



PPS Cart: *PulseNet Production Systems*

Powerful Tools for Better Performance



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Introduction

What is PPS Cart

PPS Cart facilitates the tracking of product movement from the customer, through the plant, and back to the customer. The PPS Cart system manages

- Cart return (Check In),
- Customer cart build, and
- Customer load build (Check Out).

Workers access the software using touchscreen workstations. From these workstations, workers check in the soiled product, assign and build carts, audit customer builds, and generate and print manifests. System management occurs at the PC workstation. Managers use the PC Workstation to maintain the customer, product, driver, and route information. Management can access PPS Cart's web-based reporting from anywhere when logged into the plant's network.

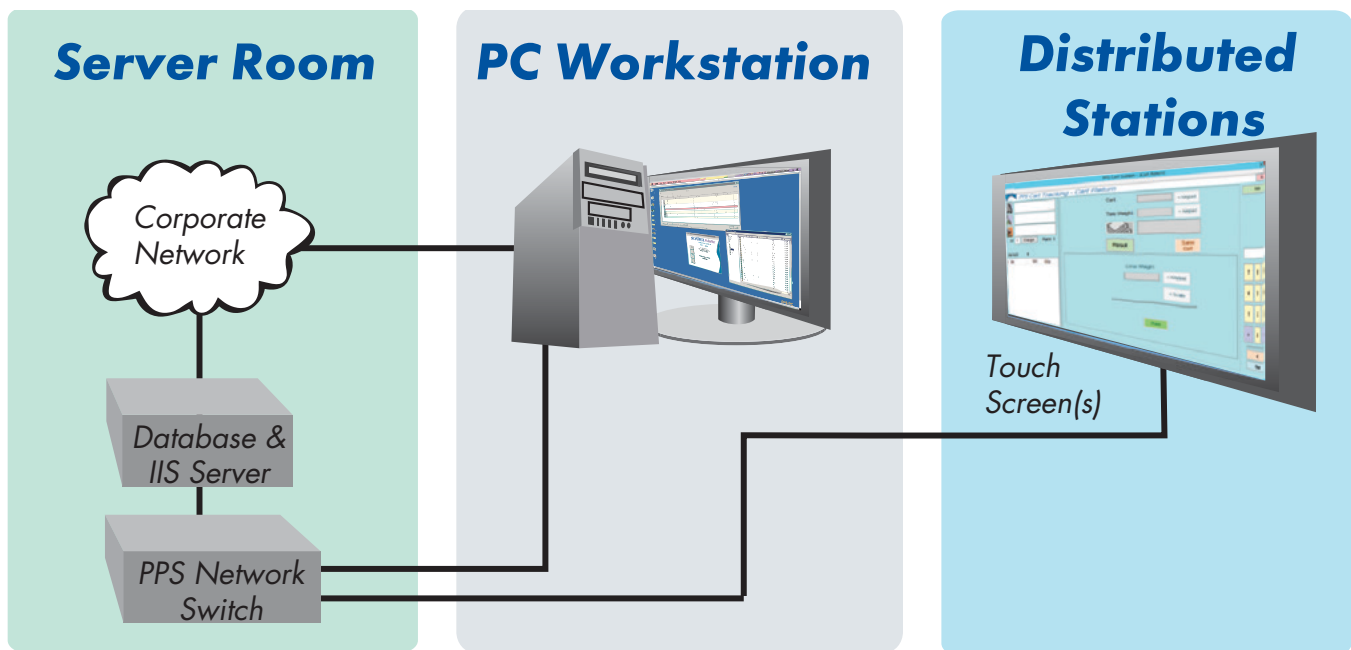


Figure 1. System Overview. PPS Cart consists of three major areas: touchscreen work centers, PC workstation, and the Database and IIS Server for web-based reporting.

Using this Manual

This guide provides task-based instruction on how to maintain and use the PPS Cart system effectively. The first section, "System Setup" steps you through the process of data entry; e.g., adding new items, customers, routes, and employees. The second section, "Using PPS Cart" steps through the tasks associated with the three key user areas. The third section, "PPS Cart Reports," provides an overview of what is available in web-based reports.

System Setup

The Softrol engineers set up the hardware, and they completed the majority of the data entry. No matter how thorough the planning, things get left out or things change. Either way, the data needs managing. As part of the larger PPS suite of applications, management maintains the PPS Cart's data using the PPS Monitor application. This manual provides a step-by-step guide for setting up those parts of the PPS Monitor application specific to PPS Cart. For managing cost centers, employees, departments, and tasks see the PPS documentation (Manual-PPSX.pdf).

Open PPS Monitor

The PPS Monitor application is always running on the PPS Workstation PC. If the application is not running, locate the PPS Monitor shortcut on the desktop.

1. Use the shortcut provided on the desktop or use Windows Explorer to navigate to:

`C:\Program Files\Softrol\PPS Monitor\Monitor.exe`



2. Double-click the monitor.exe file to open the application.
3. Enter **User ID** and **Password** information and click **Ok**.

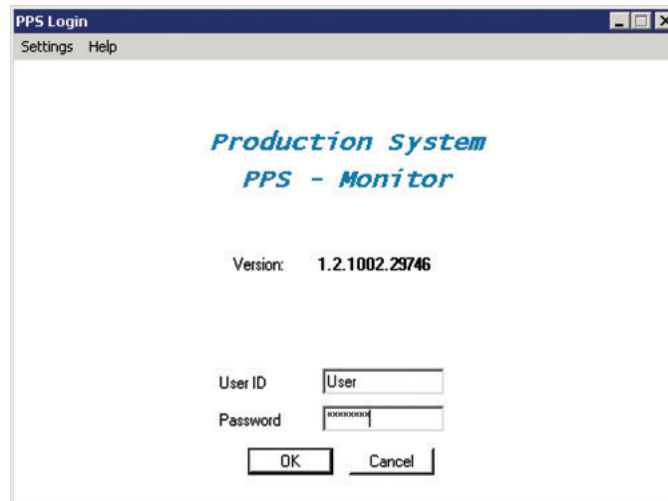


Figure 2. PPS Monitor Log in screen.

Using the Production Control Window

Data management for PPS Cart occurs through PPS Monitor's *Softrol Production Control* window (see Figure 3). The Production Control window allows for adding, editing, and deleting data from the PPS system. This manual only covers those sections specific to PPS Cart. For more information, see the PPS documentation. Those readers already familiar with the use of the Softrol Production Control window may skip this section.

The frame on the left side of the window gives you the option to view your system based on *department* or *items*.

- **Department:** PPS associates each cost center, piece of equipment, monitoring station, employee, and task with a department. Using the department view, you can easily see these relationships by selecting and expanding the departments. Note: some installations of PPS do not include the Department view.
- **Items:** The item view separates the components into groupings. The term *items*, in the PPS system, refers to the individual components that make up a PPS System: departments, customers, production items, cost centers, employees, monitoring stations, schedules, and tasks. Select a grouping to see all of the items for that group in the frame to the right.

The frame on the right contains all of the items for the department or item based on your selection. Double-click an item to edit the item's details. Click to select an item followed by a right-click for other options including copy, new, edit.

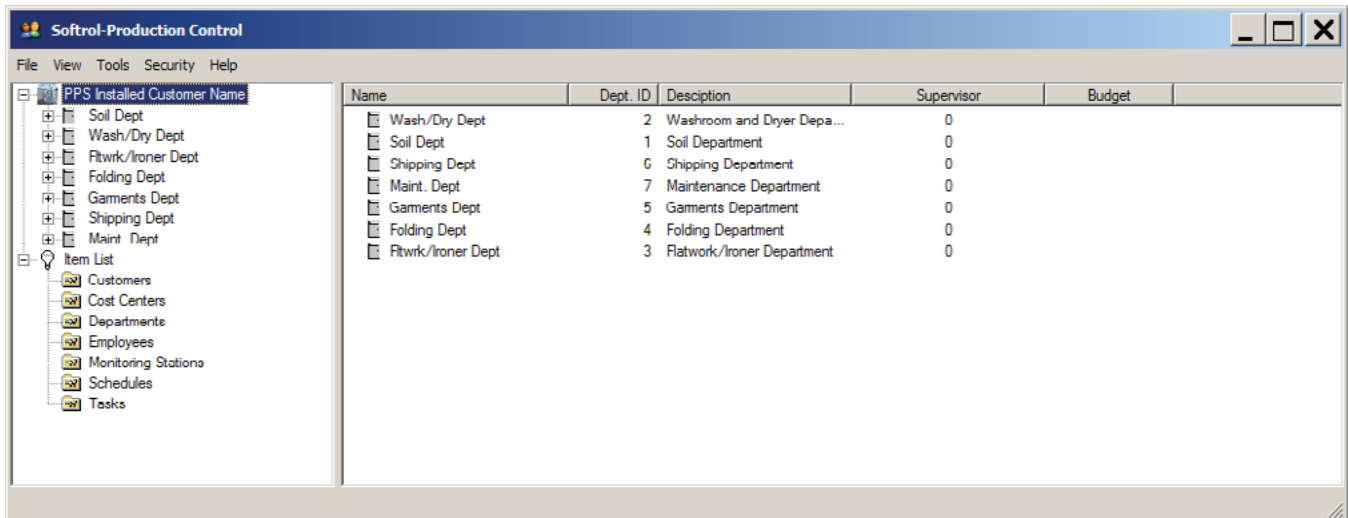


Figure 3. Softrol-Production Control interface.

To access the *Softrol-Production Control* window, click **Setup** on the *PPS Login* window (see Figure 4).

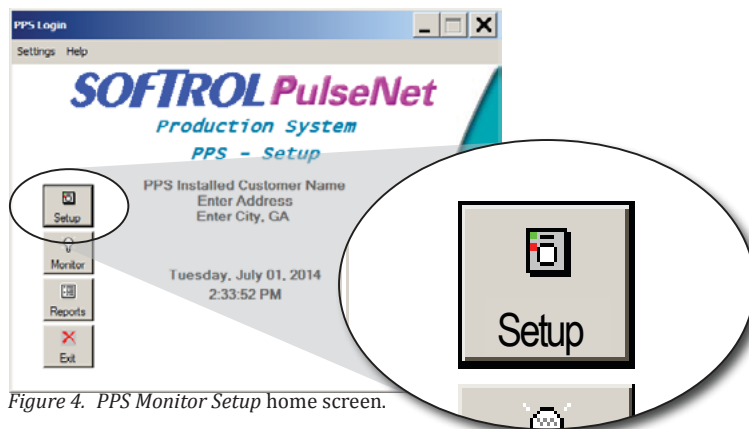


Figure 4. PPS Monitor Setup home screen.

Managing Customers

If your plant tracks product based on customer, the installers added your customer data during setup. Occasionally, you need to edit and remove customers from the system. Each plant has at least one customer, “Unassigned.” The system uses the unassigned customer as the default customer. To manage customers, select the “Customer” folder on the Softrol Production Control window (see Figure 5).

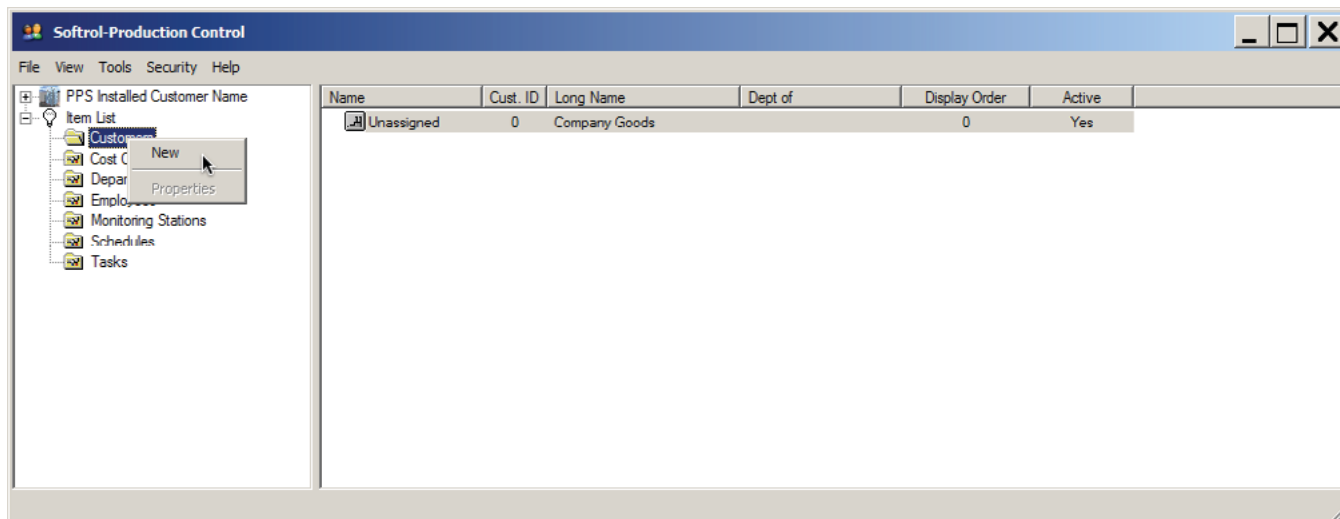


Figure 5. Right-click **Customers**, and select **New**.

