WebSynapse

DOCUMENTATION

December 2013

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Contents

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LOGGING IN TO WEBSYNAPSE

Once you have received your User-ID, password, and the URL address for gaining access to WebSynapse:

1. Launch your browser (Internet Explorer 5.0 or higher recommended) and type the URL address to access the WebSynapse web site. If you have entered the URL address properly, you will see the following sign-in screen.

   You may wish to "bookmark" this screen so that you will not have to type the URL again.

2. Type your User-ID and Password and click Login 

.

   Note: You will not be able to see the actual characters you type into the password field. The password is case sensitive. Three consecutive failures will disable your User-ID, and you must then contact your system administrator.

   The initial WebSynapse Screen with tool bar appears:

USING WEBSYNAPSE

WebSynapse Toolbar

The options on the tool bar on the initial screen depend on your security access.

Note: Your tool bar access is controlled by the “Edit Privileges” option on the Administration/Users Tab. The default toolbar contains Logoff and Help.

Tool Bar options include:

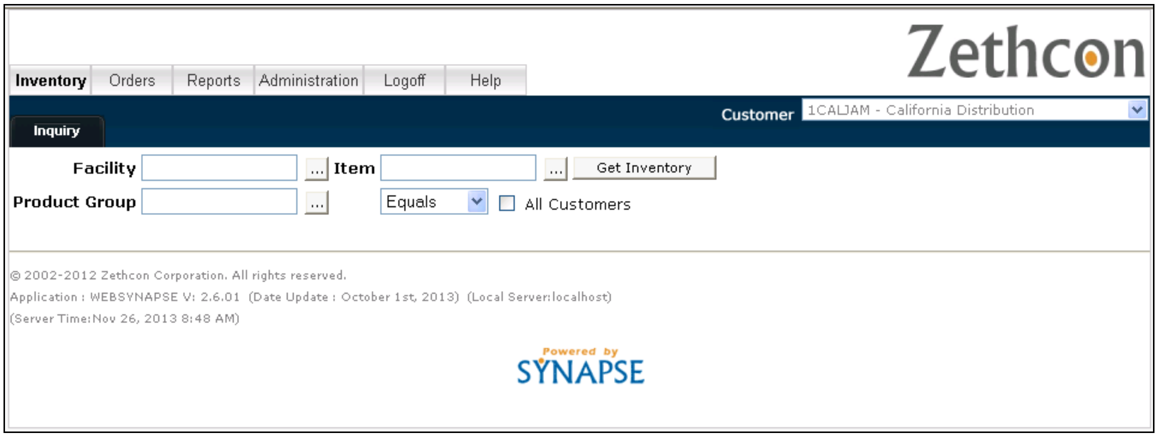
- Inventory – Allows you to view inventory information.
- Orders – Allows you to view, modify, create or cancel orders.
- Reports
- Administration
- Logoff
- Help

There is a Customer drop down on the upper right side of the screen.

1. Use the drop down to select the customer that you want to work with. If you only have access to one customer, that customer will default.

Inventory

Inventory includes the Inquiry tab. You can view the inventory status of a customer item at any facility using this screen. You must have security access to the facility and customer to view the items.



There are three criteria fields:

– Facility - Your Group membership determines the facilities to which you have access. Contact your Manager if you do not have the appropriate facilities assigned.

– Product Group

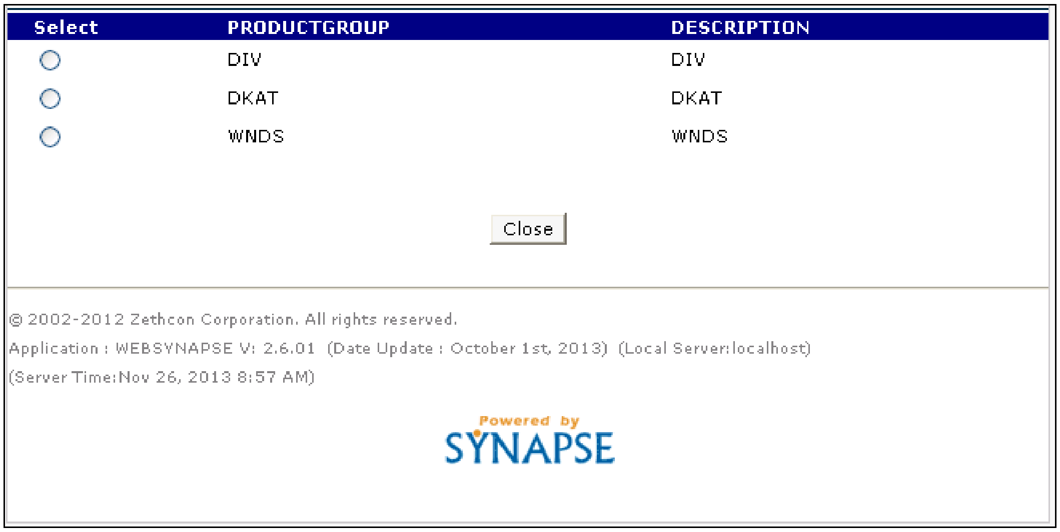
– Item

1. If you have access to more than one facility, enter the facility for your inquiry in the Facility field. If you have access to only one facility, no entry is required in this field.

