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FINDING FRANCHISEES

Individual Franchisee Details

Finding a franchisee is done by selecting the “Franchisees” menu, and highlighting “Find a franchisee” or by clicking “Find Franchisee” on the toolbar. Enter the Franchisees code click search (if you do not know code you can search by name) then click details.

Find franchisees - 1 found

FRANCHISEES search criteria:

I'm looking for: Current franchisees Finished franchisees All franchisees

CODE: Franchisor: Division:

Search (F3)

Clear (F2)

First name: Surname: Mobile:

Service provided: Territory: Vehicle registration:

Code	Name	Mobile	Franchise	Started
AC14	Mr ALLAN CLARKE	0411123456	JIM'S MOWING (SANDRINGHAM WEST)	5/05/04

Details Work needed Send chat Past messages Billing Group page FSD details...

Franchisees within a Region

If you wish to view all your Franchisees select “Find a franchisee” or by clicking “Find Franchisee”. Under Franchisor select your region and click search a list of all your Franchisees will appear, highlight the Franchisee you wish to look at and click details.

Find franchisees - 42 found

FRANCHISEES search criteria:

I'm looking for: Current franchisees Finished franchisees All franchisees

CODE: Franchisor: Division:

Search (F3)

Clear (F2)

First name: Surname: Mobile:

Service provided: Territory: Vehicle registration:

Code	Name	Mobile	Franchise	Started
BB11	BEN BENTLEY	0423778317	BEN SIMON BENTLEY	9/02/04
BD2	Mr BRADLEY WARREN DART	0409964298	JIM'S MOWING (MENTONE CENTRAL)	29/10/01
BH5	Mr BRETT ANTHONY HUNTER	0401989125	Jim's Mowing (MOORABBIN CENT'L)	2/10/00
BM20	Mr BRETT MCCLELLAND	0419332096	JIM'S MOWING (BENTLEIGH EAST B)	18/07/03
CC6	CHRIS JARRETT & CATHY HOUGH	0413747827	JIM'S MOWING (KEYSBOR'H WEST)	4/05/98
DB18	Mr DES BUCKLEY	0403256576	JIM'S MOWING (CLAYTON SOUTH A)	10/09/01
DG5	GRAHAM MCCONCHIE	0409864008	JIM'S MOWING (DINGLEY)	21/02/94
GC10	Mr GEOFF CLAYTON	0411571311	JIM'S MOWING (MENTONE WEST)	2/04/02
GD5	Mr GLENN IAN DOWNIE	0412584236	JIM'S MOWING (KEYSBOROUGH A)	29/10/01
GP5	GREG PUZZOLO	0418145382	JIM'S MOWING (BEAUMARIS WEST)	12/01/98
GPM	Mr GREG PUZZOLO	0418145382	Jim's Mowing (South Bayside)	12/01/98

Details Work needed Send chat Past messages Billing Group page FSD details...

Detail Screen

AC14 details (#8720)

Franchise details:

Franchisee code: AC14

Franchise name: JIM'S MOWING (SANDRINGHAM)

Franchisor: JIM'S MOWING (SOUTH BAY)

Status: OK

Contract signed: 03/05/2004

Started: 05/05/2004

Finished:

WAG: Yes

WAG value: \$880.00

Contact details:

Manager: Mr ALLAN CLARKE

Mobile: 0411123456

Phone: 97211245

Fax: 97211246

Owner 1: <none>

Owner 2: <none>

Spouse: <none>

Send stuff to: Mr ALLAN CLARKE

Paging company: OptusMobile

Paging number: 0411123456

Stats:

Gross regular return: Surplus: Leads: Regulars: Transfer:

Address People Services Work needed Areas Billing

Miscellaneous Past messages Notes Complaints OK Cancel

People

A Franchisee may have employees and under People you can enter their details. Click on People then click on New Person enter details and click save.

Work Needed

The Franchisee may phone you with his work requirements for the week; go into Work Needed under column C enter his work requirements.

Max Leads

If a Franchisee has nominated "all areas" but requests a finite number of jobs, access the max column by highlighting and entering a number. On the work needed screen, in the Max column, highlight the days you want to set and type a number from 1 to 9 and click close. Once the franchisee has received the nominated number of jobs, FMS will then treat as if on 'N'

Criteria

What to show: Current work needed DEFAULT work needed

Show from: 28/09/2004 << Back Forwards >> History...

