


# Mobile POD Documentation

## Box Creation Method 1 (Automatic)

When a delivery note is printed, a barcode or QR code is added to the printout, which can be scanned by the mobile application.



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

DELIVERY NOTE


DESPATCH NO: 2369:1      PAGE: 1 of 1  
 ORDER DATE: 08/11/2019  
 DELIVERY DATE:  
 ORDER REF: COUNTER  
 ACCOUNT NO: 0001  
 RAISED BY: CHLOE WADSWORTH

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

**DELIVERY ADDRESS:**  
 52 MACE ROAD  
 KEYNSHAM  
 BRISTOL  
 BS32 1HF      01234 12345670

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: 07534733      VAT Registration No: GB xxx xxx xx      Goods supplied are subject to our Terms and Conditions of Sale, copies available on request.      E A D E

## Box Creation Method 2 (Manual)

Boxes can be created manually by using Order Boxes Maintenance. This can be found in **Sales Processing | Document Entry**. 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

POD Boxes in BRISTOL (770)
Print Screen

Platypus Products      Order Boxes Maintenance      P13992 08/11/2019

Order      2368:1      (Live)      Printed: Desp

Date      08/11/19

Customer      0001      JOHN SMITH

Box	Loaded	Device	Delivered
1			
2			

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

## Connecting Mobile POD to MACE

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.

### Settings

The screenshot shows the 'Settings' screen of the Mobile POD application. The status bar at the top indicates 'No SIM', '16:06', and '100%' battery. The screen has a dark blue header with a menu icon, the title 'Settings', and a 'Save' button. The settings are organized into sections with blue headers: 'App ID' (18940|57817), 'Company' (Platypus Products), 'Username' (CHLOE), 'Forms Queue' (650), 'Web Services URL' (http://192.168.10.78/), 'Timeout (seconds)' (20), and 'Delivery Sync Time (minutes)' (10). Below these are four buttons: 'Test Web Services', 'Test Mace Connection', 'Clear Delivery Cache', and 'Wipe App'. At the bottom, there are three icons: 'Settings' (gears), 'Defaults' (wrench and screwdriver), and 'Options' (person icon).

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

**Username** – User ID for the device

**Forms Queue** – The forms queue for managing email processes

**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

**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

Press **Save** and then complete the additional settings:

**App ID** – This will be generated automatically

**Company** – The company to connect to in MACE

Additional options include:

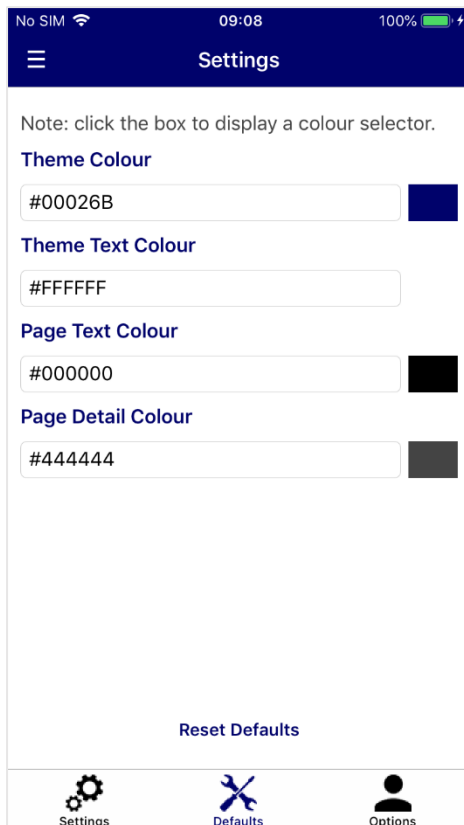
**Test Web Services** – Test the device connection to web services

**Test Mace Connection** – Test the device connection to MACE

**Clear Delivery Cache** – Manually wipe the deliveries off the device. You may need to run the 'Empty Van' process in MACE

