Mobile Office for Apple iPad

November 15, 2012

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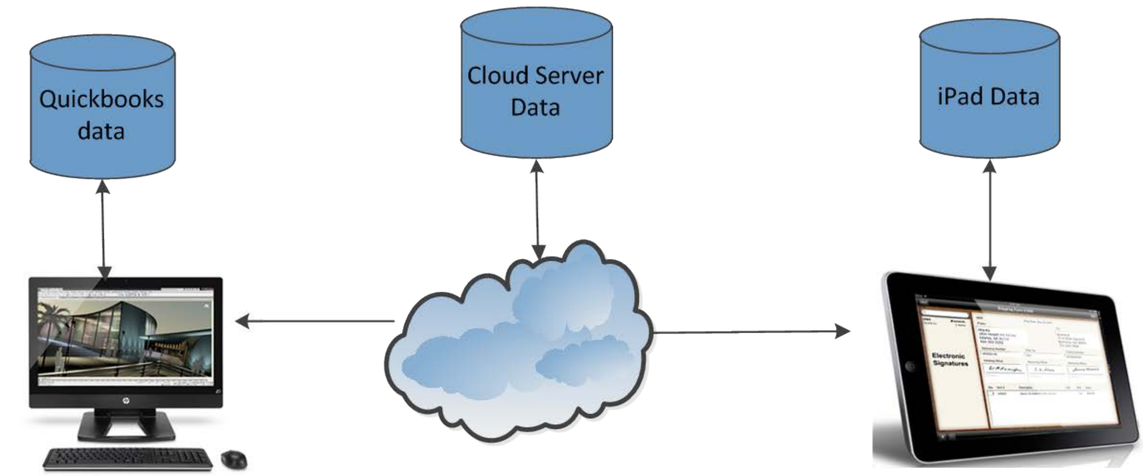
1 Introduction

Mobile Office connects your Intuit Quickbooks accounting to your iPad so you can get business done when you are on the road. You can see lists (customers, vendors, employees), create invoices and take a credit card payment, review documents and review your inventory. When the iPad detects a network connection the unit will try and synchronize data to the cloud data server. When you are in the office you can synchronize your Quickbooks with the cloud data server. We show this synchronization process in the following figure.



The advantage of a custom iPad application is that you can keep working even when you don't have a network connection. No more hand written invoices and then data entry into Quickbooks.

1.1 Document History

Document	Author	Date	Revision Description
iPadMobile	Roy Nabel	3/26/2011	Creation
MobileOfficeForIpad	Roy Nabel	7/14/2011	Modified files section
MobileOfficeForIpad	Roy Nabel	10/21/2012	Added Receiving section
MobileOfficeForIpad	Roy Nabel	10/27/2012	Modified Receving and Stock Count
MobileOfficeForIpad	Roy Nabel	11/15/2012	Modified shipping

2 Getting Started

Please note that you should first go through the Intuit Quickbooks document and have all your data synchronized to the cloud (see the Mobile Office for Quickbooks on the RCO web site selecting Mobile Office and then selecting documents.

You need to do the following items before you can start using the mobile office for the iPad. The latter model iPads will perform operations much faster and you will notice a considerable speed improvement if you have a large amount of data.

1. Download and install the mobile office app from the Apple App Store

2. Start the app and touch settings and enter some information and touch the Save button

2.1 iPad Setup

In the Apple app strore search for Mobile Office and then look for the one from RCO Services Inc as shown in the following screen.

iPad
6/12 - 11:47
100%
New
What's Hot
Release Date
google
App Store 1-12 of 10018
ABC Phonics Animals Writin...
Education
FREE
Released Jun 12, 2010
12000 Aforismi HD
Lifestyle
$3.99
Released Jun 12, 2010
Blindfold German Penalty Sh...
Games
$4.99
Released Jun 12, 2010
Brain Boosting
Games
$2.99
Released Jun 12, 2010
Four Rivers Lite
Games
FREE
Released Jun 12, 2010
Hangman HD + Bluetooth Mul...
Games
$2.99
Released Jun 12, 2010
HayaMemo for iPad
Productivity
$2.99
Released Jun 12, 2010
infobae América HD
News
FREE
Released Jun 12, 2010
John Bishop FC HD
Entertainment
$6.99
Released Jun 12, 2010
John Bishop FC HD LITE
Entertainment
FREE
Released Jun 12, 2010
Langenscheidt Basic-Wörter...
Education
$19.99
Released Jun 12, 2010
Langenscheidt Basic-Wörter...
Education
$19.99
Released Jun 12, 2010
indicates an app designed for both iPhone and iPad
Account: info@macstor...
Redeem
Support
Featured
Top Charts
Categories
Updates

2.2 Login

When you start the app for the first time you will see a PIN login screen. You will need to type in a 4 digit PIN and then the app will display the same screen so type in the same PIN you did on the first screen. After this initial time you will only have to enter your PIN number once. If you click the Reset button in the Settings screen you will have to repeat this initial PIN assisgnment since the database is blank.

2.3 Mobile Settings

From the home screen click on the Settings Icon and you will see the following screen. Enter your login which is your email address (example jane@gmail.com), your password which you will receive in an email after you purchase the product. Make sure that your iPad has a network connection. Click the test connection button and then click the Save button. Note that if you have many items stored on the cloud data server you will see the system busy icon working for a few minutes.

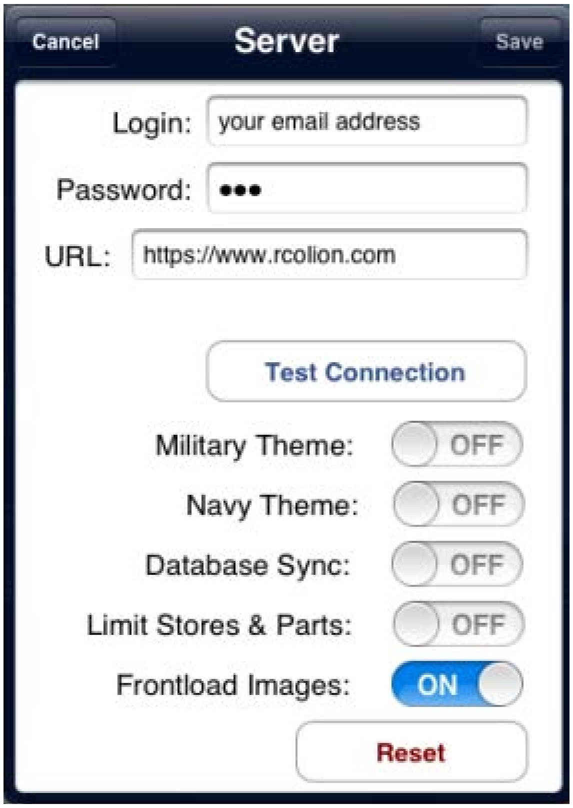


Figure 2.2.1 Settings

2.4 Rights

On the cloud server each role has assigned rights that are checked when you login to your iPad. These rights are stored on your local iPad and rechecked when you make a connection to the server.

Mobile-Displaycustomersoftheorganization
Mobile-Displayemployeesoftheorganization
Mobile-Displayfilesloginhasaccessto
Mobile-Displayinvoicesloginhasaccessto
Mobile-Displaysettings
Mobile-Displaystoresoftheorganization
Mobile-Displaytestfilesfunction
Mobile-Displaytestinvoicesfunction
Mobile-Displaytesttimecardsfunction
Mobile-Displayvendorsoftheorganization
Mobile-Displayvendortimecardsloginhasacessto

The rights that have test in them are used by RCO development and support staff as needed to troubleshoot problems.

2.5 Home Screen

In the following figure you see the mobile office home screen. You touch one of the icons to activate a command.

3 Files

The Files command allows you to see files that have been organized on the RMS server so that you can download the files you need to your mobile device. Before you use the files command somebody had to organize and code all the files. In the setting screen you setup the Files using a filter. Each record type can have a different set of filter settings. You need to choose the settings such that you can quickly see the different collections of file you may want.

3.1 Overview

When you look at the following figure you see a tri-pane display. In the upper left you have the collections pane. This shows you the various collections of files you can choose from as setup by the filter. The numbers to the right indicated the number of files in a collection. In the bottom left you have the files that are contained in a given collection. The graphic icon to the right of each file shows whether the file has been stored on the iPad. The large window on the right shows you the content of the file you selected from the file list pane.

3.2 Slider

The slider is the vertical bar that separates the two left panes from the large content pane. You can move your finger horizontally to adjust how much content is shown. You can hide the two left panes by touching the < image near the top of the slider bar. When you collapse the two left panes you will see a > image appear on the top black bar that lets you show the two panes again.

3.3 Filter

The filter is used to get a collection of files for a particular record type. In the settings pane you select the files filter and then you can select the record type. You can also change the filter settings when you are in the files command by touching the filter icon in the left corner. You pick the settings you want and then touch the “Save” button so that you will see your new settings take effect.

3.4 Viewer

The viewer has several controls to help you work with the displayed file. The following table describes each of the viewer functions.

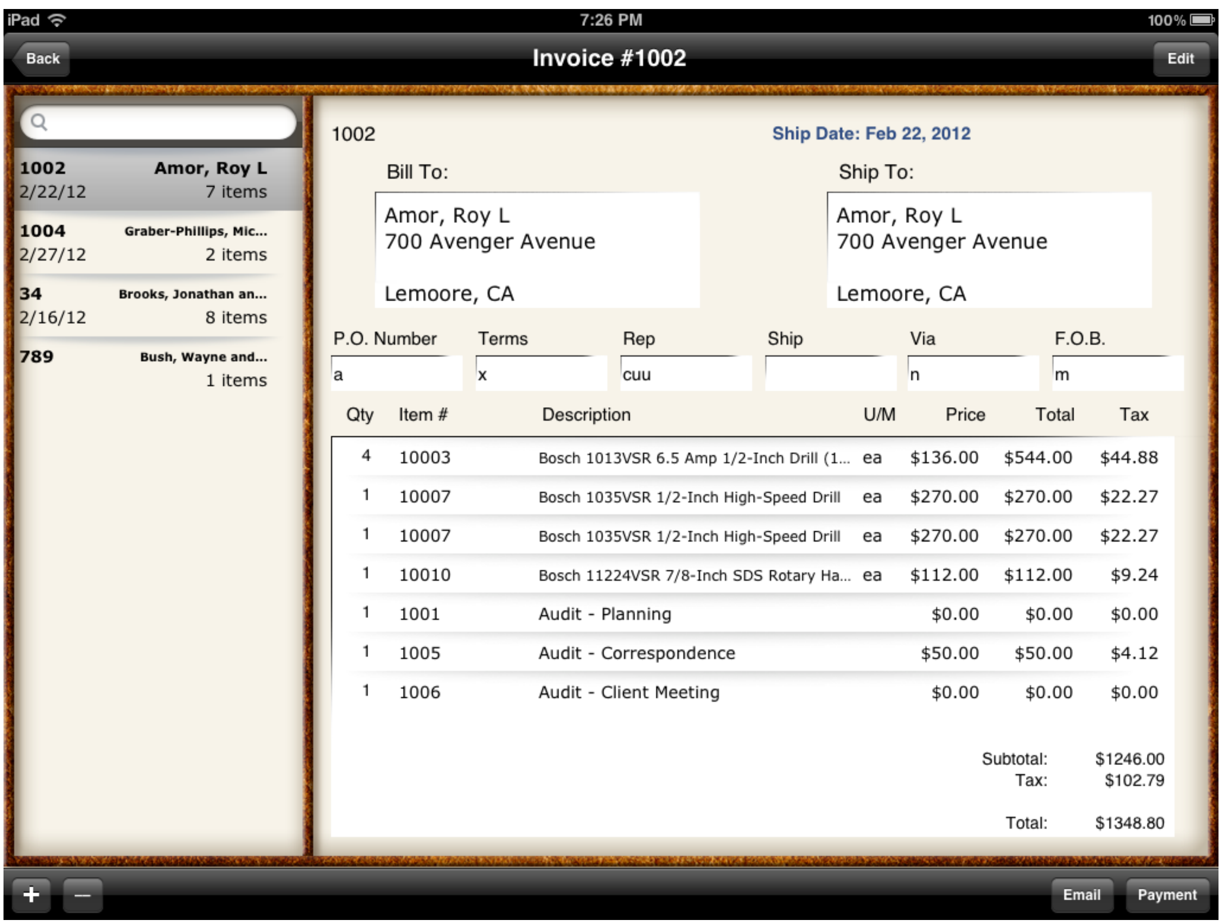
Function	Description
Email	You can email the file current displayed with this function.
Search	Use this to do full text search of a file. Some files may not work.
Page view	This shows just one page of a file
Grid view	Use this to see all the pages in a table grid.
Page Thumbnails	Located at the bottom of the image you will see on or more thumbnails depending if the file you are working with has multiple pages. You can swipe your hand left or right to move through the pages.

