

QuickTRASH Training Supplement

2005

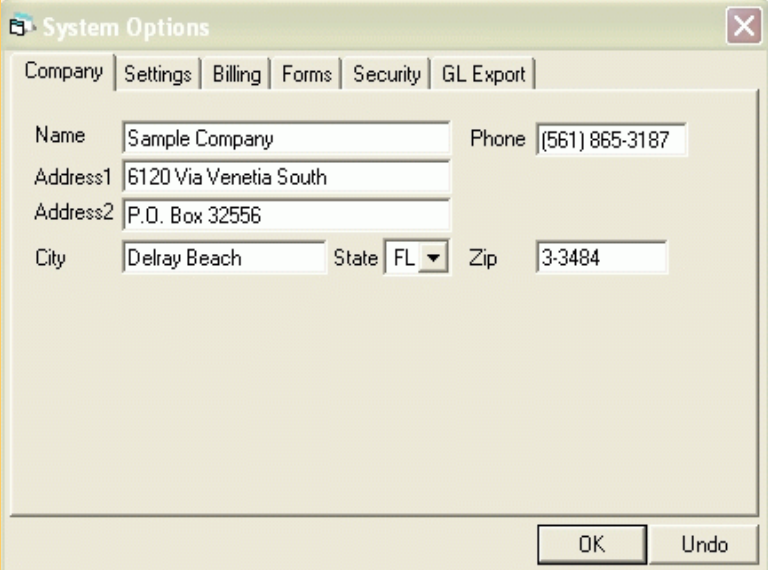


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Setting up the System

- **System Options** must be defined prior to setting up anything else in the database.
- **Company Tab**
 - Company name
 - Company address
 - Company phone number.



The screenshot shows a dialog box titled "System Options" with a close button (X) in the top right corner. The "Company" tab is selected, and the following information is entered:

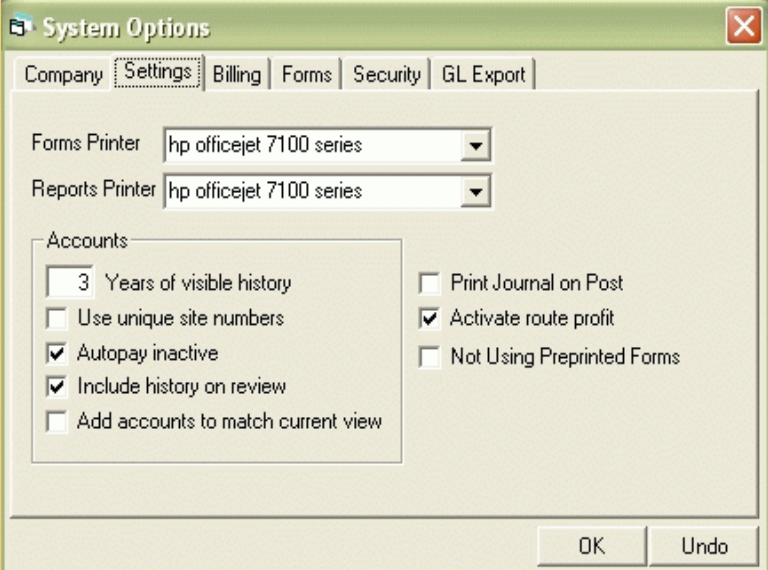
Field	Value
Name	Sample Company
Phone	(561) 865-3187
Address1	6120 Via Venetia South
Address2	P.O. Box 32556
City	Delray Beach
State	FL
Zip	3-3484

At the bottom right of the dialog box, there are two buttons: "OK" and "Undo".

Select each tab and fill in the requested information. Each tab is displayed on the following pages.

System Setup Tabs – Settings Tab

- Settings Tab
 - Select the form types to be used
 - Select your report printer
 - Check the options that are right for your company



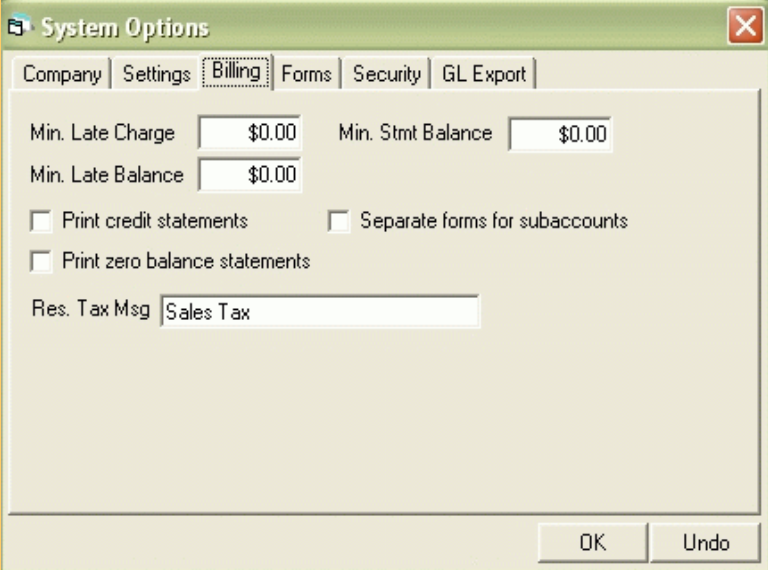
The screenshot shows the 'System Options' dialog box with the 'Settings' tab selected. The 'Company' tab is also visible. The 'Forms Printer' and 'Reports Printer' are both set to 'hp officejet 7100 series'. The 'Accounts' section contains several options:

Option	Checked
3 Years of visible history	<input type="checkbox"/>
Use unique site numbers	<input type="checkbox"/>
Autopay inactive	<input checked="" type="checkbox"/>
Include history on review	<input checked="" type="checkbox"/>
Add accounts to match current view	<input type="checkbox"/>
Print Journal on Post	<input type="checkbox"/>
Activate route profit	<input checked="" type="checkbox"/>
Not Using Preprinted Forms	<input type="checkbox"/>

Buttons for 'OK' and 'Undo' are located at the bottom right of the dialog box.

System Setup Tabs – Billing Tab

- Billing Tab
 - Define billing options
 - Late Charges
 - Balances
 - Printing Instructions
 - Statement Tax Message



The screenshot shows a window titled "System Options" with a close button (X) in the top right corner. The window has a tabbed interface with the following tabs: "Company", "Settings", "Billing" (which is selected and highlighted), "Forms", "Security", and "GL Export".

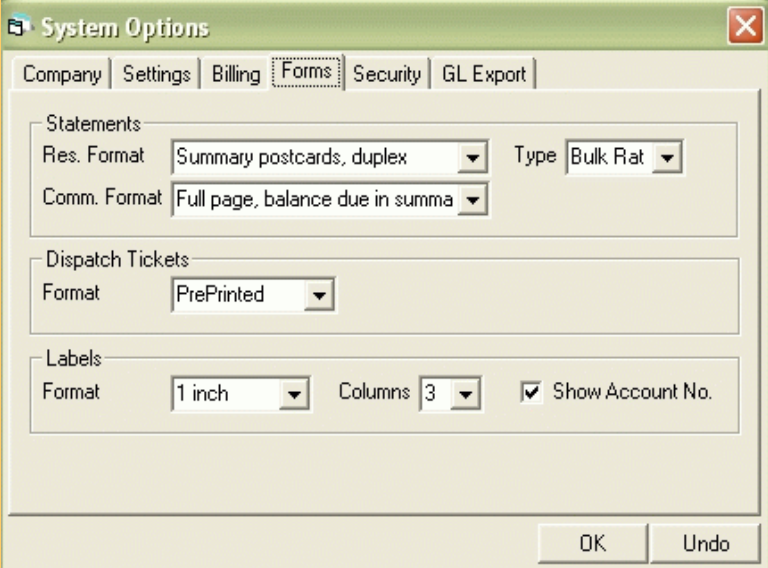
Under the "Billing" tab, the following options are visible:

- Min. Late Charge: \$0.00
- Min. Stmt Balance: \$0.00
- Min. Late Balance: \$0.00
- Print credit statements
- Separate forms for subaccounts
- Print zero balance statements
- Res. Tax Msg: Sales Tax

At the bottom right of the window, there are two buttons: "OK" and "Undo".

