

SupportNet

- On-line support
- Knowledgebase
- Troubleshoot
- Announcements/News

Screen shot example: How to access SupportNet

The screenshot displays the POS software interface. At the top, there is a menu bar with options: Register, Inventory, Management, Marketing, Accounting, Utilities, Window, and Help. Below the menu bar is a toolbar with icons for ShiftF3 through ShiftF11. The main window is titled 'Manager Console' and 'Mikes MultiStore 11'. It features several functional buttons: Register [F2], Management [F3], Inventory [F4], and Purchase [F7]. Below these are two columns of lists: 'Purchase Orders...' and 'PO History...'. The 'Purchase Orders...' list includes: 1 Prepare Order List, 2 Place POs, 3 Receive POs, 4 Receive w/o PO, 5 Items On Order, and 6 Print Labels. The 'PO History...' list includes: ^1 By Vendor, ^2 By PO #/Date, ^3 By Tracking #, and ^4 By Serial Number. To the right of these lists are buttons for 'Print Inventory Labels [*1]', 'Purchase Order by Date [*2]', and 'Purchase Order Summary [*3]'. At the bottom left, there is a 'Logged In: POS' section with 'Secure Log Out [*7]' and 'Clock In/Out [Shift F11]' buttons. In the center, there is a calendar for January 2006. At the bottom right, there is a vertical toolbar with buttons for 'Inventory [F9]', 'Vendors [*F9]', 'Open Register [F10]', and 'Report Center [*R]'. The 'Positive support NET' logo is also present at the bottom right. The 'Help' menu is open, showing options like 'PFW Help', 'POSITIVE Control Center', 'Tip Of The Day', 'Calendar', 'Calculator', 'Show Tool Bar', 'Show Inventory Tool Bar', 'Show Multi-Store Tool Bar', 'New Company Setup', 'About POSITIVE For Windows', 'Log-In', 'Event Log', 'PFW SupportNET (Online Support)', and 'Registration'. The 'PFW SupportNET (Online Support)' option is highlighted with a red oval.

Register [F2] Management [F3] Inventory [F4] Purchase [F7]

Purchase Orders...
1 Prepare Order List
2 Place POs
3 Receive POs
4 Receive w/o PO
5 Items On Order
6 Print Labels

PO History...
^1 By Vendor
^2 By PO #/Date
^3 By Tracking #
^4 By Serial Number

Print Inventory Labels [*1]
Purchase Order by Date [*2]
Purchase Order Summary [*3]

Logged In: POS
Secure Log Out [*7]
Clock In/Out [Shift F11]

January 2006
Today

Inventory [F9]
Vendors [*F9]
Open Register [F10]
Report Center [*R]

Positive support NET

Help
PFW Help
POSITIVE Control Center
Tip Of The Day
Calendar
Calculator
Show Tool Bar
Show Inventory Tool Bar
Show Multi-Store Tool Bar
New Company Setup
About POSITIVE For Windows
Log-In
Event Log
PFW SupportNET (Online Support)
Registration

Screen shot example: After clicking on PFW SupportNet

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Support Center

- Register**
Register a new account to submit new tickets or manage subscriptions.
- Submit a Ticket**
Submit a new issue to a department.
- Knowledgebase**
View categorized listing of all common frequently asked questions.
- Troubleshoot**
Take a step by step tour to find the solution to all your issues.
- News**
View latest company news and announcements.
- Downloads**
View our categorized library of downloads for all necessary manuals, software etc.

Popular Troubleshooter Categories

Category	Views
General	335

Latest Knowledgebase Articles

Article Title	Date Added
How To Correct An Invoice With Wrong Selling Prices	25 Jan 2006 10:53 AM
Batch result of "ST"	19 Jan 2006 08:57 AM
HOW To Export PFW GL to Quickbooks	13 Jan 2006 09:37 AM
PFW locking up when tendering an Invoice	09 Jan 2006 08:19 AM

Login [Lost Password]

Email:

Password:

Remember Me:

Search

-- Entire Support Site --

Latest News XML

- » January 17: Upgrade your POSitive!
- » January 12: New Version of PFW now available!
- » December 28: End of Year Check List
- » December 28: End of Year Procedures
- » December 21: POSitive For Windows - IMPORTANT ANNOUNCEMENT -- Fiscal Year End Procedures