3.5 Magnet

The magnet located in the bottom left gives you the ability to download all the files for a particular collection instead of having to touch each file one at a time. You can also erase all the files stored on your iPad for the current collection selection.

4 Invoices

The following screen shows the iPad version.



4.1 Adding an Invoice

To add a new invoice you click the "+" button in the lower left corner.

4.2 Removing an Invoice

To remove an invoice you click the "-" button in the lower left corner.

4.3 Credit Card Payment

After an invoice is completed and the customer wants to complete the transaction with a payment the sales person touches the Payment button in the lower right corner and the following screen appears.

The status window has various pictures that indicate the state of the credit card processing and are described in the following table.

Charge Process	Description

	The credit card transaction has been approved and the sales person should get the customer to sign their name on the signature panel screen.
	The credit card transaction has been declined and the sales person should ask for cash. The sale person should only take a check if the customer has been doing business for a long time and has a good credit rating.
	The credit card is being processed and the customer should wait. This card processing should be fairly quick unless there is a loss in communication or back end server failure.
	There is a problem with the wireless communication and the system will attempt several times to establish and then will fail with a message to try again later.

4.4 Credit Card Signature

After the credit card is approved then the customer can sign their name using the following screen. The sales person can touch the Print or Email button to deliver a hard copy receipt of the transaction to the customer.

4.5 Security

When people login to the ipad to create or modify an invoice the application decides whether they can see the invoice. Each invoice has two important coding fields called functional group name and creator record id. If you are the person that created the invoice your user record id will get stored in the creator record id. The functional group name comes from the functional group map or somebody has manually set the coding value. As an example consider the following. Assume that there is one manager functional group with Amy San as a member. Assume in the functional group map settings that the invoice header is mapped to manager.

User Name	Record Id	Role
Amy San	100	Manager
Sue Boa	101	Sales
Jan Tol	102	Sales
Cat Sol	103	Sales

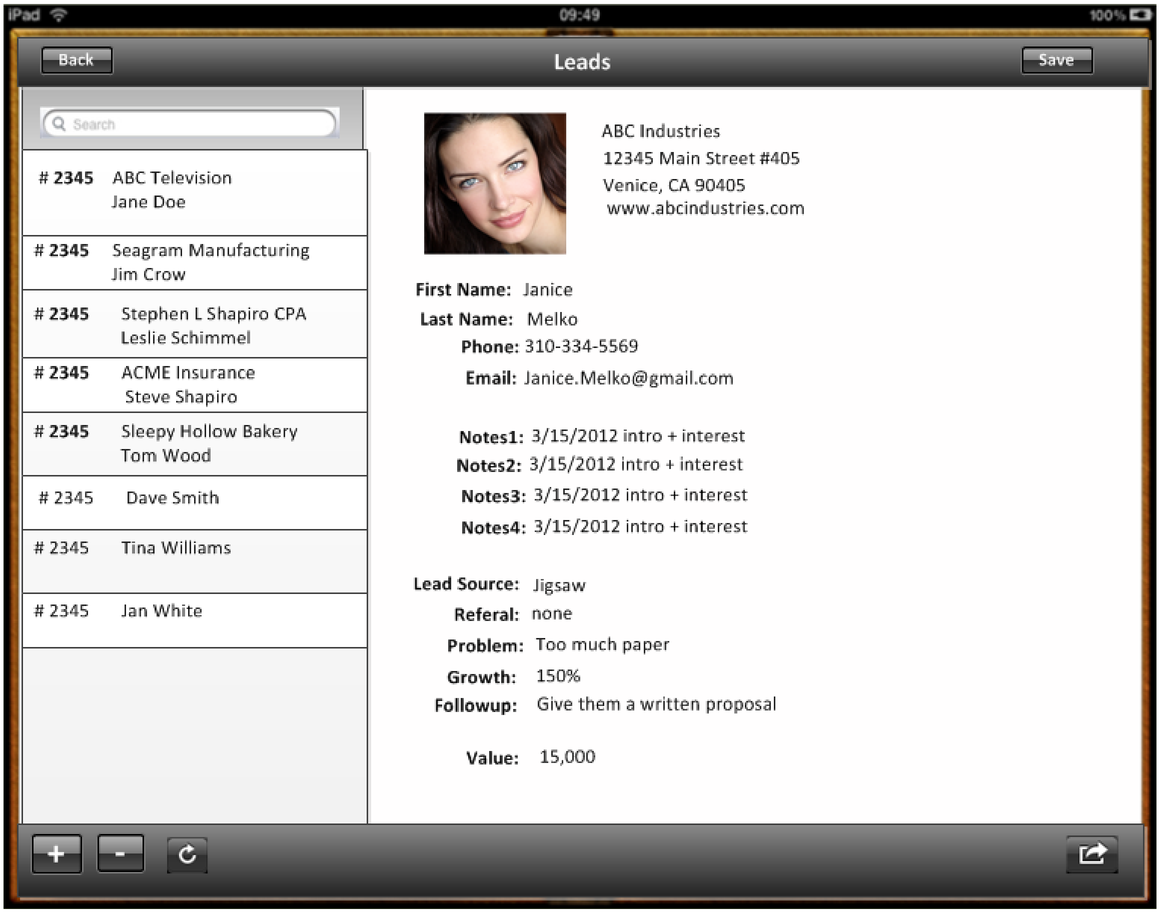
Invoice Number	Creator Record Id	Functional Group Name
200	100	Manager
201	101	Manager
202	102	Manager
203	103	Manager

Given the above two tables of users and invoices we can determine who sees what, Since Amy San is a member of the manager group and this is associated with every record when Amy San logs in she will see all the invoices. Sue Boa will see invoice 201, Jan Tol will see invoice 202 and Cat Sol will see invoice 203.

5 Leads

A lead is a person who might want to buy your product and become a customer. The following figure shows the lead screen after you select the lead command from the home screen.

In the lead screen you see a list of leads on the left and the details for a particular lead on the right. There are command buttons at the top and bottom on the screen. The back button takes you to the main home command screen. The save button creates a new lead or updates the information for an existing lead. The recycly button checks if there are any new leads on the server. The + and – buttons are used to add or delete a lead. The more actions has several functions (print selected lead information, email selected lead information, convert lead to prospect and convert lead to customer)



5.1 Adding a lead

To create a new lead you touch thee + sign button in the lower left. The app will display a blank lead form on the right. You have to enter a last name and an email address. The email address is used to create a unique login for the lead. When you touch the save button in the upper right corner the app creates the lead and selects the lead in the left hand lead list. If there is an error like the login is not unique the app will display a dialog indicating the problem.

Login not unique
Can’t communicate with server try again later.
Not enough disk space on server

Example:
To create a new lead touch +
Enter first name: jane
Enter last name: doe
Enter email : jane.doe@gmail.com

{webserver}/userservice/createUser/{login}/{password}/{userGroupName}/{directoryName}/{firstName}/{lastName}/{loginClient}/{passwordClient}/{Role}/

Login, password, SLS Leads , “Doe, Jane”, Jane, Doe, jane.doe@gmail.com, jane, Normal User

ARGUMENTS:

Argument	Description
action	Action code or method name
login	Unique system wide user authentication string
password	User’s password for authentication
userGroupName	User’s organizationName + “ “ + Clients, Staff, Vendors
directoryName	This is the rms directory name for the user
firstName	For an individual this is their first name
lastName	For an individual this is their last name, or company name
clientLogon	This is a unique client logon string
clientPassword	This is any password.
Role	User’s role default=NormalUser

You set the coding field ItemType = lead.

5.2 Deleting a lead

***We suggest you never delete a lead since you had to work hard to get the lead in the first place. To delete a lead touch the lead you want to delete on left hand side lead list. Touch the – button in the lower left corner. The app will display a dialog asking if you are sure you want to delete the lead and then you touch yes. The app will delete the lead and refresh the list.

5.3 Updating a lead

To update a lead touch the lead in the lead list on left side. Do all the data entry operations and then touch the save button.

5.4 Email lead information

To email the information in the right hand pane touch the more action button in the lower right and select the email information. The information will be displayed in the main body of the email. You have to add a send to address and a subject and then touch the send button in the upper right.

5.5 Print lead information

To print the information in the right hand pane touch the more action button in the lower right and select print information. The app will prompt you to select a printer. Please ensure that the printer you have selected is turned on and has paper. Touch the print button to print the information.

5.6 Convert a lead into a Prospect

Touch the more actions button in the lower right of the screen and touch convert a lead into a prospect. This will move the lead into the user group call organization name + Prospect and change the ItemType coding field to prospect

5.7 Convert a lead inot a Customer

Touch the more actions button in the lower right of the screen and touch convert a lead into a customer. This will move the lead into the user group call organization name + Clients and change the ItemType coding field to client

