

VISA

How to:

Customer User Guide v1.4

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Simple ways to ensure your labels do their job:

- Ensure the label has the correct destination. Mail trays are sent to the state and mail centre that appears on the label --so if the label is wrong, the mail will end up in the wrong place
- Don't amend any part of the label with pen or white-out. These changes won't be reflected in the barcode and so won't be recognised by the Tray Management System (TMS) technology
- Don't photocopy labels or use ones that are damaged or defaced. The inferior quality barcode may not be readable
- Ensure that the correct labels identify small letter trays and large letter trays – otherwise mail trays can get stuck in machinery
- Ensure that the right product is in the mail tray. The right label doesn't do any good if the contents are wrong
- Ensure that your label software is up-to-date and you have the correct barcode information. Also ensure that your printer is maintained so that the barcode is always clean and readable.

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Chapter 1: What is Visa?

The Visa Tray Label Management System (TLMS) is an Australia Post-developed software application. Visa is designed to print barcoded tray labels for a range of mail products.

1.1. What are Tray Labels?

Tray labels are inserted into mail trays to route trays through the postal network to their correct destination.

An example of a Visa tray label – HandSort Large Letter label is described below.

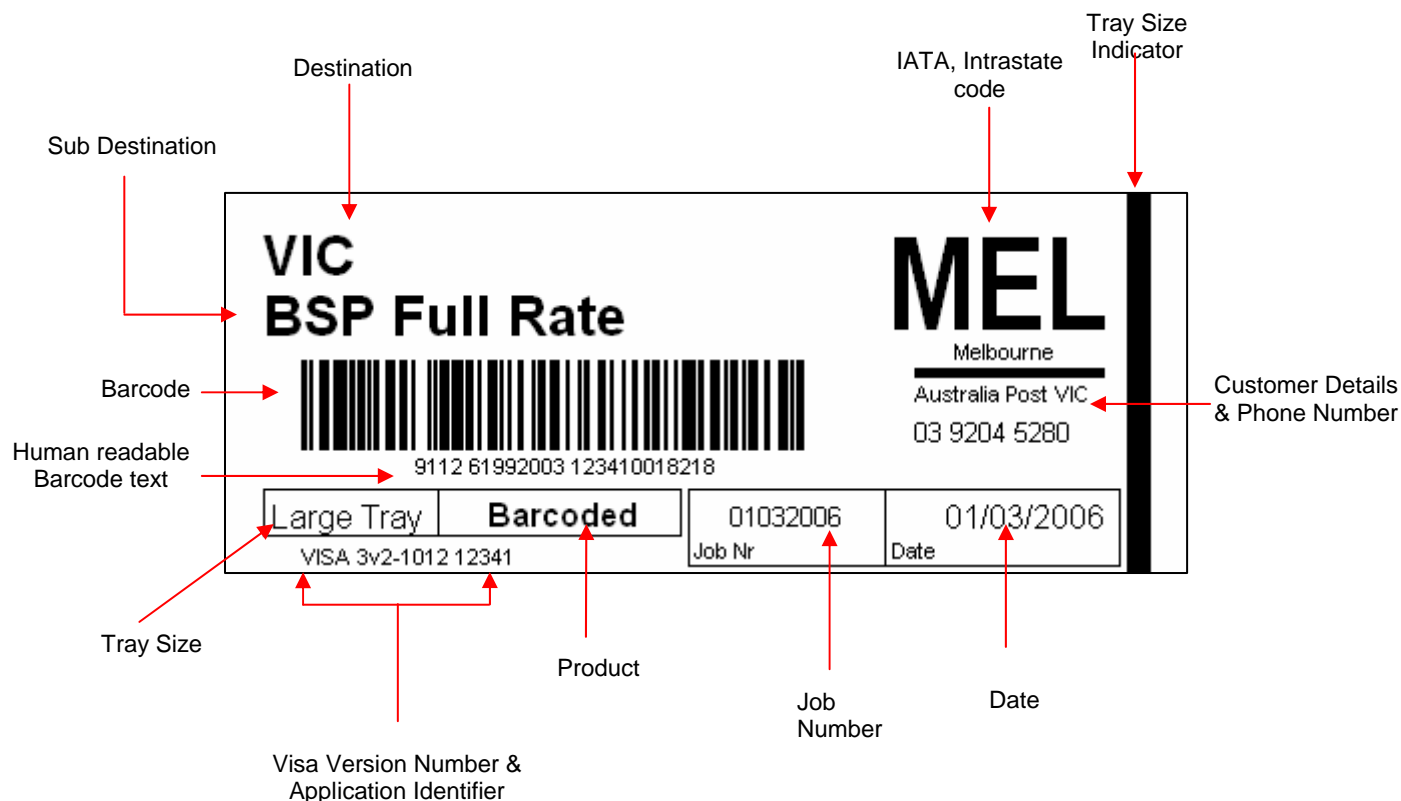


Figure 1.1 – Visa Tray Label

The label barcode can be scanned throughout the Australia Post mail network. Within the barcode is the Tray Destination Identifier (TDID) which determines the route of mail trays within the Australia Post mail network. The label also has text so that people can read it and determine where the tray is to go. See below for the Label Element Descriptions:

- **Destination** – describes Sorting destination where mail tray will go, eg. Mail Centre or State
- **Sub Destination** – describes mail sortplan category
- **Barcode** – scanned throughout the Australia Post Mail Network to assist transporting the mail to the next mail sorting station of the Mail network
- **IATA**– visually assists the identification of the mail destination
- **Tray Size Indicator** – visually provides identification of the size of the mail tray. This is a 4mm black bar running from top to bottom of the right edge of the label for large letter trays. It will not be printed for small letter trays
- **Tray Size** – describes the size of the mail tray

- **Product** – describes the content of the mail tray
- **Details** – shows Source, Machine ID and Sort Plan name, as well as Stacker number
- **Visa Version Number** – shows the visa software version number
- **Visa Application Identifier** – shows first 5 digits.

For more details on the label elements, refer to the Barcode Label Specification V3.0 document.

1.2. How Are Visa Labels Managed?

Visa uses Label Plans to store labels. A Label Plan is a collection of labels, and holds the common data for the set of labels. A Label Plan also holds the customer details for printing of all labels from the plan.

It is sensible to group similar type labels into a plan.

Visa provides three user interfaces to print Label Plans:

- The Visa **Explorer** interface is mainly used for creating and editing labels
- The **TouchScreen** interface is used for printing labels
- The **Command Line** interface is used for automating through DOS command prompt, Run command in the Windows Start menu or in a batch file.

Label Plans are managed by grouping them by facility, machine type and mail machine IDs.

1.3. What are the Visa User Interfaces?

1.3.1. Explorer Interface

The Explorer interface consists of a **TreeView** menu on the left side of the window and a **ListView** menu on the right hand side.

- Mouse menus are available by right-clicking on items in the **TreeView** and **ListView**
- Click a folder in the **TreeView** to display its contents in the **ListView**
- Click the plus (+) sign to display the contents of a folder, or click the minus (-) to collapse the contents
- You can also display the contents of a folder by clicking on it in either the **TreeView** or the **ListView**.

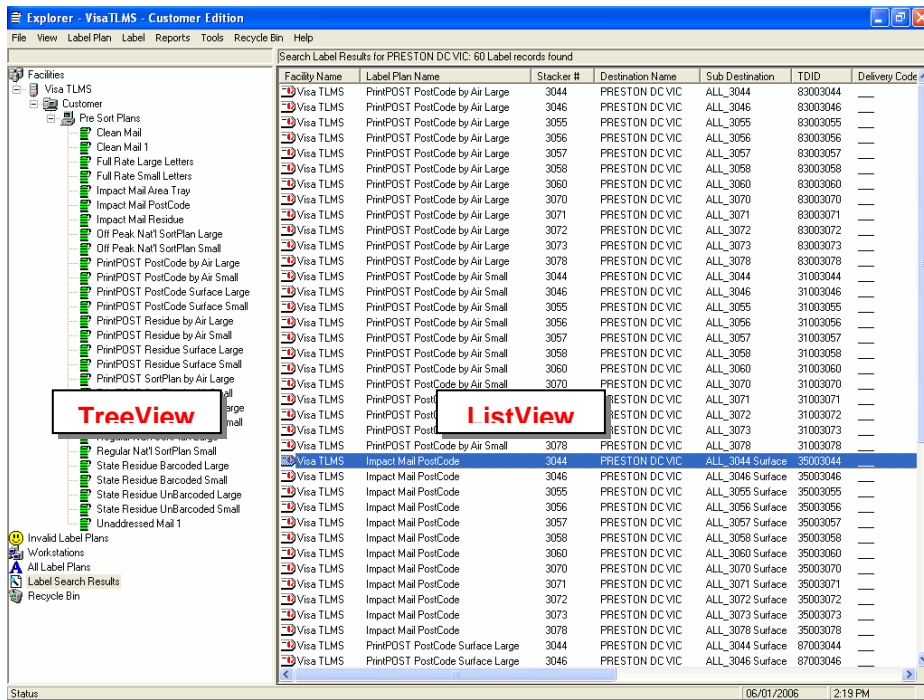


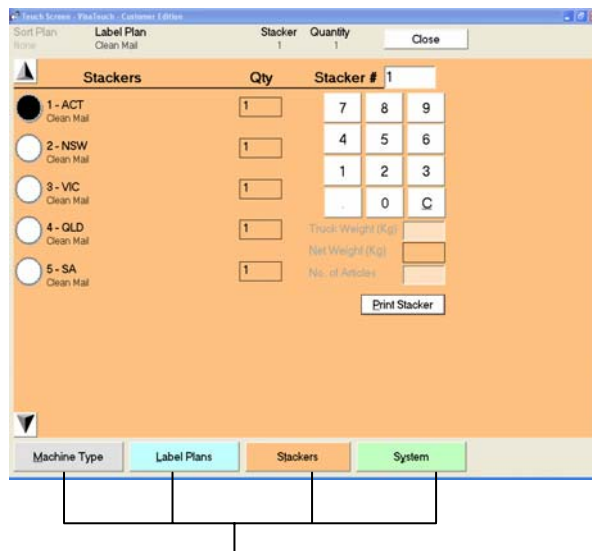
Figure 1.2 - Visa Explorer Screen

1.3.2 TouchScreen Interface

The **TouchScreen** interface allows users to select and print labels. It can be used on both touch-sensitive monitors, and normal monitors with mouse or keyboard.

The sub screens on the **TouchScreen** are colour coded per function. The colour of the button, and the foreground and background colours for these screens are matched.

The **TouchScreen** consists of four sub-screens as described in *Chapter 10: How to Use the TouchScreen*.



Press these buttons to move between alternative screens

Figure 1.3 – TouchScreen

1.3.3. Command Line Interface

The **Command Line** interface provides the ability to import, print and delete a Label Plan by executing a particular command through DOS command prompt or via Run command in the Windows Start menu or in a batch file.

Notes on Command Line

- File name extension (.lpf) in **Command Line** must be entered in lower case only.

1.4. What Are the Minimum Standards for Visa Labels?

1.4.1 Printing Specification

1. Minimum image density of 1.25 by Optical Density Method (black).
2. The minimum width of the narrow bar (X dimension) to be within the following ranges to minimise pixellation errors by the printer: the barcode shall be printed vertically (picket fence) with a minimum barcode height of 12 mm (within 0.380 mm and 0.420 mm).
3. The barcode printed on labels must be free of picket fence type errors whereby faulty printing causes a bar to be misprinted without changing the visual appearance of the barcode.
4. The barcode shall be of sufficient contrast when scanned at 635nm wavelength (red) and through Australia Post standard plastic label pockets (SAP 8828889).
5. The optical characteristics of the barcode shall be sufficient to be readable:
 - using a contact scanner (wand reader)
 - at a distance of up to 0.5 metres using a non contact scanner; and
 - using a fixed scanner on a conveyor moving at speeds of up to 2 metres per second and having a depth of field ranging from 150mm to 500mm.
6. The barcode to have a read rate success of 100%.
7. Not smudge or leave residues when left in plastic label pockets for up to six weeks.

1.4.2 Barcode Verification

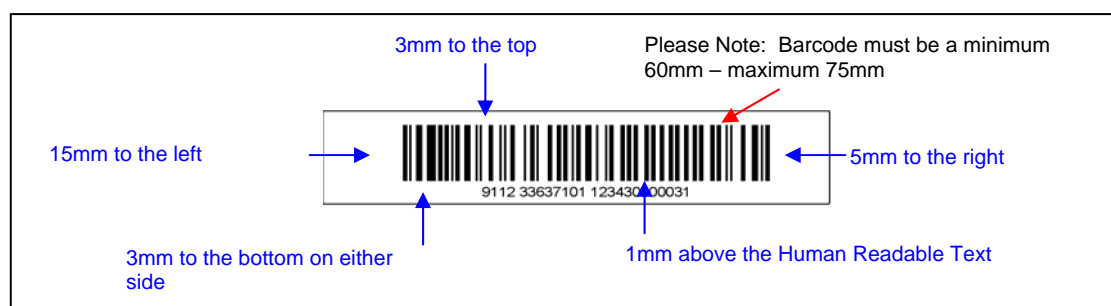
The barcode must be capable of being verified to Grade “C” or higher without a tray pocket using the 10 scan average method (a 10mm viewing aperture apparatus and measured as described in ANSI X3.182 – 1990, ANSI Bar Code Print Quality Guidelines, or its related British standard, BS 1635, Barcode Print Quality Guidelines or ISO 15416 2000).

The data must be verified back to the Visa data set for the label application.

