="button" value="Insert"/> <input type="button" value="Update"/> <input type="button" value="Delete"/>
Menu 5	Garments 2	Points 0	

The description and menu boxes are where you set the way you can access the item through the menu. This is just as in the above grid but here they can be changed, by clicking on them and typing.

The group and department drop-down menus are used for reporting and allocating certain items to different parts of the business. To set these up, see the [System Settings](#) section.

The next drop-down is the type of the item. This determines how the item will behave when added onto the ticket.

The Item Types are as follows :

Fixed

This is the standard item type. It will add the item description onto the ticket with the price specified in the relevant price box (see below).

Variable

When added onto the ticket, this will prompt for the user to enter a price.

Descriptor

This is an item of no cash value and will just add the description as a 'note'.

Fixed Discount

This will discount either an item or the ticket by a percentage specified in the price1 box.

Variable Discount

This will prompt the user to specify an amount to discount the ticket by.

Offers

This will show a screen with all your currently set up offers (see [System Settings](#)) and allow you to choose which one to apply to the ticket.

SizeWeight

This will prompt the size and weight screen (see [System Settings](#)).

Retail

This type will not print stubbs or issue shop or customer copies and is used for retail items like hangers and garment covers.

Percentage

This will apply a percentage (specified in the menu1 box) to either the last item or the whole ticket.

The next boxes are where you set the stubbs and the garments for the items. The stubbs decides how many ticket stubbs are to be printed for the item and the garments sets how many garments the item consists of.

We then come to the prices boxes. These range from price1 to price4. The different prices relate to the client record cards, e.g.

Mr Smith gets charged 3.00 for a pair of trousers and Mr Jones pays 3.50.

On the price list, the trousers are set with price1 at 3.00 and price2 as 3.50. Mr smith would have 'Band1' selected on his record card and Mr Jones would have 'Band2'.

The Points box sets how many 'loyalty' points are awarded to the client when they bring in the relevant item.

The next section is the **retail** section, consisting of the following boxes.

Retail Cost. This is how much the selected retail item costs to buy in.

Retail Code. This is the barcode of the selected retail item.

Stock Level. This is how many of the selected stock item you currently have.

Minimum Level. When the stock level reaches the minimum level, a re-order message will pop up on screen.

And finally we have the **Notes** box. Anything typed in here will pop up on screen when the selected item is added onto the ticket.

7.7 Return to Till

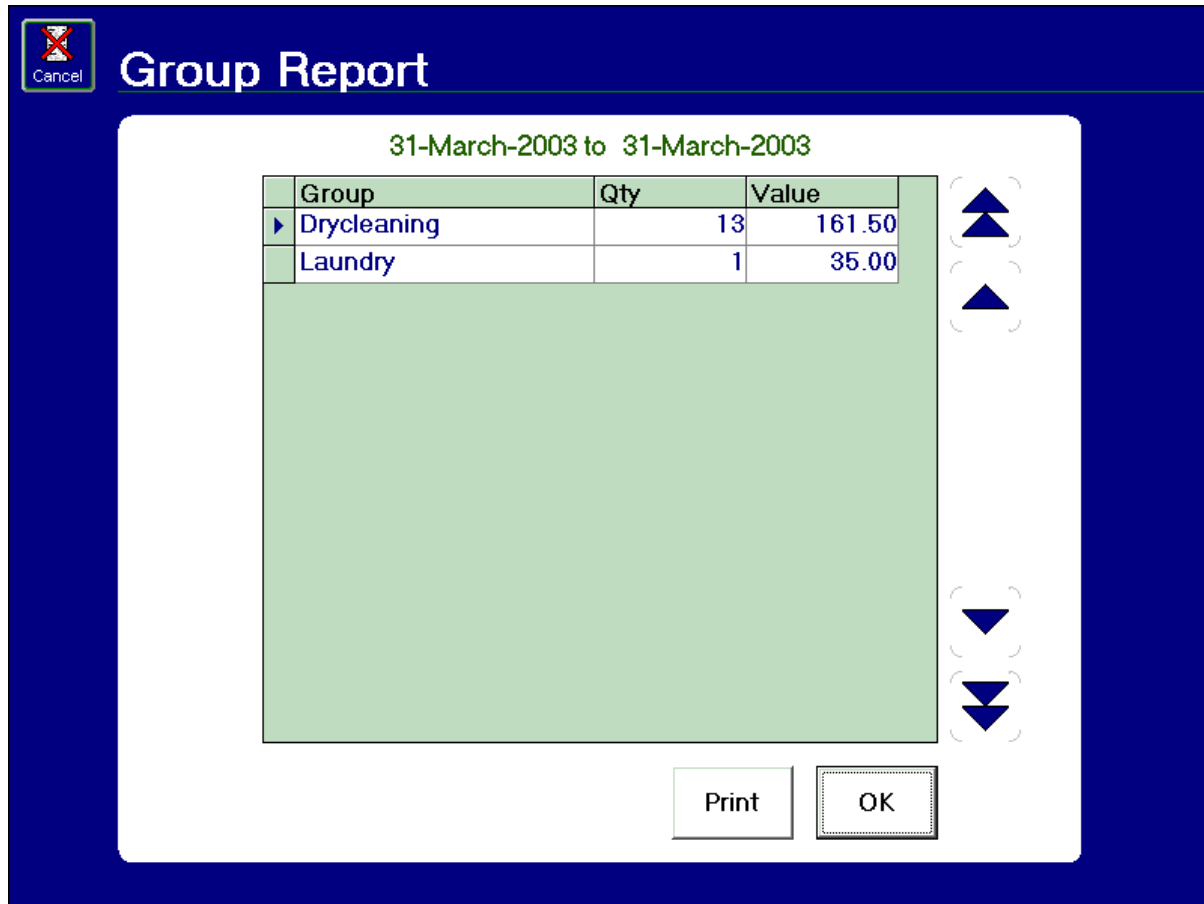
This option simply takes you back to the main till screen where you may carry on with the day-to-day running of the computer system.

7.8 Backup

This is a very important job to do. You may want to start getting into a routine in where before you close down at the end of the day to do a backup. If anything happens to the computer, for example it has been stolen or has been damaged, then the data is the most valuable piece of your business. Daily backups should be done of the computer system onto 1 floppy disk. You may use the disk again to backup on, but remember that disks can become faulty and damaged quite easily, so you should change them regularly. The backup procedure only takes a few seconds and will warn you if there is a problem with the backing up procedure.

7.9 Group Report

The Group Report lets you view and print the quantity of items that have gone through under the relevant group. To change the groups or to add more than there currently is, please refer to the System Settings in the Set Up Section. As with all the reports you need to select the date you wish the report to begin and the date you wish the report to finish. Do this by using the arrows to flick through the months and selecting the dates you wish. After doing this the Group Report will appear on the screen.



