

User Guide

Order Entry

for the PSION SERIES 3

The Order program lets you:

- Enter, review and amend orders to your wholesaler, using item codes.
- Transmit the orders by telephone directly to (or when called by) your wholesaler.
- Review on screen the outcome report from the wholesaler.

Connection to the public telephone system is through the Psion 3-Link accessory and a Hayes compatible or manual modem.

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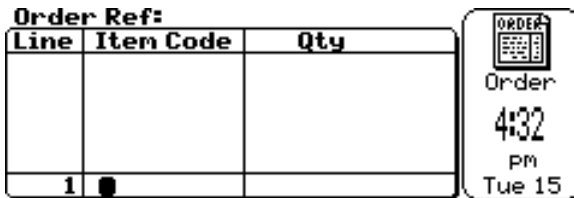
Starting the Order program

Users unfamiliar with the Psion Series 3 may find it helpful to read Psion's User Guide Chapter 1 *Getting Started* and to refer to its index for information on some of the terms used below.

With the Series 3 turned ON, press (firmly) the leftmost button, labelled **System**, in the row of eight between screen and keyboard¹. A row of icons (symbols similar to those on the buttons) appears on the screen: use the *arrow keys* to move the *highlight* onto a word under the icon symbolising an order form:



Now press the **Enter** key to start the program. You should see a screen like this:



The *status window* on the right contains the Order icon (symbolising the program currently on-screen). The word *Order* between icon and clock is the name of the *file* holding this particular order. As explained on page 22, if you wish you can have several separate order files; on this occasion *Order* was selected because its name was highlighted when starting the program.

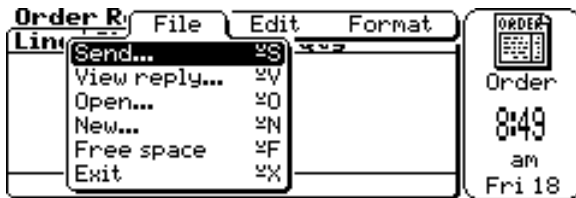
¹ Each button top is marked with an *icon*: a small symbol depicting the application it calls. Your installer may have assigned one of the other buttons to the Order program; if so it is quicker to press this instead.

The *main window* on the left is a representation of an order form, which may be thought of as split into two *panes* by the lower horizontal line: the upper *editing pane* (empty in the figure) is used for editing and for viewing up to six lines whilst the lower *loading pane* is used to add new lines. The flashing blob in the loading pane under *Item Code* is called the *cursor*.

Your tool kit

The presence of the cursor indicates that the program is waiting for you to enter something at the keyboard; its position attempts to suggest what this might be as it shows where valid input will be placed on the screen. However, wherever possible the program will also respond to the keys listed below. Please note that in order to obtain a key action inscribed on the Series 3 in yellow you must press that key whilst holding down the **PSION** key (the key in the bottom left hand corner with the yellow bar above it).

- The **Help** key pops-up windows containing condensed information about the basic operation of the Order program.
- The menu cards which appear on successive presses of the **Menu** key list *tools* the program provides:



To pick a tool, move the highlight to it using the four keys marked with arrows and then press **Enter**. Three dots after the tool name indicate that a *dialog box* will pop-up before the tool is run, allowing you to specify precisely how the tool is to be used on this occasion. The letter alongside the **PSION** symbol in the right hand column of each menu card gives the tool's *hotkey*: once you are familiar with the hotkey you may by-pass the menu by pressing the hotkey letter whilst holding down the **PSION** key.

- The four keys marked with **arrows** let you navigate around the current dialog box or as described elsewhere in this guide. **PgUp**, **Home**, **PgDn**, **End** may increase movement. Within a dialog box text field, **shift+arrow** extends the selected (highlighted) text.

- The **Delete** key removes any keystroke to the left of the cursor. Within a dialog box text field, **Delete** first removes any selected text.
- The **Esc** key lets you cancel the current field, help window, menu, dialog box or tool, restoring the previous state.
- The **Shift** and **Caps Lock** keys may be used as you wish. Case is not significant when entering hotkeys, item codes or passwords.
- As the Series 3 is a multi-tasking computer you may also switch between tasks with the row of eight **buttons**, subject to there being enough system memory available for all activities.
- The **Off** key switches the Series 3 off immediately. If the Order program was running, it resumes at the same point when you switch on again. By default, the Series 3 switches off automatically if it has not been used for five minutes. Of course, this is important when running off batteries, but you may change the time interval through the *System* button's *Special* menu *Options* dialog.

Within a dialog box, **Esc** cancels the entire box not just the current field and **Enter** completes the entire box.

Your memory resource

Your Series 3's Random Access Memory (**RAM**) supplies the **System Memory** needed by the operating system to support active tasks and the memory needed by the **Internal Disk Drive** to keep your files. RAM can run out if too many Series 3 features are active at the same time, especially with the 128K RAM model (a minor irritation when set against the advantages of multi-tasking). The **Free space** tool under the *File* menu will tell you how many bytes are available on the disk holding the current order file. In practice, provided this disk is the Internal Disk, it is actually indicating the available RAM.