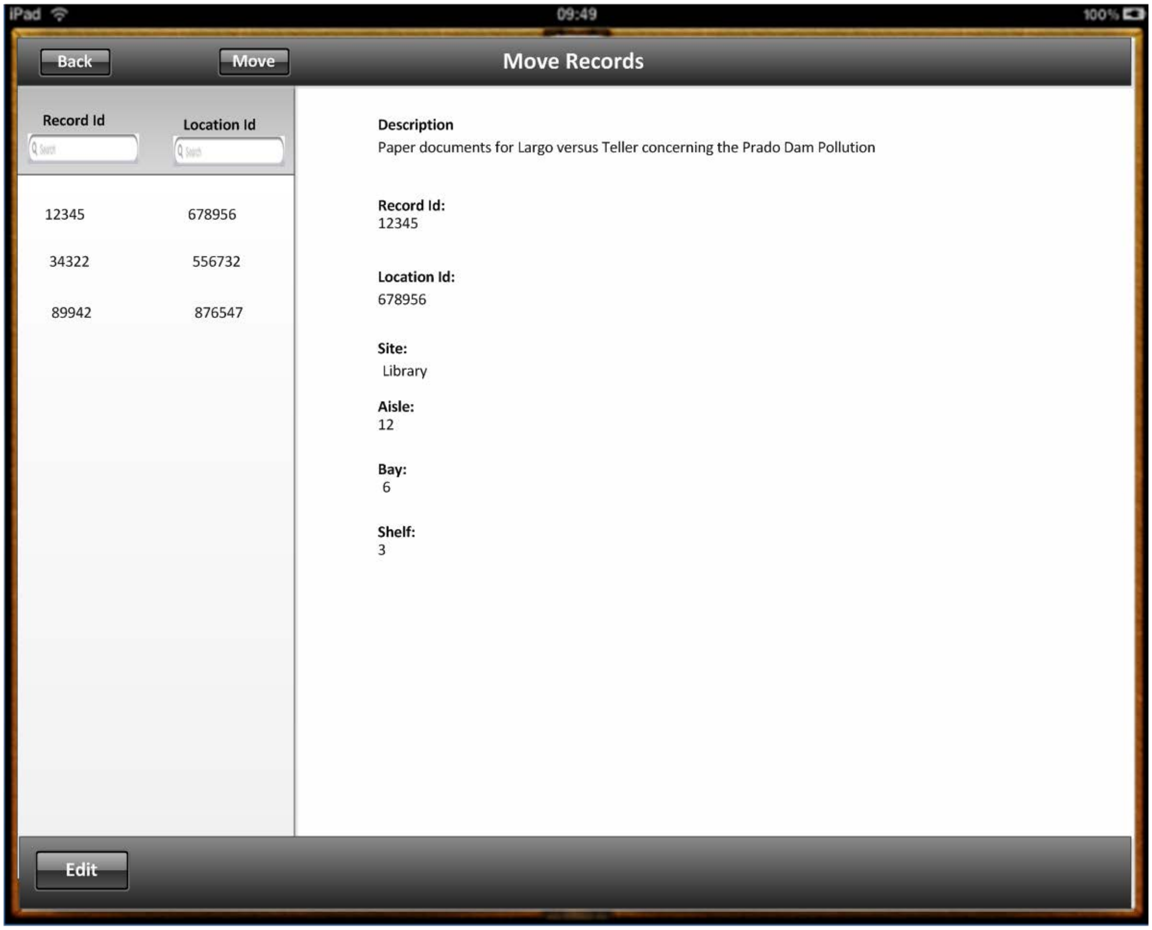
6 Move

The move command is used to move physical records from one location to another. For example you want to move a box from one site to a new larger site.

6.1 Command Overview

After you select the move command you will see the following display screen. The system will display an icon for the socket mobile scanner when a Bluetooth connection has been established and you can start scanning. You start by scanning the record id of the physical record you want to move. Then you scan the new location record id (eg. the shelf barcode label) where you will physically place the new record. If you are using a cart, pallet box, or forklift you probably want to scan this first and then the final destination in case you don’t finish the move somebody will know exactly where the records are located.

As you scan the pairs they are added to the list on the left. As you toch an item on the left side the system will display relevant record coding information for the selected record. You can remove items from the list by selecting the edit button. After you are satisfied with the list you can select the Move button near the top of the display to executed the move command.



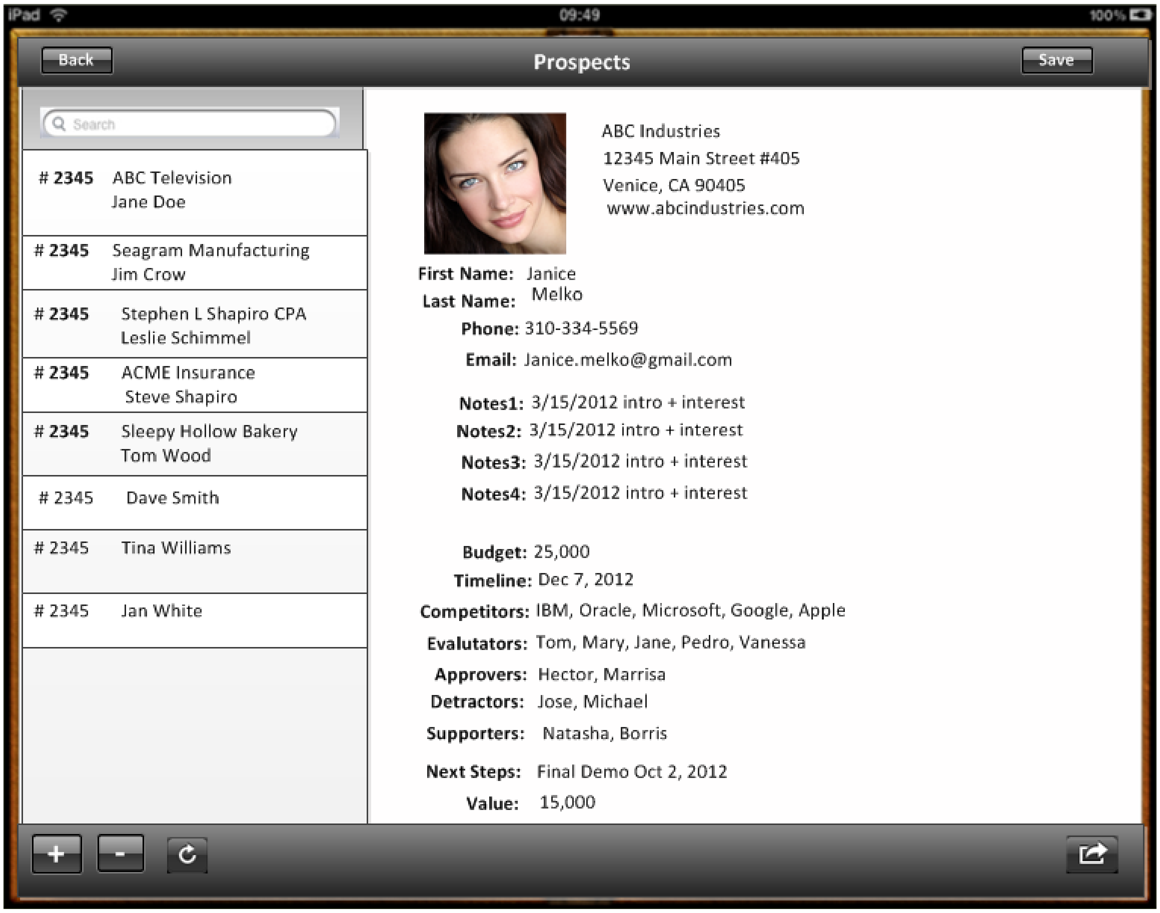
6.2 Editing the Move List

To edit the move scan list you select the edit button near the bottom of the display. You will see a minus to the left of each item to move. If you swipe your finger on the move item you will see a delete button. If you select the delete button the item will be removed from the list.

7 Prospects

A prospect is a person who has expressed a desire to buy your product or service. The following figure shows the prospect screen after you select the prospect command from the home screen.

In the prospect screen you see a list of prospects on the left and the details for a particular lead on the right. There are command buttons at the top and bottom on the screen. The back button takes you to the main home command screen. The save button creates a new prospect or updates the information for an existing prospect. The recycly button checks if there are any new leads on the server. The + and – buttons are used to add or delete a prospect. The more actions has several functions (print selected lead information, email selected lead information, convert prospect to customer and convert prospect to a lead).



7.1 Adding a prospect

To create a new prospect you touch thee + sign button in the lower left. The app will display a blank lead form on the right. You have to enter a last name and an email address. The email address is used to create a unique login for the lead. When you touch the save button in the upper right corner the app creates the prospect and selects the prospect in the left hand lead list. If there is an error like the login is not unique the app will display a dialog indicating the problem.

Login not unique
Can’t communicate with server try again later.
Not enough disk space on server

Example:
To create a new lead touch +
Enter first name: jane
Enter last name: doe
Enter email : jane.doe@gmail.com

{webserver}/userservice/createUser/{login}/{password}/{userGroupName}/{directoryName}/{firstName}/{lastName}/{loginClient}/{passwordClient}/{Role}/

Login, password, SLS Prospects , “Doe, Jane”, Jane, Doe, jane.doe@gmail.com, jane, Normal User

ARGUMENTS:

Argument	Description
action	Action code or method name
login	Unique system wide user authentication string
password	User’s password for authentication
userGroupName	User’s organizationName + “ “ + Clients, Staff, Vendors
directoryName	This is the rms directory name for the user
firstName	For an individual this is their first name
lastName	For an individual this is their last name, or company name
clientLogon	This is a unique client logon string
clientPassword	This is any password.
Role	User’s role default=NormalUser

You set the coding field ItemType = lead.

7.2 Deleting a prospect

***We suggest you never delete a prospect but rather convert them to a lead. To delete a lead touch the prospect you want to delete on left hand side list. Touch the – button in the lower left corner. The app will display a dialog asking if you are sure you want to delete the prospect and then you touch yes. The app will delete the prospect and refresh the list.

7.3 Updating a prospect

To update a prospect’s information touch the prospect in the list on left side. Do all the data entry operations and then touch the save button.

7.4 Email prospect information

To email the information in the right hand pane touch the more action button in the lower right and select the email information. The information will be displayed in the main body of the email. You have to add a send to address and a subject and then touch the send button in the upper right.

7.5 Print prospect information

To print the information in the right hand pane touch the more action button in the lower right and select print information. The app will prompt you to select a printer. Please ensure that the printer you have selected is turned on and has paper. Touch the print button to print the information.

7.6 Convert a Prospect to a Customer

Touch the more actions button in the lower right of the screen and touch convert a prospect into a customer. This will move the prospect into the user group called organization name + Clients and change the ItemType coding field to client

8 Customers

There are 3 different lists of people that match the accounting lists for employees, customers and vendors. You can find people using a search or scrolling through a list. You can map where the person is located geographically and send them a text message or phone them if you have phone service.

8.1 Customer List

8.2 Mapping a Customers

8.3 Finding a customer

9 Pick List

The pick list gives you a location list of items required for a given invoice.

Each shelf in the storage area has a unique barcode label whose value is the recordId. An aisle contains multiple bays. A bay is a complete storage rack with several shelves. The shelf holds boxes which may have different shapes. Sometimes the items getting picked may come from a bin that will also have a unique recordId. For example you may have to pick 5 bolts from a bin. The following figure shows a typical storage warehouse space.

9.1 Invoice List

When you pick a particular invoice the record server will sort the pick list so that you go down the aisles starting with aisle 1 until you finishing picking all the items on a list for a given invoice.

