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DATA SERVICES DEPARTMENT

ORDER HANDLING PROCEDURES

[OVERVIEW OF ORDER HANDLING ROUTINES](#)

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[ORDER TRACKING REPORT - emailed Excel file \(part of\)](#)

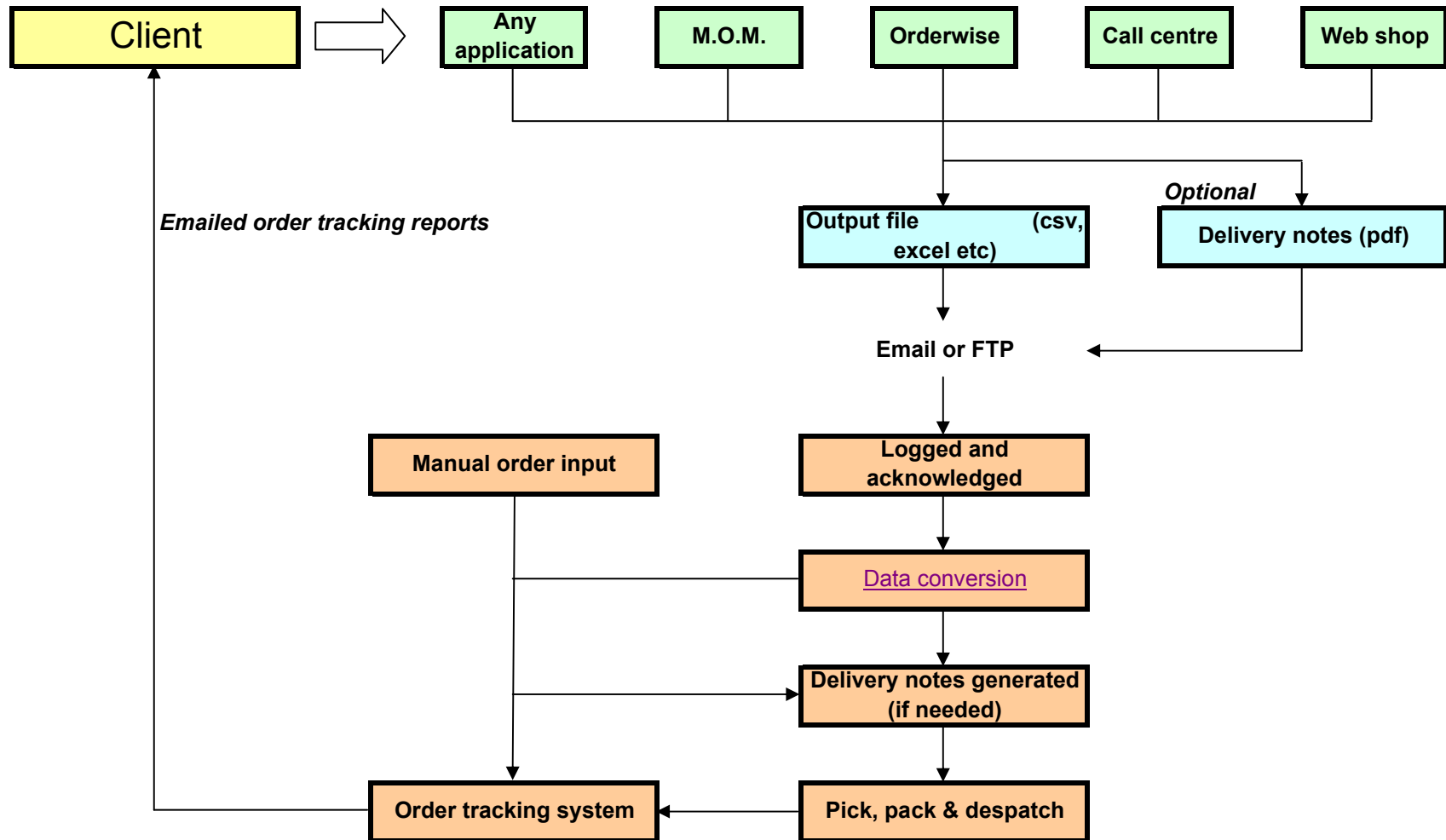
[ORDER TRACKING REPORT - automatic email \(can be copied and pasted to spreadsheet\)](#)

