

Pursuit 2003

PROPOSAL WRITING SYSTEM



Users Guide



Z-Micro Technologies, Inc.

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Table Of Contents

Chapter 1: Overview	7
Introduction	7
Features And Benefits Highlights.....	8
Requirements.....	9
Hardware Requirements.....	9
Network Requirements	9
Installing PURSUIT 2003	10
Network Setup.....	11
Setting up the Server	11
Sharing the application (Server or Main Workstation).....	11
Setting up the Workstation (Client)	12
Selecting a Printer.....	15
System Setup.....	16
Setup Wizard	16
Company Header Tab	16
Security Tab.....	16
System Defaults Tab	16
Proposal Options Tab.....	16
User Fields Tab.....	16
Misc Costs Tab	16
Company Header	17
Security Administration.....	21
Security Administration – System Access Rights	22
Security Administration - Report Access Rights Tab.....	24
Security Administration - Advanced Tab	25
Set User Definable Fields – Prospects and Proposals.....	26
Set System Defaults.....	27
Prospects Tab.....	27
Prospect Report Tab	28
Proposals Tab.....	29
Proposal Report Tab	31
Print Proposal Tab.....	32
Font Style Tab.....	34
E-mail Settings.....	35
Proposal Heading Defaults.....	36
Terms	36
Financial.....	37
Section Headings	38
Acceptance Tab	39
Proposal Colors Tab.....	40

Chapter 2: Getting Started.....	41
Menu Bar.....	41
File.....	41
Edit.....	41
Reports.....	41
Inquiry/Mail Merge.....	41
Utilities.....	41
Window.....	41
Help.....	41
How To Use Pursuit 2003.....	43
Exiting Out Of Pursuit.....	43
Moving From Field To Field.....	43
Keyboard Shortcuts.....	43
OK/Cancel Buttons.....	44
Insert/Change/Delete Buttons.....	44
Lookup Buttons.....	44
Scroll Bars.....	44
Resizing Columns In Lists.....	46
Sort Tabs.....	47
Clipboard Copy & Paste.....	47
Active Window Selection.....	47
Repositioning Screens.....	48
RTF Format Controls.....	48
Chapter 3: Prospect Management.....	50
<i>Selecting A Prospect.....</i>	<i>51</i>
Add A Prospect Profile.....	52
Call Log Button.....	52
Proposal Button.....	53
Prospect Information Tab.....	53
Additional Contacts Tab.....	56
Adding Additional Contacts Tab.....	57
Custom Fields Tab.....	58
Notepad Tab.....	59
Document Tab.....	60
Custom Fields Tab.....	61
Call Log Button.....	62
Call Profile.....	63
Chapter 4: Proposal Writer.....	65
<i>Selecting A Proposal.....</i>	<i>66</i>
Proposal Template Button.....	68
<i>Entering Proposal Information.....</i>	<i>69</i>
General Tab.....	69
Overview.....	72

Phrase Button	72
Add / Change / Delete Item Button	75
Unit Cost Breakdown Section	77
Print Image Attached To Inventory Section	77
Add Text Button.....	79
Photos Button	82
Photos Button - Insert Proposal Image	83
Create PO	84
Recurring Charges Tab	85
Adding /Change Recurring Charges.....	86
Custom Fields Tab.....	87
Closing Comments	88
Financial Information Tab.....	89
Misc Costs Tab	91
Notes Tab	93
<i>Printing A Proposal.....</i>	95
Print Button	95
Chapter 5: Inventory Maintenance	98
Adding a Part to Inventory	99
Cost Accounting Tab	101
Labor And Material Cost Breakdown Section	101
Document Images	102
Part Components (Kit Assemblies)	103
Stock - Main Locations	105
Tracking Inventory In Multiple Locations.....	105
Additional Stock Locations	105
Inquire / Edit a Part	106
Deleting a Part	107
Chapter 6: Appointment Calendar.....	108
<i>Viewing Monthly Appointment Calendar</i>	108
<i>Buttons Available On The Appointment Calendar.....</i>	109
Printing Appointment Schedules.....	110
Adding An Appointment	111
Insert An Appointment.....	112
Appointment Tab	112
Additional Appointment Notes	113
View / Edit Appointments	114
Deleting an Appointment.....	114
Scheduling Holidays and Special Events	114
Chapter 7: Mail Merge Facility	115
<i>Create / Modify a Letter.....</i>	116
Adding A New Letter.....	117
<i>Create / Modify A Mailing Label.....</i>	118

Adding A New Mailing Label Format	119
Create / Modify a Post Card	120
Print Mail Merge Documents	122
Prospect Search Tab	123
Proposal Search	125
Prospect Custom Fields Search	126
Proposal Custom Fields Search	128
Display Merge Selection List Button	129
Chapter 8: Report Facility	130
General Information About Reports	130
Report Facility Menu	132
Prospect List	132
Proposal Report	133
Job Cost Report	134
Sales Rep Performance Report	134
Time And Expense Report	135
Sales Lead Analysis Report	135
Inventory Report	136
Proposal Disposition Report	136
Purchasing List Report	137
Chapter 9: Utilities	138
Security Administration	140
Set User-Definable Fields – Prospects Tab	141
Set User-Definable Fields – Proposals Tab	142
Set System Defaults	143
Import / Export	145
Import Customer From Billing	145
Export Prospect To Billing Program	145
Import ADI Catalog Disk	147
Import ASCII to Prospects	148
File Repair Utility	151
Additional Utilities	152
Chapter 10: Rolodex	153
Group and Personal Rolodex	153
Add Group Rolodex Record	154
Software License Agreement	155

Chapter 1: Overview

Introduction

PURSUIT was designed to help increase sales through consistent follow-ups with your prospects, analysis of your marketing strategies, and the production of professional proposals. PURSUIT also provides you with job costing information that would otherwise be difficult to compile. If you currently own the ALARM or SERVICE EXPRESS Billing software, PURSUIT will allow you to easily integrate information about your prospects into the billing system once they have become a customer. In addition, PURSUIT can use the same inventory file as the billing system.

PURSUIT has been designed for both the computer novice and those experienced with the day to day operation of a computer system. PURSUIT incorporates pop-up windows and scrollable validation tables to greatly enhance data entry time and reduce keying errors. Completely menu driven, you will never need to remember a specific command in order to utilize any function within the software.

This manual has also been designed to allow anyone with little or no background to be using the PURSUIT system within a very short time. The best way to learn any system is to get 'hands-on' experience, so it is highly advisable to start using the software as soon as possible to get a feel for it.

Z-Micro Technologies, Inc. is always interested in hearing from our clients about any enhancements that you would like to see appear in future updates. If there is enough demand for a new feature, then it will be incorporated into a future update.

A license agreement is included at the end of this manual. Please read before installing the software.

If you have any questions or problems, you may contact us at (623) 879-1159 during the hours of 9:00AM to 5:00PM Monday thru Friday EST. Our fax number is (480)767-5595.

Features And Benefits Highlights

- Contact Management section including user-definable fields, unlimited contact list per prospect, and a follow-up conversation log.
- Comprehensive and flexible Proposal Writing section including:
 - Introduction and Closing page(s) consisting of free-form text
 - Detail page(s) listing proposed equipment/items to be sold. (Equipment may be sorted by part#, name, install location & category)
 - Price override feature by markup percent or total job price
 - Additional Costs section for accurate job costing
 - Payment schedule section
- Create new proposals from existing 'templates' categorized by job type
- Integrates with the ALARM and Service Express billing systems
- Proposals print on plain paper in both Black & White and Color modes.
- Three proposal printout styles – Classic, Modern or Simple.
- Mail Merge section for mailing letters or postcards for sales follow-up or any other type of correspondence you require. Also includes mailing labels, export for email and faxing.
- Comprehensive inventory section including support for kit assembly listings (subcomponents sold automatically when a master component is sold). Completely integrated with the ALARM and Service Express inventory system.
- Job Costing that shows profit and loss on installations, including breakdown by materials and labor and estimated installation time.
- Purchasing List printout that can be faxed or brought to your distributor for part purchasing.
- Designed using Windows MDI function, PURSUIT can have many screens open on top of each other at one time. This eliminates the need to close out of one section of the program before going into another section. You may also easily switch between any of these open sections immediately.
- Many browse lists (prospects, proposals, proposed equipment, inventory) have multiple sort 'tabs' that immediately change the order of the information displayed in the list simply by pressing the appropriate sort tab on the top of the list.
- Major list screens (Prospect, Proposals, Inventory, Call Center) can be resized according to screen resolution and columns may be reordered to fit specific sort selections.

Requirements

Hardware Requirements

- Processor:** The Pursuit 2003 software runs on any Pentium or higher processor.
- Memory:** 32 MB Ram Minimum (64 MB ram recommended)
- Drives:** CDROM Drive and 100 MB of free space on a Hard Disk
- Video:** Windows supported graphic adapter and monitor (800 x 600 resolution or higher recommend 640 x 480 resolution minimum)
- Printer:** Laser, Inkjet, Color Inkjet, and Dot Matrix printers supported through Windows (must have correct printer driver already installed in windows).
- Mouse:** Windows-supported Mouse (highly recommended but not mandatory)

Network Requirements

Windows 98, XP, NT, 2000
Novell Netware
Other Windows-compatible network operating systems

Installing PURSUIT 2003

The PURSUIT software is contained on 1 CDROM. The software must be installed onto your hard disk before it can be used. **Please read the Software License Agreement near the end of this manual before opening the disc package. Use of this software is your agreement of the license.**

In order to facilitate the installation, an installation program has been included. This program will prompt you during the installation process as to where PURSUIT 2003 is to be installed. If for some reason this procedure is interrupted, you may just start the process over again.

NOTE: *If you currently own ALARM For Windows or Service Express, you should install Pursuit 2003 into THE SAME directory that those programs are installed in.*

To start the installation procedure, please follow these steps:

- Start up your Windows system if it is not currently open.
- Insert the PURSUIT 2003 CDROM into your CD Drive.
- The installation program will launch automatically. If it does not, do the following:
 - Select **Run...** from the START button. Type **X:\SETUP (Where 'X' is the drive letter of your CDROM)** into the command line field and press Enter.
- The installation process will ask for the drive and directory to install into. You may select the default values or enter your own. Follow the prompts to complete the installation.

In addition to the Pursuit 2003 icon, a few additional icons were placed in the program group window. These include **Backup Data Files, Documentation, Uninstall,** and a **Read.Me** file. Please refer to the appropriate chapters in this documentation for an explanation of these functions.

Please take the original disc and store it in a safe place. If you ever need to reload your software, you will need this disc along with a latest copy of your data file backup disk. To run Pursuit, double-click on the Pursuit Icon in the program group.

Network Setup

Setting up the Server

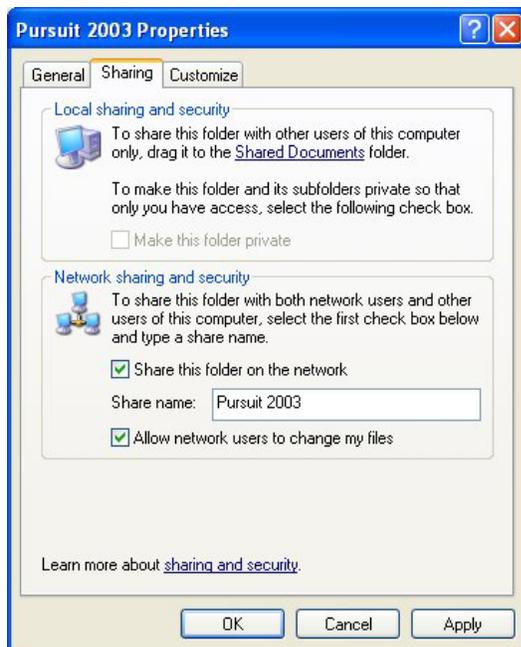
You will first need to determine which computer on your network will be dedicated as your server. In most cases you have purchased a “server” computer, or you will be using the fastest workstation on your network as your server machine. Just as you would install the Pursuit 2003 program on your original workstations, you will need to install the program on your network server or main workstation. If you need to restore your data from an original workstation, use the *Backup/Restore* procedure included with the Pursuit 2003 Software.

Sharing the application (Server or Main Workstation)

In order for Pursuit 2003 to be properly utilized across your network, you will need to “share” the application for your other machines. To share the application (or program) you will need to access the Windows Explorer program (NT Explorer - if you are using Windows NT) or My Computer (Windows XP). Go to the C: drive or the drive letter where you have installed Pursuit 2003.

(It is extremely important that you are aware of which drive you have installed the program).

Figure 1



Right click on the C:\Pursuit 2003 folder, and left click on **SHARING** or **SHARING AND SECURITY (Windows XP)** (see figure 1.) If you do not have the option to **SHARE** the folder, your server may not be configured for file sharing (see your Windows documentation for the proper network setup).

Put a check in **SHARE THIS FOLDER ON THE NETWORK** and check **ALLOW NETWORK USERS TO CHANGE MY FILES**. The **SHARE NAME** can be changed at this time or you can default the name to the folder name. Then click on **APPLY** and then **OK**.

Once you have completed the above operation the folder is now ready to be shared by the workstations on your network.

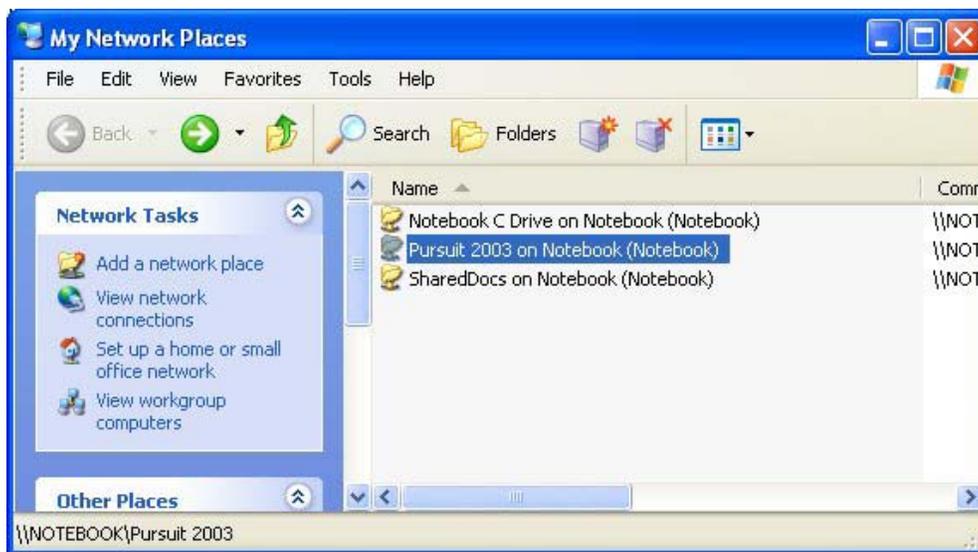
Setting up the Workstation (Client)

Install the Pursuit 2003 application (program) on each workstation that you wish to have access to the Pursuit 2003 data. This is important to help maximize the functionality and speed of how the Pursuit 2003 program operates. It is more effective to install a copy of the software onto each of your workstations, which allows for only the data to migrate to the workstation when accessed. Instead of having the entire program broadcasted across your network, the program will simply send over the applicable files it needs each time the program is utilized.

Double left click the Network Neighborhood or My Network Places (Windows XP) icon on your desktop.

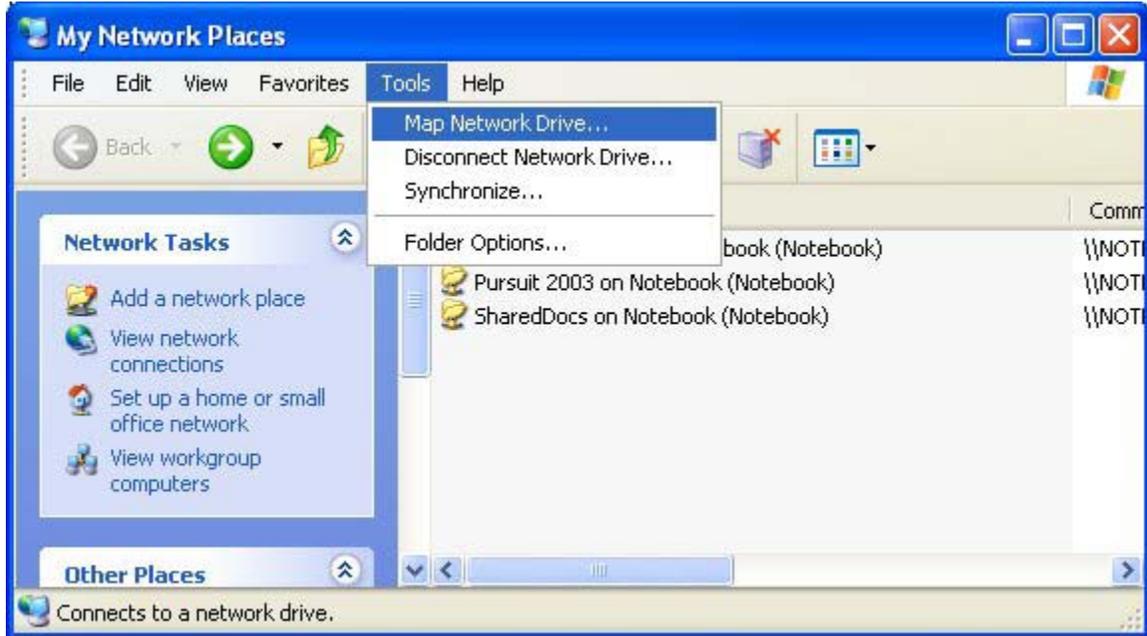
Windows '98 - double left click on the **SERVER NAME** (name of the computer sharing Pursuit 2003). In our example, **NOTEBOOK** is the server. A window will open showing the **SHARED** resources for the **NOTEBOOK** computer. Right click on the shared folder (usually Pursuit 2003), then left click on **MAP NETWORK DRIVE**. Select the drive letter to assign to the shared resource. In our example we will use the Drive letter Z:\. The path will show \\SERVERNAME\Pursuit 2003 or the name of your Pursuit 2003 folder. Make sure there is a check mark in **Reconnect at Logon**. This will make sure that each time you log into your network, these settings will be saved.

Windows XP – After opening the My Network Places window, you will see all of the shared resources on your network.

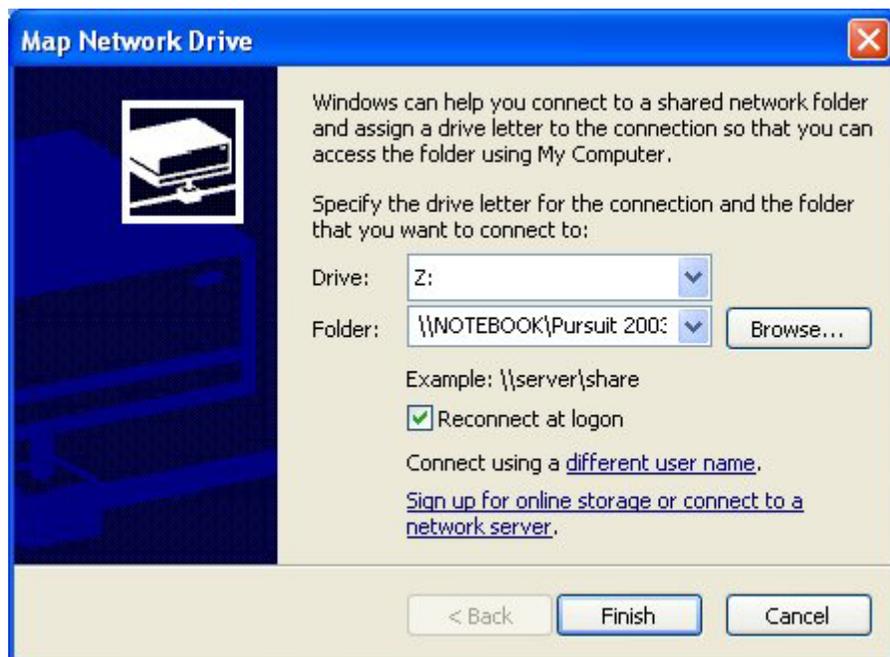


Find the Pursuit 2003 folder, (in our example Pursuit 2003 on Notebook) highlight the folder with a single left click.

From the menu bar select **TOOLS** and then **MAP NETWORK DRIVE**.



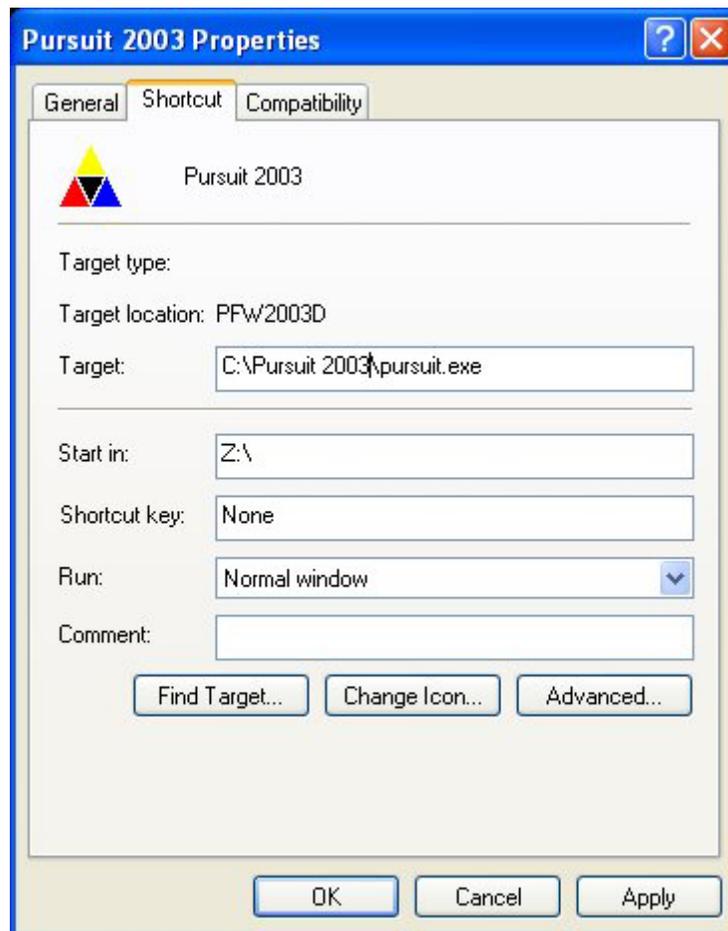
A window will popup that shows the drive letter to be assigned (in our example Z:) you can use any available drive letter, to select another drive letter, click on the **DRIVE** drop down box. Now click on the **BROWSE** button and highlight **\\SERVERNAME\Pursuit 2003** then click OK.



Once you have selected the shared drive to map, make sure there is a check mark in

RECONNECT AT LOGON then click on **FINISH**.

The final step of the network setup is to create a short-cut to the LOCAL or WORKSTATION copy of Pursuit 2003. Go to **Windows Explorer** (Windows '98) or **My Computer** (Windows XP) double click on the drive where Pursuit 2003 was installed (usually C:\Pursuit 2003) then double click on the Pursuit 2003 folder. Scroll down the file list till you find the Pursuit.exe or Application file. Then **RIGHT** click on it and left click on **SEND TO** then **DESKTOP (Create Short-cut)**. Close the Explorer or My Computer window. On your DESKTOP you should now have an icon for Pursuit 2003. **RIGHT** click on the icon, then left click on **PROPERTIES**.



The **START IN:** location will read C:\Pursuit 2003 **CHANGE** to **Z:** (or the drive letter you selected when mapping the drive from the server). Click on **APPLY** then **OK**. Now double left click on the Pursuit icon to start the Pursuit 2003 program.

Selecting a Printer

Pursuit 2003 uses the printer driver(s) that are already installed in your Windows system. You do not need to setup any printer selection before using Pursuit 2003 for the first time. Pursuit will use the default printer driver you have set in Windows.

All areas of Pursuit 2003 that allows printing (reports, proposals, mail merges, etc) includes a 'Print Setup' button. You may use this button to change the default printer that will receive the printed output. The following examples show how you can fully utilize the windows printer drivers if you have more than 1 printer:

- Choose your main printer as the 'default' printer within the Windows Control Panel (Printer icon). All printing done within Pursuit will automatically be routed to this printer.
- If you wish to print to a different printer, you may choose a different printer from the Windows printer selection list by clicking on the 'Print Setup' button that is available in all print sections of Pursuit, then choose the appropriate printer.
- If you have a faxboard with fax software already installed in your windows system, you can take advantage of this by faxing proposals or any other printed materials directly from within Pursuit. To do this, select your fax software listed in the windows printer selection as the current printer (you may choose this by clicking on the 'Print Setup' button found on all print areas within Pursuit). Once the fax software printer driver has been selected, any printing you perform within Pursuit will automatically call up your fax software. Most fax programs will ask for the fax phone number to call, then dial the fax number and transmit the printed material to the fax machine.
- Pursuit 2003 includes a built-in Adobe PDF write for automatic emailing of proposals. You do not need to install the Adobe PDF Distiller for Pursuit 2003 proposals, however if you wish to create any other Pursuit printout as a PDF format you would need to purchase a PDF creation tool such as Adobe Acrobat distiller and use it as a printer driver.

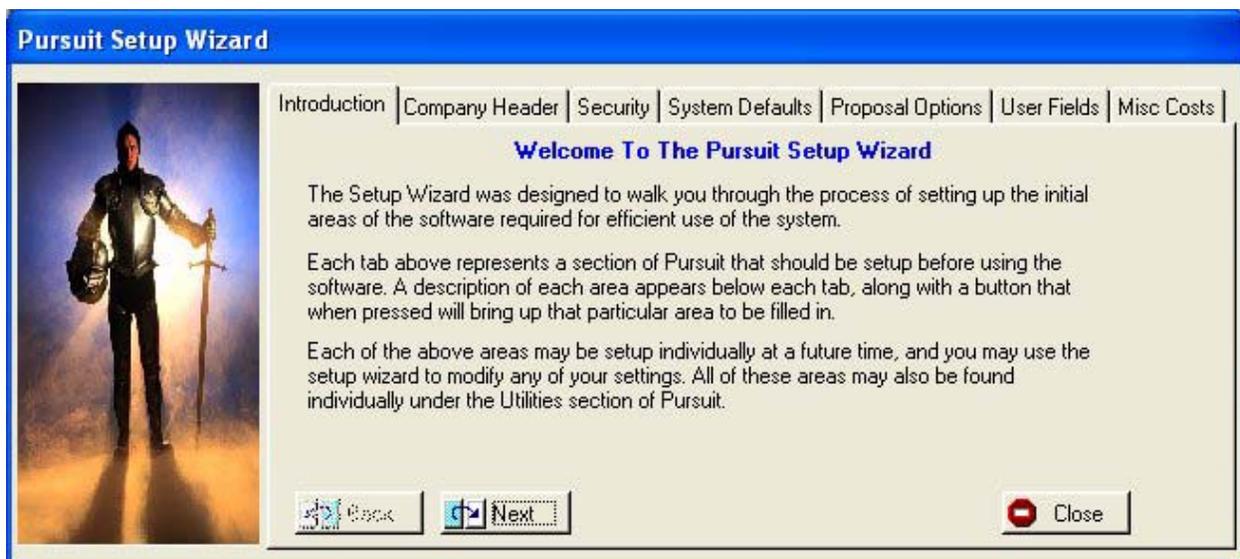
The Windows printer selection list lets you choose which printer port you will be printing to. If you have more than 1 printer, it is usually recommended to have both printers listed in the Windows printers selection list with the appropriate printer port selected for each printer.

System Setup

Pursuit 2003 contains a variety of new settings that help in the overall use of the system. Some of these settings include defaults for report options, user-selectable colors for the printed proposal, security administration, and defaults for new prospects and new proposals.

Upon installation of Pursuit 2003, we **HIGHLY** recommend you run the Setup Wizard by going to File/Setup Wizard. This will walk you through the various setup screens in Pursuit that are designed to set default and options geared to making Pursuit simple to use.

Setup Wizard



Company Header Tab

Your company information is entered here, along with overall operational settings. You may also set your Pursuit background (wallpaper) here.

Security Tab

Consists of security settings for each user.

System Defaults Tab

Various Prospect and proposal default settings

Proposal Options Tab

Set up the proposal heading options for each section of the printed proposal (ie: Overview, Details, Equipment, Closing, etc.)

User Fields Tab

Set up your user-defined labels for the various user-defined fields on the Prospect and Proposal screens.

Misc Costs Tab

Additional Cost Codes Master Table.

The following pages describe each of these setup wizard sections in detail

Company Header

The company header is used to enter your company name and address, as well as certain overall settings that will be used in Pursuit.

Company Name & Address Setup

Record will be Changed

Company Information

Company: All American Security, Inc.
Street: 498 Main Street
Street 2:
City: Anytown
State: AZ Zip Code: 85323
Phone 1: 800-555-4982
Phone 2:
Fax: 800-555-8712
License: 50124-B

Pursuit Setup Options

Print Letterhead On Proposals: Yes
Proposal Print Style: Modern
Print Part Locations: Yes
Print Part Category: Yes
Print Part Numbers: Yes
Display Privacy Screen: Yes
Unique Branch/Salesrep Code: 1
Activate Password Protection: No
Integrate With Alarm or Express: Yes

Proposal Footer Options

Website URL: http://www.z-microtech.com
Email Address: support@z-microtech.com
Email Address: sales@z-microtech.com
Print Footer: Yes
Department: Support
Department: Sales

Wallpaper Options

Optionally set your own company logo or graphic image to be used as Pursuit wallpaper

Wallpaper Background: C:\PFW\2003D\PFWB\BACK2.GIF
Wallpaper Positioning: Tile

OK Cancel

Company/Address/Phone

Your company name, address and phone numbers as it is to appear on proposals (you may also use a graphic image logo for printing on proposals – see Print Proposal Tab on the 'Set System Default' section below).

License

Your state license number (if required) to print

Print Letterhead

To print the above name and address on your proposals select Yes, otherwise select NO if you are using preprinted stationary or a graphic logo.

Proposal Print Style

There are 3 style sheets to choose from:
Classic Times New Roman Font (serif)
Modern Arial Font (sans serif)

Simple Arial Font (sans serif) with no boxes

Print Part Locations

Select Yes to print part location field on detailed equipment section of Proposal. Select No to omit location (If you are subtotaling printed equipment list by Location make sure to select Yes)

Print Part Category

Select Yes to print part category on detailed equipment section of Proposal. Select No to omit part category (If you are subtotaling printed equipmenet list by Part Category make sure to select Yes)

Print Part Numbers

Print Part ID (Part Unique Identifier) on printed proposals. Select No to omit printing of part numbers (useful if you do not wish competitors to see your exact part numbers for comparison pricing)

Display Privacy Screen

If you will be creating proposals in front of a prospect, you may want to turn off pricing and costing fields that are displayed on the screen of Pursuit. Select YES for these fields to be hidden, otherwise set to NO for normal Pursuit proposal mode.

Unique Branch/Salesrep

If you will be installing Pursuit 2003 on more than one computer (IN A NON-NETWORK ENVIRONMENT ONLY!), then each computer that will have Pursuit 2003 installed should have a unique number setup in this field. For example, your main computer in the office would have a selection of 1. One of the sales persons laptop computer would have a selection of 2, the next sales persons' laptop computer would have a 3, and so on for each separate computer using Pursuit that will not be connected to the network when creating proposals (used mainly for your sales staff taking laptop's out in the field to generate proposals).

This is used to uniquely identify each copy of the Pursuit database (each prospect and proposal created will have this code appended as a prefix to their prospect number and proposal number). A separate synchronizer module for Pursuit 2003 will be available (separate pricing) to allow the synchronization of independent Pursuit databases (ie: salesrep laptops) into your central Pursuit database in the office. Please call Z-Micro Technologies, Inc. for more information on the synchronizer if you will be using Pursuit in this manner.

Active Password

Select YES if you wish to active the security controls available in Pursuit 2003. When you select YES the security administration list will pop-up. Please be sure to enter at least 1 userid and password if you will be using security in Pursuit, otherwise you may lock yourself out

of the system without any userids to get. The security area of Pursuit is explained below.

Integrate With Alarm/Express If you will be using Pursuit in conjunction with our Alarm or Service Express billing packages, select YES. This activates internal settings for the integration of Pursuit and these programs.

Proposal Footer Options The fields below are for printing as a footer on proposal pages only. These fields will only print if 'Print Footer' is set to Yes.

Website URL Your website URL to print as a footer on proposals

Print Footer Select Yes to print footer on bottom of proposals. Select NO to Omit printing of footer.

