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DWB Internet User Manual

There are two online options for customers to book jobs, the web based panel and the Quick Entry Panel the following guide will walk you through both of these options and help you become internet savvy with The Metro Urgent Online Booking System.

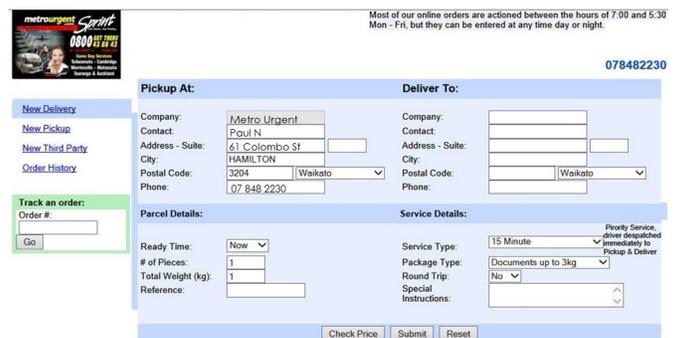
To get started go to our website www.metrourgent.co.nz

INTRODUCTION TO THE METO URGENT WEB BASED PANEL

1. You will need to click on the "Order Panel" tab upon arriving to our website
2. You will need a "User Login" and "Password" to the Metro Urgent Online Booking System
3. There are two options to either download our online application to your desktop or just order online, either option will still require User Login & Password.
4. For the web based version (basic booking online) enter your login details and click enter. Please note that the web based version does not have gps tracking



Pic A



Pic B

5. Once you have logged in see Pic A, Your screen will appear like Pic B
6. Internet access is available from 7am—5.30pm however you can still book jobs out side of these hours, but they will automatically filter to the following day.
7. If you are having difficulty with online booking please feel free to contact customer service on the following number Ph. 07 848 2230 or 0800 438 843

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Placing An Online Booking

Booking a Delivery

Taking a closer look at the (web based) order panel, the below picture is how you will see the panel appear on your screen after you have logged in. The next part is ordering your job.

1. It doesn't matter which panel you use the panel is set to default to load your company details in the "pick up at" column, see picture below.
2. To book a basic pick up job from yourself to your client simply add the delivery details in the "deliver to" space provided. Enter in as much information as possible
3. You note in the "Parcel Details" section the "Ready Time" is also defaulted to "ready now" if you need to change this simply click on the drop box provided and choose the relative time for you.
4. Choose the other particulars you require for your job i.e.: how many items, add a reference number for easy invoicing, choose the service type from our range of services, even what type of package you have. Also add special instructions pertaining to your delivery if required.

The screenshot displays the Metro Urgent online booking interface. On the left, a navigation menu includes links for [New Delivery](#), [New Pickup](#), [New Third Party](#), and [Order History](#). Below this is a "Track an order:" section with an "Order #:" input field and a "Go" button. The main form is divided into several sections:

- Pickup At:** Contains fields for Company (Metro Urgent), Contact (Paul N), Address - Suite (61 Colombo St), City (HAMILTON), Postal Code (3204), and Region (Waikato). A large circle highlights the address and city information.
- Deliver To:** Contains empty fields for Company, Contact, Address - Suite, City, Postal Code (set to Waikato), and Phone.
- Parcel Details:** Includes Ready Time (set to Now), # of Pieces (1), Total Weight (kg) (1), and a Reference field. A circle highlights the Ready Time dropdown.
- Service Details:** Includes Service Type (15 Minute), Package Type (Documents up to 3kg), Round Trip (No), and a Special Instructions field. A note indicates "Priority Service, driver despatched immediately to Pickup & Deliver".

At the bottom of the form are buttons for "Check Price", "Submit", and "Reset".

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Placing An Online Booking

Pick Ups

1. If you require a pickup from your customer back to yourself simply click on the "New Pickup" option located to the left hand side of the panel see picture
2. You will notice that your company details have defaulted to the "Deliver To" side of the panel since you will be the receiver and not the sender.
3. Enter in the rest of your job particulars before choosing what options you require for your booking, pick up address details, ready time, pieces, service type & package type.
4. Once you are complete and happy with the information you have put in your job request simply click on submit to enter your job into our online system.

