What You need to know about...

NEW HORIZON

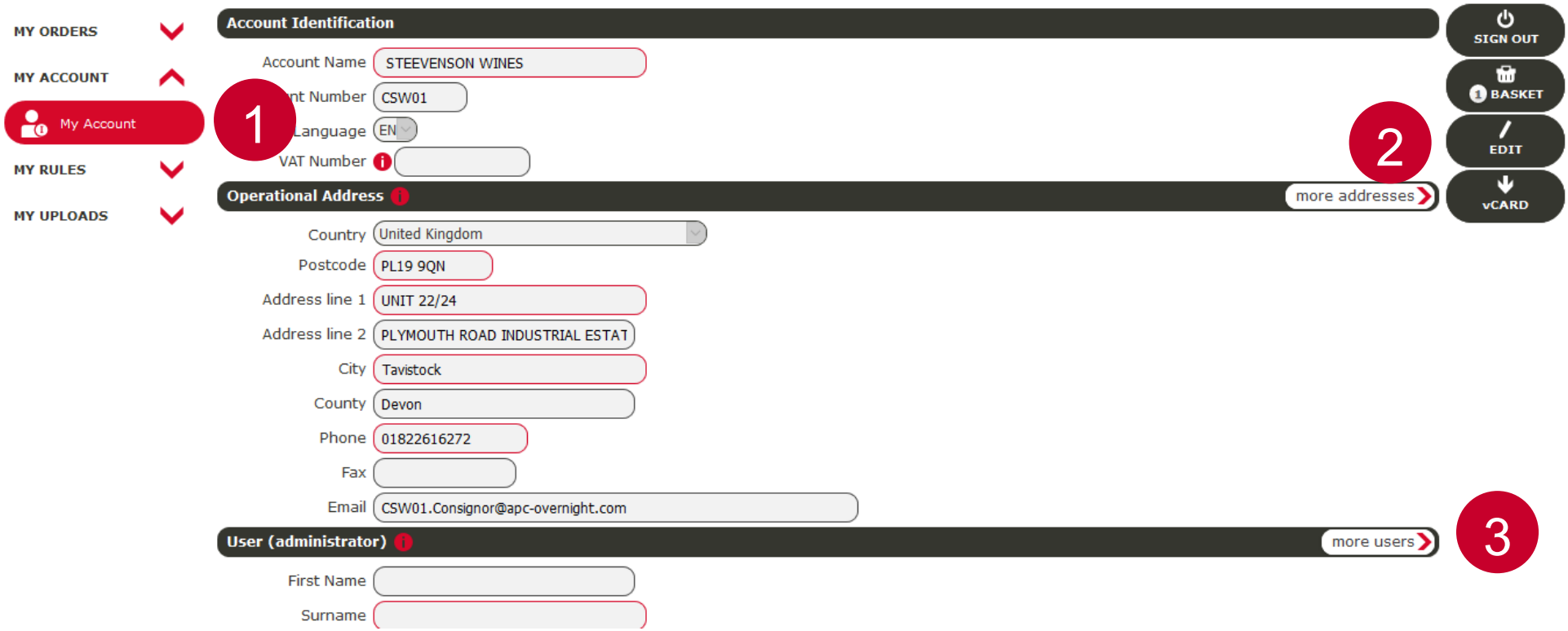
A quick guide to get you started

What You need to know about...YOUR ACCOUNT

.Your main account provides complete access. It can be entered by typing your username (usually your depot email address), and your password into the New Horizon Log In page.

.To edit your settings, click on MY ACCOUNT, 1 then EDIT. 2

.To add additional users to your account (these users have restricted access), click on MORE USERS 3 and complete the form.

