(2)

FEAP-ADP-P-91/38
June 1991

FEAP
FACILITIES ENGINEERING
APPLICATIONS PROGRAM

ADP
REPORT

Self-Help Service Center Management System User's Manual: Version 2.1

by
Jeffrey G. Kirby, Michael J. Fuerst, and Yoon-Ho Lim
U.S. Army Construction Engineering Research Laboratory
Champaign, IL 61824-4005

Approved for Public Release; Distribution Is Unlimited.

U.S. Army Engineering and Housing Support Center
Fort Belvoir, VA 22060-5516

Innovative Ideas for the Operation, Maintenance, & Repair of Army Facilities

REPORT DOCUMENTATION PAGE

Form Approved
OMB No. 0704-0188

1. AGENCY USE ONLY (Leave Blank)

2. REPORT DATE
June 1991

3. REPORT TYPE AND DATES COVERED
Final

4. TITLE AND SUBTITLE
Self-Help Service Center Management System User's Manual: Version 2.1

5. FUNDING NUMBERS
FEAP Project F00

6. AUTHOR(S)
Jeffrey G. Kirby, Michael J. Fuerst, and Yoo-Ho Lim

7. PERFORMING ORGANIZATION NAME(S) AND ADDRESS(ES)
U.S. Army Construction Engineering Research Laboratory (USACERL)
2902 Newmark Drive, PO Box 9005
Champaign, IL 61826-9005

8. PERFORMING ORGANIZATION REPORT NUMBER
ADP P-91/38

9. SPONSORING/MONITORING AGENCY NAME(S) AND ADDRESS(ES)
USAEHSC
ATTN: CEHSC-FB-S
Fort Belvoir, VA 22060

10. SPONSORING/MONITORING AGENCY REPORT NUMBER

11. SUPPLEMENTARY NOTES
Copies are available from the National Technical Information Service, 5285 Port Royal Road, Springfield, VA 22161

12a. DISTRIBUTION/AVAILABILITY STATEMENT
Approved for public release; distribution is unlimited.

12b. DISTRIBUTION CODE

13. ABSTRACT (Maximum 200 words)

The Self-Help Service Center (SHSC) Management System, Version 2.1, is a menu-driven, IBM AT-compatible inventory system designed to help personnel in Army installation SHCSs monitor inventory transactions and inventory levels, and keep information on customers, suppliers, housing units, and equipment repair. This system records cost by individual family housing unit, and also generates reports on equipment issues, overdue loans, usage history, and reorder requirements.

This user's manual includes step-by-step instructions for the installation and use of the SHSC Management System, and menu illustrations for all important program functions.

Version 2.1 of this program can be used in either a multi-user network or a single-user environment.

14. SUBJECT TERMS
Self-Help Service Center Management System
user manuals

15. NUMBER OF PAGES
86

16. PRICE CODE

17. SECURITY CLASSIFICATION OF REPORT	18. SECURITY CLASSIFICATION OF THIS PAGE	19. SECURITY CLASSIFICATION OF ABSTRACT	20. LIMITATION OF ABSTRACT
Unclassified	Unclassified	Unclassified	SAR

NSN 7540-01-280-5500

Standard Form 298 (Rev. 2-89)
Prescribed by ANSI Std 239-18
298-102

91-20

ERRATA SHEET

USACERL FEAP-ADP Report P-91/38, "Self-Help Service Center Management System User's Manual: Version 2.1," June 1991.

The authors list on the cover should read:

by
Michael J. Fuerst, Jeffrey G. Kirby, and Yoon-Ho Lim
U.S. Army Construction Engineering Research Laboratory
Champaign, IL 61826-9005

Please notate the changes of author order and zipcode.

FOREWORD

This work was performed for the U.S. Army Engineering and Housing Support Center (USAEHSC), Fort Belvoir, VA, under the Facilities Engineering Application Program (FEAP), Project F00, "Automation of Self-Help Programs." The technical monitor was Mr. Chuck Racine, CEHSC-FB-S.

This work was performed by the U.S. Army Construction Engineering Research Laboratory (USACERL), Facility Systems Division (FS). Mr. Jeffrey G. Kirby was the principal investigator. Dr. Michael J. O'Connor is Chief, USACERL-FS. The USACERL technical editor was Mr. William J. Wolfe, Information Management Office.

COL Everett R. Thomas is Commander and Director of USACERL, and Dr. L.R. Shaffer is Technical Director.

CONTENTS

CONTENTS (Cont'd)

CONTENTS (Cont'd)

FIGURES

FIGURES (Cont'd)

FIGURES (Cont'd)

TABLES

1 INTRODUCTION

Background

The Self-Help Service Center (SHSC) Management System is a computerized inventory system designed to help personnel in Army installation SHCSs automate inventory transactions, monitor inventory levels, and create reports. Version 2.1 can be used in a multi-user network, as well as in a single-user environment. The system runs on IBM AT-compatible equipment and requires minimal training, since it uses a series of menus and prompts. The SHSC Management System helps to:

1. Automate service-desk operations

2. Keep information on:
   a. Inventory
   b. Customers
   c. Suppliers
   d. Housing units
   e. Equipment repair

3. Print reports on:
   a. Equipment issues
   b. Overdue loans
   c. Usage history
   d. Reorder requirements

4. Print inventory-check sheets.

Mode of Technology Transfer

The Self-Help Service Center Management System software will be made available from the Construction Automation Support Center (CASC), 1408 W. University Ave., Urbana, IL 61801 (toll-free 1-800-428-4357). Free telephone assistance is available at: (toll-free) 1-800-428-HELP. If desired, reimbursable on-site visits may be arranged by calling the toll-free HELP number.

2 INSTALLATION

This chapter gives instructions for installing the SHSC Management System for the first time.

2.1 Hardware Requirements

Single-user applications of the SHSC Management System require the following hardware:

1. IBM-AT class (80286) computer
2. 20-meg hard disk (40-60 meg strongly suggested)
3. Color or monochrome monitor
4. 512K memory (assuming no memory-resident programs beyond DOS)
5. IBM or Epson-compatible dot-matrix printer
6. MS-DOS 3.3 or PC-DOS 3.3 or higher (VERY IMPORTANT)
7. Optional Equipment:
   a. Barcode wand interfaced with the computer keyboard
   b. Preprinted barcode labels
   c. LaserJet-compatible laser printer (instead of dot-matrix printer).

Multi-user applications require:

1. A 80286 or 80386 computer as the server. Depending upon performance and the network operating system used, the server may be used as a work station.

2. A 8088 or 80286 computer or diskless work station for each user, each of which has:

   a. 450K RAM free after loading the network operating system

   b. A color or monochrome monitor

   c. An optional barcode wand interfaced with the computer keyboard

   d. Either an IBM- or Epson-compatible dot-matrix or LaserJet-compatible printer (may be shared).

Call the USACERL Facility Systems Division, Real Property Management Activities Team, for the latest recommendations for multi-user configurations and operating systems.

2.2 Installing System Files on Hard Disk

The SHSC management system program is written in Clipper, a dBase compiler. A README or READ.ME file on the distribution diskette provides the installation instructions. Follow the instructions to copy the following .exe files (as well as empty data and index files and other files) to your hard disk:

selfhelp.exe	The SHSC Management System program described in the user's manual. This uses several .ovl files, which are also automatically installed.
reindex.exe	This re-indexes all files in the data base. This program is used only if index files get corrupted because of a program or computer failure.
cerl_zap.exe	This empties all the data bases in the system of all data. You may wish to delete this from the hard disk.

2.3 Modifying System Configuration Files

When your computer first starts, it configures the Disk Operating System (DOS) to allow a number of files to be open at the same time. Using the SHSC Management System program requires a file in the root directory of your hard disk, called config.sys, that tells DOS how many files and file buffers to use. This file must contain the lines:

```
FILES=50
BUFFERS=20
```

3 GETTING STARTED

Having installed the SHSC Management System, you are now ready to begin your first session on the system. This section will discuss how to start and quit the system, how to enter the system and issue passwords to operators, how to move between the menus and enter information to build up your data base files, and how to search for customer records and inventory items.

In several places throughout this manual appear instructions to press the **Enter** key. On some keyboards, this key is labeled "Enter," on others "Return," and on others it is labeled with a returning arrow heading down and to the left. Throughout this Manual, this key will be referred to as **Enter**.

3.1 Starting the SHSC Management System

To enter the SHSC Management System, while in the SELFHELP directory, at the DOS prompt, type (upper or lower case): selfhelp

Figure 3-1 shows the screen that appears:

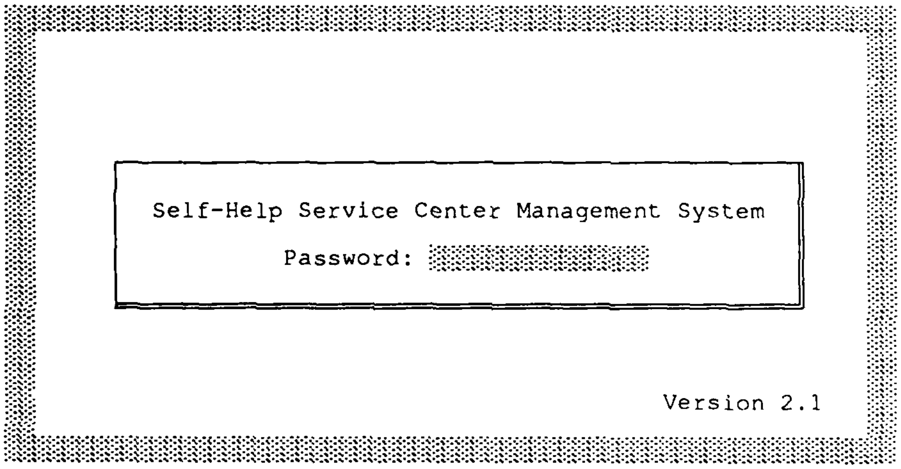

Figure 3-1. Self-Help introductory screen.

3.2 Passwords and Security

A valid password must be given to enter the SHSC Management System. If your system is new and no data has been entered into data files, simply press **Enter**. No passwords need be established to use the program. Section 4.9 discusses how to assign passwords to limit individuals' access to certain functions in the program.

If passwords have been established, the system allows three attempts at entering a password and then returns to DOS. From DOS prompt, you can start over by typing SELFHELP again. Otherwise, type your password and then press **Enter**. The MAIN MENU (Figure 3-2) will then appear.

3.3 The Main Menu

```
Self-Help Service Center Management System

              MAIN  MENU
        Issue/Return
        Equipment Repair
        Reorder/Receive Inventory
        Suppliers
        Inventory and Store Hours
        Accounts/Customers
        Facility Descriptions
        Reports
        Password Functions
        Quit System to DOS

Use Arrow Keys ↑↓ to make Selection.
Then press Enter <┘.
```

Figure 3-2. SHSC Management System MAIN MENU.

The MAIN MENU selects the appropriate part of the program to handle issues or returns, determine reordering requirements, update the data bases, and create reports.

Chapters 4 through 13 explain the detailed operations of each MAIN MENU selection and are ordered as in the MAIN MENU. However, after reading this Chapter, Chapter 8 (concerning inventory) and Chapter 9 (concerning accounts) should be read next.

Throughout the SHSC Management System, the two lines on the bottom of the screen lines contain help and error messages. In most cases, they will answer any questions concerning what to do next.

3.4 Introduction to Operations

3.4.1 Description of Data Saved by the SHSC Management System

The SHSC Management System maintains information about inventory items, accounts, customers authorized to receive material under each account, and suppliers and facilities associated with the accounts computer. The program maintains records of account and customer transaction histories and items under repair.

To begin recording transaction histories, only basic data items describing accounts, customers, and inventory items must be set up. The remaining data items for accounts, customers, and inventory, and the descriptions of suppliers and housing units need not be entered into the SHSC Management System before transactions can be entered. For example, entering a customer's name and ID number is required,

but entering a customer's phone number, although not required, provides information for followup calls to a customer who has overdue items. Although for each inventory item, the system requires entering only the catalog (identifying) number and classification as consumable or nonconsumable, also entering an item's warehouse location (row and bin) could assist clerks in locating items for customers. The SHSC program can also determine inventory items requiring reordering, if reorder quantities and levels are specified. Providing such information allows monitoring of additional aspects of the program's operation. The sections of this manual dealing with data entry identify which data items are required, and those that are optional.

The program's design intentionally allows latitude in assigning codes for accounts, customers, and inventory identifying codes, making the program responsive to local needs. However, certain conventions should be established and followed.

3.4.1.1 Account Data

Inventory items are issued to an account. An account may be a family housing unit, a troop barracks unit, a work group within an administrative building, or any other appropriate unit. Each account has one or more customers authorized to receive material under that account. For instance, a family housing unit might have the two spouses authorized, while a barracks may have one to three authorized enlisted personnel. Each account has an alphanumeric identifying code or ID, which is different from all other account IDs. Each customer has a unique customer ID, different from all other customer IDs.