If you are inconvenienced by shortage of available RAM, you must release some:

- By shutting down other tasks for the time being. Press the **System** button and move the highlight onto bold file names. Press **Delete** and follow the instructions on the screen.

- By deleting obsolete files from the *Internal Disk*.
- By moving large active files onto a *SSD* (Solid State Disk).

Entering Items in the order

You need to know, for each item you wish to order, *either* the seven digits “Pharmaceutical Interface Products Code” (PIP-Code, e.g. **001-1866**) as issued by the National Pharmaceutical Association Ltd. *or* your wholesaler's own Product Code² (e.g. **423J**).

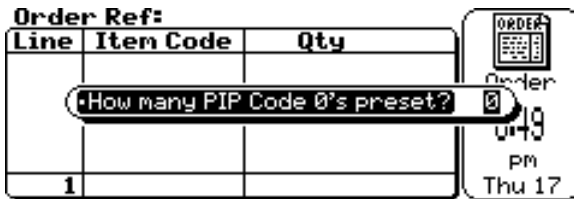
Whenever you start the Order program, or switch order files, the cursor will be in the *loading pane* under *Item Code*, as in the figure on page 3. In this figure the order is empty, so the number in the loading pane's *Line* column indicates that the next item entered will be placed in line 1 of the order. In fact, the program always adds new lines at the end of the order so this number is always one greater than the number of lines.

Key in the first Item Code, using **Delete** or **Esc** to correct any mistake. When entering a PIP Code all seven digits are required; however, the distinguishing dash after the third digit is inserted automatically. The program tries to catch incorrect item codes by verifying the *check digit* designed into the PIP Code or the *check letter* at the end of the Wholesaler Code. A *beep* sound indicates this verification failed and you must correct or cancel the Item Code. If the Item Code appears valid the cursor jumps automatically into the *Qty* column.

² But only if your wholesaler uses codes in the form of up to five digits followed by a single letter.

PIP Codes beginning with 0

At the time of writing almost all PIP Codes begin with the digit **0**. To avoid having to key this digit every time, you may find the **Zero lead-in** tool (available under the *Format* menu) helpful:



Changing the number of 0's pre-set from **0** to **1** instructs the program to feed one **0** digit into the Item Code field automatically (to remove it for large PIP Codes press **Delete**)³. If you wish, you may pre-set up to four **0** digits.

Specifying the Quantity

When the cursor jumps to the *Qty* field within the *loading pane*, the quantity is pre-set to one as indicated by the digit **1** under the cursor. If a single unit is required just press **Enter** otherwise overwrite the **1** with the number of units required then press **Enter**. In either case a *pip* sound signals that entry of this line is completed and it is scrolled up into the *editing pane*. This clears the *loading pane* which is immediately ready for the next Item Code to be entered.

Ordering by the Case

Instead of pressing **Enter** at the end of the line, press the letter **C**. A *pip* sound signals that entry of the line is completed and it is scrolled up into the *editing pane*. The word **Cases** alongside the quantity entered confirms the measure.

³ The preference you set here, as with dialog settings for most other tools, is recorded within the current order file and will therefore be applied automatically each time you work with this file.

Please note that if your wholesaler does not take orders quoting cases then their computer will ignore the measure (i.e. treat all cases as containing one unit).

If your wholesaler will only supply this order in cases, the word **Cases** will appear alongside the quantity as a reminder even if you pressed **Enter** at the end of the line.

Asking for an item “To Follow”

When your wholesaler is temporarily out of stock of an item, you may find yourself re-entering the line on many successive orders until it becomes available. If your wholesaler operates a *Back Order* service you can avoid this by asking for any shortage to follow automatically when it becomes available: just press the * key once at any point before completing entry of the relevant line. A * appears in the loading pane as confirmation (if you hear a *beep* sound instead then your wholesaler does not operate this service).

Please note that the wholesaler's outcome report (and invoice) will indicate whether or not any shortage has actually been placed onto back order for you.

Requesting “To Follow” automatically

If you usually want shortages to follow automatically, the **auto To follow** tool under the *Format* menu lets you instruct the program to pre-set the *To Follow* marker automatically for all new lines. If you do this, pressing the * key once during entry of a line will remove the request on that line (the * is removed from the loading pane as confirmation).

Adding an Order Reference

The *order Ref* tool under the *Edit* menu lets you add or change your own reference for this order at any time:

Order Ref:			
Line	Item Code	Qty	
3	034-7252	2	
4	029-4314	1	
5	034-9175	1	
6	030-9500	4	
7	028-2863	1	
8	7422U	1	Case
9	00		

ORDER
Order
6:33
PM
Thu 17

The reference is a maximum of eight characters. When you complete the dialog by pressing **Enter**, your reference will be displayed above the main window. It will also be transmitted with your order and your wholesaler will probably print it on any ensuing invoices. Note: the program converts lower case letters to upper case to avoid any problems lower case might possibly cause on your wholesaler's computer system.