Note: a clean tray pocket will not lower a barcode verification assessment. A tray pocket containing dirt or smudged particulate matter can result in a lower (“D” or “Fail”) verification rating.

1.4.3 Quiet Zones

The barcode symbol must be surrounded by blank margin areas or “quiet zones” to assist barcode identification and reading.



Additional Information: Mail Label Specification for Visa Print on Demand & Preprinted Labels – contact National Label Operations via e-mail: visalabels@auspost.com.au.

Chapter 2: How to Create a Standard Mail Label Plan

Mail Label Plans come in two main categories – Standard and Unaddressed.

Inside the Standard Mail Label Plan category it is sensible to group similar type labels eg. all PreSort BSP labels into one label plan; all Impact Mail labels into another label plan, etc.

Standard Mail has eight different product categories:

1. Clean Mail
2. Full Rate
3. Impact Mail
4. PreSort BSP
5. PreSort State Residue
6. PrintPOST Postcode
7. PrintPOST Sort Plan
8. PrintPOST State Residue.

The instructions set out here show how to create a generic Standard Label Plan for any of the product categories above. For Unaddressed mail please refer to *Chapter 5: How to Create an Unaddressed Mail Label Plan*.

Label Plans are placed under the following folders in the Visa Explorer screen:

- **Facilities** folder: contains Visa TLMS
- **Invalid Label Plans**: contains invalid Label Plans
- **All Label Plans**: contains all Label Plans in Visa Explorer except those in the Recycle Bin
- **Workstations**: click this icon to view Visa computer information
- **Recycle Bin**: contains deleted Label Plans.

2.1 Creating a Standard Mail Label Plan

Label Plan creation is available only in Visa Explorer.

- Select **Label Plan/Create** from the Visa Explorer menu
- The **Create Label Plan** screen is displayed

Figure 2.1 - Create Label Plan Screen

- Enter the details in the following fields:
 1. **Label Plan Name** is a mandatory text field (maximum 32 characters). The Label Plan Name is listed in **TreeView** and **ListView** of the Visa Explorer screen.
 2. **Label Plan Type** field is left blank.
 3. **Facility** is a mandatory list box. The choice will affect the allocation of the Label Plan in the **TreeView**.
 4. **Machine Type** is a mandatory list box. The choice will affect the allocation of the Label Plan in the **TreeView**.
 5. **Machine** is a mandatory list box. The choice will affect the allocation of the Label Plan in the **TreeView**.
 6. **Customer Details:** for External Customers to use.
- Click **OK** to create the Label Plan.

Visa will display a screen asking if you want to create labels now.

Click **Yes** if you want to create label/s now or **No** to create label/s at another time.

When you wish to create a Standard Mail Label, please go to *Chapter 4: How to Create a Standard Mail Label*.

Chapter 3: How to Import / Export Label Plan Files

Visa TLMS supports three Label Plan file formats for file transfer and backups, from current and previous Visa TLMS versions – Customer Version 3.0 and 3.1.

Customer and internal formats prior to these versions are no longer supported.

Please note: from September 2005 Version 2.4 is no longer supported by Visa TLMS.

3.1 Label Plan Import File Format Version 3.0 (for customer use)

Customers need to format their label plan input files to format Version 3.0 so the label plan files can be imported.

Version 3.0 may be used for all products apart from Unaddressed Mail, which it no longer supports.

For Unaddressed Mail label plans – please refer to *Chapter 6: How to Import Unaddressed Label Plan Files*, or contact visalabels@auspost.com.au for further information.

Please note: customers can no longer import .vdf files. These were supported by the VisaPrint application.

3.1.1 Sample File – Format Version 3.0

The file name extension of the Label Plan Import File Format version 3.0 is .lpf.

Lines starting with # are comment lines, and have no information variable data contained therein; despite that those lines must be present for file structure verification.

Blank lines are for easy readability only.

The following is a sample file format version 3.0:

```
#Australia Post Visa Tray Label System - Ver:
3v0-030
#Label Plan File

#Label Plan Header
Sample Visa Labels, Customer, (03)9204 xxxx, 3, New job

#Label Details
#Service, Sort_Plan_Type, Sort_Plan, Mail_Size, Label_Qty, Date
S, 3, 7002, L, 1, 26-Nov-2007
S, 4, 730, S, 1, 26-Nov-2007
S, 4, 731, S, 1, 26-Nov-2007
A, 4, 520, L, 1, 26-Nov-2007
A, 4, 380, S, 1, 26-Nov-2007
S, 5, 6, L, 1, 26-Nov-2007
S, 5, 7, L, 1, 26-Nov-2007
S, 5, 6, S, 1, 26-Nov-2007
S, 5, 7, S, 1, 26-Nov-2007
S, 5, 8, S, 1, 26-Nov-2007
A, 5, 7, L, 1, 26-Nov-2007
A, 5, 8, L, 1, 26-Nov-2007
A, 5, 7, S, 1, 26-Nov-2007
A, 5, 8, S, 1, 26-Nov-2007
#End Of File
```

Table 3.1. Import File Format 3.0 & 3.1

Version	Reference	Section	Contents
3.0 & 3.1	1	Version	#Australia Post Visa Tray Label System – Ver:
3.0 & 3.1	2		<Version>
3.0 & 3.1	3	Title	#Label Plan File
3.0 & 3.1	4		blank line
3.0 & 3.1	5	Header	#Label Plan Header
3.0 & 3.1	6		<Label_Plan_Name>,<CustomerName>, <CustomerContactPhone>,<CustomerLodgementState>, <CustomerJobNo>
3.0 & 3.1	7		blank line
3.0 & 3.1	8	Label Details	#Label Details
3.0 & 3.1	9		#Service,Sort_Plan_Type,Sort_Plan,Mail_Size,Label_Qty,Date
3.0 & 3.1	10 to N-1 (number of labels)		<Service>,<Sort_Plan_Type>,<Sort_Plan>,<Mail_Size>, <Label_Qty>,<Date>,<Additional_Text>
3.0 & 3.1	N	EOF	#End Of File

Fields in reference 6 and 10 to N-1 are comma delimited. If field value contains comma, then field value must be enclosed in double quotes. There must not be any spaces between comma and field value.

Lines beginning with “#” are comment lines and have no information variable data contained therein. Despite that, those lines must be present in the file for file structure verification except for reference 9.

Blank lines are present in the file just for easier file readability and are ignored during import process.

Table 3.2. Fields – Import File Format 3.0 & 3.1

Field	Description	Valid Entries	Value Required	Import Special Instructions
Version Section				
Version	File Format Version and reference data version in the format. <FileMajorVersion> v <FileMinorVersion>-<RefDataVersion> i.e. 2v4-0418	File Major & Minor versions can be 2v4, 3v0 or 3v1 only	Yes	
Header Section				
Label_Plan_Name	Label Plan Name	Text. Double quotes (") and forward slashes (/) characters are not allowed Maximum 32 characters.	Yes	
CustomerName	Customer name	Text, no double quotes are allowed Maximum 20 characters	No	For format 3.0 and 3.1, if the label plan type is included, then this field will not be imported if not required by the label plan type
Customer ContactPhone	Customer contact phone number	Text, no double quotes are allowed Maximum 25 characters	No	For format 3.0 and 3.1, if the label plan type is included, then this field will not be imported if not required by the label plan type
Customer Lodgement State	Lodgement State ID	Must exist in the State_Details table	No	For format 3.0 and 3.1, if the label plan type is included, then this field will not be imported if not required by the label plan type
CusotomerJob No	Customer Job Number	Text, no double quotes are allowed Maximum 28 characters	No	For format 3.0 and 3.1, if the label plan type is included, then this field will not be imported if not required by the label plan type

Field	Description	Valid Entries	Value Required	Import Special Instructions
Label_Plan_Type_ID	Label Plan Type	Must exist in the Label Plan type table	No	Field is only valid for format 3.0 and 3.1. When not included the label plan type is set to Default when editing the label plan.
Label Details Section				
Service	Service standard required for this mail lodgement:	Must exist in the Sort Details table	Yes	
Sort Plan Type	Describes the way the mail has been sorted: 1. Barcoded Direct Tray – (National Sort Break) 2. Barcoded Residue Tray (States) 3. Direct Tray (Postcode Sort) 4. PrintPost (National Sort Break) 5. Non Barcoded Residue Tray (States) 6. Full Rate		Yes (For Services other than F)	If Service is F then value is ignored, and defaulted to 6
Sort Plan	The number that relates to the mail sort.	If Sort Plan Type = 1 , then 001 to 054. If Sort Plan Type = 2 or 5 , or 6 then 1 to 8, where: 1 = ACT, 2 = NSW, 3 = VIC, 4 = QLD, 5 = SA, 6 = WA, 7 = TAS, 8 = NT If Sort Plan Type = 3 , then valid Australia Post postcodes in the range 0200 to 9999. If Sort Plan Type = 4 , then existing National Pre-sort Plan (NPSP) number in the range 085 to 731.	Yes (For Services other than F)	If Service is F and value is missing then the default system state id is used.

Field	Description	Valid Entries	Value Required	Import Special Instructions
Destination Indicator	Value of the Mail Destination Break Number.	Integer from 0 up.	No	Only exists in Format 3.1 and is only used when the Sort Plan type is 3 (Direct Tray Postcode Sort). Defaults to 0 if sort plan type is 3 and no value is provided.
Mail Size	Size of the mail: S = Small, L = Large	S or L	Yes	
Number of Labels	Number of Labels to be printed	Integer from 0 to 9999	Yes	
Date	Date to be printed on the Label	Date in the format DD MMM YYYY	No	If the Product has a label attribute that has date type of 'Delivery Week Commencing' if the date is missing or not a Monday, then the label will not be imported.

3.1.2 Sample File – Format Version 3.1

The file name extension of the Label Plan Import File Format version 3.1 is .lpf.

Lines starting with # are comment lines, and have no information variable data contained therein; despite that those lines must be present for file structure verification.

Blank lines are for easy readability only.

The following is a sample file format version 3.1

```
#Australia Post Visa Tray Label System - Ver:
3v1-700
#Label Plan File

#Label Plan Header
UM Labels,David Ronan,AD,,12345,1

#Label Details
#Service,Sort_Plan_Type,Sort_Plan,Destination_Ind,Mail_Size,Label_Qty,Date>
U,3,2039,0,S,1,26-Nov-07
U,3,2039,1,S,1,26-Nov-07
U,3,2043,0,S,1,26-Nov-07
U,3,2043,1,S,1,26-Nov-07
U,3,2046,0,S,1,26-Nov-07
U,3,2046,1,S,1,26-Nov-07
U,3,2046,2,S,1,26-Nov-07
U,3,2340,0,S,1,26-Nov-07
U,3,2340,1,S,1,26-Nov-07
U,3,2340,2,S,1,26-Nov-07
U,3,2340,3,S,1,26-Nov-07
U,3,2340,4,S,1,26-Nov-07

#End Of File
```

3.2 Label Plan Import File Format Versions 2.5 and 2.6 (for Label Plan Transfer)

These file formats are for use by Australia Post only.

3.3 How to Import a Label Plan from Text File

Label Plans can be imported from .lpf text files, where they may have been stored as backups or transferred from other systems. Label Plans from Visa systems prior to 2v7 may not include all the information needed to set up the latest version of Visa Label Plans, and some editing may be needed after importing is completed to place these files in the correct **TreeView** (facility/type/machine) structure. A log file provides some user assistance.

Using Visa Explorer:

- Select **Label Plan/Import from Text File** from main menu
- The import screen will display all the .lpf Label Plans in the default location C:\Data\VisaTLMS\Label Plans, or in another location you have specified in Setup 2 during the Visa installation
- Select a Label Plan file and click **Open**.

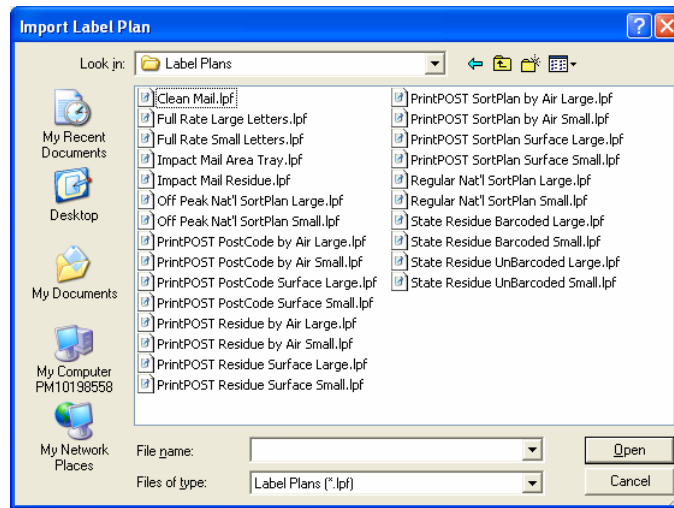


Figure 3.3 – Import Label Plan Dialogue Box

A separate screen allows users to import the plan, with error messages and a progress bar as the data validation progresses. It can be cancelled at any time.

