

# Customer User Guide

version 3.5



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**Please note:**

Because the Vigo programs are being continually developed and improved and because of the large amount of personalised tailoring to individual requirements some of the detail of the screen displays in this manual may vary slightly from your actual working screens.

Please do not hesitate to contact our support line on 01527 551500 where our support staff will guide you through any differences that apply to you

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## Introduction

The Online Portal consolidates the Online Job Entry system and POD's online providing one place on the internet where you may enter consignments, view Track and Trace information and view and email electronic and traditional PODs.

The PODs online option shows both POD documents that have been scanned, and document facsimiles with signatures received from Vigo in-cab systems.

Two services are available as options, providing further status information about each job:

1. Track & Trace details e.g. Arrived at hub/Departed hub/delivered etc, as captured by barcode scanners
2. Data transmitted back from Vigo In-cab systems showing e.g. Arrival and departure times

The Online Portal is a web browser based system which you can access via the website address provided to you by your Haulier.

# Chapter 1 – System Navigation

## 1.0 – Registering To Use the Online Portal

In order to access the Online Portal you will need to be provided with login details by your Haulier or Supplier. These may be sent you directly or you may be asked to complete a registration process.

To complete the automated registration process your Haulier will need to have entered your details onto the Online Portal. You will then receive an email similar to the one shown in Figure 1.0.1

### Vigo Online Job Entry Registration

Vigo Online Customer System [support@vigosoftware.co.uk]

Follow up  
Completed on 25 August 2009 14:51.

To: Support@VigoSoftware.com

Hello, Vigo Haulage Ltd

General Depot Ltd has begun to register you for Vigo's Online Job Entry System

To complete your registration please follow the link below.

<http://testcust.vigosoftware.com/modules/registerComplete.php?signupId=d069871db560ee925f5bc39862968d05b2996f59>

Figure 1.0.1

Click on the link in the email to be taken to the registration screen.

You will be asked to enter the username and password that you would like to use to access the Online Portal.

## 1.1 – The Login Screen

You will have been provided with a website address required to access the Online Portal. Navigating to this address in your internet browser will display the Online Portal Login screen as shown in Figure 1.1.1 below.



Figure 1.1.1

Enter the username and password you have chosen and choose 'Submit' to proceed. Logging in successfully will take you to the Main Menu (See section 1.2 – The Main Menu).



Figure 1.1.2

If the details you have entered are not recognised or are incorrect you will be notified by an on screen message as shown in Figure 1.1.2.

## 1.2 – The Main Menu

When you log in to the Online Portal you will be taken to the Main Menu as shown in Figure 1.2.1.



Figure 1.2.1

There are five options you may choose from:

1. View Jobs – This allows you to view all jobs you have entered on to the Online Portal.
2. Print Documents – This provides you with the ability to print any documents that the Haulier may have set up for you, for example, consignment notes, labels or a Manifest.
3. Track & Trace - From here you are able to view track and trace statuses against jobs you have requested the Haulier/supplier to perform. You are also able to view, print and email POD images via this menu option.
4. Enter Jobs – This option takes you to the job entry screen where you are able to enter consignments.
5. Addresses - This options provides you with the ability to set up regular collection and delivery addresses that you can recall when entering consignments. You are also able to set up default services, surcharges and units against addresses.

# Chapter 2 – Job Entry

## 2.1 - Entering Jobs

To enter a consignment you need to choose the 'Enter Jobs' option from the Main Menu. You will then be taken to the Job Entry screen.



The job entry screen is made up of five sections which will be covered individually in this document, these are -

1. Reference Details
2. Collection Details
3. Delivery Details
4. Item Details
5. Manifest Notes.

## 2.2 - Reference Details

Figure 2.2.1 shows the Reference Details section of the Job Entry screen. You are able to enter a consignment number and up to two customer references to help you identify the job easily.

<b>Reference Details</b>	
Consignment Number:	<input type="text" value="TEST001"/>
Customer Reference 1:	<input type="text" value="B6HH2009"/>
Customer Reference 2:	<input type="text"/>

Figure 2.2.1

NB. Consignment number is a required field. This means it must be populated in order to successfully save the job. If your Haulier has set you up to have a facility called 'Auto Consignment Number Generation' you will not be able to see this field and it will be automatically populated for you.

## 2.3 - Collection Details

**Collect From Me**

Account Code/Name:

Company Name:

Property, Road:

Town:

County:

Postcode:

Date:

Figure 2.3.1

Figure 2.3.1 shows the Collection Details section of the Job Entry screen.

The collection details will be automatically be populated with your address when you load the job entry screen.

If you wish to change the collection location you are will need to un-tick the 'Collect From Me' box. This will empty out the collection details for you so you can add the new address details in.

Checking the 'Collect From Me' box again will replace any details you enter with your own address.

If you have any regular addresses saved in the system (see Chapter 5 – Addresses) you are able to recall them via the job entry screen. Instructions on how to use your saved address and the address search facility are shown at the top of the job entry screen (see Figure 2.3.2).

**Address Search Instructions**

- Enter the account code or the account name to find one of your already saved addresses.
- Enter the first part or all of a postcode to search by postcode (leaving the other fields blank).
- Enter part of one or more address fields for a general search, do not abbreviate Road to Rd.