Email Address First email address for your company

Department Name of department for the first email address (ie: Sales)

Email Address Second email address for your company

Department Name of department for the second email (ie: Support)

Wallpaper Options The following two fields allow you to select your own background to appear on the Pursuit screen (wallpaper). Potential uses for setting your own wallpaper include your company logo, motivational graphics, message (as a graphic image), etc. Wallpaper will be seen by all users of Pursuit as their background image.

Wallpaper Background Select the graphic image to be displayed as background within Pursuit. Supported graphic images include valid Bitmap, Jpeg, or GIF images.

Wallpaper Positioning Select placement of wallpaper image on Pursuit screen:

TILE Repeat image to cover screen (useful if graphic image is very small and looks good repeated on screen such as company logo image)

STRETCH Resizes graphic image to fit background size. May or may not look good, depending upon dimension and size of your original image (looks best when aspect ratio of graphic image is close to aspect ratio of Pursuit background screen.)

<i>CENTER</i>	Places graphic image in center of Pursuit background screen with original size and aspect ratio (does not stretch or tile).
<i>NONE</i>	Turns off wallpaper display (default gray screen background will be displayed).

Security Administration

The security section of Pursuit 2003 allows only authorized users access to various sections of the system. You may have an unlimited number of users listed in this area. Only supervisors (Supervisor=Yes in the Security Profile screen) are allowed to add, modify, or delete their own or other user profiles. Please be sure to select Supervisor for ONLY those persons that should have complete access to all areas of Pursuit.



Click on INSERT to add a new profile, or select CHANGE to modify an existing profile:

Security Administration – System Access Rights

The security administration area consists of the following fields:

User ID Enter a unique ID of the user that will be used to sign on for this person.

Password Enter a unique password for this user. The password is case sensitive and therefore must be entered exactly in the same upper-case/lower-case characters used in this field when this user is signing on to Pursuit.

Supervisor Select Yes only if this user is allowed complete access to all areas of Pursuit, including this security section to set security for all users.

Prospects Allows access to the Prospect Maintenance section

Add Click on this box to RESTRICT adding new prospects
Modify Click on this box to RESTRICT modifying existing prospects
Delete Click on this box to RESTRICT deleting existing prospects.

Proposals Allows access to the Proposal Generation section

Add Click on this box to RESTRICT adding new proposals
Modify Click on this box to RESTRICT modifying existing proposals
Delete Click on this box to RESTRICT deleting existing proposals.

Follow-Ups Allows access to the Prospect Follow up (Call) notes

Inventory Allow access to the inventory section of Pursuit

Add Click on this box to RESTRICT adding new inventory items
Modify Click on this box to RESTRICT modifying existing inventory items
Delete Click on this box to RESTRICT deleting existing inventory items.

Reports Allow access to the entire report section of Pursuit (individual reports may be authorized/unauthorized as described on the next page.)

Utilities Allow access to the entire Utility Menu (non-supervisors will not have access to Security Administration even if they have access to the Utilities area).

Calendar Allow access to the Appointment Calendar area.

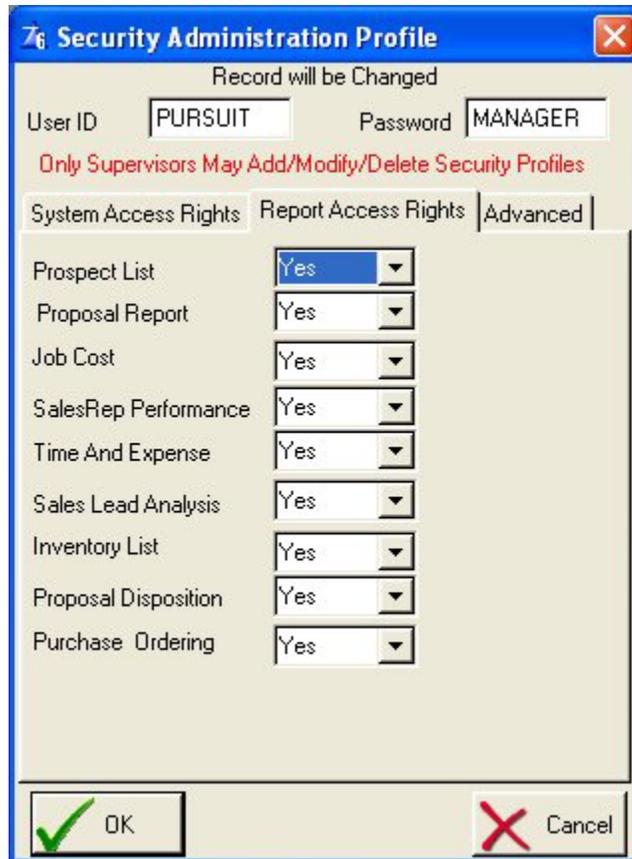
Mail Merge Allow access to the Mail Merge/Prospect Inquiry area

Call Center Allow access to the Call Center section of Pursuit

Rolodex Allow access to the Personal Rolodex area (each user may have a personal rolodex list that will display name and addresses in the rolodex area that only that person entered).

Group Rolodex Allow access to the Group Rolodex area (group rolodex contains all names in the rolodex area).

Security Administration - Report Access Rights Tab



This tab screen provides security access control to every report available within Pursuit.

Security Administration - Advanced Tab

The screenshot shows a dialog box titled "Security Administration Profile" with a close button (X) in the top right corner. Below the title bar, it says "Record will be Changed". There are two input fields: "User ID" containing "PURSUIT" and "Password" containing "MANAGER". A red warning message reads: "Only Supervisors May Add/Modify/Delete Security Profiles". Below this are three tabs: "System Access Rights", "Report Access Rights", and "Advanced" (which is selected). The "Advanced" tab contains a section titled "Restrict User To View Own Records Only" with the instruction: "Select YES To Restrict This User To Only View And Access Their Own Prospect/Proposal/Followup Records". There is a dropdown menu labeled "Access This Users Records Only" with "No" selected. Below that is a text input field for "Salesrep ID For This User" with a browse button (...). A note below the field says "SalesRep ID Identifies Records Belonging To This User". At the bottom are "OK" and "Cancel" buttons.

Access User Records Only

If you wish to restrict a user from viewing ONLY their own prospects and proposal records that are assigned to them (based upon the Salesrep ID below), then select Yes. This is a powerful utility that allows you to distribute the entire Pursuit database to individual notebook computers for use by each sales person, yet each person can only see his/her own prospects and proposals related records. This utility is only active if you turn on the security protection feature of Pursuit.

Salesrep ID

Since a sales person will usually sign-in to Pursuit using a User ID, this User ID may be different then their Salesrep ID (as assigned in the Sales Rep List Validation Table). Therefore, enter only the Salesrep ID of this user as they are identified in the Prospect and Proposal sections so that Pursuit can identify only those records belonging to that sales person if this security feature is activated.

Set User Definable Fields – Prospects and Proposals

User Definable Fields Setup

Prospect Screen Definable Fields | Proposal Screen Definable Fields

This area determines the description that will appear for each user-definable field in the prospect custom field screen

User Field 1	Bldg Sq Footage	User Field 9	User Field 9
User Field 2	User Field 2	User Field 10	User Field 10
User Field 3	User Field 3	User Field 11	User Field 11
User Field 4	User Field 4	User Field 12	User Field 12
User Field 5	User Field 5	User Field 13	House Style
User Field 6	User Field 6	User Field 14	User Field 14
User Field 7	User Field 7	User Field 15	User Field 15
User Field 8	User Field 8	User Field 16	User Field 16

OK
Cancel

Pursuit features a number of user definable fields in the prospect and proposal generation area. There are 16 text fields in the prospect area and 16 text fields in the proposal area that may be used for any purpose you wish. To label these fields for your own purpose, go into the Set User-Definable Fields area in the Utilities section.

The Proposal User-Definable fields also have a checkbox next to each field that allows you to select if you wish that particular field to be printed on the proposal (for printing in the User-Defined section of printed proposals):

User Definable Fields Setup

Prospect Screen Definable Fields | Proposal Screen Definable Fields

This area determines the description that will appear for each user-definable field in the proposal custom field screen.
Click On CheckBox To Print Field On Proposal

Proposal Heading For User-Definable Fields: _____

User Field 1	User Field 1	<input type="checkbox"/>	User Field 9	User Field 9	<input type="checkbox"/>
User Field 2	User Field 2	<input type="checkbox"/>	User Field 10	User Field 10	<input type="checkbox"/>
User Field 3	User Field 3	<input type="checkbox"/>	User Field 11	User Field 11	<input type="checkbox"/>
User Field 4	User Field 4	<input type="checkbox"/>	User Field 12	User Field 12	<input type="checkbox"/>
User Field 5	User Field 5	<input type="checkbox"/>	User Field 13	User Field 13	<input type="checkbox"/>
User Field 6	User Field 6	<input type="checkbox"/>	User Field 14	User Field 14	<input type="checkbox"/>
User Field 7	User Field 7	<input type="checkbox"/>	User Field 15	User Field 15	<input type="checkbox"/>
User Field 8	User Field 8	<input type="checkbox"/>	User Field 16	User Field 16	<input type="checkbox"/>

OK
Cancel

Set System Defaults

The System Defaults area should be setup for your company to assist in the creation of new prospects and proposals. The following defaults may be setup in this area:

Prospects Tab

The screenshot shows a dialog box titled "Set System Defaults" with a blue header bar. Below the header, there are two tabs: "Prospects" (selected) and "Email Settings". The "Prospects" tab is further divided into sub-sections: "Prospect Report", "Proposals", "Proposal Report", and "Print Proposal". The "Prospect Report" sub-section is active, showing the following fields:

- State: AZ
- Tax Code: Phoenix (with a browse button "...")
- Tax Code Field Label: TaxCode
- Account Type: Prospect (dropdown menu)
- Property Type: Res (dropdown menu)
- SalesRep ID: JRW (with a browse button "...")
- Display Prospect Count: Yes (dropdown menu)

On the right side of the dialog box, there are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon).

- State** Enter your 2 letter state code. This will be the default state code for each new prospect you enter into Pursuit.
- Tax Code** Enter the default sales tax code for most of your prospects.
- Tax Code Label** Enter the label you wish to assign to the Tax Code field (TaxCode is common). This could also represent a municipality (County) or some other type of label that best describes the tax code.
- Account Type** Enter the default account type (Usually Prospect).
- Property Type** Enter the default Property Type (Res/Comm).
- Salesrep ID** If most of the prospects and proposals are generated by one particular sales person, enter that salesrep ID in this field, otherwise leave blank.
- Display Prospect Count** Select Yes to show the prospect counter on the Prospect List screen, otherwise select No to hide this counter.

Prospect Report Tab

Set System Defaults

Font Style | Email Settings

Prospects | **Prospect Report** | Proposals | Proposal Report | Print Proposal

Print Contact List: YES

Print Comment Section: YES

Print Follow-Up Notes: YES

Print Demographics: YES

Print User-Defined Fields: YES

Account Status: All

One Page Per Prospect: YES

OK Cancel

This tab defines the default options for the Prospect report

- | | |
|---------------------------------|---|
| Print Contact List | Include the additional contact list on the prospect report. |
| Print Comment Section | Print comment (notepad) section of the prospect record. |
| Print Follow-Ups | Print the Follow-Up (Call Notes) records for this prospect. |
| Print Demographics | Print the Demographic section of the prospect record. |
| Print User-Defined Field | Include the user-defined fields on the prospect report |
| Account Status | Select if this report normally prints for a particular type of account (Prospect/Customer/Other). Usually left blank. |
| One Page Per Prospect | If you wish a condensed printout of your prospect list, select Yes. If Yes is selected, the above selections will have no bearing on the final printed report. Each prospect will be represented with 1 line showing prospect name, address and phone number. |

Proposals Tab

The screenshot shows the 'Set System Defaults' dialog box with the 'Proposals' tab selected. The 'Form Title' field contains the text 'Proposal'. The 'Probability' dropdown is set to 'Low', 'Job Status' is 'Reviewing', 'Withdraw In' is '30 (Days)', 'Buy Terms' is 'Down', 'Line Color For Open Proposals' is 'Green', 'Default Taxable Status' is 'Yes', 'Show Labor Separately' is 'No' with a green note '(Labor Defined In Inventory Costs)', and 'Markup Percent Basis (Optional)' is 'Cost'. The 'OK' and 'Cancel' buttons are visible on the right side of the dialog.

The Proposals tab sets default settings for new Proposals

Form Title

Pursuit normally labels printed proposals with the title PROPOSAL on the top of the printed form. If you wish to title your printed proposals with a different title (such as Bid, Quote, Estimate, etc.) then enter your title in this field.

Proposal Date Label

If you changed the title of the proposal in the above field, you may also wish to change the normal 'Proposal Date' label that Pursuit prints on the proposals with a different date label such as Bid Date, Quote Date, etc.

Probability

Enter the default probability level when you create a new proposal. Typically the default selection for this field would be Low on new proposals.

Job Status

You may default each new proposal to a certain Job Status value. Job Statuses are created by the Pursuit user for any purpose you desire. Some examples of a job status might include Contract, On Hold, Review, Presented, etc.

Withdraw In

To print a 'Withdraw In' terms on the proposal to show the pricing is only good for a certain number of days from presentation of the proposal, enter your default Withdraw In days in this field.

Buy Terms	Indicate if most of your systems are Owned Or Leased by the customer.
Line Color For Open Proposals	You may select the color which is displayed for open proposals on the Proposal List screen. This makes identifying open proposals on the proposal list much easier.
Default Taxable	Select YES if most items placed on proposal are taxable, otherwise select NO. Taxable status for each item on the proposal may be overridden on the proposal.
Show Labor	<p>Select YES to print labor charges separately (under the Subtotal section of the proposal), otherwise select NO (default). This feature is used only if you set labor charges for items in Inventory (Cost Tab in Inventory). To show labor separately on proposal, the appropriate labor charge must be in the 'Labor Charge' field of each item listed on the proposal (which defaults from the Labor charge of the item in inventory).</p> <p>If you do not want to use the 'Labor Charge' field of the items listed on the proposal, you may enter Labor for the entire job separately as a line item on the Proposal. For example, create an item in Inventory called 'Labor' (with a Part Category of LABOR) and then when creating a proposal add a new line item (Labor selected from Inventory) and enter the total labor price. This will then show as a separate line item on the item list of the proposal – at the END of all listed items (assuming you have LABOR as the Part Category).</p> <p>If you do not wish to show labor charges separately on your printed proposal set this field to NO. Only prices charged for each item will then be used on the proposal.</p>
Markup Basis	<p>Pursuit supports two types of markup calculations:</p> <p><i>Cost Basis:</i> Select COST if you will be marking up the price of a job based upon a percent of the total cost of the job.</p> <p><i>Price Basis:</i> Select PRICE if you will be marking up the price of a job based upon a percent of the calculated price of items listed.</p>

Proposal Report Tab

The screenshot shows the 'Set System Defaults' dialog box with the 'Proposal Report' tab selected. The settings are as follows:

Setting	Value
Print Prospect Details	YES
Print User Defined Fields	YES
Specific Salesrep	[Empty field with browse button]
Probability Level	Low
Purchase Terms	Own
Disposition	Open

You may select various default settings for the Proposal Report

Print Prospect Details	Print proposal details beyond just proposal name and address (provides additional information for each proposal on the report)
Print User Definable Fields	Print the user-defined fields on the proposal report.
Specific Salesrep	Print a proposal report of proposals for a specific salesrep.
Probability Level	Print a proposal report of proposals for a specific probability level.
Purchase Terms	Print a proposal report of proposals for Owned Or Leased systems only.
Disposition	Print a proposal report of proposals based upon a specific disposition (Open,/Won/Lost/Other).

Print Proposal Tab

Font Style		Email Settings		
Prospects	Prospect Report	Proposals	Proposal Report	Print Proposal
Print Proposal Overview Page(s)	YES	Page After Overview	<input checked="" type="checkbox"/>	
Print Equipment Detail Page(s)	YES			
Sort Detail Page By	DEFAULT	Print Subtotals	No	
Print Equipment Detail Prices	YES			
Print Recurring Charges	YES			
Print Proposal Graphic Images	YES			
Print Total Price Page	YES			
Number Of Copies	1			
Print Closing Remarks Page(s)	YES	Page Before Closing	<input checked="" type="checkbox"/>	
Logo Graphic File				...

These default settings determine the way you wish to print your proposals

Print Proposal Overview Page Select Yes to print the proposal 'overview text' pages (Introductory text entered in the word processing section of the proposal).

Page After Overview Check this box to break to a new page after Introductory Overview page is printed. Leave blank to print Introductory Overview on top of detailed equipment page.

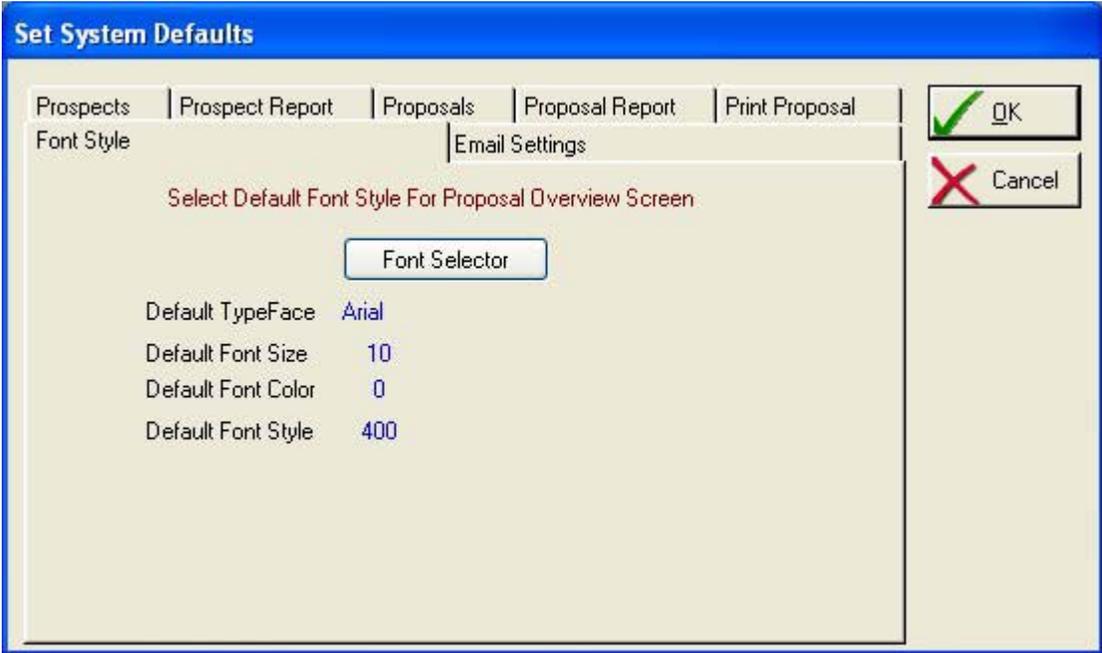
Print Equipment Detail Page Select Yes to print the equipment detail list of the proposal

Sort Detail Page By You may choose the order in which the equipment is listed. Selections include Default (the way it appears on the equipment list screen), Part (alphabetically by part id), Location (alphabetically by installation location), or Category (alphabetically by part category). Part category and location selections will create a sub-heading above each new category/location for easy identification.

Print Subtotals If Items above are sorted by Category Or Location, select Yes to print subtotals under each sorted section. Select NO to omit subtotal printing under each section.

Print Equipment Detail Prices	You may choose to print the price of each equipment item on the proposal by selecting Yes, or select No to disable printing of detail prices.
Print Recurring Charges	If the proposal includes recurring charges, you may select Yes to print those charges on the proposal.
Print Proposal Graphics Images	<p>If you will be including graphic images (photos of parts proposed, spec sheets, etc) then select Yes to have those graphics print (one per page) as part of the proposal. Select No if you do not wish to have any photos printed. Photos can be scanned in with a scanner and saved to your hard drive as a BMP or JPG file using your scanner software. You may then link those files to a proposal within Pursuit.</p> <p>Photos that are attached to items listed on the proposal may also be printed right below each item as it is printed. The option to print graphics below each item or on it's own separate page is selected on the each item listed on the proposal.</p>
Print Total Price Page	The final page of the proposal prints the total price and sales tax, along with your terms and conditions. Select Yes to print this page as part of the proposal printout.
Number Of Copies	Usually set to 1, this allows multiple copies of the proposal to print at one time.
Print Closing Remarks Page	Select YES to print your closing text.
Page Before Closing	Place a checkmark in this box to page break before printing the Closing text. Clear this checkbox to print the closing text right after detail section.
Logo Graphic File	<p>To use your own logo on the top left corner of proposals, select the appropriate graphic file on your computer or network that contains your company logo and name/address. The graphic image should be a BMP image, and should be in the approximate dimensions of 3" wide by 1" high (Pursuit will stretch the image to fit this space).</p> <p>To print just your name and address as text on the upper left-hand corner of the proposal pages, leave this section blank and make sure to select YES to 'Print Letterhead On Proposal' on the Company Header screen.</p>

Font Style Tab



These default settings determine which font style you would like to use on the Introductory Over and Closing text sections of your proposals (the RTF sections):

Font Selector Button

Click on this button to display the Font Selector. You may choose the typeface, font size, color and attribute (ie: regular, bold, italic) from the selector and the corresponding values will be saved.

E-mail Settings

Set System Defaults

Prospects | Prospect Report | Proposals | Proposal Report | Print Proposal

Font Style | Email Settings

SMTP Settings For Pursuit Email Features

Your Email Address

Your Email Name

Your SMTP Server

Text On Subject Line

Message

Short Message
To Print On
Email Body

Your SMTP Port: 25 (Normal Port Default = 25)

Email Copy To Sender

OK

Cancel

These default settings determine your e-mail setting defaults. Pursuit 2003 can email proposals directly to a prospect by clicking on the EMAIL button in the Print section of a proposal. The proposal is converted automatically to an Adobe Acrobat PDF document and attached to an email that is sent out by Pursuit (no email software is required).

- Your E-mail Address** Enter a valid email address that you send emails from
- Your E-mail Name** Your name as it is to appear on the email
- Your SMTP Server** The SMTP server ID that you use to send out emails (if you do not know your SMTP server name, look in your existing ACCOUNT section of your current email program to see what SMTP server you use, or contact your ISP).
- Text On Subject Line** The text you want Pursuit to place in the SUBJECT line of the proposal email.
- Message** The message to appear in the body of the email (the proposal will be attached as a PDF document, so the body of the email would normally be blank unless you enter a message in this section).
- Your SMTP Port** Default = 25. Normally kept at default setting. If you have difficulties in sending out email, contact your ISP to see if this setting should be different.
- E-mail Copy To Sender** Select YES to send a copy of email to yourself.

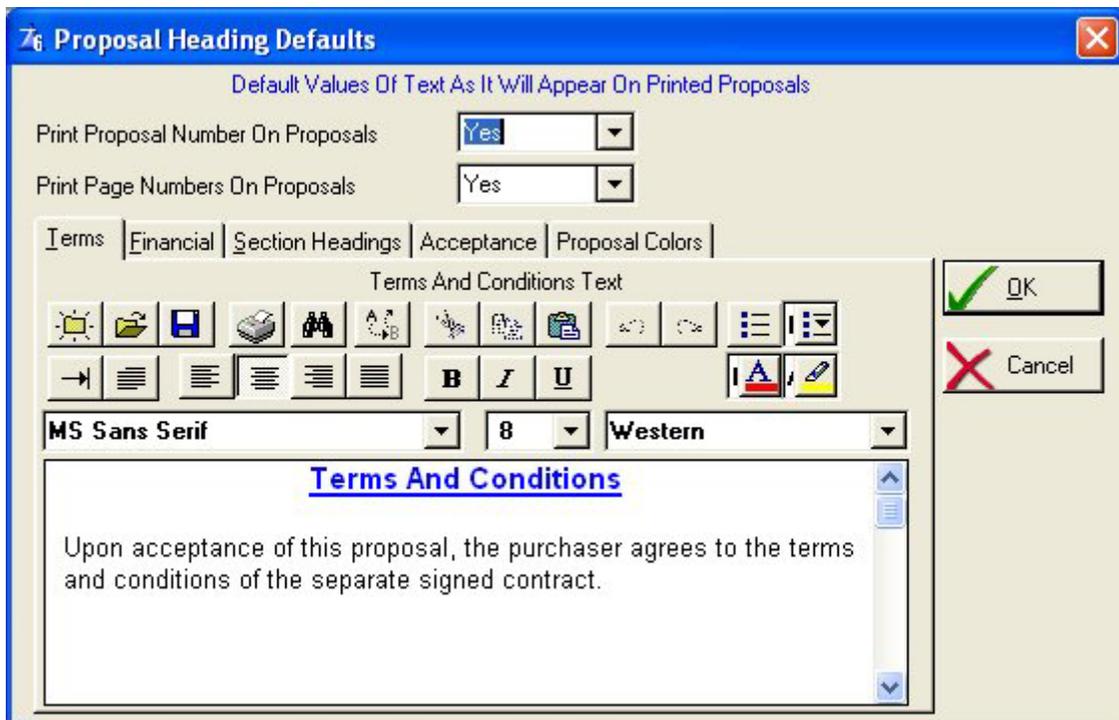
Proposal Heading Defaults

The section determines the text headings and colors that will appear on the proposal

Print Proposal Number On Proposals Select YES to print proposal number on proposals.

Print Page Number On Proposals Select YES to print page numbers on proposals.

Terms



Terms Tab

Enter your terms and conditions as they are to appear on proposal. Usually you should type 'See contract for terms and conditions' since a proposal should not be signed by the customer as a representation of your formal contract. You may use RTF formatting in the Terms box.

Financial

76 Proposal Heading Defaults

Default Values Of Text As It Will Appear On Printed Proposals

Print Proposal Number On Proposals: Yes

Print Page Numbers On Proposals: Yes

Terms | **Financial** | Section Headings | Acceptance | Proposal Colors

Proposal Pricing Description

Price Of Proposed Job

Payment Schedule Description

Payment	Description	Percent Of Job	Value
Payment 1	Signed Contract	Percent Of Job	25.00
Payment 2	Stat Of Job	Percent Of Job	25.00
Payment 3	75% Completion	Percent Of Job	25.00
Payment 4	Job Completed	Percent Of Job	25.00

OK

Cancel

Proposal Pricing Description The text as it will appear on the printed proposal describing the Pricing Section (Final Price Page).

Payment Schedule Description

Payment 1 – 4 Enter a description of up to 4 different payment stages as it will appear on the proposal pricing section.

Percent Of Job If payments are to be calculated as a percent of total price, enter a default percentage for each payment stage.

Section Headings

76 Proposal Heading Defaults

Default Values Of Text As It Will Appear On Printed Proposals

Print Proposal Number On Proposals: Yes

Print Page Numbers On Proposals: Yes

Terms | Financial | **Section Headings** | Acceptance | Proposal Colors

Text Pages Section (Overview Area)
Introduction

Detail List Section
Proposed Items

Recurring Charges Section
Recurring Charges

Pricing Section
Pricing

OK

Cancel

Text Pages Section

This determines the label that will appear on the beginning of the text introductory overview pages of the proposal.

Detail List Section

This field determines the label that will appear on the beginning of the equipment list page(s) of the printed proposal.

Recurring Charge List

This field determines the label that will appear on the beginning of the recurring charge list page(s) of the printed proposal.

Pricing Section

Label for pricing page of proposal.

Acceptance Tab

76 Proposal Heading Defaults

Default Values Of Text As It Will Appear On Printed Proposals

Print Proposal Number On Proposals Yes

Print Page Numbers On Proposals Yes

Terms | Financial | Section Headings | **Acceptance** | Proposal Colors

Acceptance Signature Heading

Please sign below to indicate your acceptance of this proposal

Number Of Signature Lines 1

OK Cancel

The text entered on this tab prints on the bottom of the proposal under signature line.

Number Of Signature Lines

Select 0, 1, or 2 to determine the number of signature lines you require on the bottom of the pricing page of the proposal.

Proposal Colors Tab

76 Proposal Heading Defaults [Close]

Default Values Of Text As It Will Appear On Printed Proposals

Print Proposal Number On Proposals: Yes [v]

Print Page Numbers On Proposals: Yes [v]

Terms | Financial | Section Headings | Acceptance | **Proposal Colors**

Company Name Color	Black [v]		
Proposal Heading Box	[v]	Text Color	[v]
Overview Section Box	[v]	Text Color	[v]
Detail List Section Box	[v]	Text Color	[v]
Recurring Charges Box	[v]	Text Color	[v]
User Defined Section Box	[v]	Text Color	[v]
Pricing Section Box	[v]	Text Color	[v]
Payment Section Box	[v]	Text Color	[v]
Withdraw Section Box	[v]	Text Color	[v]
Detail SubHeading Box	[v]	Text Color	[v]

[OK] [Cancel]

Each heading and subheading box on the printed proposal may be printed in color. This tab screen gives the user complete control on the colors for each box area, as well as the text color for the text that appears in the box.

Chapter 2: Getting Started

Menu Bar

The Menu task bar on the top of the Pursuit screen gives you access to every feature available within the system. The Menu bar is also used to exit Pursuit:



File	Drops down a menu containing the printer setup and EXIT commands. <i>Keyboard shortcut - ALT + F</i>
Edit	Copy and Paste fields to and from the Windows clipboard. Copy prospect name, address, phone number, account number, and contact name to the clipboard by selecting 'Copy Prospect To Clipboard' menu item. <i>Keyboard shortcut - ALT + E</i>
Reports	Lists all reports available in program. <i>Keyboard shortcut - ALT + R</i>
Inquiry/Mail Merge	Create letters and postcards for mailing. Print Mail Merge area for selecting groups of prospects to receive letters or postcards. Also used as a prospect INQUIRY area for in-house reporting and telemarketing. <i>Keyboard shortcut - ALT + M</i>
Utilities	Miscellaneous items such as Company Header (program setup options), user-definable field definitions, import/export utilities, and proposal heading defaults.. <i>Keyboard shortcut - ALT + U</i>
Window	Select arrangement of open windows. Select active window from list of windows. Select 'About Program' for current version information about program. <i>Keyboard shortcut - ALT + W</i>
Help	On-line help system. <i>Keyboard shortcut - ALT + H</i>

The following items are available on the taskbar:

Prospects Accesses the Prospect Maintenance area (add/modify/delete prospect records)

Proposals Accesses the Proposal Writing area

Inventory Accesses the Inventory Maintenance area

Calendar Accesses the Appointment Calendar (Monthly view of appointments which may also be printed from this section)

Call Center Accesses the Call Log Entries.

Each of the above areas are covered in detail in their appropriate chapter in this documentation.

How To Use Pursuit 2003

There are certain operational features that are found consistently through Pursuit (as well as common among all windows-based applications). If you are already familiar with windows, you should be well accustomed to these features as they follow the standards used by windows. Most screens throughout Pursuit will utilize some of these features:

Exiting Out Of Pursuit

To exit out of Pursuit, select the **FILE** selection on the top menu of Pursuit, then choose **EXIT** found on the bottom of the File menu. This will close all active windows and ask if you wish to save any un-saved changes in those active windows.

You may also double-click on the upper left-hand box found on the window to exit Pursuit (this is a standard function found in windows-based programs). If you are using Windows 95, you may select the X found in the upper-right hand corner of the window to perform the same function.

Moving From Field To Field

In windows-based applications such as Pursuit, the CUA-compliant method of entering information into a field is based upon using the **TAB** key to go from one field to the next, and the **SHIFT-TAB** key to go backwards from one field to the previous field. The ENTER key is used only to select the appropriate action button (OK, Cancel, Print, etc), NOT to go from field to field as is common with DOS programs.

The TAB key is used to sequence the cursor from one field to the next, as well as to highlight all tasks and buttons found on the screen.

Keyboard Shortcuts

Although using a mouse is highly recommended in most windows-based program such as Pursuit, you can use the keyboard to navigate through the program. Almost all buttons throughout Pursuit have a 'hotkey' that can be pressed to perform that function (just as if you had clicked on the button with the mouse). Buttons that have hotkeys are identified with an underscore displayed directly under a letter on the button. Usually it is the first letter (for example: Print). By pressing the **ALT** key and the hotkey together, that button will be activated. In the example above, you would press **ALT + P** to select the Print button.

Note that some buttons will not have a hotkey - notably the Cancel button. This is a windows suggested specification so that cancellations are not done by mistake by pressing a hotkey. If you need to select one of these buttons and do not have a mouse, you may do so by pressing the **TAB** key until that button is highlighted, then press **Enter**.

OK/Cancel Buttons

Clicking on the OK button (or highlighting the button with the tab key and pressing ENTER) will save the information entered. Clicking on the Cancel button will exit without saving.

Insert/Change/Delete Buttons

Found mainly on lists of information (not on data-entry forms), clicking on one of these buttons will perform the appropriate action. Normally a data-entry screen will appear when the insert or change buttons are selected. Pressing the delete button will ask for confirmation of the delete. You may also change a record displayed on a list by double-clicking on that record or highlighting the record and pressing Enter.

