LICENSE SALES SYSTEM GUIDE

Texas Parks and Wildlife Department

Point of Sale Terminal

For technical assistance, please contact the TLC Help Desk
1-866-852-8793

Version 2017.05

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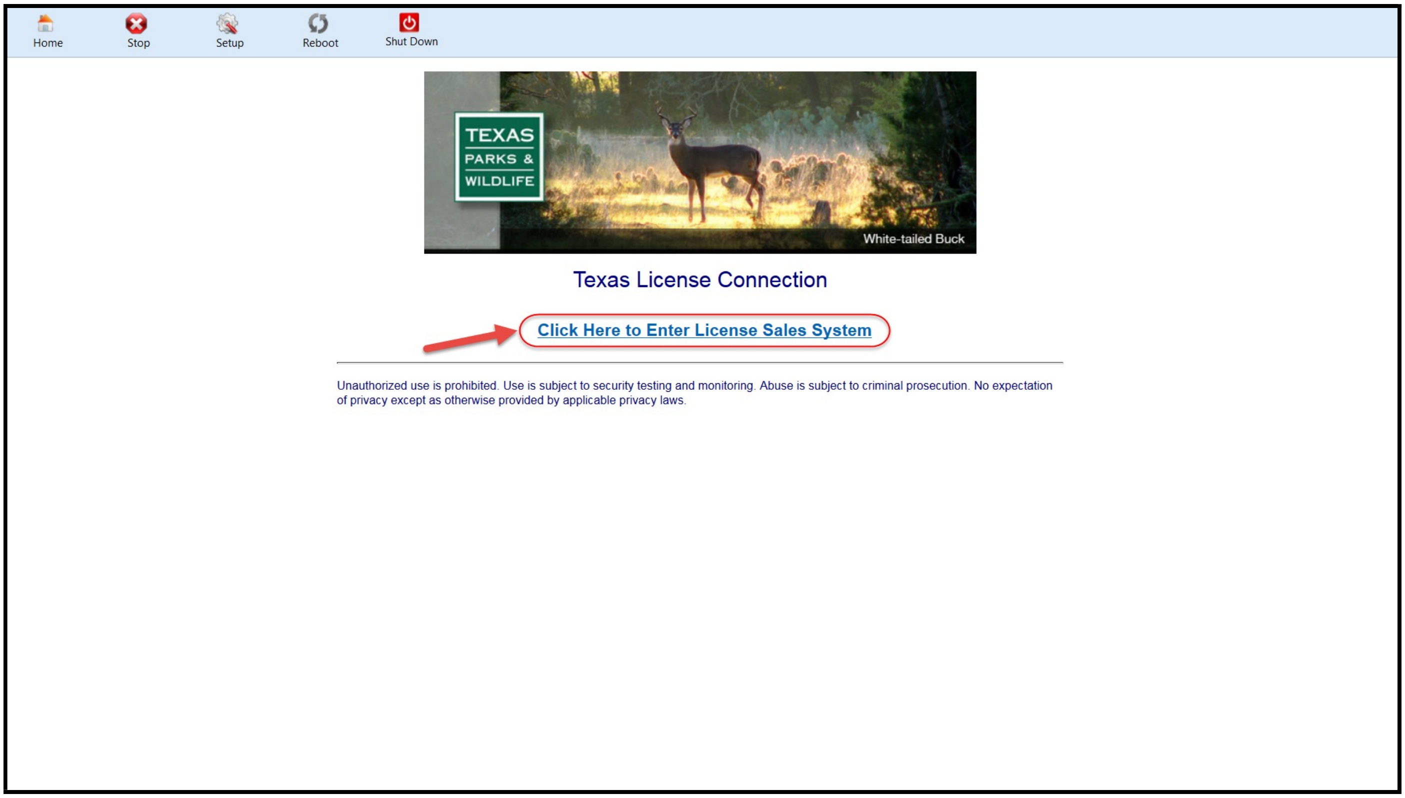
Connecting to the Database

This section is **ONLY** for Thin Client CPU users. Agents using their own PC are given the web link (url) to connect to the database.

Power on the Thin Client CPU.

From the **HOME** screen:

1. Left click the **CLICK HERE TO ENTER LICENSE SALES SYSTEM** link.



Note:

The appearance of the **HOME** screen may change from time to time; however, there will always be a link to enter the License Sales System.

Starting Menu Overview

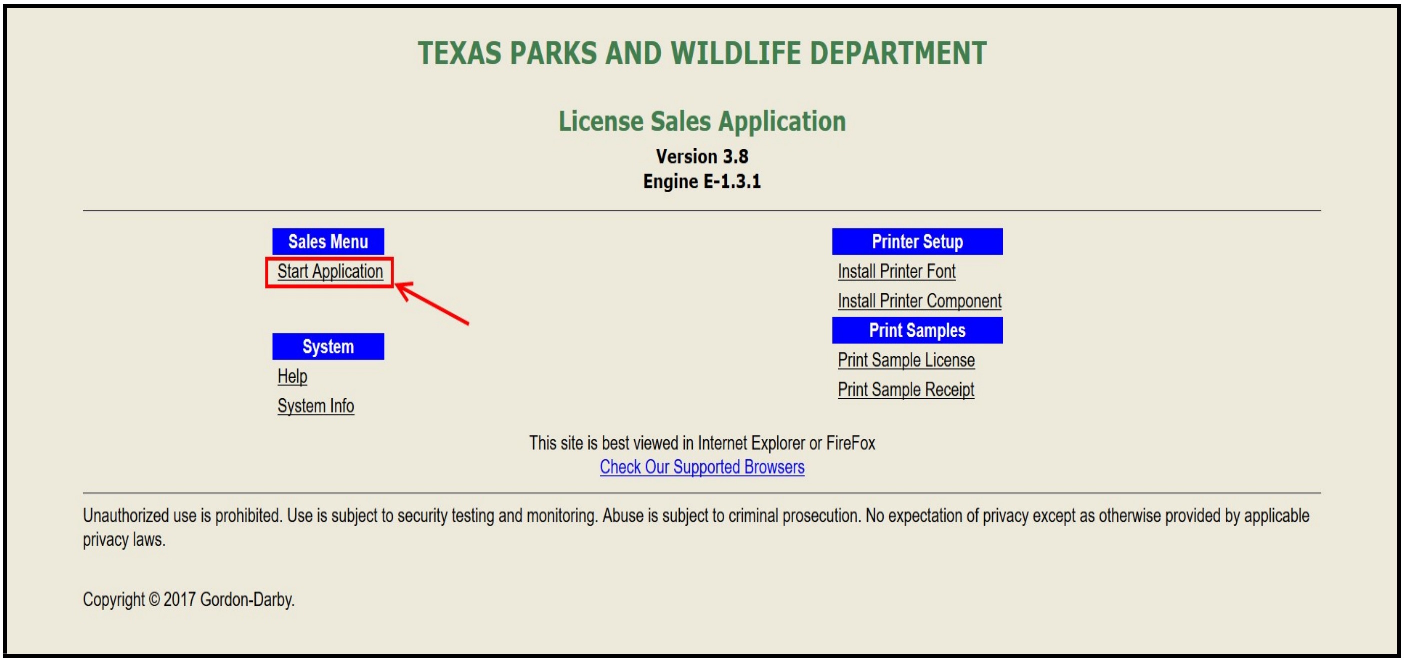
The screen below is displayed once the system is connected to the database.

The options (excluding sales) from this screen are:

- System
  - Help – Opens a new window and presents a help menu with a table of contents and index.
  - System Info – Displays information about the user's computer system and browser.
- Printer Setup
  - Install Printer Font – Downloads the current license printer font file to the license printer, where it is stored locally in the printer. This option should only be selected when the font file has changed. On a Thin Client, this option does not function correctly unless the license printer is properly installed.
  - Install Printer Component – This option is not available on Thin Client CPU devices. It is used only by agents using their own PC(s). Opens a screen with detailed instructions on how to install the necessary components so the license printer is recognized.
- Print Samples
  - Print Sample License – sends a sample license to the license printer to verify proper license printer function.
  - Print Sample Receipt – sends a sample receipt to the receipt printer to verify proper receipt printer function.

Starting Sales Application and Logging In

1. From the **SALES MENU**, left click the **START APPLICATION** link.



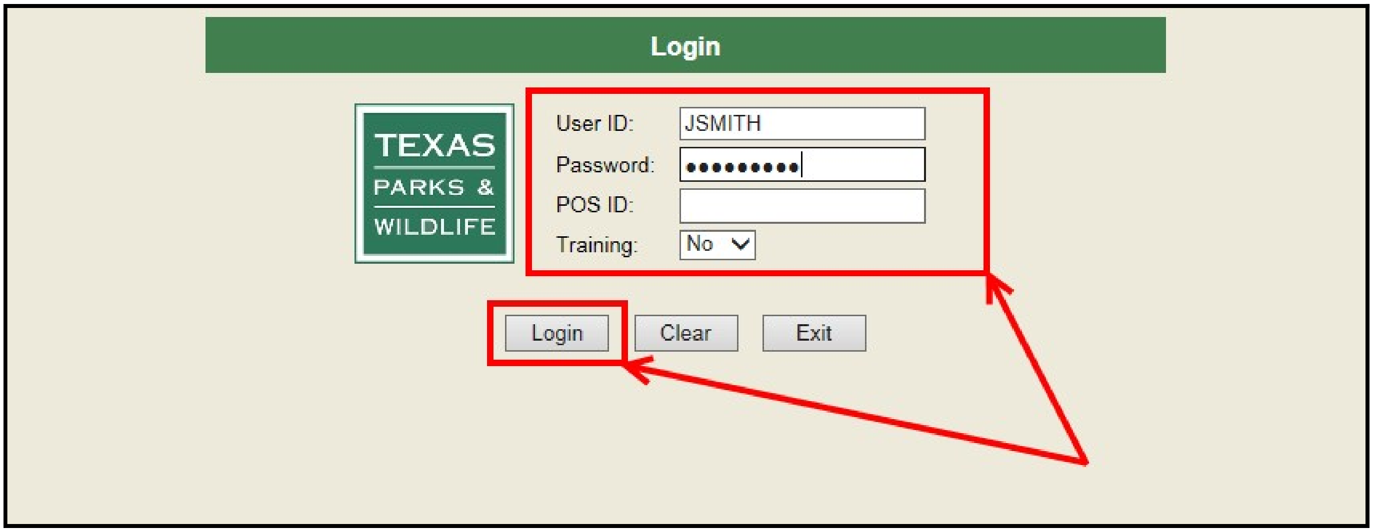
2. From the **LOGIN** screen, enter the User ID and Password into the corresponding fields and left click the **LOGIN** button.

On a thin client device, the POS ID is automatically populated.

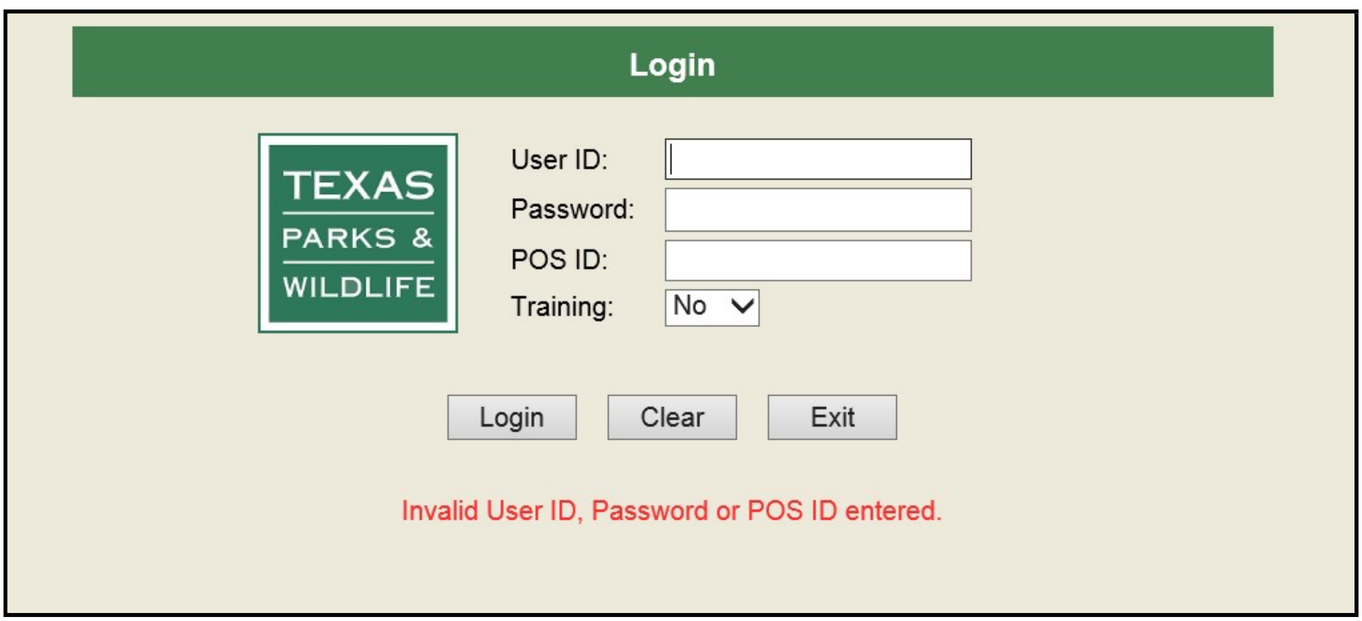
On a non-thin client device (using own PC), the POS ID must be entered.

Leave Training as “No” for regular sales.

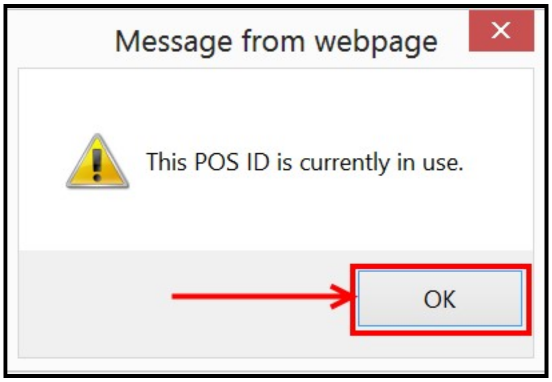
For training mode, select “Yes” from the Training pull-down. Sales and Voids can be done in training mode; however, no actual data is saved. Nothing is recorded in training mode. Sales transactions are not saved; customer additions or changes are not saved. An invalid license and receipt are printed.



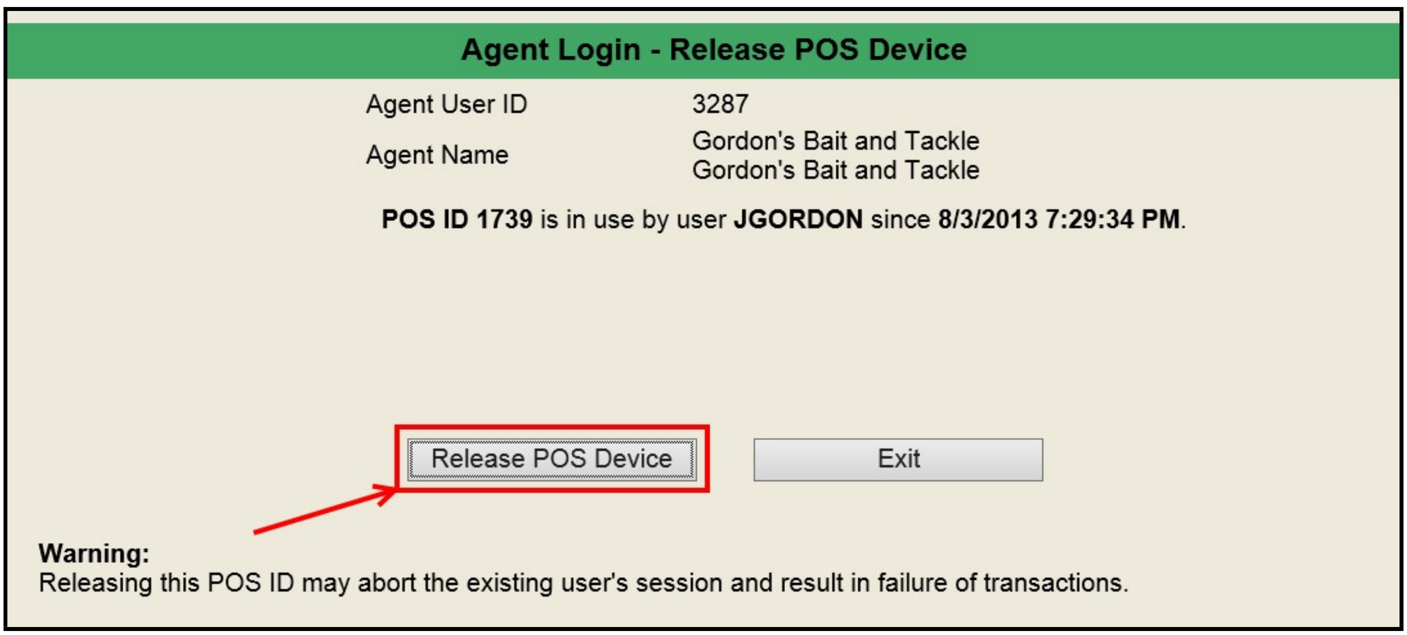
3. In order to complete the login, the User ID must be valid for this agent, the password must be correct and the POS ID must be valid for the agent.
   If one or more of the entries is incorrect, an error message will be displayed.



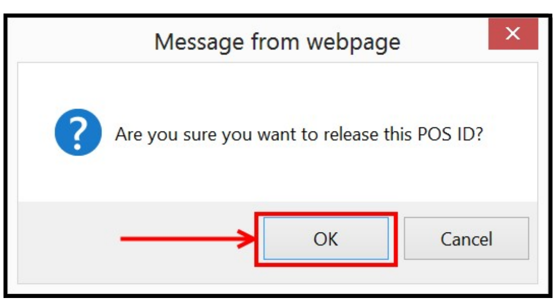
4. If the previous sales session was ended abnormally, the database may “think” the POS ID is in use. The message below will be displayed. Left click the **OK** button.



5. The “in use” information is displayed for the user. The user can choose to release the POS Device by left-clicking the **RELEASE POS DEVICE** button on the following screen. The user should make sure that no other user has the POS ID in use on another PC (Thin Client CPU POS IDs are fixed).



6. A confirm window is displayed. Left-click the **OK** button. User must re-login.



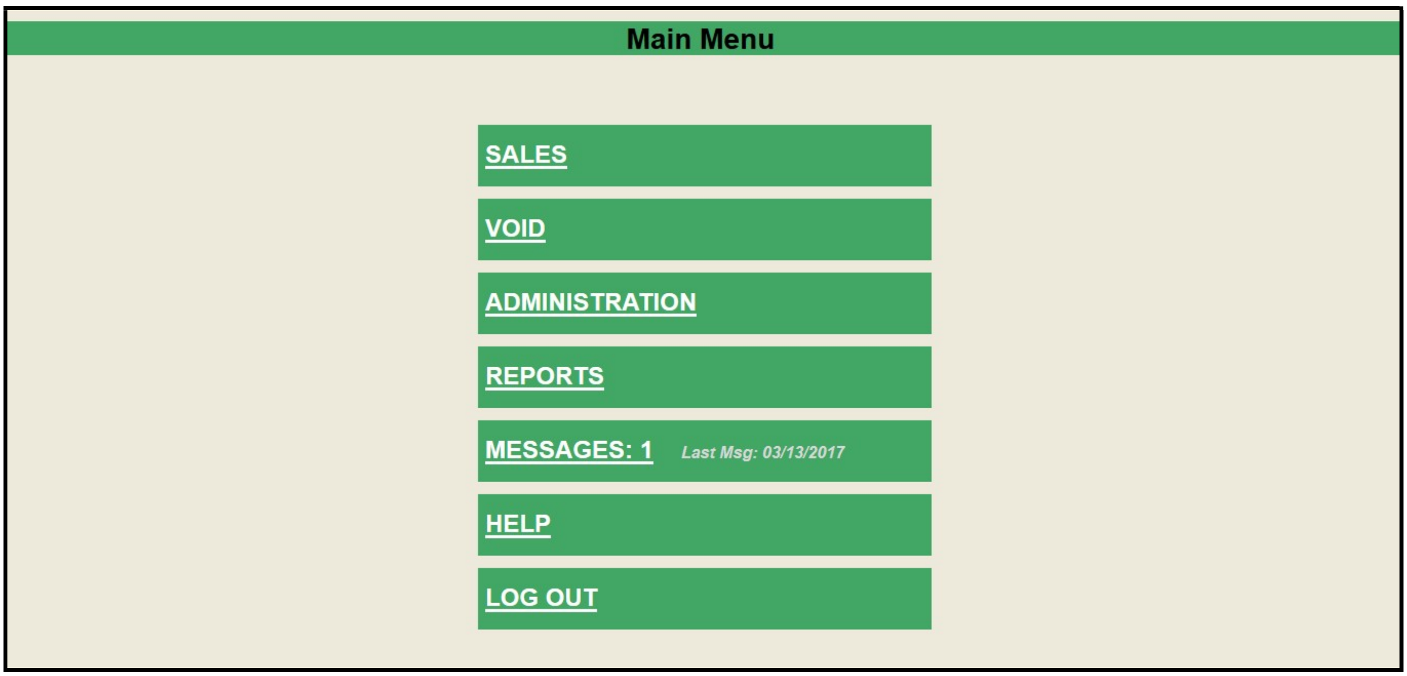
7. The **MAIN MENU** is displayed.

The following menu options are described in subsequent sections of this guide:

- **SALES**
- **VOID**
- **ADMINISTRATION**
- **REPORTS**
- **MESSAGES** (Note that current message count and the last date a message was added is displayed here for your convenience.)

The **HELP** option opens a new window with help topics available through a Table of Contents and an Index.

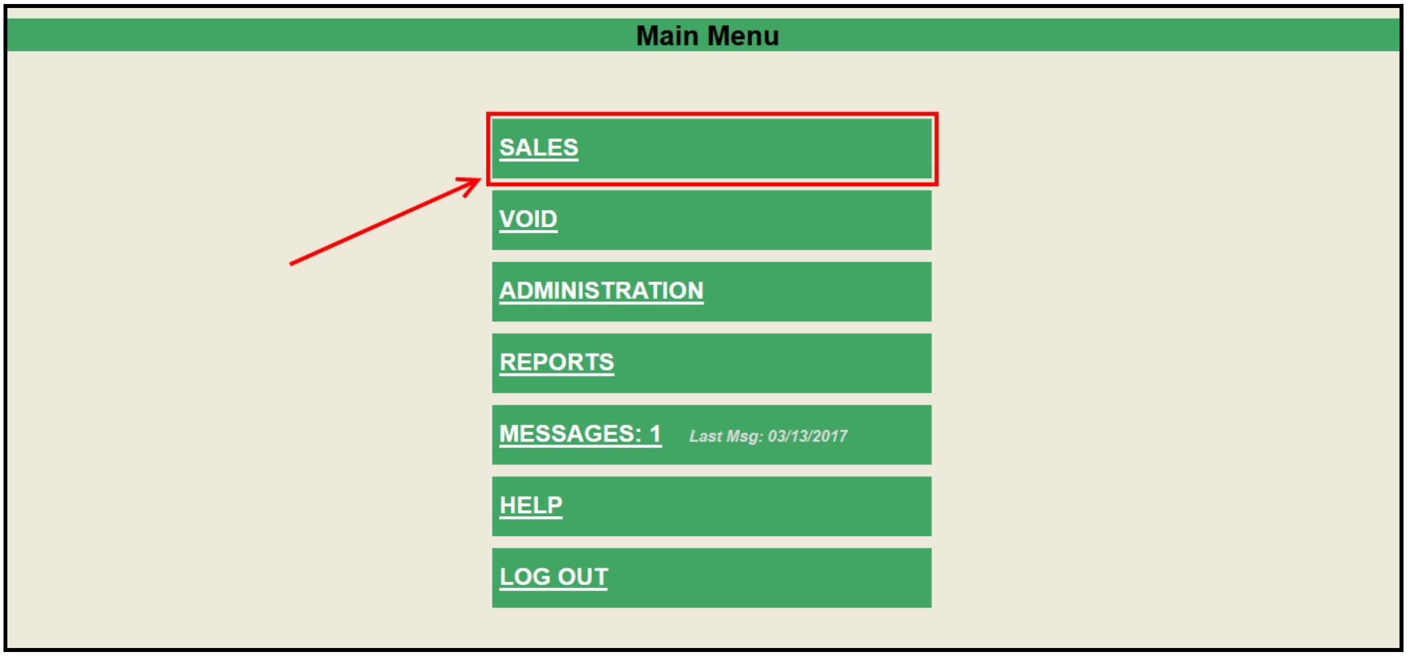
The **LOGOUT** option logs the user out and returns to the **LOGIN** Screen.



