

Mobile POD Documentation

Box Creation Method 1 (Automatic)

When a delivery note is printed, a barcode or QR code is added to the printout. This can be scanned by the mobile app to load and deliver boxes. Orders will be displayed on the app as one box.

Contact Support for print template amendments.

DELIVERY NOTE

Alt. Company Name here...
 Address Line 1
 Address Line 2
 Address Line 3
 Postcode
 T.
 W.web url here...
 E. email address here...

INVOICE ADDRESS:
 JOHN SMITH
 52 MACE ROAD
 KEYNSHAM
 BRISTOL
 BS32 1HF

DELIVERY ADDRESS:
 52 MACE ROAD
 KEYNSHAM
 BRISTOL
 BS32 1HF
 01234 12345678

DESPATCH NO: 2369:1 PAGE: 1 of 1
 ORDER DATE: 06/11/2019
 DELIVERY DATE:
 ORDER REF: COUNTER
 ACCOUNT NO: 0001
 RAISED BY: CHLOE WADSWORTH

LINE	PRODUCT	DESCRIPTION	PER	ORDERED	SUPPLIED	TO FOLLOW	COMMENT
1	0031:1	OAKLEY COLLECTION BATH	1	1	1	0	
2	0032:1	OAKLEY SUITE SINK	1	1	1	0	
3	0034:1	OAKLEY SILVER MIX TAPS	1	1	1	0	

INSTRUCTIONS:

RECEIVED IN GOOD CONDITION: SIGNED: _____
 PRINT NAME: _____
 DATE: _____

Registered in England No: 07554713 VAT Registration No: GB 955 5555 55

Goods supplied are subject to our Terms and Conditions of Sale, copies available on request. E.A.D.

Box Creation Method 2 (Manual)

Boxes can be created manually by using Order Boxes Maintenance. This can be found in **Sales Processing | Document Entry | Order Boxes Maintenance**. Input the order ID into the 'Order' field to begin adding boxes for delivery.

'C'reate Boxes – Create a list of boxes as required

'L'abel Print - Print labels for the boxes, which will be scanned by the mobile app. This option is only available if a valid print template has been set up for your label printer. To create a supported print template, please contact MACE Support.

POD Boxes in BRISTOL (772)

MACE Systems AnyDesk TeamViewer Print Screen

Platypus Products Order Boxes Maintenance P13992 28/09/2022

Order 2634:1 (Live)
 Date 28/09/22
 Customer 0004 KP PLUMBING AND HEATING

Box	Loaded	Device	Delivered
1			
2			
3			

'C'reate boxes, 'L'abel print or 'E'nd

Mobile POD

Settings

The screenshot shows the 'Settings' screen with a dark blue header containing a menu icon, the title 'Settings', and a 'Save' button. The main content area includes the following fields and buttons:

- App ID:** 19990J53210
- Username:** Dave
- Web Services URL:** http://84.92.198.5:8081/
- Timeout (seconds):** 20
- Test Connection** button
- Wipe App** button

At the bottom, there is a navigation bar with four icons: Connection (gears), Profile (person), Theme (pencil), and Options (wrench).

On first set-up, you will be asked for the following details:

App ID – This will be generated automatically after saving the settings

Username – User ID for the device

Web Services URL – The webservices URL required to connect to MACE

Timeout (seconds) – The delay that will occur before an error is displayed while trying to connect to MACE

Press **Save** to complete the Connection settings. Additional options include:

Test Connection – Test the device connection to MACE and Web Services

Wipe App – Clear device data and restore to default settings

Profile

The screenshot shows the 'Profile' settings screen with a dark blue header containing a menu icon, the title 'Settings', and a 'Save' button. The main content area includes the following fields and buttons:

- Company:** Platypus Products
- User Profile:** DELIVERIES
- Delivery Sync Time (minutes):** 10
- Forms Queue:** 0
- Archiving Token (Add):** ✓
932A3C-C8DE9F-DA0801
- Clear Delivery Cache** button

At the bottom, there is a navigation bar with four icons: Connection (gears), Profile (person), Theme (pencil), and Options (wrench).

