



**Version 2.5.3**

**ADMINISTRATORS  
MANUAL**

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## OVERVIEW

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Thank you for choosing Questimates as your estimating software. In today's market, clients expect their quotations quickly, and our software is designed to help you in dealing with this challenge.

This estimating software will help you to create and manage quotations. Its ease of use allows any of your staff to create professional quotations in a quick and accurate way. The created quotations can be saved with the customer's information. The saved quotes can also be retrieved at a later point again by either searching for them by customer name (or phone number), quote date or quote number.

Once a quotation has been completed you can print them for a professional presentation.

This software can also produce work orders, invoices and receipts very easy, fast and professional. You can change quotes to any of the above in just a few seconds and track client-spending while doing it. The receivables (I) allows you to see quickly who owes you money and is being updated with new invoices as they are issued.

Questimates can create many reports for you.

It is highly customizable, allowing you to configure it to the individual requirements of your business. You can not only input your selling prices, but also your costs of the products and services you are offering. By being able to see your costs for any given job at "the push of a button", you don't have to rely on guessing to stay in control of you cost of sales.

This manual contains instructions for the base module and the invoicing module. Items applicable for invoicing only will be marked with (I) in the heading.

# INSTALLATION

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## SYSTEM REQUIREMENTS

- Minimum: Pentium II Processor w. 128MB RAM
- Windows 98/Me/2000/XP with Internet Explorer 4.01 or higher
- 35 MB free disk space client and 40 MB free disk space server
- CD-ROM drive for installation
- Min. 800 x 600 screen resolution
- Windows-compatible mouse or other pointing device and keyboard

To install Questimates double-click the file "AUTORUN.EXE" (when installing from CD, it will automatically start on most systems)

Choose "NETWORK MASTER INSTALL". This will install the network-master files, which are needed to run Questimates on one or more systems within your business. This installation has to be done into a newly created directory which has to be accessible by all workstations (read/write) on which Questimates is going to be installed. By default the installation will select "C:\Questmaster". You can either select to install it to a file-server you are running or the computer where the client is mostly used. The server is only a set of shared files, no server software is actually running on the computer hosting the files.

After the "Network Master Install" is done, please proceed by running the "CLIENT INSTALLER" on each system on which you wish to use Questimates. Follow the on-screen instructions for the installations. The program will prompt you to input the path where you would like to have Questimates - Clients Installed (it defaults to C:\Questimates). You can either use the default directory, or choose your own (**it has to be different from the Questmaster directory** which was used before to install the Network information.)

After completing the installation, start Questimates for the first time (on each system you did the "Client Installer"). When starting it for the first time, you will be asked to assign this computer a Network ID (any number from 0 - 9). It is recommended to start with 1 and build up from there (rather than 0) as the ID becomes the 1<sup>st</sup> digit on every quote which goes out from that system (i.e. 10001 for the first quote from the ID station 1). When using ID 0, the quote number would read 00001 which may be confusing when searching for an item. It is therefore recommended to keep #0 for the 10<sup>th</sup> workstation if necessary. The ID will also identify invoices and receipts.

You will also be asked to input the Network Master path - this is where the program can find the master files (the path is the one you chose when running the "Network Master Install" (which as set by default to C:\Questmaster).

Now exit Questimates and install the license-file disk from one workstation if you have purchased the full version. You will have to re-start each client twice afterwards to initialize the license on the system.

If you are running ACT! on the computer on which you are installing a Questimates Client, you can also run the "ACT MAPPING FILE INSTALL". This will allow you to export your client information from Questimates into ACT!.

In the event, that you are wanting to installin the "Act Mapping File" on a computer which does not have the Client Install of Questimates installed, and you get an error message trying it, you have to manually copy the "Questimates.map" file from the "ACT" directory on the CD to the desired location.

All manuals are also available to you by clicking "Manual in PDF Format" in the installer, which allows you to make printouts from this manual. You have the possibility to install Acrobat Reader by clicking "Install Acrobat Reader".

## **PROGRAM MENU FOR ADMINISTRATION - OVERVIEW**

---

### SYSTEM

Contains all items you need to configure your program (anything to do with configuration is password protected. The default-password is "Pass" - case-sensitive)

### COST

Contains all items you need to view your cost (anything to do with cost is password protected)

### TOOLS

.EXE files which are being saved into the "\QuestMaster\qTools" folder are being displayed in this menu.

These can be downloaded items, tools purchased from third parties or your own programs.

## SYSTEM

---

In System you will find all system related tools as well as the configuration tools.

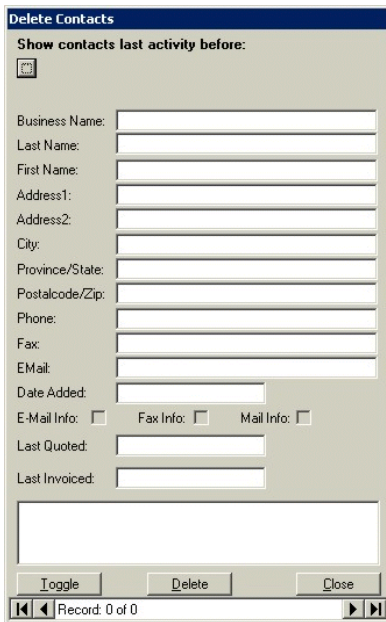
### UPDATE

Updates the data

This command should be used on all computers on the network after price updates are done to reflect them on all systems using Questimates or when a computer was used "offline" to create or modify quotes to update the master-files.

