

”Handy Service” for Palm v1.0

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Features of the program

“**Handy Service**” is intended as Palm-based assistant for traders, waiters and other customer service staff. It allows taking and tracking orders for goods and services, managing list of products, viewing reports. Desktop module allows managing products list and other info. Handy Service is a commercial successor of free Waiter Assistant, which is still available at our site. If you have any ideas, feel free to e-mail us. Customization for particular needs is also available.

Features of the program:

- taking and tracking orders for goods and services,
- fast and convenient way for adding products to order,
- two-level hierarchical categorization of products, separation of goods and services, search by first letter,
- additional fields, clarifying properties for particular product in order,
- possibility of discounts and tips for each orders,
- calculation of tax and profit for particular order and report for all orders,
- managing list of products and other info,
- importing data from Waiter Assistant,
- desktop module allows to manage products list and other info.

Data arrangement

Program has following basic tables:

- list of goods and services, with two-level hierarchical categorization (each product has name, price, prime cost, taxes, can be checked as existing in current menu and as service),
- list of popup notes for each product,
- list of orders (each order include client/table reference, notes, prices, discounts, tips, taxes, profit and “closed” checkbox).
- list of products for each order (each position in order have amount, custom price, number of seat, popup note for particular product and “done” checkbox).

And some additional tables:

- category and subcategory for products,
- list of clients or tables,
- list of seats, independent from table,
- list of predefined order notes.

System requirements

- PalmOS 3.5 and higher,
- at least 2mb of memory.

Installation

Attention! By installing this program you completely accept terms of license agreement (see License.txt).

Install one of the files **HandyServiceFull.prc** (for full version), **HandyServiceDemo.prc** (for demo version) on your device. Different examples of working with “**Handy Service**” can be found in directory “**Example**” of archive. To use some example install please all *.pdb files on your device from particular directory in “Example” dir.

Demo version

Demo version has the same abilities as a full version, but it is limited to amount of data you can enter. You allowed to maintain only five orders maximum with five products in each order.

Handy Service Desktop

“**Handy Service Desktop**” is a PC desktop module for “**Handy Service for Palm**”. It allows managing list of products and other info, viewing orders and exchange data with handheld device. If you have any suggestions, contact us. The following features can be implemented in next versions: report for orders, tracking of new products and orders for kitchen PC to see cook what to do. Sources of desktop can be opened for third-party developers, contact us to get more info.

Purchasing and registration of full version

Purchasing package “**Handy Service**” and “**Handy Service Desktop**” costs **\$30**.

Full version of “**Handy Service**” costs **25\$**. “**Handy Service Desktop**” costs **\$10** now.

If you want to by multiple or unlimited license, contact us before.

To get full version you may visit our site (<http://handysolution.com>) and proceed to purchasing area. Enter your registration information (key1 and key2) in corresponding fields.

After paying, registrar will send you full version and registration key. Without registration key full version completely wouldn't work. The 1.x version updates for registered users are free for now. Distribution of full version is prohibited.

To get your registration information see menu “? / **Registration**” in demo version. After receiving full version enter please registration key in corresponding field and press “**Register**”. Save your registration code in safe place! Then restart program to begin work.

Registered users have free technical support. However it may be changed with time. Unregistered users have limited technical support.

Attention! If you will change your PalmDesktop user name or device, the registration key will become invalid. After changing device and user name back to original, you can use your registration key again. Though in case of upgrade of device or OS you can ask us for free re-registration. The main criteria for free re-registration is the same Palm Desktop user name, it means the key expected to be the same.

Working with Handy Service

Work with Handy Service consists from two parts. First part is the products list and other info editing. It can be done both with Handy Service on handheld and with Handy Service Desktop on PC. Also, data can be imported from Waiter Assistant (“*Edit \ Import from Waiter1*” menu). Then info, entered once, can be beamed or installed to another handhelds.

Second part is the order taking process. It is recommended products list and other info to be entered before. Report for orders can show total cost for selected orders, tips, tax, profit and discounts.

Products list and other info editing

Use “**Edit**” menu to navigate between different tables. Checkboxes and cells underlined with dotted line can be edited right in table.

