
OverNet Computer Services

Mechanic helpdesk query

How to clear the Mechanic print queues.

This document describes how to clear any or all of the three (3) Mechanic print queues.

The Mechanic print queues are maintained to allow all jobs to be printed (at least once). This is often critical towards maintaining a paper trail or for auditing purposes. The most common copy that is kept is the OFFICE COPY of invoices

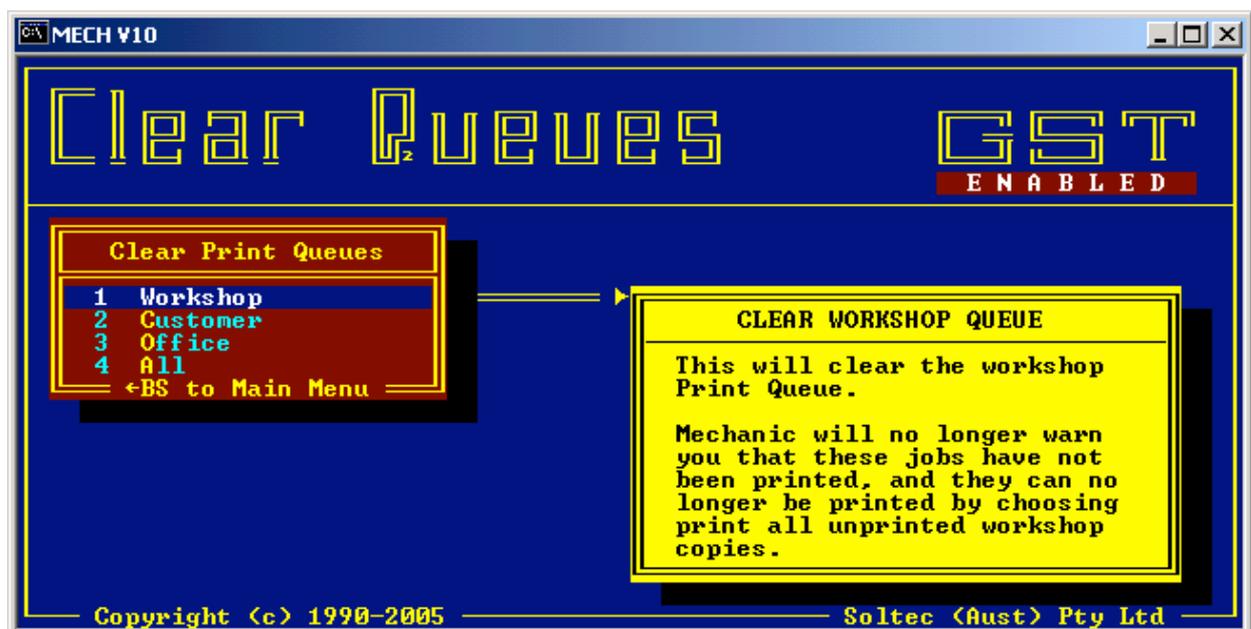
MECHANIC HAS THREE PRINT QUEUES:

1. The WORKSHOP print queue - A list of jobs that have been started that have not yet had a job card (workshop copy) printed.
2. The CUSTOMER print queue - A list of invoices (i.e., ready invoice or posted) that have not yet had a customer copy printed.
3. The OFFICE print queue - A list of posted invoices that have not yet had an office copy printed.

Sites that sell a lot of parts will often enter invoices but do not require a workshop copy. Likewise, maintenance depots that don't issue customer invoices may not need both the customer and office copies.

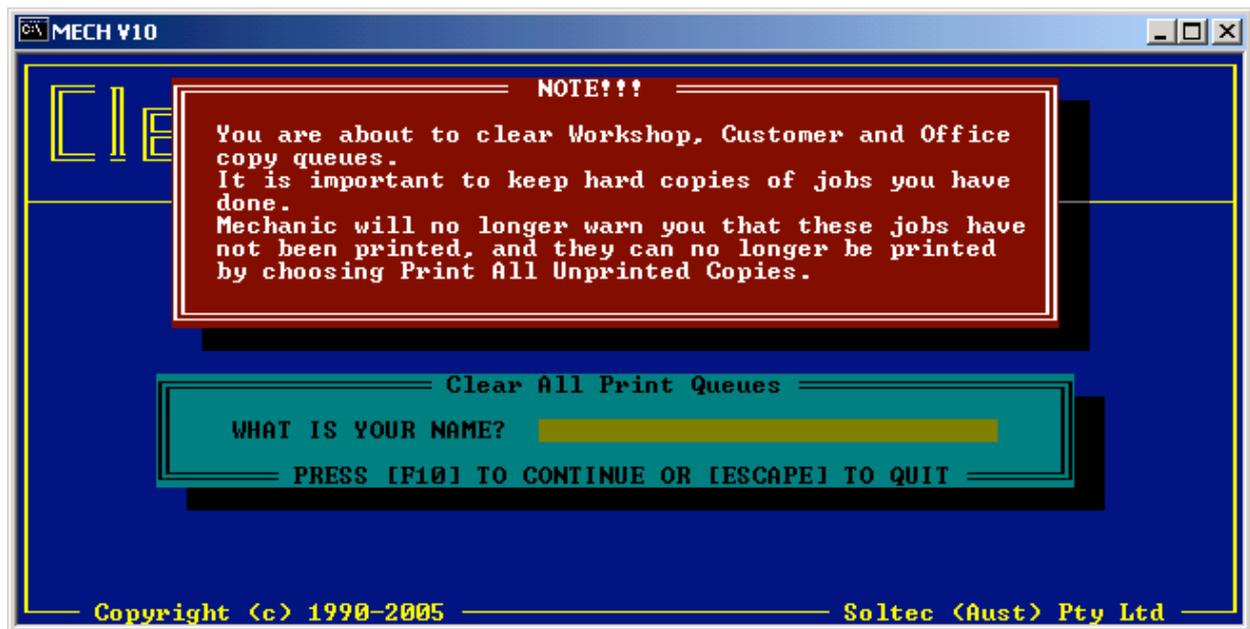
CLEARING THE PRINT QUEUES:

From the Main Menu, select option 6 - System Maintenance, enter the normal password, and then select option 3 - Clear Print Queues.



- Select option 1 - Workshop - to clear all unprinted job cards.
- or
- Select option 2 - Customer - to clear all unprinted customer invoices.
- or
- Select option 3 - Office - to clear all unprinted office copies of invoices.
- or
- Select option 4 - All - to clear all the queues.

Upon selecting any items from this menu, you will be prompted with a warning and to enter your name and press F10.



NOTE: Depending on the queue size this procedure may take several minutes.

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