Live Support **OFFLINE**

Screen shot example: Submit a ticket

The screenshot shows a web interface for submitting a support ticket. The page has a blue header with the 'SupportNet' logo and the date 'Jan 25 2006'. The main content area is titled 'Support Center » Submit a Ticket » Support'. There are three main sections: 'Submit a Ticket', 'Login', and 'Search'. The 'Submit a Ticket' section contains a form with three parts: 'General Information', 'Message Details', and 'Upload File(s)'. The 'General Information' section has fields for 'Full Name', 'Email', and 'Priority'. The 'Message Details' section has a 'Subject' field and a large text area for the message. The 'Upload File(s)' section has a file input field and a 'Browse...' button. The 'Login' section has fields for 'Email', 'Password', and 'Remember Me', along with a 'Login' button. The 'Search' section has a search input field and a 'Search' button. There are three pink callout boxes with red arrows pointing to specific elements: one pointing to the 'Full Name' field, one pointing to the message text area, and one pointing to the 'Browse...' button. The 'Live Support' status is shown as 'OFFLINE'.

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Support Center » Submit a Ticket » Support

> Submit a Ticket

If you can't find a solution to your problems in our [knowledgebase](#), you can fill the fields below with as detailed information as possible and send it to our support technicians.

General Information

Full Name: **Please include your company name**

Email:

Priority:

Message Details

Subject:

Please make this as detailed as possible. Step by step if possible.

Upload File(s)

You may attach screen shots or small files (less than 1 mb)

> Login [Lost Password]

Email:

Password:

Remember Me:

> Search

-- Entire Support Site --

Live Support **OFFLINE**

Screen shot example: E-mail confirmation

[#WFG-939857]: My Company Name - Inventory Reports

 support@gopositive.com

To: Mike Goodmansen

My Company Name,

Your ticket has been received, one of the staff members will review it and reply accordingly. Listed below are details of this ticket, Please make sure the Ticket ID remains in the subject at all times.

Ticket ID: WFG-939857

Subject: My Company Name - Inventory Reports

Department: Support

Priority: Low

Status: Open

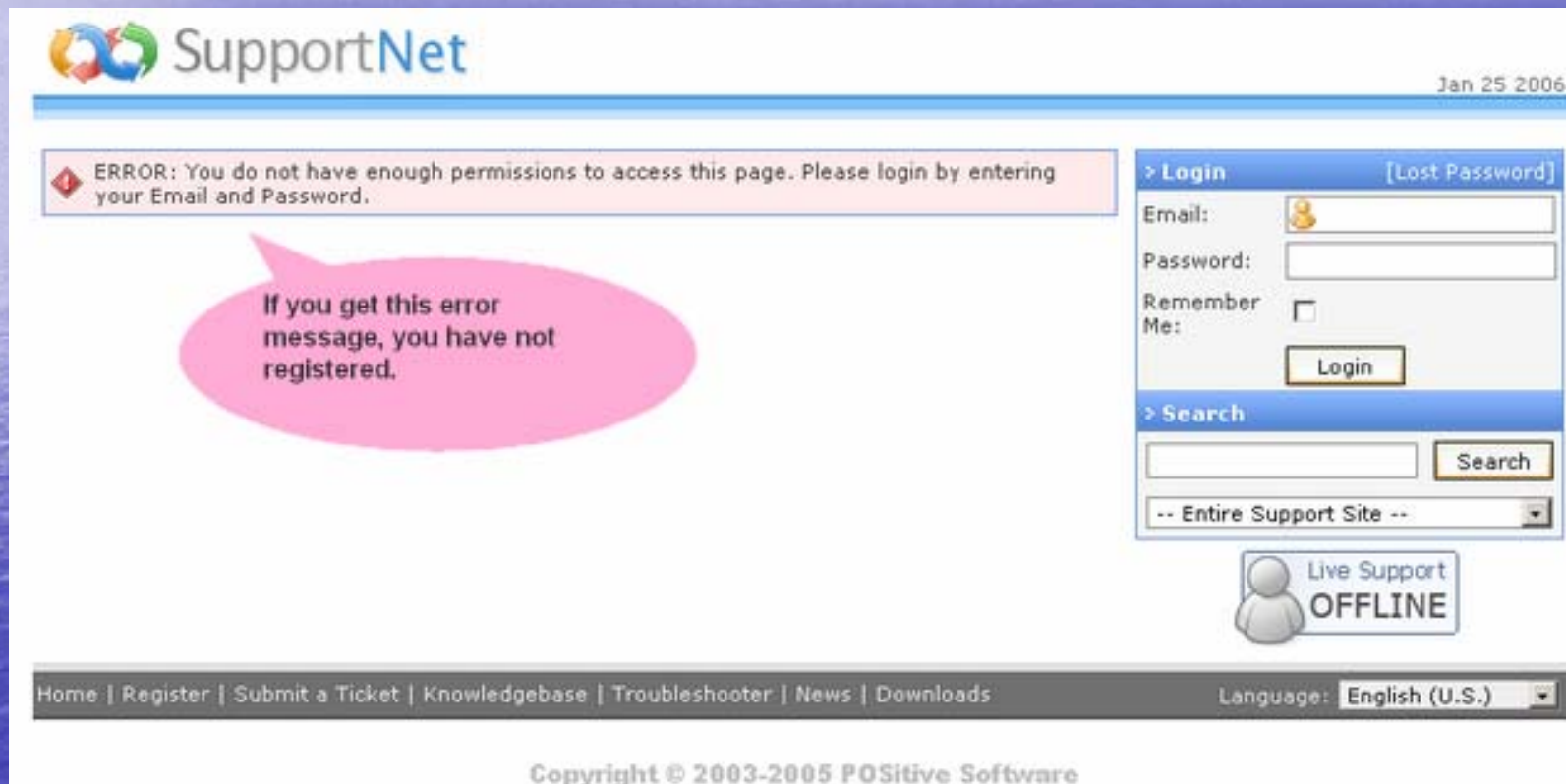
You can check the status or reply to this ticket online at:

<http://support.gopositive.com/supportnet/>

Please do let us know if we can assist you any further,

POSitive SupportNET

Screen shot example: Error message if you have not registered



The screenshot displays the SupportNet website interface. At the top left is the SupportNet logo, and at the top right is the date "Jan 25 2006". A red error message box states: "ERROR: You do not have enough permissions to access this page. Please login by entering your Email and Password." A pink speech bubble points to this message with the text: "If you get this error message, you have not registered." To the right is a login form with fields for "Email:" and "Password:", a "Remember Me:" checkbox, and a "Login" button. Below the login form is a search section with a search input field, a "Search" button, and a dropdown menu set to "-- Entire Support Site --". At the bottom right, there is a "Live Support" icon that is currently "OFFLINE". The footer contains navigation links: "Home | Register | Submit a Ticket | Knowledgebase | Troubleshooter | News | Downloads", a language dropdown set to "English (U.S.)", and the copyright notice "Copyright © 2003-2005 POSitive Software".

SupportNet

Jan 25 2006

ERROR: You do not have enough permissions to access this page. Please login by entering your Email and Password.

If you get this error message, you have not registered.

> Login [Lost Password]

Email:

Password:

Remember Me:

Login

> Search

Search

-- Entire Support Site --


Live Support
OFFLINE

Home | Register | Submit a Ticket | Knowledgebase | Troubleshooter | News | Downloads

Language: English (U.S.)

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Screen shot example: Register



The screenshot shows the SupportNet registration page. At the top left is the SupportNet logo, and at the top right is the date "Jan 25 2006". Below the logo is a breadcrumb trail: "Support Center » Register". A red error message box at the top left states "One of the required field(s) is empty". The main registration form is titled "Register" and includes instructions: "Please fill in the fields below to register for a new account. Once registered you might have to validate your email to enable your account." The form is divided into "General Details" and "Login" sections. The "General Details" section has fields for "Full Name" (filled with "My Company Name"), "Email" (filled with "me@mycompany.com"), "Password" (filled with "****"), and "Password (Again)" (filled with "****"). Below these fields are "Register" and "Reset" buttons, and a "Back" link. The "Login" section has fields for "Email" (with a user icon), "Password", and a "Remember Me" checkbox (unchecked). A "Login" button is present. Below the login section is a "Search" section with a search input field, a "Search" button, and a dropdown menu set to "-- Entire Support Site --". At the bottom right of the page is a "Live Support OFFLINE" indicator with a person icon. The footer contains navigation links: "Home | Register | Submit a Ticket | Knowledgebase | Troubleshooter | News | Downloads", a language dropdown set to "English (U.S.)", and the copyright notice "Copyright © 2003-2005 POSitive Software".

