



# **Courier Management System (CMS)**

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# Courier Management System (CMS)

Manages day to day interactions with the computer. You can log into CMS using the username and password supplied to your primary courier contact. If you need help logging into CMS, please contact the CLiC Office. (<http://courier.clicweb.org>)



## Courier News

**Updated on October 1, 2010**

[Colorado Library Courier Update](#)

### Courier Code Change:

Plateau Valley 50 School District Library new code: C560.pv

South Routt Library District - Yampa Public Library new code: C747

South Routt Library District - Oak Creek Public Library new code: C744

Northeast Colorado BOCES new code: C816.ne

Please use these new codes when sending items through the courier.

### Courier Links

- [Courier Manual](#)
- [Courier 101 \(tutorial\)](#)
- [Courier Holidays](#)
- [Best Practices](#)
- [FAQ](#)
- [Listserv Info](#)
- [Information Sheet](#)
- [CMS Help](#)

### Search Courier Codes

[Courier Code Reports](#)

### Service Issues & Routing Slips

[Report a Service Issue](#)

[Report Lost Item](#)

[Print Routing Slips](#)

### Login

Username:

Password:

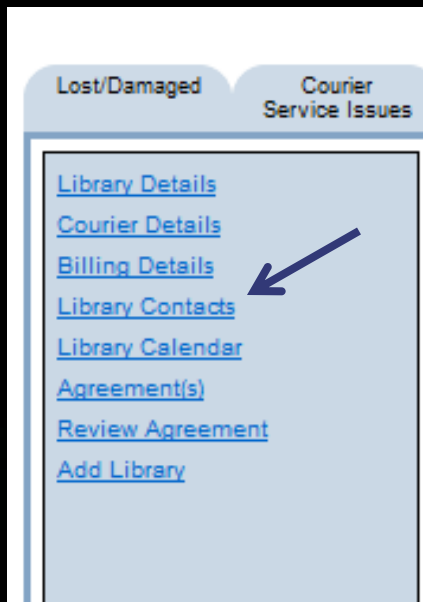
Username is case sensitive

# Updating Contacts in CMS

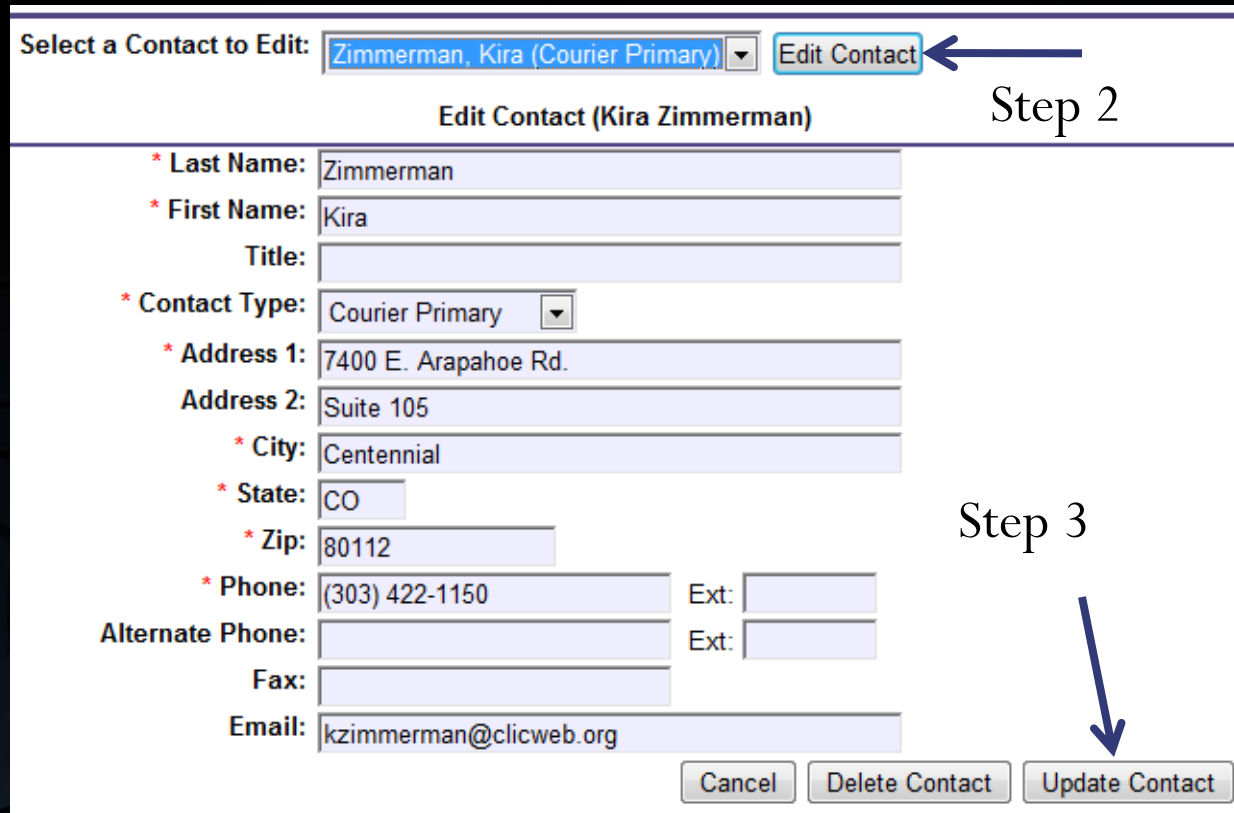
It is important that the CLiC office knows who is responsible for the courier at your library. That person will be our contact for any changes, additions, notices, etc. The name of a second contact person is also helpful.

