

Ticket→it

Delivered by **CourierPost** 

Feature Updates

April 2011



So what's new with CourierPost Ticket-it?

New features making Ticket-it easier to use	1
Freight Forward Bookings.....	2
More ways to Track & Trace and search History.....	3
FAQ's	3
What do I need to do to get access to the updated Ticket-it?	3
What if I have any issues/questions using the updated Ticket-it?	3

New features making Ticket-it easier to use

We've been listening to your feedback on what you need to make Ticket-it even easier to use and so we are pleased to announce the release of an updated version of Ticket-it with the new features as detailed on the following pages.

We're sure you will be pleased with these enhancements and will enjoy increased productivity from the additional options available.

To take advantage of these new features simply log in to CourierPost Ticket-it and they will automatically appear.

Freight Forward Bookings

Why it's good

Need to facilitate a return package to you but not sure how? Want to send an item from one of your customers to another?

Where to find it

Using the 'Freight Forward' tab/screen.

What's new

A Freight Forward allows you to book courier delivery when you are not at the pickup address.

For example you can organise a product return back to you from a customer, or send an item from one of your customers to another.

Simply complete the Freight Forward booking form to get your job underway. You can use your existing Ticket-it contact address book for sender and recipient details, and best of all no need to phone the CourierPost call centre, book at your own convenience, 24/7!

The screenshot shows the 'Freight Forward' booking form in the Ticket-it system. The form is divided into several sections: 'Pickup Ready Date', 'Payer Cost Centre', 'Customer Reference', 'Authorisation Code', 'From (Sender)', and 'To (Receiver)'. Callout boxes highlight specific features:

- Top Left:** A box states "Book pickup up to 7 days in advance, for up to 10 items." with an arrow pointing to the 'Pickup Ready Date' field, which is set to '07 Apr 2011'.
- Top Right:** A box states "Use the 'Are you the Receiver' tick box to quickly create return labels." with an arrow pointing to the checkbox labeled 'Are you the Receiver?' in the 'To (Receiver)' section.
- Left Side:** A box states "Use the handy address book lookup tool to complete Sender or Receiver details" with an arrow pointing to the search fields in both the 'From (Sender)' and 'To (Receiver)' sections, which are labeled 'Search or select as you type'.

The form includes fields for 'Pickup Ready Time' (11:00 to 15:00), 'Number of Pieces' (1), 'Payer Cost Centre', 'Customer Reference', 'Authorisation Code', and 'Lido not have an authorisation code'. The 'From (Sender)' and 'To (Receiver)' sections have fields for 'Contact' (Pickup Name, Phone Number, Company Name) and 'Address' (UnitNo/Apt No/Eld No, Building Name, Street No, Street Name, Suburb, Town/City).

More ways to Track & Trace and search History

Why it's good

The new Freight Forward jobs have been fully integrated into Tracking, History & Reports – making it easy to find items previously sent and giving you more control over what and how you see your search results.

Where to find it

Using the 'Tracking, History & Reports' tab/screen.

What's new

- Advanced search criteria now includes fields for Freight Forward jobs

Additional search criteria added to search Freight Forward jobs

The screenshot shows the 'View Print History' search interface. The form includes the following fields and options:

- Ticket Number(s): [Text input]
- Company: [Text input]
- Search or select as you type: [Text input]
- Town/City: [Text input]
- Date Printed: [Text input] to [Text input]
- Customer Reference: [Text input]
- Cost Centre: [Text input]
- FF Pickup date: [Text input] (highlighted with a green circle)
- Group: [Dropdown menu]
- Site Code: [Dropdown menu]
- Include cancelled:
- Freight Forward Only:
- SEARCH: [Green button]
- Clear: [Text link]

FAQ's

What do I need to do to get access to the updated Ticket-it?

Nothing! The next time you log in to Ticket-it the features will automatically be available to you to use.

What if I have any issues/questions using the updated Ticket-it?

Just contact Ticket-it support team at either ticket-itsupport@courierpost.co.nz or **0800 783 783**.

And remember, Ticket-it user guides are always available to view or download at our website:

www.courierpost.co.nz/Ticket-it/help