Lookup Buttons

These buttons can be found next to a number of fields throughout the program and are identified by a box with 3 periods inside [...]. They are selected by single-clicking on them with the mouse. The purpose of the lookup button is to list the valid entries for that field. You may add your own entries to these lists by pressing the **INSERT** button found on the validation list, as well as modify or delete entries on the list by pressing the **CHANGE** or **DELETE** buttons - also found on the validation list. Pressing the **SELECT** button from the validation list or simply highlighting the correct response and pressing the ENTER key will place that value in the appropriate field. This provides you with a very accurate means to control the data that goes into these fields.

Scroll Bars

Moving the cursor to the up-arrow or down-arrow on the right-hand scroll bar will scroll the list in the appropriate direction. Lists that have a horizontal scroll bar on the bottom will also scroll left or right when their arrow keys are pressed. Clicking the mouse on the scroll square button and sliding it along the scroll bar will readjust the position of the list once the mouse button is released. This is especially evident with the horizontal scroll bar, however the vertical scroll bar is better adjusted by clicking on the up or down arrow keys found in the scroll bar region.

Lists with horizontal bars represents that additional information is available for viewing to the right of the current columns displayed. Pressing on the right arrow key of the horizontal scroll list will display this information.

VCR Buttons are also displayed on lists. You may use the VCR buttons to scroll up or down through the listed items by clicking on the appropriate arrow (scroll arrows support one line scroll, page scroll, or Top-Of-List and Bottom-Of-List).

Save Query Button	Saves the query filter you have entered for future reference
Load Query Button	Loads a previously saved query filter you had created
Apply Button	Starts the search of records based upon entered query filters. The selected records will appear in the list window below the Query. You may then use the standard Insert/Change/Delete buttons on the top of the Query list to work with those displayed records.
Publish Button	Prints selected record list as an HTML formatted page

Resizing Columns In Lists

Some lists of information (inventory, proposals, prospects, call log, etc) have resizable columns. This allows you to widen or narrow the width of a column so that other columns may appear that would normally be out of range of the displayable list (to the right). Resizable columns are usually found on lists that also have a horizontal scroll bar found on the bottom of the list.

To resize a column, move the cursor to the line immediately to the right of the column to be resized, click on the mouse button and move the cursor to change the width.

You may also resize the entire list screen by moving the cursor to the outer right or lower edges of the list screen and hold down the left mouse button. Then drag the window to the appropriate size. This is especially beneficial if you have a higher screen resolution and wish to take advantage of available screen space.

Reorder Columns In Lists

Columns on the Prospect, Proposal, Inventory and Call Log list may also be re-arranged to your preference. To re-arrange the order of columns (selectable individually for each sort tab displayed), right-click in the list section and select LIST FORMATS and then click on FORMAT SETUP. Listed will be an identifier for each sort tab supported on that list. Highlight the appropriate sort order for which you wish to reorder the columns and then click on CHANGE.

You may now put a checkmark next to those columns you wish to display in this sort view, or clear the checkmark for those columns you wish to omit in this sort view. You can also highlight a listed column and click on the left (up) or right (down) arrows to rearrange the order of the columns as they will be displayed in this sort view. When completed, click on SAVE and then Apply and close out the screen.

You may repeat the above procedure for each sort view if you desire, with each sort view having it's own column order.

Sort Tabs

Sort tabs are found on several lists throughout Pursuit and provide great flexibility in looking up information in that list. A sort tab can be found on the top region of these lists, with a description of the sort sequence described on the tab. By pressing one of these tabs with the mouse, the sort sequence of that list will immediately change. In addition, some of these lists also have a 'Search' field which automatically changes value based upon the sort tab selected. For example, if you are displaying an Inventory List by Part ID, the search field will allow you to search the inventory list by part id. If you then select the sort tab to display the inventory list by Vendor Name, the search field will now allow you to search the inventory list for a specific vendor (actually the list will then display starting with that vendor). You will see that the sort tabs are invaluable in being able to look up information quickly and easily.

Clipboard Copy & Paste

Any field of information in the Pursuit system can be copied to the clipboard. This allows you to take any information and copy it to any other part of Pursuit or to any other Windows-based application. Simply move the cursor to the beginning of the field to be copied, then hold down the left mouse button while moving the cursor to the end of that field. This will highlight the contents of that field. Then select **EDIT** and then **COPY** from the top menu. The contents of the field are now stored in the Windows clipboard. To paste this information into another field, move the cursor to the location where the information is to be pasted (copied to), then select **EDIT** and then **PASTE**.

Pursuit 2003 also contains a feature in the **EDIT** menu called '**Copy Prospect To Clipboard**'. This is a very useful feature that will allow you to copy a prospect's name, address, phone number, and contact name directly to the clipboard without having to copy each field individually. You may then go into any application (for example a word processor) and paste the clipboard into that application. This is perfect for word processing mail-merge situations where you want to place a prospect's name and address into a document or envelope for addressing. Once you have pasted the clipboard to the appropriate document, you may simply remove the phone number if you do not require it for the document.

Active Window Selection

Since Pursuit uses multi-threading techniques to allow several areas of the program to be opened at one time, you can easily select which window to bring to the front by choosing the **Window** menu in Pursuit, then selecting among the list of active windows. You will notice that prospect and proposal listed on this menu will display the name of the prospect associated with that window. This makes it easier to identify who each window belongs to.

It is generally a good idea not to keep too many screens open at one time since it does use windows resources (which are limited by Windows). If you find you have too many screens open and wish to close all of them, it is best just to exit out of the Pursuit program by choosing **FILE** and then **EXIT**. This will then close all of the active windows (and it will ask you if you wish to save changes if any were made within those windows), then exit you out of Pursuit.

Repositioning Screens

You can move any screen displayed (assuming there is room to move it around) by clicking on the top frame of that window and move the screen while holding down the left mouse button. Release button when screen is in new position. Screen position will remain in that position until moved again.

RTF Format Controls

Several free-form text areas that print on proposals support the RTF (Rich Text Format) protocol. The RTF format allows you to control the typeface, size, color, and various other attributes of the text to be printed. RTF formatting is supported in the Overview, Closing, Text Item (on proposal item list), Inventory Detailed Description (per item), Phrases, and Terms/Conditions sections. Leaving your cursor above one of the following buttons for a second will display the tooltip representing the purpose of that button.

The following toolbar controls the RTF features of each of the above sections:



In clockwise order starting at the upper-left corner:

Open	You may import an RTF formatted document directly into the text area. This includes RTF documents that you can import from Microsoft Word (saved as an RTF document) or any other word processor that supports the RTF format.
Find	The binocular icon allows you to FIND a specific text string in the document
Replace	Perform a Find and Replace operation on specific text entered.
Cut	Cut highlighted text out of the text area
Paste	Paste text contained in the windows clipboard to the text area at cursor
Copy	Copy highlighted text to the windows clipboard
Tab	Set Tab stops
Indent	Set Paragraph Indents
Justification	Set Left/Center/Right/Full Justification on highlighted text with these buttons.

Bullets	Turn on Bullet Option (Inserts Bullets to the left of each line)
Bullet Style	Selects the type of bullet to use (ie: bullet, numbers, roman, letters)
Typeface	Select the Typeface to use (supports list of fonts installed on your computer)
Point Size	Select the appropriate point size for text
Char Set	Select the character set supported by your installed fonts
Attributes	Select From Bold, Italic, Underline Attributes for highlighted text
Text Color	Select color for highlighted text
Fill Color	Select color for background of highlighted text

Chapter 3: Prospect Management

The Prospect Management function of PURSUIT contains general information pertaining to your prospects. Information such as first and last name, address, telephone number, source of sales lead, salesrep assigned to account, directions, plus up to 16 user-definable fields can be entered at this point. A prospect must exist on file before any proposals can be written. However, any follow-up information relating to that customer can be entered at a future time and has no impact on the creation of proposals.

Prospect Name	Contact	Telephone	Town
ABC Corporation	Larry Wilson	602-343-4323	Scottsdale

Selecting A Prospect

Once you have selected the Prospect button from the top task bar, a screen will appear listing all prospects that are currently in the PURSUIT Database System. These prospects will appear in alphabetical order, and only 15 or so prospects will appear at a time. If there are more than 15 prospects on file, you may scroll the table up or down until you find the prospect you are looking for. Once you have highlighted the appropriate prospect, press the ENTER key to retrieve that prospects' profile or select the Change button. You may use the scroll bar to scroll the list up or down, or press the CTRL-PGUP or CTRL-PGDN keys to go to the top or bottom of the list.

NOTE: *You may resize the entire Prospect List by dragging the right or lower edge of the proposal list. If you have a higher screen resolution, resizing the list will display more columns and records. You may also resize columns contained within the list by moving the cursor over the vertical line next to a column and drag the line to narrow or widen the column displayed. Finally, you can reorder the arrangement of columns by right-clicking on the list and selecting LIST FORMAT and then FORMAT SETUP (see previous chapter for detailed instructions on rearranging columns).*

In addition to selecting a prospect by using the above keys, you may quickly select a prospect by typing the prospects' full or partial name above the list. As you type each letter, the first prospect to match the combination of letters entered will be highlighted. Keep entering each letter of the prospect name until the correct prospect is selected. Press the ENTER key to retrieve that prospects' profile. You may also locate a prospect by telephone number or street address (full or partial address) by clicking on the appropriate button on top of this list and entering the phone number or address when prompted.

If you wish to ADD a new prospect to the file, press the INS key. A Prospect Management data entry screen will be displayed. After you have finished entering the data for that prospect, click on the OK button to save that prospect and return back to the Prospect List. If you do not wish to save the information you have just entered, click on the CANCEL button to abort the save and return you back to the Prospect List. If you wish to DELETE a prospect on the list, highlight the appropriate prospect and click on the DELETE button. You will be asked to verify the delete.

Security Administration attributes for the user logged into Pursuit will affect their ability to Add or Modify a prospect. In addition, if you are utilizing the Unique Salesrep ID feature of Pursuit (Utilities/Security Administration/Advanced Tab) then only prospects entered and/or assigned by the Salesrep ID of the person logged into Pursuit can be viewed by that person.

Add A Prospect Profile

In order to add a new prospect to the system, press the INS key from the Prospect List screen. A prospect management data entry screen will be displayed with the cursor placed on the Prospect name field.

Prospect Maintenance - ABC Corporation

OK Cancel Call Log Proposals Print

Prospect Information | Additional Contacts | Custom Fields | NotePad | Documents

Account: 1 Entered: 8/04/03

Prospect: ABC Corporation

First Name: (Residential Only)

Street Line 1: 150 Main Street

Street Line 2:

City: Scottsdale

State/Zip: AZ 85020

TaxCode: Scottsdale

Cross St.: Central Avenue & Camelback

Demographics

Status: Prospect

Property: Res

Sales Lead: Referral

Industry: Services

Sales Rep: JRW

Last Mailing:

Purchased:

Main Contact Information

Contact: Larry Wilson

Title: President

Dear: Mr. Wilson

E-Mail Addr: lw@abccorp.com

Website URL: www.z-microtech.com

Phone Numbers

Telephone: 602-343-4323 430

Alt Phone:

Fax: 602-343-4989

Cellular: 602-555-2343

Record will be Changed

The prospect maintenance screen consists of 5 tab controls found on the top of the screen:

These tabs are selected by simply clicking on the appropriate tab. To save the prospect maintenance screen, click on the OK button. The tab controls are described in detail later in this chapter.

In addition to these tabs, you may also access the following areas from the main prospect maintenance screen:

Call Log Button

Pressing this button brings up the call notes (follow-up history log) for this prospect. Pursuit has the capacity to handle an unlimited number of call notes per prospect, and follow-up reminders may be scheduled automatically onto the appointment calendar from within

this section. Call Notes section is described later in this chapter.

Proposal Button

Pressing the proposals button brings up a list of proposals that are on file for this prospect only. You may select an existing proposal to view/modify, or select the INSERT or DELETE buttons to add or delete a proposal from this list. The Proposal section is described in a later chapter.

Print Button

If you wish to print a 'snapshot' of this prospect, click on the Print button. A one page printout of information pertaining to just this prospect will be printed.

Prospect Information Tab

This tab is the main prospect screen and contains prospect name and address information, along with various demographic data and main contact information.

Prospect

Enter the Prospect's last name (If a company, enter the name of the company here instead).

First Name

Enter the Prospect's first name (If a company, leave this field blank).

Address 1

Enter the first line street address for this prospect.

Address 2

Enter the second line street address, if any. This line would contain any additional information that is required by the Post Office (second floor, Suite 1500, etc.) (35 characters maximum)

City

Enter the prospect's city (25 characters maximum)

State

Enter the prospect's State code (NY, CA, etc.)

Zip

Enter the prospect's zip code (9 digit code allowed). (10 characters maximum including dash)

County

Enter the county that the prospect resides in. The county field is used to determine what tax rate to use for sales tax calculations. If the county is entered incorrectly, a validation table containing a list of valid counties will appear in a pop-up window. Select the correct response or press INS to add a new county to the validation list. (maximum 10 characters)

Cross Street

Enter the nearest cross street to the prospects location.

Contact	Enter the name of the main contact at this prospect location.
Title	Enter the title of the above contact (optional).
Dear	Enter the salutation that should be used when sending a letter to this prospect. The name entered in this field will appear after the 'Dear' section of the mail merge letter in the Mail Merge section of PURSUIT.
E-Mail Address	Enter the e-mail address of this contact, if applicable.
Email Button	Click on this button to launch your default email program and automatically fill-in the above email address in the TO section of the email.
Website URL	Enter the URL of this prospect's website
Website Button	Click on this button to launch your default internet browser and automatically display the website URL defined above.
Telephone	Enter the prospects main phone number, including extension if needed.
Alt Phone	Enter an alternate phone number for this contact, including extension.
Fax	If the prospect has a fax machine, enter the fax number in this field.
Cellular	Enter the cellular phone number for this contact.
Status	Select from the drop-down list the status of this prospect (Prospect, Customer, Other).
Property	Identify this prospect as a RESidential, COMMercial or OTHer account.
Sales Lead	Enter the source of lead for this prospect. This field is validated and therefore must be a valid lead source. Examples of lead sources include yellow pages, direct mail, referrals, advertising, cold calls, etc. If the source you wish to use is not on the validation table, press INS to add.
Industry	For demographic purposes. Enter the industry (for commercial accounts), or occupation (for residential accounts). This field is validated and must be equal to a valid industry name. If the industry you wish to use is not on the industry validation table, then press INS to add it.

Sales Rep

If this prospect is assigned to a sales rep, enter the name of the sales rep in this field. The name must match a list of salesreps entered in the salesrep validation table. If the sales rep name is not on the validation table, then press INS to add it.

Last Mailing

Shows the date of the last letter or postcard mailed to this prospect using the mail merge section.

Purchased

If a prospect purchases a system from you, then enter the date of purchase in this field. This will also allow you to transfer this customers prospect information into the billing program (see System Utilities for further information on integration with ALARM or SERVICE EXPRESS).

Additional Contacts Tab

Contact Name	Main Phone	Alt Phone	Fax	Title	Cellular
Sue Johanssen	480-555-4343			CFO	

Additional Contacts Tab

This tab contains a list of additional contacts associated with this prospect. Phone numbers, e-mail address, and comments may be entered for each additional contact. This tab has the ability to handle an unlimited number of contacts.

Adding Additional Contacts Tab

Additional Contact Profile

Record Will Be Added

Contact Name: John Smith

Main Phone: 516-777-7777 Extension: 116

Alt Phone: 516-555-5555 Extension: 120

Fax: 516-444-4444

Cellular: 516-222-2222

Title: C.E.O.

E-Mail Address: ceo@yourcompany.com [Email]

Comments:

Notes

OK Cancel

After selecting the Additional Contacts Tab, a list of existing additional contacts will be displayed. You may select an existing contact, or select the INSERT button to add a new contact to the list, or select the DELETE button to delete an existing contact. The additional contact profile screen consists of the following fields:

- | | |
|-----------------------|---|
| Contact Name | The full name of this contact. |
| Main Phone | Enter the phone number (and extension if applicable) for this contact. |
| Alt Phone | Enter an alternate phone number and extension for this contact. |
| Fax | Enter the fax number for this contact. |
| Cellular | Enter this contacts cellular phone number |
| Title | If this is a company prospect, enter the contact's title. |
| E-Mail Address | If this contact has an e-mail address, enter the address in this field. |
| Email Button | Click on the Email button to launch your default email program and automatically fill-in the above email address in the TO section. |
| Comments | Enter a comment or any special information about the contact. |
| Notes | This text box allows you to enter notes pertaining to this contact. |

Custom Fields Tab

Prospect Maintenance - ABC Corporation

OK Cancel Call Log Proposals Print

Prospect Information Additional Contacts **Custom Fields** NotePad Documents

Bldg Sq Footage 15,000

User Field 2

User Field 3

User Field 4

User Field 5

User Field 6

User Field 7

User Field 8

Important Dates

User Field 9

User Field 10

User Field 11

User Field 12

Validated Fields

User Field 13

User Field 14

User Field 15

User Field 16

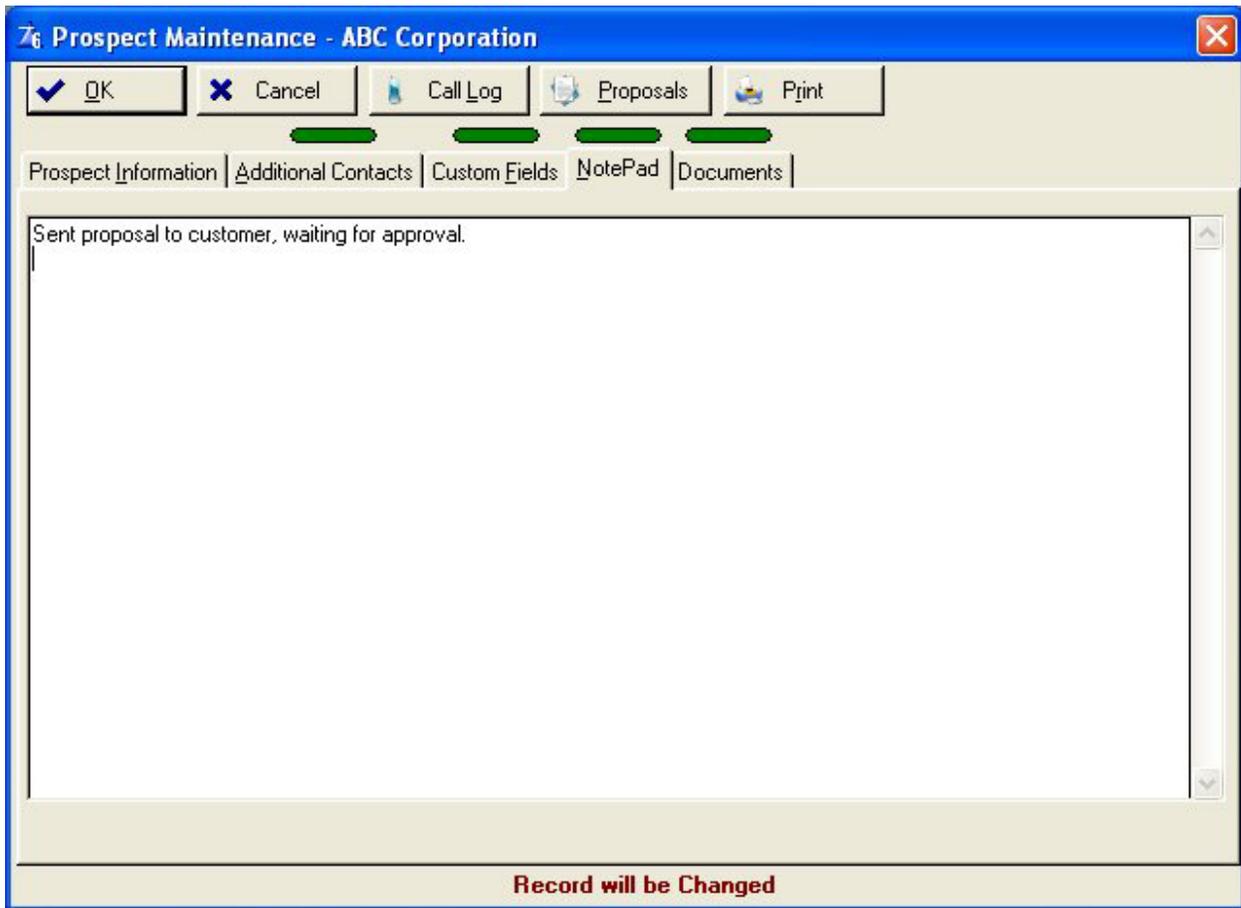
Setup Fields

Record will be Changed

Custom Fields Tab

This tab displays a screen consisting of 16 user-definable fields that pertain to this prospect. The first 8 definable fields are non-validated fields, 4 definable fields are formatted for dates, and 4 definable fields are validated fields.

Notepad Tab

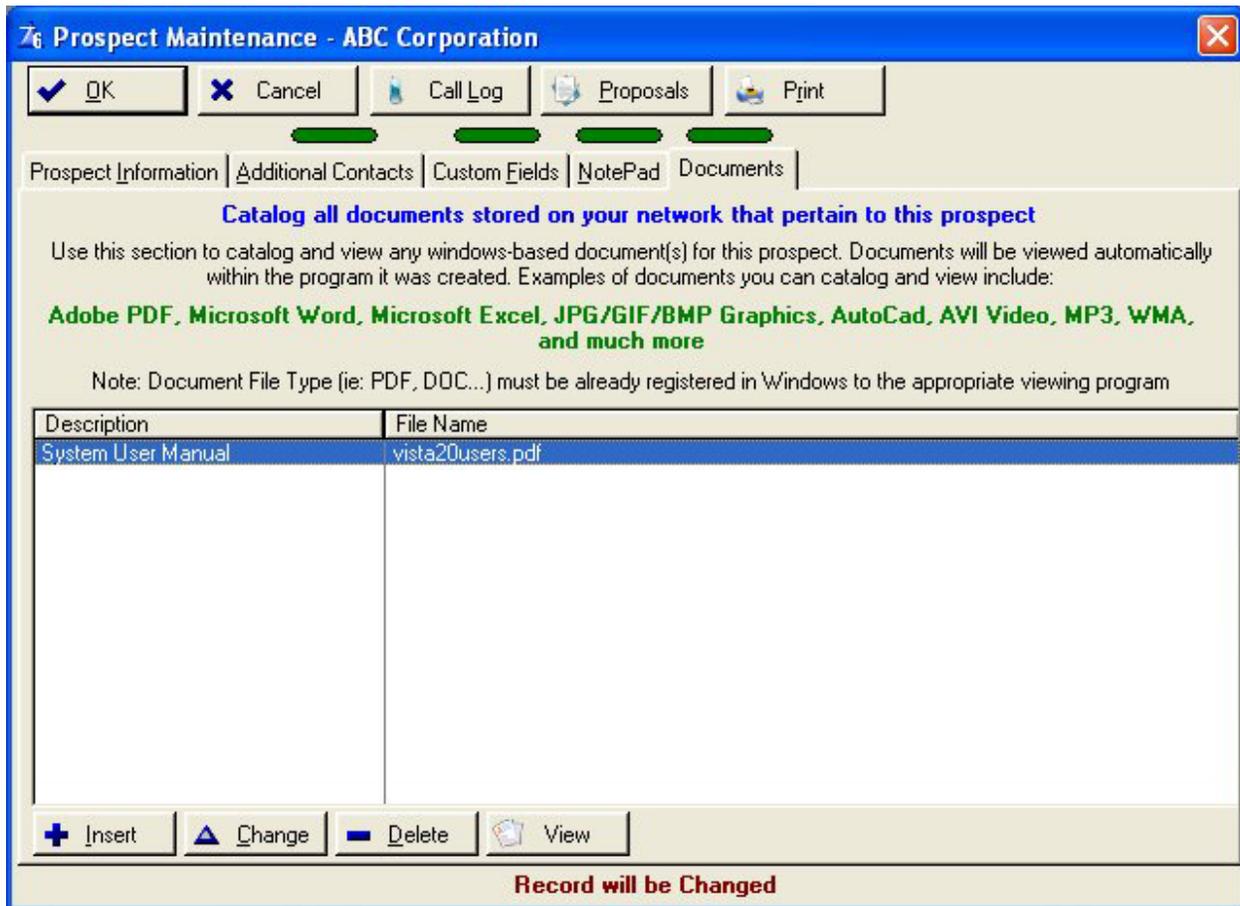


Notepad Tab

The notes tab contains a large text area of comments or notes you wish to store for a prospect.

You may enter notes about each prospect within this tab section. The text box scrolls up and down by clicking on the vertical scroll bar. Notes may also be printed in the Prospect List Report (Report Facility), but will not print on proposals as they are for internal departmental use only.

Document Tab



The Document List is a powerful organization tool within Pursuit 2003. You may catalog all documents that pertain to this prospect, no matter what type of documents they are or where they are stored in your network. As long as the document (any file) is registered with a related application on your computer, you may list that file in the Document List.

When you click on the VIEW button, Pursuit 2003 will automatically launch the application that document (file) is associated with, along with that file itself. For example, if you have a Microsoft Word document called 'contract0023.doc' on your server drive G:, you may list that document here (you may have an unlimited number of documents listed in this section – per prospect!). When you highlight that Word document and click on the VIEW button, Pursuit will launch Microsoft Word on your computer (assuming it is installed on your computer) and place the 'contract0023.doc' document within Word ready for use.

This document list may be used to track all types of prospect documents, including:

- Contracts
- Floor Plans
- Wiring Diagrams
- Letters
- Photos
- AutoCad or other architectural Drawings

- Any other file created by a windows-based program and residing on computer

Custom Fields Tab

The screenshot shows the 'Prospect Maintenance - ABC Corporation' window with the 'Custom Fields' tab selected. The window contains a grid of 16 user-definable fields. The fields are organized into three sections: 'Important Dates' (User Field 9-12), 'Validated Fields' (House Style, User Field 14-16), and a left column of fields (Bldg Sq Footage, User Field 2-8). A 'Setup Fields' button is located on the right side of the grid. At the bottom of the window, a red message reads 'Record will be Changed'.

Pursuit was designed with up to 16 user-definable fields that may be defined by you within the prospect maintenance area. These fields may be setup for any special information you need to keep track of. All of the user-definable fields may be used as a selection field within the Mail Merge area, which offers you great flexibility in inquiring against your prospect database (see the Mail Merge chapter for further information on this capability).

The custom fields tab has the following fields available for your use:

You may define these 16 fields by selecting the **Setup Fields** button available on this screen. Any field definitions you enter in the Setup Fields area will now be displayed within the Custom Fields tab screen. The user-definable fields are divided into 3 separate categories, as follows:

Custom Fields 1 thru 8

These 8 user-definable fields on the left hand section of the screen may be used to enter any type of information you wish. You may enter up to 20 characters of text/numbers into each field.

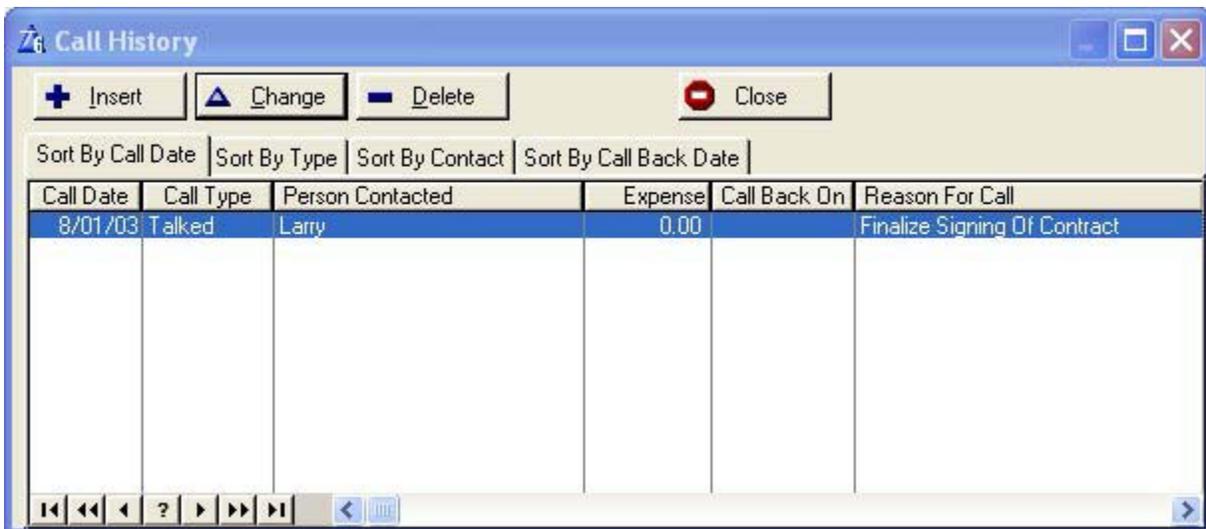
Custom Fields 9 thru 12

These 4 user-definable fields on the upper right hand section of the screen are preformatted as date fields. Use these fields if you need to enter any type of date information for a prospect. These fields are also searchable by date range within the Mail Merge section.

Custom Fields 13 thru 16

These 4 user-definable fields on the lower right hand section of the screen are validated fields. Each of these 4 fields has a lookup button to the right. Selecting the lookup button for one of these fields will pop-up a validation list which you may use to enter information which should only be entered into this custom field. For example, custom field #13 has a field definition called 'House Style', and the validated list that appears when you press the lookup button for this field would contain the various types of house styles you want to allow (Ranch, Split, Colonial, Victorian, etc.). This ensures that data entered into this field is consistent.

Call Log Button



This section allows you to keep detailed records of conversations for all follow-up visits you have with each prospect. By utilizing this section, PURSUIT will remind you of pending follow-ups in the appointment calendar section or the Callback date sort tab. You also will have a record showing details of previous conversations which can become quite helpful during a sale. You can enter an unlimited number of follow-up records for each prospect.

Each follow-up keeps track of information such as contact date, person, phone number, type of contact, etc. To add, review or delete your call notes, click on the Call Notes button found on the main prospect information screen. This will bring up a window displaying a list of call notes for this prospect. You may add additional call notes to this list by selecting the INSERT button, or you may delete a call note by selecting the DELETE button.

Call Profile

Record will be Added

Call Date	Time Of Call	Length Of Call	Type Of Call	Sales Rep
8/15/03	07:47:16	00:00:19		JRW

Prospect Name: ABC Corporation
Account: 1
Person Contacted: Larry Wilson
Reason For Call:
Telephone: 602-343-4323
Expense Of Call: 0.00

Schedule Follow Up (Optional)
Call Back Date:
Call Back In: 0 (Days)
Call Back Reason:

Comments

OK Cancel

The Call Profile screen consists of the following information:

- Date Of Call** Date call took place. This field will automatically default to the system date, or you may enter a different date, then press Tab to continue.
- Type Of Call** Each call note should be identified by what type of call it is, such as cold call, visit, estimate, lunch, phone call, contract, install, inspection, etc. You can also use this field to identify the result of the call (left msg, busy, fax, email, etc.). Several reports use this field to give statistics on various sales rep and follow-up strategies. This field is validated against a table of call types. A validation list will automatically pop-up when you go into this field. Select one of the call types or select INSERT to add your own valid call type.
- Sales Rep** Enter the name of the sales rep who initiated this call. The sales rep is validated against the Sales Rep table. Select a valid sales rep from the lookup list, or add a salesrep to the list by selecting INSERT on the list.
- Person Contacted** Name of person contacted during this call. PURSUIT will automatically default this field to the main contact name on the prospect management screen, or you may enter a different name if appropriate.

Telephone	Telephone number called. PURSUIT will default this field to the main telephone number on the prospect management screen. You may change the phone number or press enter to accept the default number.
Reason For Call	A brief description of the reason for the call (or visit) such as review contract, make appointment, etc. This field is not validated.
Expense For Call	If you would like to keep track of the expenses of prospecting this field can be very valuable. Enter the expense associated with this particular call. If it is a phone call, you can enter the approximate cost of the call (plus your time spent). If it is an actual visit, you can also include the cost for travel, time and any additional costs such as lunch. The Time and Expense report as well as the sales rep performance report will use this field.
Length Of Call	The amount of time in hours and minutes for this call. As in the expense field described above, the length field is used on the time and expense report and can help give you a handle on how much time is spent on prospecting. If you have several sales reps, it will also show you the efficiency of their sales efforts on the sales rep performance report. The format for the length field is HH:MM where HH is hours and MM is minutes. To enter just minutes, press the : first, and then the number of minutes.
Call Back Date	The call back date field and the call back in field are very useful features of Pursuit and should be utilized wherever possible. Performing follow-ups is one of the most important selling techniques that is often overlooked because a company forgot to follow-up on a sales call. If a number of days is entered in the 'Call Back In' field described below, then PURSUIT will calculate the call back date. If the 'Call Back In' field is left blank, then you may enter your own Call Back Date in this field. An appointment for this call back date will automatically be posted to the appointment calendar for you.
Call Back In	If you entered a Call Back Date in the above field, the number of days until the next follow-up will be calculated for you by Pursuit and entered into this field. If you enter a number of days in this field and left the Call Back Date field blank, then the Call Back Date will be calculated for you by Pursuit.
Call Back Reason	Enter the purpose for the next follow-up. This description will appear on the appointment calendar. There is no validation on this field.
Comments	The comment section may be used to describe any additional details about this call.

