



Despatch Manager 6 Lite User Guide

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Contents

Contents	2
How to Log In to DM6 Lite	3
Your Online Services	5
Your Main Menu	6
Consignment Entry	7
Step 1: Delivery Address.....	7
Step 2: Consignment Details.....	9
Step 3: Delivery Instructions.....	9
Step 4 Confirmation	11
Printing Your Consignment Labels.....	12
Automatic Consignment Entry (ACE).....	13
Despatch Report.....	14
Despatch Report – Historic	15
Despatch Report – Future Dated	16
Manifest Print (End of Day)	17
Customer Maintenance Screen.....	19
Modify a Customer	19
Add a Customer	20
Delete a Customer	21

This user guide explains how to access Despatch Manager 6 Lite (DM6 Lite), and the options available to you. You will need your Depot code, account number and password to log in.

If you do not have your login details, or cannot remember them, please contact either your local Depot or DX IT Support on 0151 649 0011, email itsupport@dxfreight.co.uk

How to Log in to DM6 Lite

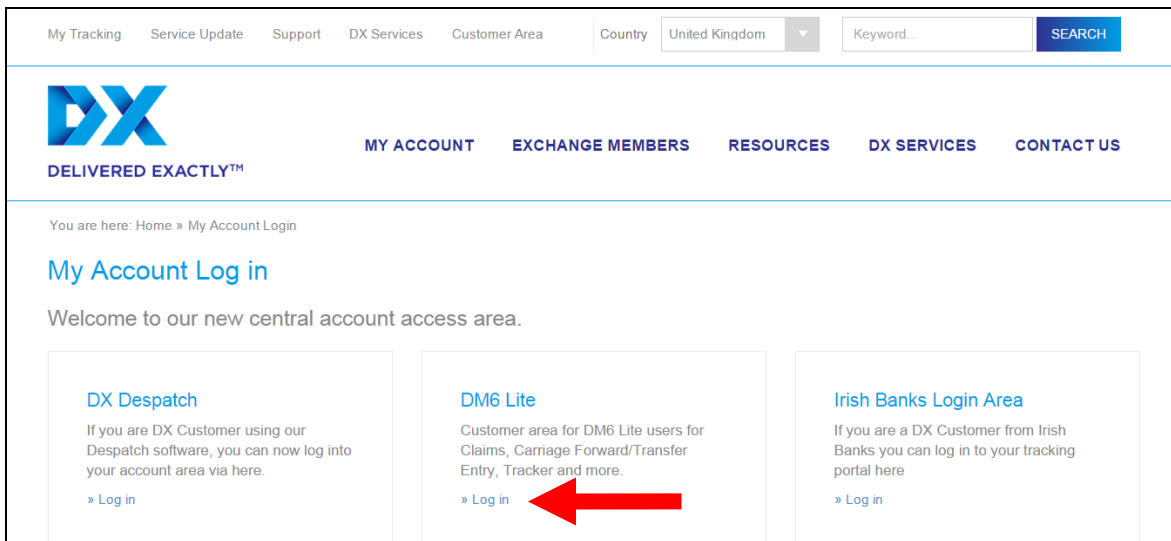
To access DM6 Lite, go to our web site www.dxdelivery.com and click on the 'LOG IN TO MY DX ACCOUNT' link (indicated by the red arrow on image below)



