SECTION 4

DAILY HLMS ACTIVITIES

This section describes the procedures involved in the day-to-day running of the HLMS System

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EDIT

(Also see New for more detailed explanations)

Edit allows the changing or correction of information entered under Composers, Works, Sets, Accounts or Transactions. For those working on a Network, only one person at a time may edit a particular record. If another person wishes to edit the same record a warning will appear and you will not be able to proceed until the other person is finished.

EDIT COMPOSER

Type <E> (Edit) #1 Edit Composer. Enter COMPCODE or Browse for code. You will be prompted *Do you wish to use this selection?* Answering <Y> will allow you to change any information on the composer screen. Upon completion you will be asked to 1. Save changes and exit, 2. Re-enter information, or 3. Do Not save changes and exit.

EDIT WORKS

Type <E> (Edit) #2 Work. Enter COMPCODE and WORKNO. or browse for the information. You will be prompted *Do you wish to use this selection?* Answering <Y> will allow you to change any information on the work screen. Upon completion save changes and exit.

EDIT SETS

Type <E> (Edit) #3 Set. Enter COMPCODE, WORKNO and SETNO or browse for them. You will be prompted *Do you wish to use this selection?* Answering <Y> will allow you to change any information on the set screen. This function also allows the editing of sets on reserve (subsets denoted by 2 letters following the set number). These may be edited in the same manner as a master set. You may also edit missing parts. If a set is returned missing parts, after it has been noted when the materials were returned, this note shows up in the Missing-Parts Box, in the lower right-hand corner of the screen. In addition a note “Missing Parts” shows up beside the set information on the left-hand side of the screen. {Is this still true?} Upon completion save changes and exit.

EDIT ACCOUNTS

Type <E> (Edit) #4 Account. Enter the account number or browse for it. You will be prompted *Do you wish to use this selection?* Answering <Y> will allow you to change any information on the account screen. Upon completion save changes and exit.

Transaction

This function allows the editing of performance and charging information on reservations not invoiced or performance details only on transactions already charged. Type <E> (Edit) #5 Transaction. Enter the transaction number or browse for the information. You may use any combination of composer/work/account codes to find the necessary transaction. Once the transaction is selected you are prompted *Do you wish to use this selection?*
You may now:
1. Edit Performance Details
2. Edit Charging Details
3. Change Account Number

1. Edit Performance Details
You may change the performance date(s), number of performances, details, dispatch date, shipment method or order number. After making the necessary changes and saving them you may reprint the Application Form when prompted *Do you wish to Re-Print Application Form?* If the transaction has been charged you will only be allowed to change performance details. If the transaction has been purged (copied to History) but is still in the current database because it has not been returned or payment has not been received (if you are using that option), the changes will not be copied over to History. They must be re-entered in History if you want them there.

HINTS**:**
If you change a performance date a warning will appear to Check Set Status (from Main Screen < F2> Browse, enter COMPCODE, WORKNO and SET <F6>). This will let you know of any conflicts.

If an extension is requested on an order. If the transaction has not be charged, simply make the necessary changes to the performance dates, and performance details in Edit #5 Edit Transaction. This will alter the Late Return Date, and a Late Letter will not be printed after the previous Late Return Date. If the transaction has been charged, the Date Last should still be changed so the Late Return Date will be correct. Next go to Invoice #3 Direct Charge. Enter the required details. This Direct Charge will come up in Print All Invoices Due Today, on or after the last performance date.

If you need to bill one organization but send all the materials to another organization. Enter an order for the work and group to be invoiced. Enter 0 for all materials so that nothing will be sent, enter the performance details and fees. Print application form. You will also have to print a Hire Contract, but do not send it as it will confuse the customer. Next do an Additional Set Order against this primary order. Choose the customer who is to receive the materials, enter required parts. The performance details will be copied from the main transaction. Enter required date. When this transaction is sent, it will be combined with the primary order and will be invoiced to the first group.

Remember when returning material that it is under the name of the first group.

2. Edit Charging Details
You may change or enter for the first time the fees to be charged, add special fees or edit the tax rate. This is only allowed if the transaction has not already been charged.

3. Change Account Number
If you have entered a reservation but accidentally chosen the wrong customer to attach to that reservation you may correct the error with this function. Enter the TRANSNO., use arrow to move the highlighted bar to Account, type number or browse for correct customer and <Enter> to choose. Save changes and reprint Application Form.

Delete

Delete allows the removal of unnecessary composers, works, sets or accounts.   You are only allowed to delete items for which there are no current transactions (except for Temporary Sets). HLMS searches for any current transactions and displays a warning message if any are found.