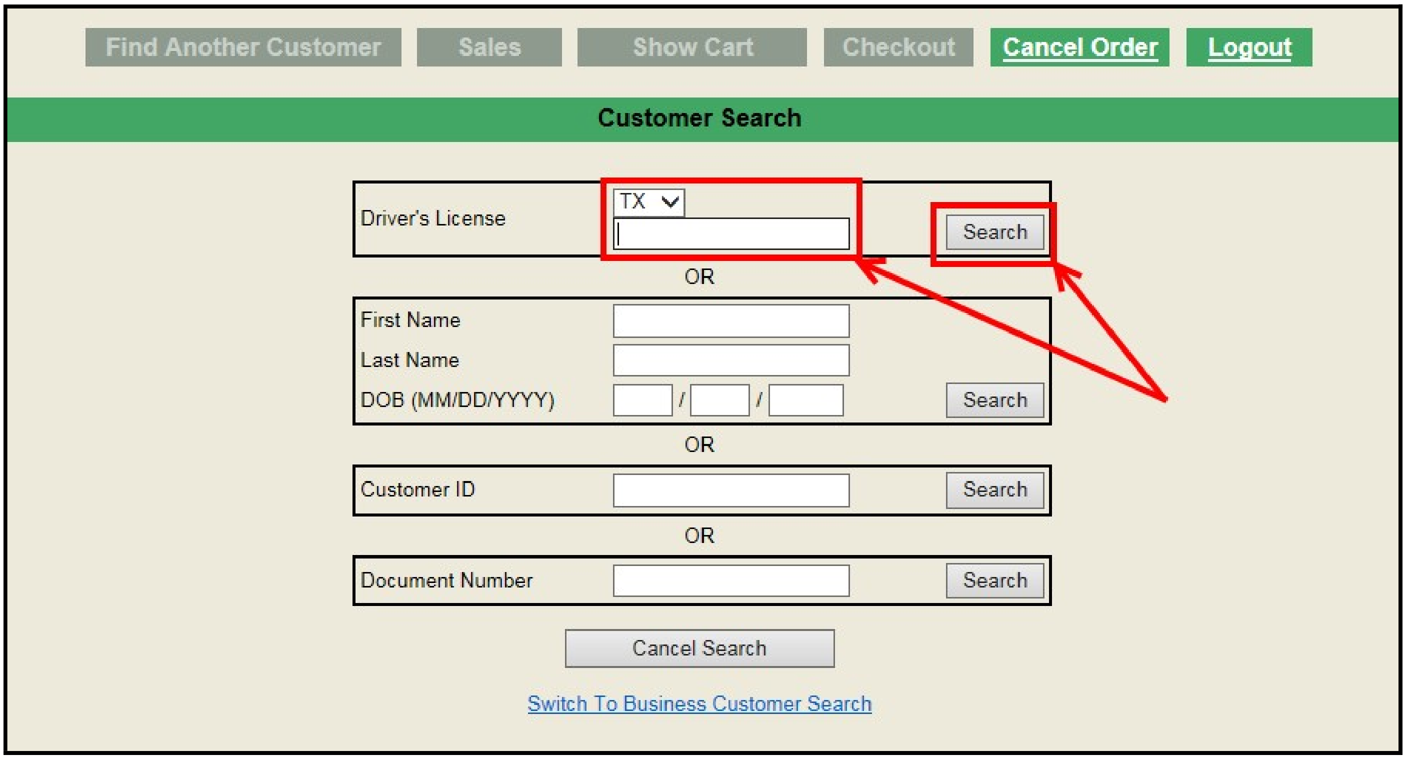
Searching for a Customer

From the **MAIN MENU**:

1. Left click the **SALES** link.



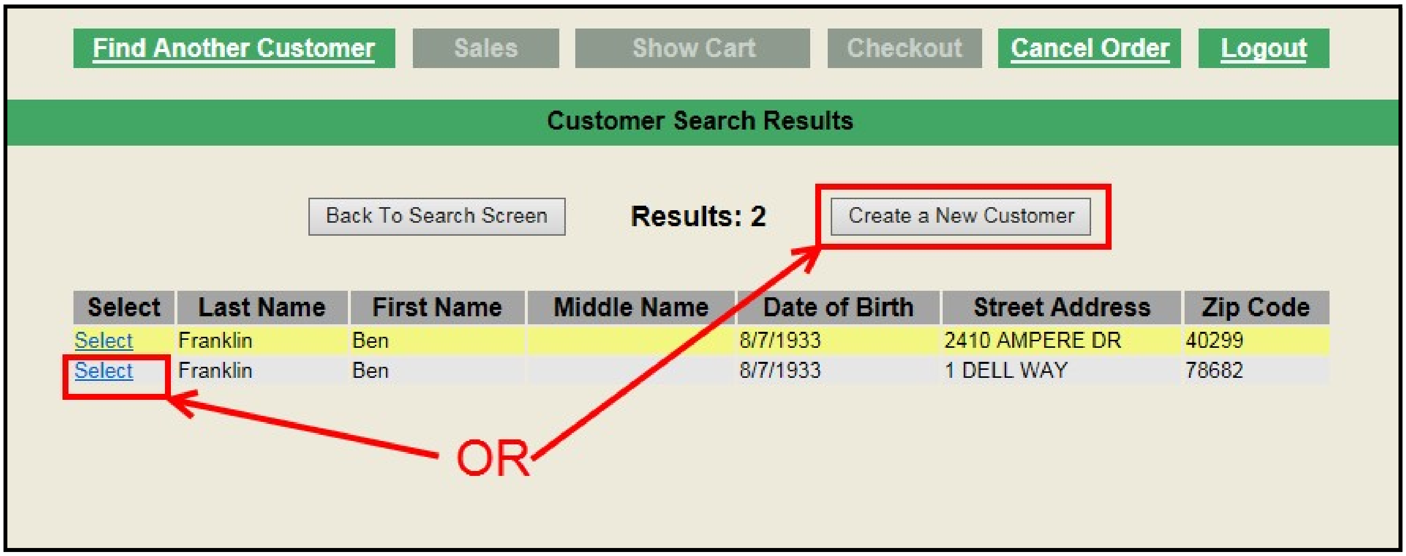
2. Enter the search criteria in the appropriate field and left click the corresponding **SEARCH** button.



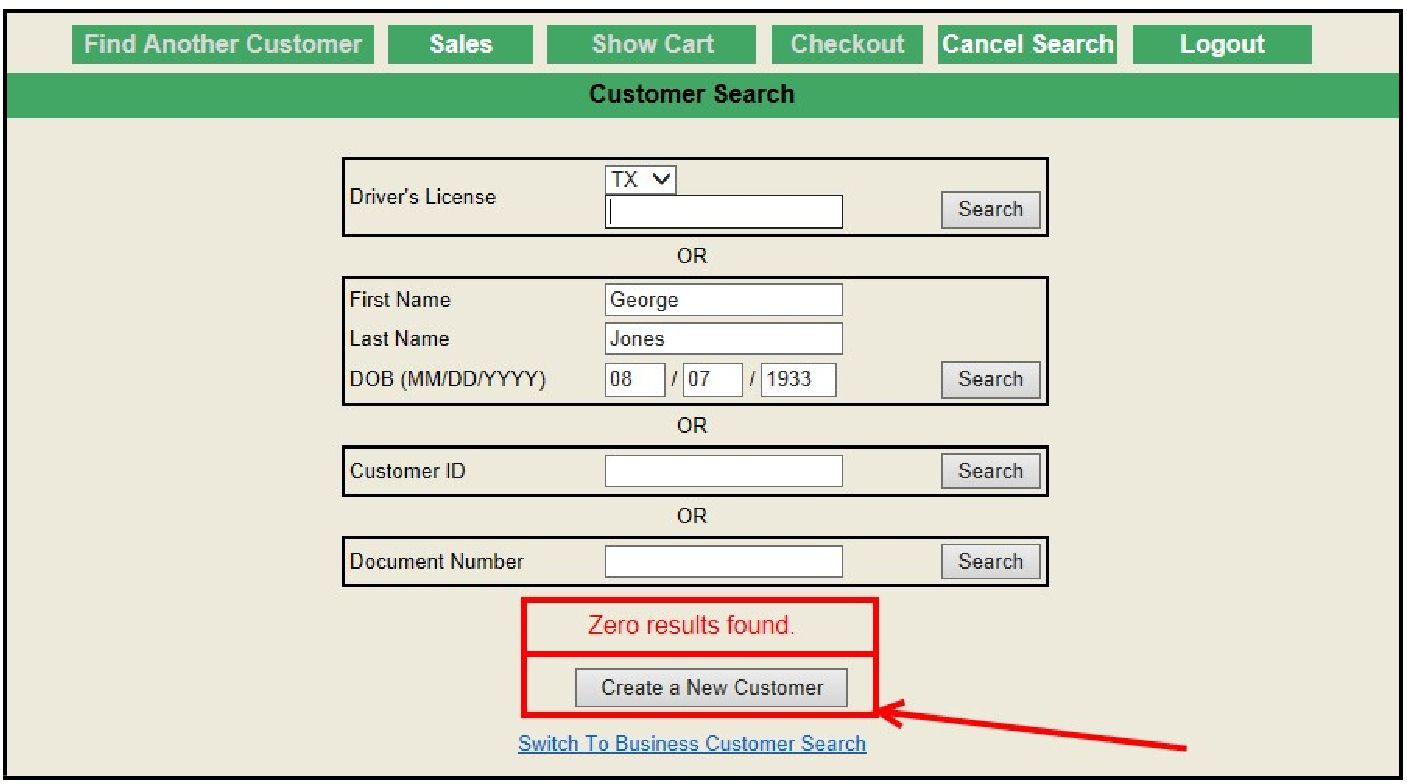
Notes:

- Pick any one of the available search criteria.
- Customer ID and Document Number are the most accurate search criteria. The Customer ID and Document Number are printed on a previously issued license.
- Even if the customer is probably not a current customer, searching by driver's license is useful. It is possible, particularly for customers with a Texas driver's license, that the database will have most of the necessary information. This will save data entry time.
- If no customer information is located, a new customer record can be created, and data already entered will be carried to the **CUSTOMER DETAILS** screen. Data entered for searching helps complete the new customer record and saves time.

3. If more than one matching customer record is found, select the desired account and left click the **OK** button. If none of the multiple customer records match the customer, left click the **CREATE A NEW CUSTOMER** button.



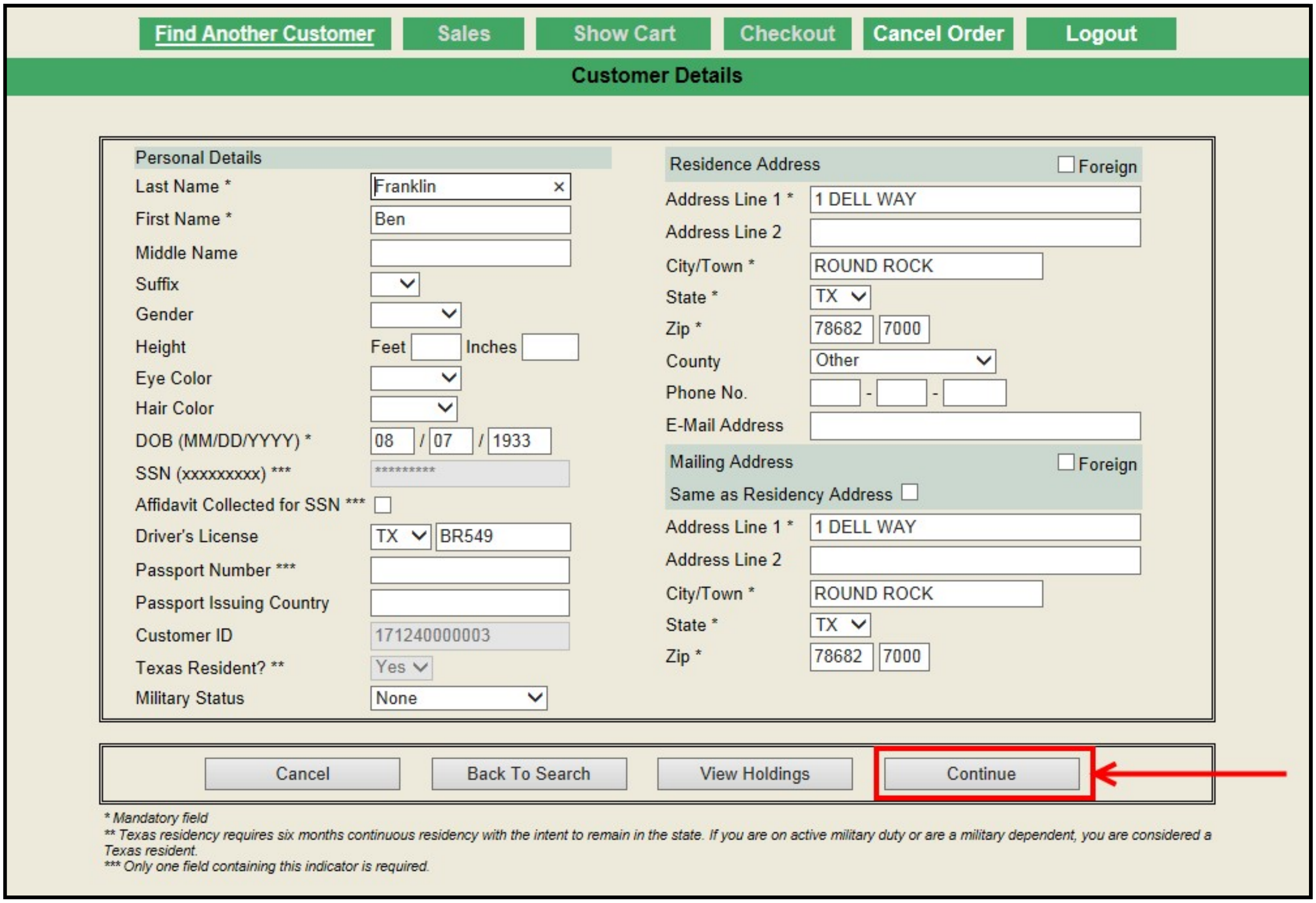
4. If no customer is found in the search, either modify the entered search information and retry, or left click the **CREATE A NEW CUSTOMER** button.



Note:

It is imperative that all efforts to locate the existing customer record are exhausted before a new record is created.

5. Once the customer record is found, verify the account information and left click the **CONTINUE** button to proceed to the **ITEM SELECTION** screen. In the case of a new customer, enter all required fields and left click the **CONTINUE** button.



Notes:

If the displayed customer is incorrect, left click the **BACK TO SEARCH** button.

The customer's current holdings can be displayed by left clicking the **VIEW HOLDINGS** button.

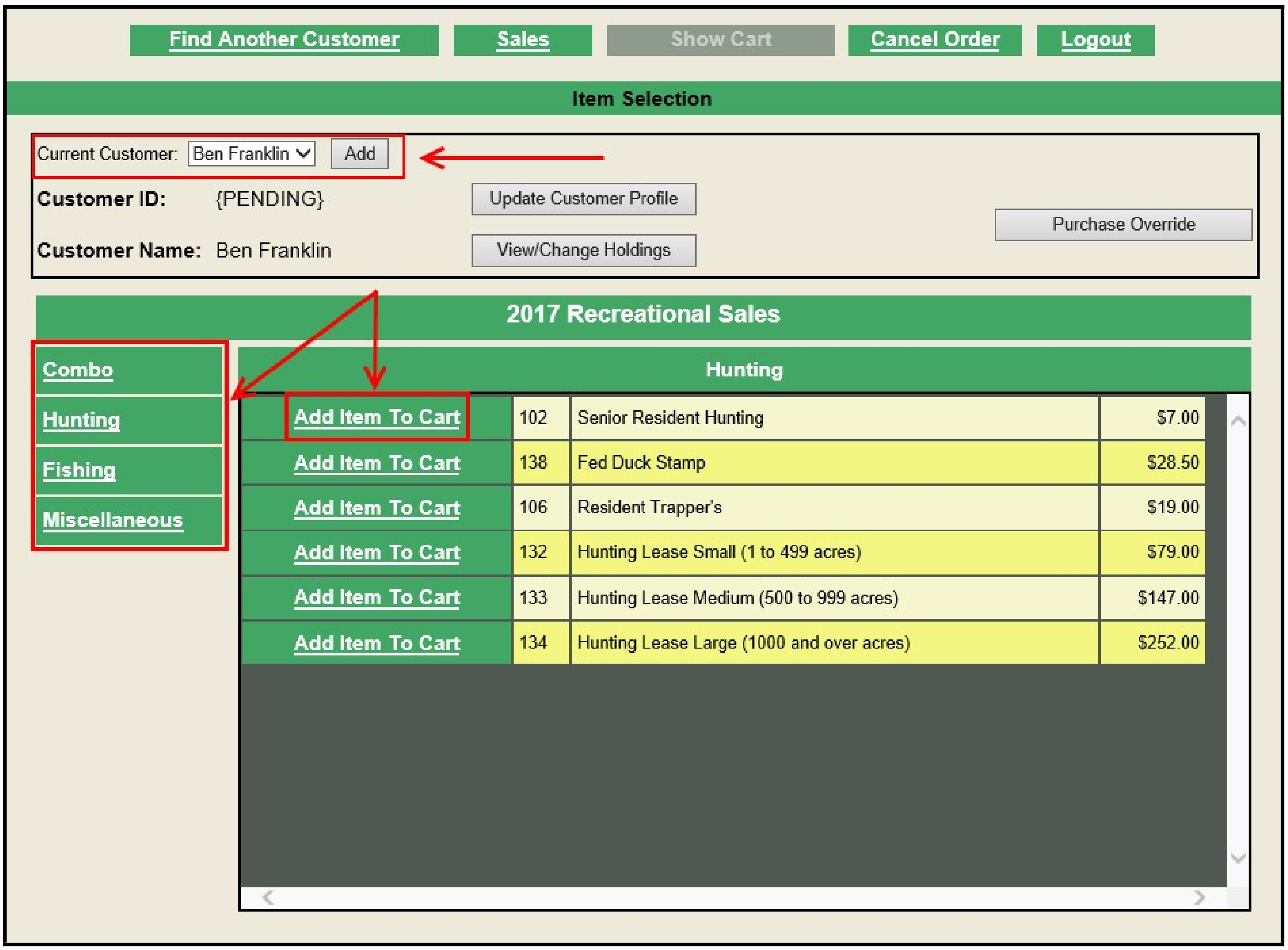
Selecting Items

Retrieve the customer's record.

1. The current customer for whom items are being selected is shown in the upper left portion of the window.

   First, select the Item Category (Combo, Hunting, Fishing, or Miscellaneous).
   Items displayed are based upon the customer's age, residency status, and current year holdings.

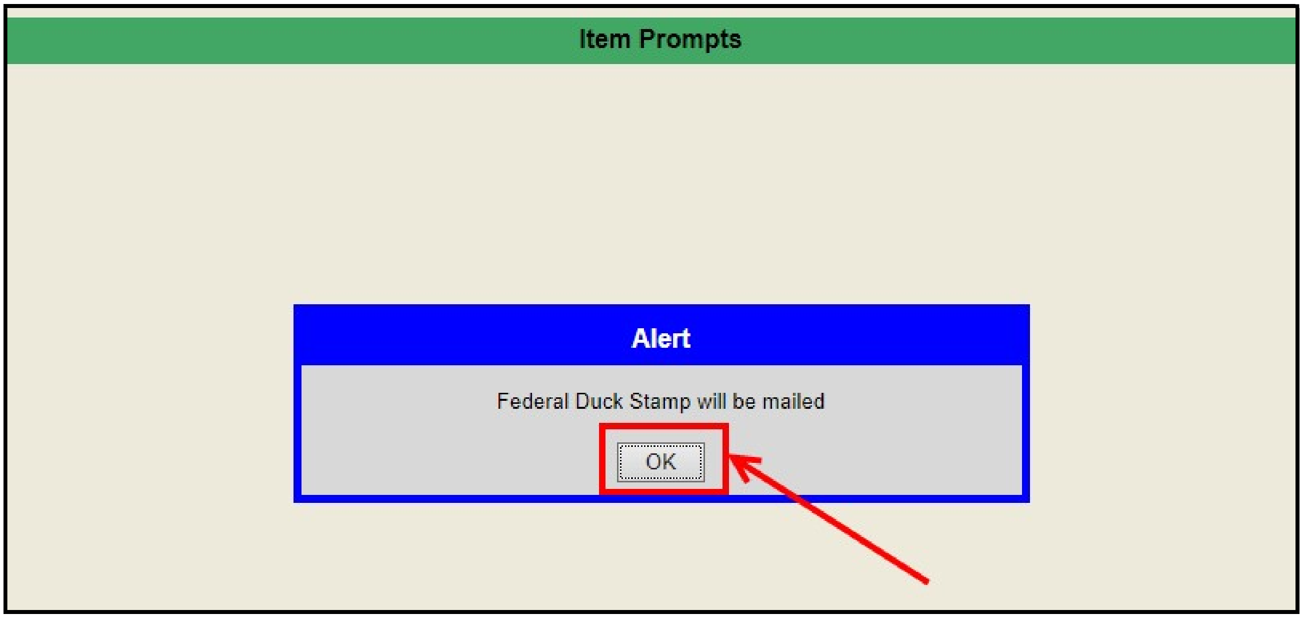
   Select the item by left clicking the **ADD ITEM TO CART** button.



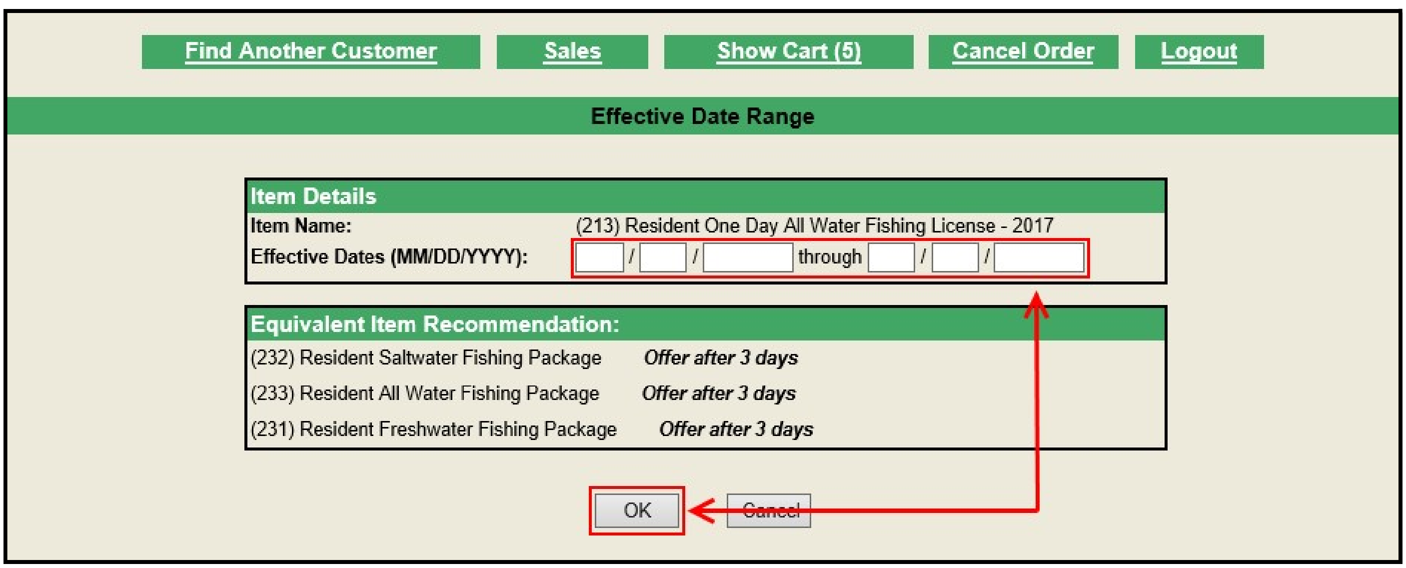
Other options on the **ITEM SELECTION** screen are described on Page 16.

