

SUPPORT GUIDE

COSI version 5.5



How to use this Support Guide

This guide is intended to be used as a reference manual.
It is not a book which needs to be read cover to cover.

Keep this guide handy for when you would like to do things in COSI which you don't do every day, and to get more information on specific bits of the ordering process.

There are contents at the front and an index at the back to help you quickly find what you need to know.

If you would like to chat with our team or have a question which is not addressed in this guide, please contact us on
07 3363 0666.

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Terms of sale

To view our Terms of sale please click [here](#) and you will be redirected to our Prowler Proof website.



COSI - Online Ordering System

What is COSI?

COSI is Prowler Proof's online ordering system, it is easy to use and can be installed on any PC running Windows and connected to the internet.

COSI is available to:

- Enter and edit quotes and orders
- Pay for and send orders
- Track order progress through each stage of manufacture
- Retrieve order history
- View and print tax invoices, purchase orders and quotes
- View and print sales reports

COSI can notify you when your order is:

- Placed, finished or delayed via email or SMS
- Dispatched via email. A copy of your invoice will be attached to this email

Note: SMS is available when a mobile phone number has been supplied, SMS notification can be turned off

Get COSI

Download the COSI installation wizard at:

<https://www.prowlerproof.com.au/support/downloads#resources>

Training and support

- Product guidance and COSI training is provided upon account set up
- Detailed product information is available in the wholesale price book
- If you have any questions or need support contact our team on 07 3363 0666
- Training is available over the phone, at your office or at the Prowler Proof office
- Training is also available via 'Live Support'

Note: If in doubt please ask, our team will be able to help

Minimum system requirements

Workstation

Operating System

- Windows XP with Service Pack 3

Browser

- Internet Explorer 8 (IE8)

Minimum Disk Space

- 40-gigabyte (GB) hard disk that has 1 GB of available hard disk space

Minimum Memory

- 512 MB RAM (1 GB recommended)

Monitor

- 1280 x 800 min res. capability (1920 x 1080 res. recommended)

Processor

- 800-megahertz (MHz) 32-bit (x86) processor or 800-MHz 64-bit (x64) processor

Graphics

- 32 MB of graphics memory

Internet access

- ADSL, Cable, NBN or Satellite (dial up, 3G and 4G not supported)



Support

Support Guide and COSI updates

The team at Prowler Proof update COSI at the beginning of each month. Updates improve the COSI experience through fixes and enhancements to the COSI interface.

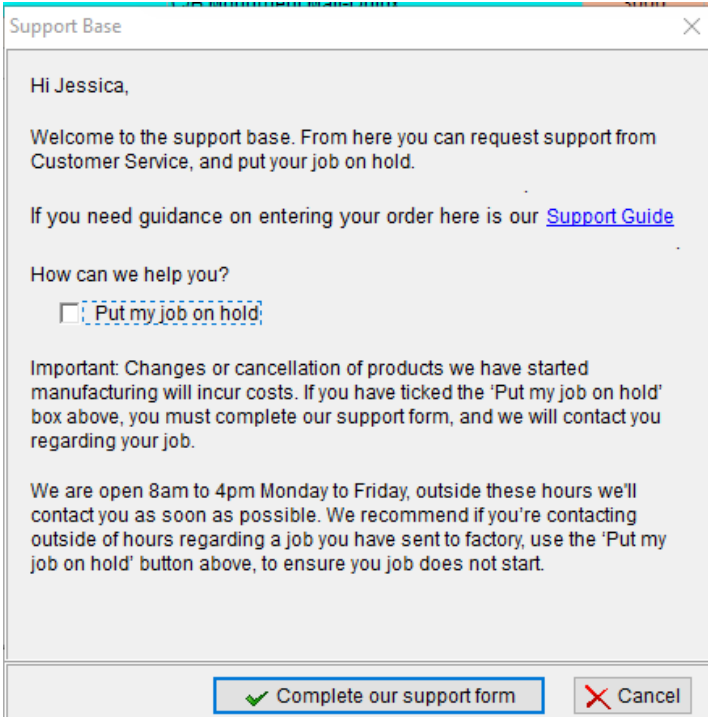
When we update COSI there will also be a new Support Guide version published. You can download the most current guide from the COSI help menu or from the support base.

Support base

Access the support base by clicking  from here you can:

- Access the most current version of the support guide
- Put your job on hold
- You will be redirected to our website to complete a support form

Note: Changes or cancellation of products which have started manufacturing will incur costs



The screenshot shows a 'Support Base' dialog box with a close button (X) in the top right corner. The text inside reads: 'Hi Jessica,' followed by 'Welcome to the support base. From here you can request support from Customer Service, and put your job on hold.' Below this is a link: 'If you need guidance on entering your order here is our [Support Guide](#)'. Then it asks 'How can we help you?' with a checkbox labeled 'Put my job on hold'. A paragraph follows: 'Important: Changes or cancellation of products we have started manufacturing will incur costs. If you have ticked the 'Put my job on hold' box above, you must complete our support form, and we will contact you regarding your job.' Another paragraph states: 'We are open 8am to 4pm Monday to Friday, outside these hours we'll contact you as soon as possible. We recommend if you're contacting outside of hours regarding a job you have sent to factory, use the 'Put my job on hold' button above, to ensure you job does not start.' At the bottom are two buttons: 'Complete our support form' (with a green checkmark icon) and 'Cancel' (with a red X icon).

Support

Live Support

Live Support is our COSI training tool. With it we can provide remote COSI support and training. Live Support gives our support team the ability to watch or control your computer screen remotely, and show you ours, as if we were sitting right next to you.

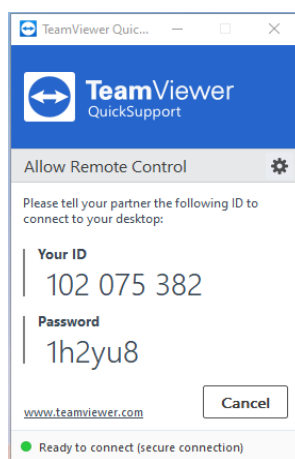


Access Live Support

Live support is available during business hours. To initiate a live support session, you'll need the Live Support file, Live Support may have been installed onto your machine along with COSI, so check your C:/Bin folder. If you do not have the Live Support file don't worry, the file is available to download from the following locations:

- Within COSI
 - Click on the Live Support logo
 - Select 'Save file' and the file will download
- From the Downloads page of the Prowler Proof website:
 - a. Click [here](#) to be redirected to our website to download our "Live Support"
 - b. From the list of available downloads click on 'Live Support'. The file will download to your PC
 - c. Select 'Save file' and the file will download

Run the file, then call Prowler Proof on 07 3363 0666 with your Live Support ID and password.



← Your live support ID and password

Note: Prowler Proof do not have access to your computer screen until you contact us with your Live Support ID and Password, each password is valid for one session only, each session uses a randomly generated password.



Important information

Tab Key – Navigate

- Navigate using the tab key and arrows on your keyboard
- Enter data into fields by typing or selecting from a menu. To access a menu click on the menu arrow
- Finish your item by tabbing until the next line turns blue
- You must finish your item before you can edit its options or hardware



↑
Drop down
menu



Save Button – Protect your work

- This button saves your data entry work
- COSI data is stored online, your data is not stored until you press 'save' so we recommend that you press 'save' every 4 or 5 items
- Saving often will protect you from losing work if COSI expectedly shuts down



Print Button – Check your order

- This button prints your quote, purchase order or invoice
- Your items will be manufactured exactly as you order them
- Once sent your order can not be changed, so before sending print your order and check all products, measurements and accessories for errors



Send Button – Place your order

- This button sends your order to our factory; this turns your quote into an order.
- Before sending you should have:
 - Saved your order
 - Checked your order for errors
- Once 'Sent' your order can not be changed, so check your order carefully



COSI User Default

Controllable Defaults

- Landline & Mobile number
- Main Contact
- eMail
- Company Name to appear on label
- Hinge & Sliding Door lock choices
- Window Grille choices



Get started

Log on

Your log on information is unique, contact Prowler Proof on 07 3363 0666 if you need to obtain your log on details.

Note: Your password can be changed at any time by contacting the Prowler Proof team

Log into COSI

Company ID

COMPANYID

Username

YOURNAME

Password

[Forgotten your password?](#)

OK

Cancel

Menu bar buttons

Save your work

Send order to factory

Move between orders

Change selections

Delete order or lines

File Edit Maintenance Reports Forms Utilities Style Accounting Help

New Save Print Send Search First Back Next Last Recalc Change Copy Delete Match Support

Start new order

Print order

Explore saved data

Check order calculations

Copy line/s multiple times or from another order

Press for support

Get started

COSI order entry display

Accessories Tab (Page 23)

Your customer's details

Quote info

Order info

Delivery info

Product data for your order (page 17)

Line item numbers

Price undressed

Price with hardware

Options – Out of Square (Page 20)

Options – Hardware (Page 21)

Options – Manufactured (Page 22)

DIFOT tool
(Page 43)

Live Support
(Page 13)



Basic order entry

Enter an order

1. To begin select



2. Enter your customer details (tab



to each field)

Your purchase
order number

Your customer's
details

Order No	150714	Email	joe.prowler@gmail.com
* Surname	Prowler	Landline	07 3363 0666
Given Name	Joe	Mobile	0400 000 001
Address	122 Buchanan Road		
* Suburb	BANYO	QLD	4014

Note: * fields are mandatory, this information is used for warranty purposes

3. Enter data on first line by typing or selecting from drop down menu (tab to each field):

Room product is to be installed into	Product	Style	Colour	Switch		Lock cut out details, required on doors only		
				Drop	Width	Type	Height	Side
Entrance	Hinge Door - 3 Hinge	ForceField	C/B Evening Haze	2033	812	1 - Point	1000	R
	Accessories Hinge Door - 3 Hinge Hinge Door - 0 Hinge Sliding Door - 4 Roller Sliding Door - 2 Roller Sliding Door - 0 Roller Window - 11mm Window - 9mm	Welded LD Welded SD ForceField Insect Screen SnapLock LD SnapLock SD etc		Product height	Product width	Lock cut out height, bottom of door frame to bottom of lock cut out	Lock side, outside view	

4. Tab off the line to finish line
5. Repeat steps 3 and 4 for additional products, save often
6. Save order





7. Print



Note: See page 28 for further guidance on checking order

Basic order entry

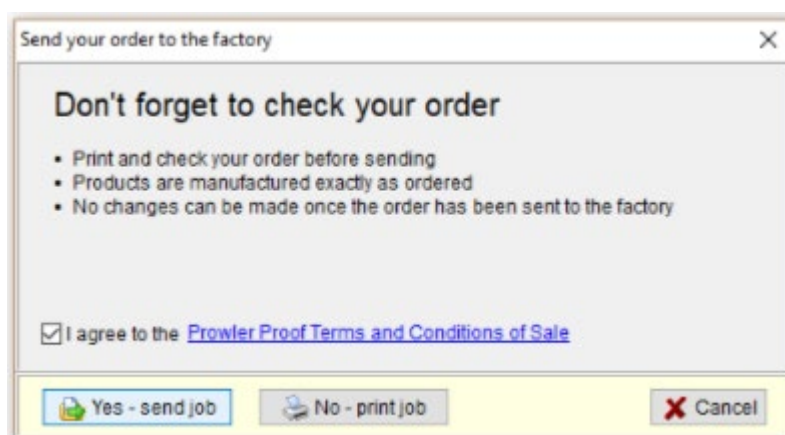
8. After checking your order, if an item requires a change:

- Return to line/cell using your keyboard arrow keys
- Make the change
- Tab  off the line to finish line
- Save order 

9. When you are ready to send your order to the factory, press send



- COSI will verify you have checked your order. Check the tick box, Select 'Yes' – to accept our Terms and Conditions of Sale and to send the job



Send your order to the factory

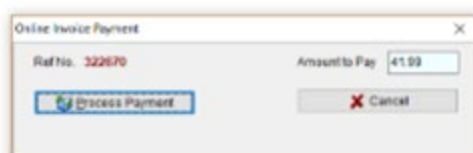
Don't forget to check your order

- Print and check your order before sending
- Products are manufactured exactly as ordered
- No changes can be made once the order has been sent to the factory

☒ I agree to the [Prowler Proof Terms and Conditions of Sale](#)

Yes - send job No - print job Cancel

- The payment box will appear:



Online Invoice Payment

Ref No. 322670 Amount to Pay 41.99

Process Payment Cancel

- Click 'Process Payment' once
- Wait while payment is processed
- Once processed COSI will supply a receipt
- Now your order will send to the factory, COSI will confirm once sent
- The line item status on your products will change from 'Unsent' to 'Ordered'

Note: This completes a basic order, for other product options and accessories refer to the following pages



Lock type

Lock type selections

The following lock type selections are available on all Prowler Proof hinged doors:

Hinged door lock selections

	Brand	Lock placement	Cylinder
0 – No lock cut outs	N/A	None	None
1 – Point	Whitco Tasman MKII	Centre	Lockwood 5 Pin Cylinder
2 – Point Bottom	Lockwood 8654	Centre & Bottom	Lockwood 5 Pin Cylinder
2 – Point Top	Lockwood 8654	Centre & Top	Lockwood 5 Pin Cylinder
3 Point	Lockwood 8654	Centre, Top & Bottom	Lockwood 5 Pin Cylinder
Bottom Flush Bolt	Whitco Flush Bolt	Bottom	None
Top & Bottom Flush Bolt	Whitco Flush Bolt	Top & Bottom	None
Top Flush Bolt	Whitco Flush Bolt	Top	None