Date	C	7	8	9	10	11	12	1	2	3	4	5	6	7	Max
Tue 28/Sep	A														5
Wed 29/Sep	A														3
Thu 30/Sep	A														7
Fri 1/Oct	A														2
Sat 2/Oct	A														5
Sun 3/Oct															
Mon 4/Oct	A														
Tue 5/Oct	A														
Wed 6/Oct	A														
Thu 7/Oct	A														

Changes are saved automatically. Save

History

Go into Work Needed on the right hand side click on History you will be asked to select a date range then click ok.

Criteria

What to show: Current work needed DEFAULT work needed

Show from: 5 /05/04 << Back Forwards >> History...

Date	C	7	8	9	10	11	12	1	2	3	4	5	6	7	Max
Wed 5/May	A														
Thu 6/May	A														
Fri 7/May	A														
Sat 8/May	0														
Sun 9/May	0														
Mon 10/May	0														
Tue 11/May	0														
Wed 12/May	0														
Thu 13/May	0														
Fri 14/May	0														

Changes are saved automatically.

History for PC19

Date range:

From: 5 /04/04

To: 5 /05/04

OK Cancel

1/1

Work requirements history for PC19 from 5/04/04 to 5/05/04

Date	Code	Requirements	Max leads Entered by	Date entered
5/05/04	A	7:00-20:00	GenevieveB	28/04/04 15:37:14 (current)
4/05/04	A	7:00-20:00	GenevieveB	28/04/04 15:37:14 (current)
3/05/04	A	7:00-20:00	GenevieveB	28/04/04 15:37:14 (current)
2/05/04	A	7:00-20:00	GenevieveB	28/04/04 15:37:14 (current)
1/05/04	A	7:00-20:00	GenevieveB	28/04/04 15:37:14 (current)
30/04/04	A	7:00-20:00	GenevieveB	28/04/04 15:37:14 (current)
29/04/04	A	7:00-20:00	GenevieveB	28/04/04 15:37:14 (current)
28/04/04	A	7:00-20:00	GenevieveB	28/04/04 15:37:14 (current)
25/04/04	A	7:00-20:00	lisab	19/04/04 10:26:23 (current)
24/04/04	A	7:00-20:00	lisab	19/04/04 10:26:23 (current)
23/04/04	A	7:00-19:30	lisab	19/04/04 10:26:23 (current)
22/04/04	T	7:00-20:00	Nim S	13/04/04 09:21:59 (overridden)
22/04/04	A	7:00-20:00	lisab	19/04/04 10:26:23 (current)
21/04/04	T	7:00-20:00	Nim S	13/04/04 09:21:59 (overridden)
21/04/04	A	7:00-20:00	lisab	19/04/04 10:26:23 (current)
20/04/04	T	7:00-20:00	Nim S	13/04/04 09:21:59 (overridden)
20/04/04	A	7:00-20:00	lisab	19/04/04 10:26:23 (current)
19/04/04	T	7:00-20:00	Nim S	13/04/04 09:21:59 (overridden)
19/04/04	A	7:00-20:00	lisab	19/04/04 10:26:23 (current)

Print... Save as... Close

The report will tell you what date and time the Franchisee phoned to put down for work, what work requirements he asked for and who entered into FMS. If you have a Franchisee on WAG you can go into this area to make sure he is phoning in and putting themselves down for work.

Billing

If you wish to view a statement of a Franchisee click on billing on the right hand side you will see a list of all statements that have been processed. Highlight the statement and click view.

Billing and fees

<p>Current Fee Structures</p> <p>Base Monthly Fee <input type="text" value="\$288.68"/></p> <p>%Once-Off Leads <input type="text"/></p> <p>Fee per Expected Regular <input type="text"/></p> <p>Opening Expected Regulars <input type="text"/></p> <p>Proportion Franchise Fee <input type="text" value="100.00%"/></p> <p>Proportion Advertising Fee <input type="text"/></p> <p>Minimum Franchise Fee <input type="text"/></p>	<p>Insurance</p> <p>Company <input type="text"/></p> <p>Charge Frequency <input type="text"/></p> <p>Annual Premium <input type="text"/></p> <p>Renewal Amount <input type="text"/></p> <p>Month of Renewal <input type="text"/></p>	<p>Old statements</p> <p><input type="button" value="View..."/></p> <p>1/04/04-30/04/04</p> <p>1/03/04-31/03/04</p> <p>1/02/04-29/02/04</p>
<p>Old Fee Structures</p> <p>Franchise Fee %Cut <input type="text"/></p> <p>Advertising Fee %Cut <input type="text"/></p> <p>Opening Leads <input type="text"/></p> <p>Surplus Group Number <input type="text"/></p>	<p>Other fees</p> <p>Advertising Fee <input type="text" value="\$69.08"/></p> <p>Minimum Adv Fee <input type="text"/></p> <p>Marketing Levy <input type="text" value="\$34.02"/></p> <p>Administration Levy <input type="text"/></p> <p>Pager Service Fee <input type="text"/></p> <p>TV Levy <input type="text"/></p> <p>Installment Payment <input type="text"/></p>	