Add a New Customer

To add a new customer:

1. Expand the **Item List**.
2. Click the **Customers** folder to highlight it.
3. Right-click the highlighted **Customers** folder, and select **New** to open the *Customer Maintenance* dialog (see Figure 6).
4. Enter a unique numeric **Customer ID**.
5. Complete the **Short Name** and **Name**.
6. Select a parent for customers that exist as a department within a larger organization. You may deliver to multiple customer departments in a hotel (e.g., housekeeping, restaurant, bar).
7. Set the **Display Order**. This determines the order that the customer appears in the PPS Cart customer selection dialog. Keep the display order numbers unique.
8. Select a color for use in the customer selection dialog.
9. Set the **Product Processing Time** to the customer’s expected turn-around time.
10. Set the **Count Uplift Percent**. This is also called, “automatic loss recovery.” The count uplift percent enables plants to make up for product lost by the customer (e.g., 1% of towels go missing per delivery due to theft). Leave set to zero if your plant doesn’t utilize this feature.
11. Click **Apply**.

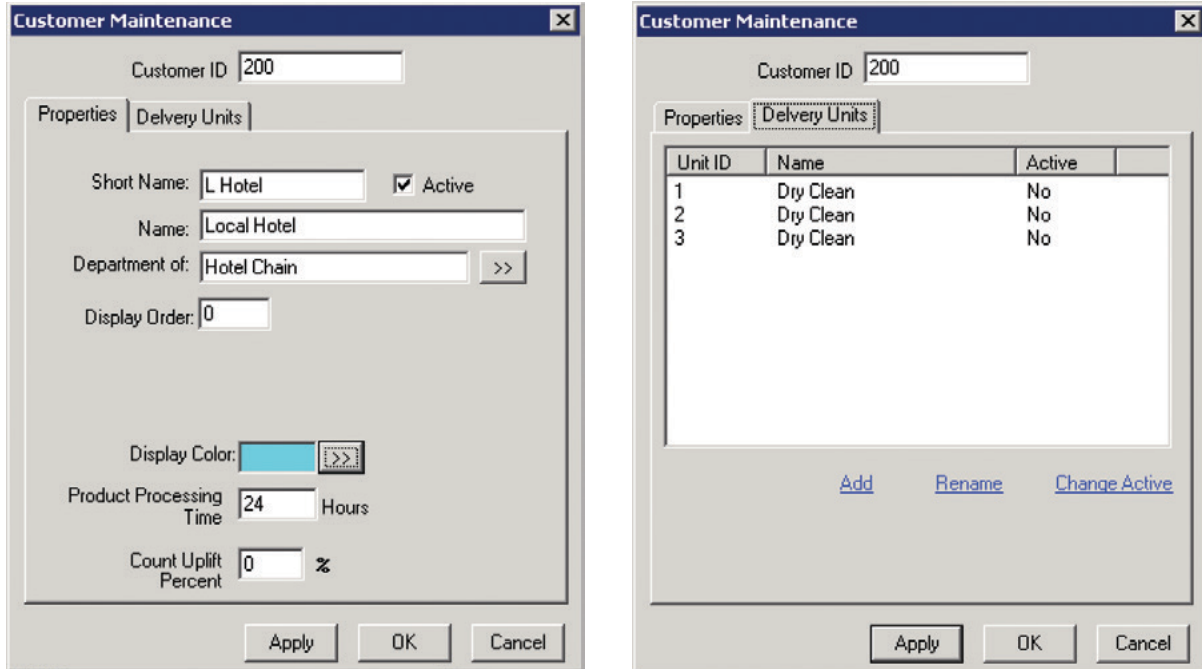


Figure 6. Customer Maintenance dialog: Left, Properties tab. Right, Delivery Units tab.

Add, Rename, and Change Active Status for Customer's Delivery Units

The **Delivery Units** tab on the *Customer Management* dialog allows you to designate Delivery Units for the customer. When a customer has separate delivery areas for some items (e.g., dry-cleaned garments), these delivery areas need added on the **Delivery Units** tab. Using the links at the bottom of the list, you can **Add**, **Rename**, and change the **Active** status for the customer's delivery units.

Add a Delivery Unit

To add a delivery unit:

1. Click the **Add** link.
2. Provide a name for the delivery unit.
3. Click **Ok**. The system assigns a **Unit ID** and sets the delivery unit's **Active** status to "yes."

Rename a Delivery Unit

To rename a delivery unit:

1. Select the delivery unit in the list.
2. Click the **Rename** link.
3. Change the name in the dialog box.
4. Click **Ok**.

Change the Active Status for a Delivery Unit

To change the **Active Status**:

1. Select the delivery unit in the list.
2. Click the **Change Active** link to toggle the status.

Modify a Customer

You can change any of the information for the customer except the **Customer Id**. You can't remove or delete a customer from the system, but you can deactivate them. Deactivating them prevents them from appearing in future reports and on PPS devices.

1. Expand the **Items List** and click **Customers**.
2. Find the customer in the list (on the right, and double-click).
3. Modify the information and click **OK** (see Figure 6).

Add Customer Items

Once you add a customer, you may need to add items to that customer. If the item you wish to add is new to your plant, you need to add it to the system before you can add it to the customer; see Add a New Production Item on page 11 for more information. To add items to a customer:

1. Expand the **Items List** in the *Softrol-Production Control* window (see Figure 7).
2. Expand Customers.
3. Locate and click to expand the specific customer. You see two icons when you expand the customer: **Customer Items** and **Contacts**.
4. Click to select **Customer Items**.
5. Right-click the highlighted **Customer Items** option and select **New** to open the *Customer Item* dialog (see Figure 8).

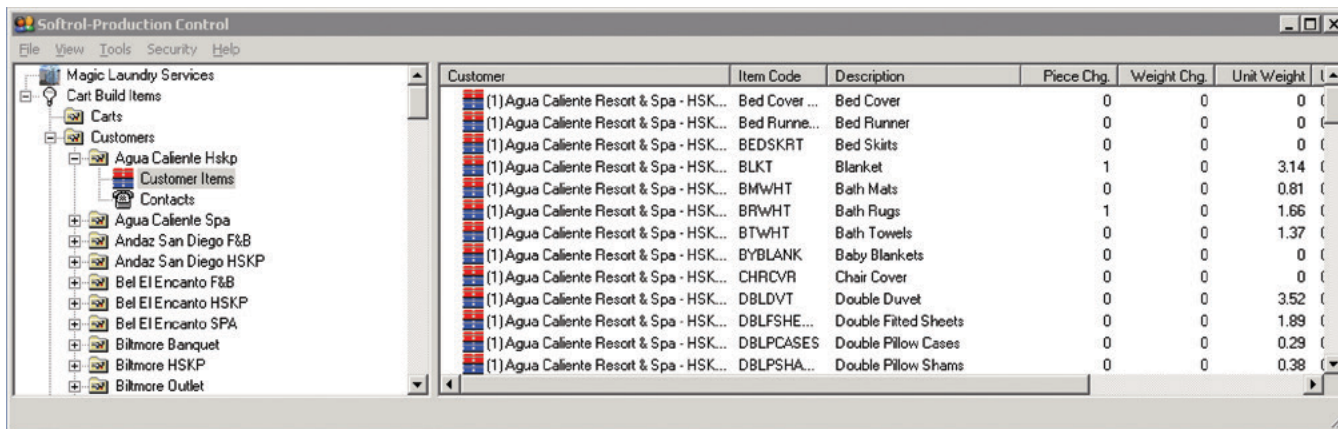


Figure 7. Right-click **Customers Items**, and select **New**.

Figure 8. Customer Item Dialog.

6. Click the selection button next to **Item Code** to pick a production item from the list.
7. Change the **Description for Customer** field to a meaningful name for the customer. This description appears on screen for the PPS Cart user, and the system uses it when generating the manifest.
8. Designate the optional amount charged by the **Piece** or **Weight**.
9. Specify the **Size Selection** (optional).
10. Set the **Used For** field. This field is not optional for PPS Cart users. This tells the system if this item appears on the *Check In* menu, the Cart Build/Check Out item menu, or on both menus.
11. Set the **Delivery Method** for delivery on cart or hanger (dry cleaning).
12. Set the **Cost Center** and **Task** if you want to designate a different finishing task for this customer.
13. Click **OK** to save the item and exit the dialog.

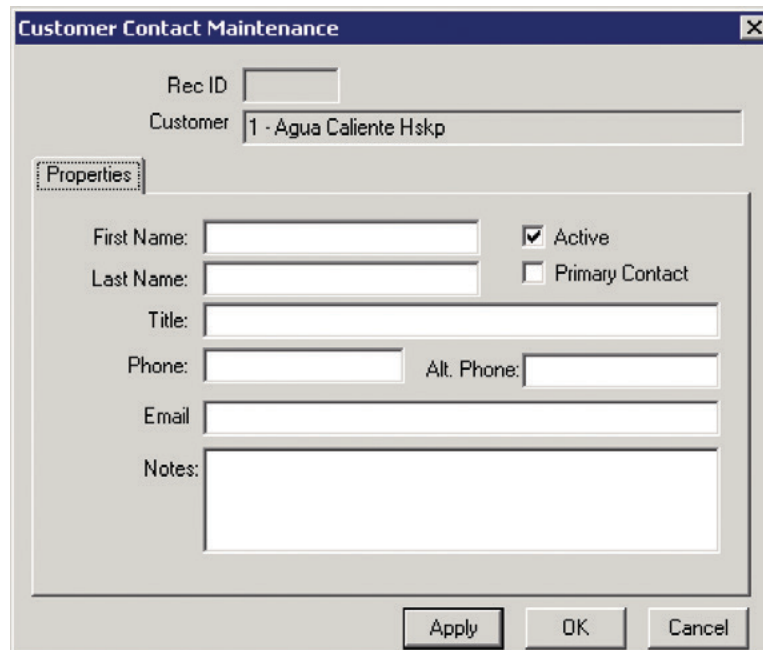
Add an Item to All Customers

You use the system's default Unassigned customer to add items that you want available on all of your customer menus. Simply follow the instructions in Add Customer Items on page 6, but use the Unassigned customer.

Add Customer Contacts

You can add customer contacts to your PPS system. If you use the customer contacts feature in PPS, you can add multiple contacts for a customer. To add a contact:

1. Expand the **Items List** in the *Softrol-Production Control* window (see Figure 7).
2. Expand **Customers**.
3. Locate and click to expand the specific customer. You see two icons when you expand the customer: **Customer Items** and **Contacts**.
4. Click to select **Contacts**.
5. Right-click the highlighted **Contacts** option and select **New** to open the *Customer Contact Maintenance* dialog (see Figure 9).
6. Complete any applicable fields.
7. Click **Ok** to exit the dialog and save the contact.



The screenshot shows a dialog box titled "Customer Contact Maintenance" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Rec ID:
- Customer:
- Properties section:
 - First Name:
 - Last Name:
 - Title:
 - Phone: Alt. Phone:
 - Email:
 - Notes:
- Active:
- Primary Contact:
- Buttons: Apply, OK, Cancel

Figure 9. Customer Contact Maintenance.

Managing Employees

When enabling the Cart Build option in PPS, you need to take note of two changes in the *Employee Details*:

1. Each employee that uses the touchscreen interface requires an **Access Pin**. This pin along with their badge number enables them to log into the system.
2. For an employee to appear in the driver selection menu, you must designate them as a driver in the employee type field.

The screenshot shows the 'Employee Details' dialog box with the 'Employment' tab selected. The fields are as follows:

- Employee Id:
- Badge Number:
- First Name:
- Last Name:
- Access Pin: (Numbers only)
- Title: Not Found >>
- Employee Type: >>
- Department: Not Found >>
- Shift: >>
- Default Cost Center: Not Found >>
- Default Language: English >>

Buttons at the bottom: Make SofCard, Apply, OK, Cancel.

Figure 10. PPS Monitor: Employee Details dialog.

If you need to add a new employee or have further questions about the fields on the *Employee Details* dialog, consult the *PPS: PulseNet Production System Manual*.

Managing Carts

Each cart in your inventory needs labeled and added to the system. You use the *Cart Maintenance* dialog to add new carts, modify existing carts, and to change the active status.

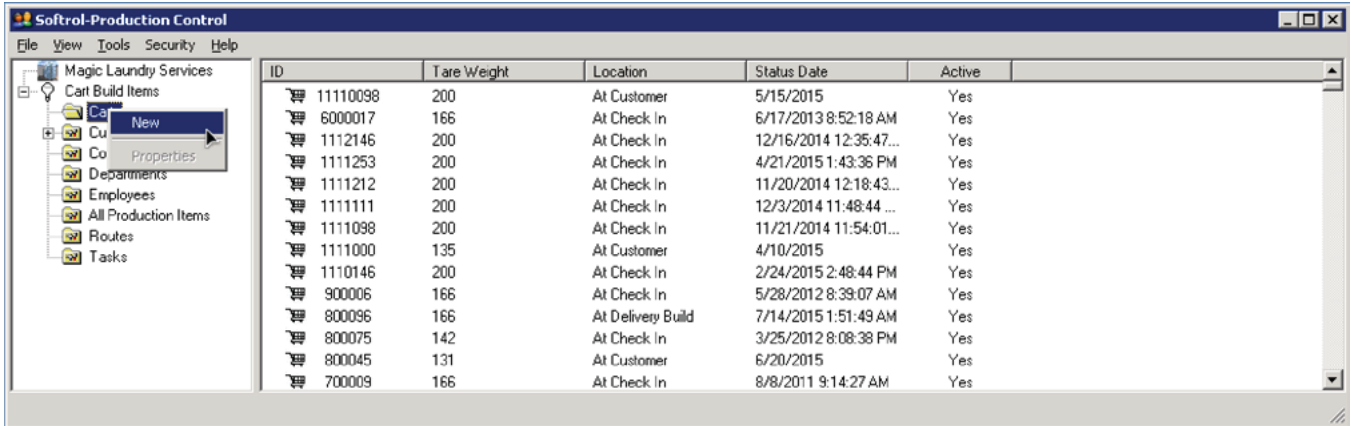


Figure 11. Right-click **Carts**, and select **New**.

