

# **PARCEL CUSTOMER IMPLANT**

Updated Wednesday 2<sup>nd</sup> December 2009



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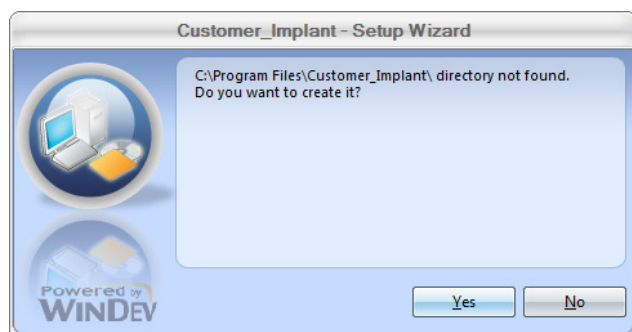
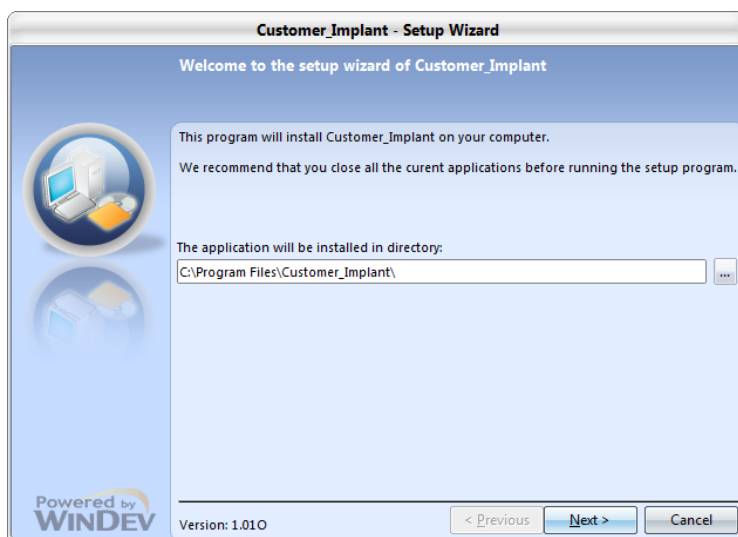
# Chapter 1 - Installation

- **Installation and Updates**

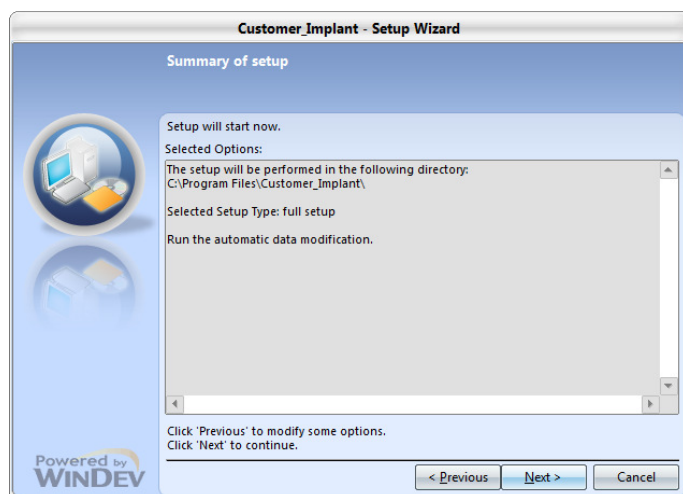
Double-click on the Implant.EXE

*First Time Installers – follow these screens:*

On the first screen keep the application directory as standard, click next.



If asked to create the directory, click "Yes".

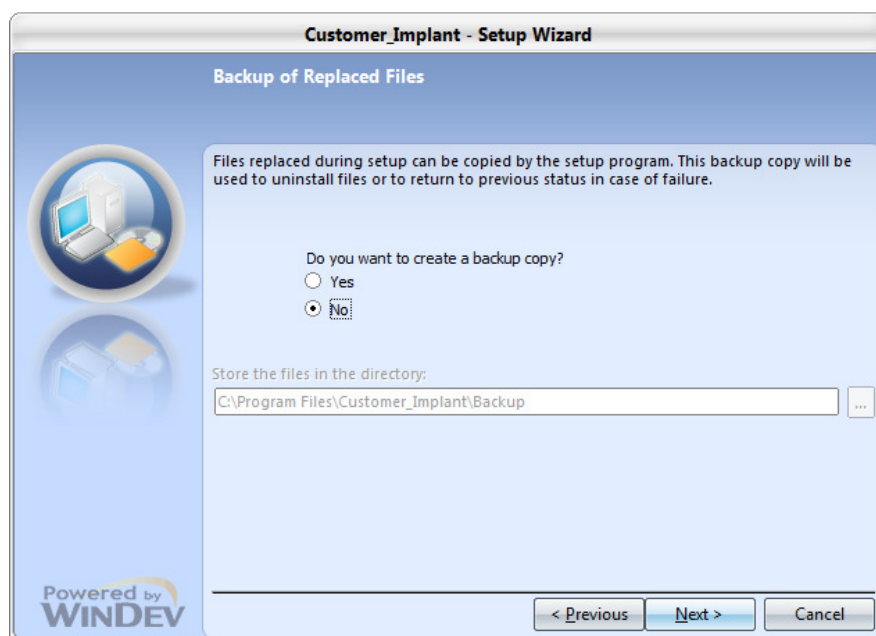


Setup summary will then be displayed, click next.

This will then install the Customer Implant server and inform you that setup is complete

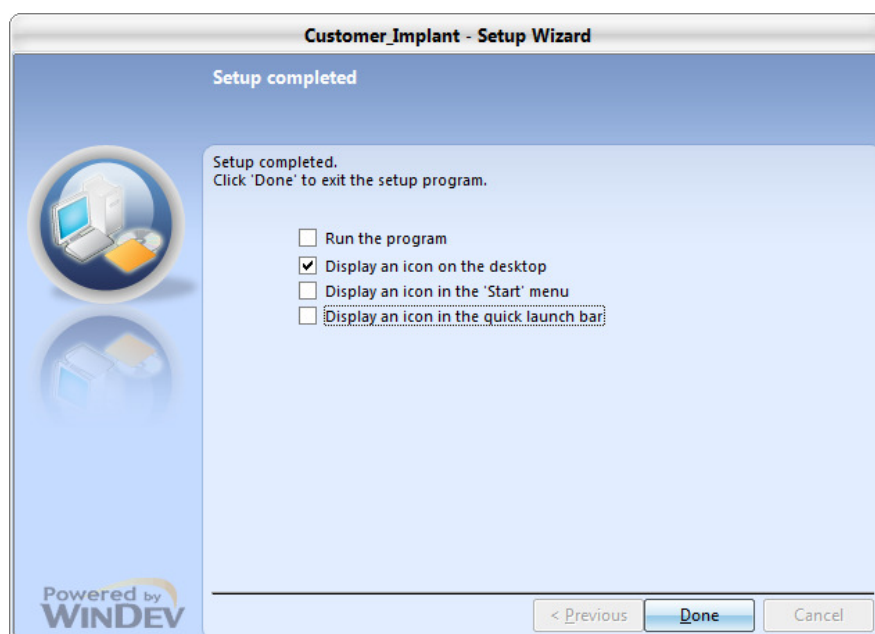
# Chapter 1 - Installation

The Customer Implant will then be installed and on the final screen tick only “desktop shortcut” and complete the setup by clicking done.



*If the Customer Implant has been installed before:*

Follow the same screens as above. Except where you get create directory you might get the following screen:



If asked to create a backup directory, select “No”

- **Networking the Program**

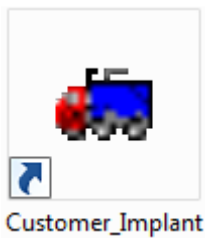
If you wish to run the program across a Local Area Network you should install the program on all PC's that are to access the program. You should then look at loading the program on the next page.

# Chapter 1 - Installation

- **Loading the Program**

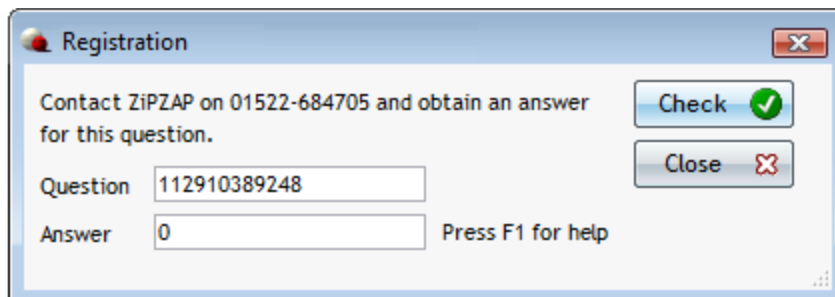
## Running Customer\_Implant for the First Time

Double-click the Customer\_Implant icon on the desktop.



To run the program across a network, install the program on all workstations and then select a shared folder on a mapped driver for the data. All workstations must point to the same place although it is possible that they are mapped differently. Go to page 8 for instructions on how to set the data path.

Initially when you open the program you will be asked to register your program. Contact ZipZap to obtain an answer for this question.

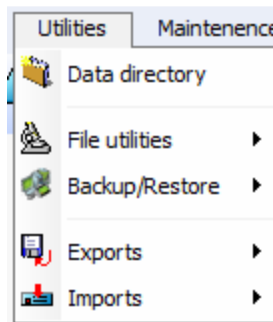


# Chapter 1 - Installation

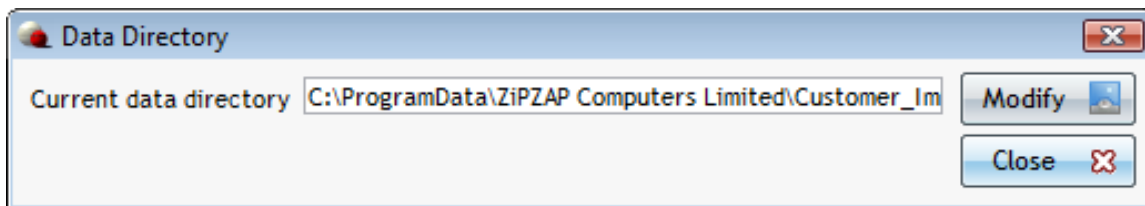
- **Data Path**

To set the data path you should have a mapped folder on the network that everyone has read/write access to.