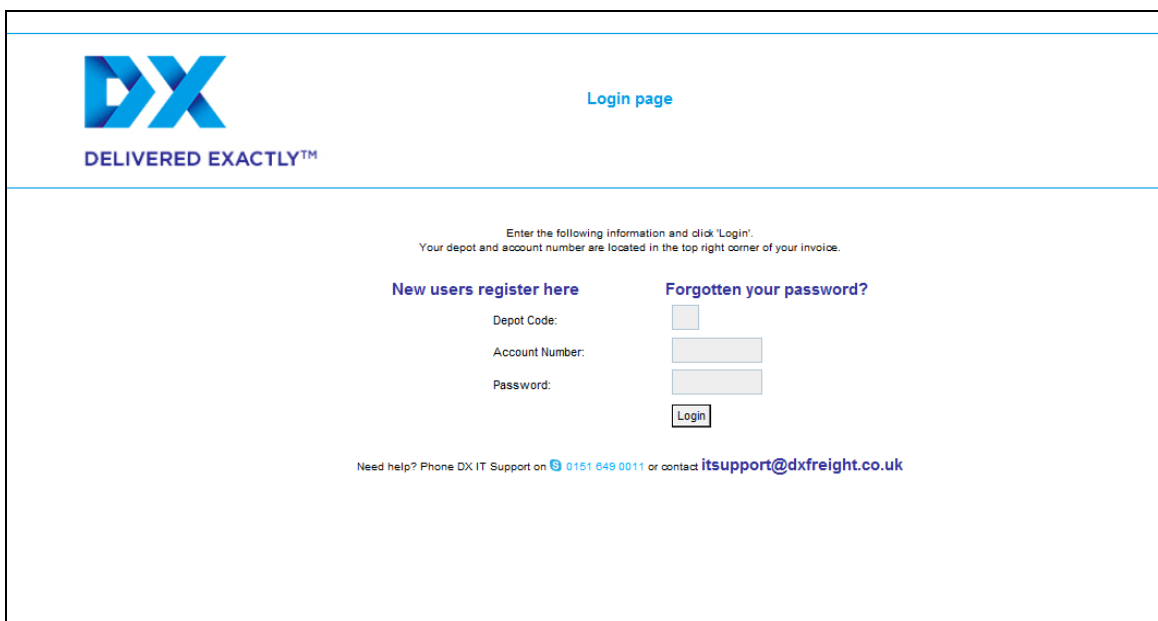
You are here: Home

The screenshot shows the DX website homepage. At the top left is the DX logo with the tagline "DELIVERED EXACTLY™". Below it, a breadcrumb trail reads "You are here: Home". The main content area is divided into several sections. On the left, there is a blue box titled "MY TRACKING" with the text "Track your item via our dedicated tracking page" and a "VIEW TRACKING" button. Below this are two links: "» I need help with my item" and "» DX Services for US Embassy". To the right of this is a dark grey box featuring a graphic of a combination lock with the word "UNLOCK" on the dials and the text "the best kept secret in parcel delivery...". Below the main content area, there are three white boxes. The first is titled "Customer Area" and contains the text "Resource area for our DX Customer Account holders" and a "LOG IN TO MY DX ACCOUNT" button. The second is titled "DX Services" and contains a dropdown menu with "Choose..." and a "VIEW DX SERVICES" button. A red arrow points to this button. The third is titled "Service Update" and contains the text "The latest alerts that may be affecting delivery times in your area" and a "VIEW ALL UPDATES" button.

Then click on 'Log in' on the DM6 Lite link (indicated by the red arrow on image below).



The Login page will open.

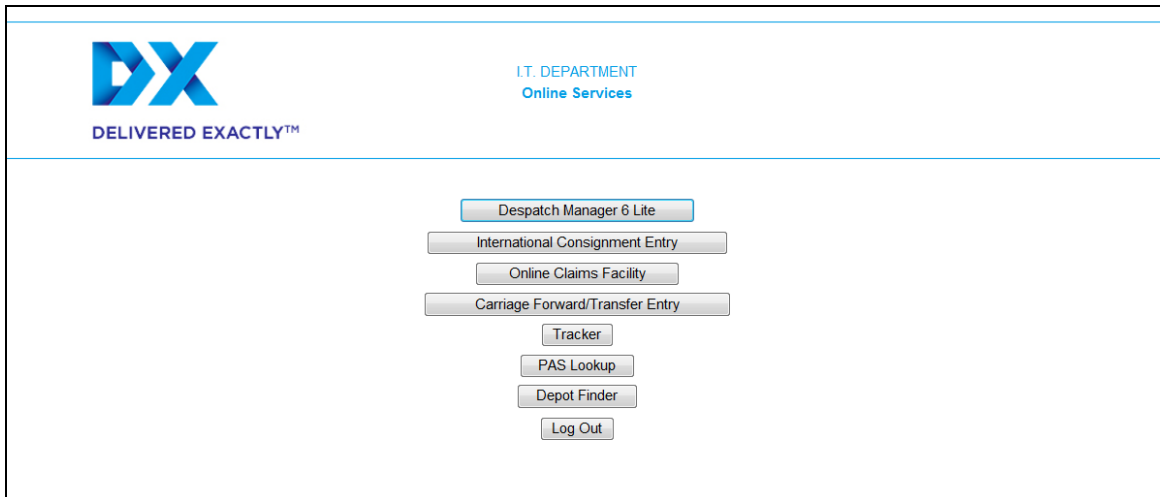


Enter your Depot/Service Centre Code, Account Number and Password and click the 'login' button.

Your Online Services

When logged in you will see **only** the buttons that have been activated for your account.

Therefore, dependent on what has been activated, the appearance of your screen may be different to the image below.

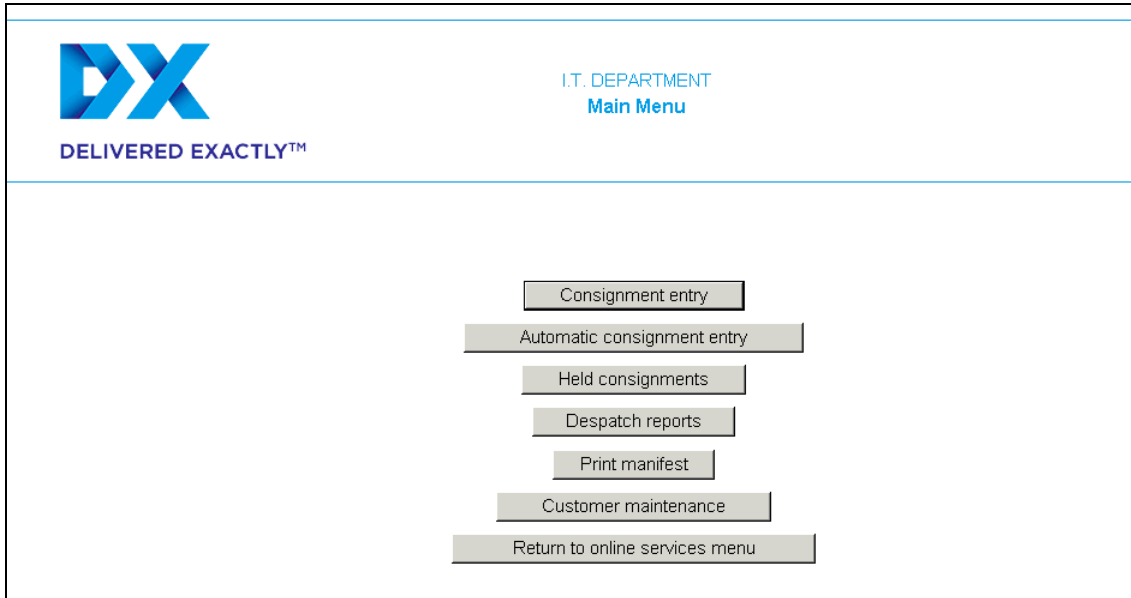


Click on the 'Despatch Manager 6 Lite' button at the top of the list.

