



**SUBURBAN SOFTWARE SYSTEMS**

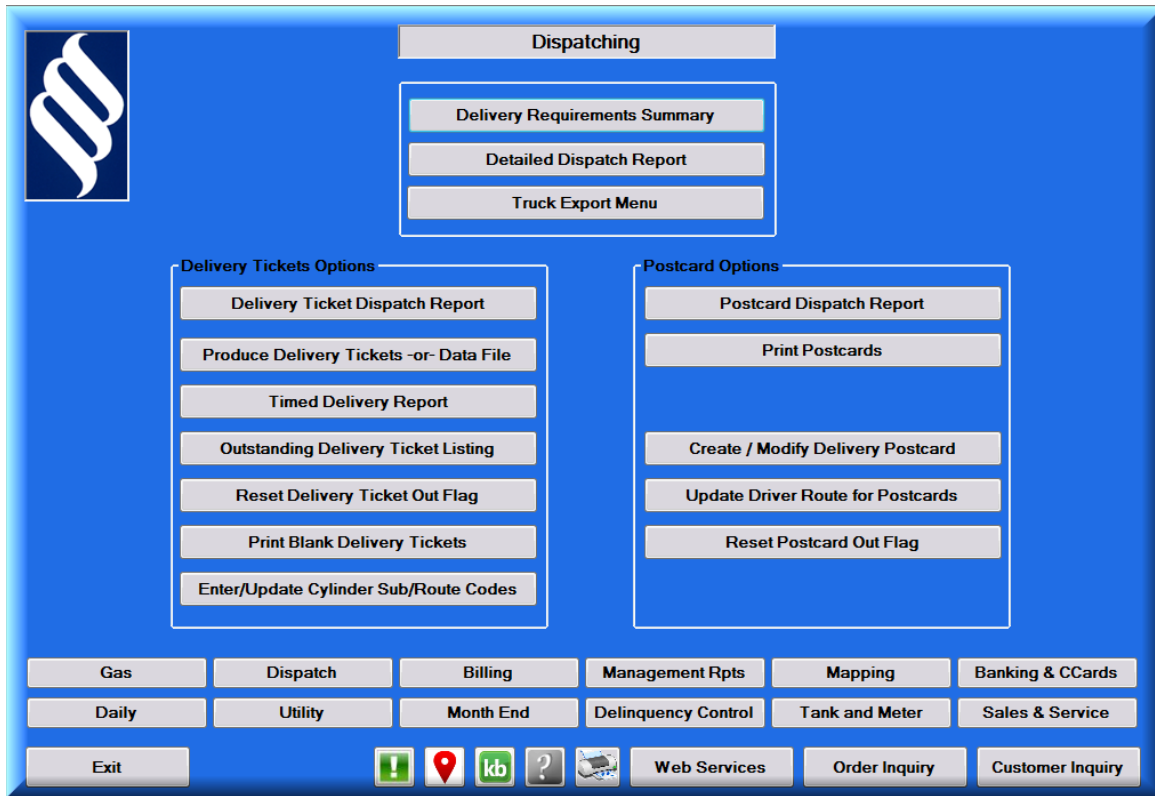
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# DISPATCHING

# Dispatching Menu Contents

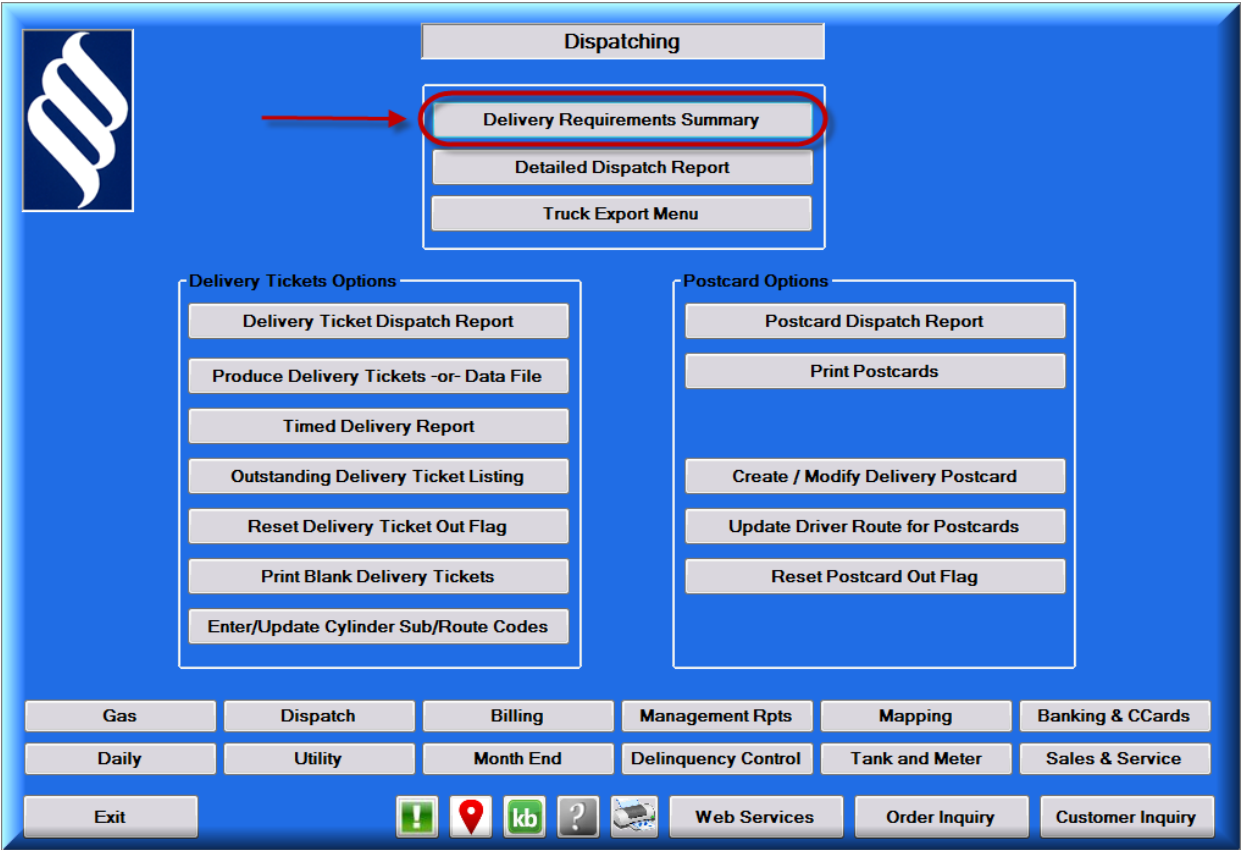
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## Dispatching Menu:



This menu contains everything you need to implement and maintain a routing system. It allows you to print detailed or summary route reports, delivery tickets, and delivery postcards. It also allows you to perform various other maintenance and reporting functions related to the routing system.

# Dispatching Requirements Summary:



The **Dispatch Summary Report** provides a one page analysis by driver and route of how many customers by class require servicing and how many gallons could be delivered or serviced.