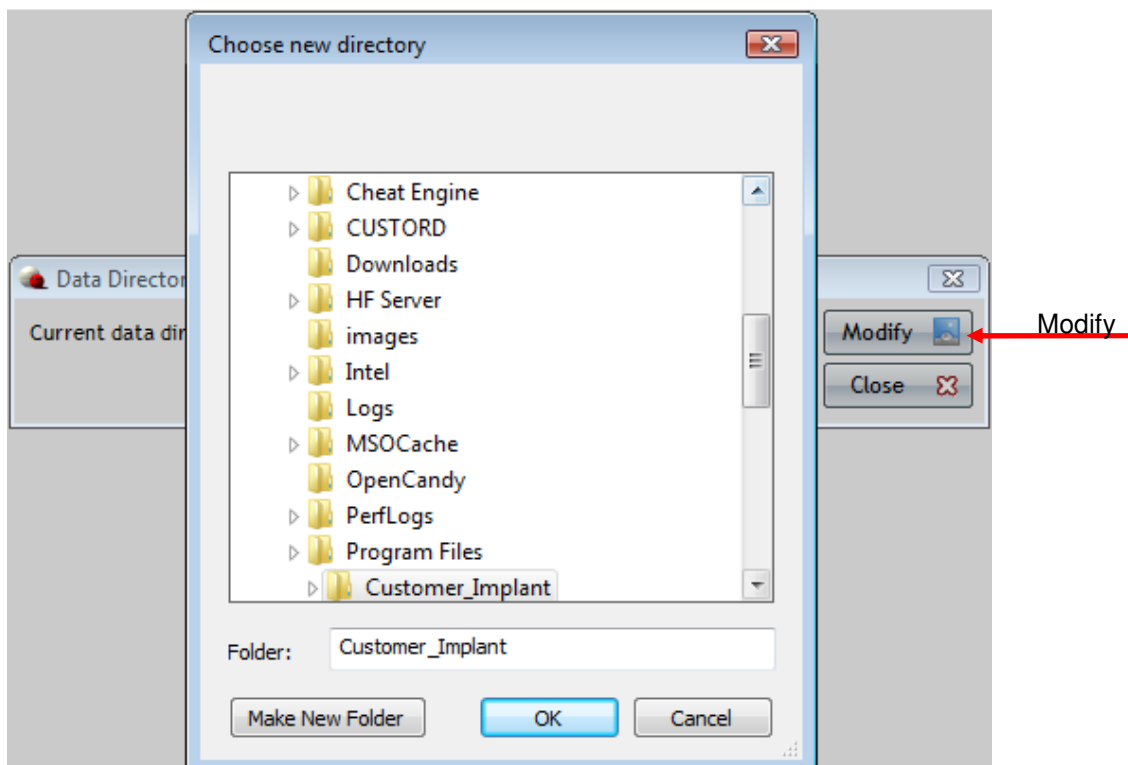
On the Utilities Menu you should select **Data Directory**



The window below will appear for changing the location of the data. The program will then remember this for future user.

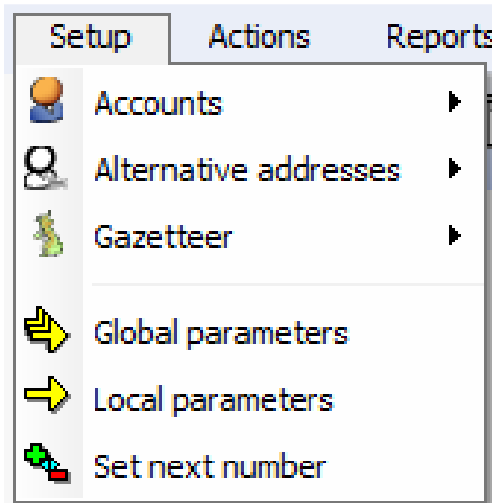


Click **Modify** and choose a new directory, click **OK** and Close the Data Directory Window.





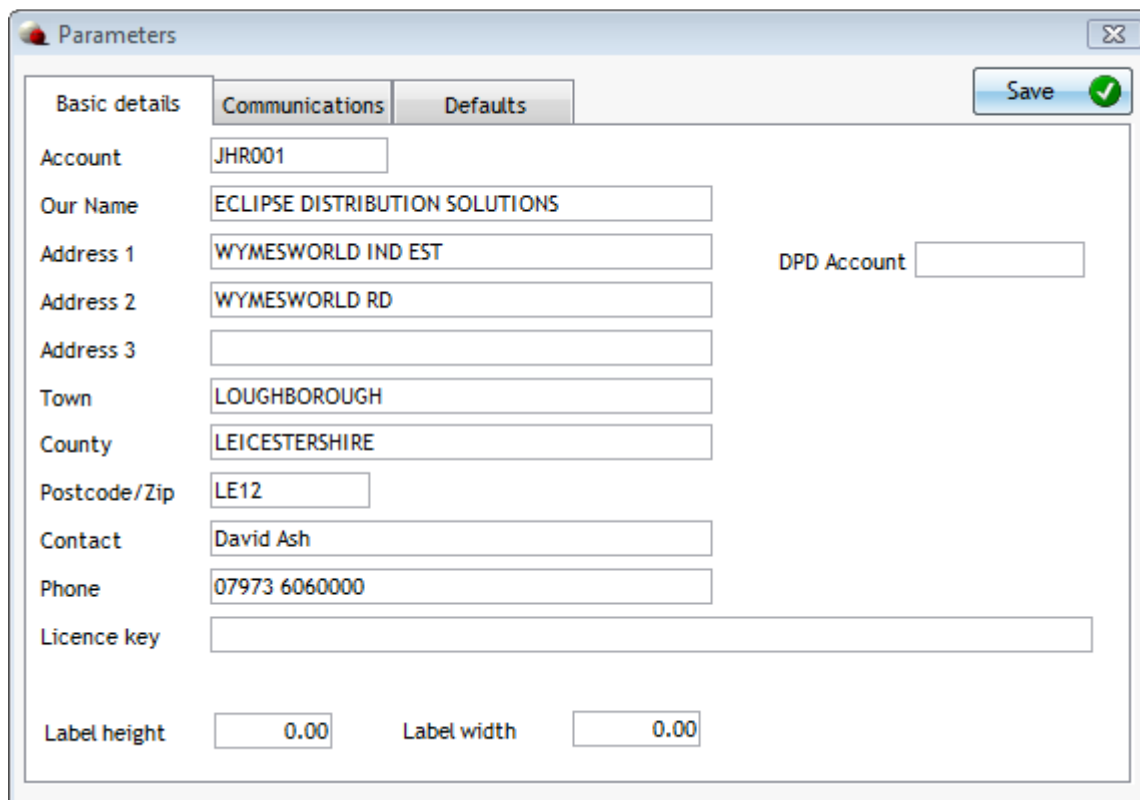
# Chapter 2 – Initial Setup



The setup menu - It is important to work through it in the order indicated in this manual.

- **Setup, Global Parameters**

Enter your company details on the screen as below:



You will need a Licence Key from Zipzap Computers to change the software from evaluation version to a licensed version

**Go to page 40 for instructions on how to request a Licence Key.**

After entering your details, select the **Communications** tab.

# Chapter 2 – Initial Setup

The screenshot shows a 'Parameters' dialog box with three tabs: 'Basic details', 'Communications', and 'Defaults'. The 'Communications' tab is active. It contains the following fields and options:

- Our Email address:**
- SMTP Server:**  (An arrow labeled 'E-mail Details' points to this field.)
- SMTP Username:**
- SMTP Password:**
- Use Exchange Server
- Connection name:**
- FTP Server:**
- FTP Username:**
- FTP Password:**
- FTP Port:**  (with a blue icon)
- FTP Remote Dir:**
- Timeout:**  (with a blue icon)
- FTP Transfer type:**
  - Binary
  - ASCII (An arrow labeled 'FTP Details' points to this option.)
- FTP Passive

A 'Save' button with a green checkmark is located in the top right corner.

If required enter details of the FTP server you are communicating with and also the SMTP server if you are using e-mail. E-mail settings can be found in your e-mail client such as Outlook.

Select the last tab called **Defaults**.

# Chapter 2 – Initial Setup

Parameters

Basic details | Communications | Defaults | Save

Default items: 1

Default weight: 20.0

Default service: 12

Local depot: 1 | Depot Email: norman@zipzap.co.uk

Adhoc Account: ECLIPSE001 | Alternative Label type 210mm x 140mm:  | Alternative deliverer:

Use postcode anywhere

Username:


Code:  | PCA Web Site:

Twain interface:  Yes,  No


Twain scan type:  Default,  RGB,  Greyscale,  Black and white

Export type:  Extended,  ParcelTrak Standard

Fill in your default settings.

To select a service, click on the magnifying glass. 

Fill in the local depot number and the depot email.

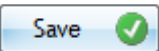
If you have a default adhoc account, select the account by using the magnifying glass. 

Tick the tick box if you want alternative label type and if you have an alternative deliverer, fill in the box.

If you use postcode anywhere, tick the use postcode anywhere tick box and fill in the username, code and PCA website.

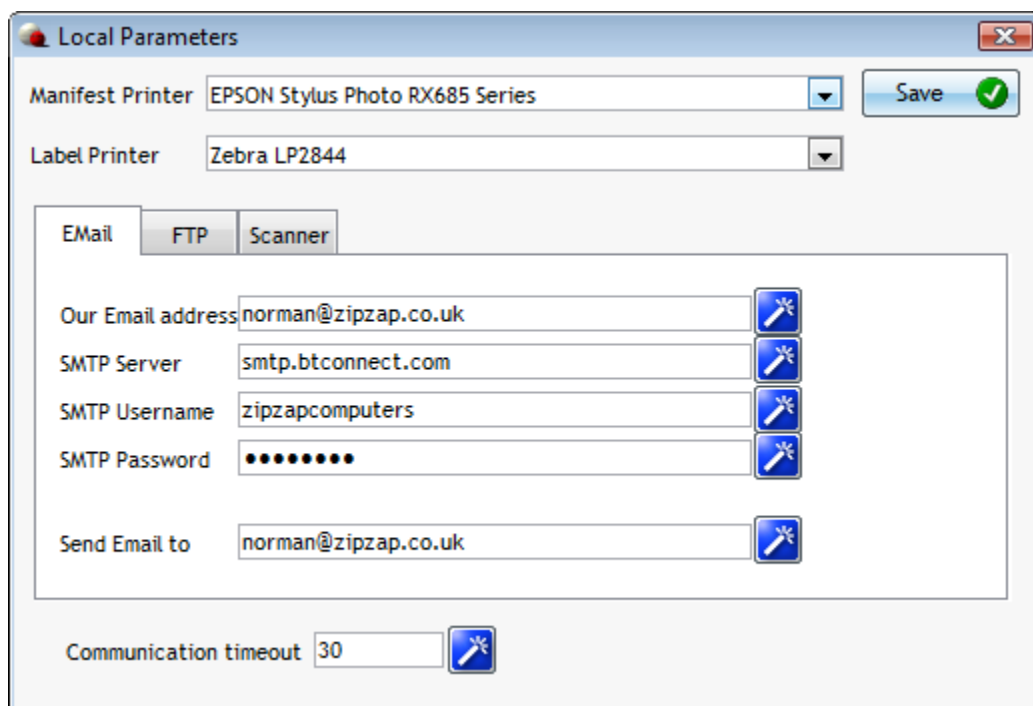
Select your scanner (Twain) Settings.

Select your export type.

Click **Save**  to finish

# Chapter 2 – Initial Setup


- **Setup, Local Parameters**

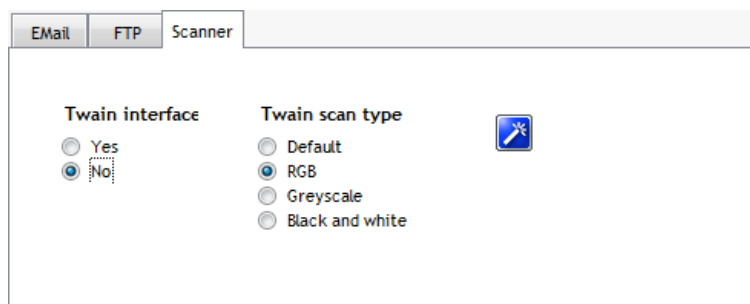


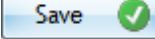
These settings are specific to your own local computer.

Select your default printers.

Next work through the tabs and enter the information.