Sliding door lock selections



	Brand	Lock placement	Cylinder
0 – No lock cut outs	N/A	None	None
1 – Point	Whitco Leichhardt	Centre	Lockwood 5 Pin Cylinder
2 – Point Bottom	Lockwood 8653	Centre & Bottom	Lockwood 5 Pin Cylinder
2 – Point Top	Lockwood 8653	Centre & Top	Lockwood 5 Pin Cylinder
3 Point	Lockwood 8653	Centre, Top & Bottom	Lockwood 5 Pin Cylinder
Bottom Flush Bolt	Whitco Flush Bolt	Bottom	None
Top & Bottom Flush Bolt	Whitco Flush Bolt	Top & Bottom	None
Top Flush Bolt	Whitco Flush Bolt	Top	None

Hinge Window lock selections

	Brand	Lock placement	Cylinder
Centre Mount	Fenestration Solutions Australia	Centre	None
Lower Mount	Fenestration Solutions Australia	Lower	None

Hinge Window order entry

Enter an order

1. To begin select 
2. Enter your customer details (tab  to each field)

Your purchase order number →

Your customer's details {

Order No	150714	Email	joe.prowler@gmail.com
* Surname	Prowler	Landline	07 3363 0666
Given Name	Joe	Mobile	0400 000 001
Address	122 Buchanan Road		
* Suburb	BANYO	QLD	4014

Note: * fields are mandatory, this information is used for warranty purposes

3. Enter data on first line by typing or selecting from drop down menu (tab to each field):

Room	Product	Style	Colour	Drop	Width	Lock Out - to bottom of lock	Height	Side
Hinge Window	ForceField	Black Satin/CB Night Day	2100	900	Centre Mount	B	R	

Room product to be installed into →

ForceField or Protec infill →

Product height →

Product width →

Lockside outside view →

↑ Hinge Window

↑ Powder coat Colour


↑ Centre or Lower mount lock location

4. Click back onto the line and choose the Swing Direction of your hinged window

Hardware	
Lock	Prowler Proof - Locking handle (Night-Glow)
Swing Direction	Out Swing

5. Select lock type

6. Save  your order

7. Print  order to check for accuracy

Note: Hinge Window systems are available to authorised Prowler Proof dealers who have completed the accreditation training program. Please refer to your Business Development Manager for further information.



Options

Options — Out of square – Custom Non Standard Item/Special Order

All Non Standard and Special Order product require approval from Prowler Proof, prior to the order being sent to factory. Dealers should contact their Business Development Manager (BDM) to discuss their requirements, and BDMs will seek appropriate approvals and advise Dealers of the outcome.

All Non Standard and Special Order product attract an additional charge, depending which category the product is in. Special Order Product fees are price on application (POA) and your BDM will advise you as to what this fee will be, based on the complexity of your request. In both product types, Prowler Proof will add this charge to the order, as a separate Accessory line item. The charge is per item.

A see attached drawing request needs to be emailed through to your BDM with measurements and a drawing of what you are requesting. If approved, this will be attached to your order as a SAD sheet on the line item.

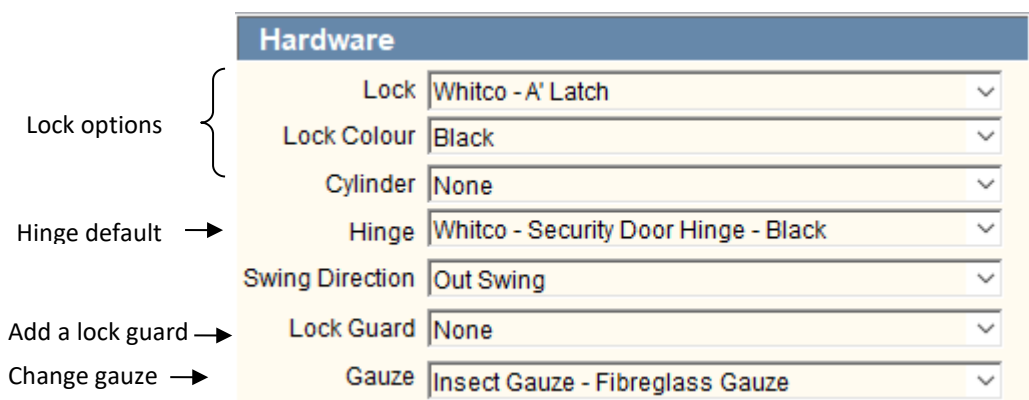
Note: *To taper a ForceField® or Protec product on the hinge or both sides complete a 'See attached drawing – Upon approval*

Options

Options – Hardware

You must enter line item in full (by tabbing off the line to complete the line) before you can edit its options or hardware. To edit dressed hardware on a line item:

1. Select the item
2. Click the 'Hardware' box in the bottom centre of the screen
3. Using the drop down menus, select requirements:





The screenshot shows the 'Hardware' section of the software interface. It contains several dropdown menus for selecting hardware options. Annotations on the left side point to specific options:

- Lock options**: Points to the 'Lock' dropdown menu.
- Hinge default**: Points to the 'Hinge' dropdown menu.
- Add a lock guard**: Points to the 'Lock Guard' dropdown menu.
- Change gauze**: Points to the 'Gauze' dropdown menu.

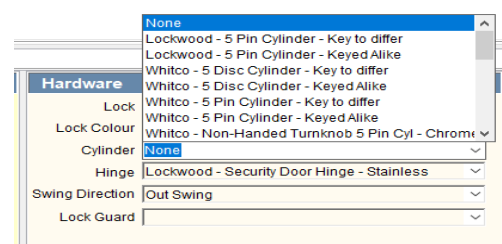
The selected options in the dropdowns are:

- Lock: Whitco - A' Latch
- Lock Colour: Black
- Cylinder: None
- Hinge: Whitco - Security Door Hinge - Black
- Swing Direction: Out Swing
- Lock Guard: None
- Gauze: Insect Gauze - Fibreglass Gauze

4. Tab  past remaining selections until your cursor returns to the line entry
5. Tab off to finish
6. Save order 

Keyed Alike / Keyed to Differ

- Cylinders of the same brand name are keyed alike on each order
- To request cylinders keyed to differ or key'd alike you need to select this option in our Hardware section under "Cylinder" When you click the drop down arrow on the cylinder line, it will give you the different option to select from.




The screenshot shows the 'Hardware' section with the 'Cylinder' dropdown menu open. The menu lists several options, including 'None', 'Lockwood - 5 Pin Cylinder - Key to differ', 'Lockwood - 5 Pin Cylinder - Keyed Alike', 'Whitco - 5 Disc Cylinder - Key to differ', 'Whitco - 5 Disc Cylinder - Keyed Alike', 'Whitco - 5 Pin Cylinder - Key to differ', 'Whitco - 5 Pin Cylinder - Keyed Alike', and 'Whitco - Non-Handed Turnknob 5 Pin Cyl - Chrom'. The 'None' option is currently selected.

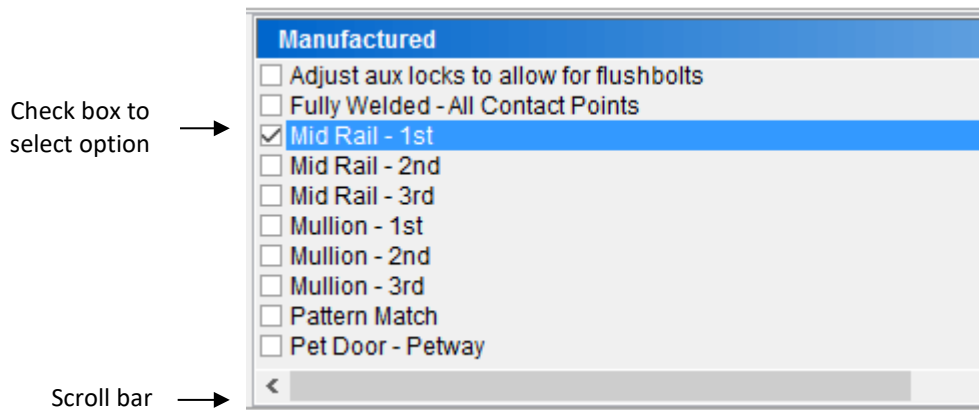




Options

Options – Manufactured

You must enter line item in full (by tabbing off the line to complete the line) before you can edit options or hardware. To add a manufactured option to a product:

1. Select the item
2. Click the 'Manufactured' box in the bottom right hand side of the screen
3. Select the desired option's check box 
4. COSI may prompt you for more information, follow the prompts.



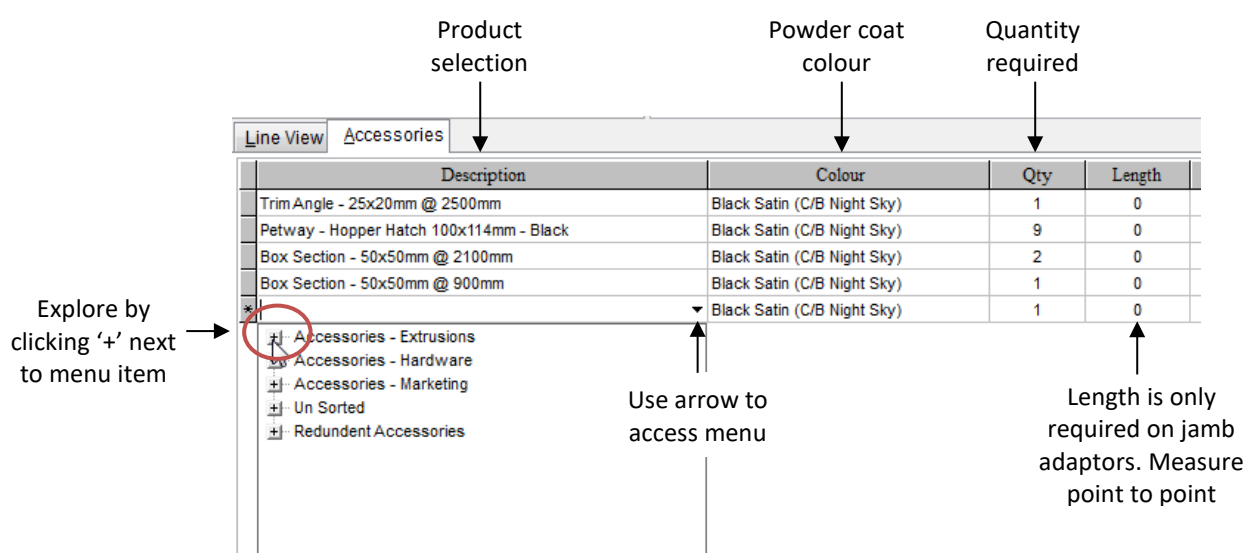
5. Once you have selected all necessary options, tab  to be taken back to your line
6. Save your order 

Extrusion or additional hardware

Accessories

To add extrusion or additional hardware to your order:

1. On a new line tab to the 'Product' cell
2. From product menu select 'Accessories' and press tab, this will take you to the 'Accessories' page
3. Enter data (tab to each field):



Explore by clicking '+' next to menu item

Product selection

Powder coat colour

Quantity required


Use arrow to access menu

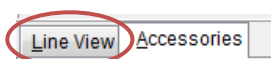
Length is only required on jamb adaptors. Measure point to point


Description	Colour	Qty	Length
Trim Angle - 25x20mm @ 2500mm	Black Satin (C/B Night Sky)	1	0
Petway - Hopper Hatch 100x114mm - Black	Black Satin (C/B Night Sky)	9	0
Box Section - 50x50mm @ 2100mm	Black Satin (C/B Night Sky)	2	0
Box Section - 50x50mm @ 900mm	Black Satin (C/B Night Sky)	1	0
+	Black Satin (C/B Night Sky)	1	0

Note: Tab past length field unless prompted by COSI to enter a length

Items ordered from this section are supplied separately, not installed onto windows or doors

4. Tab  off the line to finish line
5. Repeat steps 3 and 4 for additional items
6. To return to the main order entry screen click 'Line View'



7. Save your order 



See Attached Drawing


See Attached Drawing – You **MUST** seek approval on orders that are out of square

‘See Attached Drawing’ forms give special instructions to the factory:

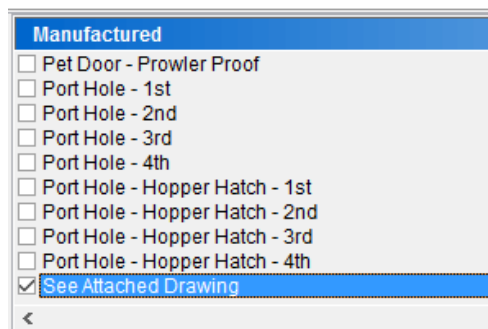
- Use for unusual items which cannot be entered into COSI
- Must be emailed to Customer Service to seek approval, before order is placed
- Customer Service will notify you if approved
- Your drawing will then get displayed on workstation screens
- Non standard items include a fee of \$100 ex GST
- Special orders are priced POA, this fee will be communicated when seeking approval

Note: There is an example of a ‘See Attached Drawing’ form on the next page

How to supply a ‘See Attached Drawing’ form:

1. Select the item
2. Click the ‘Manufactured’ box in the bottom right of the screen
3. Find the option ‘See Attached Drawing’, click the check box beside it 

Check box to activate
‘See Attached Drawing’ →



Manufactured	
<input type="checkbox"/>	Pet Door - Prowler Proof
<input type="checkbox"/>	Port Hole - 1st
<input type="checkbox"/>	Port Hole - 2nd
<input type="checkbox"/>	Port Hole - 3rd
<input type="checkbox"/>	Port Hole - 4th
<input type="checkbox"/>	Port Hole - Hopper Hatch - 1st
<input type="checkbox"/>	Port Hole - Hopper Hatch - 2nd
<input type="checkbox"/>	Port Hole - Hopper Hatch - 3rd
<input type="checkbox"/>	Port Hole - Hopper Hatch - 4th
<input checked="" type="checkbox"/>	See Attached Drawing

4. Save your order
5. Your printer will print the ‘See Attached Drawing’ form
6. On the form clearly draw what you are requesting us to do
7. Scan or photograph the form, email it to CustomerService@prowlerproof.com.au

Note: See Attached Drawing requests need to comply with Prowler Proof capabilities and limitations. We will contact you to discuss any problems.



