



3B Despatcher User Manual

The 3B Despatcher is simple to use and enables you to book any collection whether it is UK, European or International. The system is under continuous development so if you have any suggestions or requirements please let us know. We will update you on any enhancements that are made to the system.

Website URL is <http://www.3bint.co.uk>, click on 'Online Despatch'

Enter User Login and Password as supplied. *Contact us if you don't have a logon and wish to use the system.*

My Profile: Change Password and email address.

My Account: Change Contact details

Create a New User: Set up additional user profiles on your account

Book Collection: Specify Collection and Delivery Location
Enter Service Required. If International is selected you will be asked to enter the dimensions for each parcel. This is compulsory. Please note that commercial invoices are required for all international, non EEC deliveries. Commercial invoices are also required for the Channel Islands.

Enter Collection Date. This defaults to today's date but you can book collections for a future date using the dropdown.

Enter Number of Parcels

Enter Consignment Weight

Enter Any Customer Reference Required

Enter Any Special Instructions

Additional Insurance. *Tick Box if needed*

Click On Submit

If you have entered a UK Postcode, Select address from the drop down list. *These are matched with the UK Post Office Address File or taken from your own saved addresses. If a post code is not known or you have an international address, enter address details and select country if appropriate.*

Enter customer name and contact name and telephone number if known. *A telephone number enables us to contact your customer if there are any delivery difficulties.*

Click on Favourites. *If you are going to use the customer address again, save it to your customer database. There is no limit to the number of addresses that can be held.*



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Click on submit to book your collection.

Print Delivery Label. *You now have an option to print an address label if required. If the parcel is already addressed because you have used your own delivery note then it isn't necessary to add a further address label as long as we can identify your parcel when it arrives at 3B.*

View Collections:

This screen shows the status of your day's collections. Click on Order Number to amend collection details. *Ensure that any changes are saved.*

To cancel a collection, click on cancel button

End Of Day:

Go to view collections and print manifest. *Two copies are provided, one for your records and one for our driver. Several end of days can be run if you have multiple collections or further consignments.*

General:

On all pages -

Sign out will log you out of the system

Home will take you to the main menu

Save will save any details entered or amended

Browser back button will take you to the previous screen

Additional Facilities:

If you have an existing regular customer database, these can be bulk imported into the system for you. Contact Bryn or Steve for details