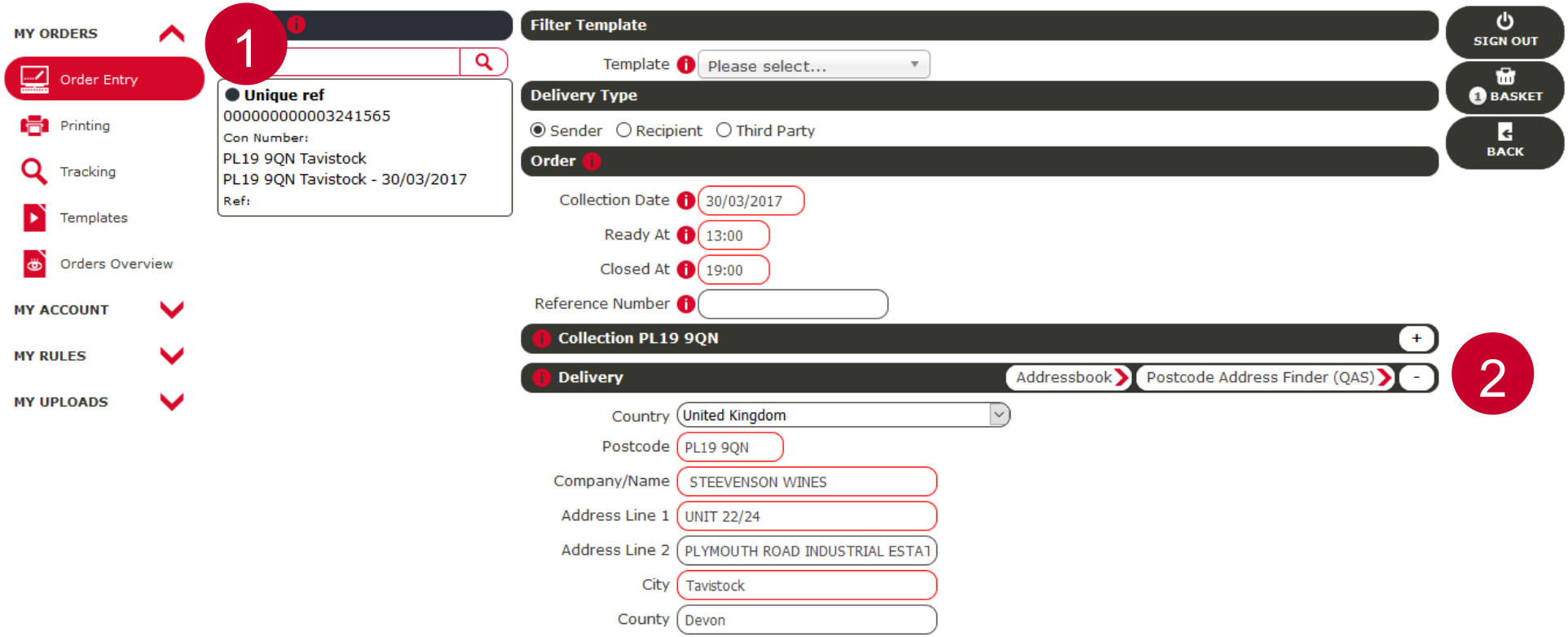


What You need to know about...MANUALLY CREATING ORDERS

.To create a collection, go to MY ORDERS, then ORDER ENTRY. 1

.Text boxes outlined in red must contain information.

.Type in the postcode, then choose POSTCODE ADDRESS FINDER. Choose your customer's address. 2



What You need to know about...MANUALLY CREATING ORDERS

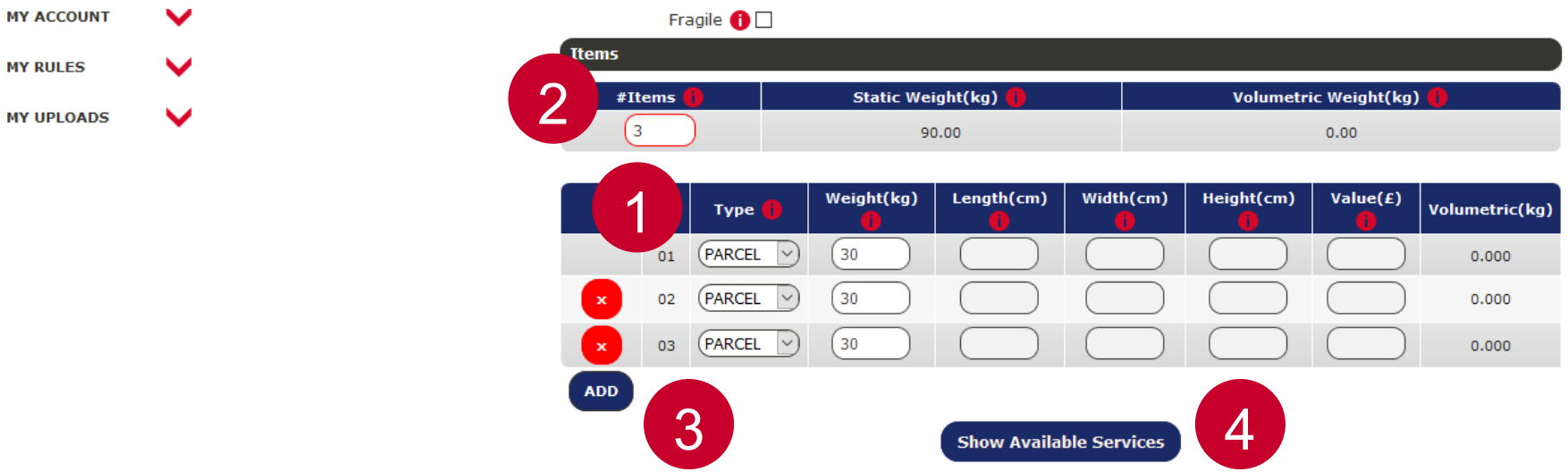
.Choose the delivery type from the drop down TYPE 1 field.