## Dispatching Requirements Summary Options:

**Delivery Requirements Summary**

Company Identification Code ..... SPI ▾

Branch Name -or- ALL Branches ..... 01 - Your Compar ▾

Maximum Tank Percent Full (xx%) allowed -or- (Blank for all) ..... %

As of either: (Please choose Date or Degree Day) .....  
Date (MMDDYY)  .....  
Degree Day (4 digits)  .....

Include or Exclude Winter Only Users ..... Include ▾

Include or Exclude Probable Lost Accounts ..... Include ▾

Form Name ..... 0001 ▾

Printer Type ..... VW - View ▾

Exit Continue

**Company Id Code:** Enter the company identification number.

**Branch Name/ All Branches** Enter the Branch Name to be processed (single branch Companies may enter the Company ID).

**Maximum Tank Percent Full:** This option may be used to select only those customers with tanks that are less than a specified "percent-full" by a specified date or degree-day (specified below). Enter the maximum percent to be printed (without the % sign or decimal point). Leave this field blank to print all percentages.

**As of either: Date/ Degree** This option is used with the above "Maximum Tank Percent Full" option to exclude from the report those accounts with tanks that are forecasted to have reached a certain level (% full) by a specified date or degree day. Enter the date or degree day to be used in this exclusion.

**IN / EXclude Winter Only Users:** Enter IN to include winter only users or EX to exclude winter only users from the report.

**Printer ID :** The printer (P1, P2, P3, etc.) that will print the report

Your Propane Company, Inc.

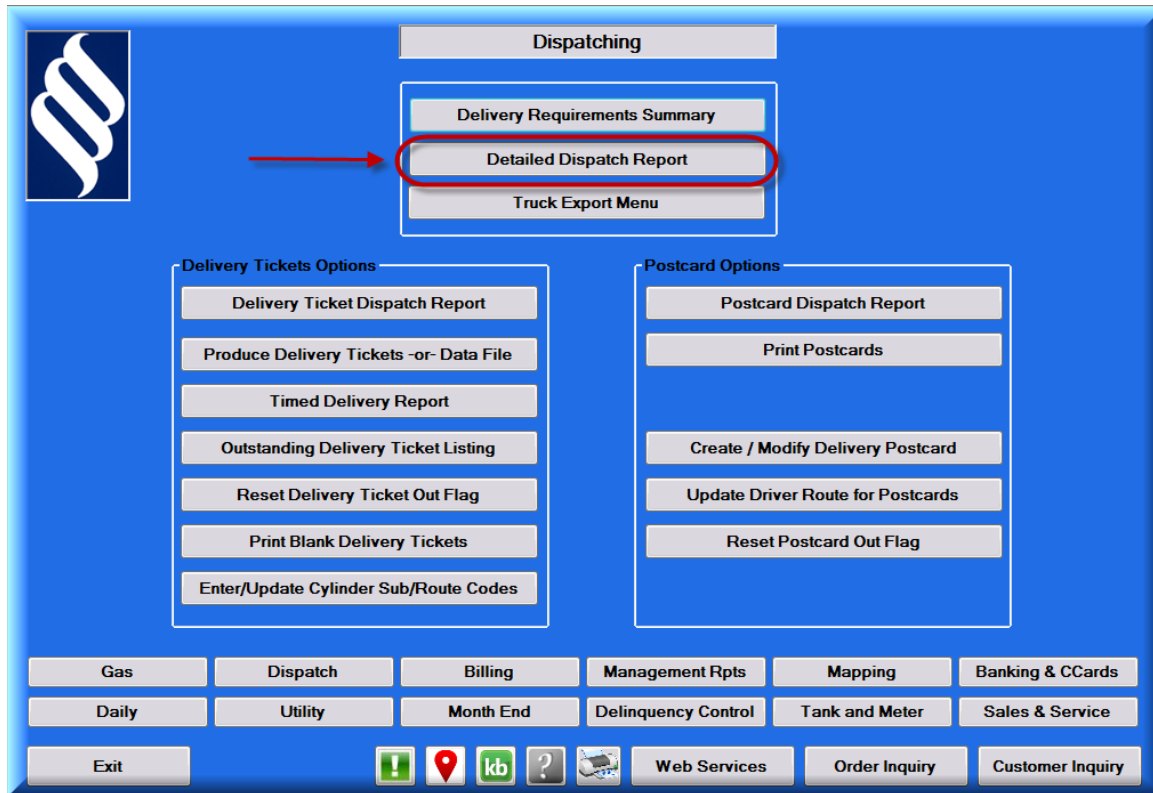
Branch-04

Delivery Requirements Summary as of 2/29/01  
Maximum Percent 35%

05/21/01 08:36 PILAR

Dvr Rte	Numbers of Customers				Average		Deliverable Gallons				Last Delivered Gallons						
	Total	Order	Autom	WeCal	WillC	Size	& Pct	Total	Order	Autom	WeCal	WillC	Total	Order	Autom	WeCal	WillC
1 50	23	4	8		11	365	8%	4459	597	2015		1847	1892	597	715		580
1 BK	41		16		25	265	9%	6244		2785		3459	3710		1440		2270
1 BP	45		28		17	304	12%	7896		4885		3011	4202		2595		1607
1 GW	60		22		38	250	10%	9165		2876		6289	5758		2055		3703
1 IN	15	1	7		7	514	4%	5334	150	2900		2284	1040	150	400		490
1 LS	16		10		6	328	15%	2822		1809		1013	1640		1170		470
1 MM	67	2	32		33	313	10%	12364	350	6458		5556	5292	350	2190		2752
1	334	10	144		180	3	10%	58799	1347	27143		30309	31024	1347	12960		16717
2 AR	99	2	37		60	247	9%	15608	230	5311		10067	9830	230	3410		6190
2 HB	45		18		27	262	13%	6694		2521		4173	5025		2300		2725
2 I	4		2		2	438	0%	1375		610		765	315		315		130
2 IN	4		3		1	708	0%	1514		1250		264	295		165		130
2 MD	25		11		14	264	16%	3527		1533		1994	3234		1430		1804
2 ME	17		6		11	246	6%	2908		1109		1799	1647		515		1132
2 OG	16		7		9	257	11%	2765		1214		1551	1285		195		1090
2 RH	71		33	1	37	263	12%	10094		4547	140	5407	7357		3355	180	3822
2	307	4	133	1	169	273	11%	49052	405	21094	140	27413	32373	405	14070	180	17718
3 AB	33		19		14	273	10%	5458		3343		2115	3475		1765		1710
3 AD	88	1	47		40	266	11%	13714	200	7434		6080	9405	200	4785		4420
3 BW	2		1		1	250	12%	129		112		17	15		15		15
3 I	1		1			1000	0%	850		850			1670		1670		1670
3 MC	140	4	48		88	238	7%	22195	605	7721		13869	14460	605	5110		8745
3 R8	76	3	28		45	220	8%	10247	317	3984		5946	7052	317	2350		4385
3 WB	38		15		23	264	13%	6531		2751		3780	3970		1170		2800
3 XX	1				1	250	0%	145				145	150				150
3	380	8	159		213	244	9%	59444	1122	26195		32127	40357	1122	16850		22385
Br 04	1021	22	436	1	562	76	10%	167295	2874	74432	140	89849	103754	2874	43880	180	56820

## Detailed Dispatch Reports:



This report will provide a list of accounts on each route that require service. It is normally run just prior to printing delivery tickets and is used to assist in preparing for the next deliveries on the specified route. The procedure also creates a "pre-delivery" file that contains all the accounts that qualify for delivery. At ticket time, the system will display the accounts in the "pre-delivery" file to allow *deselection* of some of the accounts. A ticket will not be printed for any accounts that are deselected at ticket time. The dispatch report/delivery ticket printing process is the same if producing tickets or an Automated Truck System data file.

