ORDER POWER!

PC Applications

User Guide

Release 4.0.3

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ORDER POWER! **PC Applications**

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Table of Contents

ORDER POWER!

PC Applications

Does it ever seem to you that in a better world your PC and the AS/400 would just cooperate a little more? A couple of pictures to give the reps a better idea what you are selling...a modern, PC word processor that is smart enough to use your existing customer info...numbers are nice, but how about some charts and graphs? ***ORDER POWER!*** provides these PC applications:

- **OP!/Crystal Reports Interface** *see page 22*
  ORDER POWER! Order Statistics panel.3.5 accesses the graphical depth of Crystal Reports to provide formatted text, images, charts and maps. These tools deliver a clear, effective message to you, and those who rely on you for information. You can also write your own reports directly from the data in ***ORDER POWER!***, if you purchase the Professional version of Crystal Reports.

- **PC/Excel Budgeting** *page 27*
  You can now download GL budgets and actuals from ***ORDER POWER!*** to Excel, manipulate the numbers within Excel, and upload them as a new budget. This allows an unlimited number of budgets to be calculated and stored in Excel spreadsheets and selectively uploaded for financial reporting.

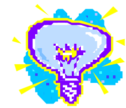
- **OP! Shipper Tracking interface** *see page 27*
  Track packages on the web by pressing a function key in ***ORDER POWER!***

- **OP! Image Display** *see page 7*
  You can display up to three images that you associate to an **Item** in the **Item** master file from Order Entry and Item Maintenance.

- **OP! Correspondence/MS Word Interface** *see page 9*
  The MS Word Interface allows you to compose letters in MS Word for **Accounts Receivable**, **Order Entry**, **Purchase Orders** and **Credit Card** declines. Each letter is based on a template, created by you. You define the information you want to draw from the ***ORDER POWER!*** database to create a custom letter including real-time information relating to the order, purchase order or customer account.

- **OP! Extended Description editor** *see page 24*
  This PC text editor supports word-wrap, cut and paste, and spell check, which all make the job much easier, especially when you are using Extended Descriptions to add text to your *Web Store*.

Setting up *ORDER POWER!* PC Applications



If you are running Jwalk (the ***ORDER POWER!*** GUI interface) you must use static (permanent) Workstation Ids rather than dynamic ones.

See your System Administrator for more information about your system configuration.

You must set up your workstation for **OP! PC Applications** before you can begin:

- Install the OP! PC Applications Broker
- Create a PC workstation definition.....*see page 3*
- Associate the PC workstation with the applications you want to use.........*see page 5*

Hardware/Software requirements

- ❑ AS/400 Operating System V4R4
- ❑ Minimum Workstation requirements:
  - Pentium 233 Mhz
  - 64 MB RAM
  - 60 MB of available disk space
  - Windows 98 or Windows 2000
  - Microsoft Word 2000 or 2002
  - Excel 2000
  - Internet 5.0
  - Client Access Express Version 4 Release 5 Modification level 0
- ❑ OP4.0 Enhancement level 2

How to install the OP! PC Applications Broker

You need to install the ***ORDER POWER!*** PC Broker to allow ***ORDER POWER!*** to communicate with your PC. To begin, you must have the IFS mapped as a Network Drive.

To assign (map) a drive letter to the IFS

1. Click **Start**, point to **Programs**, and then click **Windows Explorer**.

2. On the **Tools** menu, click **Map Network Drive**.

3. In Path, type the path to the IFS (see your System Administrator for this information).
   For example: \\iSeries400name\root

If a password is required, Windows prompts you.

Next, you install the **OP! PC Applications Broker** from the IFS setup file.

To install the PC Broker

1. Close all Windows applications to avoid conflicts, etc.

2. Click **Start**, point to **Settings**, and then click **Control Panel**.

3. Click Add/Remove Programs to display the *Add/Remove Programs Properties dialog box*, then click on the **Install** button.

4. Follow the instructions on screen as you would for any Windows application. When you are prompted to browse for the path, locate the **SETUP.EXE** file in the **OP-PC\BrokerInstall** folder in your IFS.

5. Click the **SETUP.EXE** file to begin installation.

During the installation, you will most likely experience several "errors" due to a known bug in the Microsoft Package and Deployment Wizard.
(For details, see http://support.microsoft.com/default.aspx?scid=kb;en-us;Q216368)

- If the installation tells you a new file already exists on your system, choose **Y**(es) to replace the existing file with the one supplied by the Broker.

- If you receive any error that gives you the option to **I**(gnore), please do.

You will see a message that informs you when installation is successfully completed. The **OP! PC Applications Broker** will now start itself whenever you boot your PC.

Working with OP!/PC Interfaces

From the ***ORDER POWER!*** Main Menu, select: **Work with Files ➔ PC Application Interface** to display *PC Application Interface Inquiry panel (figure 1)*.

```
 Pstn : _________      OP! 4.0 DEVELOPMENT - CO# 001
                      PC Application Interface Inquiry

 2=Change  5=Display  6=Applications

Opt  Workstation  Description
 _   DSP101*      Armando's PC
 _   DSP102*      Ernie's PC
 _   DSP104*      Stan's PC
 _   DSP105S1     Mariela's workstation
 _   DSP108*      CSIUSER's PC
 _   DSP110S*     Nancy's PC
 _   DSP112*      Tony's pc
 _   DSP114R1     test
 _   DSP114S*     Gary Winstel
 _   DSP115S1     User ID 'Demo' on Windows 2000 Server
 _   DSP115S3     Stan's WSID on the Win2K server
 _   DSP115S4     Conference Room (QSECOFR)
 _   DSP117*      Uri's PC
 _   DSP120R*     David Scorca Remote PC
 _   DSP120S*     David Scorca
                                                          More...
F1=Help F3=Exit F6=Create F7=Bkwd F8=Fwd F10=Top F12=Cancel F18=Bot F21=Print
```

PC Application Interface Inquiry panel (figure 1)

These actions are available, in addition to the standard ***ORDER POWER!*** functions:

Action	Description
2=Change	Display *PC Application Interface Update panel (figure 3)* to change a PC workstation definition
5=Display	Display a window similar to *PC Application Interface Update panel (figure 3)* to view the PC workstation definition
6=Applications	Display the *PC Application Interface Detail Inquiry window (figure 4)* to view the **applications associated with the selected PC workstation**
F6=Create	Display the *PC Application Interface Detail Inquiry window (figure 4)* to create a new PC workstation definition

To create a new PC workstation definition

1. On the *PC Application Interface Inquiry panel (figure 1)*, press **F6** (Create) to display the *PC Application Interface Prompt panel (figure 2)*.

```
                    OP! 4.0 DEVELOPMENT - CO# 001
                 PC Application Interface Prompt

                          Workstation ID
                           __________


F1=Help  F3=Exit  F12=Cancel
```

PC Application Interface Prompt panel (figure 2)

1a. *If your system uses static (permanent) workstation addresses*, type your IBM Workstation ID.

If your system uses dynamic workstation addresses, type **QPADEV***. This is a generic address that will allow all workstations on your system to access documents under a single application definition.

1b. Press **Enter** to display *PC Application Interface Update panel (figure 3)*.

To change a PC workstation definition

1. On the *PC Application Interface Inquiry panel (figure 1)*, type **2** (Change), beside the PC workstation you want to work with, then press **Enter** to display the *PC Application Interface Update panel (figure 3)*.

```
                    OP! 4.0 DEVELOPMENT - CO# 001
                 PC Application Interface Update

Workstation ID     DSP101*
Description        Armando's PC
Jwalk Session      _
IP Address


                                                                       Delete _
F1=Help  F3=Exit  F12=Cancel
```

PC Application Interface Update panel (figure 3)

2. Type a descriptive name to identify your workstation, then press **Enter** to update the workstation definition.

To display a PC workstation definition

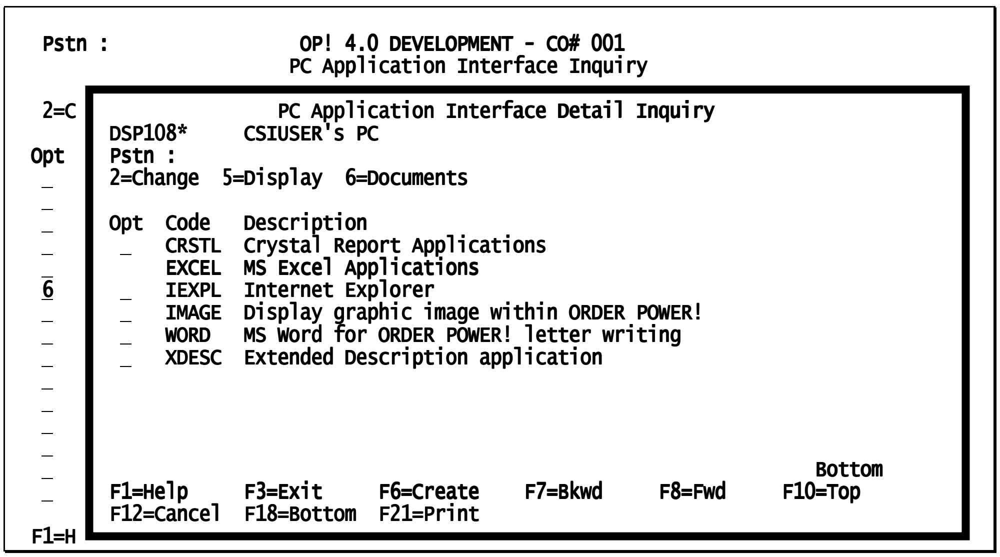
On the *PC Application Interface Inquiry panel (figure 1)*, type **5** (Display) beside the PC workstation you want to see, then press **Enter** to display the *PC Application Interface Display window* similar to *PC Application Interface Prompt panel (figure 2)*.