Your Main Menu

When logged in you will see **only** the option buttons that are available to you within DM6 Lite.

Therefore, dependent on what has been activated, the appearance of your screen may be different to this screen shot:



Consignment entry -

Click on this option to enter consignment details.

Automatic consignment entry -

(ACE) This option will only be available if it has been turned on by DX IT Support. Click this option if you electronically upload your consignments.

Held consignments -

This option is used on conjunction with 'Automatic Consignment Entry' and will only be available if it has been turned on by DX IT Support. When a file of consignment data is imported it will automatically be placed 'On Hold'. Click this option to find a consignment which is 'On Hold' and bring the consignment forward to today.

Despatch reports -

Click on this option to view / amend / delete consignments and print further labels.

Print manifest -

End of Day Report - Click on this option when **ALL** consignments have been entered for the day and must be run at the end of each day. It will produce paper manifest to be sent with the freight.

If the 'End of Day' has been run and the goods have not yet been collected, it is possible to enter more consignments. However, you will have to run your 'End of Day' again to produce another manifest. 2 copies of each End of Day should be printed; one to give the driver on collection, and one for your own records which the driver will sign.

Customer maintenance -

Click on this option to add / view / amend / delete your Customer address information.

Return to online services menu - Click on this option to return to your 'Online Services' menu.

Consignment Entry

All Fields shaded in blue are mandatory.

DM6 Lite has the facility to store your Customer address and contact details within your own database, making entering consignments quicker.

It also has the facility to future date consignments, if it has been enabled for your account. You can enter consignments with a manifest date in the future and produce the labels. These will be held in the background until the date entered comes around. You can also bring these consignments forward sooner than originally required.

For ease of explanation, we will split the 'Consignment entry' screen into 4 easy steps:

Step 1: Delivery Address

Please note your cut-off time for entering consignments

Despatch date

This will always default to today's date; however you can postdate a consignment by clicking on the '**Select Date**' button and choosing a date in the future.
 If this facility is not yet available to you, contact the DX IT Support Team on 0151 649 0011.

Customer no

This is used to save and retrieve delivery details from your Customer database.

If you have sent consignments to this Customer before, the address details will be stored in your database. After entering their Customer number, click on the '**Get Address**' button and the address details, contact name & telephone number will be automatically filled. The contact name and telephone number can be changed if required.

If you are entering the delivery address for the first time and wish to save the details to your database, enter a Customer number and the information will be saved under your preferred name/ref format.

Also see 'Customer search'.

- Deliver to** Enter the name of the company/person the consignment is being delivered to.
- If it is an existing Customer, go to '**Customer search**' box and:
Either
- Click on the '**Search**' button to produce a full list of all Customers stored in your database, then click on the '**Select**' button to the left to automatically populate all customer detail boxes on the consignment entry screen;
- or
- Enter part of your Customer number and the database will list all names similar to what has been entered for you to choose from. Again, click on the '**Select**' button to the left to automatically populate all Customer details boxes.
- Postcode** Enter your Customer's postcode, and click on the '**Get address**' button to check that the postcode you have entered is valid.
If the postcode is correct, the address will appear underneath the 'House no/premises' box.
If the postcode is **not** correct, an error message will appear.
Note: Consignments going to Southern Ireland - enter either **Dublin** or **Eire** in the postcode field and an address box will appear under 'House no/premises'. Then enter the full address details.
- House no/premises** Enter the house or premises number of your Customer.
- Customer search** This option is available if you are using the database facility.
If you are unsure of a delivery address, you can:
Either
- Click on the **Search** button to list all Customer no. within your database
- or
- Enter part of the Customer no. and click on the '**Search**' button
- A list of addresses will appear on screen for you to choose from. Click on the '**Select**' button to the left of the list and the chosen details will automatically populate the address and contact details.
- Sender account** This option is available to Customers who use more than one account with DX. It allows you to enter consignments against specific Customer codes. This means you will be invoiced on each Customer code.

Step 2: Consignment Details

Step 2 - Consignment details

Items	Description	Weight	Reference	<input type="text"/>
<input type="text"/>	<input type="text" value="Select"/>	<input type="text"/>	Service	<input type="text" value="Select"/>
			No. of items over 25Kg	<input type="text"/>
			Extra insurance required	<input type="radio"/> Yes <input type="radio"/> No
			Insurance value	£ <input type="text"/> .00

- Items** Enter the number of items
- Description** Click on the down arrow and choose a description from the list, this description will print on the consignment label(s)
- Weight** Enter the weight of the consignment in kilograms. Only enter the figure and do not type 'KG'.
- Reference** Enter your reference for this delivery. This will appear on your invoice and can be used for tracking purposes.
- Service** Click on the down arrow and highlight the service you require. If the service you require is not displayed, this service has not been included in your Customer Service Agreement. Please contact your local service centre/sales person to resolve this.
- No. of items over 25kg** This field is used to declare items within the consignment that weigh more than 25kg. Enter the amount of items and the appropriate amount of **'Warning Heavy Freight'** labels will be produced.
- Extra insurance required** Click on the appropriate circle to choose either 'Yes' or 'No'.
- Insurance value** If 'Yes' is chosen in the 'Extra insurance required' field, a value of the goods must be entered.

