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Customer Implant

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Chapter 1 - Loading & Running The Software

Installation and Updates

The procedures for initially installing the software and performing updates are identical.

YOU WILL NOT BE ABLE TO OPERATE THIS PROGRAM WITHOUT A GAZETTEER FILE CREATED FROM PARCELTRAK

Windows By Disk

Click on **START**.
Select **RUN**
On the command line type **A:\SETUP.EXE**
Click on **OK** the program will start to load.

Once the program starts loading it will ask if wish to load it into the default directory illustrated or enter another one. It is probably best to leave it as it is unless you know what you are doing.

Choose Next at each stage and finally Finish.

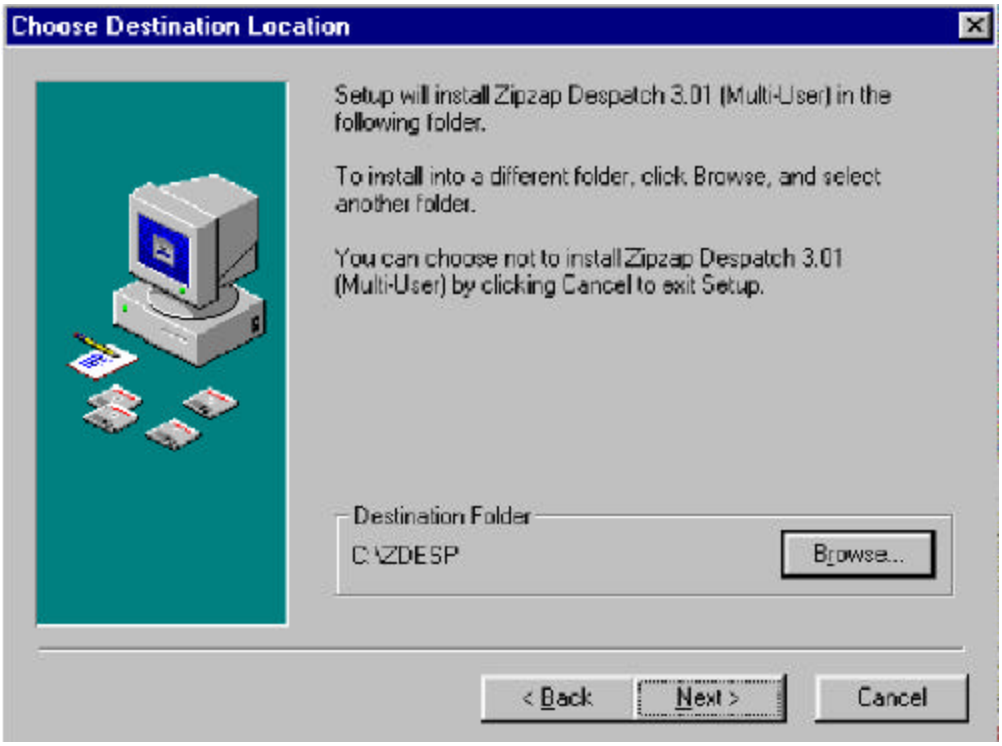
Networking the Customer Implant

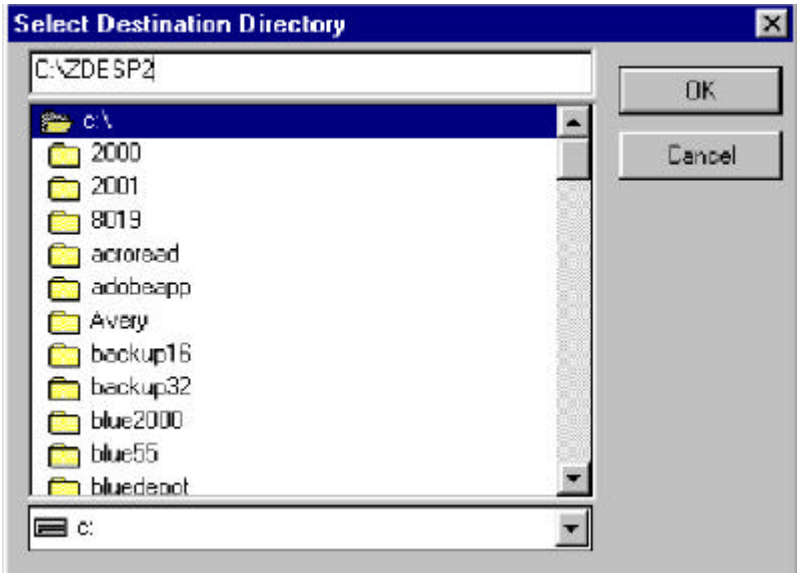
If you wish to run the Customer Implant across a Local Area Network you should install the program on all PC's that are to access the program. You should then look at the 'Data Path' Section in the Initial Setup Chapter of this manual.

Chapter 1 - Loading & Running The Software

Multiple Copies on one PC

If you work with more than network and your customer distributes freight for each - ie, parcels and pallets you may install more than one copy of the implant on the same PC. When the installation begins you will need to select an alternative directory at the point where is says where it is going to install





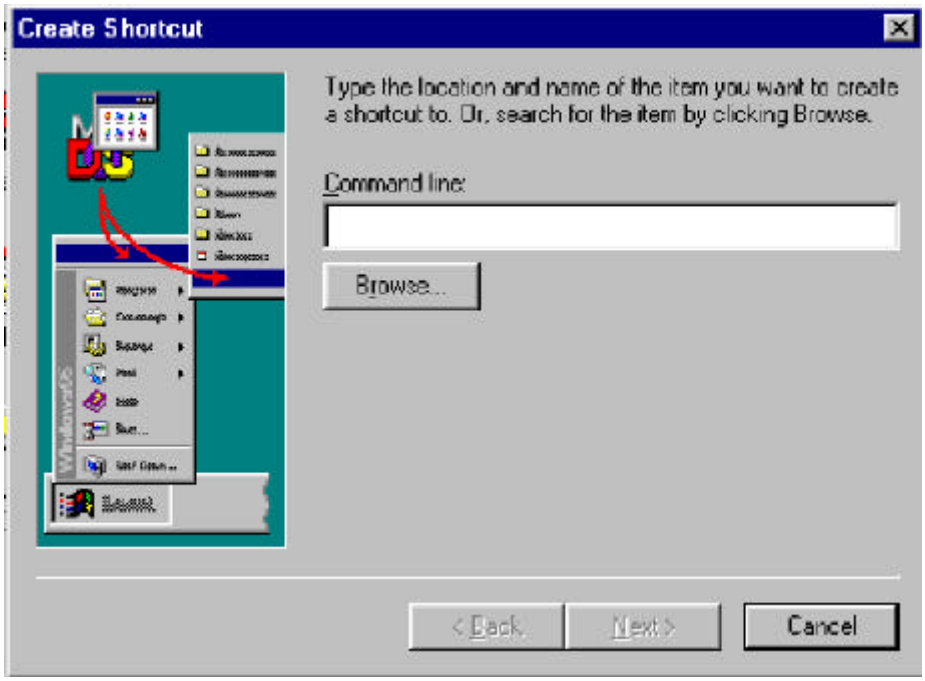
Select Browse to see a screen as below:

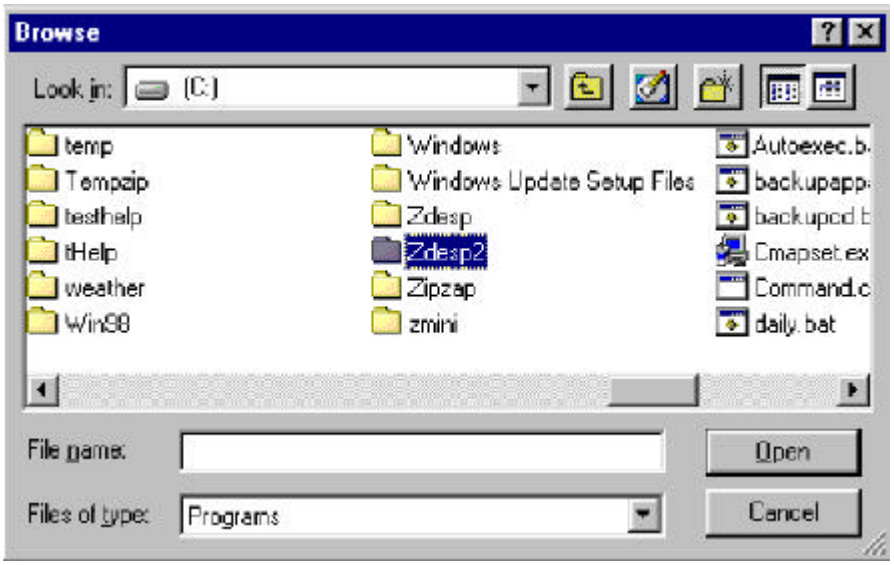
Chapter 1 - Loading & Running The Software

Alter the destination directory as indicated and select OK.
You will now need to create a shortcut to the second copy of the program.

Creating a Shortcut

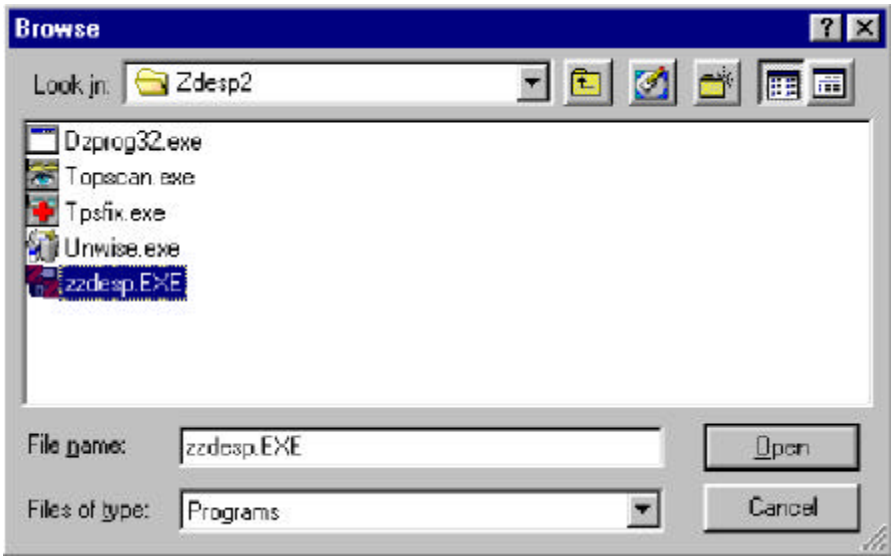
Right click on the main desktop and Select New from the menu that appears. Select Shortcut from the next menu.



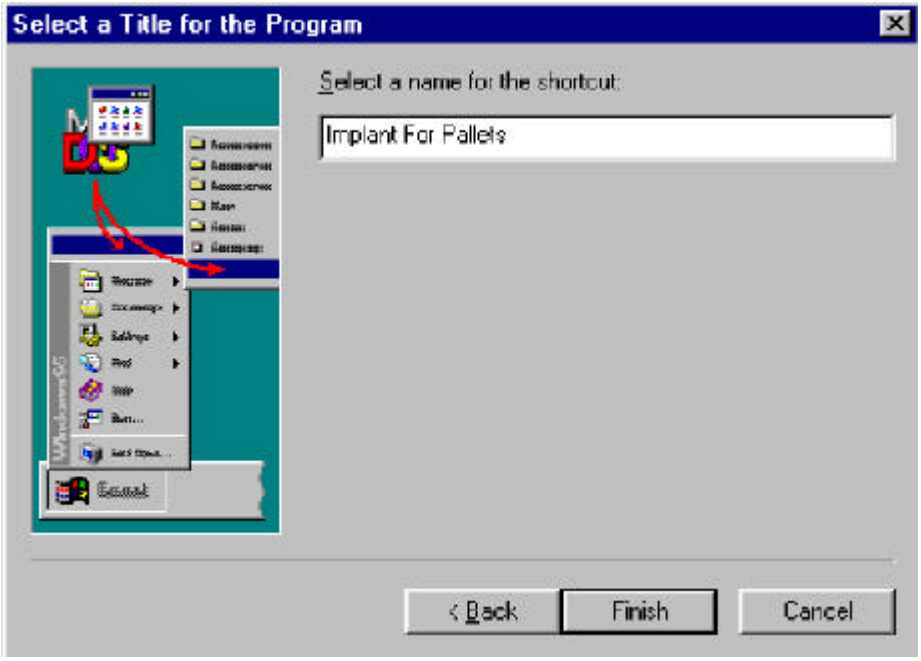


Select Browse and locate the directory where the software is installed ie, C:\ZDESP or C:\ZDESP2

Chapter 1 - Loading & Running The Software



Double Click
to open the folder and locate the ZZDESP.EXE file.



Double click on the file to be returned to the create shortcut window. Select Next and enter a name for the shortcut.

Select Finish to complete the process.

Chapter 1 - Loading & Running The Software

Useful tips for Windows Novices

A line under a letter of a menu item or a title on a button illustrates that you can use the **ALT** key and the underlined letter to select that item instead of the mouse.

Fields can be moved through by using the **TAB** key. If you wish to go back a field use **Tab** and **Shift.**

Highlighted items can either be accepted by pressing enter or clicking with the mouse.

Double clicking on a highlighted item will access that record.

Remember to close windows down as you finish with them, keeping too many open just clogs up the memory and slows everything down (it will eventually grind to a halt)!

Chapter 1 -Loading & Running The Software

Loading the Program

Option 1

Click on the Despatch icon on the main windows screen.

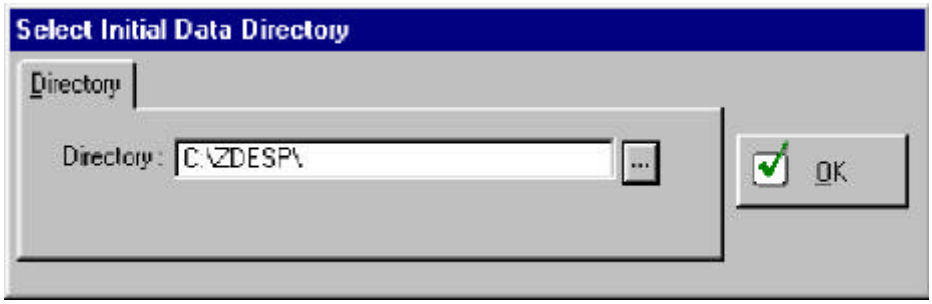
Option 2

Click on **Start, Programs, ZipZap, Despatch.**

Chapter 2 - Initial Setup

Initial Data Directory

When you first go into the program a window will appear asking you to select a data directory as below:



If you are running this program on a network then you must browse for the shared data directory on the network by clicking on the browse button.

If you are running the program on a single PC you should accept the default setting as shown.

Click on OK once you have selected the correct directory.

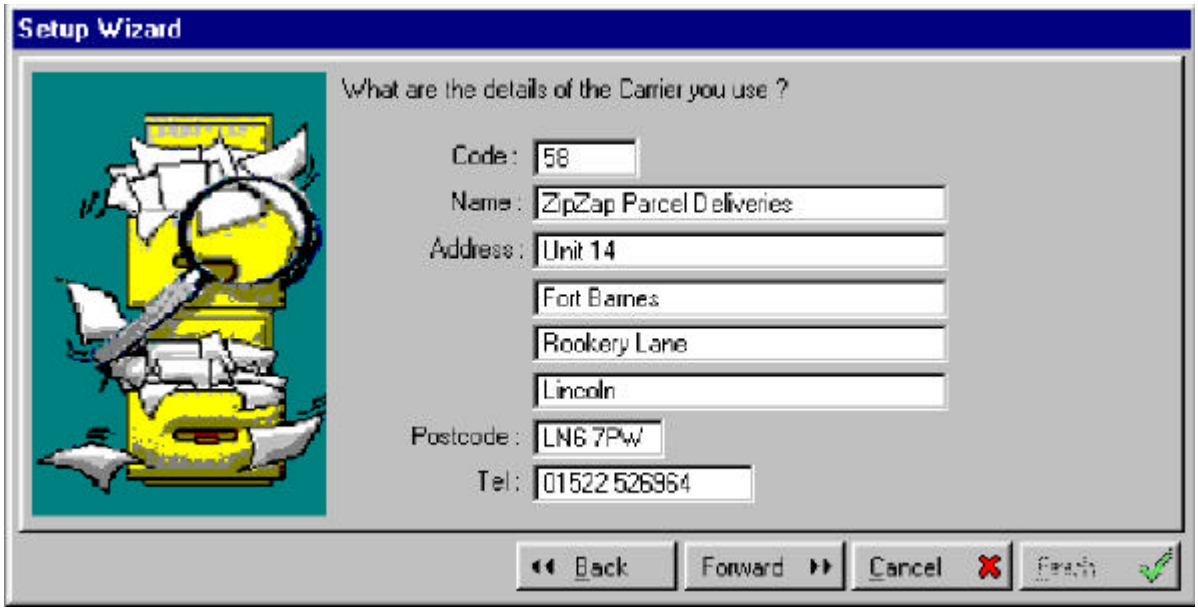
Setup Wizard

The very first time you run the program the ‘Setup Wizard’ will run to assist with the basic settings for the program. These settings are unique to each customer.