Add a New Cart

To add a new cart:

1. Click **Carts** in the *Softrol Production Control* window.
2. Right-click on the highlighted **Carts** item and select **New** (see Figure 11) to open *Cart Maintenance* (see Figure 12).
3. Enter a unique **Cart ID** (numbers only).
4. Enter the **Tare Weight** (the weight of the empty cart).
5. Set the cart **Location** by clicking the selection button to access the location selection dialog. >>
6. Click **Ok**.

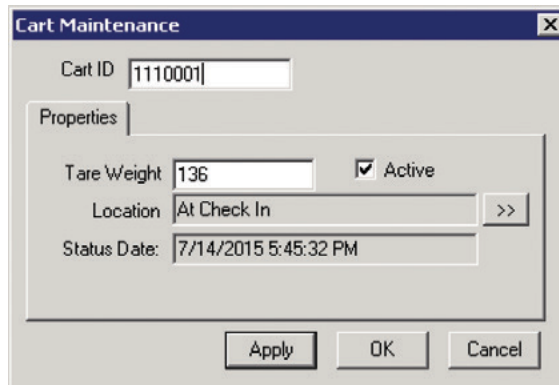


Figure 12. *Cart Maintenance* dialog.

Modify a Cart

Double-click any cart in the *Softrol Production Control* window to change its **Tare Weight** or **Active** status.

Managing Production Items

Every item produced by the plant needs entered into the system. The installers complete this step during installation, but items get missed, you get new items, or you need to modify items. Although infrequent, you need to know how to manage your production items.

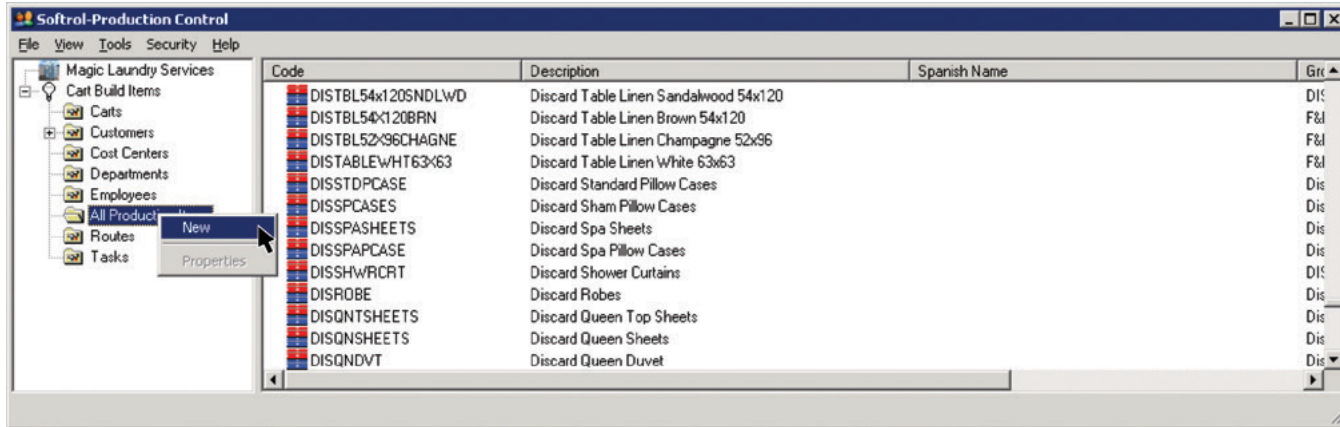


Figure 13. Right-click **All Production Items**, and select **New**.

Add a New Production Item

To add a new item:

1. Click to select **All Production Items**.
2. Right-click the selected **All Production Items** (see Figure 13).
3. Click **New** to open the *Production Item Maintenance* dialog (see Figure 14).
4. Enter a unique **Item Code**.
5. Complete the description fields.
6. Use the selection buttons **>>** to set or create a new **Group** (item categories).

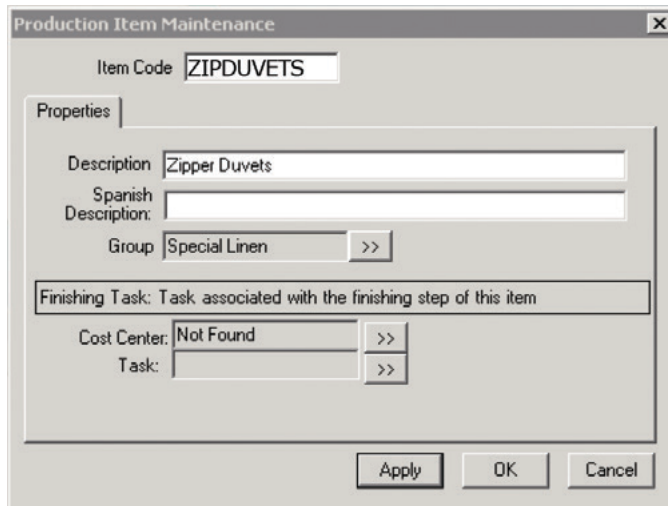


Figure 14. *Production Item Maintenance* dialog.

7. Set the optional finishing **Cost Center** and **Task** using the selection buttons. >>
8. Click **Ok**.

Modify a Production Item

Double Click any item in the **All Production Items** list to change the description, group, or finishing tasks. You cannot change the **Item Code**, nor can you delete or deactivate an item once you add it to the system.

Assign Production Items to Customer Lists

If available on your system, you can add an item to a customer from the Production Items list. Assigning production items to customers allows the worker to select the items when checking in or building carts. To assign production items to customers:

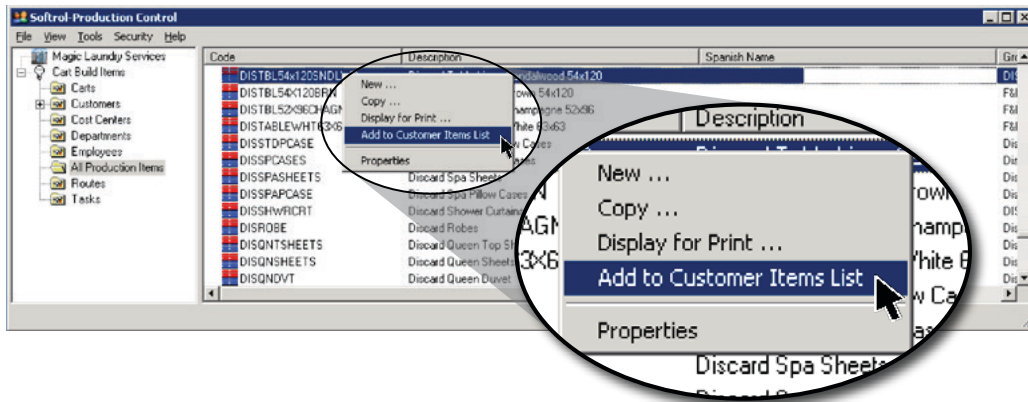


Figure 15. Right-click an item and select **Add to Customer Items List**.

1. Click to select **All Production Items** on the *Softrol Production Control* window.
2. Right-click the item in the list and Select **Add to Customer Items List** (see Figure 15) to open the *Customer Selection* dialog (see Figure 16).
3. Locate the customer in the **Available Items** list and click to highlight the customer.
4. Click **Select**.

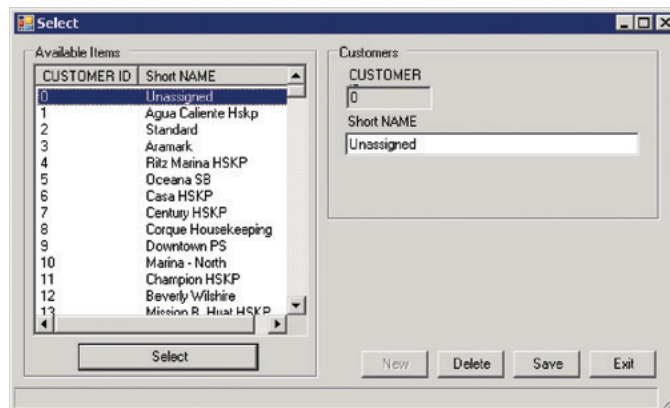


Figure 16. *Customer Selection* dialog.

Managing Routes

The user defines the meaning of the term “route” in PPS Cart. You may choose to refer to a route as a truck, a region, or some other meaningful term to your organization. No matter how you define a route, your employees assign carts to these routes. Therefore, choose your route names carefully.

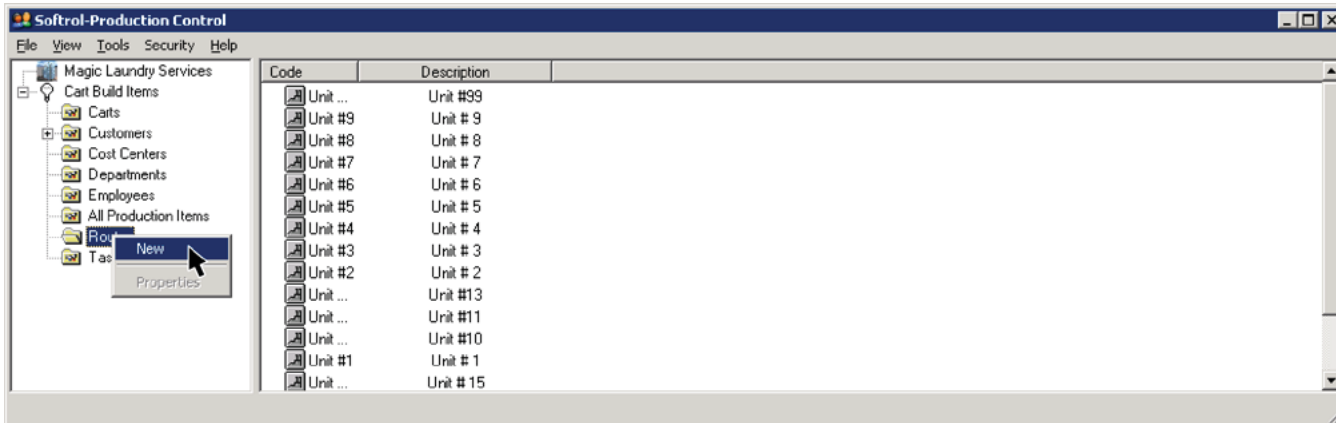


Figure 17. Right-click **Routes**, and select **New**.

Add a New Route

To add a new route:

1. Click **Routes** on the *Softról Production Control* window to highlight it (see Figure 17).
2. Right-click the highlighted **Routes** and select **New** to open the *Route Maintenance* dialog (see Figure 18).
3. Enter a unique **Route Code**.
4. Enter a **Description**.
5. Click **Ok**.

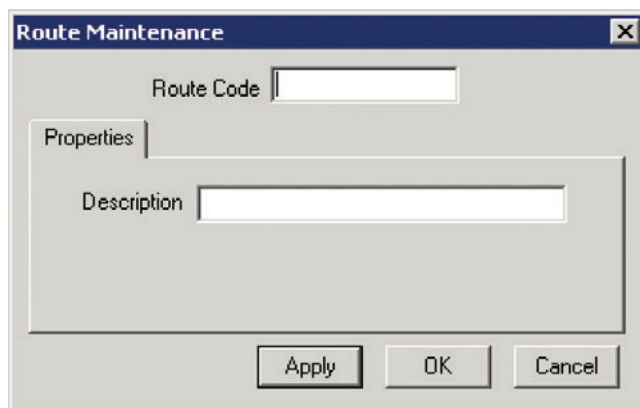


Figure 18. *Route Maintenance*.

Modify a Route

You can modify a route’s **Description** by double-clicking the route in the *Softról Production Control* window. You cannot change the **Route Code** or delete a route once you create it.

Using PPS Cart

The PPS Cart application runs on touchscreen workstations. The system requires no pointing devices (mouse) or keyboards. Employees tap the screen to interface with the application. The following section steps you through the basics of using the touchscreen interface, and how to use the three key areas of PPS Cart: Check In, Customer Cart Build, and Customer Load Build (Check out).

To open PPS Cart, double click the ppscart.exe program located at:

```
C:\Program Files\Softrol_programs\cart\ppscart.exe
```

Using the Interface

The engineers designed PPS Cart to work on a touchscreen monitor located at the workstations. Workers can complete all of their cart related tasks using the touch screen interface. Workers tap to select items, customers, and routes, and they enter numbers with the virtual keypad.

The Keypad

The system doesn't need a full keyboard; other than menu selections, the worker only needs to enter numbers using the keypad. The worker first enters the number. The numbers appear in the text window above the keypad. The worker can input the numbers in the field of their choice by tapping the **Keypad** button next to the field. The buttons below the keypad allow for backspacing and clearing the keypad entry window (see Figure 19).

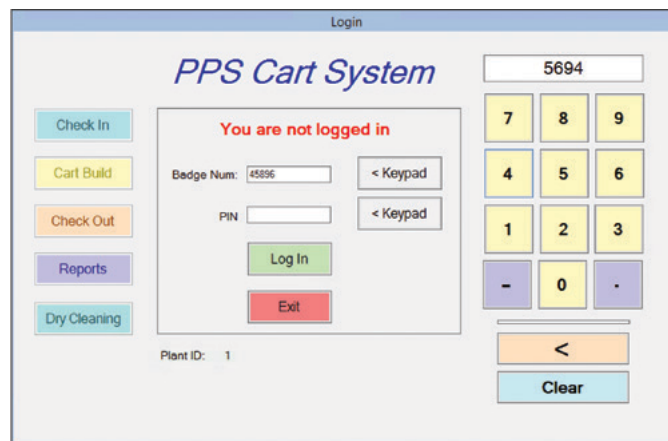


Figure 19. PPS Cart Login. The worker uses the keypad to enter their badge number and pin.

