

## SOP: Warehouse Printer Control & Troubleshooting

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### 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.

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### 1. Printer Access Menu in Phoenix

1. In Phoenix, click the **Warehouse Printer Control** icon:
2. On the **Warehouse Search** screen:
  - Click the **Search bar** and press **Enter**.
  - The **HAMI** warehouse will appear.
  - 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.

**Warehouse Printer Control** [last update 3 weeks ago] ✕

Warehouse Id:

Main Invoice Printer:  ▼

Main Label Printer:  ▼

Drop Ship Printer:  ▼

Drop Ship Label Printer:  ▼

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## 4. Troubleshooting

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