Delete Composer/Work/Set/Account

You will be advised upon making your selection that the records will be deleted and you will be prompted *Are you sure you wish to continue and delete records?* Upon typing <Y> (Yes) HLMS will search for any current records. If they exist a warning message will appear and the deletion will not be allowed. If no current transactions exist you will again be prompted with *Are you sure you wish to delete these records?* Upon your confirmation the records will be deleted (and may not be restored) and a print screen appears to allow a hard copy record of the deleted records to be printed. If you wish to delete a work, all sets attached to that work will also be deleted. Also if you wish to delete a composer all works and sets attached will also be deleted.

Cancel Performance

This allows the cancellation of Orders. Enter the transaction number, if known or Browse for the information. You may only cancel a transaction if it has not been charged. You are prompted to answer *Do you wish to charge any cancellation/dispatch fees?* If yes, you may enter the necessary charges. This transaction will appear for invoicing either by specifically calling it up through *Invoice a single transaction* (Invoice   #2), or through *Invoice all works due today* (Invoice   #1).

If a fee has been entered previously and you now do not want to charge anything, answer <Y> to the prompt and enter $0.00 for the fees. If a fee has previously been entered and you answer <N> to the prompt, the fee will not automatically be changed to $0.00. You will then be asked if you wish to 1. Save Changes and Exit, 2. Re-enter information, 3. Do Not save changes and exit. If the cancellation is saved and no fees are charged the transaction is deleted from the database.

If the transaction is connected to a New Set Order you will be prompted *Do you wish to Cancel New Set Order as well?* If you answer <Y> the New Set order will be deleted as well. You will have to manually notify your music source of this cancellation.

If the Cancellation is of a set created using the Additional Parts Facility, the sets are checked to see if transactions need to be combined.

Transfer Stock

This has not yet been implemented.

Entering Orders

Allows reservations to be put on stock.

From the Main Screen type <O> (Order)

Forward Order (Alt <F>)

Enter COMPCODE, WORKNO., SET, ACCOUNT or Browse for the information.
If you are entering an order for a concert that is already on the system, enter a Transaction Number forst so that the performance details are copied to this transaction.
Note: in order to choose which set to use you may find it useful to first go to Browse (F2) from the Main Screen, enter the COMPCODE, WORKNO. and check the status of each set using <F6> (Move to Set, <F6> to view what stock in currently available or to view status of a particular set, enter set number or Browse for it and then press <F6> to check set status). This will tell you which sets are available and if not, when they are due back.

You are now prompted *Do you wish to use this Selection?* You now have choices displayed depending on the stock of the selected set:

1. Select Parts to Send
2. Send ALL Materials
3. Send Full/Mini Scores Only
4. Send Vocal/Choral Material Only

1. Select Parts to Send
This allows you to choose the scores and parts you wish to send FOR MASTER SETS ONLY. (For Standard Sets the entire set is chosen and immediately goes to the performance date selection screen.) Choose the full/mini scores to be sent. Next the Browse window in the lower left-hand corner allows you to choose to send 1. Complete Wind Set (1 set as given); 2. No Wind Set; 3. Incomplete Set (you are shown the orchestration box and allowed to choose or type in the parts that will be sent).
2. Send ALL Parts
Send all parts as shown. (No choice allowed).
3. Send Full/Mini Scores only
Select the full or miniature (study) scores to be sent. After selecting, the wind set, strings and all other parts are automatically changed to "0".
4. Send Vocal/Choral Scores only
Select the vocal or choral scores to be sent. After selecting, the full/ mini scores, wind set, strings and all other parts are automatically changed to "0".

After selecting the parts to be sent you must enter the performance information. The Browse window gives you the following choices:

1. Standard Hire
2. Perusal
3. Perusal (no charge)
4. Permanent Hire
5. Re-Enter Parts Required

1. Standard Hire
This should be chosen when the work is to be performed. You will be required to enter the number of performances (if applicable, "0" is also an option), the performance date(s)—you may not leave this blank. If there are multiple performances you must enter the date of the first and last performances.
Enter the performance details as required. You may list the exact performance dates if desired, length of rental and anything else you wish to enter. <F10> to Save or <Esc> to Abort.
Enter the Date Required (the date the customer requires it). The current date is the default. **Note:** remember that this date MUST take into account the default "Number of Days to be Sent" set up under System Settings. If your default is 7 days but you only need 2 days for a particular shipment to reach its destination, choose the date you really want to send it and add 7 days. This is the "Date Required" which should be entered so that the Order will be shipped on the proper day.
Next enter the shipment method under "Via", Order number, Fees (<F3> will automatically calculate hire fees for you according to the parameters set out regarding work duration, customer, number of parts—you may change the number of parts or any other parameter as necessary on screen). Save changes and exit.

