The Groomer's Helper 2000™

Another Quality Software Product from:

Man's Best Friend Software

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Contents

Welcome

Welcome

Man's Best Friend Software welcomes you to the growing number of users of the finest software product for pet grooming shops: The Groomer's Helper 2000™. Thank you for your support. In return for that support., you have just acquired an outstanding product, fully capable of handling every need of your grooming shop and its business.

A Brief History

This is The Groomer's Helper 2000™, the second major release of our grooming shop management program.. The first incarnation of this product came out in 1993, and this is the first version of this product created for Microsoft® Windows™.

Audience for this Manual

This manual is intended for those persons who need a point of reference for the operation of The Groomer's Helper 2000™. The program is intended to be easy to use for all skill levels, and tool tips and switchable field tips are liberally provided to make it easy to learn the program's use and behavior.

This manual provides a synopsis of every function that The Groomer's Helper 2000™ offers. The "How do I..." section offers helpful step-by-step tips on how to do many basic functions.

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Getting Started

What You Need

The Groomer's Helper 2000™ is designed to run correctly on all versions of Microsoft Windows 3.1x, Windows 95 and Windows NT. The minimum configuration for this program is:

- Intel® 80486 or better processor (an Intel® Pentium® 75mHz or better is ideal)
- 16MB of RAM (24MB is Ideal)
- VGA display with at least 256 colors (16-bit color or better is ideal).
- 17MB of free disk space (24MB is ideal).
- Microsoft Windows 3.1, 95, 98 or Windows NT/2000.

Generally speaking, any IBM-Compatible computer with Windows 95 or newer in general availability on or after June 1, 1996 will work with The Groomer's Helper 2000™.

Installation: Ready, SETUP, Go!

The Groomer's Helper 2000™ comes on a CD-ROM or on 7 diskettes. Diskette 1 comes with an installation program named SETUP.EXE. This program will create a directory and install The Groomer's Helper 2000™ into that directory, and will make and adjust settings in the computer necessary to properly run The Groomer's Helper 2000™.

Installing on Windows 3.1x and Windows NT 3.x:

To Install, place the diskette or CD-ROM into the drive. From the Program Manager, select "File" from the Menu Bar, and select "Run..." from the menu that drops down.

Type the drive letter of the drive where the diskette or CD is inserted instead of [drive]. for example, if you placed the diskette into drive A:, you'd type A:SETUP.

SETUcP will also add a file to your Windows Directory to tell The Groomer's Helper 2000™ how to display its windows, where to find its databases, and who you are (for Dog Records and Pedigree Printouts). SETUP will ask you these questions as it runs; all you need to do is fill in the blanks.

Windows 95/98 and Windows NT 4.x

Click on the Start Button and choose the "Settings" menu. Then choose "Control Panel." Then Choose "Add/Remove Programs." The following window will pop up:

Figure: Windows 95/98 Add New Programs window.

Place Disk 1 into the drive and click "Install..." Windows will locate the diskette and the SETUP program and will then install the program into your computer.

What Happens Then?

After you do this, The Groomer's Helper 2000™ will proceed to install itself onto your Hard Disk. This will include creating a directory on your hard disk, copying its programs and databases into that directory, installing the Windows Libraries for its database into Microsoft Windows (this will not affect your other programs), creating a Program Manager Group to hold the Icons for The Groomer's Helper 2000™, and then placing the icons into that group.

Once you've done this, you're ready to go!

Some Things to Know

Moving between Fields

Use the TAB key to go to the next field in the window. Use the Shift and Tab keys together (SHIFT+TAB) to go backwards to the previous field in the window.

Required Fields and Optional fields

A Required field is a field which The Groomer's Helper 2000™ needs to have in place in order to save the record you are trying to add or change. Sometimes, a field is simply needed so that the database will make sense. The Groomer's Helper 2000™ tries to keep as many fields as possible optional, not required, so that your job of entering data is easier.

Until you type in all required fields, the "Save Button" for the record you are trying to add or change will not be active. You will know which fields are required fields because the description text to the left of the field will be <u>underlined</u>. The description text for optional fields is not underlined. If a choice you make can change the fields that are required (for example, dog status), then the change in the choice will cause the newly required field descriptions to be underlined, and the newly optional field descriptions will lose their underline. When you use TAB to go to the next field, The Groomer's Helper 2000™ checks automatically for required fields and activates the save button accordingly.

Typing in Dates – Calendar Control

Everywhere in The Groomer's Helper 2000™ you can enter a date has a date field set up. Date fields in The Groomer's Helper 2000™ have a pop-up calendar. You know this is available because you see the calendar icon in the right side of the field. Here is an example date field:
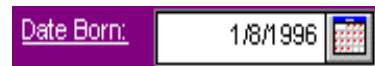
Click on the calendar to pop up the calendar, or you can press ALT+DOWN ARROW to pop up the calendar. When you do, you will see:
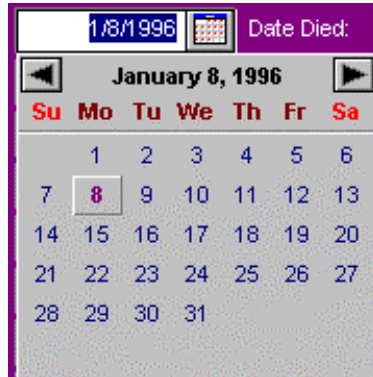
Use the arrow buttons to advance or retract the calendar one month at a time. Double click on the day to choose a date and close the calendar back up. Pressing the ESC key will close the Calendar without choosing a date.