Franchise Billing for PC19 From: 1/04/04 To: 30/04/04

Franchisee: 1657 PC19 Paul John Covington
Mr PAUL COVINGTON

Summary

Franchise Fee	Advertising	Admin	Marketing	TV	Pager	Surp Fee	Adv-Surp Fee	GST
\$328.79	\$69.08	\$0.00	\$34.02	\$0.00	\$0.00	\$0.00	\$0.00	\$43.19
Regulars	Reg Val	Surplus	Open Surplus	Start E/R	Leads	Trans In	Exp Regs	
9	\$180.00	0	0	0	51	0	15	

Total Due: \$475.08

Leads

Client	Address	Phone	Service	Date	Exp Regs
Peter Goldring	17 BAXTER AV, CHELSEA 3196 VIC	97729661	MOW RUBBISH	05/04/04	0
ben roberts	2/29 ARGYLE AV, CHELSEA 3196 VIC	0419113119	MOW GARDENING	05/04/04	0
patricia davies	13 ANDERSON ST, CAULFIELD SOUTH 3162 VIC	95283464	MOW ONCE	05/04/04	0.25
TOVY	9 DOROTHEA ST, HIGHETT 3190 VIC	0412256284	MOW ONCE	07/04/04	0.25
bob	70 PATTERSON ST, BONBEACH 3196 VIC	0422405069	MOW REGULAR	09/04/04	1
david picocchi	155 TRAMWAY PDE, BEAUMARIS 3193 VIC	0419371100	MOW REGULAR	22/04/04	1
wing shang	4 THE SANDS, ASPENDALE GARDENS 3195 VIC	95880477	MOW L'SCAPE NO PAVING/ WALLS	29/04/04	0

Total Leads: 7 Total Value: 2.5

Miscellaneous

When your franchisee decides to reduce his all and local areas, and you have taken the suburbs out of his areas, if your franchisee elects not to service his previous clients in the suburbs he no longer goes to, then take the tick off get previous clients outside normal area, click Save. Your franchisee will no longer get any of his previous clients from the suburbs that you have removed form his areas.

Franchisee other details

Miscellaneous details

Company? Company name: SMITH ENTERPRISES PTY LTI

ACN: 101 269 269

ABN:

Training date:

Trainers: GP

Newspapers: LEADER

Special skills:

Territory details

Previous owner:

Source: New

Clients purchased:

Purchase price: \$16,000.00

Allocation

FSE will call client within 2 hours

FSE will quote client at given time

Get previous clients outside normal areas?