The first screen you see will be as below:

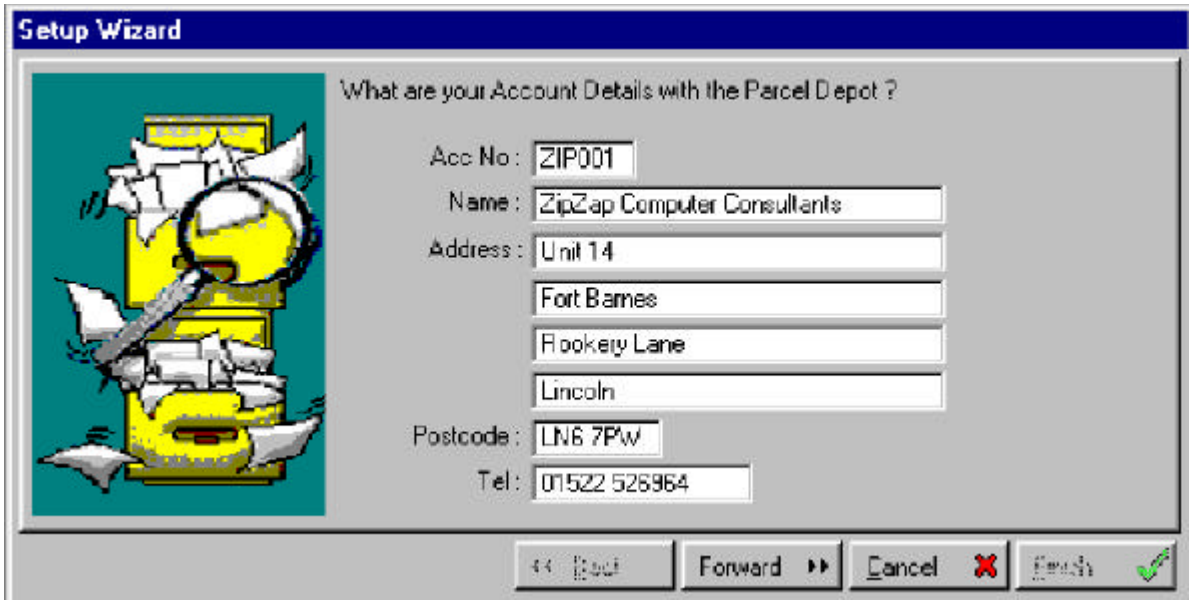
Chapter 2 - Initial Setup

Enter your customer account details exactly as they are held within ParcelTrak at the depot then

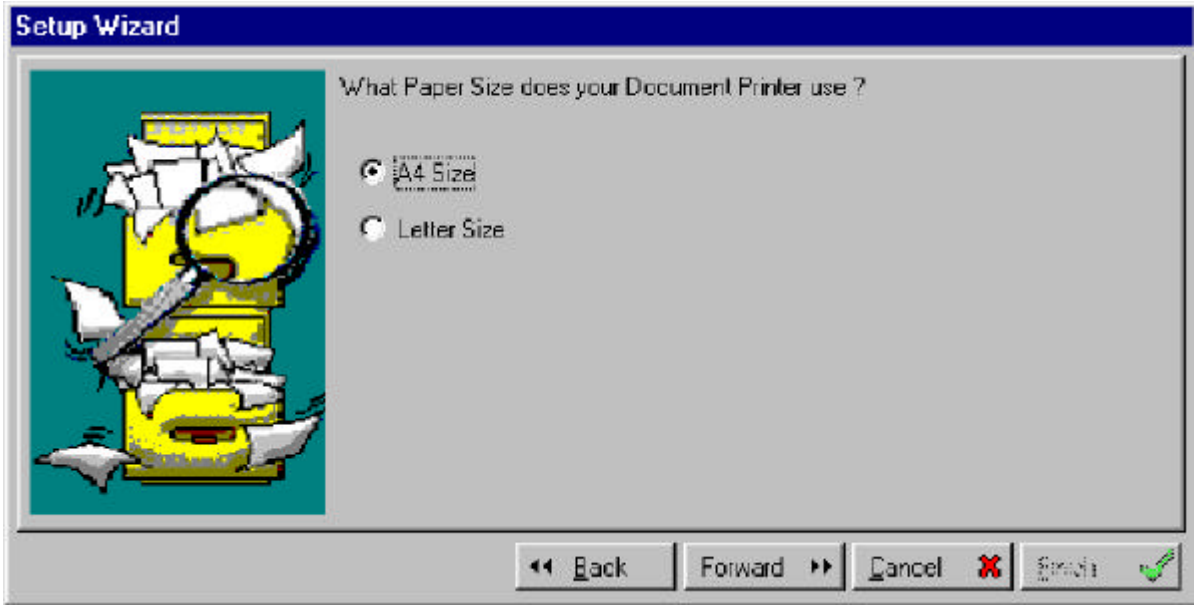


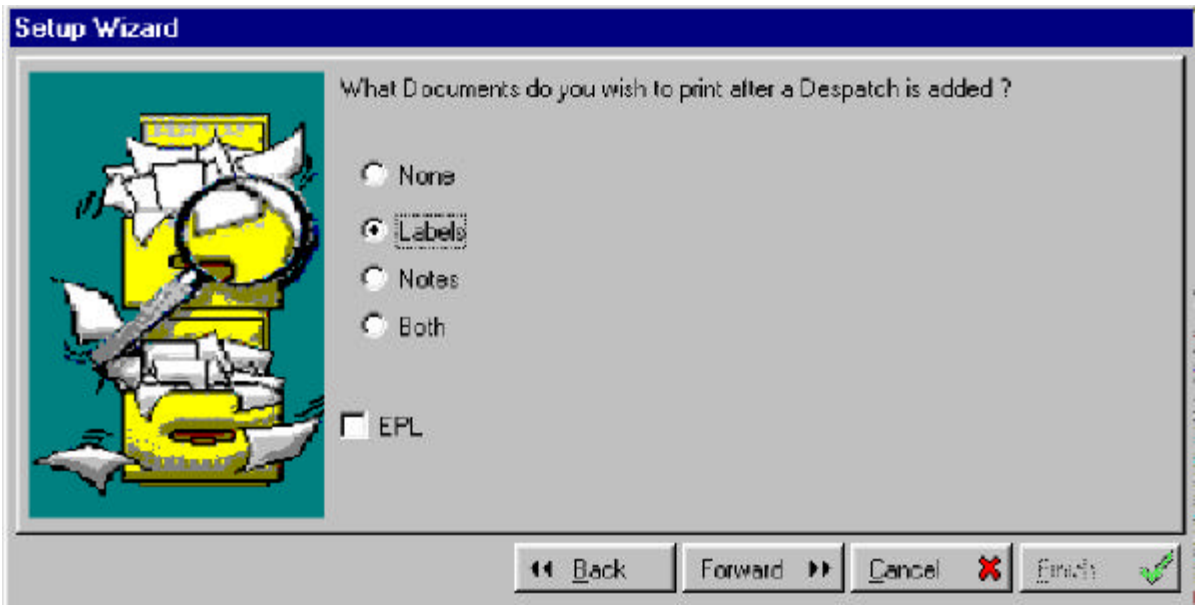
click on Forward to go to the next screen as below:

Enter the local depot details here including the depot code that you wish to be shown as the sending depot. Click on Forward to move to the next screen as below:

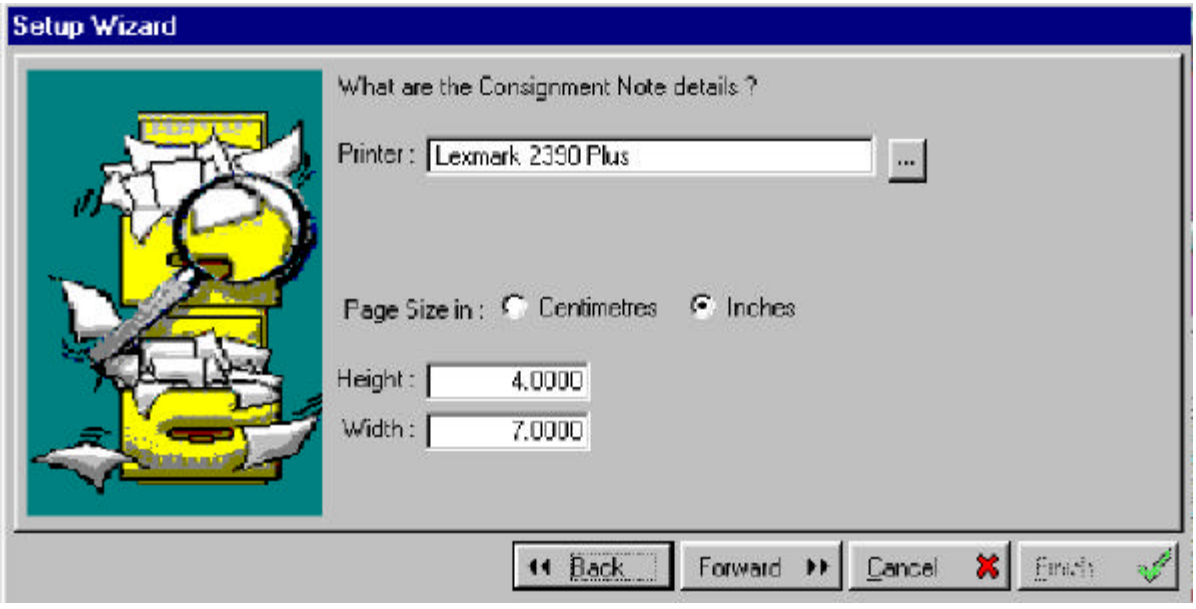


Choose the paper size for any documents to be printed ie., manifests. Click on Forward to move to the next screen as below:



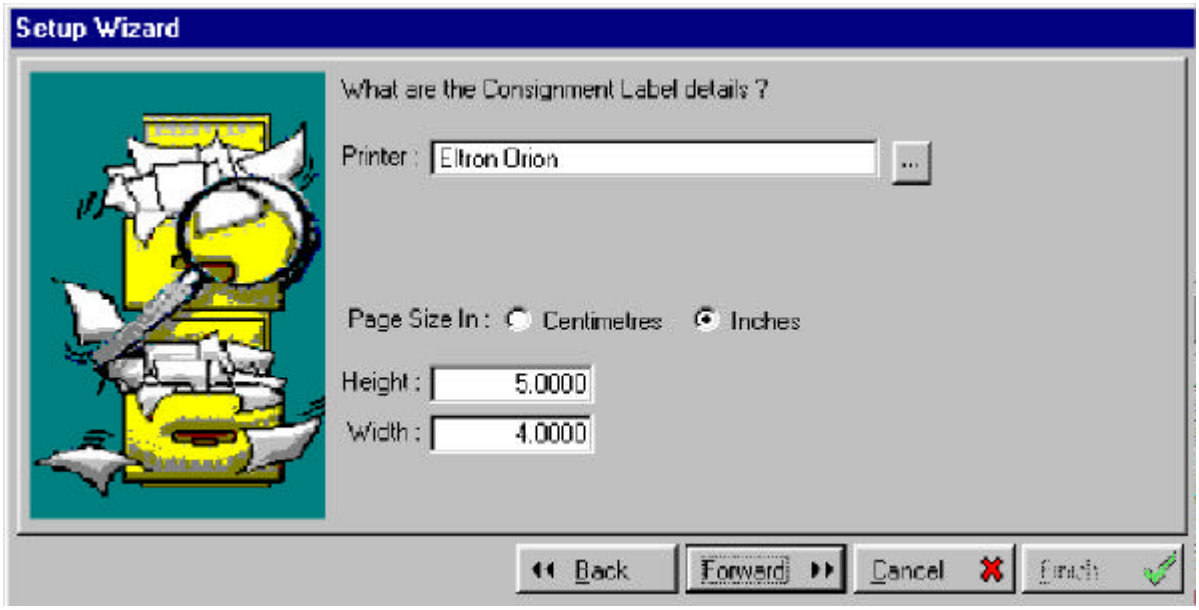


Mark which documents you wish to be automatically printed during consignment entry. Only tick the EPL box if you are using an EPL compatible printer on a COMMUNICATIONS port instead of a PRINTER port. Click on Forward to move to the next screen as below:

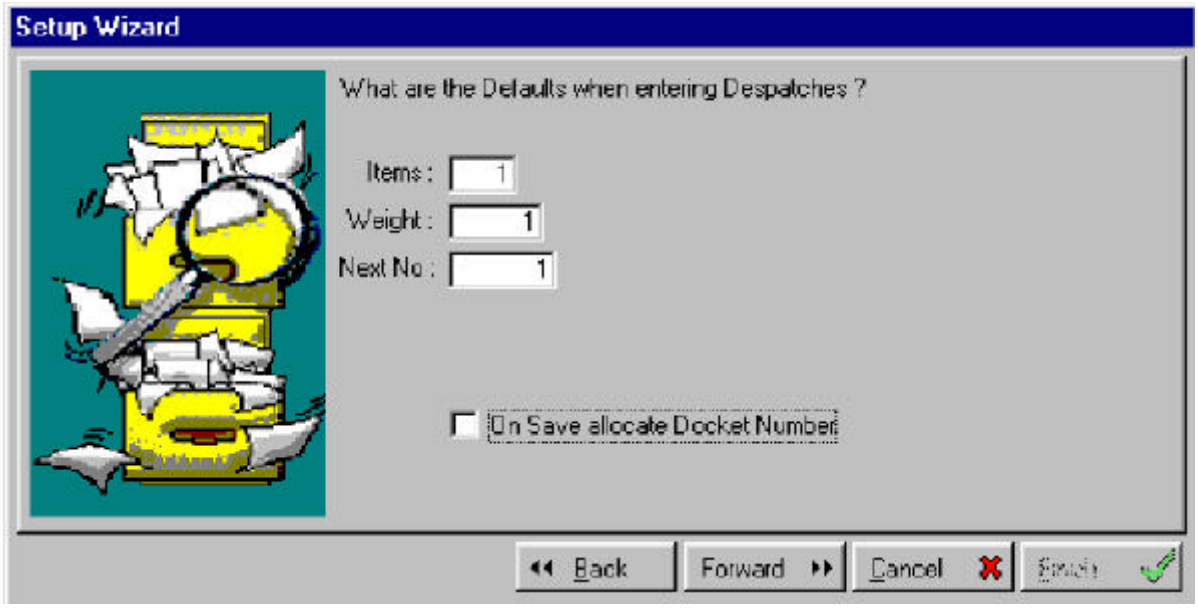


If you are printing consignment notes you need to click on the browse button and select the printer for this documentation. Also enter the paper dimensions. Click on forward to move to the next screen as below:

Chapter 2 - Initial Setup

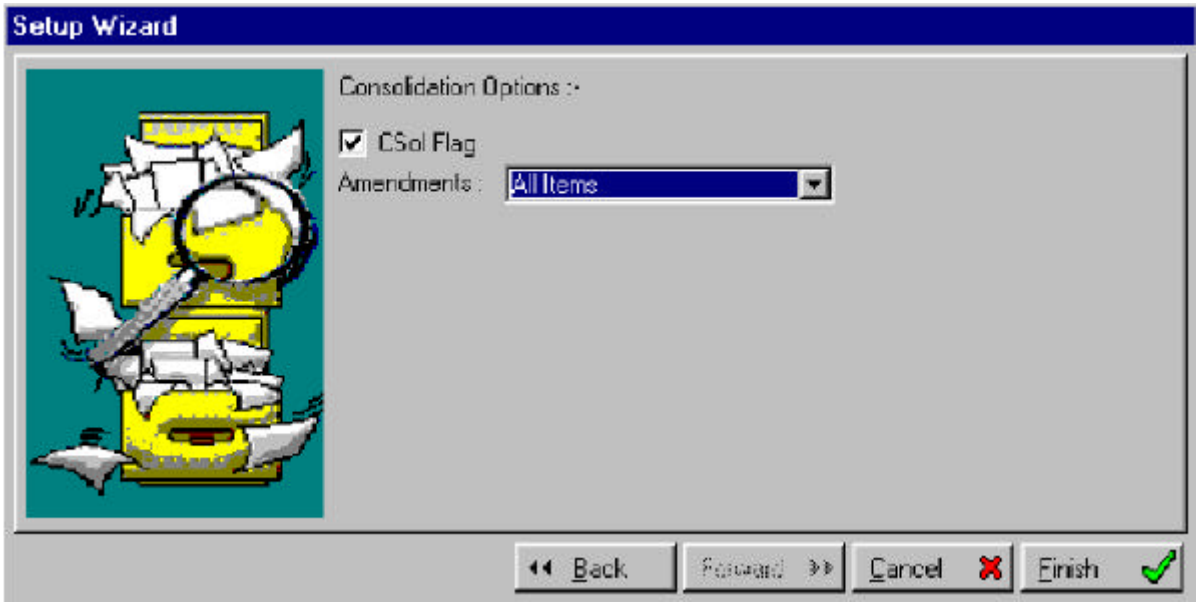


If you are printing consignment labels you need to click on the browse button and select the printer for this documentation. Also enter the paper dimensions. Click on forward to move to the next screen as below:



This section holds some default settings which will speed up data entry. Enter the number of items you normally send out within each consignment and the normal weight. These values will automatically appear in the consignment entry screen. The Next No relates to the first consignment number to be used in this program. Your local depot will advise. 'On Save allocate Docket number' if checked means that the consignment number won't be allocated to the entered job until the OK button is selected. Click on Forward to move to the next screen:

Chapter 2 - Initial Setup

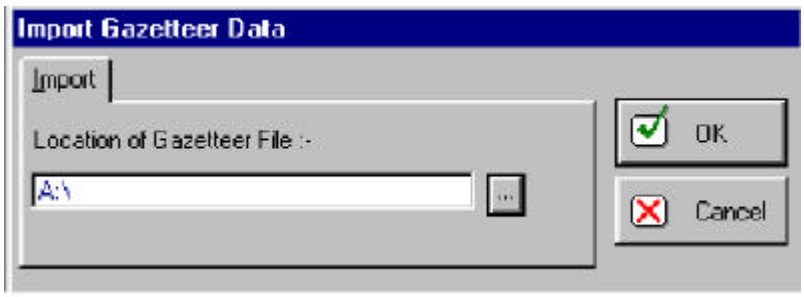


This screen deals with the consolidation of consignments. If you wish to enable consolidation of consignments check the CSol Flag box. You may then select the printing options by dropping down the amendments box. You may choose: No - which won't print anything, Just items added - which will print additional labels for the items just added or All Items - which will re-print all the labels for this consignment. Click Finish to close the wizard.