Company – The company to connect to in MACE

User Profile – The MACE user profile for the device

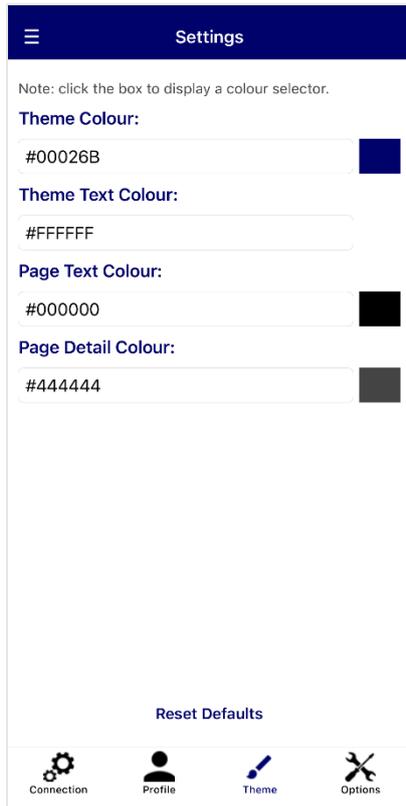
Delivery Sync Time (minutes) – The length of time in which the app will attempt to update MACE with any orders that have been delivered when the device had no network connection

Forms Queue – The forms queue for managing print processes. Forms queues are located on the system Printer Manager or under Define Printers in the Printer Control menu

Archiving Token (Add): A security access code required for capturing and archiving photos. Contact MACE to set up archiving tokens. Not required for general app use

Clear Delivery Cache – Manually wipe the deliveries off the device. It may also be necessary to run the 'Empty Van' process in MACE

Theme



The Theme page can be used to change application colours.

Theme Colour – Main colour for the application

Theme Text Colour – Used for text headings and titles

Page Text Colour – Application Background colour

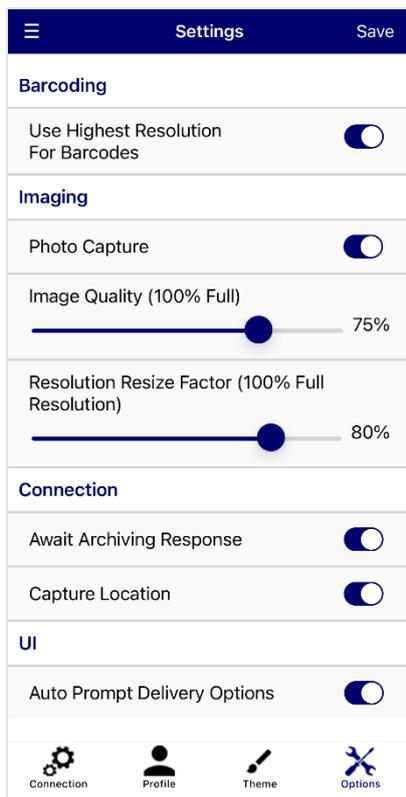
Page Detail Colour – Used for page text

Reset Defaults – Set colours to the default application colour scheme

There are multiple colour options, with the ability to enter colour names such as 'red', or type in a colour's hexadecimal code. Colours on this screen will be saved automatically.

Alternatively, clicking the box next to the textbox will open a detailed colour selection screen. Click **Save** on this screen to save your colour selection.

Options



Use Highest Resolution For Barcodes – When scanning for barcodes, the camera will use the highest available resolution

Photo Capture – Allow app to take photos with the device camera and archive them in MACE against the order

Image Quality – Control the level of detail in captured images. Higher image quality will result in larger file sizes

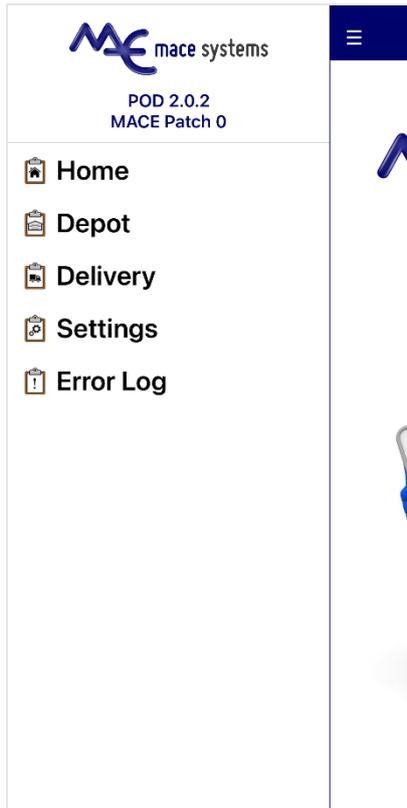
Resolution Resize Factor - Resize captured images to lower the file size. The lower the percentage, the smaller the file

Await Archiving Response – On uploading a photo, the app will pause until an archived confirmation is received. If turned off, the process will run in the background

Capture Location – Enable app to capture location co-ordinates and address

Auto Prompt Delivery Options – Display the options for delivery immediately after scanning

Navigation



To navigate, either slide the screen to the right, or press the three dashed lines.

The navigation panel will display the current app version as well as the current MACE patch level. If your patch level is not high enough for the application, an error message will be displayed.

To select a page, tap on the required menu option.

To load boxes for delivery, tap **Depot**.

