

MENU:	Operations (Level 1) / Service (Level 2)
PURPOSE:	Groups all the programs that are designed to assist in the company's operations. Basically, you will be able to manage your Service Orders, Daily Orders, Routes (optional), Consolidations (optional), Import Interfaces (optional), Common Addresses, Price Sheets, Reports and other related settings.

The Service Operations Menu is available in both, Level 1 (standard system) and Level 2 (full system). Level 1 is a subset of Level 2, containing fewer programs. Depending on the package acquired, Express-Pak, Truk-Pak and Air-Pack, you will see additional programs to the standard list. You may also acquire special Service Order Import programs for Excel (.csv) or EDI (.xml) files.

### **SERVICE OPERATIONS**

These are the most commonly used programs on a daily basis. Service Order Input (SORD) allows entering new orders. Service Order Update (SOUP) allows viewing and editing existing orders.

### **DAILY OPERATIONS**

These programs are used primarily for pre-scheduled jobs (referred to as 'Dailies') for continued service or on-time service only. Daily Order Input (RORD) creates the 'master order'. Daily Order Activate (ROUT) is the program that reads the master orders (daily orders) and creates a new service order for the appropriate date. Daily Order Report (DAYR) allows you to generate custom reports from the daily orders.

### **SPECIAL OPERATIONS**

These are functions that are used routinely, but necessarily on a daily basis. The majority of the programs are reports, such as Price Sheets, Service Order Report and Callback POD (optional). Most reports have options to view results on screen, print or email.

Service Order Report (REPT) allows you to obtain fully customizable reports over the existing service orders. You may save your reports to reuse them in the future. Some special reports, such as the Pre-Billing Report is obtained by running this program.

Price Sheet (PRCE) will allow you to obtain estimations for your prospects and exiting customers based on existing pricing logic and pre-configured destination lists.

Common Addresses (CADM) maintain your frequently used addresses used in order entry process.

Callback POD is a viewing program that may also function as a dispatch aid as well as customer service aid.

Email accounts and the system Address Book are also accessed from this menu. Email Setup will allow you to setup the email accounts the system will use to send out emails (the account that the system will use when sending tickets, invoices, statements, etc.) and Email Address Book Maintenance allows you to associate email addresses to your customer accounts and other entities. Email History shows a record of all those successfully sent emails and also those which failed.

## ROUTE OPERATIONS (Optional Module)

These programs are used primarily for scheduled stops (referred to as ‘Routes’) for pre-scheduled service. Route/Stops Input (MORD) creates the ‘master stop’ record. Rout Print (MOU) prints the Route Manifest and Rout Report Writer (ROPT) allows creating custom reports for the existing routes. Route Close (RTCL) closes the stops and prepares them for billing.

## AIR OPERATIONS (Optional Module)

These programs are found in Air-Pack only. They are used primarily for air way bill manifests and costing.

## IMPORT INTERFACES (Optional Module)

There are existing import interfaces that can be acquired to convert Excel (.csv) or EDI (.xml) files into service orders. They allow, up to a certain extent, to be set to accept different data sets within the mentioned file formats.

## THE SHORTCUTS – SPECIAL FUNCTIONS and KEYS

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 Input (HSRD) program. You will put your current screen on hold and access the Order Entry feature.
<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 or goes back one step – works as “*” key.
<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 – works as <F10> key.

*(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.

## DATA FLOW

1. Orders are created in the Service Order File (SORF). They can be updated, dispatched, printed and emailed. During this phase, the orders are 'open'. Once complete, then the orders are billed through one of two methods.
2. Billing can be a straight process of one order = one bill (a), or a more complex process of multiple orders = one invoice (b).
  - a. The order (bill) can be printed and then closed. The close process flags the order as billed (so it can no longer be changed) and writes the data into the Accounts Receivable records (ARCV).
  - b. A group of orders are invoiced. The invoice process flags the orders as billed (so they can no longer be changed) and writes the data to the Invoice File (IVCF). The invoice (the bill) is then printed or emailed. Then the invoice is closed, and the data is written to the Accounts Receivable records (ARCV).

Normally the straight and simple method is used by trucking and air freight companies, while the invoicing method is generally used by couriers and messengers. The software handles both methods. Refer to the Billing Overview help screen for more instructions.

We strongly encourage to always run a Pre-Billing Report before performing any Billing operation. The pre-billing report is done through Service Order Report, found on Service/Operations menu.

There you will be able to set and run a report of what will be billed (either by using the simple billing or the invoicing method) on your next billing cycle. In this way, you will know what will be processed beforehand; and, if necessary, make any changes and corrections on the orders before they are closed.

## PROGRAM SEQUENCE

### Initial setup

- Setup Customer accounts (see Accounts Receivable and Customer Setup instructions)
- Setup Pricing profiles (see Pricing/Zones and Rating instructions)
- Setup Common Addresses
- Setup Dailies
- Setup Route Stops

### Programs that need daily attention

- Daily Order Activate (ROUT)
- Route Print (MOUT)
- Route Close (if working copy of stops are desired for updating) (RTCL)
- Order Update (SOUP)
- Update Aging for Open Orders (see Accounts Receivable and A/R Daily Update instructions)

## Programs that need weekly or monthly attention

- Driver/Contractor Settlement Report (INDP)
- Route Close (if working copy not used, to create a record for billing) (RTCL)

## Billing

- Run Route Close (for Route Billing) (RTCL)
- Run Pre-Billing Report (Quality Control Report) (REPT)
- Update orders (if necessary) in Service Order Update (SOUP)
- Process Billing (see Invoicing/Billing instructions)