.Enter the item's weight and complete the Weight, Length, etc. (if required)

.If you have more than one item with identical dimensions, change the quantity in the #ITEMS 2 field, then click outside the box. This will duplicate the first line.

.Click ADD 3 to include another item with different dimensions.

.Then choose SHOW AVAILABLE SERVICES. 4



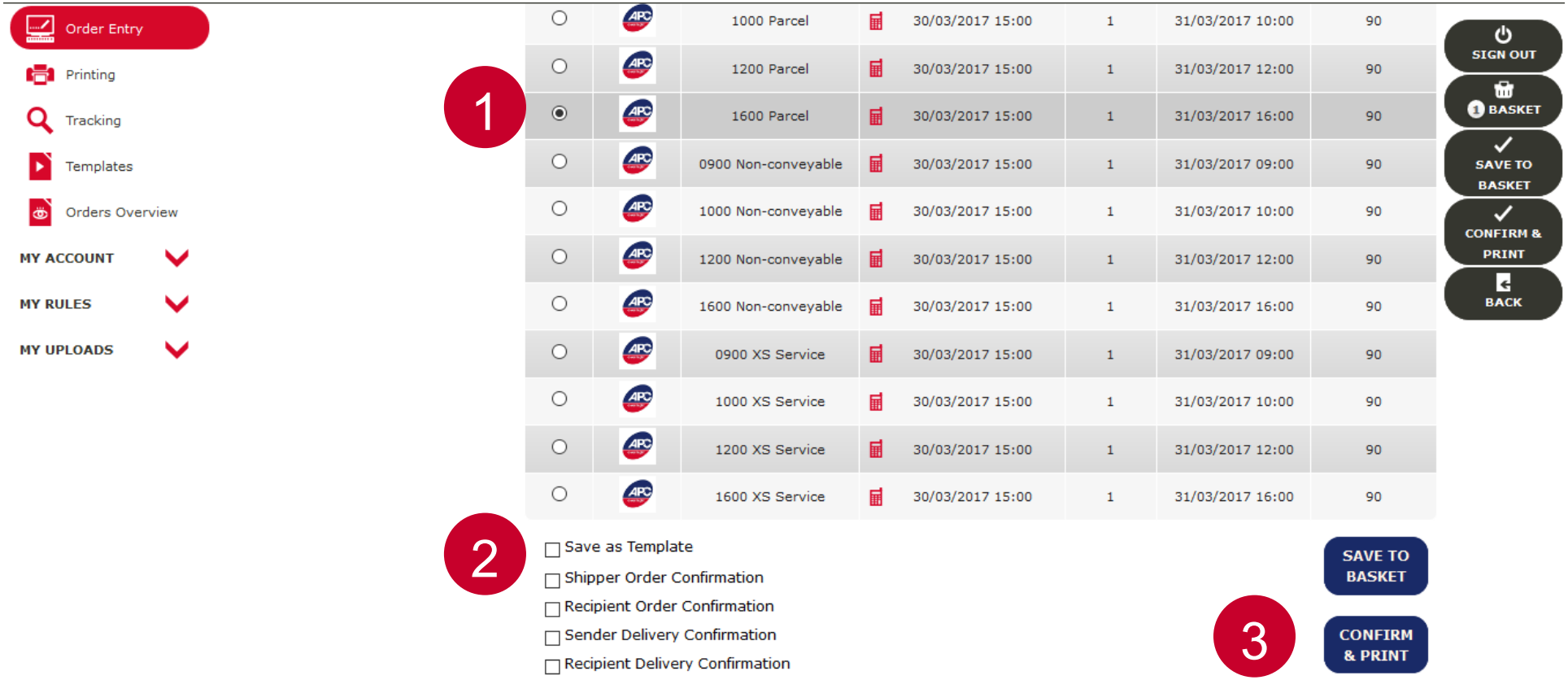
What You need to know about...MANUALLY CREATING ORDERS

.Choose your service by clicking on the appropriate radio button. 1

.Option: If this is a regular service, you can choose to create a template for later use.

