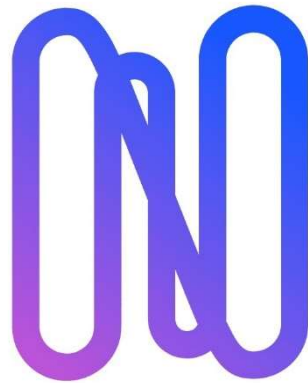


Userguide

Tracker4all



Tracker4all

INTERNAL TRACKING OF MATERIAL & SHIPMENT

The purpose of Tracker4all is to track items and display the current status.

Such as:

- processing status
- current location
- next process step
- previous locations
- processing steps
- etc.

in a transparent and traceable way for the corresponding employees.

In this context, solved former questions:

- Where is this item currently?
- Who has it in process?
- Where has this been everywhere so far?
- When will it be further processed or forwarded?
- Who has received it?
- Who delivered it where?
- Who signed for it?

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1. General information

The Tracker4all software is a solution for managing and moving booking transactions (goods – shipments – machines – packages – pallets – documents – etc.), whose functionality includes collection, status changes, physical location changes and entry and retrieval, as well as real-time information and tracking options.

The software was developed under the condition of ensuring a clear and self-explanatory sequence of the individual functions, without the need for a certain amount of expertise or a correspondingly long training. Depending on the user and his rights, extensive functions can be executed, and individual adjustments are possible.

The technology used is [Angular](#) (frontend, Google) and [Asp.Net](#) Core (backend, <https://dotnet.microsoft.com/apps/aspnet> Microsoft). These are some of the most modern technologies that the software development market currently has to offer.

2. Important information

This version of Tracker4all is designed to track internal/external bookings as well as internal transports. The software has various switchable modules that can be activated as required and take effect immediately. If necessary, inform your administrator.

The Tracker4all is usually delivered in German or English language by default. Optional further languages (module extension) as well as an optional language editing (terms can be adapted according to your ideas) are optionally available and can be used individually.


Important: Language also includes terms, headings and descriptions that occur in the software in various places and can be changed by the user to suit his needs once the relevant module has been activated. In principle, the entire "wording" of the web client as well as the mobile device can be changed here!


When using a client (e.g., Android smartphone or Android barcode terminals), the selected language of the respective user as well as all linguistic adjustments can be displayed. Each client can get its own language and the terms if the corresponding modules are installed.

3. Login

The login takes place with a stored email address and a valid password.

LOGIN TO YOUR ACCOUNT





Remember Me [Forgot Password?](#)

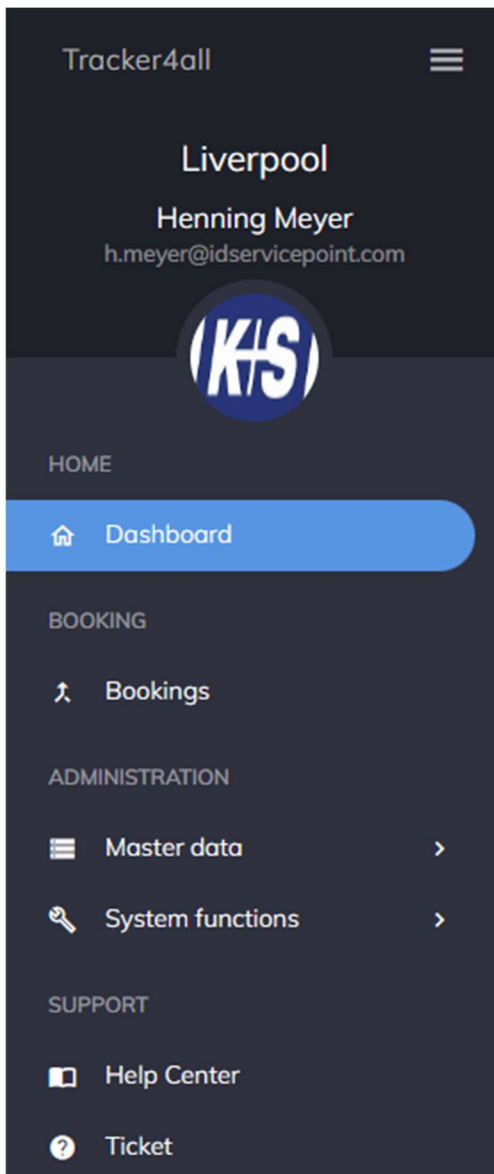
The *Remember Me* setting allows the user to get started with the software immediately without explicitly logging in again. Other sessions are also available immediately. If no explicit cancellation takes place, access with *Remember Me* is limited to [24 hours](#).

After calling up the start page, the user must enter the login data assigned to him (e-mail address and password). If the password ≥ 5 is entered incorrectly, the user is locked and asked to reassign the password. Admin and site manager can also actively block a user in the user settings.

Info:

In general, passwords are not visible and can only be changed by the associated user!

4. Locations and their functions



General information:

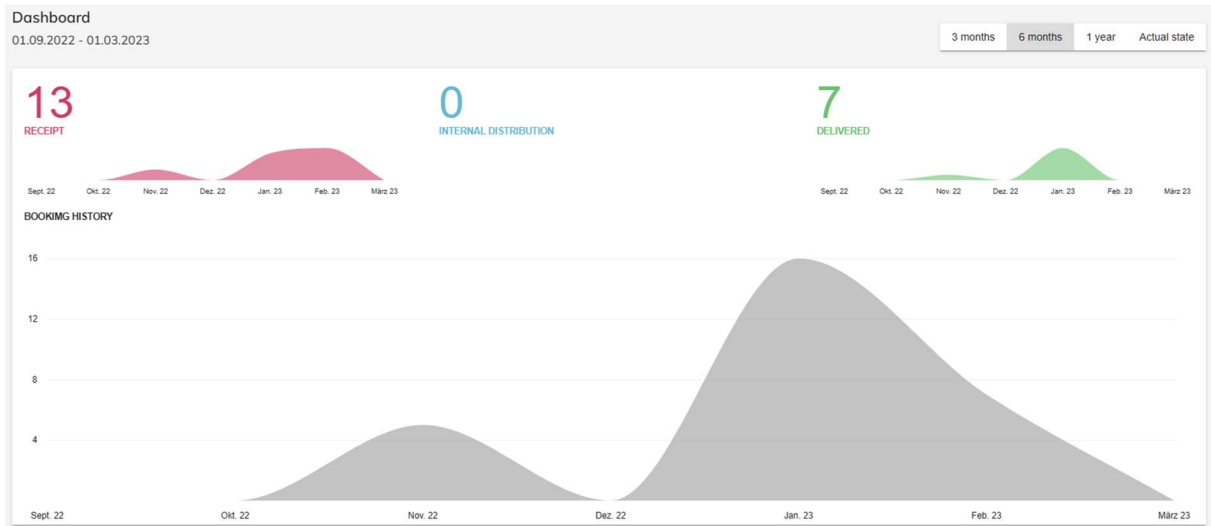
This web-based environment is available to the user, **super user** and **site manager** according to the respective authorization.

All bookings, as well as master data maintenance and various system functions are made here.

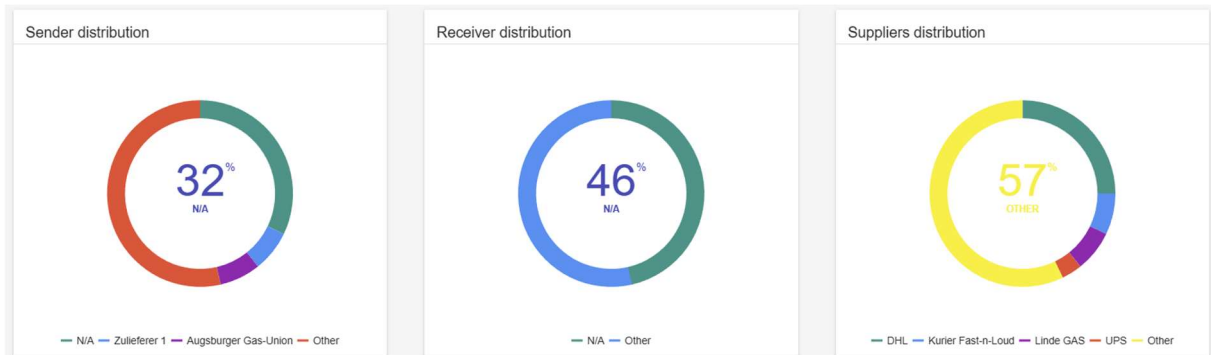
Depending on the assigned authorization, the corresponding menu items are displayed to the respective user and released for editing.

4-1. ItemCockpit - Dashboard

The dashboard provides a quick overview of the most important information about the particular location where the user has logged in.



Another graph shows the distribution of senders - recipients and suppliers for the selected period.



5. Bookings

General information:

Each booking is defined by a unique booking number. Compliance with the status logic for any booking is the basis for the successful use of this software. Please take the necessary time and deepen your knowledge in the chapter *Basics Status*.

5-1. Basics Status

- **General:**

Status is the current state of a booking number. This can be a place, an information, or an Allocation, etc.

Not every status change is displayed as the last information recording to a booking.

- These exceptions are the status number range ≥ 8000 and are used for information etc. that can occur in all subsequent explained number ranges.

In general, there are 3 basic number ranges, which are also displayed in the dashboard in a current overview and monthly overview.

- **INCOMING:** Booking number range ≥ 0001 to 1000

- **INTERNAL DISTRIBUTION:** Booking number range ≥ 1001 to 5000

- **DELIVERED:** Booking number range ≥ 5001 to 8000

- **"NEUTRAL":** Booking number range ≥ 8001 to 9000 (not displayed in the dashboard)

Below is a detailed explanation of the number ranges and their special features, as well as their non-erasable default values.

However, the change of the name of a default value or the creation of new statuses can be made by the administrator if the corresponding module is activated.

- **Number range 1 – 1000 Incoming:**

For the first time, all new bookings are recorded here. As soon as an existing booking reaches its destination (i.e., delivered: number range ≥ 5500), no further changes are possible within the status range 0001 to 5000.

Default values: Identifier 100 – Incoming = ON

In the dashboard, this number range is displayed under "INCOMING".

- **1001 – 5000 Internal distributions:**

In this number range, an existing booking number can undergo further extensive physical or purely accounting changes.

Examples of physical changes: Booking to a warehouse or vehicle; Booking to customs clearance; Booking to a storage area for self-collection; etc.

Default values: None

Unlimited status changes of an existing booking in the number ranges from 0001 to 5000 can be generated at any time.

For example, post an existing booking on a load carrier back to the inbox, or create an Allocation, or post it to the storage area for self-collectors.

Or to assign a further processing step to a booking, or to make a transfer of any kind.

In the dashboard, the number range is displayed under "INTERNAL DISTRIBUTION".

- **5001 – 6000 DELIVERED:**

In this number range, existing posting numbers will finally close. From status 5500, the booking number is closed. The number range is divided between 5000 to 5500 and 5501 to 6000.

Status changes are only possible within the number ranges 5000 to 5499 and from status 5500 bookings are completed.

Should additional information still be required later, this can be done in the number range 8001 to 9000.

An additional status is allowed here, because only additional information is managed in this number range.

Only within these two number ranges can further status changes be made. Further supplementary statuses are also permitted from the number range 8001 to 9000 itself.

Important: Recurring booking numbers are only permitted if the existing booking numbers have at least the status ≥ 5500 (delivered) and are thus completed! From this point on, the "old" booking number can no longer be processed.