SupportNet

Jan 25 2006

Support Center » Register

One of the required field(s) is empty

> Register

Please fill in the fields below to register for a new account. Once registered you might have to validate your email to enable your account.

General Details

Full Name: My Company Name

Email: me@mycompany.com

Password: ****

Password (Again): ****

Register Reset

Back

> Login [Lost Password]

Email:

Password:

Remember Me:

Login

> Search

Search

-- Entire Support Site --

Live Support OFFLINE

Home | Register | Submit a Ticket | Knowledgebase | Troubleshooter | News | Downloads

Language: English (U.S.)

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Screen shot example: Confirmation

[#WFG-939857]: My Company Name - Inventory Reports

 Mike Goodmansen [support@gopositive.com]

To: Mike Goodmansen

Yes, what you need is readily available.

Go to Manager Console and click on Report Center in the bottom right.

Now click on Report Center Help [F9] button at the bottom.

This describes each report and gives sample screen shots.

Thank you,

Mike Goodmansen
Support Technician
POSitive Software Company

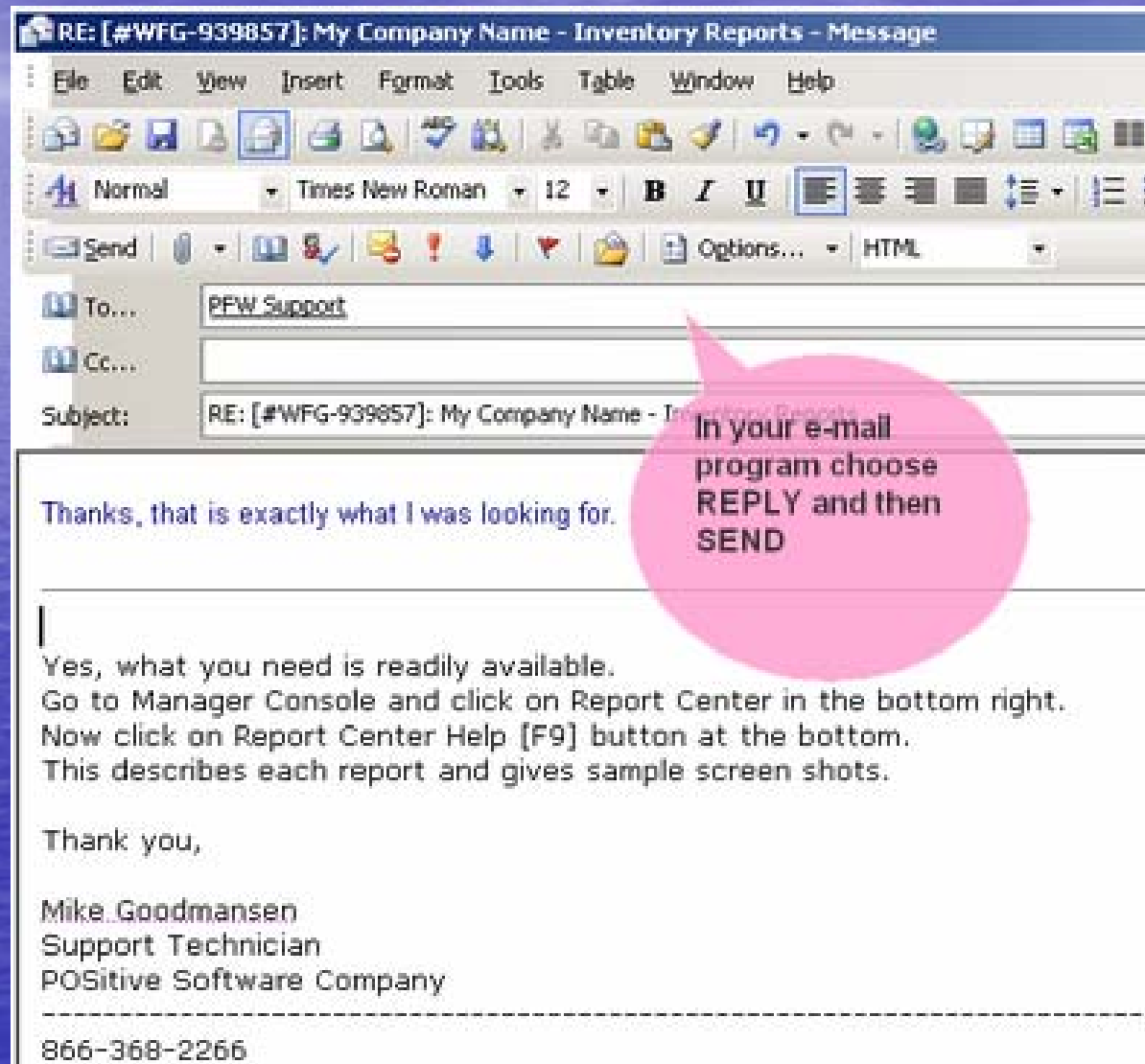
866-368-2266

Web: <http://www.gopositive.com>
Support: <http://support.gopositive.com>

Ticket Details

Ticket ID: WFG-939857
Department: Support
Priority: Low
Status: [Open](#)

Screen shot example: How to respond to email ticket



Screen shot example: If not on support

The screenshot shows a web browser window titled "PFW SupportNET". The main content area features the "POSITIVE Software Company" logo on the left and an "offlineleave a message" button on the right. A navigation menu below the logo includes "Home", "POS Software", "E-Commerce", "Support", "Downloads", "Dealers", and "Support". A pink speech bubble points to the "Support" link in the menu, containing the text: "If you are not on technical support, you will only see the POSITIVE website". Below the navigation menu is a "Welcome To POSitive Software" banner with "About Us", "Contact Us", and "Buy Now" buttons. The main content area is titled "Welcome to POSitive Support" and includes a navigation menu with "Overview", "Documents", "Training", "Pricing", "FAQ", and "Forum". The "Overview" section contains text about technical support contracts and a link to the support knowledge base. The "On this page" section is partially visible at the bottom.

PFWSupportNET

POSITIVE
Software Company

offlineleave a message