Registration numbers

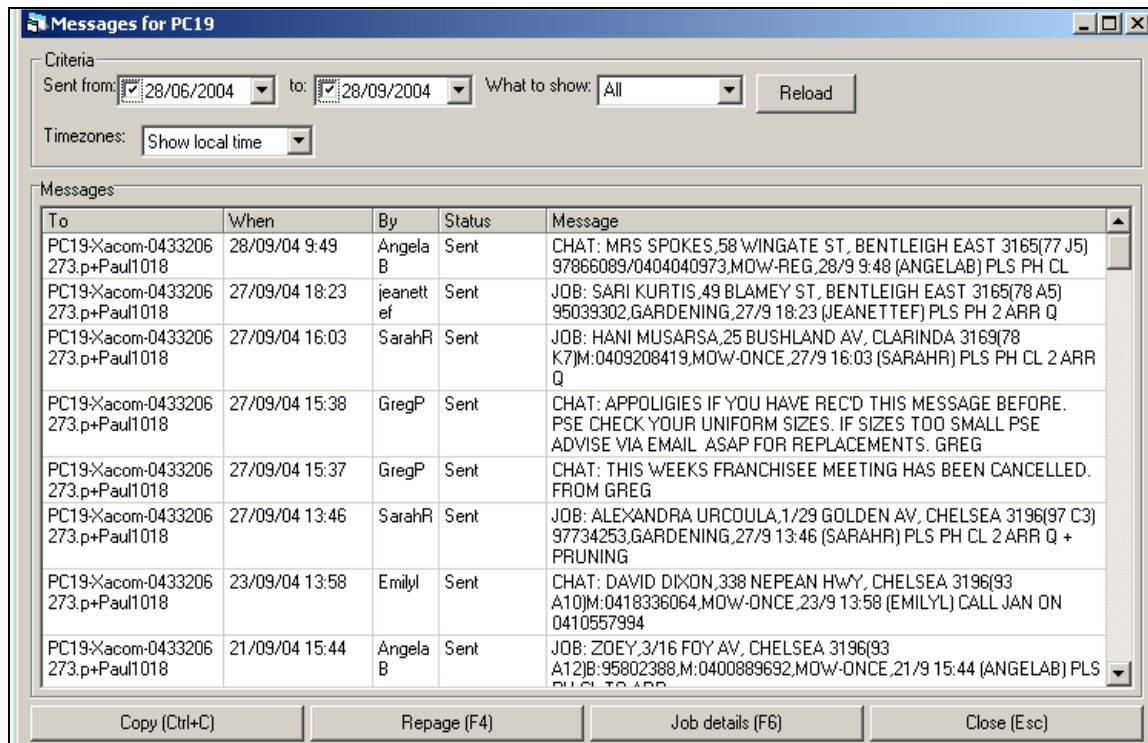
Vehicle: SFL 123 Trailer: DGH 876

Save Cancel

Past Messages

To look at a Franchisees past messages FMS records all messages that have been sent whether for a job or Chat message (message to a Franchisee e.g. meeting tonight 8pm). Click on Past Messages.

This screen allows the viewer to track changes to a specific job and view the previous messages regarding that job. There is a record of the code of all Franchisees that have serviced that property, the dates when paged, what time and which Admin Centre operator dealt with the enquiry, a copy of the page and details of the accompanying message sent.

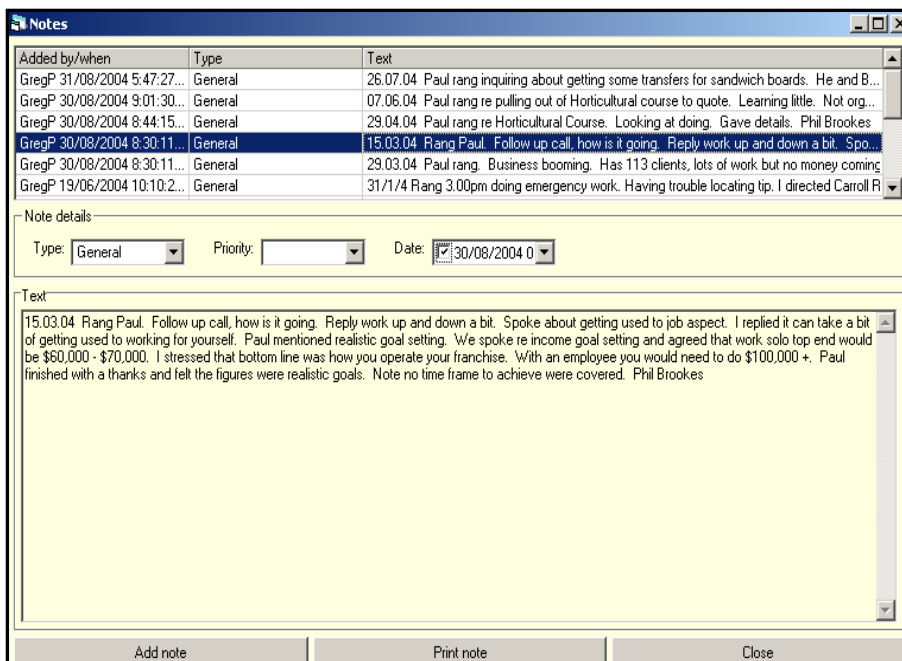


Notes

This is a very important part of the system for you and your Franchisee; you should be recording all information under notes. This is also where you enter your business reviews with your franchisee.

