Manual

LOST BAGAGE SYSTEM

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Introduction

This is a comprehensive guide written for the employees of Corendon. This includes all the functionalities of the Lost Baggage System explained and elaborated.
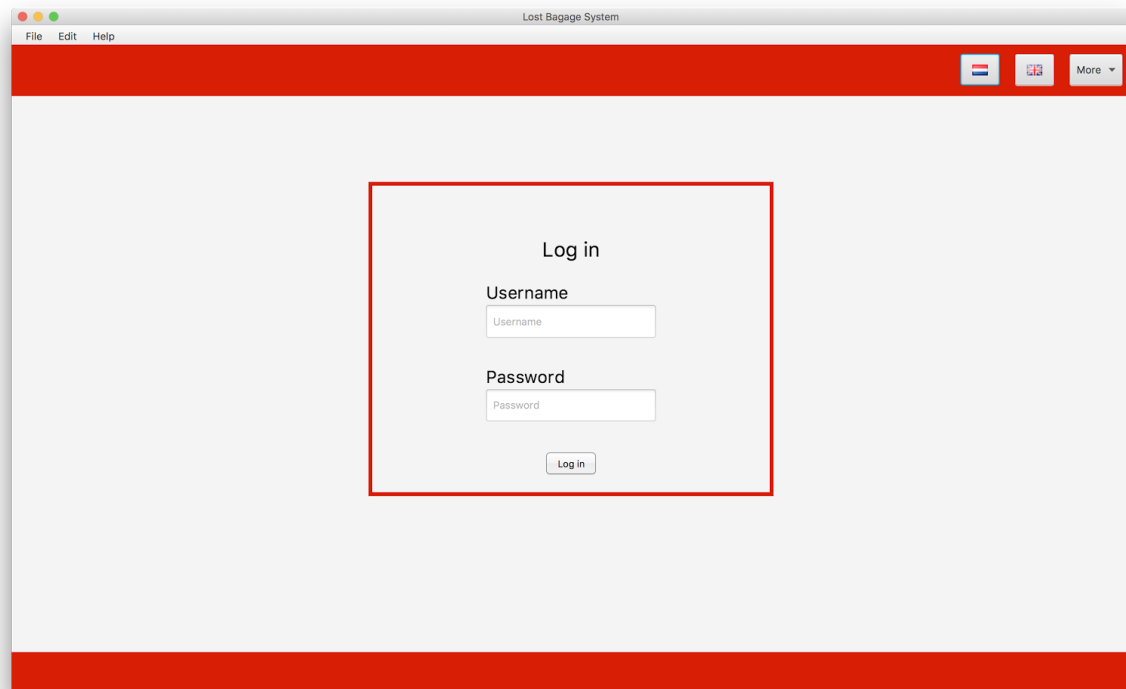
Inhoudsopgave

Table of Contents

Login

On the login screen there are four buttons that can be pressed. These buttons will be explained in this chapter.
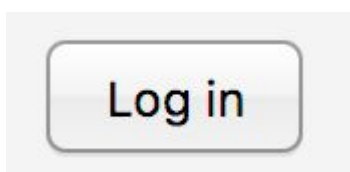

At the top right we have three buttons that offer the user different languages.

When pressed, the buttons will translate the Lost Baggage System to the selected language.