As you can see from the above screen you have 3 different columns. GROUP, QTY and VALUE. The headings under the column group are the different Groups, set up on your system. (To change these please refer to the Set Up Section of the manual.) The quantity column shows the total number of garments under the relevant group that have been put through on the computer between the dates you entered on the calendar on the previous page. The Value column is the TOTAL amount taken for the relevant groups between the dates you entered on the calendar. To PRINT the Group Report, press the Print key at the bottom of the page. This will print out the report on the ticket printer. To return to the main supervisor menu, press the OK key at the bottom of the page, or Cancel at the top left of the page.

7.10 Department Report

The Department Report lets you view and print the quantity of items that have gone through under the relevant department. To change the departments or to add more than there currently is, please refer to the System Settings in the Set Up Section. As with all the reports you need to select the date you wish the report to begin and the date you wish the report to finish. Do this by using the arrows to flick through the months and selecting the dates you wish. After doing this the Department Report will appear on the screen.

Department	Group	Qty	Value
▶ Dc Misc	Drycleaning	3	114.00
Dry Clean	Drycleaning	10	47.50
Reps/mis	Laundry	1	35.00

As you can see, the Department Report lists all the departments in relation to the Groups they are under. To change, add or remove the departments, refer to the Set Up section in this manual. The report shows you how many items have been put through and the total amount of all the bills. **(N.B. The total is what is set in the price list and not what you took for it).**

7.11 Item Report

The Item report is similar to both the group and department reports only, after you have specified the date range, it displays the quantity and value of each item so you can get a more detailed picture of what work you have been taking in.

Description	Dept	Group	Qty	Value
Laundry	Reps/mis	Laundry	1	35.00
Pleats Long Blue	Dry Clean	Drycleaning	1	6.00
Rug	Dry Clean	Drycleaning	1	10.00
S/L Jacket	Dc Misc	Drycleaning	3	114.00
Skirt Black	Dry Clean	Drycleaning	1	4.50
Trousers Green	Dry Clean	Drycleaning	1	4.50
Trousers White	Dry Clean	Drycleaning	1	5.00
Waistcoat	Dry Clean	Drycleaning	5	17.50

7.12 Payout

The payout allows you to open the till to pay for sundries such as milk and window cleaning. When you press the payout button, you will be shown a list of all the payouts that have been set up. Select the relevant reason and then press OK. You will then be asked to type in an amount. Do this and then press [ENT]. The drawer will open and a small receipt will print out of the receipt printer.

7.13 No Sale

This will allow you to open the till drawer without the drawer key.

7.14 Cash Up

The cash up should be done at the end of every day. When you press the cash up button, you will see the following screen. After counting what money, cheques and card receipts are in the till,

Cash Up - 31 March 2003

Please enter your till declaration and press OK.

	Actual
Cash	210.50
Cheque	9.50
Card	0.00
Voucher	0.00
Token	0.00
Payouts	0.00

7 8 9
4 5 6
1 2 3
00 0 .
DEL ENT

OK

Cash Up - 31 March 2003

Please enter your till declaration and press OK.

	Actual	System	Difference
Cash	210.50	210.50	0.00
Cheque	9.50	9.50	0.00
Card	0.00	0.00	0.00
Voucher	0.00	0.00	0.00
Token	0.00	0.00	0.00
Payouts	0.00	0.00	0.00
		220.00	0.00

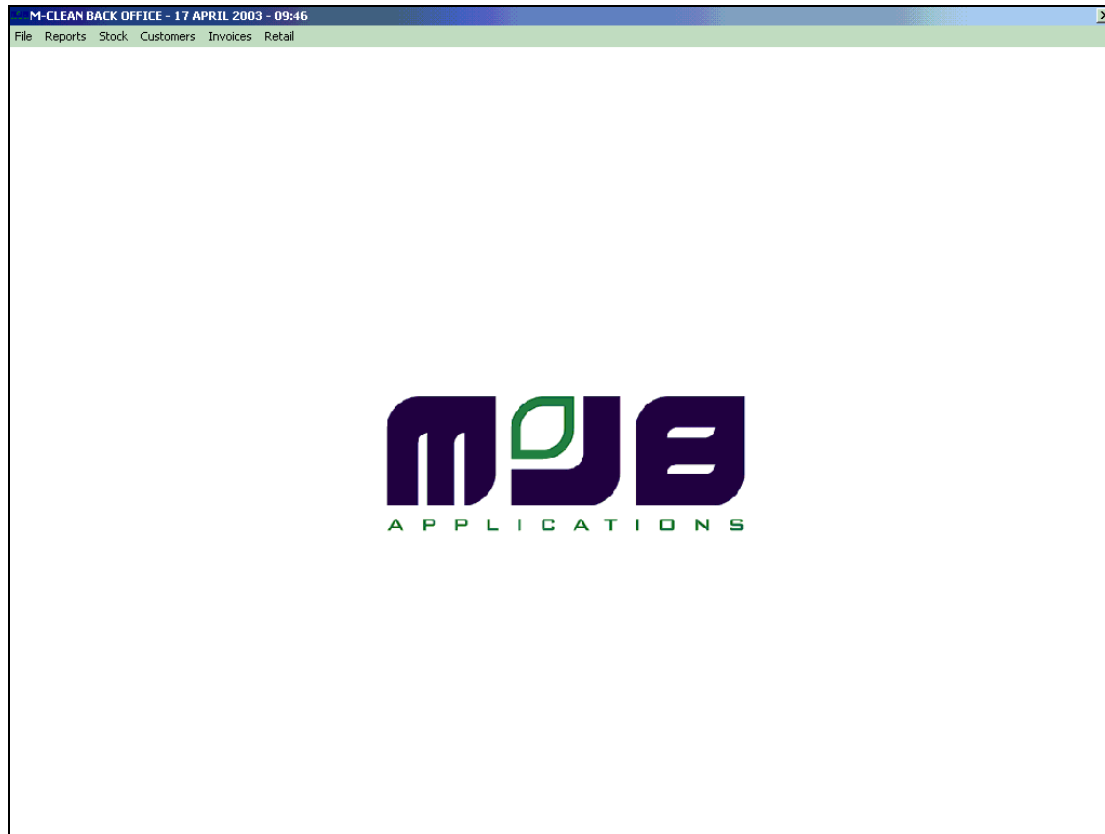
7 8 9
4 5 6
1 2 3
00 0 .
DEL ENT

OK

7.15 Quit

This button will return you to the MJB Start up Menu where you can run the back office system, run the system settings or shut down the computer.

MCLEAN BACK OFFICE SYSTEM



8.1. Introduction

The M-Clean till system is fast and easy-to-use. By simply using the till system on the shop counter a large amount of data will be collected relating to stock, customers and business performance.

The M-Clean Back Office System allows the user to make use of this information to improve the efficiency and turnover of the business. Using this package will really justify your investment in computerisation. The software covers four key areas:-

- Management Information
- Stock Control
- Invoicing/Deliveries
- Marketing/Direct Mail

8.2. Operating the System

Unlike the touch screen till system, this is standard windows software, designed for an office/home computer. It therefore is best used with a mouse and keyboard. The software can be started in one of three ways:-

- a. On the till computer it can be selected from the MJB Start-up Menu.
- b. On a home/back office computer it can be selected from the START Menu in the following sequence: “START” ... “PROGRAMS” ... “MJB Applications” ... “MClean Back Office”.
- c. On a home/back office computer an icon may already have been set-up as a short cut on the desktop. Simply double click on the relevant icon.

