PACK GUARD

Information Systems Development

Version 8

Table of Contents

Logging on to the system

After launching the program from the desktop, enter a valid User ID and Password at the security screen. A valid User ID and password can be obtained from the Systems Administrator at your property.

Press ENTER or click the OK button.

Main Menu

The Main Menu displays your company name and various icons that enable different functions and modules. Those modules are listed below:

Quick Search	Quickly find packages in the repository database by querying for company name or recipient name.
Incoming Packages	Enter new arrivals in the database, modify information on existing packages or release packages for delivery.
Reports	Select from a variety of predetermined reports including inventory, arrivals and billing reports.
Maintenance	Create and modify parameters for various tables, rates and user security.
Billing	Allows creation of invoices for direct billing.
Outgoing Packages	Maintain a record of all packages sent from the property on behalf of guests.
Exit	Quit the Guest Package System.

Setup

Company Information

After clicking on Maintenance, click Setup Information on the right side of the screen. Enter the company name, address, city, state and zip code. Select a BMP file for your company logo. This logo will display on all reports.

Change the beginning invoice number. This is the invoice number that will be assigned the next time you bill or invoice a package. You should change this number only when starting the setup. Changing this number after invoices have been created can cause discrepancies in duplicate invoice numbers.

Click the Enable Outlook Integration checkbox to send an email notification via Microsoft Outlook. I a label printer is attached to the network, you may enable the Label Printer Integration option. Scale Integration will allow you to connect a serial or USB digital scale to record the package weight (*Under Development*).

If your property charges tax on package handling, select the Tax option and enter the corresponding tax rate. The Federal Express and United Parcel Service account numbers are optional and will be used in conjunction with the PackGuard Outgoing Module.

Click the SAVE button when done.

Users

Click USERS on the left side of the screen to configure new users and determine their security rights.

The FIND USER box will allow you to easily go to a particular existing user when the list flows beyond sight.

Click the ADD button to create a new user.

Enter a User ID. This can be between one and ten characters. It should be kept short for convenience.

Enter a password for this user. The password is also between one and ten characters in length. When you save this user's data, the password will be hidden, even from system administrators. If a user forgets their password, the system administrator must come here to enter a new password.

Type the user's full name.

There are four categories for permissions as follows:

1. <u>Packages</u>:
   a. From the drop down list, select **NONE, MODIFY** or **ALL**.
   None will prevent the user from adding, modifying or viewing any package record information.
   Modify will allow the user to add and modify packages, including delivering packages.
   All is the same as Modify, with the addition of allowing to Return to Sender and Void packages.
2. <u>Maintenance</u>:

a. From the drop down list, select NONE or MODIFY. If modify is selected, you may additionally narrow down the ability to modify Setup, Users, Carriers, Charge Types and Rate Tables. Click the desired sub-category

3. Reports:

a. From the drop down list select NONE or MODIFY.

None will prevent the user from accessing any reports.

Modify will allow the user to print any report available on the Reports menu.

4. Billing:

a. From the drop down list select NONE or MODIFY.

None will prevent the user from accessing the Billing and Invoicing module.

If modify is selected, you may additionally narrow down the user's ability to invoice as follows:

Invoicing - Allows user to create invoices

Reprint Invoice – Allows user to reprint an invoice already in the system.

UnBill Invoice – Allows user to 'void' and invoice.

Incoming Packages

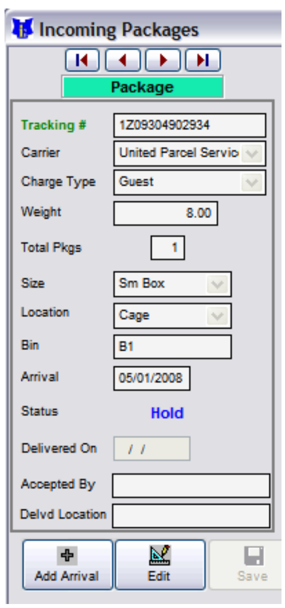
Packages typically arrive at the property and are received by the Shipping & Receiving department. After packages are accepted from the carrier, enter package information into the Guest Package System. Click the *Add Arrival* button to begin adding packages to the system.

Add Single Package

Click *Add Arrival* to create a new package.

Package Information

Type or scan (using the optional barcode scanner) the package **Tracking Number** from the package label. Depending on the format, PackGuard can determine who the carrier is. Otherwise, select the **Carrier** from the carrier list.   Carriers are created and updated by the System Administrator using the Carriers option from the Maintenance menu. Examples of Carriers are UPS, FedEx and DHL.

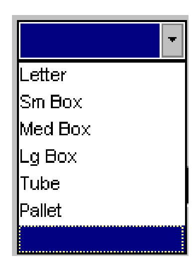


Select the **Charge Type** from the drop down menu. The Charge type will determine the storage & handling fee based on the package weight or size. Charge types are created and updated by the System Administrator using the Charge Type Tables option from the Maintenance menu. Examples of Charge Types are Convention, Guest and In-house. If your property does not charge for storage and/or delivery, use the In-House Charge Type or create your own charge type to charge $0.00 for packages.

Enter the package **Weight**. The weight, in conjunction with the Charge Type will determine the storage and handling fee. See Rate Tables for more information. If you are creating only one record for a group of packages (i.e. one tracking number for multiple packages), enter the weight of all packages combined in this field.

Enter the number of packages (**Total Pkgs**.) for this tracking number. When a group of packages arrive for a single recipient and only one tracking number exists, enter one tracking number and the total number of packages. For Example, if three packages arrive with tracking number 1Z123456, enter **3** in the Total Pkgs. field.

Select the package **Size** from the drop down menu. This is used to help the deliverer of the package determine if a hand truck will be needed, etc.



Select the **Location** where the package will be stored from the drop down menu. This will facilitate locating the package. In some situations, packages may be stored in different locations. Examples: Cage, Bell Stand, Back Room, etc. Package Locations can be added to the drop down list by the System Administrator, using the Maintenance menu.

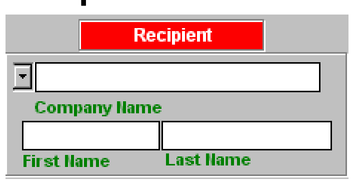
Enter a **Bin** number if applicable. This will further detail the location of the package for easier access and retrieval.

Today's date will default as the **Arrival** date. You may change the Arrival Date by typing the correct date (mm/dd/yy) or select the correct date from the calendar drop down.

Typically, packages are entered into the Guest Package System the same day they arrive. In some cases, packages may be physically accepted by the property on one day and entered into the Guest Package System the following day. In this situation, change the default date to the actual arrival date.

The package **Status** will default to Hold. This indicates that the package has been accepted by the property and is awaiting delivery. A user cannot manually change the status of a package; the system determines when the status changes.

Recipient Information



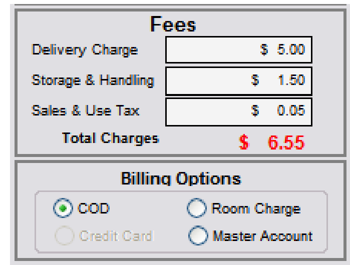
Type the recipient's company name. You may also choose from the list of recipient company names existing in the repository database. To do so, begin by clicking on the drop down menu and typing the first few letters of the company name.

Type the recipient's first name and last name.

Sender Information

Type the sender's **Company Name**, the sender's **First Name** and **Last Name**.
Enter the sender's **Address** including the City, State and Zip Code.
Type the sender's **Phone**, **Fax** and **Mobile** (cell) numbers if available.
Type the sender's **Email Address** if available.
Type any remarks concerning this package in the **Notes** area. Here you may note if a package arrived damaged or to communicate any message to the person delivering the package to the recipient.

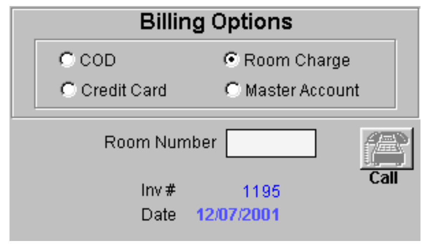
Fees



Storage & Handling fees will be automatically calculated by the system. Enter any additional **Delivery Charge** and/or Surcharge fees if applicable. These fees will be added to the Storage & Handling fees previously calculated by the system. Remember that the **Storage & Handling** fees are calculated by looking up the values in the appropriate Charge Table. You can set up different charge tables with different prices based on a weight range or package size.

Billing Options

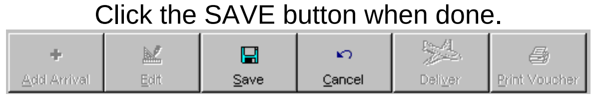
Select the appropriate billing option. When credit card option is selected, the credit card form appears to allow entry of card type, card number, card holder name and company and expiration date.



When Room Charge is selected, a textbox appears to enter the room number. A room number must be entered before saving the package.

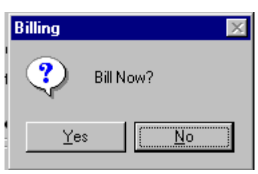
If Master Account is selected, the accounts window appears displaying all accounts existing in the system (see Master Account Entry). If the account is not listed, it can immediately be added to the Master Account file or it can be added by the System Administrator via the Maintenance menu.

Click the SAVE button when done.



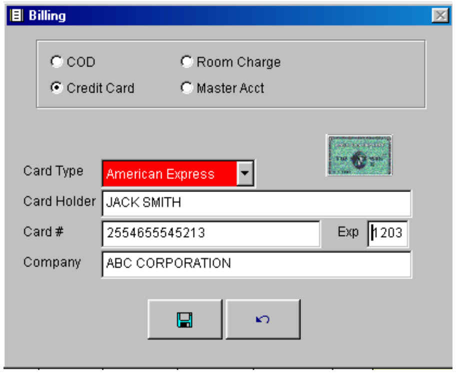
Bill Now Option

The BILL NOW window will appear after saving the package marked as Room Charge, Master Account or Credit Card in the Billing Options. This will give the opportunity to mark the package as billed and produce an invoice immediately to be submitted to the Front Office for posting. The BILL NOW option only appears if the package BILLING OPTION was marked for ROOM CHARGE, MASTER ACCOUNT or CREDIT CARD.



Credit Card Entry

When Credit Card Billing Option is selected, the Credit Card Information screen appears.