System Setup Tabs – Forms Tab

- Forms Tab
 - This tab is used for defining printing options.
 - Fill in this information only if the company will be using preprinted forms.

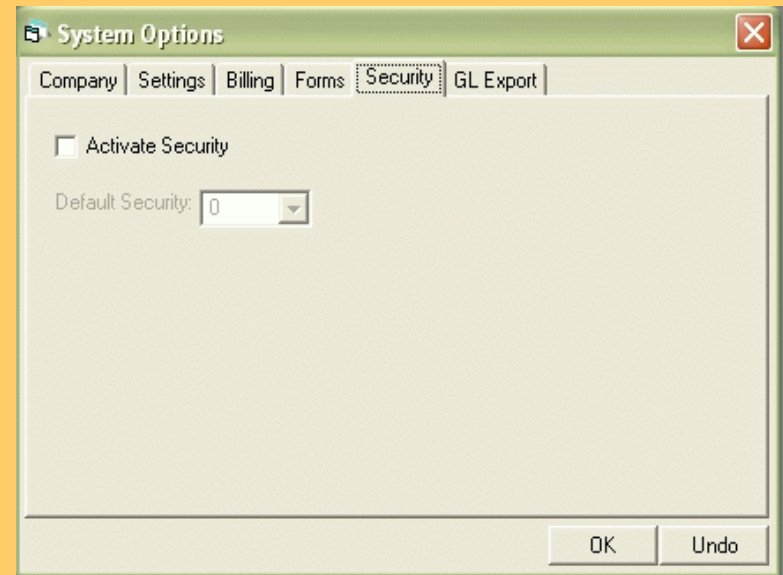


The screenshot shows the 'System Options' dialog box with the 'Forms' tab selected. The dialog has a title bar with a close button and a menu bar with options: Company, Settings, Billing, Forms, Security, and GL Export. The 'Forms' tab is active, showing three sections: 'Statements', 'Dispatch Tickets', and 'Labels'. The 'Statements' section has 'Res. Format' set to 'Summary postcards, duplex', 'Type' set to 'Bulk Rat', and 'Comm. Format' set to 'Full page, balance due in summa'. The 'Dispatch Tickets' section has 'Format' set to 'PrePrinted'. The 'Labels' section has 'Format' set to '1 inch', 'Columns' set to '3', and a checked checkbox for 'Show Account No.'. At the bottom right, there are 'OK' and 'Undo' buttons.

Section	Field	Value
Statements	Res. Format	Summary postcards, duplex
	Type	Bulk Rat
	Comm. Format	Full page, balance due in summa
Dispatch Tickets	Format	PrePrinted
Labels	Format	1 inch
	Columns	3
	Show Account No.	<input checked="" type="checkbox"/>

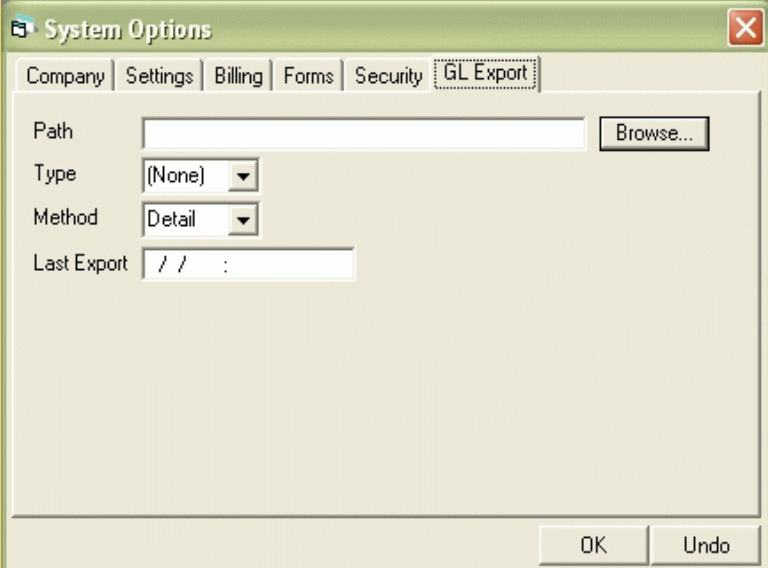
System Setup Tabs – Security Tab

- Security Tab
 - This feature is optional.
 - Check Activate Security if you want to turn this feature on.
 - Select the level of security desired.



System Setup Tabs – GL Export Tab

- GL Export Tab
 - This screen is only used if one or more of the following will be used:
 - QuickBooks Export
 - Mapping
 - NY Cards



The screenshot shows a window titled "System Options" with a tabbed interface. The "GL Export" tab is selected. The window contains the following fields and controls:

- Path:** A text input field with a "Browse..." button to its right.
- Type:** A dropdown menu currently set to "(None)".
- Method:** A dropdown menu currently set to "Detail".
- Last Export:** A text input field containing the characters "/ / :".

At the bottom right of the window, there are "OK" and "Undo" buttons.

Your **QuickTRASH** Trainer will explain how to set up this form.

Setting up Codes

Certain codes must be set up in **QuickTRASH** before processing can begin.

- **Late Penalty Charges**
- **Billing Group Codes**
- **Charge Codes**
- **Credit Codes**
- **Tax Item Codes**
- **Tax Group Codes**
- **Container Profiles**

Each screen is displayed on the following pages.

Codes – Late Penalty Charges

- Late Penalty Charges
 - This feature is optional.
 - In this screen you can set up multiple finance terms that can be charged to your delinquent customers at the end of each billing cycle.

Penalties						
Code	Description	Rate	Type	Day	Method	GL Account
CDM	Commercial Late Charge	1.5000	%	30	Day of Month	4000
REN	Rental Late Fee	10.0000	\$	7	Elapsed	4000
RES	Residential Late Charge	2.0000	\$	45	Day of Month	4000

Links	
Code	Description
CDM	Commercial Late Charge
REN	Rental Late Fee
RES	Residential Late Charge

Code Changes

Code:

Day: Method:

Rate: Type:

G/L:

New Save Cancel

Codes — Billing Groups

- Billing Group Codes
 - This code is **REQUIRED**.
 - This screen allows you to divide customers into different groups, according to their billing cycle.
 - At least one Billing Group must be set up in the system.

The screenshot shows a software window titled "Billing Groups". It contains a table with columns: Code, Description, Max, Cycle, Bill Type, City, State, and Zip. Below the table is a "Group Changes" form with fields for Code, MaxSite, Cycle, City, Zip, Bill Type, Late, Stmt Type, Last Stmt, Last Bill, Billed, and To. There are also checkboxes for "Advance Bill", "Residential Group", "Show Route Profit", and "Prorate accounts", and buttons for "New", "Save", "Delete", and "Cancel".