Once you save changes you will be presented with the Status Screen listing details of the available materials, and the estimated holdings for the performance dates entered. If the set will be out it will show when it is due back. If there is a following order it will show when it is next required. The print screen will now appear allowing you to print a hard copy of the Application Form, if desired.

2. Perusal
Use for materials to be sent out for perusal rather than performance. This choice will allow charges to be made if necessary later for shipping or hire. The number of performances is automatically listed as “0”. Enter the date when the perusal ends (a month from the current date is the default). The default for the Performance Details box is “On Perusal”, or whatever phrase you have set up under System Settings, or you may delete this and type whatever you wish. You are prompted *Do you wish to edit Performance Information?* Enter the Date Required, shipment method and order number. You may then enter fees or leave them until a future date if you are not sure that you will charge a fee. Save changes. Once you save changes you will be presented with the Status Screen listing details of the available materials, and the estimated holdings for the performance dates entered. Save and print Application Form.

3. Perusal (no charge)
Use for materials to be sent out for perusal rather than performance when you will definitely not be charging. A warning message appears *This Transaction will not be Charged.* This choice will automatically mark the invoice number as “NOT CHARGED” with the current date. The number of performances is automatically marked as “0”. Enter the date when the perusal ends (a month from the current date is the default). The default for Performance Details is “On Perusal” (or whatever your default is). This may be left as is or edited as required. Enter the Date Required, shipment method and order number. Save and print Application Form.

4. Permanent Loan
Use this selection when sets are sent out to an orchestra permanently or when sets that have been in your library are returned to a publisher for an indefinite time. The performance date is automatically entered as 01/01/2100. You can still charge for these transactions. For permanent rentals to an orchestra you may charge the first performance on this transaction, but all future billings must be done through Direct Charge (Invoice #3) which allows invoicing without sending materials. The Permanent Loan transaction will appear under Print all Invoices Due Today (Invoice #1). Also if this set is ever returned, it can be returned as normal through Return (Return #1).

5. Re-Enter Parts Required
To return to the previous Browse selection box to re-enter parts to send.

HINTS
To change the set requirements after an order has been entered go to Edit #3 Edit Set. Enter the COMPCODE, WORKNO. and SubSET (you may browse for any or all of these). Change the Subset only (it will have a number followed by two letters e.g. 1aa). Edit the set and save changes.

To reprint a changed order or to change any other information on an order such as Date Required, Performance Date(s) or Details, Purchase Order no., dispatch method or fees entered, go to Edit #5 Edit Transaction. Call up the transaction or Browse for the information, choose #1 Edit Performance Details. Make the necessary changes and save. If you have changed Performance Details upon saving you will be prompted *Do you wish to Re-print Application Form?* (If you need to reprint the application form but do not need to change any details, go to Order #6 Reprint Application Form.) If you need to change the fees entered, after entering the TRANSNO. or Browsing for it, choose #2 Edit Charges. Make the necessary changes (or pretend to if you just want to reprint a confirmation letter), save and then answer the prompt *Do you wish to Print Order Confirmation Letter?*

PROBLEM
A customer is performing a work one week and then wants to perform the same work on a tour a month later, however the tour dates have not been confirmed.
SOLUTION
The latest performance date should always be put on order so that the LATE RETURN DATE is accurate. Use approximate tour dates on the order, but make the required date such that it will be the correct shipment date for the confirmed earlier performances. If you wish to charge the earlier performances separately from the tour performances, a Direct Charge could be done to charge the first confirmed dates, and later the order would appear in PRINT ALL INVOICES DUE TODAY so that the tour performances could be charged. When the tour dates are confirmed, this should be edited in Edit #5 Edit Transaction.

SEND ADDITIONAL PARTS

Allows the sending of extra or additional parts, from a set already reserved, such as full scores or vocal scores in advance, from the SAME MASTER SET. Additional Parts transactions can be sent on a different day to a different account, if required. After it has been sent the Additional Parts transaction is combined with the previously-entered transaction so there is only one transaction to invoice and return.