On the three main screens, you will notice a entry field for setting the shift. Although the shift field accepts a numeric input, the worker does not use the keypad. Instead, the worker clicks the **Change** button to cycle through the three shift options (see Figure 20).



Figure 20. The Change Shift tool.

Logging in to PPS Cart

Workers log into PPS using their **Badge Number** (see *PPS: PulseNet Production Systems Manual* for more information) and their **Access Pin** (see *Managing Employees* on page 9). Using the *Login* dialog:


1. Enter your **Badge Number** using the keypad.
2. Tap the **Keypad** button next to the **Badge Number** field.
3. Enter your **Access Pin** using the keypad.
4. Tap the **Keypad** button next to the **PIN** field.
5. Tap **Log In**.

Once logged in, you use the buttons to the left to access the PPS Cart activities (see Figure 21).

The screenshot shows the PPS Cart System login interface. At the top, it says "Login" and "PPS Cart System". A red message states "You are not logged in". There are two input fields: "Badge Num:" with the value "45896" and "PIN:" which is empty. Next to each field is a "< Keypad" button. Below these fields are "Log In" and "Exit" buttons. To the right is a numeric keypad with buttons for 0-9, a decimal point, and a minus sign. Below the keypad are "<" and "Clear" buttons. On the left side, there are buttons for "Check In", "Cart Build", "Check Out", "Reports", and "Dry Cleaning". At the bottom left, it says "Plant ID: 1".

Figure 21. PPS Cart Login.

Check In

Carts return from the customer loaded with soil that needs checking in. As the carts roll in from the trucks, you record the customer, route, and inventory of each cart using the *PPS Cart: Cart Return* window. To access the window, tap the **Check In** button  on the *Login* dialog (see Figure 21).

The Cart Return Window

The *Cart Return* window contains three main areas: (1) route and customer information, (2) the inventory, and (3) the inventory entry form (see Figure 22). Error messages and notifications appear under the **Review** button (4). As the carts roll off the truck, workers enter the route (or truck), driver, and customer information. Once the worker has entered the information, she then adds the cart contents to the system.

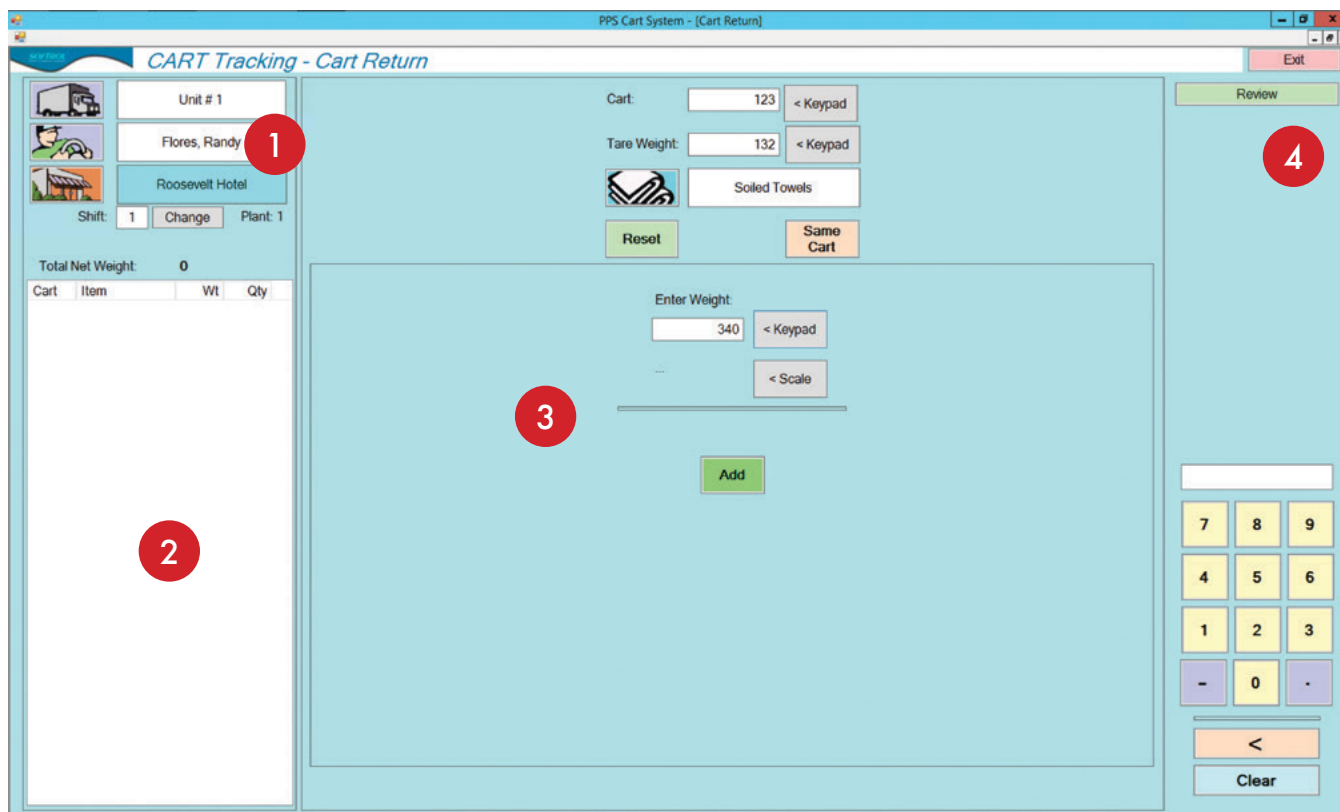
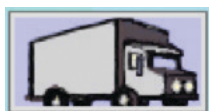


Figure 22. PPS Cart: Cart Return.

Select Route and Customer Information

In the top left of the *Cart Return* window the worker selects the route and customer information for the returned carts. Each button, when tapped, brings up a window of buttons where she selects the route, driver, and customer.



Route button- Each plant defines a route differently. The plant may refer routes as trucks, regions, customer types, or some other plant specific designation. When the worker taps the button, the system displays a menu with buttons for each of the defined routes.



Driver button. The worker taps this button to select the route driver from the driver menu.



Customer button. The carts return from a customer loaded with soiled product. The worker carefully picks the customer from the menu, for some customers may have multiple buttons based on individual departments.



If the plant has multiple shifts, the worker uses the shift change button to cycle through the shift options.

Enter the Cart Inventory

Once the worker designates the route, driver, and customer, she enters the cart information and its contents. The system limits their item selections to those items associated with the selected customer and only those items designated for cart check-in. For more information about assigning production items to customers see Add Customer Items on page 6.

The screenshot shows a user interface for entering cart inventory. It includes the following elements:

- Cart:** A text input field containing '123' and a '< Keypad' button.
- Tare Weight:** A text input field containing '132' and a '< Keypad' button.
- Item Selection:** A button with a hand icon and a text input field containing 'Soiled Towels'.
- Buttons:** A green 'Reset' button and an orange 'Same Cart' button.
- Enter Weight:** A text input field containing '340' and a '< Keypad' button.
- Scale:** A button with three dots and a '< Scale' button.
- Add:** A large green 'Add' button at the bottom.

1. Using the keypad, the worker enters the **Cart** number. The system automatically adds the **Tare Weight** for the cart. The worker can modify the tare weight if needed.

2. Tapping the item button allows the worker to select the carts contents from the **Item List**.



3. Using the keypad, the worker enters the weight. The system subtracts the tare weight from the weight entered when adding the item to the inventory list. If the product weight is less than the tare weight, the system changes the weight to zero.

4. Tapping the **Add** button includes the item in the inventory list. Now that the cart contains an item, the worker can proceed to the next cart.

Note: Error messages appear in the top right corner as the worker adds items and enters cart numbers

Figure 23. Cart contents entry form.

Edit the Inventory List

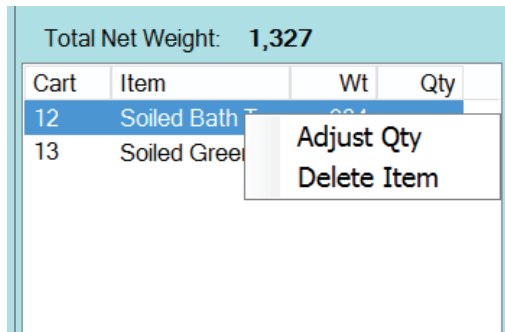
As the worker checks in carts, the system adds the items to the inventory list on the left side of the screen (see Figure 24). The customer-exclusive, inventory list remains on the screen until she chooses a different customer. Changing the route or driver clears the list, but the system continues to track the information in the background.



Total Net Weight: 1,327			
Cart	Item	Wt	Qty
12	Soiled Robe	384	
13	Soiled Pillow ...	205	

Figure 24. Inventory list.

The worker can edit the weights or remove items by tapping to selecting them. The system gives the worker two options: **Delete Item** or **Adjust Quantity**. Selecting **Adjust Qty** reloads the inventory form allowing her to adjust any of the entry’s information including the cart number and the item.



Total Net Weight: 1,327			
Cart	Item	Wt	Qty
12	Soiled Bath T	384	
13	Soiled Green		

Adjust Qty

Delete Item

Figure 25. Inventory list: Edit the list.

Check In Review


The worker can view the checked-in carts at any time by clicking the **Review** button in the top right corner of the *PPS Cart* window. The **Review** groups the incoming inventory by route, driver, and customer. She can reload any of the customer lists back into the inventory list by double tapping one of the entries in the customer group (see Figure 26).



CART Tracking - Cart Return					
Cust	Cart	Item	Wt	Time	Check In By
Truck Unit #11 Driver: Flores, Randy					
Roosevelt Hotel	123	Soiled Bath Towels	208	11:05	Test, Softrol
Roosevelt Hotel	330	Soiled Bath Towels	148	11:20	Test, Softrol
Roosevelt Hotel	135	Soiled Bath Mats	125	11:30	Test, Softrol
Truck Unit #14 Driver: Bravo, Manuel					
Guest Hotel F&B	125	Soiled Pool Towels	173	11:36	Test, Softrol
Guest Hotel F&B	715	Soiled Wash Cloth	173	11:42	Test, Softrol
Truck Unit #13 Driver: Yanez, Rafael					
Manchester F & B	126	Soiled Mix Spa LI...	183	11:47	Test, Softrol

Figure 26. Review list.

Cart Build

Once the customer's product makes its way through the finishing process, workers load it back into carts. Using the Cart Build functionality, the worker can assign the cart to the customer and record the carts inventory. To access the Cart Build, tap the **Cart Build**  button on the *Login* dialog (see Figure 27).

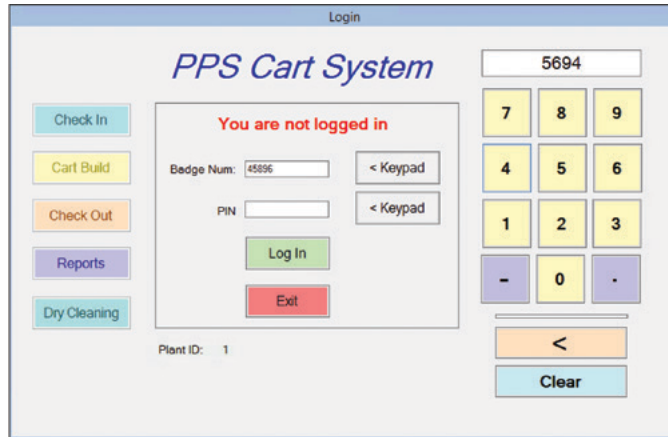


Figure 27. PPS Cart Login.

The Cart Build Window

The Cart Build window has two main areas: 1) the inventory, and 2) the cart build entry form(see Figure 28). The worker designates a single customer for each cart. The system maintains item, quantity, and cart information in the inventory section for the selected customer.

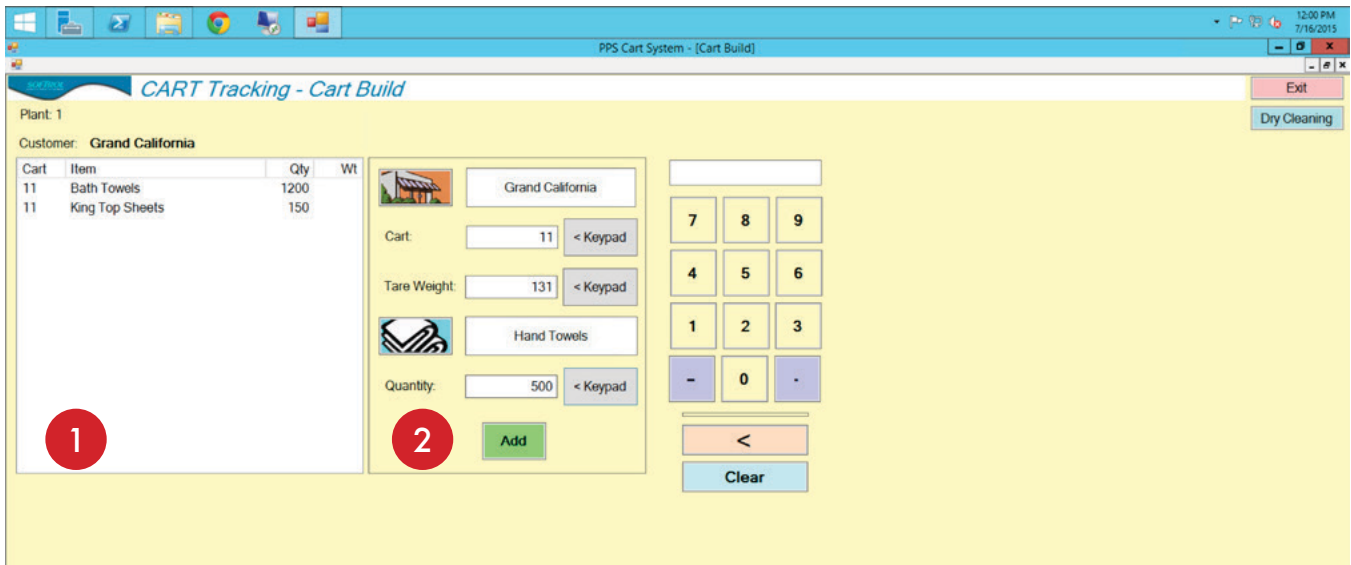


Figure 28. PPS Cart: Cart Build.