Reviewing the Order

After a number of lines have been added to the order, the screen will look something like this:

Order Ref: JAT			
Line	Item Code	Qty	
3	034-7252	2	
4	029-4314	1	
5	034-9175	1	
6	030-9500	4	
7	028-2863	1	
8	7422U	1	Case
9	00		

ORDER
Order
6:33
PM
Thu 17

Only six of the lines can be shown in the editing pane at one time, however once the order has grown sufficiently large the pane may be scrolled up or down the order:


- by one line with each press of *Up Arrow* or *Down Arrow*,
- by six lines with each press of *PgUp* or *PgDn*,
- to the first six lines by pressing *Home*,
- to the last six lines by pressing *End*.

Editing the Order

Changing or erasing a line

To alter or remove a line already entered in your order, you need to move the cursor into the *editing pane* alongside the relevant quantity:

Order Ref: JAT		
Line	Item Code	Qty
3	034-7252	2
4	029-4314	1
5	034-9175	1
6	030-9500	4
7	028-2863	1
8	7422W	1 Case
9		



Order
2:05
PM
Thu 17

There are two ways to get the cursor into the editing pane:

- Type the relevant Item Code into the *loading pane* as if it were not yet ordered. Because it *is* ordered, the line will be displayed in the *editing pane* with the cursor alongside the quantity.
- Press **Tab**. This moves the cursor alongside the quantity on one of the lines already visible in the editing pane. Then use *arrow keys* to reach the relevant line:

move by one line with each press of **Up Arrow** or **Down Arrow**
or (locking the cursor) **Shift+Up Arrow** or **Shift+Down Arrow**,
move by six lines with each press of **PgUp** or **PgDn**,
move to the first line by pressing **Home**,
move to the last line by pressing **End**.

To return to the loading pane: press **Esc**, **Tab** or **Enter**. **Esc** will cancel any change you were making to the quantity whilst **Tab** or **Enter** will complete it.

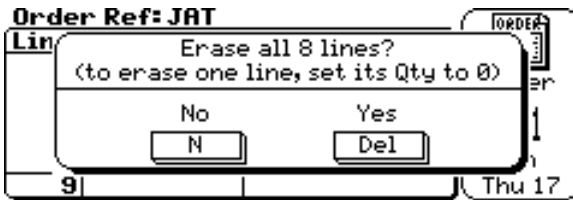
If you use any **arrow** key to move to another line, this will complete any change you were making on the current line. This feature allows you to make changes quickly to several lines.

For clarification, a *pip* sound is made whenever any change becomes effective (i.e. is completed).

- To set the quantity to any new value: first press **Delete** to remove at least one digit, then type in the new value, then move the cursor out of the line (e.g. by pressing **Enter**). This scheme is intended to reduce the possibility of accidental changes to the quantity. Setting the quantity to **0** will remove this line from the order.
- To increase the quantity by one: press **+**.
- To decrease the quantity by one: press **-**. However, you cannot set the quantity to zero by this method.
- To switch the measure from units to cases or vice versa: press the letter **C**.
- To switch the *To Follow* marker: press *****.
- To remove the line: set the quantity to **0** and move the cursor out of the line (e.g. by pressing **Enter**).

To erase all lines

Use the *Delete all items* tool under the *Edit* menu:

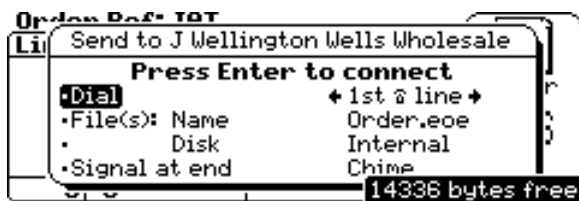


Press **Delete** to confirm the operation. In case you ever do this inadvertently please remember that you may restore the order with the **Undo delete** tool under the *Edit* menu. However, this tool cannot help after you have loaded a new line into the empty order, i.e. if the *Edit* menu shows (*can't Undo*).

Transmitting your orders

Setting Up

- Ensure that the Series 3 is securely connected to the public telephone system through the Psion **3-Link** accessory and **modem**, on a telephone line that won't be used by anyone else. The 3-Link plugs into the side of the Series 3, just above the **Esc** key.
- Ensure that the Series 3's Disk Drive doors, marked **A** and **B** on the underside of the Series 3, are both closed.
- It is a good idea to use the mains adapter. Battery consumption increases during communication.
- Pick the **Send** tool from the *File* menu. You will see a dialog box similar to this⁴:



The dialog box has four fields, described following, any of which you may alter after moving the highlight to the field with **Up Arrow** or **Down Arrow**. When ready, press **Enter** to start the Send tool, or press **Esc** to cancel.