Numbers -- Pop-Up Calculator

In most places in The Groomer's Helper 2000™ where you can enter a number, we provide you a pop-up calculator for your use. You know which fields have a pop-up calculator available by the calculator icon at the right hand edge of the field. Here is an example of a number field with the calculator:

When you click on the calculator icon, or press ALT+DOWN ARROW in the field, the calculator will pop up. The pop up calculator looks like this:
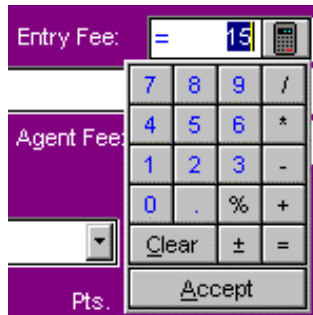
Typing in numbers and using the +, -, *, / keys, you can use the keypad like a calculator. Click the Accept button or press the Enter key to close the calculator and save the calculation. Press the ESC key or click the Clear button to close the calculator without saving any result.

Auto-Dialer

The Groomer's Helper 2000™ stores telephone numbers in several fields. If you have a modem connected to the same telephone line as your voice telephone, you can configure The Groomer's Helper 2000™ to automatically dial phone numbers for you using the contents of the field. Fields which have the auto-dialing capability are denoted by a "Ringing Phone" icon on the right side of the field. A Phone dialer field looks like this:
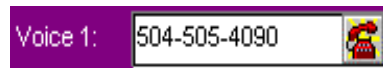
Click on the phone icon to dial the number.

Operational Goodies

Tip of The Day

Whenever you start The Groomer's Helper 2000™, the program will show you a Tip of the Day in a pop-up window. This window will randomly display one of many helpful hints for using The Groomer's Helper 2000™. If you wish to bypass this, you can do so by un-checking the check box at the bottom of the window.

The Tip of the Day window looks like this:
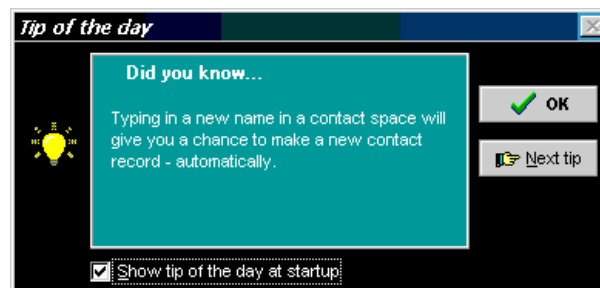
Figure: Tip of the Day Window

You can see additional tips by clicking the "Next Tip" button.

The Program Menu

The Groomer's Helper 2000™ has a menu, organized into several groups of functions. To use a menu, click on the menu heading at the top of the window, and choose the relevant option. Then choose the action from the list that drops down.

Speed Bar

The speed bar contains buttons which quickly start key functions in The Groomer's Helper 2000™, without having to navigate the menu to find what you need.

The Card File

The Card File Window

The Groomer's Helper 2000™ contains a name-and-address database for your use. We call it the "Card File." The Card File contains a listing of every person who owns one or more animals, as well as listings for veterinarians and other professionals you may have contact with. The Groomer's Helper 2000™ does not require that the contacts own animals at all.

To access the card file, press the F4 key from the main window, or click on the Card File button.

The Card File window looks like this:
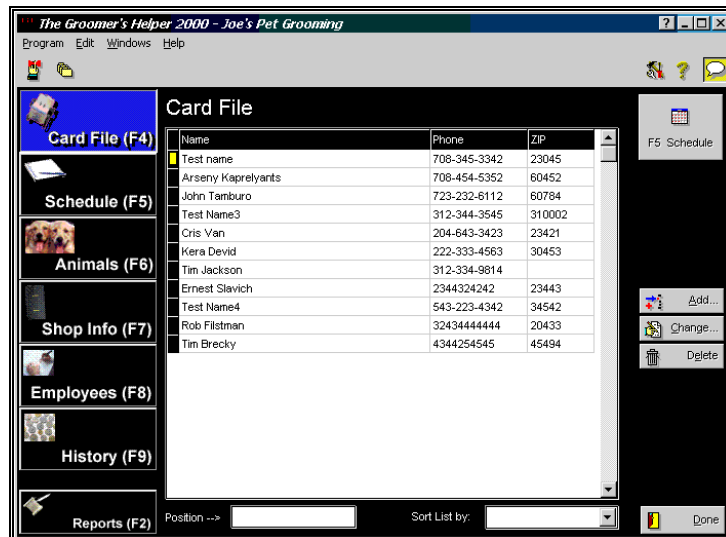
Figure: Main Window, Card File.

To add a new card record, you click on the Add button or press ALT+A.

To change a record, you click on the record you want to change in the list, and then click the Change button or press ALT+C.

To delete a record from the database, you click on the record to delete and then click on the Delete button, or press ALT+E.

Fields:

Position: If you have a long list of names, you can type part of the name, starting at the beginning of the name, to navigate down the list.

Sort List By: Choose to sort the list into order by Name, Phone or Zip. The order you choose to sort the list by determines what field is searched by the Position field.

Card File Entry

The Groomer's Helper 2000™ stored several fields in the card file entry, sometimes also called Add/Change Card File. When you choose to add or change a card file entry, you have the ability to enter these fields of information, and also to directly add animals for that person, once the card file entry is saved.

The Card File Entry window looks like this:

Figure: Add/Change Contact window.

Fields:

- Name (Required): This is the name for this person
- Voice Phone (Required): this is the person's voice telephone number. Click the phone button on the right to use your modem to dial that number for you.
- Address: There are three Address lines.

- Phone numbers: There are four extra phone numbers, labeled Voice Phone 2, Cellular, Fax and Pager.

- City, State, Zip Code: These are not required fields, and are not checked for accuracy. You can enter them for printing on Rolodex Cards or Mailing Labels.