Associating PC Applications with the PC workstation

After you have created a PC workstation definition, you must then associate it with the PC applications you want to make available.

To work with PC Application definitions

1. On the *PC Application Interface Inquiry panel (figure 1)*, type **6** (Applications) beside the workstation you want to work with, then press **Enter** to display the *PC Application Interface Detail Inquiry window (figure 4)*.



PC Application Interface Detail Inquiry window (figure 4)

These actions are available, in addition to the standard ***ORDER POWER!*** functions:

Action	Description
2=Change	Display *PC Application Interface Detail Control Update panel (figure 6)* to PC Application definition
5=Display	Display the *PC Application Interface Detail Display window*, similar to *PC Application Interface Detail Control Update panel (figure 6)* to view the PC Application definition
6=Documents	Display the *Correspondence Inquiry panel (figure 10)* to work with OP!/Word Interface documents
F6=Create	Display the *PC Application Interface Detail Control Prompt panel (figure 5)* to create a new PC Application definitions

To create a new PC Application definition

1. On the *PC Application Interface Detail Inquiry window (figure 4)*, press **F6** (Create) to display the *PC Application Interface Detail Control Prompt panel (figure 5)*.

```
                         OP! 4.0 DEVELOPMENT - CO# 001
                    PC Application Interface Detail Control
DSP108*                            Prompt
CSIUSER's PC

                              ?Interface Type Code
                                     _____








F1=Help  F3=Exit  F4=?List  F12=Cancel
```

PC Application Interface Detail Control Prompt panel (figure 5)

1a. Type the **Interface Type Code** for the application you are adding to this PC workstation. Application types are:

CRSTL	***ORDER POWER!***/Crystal Reports interface
EXCEL	***ORDER POWER!*** MS Excel Applications interface
IEXPL	***ORDER POWER!*** Web Store Designer
IMAGE	Display graphic image within ***ORDER POWER!***
WORD	MS Word for ***ORDER POWER!*** letter writing
XDESC	***ORDER POWER!*** Extended Description editor

1b. Press **Enter** to display *PC Application Interface Detail Control Update panel (figure 6)*.

To change a PC Application description

1. On the *PC Application Interface Detail Inquiry window (figure 4)*, type **2** (Change), beside the OP!/PC application you want to work with, then press **Enter** to display the *PC Application Interface Detail Control Update panel (figure 6)*.

```
                         OP! 4.0 DEVELOPMENT - CO# 001
                    PC Application Interface Detail Control
DSP108*                            Update
Andrea's PC

Interface Code Type CRSTL
Description         Crystal Report Applications______________________








                                                                  Delete _
F1=Help  F3=Exit  F12=Cancel
```

PC Application Interface Detail Control Update panel (figure 6)

2. Type a descriptive name to identify the application, then press **Enter** to update the PC Application definition.

To display a PC Application definition

On the *PC Application Interface Detail Inquiry window (figure 4)*, type **5** (Display) beside the OP!/PC application you want to see, then press **Enter** to display the *PC Application Interface Detail Display window* similar to *PC Application Interface Detail Control Update panel (figure 6)*.

OP! Image Display

You must be set up for **IMAGE** (Display graphic images) to use the **OP! Image Display**.

See "Associating PC Applications with the PC workstation" on page 4 for instructions on setting up PC applications.

You can define and display up to three images that you associate to an **Item** in the **Item** master file from **Order Entry** and **Item Maintenance**. You might choose to offer a larger or different view of an **Item** to help your Representatives in selling **Items**.

To set up images for display in ORDER POWER!

1. From the **ORDER POWER!** ***Main Menu***, select: **Work with Files ➔Items** to display the ***Item Selection*** *panel*.

2. Type the name of the **Item** you want to work with in the **Item Code** field, then press **Enter** to display the *Item Inquiry panel*.

3. Type **25** (Web) beside the **Item** you want to work with, then press **Enter** to display the *Item Master Web File window (figure 7)*.

```
                                  Web Store
                                 Item Inquiry                  Show Delete : N
 2=Change  5=Display  6=Ext Desc  7=Prc  8=Qtys  _=Vend Ref  10=Kit  11=Cls Prc
12=Spc Prc  13=QOH  14=Hist  15=Qty Avail  16=Open POs 17=Cont Prc 18=Media Prc
1_=Media Itm  20=Book Prc 21=Book Itm  22=Where used 23=Summary 24=Audit 25=Web
     Item             Description
 25  WDINNERJAC       Dinner Dress Blue Jacket (womens)
 __  WHYME            Ok, I give Up
 __  WMOMDUNGAREE     Maternity dungaree
                                 Item Master Image Display
     Item                0022
     Picture 1  runshoes.jpg
     Picture 2  seesole.jpg
     Picture 3
     Link to Informational Page
                Runshoes.html
     Text to Display on Web Store for this Link
                More info about this shoe
                                                              Delete

    F1=Help  F3=Exit  F6=Create/Update  F12=Cancel  F21=Print
```

Item Master Web File window (figure 7)

4. Press **F6** (Create/Update) to display *Item Master Web File Update panel (figure 8)*.

```
                         Web Store
               Item Master Web File Update

 Item              0022

?Picture 1        runshoes.gif
?Picture 2        seesole.gif
?Picture 3
                  (Path=/op/001c/img/)
 Link to Informational Web Page
                  runshoes.html
                  (Path=/op/001c/hti/)
 Text to Display on Web Store for this Link
                  More info about this shoe




                                                          Delete _
F1=Help  F3=Exit  F4=?List  F12=Cancel
```

Item Master Web File Update panel (figure 8)

5. Complete these fields:

   Picture 1 / 2 / 3
   Type the name of the picture file(s) that you want to display. You must have already saved this file in your op*xxx*c\img folder (where *xxx*=company) on the iSeries 400.

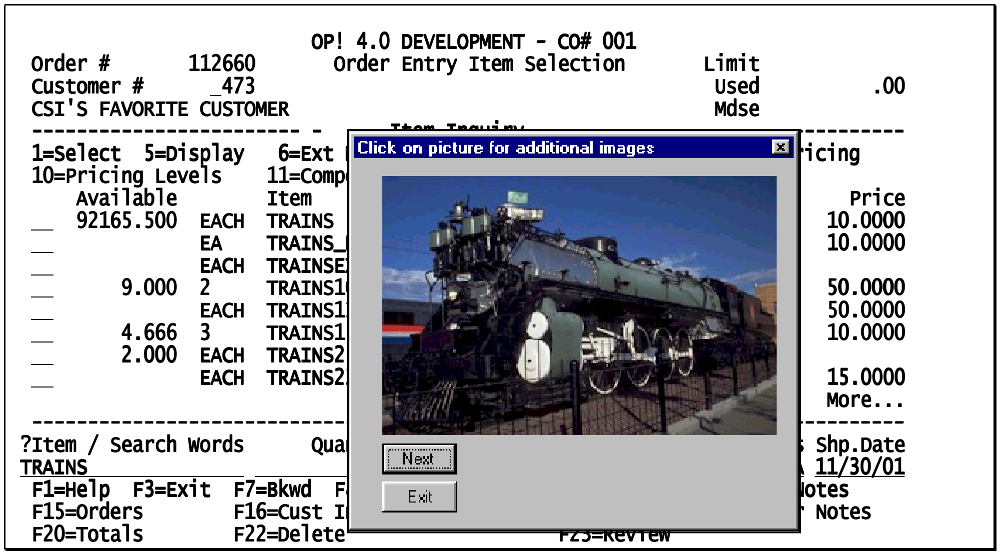
6. Press **Enter** to update the **Item** file.

To view an item in Order Entry

You must have already set up at least one image for an **Item** (see page 7) before you attempt to view it. The following procedure is written for users who are already familiar with using **Order Entry**.

1. On the *Order Entry Item Selection panel*, type the **Item number** of the **Item** you want to see, then press **Enter** (without entering a quantity) to display the *Item Inquiry* mode.

