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# Chapter 1 - Windows

## General Operation:

When you first switch your computer on it will >boot= to a windows screen. On this screen you will see a selection of icons and a Start menu. These icons and the Start menu allow you to access the programs and settings for this computer.



My Computer

This accesses your storage drives and the settings for the PC itself and the peripherals that are attached to it.



My Documents

This is a folder where you may save documents for easy access in the future.



Internet Explorer

This allows you to access the internet.



Dial-Up Networking

Setup the Internet Service Provider to dial here.



Recycle Bin

Whenever you delete files in Windows they will be placed in here. From the recycle bin you can choose to restore the item or delete it forever.



Outlook Express

Send and Receive e-mail from here.

# Chapter 1 - Windows

## Shutting Down:

In a perfect world when everything is working fine the correct method of shutting down the computer is by clicking on **Start, Shut Down**. Select **Shut Down** from the Window that opens up. Only switch off your machine when it tells you it is safe to do so.

When not in a perfect world you may find your self in a situation where the PC has >hung= and appears not to be doing anything.

There are two options:

Switch the machine off.

This is not a good idea and should be saved as a last resort.

End Current Task.

This is done by holding down the following keys at the same time. **CTRL ALT DEL**. After pressing these keys a window will open asking you which task to end. The one causing the problem will usually say >Not Responding= next to it. Click on the program name once to highlight it and select **End Task**. You might need to do this several times to clear the program from memory.

# Chapter 1 - Windows

## Housekeeping :

In order to keep things tidy within Windows >98 it is advisable to run **SCANDISK** and **DEFRAG** every so often. SCANDISK is recommended weekly and DEFRAG monthly.

SCANDISK checks for errors and usually you will discard any that it finds. Windows >98 reports errors at the slightest things. For example if you switch you machine off without going through the proper process (power cut or otherwise) then errors will be left on your hard drive. They are nothing to worry about, just a quirk invented by Microsoft.

DEFRAG is like your friendly filing clerk. Think of your computer hard disk as a filing cabinet. You are constantly taking files out of the >cabinet= and then putting them back in again. When they go back in they don't necessarily go back in quite the right place. This means that when you go back for it, it will take a bit longer to find (we are talking milliseconds here but you get the picture). DEFRAG will sort it all out for you and won't charge you an hourly rate.

Both of the above utilises can be found in System Tools.

## **START, PROGRAMS, ACCESSORIES, SYSTEM TOOLS.**

In both cases you will select the C:\ drive to SCAN/DEFRAG. In DEFRAG you can select to show the details of what is occurring. SCANDISK takes a few seconds, DEFRAG usually takes about 30 minutes depending on how bad it is and how big your hard drive is. A word of advice: when you are doing a DEFRAG switch off any screen savers you may have set or it will never finish and you will be watching coloured squares for ever more. It is important to leave it to run on its own and not run any other programs until it has finished.





## Chapter 2 - Printing

### The printer won't print:

Always do the most logical things first :-

Is the printer actually on?

Is the ON-LINE light lit?

Is there paper in the printer?

Has the cable come out at either end? Unplug and reconnect.

If these are all OK then switch the printer off and back on. Try again.

If the printer is attached to the computer that you are working on (not on a network) then get to a DOS prompt i.e. C:\>

Type this is and press ENTER

**DIR > PRN**

If it says >write fault= then there is something wrong with the cable, the printer or the printer port on the back of the computer.

If it >hangs= then it cannot find any signals at all. Check the computer end.

You can usually test the printer by:-

Turning it off

Holding down the LINEFEED key

Turning the printer back on with the key held down.

It should print a test page.

If it prints OK in DOS but not in Windows then you should check the settings for the printer in CONTROL PANEL. You may need to reinstall the Windows printer driver.

Always use the latest printer driver. These are obtainable from the manufacturer or often from Microsoft.

If the printer will not print using a DOS based program within Windows then check that the printer properties actually allow it to print MS-DOS print jobs.

Check that you have your commonly used printer set as the DEFAULT. Check this in MY COMPUTER, CONTROL PANEL and PRINTERS.

Check that you do not have more than one copy of the same printer driver in PRINTERS as this will produce unusual and unpredictable results.



## Chapter 3 – Installation

### Installation and Updates

#### Windows XP\2000 By Disk

Click on **START**.

Select **RUN**

On the command line type **A:\SETUP.EXE**

Click on **OK** the program will start to load.

#### Windows XP\2000 By CD Rom

Click on **START**.

Select **RUN**

On the command line type **D:\SETUP.EXE** (where D is the driver letter for your CD drive)

Click on **OK** the program will start to load.

#### 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 over the page.

#### 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)!

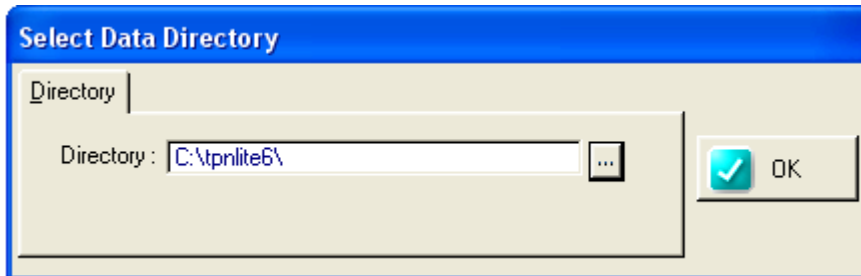
## Chapter 3 – Installation

### Loading the Program

Click on **Start, Programs, ZipZap, TPN Lite**

### Data Paths - Initial Data Directory

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



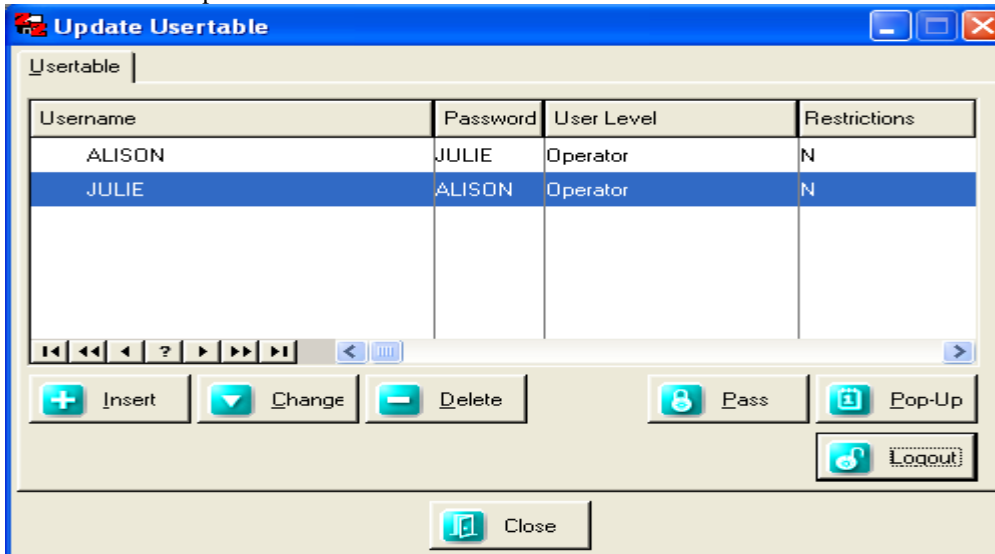
If you are running this program on a network then you must browse for the shared data directory on the network by clicking on the browse button.

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.

### Login Name

You will be asked to enter a user name and password. For the very first time enter **MANAGER** as the user and **BORG** as the password. You will see a screen as below:



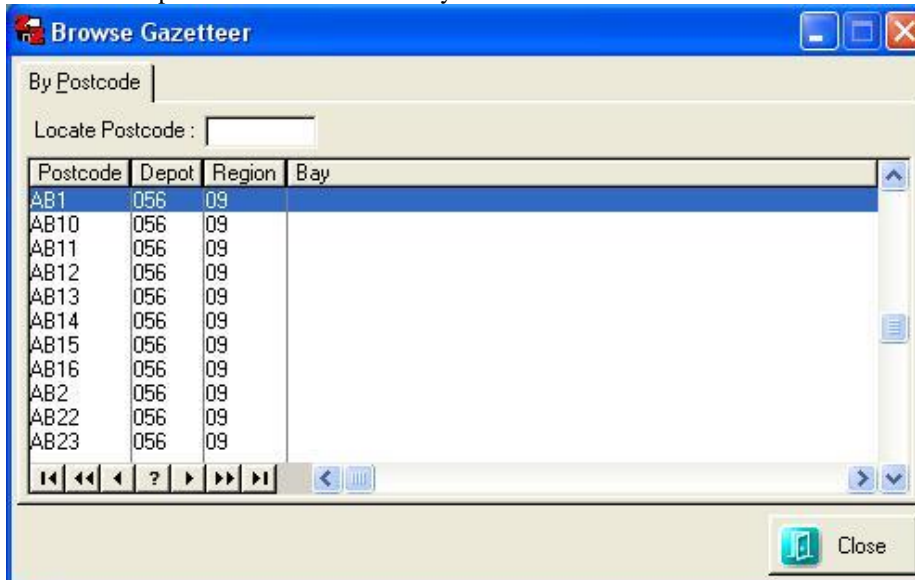
Click on Insert to enter a new user. Enter a user name, password, user level and if desired restrictions. Close this window and go back into the program as yourself.