Default values:

Identifier 5500 – Delivered = Out

Identifier 5700 – Cancellation = Cancel, no further bookings can be made.

In the dashboard, the number range is displayed under OUT.

Exception:

If a booking is marked with the status 5700 = cancellation, the booking is "neutralized" in the dashboard. Status 5700 can be performed from the Super User privilege.

Note:

The accounting difference between Delivered and Cancelled is that a transaction is retained in the history of a cancellation but has no effect in an evaluation or statistics and is therefore neutral.

- **6001 – 7000 INTERNAL Shipping:**

Bookings in this number range are treated as "delivered" (see also dashboard display).

Default values:

Identifier 6500 – Internal Shipping = InShp

- **7001 – 8000 EXTERNAL SHIPPING:**

Bookings in this number range are treated as "delivered" (see also dashboard display).

Default values:

Identifier 7500 – External Shipping = ExShp

- **8001 – 9000 NEUTRAL:**

This contains any information about a booking number that is not assigned to one of the 3 main statuses (INCOMING – INTERNAL DISTRIBUTION – DELIVERED). These "statuses", rather as a property to a booking, can be set at any time and have no effect on changes (e.g., change of number ranges or blocking of the previous number ranges upon delivery, etc.).

They are purely for additional information.

Exception:

In this number range, an Allocation to the final destination (identifier 8150 = Alloc) is made. This can be a recipient, location, department, etc.

Information can be e.g.: Mail dispatch, photos, comments, general information, etc.

Default values:

Identifier 8100 – Email dispatch automatically = MailA

Identifier 8110 – Email Dispatch Manuel = MailM

Identifier 8150 – Allocation = Alloc

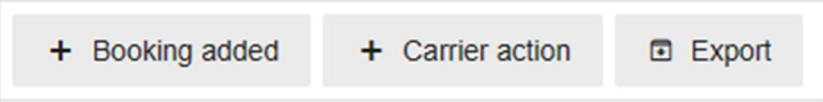
Identifier 8160 – Load carrier = Carri

Identifier 8500 – Information = Info

5-2. Main mask

This screen displays shipments and their status changes made to the respective bookings. Up to 50 bookings are displayed on one page. Furthermore, status changes can be made, and selections / search functions can be performed for shipments. In the following the respective functions are described in detail.

These include the following main functions and the respective sub-functions.



Number	Status	Quantity	Sender	Receiver	Suppliers	Carrier	Category	Date	Actions
+ JC035239311...	Ein	1,00			DHL		Palette	13.02.23, 12:10	[i] [B] 0
+ JC0519M00801	Ein	1,00			DHL		Palette	13.02.23, 12:10	[i] [B] 0
+ JQ1http://ww... armaturen.de	Ein	1,00			DHL		Palette	13.02.23, 12:10	[i] [B] 0
+ JA046063297...	Ein	1,00			DHL		Palette	13.02.23, 12:10	[i] [B] 0
+ JC02LDE210...	Ein	1,00			DHL		Palette	13.02.23, 12:10	[i] [B] 0
+ 00000002	Ein	2,00	Augsburger Gas- Union		DHL	Rollwagen Nr. 27		13.02.23, 10:53	[i] [B] 0
+ 00000002	Aus	2,00	Augsburger Gas- Union		DHL			13.01.23, 13:28	[i] [B] 0

Upload, download and delete attachments up to 20 MB per file (documents & images). In this area, the images and captured signatures of the mobile data collection devices are also automatically stored. If attachments are available, the number of attachments is displayed.

5-3. Add booking

This input mask is used for the direct entry of incoming bookings. All fields marked with * **are mandatory**.


The  button opens the following input script:


In case of a successful booking, you will receive short positive feedback.


Add booking


Number *


Quantity *


1,00 


Sender 


Receiver 

Supplier * 

Carrier 

Category * 

Comment 

Cancel 

When opening the mask, pre-set values (see point 9-1.7. Default booking values) such as sender, recipient, supplier, load carrier and category are loaded, if applicable.

All displayed fields are variable and can be deselected or filled individually.

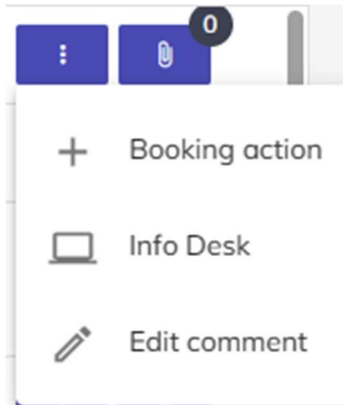
After saving, the mask remains open and the values number, sender, recipient, supplier, load carrier and category from the previous booking are displayed as a new default value.

This is used for faster entry of similar bookings; the respective fields can be changed if necessary. These changes will be proposed again at the next creation of a booking, as long as the window is not closed.

- **Booking numbers** are entered manually, resp. we recommend a connected barcode reader. Ideally, the control character CR or a TAB should be set as the terminating character of the reader used, so that you can jump easily in the next input field.
- **Quantity** is usually occupied with value 1 and can be changed. This can be useful if there are several posting items physically behind the booking number. For example, this can happen with a shipment of several physical packages that are recorded with one shipment number.
- **Sender** is usually the client of the booking number.
- **Recipient** is the final destination of a booking number, e.g., a person, department, room, warehouse, depository, etc.
- **Suppliers** can be a CEP service provider (courier, express and parcel service) such as UPS, TNT, etc. or be a supplier defined by you.
- **Load carriers** are physically existing loading aids on which an unlimited number of booking numbers can be recorded.
Load carriers are useful, for example, for identical movements for several booking numbers for which the same processing step is planned.
Examples of load carriers can be:
Delivery truck, transport vehicle, box pallets, container, ships, etc.
A load carrier can also be used as a superordinate instance to the individual booking numbers, e.g., as a batch or lot for individual products.
- **Category** describes the object to be collected, such as parcel, letter, documents, files and so on.