2. Type **12** (Images) beside the **Item** you want to see, then press **Enter** to display the *Order Entry image display (figure 9)*.



Order Entry image display (figure 9)

3. Click on the **Next** button to browse through up to three images, or click on **Exit** to close the display window.

To view an item in Item Maintenance

You must have already set up at least one image for an **Item** (see page 7) before you attempt to view it. The following procedure is written for users who are already familiar with using **Item Maintenance**.

1. On the *Item Inquiry panel*, type **25** (Images) beside the **Item** you want to see, then press **Enter** to display the *Item Master Image Display window*.

2. Press **F6** (Create/Update) to display the *Item Master Image Update panel*, then press **F4** (?List) to display the *Web Picture Inquiry window*.

3. Type **6** (Image) beside the image you want to see, then press **Enter** to display the image.

OP! Correspondence/MS Word Interface

The MS Word Interface is available from **Accounts Receivable**, **Order Entry**, **Purchase Orders** and for **Credit Card Declines**. You create a master document that defines the information you want to draw from the ***ORDER POWER!*** database. Real-time information relating to the order, purchase order, customer account or credit card may be available, depending which type of letter you are working with. You can create as many letters of each type as you need for each workstation.

You must be set up for **WORD** (MS Word for ORDER POWER!) to use the **OP! Correspondence/ MS Word Interface**.

See "Associating PC Applications with the PC workstation" on page 4 for instructions on setting up PC applications.

These procedures requires the user have some (minimal) knowledge of Windows. For detailed and complete instructions on formatting documents using MS Word, please refer to the documentation from Microsoft.

Setting up OP!/MS Word documents

You must be set up to use the Setting up OP!/MS Word interface before you can begin (see “Setting up *ORDER POWER!* PC Applications” on page 2). Follow these steps to set up OP!/MS Word documents:

- Create a **Document Definition** .... *see page 10*
- Design a **Master Document** .... *see page 12*

To work with OP!/MS Word documents

1. On the *PC Application Interface Detail Inquiry window (figure 4)*, type **6** (Documents), beside the WORD application you have defined, then press **Enter** to display the *Correspondence Inquiry panel (figure 10)*.

```
Pstn :                 OP! 4.0 DEVELOPMENT - CO# 001
                       PC Application Interface Inquiry

                         Correspondence Inquiry
  DSP108*     Andrea's PC
  Pstn :
  1=Select  2=Change  5=Display  6=Design Letter

  Opt Code Description                   Template                 Type
   _  AR1 Accounts Receivable Letter    ARLetter1.doc              AR
   _  OE3 Order Entry Test Letter       OELetter1.doc              OE






                                                                Bottom
  F1=Help    F3=Exit      F6=Create     F7=Bkwd     F8=Fwd
  F10=Top    F12=Cancel   F18=Bottom    F21=Print
```

Correspondence Inquiry panel (figure 10)

These actions are available, in addition to the standard ***ORDER POWER!*** functions:

Action	Description
2=Change	Display *Correspondence Update panel (figure 12)* to work with the selected document definition
5=Display	Display the *Correspondence Inquiry window*, similar to *Correspondence Update panel (figure 12)* to view the selected document definition
6=Design Letter	Launch MS Word to create or edit a **Master Document**
F6=Create	Display the *Correspondence Prompt panel (figure 11)* to create a new document definition

To create a new document definition

1. On the *Correspondence Inquiry panel (figure 10)*, press **F6** (Create) to display the *Correspondence Prompt panel (figure 11)*.

```
                         OP! 4.0 DEVELOPMENT - CO# 001
                             Correspondence Prompt
DSP108*
Andrea's PC

                             Correspondence Prompt
                                     ___













F1=Help  F3=Exit  F12=Cancel
```

Correspondence Prompt panel (figure 11)

1a. Type a user-defined code for the document template you are defining, then press **Enter** to display the *Correspondence Update panel (figure 12).*

To change a document definition

1. On the *Correspondence Inquiry panel (figure 10)*, type **2** (Change), beside the document definition you want to work with, then press **Enter** to display the *Correspondence Update panel (figure 12)*.

```
                         OP! 4.0 DEVELOPMENT - CO# 001
                             Correspondence Update
DSP108*
Andrea's PC

Correspondence #    OE1
Description         Order Entry______________

From Template       OP-OEletter.doc__________

From PC Directory
C:\OPDOCS

View/Print Mode     1    1=View Only  2=Print Only  3=View/Print

?Letter Type        OE_

Add to audit        N

   Order Audit      _
                                                           Delete _
F1=Help  F3=Exit  F4=?List  F12=Cancel
```

Correspondence Update panel (figure 12)

2. Complete these fields:

Description

Type a descriptive name to identify the document, then press **Enter** to update the document definition.

From Template

Type the name of the correspondence document template you have created. Instructions for creating a correspondence template can be found in "***ORDER POWER!*** PC Applications Users Guide."

From PC Directory

Type the complete Windows path where the correspondence template is located.

View/Print Mode

Type a code to indicate what you want ***ORDER POWER!*** to do after creating the Word document.

1=View Only – display the Word document
2=Print Only – print the Word document
3=View/Print – display and print the Word document

?Letter Type

Type the OP letter type. (This determines which database fields will be used to populate the letter.)

AR	Accounts Receivable
CCC	Credit Card - Order Cancelled
CCD	Credit Card Declined
CCH	Credit Card - Order Held
OE	Order Entry
PO	Purchase Order

Add to audit

Type **Y**(es) or **N**(o) to indicate whether or not you want to add an audit record. The type of record depends on the letter type:

AR	Accounts Receivable
OE	Order Entry
PO	Purchase Order

3. Press **Enter** to update the document definition.

To display a document definition

On the *Correspondence Inquiry panel (figure 10)*, type **5** (Display) beside the document definition you want to see, then press **Enter** to display the *Correspondence Display window* similar to *Correspondence Update panel (figure 12)*.

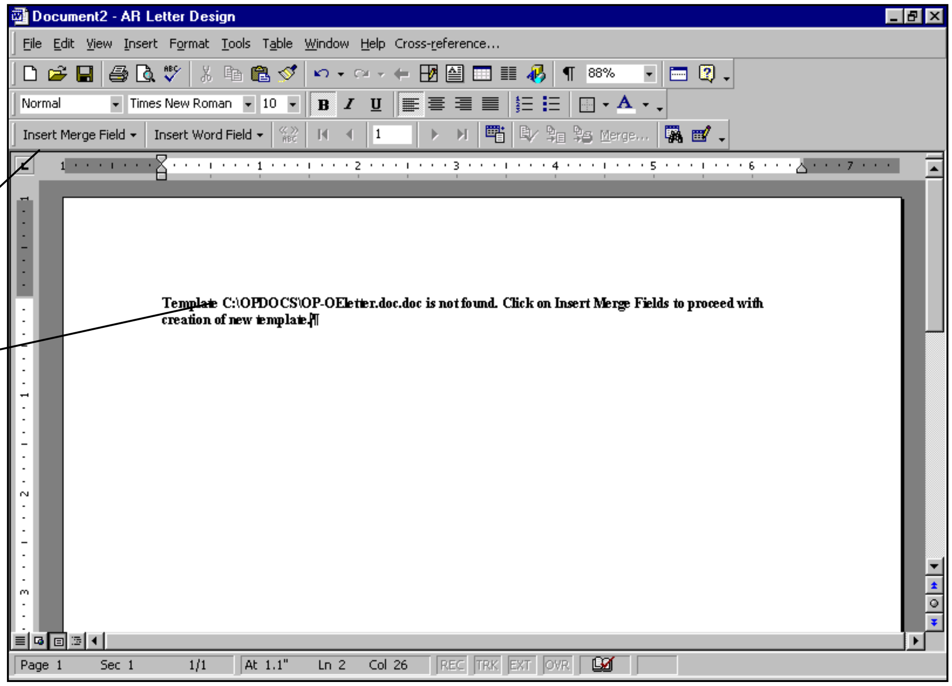
To design an OP! letter Master Document

1. On *Correspondence Inquiry panel (figure 10)*, type **6** (Design Letter) beside the letter you want to work with, then press **Enter**. ***ORDER POWER!*** will launch MS Word, displaying a master document, already loaded with the database connection for the appropriate letter type.

If you already have Word running when you do step 1, Word may not appear as the top window. Use your Windows Task Bar or Alt-Tab on the keyboard to bring Word to the top.

Insert Merge Field button on the **Mail Merge** toolbar

Document name and path you specified on the *Correspondence Update panel (figure 12)*.



*OP! Word Interface displays a new **Master Document** (figure 13)*

If you are creating a new **Master Document**, a message in the body of the document will remind you how to begin. If you are updating an existing **Master Document,** *ORDER POWER!* will open it for you.