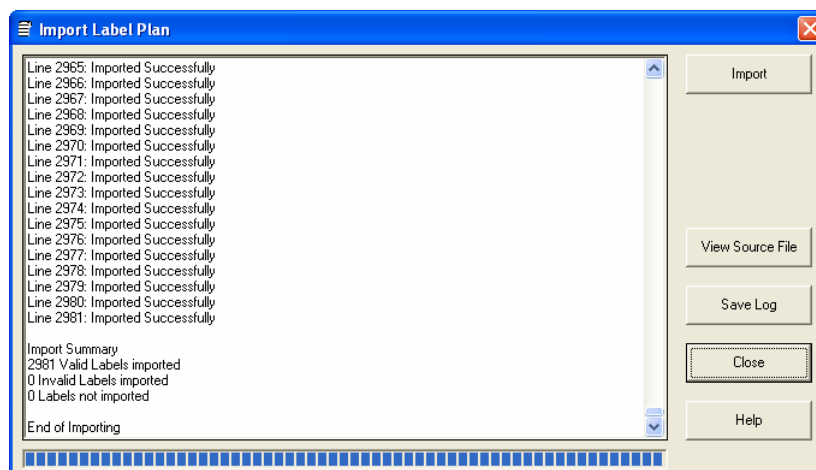


Figure 3.4 – Import Label Plan Screen

The Import process:

- Checks the Label Plan name is unique in the database, or asks for a new name if the name already exists
- Checks the Label Plan header and label data for integrity
- Prepares a log file of any errors noted during the checks
- Places the Label Plan in the appropriate **TreeView** location
- Once importing is complete, the error log can be saved for further analysis in C:\Data\VisaTLMS\Log directory, with the same name as the Label Plan name, but with a .log extension.

Any data errors can be cleared by viewing and editing the Label Plan source text, and re-importing the Label Plan as often as required. The log file will be overwritten each time.

3.3.1 Using Command Line

The Command Line Interface can import a complete Label Plan file into Visa via the DOS command prompt or Run command in the Window Start menu.

The syntax is:

Visa Command /i <Label Plan filename> where:

/i is an action switch for the import command

<Label Plan filename> is the name of the Label Plan you want to import. Visa uses either the full path and filename, or the filename only and adds the default directory, eg.

C:\Data\VisaTLMS\Label Plans.

3.4 How to Export a Label Plan to Text File

Label Plans can be exported to a text file for backup and to transfer to another Visa system. Exported plans contain all the information of the original Label Plan, and can be viewed and edited using word processors, etc.

- Select a Label Plan, and select **Label Plan/Export to Text File** from the Visa Explorer menu
- The Label Plan name will appear in the Export Label Plan dialogue box with a .lpf extension by default
- The default names can be edited to another filename
- Press **Save**, and the Label Plan will be saved to the default file location eg. C:\Data\VisaTLMS\Label Plans, or to another location you have specified in Setup 2 during the Visa installation
- If the file was exported successfully there is a screen confirmation message, but no separate log file is written.

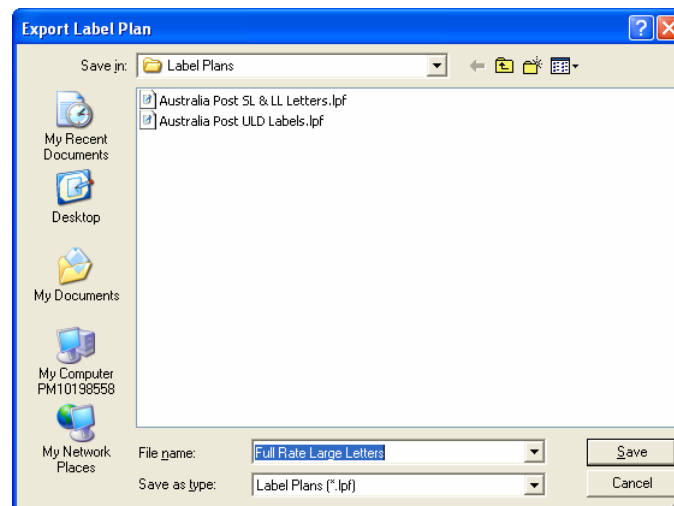


Figure 3.5 – Export Label Plan Dialogue Box

Chapter 4: How to Create a Standard Mail Label

Once you have created a Standard Mail Label Plan, you can create Standard Mail labels for that plan.

- Open up the related Label Plan for which you wish to create labels in the Explorer **TreeView**
- The Explorer **ListView** will either show labels you have already created, or a blank screen
- Select **Label/Create** from the Menu bar – the Create Label screen will appear
- Go to the appropriate How to ... below
- Standard Mail labels have eight different product categories:
 1. Clean Mail – *4.1 How to Create a Clean Mail Label*
 2. Full Rate – *4.2 How to Create a Full Rate Label*
 3. Impact Mail – *4.3 How to Create an Impact Mail Label*
 4. PreSort BSP – *4.4 How to Create a PreSort BSP Label*
 5. PreSort State Residue – *4.5 How to Create a PreSort State Residue Label*
 6. PrintPOST Postcode – *4.6 How to Create a PrintPOST Postcode Label*
 7. PrintPOST Sort Plan – *4.7 How to Create a PrintPOST Sort Plan Label*
 8. PrintPOST State Residue – *4.8 How to Create a PrintPOST State Residue Label*

4.1 How to Create a Clean Mail Label

There are two Steps (tabs) to creating a **Clean Mail** label – Product and Destination.

Optional Step 3 – Attributes tab: the Attribute default is None – if you want to print a date then also go to the Attributes tab and select as appropriate.

4.1.1 Product

The Product tab is the first tab displayed. The product list consists of four Product Filters:

- Mail Process – **Customer** is automatically selected
- Product Level – Select **Clean Mail** from the drop-down menu. Select from the list available to the right of the Product filters (under Product Name): SL – Clean Mail Bulk (States)
- Mail Size – Leave blank
- Delivery Service – Leave blank.

4.1.2 Destination

The type of Destination screen depends on the tray destination type for the product selected.

With **Clean Mail**, the Destination and Sub Destination are based on **Sort Break 992** (automatically selected) – **Clean Mail**.

- Select the label destination from the list available.

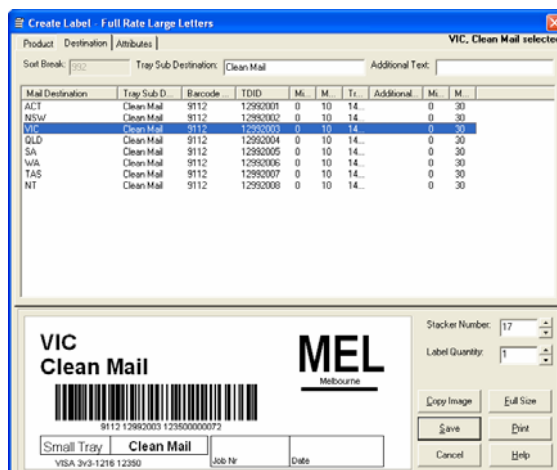


Figure 4.1 - Create Label - Clean Mail

Once all tabs have been completed, click on the **Save** button. The label is automatically saved to the appropriate Label Plan.

4.2 How to Create a Full Rate Label

There are two Steps (tabs) to creating a **Full Rate** label – Product and Destination.

Optional Step 3 – Attributes tab: the Attribute default is None – if you want to print a date then also go to the Attributes tab and select as appropriate.

4.2.1 Product

The Product tab is the first tab displayed. The product list consists of four Product Filters:

- Mail Process – **Customer** is automatically selected
- Product Level – Select **Full Rate** from the drop-down menu. Select from the list available to the right of the Product filters (under Product Name): four options are given
- Mail Size – Leave blank
- Delivery Service – Leave blank.

4.2.2 Destination

The type of Destination screen depends on the tray destination type for the product selected.

With **Full Rate** mail, the Destination and Sub Destination are based on **Sort Break 992** (automatically selected) – **Full Rate**.

- Select the label destination from the list available.

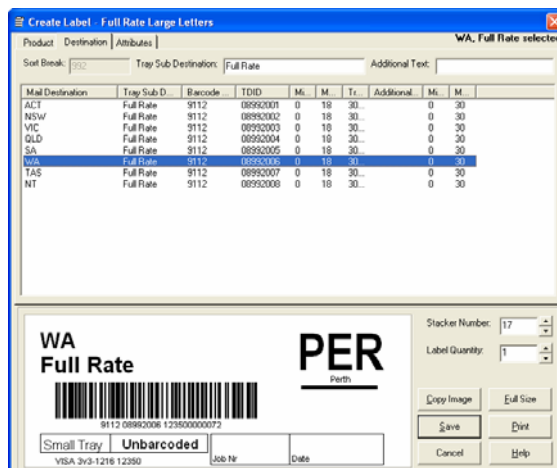


Figure 4.2 - Create Label - Full Rate

Once all tabs have been completed, click on the **Save** button. The label is automatically saved to the appropriate Label Plan.

4.3 How to Create an Impact Mail Label

There are two Steps (tabs) to creating an **Impact Mail** label – Product and Destination.

Optional Step 3 – Attributes tab: the Attribute default is None – if you want to print a date then also go to the Attributes tab and select as appropriate.

4.3.1 Product

The Product tab is the first tab displayed. The product list consists of four Product Filters:

- Mail Process – **Customer** is automatically selected
- Product Level – Select **Impact Mail** from the drop-down menu. Select from the list available to the right of the Product filters (under Product Name): three options are given. Each of these options will determine which Destination screen is available
- Mail Size – Leave blank
- Delivery Service – Leave blank.

4.3.2 Destination

The type of Destination screen depends on the tray destination type for the product selected.

With **Impact Mail**, the Destination and Sub Destination are based on either **Sort Break** or **Postcode**.

1. If you have selected product name: *SL – Impact Mail Residue*:
 - Select the label destination from the list available.
2. If you have selected product name: *SL – Impact Mail Postcode*:

- Type in the relevant postcode in the Postcode: box
3. If you have selected product name: *SL – Impact Mail NPSP*, either:
- Type in the relevant Sort Break – if known, or
 - Select from the Mail Destination list, using the scroll bar to search up and down for the relevant destination.

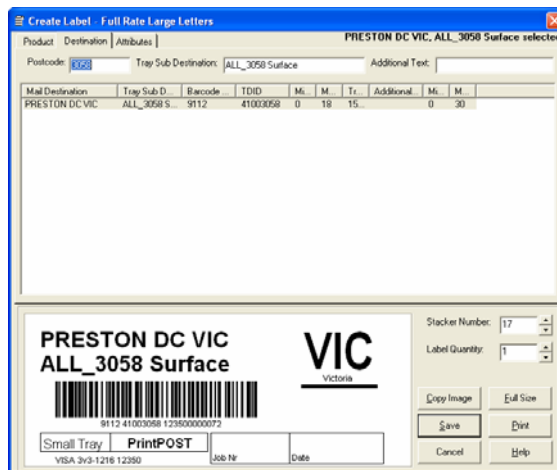


Figure 4.3 - Create Label – Impact Mail (Postcode option)

Once all tabs have been completed, click on the **Save** button. The label is automatically saved to the appropriate Label Plan.

4.4 How to Create a PreSort BSP Label

There are two Steps (tabs) to creating a **PreSort BSP** label – Product and Destination.

Optional Step 3 – Attributes tab: the Attribute default is None – if you want to print a date then also go to the Attributes tab and select as appropriate.

4.4.1 Product

The Product tab is the first tab displayed. The product list consists of four Product Filters:

- Mail Process – **Customer** is automatically selected
- Product Level – Select **PreSort BSP** from the drop-down menu. Select from the list available to the right of the Product filters (under Product Name): four options are given
- Mail Size – Leave blank
- Delivery Service – Leave blank.

4.4.2 Destination

The type of Destination screen depends on the tray destination type for the product selected.

With **PreSort BSP**, the Destination and Sub Destination are based on **Sort Break**.

- Type in the relevant Sort Break – if known, or
- Select from the Mail Destination list, using the scroll bar to search up and down for the relevant destination.

Once all tabs have been completed, click on the **Save** button. The label is automatically saved to the appropriate Label Plan.

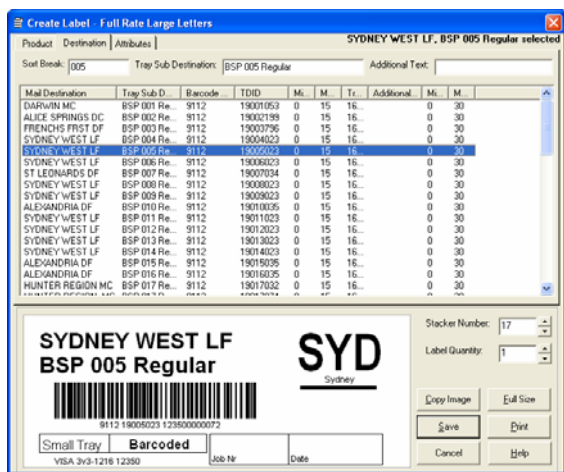


Figure 4.4 - Create Label – PreSort BSP

4.5 How to Create a PreSort State Residue Label

There are two Steps (tabs) to creating a **PreSort State Residue** label – Product and Destination.

Optional Step 3 – Attributes tab: the Attribute default is None – if you want to print a date then also go to the Attributes tab and select as appropriate.

4.5.1 Product

The Product tab is the first tab displayed. The product list consists of four Product Filters:

- Mail Process – **Customer** is automatically selected
- Product Level – Select **PreSort State Residue** from the drop-down menu. Select from the list available to the right of the Product filters (under Product Name): eight options are given
- Mail Size – Leave blank
- Delivery Service – Leave blank.