- **Comment:**

Input field for information about the booking process. This created comment is the only comment field that can still be edited afterwards.



On delivery, this last modified comment is passed to the client (e.g., mobile barcode scanner) as information when required. This can contain e.g., information for the delivery, or other instructions and notes. This is a powerful tool because it allows communication between website users and mobile clients!

5-4. Edit Status

The **+ Carrier action** button opens the following input options:

Carrier Action

Delivery status Receiver Carrier

Carrier * ▼

Delivery status * ▼

Comment //

Cancel

Save

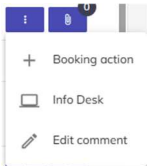
Here you have the option between booking number or the selection of a load carrier. Should the new status apply to a booking number, or to a load carrier (on which x-bookings can be located)?

In the case of a booking number, a status change only affects the selected booking number. When you select a load carrier, all items on the load carrier are transferred to a new status.

Status changes can be made according to the specifications as under [Pt. 5-1. Basic Status](#) described. Direct effects are displayed in the dashboard.

5-5. Allocations

5-5.1. Allocation of recipients

A click on  opens the following input options:

Here you again have the option between booking number or the selection of a load carrier.

In the case of a booking number, a recipient is assigned to the selected booking. Alternatively, you

<p>Booking Action</p> <p><input type="radio"/> Delivery status <input checked="" type="radio"/> Receiver <input type="radio"/> Carrier</p> <p>Booking * JC0352393110003160</p> <hr/> <p>Receiver * <input type="text"/></p> <p>Comment <input type="text"/></p> <p>Cancel <input type="button" value="Save"/></p>	<p>Booking Action</p> <p><input type="radio"/> Delivery status <input type="radio"/> Receiver <input checked="" type="radio"/> Carrier</p> <p>Booking * JC0352393110003160</p> <hr/> <p>Carrier * <input type="text"/></p> <p>Comment <input type="text"/></p> <p>Cancel <input type="button" value="Save"/></p>
---	--

can assign a load carrier that contains various bookings to a recipient.

5-5. 2. Allocation of load carriers

Carrier Action

Delivery status Receiver Carrier

Carrier *

Receiver *

Comment

Cancel

Carrier Action

Delivery status Receiver Carrier

Carrier *

Carrier *

Comment

Cancel

An existing posting number is either assigned to a load carrier or a load carrier is posted with all existing posting numbers from one load carrier to another selected load carrier; and thus, all bookings that are on the load carrier are transferred to the other load carrier (mass transfer with one click)

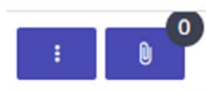
Number	Status	Quantity	Sender	Receiver	Suppliers	Carrier	Category	Date	Comment
JC0352393110003160	Ein	1,00			DHL		Palette	13.02.2023, 11:10	
JC0519M00801	Ein	1,00			DHL		Palette	13.02.2023, 11:10	
JQ1http://www.simpli	Ein	1,00			DHL		Palette	13.02.2023, 11:10	
JA04906329733	Ein	1,00			DHL		Palette	13.02.2023, 11:10	
J002LDF21079+400000K	Ein	1,00			DHL		Palette	13.02.2023, 11:10	
00000002	Ein	2,00	Augsburger Gas-Union		DHL	Rollwagen Nr. 27	Palette	13.02.2023, 09:53	Alles ziemlich kaputt und Tiefkühlware
00000002	Aus	2,00	Augsburger Gas-Union		DHL			13.01.2023, 12:28	Alles ziemlich kaputt und Tiefkühlware
22333	Aus	12,00	Zulieferer 1		Kurier Fast-n-Loud		Palette	13.01.2023, 10:40	Tiefkühlware
676311	ZuKu	12,00	Augsburger Gas-Union					10.01.2023, 10:15	
276311-22675659	Aus	12,00	Augsburger Gas-Union					10.01.2023, 10:15	
27631122675659	Aus	12,00	Auesbureer Gas-Union					10.01.2023, 10:15	

5-6. Export

Without selection characteristics, all existing data records are exported to an Excel table. Explicit search criteria, also in combination, can be defined via the respective search filters (number, status, number, recipient, CEP, load carrier, category and date). Only this selection is written as an export into an Excel file.

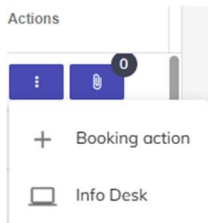
5-7. Actions

Actions

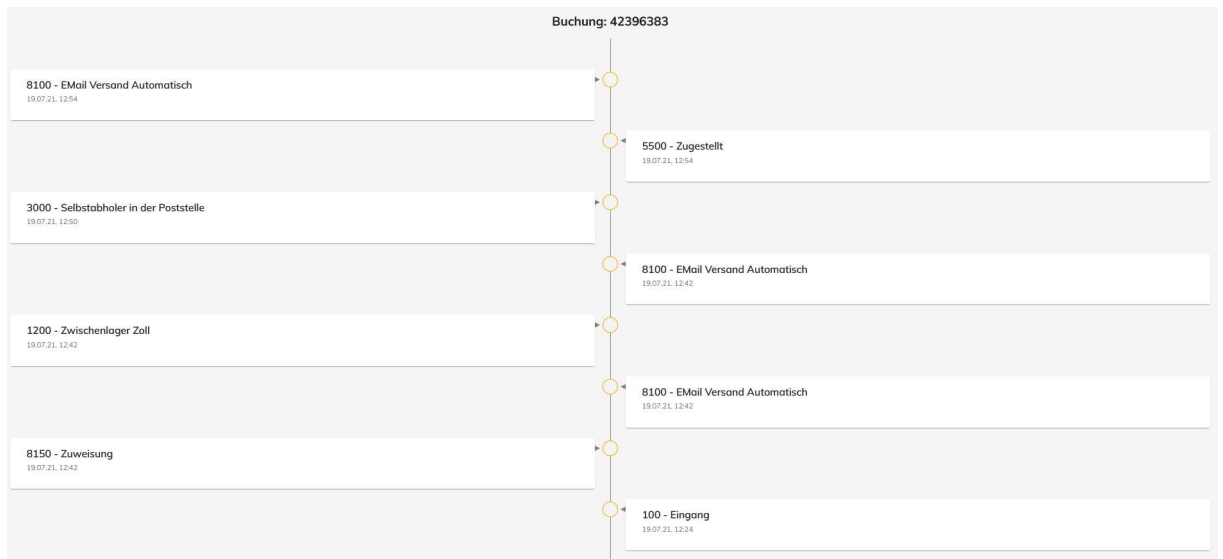


Further information can be retrieved or supplemented for each booking.