See Attached Drawing

See Attached Drawing – Example

See Attached Drawing

Client Information:

Prowler Proof

Customer: **Joe Prowler**

Your Job No: **131014**

Invoice No:

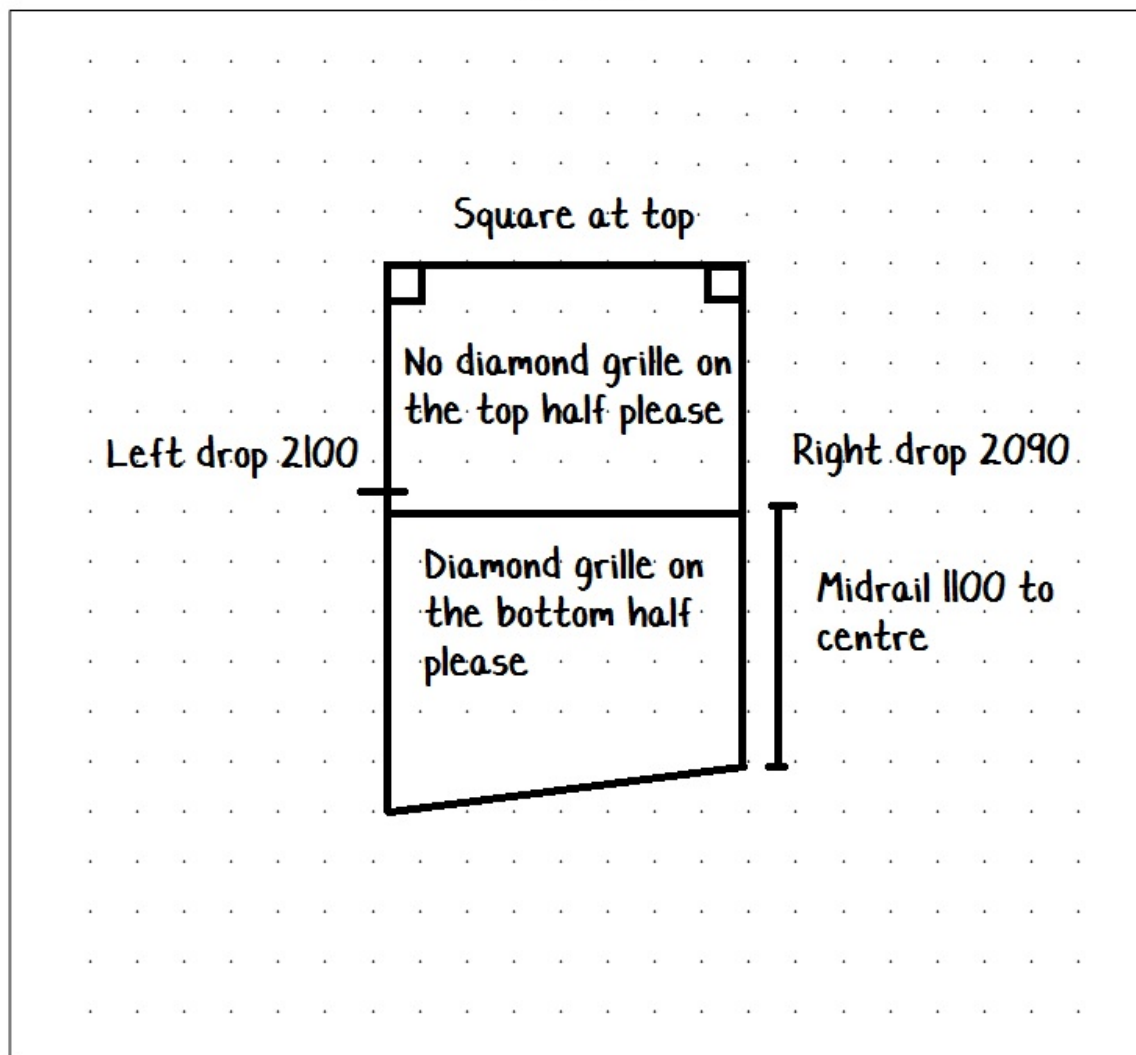
Reference No: **206741**

Gershwin Pty. Ltd.
ABN: 22 064 102 816
122 Buchanan Road
PO Box 237
Banyo, QLD 4014
Telephone 07 3363 0666
Facsimile 07 3267 5411
payments@prowlerproof.com.au



Item	Room	Product	Type	Colour	Drop	Width	Lock			Price
							Type	Height	Side	
1		Hinge Door - 3 Hinge	Welded LD	Black Satin (C/B Nigh	2100	800	1 - Point	1200	L	
					2090					

- DETAILS -






Check your order

Check your order

Clicking 'Send' sends your order directly to the Prowler Proof factory. Our automated frame machine starts cutting and not long afterward the product will be fully welded. This process is automated, no individual team member looks at your order before this starts, and changes are not possible once manufacturing has begun.

So for this reason it is important to check your order carefully because your products will be supplied exactly as you order them.

Check your order before you press send:

1. Print your order 
2. Use the below check list to check everything on your job is correct

On each door / window check	On each accessory check
<ul style="list-style-type: none"><input type="checkbox"/> Product<input type="checkbox"/> Style<input type="checkbox"/> Colour<input type="checkbox"/> Measurements<input type="checkbox"/> Lock type<input type="checkbox"/> Lock height<input type="checkbox"/> Lock side<input type="checkbox"/> Dressed hardware and options <p><i>Note: Hardware and options to be installed onto a product are listed directly under that product</i></p>	<ul style="list-style-type: none"><input type="checkbox"/> Description<input type="checkbox"/> Length<input type="checkbox"/> Colour<input type="checkbox"/> Quantity <p><i>Note: Separate hardware and extrusions appear under the heading 'Accessories' - these are not installed on to your doors and windows</i></p>

3. If anything is missing or incorrect return to COSI and make a change:
 - a. Select the item
 - b. Make the changes
 - c. Tab off the line to complete your item
 - d. Save your order
4. When your order is correct, it is ready to send to the factory

Check your order

Labelled order print out

QUOTE

Company Details: Prowler Proof 122 Buchanan Road BANYO QLD 4014 Phone: 07 3363 0666 Fax: 07 3267 5411 Mobile: 0412 379 693				Customer Details: Order #: 150714 Entered: 14/07/15 09:54 Customer: Prowler, Joe Address: 122 Buchanan Road BANYO QLD 4014 Landline: 07 3363 0666 Mobile: 0400 000 001				Order Details: Ref No: 247826 Ordered: Invoice No: Inv Date: Receipt No: Delivery By: Wholesaler Pickup Con Note:				Gershwin Pty. Ltd. ABN: 22 054 102 615 122 Buchanan Road Banyo, QLD 4014 Telephone 07 3363 0666 Facsimile 07 3267 5411 info@prowlerproof.com.au			
---	--	--	--	--	--	--	--	---	--	--	--	---	--	--	--

Item	Room	Product	Style	Colour	Drop	Width	Lock Cut Out - to bottom of lock			Sub Total	Price
							Type	Height	Side		
1	Entrance	Hinge Door - 3 Hinge	Welded LD	Black Satin (C/B Night Sky)	2100	800	3 - Point	1200	L	\$130.07	\$212.62
<i>Adjust aux locks to allow for flushbolts</i>											
<i>Lockwood - 8654 (3 Point) - Black</i>											
<i>Lock Cut Out - To bottom of lock</i>											
<i>Lockwood - Lockwood - 5 Pin Cylinder - Bright Chrome</i>											
<i>Whitco - Security Door Hinge - Black</i>											
<i>Fibreglass Mesh</i>											
<i>Out Swing Door</i>											
		Hinge Door - 3 Hinge	Welded LD	Black Satin (C/B Night Sky)	2100	800	Top & Bottom Flush Bolt		R	\$130.07	\$175.82
<i>Whitco - Flush Bolt (Top & Bottom) - Black</i>											
<i>Lock Cut Out - To bottom of lock</i>											
<i>Whitco - Security Door Hinge - Black</i>											
<i>Fibreglass Mesh</i>											
<i>Out Swing Door</i>											
3	Entrance	Accessories	Description			Colour	Length	Qty	Unit		
			T Section - 24x25mm @ 2100mm			Black Satin (C/B Nig	0	1	Each	\$10.99	10.99
			Bug Strip - 16mm Short Mo-hair @ 900 mm			Black Satin (C/B Nig	0		Each	\$4.14	8.28
			Lockwood - 5 Pin Cylinder - Keyed Alike			Black Satin (C/B Nig	0	1	Each	\$10.71	10.71
										ITEMS:	\$418.42
										DELIVERY CHARGE:	\$5.00
										G.S.T.:	\$42.34
										GRAND TOTAL	\$465.76

Check every selection, measurement and option on every line item

Extrusion and separate hardware selections list under the heading "Accessories"

Accessories and options installed onto an item list directly below that item

Check every selection and quantity on every accessory line item

Documentation

You can print documentation for your job at any time from COSI, but at different times in the ordering process the heading on your document will be different:

- Quote Your job will print as a quote before you press send
- Purchase Order Your job will print as a purchase order while it's manufactured
- Invoice Your job will print as an invoice after completion

Print documentation by opening the job in COSI and pressing the print button.





Pattern match

French doors

If entered as below your double doors will be pattern matched automatically; this is because all Diamond Design door patterns are manufactured with:

- A full diamond along the lock side / opening edge
- A full knuckle along the top edge

To enter double doors into COSI:

1. Enter details for locking door as usual
2. Enter non-lock panel door, you must specify a 'side' to indicate the opening edge (so the opposite of 'side' of the locking panel). Example:

Item		Room	Product	Style	Colour	Switch		Lock Cut Out - to bottom of lock		
						Drop	Width	Type	Height	Side
1	+	French Doors	Hinge Door - 3 Hinge	Welded LD	Black Satin (C/B Night Sky)	2100	800	3 - Point	1200	L
2	+	French Doors	Hinge Door - 3 Hinge	Welded LD	Black Satin (C/B Night Sky)	2100	800	0 - No lock cut outs	0	R

0 - No lock cut outs
Bottom Flush Bolt
Top & Bottom Flush Bolt
Top Flush Bolt

↑

Lock type: select between no lock or flush bolts

↑

Height: 0

↑

Side: opposite to door with lock

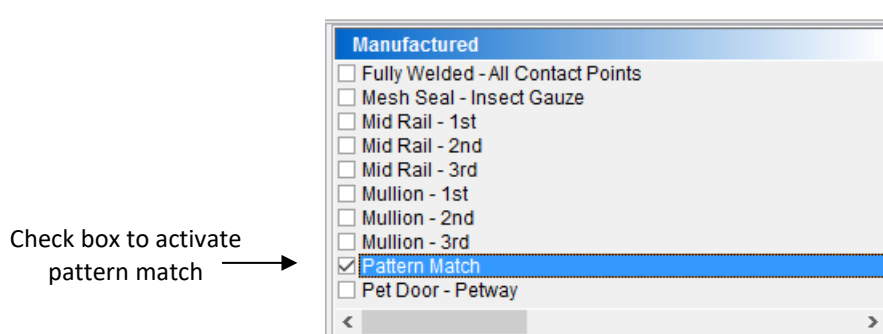
If you have stacker doors follow the directions on the following page.

