

Front Desk Manager

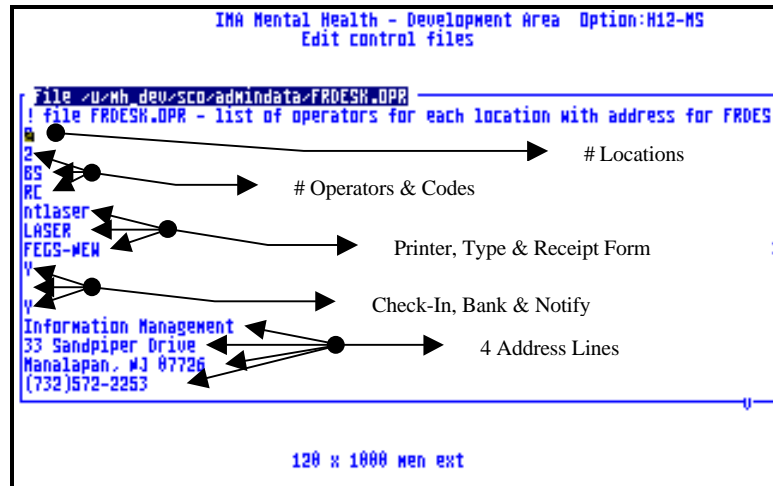
The Front Desk option **A-7** is the receiving desk for the agency. As a result, additional security features are added to this program with the addition of a file to limit user access and define some front desk functions.

Front Desk Utilities

Set-up File

FRDESK.OPR in **H-12** defines various parameters in the front desk module.

1. This file is divided into sections as specified by the first digit in the file, which corresponds to and indicates how many different locations the agency has.
2. The first line of each section is a number which specifies the amount of front desk users at the given location followed by a list of those specific operator codes.
3. Directly following the operator codes is the name of the printer queue for the Front Desk Operator(s).
4. The following line specifies the printer type.
5. The next lines before the location address contain various options:
 - a) Receipt format - the name of the format that the receipt will be produced in.
 - b) Check-in slip - a blank line or Y signifies that a slip is wanted, while NC is for no check-in slip.
 - c) Bank type - account post ledger.
 - d) Announcement request - this controls whether or not a pop-up reminder window will appear on the staff member's screen to notify client arrival.
6. The final four lines of the section are dedicated to the address of the location as it will appear on the receipt of payment.



File FRDESK.OPER in H-12 MS

System Level Definition

The Front Desk can be set-up to run an active program check for clients presenting themselves for appointments. If no active program is found, the operator will not be permitted to check in the client. This definition is maintained at the system level.

If the cash receipts database is utilized, the Front Desk operator can be prompted for the corresponding bank account into which the cash receipts should be posted get identified at the time of check-in. This setting is initialized at the system level.

A default location code can be designated for the '**Location for scheduling:**' prompt at **A-7**.