.Click on the SAVE AS TEMPLATE 2 box to confirm.

.Click on CONFIRM & PRINT 3 to confirm the service and print the label.



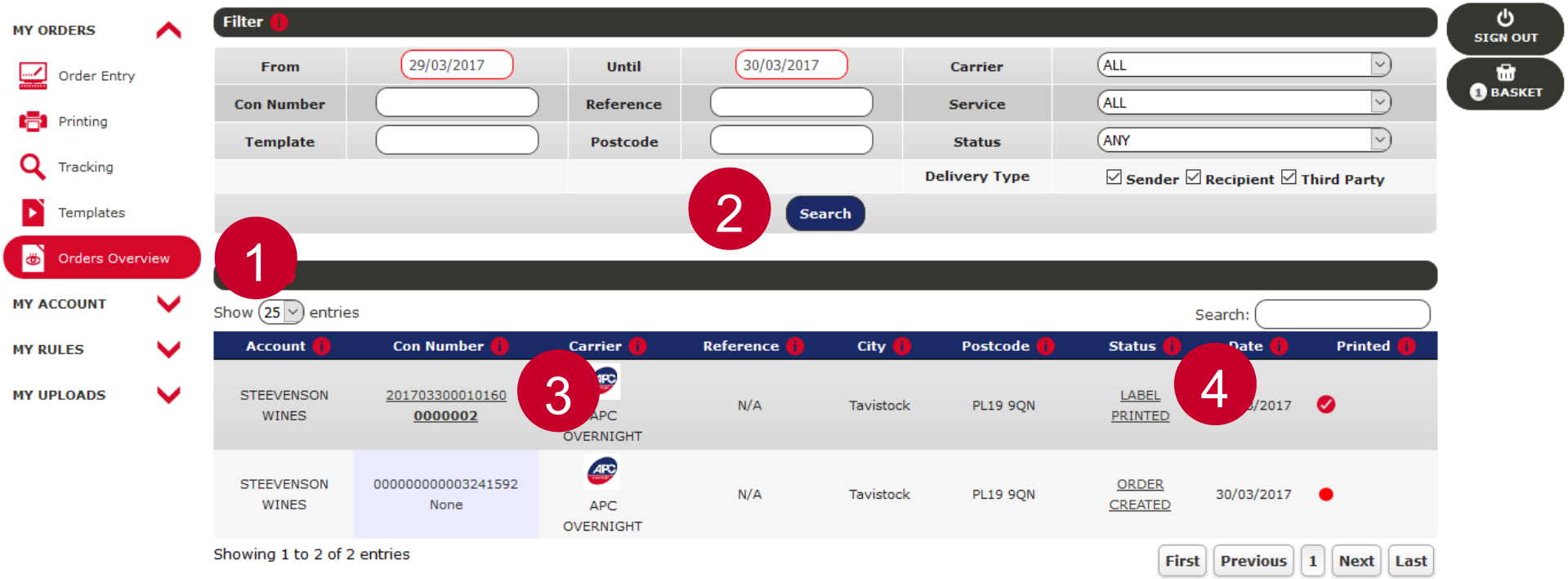
What You need to know about...ORDERS OVERVIEW

.Click on MY ORDERS, then ORDERS OVERVIEW. 1

.Enter your search criteria and click on SEARCH. 2

.Hover your mouse cursor over the CON NUMBER 3 to view details of the order.