The login button logs the user in, after the username and password are entered.
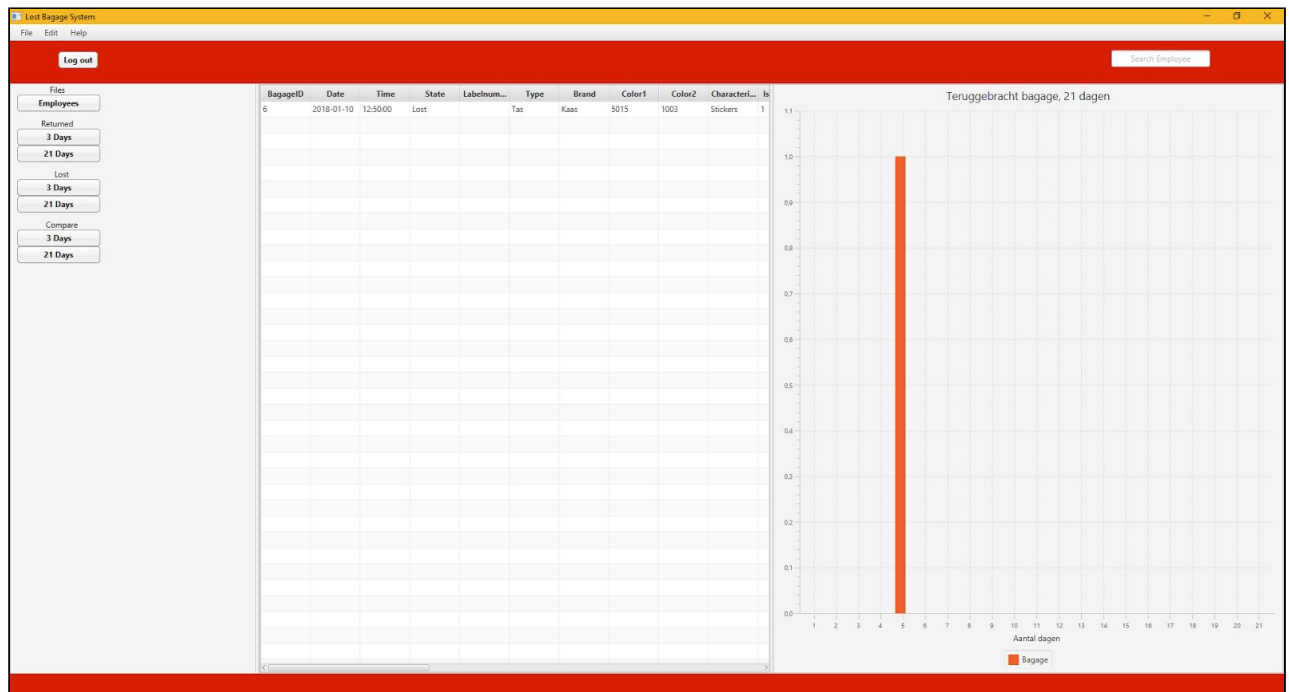
Administrator

Medewerker aanmaken

Manager

Employees

On the manager screen there are 7 buttons that can be pressed. Which will grant access to the various screens that are available to view on a manager account.

When you log in as a manager, you will automatically be presented with a list of the employee details of the employees using the program. This is the same screen as the one that will be loaded if a person would press the "Employees" button.

Returned

Below the "Employees" button you can find the "Returned" buttons. The buttons are called "3 Days" and "21 Days".

When these buttons are pressed they will bring the user to a statistics screen.
On screen there will be presented a table filled with the details of information about the baggage that was found and returned to the owner.

Next to the table there will be shown a graphic that shows the the amount of baggage that was found and returned to the owner.

The amount of data that will be show to the user is represented by the number shown on the button.

The "3 Days" button will show information from the past 3 days. And the "21 Days" button will show information about the past 21 days.

Lost

Below the "Returned" buttons you can find the "Lost" buttons. The buttons are also called "3 Days" and "21 Days".

Just as when the "Returned" buttons are pressed, these buttons will bring the user to a statistics screen.