First a main Order reservation must be made as described above under Enter Order. If you wish to send a full score in advance, on the main Order choose “0” for full scores (or 1 if you are to send a total of 2). If you are already at the Order sub-menu, choose #2 Send Additional Parts. Enter the TRANSNO. for the main Order or Browse for the information. You are prompted *Do you wish to use this Selection?* You are then prompted *Do you wish to Send Parts to a Different Account?* If yes, you must enter the Account number or Browse for the number of the account to which it is to be sent (In this way you could send the full score to the conductor’s personal address). Choose parts to send, if only a full score mark “1” for full score and “0” for all other parts or choose #3 Send all full/mini scores. The performance details are copied from the main Order transaction. You may change the Performance Details if you wish or leave them as in the main Order.
The Date Required is also copied from the main Order, but may be changed if necessary. Also the shipment method and order number are copied over and may be changed if required. As this will be invoiced on the main Order, you cannot enter fees. When finished Save Changes and Exit. The main Order number will now be visible on the Browse screen between the Order no. and fees.

ORDER NEW SET

If you need to order a set for an upcoming performance you may do it in one step through Order New Set. From the Main Screen type <O> (Order) #3 Order New Set. Enter COMPCODE, WORKNO. and ACCOUNT. (If this order is for a work not already in your database, you must first enter the work under New #2 New Work) Next enter number of full/mini scores needed. You will now be prompted Are Winds, Brass and Percussion required? If yes, the “Winds, Brass & Perc.” number will be left at “0” and the “Sets” will have a “1” entered after it to indicate 1 set of parts has been ordered. Enter the number of strings, vocal material and additional parts required. Continue to enter the Performance Details, Date Required, shipment method (from your office to your customer, not from your supplier to you), Order no. and fees as you would a regular order. Save Changes and Exit. You are now prompted *Do you wish to Print Order?* This means the request order form sent to your supplier. If you wish, load proper paper in your printer and send print job. After it has printed another print screen will immediately appear, this is to print the Application Form for your internal records. All new sets on order have the prefix “NS” which identifies them as such when you are Browsing. To print a list of all sets on order type <4> Print Ordered Sets List, under the Order sub-menu.

RECEIVING ORDERED MATERIALS INTO HLMS

When the materials arrive they must be entered into the system. From the Main Screen type <N> (New) #4 New Ordered Set. Enter the COMPCODE and WORKNO. The system searches for the new set order for that work. If there are more than one sets on order for the same work a list will appear for you to choose the set you wish to add. If there is only one set on order it will automatically appear on the screen with the prompt *Do the No. of Parts Displayed agree with the Parts Received?* If no, you can enter the correct number including the number of parts in the wind set which has been marked as "0" when the order was originally entered in the system. Also you may enter the set Location if it is to be kept in your library. Next the Browse window gives you the following choices (if the New Ordered Set is not a replacement Missing Part, in which case it will automatically select the appropriate set):

1. Add to Existing Master Set
2. Create New Set
3. Temporary Set
4. Abort and Return to Menu

1. Add to Existing Master Set
If you wish to add to an existing set this option will increase the quantities in the Master Set you chose.

2. Create New Set
If you wish to create an entirely new set (master or standard), enter the number of the new set as desired (or press <Enter> for the system to automatically assign a number).

3. Temporary Set
When the set ordered is only on loan from another source and must be returned, choose this option. All Temporary Sets are given the prefix "XS". When the set is returned a warning message will appear advising that it is to be returned to the publisher. Once returned to the supplier you may delete the set through Delete #3 Set. These are the only types of sets which are allowed to be deleted even though there are current transactions attached to them in the system.

HINTS
If a Temporary Set was accidentally named a Master Set there are two ways to correct this:

1. Make note of the fact that it is a temporary set and must be returned after the performance. However, Master Sets may be mistaken as a permanent set because the set cannot be deleted until after the databases have been purged, as any set with current transactions in the database may not be deleted until those have been cleared from current memory. OR
2. Cancel the order for which the set was requested (under Delete #5). This will delete the transaction from the database and delete the Master Set (Delete #3). Go into Order #3 Order New Set, enter the requirements. You will not have to print the New Set Order, but print the application. Go back to New Ordered Set (New #4) and confirm the requirements (these should agree with the materials received from your supplier). You must then choose #1 Save Changes and choose #3 Temporary Set..

PROBLEM
A new set must be ordered, however the full score is required by air mail earlier than the set, which is being ordered by surface mail to save on shipping costs. What should be done?
SOLUTION
This can be dealt with in two ways:
1. Create two New Set Orders, one for the full score, and one for the remaining materials. Add the second New Set Order to the same Master Set to which the full score was added. OR
2. Create one New Set Order, edit the contents of the subset on arrival, and then make a second order for the later required date for the set of parts when the materials arrive and have been added in New #4 New Ordered Set.