Click on notes, click add notes, in the Type box select if general or business review etc. type in your notes and press close.

If you need to review what you have written, you need to go back into notes and highlight the note you require.



Complaints

“Complaints” section keeps a record of your Franchisees complaints records and also allows the Franchisor to add notes next to complaints. Click on Complaints to enter a note against the complaint, highlight the complaint, click *here to enter a new note* and type in your notes, press close.

The screenshot shows a window titled "Complaints for PC19". It contains a list of complaints under the heading "Complaints:". The first complaint is dated 16/08/2004 4:48:11 PM and describes a complaint from Mrs Hazledine, 2 Immerset Dr, Chelsea Heights. The second complaint is dated 21/02/2004 1:26:35 PM and describes a complaint from Ian Janssen, 4/19 Byron St, Elwood (67 B 2) 950462. Below the list is a section titled "Notes against the complaint:" with a text input field containing "... (click here to enter a new note...)" and a "Close" button. At the bottom of the window is a navigation bar with buttons for "Miscellaneous", "Past messages", "Notes", "Complaints", "Save", and "Cancel".

Complaints for PC19	
Complaints:	
16/08/2004 4:48:11 PM	COMPLAINT:MRS HAZLEDINE,2 IMMERSET DR, CHELSEA HEIGHTS
21/02/2004 1:26:35 PM	COMPLAINT:IAN JANSSEN,4/19 BYRON ST, ELWOOD(67 B 2) 950462

Notes against the complaint:

... (click here to enter a new note...)

Close

Miscellaneous Past messages Notes Complaints Save Cancel

SUSPENSION OF A FRANCHISEE

If a franchisee needs to be suspended in the Status section click on the arrow select suspended, the status will turn red. Click on notes, type in your notes.

Franchise details:		Contact details:	
Franchisee code:	AC14	Manager:	Mr ALLAN CLARKE
Franchise name:	JIM'S MOWING (SANDRINGHAM)	Mobile:	0411123456
Franchisor:	JIM'S MOWING (SOUTH BAY)	Phone:	97211245
Status:	Suspended	Fax:	97211246
Contract signed:	03/05/2004	Owner 1:	<none>
Started:	05/05/2004	Owner 2:	<none>
Finished:		Spouse:	<none>
WAG:	Yes	Send stuff to:	Mr ALLAN CLARKE
WAG value:	\$880.00	Paging company:	OptusMobile
		Paging number:	0411123456
Stats			
Gross regular return:	Surplus:	Leads:	Regulars:
Transfer:			
Address	People	Services	Work needed
Areas	Billing	Miscellaneous	Past messages
Notes	Complaints	OK	Cancel

Once you have suspended the franchisee whichever screen you go into you will notice that there is an (z) at the end of his franchisee code.

Find franchisees - 1 found				
FRANCHISEES search criteria:				
I'm looking for: <input checked="" type="radio"/> Current franchisees <input type="radio"/> Finished franchisees <input type="radio"/> All franchisees				
CODE:	Franchisor:	Division:		
BB11(z)	JIM'S MOWING (SOUTH BAYSIDE)		Search (F3)	
First name:	Surname:	Mobile:		
			Clear (F2)	
Service provided:	Territory:	Vehicle registration:		
Code	Name	Mobile	Franchise	Started
BB11(z)	BEN BENTLEY	0423778317	JIM'S MOWING (MENTONE CENTRAL A)	9/02/2004
Details				
Work needed				
Send chat				
Past messages				
Billing				
Group page				
FSO details...				

GROUP PAGES

Individual Region

To send a group page

- find your Region under "Find a Franchisee"
- click on your region name in the drop screen,
- click "Search" a list of your Franchisee's will appear.

Find franchisees - 42 found

FRANCHISEES search criteria:

I'm looking for: Current franchisees Finished franchisees All franchisees

CODE: Franchisor: Division:

Search (F3)

Clear (F2)

First name: Surname: Mobile:

Service provided: Territory: Vehicle registration:

Code	Name	Mobile	Franchise	Started
BB11	BEN BENTLEY	0423778317	BEN SIMON BENTLEY	9/02/04
BD2	Mr BRADLEY WARREN DART	0409964298	JIM'S MOWING (MENTONE CENTRAL)	29/10/01
BH5	Mr BRETT ANTHONY HUNTER	0401989125	Jim's Mowing (MOORABBIN CENT'L)	2/10/00
BM20	Mr BRETT MCCLELLAND	0419332096	JIM'S MOWING (BENTLEIGH EAST B)	18/07/03
CC6	CHRIS JARRETT & CATHY HOUGH	0413747827	JIM'S MOWING (KEYSBOR'H WEST)	4/05/98
DB18	Mr DES BUCKLEY	0403256576	JIM'S MOWING (CLAYTON SOUTH A)	10/09/01
DG5	GRAHAM MCCONCHIE	0409864008	JIM'S MOWING (DINGLEY)	21/02/94
GC10	Mr GEOFF CLAYTON	0411571311	JIM'S MOWING (MENTONE WEST)	2/04/02
GD5	Mr GLENN IAN DOWNIE	0412584236	JIM'S MOWING (KEYSBOROUGH A)	29/10/01
GP5	GREG PUZZOLO	0418145382	JIM'S MOWING (BEAUMARIS WEST)	12/01/98
GPM	Mr GREG PUZZOLO	0418145382	Jim's Mowing (South Bayside)	12/01/98

Details Work needed Send chat Past messages Billing Group page FSD details...

- Click group page
- type in your message on the left hand side
- if you do not want to send the message to certain franchisees then take the tick off against their code & press send.

Find franchisees - 42 found

FRANCHISEES search criteria:

I'm looking for: Current franchisees Finished franchisees All franchisees

CODE: Franchisor: Division:

Search (F3)

Send group message

To: Message: 70 character left

Service:

Code:

BB11

BD2

BH5

BM20

CC6

DB18

DG5

GC10

GD5

GP5

GPM

Reminder Franchisee meeting tomorrow night 6.30 pm Clayton Bowls Club. From Greg

Send (F3) Cancel (Esc)

Code	Name	Mobile	Franchise	Started
DG5	GRAHAM MCCONCHIE	0409864008	JIM'S MOWING (DINGLEY)	21/02/94
GC10	Mr GEOFF CLAYTON	0411571311	JIM'S MOWING (MENTONE WEST)	2/04/02
GD5	Mr GLENN IAN DOWNIE	0412584236	JIM'S MOWING (KEYSBOROUGH A)	29/10/01
GP5	GREG PUZZOLO	0418145382	JIM'S MOWING (BEAUMARIS WEST)	12/01/98
GPM	Mr GREG PUZZOLO	0418145382	Jim's Mowing (South Bayside)	12/01/98

Details Work needed Send chat Past messages Billing Group page FSD details...

For Divisionals

To send message to all franchisees in yr Division

- select your Division
- click Search and then Group Page – follow instructions above.

FRANCHISE ENQUIRIES

To enter a franchise enquiry

- select the “Franchisees” menu

- click “Enter a franchise enquiry” or select “Franchisee Enquiry.” from the toolbar.
- Enter details into required fields
- Press Send Enquiry or F3 button
- Franchise enquiry will go to appropriate Franchisor of the Region.
- FMS confirms transmission via a copy of the page to a phone and e mail.

FINDING ENQUIRIES

To locate a Franchise Enquiry

- select the “Franchisees” menu
- click “Find a franchise enquiry”
- Enter your Region under Franchisor
- click Search

In addition, FMS allows you to search for a franchise enquiry by any combination of division, franchisor, and address of person inquiring, name of the person inquiring or the phone number.

Tracking enquiry progress

To view details

- highlight the enquiry,
- click “Enquiry Details”.

Enquiry sent to: JIM'S MOWING (SOUTH BAYS[DE]) Date enquired: 21/04/04

Stage	Reached	Date reached
Spoke on phone	<input checked="" type="checkbox"/>	21/04/04
Info sent	<input type="checkbox"/>	
Interview	<input type="checkbox"/>	
Trialing results	<input type="checkbox"/>	
Given contract	<input type="checkbox"/>	
Signed	<input type="checkbox"/>	
Terminated	<input type="checkbox"/>	

Notes: ... (enter new note...)

Buttons: Address, People, Send message, Past messages, Save, Cancel

You can monitor all your enquiries from the first phone call to end of franchise and at any time you can add notes in.

If you want to add notes against interview:

- click box next to interview
- click on enter note
- type in notes
- click save.

BILLING

Generating billing runs – End of Month

To generate a billing run at the end of the month, select the “Billing” menu and click “Generate Billing Runs”.

