



**DISPATCHER**  
version 6 release 1  
© copyright 1978-2012 - ASCAR® Business Systems

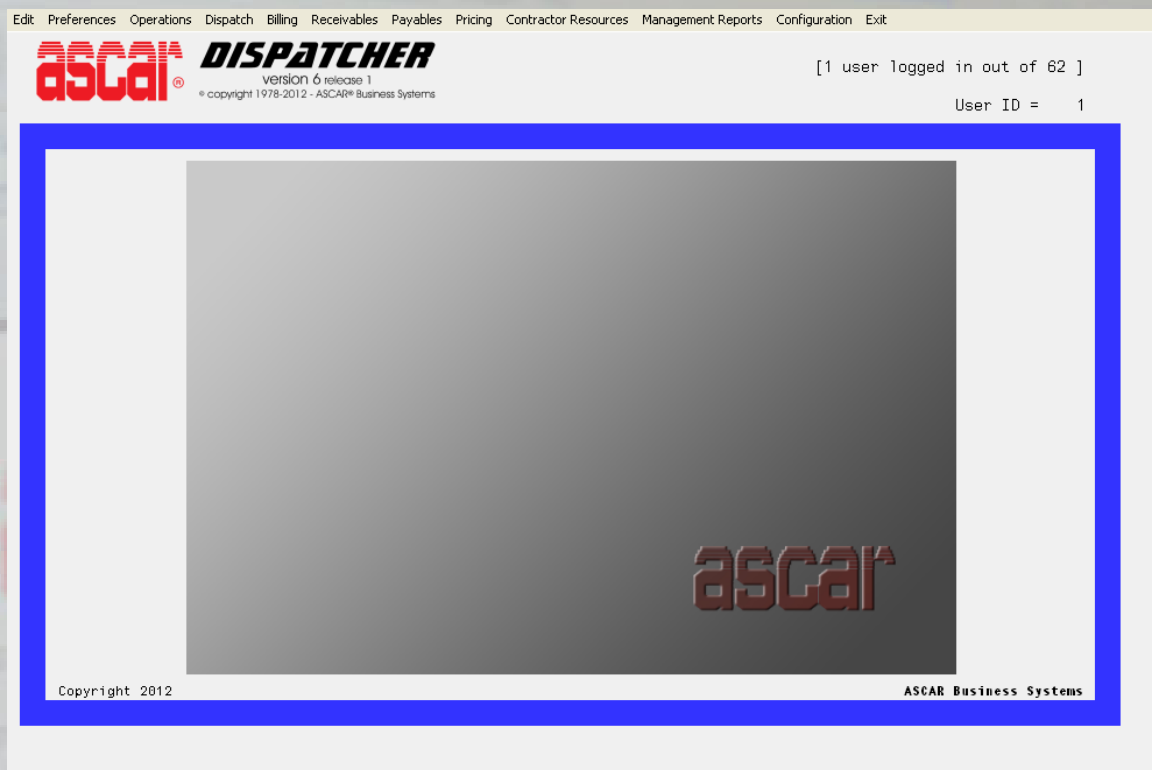
## MAIN SCREEN HELP

### *WELCOME!*

Welcome to the ASCAR DISPATCHER series of software, designed specifically for the transportation industry. Please take the time to review this quick help guide and the ASCAR DISPATCHER Manual, so that you will be able to take full advantage of your ASCAR purchase. You can download the complete ASCAR DISPATCHER Manual and other useful resources from <http://ascar.cc:8080/manual/index.jsp> or press F1 on any program to access the online help.

## THE MAIN DIRECTORY

This is the Main Screen. It is also referred as the “Main Directory”.




You will see a series of menus at the top of the screen.

It is from here you begin accessing the system programs and files by selecting the desired program by clicking on the corresponding menu and option.

Each menu is also referred as Directory. The Operations Menu then, is also called “Operations Directory”.

If you are not using the ADMIN user, your user might have restricted access to certain features or Menus. If you have been restricted to access a Menu, this will not be displayed at the top. If you have been restricted to access a certain feature, when selecting it, your screen will flash and return to the Main Screen.

