

Printing Pick and Purchase Order Dumps

What It Does

When you have a problem with a ticket or purchase order, DDMS has tools that can give technical support more detail than what's on your order entry or purchasing screen. These tools are:

- Pick File Data Dump
- P/O File Data Dump

They provide data in byte layout format, which is not easy reading material (we don't expect you to read it!). However, a technician can find details about the steps taken on related transactions, such as:

- Overriding the salesperson
- Changing cost or price
- Changing the tax district
- Adding or deleting an item
- The type of ticket, such as point of sale, will call, or Dealer Station™ DDMS edition
- Whether a ticket is tied to a purchase order
- Whether the cost on a purchase order is wrong
- What variables are going into a calculation that doesn't seem "right"

How to Do It

Follow these steps:

- 1 On text-based systems, go to the (LM) Operational Procedures Parameters screen.

On graphical systems, double-click **Keyop Menu**, then **Parameters**. In the (L) screen, type M

- 2 Note the password (if any) for ML Password at the bottom left of the screen, as shown below.

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14:51:23                (LM) Operational Procedures Parameters                10/17/02
=====
Action [I] (C=Change, I=Inquiry, 1=Period End, 2=Proc List)
=====
MB Password : [      ]                Last MB done on [ / / ] by [   ]
                                           at [ : : ]
Volume Serials to Compress: (These will be copied to the "MB Volume Serial".)
SR??,      ,      ,      ,      ,      ,      ,      ,      ,      ,      ,
      ,      ,      ,      ,      ,      ,      ,      ,      ,      ,      ,
                                           Machine1  Machine2  Machine3
                                           =====  =====  =====
Printer:                P                P                P

MB Unit (volume Serial):

Save MB Unit to Tape Y/N:                Tape Unit:
(All files on the "MB Unit" will be deleted, so "Save MB Unit to Tape"
If you want to keep them.)

Verify Tape Y/N? :                Y
ML Password : [ ]                Mass Change Password : [   ]
=====

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Printing Pick and Purchase Order Dumps

Printing a Pick File Data Dump

If you need help with a ticket, follow these steps:

- 1 Go to your printer and set its menu to print 17 characters per inch (dpi).
- 2 On text-based systems, start from the Master Menu and go to the (M) Operational Procedures screen. Choose [L] System Maintenance Procedures.

On graphical systems, go to the Keyop Menu and double-click **Operational Procedures**. Choose [L] System Maintenance Procedures.

- 3 At Enter Password:
 - If you noted a password in **Step 2**, enter it; if it has fewer than four characters, press ENTER.
 - If you do not have a password, press ENTER.
- 4 At Letter of Requested Function, select [B] Pick File Data Dump.
- 5 At Are You Sure, type Y
- 6 If you need to change printers, press ESC twice, specify a printer, and press ENTER.
- 7 At Pick #, type the ticket number (without the extension) and press ENTER; it will begin printing.
- 8 Note the tracking number on your fax cover sheet, and fax all pages to ECI² Support at **682-831-9909**.

Printing a Purchase Order File Data Dump

If you need help with a purchase order:

- 1 Go to your printer and set its menu to print 17 characters per inch (dpi).
- 2 On text-based systems, start from the Master Menu and go to the (M) Operational Procedures screen. Choose [L] System Maintenance Procedures.

On graphical systems, go to the Keyop Menu and double-click **Operational Procedures**. Choose [L] System Maintenance Procedures.

- 3 At Enter Password:
 - If you have a password, enter it; if it has fewer than four characters, press ENTER.
 - If you do not have a password, press ENTER.
- 4 At Letter of Requested Function, select [C] P/O File Data Dump.
- 5 At Are You Sure, type Y
- 6 If you need to change printers, press ESC twice, set to P1, and press TAB.
- 7 At P/O #, type the purchase order number and press RETURN. The system will begin printing.
- 8 Note the tracking number on your fax cover sheet, and fax all pages to ECI² Support at **682-831-9909**.