Generate new run from: 1/05/04 to 31/05/04

Franchisor	Billing done until	Run?
BEACHHOUSE		<input type="checkbox"/>
JIM'S ANTENNAS (NORTH WEST VICTORIA)	30/04/04	<input type="checkbox"/>
JIM'S ANTENNAS (SOUTH EAST VICTORIA)	30/04/04	<input type="checkbox"/>
JIM'S ANTI-SHOCK(NORTH EAST VICTORIA)	30/04/04	<input type="checkbox"/>
JIM'S APPLIANCE REPAIRS (NW REGION)	30/04/04	<input type="checkbox"/>
JIM'S BALLOONS (VICTORIA)		<input type="checkbox"/>
JIM'S BBQ (CENTRAL MELBOURNE)	30/04/04	<input type="checkbox"/>
JIM'S BLINDS REPAIRS (VICTORIA)	30/04/04	<input type="checkbox"/>

Export fees file to: C:\Program Files\Jims\FMS4\

Print options:

- Print statements now?
- Print EOM summary?
- Print EOM billing charges?
- Print EOM billing data?

Buttons: Generate billing runs, Close

In the case of a Franchisor that manages several regions, FMS4 offers the option to generate runs all at once, by ticking multiple franchisors.

Please note you will only see your own regions name appear in the box above. To generate a billing run, select the date range; tick the box next to your regions name. At this point you have the option to print statements now or print any of the other reports listed. If you do not wish to do this now then make sure there are no ticks in the boxes under *Export fees file to* if you are using MYOB, Quick Books etc. Enter here where you want your files to export to. Click “Generate billing runs”.

Generate new run from: 1 /10/2004 to 31/10/2004

Select franchisors to process

Franchisor	Billing done until	Run?
JIM'S MOWING (NORTHERN GEELONG)	30/09/2004	<input type="checkbox"/>
JIM'S MOWING (NORTHERN REGION WA)	30/09/2004	<input type="checkbox"/>
JIM'S MOWING (OUTER STH WEST (east) REG)	30/09/2004	<input type="checkbox"/>
JIM'S MOWING (OUTER WESTERN REGION)	30/09/2004	<input type="checkbox"/>
JIM'S MOWING (PENINSULA REGION)	30/09/2004	<input type="checkbox"/>
JIM'S MOWING (SOUTH BAYSIDE)	30/09/2004	<input checked="" type="checkbox"/>
JIM'S MOWING (SOUTH EAST WA)	30/09/2004	<input type="checkbox"/>
JIM'S MOWING (SOUTH EASTERN MELB)	30/09/2004	<input type="checkbox"/>

Export fees file to: C:\Program Files\Jims\FMS4\

Print options:

- Print statements now?
- Print EOM summary?
- Print EOM billing charges?
- Print EOM billing data?

Generate billing runs Close

FMS4 will then proceed to create the billing statements for the appropriate franchisees.

Generating billing run for:

JIM'S MOWING (SOUTH BAYSIDE)

BH5 (3 of 41)

Saving statement to database!

Close

Printing billing runs

To print a billing run after it has been generated, select the “Billing” menu and click “Print billing run”

Print billing run

Criteria:

Franchisor: JIM'S MOWING (SOUTH BAYSIDE)

Billing period

1/04/04 - 30/04/04
 1/03/04 - 31/03/04
 1/02/04 - 29/02/04
 1/01/04 - 31/01/04
 1/12/03 - 31/12/03

What to show

Summary From: 1 /04/04
 Regular clients To: 30/04/04
 Leads All?
 Transfers

OK Cancel

Enter the franchisor details and highlight the billing period required, and any other options desired, then click “OK”.

Alternatively, to print a single statement, locate the franchisee in “Find Franchisees” then select “Billing” and follow the same procedure.

Deleting billing runs

From time to time it maybe desirable to generate a billing run for testing purposes. Alternatively a billing run may be generated incorrectly. To delete select the “Billing” menu and click “Delete billing run”

Select billing run to DELETE:

Criteria:

Franchisor: JIM'S MOWING (SOUTH BAYSIDE)

Billing period

1/04/04 - 30/04/04
 1/03/04 - 31/03/04
 1/02/04 - 29/02/04
 1/01/04 - 31/01/04
 1/12/03 - 31/12/03

OK Cancel

Select the Franchisor and billing period to be deleted, and then click “OK”.