

Quick Fix XP  
**Manager Station  
BackOffice**

This database module is for use with the following programs from AbbottSoft

- I-Rent Software
- I-Sell POS Software
- QuickFix Repair shop Software

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**BackOffice Manager station with QuickFix Network - figure 11-1**

The Back Office Managers screen (above figure 11-1) is used with QuickFix XP Network version only. The screen is used for two distinct purposes. The first is to load a module (by clicking on the command button) which is available with the version purchased, and secondly to quickly review any open Work Orders and Clients telephone numbers listed on the bottom of the screen.

The direct links are divided into four functions. 1. Program modules such as creating work orders or sales. 2. Loading billing modules and printing statements, etc. 3. Working with “Income” modules shown on the list, and last – 4.making adjustments to the way the program functions with the settings modules.

The back office module is designed to assist the day to day management of the business.

**QuickFix** design and methodology keeps your internal process aligned with the external requirements of your Customers. Through the use of these tools you can work in the office together with the front counter to achieve core business objectives, strengthen relationships and promote financial growth.

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**Quick Fix XP** has the means to identify measure, analyze and improve everyday business processes. Methods to help you reduce costs and control the procedures you need to grow and control your business are available and easy to use.

**The back office** by design is where you control your inventory purchases to help assure profitability. The back office is also where you can set up and work with your client marketing and financial tracking. In addition you have the ability to report income, taxes and other financials needed to run your business. All this can take place while the front counter computers, are working with clients, work-orders, and invoicing.

The sharing of information needed between the various stations is handled by the network protocols built into our program.

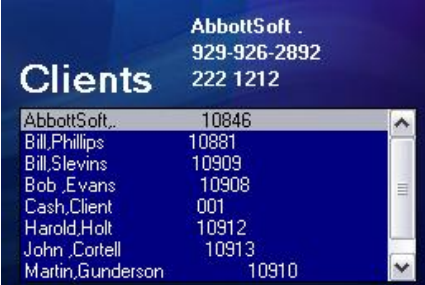
### Examples:

**Inventory.** At the front counter inventory parts are inserted into the work order. The quantity available is adjusted when the work order is closed and the invoice created. In the Back Office new shipments are concurrently being recorded and the inventory count adjusted. Changes in the pricing structure can be modified, the ROI reviewed. Need to order lists can be generated and even sales/income reports by vendor or group for any month of any year can be put on the screen or printed.

**Clients:** Normal business transactions take place on the front counter computers. The clients information is automatically updated to the back office computer when charges are made as well as a history of parts and labor purchases. Concurrently new clients can be setup and their acct. receivable created at the managers station in the back office.

Since the database is real time, as soon as the new client is opened by management in the back office, the front counter computers can access the information and do business with the new client.

**Agging reports:** are available for generation anytime. Once printed they will show the total amount receivable, but even more important, any past due amounts out 30,60 or 90 days. Using this list - management can easily find telephone numbers for any client and place calls as needed, to encourage payments. No need to go to each clients database page.



The screenshot shows a software window titled "AbbottSoft" with contact information "929-926-2892" and "222 1212". Below this is a list titled "Clients" with the following entries:

Client Name	Client ID
AbbottSoft..	10846
Bill,Phillips	10881
Bill,Slevins	10909
Bob,Evans	10908
Cash,Client	001
Harold,Holt	10912
John,Cortell	10913
Martin,Gunderson	10910

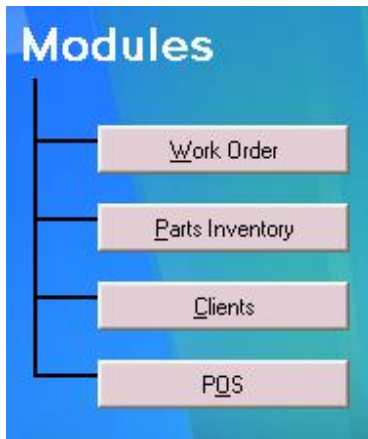
If when you have a client highlighted you start typing the first name the list will scroll. Click on the name and both the office and cell phone numbers come up.