In the **Dial** field the cursor has been replaced by a **spin box**: the two thick arrows indicate you are being asked to choose one from a limited number of choices. Each press of *left arrow* or *right arrow* rotates

⁴ The Send tool needs additional memory to run and to record your wholesaler's outcome report. If less than 6,000 bytes are available, you will first be asked to confirm you wish the program to close all other applications automatically. If this releases enough memory, the above dialog box appears. Alternatively, press the **System** button and resolve the problem by hand.

the selection to the next choice. Alternatively, press **Tab** to reveal all choices:



Use *up arrow* or *down arrow* to move the highlight to your choice, then press **Enter** to return to the main dialog box.

- If you are going to dial by hand, or have been called by your wholesaler, choose *no autodial*.
- If you have a *Manual* modem (one which cannot dial) you can ask the Series 3 to dial by choosing one of the three phone lines. Check you have dial tone and put the Series 3's speaker right up to the telephone mouthpiece. (This only works if your telephone system understands modern *DTMF* signals.)
- If you want your *Hayes compatible* modem to dial, choose one of the three phone lines. With most of these modems, it is important to keep your handset on the hook whilst the modem is active; some provide a loudspeaker so you can hear what's happening.

The **File(s)** fields, **Name** and **Disk**, are always pre-set to the current order file. See page 18 if you wish to send a group of separate order files to your wholesaler in a single telephone call, or to send an order file for another wholesaler to this wholesaler instead.

The **Signal at end** spin box has no effect other than to set your preference for how the Series 3 lets you know it has finished using your telephone: choose chimes, rings or mute (silence).

On the wire

After you close the *Send* dialog by pressing **Enter**, when all goes well there is nothing for you to do until the screen shows **Done with phone** (optionally accompanied by an audible *signal at end*), as seen here:

```
J Wellington Wells Wholesale
File ORDER.EOE (8 lines): Sent OK, reply OK
ATE1V100X3D
CONNECT
INVOICE 00000 £ 121.82
```

Press **Esc** Done with phone

Troubleshooting

Before you reach the above state, the program gives various indications which may help you determine whether you need to intervene:

- on the line below the wholesaler's name, information about the current *state* (see page 16).
- within the framed window, lines showing significant data received from the modem. The above figure shows three lines, viz. (1) the echo of the command instructing the Hayes compatible modem to go on line without dialling, (2) the modem's "result code" advising it has connected with a remote modem and (3) the outcome message from the remote computer system. Only the five lines most recently presented remain visible (you cannot scroll this window).
- a short low "rasp" sound from the Series 3, should the software at one end not hear the other correctly. This indicates a delay whilst some data is repeated. If this sound is persistent you have a weak connection; check that your own handset is not interfering and that no one is trying to use the telephone line via another extension.
- a message such as "Serial overrun" in the bottom right hand corner, indicating mismatched communication between Series 3 and local modem.
- on the line under the framed window, one of the messages explained in the following table:

Press [Esc] Nothing to send
The file(s) you specified in the <i>Send</i> dialog either do not exist or are all empty. The program only attempts to connect to your wholesaler when there is something to send.
Press [Esc] Device does not exist
The Psion 3-Link accessory is not plugged in to the Series 3.
Press [Esc] File or device in use
Another task on the Series 3 has reserved the 3-Link accessory. Shut down that task; if you don't know which it is check that the <i>System</i> button's <i>Special</i> menu <i>remote Link</i> is OFF.
Press [Esc] to cancel order
Shown while disconnection will result in your wholesaler's software discarding the entire order currently on the wire.
Press [Esc] to cancel reply
Shown while disconnection will result in an incomplete outcome report from your wholesaler for the order currently on the wire. The wholesaler's software will continue processing the entire order after any such disconnection.
Press [Esc] Line failure
Disconnection occurred due to some cause external to the Series 3.
Press [Esc] Too many retries
The Series 3 disconnected because eight consecutive attempts to send or receive data failed.
Press [Esc] Inactivity timeout
The Series 3 disconnected because expected data was not received for 16 seconds.
Press [Esc] Done with phone
The Series 3 disconnected because the <i>Send</i> tool has finished.

Disconnection

In the preceding table, disconnection refers to the breaking of contact between the Series 3 program and your wholesaler's software; pressing the **Esc** key will always force immediate disconnection. The telephone call normally remains engaged until the end that's paying "hangs-up" all its equipment (in this case modem and handset). Many auto-dial modems hang-up automatically when the software disconnects but it's wise to confirm this yourself (pick up your handset and listen). Of course, a manual modem will need switching from *Data*. The telephone line reverts to speech after your modem hangs-up.

The program's primary objective, in co-operation with your wholesaler's software, is to send every order accurately without loss or duplication. Waiting for the wholesaler's outcome report is a secondary objective which you may cancel if you wish⁵. For clarification, the Series 3 gives a *pip* sound to mark the point beyond which you may disconnect confident that the wholesaler has your order.

The status line

Any communication attempt proceeds through a definable sequence of ***states***, reported by the status line as described in the following table. The final state remains on screen until you escape from the Send tool.