Gazetteer

The next and most important step is to import a gazetteer file produced by your *local depot. This will ensure that your consignments are routed correctly. The Gazetteer import routine import should be performed every time there are routing changes within the network you are putting freight into.

Click on **Operations, Links, Day Start(Import)** if the gazetteer is on a floppy disk leave the location set to A:\. If the gazetteer is elsewhere you will need to browse for the correct directory. When the correct location is shown in the box click **OK** to proceed with the import.
You are now ready to proceed to the Setup Menu for some final settings.



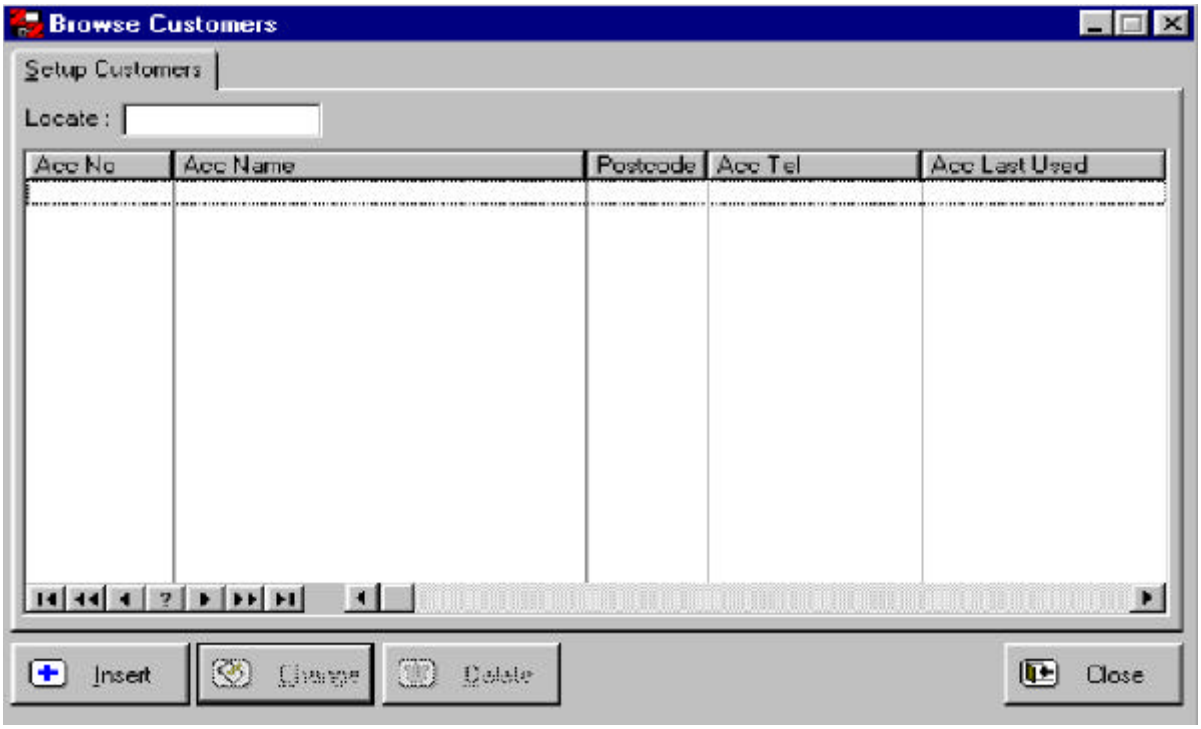
* See **Creating a Gazetteer Disk** in the chapter dealing with Depot Instructions

Chapter 3 - Setup Menu

Work through this chapter methodically to ensure smooth running of the program.

Customers

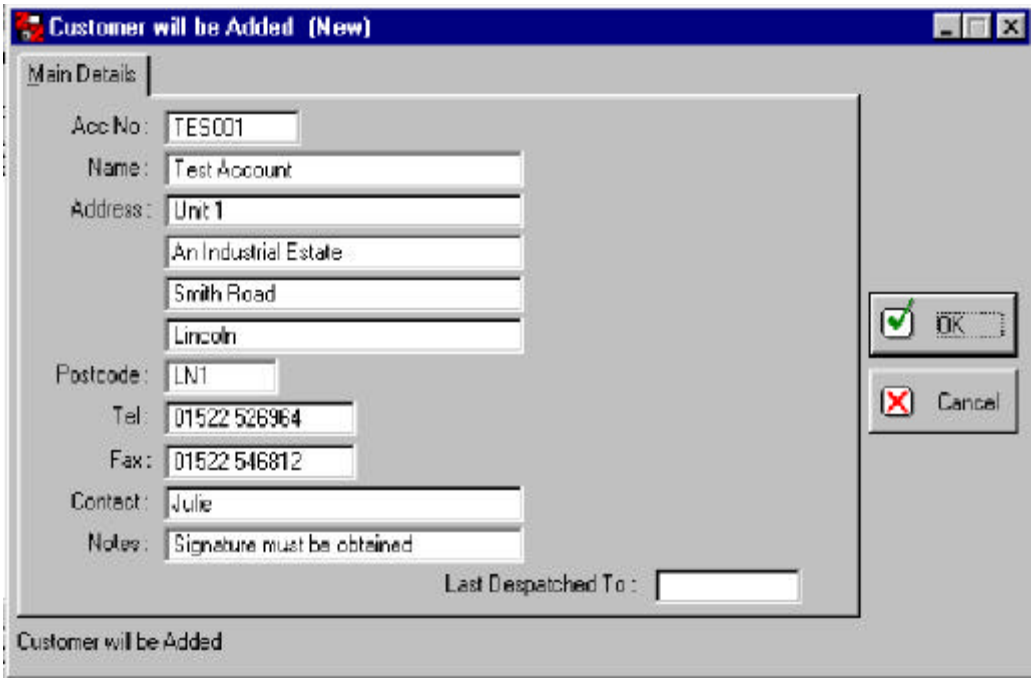
Click on Setup and select customers to reveal a screen as below:



This will show any customers you despatch to that are already setup on the system. Click on Insert to enter a new customer. You will see a screen as below:

Chapter 3 - Setup Menu

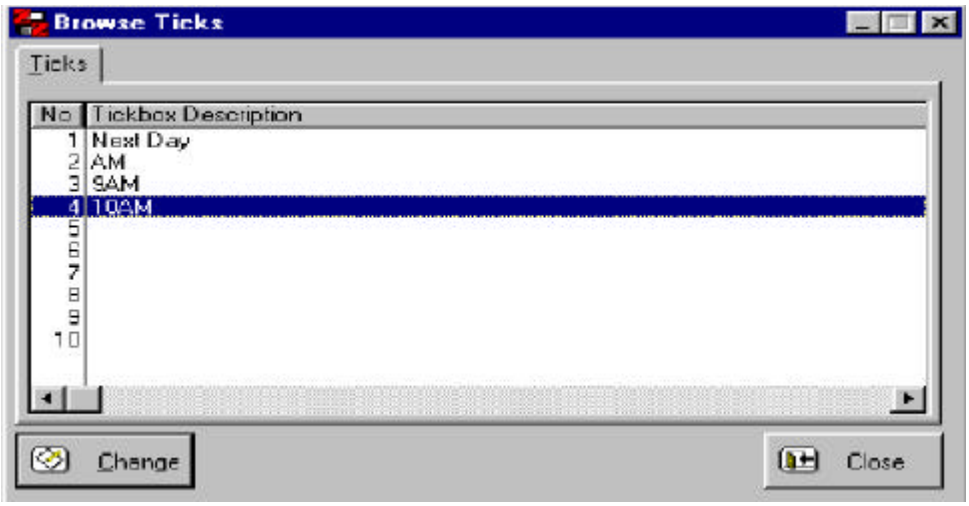
Customers Cont'd



Enter and account number for this customer and their details. Last Despatched to will show when a consignment was last despatched to this customer and will be automatically updated during consignment entry. Click OK to save the details.

Ticks

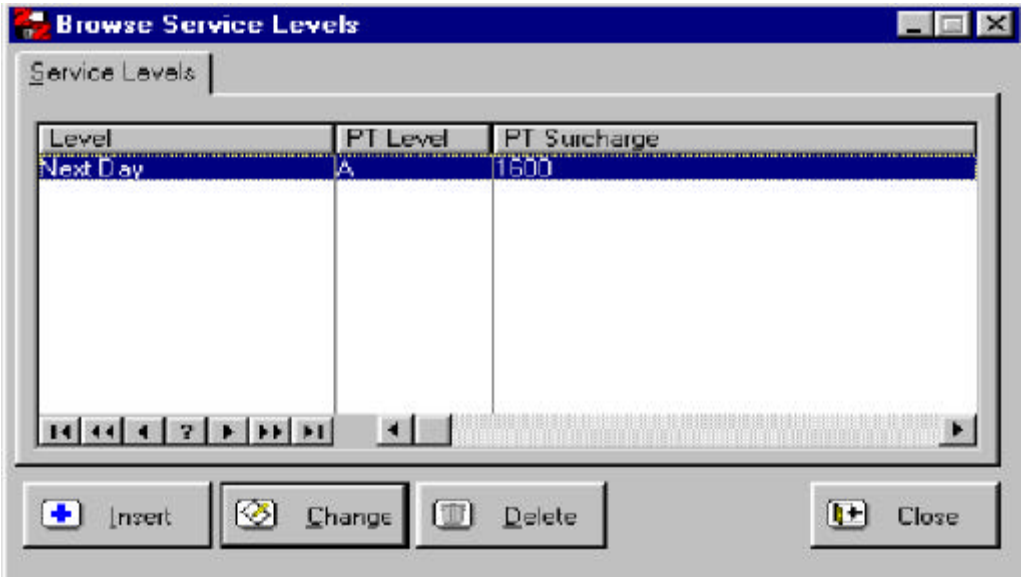
This section is specific to pre-printed notes and sometimes labels. If the documentation you are using requires for you to tick boxes this is where you should set up what the ticks represent . Click Change to alter details as shown below:



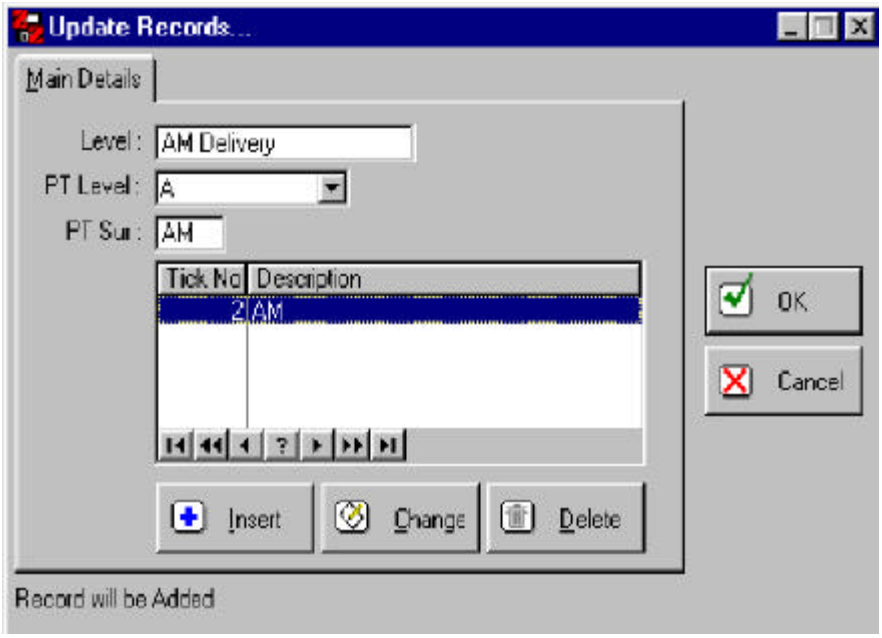
Chapter 3 - Setup Menu

Service Levels

This is the section where you need to setup the delivery services you have contracted to with your customer. You will see a screen as below:



Click on Insert to enter a new service :



Enter a name for this service level. Keep it simple and descriptive so your customer can see at a

glance what kind of delivery they can expect from the selected service. The PT Level should equate to the ParcelTrak equivalent that you have setup in ParcelTrak, Pricing, Surcharges.

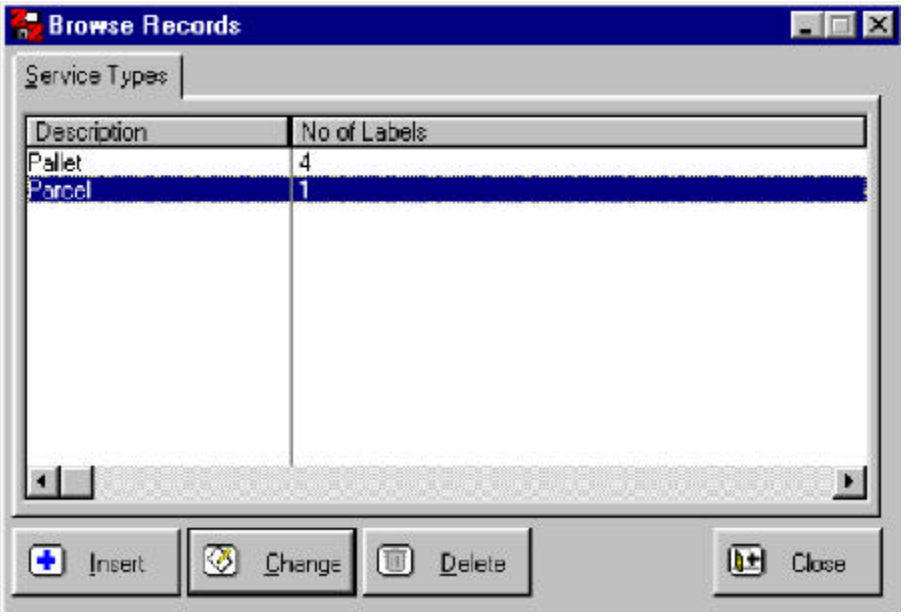
Chapter 3 - Setup Menu

Services Cont'd

If you are using paperwork with tick boxes this is where you should allocate the tick number to the service. Click on Insert and select a tick number (or multiple ticks) from the drop down list.

Service Types

Enter here the types of service you offer this customer. Click on Insert to enter the description and number of labels to print for this service type.

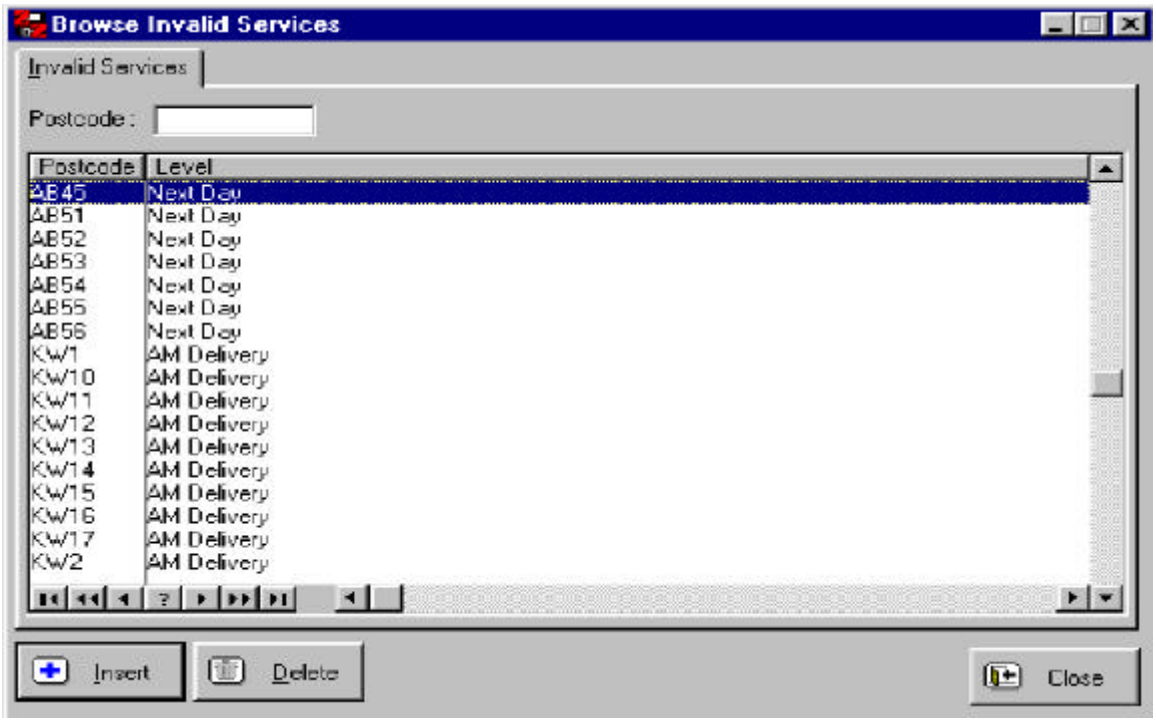


Invalid

It is normal within Parcel\Pallet networks for certain delivery services not to be valid for certain areas. For example it would be extremely difficult if not impossible to achieve a 9 am delivery to KW postcodes in the far north of Scotland. This section of the program allows you to say which postcodes have invalid services. When your customer then tries to enter a premium service for an invalid postcode they will receive a warning.