The update function is automatically performed every time Questimates is started, and sometimes when the program notices that it was off-line due to server-failure.

### DELETE CONTACTS



Allows you to delete old clients.

#### *Toggle*

Allows you to toggle between these options:

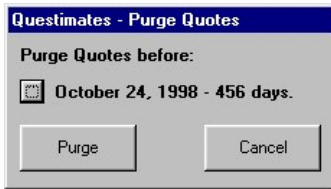
- Show contacts whose last activity was before... (defaults to 365 days back) - choose the date by clicking the little box located in the top left corner of the screen
- Search by name

You can scroll through the clients by using the scroll bar located at the bottom of the window.

When viewing a client, you can view date of the last time quoted and invoiced/receipted(I).

Please be aware that when you delete a client, it is permanently deleted without any way of getting it back or re-connect it with its history.

## PURGE ITEMS

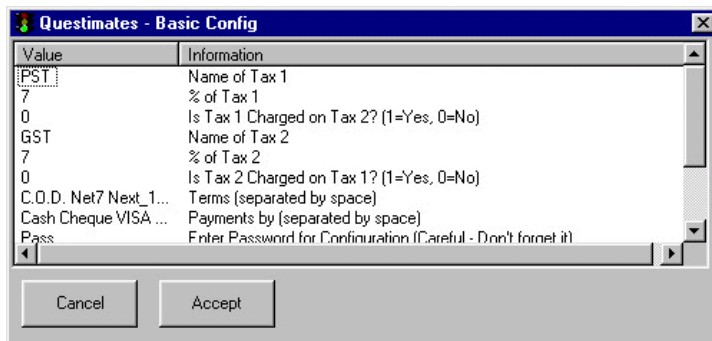


Allows you to delete old quote details. Select the cut-off date as of when (counting back) you wish to delete old quotes and then simply click "Purge".

Please be aware that this is a final action without any way of getting the purged quotes back.

## BASIC

Allows you to configure taxes, passwords and other items.



To enter data, slowly click twice on the value of the item you want to change, or once and then press "F2".

### *Taxes*

You can input up to 2 different taxes

#### *Name of Tax*

(i.e. GST) - Type in the name of the tax the way you want it to appear in the quote

#### *% of Tax*

Type in the percentage of the tax

#### *Is Tax 1 charged on Tax 2 (and vice versa)*

Type 0 for No or 1 for Yes

### *Terms*

When entering terms, the program is able to calculate estimated due dates (invoicing version only) if your terms follow any of the following structures (the value 7 can be replaced by any number and is only given as a sample):

C.O.D. or COD - Due Now

Net\_7, Net7, 7\_Days - Due 7 days after invoice

Next7th, Next\_7th, 7thNxtMth - Due the 7<sup>th</sup> day of the month following the charge

The first term is the default for new contacts.

### *Payments (I)*

You can define different payment-methods. Like the Terms, these items are separated by spaces. In the Daily Cash Report, these methods of payment will be printed separated.

### Passwords

You can define separate passwords (case-sensitive) for different areas (some of them valid only for invoicing).

The passwords can be up to 10 digits or letters. Please make sure to choose a memorable password for the configuration, as there is no possibility for you to access this password if it is forgotten.

MAK Marketing can unlock the software for you, but this will take some time and you have to prove that you are authorized.

### Interest

You can enter the monthly interest in % which Questimates will display for overdue Invoices when printing statements.