Figure 2.3.2

## 2.4 - Delivery Details

Figure 2.4.1 shows the Delivery Details section of the Job Entry screen. You are able to recall saved addresses to populate this information or enter a new address.

**Deliver To**

Account Code/Name:

Company Name:

Property, Road:

Town:

County:  UK

Postcode:

Date:

Figure 2.2.1

To recall a saved address enter part or all of the Account Code in to the 'Account Code/Name' box. Tabbing out of the box will bring up a list of matching address results that you can select from, as shown in Figure 2.4.2, or automatically populate the address details if only one matching record is found.

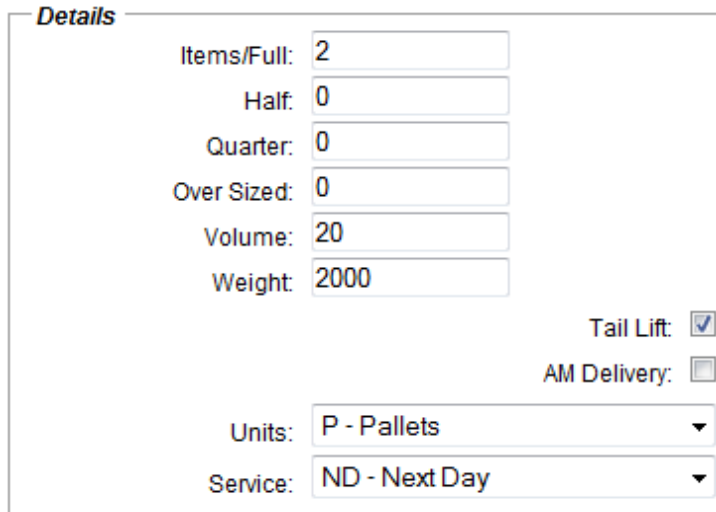
Account Search				
Showing 1 to 6 of 6 records.				
On page 1 of 1.				
Acc Code	Acc Name	Name	Addr 1	Town
TESCO001	TESCO Marlbrook Express	TESCO Marlbrook Express	199, OLD BIRMINGHAM ROAD	BROMSGROVE
TESCO002	TESCO Rubery Metro	TESCO Rubery Metro	TESCO, BRISTOL ROAD SOUTH	BIRMINGHAM
TESCO003	TESCO Bart Green Express	TESCO Bart Green Express	30, HEWELL ROAD	BIRMINGHAM
TESCO004	TESCO Birmingham Frankley Express	TESCO Birmingham Frankley Expr	414, FRANKLEY BEECHES ROAD	BIRMINGHAM
TESCO005	TESCO Hasbury Express	TESCO Hasbury Express	364, WHITEHALL ROAD	HALESOWEN
TESCO006	TESCO Droitwich Express	TESCO Droitwich Express	UNIT 2, PRIMSLAND WAY RETAIL	DROITWICH

Figure 2.4.2

Further instructions on how to use the address search facility are provided at the top of the job entry screen (Figure 2.3.2)

## 2.5 - Item Details

Figure 2.5.1 shows the Item Details section of the Job Entry screen. The item types, surcharges and services available to choose from will have been set up by your Haulier and may differ slightly from those shown in the example.



**Details**

Items/Full: 2  
Half: 0  
Quarter: 0  
Over Sized: 0  
Volume: 20  
Weight: 2000

Tail Lift:   
AM Delivery:

Units: P - Pallets  
Service: ND - Next Day

Figure 2.5.1

This section of the Job Entry screen allows you to provide the Haulier with details of the load you wish them to collect or deliver.

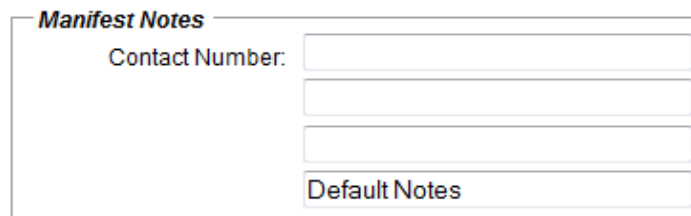
You are able to choose extra Surcharge options, e.g. AM Delivery, specify the type of units on the consignment, e.g. Pallets, and the service you wish to be applied to the consignment.

You are also able to add default Services, Surcharges and Unit Types against saved addresses (see Chapter 5 – Addresses) which will automatically populate when recalling an address in the Job Entry screen.

## 2.6 - Manifest Notes

Figure 2.6.1 shows the Manifest Notes section of the Job Entry screen. Manifest Notes can be used to supply the Haulier with further information about the consignment.

The Haulier has the option to set up default Manifest Notes descriptions for you. In the example below the customer has been set up so that the first line of Manifest Notes is reserved from the Contact Number.



**Manifest Notes**

Contact Number: [ ]  
[ ]  
[ ]  
Default Notes

Figure 2.6.1

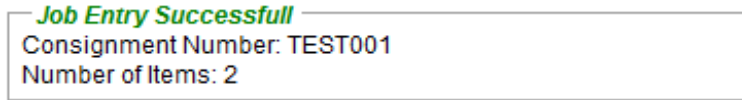
Some of the Manifest Notes lines may be read only and you will not be able to change them. This is based on the settings the Haulier has added against your user login.