- Country, E-Mail: These fields are optional and are not checked in any way.

Once you enter what you want, click the Save Button to save the record. Click on the Cancel Button to close the window and forget all changes since the last Save button click.

The Add button, Change Button and Delete Button at the bottom of the window are used to add an animal record, or more than one, to this person. This si how animals are associated with owners.

The Animal Record

Work with Animals

The Groomer's Helper 2000™ stores one or many animals per card file entry. To work with Animals directly, press the [F6] key on the Keyboard to choose the Work with Animals window.

The Work with Animals window looks like this:
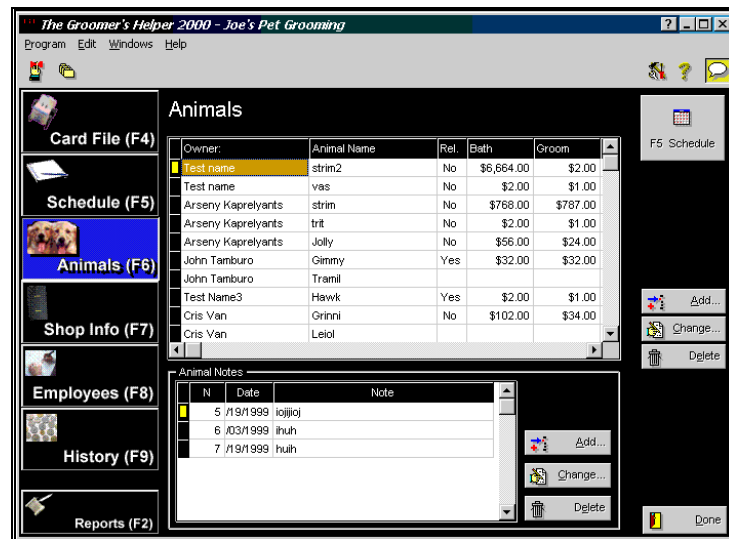
Figure: Main Window, Work with Animals page.

The window lists the animals by Owner name. Whenever you have an animal highlighted, you will see its notes listed in the small window below.

To add a record, click on the add button to the right. To change an animal's information, click on the Change button to the right, after first clicking on the animal to select it. To delete an animal, click on the animal and then on the delete button to the right.

To add notes to an animal, you click on the animal, and then on the add button in the notes box at the bottom of the window. To

change the notes, click on the note you wish to revise and click the change button. To delete notes, click on the note you wish to remove and then on the Delete button.

Add/Change Animal

The Groomer's Helper 2000™ gives you a dedicated window to add or change animal information. It keeps information on the animal, comments, cut, pricing and the like.

Add/Change Animal looks like this:

Figure: Add/Change Animal Window.

Fields:

- **Owner (Required)**: This is a lookup control on the card file. Type in part of the owner's name until you see the one you want. If you do not see it, The Groomer's Helper 2000™ will give you the chance to add a new Card File record for you without having to stop what you are doing and leave the window.

- **Animal Name (Required)**: Type in the name that you wish to use to call the animal. This is usually not the formal registered name, but rather a call name.

- **Sex**: Choose the animal's gender, male or female.

- **Date of Birth**: This is a calendar control for the date of birth. Type in or choose the animal's date of birth, if known.

- **Age**: Enter the animal's age in years. If you enter a Date of Birth, The Groomer's Helper 2000™ calculates this for you.

- **Breed**: This is a lookup control on the Breed file. Choose the breed by typing in all or part of the name of the breed.

- **Color**: Type in the animal's color.

- **Cut**: This is a small general notation on the animal's cut. For detailed information you can use animal notes for each visit to the groom shop.

- **Veterinary**: This is a lookup control on the card file. It contains the name information for the animal's Veterinarian.

- **Comment**: This is a 255-character field used to track information on each animal. For more detailed notes, use Animal Notes.

- **First In**: This is the date you first saw the animal. You can enter this field, or The Groomer's Helper 2000™ will fill it in when the animal checks in for its first appointment.

- **Last In**: This is the last time you saw the animal. You can enter this field, or The Groomer's Helper 2000™ will fill it in with the latest date an animal is checked in for its appointment, at the time of check-in.

- **Release**: Choose Yes if there is a Medical Release on file. Choose No if there is not a Medical Release on file.

- **Appt Interval**: If, known, enter the number of minutes you normally take to work on this dog. Used to assist the scheduler in being more accurate. Filled in automatically with whatever value you set in Program Preferences.

- **Pricing**: Set your normal pricing for this animal. You have six fields: a) Bathing; b) Grooming; c)Matting [mat removal]; d) Boarding and e) two extra price fields.

Click Save to save this animal record. Click Cancel to throw away every change since the last save and close the window.

Add/Change Animal Notes

The Groomer's Helper 2000™ allows you to add an unlimited number of notes to each animal. These animal notes are date-stamped with the date the note was added. You can add animal notes from the Work with Animals window, or you can add them from the Animal Check-Out window.

Add/Change Animal Notes looks like this:
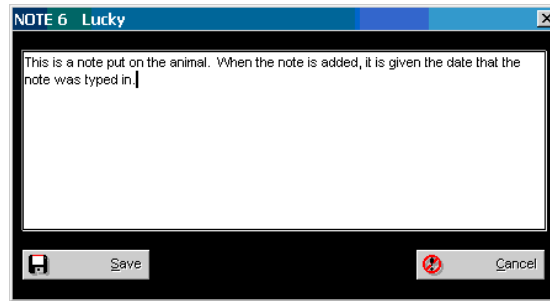
Figure: Add/Change Animal Notes.

You have a note field to work with. You can type in up to 65,535 characters per note! You can enter up to 2.1 billion notes per animal.