Chapter 3 - Setup Menu

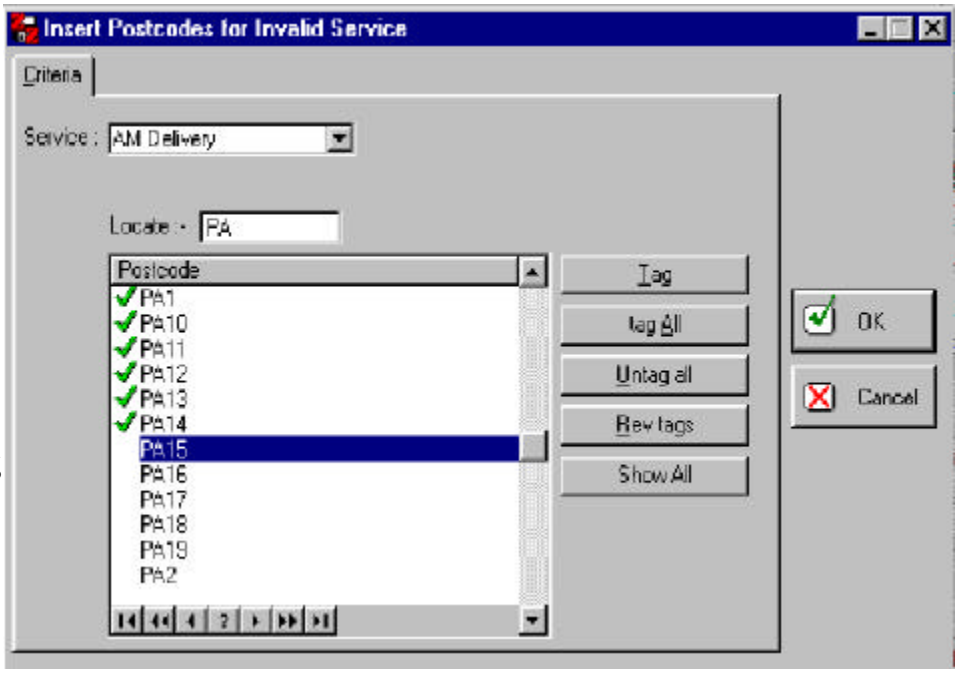
Invalid Cont'd



Click on Insert to select postcodes and a invalid services.

Choose a service from the drop down list. Either enter a start postcode in the locate box or

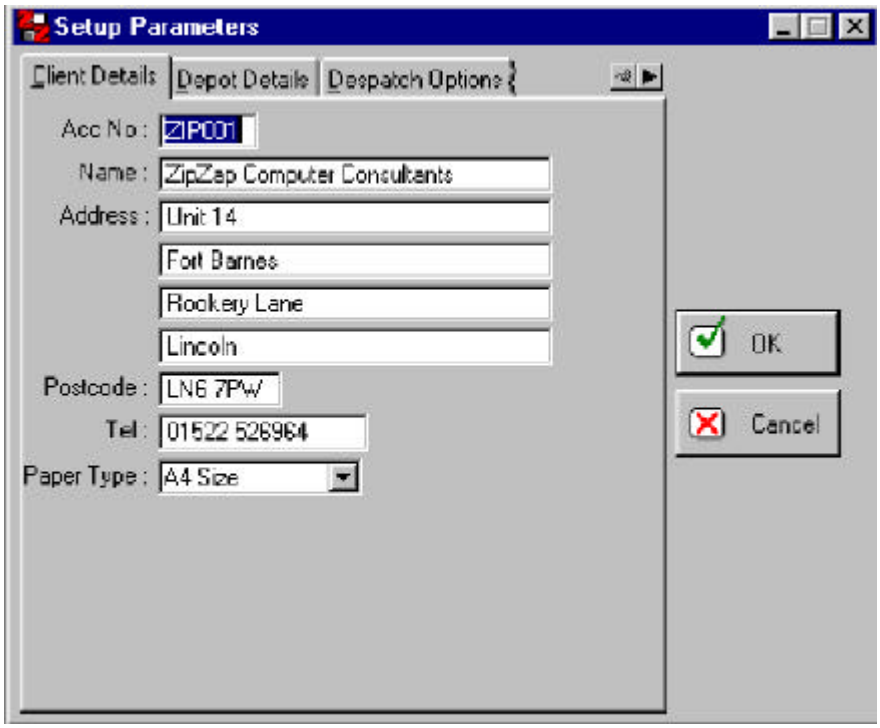
Invali d Cont'd



scroll through the list of postcodes. When you locate the postcode you want to assign as invalid click on the Tag button . A tick will appear next to the postcode and the highlight bar will move down to the next one in the list. Keep tagging until you have done all the postcodes not valid for this service and select OK when finished.

Parameters

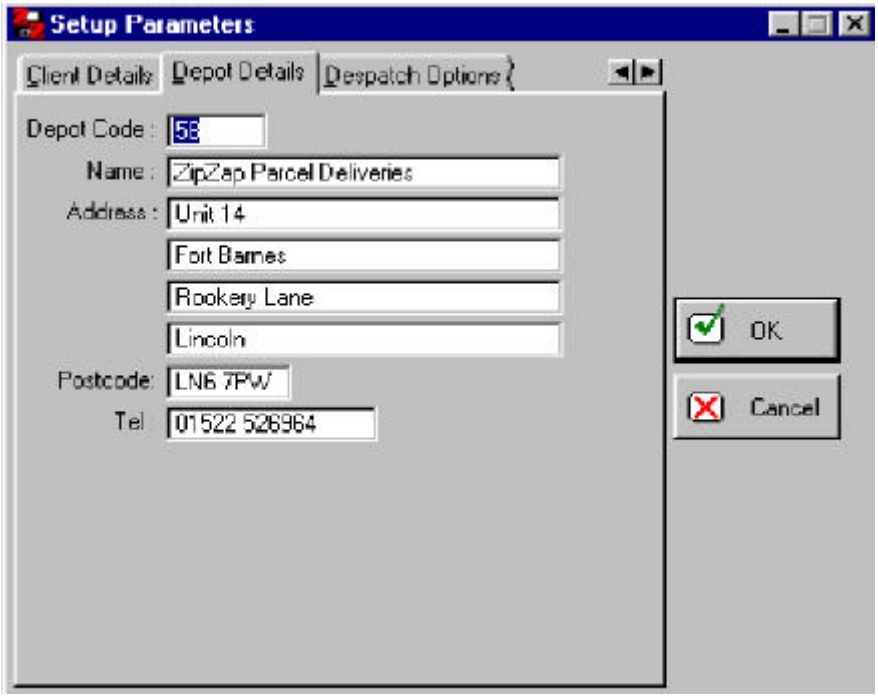
This section holds all the details that are specific to this customer. You will have filled in most of this section when you completed the wizard during the initial setup. There are four tabs in all that require information.



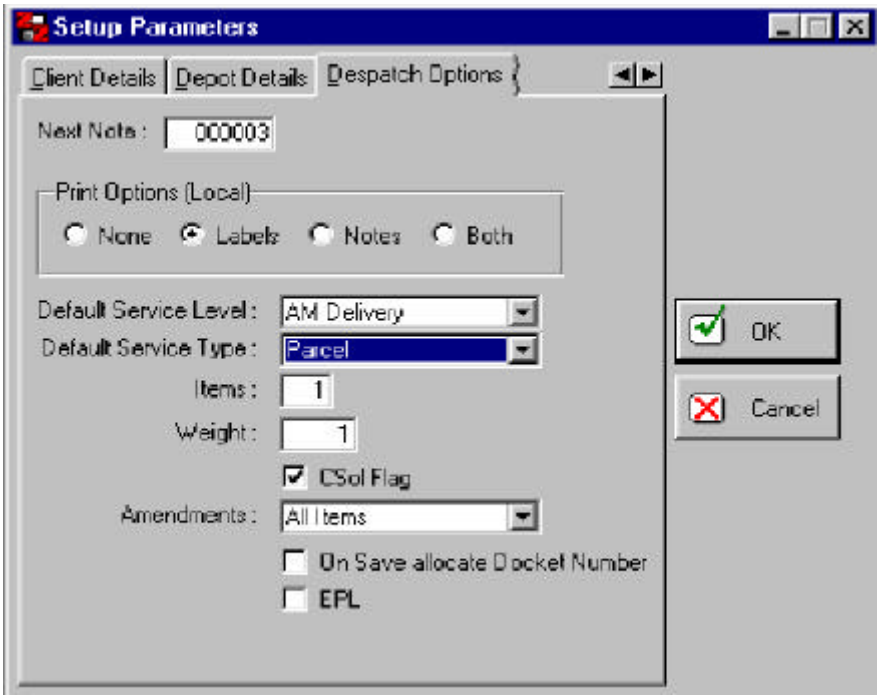
Client details are the customer who will be despatching the goods. It is vital that the Account Number shown here is identical to the one held in ParcelTrak for this customer. Enter the details and click on the Depot Details tab to reveal a screen as below:

Chapter 3 - Setup Menu

Parameters Cont'd



The Depot Details relate to the depot that this account belongs to. The Depot Code in this section will appear on the Labels and Consignment Notes as the sending depot. Click on the Despatch Options tab to enter further details.



Chapter 3 - Setup Menu

Parameters Cont'd

The fields on this tab are primarily to speed up consignment entry.
The entry fields are explained as follows :

Next Note : The consignment number that will be assigned to the next consignment that is entered.

Print Options (local) : By clicking on the options you may select which documents you want to be automatically printed each time a new consignment is entered.
These settings are specific to this computer so care should be taken when the program is run on a network.

Default Service Level :Choose here the service level that goods are most often despatched on.

Default Service Type :Choose here the service type that goods are most often despatched on.

Items : Enter here the number of items you usually despatch in a single consignment.

Weight : Enter here the normal weight of each individual consignment.

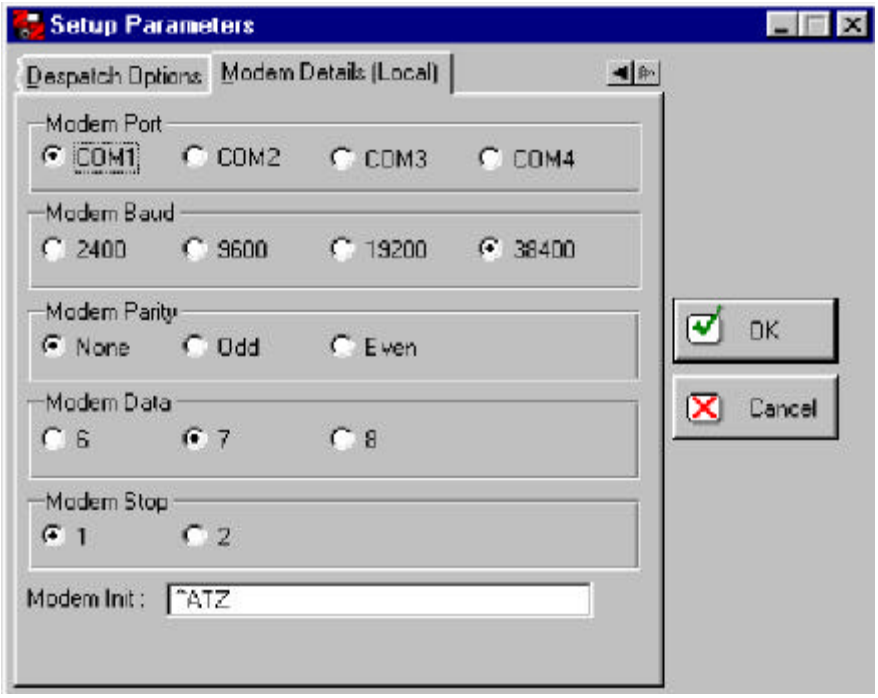
Csol Flag : If you wish to enable consolidation of consignments check this box. You may then select the printing options by dropping down the amendments box. You may choose: No - which won't print anything, Just items added - which will print additional labels for the items just added or All Items - which will re-print all the labels for this consignment.

On Save allocate
Docket number : If checked means that the consignment number won't be allocated to the entered job until the OK button is selected.

EPL : Only tick the EPL box if you are using an EPL compatible printer on a COMMUNICATIONS port instead of a PRINTER port. The program is currently supplied with a standard NCN label format. If you require a non standard format you should contact ZipZap on 01522 526964.
There will be a setup fee for this service which will be dependant upon the format required.

Select the next tab to enter modem details. This is only required if you are using the program to access bulletin boards.

Chapter 3 - Setup Menu Parameters Cont'd

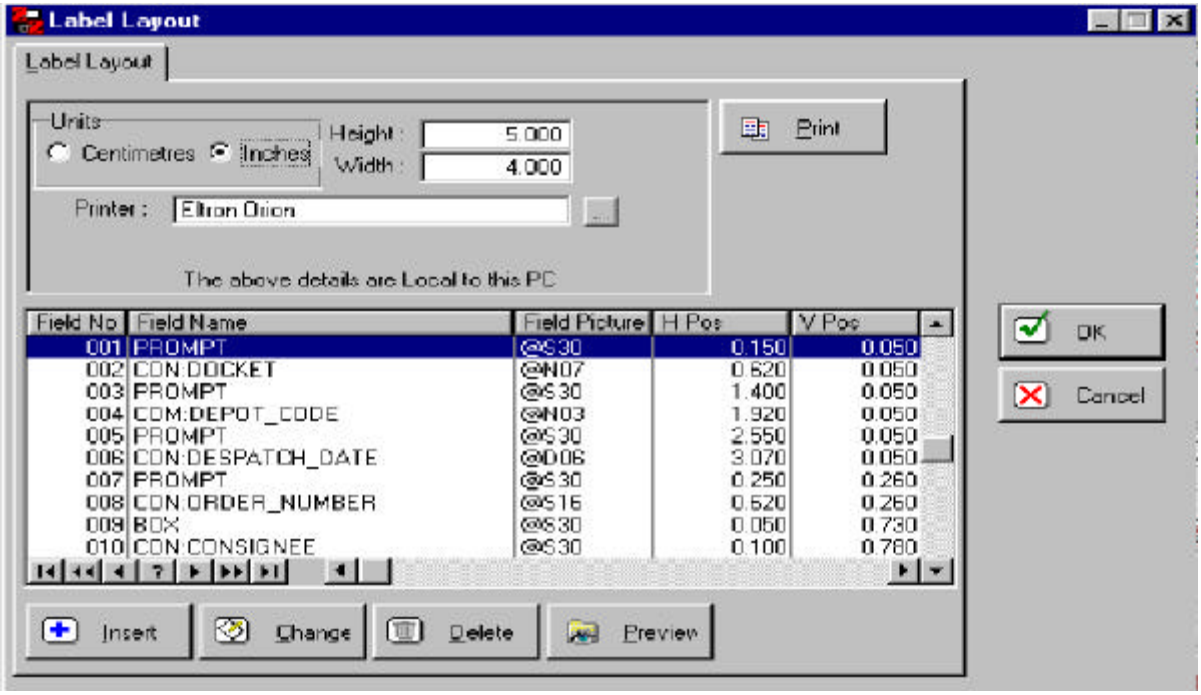


These settings can be found in your modem installation instructions.

Chapter 3 - Setup Menu

Layouts - Notes\Labels

This section allows you to define note and label layouts to match your own paperwork or that of the network you belong to. The procedure is exactly the same for both **Labels** and **Notes**. We shall look at **Labels.**



You will need a ruler and one of your labels. Decide which unit you wish to work in and place a dot in the relevant option by clicking on it. - We shall work in **Inches**.

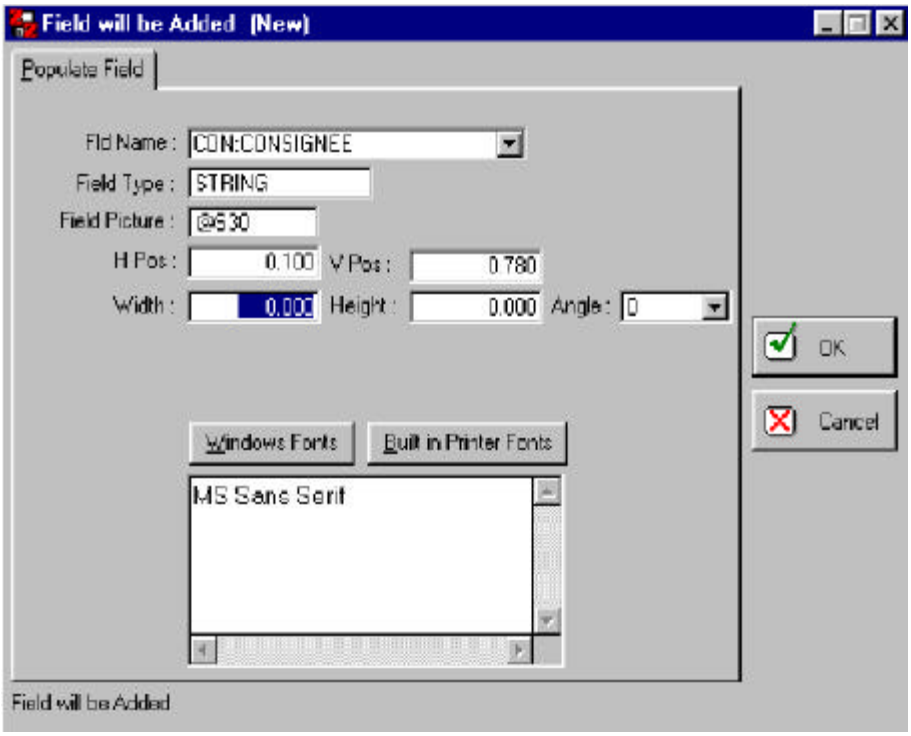
Enter the **Height** and **Width** of your label in the units stated.

Now select the default printer for the **Labels**. Click on the button with the three dots on it. This will bring up a list of available printers for this PC. Select one and click on **OK**.

You may find that some fields have already been set up for you. If this is the case it is probably best to print off a label to see how close it is to your requirements. Do this by putting some plain paper in the printer, enter a dummy consignment and print a label. (See Despatch Entry). If the fields look as if they are in the right place double check by printing another label but this time on the correct paperwork.