Login in at <http://courier.clicweb.org>

## Step 1



The screenshot shows a navigation menu with two tabs: 'Lost/Damaged' and 'Courier Service Issues'. Under 'Courier Service Issues', there is a list of links: 'Library Details', 'Courier Details', 'Billing Details', 'Library Contacts', 'Library Calendar', 'Agreement(s)', 'Review Agreement', and 'Add Library'. A blue arrow points to the 'Library Contacts' link.



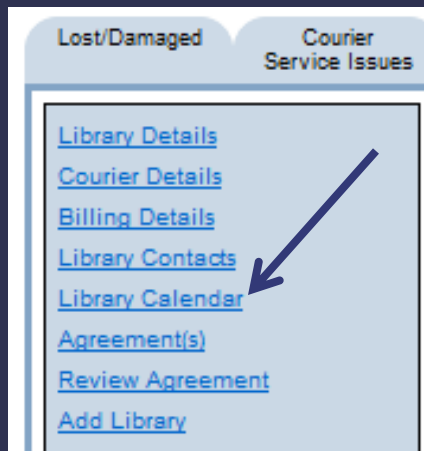
The screenshot shows the 'Edit Contact' form for Kira Zimmerman. At the top, there is a dropdown menu labeled 'Select a Contact to Edit:' with 'Zimmerman, Kira (Courier Primary)' selected, and an 'Edit Contact' button. Below this is the form title 'Edit Contact (Kira Zimmerman)'. The form contains the following fields:

- \* Last Name: Zimmerman
- \* First Name: Kira
- Title:
- \* Contact Type: Courier Primary (dropdown)
- \* Address 1: 7400 E. Arapahoe Rd.
- Address 2: Suite 105
- \* City: Centennial
- \* State: CO
- \* Zip: 80112
- \* Phone: (303) 422-1150
- Ext:
- Alternate Phone:
- Ext:
- Fax:
- Email: kzimmerman@clicweb.org

At the bottom right, there are three buttons: 'Cancel', 'Delete Contact', and 'Update Contact'. A blue arrow points to the 'Update Contact' button, labeled 'Step 3'. Another blue arrow points to the 'Edit Contact' button, labeled 'Step 2'.

# Updating the Calendar in CMS

Please keep your library closure list up to date on CMS. Do not just notify your driver of library closures. CLiC needs to be notified of these dates in a timely fashion.



Choose the start and end dates from the drop down menus. The start date is the first day you are closed. The end date is the last day you are closed. Then click “Add Date”

A screenshot of the CMS calendar update form. The form has a table with four columns: 'Start Date', 'End Date', 'Reason', and 'Delete'. The 'Start Date' column has dropdown menus for month, day, and year. The 'End Date' column has similar dropdown menus. The 'Reason' column has a text input field and an 'Add Date' button. The 'Delete' column has a checkbox. There are two rows of data: one for Thanksgiving (November 25, 2011) and one for New Year (January 1, 2011). An 'Update Calendar' button is at the bottom right. Arrows point to the date selection fields and the 'Add Date' button.

Start Date	End Date	Reason	Delete
November 25 2011	November 26 2011	Thanksgiving <input type="button" value="Add Date"/>	<input type="checkbox"/>
January 1 2011	January 1 2011	New Year	<input type="checkbox"/>

# Looking up Libraries' Courier Codes

Make sure that the library you are sending materials to is an active courier member. Search CMS to determine if a library is a current participant.