Load the Cart

When building a cart, the worker first selects the customer using the customer button. The worker then uses the keypad to enter the cart number. The system designates the cart to that customer, and the worker can not add items to that cart for other customers.



The worker continues by selecting an item using the item button. The system limits the her to only those items designated for that customer. The worker then uses the keypad to input a quantity, and she completes the addition by clicking the **Add** button.



If the worker switches to another customer, the inventory window clears or reloads any open carts.

Adding Dry Cleaning to the Delivery

If the customer has items designated for dry cleaning (delivery method: hanger), the worker can access those items using the **Dry Clean** button located in the top right corner of the *Cart Build* window or by selecting it on the *Login* dialog. The *Dry Cleaning Counts* window looks like the *Item Selection* window, but it includes a few other elements: 1) list of available items, 2) keyboard entry, 3) paging and application navigation (see Figure 29).

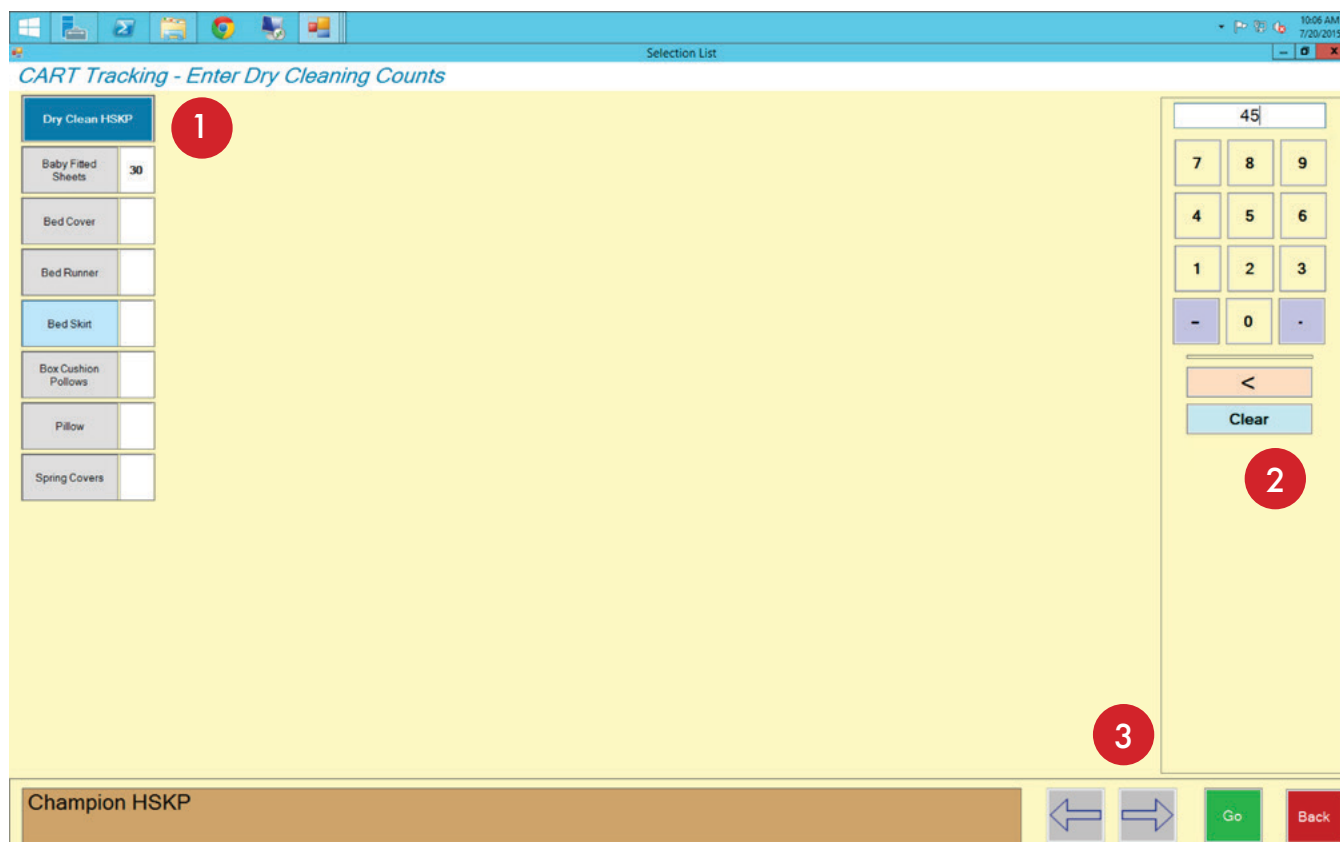


Figure 29. PPS Cart: Enter Dry Cleaning Counts window.

The system shows the current customer in the brown bar at the bottom of the screen. If the worker accesses the *Dry Clean Counts* screen from the *Login* dialog, the system prompts her for the customer before opening the screen.

To add dry cleaning inventory:

1. Enter an item count into the keypad.
2. Locate the item in the available item list.

3. Tap the item name to input the value in the keypad.
4. Continue adding items and tap **Go** when finished.

Edit a Cart in Cart Build

While in Cart Build the worker has four options for editing a cart: add to item, adjust quantity, delete, and move item. The worker taps to select the item she wishes to edit, and then she taps an edit option (see Figure 30).

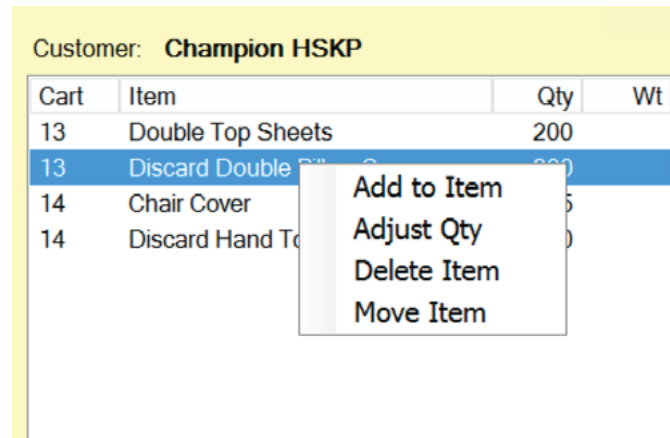


Figure 30. Cart Build: edit a cart item.

Add to Item

The **Add to Item** option loads the form with the cart and item information. Using the keypad, the worker can input a value she wishes to add to the total quantity. Clicking **Add** updates the quantity by adding the given number.

Adjust Quantity

The **Adjust Quantity** option loads the form with the cart and item information. The worker uses the keypad to enter a value in the **Quantity** field. The system changes the quantity to the new item count.

Delete Item

The **Delete Item** option removes the item from the cart.

Move Item

The **Move Item** option opens a small dialog that allows the worker to change the cart number for the item.

Customer Build Load (Check Out)

The check out phase combines the carts for making customer loads for delivery. At the cart check out station, the worker audits the cart contents, assigns carts to a route and driver, and generates a manifest.

The Check Out Window

The Check Out Window has two inventory windows: 1) **Available Carts** or **Built Carts**, and 2) **Completed Carts** (see Figure 31). The worker selects the route, driver, and customer using the buttons in the top left. When the worker selects the customer, any carts built for that customer appear in the **Available/Built Carts** list. From the Available/Built Carts list, the worker can “complete” the cart in the Available/Built Carts list to add it to the customer load.

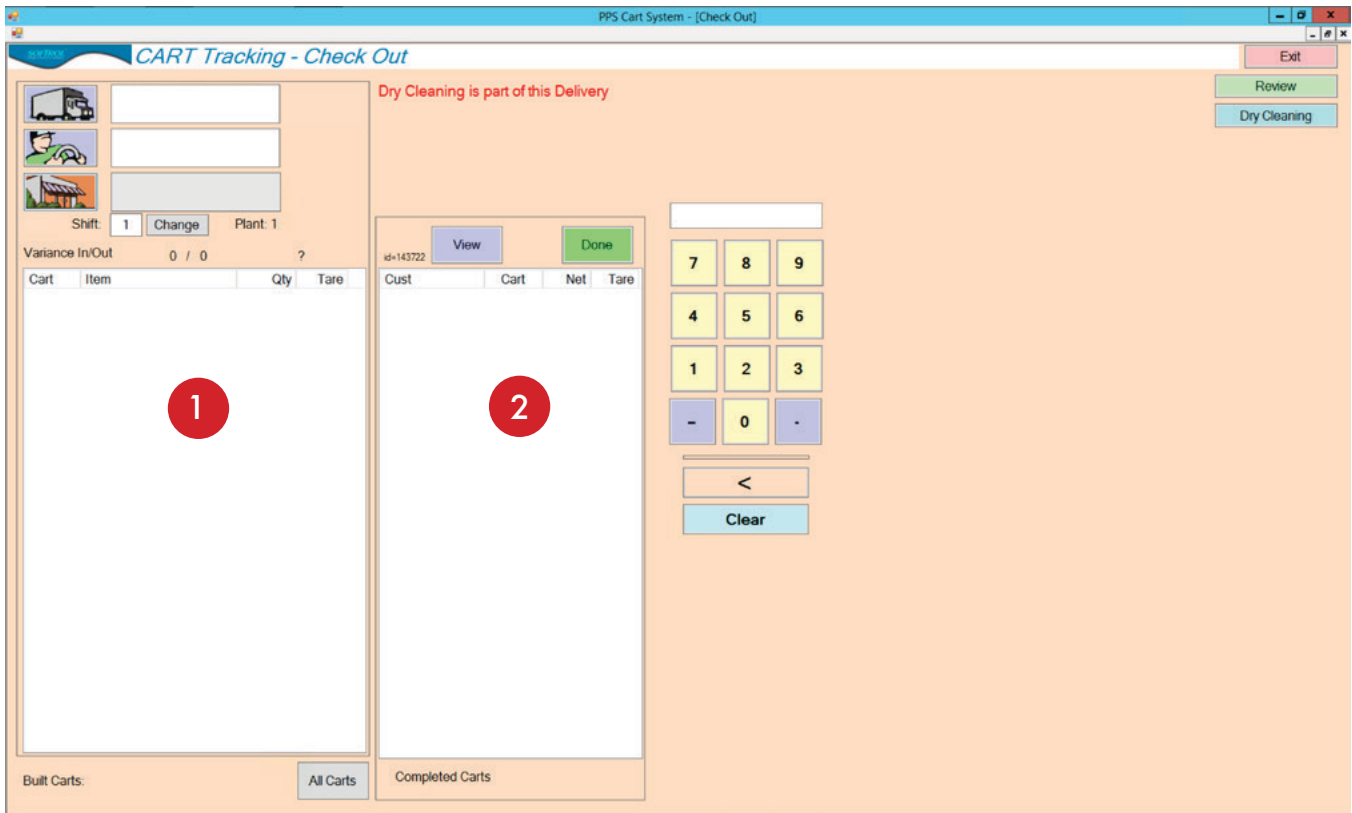


Figure 31. PPS Cart: Check Out window.

Check Out Process

PPS Cart allows the check-out worker to edit the carts by adjusting quantities, deleting items, and moving items between carts. To check out carts:



1. Tap to select a route.



2. Tap to select a driver.



3. Tap to select a customer. Once selected, the **Available Carts** list populates with the available carts and their contents for that customer. Alternatively, the worker can click the **All Carts** button under the **Built Carts** list. Double-tapping any item in the *All Carts* list, selects the customer and loads the **Built Carts** list with the carts for that customer.



4. Tap **Change** to pick a shift

Cart Audit

Once the worker selects the customer, the **Available Carts** list populates with all of the carts built for that customer. The worker then audits the cart. As she finds discrepancies, she adjusts the quantities, moves, and deletes items (see Figure 32).

Complete Carts

Once the worker completes the cart audit, she “completes” the cart by tapping an item in the cart and selecting “**Move Cart to Completed Carts.**” When the worker completes the audit on all of the available carts, she selects “**Move All Carts to Completed Carts.**”

Late Carts

If a cart gets held up for any reason, the check-out worker can move the cart to another delivery (if another delivery is in build mode) by clicking “**Late Cart... Move to Another Delivery.**”

Deliveries With Dry Cleaning

If a delivery includes items from dry cleaning, the system displays the message “Dry Cleaning is part of the Delivery” at the top of the page.

Completed Carts

The **Completed Carts** section contains the carts and items that become the delivery manifest. By clicking each cart in the list, you can enter the cart weight, adjust the tare weight, remove the cart, and review the dry cleaning (using the **Review** button) included in the delivery. Before you can complete a customer load, you need to set or get the cart weight.