Chapter 4: Proposal Writer

A major feature of PURSUIT is its ability to create professional proposals that can contain multiple pages of free-form descriptions, plus a detailed proposed equipment list along with prices and locations of installation (optional). The proposals can be printed on blank paper using laser, dot matrix or Inkjet printers, and can also print in color on a color Inkjet printer.

Entering a proposal is a three step process. The first step consists of entering general information about the proposal, such as prospect, billing and installation addresses, start and completion dates, type of building and accessibility, and job cost information (price overrides, payment schedules, etc.). All prospect information will be carried over automatically from the prospect management screen once you have identified the name of the prospect. If the prospect is not on file, you may enter the prospect into the system directly from the proposal screen, eliminating the need to exit out of the proposal screen to go into the prospect management screen.

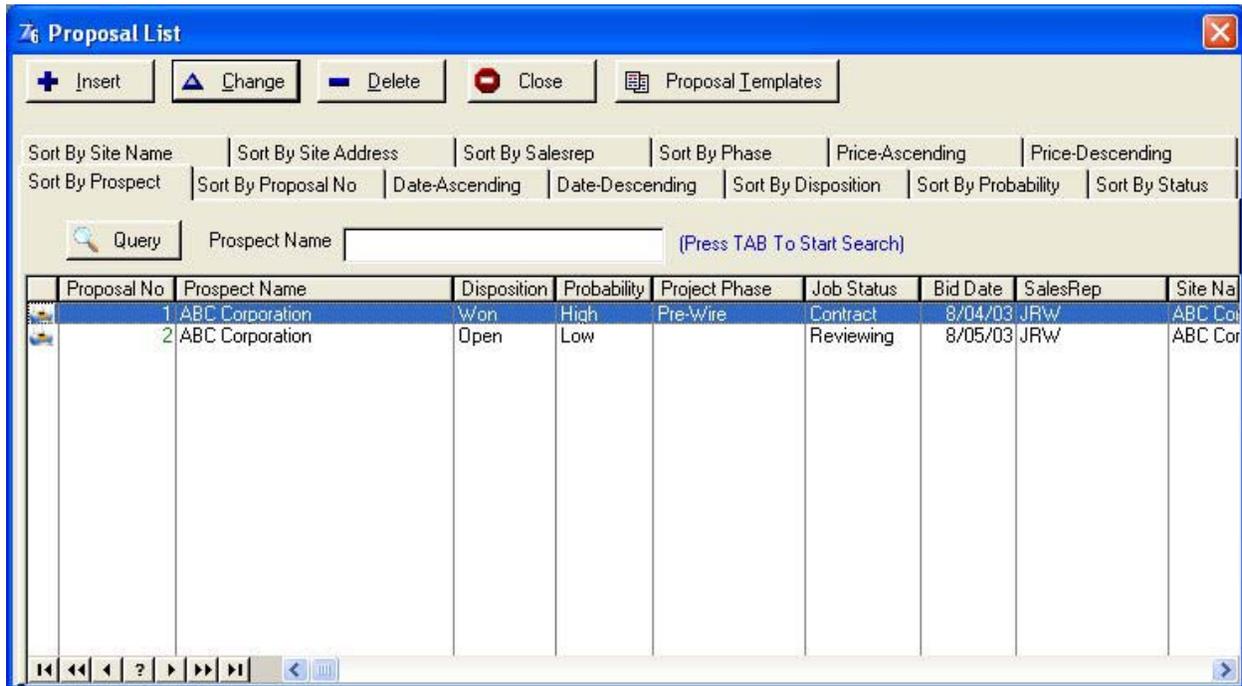
The second step is to enter the free-form text that you want to have print on the proposal. This is accomplished by selecting the **Proposal Text** tab on the top of the proposal screen. To help aid in typing, a 'phrase list' has been incorporated into this section. A phrase list is a depository of your commonly used descriptions and phrases that you normally print on proposals. Once you have set the phrase list up, it is always available at the touch of a key to insert your common descriptions into a proposal. This can save you invaluable time, especially if you are not a touch typist (most of us aren't!).

The final step is to identify the labor hours and equipment that will be used. This step is optional. If you do not normally print out a detailed proposed equipment list with your proposal then you may leave this section alone. However, keep in mind that the job cost report is dependent on this information to be entered so that a cost analysis can be performed for each proposal. The proposed equipment detail list is entered by selecting the **Proposal Items** tab on the top of the proposal screen.

Once you have completed the above steps, you may print the proposal directly from the proposal screen by selecting the **PRINT** button. You will then be prompted to select various options that affect the way the proposal will be printed. You may even send the completed proposal directly to the prospect via fax by selecting your fax driver as the printer type in the Print Setup button found on the Print Proposal screen.

Selecting A Proposal

Select the **PROPOSAL** button from the top task bar. A list of existing proposals will appear in order of prospect name. You may select to a proposal by simply entering the first few letters of the prospects last name (or company name) and the list will automatically search down to that section of the list where the proposal is listed.



The proposal list has various sort tabs available for your selection at the top of the list. These tabs perform the following sort/search functions:

Sort By Prospect Tab

As mentioned above, the proposal list is sorted by prospect last name order and you may enter a full or partial name to search for a proposal.

Sort By Proposal No Tab

Selecting this tab will resort the proposal list by proposal number order and you may then search by proposal number by entering a proposal number in the search field.

Sort By Date – Ascending

Sort by Proposal Creation Date – Ascending Date Order

Sort By Date – Descending

Sort by Proposal Creation Date – Descending Date Order

Sort By Disposition Tab

Selecting this tab will resort the proposal list by grouping proposals with similar dispositions together. For example, all OPEN proposals will appear together, then all WON proposals, etc. To start a search at the beginning of one of the dispositions, enter the

disposition in the search field (Dispositions are the current stage of proposals that are predefined within Pursuit - Open, Won, Lost, Other).

Sort By Probability Tab

Selecting this tab will sort the proposal list in order of probabilities (High, Low, Medium, Other). To start a search at the beginning of a probability, enter the appropriate probability in the search field.

Sort By Status Tab

Selecting this tab will sort the proposal list in order of the status of the proposal. The status field is defined by the user and may contain any words that are appropriate (On Hold, Contract, Approved, etc.). To start a search at the beginning of a particular status, enter the status in the search field.

Sort By Site Name

Sort Proposals By Site Name

Sort By Site Address

Sort Proposals By Site Street Address

Sort By Sales Rep

Sort Proposals by Sales Rep Assigned To Proposal. Enter a valid Salesrep ID to sort proposals with that salesrep id's record listed on top.

Sort By Phase

Proposals may be sorted by the Phase they are currently in (Phase field on proposal screen.) You may also enter a specific phase code so that all proposals identified with that phase are displayed on the top of the list.

Sort By Price – Ascending

List Proposals in ascending order based upon job price.

Sort By Price – Descending

List Proposals in descending order based upon job price.

Press ENTER on the highlighted proposal to bring up the proposal screen, or select the INSERT button to add a new proposal. Selecting the DELETE button will delete a proposal after you have verified the deletion.

Proposal Template Button

The Template button provides a simple means to copy an existing proposal ('template') to a new proposal.

Copy Proposal

Create a Proposal From A Proposal Template

Proposal Template Style: 4 ...

Copy Proposal To Prospect Number: 1 ...

Copy Proposal Overview/Closing Pages: YES

Copy Proposal Equipment/Photo List: YES

Copy Recurring Charges: YES

Copy Additional Costs: YES

OK Cancel

Proposal Template Style

Select an existing Proposal you wish to use as a 'template' for the new proposal. Templates are actually existing Proposals – categorized by type of job they represent – that can be copied as a new proposal and assigned to a different prospect. Click on the Lookup button [...] to see a list of Template proposals – based upon the job category they represent.

Copy Proposal To Prospect

Select the prospect from the prospect list that this new proposal will be assigned to. Click on the lookup button [...] for a list of existing prospects or click on INSERT from the list to create a new prospect (all proposals must be assigned to a prospect before the proposal can be created).

Copy Proposal Overview/Closing

To include the Template's overview and closing text on this new proposal, select YES.

Copy Proposal Equipment/Photo

To include the Template's Item List and Photo List on this new proposal, select YES.

Copy Recurring Charges

To include the Template's Recurring Charges onto this new proposal, select YES.

Copy Additional Costs

To include the Template's additional cost list onto this new proposal, select YES.

Entering Proposal Information

The proposal screen consists of 9 tabs that contain information about the proposal (**The PRINT button is described in detail at the end of this chapter**)

General Tab

Prospect Information	
Proposal No	1
Dated	8/04/03
Prospect	ABC Corporation
Contact	Larry Wilson
Telephone	602-343-4323
Account	1
Email	lw@abccorp.com

Site Name And Address	
Name	ABC Corporation
Street	150 Main Street
Street 2	
City	Scottsdale
State	AZ
Zip Code	85020
TaxCode	Scottsdale

Form Title	Proposal
Proposal Style	Modern
Project Phase	Pre-Wire
Probability Level	High
Job Status	Contract
Starting Date	8/04/03
Completion Date	8/30/03
Withdraw After	30 (Days)
Type Of Building	Office
Accessibility	Drop Ceiling
Purchase Terms	Own
Disposition	Won
Reason For Disp	Reputation
SalesRep	JRW

Record will be Changed Printed

The general tab consists of basic prospect information and tracking information about the proposal. This tab should be filled in first.

Proposal No A proposal number is automatically assigned to a new proposal.

Dated This field defaults to today's date when creating a new proposal, but may be changed if desired. The label of this field may be different than the word 'Dated', based upon your system default settings.

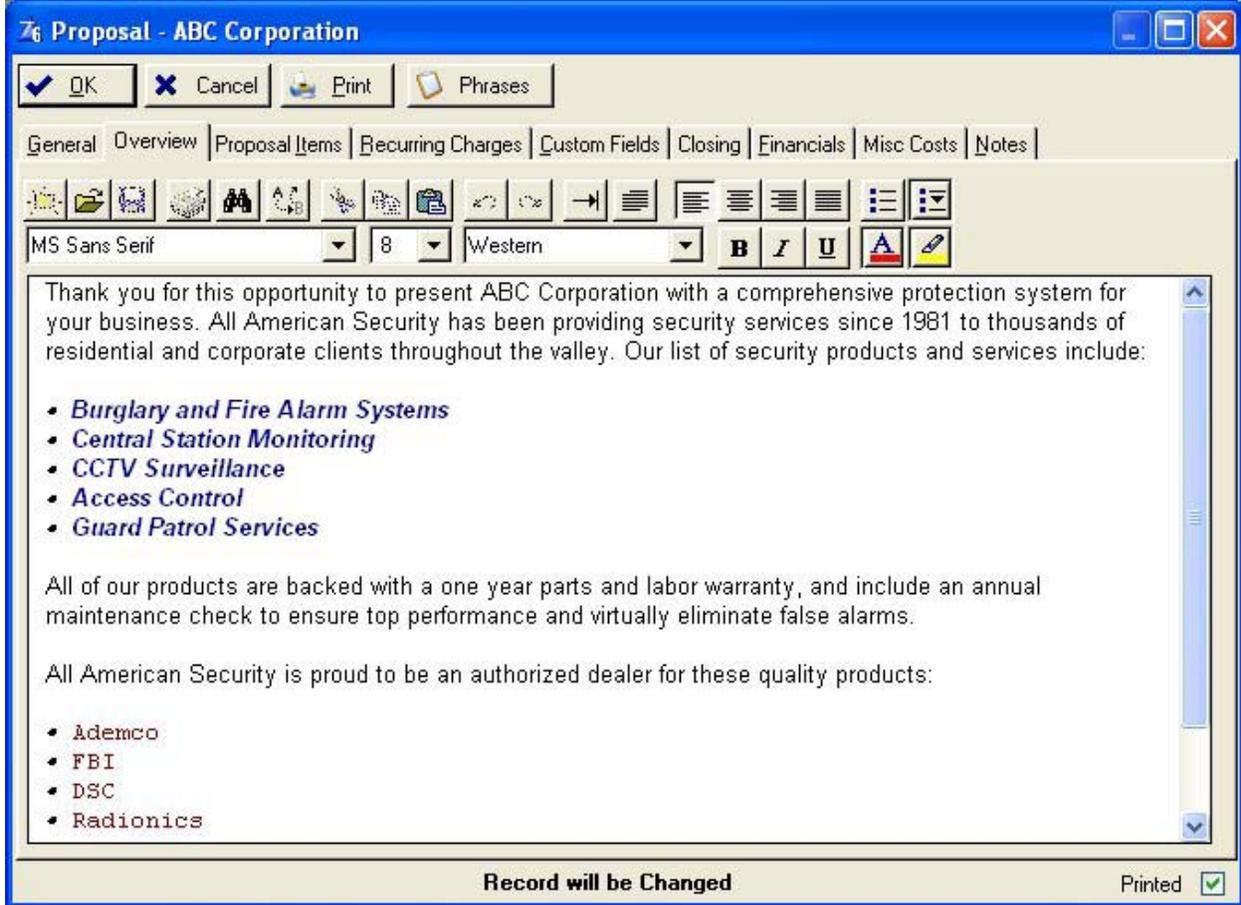
Form Title This field defaults to the word PROPOSAL on a new proposal but may be changed to any appropriate title. This word will print on the printed proposal heading.

- Prospect** This field identifies which prospect this proposal is for. You must enter the prospect name exactly as it appears on the prospect management screen or select the lookup button to display a prospect list. If the name entered is not found on the prospect file, a list of prospects will appear allowing you to select one. If you need to add the prospect to PURSUIT then you may press INS at this point and you will be sent to the prospect management screen.
- If the prospect address changes on the prospect record, you may update the proposal address as well by clicking on the Prospect lookup button [...] and reselecting that prospect. The Site Name and Address information will then be updated with the current Prospect address.
- Site Information** Once you have identified the prospect in the previous field, the prospects name and address will appear under the Site Name And Address box. If the site name and/or address is different, you may enter another site name and address in these fields. When the proposal prints, the main prospect name and address will print on the left hand side of the proposal, and the site name and address will print on the right hand.
- Proposal Style** Pursuit currently has 3 style sheets to choose from to determine the printed format of the proposal. You may change styles at any time:
- | | |
|----------------|---|
| <i>Classic</i> | Times New Roman font (serif) |
| <i>Modern</i> | Arial font (sans serif) |
| <i>Simple</i> | Arial font (sans serif) without any boxes |
- Project Phase** Identifies the current phase the project is in for tracking purposes. Possible values for this field include Pre-Wire, Rough-In, Trim, etc. This field is searchable on the main prospect list, as well as having it's own sort tab.
- Probability Level** An excellent way to track job forecasting is through identifying probability levels for each proposal and updating them as you go through the various selling stages for a prospect. The valid probability levels in Pursuit are Low, Medium, High, and Other. Usually a new proposal starts out with a Low probability, and as you follow-up with a prospect and get closer to a possible sale, you should increase the probability level to reflect the possibility selling this proposal to the prospect. The proposal list has the capability of displaying proposals based upon their probability level.
- Job Status** Enter the current status of this proposal. Examples include estimate, proposal, on-hold, contract, etc. This field gives you the capability of putting your proposals into different 'stages' for tracking purposes.
- Starting Date** Enter the proposed start date for work to be done.
Format = MM/DD/YY
- Completion** Enter the proposed completion date for job (or you may enter the requested completion date if the job must be finished by a certain date).

Format = MM/DD/YY

- Withdraw After** Enter the number of days that this proposal is valid for. This number will be printed on the proposal.
- Type of Building** The type of building where alarm system will be installed. This is a validated field. Building types include ranch, colonial, split, office building, etc. You may add to the included building types by pressing the INS key from the building validation list.
- Accessibility** Enter the type of access you will have in installing the system, such as attic, basement, crawl space, none, etc. If there are several accesses, create your own from the validation list that is a combination of accesses.
- Purchase Terms** Select if this job will be owned by the prospect or leased.
- Disposition** Select if the proposal is currently OPEN, if you WON the job, LOST the job, or OTHER. By marking a proposal as WON or LOST you can get a handle on the reasons why you win or loose jobs with the statistical Disposition Report found in the Report section. This is a very helpful management report.
- Reason For Disp** Enter the reason why your won or lost this job (Price, Quality, Availability, etc.). Reasons are validated.
- Sales Rep** Specifies the sales rep ID that is assigned to this proposal. The salesrep ID is very important for searching proposals by sales rep, as well as restricting access to proposals by salesrep (see security administration for more information on restricting access by salesrep).

Overview



The Introductory Overview Tab is used if you wish to have an introduction on your printed proposal. The introduction usually consists of information about your company, history, quality of work, overall warranty descriptions, types of system installation your company performs, etc. It is a free-form text area that is RTF (Rich Text) format.

See RTF Format Controls in the 'Using Pursuit' Chapter for detailed information on using the RTF buttons on this screen.

You may choose to have the introductory overview print on it's own page, or print just above the proposed list of items. This option is selected in the System Defaults section.

Phrase Button

You may use the Phrase button to select a paragraph already saved in the Phrase list and place it onto the Overview section. For a description of setting up Phrases, please see the Phrase section later in this chapter.

Proposal Items Tab

Part Number	Qty	Total Cost	Unit Price	Total Price	Time	Part Description
AD-20	1.00	189.00	389.00	389.00	90	Ademco Vista 20 Panel
AD-6150	1.00	134.00	274.00	274.00	60	Ademco 6150 Keypad
AD-450	1.00	45.00	75.00	75.00	15	Ultrasonic Motion Detector
AD-423D	2.00	50.00	50.00	100.00	60	Ademco Door Contact
YA-NP76	1.00	25.00	60.00	60.00	10	Yuasa NP76 6 Volt 7AH Battery
BLANK						

Items Summary

Cost 443.00
 Price 898.00
 Profit\$ 455.00
 Profit% 102.71
 Install Time 3: 55

Breakdown

Parts 613.00
 Labor 285.00

Record will be Changed

Printed

This section contains a detailed listing of all equipment/items that will be sold to the prospect. This section also calculates job profit/loss and is used by the Job Costing report.

PURSUIT uses the proposed equipment list to print a job cost report, as well as to calculate the total price of the job that will appear on the proposal. There are several options available to customize the proposal to your specific needs. The printed proposal includes pricing information, part type and location printed on the proposal form. You may choose not to print any or all of these details. The part type and location details are selectable from the Set Company Header section of Utilities (see the OVERVIEW chapter in the beginning of the manual). The pricing detail option is selected when you print out the proposal.

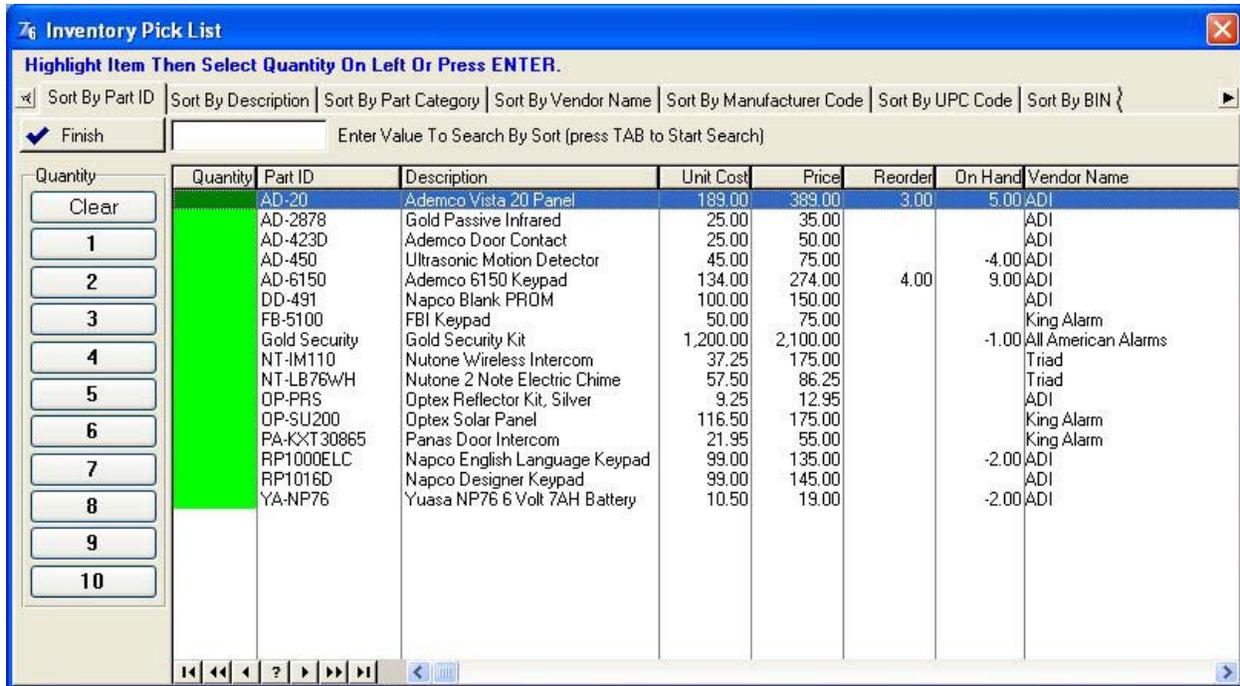
The Items Summary section in the lower right-hand corner keeps a real-time running tab of cost and pricing factors (including current profit/loss margins and percent) based upon items entered in this section. It will also show you a breakdown of parts and labor prices. These values are calculated based upon costs and charges for both parts and labor that you have entered in Inventory (which is used as the defaults for each item on the proposal – but may be overridden with exact costs/charges for each item listed).

There are various functions available from the Items Tab which are described below (starting with the buttons on the right side of the list):

Pick List Button

The Pick List is a very useful feature of Pursuit that allows you to select multiple items from inventory at a time when creating the item list for a proposal. You may continue to select an unlimited number of items from the Pick List before selecting FINISH to update the proposal with items selected. You may also bring up the Pick List as many times as necessary to continue building the Item List of the proposal.

The Pick List also supports rearrangement of columns by right-clicking on the list (see Rearranging Columns in the Using Pursuit chapter for more information on this feature).



Sort Tabs

Select a sort tab to reorder the list of inventory. You may also search by that specific criteria. You may sort inventory by part id, description, part category, vendor, manufacturer code, UPC code or Bin Number. You may also click on the 'Picked Items' sort tab to see a list of only currently selected items on this pick list (items with a quantity entered).

Quantity Buttons

Once you have highlighted an item you wish to 'pick' for the proposal (click once on item to highlight), click on the appropriate quantity button and that quantity amount will be filled in. If you need to change the quantity, enter a quantity above 10, or enter a quantity with decimal places then just double-click on the highlighted item and the quantity field may be edited with any quantity amount you wish.

Finish

When you are finished picking all of the items you wish to include on the proposal, click on the FINISH button.

Add / Change / Delete Item Button

Selecting the Add, Change or Delete Button from the item list will bring up the Proposed Equipment form. Here you may select the specific item to add or modify (if you press on Delete from the Item List, you will be asked to confirm the delete and then that item will be deleted from the list).

Qty	Unit Cost	Price Each	Extended	Service	Taxable
	0.00	0.00	0.00	0.00	Yes

Part Number

Enter the part number of the item to be included on the proposed item list, or select the lookup button to display a list of items from the master inventory list. This part must exist on your inventory file (see the chapter on inventory maintenance later in this manual). If the part is not on file, you may add the part by selecting the INSERT button on the inventory list.

Part Description

The part description will be automatically displayed after the part number above has been selected.

Qty

Enter the quantity of this part that will be installed. The quantity affects the extended price that will be charged to the customer. You may enter a number or use the incremental counter by selecting the up/down arrows to the right of this

field.

Unit Cost	Enter <u>your</u> cost for this part. Defaults to cost already on file for this part in inventory.
Price Each	Enter the price you charge for this part. Will default to the price already on file for this part in inventory.
Extended	Calculated field based upon quantity and price each amounts.
Service	The service field represents the amount that you would charge for this part on a service contract. This will default to the service contract amount already on file for this part in inventory
Taxable	Select YES if this item is a taxable item, NO if it is not. Will default to Taxable default in System Defaults section.
Install Location	This describes for the prospect the location where this part will be installed (basement, hallway, front door, etc.). This field can be printed on the proposal and may also be used to determine the sort order in which items will print on the proposal (a nice feature to show the prospect a comprehensive listing of all items to be installed, based upon their location). If the proposal items are sorted by Location, you may also have each location subtotaled (Print option).
Part Category	Enter the type of part this is. This is mainly used so that the prospect may better understand what each part is. The category field is validated and must exist on the category validation list. You may choose to sort your proposal items by part category, and have it subtotaled by category as well.
Warranty Period	Enter the manufacturers warranty period for this part. The warranty will default to the period already on file for this part.
Installation Time	Enter the number of total minutes estimated to install this part (will automatically be filled in from the main inventory file and multiplied by the quantity).
Print Item On Proposal	Select YES to have this item print on the proposal. Select NO if this item is to be displayed on the screen only (for internal use)
Print Detailed Descript	If the item has a Detailed Description associated with it (as defined in Inventory for that item), then select YES if you wish to have the detailed description print right below this item on the proposal. Select NO to omit the printing of the detailed description.

Detailed Descriptions are RTF Formatted paragraphs that contain detailed descriptions for an item. For more information on Detailed Descriptions, please see the chapter on Inventory.

Unit Cost Breakdown Section

The following breakdown fields are used in calculations to determine job costing and summary calculations that appear on the Proposal screens.

Material Cost	Your cost in purchasing this item (defaults from inventory)
Material Charge	What you charge for this item (defaults from inventory)
Labor Cost	Your labor cost for installing this item (defaults from inventory)
Labor Charge	What you charge for labor for installing this item (defaults from inventory)
Show Labor	Select YES if you wish to show the above labor charges as a separate item on your proposal. Select NO to show only the price of the item on the proposal.

If your selling price already includes your labor charges, then select NO. However, if you wish to have labor show as a completely separate item on the proposal (the subtotal section of the proposal will have a line called 'Labor' right below the subtotal line) then select YES. If you do select YES, make sure your Material Charges and Labor Charges are accurate since the Material Charges will be the price charged next to that item on the proposal, and the Labor Charge will be the price added into the LABOR subtotal section.

Print Image Attached To Inventory Section

Print Photo	If there is an IMAGE file already attached to inventory for this part (Document Images button in inventory) then the Print Photo field will default to YES. If you do not wish to have the IMAGE print with this item, then select NO. An IMAGE file is any file on your network that is stored as a JPG, BMP or GIF graphic format and is listed as an IMAGE type in the Document Images section of inventory for that item.
--------------------	---

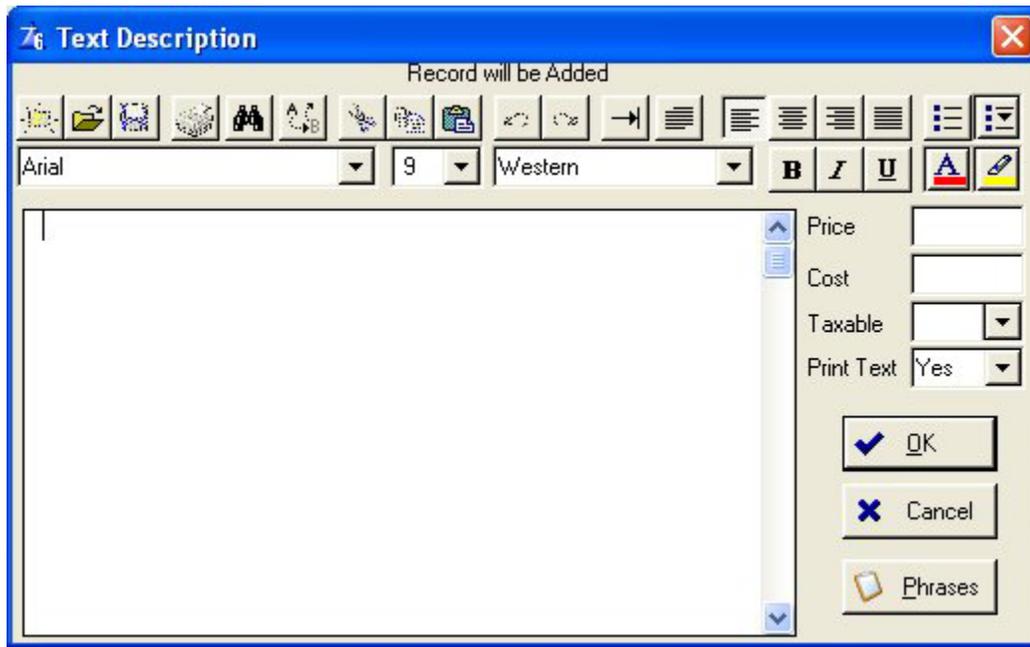
You may associate a photo with each item in inventory. Then when that item is selected on a proposal, the photo will automatically come across onto the proposal as well. The following two fields will determine how the photo will print if you selected YES to this Print Photo field.

Print Photo Location	If Print Photo is YES, select where the Photo is to print: With Item Photo will print right below item Separate Page Photo will print on it's own separate page None Photo will not print
-----------------------------	---

Photo Size (With Item)	If you have selected 'With Item' as the photo location, you have the choice of selecting three print sizes (the photo will print
-------------------------------	--

right below the item).

Add Text Button



Selecting the Add Text button will display a text box (RTF format supported) which may be used to enter free-form text that is to appear on the proposed equipment list section. For information on using the RTF controls, please see 'RTF Control' in the Using Pursuit chapter.

Although you would generally enter text in the Overview or Closing section of the proposal (as described earlier in the chapter), it may be necessary from time to time to add text directly within the equipment list. This text box scrolls by moving the vertical scroll bar tab. You may create as many of these 'text boxes' as necessary on your proposed item list and adjust the positioning of them by clicking on the UP and DOWN arrows displayed on the proposed item list.

If the text entered in this section is to be associated with an amount, select the TAX (yes/no) and enter the amount in the amount field.

Price If a price is associated with this text then enter it in this field.

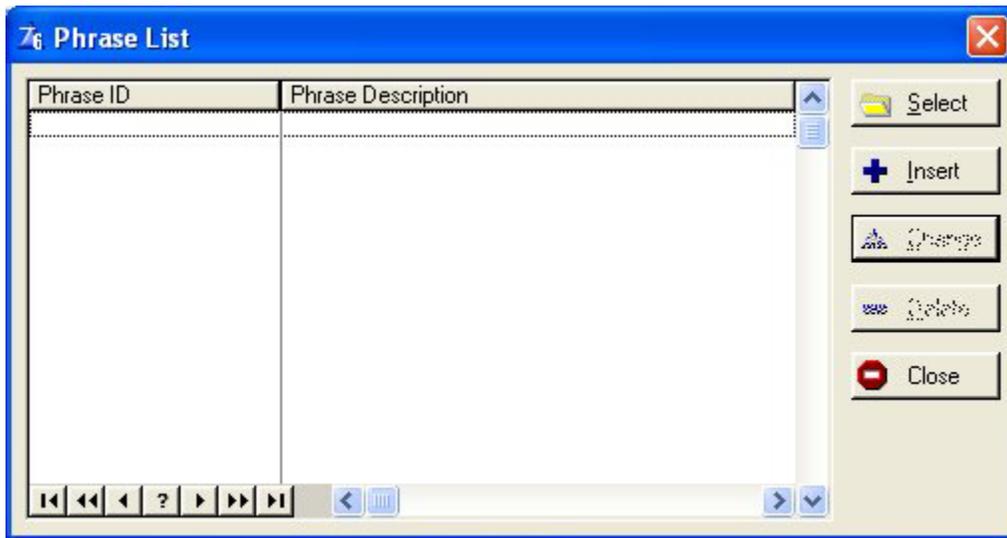
Cost If a cost is associated with this text then enter in this field (for job costing)

Taxable If a price is entered, specify if Taxable Y/N.

Print Text If you want this text box to print on the proposal, select YES. If you want this text box to be used for internal departmental use only (so it will not print on the proposal) select NO.

