

Quick Start guide for emMet card

Introduction

This Quick Start guide describes the invoicing system emMet card complete with the operating system and some advice about how to use it.

All installations are different, so this Quick Start guide can't be completely in accordance with each one of them.

Summary

Transactions can reach the system in different ways:

1. Are regularly fetched from the Washmatic (Card Terminal)
2. Are created by the access control system in the computer
3. Are created manually by the user
4. Are received from alien fuel dispenser equipment

Washmatic

When washes and fillings have been done, the transactions will be stored in the Washmatics (Card Terminals) memory. emMet card fetches the transactions regularly from the Washmatic and place them in the Transaction registry.

Gate/Access

When someone swipes a card through the gate or door card reader and the gate or door opens, the transaction is stored immediately in the Transaction registry.

Manually

The user can manually input transactions from a printed Invoice printout directly into the Transaction registry.

Alien equipment

emMet listens to alien equipment and creates a transaction which is stored in the transaction registry.

When you then (for example once a month) do the invoicing you first print out an "Invoice printout" (3,1) and an invoice printout is printed with all transaction that hasn't already been billed.

Now the transaction is marked as invoiced and won't appear on any more invoice printouts. It'll remain in the Transaction registry for ever for statistical purposes.

System

The program emMet card is run under the operation system UNIX. The UNIX we use at the moment is Linux version 2.2.15.

UNIX can handle direct connected printers, serial and parallel and also network printers with the protocol *lpr*.

The Washmatics can be connected directly to a serial port on the computer, through a SLIP-network, a phone modem, RS422-modem or the Internet.

Unix handling

In a UNIX system, several programs (processes) is run at the same time. Most of them are run in the background and are invisible. It's therefore very important not to shut down the computer without exiting all programs first. See the chapter about shutting down.

The UNIX also has a number of screens to switch between. That is almost equivalent to different windows in Windows 95. You switch between the screens by holding down 'Alt' at the same time as you press one of the buttons F1 to F8.

Screen 1 is used for various messages from the system.

Screen 2 is used for log in and running emMet.

Screen 3..5 can be used as extra screens to run more emMets.

Screen 7 shows received transactions.

Screen 8 shows ongoing communication.

When the computer is turned on you initially come to screen 1.

Remember to press Alt-F2 before you log in.

Log in

You have to be logged in to be able to run programs in a Unix system.

When you are done with your work you have to log out.

All users should therefore have their own identity in the computer.

The computer handles particularly three things for each user:

- login name (*linda*)
- complete name (*Linda Smith*)
- password (*oranetail*)

NB: only lower case letters is allowed in the login name.

For example: (all inputs end with Enter)

puttrik login: *linda* (puttrik is the name of the computer)

Password: *oranetail* (invisible)

puttrik:~\$ (this is called the prompt)

puttrik:~\$ *emmet* (to start the program)

Choose alternative: *7* (to exit the program)

puttrik:~\$

puttrik:~\$ *logout* (to log out from the computer)

puttrik login: (ready for the next user)

Other useful commands:

id shows who you are

passwd to change your password

Shutting down

If the computer is turned off, all transactions will be stored in the Washmatics until the computer is turned on again. The Card terminals can store approximately 400 transactions in their memory.

Logs and other information will unfortunately be lost as long as the computer is turned off. Therefore the computer should always be on. The monitor on the other hand can be turned off.

If you absolutely have to turn off the computer, follow this procedure:

1. Exit all running programs (emMet card)
2. Log out with logout on all screens
3. Hold 'Alt' and 'Ctrl'-buttons down and press 'Del'
4. Wait for the text "System halted"
5. Now you can turn off the computer

The system will start automatically when the computer is turned on again.

When the computer is turned on you initially come to screen 1. So remember to press Alt-F2 before you log in.

If the computer should be turned off while it's running or experience a power failure it's a 5% risk that data is lost.

A UPS (battery power supply) comes handy.

Clock

The Washmatics fetch date, time and weekday from the computer once per hour to set it's built-in clock.

The computer switches automatically between normal and daylight savings time.

Registry

Every customer can have several cards and therefore there are two registries, one customer registry and one card registry.

Some customers have one card per vehicle and some, one card per driver. Both versions are okay.