You are also able to add default Manifest Notes in against your saved addresses (see Chapter 5 – Addresses) which will automatically populate when recalling an address in the Job Entry screen.

## 2.7 – Saving a Consignment

Once you have entered all of the required information you are able to choose either 'Save' or 'Save & Print' from the bottom of the consignment screen.

If the consignment was successfully saved you will be notified in the top right hand corner of the screen as shown in Figure 2.7.1.



**Job Entry Successful**  
Consignment Number: TEST001  
Number of Items: 2

Figure 2.7.1

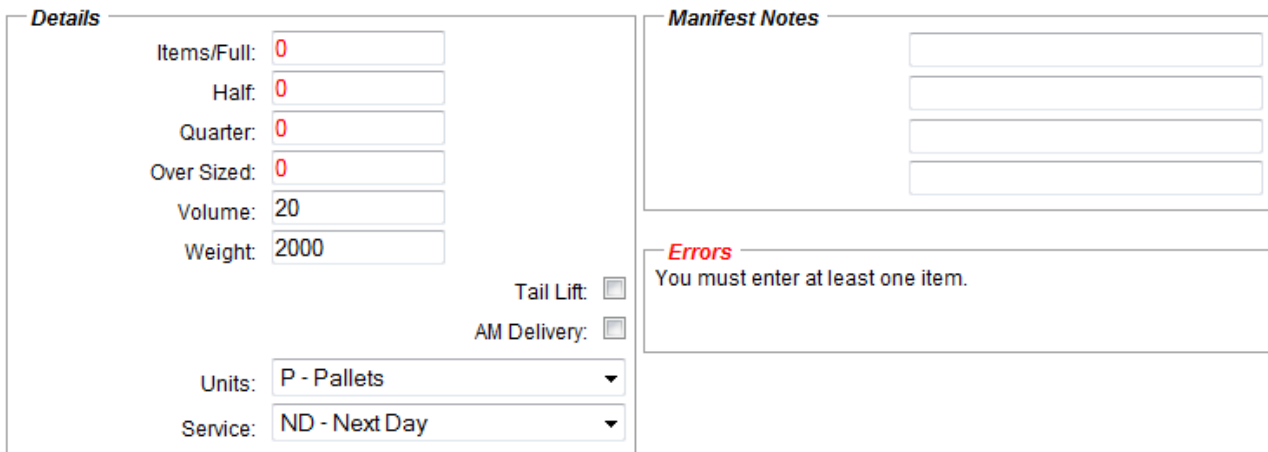
If there were any errors when saving the consignment, for example there are no items entered, you will be notified by an error in the top right hand corner of the screen (Figure 2.7.2).



**Job Entry Failed**  
There were 2 errors.

Figure 2.7.2

Further details of any problems will be shown in the bottom right of the consignment screen and the fields that need changing will be highlighted in red as shown in Figure 2.7.3 below.



**Details**

Items/Full:	0
Half:	0
Quarter:	0
Over Sized:	0
Volume:	20
Weight:	2000

Tail Lift:   
AM Delivery:

Units: P - Pallets  
Service: ND - Next Day

**Manifest Notes**

**Errors**  
You must enter at least one item.

Figure 2.7.3

# Chapter 3 - Viewing Jobs

## 3.1 - The View Jobs Screen

Choosing 'View Jobs' from the Main Menu will take you to the view jobs screen which allows you to view all jobs that have been entered in to the system.



Figure 3.1.1 shows an example of the View Jobs grid. You can click on the consignment number to display or edit the full details of the job in the Job Edit screen.

Con No	Name	Dest	Items	Half	Qtr	OS	Kilos	Entry	DelDate	ColDate
0111396	TESCO Marlbrook Express	BROMSGROVE	1	0	0	0	235	03/06/09	13/06/09	10/06/09
0111399	TESCO Birmingham Frankley Expr	BIRMINGHAM	0	3	0	0	178	03/06/09	10/06/09	09/06/09
0111401	TESCO Droitwich Express	DROITWICH	1	0	0	0	235	03/06/09	10/06/09	08/06/09
0111400	TESCO Rubery Metro	BIRMINGHAM	1	0	0	0	235	03/06/09	09/06/09	08/06/09
0111392	TESCO Birmingham Frankley Expr	BIRMINGHAM	1	0	0	0	235	03/06/09	06/06/09	05/06/09
0111389	TESCO Marlbrook Express	BROMSGROVE	1	0	0	0	568	03/06/09	05/06/09	04/06/09
0111398	TESCO Birmingham Frankley Expr	BIRMINGHAM	2	0	0	0	235	03/06/09	08/06/09	04/06/09
0111395	TESCO Droitwich Express	DROITWICH	1	0	0	0	23	03/06/09	04/06/09	03/06/09
0111390	TESCO Rubery Metro	BIRMINGHAM	0	1	0	0	123	03/06/09	06/06/09	03/06/09
0111391	TESCO Bart Green Express	BIRMINGHAM	1	0	0	0	56	03/06/09	05/06/09	03/06/09
0111393	TESCO Birmingham Frankley Expr	BIRMINGHAM	1	0	0	0	235	03/06/09	04/06/09	03/06/09
0111394	TESCO Hasbury Express	HALESOWEN	1	0	0	0	235	03/06/09	04/06/09	03/06/09
0111397	TESCO Droitwich Express	DROITWICH	1	0	0	0	235	03/06/09	06/06/09	03/06/09
0111405	TESCO Marlbrook Express	BROMSGROVE	0	1	0	0	76	25/05/09	29/05/09	26/05/09
0111406	TESCO Birmingham Frankley Expr	BIRMINGHAM	0	0	1	0	34	25/05/09	27/05/09	26/05/09
0111402	TESCO Birmingham Frankley Expr	BIRMINGHAM	1	0	0	0	132	25/05/09	26/05/09	25/05/09
0111403	TESCO Marlbrook Express	BROMSGROVE	1	0	0	0	125	25/05/09	27/05/09	25/05/09
0111404	TESCO Rubery Metro	BIRMINGHAM	2	0	0	0	125	25/05/09	28/05/09	25/05/09