Code	Description	Max	Cycle	Bill Type	City	State	Zip			
CM1	Commercial	000090	1M	Balance Forward	Timonium	MD	21093			
0		03/01/02	03/01/02	05/31/02	CDM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
CM2	Commercial	000010	1M	Balance Forward	Cockeysville	MD	21030			
0		03/01/02	03/01/02	05/31/02	CDM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
CMB	Com - Baltimore	000070	1M	Balance Forward	Baltimore	MD	212			
0		03/01/02	03/01/02	05/31/02	CDM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
CDM	Commercial Group	000070	1M	Balance Forward	Towson	MD	21204			
0		03/01/02	03/01/02	05/31/02	CDM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

Group Changes:

Code: MaxSite: Cycle: Bill Type: Late: Stmt Type: Last Stmt: Last Bill: Billed: To:

Advance Bill
 Residential Group
 Show Route Profit
 Prorate accounts

New Save Delete Cancel

Codes – Charge Codes

Charge Codes

- This step is **REQUIRED**.
- Setting up this screen will allow customers to be automatically charged at the end of each billing cycle. These are called “Recurring Charges”.
- Along with recurring charges, codes can be created for any extra service that might be provided to the customer.
- Codes can be set up for any number of transaction charges.
- All codes created in this screen can be accessed from the Customer Master Record for assigning them as recurring charges, or in the Sales and Adjustment screen for a one time charge.

The screenshot shows a software window titled "Charge Codes". It contains two main tables: "Charges" and "Links".

Charges					
Code	Description	Qty	Units	Rate	GL Account
...	Service	1		0.00	
+	Miscellaneous Charge	1		0.00	
AD1	Current Billed Debit Adj	1		0.00	
AD3	30 Day Debit Adjustme	1		0.00	
AD6	60 Day Debit Adjustme	1		0.00	
AD9	90 Day Debit Adjustme	1		0.00	
ADJ	Adjustment	1		0.00	
BA1	Current Balance Forwa	1		0.00	
BA3	30 Day Balance Forwa	1		0.00	
BA6	60 Day Balance Forwa	1		0.00	

Links	
Code	Description
...	Service
+	Miscellaneous Charge
AD1	Current Billed Debit Adj
AD3	30 Day Debit Adjustme
AD6	60 Day Debit Adjustme
AD9	90 Day Debit Adjustme
ADJ	Adjustment
BA1	Current Balance Forwa
BA3	30 Day Balance Forwa
BA6	60 Day Balance Forwa

Below the tables is a "Code Changes" form with the following fields:

- Code:
- Qty: Units:
- Rate:
- G/L:

Buttons: New, Save, Cancel

Codes – Credit Codes

- Credit Codes
 - Credit Codes define the types of payments your company will accept.
 - Check
 - Cash
 - Credit Card, etc.

The screenshot shows a window titled "Credit Codes" with a table and a "Code Changes" section. The table has three columns: "Code", "Description", and "GL Account". The first row has Code "-", Description "Miscellaneous Credit", and an empty GL Account. The second row has Code "PPP", Description "Check #", and an empty GL Account. Below the table, the "Code Changes" section has a "Code:" label followed by a text input field, and a "G/L:" label followed by a text input field. At the bottom right, there are three buttons: "New", "Save", and "Cancel".

Code	Description	GL Account
-	Miscellaneous Credit	
PPP	Check #	

Code Changes

Code:

G/L:

Codes – Tax Item Codes

- Tax Item Codes
 - This step is only required if you have to charge your customers tax.
 - This screen specifies tax types.

The screenshot shows a window titled "Tax Items" with two tabs: "Items" and "Rates". The "Items" tab is active, displaying a table with the following data:

Code	Description	Rate	Type	Vol	GL Account
LST	Landfill Surcharge	0.23000	%	<input type="checkbox"/>	6001
RRT	Resource Recovery	1.34000	%	<input type="checkbox"/>	6002
SWT	Solid Waste Tax	0.01840	%	<input type="checkbox"/>	6000

Below the table is a "Tax Changes" section with the following fields:

- Code:
- Volume Based
- Rate: Type:
- G/L:

At the bottom of the window are four buttons: "New", "Save", "Delete", and "Cancel".

Codes – Tax Group Codes

- Tax Group Codes
 - If tax items were created, they need to be assigned to a tax group.
 - Tax groups can be whatever you want them to be.
 - State
 - County
 - City, etc.

The screenshot shows a software window titled "Tax Groups". At the top left, there is a "Group:" label followed by a dropdown menu and an empty text input field. Below this, there are two tables. The first table, titled "Tax Items", has columns for "Code", "Description", and "Rate". The second table, titled "Links", has columns for "Code" and "Description" and contains the following data:

Code	Description
LST	Landfill Surcharge
RRT	Resource Recovery
SWT	Solid Waste Tax

At the bottom of the window, there are four buttons: "New", "Save", "Delete", and "Cancel".

Codes – Container Profiles

- Container Profiles
 - This feature is optional.
 - This screen describes the different types of containers with which your company deals.
 - With container tracking, you can see what containers are in the “yard” and what containers are at a customer’s site.
 - Information on this screen is used by the Container Maintenance Screen and the Customer Master Screen.

The screenshot shows a software window titled "Container Profiles". It contains a table with the following data:

Code	Description	Type	Size	Units	Life
C40	Compactor	Compactor	40	cu.yd.	10
F10	Front Load 10 Yard	Front Loader	10	cu.yd.	10
FL2	Front Load 2 yd	Front Loader	2	cu.yd.	10
FL4	Front Load 4 Yd	Front Loader	4	cu.yd.	10
FL6	Front Load 6 YD	Front Loader	6	cu.yd.	10
FL8	Front Load 8 YD	Front Loader	8	cu.yd.	10
R15	15 Yard Roll-off	Roll-Off	15	cu.yd.	5
R20	20 Yard Open Top	Roll-Off	20	cu.yd.	5
R30	30 Yard Open Top	Roll-Off	30	cu.yd.	5
R40	40 Yard Open Top	Roll-Off	40	cu.yd.	5

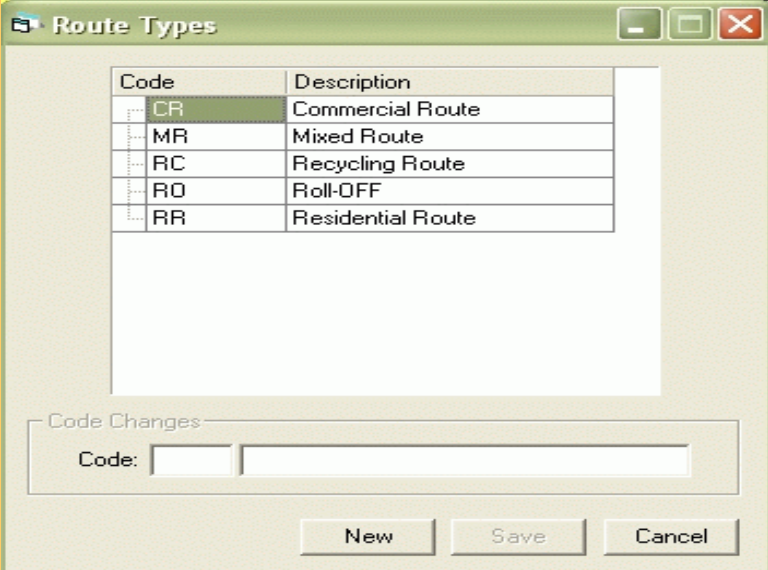
Below the table is a "Profile Changes" section with the following fields:

- Code:
- Size: Units: Type:
- Life:

At the bottom right are three buttons: "New", "Save", and "Cancel".