2. In the **Master Document**, type the text that you want to appear in every form letter (see the sample Accounts Receivable letters on pages 14 and 15).

3. Insert merge fields where you want to merge names, addresses, and other data from the data source. To insert a merge field, click in the main document, click the **Insert Merge Field** button on the **Mail Merge** toolbar, and then click the field name you want. Remember that when the actual data is inserted into the letter, it may be shorter or longer than the **Merge Field** , so the line wraps may change.

4. After you complete the **Master Document** and insert all of the merge fields you want to use, click **Save** on the **File** menu.

Computer Solutions, Inc.

February 19, 2003

«BILLING_CUSTOMER_NAME»
«BILLING_COMPANY_NAME»
«BILLING_ADDRESS_LINE_1»
«BILLING_CITY», «BILLING_STATE» «BILLING_ZIP_CODE»

Subject: Account Past Due

Dear Customer,

This letter is to advise you that as of today, we have still not received your payment of $«GROSS_BALANCE_DUE_FORMATTED» which is now at least 60 days past due. The last payment we received from you was $«LAST_TENDER_AMOUNT_FORMATTED» on «LAST_PAYMENT_DATE_FORMATTED».

If there is some problem we are unaware of, please contact Lynne in our Accounts Receivable Department at your earliest convenience.

The phone number is: **305-558-7000**

Please disregard this notice if your payment is actually in the mail. If we do not hear from you, we expect you will remit your payment to us in 10 days to maintain your good credit …otherwise we know some guys from South Beach, and they aren't too nice.

Sincerely,

The CSI Credit Counseling Staff

Sample Accounts Receivable letter

Computer
Solutions,
Inc.

February 19, 2003

Mr. Delinquent Customer
Acme SlowPay, Inc.
1313 N.W. 13th Street
Miami, FL 33015

Subject: Account Past Due

Dear Customer,

This letter is to advise you that as of today, we have still not received your payment of $1,318.42 which is now at least 60 days past due. The last payment we received from you was $122.98 on 11/26/01.

If there is some problem we are unaware of, please contact Lynne in our Accounts Receivable Department at your earliest convenience.

The phone number is: **305-558-7000**

Please disregard this notice if your payment is actually in the mail. If we do not hear from you, we expect you will remit your payment to us in 10 days to maintain your good credit …otherwise we know some guys from South Beach, and they aren't too nice.

Sincerely,

The CSI Credit Counseling Staff

Using OP! custom letters in Accounts Receivable

You must have already set up at least one letter for **Accounts Receivable** (see above). The following procedure is written for users who are already familiar with using **Accounts Receivable**.

1. From the **ORDER POWER!** ***Main Menu***, select: **Accounts Receivable > AR Inquiry** to display the ***AR Inquiry Selection*** *panel*.

2. Type the **Customer Number** of the **Customer** you want to work with in the **Customer Number** field, then press **Enter** to display the *AR Inquiry DETAIL panel*.

3. Press **F22** (Letter) to display *Accounts Receivable Correspondence Inquiry window (figure 14)*.

```
?Cust # _________      OP! 4.0 DEVELOPMENT - CO# 001       Show Pd: N
 Pstn:  _________            AR Inquiry DETAIL         Aging Date:  1/08/02

                        Correspondence Inquiry
  DSP108*     Andrea's PC
  Pstn : ___
  1=Select  2=Change  5=Display

  Opt Code Description                    Template                 Type
   _   AR1 60+ Past Due Letter           ARLetter1.doc              AR
   _   AR2 Big Credit                    ARLetter2.doc              AR






                                                                 Bottom
  F1=Help    F3=Exit     F6=Create     F7=Bkwd     F8=Fwd
  F10=Top    F12=Cancel  F18=Bottom    F21=Print
```

Accounts Receivable Correspondence Inquiry window (figure 14)

4. Type **1** (Select) beside the letter you want to create, then press **Enter** to launch Word.

Word will then merge the **Master Document** you select with the data from ***ORDER POWER!*** to create a customized letter. Depending on which option you selected in the **View/Print Mode** field on *Correspondence Update panel (figure 12)*, Word will then either display the Word document (**1**=View Only), print the Word document (**2**=Print Only), or display and print the Word document (**3**=View/Print).

Using OP! custom letters in Order Entry

You must have already set up at least one letter for **Order Entry** (see "Setting up OP!/MS Word documents" on page 10). The following procedure is written for users who are already familiar with using **Order Entry**. The letter writing program is available from the *Order Totals panel*, which is the last panel used to complete an order.

1. On the *Order Totals panel*, press **F24** (More Options) to display the *Additional Options window*.

2. Type **1** (Select) beside **Compose Letter**, then press **Enter** to display the *Order Entry Correspondence Inquiry window (figure 15)*.

```
                              OP! 4.0 DEVELOPMENT - CO# 001
Order #      114181                    Order Totals

                          Correspondence Inquiry
   DSP108*     Andrea's PC
   Pstn : ___
   1=Select  2=Change  5=Display

   Opt Code Description                   Template                    Type
    _  OE3 Thank you for your order      OEThanks.doc                  OE









                                                                    Bottom
   F1=Help    F3=Exit      F6=Create     F7=Bkwd     F8=Fwd
   F10=Top    F12=Cancel   F18=Bottom    F21=Print
```

Order Entry Correspondence Inquiry window (figure 15)

3. Type **1** (Select) beside the letter you want to create, then press **Enter** to launch Word.

Word will then merge the **Master Document** you select with the data from ***ORDER POWER!*** to create a customized letter. Depending on which option you selected in the **View/Print Mode** field on *Correspondence Update panel (figure 12)*, Word will then either display the Word document (**1**=View Only), print the Word document (**2**=Print Only), or display and print the Word document (**3**=View/Print).

Using OP! custom letters in Purchase Orders

You must have already set up at least one letter for **Purchase Orders** (see "Setting up OP!/MS Word documents" on page 10). The following procedure is written for users who are already familiar with using **Purchase Orders**. The letter writing program is available from the *Purchase Order Inquiry Display window*.

1. On the *Purchase Order Inquiry Display window*, press **F11** (Letter) to display the *Additional Options window*.

2. Type **1** (Select) beside **Compose Letter**, then press **Enter** to display the *Purchase Order Correspondence Inquiry window (figure 16)*.

```
                          Purchase Order Inquiry Display      Status   A

                         Correspondence Inquiry
DSP108*     Andrea's PC
Pstn : ___
1=Select  2=Change  5=Display

Opt Code Description                      Template                     Type
 _   PO1 Purchase Orders                 POLetter.doc                   PO









                                                                     Bottom
F1=Help    F3=Exit     F6=Create     F7=Bkwd     F8=Fwd
F10=Top    F12=Cancel  F18=Bottom    F21=Print
```

Purchase Order Correspondence Inquiry window (figure 16)

3. Type **1** (Select) beside the letter you want to create, then press **Enter** to launch Word.

Word will then merge the **Master Document** you select with the data from ***ORDER POWER!*** to create a customized letter. Depending on which option you selected in the **View/Print Mode** field on *Correspondence Update panel (figure 12)*, Word will then either display the Word document (**1**=View Only), print the Word document (**2**=Print Only), or display and print the Word document (**3**=View/Print).

Using OP! custom letters for Credit Card declines

When you receive a decline code instead of a credit card authorization, you can send a letter (e-mail or traditional) to your buyer to inform them of the problem.
ORDER POWER! provides great flexibility in allowing you to create various letters to handle different types of declines.

To send Decline E-mail/Letter Notices

1. From the ***ORDER POWER!*** Main Menu, select: **Authorization > Send Decline E-mail/Letter Notices** to display the *Send Decline E-mail/Letter Notices panel (figure 17)*.

```
                    OP! 4.0 DEVELOPMENT - CO# 001
                  Send Decline E-mail/Letter Notices

  Send E-mail notices where possible..  _    Y/N

  Print order cancellation letters....  _    Y/N
    ?Letter code......................  ___              Code Defined  CCC

  Print order held letters............  _    Y/N
    ?Letter code......................  ___              Code Defined  CCH

  Print order declined letters........  _    Y/N
    ?Letter code......................  ___              Code Defined  CCD






 F1=Help  F3=Exit  F4=?List  F5=Use Defined Codes  F12=Cancel  F13=Reset All
```

Send Decline E-mail/Letter Notices panel (figure 17)

2. Complete these fields, or press **F5** (Use Defined Codes) to use the defaults you set up in the **PC Application Interface**. (See the "Setting up OP!/MS Word documents" on page 10 for instructions on setting up letters.)

   Send E-mail notices where possible
   Type **Y**(es) or **N**(o) to indicate whether or not you want to send e-mail notices rather than a traditional paper letter if an e-mail address exists in the customer's Mail List record.

   Print order cancellation letters / Print order held letters / Print order declined letters
   For each of the three possible decline scenarios, type **Y**(es) or **N**(o) to indicate whether or not you want to create a decline letter.