Chapter 3 - Setup Menu

If any fields need moving highlight the field and select **CHANGE** within the label layouts screen.



Move down to the **H Pos** field and enter the new **Horizontal** position. Then move to the **V Pos** field and enter the new **Vertical** position. If you wish to change the **Font** of the field click on the **Windows Fonts** button and select a font. There is also an option to use **Built In Printer Fonts**. This option will show the fonts used by the chosen printer. Selecting one of these fonts will dramatically increase printing speed. You can only use this option if you are setting the program up with the correct printer attached.

If any fields need removing simply highlighted the desired ones and click on **DELETE**.

If you need to add any fields select **INSERT**. Click on the down arrow to the right of the field name section. Choose a field from the list and set the dimensions the same way as if you were changing the settings.

EPL

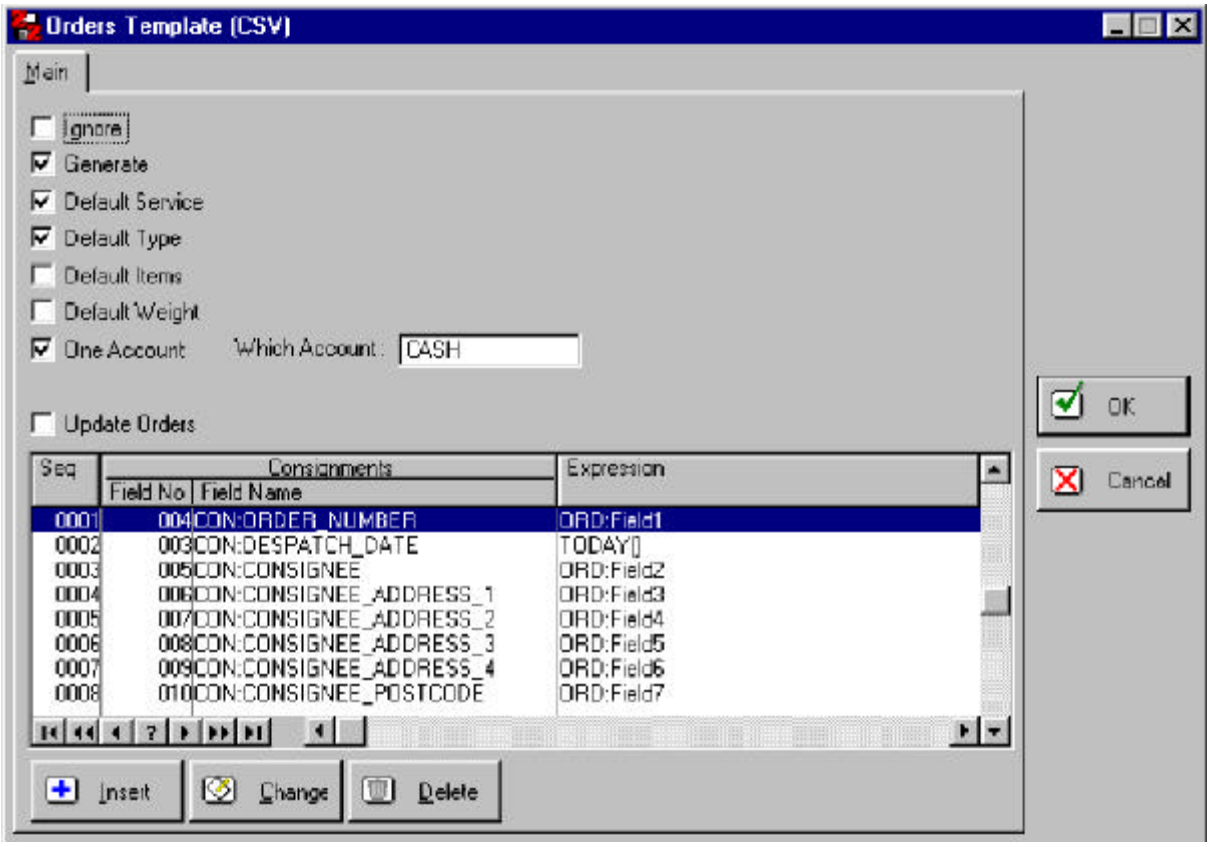
This section is only of use if you have an EPL compatible printer plugged into the COMMUNICATIONS port instead of a PRINTER port. The program is currently supplied with a standard NCN label format. If you require a non standard format you should contact ZipZap on 01522 526964. There will be a setup fee for this service which will be dependant upon the format

required.

Chapter 3 - Setup Menu

Template - CSV

This section allows you to setup the facility to read in order files that are in CSV format and convert



them directly into consignments for despatch.

The options are explained below:

Ignore first line of import : Check this box to ignore the first line of any file imported. This is useful when the first line contains information of field contents. Check with the customer to see if these are to be included in the data files.

Generate : Generate Docket numbers during the import

Default Service : Use the default service that is setup in Parameters.

Default Type : Use the default service type that is setup in Parameters.

Default Items : Use the default number of items that is setup in Parameters.

Default Weight : Use the default weight that is setup in Parameters.

Chapter 3 - Setup Menu

Template - CSV Cont'd

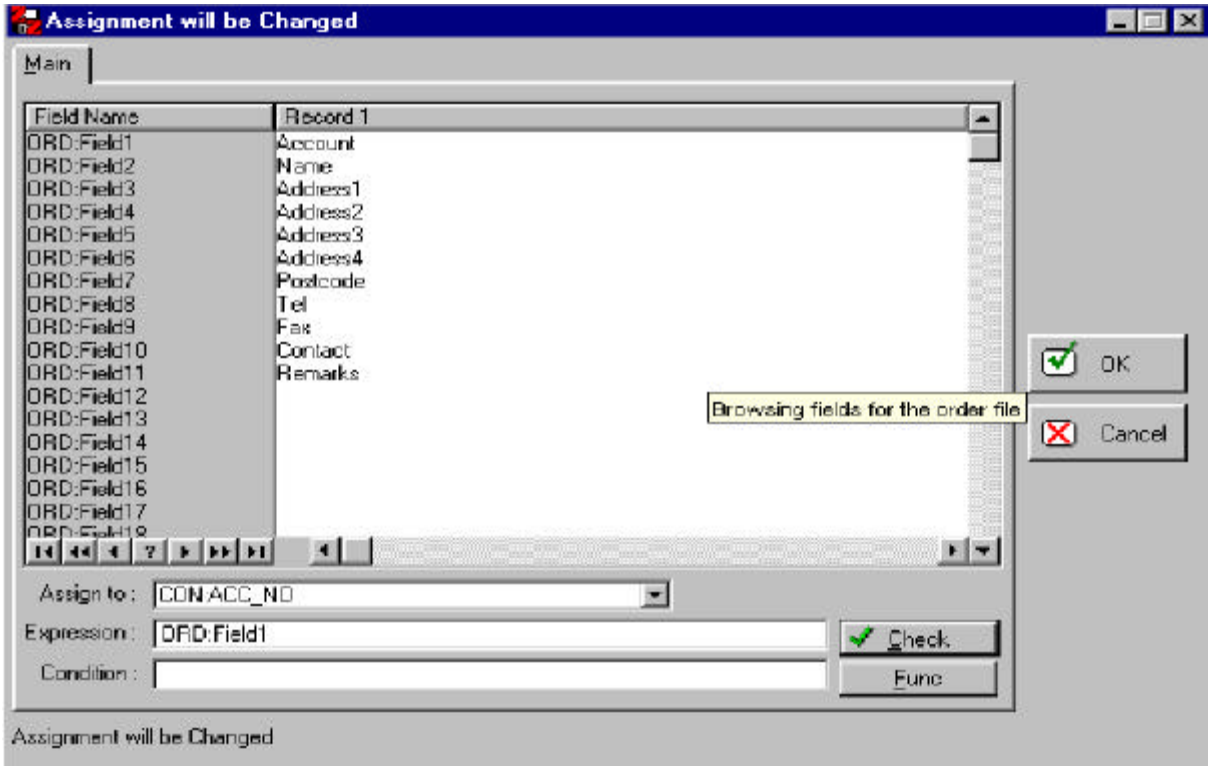
One Account : Assign all the imported orders to one account - state which account.

Update Orders : Update existing orders.

Designing the File Template

Within the Template (CSV) option Click on Insert. A file selection box will appear allowing you to select the orders file to be read in. You will move to the next window which will show the first record in the file.

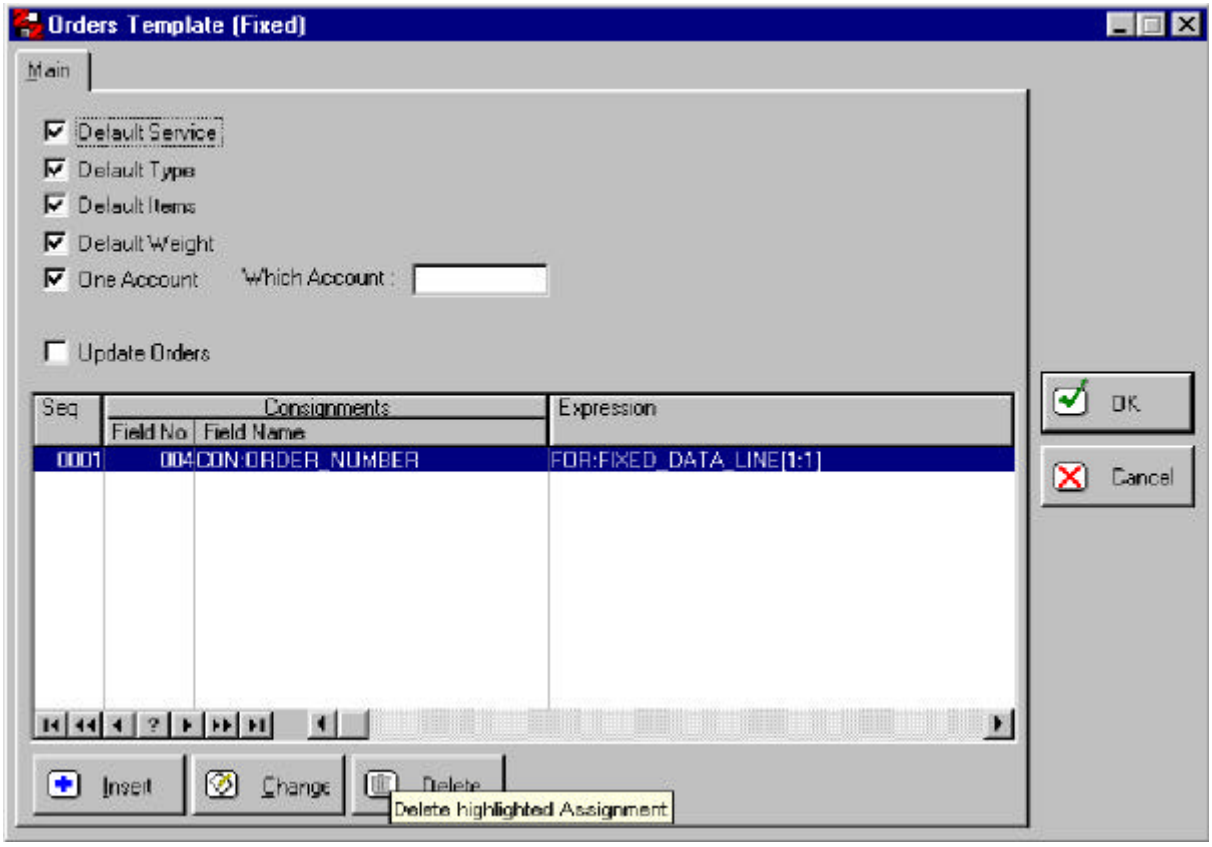
Select a field in the Assign to box. For example: CON:Order_Number. Locate the order number in the example file from your customer. Make a note of the field number in the left hand column that corresponds and put this in the Expression box. Click on the Check button. If a tick appears then the information has been entered correctly. Click OK to complete the assignment of this field. Click Insert to continue assigning more fields.



Chapter 3 - Setup Menu

Template - Fixed

This section allows you to setup the facility to read in order files that are in Fixed Length format.



The options are explained below:

Default Service **:** Check this box to use the service set in Parameters**.**

Default Type : Check this box to use the type set in Parameters**.**

Default Items :Check this box to use the default number of items set in Parameters**.**

Default Weight : Check this box to use the default weight set in Parameters**.**

One Account : Check this box to allocate all the consignments to one account. If you select this option create an account and enter the reference in 'which account'**.** If you do not select this option you will see another choice as below:

Chapter 3 - Setup Menu

Template Fixed Cont'd

Auto Create : Selecting this option will generate numeric account numbers for each consignment as it is read in. Only use this option if you have not assigned an account field in the file template.

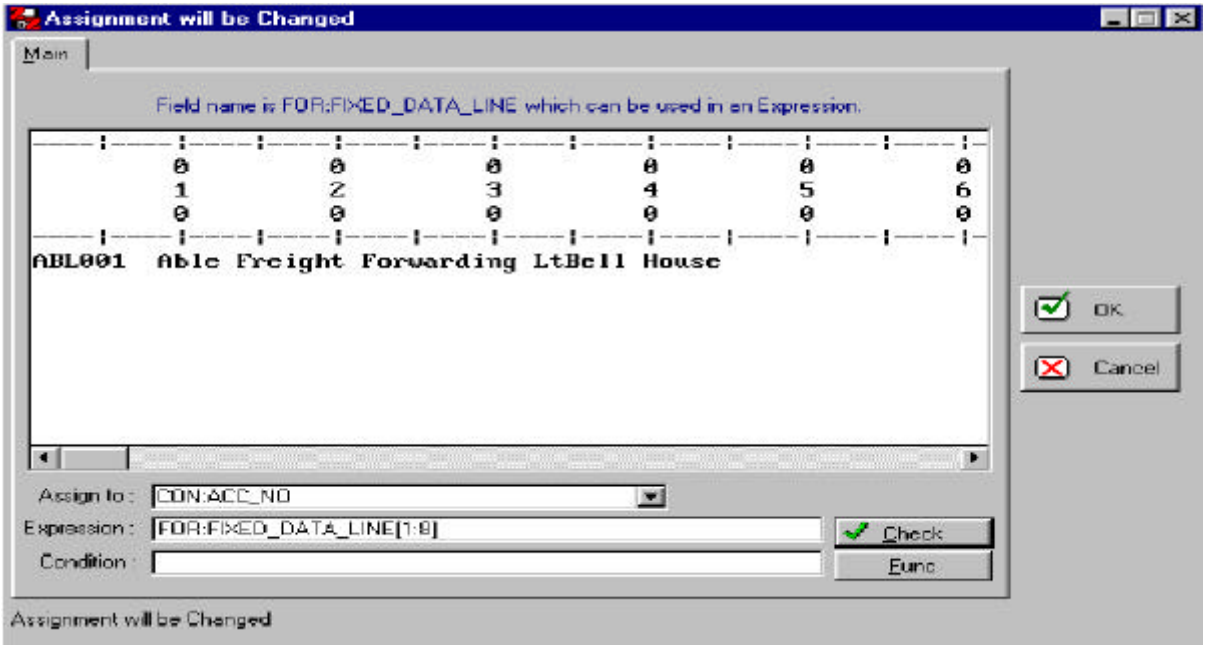
Update Orders : Check this field if you wish to amend orders that have already been imported. A check will be made on the order number of any existing entries. If it matches any that are being read in the record will be amended instead of a new one being created.

Designing the File Template

Within the Template (Fixed Length) option Click on Insert**.** A file selection box will appear allowing you to select the orders file to be read in. You will move to the next window which will show the first record in the file.

The screen will show the first line of the data file you are going to read in. The numbers above it illustrate the field positions You need to allocate these positions to the respective fields. Click the down arrow in the assign box and pick up the corresponding field. The expression is FOR:Fixed_Data_Line[StartPosition:EndPosition]. FOR:Fixed_Data_Line represents the whole line of data. The start position and end position represent the array within the line to assign. When you have entered the information click on Check. This will check the syntax of the assignment.

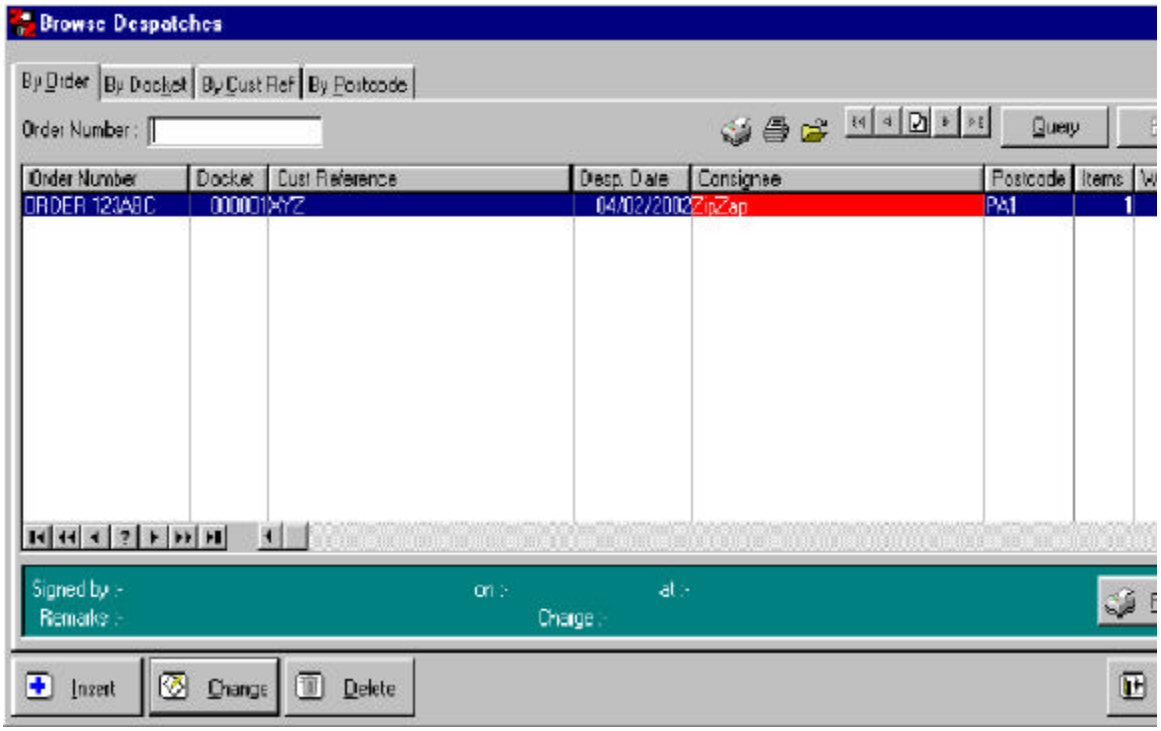
If you wish to add further assignments like todays date, click on the function button to see what is available. Always click on check after creating an assignment. Do not proceed until it shows a tick.