Account IDs may be housing or facility unit number, truncated or abbreviated street address, or even the ID of an authorized customer—whichever is convenient.

3.4.1.2 Inventory Data

The program maintains information about inventory items, including catalog number, type, category, description, and information about stock level, the need to reorder, and availability. A complete description of the data to be entered is found in Chapter 8, "Edit Inventory."

Inventory items are designated as either consumable or nonconsumable. Consumable items are those that will not be returned for reuse, such as paint, faucet washers, and toilet seats. Nonconsumable inventory items include tools and other equipment loaned to customers. Temporary nonconsumable items, such as lawn mowers, must be returned by a certain due date and time. Permanent nonconsumable inventory items, such as rakes and snow shovels used by family housing units, remain with a customer until the customer vacates the facility.

Some inventory items should be designated as direct exchange items, which means they should be issued only in exchange for the items they replaced. Direct exchange inventory items are so marked when the inventory item is entered into the system. For example, a new window shade might be issued only if the old, broken one is returned.

Inventory items may be grouped into categories, e.g., paint, plumbing supplies, or electrical.

The number of consumable inventory items that may be issued to an individual between two dates can be monitored for each item. For example, each customer would be limited to 20 leaf bags during the months of October and November.

The program can report that the supply of an inventory item has fallen below a specified threshold level, and may include a user-specified quantity to reorder. The program also allows defining up to two seasonal thresholds and reorder levels, along with the dates that these seasonal exceptions are in effect.

3.4.1.3 Supplier Data

Information maintained about suppliers includes supplier ID, name, address, and phone. The information in this file is covered in Chapter 7.

3.4.1.4 Facility Description Data

The system can maintain facility information, including facility number, type, category, and a description of furnishings and appliances. This file is discussed in more detail in Chapter 10, "Edit Facility Description."

3.4.1.5 Password Data

This information controls access to the system. See Chapter 12 for details.

3.4.1.6 Usage Data

The program also maintains a history of what items have been issued to which customers.

3.4.2 Issues and Returns

The *Issues/Return* operation, the MAIN MENU selection most often used, is for issuing and returning inventory items and equipment to and from customers, keeping track of inventory levels, and printing out reports on customer transactions. Chapter 5 contains a step-by-step description of how to use the *Issue/Return* operation.

3.4.3 Printing Reports

The system can generate reports on outstanding and overdue loans, consumable usage history, items to order, items on order, and inventory check sheets. More on reports can be found in Chapter 11.

3.5 Menus and Screens

The SHSC Management System uses a combination of menus and data entry screens to guide operators. The last two lines of the display provide operator assistance. IF YOU DO NOT KNOW WHAT TO DO NEXT, OR THE PROGRAM BEEPS TO INDICATE AN ERROR, REFER TO THE LAST TWO LINES OF THE DISPLAY.

3.5.1 Menus

The SHSC Management System uses menu screens, such as the MAIN MENU, to allow the operator to move between different parts of the system. When a menu appears, one of the options on the menu will appear highlighted. To select an option other than the one highlighted, use the **up** and **down arrow**

keys to highlight the desired option. Press **Enter** once the desired option is highlighted. For example, if in the MAIN MENU, the ***Issue/Return*** selection is highlighted, press **Enter** to select the ***Issue/Return*** option. To edit inventory items, press the **down arrow** key four times and then press **Enter**. In this latter case, another menu appears, with the options to *Edit, Add,* or *Delete* an inventory item, or to change the catalog number of an item. Table 3-1 lists the keys used to move inside and between menus.

3.5.2 Screens for Data Entry and Editing

The SHSC Management System uses data screens for entering or revising data. The current field is always highlighted (represented in this manual by). While on a data screen, the **F2** key aborts the operation and discards all data entered or revised. The **F10** key saves the information entered or revised and performs the requested operation. If the **F2** key is pressed, the operator is returned to the last screen or menu. Table 3-2 lists the editing functions associated with particular keys.

3.6 Selecting Customer Accounts and Inventory Items

Often the program requires the identification of a customer or inventory item.

3.6.1 Account/Customer Selection

For issuing or returning inventory items, and for some reporting functions, such as generating a report of a customer's overdue loans, the program requires identification of an account, customer, or account-customer combination. When such information is required, the screen displays input fields for account/customer ID, last name, first name, and often a facility ID. Figure 3-3 shows a typical screen indicating a customer and account for issuing or receiving returned items.

Table 3-1

Keys Used for Menus

Key	Function
F2	Return to Previous Menu
Esc	Return to Previous Menu
Up arrow	Move menu highlighter up
Down arrow	Move menu highlighter down
Home	Move to first option in menu
End	Move to last option in menu
Letter	Move to and select first option from top of menu starting with that letter
Enter	Make menu selection

Table 3-2

Keys Used For Data Entry and Editing

Key	Function
Backspace	Erase the character to the left of the cursor and move the cursor left one space
Ins	Insert characters in data. Pressing this key toggles the insert mode. Press the **Ins** key once to turn on the insert mode, and Press the **Ins** key again to turn off the insert mode.
Del	Delete one character
Up arrow	Move to the previous data entry field
Down arrow	Move to the next data entry field
Return	Move to the next data entry field
Home	Move to first space in data entry field
End	Move to end of data entry field
F2	Abort operation, do not save data
F10	Complete operation, save data

```
  Close Transaction      List Overdues      List Outstanding      List Unit
--------------------------------------------------------------------------------
Acct/Cust ID :                                      Today's Date : 03/09/90
   Last Name :
  First Name :
 Facility ID :















--------------------------------------------------------------------------------
Enter Account or Customer ID, or press ENTER to go to name field.
F2-Issue/Return Menu                  Current-Issue/Return Mode
```

Figure 3-3. Screen display of input fields for account/customer ID.

Use one of the following methods to identify the customer or account:

1. *Type the ID number of the account or customer* and press **Enter**.

2. Press **Enter** to bypass the account/customer ID, and type the customer's last name, in full or in part, followed by **Enter**. Press **Enter** again to leave the customer's first name blank. The system will then find the first customer whose last name begins with the characters entered. Press the **PgDn** key to scroll through any other such customers.

3. Press **Enter** to bypass the customer ID, and type the last and then the first name of the customer.

4. If below the First Name field, a field for facility number appears on the screen. As with the above screen, you may press **Enter** three times to bypass the customer ID, last name, and first name, and type the facility number.

From information entered in any one of these four choices, the program will either:

1. Identify a unique account and/or customer

2. Display a list for choosing an authorized customer for the indicated account, or an account for the indicated customer

3. If a facility was entered, and multiple accounts are assigned to the facility, first display a list for choosing the correct account.

For example, if you had entered 084423087 as the account number, and this account had two assigned customers, a window like that shown in Figure 3-4 might appear:

```
  Close Transaction      List Overdues     List Outstanding     List Unit
-------------------------------------------------------------------------------
Acct/Cust ID :  084423087                              Today's Date : 03/09/90
   Last Name :
  First Name :
 Facility ID  ------------------------------------------------
             | SELECT CUSTOMER FOR ACCOUNT 084423087          |
             |     CUST ID     LAST NAME        FIRST NAME    |
             |------------------------------------------------|
             |     084423087   DODGSON          CHARLES     J |
             |     293484758   DODGSON          ALICE         |
             |                                                |
              ------------------------------------------------
-------------------------------------------------------------------------------
↑, ↓, PgUp, PgDn to scroll,  ENTER to select, ESC to cancel
F2-Issue/Return Menu                  Current-Issue/Return Mode
```

Figure 3-4. Customer selection screen.

Then scroll through the list, and press the **Enter** key to select the highlighted customer.

3.6.2 Inventory Item Selection

Two ways also exist to select an inventory item, either:

1. Enter the catalog number of the item, or

2. Enter the category name to which the item belongs, and then use the **PgDn** key to search through the list for the desired item.

4 ISSUES AND RETURNS

Operators will frequently use one of the following *Issue/Return* capabilities of the program:

1. A general issue/return capability to record a customer transaction consisting of any combination of issued or returned items.

2. A return capability to process quickly the return of borrowed items. A clerk would use this function to process the return of lawn mowers.

3. A capability to identify the status of and/or process the return of a single borrowed item. This would be used to identify a borrowed item that a customer has dropped off at a back door.

Before items can be issued to or received from accounts and customers, the accounts, customers, and inventory items must have been entered into the SHSC Management System. Chapters 8 and 9 describe how to do this.

Selecting *Issue/Return* from the MAIN MENU displays a screen (Figure 4-1) for choosing one of the above alternatives:

```
ISSUE/RETURN MENU

Main Menu
Issue/Return Mode
Return Only Mode
Identify Returned Item
Consumable Usage Display Parameter
```

Figure 4-1. ISSUE/RETURN MENU.

4.1 Issue/Return Mode

4.1.1 Steps to Enter a Transaction

To access *Issue/Return*, choose *Issue/Return* from the MAIN MENU. Following is a step-by-step guide for entering and closing transactions. The examples assume that data has been entered into at least the inventory and customer data files.

STEP 1 - Selecting a Customer Record/Account

Follow the instructions in section 3.6.1 to select a customer and account. The screen shown in Figure 4-2 will then appear.

```
Close Transaction      List Overdues     List Outstanding     List Facility

Customer ID: 084423087     Account ID: 084423087   Today's Date:  03/09/90
  Last Name: DODGSON                                  Consumable Usage($)
 First Name: CHARLES        Unit Type: Family                 Limit: 3000
Facility ID: P48938           Address:                      Current:    0

Catalog #       Description                           C/T/P I/R Qty Due Date Time
------------------------------------------------------------------------------
                                                                0   /  /     :

Type or Wand in Catalog #.  F8 to input from portable Barcode Unit.
↑↓ scrolls; F5 Transaction Menu; F4 Add a line; DEL delete a line; F2 Quit
```

Figure 4-2. Issue/Return mode screen.

Note that the top line of the Issue/Return screen contains the TRANSACTION MENU, which allows the operator to close transactions, to list overdue and outstanding items for the account, and to list the description of the account's facility. After identifying a customer or account, the TRANSACTION MENU is accessed by pressing **F5**. The menu is similar to the other menus (except for the horizontal, rather than vertical arrangement of choices). Use the **arrow** keys to highlight through the choices, and press **Enter** to make the selection.

The Consumable Usage Limit and Current, near the top on the right indicates and tracks usage against a dollar limit value of consumable item usage during a user-defined time period. Section 4.5 describes how to set these limits.

If the customer has any overdue equipment, the *List Overdues* selection of the TRANSACTION MENU at the top of the screen flashes. By pressing **F5** to get to the Transaction Menu, and then selecting *List Overdues*, a display of the overdue items for the customer will appear. Although reviewing this overdue list is optional, the operator would certainly do so if local policy prohibited issuing items to customers having overdue items.

The lower half of the screen shown in Figure 4-2 now serves as a multiline, scrollable form for entering the items the customer obtains from and/or returns to the Self-Help Center during this visit. Each line of this form represents the issue or return of a single item. The columns of the form are:

1. Catalog # Catalog number of the item
2. Description First line of item's description
3. C/T/P Consumable issue, temporary loan, permanent loan
4. I/R Issue or return of an item

5.	Qty	Quantity issued or returned
6.	Due Date	For temporary loan
7.	Due Time	For temporary loan
8.	Serial #	For nonconsumables with serial numbers. (This column is off the right edge of the transaction menu screen. Step 7 explains access and use of this column.)

Steps 2 through 9 explain the use of these columns.

STEP 2 - Enter the Inventory Item's Catalog Number

Enter the Self-Help catalog number for the inventory item, and press **Enter**. The system displays (Figure 4-3) the description of the inventory item, including the location within the storeroom (if this information was entered for the item). The Message Box shows inventory availability and authorization information. The following steps explain the use of the remaining data fields.

```
 Close Transaction      List Overdues     List Outstanding     List Facility
===============================================================================
 Customer ID: 084423087     Account ID: 084423087   Today's Date:   03/09/90
   Last Name: DODGSON
  First Name: CHARLES         Unit Type: Family
 Facility ID: P48938            Address:

Catalog #        Description                       C/T/P I/R Qty Due Date Time
-------------------------------------------------------------------------------
00000035         LAWN MOWER                        T     I      1 03/09/90 18:00







   ======== Message Box ========                                  Location
   Available:  10                                                Aisle:
   Authorized for item.                                            Row:
                                                                   Bin:
-------------------------------------------------------------------------------
Enter T for Temporary Loans, P for Permanent Issues.
↑↓ scrolls; F5 Transaction Menu; F4 Add a line; DEL delete a line; F2 Quit
```

Figure 4-3. Issue/Return mode screen with entered inventory item.

STEP 3 - Indicate Type of Issue (C/T/P)

There are two types of inventory items: consumable and nonconsumable. The type is determined at the time the inventory item is entered into the system (see Chapter 8, "Edit Inventory").

If the item is a consumable item, the C/T/P field automatically shows a C for Consumable. The C/T/P field cannot be changed for consumable items.

