
Owner's Manual for



Version 1.10

Another Quality Software Product from:

MAN'S BEST FRIEND SOFTWARE

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Requirements and Installation

Introduction

THE GROOMER'S HELPER™ is an MS-DOS-based program designed to keep track of your appointments, follow-ups, medical releases and mailing list. It has built-in capabilities to track no-show appointments and to follow-up on inactive customers.

What You Need

“RAM” is Random Access Memory. It is the storage your computer uses to hold programs and data while it is working on that program. RAM storage does not last beyond the time you turn off the power on the computer.

THE GROOMER'S HELPER™ is designed to work on a “Bare Bones” computer. Our minimum required system contains:

- An IBM® PC or 100% compatible computer
- 640K of RAM
- A hard disk with at least 2 megabytes of free space
- MS-DOS® Version 3.1 or later (Version 6.22 is recommended)
- A color monitor is optional but not required. THE GROOMER'S HELPER™ does not require any sort of graphics capability.

Installing the Program

THE GROOMER'S HELPER™ comes on one diskette if in 3.5” format, and two diskettes if in 5.25” format. The program has a self-install utility. This means that THE GROOMER'S HELPER™ will install itself when the right program on the install diskette is run.

MS-DOS is Microsoft's Operating System for the IBM PC. It controls how your computer operates and runs every program, like THE GROOMER'S HELPER™, which you use on your PC to accomplish a business purpose.

Starting the Install Program

To start the install program from the MS-DOS command prompt, you need to place the install diskette into the diskette drive on your computer.

Then, you change to the diskette drive with the install diskette in it and type the following:

```
[drive]:      [Enter]
```

where [drive] is A or B, depending on which drive your diskette is in. Then, type:

```
INSTALL      [Enter]
```

You'll receive a screen which looks like this:

Error! Objects cannot be created from editing field codes.

Choose a hard disk drive with enough space by moving the arrow keys over the drive and pressing [Enter].

Then, you will be asked to choose a directory in which to install THE GROOMER'S HELPER™. This screen looks like this:

Error! Objects cannot be created from editing field codes.

Press [Enter] to use the directory suggested by the installer. Or, type in a directory name for the installer to use. Remember to make sure that any drive letter you type in has enough space to hold the program.

After you select a directory and press [Enter], you will receive a screen like this:

Error! Objects cannot be created from editing field codes.

The "Copying Files..." window will display several filenames as the install progresses. You need do nothing while the program installs itself, which will take anywhere from two to fifteen minutes, depending on the speed of your PC and your hard disk. When the installer has completed its work, you will receive the following screen:

Error! Objects cannot be created from editing field codes.

When you get this screen, this means that all the installation has completed. Press [Enter] and begin to use your new program!

Starting the Program

To start THE GROOMER'S HELPER™, use the CD command to change into the directory where THE GROOMER'S HELPER™ has been installed. Then, type the following on the command line:

```
TGH [Enter]
```

This will start the program and bring up the Greeting screen.

First Start-Up: Enter your Serial Number

THE GROOMER'S HELPER™ requires the entry of a serial number in order to register itself. The serial number is on the inside front cover of this owner's manual. Type in the serial number and press [Enter]. You will only receive this screen the first time you start THE GROOMER'S HELPER™.

The Greeting Screen

THE GROOMER'S HELPER™ begins operation with a "greeting screen," which looks like this:

Error! Objects cannot be created from editing field codes.

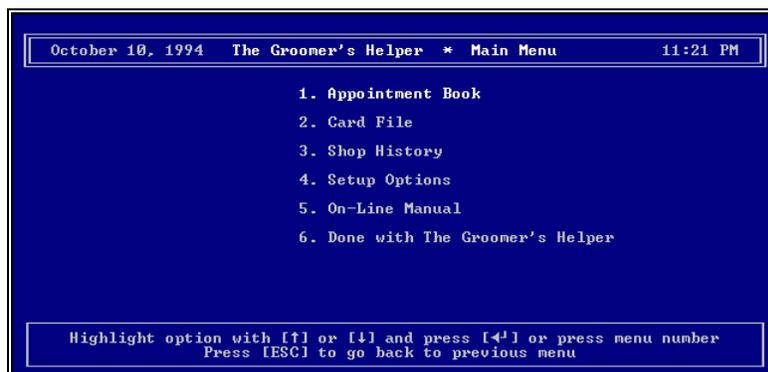
If you do not have a PC which keeps the date and time current when the power is off, you will need to type in today's date and press [Enter]. If the date shown is correct, press [Enter] and the program will proceed to the Main Menu.

Getting Started

Using the Menu System

THE GROOMER'S HELPER™ is a menu-based program. That means that the program uses menus to access its functions.

There is a Main Menu. It looks like this:



You can use the up and down arrow keys to highlight an option and press [Enter]. You can also press the number to the left of a menu option.

From the Main Menu, type 6 or press [Esc] to exit THE GROOMER'S HELPER™. From any menu which comes up after the Main Menu, press [Esc] to return to the Main Menu.

The On-Line Manual

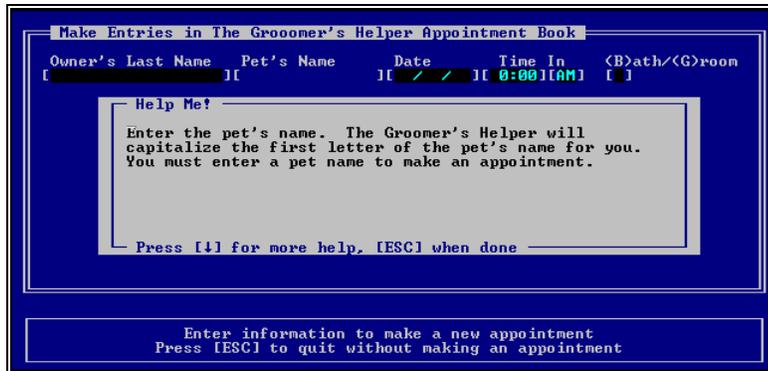
THE GROOMER'S HELPER™ also includes a highly abbreviated help text file called the On-Line Manual. It is not intended to be a replacement for this manual, and contains cursory information about how to navigate through the various screens and to access the pop-up help features. Refer to this manual for a more comprehensive description of functions.

Pop-Up Help

The “cursor” is the blinking block or line on your PC screen which shows you where the next character you type is going to appear.

Every field in THE GROOMER'S HELPER™ is also equipped with pop-up help. When the cursor is in the field, press [F1].

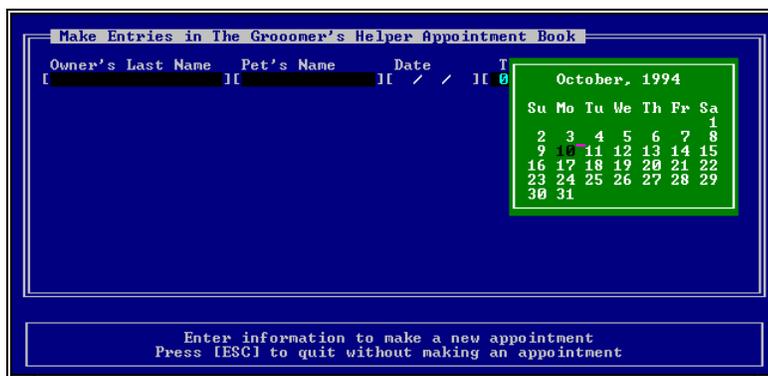
When F1 is pressed, a pop-up help window will appear. This window will contain descriptive information, in context, for the field in use. Here is an example of pop-up help:



If the help fills up more than the pop-up window, press the Down Arrow key to go down, or the up arrow to go back up. Press [Esc] when you are finished with the help, and it will disappear. Your work on screen will be as it was when you pressed [F1].

