



# Velocity Quick Guide



## Quick Entry

This is the quickest way to book a delivery. Ensure the following fields are completed and click on **submit**. Your job will then be booked, and if required, an APC label produced

### Mandatory fields

Pickup Date	Ready now must be ticked, or enter the date/time when the consignment will be ready for collection specified.
Goods type	This can usually be left as GENERAL GOODS. If in doubt ask your APC depot
Address details	Addresses can be entered using the UK Postal Code search, or by entering an Address Code. See options for entering addresses overleaf.
Pieces	Enter the number of parcels making up the consignment.
Weight	Enter the actual total weight of the consignment.

### Optional fields in the Quick Entry screen

Order Ref	This is used to bring up the details of a previous job if you have a similar job to book. Use the number after the "z" in the NetDespatch reference.	Liability Value	If you require extra cover for your consignment, please enter the required value here. <b>Note. Conditions may apply. Please ask your APC Depot for details.</b>
Template	If alternative templates have been created by you or your APC depot, select the one you require for each booking. Otherwise leave on "Initial"	Security	Tick this box if you require the Security service. <b>Note. This option may incur an extra charge. Please ask your APC Depot.</b> If you have not entered a Liability Value you will be asked if you require extra cover.
Account	If your APC Depot has created multiple accounts for you, select the one you require for each booking, otherwise leave as the default setting.	Country	See delivering to Eire and International sections
Tariff	This will show your most commonly used APC Service. Select an alternative if required for a particular booking.	Contact	Enter the name of the contact at the delivery address.
Your Reference	Enter your own reference here if required, e.g. Despatch note no., Purchase order no. You can track jobs using this number, which might be more convenient than using the APC Consignment no. <b>Note. For some users this maybe a mandatory field.</b>	Phone	Enter the phone number for the contact at the delivery address.
Saturday Delivery	If entering a booking for a Friday (or any day if delivering to a remote area), and delivery is required on a Saturday, this box must be ticked. <b>Note. You must also select a before 12:00 (or earlier) service.</b>	Save to Address Book	If your address save feature is enabled and set to "optional" you can tick this box if you'd like to save this address to your address book.
Fragile	This should only be selected if you are shipping liquids. <b>Note. This option may incur an extra charge. Please ask your APC Depot.</b>	Dimensions (in cms)	Some bulky consignments will be priced by "Volumetric" weight. If the dimensions are entered here in centimetres, the system will make the calculation for you. <b>Please ask your APC Depot for more information.</b>
		Vol. Weight (in kgs)	If your APC Depot has provided you with a standard volumetric weight to use for a regular consignment format, tick the box and enter the volumetric weight here. The actual weight must still be entered above.

## Other features

Printing a daily manifest	Click "Print Manifest" on your home screen. Select which manifest style you require and click on Submit. Only tick the "Close after Manifest" box if you are sure you've finished for the day. It doesn't matter if you don't do this.
Tracking a consignment	There are two ways to track a consignment. To see a range of consignments select "Tracking Summary" on your home screen, enter the date range required and click on Submit. To track an individual consignment, click "Track" on your home screen. Select which type of reference you'd like to use (usually your reference or the APC consignment number), enter the number and click on "Track".
Cancelling a job	To cancel a consignment, click "Cancel" on your home screen. Select which type of reference you'd like to use (usually your reference or the APC consignment number), enter the number and click on "Cancel". You will be asked to confirm.

## Options for entering addresses

Addresses can be looked up using the “UK Post Code” field, or, if they have been previously saved into the address book, they can be selected by entering the relevant code (or the first few characters of the code) into the “Address Code” field. Addresses can also be entered manually in the Standard Entry screen.



### Using the UK Post Code Look up

Enter the post code for the address you require into the UK Post Code field and click on the “book” alongside it. If the post code is valid, a list of addresses is displayed. You may have to click “Next” until you can select the correct address. If you cannot find the exact address, select one that is close to it. Once you have selected an address you will be able to make any amendments required. **Note. *There must be something entered in the “Organisation” field, even if it is a private address.*** Click "apply address" to proceed.