The Dispatch Report is identical to the Customer Status Report except that the "Route Sequence Code" appears where the Driver and Route would appear on the Status Report. Refer to the section on the Detailed Customer Status Report for more information (page 13-4).

**NOTE:** Any gas order that has been entered through Customer Inquiry but has not been printed will appear on the Dispatch Report. The entry will be highlighted, and the "Delivery Code" will be changed to "O" to represent an "open" gas order.

## Detailed Dispatch Report Options:

### **Command Key {F5}: Dispatch Options**

The Dispatch Report Detailed offers different dispatching options. The different options will cycle at the top of the screen by pressing {F5}:

- 1. Print:** After selections have been made, press {Enter}, a "pre-delivery" file will be created and the report will be printed.
- 2. Display:** After selections have been made, press {Enter}, the "pre-delivery" file will display on the screen and allow the operator *to deselect* accounts. No delivery tickets will be printed for deselected accounts and no dispatch report will be printed in this option
- 3. Display & Print:** After selections have been made, press {Enter}, the pre-delivery file will display on the screen and allow the operator *to deselect* accounts. In this option a dispatch report will print; deselected accounts will not show on the report and no delivery tickets will be printed for them.
- 4. Display & Print Tickets:** After selections have been made, press {Enter}, the pre-delivery file will display on the screen and allow the operator *to deselect* accounts. In this option delivery tickets will be printed. No tickets will be printed for deselected accounts.



**5. Display & Print Postcard:**

After selections have been made, press {Enter}, the pre-delivery file will display on the screen and will allow the operator to *deselect* accounts. When this option is taken Postcards can be printed: after deselecting accounts, press {F7}, the operator will be asked if postcards are going to be released for printing? Y/N; if the answer is yes, the screen to print postcards is displayed and the operator will need to fill the Company Id Code and the Postcard Code to print. (See page 15-1 for more information about creating postcards).

**Company ID Code:**

Enter the company identification code.

**Branch Name -or- Company ID:**

Enter the Branch Name to be processed (single branch companies may enter the Company ID).

**Driver and/or Route to print:**

Enter a driver number and/or a route code or leave this field blank to print all drivers / routes. Entry to this field will limit the customers appearing on the report to those with specific driver / route codes in the master file.

**Maximum Gallons:**

Enter the maximum gallons the driver will be delivering.

**Maximum Stops:**

Enter the maximum number of stops the driver will be doing.

**Maximum tank percent full (xx%) allowed:**

This option may be used to select only those customers with tanks that are less than a specified "percent-full" by a specified date or degree-day (specified below). Enter the maximum percent to be printed (without the % sign or decimal point). Leave this field blank to print all percentages.

**As of either: Date -or- Degree Day**

This option is used with the above "Maximum Tank Percent Full" option to exclude from the report those accounts with tanks that are forecasted to have reached a certain level (% full) by a specified date or degree day. Enter the date or degree day to be used in this exclusion.

**Print Sequence:**

Selects the sorting sequence for the dispatch report. The following sequences are available:

**ROUTE** = by master file route code.

**PCT** = by inventory percent full.

**DDAY** = by optimum delivery point by date and then by degree day.

**ACCOUNT** = by account number.

**Cylinder** = by special cylinder master route code.

<b>IN/Exclude "Delivery Codes":</b>	Allows for selection or deselection of accounts with specific delivery codes entered in their customer master file. Enter up to 5 delivery codes to print on the report.
<b>IN/Exclude "Credit Codes":</b>	Allows for selection or deselection of accounts based on the credit code entered in the customer's master file record. Enter up to 5 credit codes for the report.
<b>Omit "Past Due Balances" in excess of whole dollar amount:</b>	Enter a whole dollar amount (no decimal point and no cents). Customers with a past due balance exceeding the amount entered will not be printed on the dispatch report.
<b>IN/Exclude Winter Only Users:</b>	Enter IN to include winter only users or EX to exclude winter only users from the report.
<b>IN/Exclude Probable Lost Accounts:</b>	Enter IN to include probable lost accounts or EX to exclude probable lost accounts from the report. A probable lost account is one that could have refilled and used another complete tank of gas since the last delivery.
<b>Address and Directions to be Printed:</b>	Enter {Y} to print customer addresses and directions or {N} to exclude address and direction information from the report.
<b>Memos to Print:</b>	Enter {Y} to print memos or {N} to exclude memos on the report.

## Dispatch View Screen:

Allows the operator to preview and further limit the customers that will be output to the report, postcards, or file. To remove customers from the output report, postcards, or file, click or enter "D" beside the customer's name.

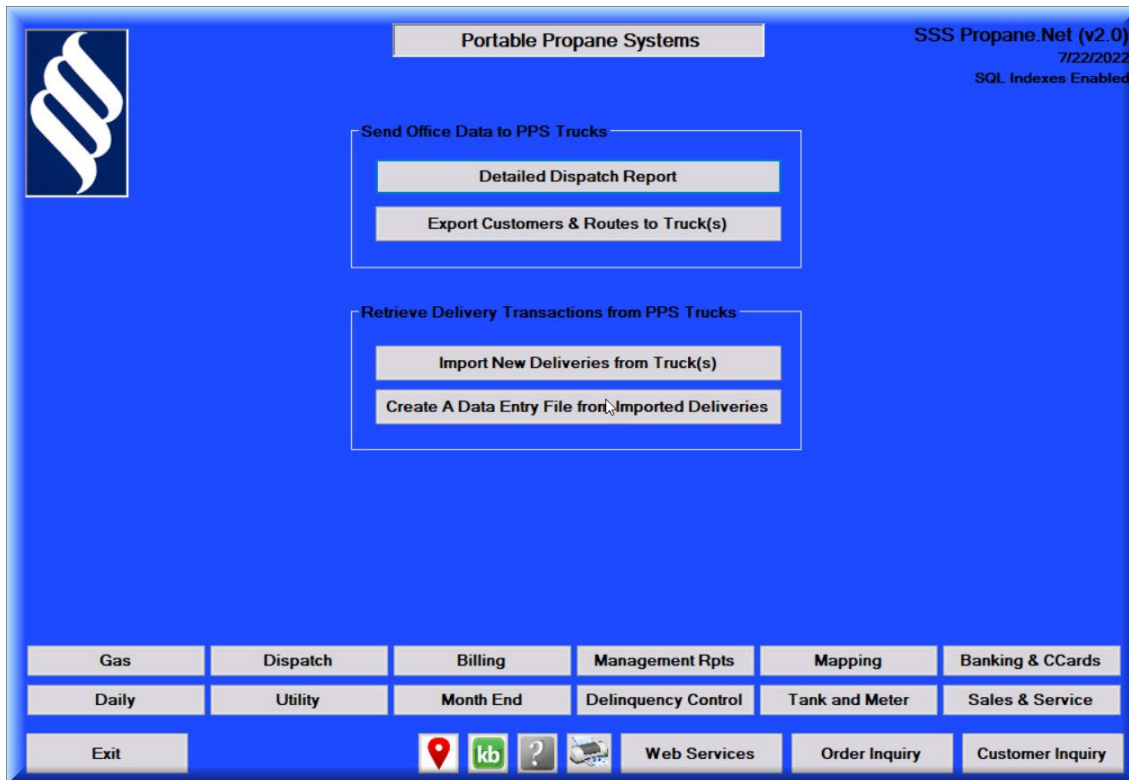
Your Company Name, Inc. Deliverable Gallons: 27977.8 Total Customers: 56

