TABLE OF CONTENTS

Logging into the Advanced Services Website

Open an internet browser of your choosing and navigate to the Langdons Website found here - http://www.langdons.co.uk/

Enter your Company details provided to you into the Login part of the Web site and click Login. You should now continue to the Advanced Services Site.

If you have entered any of your details incorrectly, you will be prompted with an error.

Creating and Entering Jobs

To enter a new job click on the "New Job" found on the left hand menu under:

Job Management Area
Create Jobs
New Job

Enter the details of the consignment including the number of pallets, Work Type (Chilled or Frozen).

Collection and Delivery Address Codes: A change has been made to the way collection and delivery Addresses are filled in. You can't free type the addresses any longer and instead have to search via Address Codes. To find an address you can search 3 different ways

1. Traffic Address (Provided by Customer Services Team at Depot).
2. Post code of address.
3. First Line Address (most often the Company Name).

Once the correct address is found, select that address and the information will automatically fill out for you.

You can also enter any special instructions, references used for booking in, your order number (shown on your invoice) and 9 lines of product information which would enable us to produce a delivery note from our system.
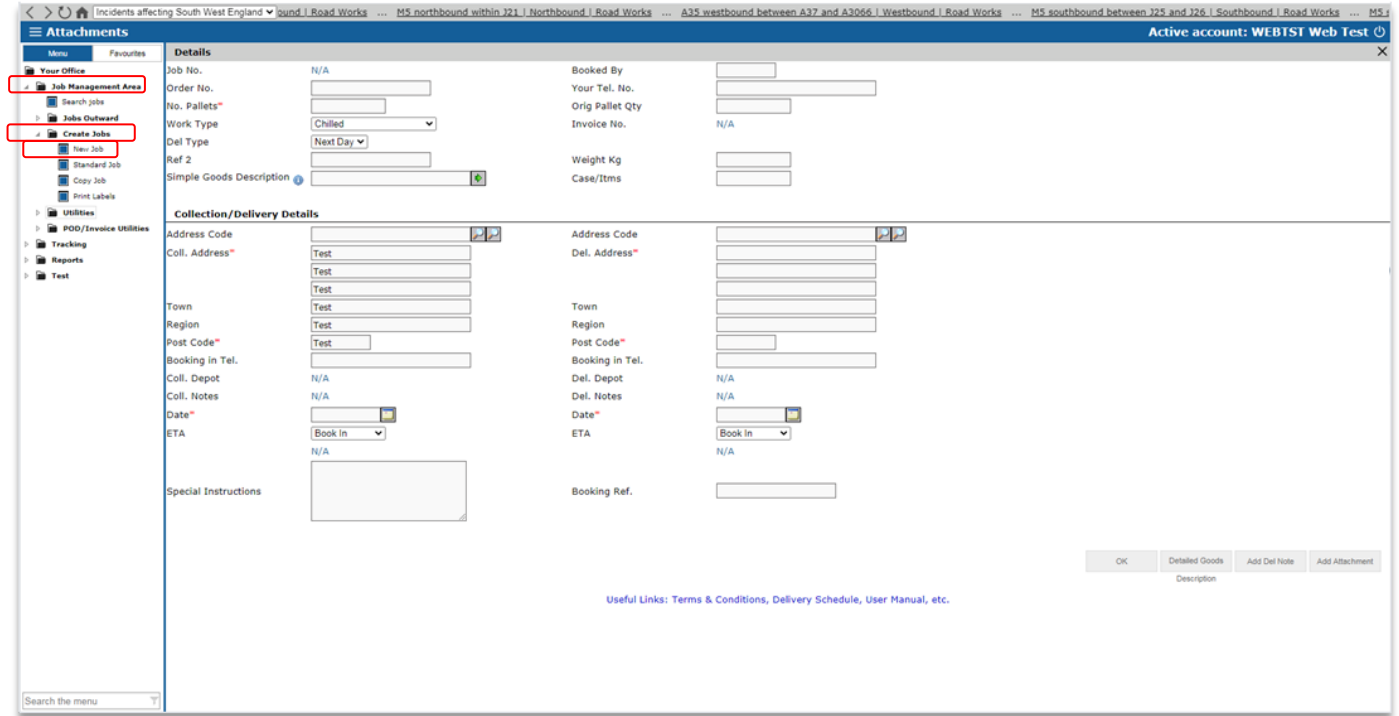
To request for a consignment's collection or delivery to be booked in or not the ETA field will need to be changed to the option of either Book In or Don't Book In. If the option of Book In is selected then the Langdons Transport Planner will use the Booking in Tel. and Booking Ref. information given to arrange the consignment's booking in type and time if necessary. The ETA field will then change to the arranged booking in type of either AM, PM, ASAP, or BOOKED/FIXED. If a booking in type of BOOKED/FIXED is needed the Booking field will show the booking in time arranged previously.

Click OK when done.

Please remember to key your orders in early enough for us to plan the work. Normally this means order day 1, for collection day 2 and delivery day 3.

To expedite order entry you can create and save standard addresses and standard job templates.
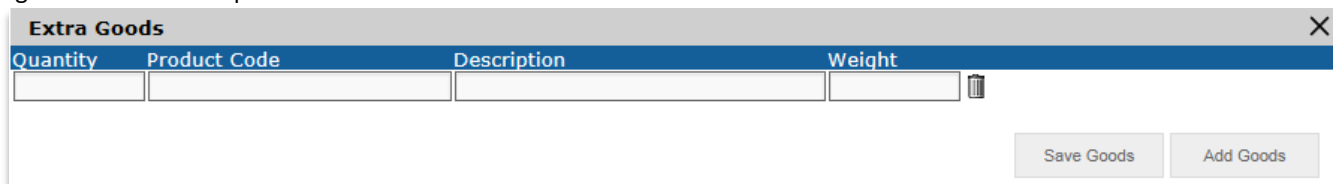
Fig. 1 - Job Entry Screen

To enter unlimited lines of goods for the consignment click on the green arrow next to the Simple Goods Description text field or the Extra Goods button in the Job Entry Screen. The options in fig. 2 will then appear.

- To add a line of goods select the Add Goods button
- To delete a line of goods click on the Trash Bin next to the line of goods to be deleted
- To save all the goods and return to the Job Entry Screen click on the Save Goods button

Fig. 2 – Extra Goods Options

Copying a Job

You can Copy a previous booked in job by clicking on "Copy Job" found in the left hand menu under:

Job Management Area
Create Jobs
Copy Job

From the copy job screen you can filter the job search by Collection Date, Delivery Date, whether the job is Unconfirmed, Confirmed, Complete, Unconformed, Cancelled, Incoming, Outgoing or both Incoming and Outgoing. You can also filter the job search by a unique Job Number, Order Number, Reference 2, Reference 3 or Load ID. One or more of the above filters can be used to search for a job.

Fig. 3 – Copy Job Screen
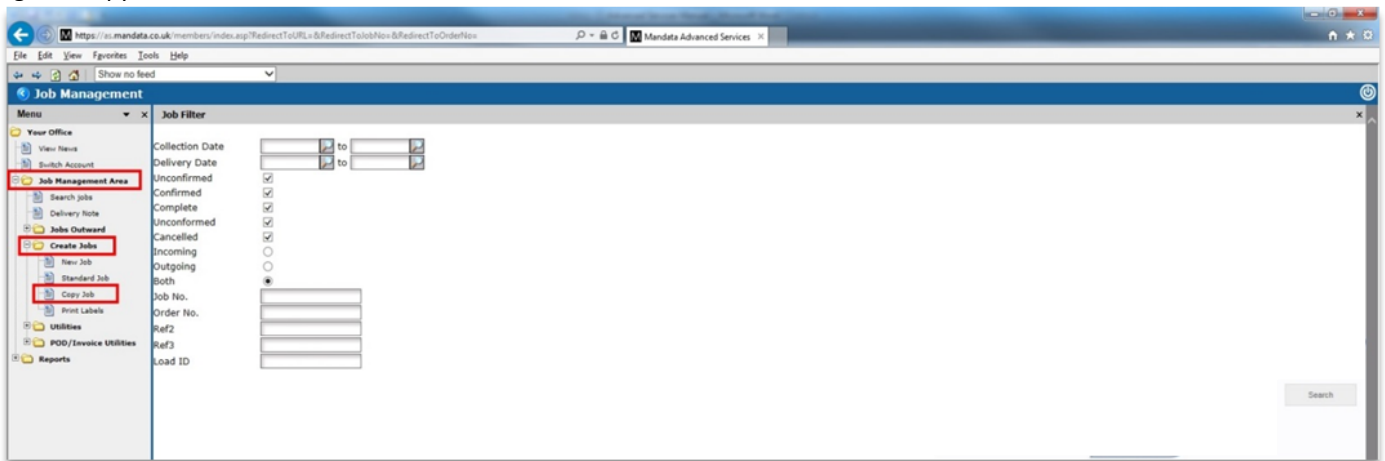
By clicking on search all the jobs that meet your search criteria will be retrieved.