On screen there will be presented a table filled with the details of information about the baggage that was found and returned to the owner.
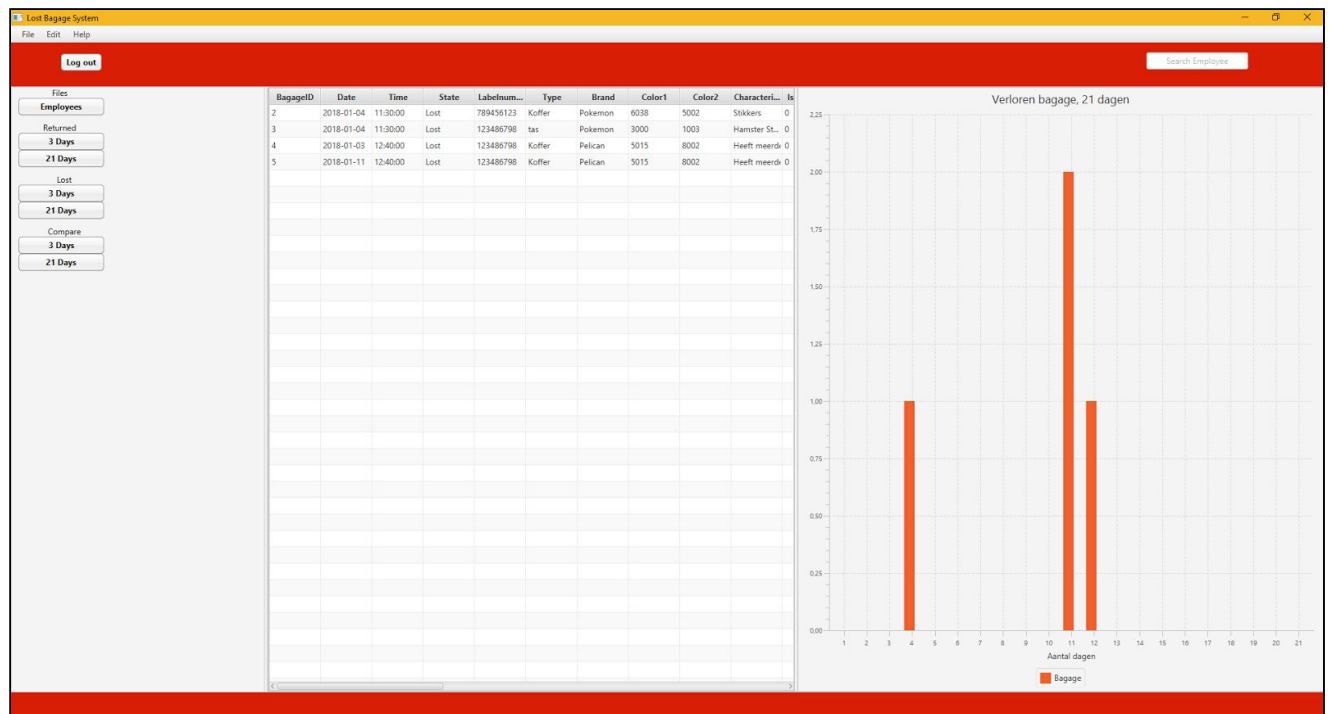
Next to the table there will be shown a graphic that shows the the amount of baggage that was found and returned to the owner.

The amount of data that will be show to the user is represented by the number shown on the button.

The "3 Days" button will show information from the past 3 days. And the "21 Days" button will show information about the past 21 days.

Compare

Below the "Lost" buttons are the last two buttons of the manager screen. These buttons are called the "Compare" buttons. Just as with the "Returned" and the "Lost" buttons, these buttons are called: "3 Days" and "21 days".

Just as when the "Returned" and the "Lost" buttons are pressed, these buttons will bring the user to a statistics screen.

On the screen there will be presented a graphic that shows the amount of lost and returned baggage on a certain day.