When the program is first run, the MJB logo screen will appear. Please wait for the “Staff Log-in” screen. Type in your staff code and **click** the Enter button. This is a security feature. For more information about security see “Access Rights” in the “MClean System Settings” section.

The program is menu driven. Simply click on the relevant menu item. A sub menu will drop down. Choose the required item with the mouse.

REMEMBER: MClean Back Office, unlike the till software or the “MClean System Settings” program does not actually change any data. This means that you can experiment without doing any harm. Please do take advantage of this!

Taking each menu item in turn:-

8.3 File Menu

8.3.1 Import – This allows the users to import data from floppy disk or via E Mail. It should only normally be used on a home/office PC to bring the system up to date by importing data from the till. **DO NOT USE THIS OPTION ON THE TILL COMPUTER WITHOUT FIRST CONTACTING YOUR SUPPLIER**

To import from floppy disk, simply insert the shop back-up disk and then press the OK button. To import from E Mail you should have previously downloaded the data via your Email system and saved it in the designated directory. See “General Settings” below. To complete the E Mail import, simply click OK.

8.3.2 General Settings

VAT Rate – The current VAT rate as a percentage - e.g. 17.5

Nominal Sales Code – The system will produce bulk sales invoices and allow the relevant information to be automatically posted to an accounts package. The nominal sales code can be set for each customer using the MClean Till

Software (see “Customer Records”). Alternatively you can set a default code here, which will be used for every posting.

Account Package – Choose your computerised account package, for automatic posting of invoice information. The packages that are supported can be chosen from the drop-down list

Account File – If you are using an account package (see above), then the system will export invoice information to it, using a text file. In this box the path and name of the text file is specified (e.g. “C:\Sage\Trans.csv”). See your suppliers – both of this system and your accounts package.

Import File – For import via floppy disk this would typically be “A:\backup.zip”. For import via Email this would be the name and path of the back-up file as downloaded (E.g. “c:\MyDownload\backup.zip”)

Exclude VAT from reports – Tick this box if all reports are to show figures excluding VAT. Normally this would be left un-ticked.

8.3.3 Label Settings

You can use this box to store label setting for use with the MClean address label facility (see CUSTOMERS – “Mail shots”). Press ADD to add new label settings. Press DELETE to remove a setting. Press SAVE to save any changes. The easiest way to find out the various settings is to go into “Microsoft Word”. Choose “Tools” and then “Envelopes and Labels”. Then choose “Options”. You can choose “Avery Standard” from the drop down box or “Avery A4 and A5 Sizes”. The latter is far more common in the UK. You should be able to locate the labels you are using from the Avery product code. Then choose “Details” – that will give you all the settings that MClean requires MClean provide settings for popular labels. It is much easier to buy these. Alternatively speak to your supplier for advice.

8.3.4 Exit

When you have finished working, this quits out of the program.

8.4 Reports

8.4.1 Management Analysis

This is the most comprehensive management reporting available from M-Clean. The other reports are easier to use but not as detailed. It is well worth making the effort to understand this powerful tool.

The Management Analysis Report should be thought of as a table. Down the left side of the table will be the various headings. This is what is being analysed and you can choose that from the top drop down box. So, for example, if you choose to analyse Groups, down the left hand side you will get "Laundry", "Dry Cleaning" etc. (depending on the way you have set up your Groups). You can do this analysis for any period of time by setting the Start and Finish Dates. You can also limit the analysis to specific members of staff, customer type etc. by setting the various drop down boxes below the dates. These settings will then appear as titles at the top of the report.

The printed Management Analysis Report should be thought of as a table. Down the left side of the table will be the various headings. This is what is being analysed and you can choose that from the top drop down box. So, for example, if you choose to analyse Groups, down the left hand side you will get "Laundry", "Dry Cleaning" etc. (depending on the way you have set up your Groups – see the M-Clean System Settings manual). You can do this analysis for any period of time by setting the Start and Finish Dates. You can also limit the analysis to specific members of staff, customer type etc. by

setting the various drop down boxes below the dates. These settings will then appear as titles at the top of the report.

You can use Management Analysis to look at two variables at once. So, for example, you could have a department set up for “hand-finish”. You could easily see how the shop was performing in this area. However, “hand finish” has to be actively “sold” by your staff. You may well want to know who is “up-selling” this service and who isn’t. Simply set “Staff” in the top box as the “Subject for Analysis” and choose “hand-finish” in the “Groups/Department” box on the left.

Press REPORT to view and then print the report. Press GRAPH to view and print a graph of the same information. If you choose REPORT, you will also be given the option to GRAPH the information later. All reports are displayed on the screen first. Press the printer icon in the top left hand corner to actually print the report.

PLEASE NOTE that the Management Analysis is far more complex than the other reports that are available. For this reason, it takes longer to produce.

8.4.2 Ticket Report

Choose the date range as required. The report gives information on numbers, total value and average value of tickets. The report can show this information either day-by-day or week-by-week. Choose the appropriate option with the mouse.

8.4.3 Cash Report

Choose the date range as required. The report gives information on cash, cheque and credit card payments. Again the report can show this information either day-by-day or week-by-week. Choose the appropriate option with the mouse.

8.4.4 Credit Card Report

If the till system includes an integrated credit card facility, this report will show the breakdown of credit card payments according to the various types of cards. Choose the date range as required

8.4.5 Item Report

Choose the date range as required. The report will show the quantity, value and percentages of work brought in – broken down by individual item.

8.4.6 Customer Retention

Choose the date range as required. Week by week the report will show the numbers of new customers that came into the shop and the number and percentage that subsequently came back. When choosing a date range the “End Date” needs to be reasonably far back. We are trying to monitor genuine customer retention, so we need to give customers who were happy and

delighted with your service, a reasonable chance to come back! This is a very important and useful report.

8.5 Stock Control

The control of garments and other items in stock is vital. This is the established tool in the industry for checking for staff theft. If items are showing in stock that have been collected by the customer, this is one of the first warning signs of a problem with staff theft. The MClean system provides a variety of reports to assist in this important area:-

8.5.1 Stock Valuation

This shows a snapshot summary of the individual garments in stock. It shows total quantities and values for every different individual item. It is of no use for detailed stocktaking but provides a very useful summary, for example, for end-of-year accounts.

8.5.2 Summary Stock List

This is the classic industry tool for stocktaking. The report shows one line per ticket. A sub menu allows the user to choose the order of the report. Choose “Ticket Date Order” to check on your old, uncollected stock. Choose “Location Order” to find the stock easily (the normal preferred choice for a stock check). Choose “Collect No Order” to see the report in computer collection number order.

8.5.3 Full Stock List

This works just like the “Summary Stock List” above, except this report shows one line per item rather than one line per ticket. It is therefore longer and more detailed.