   ?Letter code
   For each letter type above that you have selected to create letters, type a user-defined code to indicate which previously defined letter you want to send. (See the "***ORDER POWER!*** PC Applications Users Guide" for instructions on setting up letters.)

3. Press **Enter** to create the letters and display *WORD Interface confirm print window (figure 18)*.

```
                    OP! 4.0 DEVELOPMENT - CO# 001
                  Send Decline E-mail/Letter Notices

 Send E-mail notices where possible..  Y    Y/N

 Print order cancellation letters....  Y    Y/N
   ?Letter code....                                   Defined  CCC
                           WORD Interface
 Print order held l
   ?Letter code....    Press ENTER to print CCC       Defined

 Print order declin
   ?Letter code....                                   Defined
                       F1=Help  F3=Exit  F12=Cancel

 F1=Help  F3=Exit  F4=?List  F5=Use Defined Codes  F12=Cancel  F13=Reset All
```

WORD Interface confirm print window (figure 18)

4. Press **Enter**. ***ORDER POWER!*** will launch MS Word, and display *Decline E-mail/Letter Notices print confirmation window (figure 19)*.

```
                    OP! 4.0 DEVELOPMENT - CO# 001
                  Send Decline E-mail/Letter Notices

 Send E-mail              Decline E-mail/Letter Notices

 Print order                E-mail notices processed....    12
   ?Letter co               Cancel letters processed....     3        ned  CCC
                            Hold letters processed......     0
 Print order                Decline letters processed...     0
   ?Letter co                                                         ned
                      Make certain all letters printed correctly
 Print order          Press ENTER to exit or F5 to rerun letters
   ?Letter co                                                         ned
                    F1=Help  F3=Exit  F5=Clear to Rerun Letters

 F1=Help  F3=Exit  F4=?List  F5=Use Defined Codes  F12=Cancel  F13=Reset All
```

Decline E-mail/Letter Notices print confirmation window (figure 19)

If you are already running Word, Word may not appear as the top window on your PC. Use your Windows Task Bar or Alt-Tab on the keyboard to bring Word to the top.

5. Check Word to be sure that the letters were created as you expected.

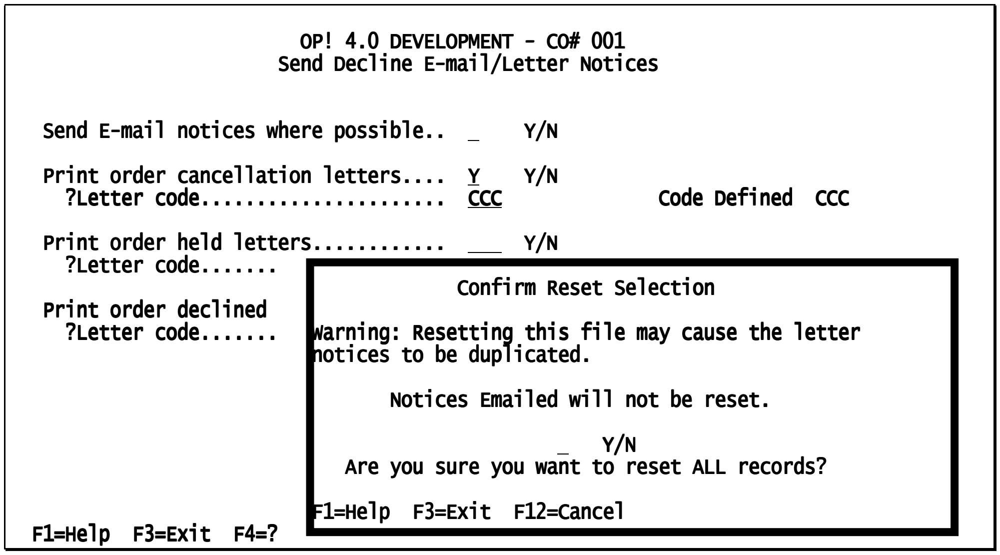
What happens if the PC crashes before I finish?

If the PC crashes after you have created letters, but before you have printed them, you will need to reset the Decline Letter file to begin again.

To reset the Decline Letter file

1. From the ***ORDER POWER!*** Main Menu, select: **Authorization > Send Decline E-mail/Letter Notices** to display the *Send Decline E-mail/Letter Notices panel (figure 17)*.

2. Press **F13** (Reset All), to display *Confirm Reset Selection window (figure 20)*.



Confirm Reset Selection window (figure 20)

3. Type **Y**(es), then press **Enter** to reset the file. This process will recreate letters only, not e-mails.

4. Begin the process again from step 1 on page 18.

OP!/Crystal Reports Interface

ORDER POWER! Order Statistics panel.3.5 accesses the graphical depth of Crystal Reports to provide formatted text, images, charts and maps. These tools deliver a clear, effective message to you, and those who rely on you for information. You can also write your own reports directly from the data in ***ORDER POWER!***, if you purchase the Professional version of Crystal Reports.

You must be set up for **CRSTL** (Crystal Report Applications) to use the **OP!/Crystal Reports Interface**.

See "Associating PC Applications with the PC workstation" on page 4 for instructions on setting up PC applications.

To display the Order Statistics report in graphical format

1. From the ***ORDER POWER!*** *Main Menu*, select: **Order Entry/Customer Service > Order Statistics** to display the *Order Statistics panel*.

2. Complete these fields:

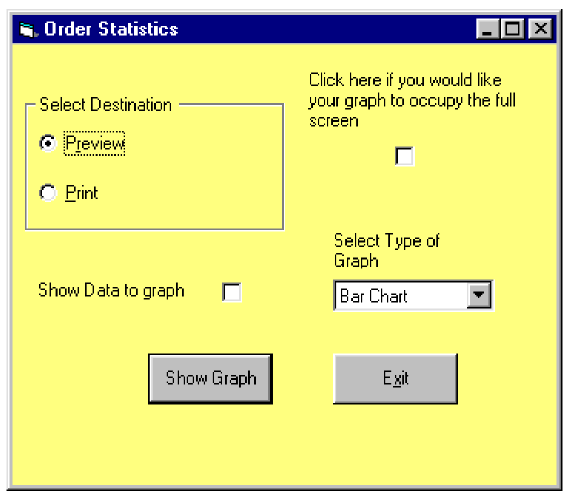
   ?Salesperson
   Type the user-defined code of the ***ORDER POWER!*** **Salesperson** for whom you would like to see data, or leave this field blank to include everyone.

   ?Order Origin
   Type the user-defined **Order Origin** code which you would like to see data, or leave this field blank to include all origins.

   Begin/End Date and Time
   Type the beginning and ending date (and time) that you want included in the display.

3. Press **Enter** to display the data, based on your selections.

4. Press **F22** (Crystal Rpt) to display the *Order Statistics interface preferences box (figure 21)*.



Order Statistics interface preferences box (figure 21)

5. Complete these selections:

Select Destination

Click on Preview to display the graph on your pc, or Print to send the printed graph to your Windows default printer.

Click here if you would like your graph to occupy the full screen

Click the checkbox if you would like your graph to occupy the full screen.

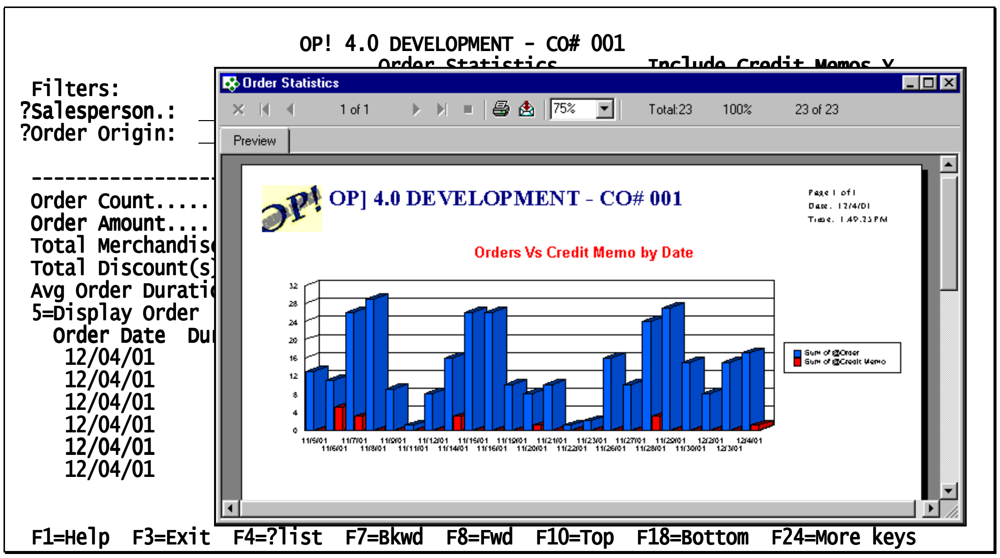
Show Data to graph

Click the checkbox if you would like include the detailed data in the report, prior to the graph(s).