Click on OK to save the text box (it will be represented with the word TEXT on the proposal screen, but will print in it's entirety on the actual proposal.
Click on CANCEL to cancel changes to this text.

Phrases Button



A 'PHRASE LIST' has been included in this section to help cut down on typing (this phrase list is also available in other areas through Pursuit). A phrase list is simply a depository or holding area of your commonly used descriptions and phrases. You may build the phrase list to include anything which you would normally say on a proposal. Each phrase needs to be uniquely identified with a phrase code of your choice. To access the phrase list, select the Phrases button, then double-click on the phrase to be added to the proposal text. The phrase will automatically be added to the end of your existing text.

To add a new phrase to the phrase list, select the INSERT button from the phrase list and enter a unique codeword for the phrase, then enter the phrase.

Proposed Item List (Continued)

Blank Line Button

Selecting this button from the proposed item list will insert a blank line on the next available line. You may then move the position of the line up or down on the list by selecting the UP or DOWN arrow buttons. The word 'BLANK' will appear on the screen list, but will not print on the actual proposal.

Arrow Buttons

You may adjust the position of any item on the proposed item list by highlighting the item and selecting the up or down arrow button until the line is in the correct position.

Identifying Labor Costs On The Proposed Item List

There are two ways to separate out Labor (only if you want Labor to show as a separate line item. Normally Labor is included in the price of each item printed on the proposal and would not be separated out).

The first way is described in detail in the 'Unit Cost Breakdown Section' above. This utilizes the cost breakdown fields of Labor and Materials so that Pursuit may calculate labor separately and print it in the Subtotal area of the proposal as a separate entity.

The other way you can print Labor charges separately is to create an item in inventory called 'Labor' as the Part ID (any description you wish) and the Part Category MUST be called 'LABOR'. Then select that part id on the proposal item list and enter the appropriate qty and price. Since the item has a category of 'LABOR', Pursuit automatically places that line at the end of all listed items on Pursuit.

Photos Button

Clicking on the Photos button on the upper section of the screen displays the Proposal Graphics List. This list consists of images you want to include for printing on the proposal.

The list is populated automatically whenever an item is placed on the Proposed Items list that already is associated with a graphic image (as defined in inventory).

However, you may also attach photos that are not related to any specific item and have them printed on the proposal as well (**NOTE:** Only photos that are associated to a particular item can be printed below that item. Photos that are not associated to a particular item will be printed on a separate page at the end of the proposal – with one page per photo printed).

Description	File Name	Print	Photo Location
Ademco 6150 Keypad	keypad6150.jpg	YES	With Item
Visa Family	Vista15family.jpg	YES	With Item

Click on Insert/Change to bring up the Photo Selection Form:

Photos Button - Insert Proposal Image

76 Proposal Image [Close]

Record will be Added

Enter A Graphic Image To Print With This Proposal

Description: Pursuit Graphic

File Name: C:\Pursuit 2003\pfwsplash.GIF [...]

Print With Proposal: YES [v]

Photo Location: With Item [v] Part ID: DP-PRS [...]

Photo Size: Small [v]

Description To Print With Graphic (Separate Page Location Only)

[OK] [Cancel]

- Description** Enter a description that describes this image.
- File Name** Enter a file name of the graphic image to be printed. Click on the [...] file lookup to see a directory of your network and select the appropriate file from the list. Supported graphic formats include JPG, BMP, and GIF.
- Print W/Proposal** Select YES to include this image on the printed proposal
- Photo Location** Select where this image is to print on the proposal:
With Item Image will print right below item it is associated with
Separate Page Image will print on it's own page (along with the following image description) at the end of the proposal printout.
- Part ID** Only if Photo Location is selected as 'With Item'. In order for an image to be printed under a specific item, you must select the Part ID of the item this image is associated with.
- Photo Size** Only if Photo Location is selected as 'With Item'. Select Small, Medium or Large to depict the size of the image to print under the associated item.
- Print Description** Only if Photo Location is selected as 'Separate Page'. A description of the photo may be printed below the photo on the photo page.

Create PO

For Integration With Alarm Or Service Express Billing Packages Only

To convert this proposal to a purchase order, click on the Create PO button. Pursuit will create the appropriate purchase order records from this proposal. The purchase order may then be accessed, reviewed and modified within the Alarm or Service Express billing systems (Alarm and Service Express are Z-Micro Technologies billing and service management programs that produce billing, inventory control, purchase orders, service management, etc.).

Create Purchase Order From Proposal

You are about to create a Purchase Order from this Proposal. The Purchase Order will be created in your Alarm/Service Express program and may be accessed from there. Your Proposal will remain unaffected.

Create PO For Specific Vendor Or Autoselect

(AutoSelect Creates One PO For Each Vendor Represented On Proposal)

Add Item Only If Not In Stock

Create PO For Specific Vendor Or Autoselect:

Autoselect Using this selection will allow Pursuit to create a purchase order for each vendor associated with items on this proposal. For example, if 4 items are normally purchased from Vendor #1, and 3 items are normally purchased from Vendor #2 (as indicated in inventory), then two purchase orders will be created (one for Vendor 1, and one for Vendor 2).

Specific Vendor Use this selection if you wish all items on the proposal to be ordered on the purchase order from one specific vendor only. If selected, a field will be displayed asking to select the Vendor.

If Not In Stock Pursuit can identify those items which are currently in stock (if you are using the inventory control feature of Alarm/Service Express) and only create a purchase order for those items that are not currently in stock at your location.

Click on OK to start the purchase order creation process. Click on Cancel to abort.

Recurring Charges Tab

76 Proposal - ABC Corporation

OK
 Cancel

[General](#) | [Overview](#) | [Proposal Items](#) | [Recurring Charges](#) | [Custom Fields](#) | [Closing](#) | [Financials](#) | [Misc Costs](#) | [Notes](#)

Charge Code	Description	Cycle	Bill Amount	Tax	Monthly
CENTRAL	Central Station Monitoring	M	25.00	Y	25.00

Recurring Summary

Monthly Totals

Costs	7.00
Charges	25.00
Profit\$	18.00
Profit%	257.14

Record will be Changed

Printed

If you will be proposing recurring charges as part of this proposal, enter the recurring charges in this section. This list does not get included in the total price of the job, since they are recurring charges only. They are treated as a separate entity on the printed proposal and may be printed or omitted based upon your print option settings.

The Recurring Summary box on the lower-right hand corner of the screen calculates a summary of recurring costs, charges and your profit/loss (in dollars and percent) on the listed recurring charges.

Information you may enter for each recurring charge is defined below:

Adding /Change Recurring Charges

76 Recurring Charge

Record will be Added

Recurring Code CENTRAL ...

Bill Period M

Monthly Charge 25.00

Bill Amount 25.00

Taxable Y

Monthly Cost 7.00

Print Charge On Proposal Yes

OK Cancel

Recurring Code

Enter the service type code that reflects the description of recurring charges for this prospect. If you currently own the ALARM or SERVICE EXPRESS billing system, Pursuit will automatically lookup your existing recurring charge codes from that program. This alleviates the need to re-enter the service descriptions again.

Bill Period

Enter the billing frequency for the above recurring charges. The billing cycles are (M)onthly, (Q)uarterly, (S)emi-annual, (A)nnual, (N)one

Monthly Charge

Enter the amount of the monthly charges that will be billed for the recurring charge above. This amount is a monthly amount, not a total amount for the billing cycle.

Bill Amount

Calculated by Pursuit. This field displays the actual amount that will be billed per cycle. (Quarterly billing is 3 times monthly charge, Semi-annual billing is 6 times monthly charge, etc.).

Taxable

Select if recurring charge is Taxable Y/N

Monthly Cost

Enter your monthly cost for this recurring charge.

Print Charge On Proposal

Select YES to have this recurring charge print on the proposal. Select NO to omit this recurring charge from the printed proposal

Custom Fields Tab

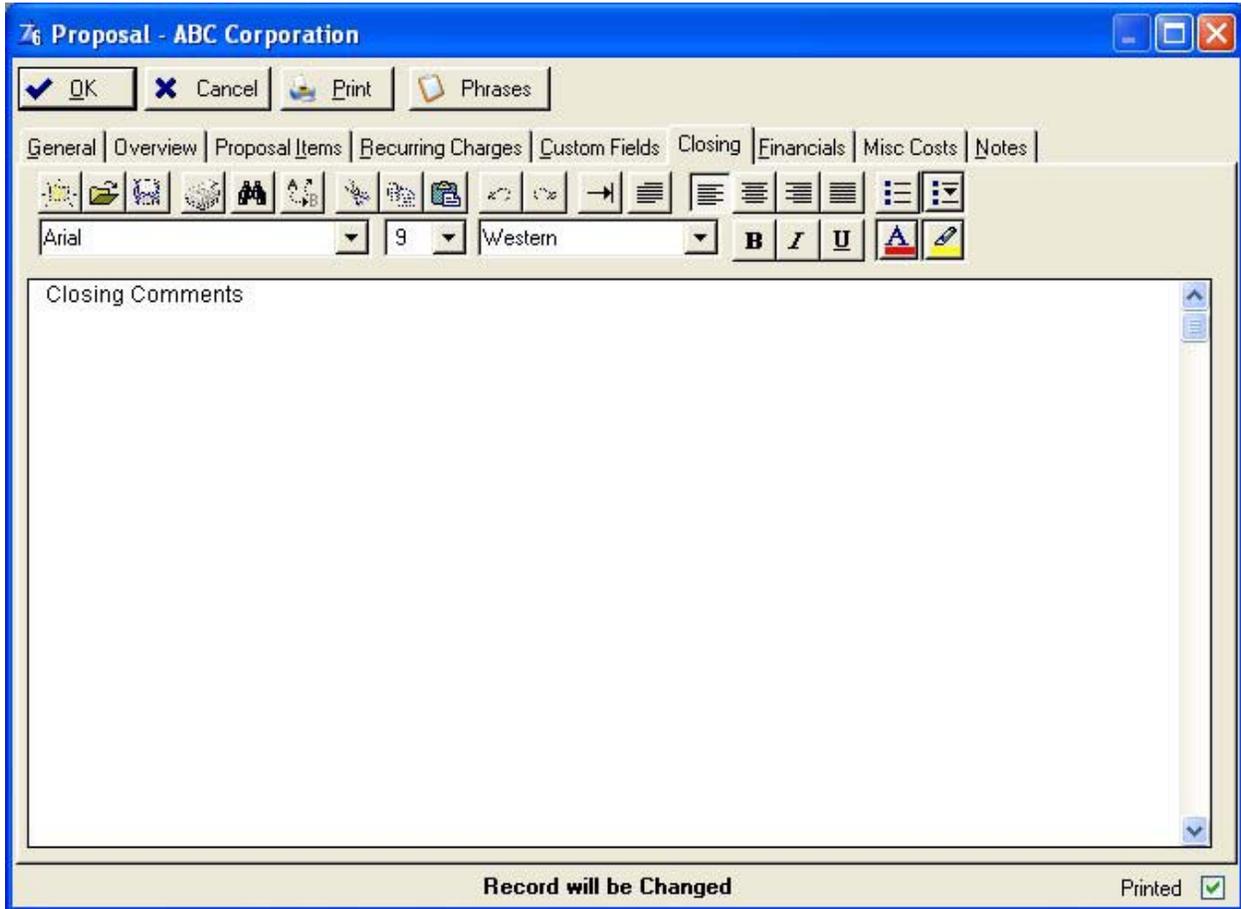
The screenshot shows a software window titled "Proposal - ABC Corporation" with a "Custom Fields" tab selected. The window contains 16 user-defined fields, each with a text input box and a checkbox to its right. The fields are organized into three sections: "User Field 1" through "User Field 8" (free-form text), "User Field 9" through "User Field 12" (date-specific fields, each with a date picker icon), and "User Field 13" through "User Field 16" (validated fields, each with a dropdown menu icon). A status bar at the bottom indicates "Record will be Changed" and "Printed" with a checked checkbox.

There are 16 user-definable fields available on a proposal. The first 8 fields are free-form text fields. The next 4 fields are date-specific fields (only dates may be entered). The last 4 fields are validated fields, meaning the values entered must be valid from a list of values you enter on the validation list.

Each of the definable fields may be included for printing on the proposal. To do so, place a checkmark in the box to the right of the field(s) you wish to print on the proposal.

The labels of the user-defined fields, as well as the print checkbox status, can be defined by clicking on the 'Setup Fields' button on the top of the screen. This is a global setting for all proposals created within Pursuit.

Closing Comments



Similar to the Introductory Overview tab, the Closing tab allows you to enter RTF formatted text for closing comments that will appear on the printed proposal. See the RTF Controls section in 'Using Pursuit' for detailed information on using the RTF control buttons.

If closing comments are entered, you may have them print on a separate page at the end of the printed proposal, or have the closing comments print after the items list on the same page (assuming there is enough space left on that page – otherwise it will overflow to the next page). The settings to determine page break is set in the System Defaults section.

Financial Information Tab

76 Proposal - ABC Corporation

OK
 Cancel

|
 |
 |
 |
 |
 |
 |
 |

Optional Price Override (Choose Only One)

Total Job Price

Markup Percent % Markup Basis

Payment Terms

\$ Or %
 \$ Or %
 \$ Or %
 \$ Or %

Total Financial Overview				
	Cost	Price	Profit\$	Profit%
Parts	318.00	613.00	295.00	92.77
Labor	135.00	285.00	150.00	111.11
Item Total	443.00	898.00	455.00	102.71
Misc Costs	9.00			
Job Totals	452.00	898.00	446.00	98.67
Recurring Charges	7.00	25.00	18.00	257.14

Record will be Changed Printed

Selecting this tab displays a screen that consists of price override information and payment schedule information. Information entered on this screen affect the financial calculations that are printed on the last page of the proposal.

Total Job Price

Optional. If you use the Proposal Items tab (proposed equipment list), the total job price will be automatically calculated from the parts list. However, if you wish to charge a different amount than that calculated from the parts list, you may override that amount by entering a job price in this field.

NOTE: If you override the calculated price by using this field, you should not print detailed item prices on the proposal. The 'Print Detail Prices' option will automatically be set to NO on the Print Options screen in this situation. Although you can override this setting, it is not recommended since the listed prices for each item would not equal your job override price and may therefore be confusing.

Markup Percent

Optional. Adjustment to total job price (either up or down). This number is a percent (25.00%, 33.3%, 50.00%, etc). You may place negative sign before the number is entered if you wish to adjust the price of the job downwards (-25.00%).

Markup Basis

Optional. Only used if Markup Percent field is used. Select the basis for the markup percent calculation:

Cost Markup is based upon a percentage of your total cost for the job (total cost is the calculated field labeled 'Job Totals' under the COST column of the Financial Overview box).

Price Markup is based upon a percentage of the total calculated price of the job (total price is the calculated field labeled 'Job Totals' under the PRICE column of the Financial Overview box).

Payment Terms

You have the option of entering up to 4 deposit time periods and amounts. The deposit 'description' field for each of the 4 deposits may be defined as needed. For example, the first deposit field may represent 'Initial Deposit' and then the appropriate deposit amount or percentage to follow. The second deposit field may represent 'At Completion', and so forth. The deposit descriptions default to the user-definable descriptions found in the Utilities menu (Proposal Heading Defaults) the defaults may be changed.

Each deposit may be entered by either a dollar amount or a percentage. If a percentage is entered, PURSUIT will calculate the amount of this deposit based upon the percentage entered and the job price.

The Deposit Field Labels, as well as the Percentages (if used) will default from your System Default settings.

Misc Costs Tab

Enter Any Additional Costs Not Included In Proposal Items List (For Job Costing Only)

Cost Code	Description	Quantity	Cost	Extended	Cost Category
Design	Design Plans	0.00000	0.00	0.00	Vendor
Wire	Wiring	90.00000	0.10	9.00	Wire

Additional Costs Summary
Total 9.00

Record will be Changed Printed

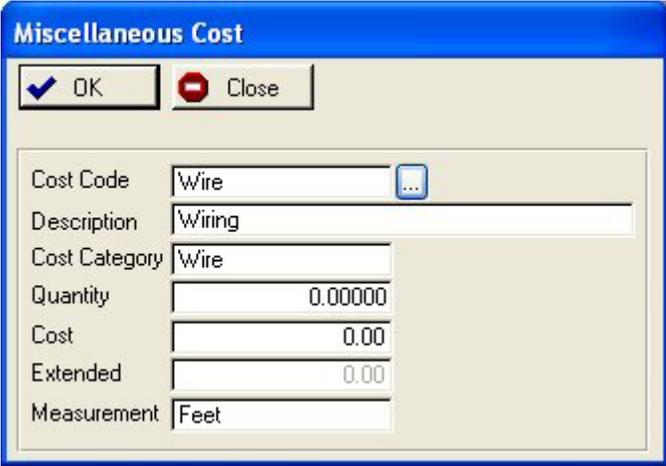
For all costs associated with this proposal that are not already included in the Proposal Items List (items on the Proposal Items List can have their own cost breakdown amounts), then you may enter all additional costs in this list. All costs added to this list are included in the Total Financial Overview section (Financials Tab). This allows for a complete accountability of all costs associated with this job, and therefore results in a true depiction of profitability on this job.

Costs do not show up on printed proposals. They are used only for the job cost report, and for the calculated financial overview as shown on the Financials Tab.

The lower right-hand corner of this tab shows the total of all additional costs listed.

Clicking on the Add/Change button allows you to enter additional cost information as described below:

Add/Change Button



The screenshot shows a dialog box titled "Miscellaneous Cost". At the top, there are two buttons: "OK" with a checkmark icon and "Close" with a red circle icon. Below the buttons, there are several input fields:

Cost Code	Wire	...
Description	Wiring	
Cost Category	Wire	
Quantity		0.00000
Cost		0.00
Extended		0.00
Measurement	Feet	

Cost Code Identifies the code used to represent this particular cost. Click on the lookup button [...] for a valid list of codes, or enter new codes.

Description A description for this particular cost code

Cost Category Enter a category that depicts this code. The Cost Category is used on the job cost report for subtotaling by cost type.

Quantity Enter the quantity of units for this cost

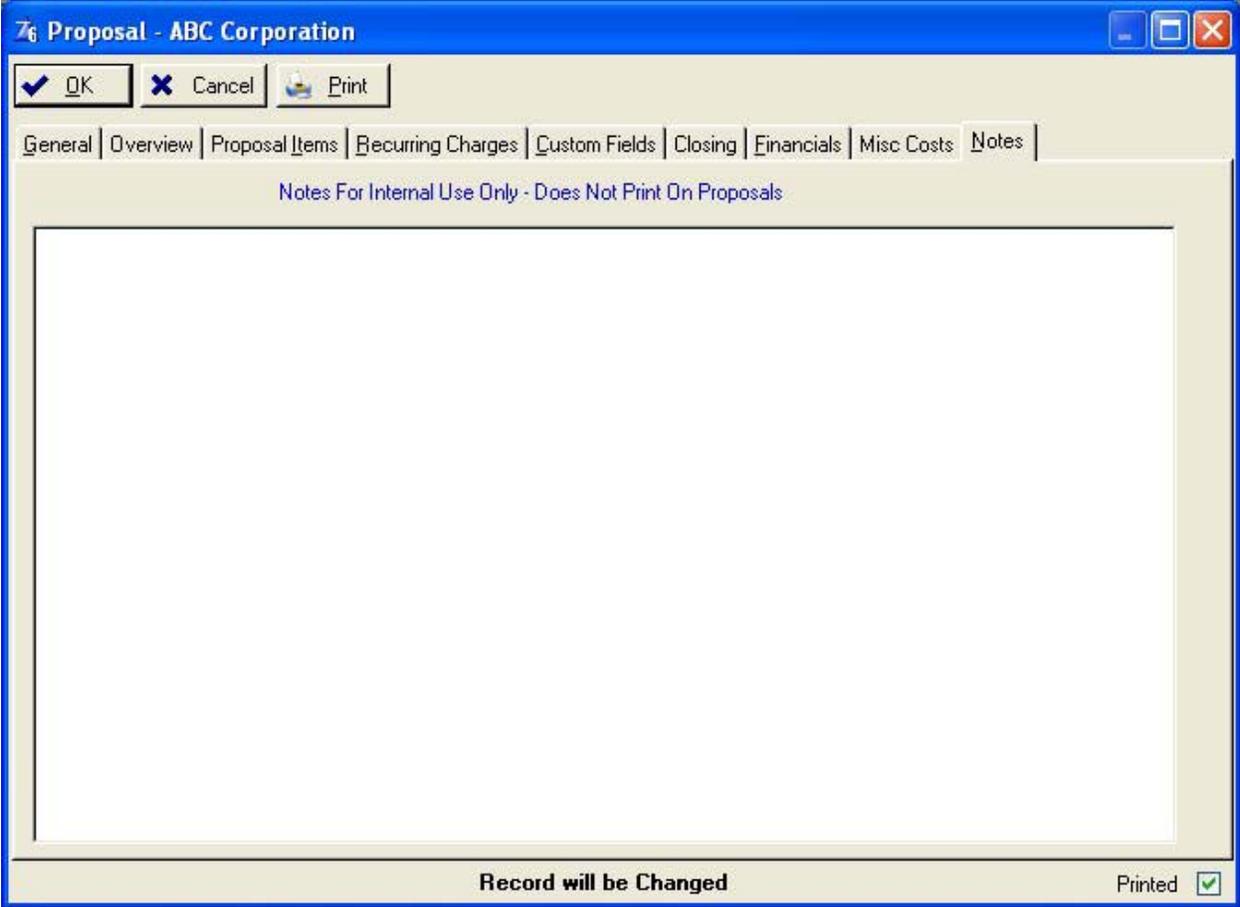
Cost Enter the unit cost amount

Extended A calculated field of total cost for this cost code (qty * cost)

Measurement The type of measurement used to represent this cost (ie: Feet, Hrs)

Click on OK to save the cost. Click on Cancel to abort.

Notes Tab



The Notes tab is used to track information pertaining to this proposal. It is for internal departmental use only and will not be printed on the proposal.

Printing A Proposal

Print Button

76 Print Proposal

Text To Appear Above Job Pricing
Price Of Proposed Job

Recurring Charges Text
Recurring Charges

Print Proposal Text Page(s) YES

Print Equipment Detail Page(s) YES

Sort Detail Page By DEFAULT

Print Equipment Detail Prices YES

Print Recurring Charges YES

Print Proposal Graphic Images YES

Print Total Price Page YES

Print Closing Remarks YES

Number Of Copies 1

Preview

Email

Print

Printer Setup

Cancel

The last step in the proposal process is to preview it, email it, or print it out. Here you have several options, including which part of the proposal to print. You may always reprint any part of the proposal as many times as you wish from this section.

You have several output selections for the proposal (all are affected by the print settings):

PREVIEW

Selecting the Preview button will display the entire proposal – in the format that it will be printed in – on the screen. This is a very fast and easy way to review the entire proposal before printing. You may also print the proposal directly from the Preview screen by clicking on the Printer icon.

Other options on the Preview screen (as is true with all reports that are displayed to the screen) include:

- Zoom In
- Zoom Out
- Page Scroll

EMAIL

Number Of Pages To Display At One Time-Rows and Column Selection
The Email button automatically converts the entire proposal (in the style sheet selected on the proposal) into a PDF document, attaches it to an email, addresses the email to the email address on file for this proposal, and emails the proposal out all at the touch of this one button. No additional steps or products are necessary to email a proposal.

The PDF document that is created from this Email button is called 'PROPOSAL.PDF' and is saved on your hard drive.

In order for the Email button to function correctly, please make sure you have your email settings tab set correctly in the System Defaults section of Pursuit (Utilities/System Defaults).

PRINT

Select the Print button to start printing the proposal to your default printer (or the printer selected in the Printer Setup feature below).

PRINTER SETUP

If you wish to print a proposal to a printer other than your windows-defaulted printer, click on this button and then select the appropriate printer from your list of valid printers.

To print the proposal, select the Print button from the proposal screen. A pop-up window will appear asking you to select which parts of the proposal to print. These include:

Text To Appear Above Job Pricing

These three lines of text will appear on the last page of the proposal where the pricing of the proposal is printed. This text defaults to the text found on the Proposal Heading Default section of the Utilities menu. You may override this text.

Recurring Charges Text

This text will print as a heading to the recurring charges section of the last page of the proposal. This text defaults to the text found in the Proposal Heading Default section of the Utilities section.

Print Proposal Pages(s)

Select YES to print the Proposal Text pages or NO to skip this section.

Print Equipment Detail Page

Select YES to print the proposed equipment list on the proposal form, otherwise select NO.

Sort Detail Page By

This drop-down selection list determines the order in which the proposed items will print on the proposal. If Location or Category is selected, you also have the option of Subtotaling each section (see Subtotal Field below). The items may be sorted as follows:

Default Same order as it appears on the screen.

<i>Part</i>	List will print in part number order.
<i>Location</i>	List will print grouped by location (Location sub-headings will print above each new location group).
<i>Category</i>	List will print grouped by part category (Category sub-headings will print above each new category group).

Print Equipment Detail Prices

If you would like the prices printed for each proposed part listed on the proposal, then select YES, otherwise select NO. This selection can be entered only if you select YES to print the equipment detail page described above.

By Default, this selection will be NO if you have entered a Job Price Override (either specific price override, or markup percent) since it would be confusing to show a proposal with item pricing and also have a different override price show – the detailed prices would not add up to the override price. However, if you wish to select YES you may do so even in this scenario.

Print Recurring Charges

Select YES to print the recurring charges list.

Print Proposal Graphics Images

Select YES to print proposal graphics (photos) that are listed in the Proposal Images List

Print Total Price Page

The Total Price Page is a page describing the total price of the job, sales tax, payment terms, terms and conditions, and a signature line(s). Select YES to include this page in your proposal.

Print Closing Remarks Page

Select YES to include any Closing Comments you have entered on the Closing tab.

No Of Copies

Select the number of copies you wish printed (Works only with windows drivers and printers that support the copy feature).

Print Subtotals

Only Displayed If 'Sort Detail Page By' selection is Location Or Category. Select YES if you wish the proposal to print a subtotal price under each Location Or Category section printed. If you do not want subtotalling by category or location, select NO.

Chapter 5: Inventory Maintenance

So that it is easier to list proposed equipment on the proposal, an inventory file allows you to keep a list of all parts that you normally deal with. If you own the ALARM or Service Express billing systems, the inventory file used in those programs will be integrated into the Pursuit program. ALL INVENTORY STOCK CONTROL IS PERFORMED WITHIN THE BILLING PROGRAM ONLY! Pursuit does not affect inventory stock EXCEPT when exporting a proposal to the billing software and the invoice creation option is selected.

Part ID	Description	Unit Cost	Price	Reorder	On Hand	Vendor Name	Part Category	Manufacturer Code	UPC Code
AD-20	Ademco Vista 20 Panel	189.00	389.00	3.00	5.00	ADI	Panel	Vista 20-P	
AD-2878	Gold Passive Infrared	25.00	35.00			ADI	PIR	AD-1878	209809348
AD-423D	Ademco Door Contact	25.00	50.00			ADI	Contact		
AD-450	Ultrasonic Motion Detector	45.00	75.00		-4.00	ADI	Motion Sensor	AD-450	0982342342
AD-6150	Ademco 6150 Keypad	134.00	274.00	4.00	9.00	ADI	Keypad	6150	
DD-491	Napco Blank PROM	100.00	150.00			ADI	PROM	NA-2343	02340293
FB-5100	FBI Keypad	50.00	75.00			King Alarm	Keypad	234230	09802398
Gold Security	Gold Security Kit	1,200.00	2,100.00		-1.00	All American Alarms	Internal Kit		
NT-IM110	Nutone Wireless Intercom	37.25	175.00			Triad	Intercom	0234-23422	322200-A
NT-LB76WH	Nutone 2 Note Electric Chime	57.50	86.25			Triad	Bell	03242-234	2234292
DP-PRS	Optex Reflector Kit, Silver	9.25	12.95			ADI	Miscellaneous	0239423	234242211
DP-SU200	Optex Solar Panel	116.50	175.00			King Alarm	Solar	2048203	294723
PA-KXT 30865	Panas Door Intercom	21.95	55.00			King Alarm	Intercom	23420980	2098093428
RP1000ELC	Napco English Language Keypad	99.00	135.00		-2.00	ADI	Keypad	230982340	2094023822
RP1016D	Napco Designer Keypad	99.00	145.00			ADI	Keypad	0983423	89023424
YA-NP76	Yuasa NP76 6 Volt 7AH Battery	10.50	19.00		-2.00	ADI	Battery	099348342	882929323

Sort By Part ID

Sort and select inventory list by Part ID

Sort By Description

Sort and select inventory list by Part Description

Sort By Part Category

Sort and select inventory list by Part Category

Sort By Vendor Name

Sort and select inventory list by Vendor name

Sort By Manufacturer Code

Sort and select inventory list by Manufacturer Code

Sort By UPC Code

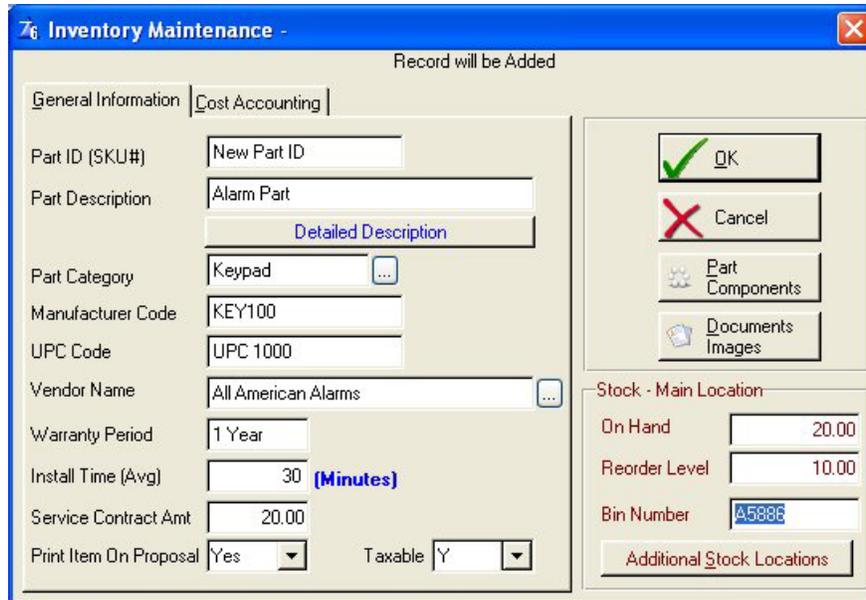
Sort and select inventory list by UPC Code.

Query Button

Search inventory based upon Query selections. Refer to 'Search By Query Button' in 'Using Pursuit' Chapter for detailed instructions on using the Query button.

Adding a Part to Inventory

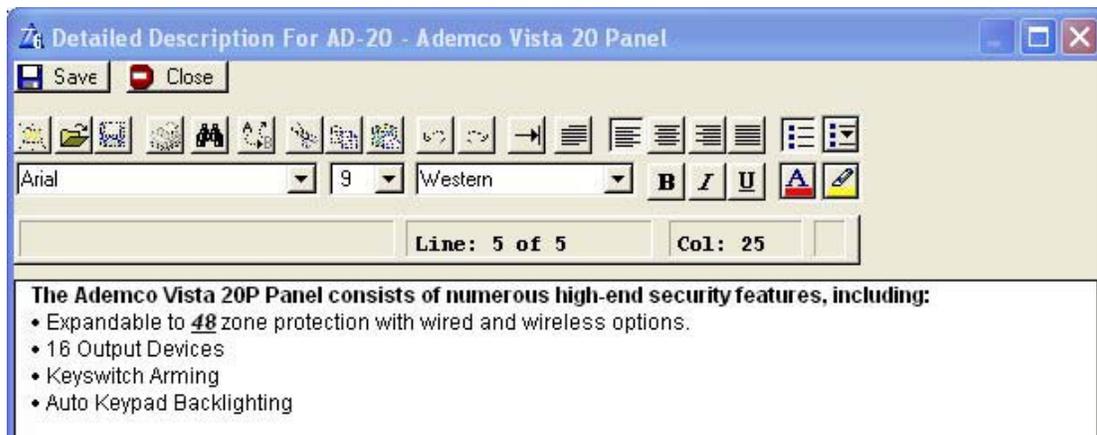
To add a part to the inventory file, press **Insert** from the Inventory maintenance list. The following information may be entered for each part:



Part ID Enter the part number for this part. The part number must be unique and a number must be entered into this field.

Part Description Enter a name and/or description for this part. You may enter any description you want up to 30 characters.

Detailed Description The Detailed Description button accesses an RTF formatted screen that allows you to create a lengthy description that is attached to this item (vertical scroll bars will appear if text scrolls beyond display). If this part is placed on the proposal item list, this detailed description text will print just below it.