**Search Courier Codes**

[Courier Code Reports](#)

[Lookup](#) [Close Results](#)

Library Name (Courier Code)	
AORN - Association of Perioperative Registered Nurses	C886
Academy 20 School District	
Academy Endeavour Elementary School	
Academy International Elementary	
Air Academy High School	
Antelope Trails Elementary School	
Aspen Valley High School	
Challenger Middle School	
Da Vinci Academy School	
Discovery canyon Campus	
Douglass Valley Elementary School	
Eagleview Middle School	
Edith Wolford Elementary School	





# Looking up Libraries' Courier Codes

A 3D rendering of a neighborhood with many white houses and one prominent red house in the center, symbolizing a library or organization.

Libraries and organizations in CMS are the only stop locations for the courier. If the library is not listed the courier does NOT deliver there.

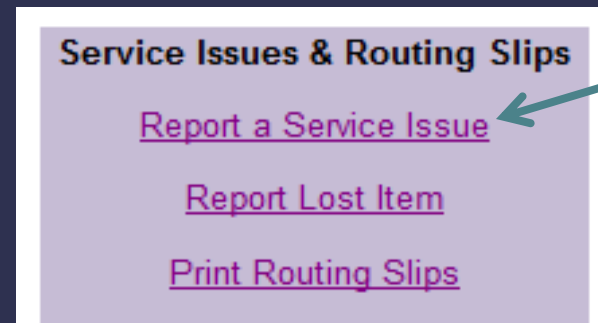
# Reporting Delivery Issues

If your pickup and delivery are not made according to the established schedule, please notify the CLiC office immediately.

## Step 1

<http://courier.clicweb.org>  
(You do not need to login)

## Step 2





# Reporting Delivery Issues

## Step 3

- Enter a small unique part of your library name. (Do NOT enter your entire library name)
- Click “Lookup”
- “Pick” your library from the list
- Click “Continue”

### Enter Your Courier Code

To print **routing slips** or **report service issues**, you must enter your courier code.

If you know your courier code, enter it here.

#### Select a library from the Search Results

Library Name (Courier Code)	
Eagle Valley Library District - Avon Public Library (C728)	<input type="button" value="Pick"/>
Pueblo County Rural 70 School District (C398)	<input type="button" value="Pick"/>
Avondale Elementary School (AVE)	<input type="button" value="Pick"/>

If you do not know your courier code, enter your library's name, your city, or a known part of your courier code, and click the "Lookup" button.

Once you have set your courier code, click the "Continue" button.

# Reporting Delivery Issues

## Step 4

**Open Service Issue**

Your Courier Code: C728

Your Building:

Issue Type:

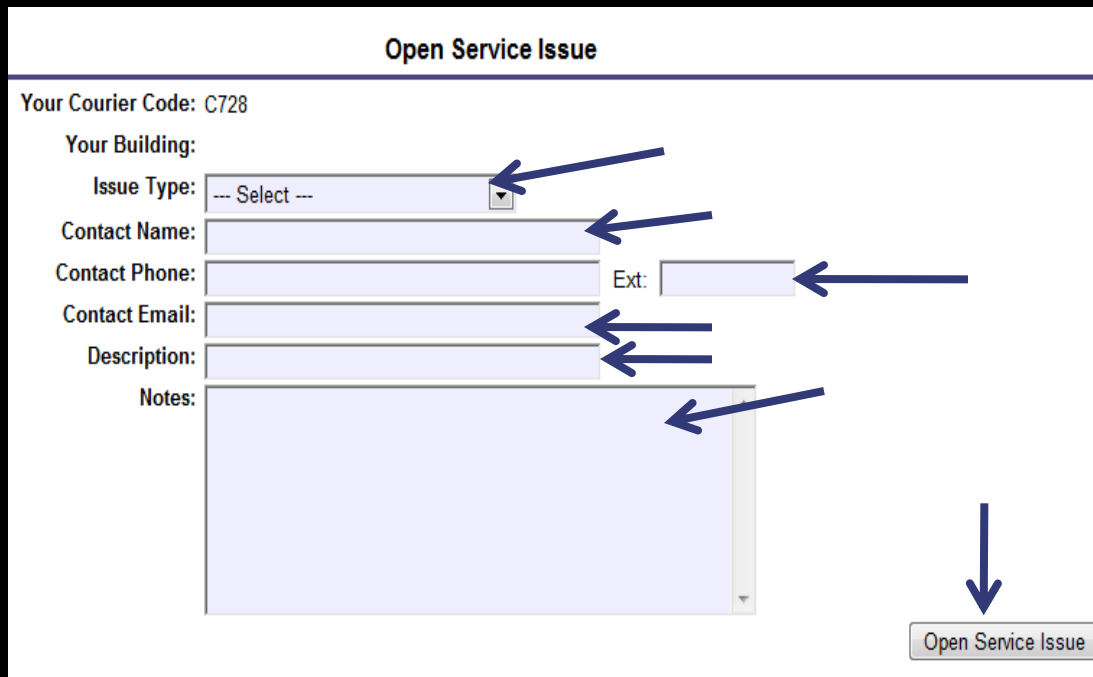
Contact Name:

Contact Phone:  Ext:

Contact Email:

Description:

Notes:



Enter your information and a short summary of the issue.