In the **customer registry** all common information regarding a customer is stored:

Customer no	5562136512	Only digits
Name	Lynn's DIY Inc	Use both upper and lower case letters
Reference	Lynn Crawley	Who to send the invoice to
Address	PO Box 763	Where to send the invoice
TownStateZip	Tampa, Fl 32434	Where to send the invoice
Telephone no	(813)555-1243	Customers phone number
Invoice type	2	1=Intern, 2=Extern, 3=Ext w/o price, 4=SSAB 5=Bilia 1 is for internal invoicing 2 is for regular external customers 3 is for external customers where no prices should be visible on the invoice printout 4 and 5 is for those with special agreements
Discount wash	5%	How much discount on washing products
Discount fuel		How much discount on diesel and gas/petrol
Discount other		Other than washes and fuel

Some information is just showed and can't be changed:

Last change	12/01/99	When this record last was changed
Change made by	Linda	Who changed this record the last time

In the **card registry** all information regarding one card is stored:

Card number	04000834010001	Complete card number, see below
Customer no	5562136512 Lynn's DIY Inc	Customer number, same as the above example When the customer no is typed, the customer name will appear automatically.
Card user or Group	Bob Reynolds DXF562 Gas truck	Card user, either personal, or the vehicle it belongs to. The vehicle can belong to a group at the customer. Leave normally empty.
Status	250	If the card is stopped or blocked, see below.
PIN code	7842	The cards PIN-code, N.B Washmatic cards PIN-codes are unchangeable.
Card issuer	1	1=Washmatic cards, 2=Alien cards or other site's Washmatic cards
Card type	3	2=Maintenance card, 3=Invoice card, 7=Attendance card
Manufactured	10/09/97	The cards manufacturing date
Valid throu	31/01/00	Card expires 31/01/00, this can not be changed for Washmatic cards.
Last change	12/01/99	When this record last was changed
Change made by	Linda	Who changed this record the last time

Function keys

You can use the function keys in all documents as shown at the bottom of the screen:

```
--F1--   --F2--   --F3--   --F4--           --F5--   --F6--   --F7--   --F8--
ABORT    SAVE     SEARCH   S BACK          -----  -----  -----  -----
```

With F1 you leave a record without saving the changes.

With F2 you save the changes and leave the record.

With F3 you search a record and browse among similar. You type the first part of the card number and then press F3 to get the first match. If you press several times the following matches will show.

With F4 you browse back.

Status

Status	Meaning	Wash	Invoicing	Explanation
0	Blocked	No	Yes	The customer will never get it back, the card is retained.
11	Stopped	No	Yes	Temporary stopped, the card will be returned to customer.
250	Approved	Yes	Yes	Normal
255	Not issued yet	Yes	No	Can not be invoiced, because the owner is unknown.

Card number

A Washmatic can use many different kinds of cards.

The most common one is a Washmatic card. Its complete card number consists of company number + station number + printed number on the card. The first two numbers can be found on the list "Issued invoice cards", which comes with the cards:

Company: 35

Station: 9008

Printed on the invoice card: 34017234

That would be "35900834017234", that should be used in emMet card.

For other cards there are different rules, but often is the account number + the card number used. For example "195428001" for a card with sub account 001. The principal rule is that the printed number on the card is used.

Invoicing

When you want to invoice you choose "Invoice printout" (3,1). Then the computer first checks all registries to make sure they are correct and consistent. If you get a message that a card number is unknown, you have to register that customer or that card. Then try again.

When the printout is done a question shows up, asking if you want to mark the printed transactions as invoiced. If you do, they won't show up on the next invoices.

Make sure to check the printout first, because you can't print the invoices again after they have been marked once. Don't press 'Y' unless the printout is perfect on all pages.

If you like to invoice once a month, you can print it out once a month without giving any dates, and you will automatically get all new transactions since the last invoice.

If you want to invoice whole calendar months, you print out with "From date" empty and "To date" to for example 31/01/99. Then it'll work even if you don't invoice until 10/02/99. If you have missed a transaction previous month, it'll show up now. This method is the recommended one.

Self check

Check regularly that the transactions are coming into the system as they should by looking at screen Alt-F7 to see that new transactions are shown.

How often you should do these checks varies, but the principal rule is how much money you are prepared to loose, if there is a serious error. Once a day is recommended.

Backups

Remember to take regularly backups and to use different floppies/tapes to switch between.

Main menu

1. Registries
2. Transactions
3. Lists
4. Statistics
5. System
7. End program

In **Registries** you can create, change, remove and look at different information in the customer registry, card registry and the transaction registry.

In **Transactions** input and output of transactions are handled.

In **Lists** and **Statistics** there are a various printouts of lists and Invoice printouts.

In **System** there are various routines to handle the system.