Part Category	You can categorize this part by using the Category field. A category entered here must already exist on the Category validation table, otherwise you may enter a new category into the list. Select the [...] button to display the part category list. Using categories allow you to sort parts by category and to list items on the proposal in category sort order.
Manufacturer Code	If there is a separate manufacturer code to identify this part, enter that code in this field.
UPC Code	If you will be using a bar code reader to scan items onto the proposal, enter the item UPC code.
Vendor Name	Enter the name of the vendor where this item is usually purchased. If a vendor name is entered, it will be validated against the vendor validation list. Select the [...] button to display a list of valid vendors.
Warranty Period	Enter the manufacturers warranty period such as '1 year', '90 days', etc.
Install Time (Avg)	Enter the number of minutes it takes on average to install ONE of these items. The install time will be used by Pursuit to calculate the total estimated installation time for a job when a proposal is created (Displayed on the Financial Tab).
Service Contract Amt	If you determine your service contract prices based upon the value of equipment installed, then enter the price you charge on the service contract if this part is installed.
Print Item On Proposal	Default setting to determine if this item usually prints on a proposal (normally set to YES).
Taxable	Default setting to determine if this item is taxable.

Cost Accounting Tab

Labor And Material Cost Breakdown Section

In order for Pursuit to calculate accurate job costing, the following fields should be filled in accurately. These values are default values, and therefore will automatically carry over when the item is selected on a proposal. Since they are default values, they may be overridden on each individual proposal as needed. If the Labor and Materials prices are entered, you have the further option of having the printed proposal breakout the labor charges as a separate subtotal.

Labor And Materials Cost Breakdown		
	Your Cost	Price Charged
Labor	0.00	0.00
Materials	0.00	0.00
Total Pricing	0.00	0.00

General Ledger Account Codes
Display Only - These Codes Entered Within Billing System

General Ledger Account: _____
Cost Of Goods Sold Account: _____
Asset Account: _____

Stock - Main Location
On Hand: 20.00
Reorder Level: 10.00
Bin Number: A5886
Additional Stock Locations: _____

Labor Cost

Enter your cost for labor to install this part.

Labor Price Charged

Enter the labor price charged to the customer for installation.

Material Cost

Enter the amount it costs you to purchase this part from your supplier. If you purchase from several distributors at various prices, then enter the average cost.

Material Price Charged

Enter the amount that is charged to the customer for this part.

Total Pricing Cost

Enter the total cost of Materials and Labor

Total Pricing Charged

Enter the total price to charge for Materials and Labor

General Ledger Codes

For Display Only. Entered in Alarm/Service Express.

Document Images

76 Document Image

Record will be Added
Document May Be Any File Type Registered Within Windows.

Document Description: Key Pad A1300 - Layout

Document File Name: KEYPAD1300.JPG

Document Type: IMAGE * Only IMAGE Files Can Print On Proposals

Print With Proposal *: YES

OK

Cancel

Print Image

Description To Print On Proposal

Key Pad layout for Keypad 1300

You may associate an unlimited number of documents to this part. A document may be any file on your network that is registered to a particular windows-based program (ie: Word document for Microsoft Word, DXF file for AutoCad, PDF document for Adobe Acrobat, etc.).

The Document Image list may also contain image files (Bitmap (BMP), GIF, JPG) that consist of product photos, etc. When an image file such as this is included in the document image list, it can be printed on the proposal directly underneath the item it is associated with, or on it's own separate page. The following fields determine the type of document on this list, and if an IMAGE file the placement of this item on a proposal. Keep in mind these are default settings that will be carried over to a proposal when this item is selected, and therefore may easily be overridden to different settings for any particular proposal.

Document Description Reference description of this document – for internal use.

Document File Name Path and file name of document file. Click on the [...] file lookup button to select file from Windows Explorer.

Document Type Select the type of document this file represents. You may use any file that is registered to a windows program (most files will be registered in windows to the specific program used to create and/or edit that file).

NOTE: *If this is a photo image that is to be printed on a proposal, you MUST select IMAGE as the Document Type.*

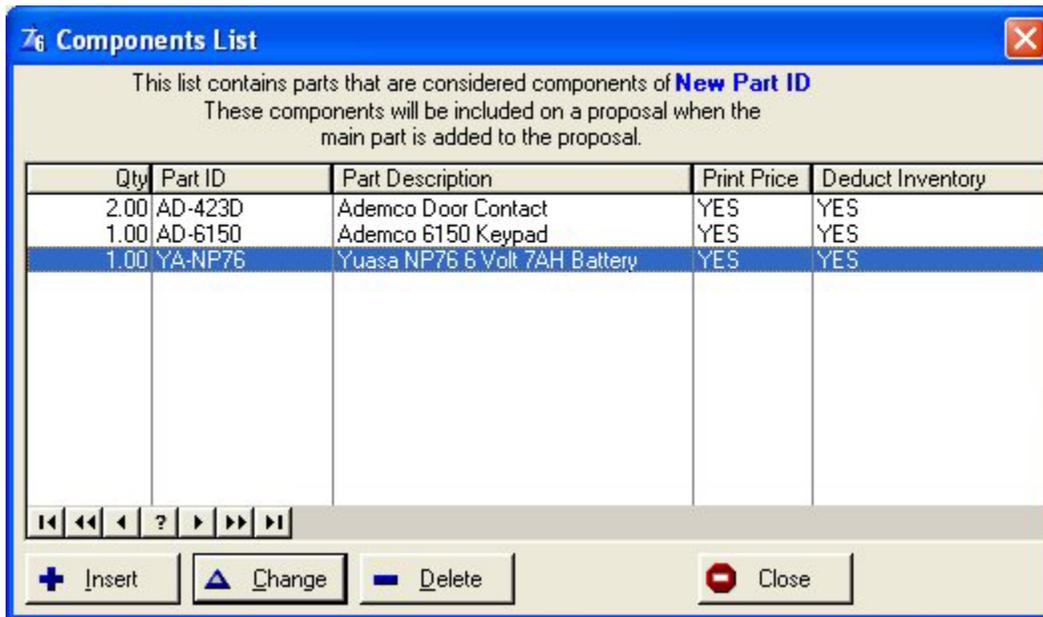
Print With Proposal Only valid if Document Type is IMAGE.
Select Yes for this image to print on a proposal.

Description On Proposal Only valid if Document Type is IMAGE.
If this image will print on it's own page of the proposal, enter a description that will print as a footer to the image. If this image will be printed under an item, this description is not used.

Print Image Button To print a sample of the document (IMAGES only) click on the Print Image button.

View Button On the Document Images List screen. Any document type. Click on the VIEW button to automatically launch the program that document is registered with and place the document within that program. For example, if a document has a filename of ADEMCO150.pdf and you click on view, Adobe Acrobat will automatically be launched and ADEMCO150.pdf will be ready to view within Acrobat.

Part Components (Kit Assemblies)



The screenshot shows a window titled "Components List" with a close button in the top right. Below the title bar, there is a text box stating: "This list contains parts that are considered components of **New Part ID**. These components will be included on a proposal when the main part is added to the proposal." Below this text is a table with the following data:

Qty	Part ID	Part Description	Print Price	Deduct Inventory
2.00	AD-423D	Ademco Door Contact	YES	YES
1.00	AD-6150	Ademco 6150 Keypad	YES	YES
1.00	YA-NP76	Yuasa NP76 6 Volt 7AH Battery	YES	YES

At the bottom of the window, there is a toolbar with navigation icons (back, forward, search) and four buttons: "+ Insert", "▲ Change", "■ Delete", and "⊘ Close".

A very useful feature available in Pursuit (and the ALARM and Service Express billing systems as well) is the ability to assign a number of components that are to be sold when the 'master' component is sold. This is commonly referred to as kit assemblies or bill-of-materials. To illustrate the concept of kit assemblies, take the following example:

You typically sell a protection system consisting of:

- 1 alarm panel
- 2 keypads
- 1 smoke detector
- 1 battery
- 1 infrared detector

2 door contacts

You can make up a 'master' part in the inventory file called 'GOLD500'. This part would then have a list of the above components as its 'kit assembly'. Whenever you create a proposal to sell part number GOLD500, the components listed above will automatically be entered onto the proposal for you, along with their prices (optional).

Using kit assemblies can reduce the amount of time it takes to create a proposal, especially if you sell the same types of systems to your customers. You can use any part in your inventory file as a 'master' part, and any part can be a component of as many 'master' parts as necessary.

Setting up a list of components for a part is simple:

- 1) Select **INVENTORY** button from the Top Taskbar
- 2) Select **Inventory List**
- 3) Highlight the part which you wish to add components to and press ENTER.
- 4) Select the **PART COMPONENTS** button to bring up the component list.

You are now ready to add a list of components for this part (components are simply other parts that are already on your inventory file. A component must already exist in the inventory file).

Press the **Insert** key to start entering the first component to the list. Once the Insert key has been pressed, the assembly part screen appears as follows:

Component Quantity	Enter the quantity of this component that is to be sold when the main part is sold.
Component Part ID	Enter the Part ID of this component. If you do not know the part number, type any character in this field and the inventory file will pop-up. You may then choose the part number from your list of items in inventory. If you need to add this component to your inventory, you may do so from the inventory list at this point.
Component Part Desc	The part description for this component will be entered automatically.
Print Price	If you want the price of this individual component to print on the proposal, select YES. Normally if the master part has a total price, select NO here.
Deduct From Inventory	If you are using Alarm or Service Express, this indicates if this component is to be deducted from inventory when it is included as part of a master part.

To save this component, select OK. The component will be added to the kit assembly list and you will be returned to that list. Repeat this process until all components have been added to the list for this master part.

You may modify or delete any component from the kit assembly list at any time. To do this, go into the inventory maintenance list and select the master part. Then press the **PART COMPONENT** button to bring up the Part Components list. You may then press ENTER to modify a component, or press Delete to delete a component from this list.

Stock - Main Locations

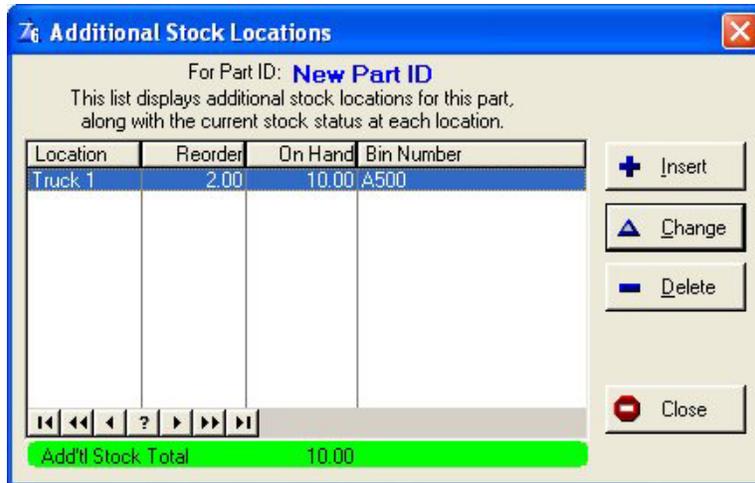
The following fields are used for Inventory Tracking Only:

- On-Hand:** Current stock status of this item. Inventory tracking only used in the ALARM and Service Express billing systems, although Pursuit allows you to enter and view the current stock count.
- Reorder Level:** The reorder level is a 'flag' you can set so that you can be reminded when your stock for this particular item is running low (used by the ALARM and Service Express billing programs only).
- Bin Number:** If your inventory is stored in a warehouse-style manner (in pre-numbered 'bins' for easy locating), then enter the bin number of where this item is stored. This number is strictly used to help you identify where this particular item is physically located in your inventory.

Tracking Inventory In Multiple Locations

Additional Stock Locations

Pursuit has the capability of looking up inventory that is located in additional locations (such as in your trucks, other office locations, etc.). Inventory that is located in other locations besides the Main location can be entered by selecting the **ADDITIONAL STOCK LOCATIONS** button from within the Masters Parts Data Entry screen. This section is maintained by the ALARM and Service Express billing systems, although they may be viewed within Pursuit.



When this button is selected from the master parts screen, a list of additional locations will appear if you have already entered locations for this part. If this is the first time you are adding a location for this item, the Additional Stock Location data entry screen will appear as follows:

Part ID (SKU#): The part id field will already be filled in with the part id for this part.

Location Name: Enter the name of the location where this item is also stocked. Examples of location names include TRUCK1, TRUCK2 (you can also use the actual vehicles license plate number or the name of the technician that is assigned to that truck). The location name is not validated but you should be consistent when entering the name.

Reorder Level: This field determines the minimum level of stock you should keep on hand for this item at this location.

On-Hand: Enter the current stock count at this location for this item. This should only have to be entered once. The ALARM and Service Express billing systems will automatically update the stock levels any time an item is listed on the product invoice.

Bin Number: If you label the shelves or 'bins' where your inventory is physically located at this location, then enter the bin number in this field.

Press the OK button to save this screen. You will then be returned to the Additional Stock Location list, with this location now listed. If you would like to add additional locations for this item, then press the Insert key from the Additional Stock Location list.

Inquire / Edit a Part

To review or modify a part already on the inventory maintenance file, select **INVENTORY** button on the top taskbar. Highlight the part to be viewed or modified and press ENTER. You may now make any changes to the file and select OK when finished to save the changes. Changes will not affect the information currently stored on the customers' detailed equipment lists.

Deleting a Part

To delete a part, highlight the part on the inventory maintenance list and press Delete, then ENTER.

Chapter 6: Appointment Calendar

The Appointment Calendar feature of Pursuit allows the user to maintain a daily schedule of appointments on the computer. In addition to being able to schedule follow-up appointments from the prospect call notes section, you may also add any additional appointments within the calendar itself. Pursuit maintains an unlimited number of appointments per day.

The appointment calendar is a monthly calendar that is displayed on your screen. From within this calendar, you can page forward and backwards in time to determine which appointments are scheduled, as well as histories of previous appointments.

Viewing Monthly Appointment Calendar

Once you select '**Appointments**' button from the top taskbar, a monthly calendar for the current month will be displayed.



In addition, today's date (according to the computer's system date) will be selected automatically. Each day will show the total number of services schedules for that day, if any. To view your appointments for this day, hit the enter key.

Buttons Available On The Appointment Calendar

The following buttons can be selected on the Appointment Calendar to perform specific functions:

Date Field	Entering a date and press the TAB button displays the daily appointment list for that day.
Select Month	
<i>Left Arrow</i>	Scroll calendar back one month at a time
<i>Right Arrow</i>	Scroll calendar forwards one month at a time
Select Year	
<i>Left Arrow</i>	Scroll calendar back one year at a time
<i>Right Arrow</i>	Scroll calendar forward one year at a time
OK	Brings up the daily appointment list for the day selected on the calendar.
Cancel	Exits from the Appointment Calendar.
Today	Brings up the daily appointment list for the current computer system date, regardless of which day is selected on the appointment calendar.
Mark Holidays	Allows special comment text (holiday names, special office situations, etc) to be placed under a particular day in the calendar.
Print Schedule	Print a list of appointments based upon a date range specified by the user.

The appointment calendar can be viewed for up to 50 years into the future or into the past and all appointments for those days are always available for viewing.

Printing Appointment Schedules

The screenshot shows a window titled "Print Appointment Schedule" with a close button (X) in the top right corner. The window contains the following fields and controls:

- Send Report To:** A dropdown menu with "Printer" selected.
- Appointments Dated From:** A text box containing "8/16/2003".
- To:** A text box containing "8/16/2003".
- Appointment Status:** A dropdown menu with "All" selected.
- Type Of Appointment:** A dropdown menu with "Sales" selected.
- Specific Sales Rep:** A dropdown menu with "JRW" selected.
- Specific Town:** An empty text box.
- Select Sort Field:** A dropdown menu with "Appointment Date" selected.
- Buttons:** A panel on the right side contains three buttons: "Print", "Cancel", and "Printer Setup".

Selecting the **PRINT SCHEDULE** button activates this function. You can display or print out a listing of appointments scheduled for any date range by pressing the F10 key from the appointment calendar. After selecting this button, you will be asked the following questions:

- Send Report To** You may send this report to the screen or printer.
- Appointments Dated From** Enter the beginning scheduled date of appointments that are to be printed on the list.
- Appointments Dated To** Enter the last scheduled date of appointments that are to be printed.
- Appointment Status** Since appointments can be marked as completed, you have the option of printing out just appointments that are still open, appointments that have been completed, or all appointments, regardless of status.
- Specific Sales Rep** If you wish to print out a list of appointments assigned to a specific sales reps, enter the sales rep name in this field, otherwise leave blank.
- Specific Town** If you wish to print out a list of appointments for customers located in a specific town (for routing purposes), enter the name of the town in this field, otherwise leave blank.
- Select Sort Field** Appointment Date. Default.

Once you have answered the above prompts, click **PRINT** the appointment schedule list will print out.

Adding An Appointment

To add an appointment to any day, select that day of the month with the cursor keys and then select OK. A list of appointments scheduled for that day will be displayed.

The daily appointment list may be sorted by the following methods by clicking on a sort tab:



Sort By Schedule

Displays the list of daily appointments in chronological order (default).

Sort By Sales Rep

Displays the list of daily appointments in Sales Rep order.

Sort By Appointment Type

Displays the list of daily appointments in Appointment Type order.

Open Appointments

Displays the list of daily open appointments.

Insert An Appointment

Appointment Tab

The screenshot shows a software dialog box titled "Appointment" with a subtitle "Record will be Added". It features two tabs: "Appointment" and "Appointment Notes". The "Appointment" tab is selected and contains two main sections: "Appointment Information" and "Prospect Information".

Appointment Information:

- Appointment Date: 8/14/03
- Appointment Time: 10:00AM
- Can Arrive Until: 11:00AM
- Date Completed: (empty)
- Sales Rep: STP
- Appointment Type: Follow Up

Prospect Information:

- Account#: 1
- Name: ABC Corporation
- Street: 150 Main Street
- Town: Scottsdale
- Phone: 602-343-4323

At the bottom of the dialog, there is a "Description" field and two buttons: "OK" (with a green checkmark) and "Cancel" (with a red X).

Pressing the **INSERT** key will bring up the appointment data entry screen so that a new appointment can be entered. This screen consists of the following fields:

Appointment Date Enter the date of the appointment in this field.

Appointment Time You can enter the scheduled time of appointment. If a time is entered, you may also select AM or PM.

Can Arrive Until If your appointment must be scheduled within a specific time of the day, enter the latest time this appointment is scheduled for, including AM or PM designation.

Date Completed Once a scheduled appointment has been completed, you may enter the date of completion in this field. This allows you to keep track of which appointments were done, and which ones are still open. The scheduled appointment list can print out schedules based upon open or closed status.

Sales Rep You may assign a sales rep to this appointment. Select the lookup button to display a list of valid sales reps.

Appointment Type Select the type of appointment this is. Click on the lookup button to display a list of valid appointment types (lunch, cold call, conference, etc.)

Account # If the appointment is for a prospect already on file, enter the prospects' account number in this field. If the account number is

entered, the prospect name and town fields will automatically be filled in. You may leave this field blank if you do not know the prospects' account number, or if the appointment is for someone other than an existing prospect. Selecting the [...] button will display a list of prospects.

Name Normally filled in if you entered a prospect account number in the previous field. You may enter a name if the appointment is not for a prospect.

Town Normally filled in if you entered a prospect account number previously, otherwise you can enter the town manually.

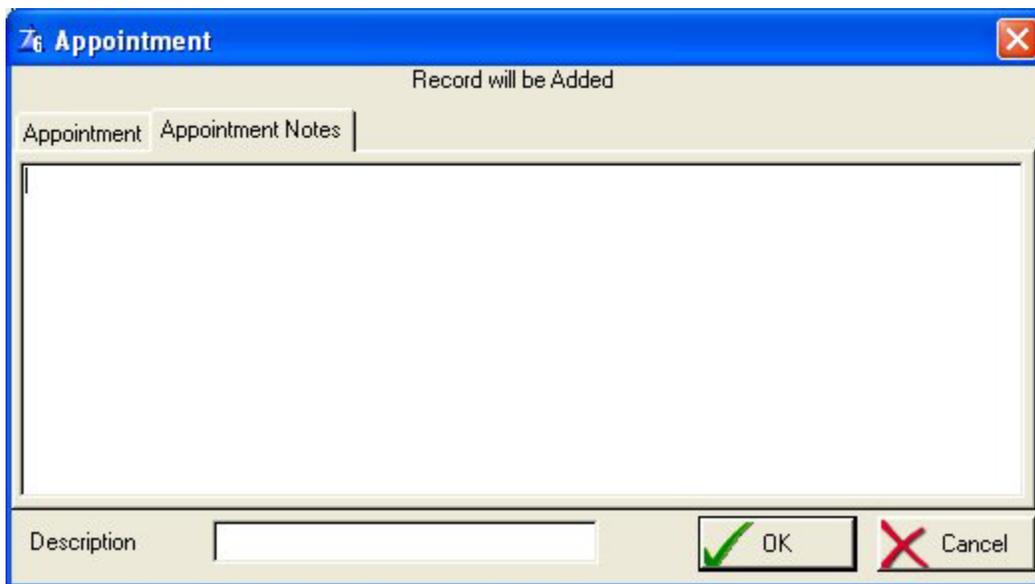
Phone Normally filled in if you entered a prospect account number.

Description: You can enter a brief description of the type of appointment being scheduled.

Select OK to save the appointment. You will be returned to the calendar view, and the appointment just entered will be notated in the # appointments displayed for that day.

Additional Appointment Notes

Pressing the **APPOINTMENT NOTES TAB** key will bring up the appointment note entry screen so that a new appointment note can be entered.



Select OK to save the appointment. You will be returned to the calendar view, and the appointment just entered will be notated in the # appointments displayed for that day.

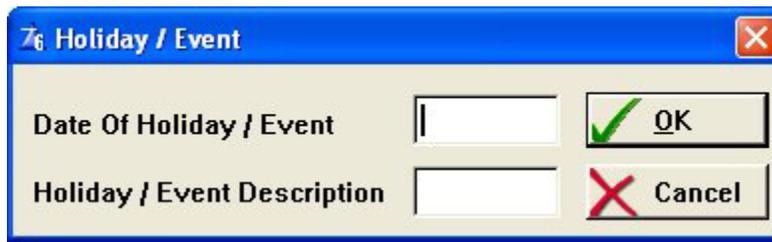
View / Edit Appointments

To modify or view an existing appointment, select the appropriate day of the month and select OK. Highlight the appointment you wish to view and select CHANGE (or press ENTER). This will bring up the appointment data entry screen. You may changes to this information and select OK to save the changes, or select Cancel when you have finished reviewing if no information is to be saved.

Deleting an Appointment

If you need to delete an appointment from the appointment calendar, select the appropriate day of the month and press ENTER. A list of current appointments for that day will be displayed. Highlight the appointment to be deleted and press the Delete key to confirm the deletion. Select OK to delete the appointment, or select CANCEL to cancel the deletion.

Scheduling Holidays and Special Events



The image shows a dialog box titled "Holiday / Event". It has a blue title bar with a close button (X) in the top right corner. The dialog contains two text input fields. The first field is labeled "Date Of Holiday / Event" and is followed by an "OK" button with a green checkmark icon. The second field is labeled "Holiday / Event Description" and is followed by a "Cancel" button with a red X icon.

You may identify holidays and special events (CLOSED, VACATION, etc.) on the monthly appointment calendar by selecting the **Mark Holiday** button while on the appointment calendar monthly view. First highlight the day you wish to mark, then select the HOLIDAY button, enter the date and then type the name of the holiday or event which you want to have marked on that day then select OK. That day will now display the event/holiday that was posted. You may repeat this for any day(s) of the year you wish. This can be helpful when using the appointment calendar to schedule servicing so that your staff is aware of which days the office is closed so that appointments are not scheduled on those days.

Chapter 7: Mail Merge Facility

The mail merge facility can help improve communications with your prospects. You may create letters or postcards for various occasions (follow-up on previous sales call, 'thank you' for new business, promotional marketing, special sale announcements, etc.). The mail merge will automatically insert each prospect's name and address into a predetermined location on the letters and postcards. You may create as many different letters or postcards as necessary and they will always be available through the letter or postcard list. If your needs go beyond these letters or postcards, you also have the option of exporting the mail merge list to a DBASEIV file. You may also produce mailing labels, export email addresses to an email file, or export fax numbers to a fax number file (for use with efax.com service).

To perform a mail merge, select 'MAIL MERGE' from the top menu.

Inquiry / Mail Merge Print

Select which group of prospects are to be used during the Inquiry/Mail Merge.
Only fill in fields that are pertinent to the selection of these prospects.

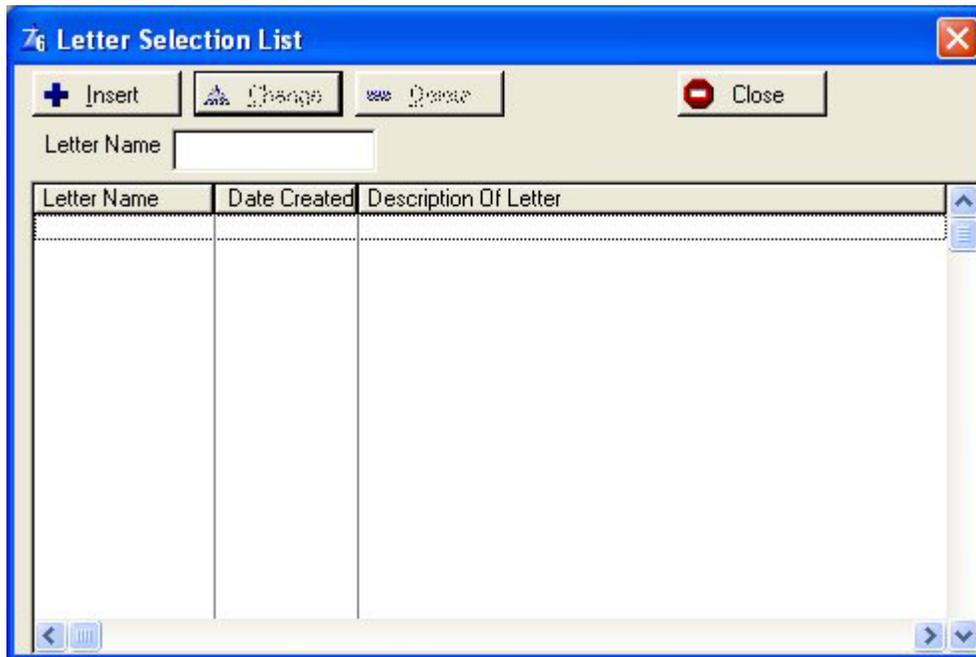
Document Type: Document Name: Lower Case:

Sort By:

Prospect Search | Proposal Search | Prospect Custom Fields | Proposal Custom Fields

Selection Ranges	From	To	Specific Selections
Prospect Name	<input type="text"/>	<input type="text"/>	County: <input type="text"/>
Prospect Number	<input type="text"/>	<input type="text"/>	Source Of Lead: <input type="text"/>
Zip Code Range	<input type="text"/>	<input type="text"/>	Industry: <input type="text"/>
First Contact Date	<input type="text"/>	<input type="text"/>	Account Status: <input type="text"/>
Purchase Date	<input type="text"/>	<input type="text"/>	Property Type: <input type="text"/>
Date Of Last Call	<input type="text"/>	<input type="text"/>	Sales Rep: <input type="text"/>
Date Of Last Mail	<input type="text"/>	<input type="text"/>	
No Call Since	<input type="text"/>		
No Mail Since	<input type="text"/>		

Create / Modify a Letter

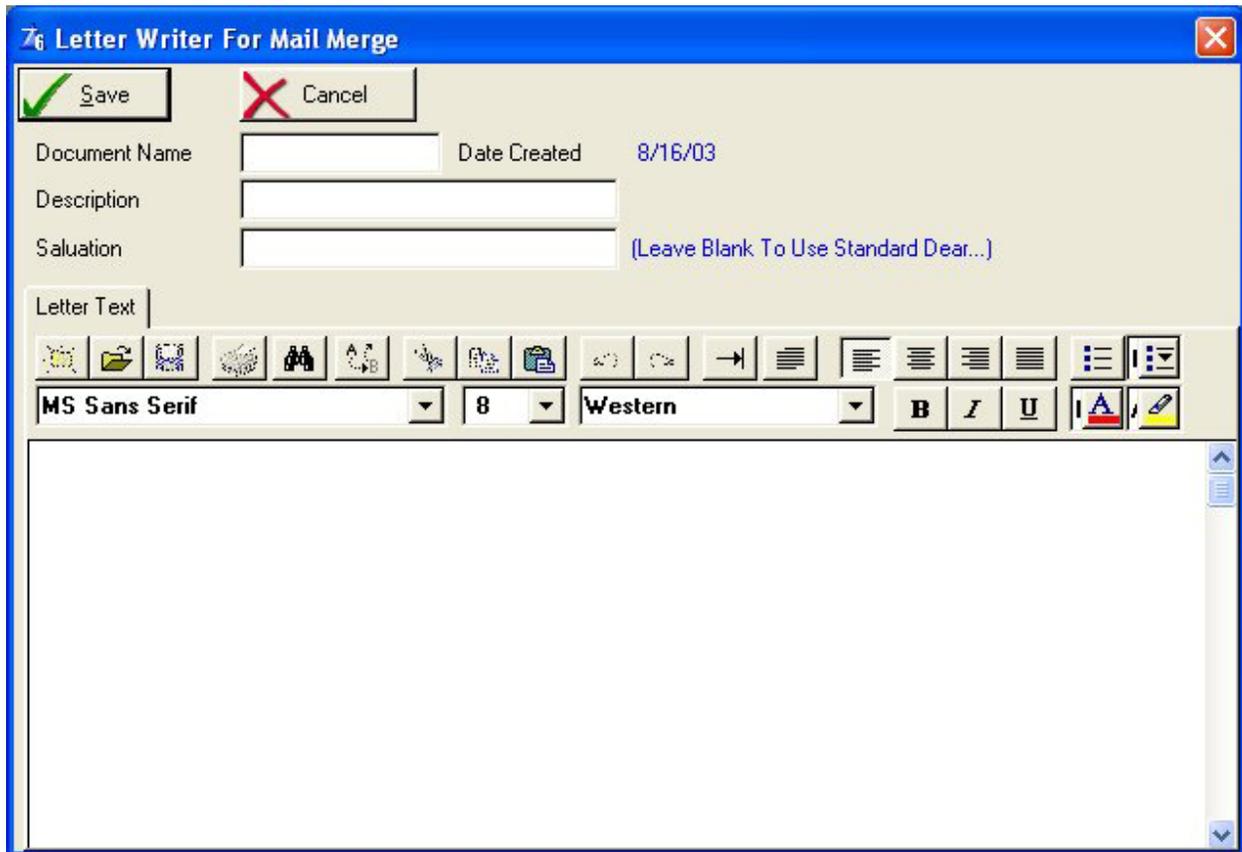


Letters may be created under the 'Create Letter' menu selection. A list of letters already created by you will appear. You may add a new letter by pressing Insert from this list. If you want to review or modify an existing letter, highlight the letter and press ENTER.

The letter writer in Pursuit supports the RTF format. Please review the 'RTF Controls' section of the 'Using Pursuit' Chapter to familiarize yourself with the RTF formatting controls.

Once the body of the letter has been created in this section, the Mail Merge filter screen allows you to select groups of customers that will have a letter created – merged with their name and address automatically by Pursuit.

Adding A New Letter

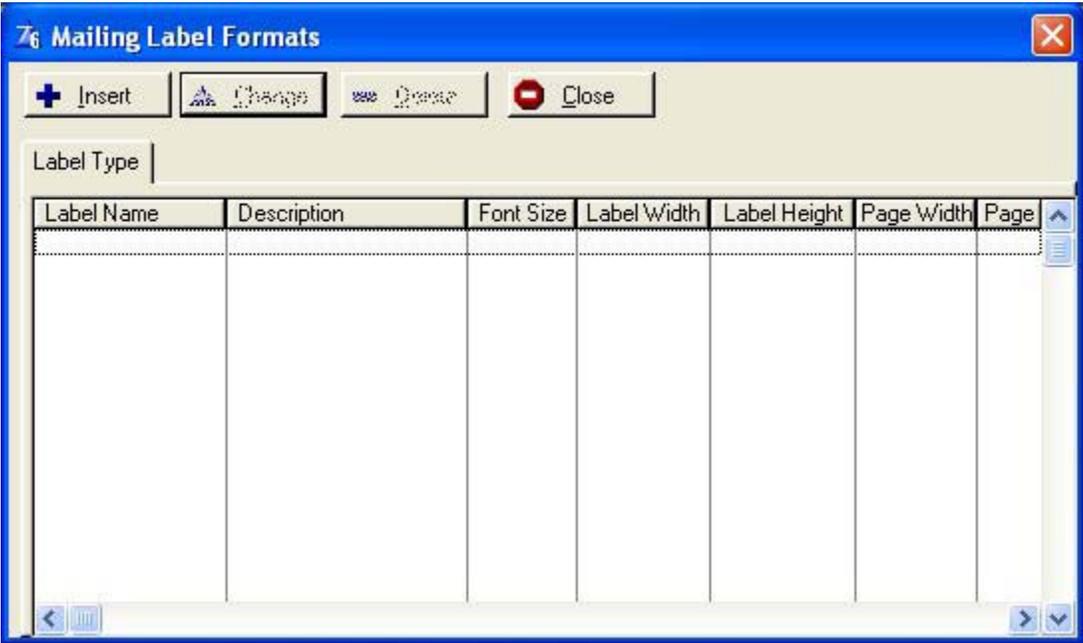


Each letter must be given a unique name. Add a description for your new letter. You may also enter your own salutation to appear on the letters, or if left blank the salutation will default to DEAR... (the contact name is automatically inserted after the word DEAR).