Just as with the "Lost" and "Returned" buttons the days on the buttons represent the days the graphic will show to the user.
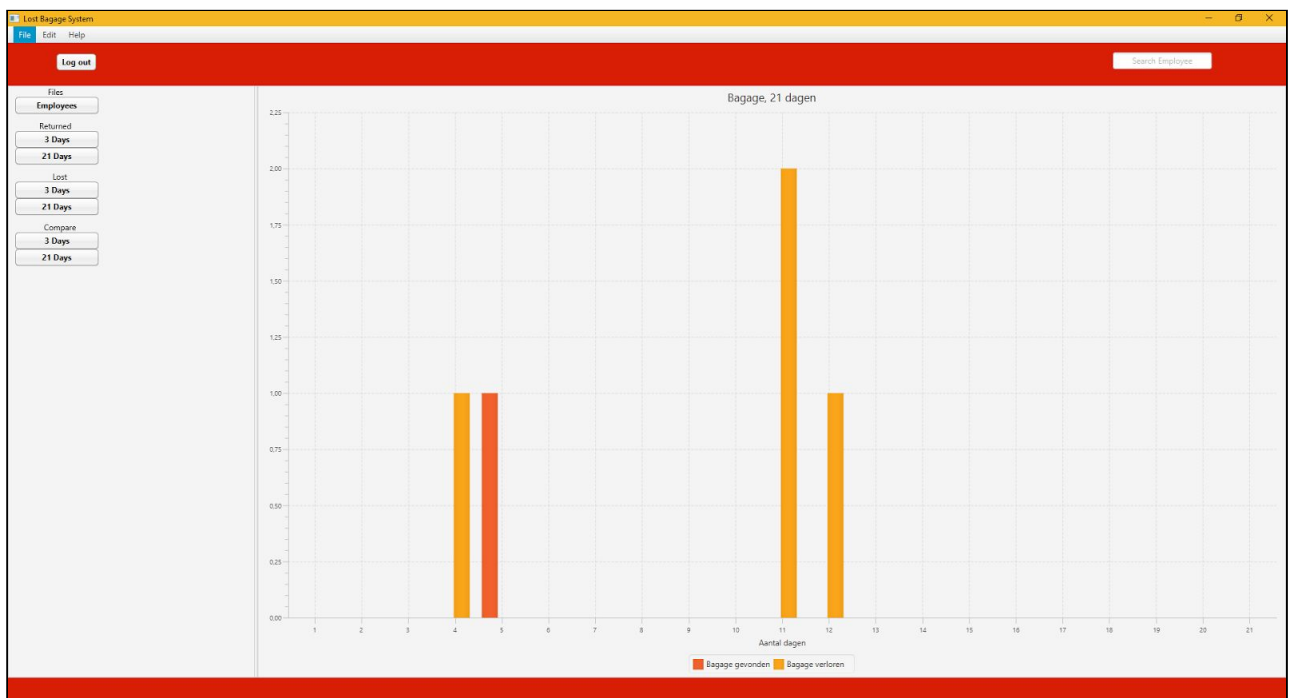
Medewerker

In this chapter the employee screen will be explained and elaborated. This is the screen that the user will see if the user logs on with a employee account. We will cover every button and screen.
Starting with:
- Menu buttons
- Search form
- Damaged form
- Found form
- Lost form
- Excel import