## Chapter 4 – Set up

The Set up menu contains static settings which are vital to entering consignments and transmitting data. Work through the set up menu after first installing the program and you should never need to alter anything unless you receive instruction from the Hub.

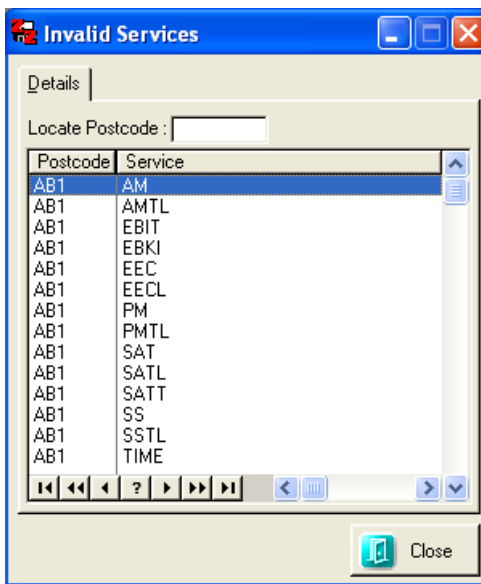
### Browse Gazetteer

Click on Set up Browse Gazetteer. Here you will see a screen as below:



This screen is for information only and will be updated with information from your local depot as and when changes occur. Listed are all the postcodes in the UK and the depot that covers the area. The information held here is used for routing your deliveries. If you are aware of any inaccuracies you should inform your local depot and if necessary an update will be performed and transmitted.

### Invalid Services

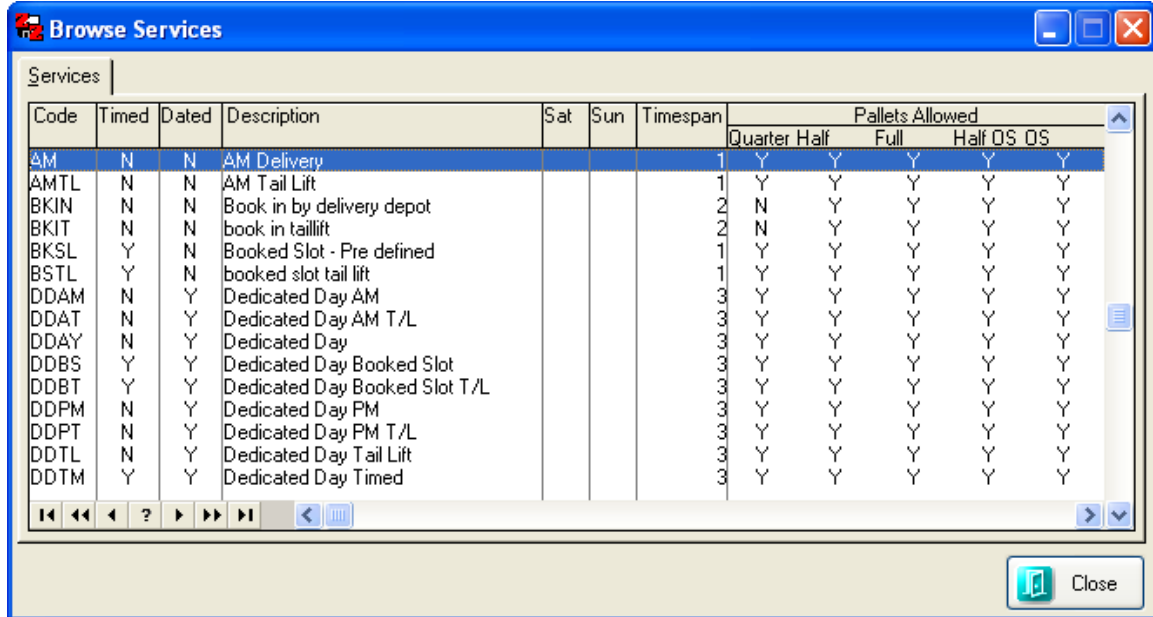


Certain postcodes do not allow certain service levels. This information will be provided and updated by your local depot as part of your Day Start procedure.

## Chapter 4 – Set up

### Services

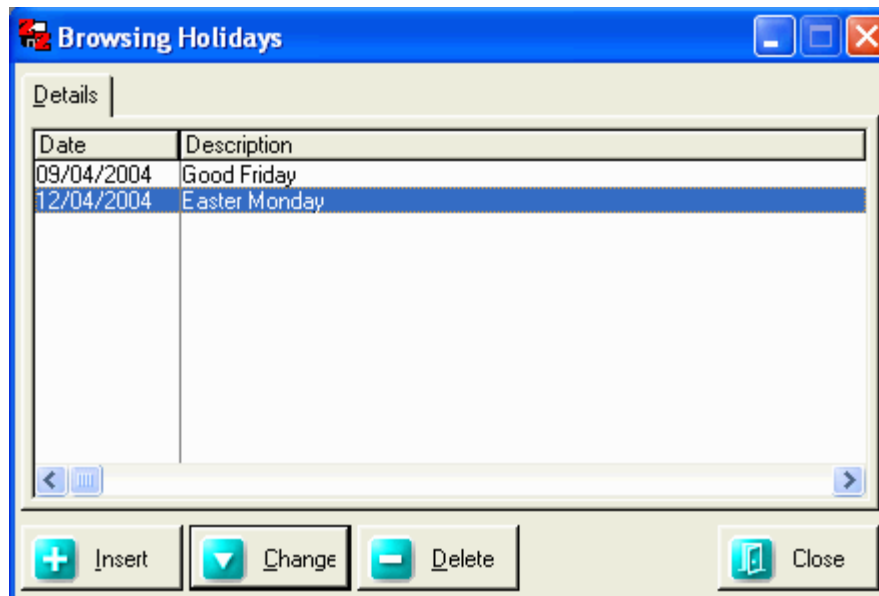
Click on Set up – Services to see a screen as below. This shows the services that are available to the network.



Code	Timed	Dated	Description	Sat	Sun	Timespan	Pallets Allowed				
							Quarter	Half	Full	Half OS	OS
AM	N	N	AM Delivery			1	Y	Y	Y	Y	Y
AMTL	N	N	AM Tail Lift			1	Y	Y	Y	Y	Y
BKIN	N	N	Book in by delivery depot			2	N	Y	Y	Y	Y
BKIT	N	N	book in tailift			2	N	Y	Y	Y	Y
BKSL	Y	N	Booked Slot - Pre defined			1	Y	Y	Y	Y	Y
BSTL	Y	N	booked slot tail lift			1	Y	Y	Y	Y	Y
DDAM	N	Y	Dedicated Day AM			3	Y	Y	Y	Y	Y
DDAT	N	Y	Dedicated Day AM T/L			3	Y	Y	Y	Y	Y
DDAY	N	Y	Dedicated Day			3	Y	Y	Y	Y	Y
DDBS	Y	Y	Dedicated Day Booked Slot			3	Y	Y	Y	Y	Y
DDBT	Y	Y	Dedicated Day Booked Slot T/L			3	Y	Y	Y	Y	Y
DDPM	N	Y	Dedicated Day PM			3	Y	Y	Y	Y	Y
DDPT	N	Y	Dedicated Day PM T/L			3	Y	Y	Y	Y	Y
DDTL	N	Y	Dedicated Day Tail Lift			3	Y	Y	Y	Y	Y
DDTM	Y	Y	Dedicated Day Timed			3	Y	Y	Y	Y	Y

### Holidays

This section is important for correct routing. Click on Set up – Holidays to see a screen as below:



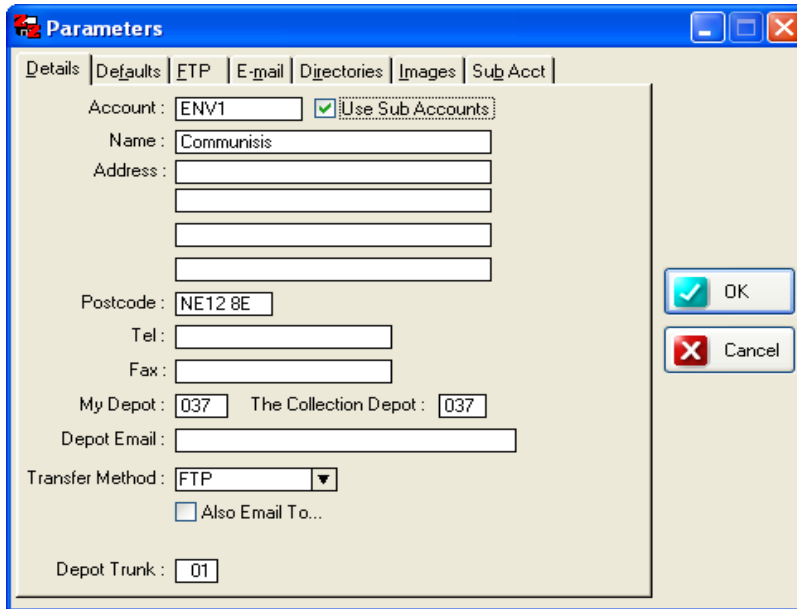
Date	Description
09/04/2004	Good Friday
12/04/2004	Easter Monday

Click on Insert to enter any network holidays. This ensures that freight will not be routed on that date. It will also be important when PODs are being viewed.