The image displays four screenshots of the Handy Service application interface:

- Navigation:** A menu titled "Edit Misc ?" with options: Category (✓C), Subcategory (✓S), Retails/Services (✓R), Clients/Tables (✓T), Seats/Places (✓E), Order notes (✓N), Orders (✓O), Import from Waiter1 (✓I), and *Beam data (✓B). Below the menu, it shows "New Total: 39.97 en".
- Goods and retails list:** A list titled "Goods" with columns for name and price. Items include Soup (2.5), Borsch (1.78), Fish boullion (2.21), Chicken soup (1.25), Potato soup (0.56), Roasted potatoes (2.23), Roasted hen (3.5), Omelette (1.25), and Puree (2.03). A search field and "Sort" button are at the bottom.
- Subcategories:** A list titled "Subcategory" with columns for subcategory name and category name. Items include Soups (first dishes), Boullions (first dishes), Meat (second dishes), Vegetables (second dishes), Meal (second dishes), Beverages (drink), Herated waters (drink), Juices (drink), Beer (alcohol), Wine (alcohol), and Strong (alcohol). Buttons for "Back", "Add", "Del", and "Sort" are at the bottom.
- Goods editing form:** A form titled "Goods" for editing "Dark beer". Fields include "Retail/Service name", "Price: 1.23", "Prime cost: 0.7", "Service" (checkbox), "Category: alcohol", "Subcategory: Beer", "Taxable" (checkbox), "Tax1, %: 7", "Tax2, %: 0", "Show when adding to order" (checkbox), and "Goods notes list...". Buttons for "OK", "Cancel", and "Delete" are at the bottom.

Each product has price and prime cost (to see profit). Products are organized with two-level hierarchical categories to speed up search, for example, *Alcohol \ Wines \ White Wine*. You

can display only products with particular category and subcategory. Also product can be checked as service. So, you can display only services or only goods from corresponding popup list.

Tax is calculated for products, checked as taxable. For example product with price \$100 and taxes 7% and 7.5% will add to total \$115.02 ($\$100 * 7% * 7.5%$). Tax is separated from profit. When above-mentioned product have \$50 prime cost, then profit will be \$50 and tax \$15.02.

Each product can be checked as currently available, “Show when adding to order” checkbox or left checkbox in table. Products, unchecked this way, are not displayed when adding products to order.

Each product has notes list to clarify the order. For example beer can have “cold” and “very cold” items, meat can have “salt” and “pepper” items.

Clients/tables list allows assign any order to particular table. Also it may be regular customer or some another kind of place.

Seats (or places) list allows clarify dish destination, assigning particular dish to particular place in the table. Also seats list allow to separate total for any chosen place. In another applications, seats can clarify other things, common for all products.

Order notes are the predefined notes list. Any item of it can be added to notes memo in any order. Then such notes can be modified in order.

Taking and tracking orders

Each order has two states: active and closed, defined by left checkbox in order table. This checkbox can be changed right in table. You can display only active or only closed orders, using corresponding popup list. Notes for order can be edited directly from the table by taping notes icon. Taping any other cell will bring details for selected order.

The left screenshot shows a table titled "Orders" with columns: client/table, notes, cost. It lists three orders: #2 (Well done, 13.21), #8 (Hurry up!, 9.53), and #4 (17.23). A "New" button and "Total: 39.97" are at the bottom.

The right screenshot shows a popup titled "Order" with columns: goods, note, amount, price. It lists items: Beef strogan (2, 3.98) and Dark beer (cold, 2, 1.23). The "Notes" field contains "Hurry up!". Summary: Current: 2.36, Total: 9.53. Buttons: Back, Add, Del, Clear.

Any product in order can be checked as “finished” (left checkbox). “Current” field displays cost for checked products, and “Total” – cost for all products. Client or table for order can be assigned from right top popup list.

Each product can be assigned to particular seat, “№” column. Products and total can be displayed only for particular place, use for this left upper popup list.

Notes for products can be selected from popup list in “note” column.

Each product has requested amount and custom price, which can differ from initial price. To return initial price, just clear custom price or set it to zero.

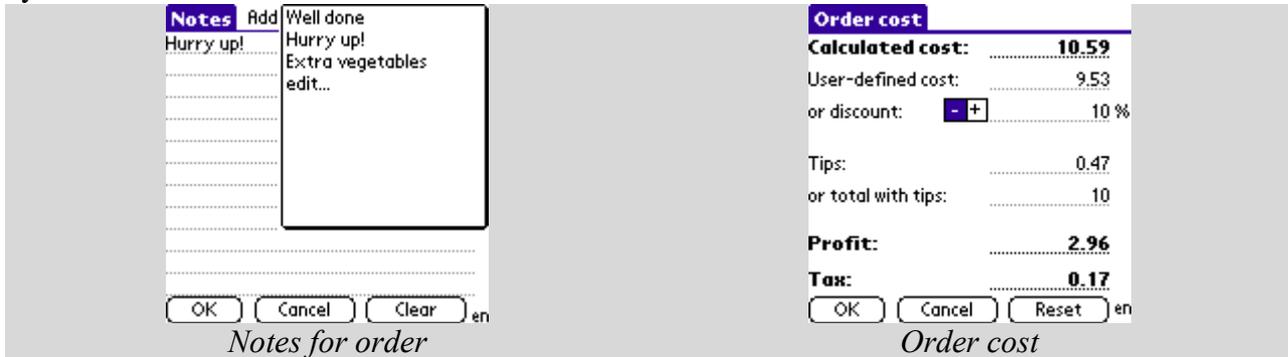
The left screenshot shows a popup menu for "Orders" with options: closed, date, name, notes, cost, calc cost, discount %, profit, tax, tips, notes icon. Summary: Total: 39.97.