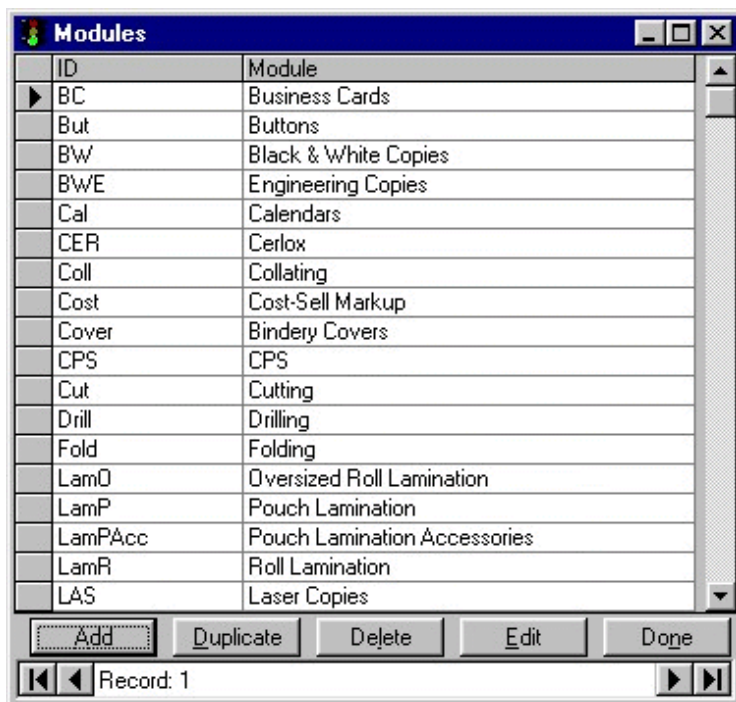
## COMPANY

Allows you to input your company information as it should show on printouts. You can input your company name, up to 4 lines of address information, phone, fax and email. You can also input up to 3 "Infolines" which will appear on the bottom of the quotes (great for information such as disclaimers, and information on how long the quote is valid for).

If invoicing was not purchased you also enter TaxID and Invoicing lines which will be printed on the bottom of invoices and receipts. To enter data, slowly click twice on the value of the item you want to change, or once and then press "F2".

## MODULES USED

Allows you to configure the names and types of modules you want to use in your installation.



You can add new modules or duplicate, edit and delete existing modules. Each module has an ID and a Name.

You can scroll through the list of existing modules by either using the scroll bar on the right side of the window or the record scroll on the bottom of the window.

It is possible for intermediate programmers to create their own modules to be used in-house or even sold to other users. Please contact us for more information.

### *ID (Short ID)*

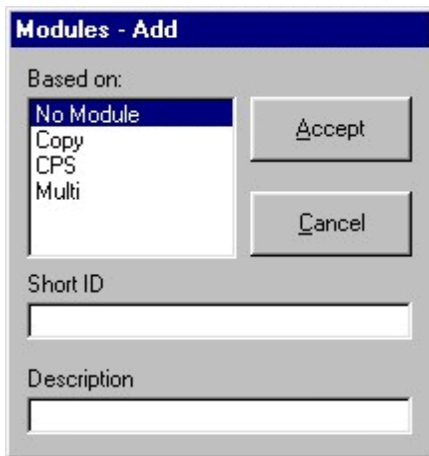
Should describe the module (not more than 15 Characters - the shorter the better, all one word, upper and lower case allowed, letters and numbers only) I.e. "Cer" for Cerlox The ID should to start with a letter (A to Z), not a number or space.

### *Module (Description)*

This is the name of the module (up to 50 characters. It can consist of various words, upper and lower case, letters and numbers only) I.e. "Cerlox"

### *Add*

Allows you to add a new module based on the master-modules you have.



### *Based on*

"No Module" which adds the "module" to your list with the "Description", but does not have any price calculation associated or you can base it on one of the modules you have purchased (i.e. the multi or copy module or third party supplied)

### *Short ID and Description*

Input information as described in "ID" and "Modules" above

Exit this window by either clicking on "Done" to accept the data input to create a new module or by clicking on "Cancel" to exit without adding a new module.

### *Duplicate*

Allows you to duplicate an existing module with all its settings. Again, you will be asked to input a Short ID and Description.

### *Delete*

Allows you to delete an existing module you do not need to use anymore. Any quotes with these modules given out will retain their price-information but can only be changed manually.

### Edit

Allows you to modify an existing module's name and/or ID. When you click on "Edit" a warning message will appear, explaining that if you perform this edit on the net work and someone, who is offline and gives out a quote using this module will have a broken link.

The best way to ensure this does not happen, is to only edit the module when you can make sure that all systems are updated immediately before and after the edit.

## MODULES

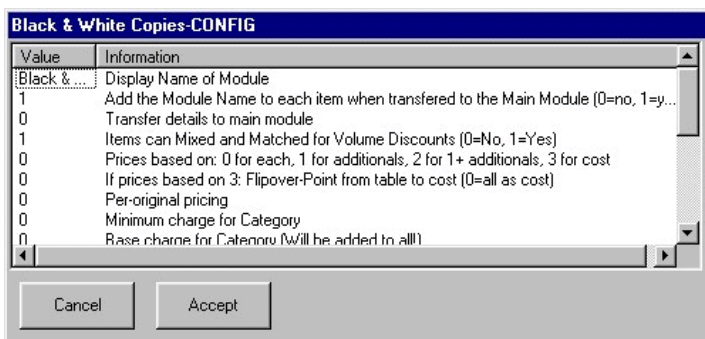
Now that the modules are configured with ID and name, you can input the information for each module.

Under the Modules - choose the module you wish to configure.



### Basic Settings - Multi Module

Allows you to configure the name, details of the module and calculation methods used.



To change the option (0, 1 etc.) in the basic setting, click on the number and then hit "F2" to be able to modify the number or click it twice with a small delay between the clicks.

### *Display Name of Module*

Input the name of the Module (i.e. Cerlox).