Press modem DATA on hearing far tone or Waiting for local modem

This state exists until the Series 3 detects the "Data Set Ready" (***DSR***) and "Clear to Send" (***CTS***) signals from the modem.

The first form appears when the Order program is set up for use with a manual modem. This modem has a switch or button to set it on/off line (usually marked DATA/TALK). If there is also a setting for ***Originate/Answer*** you must select ***Originate*** (even when your wholesaler has called you). Please select DATA promptly on hearing the steady tone of your wholesaler's modem in your handset.

The second form appears when the Order program is set up for use with an automatic modem. You may not notice it because the modem should be ready almost straight away.

⁵ and so may your wholesaler, for example if the master data base temporarily cannot be interrogated for stock availability.

Trying to connect to wholesaler

If this state is not reached, first check your modem has power then pull apart and refit all cabling (including power). The state exists until data is received from your wholesaler's *software*.

Any command issued to an automatic modem should appear in the framed window, and dialling should be taking place if this was requested. Hang up your handset now (unless your modem has cut it off and you intend to speak to your wholesaler afterwards).

File x.EOE (n lines): Trying to log on

This state confirms you are connected to your wholesaler's software⁶. It exists whilst the wholesaler's software is interpreting the "header" data contained in your Series 3 file named *x.EOE*. If the log on fails you may see in the framed window a brief explanation from the wholesaler (such as "wrong password").

File x.EOE (n lines): Sending line i

This state confirms that your order *x.EOE* is now being sent. *i* should increment by 10 (the blocking factor) until it reaches *n*.

File x.EOE (n lines): Awaiting reply

This state confirms that all *n* lines of your order *x.EOE* have now been sent.

To prevent you inadvertently duplicating this order, the file *x.EOE* is now cleared ready for you to load your next order to this wholesaler.

Subsequently, the **View reply** tool lets you view *this* order (under the file name *x.BAK*).

This state is critical because a disconnection now will prevent the Series 3 from reliably determining whether your wholesaler's software will process or cancel the order. In practice, the Series 3 assumes on balance of probability that the order will get processed but sets up the reply as **Outcome unknown**. Should this assumption be wrong the order will be lost, so please do not hesitate to ask your wholesaler's staff to check the outcome. The duration of this state is kept as short as conditions allow.

⁶ Except that if you are using an automatic modem when your installer set up the Order program for a manual modem then the program will incorrectly sink into this state. Correct with the **Access** tool and try again.

File x.EOE (n lines): Sent OK i checked

This state confirms that your wholesaler now has a complete record of your order *x . EOE*. Your wholesaler's software is now interrogating the master data base on your behalf for stock availability and has reached line *i* inclusive. Any shortages so far reported are shown in the framed window (they are also recorded on the Series 3 in file *x . BAK* for later viewing off-line). The speed at which the stock is checked depends mainly upon speed of access to the master data base; this can vary or even grind to a halt (in which case this state is automatically abandoned).

File x.EOE (n lines): Sent OK, reply OK

This state also confirms that your wholesaler now has a complete record of your order *x . EOE*. It confirms that the wholesaler's reply is now recorded on the Series 3 in file *x . BAK*.

Sending a group of orders

The Send dialog box *File (s) Name* field accepts any file specification typed over the suggested specification. The *.EOE* suffix will be assumed if you leave it out. To select a group of files you use **wildcards** within the specification; these are the ***** and **?** characters familiar to PC users and explained in Psion's Series 3 User Guide Chapter 12 **Files and disks**. For example **WELLS*** selects all files whose name begins with **WELLS** (and have suffix **.EOE**).

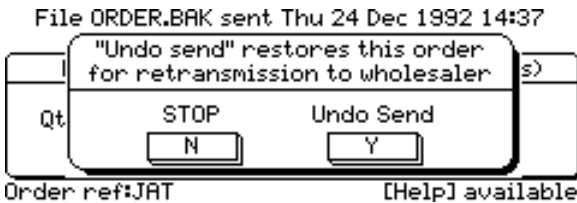
When **Trying to connect to wholesaler**, the Order program takes the **Access** data (wholesaler name and telephone number) from the order file current when the Send tool was picked; we will call this the **Host** order file. Each non-empty order file which matches your specification is then sent in turn from the **Trying to log on** state, after which the Series 3 disconnects. After you close the Send tool, the original Host order file is still the current order. Please note that the Host order is only included in the transmission when it too matches your file specification.

When **Trying to logon** each individual order, the program compares the order's *Wholesaler Name* with the Host's. If the names are identical (up to the shorter of the two should their lengths differ) then the **Access Code** and **Password** sent are taken from that order file, otherwise they are taken from the Host order file. This feature lets you send an order set up for another wholesaler to the host wholesaler without needing to alter any **Access** data, and lets you send several orders with different **Access** data to the host wholesaler.

