USER GUIDE
AUTOMATIC SERVICES

LogTrade

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1   SERVICE SHORTCUTS AND AUTOMATION

Services in LogTrade is additional services connected to a carrier product (Shipping Agent Service Code) to add value normally for the sender or recipient. Services can also be LogTrade services like e-mail advice, return labels sent through e-mails etc. Depending on the service an extra charge can apply or the opposite. One example is that on end-consumer products SMS-advice is normally free of charge but letter advice costs extra.

Some services also mean that you have to submit additional information; for example, goods value as insurance amount or temperature limits needs to be defined for hot and cold services. Some services can be combined while others cannot. For example, you cannot combine hot and cold. LogTrade knows about these different rules and make sure you don´t combine services that are not allowed to combine.

In LogTrade Connect you can also define default services for specific customers, carriers, carrier products or just select in order registration. This is to make sure that this is not a separate process for the warehouse employees which ensures that you actually book exactly the services that has been ordered, not more and not less.

Below you will see an example on how to handle the service *Insurance*.

1.1   SERVICE SHORTCUTS

By creating a *Service Shortcut,* you make it possible to register default services for a customer, a vendor or a specific order even if you do not know the actual carrier that finally will handle the consignment.

Create a *Service Shortcut* and register selected *Code* and *Description*, for example *Insurance*. Then you register relations to different carrier products. For each carrier product the service code can be different and that is why it is important to define this. The service code is the key value that will be sent to LogTrade when you create a consignment. See picture below as an example.

It is also possible to define what should happen if you try to use a service on a consignment that is not available for the selected carrier product. This is done in the field *Validation* and you can select *User Confirmation* or *Mandatory*. If you choose *Mandatory* you will get an error message if you try to use create a consignment for a customer with this service, but the service is not available for the selected carrier product. With *User Confirmation* you will instead get a question and it is possible to continue without the service.

The picture show Service Shortcuts and their relations for the shortcut Insurance.

You will also see services with *LogTrade* as part of the code. These are available for almost any carrier product. To make it easier you do not have to define carrier product, only carrier is needed.

1.2 DEFAULT PROPERTY VALUES

Some services need more input data to be used. This is defined in *Default property Values* where you can define many different combinations. This means that it is possible to setup customer specific and/or carrier specific parameters etc. By doing this you make it easier for the user to create consignments and also assure that services are not missed or registered with wrong parameters.

The service *Insurance* has two parameters, *Amount* and *Currency Code*. Normally the goods are insured to the fully value and then the insurance amount can be calculated automatically based on the value of the shipped goods. The picture below shows an example where the value is calculated to the goods value and the currency used for insurance is the same as the currency on the order. This means that the warehouse employees will not need to do anything to calculate the value, it will be done in the background.

Some parameters can be used for different services. It can be necessary to define different parameters values for different services if these values should be different. In the example case below the calculated value will be used for all services that uses amount unless specified. *Cash on Delivery* is another service that uses *Amount* and *Currency Code* as parameters. Since the field *Service Name* is

empty, we have no defined values for specific services so all services that uses the parameter *Amount* will be calculated the same way.


The picture shows setup on how to calculate Amount and Currency Code.

1.3 SERVICE SETUP

In *Service Setup* you can define when a service should be used. For example, you can define that *Insurance* should be used for all consignments for a specific customer, all consignments for return orders should have *LogTrade document advice (*means that an e-mail with a link to a return label will be sent to the customer) etc.

We recommend that you have the "demo objects" installed. That means that you will have menu buttons on for example the *Customer Card* and *Order Card* to add services for a specific customer or order. The validation control (field *Validation)* will be taken from the general setup to the customer unique setup but is possible to change if you want a different validation control for that customer.
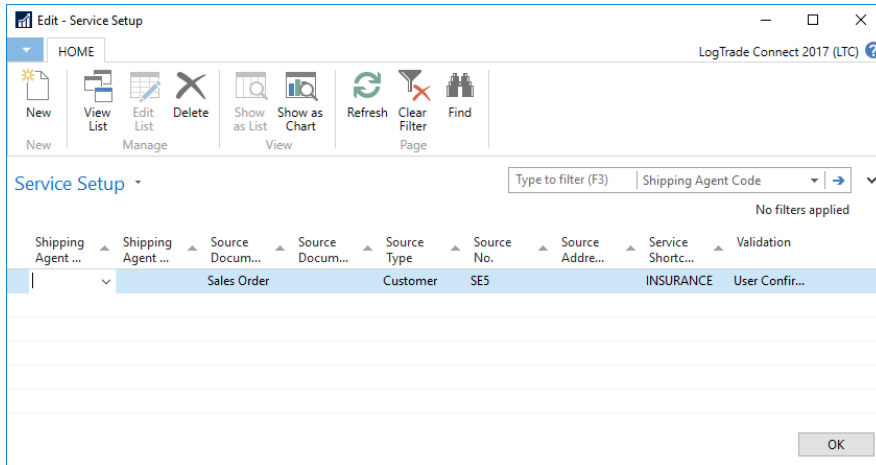
The picture shows how to setup Insurance for all consignments to customer SE5. If the user selects a carrier product that does not support Insurance a question will be shown to the user.