### *Add the Module Name to each item when transferred to the Main Module*

0=No 1=Yes

Choose yes when your module name is repeated in each item and you don't want to input it with each item (i.e. 1/4" Cerlox, 5/8" Cerlox etc. - you would only input the sizes 1/4", 5/8" when you configure your items and set this to "1=Yes" to repeat "Cerlox with each item)

### *Use Search & Add*

0=No 1=Yes

This feature can be very useful when you have many different items in one module (i.e. paper). Search and Add allows you to search through a list of items for faster access (i.e. search for "20 soft" - to find Xerox 20# softcolored paper, which as its name starts with "X" would be very far down on your list and takes long to scroll down). This function is also very handy when you are looking for paper and you don't know the manufacturer's name, only the weight of the paper you are looking for. By searching for the weight you can narrow down the list of items to look through. The selection is modified instantly.

### *Full Numbers/All Allowed*

0=Full Numbers            You are able to only input full numbers (1, 2, 3)

1=All Allowed            Allows decimals (4.5, 6.75).

I.e. when configuring Cerlox you want to be able to only input full numbers (100, 200 etc.), but when configuring cutting/inch you want to be able to also input other numbers (3.5, 4.75 etc.)

### *Mix and Match for Volume Discounts*

0=No                      You cannot mix various items within one module to be applied towards volume discounts

1=Yes                     You can mix various items within one module to be applied towards volume discounts (the total quantity of all items is added together to determine the volume price break category - i.e. 10 of one and 40 of another item would mean that all items are priced in the 50 piece volume price category)

I.e. you sell 10 1/4" Cerlox and 40 5/8" Cerlox:

If you choose to allow mix and match, the quote will show the price for 10 x 1/4 Cerlox at the 50 piece price break and for 40 x 5/8" Cerlox at the 50 piece price break.

If you choose not to allow mix and match, the quote will show the price for 10 x 1/4" Cerlox at the 10 piece price break and for 40 x 5/8" Cerlox at the 40 piece price break.

### *Prices based on Each/Additional /1 + Additional /Cost*

0=Each

Sample:

Prices: 1-10 Cerlox=\$2.00, 11-50 Cerlox=\$1.00

5 Cerlox will cost \$2.00 each or 20 Cerlox will cost \$1.00 each

1=Additional

Prices: 1-10 Cerlox=\$2.00, 11-50 Cerlox=\$1.00

20 Cerlox will cost 10 x \$2.00 (for the first 10 pieces) + 10 x \$1.00 (for the 11<sup>th</sup> to 20<sup>th</sup> piece)

2=1+Additional  
Prices: 1 Cerlox=\$3.00, 2-10 Cerlox=\$1.00, 11-50 Cerlox=\$0.75  
i.e. 20 Cerlox=1 x \$3.00 (for the 1<sup>st</sup> piece) + 19 x \$0.75

3=Cost  
Prices are based on your cost-sell markup which you can input in the "Margin" configuration which will become available as a selection on the configuration screen after choosing this method.

#### *Flip-Over Point*

Allows you to determine a quantity to flip between the price set in the module and the cost-based margin mark-up. Any quantity below this flip point is priced with the set price, every quantity above the flip point is priced based on the cost margin.

This is handy if you want for example base your paper-prices on your cost, but want to have a set price for lower amounts (100 sheets or so).

The program will still use the fixed price, even if you are over the flip-over point, if the per piece price would be higher when calculated by cost.

#### *Minimum Charge for Category*

Allows you to set a minimum charge for a particular module

The minimum charge set in the basic configuration is based on a minimum charge for the whole module, not for each individual item in that module.

#### *Base Charge for Category*

Allows you to set a base charge for a particular module.

The base charge set in the basic configuration is based on a base charge for the whole module, not for each item in that module. It will be added once to the total of the module.

#### *Cost in \$ for Countertime and Machine Setup*

Allows you to set a \$-value for time spend before the machines actually run the job (input an average value)

Formula:

Employee Cost/Hour / 60 x Time Spent in Minutes = \$-value

I.e. If your cost for an employee would be \$10.00/hour and the average counter time spent with a client to explain and take the job in and machine setup time spent on a job in the category you want to configure would be 10 minutes. To calculate your \$-figure, now simply calculate  $\$10 / 60 \times 10 = \$1.67$ . Enter 1.67 in the setup.

#### *Display in First Line*

Allows you to add a comment line to your module which shows on the top of the module (this configuration is optional)

I.e. in the Cerlox module you could add the line "Don't forget to ask for Covers"

## Basic Settings - Copy Module

Allows you to configure the name, details of the module and calculation methods used. To change the option (0, 1 etc.) in the basic setting, click on the number in the first column and then hit "F2" to be able to modify the number or click a second time after a short delay.

### *Display Name of Module*

Input the name of the Module (i.e. Black and White Copies).

