



Global 3000 Service Pack Note

Global 3000 SOP - Delivery Details

Author	DCP		
Project	ZS60_000230.docx		
Version	1.0		1 of 7

INTRODUCTION

This service pack updates Global 3000 SOP to improve the capture of delivery details and then show them in enquiries.

The delivery details window within despatch confirmation and customer delivery confirmation has been updated to include the following items:

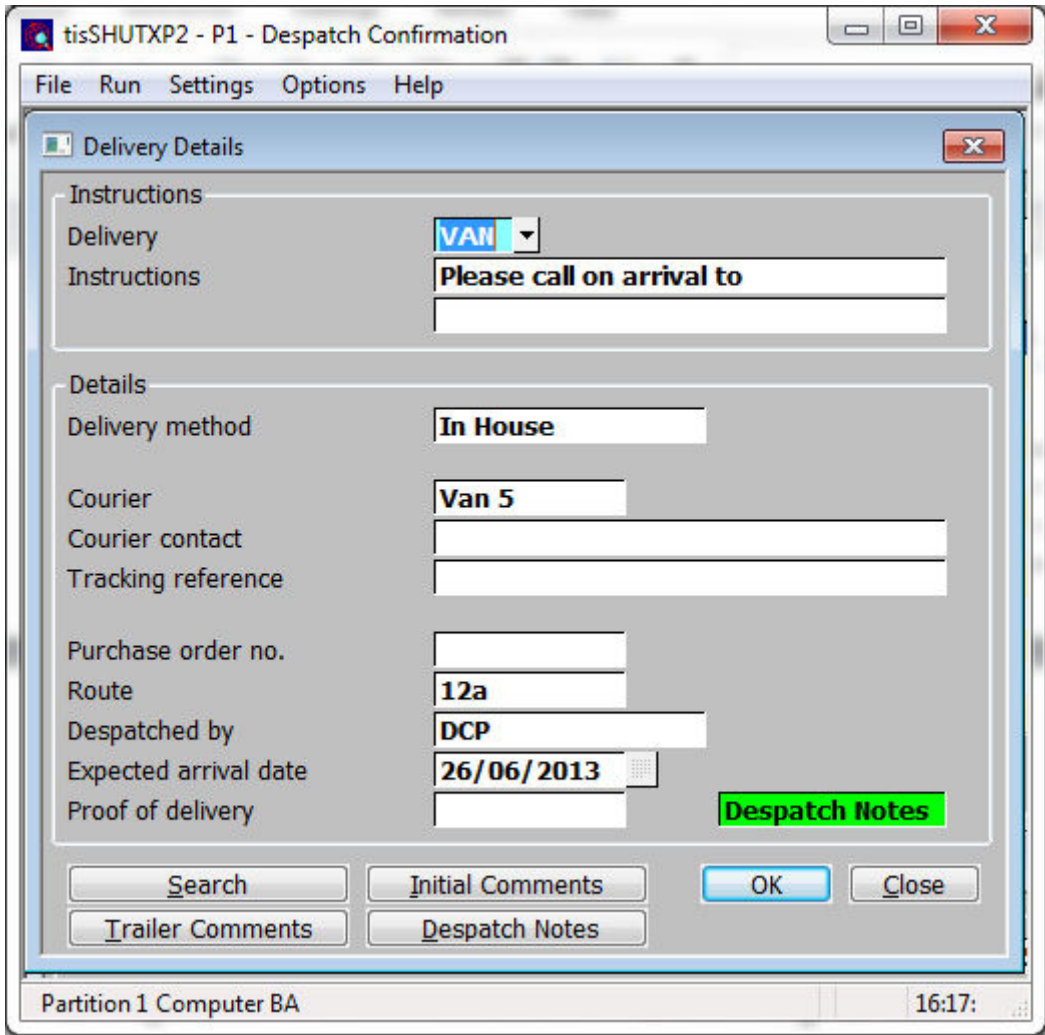
- A tracking reference.
- A description of the delivery method.
- A route number (for use when deliveries are not made via an external carrier).
- The expected arrival date.
- The 'despatched by' operator.
- Contact reference for the courier.
- A new button labelled "Despatch Notes", when pressed free format despatch notes can be viewed and updated. The 'despatch notes' relate to the current delivery note, if the delivery note has not yet been printed (i.e. the deliveries are currently allocated to delivery note number zero) the despatch notes are moved to the next delivery note when it is printed.

SOP enquiries have been updated to include the above items where applicable.

NOTE: Free format 'despatch notes' are only available at sites configured to use the extension database.

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Despatch Confirmation – Delivery Details



The prompts are:

Delivery This is the delivery code (these are set up as System Codes within Administration parameters) for the **order**. The delivery instructions associated with the code are also shown. The delivery code and instructions can be overwritten either here or from within Sales Order Entry/SOP Transaction Desktop. A search is available.

Note The delivery code and instructions shown relate to the order itself rather than any individual delivery note. They will be printed on the next and all subsequent delivery notes for the order. The remaining items in the window relate to the delivery note and can be viewed in enquiries but are not printed.

Delivery method This is a narrative that can be used to describe the method used to deliver the goods.

Courier This is the courier used to deliver the goods.

Courier contact Contact details for the courier.

Tracking reference Tracking reference supplied by the courier.

Purchase order A purchase order number, typically used to hold details of the purchase order raised for any courier delivery.