8.5.4 Debtors List

This is still a stock report and is presented in a similar way to the “Summary Stock List” but the tickets belong to people who owe you money (The items may or may not have been collected). You can, therefore, choose “Still in Stock”, “Collected” or “All Debtors”.

8.6 Customers

This is a vital part of the program. Selected, targeted mail-shots allow you to really grow your active customer base and increase your turnover. MClean can also automatically send out E-Mail-Shots – a very exciting new development!

Within this section you can also “Print Delivery Rounds” for collection/delivery.

8.6.1 Maintain Records

The MClean Back Office system allows the user to view information about a particular customer. You can't, however, change any data. To find a customer, use the “sliders” on the right of the grid or simply type in all or part

of the name in the “Search for” box. You can then press one of the buttons at the bottom of the screen: -

8.6.1.1 Tickets – Press this button to view all the tickets issued for this customer. Set the “No of years to look back” before going into this option. Then from the ticket screen you can view details of individual tickets by pressing “Details” or press “Invoice” to produce an invoice for individual customers. (See the section on “Invoicing”)

8.6.1.2 Spends – Press this button to view spending pattern and visit details for the relevant customer

8.6.1.3 Details – Press this button to see details of the relevant customer – address, telephone numbers etc.

8.6.2 Mail-Shot

To produce a mail-shot or address labels, first “Select Customers” and then “View/Edit Selection” to weed out bad data (e.g. customers with no address details)

8.6.2.1 Select Customers.

You can fill in as much or as little information as you require to make your selection. The “Start” and “End” dates chosen at the top, refer to the “Dates” selected on the right. So, for example, if “In Stock” was selected and the “Start Date” was 01/01/2002 and the end date was 30/06/2002, you would select customers who had brought items in during the first half of 2002 and had still not collected them.

For “Groups”, “Department” or “Item” you can exclude or include customers. For example, if “Laundry” is a group you can include all your “Laundry” customers. Or, if “Hand Finish” is a department, you can exclude all your “Hand Finish” customers. (If you are trying to promote “Hand Finish” with some sort of special offer, it is surely better to target those customers who don’t currently use this service)

In the address box you can type all or part of an address or post-code and the system will find all relevant customers.

At the bottom of the selection window you can set the order that selected customers are stored. For example, choose “Spend” if you want to see your best spenders.

In the “Numb or %” box you can limit the selection. So in the example above, if you chose “Spend” you can type in 20 in the “Number or %” box and you will get your top 20 spenders. Similarly, if you type 20%, you will get your top 20% spenders.

Press “Start” to begin the selection. When the system has finished you will see how many customers have been selected. (Note that this is **before** the selection is further limited by the entry in the “Numb or %” box.). Press “Continue” to move onto the next stage of the process:-

8.6.2.2 View/Edit Selection

Here you can see those customers that you have selected. Press “Delete” to mark a customer for deletion. Press “Undelete” to reverse the process. In this way you can remove customers without proper address details. Press “Pack” to complete the process and physically remove the customers. Please note that customers are only removed from the mail-

shot selection. **They are not removed from your main customer records.** Press “Continue” to move onto the next stage of the process.

8.6.2.3 Letters/Email

This is a basic word-processor that MJB have developed and included in your system. Type your letter as required. Or recall an existing letter from the top drop down box. Using the mouse and the controls at the top of the window, you can set the left margin and change the font or size of text.

The buttons at the bottom of the window work as follows:-

Print – This prints the finished letter. One letter is printed for every customer in the selection (see “Select Customers” above)

E-Mail – This sends the letter as an E Mail to every customer in the selection (see “Select Customers” above). The E Mails are normally placed in the outbox of your E-Mail Program. Normally you will just have to press “SEND/RECEIVE” to actually despatch all the E-Mails.

Italic – To switch on or off *Italic* text

Bold – To switch on or off **Bold** text

Delete – To delete the letter in the top left drop down box.

Cancel – To cancel all changes to the current letter.

Save – To save all changes to the current letter

Merge – This is the very heart of producing mail-shots. This controls the mail merge by inserting “merge fields”. For example, if you choose “Name” the system will insert [Name] into the letter at the cursor location but when the letter is printed, this will then be replaced by Mrs F Smith, Mr R Brown, Miss V Hill etc. etc. “Informal” and “Formal” are for salutation. They are alternatives to be placed after “Dear “ in the letter. “Dear [Formal]” will merge to “Dear Mrs Smith”. “Dear “Informal” will merge to “Dear Freda”. In this way each letter can be personalised with the individual name, address etc.

Quit – To come out of “Letters/E-Mail”

8.6.2.4 Print Lists/Labels

Choose the label type from the top drop-down box. You can set-up different type of labels as required. (See “File Menu”, “Label Settings”). Choose “Addresses” to print address labels or “Telephone Numbers” to print telephone details (onto labels or more usually plain listing paper).

Press “OK” to print the labels.

8.6.3 Loyalty Card List

This simply prints a list of those customers who have loyalty cards (see M-Clean Till System)

8.6.4 Delivery Round

Use the top drop down box to select the required date. Use the bottom drop down box to select the required round. Press “Print” to print out the delivery round in round-order. This list will include deliveries (where this has been entered onto the relevant tickets) and also pick-ups (where this has been entered onto the relevant customer record card) (see M-Clean Till System).

8.7 Invoices

8.7.1 Print Invoices

Use this option from the menu to print bulk invoices for all account customers (where an account code has been entered onto the customer record card via the M-Clean Till System). This window will also appear if you select “Invoice” from the customer records “Tickets” screen. This is for invoicing individual customers (See “Customers”, “Maintain Records”).

Choose the “Start” and “End” dates from the top drop-down boxes

Choose “Full Item Detail” to print individual items on the invoice, rather than ticket totals.

Choose “Export to Accounts” to export invoice information to the sales ledger of your computerised accounts package (see “File”, “General Settings”)

Choose “Daily” to print one invoice per day per customer. If this box is not ticked the computer will print one bulk invoice for the whole date range.

Press “Print” to prepare the invoices for printing. They will first be displayed on the screen, so you can look at them without actually printing them out. Press the print icon in the top left of the view screen to actually print the invoices.

8.7.2 Post Invoices

The window displays summarised invoice information, ready to be posted to your computerised accounts package. Use this screen to check what is about to be posted. You can delete lines by pressing the “Delete” button.

Pressing “Post” sends the information to your accounts package as a text file in the correct format. (See “File”, “General Settings”). **However pressing this button does not complete the export process. Your accounts data will still remain unchanged.** The actual final import must be completed through

the accounts software itself. (See your accounts software manual, your accounts software supplier or your MClean supplier).

8.8 Retail

8.8.1 Retail Stock Value

This will produce a list of the quantities and value of all retail items in stock (shoe polishes, films etc.). From the viewing screen the report can be printed by pressing the print icon in the top left hand corner of the screen.

8.8.2 Retail Sales

This will produce a list of the quantities and value of all retail sales (shoe polishes, films etc.) The required period is specified using the top drop-down boxes (“Start Date” and “End Date”). Press “Report” to view the report on the screen. From the viewing screen the report can be printed by pressing the print icon in the top left hand corner.