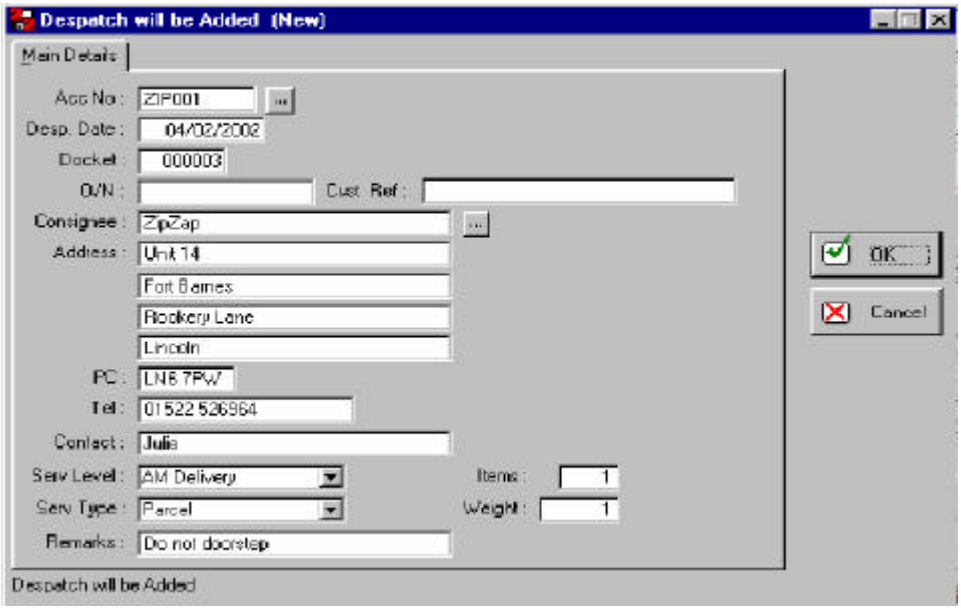
Chapter 4 - Operations

Despatches

This is the section where your consignments are entered and the information of previous despatches is stored. (Items shown in red have had the address altered).



Click Insert a new ment.



on to add consign

Chapter 4 - Operations

Despatches Cont'd

Click on **Insert** and enter a **Customer Account Number.** If you don't know the account number enter the first part and select Tab - a list will come up of all existing customers for you to select one.

Once an account has been accepted you are now required to enter the **Despatch Date**. It will default to today but you may change it if required and it will be held back until that date.

The **Docket Number** will have come in from the **Parameters** screen.

Enter your **Order Number** and **Customer Ref** if you have them.

The **Address** details will already have been entered when you accepted the **Account Number,** if the delivery address is to be different to that shown just type over it.

The **Service Level** and **Type** will default to the one setup in **Parameters** but you may change them by selecting from the drop down list (click on the down arrow to the right of the box).

Enter the number of **Items** and **Weight** or accept the default 1 item at 1KG.

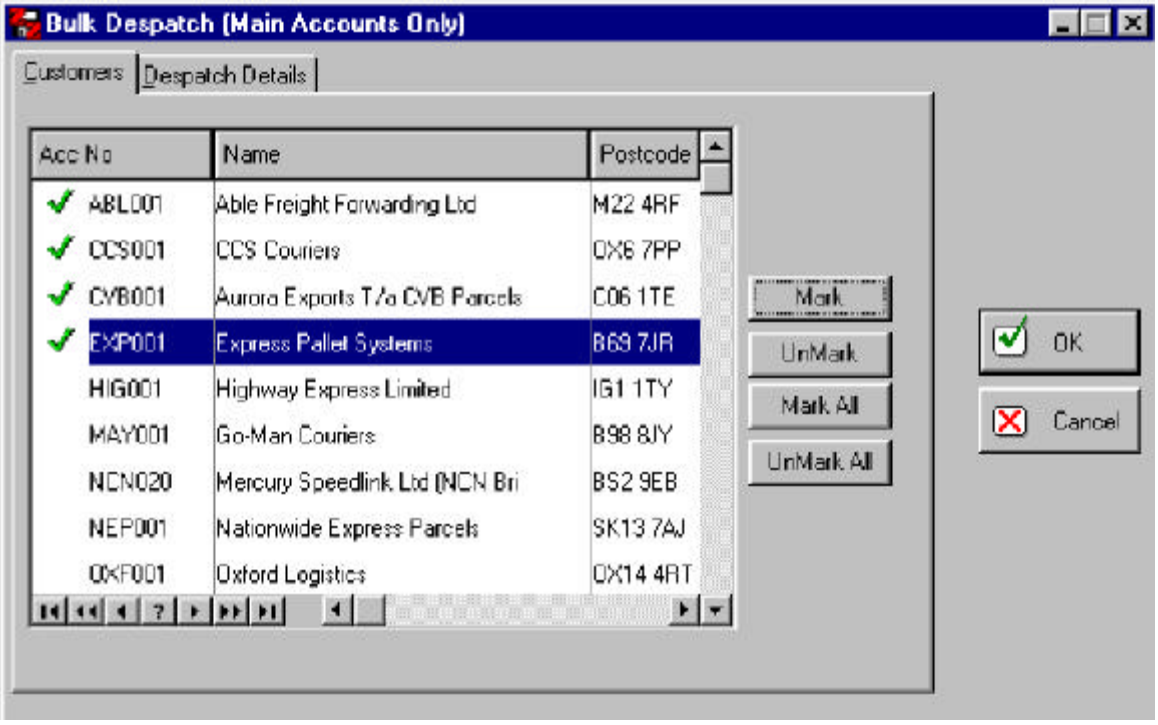
The remarks will have been brought in from the **Account** screen, again you can type over them if required.

Click **OK** to accept the details. If your **Parameters** are set to print **notes** and **labels** they will now come out of the printer.

Chapter 4 - Operations

Bulk Despatch

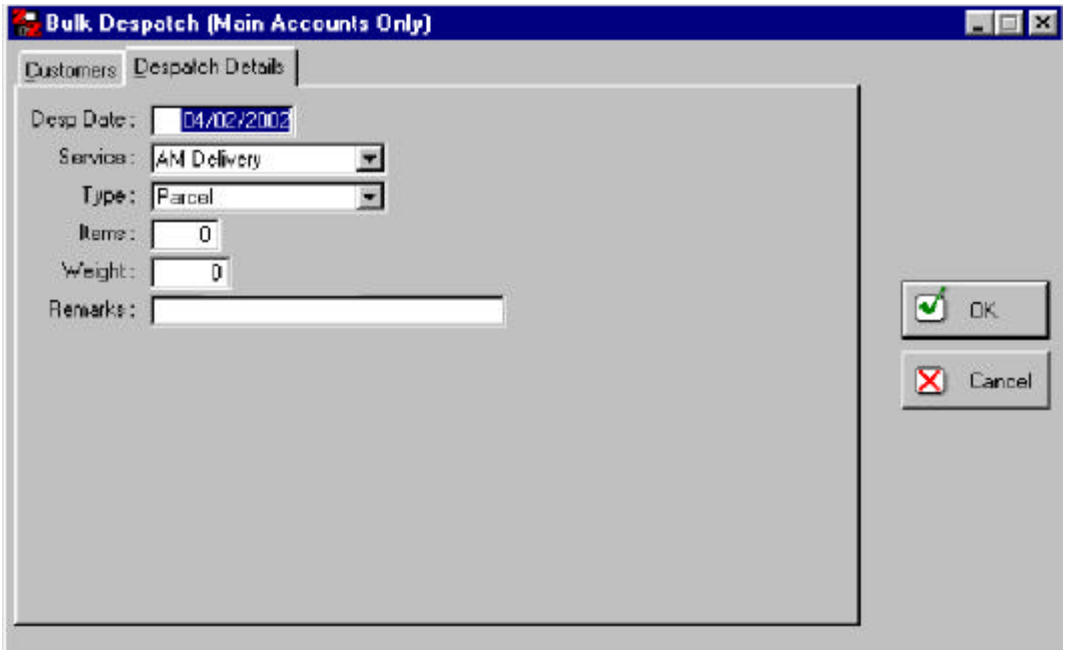
From time to time you may wish to **Bulk Despatch** to many customers. Select **Bulk Despatch** from the **Operations Menu**.



All existing customers will be illustrated in a list box. You may select **Mark All** if the despatch is to go to all customers, alternatively you can highlighted customers by clicking once on them and either select **Mark, Press Space** or **Double Click** to produce a tick next to those required. Once the customers have been selected move onto **Despatch Details**.

Chapter 4 - Operations

Bulk Despatch Cont'd



Enter here the **despatch date.** It will default to today but again you can over type it. Enter the **Service Level** and **Type** followed by the **Items** and **Total Weight** for each individual consignment. Enter any **Remarks** specific to this **Bulk Despatch** and click on **OK** to accept.

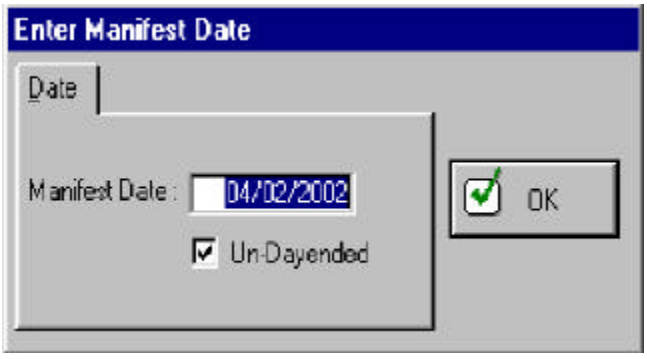
If for any reason you get a message saying "**Some Accounts could not be despatched to!",** it probably means there is an invalid **postcode** in the delivery address. **OK** the message. Any problem accounts will be shown with a red cross. Go onto **Setup Accounts** and check the account details. (You can open this over the top of bulk despatch). Once the details are correct you will be able to proceed with the **Bulk Despatch** by changing the cross to a tick. Those with no indicator went through OK.

When using the **Bulk Despatch** facility you will need to print the paperwork afterwards.

Chapter 4 - Operations

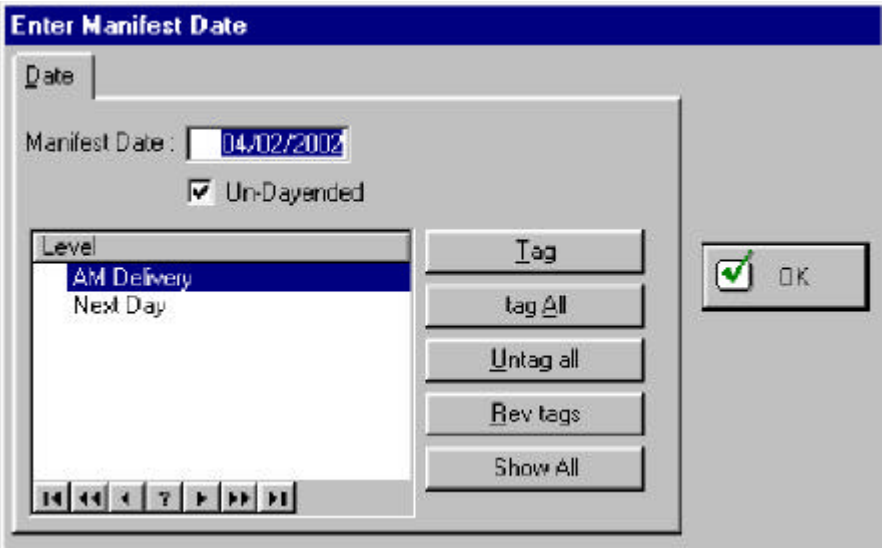
Labels\Notes

Select this option to print all notes or labels for a day. Only select EPL if you have setup for this mode of printing.



Putting a tick in the Un-Dayended box will only print paperwork for those jobs that have not already been day ended.

Manifest



Select this option if you want to print a manifest at the end of the day.

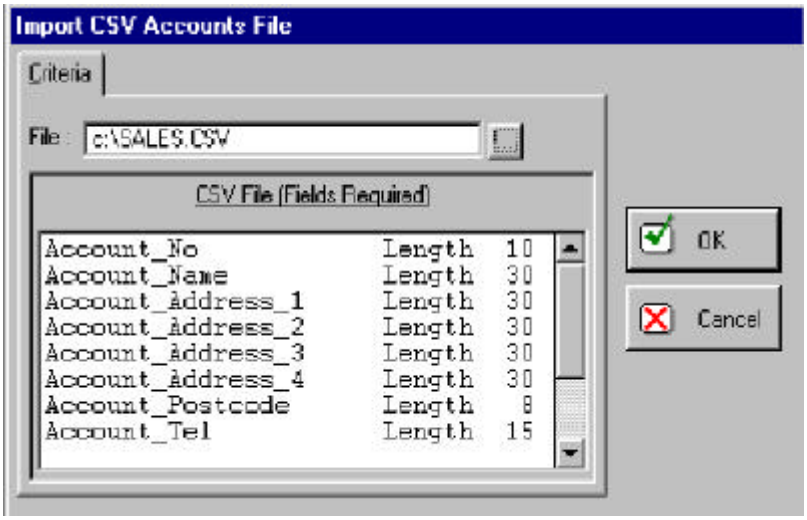
Putting a tick in the Un-Dayended box means only undayended freight will appear on the manifest.Tag any services you do not what to appear on this manifest.

Chapter 4 - Operations

Links\Accounts\CSV

You can use this section to import a customer account data file in CSV format. The desired layout is illustrated on the import screen as shown below. This file can be created directly from Sage™ or within Microsoft Excel™.

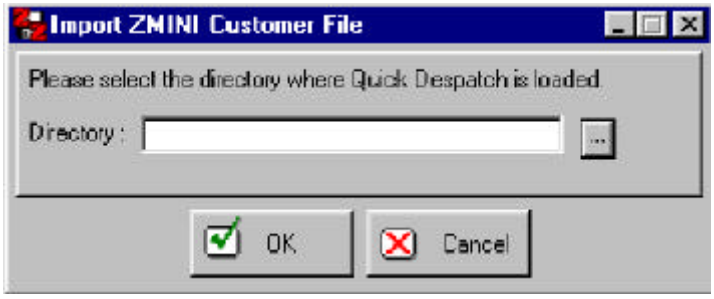
In Sage Line 50 (version 5.01.0063) select Customers, Reports. Look down the list for a report called Customer Record CSV. Select File for the Output. Select Run and enter an account range. When presented with a File Dialogue box select CSV in the Save file as type. Choose a location and file name and click OK to save the file.



In Microsoft Excel with the data file open choose Save as from the File menu. Change the save as type to CSV. Choose a location and filename and click OK to save the file.

Links\Accounts\Quick Despatch

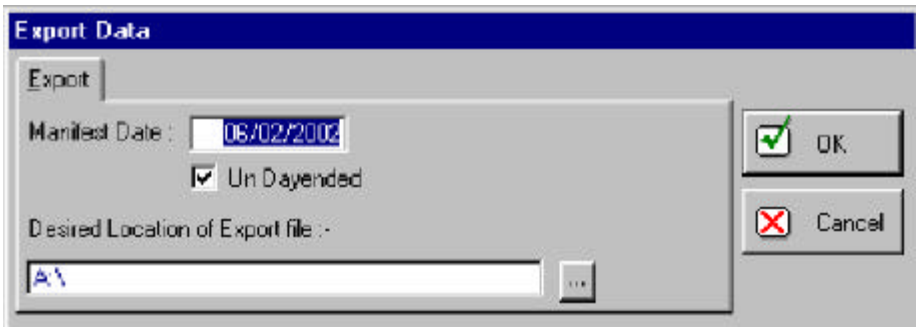
Use this section to import accounts from Quick Despatch.



Chapter 4 - Operations

Links\Day End(Export)

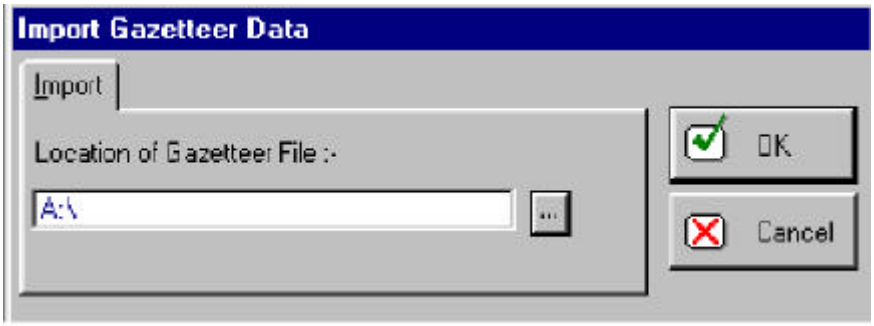
Select this section to export your consignments to a file for your collecting depot. Normally you would do this to floppy disk but you can select an alternative location by prior arrangement with the depot if you wish to email the data.