Step 3: Delivery Instructions

Step 3 - Delivery instructions

Contact	<input type="text"/>	Extra instructions	<input type="text"/>
Contact phone no	<input type="text"/>		<input type="text"/>
Email address	<input type="text"/>		<input type="text"/>
Home delivery	<input type="radio"/> Yes <input type="radio"/> No		
Bookin required	<input type="radio"/> Yes <input type="radio"/> No		

Fields with blue highlight are compulsory.

- Contact** Enter the name of the person the consignment will be delivered to, this will also be used by the DX as the delivery point contact. If you have used your database to find this address the contact details will automatically be populated for you and they can be changed at this point if required.
- Contact Phone No** Enter a contact number for the named contact to be reached on.

If you have used your database to find this address the contact details will automatically be populated for you. They can be changed at this point if required.

Home Delivery

Select 'Yes' if the delivery point meets the following definition:
"A delivery to a residential property"

This includes:

- People who work from home
- A flat above a shop on the high street
- Caravan parks

An additional charge may be raised in accordance with your Service Agreement.

Bookin required:

Select 'Yes' if the consignment requires a booking reservation to be made with the delivery point, prior to delivery.

Note: this will incur an additional charge in accordance with your Service Agreement.

Extra instructions:

You are able to enter up to 2 lines of data. These instructions will appear on the delivery driver's documents and In-cab (handheld) device.

Save consignment button:

When you have completed steps 1, 2 & 3 and checked all information entered is correct, click on the '**Save consignment**' button.

Clear Form Button:

Click this button to clear all information entered, so you can start again.

Return To Menu Button:


Click this button to go back to the DM6 Lite main menu.

If you are not taken to Step 4 Confirmation Screen, it means all the mandatory fields have not been filled in.

Check for error messages on the Consignment Entry Screen, these will be highlighted in **red** with a ***** (red asterisk) against them.

When all fields have been completed, click on the '**Save Consignment**' button again. You are then taken to 'Step 4 Confirmation' screen.

Step 4 Confirmation



I.T. DEPARTMENT
Consignment entry

Step 4 - Confirmation

Delivery address

Consignment number L4108129

Customer no

Deliver to DX FREIGHT

Premises/House number 2

Delivery address Redfern Street, Liverpool.

Delivery postcode L20 8JB

Consignment details

Despatch date	18/11/2014			
Reference no		Items	Description	Weight
Total number of items	2	2	Kilos (KG)	40Kg
Total weight	40			
Service	Overnight			
Additional insurance	No			

Delivery instructions

Contact name BILL GATES

Contact phone no. 01516490011

Email address

Special instructions

Bookin No

Home delivery No

Confirm consignment
Abandon

Full consignment details are displayed, including the consignment number, for you to review prior to clicking on either the **'Confirm consignment'** or **'Abandon'** buttons.

Check all details on the confirmation screen before clicking the **'Confirm consignment'** button at the bottom of the screen.

If you click on the **'Abandon'** button, the consignment information will be **deleted** and **not saved**.

Tip: If you need to amend any of the details, press the 'Back' button on the toolbar to return to the previous screen.

When you click the **'Confirm consignment'** button, your labels are created and will need to be printed.

There are 2 ways labels can be printed:

- Via a printer supplied to you by DX (Zebra or Datamax Printer)
- Via your own Laser Printer

You can view all consignments saved by going to the 'Despatch reports' option on your main menu.

Printing Your Consignment Labels

Zebra or Datamax Printer - This is the printer supplied by DX. This will have been attached to your PC, and set up by either your DX Sales person or the DX IT Support Desk.

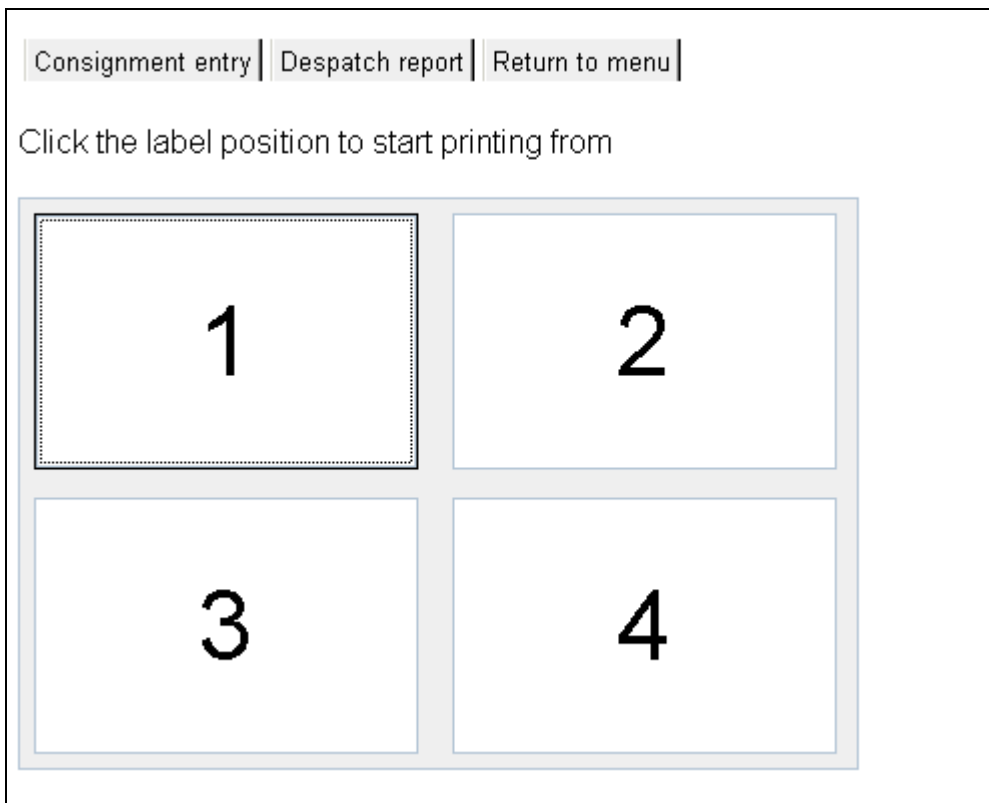
If you are using this type of printer, the consignment labels will automatically print out to this printer.