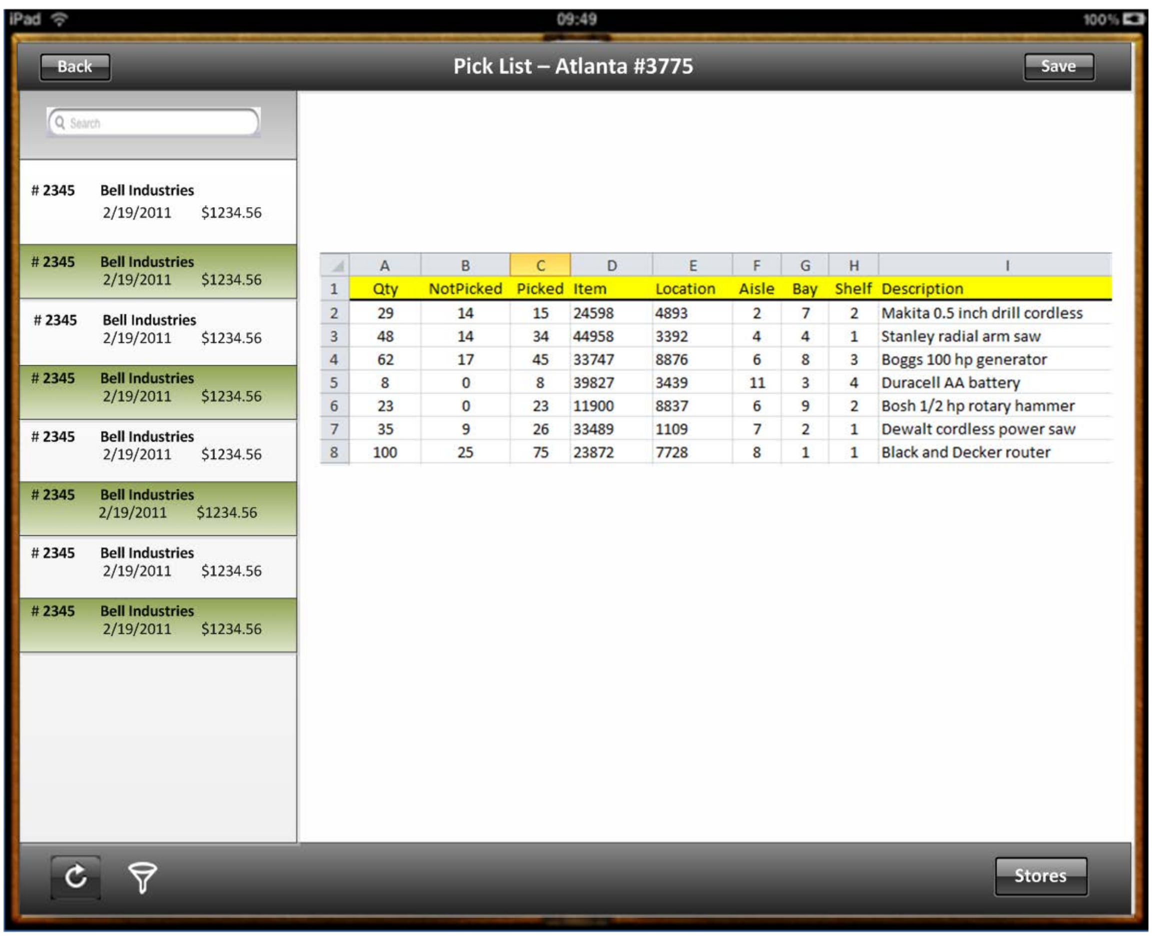
The synchronize button will find if there are new customer invoices or vendor rma's. This requires that you have a wi-fi connection and the network and internet are working properly.

The filter button allows you to show items for a particular date range. You can see the customer invoices for today, yesterday, this week, this month or this year.

The store button let you choose which store you will pull the parts from.

Once you have picked all the items you click the Save button which will update the record server.

The back button will show the previous screen which is the command screen when you first start the application.

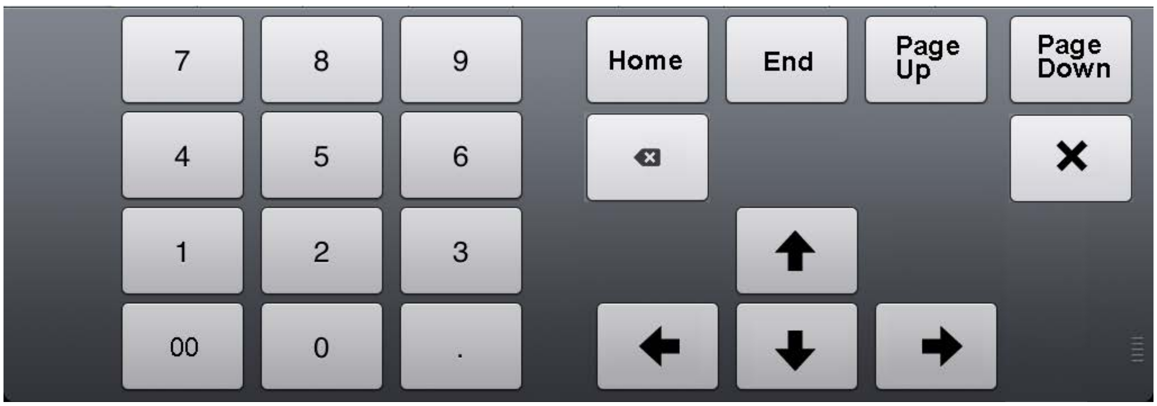


9.2 Scanning Operation

You scan the item label and the location. You can repeat this process if you have more than one item. The location is typically going to be a plastic tote holding the picked goods, a forklift, dolly or cart. Note that the item label is a unique recordId.

9.3 Keyboard Operation

When using a keyboard for pick list operations you enter the quantity and the location and then use the arrow keys to set the next row that you will pick.The following screen shows the numeric keypad which can be used for manual entry.



The currently selected cell (column B, row 4) in the above grid has a heay solid line around the cell and is called the cursor. The following table gives a description of the keyboard commands.

Button	**Description**
Home	moves grid up one page
End	move to last row and the last editable cel
Page Up	moves grid up one page
Page Down	moves grid down one page
Up Arrow	moves cursor up one cell up to row 1
Down Arrow	moves cursor down one cell down to last row
Left Arrow	moves cursor left one cell
Right Arrow	moves cursor right one cell

10 Receiving

At your business you receive new items (purchase order), items that a customer says need repair or they do not want (customer return) or items that you have sent to a vendor for repair. The customer return and vendor return are linked to a specific accounting invoice.There are several reasons why you want to record all the items you receive.

Did you receive all the items you ordered?
What is your new stock count for a particular line item?
Where are the parts you just received currently stored?

10.1 Keyboard Operation

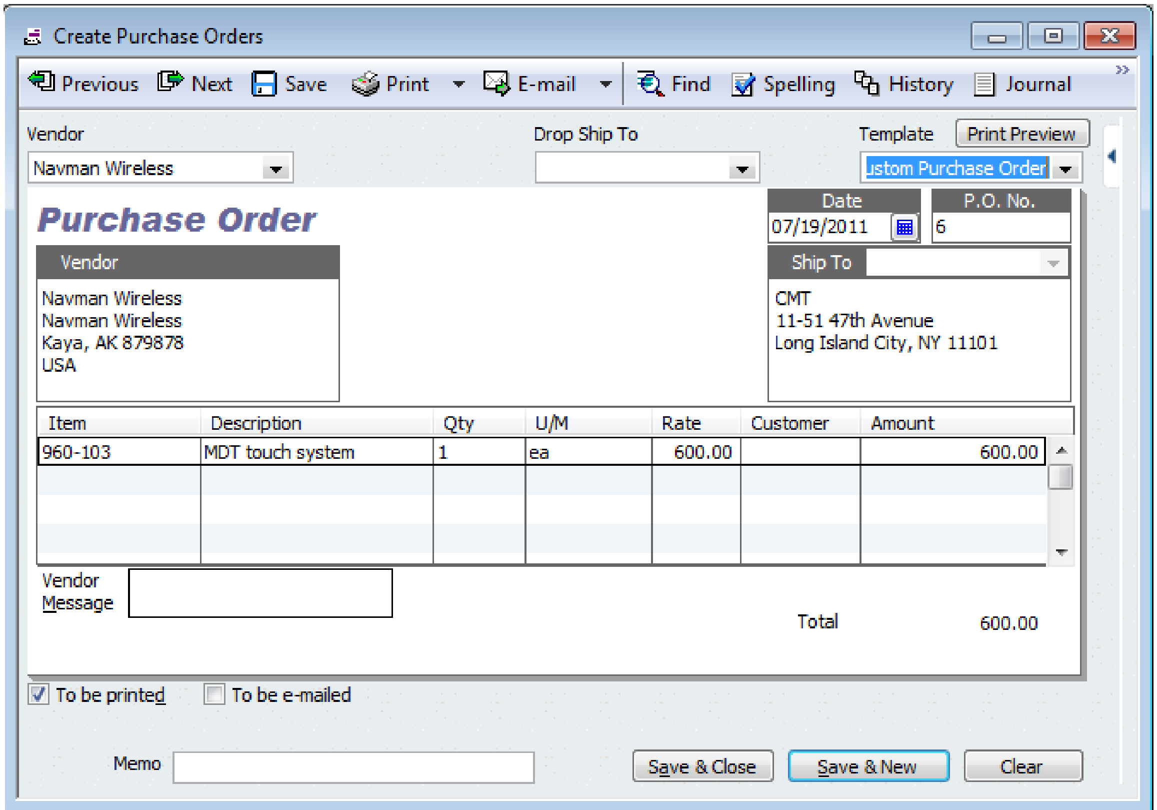
The following screen shows the numeric keypad which can be used for manual entry.

The currently selected cell (column B, row 4) in the above grid has a heay solid line around the cell and is called the cursor. The following table gives a description of the keyboard commands.

Button	Description
Home	moves grid up one page
End	move to last row and the last editable cel
Page Up	moves grid up one page
Page Down	moves grid down one page
Up Arrow	moves cursor up one cell up to row 1
Down Arrow	moves cursor down one cell down to last row
Left Arrow	moves cursor left one cell
Right Arrow	moves cursor right one cell
x	If the cursor is on a cell in the labeled column and the space bar key is touched the state reverses. If an x is present it is removed. An x means you want to create a label for the given row.

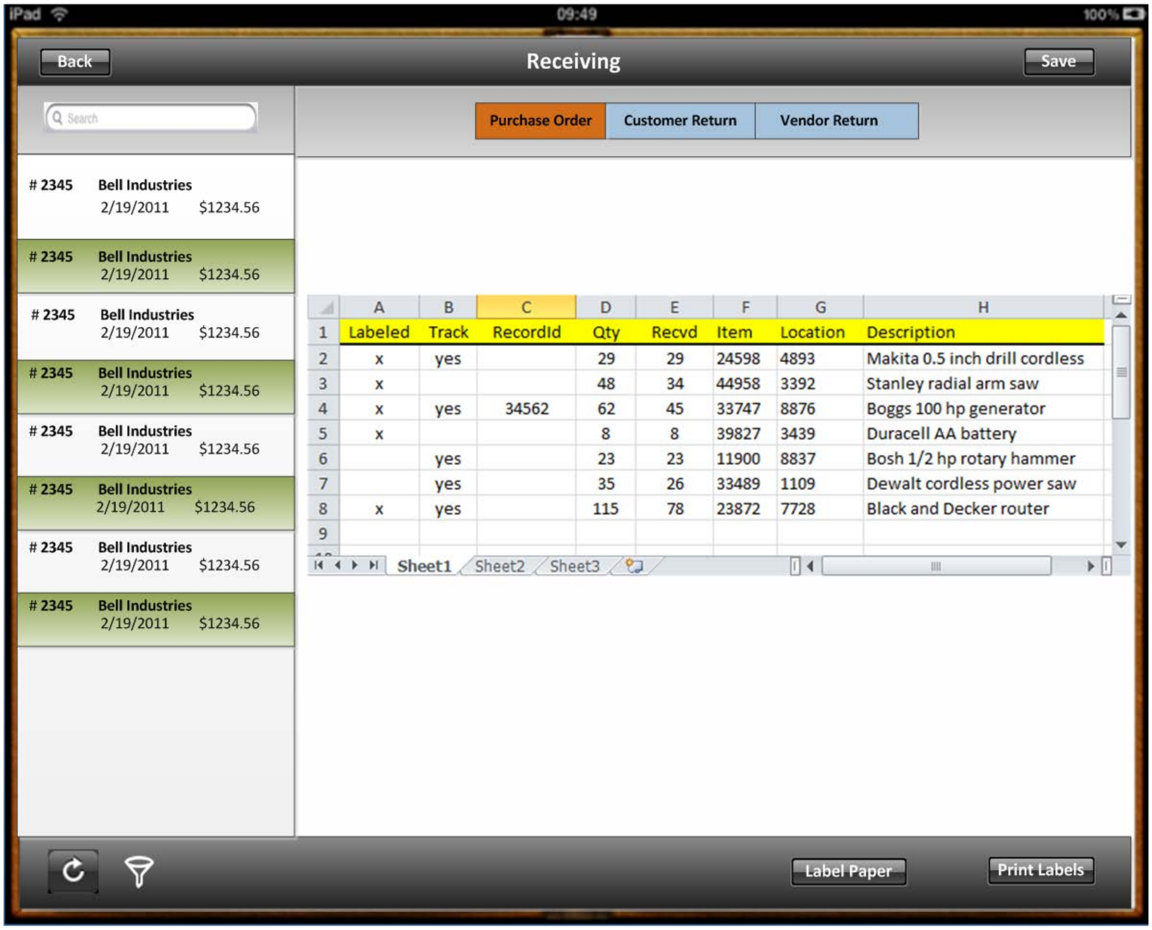
10.2 Purchase Orders

A Purchase Order records a specific purchase of items from a particular vendor and this gets generated in the accounting system with a unique purchase order number. In the following figure you see a sample purchase order. The information at the top is stored in the purchase order header and each of the line items are stored as separate details attached to the header. When you receive items hopefully you have the vendor write or use a barcode label for the purchase order.