For nonconsumable items, indicate either T for a Temporary Nonconsumable Issue, or P for a Permanent Nonconsumable Issue. T appears by default, but enter P if appropriate. The I/R (for Issue or Return) column defaults to I, and the quantity defaults to 1. For a T entry, the due date and time defaults to values corresponding to the default loan period for that item. (Chapter 8, "Edit Inventory," explains establishing default loan periods.)

Figure 4.3 represents the situation for a lawn mower, a serial numbered, nonconsumable item, issued for temporary loan.

The program defaults I/R to I, the quantity to 1, and calculates the Due Date and Time. These defaults can be changed as needed by the following steps.

STEP 4 - Indicate whether an Issue or Return Transaction

Enter I or R where:

I - Issue an inventory item
R - Return an inventory item.

The default value is I, but may be changed to R as needed when the I/R field is highlighted. If changed to R, any Due Date and Time calculated for a Temporary Nonconsumable Issue are deleted.

STEP 5 - Enter Quantity of the Inventory Item (For consumable items and nonconsumable items without serial numbers)

Enter the number of items to issue or return. For serial numbered, nonconsumable items, this quantity cannot be changed from the default value of 1, because a serial number must be entered for each item.

STEP 6 - Enter the Due Date and Due Time (For nonconsumable temporary issues only)

For temporary issues of nonconsumable items, default values of the due date and time are defaulted to either the current date and time, or to the date and time calculated from the default days and hours of loan established for that item in the inventory data base. Chapter 8, "Edit Inventory," discusses how to set these defaults. For permanent issues and for consumable issues, the due date and time are not and cannot be entered.

The operator may change the calculated default due date and/or due time values by typing the desired values. Pressing **Enter** accepts a value.

STEP 7 - Enter Item Serial Number (For issue and returns of nonconsumables with serial numbers only)

After you types or accept the due time, the display scrolls to the left, exposing the serial number column on the right edge of the screen. Enter the serial number of the item being borrowed or returned. For item returns, the serial number must be entered. For issues, the serial number may be left blank at this time, but it must be completed before closing out the customer's transactions (described in Step 9).

(By not requiring immediate entry of the serial number, the Self-Help Center attendant may type in several items before going to the stock area to retrieve any serial numbered items.)

The following screen (Figure 4-4) appears:

```
 Close Transaction      List Overdues      List Outstanding      List Facility

  Customer ID :084423087     Account ID :084423087   Today's Date : 03/09/90
    Last Name :DODGSON                                   Consumable Usage($)
   First Name :CHARLES        Unit Type :Family                  Limit: 3000
  Facility ID :P48938           Address :                      Current:    0

 Description                    C/T/P I/R Qty Due Date Time  Serial Number
 -----------------------------------------------------------------------------
 LAWN MOWER                       T     I     1 03/09/90 13:40



            Message Box                                          Location
   Available:    10                                              Aisle:
   Authorized for item.                                            Row:
                                                                   Bin:
Enter serial number of returned item.
↑↓ scrolls; F5 Transaction Menu; F4 Add a line; DEL delete a line; F2 Quit
```

Figure 4-4. Issue/Return mode screen at serial number prompt.

An error message appears if (1) for an issue, the item with the indicated serial number is unavailable for loan, or (2) for a return, the item with the indicated serial number has not been borrowed under the current customer's account.

STEP 8 - Enter Next Catalog Number, or Edit Previous Lines

Either (1) press the **down arrow** key to advance to a blank line, and return to Step 2-Enter an Inventory Catalog Number, or (2) press the **up arrow** key to edit previous lines.

After the list of transactions has been entered as desired, proceed to Step 9.

STEP 9 - Close the Customer Transaction

Press **F5** to activate the Transaction Menu, located at the top of the screen. The *Close Transaction* function will initially be highlighted. Upon selecting it, a menu (Figure 4-5) will appear, containing three choices: *Process Customer Transaction, Discard Customer Transaction,* and *Return to Transaction List.*

```
 Close Transaction       List Overdues      List Outstanding      List Facility
 C  Process Customer Transaction   t ID :084423087    Today's Date : 03/13/90
     Discard Customer Transaction                          Consumable Usage($)
     Return to Transaction List    Type :Family                    Limit: 3000
 F                                 ress :                        Current:    0

 Catalog #        Description                      C/T/P I/R Qty Due Date Time
 ------------------------------------------------------------------------------
 00000035         LAWN MOWER                       T     I     1 03/13/90 11:41
 00000034         GARDEN RAKE                      P     I     1   /  /   00:00
 00000036         FAUCET WASHER                    C     I     2   /  /   00:00

     ======== Message Box ========                                 Location
     Available:  20                                                Aisle:
     Authorized for item.                                            Row:
                                                                     Bin:

 Process or discard the customer transaction.
 ESC-Cancel
```

Figure 4-5. Issue Return screen showing Close Transition function.

Choosing *Discard Customer Transaction* will clear the data entry screen, and leave the system ready for another customer. The data base is not updated with any of the items that were entered on the screen.

Choosing *Process Customer Transaction* will update all data files with the issues and returns entered for the account and customer. Reports describing the items issued and returned are printed. Depending on local policy, the customer may be asked to sign these reports. If the report is printed on two-ply sheets, the customer can be given the duplicate copy.

Before selecting *Process Customer Transaction*, the printer must be on and ready to print.

The printed reports are tagged with the date and time in the upper right hand corner. The Self-Help Center may either file these by account, or keep them filed by the date and time tag. Because the reports probably will not have to be referred to again, the second approach is recommended. The necessary receipts can be searched by date and time if the hard copy is needed to resolve disputes between the store and a customer.

After printing the reports, the program clears the screen, and the operator can either enter the next customer or press F2 to return to the MAIN MENU.

4.1.2 Overdue and Outstanding Loans

To list information about the account's overdue and outstanding items from the Transaction Menu, use the **right** and **left arrow** keys to highlight the desired selection, and then press **Enter**.

4.1.3 List Facility

List the description of the facility for the customer's account by moving up to the Transaction Menu and then choosing *List Facility.*

4.1.4 Leaving Issue/Return

To leave the Issue/Return screen, press **F2** or **F10**, whichever is appropriate.

4.2 Return Only Mode

For this mode, the initial screen image allows input of an account or customer number, as in the Issue/Return mode above. The computer displays the account's customers (in the upper right portion of the screen) and outstanding temporary loans (in the center of the screen). The operator can scroll up and down the loan list and mark items that have been returned by pressing the **Del** key or typing the quantity of items returned.

Pressing **F8** switches to (and back from) *the list of permanent issues to the account.*

To record the marked items from both lists as returned, and to print a returned item receipt for the customer, press **F5** to access the Transaction Menu (Figure 4-6), and select *Close Transaction.* From the menu that immediately appears, choose *Process Customer Transaction.*

```
Close Transaction     List Overdues     List Outstanding     List Facility
===========================================================================
 Account ID  : 084423077       Customers : 084423077   DODGSON, CHARLES
 Unit Type   : Family                      084423078   DODGSON, ALICE
 Facility ID : P48938
---------------------------------------------------------------------------
                     Outstanding Temporary Loans
  Qty                                                      Qty Customer
  Ret Catalog #        Description          Serial #       Iss    ID
---------------------------------------------------------------------------
   0  00000035         LAWN MOWER           22               1  084423077









---------------------------------------------------------------------------
Del to return quantity 1, or type quantity returned.
F5-Transaction Menu      F8-Mark returned Permanent Items.
```

Figure 4-6. Return Only mode screen.

4.3 Identify Returned Item

From the Issue Return Menu, select *Identify Returned Item* to enter a serial numbered item that a customer has dropped off. The screen first requests a serial number. If more than one catalog number has the indicated serial number on loan, the catalog number must also be indicated. Once an item has been identified, the account and borrowing customer appear on the screen, and the operator may enter whether the item has been returned. No receipt is printed. The Temporary Loan Identification screen (Figure 4-7) will accept this information.

```
                  IDENTIFY TEMPORARY LOAN ITEM

Serial Number: 22
    CATALOG #: 00000035         Issued Qty:  1
  DESCRIPTION: LAWN MOWER


    LOANED TO:
     Customer: 084423077          Name: DODGSON, CHARLES
      Account: 084423077      Facility: P48938
      Address:

                  Has item been returned(Y/N)?

F2-Issue/Return Menu
```

Figure 4-7. Temporary loan identification screen.

4.4 Consumable Usage Display Parameter

Selecting this option from the Issue/Return Menu allows setting of consumable usage limits which, if exceeded, produce a warning message on the screen during issue return mode. By selecting this option, you may complete the Consumable Usage Display Parameters screen (Figure 4-8).

```
Self-Help Service Center Management System

Consumable Usage Display Parameters

Range: From Mo/Yr: 02/90
       Thru Mo/Yr: 11/90

Default Limits: Family: 3000
               Barrack: 2000
                Others: 1000

Enter range of dates to display consumable usage.
F2-ABORT!  F10-Save Changes!
```

Figure 4-8. Consumable Usage Display Parameters screen

Completing the above screen would, for example, produce a warning message on the Issue/Return Mode screen if the barracks account consumable issues between 02/90 and 11/90 had exceeded $2000.

5 EQUIPMENT REPAIR

The *Equipment Repair* selection allows recordkeeping of equipment and tool items sent out for repair and the receipt of these items when they are returned. Choose *Equipment Repair* from the MAIN MENU and press **Enter**. The EQUIPMENT/REPAIR MENU (Figure 5-1) appears:

```
EQUIPMENT REPAIR MENU

Main Menu
Send Item for Repair
Receive Repaired Item
```

Figure 5-1. EQUIPMENT REPAIR MENU.

5.1 Send Item for Repair

1. Choose *Send Item for Repair* from the EQUIPMENT REPAIR MENU. The Send Item for Repair screen appears.

2. Enter the catalog number of the item to be sent for repair, or enter the category of the item and use the **PgDn** key to select the desired catalog number.

3. Enter the serial number of the item.

4. Enter the date and press **F10** to save the transaction (or **F2** to abort).

5.2 Receive Repaired Item

1. Choose *Receive Repaired Item* from the EQUIPMENT REPAIR MENU.

2. The Receive Repaired Item screen appears.

3. Either

   a. Enter the catalog number of the item to be received, or

   b. If no item with a different catalog number has the same serial number as the item being returned, press **Enter** to advance to the serial number field.

   c. Either:

      (1) Enter the serial number for the received item, or

      (2) If you entered a catalog number, press **Enter** to display the first item with that catalog number in repair. **PgDn** scrolls through all such items until you find the desired one.

4. Enter the labor cost and parts cost information from the invoice or work order for the repair, and the date received. Entering Labor Cost and Parts Cost may be skipped (by leaving as zero) if these items are not being tracked.

5. Press **F10** to save the transaction (or **F2** to abort).

6 REORDERING AND RECEIVING INVENTORY

This choice adjusts the Quantity on Order for individual inventory items, puts all inventory items below their threshold on order, and receives items that are on order. Choose *Reorder/Receive Inventory* from the MAIN MENU. The REORDER/RECEIVE MENU (Figure 6-1) appears:

```
REORDER/RECEIVE MENU

Main Menu
Review/Adjust Quantity on Order for individual items
Review/Order all needed items
Receive items ON order
```

Figure 6-1. REORDER/RECEIVE MENU.

6.1 Review/Adjust Quantity on Order for Individual Items

Select the second choice from the REORDER/RECEIVE MENU, and identify an inventory item. A screen similar to the one shown in Figure 6-2 appears. Enter the additional quantity to be ordered, which is the only value on the screen that may be changed. Press **F10** to accept, or **F2** to cancel.

```
              Self-Help Service Center Management System

        Review/Adjust Quantity on Order for Individual Items

    Catalog: DE00002                 CONSUMABLE
    Category:
    Desc: SHADE, NOLITE FLEXGLASS, FIBGL
    VINYL CTD, IVORY, TIP TO TIP 15 3/4 X 72, W/ WOODEN ROLLER,
    HARDWARE, GROMMET, AND SHADE PULLS

    Available   On loan   Inoperative   On Order   In System
        8    +     0   +       0     +     22    =     30

    Additional Qty to Order:   0

Enter the quantity to put ON order.
F2-Discard Order   F10-Save Order
```

Figure 6-2. Review/Adjust order quantity.

6.2 Review/Order all Needed Items

Select *Review/Order all Needed Items* from the REORDER/RECEIVE MENU. The program will spend some time to determine which inventory items require reordering, and then to print the following menu (Figure 6-3).

```
                 REVIEW/ORDER ALL NEEDED ITEMS MENU

 Return to REORDER/RECEIVE Menu
 Review all needed items (short form)
 Review all needed items (long form)
 Print reorder list and Update Database's Quantities on Order
```

Figure 6-3. REVIEW/ORDER ALL NEEDED ITEMS MENU.

The second and third choices allow reviewing and revising the recommended reorder quantities for those items identified as in need of reordering. Neither of these choices updates the quantities on order.

If either *"Review all needed items"* choice is selected, a horizontal menu (Figure 6-4) appears at the bottom of the screen, asking how the items should be sorted for the review:

```
Review items sorted on:     Catalog #     Category     Supplier
```

Figure 6-4. Sort items prompt.