8.9 Summary

The MClean Back Office system should be a vital tool in helping you control your business and develop your customer base. If you need any help or assistance please contact your supplier or MJB Applications Ltd.

9.1 Loading the system settings program

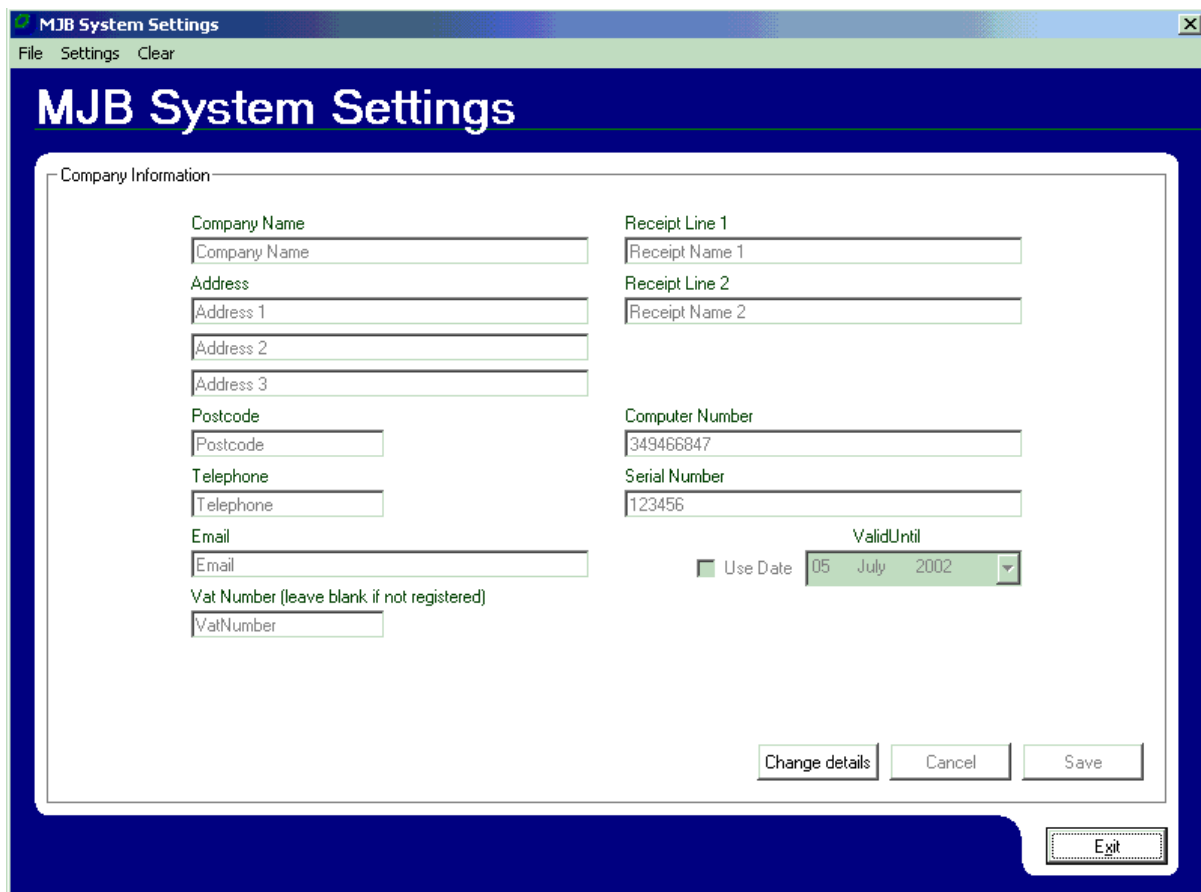
To load the system setting program, just press Run System Settings from the MJB Start up menu.

Here is where you can change the many options in the software and set up groups, departments, special offers and all other settings.

To view any of the following screens, simply choose it from the 'Settings' menu.

9.2 Company Information

This is the first screen you will see when you load the system settings is the company information screen.



!!WARNING!!

If you choose to change the company details, this will stop your software from working! If you need to change any of these details, then you must call the MJB Applications support desk and we will help you amend your details and

issue you with a new serial number. This number needs to be correct in order for the till to function.

9.3 Staff

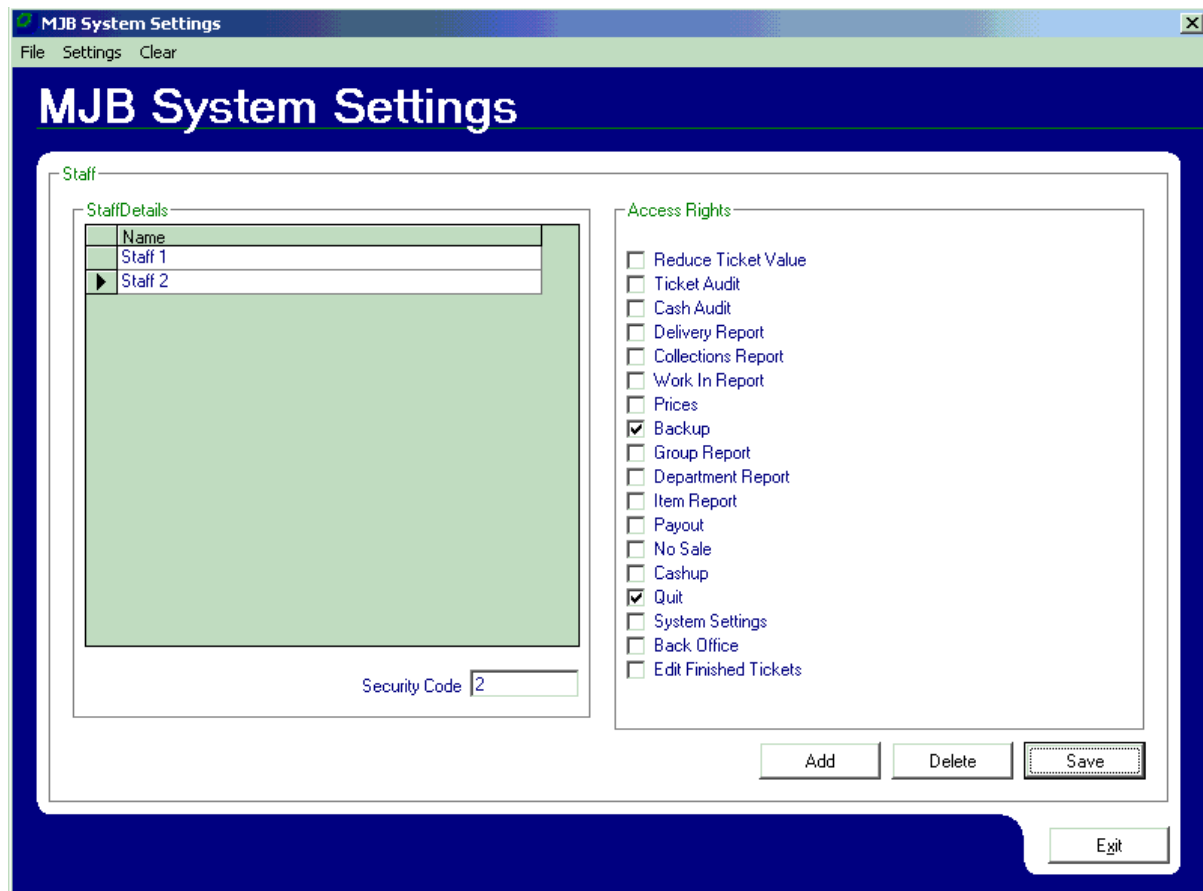
This screen lets you set up staff members, access codes and access rights.