Fig. 4 – Search Results Screen
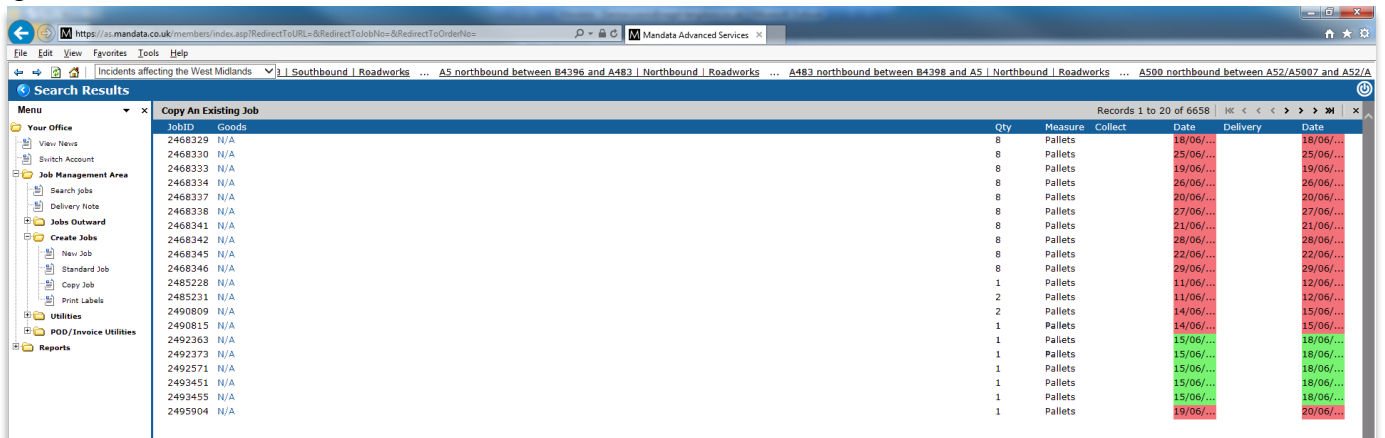
Clicking the job you want to copy will retrieve the jobs details where you can make amendments to the collection date, delivery date and any other fields that may need updating. Once all the job detail fields have been updated click OK to process the job.
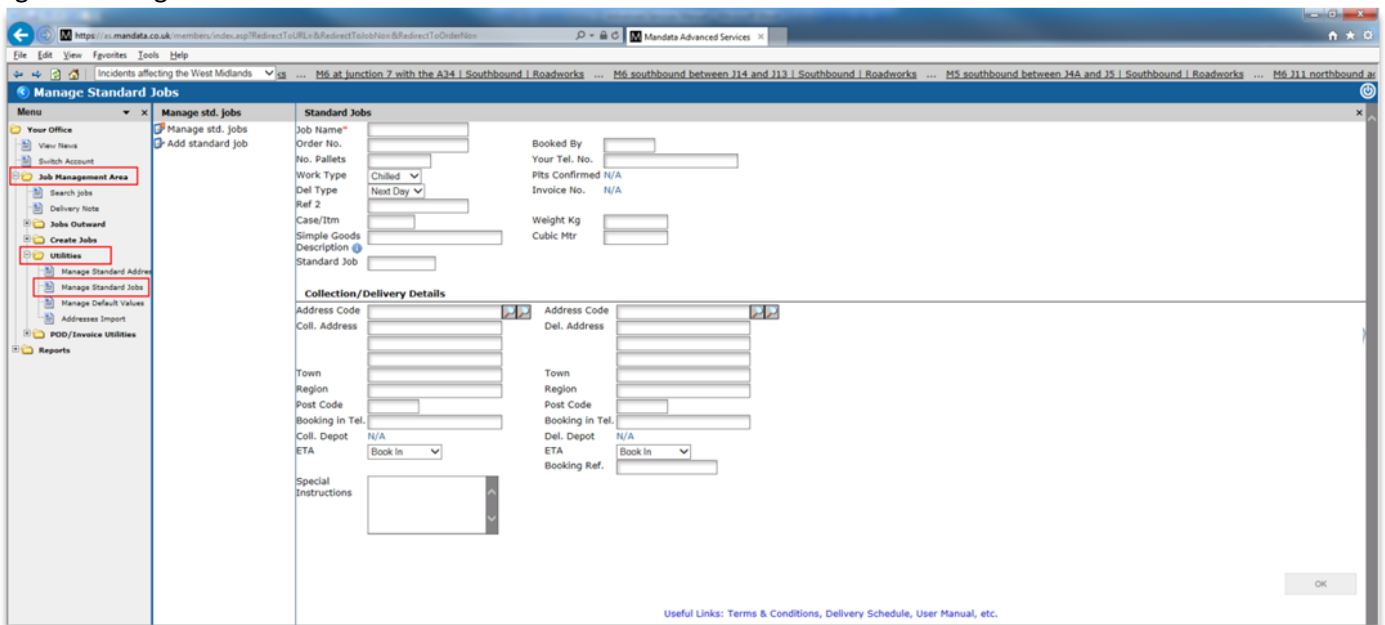
Creating Standard Jobs

To Speed up order entry you can setup Standard Jobs which are effectively job templates. To create a standard job template click on "Manage Standard Jobs" found in the left hand menu under:

Job Management Area
Utilities
Manage Standard Jobs

Either select "Add Standard Job" to create a new one or "Manage std. Jobs" to search through your existing entries to edit them. Choosing either will bring up a screen which looks like the job entry screen. Fill in any of the fixed information such as addresses but leave blank anything which will vary in different consignment E.g. Work Type (Chilled or Frozen).

Fig 5. – Manage Standard Jobs
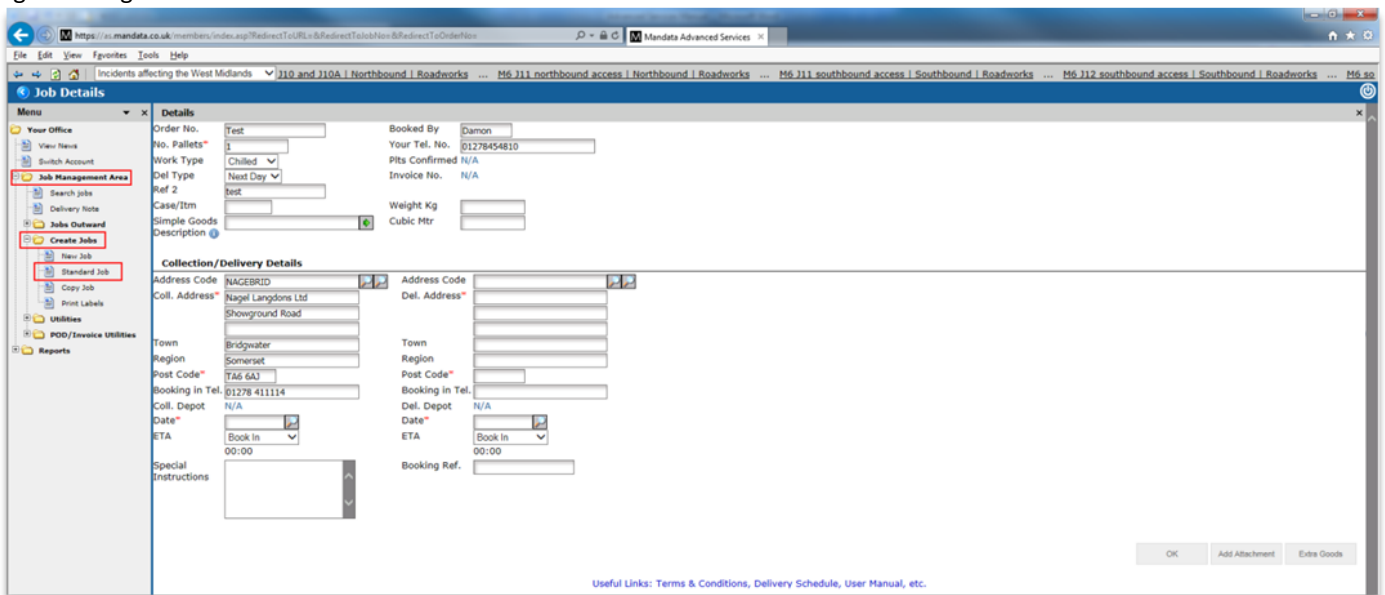
Using Standard Jobs

To use one of your standard jobs select "Standard Job" found on the left hand menu under:

Job Management Area
Create Jobs
Standard Jobs

Select the Standard Job you wish to use by clicking on it and you will be taken to the "New Job" screen with the relevant job details completed for you. You just need to enter the remaining detail such as dates, order number, etc. and save it as normal.

Fig. 6 - Using Standard Jobs

Creating Standard Addresses

Standard Addresses are created the same way as Standard Jobs. To Create a Standard Address select "Manage Standard Addresses" found on the left hand menu under:

Job Management Area
Utilities
Manage Standard Addresses

You can either select "Add Standard Address" to create a new one or "Manage std. addresses" to search through your existing addresses to edit them. You can use these in the "New Job" screen by looking them up by their "identifier" in the Address code box in the "New Job" Screen.

Fig. 7 – New Standard Addresses
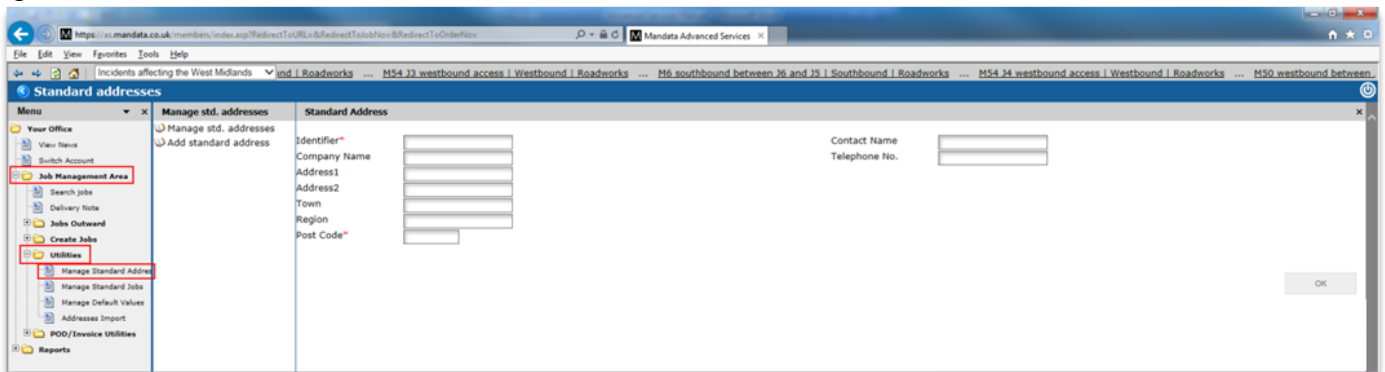
The Jobs Diary

The jobs diary displays all of your consignments either by collection date or delivery date. To view your jobs diary select "Collections" (by collection date) or "Deliveries" (by delivery date) found on the left hand menu under:

Job Management Area
Jobs Outward
Collections or Deliveries

Against each day you will see a summary of the total number of jobs and subtotals for Unconfirmed, Confirmed, Cancelled and Complete jobs. A job becomes confirmed once one of our operators has checked the job and acknowledged it. A job becomes complete once it has been marked as "Dropped" on our system. The various statuses are for guidance only.
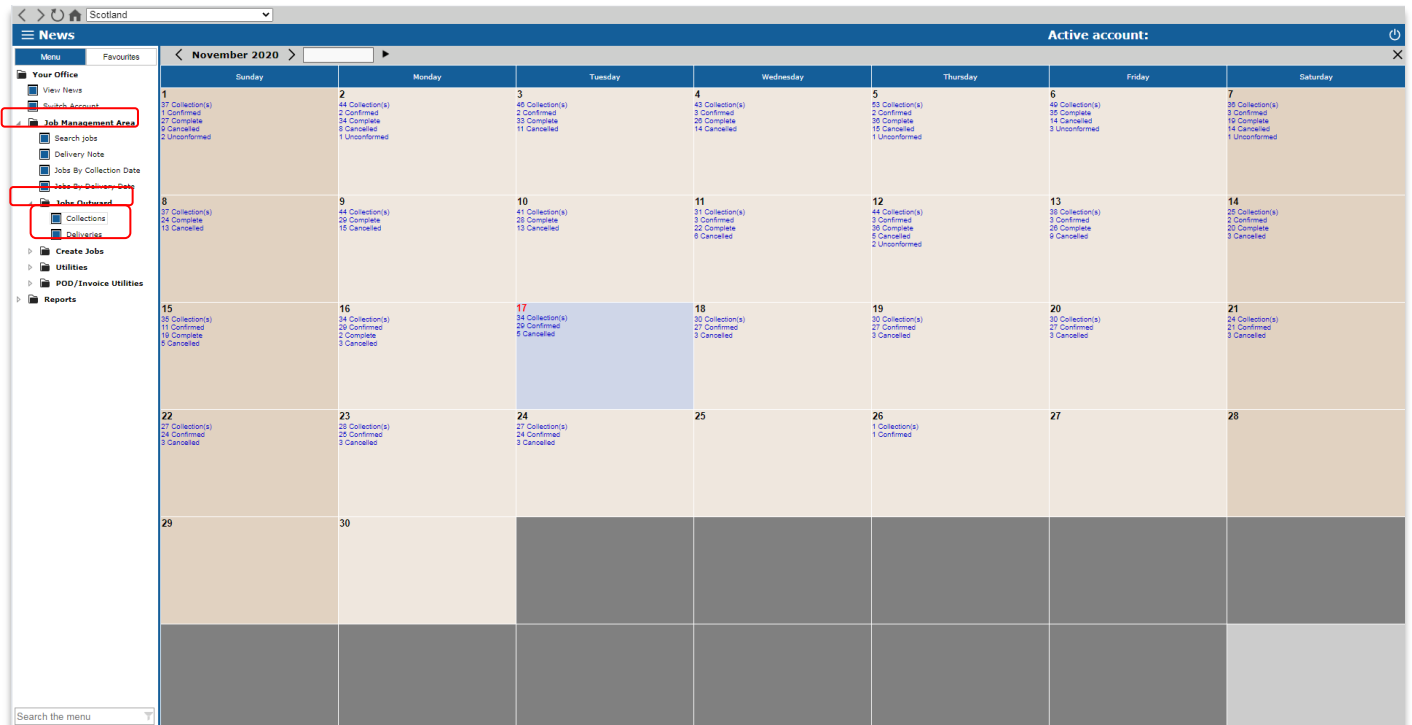
Fig. 8 – Jobs Diary

Fig. 9 – Colour coded jobs

JobID	Plts	Ch/Fr	Collect	From	Date	Deliver	To	Date	Order No
2063752	1	C	Col Point	N/A	23/08/06	Del Pt	N/A	24/08/06	Outstanding
2063753	1	C	Col Point	N/A	23/08/06	Del Pt	N/A	24/08/06	Picked Up
2063756	1	C	Col Point	N/A	23/08/06	Del Pt	N/A	24/08/06	En Route
2063757	1	C	Col Point	N/A	23/08/06	Del Pt	N/A	24/08/06	Action Req
2063760	1	C	Col Point	N/A	23/08/06	Del Pt	N/A	24/08/06	Not Arrived
2063761	1	C	Col Point	N/A	23/08/06	Del Pt	N/A	24/08/06	Dropped

The colour codes are as follows:
- Unconfirmed – No Button with Grey Background.
- Confirmed – Amber Button.
- Complete – Green Button.
- Cancelled – Red Job Number
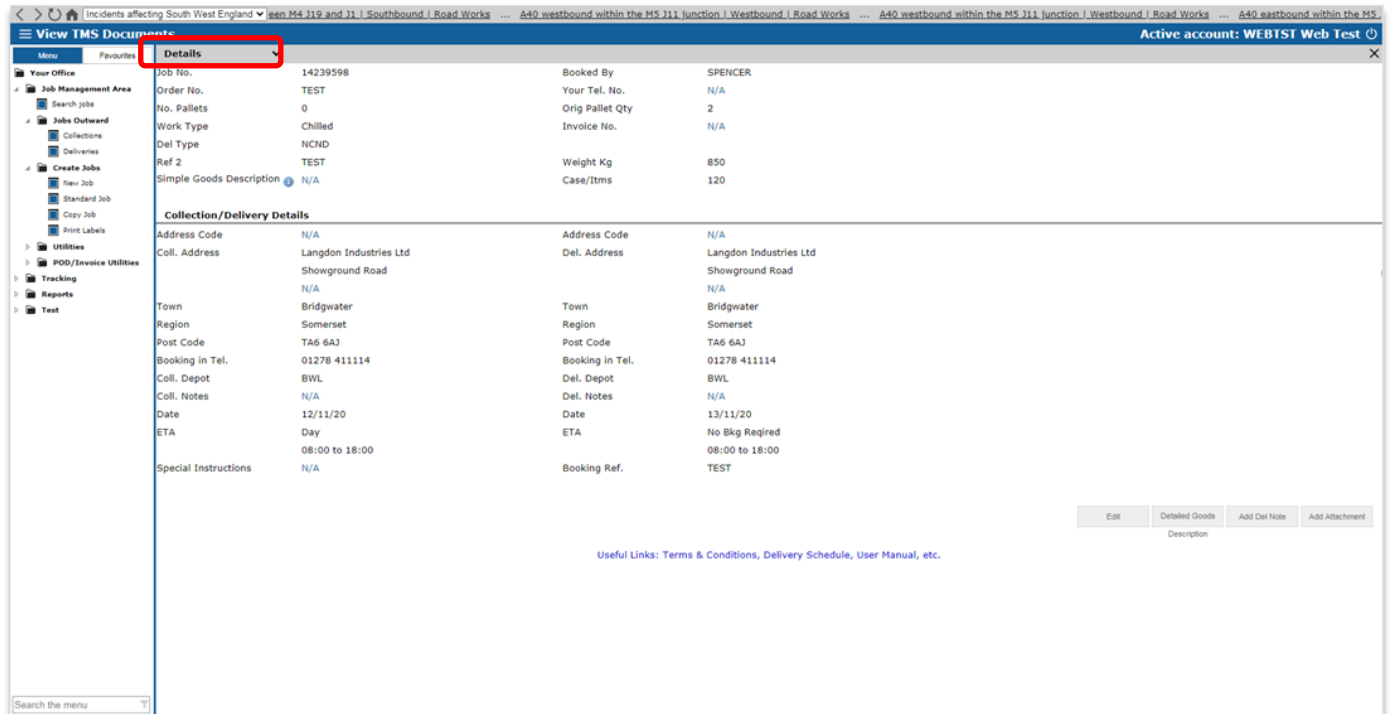- Conformance Issue – Red Button.

Fig. 10 – Results From the Job Diary

Viewing Job Details

Selecting one of these results from "The Job Diary" will show the full job details including invoice number if invoiced. From here you can view detailed consignment status information, pallet labels, POD images, invoice images and incident notes by selecting the relevant option from the "Details" pull down menu.

Fig. 11 - Viewing Job Details

Viewing a Consignment Status

Selecting "Status" shows consignment tracking status entries for the selected job. On our system each job is broken down into separate legs (collections, trunks, deliveries & full moves), each of which can have one of the following statuses:

1. Outstanding
2. Picked Up
3. En-Route
4. Action Required
5. Not Arrived
6. Dropped (Job Completed)

The screenshot shows a typical completed job. The Collection and Trunk have been "done" but the Delivery is only showing as Picked Up. Once we've confirmed the delivery out onto a vehicle its status will change to "En-Route" and then when the driver comes back with a POD the status will be changed to "Dropped" and the POD reference/Delivery Note number will become visible. In the event there is a problem with the delivery, a non-conformance code will also be shown, along with details of any subsequent delivery attempts (shown as a Re-Delivery).

Please note these status updates are done after the event as a back-office function so there may be a delay before the status change is made. We are currently reviewing our procedures to try and speed this up.

Fig. 12 – Consignment Tracking Status
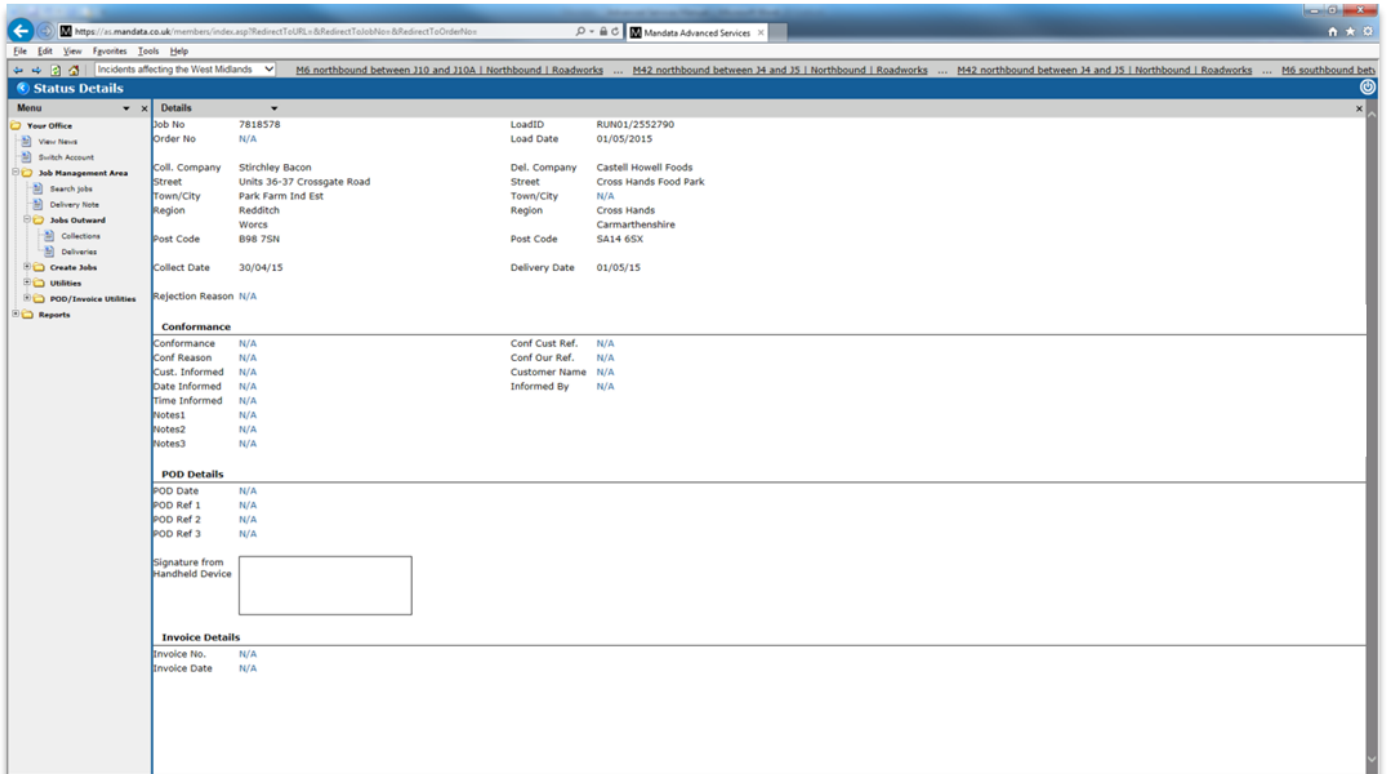
Viewing the Full Details of a Consignment Status

By clicking on one of the status entries listed you can view more details including additional POD references and full details of any non-conformance issues. You can also view non-conformance issues by clicking on Incidents from the Job Details Screen.