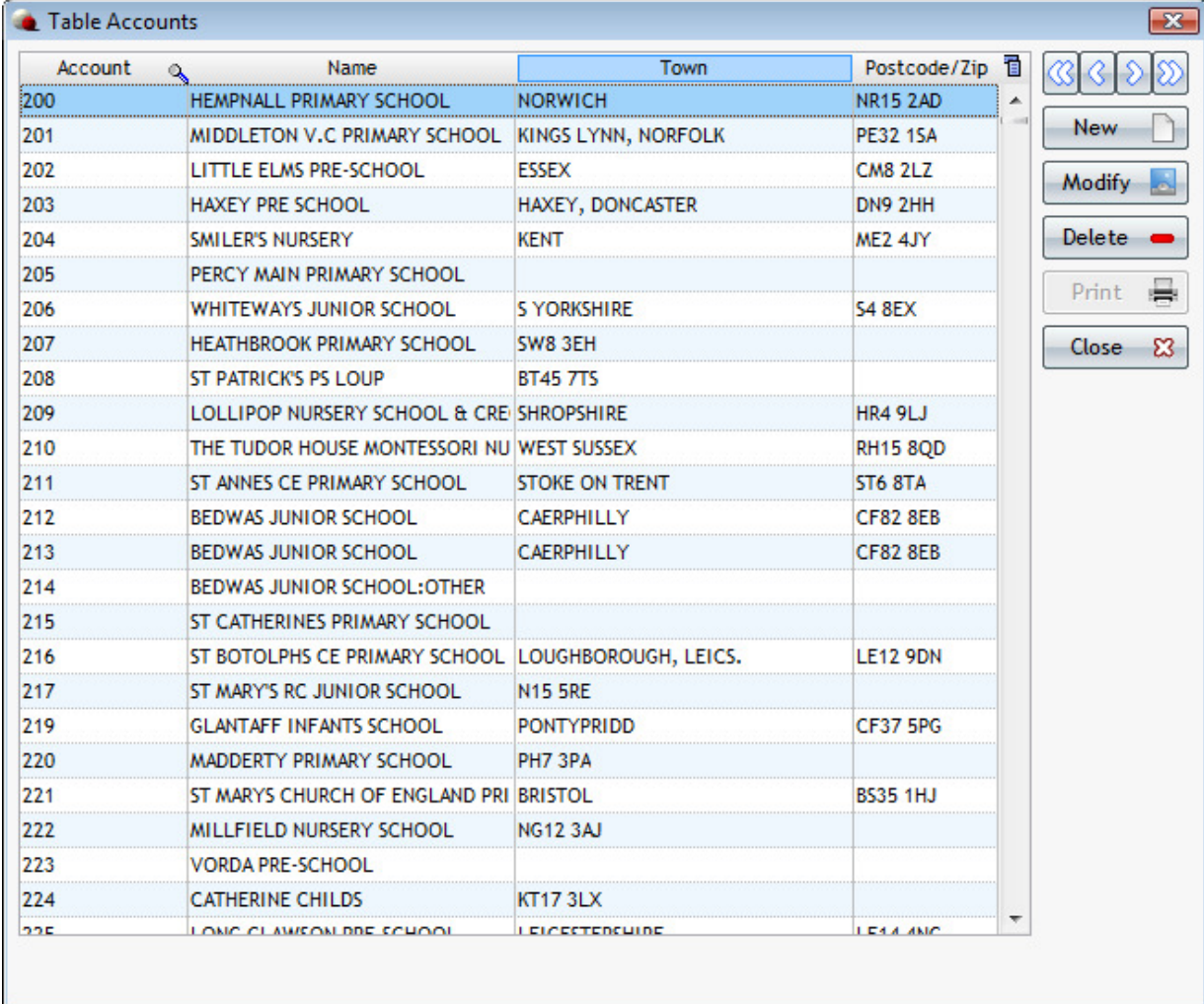
If your local settings are the same as your global settings, then you can use this button  to copy the details from the global parameters.



Click **Save**  to finish

# Chapter 2 – Initial Setup

- **Setup, Accounts, Browse Accounts**



The screenshot shows a window titled "Table Accounts" with a table of school accounts. The table has four columns: Account, Name, Town, and Postcode/Zip. The first row is highlighted in blue. To the right of the table is a toolbar with several buttons: "New" (with a document icon), "Modify" (with a pencil icon), "Delete" (with a red minus icon), "Print" (with a printer icon), and "Close" (with a red X icon). There are also navigation arrows at the top of the toolbar.

Account	Name	Town	Postcode/Zip
200	HEMPNALL PRIMARY SCHOOL	NORWICH	NR15 2AD
201	MIDDLETON V.C PRIMARY SCHOOL	KINGS LYNN, NORFOLK	PE32 1SA
202	LITTLE ELMS PRE-SCHOOL	ESSEX	CM8 2LZ
203	HAXEY PRE SCHOOL	HAXEY, DONCASTER	DN9 2HH
204	SMILER'S NURSERY	KENT	ME2 4JY
205	PERCY MAIN PRIMARY SCHOOL		
206	WHITEWAYS JUNIOR SCHOOL	S YORKSHIRE	S4 8EX
207	HEATHBROOK PRIMARY SCHOOL	SW8 3EH	
208	ST PATRICK'S PS LOUP	BT45 7TS	
209	LOLLIPOP NURSERY SCHOOL & CRE	SHROPSHIRE	HR4 9LJ
210	THE TUDOR HOUSE MONTESSORI NU	WEST SUSSEX	RH15 8QD
211	ST ANNES CE PRIMARY SCHOOL	STOKE ON TRENT	ST6 8TA
212	BEDWAS JUNIOR SCHOOL	CAERPHILLY	CF82 8EB
213	BEDWAS JUNIOR SCHOOL	CAERPHILLY	CF82 8EB
214	BEDWAS JUNIOR SCHOOL:OTHER		
215	ST CATHERINES PRIMARY SCHOOL		
216	ST BOTOLPHS CE PRIMARY SCHOOL	LOUGHBOROUGH, LEICS.	LE12 9DN
217	ST MARY'S RC JUNIOR SCHOOL	N15 5RE	
219	GLANTAFF INFANTS SCHOOL	PONTYPRIDD	CF37 5PG
220	MADDERTY PRIMARY SCHOOL	PH7 3PA	
221	ST MARYS CHURCH OF ENGLAND PRI	BRISTOL	BS35 1HJ
222	MILLFIELD NURSERY SCHOOL	NG12 3AJ	
223	VORDA PRE-SCHOOL		
224	CATHERINE CHILDS	KT17 3LX	
225	LONG CLAWSON PRE SCHOOL	LEICESTERSHIRE	LE14 4NC

Click on **New** to add a new record or **Modify** to alter the highlighted record.

# Chapter 2 – Initial Setup

Account

Details | Despatch remarks

Accref: 200

Name: HEMPNALL PRIMARY SCHOOL

Address 1: HEMPNALL PRIMARY SCHOOL

Address 2: THE STREET

Address 3: HEMPNALL

Town/Place: NORWICH

County: LEICESTERSHIRE

Postcode/Zip: NR15 2AD

Phone: .

Fax: .

Email: trafficoffice@gmx.co.uk

Contact: Dave Ash

Last used:

Warning flag

OK ✓

Close ✕

Enter the account details and click on the Despatch remarks tab.



View Internet Map of this postcode



Check Full Postcode using PAF

Account

Details | Despatch remarks

Remarks 1: Please Leave With Neighbour

Remarks 2:

Remarks 3:

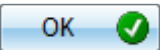
Remarks 4:

Remarks 5:

OK ✓

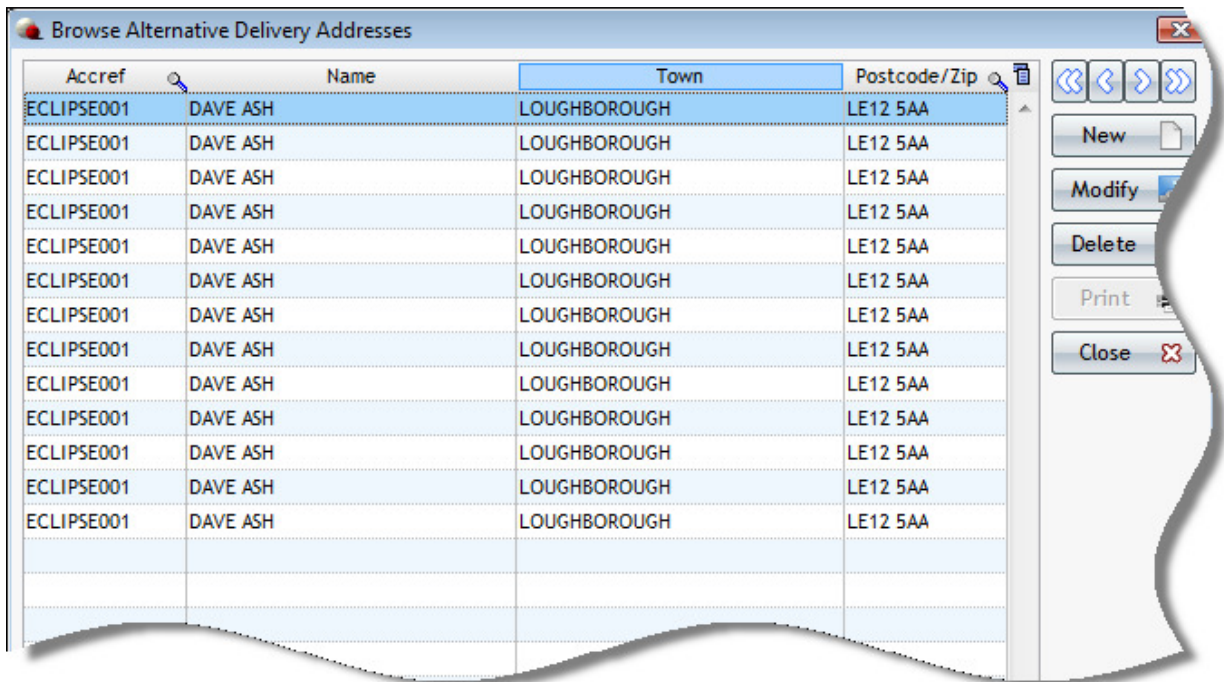
Close

Enter any Remarks here.

Click **OK**  to finish.

# Chapter 2 – Initial Setup

- Setup, Alternative addresses, Browse Alternative addresses



Click on **New** to add a new record or **Modify** to alter the highlighted record.

The screenshot shows a form titled "Alternative delivery addresses". It contains several input fields and buttons. The "Accref" field is set to "ECLIPSE001". The "Name" field is set to "DAVE ASH". The "Address 1" field is "WYMESWORLD IND", "Address 2" is "WYMESWORLD ROAD", and "Address 3" is "WYMESWORLD". The "Town/Place" field is "LOUGHBOROUGH", "County" is "LEICESTERSHIRE", and "Postcode" is "LE12 5AA". The "Contact" field is "Dave Ash" and the "Phone" field is "07973 606000". There are "OK" and "Close" buttons on the right side of the form.

Enter the account details and click **OK** to finish.



