

Ticket→it

Delivered by **CourierPost** 

Feature Updates

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So what's new with CourierPost Ticket-it?

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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.

Custom Packages – add, edit, delete sizes and names

Why it's good

Have you ever been frustrated that custom packages have the wrong name, or you want to change the dimensions?

Perhaps you would find it easier if you could re-arrange the order in which the custom packages appear to show your most used sizes at the top of the list?

Where to find it

Using the Administration - Custom Packages tab/screen.

What's new

Options to add, edit and delete custom package sizes and names.

Re-order the list of custom packages to suit you – most used at the top, alphabetically or however you like.

HINT: If you are using the Labels printing screen and click on the 'manage custom packages' link, you will now be redirected to the custom package screen to modify the custom package.

The screenshot shows the 'Custom Packages' administration screen. It features a table of packages with columns for Name, Height, Length, Width, and Cubic. Each row has 'EDIT' and 'DELETE' buttons. A 'DELETE SELECTED' button is located at the bottom of the table. To the right, a 'Package order' list is shown with 'UP', 'DOWN', 'ALPHA', and 'BOTTOM' buttons for re-ordering. Callouts provide instructions for each of these features.

Callout 1: Add, or edit custom package name or dimensions. Or if you don't like it, delete it.

Callout 2: Re-order the list in which custom packages appear to suit you; **alphabetically** or most used on top.

Callout 3: Select and delete multiple custom packages that you no longer use.

Name	Height	Length	Width	Cubic	EDIT	DELETE
Radiator 1	100cm	24cm	45cm	0.000m ³	EDIT	DELETE
3 packs	0cm	0cm	0cm	0.000m ³	EDIT	DELETE
BC BOX 12	1cm	2cm	3cm	0.000m ³	EDIT	DELETE
box 12	23cm	30cm	60cm	0.000m ³	EDIT	DELETE
BP9190061111	46cm	5cm	46cm	0.000m ³	EDIT	DELETE
cams package	10cm	40cm	30cm	0.000m ³	EDIT	DELETE
delux box	0cm	0cm	0cm	0.027m ³	EDIT	DELETE
envelopes	23cm	23cm	6cm	0.000m ³	EDIT	DELETE
glenn	5cm	5cm	5cm	0.000m ³	EDIT	DELETE
juice carton	30cm	30cm	20cm	0.000m ³	EDIT	DELETE

More ways to Track & Trace and search Print History

Why it's good

A key request we received was “give me more options with Track & Trace and searching Print History”

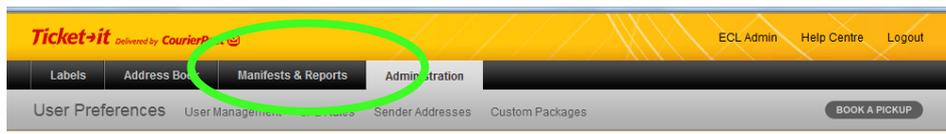
Taking this onboard we have introduced a raft of improvements to give you more control over what and how you see your search results.

Where to find it

Using the Manifests & Reports - Print History tab/screen.

What's new

- **The Track & Trace tab has gone.** Track & Trace is now integrated into the Manifests & Reports tab/screen



- Advanced search criteria now appears by default at the top of the screen
- Label history is displayed showing most recent (today's) labels first
- All headings are now 'clickable' to sort results by.

Advanced search criteria now appears by default

Most recent labels now appear first

Printed	Receiver	Town/City	Service	Cost	Return	Label	Details	History	Status
02 Sep 2010	1898240001536106AKL024AS	Glenn Dodd	Auckland	CPOLP	\$5.66				CANCEL
02 Sep 2010	1898240001536105AKL024AS	Glenn Dodd	Auckland	CPOLP	\$5.66				CANCEL
02 Sep 2010	1898240001536104AKL024AS	Glenn Dodd	Auckland	CPOLP	\$5.66				CANCEL
02 Sep 2010	1898240001536103AKL024AS	Glenn Dodd	Auckland	CPOLP	\$5.66				CANCEL
02 Sep 2010	1898240001536102AKL024AS	Glenn Dodd	Auckland	CPOLP	\$5.66				CANCEL
02 Sep 2010	1898240001536101AKL024AS	Glenn Dodd	Auckland	CPOLP	\$5.66				CANCEL
02 Sep 2010	1898240001536006V/C050AS	Glenn Dodd	Invercargill	CPOLP	\$104.02				CANCEL
02 Sep 2010	1898240001536005V/C050AS	Glenn Dodd	Invercargill	CPOLP	\$104.02				CANCEL
02 Sep 2010	1898240001536004V/C050AS	Glenn Dodd	Invercargill	CPOLP	\$104.02				CANCEL
02 Sep 2010	1898240001536003V/C050AS	Glenn Dodd	Invercargill	CPOLP	\$104.02				CANCEL

Sort results by clicking on headings

More ways to Track & Trace and search Print History (continued)

What's new

- Cancelled tickets are now hidden by default. To view, select the 'include cancelled' tick box.
- Tickets can be cancelled and un-cancelled. You can do this one by one, or select a group and cancel or un-cancel the entire selection.
- Return Labels are now indicated on the Print History screen.
- Select one or more tickets to download. Downloaded history now shows more useful information like Box Name instead of Box Code and Username instead of User Code.