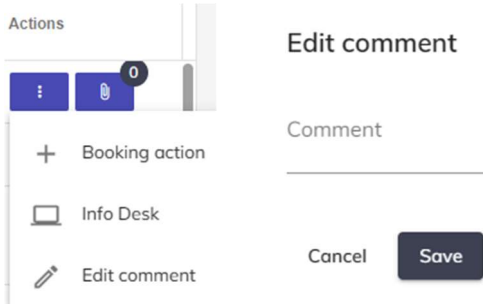
5-7.1 Info Desk



The *Info Desk* field can be activated by the admin for each status. In the case of a notification by e-mail, the activated statuses are displayed in a chronological order of the history. The WEB user receives a complete overview of all movements when using the *Info Desk* button. The overview can look as follows:



5-7.2 Edit comment



The comment field is created for the first time when a booking is entered. This comment field can be edited again at any time and is available as an information field when the booking number is booking out / delivery.

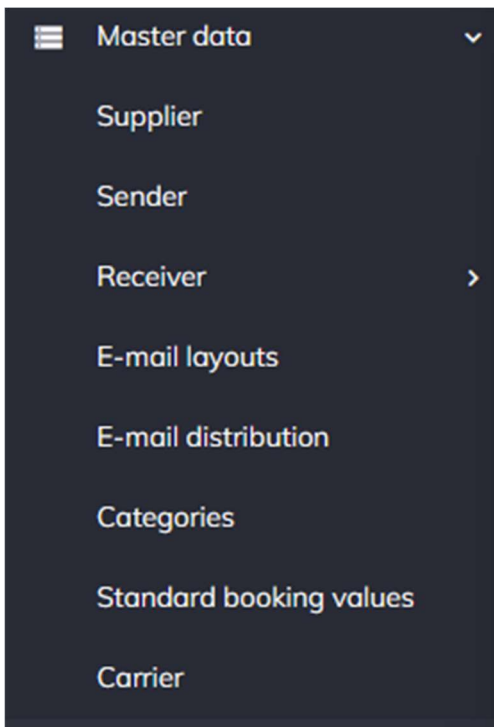
5-7.3 Attachments



Attachments are marked as paper clips. The number of attachments is displayed. You can create, view, rename and delete as many attachments as you like at any time.

6. Administration functions per site

6.1 Master data



6-1.1 Suppliers

+ Add supplier		⬇ Export supplier		⬆ Import suppliers				
Name	Matchcode	Website	Tracking link	Comment	Actions			
DHL	SDHL							
Kurier Fast-n-Loud								
Lieferant-1220								
Linde GAS								

General information:

Suppliers are e.g., CEP service providers (*courier, express and parcel service providers*). As a rule, these are suppliers who deliver the objects that are to be tracked internally.

- **Add / Edit / Delete Suppliers:**

Recording or modification of master data of a CEP service provider incl. color recognition (e.g., UPS – yellow lettering on brown background)

- Barcode type / min. and max. length as well as a possible prefix are absolutely necessary for the capture of the correct code on shipments by means of a mobile barcode capture device. A corresponding function is integrated on the client to recognize the barcode parameters.

- Website and tracking links must always be entered with **http://xyz.com**
For example: https://www.ups.com/track?loc=en_DE&requester=ST/

- **Export function:** All existing suppliers are saved in the "Suppliers.xlsx file and can be edited.

Name	Website URL	Tracking URL	Matchcode	Comment	Text Color	Background Color	Information
DPD			DPD		rgba(20, 17, 17, 1)	rgba(241, 50, 12, 0.98)	<p>This import is for new data only. You cannot update existing records through the import. Clear the data before importing new records to avoid duplicates. Make sure that maximum number of characters are not exceeded. The red columns are required and cannot be empty. Enter the "Text Color" and "Background Color" in the rgba format, e.g. rgba(125, 69, 74, 0.3). Make sure there are no empty rows inbetween the data to import. DO NOT MODIFY THE ORDER OF THE TEMPLATE!</p>
UPS			UPS		rgba(16, 14, 14, 1)	rgba(235, 235, 4, 1)	
HERMES			HER				

- **Import function:** The import may only contain new suppliers (which do not yet exist in the system) (selection code is the name). Otherwise, duplicates will be created!

Attention: Changes for existing suppliers are not adopted and can only be edited in the application. The import format must be identical to the default export format.

6-1.2 Sender

General information:

+ Add sender											
Name 1	Name 2	Name 3	Street	ZIP	City	Addition 1	Addition 1	Actions			
Augsburger Gas-Union	Großhändler		Spitalgasse 15	86150	Augsburg	Kontaktperson Hr. Waler					
Zulieferer 1	Fritz	Feuerstein	Um die Ecke 33	12345	Grottenhausen						

Name 1 *		0 / 50
Name 2		0 / 50
Name 3		0 / 50
Street		0 / 50
ZIP		0 / 12
City		0 / 50
Addition 1		0 / 50
Addition 2		0 / 50

Cancel Save

Senders are created and edited manually.