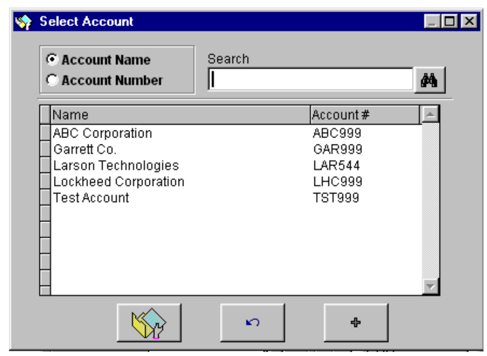


Enter the credit card type (AMEX, MC, VISA) from the drop down menu. Enter the card holder name, card number and expiration date and company name if applicable. The Guest Package System has a database of each credit card type, so the credit card number format must be correct.

Click the SAVE button when finished.

Master Account Entry

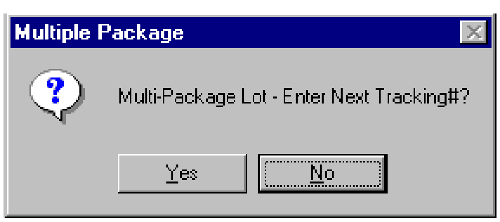
When Master Account billing option is selected, the Accounts window displays, listing all the current accounts in the system. You may search by account name or account number, or you may scroll down to find the account. Highlight the account and click the Select Account button.



If the Master Account you desire does not exist in the Account file, click the Add button on the bottom of the screen. This will navigate to the Master Account Maintenance Screen. See Master Account Maintenance for more information.

Add Multi-Package

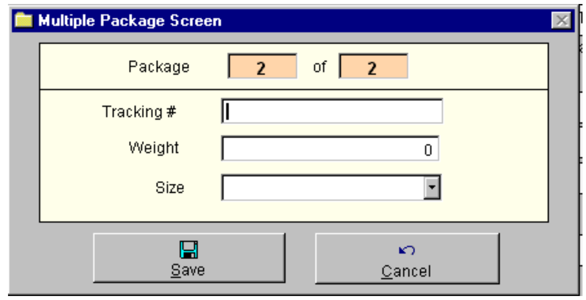
When receiving multiple packages (where each package has a different tracking number) for a recipient, follow the instructions to Add Single Package until you enter the Total Pkgs. Enter the total number of packages for this recipient. For example, if the recipient is receiving 3 packages (each with a different tracking number), enter 3 in the Total Pkgs. field.



Continue with the steps explained in Add Single Package. After saving the record, a window requesting to add multiple tracking numbers will appear.

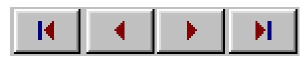
Click YES to enter multiple tracking numbers. When the Multiple Package screen appears, enter the tracking number, weight and size for the next package. Continue until all packages for this recipient have been completed.

The system will create additional records with the same information for each package except for the tracking number, weight and size of subsequent packages.



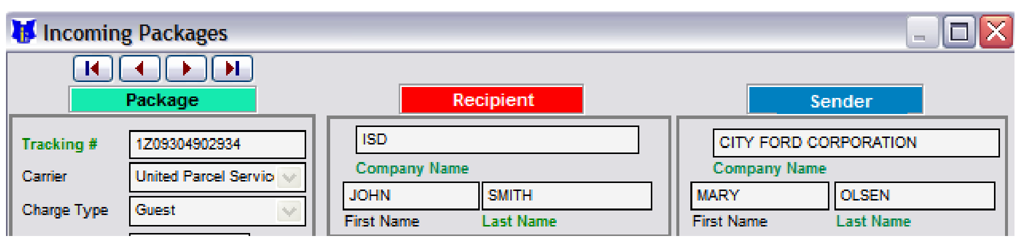
Find A Package

Move from one package to another using the direction keys on the upper left portion of the screen. The first button moves to the first record in the database. The second button moves to the previous record. The third button moves to the next record and the last button moves to the last record in the database.



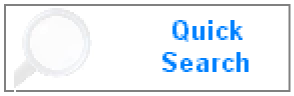
There are other ways to find a package that has been entered in the system. The easiest way is to use the Quick Search feature. Another way to search for a package is via the Incoming Package screen using the Versatile Query Technology features.

Versatile Query Technology

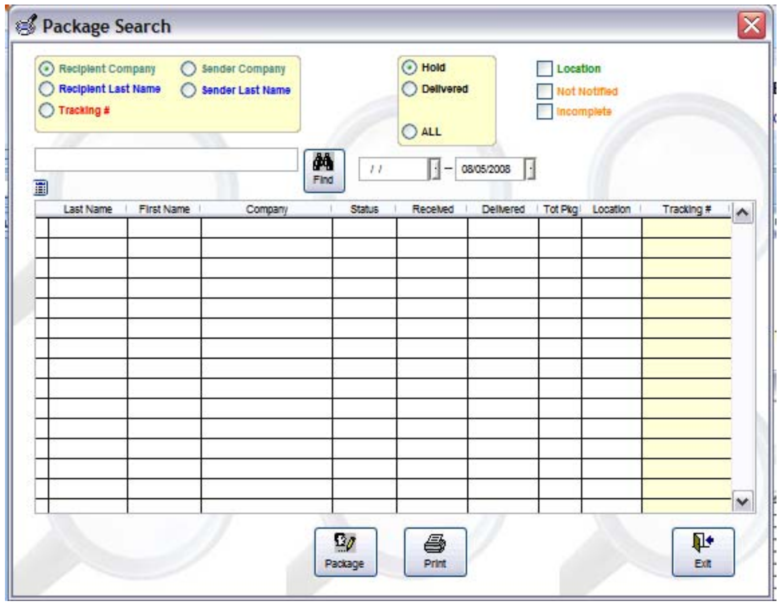


On this screen there are some fields colored in green. These are fields with Versatile Query Technology enabled. Click on these fields to search by the description. For example, if you click on the Last Name description, the Guest Information screen will appear where you can enter the Last Name of the recipient. A list of all packages matching the criteria will appear in the grid. Double-click the record or highlight the record then click on the Go To Record button to return to the Incoming Package screen. The same can be done with the Company Name fields and the Tracking # field.

Quick Search



Click the Quick Search button to access the search screen.



The Quick Search screen allows the user to search for a package by Recipient Company Name, Recipient Last Name, Tracking Number, Sender's Company Name or Sender's Last Name. The search screen defaults to search by company name. Type the company name in the search box and click the FIND button.

In addition, you can narrow your search by selecting a status: **HOLD**, **DELIVERED, SHIPPED** (if applicable) or **ALL**. The default is HOLD. To search for packages stored in a specific Location, click the **Location** checkbox and select from the Location drop down list. To narrow your search by date, enter a beginning and ending date range.

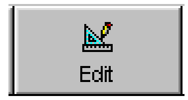
For bell stand or concierge usage, selecting the **NOT NOTIFIED** checkbox will display those packages where the guest has not been notified of their arrival. It is good practice to have the Concierge or Bell Stand ensure that guests have been notified that their packages have arrived and waiting for them to be picked up or delivered. See Notify Report for more details.

After the Search button has been clicked, a list of packages will appear matching the criteria entered. Select the package by double clicking on the desired record or highlighting the record and then click the PACKAGE button.

TIP: You can list all packages in the database by leaving the search box empty and clicking on the search button. Once the list appears in the search grid, you may sort by any of the column headings.

Editing A Package

After finding the package, begin to modify the information by clicking on the EDIT button on the Incoming Package screen.



While editing packages, make changes to any fields as required. For example, you may have received additional information about the package such as the sender's address. Another example would be that you have found that the package was damaged when it arrived and so you want to make a note of it. Enter this information in the NOTES area.

But, more likely, you will want to do one of the following:

Notify

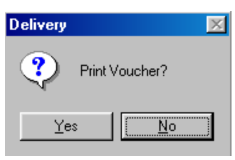
Notify the guest and mark the package as notified. In most situations, the Concierge or Bell Staff will print a Notify Report showing all packages in Pack and Hold, waiting for the guest to be called. Using this report, the Bell Stand will call the guest room and notify them their package is waiting for them and available to be picked up or delivered. Once the user has notified the guest, the NOTIFY button on the Incoming Package screen will change the status to NOTIFIED.

Deliver Package

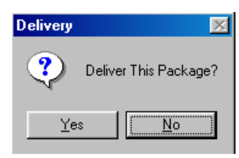
When it's time to deliver the package because the guest is there to accept delivery or

when you will be delivering it to a location, find the package and click the DELIVER button.

A confirmation will appear to ensure this is what you really want to do. Then a

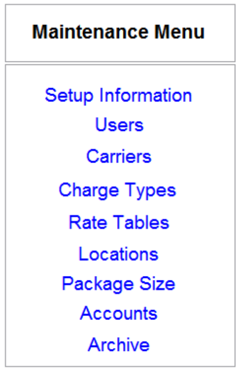


confirmation to print the delivery voucher will appear. This voucher will be presented to the guest for them to sign, and filed for future reference.



Maintenance

Click the Maintenance button from the Main Menu for the Maintenance Menu to appear on the right side of the Main Menu screen.



Setup Information allows the System Administrator to enter the company name and address information to be used in reports.

From the Users maintenance screen, the System Administrator can add, modify and delete users to the system and assign security levels.

The System Administrator can add new carriers to the database. These carriers appear on the CARRIERS drop down menu when entering new packages.

The Charge Types menu allows the System Administrator to add or modify Charge Types to the Guest Package System. Different charge types allow the property to charge different storage fees for different situations.

Rate Tables can be created and maintained by the System Administrator. A rate table is assigned to a charge type and is built by entering minimum and maximum weight specifications

The Locations menu option allows the System Administrator to add new storage locations to the Location drop down menu on the Incoming Package screen.

The Accounts Menu allows the System Administrator to add or modify Master Account information. These accounts are used when selecting the Master Account Billing Option. By maintaining a master account file in PackGuard, you can produce a Master Account Report that lists only those package transactions that were billed to the account. This file is also used when the account has made arrangements with the property to allow for a LoLimit weight where the group (account) will not be charged for the initial specified amount.

The Archive option lets you save database package records based on arrival dates to a different location for safe keeping. This option also allows you to retrieve archived records or delete them permanently.