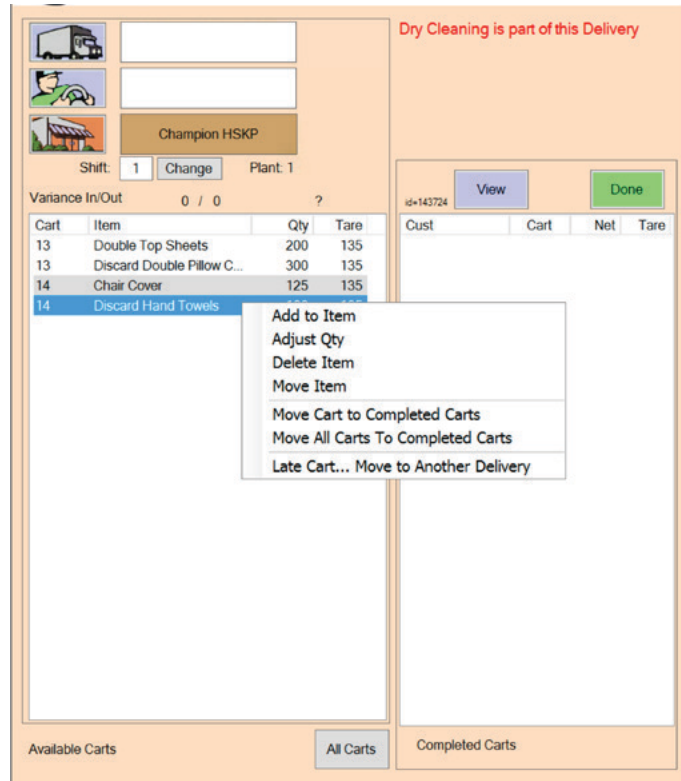


Figure 32. Check Out: Cart/Item options.

View and Print the Manifest

The worker can view the manifest at any time during the check out process by tapping the **View** button. From the *Cart Reports* window, the worker can choose to print the manifest by tapping the **Print** button at the bottom of the screen (see Figure 33). It is recommended that the worker waits to print the final manifest after she completes the load.

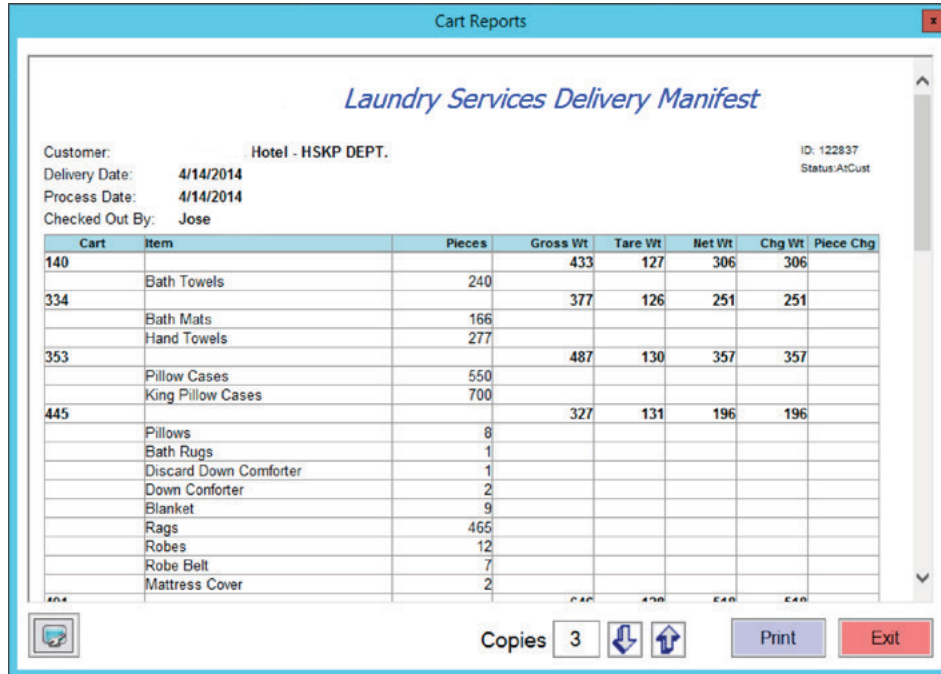


Figure 33. Delivery Manifest..

Complete the Load

Once the worker audits the carts, marks the carts completed, and enters the cart weights, she completes the customer load by clicking **Done**. The system asks for a delivery date (see Figure 34). Once the worker selects the delivery date the system gives a confirmation message for the delivery. The worker can now **Print**, **Re-Open**, or **Complete** the load. The worker can also reload the window with a previously completed load by locating it in the **Review** window and double-clicking the entry.

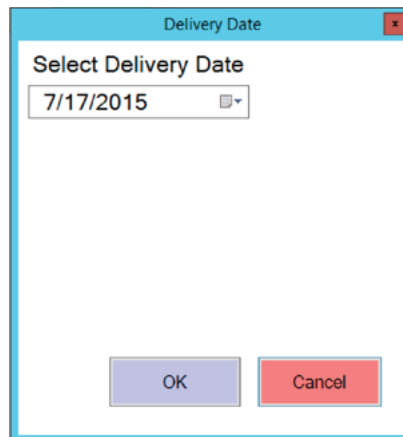


Figure 34. Cart Build: Check Out Delivery Date dialog.

PPS Cart Reports

You can access up to the minute information about your PPS Cart system through the web reports. You can also perform updates, make corrections, and add new check-ins and carts through the report's interface. You can access your reports from anywhere on the plant network. The installers provided a link to the reports during installation. If you do not have this information, contact Softrol to get the address and your login credentials (see Support: Getting Additional Help on page 37).

Report Basics

After logging on to PPS Cart Web Reports, you arrive at the *Welcome* Screen (see Figure 35). If you have other Softrol products, they may share the same Welcome screen and menu bar. You find your PPS Cart Reports under **Deliveries**, **Look Up**, and **Production**. Before opening your reports adjust your reporting dates.

Date Selection

PPS Cart Web Reports default to the previous day. You can change the dates using the date controls at the top of the screen. Your options include **Today**, **Yesterday**, or a **Range**. Use the two calendar controls to select the report from and to dates. Once you make your date selections, press the "Go" button to apply your changes. This global date applies to all of your reports. You can adjust your dates at any time.

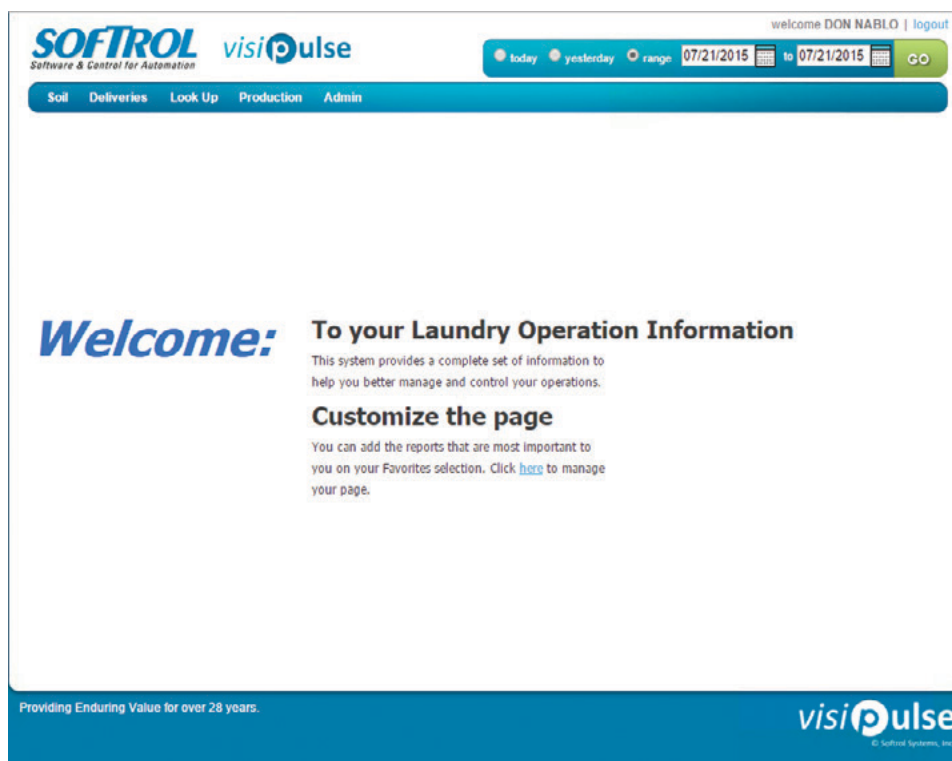


Figure 35. PPS Cart Reports Welcome screen.

Report Criteria

Because the amount of data available in PPS Cart, some reports have you select criteria before opening the report. The available options for the criteria change based on your report selection, but most reports ask for customer, item, or shift information. The selection criteria for some reports contains common elements such as checkboxes and text fields, but those that contain large lists of options work slightly different than the standard drop-down selection box.

Using the Criteria Selection Screens

Customers or item selections sometimes include hundreds of entries. When you first open the report, you may see something like the *Delivery History Report* in Figure 36. The page displays only the “Select All” option. You may find it checked or unchecked. To refine the selection:

1. Click the small green arrow pointing at the word “Customers.” Depending on the report, the arrow may point at “items.” The list expands (see Figure 37).
2. Make your selections.
3. Click the **Submit** button to the left.

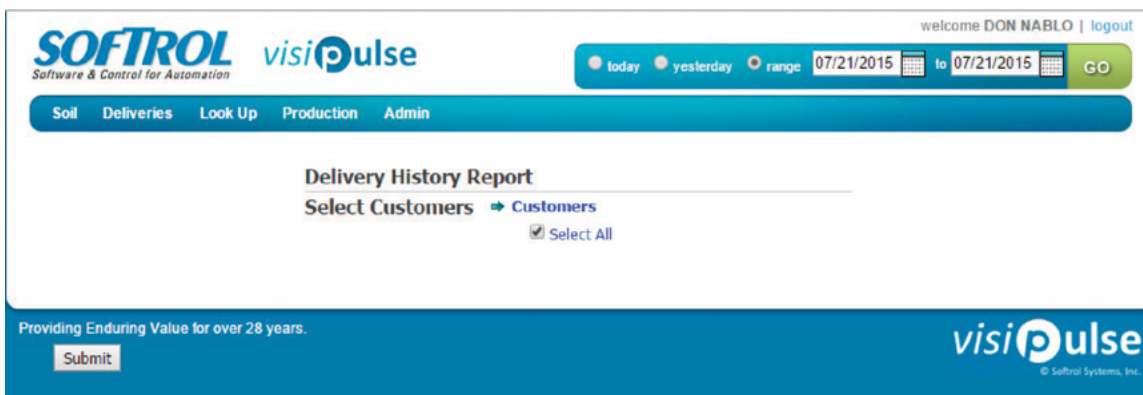


Figure 36. Criteria selection screen: collapsed view.

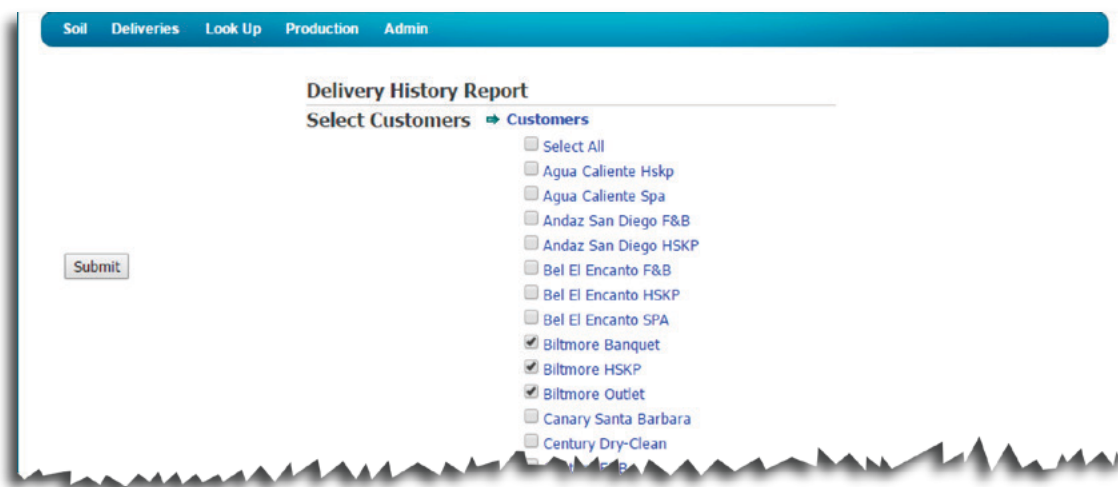


Figure 37. Criteria selection screen: expanded view.

Delivery History

The *Delivery History*, or *Customer Delivery History*, provides you with a detailed report of all of your deliveries made to the specified customers for the reporting period. Using the links in the **View** column you can see the manifest or the internal details of the delivery. The edit link allows you to delete, modify, and add to the delivery histories (see Figure 38).

Customer	View	Delivery Date	Cart Count	Net Wt	Employee	Driver	Build Date
Biltmore Housekeeping	Manifest Internal Details	07/21/2015	14	5,845	Martinez, Pedro	Cervantes, Pablo	07/20/2015
Biltmore Banquet	Manifest Internal Details	07/21/2015	1	164	Martinez, Pedro	Cervantes, Pablo	07/21/2015
Biltmore Housekeeping	Manifest Internal Details	07/21/2015	8	4,191	Martinez, Pedro	Martinez, Pedro	07/21/2015

Figure 38. Delivery History Report.