Select type of graph

Select a type of graph from the drop down list.

6. Click on the **Show Graph** button to send your request. If you selected Preview in the Select Destination box, your graph will display on screen like *Order Statistics graphic display window (figure 22)*.



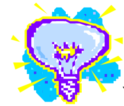
Order Statistics graphic display window (figure 22)

OP! Extended Description Editor

Working with Extended Descriptions

An **Extended Description** in ***ORDER POWER!*** is free form text that you may choose to make available online for information purposes, or in some cases, to print on shipping documents, invoices, etc. On the *Web Store*, **Extended Descriptions** can be designated to appear beside the object they describe (**Item**, **Product Group**, etc.).

The following example describes a procedure for working with **Item Extended Descriptions**, but also applies to other **Extended Descriptions** throughout ***ORDER POWER!***.



You must be set up for **XDESC** (Extended Description Application) to use the **OP! Extended Description editor**.

See "Associating PC Applications with the PC workstation" on page 4 for instructions on setting up PC applications.

To work with Extended Descriptions

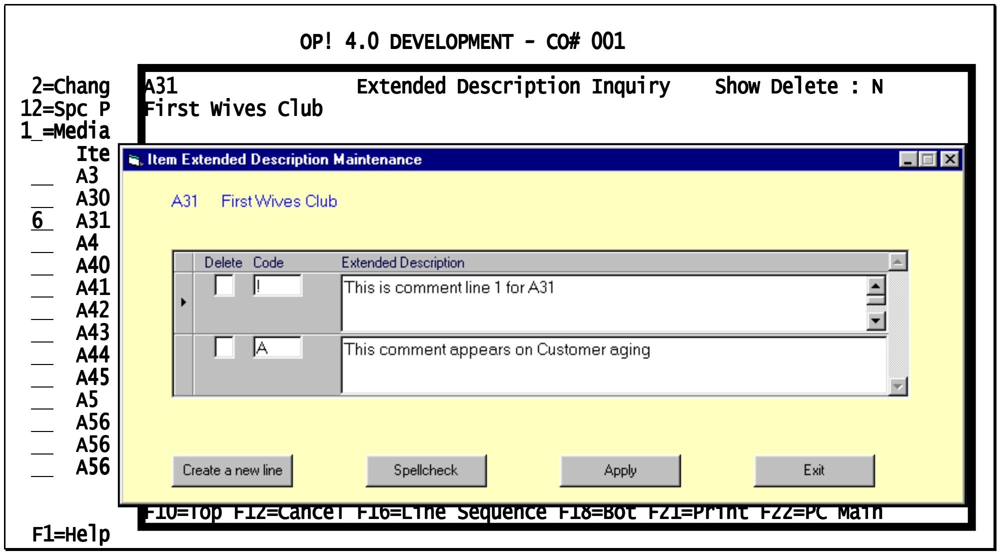
1. On the ***Selection*** panel, type **6** (Ext Desc) beside the **Item** (or **Product Group**, etc.) you want to work with, then press **Enter** to display the *Extended Description Inquiry window (figure 23)*.

```
                        OP! 4.0 DEVELOPMENT - CO# 001

  2=Chang  A31             Extended Description Inquiry    Show Delete : N
 12=Spc P  First Wives Club
 1_=Media
     Ite
 __  A3    5=Display
 __  A30     Comment
 6_  A31     Code   Extended Description                    Line  Del
 __  A4    _  !     This is comment line 1 for A31             1
 __  A40   _  A     This comment appears on Customer aging     2
 __  A41
 __  A42
 __  A43
 __  A44
 __  A45
 __  A5
 __  A56
 __  A56
 __  A56                                                         Bottom
           F1=Help  F3=Exit  F6=Create/Change  F7=Bkwd  F8=Fwd  F_=Copy
           F10=Top F12=Cancel F16=Line Sequence F18=Bot F21=Print F22=PC Main
  F1=Help
```

Extended Description Inquiry window (figure 23)

For *Web Store* purposes, we recommend using the **F22** (PC Main) function to maintain **Extended Descriptions**. The older, **F6** (Create/Change) function does not support word-wrap, cut and paste, or spell check, which all make the job much easier.

2. On the *Extended Description Inquiry window (figure 23)*, press **F22** (PC Main) to display the *Item Extended Description Maintenance box (figure 24)*.



Item Extended Description Maintenance box (figure 24)

To create a new Item Extended Description line

1. Click on the **Create a new line** button, then complete the fields as described below.

To change an Item Extended Description line

2. Complete these fields for each comment, depending on its purpose:

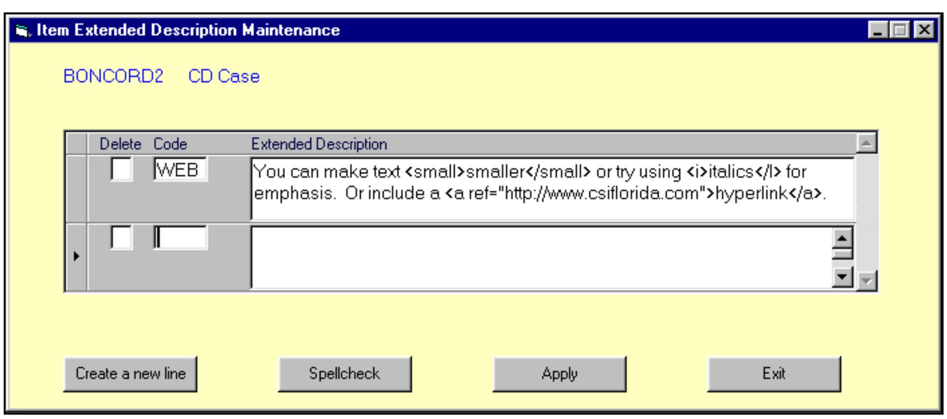
?Comment Code

Type a user-defined **Comment** code for each comment line you want to appear as **Item Sales Copy** on your *Web Store*.

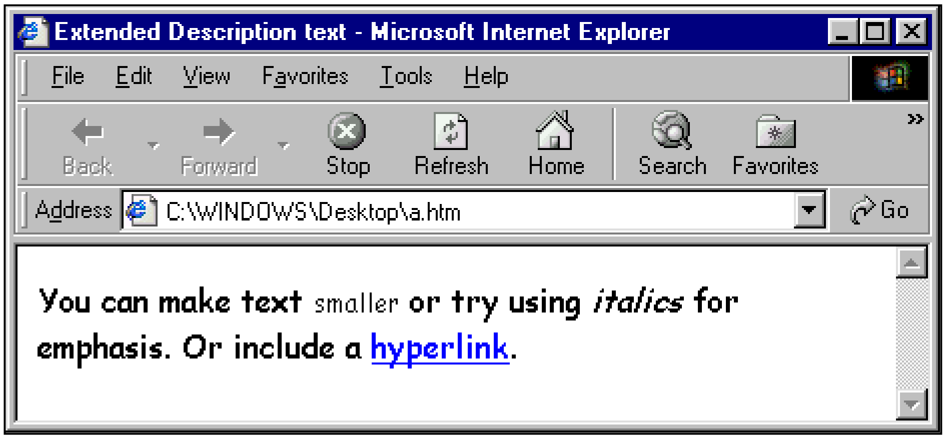
Extended Description

Type or paste in the Extended Description. If you are creating copy for your *Web Store*, remember that the line breaks that display on the browser depend on the size of the font you have specified for that web page, not the line breaks displayed in the box.

If you are feeling creative, you can also include HTML codes for character formatting and hyperlinks. So, if you enter this:



You might see the following in your browser:



3. To be sure you look professional on the web, click on the **Spellcheck** button to check your spelling. The spellchecker will automatically ignore HTML tags.

4. Click on the **Apply** button. The *Item Extended Description Maintenance box* disappears.

   When you look again at the *Extended Description Inquiry window (figure 23)*, it **DOES NOT** display your changes until you press **F10** (Top), or exit and redisplay the window.

To "soft delete" an Item Extended Description line

1. On *Item Extended Description Maintenance box (figure 24)*, type **D** in the Delete box beside the line you want to delete.

2. Click on the **Apply** button. The *Item Extended Description Maintenance box* disappears.

To "hard delete" an Item Extended Description line

1. On *Item Extended Description Maintenance box (figure 24)*, type **D** in the Delete box beside the line you want to delete.

2. Click on the **Apply** button. The *Item Extended Description Maintenance box* disappears.

Using the OP!/PC Extended Description editor, you have the option to "hard delete" or "soft delete" a line in the Extended Description.

When you "soft delete" a line, you can still see it, and undelete it by removing the **D** in the Delete box beside it. When you "hard delete" it, it's gone for good.