2. As items are selected, additional details may be required.

   Some items generate "Alert" windows to display pertinent information. Left click the **OK** button to proceed.



Some items require a date range. Enter the date range, and left click the **OK** button to proceed.

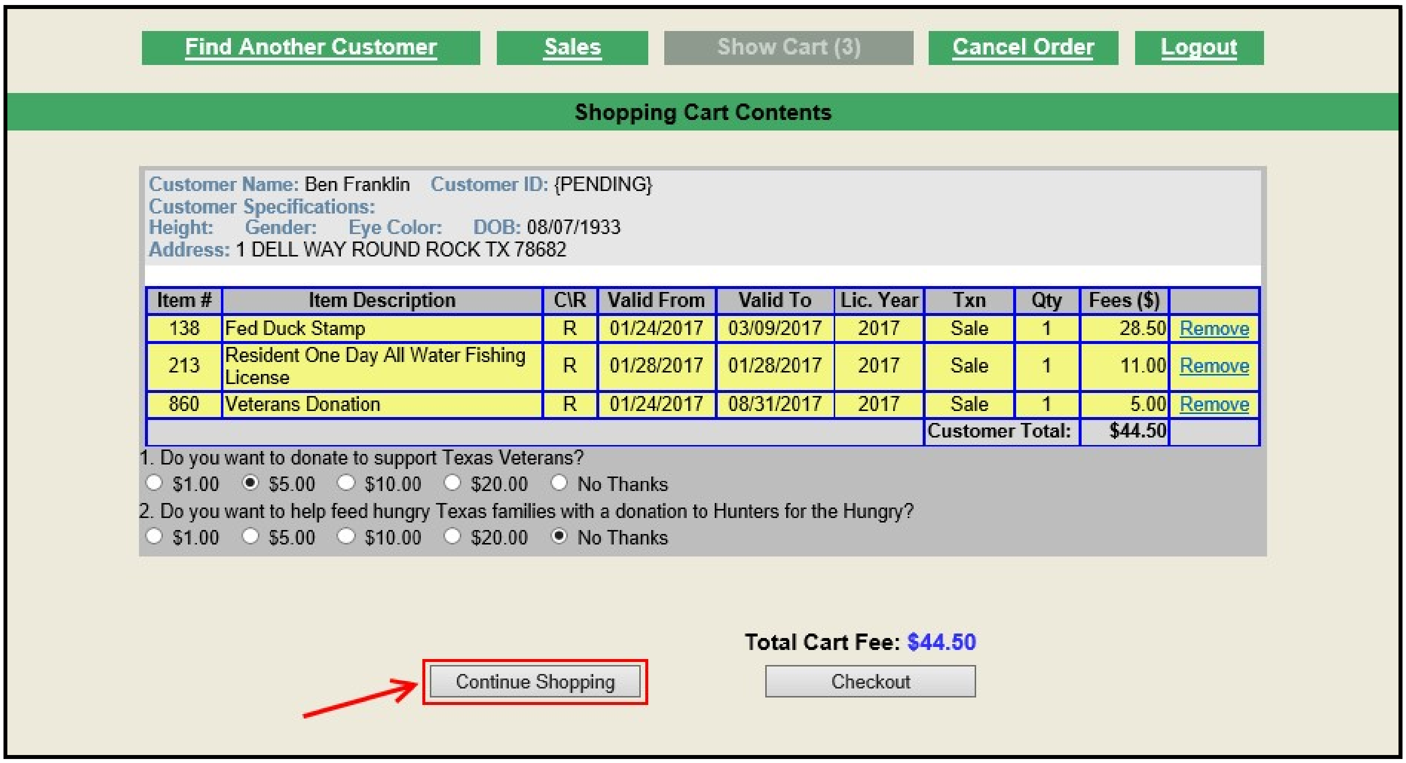


The user will be prompted for any required information as part of the item selection process.

3. The **SHOPPING CART CONTENTS** screen is displayed automatically once an item is selected and all associated information (quantity, ancillary data, etc.) has been entered.

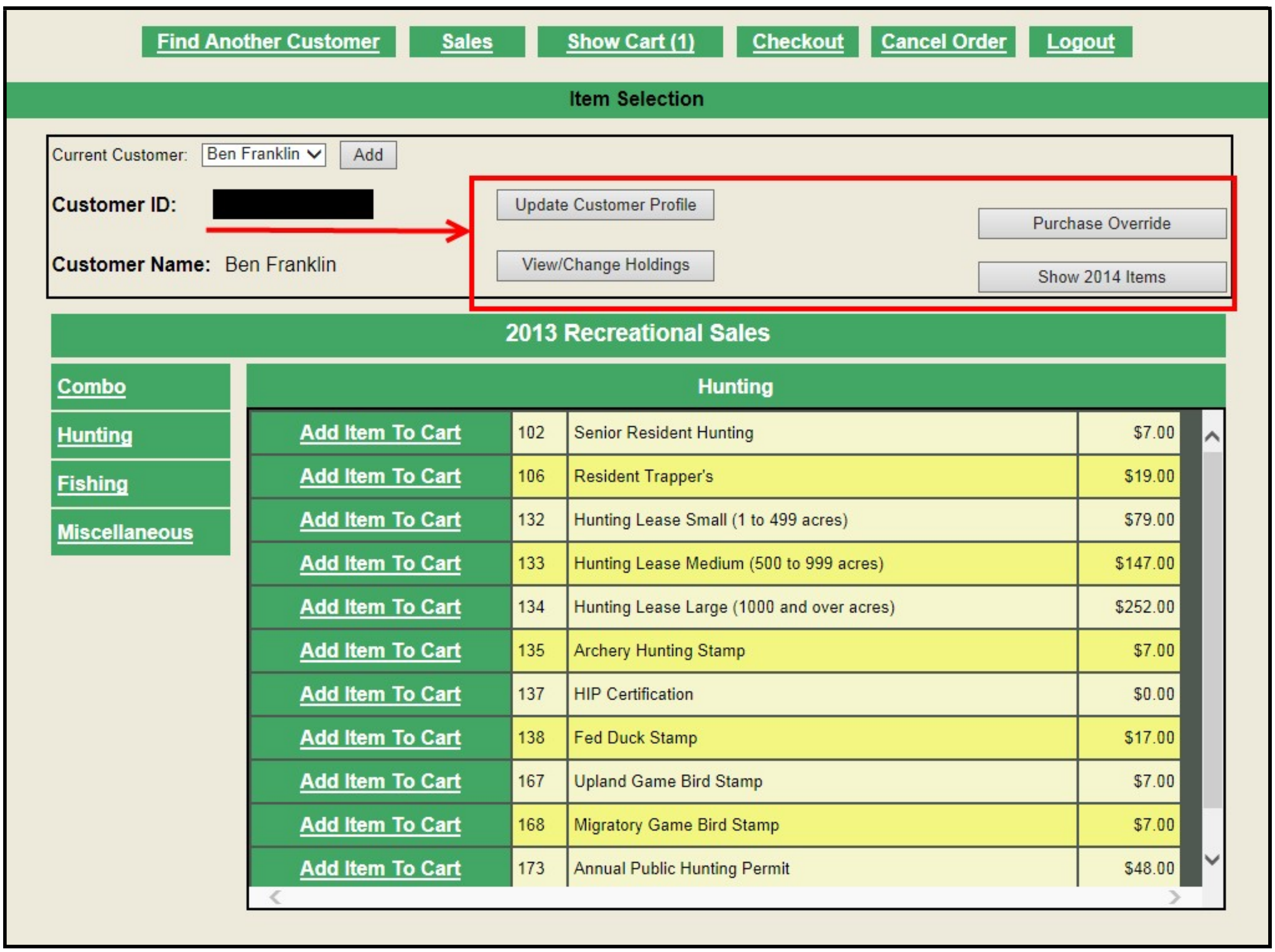
   At this point in the **SHOPPING CART CONENTS** screen, qualifying license item will generate additional donation(s) option line(s). Select the appropriate donation(s) option(s) radio button. A radio button must be selected to be able to checkout. If the customer does not elect to donate, select the “No Thanks” radio button. Each customer with eligible item(s) in the **SHOPPING CART CONTENTS** screen will be required to answer the donation questions.

   Once the donation(s) selection(s) are made, more items can be added to this shopping transaction by returning to the **ITEM SELECTION** screen. Left click the **CONTINUE SHOPPING** button to return to that screen.

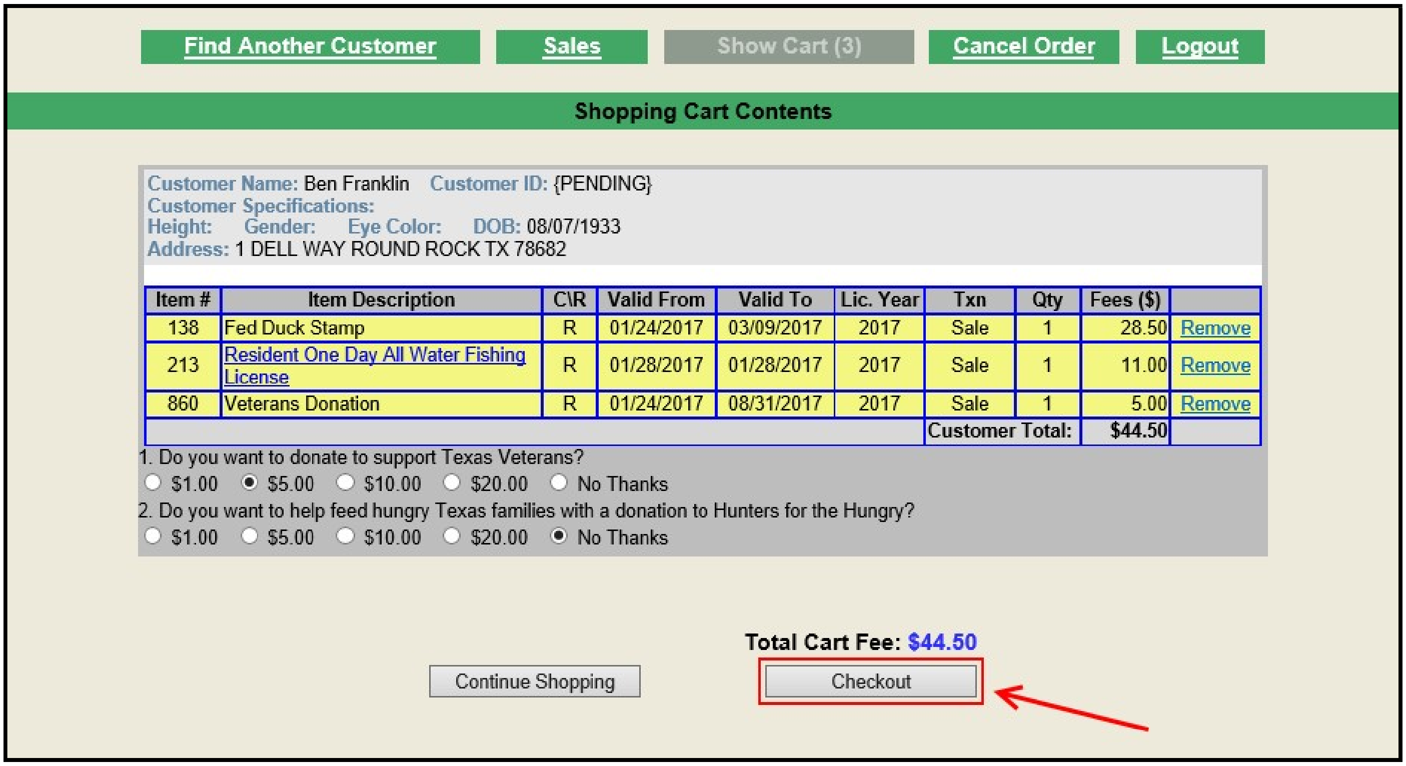


Item #	Item Description	C\R	Valid From	Valid To	Lic. Year	Txn	Qty	Fees ($)	
138	Fed Duck Stamp	R	01/24/2017	03/09/2017	2017	Sale	1	28.50	Remove
213	Resident One Day All Water Fishing License	R	01/28/2017	01/28/2017	2017	Sale	1	11.00	Remove
860	Veterans Donation	R	01/24/2017	08/31/2017	2017	Sale	1	5.00	Remove
						Customer Total:		$44.50	

4. There are numerous options available from the **ITEM SELECTION** screen:
   - Another customer can be added to the transaction by left clicking the **FIND ANOTHER CUSTOMER** button or left clicking the **ADD** button.
   - If there is already more than one customer in this transaction, select the desired customer from the pull-down list to the left of the **ADD** button.
   - To return to the **CUSTOMER DETAILS** screen, left click the **UPDATE CUSTOMER PROFILE** button. Note certain changes to the customer profile may empty the cart for that customer.
   - To view the customer's current year holdings, left click the **VIEW/CHANGE HOLDINGS** button.
   - The **PURCHASE OVERRIDE** button can be left clicked to access otherwise unavailable items for this customer.
   - If there are items for sale for the NEW license year, they can be accessed by left clicking the **SHOW YYYY ITEMS** button (YYYY is the new license year, 2014 in the example below). Note that the NEW license year becomes the default on 8/15, and this button becomes the OLD license year about to end (which would be 2013 if the date was between 8/15/2013 and 8/31/2013).

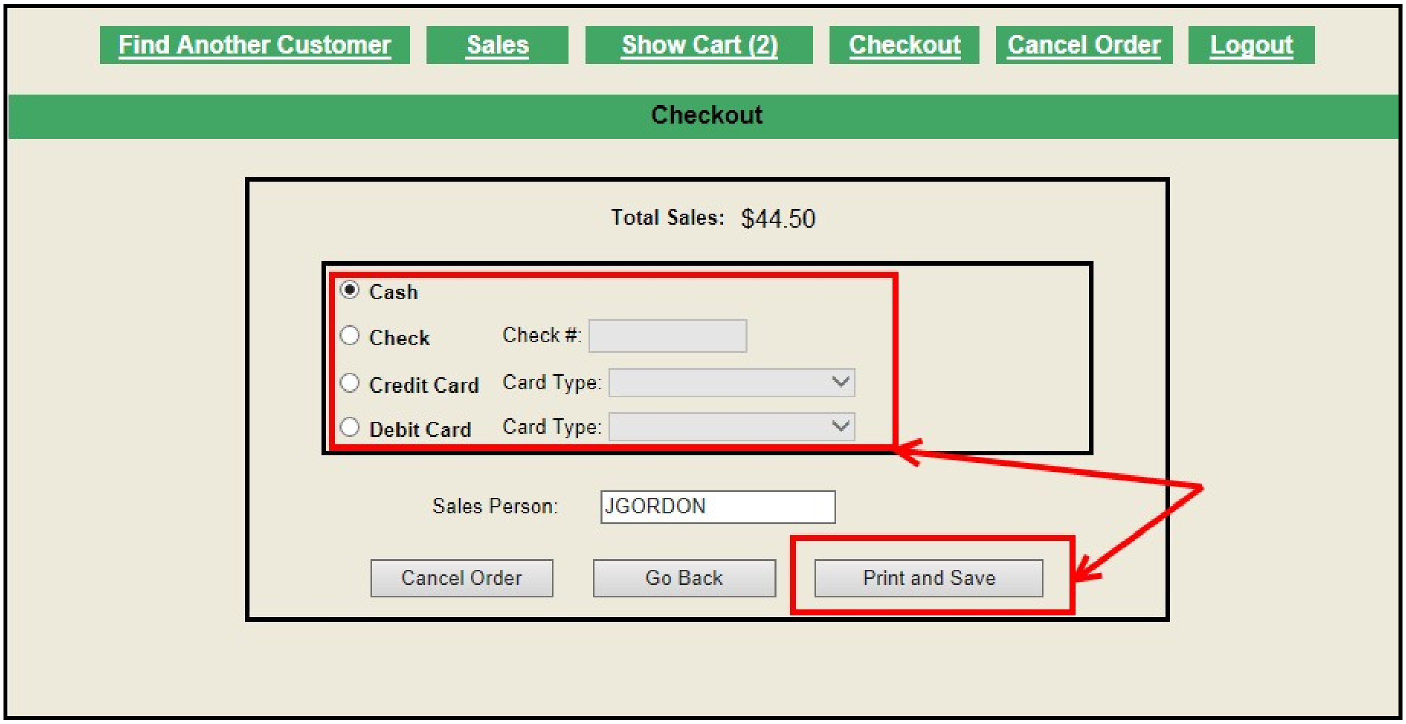


5. From the **SHOPPING CART CONTENTS** screen, review the customer's order for accuracy.
   To remove an item from the shopping cart, left click the **REMOVE** link.
   Left click the **CHECKOUT** button to proceed to checkout.



6. Select the appropriate method of payment and fill out any additional payment information that may be required (i.e., check number, credit card type).

7. To finalize the sale, left click the **PRINT AND SAVE** button.



Notes:

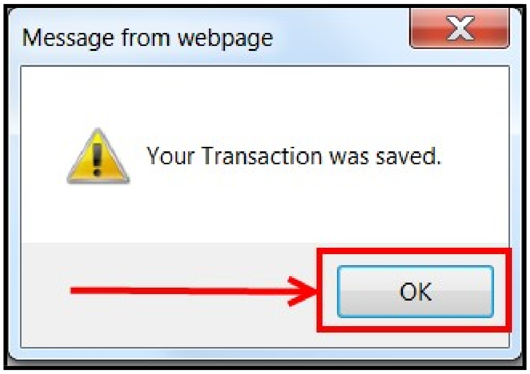
Once the **PRINT AND SAVE** button has been pressed, the transaction is final.
To make changes to the transaction after that point, the order must be voided.

The **CANCEL ORDER** button will empty the shopping cart and return user to **MAIN MENU**.

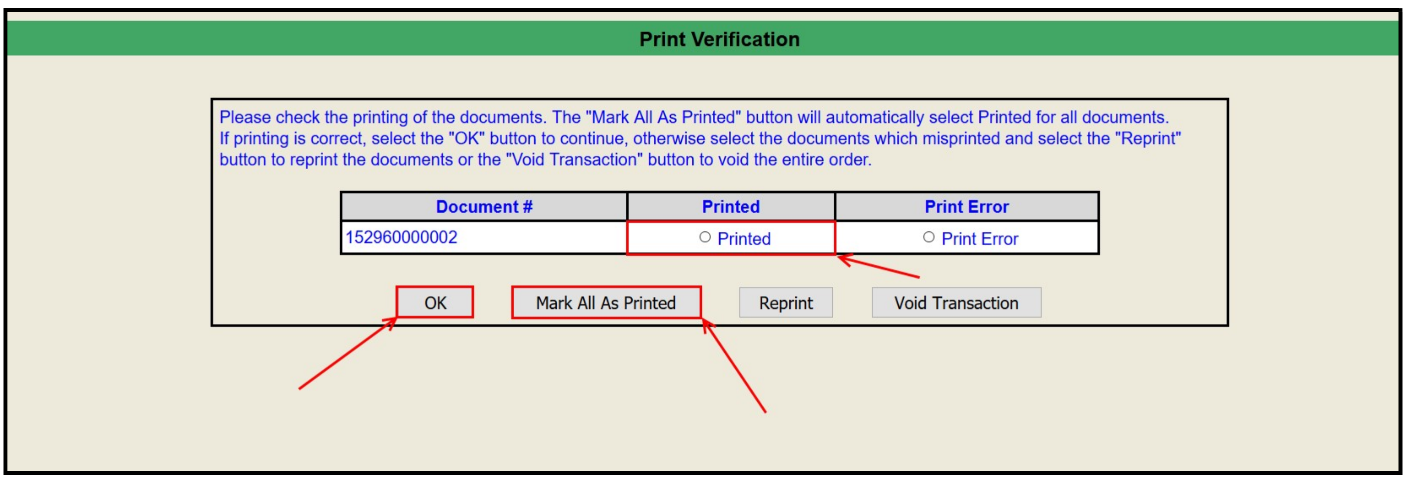
The **GO BACK** button will return you to the **SHOPPING CART CONTENTS** screen.

Printing a License

1. Left click the **OK** button to proceed.

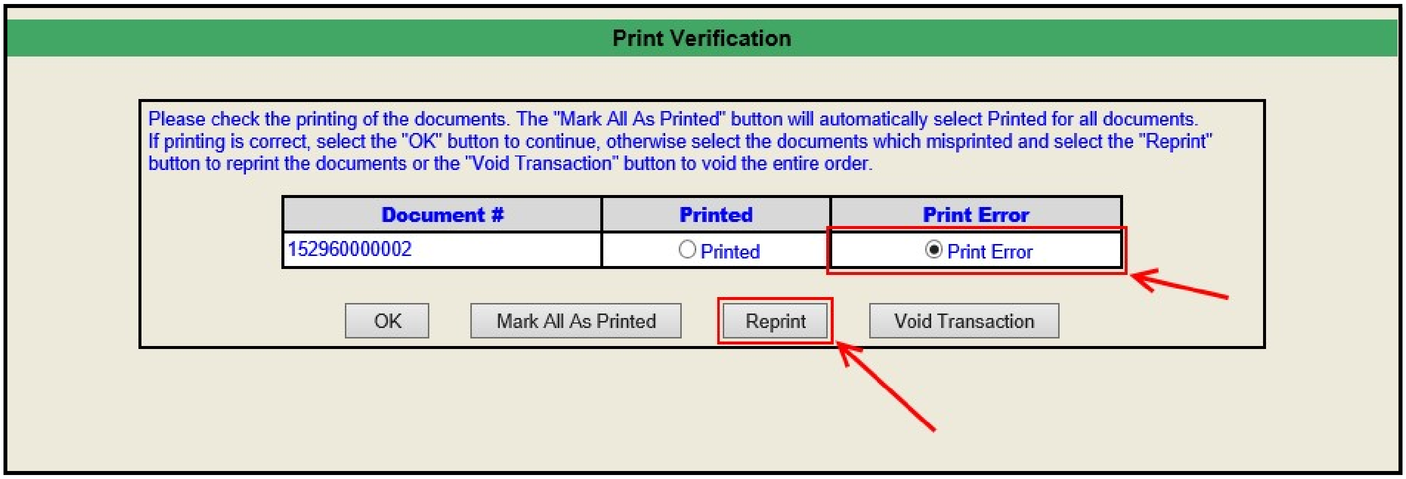


2. From the **PRINT VERIFICATION** screen, first determine if all documents printed correctly. If all documents printed correctly, left click the **MARK ALL AS PRINTED** button and then left click the **OK** button.



3. If any of the documents printed but the print quality was poor or the license(s) did not fit onto one license panel, make the necessary adjustments to the License Printer.

   Select the **PRINT ERROR** radio button for each document that did not print correctly and then left click the **REPRINT** button to reprint the document(s).



Notes:

A maximum of three reprints can be performed before the **REPRINT** button becomes inactive. After the original print and three reprint attempts, the license must either be accepted as correct and final by left clicking the **OK** button or it will be automatically voided when another reprint attempt is made.