Pattern match

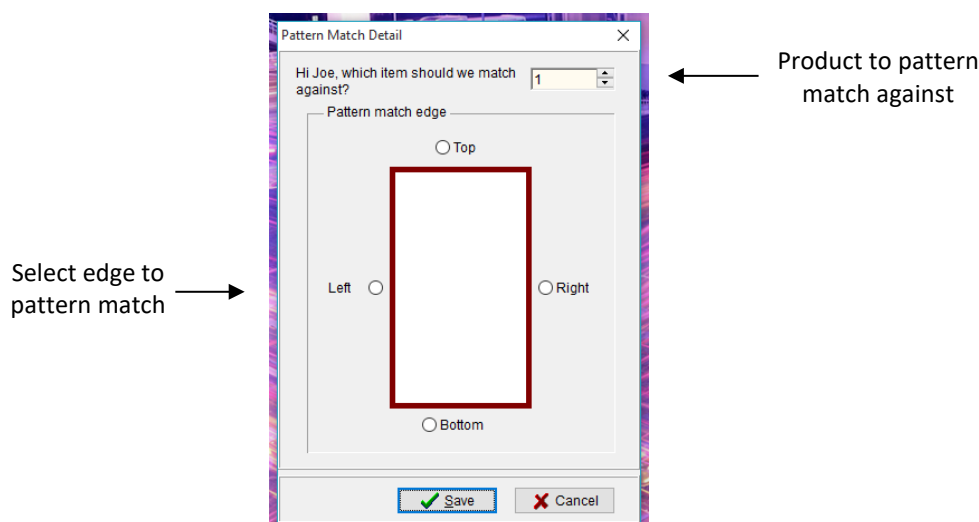
Windows and stacker doors

The diamond pattern on adjoining products can be matched. Enter your order into COSI in full before you select the option to pattern match:

1. Select the line item
2. Go to the 'Manufactured' box at bottom right of the screen
3. Select the option 'Pattern Match' by clicking the check box beside it



4. The 'Pattern match detail' box will appear on your screen. Use it to tell COSI which edge to match, against which item:



5. Click 'Close'
6. Save your order

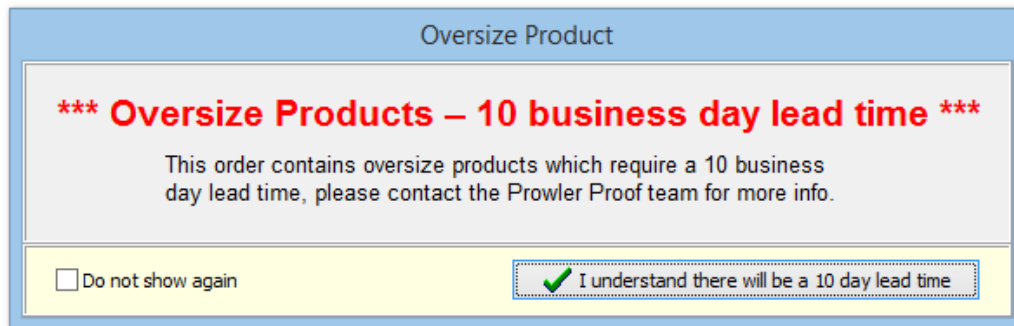
Note: The above steps must be completed for every separate pattern match



Oversize products

Oversize products

1. Products larger than 2500 x 1550mm are classified as 'oversize'. These products require an extended lead time of 10 business days
2. When you enter a product larger than 2500 x 1550mm the product measurements will highlight **orange**. Upon pressing 'Save' COSI will issue an alert (pictured below) to let you know there is an extended lead time
3. The alert will appear each time you press 'Save' unless you tick the box 'Do not show again'



↑
Check to direct COSI
not to warn you again
on this order

French Door Cut Outs

French Door Cut Outs

1. Enter line for hinge door with required lock (1-point,2-point, 3-point)
2. Enter line for second hinge door (selecting lock cut out type as bottom flush bolt, top flush bolt, top and bottom flush bolt or receiving door only.)

Room product is to be installed into Your style Your powder coat colour Your lock cut out details

Item Status	Item	Room	Product	Style	Colour	Drop	Width	Lock Cut Out - to bottom of lock	Type	Height	Side	Sub Total	Price
Unsent	1		Hinge Door - 3 Hinge	ForceField	Classic White Gloss-Dulux	2100	900	3 - Point		1100	L	\$0.00	\$0.00
Unsent	2		Hinge Door - 3 Hinge	ForceField	Classic White Gloss-Dulux	2100	900	Flush Bolt - Top & Bottom		0	R	\$0.00	\$0.00

Your product make height Your product make width Lock and Flush bolt details Lock height location Lock side

3. Save your order



4. The Match pop up box appears. You can also access this box, without saving by choosing in the Main Navigation.



Match Items for French Door Pairs

When ordering French Door pairs, you can match the doors together to have the auxilliary locks adjusted for flush bolts and appropriate striker cut-outs done in the factory.

To Match two doors together:

- # Select the two checkboxes for the doors to be matched.
- # Click the Match button.
- # Continue to do this for all pairs to be matched.

To Un-Match two doors:

- # Select either one or both of the doors in the pair.
- # Click the Un-Match button.

Once finished matching and un-matching, click the Ok button.


Select	Item	Matched To	Room	Product	Style	Colour	Drop	Width	Lock	Side	Height
<input type="checkbox"/>	1	2	NO CHARGE	Hinge Door - 3 Hinge	ForceField	Classic White Gloss-Dulux	2100	900	3 - Point	L	1100
<input type="checkbox"/>	2	1	NO CHARGE	Hinge Door - 3 Hinge	ForceField	Classic White Gloss-Dulux	2100	900	Top & Bottom Flush Bolt	R	0

OK



French Door Cut Outs

French Door Cut Outs

5. Tick the checkboxes for the two doors you wish to match together as a French door pair.
- Select  button. This will adjust any auxiliary (top and bottom) locks in towards the centre lock so they do not clash with any flush bolts, and will have striker cut outs applied to the inactive door.

Match Items for French Door Pairs

When ordering French Door pairs, you can match the doors together to have the auxiliary locks adjusted for flush bolts and appropriate striker cut-outs done in the factory.

To Match two doors together:

- # Select the two checkboxes for the doors to be matched.
- # Click the Match button.
- # Continue to do this for all pairs to be matched.

To Un-Match two doors:

- # Select either one or both of the doors in the pair.
- # Click the Un-Match button.

Once finished matching and un-matching, click the Ok button.

☒ Match ☐ Un-Match

Select	Item	Matched To	Room	Product	Style	Colour	Drop	Width	Lock	Slide	Height
<input checked="" type="checkbox"/>	1		NO CHARGE	Hinge Door - 3 Hinge	ForceField	Classic White Gloss-Dulux	2100	900	3 - Point	L	1100
<input checked="" type="checkbox"/>	2		NO CHARGE	Hinge Door - 3 Hinge	ForceField	Classic White Gloss-Dulux	2100	900	Top & Bottom Flush Bolt	R	0

OK

6. You can check you have matched all pairs correctly by looking at the item numbers in the Matched To Column.

Match Items for French Door Pairs

When ordering French Door pairs, you can match the doors together to have the auxiliary locks adjusted for flush bolts and appropriate striker cut-outs done in the factory.

To Match two doors together:

- # Select the two checkboxes for the doors to be matched.
- # Click the Match button.
- # Continue to do this for all pairs to be matched.

To Un-Match two doors:

- # Select either one or both of the doors in the pair.
- # Click the Un-Match button.

Once finished matching and un-matching, click the Ok button.

☐ Match ☐ Un-Match

Select	Item	Matched To	Room	Product	Style	Colour	Drop	Width	Lock	Slide	Height
<input type="checkbox"/>	1	2	NO CHARGE	Hinge Door - 3 Hinge	ForceField	Classic White Gloss-Dulux	2100	900	3 - Point	L	1100
<input type="checkbox"/>	2	1	NO CHARGE	Hinge Door - 3 Hinge	ForceField	Classic White Gloss-Dulux	2100	900	Top & Bottom Flush Bolt	R	0

OK

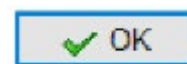
French Door Cut Outs

French Door Cut Outs

Note: To unmatch a pair of doors, tick either one of the door's checkboxes and select



7. If you are satisfied all correct selections have been made click the OK button



to save your work.

8. The match door pairs can be seen in the commentary of the quote when you print and check your job



Flush bolts

Adjusting locks to allow for flush bolts

On double doors (without French door cut outs) with flush bolts, sometimes the flush bolt can clash with the auxiliary lock of the multipoint lock. COSI can help you to ensure auxiliary locks allow room for flush bolts. Follow these steps:

1. Enter your order
2. Click save.

Multipoint door
Panel next to
flush bolts

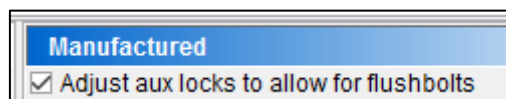
Flush bolts next to
multipoint locks

Item	Room	Product	Style	Colour	Switch		Lock Cut Out - to bottom of lock		
					Drop	Width	Type	Height	Side
1		Sliding Door - 4 Roller	ForceField	Classic White Gloss-Dulux	2100	1000	3 - Point	1100	L
2		Sliding Door - 4 Roller	ForceField	Classic White Gloss-Dulux	2100	1000	Top & Bottom Flush Bolt	0	R

of
[call the team](#)
[rm.au](#)

Options	
Hardware	Manufactured
Lock <input type="text" value="Lockwood - 9653 (3 Point)"/>	<input checked="" type="checkbox"/> Adjust aux locks to allow for flushbolts
Lock Colour <input type="text" value="Black"/>	<input type="checkbox"/> Port Hole - Hopper Hatch
Cylinder <input type="text" value="Lockwood - 5 Pin Cylinder"/>	<input type="checkbox"/> See Attached Drawing
Roller <input type="text" value="Speed Fit - Off-Set Roller"/>	<input type="checkbox"/> Solid Panel
Hinge Direction <input type="text" value="None"/>	<input type="checkbox"/> Mid Rail - 1st (Coloured)
Lock Guard <input type="text" value="None"/>	<input type="checkbox"/> Mid Rail - 2nd (Black)
Gauze <input type="text" value="None"/>	<input type="checkbox"/> Mid Rail - 2nd (Coloured)
	<input type="checkbox"/> Mullion - 1st (Black)
	<input type="checkbox"/> Mullion - 1st (Coloured)
	<input type="checkbox"/> Mullion - 2nd (Black)
	<input type="checkbox"/> Mullion - 2nd (Coloured)
	<input type="checkbox"/> Pet Door
	<input type="checkbox"/> Port Hole

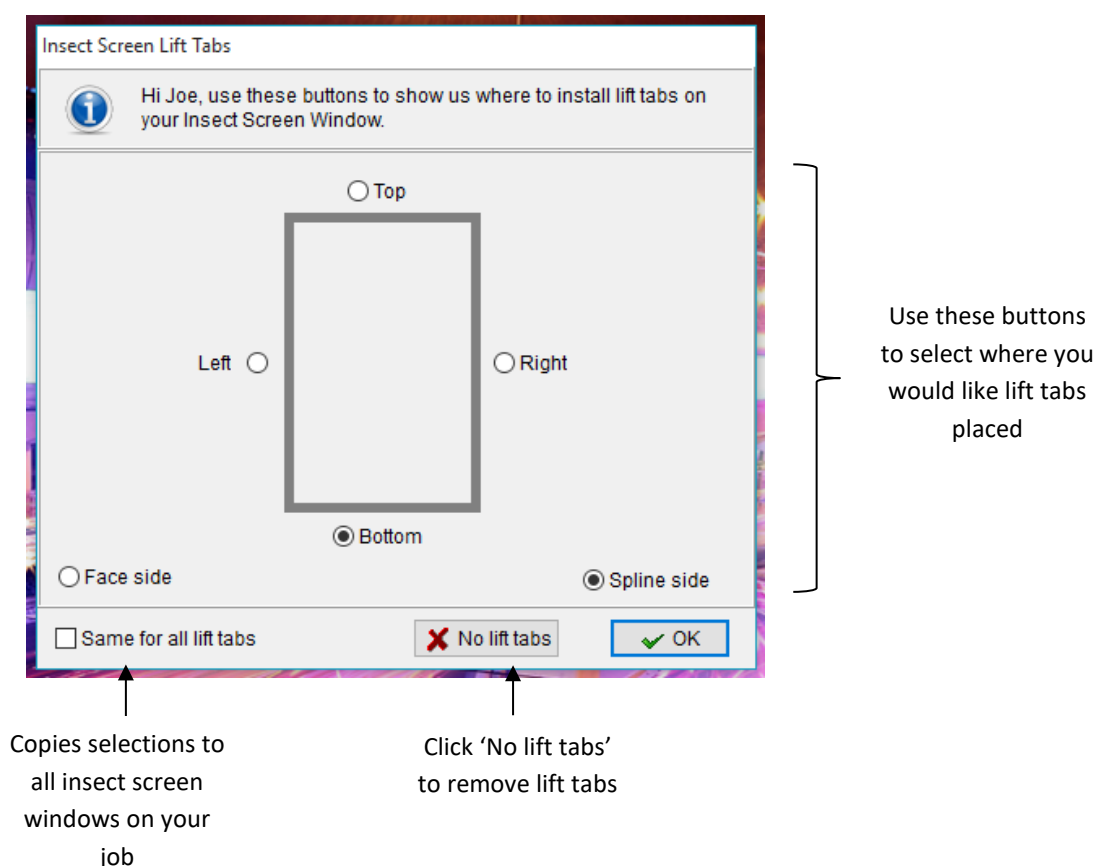
In 'Options – Manufactured' on each selected multipoint door the option 'Adjust aux locks to allow for flush bolts' will now be ticked. This information will also print on your purchase order.