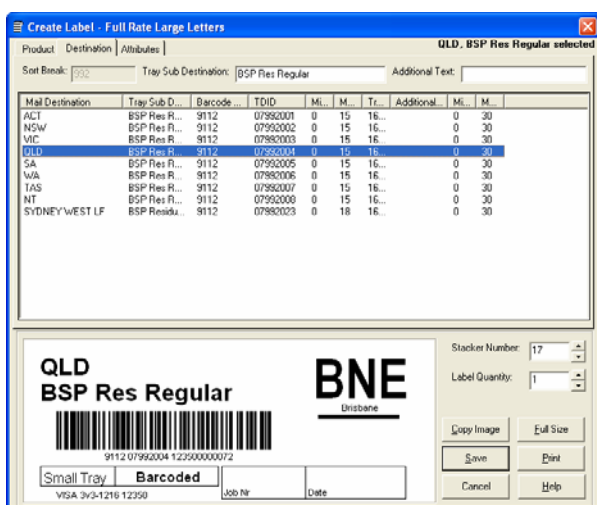


Figure 4.5 - Create Label – PreSort State Residue

4.5.2 Destination

The type of Destination screen depends on the tray destination type for the product selected.

With **PreSort State Residue**, the Destination and Sub Destination are based on **Sort Break 992** (automatically selected) – **PreSort State Residue**.

- Select the label destination from the list available.

Once all tabs have been completed, click on the **Save** button. The label is automatically saved to the appropriate Label Plan.

4.6 How to Create a PrintPOST Postcode Label

There are two Steps (tabs) to creating a **PrintPOST Postcode** label – Product and Destination.

Optional Step 3 – Attributes tab: the Attribute default is None – if you want to print a date then also go to the Attributes tab and select as appropriate.

4.6.1 Product

The Product tab is the first tab displayed. The product list consists of four Product Filters:

- Mail Process – **Customer** is automatically selected
- Product Level – Select **PrintPOST Postcode** from the drop-down menu. Select from the list available to the right of the Product filters (under Product Name): four options are given
- Mail Size – Leave blank
- Delivery Service – Leave blank.

4.6.2 Destination

The type of Destination screen depends on the tray destination type for the product selected.

With **PrintPOST Postcode**, the Destination and Sub Destination are based on **Postcode**.

- Type in the relevant postcode in the Postcode: box.

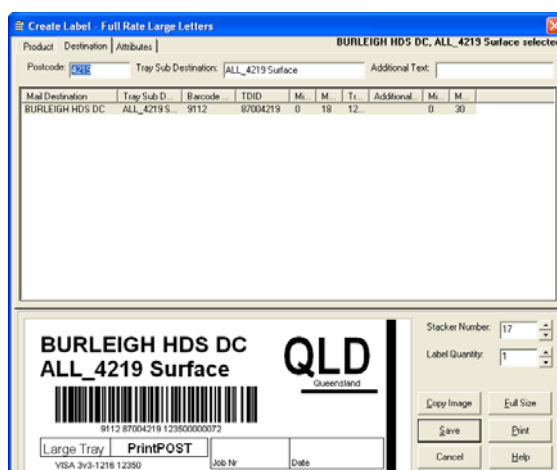


Figure 4.6 - Create Label – PrintPOST Postcode

Once all tabs have been completed, click on the **Save** button. The label is automatically saved to the appropriate Label Plan.

4.7 How to Create a PrintPOST Sort Plan Label

There are two Steps (tabs) to creating a **PrintPOST Sort Plan** label – Product and Destination.

Optional Step 3 – Attributes tab: the Attribute default is None – if you want to print a date then also go to the Attributes tab and select as appropriate.

4.7.1 Product

The Product tab is the first tab displayed. The product list consists of four Product Filters:

- Mail Process – **Customer** is automatically selected
- Product Level – Select **PrintPOST Sort Plan** from the drop-down menu. Select from the list available to the right of the Product filters (under Product Name): four options are given
- Mail Size – Leave blank
- Delivery Service – Leave blank.

4.7.2 Destination

The type of Destination screen depends on the tray destination type for the product selected. With **PrintPOST Sort Plan**, the Destination and Sub Destination are based on **Sort Break**.

- Type in the relevant Sort Break – if known, or
- Select from the Mail Destination list, using the scroll bar to search up and down for the relevant destination.

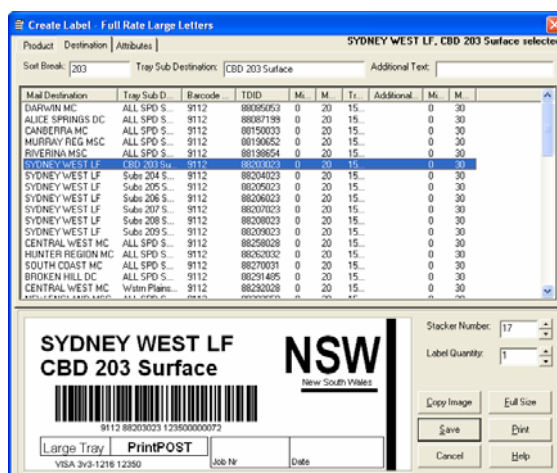


Figure 4.7 - Create Label – PrintPOST Sort Plan

Once all tabs have been completed, click on the **Save** button. The label is automatically saved to the appropriate Label Plan.

4.8 How to Create a PrintPOST State Residue Label

There are two Steps (tabs) to creating a **PrintPOST State Residue** label – Product and Destination.

Optional Step 3 – Attributes tab: the Attribute default is None – if you want to print a date then also go to the Attributes tab and select as appropriate.

4.8.1 Product

The Product tab is the first tab displayed. The product list consists of four Product Filters:

- Mail Process – **Customer** is automatically selected
- Product Level – Select **PrintPOST State Residue** from the drop-down menu. Select from the list available to the right of the Product filters (under Product Name): four options are given
- Mail Size – Leave blank
- Delivery Service – Leave blank.

4.8.2 Destination

The type of Destination screen depends on the tray destination type for the product selected.

With **PrintPOST State Residue**, the Destination and Sub Destination are based on **Sort Break 992** (automatically selected) – **PrintPOST State Residue**.

- Select the label destination from the list available.

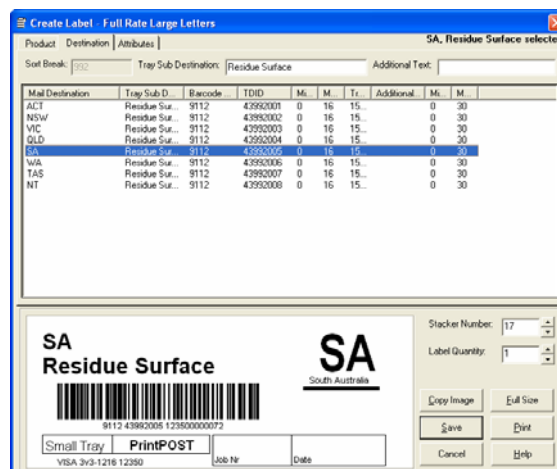


Figure 4.8 - Create Label – PrintPOST State Residue

Once all tabs have been completed, click on the **Save** button. The label is automatically saved to the appropriate Label Plan.

Chapter 5: How to Create an Unaddressed Mail Label Plan

Mail Label Plans come in two main categories – Standard and Unaddressed.

The instructions set out here show how to create an unaddressed Mail Label Plan – for standard mail please refer to *Chapter 2: How to Create a Standard Mail Label Plan*.

Label Plans are placed under the following folders in the Visa Explorer screen:

- **Facilities** folder:
 1. Facility name
 2. Machine Type: AEG, BCS, MLOCR, HandSort, Holding Plans ...
 3. Machine: eg. BCS 622,BCS 656 ...
- **Invalid Label Plans:** contains invalid Label Plans
- **All Label Plans:** click this icon to view all Label Plans in Visa Explorer except the ones in the Recycle Bin
- **Workstations:** click this icon to view Visa computer information
- **Recycle Bin:** contains deleted Label Plans.

If you need to create an Unaddressed Mail label you first need to set up a Label Plan for it.

Unaddressed Mail requires its own Label Plan due to the different functions required, such as adding customer details and a delivery week commencing date.

5.1 Creating an Unaddressed Mail Label Plan

Label Plan creation is available only in Visa Explorer.

1. Select **Label Plan/Create** from the Visa Explorer menu or right-click mouse menu.
2. The **Create Label Plan** screen is displayed.

Figure 5.1 – Create Label Plan screen – Unaddressed Mail

3. Enter the details in the following fields:
 - **Label Plan Name** is a mandatory text field with a maximum of 32 characters. A suggested Label Plan Name style for Unaddressed Mail is:
Unaddressed Mail Small 040405
 Where “Unaddressed Mail” is the Label Plan type, “Small” is the letter size, and “040405” is the Delivery Week Commencing date (*always a Monday*)

- **Label Plan Type** – Next to **Label Plan Type** is a drop-down menu. For Unaddressed Mail, the Label Plan Type is **Unaddressed Mail**
 - **Facility** is a mandatory list box – customers may only choose **VisaTLMS**
 - **Machine Type** is a mandatory list box. User must choose either **None** or **Customer**. The choice will affect the allocation of the Label Plan in the **TreeView**
 - **Machine** is a mandatory list box. User must choose **None** or an option here. The choice will affect the allocation of the Label Plan in the **TreeView**
 - Customer Details
 - **Sender** is customer or company name (maximum 20 characters)
 - **Booking Number** is to be obtained from lodgement point (maximum 28 characters)
 - **Article Name** (maximum 25 characters)
4. Click **OK** to create the Label Plan.
 5. Visa will display a screen asking if you want to create labels now.
 6. Click **Yes** if you want to create label/s now or **No** to create label/s at another time.

When you wish to create an Unaddressed Mail Label, please go to *Chapter 7: How to Create an Unaddressed Mail Label*.

Chapter 6: How to Import Unaddressed Label Plan Files

For Unaddressed Mail Label Plans – please follow the steps below. For any difficulties with importing; please contact visalabels@auspost.com.au or 03 9204 5280 for further information.

1. Obtain Unaddressed Mail Customer Advice from UM Booking Centre
2. Create Label Plan Import File
3. Import Label Plan to Visa (TLMS) version 3v1 and print labels.

6.1 Create Label Plan Import File

Line 1: Title = #Australia Post Visa Tray Label System – Ver:
 Line 2: Version Number must be 3v1-850
 Line 3: Title = #Label Plan File
 Line 4: Blank Line
 Line 5: Title = #Label Plan Header
 Line 6: Label_Plan_Name = Label Plan Name
 Sender = Sender Company Name
 Article_Name = Article Name from Booking Advice
 Customer_Lodgement_State = Leave Blank
 Booking_Code = Booking code from Booking Advice
 Label_Plan_Type = 1
 Line 7: Blank Line
 Line 8: Title = #Label Details
 Line 9: Title = Service,Sort_Plan_Type,Post_Code,Destination_Ind,Mail_Size,Label_Qty,Date
 Line 10: Service = U for Unaddressed Mail To N – 1
 Sort_Plan_Type = 3 (number Post_Code = Post Code (only the Bold Text Line) of eg. 2065 – ST LEONARDS DEL FAC DEL from Booking Advice labels)
 Destination_Ind = find the **Destination_Ind** with the same Post Code and Delivery Facility from the Destination Indicator sheet, enter that number into the Destination_Ind field
 Mail_Size = S for Small, L for Large
 Label_Qty = number of labels required
 Date = Delivery Start Date from Booking Advice (must be a future Monday; past dates will not be imported)
 Line N: Title = #End of File

6.2 Sample of Label Plan Text File

```
#Australia Post Visa Tray Label System – Ver:
3v1-850
#Label Plan File

#Label Plan Header
Label Plan Name,Sender Name,Article Type,,Booking Code,1

#Label Details
#Service,Sort_Plan_Type,Post_Code,Destination_Ind,Mail_Size,Label_Qty,Date
U,3,2065,0,S,1,07-02-05
U,3,2065,1,S,1,07-02-05
U,3,2065,2,S,1,07-02-05
U,3,2065,3,S,1,07-02-05
U,3,2067,1,S,1,07-02-05

#End of File
```


Chapter 7: How to Create an Unaddressed Mail Label

Once you have created Unaddressed Mail Label Plans, you can create Unaddressed Mail labels for these plans.

- Open up the Unaddressed Label Plan for which you wish to create labels in Explorer **TreeView**
- The Explorer **ListView** will either show labels you have already created, or a blank screen.

7.1 Creating an Unaddressed Mail Label

There are three Steps (tabs) to creating an Unaddressed Mail label – Product, Destination and Attributes.

7.1.1 Product

The Product tab is the first tab displayed. The product list consists of four Product Filters:

- Mail Process – Customer is automatically selected
- Product Level – Select Unaddressed Mail from the drop-down menu
- Mail Size – Leave blank. Select from the list available to the right of the Product filters (under Product Name): either SL – Unaddressed Mail or LL – Unaddressed Mail
- Delivery Service – Leave blank or select Surface.

7.1.2 Destination

The type of Destination screen depends on the tray destination type for the product selected.

With **Unaddressed Mail**, the Destination and Sub Destination are based on a **Postcode**.

- Select the label destination by typing the Postcode into the Postcode: box
- After the user has entered the Postcode the destination is automatically selected

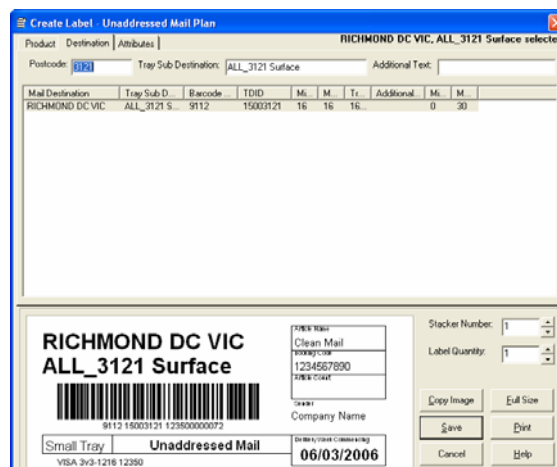


Figure 7.1 – Create Label – Unaddressed Mail

- If a user enters a Postcode which is not valid for the selected product, no destination and sub destination will be displayed. The user will then be required to re-enter the Postcode.