6-1.3. Receiver

General information:

Recipients are divided into **internal** (employees of the company) and **external** (all other recipients). As a unique and unique criterion for the exclusion of duplicates, the e-mail address is defined internally as a criterion for the recipients. An import/export function updates the data as needed.

6-1.3.1 Receiver Internal

+ Add recipient										Export recipient		Import recipient	
Department	Salutation	Title	Name 1	Name 2	Email	Phone	Actions						
Abfrage	Herr		Gefriergut	NEIN	Test2VM-3dummy@testumgebung.de	089 112238							
Abfrage	Frau		Gefriergut	JA	Test2VM-2dummy@testumgebung.de	089 112233							

To add recipients:

Department *		
Salutation *	Title	
Name 1 *		
Name 2		
Street *	ZIP *	City *
Email *	Email distribution list	Phone
Personnel number	Cost center	
Comment		

Send Email Write protection

All fields marked with * are mandatory. The e-mail address must be unique and is used to assign an update during an import. If the "Send e-mail" field is activated, the general sending of an e-mail message is allowed. If the "Read-only" field is activated, this record is not overwritten during an import. This means that each time recipients are imported, the current data except for those with read-only data is deleted and replaced with the imported data.

Export recipients: Export option of recipients stored in the system for backup and/or editing in file format .xlsx

Import recipients: Please note that the existing data in the system will be deleted (except for data with write protection) and will be completely replaced by the new data.

6-1.3.2 External receiver

The data of the external recipients are entered and managed manually.

The form contains the following fields and controls:

- Solutation * (0/50)
- Title (0/50)
- Name 1 * (0/50)
- Name 2 (0/50)
- Street * (0/50)
- ZIP * (0/12)
- City * (0/50)
- Email (0/50)
- Email distribution list (dropdown)
- Phone (0/50)
- Personnel number (0/50)
- Cost center (0/50)
- Comment (0/50)
- Send Email
- Buttons: Cancel, Save

6-1.4. Email Layouts

General information:

E-mail layouts are created and edited manually.

Depending on the status, category and a trigger function, the e-mail layout is created. Variables

Identifier	Short text	Category	Trigger	Actions
8150	Zuw		Nach Statusänderung	
8150	Zuw		Manuell	
5500	Aus		Nach Statusänderung	
5500	Aus		Manuell	
3000	SelbA	Päckchen	Manuell	
3000	SelbA	Päckchen	Nach Statusänderung	
1200	Trock		Nach Statusänderung	
1200	Trock		Manuell	

(placeholders, see download manual on the website) can be used for this purpose.

For each combination of status / category a different e-mail layout can be defined. If a status is defined without selecting a category, all categories will be considered when sending an e-mail. If a category was selected for a status, the individually created e-mail layout will be used.

Delivery status *

Category

Trigger *

Subject *

29 / 150

B I U Paragraph

Hello %Receiver-Name1% %Receiver-Name2%,

a shipment from %Supplier-Name% with the shipment number %Item-OrderNr% has arrived.

[You can find a current status overview here.](#)

[InfoDesk](#)

[Your team from the mailroom](#)

The recipient of a shipment receives a corresponding e-mail, either automatically according to the rules set above or manually via the email button in the shipment overview. In the email layout, placeholders for predefined variables can be used, e.g., %CODE%, %CARRIER%, % NAME%, etc. An overview of the available variables is available by downloading the "Variable Manual" on the website.

6-1.5. E-mail distribution list

Using an e-mail distribution list, the defined e-mail layouts can be sent to several recipients at the same time. The activation / affiliation to an e-mail distribution list takes place for the respective recipient in the master data *recipient*. A comma with a trailing space is entered as a separator between the respective e-mail addresses.

+ Add email distribution list			
Name	Distribution	Actions	
Poststelle	3dummy@testumgebung.de, 4dummy@testumgebung.de		
Geschäftsleitung	1dummy@testumgebung.de, 2dummy@testumgebung.de		
Vertrieb Innendienst	5dummy@testumgebung.de, 6dummy@testumgebung.de		
Management	c.fouler@hamburg.de, mail-dstr@hamburg.com, lisa@wisconsin.com		

6-1.6. Categories

Under categories, booking numbers are defined according to different criteria. Example:

+ Add category	
Name	Actions
Packet	 
Pallette	 
Spare part	 
Letter	 
Registered mail	 
Package	 



6-1.7. Standard booking values

The default posting values are used when transactions are entered for the first time.

+ Booking added

In the case of often identical selection criteria, such as supplier UPS, the definition of a default setting saves a selection of the selection options.

6-1.8. Charge carrier

+ Add carrier		Download labels			
<input type="checkbox"/>	Name	Barcode	Locked	Bookings	Actions
- <input type="checkbox"/>	Colli-12	C-12	<input type="checkbox"/>	0	 

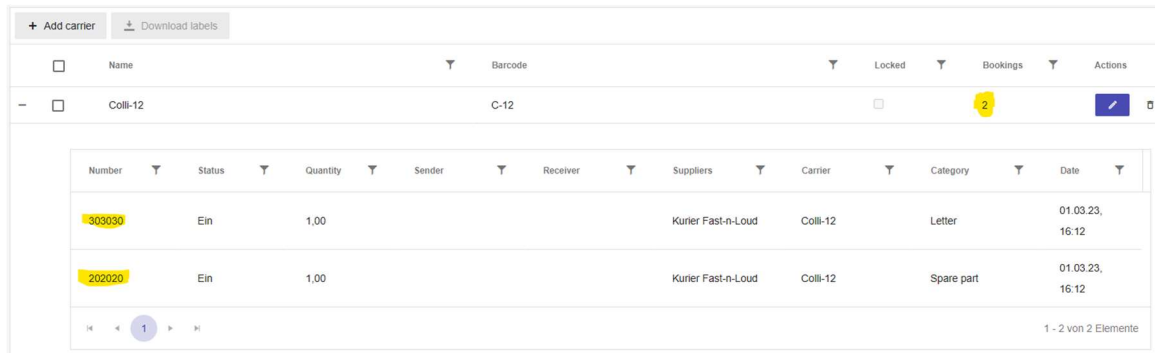
Number	Status	Quantity	Sender	Receiver	Suppliers	Carrier	Category	Date
Keine Datensätze verfügbar.								
0 - 0 von 0 Elemente								

Load carriers (Carri) are usually physically existing loading aids on which an unlimited number of booking numbers are recorded.