Grid is limited to : 500  
Jobs displayed : 19  
Total items : 22

Search By: Con No    Show only... Status Display - Con:0111395    [Reset Grid](#)  
 Start Value:    Todays :     No status  
 End Value:    Old :

Figure 3.1.1

By default the View Jobs screen will show you the first 500 jobs that have been entered today. You can search within the displayed jobs by changing the selection criteria at the bottom of the screen as shown in Figure 3.1.2

Search By: **Con No**    Show only... Status Display - Con:0111395    [Reset Grid](#)  
 Start Value: **Con No**    Todays :     No status  
 End Value: **Entry Date**    Old :   
**Collection Date**  
 Delivery Date      
 Customer Ref 1  
 Customer Ref 2

Figure 3.1.2

You are able to view older jobs by changing the 'Show only...' option at the bottom of the screen to 'Old'. You may also search within these jobs by altering the selection criteria at the bottom of the screen.

Clicking on any of the column headers will order the grid by the values in that column.

When you perform a search the grid will be filtered so it only displays results that fall within your criteria. You can clear any filters you have applied by choosing 'Reset Grid' from the bottom right of the screen.

Each consignment is given a colour based on its current status:

- Green – The consignment has been accepted by the Haulier
- Red – The consignment has been declined by the Haulier
- Yellow – The consignment has been modified since being accepted by the Haulier
- Turquoise – The consignment has been modified since being declined by the Haulier.

A purple row on the grid indicates that the job is a collection.

Hovering your mouse over the 'Con No' column will show you the current status of the consignment in 'Status Display' at the bottom right of the screen (as shown in Figure 3.1.3).

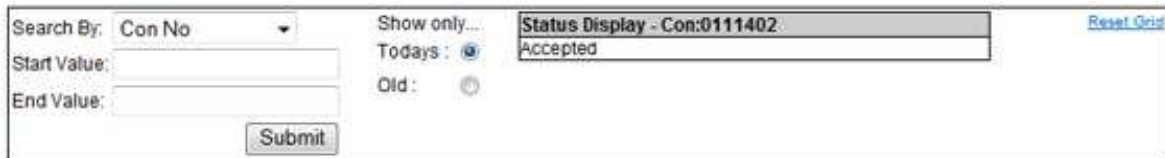


Figure 3.1.3

If a consignment has been declined by the Haulier the 'Status Display' will show information about why the job was declined as shown in Figure 3.1.4.

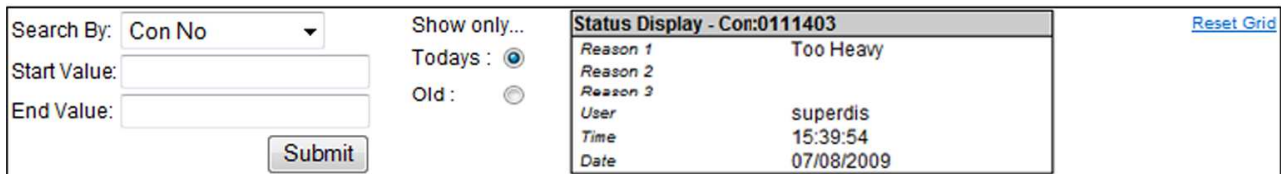


Figure 3.1.4

# Chapter 4 – Printing Documents

## 4.1. How to Print a Document

To print a document, for example a Consignment Note, Label or Manifest, you will need to choose 'Print Documents' from the Main Menu. The documents you are able to print are pre determined by your Haulier.

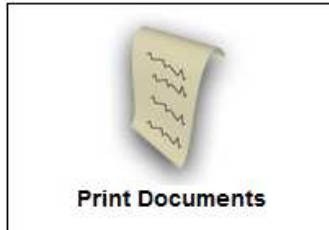


Figure 4.1.1 shows the Print Document grid. Clicking on any of the column headers will order the grid by the values in that column.

Con No	Name	Dest	Items	Half	Qtr	OS	Kilos	Entry	ColDate	Print?
EDDrobc	1234	SMETHWICK	3	0	2	0	1234	15/05/09	15/05/09	<input checked="" type="checkbox"/>
EDD8000	sonoco	WINSFORD	1	0	0	0	500	11/05/09	11/05/09	<input checked="" type="checkbox"/>
EDD0455	Farm Supplies	WARRINGTON	1	0	0	0	1000	07/05/09	07/05/09	<input checked="" type="checkbox"/>
EDD0987	Farm Supplies	WARRINGTON	4	0	0	0	2000	20/04/09	20/04/09	<input checked="" type="checkbox"/>
0000078	TEST ADDRESS 1	BROMSGROVE	2	2	0	0	2000	24/11/03	24/11/03	<input checked="" type="checkbox"/>

Grid is limited to : 500  
Jobs displayed : 5

Label

Figure 4.1.1

By default the Print Documents grid will show you the 500 most recent jobs that have not yet been printed.