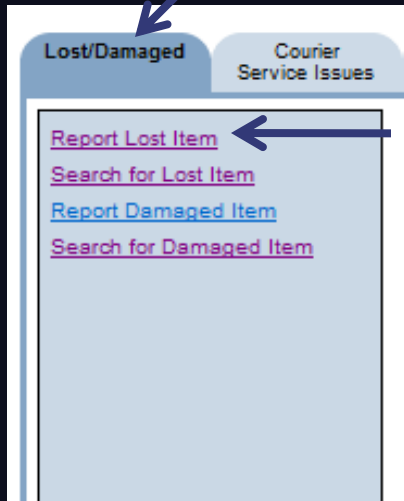
Then click “Open Service Issue”

# Reporting Lost Items

The owning library is responsible for reporting a Lost Item.

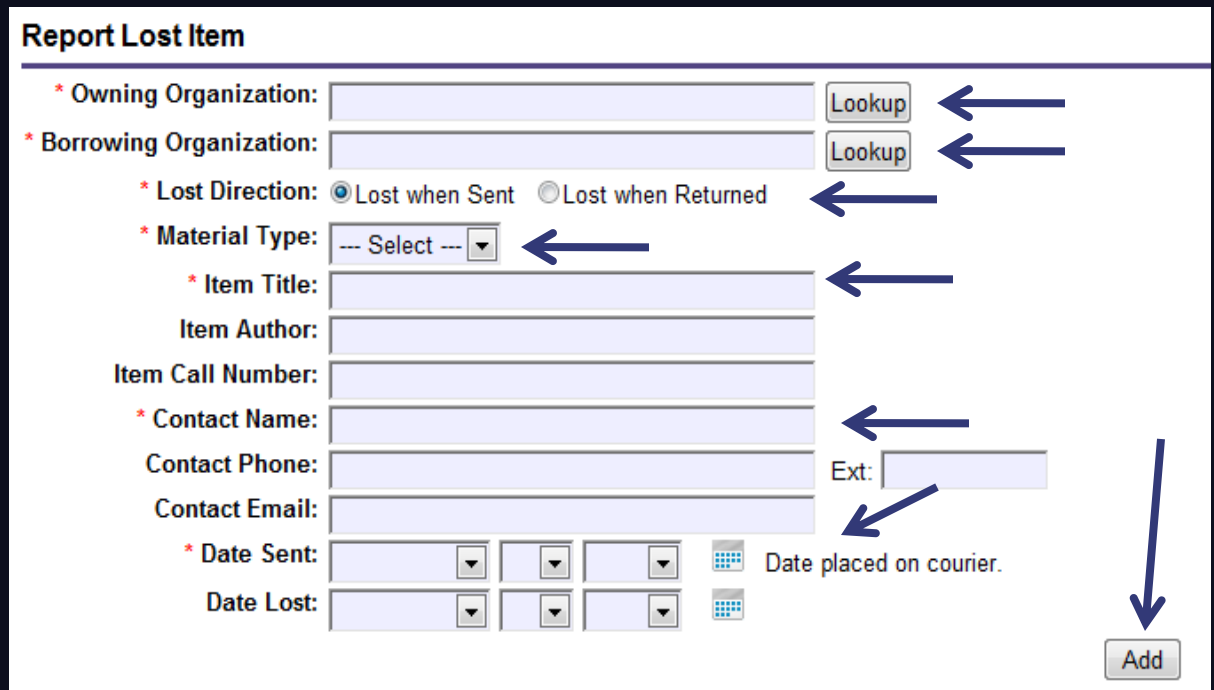
Login in at <http://courier.clicweb.org>

## Step 1



The screenshot shows a web interface with two tabs: 'Lost/Damaged' and 'Courier Service Issues'. The 'Lost/Damaged' tab is active, displaying a list of links: 'Report Lost Item', 'Search for Lost Item', 'Report Damaged Item', and 'Search for Damaged Item'. Blue arrows point from the 'Step 1' header to the 'Report Lost Item' link and the 'Report Damaged Item' link.