**Wipe App** – Clear device data and restore to default settings

## Defaults



The Defaults 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

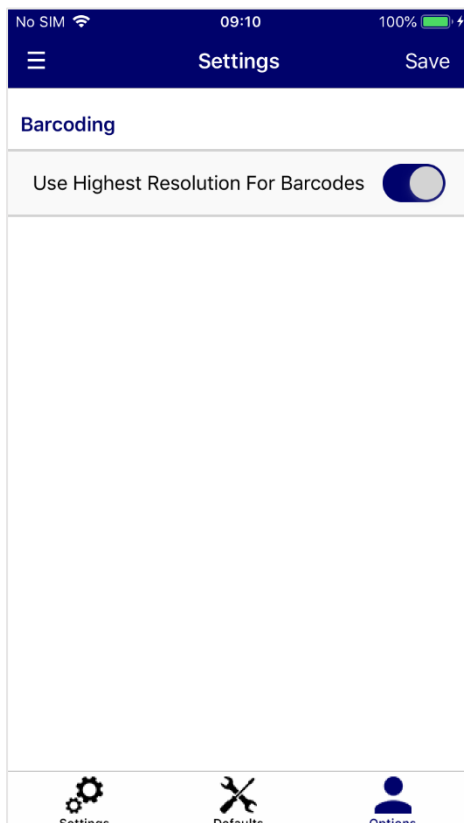
**Page Detail Colour** – Used for page text

**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.

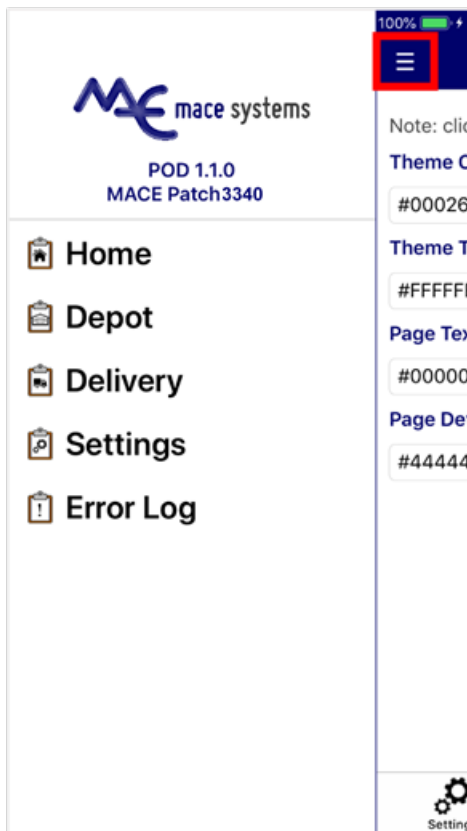
## Options



**Use Highest Resolution For Barcodes** – When scanning for barcodes, the camera will use the highest available resolution. Using a higher resolution will result in faster scanning times, as well as improved scanning in low light conditions and for poorly printed barcodes

Older devices may slow down when using a higher resolution camera. Toggle this setting off to use a lower resolution suitable for the device.

## 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.

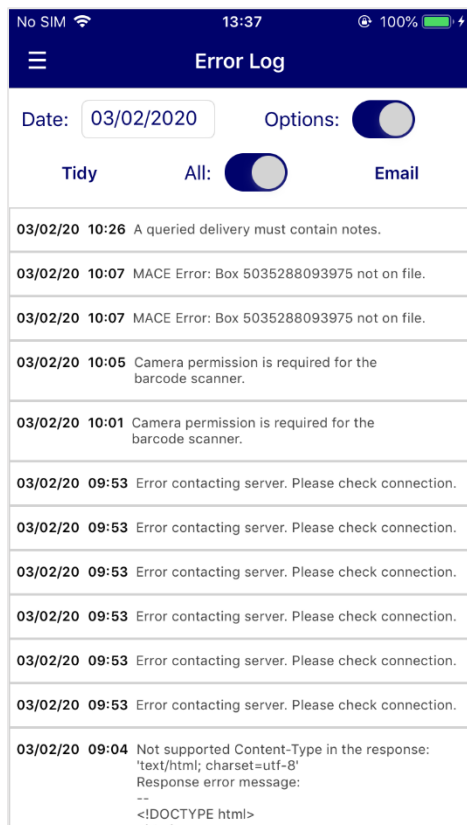
To load boxes for delivery, tap **Depot**.

To unload deliveries, tap **Delivery**.