Putting a tick in the Un-Dayended box will only print paperwork for those jobs that have not already been day ended.

Links\Day Start(Import)

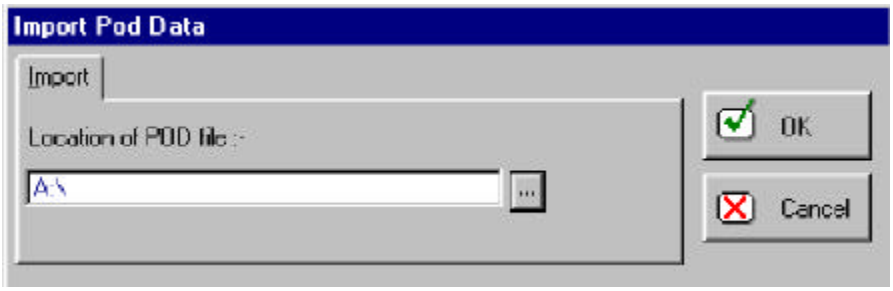
From time to time you will be sent Gazetteer updates. These should be imported immediatley on receipt to ensure accurate routing of freight despatched. Select this option and locate the file which will normally be supplied on floppy disk.



Chapter 4 - Operations

Links\PODs

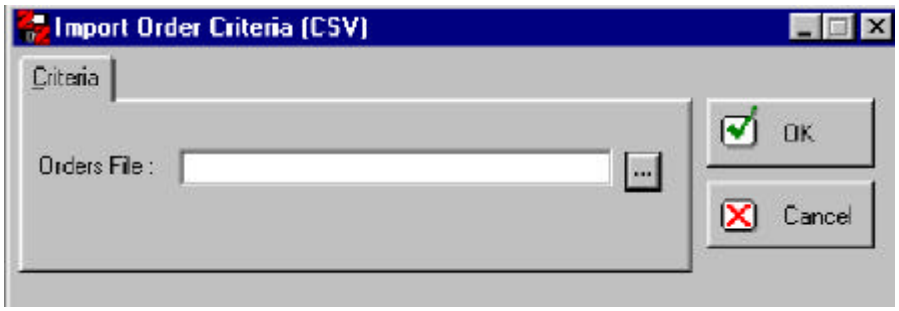
If you have requested POD information back from the depot this is where you need to import them.



Locate the file to import and select OK to proceed.

Links\Orders (CSV)

If you have setup the program to import orders files in CSV format this is where you need to import them.

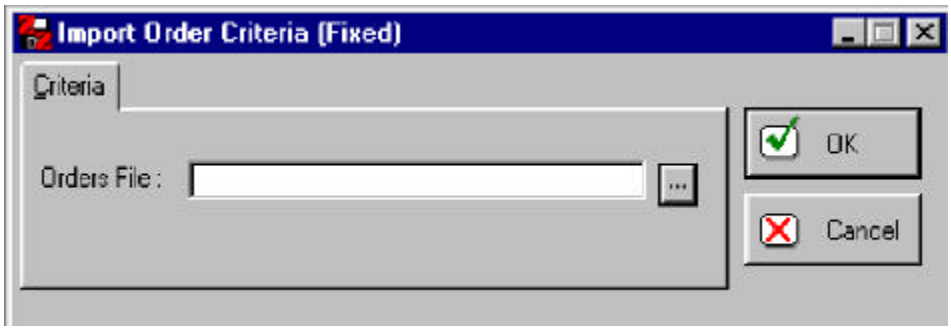


Locate the file to import and select OK to proceed.

Chapter 4 - Operations

Links\Orders (Fixed)

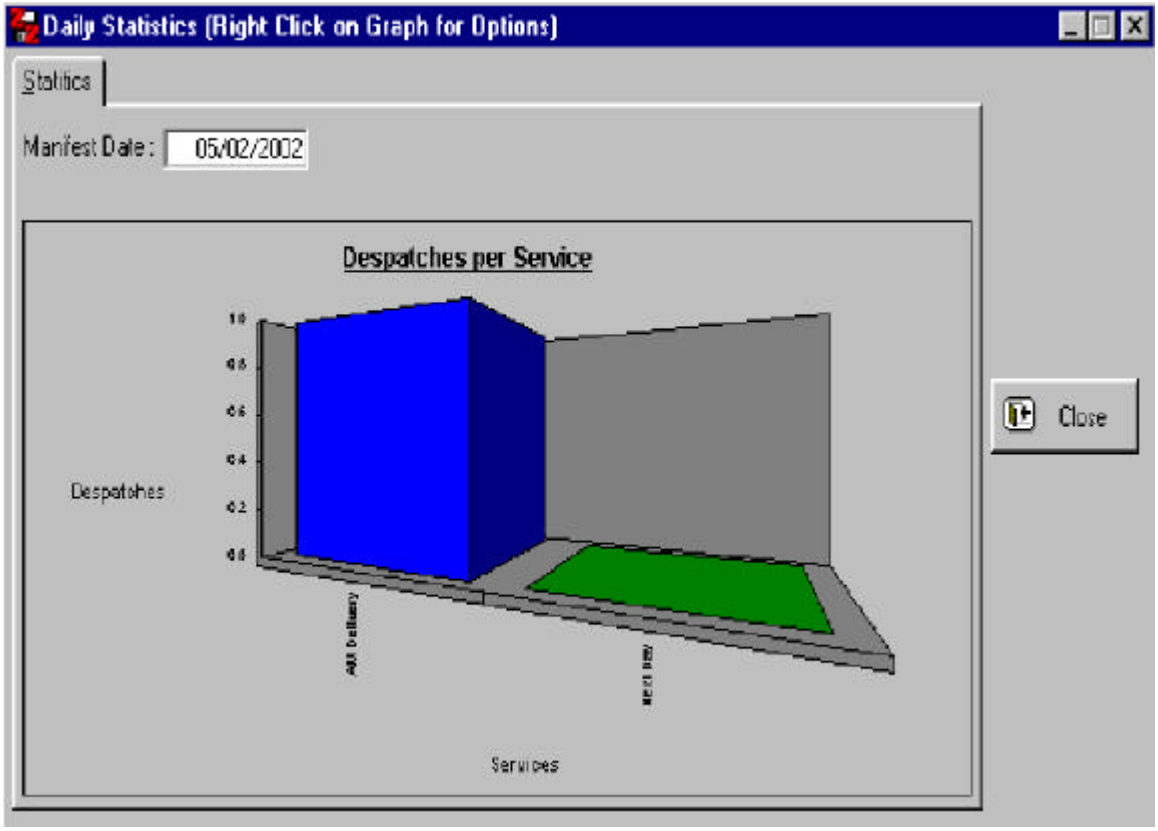
If you have setup the program to import orders files in Fixed Length format this is where you need to import them.



Chapter 5 - Enquiries/Reports

Statistics\Daily

If you want to see a graph of the consignments you have despatched on a certain date showing service levels and amounts select this option. Enter a date and select Tab to reveal a graph as below:

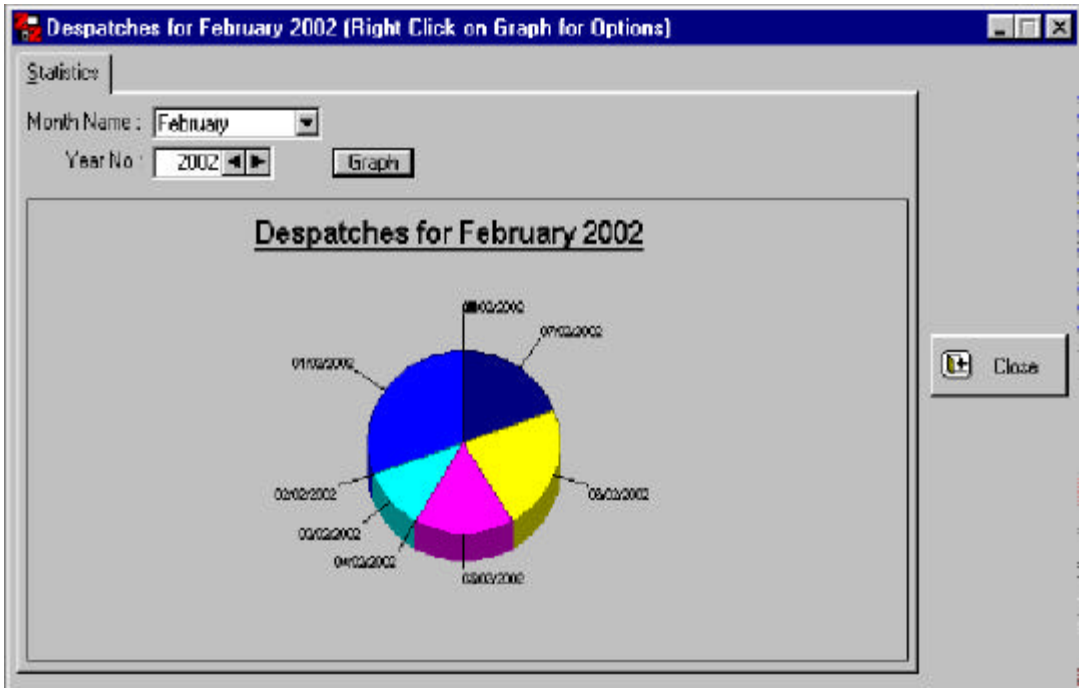


Right click on the graph to select alternative display formats.

Chapter 5 - Enquiries/Reports

Statistics\Monthly

If you want to see a graph of the consignments you have despatched in a certain month select this option. Select a month and year and click on the graph button to reveal a graph as below:

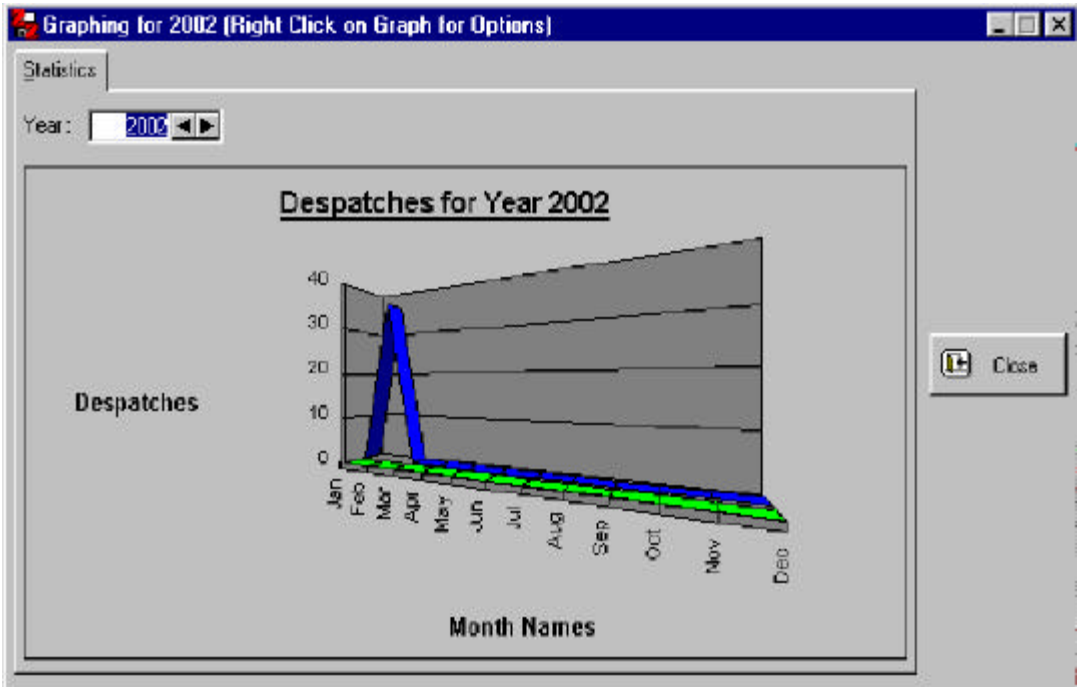


Right click on the graph to select alternative display formats.

Chapter 5 - Enquiries/Reports

Statistics\Yearly

If you want to see a graph of the consignments you have despatched in a certain year select this option. Select a year and press the tab key to reveal a graph as below:

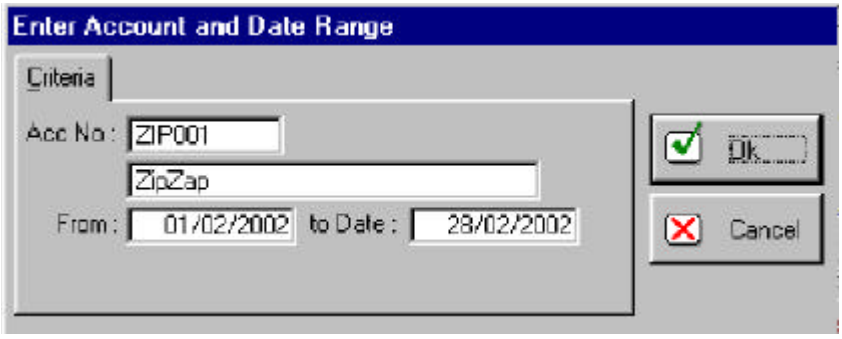


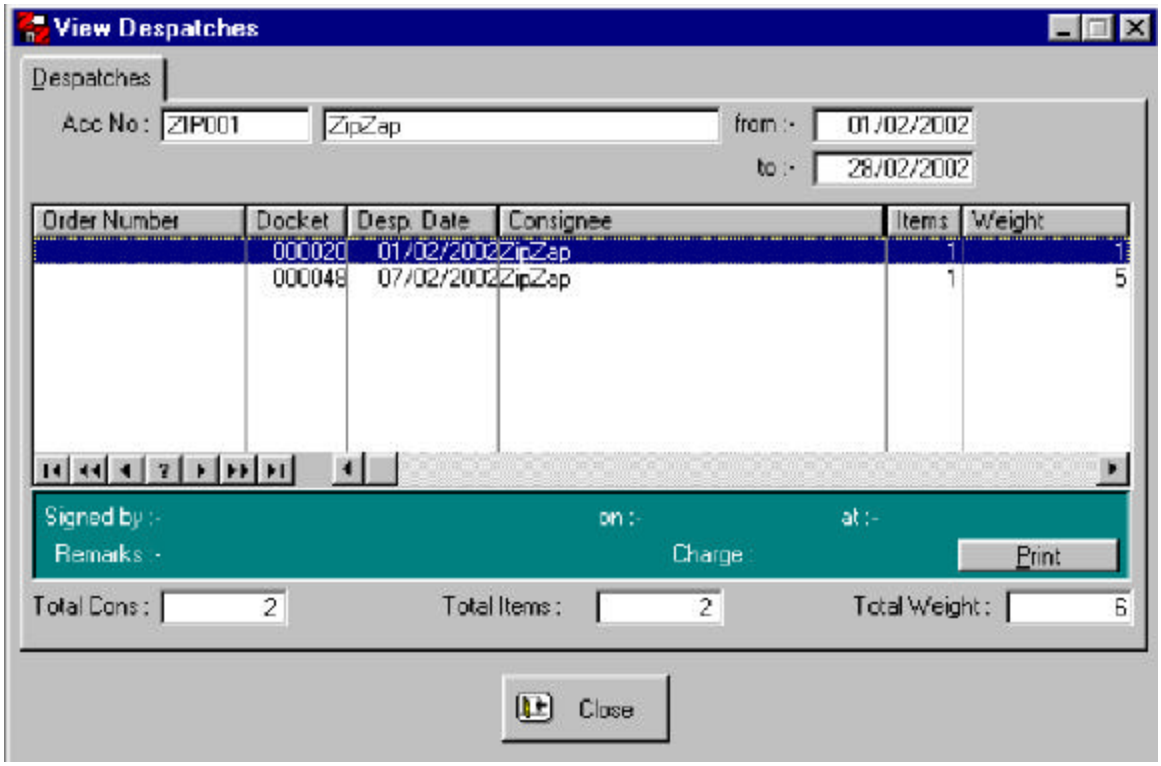
Right click on the graph to select alternative display formats.

Chapter 5 - Enquiries/Reports

View Despatches

Select this option to view the despatches for a specific customer within a date range. Enter the account number and the date range you want to view data for.