**NOTE**  **To gain access to any Menu or feature, please contact your local System Administrator.**

This screen will also give you some important information on the status of the system that you will find useful: At the top right hand side you will see **how many users are logged in** and the **total amount of available users** your system has.

Below that, you will see your current **User Id**, which is identified by a number. You might want to remember this since you might want to set different settings for your user at some programs.

You will also see that when accessing the different programs, their short name will appear at the top left hand side of the screen. This will help you identify the program when reading the Manuals and Help Screens; also when requesting technical support.

To exit the system, go to Exit Menu and choose “Exit”. You will then need to confirm this action by clicking on “Yes” or typing “Y”. This is also known as logging off.

You can also set the system to have a different Template, which, instead of menus, will have buttons to access each of the directories in the system.

If this option has been set, your Main Screen will differ on its layout.

The menus at the top will be replaced by buttons divided into two columns.

When the main menu appears, look at the bottom of the screen. The cursor will be parked at the “Select” prompt. It is from here you begin accessing the system programs and files by selecting the desired directory by entering the corresponding program number.

You can access each directory by clicking on the correspondent button or by entering the corresponding program number on the “Select” prompt where the cursor will be parked.

If you are not using the ADMIN user, your user might have restricted access to certain features or Directories. If you have been restricted to access a certain feature or Directory, when selecting it, your screen will flash and return to the current Directory. To gain access to those, please contact your local System Administrator.

To exit the system, press F10 or enter an asterisk “\*” at “Select” prompt. You will then need to confirm this action by typing “Y”. This is also known as logging off or “BYE”.

## THE SHORTCUTS

There are certain programs and features within the system that can be accessed at any time.

This allows you to accelerate your every day processes by memorizing just a few function keys.

Shortcut	Function
<b>F1</b>	Access the help screen on every program.
<b>F6</b>	Access the Comments Backpage on Service Orders.(1)
<b>F7</b>	Access the Backpage on Service Orders.(1)
<b>F8</b>	Access the Service Order Request (HSRD) program.
<b>F9</b>	Displays the different possible choices or searches within a field the data on the system.
<b>F10</b>	Exits the current program
<b>F11</b>	Save Common Address (1)
<b>F12</b>	Alternate Customer Lookup (1) / Cycle Common Address (1)
*	This symbol allows you to exit the current field or program.

*(1) These options will only work within the scope of certain programs.*

There are other shortcuts and features using the function keys, but they will only work within the scope of a certain program. They will be described on each program help screen.

## HOW TO GET ON LINE

*Stages to set up the system to suit your needs*

<b>Stage I : Equipment Setup and Orientation</b> <b>Stage II : DATA SETUP</b> a) Service type labels, times and distance b) Dispatch time thresholds c) Dispatch Color setup d) Zone setup e) Customer Setup f) Common Address Setup g) Pricing Setup	<b>STAGE V : BILLING (Invoicing)</b> a) Approve Orders (if this feature has been activated) b) Pre-billing Report c) INVO - Invoice Process d) PRIV - Invoice Print e) IVCL - Invoice Close f) SOCL - Service Order Close (non-invoiced clients)
<b>Stage III : OPERATIONS</b> a) SORD - Order Entry b) SOUP - Order Update c) DISD - Dispatch Tools d) REPT - Report Writer	<b>Stage VI : ACCOUNTS RECEIVABLE</b> a) DAUP - Daily Update b) ARCO - A/R Collections (sales, payments, discounts, credits) c) TREG - Sales/Cash Report
<b>Stage IV : SETTLEMENTS</b> a) Driver/Independent Contractor Setup b) Settlement Report	<b>Stage VII : OTHER ACCOUNTING FUNCTIONS</b>

At the end of each section of the manual you will find a program sequence page that outlines the necessary steps for each section. We strongly recommend you read the online manuals (<http://ascar.cc:8080/manual/index.jsp>). You can also find useful guidance on the online help by pressing F1 on any program.

## INITIAL RECOMMENDATIONS

Pricing is a very personal decision. ASCAR accommodates a broad range of pricing schemes that include *bulls eye*, *zone to zone*, *zip to zip*, by miles using Mappoint™, *grid*, *weight*, *pieces*, by “defined *mileage table*” and even by “defined *dollar amount per customer per delivery*”.