   - Click the ellipsis button ... to select a facility from a list.

2. Enter a Product Group if you want to view items from a particular product group.

   - Click the ellipsis button ... to select a group from a list.



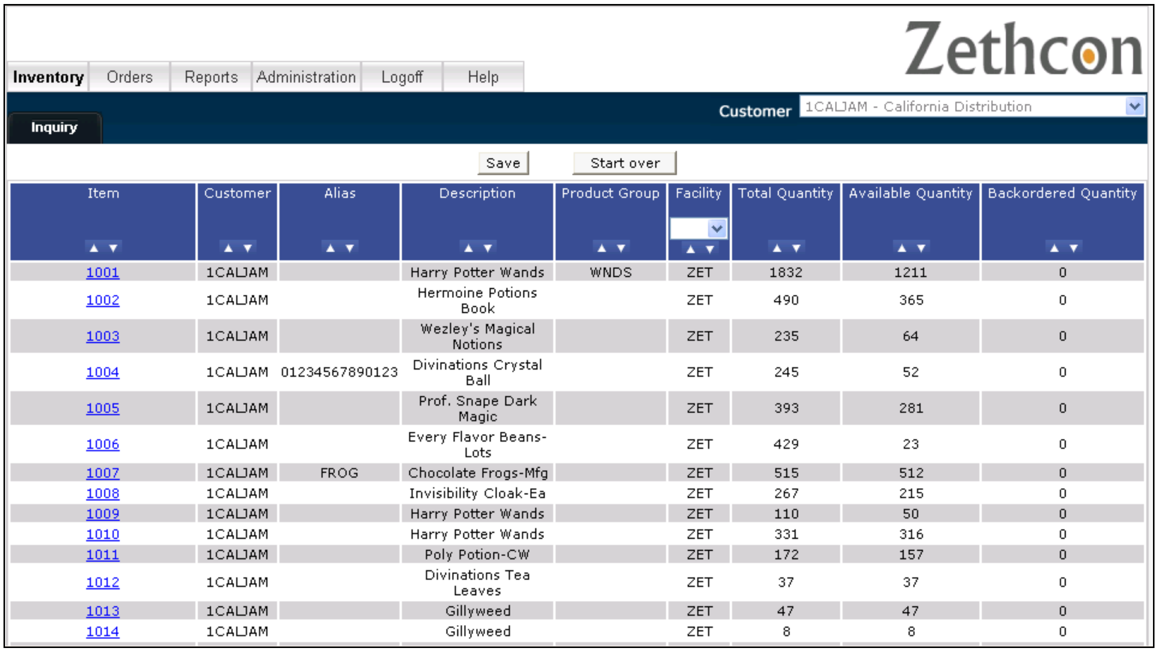
- Click the radio button to select the group that you want to view.

3. For the item, you can:

- Enter the item that you want to view.
- Click the ellipsis button ... to select an item from a list.
- Enter the alias of the item you want to view. All screens showing the item also show its aliases. Item lookups will search for either items or aliases.
- Leave the field blank if you want to see all of the items for the facility.
- Use the drop down box underneath the Item field to select search logic that can be used in conjunction with your item entry.
  - Equals – This is the default option. Items that equal the item that you entered appear in the query.
  - Starts With – Items that start with the characters you entered in the Item field appear in the query.
  - Contains – Items that include the characters you entered in the Item field appear in the query.
  - Ends With - Items that end with the characters you entered in the Item field appear in the query.

4. Click the All Customers check box if you want to view inventory for all of the customers you have access to.

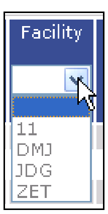
5. Click on Get Inventory button Get Inventory .