Menu buttons

On the employee screen there are 6 buttons that can be pressed. These buttons will grant access to the various screens that are available to view on a employee account.
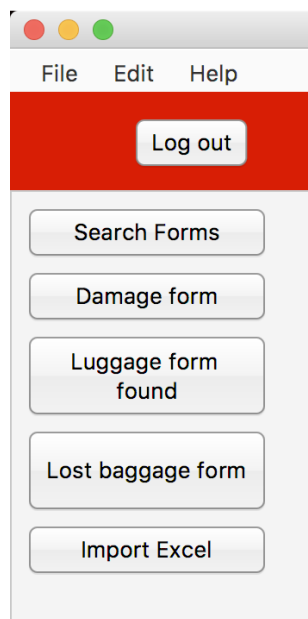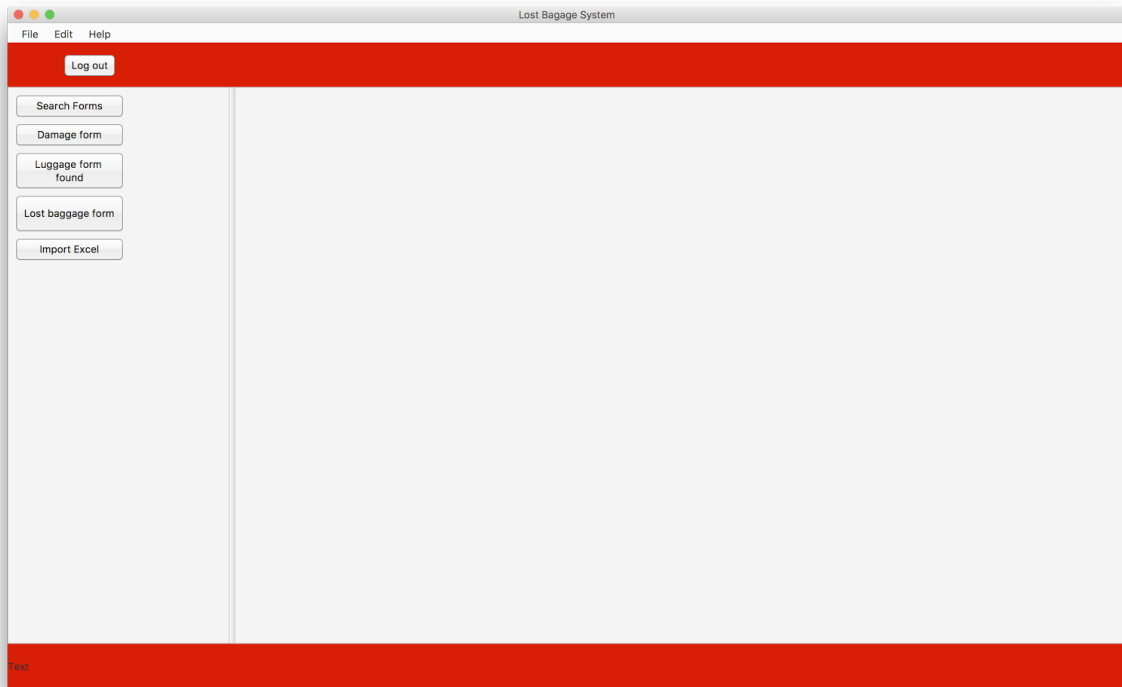
The image on the left is a view of the buttons when the user logs on with an employee account into the Lost Luggage System.

Description of the buttons:

Log out

The button on the left is the logout button. This button is used to logout of the employee account. When pressed the user will be redirected to the login screen to log on with their account.
(See page x for further instructions)

Search Forms

When pressing this button, the user will be redirected to the "Search Forms" screen. The employee is able to search the system for all the lost, found or damaged baggage.
(See page x for further instructions)
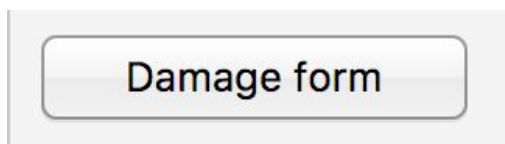
Damage form

This button will redirect the employee to the "Damage form" screen. This form is used when a client reports their damaged baggage.
(See page x for further instructions)
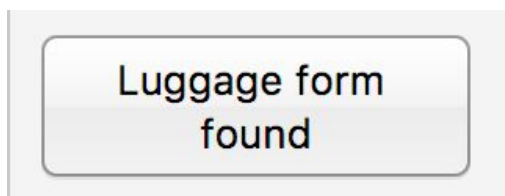
Luggage form found

This button refers the user to the "Luggage form found". This form is used to enter luggage, that is found, into the Lost Luggage System.
(See page x for further instructions)
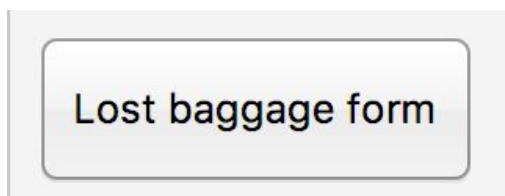
Lost baggage form

This button refers the user to the "Lost baggage form". Over here the employee can enter reports of lost baggage in the system.
(See page x for further instructions)
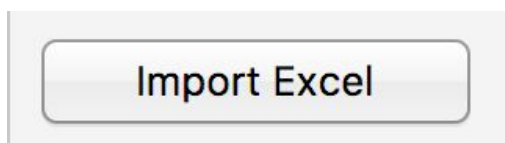
Import Excel

This button will refer the user to the "Excel Import" screen. The employee is able to export excel sheets in the Lost Baggage System on this screen.
(See page x for further instructions)

Search form

The picture below represents the "Search Forms" screen. On this screen the employee is able to search for all the registered baggage in the system.