Manifest Views

The Manifest View gives you the same view of the delivery manifest as presented to the customer. The Manifest View includes:

- cart number,
- item,
- piece counts, and
- weights (gross, tare, net, charged weight, piece change).

The Internal Manifest View gives you the same information as the Manifest View, but it also includes the cart-build, employee’s name and the **Weight Allowance** (see Figure 39).

Delivery Manifest

Customer: **Wilton Marriott**
 Delivery Date: **7/26/2015**
 Process Date: **7/25/2015**
 Checked Out By: **Pedro Martinez**

Cart	Item
1	Duvet King King Sheets Double Sheets
8	Blanket Down Conforter Mattress Pads
202	Duvet King Duvet Double
209	

ID: 163452
Status: AtCust

Delivery Manifest Internal Details

Customer: **Wilton Marriott**
 Delivery Date: **7/26/2015**
 Process Date: **7/25/2015**
 Checked Out By: **Pedro Martinez**
 Delivered By: **Rafael Yanez**

Cart	Item	Pieces	Wt Allowance	Gross Wt	Tare Wt	Net Wt	Chg Wt	Piece Chg
1	Leoni, Oscar Duvet King	53		639	131	508	508	
	King Sheets	103						
	Double Sheets	73						
8	Wagas, Monica Blanket	37		330	135	195	195	
	Down Conforter	2						
	Mattress Pads	19						
202	Leoni, Oscar Duvet King	115		710	135	575	575	
	Duvet Double	30						
209	Leoni, Oscar Bath Towels	240		481	135	346	346	
216	Leoni, Oscar Bath Towels	240		478	135	343	343	

Figure 39. Delivery History Report: Manifests.

Edit Delivery History

Through your web reports, you can edit the delivery records. You can update, add, and delete any delivery in your history. To edit the delivery click the **Edit** link to the right of the entry you wish to modify. The system opens up a screen that has the basic delivery information in a single row at the top of the screen, and a second table that includes the information for the delivered items (see Figure 40).

#	Delivery_ID	Customer_Id	Delivery_Date	Route_Code	Driver_Emp_ID	Checkout_Emp_ID	Total_Chg	Status_Code	Batch_Num	Build_Date
Edit	163011	Biltmore HSKP	7/21/2015	Unit #10	Carvalho, Fabio	Martinez, Pedro	0.00	At Customer	2	7/20/2015

Delivery Details		Other Details									
#	ID	Delivery ID	Checked Out	Cart ID	Item	Count	Weight	Unit Weight	Unit Charge	Status	Created
Edit New Delete	2216037	163011	Lynn, Oscar	3029	Bath Towels	145.00	0.00	0.000	0.000	2	7/20/2015
Edit New Delete	2216038	163011	Lynn, Oscar	3029	Hand Towels	4.00	0.00	0.000	0.000	2	7/20/2015
Edit New Delete	2217338	163011	Roman, Mayra	3189	King Sheets	120.00	0.00	0.000	0.000	2	7/21/2015
Edit New Delete	2217339	163011	Roman, Mayra	3189	Queen Sheets	246.00	0.00	0.000	0.000	2	7/21/2015
Edit New Delete	2217340	163011	Roman, Mayra	3265	King Top Sheets	67.00	0.00	0.000	0.000	2	7/21/2015
Edit New Delete	2217341	163011	Roman, Mayra	3265	Queen Top Sheets	121.00	0.00	0.000	0.000	2	7/21/2015
Edit New Delete	2217342	163011	Roman, Mayra	3265	King Sheets	55.00	0.00	0.000	0.000	2	7/21/2015
Edit New Delete	2217363	163011	Ortiz, Mercedes	3270	Bath Towels	280.00	0.00	0.000	0.000	2	7/21/2015
Edit New Delete	2217389	163011	Ortiz, Mercedes	4201	King Sheets	260.00	0.00	0.000	0.000	2	7/21/2015
Edit New Delete	2217390	163011	Ortiz, Mercedes	4201	Queen Sheets	180.00	0.00	0.000	0.000	2	7/21/2015
Edit New Delete	2217391	163011	Ortiz, Mercedes	3454	Bath Towels	260.00	0.00	0.000	0.000	2	7/21/2015
Edit New Delete	2217392	163011	Ortiz, Mercedes	736	King Top Sheets	140.00	0.00	0.000	0.000	2	7/21/2015
Edit New Delete	2217393	163011	Ortiz, Mercedes	736	Queen Top Sheets	160.00	0.00	0.000	0.000	2	7/21/2015

Figure 40. Delivery History Report: Edit a Delivery

Edit the Delivery

You can edit the top level delivery information using the **Edit** link to the left of the delivery record (see Figure 41). Once you complete your changes click the **Update** link in the lower right (see Figure 42).

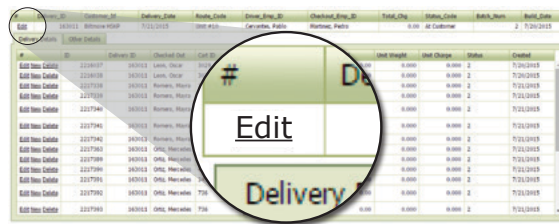


Figure 41. Delivery History Edit.

#	Delivery_ID	Customer_Id	Delivery_Date	Route_Code	Driver_Emp_ID	Checkout_Emp_ID	Total_Chg	Status_Code	Batch_Num	Build_Date
	163640	Biltmore HSKP	7/27/2015	Unit # 1	Martinez, Pedro	Martinez, Pedro	0	Complete	1	7/27/2015

Customer_Id	Biltmore HSKP	Delivery_Date	7/27/2015
Route_Code	Unit # 1	Driver_Emp_ID	Martinez, Pedro
Checkout_Emp_ID	Martinez, Pedro	Total_Chg	0
Status_Code	Complete	Batch_Num	1
Build_Date	7/27/2015		

Update Cancel

Figure 42. Delivery History Report: Edit a Delivery

Edit the Delivered Items

To edit, add new, or delete a delivered item click one of the links to the left of the item (see Figure 43). Selecting **Edit** or **New** opens the form as shown in Figure 44. The form fills with all of the current data. Using the form, you can edit the information then click **Update** to save your changes. Click **Cancel** to exit the screen and remove any edits.

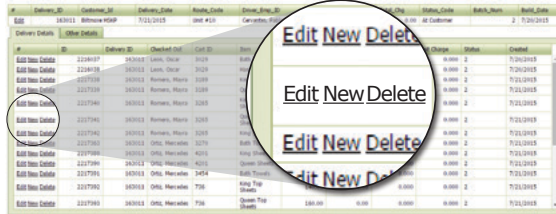


Figure 43. Delivery History Edit.

#	Delivery_ID	Customer_Id	Delivery_Date	Route_Code	Driver_Emp_ID	Checkout_Emp_ID	Total_Chg	Status_Code	Batch_Num	Build_Date
Edit	163640	Bilbrouse H&M	7/27/2015	Unit # 1	Marlowe, Pedro	Marlowe, Pedro	0.00	Complete	1	7/27/2015

#	ID	Delivery ID	Checked Out	Cart ID	Item	Count	Weight	Unit Weight	Unit Charge	Status	Created
	2225123	163640	Leon, Oscar	867	Bath Towels	239	0	0	0	2	7/27/2015

Delivery ID	163640	Checked Out	Leon, Oscar
Cart ID	867	Item	Bath Towels
Count	239	Weight	0
Unit Weight	0	Unit Charge	0
Status	2	Created	7/27/2015

	ID	Delivery ID	Checked Out	Cart ID	Item	Count	Weight	Unit Weight	Unit Charge	Status	Created
Edit New Delete	2225152	163640	Leon, Oscar	899	Bath Towels	260	0	0	0	2	7/27/2015
Edit New Delete	2225308	163640	Leon, Oscar	311	Bath Mats	3	0	0	0	2	7/27/2015
Edit New Delete	2225309	163640	Leon, Oscar	311	Hand Towels	39	0	0	0	2	7/27/2015
Edit New Delete	2225310	163640	Leon, Oscar	311	Wash Cloth	800	0	0	0	2	7/27/2015
Edit New Delete	2225311	163640	Leon, Oscar	311	HSKP Rags	95	0	0	0	2	7/27/2015
Edit New Delete	2225174	163640	Leon, Oscar	3266	Bath Mats	120	0	0	0	2	7/27/2015

Figure 44. Delivery History Report: Edit a delivery

Delivery Summary

The Delivery Summary report provides high-level customer delivery report. The report gives cart level weight information, Each pink stripe begins a different customer. Adjust the report using the date and customer selection tools.

Delivery Summary Report					By Cart
Report Date: 7/21/2015 To 7/21/2015					Date: 07/22/2015
Customer: (194) Baltimore HSKP					
Cart	Gross Wt	Tare Wt	Net Wt	Delivered	
183	534	130	404	07/21/2015	
189	806	126	680	07/21/2015	
736	867	127	740	07/21/2015	
762	475	129	346	07/21/2015	
889	755	130	625	07/21/2015	
891	448	127	321	07/21/2015	
968	527	127	400	07/21/2015	
1223	N/A	121	0	07/21/2015	
1223	631	121	510	07/21/2015	
3029	312	122	190	07/21/2015	
3057	313	122	191	07/21/2015	
3177	461	121	340	07/21/2015	
3189	854	121	733	07/21/2015	
3265	691	122	569	07/21/2015	
3270	490	123	367	07/21/2015	
3311	642	123	519	07/21/2015	
3325	444	123	321	07/21/2015	
3372	853	123	730	07/21/2015	
3454	465	124	341	07/21/2015	
4201	1,055	128	927	07/21/2015	
25000	526	145	381	07/21/2015	
32118	547	146	401	07/21/2015	
			10,036		
Customer: (195) Baltimore Banquet					
Cart	Gross Wt	Tare Wt	Net Wt	Delivered	
562	301	137	164	07/21/2015	
			164		
Report Total:			10,200		

Figure 45. Delivery Summary Report.

Build Summary

The Build Summary provides daily totals based on the items delivered (see Figure 46). If your date selection spans multiple days the report gives daily totals along with the customer and report totals.

Build Summary Report				Details View
Report Date: 7/21/2015 To 7/21/2015				Date: 07/22/2015
Customer: (194) Biltmore HSKP				
Del. Type	Item Code	Item Description	Pieces	Process Date
Cart	KSHEETS	King Sheets	547	07/21/2015
Cart	TSHEETSKG	King Top Sheets	229	07/21/2015
Cart	PCASES	Pillow Cases	2380	07/21/2015
Cart	QSHEETS	Queen Sheets	943	07/21/2015
Cart	TSHEETSQN	Queen Top Sheets	382	07/21/2015
Cart	BMWHT	Bath Mats	1009	07/21/2015
Cart	BTWHT	Bath Towels	872	07/21/2015
Cart	HTWHT	Hand Towels	1049	07/21/2015
Cart	HSKPRAG	HSKP Rags	100	07/21/2015
Cart	RAGS	Rags	23	07/21/2015
Cart	WCWHT	Wash Cloth	608	07/21/2015
Cust Total			8,142	
Customer: (195) Biltmore Banquet				
Del. Type	Item Code	Item Description	Pieces	Process Date
Cart	NAP	Napkins White	1000	07/21/2015
Cust Total			1,000	
Report Total:			9,142	

Figure 46. Build Summary Report.

History By Item

The *History By Item*, or *Deliveries by Item* report allows you to view your data based on your item and customer selections. The report provides the quantity and weights for the selected items for each customer (see Figure 47)

Deliveries By Item			
Report Date: 7/20/2015 To 7/27/2015			
Date: 07/27/2015			
Customer: (1) Agua Caliente Hskp			
Product	Quantity	Est. Weight	Date
Customer Total		0	
Customer: (4) Ritz Marina HSKP			
Product	Quantity	Est. Weight	Date
Bath Robes	85	319	07/22/2015
Bath Robes	92	345	07/24/2015
Bath Robes	95	356	07/25/2015
Bath Robes	36	135	07/26/2015
		308	1,155
Customer Total		1,155	

Figure 47. Delivery History Report: Edit a Delivery

Customer Lookup

The *Customer Lookup* allows you to pull up contacts, products, graphs, and delivery and check in history for customers (see Figure 48).

The screenshot shows the SOFTROL visipulse interface. At the top, there's a navigation bar with 'Soil', 'Deliveries', 'Look Up', 'Production', and 'Admin'. A search bar contains 'Agua' and a 'Refresh' button. Below the search bar is a table with two rows of customer data:

Customer	Actions					
Agua Caliente Hskp	Contacts	Products		Delivery History	Check In History	Graph Usage
Agua Caliente Spa	Contacts	Products		Delivery History	Check In History	Graph Usage

Figure 48. Customer Lookup.

Contacts and Products

The Contacts and Products links let you view all of the contacts and products set up for the customer. Rather than going to the PPS Workstation you can get this information through your browser (see Figure 49). If you need to modify this data, use the PPS Monitor application on the PPS Workstation.