Item	Customer	Alias	Description	Product Group	Facility	Total Quantity	Available Quantity	Backordered Quantity
1001	1CALJAM		Harry Potter Wands	WNDS	ZET	1832	1211	0
1002	1CALJAM		Hermoine Potions Book		ZET	490	365	0
1003	1CALJAM		Wezley's Magical Notions		ZET	235	64	0
1004	1CALJAM	01234567890123	Divinations Crystal Ball		ZET	245	52	0
1005	1CALJAM		Prof. Snape Dark Magic		ZET	393	281	0
1006	1CALJAM		Every Flavor Beans-Lots		ZET	429	23	0
1007	1CALJAM	FROG	Chocolate Frogs-Mfg		ZET	515	512	0
1008	1CALJAM		Invisibility Cloak-Ea		ZET	267	215	0
1009	1CALJAM		Harry Potter Wands		ZET	110	50	0
1010	1CALJAM		Harry Potter Wands		ZET	331	316	0
1011	1CALJAM		Poly Potion-CW		ZET	172	157	0
1012	1CALJAM		Divinations Tea Leaves		ZET	37	37	0
1013	1CALJAM		Gillyweed		ZET	47	47	0
1014	1CALJAM		Gillyweed		ZET	8	8	0

On this screen you can:

- Click Start Over [Start over] to return to the Inquiry tab and perform another inquiry.
- Click Save [Save] to the settings on this screen for the remainder of the login session. For example, if you use the arrow key to sort the Item field and click Save, the Item field will stay sorted for the rest of the session.
- Click the arrows ▲ ▼ on a column to sort the grid by the information in the column.
- Change the facility using the drop down box in the Facility column.



6. To review detail for the item inventory, click on the Item code.

Item	Customer	Alias	Product Group	Facility	Description	Lot Number	UOM	Quantity	Status	Inv. Status	Inv. Class	Hazardo
1001	1CALJAM		WNDS	ZET	Harry Potter Wands	(none)	Each	1239	Available	Available	Regular	N
1001	1CALJAM		WNDS	ZET	Harry Potter Wands	(none)	Each	-28	Committed	Available	Regular	N
1001	1CALJAM		WNDS	ZET	Harry Potter Wands	(none)	Case	8	PickNotShipd	Available	Regular	N
1001	1CALJAM		WNDS	ZET	Harry Potter Wands	(none)	Each	144	PickNotShipd	Available	Regular	N
1001	1CALJAM		WNDS	ZET	Harry Potter Wands	(none)	Each	1	Available	Damaged	Regular	N
1001	1CALJAM		WNDS	ZET	Harry Potter Wands	(none)	Each	9	Available	Suspense	Regular	N
1001	1CALJAM		WNDS	ZET	Harry Potter Wands	(none)	Each	440	Available	Damaged	Rework	N

Close

Application : WEBSYNAPSE V: 2.6.01 (Date Update : October 1st, 2013) (Local Server:localhost)
(Server Time:Nov 26, 2013 10:13 AM)

Powered by SYNAPSE

On this screen you can:

- You can click Close Close to return to the item summary information.

7. To view detail item information for a status, click on the status in the Status column. For example, to see information about committed items, click on Committed.

Facility	Order ID	Reference	Ship to	Qty. Ordered	Qty. Commit
ZET	368658	TEST1	GLIDDEN COMPANY	2	2
ZET	370152	TAB SEQ	AVON CUSTOM MIXING	2	2
ZET	370153	TAB SEQ2	AVON CUSTOM MIXING	2	2
ZET	370154	TAB SEQ3	AVON CUSTOM MIXING	2	2
ZET	370351	370351	GLIDDEN COMPANY	10	10
ZET	370352	370352	GLIDDEN COMPANY	10	10

Back Close

Application : WEBSYNAPSE V: 2.6.01 (Date Update : October 1st, 2013) (Local Server:localhost)
(Server Time:Nov 26, 2013 10:18 AM)

Powered by SYNAPSE

On this screen you can:

- You can click Back Back to return to the detail information screen.

- You can click Close to return to the summary information.

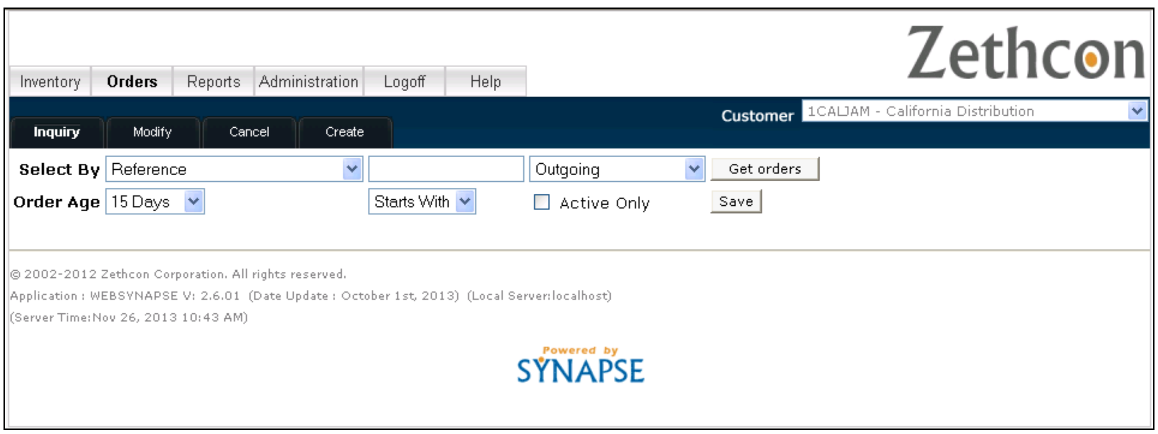
Orders

The Orders option includes the following tabs:

- Inquiry – Allows you to view orders.
- Modify – Allows you to maintain orders.
- Cancel – Allows you to cancel orders.
- Create – Allows you to create orders.