Edit	D	Customer Name	CR	DLV	USE	Phone Number	Forecast	TkSize	Curr %	Tic Out	LYear Gas	Balance	Amt PastDue	Budget Bal
Edit	D	DONALD, TYLER	6	I	3	952-9042	12/04/2016	1000	19	N	709.2	-44.06		
Edit		NORMAN, ED	1	I	3	827-9563	12/04/2016	1000	23	N	1,566.2			
Edit		GRIFFIN, WILLIAM	1	I	3	827-9488	11/17/2013	500	0	N				
Edit		HOLLISTER, DAVID	1	I	3	647-5337	10/12/2013	1000	0	N				
Edit		CANTERINO, MICHAEL	1	I	1	745-5448	11/29/2013	1000	0	N				
Edit		SHELLHAMER, SCOTT & R...	1	I	3	827-1252	01/21/2015	500	0	N				
Edit		HEFT (HOUSE ACCT), LAN...	1	I	3	827-2707	11/13/2015	1000	0	N	772.9			
Edit		MALENKE, BILL	1	I	1	827-7123	02/06/2012	500	0	N				
Edit		ABERNATHY, HUGH	1	O	3	985-8010	01/01/2017	1000	52	N				
Edit		LIMOGES POOL, CLAUDE	1	D	5	469-3114	01/04/2013	250	0	N		-2.00		
Edit		DUNNING GARAGE, WALT...	1	I	1	282-7123	02/16/2015	500	0	N				
Edit		MEDOVICH, ANTHONY	6	A	3	678-1503	12/07/2016	1000	21	N	1,866.0			
Edit		FUNK, RICHARD	1	I	1	458-5896	3027/2014	500	0	N				
Edit		KOLTER, JAMES & MEGAN	1	A	3	933-1860	12/09/2016	500	21	N	2,381.8	-5.00		
Edit		HENRY, BOB	1	I	3	827-9118	12/25/2014	1120	0	N				
Edit		HIGGINS, ROBERT	1	I	3	469-7534	02/11/2013	1000	0	N				
Edit		VOGELMAN, STEVE & JAMIE	6	I	3	202-8059	01/06/2014	500	0	N				
Edit		SCHMIDT, STEPHANIE	5	A	1	999-9999	12/06/2016	240	24	N	293.2			
Edit		ALAN, DANA	1	I	3	715-6644	03/15/2014	1000	0	N				
Edit		MILLER, BILL	5	I	3	469-6725	01/26/2014	500	0					
Edit		ROBINSON, MIKE	1	I	3	614-7060	03/05/2016	1000	0	N	693.5			
Edit		WANG, QING	1	I	3	756-8468	01/07/2016	500	0	N	292.1			
Edit		MCKAY, JENNIFER	7	A	1	678-4066	11/27/2016	100	0	N	315.0			

Double Click row to "D"eselect. Orders 6 days out are deselected automatically.

Go Back    ORDERS   WILL & WE CALL   TIMED   ETM   TICKET OUT   Deselected Orders   Continue

## Truck Export Menu:



This option will display the Truck Interface Menu which enables a user to output data to a truck-based system, import data from the truck or process data that has been imported. The menu displayed when this option is selected is variable and is determined by the type of truck system used. For the purposes of this document, we will display the Portable Propane System Menu only. Alternative truck system interfaces will be documented elsewhere.

## Send Customer Data to PPS Trucks:

### Detailed Dispatch Report

Detailed Dispatch Report View & Print

Company Identification Code WEB

Branch Name -or- Company ID for all branches 01 - Green's Prepar

"Driver" and/or "Route" to print (Blank for all)

Limited To: Maximum Percent Full 40 %  
Maximum Stops  
Maximum Gallons

Forecast Forward to Date or Degree Day (Optional) Date (MMDDYY) Degree Day (4 digits)

Output Sequence Option Route

Include / Exclude "Delivery Codes" Exclude (Optional) V W B  
Include / Exclude "Credit Codes" Include (Optional)  
Include / Exclude Past Due Balances Include With Dollars Amounts in Excess of (6.0)  
Include / Exclude Heat Only Customers Include Include / Exclude Possible Lost Accts Include

Addresses & Directions to be printed Y Single or Double Spacing Single Form Name 0001  
Memos to print N Printer Type P1

Exit F11 - Addition Routes Continue

#### 1. Dispatch Report:

##### Routing from the Office:

#### 2. Export Customers and Routes to Media:

Please refer to the section entitled Detailed Dispatch Report in the "Dispatch Menu" for detailed documentation on this report. Please note that, when using the Portable Propane System, this option will be used to "route from the office".

Each dispatch report that is produced in the office will create a route file which will be output to the truck system. The customers that qualify for the report in the office will be listed as "Office" customers in the Portable Propane System (ie. laptop) when the Gas Salesman searches for customer by "route". Customers that have orders in the office system will be highlighted in the Portable Propane System and "Order" will be displayed. Optionally, customers that have no outstanding orders and are not "routed from the office" via a dispatch report route file will also be listed in the Portable Propane System but they will have no special designation.

This option is used to copy the customer database file, order file, and route file(s) to the Portable Propane System media. The media may be ramcard, thumbdrive, floppy disk, network, or any other media accessible via system drive letter.

## Export Customers and Routes to Truck(s)

Prepare File for the Portable Propane System

Company Identification Code ..... WEB ▾

Branch Name -or- ALL Branches ..... 02 - FAVORITE F ▾

Truck Number - or- ALL Trucks ..... ALL ▾

Workstation Specific Settings

PPS Data Card or FlashDrive Letter .....

PPS Remote Data Card or FlashDrive Letter (for remote connections only) .....

Do not enter a driver number unless you wish to RESTRICT the number of customers that will be output.