**Tracking of repairs:** Is simplified with the current work in progress list. This list includes all work orders recorded which have not been closed. The list is sorted by clients name and if you record any appropriate information you want to have available in the item description field when you initially set up the work order, then you can easily find the item later from this list.

Work in progress		
Bob Evans, 10908	257	
Harold Holt, 10912	272	
Harold Holt, 10912	281	
Harold Holt, 10912	John Deere yard tractor	256
John Cortell, 10913	270	
John Cortell, 10913	271	
John Cortell, 10913	271	
John Cortell, 10913	1ST. CLASS THINGAMAGIJ	273

**You can easily find the client** by clicking on any client on the list then start typing the clients first name you are looking for. The list will scroll with your typing and at the very least get you close enough to finish with your mouse scroll.

**Just think it through** and you will discover what works best for you. We designed the program in an open format, so that you can set it up as you need it to work. Remember this program is designed to be used by many business owners, and each has their own idea of what should be included or not.



**Activating program service modules** is simple. Just click on the control button representing the module you want to run and it will pop up. When you close it then you should be returned to your back office module. The Work Order module may be an exception depending upon the version you are using.

**Activating Billing modules:**

Just like above, all you need to do is click on the control button using your mouse.



The **Pre-Audit** feature may only be available through the statements "Billing" window. *Version dependent.* See Chapter 7 (Billing) for more information and how to use this feature.

## Editing a clients A/R folder:

**A/R Editor**

1002

**FIND**

**INSTRUCTIONS:**

1. Insert clients account number in above field
2. Click on Find button Or press Enter
3. If clients A/R folder is found then current information will be shown on right side
4. Move to right side and make corrections.

**WARNING**  
If you change BalFwd then change before any other changes

**AbbottSoft .**  
(828) 926-2892  
400.00

**Insert Edit DELETE SAVE**

Line #	Invoice/Chk#	Transaction date	Charge	Credit	Run balance
1	122	12/23/2000	30.00		40.00
2	1234	01/09/2001		20.00	20.00
3	1111	01/20/2001		10.00	10.00
4	1111	01-09-2001		5.00	5.00
5	9.012091E+07	01-09-2001	5.00		10.00
6	218	06-26-2001	63.00		73.00
7	244	06-26-2001	71.00		144.00
8	244	06-26-2001	21.00		165.00
9	2332	08-07-2001		100.00	65.00

**PROBLEM**

Account may not balance - Check carefully!

**OK**

In spite your best efforts there are instances where brain cramps rule and mistakes are made. When this happens to your clients accounts receivable folder there is a last ditch method of putting things back together again. You can fix most things with the above A/R editor.

If you notice on the above example the running balance shown on the right side of the transaction itemization shows a balance due at the end of \$65.00. Yet the "Total Due" field at the top right shows a balance due of \$55.00 – a difference of \$10.00 and the module has issued a warning that the account does not appear to balance. If you also look at the individual transactions you will notice the invoice number is not whole. This could indicate that this is a transaction to be reviewed. If (once you have verified your daily receipts for Jan 9<sup>th</sup>) you find this is the cause then the solution is simple. Just click on the "edit" button and correct the line to represent the actual transaction. Once you save the changes and re-load the client one more time you should not get a warning message.

**Here is how the module checks totals.** 1. The running balance is checked against the total due. If that is ok, then – 2.The out 90, 60, 30 and current are added and they should also equal the amount due. If either are off then the warning is issued. If you correct them and they sum properly the warning is removed.



**Day – Month – Year End** Income Reports are discussed in chapter 6(a)

**Parts ROI – Serial Number tracking** information can be found in Chapter 3 (Inventory)

**Printers – Setup and Update** instructions can be located in Chapter 6(b) this module also includes reports for other programs which you will not use.

**Vendors – Purchase Orders** – Chapter 10 (Vendors) will introduce you to new features under development which will assist your business in the future.

**NOTES:**