PC/Excel Budgeting

You can now download GL budgets and actuals from ***ORDER POWER!*** to Excel, manipulate the numbers within Excel, and upload them as a new budget. This allows an unlimited number of budgets to be calculated and stored in Excel spreadsheets and selectively uploaded for financial reporting.

You must first export your current data to create an Excel file. When you download GL budgets and actuals from ***ORDER POWER!*** to Excel, you can manipulate the numbers within Excel, and upload them as a new budget. This allows an unlimited number of budgets to be calculated and stored in Excel spreadsheets and selectively uploaded for financial reporting.

You must be set up for **EXCEL** (MS Excel Applications interface) to use the **OP!** PC/Excel Budgeting **interface**.

See "Associating PC Applications with the PC workstation" on page 4 for instructions on setting up PC applications.

To work with OP! Budgets

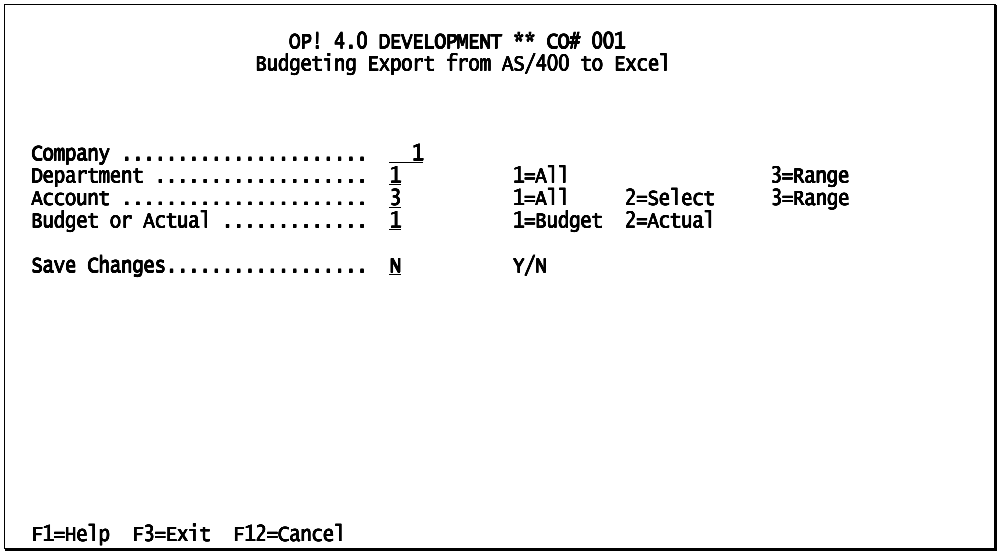
From the ***ORDER POWER!*** *Main Menu*, select: **General Ledger ➔Work with Files ➔GL Master** to display the *GL Master Inquiry panel (figure 25)*.

```
Pstn : ___ ___ _____              GL Master Inquiry               Show Delete : N

2=Change Description   7=Change Budgets

      Account      Description                     Del
_  001-000-00066  BANK - FLAMINGO
_  001-000-00100  CASH
_  001-000-00103  BEGINNING CASH/REGISTER
_  001-000-00105  PETTY CASH
_  001-000-00110  FUNBF CHECKING
_  001-000-00111  PAYROLL ACCOUNT
_  001-000-00113  CREDIT CARD CLEARING
_  001-000-00114  MULTI TENDER RESERVE ACCOUNT
_  001-000-00115  ACCOUNTS RECEIVABLE
_  001-000-00116  UNEARNED REVENUE (A/R)
_  001-000-00117  REFUNDABLE PAYROLL TAXES
_  001-000-00118  REFUNDABLE INCOME TAXES
_  001-000-0011_  DUE FROM AFFILIATES
_  001-000-00120  ADVANCES TO EMPLOYEES
_  001-000-00130  INVENTORY
                                                                        More...
F1=Help  F3=Exit  F6=Create  F7=Bkwd  F8=Fwd  F10=Top  F12=Cancel  F21=Print
F22=Export to Excel  F23=Import from Excel
```

GL Master Inquiry panel (figure 25)

To download an OP! budget to Excel

1. On *GL Master Inquiry panel (figure 25)*, press **F22** (Export to Excel) to display *Budgeting Export from AS/400 to Excel panel (figure 26)*.



Budgeting Export from AS/400 to Excel panel (figure 26)

2. Complete these fields:

Company
Type the number of the ***ORDER POWER!*** company you want to work with.

Department
Type a code to indicate which **Departments** within the company you want to work with.
1=All All **Departments**
3=Range A range of **Departments**

Account
Type a code to indicate which **Accounts** within the company you want to work with.
1=All All **Accounts**
2=Select Enter selected **Account** numbers
3=Range A range of **Accounts**

Budget or Actual
Type a code to indicate which type of budget if you want to work with.
1=Budget
2=Actual

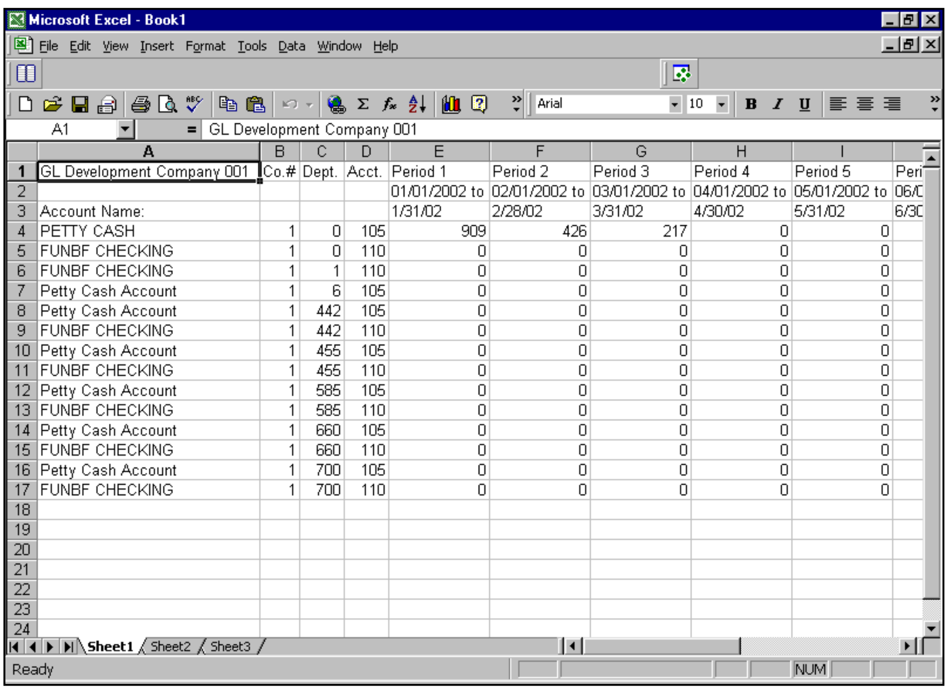
Save Changes
Type **Y**(es) or **N**(o) to indicate whether or not you want any changes made to the defaults for the current panel to be applied to all subsequent displays of this panel to eliminate redundant data entry.

3. Press **Enter** to display *Fiscal Year selection window (figure 27)*.

```
                    OP! 4.0 DEVELOPMENT ** CO# 001
                  Budgeting Export from AS/400 to Excel


 Company ......................    1
 Department ..................   1          1=All                 3=Range
 Account .....................   3          1=All     2=Select    3=Range
 Budget or Actual ............   1          1=Budget  2=Actual

 Save Changes.................   N          Y/N
                                            Fiscal Year Prompt
                                           001
                                           GL Development Company 001

                                           1.   1/01/2001  -  12/31/2001
                                           2.   1/01/2002  -  12/31/2002


                                              Select a Fiscal Year:  2

                                           F1=Help  F3=Exit  F12=Cancel
 F1=Help  F3=Exit  F12=Cancel
```

Fiscal Year selection window (figure 27)

4. Type **1** or **2** to select which year's budget you want to work with, then press **Enter** to display a *MS Excel Spreadsheet (figure 28)* containing the budget you specified.