PROBLEM
An Ordered New Set is late in arriving, and the required date is long past. Why has the transaction come up in PRINT ALL INVOICES DUE TODAY, when it has not been sent to the customer?
SOLUTION
When the DATE LAST has passed the order is then considered to be a Direct Charge. This is not problem, and the transaction can be skipped. When the transaction appears in invoicing, it acts as a reminder that the DATE LAST is wrong, and should be edited.

QUOTE

To keep track of quotes given to customers use the Quote function. From the Main Screen type <O> (Order) #5 Enter Quote. Enter all information as you would a firm Order. After Order No. enter the date to which the Quote is valid (the default uses the number of dayes to send parts). This could be any date up to the performance. On the date the Quote expires if the order has not been confirmed, HLMS will delete it automatically from the system when you open the program that day. If the customer confirms the order go into Order Set enter COMPCODE, WORKNO., SET and ACCOUNT, (or type in the TRANSNO. of Quote and then chose a set). You will be given a warning message *A Quote for this Work and Account is Available* and then asks *Do you wish to use Quote?*. If yes, the Quote details will be used to fill in the Order to save retyping it again. In the Transaction Browse Window Quotes are represented by "***Q".

Note: If the customer wants a quote but doesn't have a performance date you can either write a note on the customer's account under Notes or if it is a customer who does not have an Account, you could make a note under the Office Notes of the Work itself (Edit #2 Work Orchestration/Notes <F9>). These notes will only appear on screen or on forms where the Format Code *#74 Orchestration (Complete)* is used.

Cancelling an Order

An order may be cancelled only if it has not been invoiced. From the Main Screen type <D> (Delete) #5 Cancel Performance. Enter the transaction number, if known or Browse for the information. You are prompted to answer *Do you wish to charge any cancellation/dispatch fees?* If yes, you may enter the necessary charges. This transaction will appear for invoicing either by specifically calling it up through *Invoice a single transaction* (Invoice #2), or through *Invoice all works due today* (Invoice #1). If a fee has been entered previously and you now do not want to charge anything, answer <Y> to the prompt and enter $0.00 for the fees. If a fee has previously been entered and you answer <N> to the prompt, the fee will not automatically be changed to $0.00. Save Changes and Exit

If the transaction is connected to a New Set Order you will be prompted *Do you wish to Cancel New Set Order as well?* If you answer <Y> the New Set order will be deleted as well. You will have to manually notify your supplier of this cancellation.

If the Cancellation is of a set created using the Additional Parts Facility, the sets are checked to see if transactions need to be combined.

Sending Materials

Send Single Work (Alt-S)

This allows you to call up a previously entered Order and send it. From the Main Screen type <H> (Hire) #1 Send Single Work (or type ALT <S> as a shortcut). Enter the TRANSNO. or Browse for it. You are then prompted *Do you wish to use this Selection?* Next you are shown on the right-hand side of the screen the parts ordered and are asked *Do you wish to Edit Piece Information?* Answering yes will allow you to alter the previous choices. If you do not need to edit, answer no and the box in the lower left-hand corner allows you to make the following selections:

1. Continue and Print Contract
2. Edit Piece Information
3. Edit Performance Information
4. Edit Account Information
5. Do NOT send this Entry

1. Continue and Print Contract
If you are satisfied and want to print the hire contract, choose #1. The print screen will appear and you may print the Hire Contract. You will first be given the chance to save labels to be printed later (see below under Print Labels for more information). Use the arrows and enter the number of labels required for Invoice and Dispatch. The default is Invoice 0, Dispatch 1.

2. Edit Piece Information
If you passed the previous edit screen and did not make the changes you should have, you may return to the instrumentation screen to make the necessary changes.
3. Edit Performance Information
This allows you to change any of the Performance Information such as number of performances, date(s), performance details, shipping method or order number.
4. Edit Account Information
If you need to change anything concerning the customer's information, choose this option.
5. Do NOT Send Entry
If you have chosen this in error or do not want to send this entry after all, this option will return you to the Hire sub-menu.
Note: If you chose to send a transaction before its Date Required, a warning will appear *WARNING...you are sending this work BEFORE it is required.*

Send ALL works due Today

This function will call up one after another, in transaction number order, all the works due to be sent which have their Date Required on or before the current date. From the Main Screen type <H> (Hire) #2. As each transaction appears you may choose to 1. Continue and Send This Set; 2. Skip This Entry or 3. Abort and Return to Menu. If you choose to Continue and Send This Set you should follow the procedures as outlined under Send Single Work. If you need to reprint a contract after you have left the print screen, choose #4 Reprint Hire Contract. Enter the TRANSNO. or Browse for it. Answer the prompt *Do you wish to use this Selection?* The print screen will now appear.