Setting up Routes – Route Types

- Route Types
 - Route tracking is optional
 - Route Types defines a code for each different Type of Route i.e. residential, commercial, recycle, etc.



The screenshot shows a software dialog box titled "Route Types". It contains a table with two columns: "Code" and "Description". The table lists five route types: CR (Commercial Route), MR (Mixed Route), RC (Recycling Route), RO (Roll-OFF), and RR (Residential Route). Below the table is a section labeled "Code Changes" with a "Code:" label and two empty input fields. At the bottom of the dialog are three buttons: "New", "Save", and "Cancel".

Code	Description
CR	Commercial Route
MR	Mixed Route
RC	Recycling Route
RO	Roll-OFF
RR	Residential Route

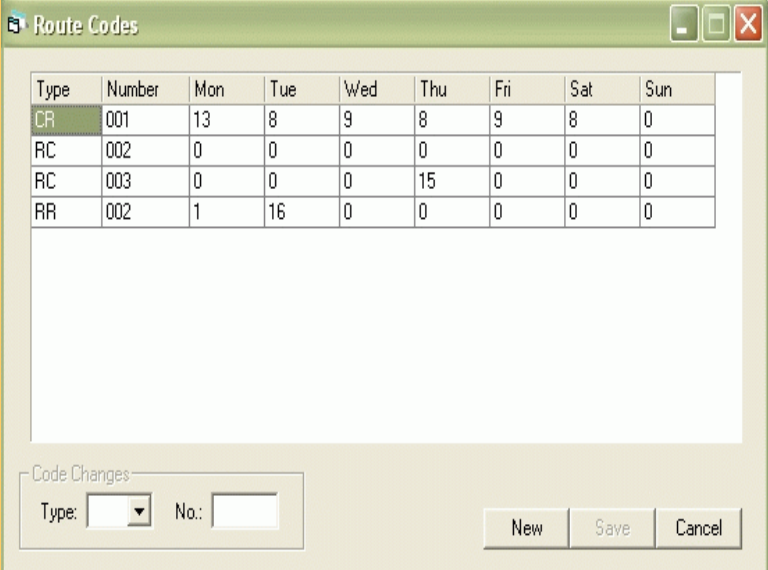
Code Changes

Code:

New Save Cancel

Setting up Routes – Route Detail

- Route Detail
 - Route tracking is optional
 - Route Detail further defines the different Route Types, i.e., residential 1, residential 2, etc.



The screenshot shows a window titled "Route Codes" with a table of route types and their associated values for each day of the week. The table has columns for Type, Number, Mon, Tue, Wed, Thu, Fri, Sat, and Sun. The rows are CR, RC, RC, and RR.

Type	Number	Mon	Tue	Wed	Thu	Fri	Sat	Sun
CR	001	13	8	9	8	9	8	0
RC	002	0	0	0	0	0	0	0
RC	003	0	0	0	15	0	0	0
RR	002	1	16	0	0	0	0	0

Below the table, there is a section labeled "Code Changes" with a dropdown menu for "Type" and a text box for "No.". At the bottom right, there are three buttons: "New", "Save", and "Cancel".

Setting up a New Customer

- The top of the **Customer Master** screen is used for Customer Site and Billing Information: Name, Address, Phone, etc.
- The bottom is used to set up and track a customer's data.
- The General Tab further defines and describes the customer.

To find a customer use Lookup

Customer Master

Customer: [] Control: []

Lookup [] Account []

Site [] Billing []

Company: []

Contact 1: []

Contact 2: []

Phone: [] [] []

Street: [] []

City: [] State: [] Zip: []

Status: []

Tax: []

E-mail: []

Notes: []

Route Instr: []

Route Exception

General | History | Billing | Routes | Containers | Rate Sheet | Cc

Cycle: [] Terms: [] Start: []

PO#: [] Pen./Inc.: [] Apply Stop: []

Print Invoice Deposit: [] Resume: []

Print Statement Cr Limit: [] Cont. Exp.: []

Type: [] Unapplied: [] Last Paid: []

Auto Apply Credit Billed Thru: []

Balance

Cur-Unb: []

Cur-Billed: []

Over 30: []

Over 60: []

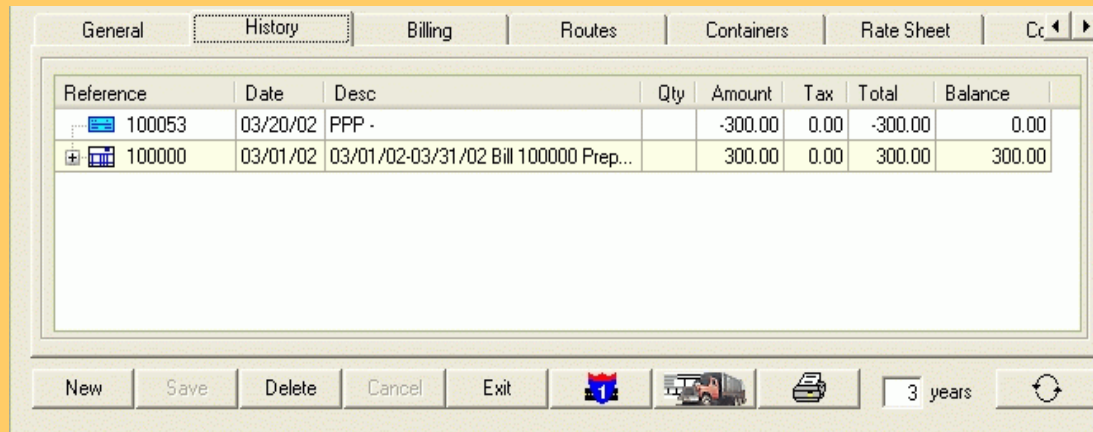
Over 90: []

Total: []

New Save Delete Cancel Exit [] [] [] [] []

Customer Master Tabs – History Tab

- History Tab
 - This screen is used to view transaction (payments, invoice) history.
 - There is no manual input into this screen.



The screenshot displays a software window with a tabbed interface. The 'History' tab is selected. The window contains a table with the following data:

Reference	Date	Desc	Qty	Amount	Tax	Total	Balance
100053	03/20/02	PPP -		-300.00	0.00	-300.00	0.00
100000	03/01/02	03/01/02-03/31/02 Bill 100000 Prep...		300.00	0.00	300.00	300.00

Below the table, there is a toolbar with buttons for 'New', 'Save', 'Delete', 'Cancel', 'Exit', and a refresh icon. A dropdown menu is set to '3 years'.

Customer Master Tabs – Route Tab

- Route Tab
 - This tab assigns a route to a customer.
 - A customer can be set up on more than one route

The screenshot shows a software window with several tabs: General, History, Billing, Routes (selected), Containers, Rate Sheet, and Cc. The Routes tab is active and displays a table with columns for days of the week and a 'Rt' column. A 'Billing Code' dropdown menu is visible on the left. The table contains one row of data for route 'CR'.

