

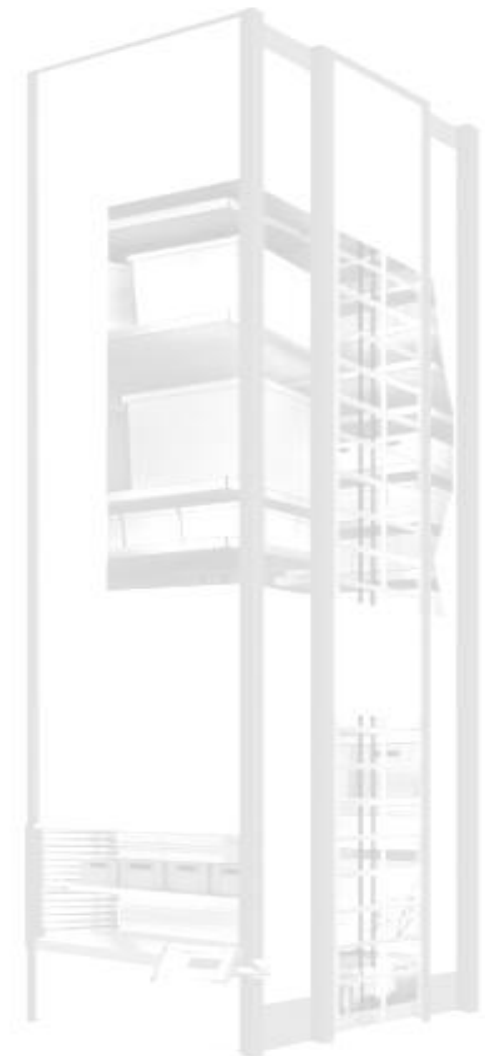
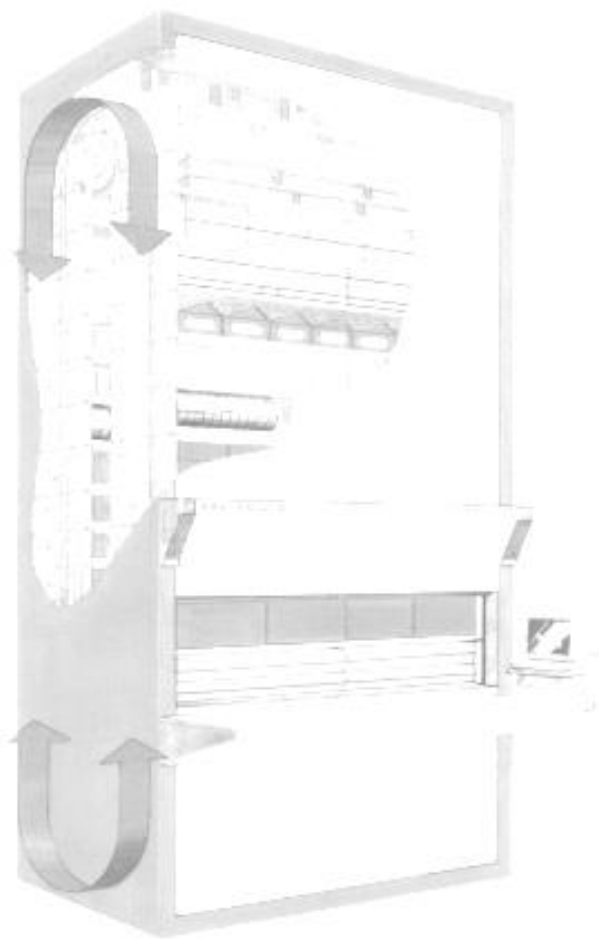
kardexremstar



General Order Handler

USER GUIDE

Issued Date: October 2017



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Valid for Kardex General Order Handler version 2.2.00

IMPORTANT NOTICE

This software is made available for use under the terms of your 'Software Licence Agreement'.

For new equipment installations Kardex Vertical Storage System software is configured by our staff and operation of the equipment (Carousel/Shuttle/SortBench) and software is confirmed as part of the commissioning process.

The software warranty will be void if the Customer or their representative changes modifies or makes any additions to the hardware and/or software of the Vertical Storage System without the written permission of Kardex VCA Pty Ltd (Kardex). Kardex will not withhold that permission if the changes will have no material effect on the system operation or performance.

The Customer is responsible for the maintenance of all system and data files including backup and restoration procedures.

1 Introduction

The 'General Order Handler' application is used to split a single PICK or PLACE list file into multiple list files for multiple KARMAN/RACKMAN zones in a storage system. General Order Handler queries the system database for a part to determine which zone the part exists in.

'General Order Handler' is a 32-bit Windows application, which is typically run from the Startup folder on the main system PC console.

2 Installation

The set up file for General Order Handler is named 'General Order Handler Setup.exe'.

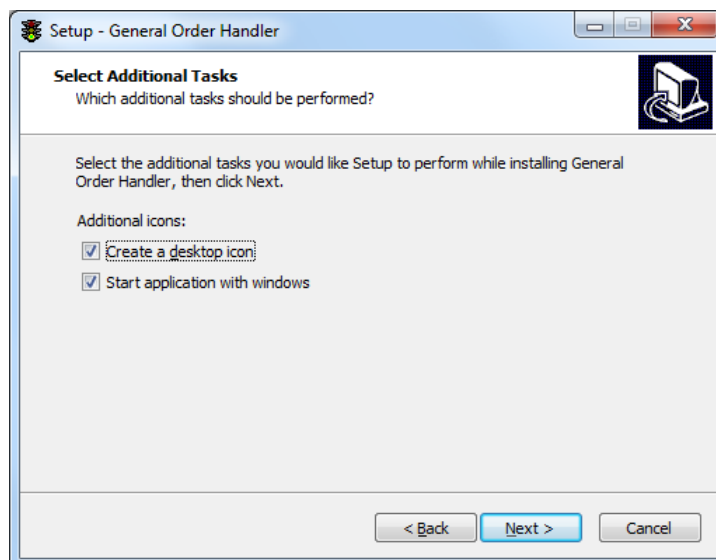
Run the 'General Order Handler Setup.exe' and follow the prompts.

First the set up program displays the Welcome screen and waits for confirmation to begin the installation process. You can confirm by pressing **Enter** when the Next button is selected or by pressing **Alt & N** for Next.