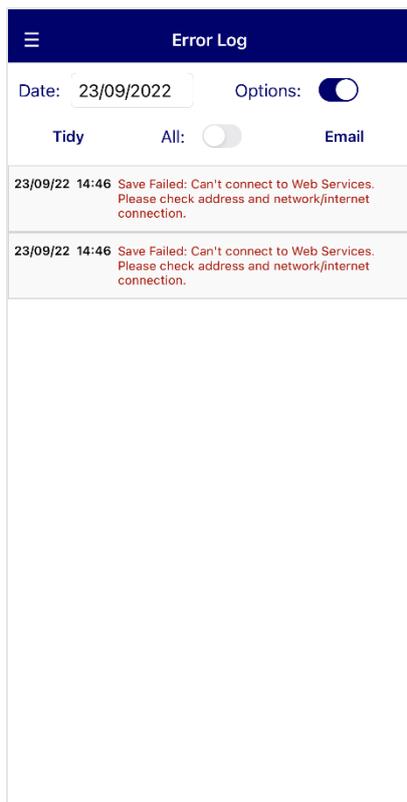
To unload deliveries, tap **Delivery**.

To change settings, select the **Settings** option.

To view past error messages, tap **Error Log**.

Mobile POD requires a network connection to communicate with your MACE System. If you would like Mobile POD to update deliveries whilst drivers are out on the road, please ensure that mobile data is turned on for the device.

Error Log



Date – List error messages on a set date

Options – Display options bar

Tidy – Clear error messages older than 60 days old

All – View all messages regardless of set date

Email – Email error log to MACE Support

Depot

☰
Depot Page

Load: Scan

Warning, please mark all boxes as loaded.

2633:1 (KP PLUMBING AND HEATING)	✘
2633%1%001	
2631:1 (KP PLUMBING AND HEATING)	✘
2631%1%001	
2631%1%002	
2631%1%003	
2631%1%004	
2629:1 (JOHN SMITH)	✘
2629%1%001	

Van Summary Print

Unload Van

Load – Manually enter the barcode number or scan a barcode by clicking **Scan**. A list of items will be generated for the order linked to the barcode. The box scanned will then be marked as loaded. Loaded boxes will be shown in green, unloaded boxes will be red

Cross – Mark the boxes linked to the order as unloaded

Order Header – Tap the order header, to display the Order Detail page

Van Summary Print – Print a summery sheet of the orders/boxes loaded on the van to the forms queue, defined in the app settings page

Unload Van – Mark all orders/boxes as unloaded

Order Details

< Back
Order Detail Page

Address:	Customer ID:
KP PLUMBING AND HEATING	0004
250B BUSINESS PARK	Order ID:
KEYNSHAM	2673:1
BS54 7GH	

Notes:
Warehouse

Status:
Signature captured
Location captured
No photo captured
Delivery uploaded

Delivered

2673%1%001

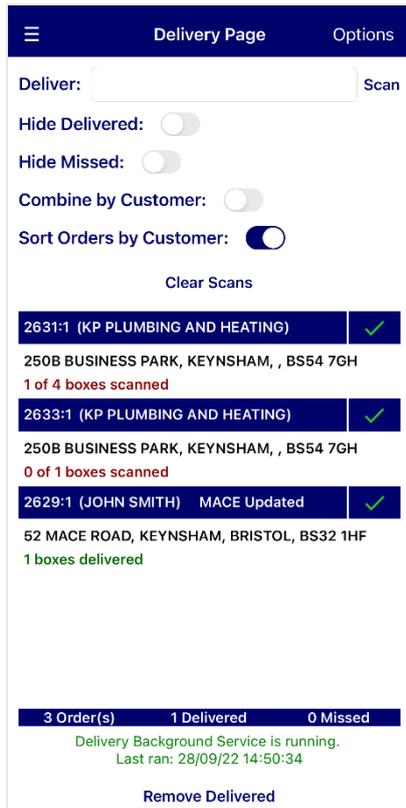
2673%1%002

2673%1%003

The Order Detail page will display customer information as well as the status of the boxes for this order. If there are notes attached to the order, they will also be displayed.

If the delivery has been flagged as queried, the Queried flag will be shown.

Delivery



Deliver – Manually enter the barcode number or scan a barcode by clicking **Scan**. This will mark a box as scanned. Once all boxes within an order have been scanned, the Signature page will be displayed

Options – Show delivery options. Options include:

Hide Delivered – Hide delivered orders in list

Hide Missed – Hide missed deliveries in list

Combine by Customer – Group orders with the same customer in the list. This will allow you to sign for all of the customer’s orders with a single signature

Sort Orders by Customer – Sort list by customer ID

Clear Scans – Clear pending barcode scans

Tick – Allows you to enter the signature page without scanning the barcodes

Remove Delivered – Removes the delivered orders from the device

Network Connection – If an order has hit MACE correctly, ‘MACE Updated’ will be displayed on the order header. If an order has not hit MACE, the app will retry depending on the sync time entered in the settings. If there is a MACE connection, the Delivery Background Service will also be running