In the following figure you will see the receiving command where the purchase order mode is selected. The items listed on the left are the purchase orders, customer returns or vendor returns as determined by your filter setting. The grid on the right shows the detail for the currently selected list item.

To select a row you can touch a row number. If you touch the row number again the row is unselected. You can select all the rows by touching the gray square above the row numbers. If you touch the select all square again all the rows are unselected. After you touch the label button all the rows will get unselected.

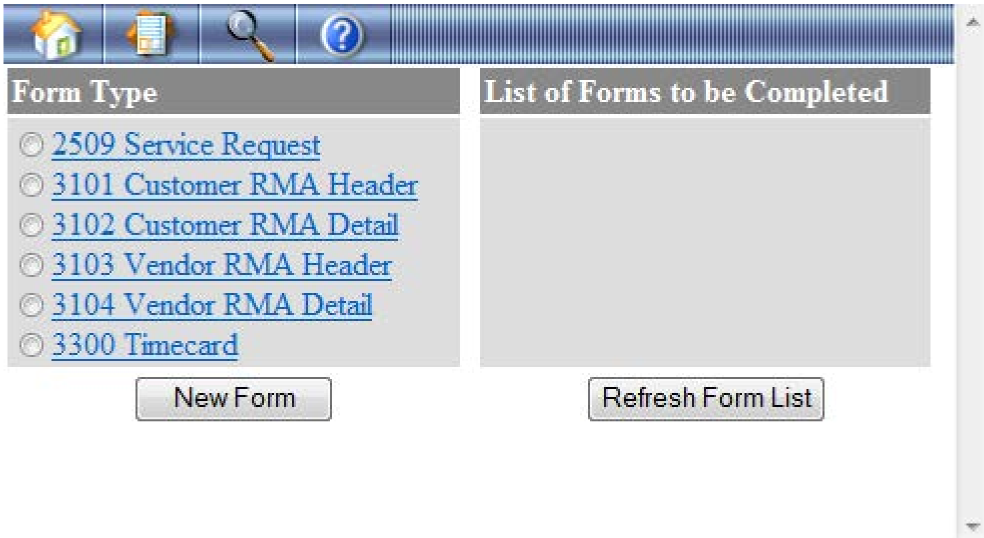


The synchronize button will find if there are new customer invoices or vendor rma's. This requires that you have a wi-fi connection and the network and internet are working properly.

The filter button allows you to show items for a particular date range. You can see the customer invoices for today, yesterday, this week, this month or this year.

10.3 Customer Returns

Before a customer sends items back you need to generate a customer return form which is a combination of a customer rma header and a customer rma detail. You fill out the customer rma header and then you file out a customer rma detail form for each item returned. Note that a tracked item will already have a label and a recordId. A non-tracked part will also have a recordId.


Form Type
List of Forms to be Completed
2509 Service Request
3101 Customer RMA Header
3102 Customer RMA Detail
3103 Vendor RMA Header
3104 Vendor RMA Detail
3300 Timecard
New Form
Refresh Form List

Form3101 - Customer RMA Header

New | Clone | Save | Clear | Search | CoverSheet | Add Detail | Cancel

View Image

Coding Fields (^assigned by system *required !security +printed on coversheet)

Search all text fields:	
BarCode^	
Creation Date^	
Invoice Date*	
Invoice Number	
Customer RMA Number^	
Organization Name*	SLS
Organization Number*!	34
Total	
Reason	
Customer:Job*	
Customer Return Method	
RecordId^	

New | Clone | Save | Clear | Search | CoverSheet | Add Detail | Cancel

View Image

form3102 - Customer RMA Detail

New | Clone | Save Detail | Clear | Search Details | Search RMA | Cancel

View RMA Image

View Detail Image

Coding Fields (^assigned by system *required !security)

Search all text fields:	
BarCode^	
Creation Date^	
Invoice Date*	
Invoice Number*	
Item Number*	
Description on Sales Transaction	
Quantity to Return*	
Quantity Shipped*	
Quantity Returned^	
Part Id	
Organization Name*	SLS
Organization Number*!	34
Master Barcode*	
Reason	
Customer RMA Number	
Customer:Job	
RecordId^	
ItemLabel	

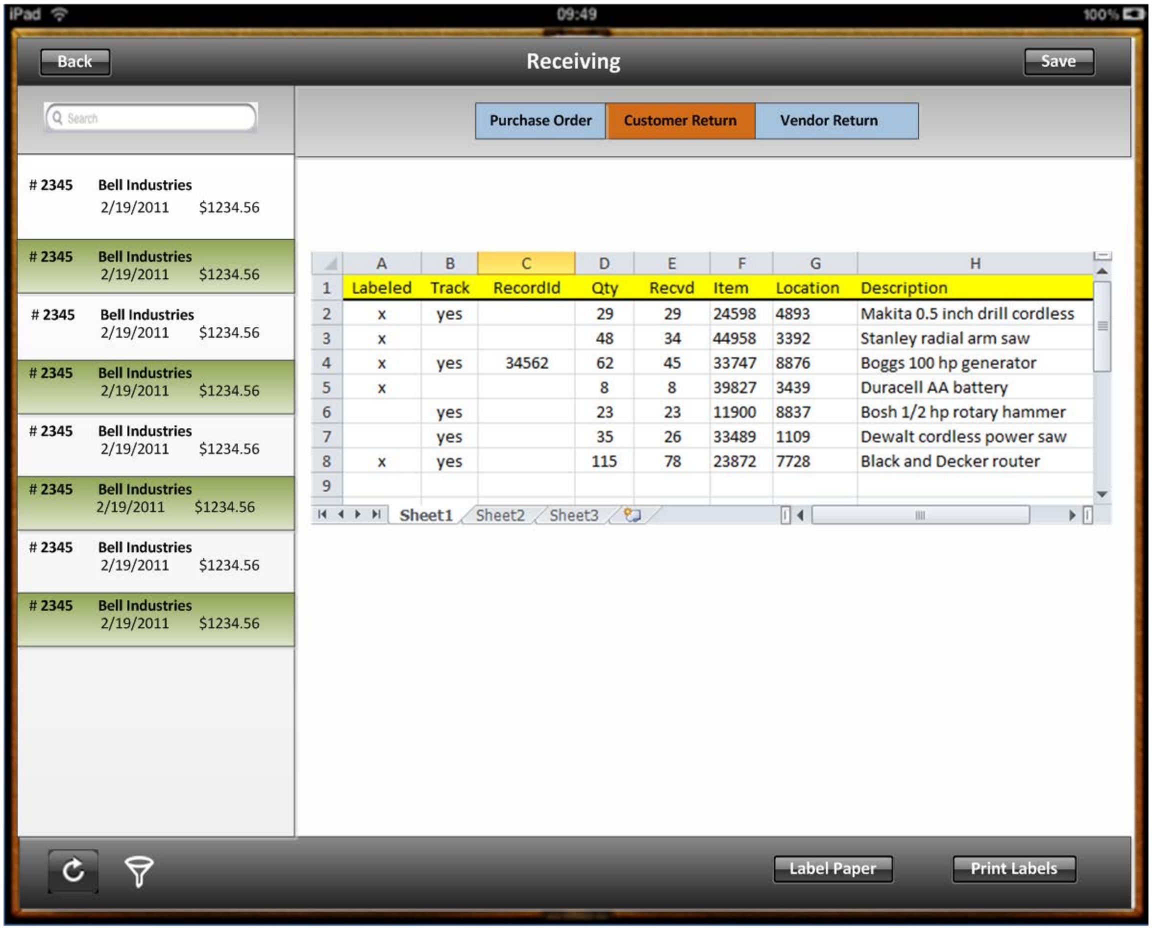
New | Clone | Save Detail | Clear | Search Details | Search RMA | Cancel

View RMA Image

View Detail Image

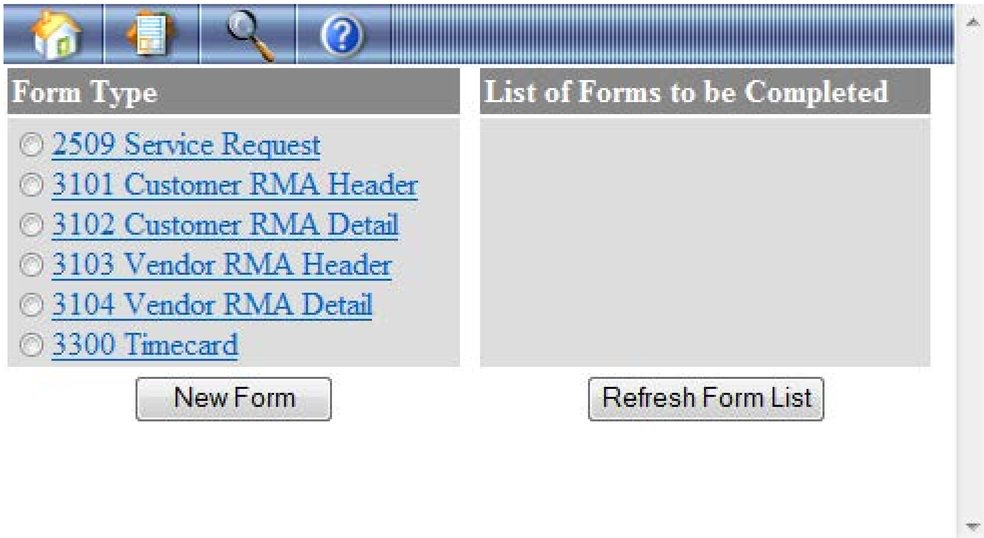
When you select the customer return button you will see the following screen. Hopefully if you have a tracked item the original label is still attached otherwise you can re-label the item by finding a recordId from the customer return list. You enter information in row by row. For each row you have to enter the item followed by the quantity received and then the location.

The save button will move the items form the current store location if the part is tracked or decrement the current store location and increment the new location.