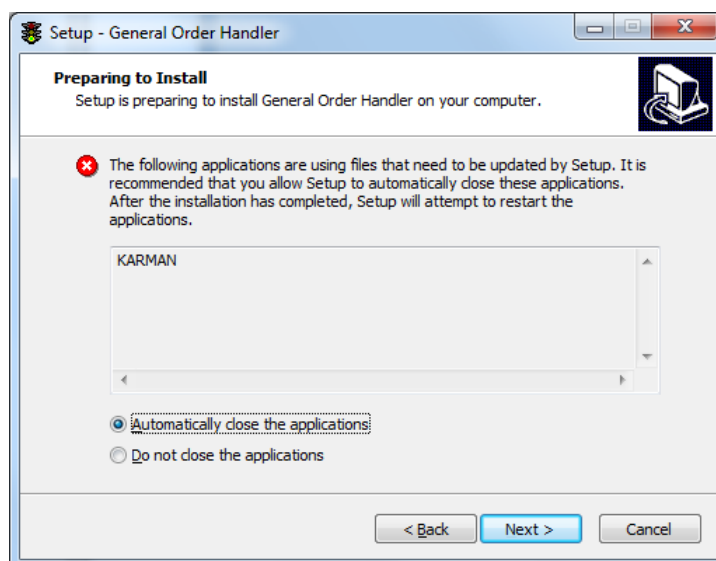
Make sure that create a desktop icon and start application with windows is enabled before continuing on.

You can confirm by pressing **Enter** when the Next button is selected or by pressing **Alt & N** for Next.



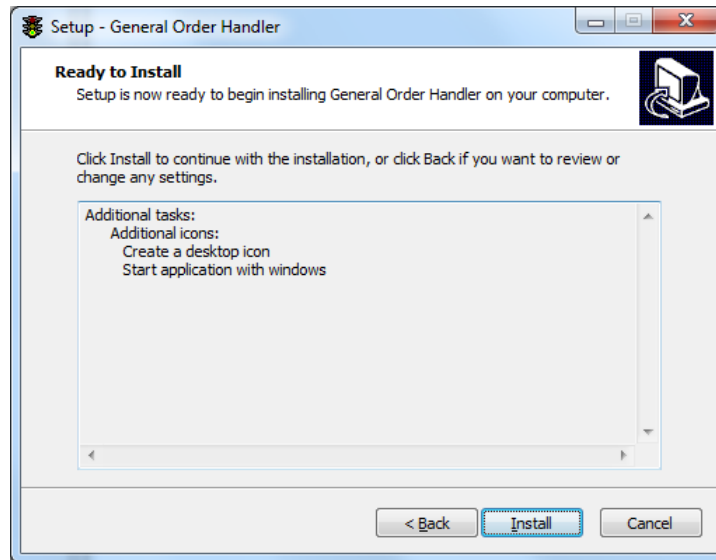
General Order Handler will sometimes recognise any applications that use the shared libraries that are installed with General Order Handler. If there are any open, please ensure that the 'Automatically close the applications' Radio button is selected or manually close these applications before proceeding.

You can confirm by pressing **Enter** when the Next button is selected or by pressing **Alt & N** to proceed.

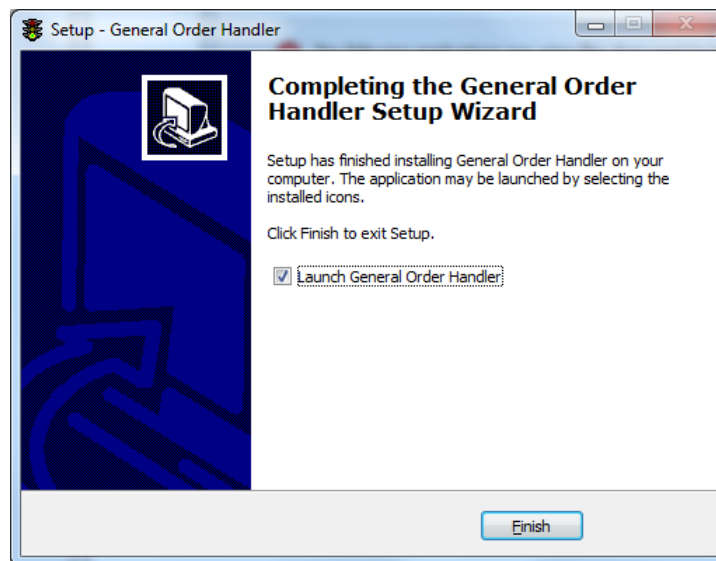


Please check that the settings following is correct.

You can confirm by pressing **Enter** when the **I**nstall button is selected or by pressing **Alt & I** for **I**nstall.



The installation process has been successfully installed. You can confirm by pressing **Enter** when the **F**inish button is selected or by pressing **Alt & F** for **F**inish.



3 Setup

3.1 General Order Handler Directory Structure

The setup program creates the following directories and files:

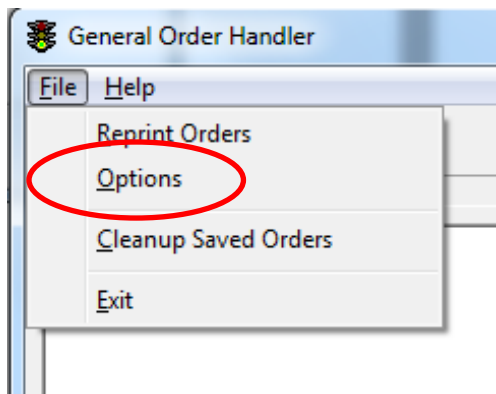
C:\KARDEX\General Order Handler\	Application Directory
C:\KARDEX\General Order Handler\Install.log	Installation Log
C:\KARDEX\General Order Handler\Unwise.exe	Uninstaller Program
C:\KARDEX\General Order Handler.exe	General Order Handler Application
C:\KARDEX\General Order Handler\Printer.dll	Dynamically linked library for printer support

The setup program creates General Order Handler shortcuts in the following locations:

C:\Windows\Desktop\	For Easy Desktop Access
C:\Windows\StartMenu\Programs\KARDEX\	For StartMenu Access
C:\Windows\StartMenu\Programs\Startup\	Starts General Order Handler with Windows

3.2 Configuration Parameters

To access General Order Handler configuration parameters go to the File drop down menu then select Options:

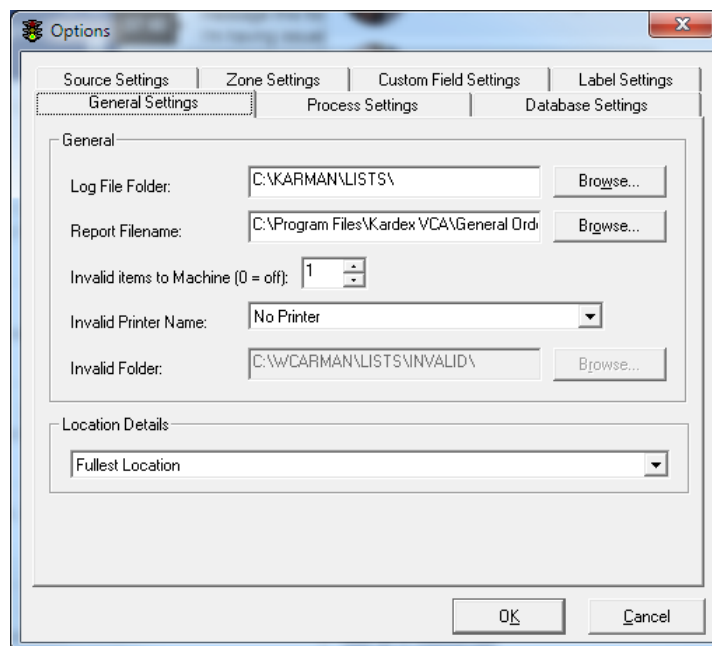


The Options form will be displayed showing the six setting tabs:

- General Settings
- Process Settings
- Database Settings
- Source Settings
- Zone Settings
- Custom Field Settings
- Label Settings

3.2.1 General Settings

The 'General Settings' tab is used to set up the file paths and handling methods:

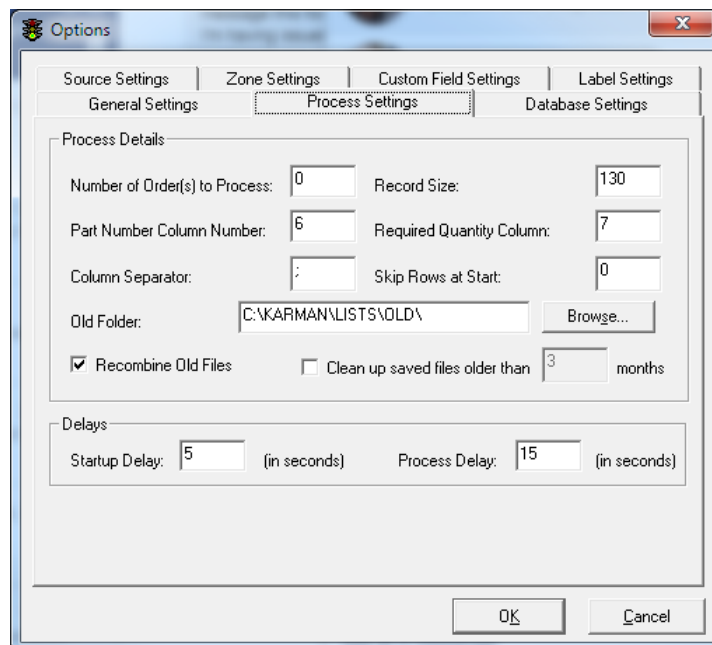


The parameters are described below:

Parameter	Default Value	Description
Invalid Printer	No Printer	Select the printer to receive the invalid part names
Invalid Folder	C:\KARMAN\Lists\Invalid\	Folder where invalid files and invalid parts are deposited.
Invalid Items to Machine	0	Invalid Items (without location or do not exist) are sent to: 0 (off) = Invalid Folder. 1+ (on) = Added onto that machines List file.
Report Filename	C:\KARDEX\GENERAL ORDER HANDLER\Generic.tpl	This is a template that is used for your Pick Slip and Place Slip.
Log File Folder	C:\KARMAN\LISTS\	Creates a log file and stores in this folder.
Location Details	Fullest Location	This is the method General Order Handler uses to select the required location. The logic is the same used in KARMAN.

3.2.2 Process Settings

The 'Process Settings' tab is used to set up source file interpretation application process timing:

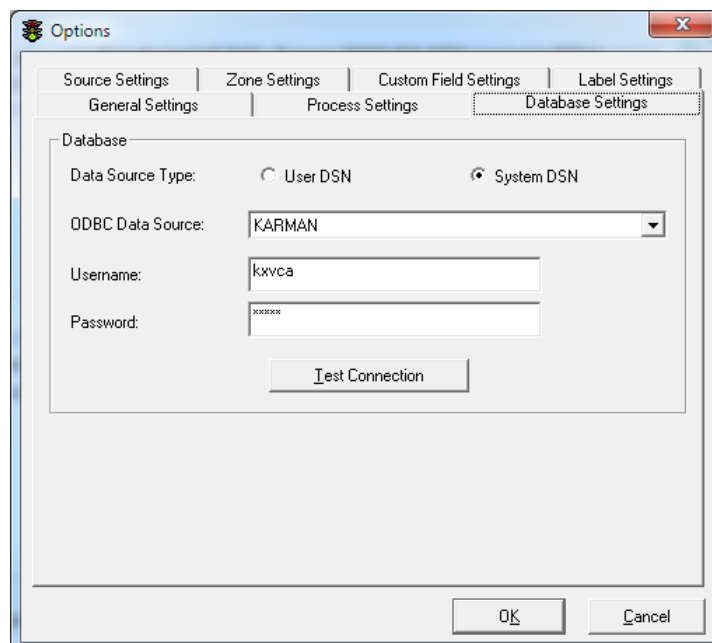


The parameters are described below:

Parameter	Default Value	Description
Number of Order(s) to Process	0	General Order Handler will wait for this amount of orders before processing. Set to '0' to process orders as they are presented
Record Size	130	The total length in each record of the list file. This size must match the KARMAN list file size
Part Number Column Number	6	The column number in the list file that contains the part number data.
Required Qty Column Number	7	The column number in the list file that contains the required quantity data.
Column Separator	;	Column Separator
Skip Rows at Start	0	How many rows will be skipped at the start of the process
Old Folder	C:\KARMAN\Lists\Old\	If list files are required to be recombined, this is the folder that General Order Handler looks in for old files.
Recombine Old Files	OFF	Set on to recombine the list files from each machine back to the one file. This may be required if downstream confirmation file processing is in use.
Clean up saved files Older than	OFF 3	Enables General Order Handler to delete saved files that are older than the nominated age.
Startup Delay	5	Number of seconds to wait before the database is started. This gives you a chance to access the Options forms before the database connection is established.
Process Delay	15	The time lapse between each processing operation.

3.2.3 Database Settings

To 'Database Settings' tab is used to setup the ODBC setting to the KardexIS database:



The parameters are described below:

<i>Parameter</i>	<i>Default Value</i>	<i>Description</i>
Data Source Type	System DSN	Choose between User DSN and System DSN which are the two different source types in the ODBC.
ODBC Data Source	KARMAN	Get to select which ODBC Data Source you want to use.
Username	kxvca1	The username has to match the one you use in the ODBC.
Password	*****	The password has to match the one you use in the ODBC