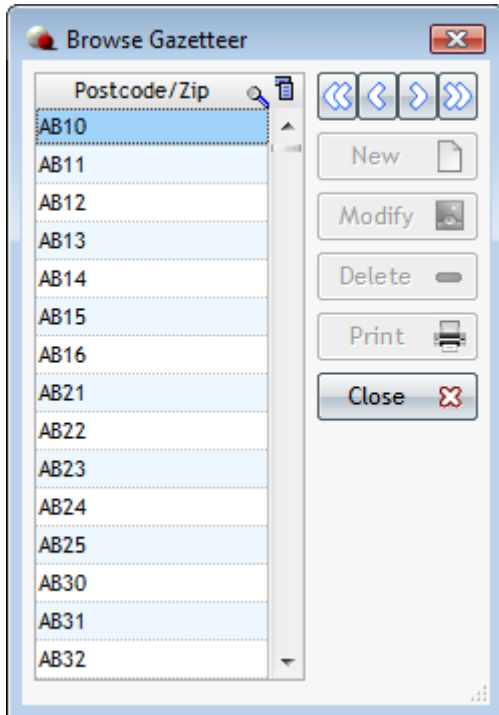
View Internet Map of this postcode



Check Postcode using PAF

# Chapter 2 – Initial Setup

- Setup, Gazetteer, Browse Gazetteer

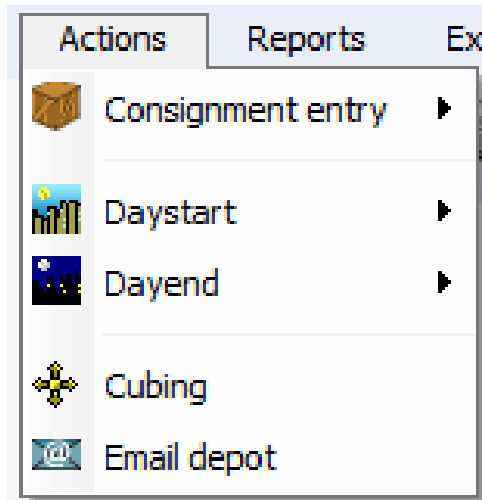


For viewing purposes only,



# Chapter 3 – Actions Menu

The Actions menu relates to tasks performed within the program.





# Chapter 3 – Actions Menu

Consignment entry/modification

Docket: 1

Date: 09/06/2009

Account: ECLIPSE001

Order number: 69696969

Name: DAVE ASH

Address 1: WYMESWORLD IND EST

Address 2: WYMESWORLD ROAD

Address 3: WYMESWORLD

Town/place: LOUGHBOROUGH

County: LEICESTERSHIRE

Postcode/Zip: LE12 5AA

Telephone: 07973 606000

Contact: Dave Ash

Items: 1

Weight: 20

Service: 12 NEXT DAY PARCEL

Remarks 1: Please Leave With Neighbour

Remarks 2:

Remarks 3:

Remarks 4:

Remarks 5:

Identifier:


No Email


Label

Save

Close

Enter the consignment details:

To select an account, click on the magnifying glass. 

To select an alternative address, click on the following button. 



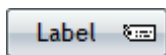
Learn Address



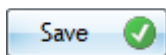
Check Postcode using PAF



Check Full Postcode using PAF



Click this button if you want to print the label and save the consignment.



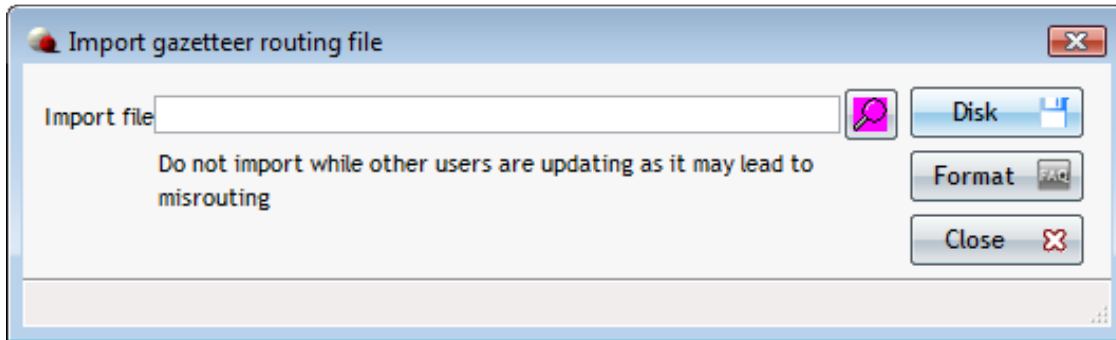
Click this button if you want to save the consignment.

# Chapter 3 – Actions Menu

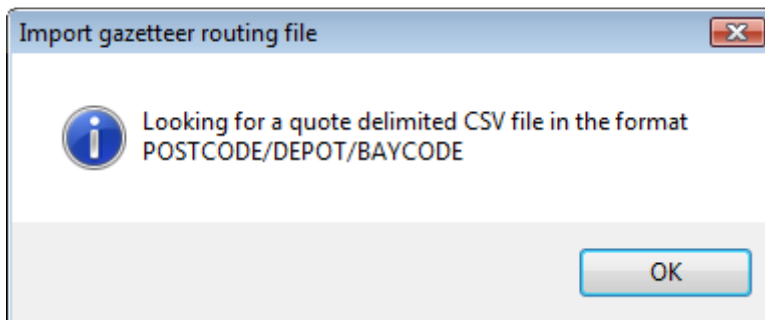
- **Actions, Daystart, Import Gazetteer**

Select the gazetteer file you wish to import by clicking on the magnifying glass.

Click the **Disk** button to implant the file.



To find out the format of the file beforehand, click on the format button. The following screen will appear with the details.

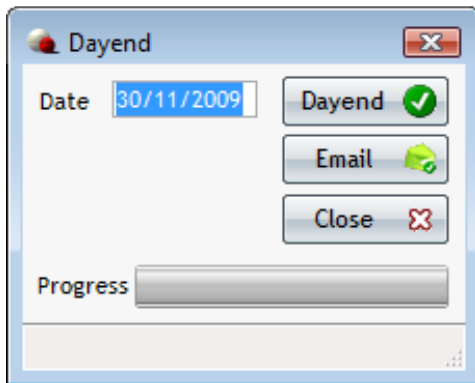


# Chapter 3 – Actions Menu

- **Actions, Dayend, Export Data**

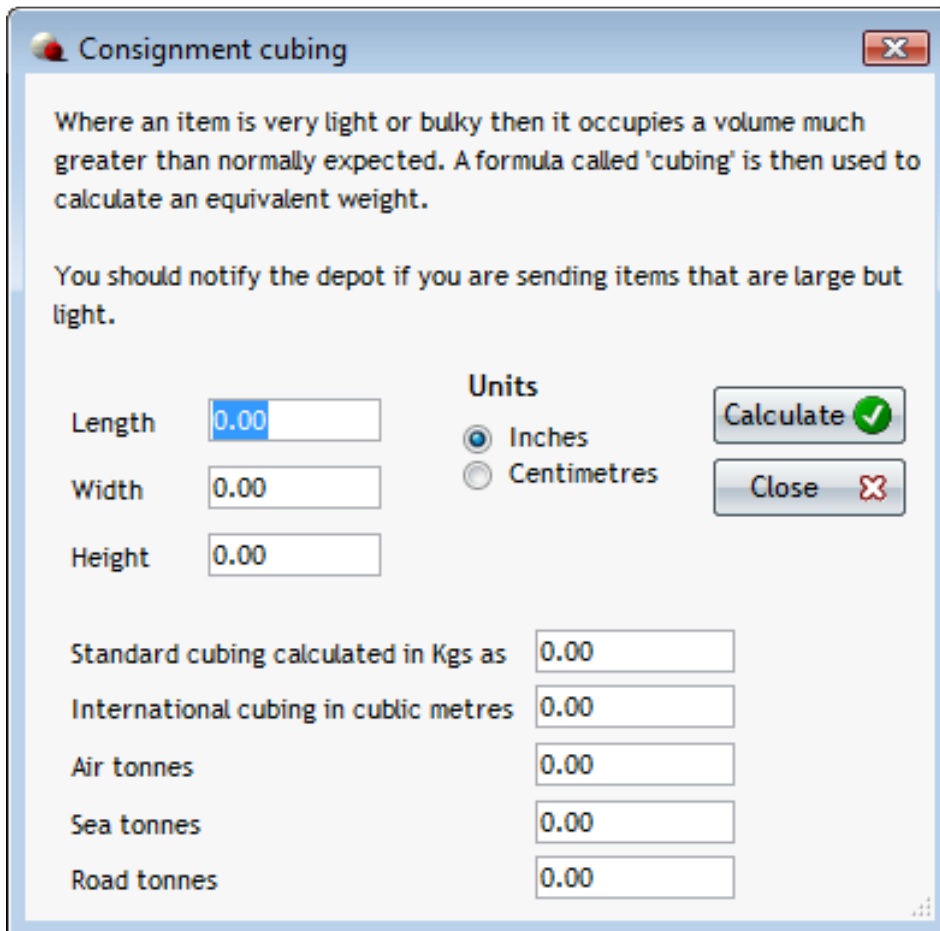
There are two options to where the data can be exported:

1. Dayend which is the Disk option
2. Email



- **Actions, Cubing**

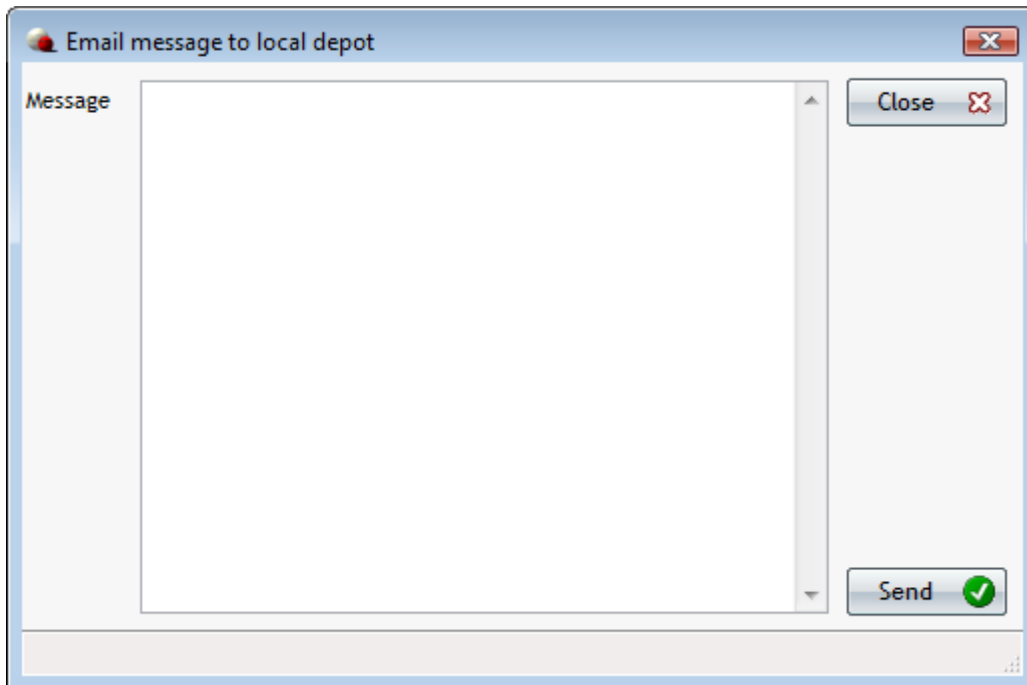
Work out a cube volume for bulk items.



# Chapter 3 – Actions Menu

- **Actions, Email depot**

Select this option to send a message to a depot from within the program.

