

# CUSTOMER SERVICE BULLETIN

## Radio Shack® CUSTOMER SERVICE BULLETIN

400 Atrium—One Tandy Center, Fort Worth, Texas 76102

Bulletin No.	4554-1
Description	ARS Series I
Model	Model II
Stock No.	26-4554 Version 1.0
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### Problem

If the end of period processing has been done, without the line change listed below, the system will hang up on the first customer that was not a balance forward account and has more than one transaction.

### Solution

If during setup, to consolidate transactions is answered "no", line 14100 in AREP/BAS program must be changed before end of period processing is done.

1. Backup the diskette(s) and make the changes on the Backup copy of the program.
2. In BASIC load the program by typing LOAD"AREP/BAS".
3. Make the following corrections:

CHANGES (Retype the line or refer to the Edit section of the owners manual)

Old Line: 14100 IFOS<>SETHENGOSUB15000:OS=OE:GOTO14100

New Line: 14100 IFOS<>SETHENGOSUB60000:GOSUB15000:OS=OE:GOTO14100

4. Type SAVE"AREP/BAS" to save the changes in the program.
5. At TRSDOS Ready, make a backup copy of the corrected diskette.

If end of period processing has been done, either RESET or BREAK would have to be used to escape the program. Files can be salvaged as long as files have not been reaccessed through customer query or another function. If any inquiry to the files has been done, all files are lost and a backup must be used. If the system files were not reaccessed, then run function #9 at MAIN MENU or Verify File Structure. This will delete the customer that the system hung up on and must be re-entered. Also, if any customers were processed before the system hung up, they are fine. All others afterward were not processed and must be manually adjusted to the end of period status.