Driver Number to Load -or- Blank for ALL Drivers .....

Exit    Disable Web Transfer    Continue

<b>Company Identification Code:</b>	Enter the company identification code.
<b>Branch Name or All Branches:</b>	Enter the Branch Name to be processed
<b>Truck Number or Blank for All Trucks:</b>	Enter the truck number that will be delivering the gas order or leave blank for all trucks.
<b>Driver Number to Load or Leave Blank for All Drivers:</b>	Do not us this option unless you want to restrict the number of customers that you want to output.
<b>Workstation Specific Settings:</b>	Enter in the Flash Drive Letter the computer uses to read the data card or flash Drive Enter in the Remote data card or Flash Drive Letter the computer uses if the customer is on RD
<b>Disable Web Transfer</b>	Click this button if you want to turn off Web Transfer

## Retrieve Transactions from PPS Trucks:

## Import New Deliveries from Truck(s):

Import Transactions from the Portable Propane System

Company Identification Code ..... WEB ▾

Branch Name ..... 02 - FAVORITE F ▾

Truck Number (or ALL) ..... ALL ▾

Workstation Specific Settings

PPS Data Card or FlashDrive Letter .....

PPS Remote Data Card or FlashDrive Letter (for remote connections only) .....

PPS Data Entry Workstation ID Code ..... PP

Exit    Disable Web Transfer    Continue

This option will copy the transaction file(s) from the Portable Propane System media back to the office system. Operators may import one or many trucks prior to running the next option

Click on Disable Web Transfer to turn off Web Transfer

For more on this refer to the **Daily Menu** manual.

## Create New Data Entry File from Deliveries:

Create or Update Data Entry File from Automated PPS Deliveries

Company Identification Code ..... WEB ▾

Branch Name ..... 02 - FAVORITE FLA ▾

Truck Number - or- Blank for ALL Trucks .....

Truck System Type ..... PP=PPS (All Types ▾

Month and Year Transactions Will Be Posted In ..... 02/20

Sales Page Number to Assign .....  New Page #

Cash Page Number to Assign .....  New Page #

Print Transactions, Transfer Transactions or Both ..... Both ▾

Form Name ..... LAND ▾

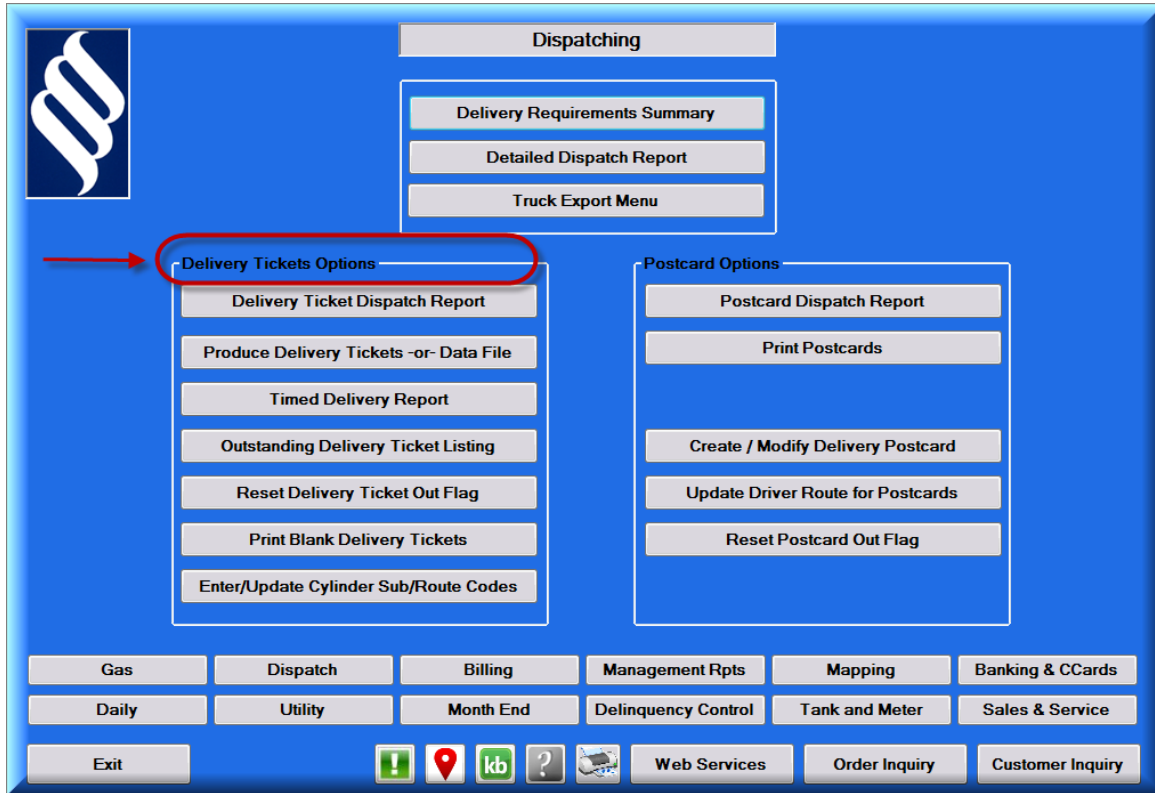
Printer Type ..... P1 ▾

Exit Continue

This option will combine all truck's transaction files, or a single truck's transaction files, that were imported above into one data entry work-file using a page number specified by the operator. The name of the Portable Propane System data entry file is variable and defined in system setup. By default, the data entry file will be called "PP". Once this option has been run, operators must proceed to the Daily Menu to complete the posting cycle for "PP" (or other preassigned truck transaction filename) as they would with any other data entry file. This includes entering control totals, correcting transactions (if necessary), printing and edit listing (if desired), and transferring the work to the sales journal.



## Delivery Ticket Options:



This option will display the Delivery Tickets Menu which enables a user to perform Delivery Ticket - related operations.

## Delivery Ticket Dispatch Report:

Detailed Dispatch Report		View & Print Tickets	
Company Identification Code	.....	WEB	▼
Branch Name -or- Company ID for all branches	.....	02 - FAVORITE FLA	▼
"Driver" and/or "Route" to print	..... (Blank for all)	▼	▼
Limited To:	.....	Maximum Percent Full	40 %
		Maximum Stops	<input type="checkbox"/>
		Maximum Gallons	<input type="checkbox"/>
Forecast Forward to Date or Degree Day (Optional)	.....	Date (MMDDYY)	<input checked="" type="radio"/>
		Degree Day (4 digits)	<input type="radio"/>
Output Sequence Option	.....	Route	▼
Include / Exclude "Delivery Codes"	..... Exclude ▼ (Optional)	▼	▼
Include / Exclude "Credit Codes"	..... Include ▼ (Optional)	▼	▼
Include / Exclude Past Due Balances	..... Include ▼	With Dollars Amounts in Excess of	<input type="text"/> (6.0)
Include / Exclude Heat Only Customers	..... Include ▼	Include / Exclude Possible Lost Accts	Include ▼
		Form Name	0001 ▼
		Printer Type	VW ▼
Truck Number	.....		▼
Exit		F11 - Addition Routes	Continue

Please refer to the section entitled Detailed Dispatch Report in the "Dispatch Menu" for detailed documentation on this report.