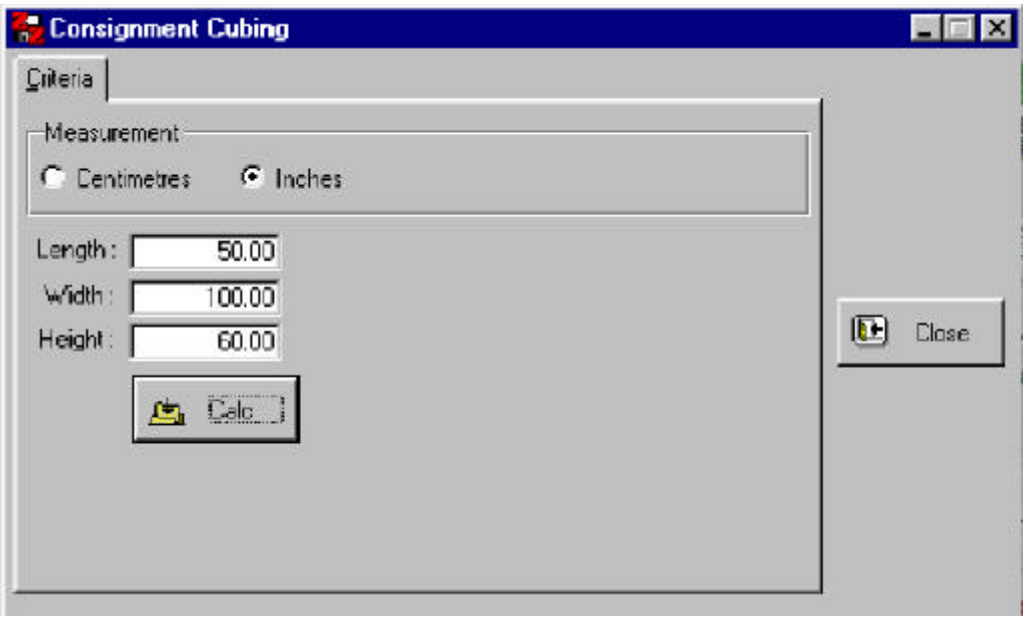


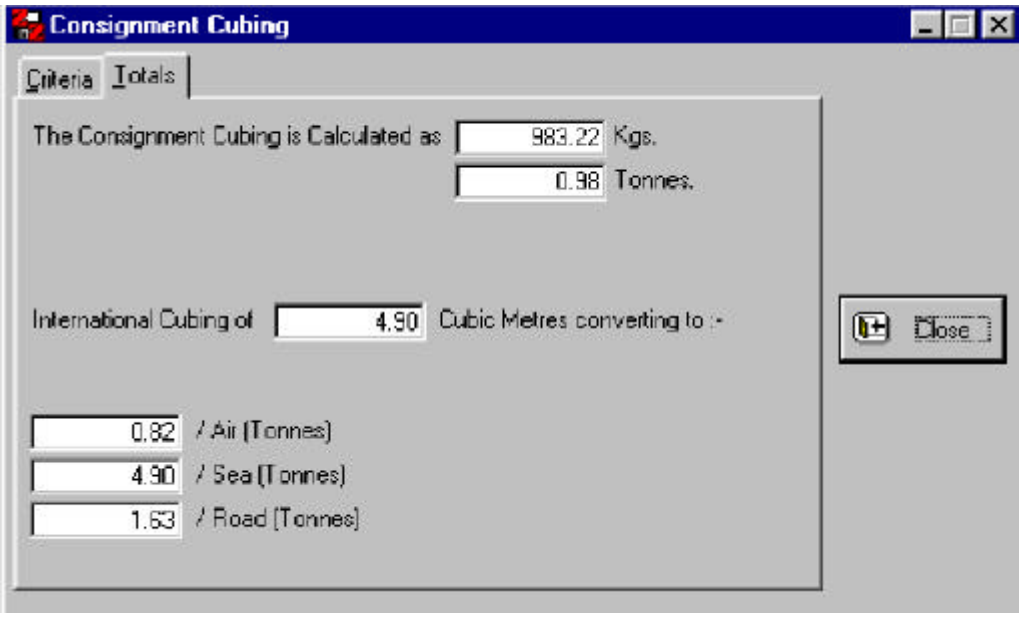
Click OK to reveal a screen as below:

Chapter 5 - Enquiries/Reports

Cubing

If you are despatching a bulky item that needs to go on a cube rate select this option to calculate the 'cube weight'.





Enter the measurement units and the dimensions. Click on Calc to perform the calculation.

Last Despatched to Report

Acc No	Name of Account	Date Last Despatched
ABL001	Able Freight Forwarding Ltd	07/02/2002
CCS001	CCS Couriers	06/02/2002
CVB001	Aurora Exports T/a CVB Parcels	
EXP001	Express Pallet Systems	06/02/2002
HIG001	Highway Express Limited	07/02/2002
MAY001	Go-Man Couriers	06/02/2002
NCN020	Mercury Speedlink Ltd (NCN Bri	07/02/2002
NEP001	Nationwide Express Parcels	07/02/2002
OXF001	Oxford Logistics	07/02/2002
SAN001	Sanders Crane Freight Logistic	01/02/2002
SUR001	Sureway Express Transport & Co	07/02/2002
TRA001	Translink Parcel Express (Leic	
ZIP001	ZipZap	07/02/2002

Chapter 5 - Enquiries/Reports

Last Despatched

Select this option to generate a report showing when you last despatched to customers.

Chapter 5 - Enquiries/Reports

Query Despatches

This section is a highly advanced tool for querying the consignment data file. With a little time and effort you can extract information from the file matching any criteria you set. It is a little complex but with some experimentation you should get the hang of it.

The first time you use this section select ‘Create a New Query’ to reveal a screen as below:

Chapter 5 - Enquiries/Reports

Query Despatches Cont'd

You will see here a list of all the fields in the file which can be interogated. Click on a field and select next - for example 'Account Number'.

You will now see a list of query operations to perform on the selected field. Choose a query and select Next - for example 'Is Equal To'.

Chapter 5 - Enquiries/Reports

Query Despatches Cont'd

Enter a value to query and select Next.
You may now repeat this process and add a further criteria by selecting and or select Finish now to proceed.

Chapter 5 - Enquiries/Reports

Query Despatches Cont'd

You will be asked if you want to save this query. If so say yes and give it a name for future retrieval.

A report will then be generated showing consignments that match the query performed.

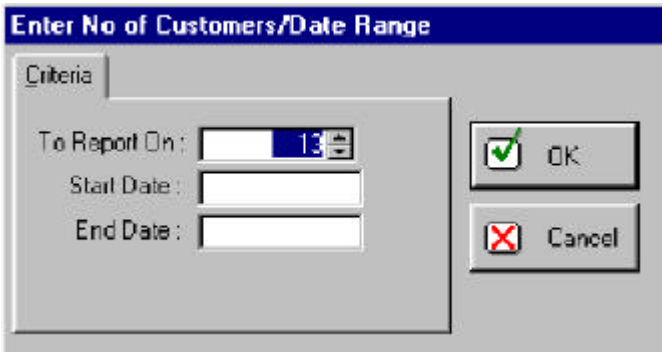
Adhoc Query Builder (Despatches)

Test

Docket/Order No	Date	Consignee Details	Service/Type	Items/Weight/Chrge
000020	01/02/2002	ZipZap Unit 14 Fort Barnes Rookery Lane Lincoln LN6 7PW	Next Day Parcel Pod Details :-	1 1 0.00
000048	07/02/2002	ZipZap Unit 14 Fort Barnes Rookery Lane Lincoln LN6 7PW	Next Day Pallet Pod Details :-	1 5 0.00

Top Despatches

Select this option to produce a list of customers in 'number of consignments despatched' order. Select the number of customers to report on and a date range applicable.



Chapter 5 - Enquiries/Reports

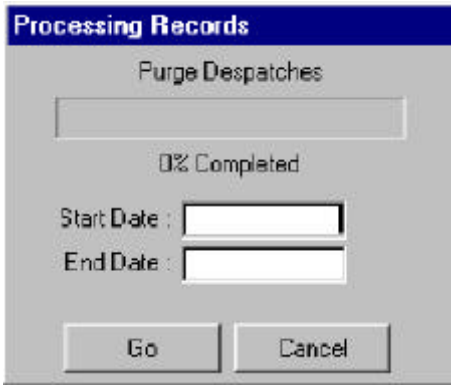
Address Labels

Use this section to print address labels for all your customers. The formatting is 2 addresses across and 7 down.

Chapter 6 - Utilities

Purge

Delete old consignments off the system here with caution. Enter the date range of data to purge.



Initial

If your depot has created an initial setup disk this is where you would import it.

Backup

This is a very important feature and it should be used on a regular basis, ideally daily but as an absolute minimum weekly. The process takes a minimum amount of time which is well spent if it means you don't have to manually key in details after a major disaster ie., fire, theft, severe disk errors.

The back up procedure we recommend is as follows:

Grandfather, Father, Son rotation
You will require three sets of labelled disks. Labelled as follows: One set = Grandfather. One set = Father. One set = Son.

Your first Backup should be put onto the Grandfather disks, the second onto the Father disks and the third onto the Son disks. When you do your next Backup you should start back at Grandfather and carry on from there in rotation.

We also recommend that you keep at least on recent back up off site incase of Fire or Theft. It is no good having a Backup if that goes as well as your computer!

Chapter 6 - Utilities

Restore

Should you ever have to restore a back up then this is the part of the program you need to be in. Once you have your first disk in the A drive click on OK and the restoration will commence, you will be prompted for subsequent disks as required.

Remember that a restoration will overwrite any data that is left on the program and take everything back to the date of the Backup you are restoring.

Diary

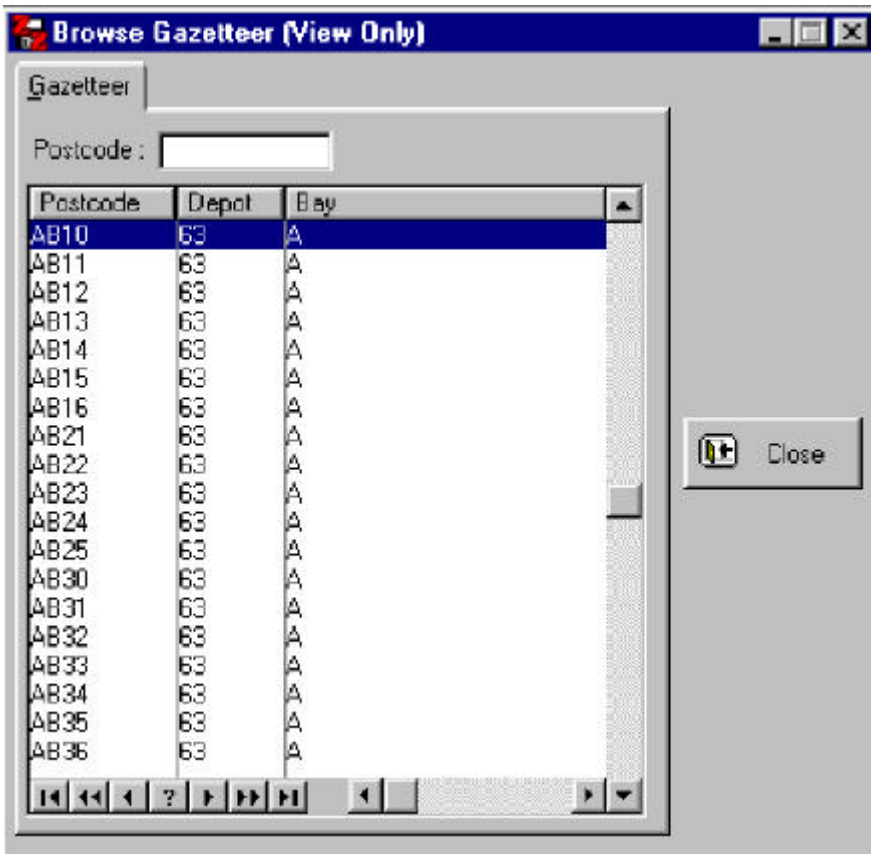
Use this facility to enter diary information.

Double click on a date to enter details. Dates shown in blue have details already assigned.

Chapter 6 - Utilities

Gazetteer

Browse gazetteer entries here. If there are any missing you must notify the local depot.



Internet

This routine will call your internet browser so you may ‘surf the net’.

Dial Service

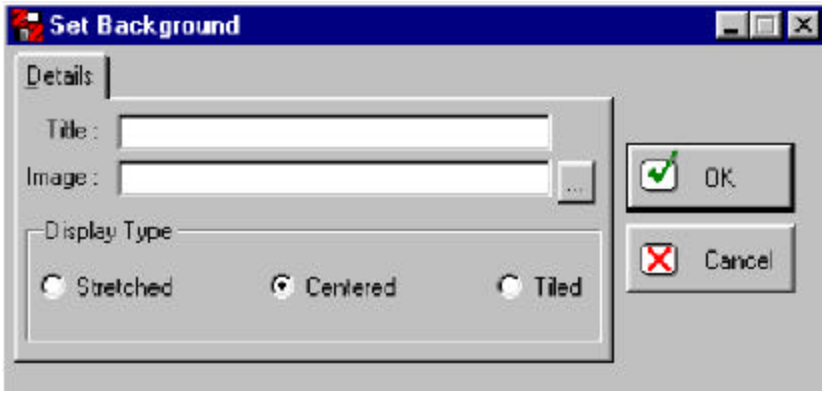
This allows you to dial a Bulletin Board Service from within the program.

EPL Command Mode

You will need guidance from ZipZap if using this option. There may be a charge involved which

will be advised if required.

Chapter 6 - Utilities



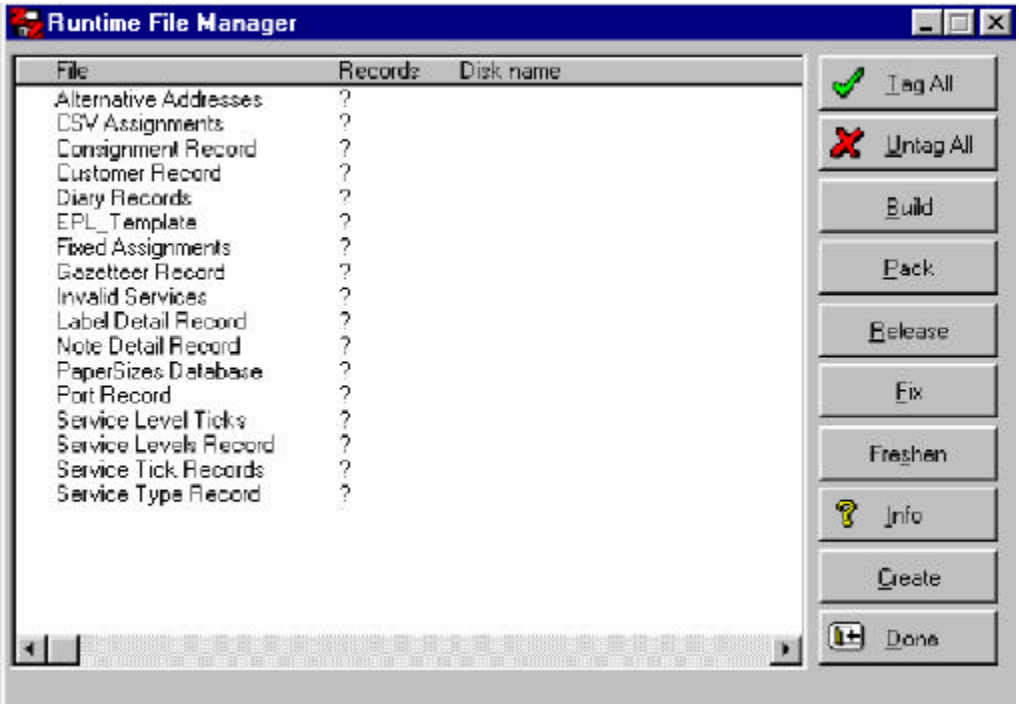
Set Background

Select this option if you want to choose your own wallpaper for the program.

File Manager

This section is for emergencies only and should only be used as a last resort - ie. When no backup is available. Use it for fixing data corruption in files.

Tag the files to be fixed and click on Fix. **USE WITH CAUTION.**



Chapter 6 - Utilities

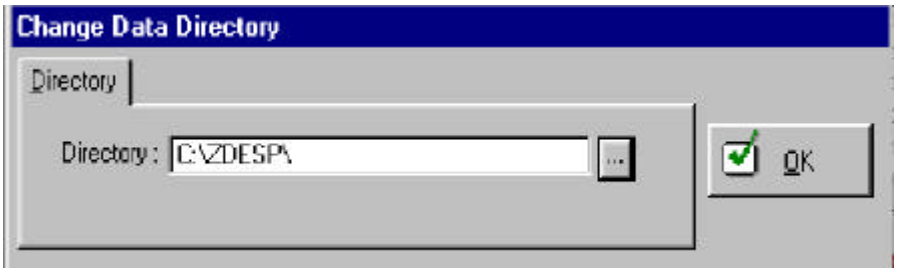
Validate

The validate facility checks through your customer data base for postcodes that are either invalid or not in the current gazetteer. A report will be generated showing

problem areas. If the postcodes are invalid you must amend them. If the postcodes are missing from the gazetteer and are valid you must notify your depot who will perform an update.

Change Data Dir

If you are using the program across a network this is where you need to point to the data directory. Browse for the directory and click on OK to accept.

L 

ock

W hen you leave yo ur desk you may wi sh to log out the program without actually exiting the program. Just select lock and log back in when you return.

Chapter 7 - Depot Instructions

Creating a Gazetteer Disk

Take a blank formatted floppy disk and place it in the drive.
Go onto Gazetteer, Export Gazetteer, choose Implant and continue.
This will go through the gazetteer and then put it onto the floppy disk.

Setting up ParcelTrak to receive data from the customer.

You need to enter some settings in ParcelTrak so any consignment disks from your customer can be read straight into the program.

Select Manifest Menu, Customer File Import, ASCII Parameters.

Enter the customer account reference to import from (the one you set up in Parameters in the customer system).

Enter the file name as follows **A:\ZIP001.CSV** (where ZIP001 is the customer account number).

Select Import Con No **Yes**, Import Rems **Yes**, Depot **Yes**, move down to the bottom of the screen and enter your depot code.

You don't need to worry about the other fields.

Exit ParcelTrak.

Reading data into ParcelTrak from the Customer.

Go into ParcelTrak. Put the disk containing the export file in the floppy drive.
Select Manifest Menu, Customer File Import, ASCII Import.

Enter the customer account ref and continue.

The screen will flash before your very eyes as it reads in the data.

You should now be able to go onto View Consignments and see the ones that you have just imported.

Chapter 7 - Depot Instructions

Sending PODs back to the customer.

In ParcelTrak go onto the POD menu. Transfer PODs and then enter POD information for these consignments.

Put a disk in the floppy drive and select Export to Customer System from the POD menu. Enter the account ref, select ZipZap Despatch and continue. You can e-mail the file off the floppy disk to your customer or take it with you next time you go.

Slow Label Printing

If you are experiencing slow printing it it possible to speed things up by priting through the computer's COM port. You can only do this if your printer understands the EPL programming language - ELTON ORIONS do. In Parameters on Despatch options check the EPL box. Do not try to adjust the layout without assistance.