

Opticon Handheld Terminal

Check for existing order before beginning new order.

- 1) Turn the Opticon handheld on and press # 2 (Review)
- 2) If there is no order in the machine, the message will read –“No Orders in Database!!”
- 3) When you get that message, press “CLR” to take you back to the Main Menu
- 4) Press # 1 for order type. Press # 1 for a regular order.
- 5) Order as usual!

Really important information:

If there is an existing order in the machine that should be deleted, the following steps must be taken:

- 6) Go to Main Menu
- 7) Press # 1 (Collect Data)—if “OR” is on the right hand side of the account number, there is an order in the machine.
Example: 88 900100 OR

At this point, if you press enter, whatever you scan is only adding to the order that is already in the machine.

- 8) **To delete this order, press # 5 (Utilities), press # 2 (Application), press # 1 (delete orders), press # 1 (All orders) and press F1 (Yes)**
- 9) Press “CLR” two times taking you back to the Main Menu.
- 10) Check for existing orders by pressing # 2 (Review). If there are “No Orders in Database!!” press “CLR” to Main Menu and begin your new order.
- 11) After successfully transmitting your order, if your order did not delete from your Opticon.
Please call Southco immediately and give that information to Ryan Eason (ext. 338) or Mary Maston (ext. 312).
They are tracking these problems and documenting all of this information so that Taylor Tech can identify the problem in a timelier manner.

There are several things that could happen during the transmitting process that might cause problems:

While transmitting your order, if the connection is disrupted for any reason (call waiting

feature, someone else picks up the phone from another area, power surge, etc.)

This could cause your order to not successfully transfer to our system and/or not delete the successfully transmitted order from your Opticon handheld.

If you received a confirmation number after transmitting your order, Southco received your order.

Please record the confirmation number each week and keep it until you receive that week's order.

If something were to go wrong, this confirmation number makes it a lot easier to track what might have happened.

If you receive the confirmation number and the order is still in your machine, you must follow steps 6 through 11 (listed above) to delete the order.

If this is not done, you should expect a "double order" when the Southco truck arrives.

This entire process takes approximately 30 seconds! However, it can save so much time! When you follow this process prior to placing your weekly order, chances are much improved that "double orders" are virtually eliminated. This helps you and us and saves all of us much valuable time.

If you have any questions or concerns with this request, please contact our office for assistance.

1-800-969-3172

Ryan Eason (ext. 338)

Mary Maston (ext. 312)

Thank you for your cooperation in helping us better serve you.