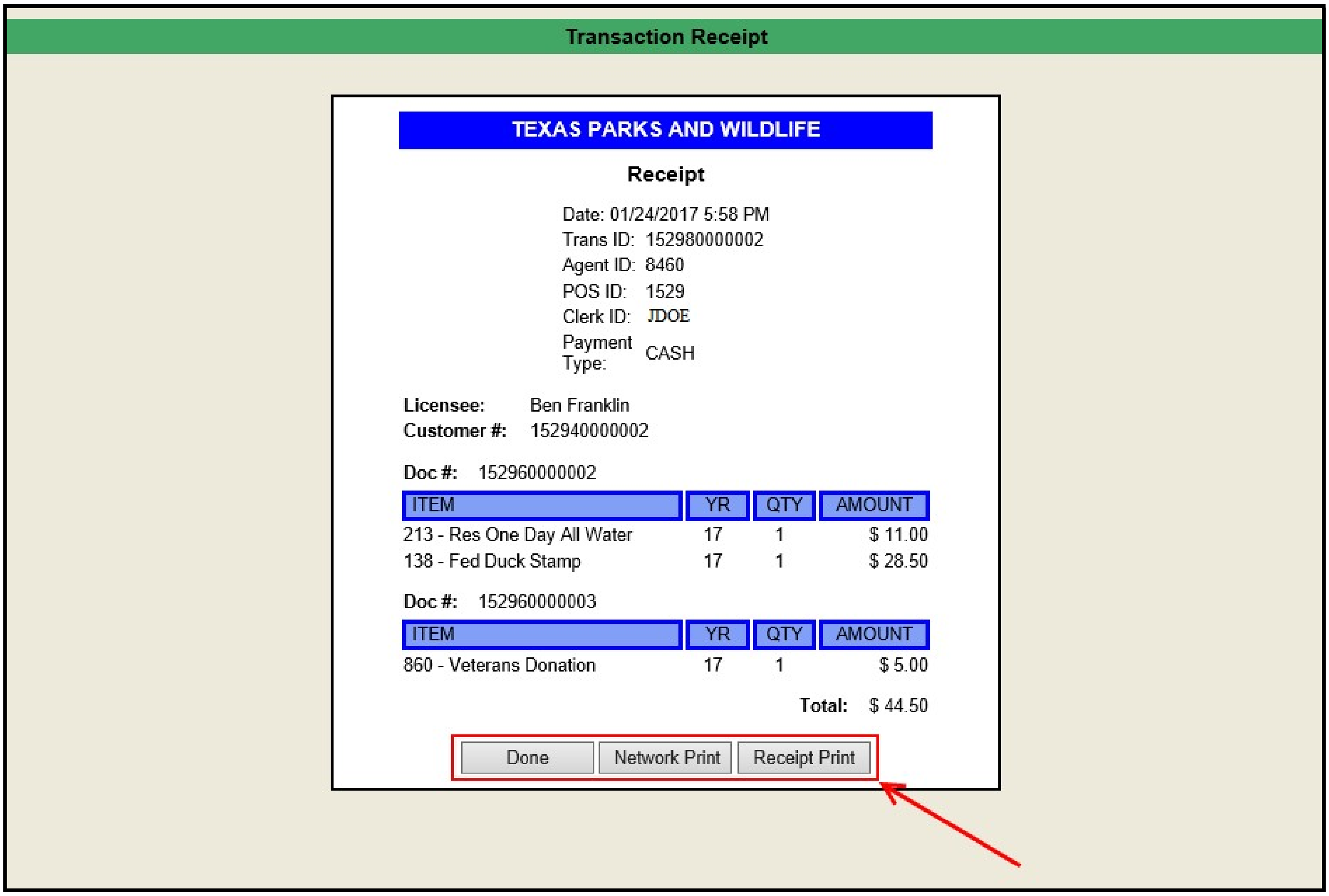
Selection of the **VOID TRANSACTION** button will void all documents listed on the **PRINT VERIFICATION** screen and take the user directly to the **TRANSACTION RECEIPT** screen for printing.

All voided documents must be returned to TPWD Headquarters within 45 days.

Printing a Receipt

4. Left click the **NETWORK PRINT** (PC only) or the **RECEIPT PRINT** button (Thin Client only) to print the receipt.

   Left click the **DONE** button to continue.



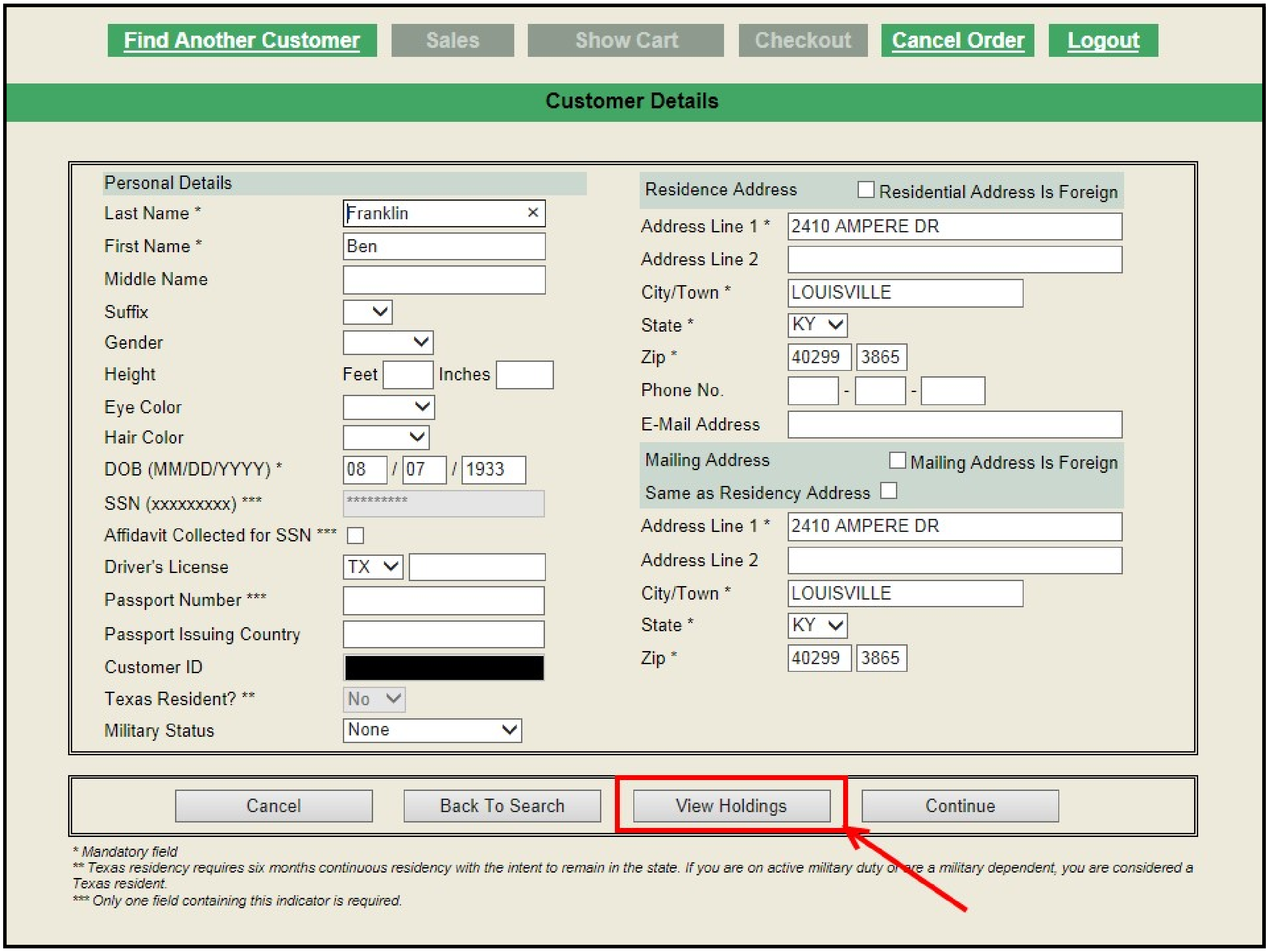
Replacing a License

Identifying the Customer

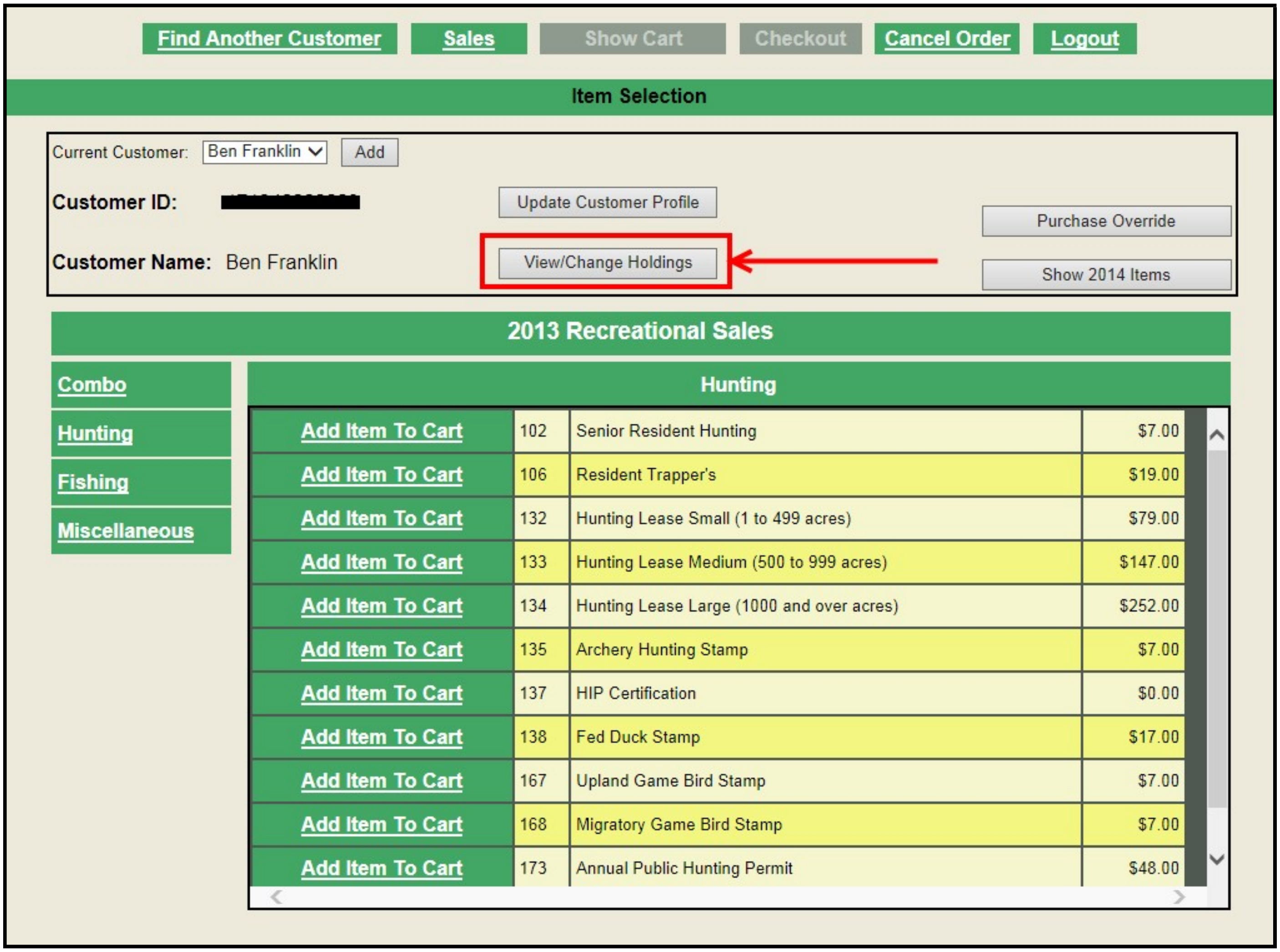
1. Retrieve the customer's record.

   The customer's holding can be viewed from either the **CUSTOMER DETAILS** screen or the **ITEM SELECTION** screen.

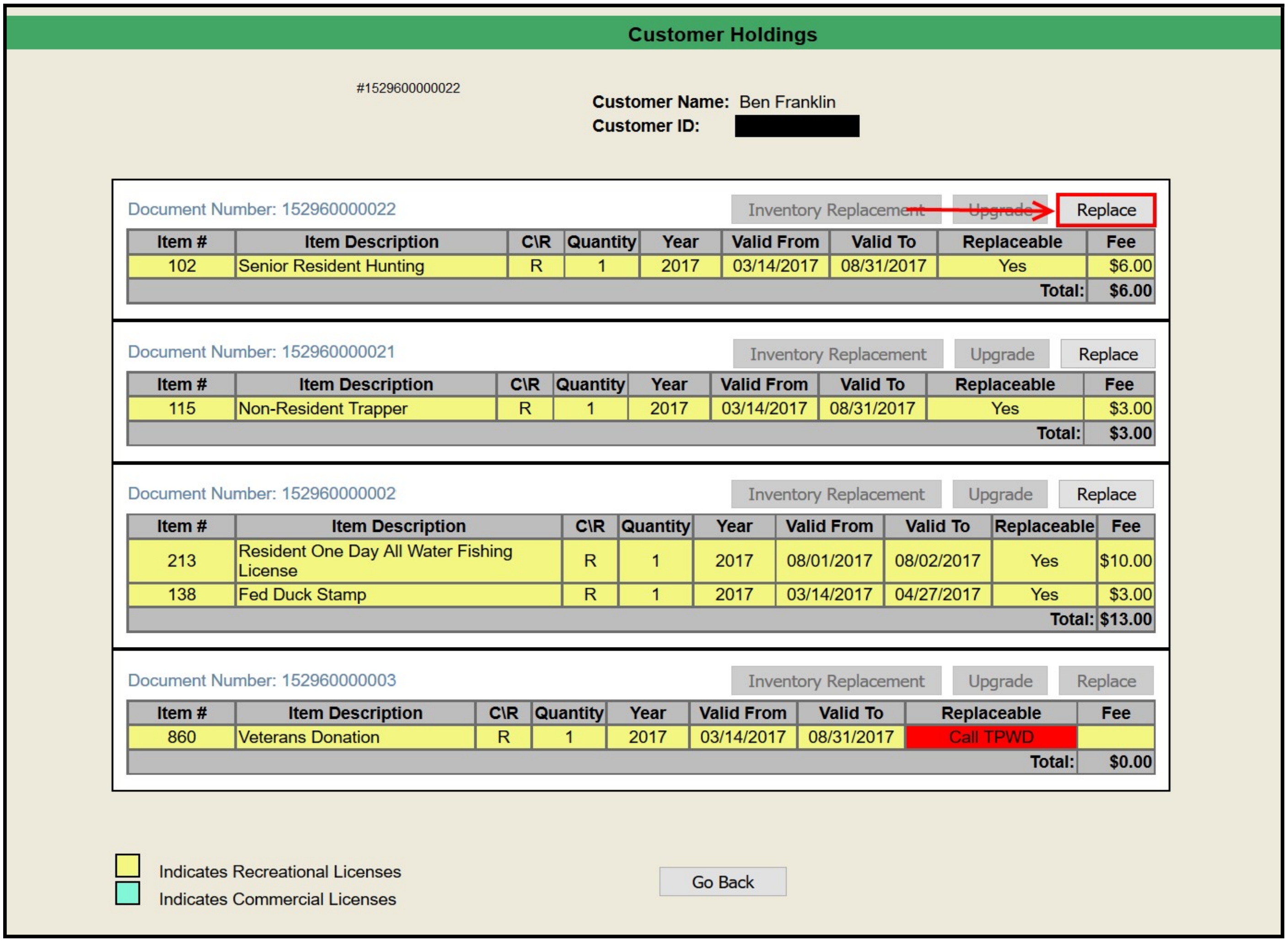
2. From the **CUSTOMER DETAILS** screen, left click the **VIEW HOLDINGS** button.



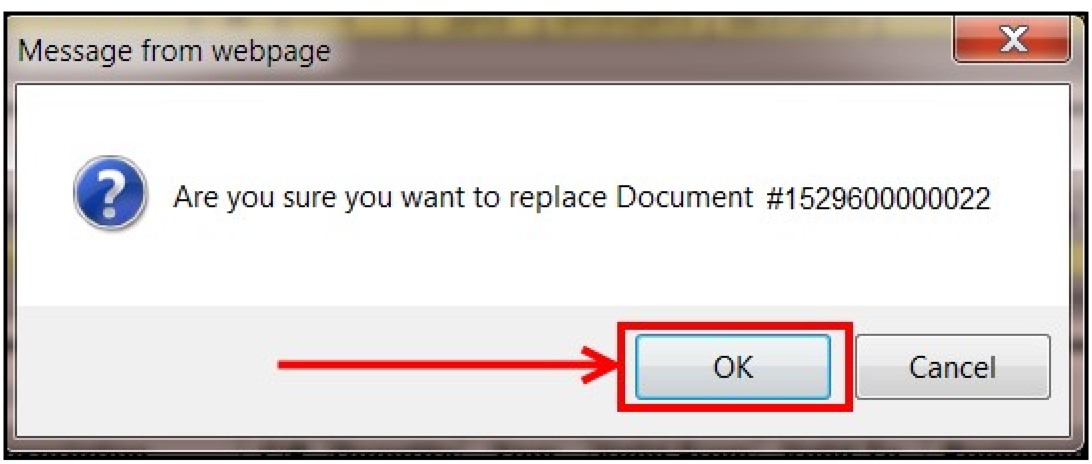
3. To select the item(s) to be replaced from the **ITEM SELECTION** screen, left click the **VIEW/CHANGE HOLDINGS** button.



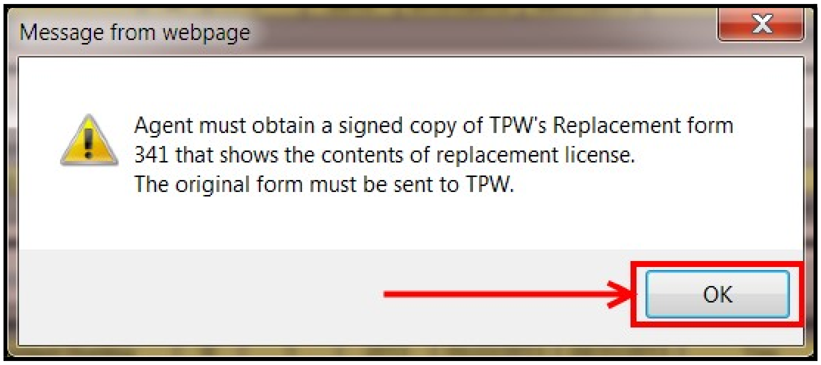
4. From the **CUSTOMER HOLDINGS** screen, choose the desired license(s) to replace by selecting the corresponding option button(s).



5. Left click the **OK** button to confirm the license replacement.

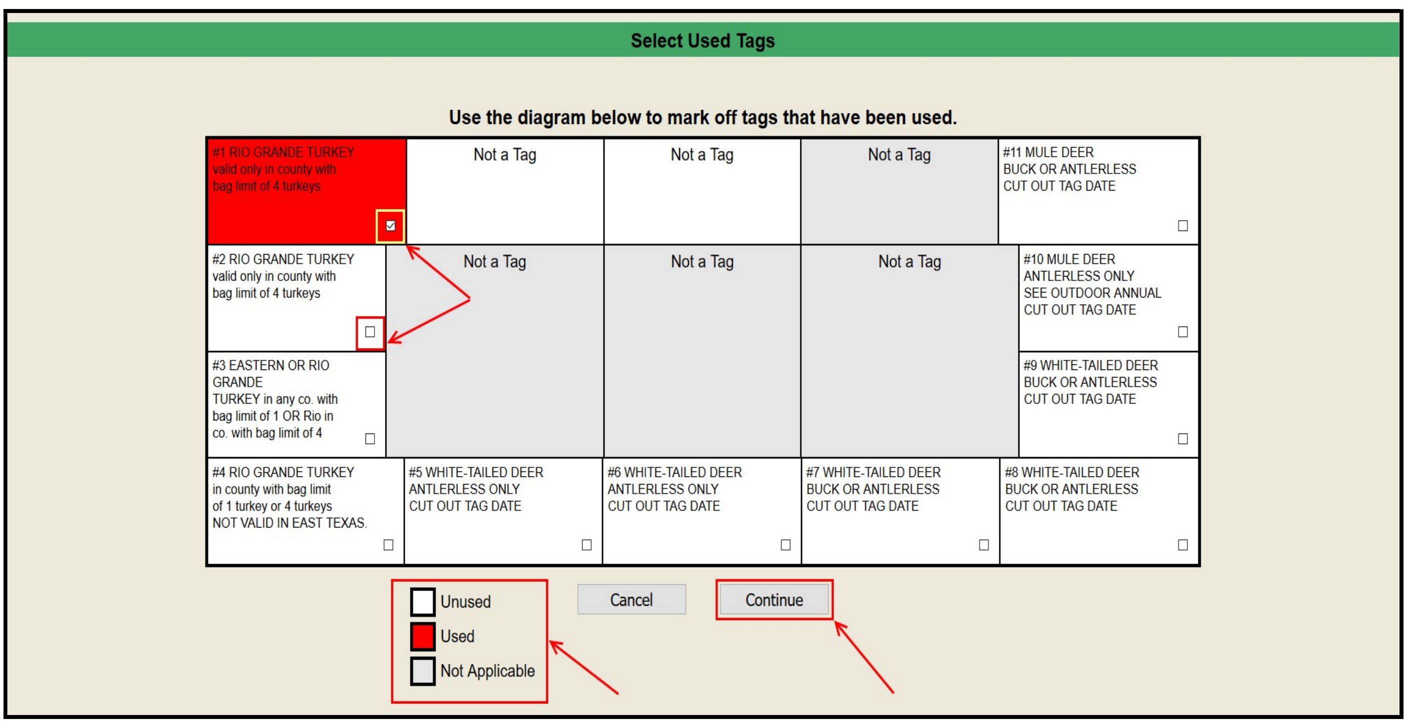


6. Left click the **OK** button to confirm that TPWD's Replacement Form 341 has been signed by the customer.



Note: *TPWD's Replacement Form 341 can be obtained from TPWD's website at http://www.tpwd.state.tx.us/ Left click the "Doing Business" link and then the "Agency Forms" link.*

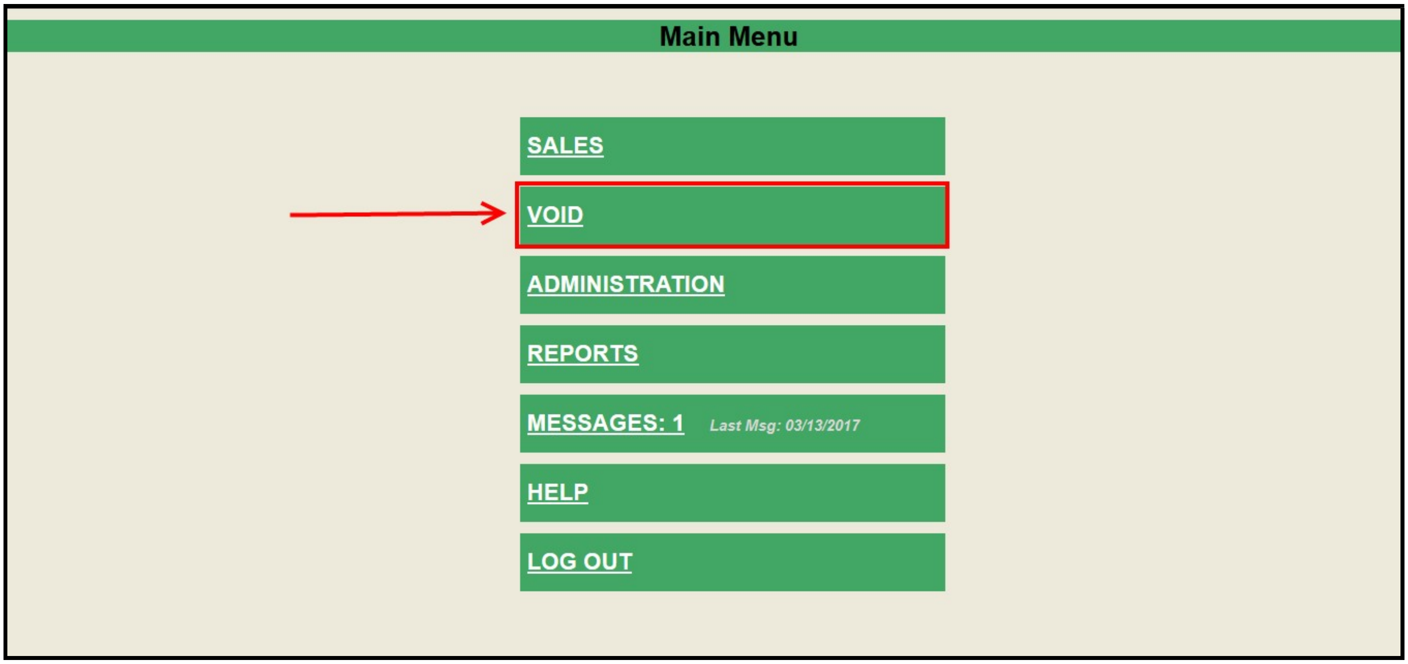
7. If there are tags associated with the license, the **SELECT USED TAGS** screen will be displayed. Ask the customer which tags have already been used. Mark the tags used by checking the appropriate box(s). Then left click the **CONTINUE** button.
   Used tag(s) will not print on the replacement license.