## Chapter 4 – Set up

### Parameters

Click on Set up, Parameters to display a screen as below: The tabs along the top will vary according to which Transfer method you select

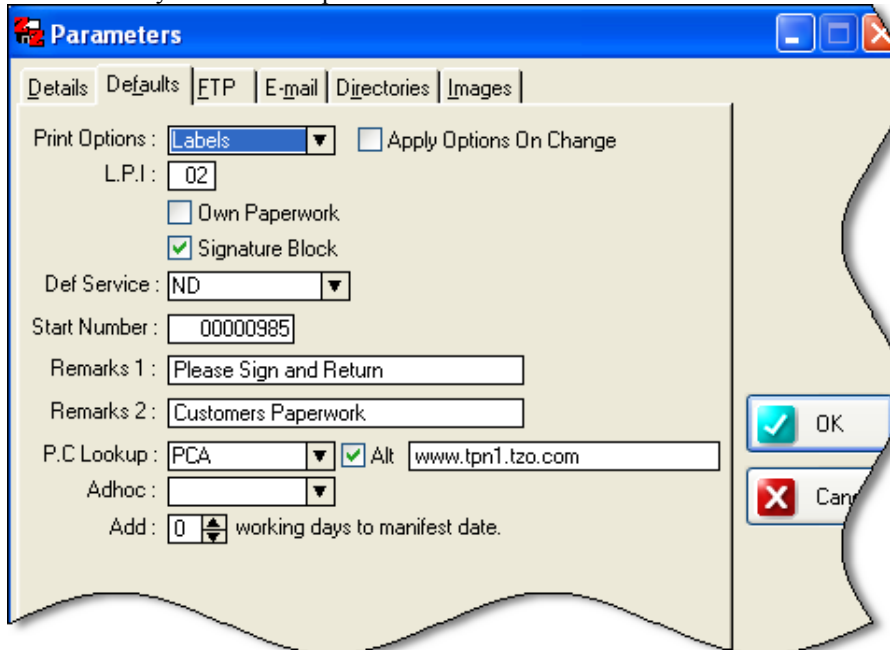


The screenshot shows the 'Parameters' dialog box with the 'Details' tab selected. The fields are as follows:

- Account: ENV1
- Use Sub Accounts
- Name: Communisis
- Address: (empty)
- Postcode: NE12 8E
- Tel: (empty)
- Fax: (empty)
- My Depot: 037
- The Collection Depot: 037
- Depot Email: (empty)
- Transfer Method: FTP
- Also Email To...
- Depot Trunk: 01

Buttons: OK, Cancel

Enter the account code your local depot has given you and your other details. It is important that you enter the code of your local depot. Select a method of data transfer – DISK, FTP or E-MAIL. Next select the defaults tab to reveal a screen as below: If you wish to transmit data to a Head Office at the same time as Day end put a check in the 'Also Email To' box and enter the e-mail address. You must then complete the Email Tab. If you wish to despatch on behalf of other accounts tick the box 'Use Sub Accounts'.



The screenshot shows the 'Parameters' dialog box with the 'Defaults' tab selected. The fields are as follows:

- Print Options: Labels
- Apply Options On Change
- L.P.I: 02
- Own Paperwork
- Signature Block
- Def Service: ND
- Start Number: 00000985
- Remarks 1: Please Sign and Return
- Remarks 2: Customers Paperwork
- P.C Lookup: PCA
- Alt: www.tpn1.tzo.com
- Adhoc: (empty)
- Add: 0 working days to manifest date.

Buttons: OK, Cancel

## Chapter 4 – Set up

Print Options allows you to select which paperwork to print at point of entry. If you have more than one printer port you may select 'Both' which will allow printing of labels and consignment notes together. Alternatively you may select to print just labels or just notes or neither. Any option can be selected as there are other areas within the program that the printing can be carried out. Apply options on change will print the selected paperwork when you amend a consignment. LPI indicates the number of Labels Per Item to print.

Own paperwork can be checked if you use your own consignment notes. This option will produce an additional label to stick onto your note to ensure its return.

Checking Signature Block will place a signature area on printed consignment notes.

Choose a default service to use. This will speed up consignment entry and ensure that consignments go through with a service.

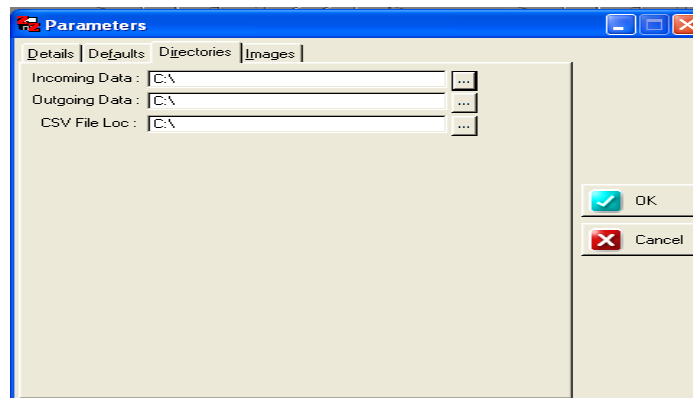
Start Number is the next consignment number that we be generated during consignment entry. When complete, select OK to save the details you have entered.

PC Look up enables you to select a Postcode Address file to use. You can use the one at TPN hub by selecting PCA and ensuring you have a permanent internet connection. You will need to allow your program access through your firewall. If you have AFD running on this PC you can select this option.

Tick Alt to use the alternative server for postcode lookup and enter [www.tpn1.tzo.com](http://www.tpn1.tzo.com) in the address.

Adhoc account is the account to use for one off deliveries. Only jobs to this account will trigger the postcode lookup.

If you have selected DISK as the Transfer Method you now need to move to the Tab – Directories as indicated below:



Select directories for both incoming and outgoing data by clicking on the directory lookup buttons.

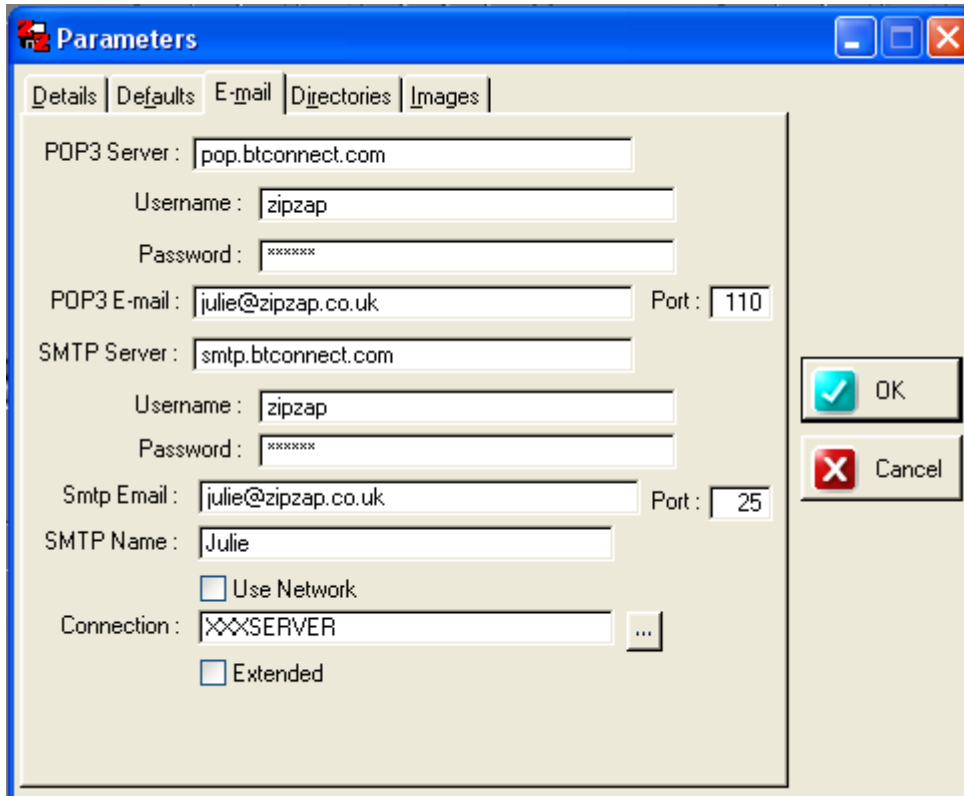
If you selected E-mail for your transfer method you will need to select the directories tab as above and also the E-mail tab.