## Produce Delivery Tickets or Data File:

Produce delivery tickets

Company Identification Code ..... WEB ▾

Branch Name -or- ALL Branches ..... 02 - FAVORITE F ▾

Enter Driver / Route To Print (Optional) ..... ▾

Print Sequence ..... A - Account Number ▾

Reprint Previously Printed Tickets? ..... Y - Yes ▾

**Additional Restrictions Beyond Dispatch**

Maximum Tank Percent Full Allowed -or- Blank for All ..... %

Exclude ▾ Customers with Delivery Codes Equal To ..... ▾ ▾ ▾ ▾ ▾

Include or Exclude Customers That Only Use Gas for Heating? ..... Include ▾

Beginning through Ending Route Sequence to Print (or Blank for All) ..... ▾ ▾

Printer Type ..... VW ▾

Exit Continue

This option is used to go further than the Dispatch Report. It must be used to print "delivery tickets" or to create a "delivery route file" for automated truck systems.

Produce Delivery Tickets or Data File Options:

<b>Company Identification Code:</b>	Enter the company identification code.
<b>Branch Name or All Branches:</b>	Enter the branch name.
<b>Enter Driver/ Route to Print (Optional)</b>	Enter the driver/ route you want printed.
<b>Print Sequence:</b>	A = Account D = Degree Day R = Route S = Special
<b>Reprint Previously Printed Tickets:</b>	If you want to reprint a previously printed tickets select yes.
<b>Additional Restriction Beyond Dispatch:</b>	These options are used to go further than the Dispatch Report.
<b>Maximum Tank Percent Full Allowed or Blank for All:</b>	Enter the percentage to indicate which customers to pull below that percentage.
<b>Customer With Delivery Codes Equal to :</b>	Enter the Delivery Codes that match the customer
<b>Include/ Exclude Customers that Only Use Gas for Heating:</b>	Do you want to include or exclude the customers that only use gas for heating?
<b>Beginning through Ending Route Sequence to Print ( Blank for All):</b>	Only used with Mapping and when Routes are sequenced.

Ticket Example and Explanation:

DR-ZONE 1-RH	20% DEL 3/14/00	GALS. 150	USE 1H	ACCOUNT NO. 4-86614	REFERENCE NO. 16511	6891
CR-DEL 5W	RUN OUT 4/17/00	G.P. DD 19	G.P. DAY	GEORGE SVETLAY 7411 BISHOP RD SHDES VLLY, AL		
TANK SIZE 250	GALS. LAST YEAR 515	CONFIDENCE 99				
PHONE NO.	PREVIOUS DELIVERY 0126 80 % 125					
GAS ORDER				DIRECTIONS		
DATE: 3/08/00 @ .46				PASS MASSEY GRO TR-TL ON BISHOP ST GO TO HOUSE IN SHARP CURVE		
FILL <input type="checkbox"/> (OR) AMT: _____						
CASH <input type="checkbox"/> (OR) CHARGE <input type="checkbox"/>						
1 1.44				Suburban Gas, Inc. 2800 Dartmouth Avenue Bessemer Al 35020 424-4464		
				TEMPERATURE COMPENSATED VOLUME CORRECTED TO 60° F.		
DELIVERY DATE		PO. NUMBER				
PCT. FULL		SALESMAN				
QUANTITY	PRICE	AMOUNT				
	5.00 %	SALES TAX				
CASH <input type="checkbox"/>		MOTOR FUEL TAX				
CHARGE <input type="checkbox"/>		SPECIAL TRIP CHG.				
SNIFFTEST <input type="checkbox"/>		SHORT DEL. CHG.				
AMOUNT DUE		\$				
X RECEIVED BY						

The information on the delivery ticket includes the customer's:

- Forecasted xx% delivery point by degree day or date (where xx% is 20% or the delivery point specified in the supervisor)
- Forecasted run out delivery by degree day or date
- Route sequence code
- Five lines of directions
- Projected delivery gallons
- Use code, credit code, & delivery code
- Use rate in gallons/degree day and gallons/day
- Confidence factors in the use rates
- Tank size, and phone number
- Last year's gallons delivered
- Previous delivery data
- Sales tax rate
- Indication of special pricing.

## Timed Delivery Report:

**Print Timed Ticket Report**

Company Identification Code ..... SPI ▾

Enter Driver Number To Print (Optional) .....

Enter Route To Print (Blank for All) .....

Printer Type ..... P1 - Oki Data Dot ▾

Exit Continue

A list of customers that have been designated to be delivered to, at specific time intervals (ie. timed customers).

Enter company identification code, driver and route. If driver and route fields are left blank, all timed customers will show on the report.



## Outstanding Delivery Tickets:

The screenshot shows a blue-themed software window titled "Print Outstanding Delivery Ticket List". It contains several configuration options, each with a label and a corresponding input field or dropdown menu:

- Company Identification Code**: A dropdown menu with "SPI" selected.
- Enter Driver Number To Print (Optional)**: A text input field.
- Enter Route To Print (Blank for All)**: A text input field.
- Enter Product Code To Print (Blank for All)**: A dropdown menu.
- Print Tickets In Sequence: Account or Date Order**: A dropdown menu with "D-Date" selected.
- Include outstanding tickets for customers that do not show tickets out in customer inquiry?**: A dropdown menu with "Y - Yes" selected.
- Would you like duplicates to show on the report?**: A dropdown menu with "Y - Yes" selected.
- Maximum number of months back to check for outstanding tickets?**: A text input field.
- Printer Type**: A dropdown menu with "P1 - Oki Data Dot" selected.

At the bottom of the window, there are two buttons: "Exit" on the left and "Continue" on the right.

This menu item will print a list of customers who have a delivery ticket 'out'. A delivery ticket is considered 'out' if it has been printed (sent out) but not keyed into the system as a gas transaction (ie. not returned).



## Outstanding Delivery Tickets Options:

- Company id:** Enter company identification code.
- Driver:** Enter driver number or leave blank for all.
- Route:** Enter route number or leave blank for all.
- Product Code:** Enter the Product Code or leave blank for all.
- Sequence Print:** The report can be printed in account or ticket sequence.

**Note: Include outstanding tickets for customers that don't show a ticket out in customer inquiry:** If by mistake, several tickets have been printed for the same customer and only one has returned (keyed into the system as a gas transaction), the ticket out flag clears up in customer inquiry but the other tickets stay as outstanding. If Y is selected in this option, the outstanding tickets will show on the report.