10.4 Vendor Returns

Before a vendor sends items back you need to generate a vendor return form using the web portal which is a combination of a vendor rma header form and a vendor rma detail form. You first fill out the vendor rma header form and then you fill out a vendor rma detail form for each item returned.



10.5 Scanning

You can use a Bluetooth scanner or touch a cell and then enter the information. You can scan one row at a time first the item number then the quantity and then the location where you are putting the item. If you use a scanner the application will automatically move you to the next grid cell.

10.6 Printing Labels

Labels are used in doing stock counts and whenever you receive a new item. When you receive items that are not already labeled like a customer or vendor return you want to label all new items that are tracked items. In the Stores section there is a special store called library that has a listing of all items. Each item has a coding field called Tracking.

To print labels you need a printer connected via wi-fi or Bluetooth and you need label paper in the printer. You need to go to the application setting command prior to printing labels and choose one of the supported label sizes (Avery 5164 large, Avery 5263 medium and Avery 5162 small).

Avery 5162

Sheet Size:	8-1/2" x 11"	**Labels Per Sheet:**	14
Shape:	Round Corner Rectangle	**Corner Radius:**	3/32"
Length:	4"	**Height:**	1-1/3"
Top Margin:	7/8"**	**Bottom Margin:**	7/8"**
Left Margin:	5/32"**	**Right Margin:**	5/32"**

Horizontal Spacing:	3/16"	**Vertical Spacing:**	0"
Horizontal Pitch:	4-3/16"	**Vertical Pitch:**	1-1/3"

Avery 5263

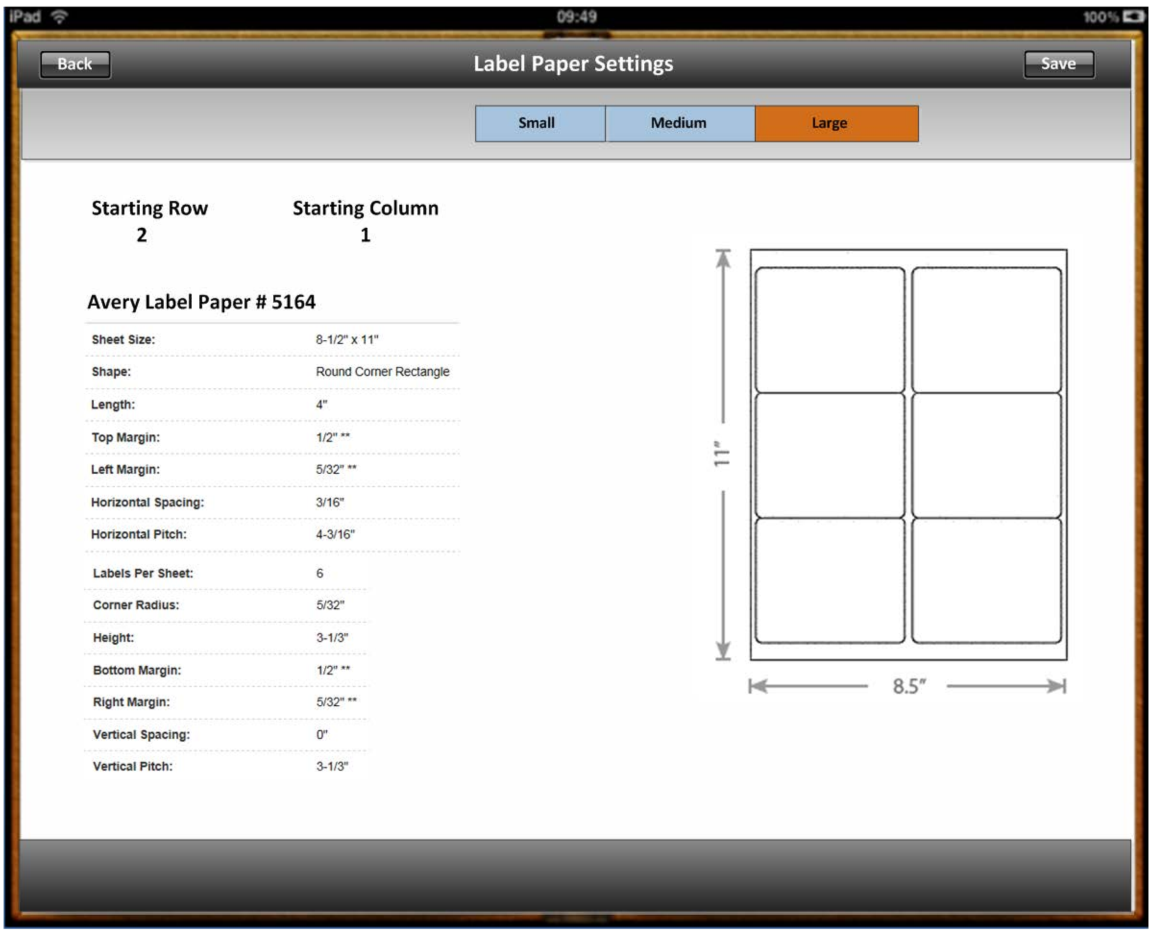
Sheet Size:	8-1/2" x 11"	**Labels Per Sheet:**	10
Shape:	Round Corner Rectangle	**Corner Radius:**	5/32"
Length:	4"	**Height:**	2"
Top Margin:	1/2"**	**Bottom Margin:**	1/2"**
Left Margin:	3/16"**	**Right Margin:**	3/16"**
Horizontal Spacing:	1/8"	**Vertical Spacing:**	0"
Horizontal Pitch:	4-1/8"	**Vertical Pitch:**	2"

Avery 5164

Sheet Size:	8-1/2" x 11"	**Labels Per Sheet:**	6
Shape:	Round Corner Rectangle	**Corner Radius:**	5/32"
Length:	4"	**Height:**	3-1/3"
Top Margin:	1/2"**	**Bottom Margin:**	1/2"**
Left Margin:	5/32"**	**Right Margin:**	5/32"**
Horizontal Spacing:	3/16"	**Vertical Spacing:**	0"
Horizontal Pitch:	4-3/16"	**Vertical Pitch:**	3-1/3"

The label format first prints the item number followed by a dash and then the item description. The next line is the recordId as a graphic 128 barcode. Code 128 is a very effective, high-density symbology which permits the encoding of alphanumeric data. The symbology includes a checksum digit for verification, and the bar code may also be verified character-by-character verifying the parity of each data byte. This symbology has been widely implemented in many applications where a relatively large amount of data must be encoded in a relatively small amount of space. It's specific structure also allows numeric data to be encoded at, effectively, double-density.The last line is the recordId in text form. The label looks like the following figure.

When you select the label button you haveto set the starting row and column unless the default of row 1 and column 1 meets your needs.



11 Shipping

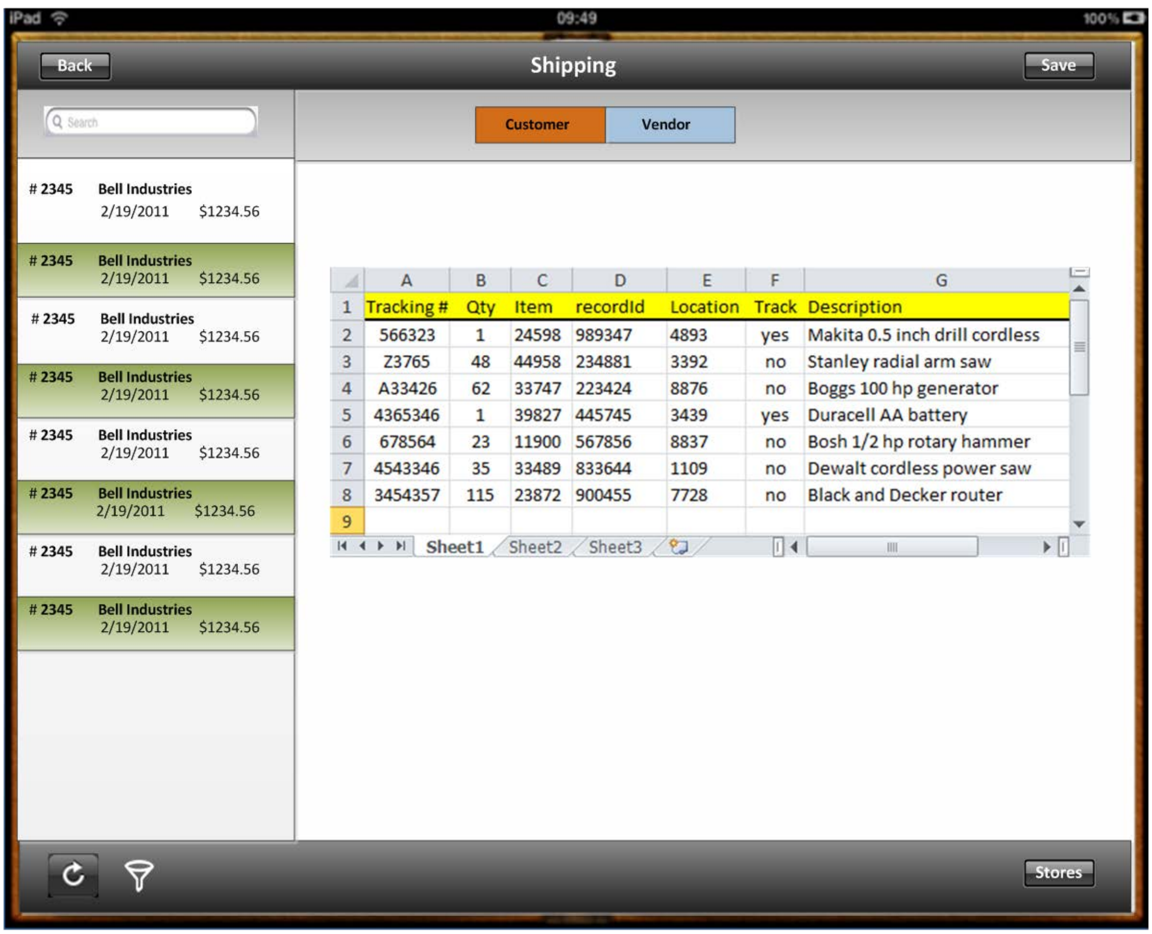
As a retailer or manufacturer you have a sales person fill out a customer order using an invoice. Somebody in shipping takes the invoice and picks the items. The items are then packed in one or more boxes and a shipping label is applied. The boxes are then collected by a shipping carrier and delivered to the recipient. Note that the recipient can be a customer or a vendor in the case where you are returning items.

When you send a shipment the items you shipped are stored under the carrier name for the given ship date under the tracking number. The RCO shipping server monitor frequently check the status of all tracking numbers and when the tracking number is received the items are move to the recipient's stores.

11.1 Customer

When you select an invoice number the left hand list the application will automatically fill the grid in the right hand pane as shown in the following figure. You will have to scan or enter items like tracking # and location.

The logistics company will give you a tracking number that you will affix to a box, pallet or container. You scan the tracking number, then the item label and then the location as you pack the item. When you have finished loading all the items you touch the Save button.



The synchronize button will find if there are new customer invoices or vendor rma's. This requires that you have a wi-fi connection and the network and internet are working properly.

The filter button allows you to show items for a particular date range. You can see the customer invoices for today, yesterday, this week, this month or this year.

11.2 Vendor

11.3 Labels

Most logistics companies or shipping companies have online programs where you can create a shipment label. This label should be attached to the box and scanned prior to giving to the carrier.