Print List of Works Due Today

If you wish to view a list of all the sets due to be sent Today choose this option. From the Main Screen type <H> (Hire) #3. If your "No. of Days to Send Parts" (in your System Settings) is set to 7 days, this list will print all works required in 7 days. If you want to see on Monday what is due to be sent throughout the week set the "No. of Days to Send Parts" to 11. Likewise if you want to see what is to be sent for the next 2 weeks or a month, alter the number of days accordingly. The list is printed in Date Required order, and you have the option to include or leave out new set orders which have not yet been added to the system

RETURN MATERIALS

When materials come back, after they are manually checked the transaction must be marked as returned in the system. From the Main Screen type <R> (Return) #1 Return Materials. Enter the TRANSNO. or Browse for the information. On the right-hand side of the screen is the list of materials sent out on this transaction. In the lower left-hand corner the Selection Box gives the following choices:

1. No Missing Parts
2. Missing Parts
3. Abort and Return to Menu.

1. No Missing Parts

If there are no missing parts the set is marked as returned, the Subset is deleted and the parts marked as available in the Master Set.

2. Missing Parts

If there are missing parts, choose #2 and list them in the Missing Parts Box which appears on screen, press <F10> when finished (If you do not a warning appears that the box is empty. You are then prompted *Do you wish to Re-Enter Missing Parts?)*. A warning now appears *Now Enter Actual Number of Parts Returned*. If a full score is missing reduce the number of scores by 1. If 1 of the Winds/Brass/Perc is missing enter the total number reduced by 1, etc. Save changes. Now enter the date by when the part should be returned before you charge replacement. Enter a fee that you will charge if the part is not returned. If you enter nothing you are prompted *Do you wish to charge any Missing Part Fees?* If you reply yes the transaction will be placed in "Invoice all Works due Today" (Invoice #1 Invoices #1 Print All Invoices Due Today) and will come up when you invoice. Next print a Missing Parts Letter. You may then save labels for future printing (Invoice, Dispatch or Set). If you wish you can include the date by which you expect the part to be returned and the fee that will be charged if it is not, in your missing parts letter by including them in your form set up. (<P> #6 Edit Form Specifications Missing Parts Letter). Finally you are prompted *Do you wish to return another set?*

RETURNING MISSING PARTS

When the missing parts are returned go back into Return Materials and enter Missing Parts Transaction number. You are then prompted Are all missing parts returned? If yes a Save Label screen appears if you wish to save a label for future printing. A message then appears confirming that this transaction is now Complete. If no, you are presented with the Missing Parts Box again to adjust the parts still missing. You must then enter the actual number of parts returned. Save Changes. You may now readjust the date by which you expect the parts to be returned and the fee to be charged if they are not.

If you wish, you can print another Missing Parts Letter. This may be an instance where your Secondary Form could be set up to indicate that you received some of the missing parts, but not all, giving the new expected return date and the new replacement charge if they are not. Once again you may save labels for future printing.

If you wish to reprint a Missing Parts Letter, under Return, choose #2 Reprint Missing Parts Letter. Enter TRANSNO. or Browse for it. Answer the prompt *Do you wish to use this Selection?* The print screen will now appear.

CREATE MISSING PARTS

If you returned a set in the system and marked it as all materials returned, and then discovered that after all there was a missing part, under the Return sub-menu choose #3 Create Missing Parts. Enter TRANSNO. or Browse for it. Answer the prompt *Do you wish to use this Selection?* Now enter the Missing Parts, <F10> to save. Proceed as if you had originally marked the set as missing parts, as described above under Return Materials.

REPLACE MISSING PARTS

Missing Parts that have been invoiced may be automatically ordered or removed from HLMS through this menu option. The process is achieved in two stages: First you must select the missing parts to order; and then you must print the orders.

Upon selecting this option you are presented with a menu with the following options:

1. Select Missing Parts to Order
Selection of this option will present you with a list (in transaction order) of all of the Missing Parts transactions that have been invoiced. You may elect to:

1. View Missing Parts (to see the missing parts in question)
2. Order Replacement Parts (to create and order for these missing parts). These are processed by the section below *Print Replacement Orders*
3. Do NOT Order Missing Parts (which will permanently delete the parts from the Master set without creating an order)
4. Skip Transaction (to not process this transaction)

2. Print Replacement Orders
This option will allow you to print all orders (both new and past orders). When this procedure is started, all Missing Parts transactions are changed into New Set Orders and a printout organised by Publisher and work of all parts is printed. HLMS will automatically place any received parts into the correct set via the “New Order Set” option of the New menu.