For *Review all needed items (short form)*, the following screen (Figure 6-5) appears:

```
                    Self-Help Service Center Management System


                                                            IN     TO    REORDER
 CAT NO    C/N DESCRIPTION                         SUPPLIER SYSTEM ORDER  LEVEL

 DE00002   C   SHADE, NOLITE FLEXGLASS, FIBGL                 0     20     10
 DE00023   N   RAKE                                          40     10     10

Change amounts to reorder as desired. Terminate each change with ENTER.
Use  ↓, ↑, PgUp, PgDn to navigate.  F10 when done.
```

Figure 6-5. Review needed items (short form).

On this screen, only the To Order values may be changed, by typing over the existing values. Press **Return** after typing in a new number. The **up** and **down arrow** keys scroll though the table one line at a time. The **PgUp** and **PgDn** keys scroll a screen at a time. Changes do not become a part of the data base until the Reorder List is printed (select the fourth choice on the REVIEW/ORDER ALL NEEDED ITEMS MENU). Press **F10** returns you to the REVIEW/ORDER ALL NEEDED ITEMS MENU.

For *Review all needed items (long form)*, the following screen (Figure 6-6) appears:

```
                Self-Help Service Center Management System



Catalog:  DE00002                 CONSUMABLE
Category: STRU
Desc: SHADE, NOLITE FLEXGLASS, FIBGL
VINYL CTD, IVORY, TIP TO TIP 15 3/4 X 72, W/ WOODEN ROLLER,
HARDWARE, GROMMET, AND SHADE PULLS

Available   On loan   Inoperative   On Order   In System
    8    +     0   +        0    +      22    =     30

Additional Qty to Order:  20

Change amounts to reorder as desired. Terminate each change with Enter.
Use ↑, ↓ PgUp, PgDn to navigate.  F10 when done.
```

Figure 6-6. Review needed items (long form).

On this screen, only the Additional Quantity to Order can be changed. The **up** and **down arrows,** and **PgUp** and **PgDn** keys scroll through the items that need to be reordered. Pressing **F10** returns to the REVIEW/ORDER ALL NEEDED ITEMS MENU.

While the second and third choices on the REVIEW/ORDER ALL NEEDED ITEMS MENU allow reviewing and revising quantities to reorder, it is the fourth choice, *Print Reorder List and Update Data Base Quantities on Order*, which actually updates quantities reordered in the inventory data base. This choice also prints a report of all reordered quantities. Activating the fourth choice without first selecting the second and third choices updates the reorder quantities in the inventory data base without reviewing the quantities.

6.3 Receive Items ON Order

Use this choice from the REORDER/RECEIVE MENU to indicate that previously ordered items have been received. The program will prompt for the catalog number of the item received and then for the quantity received. Press **F10** after entering the quantity, and the program will decrease the quantity on order and increase the quantity available by the indicated amount.

7 SUPPLIERS

The system can keep a list of suppliers for different inventory items. Records can be added, edited, or deleted; suppliers are identified by a code of up to four characters. One supplier code may be entered for each inventory item. This feature need not be used if no inventory items are assigned to suppliers.

From the MAIN MENU, choose *Edit Suppliers*, and press **Enter**. The SUPPLIERS MENU (Figure 7-1) appears:

```
SUPPLIERS MENU
Main Menu
Edit Suppliers
Add Suppliers
Delete Suppliers
```

Figure 7-1. SUPPLIERS MENU.

7.1 Edit Suppliers

1. Choose *Edit Suppliers* from the SUPPLIERS MENU, and press **Enter**.
2. Enter the supplier ID. (The screen in Figure 7-2 appears.)
3. Make changes to information appearing on the screen by moving to and typing over it.
4. Press **F10** to save changes (or **F2** to discard).

```
Self-Help Service Center Management System

EDIT Supplier

Supplier: DON1

Name:     DON'S HARDWARE
Phone:    217-333-1000
Address:  50 EAST MAIN
          ARTHUR, USA

Contact:  DON TWENLEY

F2-Discard Changes   F10-Save Changes   ↑↓-Prev/Next Field
```

Figure 7-2. EDIT Supplier screen.

7.2 Add Suppliers

1. Choose *Add Suppliers* from the SUPPLIERS MENU, and press **Enter**.

2. Enter the ID for the new supplier. Enter name, phone number, address, and contact information on the screen (similar to the EDIT suppliers screen).

3. Press **F10** to save changes (or **F2** to discard).

7.3 Delete Suppliers

1. Choose *Delete Suppliers* from the SUPPLIERS MENU, and press **Enter**.
2. Enter supplier number. (Information for the supplier will be displayed.)
3. Press **F10** to delete (or **F2** not to delete).

8 INVENTORY AND STORE HOURS EDIT

The *Inventory and Store Hours* function lets you add, delete, and revise inventory items and store hours information. Choose *Inventory and Store Hours* from the MAIN MENU, and press **Enter**. The following menu (Figure 8-1) appears:

```
INVENTORY AND STORE HOURS MENU

      Main Menu
      Edit inventory items
      Add inventory items
      Delete inventory items
      Edit item serial #s
      Change catalog #s
      Store Hours/Calendar
```

Figure 8-1. INVENTORY AND STORE HOURS MENU.

8.1 Edit Inventory Items

Choose *Edit Inventory Items* from the INVENTORY AND STORE HOURS MENU, and press **Enter**. Either: (1) type the catalog number of the item to edit, **then Enter**. Figure 8-2 (for consumable items) or Figure 8-3 (for nonconsumable items) will appear, displaying all the information for the indicated item, or (2) Press Enter and indicate a category. Either Figures 8-2 or 8-3 will appear for the first item in the category. Use **PgDn** to scroll through the category items. Press **Enter** to edit a desired item.

```
================================ EDIT Inventory Item ================================
 Catalog: 00000035           Type: Nonconsumable Item    Serials (y/n): Y
-------------------------------------------------------------------------------------
 Category: GARDEN
 NSN: 7184-83-274-9384             Authorization: FBO  Unit of Issue: EA
 Description: LAWN MOWER


 Location     Aisle:        Row:       Bin:
 Supplier:                                             Last Cost:  175.00
-------------------------------------------------------------------------------------
 Default Days of Loan:   1          Available:     20
 Default Hours of Loan:  0          On Loan:        4
                                    Inoperative:    3
                                    On Order:       6

 ------------------ Reorder Levels --------------------
   Min. Threshold            Seasonal Exceptions
                      1-Start:            2-Start:
   Level:   20         End:                End:
   Qty:      6         Level:    0         Level:    0
                       Qty:      0         Qty:      0
-------------------------------------------------------------------------------------
 Enter: C-Consumable Item  N-Nonconsumable Item    <┘-Default
 F2-Discard Changes   F10-Save Changes   ↑↓-Prev/Next Field
```

Figure 8-2. EDIT Inventory Item screen (nonconsumable item).

```
═══════════════════════ EDIT Inventory Item ═══════════════════════
  Catalog: 00000036            Type: Consumable Item
 ------------------------------------------------------------------------
 Category: GARDEN
 NSN:  459-43-590-9876            Authorization: FBO  Unit of Issue:
 Description: LEAF BAGS


 Location     Aisle: 5     Row: A     Bin: 15
 Supplier:                                          Last Cost:    0.30
 ------------------------------------------------------------------------
 Direct Exchange Item (y/n): N
 ┌────── Monitor Data ──────────┐        ┌──── Stock ────┐
    Start Monitoring: 08/1                Available:  250
    End   Monitoring: 11/30               On Order:   100
    Issue Limit:  15
 ┌────────────── Reorder Levels ────────────────────┐
   Min. Threshold            Seasonal Exceptions
                      1-Start:  09/01    2-Start:  03/01
    Level:    50        End:    11/30      End:    06/30
    Qty:      50        Level:  300        Level:  150
                        Qty:    100        Qty:     75
 ------------------------------------------------------------------------
 Enter: C-Consumable Item   N-Nonconsumable Item    <┘-Default
 F2-Discard Changes   F10-Save Changes    <┘-Next Field
```

Figure 8-3. EDIT Inventory Item screen (consumable item).

Make any necessary changes by typing over the information appearing on the screen. (The fields are described below.) Press **F10** to save changes (or **F2** to discard).

The following data elements are common to both consumable and nonconsumable items. ONLY THE CATALOG NUMBER AND THE DESIGNATION AS CONSUMABLE OR NONCONSUMABLE ARE REQUIRED. (For a definition of "consumable" and "nonconsumable," see Section 3.4.1.)

1. Catalog number: Locally defined number for an item. It is required and may have up to 15 alphanumeric characters. If using barcoding for inventory, this could be the barcode on the item's packaging.

2. Consumable or Nonconsumable: Indicated by C or N. When editing an existing item, press **Enter** to keep the current value.

3. Category: Designates items as for plumbing, electrical, housewares, and so forth, but may be used however desired.

4. Authorization: A character string containing one or more of the letters F, B, and O, to designate whether the item is authorized for family housing, barracks, and/or other facilities.

5. Unit of Issue: Any two-character code (such as EA or FT). (May be left blank.)

6. Description: Consists of up to three lines. The first line may have up to 30 characters, while the other two may have up to 60 characters each.

For consumable items, the following optional data elements may be completed:

1. Direct Exchange: Enter Y for Yes if the customer is usually expected to return an old item in order to receive a new item. (This is determined by local policy.) Direct exchange often applies to items such as window shades and light bulbs. Designate N for No if direct exchange is not required. When a direct exchange item is issued to a customer, a message will appear on the screen advising that the item is a direct exchange. This message does not mean that the item cannot be issued to the customer since this also depends on local policy.

2. Start Monitoring, End Monitoring Dates: Used only if desiring to restrict the number of some item issued to any one customer between specified dates (month and day). For example, this could be used to restrict issuing of leaf bags in autumn.

3. Issue Limit: Limit of the number to be issued to any customer between the Start Monitoring and End Monitoring dates.

4. Available: Number in stock available for issue.

5. On Order: Number on order.

For consumable items, the following data elements apply:

1. The total number in stock plus the number on order represents the number IN SYSTEM.

2. The number available. If a nonzero value is not entered, the program prints a warning that none of the item is available when the operator attempts to issue the item.

3. The number on order.

For nonconsumable items, the following data elements apply:

1. Serials (Y/N): Indicates whether the individual items issued have serial or other identifying numbers. For example, lawn mowers issued can be identified by number, but rakes cannot.

2. Default Days and Hours of Loan: The program adds these values to the current date and time to calculate the due date and time for items issued on temporary loan. If the due date and time fall outside store hours, the program adjusts them to one hour after opening on the store's next business day. The calculated values can always be revised manually. Section 8.6, "Store Hours/Calendar," describes how to set the store's daily and holiday hours for calculating the due dates and times for temporary loans.

3. Available: The number of items available for loan.

4. Inoperative: The number of items not operating or in for repair.

5. On Loan: The number of items currently on loan.

6. On Order: The number of items on order.

For nonconsumable items, the following qualifications apply:

1. The number IN SYSTEM is the sum of the items available, inoperative, on loan, and on order.

2. If the Serials field is Y, the number of items available, inoperative, and on loan are calculated, and operators cannot modify them. The *Edit item serial #s* selection on the INVENTORY AND STORE HOURS MENU is used to enter individual items into the data bases.

For both consumable and nonconsumable items, in the "Reorder levels" entries (lower portion of Figures 8-1 and 8-2 up to three reorder thresholds and reorder quantities may be specified. These are used by the functions of the REORDER/RECEIVE INVENTORY section of the program (Chapter 6) to recommend the quantity of each item to reorder. For consumable item 00000036 above, the default is set for when the number IN SYSTEM falls below 50, and the program will recommend a reorder for 50. However, between 1 September and 30 November, when the number IN SYSTEM falls below 300, the program will recommend a reorder of 100; and between 1 March and 30 June, when the number IN SYSTEM falls below 150, the program will recommend a reorder of 75. The entry of reorder levels and quantities are optional.

8.2 Add Inventory Items

1. Choose *Add inventory items* from the INVENTORY AND STORE HOURS MENU, and press **Enter**. (The Add Inventory Item screen appears.)

2. Enter the catalog number of the new item. The following screen (Figure 8-4) will appear:

```
=========================== ADD Inventory Item ==============================
 Catalog: 33                    Type: Consumable Item
-----------------------------------------------------------------------------
 Category:
 NSN:     -  -  -                    Authorization: FBO  Unit of Issue:
 Description:

 Location     Aisle:        Row:        Bin:
 Supplier:                                               Last Cost:    0.00
-----------------------------------------------------------------------------
 Direct Exchange Item (y/n): N
 ┌──────── Monitor Data ──────────┐            ┌──── Stock ─────┐
   Start Monitoring:                            Available:    0
   End   Monitoring:                            On Order:     0
   Issue Limit:   0
 ┌───────────────── Reorder Levels ─────────────────────────────┐
  Min. Threshold              Seasonal Exceptions
                       1-Start:              2-Start:
   Level:     0         End:                  End:
   Qty:       0         Level:     0          Level:     0
                        Qty:       0          Qty:       0
-----------------------------------------------------------------------------
 Enter: C-Consumable Item   N-Nonconsumable Item     <┘-Default
 F2-Discard Changes    F10-Save Changes    <┘-Next Field
```

Figure 8-4. ADD Inventory Item (consumable).