Setup Information

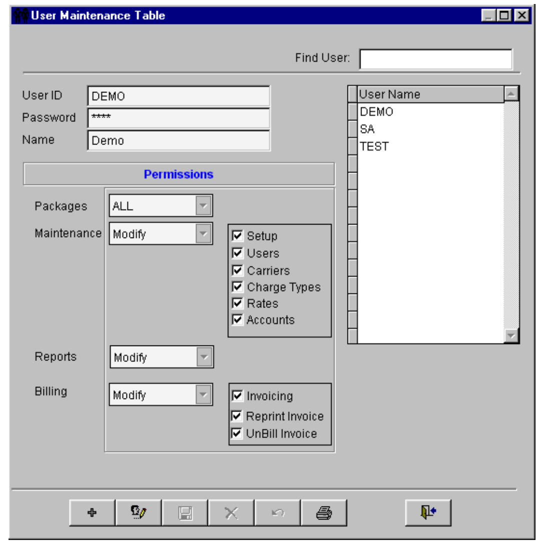
Setup Information contains the company's name and address. This information will be displayed on some screens and all reports. An option is available to insert the company logo file. This file must be a bitmap image (.BMP). To insert the logo, click on the LOGO button then select the file from the list displayed. If applicable, enter your company’s Federal Express account number and UPS account number. You may also modify the last invoice number here. Click the Save button when finished.

Users

Add new users or modify user information by clicking on the Users option on the Maintenance screen. Use the search box to find a particular user or select the user from the grid on the right side of the User Security window.

Once selected, the user information will display. Notice the password is encrypted. Only the user and the System Administrator will know the password.

Below the user name is the security section. Each module has its own security levels. Thus, a user may have access to adding packages but not to the billing module. Furthermore, Maintenance and Billing have detailed security.



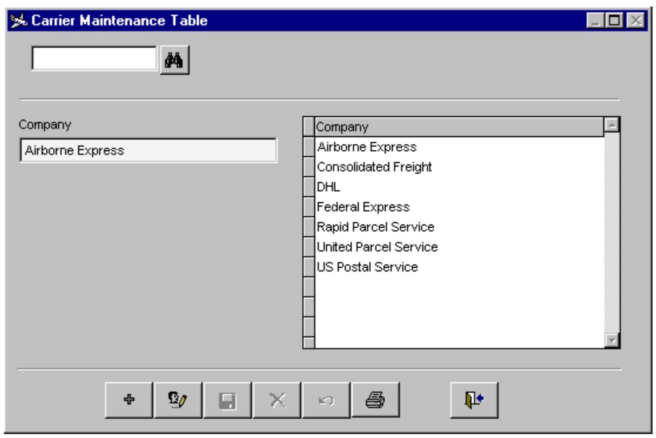
The Incoming Package module has the following security levels:

NONE
MODIFY
ALL - Allows void function

Click on the SAVE button after configuring each user.

Carriers

Add new carriers or modify existing carrier names using this option. The carriers created here will appear in the carrier drop down list when entering or editing arrivals.

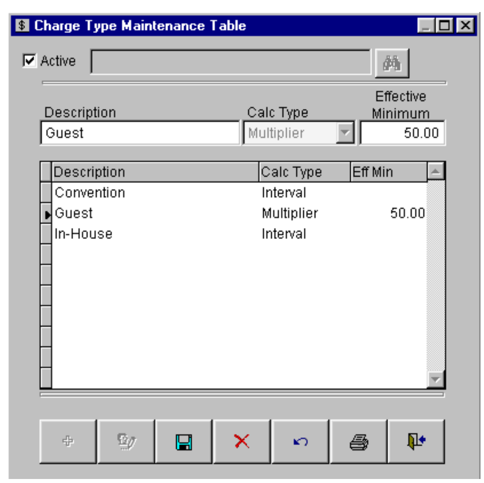


Click on the appropriate button to add a new carrier and enter the company name, edit and existing carrier name, save or delete a carrier.

Click on the Print button to list all carrier names in the system.

Charge Types

The System Administrator can create as many charge types as needed. Each charge type will be linked to its own rate table, thus enabling the flexibility to charge different rates to different groups.



To create a new charge type, click the ADD button and type a description. Then select the calculation type (**Calc Type**): The Calc Type can be Interval, Multiplier or Unit.

Interval Charge Type

Selecting Interval as the Calc Type will calculate the package fees based on a weight range. A determined amount will be charged for a certain weight range. This determined amount is specified in the corresponding rate table. For example, the Convention Charge Type is attached to a rate table with the following intervals:

1) If the package weighs between 0 and .99 pounds, the amount charged is .50.
2) If the package weighs between 1 and 1.99 pounds, the amount charged is 1.00.
3) If the package weighs between 2 and 2.99 pounds, the amount charged is 1.50.
4) Etc.

With this methodology, one can determine a set price for a weight range.

Multiplier Charge Type

Selecting Multiplier as the Calc Type will calculate the package fees by multiplying the package weight by the multiplier amount specified in the corresponding rate table. For example, the Guest Charge Type is attached to a rate table with the following entries:
1) If the package weighs between 0 and 9999.99 pounds, the amount charge is the package weight multiplied by the specified amount (.25 in our example).

Hence, a package weighing 9 pounds will calculate a fee of $2.25

Once a charge type is created, the rate table can be built. After saving the Charge Type, the Rate Table screen will appear. Select the Charge Type you just created and click the ADD button to begin entering the amounts for each weight range. See Rate Tables.

Unit Charge Type

Select Unit charge type if you will be charging per box, regardless of weight. You can create three rate tables with Unit Charge Types:

Small Box = $1.00   Medium Box = $3.00   Large Box = $5.00

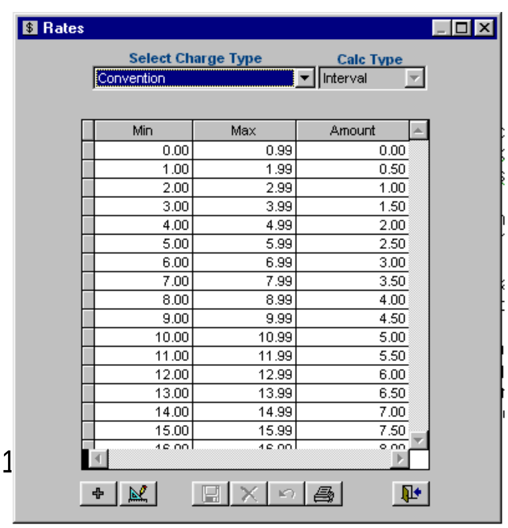
Effective Minimum

This field establishes the starting point to begin charges. You can set the charge type to not calculate fees unless the package weight is equal to or greater than the Effective Minimum. [Effective Minimum is valid only when the Calc Type = Multiplier.]

Rate Tables

A rate table must be created for each Charge Type. To create a rate table, click the Add button. Enter the low weight (Min) and high weight (Max) range. Then enter the amount to be charged for that weight range.

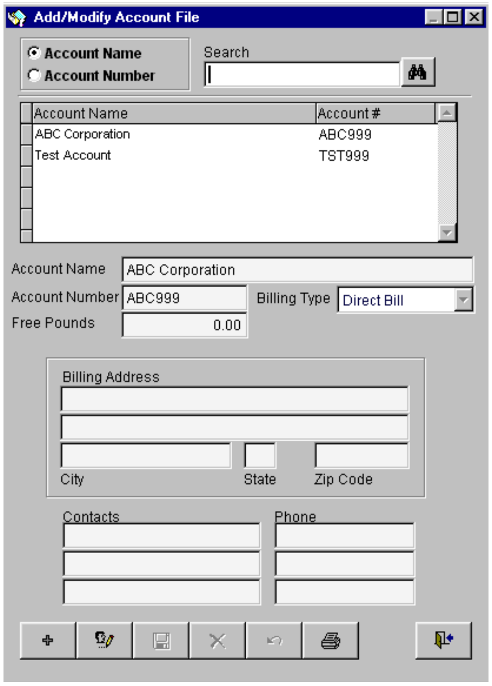
If the Rate Table's Calc Type is Interval, the amount in the amount column is a set number.



If the Rate Table's Calc Type is Multiplier, the amount in the amount column is multiplied by the package weight.

Ranges can be created for flexibility in charge amounts. For example, you may want to charge .25 per pound on packages weighing between 0 and 49 pounds, but charge .50 per pound on packages weighing between 50 and 200 pounds.

Accounts Tables



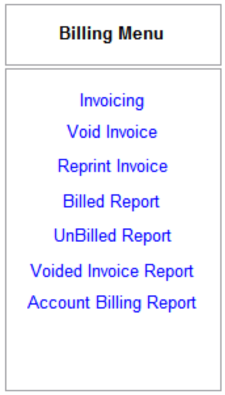
An accounts table is maintained to facilitate direct billing. Creating records for each master account will also give flexibility to reports by giving the ability to group all like accounts. To create an account, select ACCOUNTS from the Maintenance Menu. Click the Add button (plus sign) and enter the account's name. Enter the account number assigned by the property.

Select the appropriate billing type from the drop down. The billing type choices are COD, credit card, room charge and direct bill.

Enter the amount of free pounds before charging in the Free Pounds field.

Enter the billing address, city, state and zip code. You may also enter any contact names and phone numbers if available.

Billing Module



The *optional* Billing Module allows the user to create invoices, void existing invoices, reprint invoices, print Billed Report, print Unbilled Report and print a Master Account Report.

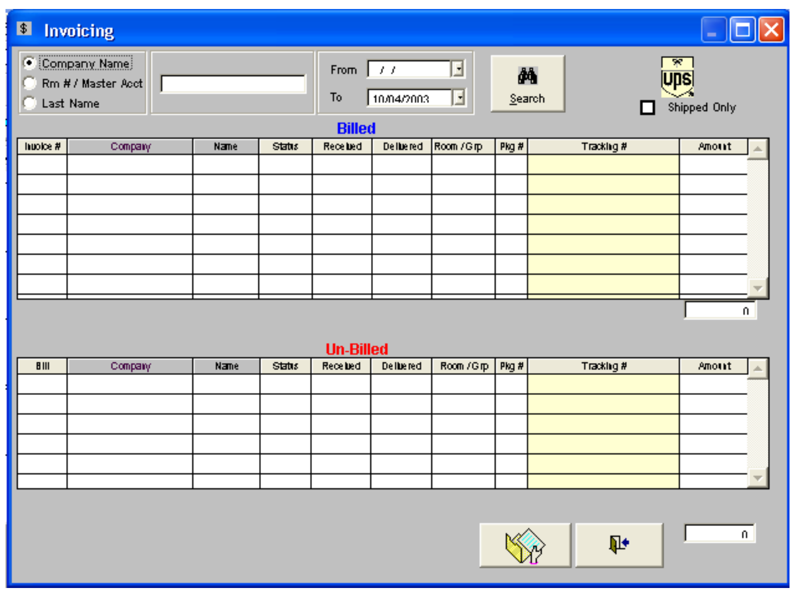
Billed Reports can be produced for a specified period of time, thereby using it as a verification that charges were posted to a guest room or master account.