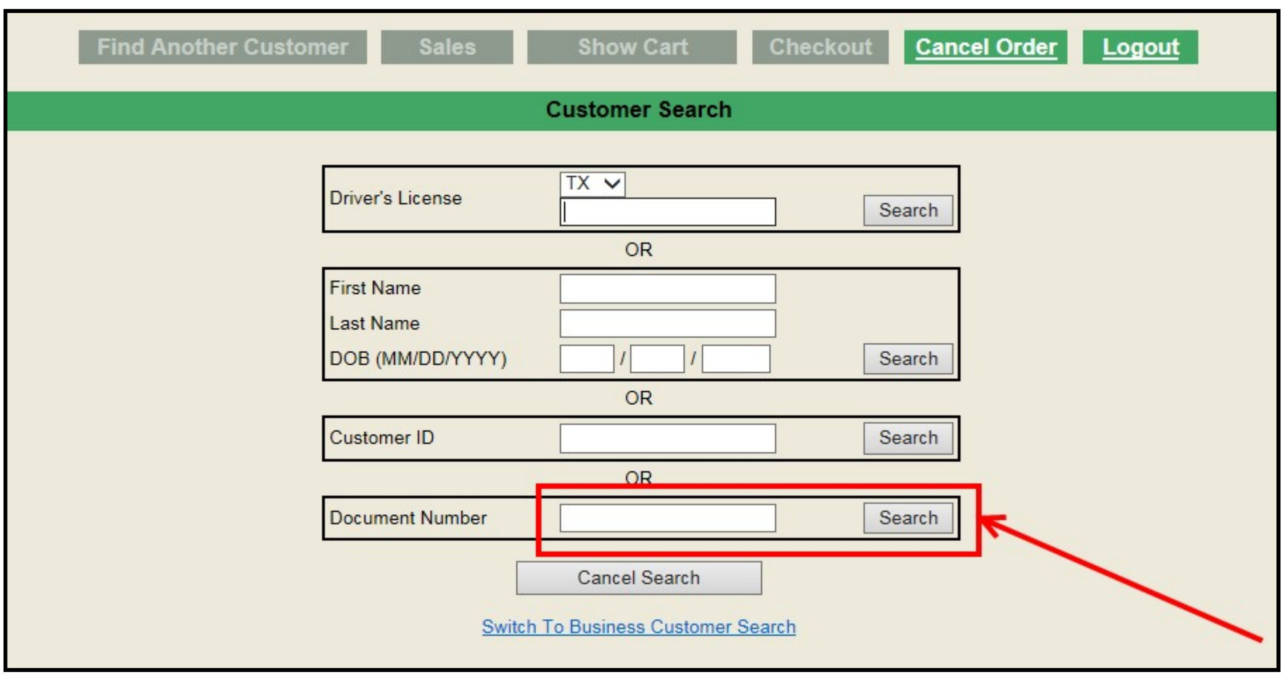
The replacement item is then added to the shopping cart, which is automatically displayed. The conclusion of the sale is identical to a non-replacement item sale.

Voiding a License

1. From the **MAIN MENU**, left click the **VOID** button.



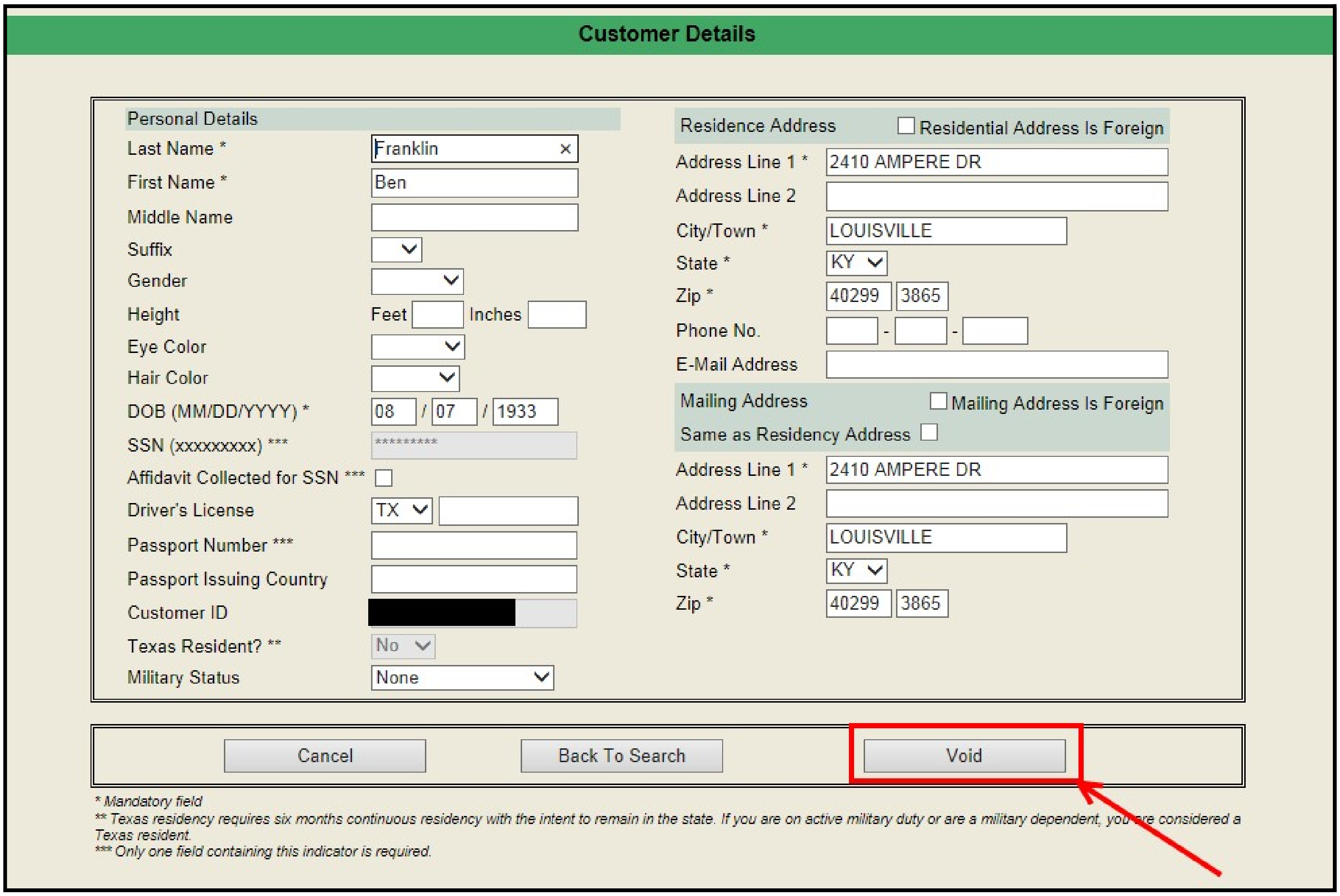
2. Enter the search criteria into the appropriate field and left click the corresponding **SEARCH** button.



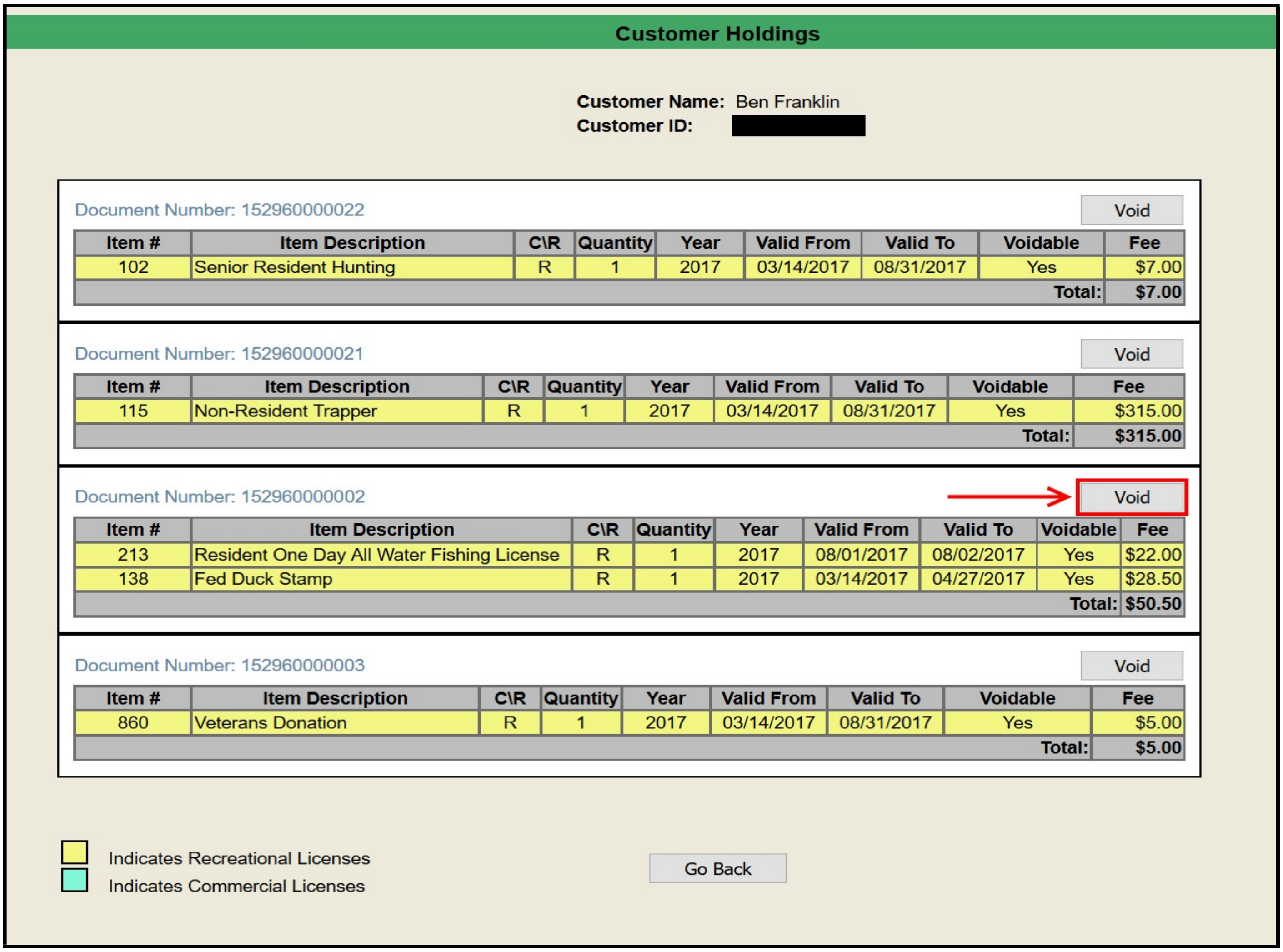
Note:

The preferred method of search is using the Document Number from the license being voided.

3. From the **CUSTOMER DETAILS** screen, verify that the correct customer record has been selected and left click the **VOID** button.



4. From the **CUSTOMER HOLDINGS** screen, select the document to be voided by choosing the corresponding **VOID** option button.



Customer Holdings

Customer Name: Ben Franklin
Customer ID: [redacted]

Document Number: 152960000022 Void

Item #	Item Description	C\R	Quantity	Year	Valid From	Valid To	Voidable	Fee
102	Senior Resident Hunting	R	1	2017	03/14/2017	08/31/2017	Yes	$7.00
							Total:	**$7.00**

Document Number: 152960000021 Void

Item #	Item Description	C\R	Quantity	Year	Valid From	Valid To	Voidable	Fee
115	Non-Resident Trapper	R	1	2017	03/14/2017	08/31/2017	Yes	$315.00
							Total:	**$315.00**

Document Number: 152960000002 Void

Item #	Item Description	C\R	Quantity	Year	Valid From	Valid To	Voidable	Fee
213	Resident One Day All Water Fishing License	R	1	2017	08/01/2017	08/02/2017	Yes	$22.00
138	Fed Duck Stamp	R	1	2017	03/14/2017	04/27/2017	Yes	$28.50
							Total:	**$50.50**

Document Number: 152960000003 Void

Item #	Item Description	C\R	Quantity	Year	Valid From	Valid To	Voidable	Fee
860	Veterans Donation	R	1	2017	03/14/2017	08/31/2017	Yes	$5.00
							Total:	**$5.00**

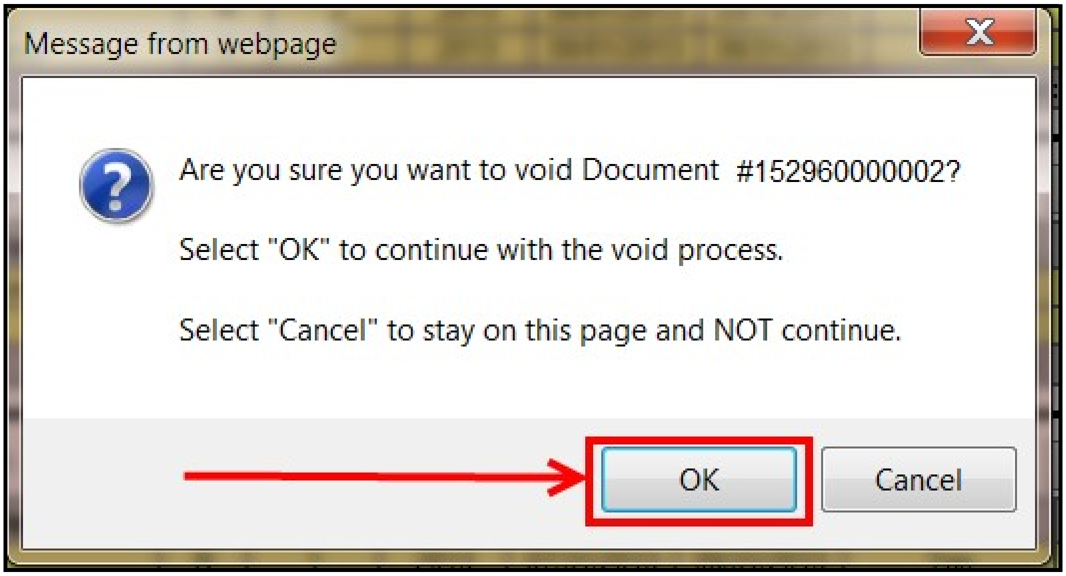
Indicates Recreational Licenses
Indicates Commercial Licenses

Go Back

Note:

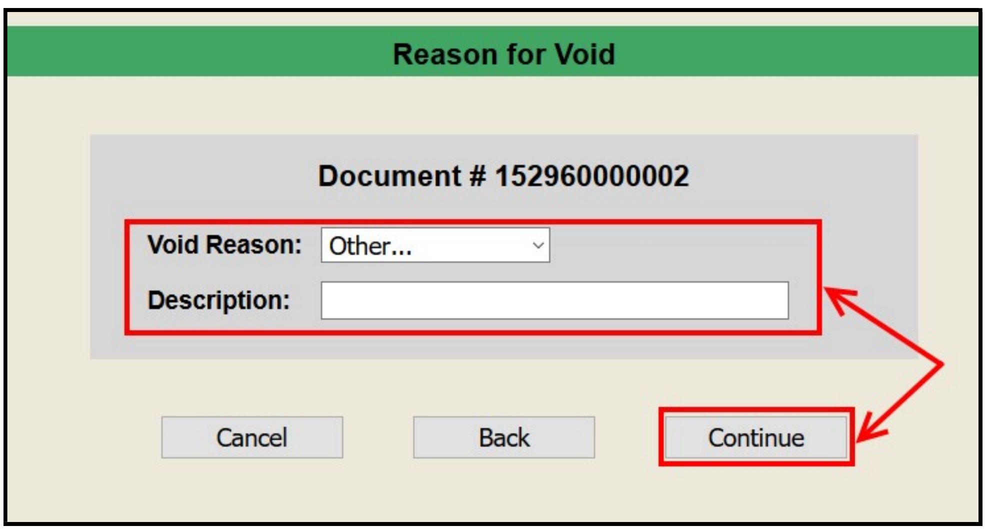
If the **VOID** option button is grayed out and the Voidable status is Call TPWD, this indicates that the 48-hour timeframe to void the license has expired or the item was sold by another agent. TPWD authorization is required if outside of issuing agent void period.

5. Left click the **OK** button to confirm the correct document has been selected to be voided.

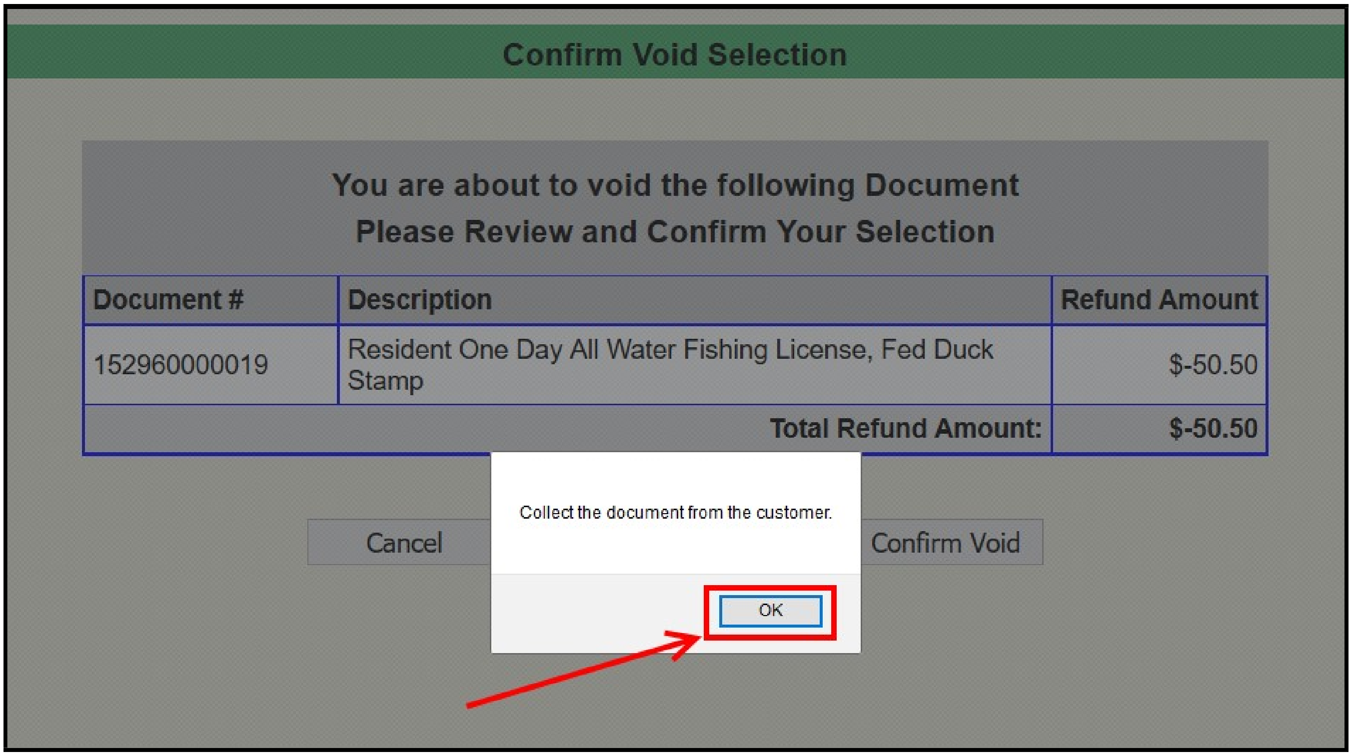


6. From the **REASON FOR VOID** screen, choose the appropriate reason that the document is being voided by selecting the corresponding option.
   Certain reasons require that a description be entered.

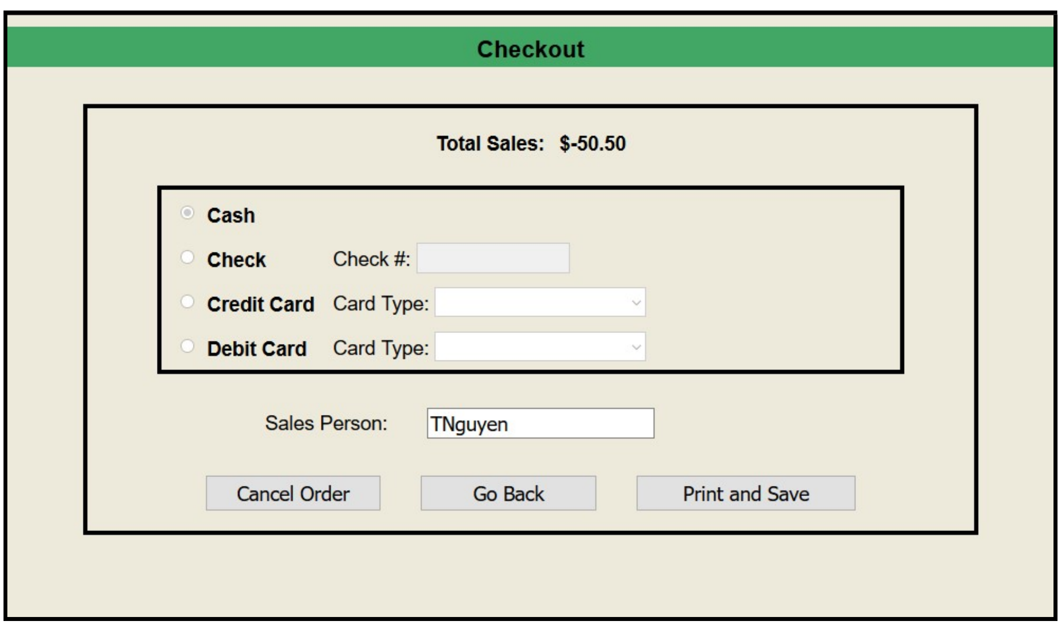
7. When finished, left click the **CONTINUE** button.