To add a member of staff :

Press the 'Add' button and then enter the staff members name and staff code.

To delete a member of staff :

Select the staff member you wish to delete and then press the 'Delete' button. You will be asked for confirmation.



Access Rights

There are a number of access rights that can be assigned to staff members, they are:

Reduce Ticket Value

This allows a staff member to reduce the value of garments added to a ticket.

Ticket Audit

This allows a staff member access to the ticket audit from the supervisor screen.

Cash Audit

This allows a staff member access to the cash audit.

Delivery Report

This allows a staff member access to the delivery report.

Collection Report

This allows a staff member access to the collection report.

Work In Report

This allows a staff member access to the work in report.

Prices

This allows a staff member access to the price list.

Backup

This allows a staff member to backup the shop information onto a floppy disk.

Group Report

This allows a staff member access to the group report.

Department Report

This allows a staff member access to the department report.

Item Report

This allows a staff member access to the item report.

Payout

This allows a staff member to open the till and make a payout.

No Sale

This allows a staff member to open the cash drawer.

Cash up

This allows a staff member to perform a cash-up.

Quit

This allows a staff member to quit the till and return to the start up menu.

System Settings

This allows a staff member access to this system settings program.

Back Office

This allows a staff member access to the back office software.

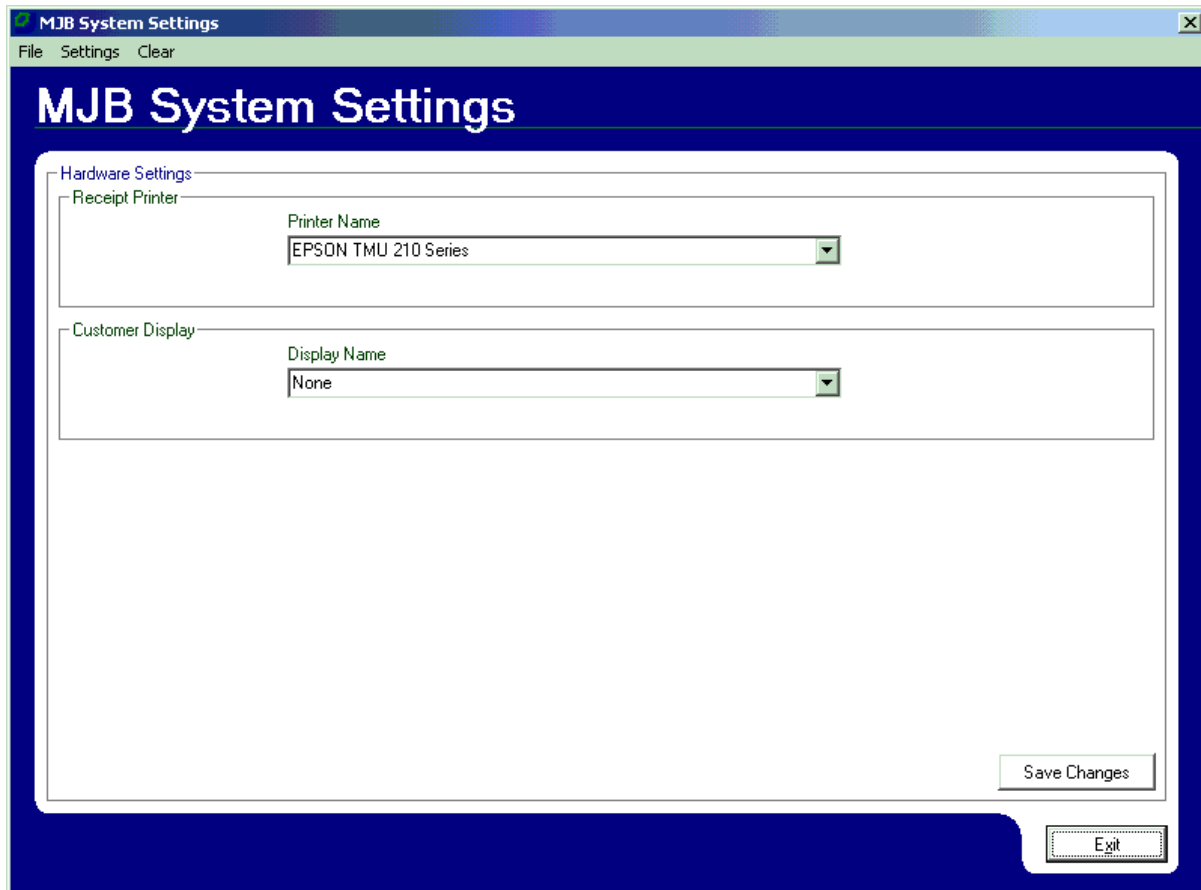
Edit Finished Tickets

This allows a staff member to change paid and collected tickets from the ticket audit screen.

When you have made changes to a staff members access rights, you must press the 'Save' button, otherwise your changes will be lost.