Billing Code	Rt	Mon	Tue	Wed	Thu	Fri	Sat	Sun
[Dropdown]	CR	001/000070	001/000030	001/000040	001/000030	001/000040	001/000030	

At the bottom of the window, there are buttons for New, Save, Delete, Cancel, Exit, and a refresh icon. There are also icons for a truck and a printer.

Customer Master Tabs – Containers Tab

- Containers Tab
 - This tab assigns containers between the company and the customer.
 - From “yard” to customer
 - From customer to “yard”
 - From customer to customer

Container No.	Description	Size	Life	Price	Purchased
F10001	Front Load 10 Yard	10	10	\$0.00	
F10002	Front Load 10 Yard	10	10	\$0.00	

Customer Master Tabs – Rate Sheet Tab

- Rate Sheet Tab
 - This tab allows you to specify a “special” charge code rate for this customer.
 - The special rate will override the default charge code rate (other than recurring charges).





The screenshot shows a software window with a tabbed interface. The 'Rate Sheet' tab is selected. The window contains a table with the following columns: Code, Desc, Size, Rate, Tax, and Total. The table is currently empty. Below the table is a toolbar with buttons for 'New', 'Save', 'Delete', 'Cancel', 'Exit', and several icons including a truck, a car, and a refresh symbol.

Code	Desc	Size	Rate	Tax	Total
------	------	------	------	-----	-------

Customer Master Tabs – Collection Tab

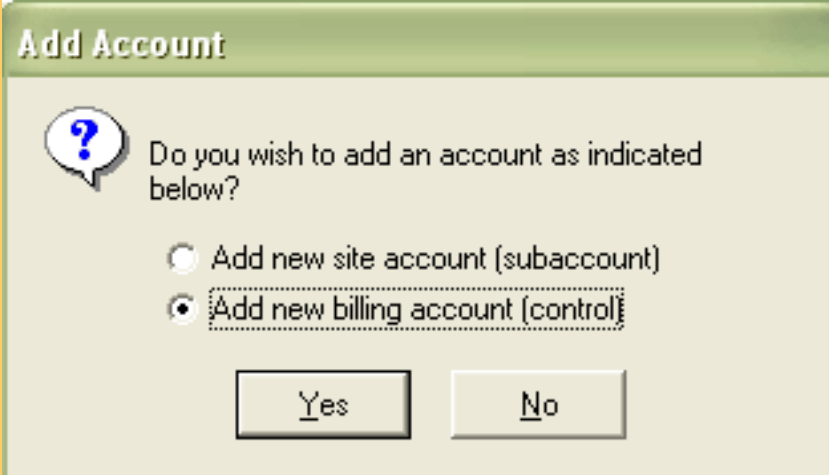
- Collection Tab
 - This tab is used for logging calls made to the customer relating to collections.

Date	User	Instructions	Next
------	------	--------------	------

New Save Delete Cancel Exit    

Master/Sub Accounts

- When adding a new Customer the system asks whether the new Customer is a Master or Sub Account.
- A Sub Account is another site address for the Master Account.
- A Master Account can have multiple Sub Accounts.
- Select Add new site account if the customer is a Sub Account of the existing Customer.
- Select Add new billing account if the Customer is a Control or Master Account.



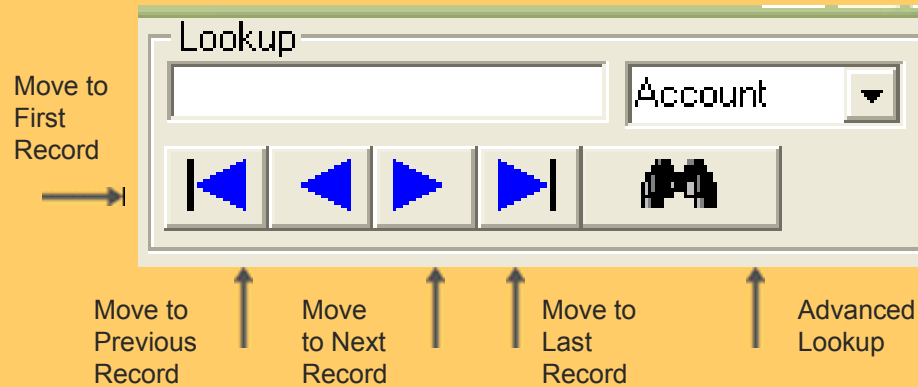
Add Account

Do you wish to add an account as indicated below?

Add new site account (subaccount)

Add new billing account (control)

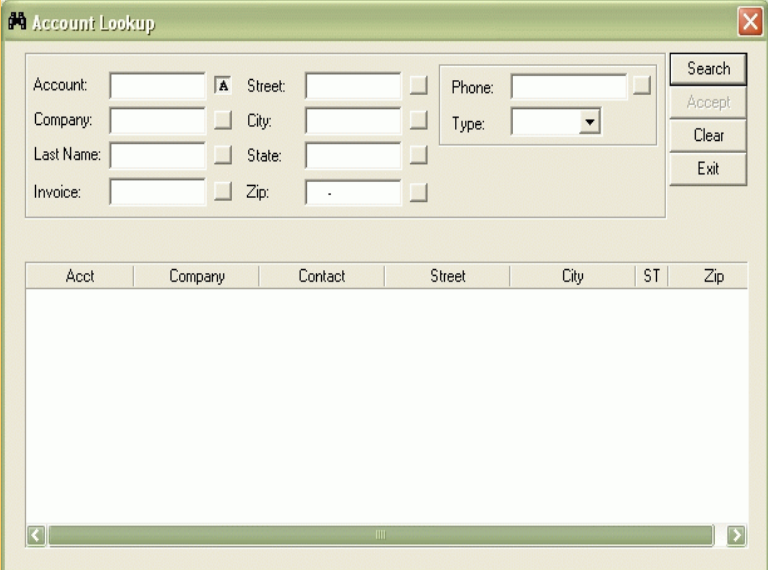
The Lookup Box



- The lookup box finds customers that have already been set up in the system.
- You can lookup a customer by their Account, Name, Street, Phone, or Invoice by typing the information in and hitting enter.
- The blue buttons let you scroll through the records.
- Advanced Lookup is described on the next page.

Lookup: Advanced Lookup

- The Advanced Lookup expands the way to search for a customer.
- Type in the customer criteria and hit Search.
- The more information you enter the more defined the search.



The screenshot shows a dialog box titled "Account Lookup" with a close button (X) in the top right corner. The dialog contains several input fields and checkboxes for search criteria:

- Account: (with a small 'A' icon)
- Company:
- Last Name:
- Invoice:
- Street:
- City:
- State:
- Zip:
- Phone:
- Type: (dropdown menu)

On the right side of the dialog, there are four buttons: "Search", "Accept", "Clear", and "Exit". Below the input fields is a table with the following columns: "Acct", "Company", "Contact", "Street", "City", "ST", and "Zip". The table is currently empty. At the bottom of the dialog, there is a horizontal scrollbar.

Daily Processing – Sales and Adjustments

- The **Sales and Adjustments** screen is for entering any extra charges to the customer.
 - Sales
 - Special Service Charges
 - Adjustments
 - Returned Check Fees
 - Beginning Balances, etc.
- Transactions entered in this screen will remain in the Journal until posted.