## Chapter 4 – Setup

### Parameters Cont'd

The E-mail tab looks like this : You will need to set this up if transferring by e-mail or sending POD information to sub accounts



The screenshot shows a Windows-style dialog box titled "Parameters" with a blue title bar and standard window controls. The "E-mail" tab is selected, showing fields for POP3 and SMTP server configurations. The POP3 section includes fields for "POP3 Server" (pop.btconnect.com), "Username" (zipzap), "Password" (masked with asterisks), "POP3 E-mail" (julie@zipzap.co.uk), and "Port" (110). The SMTP section includes fields for "SMTP Server" (smtp.btconnect.com), "Username" (zipzap), "Password" (masked), "SmtP Email" (julie@zipzap.co.uk), and "Port" (25). There is also an "SMTP Name" field (Julie) and a "Connection" dropdown menu (XXXSERVER) with an "Extended" checkbox. "Use Network" and "Extended" checkboxes are also present. "OK" and "Cancel" buttons are on the right.

**POP3 Server :** The address of the Post Office Protocol that deals with your incoming mail.

**Username :** The user name you use to connect to the POP3 server named above .

**Password :** The password that corresponds to the entered username.

**POP3 E-mail :** The address to use when retrieving e-mail.

**SMTP Server :** The address of the SMTP server that deals with you outbound mail.

**Username :** The user name you use to connect to the SMTP server named above .

**Password :** The password that corresponds to the entered username.

**SMTP E-mail :** The address to send mail from.

**SMTP Name :** Your name as you wish it to appear on outbound mail.

**Use Network :** Check this box if you are connecting to the internet through a Network.

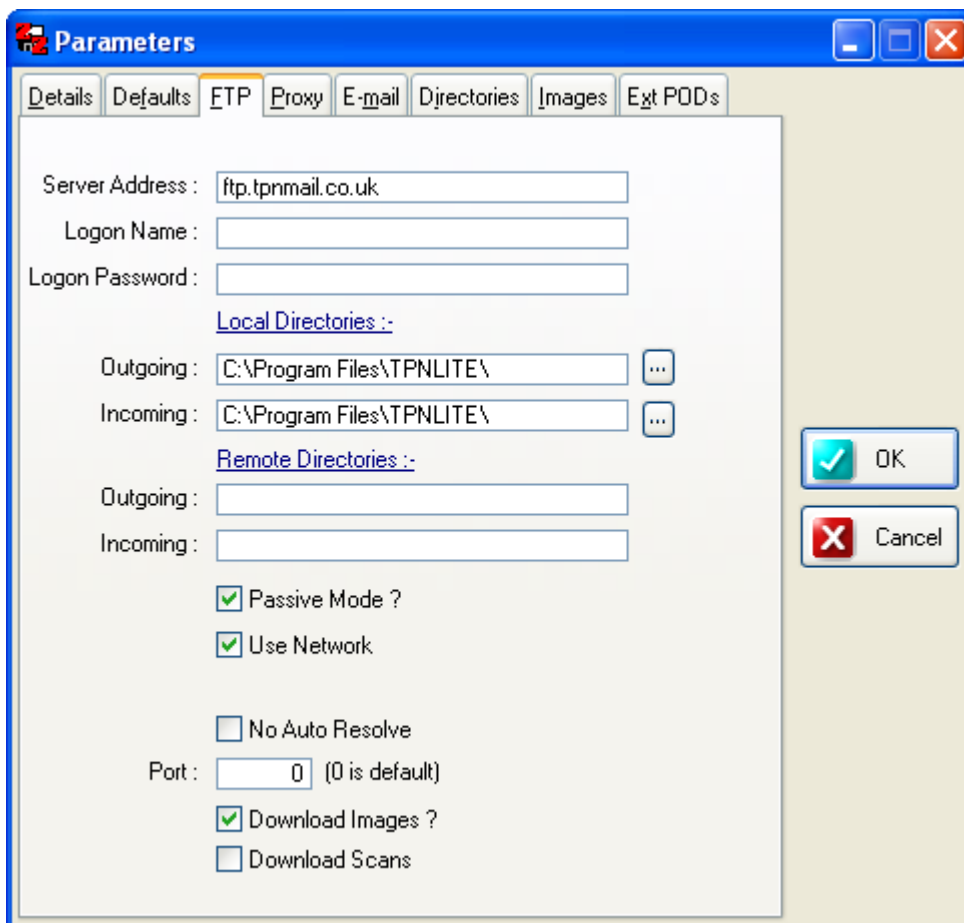
**Connection :** If accessing the internet directly select your Dial up Connection here.

**Extended:** Check this box if you are using an internet based e-mail such as hotmail or yahoo.

If you selected FTP for your Transfer Method you will need to complete the FTP tab as follows :

## Chapter 4 - Setup

### Parameters Cont'd



The screenshot shows a Windows-style dialog box titled "Parameters" with a blue title bar and standard window controls. It features a tabbed interface with tabs for "Details", "Defaults", "FTP", "Proxy", "E-mail", "Directories", "Images", and "Ext PODs". The "FTP" tab is currently selected. The dialog contains several input fields and checkboxes:

- Server Address :** A text box containing "ftp.tpnmail.co.uk".
- Logon Name :** An empty text box.
- Logon Password :** An empty text box.
- Local Directories :-**
  - Outgoing :** A text box containing "C:\Program Files\TPNLITE\" with a browse button (...).
  - Incoming :** A text box containing "C:\Program Files\TPNLITE\" with a browse button (...).
- Remote Directories :-**
  - Outgoing :** An empty text box.
  - Incoming :** An empty text box.
- Passive Mode ?**
- Use Network**
- No Auto Resolve**
- Port :** A text box containing "0" with "(0 is default)" to its right.
- Download Images ?**
- Download Scans**

On the right side of the dialog, there are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon).

**Server Address :** The actual address of the FTP site on the World Wide Web.

**Logon Name :** The name you will use to logon to the FTP site.

**Logon Password :** The password that goes with your username.

**Local Directories :** The directories on your computer where the data will be stored prior to and after sending/receiving.

**Remote Directories :** The directories on the FTP site where the data will be sent to or retrieved from.

**Passive Mode:** Check this box if you have problems connecting through a PROXY Server.

**Use Network :** Only put a check in this box if you are accessing the internet through a modem on a different PC on a Local Area Network. Alternatively locate your dial up connection by clicking on the button.

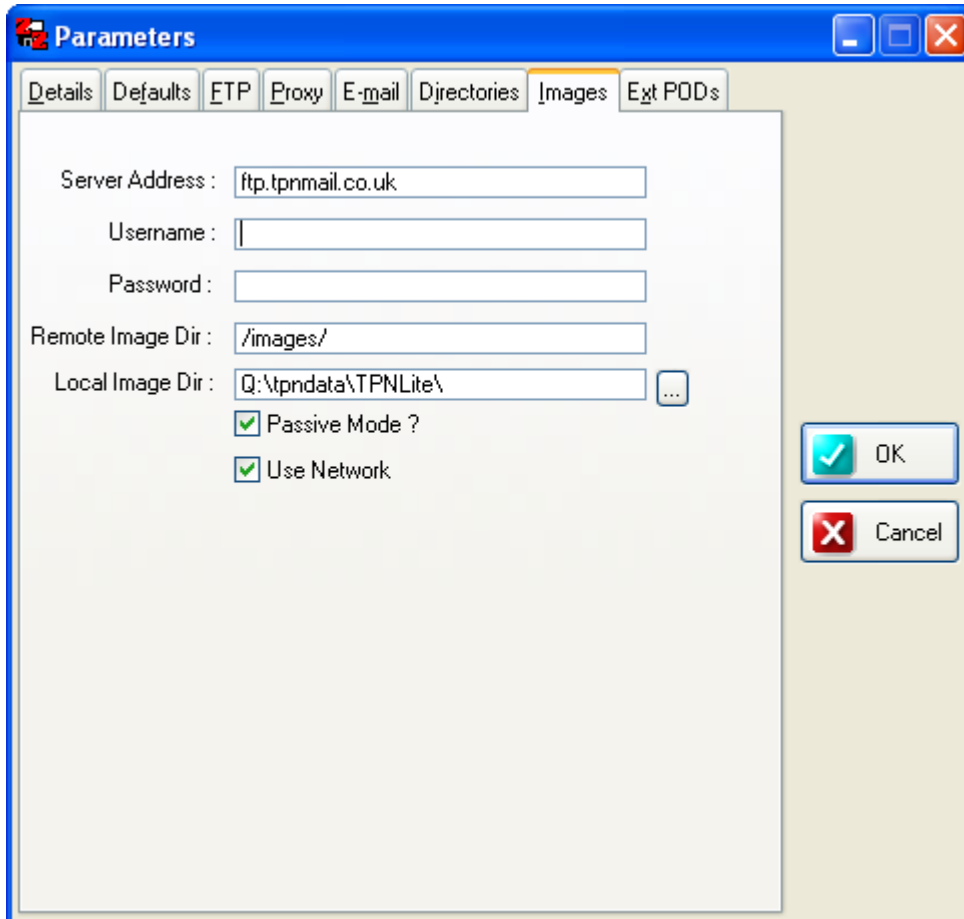
**No Auto Resolve :**

**Download Images :** Tick this box to download images as part of your Day Start procedure. You will need a local image directory to be set up on the images tab.