Typing in Dates

THE GROOMER'S HELPER™ has an automatic date fill-in facility. If you want to use this facility, press [F2] when the cursor is in a date field. You will get a date pop-up which looks like this:



Press [Page Down] to go back a month, or [Page Up] to go back a month. Use the arrow keys to select a day. When you find the date you need, press [Enter] and the date will be filled in for you.

Keys and their Use

The Groomer's Helper uses some of the special keys on your PC keyboard to do some things quickly. Whenever there are special keys that you can press, instructions on how to use them will be displayed in the box at the bottom of the screen. There are really only a handful of these keys that you will need to know. They are:

1. *[ESC]*, called the "escape" key, is used when you want to "escape" from what you are doing. Pressing *[ESC]* will take you back to the menu without saving any of the new or changed information that you may have typed in.
2. *[HOME]* is the "home" key. When talking about computers, "home" means the beginning. When you are looking at information on the screen, *[HOME]* will take you to the first entry. If you are changing some information, *[HOME]* will take you to the beginning of the entry.
3. *[END]* is the opposite of *[HOME]*. It will take you to the end of the list or entry.
4. *[PAGE UP]* and *[PAGE DOWN]* are used to take you to the previous or next entry. When used with Help Me! or the On-Line Manual, you can go to any "page" by using these keys. The up and down arrow keys work in a similar way, but for individual items on the screen, not whole entries.
5. *[DELETE]* is used to remove information. It is used to remove cards from the Card File, and to cancel appointments in the Appointment Book. When changing information, *[DELETE]* will remove letters and numbers that you've typed, one at a time.
6. *[INSERT]* is used to add information. When you press this key, The Groomer's Helper will allow you to change cards in the Card File, or change appointments in the Appointment Book.
7. *[ENTER]*, the "return" or "enter" key, depending on your keyboard, will accept information and move to the next field.
8. *[F1]* is the Help key. If you don't understand something, press this key and The Groomer's Helper will explain what to do next.
9. *[F2]* displays the calendar. To use the calendar, press *[F2]* whenever The Groomer's Helper is asking for a date. The currently selected date will be highlighted. Use the

[PAGE UP] and/or [PAGE DOWN] keys to select the desired month, and the arrow keys to select the desired date. When you have highlighted the date you want, press [ENTER] and The Groomer's Helper will type in the date for you.

In this manual, we put the names of keys in brackets like this: [Enter] to indicate that you should press a key. This makes it easy to distinguish between words and key strokes.

The Card File

Introduction

THE GROOMER'S HELPER™ operates on the “Card File” concept. Every pet in the database is entered via the Card File. The card file functions are found inside Option 2 from the Main Menu.

Add Cards

To get into a card file, choose Add Card off of the card file menu. When you choose Add Card, you receive the following screen:

```

Add Cards to The Groomer's Helper Card File
-----
Owner [ ] Last Name [ ] First [ ] Spouse [ ]
Address [ ] [ ] [ ] [ ] [ ] [ ] Home Phone [ ]
City [ ] [ ] [ ] [ ] [ ] [ ] Work Phone [ ]
State [ ] Zip [ ] [ ] [ ] [ ] [ ] Other Phone [ ]
Vet [ ] [ ] [ ] [ ] [ ] [ ]
Phone [ ] [ ] [ ] [ ] [ ] [ ] Release [N]
Pet Name [ ] Species [ ] Sex [ ]
Breed [ ] Coloring [ ]
D O B [ ] First In [10/10/94] Last In [10/10/94]
Bath [ 0.00 ] Groom [ 0.00 ] Done by [ ]
Cut [ ] [ ] [ ] [ ] [ ] [ ]
Notes [ ] [ ] [ ] [ ] [ ] [ ]

Press [ESC] to quit without saving card
Press [↑] or [↓] to select item, press [4] on last item when done

```

This screen has the following fields:

- Owner Last Name:** Type in the last name of the owner of the pet. THE GROOMER'S HELPER™ will automatically make the first letter of the name a Capital letter.
- Owner First Name:** Type in the First name of the owner of the pet. THE GROOMER'S HELPER™ will automatically make the first letter of the name a Capital letter.
- Owner Spouse Name:** Type in the First name of the owner's spouse, if any. THE GROOMER'S HELPER™ will automatically make the first letter of the name a Capital letter.

Owner Address: Type in two lines of address for the pet's owner.

Owner City, State and Zip Code: Type in the city, state and zip code for for the pet's owner address.

Owner Phones: Type in Home and Work phone numbers for the owner (optional). There is a third "other" phone for use with car phones, pagers, or whatever phone number you choose to keep in the field.

Vet Name: Type in the name of the pet's Veterinarian.

Vet Phone: Type in the Vet's Phone number.

Release: Type [Y] if you have a release on file, or [N] if you do not. The program assumes N.

Pet Name: Type in the name of the pet. THE GROOMER'S HELPER™ will automatically make the first letter of the name a Capital letter.

Species: You can type three letters for species. Examples may be "dog" or "cat".

Breed: type in the animal's breed (optional).

Coloration: Type in the animal's coloring (optional).

D O B: Type in the animal's date of birth (optional, see "Typing in Dates" on page 12).

First In: Type in the first date the animal visited your shop. This is optional, and THE GROOMER'S HELPER™ will fill this in with the date of the first appointment when you add it (see "Add Appointments" on page 23 and "Typing in Dates" on page 12).

Last In: Type in the last date the animal visited your shop. This is optional, and THE GROOMER'S HELPER™ will fill this in with the date of the first appointment when you add it (see "Add Appointments" on page 23 and "Typing in Dates" on page 12).

Bath: Type in the normal amount of money charged by your shop to bathe this animal (optional).

Groom: Type in the normal amount of money charged by your shop to groom this animal (optional).

Done By: Type in the initials of the person who normally "does" this animal (optional).

Cut: Type in notes about the cutting work normally done on this animal (optional).

Notes: Type in any other notes about the work normally done on this animal (optional).

Press [Enter] to save the card in the Card File. If there are more pets for this owner, you will be asked the following question:

'More Pets y/n'

Type [Y] if there are, or [N] if there are not. There is no limit to the pets for an owner.