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

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

## Error Log



**Date** – List error messages on a set date

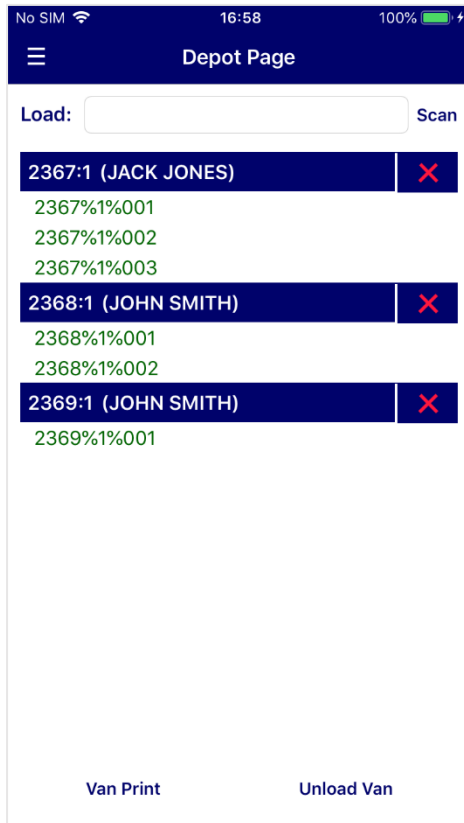
**Options** – Display options bar

**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



**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

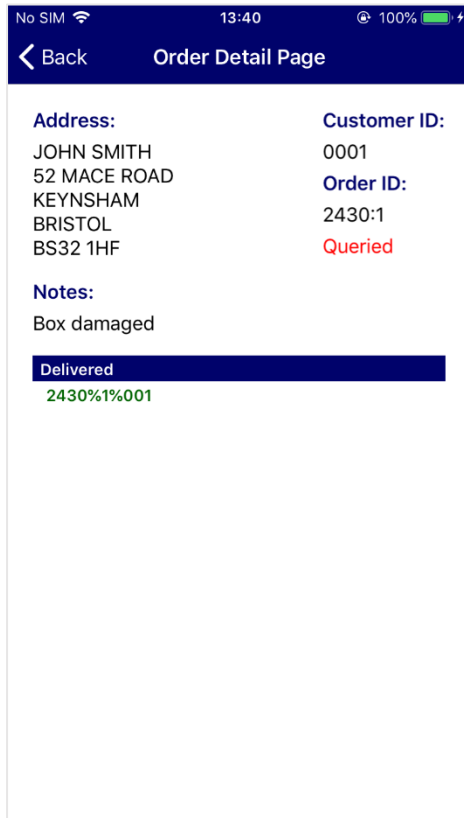
**Cross** – Mark the boxes linked to the order as unloaded

**Order Header** – If you tap the order header, it will display the Order Detail page

**Van Print** – Print a summary 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

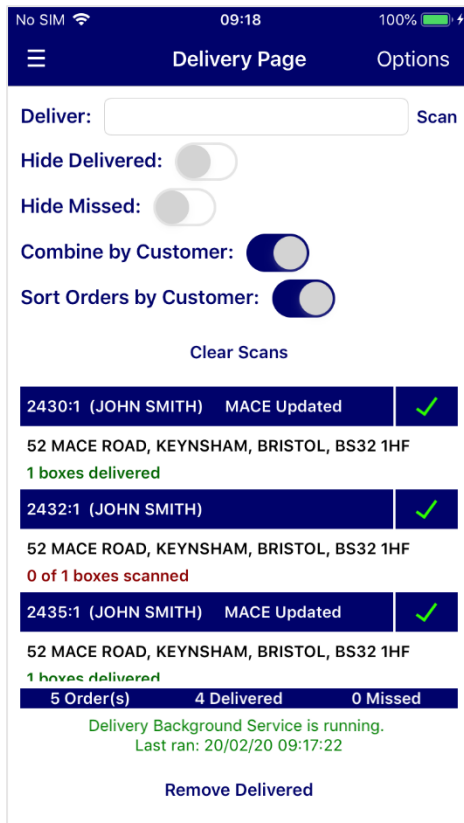
## Order Details



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

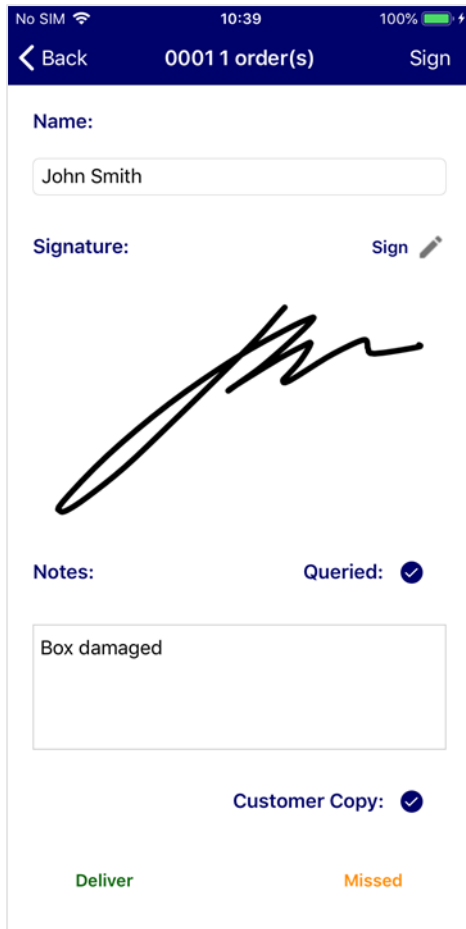
**Clear Scans** – Clear pending barcode scans