1. Choose whether the item is Consumable (C) or Nonconsumable (N), and press **Enter**. (The Consumable (C) type is the default option.) If N is entered to identify the item as nonconsumable, the following screen (Figure 8-5) will appear:

```
                      ADD Inventory Item
 Catalog: 33                  Type: Nonconsumable Item    Serials (y/n): Y
------------------------------------------------------------------------
 Category:
 NSN:      -  -   -               Authorization: FBO  Unit of Issue:
 Description:


 Location     Aisle:       Row:        Bin:
 Supplier:                                           Last Cost:    0.00
------------------------------------------------------------------------
 Default Days of Loan:   0          Available:      0
 Default Hours of Loan:  0          On Loan:        0
                                    Inoperative:    0
                                    On Order:       0

              Reorder Levels
  Min. Threshold              Seasonal Exceptions
                       1-Start:               2-Start:
   Level:     0          End:                   End:
   Qty:       0          Level:    0            Level:    0
                         Qty:      0            Qty:      0

Enter a common category under which to sort.
F2-Discard Changes   F10-Save Changes   ↑↓-Prev/Next Field
```

Figure 8-5. ADD Inventory Item (nonconsumable).

4. Indicate Y or N for whether each item has a serial number.

5. For both consumable and nonconsumable items, enter the item's information press **F10** to accept, or press **F2** to cancel this information. Section 8.1, "Edit Inventory Items," explains use of the fields.

8.3 Delete Inventory Items

1. Choose *Delete inventory items* from the INVENTORY AND STORE HOURS MENU, and press **Enter**. The Delete Inventory Item screen appears.

2. Enter the catalog number of the item you wish to delete, or choose the category and search with the **PgDn** key. The information for the inventory item is displayed on the screen.

3. Press **F10** to delete the item (or **F2** not to delete).

8.4 Edit Item Serial Numbers

This selection allows entering individual instances of serial numbered, nonconsumable items, e.g., lawn mowers, hedge trimmers, or circular saws. A serial numbered, nonconsumable item cannot be issued until the item has been entered into the data base.

Upon selecting this choice from the INVENTORY AND STORE HOURS MENU, enter a valid catalog number when prompted, and a screen such as that shown in Figure 8-6 appears.

```
                Self-Help Service Center Management System

                   ITEM SERIAL NUMBER ADDITION/DELETION

       Catalog: 00000035
      Category:
```

Serial #	Date into Service	# Times Used	Status	Del/New
100	03/14/89	26	A	
200	04/09/88	16	T	
300	05/15/88	14	T	
400	01/01/88	32	R	

```
Enter date this item placed in service.
↑,↓,PgUp,PgDn scrolls; F4 adds a record; F10 when done; F2 cancels all changes
```

Figure 8-6. ITEM SERIAL NUMBER ADDITION/DELETION screen.

The screen displays a scrollable table of all of the items having that catalog number that are in the system, sorted by serial number. The Status column indicates whether the item is available for loan, on permanent or temporary loan, or in repair. The Del/New column, initially blank, becomes N for New Items Entered, and D for Deleted Items. No additions, changes, or deletions made to this table become permanent until **F10** is pressed. This table is sorted when any data is entered. If items of this catalog number are being entered for the first time, this table appears blank.

To add a new item, press **F4**. A blank row appears at the top of the table. Enter the serial number, and press **Enter**. The program redraws the table so that the new serial item appears at the top of the table, and sets the "Date into Service" to the current date, the "# Times used" to 0, the "Status" to A (for Available for Loan), and the "Del/New" column to N (for a New Item). In the above table, entering 500 for the new item's serial number will cause the new item to be on the first line of the table. Scrolling with the **up arrow** or **PgUp** causes items 100 to 400 to reappear. The Date into Service, Number of Times Used, and Status can be changed for the new item. If the Status is changed to T (for Temporary Loan) or P (for Permanent Loan), a pop-up screen appears asking for the customer/account of the item's borrower. If the borrower information is not entered, the program will delete the new serial numbered item.

To delete an item, move the cursor to the desired row and press the **Del** key. The letter D is placed in the Del/New column. Only items of status Available or In Repair can be deleted. Pressing the **Del** key again undeletes the item (and removes the D from the Del/New column). Deletions become permanent only when the **F10** key is pressed.

If a serial numbered item has already been established, it can only (1) have its Date into Service and # Times Used edited, or (2) be deleted.

After pressing **F10**, the program may take a minute or so to update the data base.

8.5 Change Catalog Numbers

1. Choose *Change Catalog #s* From the INVENTORY AND STORE HOURS MENU, and press **Enter**. The Change Catalog Number screen appears.

2. Enter the catalog number for the item to be changed, or enter the category. If only the category is entered, a list of items in that category from which to choose will appear.

3. Enter the new catalog number, and press **Enter**.

4. The program next requests confirmation of the change. Enter Y for Yes, or N for No.

A delay will occur while the system program updates the catalog number in various data files. This delay can take several minutes in a large data base. In a multi-user environment, other users will be shut out of most other functions, while the catalog number is being changed.

8.6 Store Hours/Calendar

The program allows the setting of normal daily hours and special day hours in order to calculate the due dates and times for temporary loans. This choice from the INVENTORY AND STORE HOURS MENU produces the menu: shown in Figure 8-7:

```
STORE HOURS/CALENDAR MENU

Inventory and Store Hours Menu
Normal Daily Hours
Holiday/Special Hours
```

Figure 8-7. STORE HOURS/CALENDAR MENU.

8.6.1 Normal Daily Hours

The following screen is for setting the normal daily hours of the Self-Help Store. Opening times before 0600 and closing times past 2200 are not allowed, except that an opening time of 00:00 indicates that the store is not open that day. The default settings are shown in Figure 8-8.

Self-Help Service Center Management System

Normal Daily Hours

	Open	Close
SUN	00:00	00:00
MON	08:00	18:00
TUE	08:00	18:00
WED	08:00	18:00
THU	08:00	18:00
FRI	08:00	18:00
SAT	08:00	12:00

Enter opening time of the store.
↑,↓,PgUp,PgDn scrolls; F10 when done; F2 cancels all changes.

Figure 8-8. Normal Daily Hours setting.

8.6.2 Holiday/Special Hours

The following screen (Figure 8-9) designates store hours for holidays and special days. Holiday dates should be updated before the holiday next occurs by changing the date. Special days can be deleted once they are past.

Holiday/Special Hours

DATE	DESCRIPTION	Open	Close
01/01/90	NEW YEAR	00:00	00:00
05/03/90	SPECIAL HOLIDAY	10:00	12:00
05/28/90	MEMORIAL DAY	00:00	00:00

Enter Date.
↑↓ scrolls; F4 add a line; DEL delete a line; F10 done; F2 cancel all changes

Figure 8-9. Holiday Special Hours setting.

9 ACCOUNTS/CUSTOMERS EDIT

The ACCOUNTS/CUSTOMERS MENU allows the operator to edit, add, and delete customers.

Choose *Accounts/Customers* from the MAIN MENU, and press **Enter**. The following menu (Figure 9-1) appears:

```
ACCOUNTS/CUSTOMERS MENU

  Main Menu
  Add accounts
  Edit accounts
  Delete accounts
  Delete customers
  Revise account ID
  Revise customer ID
```

Figure 9-1. ACCOUNTS/CUSTOMERS MENU.

9.1 Add Accounts

1. Choose *Add accounts* from the ACCOUNTS/CUSTOMERS MENU.

2. Enter the ID for the new account. The following screen (Figure 9-2) appears:

```
====================ADD Account====================

Account Type(F,B,O):
         Account ID: 084423087            FACILITY ID:
     Financial Code:          Consumable Item Limit: $    0
     Street Address:

Enter: F (Family Housing), B (Barracks), O (Other)
Hit F2 to abort all changes, F10 key to add/edit customers.
```

Figure 9-2. ADD Account screen.

3. Indicate the type of account (or press **Enter** to accept the default of family housing), and if desired, enter a financial code and facility number.

4. Once this information has been entered, press **F10** and the screen will be replaced with one like that shown in Figure 9-3.

```
                              ADD Account

 Account Type(F,B,O) : F
          Account ID : 084423087            FACILITY ID :
      Financial Code :

D   Cust_ID     Last Name        First     M   Rnk   Home Ph.   Work Ph.

    084423087                                           -          -

Editing customer.  Type or wand in Customer ID #.
F10 saves, F2 discards all changes/additions on this screen.
```

Figure 9-3. ADD customers to new account.

You can now add customers for this account to this table. The required entries for each customer are ID, last name, and first name. Press **Enter** at the end of any entry to a field. After completing the three required entries, use the **up** and **down arrow** keys to move the cursor to a new blank or to a previously entered customer.

Two optional fields, Start Date and End Date, are not initially displayed because screen width is limited. The program scrolls horizontally to expose these fields when the cursor is moved beyond the Work Phone field. The Start Date field indicates when the customer was first authorized for any account. The End Date field is completed when the customer is no longer assigned to any accounts. Do not make an entry into the End Date field.

One customer can be authorized for more than one account. Thus, if an ID is entered for an existing customer, the program automatically completes the rest of the line. For an existing customer, all information except customer ID can be revised.

The ID for the initial customer added to the account defaults to the account ID. (However, this can be retyped.) The program does not limit the number of customers assignable to an account, although rarely will more than four or five be assigned. The **Del** key deletes a customer from this account. Press **F10** to save or **F2** to discard all changes to both the upper and lower portions of the screen.

9.2 Edit Accounts

1. Choose *Edit accounts* from the ACCOUNTS/CUSTOMERS MENU to display the screen shown in Figure 9-4.

```
Self-Help Service Center Management System

              Edit Account

Acct/Cust ID:
   Last Name:
  First Name:
    Facility:

Enter Account or Customer ID, or press ENTER to go to name field.
```

Figure 9-4. Edit Account screen.

2. Select an account, using the above screen, by following the instructions in Section 3.6.1. The screen shown in Figure 9-5 will then appear.

```
                              EDIT Account
 Account Type(F,B,O): F
        Account ID: 084423087                FACILITY ID: P48938
     Financial Code:                 Consumable Item Limit: $3000
     Street Address:

Enter: F (Family Housing), B (Barracks), O (Other)
Hit F2 to abort all changes, F10 key to add/edit customers.
```

Figure 9-5. EDIT a selected account.

3. Edit the account type, the financial code, and the facility, if desired. (The account ID can be changed only through the *Revise Account ID* choice on the ACCOUNTS/CUSTOMERS MENU, discussed in Section 9.5.) Then press **F10** to edit the customers assigned to this account (Figure 9-6).

```
                              EDIT Account
 Account Type(F,B,O)  : F
        Account ID  : 084423087              FACILITY ID : P48938
     Financial Code : J

D   Cust_ID     Last Name          First     M   Rnk   Home Ph.   Work Ph.
    084423087   DODGSON            CHARLES   J         333-2837   398-9105
    293484758   DODGSON            ALICE               333-2837      -

Editing customer.  Enter customer's last name.
F10 saves, F2 discards all changes/additions on this screen.
```

Figure 9-6. EDIT customers assigned to a selected account.

4. All data for customers currently assigned is displayed. Except for the customer ID, all data for such customers may be displayed. To delete a customer currently assigned, locate the cursor in the customer's row and press **Del**. An asterisk (*) will appear in the D (for Delete) column. Press the **Del** key again to undelete the customer.

5. Add new customers by moving the cursor to the next blank line and typing a customer ID. If the customer already exists, the program fills in the remaining data for that customer. Otherwise, at least the last and first names of the customer must be entered.

6. When finished, press **F10**. All revisions to the account type, financial code, and facility ID, and additions, changes, and deletions to the customer list will become permanent.

9.3 Delete Accounts

1. Choose *Delete accounts* from the ACCOUNTS/CUSTOMERS MENU, and the Delete Account screen appears:

```
                Self-Help Service Center Management System

                              DELETE Account

         Account ID :
          Last Name :
         First Name :
           Facility :

Enter Account or Customer ID, or press ENTER to go to name field.
```

Figure 9-7. DELETE Account screen.

2. Enter the account ID number or name by following the instructions in Section 3.6.1.

If the account still has outstanding loans, a message to that effect appears. The screen will display the information on that customer and a list of all customers assigned to the account (Figure 9-8).

```
Self-Help Service Center Management System

DELETE Account

Account ID : 084423087

         Assigned Customers
CUSTOMER ID  LAST NAME        FIRST NAME
=======================================

084423087    DODGSON          CHARLES
293484758    DODGSON          ALICE

Confirm Deletion of this account (Y/N):
```

Figure 9-8. Customers assigned to account marked for delection.