Test Connection

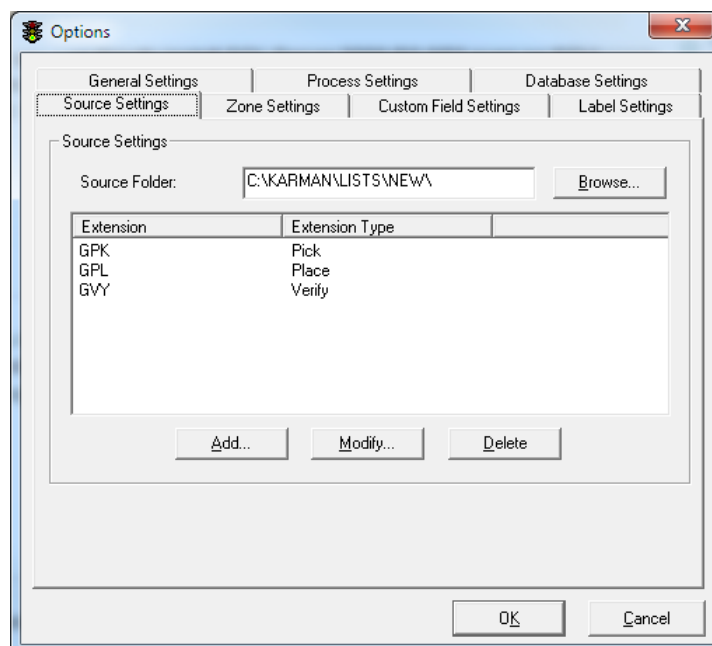
Click 'Test Connection' to check if the connection from General Order Handler to the database is successful. If the connection test is successful the following message will be displayed:



If the connection fails a message will also be displayed. Check all of your ODBC settings and try the connection again. The settings should be the same as you are using for your KARMAN or RACKMAN connections.

3.2.4 Source Settings

The 'Source Settings' tab is used to configure the source file detail that General Order Handler will process and split to the separate Zones. This includes the extensions that will be processed as well as the source folder that the lists will be processed from:



The parameters are described below:

Parameter	Default Value	Description
Source Folder	C:\KARMAN\LISTS\NEW\	Folder where list files are processed from.
Extension	GPK/GPL/GVV	The extensions that have been configured for the application. If there are none configured, the default extensions and types will be setup as shown on the left.
Extension Type	Pick/Place/Verify	

Adding additional extensions or removing extensions is performed by using the three buttons below the list of extensions.

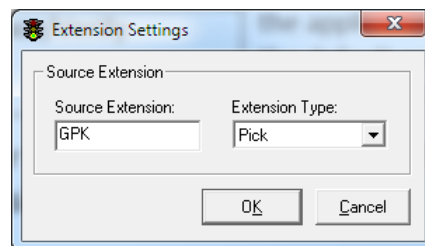
NOTE: Before adding new zones with the newly created extensions, the settings will need to be saved by clicking the **OK** button on the Options form. Also, please ensure that your zone settings are correct after making any modifications in the Source Settings form.

3.2.4.1 Add / Modify Extension

Clicking the Add or Modify buttons on the Source Settings tab will display the Extension Settings windows shown on the right.

This allows you to create new extensions to be processed by General Order Handler.

The parameters are described below:



<i>Parameter</i>	<i>Default Value</i>	<i>Description</i>
Source Extension	Blank	The extension to be searched for to be processed
Extension Type	Pick	The type of extension, this is used to determine how the matching files are processed: <ul style="list-style-type: none">• Pick• Place• Verify

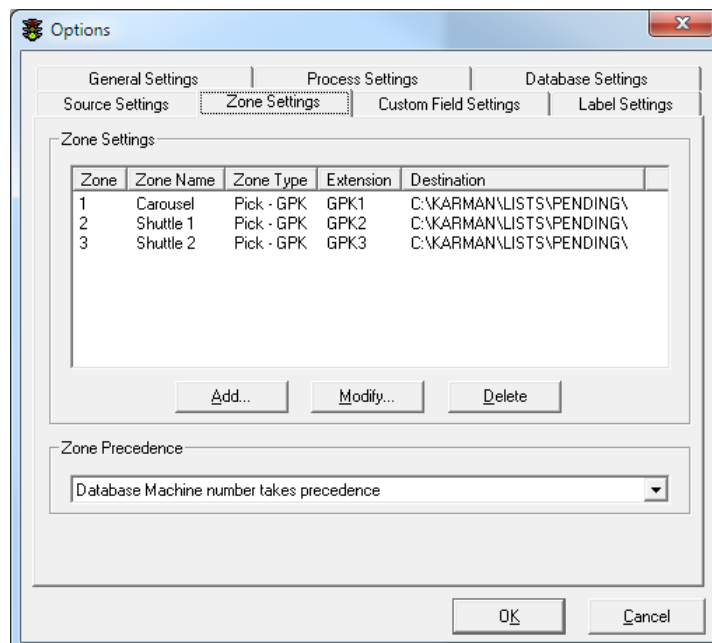
3.2.4.2 Delete Extension

NOTE: There is no warning for source extension deletion. Make sure you have selected the correct extension and you actually need to delete it. Settings are not saved until the Options form OK button is clicked, so accidentally deleted settings can be restored by clicking Cancel.

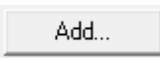
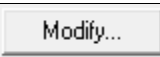

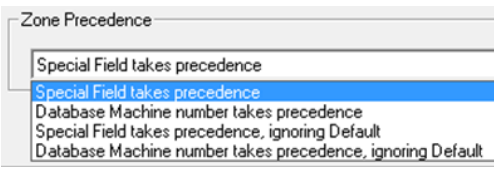
Clicking the Delete button on the Source Settings tab will remove the selected Source Extension from the list and will remove it from being processed by General Order Handler.

3.2.5 Zone Settings

The 'Zone Settings' tab is used to set up the required PICK/PLACE/VERIFY zones for the equipment and to set up the file handling and printing (if required) for the zones:



The parameters are described below:

Parameter	Default Value	Description
Zone	Blank Range 1 - 99	This is the Zone ID number associated with the inventory in the relevant zone. Each machine or racking area has a unique ID
Zone Name	Blank	User-defined name and should be related to the relevant area.
Zone Type	Blank	Options are based on the configured Source Extensions in section 3.1.4.
Filename Extension	Blank Use GPLn or GPKn where n = 1 to 99	Once files have been split, they will be written out with this extension. Each zone requires a different extension. The convention is to make the numeric the same as the database ID for the zone i.e. picking Zone 1 uses extension GPK1
Destination	C:\KARMAN\Lists\Host\	Destination folder for lists to be processed by KARMAN, RACKMAN or SortBench.
Add Button		Used to <u>A</u> dd new zones Refer to Section 3.2.5.1
Modify Button		Used to <u>M</u> odify existing zone settings Refer to Section 3.2.5.2
Delete Button		Used to <u>D</u> elete existing zone settings Refer to Section 3.2.5.3
Zone Precedence	Special Field takes precedence.	Set the list file sort criteria: 

3.2.5.1 Add Zone / Zone Setup

Click the Add button to access the Zone setup form:

The zone set up parameters need to be set up for each site. Please refer to the Functional Description provided by Kardex. The function of each parameter is described below:

Zone

i. Zone Name

Enter a name meaningful to the site. The Kardex convention is to make the zone name the same as the machine name or racking area name.

ii. Zone ID

Give the zone a number greater than zero. The Kardex convention is to set the ZoneID to the number of the database ID for the area. Each Zone ID needs to be unique (consider for Pick and Place operations)

Error messages will be displayed if you attempt to use the same ID for more than one zone or if you try to use zero.

iii. Zone Type

Select the 'Zone Type' i.e. Picking Zone, Placing Zone or Verify Zone.

iv. Database ID

This is the ID in the KardexIS database which is associated with the inventory in the respective zone. Refer to the Database tab in KARMAN or RACKMAN System\Configuration

v. Starting Range

This is used to define the Carrier/Pick Face starting range for this zone.