Your own Laser Printer - The most recent version of Acrobat Reader is required to print out labels. To download the latest version, go to www.adobe.com and follow the onscreen instructions.

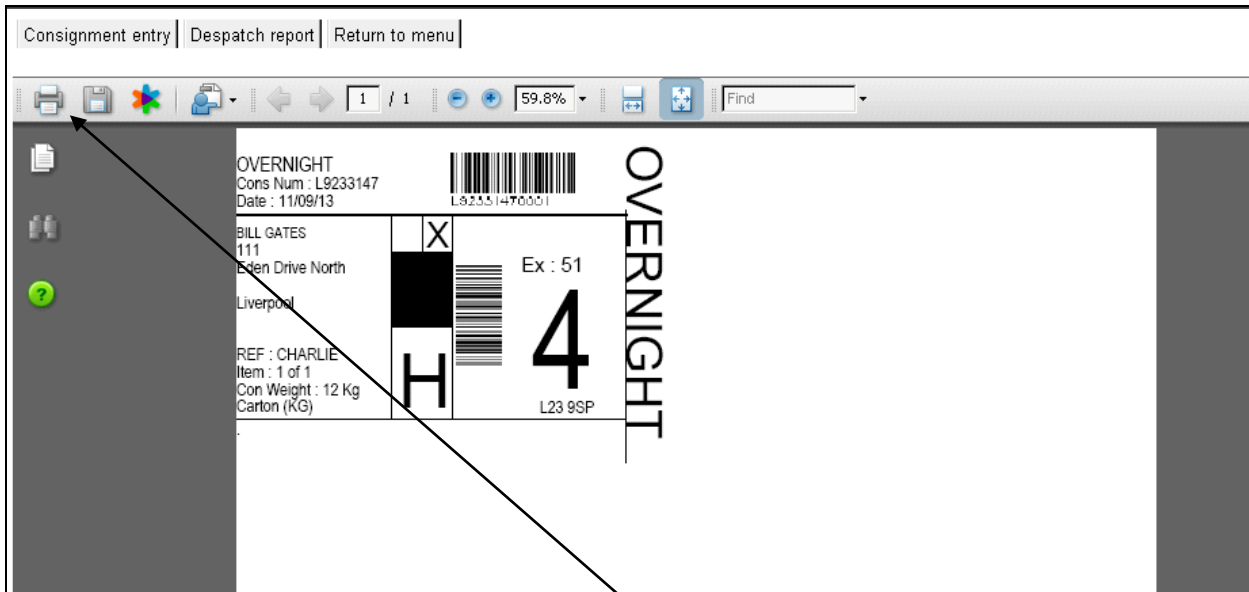
When you click the '**Confirm consignment**' button the label print screen will be displayed within a separate PDF window ready for printing.


Ensure your printer is turned on and there is an adequate supply of Avery labels in the printer.

To make label printing cost effective, click on the label position you wish to start printing the labels from.



Dependent on the version of Acrobat on your PC, the appearance of the screen may differ.



IMPORTANT: To print the labels, the 'Print' button  on the Adobe Reader toolbar must be pressed **NOT** the 'Print' option from the 'File' drop down menu.

Alternatively, you can move the cursor to the centre of a label, right-click and choose the 'Print' option.

Automatic Consignment Entry (ACE)

This option allows you to upload consignments on mass and is used by Customers with high volumes of daily consignments.

This facility can only be activated by contacting the DX IT Support Desk. The format of the file used will be supplied to you when you are set up.



Click on the '**Browse...**' button to search your PC for the DX ACE file you wish to import and click on the '**Import**' button.

The file will now be imported into DM6 Lite.

A message will appear on screen detailing the total number of consignments imported and how many have been rejected - these will need to be manually amended.

Despatch Report

This option allows you to view / modify / stop (delete) consignments. You can also view future and past consignments.

IMPORTANT: Additions / modifications / deletions **MUST** be done **BEFORE** the End of Day 'Print Manifest' button is selected.