The selections available to you are controlled by the edit privileges option on the Administration/Users selection.

1. Click the Orders option to access the tabs:



Order Inquiries

An Inquiry allows you to look at an individual order or to look at groups of orders. You can use the fields on the Inquiry tab to enter criteria for the orders you want to view.

- Note: If you have been set up with Basic security and the Pass Thru field has been set in the Administration page, you will only be able to see Outgoing orders and the order type drop down will not appear.
- The Inquiry tab appears when you select Orders.

Entering Search Criteria

1. You can enter criteria on the Inquiry tab in the following fields:

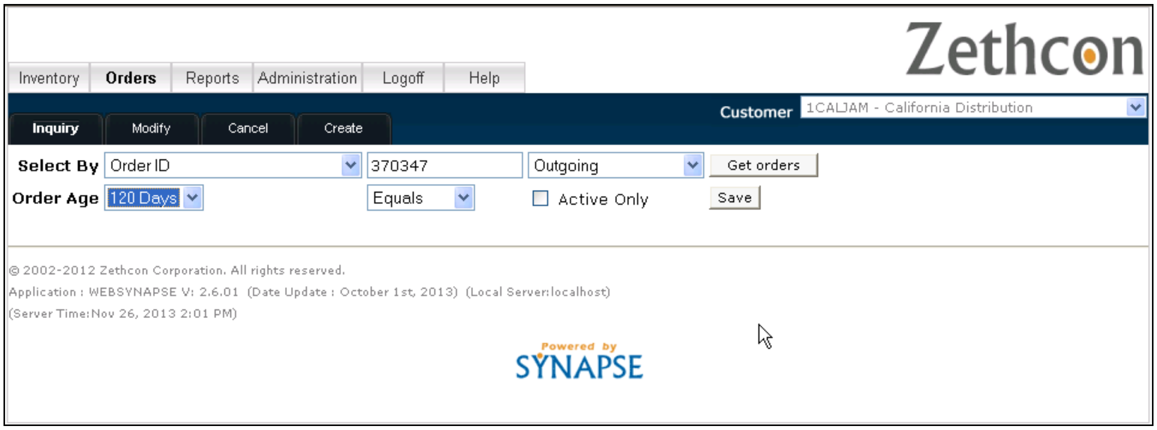
Select By

Use the Select By field to select an order characteristic that you want to use for your inquiry. For example, if you want to search for orders by Order ID, you can select Order ID from the drop down box.

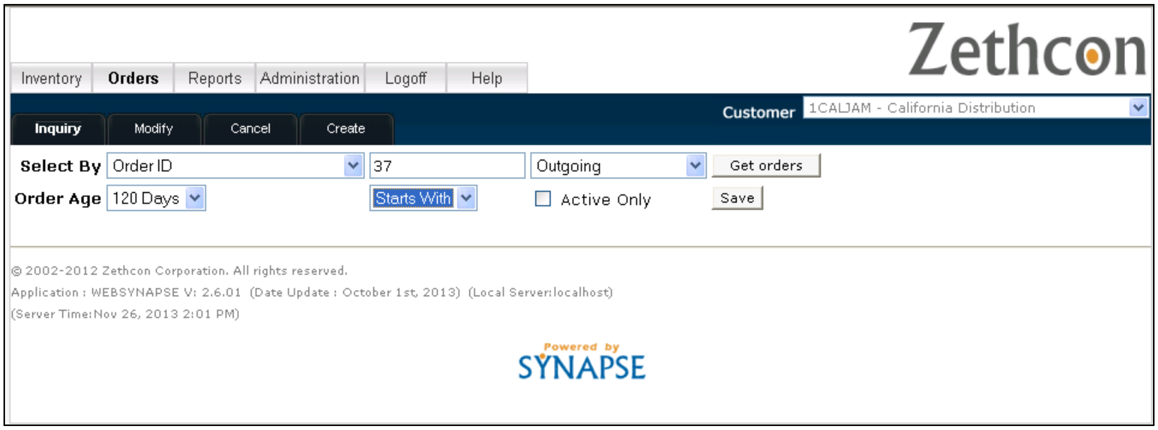
Note: You can select a blank on the Select By drop down to leave the Select By field blank.