Click Save to save this note record. Click Cancel to throw away every change since the last save and close the window.

Scheduling

Work with Schedule

The Groomer's Helper 2000™ permits scheduling any number of animals per day. The program will prevent overscheduling, but will also allow you to over-book a day if you wish. You retain the control.

To access Work with Schedule, you can click the Schedule button or press [F5] on your keyboard.

Work with Schedule looks like this:
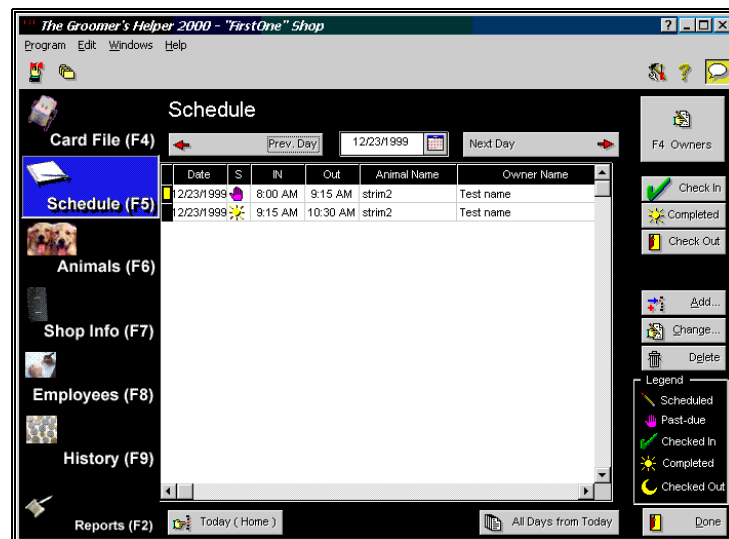
Figure: Work with Schedule window.

You have a calendar control at the top of the window to select a date. Click the Today button at the bottom or press the [Home] key on your keyboard to return to the present date. Use the next day and previous day buttons to move back and forth one day at a time. Use the All days from Today button to see all future appointments at once.

To Add an appoointment, click the Add button. To change an appointment, click on the appointment to change and then on the change button. To remove an appointment, click on the appointment and then on the Delete button.

When the animal arrives for its appointment, click on the Check-In button. When the animal is completely groomed and ready for pickup, click the Completed button. When the animal is picked up, click on the Check-Out button.

To instantly know the status of the animal, refer to the symbol to the right of the date. It will tell you if the animal is:

- Scheduled but not arrived
- Late for its appointment
- Checked in and ready to be worked on
- Completed and ready for pick-up
- Checked out and back with its owner.

Refer to the symbol legend below the add/change/delete buttons to understand the symbols in the window.

Add/Change Appointment

The Groomer's Helper 2000™ gives you a window to schedule appointments for animals to be worked on. This window permits you to assign people and set a date and time for the appointment.

Add/Change Appointment looks like this:

Figure: Add/Change Appointment.

You have the following fields to work with:

- **Owner (Required)**: This is a lookup control on the Card File for the owner. Choose the owner here by typing in the name until it pops up. If it is not on file, The Groomer's Helper 2000™ will give you the opportunity to add it to the database by bringing up the Add/Change Card File window.

- **Animal (Required)**: This is a lookup control on the animal file. Type in the animal's name or choose it from the list. If the animal's name is not on file, The Groomer's Helper 2000™ will give you the opportunity to add it to the database by bringing up the Add/Change Animal window.

- **Date (Required)**: This is a calendar control for the appointment. Please enter or choose a date for the appointment.

- **From and To times (Required)**: Please choose start and finish times for this animal. The Groomer's Helper 2000™ will attempt to calculate a to time based on the from time and the Appt. Interval field on the Animal record.

- **Employee Names, Bather and Groomer (Required)**: Each name is a lookup control on the Employee file. Choose a Bather and/or a groomer for this appointment.

- **Appointment list Grid**: There is a data grid on the window. When you choose a date, it lists all of the appointments for that day in the same format as Work with Schedule. Helps you keep control over your schedule more easily.

- **Comment**: 255 character comment field for your use.

Click Save to save this appointment record. Click Cancel to throw away every change since the last save and close the window.

Animal Check-In

When an animal arrives for its appointment, you need to tell The Groomer's Helper 2000™. To do this, you go to Work With Schedule, highlight the animal, and click the check-in button. This window will notify The Groomer's Helper 2000™ that the animal is in-house and ready for work.

Animal Check-In looks like this:
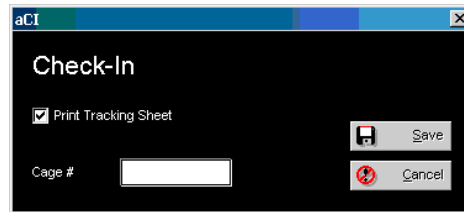
Figure: Animal Check-In window.