7.1.3 Attributes

If the selected Product is Unaddressed Mail, the Attributes tab will show a different set of attribute options to those for the default Standard Attributes.

Attribute	Options
Delivery Week Commencing	<p>The drop-down calendar displayed will only allow users to select a Monday of the relevant delivery week. All other dates are greyed out and cannot be selected.</p> <p>The user <u>must</u> select a date (<i>Monday</i>) for Unaddressed Mail Label Plans to be validated and for labels to be printed.</p> <p>The user must also select a date (<i>Monday</i>) which is in accordance with the Unaddressed Mail Service Guide.</p>

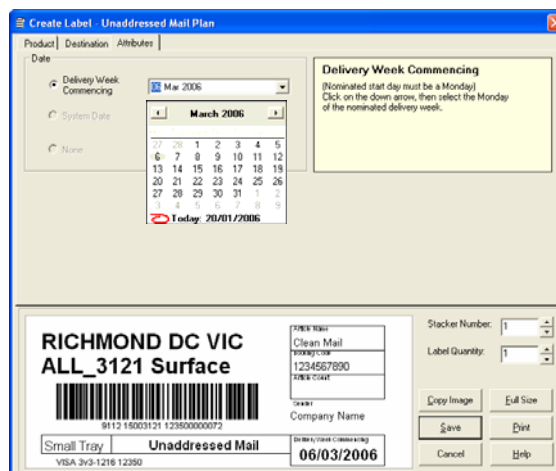


Figure 7.2 – Unaddressed Mail Attributes

Once all tabs have been completed, click on the **Save** button. The label is automatically saved to the appropriate Label Plan.

Chapter 8: How to Make Changes to a Label Plan

8.1 How to Copy Label Plans

Label Plan copying is available only in Visa Explorer.

In Visa Explorer, the Copy Label Plan feature allows you to copy an existing Label Plan without having to go through the Create Label Plan process.

You can also edit a copied Label Plan to quickly update Label Plan contents.

- In the **TreeView** window, click the Label Plan you want to copy
- Select **Label Plan/Copy** from the Visa Explorer menu or right-click mouse menu
- The Copy Label Plan screen is displayed
- Enter the new name in the **New Label Plan Name** field (you can view and select existing Label Plan names by clicking the button to the right of the field, select a name and then rename the Label Plan to a unique name)
- Users are also able to change **Facility**, **Machine Type** and/or **Machine** fields at the same time (you can view and select existing names by clicking the button to the right of each field)
- If you want to use the same label quantity confirm that the **Existing Label Quantity** is selected. Otherwise, select **New Default Quantity** and enter the required number
- Indicate label dates by selecting **System Date** or **Specific Date** as appropriate. If you do not require any date information select option **None**
- Click **OK** to accept the changes
- The **TreeView** and **ListView** displays are automatically updated to reflect the new (copied) Label Plan. The new Label Plan is highlighted in the **TreeView**.

The screenshot shows the 'Copy Label Plan: Clean Mail' dialog box. The title bar includes a menu icon, the text 'Copy Label Plan: Clean Mail', and a close button. The main content area is organized into several sections:

- Label Plan:** Displays 'Clean Mail' and '8 Label records in the Label Plan'.
- New Label Plan Name:** A text input field containing 'Clean Mail [2]' and a button to the right.
- Facility:** A dropdown menu with 'Visa TLMS' selected.
- Machine Type:** A dropdown menu with 'Customer' selected.
- Machine:** A dropdown menu with 'Pre Sort Plans' selected.
- Quantity for All Labels:** Two radio buttons: 'Existing Label Quantity' (selected) and 'New Default Quantity' (with a spinner box set to '1').
- NOS/Time:** Three radio buttons: 'No Change' (selected), 'National Operating Standard', and 'System Time'. Below them is a dropdown menu showing '0 - N/A' and a 'None' radio button.
- Date for All Labels:** Three radio buttons: 'No Change' (selected), 'System Date', and 'Specific Date' (with a date picker showing '20 Jan 2006'). A 'None' radio button is also present.

At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

Figure 8.1 - Copy Label Plan Screen

8.2. How to Edit Label Plans

Label Plan editing is available only in Visa Explorer.

In Visa Explorer Label Plan Edit allows you to change Label Plan details:

- In the **TreeView** window, select the Label Plan you want to edit
- Select **Label Plan/Edit** from the Visa Explorer menu
- The Edit Label Plan screen is displayed.

Note: This screen is similar to the Create Label Plan screen except the Label Plan data has already been entered.

Figure 8.2 - Edit Label Plan Screen

- Change the details in the fields of the editing screen
- Click **OK** to accept the changes.

The **ListView** automatically updates the Label Plan.

8.3 How to Print Label Plans

In Visa Explorer the Print option allows you to print the complete Label Plan using the quantities associated with each label.

If necessary, you can change the default quantity settings, or specify a particular quantity for the label set as required. You can also select the range of labels to be printed for each stacker.

- To print a Label Plan, select a Label Plan from the **TreeView** or **ListView**
- Select menu option **File/Print Label Plan**
- Print Confirmation screen is displayed.

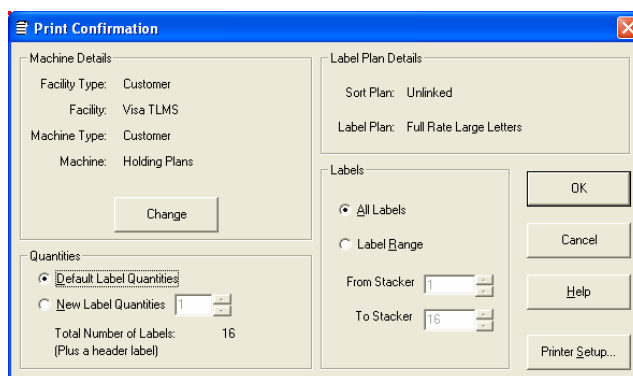


Figure 8.3 - Print Confirmation Screen

- Select **Default Label Quantities** or select the **New Label Quantities** and enter a number in the box provided
- Select either **All Labels** or **Label Range** and enter a number into the **From** stacker and a number in the **To** stacker
- Select a label printer from Printer Setup.

You can also print complete Label Plans from TouchScreen.

8.3.1. Using Command Line

The **Command Line** Interface can print a complete Label Plan, or a range of labels from a Label Plan, in varying quantities via the DOS command prompt or Run command in Window Start menu.

The syntax is:

VisaCommand /p <label plan name> [/<first stacker>/<last stacker>] /[q<Quantity>]
 where:

/p is the print switch

<label plan name> is the name of the Label Plan you want to print, and can include the full network directory path listing for the Label Plan

<first stacker> is the first stacker number in the range of labels to be printed

<last stacker> is the last stacker number in the range of labels to be printed

/q is the optional Quantity switch. If it is omitted, then the default label quantity from the Label Plan will be printed.

8.4. How to Delete Label Plans

Label Plan deletion is available only in Visa Explorer.

In Visa Explorer Label Plans, and their label sets, can be deleted. Label Plans can only be deleted one at a time, and are deleted by being transferred to the Recycle Bin. From the Recycle Bin, Label Plans may be restored or deleted permanently from the system.

- In the **TreeView** window, select a Label Plan you want to delete
- Select Visa menu option **Label Plan/Delete**
- The Delete Confirmation screen is displayed
- Click **Yes** to delete the Label Plan or **No** to cancel the deleting request.

Note: *When creating a Label Plan, you cannot use the same name as that of a Label Plan in the Recycle Bin. The Label Plan must be deleted from the Recycle Bin before using that name.*

8.4.1. Using Command Line

The **Command Line** interface can delete a Label Plan from Visa, via the DOS command prompt or Run command in Window Start menu.

*Note: The Label Plan is deleted immediately, **not** placed into the Recycle Bin.*

The syntax is:

```
VisaCommand /d <Label Plan name>
```

where:

/d is an action switch for the delete command

<Label Plan name> is the name of the Label Plan you want to delete.

Chapter 9: How to Make Changes to a Label

Chapter 9 covers the following:

1. Editing Labels – 9.1 How to Edit Labels
2. Adding text to Labels – 9.2 How to Add Text to Labels
3. Deleting Labels – 9.3 How to Delete Labels
4. Printing Labels from Create/Edit – 9.4 How to Print Labels from Create/Edit
5. Previewing Labels – 9.5 How to Preview a Label
6. Printing Labels for Destination – 9.6 How to Print Labels for Destination
7. Moving Stackers – 9.6 How to Move Stackers
8. Invalid Labels – 9.7 Invalid Labels.

9.1. How to Edit Labels

Label editing is available only in Visa Explorer. The Edit Label function is used to change labels information or validate an invalid label for printing. The screen for Edit Labels is identical to the Create Labels screen, and will perform an identical functionality.

- Select the Label Plan containing the label you want to edit from the **TreeView** window
- Select the label you want to edit from the **Listview** window
- Select menu option **Label/Edit**
- The Edit Label screen is displayed
- If a label does not have a Product defined, then the user will have to pick a new product
- If the label does not have a sub-destination defined, the user will have to enter details
- Unaddressed Mail – if the label was created as a Standard label and needs to be edited to Unaddressed Mail, or the label is an Unaddressed Mail label which requires editing, the user will need to update the **Attributes** associated with Unaddressed Mail – see section 7.1.3. *Attributes*
- Press **OK** to save changes
- The **Listview** window automatically updates any changes made to the label.

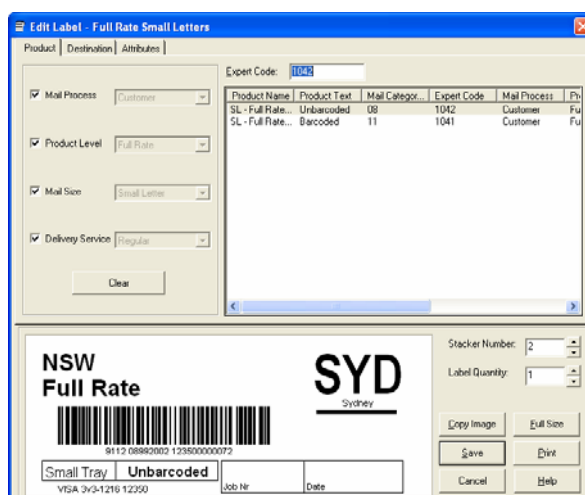


Figure 9.1 - Edit Label Screen

As for Create Label, the stacker number in a Label Plan may not be changed to a stacker number already in use. An appropriate error message will be displayed asking the user to select a different stacker number.

The last modified date and user name will be automatically updated by the system when the user makes a change to the Label Plan.

9.2. How to Add Text to Labels

Labels can now have additional text added to them. For example:

- information on tray sequencing numbers
- extra advice on tray contents
- customer reference ID,

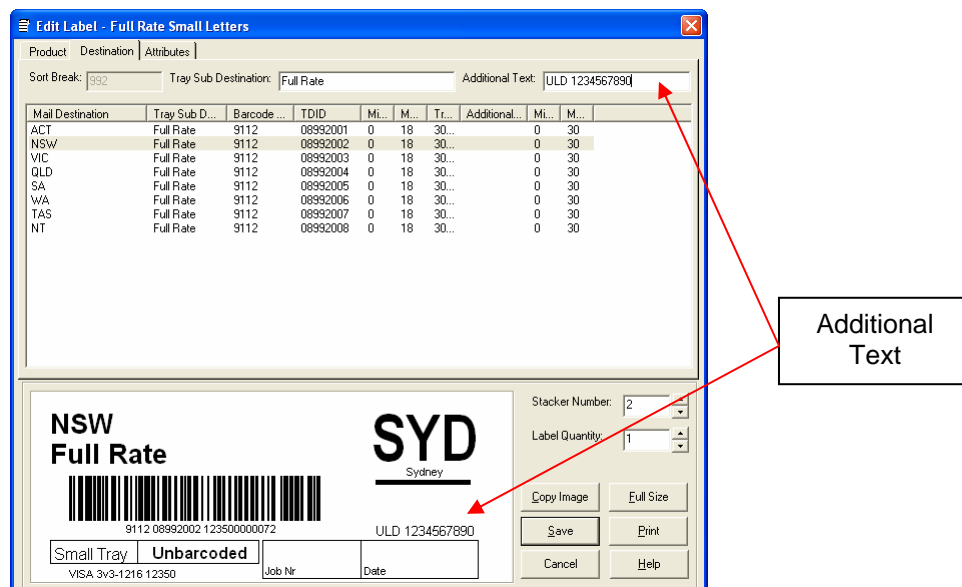


Figure 9.2 - Additional Text

9.3. How to Delete Labels

Label deletion is available only in Visa Explorer. Individual or multiple selected labels can be deleted from a Label Plan in **ListView**.

The Delete Label function permanently deletes labels from the system.

- In the **TreeView** window, select the Label Plan containing the label(s) you want to delete
- In the **ListView** window, select the label(s) you want to delete
 - To select all labels within a range, select the first label, hold down the **Shift** key and click the mouse on the last label
 - To select groups of labels, hold down the **Control** key and click the mouse on the labels to be deleted
- Select keyboard **Delete** key or menu option **Label/Delete**
- For a single label deletion, a message is displaying asking for confirmation of the label deletion request. The user will need to press **Yes** to delete the label, or **No** to cancel the deletion request
- For multiple labels deletion, a confirmation for each label is displayed, with the following options:

1. **Yes.** If selected, the label specified will be deleted and the message reappears for the next selected label.
2. **Yes to All.** If selected, all selected labels will be deleted and no further confirmation is asked.
3. **No.** If selected, the selected label is not deleted and the message reappears for the next selected label.
4. **Cancel.** If selected, no label is deleted and the deletion process is halted. This will not restore any labels that have already been deleted.