## Step 2



The screenshot shows the 'Report Lost Item' form. It contains the following fields and controls:

- \* Owing Organization: [Text Field] [Lookup] (Arrow points to the 'Lookup' button)
- \* Borrowing Organization: [Text Field] [Lookup] (Arrow points to the 'Lookup' button)
- \* Lost Direction: ☒ Lost when Sent ☐ Lost when Returned (Arrow points to the 'Lost when Sent' radio button)
- \* Material Type: [--- Select ---] (Arrow points to the dropdown menu)
- \* Item Title: [Text Field] (Arrow points to the text field)
- Item Author: [Text Field]
- Item Call Number: [Text Field]
- \* Contact Name: [Text Field] (Arrow points to the text field)
- Contact Phone: [Text Field]
- Contact Email: [Text Field]
- \* Date Sent: [Month/Day/Year dropdowns] [Calendar icon] (Arrow points to the date field)
- Date Lost: [Month/Day/Year dropdowns] [Calendar icon]
- Ext: [Text Field] (Arrow points to the 'Ext' label)
- [Add] (Arrow points to the 'Add' button)

Below the 'Date Sent' field, there is a note: 'Date placed on courier.' with a calendar icon.

# Reporting Damaged Items

You must be the owning library to submit via CMS. If you are not the owning please contact CLiC.

## Step 1

The screenshot shows a navigation menu with two tabs: 'Lost/Damaged' and 'Courier Service Issues'. The 'Lost/Damaged' tab is active. Below it, there are four links: 'Report Lost Item', 'Search for Lost Item', 'Report Damaged Item', and 'Search for Damaged Item'. Arrows indicate the path from the 'Lost/Damaged' tab to the 'Report Damaged Item' link.

## Step 2

### Report Damaged Item

The form contains the following fields and controls:

- \* Owing Organization:** Text input field with a 'Lookup' button.
- \* Borrowing Organization:** Text input field with a 'Lookup' button.
- \* Damage Direction:** Radio buttons for 'Damaged during Send' (selected) and 'Damaged during Return'.
- \* Material Type:** Dropdown menu with '--- Select ---'.
- \* Item Title:** Text input field.
- Item Author:** Text input field.
- Item Call Number:** Text input field.
- \* Contact Name:** Text input field.
- Contact Phone:** Text input field with an 'Ext:' label and a small input field.
- Contact Email:** Text input field.
- \* Date Damaged:** Three date pickers (month, day, year) and a calendar icon.
- \* Damage Type:** Dropdown menu with '--- Select ---'.
- \* Item Cost:** Text input field.

Replacement cost only! The courier does not pay library fees.

Add

# Renewing your Courier Service

The courier year runs October 1<sup>st</sup> – September 30<sup>th</sup>. You can renew your service agreement for the next courier year online starting in May. Invoices are sent out in September.

Login in at <http://courier.clicweb.org>



# Renewing your Courier Service

Fill out the form. If you have any questions regarding completing the agreement please contact [CliC](#)

**Full Host Stop Courier Agreement**  
**October 01, 2010 - September 30, 2011**

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**Library Information**  
Please enter information about the library requesting service.  
Names and Numbers

\* **Library Name:**   
**Library Name (Alternate):**   
\* **Library Type:**   
\* **Phone:**  **Ext:**   
**Fax:**   
**Homepage URL:**   
\* **Hours:**   
**Address**

\* **Address 1:**   
**Address 2:**  <1--  
 -->  
\* **City:**   
\* **State:**

At the end of the agreement you need to click the checkbox in order for the “Submit Agreement” button to appear.

☒ I have read the preceding statements.

↓



# Viewing Past Service Agreements

Lost/Damaged Courier Service Issues **Library Info** Routing Slips Reports Maintenance Courier Directory

Step 3

Step 2

View agreement for Fiscal Year: 2011 2011 2010 View Agreement

Step 1

[Library Details](#)  
[Courier Details](#)  
[Billing Details](#)  
[Library Contacts](#)  
[Library Calendar](#)  
[Agreement\(s\)](#)  
[Renew Agreement](#)  
[Schools/Branches](#)  
[Request a Change](#)

**Full Stop Courier Agreement**  
**October 01, 2010 - September 30, 2011 (FY 2011)**  
**Approved**

Print Agreement

**Library Information**  
Please enter information about the library requesting service.  
Names and Numbers

\* Library Name: Arapahoe Library District  
Library Name (Alternate): ALD  
\* Library Type: Public (with branches)