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**Worldwide
Tailored Fulfilment
Services**

OVERVIEW OF ORDER HANDLING ROUTINES

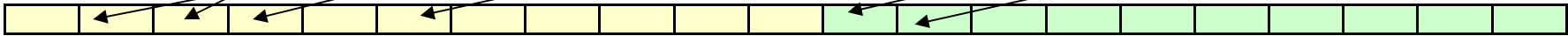


DATA FILES

Client output file Data fields - any sequence, but must be clearly labelled



Conversion process



Customer name & address details

Product refs and quantity details (if delivery note required)

Order tracking system : data fields AFTER CONVERSION

Customer name & address details

Batch date
Batch reference
Customer Order No
Contact/Attn
Name/Company
Delivery Address 1 (no commas)
Delivery Address 2 (no commas)
Delivery Address 3 (no commas)
Delivery Address 4 (no commas)
Delivery Post Code
Delivery Country
Telephone no
Email

Mandatory - can be assigned by us
Mandatory - can be assigned by us
Mandatory. Must be unique.
Optional
Mandatory
Mandatory
Mandatory
Optional
Optional
Optional
Mandatory if UK
Optional
Optional
Optional

Max 9 characters
Max 9 characters
Max 30 characters
Max 30 characters
Max 30 characters
Max 30 characters
Max 30 characters
Max 30 characters
Max 8 chars
Max 45 chars
Max 15 chars
Max 45 chars

Product refs and quantity details (if delivery note required)

Product code

Quantity

Format configured to Client's requirements. Linked to PRODUCTS table supplied by Client.



ORDERS LISTING : BY CLIENT

NB : ALL BR&D orders are coded BAA-BRD



Paste parcel no below and click on 'Track' for Omega

024574683162

[Track](#)

Select client from table below

Integer Miscell IAA-MIS IAA-MIS

idOrders	sopid	uniqref	batch	date	contact	name	addr01	addr02	a
43112	09020501	MIS09020501	special	09/02/05	ATTN: TIM TURNER	TOTAL PACKAGING	WAEN WEN FARM ESTATE	BRIDGE	C
34423	999999	MIS999999		06/01/05		HRM PRINCE CHARLES	THE PALACE	CORNWALL	
32821	9999999			05/01/05		CAPTAIN HORNBLOWER			
30948	15120401	MIS15120401	Darren	15/12/04		Mark And Julie Ashton	10 Warner Ave	North Cheam	
30949	15120402	MIS15120402	Darren	15/12/04		Denise Ashton	222 Beechcroft Road	Tooting	L
30443	DD091204	MISDD091204	David	09/12/04		Master N Young	74 Hatfield Road	Newton Aycliffe	C

ORDER TRACKING REPORT - automatic email (can be copied and pasted to spreadsheet)

The screenshot shows an email client window titled "Sample order tracking data - Message (HTML)". The window includes a menu bar (File, Edit, View, Insert, Format, Tools, Actions, Help) and a toolbar with various icons for email actions like Reply, Forward, and Print. Below the toolbar, the email header information is displayed:

From: Alan Crabb [orders@accessfulfilment.com] Sent: None
To: alanc@accessfulfilment.com
Cc:
Subject: Sample order tracking data