The right screenshot shows an "Order" popup with a sub-popup menu for "checked" items: seat, note, amount, price. Summary: Current: 2.36, Total: 9.53. Buttons: Back, Add, Del, Clear.

Customizing columns for orders

Customizing columns for positions

Columns can be customized both for positions and orders tables. You can drag columns and borders in header, and settings will be remembered. You can add or exclude different columns from table. To do this tap on columns header and choose from popup list the column you need.

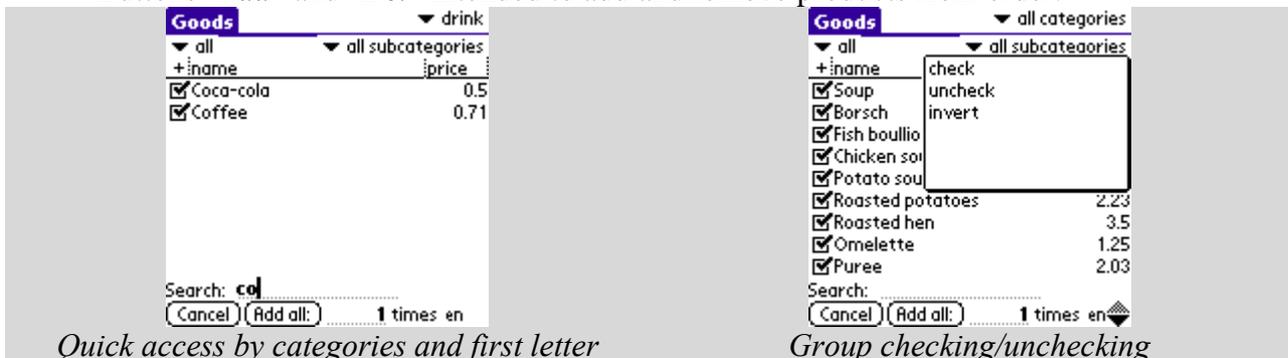


Each order has notes field. The first string of it is displayed in “Notes:” field. If the icon after this field is highlighted, then notes have more than one string. Tap this icon to bring edit form.

Each order can have discount % and tips. If the icon after “Total” field is highlighted, then discount or tips (or both) is entered. Tap this icon to bring order cost form. In the order cost you can see calculated cost for all products, profit and tax for this order. Also you can set custom price for this order both as “User-defined cost” or as “discount %”. Tips can be entered in two ways, as a separate amount (“Tips”) or as a total amount of money, received as tips and payment (“total with tips” field).

Adding products to order

Buttons “Add” and “Del” intended to add and remove products from order.



Adding can be done in two ways. First, you can select any product in table. This product will be added to order with defined amount (default is “1”) and you will return to the order.

Second, you can use checkboxes to select multiple products to be added. By taping columns header you can bring menu for group checking operations: check all, uncheck all, invert selection. Then you need to tap “Add all” button. Also you can fill desired amount in bottom field, so every selected product will have this amount after adding.

You can use categories and subcategories, retails/services filters and search by first letter to speedup selection.

There are some tips when doing multiple addition of products.

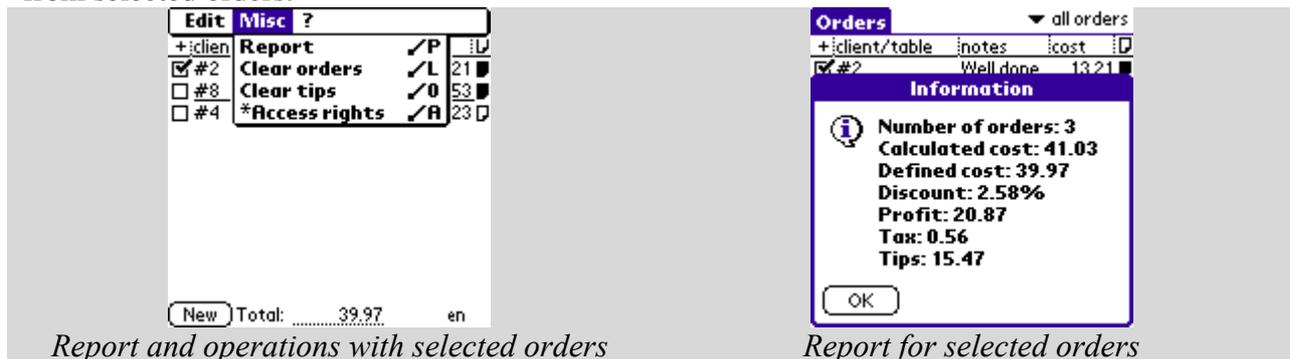
You can use search and selection together. Checkboxes considered only for selected categories and first search letters. So, you can check products in different categories or with different first letters. Then you need to clear search string and select “all” for every popup list.