There are two fields that work together with the Select By field:

- Entry Field – There is a blank field next to the Select By box. Use this field to enter a value for the Select By field. For example, if you enter Order ID in the Select By field, you can enter a specific Order ID number in the blank field. (Dates need to be entered in dd-mmm-yyyy format - 31-Oct-2013).



- Logic Field – Use the drop down box underneath the Entry field to select search logic that can be used in conjunction with your entry.
  - Equals – Orders that have a Select by value equal to the Entry field value that you entered appear in the query results.
  - Starts With – This is the default option. Orders that have a Select By value that starts with the characters you entered in the Entry field appear in the query results. For example, if you enter Order ID in the Select By field and ‘37’ in the Entry field and select the Starts With option, orders with ID’s starting with ‘37’ appear in your query results.

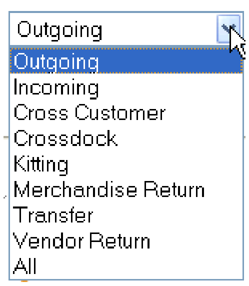


– Contains – Orders that have a Select By value that includes characters you entered in the Entry field appear in the query results. For example, if you enter Order ID in the Select By field and ‘37’ in the Entry field and select the Contains option, orders with ’37’ found anywhere in the ID (i.e., **37**456, 4**37**56, 45**37**6, 456**37**) appear in your query results.

– Ends With - Orders that have a Select By value that ends with the characters you entered in the Entry field appear in the query results. For example, if you enter Order ID in the Select By field and ‘37’ in the Entry field and select the Ends With option, orders with ID’s ending with ‘37’ appear in your query results.

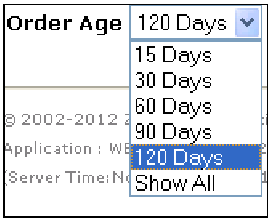
Order Type

Use the Order Type field to select the order type of the orders you want to view. You can use the drop down box to select one from a list.



Order Age

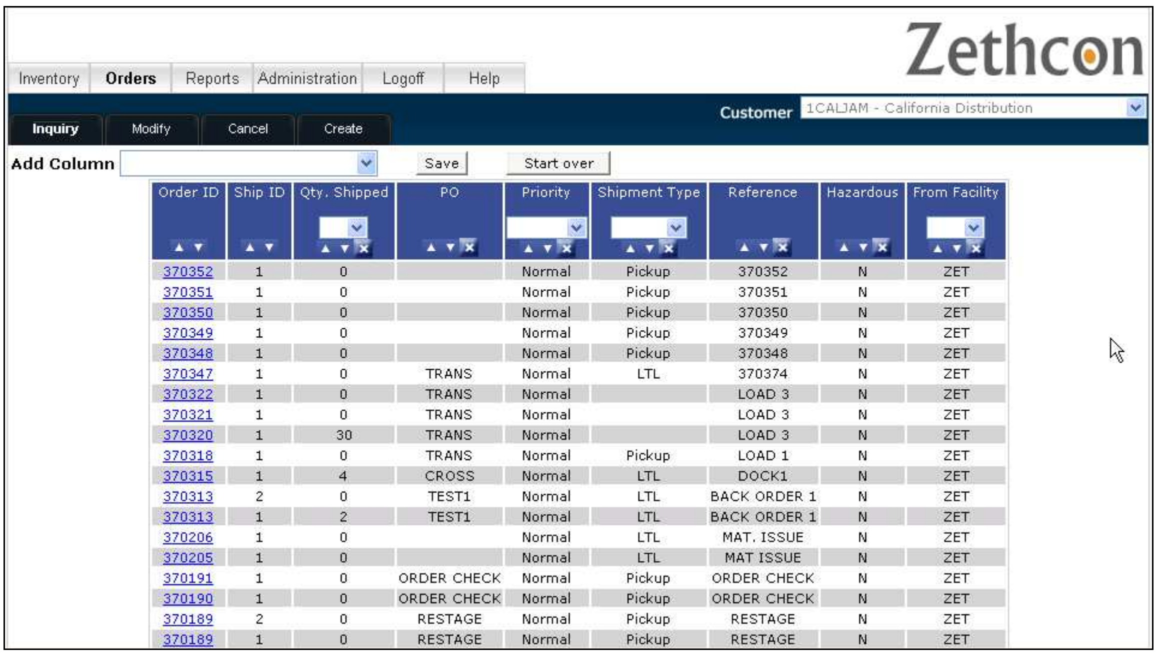
Use the drop down box to select the age of the orders you want to view. The age is based on the order entry date. Note: There is a Show All option if you want to select an order regardless of age.



Active Only
Check the Active Only box if you only want to include active orders in your search.