Retransmitting an order

In exceptional circumstances your wholesaler might ask you to repeat a sent order, if possible. This is indeed possible anytime before you send the next order under the same file name:

- Pick the **View reply** tool under the *File* menu. In the dialog box, choose the file which needs to be retransmitted.
- Pick the **Undo send** tool under the *Edit* menu:



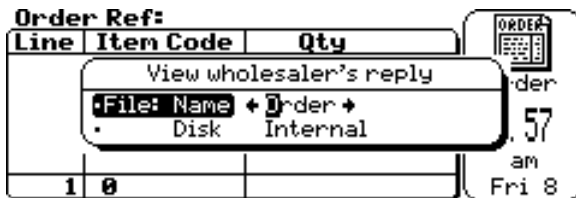
Press the letter **Y** to confirm. This restores the order just as if it had never been sent. You may now review and (though this would not be normal procedure) even edit or add to the order. Retransmit by picking the **Send** tool under the *File* menu.

For clarification, please be aware that under these circumstances the current order file is the file **x.BAK** not **x.EOE**. Consequently your next order if any in **x.EOE** will not be altered in any way by anything you do in **x.BAK**.

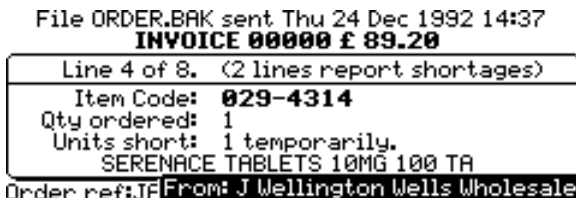
If you wish you may revert **x.BAK** to it's sent state by picking the **Undo** **undo send** tool under the *Edit* menu, so long as you haven't altered the order in any way in which case the Edit menu will show **(can't undo)**.

Viewing wholesalers' replies

To see your wholesaler's most recent outcome report for the current order file, press the **button** assigned to the Order program (mentioned on page 3). If you don't know which button this is, or you want to look at the outcome report for another order file, pick the **View reply** tool from the *File* menu:



The above dialog box initially suggests viewing the most recent reply for the current order file. Use the **arrow** keys to rotate the selection through other available replies, or press **Tab** to reveal all files. When you close the dialog box (by pressing **Enter**) you should see a screen like this:



The button assigned to the Order program may now be used to switch back to your next order for this file, alternatively pick the **Open** or the **View reply** tool under the *File* menu to choose any order file or outcome report.

The framed window's lower pane shows a single order line, including its stock availability where the relevant information was received from your wholesaler. Where shortages have been reported, the pane is pre-set to show the first shortage. You may scroll through the order:

- to the next line with each press of **Down Arrow**,
- to the previous line with each press of **Up Arrow**,
- to the next shortage with each **Tab** or **Right Arrow**,
- to the previous shortage with each **Shift+Tab** or **Left Arrow**.

The Order program will display whatever reply data is available. Shortages are described as “temporary” unless the wholesaler has given more specific information such as “to follow” (on a back order when next in stock), “manufacturer cannot supply” or “not on our file”.

The line immediately above the framed window indicates how much information on shortages is available. In the previous figure this line shows a message from the wholesaler's software reporting that this order was valued and invoiced whilst you were on-line, so we deduce that the shortage report is complete. Some other messages you may see on this line are explained in the following table:

<p>Reply cut off after line i</p> <p>Due to disconnection, information on shortages is only available up to line i inclusive. However, you should assume that your wholesaler's software continued to process the order.</p>
<p>Invalid Access Code (or similar message)</p> <p>This type of message is sent by your wholesaler's software when it could not process your order for the reason stated. Please query this with your wholesaler's staff, who will usually be able to resolve the matter without you retransmitting the order.</p>
<p>Stock check abandoned</p> <p>Your wholesaler's software felt you would be subjected to unreasonable delay whilst it attempted to complete checking stock availability. You should assume that your order will be processed as soon as possible. In this instance the Series 3 may be able to display information on shortages up to an unspecified line number.</p>
<p>Stock not checked</p> <p>Your wholesaler's software was not able to check stock availability whilst you were on-line. You should assume that your order will be processed as soon as possible. In this instance the Series 3 cannot display any information on shortages.</p>
<p>Outcome unknown</p> <p>Due to disconnection during the critical <i>Awaiting reply</i> state (see page 17) the Series 3 cannot confirm that your wholesaler's software has a record of this order. Please query this with your wholesaler's staff, as it may be necessary to retransmit the order (though this is unlikely if you know you caused the disconnection).</p>

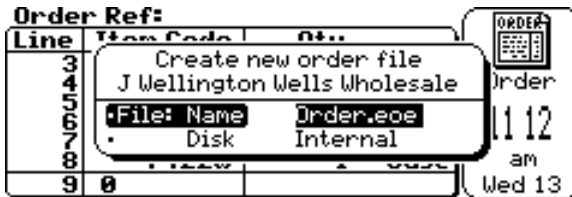
Order Files

The **Send** tool clears each order file when the **Awaiting reply** state is reached, as mentioned on page 17. When you open such an order file afterwards it is empty (as in the figure on page 3) ready for you to load your next order. This feature makes it difficult to accidentally duplicate an order. It also avoids filling up the Series 3 *Internal Disk* with old order files which would have to be deleted sometime. The **View reply** tool lets you look at the previous order, with its outcome.