For KARMAN

If the starting range is 1 and the ending range is -1, then the entire machine is used in this zone. This is the typical set up for a Carousel or Shuttle. If the starting range is anything other than 1, the ending range must be a valid number greater than the starting range.

For RackMAN

If your racking is over a large area, it may be appropriate to have more than one zone. Set the Start Range based on the number of the first Pick Face to be included. The range must refer to sequential Pick Faces.

vi. Ending Range

This is used to define the Carrier/Pick Face ending range for this zone.

If the starting range is 1 and the ending range is - 1, then the entire machine is used in this zone. If the starting range is anything other than 1, the ending range must be a valid number greater than the starting range.

vii. Special Field Numbers / Special Field Contains:

These parameters are used to identify the contents of a field in the list file, which is required to be used for sorting of the source file. In the example shown above, field two of the list file is being populated with the string "01", for Zone 1.

The screenshot shows the 'Zone Setup' dialog box with the 'Zone' tab selected. The fields are as follows:

- Zone Name: Carousel
- Zone ID: 1
- Zone Type: Picking Zone - GP
- Database ID: 1
- Starting Range: 1
- Ending Range: -1
- Special Field Number: 0
- Special Field Contains: (empty)

Buttons: OK, Cancel

Print

If you require the system to print PICK or PLACE slips or PICK or PLACE labels, you will need to set up the printer parameters for each of the zones. Click on the Print tab and the following form will be displayed:

i. Report Printer Name:

Use the drop down box to select the laser printer required to print the PICK or PLACE Slip. You can use a local or networked printer.

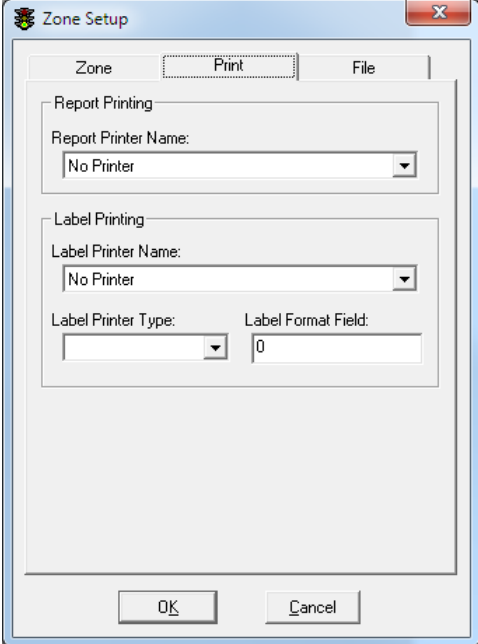
ii. Label Printer Name:

Use the drop down box to select the label printer required to print labels for the items on your PICK or PLACE Slip. You can use a local or networked printer.

iii. Label Printer Type:

Use the drop down box to select your label printer type. General Order Handler supports printing to the following label printers:

- Intermec 3400x
- Intermec C4
- Plain Text
- Zebra (ZPL)

The screenshot shows a 'Zone Setup' dialog box with three tabs: 'Zone', 'Print', and 'File'. The 'Print' tab is selected. It contains two sections: 'Report Printing' and 'Label Printing'. Under 'Report Printing', there is a 'Report Printer Name:' label and a dropdown menu currently showing 'No Printer'. Under 'Label Printing', there is a 'Label Printer Name:' label and a dropdown menu also showing 'No Printer'. Below these, there are two more fields: 'Label Printer Type:' with a dropdown menu, and 'Label Format Field:' with a text input box containing the number '0'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

iv. Label Format Field:

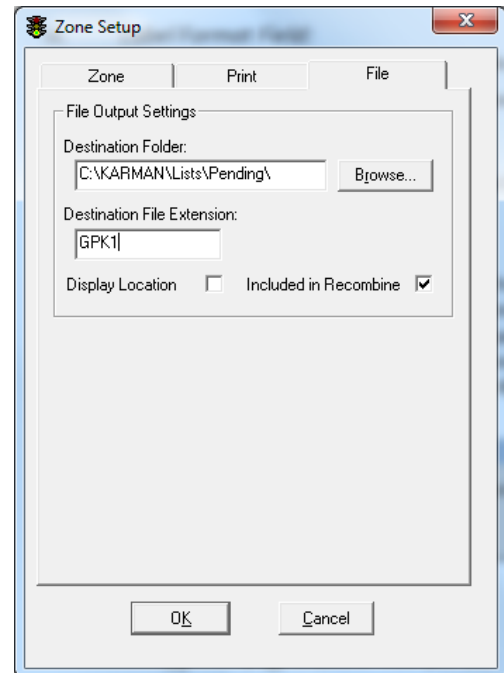
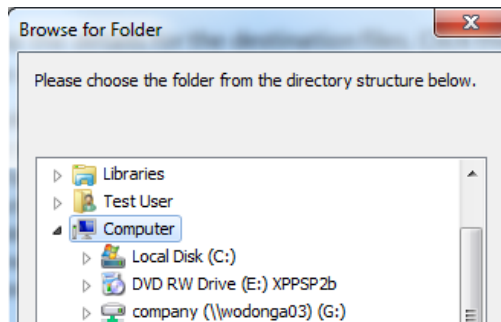
Enter the path name to the label template file. The default location is c:\KARMAN\Labels. Kardex will provide you with the required label format files for your printer type.

File

You will need to set up the details for the destination files. Click the File tab and the following form will be displayed:

i. Destination Folder:

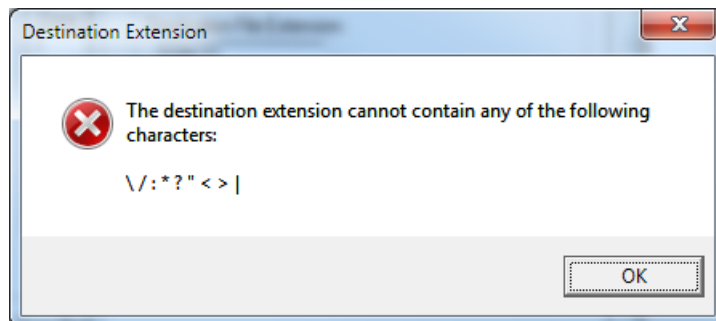
Enter the path to the destination folder for this zone. The destination folder is where the files are deposited for use by the SortBench™ or KARMAN™. The default path is c:\KARMAN\Lists\Pending\. This folder can exist on your server or on the respective zone PC. Use the Browse button to ensure you select the correct path.



ii. Destination File Extension:

Enter the file extension that you want to use for the file types in the respective zone. The default extensions used are GPLn for PLACE files where n is the zone ID and GPKn for PICK files where x is the zone ID.