The screenshot shows the Metro Urgent online booking interface. On the left sidebar, the 'New Pickup' link is highlighted with a blue oval. Below it is a 'Track an order:' section with an 'Order #' input field and a 'Go' button. The main form is divided into several sections: 'Pickup At:' (empty), 'Deliver To:' (populated with 'Metro Urgent', 'Paul N', '61 Colombo St', 'HAMILTON', '3204', and 'Waikato'), 'Parcel Details:' (with 'Ready Time' set to 'Now', '# of Pieces' and 'Total Weight (kg)' both set to '1', and an empty 'Reference' field), and 'Service Details:' (with 'Service Type' set to '15 Minute', 'Package Type' set to 'Documents up to 3kg', 'Round Trip' set to 'No', and an empty 'Special Instructions' field). At the bottom of the form, the 'Submit' button is circled in black. A note next to the '15 Minute' service type indicates 'Priority Service, driver despatched immediately to Pickup & Deliver'.

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Placing An Online Booking

Third Party Pick Ups

1. You may be wondering if I had a job I wanted to pickup from a client but send to another client how would I do that?.
2. This is called a third party pick up and simply by clicking on “new third party” located on the left hand side menus a new screen will appear see picture.
3. Simply type in your pickup and delivery details, by clicking on third party the online panel will default you as the paying client regardless of pickup point or delivery point.

No Fuss No Hassle All At The Click Of A Button.

The screenshot shows the Metro Urgent online booking interface. On the left sidebar, there are navigation links: [New Delivery](#), [New Pickup](#), [New Third Party](#) (circled in blue), and [Order History](#). Below these is a 'Track an order:' section with an 'Order #' input field and a 'Go' button. The main content area is divided into several sections:

- Pickup At:** Fields for Company, Contact, Address - Suite, City, Postal Code (with a 'Waikato' dropdown), and Phone.
- Deliver To:** Identical fields to the Pickup At section.
- Parcel Details:** Fields for Charge To (with 'Metro Urgent' circled in blue), Ready Time (dropdown), # of Pieces, Total Weight (kg), and Reference.
- Service Details:** Fields for Service Type (dropdown with '15 Minute' selected), Package Type (dropdown with 'Documents up to 3kg' selected), Round Trip (dropdown with 'No' selected), and Special Instructions (text area).

At the bottom right of the main area, there are three buttons: 'Check Price', 'Submit', and 'Reset'. A note on the right side of the Service Details section reads: 'Priority Service, driver despatched immediately to Pickup & Deliver'.

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Placing An Online Booking

Price Checking

1. You can on both panels whether you have the web based version or the desktop version "price check" each job before submitting it.

2. Once you have entered all the correct details simply click on check price and the price of that job will come up.

NOTE: Some jobs you check will require quotes from the main office for example dedicated road runs, larger items than normal & correct pricing for overnight parcels outside of the direct areas we service New Zealand wide.

If you are unsure on pricing please refer to the office and we will be able to give you an accurate quote based on your requirements

The screenshot shows the Metro Urgent online booking interface. On the left, there are navigation links: [New Delivery](#), [New Pickup](#), [New Third Party](#), and [Order History](#). Below these is a 'Track an order:' section with an 'Order #' input field and a 'Go' button. The main form is divided into several sections:

- Pickup At:** Fields for Company, Contact, Address - Suite, City, Postal Code (with a dropdown menu set to 'Waikato'), and Phone.
- Deliver To:** Identical fields to the Pickup At section.
- Parcel Details:** Fields for Charge To (Metro Urgent), Ready Time (Now), # of Pieces (1), Total Weight (kg) (1), and Reference.
- Service Details:** Fields for Service Type (15 Minute), Package Type (Documents up to 3kg), Round Trip (No), and Special Instructions. A note indicates 'Priority Service, driver despatched immediately to Pickup & Deliver'.

At the bottom of the form, the price is displayed as **Your Price: \$11.92**. Below the price are three buttons: 'Check Price' (circled in red), 'Submit', and 'Reset'.