Update Cards in Card File

THE GROOMER'S HELPER™ allows update of cards based on last-name searching. Type in the owner's last name and THE GROOMER'S HELPER™ will look up all cards in the database with an owner with that last name. Here's the name entry screen:

```
Update Cards in The Groomer's Helper Card File
Last Name
Owner [ ]
Enter the last name of the owner you want to find
Press [ESC] if you wish to quit
```

Type in the last name and press [Enter]. You will then receive the same screen as in Add Card, and it will look like this.

```
Update Cards in The Groomer's Helper Card File
Last Name      First      Spouse
Owner [Wilson] [Mary] [Joe]
Address [123 Any Street] [708][559-8988] Home Phone
City [Chicago] [705][999-5555] Work Phone
State [IL] Zip [60000-1855] [555][111-5555] Other Phone
Pet Name [Bill] Species [dog] Sex [M]
Breed [Shih Tzu] Coloring [ ]
D O B [05/09/88] First In [10/10/94] Last In [10/10/94]
Bath [25.00] Groom [225.00] Done by [ ]
Cut [shave 'em]
Notes [ ]
Press [INSERT] to make changes, [F4] to save, or [ESC] to quit
Press [HOME] for first card, [END] for last, or [PAGE DOWN] for next
```

Type [Page Down] to see each matching card. Type [Page Up] to go backwards in the list. Type [Insert] at any card you wish to make changes to. You can change any card you wish to by typing over the information in a field and pressing [Enter].

When you have finished making changes, press [Esc] to go back.

Remove Cards

At some time, you will probably wish to remove cards from the file for dormant customers or deceased animals. You use the Remove card function to do this. When you choose Remove Card, you receive this screen:

```
Remove Cards from The Groomer's Helper Card File
Owner Last Name
Enter the last name of the owner you want to find
Press [ESC] if you wish to quit
```

Type in the last name of the pet's owner and press [Enter]. You will receive a list of all cards that match the owner last name you're looking for. The screen will look like this:

```
Remove Cards from The Groomer's Helper Card File
Owner Last Name First Spouse
Address [123 Any Street] [708][559-8988] Home Phone
City [Chicago] [705][999-5555] Work Phone
State [IL] Zip [60000-1855] [555][111-5555] Other Phone
Pet Name [Joe Quack] Release [N]
Breed [His Tzu] Species [dog] Sex [M]
D O B [05/09/88] First In [10/10/94] Last In [10/10/94]
Bath [25.00] Groom [225.00] Done by [ ]
Cut [shave 'em]
Notes [ ]
Press [DELETE] to remove card, or [ESC] to quit
Press [HOME] for first card, [END] for last, or [PAGE DOWN] for next
```

Type [Page Down] to see each matching card. Type [Page Up] to go backwards in the list. Type [Delete] at any card you wish to remove from the Card File.

Press [Esc] when you are done removing cards and want to go back.

Print Cards

THE GROOMER'S HELPER™ provides a printing option for the Card File. You choose the cards to print — individually — and THE GROOMER'S

HELPER™ will print them for you. When you choose to print cards, you get the following screen:

```
Print Cards from The Groomer's Helper Card File
Last Name
Owner [ Wilson ]

Enter the last name of the owner you want to find
Press [ESC] if you wish to quit
```

Type in the last name of the pet's owner and press [Enter]. You will receive a list of all cards that match the owner last name you're looking for. The screen will look like this:

```
Print Cards from The Groomer's Helper Card File
Last Name [ Wilson ] First [ ] Spouse [ ]
Address [ ] [708][395-3808] Home Phone
City [ ] [ ] Work Phone
State [ ] Zip [ ] [ ] Other Phone
Pet Name [ Montesgue ] Species [ ] Sex [ ]
Breed [ Shih Tzu ] Coloring [ ]
D O B [ / / ] First In [ 10/10/94 ] Last In [ 10/10/94 ]
Bath [ 0.00 ] Groom [ 0.00 ] Done by [ ]
Cut [ Puppy Cut ]
Notes [ None ]

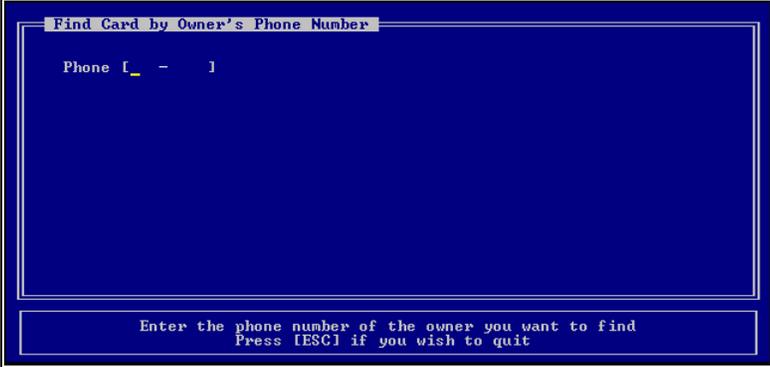
Press [F4] to print card, or [ESC] to quit
Press [HOME] for first card, [END] for last, or [PAGE DOWN] for next
```

Type [Page Down] to see each matching card. Type [Page Up] to go backwards in the list. Type [Enter] at any card you wish to print.

Press [Esc] when you are done printing cards and want to go back.

Find Card by Phone

THE GROOMER'S HELPER™ gives you a phone-number search for a card. The screen looks like this:

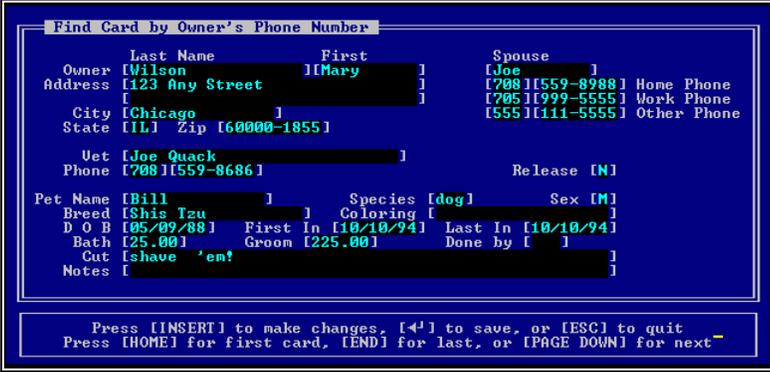


```
Find Card by Owner's Phone Number

Phone [ _ - _ ]

Enter the phone number of the owner you want to find
Press [ESC] if you wish to quit
```

Type in the phone number you are looking for. THE GROOMER'S HELPER™ will give you a list of all cards with the phone number on it. The screen looks like this:



```
Find Card by Owner's Phone Number

Owner Last Name First Spouse
Address [123 Any Street] [Joe]
City [Chicago] [708][559-8988] Home Phone
State [IL] Zip [60000-1855] [705][999-5555] Work Phone
[555][111-5555] Other Phone

Vet [Joe Quack] Release [N]
Phone [708][559-8686]

Pet Name [Bill] Species [dog] Sex [M]
Breed [Shih Tzu] Coloring [ ]
D O B [05/09/88] First In [10/10/94] Last In [10/10/94]
Bath [25.00] Groom [225.00] Done by [ ]
Cut [shave 'em]
Notes [ ]

Press [INSERT] to make changes, [F4] to save, or [ESC] to quit
Press [HOME] for first card, [END] for last, or [PAGE DOWN] for next
```

Type [Page Down] to see each matching card. Type [Page Up] to go backwards in the list. Type [Insert] at any card you wish to make changes to. You can change any card you wish to by typing over the information in a field and pressing [Enter].

When you have finished making changes, press [Esc] to go back.