BagageID	State	Labelnumber	Type	Brand	Color1	Color2	Characteris...	Location	Airport	From	To	Surname	Isl
1	Lost		Suitcase		789465		Stikkers	Band1	AMS				
2	Lost	789456123	Suitcase	Poke...	6038	5002	Stikkers		AMS	Amsterd...	Hoorn		
3	Lost	123486798	Bag	Poke...	3000	1003	Hamster St...		AMS	Amsterd...	Barcelona		
4	Lost	123486798	Suitcase	Pelican	5015	8002	Heeft meerde		ZTH	Amsterd...	Jumai In...		
5	Found	123486798	Suitcase	Pelican	5015	8002	Heeft meerde		ZTH	Amsterd...	Jumai In...		
7	Lost				6022				AMS	AYT	BJV		
8	Found	1297047756	Suitcase	Perry ...	6004	6004	holywood s...					R. Hauer...	
9	Found	1321391290	Busines...	Easts...	3017	3017	red-bull sti...					M. Verst...	
10	Found	1557534916	Sports ...	Bagg...	1024	1024						S. Appel...	
11	Found	1688722916	Bag	Bagg...	9005	9005	Orange stri...					A. van B...	
12	Found	1957629307	Suitcase	Ivy	2004	2004						D. Kuyt, ...	
13	Found	1963627893	Suitcase	Nautica	1003	1003	many scrat...					C. van H...	
14	Found	2147483647	Busines...	Ivy	5002	5002						M. Mess...	
15	Found	2147483647	Box		4010	4010	chain lock					N. Bona...	
16	Found	2147483647	Suitcase	Trave...	8023	8023	ajax stickers					M. van B...	
17	Found	2147483647	Bagpack	Hedg...	3000	3000	football sti...					F. van d...	
18	Found	2147483647	Sports ...	Fjallr...	8023	8023							
19	Found	2147483647	Suitcase	Glove It	4010	4010						R. van P...	
20	Found	2147483647	Busines...	Glove It	4005	4005						M. Rutte...	
21	Found	2147483647	Bag	Fjallr...	7015	7015	Orange stri...					W.A. va...	
22	Found	2147483647	Bagpack	Trave...	9001	9001							
23	Found	2147483647	Bag	Sams...	8002	8002	Bicycle stic...						
24	Found	2147483647	Busines...	Bagg...	5022	5022	red-bull sti...					J. Verst...	
25	Found	2147483647	Box		6038	6038							

At the top of the table there are some functionalities that the employee can use for a search:

On the left we have the search bar. The employee can type baggage information and it will show all the matches in the table below. Next to the search bar there is a "Filter" button. This button can be used to filter the table with the chosen option.
Example:

The employee can filter on:
- Label Number
- From a specified airport
- To a specified airport
- Surname of the client

Next to this button we have the "Lost", "Found" and "All" options. With these options the table will be filtered with only the "Lost" or "Found". The "All" option shows both the baggage that's lost and found.

The "Search Match" button only works when the employee selects a specified baggage from the table below the search bar.

Example:

4	Lost	123486798	Suitcase	Pelican	5015	8002	Heeft meerde	ZTH	Amsterd...	Jumai In...	
5	Found	123486798	Suitcase	Pelican	5015	8002	Heeft meerde	ZTH	Amsterd...	Jumai In...	
7	Lost				6022			AMS	AYT	BJV	

The specified baggage will be highlighted when it's selected from the table.

When a baggage is selected and the "Search Match" button is pressed, the button will open a new window for the employee:

This window contains three different elements.

The left element is a form filled with all the information of the baggage that was selected by the employee.

The middle element shows information of baggage that the employee can compare the selected baggage to.

The right element has some functionalities and information. We have the following buttons:
- PDF: this button gives the employee the option to export the form into a PDF for the postage service.
- Find Match: this button looks for matches in the system and shows them in the list below.
- Merge: the left form will be filled with information from the middle form for every empty field.
- Overwrite: this button overwrites the left form with the information of the middle form.
- Match: if the employee finds a match, this button will send the match into the system.
- Cancel: this button closes the window.
- Filter: the employee can choose to filter the list "smart" or show "everything".