Processing the Inquiry

2. Click the Get Orders button Get orders. Your query results appear on the screen:

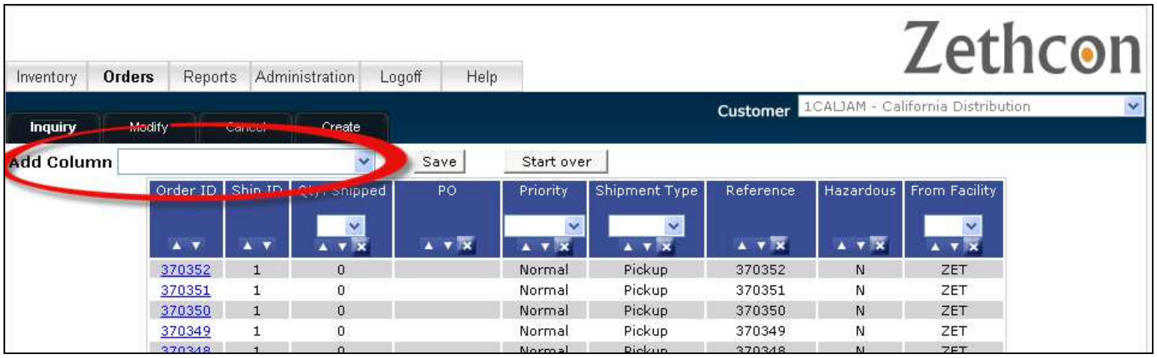


Order ID	Ship ID	Qty. Shipped	PO	Priority	Shipment Type	Reference	Hazardous	From Facility
370352	1	0		Normal	Pickup	370352	N	ZET
370351	1	0		Normal	Pickup	370351	N	ZET
370350	1	0		Normal	Pickup	370350	N	ZET
370349	1	0		Normal	Pickup	370349	N	ZET
370348	1	0		Normal	Pickup	370348	N	ZET
370347	1	0	TRANS	Normal	LTL	370374	N	ZET
370322	1	0	TRANS	Normal		LOAD 3	N	ZET
370321	1	0	TRANS	Normal		LOAD 3	N	ZET
370320	1	30	TRANS	Normal		LOAD 3	N	ZET
370318	1	0	TRANS	Normal	Pickup	LOAD 1	N	ZET
370315	1	4	CROSS	Normal	LTL	DOCK1	N	ZET
370313	2	0	TEST1	Normal	LTL	BACK ORDER 1	N	ZET
370313	1	2	TEST1	Normal	LTL	BACK ORDER 1	N	ZET
370206	1	0		Normal	LTL	MAT. ISSUE	N	ZET
370205	1	0		Normal	LTL	MAT ISSUE	N	ZET
370191	1	0	ORDER CHECK	Normal	Pickup	ORDER CHECK	N	ZET
370190	1	0	ORDER CHECK	Normal	Pickup	ORDER CHECK	N	ZET
370189	2	0	RESTAGE	Normal	Pickup	RESTAGE	N	ZET
370189	1	0	RESTAGE	Normal	Pickup	RESTAGE	N	ZET

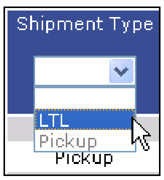
On this screen you can:

- Click Start Over Start over to return to the Inquiry tab and perform another inquiry.
- Click Save Save to the settings on this screen for the remainder of the login session. For example, if you use the arrow key to sort the Reference field and click Save, the Reference field will stay sorted for the rest of the session.
- Click the arrows on a column to sort the grid by the information in the column.
- Click the to remove the column from the view.

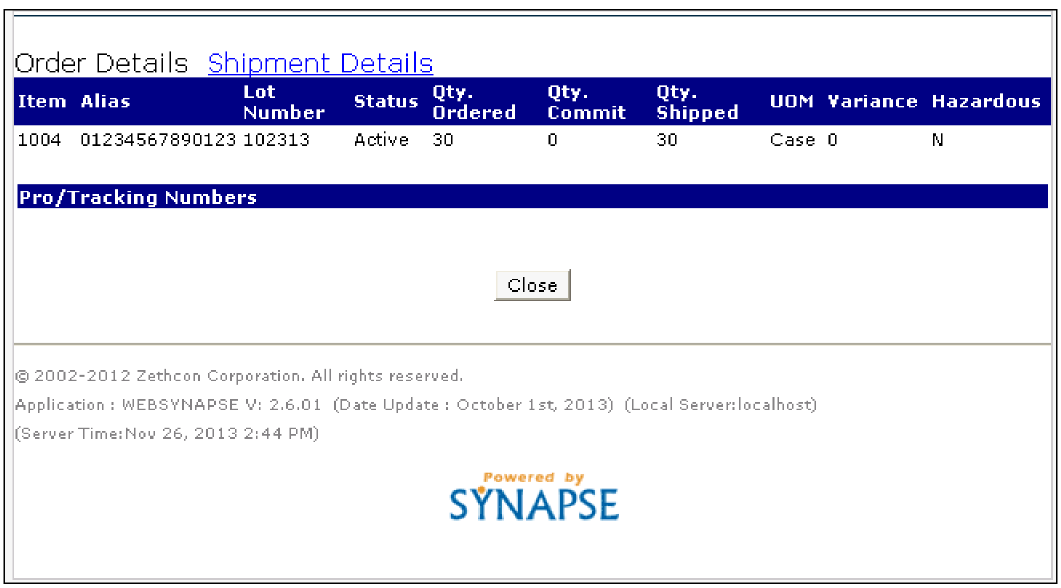
- Use the Add Column drop down to select additional fields to appear in your query results.