The Unbilled report will indicate any packages that may need to be billed (posted) before a group or guest departs.

Invoicing

The billing screen is divided into three parts. The top part contains the parameters used for searching specific packages. You can search by Recipient Company Name, Group# or Room#, or by Recipient Last Name.

You can further detail your search and find only those packages that arrived within a specific date range.



After clicking on the SEARCH button, all records that match the criteria will display in either the middle of the screen (Billed) or the bottom of the screen (Un-Billed). Any package that has not been billed will display on the bottom portion of this screen.

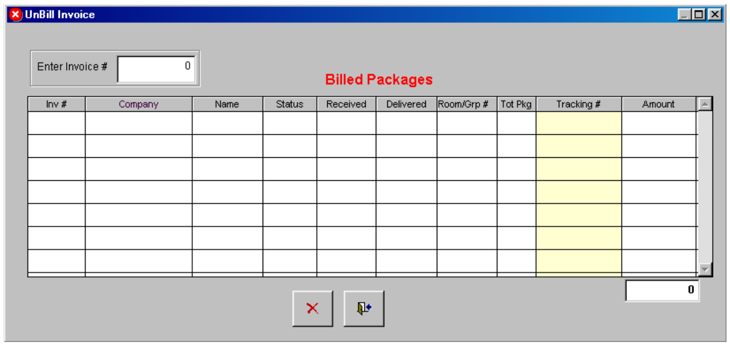
Select the packages to bill by clicking the box to the left of the package information. Once clicked, the box will be filled with a checkmark, indicating it is ready to be added to a new invoice. The option of selecting all the Unbilled packages is available by clicking the **BILL ALL** button above the checkboxes.

When done selecting packages to be billed, click the CREATE INVOICE button at the bottom of the screen. The billing option screen will appear. Accept the current billing option or modify it by selecting the correct billing option. After selecting the billing option, a message will appear asking to create the invoice.

NOTE: The *Shipped Only* checkbox (and UPS® trademark) appear only if the *optional* Outgoing Module is installed. Outgoing packages must be invoiced seperately from incoming package.

Un-Bill Invoice

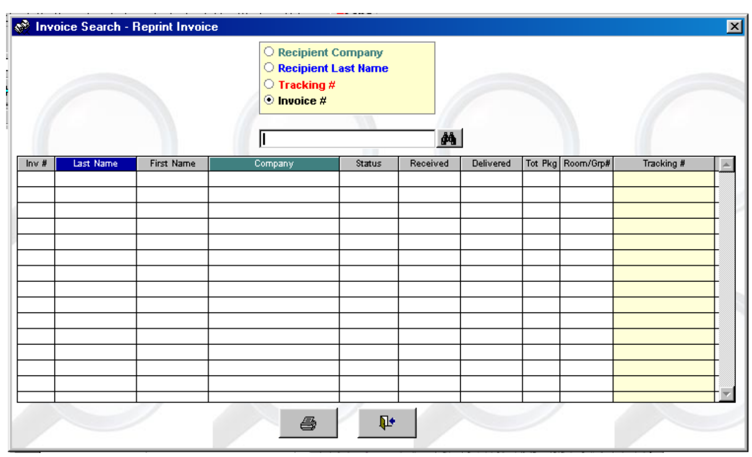
To void an invoice that has been billed by mistake, enter the invoice number in the field and press the Enter key (or Tab key). If the invoice exists, is will appear in the grid below. Click the VOID INVOICE button to un-bill the packages. The invoice has now been voided and the packages pertaining to that invoice are marked as unbilled, allowing you to bill the packages correctly. Click the Close button to exit this screen.



Reprint Invoice

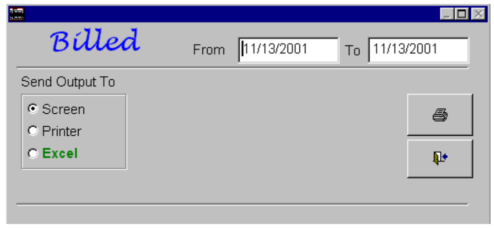
To reprint an invoice, enter the invoice number and press ENTER (or click the search button). The invoice will preview, giving you the option to send it to the printer. Optionally, you may search for an invoice by Company Name, Recipient Name or Tracking Number. Enter the search criteria in the textbox and click the SEARCH button. All packages that match the search criteria will appear in the grid below. Double click the desired package or highlight the package and click the REPRINT INVOICE button to preview the invoice.

TIP: You can also reprint an invoice from the Incoming Package screen by double clicking the Invoice Number displayed on the screen.



Billed Report

The Billed Report screen requests the date range of packages when they were billed. You have the option to send the report to the SCREEN, directly to the PRINTER or to a Microsoft Excel file. If Excel is selected, you can specify the name of the file and the location where it is to be saved.



Un-Billed Report

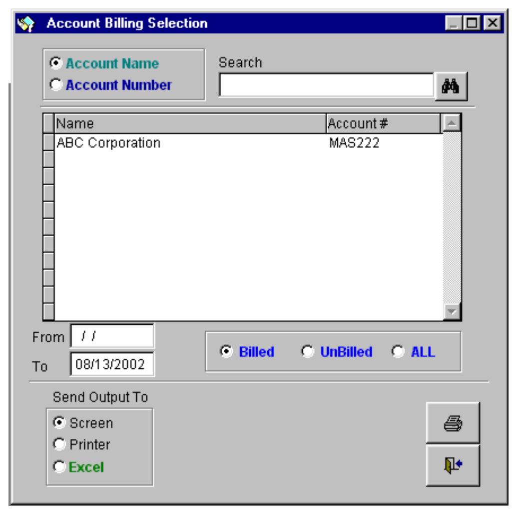
The Un-Billed Report screen requests the date range of packages when they arrived. You have the option to send the report to the SCREEN, directly to the PRINTER or to a Microsoft Excel file. If Excel is selected, you can specify the name of the file and the location where it is to be saved

Account Billing Report

The Account Billing Report allows you to print all packages for a specific Master Account on file. Click the Account Billing Report option the select the account from the list.

You can refine your report by selecting only those packages that have been Billed, those packages that are UnBilled, or select all package (Billed and UnBilled) as well as selecting specific date range. Then send the report to the screen, the printer or to an Excel file.

The format of the Account Billing Report is the same as the Billed Report.

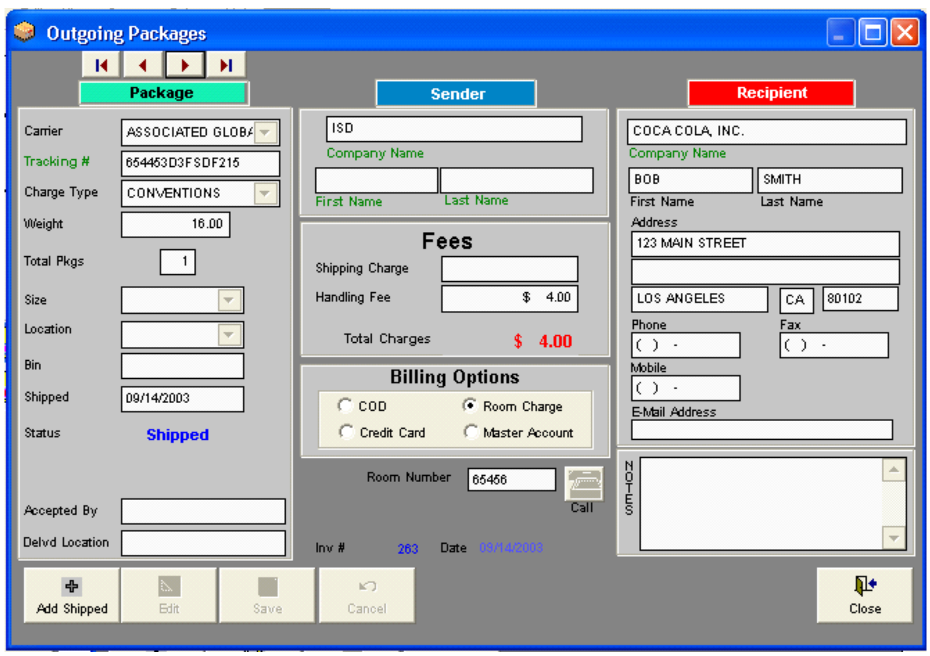


Outgoing Module

The *optional* Outgoing Module is used to record packages the propery has delivered on behalf of guests. There are several aspects to the Outgoing Module:

- Allows the GPS user to launch the UPS WorldShip On-Line© program from the GPS Main Menu.
- *Integration with UPS WorldShip On-Line© program*. After the property installs the UPS WorldShip On-Line© program on the network, and configures the UPS program to perform an 'Automatic Export During End-of-Day', the Guest Package System will process those UPS packages the GPS database.
- Allows the GPS user to manually enter packages sent via other carriers such as Federal Express, Airborne, etc.

When the optional Outgoing Module is installed the outgoing icon  is visible on the screen. Click this button access the Outgoing Package Screen. This screen is very similar to the Incoming Package Screen and operates in the same manner.



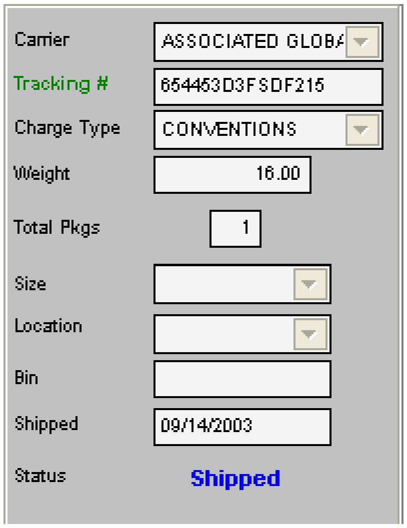
Outgoing Packages

Packages that are sent out via UPS or other carriers must be processed according to that carrier's procedures, then entered into the Guest Package System via this screen. (UPS packages can be processed automatically via the UPS WorldShip On-Line© program.)