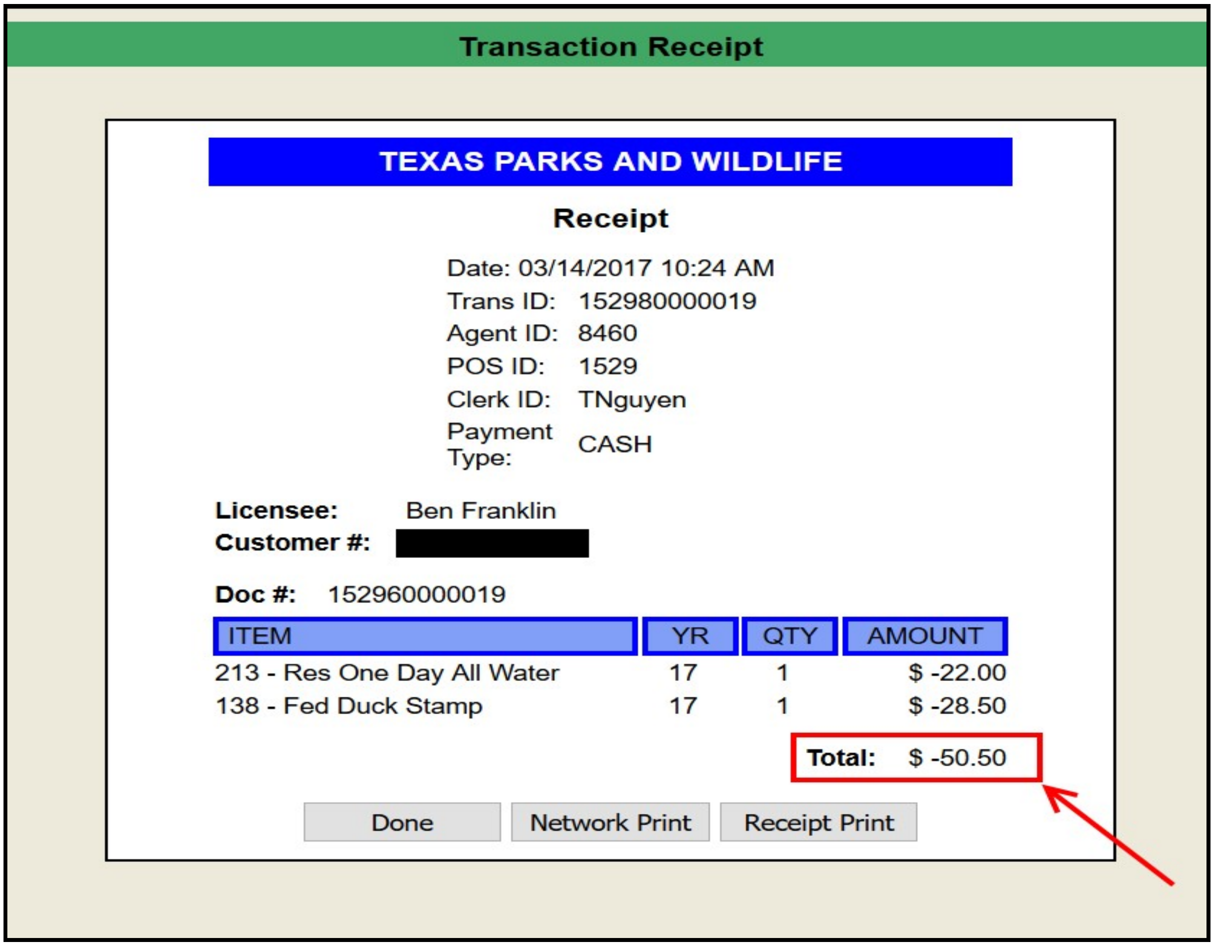
8. A prompt window will be displayed as a reminder to collect the document from the customer. Left click the **OK** button to continue to checkout.



9. The **CHECKOUT** screen is identical to the **CHECKOUT** screen in sales and defaults to original transaction payment method.



10. The **TRANSACTION RECEIPT** screen is identical to the **TRANSACTION RECEIPT** in sales, but the amounts are negative, indicating a refund.



Void Rules	
1.	Documents can only be voided within 48 hours of the original sale.
2.	After 48 hours, the Agent must contact TPWD at 800-792-1112 for void authorization.
3.	Documents can only be voided as part of a single transaction and have same payment type as the original sale.

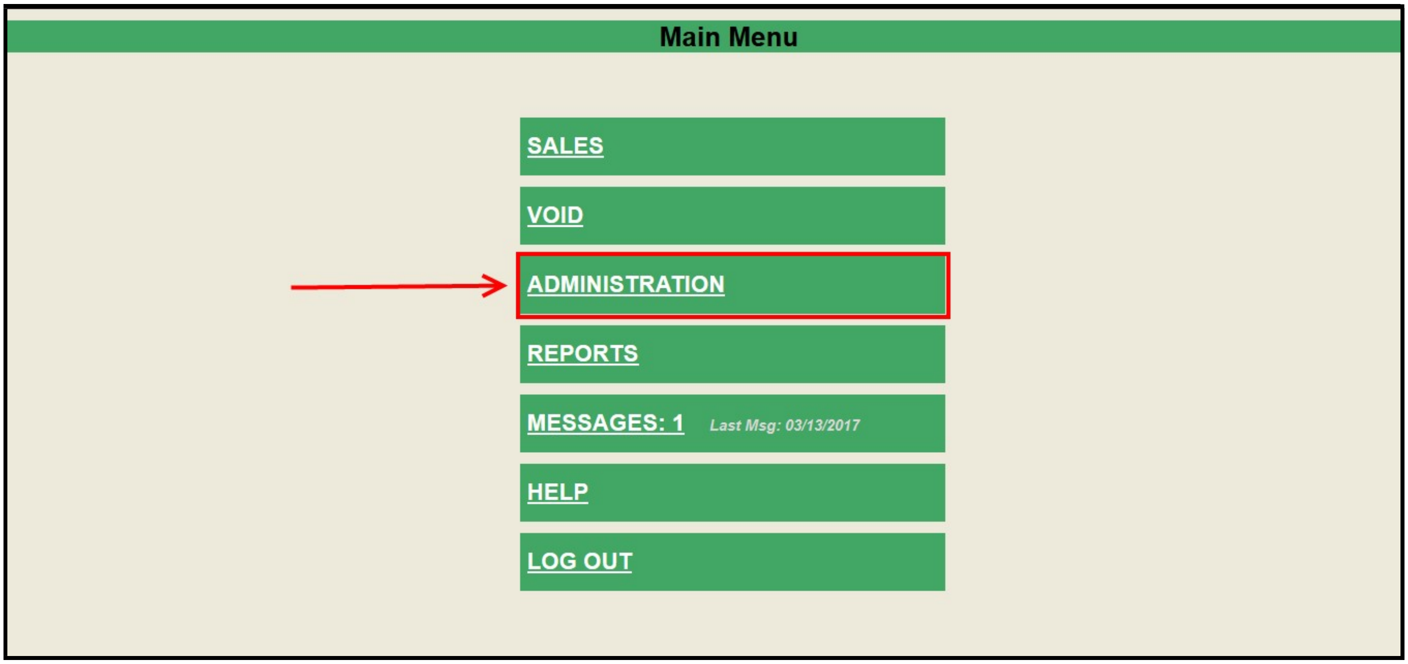
Change User Password

This function allows any user to change their password at any time.

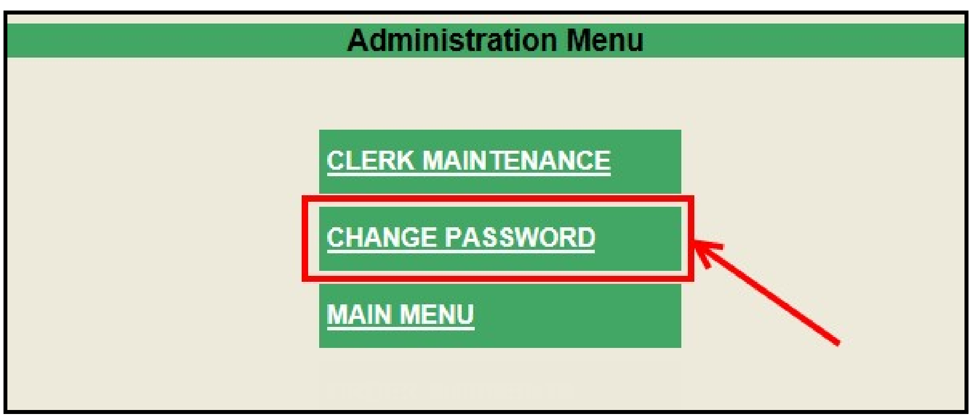
This feature can be used when the user knows their current password.

The system will force users to change their password from time to time.

1. From the **MAIN MENU**, left click the **ADMINISTRATION** button.



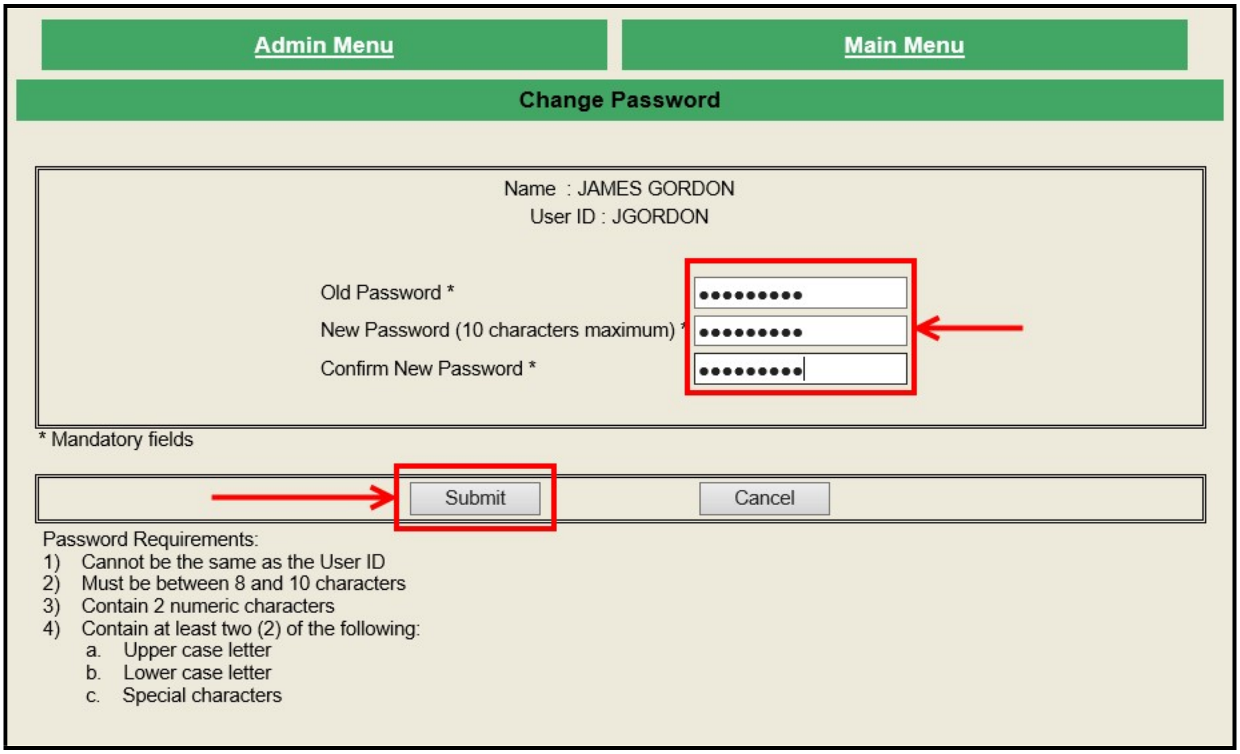
2. From the **ADMINISTRATION MENU**, left click the **CHANGE PASSWORD** button.



3. From the **CHANGE PASSWORD** screen, enter the current (old) password, the new password, and reenter the new password.

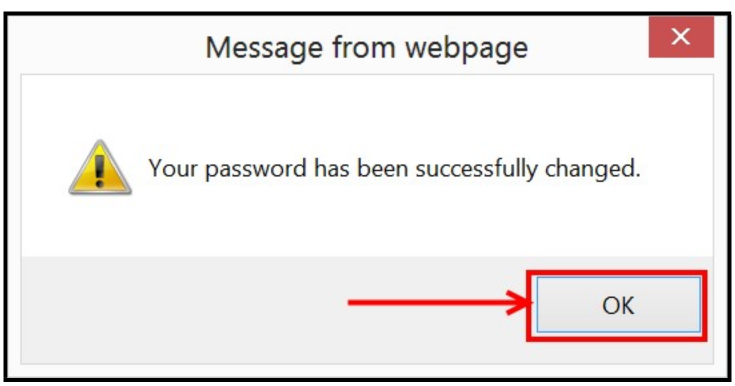
   Password requirements are shown on the screen.

   Left click the **SUBMIT** button to continue.



4. A message window confirming the change will be displayed if the password change was successful.

   Left click the **OK** button to continue.



CLERK MAINTENANCE

There are three types of User ID's available for use in the License Sales System:

- **Primary Location Manager**
- **Secondary Location Manager**
- **Clerk**.

Each User ID's role is discussed below:

- Primary Location Manager (PLM) privilege allows the user to perform all sales and management procedures. There is only one PLM per agent. The PLM is set up by TPWD, cannot be inactivated through the License Sales System, and has a password that cannot be reset locally (the PLM must contact the Help Desk).

- Secondary Location Manager (SLM) privilege allows the user to perform all sales and management procedures as determined by the PLM, including adding, changing and inactivating clerks and other SLMs.

- Clerk privilege allows the user to perform all sales procedures but not necessarily all management procedures. Management procedures are individually selected and assigned by the Primary or Secondary Location Manager.

At each location, only one person is assigned as the PLM. In locations with many employees, more than one user may be assigned SLM or Clerk privileges to be able to sell licenses, as well as access management functions.

Authorized users (PLM and others authorized by the PLM) can:

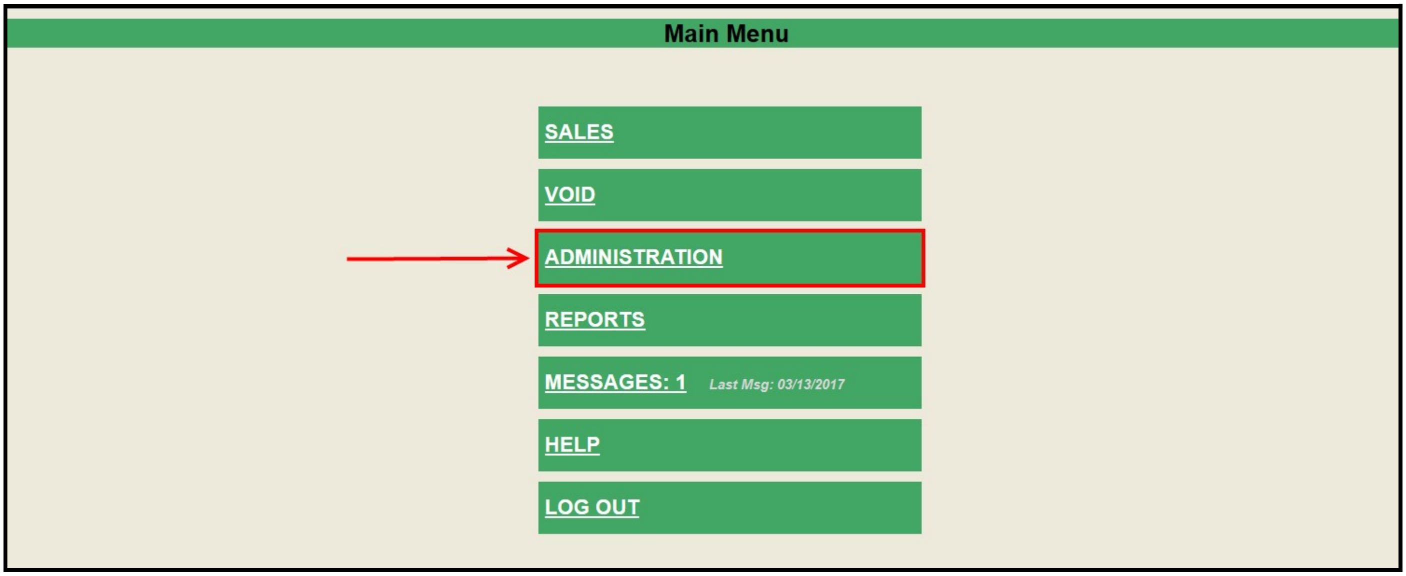
- Reset User's Password
- Add Users
- Edit Users
- Inactivate Users

Each of these functions is available from the **CLERK MAINTENANCE** screen.

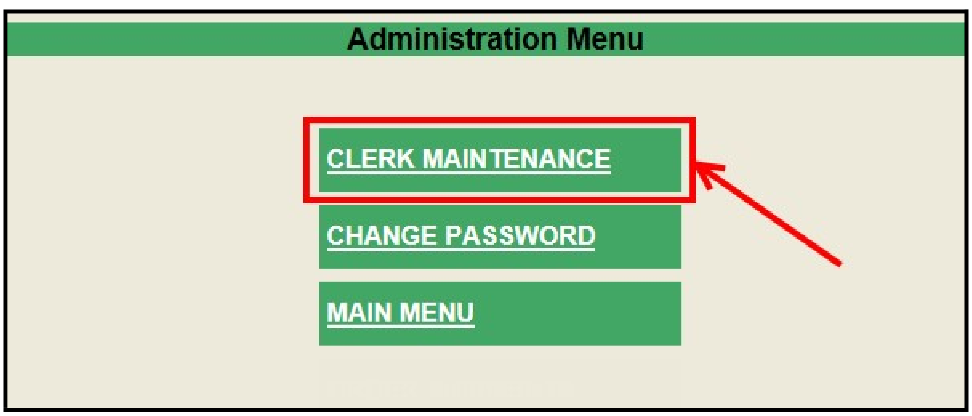
Access CLERK MAINTENANCE Screen

This function allows authorized users (as set in the user configuration) to reset another user's password.

1. From the **MAIN MENU**, left click the **ADMINISTRATION** button.



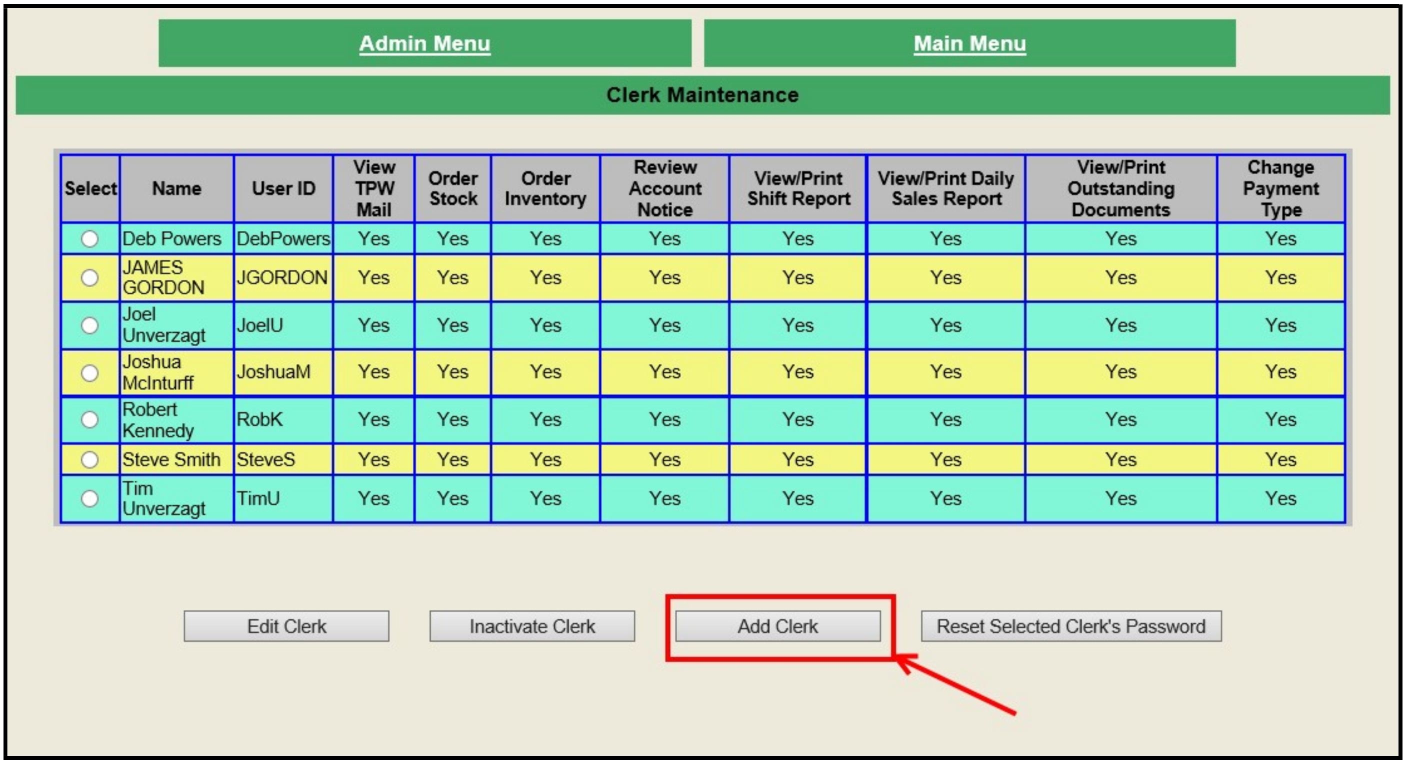
2. From the **ADMINISTRATION MENU** screen, left click the **CLERK MAINTENANCE** button.



Adding Users

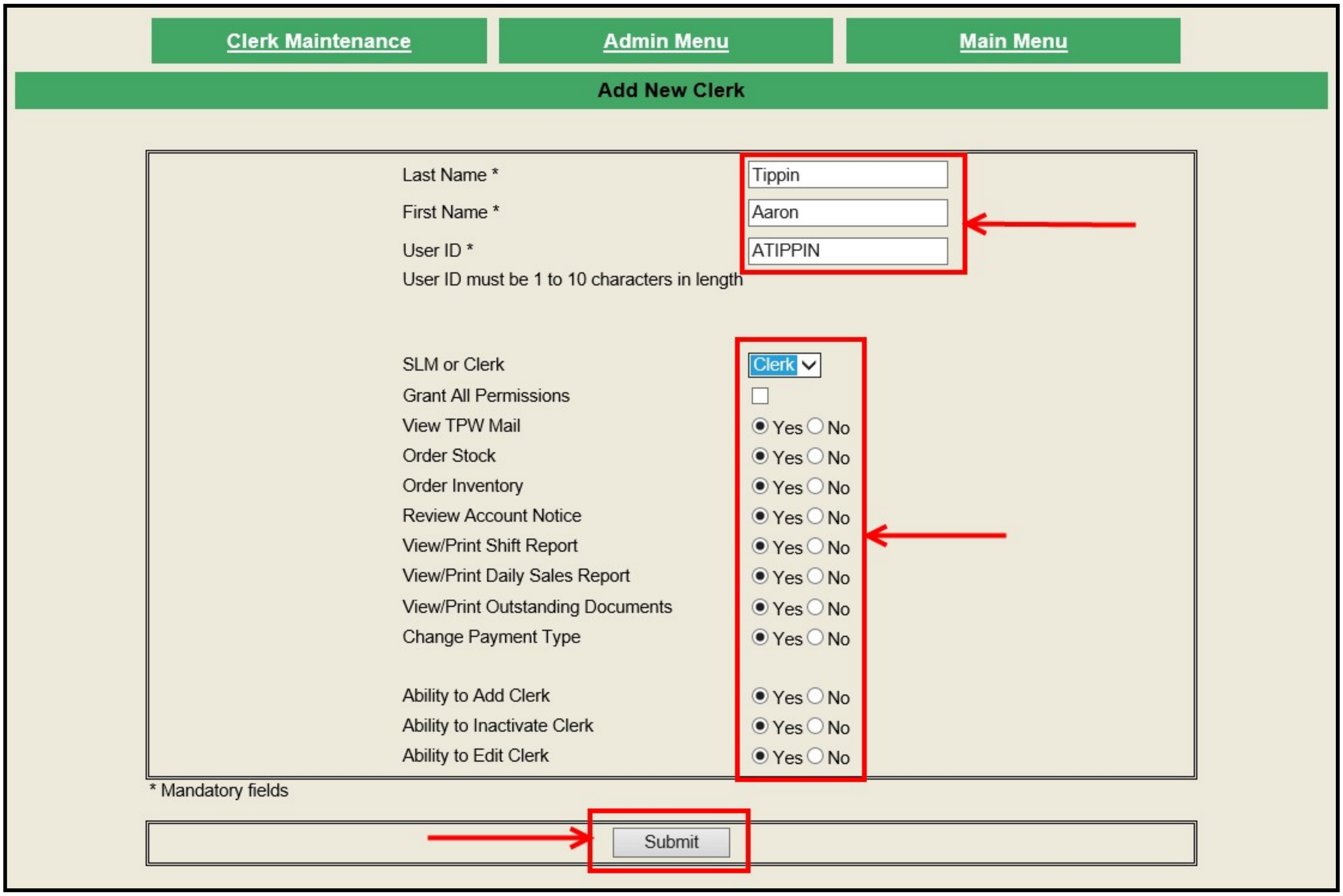
This function allows authorized users (as set in the user configuration) to add new users.