You can search within the displayed jobs by changing the selection criteria at the bottom of the screen as shown in Figure 4.1.2

Figure 4.1.2

You can search by a number of fields including Consignment Number and Entry Date. You may also limit your search to a particular unit type.

When you perform a search the grid will be filtered so it only displays results that fall within your criteria. You can clear any filters you have applied by choosing 'Reset Grid' from the bottom right of the screen.

You are able to view jobs that have already been printed by changing the 'Show Only' option at the bottom of the screen to 'Printed' or 'All'.

Once you have located the job you wish to print, select it by ticking the corresponding check box, choose the document type you require from the drop down box (Figure 4.1.3) and click 'Accept' to load the printing window.

Con No	Name	Dest	Items	Half	Qtr	OS	Kilos	Entry	ColDate	Print?
EDDrobc	1234	SMETHWICK	3	0	2	0	1234	15/05/09	15/05/09	<input type="checkbox"/>
EDD8000	sonoco	WINSFORD	1	0	0	0	500	11/05/09	11/05/09	<input type="checkbox"/>
EDD0455	Farm Supplies	WARRINGTON	1	0	0	0	1000	07/05/09	07/05/09	<input type="checkbox"/>
EDD0987	Farm Supplies	WARRINGTON	4	0	0	0	2000	20/04/09	20/04/09	<input checked="" type="checkbox"/>
0000078	TEST ADDRESS 1	BROMSGROVE	2	2	0	0	2000	24/11/08	24/11/08	<input type="checkbox"/>

Figure 4.1.3

You are able to print multiple jobs at once and may select or deselect all of the jobs displayed by choosing 'Toggle All' at the top of the screen (Figure 4.1.4)

Con No	Name	Dest	Items	Half	Qtr	OS	Kilos	Entry	ColDate	Print?
EDDrobc	1234	SMETHWICK	3	0	2	0	1234	15/05/09	15/05/09	<input checked="" type="checkbox"/>
EDD8000	sonoco	WINSFORD	1	0	0	0	500	11/05/09	11/05/09	<input checked="" type="checkbox"/>
EDD0455	Farm Supplies	WARRINGTON	1	0	0	0	1000	07/05/09	07/05/09	<input checked="" type="checkbox"/>
EDD0987	Farm Supplies	WARRINGTON	4	0	0	0	2000	20/04/09	20/04/09	<input checked="" type="checkbox"/>
0000078	TEST ADDRESS 1	BROMSGROVE	2	2	0	0	2000	24/11/08	24/11/08	<input checked="" type="checkbox"/>

Figure 4.1.4

The printing window, shown in Figure 4.1.5, allows you to print the current label or all labels for the consignment(s) you have requested. Choose the option you require and choose 'Print'. You will then be able to select the printer you wish to send the document to.


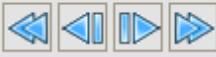
 Print		Print Selection Print Current <input type="radio"/> Print All <input checked="" type="radio"/>				Version: 3.07 [0008]	
<h1>TEST LABEL</h1>						<b>SERVICE LEVEL</b> <h1>ND</h1>	
<b>Farm Supplies</b> 24, FARM LANE APPLETON <b>WARRINGTON</b> CHESHIRE <b>WA4 3BZ</b> P-CODE			Con No: <b>EDD0455</b> ITEM: 1 of 1    WEIGHT: 1000			<b>DELIVERY POSTCODE</b> <h1>WA4</h1>	
			<b>001</b> <<<<INPUT DEPOT DATE: 07/05/2009			Originator: <b>001</b>	

Figure 4.1.5

If you wish to print a Manifest you can do so by entering the Despatch Date at the bottom of the screen and choosing the 'Print Manifest' button as shown in Figure 4.1.6 below.

Search By: <input type="text" value="Con No"/>	<b>Show only</b> Unprinted: <input checked="" type="radio"/> Printed: <input type="radio"/> All: <input type="radio"/>	<a href="#">Reset Grid</a>
Value: <input type="text"/>	<b>Filter unit type</b> <input type="text" value="Do not limit"/>	<b>Print Manifest</b>
End Value: <input type="text"/>	<input type="button" value="Submit"/>	Desp. Date <input type="text" value="05/06/2009"/>
		<input type="button" value="Print Manifest"/>

Figure 4.1.6

# Chapter 5 – Track & Trace

## 5.1 - Viewing Track & Trace Information

Choosing 'Track & Trace' from the Main Menu will display the View Track & Trace grid as shown in Figure 5.1.1 below.