9.4. How to Print Labels from Create/Edit

You can print valid individual labels or a range of labels associated with a Label Plan when creating or editing a label.

- In the **TreeView**, select a Label Plan
- In the **ListView** select a label; or a range of labels (eg. labels from stacker 1 to 9) using **Shift + mouse**; or several different labels (eg. labels from stackers 1, 3 and 9) using **Control + mouse**
- Select Visa menu option **File/Print Label for Stacker**
- The selected labels will be printed
- Once the print process is complete the **Create/Edit** screen is re-displayed, to continue with the Create/Edit process.

9.5. How to Copying Labels between Label Plans

The user is able to Copy Labels from one Label Plan and Paste them to another.

The Copy Label menu option is enabled if the user has one or more valid labels selected in the Label list, and has Create Label permission in at least one Facility. In order to 'Paste' labels in to a Label Plan, the user must have Create Label permission for the Facility that the Label Plan belongs to

- The Copy Label function is initiated by selecting one or more labels in the **labelList** and selecting '**Copy**' from the label menu.
- To Paste the Labels into another label plan, the user selects a label plan in the **TreeView** and selects '**Paste**' from the **LabelMenu**.

The user can then choose to perform a direct copy, keeping the stacker numbers from the original label plan or perform an end of label plan copy, pasting the labels to the end of the label plan. Whatever method of copying is chosen, a check should be done to ensure that the product of the Label is valid for the Label Plan type of the destination Label Plan. The whole Paste action will fail if any of the labels to be pasted have a product type not valid for the Label Plan Type.

Note: Labels may be 'Pasted' in to the same Label Plan they were copied from.

When performing a direct copy, if any of the original stacker numbers already exist in the label plan where the labels are being copied to, the copy will fail. When performing an end of label plan copy, the new labels are assigned stacker numbers starting from the stacker number after the highest in the Label Plan. If there is not enough free stacker numbers at the end of the label plan, the copy operation will be cancelled and an error message displayed.

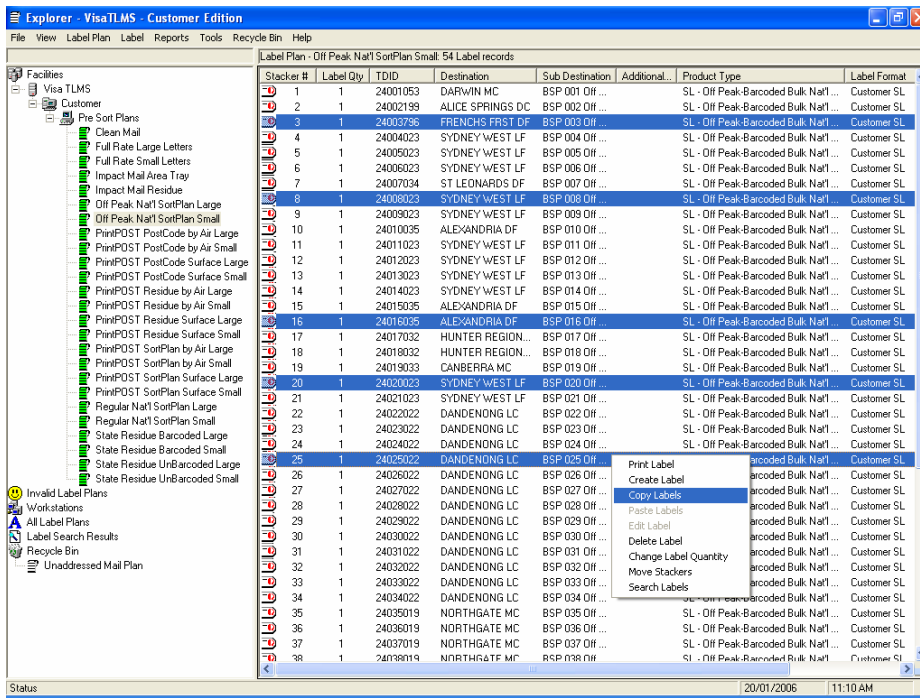


Figure 9.3 - Copy Labels

In the Figure above, three labels are being copied (Stackers 811, 815 and 840) from Label Plan Impact Mail PostCode, by highlighting the required labels and selecting 'Copy Labels' from the menu.



Figure 9.4 - Paste Label Options

In the Figure above, three labels have been copied and are to be pasted to the end of the Label Plan.

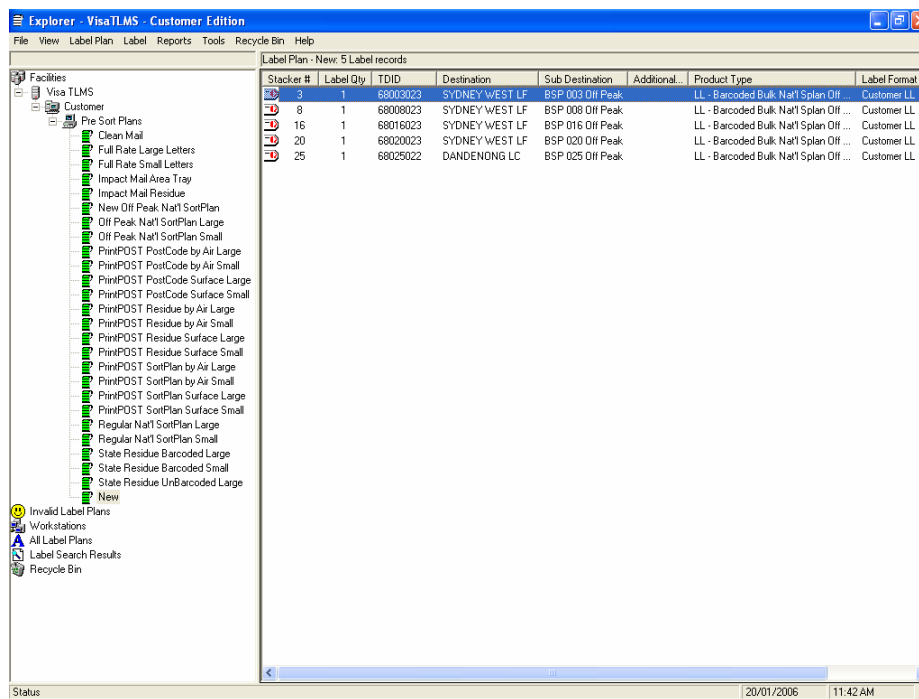


Figure 9.5 - Labels Pasted to another Label Plan

In the Figure above, three labels have been pasted to the end of the Label Plan State Residue UnBarcoded Small while retaining the original stacker numbers (Stackers 811, 815 and 840).

9.6. How to Label Search Function

The label search function allows a user to search all labels within their facility database for a particular destination.

In the search results **ListView** the user may re-size any of the columns. The user may also double click on a column divider to expand or collapse the column width. When expanding, the column width will expand based on the maximum length of contents and title. When collapsing, the column width will be collapse based on the maximum of the column contents only.

The user may re-order the columns in the results list by selecting and dragging the column header to the new location. The list view should scroll when dragging the column beyond the current visible columns. The column order is remembered in the Windows Registry per user and will be remembered for the next time the screen is invoked by the user. The user may order the list by clicking on the column header that they wish to order the list by. The user may also select which columns they wish to display by using the field chooser.

- **Interface**

When you decide to perform a label search, you will be prompted to enter a Mail Destination name. When entering a destination name you must type at least 2 characters to a maximum of 16 characters to trigger a search. A list of destinations will be displayed beginning with the characters in the search text box.

- In the example below, the user has type mel, with the matching destination names listed in the list view below. The searching is not case sensitive. Labels in the recycle bin are not included in the search

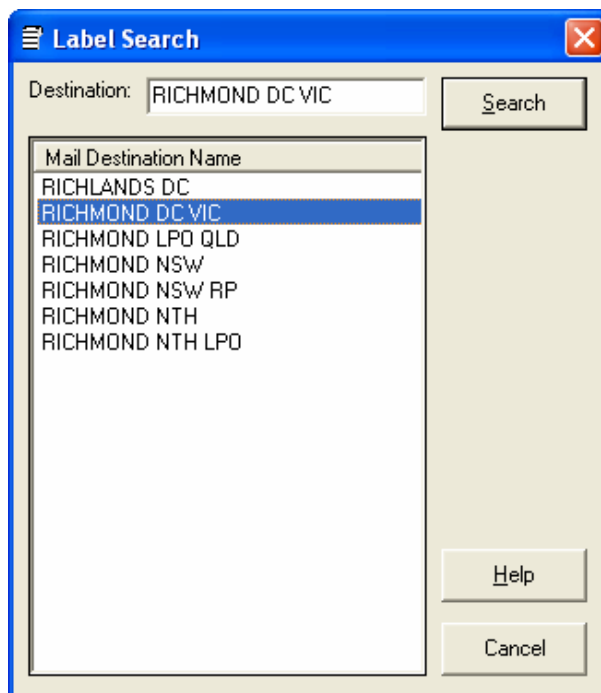


Figure 9.6 - Label Search Screen

Once a Mail Destination has been selected, the user presses Search, the results are then displayed in the main list view. If the search returns no results, the user is prompted to check the destination name and a blank list view is displayed. The following fields are displayed in the list view.

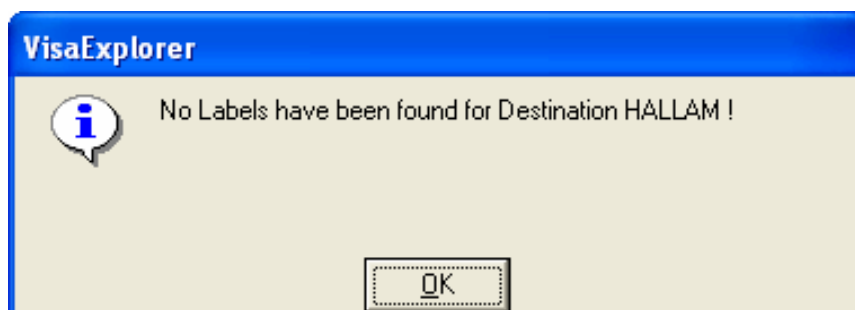


Figure 9.7 - No results screen after search

9.7. How to Preview a Label

The label image preview appears in the **Create/Edit Label** screen in the Visa Explorer interface.

When **Create/Edit Label** screen is first opened the preview image is blank. As changes occur to Product, Destination and Attributes, the preview image is automatically updated.

The label product code application determines what Label Format file information should be displayed on the label. It formats and positions data according to the format and location specified in the file.

If a label format file required to preview the label is missing from the local hard disk an error message is displayed. The preview image will remain blank.

9.7.1. How to Copy a Label Image to Clipboard

Once a label image has been generated, the user can:

- Press **Copy Image** button or right-click the image with the mouse
- Select Copy to Clipboard from the menu. A same size image will be copied to the clipboard
- Paste to another application.

9.7.2. How to Display a Label Image at Full Size

Once a label image has been generated the user may:

- Double-click on the image to view a full-size label image
- Alternatively, right-click the image with the mouse and select Full Size Image from the menu
- Press **Full Size Image** button.



Figure 9.8 - Full Size Label Screen

If the full size image is too large scroll bars will appear to allow the entire label image to be viewed.

The user can select either the **X** button in the top right hand side of the screen, or the **Close** button to close the full size image.

9.8. How to Print Labels for Destination

The **Print Label for Destination** function enables you to print *ad hoc* labels.

- From Visa Explorer, select menu option **File/Print Label for Destination**
- The Print for Destination screen is displayed. The Sort Break and Postcode destination screens are also available for use

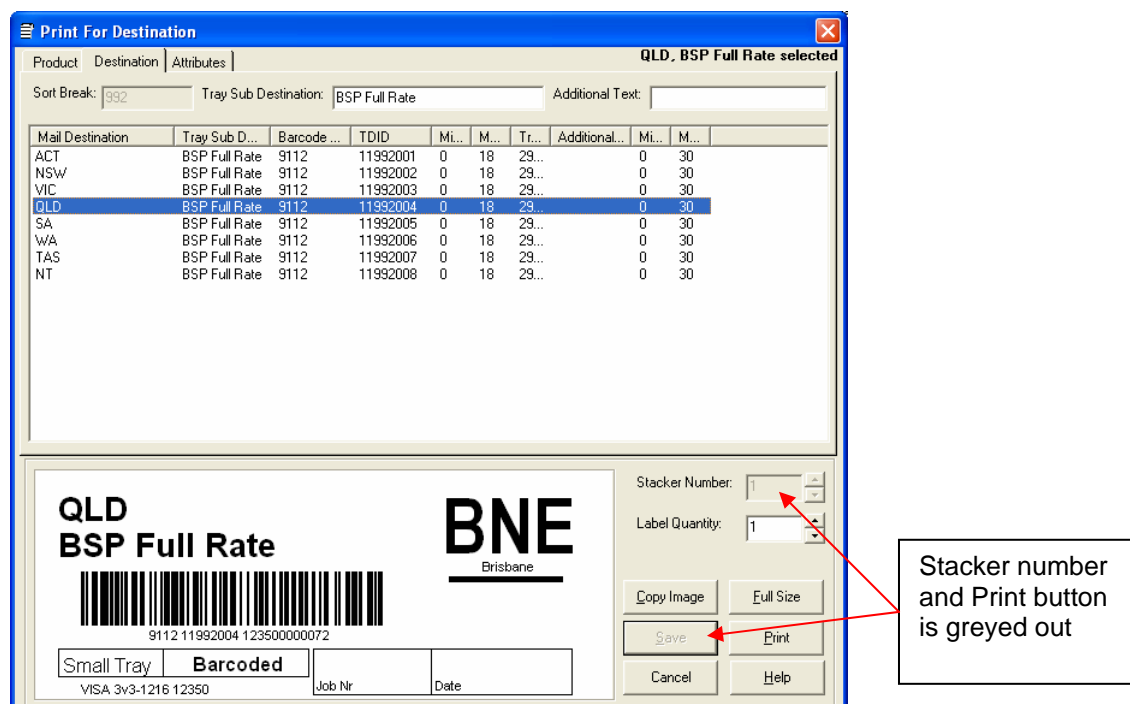


Figure 9.9 - Print Destination Screen

Note: The Print for Destination screen and its functions are identical to the Create Label screen except that the stacker number field and Save button are not enabled.