.Click on the STATUS link to view the current status of the order. 4



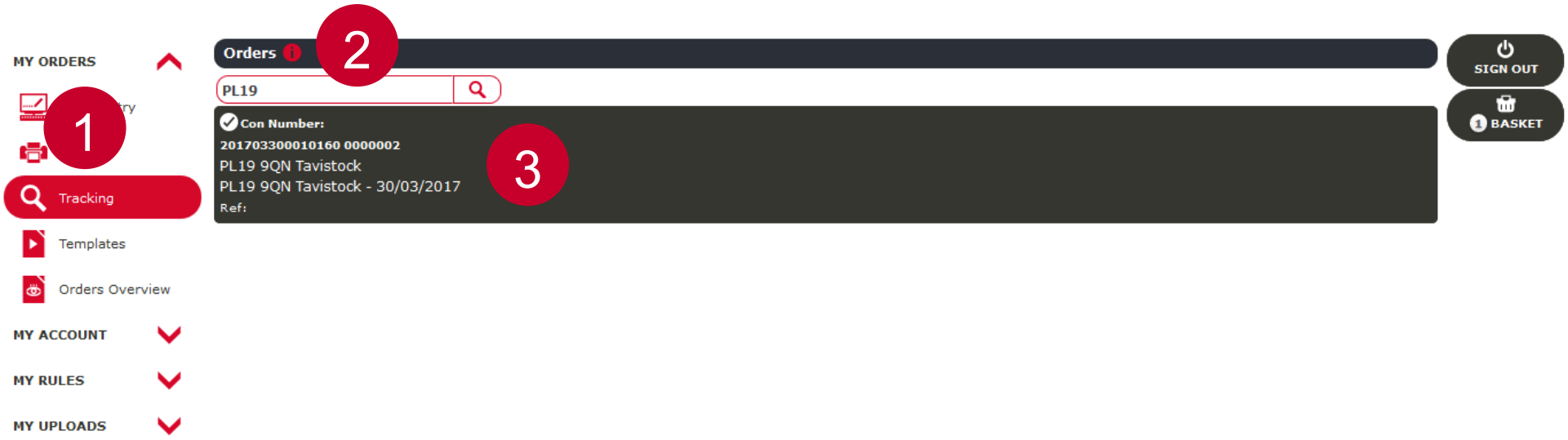
What You need to know about...TRACKING

.Specific orders can be identified using the tracking option.

.Click on MY ORDERS, then TRACKING. 1

.Type your consignment number, or full, or part, postcode into the search box and press Enter on your keyboard. 2

.Double click on the CON NUMBER 3 that appears to view the item's history file and current status.