You have a cage number to put in, which is optional. You can also choose to print a tracking sheet, which contains information about the appointment. To print a tracking sheet, make sure a check mark is in the box before clicking the save button.
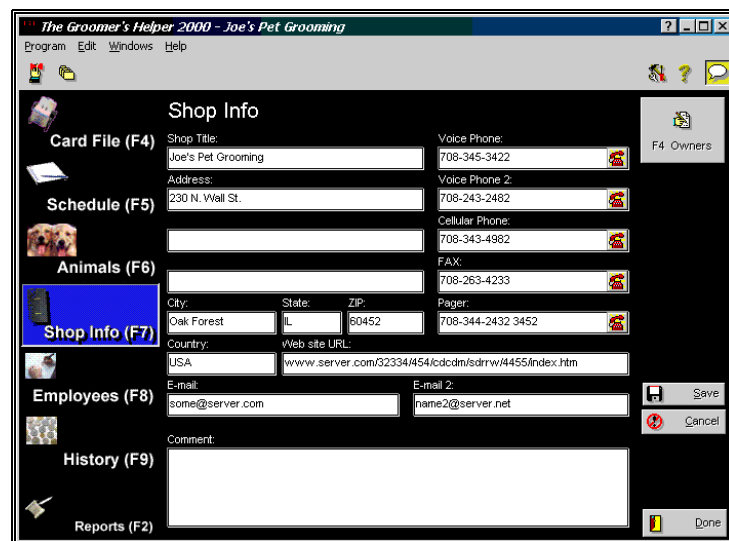
Click Save to Check in the animal. Click Cancel to throw away every change since the last save and close the window.

The Tracking Sheet

When you choose to print the tracking sheet, you will get a window on your computer with a print preview of the tracking sheet.

The tracking sheet Preview window looks like this:

Figure: Tracking Sheet Preview window.

To print the tracking sheet, click on the printer button at the top of the window. To choose a different printer before printing, click on the printer-with-wrench button at the top of the window.

When complete, click on Close.

The tracking sheet contains all animal notes for the animal, as well as contact information for the owner and the appointment information.

Animal Completion

When the work on an animal is complete, then you notify The Groomer's Helper 2000™ by selecting the Work with Schedule window and then clicking on the appointment. Press the "Completed" button to mark the animal as done. No other step is necessary, and there is no window displayed. The graphic for the appointment will change to the Completed icon.

Animal Check-Out

When the customer returns to pick up the animal, you then perform the check-out procedure. Checking out will handle billing and payment, and will give you a chance to put in notes and schedule follow-up appointments. To access the check-out window, you click on the appointment in Work with Schedule, and then on the Check Out button.

The Animal Check-Out window looks like this:

Figure: Animal Check-out window.

<u>Fields</u>:

- **Dollar amounts**: Enter the amounts for Groom, bathing, matting, boarding, and your two optional amounts here. The Groomer's Helper 2000™ tries to fill in these fields with information from the Animal record.

- **Payment Method**: Select how the customer pays for this appointment.

- **Amount Paid**: Enter the amount paid. The Groomer's Helper 2000™ will let you take partial payments.

There is a button to add notes. This will bring up the Add/Change Notesd window for this animal.

You can also set an automatic reminder and a future appointment.

Click Save to Check out the animal. Click Cancel to throw away every change since the last save and close the window. When Save is clicked, you will get an invoice for the appointment printed for you unless you choose not to.

Shop Information

Work with Shop Information

The Groomer's Helper 2000™ provides for a place where you can change the shop information used in reports, invoices and other places. You can specify your name, address, phone numbers, Internet information and even a free-form comment field for your shop.

Work with Shop Information looks like this:

Figure: Work with Shop Information window.

<u>Fields</u>:

- **Shop Name**: The name of your establishment.
- **Address Fields**: up to three address fields can be used.
- **City, State, Zip**: Enter your city/town, state (prefecture/region) and zip/postal information.
- **Country**: Your country.

- **Web Site URL and Email**: You have a web site URL and two e-mail addresses available to you.

- **Phone Numbers**: You have five phone numbers to use. All phone numbers are equipped with *auto-dialer.*

Click Save to store your shop information. Click Cancel to throw away every change since the last save and close the window.

Program Preferences

The Groomer's Helper 2000™ has several custom settings to use for its various features. These settings are stored in the Program Preferences. As the name implies, it is where you tell The Groomer's Helper 2000™ how you prefer it to be set up.

The Program Preferences window looks like this:
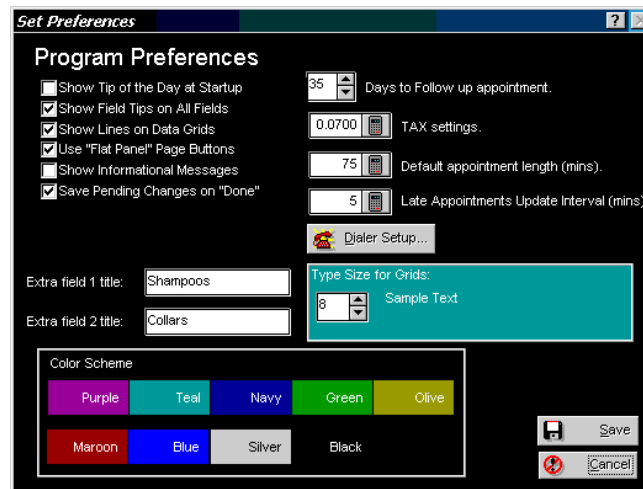
Figure: Program Preferences Window.

Fields:

- **Show Tip of the Day at Startup:** If you put a check in this box, you will get the Tip of the Day window when you start up The Groomer's Helper 2000™ (for more information, see "Tip of The Day" on page 12).

- **Show Field Tips on All Fields**: This will activate Field Tips, which will give you pop-up hints on fields and buttons as you place the mouse pointer over them.

- **Show Lines on Data Grids**: This will, for every data grid, control whether horizontal and vertical lines display between every column and row of the grid.

- **Use Flat Panel Page Buttons**: This will make mose page buttons flat, and only show their border when the mouse arrow is over the button. This behavior is similar to Microsoft Internet Explorer, and makes it easy for you to determine which button will be clicked if you press a mouse button.

- **Show Informational Messages**: The Groomer's Helper 2000™ has messages which inform you of progress events in the program (for example, when The Groomer's Helper 2000™ saves a record in the database). Sometimes, you need these messages to verify all is well, but most of the time they're annoying. Placing a check mark in this box shows the messages. If no check is in the box, the message is not shown, but The Groomer's Helper 2000™ still beeps so that you know the action was completed.