The screenshot shows the 'Product List' for 'Hospital (OR)'. The table lists items with their codes and descriptions:

Item Code	Description	Piece Chg	Weight Chg	Unit Weight	Use For	Del Meth	Active
BLKT_BATH_OR	OR BATH BLANKET	0	0	0	Check Out	Cart By Cart	Yes
PILLC_GRN	Pillowcase, Green	0	0	0	Check Out	Cart By Cart	Yes
SHTFLAT_GRN	FLAT GREEN SHEET	0	0	0	Check Out	Cart By Cart	Yes
TWLBATH	Towels, Bath	0	0	0	Check Out	Cart By Cart	Yes
TWLHUCK	Towels, Huck	0	0	0	Check Out	Cart By Cart	Yes

Overlaid on the bottom right is the 'Add Check In' modal window. It contains the following fields:

- Customer: <Select>
- Check In Date: 9/1/2015
- Check In Emp.: <Select>
- Truck: <Select>
- Driver: <Select>
- Item Code: <Select>
- Cart ID: [Text Input]
- Net Weight: [Text Input]
- Buttons: Save, Cancel

Figure 49. Product List.

Check In History

The Check In History allows you to view the check-ins for the customer selected. Using the **Add Check In** link in the upper right of the report you can add check ins for the customer using the *Add Check In* screen (Figure 50). Remember when adding the weight to subtract the tare weight to get the net weight.

Figure 50. Add Check In.

Graph Usage

The **Graph Usage** link generates graphs for the selected customer based on their deliveries (see Figure 51). The report uses date criteria of its own, and it does not use the global dates you have set. The top report is the Delivered and Soiled Weight comparing in and outbound product. The second graph, Products Delivered, breaks out the deliveries by item and their delivered counts.

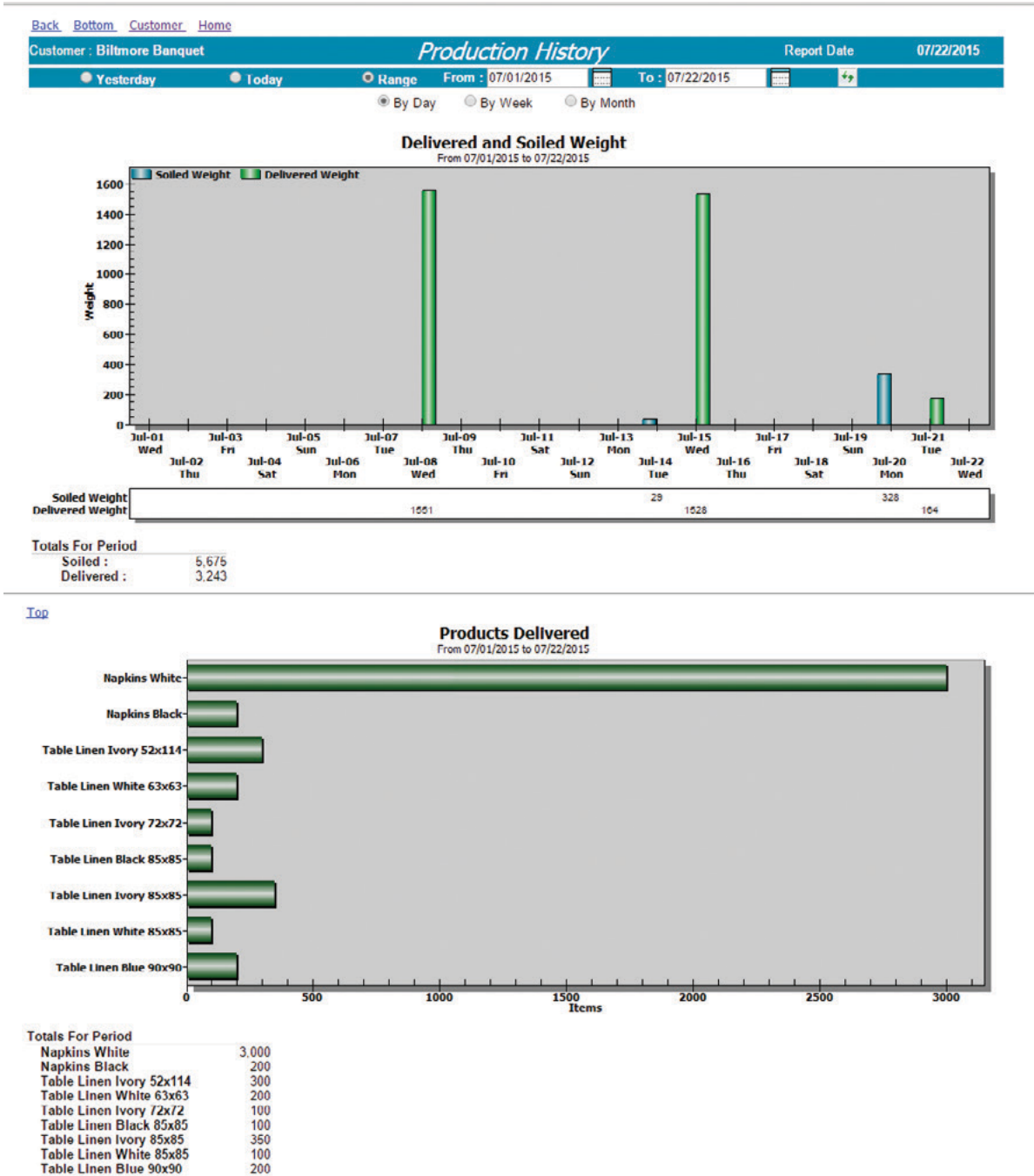


Figure 51. Customer Lookup: Graph Usage.

Production Variance

The *Product Variance Report* allows you to compare the quantities received to those delivered. The report breaks down the data by the day. You can compare the cart's outgoing contents and weights with the cart's returned contents and weights (see Figure 52).

From : Thu 07/23/2015		Production Variance Report		Date : Mon 07/27/2015																																								
To : Fri 07/24/2015																																												
Customer	<div style="border: 1px solid black; padding: 2px;"> All Agua Caliente Hskp Agua Caliente Spa Andaz San Diego F&B Andaz San Diego HSKP Bel El Encanto HSKP Bel El Encanto SPA Bel El Encanto F&B Biltmore Banquet Biltmore HSKP Biltmore Outlet Canary Santa Barbara Century Outlet Chumash Housekeeping </div>				Search																																							
Showing 1-1 of 1		Lines Per Page 52 Prev 1 Next																																										
Customer	Received	Delivered	Delivered(%)																																									
Agua Caliente Hskp	2,831	6,030	213																																									
<table border="1"> <thead> <tr> <th colspan="2">Returned Items</th> </tr> <tr> <th>Return Date : Thu 07/23/2015</th> <th>Check In Date : 5:23 AM</th> </tr> <tr> <th>Cart Num</th> <th>Net Weight</th> </tr> </thead> <tbody> <tr><td>+ 227</td><td></td></tr> <tr><td>+ 590</td><td>526</td></tr> <tr><td>+ 3353</td><td>300</td></tr> <tr><td>+ 562</td><td>602</td></tr> <tr><td>+ 588</td><td>547</td></tr> <tr><td>+ 724</td><td>401</td></tr> <tr><td>+ 5881</td><td>455</td></tr> <tr><td>Summary</td><td>2,831</td></tr> </tbody> </table>		Returned Items		Return Date : Thu 07/23/2015	Check In Date : 5:23 AM	Cart Num	Net Weight	+ 227		+ 590	526	+ 3353	300	+ 562	602	+ 588	547	+ 724	401	+ 5881	455	Summary	2,831	<table border="1"> <thead> <tr> <th colspan="2">Delivered Items</th> </tr> <tr> <th>Cart Num</th> <th>Net Weight</th> </tr> </thead> <tbody> <tr><td>+ 197</td><td>179</td></tr> <tr><td>+ 8251</td><td>219</td></tr> <tr><td>+ 3508</td><td>453</td></tr> <tr><td>+ 543</td><td>565</td></tr> <tr><td>+ 695</td><td>711</td></tr> <tr><td>+ 613</td><td>839</td></tr> <tr><td>Summary</td><td>2,966</td></tr> </tbody> </table>			Delivered Items		Cart Num	Net Weight	+ 197	179	+ 8251	219	+ 3508	453	+ 543	565	+ 695	711	+ 613	839	Summary	2,966
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+ 597	549																																											
+ 230	572																																											
Summary	3,064																																											
Summary	2,831	6,030	213																																									

Figure 52. Product Variance Report.

Shipped Summary

The *Shipped Summary* provides totals for the item counts for the given time period. The report allows you to select the shifts, plants, and items to include in the report (see Figure 53).

From : Mon 06/01/2015		Shift : 1,2,3		Shipped Summary Report		Date : Wed 07/22/2015		Back To Selection	
To : Mon 06/01/2015		Plant : 1,2							
Showing 001-052 of 227				Lines Per Page		52		Prev 1 Next	
Item Code	Item							Count	
APRONS	Aprons							201	
Raby Filled Sheet DC	Raby Filled Sheets							29	
BATHTOWELS	White Spa Bath Towels							40	
BCWHT	Bath Carpet							168	
Bed Skirt Dry Clean	Bed Skirt							4	
BEDSKRT	Bed Skirts							2	
Blanket Dry Clea	Blanket							1	
BLKT	Blanket							417	
Blouse	Blouses							117	
BLUBTWHT	Blue Bath Towel							214	
BLUERAGS	Blue Rags							258	
BMOPS	Bar Mops							1,906	
BMWHT	Bath Mats							10,214	
BRNPOOLTWLS	Brown Pool Towels							352	
BROBE	Bath Robes							87	
BRWHT	Bath Rugs							991	
BTHSHEET	Bath Sheet							100	
BTWHT	Bath Towels							24,294	
Cover Play Dry Clean	Cover Play							7	
DBLDVT	Duvet Double							931	
DBLDVTSTP	Double Duvet Stripe							146	
DBLFSHEETS	Double Fitted Sheets							1,038	
DBLPCASES	Double Pillow Cases							127	
DBLPSHAMS	Double Pillow Shams							966	
DBRWHTWL	Dark Brown Hand Towels							27	
DBSHTSTRP	Double Sheet Stripe							3	
DCOVERLET	Double Coverlets White							129	
DCOVLSTRP	Double Coverlets Stripe							44	
DISBMWHT	Discard Bath Mats							7	
DISBROBE	Discard Bath Robe							1	
DISBTWHT	Discard Bath Towels							1	
DISDWNCOMF	Discard Down Comforter							1	
DISHTWHT	Discard Hand Towels							2	
DISKGSHEETS	Discard King Sheets							5	
DISPOOLCHCVRS	Discard Pool Chair Covers							11	
DISPOOLWHT	Discard Pool Towels							1	
DISWCWHT	Discard Wash Cloth							9	
DKBTTWL	Dark Brown Bath Mat Towels							9	
Dresses	Dresses							1	
DRESSSHIRTS	Dress Shirts Laundry							88	
DRYCCART	Dry Clean Cart							3	
DSHEETS	Double Sheets							960	
DWNCOMF	Down Comforter							124	
EMPTY1	Empty Carts							13	
FACECRADLE	Face Cradle							36	
FACEIWL	Face Towel							2	
FITNESS	Fitness Hand Towel							161	
FSHEETS	Fitted Sheets							188	
FSHEETSKG	King Fitted Sheets							2,244	
FSHEETSON	Queen Fitted Sheets							875	
GRTOAKNAP	Napkin "Great Oak" - Beige							200	
GYMTOWELS	White Gym Towels							42	
Summary								211,434	
Showing 001-052 of 227				Prev		1		Next	

Figure 53. Shipped Summary.

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Support: Getting Additional Help

If you find yourself in the need for help with the process, you have several support options:

Web Support

Visit the Softrol Support website (support.softrol.com) to get current documentation. With your support login you will find:

- Product manuals,
- site specific details, and
- software downloads.

Telephone Support

Call 1-877- 241-7679 for Softrol's technical support. Site License Number may be necessary to receive support.

Email

support@softrol.com

Hardware Repair

A Return Merchandise Authorization (RMA) is required to return a part for repair or credit. To request an RMA call 1-888-763-8765 (888-SOFTROL) ext. 122 or email rma@softrol.com.

Parts

For replacement parts contact Softrol's Parts Department between the hours of 8:30 a.m. and 5:30 PM EST at 1-888-763-8765 (888-SOFTROL) ext. 110 or email parts@softrol.com.

Site License

Site Licenses are available for all Softrol's automation and information networks. Please contact Softrol Support support@softrol.com or call 1-888-765-8765 (888-SOFTROL) ext.128

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Hardware Requirements

PPS Cart typically shares runs on the same computer as the main PPS program. The minimum hardware requirements for the PCs is as follows:

Database PC Hardware Requirements

Required: 1

Minimum system requirements:

- 2.4 GHz or greater server class machine (rack mountable if desired)
- Two 100GB drives or larger (to support RAID 1 mirrored drives)
- RAID 1 capable (mirrored drives)
- 8GB of memory
- DVD/CD-RW optical drive
- 2 Ethernet connections 100Mbps or better
- LCD monitor (minimum 1280x1024 resolution)
- 8 port Ethernet workgroup switch
- Local network cabling and connections

Operating systems and software:

- Microsoft Windows 2008 Server or later
- Microsoft SQL Server 2008 Release 2 or later.
- Open Office
- PDF printer

PPS Application PC

Required: 1

Minimum system requirements:

Hardware Platform:

- 2.0 GHz processor PC
- Min 4 GB RAM
- Min 100 GB disk space
- DVD/CD-RW optical drive
- 2 Ethernet connections 100Mbps or better
- LCD monitor (minimum 1280x1024 resolution)
- Local Network Cabling and Connections

Operating systems and software:

- Microsoft Windows 7 (32bit, or 64bit)

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Date	Revision No	Revision notes
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1100 North Point Parkway
Acworth, GA 30102
(770) 974-2700
1.888.SOFTROL
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