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Placing An Online Booking

Checking Your Order History

1. No order panel would be complete if you couldn't check your history of jobs, This option is also provided for you in the left hand menus. Simply by clicking on "Order History" a new screen will appear where you can search for that days work or past jobs, by choosing from the drop down boxes provided you can choose a month and specific date then click submit, all jobs from the dates you choose will display on the screen with all relative information dates, Times, Waybill number etc.
2. You can also track current orders on the go by entering the Waybill number (job number) in the "track an order" box provided then click go.

[New Delivery](#)

[New Pickup](#)

[New Third Party](#)

[Order History](#)

Track an order:

Order #:

Order History for Metro Urgent Depot:

[Show Calendar >](#)

June | 24 | 2013 |

Date:	Time:	Waybill #:	Pickup at:	Deliver to:	Status:	
24/6/13	2:13 PM	277435	Braemer Hospital,	Waikato Mail Centre, Ellis Street	Order Delivered at: 24/06/13 2:46 PM	Print
24/6/13	1:57 PM	277424	Exide Batteries Hamilton, Mahana Rd	Dean Mark Auto Electrical, 355 Ricki Rd	Order Delivered at: 24/06/13 2:36 PM	Print
24/6/13	12:52 PM	277378	Metro Urgent Depot, 61 Colombo Street	Norwood Ltd, 143 Thames st	Order Picked up at: 24/06/13 1:10 PM	Print
24/6/13	11:27 AM	277312	Metro Urgent Depot, 61 Colombo Street	Southern Cross Hospital., Von Tempsky St	Order Delivered at: 24/06/13 11:52 AM	Print
24/6/13	9:33 AM	277216	Metro Urgent Depot, 61 Colombo Street	VTNZ Cambridge, 36 Lake St	Order Delivered at: 24/06/13 10:58 AM	Print
24/6/13	9:20 AM	277207	Sub Wrecks, 98 Colombo St	Prima Panelbeaters, 145-160 Harris Rd	Order Delivered at: 24/06/13 9:27 AM	Print
24/6/13	9:07 AM	277194	Metro Urgent Depot, 61 Colombo Street	ASB Anglesea Clinic, Anglesea St	Order Delivered at: 24/06/13 9:24 AM	Print

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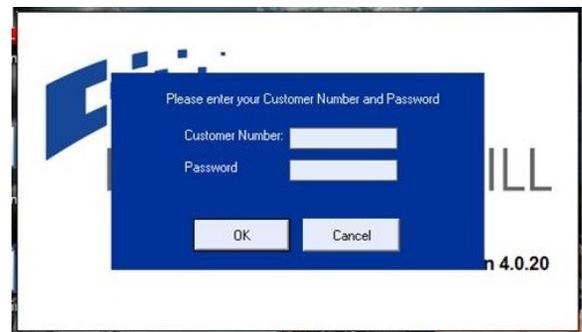
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INTRODUCTION TO THE METRO URGENT ONLINE QUICK ENTRY PANEL (PREFERRED OPTION)

To get started go to our website www.metrourgent.co.nz

1. You will need to click on the "Order Panel" tab upon arriving to our website
2. There are two options to either download our online application to your desktop or just order online, you will need to download the Quick Entry Panel Option
3. Step 1: Download & Run
4. Step 2: Enter User Name & Password.



5. Once you have successfully downloaded the Quick Entry Panel it will automatically open on your desktop as per the above picture, you will need your login details, Just call our office for your login username and password.
6. Internet access is available from 7am—5.30pm however you can still book jobs out side of these hours but they will automatically filter to the following day.
7. If you are having difficulty with online booking please feel free to contact customer service team on ph 07 848 2230

On the following number Ph. 07 848 2230 or 0800 438843

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Placing A Booking On Your Quick Entry Panel

Taking a closer look at the (Quick Entry) order panel, the below picture is how you will see the panel appear on your screen after you have logged in. The next part is ordering your job.