**Date Filter**

Date to Filter:

Operator:

**Field Filter**

Field to Filter:

Operator:

Con	Cust Ref	Delivery Name	Delivery Town	Col	Del	PODs	Latest
<a href="#">TEST001</a>	B6HH2009	TESCO Rubery Metro	BIRMINGHAM	07/08/09	10/08/09	<input type="checkbox"/>	N/A
<a href="#">0111406</a>	T120026	TESCO Birmingham Frankley Expr	BIRMINGHAM	26/05/09	27/05/09	<input type="checkbox"/>	SCDV ⊕
<a href="#">0111405</a>	T120025	TESCO Marlbrook Express	BROMSGROVE	26/05/09	29/05/09	<input type="checkbox"/>	ARRD ⊕
<a href="#">0111404</a>	T120024	TESCO Rubery Metro	BIRMINGHAM	25/05/09	28/05/09	<input type="checkbox"/>	ARRD ⊕
<a href="#">0111403</a>	T120023	TESCO Marlbrook Express	BROMSGROVE	25/05/09	27/05/09	<input type="checkbox"/>	SCDV ⊕
<a href="#">0111402</a>	T120022	TESCO Birmingham Frankley Expr	BIRMINGHAM	25/05/09	26/05/09	<input checked="" type="checkbox"/>	EPOD ⊕
<a href="#">0111401</a>	T120021	TESCO Droitwich Express	DROITWICH	08/06/09	10/06/09	<input type="checkbox"/>	N/A
<a href="#">0111400</a>	T120020	TESCO Rubery Metro	BIRMINGHAM	08/06/09	09/06/09	<input type="checkbox"/>	N/A
<a href="#">0111399</a>	T120019	TESCO Birmingham Frankley Expr	BIRMINGHAM	09/06/09	10/06/09	<input type="checkbox"/>	N/A
<a href="#">0111398</a>	T120018	TESCO Birmingham Frankley Expr	BIRMINGHAM	04/06/09	08/06/09	<input type="checkbox"/>	N/A
<a href="#">0111397</a>	T120017	TESCO Droitwich Express	DROITWICH	03/06/09	06/06/09	<input type="checkbox"/>	N/A
<a href="#">0111396</a>	T120016	TESCO Marlbrook Express	BROMSGROVE	10/06/09	13/06/09	<input type="checkbox"/>	N/A
<a href="#">0111395</a>	T120015	TESCO Droitwich Express	DROITWICH	03/06/09	04/06/09	<input type="checkbox"/>	N/A
<a href="#">0111394</a>	T120014	TESCO Hasbury Express	HALESOWEN	03/06/09	04/06/09	<input type="checkbox"/>	N/A
<a href="#">0111393</a>	T120013	TESCO Birmingham Frankley Expr	BIRMINGHAM	03/06/09	04/06/09	<input type="checkbox"/>	N/A
<a href="#">0111392</a>	T120012	TESCO Birmingham Frankley Expr	BIRMINGHAM	05/06/09	06/06/09	<input type="checkbox"/>	N/A
<a href="#">0111391</a>	T120011	TESCO Bart Green Express	BIRMINGHAM	03/06/09	05/06/09	<input type="checkbox"/>	N/A
<a href="#">0111390</a>	T120010	TESCO Rubery Metro	BIRMINGHAM	03/06/09	06/06/09	<input type="checkbox"/>	N/A
<a href="#">0111389</a>	T120009	TESCO Marlbrook Express	BROMSGROVE	04/06/09	05/06/09	<input type="checkbox"/>	N/A

Total jobs found: 19.



Figure 5.1.1

By default the grid will display all consignments on the system that have been entered within the last week.

Each consignment with a Track & Trace status will show the latest status received in the 'Latest' column (Figure 5.1.2)

Delivery Town	Col	Del	PODs	Latest
BIRMINGHAM	07/08/09	10/08/09	<input type="checkbox"/>	N/A
BIRMINGHAM	26/05/09	27/05/09	<input type="checkbox"/>	SCDV ⊕
BROMSGROVE	26/05/09	29/05/09	<input type="checkbox"/>	ARRD ⊕
BIRMINGHAM	25/05/09	28/05/09	<input type="checkbox"/>	ARRD ⊕
BROMSGROVE	25/05/09	27/05/09	<input type="checkbox"/>	SCDV ⊕
BIRMINGHAM	25/05/09	26/05/09	<input checked="" type="checkbox"/>	EPOD ⊕

Figure 5.1.2

To view the Track & Trace statuses against a consignment click on the small  icon next to the most recent status in the 'latest' column. This will expand the grid to display all the  available statuses as shown in Figure 5.1.3.





0111403		T120023		TESCO Marlbrook Express		BROMSGROVE		25/05/09		27/05/09				SCDV 	
Pallet Number	Status Code	Status Description			Status Date	Status Time									
1	SCDV	Pallet scanned onto delivery vehicle.			26/05/09	09:52:56									
1	ARRD	Pallet arrived at delivery depot.			25/05/09	23:35:05									
1	DEPH	Pallet departed hub.			25/05/09	21:11:48									
1	ARRH	Pallet arrived at hub.			25/05/09	19:32:12									
1	SCOT	Pallet scanned onto trunk.			25/05/09	18:40:15									

Figure 5.1.3

To hide the Track & Trace statuses click the  icon in the 'Latest' column which will have replaced the  icon.

You are able to search for consignments based on a combination of Date and a particular field by changing the search criteria at the top of the screen.