### *Add the Module Name to each item when transferred to the Main Module*

0=No 1=Yes

Choose yes when your module name is repeated in each item and you don't want to input it with each item (i.e. 8.5" x 11" Black and White Copies, etc. - you would only input the sizes 8.5" x 11" when you configure your items and set this to "1=Yes" to repeat "Black and White Copies" with each item)

### *Mix and Match for Volume Discounts*

0=No You cannot mix various items within one module to be applied to wards volume discounts

1=Yes You can mix various items within one module to be applied to wards volume discounts (the total quantity of all items is added together to determine the volume price break category - i.e. 10 of one and 40 of another item would mean that all items are priced in the 50 piece volume price category)

I.e. you sell 10 Copies 8.5" x 11" and 40 Copies 11" x 17":

If you choose to allow mix and match, the quote will show the price for 10 Copies 8.5" x 11" at the 50 piece price break and for 40 Copies 11" x 17" at the 50 piece price break.

If you choose not to allow mix and match, the quote will show the price for 10 Copies 8.5" x 11" at the 10 piece price break and for 40 Copies 11" x 17" at the 40 piece price break.

### *Prices based on Each/Additional/1 + Additional /Cost*

0=Each

Sample:

Prices: 1-10 Copies=\$0.15, 11-50 Copies=\$0.10

5 Copies will cost \$0.15 each or 20 Copies will cost \$0.10 each

1=Additional

Prices: 1-10 Copies=\$0.15, 11-50 Copies=\$0.10

20 Copies will cost 10 x \$0.15 (for the first 10 pieces) + 10 x \$0.10 (for the 11<sup>th</sup> to 20<sup>th</sup> piece)

2=1+Additional

Prices: 1 Copies=\$0.20, 2-10 Copies=\$0.10,

11-50 Copies=\$0.08

i.e. 20 Copies=1 x \$0.20 (for the 1<sup>st</sup> piece) + 19 x \$0.08

3=Cost

Prices are based on your cost-sell markup which you can input in the "Margin" configuration

### *Flip-Over Point*

Allows you to determine a quantity to flip between the price set in the module and the cost-based margin mark-up. Any quantity below this flip point is priced with the set price, every quantity above the flip point is priced based on the cost margin. The program will still use the

fixed price, even if you are over the flip-over point, if the per piece price would be higher when calculated by cost.

*Price Per Original*

Allows you to set your pricing on a per original basis. This will disable any Mix- and Match Options.

*Minimum Charge for Category*

Allows you to set a minimum charge for a particular module  
The minimum charge set in the basic configuration is based on a minimum charge for the whole module, not for each item in that module.

*Base Charge for Category*

Allows you to set a base charge for a particular module.  
The base charge set in the basic configuration is based on a base charge for the whole module, not for each item in that module.

*Paper Discount Start Value*

Allows you to set a \$-value starting at which a paper discount is given (for double sided printing or printing on own paper)

*Charge per Manually Placed Original*

Allows you to set a \$-value per manually placed original (could be for time spent when placing a sheet of paper or a book manually on the glass of the copier. It could also be used to accommodate a Master Charge per original when you are running a Risograph for example).

*Cost per Manually Placed Original (Parts)*

Allows you to set a \$-value per manually placed original (i.e. when using it for a Risograph, input your cost/master here)

*Cost per Manually Placed Original (All)*

Allows you to set a \$-value per manually placed original all inclusive (take the \$-value you have from parts only and add your labour cost to it)

*Charge per Automatically Feedable Original*

Allows you to set a \$-value per automatically feedable original. This could be used to increase the charge of jobs with many originals (longer run times) over jobs with one original without having to alter the copy prices. It could also be used to accommodate a Master Charge per original when you are running a Risograph with Automatic Feeder for example).

*Cost per Automatically Feedable Original (Parts)*

Allows you to set a \$-value per automatically feedable original (i.e. when using it for a Risograph, input your cost/master here)

*Cost per Automatically Feedable Original (All)*

Allows you to set a \$-value per automatically feedable original all inclusive (take the \$-value you have from parts only and add your labour cost to it)

*Cost in \$ for Countertime and Machine Setup*

Allows you to set a \$-value for time spend before the machines actually run the job (input an average value)

Formula:

$\text{Cost/Hour} / 60 \times \text{Time Spent in Minutes} = \$\text{-value}$

I.e. Your cost for an employee would be \$10.00/hour and the average counter time spent with a client to explain and take the job in and machine setup time spent on a job in the category you want to configure would be 10 minutes. To calculate your \$-figure, now simply calculate  $\$10 / 60 \times 10 = \$1.67$

*Display in First Line*

Allows you to add a comment line to your module which shows on the top of the module (this configuration is optional)

I.e. in the Copies module you could add the line "Don't forget to ask for Special Paper".

## Items

Use this to configure the pricing for the various items in each module.