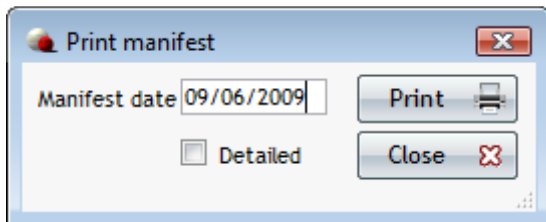


# Chapter 4 – Reports Menu

- **Reports, Manifest**

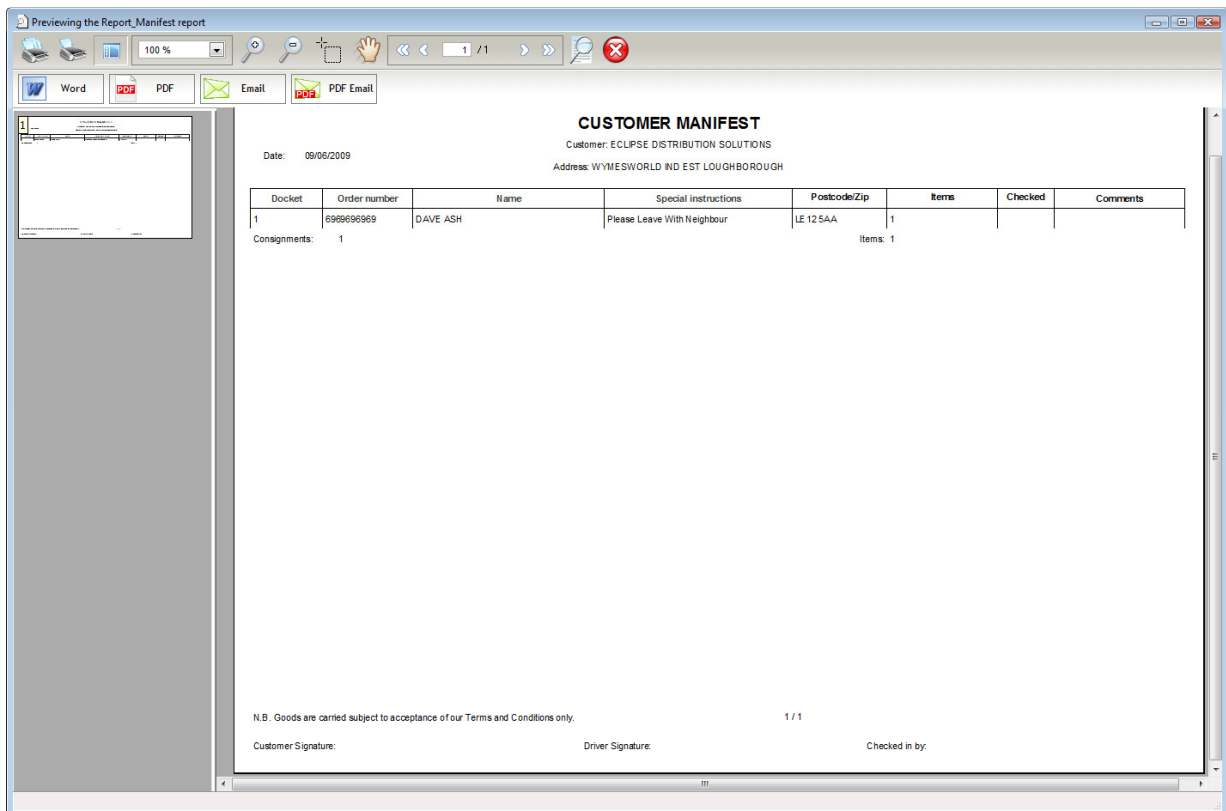
This option is for printing your manifest. You have the choice between a standard manifest or if you tick the tick box, you will get a detailed manifest.

Enter the date and click on the **Print** button.



**Examples Below:**

## Standard Manifest



# Chapter 4 – Reports Menu

## Detailed Manifest

Previewing the ReportManifestExt report

100 %

Word PDF Email PDF Email

### Customer Manifest

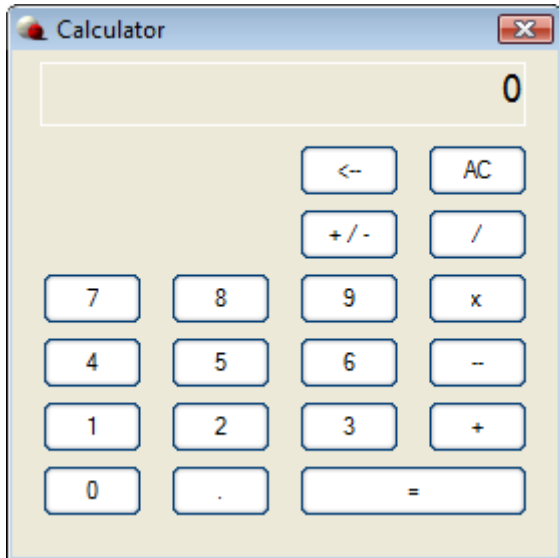
Docket : 1  
Name : DAVE ASH  
Address 1 : WYWESWORLD IND EST  
Address 2 : WYWESWORLD ROAD  
Address 3 : WYWESWORLD  
Town : LOUGHBOROUGH Postcode/ Zip : LE12 5AA  
County : LEICESTERSHIRE  
Items : 1 Weight : 20 Code : 12  
Remarks 1 : Please Leave With Neighbour  
Remarks 2 :  
Remarks 3 :  
Remarks 4 :  
Remarks 5 :

Consignments:	1	Items:	1	Weight:	20
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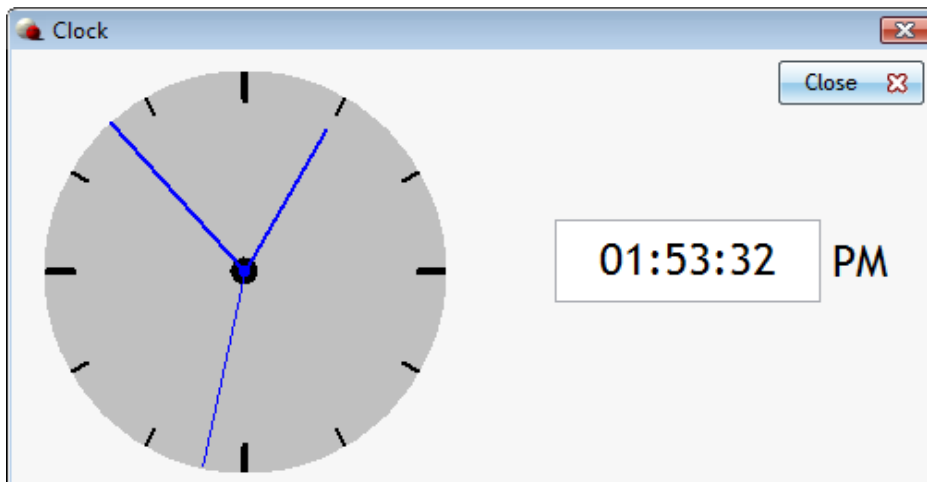