Lift tabs

Lift tabs are standard on window insect screens. The default position for lift tabs is bottom centre of the window screen on the spline side. Alternatively, you can choose a different position for your lift tabs:

1. Enter an insect screen window in full
2. Tab to complete the line
3. The 'Insect Screen Lift Tabs' box will appear
4. Use the buttons to select where you would like lift tabs placed, or click 'No lift tabs' if you don't want any
5. To make the same selection for all lift tabs on your job check 'Same for all lift tabs'
6. Press 'OK'
7. Save your order





Locating pins

Locating pins are available as a manufactured option on insect screen windows. You must enter your line item in full before you can edit options or hardware. To add locating pins to a product:

1. Select the item
2. Click the 'Manufactured' box in the bottom right side of the screen
3. Find the option 'Locating Pins'
4. Select the option by clicking the check box beside it ☒
5. The 'Insect Screen Locating Pins' box will appear
6. Use the check boxes to select the sides to place locating pins
7. Use the data fields if you would like to add specific locating pin measurements
8. To add locating pins in the same position to all insect screen windows on your job check 'Same for all locating pins'
9. Press 'OK'
10. Save your order

Use these options to select where you would like locating pins placed

Copies your selections to all insect screen windows on your job


Solid Panel

Prowler Proof solid panel is manufactured using a 1.6mm sheet of aluminium and mid rail.

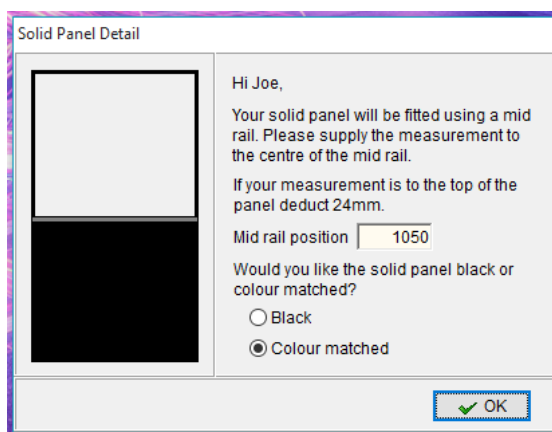
To measure solid panel location

- Position: bottom of door edge to centre of mid rail
- If you measured to top of panel deduct 24mm to allow for mid rail

To order a solid panel

1. Select the line item
2. Go to the 'Manufactured' box at bottom right of the screen
3. Find the option to add a 'Solid Panel'
4. Select the option by clicking the check box beside it 
5. The Solid Panel Detail box will appear on your screen, enter your mid rail position and if applicable select a mid rail colour.

Note: The field will auto populate with the centre measurement



The dialog box is titled 'Solid Panel Detail'. It contains a visual representation of a door with a solid panel and a mid rail. To the right of the visual, the text reads: 'Hi Joe, Your solid panel will be fitted using a mid rail. Please supply the measurement to the centre of the mid rail. If your measurement is to the top of the panel deduct 24mm.' Below this, there is a text input field labeled 'Mid rail position' with the value '1050'. Further down, it asks 'Would you like the solid panel black or colour matched?' with two radio button options: 'Black' and 'Colour matched'. The 'Colour matched' option is selected. At the bottom right of the dialog is an 'OK' button with a green checkmark icon.

← Bottom of door edge to the center of the mid rail

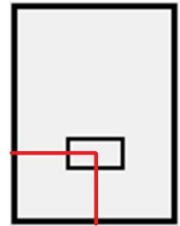
6. Once ready, click 'OK'
7. Save your order



Pet door

To measure pet door location

- Outside view
- Left: Left edge of frame to centre of pet door opening
- Bottom: Bottom edge of frame to centre of pet door opening



To order a Pet Door

You must enter a line item in full before you can add a pet door:

1. Select the line item
2. Go to the 'Manufactured' box in the bottom right of the screen
3. Select the option 'Pet Door' by clicking the check box beside it ☒
4. The pet door details box will appear, select your pet door brand, size, location and colour:
5. The picture of the location of the pet door is only a estimate, it isn't always true to location.

Pet Door Entry

Hi Natalie, use the below options to select your pet door type, size and location.

Pet Door:

Size:

Pet door location measurements should be taken from outside view, measuring horizontally from the left edge to the centre of the pet door and vertically, from the bottom edge to the centre of the pet door.

Location: Bottom: Left:

Colour:

Product Preview – Outside view

(not to scale)

Choose a brand →

Choose a size →

Choose a location →

Choose a colour (Petway brand) →

Product preview (not to scale) →

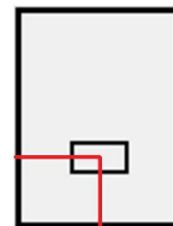
If you select 'Other' location supply measurements here →

6. Once ready, click 'OK'
7. Save your order

Port hole or hopper hatch

To measure location

- Outside view
- Drop: Bottom edge of frame to centre of port hole opening
- Width: Left edge of frame to centre of port hole opening



To order a port hole or hopper hatch

Up to four (4) port holes or hopper hatches can be added to your product. You must enter a line item in full before you can add port holes.

1. Select line item
2. Go to the 'Manufactured' box at bottom right of the screen
3. Find the option to add port holes or hopper hatches
4. Select the option by clicking the check box beside it ☒
5. Port hole entry screen will appear, select your port holes
6. If you select 'Custom' you will need to adjust your measurements:

Choose port hole locations

Diagram of product (not to scale) →

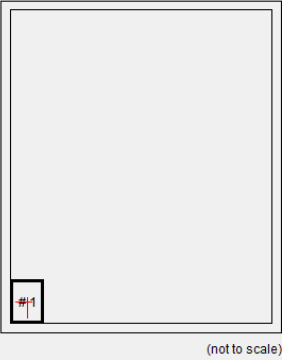
Port Hole Entry

Hi Natalie, you can add up to four Welded Diamond Port Holes to your product, please let us know how many and where to position them below.

Measurements should be taken outside view, measuring horizontally from the left edge to the centre of the port hole and vertically from the bottom edge to the centre of the port hole.

		Drop	Width
<input checked="" type="checkbox"/> Port hole # 1	Bottom Left	95	140
<input type="checkbox"/> Port hole # 2	Bottom Centre	95	140
<input type="checkbox"/> Port hole # 3	Bottom Right	95	140
<input type="checkbox"/> Port hole # 4	Custom	95	140

Product Preview – Outside view



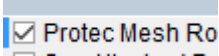
(not to scale)

7. Once selections made press 'OK'
8. Save your order



Protec Rotate Mesh


Protec Mesh Rotated 90 Degrees

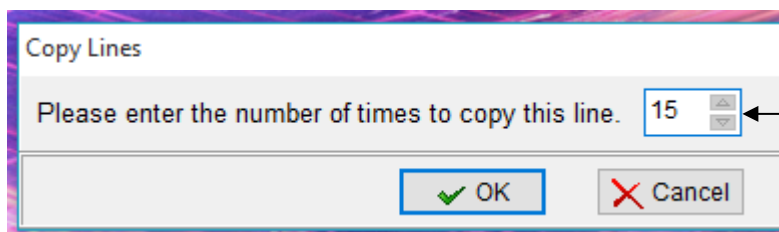
- Protec sheets are 2400x1200 which necessitates a vertical mid rail for doors wider than 1300 and windows wider than 1230mm. A horizontal mid rail can be chosen if a request to rotate the Protec mesh 90 degrees is requested
- Enter the line item, click back on the line item check the box 'Protec Mesh Rotated 90 Degrees' in Options Manufactured.  The check box with 'Mullion – 1st' can now be un ticked and the mid rail selection ticked

Copy lines

Copy a line multiple times

To order multiple products of the same size you can direct COSI to copy a line up to ninety-nine times. You must enter a line item in full before you can copy it

1. Click the 'Copy' button 
2. From the list which appears select 'Copy Lines'
3. 'Copy lines' box will appear on your screen
4. Enter the number of times you need to copy the line

A screenshot of a software dialog box titled "Copy Lines". The dialog has a light gray background and a blue border. Inside, there is a text prompt "Please enter the number of times to copy this line." followed by a numeric input field containing the number "15". To the right of the input field are two small, light gray buttons with up and down arrows. At the bottom of the dialog are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon. The "OK" button is highlighted with a blue rectangular border.

Enter the number of times to copy line item


5. Click 'OK'
6. Wait while COSI performs the function
7. Save your order

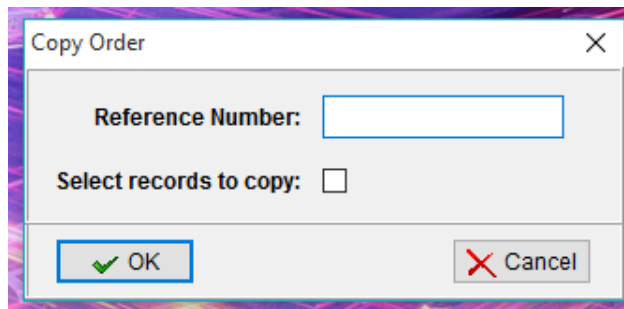


Copy lines

Copy lines from a previous order

To re-order items from a previous quote or job

1. Click the 'Copy' button 
2. From the menu which appears select 'Copy Lines from previous order'
3. The 'Copy order' box will appear on your screen
4. Type in the reference number of the job you would like to copy

A screenshot of a 'Copy Order' dialog box. It has a title bar with a close button (X). Inside, there is a label 'Reference Number:' followed by a text input field. Below that is a label 'Select records to copy:' followed by an unchecked checkbox. At the bottom, there are two buttons: 'OK' with a green checkmark icon and 'Cancel' with a red X icon.


← Type the reference number of the job you need to copy

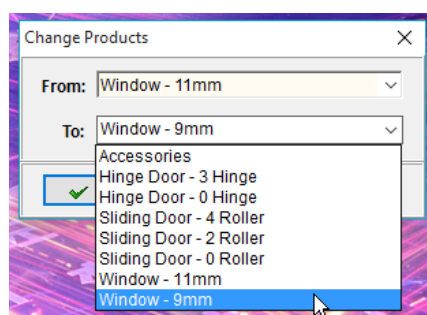
5. Click 'OK'
6. Wait while COSI performs the function
7. Save your order

Change selections on multiple lines

Change product selections

To change all items of one product to a different product type:


1. Click the 'Change' button 
2. From the list which appears select 'Change product selections'
3. 'Change Products' box will appear on your screen, beside the 'To' field select the new product type using the drop down menu box

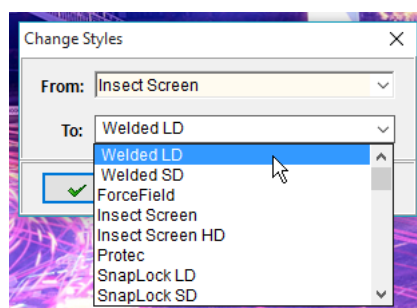


Select new product type using the drop down menu

4. Click 'OK'
5. Wait while COSI processes the change
6. Save your order

Change style selections

1. Click the 'Change' button 
2. From the list which appears select 'Change style selections'
3. 'Change Styles' box will appear on your screen, beside the 'To' field select the new Style type using the drop down menu box




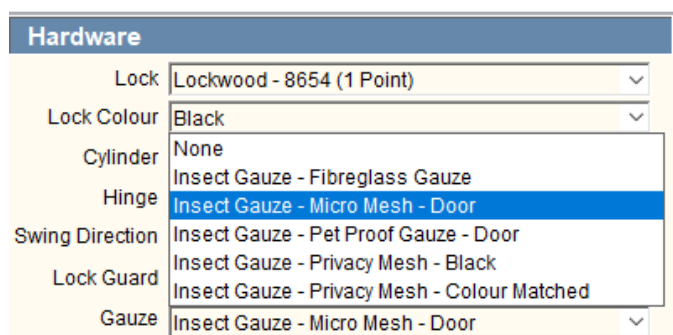
Select new style type using the drop down menu

4. Click 'OK'
5. Wait while COSI processes the change
6. Save your order

Change selections on multiple lines

Change gauze selections


1. Click 'Change' button 
2. From the list which appears select 'Change gauze selections'
3. 'Change Gauze Type' box will appear on your screen, beside the 'To' field select the new gauze type using the drop down menu box

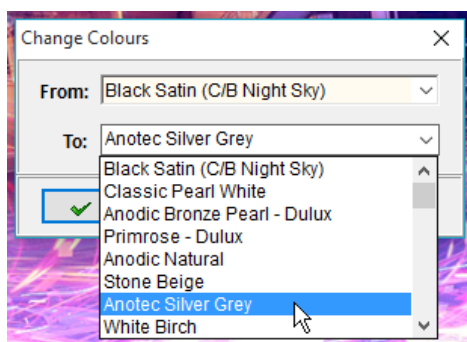


Select new gauze type using the drop down menu

4. Click 'OK'
5. Wait while COSI processes the change
6. Save your order

Change colour selections

1. Click 'Change' button 
2. From the list which appears select 'Change colour selections'
3. 'Change colours' box will appear on your screen, beside the 'To' field select the new colour using the drop down menu box



Select new colour using the drop down menu

4. Click 'OK'
5. Wait while COSI processes the change
6. Save your order

Item status

Item status can be used to track the progress of an order throughout the manufacturing process. On a quote which has not been sent as an order the item status will remain as 'Unsent', once you send the order to our factory the status will change to 'Ordered'. The status then updates live as your product moves throughout the factory.