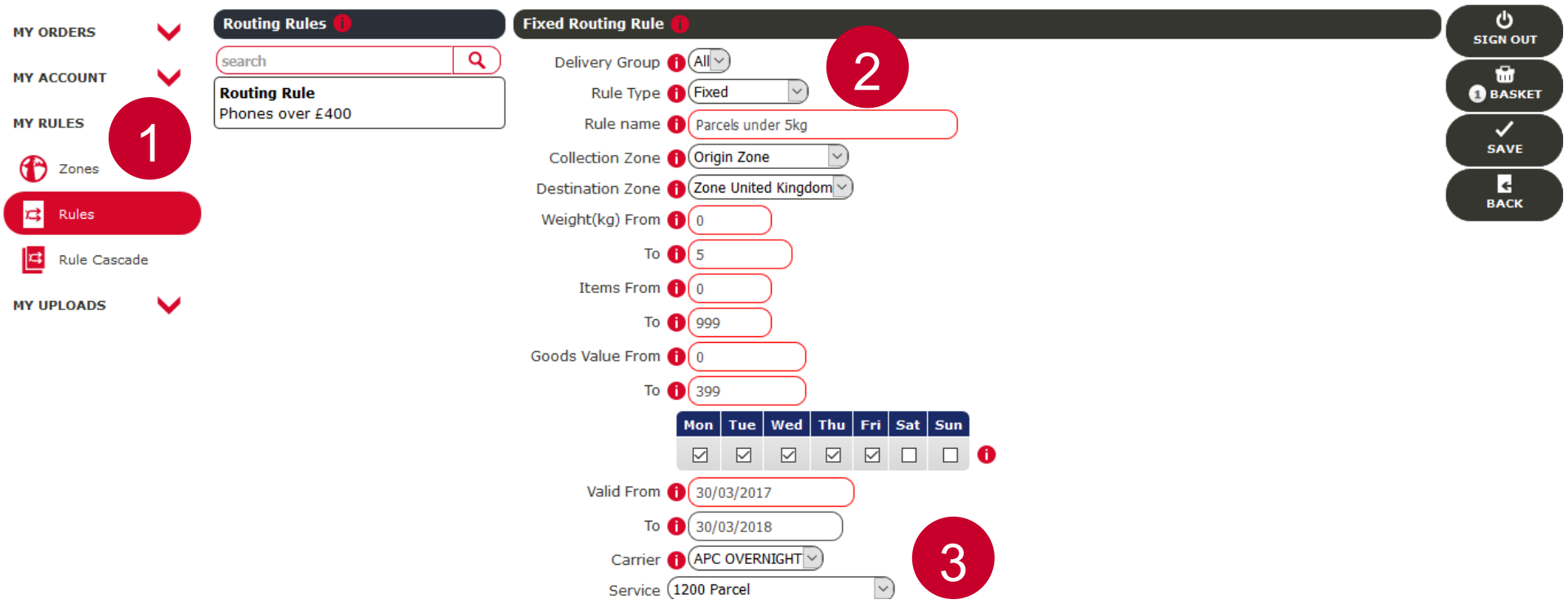


What You need to know about...RULES

.Rules allow you to automate service allocation, eliminating potential human error. The following is an example of how they can be used.

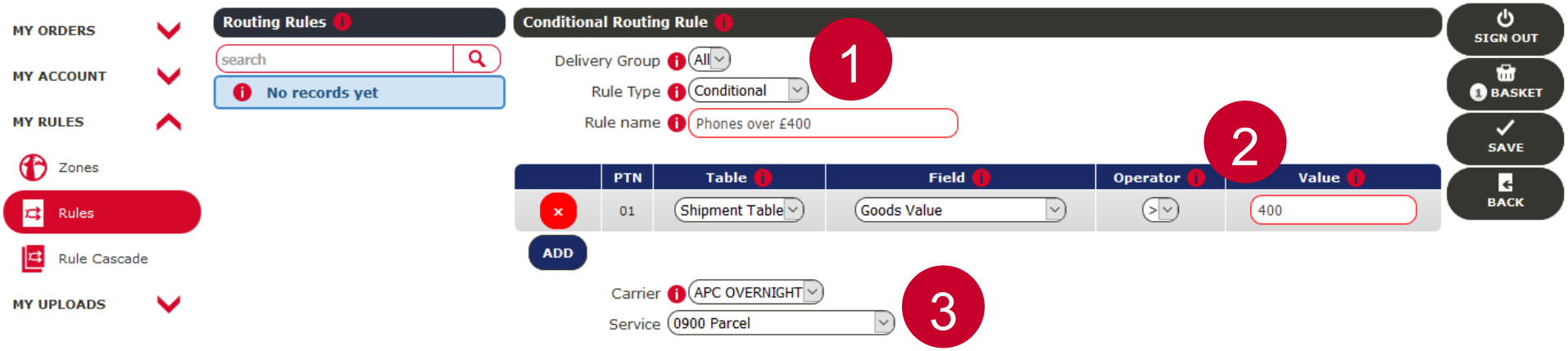
.Click on MY RULES, then RULES. 1

.The example below shows a FIXED RULE 2 ensuring that all parcels under 5kg allocated to the 1200 parcel service 3