**Duplicates to show on the report.** Answer Y or N to this question in case you want duplicated tickets to show.

**Maximum number of Months back:** Enter the maximum months back that you would like to check for outstanding tickets.

Example:

YOUR COMPANY		** Outstanding Delivery Tickets Listing **					4/10/13	
Ticket Date	Number	Driver	Route	Account	Name	Delv Code	Last Delv	Pct full
10/22/02	78808			3-0213-9	NV HOMES	A	1/13/03	99
10/29/02	79363			3-0009-5	STATE ELE SUPPLY CO	A	9/23/03	99
10/30/02	79387			3-0208-7	MULVANEY HOMES	A	10/30/02	99
11/01/02	79403			3-0009-5	STATE ELE SUPPLY CO	A	9/23/03	99
11/27/02	81989			3-0060-6	VENTURE CONSTRUCTION	A	11/21/02	99
11/29/02	82505			3-0212-4	EDIFICE CONTRACTORS	A	1/31/03	99
11/29/02	82506		TH	3-0222-8	EDIFICE CONTRACTORS	A	11/01/02	99
12/02/02	82513			3-0039-0	MA MOCK ENTERPRISES	A	1/10/03	99
12/11/02	83086			3-0207-1	RYAN HOMES-VND#03607	A	5/20/03	99
12/12/02	83104			3-0030-0	FASHION PRINTING INC	A	7/31/01	15
12/12/02	83105			3-0049-8	GLASGOW BRIDGES	A	7/16/02	99
12/12/02	83106			3-0056-4	SOLIDSFLOW INC	A	10/25/01	22
12/18/02	84675		TH	3-0224-2	CLANCY & THEYS	A	12/09/02	99
12/23/02	85033		TH	3-0224-7	NICK RACKOV	A	12/12/02	99
12/26/02	85233			3-0205-3	APEC OF CAROLINA	A	8/27/02	99

## Reset Delivery Ticket Out Flag:

**Reset / Print Tickets Out**

Company Identification Code ..... VLU ▾

Print Only (P), Update Only (U), or Both (B)? ..... Print Only ▾

Enter Driver Number To Print or Update (Optional) .....

Enter Route To Print or Update (Optional) .....

Enter Beginning Printed Date (MMDDYY) .....

Enter Ending Printed Date (MMDDYY) .....

Enter Beginning Ticket Reference Number .....

Enter Ending Ticket Reference Number .....

Branch Account Number to Reset .....

Printer Type ..... P1 - Dot Matrix ▾

Exit Continue

This option is used to clear the delivery ticket printed field that is found in Customer Inquiry.

Reset Delivery Ticket Out Flag Options:

<b>Company Identification Code:</b>	Enter company identification code.
<b>Print/Update/Both:</b>	Do you want to only print the tickets, update the tickets, or both.
<b>Driver Number (Optional):</b>	Enter the Driver Number
<b>Route:</b>	Enter the Route number
<b>Beginning Date:</b>	Enter the Beginning Period Date in MMDDYY format.
<b>Ending Date:</b>	Enter the Ending Period Date in MMDDYY format
<b>Ticket Reference Number:</b>	Enter the Beginning and Ending Ticket Reference Number.
<b>Branch Account Number</b>	Enter the Account number that you want to reset

## Print Blank Delivery Tickets:

Print Blank Delivery Tickets

Company Identification Code ..... WEB ▾

Branch Name -or- ALL Branches ..... 02 - FAVORITE F ▾

Number of Tickets to Print .....

Printer Type ..... P1 ▾

Exit Continue

This option prints blank delivery tickets with a reference number generated by the system. Enter company identification code, branch name and the number of tickets you want to print.

Enter Update Cylinder Sub/Route Codes:

Screen One:

The screenshot shows a software interface with a blue background. At the top left, the text 'Update Cylinder Routing File' is displayed. Below this, there are two rows of input fields. The first row is labeled 'Company Identification Code and Branch ID' and contains two dropdown menus; the first is set to 'WEB' and the second to '02'. The second row is labeled 'Enter Driver and Route' and contains two empty dropdown menus. At the bottom of the screen, there are three buttons: 'Exit' on the left, 'Previous Screen' in the center, and 'Continue' on the right.

Allows the driver to create daily routes to deliver cylinders

## Screen Two:

Update Cylinder Routing File

Company Identification Code and Branch ID ..... SPI ▾ 01 ▾

Enter Driver and Route ..... 1 ▾ C1 - Chester Spi ▾

Record Status ..... A - Active ▾

First Sub-Route Code ..... ▾

Second Sub-Route Code ..... ▾

Third Sub-Route Code ..... ▾

Fourth Sub-Route Code ..... ▾

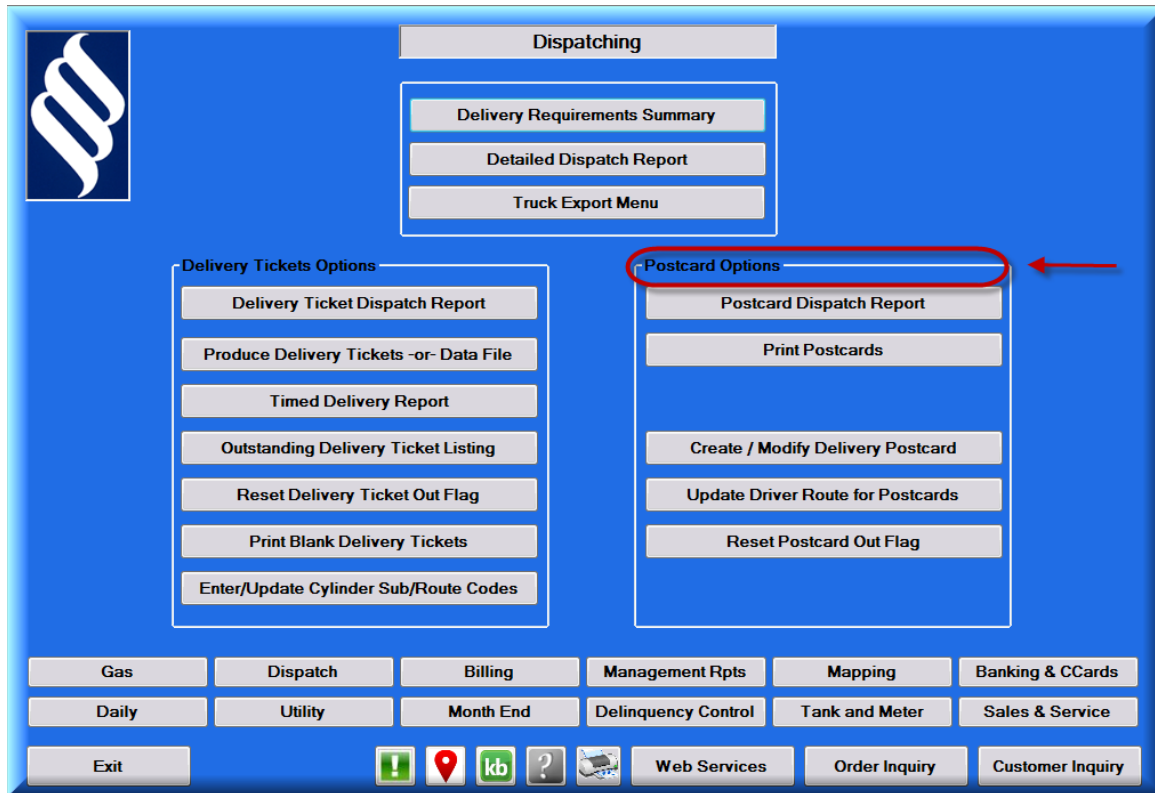
Fifth Sub-Route Code ..... ▾

Sixth Sub-Route Code ..... ▾

Seventh Sub-Route Code ..... ▾

Exit Previous Screen Continue

## Postcard Options:



Delivery Postcards Menu enables a user to perform Postcard - related operations.