- **Save Pending Changes on Done**: This will, if checked, cause The Groomer's Helper 2000™ to save any pending database changes in a window when you click its Done button. Otherwise, The Groomer's Helper 2000™ asks you if you want to close the window and discard the changes you have made.

- **Type Size for Grids**: The Groomer's Helper 2000™ enables you to resize the windows which show data. Many of these windows contain data grids that grow in size when you enlarge the window itself. If you have a large monitor, you can choose to enlarge the data grid type size so you can see it better. This also enables you to reduce the type size to fit more data on screen. You can set any size from 5 to 30 points. 8 points is the default size.

- **Extra Field Names**: These are the legends used on the invoice and in other places for extra charge fields.

- **Days to follow up Appointment**: When checking out, this is the number of days The Groomer's Helper 2000™ will add to the current date for a recommended date to visit again. We recommend using a multiple of 7 to avoid scheduling on a Sunday.

- **TAX Settings**: This is the sales tax if any to charge. For example, 7.25% is .0725.

- **Default appointment Length in minutes**: Enter the number of Minutes that The Groomer's Helper 2000™ assumes an appointment will take. You can override this at scheduling time.

- **Late Appointments Update Interval**: This is the number of minutes that The Groomer's Helper 2000™ will wait between automatic checks for late appointments. An interval of 5 minutes will work well for most shops. If you set this to Zero (0), The Groomer's Helper 2000™ will not do automatic late-appointment checking.

- **Dialer Setup**: Click here to set up the Auto-Dialer.

- **Color Scheme**: This changes the window colors throughout The Groomer's Helper 2000™ to one of nine colors.

Click Save to save the program preferences, or click Cancel to ignore your changes and go back to the last saved settings. Both buttons close the window.

Employees

Work with Employees

The Groomer's Helper 2000™ provides basic employee tracking functions. Employees can be assigned to bathe and/or groom any animal, and can be paid differently.

You access employees by clicking on the "Employees" button or pressing the F8 key from the main window.

Work with Employees looks like this:
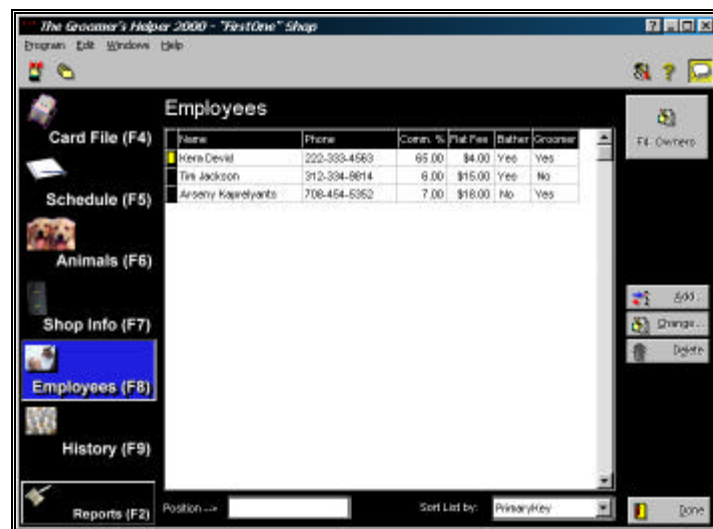
Figure: Work With Employees.

To add a record, click on the add button to the right. To change an enployee's information, click on the Change button to the right, after first clicking on the employee record to select it. To delete an employee, click on the record you want to delete and then on the delete button to the right.

Add/Change Employee Record

The Groomer's Helper 2000™ provides you with an entry screen to add and change employee information. This window lets you choose commissions and people and what they do.

Add/Change Employee looks like this:
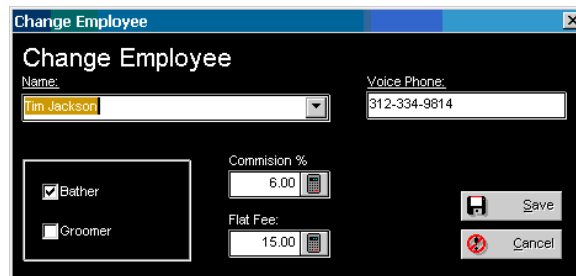
Figure: Add/Change Employee window.

<u>Fields</u>:

- **Name**: This is a lookup control on the Card File. Choose a name to be an employee. If the name is not added to the database yet, The Groomer's Helper 2000™ will add it.

- **Voice Phone**: This is a voice phone number for quick reference, in addition to the entries on the Card File.

- **Groomer/Bather Check Boxes**: Place a check in the Groomer and/or bather boxes depending on the employee's duties.

- **Commission %**: Choose a percentage commission for the employee. This is exclusive with Flat Fee.

- **Flat Fee**: The flat number of dollars the employee is paid for his or her work per task. This is exclusive with Commission %.

Click on Save to save the record. Click on Cancel to throw out your changes and close the window.

Invoice History

Work with Invoice History

The Groomer's Helper 2000™ gives you the opportunity to reprint and amend invoices, both current and past. **Warning: This is a powerful part of the program, and should be used with care. It is unlawful to amend your records to reduce your income (or your tax liability) unless the amendment is completely accurate. By using this program, you release us from liability and acknowledge that you have been warned.**

Pressing F9 or clicking the History button from the main window will present you the Work with Invoice History page.