The screenshot shows a software window titled "Sales and Adjustments". It features a "Lookup" section with an "Account" dropdown and navigation buttons. A "Customer Information" section includes a "Bill To:" field, radio buttons for "Site" and "Billing", and input fields for "Balance:", "Credit Limit:", "Over Credit:", and "Credits:". Below this is a table with columns: Date, Code, Description, Units, Quantity, Rate, Sub Total, Tax, and Total. The "Date" field is set to "10/27/04". At the bottom, there are buttons for "Tax", "Add", "No. Items:", "0.00", "Delete", "Post", "Commit", and "Exit".

Daily Processing – Cash Receipts

- The **Cash Receipts** screen is where Payments are entered.
 - Cash payments
 - Credit adjustments
- Transactions entered in this screen will remain in the Journal until posted.

The screenshot shows a software window titled "Cash Receipts". It features a "Lookup" section with a text field and a dropdown menu labeled "Account". Below this are navigation buttons: left arrow, right arrow, double left arrow, double right arrow, and a magnifying glass icon. To the right is a "Customer Information" section with a "Bill To:" field, radio buttons for "Site" and "Billing", and a table of financial data:

Balance:	\$0.00
Credit Limit:	\$0.00
Over Credit:	\$0.00
Credits:	\$0.00

Below the navigation buttons is a table with columns: Date, Codes, Description, and Total. The first row contains " / /", a dropdown arrow, an empty field, and "\$0.00". An "Add" button is to the right of the "Total" column. Below the table is a "No. Items" field showing "0.00". At the bottom right are "Delete", "OK", and "Cancel" buttons.

Daily Processing – Journal

- The **Journal** is a holding area for viewing transactions before they are posted to the Customer's Account.
 - Sales and Adjustments
 - Cash Receipts
 - Dispatching Work Orders
- **Journal** Entries are not manually entered but can be:
 - Edited
 - Deleted
 - Printed
 - Posted

The screenshot shows a software window titled "Journal". At the top, there are three input fields: "Type: Combined" (a dropdown menu), "User: All Users" (a dropdown menu), and "Item No.:" (a text box). Below these is a table with the following columns: User, Item #, Date, Account, Code, Description, Qty, Rate, Tax, and Total. The table is currently empty. At the bottom left of the window, it says "No. Items: 0". At the bottom right, it shows a value of "0.00". Below the table, there are five buttons: "Edit", "Delete", "Post", a printer icon, and "Exit".

Daily Processing – Auto Create Payments

- **Auto Create Payments** allows you to automatically apply payments received from the customer to a billing group instead of individually in the Cash Receipts Screen .

Auto-create Payments

Include Groups

Group	Description	Cycle
<input type="checkbox"/> CM1	Commercial	1M - Monthly
<input type="checkbox"/> CM2	Commercial	1M - Monthly
<input type="checkbox"/> CMB	Com - Baltimore	1M - Monthly
<input type="checkbox"/> COM	Commercial Group	1M - Monthly
<input type="checkbox"/> ROL	Roll-off Group	1W - Weekly
<input type="checkbox"/> RS1	Residential	1M - Monthly
<input type="checkbox"/> RS2	Residential	2M - 2 Months
<input type="checkbox"/> RS3	Residential	3M - Quarterly

Select All

Exclude Accounts

Lookup: Account

Acct	Name

Group Parameters

Code: Post Date: / /

Include Inactive Accounts

Daily Processing - Collections

- The **Collections** screen is used to track the Customer Collections process.
- Payment History can also be viewed on this screen.
- Notes entered here can be viewed on the Customer Master Screen.
- Notes entered on the Customer Master Screen can be viewed here.

The screenshot displays the 'Collections' window with the following sections:

- Lookup:** A search field with 'Account' selected in the dropdown menu and navigation buttons.
- Customer Information:** A section with a 'Pickup:' field, radio buttons for 'Site' (selected) and 'Billing', and a summary table:

Current:	\$0.00	Balance:	\$0.00
Over 30:	\$0.00	Credit Limit:	\$0.00
Over 60:	\$0.00	Last Paid:	/ /
Over 90:	\$0.00	Credits:	\$0.00
- Payments:** A table with columns: Date, Post, Description, Amount.
- Call History:** A table with columns: Date, User, Instructions, Next.

An 'OK' button is located at the bottom right of the window.

Daily Processing – Re-sequence Routes

- The **Re-sequence Routes** screen is only used when Routing has been set up in the system.
- A customer is assigned a “Stop Number”. This number signifies the customer’s position as it appears in the route.
- With this screen the stop numbers can be adjusted so additional stops can be added to the route.



Daily Processing – Open Items

- The **Open Items** screen is used to view open transactions
 - Individual Charges
 - Individual Payments
- With this screen you can assign which payment is to be applied to which charge.

The screenshot shows a software window titled "Edit Open Items". At the top, there is an "Account:" field and two radio buttons: "All History" (selected) and "Open History". Below this is a section for "Payments" with a "Total Unapplied:" field showing "0.00". It contains a table with columns: "Account", "Reference", "Date", "Desc", "Total", and "Open". Below the table is an "Open" button and a "Close:" field showing "0.00" with an "Apply" button. Below the "Payments" section is a section for "Charges" with a "Total Open:" field showing "0.00". It contains a table with columns: "Account", "Reference", "Date", "Desc", "Total", and "Open". Below the table is an "Open" button. At the bottom right of the window are "Auto Apply" and "Cancel" buttons.

Dispatching — Entry/Maintenance

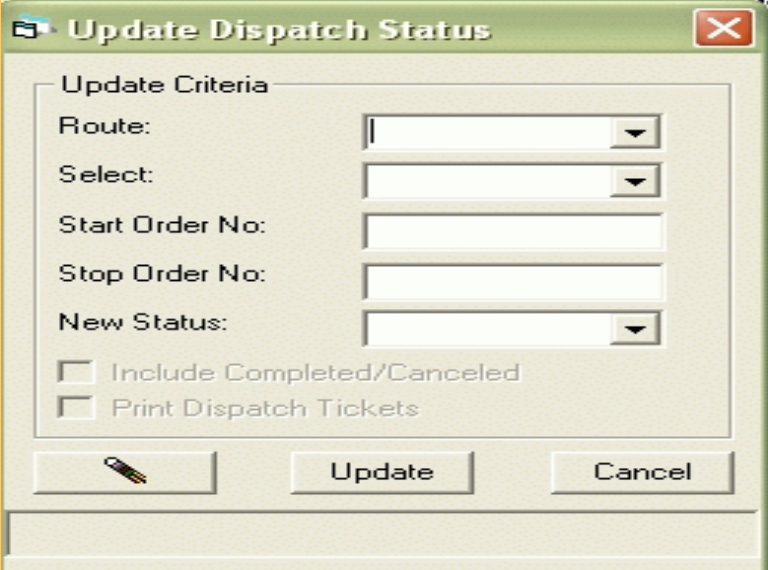
- **Dispatching Entry/Maintenance** is used for creating and editing Work Orders.
- The **Ticket Tab** gives general information about the order:
 - Drop off or Pick up of roll off containers
 - Scheduling painting containers
 - Any service for the customer
- The **Transaction Tab** lists the individual charges the customer will be billed.
- The **Detail Tab** shows the transactions for which the customer has already been billed.