## Postcard Dispatch Report:

Detailed Dispatch Report		View & Print Postcards	
Company Identification Code	.....	WEB	▼
Branch Name -or- Company ID for all branches	.....	02 - FAVORITE FLA	▼
"Driver" and/or "Route" to print	..... (Blank for all)	▼	▼
Limited To:	.....	Maximum Percent Full	40 %
		Maximum Stops	▼
		Maximum Gallons	▼
Forecast Forward to Date or Degree Day (Optional)	.....	Date (MMDDYY)	<input checked="" type="radio"/> ▼
		Degree Day (4 digits)	<input type="radio"/> ▼
Output Sequence Option	.....	Route	▼
Include / Exclude "Delivery Codes"	..... Exclude ▼ (Optional)	▼	▼
Include / Exclude "Credit Codes"	..... Include ▼ (Optional)	▼	▼
Include / Exclude Past Due Balances	..... Include ▼	With Dollars Amounts in Excess of	▼ (6.0)
Include / Exclude Heat Only Customers	..... Include ▼	Include / Exclude Possible Lost Accts	Include ▼
		Form Name	0001 ▼
		Printer Type	VW ▼
Postcard Name	.....	▼	
Exit		F11 - Addition Routes	Continue

Please refer to the section entitled Detailed Dispatch Report in the "Dispatch Menu" for detailed documentation on this report.

Choose the postcard option at the top to view/print.

## Print Postcard:

**Print Delivery Postcards**

Company Identification Code ..... WEB ▾

Branch Name -or- ALL Branches ..... 02 - FAVORITE F ▾

Enter Driver / Route To Print (Optional) ..... ▾

Print Sequence ..... A - Account Number ▾

Reprint Previously Printed Tickets? ..... Y - Yes ▾

Additional Restrictions Beyond Dispatch

Maximum Tank Percent Full Allowed -or- Blank for All. .... %

Exclude ▾ Customers with Delivery Codes Equal To .....

Include or Exclude Customers That Only Use Gas for Heating? ..... Include ▾

Beginning through Ending Route Sequence to Print (or Blank for All) .....

Enter Delivery Postcard Code to Print ..... ▾

Printer Type ..... VW ▾

Exit Continue

Allows for the printing of a Postcard notice to "Will-Call" (or other) customers. It warns the customer of the need for delivery, telling them when the gas salesmen will be in their area, and requesting that they contact you to arrange for delivery. A request for arrangement of payment may, optionally, be printed on the postcards for customers with outstanding balances.

### NOTES:

1. The Driver and date information that will be printed on the delivery postcard must be setup prior to running this option
2. The process of selecting which postcards will be printed is exactly the same as the process for selecting delivery tickets. The information that will be printed on the delivery post card such as the driver name and dates he will be in a specific area must be setup prior to printing delivery postcards. (For more information, refer to Create Delivery Postcards later in this chapter).

## Create/ Modify Delivery Postcard:

Allows the operator to create or update personalized delivery postcards.

### Screen One:

Create Delivery PostCard

Company Identification Code ..... SPI

Select Postcard Code ..... RD - Will-Call Postcard

- RD - Will-Call Postcard
- PB - Pre-buy Postcard
- P5 - Postcard for 5's
- P6 - Postcard for 6's
- SN - Snow Removal
- ES - Electronic Postcards
- SF - Summer Fills

Exit Continue

**Company Identification Code:** Enter company identification code.

**Enter PostCard Code:** Enter the two letter code of the postcard you want to create or update, then press {Enter} and the next screen will be displayed:

## Screen Two:

UpdateDeliveryPostCardForm

Enter Delivery Postcard Text Below

Your Company Name  
Address  
City, State Zip

**\*\*Reminder: Your propane tank is due for a delivery\*\***  
Our delivery truck will be in your area soon.  
Please verify the percentage on your tank and  
call our office at 610-458-8389 to schedule a  
delivery. (current account balances must be paid in  
full before another delivery can be made.)  
**\*\*Thank you for your business\*\***

Customer Name  
Address  
City, State Zip

Available Variables for Merge

**&DN = Driver's Name**  
**&DY = Delivery Days or Date**  
**&PD = ', and payment of your existing balance.**

Cancel Save

On the second screen (highlighted part) the operator can edit the text to appear on the postcard and press {Enter} to record the information. Each line is defaulted to 53 characters. The following can be used on editing the text:

**&DN** Driver's Name

**&DY** Delivery Days or Date

**&PD** ', and payment of your existing balance.

**Note:** Before printing PostCards, &DN and &DY codes have to be specified in the Postcard Driver and Route file.

Example:

Your Propane Company, Inc.  
2800 Dartmouth Avenue  
Bessemer Al 35020

Our records indicate your propane tank needs filling.  
Our Gas Salesman Charles is scheduled to be in your  
area on Monday and Thursday.

Please call our office at 205-481-4440 to arrange for  
delivery, and payment of your existing balance.

BRENDA HAMILTON  
243 BLACKSTOCK RD  
BIRMINGHAM AL

35209

## Update Driver Route for Postcard:

This option may be used to build a file with Driver Names and Dates to be printed on delivery postcards. This information should be setup before attempting to print delivery postcards.

### Screen One:

**Update Driver Route File**

Company Identification Code and Branch ..... SPI ▾ 01 ▾

Enter Driver and Route ..... 1- ▾ ▾

Exit Previous Screen Continue

Screen Two:

Update Driver Route File

Company Identification Code and Branch	SPI	01
Enter Driver and Route	1 - I	C1 - Chester Spi
Record Status	A - Active	
Driver Name	<input type="text"/>	
Delivery Day or Dates for Postcard	<input type="text"/>	
Delivery Day for Statement	<input type="text"/>	

Exit Previous Screen Continue

## Reset Postcard Out Flag:

Reset / Print Tickets Out

Company Identification Code ..... SPI ▾

Print Only (P), Update Only (U), or Both (B)? ..... Print Only ▾

Enter Driver Number To Print or Update (Optional) .....

Enter Route To Print or Update (Optional) .....

Enter Beginning Printed Date (MMDDYY) .....

Enter Ending Printed Date (MMDDYY) .....

Enter Beginning Ticket Reference Number .....

Enter Ending Ticket Reference Number .....

Branch Account Number to Reset .....

Printer Type ..... P1 - Oki Data Dot ▾

Exit Continue

This option allows you to selectively reset the Postcard 'out' flag in the delivery file. This option may be used if postcards are lost during printing or if an improper group of postcards is printed by mistake.