# Chapter 5 – Extras Menu

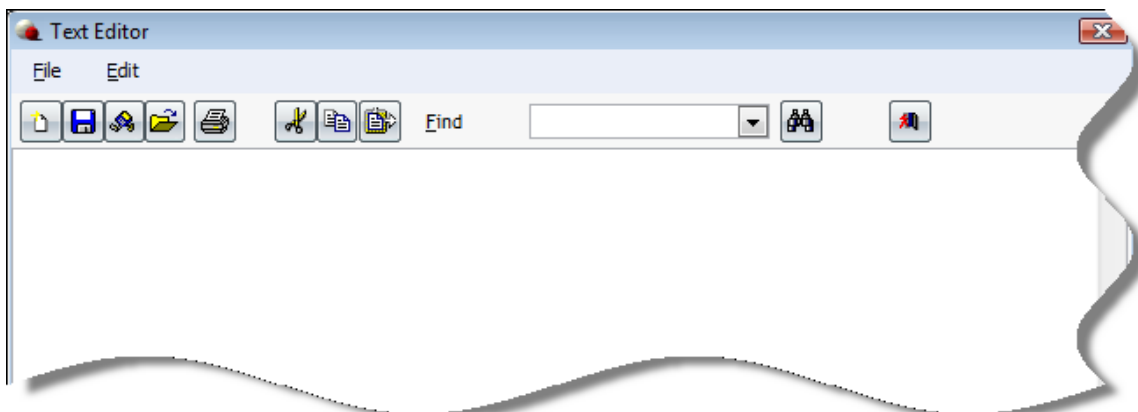
- **Calculator**



- **Clock**



- **Notebook**

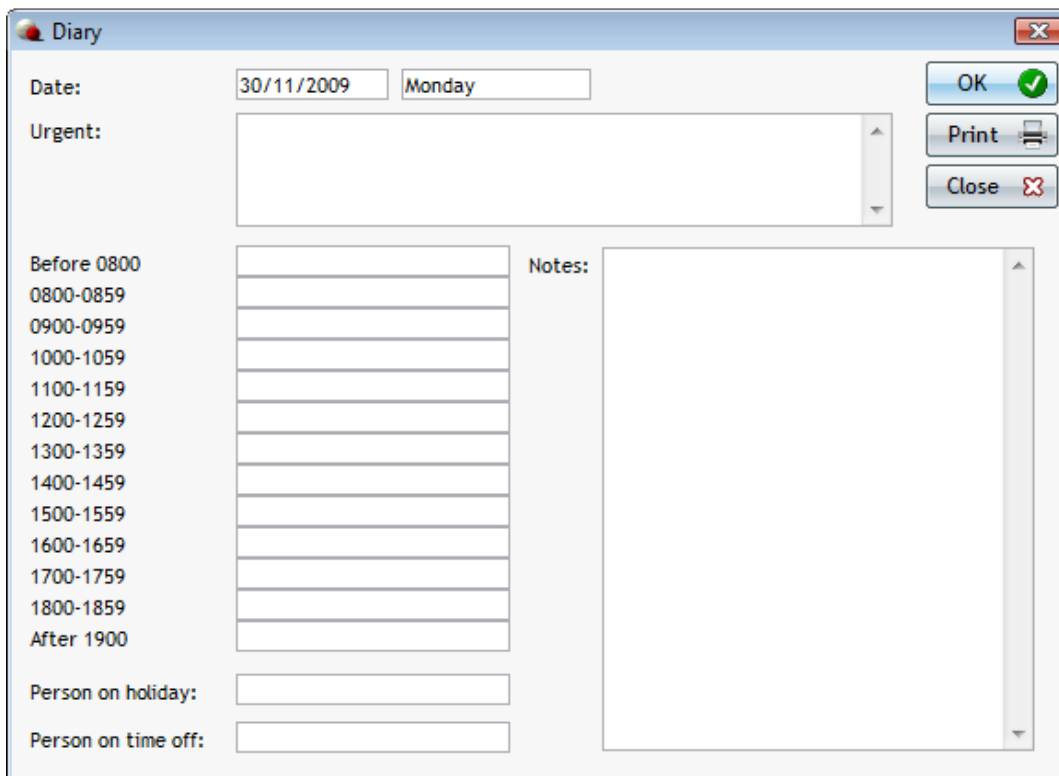


# Chapter 5 – Extras Menu

- **Diary**



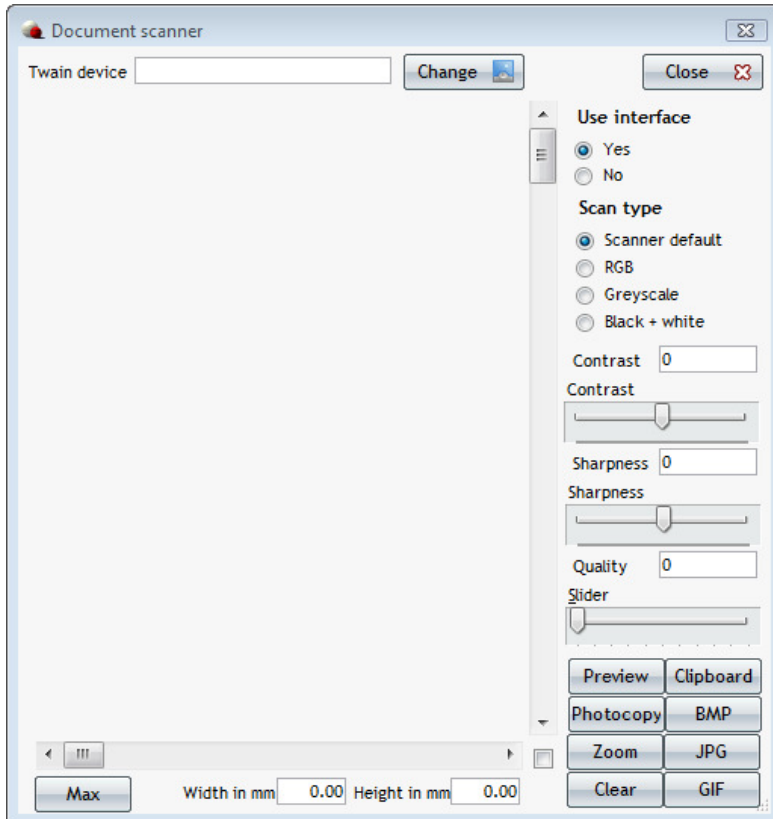
Double click on a Date to enter or view data.



Click on the **OK** button to save any changes, you can also print the diary entry.

# Chapter 5 – Extras Menu

- Document Scanner

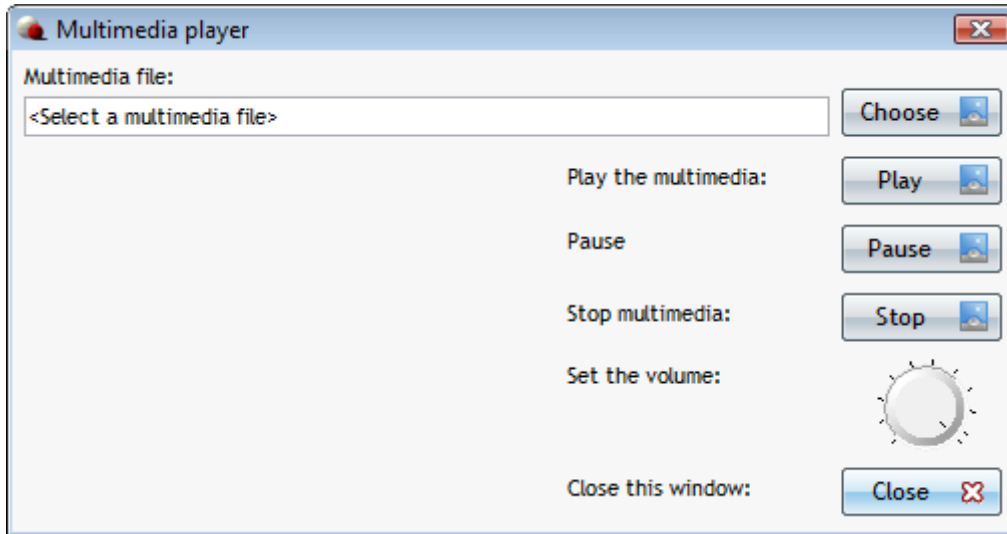


- Internet



# Chapter 5 – Extras Menu

- **Media Player**



Click on the choose button and select the file you want to play

The video location will display in the top white box under media file.

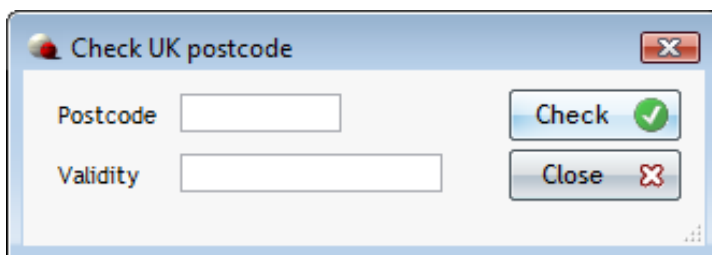
The video selected will play in the empty box under the file path.

Use the buttons on the right to play, pause and stop the video.

There is a volume controller, use your mouse to turn the wheel.

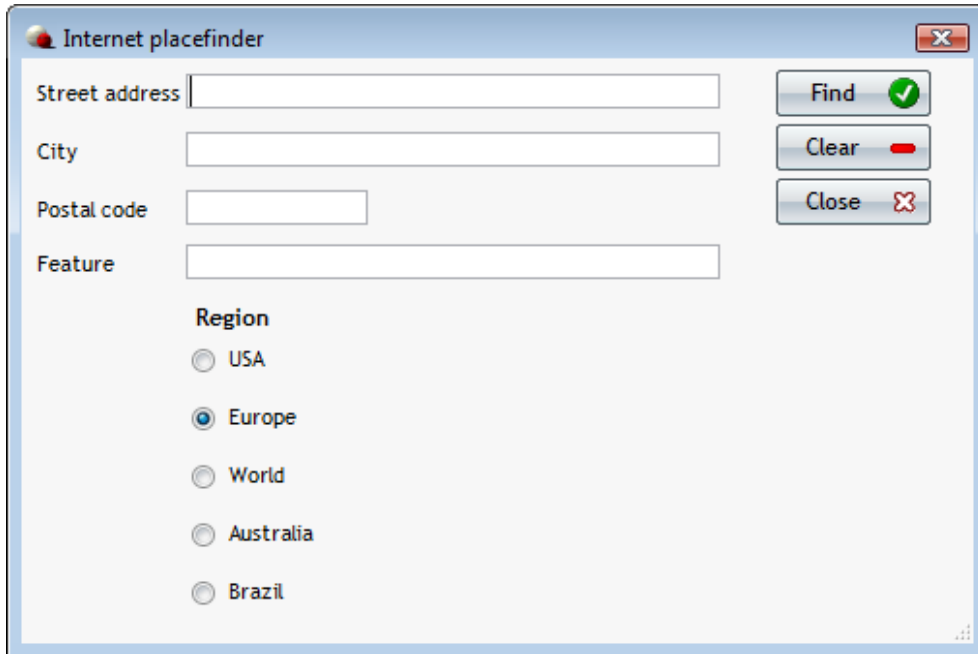
Click close when you have finished.

- **UK Postcode Checker**



# Chapter 5 – Extras Menu

- Internet Mapping



# Chapter 5 – Extras Menu

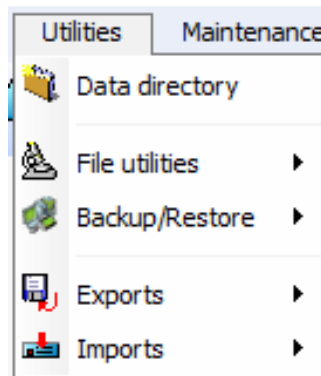
- Internet Routing

The screenshot shows a window titled "Internet Routefinder" with a standard Windows-style title bar. The window contains several input fields and controls:

- From address:** An empty text input field.
- From city:** A text input field containing "LINCOLN".
- From postcode:** A text input field containing "LN5 9SN".
- To address:** An empty text input field.
- To city:** A text input field containing "ALTRINCHAM".
- To postcode:** A text input field containing "WA14 5NL".
- Area:** A section with radio buttons for "USA", "Europe" (selected), "World", "Australia", and "Brazil".
- Buttons:** "Find" (with a green checkmark icon) and "Close" (with a red X icon).
- Text:** "Enter either the postcode or the street/city" is displayed at the bottom.

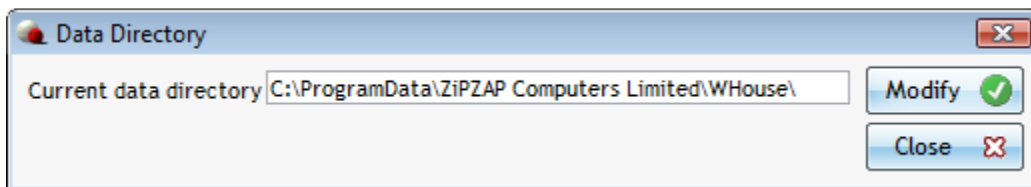


# Chapter 6 – Utilities Menu



- **Utilities, Data directory**

For a multi user environment you would select your shared data folder here.

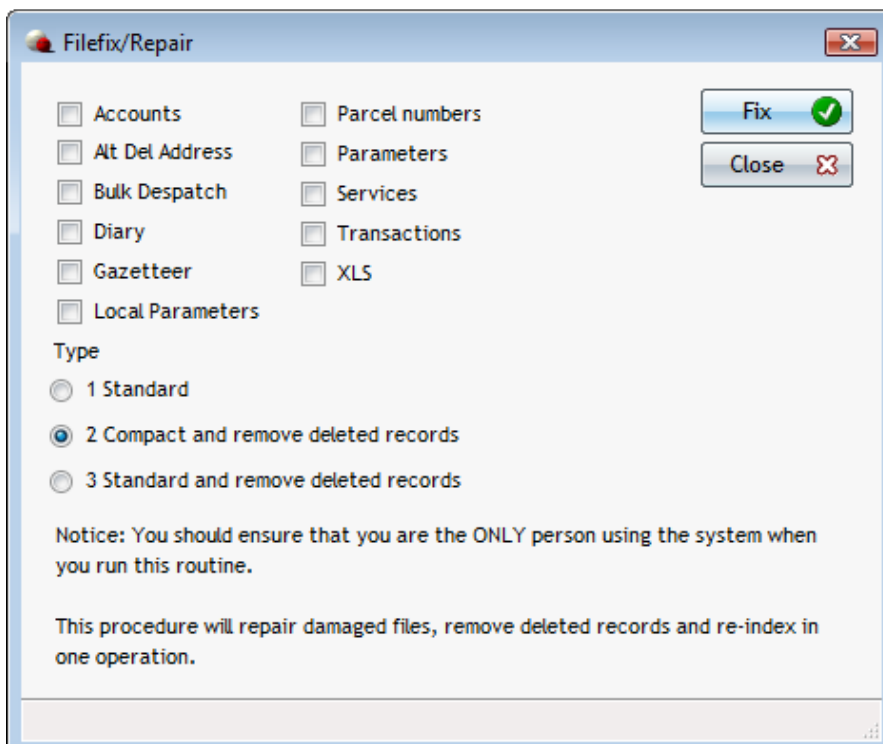


- **Utilities, File Utilities, Filefix**

If you encounter problems with data files it is usually possible to repair them using this utility.

If you find yourself fixing files regularly you should look into the cause of the problem.