This simple scheme will be entirely adequate for users routinely placing orders on a single wholesaler for delivery to a single address. Nevertheless the Series 3 provides a comprehensive filing system which is available to those whose needs are more elaborate. For a description of this filing system (essentially the same as is found on a Personal Computer) please see the Psion Series 3 User Guide Chapter 12 **Files and disks**.

The Order program identifies the examples shown in this guide by the name **Order**; the Series 3 filing system stores *Order* on the *Internal Disk* in directory **\EOE** as up to two files **ORDER.EOE** and **ORDER.BAK**. This selection was determined by default when you started the Order program (see page 3). The identifier for the current order file is always shown in the *Status Window* (see page 3).

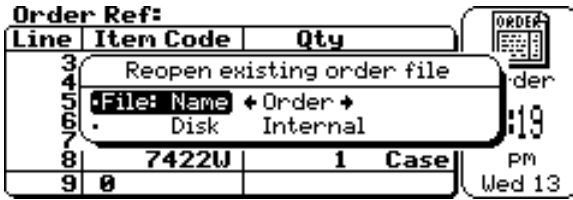
You can make a new order file with the **New** tool under the *File* menu:



Overtyping the suggested name (which is unsuitable as it is name of the **Host** order, i.e. the one current when the tool was picked) with any name up to eight characters long. The **.EOE** suffix will be assumed if you leave it out. If you wish, you may include a pathname specifying another directory (which will be created if it does not already exist), otherwise the new file will be placed in the same directory as the host. When you close the dialog box (by pressing **Enter**) the new file replaces the host as the current order file. The new file is initially empty of lines, however (as the inclusion of the

host wholesaler's name in the above dialog box is intended to suggest) it will inherit all *Access* and *Format* data from the host (see page 24).

When you have a number of order files on your Series 3 you may use the *Open* tool under the *File* menu to select the one you wish to work with:



Use the *arrow keys* to rotate the selection through other available orders (within the current directory), or press **Tab** to reveal all files. When you close the dialog box (by pressing **Enter**) the selected order file replaces the host as the current order file.

For clarification, the *Open* and *View reply* tools are identical except that *Open* selects files using the filter **.EOE* whilst *View reply* uses the filter **.BAK*. In either case the Order program determines whether you have selected an un-sent order or a reply from the content of the file, not from its name.

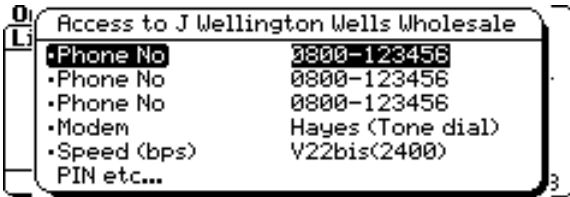
Another way to choose the current order file is from the *System* button's screen (see page 3). This screen lists under the Order icon all files matching the specification *\EOE*.EOE* on any accessible disk. The current order file, if any, is shown in bold text. Use the *arrow keys* to move the *highlight* onto the order file you wish to make current and press **Enter**. This will start the Order program if it was not already running. If it was already running and can switch files it is restored onto the screen after doing so; otherwise the request is rejected with a "busy" message.

Pressing **Shift+Enter** instead of **Enter** lets you open another order file without closing any already open; **Shift+Order** button then moves from one order file to the next, or **Psion+Shift+Order** button moves to the previous. See Psion's User Guide Chapter 10 *Opening more than one file*.

Another way to make a new order file is with the *New file* tool under the *System* button's *File* menu. In this instance there is no Host order from which the new file may inherit *Access* and *Format* data.

Access to Wholesaler

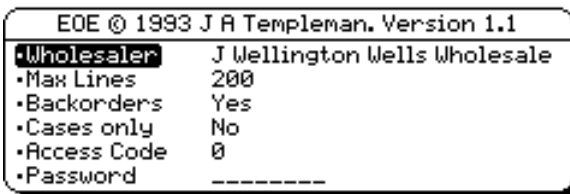
The information the Send tool needs to communicate with a wholesaler is held within each order file separately. The **Access** tool under the *Edit* menu lets you define this information for the current order file:



Access to J Wellington Wells Wholesale	
•Phone No	0800-123456
•Phone No	0800-123456
•Phone No	0800-123456
•Modem	Hayes (Tone dial)
•Speed (bps)	V22bis(2400)
PIN etc...	