Find Card by Pet's Name

THE GROOMER'S HELPER™ gives you a search for a card by pet's name. The screen looks like this:

```
Find Card by Pet's Name
Pet's Name [ ]
Enter the name of the pet you want to find
Press [ESC] if you wish to quit
```

Type in the pet name you are looking for. THE GROOMER'S HELPER™ will give you a list of all cards with the phone number on it. The screen looks like this:

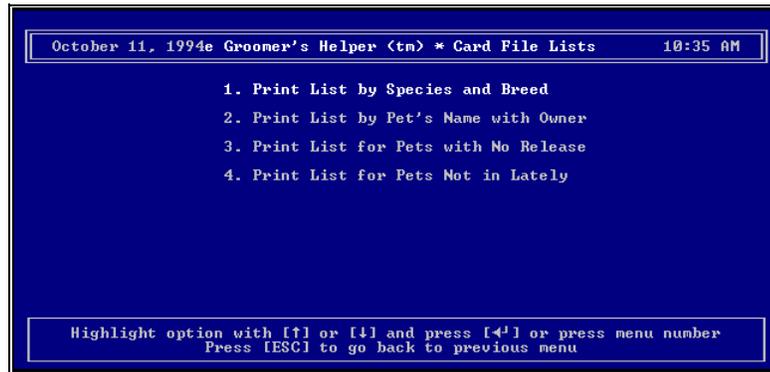
```
Find Card by Pet's Name
Owner Last Name First Spouse
Address [Wilson] [Mary] [Joe]
[123 Any Street] [708][559-8988] Home Phone
[Chicago] [708][999-5555] Work Phone
[IL] Zip [60000-1855] [555][111-5555] Other Phone
Pet [Joe Quack] Release [N]
Phone [708][559-8686]
Pet Name [Bill] Species [dog] Sex [M]
Breed [Shih Tzu] Coloring [ ]
D O B [05/09/88] First In [10/10/94] Last In [10/10/94]
Bath [25.00] Groom [225.00] Done by [ ]
Cut [shave 'em]
Notes [ ]
Press [INSERT] to make changes, [↵] to save, or [ESC] to quit
Press [HOME] for first card, [END] for last, or [PAGE DOWN] for next
```

Type [Page Down] to see each matching card. Type [Page Up] to go backwards in the list. Type [Insert] at any card you wish to make changes to. You can change any card you wish to by typing over the information in a field and pressing [Enter].

When you have finished making changes, press [Esc] to go back.

Print Card Lists

THE GROOMER'S HELPER™ provides several reports in a menu for viewing the data in the Card File. When you choose the Print Card Lists option, you receive the following screen:



Choose the list to print from the following options:

- *Print List by Species and Breed:* Prints a list of all of the cards in order by the species and then the breed fields you typed in on the card (see "Add Cards" on page 15).
- *Print List by Pet's Name with Owner:* Prints a list of all of the cards in order by the name of the pet, with owner information included.
- *Print list of Pets with No Release:* Prints a list of pets who do not have a release on file.
- *Print List of Pets Not in Lately:* Prints a list of pets who have had no appointments within a range of dates you enter (see "Typing in Dates" on page 12).

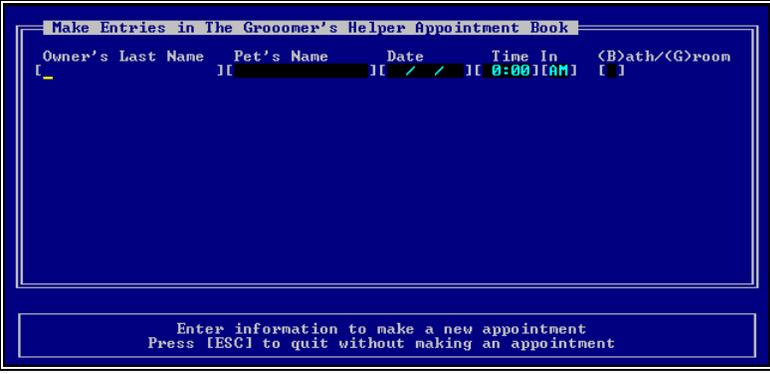
The Pets Not in Lately list has a screen in which you type in the dates. All other reports print with no additional screens.

IF YOU USE A LASER PRINTER, THE PRINTER NEEDS TO BE SET TO PRINT IN LANDSCAPE MODE FOR ALL OF THESE REPORTS.

The Appointment Book

Add Appointments

THE GROOMER'S HELPER™ provides a quick-entry method of entering appointments. If a person is not listed in the Card File (see "The Card File" on page 15), THE GROOMER'S HELPER™ will add a temporary card to the file to make the appointment with. When you select Add Appointment, you get the following screen:



```
Make Entries in The Groomer's Helper Appointment Book
Owner's Last Name  Pet's Name  Date  Time In  <B>ath/<G>room
[ ]                [ ]          [ ] / [ ] [ ] 0:00 [AM] [ ]
```

Enter information to make a new appointment
Press [ESC] to quit without making an appointment

The screen has the following fields:

- *Owner Last Name*: Type in the last name of the owner of the pet.
- *Pet's Name*: Type in the pet's name.
- *Date*: Type in the appointment date (see "Typing in Dates" on page 12).
- *Time*: Type in the time, and AM if the morning or PM if the afternoon.
- *(B)ath/(G)room*: Type B for Bath or G for Groom.

Press [Enter]. If there is no card on file for this pet, you will get the following message:

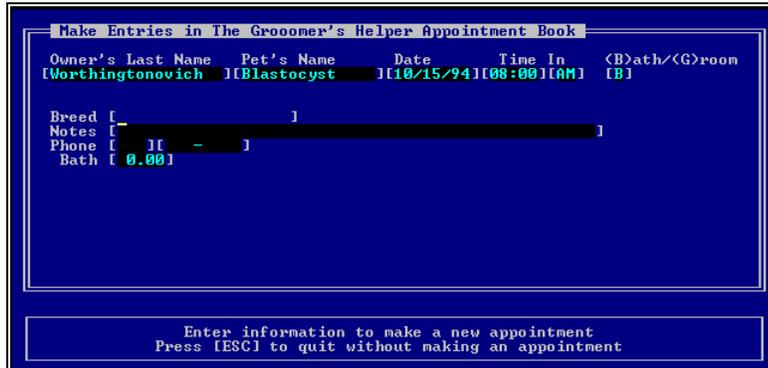
No card on file for this owner and pet

Is this OK? (y/n)

Answer [Y] and press [Enter] to continue and add a temporary card to the Card File.

If the card is already on file, the program will proceed without the above message.

Then, you will get the following screen:



```
Make Entries in The Groomer's Helper Appointment Book
Owner's Last Name  Pet's Name      Date           Time In      <B>ath/<G>room
[Worthingtonovich ] [Blastocyst    ] [10/15/94] [08:00] [AM] [B]

Breed [          ]
Notes [          ]
Phone [  -  ]
Bath [ 0.00 ]

Enter information to make a new appointment
Press [ESC] to quit without making an appointment
```

If the animal is already on the database, the fields will be filled in with information from the Card File. and you can press [Insert] to change the data which was brought from the card file. Otherwise, you can type in the data yourself, in the same format as in the Card File (see "Add Cards" on page 15). Then, press [Enter] to save the data.

If you change the data on an animal already in the card file, you will be asked:

Update Card File? (y/n)

Type [Y] to save in the card file. Otherwise, the information will be used for this appointment only.