**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



**Name** – Enter a delivery name

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

**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. To create the ‘QDELIVERY’ contact type, see ‘QDELIVERY Contact Type’ section

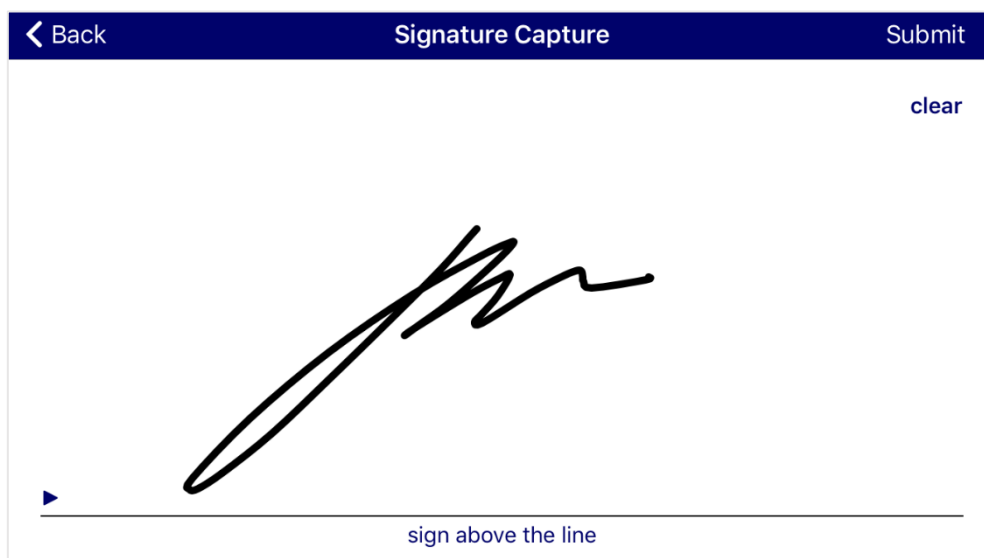
**Customer Copy Override** – Toggle if the customer will receive a copy of the delivery note

**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.



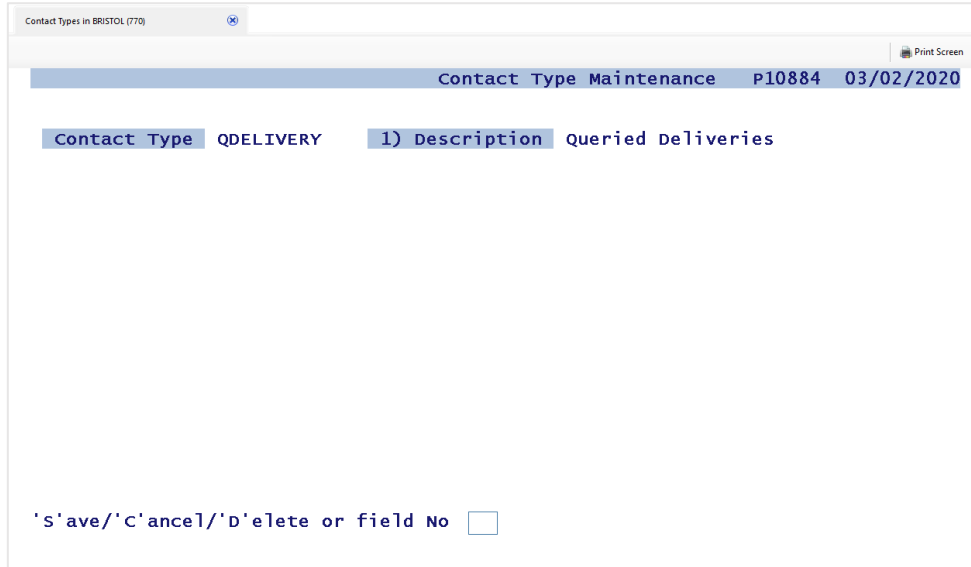
## QDELIVERY Contact Type

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.