- All three **Phone No** fields should dial a number normally automatically answered by a modem (please duplicate one of the numbers if the wholesaler has less than three such numbers). Enter a **comma** to insert a pause during dialing. A **dash** rather than a **space** has been used above as punctuation because when the Series 3 generates *DTMF* tones it pauses at any *space*.
- In the **Modem** field choose from *Hayes (Tone dial)*, *Hayes (Pulse dial)*, *Manual* or *VX-543*. Most automatic modems claim (or may be configured) to be compatible to *Hayes*; tone dial is quicker than pulse dial but does not work on older exchanges. If the modem has non-volatile memory which requires configuration, you can use Psion's 3 Link **Comms** application's *Terminal Screen* to do this.
- In the **Speed (bps)** field, choose from *V21 (300)*, *V22 (1200)* or *V22bis (2400)*. The first is slowest but should always work. Consult your modem manual to see if it supports a higher speed.

Close the dialog box by pressing **Enter**. If the highlight was in the **PIN etc...** field the program moves on to another dialog box:



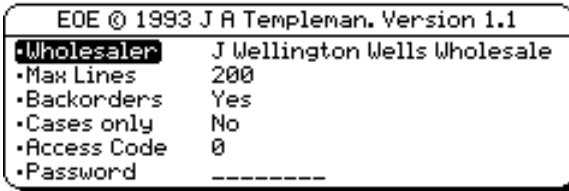
EOE © 1993 J A Templeman. Version 1.1	
•Wholesaler	J Wellington Wells Wholesale
•Max Lines	200
•Backorders	Yes
•Cases only	No
•Access Code	0
•Password	-----

- In the **Wholesaler** field, type the wholesaler's name. If multiple order files may be sent to this wholesaler in one transmission, the name must exactly match (up to the shorter of the two) that of the Host order file if the *Access Code* and *Password* from this order are **not** to be replaced during transmission by the *Access Code* and *Password* from the Host order file.
- The **Max lines** field cannot exceed 254. The order program stops you from exceeding the specified number of lines. The correct value is dependent upon the wholesaler's software.
- Setting the **Backorders** field to **No** disables the Order program's *To follow* features when working with this file.
- Setting the **Cases only** field to **Yes** forces all order quantities within this file to be flagged as **Cases**.
- The **Access Code** is a number allocated by the wholesaler identifying the invoice and delivery addresses for orders sent from this file. It is **not** your Account Number.
- The **Password** is a five character sequence allocated by the wholesaler. This must be entered (but is never displayed).
- Press **Enter** to complete the *Access* dialog.

Program installation

- Press the Series 3 **System** button. Release as much RAM as possible by shutting down all tasks with bold names on the screen which you do not need to be active (see page 5).
- The Order program comprises a single file named **EOE.APP**. This file must be accessible to the operating software of your Series 3; this is achieved by placing it on the *Internal Disk* in directory **\APP**. Copy it there from a **SSD** (Solid State Disk) using the **Copy file** tool under the *File* menu, or (through the 3-Link accessory) from a Personal Computer running **MCLINK** using the **Remote link** tool under the *Special* menu (see Psion's 3-Link manual; please remember to turn the *Remote link* tool **OFF** afterwards).

- If you have kept template order files (i.e. empty orders with pre-set *Access* and *Format* data) on the SSD or Personal Computer, copy these to the *Internal Disk* directory \EOE.
- If you have a *SSD* that will always be fitted on this Series 3 you can release nearly 20K bytes of RAM by moving *EOE.APP* into directory \APP on that *SSD*, then delete *EOE.APP* from the *Internal Disk*.
- Pick the *Install application* tool under the *Apps* menu:



When the file *EOE.APP* is on a *SSD* you will need to change the *Disk* field. The Order program icon should appear at the chosen position when you close the dialog box by pressing **Enter** (you may prefer to change the *Position* field to *First* or *Last*).

- Keeping the highlight under the Order icon, pick the *Assign button* tool under the *Apps* menu and adjust the dialog box fields until they look like this:



Then press **Enter** to assign the **Program** button to the Order program. Of course you may specify another button if you prefer, or repeat the assignment for other buttons.

- If you wish, you can use the *Remove application* tool under the *Apps* menu to bar selected built-in applications. This might help to avoid RAM being unwittingly consumed by idle button-pressing.

- If you did not install template orders, start the Order program either by pressing **Enter** with the highlight on the word *Order* or by picking the **New file** tool under the *File* menu. The latter method lets you create an order file with a name other than *Order*. Then pick the **Access** tool under the *Edit* menu and complete both dialog boxes.

Problems

If your Series 3 is not behaving in the way you expect, please see Psion's User Guide Chapter 15 *Troubleshooting* for hints on what to do. If you have to *reset* the Series 3 you will need to repeat the installation procedure, but be sure to try *soft reset* first: if this cures the problem all your files will usually be intact.

Please do not ignore *low battery* warnings for very long.

Access dialog reminder

Phone No (1)				
Phone No (2)				
Phone No (3)				
Modem	Hayes type (Tone Dial)	Hayes type (Pulse Dial)	Manual	Datatech VX543
Speed(bps)	V21 (300 bits/sec)	V22 (1200 bits/sec)	V22bis (2400 bits/sec)	

Wholesaler		
Max lines		
Backorders	YES	NO
Cases only	YES	NO
Access Code		
Password		