3. Press Y to delete account (or N or **F2** to abort). If Y, the account is marked as having no customers as of the current date.

9.4 Delete Customers

1. Choose *Delete customers* from the ACCOUNTS/CUSTOMERS MENU, and the Delete Customer screen (Figure 9-9) appears.

```
Self-Help Service Center Management System

DELETE Customer

   Cust ID :
 Last Name :
First Name :
  Facility :

Enter Account or Customer ID or press RETURN to go to name field.
```

Figure 9-9. DELETE Customer screen.

2. Enter customer ID number or name by following the instructions in Section 3.6.1.

If the customer still has outstanding loans, a message will appear. The screen will display the customer's information and a list of all accounts to which the customer is assigned (Figure 9-11).

```
                 Self-Help Service Center Management System

                              DELETE Customer

            Cust ID : 084423087
          Last Name : DODGSON
         First Name : CHARLES

                          Assigned Accounts
                    ACCOUNT         FACILITY
                    ===========================
                    084423087       P48938


Confirm Deletion of this customer(Y/N):
```

Figure 9-10. Account assigned to customer marked for deletion.

3. Press Y to delete the customer (or N or **F2** to abort). The customer is deleted from all of his or her assigned accounts, and the current date becomes the customer's termination date.

9.5 Revise Account ID

Revising an account ID requires searching several of the data files maintained in the program. This operation can take 2 or 3 minutes and will lock out other users from the system during that time. If this choice is selected, the computer will ask for an account ID. Upon identifying an account, the computer displays the customers associated with the account, and asks for the new ID. Upon confirming the new ID, the computer makes the changes.

9.6 Revise Customer ID

Revising a customer ID requires searching several of the data files maintained in the program. This operation can take 2 or 3 minutes and will lock out other users from the system during that time. If this function is selected, the computer asks for a customer ID. Upon identifying a customer, the computer displays the accounts associated with the customer, and asks for the new ID. Upon confirming the new ID, the computer makes the changes.

10 EDIT FACILITY DESCRIPTION

The FACILITY DESCRIPTION MENU allows the operator to edit, add, and delete facility records from the system. Facility descriptions may be used to keep information on facility fixtures, appliances, and furnishings.

FACILITY DESCRIPTIONS MUST BE ENTERED TO USE THE SHSC MANAGEMENT SYSTEM.

Choose *Facility Descriptions* from the MAIN MENU, and then press **Enter**. The following menu (Figure 10-1) appears.

```
FACILITY DESCRIPTION MENU

  Main Menu
  Edit facilities
  Add facilities
  Delete facilities
```

Figure 10-1. FACILITY DESCRIPTION MENU.

10.1 Edit Facilities

1. Choose *Edit Facilities* from the FACILITY DESCRIPTION MENU. The Edit Facility screen appears.

2. Enter the facility number. The screen shows the current information for the facility.

3. Make any changes to the information by typing over that displayed. The screen will appear similar to the Add Facility screen, shown in Section 10.2.

4. Press **F10** to save changes (or **F2** to discard).

10.2 Add Facilities

1. Choose *Add Facilities* from the Facility Menu. The Add Facility screen appears.

2. Enter the facility number. The following screen (Figure 10-2) appears:

```
═══════════════════════ ADD Facility ═══════════════════════
      Fac #: P43897          Type (F/B/O):      Category:
-------------------------------------------------------------
┌──── Utilities ────┐  ┌──── Kitchen ────┐  ┌──── Bath ────┐
 Furnace                Range                 Lav Faucet
 Air Conditioner        Range Hood            Bath Faucet
 Water Heater           Refrigerator          Toilet
 Ventilation Fans       Dishwasher            Shower
 Electrical Panel       Faucet
                        Cabinets

     ┌──────────── Miscellaneous ────────────┐
      Wall Finish
      Window Shades
      Window Screens
      Floor Cover
-------------------------------------------------------------
 Enter:  F-Family   B-Barracks   O-Other
 F2-Discard Changes   F10-Save Changes   ↑↓-Prev/Next Field
```

Figure 10-2. ADD Facility screen.

3. Enter the facility type: Family (F), Barracks (B), or Other (O).

4. Enter the category of the facility. This can be the block where the facility is located or a subdivision name. Its use is only informational, or as a sort field in generating reports. It may be left blank.

5. Fill in the rest of the screen with information on the appliances and materials in the facility. These fields are for descriptive information only and are not searched.

6. Press **F10** to save changes (or **F2** to discard).

10.3 Delete Facilities

1. Choose *Delete Facilities* from the FACILITY MENU. The Delete Facility screen appears.

2. Enter the facility number. The facility information will then appear.

3. Press **F10** to delete (or **F2** not to delete).

11 REPORTS

The REPORTS MENU (Figure 11-1) displays the types of reports the system can generate. The following sections cover each selection in the REPORTS MENU. The final section of this chapter discusses software support to generate custom reports.

```
REPORTS MENU

Main Menu
Outstanding Loans
Overdue Loans
Consumable Usage History
Self-Help Store Utilization
Inventory Status & Check Sheets
Items ON Order
Customer List
Print Catalog/Labels
```

Figure 11-1. REPORTS MENU.

11.1 Outstanding Loans

The Outstanding Loans report lists nonconsumable inventory items that have been issued to an account. When *Outstanding loans* is chosen from the REPORTS MENU, the first screen asks for an account or customer ID, which the system uses to identify an account. The second screen displays the account and two or three of the customers assigned to it. A pop-up menu then appears from which the operator chooses whether permanent loans, temporary loans, or both are to be included in the report. Finally, a print menu asks whether to display the report on the screen or to print it. If printing the report, the program returns to the REPORTS MENU when finished. If displaying the report on the screen, pressing **Enter** when the screen fills up will continue displaying the report. At the end of the report, the program returns to the REPORTS MENU. Pressing the **Esc** key, while printing to the screen, immediately returns the program to the REPORTS MENU. Outstanding loans for an account can also be displayed from the Issue/Return screen.

11.2 Overdue Loans

The Overdue Loans report lists the inventory items that are past the day (or hour) that the item was due back to the Self-Help Service Center. Overdue loans can be listed by account or inventory item.

11.2.1 Overdue Loans by Account

If overdue loans are to be listed by account, either indicate a single account (see Section 3.6.1) or enter "ALL" for a list of overdue items for all accounts, sorted by account. (This is useful to generate a list of delinquent customers.) After the report is printed, you can enter another account. Press **F2** if no more listings of overdue loans by account are desired, or enter another customer name to continue.

11.2.2 Overdue Loans by Inventory Item

If the overdue loans are to be listed by inventory item, the catalog number or category for the inventory item is entered on the appropriate screen. ALL may be entered to print all overdue loans. If the catalog number is unknown, enter the category and use **PgDn** to step through the inventory items until the correct item is found. Next, the program asks whether the report is to be displayed on the screen or printed. When the report is finished, the program returns to the Overdue Loans by Inventory Item screen. Press **F2** if no more listings of overdue loans by inventory item are desired, or enter another catalog number to continue.

11.3 Consumable Usage History

Consumable Usage History provides several options (Figure 11-2).

```
CONSUMABLE USAGE

Return to Reports Menu
List by Account
List by Facility
List by Customer
List by Financial Code
List by Inventory Item
Usage Limit Violations
```

Figure 11-2. CONSUMABLE USAGE menu.

11.3.1 Consumable Usage History by Account

After selecting *List by Account*, you may choose from a list of reports (Figure 11-3).

```
CONSUMABLE USAGE HISTORY BY ACCOUNT

Return to Previous Menu
Account Totals Only
Catalog Totals within Account
Category Totals within Account
Catalog & Category Totals within Account
Individual Transactions for a Single Account
```

Figure 11-3. CONSUMABLE USAGE HISTORY BY ACCOUNT menu.

After a report has been selected, the system requires you to indicate the scope of the report. Specifically, the system prompts for:

1. The account ID number (or ALL for all accounts)

2. Either

   a. A catalog number, (or ALL for all catalog numbers)

   b. An inventory category

3. A range of dates.

Only choices appropriate for the report selected will be allowed.

Next, pressing **F10** will create the report, and pressing **F2** will abort the function and return to the CONSUMABLE USAGE HISTORY BY ACCOUNT menu. If the report was created, the program will ask whether the report is to be displayed on the screen or printed. Both printed and displayed reports contain the same information.

11.3.2 Consumable Usage History by Facility

After selecting *List by Facility*, you may choose a list of reports (Figure 11-4).

```
CONSUMABLE USAGE HISTORY BY FACILITY

Return to Previous Menu
Facility Totals Only
Catalog Totals within Facility
Category Totals within Facility
Catalog & Category Totals within Facility
Individual Transactions for a Single Facility
```

Figure 11-4. CONSUMABLE USAGE HISTORY BY FACILITY menu.

After a report has been selected, the system requires you to indicate the scope of the report. Specifically, the system prompts for:

1. The facility ID number (or ALL for all facilities)

2. Either

   a. A catalog number, (or ALL for all catalog numbers)

   b. An inventory category

3. A range of dates.

Only choices appropriate for the report selected will be allowed.

Next, pressing **F10** will create the report, and pressing **F2** will abort the function and return to the CONSUMABLE USAGE HISTORY BY FACILITY menu. If the report was created, the program will ask whether the report is to be displayed on the screen or printed. Both printed and displayed reports contain the same information.

11.3.3 Consumable Usage History by Customer

After selecting *List by Customer*, you may choose from a list of reports (Figure 11-5).

```
CONSUMABLE USAGE HISTORY BY CUSTOMER

Return to Previous Menu
Customer Totals Only
Catalog Totals within Customer
Category Totals within Customer
Catalog & Category Totals within Customer
Individual Transactions for a Single Customer
```

Figure 11-5. CONSUMABLE USAGE HISTORY BY CUSTOMER menu.

After a report has been selected, the system requires you to indicate the scope of the report. Specifically, the system prompts for:

1. The customer ID number (or ALL for all customers)
2. Either
   a. A catalog number, (or ALL for all catalog numbers)
   b. An inventory category
3. A range of dates.

Only choices appropriate for the report selected will be allowed.

Next, pressing **F10** will create the report, and pressing **F2** will abort the function and return to the CONSUMABLE USAGE HISTORY BY CUSTOMER menu. If the report was created, the program will ask whether the report is to be displayed on the screen or printed. Both printed and displayed reports contain the same information.

11.3.4 Consumable Usage History by Financial Code

When Usage History by Financial Code has been selected from the CONSUMABLE USAGE HISTORY MENU, the system requests a financial code to be reported (or ALL if all financial codes are to be reported), and a range of dates. Pressing **F10** will create the report, and pressing **F2** will abort the function and return to the CONSUMABLE USAGE MENU. If the report was created, the program will

ask whether the report is to be displayed on the screen or printed. Both printed and displayed reports contain the same information.

11.3.5 Consumable Usage History by Inventory Item

If the *List by inventory item* choice was selected from the Consumable Usage History menu, the system requests a single catalog number and a range of months. The report will include a month by month summary of usage and cost. Pressing **F10** will create the report, and pressing **F2** will abort the function and return to the CONSUMABLE USAGE menu. If the report was created, the program will ask whether the report is to be displayed on the screen or printed. Both printed and displayed reports contain the same information.

11.3.6 Consumable Usage Limit Violations

This report identifies accounts that have exceeded designated consumable item dollar usage in a designated time period. After choosing this report, define these limits (or modifies previously set ones) on the **Consumable Usage Limit Violations** screen (Figure 11-6):

```
                  Self-Help Service Center Management System

                       Consumable Usage Limit Violations

                   Range: From Mo/Yr: 02/90
                          Thru Mo/Yr: 11/90

              Default Limits: Family: 3000
                             Barrack: 2000
                              Others: 1000

Enter range of dates to display consumable usage.
F2-ABORT!   F10-Save Changes!
```

Figure 11-6. Consumable Usage Limit Violations Screen.

11.4 Self-Help Store Utilization

The Self-Help Store Utilization report gives an accurate count of customers per hour for each day of the week. This report would be useful for determining store hours. The Store Utilization report requires that four items of information be entered before the system can gather data. This data must be entered on the first screen after the REPORTS MENU. The program first asks for a start date to start collecting data, and for an end date to stop collecting data. Unless indicated otherwise, the program

assumes that the start date is the first month of the current year, and that the end date is the current month and year. To indicate dates other than these, enter the desired dates in the following format:

Start Mo/Yr	01/87
End Mo/Yr	10/87

The start and end times can then be entered. These times are usually the Self-Help Store opening (start) and closing (end) times. If you do not indicate otherwise, the program assumes that the start time is 8:00, and that the end time is 17:00. To indicate times other than these, enter the desired times in the following format:

Start Time	8:00
End Time	17:00

Usually the length of time for counting customers is set to 1 hour, but it can be set to almost any length. The program uses an interval of 1 hour, unless indicated otherwise. To indicate an interval other than this, enter the desired interval in the following format:

Interval	1:00

The last piece of information to enter is the type of housing unit (Family, Barracks, Other, or All), selected from a pop-up menu. The default is All.