	A	B	C	D	E	F	G	H	I	
1	GL Development Company 001	Co.#	Dept.	Acct.	Period 1	Period 2	Period 3	Period 4	Period 5	Peri
2					01/01/2002 to	02/01/2002 to	03/01/2002 to	04/01/2002 to	05/01/2002 to	06/0
3	Account Name:				1/31/02	2/28/02	3/31/02	4/30/02	5/31/02	6/30
4	PETTY CASH	1	0	105	909	426	217	0	0	
5	FUNBF CHECKING	1	0	110	0	0	0	0	0	
6	FUNBF CHECKING	1	1	110	0	0	0	0	0	
7	Petty Cash Account	1	6	105	0	0	0	0	0	
8	Petty Cash Account	1	442	105	0	0	0	0	0	
9	FUNBF CHECKING	1	442	110	0	0	0	0	0	
10	Petty Cash Account	1	455	105	0	0	0	0	0	
11	FUNBF CHECKING	1	455	110	0	0	0	0	0	
12	Petty Cash Account	1	585	105	0	0	0	0	0	
13	FUNBF CHECKING	1	585	110	0	0	0	0	0	
14	Petty Cash Account	1	660	105	0	0	0	0	0	
15	FUNBF CHECKING	1	660	110	0	0	0	0	0	
16	Petty Cash Account	1	700	105	0	0	0	0	0	
17	FUNBF CHECKING	1	700	110	0	0	0	0	0	

MS Excel Spreadsheet (figure 28)

After you download the budget from ***ORDER POWER!***, you can then make whatever changes you like in the spreadsheet using the functionality of MS Excel. You must NOT CHANGE THE ORIGINAL RANGE OF CELLS created in the download. Save the file on your PC, and make note of the path. You will need that to upload back to ***ORDER POWER!***.

To upload an OP! budget from Excel

1. On *GL Master Inquiry panel (figure 25)*, press **F23** (Import from Excel) to display *Budgeting Import from Excel to AS/400 panel (figure 29)*.

```
                    OP! 4.0 DEVELOPMENT ** CO# 001
                 Budgeting Import from Excel to AS/400


Company ......................    1
Department ..................  1         1=All                3=Range
Account ......................  3         1=All    2=Select    3=Range
Excel Spreadsheet to Import...
C:\BOOK1.XLS                                        (Complete path)
Save Changes.................  N         Y/N









F1=Help  F3=Exit  F12=Cancel
```

Budgeting Import from Excel to AS/400 panel (figure 29)

2. Complete these fields:

Company

Type the number of the ***ORDER POWER!*** company you want to work with.

Department

Type a code to indicate which **Departments** within the company you want to work with.

1=All   All **Departments**
3=Range A range of **Departments**

Account

Type a code to indicate which **Accounts** within the company you want to work with.

1=All   All **Accounts**
2=Select Enter selected **Account** numbers
3=Range A range of **Accounts**

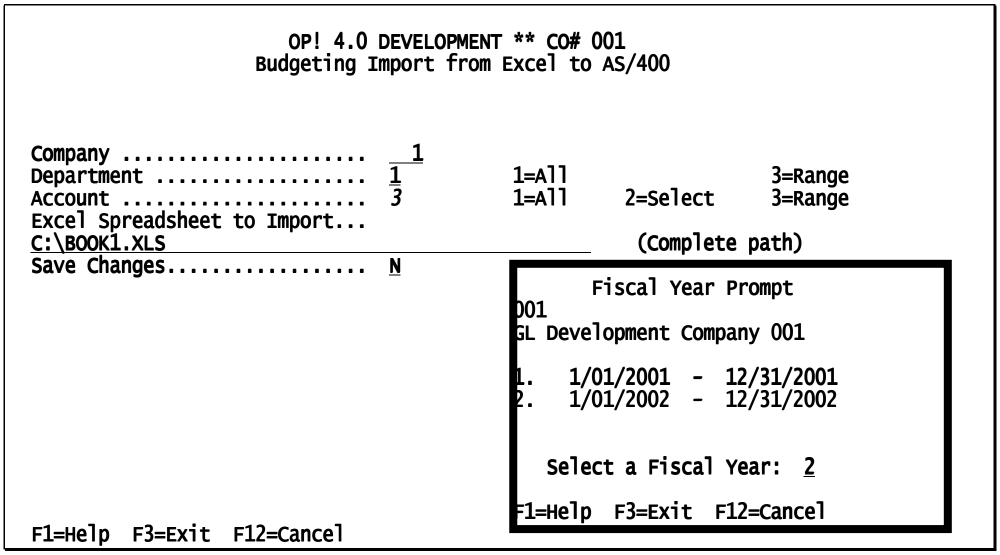
Excel Spreadsheet to Import

Type the complete PC path of the Excel spreadsheet you want to import.

Save Changes

Type **Y**(es) or **N**(o) to indicate whether or not you want any changes made to the defaults for the current panel to be applied to all subsequent displays of this panel to eliminate redundant data entry.

3. Press **Enter** to display *Fiscal Year selection window (figure 30)*.



Fiscal Year selection window (figure 30)

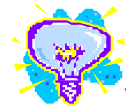
4. Type **1** or **2** to select which year's budget you want to work with, then press **Enter** to import that file.

When the upload is finished you will receive a confirmation message.

OP! Shipper Tracking Interface

You can now track packages on the web by pressing a function key in ***ORDER POWER!***. Online tracking is available for the following shipping companies:

- **United Parcel Service**
- **Federal Express**
- **Canada Post**
- **United States Postal Service**



You must be set up for **IEXPL** (Internet Explorer applications) to use the **OP! Shipper Tracking interface**.

See "Associating PC Applications with the PC workstation" on page 4 for instructions on setting up PC applications.

To set up a Ship Via for OP! Shipper Tracking interface

1. From the ***ORDER POWER!*** *Main Menu*, select: **Work with Files > Ship Via Codes** to display the *Ship Via Inquiry panel*.

2. Type **2** (Change) beside the **Ship Via** you want to work with, then press **Enter** to display the *Ship Via Update panel (figure 31)*.

```
                       OP! 4.0 DEVELOPMENT * CO# 001
                              Ship Via Update

                                  Ship Via
                                    UPS
 Description    UPS Ground
 Allow COD Tender Y          Clippership Carrier
?Manifest Code  UPS             Barcode Ship Via  BC
?Logistic Pro Carrier UPSGNDSVR  ?Service Level
?Shipper type: (Used for package tracking) UPS
 Ship Zone Calculation Method   Characters of Zip  3
                                State              N
                                Country            N

?Shipping/Handling Calculation Method    1         Chart Id _
                    ?Alternate Method    _         Chart Id _
                        Add-On Charge               Amt/Pct _
 Override all Shipping/Handling Calculation Methods   Y
 Shipping Message                               Rate Shop During Ord Rel N
 URL Address
                                                             Delete _
 F1=Help  F3=Exit  F4=?List  F12=Cancel
```

Ship Via Update panel (figure 31)

2. Complete this field:

   Shipper type: (Used for package tracking)
   Type a code that indicates which of the four web-trackable shippers you are defining:

UPS	United Parcel Service
FDX	Federal Express
CP	Canada Post
USS	United States Postal Service

3. Press **Enter** to update the **Ship Via** record.

Note: The **URL Address** field at the bottom of this panel is not related to this function.

To track packages

The following procedure is written for users who are already familiar with using **Order Inquiry**.

1. From the ***ORDER POWER!*** *Main Menu*, select: **Order Entry/Customer Service** > **Order Inquiry** to display *Order Inquiry panel 1*.

2. Complete at least one field on the panel with whatever order information is available to you, then press **Enter** to display *Order Inquiry panel 2 (figure 32)*.

```
                       OP! 4.0 DEVELOPMENT * CO# 001
 All Orders                    Order Inquiry                 Show Closed : _

 5=Header/Detail  6=Detail  7=Order Notes  8=Audit  9=Packages  10=Segments
11=Order Confirmation    -- Status --     12=Order Listing
      Order #      Date    Last     Next Name                      PO #
 __     113520     121_01    SHIPPED     Fernando Ysibido
 __     113533     122001   HELD-AAB     Jolly Rogers
 __     113534     122001    SHIPPED     TONY BALDOR M
 __     113547     122001   HELD-CRD     DAVID NATHANSON
 __     113550     122001    SHIPPED     Marv Smith
 __     113560     122001   BACKORDER    Marv Smith
 __     113561     122001    SHIPPED     C. JO CHURCH
 __     113562     122001    SHIPPED     C. JO CHURCH
 __     113563     122001   HELD-        KAREN FARNHAM
 __     113566     122001   ---     PRAUTH DARREN DCUNHA
 __     113573     122101 RELEAS CNFIRM Marv Smith
 __     113574     122101    SHIPPED     Jolly Rogers
 __     113576     122101    SHIPPED     Jolly Rogers
 __     113577     122101   BACKORDER    GARY WINSTEL
 __     113578     122101 RELEAS CNFIRM ERICA VERNON
                                                                    More...
 F1=Help F3=Exit F7=Bkwd F8=Fwd F10=Top F11=Fold F12=Cancel F18=Bot
```

Order Inquiry panel 2 (figure 32)

3. Type **9** (Packages) beside the order you want to track, then press **Enter** to display the *Package Inquiry window*.

4. Type **5** (Display) beside the package you want to track, then press **Enter** to display the *Package Display window*.

5. Press **F19** (Tracking information) to launch **Internet Explorer** and display *Tracking information from the web (figure 33)* in your browser window.

Tracking information from the web (figure 33)