Fig. 13 – Consignment Tracking Status Full Details

Adding a Delivery Note to a Job

To add a Delivery Note to a job click on the "Add Del Note" button located in the job details screen.

Fig. 28 – Job Details – Add Del Note

Click "Add" and browse to the Delivery (or Collection) Note on your computer. Highlight the document(s) to be attached and click "Open". The document(s) will now be uploaded.

Fig. 29 – Add TMS Documents
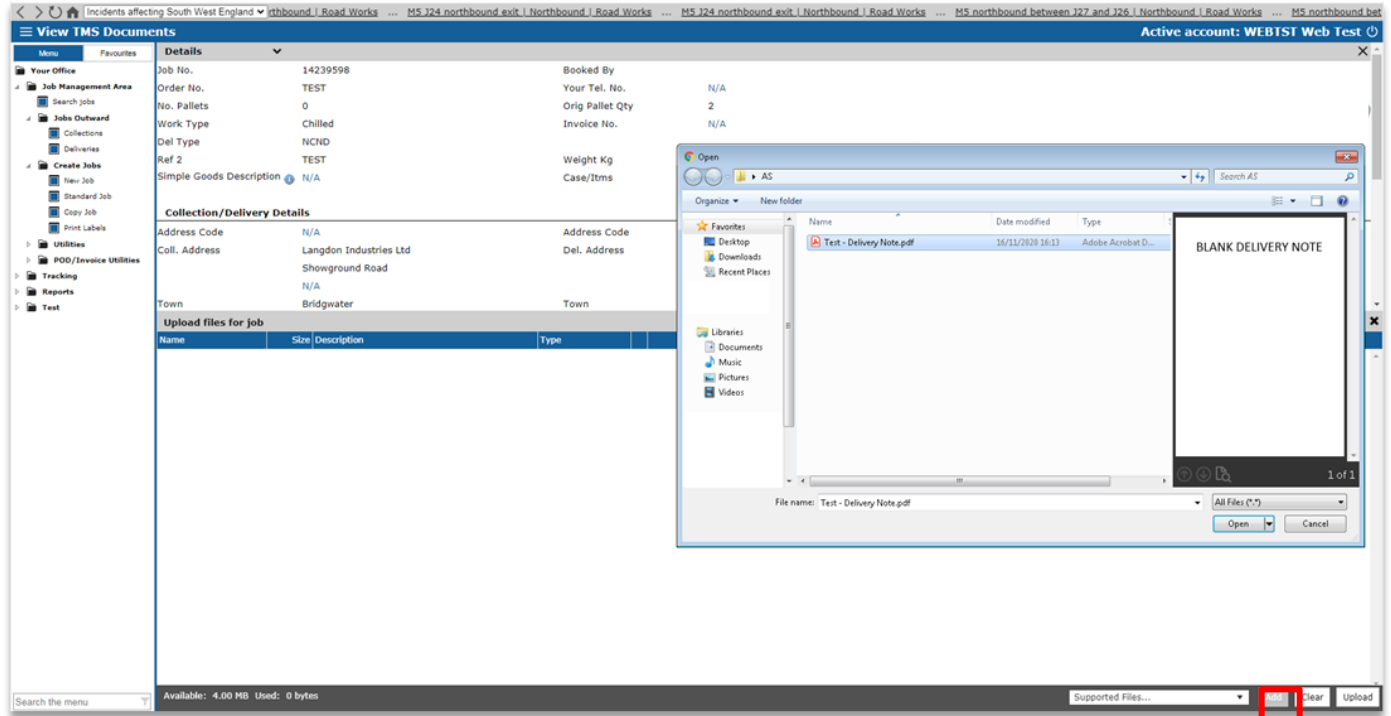
After adding the document(s) the document type can be amended by selecting a value from the "Type" drop down list, e.g. **Delivery** for a Delivery Note and **Collection** for a Collection Note.

Fig. 30 – Document Type
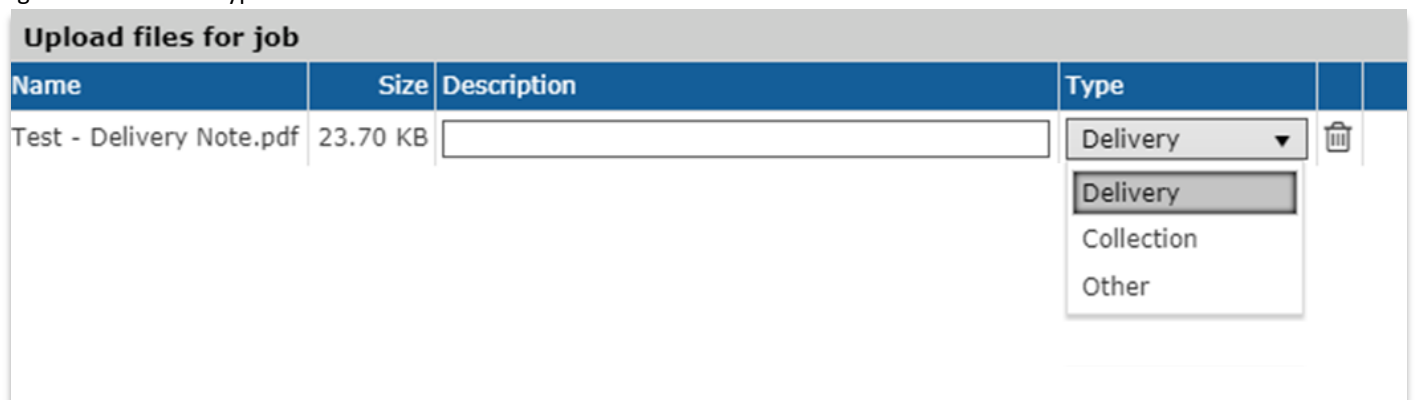
The document type makes a difference to where the document is stored in Langdons TMS. The default is Delivery.

Click "Upload" to upload the document(s).

Fig. 31 – Document Upload
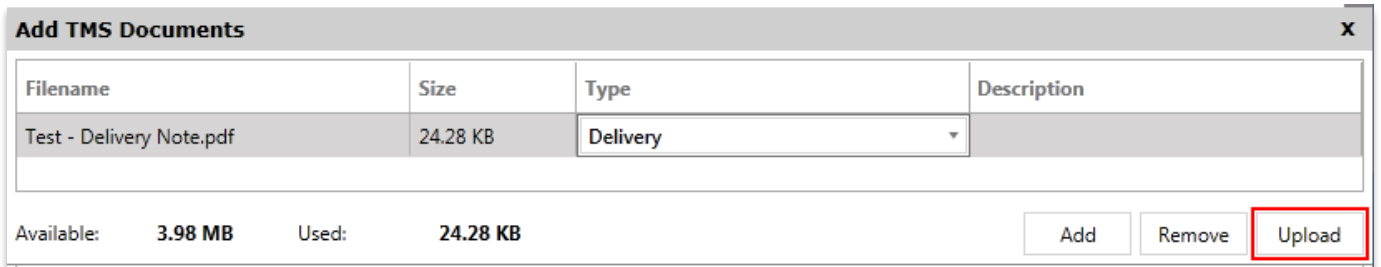
Click "OK" to the message box. The document(s) have now been uploaded successfully.

Fig. 32 – Document Upload Complete
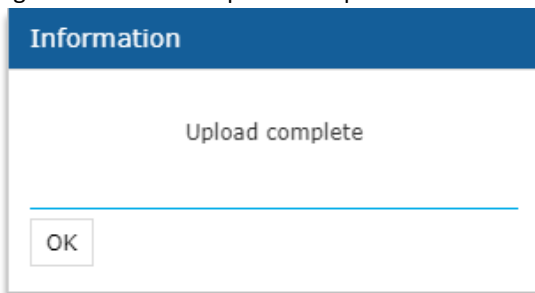
To view the Delivery note click on the "Details" drop down list and select "View Del Notes"

Fig. 33 – View Del Note
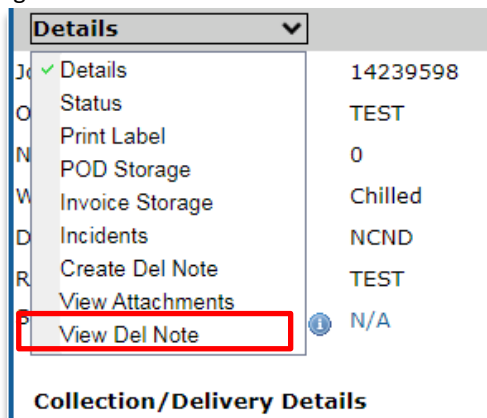
You can then either download the note or preview it in the web browser using either the disk or page icon displayed on the row of the correct document.

Fig. 34 – View TMS Documents

	Account	Order Number	Job Number	Delivery Date	Description	File name		
☐	Web Test	TEST	14239598	13/11/2020 00:00	DEL	GSF372.PDF	💾	📄
☐	Web Test	TEST	14239598	13/11/2020 00:00	DEL	GSF489.PDF	💾	📄
☐	Web Test	TEST	14239598	13/11/2020 00:00	DEL	Test - Delivery Note.pdf	💾	📄

View Del Note

To select multiple rows, either use the checkboxes or hold down the [Ctrl] key and click the row. A second click will toggle the selection.

PLEASE NOTE: Langdons supports attaching Delivery Notes in a variety of formats, but the system works best with PDF. You can also use TIF files (a common format used on network photocopiers and document scanners) and JPG photos. We have recently added support for Microsoft Office files like Word and Excel if that's what you produce your Delivery Notes with. Please note though, you will need to make sure the page is formatted as a single A4 sheet – try printing one out and confirm that you don't need to amend the margins or scaling to get the document to fit on one page. If the document prints on 2 or more pages, this is how the document will print at our end, which cannot be adjusted because our system converts the document to a PDF and adds a barcode to the document.