1. Your details will appear in the left hand column, it doesn't matter which panel you use the panel is set to default to your company details in the "pick up at" column see Picture below.
2. To book a basic pick up job from yourself to your client simply add the delivery details in the "Deliver To" space provided, enter in as much information as possible
3. You will note in the "Parcel Details" section the "Ready Time" is also defaulted to "Ready Now" if you need to change this simply click on the drop box provided and choose the relative time for you.
4. Choose the other particulars you require for your job i.e: quantity, reference pick up number. Choose the service type from our range of services, even what type of package you have. Also add special instructions pertaining to your delivery if required.
5. When you are satisfied with your job entry simply click on send to log your job with us

The screenshot shows a web interface for placing a booking. At the top, there are navigation icons for 'Delivery' and 'Exit'. The main form is divided into several sections:

- Pickup @:** A dropdown menu is set to 'Third Party'. Below this are input fields for Company (Metro Urgent Depot), Contact (Paul), Address - Suite (61 Colombo Street 3204), City (Hamilton), Postal Code (3204), and Contact Phone (07 848 2230).
- Deliver to:** A set of empty input fields for Company, Contact, Address - Suite, City, Postal Code, and Contact Phone.
- Details:** This section includes 'Parcel Details' with fields for '# of Pieces' (1) and 'Total Weight (kg)' (1). 'Service Type' is set to '15 Minute'. 'Package Type' is 'Documents up'. 'Ready' is set to 'Now' in a dropdown menu. There is also a 'Special Instructions' field and a 'Round Trip' checkbox.
- Footer:** A note states: 'Most of our online orders are actioned between the hours of 7:00 and 5:30 Mon - Fri, but they can be entered at any time day or night.' There are three buttons: 'Clear', 'Check Price', and 'Send'.

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Placing An Online Booking

Pick Ups

1. If you require a pickup from your customer back to yourself simply click on the "new pickup" option located up the top from your push button menus, see picture for location highlighted with a yellow circle
2. You notice that your company details have defaulted to the "deliver to" side of the panel since you will be the receiver and not the sender.
3. Enter in the rest of your job particulars as before choosing what options you require for your booking, pick up address details, ready time, quantity, service type & package type.
4. Once you are complete and happy with the information you have put in your job request simply click on send to enter your job into our online system.

Pickup @:

Company:

Contact:

Address - Suite:

City:

Postal Code: Waikato

Contact Phone:

Deliver to:

Company: Metro Urgent Depot

Contact: Paul

Address - Suite: 61 Colombo Street 3204

City: Hamilton

Postal Code: 3204 Waikato

Contact Phone: 07 848 2230

Details:

Parcel Details: # of Pieces: 1, Total Weight (kg): 1, Ready: Now

Service Type: 15 Minute

Package Type: Documents up

Special Instructions:

Round Trip

Reference:

Most of our online orders are actioned between the hours of 7:00 and 5:30 Mon - Fri, but they can be entered at any time day or night.

Clear Check Price **Send**

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Placing An Online Booking

Third Party Pick Ups

You may be wondering if I had a job I wanted to pickup from a client but send to another client how would I do that?

1. This is called a third party pick up, you will need to click on delivery from your push button menus at the top see pic below, followed by that click on third party See pic for location.
2. When you choose a third party pickup the program will automatically default you as the freight payer, you then fill your pickup & delivery information as you normally would.

The screenshot shows the Metro Urgent online booking interface. At the top, there is a navigation bar with buttons for 'Delivery' and 'Exit'. Below this, the 'Pickup @' section has a 'Third Party' button highlighted with a yellow circle. The 'Details' section has a 'Charge To' dropdown menu with 'Metro Urgent Depot' selected, also highlighted with a yellow circle. The form includes fields for 'Company', 'Contact', 'Address - Suite', 'City', and 'Postal Code' for both pickup and delivery. There is also a 'Service Type' dropdown set to '15 Minute' and a 'Package Type' dropdown set to 'Documents up'. At the bottom, there are 'Clear', 'Check Price', and 'Send' buttons.

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Placing An Online Booking Job History

Your Quick Entry Panel also stores all your jobs for you, If you need to check your job history for a job you did earlier in the day or maybe a job you did last month you can simply check this through your Job History?