9.4 Hardware

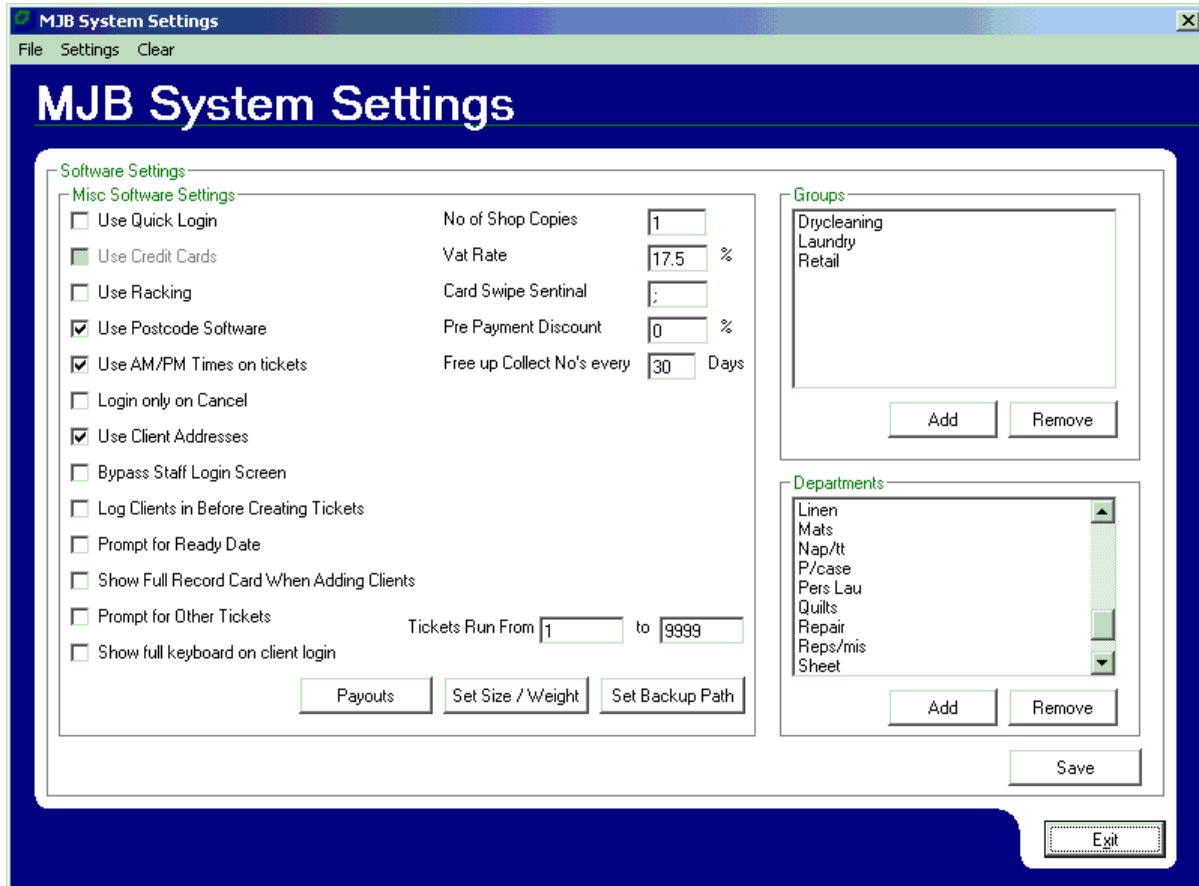
This screen allows you to select the printer and customer display that are attached to your computer.



If either the printer or the display are changed, 'Save Changes' must be pressed.

9.5 Software

This section lets you change the way the program operates and lets you set up the groups and departments.



The option on the left are as follows :

Use Quick Login

Allows just the first number of a staff login code to be used to quickly log in to the till. Note : Please make sure no two members of staff have the same first digit.

Use Postcode Software

This enables you to switch the postcode software on or off.

Use AM/PM on tickets

This enables or disable the prompt that asks for AM or PM when issuing a ticket.

Login only on Cancel

When selected, the program only logs out the current staff member if cancel is pressed from the main till operations screen.

Use Client Addresses

If this is left unchecked, only a name and telephone number will be prompted for, when adding a new client. More details can be filled in but this need to be done from the client record card.

Bypass Staff Login Screen

If this is checked then staff logins are only required for accessing the supervisor menu and for reducing the value of items on a ticket.

Log Clients in Before Creating Tickets

This leaves the 'standard' screen at client login. This is useful for when different clients have different price lists as it ensures that the correct list is chosen when you log the client in.

Prompt for Ready Date

If this is checked then a screen will pop up at the end of a ticket being issued, asking what day the client would like their cleaning completed by.

Show Full Record Card When Adding Clients

For some operations, specific information is required to be attached to a client record. When this is checked, the full record card will be shown when adding a new client, so specific price lists or price bands can be selected.

Prompt for Other Tickets

If a ticket is being recalled and the client has other tickets still in the shop, this option allows a prompt to be displayed stating how many tickets are in stock and what their total value is.

Show Full Keyboard on Client Login

This option allows a full keyboard to be displayed on the client login screen, rather than just a number pad.

No of Shop Copies

This determines the number of shop copies on a printed ticket.

Vat Rate

This is where your VAT rate is stored.

Card Swipe Sentinel

The card swipe sentinel is a character used by the loyalty card reader to identify a loyalty card. This should generally be left at the default semicolon.

Pre Payment Discount

If a ticket is pre paid, an automatic percentage discount can be set to come off the value of a ticket being issued.

Free up Collect No's Every [] Days

The number in this box indicated how long it takes for ticket numbers to be re-used after the last ticket with that number has been paid and collected.

Tickets Run From

You can set the ticket numbers scope in these boxes, the default is from 0 to 9999.

There are three buttons at the bottom of the screen :

Payouts

Here is where you can set up the payouts, to add or delete a payout (these are the options that appear when you press 'Payout' from the supervisor menu), press either add or delete. When adding a payout just type in it's description and press 'OK'.

Set Size / Weight

Press this button to set the different prices for different ways of measuring and totalling curtains etc.

Set Backup Path

This is where you specify where the end of day backup is made.

If any changes are made to the above options, then the 'Save' button should be pressed.

On the right hand of the screen are the Groups and Department lists. Groups and Departments can be added and removed from here.

To Add a Group or a Department :

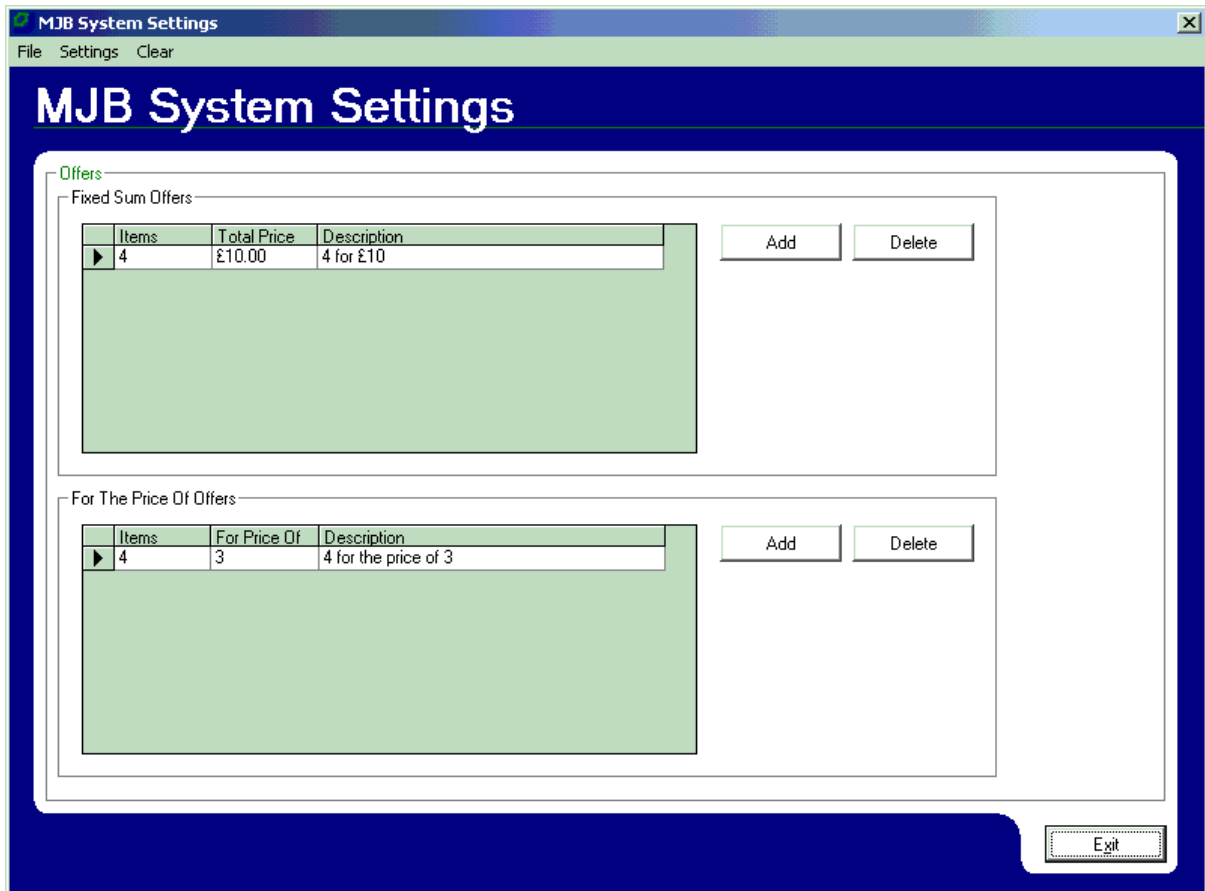
Press the relevant Add button and then type in a description of the Group or Department that you wish to add. Then press OK.