This cannot contain the characters \ / : * ? " < > or the following error message will appear:



Press **Enter** and continue with your Zone Setup.

iii. Display Location:

Check this box if you want to display the locations on your PICK or PLACE Slip for the respective zone. This parameter is generally left unchecked for Carousel zones.

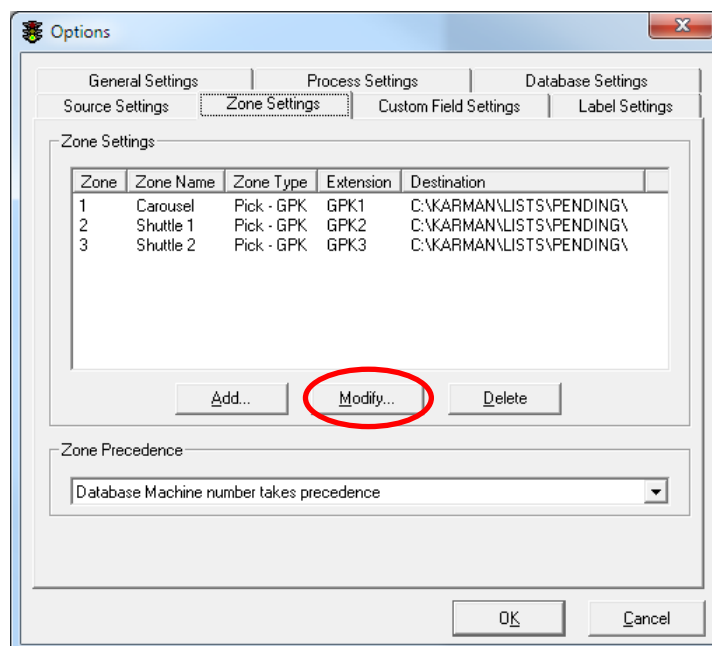
iv. Included in Recombine:

Check this box if you want the split PICK or PLACE files to be recombined after they have processed by KARMAN and/or RACKMAN. This may be required if the confirmation files are being used downstream by your WMS or ERP.

After **all** fields have been completed click the **OK** button to save your settings and close the form.

3.2.5.2 Modify Zone Setup

Select the required zone with the mouse and then click the Modify button to open up the Zone Setup form:

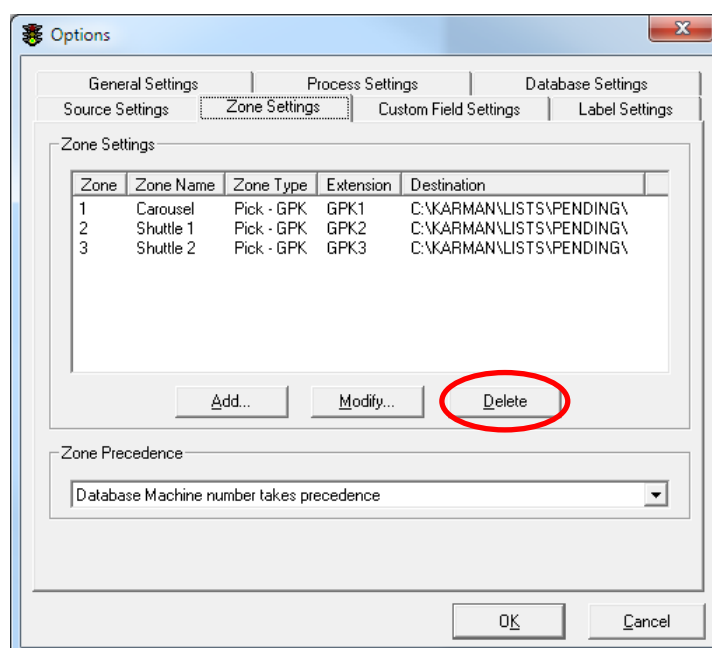


Refer to 3.2.5.1 above for a description of each of the zone settings.

3.2.5.3 Delete Zone Setup

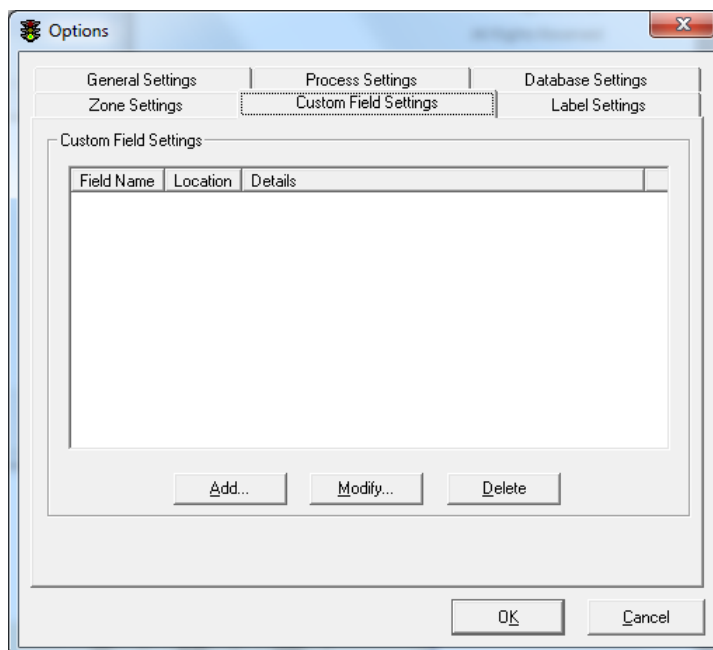
NOTE: There is no warning for zone setup deletion. Make sure you have selected the correct zone and you actually need to delete it. Settings are not saved until the Options form OK button is clicked, so accidentally deleted settings can be restored by clicking Cancel.

Select the required zone with the mouse and then click the Delete button to delete the zone settings:



3.2.6 Custom Field Settings

The Custom Field Settings tab is used to 'customise' the printed PICK or PLACE slips.



The parameters are described below:

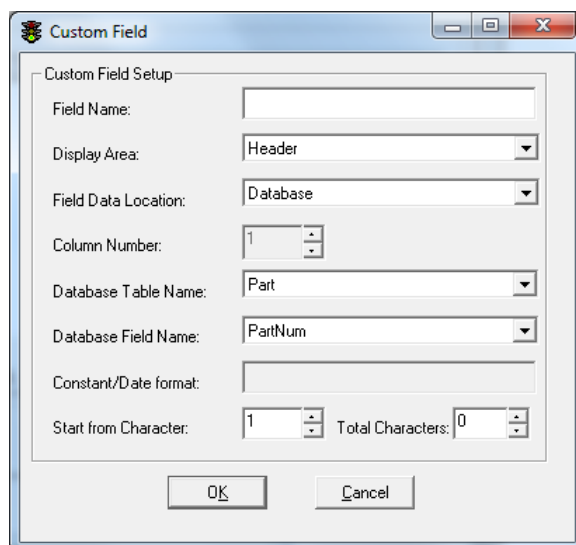
<i>Parameter</i>	<i>Default Value</i>	<i>Description</i>
Field Name	Blank Range 1 - 99	This is the database ID number associated with the inventory in the relevant zone. Each machine or racking area has a unique ID
Location	Blank Range 1 – 99	This is user-defined and should be related to the relevant area.
Details	Blank	This is used to define the Carrier/Pick Face range for this zone.