Load carriers are unique in the designation and the assigned number (barcode). Additional bookings and status changes are permitted according to the defined status specifications. A booking number *leaves* the load carrier with \geq Status 5001.

The blocking of load carriers is possible, i.e., the status 1 to 1000 is no longer permitted for new booking numbers. However, existing bookings on a load carrier can still be processed.

An overview of the number of bookings and the respective booking numbers can be found for the respective load carriers.



The screenshot shows a web interface for managing load carriers. At the top, there are buttons for '+ Add carrier' and 'Download labels'. Below is a table with columns: Name, Barcode, Locked, Bookings, and Actions. A row for 'Colli-12' is selected, showing a '2' in the Bookings column. Below this is a detailed table of bookings with columns: Number, Status, Quantity, Sender, Receiver, Suppliers, Carrier, Category, and Date. Two bookings are listed: one with Number '303030' and Category 'Letter', and another with Number '202020' and Category 'Spare part'. Both are from 'Kurier Fast-n-Loud' and 'Colli-12' on '01.03.23, 16.12'. A pagination bar at the bottom shows '1' and '1 - 2 von 2 Elemente'.

Name	Barcode	Locked	Bookings	Actions
Colli-12	C-12	<input type="checkbox"/>	2	

Number	Status	Quantity	Sender	Receiver	Suppliers	Carrier	Category	Date
303030	Ein	1,00			Kurier Fast-n-Loud	Colli-12	Letter	01.03.23, 16.12
202020	Ein	1,00			Kurier Fast-n-Loud	Colli-12	Spare part	01.03.23, 16.12

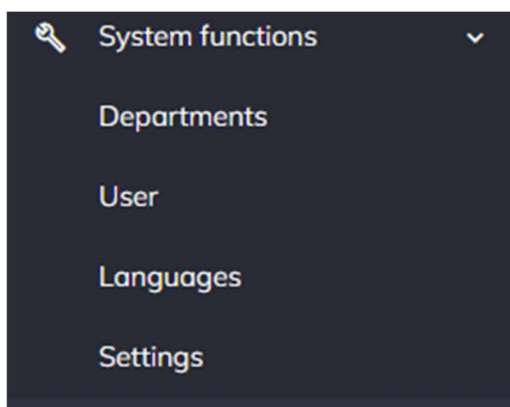
Expression:

Individual or a selected selection of load carriers with barcode and font and the designation of the LadTr can be printed out if required.





6-2. Functions

This area is reserved for the site manager and the system administrator. All settings made here have an immediate effect on the selected location.











6-2.1. Departments

Departments are superordinate areas in which the recipients as well as the users = users of the Tracker4all are assigned. Departments are used for higher-level Allocation and evaluation.

+ Add department	
Name	Actions
	 
Vertrieb Innendienst	 
Poststelle	 
Geschäftsleitung	 
Aussendienst	 

6-2.2 Users

Users are all users of this software. The most important feature is the Allocation of an authorization, which takes effect immediately after creation / change.

+ Benutzer hinzufügen										
Abteilung ↓	Rolle	Vorname	Nachname	Email	Anmeldungen	Fehlversuche	Gesperrt	Aktionen		
Poststelle	Standortleiter	Franz	Viehhauser	test3@itemtracker.eu	3	0	<input type="checkbox"/>			
Poststelle	User	Franz	Krämer	test1@itemtracker.eu	8	0	<input type="checkbox"/>			
Poststelle	Super User	Patrick	Martin	test2@itemtracker.eu	2	0	<input type="checkbox"/>			
Leitung Poststelle	User	MDE	User	itemtracker-mde-munic@dservicepo...	38	0	<input type="checkbox"/>			

User:

- **User:** Dashboard and bookings of his registered location
- **Super User:** All functions such as user and master data of his registered location
- **Site Manager:** All features such as super user and system functions of his logged-in location
- **Admin:** All functions for all locations

To add users:

The screenshot shows a user registration form with the following fields and controls:

- Department * (dropdown)
- Role * (dropdown)
- First name * (text input, 0/50)
- Last name * (text input, 0/50)
- Street (text input, 0/50)
- ZIP (text input, 0/10)
- City (text input, 0/50)
- Email * (text input, 0/50)
- Phone (text input, 0/50)
- Locked
- Cancel button
- Save button

User rights can be assigned according to the selected role.

After creating a new user, an e-mail is automatically sent to the specified e-mail address. The user receives a temporary password. When logging in for the first time, the user should assign a new password.

Passwords generally cannot be viewed, but this can be reassigned by the user at any time via the login page of the Tracker4all. this step is done with the "forgot password" function.

A user can be actively deactivated if necessary. Logon and failure attempts are recorded.

- Logon attempts – Number of logins since the user was created.
- Failed attempts – Number of registrations that did not take place properly.
- Locked – Site manager and admin can manually lock a user here. An automatic lock occurs after 5 consecutiven unsuccessfullogin attempts.
- A user can actively access the system once he has completed the registration and confirmed a registration email.

6-2.3. Languages

About the web application:

This software is delivered in one language by default. Additional languages can be activated in the frontend of the administration area for each location.