Add Single Package

Click *Add Shipped* to create a new package.

Package Information



Select the **Carrier** from the carrier list. Carriers are created and updated by the System Administrator using the Carriers option from the Maintenance menu. Examples of Carriers are UPS, FedEx and DHL.

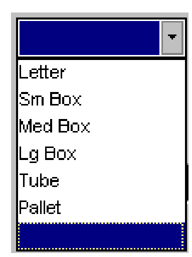
Type or scan (using the optional barcode scanner) the package **Tracking Number** from the package label.

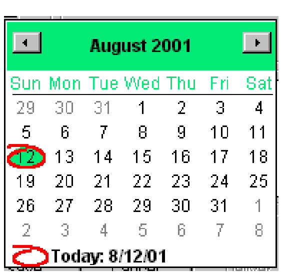
Select the **Charge Type** from the drop down menu. The Charge type will determine the storage & handling fee based on the package weight or size. Charge types are created and updated by the System Administrator using the Charge Type Tables option from the Maintenance menu.

Enter the package **Weight**. The weight, in conjunction with the Charge Type will determine the storage and handling fee. See Rate Tables for more information. If you are creating only one record for a group of packages (i.e. one tracking number for multiple packages), enter the weight of all packages combined in this field.

Enter the number of packages (**Total Pkgs**.) for this tracking number. When a group of packages arrive for a single recipient and only one tracking number exists, enter one tracking number and the total number of packages. For Example, if three packages arrive with tracking number 1Z123456, enter **3** in the Total Pkgs. field.

Select the package **Size** from the drop down menu. This is used to help the deliverer of the package determine if a hand truck will be needed, etc.



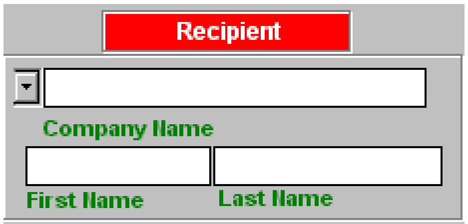


Today's date will default as the **Shipped** date. You may change the Shipped Date by typing the correct date (mm/dd/yy) or select the correct date from the calendar drop down.

Typically, packages are entered into the Guest Package System the same day they are shipped. In some cases, packages may be physically shipped by the property on one day and entered into the Guest Package System the following day. In this situation, change the default date to the actual shipped date.

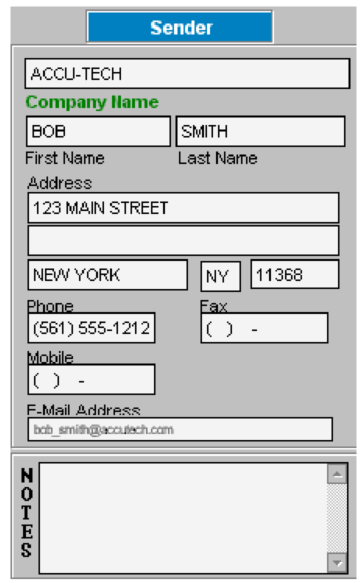
The package **Status** will default to Shipped. A user cannot manually change the status of a package; the system determines when the status changes.

Recipient Information



Type the recipient's company name. You may also choose from the list of recipient company names existing in the repository database. To do so, begin by clicking on the drop down menu and typing the first few letters of the company name.

Type the recipient's first name and last name.



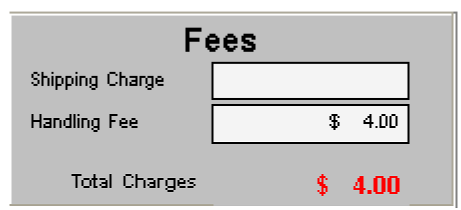
Sender Information

Type the sender's **Company Name**, the sender's **First Name** and **Last Name**.
Enter the sender's **Address** including the City, State and Zip Code.
Type the sender's **Phone**, **Fax** and **Mobile** (cell) numbers if available.
Type the sender's **Email Address** if available.
Type any remarks concerning this package in the **Notes** area.

Fees

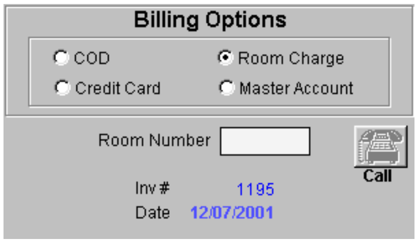
Handling fees will be automatically calculated by the system.

Enter any additional **Shipping Charge** and/or Surcharge fees if applicable. These fees will be added to the Handling Fees previously calculated by the system.



Billing Options

Select the appropriate billing option. When credit card option is selected, the credit card form appears to allow entry of card type, card number, card holder name and company and expiration date.



When Room Charge is selected, a textbox appears to enter the room number. A room number must be entered before saving the package.

If Master Account is selected, the accounts window appears displaying all accounts existing in the system (see Master Account Entry). If the account is not listed, it can immediately be added to the Master Account file or it can be added by the System Administrator via the Maintenance menu.

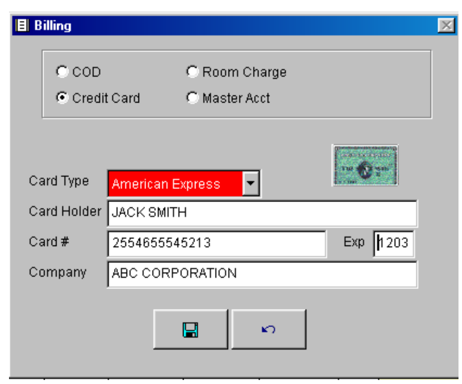
Click the SAVE button when done.

Bill Now Option

After saving the package, if Room Charge, Master Account or Credit Card has been selected in the Billing Options, the BILL NOW window will appear. This will give the opportunity to mark the package as billed and produce an invoice to be submitted to the Front Office for posting. The BILL NOW option only appears if the package BILLING OPTION was marked for ROOM CHARGE, MASTER ACCOUNT or CREDIT CARD.

Credit Card Entry

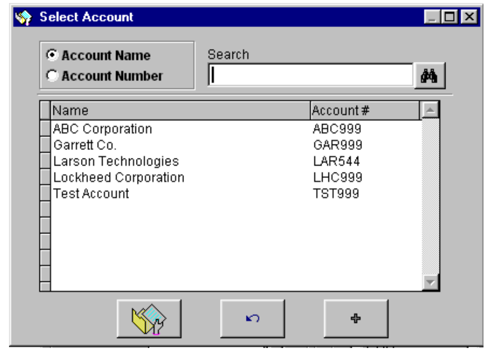
When Credit Card Billing Option is selected, the Credit Card Information screen appears. Enter the credit card type (AMEX, MC, VISA) from the drop down menu. Enter the card holder name, card number and expiration date and company name if applicable. The Guest Package System has a database of each credit card type, so the credit card number format must be correct.



Click the SAVE button when finished.

Master Account Entry

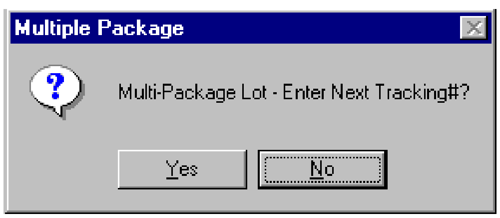
When Master Account billing option is selected, the Accounts window displays, listing all the current accounts in the system. You may search by account name or account number, or you may scroll down to find the account. Highlight the account and click the Select Account button.



If the Master Account you desire does not exist in the Account file, click the Add button on the bottom of the screen. This will navigate to the Master Account Maintenance Screen. See [Master Account Maintenance](#) for more information.

Add Multi-Package

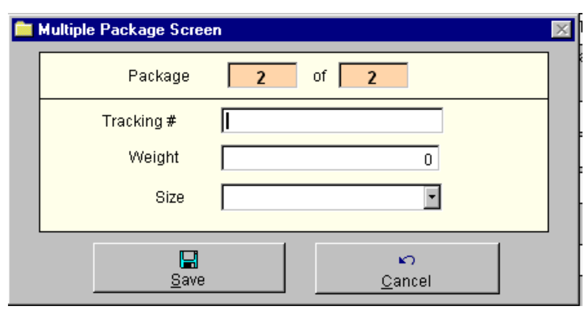
When receiving multiple packages (where each package has a different tracking number) for a recipient, follow the instructions to [Add Single Package](#) until you enter the Total Pkgs. Enter the total number of packages for this recipient. For example, if the recipient is receiving 3 packages (each with a different tracking number), enter 3 in the Total Pkgs. field.



Continue with the steps explained in [Add Single Package](#). After saving the record, a window requesting to add multiple tracking numbers will appear.

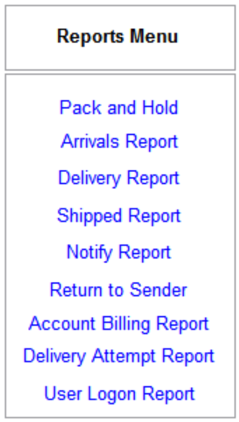
Click YES to enter multiple tracking numbers. When the Multiple Package screen appears, enter the tracking number, weight and size for the next package.
Continue until all packages for this recipient have been completed.

The system will create additional records with the same information for each package except for the tracking number, weight and size of subsequent packages.



Reports

Click the Reports button from the Main Menu and the Reports Menu will appear on the right side of the Main Menu screen.



The Pack and Hold Report prints a list of all packages being held in the storage area, ready for delivery.

The Arrivals Report prints all packages that were received by the property within a specified date range.

The Delivery Report prints all packages that were delivered by the property to the recipient within a specified date range.

The Shipped Report will be available only if the GPS Outgoing Module is installed. This report will print all packages that were shipped out of the property via a third party carrier such as UPS or FedEx..

The Notify Report prints all packages that are in Hold status and where the guest has not been notified of its arrival.

The Return to Sender Report prints all packages that were have been mark and returned to the sender.

The Arrivals Report, the Delivered Report and the Shipped Report have the option of selecting a date range as well as giving the option of previewing the report on screen, printing the report directly to the printer or sending the data to a Microsoft Excel© file. When sending to an Excel file, you may determine which folder to save it to, and what filename to give.

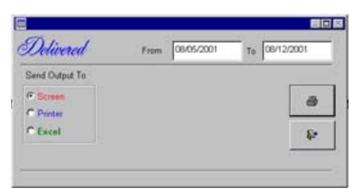
Pack and Hold Report

The Pack and Hold Report will print all packages that are currently in HOLD status. The report will show recipient information, sender information, package tracking number, number of packages, weight, location of package, fees and arrival dates.

