Annapurna
Adding Weekly Postage Charges

Annapurna has a new feature to add a weekly postage charge. It has become evident that some labs offer a collection and delivery service. Due to the customer having the option to cancel or change this delivery it makes it difficult to automate this process. As a result a new feature has been added.

Updating the Customer Record

In order to use this feature the customer needs to be set to the correct postage type. From the 'Commercial' menu select the [Customer] option. Search for the customer you wish to apply this new postage option to using the 'Filter' box. Once the customer is selected click on the 'Accounts' tab and then select 'Postage Weekly' under the 'Postage Type' option.

Once this is selected then click on the [Update] button. No postage charges need to be applied in this area as this element of pricing is set manually. Repeat this processes for any other van/collection or weekly pricing customers.

Adding Weekly Pricing for Van/Collection Customers

Once all these customer have been set to the correct pricing option for weekly charging it is possible to use the new weekly pricing feature. These new charges must be applied prior to invoicing.

To add the weekly charge for Van Collection and Delivery, go to the 'Invoicing Menu'. Select on the [Weekly Postage] option. This feature is designed to be run on a weekly basis so there is an option to set a 'This Week' or 'Last Week' selection, however it is also possible to manually set a date range.

Once the date range has been set, click on [Look] to display a list of orders processed during this time.

This will display a list of orders sent and how many days items were despatched on. The number of delivery and collection days may differ from what is displayed, as Annapurna does no know if a driver went to collect items; only of orders were entered. What is important here is the amount the customer should be charged for this service. Click on a customer and then in the 'Postal Charger' box enter the amount to be charged. Click on the [+] button to apply this to the line. Repeat for other customers in the list. Once all the necessary charges have been entered click apply.

Once the postage charge has been applied for a specific week a wholesale order is automatically for that charge. This will be auto-completed on the last day of the search week. This is to ensure this charge is applied to the correct invoice run and the correct week as there may be multiple postage charges during a month.

Adding Additional Charges for a Week

If an additional charge needs to be added for a given week, this can be done by running the weekly postage report again and adding the additional amount. This needs to be processed prior to the invoices being created.

Cancelling a Postage Charge

If a charge is raised in error the way this needs to be handled is by cancelling the postage order that has been assigned to the account for the period in question. This can be located using the browse order function in Annapurna. It may be necessary to un-complete the order prior to cancelling.

If a charge appears as 'Invoiced' it will need to be credited in order to rectify any error.

Once all the postage charges have been raised the invoices can then be created in Annapurna as per the normal method used.

Any queries please email info@hawkstonedesign.co.uk or call 01608 670053.