Fig. 35 – Supported Formats

Supported Files

- Supported Files
- Text files
- TIF Files
- Image Files
- Portable Document Files
- Office Files
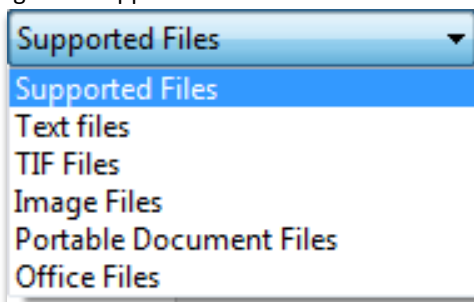
Adding an Attachment to a Job

You may also want to add an attachment to a job. It' is important to note that this function is not for delivery notes but for additional documents such as photos. However, the process of uploading an attachment is very similar to that of delivery notes.

From the job's details page press the "Add Attachment" button.

Fig. 36 – Add attachment button
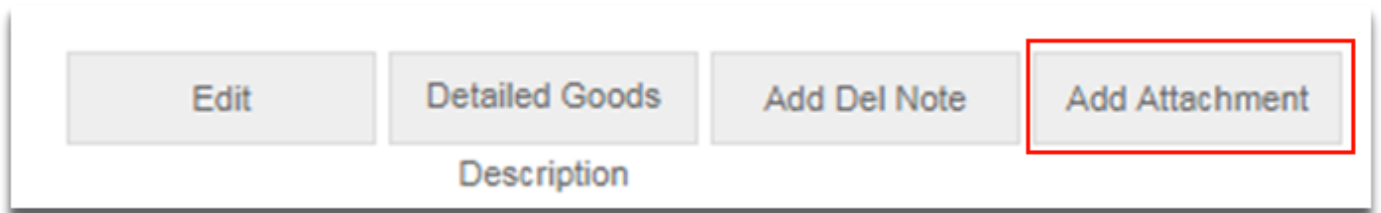
Click the "Add" button and select your document to attach.

Fig. 37 – File browse
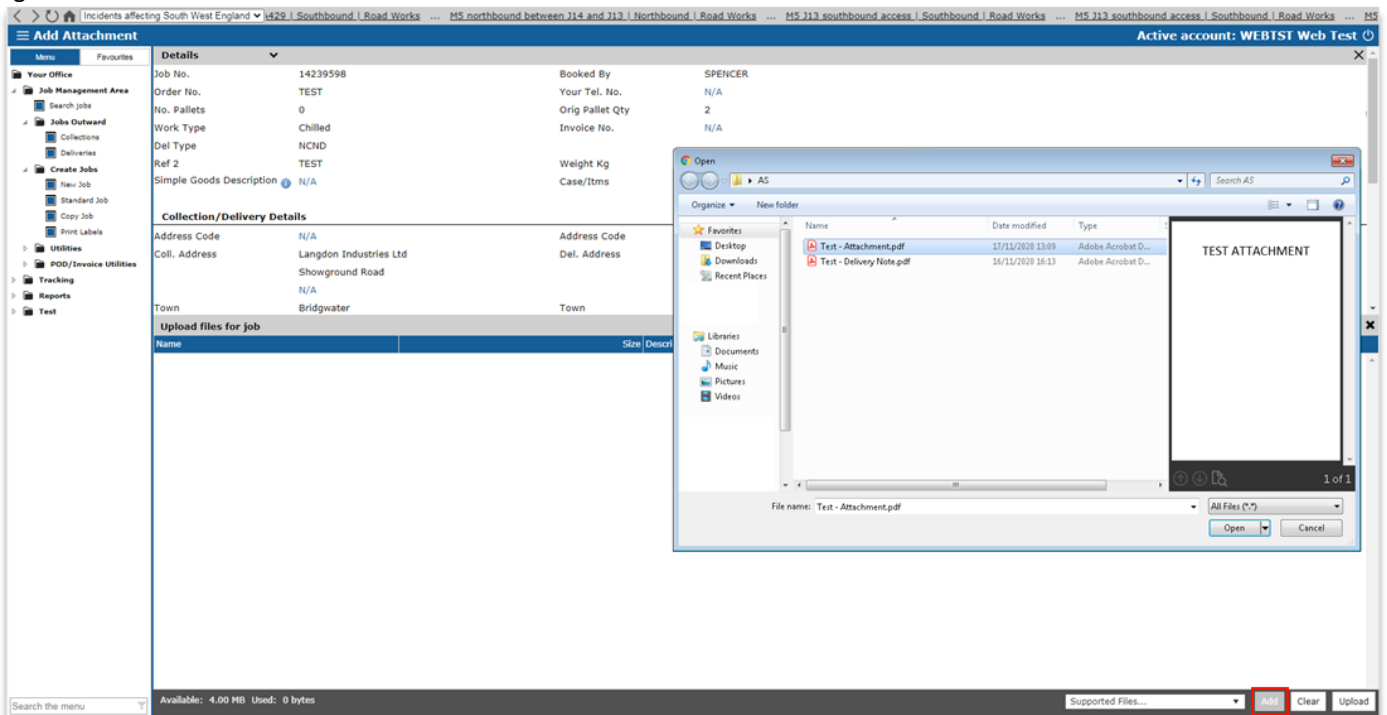
Once added, click the "Upload" button to attach the document(s) to the job.

Fig. 38 – upload button

Press "OK" to this message box confirming the document(s) have been uploaded.

Fig. 39 – upload complete confirmation
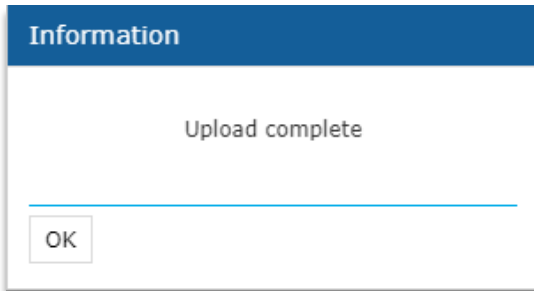
You can view or download attachments by selecting "View Attachments" from the job details page.

Fig. 40 – View attachment from job details
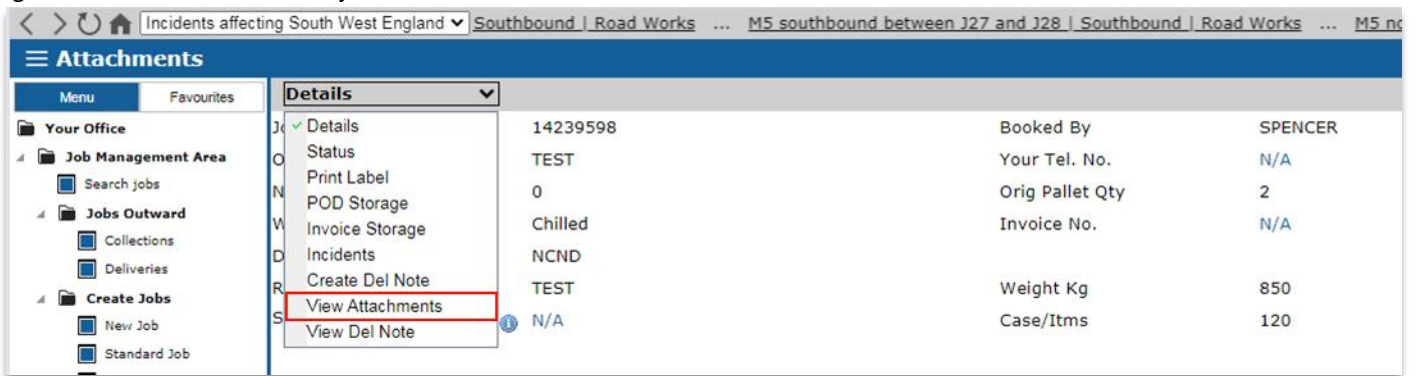
Click on either the disk or page icons to download or view the attachment.

Fig. 41 – attachments linked to this job

Fig. 42 – Displaying attached document
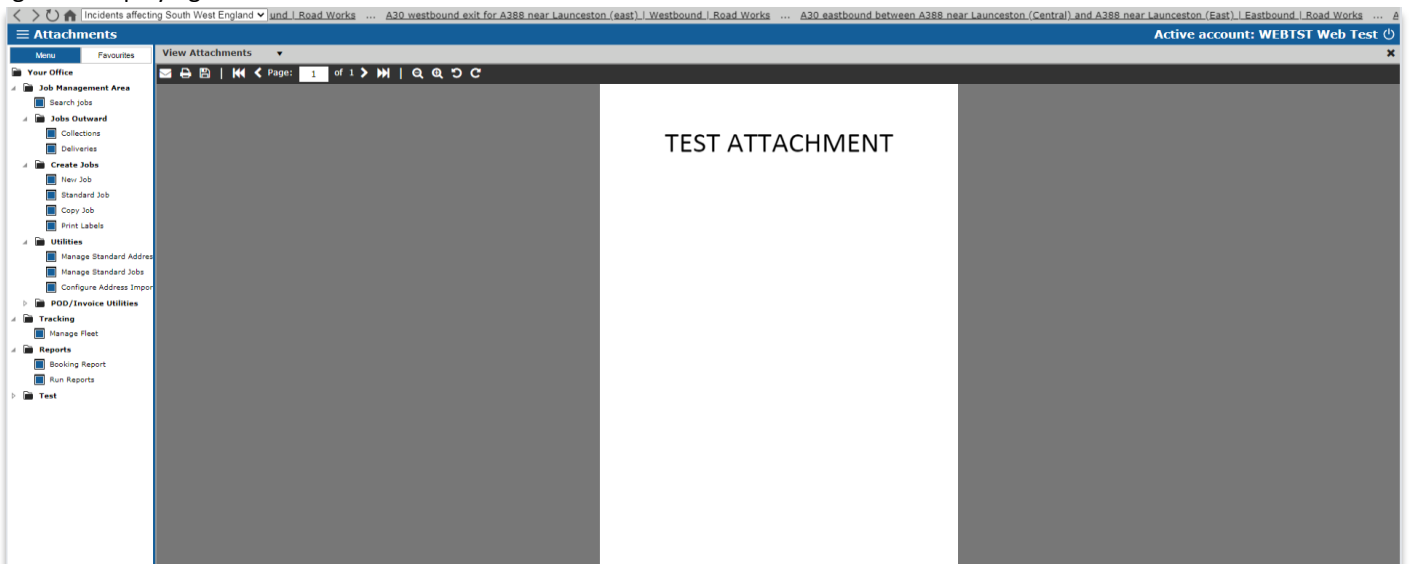
Deleting a Delivery Note or Attachment from a Job

You can delete a delivery note or attachment that you have attached to a job in Advanced Services by locating the job, and selecting either "View Del Note" or "View Attachments" from the dropdown above the job (See Fig.33)

The webpage will then display the delivery notes or attachments that have been attached to the job. From here you can click on the bin button to permanently delete the document that has been uploaded.