- Make your selection as required. Refer *Chapter 4: How to Create Standard Mail Labels* or *Chapter 7: How to Create Unaddressed Mail Labels* for selecting Label Details
- Click **OK** to start printing or **Cancel** to cancel the request
- Once the print process is completed, the Print for Destination screen is re-displayed to allow the user to print another label.

9.9. How to Move Stackers

Users are able to move a label or a selection of labels on the list within the Label Plan.

Users select one or more labels and request they be moved by changing the label stacker number by a user-entered amount.

- To select all labels within a range, select the first label, hold down the **Shift** key and click the mouse on the last label
- To select groups of labels, hold down the **Control** key and click the mouse on the labels to be moved
- Select **Move Stackers** option
- The Move Stackers screen is displayed

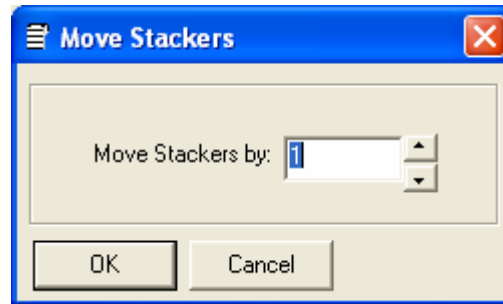


Figure 9.10 - Move Stacker Screen

- Enter a number to move the stackers by. The number must be between –9998 to –1 to 9998
- Press **OK** – a check will be done to ensure that the move will not result in a stacker number outside the range 1 to 9999. If the move is outside this range, the user will be prompted to re-enter the number
- If, during the move, a duplication stacker number occurs, the move is cancelled and the user must begin again. This usually occurs if the user selects a sub-set of labels in a Label Plan to move. *If all labels within a Label Plan are selected then duplication is unlikely to occur.*

9.10. Invalid Labels

An Invalid Label can be generated in the Visa Explorer screen. This can occur when a user selects a Product type without selecting a destination or postcode; the label will be saved as Invalid. Invalid Labels are displayed with an Invalid Label icon in **Red** and **Yellow**.

The Invalid Label can be saved, edited or deleted.

- Saving Invalid Label is available to allow the user to keep incomplete Labels for future editing. It is not recommended to store Invalid Labels in Label Plans, as this can result in missing data/Label Plans
- Invalid Labels can be edited by double-clicking the label and reselecting the desired product and destination. Once the label is valid, the user is able to save and export the Label Plan to file
- Deleting Invalid Labels can be done by selecting menu option **Label/Delete** or right clicking the Label and selecting Delete Label.

Shaker #	Label Qty	TID#	Destination	Sub Destination	Additional	Product Type	Label Format
17	1	INVALID	INVALID			SL - Off Peak-Barcoded Bulk State	Cust SL BC Off
18	1	INVALID	INVALID			SL - Off Peak-Barcoded Bulk State	Cust SL BC Off
19	1	INVALID	INVALID			SL - Off Peak-Barcoded Bulk State	Cust SL BC Off
1	1	28992001	ACT	Residue Regular		SL - Regular notCoded Bulk State	Customer SL
2	1	28992002	NSW	Residue Regular		SL - Regular notCoded Bulk State	Customer SL
3	1	28992003	VIC	Residue Regular		SL - Regular notCoded Bulk State	Customer SL
4	1	28992004	QLD	Residue Regular		SL - Regular notCoded Bulk State	Customer SL
5	1	28992005	SA	Residue Regular		SL - Regular notCoded Bulk State	Customer SL
6	1	28992006	WA	Residue Regular		SL - Regular notCoded Bulk State	Customer SL
7	1	28992007	TAS	Residue Regular		SL - Regular notCoded Bulk State	Customer SL
8	1	28992008	NT	Residue Regular		SL - Regular notCoded Bulk State	Customer SL
9	1	28992001	ACT	Residue Off Peak		SL - Off Peak notCoded Bulk State	Customer SL
10	1	28992002	NSW	Residue Off Peak		SL - Off Peak notCoded Bulk State	Customer SL
11	1	28992003	VIC	Residue Off Peak		SL - Off Peak notCoded Bulk State	Customer SL
12	1	28992004	QLD	Residue Off Peak		SL - Off Peak notCoded Bulk State	Customer SL
13	1	28992005	SA	Residue Off Peak		SL - Off Peak notCoded Bulk State	Customer SL
14	1	28992006	WA	Residue Off Peak		SL - Off Peak notCoded Bulk State	Customer SL
15	1	28992007	TAS	Residue Off Peak		SL - Off Peak notCoded Bulk State	Customer SL
16	1	28992008	NT	Residue Off Peak		SL - Off Peak notCoded Bulk State	Customer SL

Figure 9.11 - Visa Explorer Invalid Label

Chapter 10: How to Use the TouchScreen

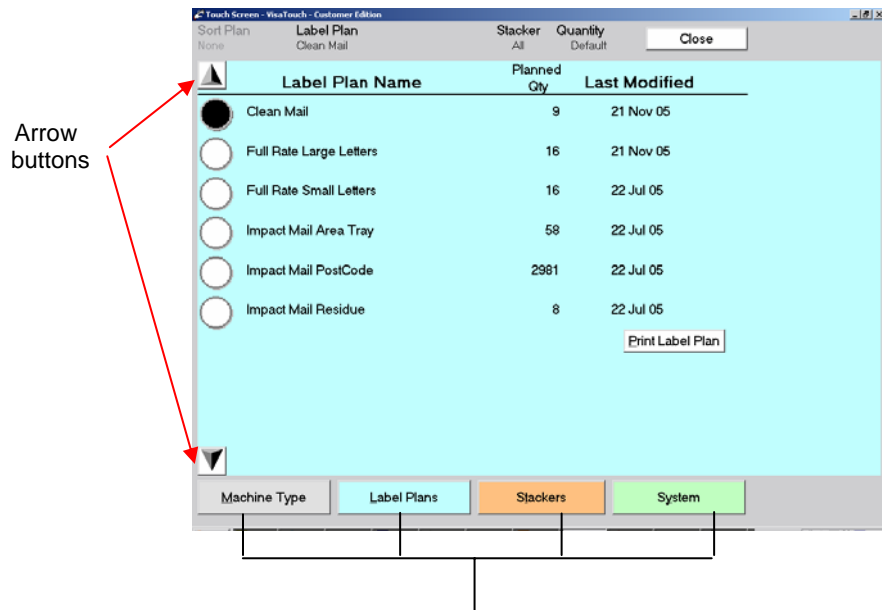
Unlike Visa Explorer, **TouchScreen** only allows the user to print labels – the user cannot edit, copy or perform other features. **TouchScreen** is generally used on the facility floor by MPEs to print on-demand from Label Plans that have already been set up.

10.1. Label Plan Screen

Use this screen to select a Label Plan and print it.

Touch the arrow buttons on a **TouchScreen**, press Page Up, Page Down, Up and Down arrows on a keyboard, or use a mouse to select a Label Plan name.

Click **Print Label Plan** located at the bottom right hand corner of the Label Plan screen to print a Label Plan.



Press these buttons to move between alternative screens

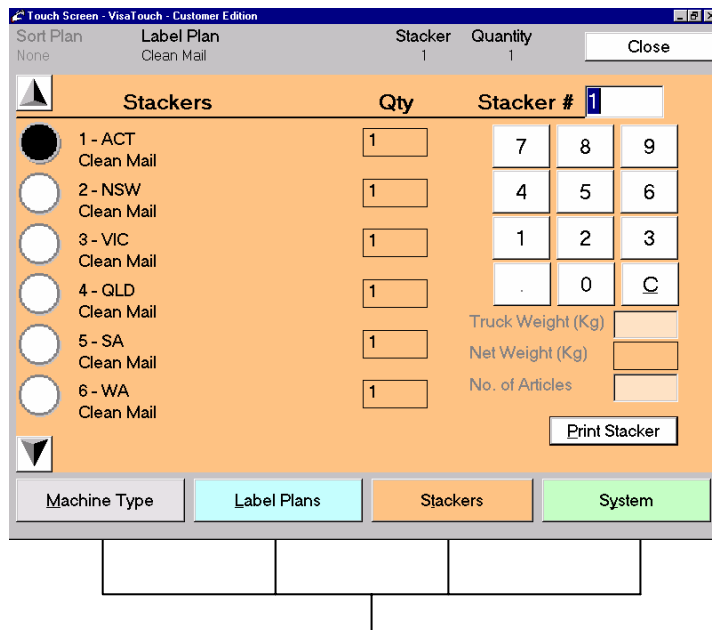
Figure 10.1 – Label Plan Screen in TouchScreen

10.2. Stackers Screen

Use this screen to select a Stacker and print the label(s) of the Stacker.

Press Page Up, Page Down, Up and Down arrows on a keyboard or type a number or click numbers on the keypad located on the right of the Stackers Screen to select a Stacker.

Press **Print Stacker** located at the bottom right hand corner of the screen to print a label(s) of the selected stacker.



Press these buttons to move between alternative screens

Figure 10.2 – Stacker Screen in TouchScreen

Click left of stacker description to print x labels where x is quantity.

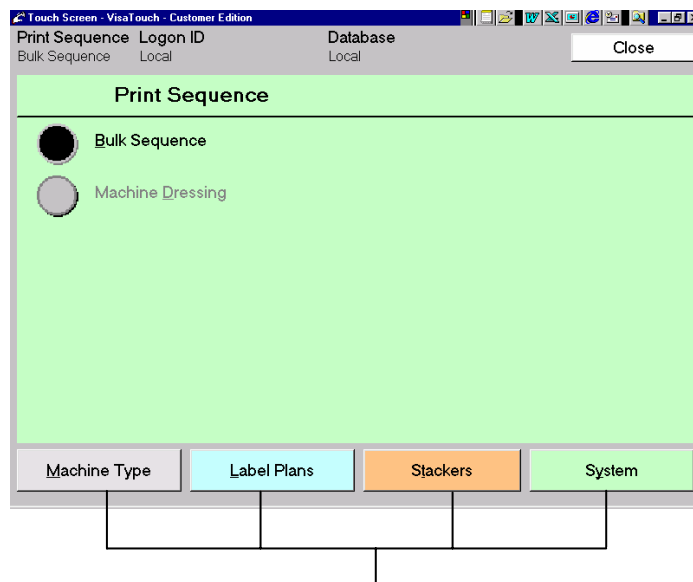
Click quantity box, select required quantity and print.

10.3. System Screen

Use this screen to select a printing style for the labels.

Select **Machine Dressing** in the System Screen to allow for one label of each stacker to be printed first, then the balance of the labels will be printed.

Select **Bulk** to print all the labels by stacker. *This is the **only** printing option for Customers.*



Press these buttons to move between alternative screens

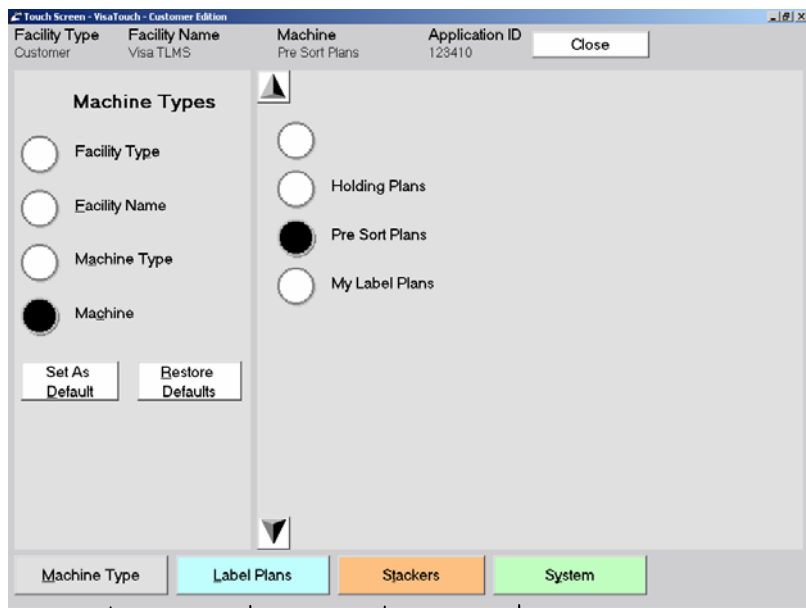
Figure 10.3 – System Screen in TouchScreen

10.4. Machine Screen

Use this screen to change the default sorting machine details.

Press Page Up, Page Down, Up and Down arrows on the keyboard to make a selection.