Arrivals Report

The Arrivals Report will prompt for a date range when the packages were received by the property. It will also give the option of displaying the report on the screen, sending it to the printer or saving it as an Excel file. If Excel is selected, you can specify the name of the file and the location where it is to be saved. The report will show recipient information, sender information, tracking number, number of packages, weight, location of package, fees, arrival date, and the user who entered the package in the system.

Delivered Report



The Delivered Report will prompt for a date range when the packages were delivered to the guest. It will also give the option of displaying the report on the screen, sending it to the printer or saving it as an Excel file. If Excel is selected, you can specify the name of the file and the location where it is to be saved. The report will show recipient information, sender information, tracking number, number of packages, weight, location of package, fees, delivered date, and the user who delivered the package.

Shipped Report

The Shipped Report will prompt for a date range when the packages were shipped for the guest. It will also give the option of displaying the report on the screen, sending it to the printer or saving it as an Excel file. If Excel is selected, you can specify the name of the file and the location where it is to be saved. The report will show recipient information, sender information, tracking number, number of packages, weight, location of package, fees, shipped date, and the user who delivered the package.

Notify Report

The Notify Report is similar to the Pack and Hold Report, except that this report includes only those packages that are in HOLD status and where the guest has not been notified. The report will show recipient information, sender information, tracking number, number of packages, weight, location of package, fees, arrival date, and the use who entered the package into the system.

Return to Sender Report

The Return to Sender Report includes only those packages that are in RETURN status. If a package has been accepted by the property, but the package was never delivered because the guest never arrived, the property will return the package to the sender. This report will show recipient information, sender information, tracking number, number of packages, weight, location of package, fees, arrival date, and date returned.

Account Billing Report

Obtain a report for a specific account created using the Master Account Maintenance Option. When receiving package for a group, bill the packages to the specified Master Account. At the end of the group’s stay, you may print a report based on all packages billed to that account.

Delivery Attempt Report

This report shows all packages that have been Delivered, then Un-Delivered for one reason or another. The report helps track how many attempts were made to deliver a particular package.

User Logon Report

This report will display all users logged on to PackGuard. Utilize this report when upgrading the software or packing the database, as all users must be logged off when performing these activities.

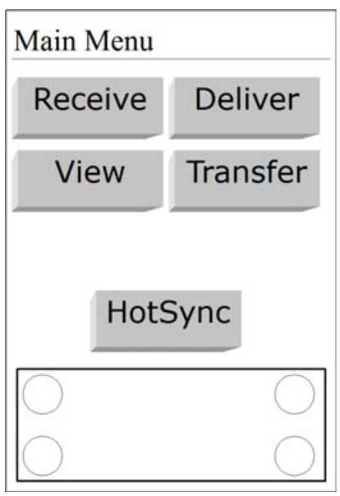
SigCap Handheld

Receive Module

Enter package data on the handheld unit from any location and synchronize with the database by connecting the handheld to the PackGuard PC.

Using the stylus, tap to access the Main Menu. Then tap the **RECEIVE** icon to access the Receiving Menu.

Receiving Screen



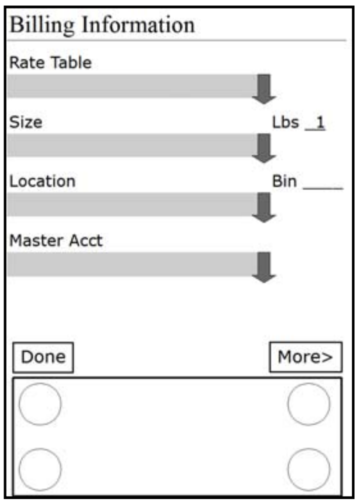
Press the center scan button on the bottom of the Aceeca handheld to populate the package tracking number into the Tracking Number field.

1) Enter the Company Name (if applicable):
    a. Tap the ***ABC*** icon to tap text into the company field OR
    b. Write the company name using the stylus in the Graffiti section of the unit.
2) Enter the guest's Last Name:
    a. Tap the ***ABC*** icon to tap text into the last name field OR
    b. Write the last name using the stylus in the Graffiti section.
3) Enter the guest's First Name:
    a. Tap the ***ABC*** icon to tap text into the first name field OR

   b. Write the first name using the stylus in the Graffiti section.

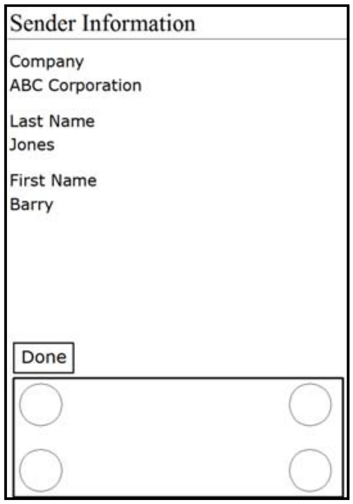
4) Enter the total number of packages for this guest:
   a. Tap the ***123*** icon to tap the number of packages OR
   b. Write the number of packages using the stylus in the Graffiti section of the unit.
5) If you wish to enter more information on this package, such as the weight, location and rate, tap **More>>**. If this is the first package of a multi-pkg lot (more than one package for the guest), tap **MULTI**. Otherwise, tap **NEW** to enter the next package, or tap **EXIT** to go to the Main Menu.

Billing Screen



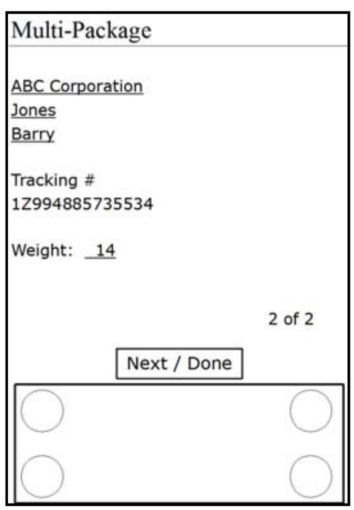
1) Select Charge Type from the **Rate Table** drop down list.
2) Select package size from the **Size** drop down list.
3) Enter the package weight in **Lbs**.:
   a. Tap the ***123*** icon to tap numbers into the weight field OR
   b. Write the weight using the stylus in the **Graffiti** section of the unit.
4) Select where to store the package from the **Location** drop down list.
5) Enter a Bin location if applicable:
   a. Tap the ***ABC*** icon to tap the bin location name of packages OR
   b. Write the bin location using the stylus in the Graffiti section of the unit.
6) Select a Master Account to bill to (if applicable) from the **Master Acct** drop down list.
7) When finished, tap **Done** or tap **More>** for Sender Information.

Sender Screen



1) Enter the Company Name (if applicable):
   a. Tap the ***ABC*** icon to tap text into the company field OR
   b. Write the company name using the stylus in the **Graffiti** section of the unit.
2) Enter the guest's Last Name:
   a. Tap the ***ABC*** icon to tap text into the last name field OR
   b. Write the last name using the stylus in the **Graffiti** section.
3) Enter the guest's First Name:
   a. Tap the ***ABC*** icon to tap text into the first name field OR
   b. Write the first name using the stylus in the **Graffiti** section.
4) When finished, tap **DONE** to return to the first page.
5) If this is the only package for the recipient, tap the **NEW** icon on the Adding Arrivals Menu to enter the next recipient package. Otherwise, if this is the first package of a group of packages (Multi-Pkg) for the recipient, tap the **MULTI** icon.

Multi-Pkg Screen



After entering data for the first package of a multi-package lot (multiple packages for one recipient), tap the MULTI-PKG icon on the Adding Arrivals screen. The following screen will remember the recipient's name and company.

Scan the tracking number by pressing the center button on the handheld and change the weight if applicable.

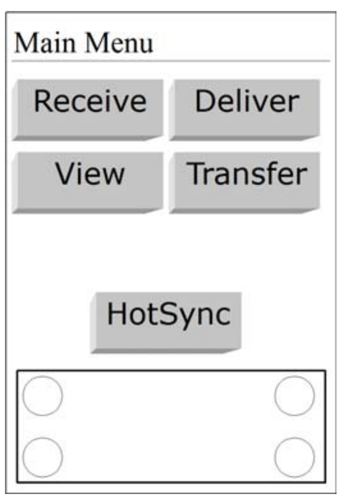
Tap **NEXT / DONE** icon when finished. Based on the number of packages indicated on the first entry, this screen will display until all package tracking numbers are entered.

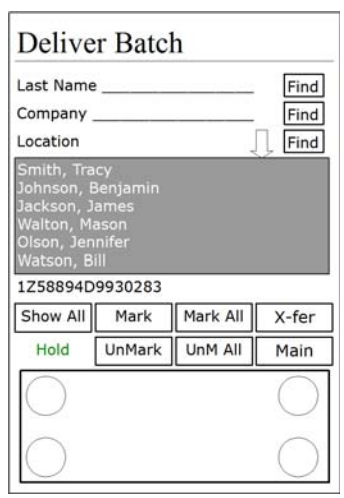
Deliver Module

Retrieve package data on the handheld unit and obtain recipient signature and synchronize with the database by connecting the handheld to the PackGuard PC.

Using the stylus, tap the **Deliver** button on the handheld's Main Menu. From the Deliver top menu you may search for a package by scanning the tracking number, entering part of the recipient last name, enter part of the recipient company name, or select a location from the dropdown list. All records matching the criteria will display in the list.

Deliver Batch Screen





On the DELIVER BATCH screen you will see all packages that are on HOLD. To find a record on the handheld, you can search by the recipient's last name, the recipient company name, the location of the package, or by the tracking number.

Search by Tracking Number: Scan the barcode on the package. The record will appear on in the list.

Search by Recipient Last Name: Type the person's last name in the Last Name field and tap the **FIND** button on the right. You may also type the first few letters of the recipient's last name.
Search by Company: Type the recipient company name in the Company field and tap the **FIND** button on the right. You may also type the first few letters of the recipient's company name.
Search by Location: Tap the dropdown list and select the desired location, then tap the **FIND** button on the right.

Once the record appears in the list, tap the **MARK** button to mark the package *READY* to be delivered. Mark each package you want to deliver at this time. To deliver all packages on the list, tap the **MARK ALL** button.

You may *un-mark* a single package on the list by tapping the **UNMARK** button. To un-mark all packages in the list, tap the **UNM ALL** button. This will return the package to HOLD status.