1. Again by clicking the 'History' option at the top of your Panel see pic, your history panel options will apply.

2. Simply by clicking on any given date from the job calendar the jobs from that day will appear. Simply scroll down and find the job you need, you can then double click that job and all the details from that job will appear in a new box. See below example.

The screenshot displays the Metro Urgent Online Quick Entry Panel. At the top, there is a navigation bar with icons for 'History' (circled in yellow), 'Real-Time GPS', 'Export Orders', 'Advanced Search', and 'EDI Import'. Below the navigation bar is a calendar for July 2013. The calendar shows the 30th of July selected. Below the calendar is a table of orders:

Order #	Ready	Pickup at	Deliver to	Status
291410	30-7-13 4:42 PM	Wymer Brothers LTD	U B Freight	Order Picked up
291395	30-7-13 4:03 PM	K Road Autospares.	TONY FABISH PA...	Order Delivered
291261	30-7-13 1:08 PM	PBT Hamilton	Metro Urgent Depot	Order Delivered
291156	30-7-13 11:21 AM	Metro Urgent Depot	ASB Anglesea Clinic	Order Delivered
291141	30-7-13 11:02 AM	Naylor St Auto servi...	eureka motors	Order Delivered
291139	30-7-13 11:01 AM	Appco - Hamilton.	Newstead Service ...	Order Delivered

An 'Order Tracking' window is open, showing details for order 291395:

Order Tracking:
291395

From	To
Company: K Road Autospares	Company: TONY FABISH PAH
Contact: [Redacted]	Contact: [Redacted]
Street Address: 20 Charles Way	Street Address: 410 BOND
Suite: [Redacted]	Suite: RD
City: Hamilton	City: TEAWAMUTU
Postal Code: 3204 Waikato	Postal Code: [Redacted] Waikato
Contact Phone: [Redacted]	Contact Phone: [Redacted]

Package details

Total Weight (kg): 1
of Pieces: 1
Reference: [Redacted]

Package Type: Normal Size Item 5
Service Type: Same Day Te Await
Special Instructions: [Redacted]

Signature
depot
Driver
26
Invoice price

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Digital Waybill Functions

SEE THE BELOW COLOUR CHART TO SEE WHAT EACH FUNCTION IS USED FOR

- Delivery Option
- Pick Up Option
- Search Job History Option
- Route Stop (Note This Option Is Disabled & For Dispatch Only)
- Print Waybill (Only Available After Sending Your Job)
- Information Button

The screenshot shows a web-based form for creating a waybill. At the top, there are six circular icons: a blue circle with a truck (Delivery), a black circle with a truck (Pick Up), a green circle with a magnifying glass (Search Job History), a yellow circle with a truck (Route Stop), a yellow circle with a printer (Print Waybill), and a red circle with an information icon (Information Button). The form is divided into several sections:

- Pickup @:** A dropdown menu set to "Third Party".
- Company:** Metro Urgent Depot (dropdown).
- Contact:** Paul (text input).
- Address - Suite:** 61 Colombo Street 3204 (text input).
- City:** Hamilton (text input).
- Postal Code:** 3204 (text input) and Waikato (dropdown).
- Contact Phone:** 07 848 2230 (text input).
- Deliver to:** Fields for Company, Contact, Address - Suite, City, Postal Code, and Contact Phone.
- Details:**
 - Parcel Details:** # of Pieces: 1, Total Weight (kg): 1, Ready: Now (dropdown).
 - Service Type:** 15 Minute (dropdown).
 - Package Type:** Documents up (dropdown).
 - Special Instructions:** A large text area.
 - Round Trip
 - Reference:** A text input field.

At the bottom, there is a note: "Most of our online orders are actioned between the hours of 7:00 and 5:30 Mon - Fri, but they can be entered at any time day or night." and three buttons: "Clear", "Check Price", and "Send".

The Digital Waybill interface is very user friendly, feel free to call any one of our friendly staff if you require help or are experiencing trouble with the program. Thank you for taking the time to learn The Metro Urgent Digital Waybill Service.

STEP INTO THE FUTURE

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