Item status →

Item Status	Item		Room
Completed	1	+	Shed
Completed	2	+	Shed
Painted	3	+	Front HD
Completed	4	+	Accessory

Item status descriptions

	Status	Colour	Description
	Unsent	Yellow	Order is still at quote stage
	Ordered	Grey	Order has been sent to the factory
	In Queue	Pink	Order is waiting in a queue to be cut
	Cut	Brown	Item has been cut
	Welded	Light Blue	Frame has been welded, where relevant the diamond mesh has been welded in
	Washed	Purple	Item has passed through powder coat pre-treatment
	Painted	Green	Item has been powder coated
	Assembled	Cream	Chassis is completely assembled, ready to be dressed
	Dressed	Pink	Gauze, hinges, rollers or locks have been installed
	Packaged	Red	Item has been plastic/cardboard wrapped
	Ready for transport	Teal	Job is being transferred on-board for delivery
	Dispatched	Dark blue	Job is dispatched
	Delivered	Orange	TNT or Cope report that the job has been delivered



DIFOT tool

The DIFOT tool displays a summary of the performance of your service delivery from Prowler Proof, and allows you to view statistical information on your purchase history.

DIFOT can be defined as the percentage of orders ‘Dispatched In Full On Time’.

You can amend the dates of the data presented by clicking on the first block in the widget.

The tool begins tracking order information from the moment you press send.

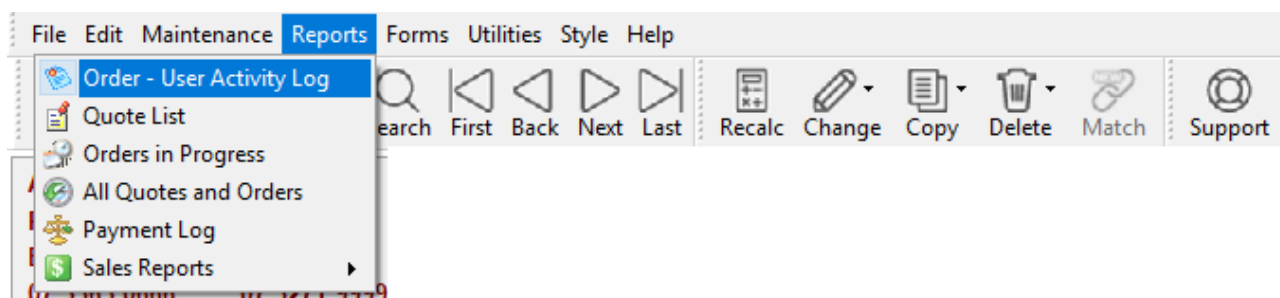
Select date range	Total spend for period	Total items for period	Average \$ per item	Total factory errors	Time from order to dispatch	% dispatched in full on time
↓	↓	↓	↓	↓	↓	↓
This financial quarter	Total \$ \$443	Total items 57	\$ / item \$8	Total errors 0 (0.0%)	Order time 68hrs	DIFOT 100%

Note: The total spend and items for period data does not include accessories, however does include jobs in factory

Reports menu

Order – User activity log

Access the 'Order – User Activity Log' from the 'Reports' menu.



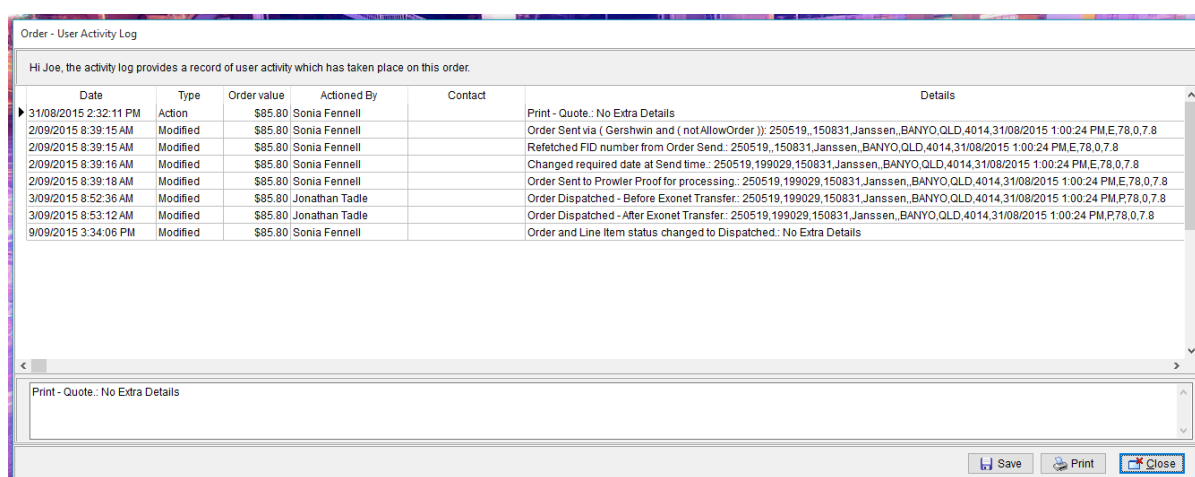
Automatic log entries

Some activities automatically record in the 'Order - User Activity Log'. Each order has its own log. Automatic log entries are added when the order is:

- Printed
- Sent
- Item deleted
- Item modified
- Placed on hold
- Completed
- Dispatched

Manually inserted log entries

The admin team can manually insert an entry to the 'Order – User Activity Log' to record activity on your job.

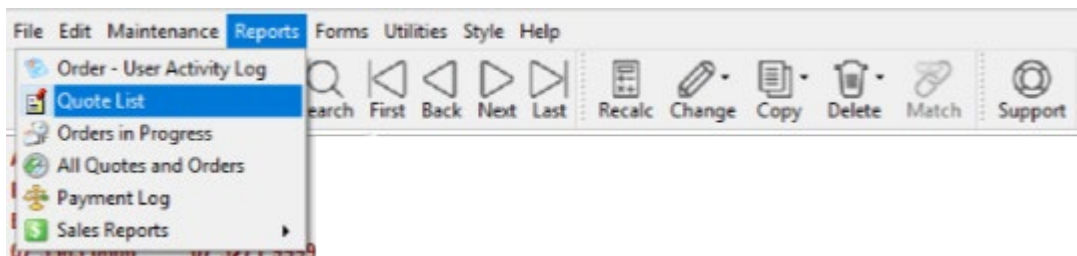




Reports menu

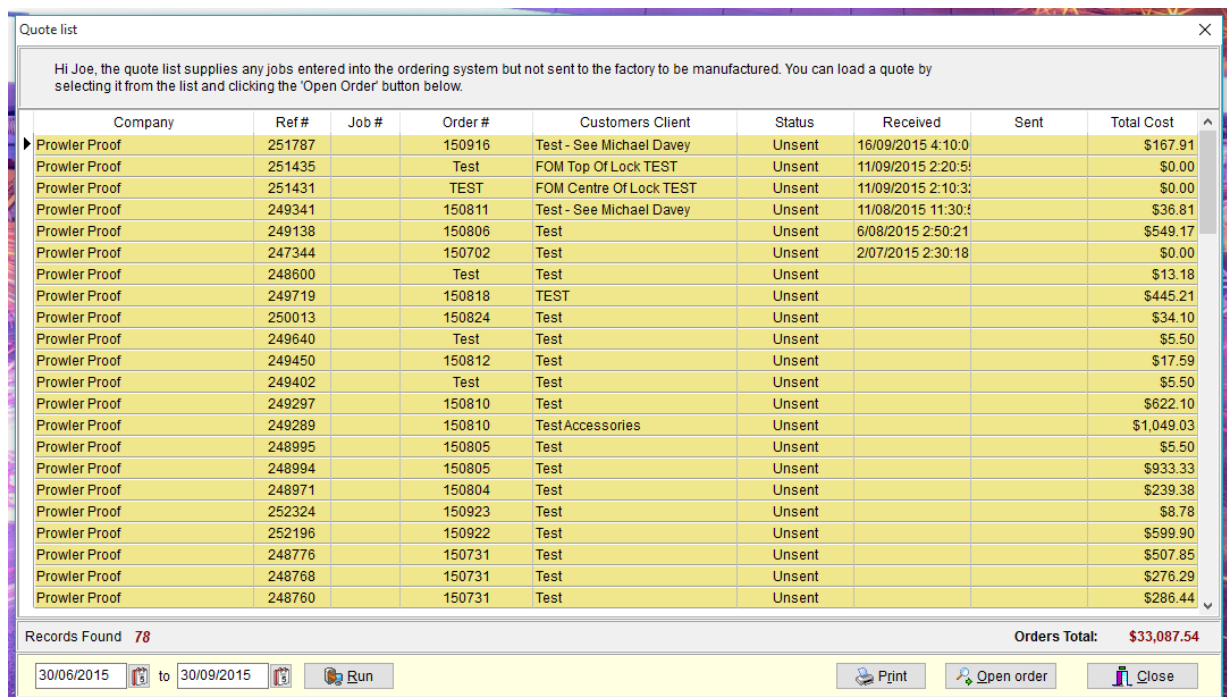
Quote list

Access the 'Quote list' from the 'Reports' menu.



The 'Quote list' reports any jobs entered into the ordering system but not sent to the factory to be manufactured. You can:

- Amend the dates using the date selector in the bottom left corner
- Load a quote by selecting it from the list and clicking the 'Open order' button
- Print the report



Amend
report dates

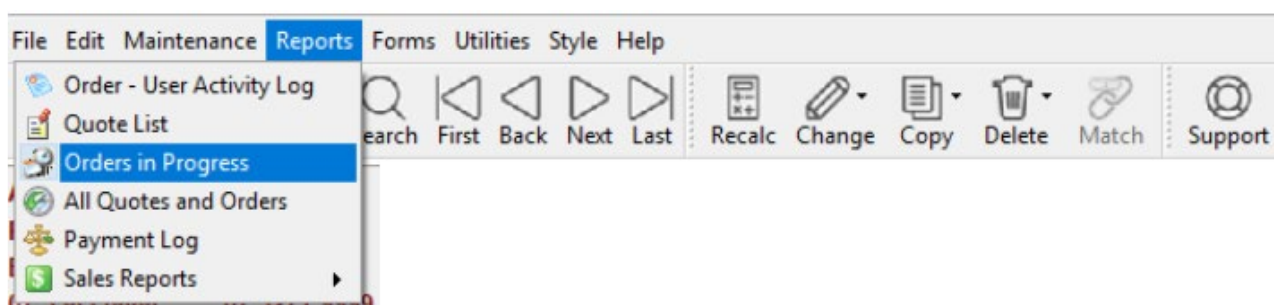
Print
report

Open an
order

Reports menu

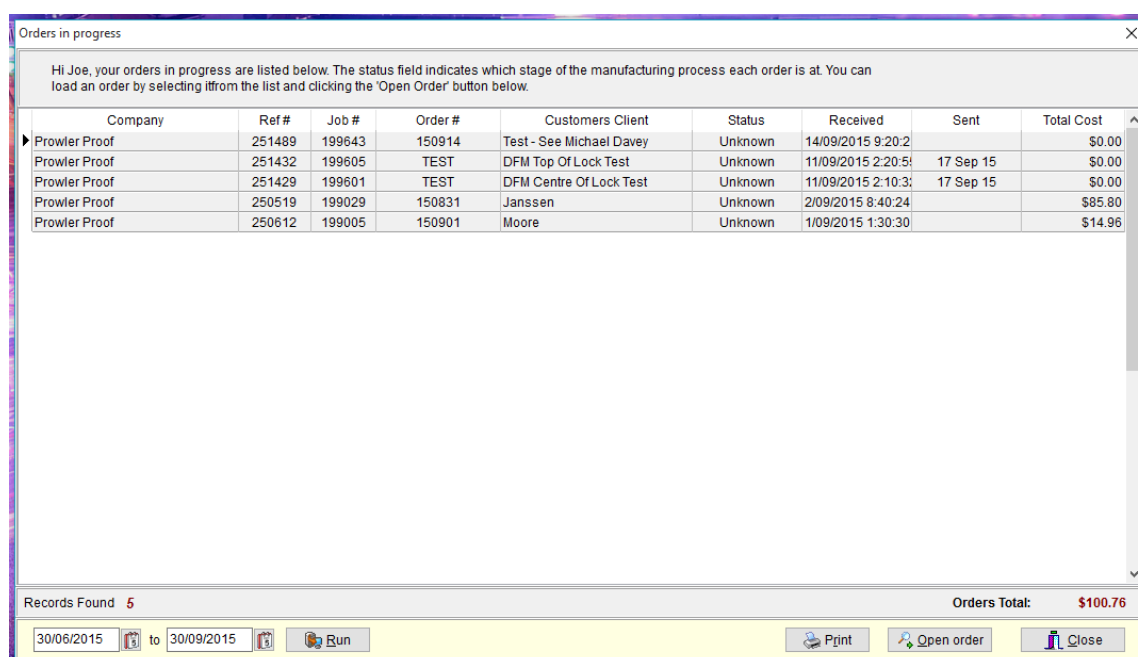
Orders in progress

Access 'Orders in progress' from the 'Reports' menu.