Home POS Software E-Commerce **Support** Downloads Dealers Support

Welcome To POSitive Software About Us Contact Us Buy Now

Welcome to POSitive Support

Overview Documents Training Pricing FAQ Forum

POSitive Software technical support contracts are available as prepaid annual agreements. Our friendly customer support representatives are always ready to help you with your problems. Our technical support staff has the expertise to answer your questions on installation and operation of our POS software. Phone support is available from 7 AM to 5 PM, after hours support is also available for an additional fee.

[Click here](#) to view our support knowledge base.

On this page

Screen shot example: List of your tickets

SupportNet Jan 25 2006

Support Center » Ticket List

> Ticket List

Listed below are the Tickets submitted by you, You can Click on a Ticket Subject to view the Ticket History.

Page 1 of 30 1 2 3 4 5 > >

Ticket ID	Last Replier	Status	Priority	Department
My Company Name - Inventory Reports				
WFG-939857	Mike Goodmansen	Open	Low	Support
PROCEDURE - What is the procedure for...?				
HFF-701468	Mike Goodmansen	Open	Low	Support
Stock Status - newest dlls				
JRU-756227	Mike Goodmansen	On Hold	Low	Fixed Bugs

My Account [Logout]

Logged In: **mike@gopositive.com**

My Account

Change Password

> Search

-- Entire Support Site --

LIVE Support OFFLINE

Look at your tickets and respond if you wish

Support Forums

- Public internet message forum
- Go to www.gopositive.com/support then click on Forum
- Or <http://support.gopositive.com/forums/>



Screen shot example: Forums

SupportNet

Welcome, **Guest**. Please [login](#) or [register](#).
January 25, 2006, 03:14:25 PM

[home](#) [help](#) [login](#) [register](#)

POSitive SupportNET Forums - POSitive SupportNET Forums - Index »

POSitive SupportNET Forums Members: 577 • Posts: 4285 • Topics: 1466

POSitive for Windows 4.3 has been released. See the "News" board for details

Board name	Topics	Posts	Last post
General			
News Read about the latest happenings of our site! Moderator: John Hickey	25	62	January 19, 2006, 01:08:19 PM in POSitive For Windows 4.3... by John Hickey

POSitive SupportNET Forums - Info Center

Recent Posts

Recent Posts
View the 10 most recent posts on the forum. "POSitive For Windows 4.3..." is the most recently updated topic (January 19, 2006, 01:08:19 PM)

Users Online

2 Guests, 1 User
Users active in past 15 minutes:
Docred