

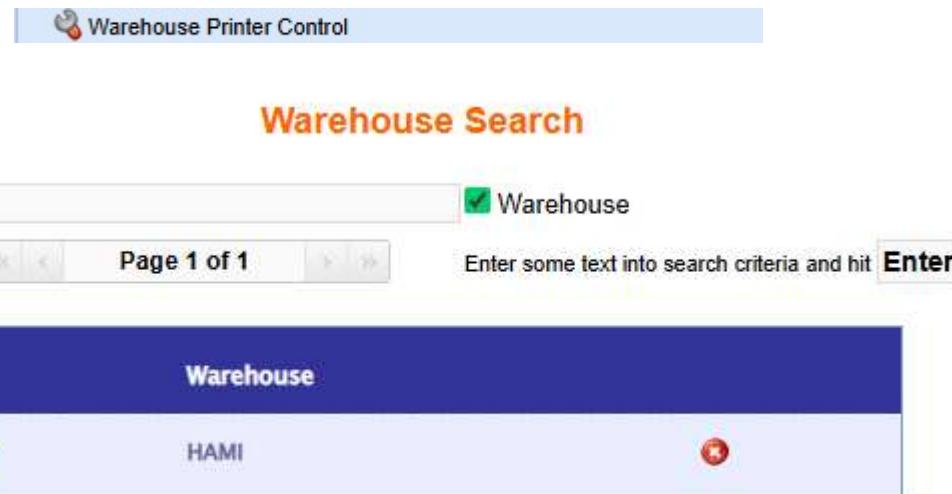
SOP: Warehouse Printer Control & Troubleshooting

Overview

This SOP explains how to manage and troubleshoot warehouse printers for the HAMI warehouse. This includes printer locations, setup via Phoenix, swapping broken printer assignments, and troubleshooting steps.

1. Printer Access Menu in Phoenix

1. In Phoenix, click the **Warehouse Printer Control** icon:
2. On the **Warehouse Search** screen:
 - o Click the **Search bar** and press **Enter**.
 - o The **HAMI** warehouse will appear.
 - o Click the **yellow pencil icon** next to HAMI.
3. The **Warehouse Printer Control** window will open:



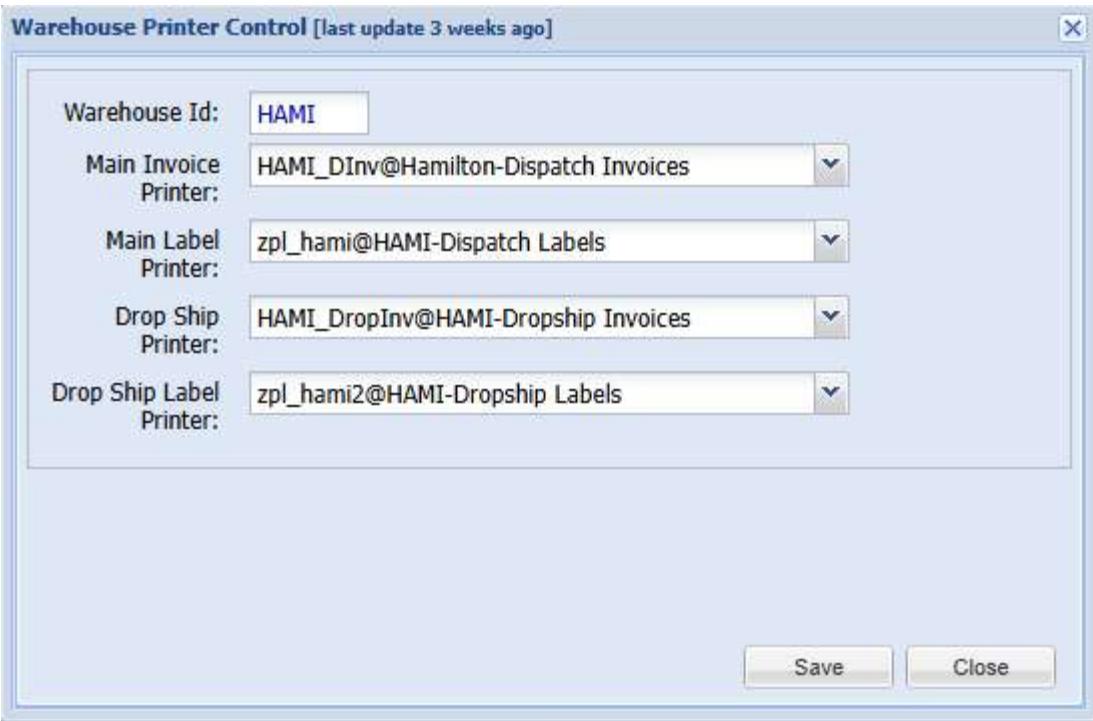
2. HAMI Printer Assignments & Locations

Printer / Email	Purpose	Location	Platform	Printer Type
HAMI_DInv@Hamilton-Dispatch	Dispatch Invoice Printer	Toshiba e-Studio5015ac – beside supervisor's office	Phoenix + Window	A4 Colour Laser

Printer / Email	Purpose	Location	Platform	Printer Type
zpl_hami@HAMI-Dispatch Labels	Dispatch Label Printer	Beside dispatch PC (next to Toshiba)	Phoenix only	Zebra ZT230 (ZPL)
HAMI_DropInv@HAMI-Dropship Invoices	Dropship Invoice Printer	Desk with dropship PC at end of B aisle	Phoenix + Windows	A4 Laser
zpl_hami2@HAMI-Dropship Labels	Dropship Label Printer	Same desk as above	Phoenix only	Zebra ZT230 (ZPL)
Hami Sato Printer	Internal Sticker Printer	Windows-only printer (exact location varies)	Windows only	Sato Thermal (ZPL)

3. Editing Printer Assignments (Only If Necessary)

- From the Warehouse Printer Control window, you can change:
 - **Main Invoice Printer**
 - **Main Label Printer**
 - **Drop Ship Invoice Printer**
 - **Drop Ship Label Printer**
- **⚠ Important Caution:**
 - All 3 warehouse printers are visible in the dropdown list.
 - **Only update assignments if a printer has broken down** and cannot be immediately fixed.
 - Common fix: If zpl_hami is broken, temporarily switch to zpl_hami2.
- Click **Save** after changes.



4. Troubleshooting
