

Roundsman Backup.

To help with backups and copying files from one drive to another we have produced Roundsman Backup. This software is completely windows based. It allows you to setup projects, as many as you like, and tasks within each project. This is helping us to give you backup and copy functions that you can setup to run on your systems for any software that you may have. It currently supports copying files and directories to another hard drive or to zip disk or DVD/CD. These files can be zipped up with a default name and the date and time of the backup as part of the zip file name.

The manual is on the web site so that you can get a better idea as to the functionality of this system. We are prepared to send you a 21 day trial version. Registration is required for this software, for each machine that it is installed on.

Hand held update.

Stock Control System.

This system is designed to be a live total depot stock control system. All initial data is taken from Roundsman. If all data is input then you have effectively a live stock on hand on the hand held. This system is designed around the Casio IT3000, but could potentially be used on other units that run Microsoft .net 4.x.

This unit has a built in thermal printer that uses 80mm wide paper. This is used to produce the load reports and all other reports.



Quantities loaded on vans are entered and the load list printed, this can be signed by the driver and the depot supervisor as confirmation of the load. When the van returns then quantities can be returned to the depot as resalable goods or breakages, breakages are then written off by the depot supervisor. Deliveries into the depot, either from outside or from your production lines are entered and then you can do a full stock take on the hand held. All of this data is then sent back to Roundsman stock control so that you have an on going history of all transactions on the base system. The data used by Roundsman Round reconciliation and the stock ledger will come from the hand held stock control system.

Roundsman System

This system is now available for testing. This system will have all of the facilities of our existing Psion based system with some of the extra facilities that have been requested by users. We are basing it on Casio equipment using the IT3000 and the IT600. It may be possible to use other hardware that runs Microsoft .net 4.x

This unit has no printer, but is very robust. It will accept drops from 1.2 meters on to concrete on all sides and edges. It is also very resistant to water.



The customers are presented in delivery order and you have the ability of changing the current days delivery or setting orders for future days/weeks as well as entering and changing standing orders. Holidays and suspensions can also be managed from the unit. Full delivery instructions and routing instructions can be displayed. The system will also have the round reconciliation functions so that the stock control for the individual round can be managed. This would not normally be used if the hand held stock control system is in use. Remote printers are available for use with this unit either vehicle or belt mounted using Bluetooth communication technology.

User Group

We are considering setting up an official user group, with the idea of having a user group meeting once or twice a year to meet and discuss the current versions of our software that you are using and to make suggestions as to the items that you would like to see as part of future updates. There would be an official user group section to our web site that would require you to sign in with a user name and password. This would allow us to keep in contact with you as well as allowing you to have closer contacts with us. We are currently producing the manuals for our software and these are being posted, as they are completed, to the web site, this would be moved to the user group site.

We would enrol you into the user group on renewal of your support contract each year, the only foreseeable possible extra expense would be a small fee to cover the lunch buffet that we would look to put on. And Roundsman users that do not have contracts, but are interested in attending the meeting, would be expected to make a contribution to the expenses for the day.

It may be possible, depending on the interest, to have these around the country. Please let us know if this is of interest to you.

We are evaluating having launch meetings early in the new year for Roundsman users, and other interested parties, to see the new hand helds, and to be able to talk to existing users of our older system. We have been told that hardware suppliers are prepared to come and show attendees their hardware and to discuss the advantages/disadvantages of using a particular system. We are trying to make our software compatible with as many makes of hardware as possible.

We will be promoting Casio equipment as our first choice option, due to the help that Casio Technical have given us during the development of this new system. If you decide to use other equipment we will have to test our software on it before we can clear it for use.

Support changes

Please note that as we move towards getting other people involved in running Call Care Systems as well as supporting you, changes are going to have to be made in the way that we support you and also the costs for supporting you. 24/7 contracts will have to rise in price, some already have. We have previously treated these as a little less than twice the office hours cost, but as we will have to employ someone to be on stand by over night, weekends and bank holidays we are having to increase the 24/7 cost to 2½ times the office hours support. All calls from customers with a current contract, will remain free of charge, this to include support during office hours on the telephone or via modem or internet links. Support that is given out of hours, to customers on office hours contracts, will be charged at 2½ times our normal call cost.

We will still provide updates to Roundsman based on our current conditions which are, 40% of the current list price for customers on contract and 90% for existing customers with no contract. All other current charges remain at the current rates. All customers will be notified of changes in these base rates. Overnight stays and travelling mileage, while always having been part of our charges, has not always been charged, this will change in that they will be charged.

Staff

For those of you that have been in contact with the office when Tracy has been in, I would like you to know that she has now moved with Pete and the 2 boys, closer to London to be nearer Pete's work.

Jon is still doing all of our hand held programming work. Mark, although in Canada, is still doing our windows based software, leaving me with the current version of Roundsman. The staff at Orchard Computer Services are looking after the support for the hardware that they have supplied to our customers. If you would like to discuss hardware and server operating system support, then please ask us. In conjunction with Orchard we are able to give 24/7 cover for hardware and operating system problems, under a support contract.