Fig. 43 – Attached Delivery Note

Fig. 44 – confirmation window

You will then see the previous desplay empty, you can now upload the correct document (please refer to the previous sections).

Printing Pallet Labels

You can print pallet labels by clicking on "Print Labels" found on the left hand menu under:

Job Management Area
Create Jobs
Print Labels

You can then select a Collection Date by clicking on the calendar icon. After click on "Select Jobs" the system will then retrieve all jobs that are being collected on the selected date.

Fig. 14 – Printing Pallet Labels by Collection Date
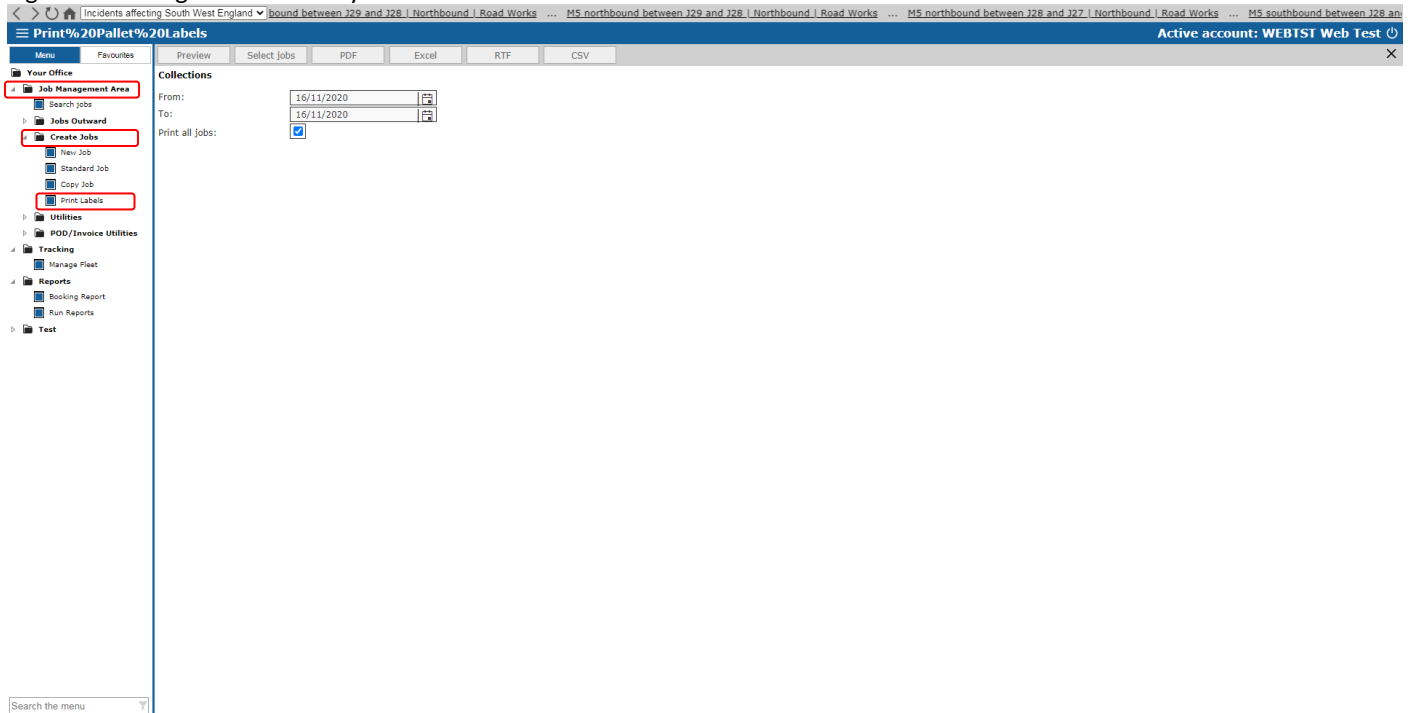
Click the Preview to load generate the pallet labels.

Fig. 15 – Preview pallet labels button
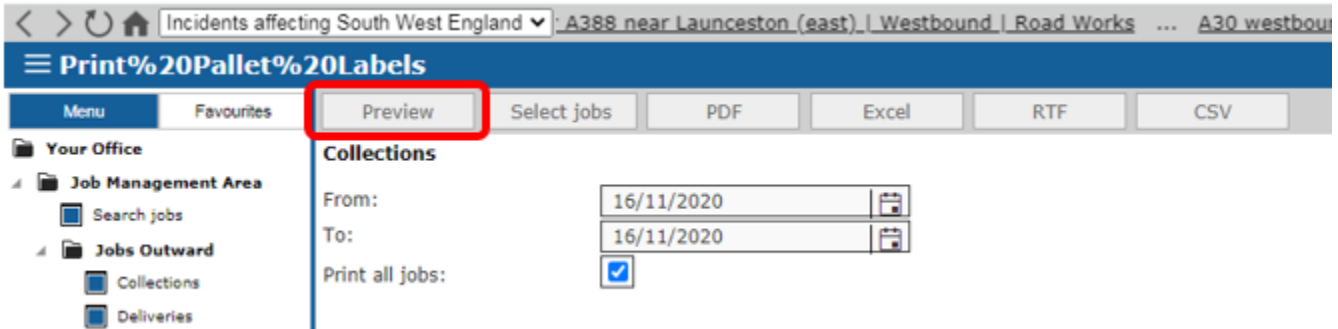
A new screen will now open where you can scroll through all the pallet labels requested. When clicking on Print each pallet label will be printed off on a separate piece of A4 paper.

Fig. 16 – Generated label PDFs
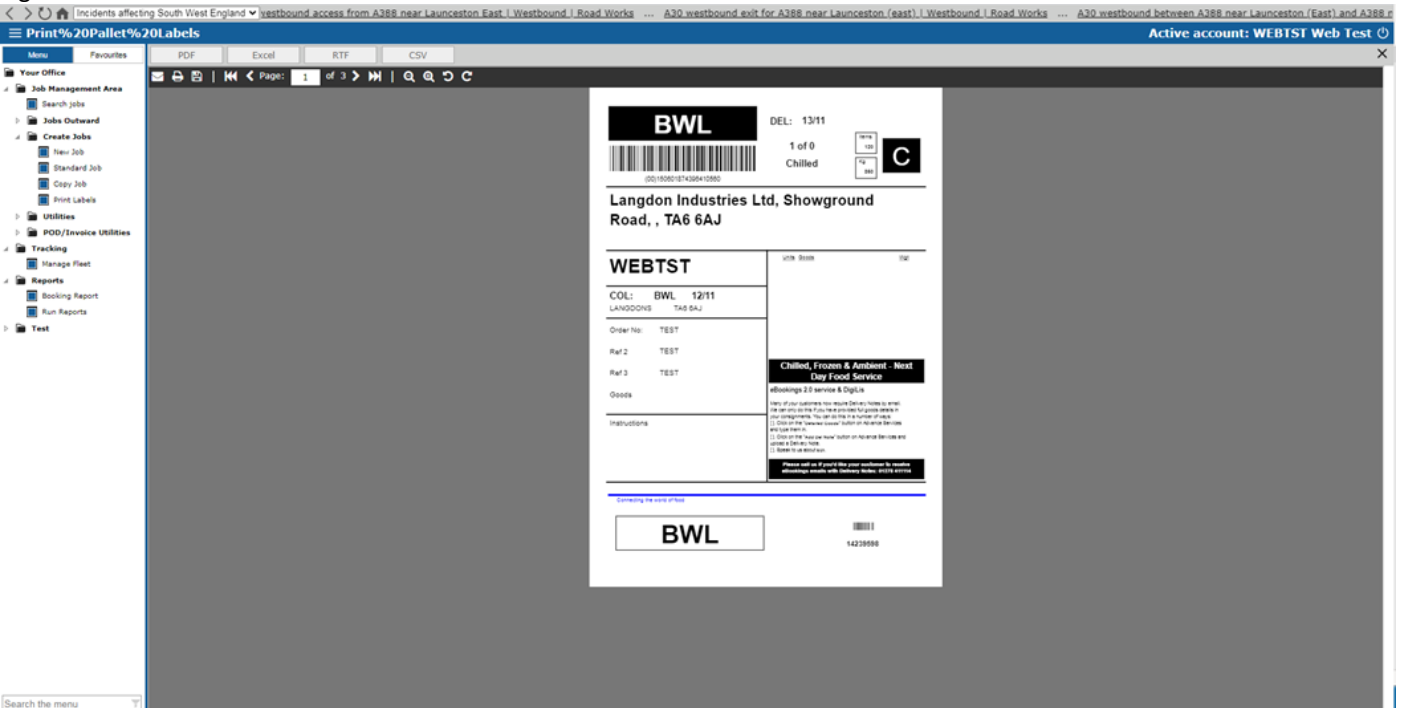
Or Select jobs to pick the spesific jobs you want to print labels for by clicking on "Select Jobs".

Fig. 17 – Select jobs button
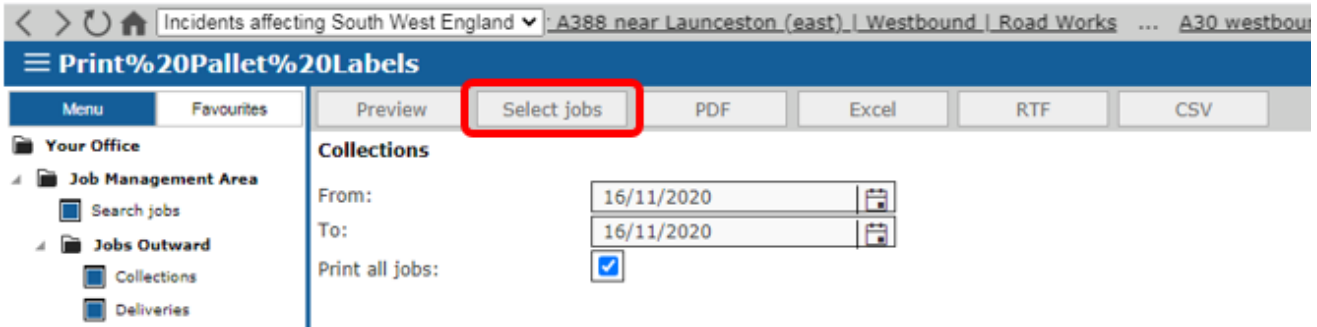
You will presented with list of the jobs you have between the input dates with tick boxes to select the jobs you want to print lables for. Once ticked, then press "Preview" to generate the label PDF's.