The screenshot shows the 'View Print History' interface. Callout boxes provide the following information:

- Filter results to show cancelled labels. HINT: is set to 'no' by default.** (Points to the 'Include cancelled' checkbox)
- Is this a return label? – if it is then it's now shown.** (Points to the 'Return Label' column header)
- Cancel individual tickets** (Points to the 'CANCEL' button in the status column)
- Select ticket by tick boxes and cancel, un-cancel or download the selection.** (Points to the 'Selected Tickets' action bar)

Date	Ticket #	Receiver	Town/City	Service Type	Fee	Return Label	Status	View Details	T&T History
02 Sep 2010	1898240001536105AKL024AS	Glenn Dodd	Auckland	CPOLP	\$5.66				
02 Sep 2010	1898240001536105AKL024AS	Glenn Dodd	Auckland	CPOLP	\$5.66				
02 Sep 2010	1898240001536104AKL024AS	Glenn Dodd	Auckland	CPOLP	\$5.66				
02 Sep 2010	1898240001536103AKL024AS	Glenn Dodd	Auckland	CPOLP	\$5.66				
02 Sep 2010	1898240001536102AKL024AS	Glenn Dodd	Auckland	CPOLP	\$5.66				
02 Sep 2010	1898240001536101AKL024AS	Glenn Dodd	Auckland	CPOLP	\$5.66				
02 Sep 2010	1898240001536006V/C050AS	Glenn Dodd	Invercargill	CPOLP	\$104.02				
02 Sep 2010	1898240001536005V/C050AS	Glenn Dodd	Invercargill	CPOLP	\$104.02				
02 Sep 2010	1898240001536004V/C050AS	Glenn Dodd	Invercargill	CPOLP	\$104.02				
02 Sep 2010	1898240001536003V/C050AS	Glenn Dodd	Invercargill	CPOLP	\$104.02				

Selected Tickets: **REPRINT** **DOWNLOAD** **CANCEL** **UN-CANCEL**

Entire Ticket History: **DOWNLOAD** **DOWNLOAD CANCELLED ONLY**

Send a confirmation email to multiple recipients

Why it's good

Ever wanted to send notification to more than one person that an item has been picked up by CourierPost? Now you can.

Where to find it

Using the Address Book tab/screen.

What's new

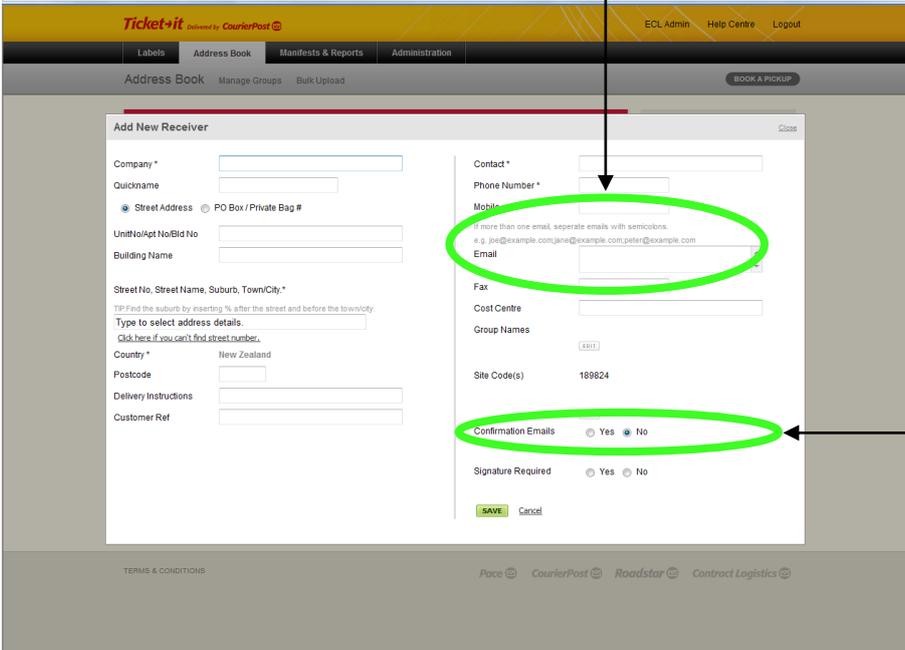
Now when you add or edit a receiver you can include multiple email addresses.

HINTS:

Don't forget to select 'yes' to confirmation emails.

Once the confirmation email has been received, click through to CourierPost Track & Trace and register using the 'Notify Me' function to receive subsequent email updates of the item's status.

Add multiple email addresses under the receiver details



HINT: select 'Yes' for recipient to receive confirmation emails

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