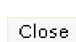
- Use the drop down box, where available, to select a specific value to appear on the screen. For example, if you only want to view orders with LTL shipment types, use the drop down in the Shipment Type column to select LTL.



3. Click on an Order ID to view more information about the order.

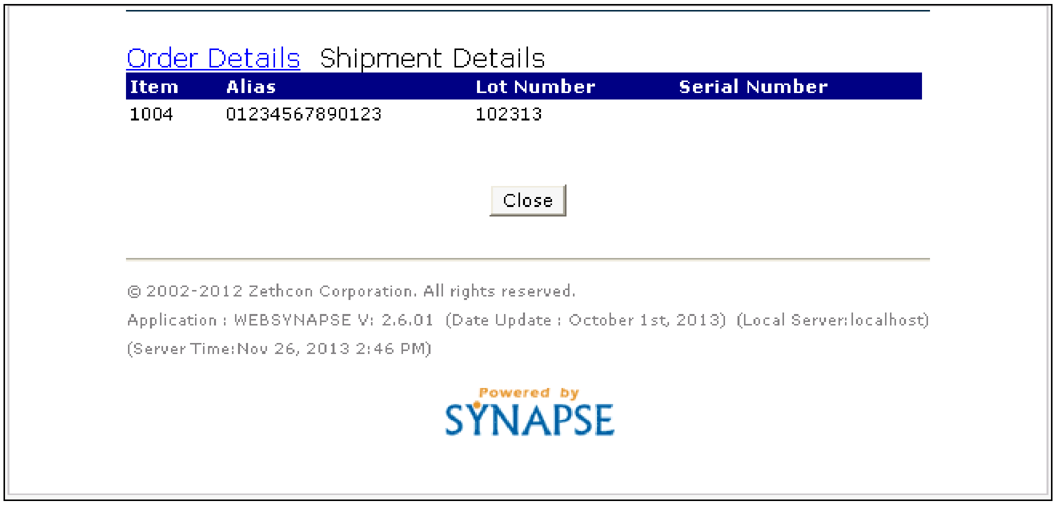


On this screen, you can:

- Click the Close button 

to return to the inquiry.

4. Click Shipment Details at the top of the screen to view more information about the order shipment.

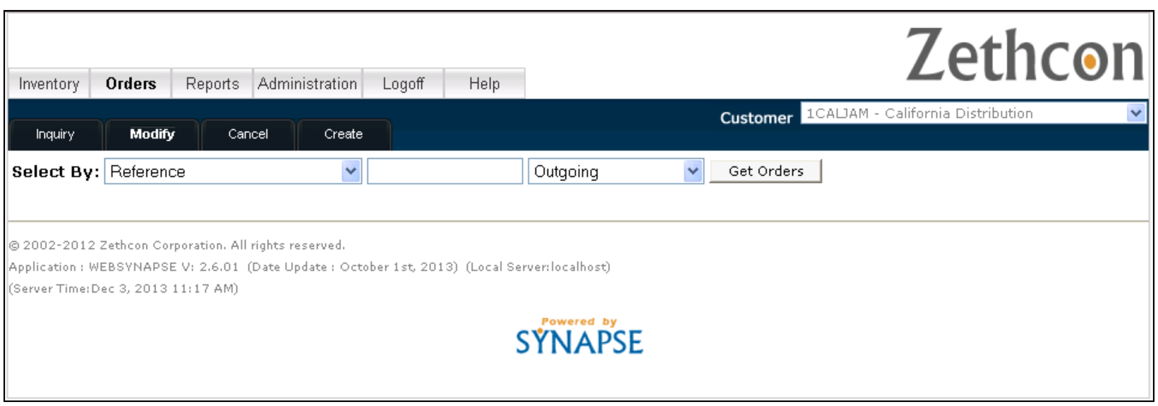


On this screen you can:

- Click Order Details at the top of the screen to return to the Order Details.
- Click the close button to return to the inquiry.

Modifying Orders

Using the Modify Tab, you can select and modify an order.