Other buttons on the TRANSFER screen: The **SHOW ALL** button will display all records again after a search by clearing the filter. The **MAIN** button will bring you back to the Main Menu.
Note: All packages marked READY to deliver, will remain marked until the handheld is synchronized.

When all packages have been found and marked READY, tap the XFER button to display the SIGN OUT screen.

Sign Out Screen

This screen all packages that were marked for delivery in the Deliver Batch screen.

When the recipient signs in the signature box, they are signing for all packages displayed on this screen.

Tap the **OK** icon to accept the signature.

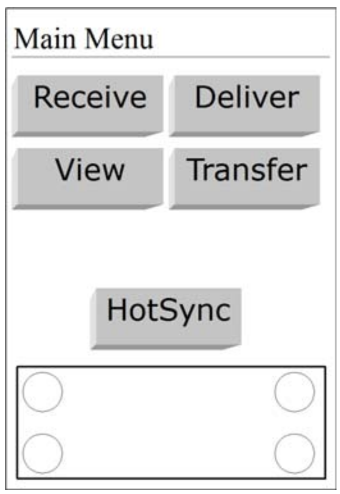
Tap the **Cancel** icon to exit this screen and return to the Main Menu. If a signature exists in the signature field, it will not cancel the signature. To erase a signature, tap the dot located in the top right corner of the signature field.

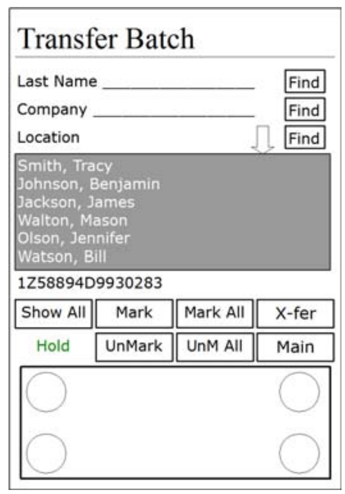
Transfer Module

Retrieve package data on the handheld unit and obtain recipient signature and synchronize with the database by connecting the handheld to the PackGuard PC.

Using the stylus, tap the **Transfer** button on the handheld's Main Menu. From the Transfer top menu you may search for a package by scanning the tracking number, entering part of the recipient last name, enter part of the recipient company name, or select a location from the dropdown list. All records matching the criteria will display in the list.

Transfer Batch Screen





You may transfer packages from one department to another without marking the package as DELIVERED. This is useful when the Receiving Department accepts packages at the loading dock and must deliver some packages to Banquets, Concierge or other department for storage.

Transfer Batch

Tap the TRANSFER button from the Main Menu. On the TRANSFER BATCH screen you will see all packages that are on HOLD. To find a record on the handheld, you can search by the recipient's last name, the recipient company name or by the tracking number.

<u>Search by Tracking Number</u>: Scan the barcode on the package. The record will appear on in the list.
<u>Search by Recipient Last Name</u>: Type the person's last name in the Last Name field and tap the FIND button on the right. You may also type the first few letters of the recipient's last name.

Search by Company: Type the recipient company name in the Company field and tap the FIND button on the right. You may also type the first few letters of the recipient's company name.
Search by Location: Tap the dropdown list and select the desired location.

Once the record appears in the list, tap the MARK button to mark the package READY to be transferred. Mark each package you want to transfer at this time. To transfer all packages on the list, tap the MARK ALL button.

You may un-mark a single package on the list by tapping the UNMARK button. To un-mark all packages in the list, tap the UNM ALL button. This will return the package to HOLD status.

Other buttons on the TRANSFER screen: The SHOW ALL button will display all records again after a search. The MAIN button will bring you back to the Main Menu.
Note: All packages marked READY to transfer, will remain marked until the handheld is synchronized.

When all packages have been found and marked READY, tap the XFER button to display the SIGN OUT screen.

Sign Out Screen

After tapping the XFER button on the Transfer Batch screen, the Sign Out screen will appear with all packages that have been marked READY for transfer. Tap the dropdown menu to select LOCATION the packages will be transferred to. For example, if you are transferring these packages to Concierge, select CONCIERGE from the dropdown list.

Have the person accepting the packages sign on the signature box and tap the **OK** button. After synchronizing the handheld with the computer, these package locations will be updated on the database.

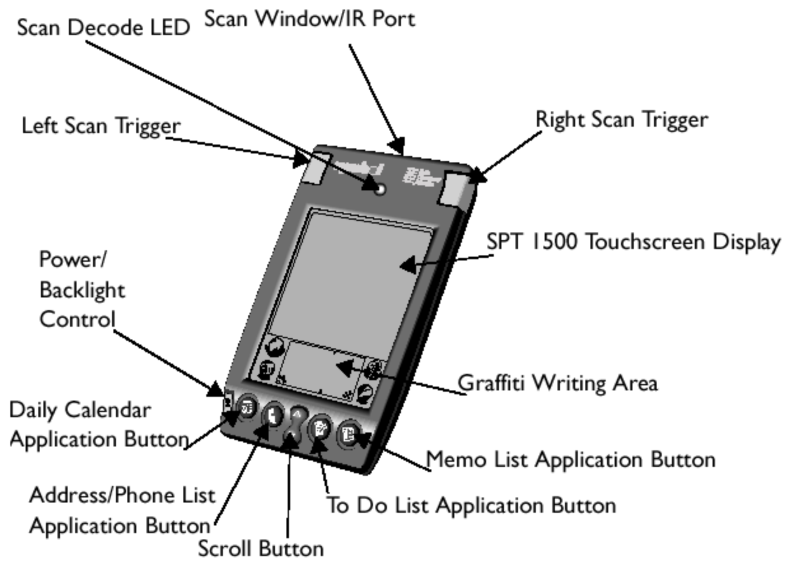
Tap the **Cancel** icon to exit this screen and return to the Main Menu. If a signature exists in the signature field, it will not cancel the signature. To erase a signature, tap the dot located in the top right corner of the signature field.

HotSync Screen

To synchronize the data from the handheld to the PackGuard database, open PackGuard and click the RECEIVED button and/or the DELIVERED button from the Main Menu. Insert the handheld into the cradle at the PackGuard PC and press the Synchronize button. After a few of seconds, all new packages will be sent to the PackGuard database.

Illustrations

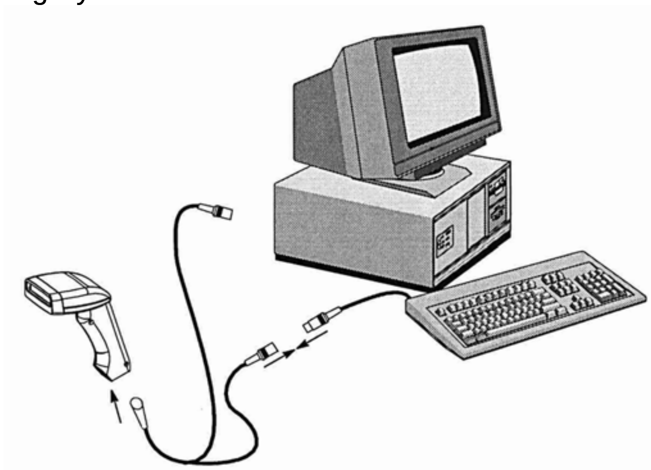
The following illustration indicates each part of the SPT 1500 Terminal.



Writing with Graffiti is similar to writing on paper. Some characters are formed with a single stroke of the stylus, others require more than one stroke. Letters are formed on the left of the Graffiti 2 writing area, numbers on the right, and a capital letter is formed when you write in the middle.

If you're more comfortable with the layout of a keyboard, pull up the on-screen keyboard to tap in the letters and numbers you want to enter. A tap in the corner of the Graffiti writing area pops this handy tool onto your screen.

The following illustration shows how to connect the barcode scanner to the PackGuard PC. This scanner is used to scan the barcode that contains the tracking number on the guest package. Any 1D barcode can be scaned and read into any field within the PackGuard, guest package tracking system.



Install PackGuard PC Software

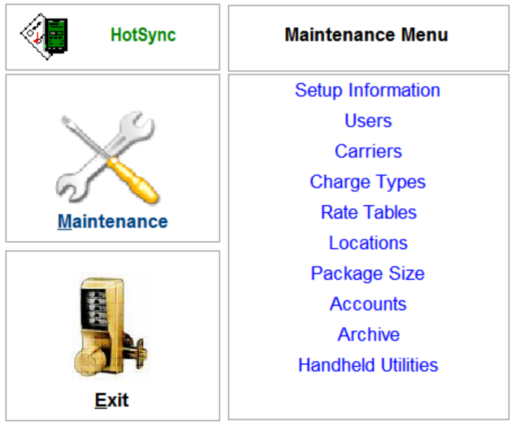
Local PC Installation:

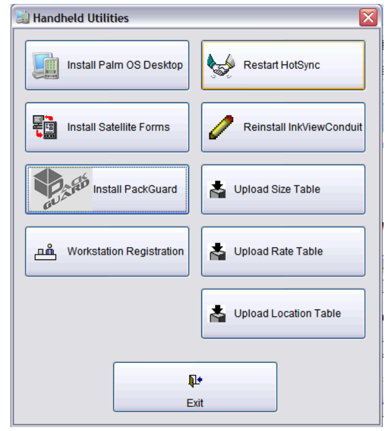
1. Run the installation file from the CD (GPSInstall.exe or GPSFull.exe).
2. Welcome Screen-NEXT>
3. Customer Information (All Users)-NEXT>
4. Destination Folder (C:\GPS\)
5. Ready to Install Program-INSTALL
6. FINISH

Network Server Installation:

1. Map a network folder to G:\GPS (G: is preferred, but any letter can be used)
2. Run the installation file from the CD (GPSInstall.exe or GPSFull.exe)
3. Welcome Screen-NEXT>
4. Customer Information (All Users)-NEXT
5. Destination Folder (G:\GPS\)
6. Ready to Install Program-INSTALL
7. FINISH

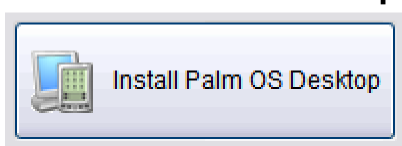
Handheld Device Installation





On the Main Menu, click the Maintenance button, then click Handheld Utilities.