The screenshot shows the 'Dispatch Entry' window with the 'Ticket' tab selected. The window contains a 'Lookup' field with a yellow background and a dropdown menu for 'Order No.'. Below this are navigation buttons (back, forward, search) and a 'Print' icon. The main area is a table with columns: Date, Code, Description, Units, Quantity, Rate, Sub Total, Tax, Total. The table has one row with values: / /, a dropdown, a text field, a dropdown, 0.0000, \$0.0000, \$0.00, a dropdown, and \$0.00. Below the table are 'Cancel', 'Tax', and 'Add' buttons. At the bottom, there is a 'No. Items' field with the value 0.00 and the text 'Dispatch Items for this workstation only'. There are also 'Send To Journal', 'Delete', and 'Exit' buttons.

Date	Code	Description	Units	Quantity	Rate	Sub Total	Tax	Total
/ /				0.0000	\$0.0000	\$0.00		\$0.00

Dispatching — Process & Print Tickets

- The **Process Dispatch Tickets** Screen is use to manually change the status on a batch of tickets.



The screenshot shows a dialog box titled "Update Dispatch Status" with a close button (X) in the top right corner. The dialog contains the following fields and options:

- Update Criteria** section:
 - Route:** A dropdown menu.
 - Select:** A dropdown menu.
 - Start Order No:** A text input field.
 - Stop Order No:** A text input field.
 - New Status:** A dropdown menu.
- Two checkboxes:
 - Include Completed/Canceled
 - Print Dispatch Tickets
- At the bottom, there are three buttons: a button with a pencil icon, an "Update" button, and a "Cancel" button.

Dispatching — Process & Print Tickets

- The **Print Dispatch** Screen uses the same selection criteria as the proceeding screen for printing Dispatch Tickets.

Print Dispatch Tickets

Ticket Parameters

Route: [Dropdown]
Select: [Dropdown]
Start Order No: [Text]
Stop Order No: [Text]
Status: WorkOrder Printed Dispatched

Ticket Options

Order By: [Work Order]
 Print Preview

[Printer Icon] [Pencil Icon] [Exit]

[Group Billing]

- Group Billing
 - All customers in the group are billed at the same time.
 - Steps to follow for Group Billing:
 - Late Charges
 - Pre-Billing Report
 - Recurring Charges
 - Print Statements
 - Print Open Item (OI) Statements
- Group Invoices
 - Invoices are created for work done at time of service.
 - Steps to follow for Invoicing:
 - Create Invoices
 - Print Invoices
- Un-Bill Groups

Individual Billing

- Individual Billing
 - Each customer is billed individually.
 - Steps to follow for Individual Billing:
 - Recurring Charges
 - Print Statements
 - Print Open Item (OI) Statements

- Individual Invoices
 - Invoices are created for work done at time of service.
 - Steps to follow for Invoicing:
 - Create Invoices
 - Print Invoices

Contract Renewal

- Contract Renewal
 - Select one group or all groups
 - Select by Start or Expiration Date
 - All contracts that meet the criteria will be renewed
 - For a list of contracts set to expire run the Contracts Expire Report in Daily Reports.

The screenshot shows a software window titled "Contract Renewal". It features a table with columns for Group, Description, and Cycle. The table lists several contract groups with checkboxes for selection. To the right of the table is a "Parameters" section with dropdown menus for "Filter By" (set to "Contract No."), "Start Contract", "End Contract", "Start Date" (11/09/04), and "End Date" (11/09/04). At the bottom of the window are four buttons: "Select All", "Clear", "Renew", and "Exit".

Group	Description	Cycle
<input type="checkbox"/> CM1	Commercial	1M - Monthly
<input type="checkbox"/> CM2	Commercial	1M - Monthly
<input type="checkbox"/> CMB	Com - Baltimore	1M - Monthly
<input type="checkbox"/> COM	Commercial Group	1M - Monthly
<input type="checkbox"/> ROL	Roll-off Group	1W - Weekly
<input type="checkbox"/> RS1	Residential	1M - Monthly

Parameters

Filter By: Contract No.

Start Contract: [Dropdown]

End Contract: [Dropdown]

Start Date: 11/09/04

End Date: 11/09/04

Select All Clear Renew Exit

Employees

- The **Employee** feature is optional.
- In this screen, you can set up your Drivers, Technicians, Clerks and Salespeople.
- There are required fields when setting up an employee:
 - Code
 - Name
 - Type
 - A code for an employee can be their initials, first name, employee number, etc.

The screenshot shows a window titled "Employee Maintenance". It contains a table with the following columns: Code, Name, Street, City, State, Zipcode, Phone, SSN, Started, Rate, Pay, OT Pay, Hours, OT Hr, Type, and Comm. Below the table is a form titled "Employee Changes" with the following fields:

Code:	<input type="text"/>	Rate:	<input type="text" value="\$0.00"/>
Name:	<input type="text"/>	Pay:	<input type="text" value="\$0.00"/>
Type:	<input type="text"/>	OT Pay:	<input type="text" value="\$0.00"/>
Street:	<input type="text"/>	Hours:	<input type="text" value="0.000"/>
City:	<input type="text"/>	OT Hours:	<input type="text" value="0.000"/>
State:	<input type="text"/>	Comm:	<input type="text" value="0.000"/>
Zip:	<input type="text"/>		
Phone:	<input type="text" value="() -"/>		
SSN:	<input type="text" value=".."/>		
Anniv:	<input type="text" value="/ /"/>		

Buttons: New, Save, Cancel

Truck Codes

- Truck Codes
 - Codes must be entered in order to track vehicles.
 - This screen shows the different types of vehicles used by your company.

Vehicle Maintenance Codes

Code	Description	Type	Amount
------	-------------	------	--------

Code Changes

Code:

Type:

Amount:

New Save Cancel

Truck Maintenance

- Truck Maintenance
 - This screen gives details of each vehicle.
 - This screen is also used for tracking maintenance information for each vehicle.

The screenshot shows a software window titled "Vehicle Maintenance" with a close button (X) in the top right corner. The window contains a form with the following fields and controls:

- Truck No:
- General tab (selected), Maintenance tab, History tab
- License Plate: Make: Year:
- In Service: Desc:
- Empty Weight:
- Capacity:
- Body: Notes:
- Installed:
- Avg. Miles/Wk:
- Avg. Hours/Wk:
- Total Parts:
- Total Labor:
- Grand Total:

At the bottom of the window, there are five buttons: New, Save, Delete, Cancel, and Exit.

Late Notices

- This screen will allow you to send out **Late Notices** to customers that are over 30, 60, or 90 days past due.
- **Late notices** can be in the form of a statement or postcard.
- **Late Notices** can also be sent to the customer in letter format by using the Mass Mail Module.