When you have finalised the configuration click the **OK** button to close the form.

The entries to the Custom Field Settings form is done using the 'Add', 'Modify' and 'Delete' buttons as per the Zone Settings form.

3.2.6.1 Add Custom Field Setup

Click the Add button to open the Custom Field Setup form:



The parameters are described below:

<i>Parameter</i>	<i>Default Value</i>	<i>Description</i>
Field Name		Name of this Custom Field, matches with a similar value in the template.
Display Area	Header	This is where the Custom Field will be displayed.
Field Data Location	Database	This is where the data is retrieved from to be displayed in this Custom Field.
Column Number	1	When File is selected, this is the column where the data is retrieved from.
Database Table Name	Part	When database is selected, this is the table where the data is retrieved from.
Database Field Name	PartNum	When database is selected, this is the field where the data is retrieved from.
Constant/Date Format		When Constant is selected, this is the information that will be displayed. When Date is selected, this is the format of the date that will be displayed.
Start from Character	1	Is only available when Database or File is selected, and it specifies the first character that this field will display.
Total Characters	0	The amount of characters to display after the starting character. 0 means all.

Click the **OK** button to save your settings and close the form.

Date Format

The Date Format consists of one or more directives and ordinary characters. A directive consists of a '%' character followed by a character that determines the substitution that is to take place. All ordinary characters are copied unchanged into the date.

Directive	Meaning
%a	Locale's abbreviated weekday name
%A	Locale's full weekday name
%b	Locale's abbreviated month name
%B	Locale's full month name
%c	Locale's appropriate date and time representation
%d	Day of the month as a decimal number (01-31)
%D	Date in the format mm/dd/yy
%h	Locale's abbreviated month name
%H	Hour (24-hour clock) as a decimal number (00-23)
%I	Hour (12-hour clock) as a decimal number (01-12)
%j	Day of the year as a decimal number (001-366)
%m	Month as a decimal number (01-12)
%M	Minute as a decimal number (00-59)
%n	Newline character
%p	Locale's equivalent of either AM or PM
%r	12-hour clock time (01-12) using the AM/PM notation in the format HH:MM:SS (AM PM)
%S	Second as a decimal number (00-59)
%t	Tab character
%T	24-hour clock time in the format HH:MM:SS
%U	Week number of the year as a decimal number (00-52) where Sunday is the first day of the week
%w	Weekday as a decimal number (0-6) where 0 is Sunday
%W	Week number of the year as a decimal number (00-52) where Monday is the first day of the week
%x	Locale's appropriate date representation
%X	Locale's appropriate time representation
%y	Year without century as a decimal number (00-99)
%Y	Year with century as a decimal number
%Z, %z	Timezone name, or by no characters if no timezone exists
%%	Character %

Examples:

"%A, %d of %B %Y" as the date format, "Monday, 1 of July 2002" would be displayed.

"%D %r" as the date format, "07/01/02 2:31:34 PM" would be displayed.

"%d/%m/%Y %H:%M" as the date format, "01/07/2002 14:31" would be displayed.

3.2.6.2 Modify Custom Field Setup

Select the required custom field with the mouse and then click the Modify button to open up the Custom Field Setup form:

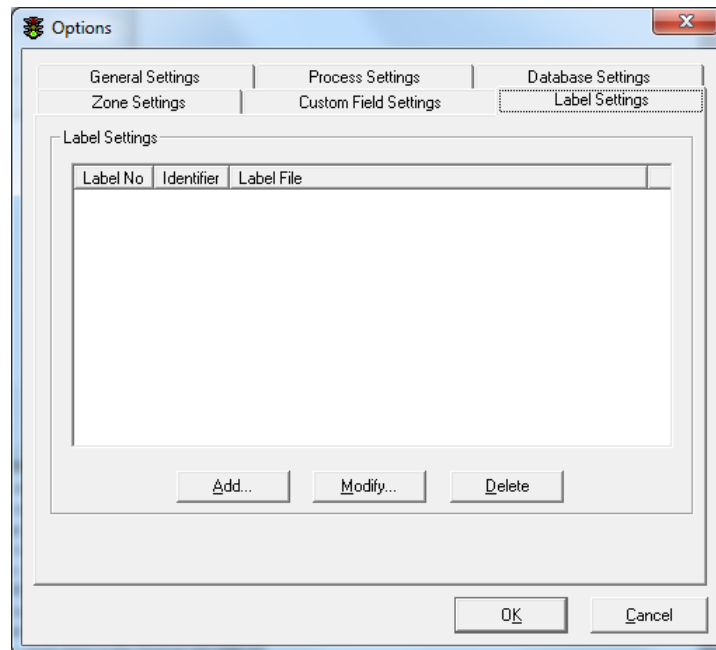
3.2.6.3 Delete Custom Field Setup

NOTE: There is no warning for Custom Field deletion. Make sure you have selected the correct zone and you actually need to delete it.

Select the required custom field with the mouse and then click the Delete button to delete the field definition.

3.2.7 Label Settings

The 'Label Settings' tab is used to define the required print label formats for the respective zones:



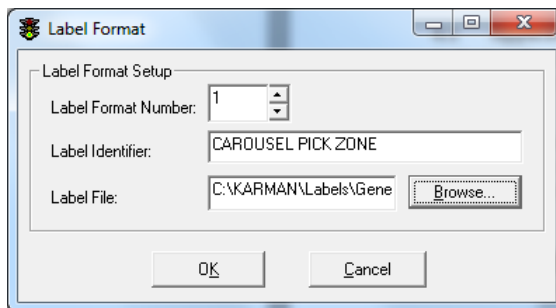
The parameters are described below:

<i>Parameter</i>	<i>Default Value</i>	<i>Description</i>
Label No. Range 1 - 99	Blank	Each individual label has its own label number.
Identifier	Blank	Give the label number a meaningful identifier which makes the purpose of the label clear.
Label File	Blank	Shows the location and name of the label template file.

Click on the **OK** button to save your settings and close the form.

3.2.7.1 Add Label Setup

Click the 'Add' button to open the 'Label Format' definition form:



The parameters are described below:

<i>Parameter</i>	<i>Default Value</i>	<i>Description</i>
Label Format Number Range 1 - 99	Blank	Give the label a number to refer back to that label
Label Identifier	Blank	Type in a description of the label format, so that all labels are individual and easy to identify.
Label File	Blank	Put in the path where the label format located on the computer or server.