Print Missing Parts List

This option allows you to print lists of missing parts on the system (including missing parts that have been invoiced).

Invoices/Credits

From the Main Screen type <I> (Invoice). The sub-menu is as follows:

1. Invoices
2. Credit Notes
3. Direct Charges
4. Payment Received

Invoices

This function allows you to invoice transactions previously sent or transactions for which no materials were needed (called Direct Charges), e.g. additional charges, performance fees for which no hire materials are needed etc. You may either invoice only single transactions, or the program will call up all transactions which are due to be charged on the current date. The sub-menu is:

1. Print All Invoices Due Today
2. Print Single Invoice
3. Reprint Range of Invoices

1. Print All Invoices Due Today
From the Main Screen type <I> (Invoice) #1 Invoices #1 Print All Invoices Due Today

The transactions are presented in numerical order from the lowest to the highest. If the transaction is a missing part, you will have the option to include the missing parts information in the performance details for the invoice.

If you wish to charge the first transaction presented, enter the necessary fees (F3 - Calculate Hire Fee and F4 - Calculate Performance Fees are available for use). If you need to change the tax rate you can do so and the tax amount will automatically change. The tax amount will also automatically change to reflect the amounts you have entered on the lines above. You may also enter any special fees by making the necessary selection from the Selection Box which will appear after you have gone past the Courier line. If you do not want to use any special charges, simply press <Enter> until you are past them. Any special fees you have entered in Invoice Defaults under Maintenance will show in this box. To enter a fee not shown in the box, choose Enter New Type. Type the description.

From the Selection Box choose the Type of fee that applies ([H] Hire; [P] Performance; [F] Freight; [X] Fax/Phone; [O] Other), then enter the fee. If no fee is entered a warning will appear and you will be prompted *Do you wish to Re-enter Amount?* If you answer no the description will disappear also. When all fees have been entered the Selection Box will display some or all of the following:

1. Combine Invoice ? of ?

Where multi-part invoices have been selected (Under Invoice Defaults) and several transactions have EXACTLY the same performance dates and details you can may enter charges details of the other transactions before printing the invoice. HLMS will automatically tell you how many transactions may be included on a multi-part invoice.

2. Print Invoice

The Print Screen will allow printing.

3. Skip Transaction

If you do not want to charge the transaction now but may want to later.

4. Re-Enter Charging Details

If you wish to change the fees entered.

Q. Return to Main Screen

Leave invoicing. If you have to leave and want to continue later in the day, upon re-entering you will be prompted with a message *Invoices have already been Printed Today, Do you wish to Continue from Last Invoice?*

After printing the invoice the next transaction to be charged will appear. If you want to skip a transaction, press <Esc>. If the invoice total is 0.00 a warning message will be displayed, then a Selection Box will be displayed with the following choices:

1. Do NOT Charge Transaction

If you do not want to charge this transaction ever, this will mark the invoice as “Not Charged”. In History the invoice number will be given as 9999999.

2. Skip Transaction
3. Re-Enter Charging Details

Q. Return to Main Screen

When you have gone through all the transactions due to be charged, a warning message will appear that there are no more transactions to be charged and will list how many transactions were printed, skipped and how many late fees (where a entry was inserted in the Special User-Defined Fees section, but no fees have entered)

2. Print Single Invoice
From the Main Screen type <I> (Invoice)   #1 Invoice   #2 Print Single Invoice

Enter transaction number to be invoiced or Browse for information. Enter fees as explained above and print invoice. The Multiple Transactions function is also available through this option and will be shown in the Selection Box after the fees are entered before the print screen appears.

3. Reprint Range of Invoices
You may reprint one or a range of invoices. Enter beginning and ending invoice number(s). The print screen will appear.

HINTS
PROBLEM
A Grand Rights transaction was to come up in PRINT ALL INVOICES DUE TODAY however it did not come up. Why?
SOLUTION
When entering an Order or Direct Charge if under fees you have set up a Special Charge to collect a box office fee (or a special charge for another situation), if no fee has been entered, the transaction will not come up automatically for billing until the fees and terms have been enetered. If no fee has been entered, 10 days after the last performance date a LATE FEE LETTER will be sent (when requested to do so under Print   #4).

Credit Notes

1. Credit Invoice
You may credit an entire invoice or only part of an invoice, as needed. From the Main Screen type <I> (Invoice)   #2 Credit Notes   #1 Credit Invoice

Enter the number of the invoice you wish to credit. If the invoice is still in current memory it will search and show it on the screen. The Details Box will appear with the message Refer to Invoice No. ??? (The number you had entered). You may then type any other message you wish to appear on the credit note. Next enter the amount(s) to be credited (the defaults are the original fees), the tax will automatically calculate according to the percentage entered, save and print.