1. Access the **CLERK MAINTENANCE** screen (**ADMINISTRATION** button from **MAIN MENU**, then **CLERK MAINTENANCE** button).
2. Left click the **ADD CLERK** button.

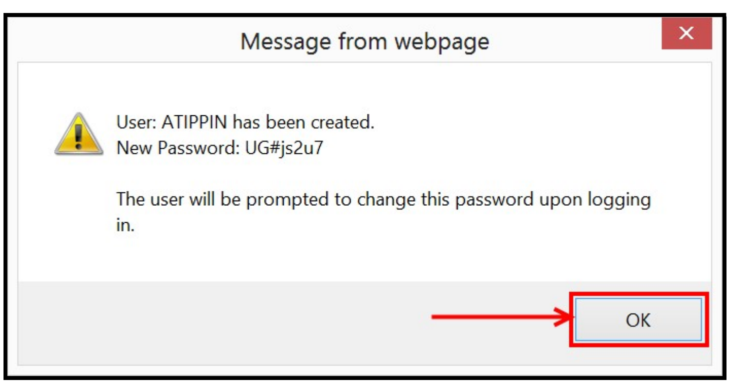


Select	Name	User ID	View TPW Mail	Order Stock	Order Inventory	Review Account Notice	View/Print Shift Report	View/Print Daily Sales Report	View/Print Outstanding Documents	Change Payment Type
	Deb Powers	DebPowers	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	JAMES GORDON	JGORDON	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Joel Unverzagt	JoelU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Joshua McInturff	JoshuaM	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Robert Kennedy	RobK	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Steve Smith	SteveS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Tim Unverzagt	TimU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

3. From the **ADD NEW CLERK** screen, enter the Clerk's last name, first name and desired User ID into the corresponding fields.
4. Select the clerk type (SLM or Clerk).
5. Select desired permissions. Note certain permissions (View TPW Mail, Order Stock and Order Inventory) are not currently implemented; they are left here for future use and system compatibility.
6. Left click the **SUBMIT** button to add the Clerk's account.



7. Give the temporary password to the new user.
Left click the **OK** button to continue.



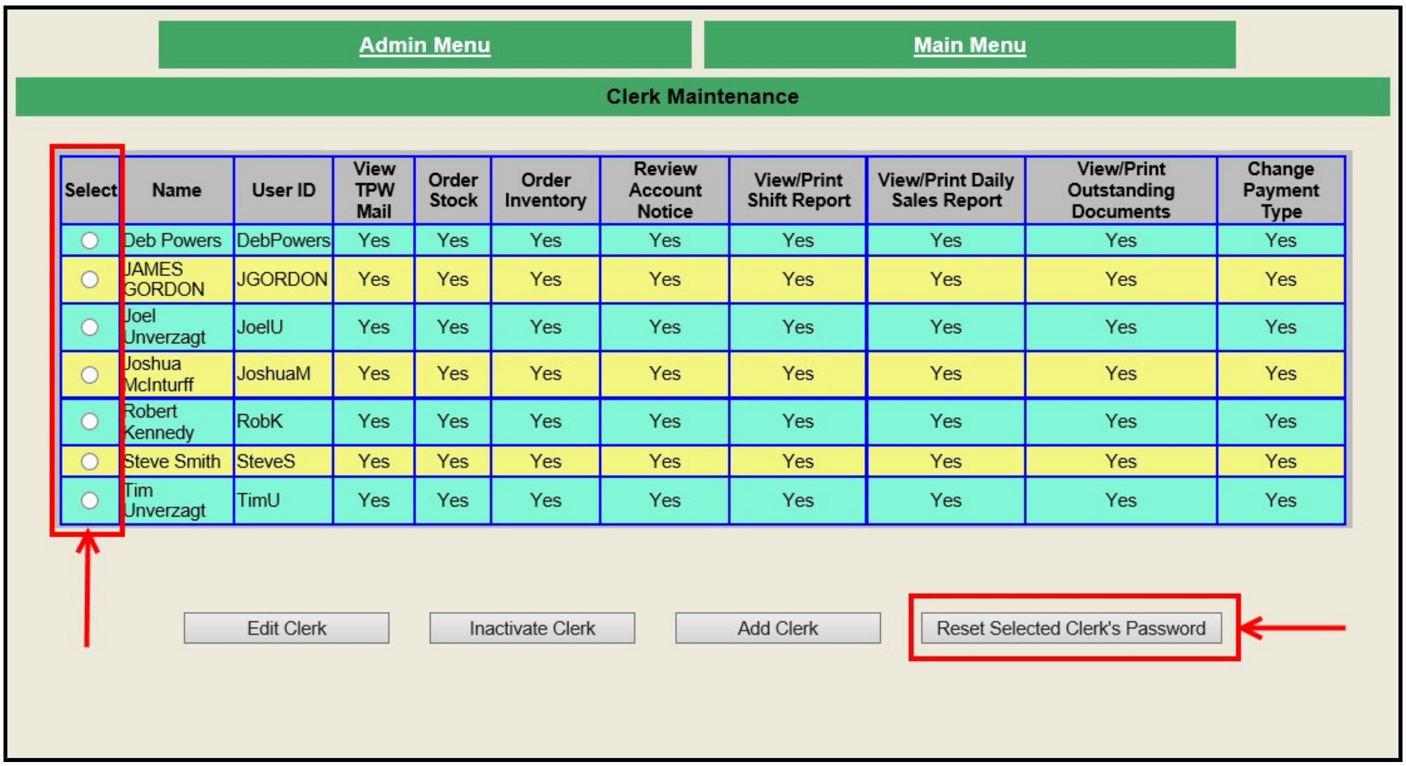
Reset User's Password

This function allows authorized users (as set in the user configuration) to reset another user's password.

The "new" password is temporary and allows the user to log in and change their password to something known only to them.

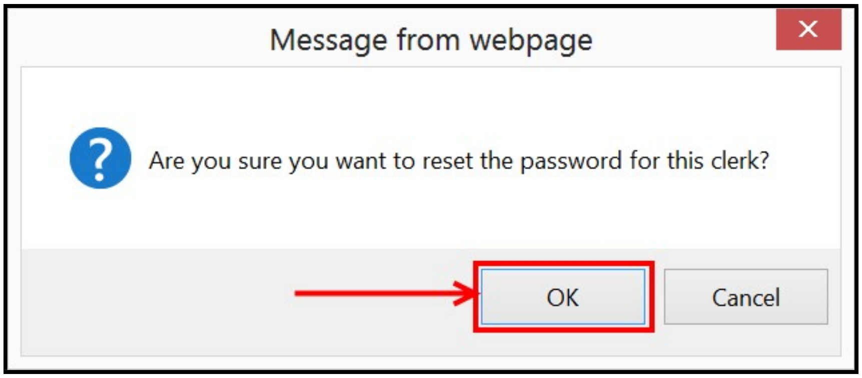
This feature can **NOT** be used to reset the password for the Primary Location Manager. The Primary Location Manager must contact the Help Desk to reset their password.

1. Access the **CLERK MAINTENANCE** screen (**ADMINISTRATION** button from **MAIN MENU**, then **CLERK MAINTENANCE** button).
2. Select the user to reset by left clicking the button next to the user's name.
3. Left click the **RESET SELECTED CLERK'S PASSWORD** button.

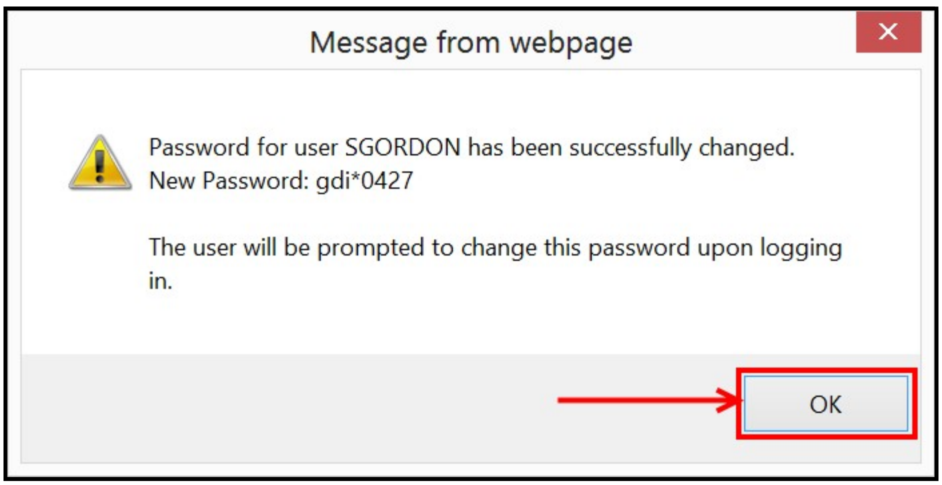


Select	Name	User ID	View TPW Mail	Order Stock	Order Inventory	Review Account Notice	View/Print Shift Report	View/Print Daily Sales Report	View/Print Outstanding Documents	Change Payment Type
	Deb Powers	DebPowers	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	JAMES GORDON	JGORDON	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Joel Unverzagt	JoelU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Joshua McInturff	JoshuaM	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Robert Kennedy	RobK	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Steve Smith	SteveS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Tim Unverzagt	TimU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

4. Left click the **OK** button to confirm the reset.



5. Give the new temporary password to the user.
   Left click the **OK** button to continue.



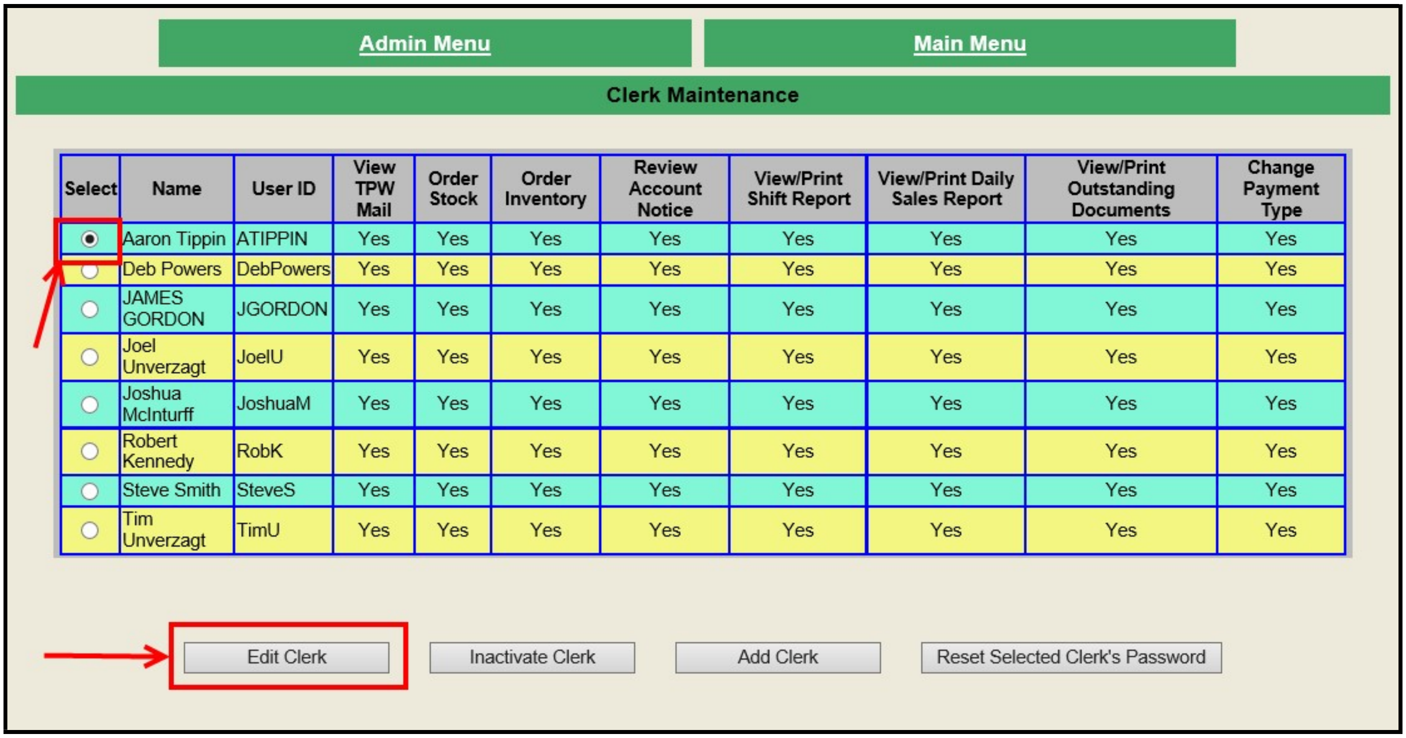
Note:

Passwords are case sensitive.

Editing Users

This function allows authorized users (as set in the user configuration) to edit user information and permissions.

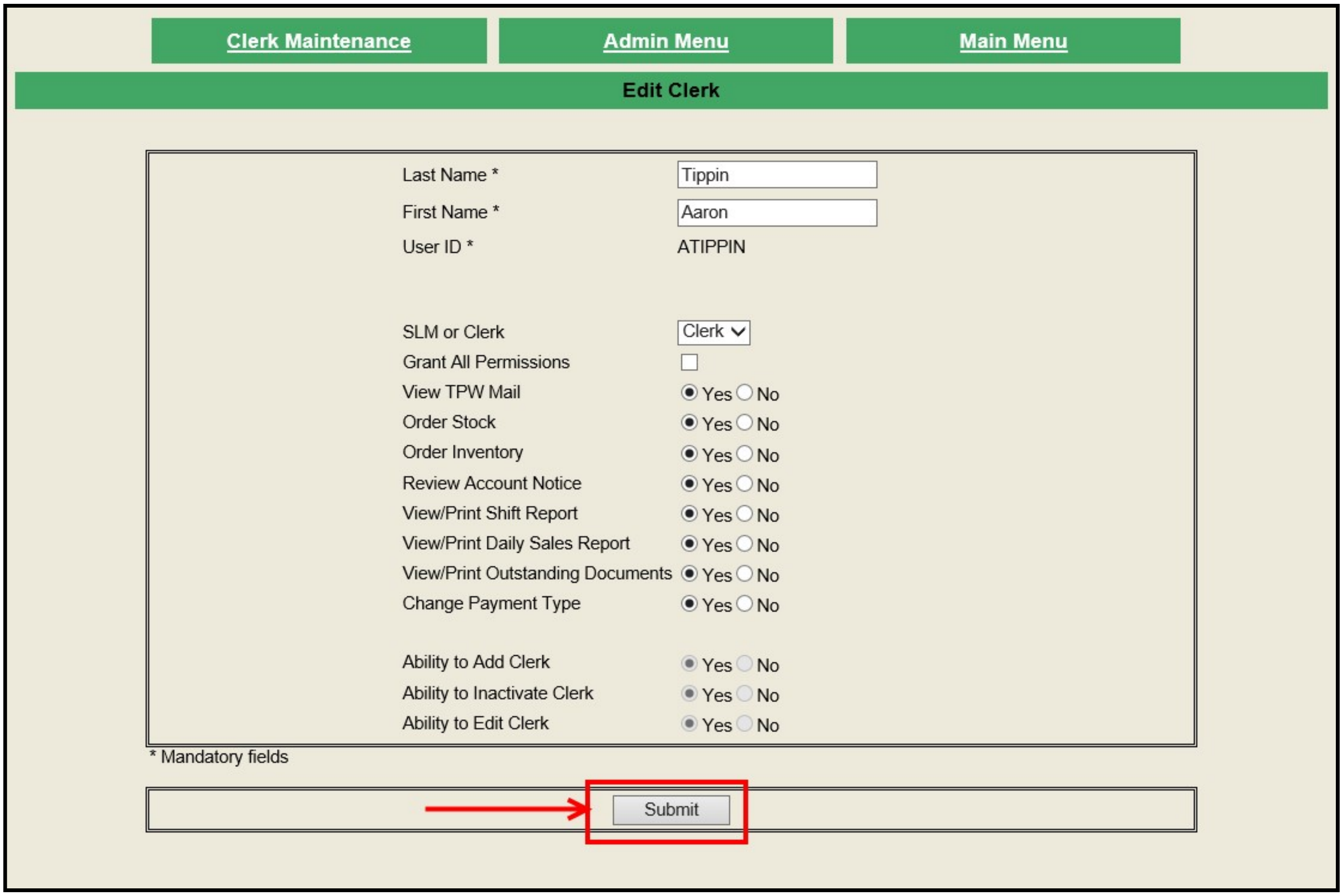
1. Access the **CLERK MAINTENANCE** screen (**ADMINISTRATION** button from **MAIN MENU**, then **CLERK MAINTENANCE** button).
2. Select the desired account to be edited by left clicking the button next to the user's name.
3. Left click the **EDIT CLERK** button.


Admin Menu
Main Menu
Clerk Maintenance

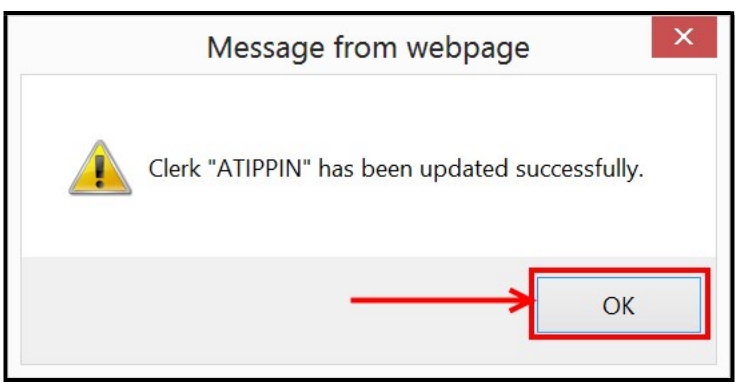
Select	Name	User ID	View TPW Mail	Order Stock	Order Inventory	Review Account Notice	View/Print Shift Report	View/Print Daily Sales Report	View/Print Outstanding Documents	Change Payment Type
◉	Aaron Tippin	ATIPPIN	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
○	Deb Powers	DebPowers	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
○	JAMES GORDON	JGORDON	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
○	Joel Unverzagt	JoelU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
○	Joshua McInturff	JoshuaM	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
○	Robert Kennedy	RobK	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
○	Steve Smith	SteveS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
○	Tim Unverzagt	TimU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Edit Clerk | Inactivate Clerk | Add Clerk | Reset Selected Clerk's Password

4. Make the desired changes to the Clerk's information and permissions.
5. Left click the **SUBMIT** button.



6. An info window will be displayed showing that the Clerk was updated.
   Left click the **OK** button to continue.



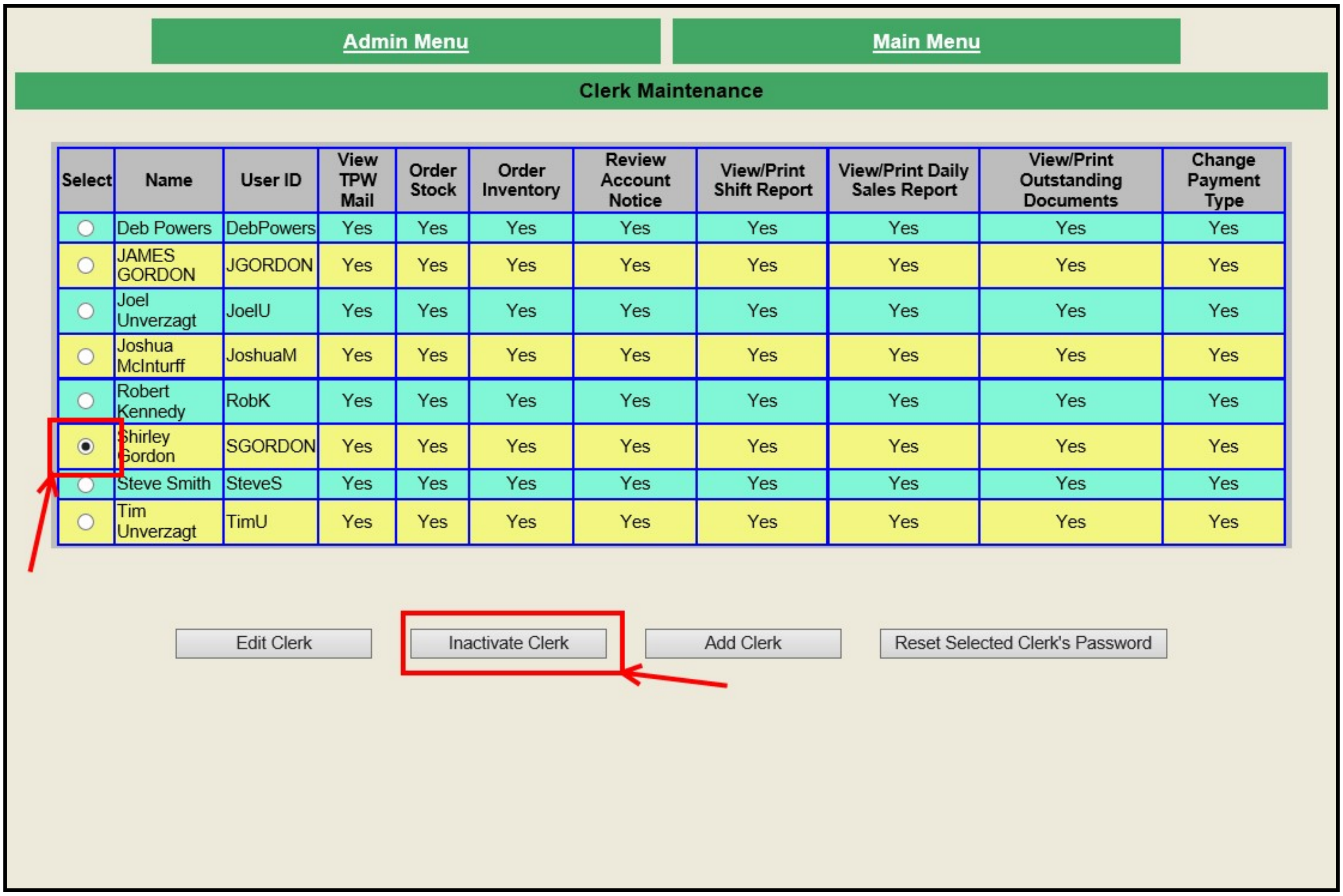
Note:

The only field that cannot be edited from the **EDIT CLERK** screen is the User ID. To change the User ID, the existing clerk account must be inactivated and added with the new User ID.

Inactivating Users

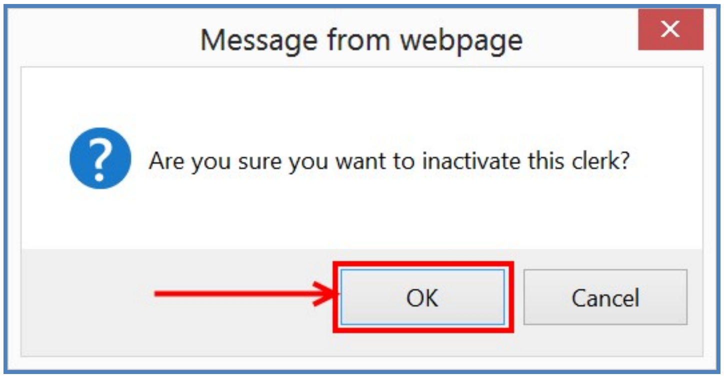
This function allows authorized users (as set in the user configuration) to deactivate users. Note the user is not actually deleted from historical records. Once inactivated, that user ID at that agent ID cannot be reused.