QuickView of Appointments

THE GROOMER'S HELPER™ provides a screen where you can see the next fifteen days' appointments and view details from a single screen. This screen looks like this:

Date	Baths	Groomings	Totals
→ Friday, October 14th	0	1	1
Saturday, October 15th	2	1	3

Each line shows the total number of bathing and grooming appointments for that day. Use the arrow keys to position the little arrow next to the day you wish to review and press [Enter]. You will receive this screen:

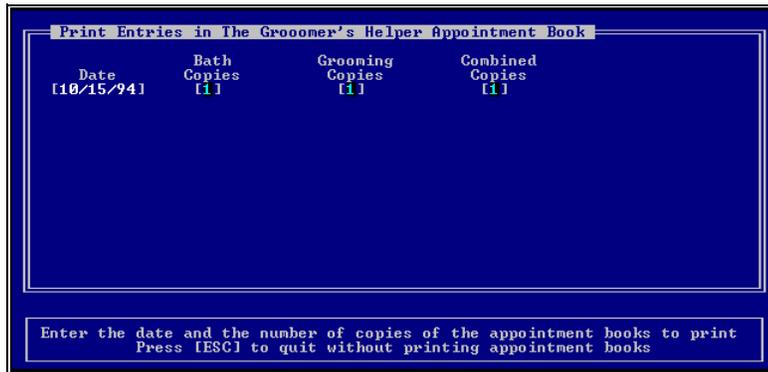
Time In	Owner	Pet	Breed	Service	Charge
8:30 AM	Wilson, Mary	"Bill"	Shih Tzu	Bath	25.00
9:00 AM	Wilson,	"Montesgue"	Shih Tzu	Groom	0.00
8:00 AM	Worthingtonovich,	"Blastocyst"	Shih Tzu	Bath	15.00

This shows the dates and times that the various appointments are due in, in order by owner's last name and by animal name.

Press [Insert] to change the date you are viewing (see "Typing in Dates" on page 12) or [Esc] when you are done.

Print Appointment Book

THE GROOMER'S HELPER™ will print any number of copies of a day's appointments for you to work with. When you choose to print, you receive this screen:



Date	Bath Copies	Grooming Copies	Combined Copies
[10/15/94]	[1]	[1]	[1]

Enter the date and the number of copies of the appointment books to print
Press [ESC] to quit without printing appointment books

This screen has the following fields:

- *Date*: Type the date you want to print appointment books for (see "Typing in Dates" on page 12).
- *Bath Copies*: Type the number of copies you want for the Bathers, with just their info.
- *Groom Copies*: Type the number of copies you want for the Groomers, with just their info.
- *Combined Copies*: Type the number of copies you want with all of the appointments listed in the same report.

Press [Enter] when you are ready to print. You will receive as many copies, segmented as requested.

Finish Appointments

THE GROOMER'S HELPER™ will store information about the time a pet is finished grooming or bathing in your shop, and will mark the appointment as kept and finished in the system. When you choose to finish appointments, you will receive this screen:

```
Finish Entries in The Groomer's Helper Appointment Book
Owner's Last Name  Pet's Name      Date           Time In
[ ]                [ ]             [10/11/94]    [ ]
[ ]                [ ]             [ ]           [ ]

Enter the desired date to finish appointments
Press [ESC] to quit without finishing appointments
```

Type the owner's last name and the appointment date. THE GROOMER'S HELPER™ will look up the appointment and show the following screen:

```
Finish Entries in The Groomer's Helper Appointment Book
Owner's Last Name  Pet's Name      Date           Time In      Groom
[Wilson]           [Bill]          [10/11/94]    [ 3:00][PM] [225.00]
                  [shave 'em]    [ ]           [ ]           [ ]
Cut [shave 'em]
Notes [ ]
Phone [708][559-8988]
Bather [JFI]
Groomer [OOG]

Press [INSERT] to make changes, or [←] to finish appointment
Press [PAGE DOWN] for next appointment, or [ESC] to quit
```

This screen has the following fields:

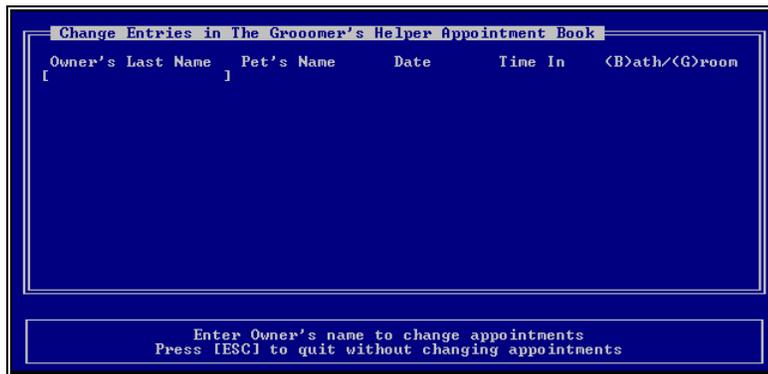
- *Time Out*: Enter the time that the pet was completed or picked up, as per your custom.
- *Cut*: Type in the cut you gave this pet, if the pet was a groom job.
- *Notes*: Type in any other notes you may have for this appointment.
- *Phone*: Type in the phone number if it has changed.
- *Bather*: Type in the initials of the bather who bathed this pet.

- *Groomer:* Type in the initials of the groomer that groomed this pet.

Then press [Enter] to save the appointment finishing information. The appointment will be marked as finished in the database.

Change Appointments

THE GROOMER'S HELPER™ provides a facility to change the information for any appointment which is not already finished. When you select Change Appointment, you receive the following screen:



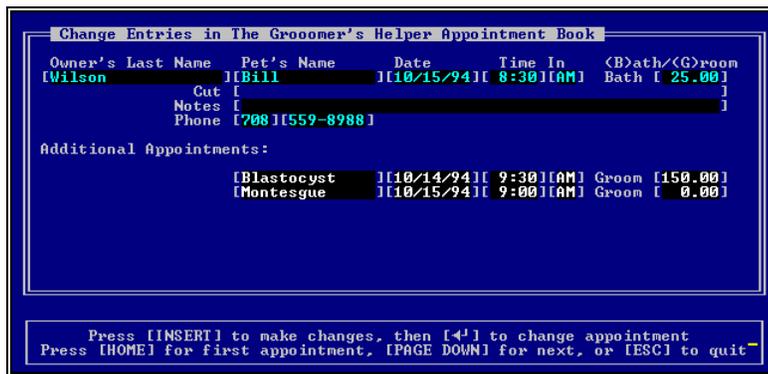
```

Change Entries in The Groomer's Helper Appointment Book
Owner's Last Name  Pet's Name      Date      Time In  <B>ath/<G>room
[
]

Enter Owner's name to change appointments
Press [ESC] to quit without changing appointments