Damage form

The picture below represents the "Damage Form" screen. On this screen the employee is able to enter a client report of damaged baggage.

Every field is marked with a short description of the information that the employee needs to enter. This screen also includes the next buttons:
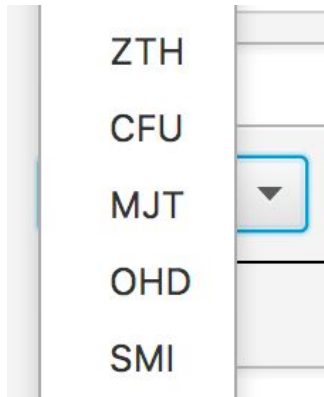

This is the button to select a date with. The employee can select the date of today or dates from the past with the given calendar.
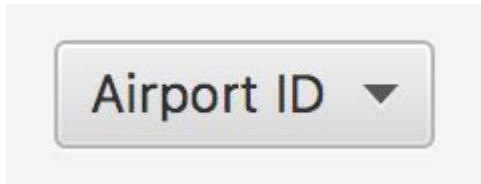
Airport ID ▼

This button gives the employee the option to choose the airport where the client report is entered.

When pressed, the button will show all of the possible airport options.
Example:

ZTH

CFU

MJT ▼

OHD

SMI

The "From" button will give the employee the option to select the airport id of the airport where the baggage originated from.
The "To" button will give the employee the option to select the airport id of the airport where the baggage was transported to.

From ▼

To ▼
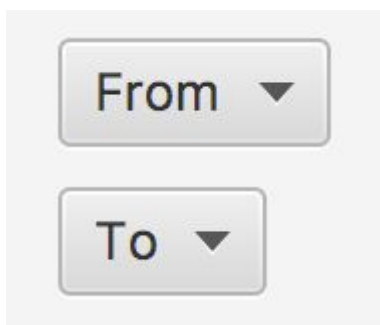
The two "Color" buttons give the employee the option to choose a main color and a secondary color of the baggage.

Color 1

Color ▼

Color 2

Color ▼
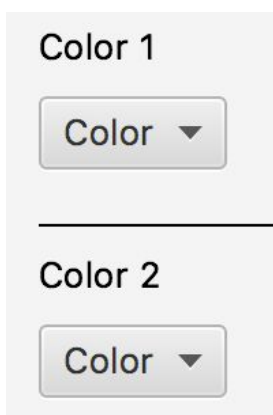
Send

This button will send the filled form into the Lost Baggage System.

Luggage form found

The picture below represents the "Luggage form found" screen. On this screen the employee is able to enter a report of found baggage.

This screen contains the same buttons as the "Damage form" screen. Only the additional "Found place" button will be explained here. To read the explanation of the other buttons, go to page 16-17.

Every field is marked with a short description of the information that the employee needs to enter. There is one additional button on this screen:
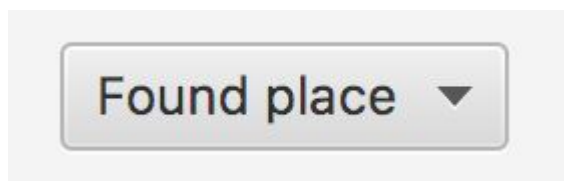
This button gives the employee the option to choose the place from where the baggage was found.

Lost baggage form

The picture below represents the "Luggage form found" screen. On this screen the employee is able to enter a client report of lost baggage.


Every field is marked with a short description of the information that the employee needs to enter. To read the explanation of the buttons, go to page 16-17.