The Work with Invoice History page looks like this:
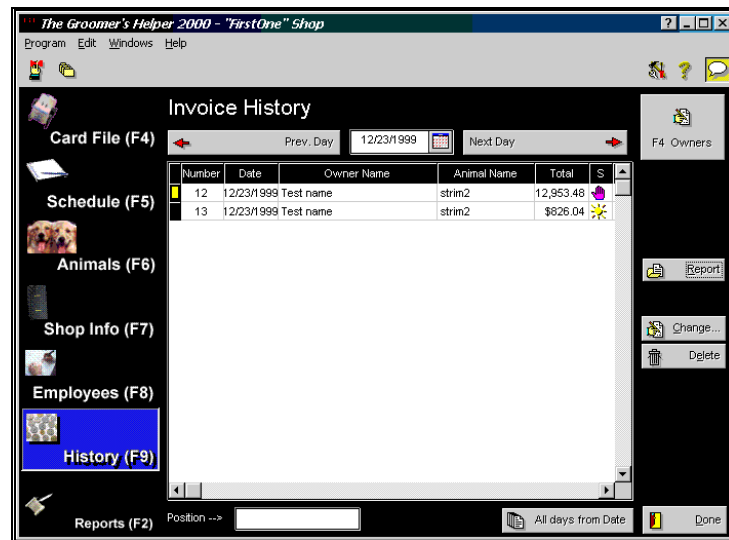
Figure: Work with Invoice History window.

It is not allowed to add an invoice from this page. The only way to add an invoice is to schedule and complete an appointment (see "Add/Change Appointment" on page 22).

To change an invoice, click on the invoice that you want to change and then the "Change" button. To delete an invoice, click on the invoice you want to delete and then the delete button.

You can reprint an invoice by clicking on it and then the report button. This will being up the invoice in a preview window and you can choose to print or just view it.

The Calendar control, previous day and next day buttons work in a manner identical to the Work with Schedule window. That gives you the ability to look at a certain day's invoices easily.

Change Invoice Window

The Groomer's Helper 2000™'s Change invoice window is almost identical to the Check out window.

For more details see "Animal Check-Out" on page 26.

Change Invoice looks like this:

Figure: Change Invoice window.

The only things you cannot do from Change Invoice that you can do from Animal Check out is to add animal notes or schedule follow-up appointments.

Reports

Reports Window

The Groomer's Helper 2000™ has a reports window that allows you to print a variety of items from the database. This includes mailing labels in two formats, special lists and the like. There is a simple reporting interface. From the main window, click on the Reports button or press the F2 key. This will bring up the reports window.

The reports window looks like this:

Figure: Reports window.

To make use of this window, simply click on the report that you want to use, and then on the Print button to send directly to the printer, or the preview button to preview the report on screen.

If the report needs you to select a date range or a specific record, it will pop up a window to ask you for this information.

Previewing – The Preview Window

When you choose to preview a report, you will receive the preview window. It has several unique and special functions.

The preview window looks like this:
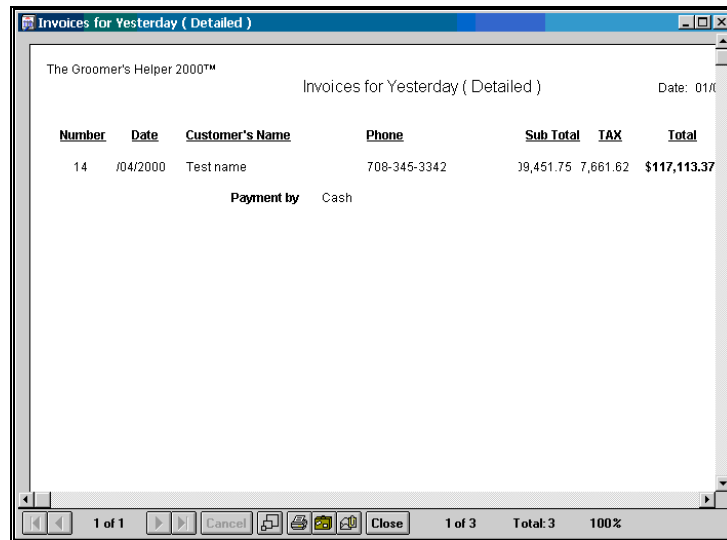
Figure: Report Preview window.

The report has several buttons along its bottom edge, and they control the capabilities of the preview window. These buttons are:

- Go to Page 1. It's grayed out if the report is on page 1.

- Go back one page. It's grayed out if the report is on page 1.

- Go forward one page. It's grayed out if you are looking at the last page of the report.

- Go to the last page. It's grayed out if you are on the last page of the report.

- If you are printing a really large report, and you run into a situation where the report is taking too long to be assembled, click this button to stop running the report and to look at what you have to that point. This is grayed out as soon as the report finishes running.

 - This is the Zoom button. Click to make the preview image (not the window) small (show the whole page), medium (fits in the right and left edges of the page) or large (actual size).

 - Click this button to print the report in the preview window. This is grayed out while the report is still running.

 - Click this button to export the report to another format. This brings up a window where you can choose the export format, and the name of the disk file you want to export it to. Many formats are included, among them the Microsoft Word and Excel formats, Lotus 1-2-3 format, ASCII delimited text and others.

 - Click this button to attach the report to an email. This will work with any MAPI-compatible email program, such as MS Mail or Microsoft Outlook. Microsoft Outlook 97, 98 and 2000 (**not Outlook Express**) supports internet email for all services except America Online.

 - Click this button to close the preview window when you are done looking at the report.

Printing from a Preview Window

When you click the (print) button the report is printed on the default printer you have assigned in Windows. To choose the printer to print to, you need to close the preview window and click the print button in the Reports window, which will ask you where to print the report.

Exporting a report to another format

When you click on the (export) button, you can save the contents of the report to another file format. You can choose from Word, Excel, Lotus 1-2-3, RTF and others. You are prompted what format you will export in and you are also prompted for a file name to export the files to.