Black & White Copies-CONFIG						
START	Letter	Legal	11x17	17x22	Letter Spot (	Legal Spot (
Cost Simple	1.017045501	0.0210455	0.024991	0.09322	1.030184328	1.034184327
Cost All In	0.02571986	0.03371986	0.04233972	0.17983	0.047937	0.055937
Min. Charge	0	0	0	0	0	0
Base Charge	0	0	0	0	0	0
Max/Copy	0.15	0.16	0.375	2.25	0.225	0.24
PaperCredit	0.005	0.008	0.01	0	0.005	0.008
PaperCost	0.0068	0.01	0.012	0.07	0.0068	0.01
1	0.15	0.16	0.375	2.25	0.225	0.24
10	0.1	0.11	0.25	1.5	0.15	0.165
50	0.08	0.09	0.2	1.2	0.12	0.135
100	0.05	0.06	0.125	0.75	0.075	0.09
500	0.04	0.05	0.1	0.75	0.06	0.075
1000	0.035	0.045	0.085	0.75	0.0525	0.0675
2000	0.033	0.043	0.083	0.75	0.0495	0.0645

Navigation buttons: Add Row, Add Item, Rename, Sort/Save, Delete Row, Delete Item, Done

### Add Row

Adds a line to the quantities for price breaks you wish to set

### Delete Row

Deletes the selected row from the quantities for the price breaks you have set

### Add item

Adds an additional item

### Delete item

Deletes the selected item

### Rename

Renames the selected item

### Sort/Save

Sorts the rows (quantities) from the smallest (top) the largest number (bottom) and saves the file (we recommend to click on sort/save from time to time to ensure your data is saved). The saving is also done automatically when exiting the item configuration.

Right-click the button to save a basic representation of this screen to be opened by any word-processor or spreadsheet.

### Close

Closes the item configuration for the selected module

## **Multi Module**

### *Minimum Charge*

Allows you to set a minimum charge for each item selected

### *Base Charge*

Allows you to set a base charge for each item selected

### *Quantities*

You can add, delete and set your own quantities for pricebreaks in any way you want (the quantity 1 however is a set value which cannot be deleted or changed)

### *Sort/Save*

CTRL+(Right-Click) on Sort/Save allows re-import of data stored in the Clipboard. This is for advanced users only who want to re-import data modified in a spreadsheet.

You first save the data as described above, import the tab-delimited file into a spreadsheet, modify it as needed, select the data in the spreadsheet and copy it to the Clipboard. Then you can re-import it into Questimates.

WARNING: This is a great way to quickly screw up a whole module if done improperly since it works on a very low level with no checks. Make sure you have a backup of the data just in case.

## **Copy Module**

### *Minimum Charge*

Allows you to set a minimum charge for each item selected

### *Base Charge*

Allows you to set a base charge for each item selected

### *Max/Copy*

Allows you to set a maximum price for a copy in this category

(I.e. if your price for 1 copy would be \$0.15 and you configured in the basic configuration that a manual feed copy has a surcharge of \$0.10 (which proves practical in higher quantities), the cost for 1 manual placed copy would come to  $\$0.15 + \$0.10 = \$0.25$ . But if you find this is too much, you can set your max/copy value to \$0.20 and when pricing out 1 manual feed copy, it will come up with \$0.20.)

### *Paper Credit*

Allows you to set the value which is deducted per copy when that impression is run on either the customer's own paper or run as a 2<sup>nd</sup> impression. (You are able to set the \$-start value at which you are offering this discount in the basic configuration).

### *Paper Cost*

Input the cost per sheet of paper used by default for printing in this module (i.e. Black and white copies 8.5" x 11" - let's say you would be using paper which costs \$35.00/5000 sheets which would bring the cost of 1 sheet of paper to \$0.007)

### *Quantities*

You can add, delete and set your own quantities for price breaks in any way you want (the quantity 1 however is a set value which cannot be deleted or changed)

## Cost

Allows you to configure your cost, which will allow you to view the cost for any job you are quoting “at the push of a button” (and the input of a password)

Questimates - Item Costing

Letter

Cost of Parts/Consumables:

Operator Cost \$/hr.:

Average Minutes to complete the item:

Machine Service Charge per Item in \$:

Cost for monthly Service Contract:

Average Items/Month:

Lease of Machinery

Lease-Cost/Month:

Purchase of Machinery

Purchase Price:

Estimated Months usage:

Estimated Items usage:

Total Cost/Item:

Copy Paste Select Item Done

## Explanation of Cost Simple and Cost All

### Cost Simple

This is the “raw” cost such as toner, paper, click charges for copying or cerlox binders for Cerlox binding, etc.

### Cost All

This is the “raw” cost plus the cost of producing your item such as labour, cost of machine-lease or machine-usage (if purchased) over its lifetime and monthly service cost (if it is not on a per click basis).

As you are probably aware, many people discard this “Cost All”. But what happens when you are producing an item high in labour cost for example?

Let’s say you would have to produce a cerlox binding which will take you 1 minute (done by an employee who costs you \$10/hr.) to do and the cost simple (material only) would be \$0.09.

Let’s assume you want to have a 25% cost of sale (simple):

$\$0.09 \times 4 = \$0.36$  (this would be your selling price based on the simple cost of 25%)

Now, let’s look at the total cost of producing this piece:

\$0.09	Simple Cost
\$0.16	Labour Cost (based on 2 min - \$10/hr.)
\$0.02	Approx. machine usage cost
-----	
\$0.27	Total Cost

Based on the selling price which was set by only looking at the simple cost your total cost would be 75%!

The total cost is a great tool to ensure that your cost of sales stay in a reasonable range. It can

also help greatly when setting up sale prices or special deals to ensure that your cost does not exceed your total cost to produce the job.