1. In the **Machine Types** section, select an appropriate option.
2. There are 4 options: **Facility Type**, **Facility Name**, **Machine Type**, **Machine** – you need to choose at least one option.
3. The list on the left of the screen will automatically update accordingly, select an appropriate item in this list.
4. Press **Set As Default** to change the Machine details, or press **Restore Default** if you want to keep the existing machine details.



Press these buttons to move between alternative screens

Figure 10.4 – Machine Screen in TouchScreen

Chapter 11: How to – Other Visa Information

Chapter 11 covers the following:

- Reports – *11.1 Reports*
- Printing a Report – *11.2 Printing a Report*
- Maintaining Workstation Information – *11.3 Maintaining Workstation Information*
- Viewing Log Files – *11.4 Viewing Log Files*
- Printer Requirements – *11.5 Printer Requirements*
- Tray Hygiene – *11.6 Tray Hygiene*

11.1 Reports

An All Label Plan Report displays all the Label Plans in the current facility or local database, apart the ones in the Recycle Bin – and you can also display just a single Label Plan in a Report as well.

Similarly, you can display a Workstation Report, which provides information on each workstation that has used the facility database.

Users sometimes require information on just a single Label Plan or all Label Plans in use, or Workstations – for attaching to other documents, preparing a presentation, etc.

Visa Explorer allows users to print a report for such a purpose, from either the **TreeView** or **ListView**.

11.2 Printing a Report

- Select the Label Plan or Workstation for which you want to generate a report from **TreeView** or **ListView**
- Select menu option **Reports/ Single Label Plan** or **All Label Plans** or **Workstations**
- The Print screen is displayed
- Select the appropriate printer options then click **OK**.

The Label Plan Report or Workstation Report preview screen is displayed. From here, the Report can be copied to the document/presentation etc. or printed as hard copy.

All Label Plans: 26 Label Plan records					
Name	Facility	Mail Sort Machine Type	Mail Sort Machine	Last Modified Date	
Clean Mail	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 10:	
Full Rate Large Letters	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 10:	
Full Rate Small Letters	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
Impact Mail Area Tray	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 10:	
Impact Mail Residue	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 10:	
New	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
New Off Peak Nat'l SortPlan	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
Off Peak Nat'l SortPlan Large	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 10:	
Off Peak Nat'l SortPlan Small	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 10:	
Off Peak Nat'l SortPlan Surface Large	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 10:	
PrintPOST PostCode by Air Large	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 10:	
PrintPOST PostCode by Air Small	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 10:	
PrintPOST PostCode Surface Large	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 10:	
PrintPOST PostCode Surface Small	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
PrintPOST Residue by Air Large	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
PrintPOST Residue by Air Small	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
PrintPOST Residue Surface Large	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
PrintPOST Residue Surface Small	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
PrintPOST SortPlan by Air Large	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
PrintPOST SortPlan by Air Small	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
PrintPOST SortPlan Surface Large	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
PrintPOST SortPlan Surface Small	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
Regular Nat'l SortPlan Large	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
Regular Nat'l SortPlan Small	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
State Residue Barcoded Large	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
State Residue Barcoded Small	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	
State Residue UnBarcoded Large	Visa TLMS	Customer	Pre Sort Plans	20 Jan 2006 11:	

Figure 11.1 - An All Label Plans Report

- Select the print button at the top of the Details Report preview screen to print the report or the X (Close) option to terminate the report function.

11.3 Maintaining Workstation Information

Users can change the workstation, machine type or machine the Visa system is assigned to. This function is useful to:

- Recover from Mail Processing Equipment (MPE) failure
- Relocate computers or Visa workstations
- Provide backup after printer failure.

You can move to an alternative MPE computer, change the machine identity to that of the disabled system and continue to produce labels for the MPE. Similarly, you can also change the facility name if labels are required for a different site.

The changes made can be temporarily set for a one-off print run or set as new default information provided the new identity information is set up in the Visa database.

There are two ways to edit Workstation Information:

1. Through **File/Print Label Plan** then selecting the **Change** button in the Machine Details section. Accessing the function in this way allows you to temporarily change facility information for a specific print run.
2. Through **Tools/Maintain Workstation Information**, editing the fields as per Workstation Information Details.

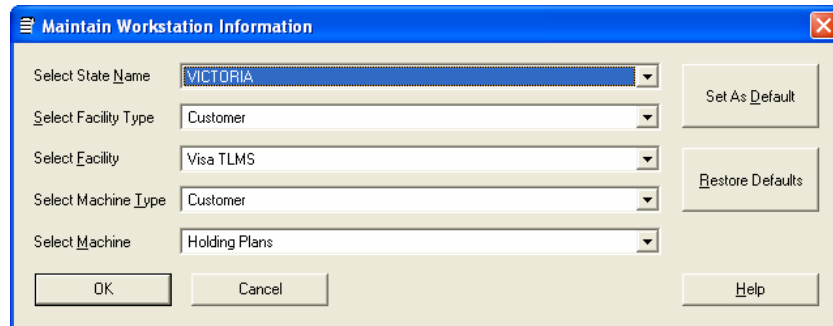


Figure 11.2 - Maintain Workstation Information Screen

11.3.1. Workstation Information Details

You can change the details in the fields from the Maintain Workstation Information screen:

- **State Name** eg. Victoria.
- **Facility Type** – Customer option is displayed by default.
- **Facility Name** – Visa TLMS option is displayed by default.
- **Machine Type** – Customer option is displayed by default.
- **Machine** eg. Holding Plans.

Note: The changes may be stored as permanent changes (Store Defaults) or just used until the Restore Defaults is selected, whereby Visa will restore the default settings.

11.4 Viewing Log Files

The **View Log Files** function allows you to view information generated from the Importing Label Plans process through either Visa Explorer or Command Line execution.

11.4.1. Visa Explorer Interface

The Visa Explorer interface creates a log file if the user clicks the **Save Log** button from the Import Label Plan screen. The log file is located under C:\Data\VisaTLMS\Log directory. The log file name will match the import file name with extension .log.

If a log file with the same name already exists it will be overwritten.

To View Log file:

- From Visa Explorer, select menu option **Tools/View Log Files**
- Open Log Files screen displays files with extension .log
- Select a log file and press **Open** to view the log file in WordPad.

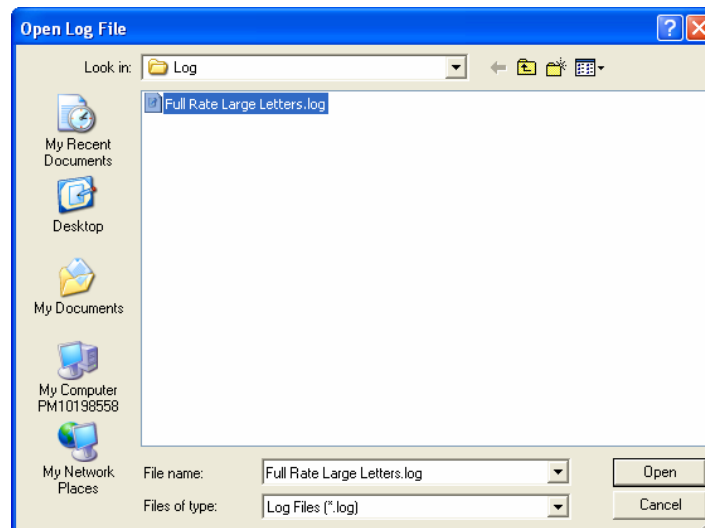


Figure 11.3 Open Log File Screen

11.4.2. Command Line Interface

The Command Line Interface produces a continuous log file created on a weekly basis. The log file name is `CommandLineJob.log` and is located under `C:\Data\VisaTLMS\Log` directory, or in another location you have specified in Setup 2 during the Visa installation.

Importing Label Plans via the Command Line Interface also produces a separate log file in addition to the continuous `CommandLine.log` file.

This log contains details about the import progress and any errors that occur. The log file is created under `C:\Data\VisaTLMS\Log` directory. The log file name will match the import file name with extension `.log`.

If a log file with the same name already exists it will be overwritten.

11.5 Printer Requirements

A Barcode printer is required for Visa software.

When you select a direct thermal printer to suit your operational needs, consider:

- **Printing Output** – check to meet size and print quality required by Australia Post standards (*Refer Barcode Label Specification V3.0 for more details*).
- **Printing Speed** – is appropriate to your production needs.

11.5.1. Label Printer Settings

This section provides the general Printer Setup instructions for label printers:

1. Install Window Driver into your computer/s as per printer instructions.
2. Configure Printer. The configuration of all printers is different, however the following basic settings are required:
 - Paper Size: Height x Width = 127 mm x 50 mm
 - Landscape
 - Direct Thermal
 - Temperature Setting
 - Speed.

3. From Visa:

- The **File/Label Printer Setup** menu option enables you to select the label printer and its printing output sequences
- This setting is different from the report printer setting, which is determined by the Windows default printer setting
- To set up a label printer:
 - Select menu option **File/Label Printer Setup**. The Label Printer Setup is displayed

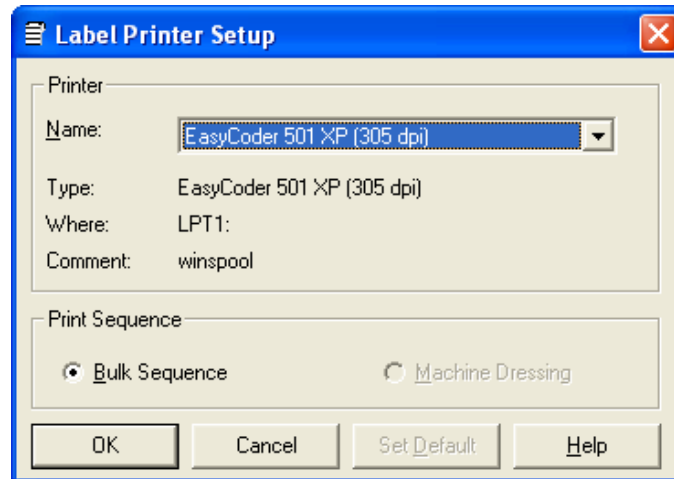


Figure 11.4 - Label Printer Setup Screen

- **Set Default** button to make your selection the current default setting
- Click a label printer name from the drop-down list box in the Printer section
- Press **OK** to accept your selection.

11.6 Tray Hygiene

All mail trays must be kept clean and inspected regularly for any physical damage for the Tray Management System (TMS) to process mail trays efficiently.

Label pockets should always be clean and free of any physical defects to allow easy recognition of labels by the TMS scanner.

There are three types of mail trays that you will handle during mail processing:

- Small letter fibreboard trays (cardboard trays).
- Small letter plastic trays (grey trays).
- Large letter coreflute trays (white tubs).

Table 11.5. Tray Hygiene Problems

Look For	Problem	Result
Damaged or Deformed trays	Can not pass freely through the TMS	Disrupts Tray Management System flow and stops production
Dirty or damaged label pockets	Barcode Scanner can not "read" label accurately	Scanner misreads label and sends tray/s to wrong destination
Old or defaced labels on trays	Barcode Scanner will route tray incorrectly	Scanner reads label and sends tray/s to wrong destination, causing loss of performance standards

11.6.1. Tray Labels

- Remove tray labels from all emptied trays and dispose of in a designated recycle bin
- Remove any self-adhesive labels from the tray sides (especially FMOCR labels)
- Remove any foreign objects from inside the trays and dispose of in the designated bin
- Remove soiled or damaged label pockets and replace with new ones
- Do not amend the label with white-out or pen, but use the correct label for the destination and product.

11.6.2. Label Pockets

- Remove soiled or damaged label pockets and replace with new ones
- Ensure that label pockets are mounted in the correct position. Remove any incorrectly mounted label pockets and reposition in the correct position
- Replace old style labels pockets with new label pockets.

The pockets have a clear matt front and a white backing marked with SAP item number 8828889 and the manufacturing date in the centre.

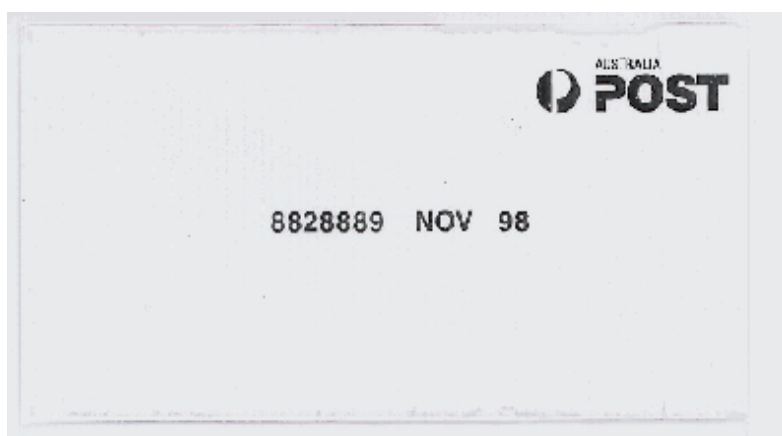


Figure 11.6 – Label Pocket

11.6.3. Damaged Trays

Trays that are damaged and no longer suitable for use within the mail network should be returned to a mail centre.

Trays showing any of the following conditions are not suitable for use within the network:

- Excessive wear – poor physical strength
- Physical damage – crushed sides, surface breaks, bowing, etc.
- Exposed sharp edges or broken surfaces
- Dirty or soiled surfaces.

REMEMBER:

Check that trays are in good physical condition.

Remove labels from label pockets and self-adhesive labels from sides and dispose of these labels every time a tray is emptied.