The main content of the email is a table with the following data:

uniqref	parcelno	delstatus	deldate	delsign
ARTtest001	snugglepuss	Delivered	2005-01-02	Alan (Santa) Crabb
POW195784	024574695769	Delivered	2005-01-26	LINNETT
POW195782	024574695776	Delivered	2005-01-27	J SMITH
POW195781	024574695783	Delivered	2005-01-26	A BELL
POW195780	024574695790	Delivered	2005-01-28	MCKAY
POW195786	024574695806	Delivered	2005-01-26	EVASW
POW195789	024574695813	Delivered	2005-01-26	K NOONAN
POW195788	024574695820	Delivered	2005-01-28	J APPLEBY
POW195779	024574695837	Delivered	2005-01-26	G MCDONAGH
POW195785	024574695844	Delivered	2005-01-26	MERLING

Note : fields can be customised for client, and report can be sent automatically at pre-set times

CUSTOMER SERVICE SCREEN - linked to order tracking system

Valid FileN

CUSTOMER SERVICE

**291104
1600**

**Required :
(a)search
on customer
file? (b)
print of
collection
details?**

ID
3330

Details for NEW customer service record

Name: MRS LYNCH

Addr01: 8F HILLTOWN COURT

Addr02: HILLTOWN COURT ROAD

Addr03:

Addr04: DUNDEE

Postcode: DD3 7AY Country:

Phone: 01382525850

Email:

Fax:

Notes about the caller OR message details

will not play cds. cds jump
LABELS SENT OUT 10/2 - RETURN
REFERENCE NUMBER 021382149965

Customer | Purchase details | Product details | Despatch | Returns | Charges etc

Corresponding entry from ORDERS file

MRS LYNCH

8F HILLTOWN COURT

HILLTOWN COURT ROAD

DUNDEE

DD3 7AY

Prev ref:

Next ref:

Unique Despatch Ref

Unique Ref: L&SCS3330

Previous:

Next:

User: Emily C

Date: 09/02/2005

Time: 12.29

CS Ref: CS3330

ID **3330**

Type: Fault

Client: L&S Electronics

Code: IAF-L&S | AF-L&S-NEW-L&

To do: Collect & send

Status: Printed

Mins: 5

Flag:

Search | << | < | > | >> | + | - | ▲ | ✓ | ✕ | Reports #1 | Reports #2 | Close

ID	CS Ref	CS Ref	Name	Postcode	Product code	Action	Status
3330	Emily C	CS3330	MRS LYNCH	DD3 7AY	40377A	Collect & send	Printed
3331	Christine D	CS3331	MR DUCKETT			None	Completed
3332	Christine D	CS3209B	MR CHAMBERLAIN			None	Completed
3333	Christine D	STA7741	MRS SULLIVAN			None	Completed
3334	Christine D	CS3011B	MR BADDELEY			None	Completed
3335	Christine D	CS3335	MR ELCOMBE		40405 - silver	None	Completed

SAMPLE DELIVERY NOTE - generated from Client's data file

Client logo



<<orddate>>
 <<ordid>>
 Deliver to:
 <<fullname>>
 <<deladd01>>
 <<deladd02>>
 <<deladd03>>
 <<deladd04>>
 <<pcode>>
 <<country>>

<<email>>

Details merged here from data file

For any enquiries or comments please contact Access Fulfilment Ltd
Tel : +44(0) 1797 369843
Fax : +44(0) 1797 367373
email info@accessfulfilment.com
 Always quote this order reference : <<ordid>>
 If undelivered, please return to:
 OMNIVOX, c/o Access Fulfilment Ltd, Unit 1, Learoyd Road,
 Mountfield Industrial Estate, New Romney, Kent, TN28 8XU

Text customised for Client

Dear <<title>> <<name02>>,

The following items are sent on the instruction of our client, OMNIVOX Ltd.
 This is not a request for payment - Omnivox will deal direct with you.

To contact **OMNIVOX** :
Tel : +44(0) 161 605 0809
Fax : +44(0) 161 605 0810
email info@omnivox.biz

Product code	Description	Qty	Location
OMN01	OMNIVOX SOUND UNIT	<<qty>>	OMN001

Note : for destinations outside the EU this delivery note should be accompanied by a **COMMERCIAL INVOICE** for CUSTOMS PURPOSES
 2 copies signed
 3 additional copies