## Chapter 4 – Setup

### Parameters Cont'd

Settings on this tab allow you to view images via the FTP site. Settings will be provided by your local depot and should be entered in here.



The screenshot shows a Windows-style dialog box titled "Parameters" with a blue title bar and standard window controls. The "Images" tab is selected, showing the following fields and options:

- Server Address : ftp.tpnmail.co.uk
- Username : [Empty text box]
- Password : [Empty text box]
- Remote Image Dir : /images/
- Local Image Dir : Q:\tpndata\TPNLite\ [Browse button]
- Passive Mode ?
- Use Network

On the right side of the dialog, there are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon).

### Sub Accounts

Enter details here of sub accounts to despatch FROM.

## Chapter 4 – Setup

### Printers



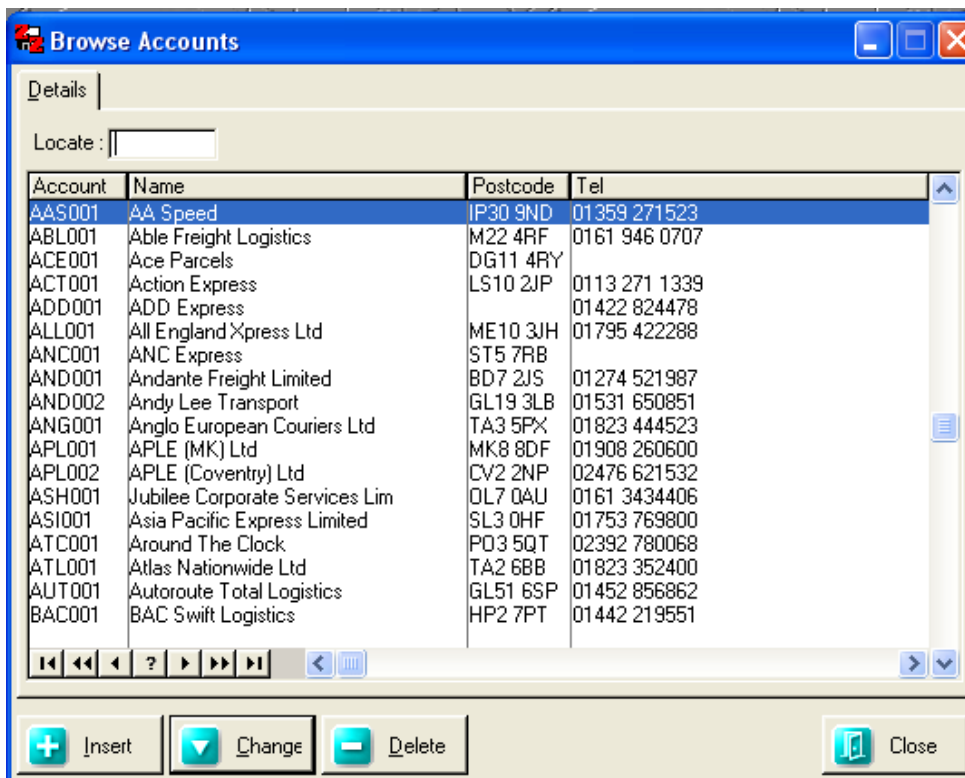
Click on the button to select your default report printer. Choose the report paper size that you are using. In most cases this will be A4 but there is some listing paper that is 'Letter' size.

Choose the Consignment note printer and the label printer. Select Default to use the paper size set within the printer properties.

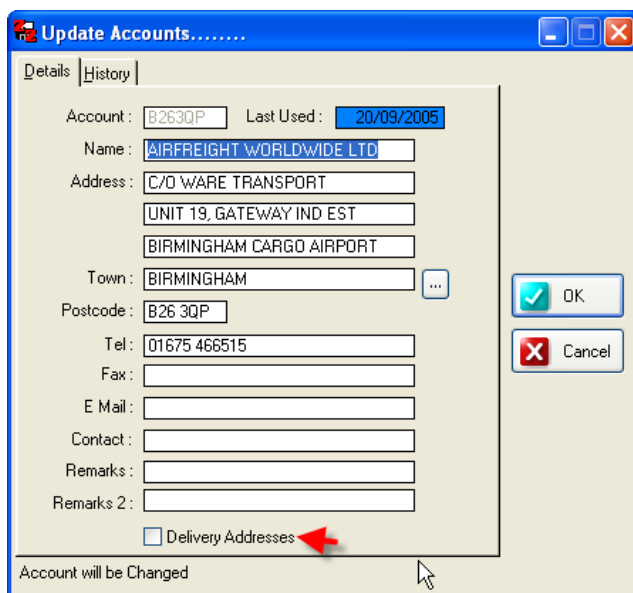
## Chapter 4 - Set up

### Accounts

In this section you may hold details of your customers and their delivery addresses. Click on Set up, Accounts to reveal a screen as below:



Click insert to add a record and reveal a screen as below:



## Chapter 4 – Set up

### Accounts Continued

Enter an account number for this customer and their collection address details. Delivery Addresses when ticked will allow the storage of the addresses they despatch to. Click on the Addresses tab to enter/view delivery addresses.

The screenshot shows a software window titled "Update Accounts.....". It has three tabs: "Details", "Addresses", and "History". The "Addresses" tab is active. Below the tabs is a "Locate Postcode:" label followed by an empty text box. Underneath is a table with three columns: "Consignee", "Postcode", and "Last Despatched". The table is currently empty. To the right of the table are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon). Below the table is a row of navigation icons: a double left arrow, a single left arrow, a question mark, a single right arrow, a double right arrow, and a right arrow. At the bottom of the window are three buttons: "Insert" (with a green plus icon), "Change" (with a grey downward arrow icon), and "Delete" (with a grey minus icon). At the very bottom, a status bar contains the text "Account will be Changed".

Listed here will be any addresses already entered. Click Insert to reveal a screen as below for entering new addresses.

## Chapter 4 – Set up

### Accounts Continued

Update Address.... (New)

Details

Account : ABC002

Postcode :

Address :  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Town : \_\_\_\_\_ ...

Consignee : \_\_\_\_\_

Delivery Remarks 1 : \_\_\_\_\_

Delivery Remarks 2 : \_\_\_\_\_

Last Despatched : \_\_\_\_\_

OK

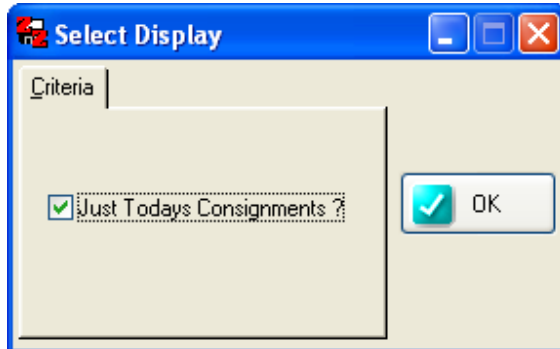
Cancel

Address will be Added

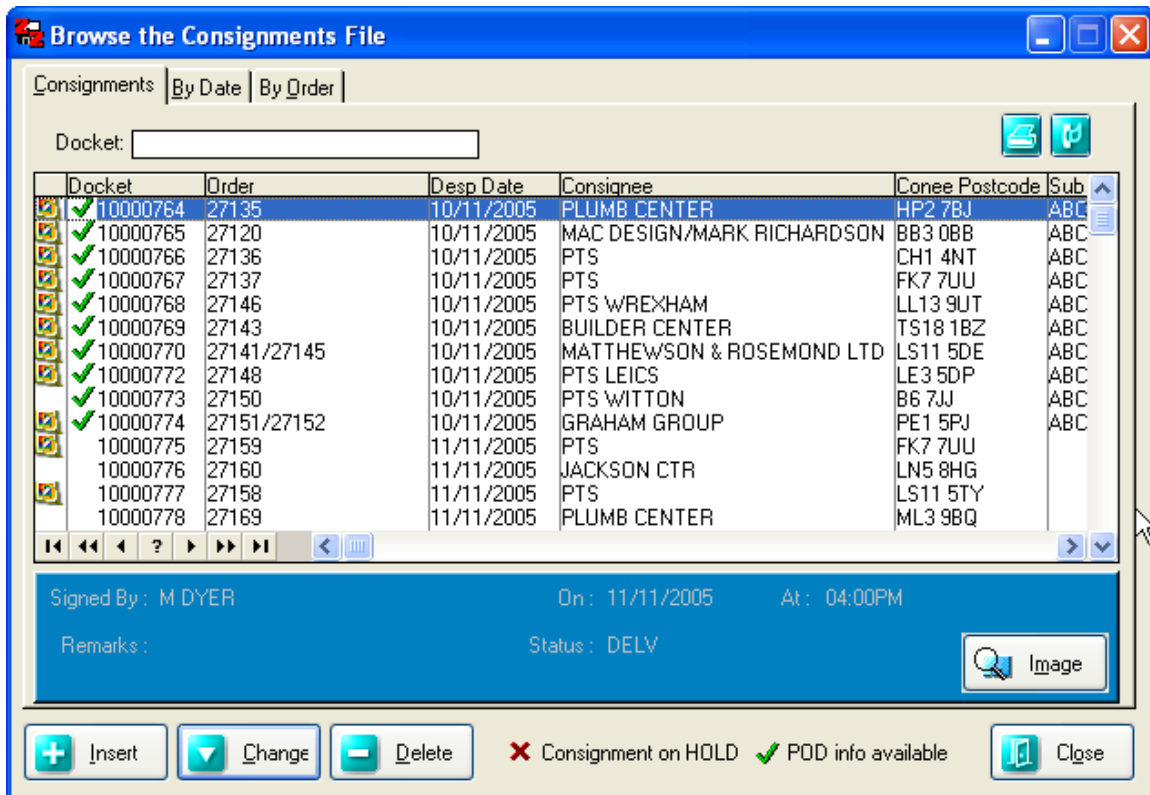
You will notice that the account this belongs to has already been entered for you. Just enter the delivery address details and select OK.