1. Access the **CLERK MAINTENANCE** screen (**ADMINISTRATION** button from **MAIN MENU**, then **CLERK MAINTENANCE** button).
2. Select the desired account to be edited by left clicking the button next to the user's name.
3. Left click the **INACTIVATE CLERK** button.



Select	Name	User ID	View TPW Mail	Order Stock	Order Inventory	Review Account Notice	View/Print Shift Report	View/Print Daily Sales Report	View/Print Outstanding Documents	Change Payment Type
○	Deb Powers	DebPowers	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
○	JAMES GORDON	JGORDON	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
○	Joel Unverzagt	JoelU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
○	Joshua McInturff	JoshuaM	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
○	Robert Kennedy	RobK	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
◉	Shirley Gordon	SGORDON	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
○	Steve Smith	SteveS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
○	Tim Unverzagt	TimU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

4. A confirm window is displayed.
   Proceed ONLY if you want to inactivate the user. The action is irreversible.
   Left click the **OK** button to confirm.



Generating Reports

There are six different reports available via the License Sales System. Accessibility to each report is based upon each User ID's permissions. The six different reports are discussed below.

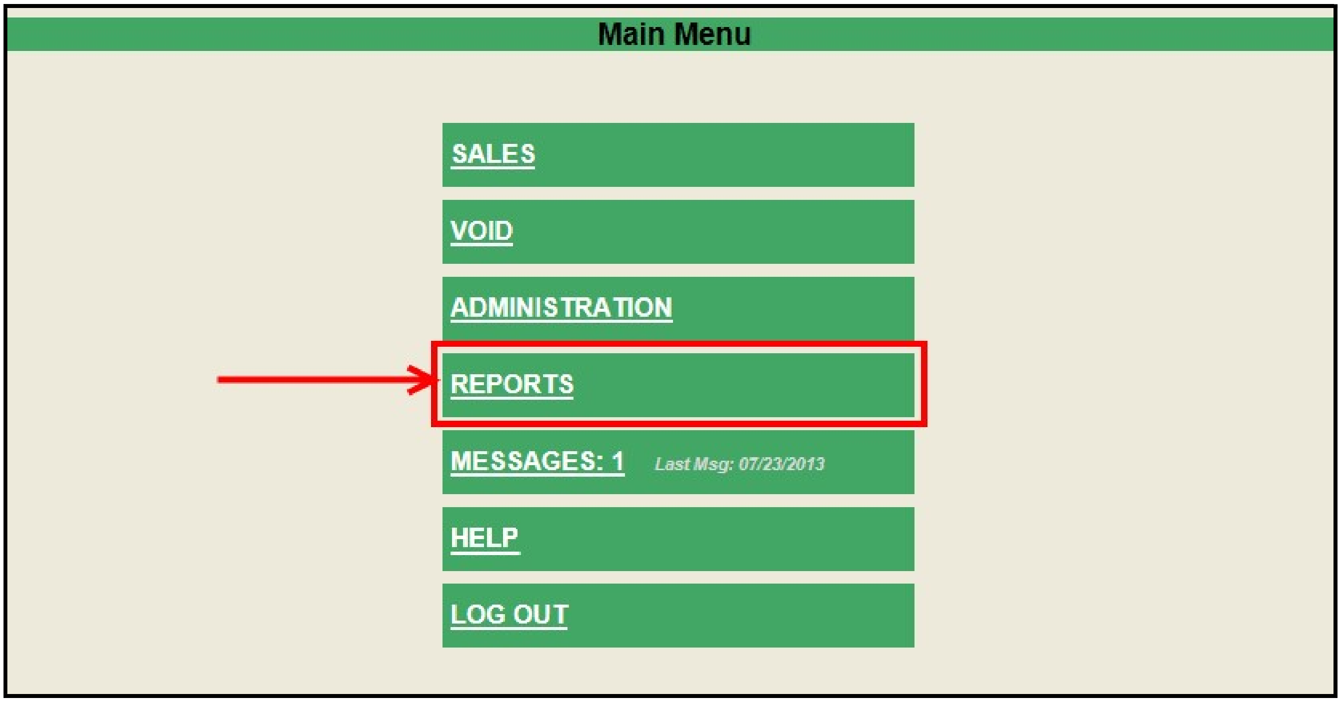
Reports	Description
Shift Report	Shows all transactions completed at this Point of Sale location (POS ID) since the last Shift Report was generated. Note a Shift Report is automatically generated for each POS ID at midnight, so the first use of this function during a day will report the shift from midnight until the time the Shift Report was generated.
Past Shift Report	Shows all completed transactions for the date selected. This report does NOT generate a Shift Report; it displays Shift Reports already generated.
Daily Sales Report	Summarizes the selected day's sales.
Outstanding Documents Report	Lists all voided documents to be returned from the agent location to TPWD.
Account Notice	Summarizes the total amount due to TPWD for a given billing period, as well as the amount TPWD will debit from the Agent's Account for the billing period.
Past Account Notice	Reports the account notices for the past billing periods. Note that a day in which an account notice was generated must be selected to display that account notice.

Note:

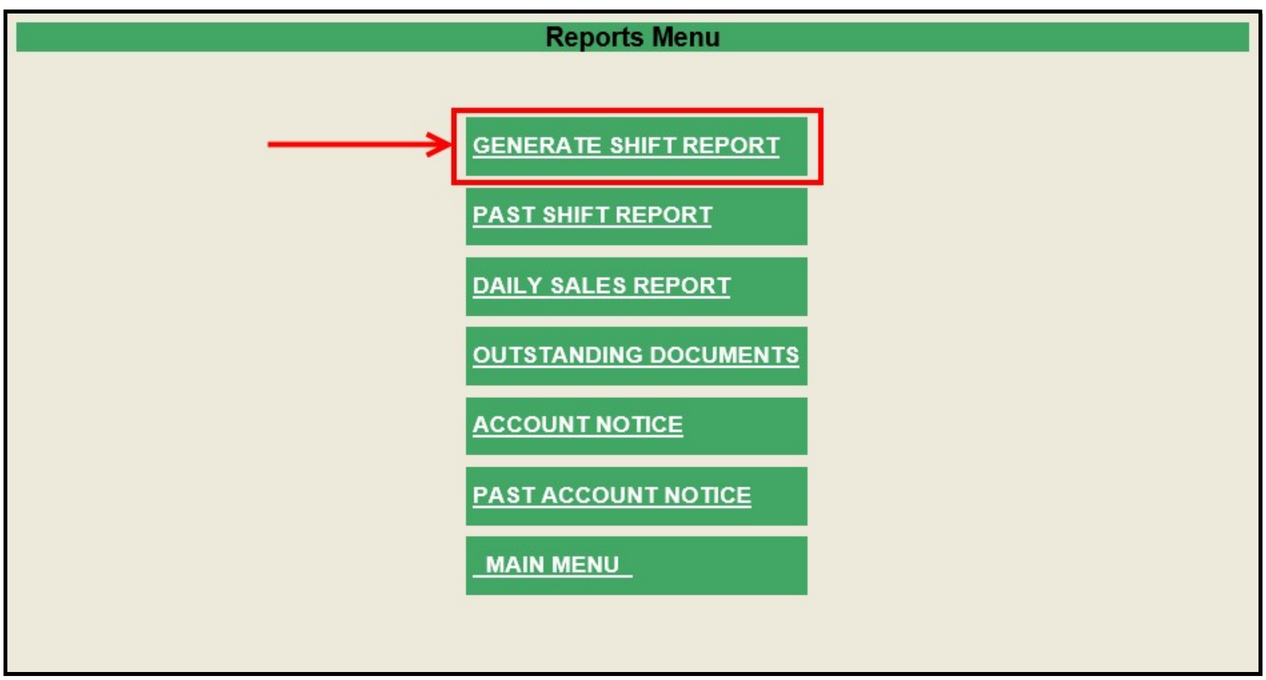
A date will be required when selecting the following reports:

- Past Shift Report
- Daily Sales Report
- Outstanding Documents Report
- Past Account Notice

1. To access the **REPORTS** screen, left click the **REPORTS** button on the **MAIN MENU** screen.

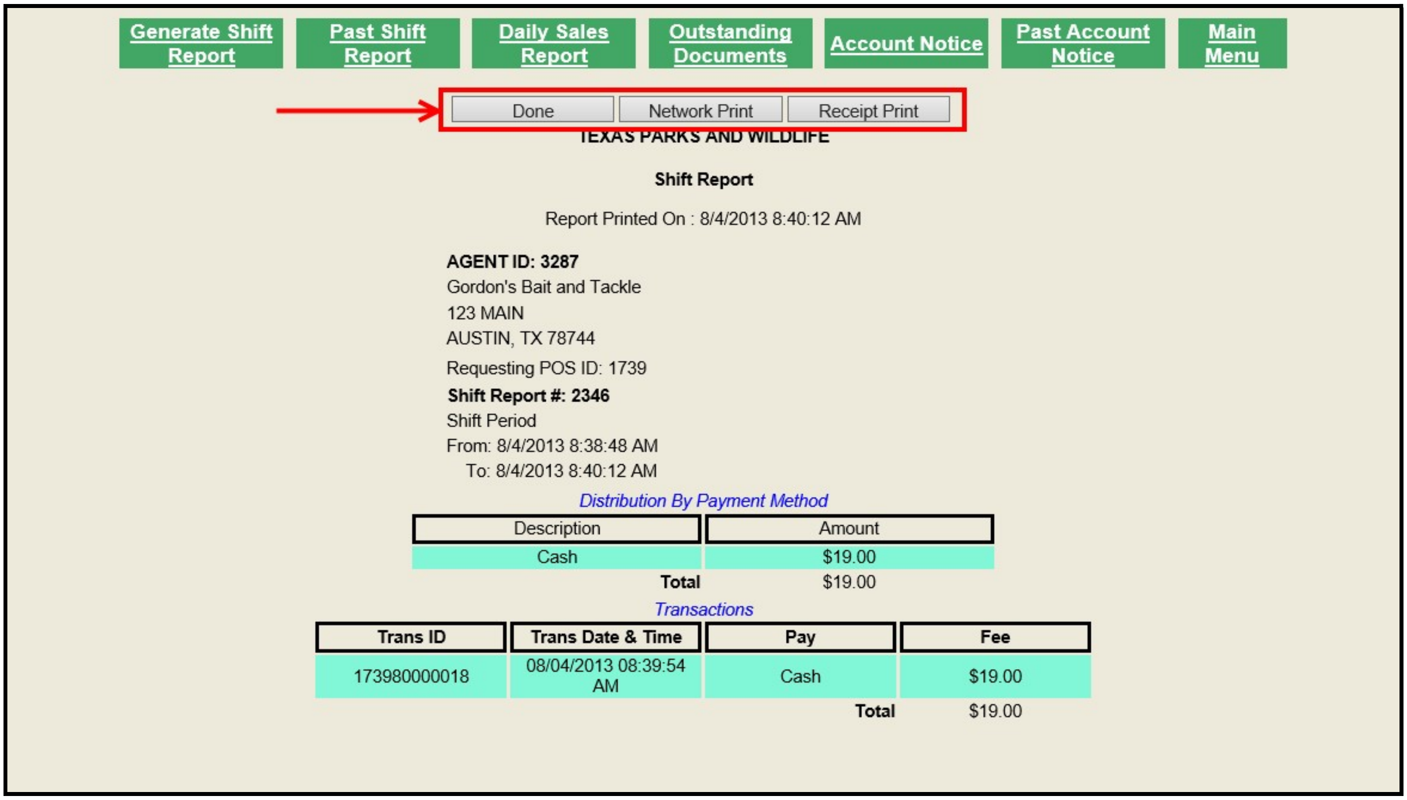


2. Left click the desired report. In the example below, the **GENERATE SHIFT REPORT** button is selected.

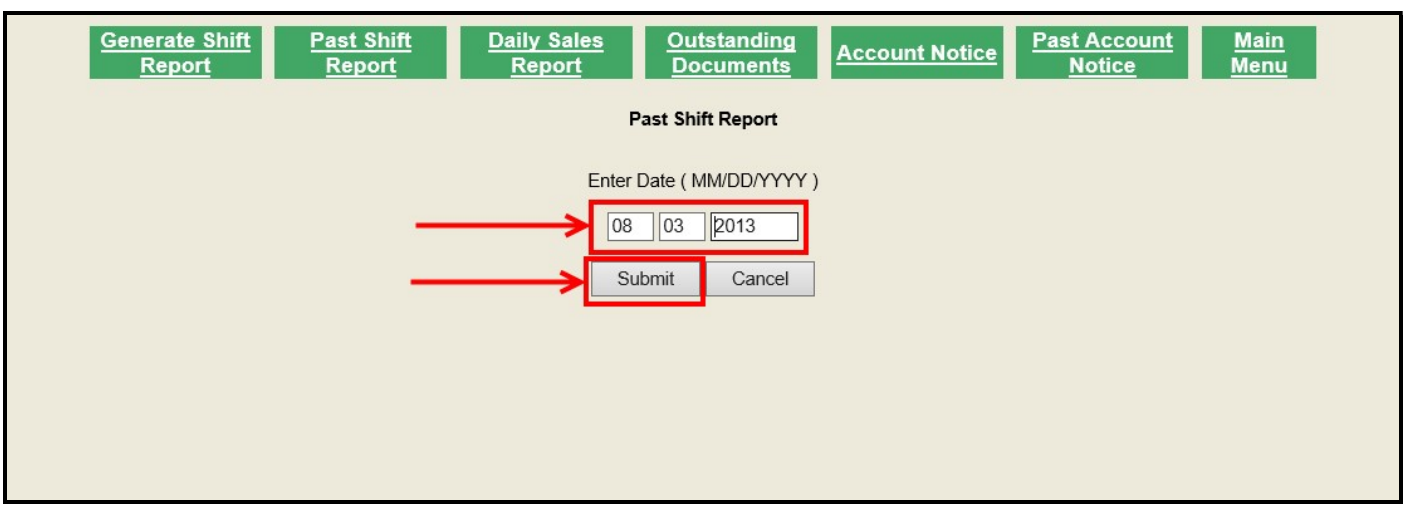


3. The selected report is displayed.
   Left click the **NETWORK PRINT** button (not available on Thin Client) or the **RECEIPT PRINT** button (Thin Client only) to print the report.

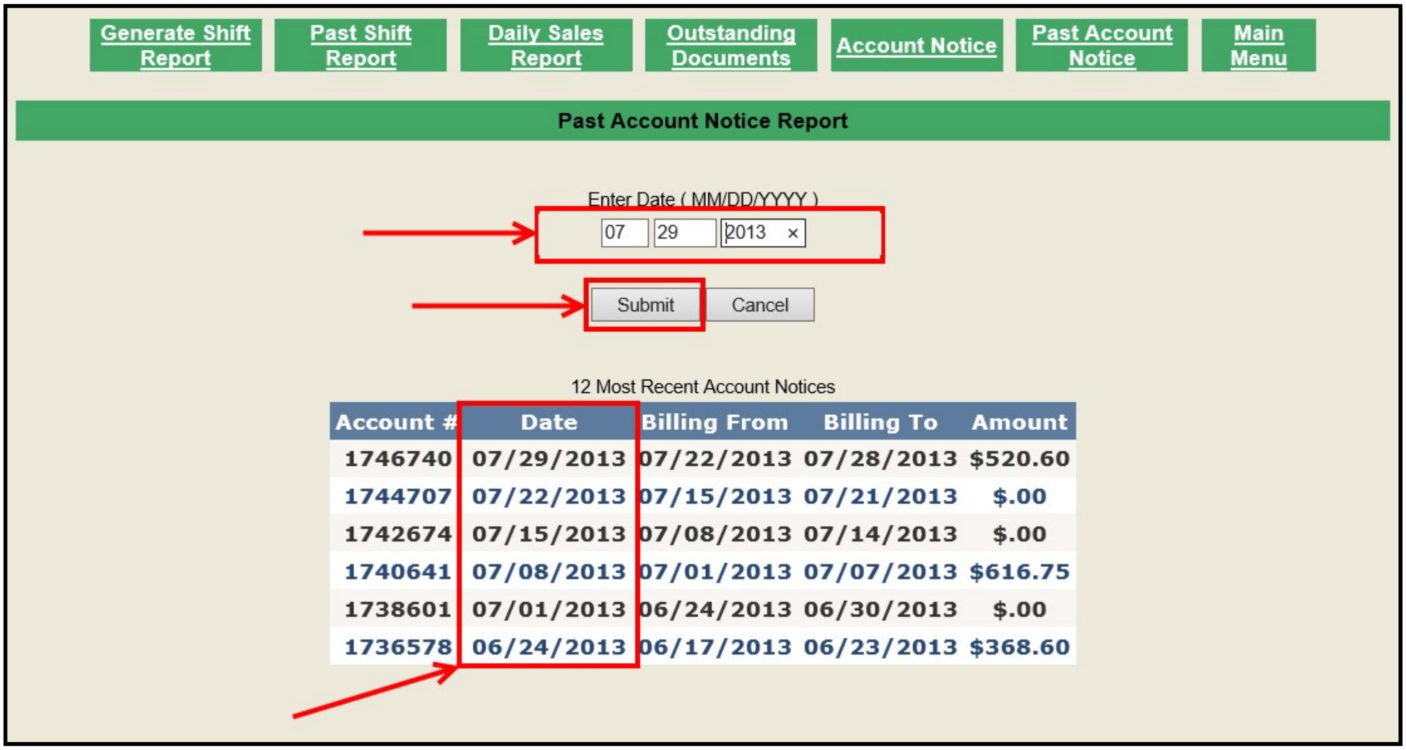
4. Left click the **DONE** button to continue.



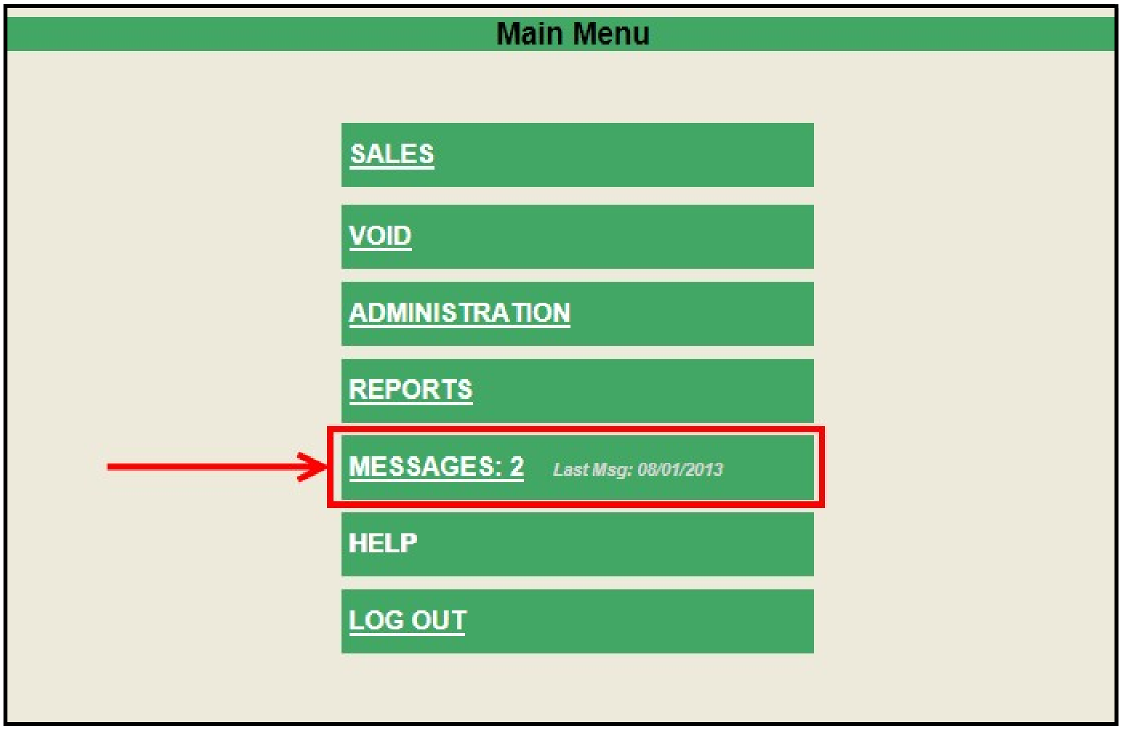
5. For reports requiring a date or date range, enter the desired date(s) and left click the **SUBMIT** button.



6. Note, on the **PAST ACCOUNT NOTICE REPORT,** a date **equal** to an account notice date must be entered to return a valid past account notice.

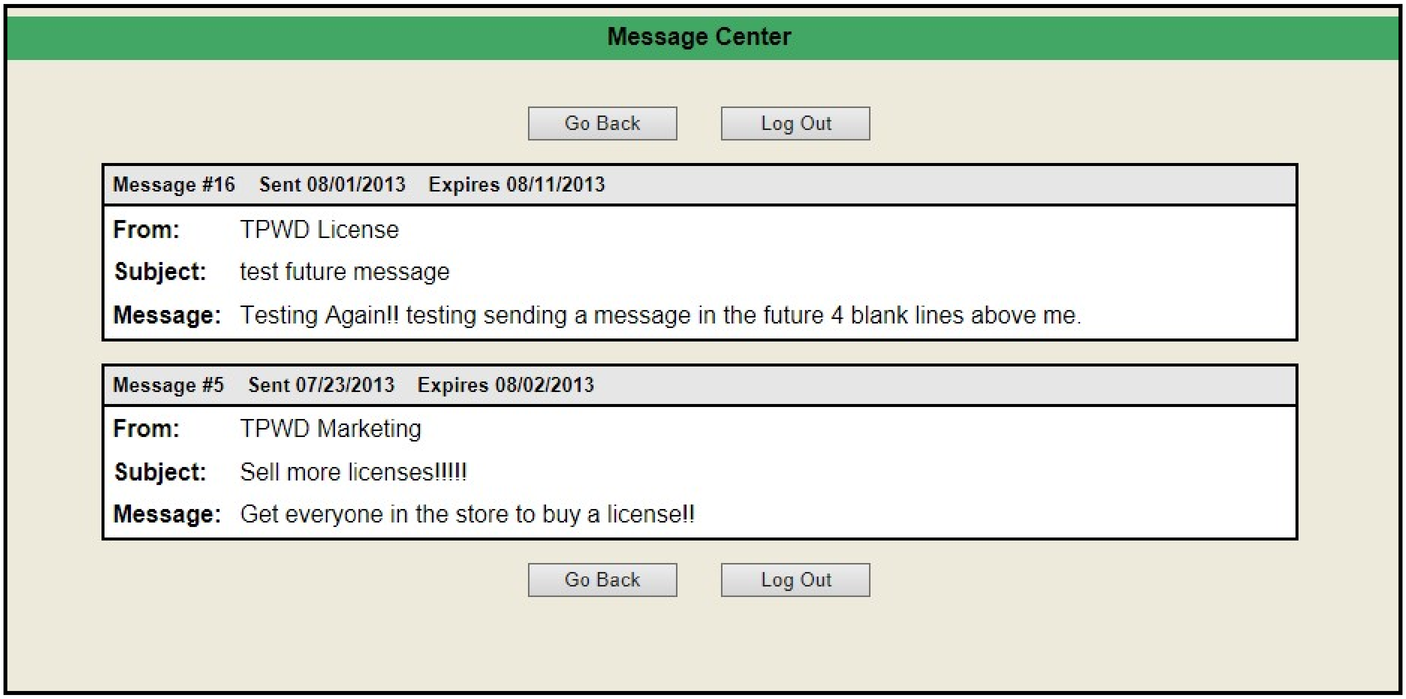


1. To access the **MESSAGES** screen, left click the **MESSAGES** button on the **MAIN MENU** screen. Note that the current message count and the date on which the last message was posted are displayed for easy reference.



2. The **MESSAGE CENTER** screen is displayed.
   Messages are displayed with the newest message at the top.

3. Left click the **GO BACK** button to continue.



Notes:

Some messages are for the PLM only. So the message count and last date posted may be different for the PLM.

Each user should review messages when they are added.

Users cannot delete messages; they are deleted periodically by the system.

The message system is one way – users cannot send messages back to TPWD using the License Sales System.

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