CROWFOOTS ONLINE ORDER ENTRY GUIDE

1) Having selected Create Job on the home page, choose your order type. There are 3 types:
1) Delivery - to be used for deliveries from your usual account address (this is the default)
2) Collection - to be used or collections back to your account address
3) Collection & Delivery - to be used for orders to & from different addresses

2) Enter your consignment number. This reference will appear on your invoice.

3) Complete all required address fields including a telephone number wherever possible.
After entering an address for the 1st time, press the green cross to save the address to your address book.
Thereafter, type the postcode or customer name in the existing address & the saved address will populate
To edit / delete an address, press the @ sign to open your address book & edit & then save your changes
The A button populates your own usual address, which can be edited from the collection & delivery tab.
The reference tab is the reference for that particular order.

4) Enter the service required. The delivery date above will alter depending on the service chosen
You can manually alter the collection date & enter forward dated jobs. If this is done, you MUST print all
reports and labels on the date of entry, as the system locks all orders at midnight & they can't be re-printed

5) Tick the delivery instructions you require in the tick boxes.
If Timed is chosen, you must populate the time toggle in the field above between 10.30 - 16.00
If Saturday is chosen, a mobile number must be entered in the field below
If the order is a liquid or Limited Quantity, the LIQUIDS / LTD QTY tick box MUST be ticked & the UN
number entered in the description field in the bottom section (e.g LQ1263)
If Swap out is chosen, a separate collection order MUST be created as well.
If Amazon is entered, the ASN or FSB number must be entered in the Reference field & open box below.

6) Enter the order details
Input the **quantity**, **description** & **weight** of the order in the very bottom line of the goods tab
If a pallet is oversize, please enter the number of lifts in the quantity & the number of spaces in Spaces.
If a light oversize item is chosen, select the Dim button to calculate the volumetric weight. Enter the quantity
& dimensions & press add. Multiple items can be added. When all dimensions have been entered press
Apply & the volumetric weight will populate in the Volume tab.

7) If the order is now complete, Save your order, continue entering other orders & move to point 9.

8) If your order is hazardous, select the Multi toggle box (after the Dim box) to enter the ADR info.
Enter the UN number & press TAB. Then select the product line's name to auto-populate the required fields
Enter the **individual** ADR quantity, description & weight in the field below and press Add.
A grey pop up box will appear below which means the order is now ADR
Repeat the above step if you have additional UN numbers in the same pallet / box, again pressing Add to
add them to your order. Never press enter in the ADR section (as it will be saved as non hazardous)
When finished, press Save & a confirming message will appear.
If a message does not appear & you stay on the order entry page, a required field has been missed.

9) To print labels, When you press save a label should appear immediately after the confirming message.
If a label does not appear on Save, a pop-up blocker must be disabled (Look out top right for a message)
Labels can be printed from the Jobs List, but the job status must be showing as unreleased or imported
To do this from the Jobs list page, tick the first tick box, open Reports on the left hand side & select labels.

10) When finished, select End of Day Reports to print manifests and consignment notes.
Please take a copy of the manifests produced for your records
All consignment notes manifests & signed DGN's must be given to the driver.

Additional Points
1) If you press save & NO confirming message appears, you have missed a required field.
2) If you need to re-start an order halfway through, select create job & the order will be terminated.
3) A job is only saved if you receive a pop-up message confirming it has been saved.