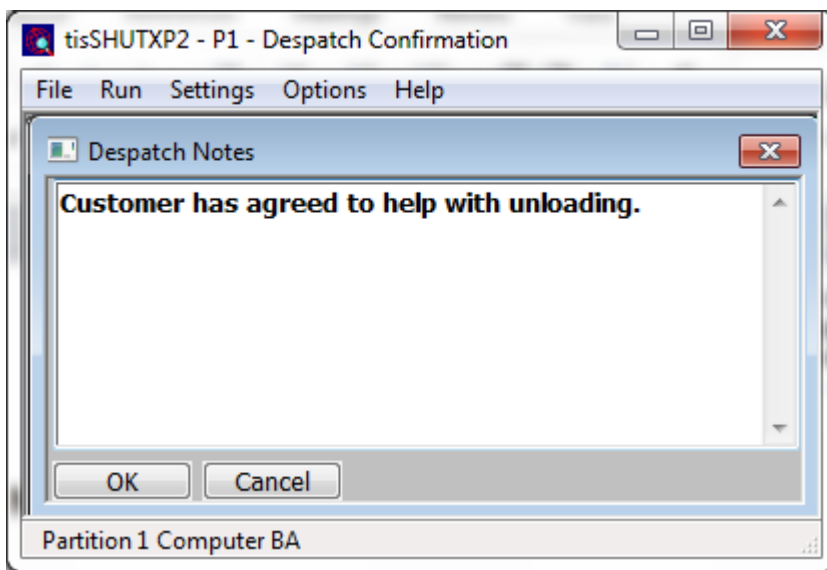
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- Route** The delivery route is typically used when the goods are not delivered by an external carrier.
- Despatched by** This can be used to record the person despatching the goods, this will default to the operator id of the current user.
- Expected arrival date** The date on which the customer is expected to receive the goods.
- Proof of delivery** A proof of delivery reference.

Buttons:

- Initial Comments** This allows the initial comments for the order to be viewed and amended.
- Trailer Comments** This allows the trailer comments for the order to be viewed and amended.
- Despatch Notes** *(Only available at sites configured to use the extension database)* This allows notes relating to the despatch to be viewed and updated. If the current despatch (delivery note) already has notes an indicator (the hi-lighted text 'Despatch Notes') is displayed to show this. The 'despatch notes' relate to the current delivery note, if the delivery note has not yet been printed (i.e. the deliveries are currently allocated to delivery note number zero) the despatch notes are moved to the next delivery note when it is printed.

Notes Window



This window appears when you press the notes button at various points within the Global 3000 applications.

- Purpose** This window enables you to view and record free-form notes for each of the following items.
- Debtors Ledger transactions.
 - Creditors Ledger transactions.
 - Products.
 - SOP Despatch Notes

Note Notes for the items listed above are only available at sites configured to use the extension database.

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Notes are displayed and updated via a standard Windows text edit control. This allows up to 32,500 characters of free format notes to be maintained. This format of note entry supports standard Windows functions such as word wrap and cut and paste.

Customer Delivery Confirmation – Delivery Notes (by Account)

Courier contact (*Display only*) Contact details for the courier.

Delivery method (*Display only*) This is a narrative that can be used to describe the method used to deliver the goods.

Tracking reference (*Display only*) Tracking reference supplied by the courier.

Route (*Display only*) The delivery route is typically used when the goods are not delivered by an external carrier.

Despatched by (*Display only*) This can be used to record the person despatching the goods, this will default to the operator id of the current user.

Expected arrival date (*Display only*) The date on which the customer is expected to receive the goods.

Buttons:

Despatch Notes (*Only available at sites configured to use the extension database*) This allows notes relating to the despatch to be viewed and updated. If the current despatch (delivery note) already has notes an indicator (the hi-lighted text 'Despatch Notes') is displayed to show this. The 'despatch notes' relate to the current delivery note, if the delivery note has not yet been printed (i.e. the deliveries are currently allocated to delivery note number zero) the despatch notes are moved to the next delivery note when it is printed.

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Customer Delivery Confirmation – Delivery Notes (by Order)

Order	Note	Account	Customer Reference	Order Date	Receipt Confirmed
ORD00083	1	NEAL015	neal2498u	03/03/2005	
ORD00090	1	WATS010	ORD00090	31/05/2005	

Delivery Address

Address: GEDGDSFG, 1, Maidstone, Kent, ME14 6UU

Instructions

Delivery: VAN, Despatch Notes
 Instructions: Please call on arrival to

Delivery Details

Delivery method: In House
 Courier: Van 5
 Courier contact:
 Tracking reference:
 Purchase order no.:
 Route: 12a
 Despatched by: DCP
 Expected arrival date: 26/06/2013
 Received on:
 Received by:
 Proof of delivery:

Buttons: Despatch Notes, Select, Close

Courier contact (Display only) Contact details for the courier.

Delivery method (Display only) This is a narrative that can be used to describe the method used to deliver the goods.

Tracking reference (Display only) Tracking reference supplied by the courier.

Route (Display only) The delivery route is typically used when the goods are not delivered by an external carrier.

Despatched by (Display only) This can be used to record the person despatching the goods, this will default to the operator id of the current user.

Expected arrival date (Display only) The date on which the customer is expected to receive the goods.

Buttons:

Despatch Notes (Only available at sites configured to use the extension database) This allows notes relating to the despatch to be viewed and updated. If the current despatch (delivery note) already has notes an indicator (the hi-lighted text 'Despatch Notes') is displayed to show this. The 'despatch notes' relate to the current delivery note, if the delivery note has not yet been printed (i.e. the deliveries are currently allocated to delivery note number zero) the despatch notes are moved to the next delivery note when it is printed.

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Customer Delivery Confirmation – Delivery Details

Courier contact Contact details for the courier.

Delivery method This is a narrative that can be used to describe the method used to deliver the goods.

Tracking reference Tracking reference supplied by the courier.

Route The delivery route is typically used when the goods are not delivered by an external carrier.

Despatched by This can be used to record the person despatching the goods, this will default to the operator id of the current user.

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