11.4 Scanning Operation

You can use a Bluetooth scanner or touch a cell and then enter the information. You can scan one row at a time first the item number then the quantity and then the location where you are putting the item. If you use a scanner the application will automatically move you to the next grid cell.

11.5 Keyboard Operation

The following screen shows the numeric keypad which can be used for manual entry.

The currently selected cell (column B, row 4) in the above grid has a heay solid line around the cell and is called the cursor. The following table gives a description of the keyboard commands.

Button	Description
Home	moves grid up one page
End	move to last row and the last editable cel
Page Up	moves grid up one page
Page Down	moves grid down one page
Up Arrow	moves cursor up one cell up to row 1

Down Arrow	moves cursor down one cell down to last row
Left Arrow	moves cursor left one cell
Right Arrow	moves cursor right one cell
x	If the cursor is on a cell in the labeled column and the space bar key is touched the state reverses. If an x is present it is removed. An x means you want to create a label for the given row.

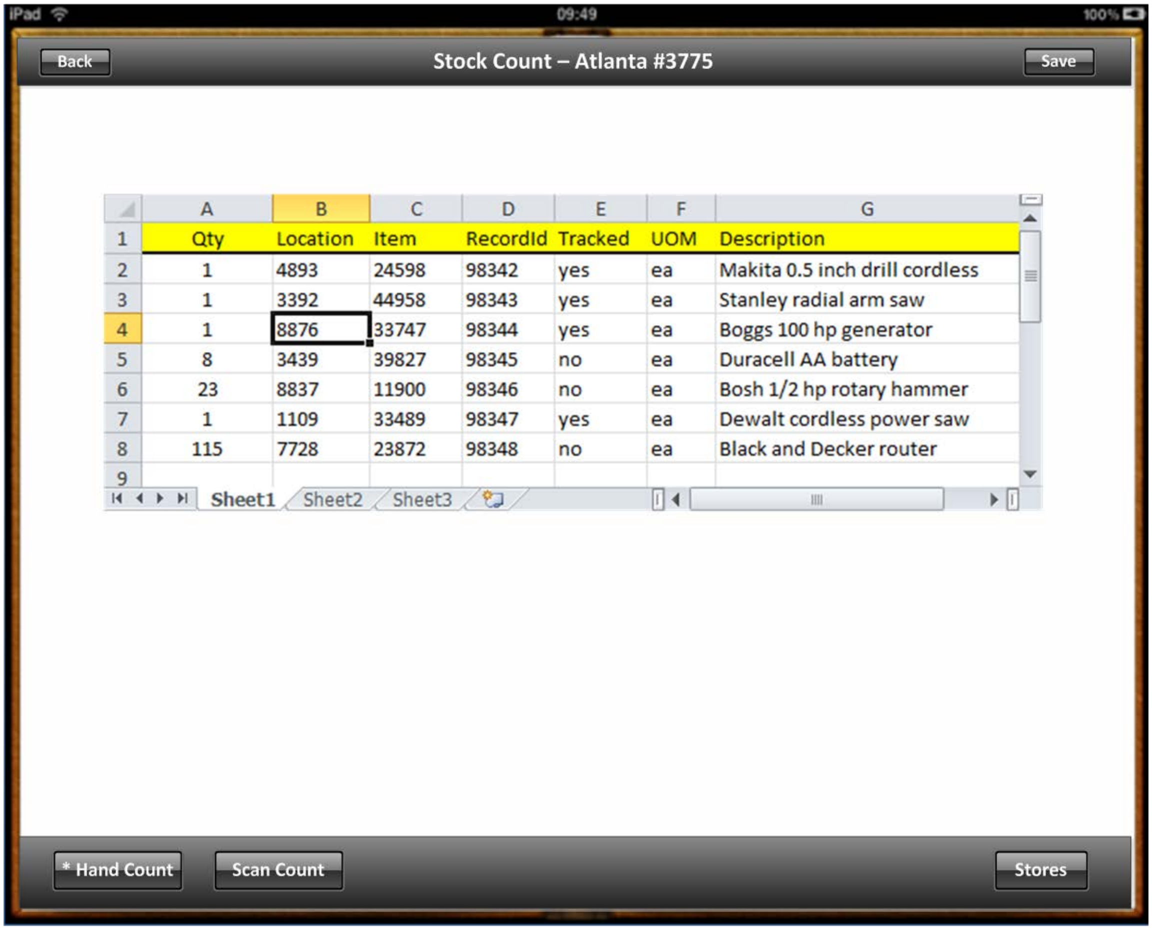
12 Stock Count

A stock count gives you an accurate count for each item in a store. After you finish your stock count for a store each item will have a coding field called quantity counted. You can run a report for each item in a store to compare the quantity as recorded in the accounting system with the actual quantity counted.

12.1 Counting

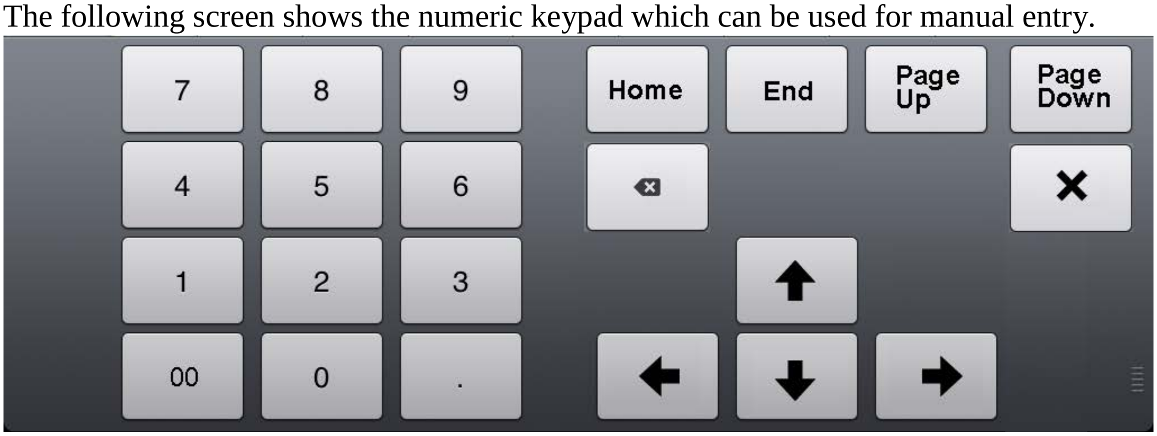
The following screen shows the stock count command. The operator first selects a store (store button). You can sort by Location, Item or Record Id. The operator can switch between a manual hand count and a scan count mode. In the manual count mode the operator uses the keyboard enters a quantiy for a give row and then touches the down arrow and counts the next item until all rows are done. In the scan count mode if the item is a tracked part you scan the item label (recordId). The quantity should be 1. If the item is not tracked you still scan the item label (recordId) but you can scan the label multiple times until you reach the correct item count.

When the operator is finished with the stock count they select the save button and the application will update the quantity on hand in the local database and also synchronize with the RMS server.



12.2 Keyboard Operation

The following screen shows the numeric keypad which can be used for manual entry.



The currently selected cell (column B, row 4) in the above grid has a heay solid line around the cell and is called the cursor. The following table gives a description of the keyboard commands.

Button	Description
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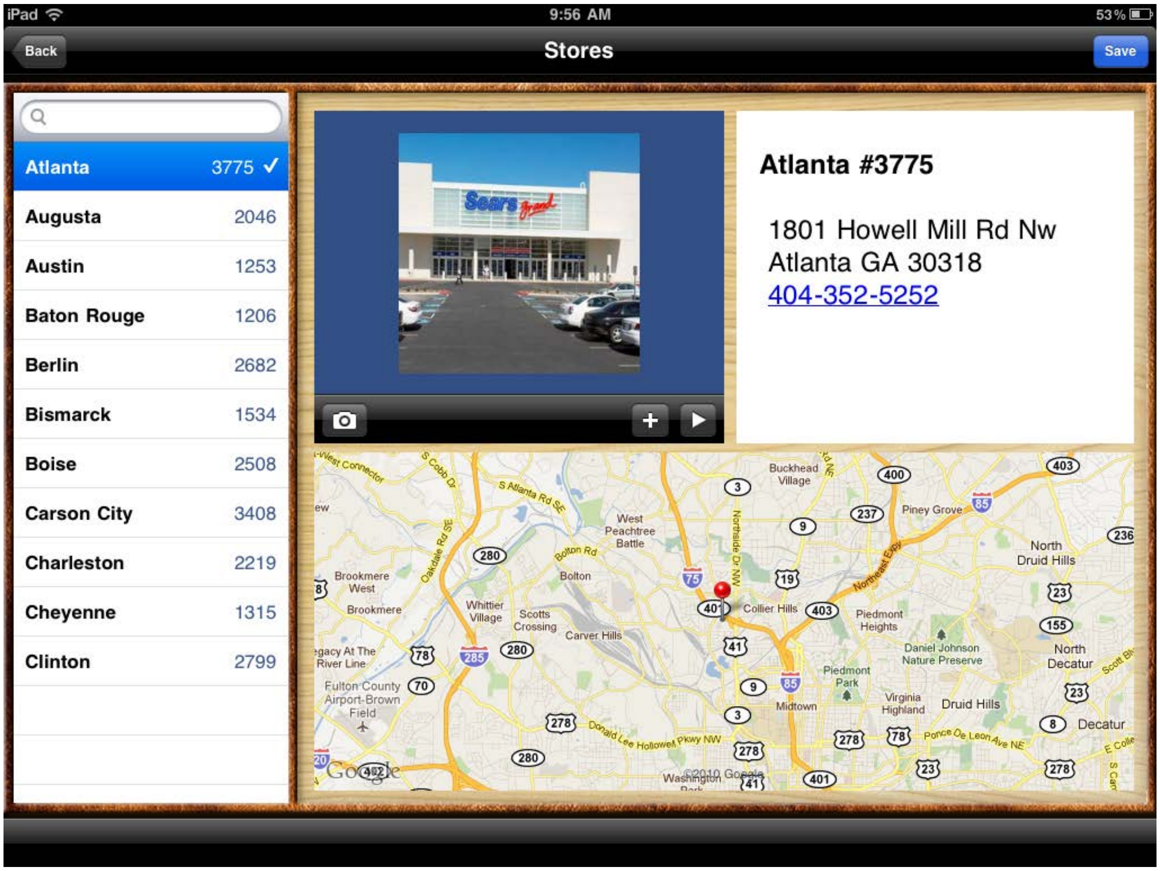
Page Down	moves grid down one page
Up Arrow	moves cursor up one cell up to row 1
Down Arrow	moves cursor down one cell down to last row
Left Arrow	moves cursor left one cell
Right Arrow	moves cursor right one cell
x	If the cursor is on a cell in the labeled column and the space bar key is touched the state reverses. If an x is present it is removed. An x means you want to create a label for the given row.

13 Stores

Quickbooks gives you the ability to have an item list but there is no concept of multiple stores. Your inventory may only exist in one store which is the default. If you have the inventory service then you can have multiple stores and the inventory may vary from store to store.

13.1 Stores List



13.2 Parts List

The following screen shows the parts list form. The operator can look up parts from their parts store by typing any text in the search edit box. A store is the collection of parts that the operator has access to from their personal inventory. When you touch the filter button this only shows the parts that you have edited. If you touch the filter again then it shows your complete inventory.