3.2.7.2 Modify Label Format

Select the required label definition with the mouse and then click the Modify button to open the Label Format form.

3.2.7.3 Delete Label Format

NOTE: There is no warning for Label Format deletion. Make sure you have selected the correct zone and you actually need to delete it.

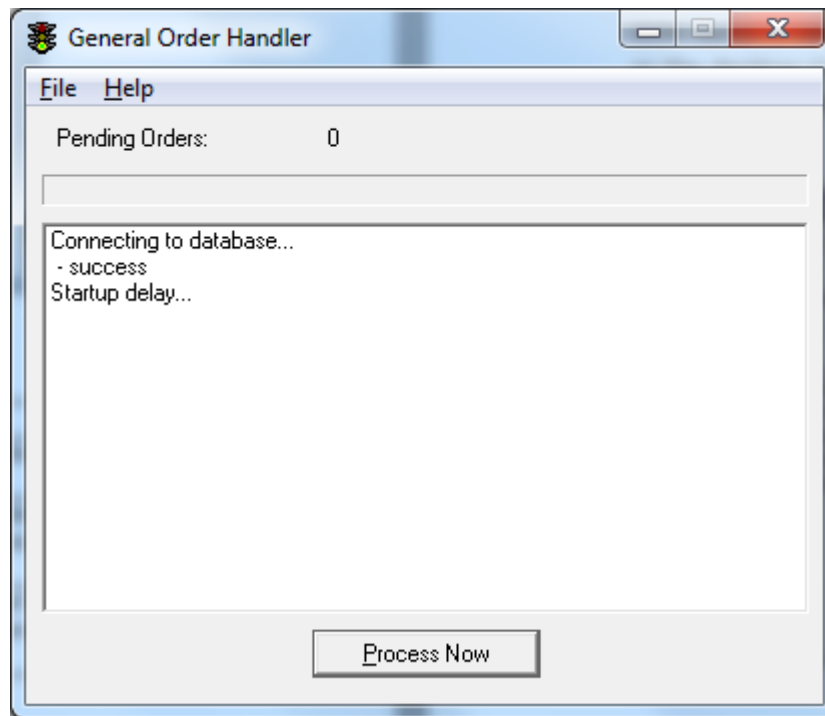
Select the required Label Format with the mouse and then click the Delete button to delete the format definition.

4 Operation

4.1 Application Startup

A shortcut for General Order Handler is installed in the Windows\Startup folder to ensure that the application is always started. General Order Handler needs to run all the time the VCS is operative.

General Order Handler can also be run from the shortcuts in the Windows\Program\Kardex VCA folder or the desktop ICON. The application will start minimised. When restored, the main form has the following appearance:



General Order Handler will search for files to split at the timing interval set in the configuration. The default setting is 5 seconds i.e. General Order Handler will search for files every 5 seconds.

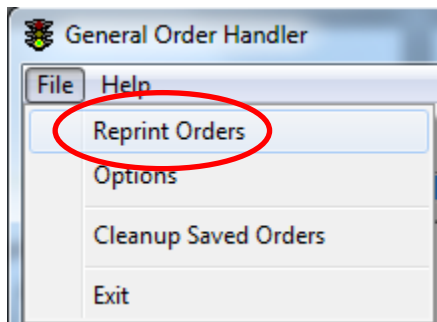
If the Process Now button is pressed your orders will be processed immediately, otherwise orders will process according to the Process Delay Time.

The main window provides notification of the processes being undertaken. Refer to Section 4 for details on zone set up and printing.

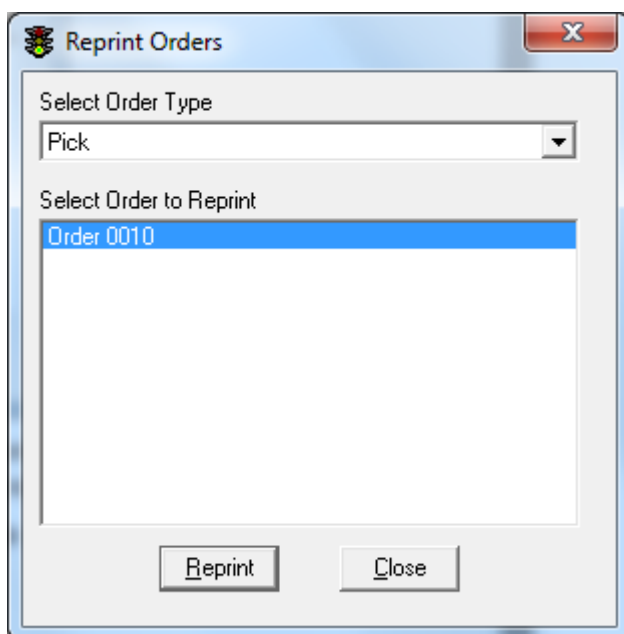
4.2 Reprint Orders

General Order Handler will save a copy of each order as it is processed. This allows reprinting of orders as well as reprocessing of lists if required.

Processed orders can be reprinted by selecting the Reprint Orders item on the File Menu. Use the mouse to select Reprint Orders.



The following screen will then be displayed:



You can reprint any orders that have previously been printed and saved by using the **↑↓** keys to highlight your choice then press **R**eprint. To Exit press **C**lose.

Once you have clicked your desired order it will automatically process and print and will show in the General Order Handler main Screen

4.3 Clean Up Saved Orders

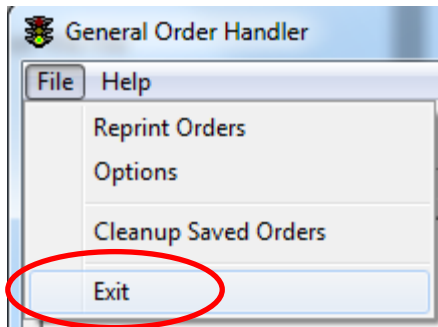
Orders will be saved for the period determined by the configuration settings. General Order Handler can be configured to purge the system of saved orders after a nominal time has elapsed.

If you wish to manually clean up the saved orders, the saved orders can be deleted by selecting the Cleanup Saved Orders item on the File Menu. Use the mouse to select Cleanup Saved Orders.

To cleanup (delete) saved orders, press **Y**es and General Order Handler will remove the orders that have been saved in Reprint Orders.

4.4 Exit

To exit General Order Handler, press **Alt** and **F**, then **Alt** and **E**.



5 Trouble Shooting

If you have problems setting up General Order Handler or a problem occurs that you cannot resolve, please contact our support team:

Kardex Customer Service

Wodonga Office Australia

Phone: +61 2 6056 5173

Fax: +61 2 6056 2422

Email: support@kardex.com.au

Please quote your 'Site ID' code to assist us to find your site details. Your site code is listed on the site software license or your service agreement document.