### Setting up your Address Book to save addresses

The address book save feature is setup in your “My Profile” section. The system can be set to save all addresses, none or give the option when making a booking. Recommended settings are “Always save”, Public Address Book and use Post Code as the Account Code. Addresses that have been saved can be amended or deleted by clicking on the “Address Book” option on the home screen. The address book can be used to store contact names, special instructions, email addresses etc.

### Using your Address Book

Enter the relevant address code (or the first few characters of the code) for the required address in the “Address Code” field and click on the “book”. If the address code exists the details will be brought into the booking form automatically. If more than one entry in the address book matches the code you will be asked to choose which address you wish to use. **Note. *If you are using post codes as your address codes, always enter the postcode with a space into the “Address Code” field. If the address doesn’t exist in the address book it will take you to the postcode look up automatically.***

## When to use the Standard Entry screen

Pick up requests / Third party collections	If you want something collected from another address and returned to you, or delivered to another address, select the appropriate “Job Type” in the Standard Entry Form. This will adjust the addresses accordingly for you to complete. Contact Names and phone numbers are mandatory. Select the correct tariff before clicking submit. Note. Pick ups cannot be booked after 11:30am for collection the same day. Please ask your APC Depot for details.
Special Instructions	These can be added in the Notes section and will appear on the driver’s notes and the label. Maximum 51 characters.
Deliveries to the Island of Ireland by Air	Select Ireland in the Country Field and enter the full address manually. Enter the appropriate Area Code in the Postcode field, e.g. EIRE, DUB1 (central) to DUB9. Addresses in Eire can be added to the address book and then used in the Quick Entry screen.
Road deliveries to the Island of Ireland	As there are no full postcodes in Southern Ireland it is usually easier to use Velocity’s standard booking screen for south of the border. Select the correct service Road – N. Ireland, Road – Dublin County and Road - Eire. Northern Ireland and Dublin County are two day services. The rest of Eire outside Dublin County is a three day service. Enter full destination address including a full postcode for Northern Ireland, DUB1 to DUB9 or DUB for Dublin County, or EIRE for areas outside Dublin County. If Northern Ireland leave the Country field as United Kingdom. If Eire change to Ireland.
International deliveries and collections	Please confirm with your APC Depot that you can book international consignments through Velocity. APC International consignments are any outside of United Kingdom and Eire. To book an international consignment select “International” in the Service field at the top of the screen. Select the country required and complete the address details manually. <b>Note. <i>International addresses can be stored in the Address Book.</i></b> Complete the Dimensions fields and Submit.
Sending an Email Alert	If you enter the consignee’s email address in the Email field and tick the Email Alert box, the system will send your consignee an email notifying them there is a delivery on the way, and provide them with a link for them to click on that will display the tracking for that consignment.



## Common system messages

These messages appear in red at the top of the screen after you click “Submit” if there is an issue that needs to be resolved. They will also tell you if a mandatory field hasn’t been completed.

Service Selected is not available to this Postal Code on this Date	This message will appear if you book a consignment to a postcode that falls outside the normal Next Day delivery area. Select a suitable 2-5 day tariff in the Tariff Field and re-submit.
The selected delivery deadline is too early for this postcode	This message will appear if you book a consignment to an address where timed deliveries aren’t available. Select later tariff (e.g. Next Day 16:00) in the Tariff Field and re-submit.
Please resolve the above issue and re-submit	<p>This may appear on Fridays, with a message above it asking if you require a Saturday Delivery. Select Yes or No and re-submit.</p> <p>If booking a late consignment you may get the following message. “You have missed the cut-off for today, will you accept an extra charge for a late collection? If YES then a customer service representative will call you to confirm that a collection can be made.” If you’d like to make the booking select Yes and re-submit. If you want to book the consignment for collection tomorrow instead select No, change the date accordingly and re-submit. If you are uncertain, please ask your APC Depot how this will affect you.</p>
You have missed the booking cut-off for this service.	You have passed your booking deadline for today and can’t make any more bookings. If you want to book the consignment for collection tomorrow instead change the date accordingly and re-submit.
You must enter a value for Destination Company Name	You haven’t entered anything in the Address Organisation field. Enter the Organisation field and re-submit
Weight/dimensions exceeded for selected tariff	You need to select a tariff that allows more weight, or larger dimensions, e.g. Excess Parcel and then re-submit.