And then, you need to tap “Add all” button. So, all products quickly found in different categories will be added to order.

Also you can quickly add groups of the same (or slightly differ) products to different seats. Select first seat in order positions table from top left popup list. Add desired products using checkboxes. All products will be assigned to the selected place. Then select another place and tap “Add”. As you can see, selection is remembered and you can add the same products to the another place or modify selection before adding.

Report and other orders operations

Report for selected (active, closed or all) orders is available. You can see cost, discount, tips, profit and taxes for selected orders. Also you can delete all selected orders, or clear only tips from selected orders.



“Calculated cost” is the cost, calculated from prices. User can customize this cost for any order, it is “Defined cost”. Discount percent is the average discount for selected orders. Profit, tax and tips are the simple sums of corresponding fields of selected orders.

Common tips for navigation, search and edit

Quick scrolling and other trivialities

- You can scroll pages up and down by using 'up' & 'down' hard buttons.
- Buttons ‘up’ & ‘down’ in right bottom corner can scroll list by one line.
- Last used record in any table is underlined.
- By flourishing from the screen bottom left to the top right you can scroll the table to beginning, and by the reverse motion you can scroll the table to end.
- By flourishing from the screens right bottom to the left top you can scroll the table to last used record.
- By flourishing from the screens left top to the right bottom you can hide or show column titles.
- Borders and positions of columns can be changed by dragging them.
- Context menu for table can be called by taping columns header. Here you can add other columns to view or do multiple selection operations.
- You can see this tips by selecting menu “? / Tips”.

Popup lists and filters, calling editor for popup lists

Many popup lists have item “edit...”. Select this item to bring up editor for lists content. If the popup list is filter, then it has item “all”, which disables this filter. By choosing another item you can display records, which satisfies conditions of filter (like categories in PalmOS). For example choosing “drinks” from accounts filter will display only drinks in products table.

Also filters is a perfect tool for autofilling. It means when the some filters is active, then newly created records by default will have values, defined by that filters. If you have selected, for example “services” and category “music” in products list, then each new product will have “Service” checked, and category “music”. If you will change “music”, for example to “beer” for this product, after returning to the table, category filter will change to “beer” too.

Editing table cells

In many tables there are fields (cells) underlined with dashed line. You can change the value of such fields directly in the table. Just tap on such field and enter a new value:



When the field is tapped it becomes active and all text in the field becomes selected. So you can immediately start typing a new value. To reset selection tap any place on edited field. To return from editing mode just tap any place outside the cell.

Also you can change values of checkboxes (“☑”, “☐”) just tapping them directly in the table. If it is necessary “Total” will be recalculated, and records which are not satisfies conditions of filter will be hidden.

There are buttons “Add”, “Del”, “Sort” and “Back” in categories and currency tables. You can use them for creating new records (“Add”), deleting records (“Del”) and sorting tables (“Sort”). If you want to delete record you have to previously select it by tapping.

By tapping “Sort” you can sort records in alphabetical order.

Use “Back” button to return to previous screen.

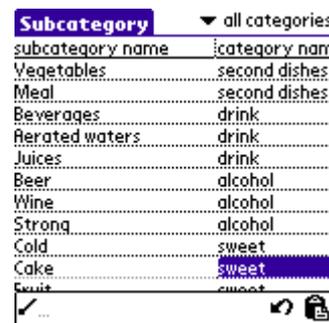
Use up and down buttons in the screen left bottom corner (line scrolling) or up/down hard buttons (page scrolling) to navigate the table.

The “no category” records can’t be deleted. They are needed for cases when category is undefined or unknown (like “unfiled ” in PalmOS), for example new records or records which category was deleted.

By flourishing on graffiti area from the left bottom corner (“abc” label) to the top right corner you can bring up panel for text operations. Selected text can be copied in clipboard (copy command) or transferred to clipboard (cut command). Then you can use paste command to insert text from clipboard in any place. Such abilities have any Palm application within a standard text edit field.



Clipboard commands



Undo command

Your help is welcome

How can you help us?

First, you can find and report bugs.

Second, you can correct my awful English both for manual and site.

Third, you can translate manual and program interface to your native language. Are you familiar with C/C++ and PalmOS Constructor? Want to see “Handy Service” on your native language? You are welcome!

If your help will be essential you will have free registrations (possibly even more than one) for “Handy Service” or other our products. Of course you may present free registrations to your friends.

Also you can suggest ideas for creating other programs for Palm. It must be related with databases and tables.

Developer

“**Handy Service**” for Palm v1.0, (C) **Dmitry Bryliuk**, 2002.

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