Choose the item you wish to configure (you have to enter your items first in the item configuration so that you can choose them in the cost configuration. If you wish to input your cost before you set your prices - which may be useful for a new product, enter the items first in the item configuration, but don't input the prices yet and then go to the cost configuration to input your costs. You can then review the costs for each item in the item configuration right above the prices which will help you to ensure a proper margin on all items before setting your prices)

#### *Cost of Parts/Consumables*

Input the cost of your parts/consumables only (i.e. paper, toner etc.). When inputting the cost for cutting for example there would not be any cost enter in this field as it is a service and nothing is physically manufactured.

#### *Operator Cost/hr.*

Input the average cost of the operator you have per hour for this particular item

#### *Average minutes to complete this item*

Input how long it takes to complete the work to be done for the item you are pricing out. I.e. if you are working out the cost for 1 black and white copy: machine runs 80 copies/minute = 1 copy takes 0.0125 (1/80) minutes, and if your machine takes 30 seconds for the first copy and your average run is 100 copies, you should take these numbers into account as well as it changes the time/item slightly.

#### *Machine Service Charge per Item*

Input your click-charge per item. When configuring a cost for a machine which does not have a click-charge, leave this field blank.

#### *Cost for Monthly Service Contract*

Input the charge/month for your servicing here if this machine has a flat fee for servicing rather than a click-charge.

#### *Average Items/Month*

Input how many pieces of the item you are configuring you producing on average per month.

#### *Lease of Machine*

Is applicable if you are leasing the machine you are using.

#### *Lease Cost/Month*

Check the left box if you are leasing the machine and input how much your lease cost per month is.

#### *Purchase of Machine*

Is applicable if you have purchased the machine you are using.

*Purchase Price*

Check the left box if you bought the machine and input the purchase price.

*Estimated Months Usage*

Check box and input how many months of usage you estimate to get during the machine's lifetime.

*Estimated Items Usage*

Check box and input how many items you estimate your machine will produce during its lifetime.

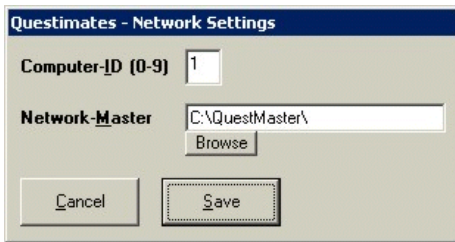
You can either check "Estimated Month Usage" or "Estimated Items Usage", but not both.

**End Config**

Exits the configuration and automatically locks the access to all configuration information. To get back into the configuration, you have to input the password again.

## NETWORK

This window will also automatically open when you install the Questimates for the first time.



### *Network ID*

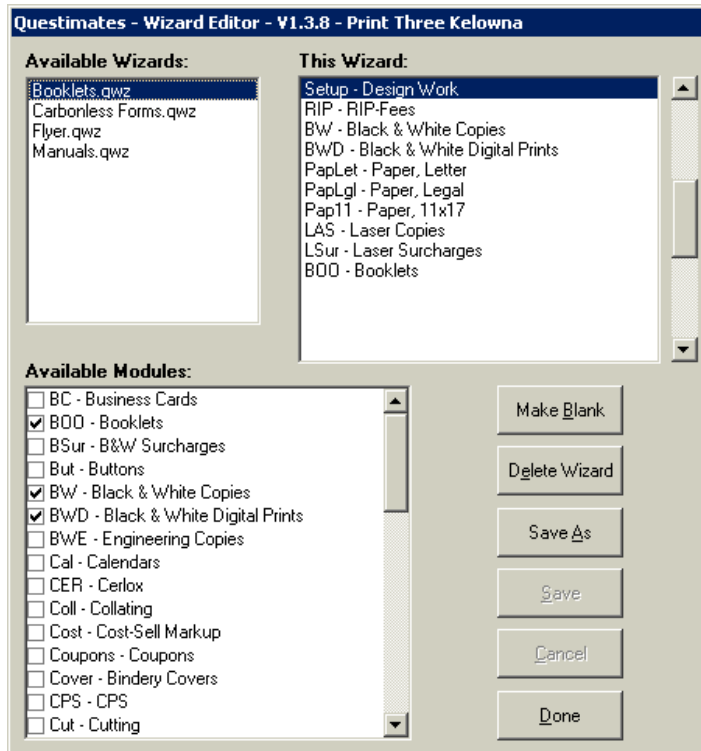
Assign each computer in your network an ID# (0-9). This ID# will stay with this computer on a permanent basis (unless the name of the computer is changed on the network). Start with ID#1 rather than 0 as the ID# represents the first digit of your quote #.

### *Network Master*

Input the path to the master files of Questimates here.

## WIZARDS

Allows you to configure customized Wizards.



It has proven to be beneficial to create the Wizards-list in the order of which the work will be done. (I.e. Design, Printing, Laminating, Binding, rather than Binding, Printing, Design, Laminating)

### *Available Wizards*

Shows you a list of all currently available Wizards

To choose the wizards you wish to work with, simply click on it and its configuration will be shown.