There is a choice of 'operators' that you may use to search for jobs. If, for example, you wished to search for all consignments with a Delivery Date of 27/05/2009 you would set the Date Filter to 'Delivery Date', the Operator to 'Equals' and then select the 27<sup>th</sup> of May from the Calendar tool. You would leave the Field Filter Operator set as 'None'. Please see Figure 5.1.4 for an image of this example

**Date Filter**





Date to Filter:

Operator:

**Field Filter**

Field to Filter:

Operator:

Con	Cust Ref	Delivery Name	Delivery Town	Col	Del	PODs	Latest
<a href="#">0111406</a>	T120026	TESCO Birmingham Frankley Expr	BIRMINGHAM	26/05/09	27/05/09		SCDV 
<a href="#">0111403</a>	T120023	TESCO Marlbrook Express	BROMSGROVE	25/05/09	27/05/09		SCDV 

Total jobs found: 2.

Figure 5.1.4

To search for a particular consignment number, for example 0111403, you would use the Field Filter and set the 'Operator' to 'Equals' and populate the box that appears with '0111403' as shown in Figure 5.1.5. As you can see this will grey out the Date Filter boxes as you don't need to add a date range when searching in this way.

**Date Filter**

Date to Filter:

Operator:

**Field Filter**

Field to Filter:

Operator:

Con	Cust Ref	Delivery Name	Delivery Town	Col	Del	PODs	Latest
<a href="#">0111403</a>	T120023	TESCO Marlbrook Express	BROMSGROVE	25/05/09	27/05/09		SCDV 

Total jobs found: 1.

Figure 5.1.5

Once you have entered your search criteria choose 'Apply Filter' in the top right of the screen to filter the results in the grid.

If there are more than 30 results then they will be shown as multiple pages. You can navigate through the pages by using the grey arrows at the bottom of the screen. Alternatively you can click on a page number to move directly to that page (Figure 5.1.6).

<a href="#">0111384</a>	ASDA	1230095	ASDA Small Heath	BIRMINGHAM	03/06/09	05/06/09		N/A
<a href="#">0111383</a>	ASDA	1230093	ASDA Cape Hill	SMETHWICK	04/06/09	06/06/09		N/A
Total jobs found: 45.								

1 2

Figure 5.1.6

If you want to remove your selection criteria choose 'Clear Filter' in the top right of the screen.

<b>Date Filter</b>		<b>Field Filter</b>		<b>Apply Filter</b>
Date to Filter:	Entry Date	Field to Filter:	Consignment Number	<b>Clear Filter</b>
Operator:	More Than	Operator:	Equals	
	31/07/2009		0111403	

Figure 5.1.7

## 5.2 - Viewing and Emailing POD Images

POD images can be accessed via the Track & Trace screen. The grid can be filtered in a similar way to Track & Trace statuses (Please see 5.1 – Viewing Track & Trace Information for further details).

Consignments with POD images will display a green tick icon in the 'PODs' column of the grid. In Figure 5.2.1 below you are able to see that consignment number 0111402 has POD images uploaded for viewing.

Con	Cust Ref	Delivery Name	Delivery Town	Col	Del	PODs	Latest
<a href="#">0111406</a>	T120026	TESCO Birmingham Frankley Expr	BIRMINGHAM	26/05/09	27/05/09		SCDV
<a href="#">0111405</a>	T120025	TESCO Marlbrook Express	BROMSGROVE	26/05/09	29/05/09		ARRD
<a href="#">0111404</a>	T120024	TESCO Rubery Metro	BIRMINGHAM	25/05/09	28/05/09		ARRD
<a href="#">0111403</a>	T120023	TESCO Marlbrook Express	BROMSGROVE	25/05/09	27/05/09		SCDV
<a href="#">0111402</a>	T120022	TESCO Birmingham Frankley Expr	BIRMINGHAM	25/05/09	26/05/09		EPOD
<a href="#">0111401</a>	T120021	TESCO Droitwich Express	DROITWICH	08/06/09	10/06/09		N/A

Figure 5.2.1

Clicking on the POD icon will open the POD Viewer. You are able to email any of the visible POD images by filling in the details at the top of the screen (Figure 5.2.2)

### PODs for consignment number: 0111402.

- Each POD has a direct link displayed underneath. Using this link a POD can be viewed without the need to log into the system.
- To print use your browsers normal print functionality (usually the Print/Print Preview option under the File menu).

Email PODs

Subject:

Body:

Consignment Number: 0111402.  
Reference 1: T120022.

Email Address:

Select the PODs to include:  POD 1:  POD 2:  POD 3:  POD 4:

Figure 5.2.2

You may also provide your customers, or any one who you wish to view the POD, with a direct link to a POD image. The link for each POD is shown underneath its corresponding images as shown below in Figure 5.2.3.