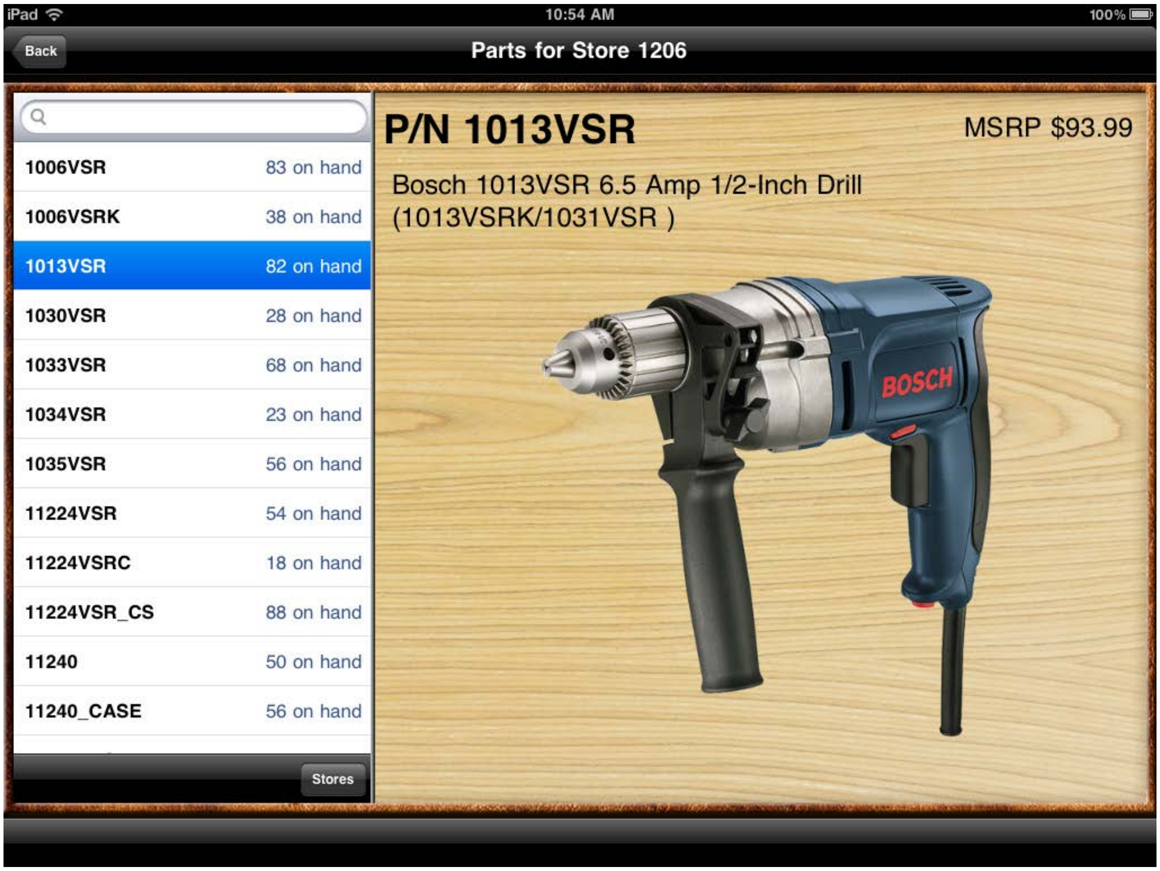


Figure iphone Parts List

Figure xx iPad Parts Book

The stores pane displays all the stores for a given organization. You can select and work on only one store at a time. There are 2 actions that you may want to perform. The most common for the billing application is to select one store and then select the parts and quantity used for a given client and task. The other action is to view the parts contained in a particular store.

14 Timecards

Each person who has the mobile office on their iPad can submit timecards. When you synchronize with Quickbooks the system will create an employee time sheet for each employee or vendor. The Quickbooks software will then create a bill for your vendors and a bill for your customer.

14.1 Time Card Summary Form

The following display shows the timecard form main screen. The operator can create new timecards, edit existing cards or delete cards in the list.

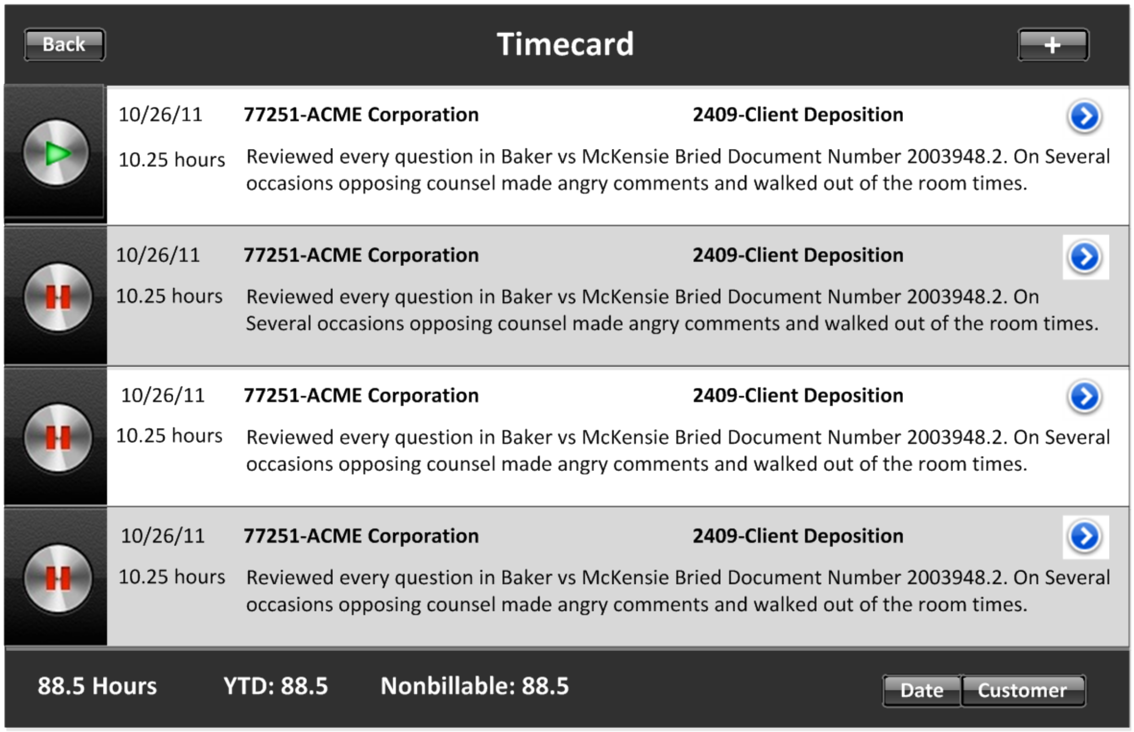
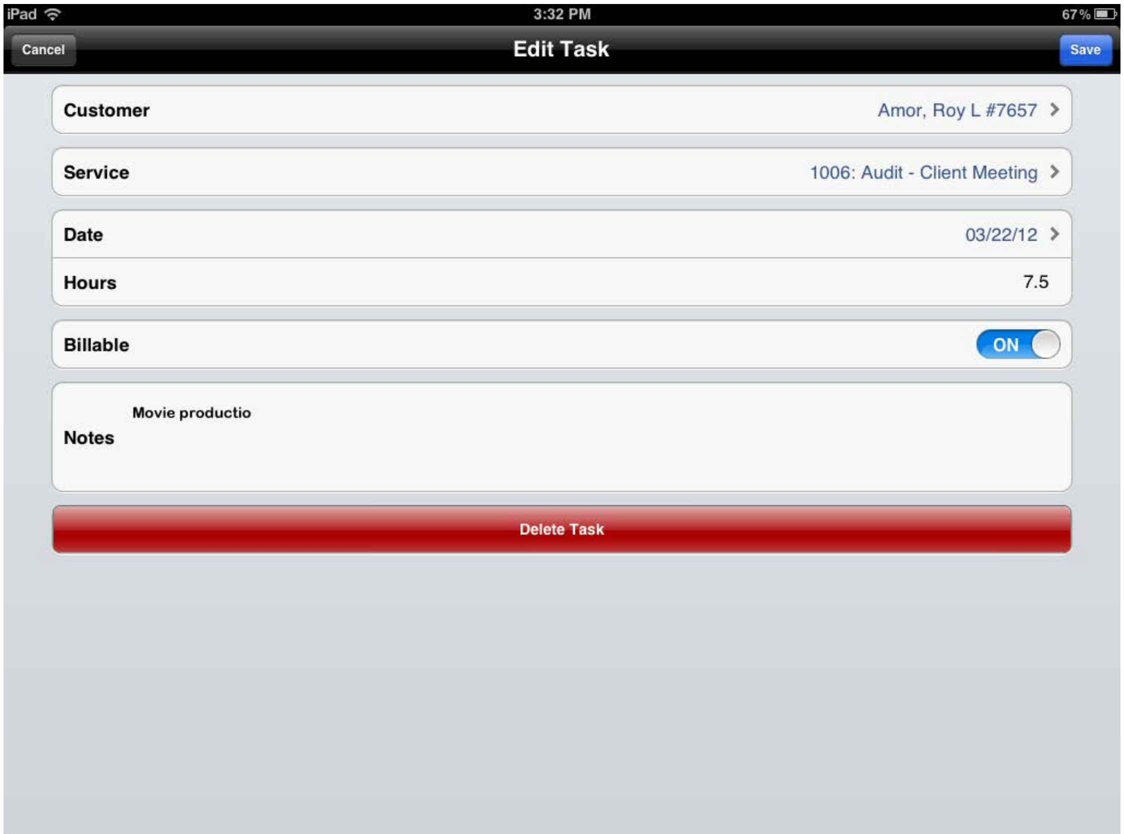


Figure 9.1 Time Card Summary

14.2 Time Card in Edit Mode

When you touch the blue chevron on the timecard summary you will see the edit task shown next where you can edit the details or delete the entry. The Customer entry allows you to choose an existing customer. The Service entry lets you pick from the service list what action you performed for the customer. The Date entry shows you a calendar to pick the date when the work was performed. The Hours entry represents the total hours you worked for the customer. The billable slide switch indicates whether there is a charge for the work. Finally notes help you remember specific details for the job.



Note that the customer and service list come from Quickbooks so if you have a new customer or don't see a customer or service you think was recently added you have to call somebody in the office to run the Quickbooks File – Synchronization command.

14.2.1 Customer

In the customer entry you can scroll through thelist on the left by swiping your hand or you can use the search box to find a customer by type a few characters of their name. For example if you were looking for Jane Doe you might type Do. The software will filter the list using the character you type. You can touch one of the names to get more details as shown in the following figure.

14.2.2 Service

The operator can enter a search string form any of the columns (number, name or description) to find the required records.

Figure 8.3.2.4 Set Task

14.2.3 Date

The date entry displays a calendar shown in the next figure. At the bottom you can chage the months or year. You can also drag your finger from bottom right corner to top left corner to show next month or drag from top left corner to the bottom right corner to show the previous month. Touching the Today button in the bottom left corner will select the current day.

When you touch a day on the Calendar the Save button will turn blue and when you touch the Save button this date will be put in your edit task and you will see the edit task form.

Figure 8.2.3.1 Set Date

14.2.4 Hours

The start and end time checks that the end time is greater than start time. The all-day and the text "Set the details for this event" should be hidden.

14.2.5 Billable

You can choose the timer mode to record time duration if you have to start and stop a job task several times. The following shows the timer screen.

14.2.6 Notes

When you edit the notes section you will see the following control.

Figure 8.3.2.5 Set Note