Fig. 18 – Print selected job screen
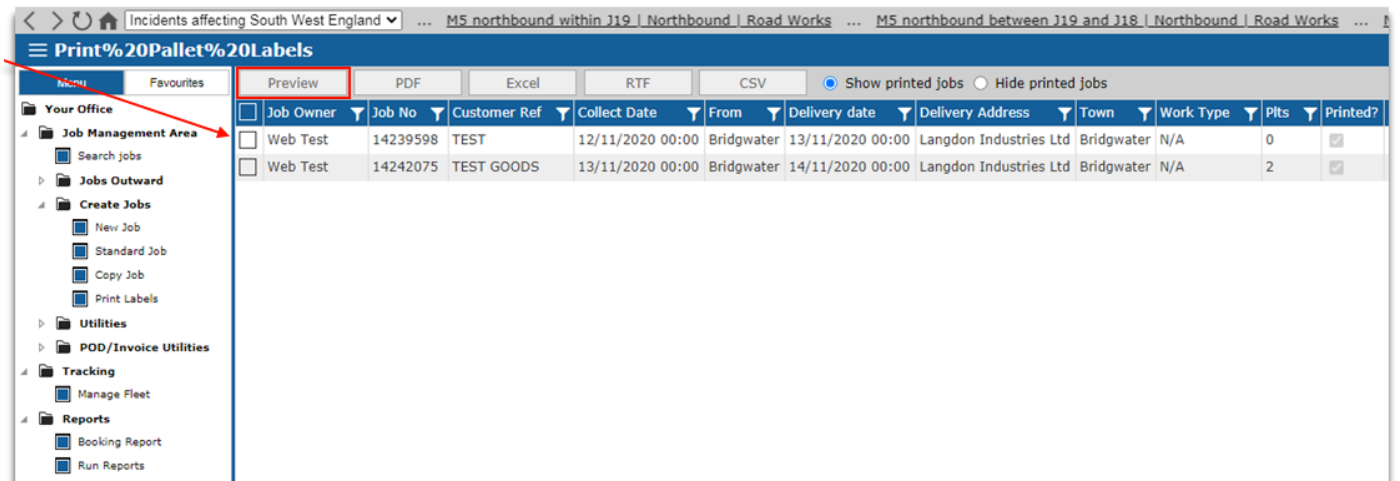
Viewing POD Images

You can view Job PODS images by clicking on 'POD Storage' from the Job Details.

Fig. 19 – POD storage select
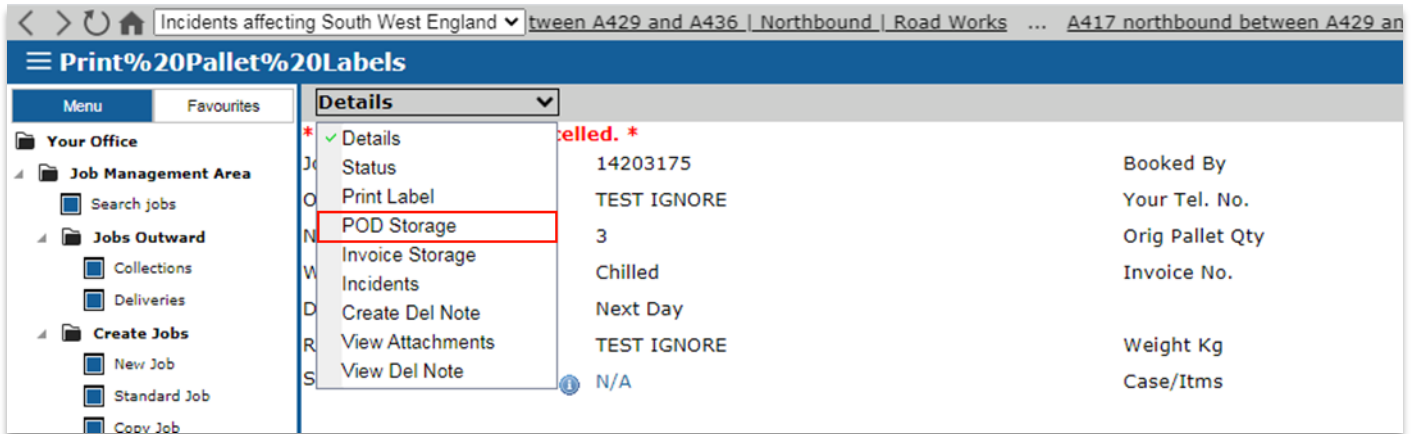
You can also view POD images by clicking on the "POD Search" item found on the left hand menu under:

- Job Management Area
- POD / Invoice Utilities
- POD Search

Clicking on the "POD Search" item allows you to search for a jobs POD by Job Number, Order Number, Delivery Date, Goods, Delivery Town or POD Reference.

Fig. 20 – POD Search
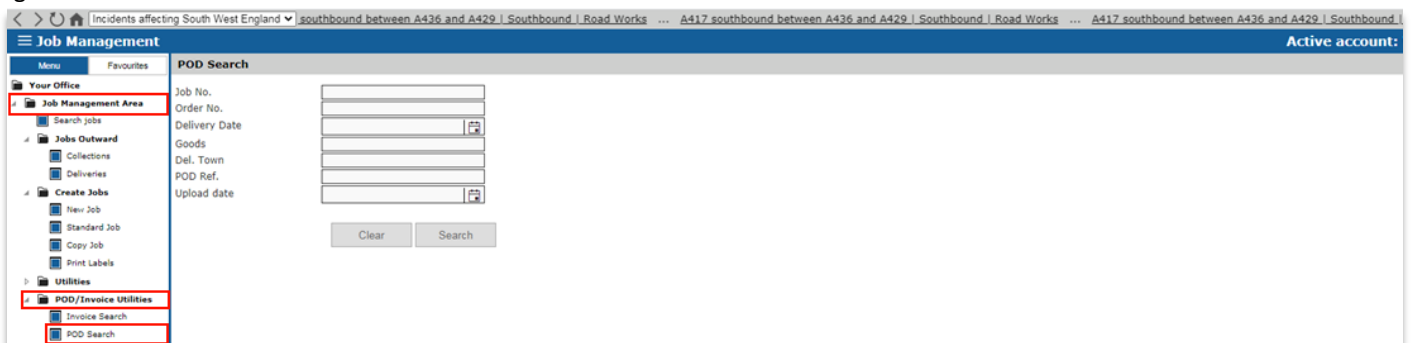
Viewing Invoices

To view a jobs invoice you will need to have a PDF Reader installed on your PC. Adobe Acrobat Reader can be installed from http://get.adobe.com/uk/reader/

You can view a jobs invoice document by clicking on Invoice Storage from the Jobs Detail Screen.

Fig. 21 – POD Search
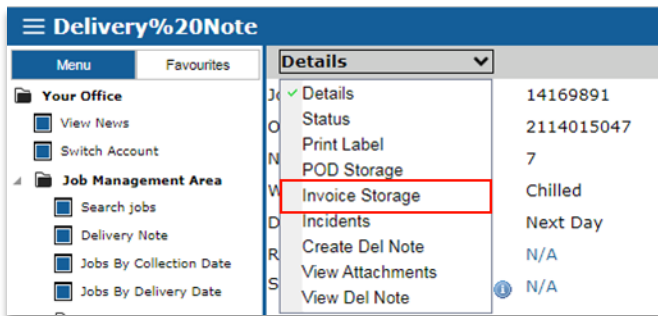
Another way to view a jobs invoice document is to locate Invoice search. Invoice Search can be found on the left hand menu under:

- Job Management Area
- POD / Invoice Utilities
- Invoice Search

You can search for the invoice document by invoice number or invoice date.

Fig. 22 – Viewing Invoice Storage Document
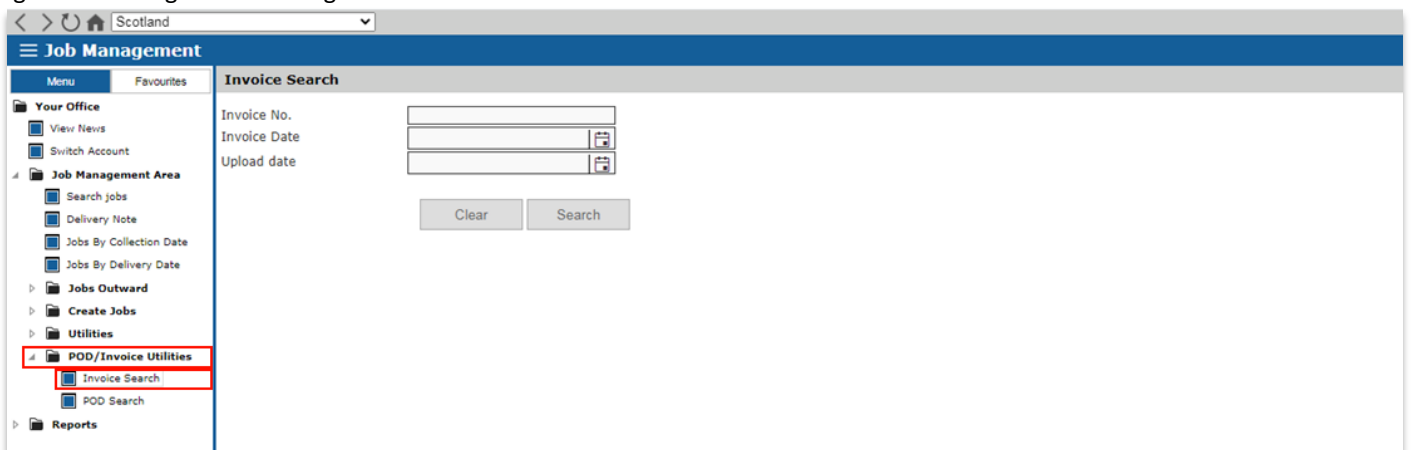
Searching for Jobs

You can search for jobs as well as using the Jobs Diary. Select "Search Jobs" found on the left hand menu under:

- Job Management Area
- Search Jobs

You will have a range of filters available to narrow the search such as dates, job status, job number or order number. Enter your criteria and click search and you will be shown a list of jobs similar to Fig. 9.