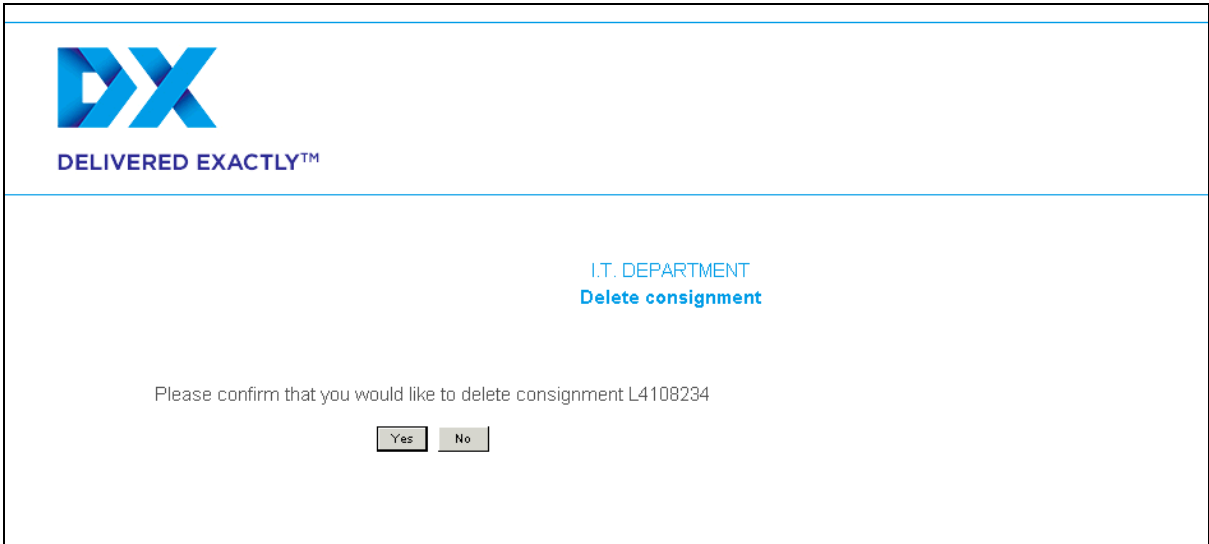
At the main menu, click on the 'Despatch reports' button. This will automatically display all the consignments that have been entered today.

The screenshot shows a web browser window displaying the 'Despatch report' page. A date selection calendar is open, showing dates from 07/10/2014 to 17/11/2014. The date 18/11/2014 is selected. Below the calendar, there is a 'Go' button and a 'Return to menu' button. The main content area displays the DX logo and the text 'I.T. DEPARTMENT Despatch report - 18/11/2014'. Below this, it says '1 consignments.' and a table of consignments is shown.

Con No.	Service	Reference	Branch name	Address	Postcode	Bookin	Items	Weight	Print	Modify	Stop
L4108234	Overnight		DX FREIGHT 2	Redfern Street	L20 8JB	No	3	40			
Totals:							3	40			

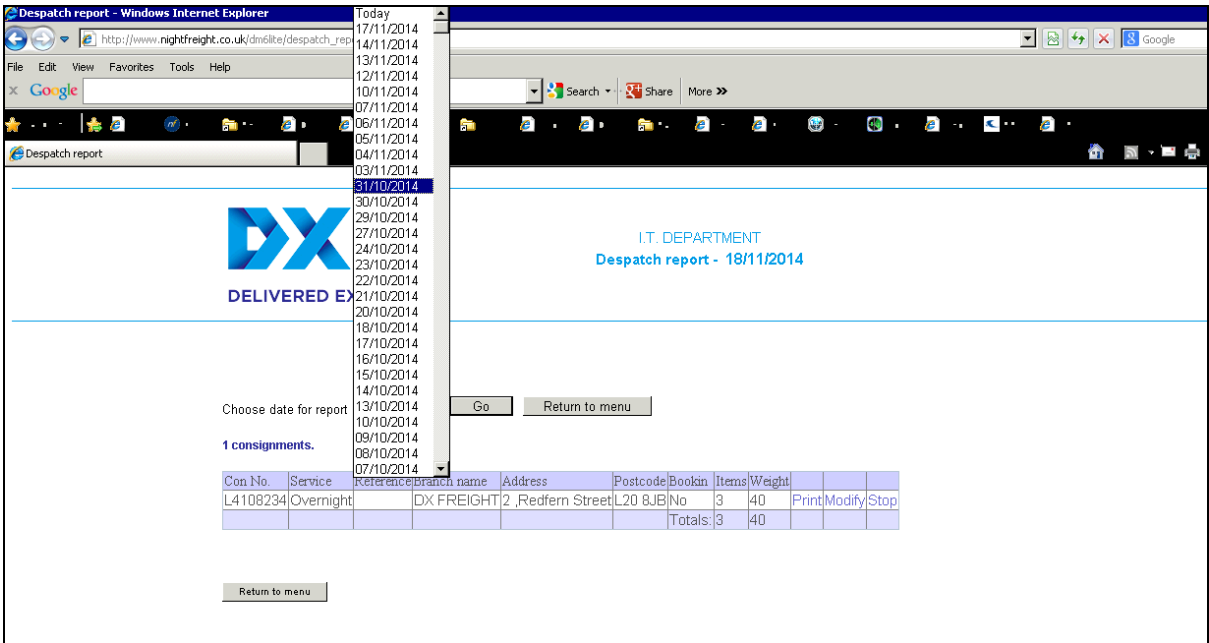
The following options are located to the right of each consignment line:

- Print -** Use to print or re-print labels, click on the 'Print' button.
- Modify -** To modify a consignment, click on the 'Modify' button, you will be taken to the 'Modify Consignment' screen. You are able to change any of the information except the Customer's account number.
When the changes have been made, click on the 'Save Consignment' button at the bottom of the screen. You will then be taken to the confirmation screen to confirm the details are now correct.
- Stop -** To delete a consignment, click on the 'Stop' button on the right of the 'Despatch report' Screen.
A message will appear asking 'Please confirm that you would like to delete consignment XXXX'
Click on 'Yes' to delete the consignment, or click 'No' to return to 'Despatch report' screen.