Import Excel

The picture below represents the "Import Excel" screen. On this screen the employee is able to import the excel sheet, that is provided by the lost and found department at the airport, into the Lost Baggage System.
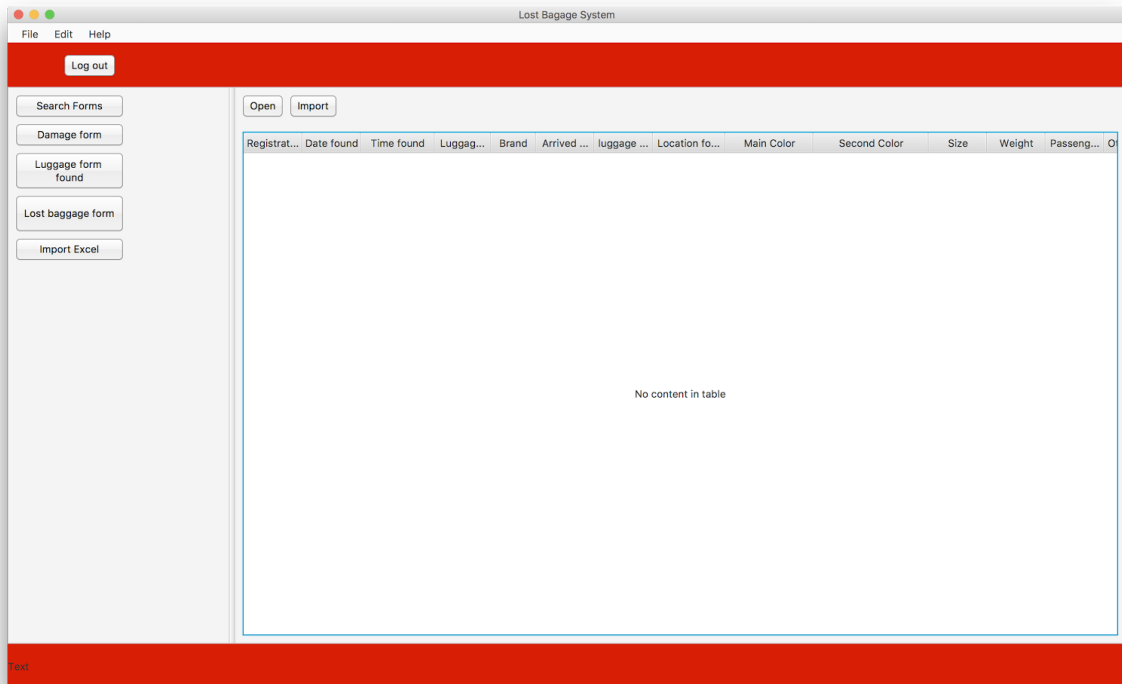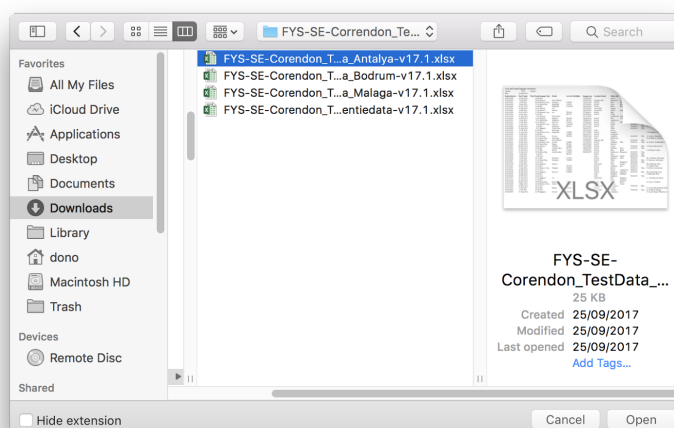

This screen contains a table and two buttons: "Open" and "Import".
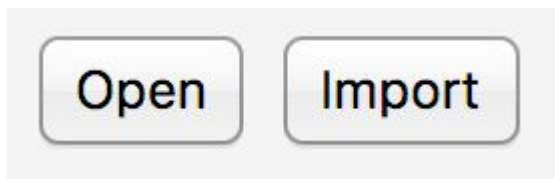
When pressed, the "Open" button will open a window which gives the employee the option to choose a excel sheet.
Example:

The employee can press "open" below and the sheet will show in the table. (see next page)

The employee will need to press the "Import" button to send the sheet into the Lost Baggage System.