After the report is displayed, either print the report by pressing the P key, or return to the REPORTS MENU by pressing **Enter**.

11.5 Inventory Status & Check Sheets

To assist in the physical inventory, the program will print inventory check sheets. The report sorts the inventory items by aisle, row, and bin. The check sheet lists the catalog number, description, aisle, row, bin, and a blank space to record the physical count.

11.6 Items ON Order

The Items ON Order report lists the inventory items that have been put on order. When this report is selected from the REPORTS MENU, the program asks whether the report is to be printed or displayed on the screen. Both displayed and printed reports contain the same information. The inventory items on order are listed by supplier.

11.7 Customer List

This lists customers in the data base. When the menu appears, choose whether the list is to be sorted by customer ID, account ID, last name, or facility. A small pop-up screen then prompts for the starting and ending range of the sort field; if sorting by facility or account whether to include only one or all alternate customers; and whether to include customers from Family, Barracks, Other, or All accounts. The

program then creates the list of customers. Finally, the program asks whether the list is to be printed or displayed on the screen. If a screen display is chosen, the **PgUp** and **PgDn** keys can be used to browse through the list.

11.8 Print Catalog/Labels

The program can print a whole or partial inventory catalog on 8-1/2 by 11-in. paper, or adhesive labels to mark bins and/or items. Both the catalog and labels include barcodes. Selecting the Print Catalog/Labels from the Reports Menu displays the Catalog/Label Menu (Figure 11-7). Use this menu to choose between an inventory catalog or barcode labels.

```
TYPE SELECTION MENU

Return to Last Menu
Print Catalog
Print Label
```

Figure 11-7. Catalog/Label Menu.

11.8.1 Print Catalog

After chosing Print Catalog (Figure 11-8), you must designate the portions of the catalog to print. Typing ALL for the starting category prints the whole catalog (i.e., all categories). If ALL or a range of categories is designated, each category printed will start on a new sheet; items within a category are printed in catalog number order. If the categories are left blank, a range of catalog numbers can be printed.

Finally you may select the printer type from the Printer Selection Menu (Figure 11-9).

```
                 Self-Help Service Center Management System

                              RANGE SELECTION
          Category Number  Start:
                             End:

           Catalog Number  Start:
                             End:

CATEGORY # or ALL or press ENTER to go to CATALOG field.
 F2-Reports Menu
```

Figure 11-8. Print catalog screen.

```
  PRINTER SELECTION MENU
    Return to Last Menu
    Laser Jet Printer
    Dot Matrix Printer
```

Figure 11-9. PRINTER SELECTION MENU.

11.8.2 Print Labels

After selecting Print Label, you must enter catalog numbers and the number of labels to print in the Barcode Labels Selection screen (Figure 11-10). The computer will complete the description field. The right arrow key can tab over beyond the visible area at the right side of the screen to reveal an item's additional description fields. After confirmation, entering a category number in the Catalog # column places all items from that category into the table.

```
Self-Help Service Center Management System

Barcode Labels Selection

Catalog #        # Labels  Description
00000035            1      LAWN MOWER

Enter Number of Labels to print for this Catalog #.
↑↓ scrolls; F4 Add a line; DEL delete a line; F2 Quit; F10-Done
```

Figure 11-10. Barcode Labels Selection screen.

After pressing F10, select the port to print the barcode labels. (A separate printer may be devoted to printing labels.) The previously selected printer port is always displayed as the default. The Printer Port Selection Menu (Figure 11-11) appears, and the program requests confirmation that the printer is ready before printing the labels.

```
PRINTER PORT SELECTION MENU

     Return to Last Menu
     LPT 1
     LPT 2
     LPT 3
     COM 1
     COM 2
```

Figure 11-11. PRINTER PORT SELECTION MENU.

11.9 Custom Reports

Most reporting needs should be satisfied by the capabilities described in this chapter.

Those who need additional reports from the system, and who understand dBase, may wish to use

either R&R Relational Report Writer, or dQUERY.[1] If obtaining R&R, be sure to get the module required for use with CLIPPER files. dQUERY is well adapted to quickly designing reports of simple to moderate complexity. R&R easily produces complicated reports that might otherwise be difficult to produce. If using either of these products, note that the SHSC Management System program uses CLIPPER index files, which have the extension .ntx, rather than dBASE index files, which have the extension .ndx. Refer to R&R or dQUERY documentation for their use with .ntx files.

Appendix A describes the data base (.dbf) structures and index file (.ntx) keys for those developing their own reports.

---

[1] Both programs are available from The Programmer's Shop, 5 Pond Park Rd., Hinghim, MA, 02043, Phone: 1-800-421-8006. At the writing of this report, R&R Relational Report Writer retails for $135 and dQUERY for $179.

12 PASSWORD FUNCTIONS

The password functions allow adding, editing, and deleting passwords, and choosing to which functions each password will have access. These functions can be used when new operators are allowed onto the system, when there are changes in operator information or function access, or when operator passwords are removed from the system.

The assignment of passwords provides security for the system's use, but is not essential to using it. Most locations will probably not wish to implement passwords. If you do choose to use the password capability, it is good to be aware of three warnings:

1. The first password created must be the master password, which has access to all functions.

2. Do not create a password that has access to no functions.

3. Creating only one password without access to any functions, or forgetting passwords, may result in loss of the ability to access one or more functions from the MAIN MENU.

In case a single password without access to any functions has been entered, or if passwords have been forgotten, the master password "SEPT1986" allows access to all functions.

Choose the *Password Functions* selection from the MAIN MENU, and the PASSWORD MENU (Figure 12-1) will appear:

```
PASSWORD MENU

Main Menu
Edit Passwords
Add Passwords
Delete Passwords
List Passwords
```

Figure 12-1. PASSWORD MENU.

12.1 Edit Passwords

The *Edit Passwords* function allows changing the information associated with a certain password. To change any information about an operator, or to edit the functions to which an operator has access:

1. Choose *Edit Passwords* from the MAIN MENU, and then press **Enter**.

2. The *Edit Passwords* screen will then appear and prompt for the password to be entered. At this point, either return to the PASSWORD MENU by pressing **F2** (and no changes will be effective), or enter the password and press **Enter**.

3. Change the operator's name and/or job by choosing the field and typing over the present entry.

4. To continue, press **F10**.

A screen (Figure 12-2), similar to the MAIN MENU, appears.

```
MAIN MENU
►Issue/Return                    ◄
►Equipment Repair                ◄
 Reorder/Recieve Inventory
 Suppliers
 Inventory & Store Hours
 Accounts/Customers
 Facility Descriptions
 Reports
 Password Functions
```

Figure 12-2. Menu of functions allowed access by a password.

To allow or disallow access to any function, simply choose that function by using the **up** and **down arrow** keys, and press **Enter**. The function can be changed by pressing **Enter** again. Those functions for which access is allowed are flagged by arrows, as in the example above, where the *Issue/Return* and *Equipment Repair* functions have been designated accessible.

F10 saves the accessible functions and redisplays the *Edit Password* screen. Remember that if you press **F2** at this point, any changes made to the password information are not saved. You may then edit another password, or press **F2** to return to the PASSWORD MENU. Then select another password function, or return to the MAIN MENU.

12.2 Add Passwords

The *Add Passwords* function allows assigning passwords to operators and determining to which functions they have access:

1. Choose *Add Passwords* from the PASSWORD MENU, and press **Enter**. A screen appears with spaces to fill in a password, a person's name, and a person's job.

2. Enter a new password, and then press **Enter**. (The program will not accept a password that has already been assigned.)

3. Enter the name and job of the operator to whom this new password is being assigned, and press **F10**. The screen shown in Figure 12-3, resembling the MAIN MENU, will appear.

```
                 MAIN MENU
»  Issue/Return                          «
»  Equipment Repair                      «
   Reorder/Receive Inventory
   Suppliers
   Inventory
   Accounts/Customers
   Facility Descriptions
   Reports
   Password Functions
```

Figure 12-3. Menu of functions allowed access by an operator.

Choose those functions to which this operator is to have access. To do this, select the function by using the **up** and **down arrows**, and press **Enter**. Those functions selected for the operator's access will be flagged by double arrows.

For example, the Menu above shows that the operator is allowed to access only the *Issue/Return* and *Equipment Repair* functions. Should this operator attempt to access any other functions, he or she would not be allowed access.

Press **F10** to save the selections made and return to the Add Passwords screen. Then either add another password, or press **F2** to return to the PASSWORD MENU without saving the newly entered password.

12.3 Delete Passwords

The Delete Passwords function allows the removal of a password from the system. This is done when an operator no longer needs his or her password, or changes it. If the password has changed, add the new password and delete the old.

1. Choose *Delete Passwords* from the PASSWORD MENU, and then press **Enter**.

2. Enter the password that is to be deleted, and then press **Enter**. The password entered must be one currently assigned.

3. Press **F10** to delete the password (or **F2** to abort).

12.4 List Passwords

The List Passwords function displays a list of all of the passwords and operators.

1. Choose *List Passwords* from the PASSWORD MENU, and then press **Enter**.
2. Move to the next page of the password list by pressing **Enter**, or return to the PASSWORD MENU by pressing **Esc**.

13 QUIT SYSTEM TO DOS

This MAIN MENU function causes the program to end, and returns the operator to DOS. Always end the system by selecting this last option. This ensures that all data files will be updated and closed properly.

To quit to DOS, either:

1. Choose *Quit System to DOS* from the MAIN MENU, and then press **Enter**.
2. Press Q.

APPENDIX: Data File Structures

This information is provided for those who wish to (1) derive additional reports from the Self-Help Service Center Management System, (2) upload customer and/or account information, or (3) load inventory information.

- All index file have extension .NTX
- All data files have .DBF extension

DBF FILE ACCOUNT

Describes each account. Related to CUSTOMER.DBF by AUTHORIZ.DBF (See description of AUTHORIZ.DBF)

Field	Length	Type	Description
ACCT_ID	10	C	Account ID
ACCT_TYPE	1	C	Account type F,T,O
FAC_ID	10	C	Facility associated with the account
FINAN_CODE	8	C	Financial code for the account
NOCUST	8	D	Date all customers removed from account Reset to blank if customers restored to account
ADDRESS	20	C	Account address
Total	57		

INDEXES:	File:	Index Expression:
	ACCT_ID	ACCT_ID
	ACCT_FAC	FAC_ID
	ACCT_FIN	FINAN_CODE

DBF FILE AUTHORIZ

Indicates which customers in which accounts.

Field	Length	Type	Description
CUST_ID	10		Customer ID
ACCT_ID	10	C	Account ID
FACILITY	10	C	Facility ID (duplicated from ACCOUNT.DBF)
Total	30		

INDEXES:	File:	Index Expression:
	AU_ACCT	ACCT_ID
	AU_CUS	CUST_ID
	AU_FAC	FACILITY

DBF FILE CON SET

One record data file with consumable issue limits

Field	Length	Type	Picture	Description
S_DATE	5	C		
E_DATE	5	C		
FAMILY	4	N		
BARRAK	4	N		
OTHERS	4	N		

DBF FILE CONS RPT

Template file for consumable reports

Field	Length	Type	Picture	Description
ID	10	C		ID of customer to whom item issued
UNIT_NO	10	C		Facility
DATE	8	D		Date of issue
SH_CAT_NO	15	C		Catalog number of issued item
QUANTITY	4	N	9999	Quantity issued
ACCT_ID	10	C		Account to which issued
TIME	5	C		Time of issue
FINAN	8	C		
U_COST	9	N		Unit cost
SUB_COST	10	N		Subtotal
T_COST	11	N		Total Cost
CATEGORY	8	C		Category
Total	106			

DBF FILE CONSUMAB

History of consumable usage.

Field	Length	Type	Picture	Description
ID	10	C		ID of customer to whom item issued
UNIT_NO	10	C		Facility
DATE	8	D		Date of issue
SH_CAT_NO	15	C		Catalog number of issued item
QUANTITY	4	N	9999	Quantity issued
ACCT_ID	10	C		Account to which issued
TIME	5	C		Time of issue
CATEGORY	8	C		Category
Total	70			

INDEXES: File:		Index Expression:
	CONS_ID	ID
	CONS_SHC	SH_CAT_NO
	CONS_DAT	DATE
	CONS_ACC	ACCT_ID

DBF FILE CUSTOMER

Customers in system. Related to accounts by AUTHORIZ.DBF

Field	Length	Type	Picture	Description
ID_1	10	C		Customer ID
LAST_1	15	C		Last name
FIRST_1	8	C		First name
MID_1	1	C		Middle initial
RANK_1	3	C		Rank
DATE_START	8	D		Date entered into system
DATE_END	8	D		Not used.
WORK_PHONE	8	C		Work phone number
HOME_PHONE	8	C		Home phone number
OLD_ID	10	C		Not currently used.
NOACCT	8	D		Date unassigned from all accounts. (If customer later reassigned to an account, this field replaced with blanks.)
Total	87			

INDEXES: File:		Index Expression:
	CUS_ID1	ID_1
	CUS_NAME	LAST_1+FIRST_1

DBF FILE CUST_LOG

Record entered into this file every time a customer visits Self-Help Service Center. This .dbf used to report on Self-Help Service Center usage.