Despatch Report – Historic


To view consignments from a past date, click on the down arrow to the right of the 'Today' box and highlight the date you require, click on the 'Go' button and the information will appear on screen.



Despatch Report – Future Dated

The 'Future Dated' facility is not a standard option and can only be enabled by DX IT Support.

To view consignments for a future date, click on the down arrow on the right of the 'Today' box and highlight the 'Future Dated' (at the very top of the list of dates) then click on the 'Go' button and the information will appear on screen.



I.T. DEPARTMENT
Despatch report - Future dated consignments

DELIVERED EXACTLY™

Choose date for report

1 consignments.


Disp. date	Con No.	Service	Reference	Branch name	Address	Postcode	Bookin	Items	Weight			
28/11/2014	L4108234	Overnight		DX FREIGHT	2 ,Redfern Street	L20 8JB	No	3	40	Print	Modify	Stop
Totals:								3	40			

You have options to Print (labels), Modify and Stop (delete) future dated consignments.

Manifest Print (End of Day)

Prior to Collection Time you **must** run the 'Print Manifest' option from the DM6 Main Menu screen. This is called the 'End of Day' process.

When you click on the 'Manifest' button, a warning message will appear on screen.



I.T. DEPARTMENT
Print manifest

WARNING - The manifest is the 'day end' report. If you run the manifest, you will not be able to enter or modify any more consignments today.

Would you like to continue?

Click the '**Yes**' button to run your End of Day.

Click the '**No**' button to return you back to your Main Menu.

Important Note: Print **2** copies (Press the 'Print' button twice)

1st Copy the DX driver will sign to acknowledge receipt of collected freight, which you will retain for your own records.

2nd Copy **MUST** is given to the DX Driver for your local service centre records.

[Back to menu](#)

Manifest Print - 18/11/2014

Customer: I.T. DEPARTMENT

Cons No	Reference	Branch name	Postcode	Service	Bookin	Items	Weight
L4108339	CALL NO.1548	DX FREIGHT (CARDIFF)	NP20 3BP	Overnight	No	1	1
L4108446	222	TESTER	CH49 2NG	Overnight	No	3	7
L4109494	WHEELWRIGHT	DX FREIGHT	ME1 3RX	Overnight	No	1	10
L4109499	CLEVELAND C	DX FREIGHT LTD	DH2 1AG	Overnight	No	1	10
L4109754	GAIL HUGHES	NIGHTFREIGHT GB	WV13 2DB	Overnight	No	1	2
						7	30

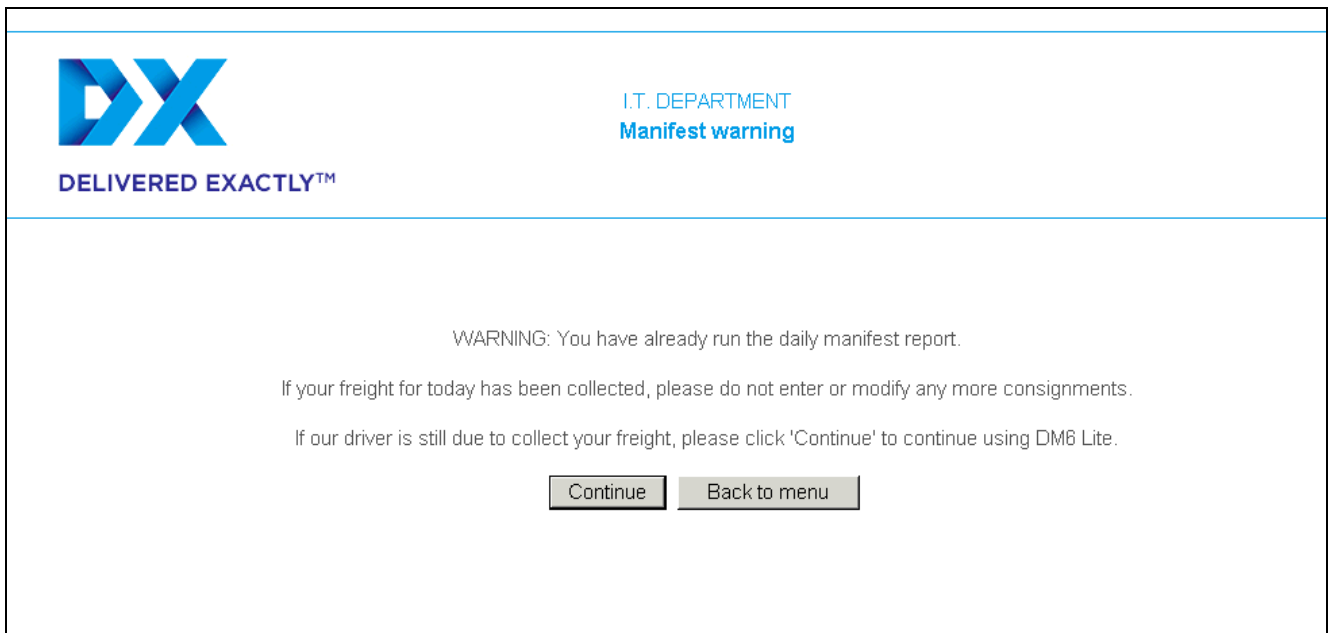
Consignment count: 5

Driver's Signature: _____

Name: _____

Date: ___/___/___ Time: _____

Note: When running this option, if you press 'Yes' by mistake or after running the option, you wish to enter further consignments, go back to the DM6 Lite main menu and click on the '**Consignment entry**' button. The following message will appear:




Click on the '**Continue**' button to enter further consignments.