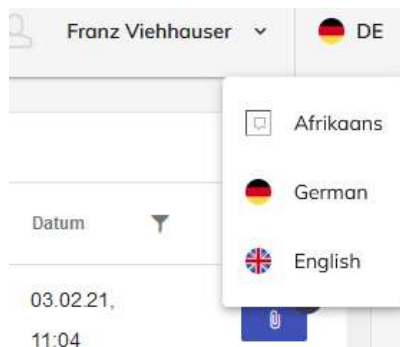
On the one hand, a distinction must be made between the module of pure language (language module: German, English, Spanish, etc.). and on the other hand, the module to edit a language.

In the *Language Editing* module, all terms that occur in the software of the respective locations can be individually changed by a system administrator. For example, the term booking number can be edited into the term file number, or sender into supplier, or supplier into manufacturer, etc.

As a result, the terminology of the respective company, its application and language customs can be optimally adapted.

You have the option of loading the unchangeable template (language file) with the delivered standard language, making appropriate adjustments, and then transferring the edited template to the system as the default language or additional language.

Each created user has the option to select his own individual language.



About the client application:

In the client application, language and terms are handled separately in each template and can also be adapted according to the customer's wishes.

6-2.4. Settings

Here the location is specified in more detail:

Location information

Short text	Test 2
Name 1	Liverpool
Name 2	
Name 3	

Adresse

Street

ZIP

City

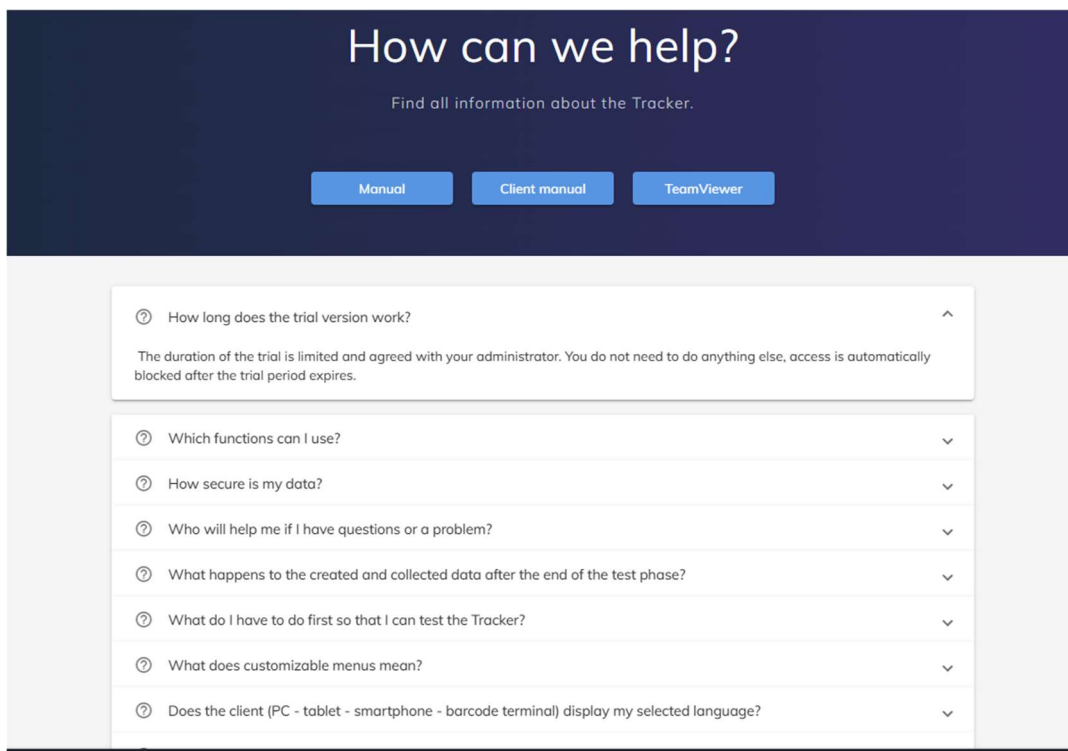
Logo

Select logo...
Place files here for upload
Delete

The support function is available to the site manager and the admin.

7-1.1. Help Center

In addition to the FAQs, an up-to-date manual is available for download in the Help Center. A TeamViewer session for remote support can also be initiated.



7-1.2. Ticket

Here you can contact us directly by message to our ticket system and communicate your request. We will respond as soon as possible and assist with your request.

8. Info Desk

The Info Desk shows the recipient an overview of the previous activities for his shipment. This Info Desk is only offered to the recipient for viewing if it has been included in the notification e-mail. For example:

Example of a status overview – Info Desk:



9. Overview of variables in the email templates

Variable Manual

Variable Name	Definition
General Order Information	
%Item-OrderNr%	Number of the order
%Item-Info DeskNr%	Info desk number of the order
%Item-DateIN%	Arrival date of the item; First status = 100
%Item-TimeIN%	Arrival time of the item; First status = 100
%Item-DateOUT%	Delivery date of the item; First status > = 5500
%Item-TimeOUT%	Delivery time of the item; First status > = 5500
Supplier Information	
%SupplierName%	Name of the supplier
Category Information	
%Category-Name%	Name of the category
Receiver Information	
%Receiver-Name1%	Name 1 of the receiver
%Receiver Name2%	Name 2 of the receiver
%Receiver-Department%	Department of the receiver
%Receiver-Salution%	Salution of the receiver
%Receiver-Title%	Title of the receiver
%receiver-street%	Street of the receiver
%Receiver-Zip%	Zip of the receiver
%Receiver-City%	City of the receiver

Sender Information	
%Sender Name1%	Name 1 of the sender
%Sender Name2%	Name 2 of the sender
%Sender Name3%	Name 3 of the sender
%Sender-Street%	Street of the sender
%Sender-Zip%	Zip of the sender
%Sender-City%	City of the sender
%Sender Additional1%	Additional 1 of the sender
%Sender Additional2%	Additional 2 of the sender

Variables that cannot be replaced at the given status will be left empty. E.g., if you use a receiver variable but the receiver has not yet been assigned, it will not be replaced.