Attaching a report to E-Mail

When you click on the (attach to E-Mail) button, you can save the contents of the report in the format you choose and automatically attach them to an E-Mail. You can use any MAPI-compliant E-mail service. The same formats you can export to,

you can attach to the E-Mail. You can address the E-Mail and type any note you need to, which will be included with the attachment.

Trouble-Shooting Guide

Introduction

Every program will give someone a headache from time to time. The larger the company providing the program, the more quickly a response can be obtained.

This is business software for those in the business of grooming animals. We pride ourselves on having set up one of the more innovative and responsive support mechanisms in this industry.

What to Do when There's a Problem

What to Check

Try rebooting the computer if you get a goofy error or a GPF. First, write everything down so you have it handy if you need to contact us for support.

Information to have ready for Technical Support

When you call or post a message to Man's Best Friend Software, please have the following information immediately available:

Your Control number, from the invoice or the program registration sheet. **Do not supply the registration key.**

The number (if any) **and the full text** of any message you've received;

Exactly what you did to receive this message;

What happened if you followed the steps outlined in the manual (if there were steps) to correct the problem.

This will greatly help us to quickly identify and resolve your problems.

Warranty Procedure

The Groomer's Helper 2000™ program disks are warranted for thirty days from the date you receive the program to be free from

material defects. **This is NOT a money-back guarantee.** If you cannot make your installation diskette or CD work, follow the procedure below for telephone support and call 888-820-0691.

If we determine that your diskette or CD has failed, we will send you a new one. If we need the old one back, we'll instruct you on how to ship it back to us, and give you an authorization number for the return. Please remember that all sales are final, as you consented to in the license agreement. **DO NOT RETURN ANYTHING WITHOUT A VALID RMA NUMBER! ALL UNAUTHORIZED RETURNS ARE REFUSED!**

Contacting Us for Support

Internet

Man's Best Friend Software has one of the largest animal-related sites on the Internet. On this site, we have product news, demos, patches, free utilities and support information. Our World Wide Web address is:

http://www.mbfs.com

This is an ideal first-look support resource. If you need additional assistance, please send Email to:

support@mbfs.com

...which will get you technical aid, usually within one business day.

CompuServe® Interactive

Man's Best Friend Software maintains a presence on CompuServe® Interactive, one of the largest on-line services. From CompuServe, simply type GO PFVENA and choose section 17 for us. Send Email to the Internet address **support@mbfs.com** for fastest response.

FAX

Our FAX is on line all the time at **708-535-4839**. When FAXing, please send complete details, including all message number, texts, etc., so we can assist you. **FAXes must have a return FAX number or an Internet Email address to be responded to. You will not receive a voice call-back for a FAXed-in support issue. No exceptions.**

Telephone Product Support *

Man's Best Friend offers no-charge product support via voice telephone. This is a costly service for us to offer, and we ask and expect you to utilize this manual, the Internet site and other resources prior to tying up a person with a telephone support request. This is important, since we will be unable to keep this service free if it is not responsibly used.

Please do not call until you have all of the information that we need already in hand (see "Information to have ready for Technical Support" on page 39). This will make it possible for our support representative to give you assistance.

The USA number for product support is:
888-820-0691

The support number outside the USA is:
708-535-4833

Support hours are Central time, Noon-9PM Monday and Wednesday, 8:30AM-5PM, Tuesday, Thursday and Friday. If you get a voice mail, please leave a detailed message. You will receive a call back as soon as possible. Please be courteous and polite. You may be frustrated, but the support representative is not responsible for that. Our representatives are instructed to decline support in the presence of boorish conduct, threats and the like.

* NOTE: We reserve the right to assess a fee for product support or to terminate it altogether. The sale of any product does <u>not</u> include any product support, which is offered solely as an accommodation. No sale is contingent upon any level of product support. See the license agreement (see "Copyright and License"on page 1).

Program Messages

The Groomer's Helper 2000™ provides detailed help for all messages it issues. Simply click on the Help button in the message window. A Message Window looks like this:
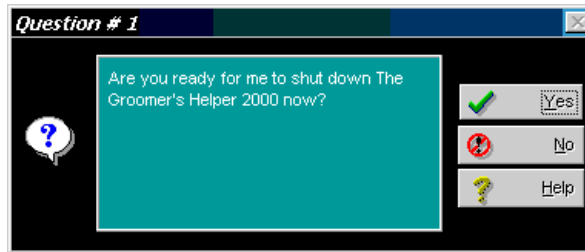

Figure: Message Window.

If the message is a question, you will receive a choice of YES or NO. If the message presents information or an error, you will be presented with OK. Click on HELP to find out what the message means and what to do.

Glossary of Terms

Auto-Dialer

This is a field for a phone number, and it uses your computer's modem to dial the telephone number in the field if you click on the telephone icon on the right hand side of the field.

Calendar Control

A Control for entering dates into the program. The Groomer's Helper 2000™ gives you a button with this control, and it pops up a calendar for you to choose a date from.

Data Grid

This is a grid, sort of like an Excel Spreadsheet, containing records in a list. You do not type into a data grid, but you can select things from it to act on. In certain places, the data grid shows information only, and cannot be selected for action.

Lookup Control

This is a control with a drop-down list attached, but also with the ability to type into it to search. As you type in each character of the name or other thing you are looking for, the control goes through the database for a match. Many let you type in something not in the database and add a new record quickly without having to stop and go to a different place in the program.

Index

V

Veterinarian 19

W

Work with Animals 17, 20
Work with Employees 31
Work with Invoice History 33
Work with Schedule 21, 23–26, 34
Work with Shop Information 27