If the invoice has been purged (moved to History) a warning message will show advising that the invoice was not found and may have been purged. A prompt will be given *Is this the correct INVOICE number?* If the answer is yes, a warning will appear that all details will have to be entered manually. You must then enter the COMPCODE, WORKNO. and ACCOUNT. The Details Box will appear with the message Refer to Invoice No. ???? (The number you had entered). You may then type any other message you wish to appear on the credit note. Next enter the amount(s) to be credited, the tax will automatically calculate according to the percentage entered, save and print.

2. Reprint Range of Credits
From the Main Screen type <I> (Invoice) #2 Credit Notes #2 Reprint Range of Credits
You may reprint one or a range of Credits. Enter beginning and ending Credit number(s). The print screen will appear.

3. Remove Not Charged Status
From the Main Screen type <I> (Invoice) #2 Credit Notes #3 Remove Not Charged Status
If a transaction was incorrectly marked with the "Not Charged Status" (ie the invoice number is 9999999), you may overide this by selecting this option. Once selected, the transaction is available again for invoicing. **Note: This may only be applied to transactions that have NOT been purged.**

Direct Charges

When it is necessary to issue an invoice, but no materials have been sent (e.g. extra rental, broadcast fees or to bill fees on permanent loan sets) you may do so through Direct Charge.

From the Main Screen type <I> (Invoice) #3 Direct Charge. Enter the COMPCODE, WORKNO., and ACCOUNT then the performance information as for a normal Order and then fees. Save and print the Application Form. You may now invoice this as a Single Invoice or it will come up under automatic invoicing on the performance date (or the date you enter as the Last Date). On the Browse list Direct Charges are shown as "***D". These transactions will appear under PRINT ALL INVOICES DUE TODAY on or after the DATE LAST.

Payment Received

This option is only available if the Date Paid Facility is enabled in your system.

1. Enter Payment Date
When you receive payment for an invoice marked it paid through this function. Enter the transaction number or Browse for the information (if you know the invoice number, it is helpful to use the Browse for Invoice/Credit number to shorten this search). Enter date paid (the default is the current date).
2. List Outstanding Prepayments
If you have enabled the Prepayment facility under Maintenance #2 System Settings #4 Invoice Defaults, this function will print a list of orders for which prepayments have not been received as of the current date.
3. List Outstanding Invoices
This will list those invoices for which payment has not been received as of the current date.

PRINT LABELS (ALT-L)

You may save labels for future printing while entering an Order, Invoicing, or by saving them on the Browse screen. To Save a label from the Browse screen press <F2> at the Main Screen, move the highlighted bar to ACCOUNT and type ACCOUNT number or Browse for it. Press <F7> and the Save Label screen will appear. You may save Invoice or Shipping address labels by moving the arrow to the correct line and then typing the number required from 0 - 9.
If you do not need both types, enter 0 on the line of the label not needed. If no dispatch address is entered for the customer, only the Invoice address will appear on the selection list.

All or some labels can be disabled by deleteing or renaming the following files (found in the \HLMS\DATA directory):
LABELINV.DBF (Invoice Address)
LABELDIS.DBF (Dispatch Address)
LABELSET.DBF (Set Label)

HINT
If you have set up your dispatch label with the postal address lines codes # 86-89 nothing will print unless you have manually entered the dispatch address through NEW ACCOUNT or EDIT ACCOUNT. If the dispatch address is the same as the invoice address, you must retype it under *Dispatch Address*, for it to appear on the label.

To print saved labels, from the Main Screen type <P> (Print) #1 Print Labels or use the shortcut ALT-L from the Main Screen. The print screen will appear.

BACKING UP YOUR DATA

It is MOST IMPORTANT to have DAILY Backups of your Data stored safely to avoid any data loss. The \HLMS\DATA directory contains information which is changed daily, and the entire contents should be saved. THe \HLMS\STMT directory is only changed when the purge procedure has been run, and should be archived after this routine.

EXITING THE PROGRAM

From the Main Screen type <Q> (Quit). You will be prompted *DO YOU WISH TO QUIT HLMS?*

If you are the Server and Workstations have not logged off before you, a warning message will appear. The Server must always be the last to leave the program.

If the program closes unexpectedly with a message beginning “Write this message down...”, an error has occurred. Advise us of this immediately. Either hand copy or do a print screen of the message exactly as it appears and send it to us.

IMPORTANT!!! Never turn off the computer until you have completely logged off.