Access 'Orders in progress' lists any jobs entered and sent to the factory to be manufactured, but not yet completed. You can:

- Amend the dates using the date selector in the bottom left corner
- Load an order by selecting it from the list and clicking the 'Open order' button
- Print the report



↑
Amend
report dates

↑
Print
report

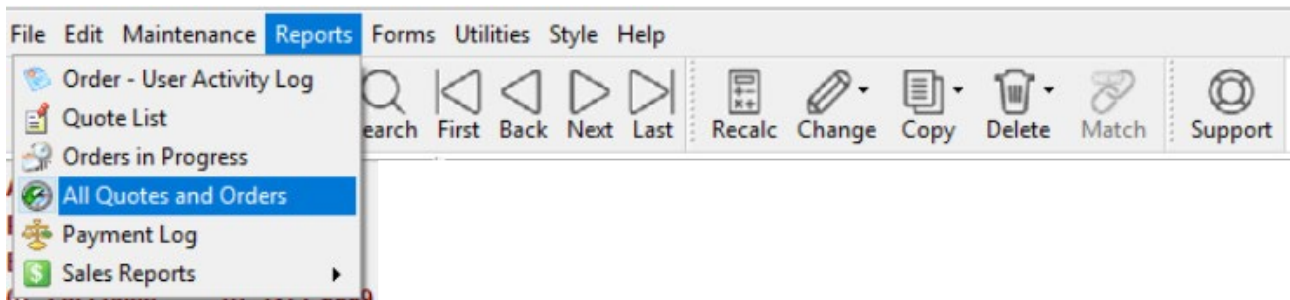
↑
Open an
order



Reports menu

All quotes and orders

Access 'All quotes and orders' from the 'Reports' menu.



'All quotes and orders' lists all your quotes and orders with Prowler Proof. The 'Status' field indicates which stage of the manufacturing process each order is at. You can:

- Amend the dates using the date selector in the bottom left corner
- Load an order by selecting it from the list and clicking the 'Open order' button
- Print the report

All quotes and orders

Hi Joe, this report lists all your quotes and orders with Prowler Proof. The status field indicates which stage of the manufacturing process each order is at. You can load an order by selecting it from the list and clicking the 'Open Order' button below.

Company	Ref #	Job #	Order #	Customers Client	Status	Received	Sent	Total Cost
Prowler Proof	252702	200542	150929	Henry	Dispatched	29/09/2015 8:40:5	29 Sep 15	\$0.00
Prowler Proof	251787		150916	Test - See Michael Davey	Unsent	16/09/2015 4:10:0		\$167.91
Prowler Proof	251489	199643	150914	Test - See Michael Davey	Unknown	14/09/2015 9:20:2		\$0.00
Prowler Proof	251432	199605	TEST	DFM Top Of Lock Test	Unknown	11/09/2015 2:20:5	17 Sep 15	\$0.00
Prowler Proof	251435		Test	FOM Top Of Lock TEST	Unsent	11/09/2015 2:20:5		\$0.00
Prowler Proof	251429	199601	TEST	DFM Centre Of Lock Test	Unknown	11/09/2015 2:10:3	17 Sep 15	\$0.00
Prowler Proof	251431		TEST	FOM Centre Of Lock TEST	Unsent	11/09/2015 2:10:3		\$0.00
Prowler Proof	250943	199240	Dealer Night Samples Dulux - Now Made To Order		Finished	7/09/2015 11:00:2	09 Sep 15	\$0.00
Prowler Proof	250941	199239	Dealer Night Samples Interpon - Replacement Colour		Finished	7/09/2015 10:50:0	09 Sep 15	\$0.00
Prowler Proof	250519	199029	150831	Janssen	Unknown	2/09/2015 8:40:24		\$85.80
Prowler Proof	250631	199012	150901	Attn: C Konvan	Dispatched	1/09/2015 4:50:27	02 Sep 15	\$0.00
Prowler Proof	250612	199005	150901	Moore	Unknown	1/09/2015 1:30:30		\$14.96
Prowler Proof	248559	198665	150728	Tilley	Dispatched	25/08/2015 8:40:0	28 Aug 15	\$224.14
Prowler Proof	249789	198435	Lucas	Lucas	Finished	19/08/2015 9:30:4	20 Aug 15	\$182.72
Prowler Proof	249341		150811	Test - See Michael Davey	Unsent	11/08/2015 11:30:1		\$36.81
Prowler Proof	249138		150806	Test	Unsent	6/08/2015 2:50:21		\$549.17
Prowler Proof	248724	197704	PT OPT2 SYN	PT OPT2 SYN	Finished	30/07/2015 4:20:1	04 Aug 15	\$0.00
Prowler Proof	248725	197705	PT OPT2 QUA	PT OPT2 QUA	Finished	30/07/2015 4:20:1	04 Aug 15	\$0.00
Prowler Proof	248726	197706	FF OPT2 QUA	FF OPT2 QUA	Finished	30/07/2015 4:20:1	04 Aug 15	\$0.00
Prowler Proof	248090	197244	150720	AS5039 Test Examples FF	Finished	20/07/2015 10:30:	23 Jul 15	\$0.00
Prowler Proof	248091	197246	150720	PP Trend Test Rig	Finished	20/07/2015 10:30:	22 Jul 15	\$0.00
Prowler Proof	247963	197167	150716	Option 2	Finished	16/07/2015 11:00:	20 Jul 15	\$0.00

Records Found 18744 Orders Total: 10,069,259.34

30/06/2015 to 30/09/2015 Run Print Open order Close

↑
Amend
report dates

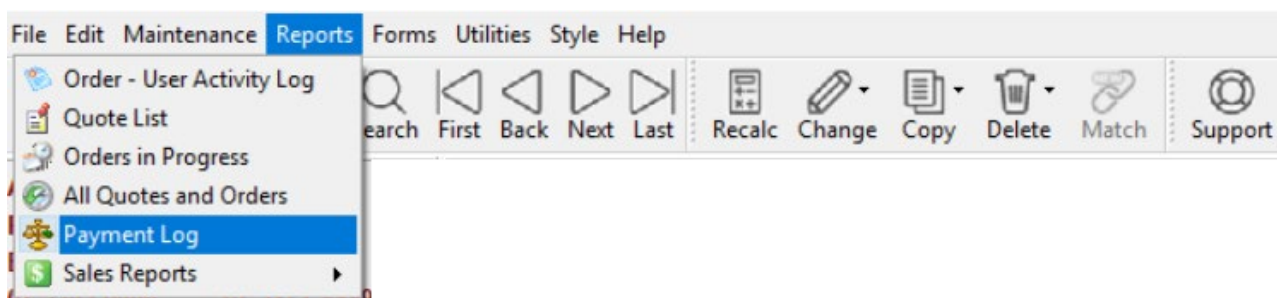
↑
Print
report

↑
Open an
order

Reports menu

Payment log

Access the 'Payment log' from the 'Reports' menu.



The payment log provides a record of card payment activity which has taken place on your account within COSI. You can print the log by pressing the 'Print' button

Payment log

Hi Joe, the payment log provides a record of credit card payment activity which has taken place on this account.

Company name	Date paid	Type	Receipt #	Amount paid
Prowler Proof	28/09/15 10:19 am	Visa	R-0033174	\$1.00
Prowler Proof	01/09/15 01:29 pm	Visa	R-0032278	\$14.96
Prowler Proof	27/08/15 01:35 pm	Visa	R-0032146	\$5.50
Prowler Proof	25/08/15 08:32 am	Visa	R-0032042	\$17.33
Prowler Proof	25/08/15 08:30 am	Visa	R-0032041	\$201.31
Prowler Proof	19/08/15 09:33 am	Master Card	R-0031882	\$182.72
Prowler Proof	09/06/15 09:52 am	Visa	R-0030138	\$534.71
Prowler Proof	27/05/15 02:43 pm	Master Card	R-0029887	\$11.78
Prowler Proof	27/05/15 02:32 pm	Master Card	R-0029886	\$11.78
Prowler Proof	12/05/15 12:53 pm	Visa	R-0029509	\$1,221.28
Prowler Proof	17/04/15 05:29 pm	Visa	R-0028850	\$0.10
Prowler Proof	14/04/15 03:03 pm	Master Card	R-0028743	\$50.28
Prowler Proof	07/04/15 01:22 pm	Master Card	R-0028551	\$82.11
Prowler Proof	24/03/15 02:01 pm	Master Card	R-0028224	\$25.82
Prowler Proof	29/01/15 10:04 am	Master Card	R-0026428	\$357.85
Prowler Proof	21/01/15 11:20 am	Master Card	R-0026170	\$136.68
Prowler Proof	19/01/15 09:23 am	Master Card	R-0026070	\$261.60
Prowler Proof	10/12/14 04:45 pm	American Expres	R-0025380	\$1,178.59

Records Found 43

Print Close

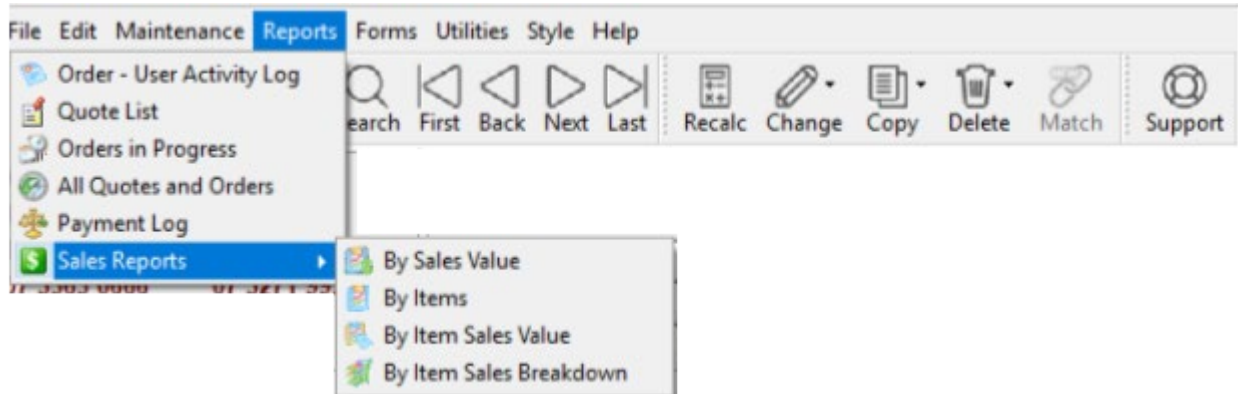
↑
Print
report



Reports menu

Sales report

Access the 'Sales reports' from the 'Reports' menu.



The Sales Reports are available by Sales Value, Items, Item Sales Value and Item Sales Break Down.

The most comprehensive report is 'By Sales Value'. This report breaks your sales down into:

- Sales for this period
- Sales in the same period last year
- The difference between the two
- Includes jobs in factory

Amend
dates →

Client Sales Report - Products Value

Prowler Proof

Last Financial Year

Run

1/07/2014

30/06/2015

	This Period			Same Period Last Year			Difference		
Period Total Sales	\$11,574.07	533	\$21.71	\$4,526.02	2,005	\$2.26	\$7,048.05	-1,472	155.72%
YTD Running Total	\$461.47	60	\$7.69	\$2,113.85	435	\$4.86	-\$1,652.38	-375	-78.17%

Details

Performance

Style	This period					Same period last year					Difference				
	Total Sales	Sales %	Total Items	\$ / Item	Items %	Total Sales	Sales %	Total Items	\$ / Item	Items %	Total Sales	Sales %	Total Items	\$ / Item	Items %
Welded LD	\$1,628.84	14	91	\$17.90	17	\$4,439.00	98	349	\$12.72	17	-\$2,810.16	-63	-258	\$10.89	-74
Welded SD	\$0.00	0	0	\$0.00	0	\$1,136.78	25	6	\$189.46	0	-\$1,136.78	0	-6	\$189.46	0
Accessories	\$745.74	6	32	\$23.30	6	-\$7,251.09	-160	17	-\$426.53	1	\$7,996.83	-110	15	\$533.12	88
ForceField	\$8,415.88	73	208	\$40.46	39	\$3,394.96	75	934	\$3.63	47	\$5,020.92	148	-726	-\$6.92	-78
Heritage	\$0.00	0	4	\$0.00	1	\$335.78	7	2	\$167.89	0	-\$335.78	0	2	-\$167.89	100
Insect Screen	\$120.36	1	91	\$1.32	17	\$323.47	7	344	\$0.94	17	-\$203.11	-63	-253	\$0.80	-74
Insect Screen H	\$0.00	0	0	\$0.00	0	\$0.00	0	3	\$0.00	0	\$0.00	0	-3	\$0.00	0
Protec	\$551.61	5	36	\$15.32	7	\$0.00	0	0	\$0.00	0	\$551.61	0	36	\$15.32	0
SnapLock LD	\$0.00	0	0	\$0.00	0	\$1,010.34	22	9	\$112.26	0	-\$1,010.34	0	-9	\$112.26	0
SnapLock SD	\$111.64	1	71	\$1.57	13	\$1,136.78	25	341	\$3.33	17	-\$1,025.14	-90	-270	\$3.80	-79