To Delete a Group or a Department :

Choose the Group or the Department you wish to delete and then press the relevant delete button.

9.6 Special Offers

This screen lets you set up any special offers that you may have.



There are two types of offer on the MClean system, 'Fixed Sum' offers and 'For The Price Of' offers.

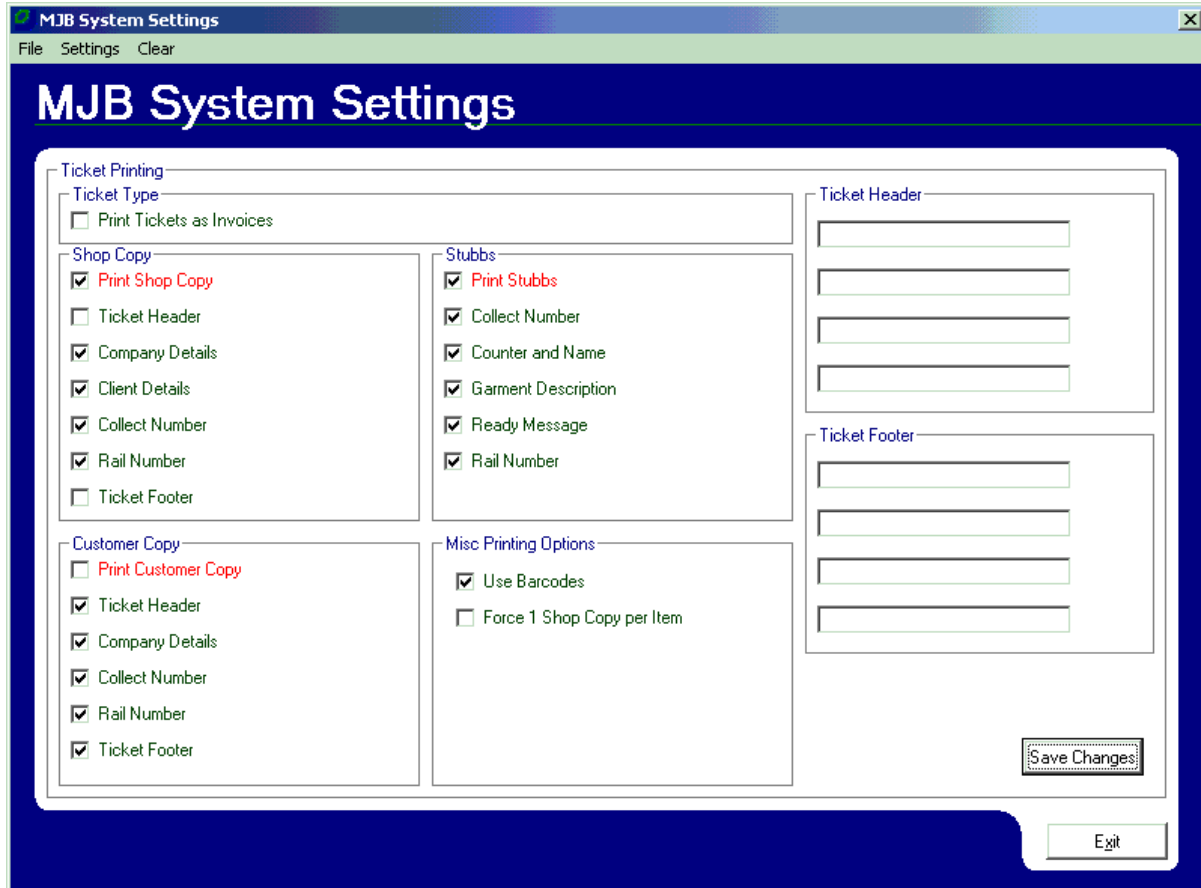
An example of a fixed sum offer is 4 items for £10. If an offer like this is added then it will reduce the value of a ticket by the relevant amount. For example, if you have four pairs of trousers, worth £15 on the ticket and this offer is chosen, the value of the ticket will be brought down by £5, leaving the value of the ticket (or the last four garments) at £10.

'For the price of' offers work slightly differently. Lets take '4 for the price of 3' as an example. If this offer is chosen then the last four items on the ticket will be the ones chosen for the offer. The total for the four garments will be added together and the value of the least expensive item will be taken off the ticket total.

To add and remove special offers press the relevant button in the section you wish to make changes to. You will then be prompted through adding a description, the number of items and either a total price or a 'for the price of' amount.

9.7 Ticket Printing

Here is where you can choose what prints on the different parts of the tickets.



There are seven sections to this screen :

Ticket Type

If an A4, invoice type ticket is required instead of the standard customer copy, shop copy and stubbs then this box should be checked. This is useful for terminals that deal with account customers only.

Shop Copy

To disable or enable a shop copy, or any particular details on a shop copy, use these check boxes.

Customer Copy

To disable or enable a customer copy, or any particular details on a customer copy, use these check boxes.

Stubbs

To disable or enable the printing of stubbs, or any particular details on the stubbs, use these check boxes.

Misc Printing options

If you have a printer capable of barcode printing, then checking the 'Use Barcodes' box will print a barcode underneath the collection number. This can be used for quickly recalling tickets for payment or modification.

Ticket Header

This section can be used to print pre-defined text at the top of a ticket. You can have up to four lines of header.

Ticket Footer

This section can be used to print pre-defined text at the bottom of the ticket. As above, you can have up to four lines of footer text.

Any changes to the ticket printing options are only saved when you press the 'Save Changes' button.