Explore the possibilities on the Zones and Rating (Pricing) menu and choose the pricing scheme that best suits your business.

ascar APR 14, 2011 16:08:45 | SYS/RATE Standard Rates Setup

SELECT: Addis Edit View Delete Exit

Rate code : 000000000 Cust : Terms : Variety : 0 GENERAL

	1	2	3	4	5	6
	EXPRESS	RUSH	FAST	ECONOMY	REGULAR	ALL DAY
Miles	1.60	1.55	1.50	0.99	1.20	1.15
Minimum	30.00	25.00	19.99	9.99	15.99	8.50
Flat	5.00	4.80	4.75	5.00	0.00	0.00
RETURN	90 %	95 %	100 %	100 %	100 %	70 %

Dimensional rate factor : 606.00

Price per LBS use (PWTM) :	0.12	00:01 to 10:00	1.00
Price per MIN :	0.20	10:01 to 12:00	1.00
SATURDAY :	1.50	12:01 to 14:00	1.00
SUNDAY :	1.75	16:01 to 18:00	1.00
HOLIDAY :	2.00	18:01 to 20:00	1.00
GRID THRESHOLD :	99	20:01 to 22:00	1.20
FUEL :	0.00%	22:01 to 24:00	1.25

Select desired option

We do encourage you to use MapPoint™ as your mileage source. If you do, then by just entering your rates using Standard Rates Setup (RATE), you will be ready to price all your jobs.

## TAKING ORDERS

To start taking orders you will need to cover these tasks:

- ✓ Setup E.T.D. / Break Points (See Database Menu instructions)
- ✓ Setup Customers (See Accounts Receivable instructions)
- ✓ Setup Pricing (See Zones and Ratings instructions)

## DISPATCHING ORDERS

To start dispatching orders you will need to cover these tasks:

- ✓ Setup and activate Drivers (See Contractor Resources and Driver Setup instructions)
- ✓ Setup Color Picker (COLP)
- ✓ Setup Dispatch Filters (DISF)

## MANAGING YOUR RECEIVABLES

To start processing, maintaining and printing your receivables data you will need to cover these tasks:

- ✓ Setup Customers (See Accounts Receivable instructions)
- ✓ Setup balance forwards in Accounts Receivables Input and Payments (ARIN)

## BILLING YOUR CUSTOMERS

To bill/invoice your customers you will need to cover these tasks:

- ✓ Run a Pre-billing Report (quality control report) using Service Order Report (REPT)
- ✓ Edit necessary changes on Service Order Update (SOUP)
- ✓ Backup your system before continuing further (See Backing Up the System section on the Getting Started chapter of our Manual)
- ✓ Run Invoice Processing (INVO) to process invoices for customers with an invoicing Terms Code (See Customer Setup –CUSM– instructions)
- ✓ Run Reprint Invoices (PRIV)
- ✓ Run Invoice Close (IVCL) to close invoices and write data to A/R
- ✓ Print Tickets for Service Order Billing (SOCL) customers (if reprints are desired) for non-invoiced customers (See Billing/Invoices instructions)
- ✓ Run Service Order Close (SOCL) for service order closing and billing of all selected open service orders and to write data to A/R (See Billing/Invoices instructions)

## MANAGING YOUR PAYABLES

To start maintaining your vendors, invoices and due dates for your payables you will need to cover these tasks:

- ✓ Make sure the Chart of Accounts is in place in ACCM – for Level 2 users
- ✓ Setup the Vendors in Vendor File Maintenance (VENM) (See Accounts Payable instructions)
- ✓ Enter your Vendor Invoices in Accounts Payable Input (APIN) (See Accounts Payable instructions)

## MANAGING YOUR CONTRACTOR RESOURCES

To start maintaining and processing your company's Independent Contractors you will need to cover these tasks:

- ✓ Setup the Tax File (See Tax Table Maintenance –TTBM– instructions)
- ✓ Setup Department Codes (See Department Maintenance –DEPM– instructions)
- ✓ Setup Contractors (See Contractor Resources instructions)