## Chapter 5 – Operations

The operations menu is the one that deals with all aspects of consignment entry and getting the information to your local depot. Select Operations, Consignments to reveal a screen as below:



If you only want to see consignments with a despatch date of today leave the tick in the box else remove it to reveal all previously entered consignments.



There are two buttons at the top of the open window. The left hand one allows you to print a consignment note for the highlighted consignment and the right hand one will produce a label. The 'Image' button will retrieve the actual POD looking at your local drive first. If unsuccessful it will be downloaded from the FTP site for you to view on screen. If you hover your mouse over the buttons you will see a 'tool-tip' explaining what the buttons do. This is the case throughout the program. To enter a consignment click on Insert to see a new window as below:



# Chapter 5 – Operations

## Consignments Continued

The screenshot shows a software window with a blue title bar and standard Windows window controls. The main content area has a light yellow background and is organized into several sections:

- Details** (tabbed view):
  - Docket:** 30000196
  - Desp Date:** 18/11/2005
  - Delivery:** 041
  - Order:** (empty field)
  - Service:** ND (dropdown menu) and Next Day (text field)
- Consignee Details:**
  - Account:** HAM031
  - Name:** Southhampton General Hospital
  - Address:** Tremona Road (with a button next to it)
  - Town:** Southampton
  - Postcode:** SO16 6YD
  - Remarks:** (three empty text boxes)
- Pallets:**
  - Quarter: 1 Items: 250Kg
  - Half: 0 Items: 0Kg
  - Full: 0 Items: 0Kg
  - Half OVS: 0 Items: 0Kg
  - OVS: 0 Items: 0Kg
- Options:**  Hold,  Own Paperwork
- Conor Account:** ABC001

On the right side, there are 'OK' and 'Cancel' buttons.

You will see straight away that several fields have already been filled in.

**Docket :** the next docket number has been picked up from Parameters.

**Despatch Date :** By default this shows today's date. If however you wish to enter consignments in advance you may be altering the despatch date.

**Order :** Enter here your customer order number if you have one.

**Consignee :** These fields are self explanatory. Any information entered here will appear on both the consignment note and label. The correct postcode is vital to correct routing of the freight. – The delivery depot will appear when a postcode has been entered. If you have delivery addresses set for the account you have entered you will be able to click a button next to the postcode and choose an alternative address.

**Remarks :** Enter delivery remarks as necessary.

**Paperwork Only :** Check this box if you wish to produce a 'Paperwork Only' Label when you are using your own paperwork.

**Service :** This will be pre-filled according to what you set as default in Parameters. If necessary enter a time for the delivery also.

**Pallets :** Enter the number of items and weight that make up the consignment. Again any information here will affect what appears on the consignment notes and labels.

When the details are complete click on OK to save the record. If you have selected in Parameters to print then the necessary paperwork will now be produced.

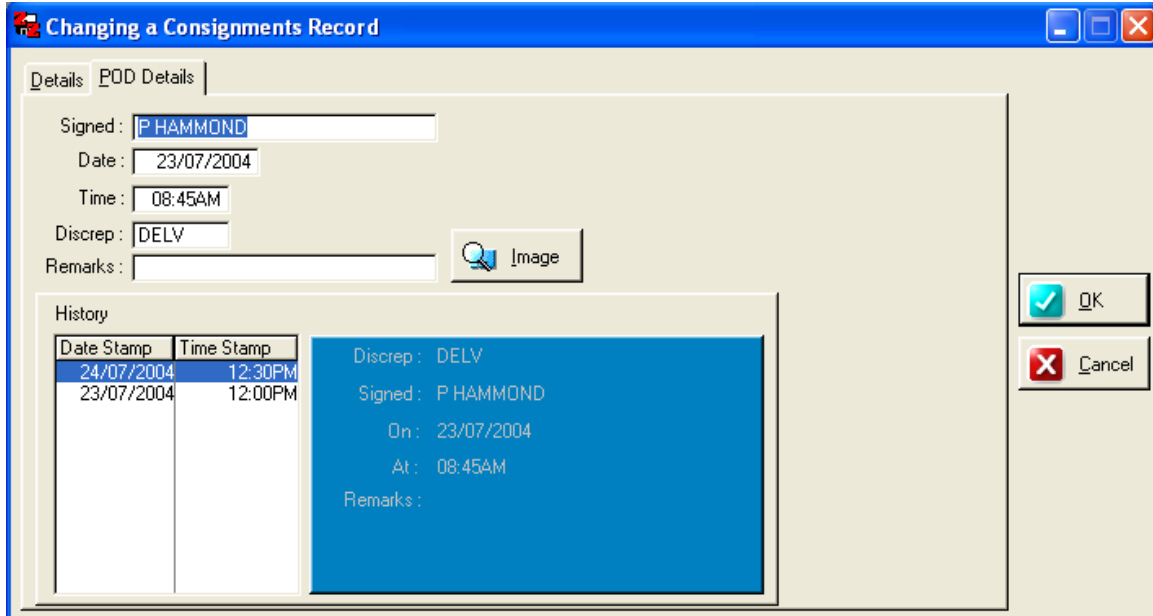
**Conor Account:** This will default to your usual account in Parameters but you can select a sub account.

SEE APPENDIX 1 FOR DETAILS OF USING POSTCODE LOOK UP.

# Chapter 5 – Operations

## POD Details

Click this tab to reveal a screen as below:

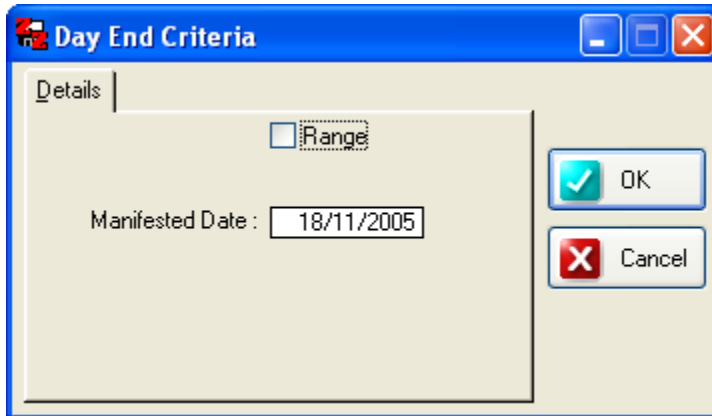


This is where POD details will appear when you receive the information back from the depot. The history shows any previous entries and when the information was entered. Click on the Image button to retrieve the image from the FTP site.

## Chapter 5 – Operations

### Day End

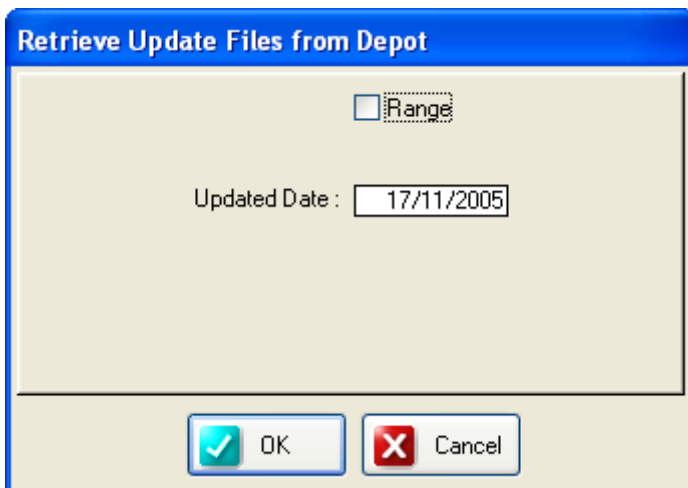
Once you have completed entering your consignment data the information needs to be transmitted to the local depot. Select Operations, Day End to reveal a window as below:



Providing that all of the settings in Parameters are correct this section should be straight forward. Enter the despatch date of the consignments you are sending to the depot and select OK to proceed. You will see a series of messages going across the screen as the file is sent. If it warns you of any errors this probably means the file was not sent and you should check the log. (See later in this manual). If you wish to catch up sending consignments tick the range box and you will be asked for a date range.