Registries

1. Customer registry
2. Card registry
3. Transactions
5. Delete customer
6. Delete card
7. Delete transaction

In the **customer registry** all common information regarding a customer is stored:

Customer no	5562136512	Only digits
Name	Lynn's DIY Inc	Use both upper and lower case letters
Reference	Lynn Crawley	Who to send the invoice to
Address	PO Box 763	Where to send the invoice
TownStateZip	Tampa, Fl 32434	Where to send the invoice
Telephone no	(813)555-1243	Customers phone number
Invoice type	2	1=Intern, 2=Extern, 3=Ext w/o price, 4=SSAB 5=Bilia 1 is for internal invoicing 2 is for regular external customers 3 is for external customers where no prices should be visible on the invoice printout 4 and 5 is for those with special agreements
Discount wash	5%	How much discount on washing products
Discount fuel		How much discount on diesel and gas/petrol
Discount other		Other than washes and fuel

Some information is just showed and can't be changed:

Last change	12/01/99	When this record last was changed
Change made by	Linda	Who changed this record the last time

In the **card registry** all information regarding one card is stored:

Card number	04000834010001	Complete card number, see below
Customer no	5562136512	Customer number, same as the above example
	Lynn's DIY Inc	When the customer no is typed, the customer name will appear automatically.
Card user or Group	Bob Reynolds DXF562 Gas truck	Card user, either personal, or the vehicle it belongs to. The vehicle can belong to a group at the customer. Leave normally empty.
Status	250	If the card is stopped or blocked, see below.
PIN code	7842	The cards PIN-code, N.B Washmatic cards PIN-codes are unchangeable.
Card issuer	1	1=Washmatic cards, 2=Alien cards or other site's Washmatic cards
Card type	3	2=Maintenance card, 3=Invoice card, 7=Attendance card
Manufactured	10/09/97	The cards manufacturing date
Valid throu	31/01/00	Card expires 31/01/00, this can not be changed for Washmatic cards.
Last change	12/01/99	When this record last was changed
Change made by	Linda	Who changed this record the last time

Remove customers, cards and transactions can only be done by the system installation engineer.

Transactions

4. Export transactions

Export transactions is used for transferring of transactions to an alien computer system. Isn't normally used.

Lists

1. Invoice printout
2. Expiring cards
3. Customer list
4. Card list
5. Transaction list

The **Invoice printout** is used for printing invoice printouts. All registries are first checked and have to be correct and consistent before you can invoice.

In the **Expiring cards** you can print out lists of cards that will be expired soon and have to be replaced.

In the **Customer list**, **Card list** and **Transaction list** you can print out lists about the contents of the registries. A customer list and a card list comes handy on paper if you need to check something sometime.

Statistics

2. Time statistics
3. Customer statistics with cards
4. Customer statistics without cards

In the **Time statistics** you can see statistics on usage levels of the site per hour of the day, per weekday and per month of the year.

In the **Customer statistics with card** and **Customer statistics without card** you can see statistics on how much different customers are washing totally divided per card.

Example:

Customer no	Name	Reference							
Card number	Card user	Cnt	Volume	Degreas	Extra	vDuratio	Debit	am	
556042-4391	Cascade Truck Wash Inc	Tommy							
84872210	Knud Hansen Køleanlæg A/S								
03001434000326	Jens Olsen	5	18	5	0	125	1955		
03001434012388	Ole Dalmose								
03001434000327	Karsten Gram	7	32	0	0	230	3740		
Sum:		12	50	5	0	355	5695		
556057-7545	Atteviks Lastvagnar AB	Joe Owens							
03001434012386	Eric Andersson	2	12	0	0	45	819		

In the example above you can see that Cascade doesn't have any cards at all and that Ole Dalmose has never washed.

The difference between Customer statistics with card and Customer statistics without card is only that in without card you can't see the card number rows above, only the sum for each customer.

System

1. Backup of transactions not invoiced
2. Read new cards from file
3. Check registries
4. Streamline all registries

In the **Backup of transactions not invoiced** are only transactions not invoiced (which has a value), copied to floppy, hard drive or tape (depending on settings).

With **Read new cards from file** new cards are first-time registered automatically.

With the **Check registries** all registries are checked for consistency and that all customers and cards are registered. This is also done automatically before invoicing.

Streamline all registries can only be used by the system installation engineer.

Product numbers

PLU	Group	Product
0	None	None
1	Wash	Self service
2	Wash	Attendance
3	Wash	Fixed price
4	Wash	Attendance 2 (two washers)
6	Gate	Opening
110	Other	Windshield washer fluid
120	Other	Oil
131	Wash	Shampoo
132	Wash	Degreaser
133	Wash	Acid
200	Fuel	Diesel
201	Fuel	Diesel, uncolored
202	Fuel	Diesel, colored
203	Fuel	Diesel, no sulphur
204	Fuel	Fuel oil
209	Fuel	RME
210	Fuel	Gas
211	Fuel	Gas 95
212	Fuel	Gas 96
213	Fuel	Gas 98
219	Fuel	Racing gas
220	Fuel	Ethanol
221	Fuel	E10
222	Fuel	E85
223	Fuel	E99