Save report

Print report

Status: All Done

Save

Print

Close

Save
report

Print
report

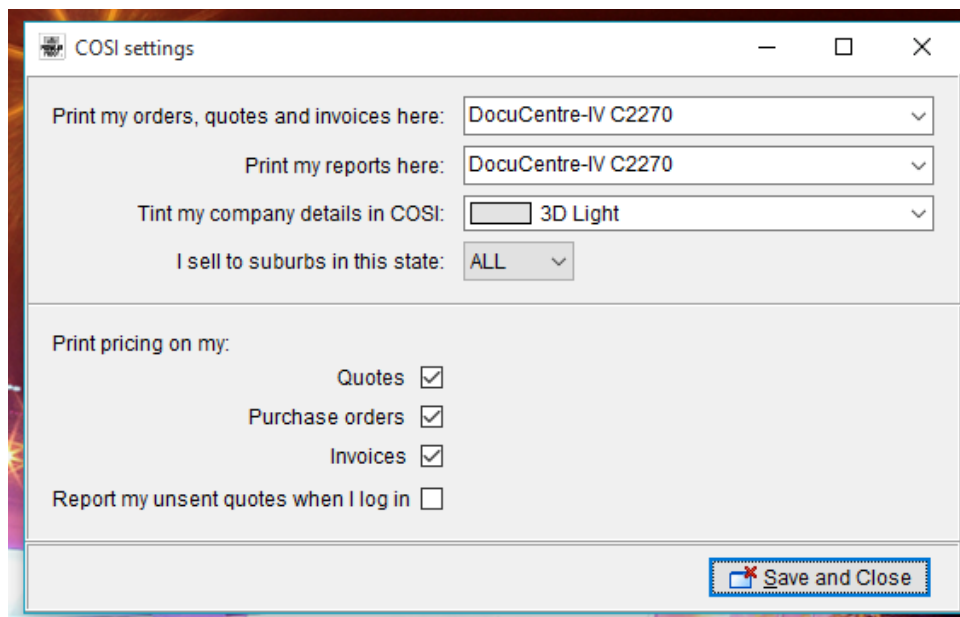
Utilities menu

COSI Settings

Access 'COSI Settings' from the 'Utilities' menu.



Use COSI Settings to amend preferences such as to which printer you would like documents to print, which suburbs appear in your suburb list and whether you would like pricing to display on your documentation.





Company Maintenance

The Company Maintenance area allows you to control:

- Notification options
- Contact Details
- Hardware Defaults – Doors
- Hardware Defaults – Windows

Order Notifications

Job notifications can be changed to suit your requirements. Access from the menu, Maintenance, Company.



Click on the edit box.



Order Notification | Address Details | Contact Details | Hardware Defaults - Doors | Hardware Defaults - Windows


When an order is received send an alert by - eMail: ☒ SMS: ☐

When an order is complete send an alert by - eMail: ☒ SMS: ☒

When an order is delayed send an alert by - eMail: ☒ SMS: ☒


Lock Cut Out - height is to:

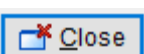
Default Lock Height:



Company Maintenance

Tick or untick check boxes to make your selections.

Click on the  to save your selections

Click on the  button

Lock Cut Out Default

Use the drop down to select your preferred option

Order Notification	Address Details	Contact Details	Hardware Defaults - Doors	Hardware Defaults - Windows
<p>When an order is received send an alert by - eMail: <input checked="" type="checkbox"/> SMS: <input type="checkbox"/></p> <p>When an order is complete send an alert by - eMail: <input checked="" type="checkbox"/> SMS: <input checked="" type="checkbox"/></p> <p>When an order is delayed send an alert by - eMail: <input checked="" type="checkbox"/> SMS: <input checked="" type="checkbox"/></p> <p>Lock Cut Out - height is to: <div>Bottom of lock body ▾ Top of lock body Centre of lock body Bottom of lock body</div></p> <p>Default Lock Height: <div>Bottom of lock body</div></p>				



Company Maintenance

Contact Details


New and current COSI users can be created and retired in this area

Order Notification | Address Details | **Contact Details** | Hardware Defaults - Doors | Hardware Defaults - Windows

Double click on the required line to edit all contact details then press OK

Contact ID	Passw	Type	T...	Given Na	Surname	Email	Mobile	Emp ID
PAM	pam01	Sales	Ms	Pam	Prowler	info@prowlerproof.com.au		
PAT	Pat01	Sales	Mr	Pat	Prowler	info@prowlerproof.com.au		

Close

To create a new COSI user for your business click on the line for the last record, tab  through until a new line is created.

Enter on new line:

- Contact ID – up to 10 characters (user ID)
- Password – up to 8 characters
- Type - choose from: Sales – quoting & Ordering
Retired – removes COSI access
- Title
- Given Name
- Surname
- (email, mobile & Emp ID fields are optional)

Continue to tab through the line until a new line is created. Press Arrow Up from your keyboard to remove the following line if not required.

Company Maintenance

Hardware Defaults - Doors

Access via Hardware Defaults – Doors tab. Hardware defaults can be selected for Hinged and Sliding Doors.

Use the dropdowns to make your selection and select the tick ☒ button to save.

Hardware Defaults - Windows

Access via Hardware Defaults – Windows tab. Hardware defaults can be selected for Hinged and Sliding Doors.

Use the dropdowns to make your selection and select the tick ☒ button to save.



Trouble shooting

Firewall trouble shooting

The below information will be useful to yourself or your IT professional when troubleshooting connection problems in COSI.

On your firewall ensure that the following TCP ports are open:

- Port 9000
- Port 9050
- Port 21 and 20 (FTP for upgrades)

The use of an application based firewall rule will cause problems as eachtime COSI is updated (approximately monthly) the application based firewall rule will also need to be updated, instead we recommend the use of port based rules.

Manufactured assembly

Prowler Proof assembles hardware in factory on some items to minimise installation time on site.

Hinge doors:

Assembled in factory (Prowler Proof)

- Product chassis
- Lock body installed
- 3 point auxiliary kit
- Hinges
- Flush bolts
- Insect gauze

Assemble on site (Dealer)

- Handle furniture
- Cylinder
- Strikes
- Bug strip
- Stop bead
- T section
- Jamb adaptors

Sliding Doors:

Assembled in factory (Prowler Proof)

- Lock body
- 3 point auxiliary kit
- Rollers
- Flush bolts
- Insect gauze

Assemble on site (Dealer)

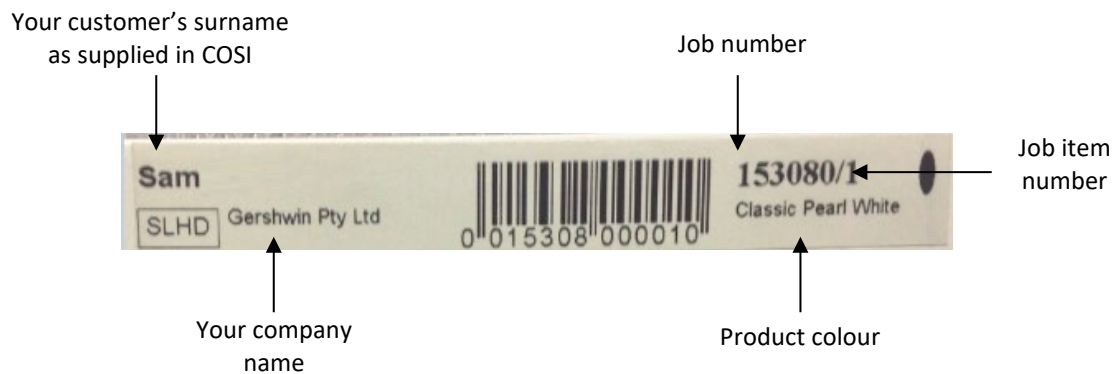
- Handle furniture
- Cylinder
- Strikes
- Door interlocks
- Receiver channels



Packaging and labelling

Product label

Every individual item has a product label containing the following information:



The product label is placed in the following locations:

- Hinge Doors White permanent label on hinge side of door edge
- Sliding Doors White permanent label on back edge of door (non-lock side)
- Windows White permanent label on top right side, back of frame (inside)
- Extrusion Blue removable label on edge of product

Parcel label

Every individual package has a parcel label containing the following information:



Packaging and labelling

Package labelling

The following documents are attached to packaging on each job:

- Delivery docket which outlines job contents (see following page)
- Parcel label
- Warranty certificate
- Care and maintenance guide
- Courier label

Packaging

Products are packaged as follows:

- Doors – single packed & shrink wrapped in plastic
- Windows – packed two together & shrink wrapped in plastic
- Accessories
 - Hardware (handles, cylinders etc.) – brown cardboard box
 - Extrusions (interlocks, bug strips etc.) – bundle wrapped
- For interstate and regional dealers, the doors and windows are cardboard wrapped in addition to being shrink wrapped, accessory extrusions are supplied in cardboard tubes

Hardware box

The hardware box is a brown cardboard box which has two labels:

- Identification label, identifying:
 - Your customers surname
 - Number of items in the box
- Parcel label
- Each product inside will be labelled with its own product label

Extrusion bundle

Extrusions are bundled together with the following labels:

- Parcel label
- Individual product labels



Packaging & Labelling

Delivery Docket

Each delivery from Prowler Proof includes a delivery docket which lists the contents and details of the job. Use the delivery docket to:

- Ensure all products ordered have been received
- Check individual product descriptions, as per the 'room' field in your COSI order, to quickly sort out which product suits which opening on your delivery

Delivery Docket

Deliver to:
Prowler Proof
122 Buchanan Road
BANYO QLD 4014
Phone: 07 3363 0666

Invoice to:
Prowler Proof
PO Box 237
BANYO QLD 4014

Order Details:
Order No: 140205
Invoice No: 171629
Customer: Prowler
Suburb: BANYO QLD 4014

Delivery Detail:
Delivery by: Wholesaler Pickup
Con Note:
Ordered: 06 Feb 2014

Item	Room	Product	Style	Colour	Drop	Width	Received
1	Kitchen	Window - 11mm	ForceField	Classic Pearl White	1152	720	<input type="checkbox"/>
2	Lounge Room	Window - 11mm	ForceField	Classic Pearl White	1152	870	<input type="checkbox"/>
3	Bedroom1	Window - 11mm	ForceField	Classic Pearl White	1152	870	<input type="checkbox"/>
4	Bedroom2	Window - 11mm	ForceField	Classic Pearl White	1152	720	<input type="checkbox"/>
5	Bedroom3	Window - 11mm	ForceField	Classic Pearl White	1152	720	<input type="checkbox"/>

Room description (as per COSI)

Product check list

Manufactured and Distributed by Gershwin Pty Ltd
122 Buchanan Road, PO Box 237 Banyo QLD 4014
P 07 3363 0666 F 07 3267 5411 ABN 22 064 102 816

Claim a warranty

How to claim

Your customer must contact you within 30 days of identifying the fault. They will supply you with a detailed description of the fault outlining how and when it occurred. To organise a warranty claim for your customer:

1. Assess whether your customers claim is covered by warranty, use the checklist below, if you would like help making this decision please give our team a call on 07 3363 0666
2. Collect this information:
 - a. Job number and item number e.g. 123456/5
 - b. Pictures of the fault
 - c. A description of the fault
3. To complete the warranty request form, please click [here](#) and you will be redirected to our website, where you can complete a dealer support ticket.
4. The Prowler Proof team will use the Job number and item number, photos and description to enter a warranty job into the system
5. If you are eligible for the warranty rebate, the team will organise a payment to the BSB and account number on your file

Note: Due to manufacturing limitations, **oversize products cannot be guaranteed dispatch within 2 working days, but every effort will be made to dispatch the job as quickly as possible**

Damage not covered by warranty:

- ☐ Improper use
- ☐ Use other than residential purposes
- ☐ Deliberate damage
- ☐ Alterations or repairs not made by Prowler Proof
- ☐ Recommended care and maintenance not carried out
- ☐ Forced or attempted forced entry
- ☐ Events outside of our control, such as fire, flood, earthquake or other natural calamity, motor vehicle or other accident, strike, civil unrest, terrorism or war

What attracts a warranty rebate?

- ☐ Product failure due to a defect in workmanship or materials
- ☐ Paint problems
- ☐ Corrosion problems
- ☐ Weld problems

Note: Faults identified and fixed prior to install do not attract a rebate. Likewise failure of accessory items such as locks, handles, hinges, rollers, door closers, etc. that are not manufactured by Prowler Proof do not attract a rebate



Report a product fault or problem

How to report

A Prowler Proof product dispatched with a problem in workmanship or materials is a rare occurrence. When it does happen we want to resolve the problem quickly and with as little inconvenience to you as possible. To organise a remake or report items missing from your order:

1. Collect this information:
 - a. Job number and item number e.g. 123456/5
 - b. Pictures of the fault, if applicable
 - c. A description of the fault
2. To complete the warranty request form, please click [here](#) and you will be redirected to our website, where you can complete a dealer support ticket.
3. The Prowler Proof team will use the job number, item number, photos and description to enter a remake job into the factory
4. The job will be prioritised in the factory and dispatched to you within 2 working days

Note: Due to manufacturing limitations, **oversize products cannot be guaranteed dispatch within 2 working days, but every effort will be made to dispatch the job as quickly as possible**

5. Please note, no changes will be made to the original item specifications on remade items