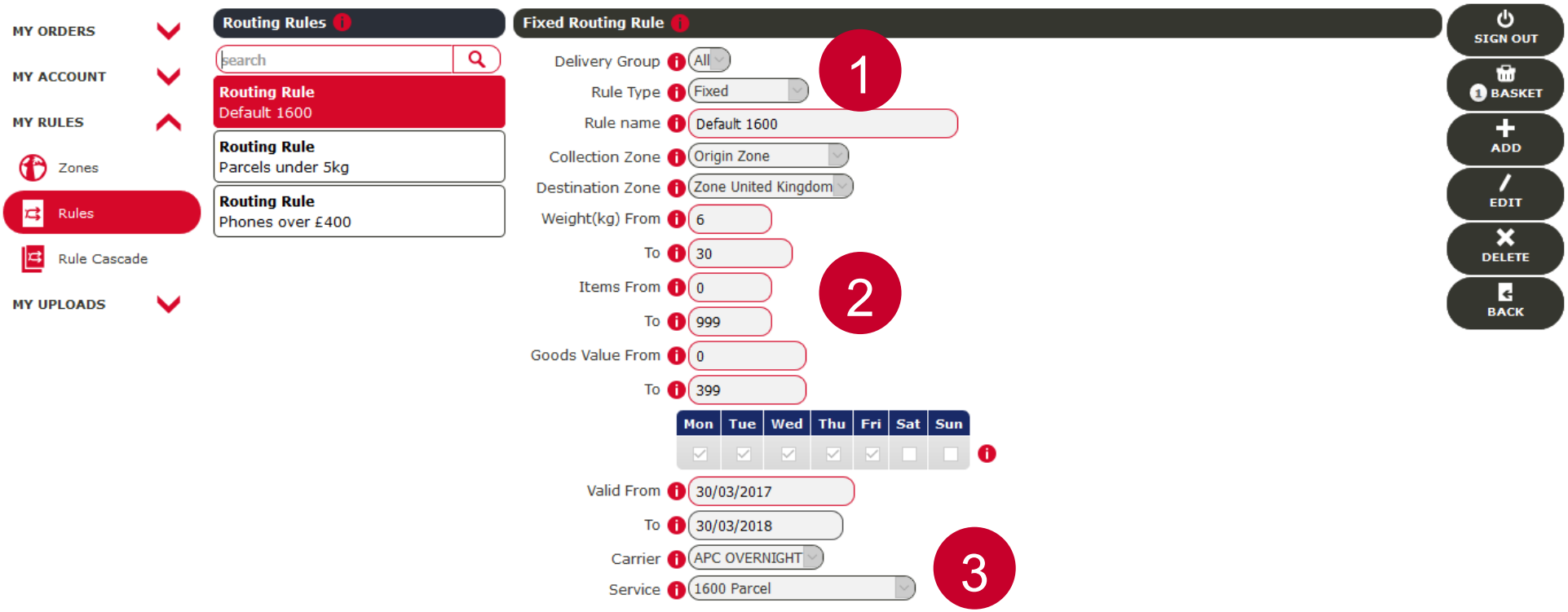
What You need to know about...RULES

.This example is a CONDITIONAL RULE, 1 ensuring that all mobile phones valued at £400 plus 2 are allocated to the 0900 Parcel service. 3



What You need to know about...RULES

.This is an example of a fixed ‘catch all’ rule. 1 That is, where the other two rules don’t apply, this rule comes into force. If the parcel isn’t under 5kg, and is valued at less than £400, 2 then it is allocated to the 1600 parcel service. 3



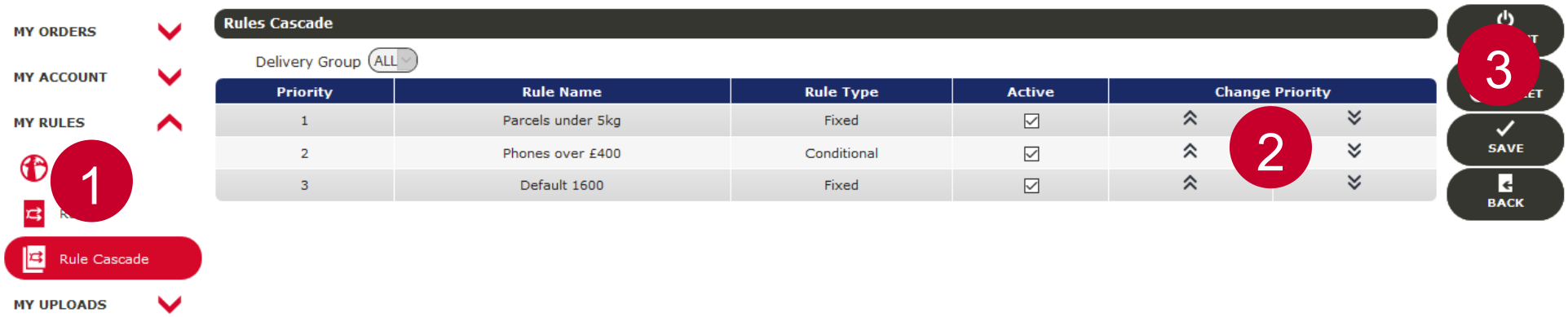
What You need to know about...RULES

.To ensure that the rules are applied in the correct sequence, got to MY RULES, then RULES CASCADE. 1

.Click on the EDIT button (not shown in image below).

.Click on the appropriate CHEVRONS 2 to rearrange the sequence of the rules.

.Once the rules are in order, click SAVE. 3



APC
overnight