### *This Wizard*

Shows you all modules used by the currently selected Wizard in the order it will be listed. To change the order of the list, click on the item you wish to move and move it up or down by clicking on the up or down arrows on the scroll bar on the right hand side of the list.

### *Available Modules*

This list shows all available modules. You can select any of them by checking the box beside the name of the module. To take a module off your Wizard list you, take the check-mark off the list by clicking on the box beside the name of the module. You can scroll through the list by using the scroll bar on the right side of the list.

### *Make Blank*

Creates a new blank wizard. Save it and make sure to select a describing name for your new Wizard as this name will be used to create the Heading when using the Wizard.  
From there you can edit the Wizard by adding and deleting modules as explained above.

### *Delete Wizard*

Deletes the currently selected Wizard

### *Save As*

Select the existing Wizard to save it under a new name (make sure to select a descriptive name for your new Wizard as this name will be used to create a Heading when using the Wizard).  
From there you can edit the Wizard by adding and deleting modules as explained above.

### *Save*

Saves the Wizard.

### *Cancel*

Exits without saving the current Wizard.

### *Done*

Exits the Wizard Editor.

## **MAINTENANCE**

### *Database Maintenance*

When the same client all of a sudden shows up twice, this could solve the problem if it was not human-related. Duplicate invoices and duplicate invoice numbers after system problems can also often be fixed with this function. It also allows you to remove contacts with no transactions (duplicates) in the process.

## VIEWING OF COST

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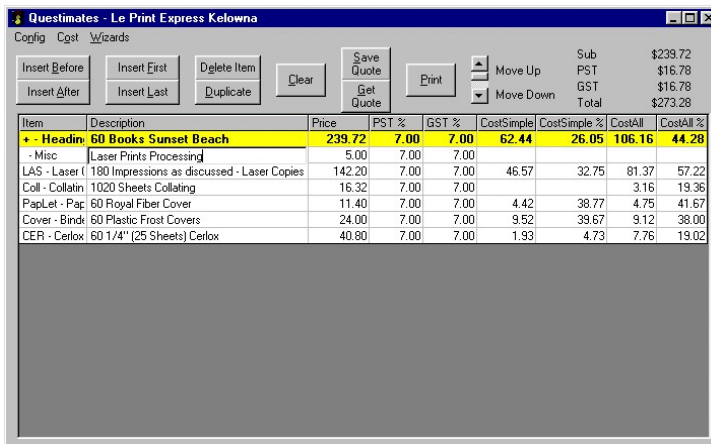
There are several options to view the cost.

In your Questimates Menu you can choose under Cost:

### DISPLAY COST

After inputing your password, the cost will be displayed in your quote-sheet on the right side (beside the taxes).

You may have to scroll the page to the right and/or maximize the program to see it. Alternatively you can also shorten the "Description"-field.



The screenshot shows the Questimates - Le Print Express Kelowna software interface. The window title is "Questimates - Le Print Express Kelowna". The interface includes a menu bar with "Coptlg", "Copt", and "Wizards". Below the menu bar is a toolbar with buttons for "Insert Before", "Insert First", "Delete Item", "Clear", "Save Quote", "Print", "Get Quote", "Move Up", and "Move Down". To the right of the toolbar is a summary table with the following data:

Sub	\$239.72
PST	\$16.78
GST	\$16.78
Total	\$273.28

Below the toolbar and summary table is a table with the following columns: Item, Description, Price, PST %, GST %, CostSimple, CostSimple %, CostAll, and CostAll %. The data in the table is as follows:

Item	Description	Price	PST %	GST %	CostSimple	CostSimple %	CostAll	CostAll %
+ - Headin	60 Books Sunset Beach	239.72	7.00	7.00	62.44	26.05	106.16	44.28
- Misc	Laser Prints Processing	5.00	7.00	7.00				
LAS - Laser	180 Impressions as discussed - Laser Copies	142.20	7.00	7.00	46.57	32.75	81.37	57.22
Coll - Collatin	1020 Sheets Collating	16.32	7.00	7.00			3.16	19.36
PapLet - Pap	60 Royal Fiber Cover	11.40	7.00	7.00	4.42	38.77	4.75	41.67
Cover - Bind	60 Plastic Frost Covers	24.00	7.00	7.00	9.52	39.67	9.12	38.00
CER - Cerlox	60 1/4" (25 Sheets) Cerlox	40.80	7.00	7.00	1.93	4.73	7.76	19.02

There will be 4 columns added for Cost Simple, Cost Simple %, Cost All and Cost All %. While the Cost Display is active, your cost will also be displayed in each module as you are working in them to create your quotes.

To hide the cost, simply click again on "Display Cost" and the cost will not be visible anymore.

### MODULES

You can choose to view the cost in any of your modules after entering your password. When you go into any of your modules this way, it will not be transferred to the main quote sheet after exiting.

You will be asked for the password every time you wish to enter a module from this list.

FOR TECHNICAL SUPPORT  
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