### Day Start

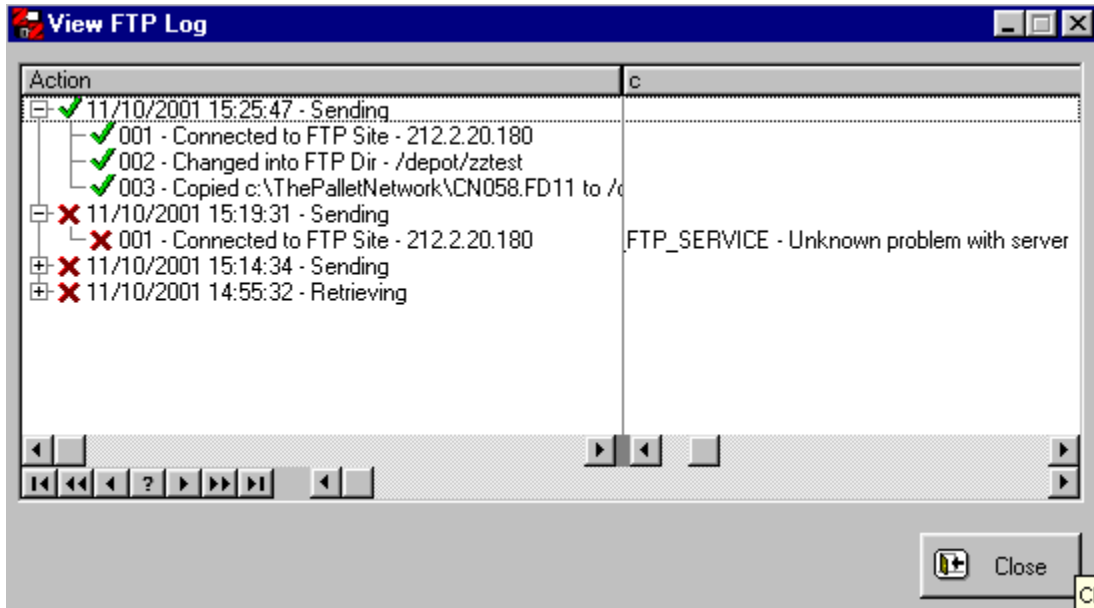
The Day Start option allows you to retrieve POD information and Gazetteer Updates from the local depot. Again, providing the correct details are set in Parameters there should be no problems. Enter the updated date for the information (usually the day before) and click on OK to proceed with the download. If you wish to download PODs for a range, tick the box and enter the date range.



## Chapter 5 – Operations

### View Log

This sections contains details of the dial ups you have made to the FTP site. Any items with crosses next to them should be paid attention to and notes made. You are not expected to understand what the problems are but may be asked to quote the messages when ringing for support.

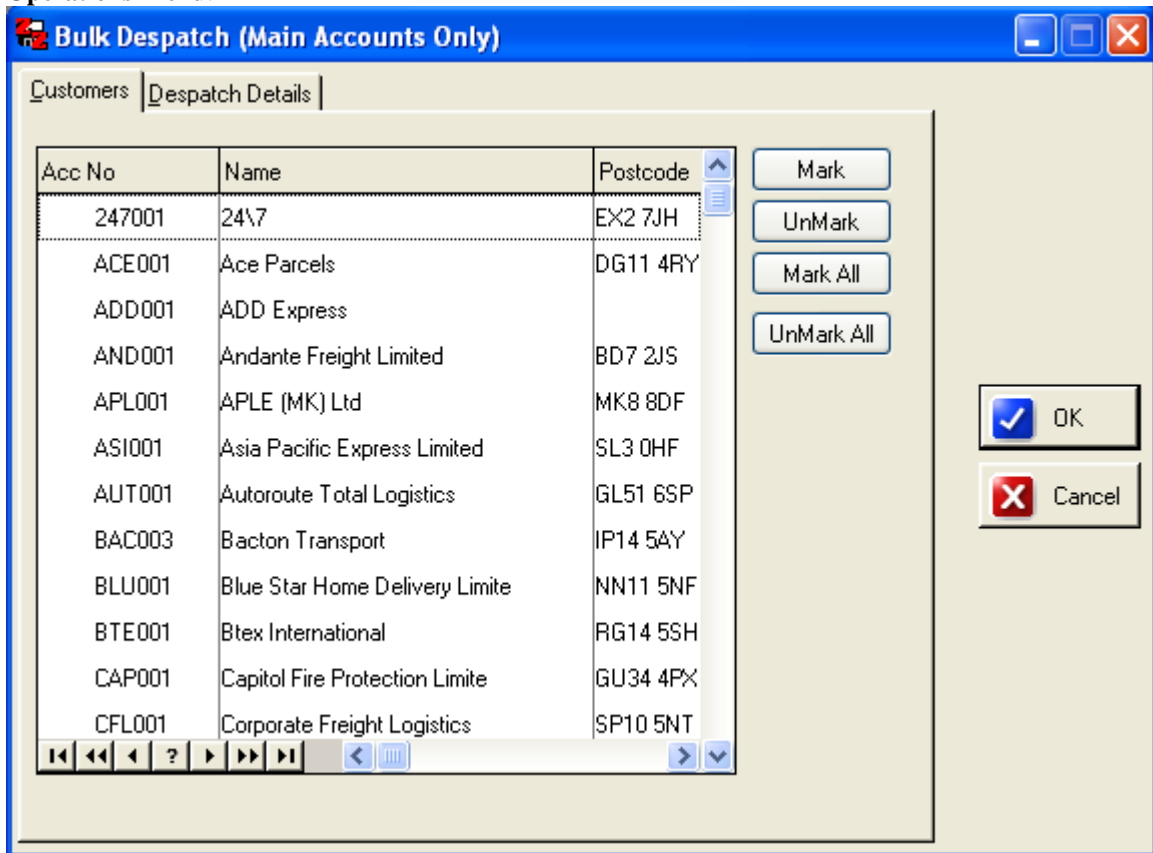


In the above example you can see that the transmission at 15:25 was successful. The transmission at 15:19 shows a red cross to indicate an error. The description indicates an 'unknown problem with the server'. In this case it was a problem with the connection.

## Chapter 5 – 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 5 - Operations

### Bulk Despatch Cont'd

**Bulk Despatch (Main Accounts Only)**

Customers | Despatch Details

Desp Date : 13/07/2004

Service : ND

Order : TEST ORDER 1

Pallets

Half :	1	Items	250Kg
Full :	1	Items	500Kg
Half O\S :		Items	0Kg
O\S :		Items	0Kg

Remarks : Some Remarks

Extra Insurance ?

OK

Cancel

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. Make a note of these accounts because despatches to them won't be processed.

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



## Chapter 6 – Reports

### Outbound Manifest

Select this option to produce manifests to the local depot, this can be used to check freight onto the vehicle when it is collected by the local depot.

### Manifest to Local Depot

Page : 1 Of 1

Despatch Date : 27/08/2002

From : ZIP001

Docket	Order	Consignee	Del Depot	Service	Items	Weight
00000001	TEST ORDER 1	ABC Trading 1 High Street The County YO1	011	ND	H	1 500Kg
Remarks :DO NOT DOORSTEP						
00000002	TEST ORDER 2	BCD Trading 2 High Street The County LE3	021	AM	F	1 1000Kg
Remarks :BEWARE OF DOG						
00000004	TEST ORDER 3	CDE Trading 3 High Street The County AB1	055	EC	F	1 1000Kg
Remarks :BEWARE OF DOG						

### Notes for Day, Labels for Day & PW Only for day

Enter a date to produce labels or notes for an entire day.





## Chapter 7 – Utilities

### Data Path

Select this section if you wish to point to a new data directory.

### Backup and Restore

Click on **Backup**. Click on the top button with the three dots to select the directory you wish to backup from. Now click on the bottom button to select the directory where you wish to put the backup file. This can be another directory on the hard disk (although not advisable as you should really have a copy off the premises), a floppy disk or a Zip disk (recommended). If you are using a floppy disk or Zip disk you will need to check the box to indicate you are using removable media. Click on OK to perform the backup. The file will be zipped up and it will be called BACKUP.ZIP.

The back up procedure we recommend is as follows:

#### Grandfather, Father, Son rotation

You will require three sets of labelled disks/CDs/Tapes etc. 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 one 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!

You should remember that if ever you do a restoration of data this will overwrite everything unless you state otherwise.

If you should ever need to restore a backup.

Click on **Restore**. Click on the top button to locate the BACKUP.ZIP file. Click on the bottom button to select the directory where you wish to return the data to. Click on OK to restore the data.

### Utilities – Townlist

This is just a useful lookup for postcodes when you just have a delivery town/village.

### Utilities - File Manager

This section is used for fixing damaged data files. This procedure should not be done without the support of ZipZap.

### Import Accounts

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.