You may then create the body of the letter. The RTF controls are used to format your letter, including typeface, font size, color, attributes, bullets, and margins.

When you are finished creating or modifying the letter, select OK to save the letter. This will return you back to the letter list. Select Cancel to return back to the Mail Merge Menu.

Create / Modify A Mailing Label



Labels may be created under the 'Create Mailing Labels Format' menu selection. Press Insert to add a mailing label, Delete to delete a mailing label, or ENTER on a highlighted selection to review or modify an existing mailing label. Each label requires a unique name to identify it.

Adding A New Mailing Label Format

Adding a LABELS Record

Adding a LABELS Record
All measurements are in inches.

Label Format Name

Description

Page Width Page Height

Label Width Label Height

Top Margin Left Margin

Print Contact Name Font Size

Print Mode

You can easily setup an unlimited number of mailing label and envelope formats that will be used by the Mail Merge utility to send correspondences to your customers. Each label can be defined with it's own name, and you can specify the left and top margins, as well as the size of the label on the sheet. All size dimensions are entered in inches (8.5, 2.75, etc.).

Label Name/Description Enter a unique name and a description for this label (Ex: Avery 5160)

Page Width/Height Enter the size of the label sheet (usually width=8.5, height=11.00)

Label Width/Height Enter the size of width and height of one of the labels on the page.

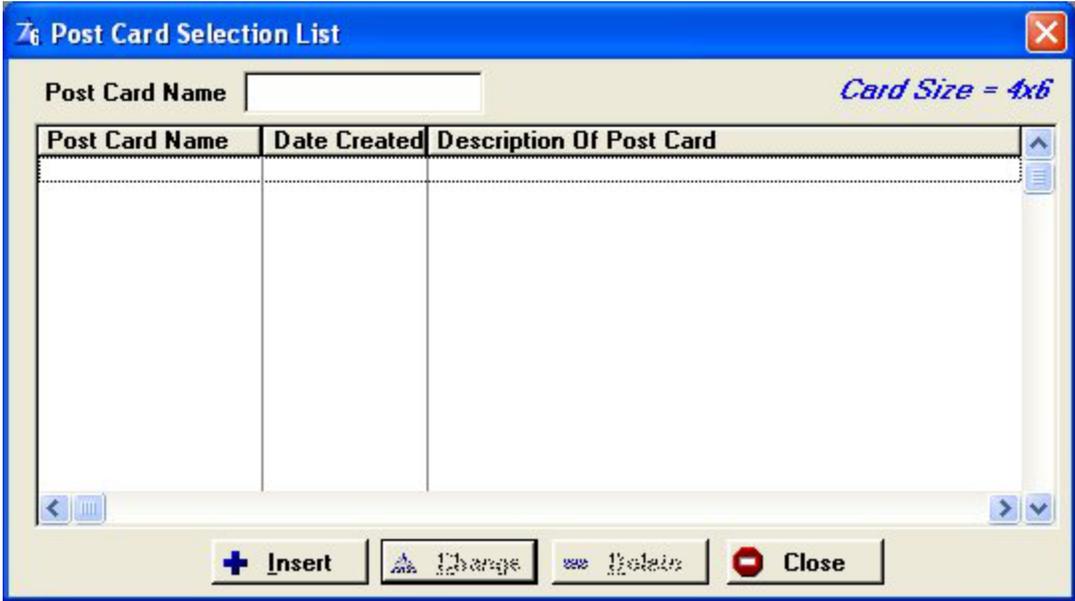
Top Margin/Left Margin Enter the measurement (inches) where the top label is offset from the top of page and from the left side of the page (usually .25).

Print Contact Name Select YES to print the customer 'Contact' name field (prints above company name). Select NO to print only Company Name and address, no contact field.

Font Size Usually set to 10, 11, or 12, this is the point size of the font. If you set too high a number on a small label, information may be cut-off at end.

Print Mode Usually set to Portrait for labels, and Landscape for envelopes.

Create / Modify a Post Card



Post cards may be created under the 'Post Card Format' menu selection. Press Insert to add a new post card, Delete to delete a post card, or ENTER on a highlighted selection to review or modify an existing post card. Each postcard requires a unique name to identify it.

Although post cards are not generally used very much in this day of laser and inkjet printers, Pursuit still has the ability to print postcards (4 x 6) if you wish to use this format to send correspondences to your prospects.

Adding A New Post Card Format

Post Card For Mail Merge

Post Card Name Description:

Place Stamp Here

Addressed To:
Prospect Name.....
Prospect Street Address...
Prospect Town, State, Zip.....

Message To Appear On Front Of Post Card

OK Cancel

On the post card screen you may enter the name and description of the postcard and a message that will appear on the bottom of the card. The prospects' name and address will be automatically printed in the middle section, and you may optionally print your return name and address if desired.

Print Mail Merge Documents

Inquiry / Mail Merge Print

Select which group of prospects are to be used during the Inquiry/Mail Merge.
Only fill in fields that are pertinent to the selection of these prospects.

Document Type: **LIST** Document Name:

Sort By: **PROSPECT** Lower Case: **NO**

Prospect Search | Proposal Search | Prospect Custom Fields | Proposal Custom Fields

Selection Ranges	From	To	Specific Selections
Prospect Name	<input type="text"/>	<input type="text"/>	County: <input type="text"/>
Prospect Number	<input type="text"/>	<input type="text"/>	Source Of Lead: <input type="text"/>
Zip Code Range	<input type="text"/>	<input type="text"/>	Industry: <input type="text"/>
First Contact Date	<input type="text"/>	<input type="text"/>	Account Status: <input type="text"/>
Purchase Date	<input type="text"/>	<input type="text"/>	Property Type: <input type="text"/>
Date Of Last Call	<input type="text"/>	<input type="text"/>	Sales Rep: <input type="text"/>
Date Of Last Mail	<input type="text"/>	<input type="text"/>	
No Call Since	<input type="text"/>		
No Mail Since	<input type="text"/>		

Once you have created letters or postcards or setup mailing label formats, you can merge customer name and address onto these documents by selecting 'Print Mail Merge' from the Mail Merge menu. You will be prompted for the following:

Document Type

Select what type of document you want to use for this mail merge. You may select postcard, letter, mailing labels (3 1/2" x 15/16" size labels are supported - one across), list (a prospect list used for your purposes to be displayed or printed), or export out to the DBASEIV file format. If you select to export, a screen will appear explaining the exact file format so that you may easily import this file into your word processing program.

Document Name

If you selected letter, postcard or mailing label a list of the selected document type will appear. Select the appropriate document to be used.

Sort By

You may sort the mail merge by either prospect name or zip code. This sort relates to all document types, including mailing labels and file export selections.

Lower Case

If you entered most of your prospect name and address information on the prospect maintenance screen in all upper case characters, it is incorrect to print this information in upper case characters when the body of the letter is in upper and lower case. If you would like only the first letter of each prospect name and address to appear in upper case and all other characters converted to lower case then select 'YES', otherwise select 'NO' to keep all characters in upper case.

The Mail Merge Print section contains two tab screens - General Fields and User Defined Fields:

Prospect Search Tab

Selection Ranges	From	To	Specific Selections
Prospect Name			County
Prospect Number			Source Of Lead
Zip Code Range			Industry
First Contact Date			Account Status
Purchase Date			Property Type
Date Of Last Call			Sales Rep
Date Of Last Mail			
No Call Since			
No Mail Since			

The General Fields Tab consists of fields found on the main prospect maintenance screen. The SELECTION RANGES section allows you to enter a range of values to determine which prospects are eligible to receive this mail merge. This section allows you to select prospects in almost unlimited variations. Leave blank any fields which are not going to be used to determine which prospects will be selected. You may mix and match as many conditions as needed in order to identify the correct group of prospects. The following is a description of the various selection ranges that can be used:

Prospect Name	Allows you to select prospects within an alphabetical name range.
Prospect Number	Allows you to select prospects within a a range of account.
Zip Code Range	Selects prospects that live within the specified zip code range. Useful to do mailings to just certain geographic locations.
First Contact Date	Selects prospects based upon the date they were entered into Pursuit
Purchase Date	Selects prospects that have purchased from you within the entered date range.
Date Of Last Call	Scans the call notes of each prospect and selects those prospects that have a call note within the entered date range.
Date Of Last Mail	Selects only those prospects that have had a mailing creating within the mail merge section within the date range entered.
No Call Since	A very useful selection which provides a selection of prospects that you have not called within the entered date range.
No Call Since	A very useful selection which provides a selection of prospects that you have not mailed within the entered date range.

The SPECIFIC SELECTIONS section allows you to select prospects based upon a match of values entered into any of the displayed fields. In most of these fields, clicking on the down arrow to the right of the field will display the valid values for that selection.

County Name	Selects customers that live in a specific county.
Source Of Lead	Select prospects based upon their lead source.
Industry	Select prospects based upon their industry/profession.
Account Status	Select prospects based upon their current account status (Prospect, Customer, Other).
Property Type	Select prospects based upon their property classification (Residential, Commercial, Other).
Disposition	Select prospects based upon their current proposal disposition (Open, Won, Lost, Other).
Sales Rep	Select prospects assigned to a specific sales rep.

Proposal Search

Proposal Number	Proposal Number range.
Proposal Date	Proposal 'Created' Date Range
Job Starting Date	Proposal Starting Date Range
Proposed Part ID	Select proposals based upon Part ID listed on proposal
Probability Level	Select proposals based upon probability level
Job Status	Select proposals based upon current job status
Building Type	Select proposals based upon building type code
Disposition	Select proposals based upon Win/Lose disposition
Disposition Reason	Select proposals based upon reason for Win/Lose
Purchase Terms	Select proposals based upon purchase terms (own/lease)
Sales Rep	Select proposals based upon Sales Rep ID
Recurring Charge	Select proposals based upon recurring charge on proposal

Prospect Custom Fields Search

Fields that are designated as 'User-Definable' in the main prospect maintenance screen are available in this mail merge area as selections. One special feature of the user-definable fields is the ability to select prospects based upon the presence or absence of information in the first eight user-definable fields. To use this feature, enter a * in any user-definable field if you wish only prospects with information in those fields to be selected. Enter a # in any user-definable field if you wish to select only prospects that do not have any information in those fields.

Option Fields 1 - 8

These fields are free-form fields that contain no specific validations and may contain any type of data (up to 20 characters long). You may search based upon a particular value in any of these fields, or enter a * in a specific field to find all prospects that have any value in that field, or you may enter a # in a specific field to find all prospects that DO NOT have any value in that field.

Option Fields 9-12

These fields are formatted for dates and therefore can be used in the mail merge section to select prospects that have a particular date range within any of these fields.

Option Fields 13-16

These fields are validated fields (by the user) and prospects may be selected based upon a valid value for that field.

Remember, you can mix conditions. If a selection is not being used, do not enter a value in that field.

Once you have entered your criteria on either tab section, select OK to start. Pursuit will automatically tally the number of prospects that match your criteria and allow you to continue with the mail merge or return back to the mail merge menu. This allows you to play 'what-if' to see how many prospects would be sent a letter based upon your selections. You may also use this section to simply print out a list of prospects based upon your criteria (the prospect list on the report facility also allows you to do this, however not as fully as the mail merge).

When printing the Mail Merge, you have the option of printing your return address on letters and post cards. In addition, you may perform a test print to make sure the paper is lined up correctly in your printer. If you are printing a letter, you may select an 'Offset' if you are using your own letterhead paper. This allows you to adjust how many lines down from the top of page before printing begins in order to accommodate the size of your letterhead.

If you are printing labels, you may select the number of copies to print. This allows you to print multiple labels for the same name and addresses (you may select up to 999 copies).

Proposal Custom Fields Search

Fields that are designated as 'User-Definable' in the main proposal maintenance screen are available in this mail merge area as selections. One special feature of the user-definable fields is the ability to select proposals based upon the presence or absence of information in the first eight user-definable fields. To use this feature, enter a * in any user-definable field if you wish only proposals with information in those fields to be selected. Enter a # in any user-definable field if you wish to select only proposals that do not have any information in those fields.

Option Fields 1 - 8

These fields are free-form fields that contain no specific validations and may contain any type of data (up to 20 characters long). You may search based upon a particular value in any of these fields, or enter a * in a specific field to find all proposals that have any value in that field, or you may enter a # in a specific field to find all proposals that DO NOT have any value in that field.

Option Fields 9-12

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Option Fields 13-16

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Remember, you can mix conditions. If a selection is not being used, do not enter a value in that field.

Once you have entered your criteria on either tab section, select OK to start. Pursuit will automatically tally the number of prospects that match your criteria and allow you to continue with the mail merge or return back to the mail merge menu. This allows you to play 'what-if' to see how many prospects would be sent a letter based upon your selections. You may also use this section to simply print out a list of prospects based upon your criteria (the prospect list on the report facility also allows you to do this, however not as fully as the mail merge).

When printing the Mail Merge, you have the option of printing your return address on letters and post cards. In addition, you may perform a test print to make sure the paper is lined up correctly in your printer. If you are printing a letter, you may select an 'Offset' if you are using your own letterhead paper. This allows you to adjust how many lines down from the top of page before printing begins in order to accommodate the size of your letterhead.

If you are printing labels, you may select the number of copies to print. This allows you to print multiple labels for the same name and addresses (you may select up to 999 copies).

Display Merge Selection List Button

If you choose the LIST document type on the print mail merge screen and choose to display this list, a prospect list will be displayed (similar to the list that appears in the Prospect Maintenance section). This list may be scrolled up or down by pressing the cursor keys or pressing the Page Up or Page Down keys. You may also scroll immediately to the bottom of the list by pressing the CTRL-Page Down keys.

The Prospect Merge list is very useful to call prospects for follow-up sales calls and reschedule appointments, or any other use that you may using the mail merge section for.

You may review information about each prospect by pressing the ENTER key while that prospect is highlighted on the list. The Prospect Review screen will then appear (this screen is similar to the Main Prospect Maintenance Screen). Select the Cancel button to return back to the Prospect Merge List.

Chapter 8: Report Facility

This chapter explains the various reports which are available within Pursuit. All reports will be accessed from this section.

General Information About Reports

Almost all reports may be displayed to the screen or printed to your printer. If a report is displayed to the screen, you may scroll the report to the left and right, as well as up or down. If a report is displayed to the screen, you have the following functions to choose from (some functions may not be available depending upon the size of the report):

Cancel	Exits out of the report display screen.
Zoom Out	Displays the report in a 'full page' view. This view is usually difficult to read except for the purposes of seeing the format of the report and generally would not be used.
Previous Page	If the report is more than 1 page long, you may page forwards and backwards by selecting the Previous Page and Next Page menu items.
Next Page	If the report is more than 1 page long, you may page forwards or backwards by selecting the Previous Page and Next Page menu items.
Jump	If the report is more than 1 page long, you can enter an exact page number and immediately 'jump' to that page. Useful for long reports.
Facing Pages	If the report is more than 1 page long, you can look at 2 pages next to each other. This function is rarely used unless you wish to see the format of the report (details will not show well in this view).

There are a few other points to keep in mind when printing reports:

- 1] Most reports have additional specific selections that help define the type of information to be reported on. This offers you a great deal of flexibility in providing reports based upon your specific requirements. These selections are chosen by selecting the down-arrow button and choosing from the listed options.

Selecting a field to sort by will result in the report to be printed in ascending order based upon the field selected.

If a specific report criteria is selected, you will be asked to enter the value to search for in that field. Select OK to start generating the report. When the report is printed, it will only print for those records whose selected field equals the value you have just entered (Ex: County Name = Nassau, only those prospects within that county name

will be printed).

- 2] Before you select a report to print, make sure you have paper in your printer and the printer is online. If you are not sure how to do this, consult your printer manual. Most reports print on blank paper.
- 3] Some reports take longer to process than others. This is due to calculations that some reports must perform. It is not unusual for certain reports to take 10 minutes or longer before printing out. It is recommended that where possible, these reports should be selected at the end of the day when access to Pursuit is not critical.
- 4] If a report has been requested but you are returned to the Report Menu without any printout, this indicates that no information was found to report on.
- 5] If you wish to return to the report menu after you have entered any report screen, select the Cancel button. You may do this at any time up until the report is being printed. Once the report has started printing, if you need to cancel the printing it is best to first turn the printer off-line, then go into the Windows Print Manager and delete any print items still queued (press the DELETE button while highlighting the report being printed).
- 6] You may choose any valid printer to print a report to by choosing the **PRINT SETUP** button found on all print screens found throughout Pursuit. Pursuit will work with any printer installed in your Windows Control Panel (printer driver) section. In addition, any additional printer drivers such as a faxboard driver can be utilized (this allow reports, proposals, and purchasing lists to be faxed directly from within the Pursuit program).

Report Facility Menu



To display the Report Facility menu, select **REPORTS** from the top Menu.

Prospect List

A screenshot of the 'Prospect List Report' dialog box. The dialog has a title bar 'Prospect List Report' and contains several settings for generating the report. On the right side, there are three buttons: 'Print', 'Cancel', and 'Printer Setup'. The settings are as follows:

Send Report To	Printer	Print
Print Contacts List	YES	Cancel
Print Comment Section	YES	Printer Setup
Print Follow-Up History	YES	
Print Demographics	YES	
Print User-Defined Fields	YES	
Account Status	All	
No Contact Since	[] (Optional)	
One Page Per Prospect	YES	
Select Sort Field	Prospect Name	
Select Report Filter	All	
Report Filter Value	[]	

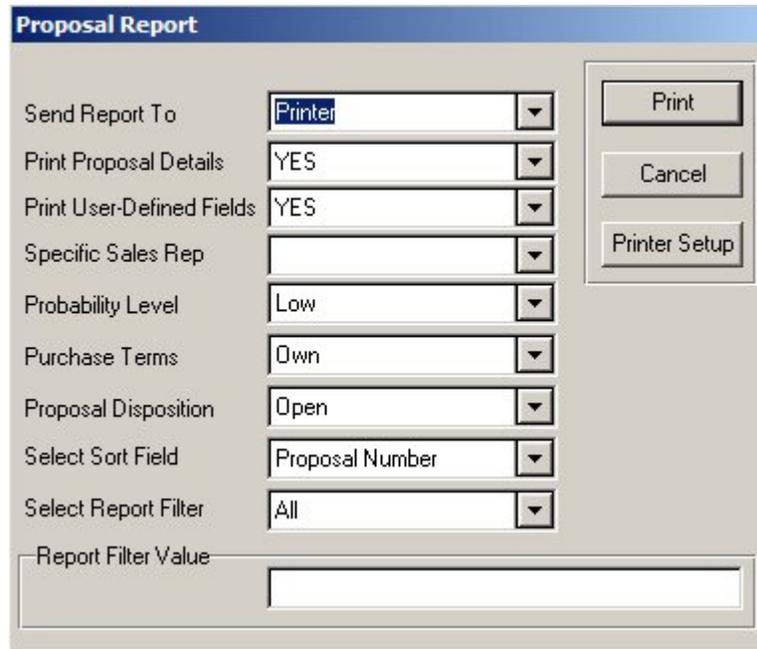
This report will give you a 'birds-eye-view' of all of the prospects in the system.

Information displayed on this report include prospect name, address, phone and currently selling stage.

The report may be sorted by one of the following fields: Prospect Name, Zip Code

Using the cursor keys, select one of the above sorts and press ENTER. You will then have the choice of selecting what type of prospects are to be printed: All, Specific County, Specific Selling Stage, Specific Lead Source, Specific Industry.

Proposal Report



The screenshot shows a dialog box titled "Proposal Report" with a blue header bar. It contains several configuration options, each with a dropdown menu:

- Send Report To: Printer
- Print Proposal Details: YES
- Print User-Defined Fields: YES
- Specific Sales Rep: (empty)
- Probability Level: Low
- Purchase Terms: Own
- Proposal Disposition: Open
- Select Sort Field: Proposal Number
- Select Report Filter: All

At the bottom, there is a text input field labeled "Report Filter Value" which is currently empty. On the right side of the dialog, there are three buttons: "Print", "Cancel", and "Printer Setup".

The prospect report will produce a list of proposals based upon the various criteria selectable on this screen. You may print a list of proposals along with detail items and User-defined fields. Other selection criteria include probability level, purchase terms and specific sales rep ID.

Job Cost Report



The screenshot shows a dialog box titled "Job Cost Report" with a blue header. It contains several input fields and buttons. On the right side, there are three buttons: "Print", "Cancel", and "Printer Setup".

Send Report To	Printer	Print
Proposals Dated From	Until	Cancel
Proposal Disposition	All	Printer Setup
Select Sort Field	Part	
Select Report Filter	All	
Report Filter Value		

This report will calculate your profit margins for each proposed job. Included on this report includes a listing of all parts proposed for a job, their costs, your net profit and profit margin. You will be asked to enter a work order number, or you may enter a date range to include all proposals created within those dates.

Sales Rep Performance Report

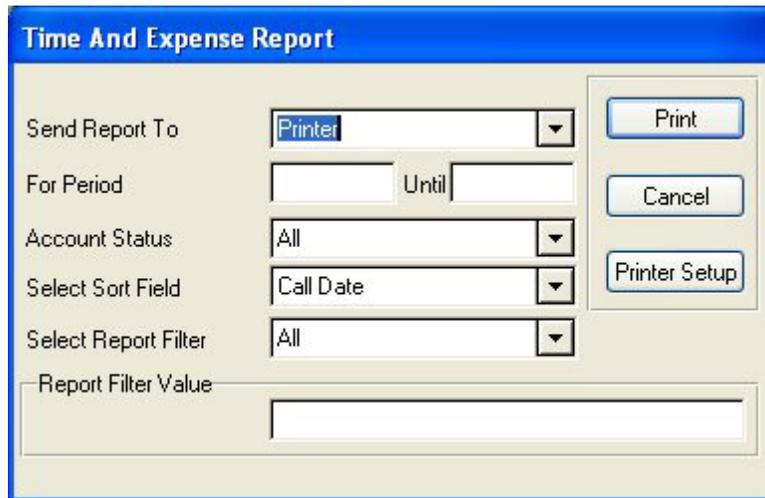


The screenshot shows a dialog box titled "SalesRep Performance Analysis Report" with a blue header. It contains several input fields and buttons. On the right side, there are three buttons: "Print", "Cancel", and "Printer Setup".

Send Report To	Printer	Print
New Prospects From	Until	Cancel
Select Sort Field	Sales Rep	Printer Setup
Select Report Filter	All	
Report Filter Value		

Whether you have one sales person or a large sales force, this report will reflect the results of their sales efforts. Each sales rep is evaluated by the number of prospects assigned, the number of sales made, the closing rate, as well as the total time and expense spent on follow-ups. The report will be sorted by salesrep name and you have the choice of printing the report for all salesreps or just a particular sales rep.

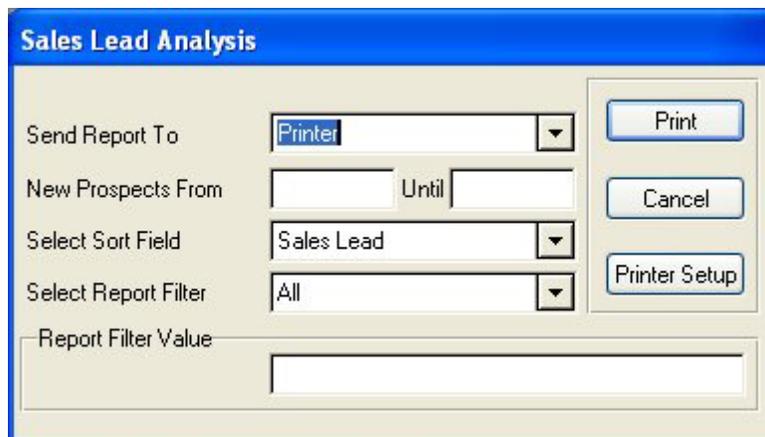
Time And Expense Report



The screenshot shows a dialog box titled "Time And Expense Report". It contains several input fields and buttons. The "Send Report To" field is a dropdown menu with "Printer" selected. The "For Period" field consists of two text boxes separated by the word "Until". The "Account Status" field is a dropdown menu with "All" selected. The "Select Sort Field" field is a dropdown menu with "Call Date" selected. The "Select Report Filter" field is a dropdown menu with "All" selected. Below these fields is a "Report Filter Value" text box. On the right side of the dialog, there are three buttons: "Print", "Cancel", and "Printer Setup".

This report will allow you to get a handle on the time and expense spent on various types of follow-up activities. You may select a follow-up date period to evaluate. The report will be sorted in order of the follow-up date and you may choose to report on all follow-ups during this period, for a specific rep, for a specific call type (visit, lunch, etc.), or for a specific prospect.

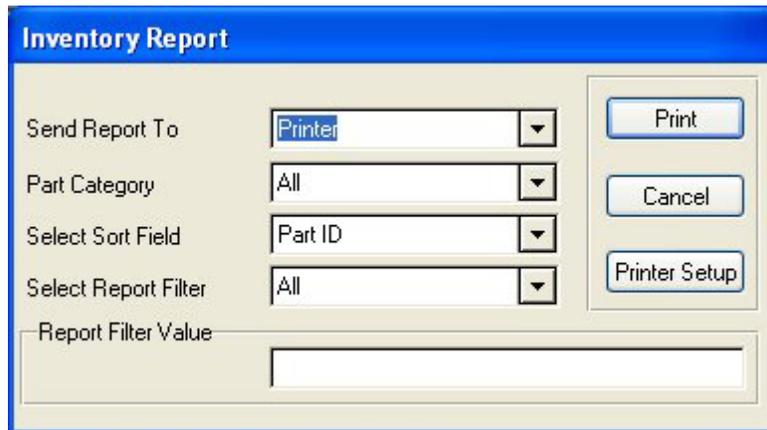
Sales Lead Analysis Report



The screenshot shows a dialog box titled "Sales Lead Analysis". It contains several input fields and buttons. The "Send Report To" field is a dropdown menu with "Printer" selected. The "New Prospects From" field consists of two text boxes separated by the word "Until". The "Select Sort Field" field is a dropdown menu with "Sales Lead" selected. The "Select Report Filter" field is a dropdown menu with "All" selected. Below these fields is a "Report Filter Value" text box. On the right side of the dialog, there are three buttons: "Print", "Cancel", and "Printer Setup".

This report shows you the effectiveness of your various sources for sales leads. For each lead source, the total number of responses, total number of prospects, total purchased, purchase %, and average closing times are printed. The report will be sorted by source of sales lead, and you may choose to report on all sales leads, a specific sales lead, a specific sales rep, or a specific industry.

Inventory Report

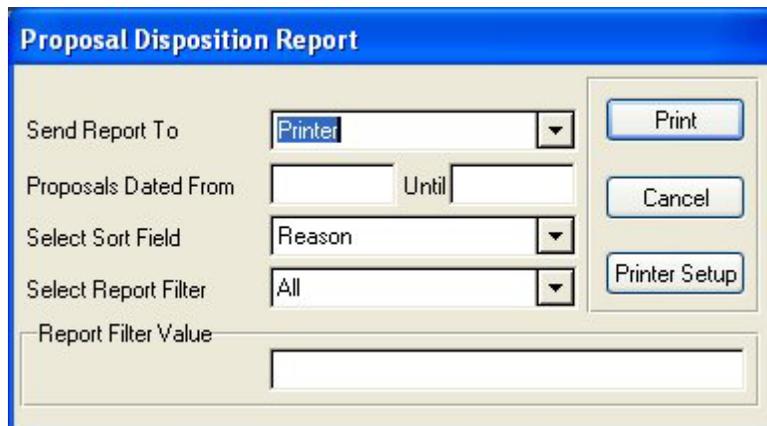


The screenshot shows a dialog box titled "Inventory Report". It contains the following fields and controls:

- Send Report To:** A dropdown menu with "Printer" selected.
- Part Category:** A dropdown menu with "All" selected.
- Select Sort Field:** A dropdown menu with "Part ID" selected.
- Select Report Filter:** A dropdown menu with "All" selected.
- Report Filter Value:** An empty text input field.
- Buttons:** "Print", "Cancel", and "Printer Setup" are located on the right side of the dialog.

The Inventory Report will provide a listing of items currently in your Inventory file. Although Alarm and Service Express billing programs are designed for inventory control and therefore provide more detailed inventory reporting capabilities, Pursuit does have the ability to print a listing of inventory items.

Proposal Disposition Report



The screenshot shows a dialog box titled "Proposal Disposition Report". It contains the following fields and controls:

- Send Report To:** A dropdown menu with "Printer" selected.
- Proposals Dated From:** A date input field followed by the word "Until" and another date input field.
- Select Sort Field:** A dropdown menu with "Reason" selected.
- Select Report Filter:** A dropdown menu with "All" selected.
- Report Filter Value:** An empty text input field.
- Buttons:** "Print", "Cancel", and "Printer Setup" are located on the right side of the dialog.

It is beneficial to understand the reasons why you lose jobs as well as why you win them. This report will help identify the major reasons for these wins and losses. The disposition field and reason for disposition (win or lose) is found on the proposal main screen. Each job that has been won or lost will be searched in this report based upon the various reasons on your reason validation list. The report will then show the number of jobs won/lost for each reason (price, quality, etc.).

Purchasing List Report

The screenshot shows a dialog box titled "Purchasing List" with a blue header. The dialog contains several controls for configuring the report:

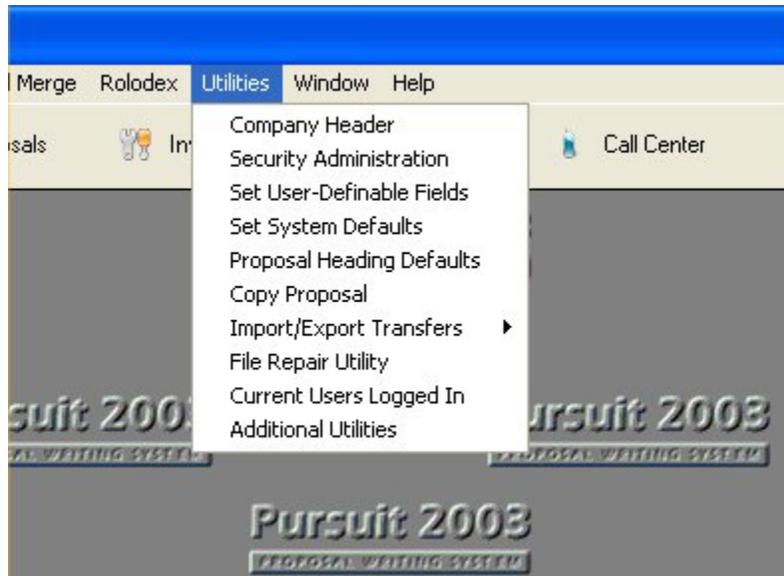
- Send Report To:** A dropdown menu with "Printer" selected.
- Vendor Name:** A dropdown menu with "All" selected.
- Selected Proposals:** A grid of four empty text boxes, each with a small "..." button to its right, for selecting proposal jobs.
- Select Sort Field:** A dropdown menu with "Part Number" selected.
- Select Report Filter:** A dropdown menu with "All" selected.
- Report Filter Value:** An empty text input field.

On the right side of the dialog, there are three buttons: "Print", "Cancel", and "Printer Setup".

This report is designed to be a 'shopping list' that you would take with you to a distributor where you purchase your items. This report has a checkbox that can be checked off as each item is picked up. You may print this report for up to 8 proposal jobs and it will total the quantity of each item between those jobs and show the distributor price total for each part.

Chapter 9: Utilities

The Utilities selection of Pursuit allows you to perform various functions which are not considered part of the normal day-to-day operation of the PURSUIT Database. Included in this section is the ability to import/export data to the ALARM or Service Express billing systems, setup default values for user-definable fields and proposal heading text, and setup the company header section.