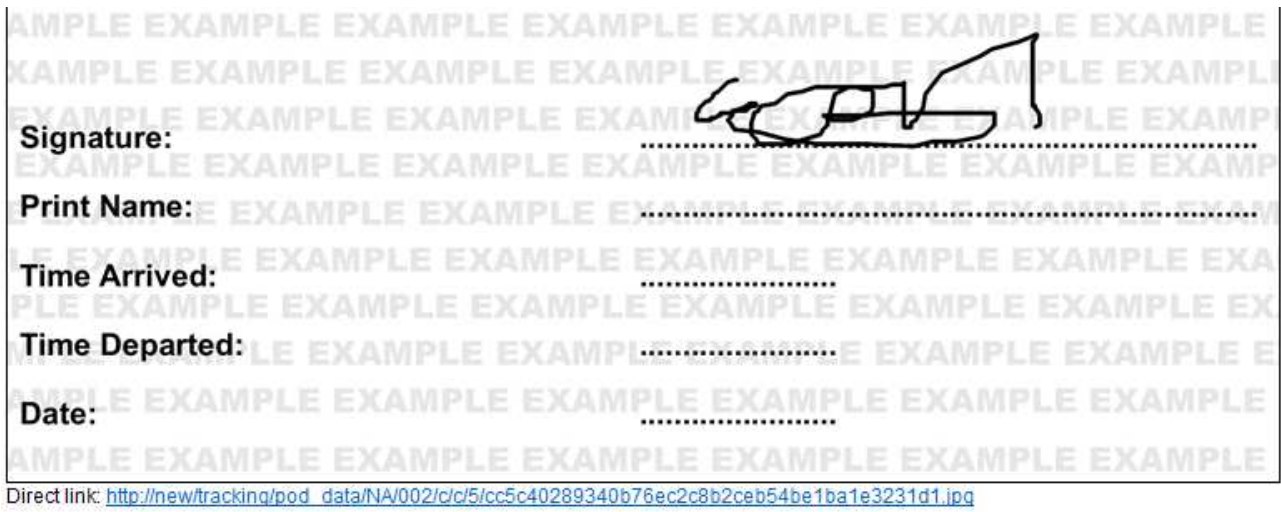


Figure 5.2.3

Using the direct link does not require the recipient to be logged in to the Online Portal system.

You are also able to print POD images by using your internet browsers print functionality. Usually this will be found in the File menu.

# Chapter 6 – Addresses

## 6.1. Adding / Viewing Regular Addresses

Choosing 'Addresses' from the Main Menu allows you to set up and view regular addresses for use during Job Entry.



Existing addresses will be shown on the right-hand side of the screen (Figure 6.1.1). To view an existing address locate the entry you require and click on the row in the grid, this will populate the address details on the left of the screen.

Code	Name	Del.
TESCO001	TESCO Marlbrook Express	✗
TESCO002	TESCO Rubery Metro	✗
TESCO003	TESCO Bart Green Express	✗
TESCO004	TESCO Birmingham Frankley Express,	✗
TESCO005	TESCO Hasbury Express	✗
TESCO006	TESCO Droitwich Express	✗

Figure 6.1.1

To enter a new address choose 'Add' from the bottom of the screen.

The screen is split up into 3 sections:

- Address Details
- Contact Details
- Defaults

Figure 6.1.2 shows the Address Details section. You are required to enter a code and a name which you can use to recall the address on the Job Entry screen. You may search for an address based on Postcode or any other address details by entering as much information as you have available and clicking the 'Addr Search' button.

The screenshot shows a form titled "Address Details" with the following fields and controls:

- Account Code/Name: [Text input field]
- Company Name: [Text input field]
- Property, Road: [Text input field]
- Town: [Text input field]
- County/Country: [Text input field] with a dropdown menu currently set to "UK".
- Postcode: [Text input field]
- Addr Search: [Submit button]

Figure 6.1.2

Figure 6.1.3 shows the Contact Details section where you are able to enter contact information for the address.

The screenshot shows a form titled "Contact Details" with the following fields:

- Contact: [Text input field]
- Telephone: [Text input field]
- Fax: [Text input field]
- Email: [Text input field]

Figure 6.1.3

Figure 6.1.4 shows the Defaults section which allows you to specify default values for Manifest Notes, Surcharges, Services and Unit Types. The values you enter will be saved against the address and used to automatically populate the corresponding items on the job entry screen.

The screenshot shows a form titled "Defaults" with the following fields and controls:

- Manifest Notes: [Text input field]
- TL - Tail Lift:
- AM - AM Delivery:
- Default Unit: [Dropdown menu] (Current selection: P - Pallets)
- Default Service: [Dropdown menu] (Current selection: ND - Next Day)
- Collection Address:
- Delivery Address:

Figure 6.1.4

Once you have entered all of the required address information choose 'Submit' from the bottom of the screen to save the address.

The screenshot shows four buttons arranged horizontally: Add, Edit, Submit, and Cancel.

Figure 6.1.5

You may change existing address details by selecting the address you require in the grid on the right and choosing 'Edit' from the bottom of the screen.

To delete an address click the red 'x' next to the corresponding address record in the grid on the right of the screen. You will be shown the address details and prompted to confirm that you wish to remove the address from the system (Figure 6.1.6). Choose 'OK' to permanently delete the address or 'Cancel' if you have made a mistake.

**Confirm Delete**  
Are you sure you want to delete this address?

Account Code:	TESCO001
Account Name:	TESCO Marlbrook Express
Company Name:	TESCO Marlbrook Express
Property, Road:	199, OLD BIRMINGHAM ROAD
Locality:	MARLBROOK
Town:	BROMSGROVE
County:	WORCESTERSHIRE
Postcode:	B60 1DL

Figure 6.1.6