Group	Description	Cycle
<input type="checkbox"/> CM1	Commercial	1M - Monthly
<input type="checkbox"/> CM2	Commercial	1M - Monthly
<input type="checkbox"/> CMB	Com - Baltimore	1M - Monthly
<input type="checkbox"/> COM	Commercial Group	1M - Monthly
<input type="checkbox"/> RDL	Roll-off Group	1W - Weekly
<input type="checkbox"/> RS1	Residential	1M - Monthly
<input type="checkbox"/> RS2	Residential	2M - 2 Months
<input type="checkbox"/> RS3	Residential	3M - Quarterly

Select All

Clear Test [Print Icon] Exit

Report Parameters

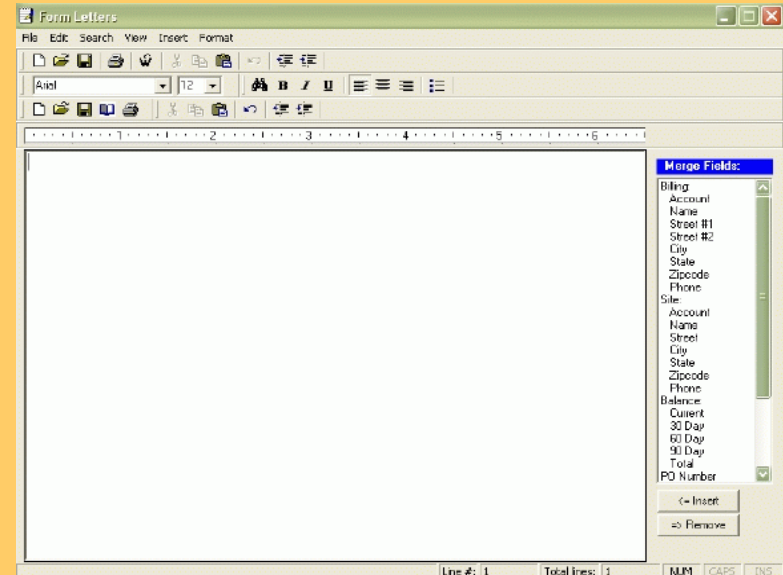
Start Account [Dropdown]
End Account [Dropdown]
Balance [Over 30] [Dropdown]
 Overdue Amount Only

Report Options

Order By [Account Number] [Dropdown]
Format [Dropdown]
 Print Preview
 Consolidate Subaccounts
 Detail Format

Letters

- The **Letters** screen allows you to create a letter to be sent to one or more customers.
 - Customer names, addresses, balances, among other fields, can print on the letters.
 - Letters can not be printed from this screen.



Mass Mail

- The **Mass Mail** module allows you to print **Letters** out to a group of customers.

Group	Description	Cycle
<input type="checkbox"/>	CM1 Commercial	1M - Monthly
<input type="checkbox"/>	CM2 Commercial	1M - Monthly
<input type="checkbox"/>	CMB Com - Baltimore	1M - Monthly
<input type="checkbox"/>	CDM Commercial Group	1M - Monthly
<input type="checkbox"/>	ROL Roll-off Group	1W - Weekly
<input type="checkbox"/>	RS1 Residential	1M - Monthly
<input type="checkbox"/>	RS2 Residential	2M - 2 Months
<input type="checkbox"/>	RS3 Residential	3M - Quarterly

Select All

Remarks

Clear

Print

Exit

Mail Parameters

Start Account [dropdown]
End Account [dropdown]
Balance [dropdown]
Min. Bal. 0.00

Mail Options

Order By Account Number [dropdown]
Format [dropdown]
Letter [dropdown]
Salutation [dropdown]
 Print Preview
 Consolidate Subaccounts

[Month End]

- **Month End** resets the dollar amount fields on the Truck Maintenance Screen back to zero.
- **Month End** does not effect Truck Maintenance History.

Reports

- Billing Code
- Route List
- Customer Reports
 - Customer List
 - Aged Balances
 - Account Review
- Collections
- Dispatch List
- Tax Reports
- General Ledger
 - Missing Tax GL
 - Missing Code GL
 - GL Summary
- Container List
- Contracts Expiring
- Trucks
 - Truck List
 - Preventive Maintenance

The Analyze Tab – Route Profit

- The **Route Profit** report will only be accurate if you have routes assigned to your customers.
- After selecting a route number the system will automatically calculate route totals.
- Totals can be viewed by the day or month. This report can be printed by hitting the Print button.

The screenshot shows a software window titled "Route Profit" with a close button (X) in the top right corner. The interface is divided into several sections:

- Route Section:** Contains dropdown menus for "Route Number", "Day" (set to 11/10/2004), "Driver", and "Truck". It also has radio buttons for "Daily" (selected) and "Monthly", and a checked checkbox for "Include Projections".
- History Section:** A table with the following data:

No. of Stops	0
No. of Containers	0
No. of Loads	0
Total Yards	0.00
Size of Body	0.00
Revenue	\$0.00
Normal Route Time (hr.)	0.00
- Incidental Section:** A table with the following data:

Gallons of Fuel	0.00
Fuel Cost (\$/gal.)	\$0.00
Total Route Time (hr.)	0.00
Time in Landfill (hr.)	0.00
Downtime (hr.)	0.00
Total Miles	0.00
- Daily Section:** A table with the following data:

Employee Costs	\$0.00
Maintenance Costs	\$0.00
Dumping Costs	\$0.00
Indirect Expenses	\$0.00
- Annual Section:** A table with the following data:

Insurance Costs	\$0.00
Depreciation Costs	\$0.00

At the bottom of the window, there are three buttons: "Clear", a printer icon (Print), and "Exit".

Analyze Tab – Charges

- This screen can increase or decrease rates for one or all charge codes that are setup in the system.
- This screen can also be used to increase or decrease the recurring charge rates that are assigned to your customers.

Adjust Charges

Group	Description	Cycle
<input type="checkbox"/> CM1	Commercial	1M - Monthly
<input type="checkbox"/> CM2	Commercial	1M - Monthly
<input type="checkbox"/> CMB	Com - Baltimore	1M - Monthly
<input type="checkbox"/> COM	Commercial Group	1M - Monthly
<input type="checkbox"/> ROL	Roll-off Group	1W - Weekly
<input type="checkbox"/> RES	Residential	1M - Monthly

Select All

Clear

Group Parameters

Route Number: []
Route Day: []

Clear

Code	Description
<input type="checkbox"/> :	Service
<input type="checkbox"/> +	Miscellaneous Charge
<input type="checkbox"/> AD1	Current Billed Debit Adjustment
<input type="checkbox"/> AD3	30 Day Debit Adjustment
<input type="checkbox"/> AD6	60 Day Debit Adjustment
<input type="checkbox"/> AD9	90 Day Debit Adjustment
<input type="checkbox"/> AD1	Adjustment

Select All

Code Parameters

Apply to all codes

Billing Amount: 0.00
Adj. Type: []
Adjustment: 0.000

Include recurring charges
 Include rate sheets

Clear

Clear Preview Update Exit

Analyze Tab – Map Route

- This feature requires **DeLorme Street Mapping Software**.
- This screen will allow you to see all customers on a route displayed on a Street Atlas.
- You can then define the stop sequence and get driving directions.
- The Street Atlas and driving directions can also be viewed for a single customer from the Customer Master Screen.

The screenshot shows a 'Map Route' dialog box with the following components:

- Map Parameters:** A section containing several dropdown menus: Route Number, Route Day, First Stop, Last Stop, Balance, Container Type, and Status. Below these are two checkboxes: 'Launch Mapping App.' (unchecked) and 'Add stop to' (checked) with a 'Name' dropdown menu.
- Table:** A table with three columns: Group, Description, and Cycle. It contains five rows of data, all with checked checkboxes in the first column.

Group	Description	Cycle
<input checked="" type="checkbox"/> CM1	Commercial	1M - Monthly
<input checked="" type="checkbox"/> CMB	Com - Baltimore	1M - Monthly
<input checked="" type="checkbox"/> COM	Commercial Group	1M - Monthly
<input checked="" type="checkbox"/> RS1	Residential	1M - Monthly
<input checked="" type="checkbox"/> RS2	Residential	2M - 2 Months
<input checked="" type="checkbox"/> RS3	Residential	3M - Quarterly

Buttons at the bottom include 'Clear', 'OK', and 'Cancel'. A 'Select All' button is located at the bottom right of the table area.