

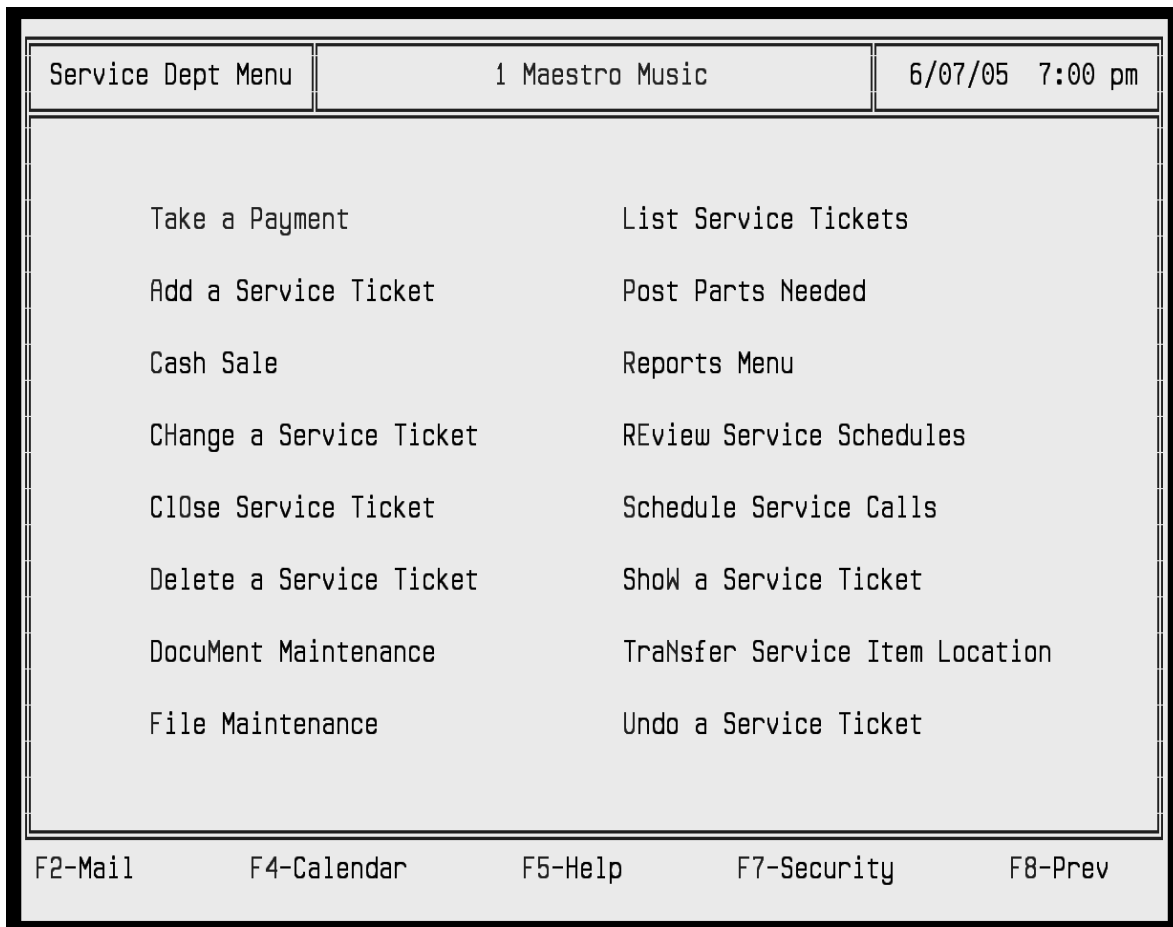
## Overview

The Service Department is menu-driven and designed for ease of use and learning. Each field includes a helpful screen prompt explaining what information is being requested by the software. When screen prompts cannot fully explain the requested information, selection windows are provided from which to make your choice. Technician numbers, model numbers, tax codes, and ship via methods are just a few of the items available from selection windows.

From within all windows you will have the capability to scroll forward and backward through the selection list. Some windows provide the capability to add, delete, and change the listed items. When appropriate, you may fold/unfold the displayed item for more information.

The menus system provides security, help, electronic mail, appointment calendar, phone file, and access to the word processor of your choice from each menu.

See Figure 1-1.



**Figure 1- 1 Service Department Menu**

## Screen Headings

The top portion of every screen contains the screen heading. The upper left corner contains a brief description of the function being performed. The center contains the current operating company number and name.

## **Screen Prompts**

The bottom line of the screen is reserved for prompts. Each data entry field carries with it a descriptive prompt that provides an explanation for the field and/or examples of what should be entered in the field. This feature is provided as an alternative to having to use the manual to look up explanations for fields.

## **Reports**

All reports provide parameters that may be entered to summarize what might otherwise be a large volume of data. Optional parameters usually include beginning and ending ranges, options to include certain types, and options to include details or notes. On all reports, the user has the option to specify the output device and whether or not the settings should be controlled on the selected device.