Signature Collection

< Back 0004 1 order(s) Sign

Name:
KP

Location:

Latitude: 51.5038
Longitude: -2.6047
Details: Glencoyne Sq, Southmead, Bristol, BS10 6EU

Signature:

Photo Capture:

Notes: Queried:

Customer Copy:

Deliver Missed

Name – Enter a delivery name

Sign – Display the Signature Capture page to enter the recipient’s signature for the delivery

Location – Automatically add the delivery co-ordinates and address. Must be enabled in device Settings

Signature – Display the captured signature. Tap the pen icon to retake the signature

Photo Capture – Tap the camera icon to take a photo of the delivery and upload it to the archiving system against the order. Must be enabled in device Settings

Notes – Enter any delivery notes

Queried – Flag a delivery as queried. A queried delivery must contain notes. If the contact type ‘QDELIVERY’ exists on the system, then an email will be sent to notify the contact of the queried delivery. See heading ‘QDELIVERY Contact Type’

Customer Copy – Toggle if the customer will receive a copy of the delivery note

Deliver – Mark the order as delivered

Missed – Mark the order as missed. When the van driver is back at the depot, they will need to go back to ‘Depot mode’ to click **Unload Van** to mark the missed delivery as unloaded

Signature Capture

Sign above the line to capture the signature and then hit **Submit** to complete signature collection. Tap **Clear** to remove the current signature.

< Back Signature Capture Submit

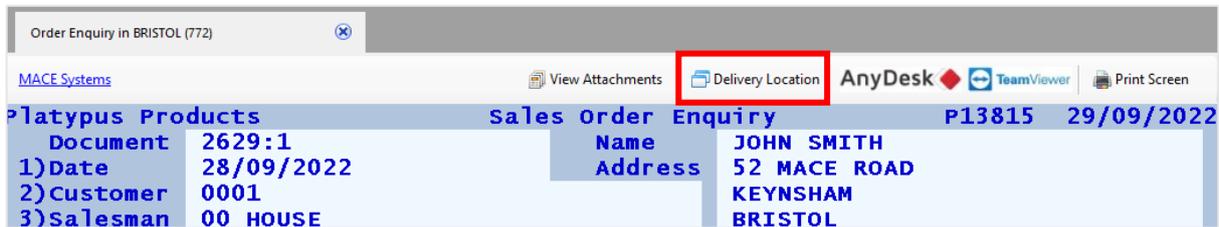
clear

sign above the line

Order Enquiry – Delivery Location

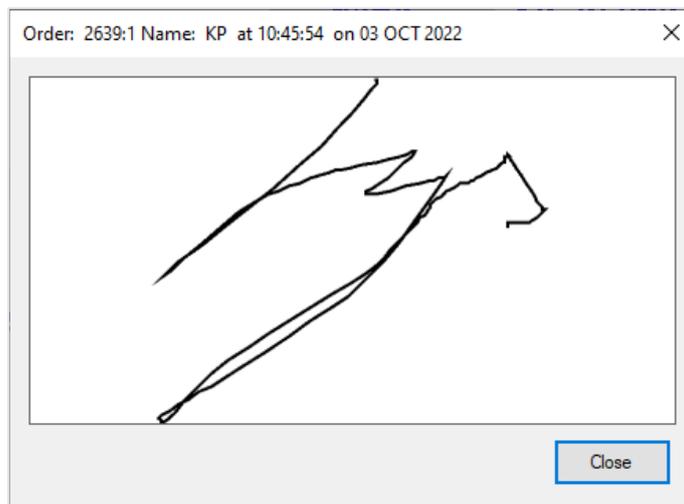
If a delivery captures the delivery location details, there will be a Google Maps link to the address added to the linked order in Order Enquiry.

Tap **Delivery Location** in the Order Enquiry heading bar to open Google Maps in the default internet browser.



Order Enquiry – Signature

When a signature has been captured and archived, it can be viewed in Order Enquiry. Enter 'S'ignature to view the collected signature, name and time.



QDELIVERY Contact Type

A contact must be flagged as the 'QDELIVERY' contact type in order to receive queried delivery notes.

To create the QDELIVERY contact type, go to **Other | Memo Menu | Contact Types** in Network Client.

Contact Type – Enter the contact type 'QDELIVERY'

Description – Enter the contact type description 'Queried Deliveries'



The QDELIVERY contact type must now be added to the contact which will receive the queried delivery notes. In the Memo Menu, go to Contact Maintenance and select a contact. Select 'Types to display the contact types for this contact.

Select a line number and enter QDELIVERY to add it as a contact type. The contact will now receive queried delivery notes for their customer.