Field	Length	Type	Picture	Description
ID	10	C		Customer ID
DATE	8	D		Date of visit
TIME	5	C		Time of visit
DOW	1	N	9	Day of week (1=Sunday,...,7=Saturday)
HOUS_TYPE	1	C		F, T, or O
Total	25			

INDEXES: File: LOG_DATE Index Expression:DATE
LOG_ID ID

DBF FILE CUST_LST

Used as template for a temporary file created while printing a customer list report.

Field	Length	Type	Picture	Description
ID_1	10	C		
LAST_1	15	C		
FIRST_1	8	C		
UNIT_NO	10	C		
ALTFLAG	1	C		
ACCT_ID	10	C		
Total	54			

DBF FILE FACILITY

Facility descriptions.

Field	Length	Type	Picture	Description
FAC_ID	10	C		Facility ID
UNIT_TYPE	1	C		F, T, or O
CATEGORY	8	C		
FURNACE	8	C		
WATR_HEATR	8	C		
AIR_COND	8	C		
RANGE	8	C		
RANGE_HOOD	8	C		
DISHWASHER	8	C		
FRIGERATOR	8	C		
KIT_FAUCET	8	C		
KIT_CABNET	8	C		
LAV_FAUCET	8	C		
BAT_FAUCET	8	C		
WATR_CLOST	8	C		
SHOWER	8	C		
WALLFINISH	8	C		
VENT_FANS	8	C		
ELECT_PANL	8	C		
WIN_SHADES	40	C		
WIN_SCREEN	40	C		
FLR_COVER	40	C		
COMMENT_1	25	C		
COMMENT_2	25	C		
COMMENT_3	25	C		
COMMENT_4	21	C		
COMMENT_5	21	C		
COMMENT_6	20	C		
COMMENT_7	20	C		
COMMENT_8	20	C		
COMMENT_9	20	C		
COMMENT_10	55	C		
COMMENT_11	55	C		
COMMENT_12	55	C		
Total	629			

INDEXES: File: FAC_ID Index Expression: FAC_ID

DBF FILE HOLIDAY

Days of special hours for self-help store

Field	Length	Type	Picture	Description
H_DATE	8	D		Date for special hours
OOB	5	C		Opening time for this date
COB	5	C		Closing time for this date
H_DESCR	20	C		Holiday description
Total	38			

INDEXES: File: HOLIDAY Index Expression: H_DATE

DBF FILE IND_RETN

Template for temporary dbf use during Return Only mode of Issue/Return

Field	Length	Type	Picture	Description
SH_CAT_NO	15	C		Catalog number of issued item
ITEM_TYPE	1	C		Consumable or Nonconsumable
ISSUE_RET	1	C		
QTY	4	N	9999	Qty issued
SERIAL	15	C		Serial number if serialed item
DUE_DATE	8	D		
DUE_TIME	5	C		
IS_SERIAL	1	C		Y(N) if (not) serial
DLT	1	C		
DESCRIPT	30	C		
CUST_ID	10	C		
OUT_QTY	4	N	99	Quantity returned
Total	95			

DBF FILE IND_TRAN

Template file for temporary data base that holds customer transaction list, before the list is closed.

Field	Length	Type	Picture	Description
SH_CAT_NO	15	C		
ITEM_TYPE	1	C		
ISSUE_RET	1	C		
QTY	4	N	9999	
SERIAL	15	C		
DUE_DATE	8	D		
DUE_TIME	5	C		
IS_SERIAL	1	C		
DLT	1	C		
DESCRIPT	30	C		
CUST_ID	10	C		
Total	91			

DBF FILE INVNTORY

Field	Length	Type	Picture	Description
SH_CAT_NO	15	C		Catalog numer
IS_SERIAL	1	C		If nonconsumable, does item have serial numbers? (Y or N)
ITEM_TYPE	1	C		C for Consumable, N for Nonconsumable
DESC	30	C		First line of description
DESC_2	60	C		Second line of description
DESC_3	60	C		Third line of description
LOC_AISLE	2	C		Aisle
LOC_ROW	2	C		Row
LOC_BIN	2	C		Bin
AUTHORIZ	3	C		One or more characters from set {FTO}, indicating which accounts auuthorized for item
SOURCE_NO	4	C		Supplier number for this item
LST_PRICE	9	N	999999.99	Last price for the item
MON_START	8	C		MM/DD/YY when usage monitoring of item starts
MON_END	8	C		MM/DD/YY when usage monitoring of item ends
MON_LIMIT	5	N	99999	Limit for any account during monitoring period
DX	1	C		Y or N, indicating if Direct Exchange
DSTART_1	5	C		MM/DD starting 1st reorder exception period
DEND_1	5	C		MM/DD ending 1st reorder exception period
ORDR_LEV_1	5	N	99999	Inventory level triggering reorder, 1st reorder exception period
ORDR_QTY_1	5	N	99999	Reorder quantity, 1st reorder exception period
DSTART_2	5	C		MM/DD starting 2nd reorder exception period
DEND_2	5	C		MM/DD ending 2nd reorder exception period
ORDR_LEV_2	5	N	99999	Inventory level triggering reorder, 2nd reorder exception period
ORDR_QTY_2	5	N	99999	Reorder quantity, 2nd reorder exception period
LEVEL	5	N	99999	Inventory level triggering reorder, normal period
QTY	5	N	99999	Reorder quantity, normal period
AVAILABLE	5	N	99999	Number in stock
ON_LOAN only)	5	N	99999	Number on loan (applicable to nonconsumables
INOPERATIV nonconsumables		N	99999	Number in for repairs (applicable to only)
ON_ORDER	5	N	99999	Number on order
DEF_DAYS	2	N	99	Default days of loan (applies to nonconsumables only
DEF_HRS	2	N	99	Defaults hours of loan (applys to nonconsumables only

STOCK_NO	16	C		National stock number (field available for any descriptive info)
CATEGORY	8	C		Category
UI	2	C		Unit of issue (not used in any program analysis)
Total	313			

INDEXES: File: INV_NO Index Expression: SH_CAT_NO

DBF FILE PASSWD

Field	Length	Type	Picture	Description
PWD	10	C		Password
NAME	30	C		Name of password owner
CAPACITY	30	C		Job (or any other desired) description of password owner
PWD1	1	L		PWDx indicates if owner allowed access to xth MAIN MENU function
PWD2	1	L		
PWD3	1	L		
PWD4	1	L		
PWD5	1	L		
PWD6	1	L		
PWD7	1	L		
PWD8	1	L		
PWD9	1	L		
Total	79			

DBF FILE PERMANEN

Records current permanent issues. When the item is returned the record is overwritten with blanks for later reuse. The next issue is put into the blank record, if such exists.

Field	Length	Type	Picture	Description
ID	10	C		ID of customer receiving item
UNIT_NO	10	C		Facility number of account receiving item
DATE_ISS	8	D		Date of issue
SH_CAT_NO	15	C		Catalog number of item
QUANTITY	4	N	9999	Quantity
SERIAL	15	C		Serial number of item (if item is serial)
TIME_ISS	5	C		Time of issue
ACCT_ID	10	C		ID of account receiving item
Total	77			

INDEXES: File: PERM_ID Index Expression: ID
PERM_ACC ACCT_ID
PERM_SHC SH_CAT_NO

DBF FILE REPAIR

Tracks nonconsumables in for repair

Field	Length	Type	Picture	Description
SH_CAT_NO	15	C		Catalog number of item
SERIAL	15	C		Serial number (if nonserial, some repair order number)
DATE_SENT	8	D		Date sent for repairs
DATE_RET	8	D		Date returned from repairs
LABOR	7	N	9999.99	Labor cost
PARTS	7	N	9999.99	Parts cost
Total	60			

INDEXES: File: REP_SHC Index Expression:SH_CAT_NO
REP_SER SERIAL

DBF FILE SERIALS

File of individual items having serial numbers

Field	Length	Type	Picture	Description
SH_CAT_NO	15	C		Catalog number
SERIAL	15	C		Serial number
STATUS	1	C		A(Available), P (Permanent loan), T (Temporary loan), R (Repair)
RECV_DATE	8	D		Date item placed in service
DEL_DATE	8	D		Date item removed from service
USAGE	4	N	9999	Number of times item used
Total	51			

INDEXES: File: SHC_SER Index Expression:SH_CAT_NO+SERIAL

DBF FILE SER_TMP

Template for temporary file used to update serial numbered items.

Field	Length	Type	Picture	Description
SH_CAT_NO	15	C		
SERIAL	15	C		
STATUS	1	C		
DELNEW	1	C		
CUST_ID	10	C		
ACCT_ID	10	C		
FACILITY	10	C		
DATE_ISS	8	D		
TIME_ISS	5	C		
DATE_DUE	8	D		
TIME_DUE	5	C		
USAGE	4	N	9999	
RECV_DATE	8	D		
DEL_DATE	8	D		
Total	108			

DBF FILE SUPPLIER

Contains suppliers.

Field	Length	Type	Picture	Description
NAME	30	C		Name
ADDRESS_1	30	C		Up to four lines of address
ADDRESS_2	30	C		
ADDRESS_3	30	C		
CONTACT	30	C		
PHONE	12	C		Phone
ID	4	C		ID code for supplier
Total	166			

INDEXES: File: SUP_ID Index Expression: ID

DBF FILE TEMPORAR

Records current temporary loans. When the item is returned the record is overwritten with blanks for later reuse. The next issue is put into the blank record, if such exists.

Field	Length	Type	Picture	Description
ID	10	C		ID of customer receiving item
UNIT_NO	10	C		Facility number of account receiving number
DATE_ISS	8	D		Date issued
DATE_DUE	8	D		Date due
TIME_DUE	5	C		Time due
SH_CAT_NO	15	C		Catalog number of item
QUANTITY	4	N	9999	Quantity owned
SERIAL	15	C		Serial number of item
TIME_ISS	5	C		Time when issued
ACCT_ID	10	C		Account to which issued
Total	90			

INDEXES:	File:	Index Expression:
	TEMP_ID	ID
	TEMP_ACC	ACCT_ID
	TEMP_SHC	SH_CAT_NO

DBF FILE TEMP_CUS

Template for temporary file used while assigning and deleting customers from accounts

Field	Length	Type	Picture	Description
ID_1	10	C		
OLD_ID	10	C		
LAST_1	15	C		
CST_1	8	C		
MID_1	1	C		
RANK_1	3	C		
UNIT_NO	10	C		
DATE_START	8	D		
DATE_END	8	D		
WORK_PHONE	8	C		
HOME_PHONE	8	C		
ACCOUNT	10	C		
DLT	1	C		
ADD_CUS	1	L		
REC	4	N	9999	
Total	105			

INDEXES: File: T_CUS_ID Index Expression: ID_1

DBF FILE TFPX

This file contains a single record with a single field. TFPXNO contains a single alphabetic character that is augmented after you sign on to system. '}' with the augmented character becomes the prefix for temporary files created during a session with the program.

Field	Length	Type	Picture	Description
TFPXNO	2	C		
Total	2			

DBF FILE W_DATES

Regular store hours for each day of week.

Field	Length	Type	Picture	Description
DAYWEEK	1	N	9	1=Sun,...,7=Sat
OOB	5	C		Opening time
COB	5	C		Closing time
D_DESCR	3	C		Abbreviation for day of week
Total	14			

INDEXES: File: WEEK Index Expression:DAYWEEK

USACERL DISTRIBUTION

Chief of Engineers
ATTN: CEHEC-IM-LH (2)
ATTN: CEHEC-IM-LP (2)
ATTN: CERD-L

CEHSC
ATTN:CEHSC-FB-S 22060-5000

US Army Europe
V Corps
ATTN: DEH (11)
VII Corps
ATTN: DEH (16)
21st Support Command
ATTN: DEH (12)
USA Berlin
ATTN: DEH (9)

USA Japan (USARJ)
ATTN: DEH-Okinawa 96331

FORSCOM (28)
FORSCOM Engineer, ATTN: Spt Det. 15071
ATTN: DEH

HSC
Fitzsimons AMC 80045
ATTN: HSHG-DEH

INSCOM - Ch, Instl. Div.
Vint Hill Farms Station 22186
ATTN: IAV-DEH

Military Dist of Washington
ATTN: DEH
Cameron Station (3) 22314
Fort Lesley J. McNair 20319
Fort Myer 22211

TRADOC (19)
HQ, TRADOC, ATTN: ATEN-DEH 23651
ATTN: DEH

Fort Belvoir, VA
ATTN: CECC-R 22060

HQ, XVIII Airborne Corps and
Ft. Bragg 28307
ATTN: AFZA-DEH-EE

Defense Technical Info. Center 22304
ATTN: DTIC-FAB (2)

112
9/90