```

Type in the owner's last name and press [Enter]. When you do, this, all unfinished appointments with that last name will appear on the screen. The screen will look like this:



```

Change Entries in The Groomer's Helper Appointment Book
Owner's Last Name  Pet's Name      Date      Time In  <B>ath/<G>room
[Wilson]          [Bill]          [10/15/94][ 8:30][AM]  Bath [ 25.00]
Cut [
Notes [
Phone [708][559-8988]

Additional Appointments:
[Blastocyst]      [10/14/94][ 9:30][AM]  Groom [150.00]
[Montesgue]      [10/15/94][ 9:00][AM]  Groom [ 0.00]

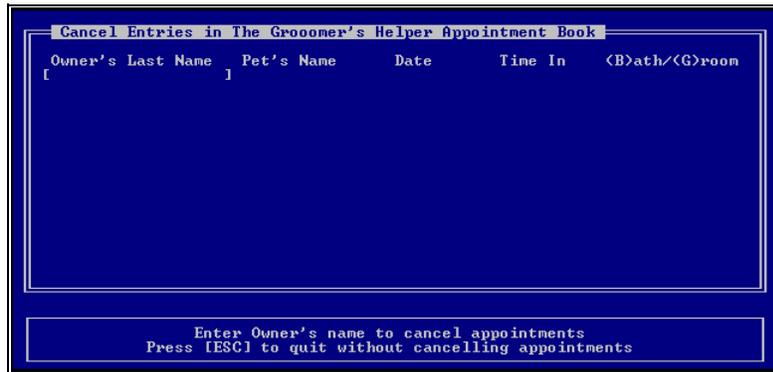
Press [INSERT] to make changes, then [4] to change appointment
Press [HOME] for first appointment, [PAGE DOWN] for next, or [ESC] to quit

```

The first appointment is listed in detail. Each appointment after that is listed in summary. Press [Page Down] to see the next matching appointment. Press [Insert] when the appointment you want is displayed in detail, and you will be able to make changes. The fields are the same as Add Appointment (see “Add Appointments” on page 23).

Cancel Appointments

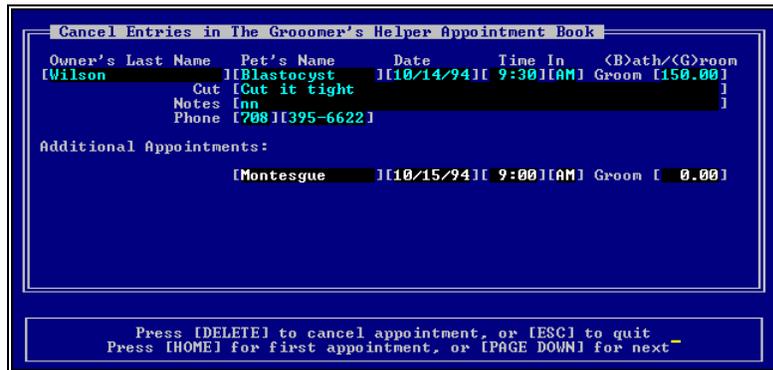
THE GROOMER'S HELPER™ provides a facility to cancel appointments for no-shows or for call-ins. When you choose Cancel Appointment, the screen looks like this:



```
Cancel Entries in The Groomer's Helper Appointment Book
Owner's Last Name  Pet's Name      Date           Time In      <B>ath/<G>room
[
]

Enter Owner's name to cancel appointments
Press [ESC] to quit without cancelling appointments
```

Type in the owner's last name and press [Enter]. When you do, this, all unfinished appointments with that last name will appear on the screen. The screen will look like this:



```
Cancel Entries in The Groomer's Helper Appointment Book
Owner's Last Name  Pet's Name      Date           Time In      <B>ath/<G>room
[Wilson]          ][Blastocyst]  ][10/14/94][ 9:30][AM] Groom [150.00]
Cut [Cut it tight]
Notes [Inn]
Phone [708][395-6622]
Additional Appointments:
[Montesgue] ][10/15/94][ 9:00][AM] Groom [ 0.00]

Press [DELETE] to cancel appointment, or [ESC] to quit
Press [HOME] for first appointment, or [PAGE DOWN] for next
```

The first appointment is listed in detail. Each appointment after that is listed in summary. Press [Page Down] to see the next matching appointment. Press [Delete] when the appointment you want is displayed in detail, and you will cancel that appointment.

Print Unfinished Appointments

An *“unfinished appointment”* is an appointment where the customer does not show up or which has not happened yet.

THE GROOMER'S HELPER™ provides a facility to print a list of unfinished appointments for a range of dates. You can use this listing to determine which appointments should be cancelled as no-shows, plan for additional staff, or to change some customers to balance our your load across several days.

When you choose Print Unfinished Appointments, you get the following screen:

```
Pets with Unfinished Appointments

Starting Date   Ending Date   Copies
[10/12/94]     [10/12/94]   [1]

Enter STARTING and ENDING dates for report
Press [ESC] to quit without printing report
```

Fill in the start and end dates (see “Typing in Dates” on page 12) and the number of copies desired and press [Enter]. The desired report will then print, showing all unfinished appointments within the selected dates.

Shop History

Introduction

THE GROOMER'S HELPER™ provides a facility to review and print Shop History. This facility gives you the ability to see what kind of business you have done in the past, and how it matches with the present. It also gives you an idea of which customers are coming in when. You control what Shop History is kept using the Setup Options (see "Keep Old History" on page 38).

Print Shop History Summary

The Shop History Summary will print, for the range of dates specified, a count of appointments for each date that appointments were scheduled on. When you choose this report, you will receive this screen:

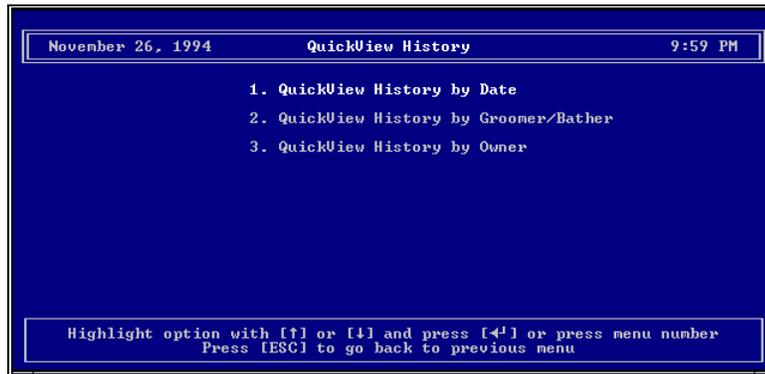
Starting Date	Ending Date	Copies
[10/12/94]	[10/12/94]	[1]

Enter STARTING and ENDING dates for report
Press [ESC] to quit without printing report

Fill in the start and end dates (see "Typing in Dates" on page 12) and the number of copies desired and press [Enter]. The desired report will then print, showing historical appointment counts within the selected dates.

QuickView of Shop History

The QuickView Shop History functions will give you on-screen summaries of activity for 15-day periods. You have three choices inside of QuickView, and you receive this screen:



Your three choices are:

1. *QuickView History by Date*: Shows the entire shop's history for a date you choose and 14 days after that.
2. *QuickView History by Groomer/Bather*: Shows the activity for the selected date and 14 days after, for a bather or groomer you select.
3. *QuickView History by Owner*: Shows the activity for the selected date and 14 days thereafter for a particular animal owner.

Make your choice and Press [Enter]. You'll then be asked for information which QuickView will use to present shop history.

QuickView History by Date

This option will present Shop History for the whole shop, starting on the selected date. When you choose this option, you'll receive this screen:



Type in or choose the date (see “Typing in Dates” on page 12). When you do so, you'll receive the QuickView display screens, which are detailed later on in this chapter.