Install Palm OS Desktop Software



1. Click Install Palm OS Desktop button on the Handheld Utilities Menu
2. Welcome screen-NEXT>
3. Accept Agreement-NEXT>
4. Setup Type (Complete)-NEXT>
5. Create User Account (ISD)-NEXT>
6. Connections (USB)-NEXT>
7. Ready to Install-INSTALL
8. FINISH

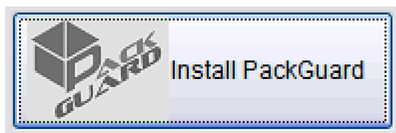
Install Aceeca Drivers (if needed)

1. Perform initial HotSync with the Aceeca handheld to install the driver by pressing the HotSync button on the Aceeca cradle
2. If the driver is not found, locate the driver in \Redistribution Kit\Aceeca Driver

Install Satellite Forms Runtime Software

1. Click Install Satellite Forms button on the Handheld Utilities Menu
2. Welcome Screen-NEXT>
3. Accept Agreement-NEXT>
4. Customer Information (**All Users**)-NEXT>
5. Setup Type (Complete)-NEXT>
6. Ready to Install-INSTALL
7. FINISH

Install PackGuard on Handheld



1. Click Install PackGuard button on the Handheld Utilities Menu
2. PackGuard Handheld Installer-(User Name)-INSTALL
3. Press the HotSync button on the Aceeca cradle

HotSync User Guide

Hot Sync: What is it?

HotSync is the name for the process by which your data and applications are synchronized between your handheld device and computer.

Your information is stored based on the user name (also called a HotSync ID or Device ID) of your handheld. You can HotSync your data onto multiple computers without any problem. Also, multiple people can HotSync their information onto one computer. However, in order for multiple people to HotSync to the same computer, they must have unique user names. It is also important to note that user names are case sensitive.

The first time you HotSync your device with a computer, you will be prompted to enter a user name. That name can be up to 20 characters long. If you are uncertain what your HotSync ID is, open the HotSync application on your device and look in the upper right hand corner for the name of your device.

Keep in mind that many software developers tie the unlock or registration code(s) for their applications to your ID. Changing that ID can cause these applications to no longer function. Contact the developers of the software to determine their policy on re-issuing codes.

What happens when you HotSync?

The HotSync manager will connect to your device, and identify the user. If you are synchronizing for the first time with a computer that already has the Palm Desktop installed, you will be asked if you want to create the User ID on the machine. Then it will begin synchronizing and backing up your data. Once the HotSync is complete, you may be prompted to reset your device.

Custom Options

There are up to 4 options, depending on which conduit you choose to customize.

- Desktop overwrites handheld: the value in the desktop application will be used.
- Handheld overwrites desktop: the value on the handheld will be used.
- Synchronize the files: items modified on the desktop will overwrite the handheld values, and items modified on the handheld will overwrite the desktop values. If the same item has been modified on both the handheld the desktop, both modified versions will be copied to both locations, and a warning will be recorded in the log.
- Do Nothing: Nothing will be done with the objects associated with this conduit.

At the bottom of the list, there is an option for how to handle the application backups. As with the other conduits, you can choose to have the handheld overwrite the desktop (default) or have the desktop overwrite the handheld, or do nothing. For the most part, you will probably want to leave this set for the default. However, if you accidentally delete an application and want to force the synchronization to put it back onto your device, you can use the option to have the desktop overwrite the handheld. It may be simpler, however, to copy the application out of the backup folder and re-install it.

Log

The HotSync Manager maintains a running log each time you synchronize your device. Unless you have problems, you may never know it is there. The file is named HotSyncLog.htm and is in the same folder as your backup and PIM data. There is also an abbreviated form of this log on the device. To view it, tap the Log button in the HotSync application.

How HotSync Conduits Work

The Palm HotSync uses the concept of individual *conduits* to handle *synchronization* of the data between the Palm device and a host device, like a desktop PC or laptop. Each conduit is responsible for managing the synchronization process for the native Palm databases on the unit that share a particular creator ID. A fallback conduit, the backup conduit, handles any Palm databases that do not belong to their own conduit. The backup conduit does **not** synchronize at the record level; it simply copies the Palm database to the host's backup folder.

Palm supplies conduits for the built-in databases, addressbook, datebook, memopad, todo, and expense. In addition, Palm supplies a conduit that handles the specialized mail synchronization. Third parties are free to supply conduits for their own products and/or replacement conduits for the built-in applications.

Conduits for the Built-in Apps

The basic issue in a *syncronization* of two databases is how to deal with the inevitable collisions that will occur when records are modified on both platforms. The rules used by the Palm conduits are as follows;

- A record is deleted on one database and modified on the other The deleted version of the record is eliminated, the modified version is copied to the other platform.
- A record is archived on one database and modified on the other
  The archived version is put in the archive database, the modified version is copied to the other platform.
- A record is archived on one database and deleted in the other
  The record is put in the archive database.
- A record is modified on one database and modified differently on the other
  The result is two records. The modified record from each database is copied to the other.
- A record is changed on one database and changed identically on the other
  The result is one record.

Conduit for PackGuard

When the PackGuard conduit runs, it performs the following steps after being detected by PackGuard PC version;

- The handheld table pkg_sf.dbf is copied to the DATA folder.
- The handheld table sigcap.dbf is copied to the DATA folder.
- Pkg_sf.dbf is processed and appended to the package.dbf table. These are all new records entered on the handheld and will have the status = HOLD.
- Pkg_sf.dbf is emptied.
- Sigcap.dbf is processed: only records with status DELIVERED or UPDATED (transferred) are replaced in the package.dbf table. If the record status is DELIVERED, package.dbf will change to reflect the new status, but if the status is UPDATED, package.dbf will keep the status = HOLD. Of course, other fields are also updated at this time, such as signature, time of delivery, location, etc.
- Then the contents of sigcap.dbf is deleted and replaced with all records from package.dbf with status = HOLD.
- Pkg_sf.dbf (emptied) is copied to the handheld.
- Sigcap.dbf (containing only package on HOLD) is copied to the handheld.

Fast sync versus Slow sync

The standard Palm conduits to the desktop applications support slow and fast syncs. The differences are outlined below;

- **Fast Sync**
  If, and only if, the handheld device was **last** synced with this PC, then the conduit will use a fast sync logic to accomplish the record synchronization. In simplistic terms, a fast sync limits the data transfer from the desktop to the handheld by only comparing records that are new, have changed, or were archived or deleted.
- **Slow Sync**
  If a fast sync is not possible, because the handheld device was HotSynced with a different PC the last time it was synced, then the conduit will use slow sync logic to accomplish the record synchronization. Again, in simplistic terms, a slow sync requires a record by record comparison of three databases; the handheld's, the desktop's, and the desktop's BAK version (which represents the last good sync with that PC). Because every single record on the handheld must be transferred during a slow sync, it's, you guessed it, slow....

Note that this description applies only to the Palm supplied conduits. Third party conduits may handle synchronization in a non-standard manner.

Troubleshooting

SYMPTOM 1

You press the HotSync button on the cable, but the computer never responds. Your device says "Connecting with the desktop using Cradle/Cable" and eventually errors out with the message "The connection between your handheld computer and the desktop could not be established. Please check your setup and try again."

There are many possible causes of this problem. If you have previously been able to perform your HotSync and suddenly get this error, the following are the most likely reasons.

HotSync manager not running:
Verify that the HotSync manager icon is in the task bar:
If it is not, choose Start > Programs > PalmOne > HotSync Manager to start the manager.

HotSync Manager not configured correctly:
Make sure that the HotSync Manager is configured for USB. Right-click on the HotSync manager icon and make sure that "Local USB" is selected.

USB cord issues:
Verify that the USB cord is plugged into the computer properly. You can also try a different USB port if you have one available. Rebooting the computer sometimes resolves the issue.

You can also try to determine if the HotSync cable itself has gone bad. To do this, try using a different cable on the computer, or try using the cable on a different computer.

Sometimes the HotSync will malfunction if the USB cord is plugged into a hub rather than directly to a port on the PC. For best results, plug the USB cord directly into a port on the PC. If you must use a USB Hub, make sure that it the hub has its own power source.

If you have never been successful in performing a HotSync, some other more obscure things to investigate include network or computer permissions or incorrect/incomplete installation of the drivers. If you are working on a network, contact your network administrator to see if there are restrictions imposed that would stop you from being able to HotSync. To see if the issue is the drivers, un-install and re-install the Desktop software.

SYMPTOM 2

When you connect the cable to the Handheld, your computer displays the error "USB device not recognized."

This error is typically caused by the same issues addressed in symptom 1. Follow the steps there for trouble-shooting.

Another possible (though unlikely) cause of this error is a corrupt driver. If none of the above help, try un-installing and re-installing the Desktop software.

SYMPTOM 3

HotSync hangs and never completes.

This is probably the most difficult issue to figure out and resolve. It is complicated because it can be tough to determine exactly what is causing the hang. Often, what is displayed on the handheld is different than what is displayed in the progress dialog box on the computer. There can sometimes be multiple issues, and removing one only reveals another.

The first thing to do is check the log file, located in your backup folder. Typically, this folder is \Program Files\Palm\\, and is named HotSyncLog.htm. This file should identify the last operation that was completed successfully.

The first and most likely cause is a software conflict. If you have recently added or changed software, try removing the new application. This is particularly true if the application installs its own conduit. If the application has its own conduit, you may need to un-install the application from your computer as well.

If neither of these resolves the issue, customize the conduit that you believe to be causing the problem to “Do Nothing”. Right-click the HotSync manager icon in the system tray, and select Custom. Then choose the conduit and click the Change button. HotSync again and see if the process is able to complete. You can also try setting the offending conduit to either “Handheld overwrites desktop” or “Desktop overwrites handheld” to see if you can complete your HotSync.

If this fails, you can set all conduits to “Do Nothing” and try another HotSync. If you are able to sync, try setting conduits back to “Synchronize” one at a time, syncing in between each change.

If none of these steps are successful, open the Palm Desktop application. In the upper right hand corner, drop the user name list down and select “Edit Users.” Select your HotSync ID, and rename it to something else. Then HotSync your handheld again, and when prompted, create a new user on the computer. The HotSync will continue under your original ID. If it is successful, the problem has been resolved. You can then go into the Palm Desktop and delete the original (renamed) profile.

Developed and Supported by
Information Systems Development
655 NW 158 Lane
Hollywood, FL 33028
954-364-7684

http://www.infosysdev.com

To download a demo, visit the following web page:
http://www.guestpackage.com