## Chapter 7 – Utilities

### Update Owner

If you are using a demo version and would like to upgrade to a licensed version this is where you enter the codes supplied by ZipZap.

# APPENDIX 1

## POSTCODE LOOK UP

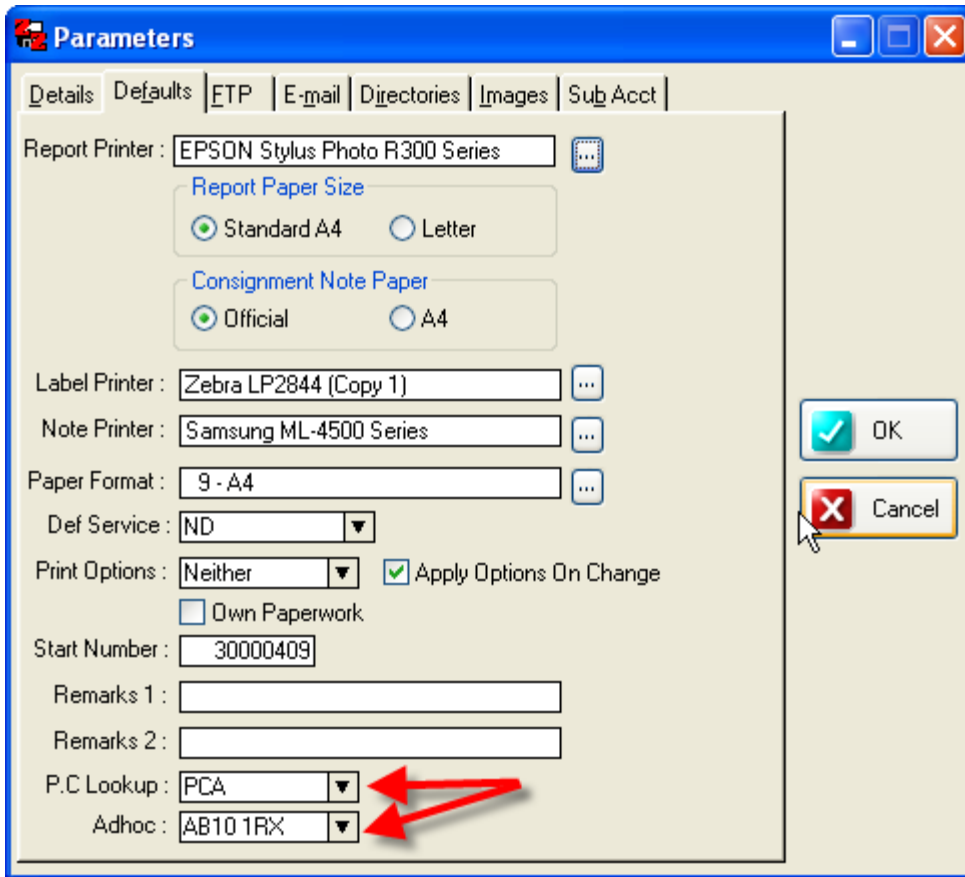
The Pallet Network has invested in Postcode Anywhere™ which will enable you to look up postcodes while entering consignments to the adhoc account.

### IMPORTANT

To use this facility you will need to be connected to the internet at all times.

Firstly you will need to set a adhoc account in SETUP, ACCOUNTS.

In parameters on the defaults tab choose PCA and the adhoc account you have just set up.

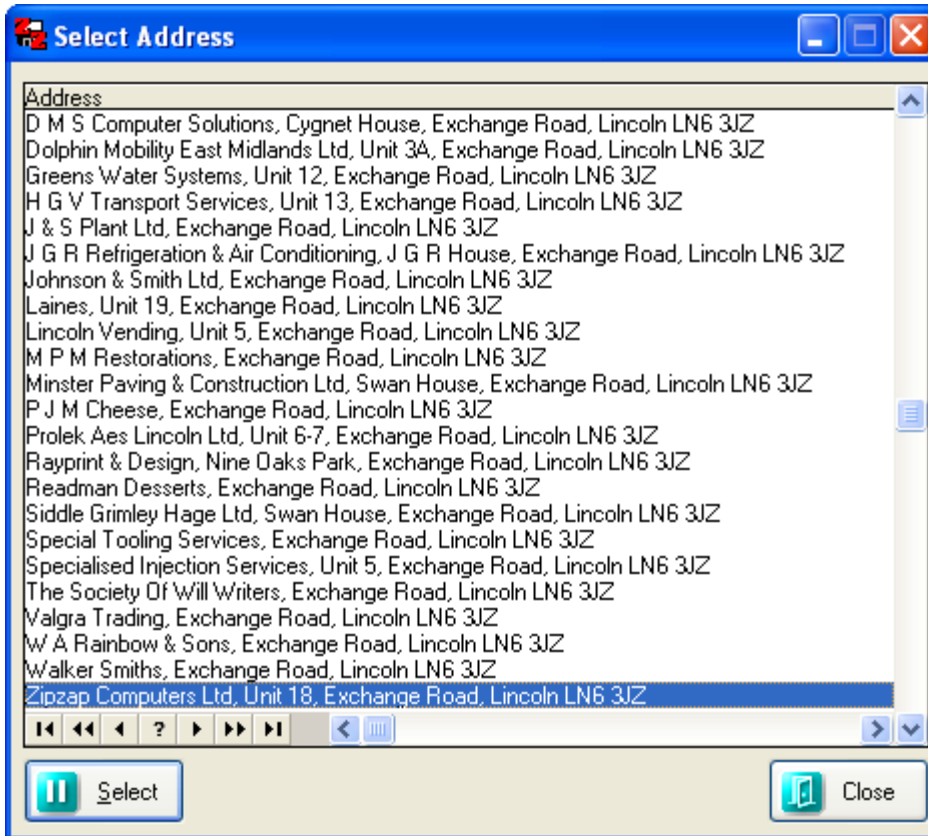


When entering consignments to the adhoc account the Postcode Lookup will be triggered.

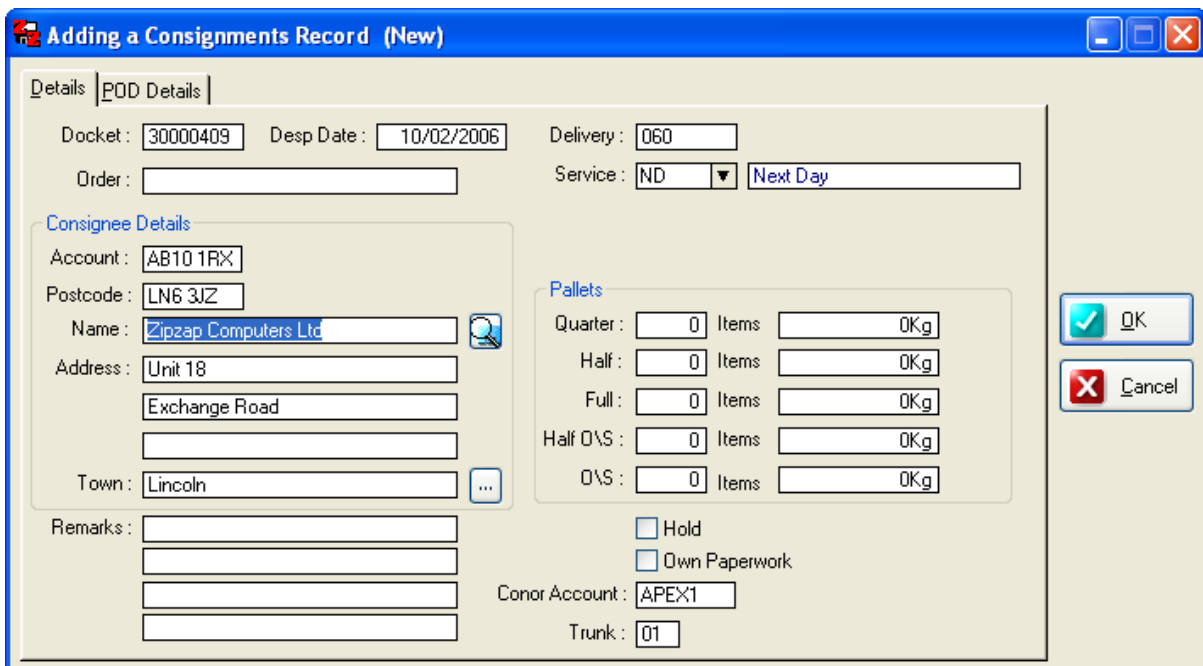
In consignment entry once you have selected the adhoc account enter a postcode.


Eg.

Entering LN6 3JZ and pressing the tab key will bring up a window with the following information so you can choose an address.



Highlight the address you wish to send freight to and choose select. The selected address will then appear in the consignee details of the consignment:-



If you don't know the postcode you can skip this field and enter details such as company name and town or street and town. Once these details are entered use the  button to look up the address.

Similarly there are some buttons on the toolbar which allow you to do the same although using these methods the information will not be entered into the consignment.



allows you to look up an address with only company name and town.



allows you to look up an address with only the street name and town.