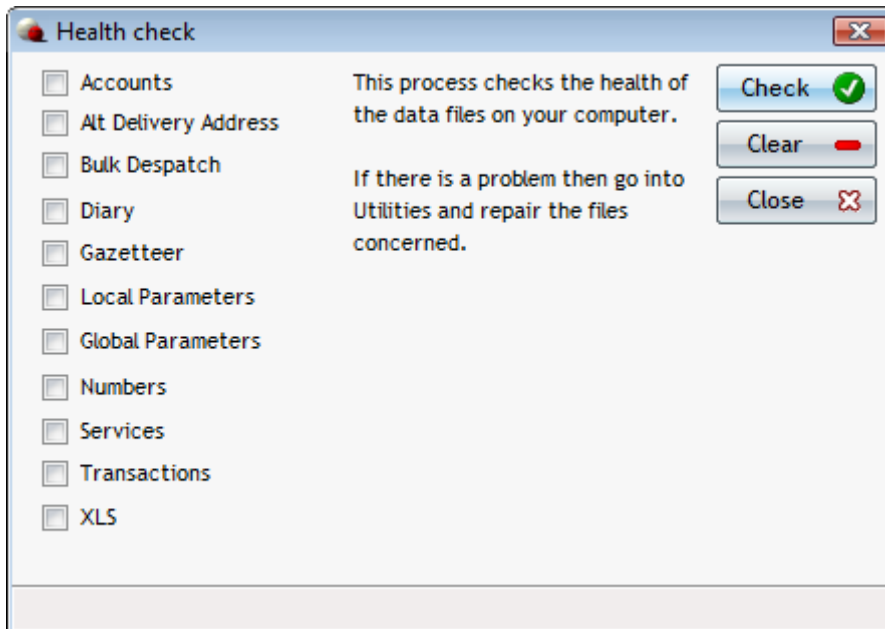
When using a multi user system ensure everyone else is logged out of the system.



# Chapter 6 – Utilities Menu

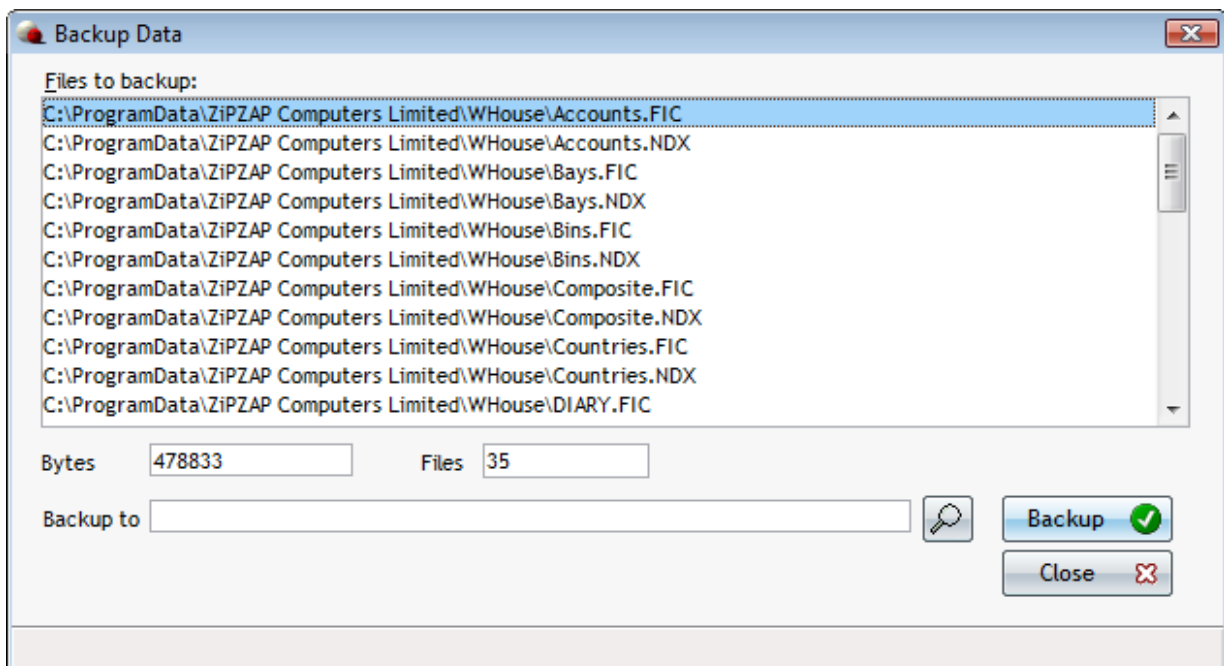
- **Utilities, File Utilities, Healthcheck**

This option checks the health of the files on your computer, if there are any errors, use the utility file fix to repair them.



- **Utilities, Backup/Restore, Backup**

The system will automatically select the data files to backup. You just need to select the location to save the backup file to.

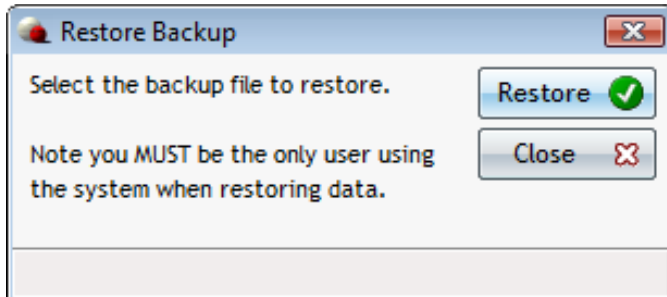




# Chapter 6 – Utilities Menu

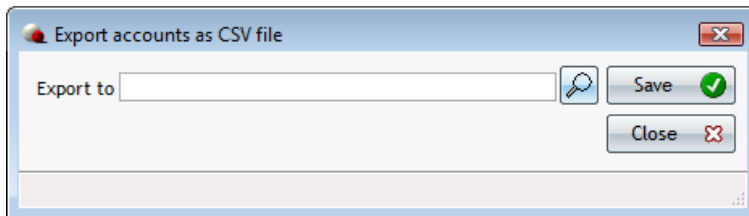
- **Utilities, Backup/Restore, Restore**

When doing a restore you will need to locate the backup file.



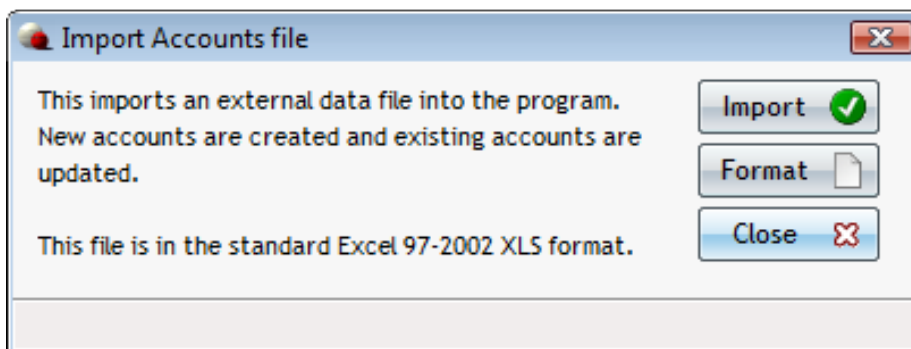
- **Utilities, Export, Accounts**

This option creates a CSV file of your accounts which can be imported into Sage accounts.

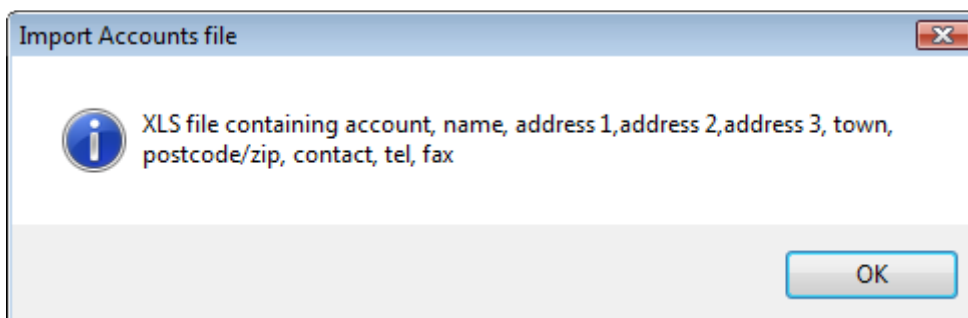


- **Utilities, Import, Accounts**

Click on **Import** to locate the accounts file you wish to import.



To find out the format of the file beforehand, click on the **format** button.



# Chapter 6 – Utilities Menu

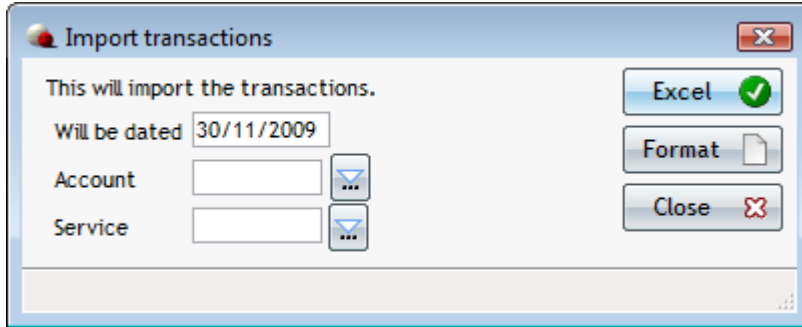
- **Utilities, Import, Transactions**

This option is for importing your transactions.

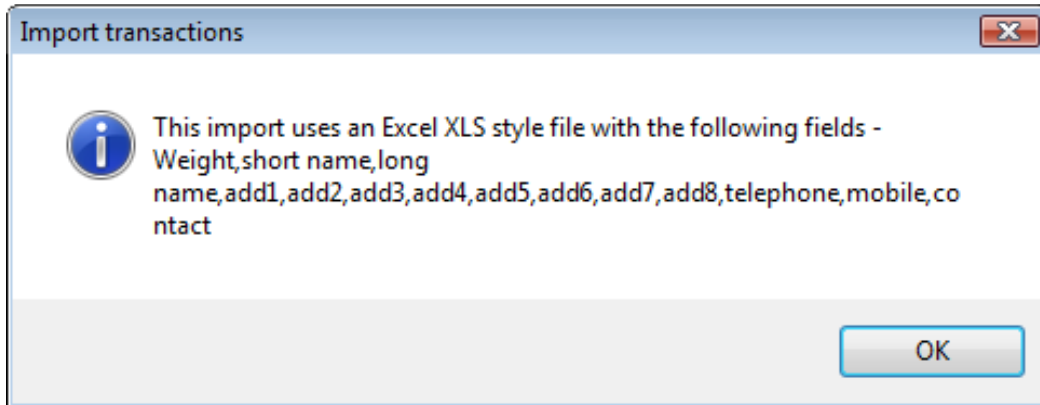
Enter the date.



To select an account and a service, click on this button.



To find out the format of the file beforehand, click on the format button. The following screen will appear with the details.