NOTE: Backups and Restores are performed from the Pursuit Program Group window outside of the Pursuit program, and should be performed preferably on a daily basis or at least on a weekly basis. It is **HIGHLY** recommended you perform backups as frequently as possible – not just for Pursuit but for all of your business computers.

Most of the following utilities have been covered in detail in the 'Setup Wizard' Chapter in the beginning of this documentation and we recommend that you review the Setup Wizard to make sure you have Pursuit setup appropriately for your company. Those sections already covered in the Setup Wizard chapter will be described briefly below. Other Utilities not included in the Setup Wizard section will be described in detail in this section.

Set Company Header

(Detailed In Setup Wizard Chapter)

76 Company Name & Address Setup Record will be Changed

Company Information

Company: All American Security, Inc.
Street: 498 Main Street
Street 2:
City: Anytown
State: AZ Zip Code: 85323
Phone 1: 800-555-4982
Phone 2:
Fax: 800-555-8712
License: 50124-B

Pursuit Setup Options

Print Letterhead On Proposals: Yes
Proposal Print Style: Modern
Print Part Locations: Yes
Print Part Category: Yes
Print Part Numbers: Yes
Display Privacy Screen: No
Unique Branch/Salesrep Code: 1
Activate Password Protection: No
Integrate With Alarm or Express: Yes

Proposal Footer Options

Website URL: http://www.z-microtech.com Print Footer: Yes
Email Address: support@z-microtech.com Department: Support
Email Address: sales@z-microtech.com Department: Sales

Wallpaper Options
Optionally set your own company logo or graphic image to be used as Pursuit wallpaper

Wallpaper Background: C:\PFW\2003D\PFWB\BACK2.GIF
Wallpaper Positioning: Tile

OK Cancel

When you first install the PURSUIT system, you will enter your company's name, address and telephone number. In addition, the system needs to know the type of proposals you will be using, as well as several options on printing the proposal.

Security Administration

(Detailed In Setup Wizard Chapter)



Setting up security profiles for each of the Pursuit users is extremely important and highly recommended. Each user of Pursuit should have their own User ID and Password, along with the appropriate access rights.

Set User-Definable Fields – Prospects Tab

(Detailed In Setup Wizard Chapter)

User Definable Fields Setup

Prospect Screen Definable Fields | Proposal Screen Definable Fields

This area determines the description that will appear for each user-definable field in the prospect custom field screen

User Field 1	Bldg Sq Footage	User Field 9	User Field 9
User Field 2	User Field 2	User Field 10	User Field 10
User Field 3	User Field 3	User Field 11	User Field 11
User Field 4	User Field 4	User Field 12	User Field 12
User Field 5	User Field 5	User Field 13	House Style
User Field 6	User Field 6	User Field 14	User Field 14
User Field 7	User Field 7	User Field 15	User Field 15
User Field 8	User Field 8	User Field 16	User Field 16

OK
Cancel

There are 16 user-definable fields available within the prospect screen. The first 8 fields are unvalidated fields, the next 4 fields are preformatted for date information, and the last 4 fields are validated fields. The field names may be modified at any time by going into the utility section and entering the names of those fields you wish to use.

Set User-Definable Fields – Proposals Tab

(Detailed In Setup Wizard Chapter)

The screenshot shows a dialog box titled "User Definable Fields Setup" with a blue header. It has two tabs: "Prospect Screen Definable Fields" and "Proposal Screen Definable Fields", with the latter being selected. Below the tabs, there is a text area containing the instruction: "This area determines the description that will appear for each user-definable field in the proposal custom field screen. Click On CheckBox To Print Field On Proposal". Below this is a text box labeled "Proposal Heading For User-Definable Fields". The main area contains 16 rows, each with a label "User Field X" (where X is 1-16), a text input field containing "User Field X", and a checkbox. The first 8 rows have checkboxes that are unchecked, while the last 8 rows have checkboxes that are checked. To the right of the main area are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

User Field Label	Field Name	Print Field
User Field 1	User Field 1	<input type="checkbox"/>
User Field 2	User Field 2	<input type="checkbox"/>
User Field 3	User Field 3	<input type="checkbox"/>
User Field 4	User Field 4	<input type="checkbox"/>
User Field 5	User Field 5	<input type="checkbox"/>
User Field 6	User Field 6	<input type="checkbox"/>
User Field 7	User Field 7	<input type="checkbox"/>
User Field 8	User Field 8	<input type="checkbox"/>
User Field 9	User Field 9	<input checked="" type="checkbox"/>
User Field 10	User Field 10	<input checked="" type="checkbox"/>
User Field 11	User Field 11	<input checked="" type="checkbox"/>
User Field 12	User Field 12	<input checked="" type="checkbox"/>
User Field 13	User Field 13	<input checked="" type="checkbox"/>
User Field 14	User Field 14	<input checked="" type="checkbox"/>
User Field 15	User Field 15	<input checked="" type="checkbox"/>
User Field 16	User Field 16	<input checked="" type="checkbox"/>

There are 16 user-definable fields available within the proposal screen. The first 8 fields are non-validated fields, the next 4 fields are preformatted for date information, and the last 4 fields are validated fields. The field names may be modified at any time by going into the utility section and entering the names of those fields you wish to use.

Set System Defaults

(Detailed In Setup Wizard Chapter)

The System Defaults area should be setup for your company to assist in the creation of new prospects and proposals.

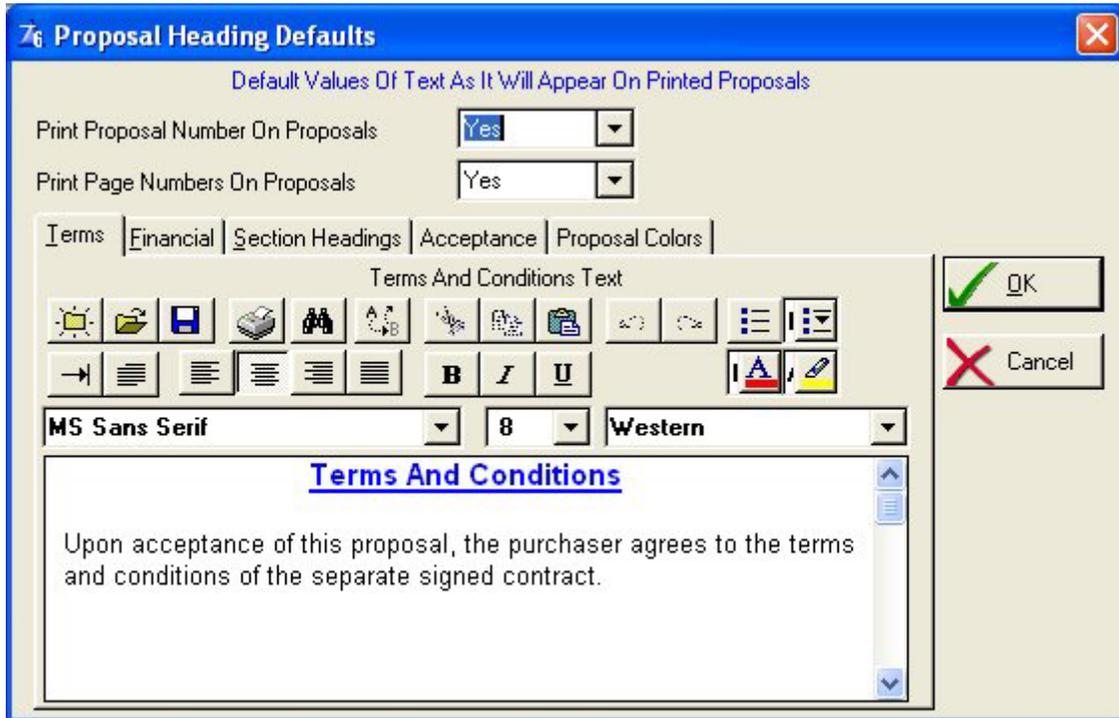
The screenshot shows the 'Set System Defaults' dialog box. The 'Prospects' tab is active, showing the following settings:

Field	Value
State	AZ
Tax Code	Phoenix
Tax Code Field Label	TaxCode
Account Type	Prospect
Property Type	Res
SalesRep ID	JR\W
Display Prospect Count	Yes

The proper setup of the System Defaults is essential to the proper use of Pursuit. Please make sure to take your time and enter settings in this section that are appropriate for your company.

Proposal Heading Defaults

(Detailed In Setup Wizard Chapter)



The section determines the text headings and colors that will appear on the proposal, as well as the Terms and Conditions text that appears on the final pricing page.

NOTE: *It is highly recommended that you use the Terms and Conditions text section to reference a separate contract. Pursuit is not designed to print contracts on proposals, nor should it be. Proper legal advice should be attained from your legal council regarding the proper type of contracts to have your customers sign. Generally a proposal is an estimation of work to be performed and if terms and conditions are entered here, a court of law could deem that these terms and conditions supercede your actual contract terms and conditions. Therefore you should only use the Terms and Conditions in Pursuit to specify that you have a separate contract which is to be used to describe all legal aspects of your relationship with the client.*

Import / Export

Import Customer From Billing



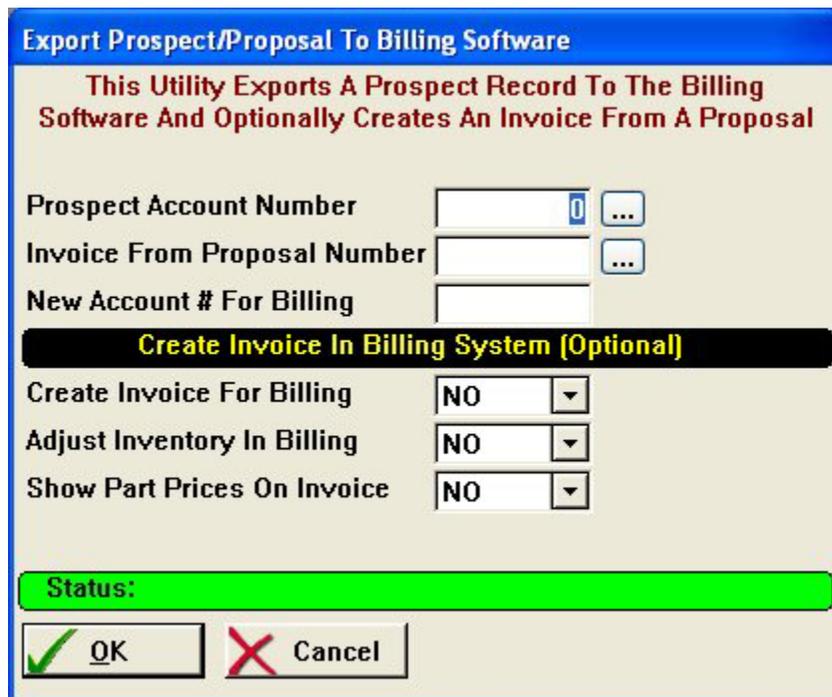
Import Customer From Billing

This Utility Imports A Customer Record From The Billing Software

Customer Account Number In Billing System ...

If you are using the ALARM or SERVICE EXPRESS billing programs, you may import a customer record from the billing program into PURSUIT. This is helpful if a customer is already on file in the billing system and you wish to generate a proposal for additional work. Just enter the account number of the customer in the billing program to import the customer record.

Export Prospect To Billing Program



Export Prospect/Proposal To Billing Software

This Utility Exports A Prospect Record To The Billing Software And Optionally Creates An Invoice From A Proposal

Prospect Account Number 0 ...

Invoice From Proposal Number ...

New Account # For Billing

Create Invoice In Billing System (Optional)

Create Invoice For Billing ▾

Adjust Inventory In Billing ▾

Show Part Prices On Invoice ▾

Status:

If you have made a sale to a prospect and you currently use the ALARM or SERVICE EXPRESS billing software system, you may easily transfer relevant information about that prospect into the billing program.

Once you have selected this selection from the Utilities/Import Export menu, you will be asked to enter the following information:

Prospect Account Number Enter the number assigned to this prospect in PURSUIT. If you do not know the account number of this prospect, then select the lookup button to the right of this field to display a list of your prospects. You may then choose the appropriate prospect from this list and the account number will be entered for you.

Invoice From Proposal Number You need to identify the proposal number that will be used if you will be creating an invoice during the export by selecting the lookup button and choosing a valid proposal.

New Account# For Billing In order for this prospect to be copied over to the billing system, you must assign an account number as it is to appear in the billing software. Once a number is entered, PURSUIT will check this account number to make sure it does not already exist in the billing system.

The following fields pertain to creating an invoice in the billing system (Alarm/Service Express)

Create Invoice For Billing You have the option of creating an invoice in the billing system from the proposal in PURSUIT. If you wish an invoice to be posted to this customers account in the billing system, then select YES otherwise select NO.

Adjust Inventory In Billing You may have your inventory on-hand stock count adjusted automatically. If you select YES, then your inventory stock will be deducted by the quantity of each part identified on this proposal. Select NO to bypass inventory adjustment.

Show Part Prices On Invoice You have the option of printing each part on the invoice along with the price for each part (select NO), or have just the part id's and descriptions appear on the invoice but only the TOTAL job price will be printed on the invoice (select YES). In either case, a PRODUCT INVOICE will be created in the billing system for this customer.

Import ADI Catalog Disk

If you are using PURSUIT in the security industry, ADI provides an electronic catalog of their parts and prices for all parts they distribute to dealers. This disk is the ADI Standard or Executive Price List and is available to all authorized ADI dealers. If you subscribe to this disk, you may import the ADI catalog into the inventory file of PURSUIT from within this section. You may choose to import only parts from certain manufacturers if you wish.

To perform the import, select YES to continue the import process, enter the name of the file path where the ADI price file is found (you should already have the ADI price disk installed onto your hard disk).

You may leave the default path as C:\ADIWIN\EXEC.DBF if you are an 'executive' price dealer or you may change this path to read C:\ADIWIN\ITEM.DBF if you are a standard price dealer. This is where the price list would normally have been installed to. If your ADI price list is located anywhere other than this default location, please enter that path name.

You will then be asked if you wish to markup the ADI prices by a certain percentage. If you enter a percentage in this field, then PURSUIT will calculate the chargeable price for each item based upon the markup of the ADI dealer price. For example, if the ADI dealer price for a panel is \$100 and you enter an across-the-board markup of 50%, then the price that will be charged to your customers for this part will be entered into the inventory file as \$150. This markup will work only for new parts being added into PURSUIT.

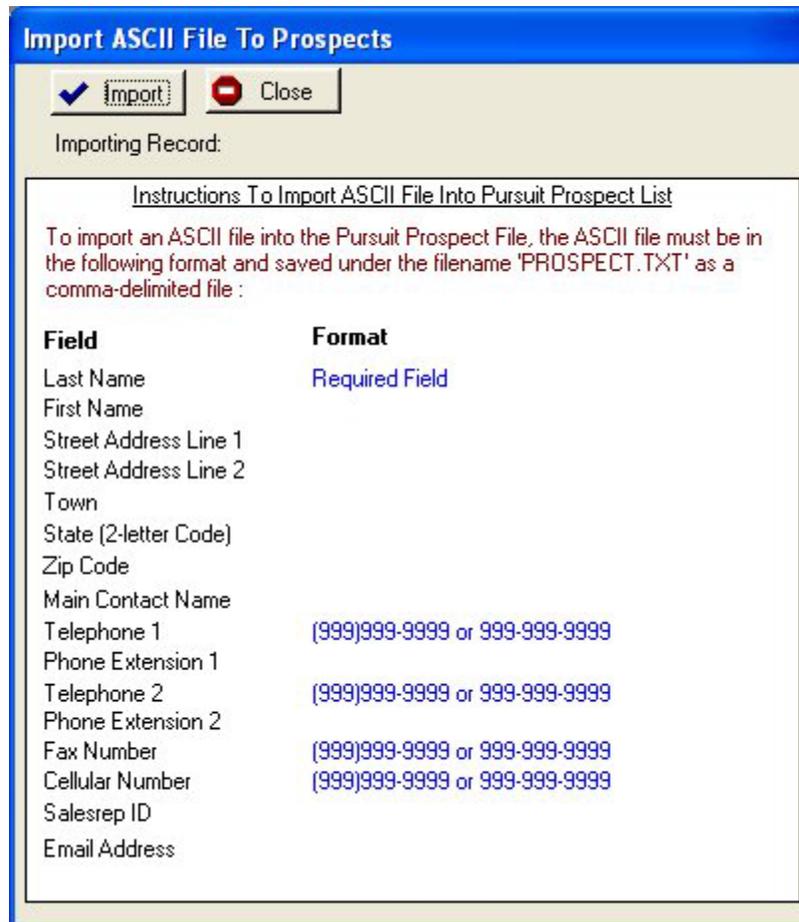
Once these fields have been entered, PURSUIT will convert the ADI catalog into a format required for the import. This will take a few minutes.

Before the actual import takes place, you may select to import ALL manufacturers parts, or just one particular manufacturer at this time. If you wish to import all parts found on the ADI price list, then press enter on the default word of ALL. If you wish to import individual manufacturers parts instead, then enter the first manufacturer code to be imported in this field. The manufacturer codes may be printed from the ADI catalog software. If you do choose to import an individual manufacturer, once the import is finished you will be asked to enter another manufacturer code. You may continue to import manufacturers in this fashion until you are finished. To finish, leave the manufacturer code field blank and press ENTER.

If a part on the ADI price list is already in your PURSUIT parts list, then only the ADI dealer price field will be updated with the current ADI price. No other adjustments to the parts file will be made for that part.

If you are a user of Z-Micro Technologies, Inc. Alarm or Service Express programs, they also come with the same ADI Import Utility. You may use either that programs' ADI import or the Pursuit ADI import. Since the Inventory system is shared by both Pursuit and the billing programs, both systems will be updated with this ADI import.

Import ASCII to Prospects



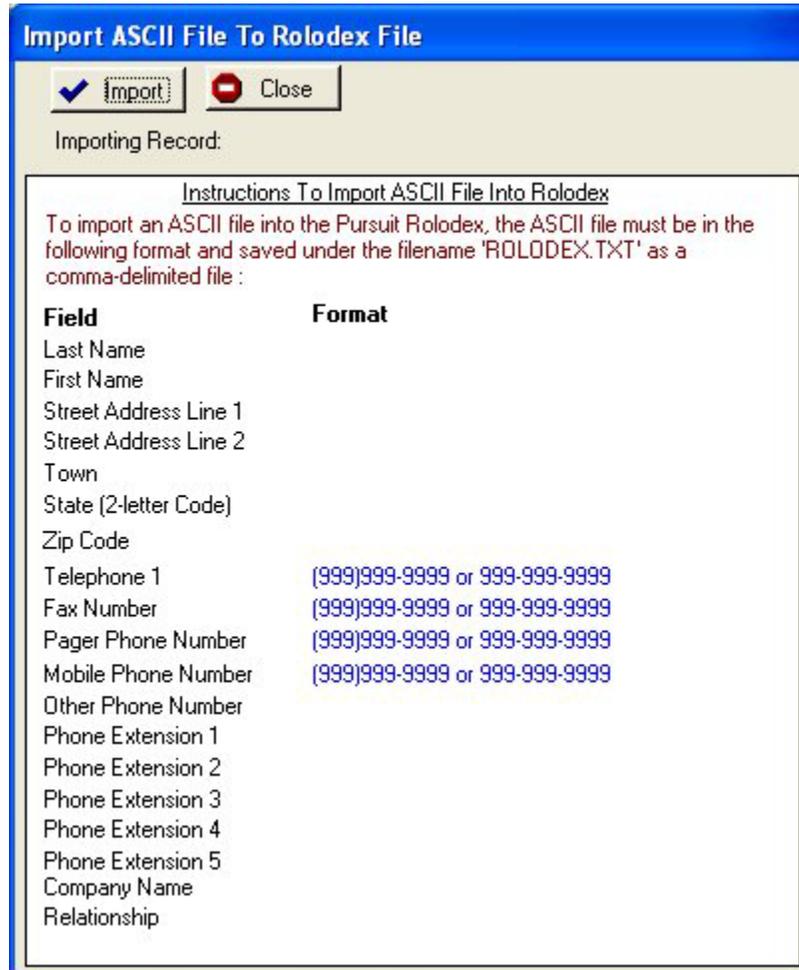
You may import a list of prospects into Pursuit by creating an ASCII (comma-delimited) file in the format specified above. Since Pursuit can consist of an unlimited number of prospects, there is no limit to the number of records you can import into the Prospect List.

You must make sure your ASCII file is named 'PROSPECT.TXT' and is stored in the same directory as your Pursuit software. It must also match EXACTLY the order of fields as specified above.

Once you are ready to start the import, click on the IMPORT button. A status of the number of records being imported will then be displayed on the top of the screen.

NOTE: Please be sure to make a backup of your Pursuit software BEFORE running this import. If you have any errors in your import it is not possible to revert your Prospect list back to the point it was before the import. You would need to perform a restore of your Pursuit files in order to do that.

Import ASCII to Rolodex



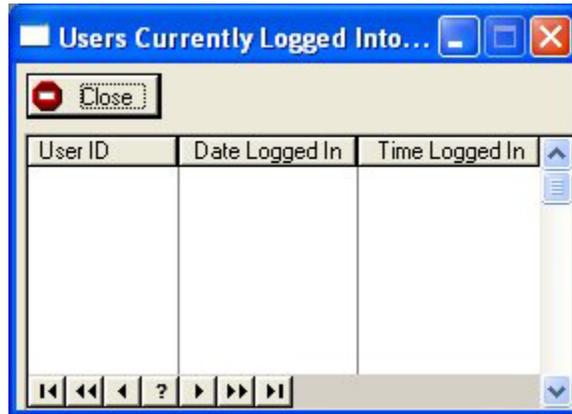
You may import a list of contacts (not prospects – which should go into the Prospect file) into Pursuit by creating an ASCII (comma-delimited) file in the format specified above. Since Pursuit can consist of an unlimited number of contacts in the Rolodex file, there is no limit to the number of records you can import into the Rolodex List.

You must make sure your ASCII file is named 'ROLODEX.TXT' and is stored in the same directory as your Pursuit software. It must also match EXACTLY the order of fields as specified above.

Once you are ready to start the import, click on the IMPORT button. A status of the number of records being imported will then be displayed on the top of the screen.

NOTE: Please be sure to make a backup of your Pursuit software BEFORE running this import. If you have any errors in your import it is not possible to revert your Rolodex list back to the point it was before the import. You would need to perform a restore of your Pursuit files in order to do that.

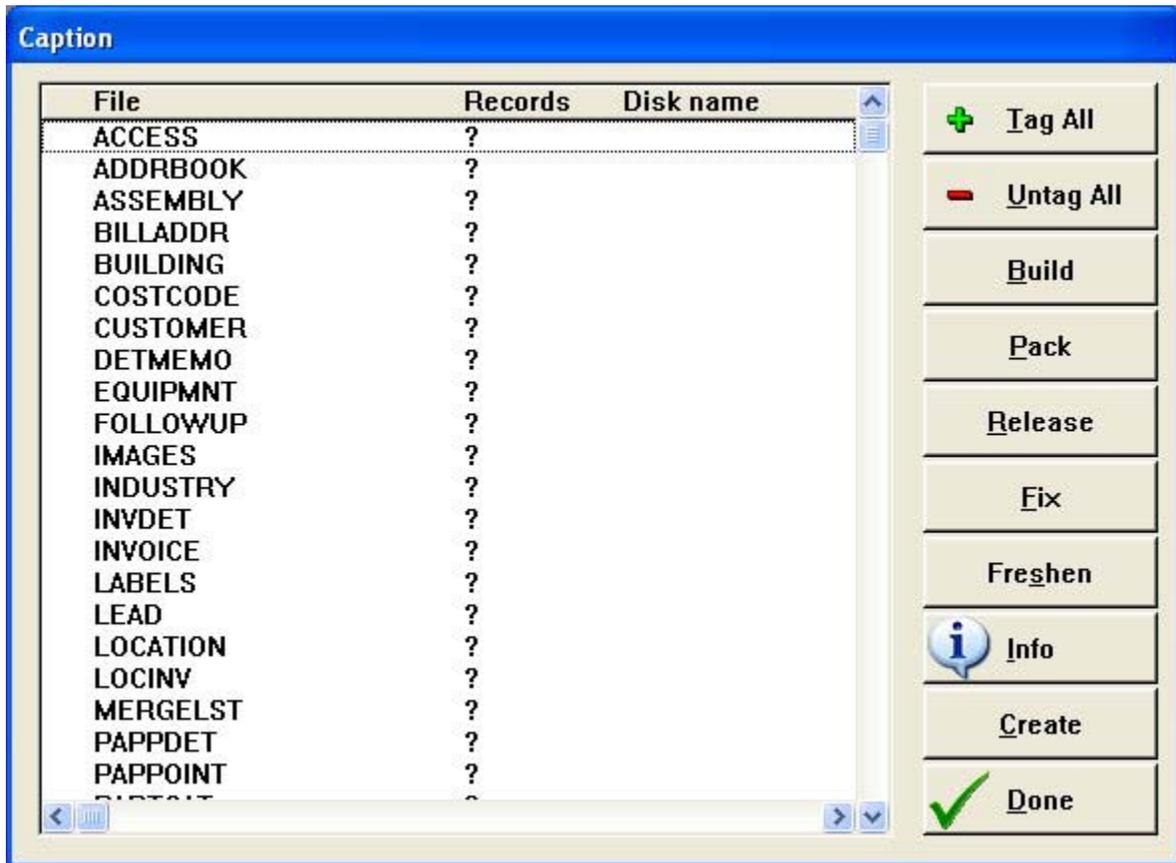
Users Currently Logged In



This list will display all Users that are currently logged into Pursuit. This list is useful if you are on a network and need to perform a shutdown of your server, or if you just need to notify all users currently logged into Pursuit.

The Logged In list displays a list of all currently logged in users, along with the date and time they last logged in to Pursuit.

File Repair Utility



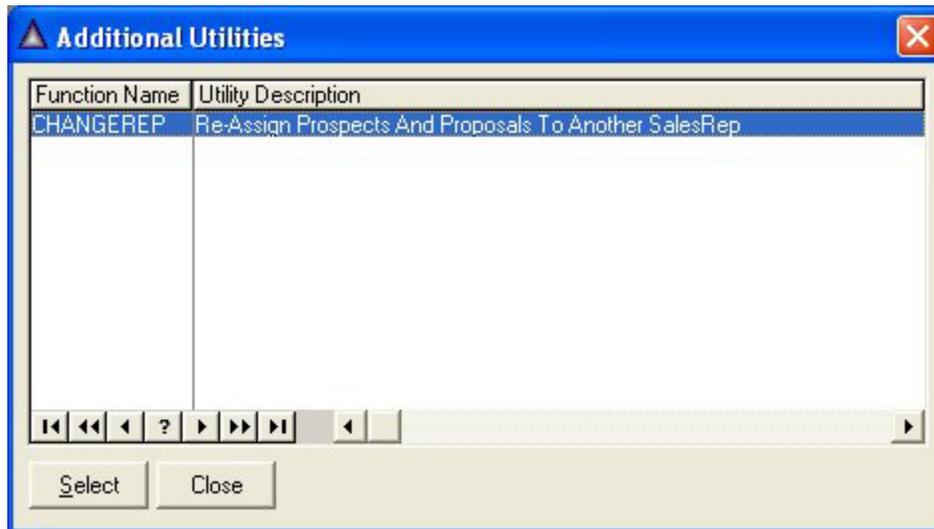
Pursuit is a database product and all databases need maintenance from time to time. If you find you are having problems with cross-linked records (ie: proposals showing up under the wrong prospects) or if you are getting error messages such as 'Illegal Operation' or 'CPTB Error Line...' then you may need to perform a File Repair on one or more files.

To repair a file, click once on the file listed so that it becomes highlighted. Then click on the FIX button and follow the prompts until the file is repaired. If there is not too much damage to the file, you may also want to try the BUILD and FRESHEN buttons (individually). Make sure to only repair one file at a time.

If you do not know which file is causing a problem, please contact us and we will let you know which file(s) to repair. You will need to inform us as to what section of Pursuit you are in when the error occurs, and what function you were attempting to do (insert, modify, etc.)

NOTE: YOU SHOULD ALWAYS CALL TECHNICAL SUPPORT BEFORE DOING A FILE REPAIR

Additional Utilities



Currently the Additional Utilities section (Utilities/Additional Utilities) consists of the following functions:

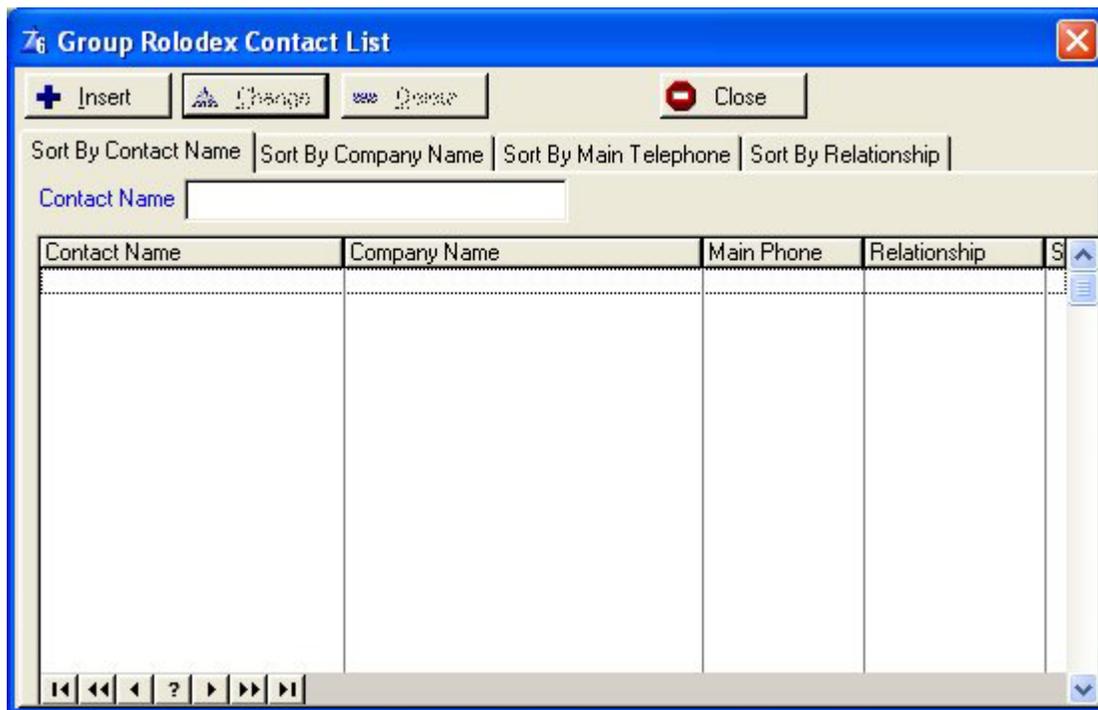
CHANGEREP

This utility allows you to reassign all prospect and proposals records from one Salesrep ID to another Salesrep ID. This is very useful if a sales person leaves your organization and you wish to reassign all of their accounts to another sales person.

Chapter 10: Rolodex

Group and Personal Rolodex

The Group and Personal Rolodex sections have the exact same purpose and definition. The difference between the two is that the Group Rolodex displays a list of rolodex records for ALL users that have entered contacts into the rolodex section. The Personal Rolodex shows only YOUR Rolodex items that you have entered (based upon User ID tagging on the rolodex record as it is being entered).



Sort By Contact Name Sort Rolodex List By Contact Name

Sort By Company Name Sort Rolodex List By Company Name (optional)

Sort By Main Telephone Sort Rolodex List By Telephone Number

Sort By Relationship Sort Rolodex List By Type Of Relationship (ie: Vendor, Sub, etc)

Add Group Rolodex Record

Record will be Added

Relation ...

Company

Last Name

First Name

Address

Town

State Zip

Comments

Telephone Numbers

Main Xt

Fax Xt

Pager Xt

Mobile Xt

Other Xt

OK Cancel

- Relation** Type Of Relationship this contact has with your company. Examples include Vendor, Subcontractor, Friend, Lawyer, Accountant, Utilities, etc. Click on the lookup button [...] to select from a list of relationships you have already entered, or click on INSERT from the validation list to create a new value.
- Company** Enter the name of the Company for this contact (optional)
- Last Name** Enter the last name of this contact
- First Name** Enter the first name of this contact
- Address** Enter the Street, Town, State and Zip Code of this contact
- Comments** Enter any comments pertaining to this contact.
- Telephone** There are 5 fields for various phone numbers including Main, Fax, Pager, Cellular and Other. All phone number fields except Other are preformatted for you. The Other phone number field however is not formatted in case you have a special type of phone number to enter such as 1-800-WE-SERVE.

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