

## **SYMBOL PDT (Handheld)**

### **Instructions for placing an order with Renfro Supply**

Renfro Supply uses the Symbol PDT Model 1475 to send orders over phone lines to our computer. For your convenience your hand held has been pre-programmed by Renfro Supply with prompts to help you order, transmit to our Computer, and delete old orders.

- STEP 1            When you turn your unit on it will prompt you with CUSTOMER#: You will need to enter your Renfro Supply Customer # \_\_\_\_\_, then press the ENTER key.  
*NOTE....some units have been programmed so you do not have to enter your Customer # if this prompt does not come up proceed to Step 2.*
- STEP 2            The next prompt is IT:    Q: this is asking for the Renfro Item# and Quantity. Enter Item # then Quantity you'd like to order.  
*NOTE: If your store has been labeled with Renfro Labels you may want to use the light wand to scan the bar coded item #*
- STEP 3            Enter as many item numbers and quantities as necessary
- STEP 4            When you've entered all the items you'd like to order, press the c== button
- STEP 5            The hand held will ask you if you'd like to enter another Customer #, answer Yes or No. If you press yes it will take you thru Steps 1 thru 4 above. Our system will create 2 Invoices
- STEP 6            If you answer No it will ask you if the Order is Complete, If you answer Yes it will ask if you'd like a New Order, if you say No it will give you a chance to add to your order, answer Yes to add items or No to Send.
- STEP 7            When you answer Yes to send it will ask if you're sure, if you say No it will take you back to the Item# Quantity prompt.
- STEP 8            To send answer Yes then it will ask you to press + to send.....DO NOT PRESS + YET.
- STEP 9            Using your telephone call the Renfro Supply computer at **866-465-6061 or 549-5604**.  
The voice on the computer will tell you when it's ready for transmission. When it says "*Order entry. Departments please transmit at the tone*" hold the mouth piece up to the acoustic coupler and press +    When the transmission is complete the computer will say transaction #. If you receive an error message simply hang up and try again.  
Call our 800-467-1334 voice number to give us your transaction #
- STEP 10           Follow the prompts to Erase the order from your hand held. You may want to wait to Erase your order and Erase it when you go to place a new order.
- EDIT              If you have entered a item number wrong or want to change a quantity you can use the up and down arrows to scroll through your order when you find an item you want to change hit the edit key and then answer yes to modify, press the clear button to clear the quantity if you need to change the item number after you clear the quantity hit the backspace button. Then enter your new item and quantity.  
*Note: If you want to completely delete an item you will have to enter an item number in the place of the item you need to delete, so if you don't have any other items to order and you need to delete and item follow the steps above and enter O's for the item number and quantity and hit enter*
- Note: To preserve the battery the hand held unit is set to automatically shut off after 30 seconds of no activity. When this happens just Press ON to pick up where you left off.**