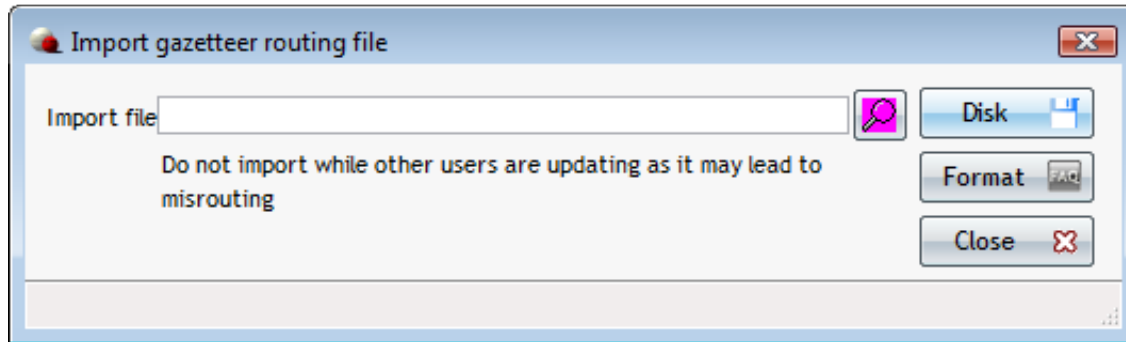
Click on the **Excel**  button to import the data.

# Chapter 6 – Utilities Menu

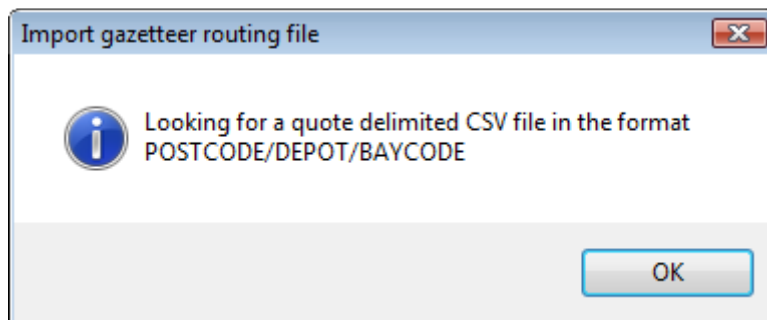
- **Utilities, Import, Gazetteer**

Select the gazetteer file you wish to import by clicking on the magnifying glass.

Click the **Disk** button to import the file.



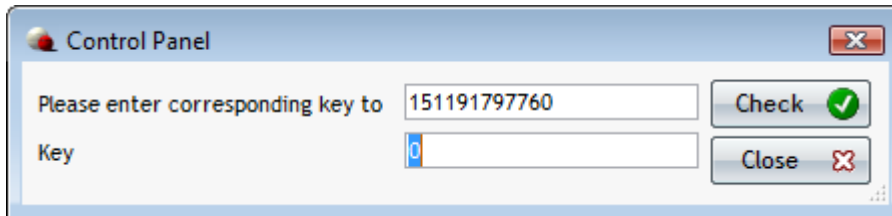
To find out the format of the file beforehand, click on the format button. The following screen will appear with the details.



# Chapter 8 – Maintenance Menu

- **Control Panel**

System Administrators should contact ZiPZAP Computers Ltd (01522 684705) for entry to the Control screen.



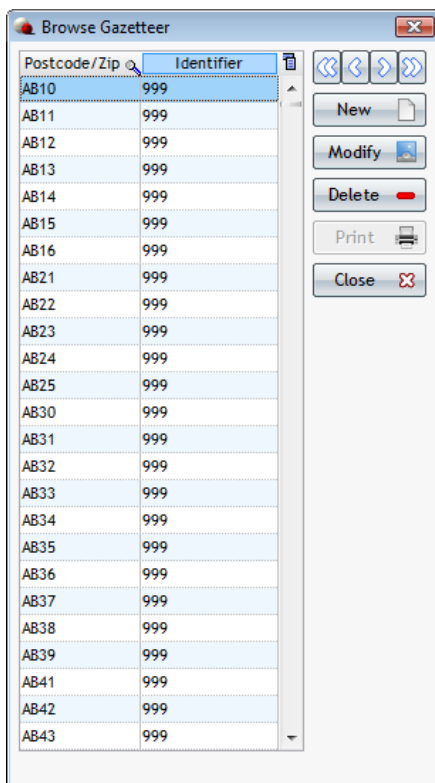
Once access to the control screen has been gained you can create or modify entries in the Services tables and Gazetteer table.

The Control Screen looks like the following screen:



## Gazetteer

Click on the **Gazetteer** button and the following screen will appear:



Click on **New** to add a new record or **Modify** to alter the highlighted record.

# Chapter 7 – Maintenance Menu

Gazetteer

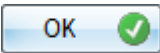
Postcode/Zip: AB10

Identifier: 999

Baycode:

OK

Close

Click on the **OK**  button to finish.

## Services

Click on the **Services** button and the following screen will appear:

Browse services

Code	Description	Days
11	TWO DAY PARCEL	2
12	NEXT DAY PARCEL	1

Navigation: << < > >>

New

Modify

Delete

Print

Close

Click on **New** to add a new record or **Modify** to alter the highlighted record.

Services

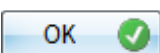
Code: 11

Description: TWO DAY PARCEL

Days: 2

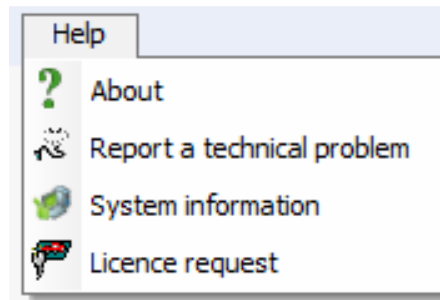
OK

Close

Click on the **OK**  button to finish.

Click on the **Close**  button on the Control Screen when you have finished updating.

# Chapter 8 – Help Menu

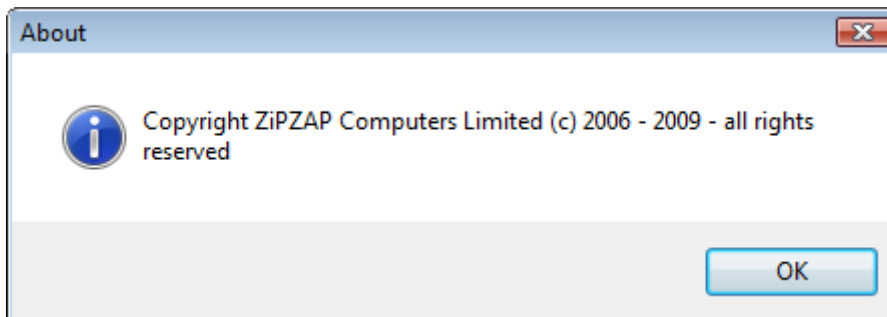


- **About**

This option tells you all about the program you have installed, e.g. program version.



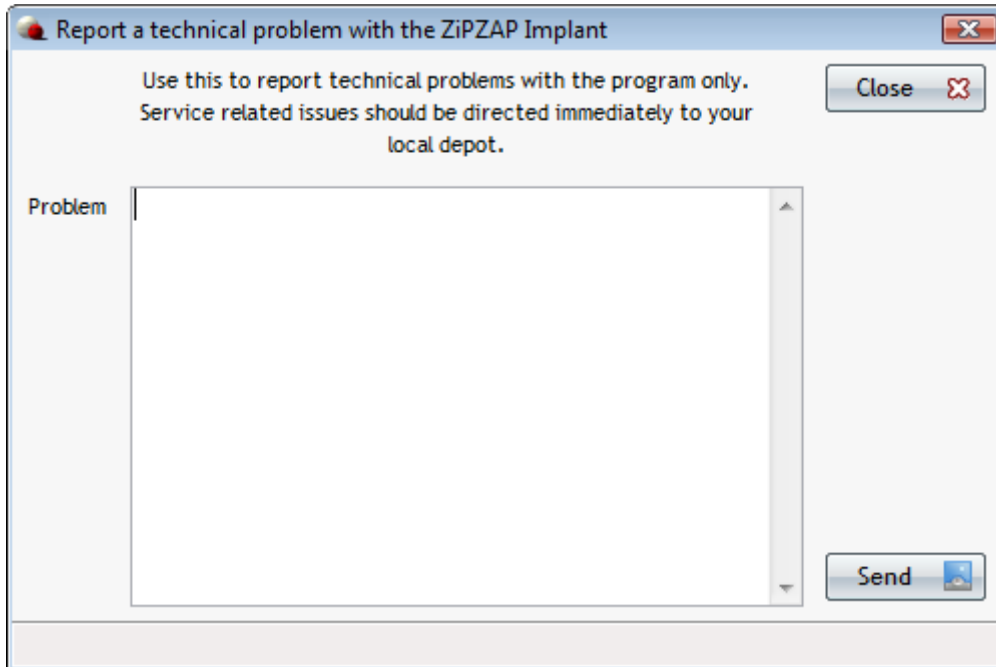
**Click On License Button** – This will show your licence details.



# Chapter 8 – Help Menu

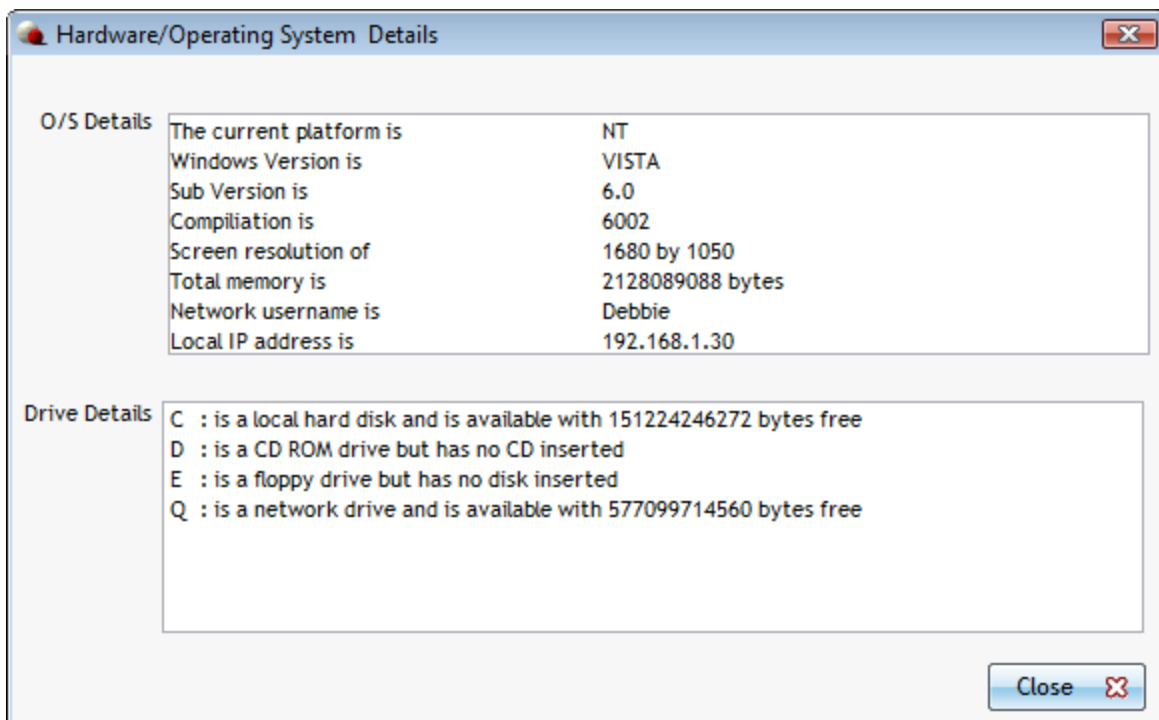
- **Report a Technical Problem**

This option is where you can send us an email about any technical problems you have on the program.



- **System Information**

This option tells you what your computer details are and where the programs data is installed.



# Chapter 8 – Help Menu

- **Licence Request**

This option is for requesting a licence key to register this program.

Click on the **Request** button.