QuickView History by Groomer/Bather

This allows you to see 15 days of shop history from a date you specify and for a groomer or bather you specify. When you choose to QuickView history by Groomer or Bather, you will receive the following screen:



Type in the Groomer's or Bather's code and press [Enter]. Then type in or choose the date (see “Typing in Dates” on page 12). When you do so, you'll receive the QuickView display screens, which are detailed later on in this chapter.

QuickView History by Owner

This allows you to see 15 days of shop history from a date you specify, for a specific animal owner you specify. When you choose this option, you receive the following screen:



```
QuickView History by Owner

Owner's Last Name [ ] Starting Date [ / / ]

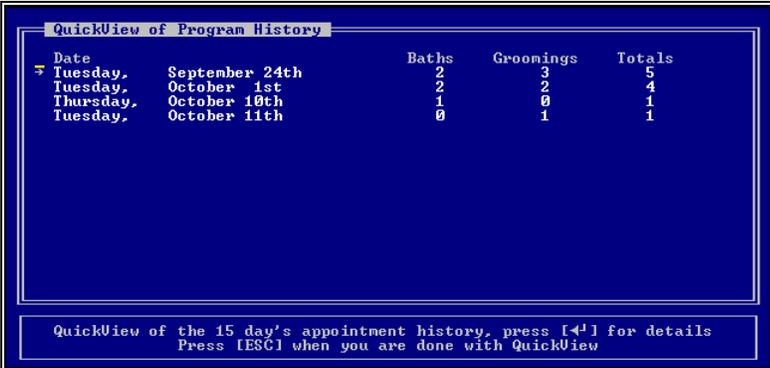
Enter Owner's last name and date to QuickView history
Press [ESC] when you are done with QuickView
```

Type in the Owner's last name and press [Enter]. Then type in or choose the date (see "Typing in Dates" on page 12). When you do so, you'll receive the QuickView display screens, which are detailed later on in this chapter.

The QuickView Display Screens

All QuickView choices give you the same screens to look at. These are called the "summary" screen and the "details" screen.

The Summary screen shows a list of dates which match what you have chosen and also have at least one appointment. The Summary screen looks like this:



Date	Baths	Groomings	Totals
↕ Tuesday, September 24th	2	3	5
Tuesday, October 1st	2	2	4
Thursday, October 10th	1	0	1
Tuesday, October 11th	0	1	1

```
QuickView of the 15 day's appointment history, press [4] for details
Press [ESC] when you are done with QuickView
```

Our example shows few entries for clarity's sake. As you see, one entry is highlighted with an arrow. Use the [Up] and [Down] arrow keys to highlight an entry you want details for, and then press [Enter].

When you press [Enter], you'll receive the Details screen. The details screen looks like this:

Time In	Owner	Pet	Time Out	Service	Charge
3:00 PM	Wilson, Mary	"Bill"	5:27 PM	Groom	225.00

Press [ESC] when you are done

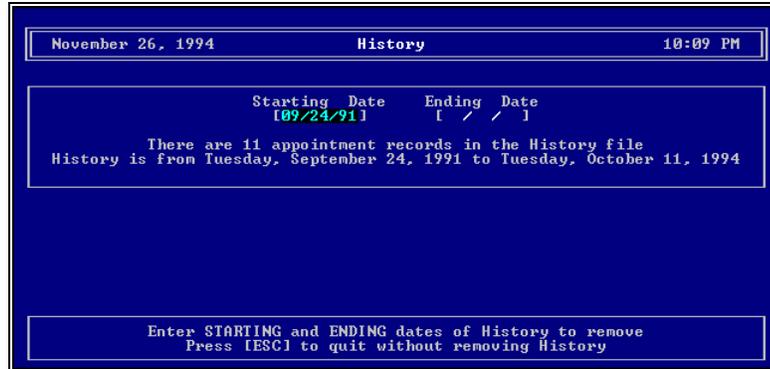
Each entry on the screen represents one appointment, and shows information about when the appointment happened, what kind of appointment it was, and what the charge was.

If there are more appointments than a screen can handle, press [PgUp] or [PgDn] to move back and forth between screenfuls of data. Press [Esc] when you are finished.

Remove Old Records from History

THE GROOMER'S HELPER™ has a function designed to remove old records from the appointment history. When data is old, and unreferenced, it is a good idea to remove it to preserve performance.

When you select this option, you will receive this screen:



Enter or choose the starting and ending dates (see “Typing in Dates” on page 12) for the purge. If you hit [Enter] on the starting date, THE GROOMER'S HELPER™ automatically assumes that you wish to start with the oldest appointment on file and fills in its date for you.

Press [Enter] to start the purge. This will take a few minutes.

MAKE A BACKUP COPY OF YOUR DATA BEFORE COMMENCING TO PURGE. IF THERE IS A POWER FAILURE OR OTHER UNEXPECTED EVENT, YOUR DATA FILES WILL BE UNUSABLE AND A BACKUP WILL BE THE ONLY WAY TO RECOVER YOUR DATA.

Setup Options

Old Unfinished Appointments

THE GROOMER'S HELPER™ gives you three methods of handling unfinished appointments at the end of a day. The screen to handle these options looks like this:



Type [F] to finish the old appointments the next business day.

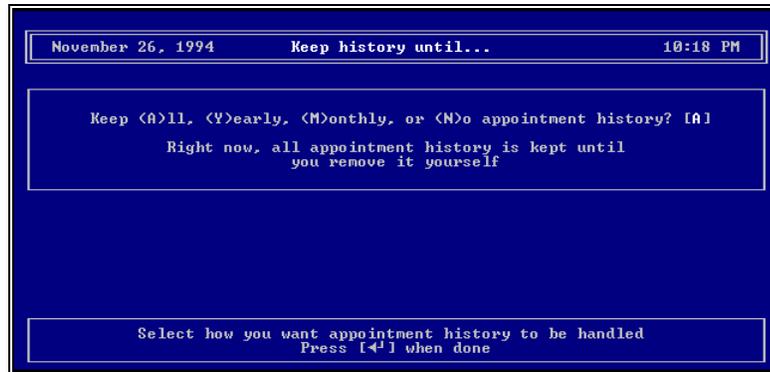
Type [K] to keep the appointments on file as unfinished and leave them to be finished manually.

Type [C] to automatically cancel all unfinished appointments.

Press [Enter] to save your choice.

Keep Old History

THE GROOMER'S HELPER™ gives you four methods of handling appointment history. The screen to handle these options looks like this:



Type [A] to keep all history until you purge it by yourself.

Type [Y] to keep one year's worth of running history.

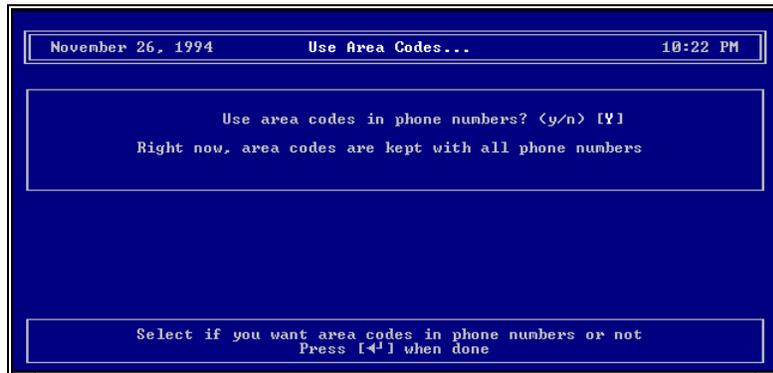
Type [M] to keep one month's worth of running history.