Important Note: Remember, once you have finished entering consignments, the 'Print manifest' option **must** be run again, printed off and given to the DX driver together with the earlier manifest.

Customer Maintenance Screen

If your Customer's address details change, you are able to **'Modify'** or **'Delete'** them by using the options to the right of each line in the Customer maintenance screen.



I.T. DEPARTMENT
Customer maintenance


Search database

Found 175 records. Showing page 1 of 4

Account no	Account name	Address	Postcode	Contact		
B n Q Southampton	BQ Southampton	C/O DHL , Nutsey Lane	SO40 3NB	Glen Gregg	Modify	Delete
B&Q Wincanton	ROB FINNEY	B&Q WINCANTON , Burton Road	DE14 3EG	ROB FINNEY	Modify	Delete
barcode	THE BARCODE WAREHOUSE LTD	TELFORD DRIVE , Telford Drive	NG24 2DX	Returns	Modify	Delete
BLUEMAN	SCANMAN LABELS	1 WHORLTON RD , Whorlton Road	TS2 1QJ	ANNABEL ALBEN	Modify	Delete
BQDoncaster	B&Q DISTRIBUTION	HOME DELIVERY , Rockingham Way, Redhouse Interchange	DN8 7FB	ELAINE POPPLEWELL	Modify	Delete
branston	B&Q BRANSTON	FAO NEIL COOK , Burton Road	DE14 3EG	NEIL COOK	Modify	Delete
BT ROLATRUC	NIGHTFREIGHT GB LTD	C/O BT ROLATRUC , 8 KINGSLAND GRANGE	WA1 4RW	DENISE WARRINGTON	Modify	Delete
CAMFIL LTD	CAMFIL LTD	UNIT 3 , Knowsley Road	BB4 4EG	MIKE HILL	Modify	Delete
CDC	CITY DATA	STAFFORD PARK 12 , TELFORD	TF3 3BU	PETE	Modify	Delete
Code Logic	CODELOGIC REPAIR CENTRE	14 , Eelmoor Road	GU14 7QN	CHRIS WADE	Modify	Delete
Codeo	CODEO	DELIVERIES , Hampton Lane	BS8 6LE	DANIEL	Modify	Delete
COMMS CARE	COMMS CARE	20 NORBURY CREST , HAZEL GROVE	SK7 5PD	BRIAN	Modify	Delete

Modify a Customer

Click on the **'Modify'** button, which is located in the sixth column of that Customer's details line. The Customer's record will appear on screen.



I.T. DEPARTMENT
Modify customer

Customer no

Deliver to

Postcode

House no/premises
Nutsey Lane, Totton, Southampton.

Contact

Contact phone no

Email address

Home delivery Yes No

You are able to change any of the Customer's details except the Customer's account number. When you have completed the changes, click on the **'Save'** button.

Add a Customer

You can add new Customers to your database manually, however if the new address is entered as a consignment it will automatically be added to your database.

Note: All the blue shaded fields are mandatory fields and must be filled in.

Enter the details of the new Customer:

Customer No.

Deliver To This is the company name

Postcode - Click on the **'Check postcode'** button and the address details for postcode will appear on screen. Check these are correct and enter the

'House No/Premises'

Contact name

Contact Phone No.

Email address (optional)

'Home Delivery' Select either 'Yes' or 'No'.

If you are satisfied with the details entered, click the **'Save'** button. The information will now be available from your database.

The screenshot shows a web-based form for adding a customer. At the top left is the DX logo with the tagline 'DELIVERED EXACTLY™'. At the top right, it says 'I.T. DEPARTMENT' and 'Add customer'. The form contains the following fields and controls:

- Customer no: A blue shaded text input field.
- Deliver to: A blue shaded text input field.
- Postcode: A blue shaded text input field with a 'Check postcode' button to its right.
- House no/premises: A blue shaded text input field.
- Contact: A blue shaded text input field.
- Contact phone no: A blue shaded text input field.
- Email address: A light grey text input field.
- Home delivery: Two radio buttons labeled 'Yes' and 'No'.
- At the bottom left, there are 'Save' and 'Cancel' buttons.

Delete a Customer

On the Customer Maintenance screen click on the **'Delete'** button. It is located to the right of the Customer's details.



The screenshot shows the DX logo and tagline 'DELIVERED EXACTLY™' at the top left. In the center, it displays 'I.T. DEPARTMENT' and a blue link 'Delete consignment'. Below this, a confirmation message reads: 'Please confirm that you would like to delete consignment L4108234'. At the bottom, there are two buttons: 'Yes' and 'No'.

You will be asked, **'Please confirm that you would like to delete customer XXXXXXXXX'**

Click on the **'Yes'** button and the Customer record will be deleted.

If you have any questions regarding DM6 Lite or any other DX On-line facilities, or you encounter problems whilst using our on-line software, please contact our DX IT Support Department on:
Tel: 0151 649 0011, email itsupport@dxfreight.co.uk