Fig. 23 – Searching for Jobs
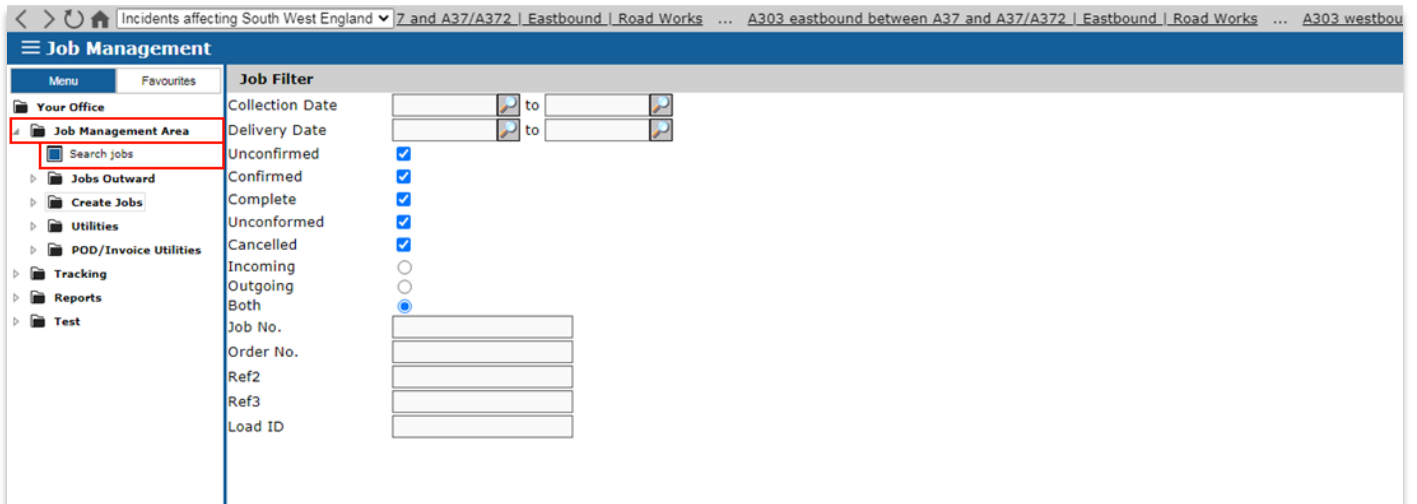
Running Reports

You can run a variety of reports to identify jobs booked, jobs with conformance issues, missing PODs, etc.
- Reports
- Run Reports

Fig. 24 – Run Reports Screen
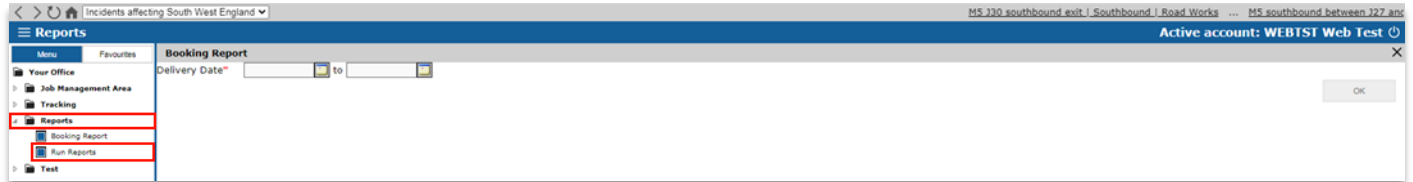
The following reports are currently available:
- Conformance
- Declined Jobs
    - Displays a list of jobs that you received that you have rejected. Search through a range of dates by customer, or by all customers.
- Incomplete Jobs
    - List of all jobs by customer through a date range that have not been completed
- Non Conformance Report
    - List of jobs that have non-conformances. Filtered by delivery date and by customer
- Completed Jobs with no POD
    - Shows a list of jobs by customer where jobs have been completed but do not have a POD. Report can be generated by customer and between date ranges
- Jobs by Status
    - Displays jobs within a date range by a specified status
- Jobs by Collection Date
- Jobs by Delivery Date
- POD Visibility
- POD Breakdown
    - Displays a breakdown of externally hosted POD's viewed by the customer

When you run the report you will be offered two choices of format. Choose HTML for printed reports or CSV if you would like to download the data in a form you can open in Microsoft Excel.

Fig. 25 – Report Format Type

Step 3. Select Report Filters

Please select the filters or the report you would like to run.

Report format	HTML
	CSV
CompanyID	
Del. Date From	To
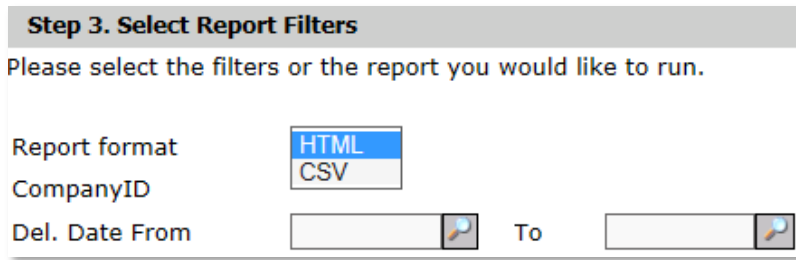
If you choose the CSV option you will be prompted to either open the file or save it for use later.

Fig. 26 – File Download

Internet Explorer

What do you want to do with
Langdons_JobsByStatus.csv?

Type: Microsoft Excel 2003
From: as.mandata.co.uk

→ Open
  The file won't be saved automatically.

→ Save

→ Save as

Cancel
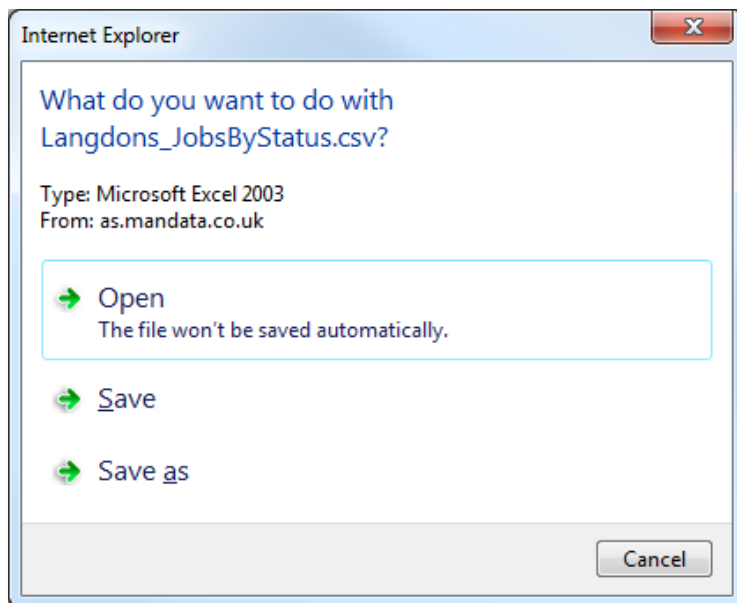
Booking Reports

You can run a booking report to view all jobs booking details filtered by a specific delivery date range. Select "Run Reports" found on the left hand menu under:

- Reports
- Booking Report

Select a delivery date range.

Fig. 27 – Booking Report

Then select OK.

You can print the report by clicking on the printer icon in the top right hand corner of the report title.

F.A.Q – Frequently Asked Questions

Q – Can I use other browsers to use your website?

A – Yes you can, all the features function in the popular web browsers.

Q – I can't type in the collection or delivery addresses.

A – You can no longer free type any addresses into the New Job Screen. You will have to search for the address using the magnifying glasses on each side. You can search for an address 3 ways. 1- Post code. 2- Traffic Address code given by Customer Services Team at the local depot. 3- 1st line address, usually the company name.

Q – I can't edit the pallet quantity of a job.

A – That's true; you cannot edit the quantity of pallets for a job yourself. You will need to speak to your local Langdons Customer Services Team to get this amended. Contact details on

Help and Support

Support with Advanced Services

For technical issues and general support using the Advanced Services website, please contact the Langdons ICT Department.

Langdons IT Department   Telephone: 01278 454810

                                                    Email: it@langdons.co.uk

---

Depot Specific Contact Details

To make any changes to jobs or to request more information about a specific job, please contact one of our depots using the details below.

Barnsley Depot	Main Telephone:	01226 704780
	Main Fax:	01226 704781
	ChillNet Transport Orders:	chillnet.barnsley@langdons.co.uk
	Customer Services:	service.barnsley@langdons.co.uk
	CDR Replies:	cdr.barnsley@langdons.co.uk

Bridgwater Depot (Head Office)	Main Telephone:	01278 411114
	Main Fax:	01278 411100
	ChillNet Transport Orders:	chillnet.bridgwater@langdons.co.uk
	Customer Services:	service.bridgwater@langdons.co.uk
	CDR Replies:	cdr.south.west@langdons.co.uk

Dover Depot	Main Telephone:	01304 872641
	Main Fax:	01304 872659
	ChillNet Transport Orders:	chillnet.dover@langdons.co.uk
	Customer Services:	service.dover@langdons.co.uk
	CDR Replies:	cdr.dover@langdons.co.uk

| **Express Park Depot** | Main Telephone: | 01278 720858 |
| | Main Fax: | 01278 423925 |

Liverpool Depot	Main Telephone:	01516 329006
	Main Fax:	01515 483026
	ChillNet Transport Orders:	chillnet.liverpool@langdons.co.uk
	Customer Services:	service.liverpool@langdons.co.uk
	CDR Replies:	cdr.liverpool@langdons.co.uk

Luton Depot	Main Telephone:	01582 507002
	Main Fax:	01582 503391
	ChillNet Transport Orders:	chillnet.luton@langdons.co.uk
	Customer Services:	service.luton@langdons.co.uk
	CDR Replies:	cdr.luton@langdons.co.uk

Motherwell Depot

Main Telephone:	01698 835000
Main Fax:	01698 835010
ChillNet Transport Orders:	chillnet.motherwell@langdons.co.uk
Customer Services:	service.motherwell@langdons.co.uk
CDR Replies:	cdr.motherwell@langdons.co.uk

Peterborough Depot

Main Telephone:	01733 231611
Main Fax:	01733 231588
ChillNet Transport Orders:	chillnet.peterborough@langdons.co.uk
Customer Services:	service.peterborough@langdons.co.uk
CDR Replies:	cdr.peterborough@langdons.co.uk

Redditch Depot

Main Telephone:	01527 506980
Main Fax:	01527 515501
ChillNet Transport Orders:	chillnet.redditch@langdons.co.uk
Customer Services:	service.redditch@langdons.co.uk
CDR Replies:	cdr.redditch@langdons.co.uk

Head Office Contact Details

Accounts
Purchase Ledger
Phone: 01278 454814
Fax: 01278 454832

Accounts
Credit Control
Phone: 01278 454814
Fax: 01278 454832

Health and Safety
Phone: 01278 454811
Fax: 01278 454831

Personnel
Phone: 01278 454812
Fax: 01278 454840

Sales
Phone: 01278 454808
Fax: 01278 454832

Tacho's
Phone: 01278 454809

Traffic Admin
Phone: 01278 454817
Fax: 01278 454831

Workshop
Phone: 01278 411155
Fax: 01278 411166