Type [N] to keep no history at all.

Press [Enter] to save your choice.

Use Area Codes with Phone Numbers

THE GROOMER'S HELPER™ lets you choose to save area codes with phone numbers or not. In areas with only one area code, choosing not to save area codes can save you time. The screen to make this choice looks like this:



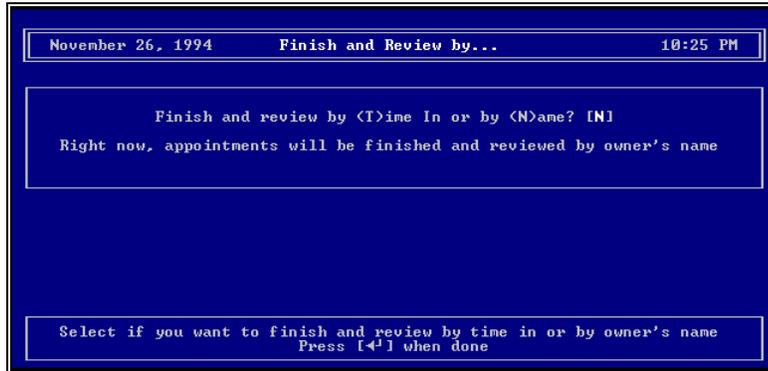
Type [Y] to use area codes with phone numbers.

Type [N] to not use area codes with phone numbers.

Type [Enter] to save your choice.

Finish and Review Appointments By

THE GROOMER'S HELPER™ lets you choose to review and finish appointments based on the owner's name or on the arrival time of the appointment. The screen to make this choice looks like this:



Type [T] to review by time.

Type [N] to review by name.

Press [Enter] to save your choice.

Keep Track of Bathers and Groomers

THE GROOMER'S HELPER™ lets you choose to track groomers and bathers or not. In smaller shops (eg. one bather or groomer), this saves data entry time. The screen to make this choice looks like this:



```
November 26, 1994      Bathers and Groomers...      10:28 PM

Use Bathers and Groomers initials? <y/n> [Y]
Right now, Finishing Appointments will ask for
Bather's or Groomer's initials

Select if you want to keep track of Bathers and Groomers
Press [↵] when done
```

Type [Y] to use groomer and bather initials.

Type [N] to not use groomer and bather initials.

Type [Enter] to save your choice.

Shop's Name and Address

THE GROOMER'S HELPER™ lets you customize the program with your name and address, which appears on the opening screen, and also on several reports. The screen to enter your address looks like this:

```
November 26, 1994      Shop's Name and Address...      10:31 PM

Shop's Name [Man's Best Friend Software ]
Address [P.O. Box 661 ]
City [Antioch ]
State and Zip [ILL] [60002]
Phone Number [1-800-746-3964]

Change your shop's name and address, press [↵] when done
```

The fields are as follows:

- *Shop's Name*: Type in the shop's name.
- *Address*: Type in the shop's address.
- *City, State and Zip*: Fill in this information for your shop.
- *Phone Number*: Enter your shop's phone number.

Press [Enter] to record your changes.

Messages and Support Guide

Introduction

The Groomer's Helper™ issues messages to inform you from time to time of errors, to ask you questions, or to verify that you really wish to take some sort of important action. This section explains these messages for you, and includes some steps you can take to handle the message without having to contact Man's Best Friend Software Support Services.

How to Use this Guide

The Support Services section contains information on how to contact Man's Best Friend Software in the event of a problem with The Groomer's Helper™. The Listing of Messages section contains a listing of both general and specific messages, most of the time with instructions on how to handle the message if you encounter it. Specific messages are listed by number, in order. If a message number you encounter is not in that list, it is most likely a general database message. In that event, refer to the section on general database messages.

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 a business day. For speedier support please see about our Support Plans listed below.

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 almost all of the time at **847-788-2404**. 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. Unless you have a Support Plan, you will not receive a voice call-back for a FAXed-in support issue. No exceptions.**

Telephone – First 21 days after Purchase

When you purchase The Groomer's Helper™, you are entitled to 21 days of telephone support at the telephone number **847-395-3808**. This is "call back" support, which means that you call and someone will get back to you, usually (but NOT guaranteed) within one business day. Please give complete details when you leave your message so we can be as close to solving the problem as possible when we call.

Telephone Support After 21 Days

Along with the diskettes for The Groomer's Helper™ and this manual, you were provided with a brochure for our support plans. Once 21 days pass after you register the software, you must be enrolled in a support plan to use voice telephone to get technical support (no exceptions). Those not enrolled must use FAX or electronic mail access (Internet/Email) to obtain technical support assistance, and responses will be delivered via FAX or electronic mail.

The information in this manual may not be up to date. Refer to the Support brochure enclosed in the package. We reserve the right to change support plans at any time.

Priority Support Plan

This support plan is for *priority* access to our technical support staff. This means that the *priority* line will be answered by a

technical support staff member during business hours, and, if busy, you will get first priority call-back, first-come, first served. This plan has a low monthly cost which is paid by credit card on the 1st of the month (or the first business day after). You sign up for 12 months, and renew the support agreement every 12 months thereafter.

Once enrolled, you are entitled to use the priority toll-free number provided to you for any and all technical support assistance you need. You will also receive Version 4.1 free of charge, and will receive \$10 off towards an upgrade to Version 5.0, provided you continue to be enrolled in the support plan. Non-payment voids the free upgrade and the \$10 discount.

Standard Support Plan

There is a one-time-fee support plan which will give you access to a toll-free phone number for technical support on a call back basis. You pay one fee for up to twelve (12) hours of support in the next 12 months (unused credits do not carry over from year to year).

A support technician will call back from the message you leave and will give you assistance, within one business day. This is a good choice for someone who expects to make very little use of our support services, or whose budget cannot afford the fees of the Priority plan.

Warranty Procedure

The Groomer's Helper™ 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 work, follow the procedure above for telephone support and call 847-395-3808. You will not be charged for support time for the call.

If we determine that your diskette has failed, we will send you a new diskette. 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. **DO NOT RETURN ANYTHING WITHOUT A VALID RMA NUMBER! ALL UNAUTHORIZED RETURNS ARE REFUSED!**

Glossary of Terms

Shop History

Shop History is a database full of all appointments, finished, no-show, changed or cancelled for the shop, governed by the setup-option to determine how much history you keep. You use history to keep you informed of past work on an animal, and to determine staffing and other issues.

Appointment Book

The Appointment Book is a database which keeps records of your shop's appointments and whether or not they were kept, and what was done on those appointments.

Card File

The Card File is a database which stores information about a pet, its owner(s), its veterinarian, and about the prices charged and the pet's regular groomer.

Landscape Mode

A printer setting which causes the paper to be printed on "sideways," that is across the wide edge of the paper.

Release

A Release is a document which absolves you, the groomer, of liability under the law if you have to contact a veterinarian to attend to your customer's pet. We recommend that you obtain such a release from every customer, and keep it on file. This program assists you in keeping track of releases. Contact your attorney to assist you in drawing up an effective release form for your state.

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