Selecting an Order to Modify

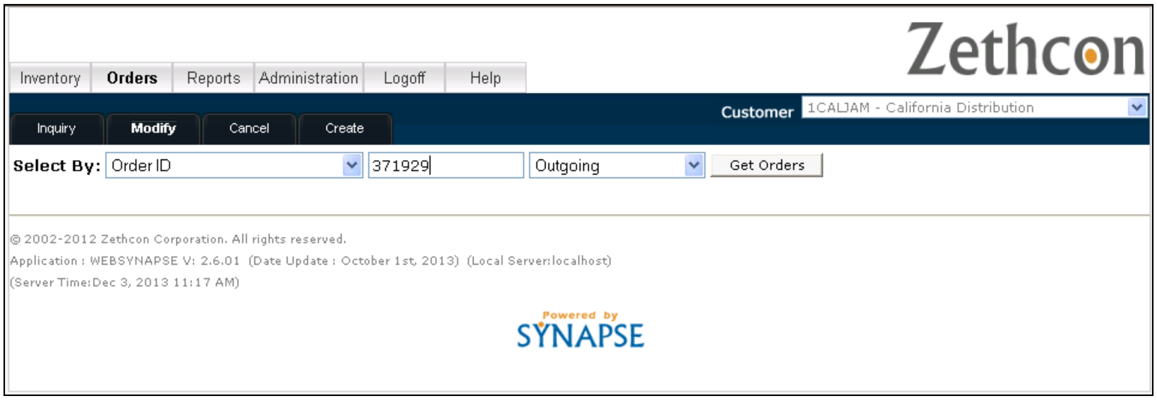
1. You can enter criteria on the Modify tab in the following fields:

   Select By
   Use the Select By field to select an order characteristic that you want to use for your search. For example, if you want to search for orders by Order ID, you can select Order ID from the drop down box.

Note: You can select a blank on the Select By drop down to leave the Select By field blank.

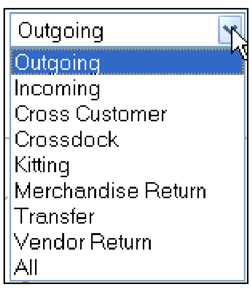
Entry Field

- There is a blank field next to the Select By box. Use this field to enter a value for the Select By field. For example, if you enter Order ID in the Select By field, you can enter a specific Order ID number in the blank field. (Dates need to be entered in dd-mmm-yyyy format - 31-Oct-2013).



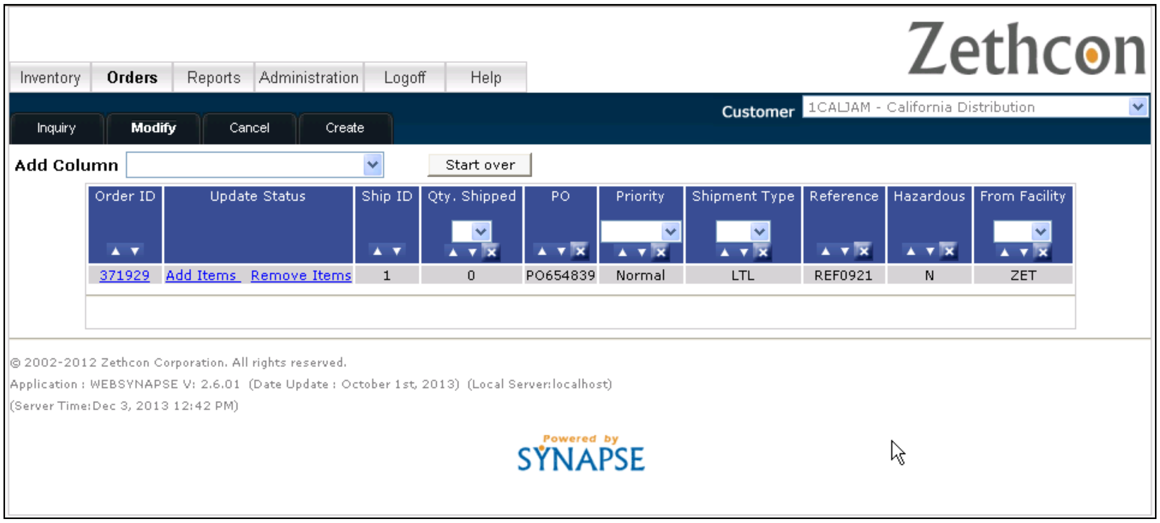
Order Type

Use the Order Type field to select the order type of the orders you want to view. You can use the drop down box to select one from a list.



2. Click the Get Orders button 

. Orders matching the criteria you entered appear on the screen:



- Click Start Over

to return to the Modify tab and perform another search.

- Click the arrows  on a column to sort the grid by the information in the column.

- Click the  to remove the column from the view.

- Use the Add Column drop down to select additional fields to appear in your query results.

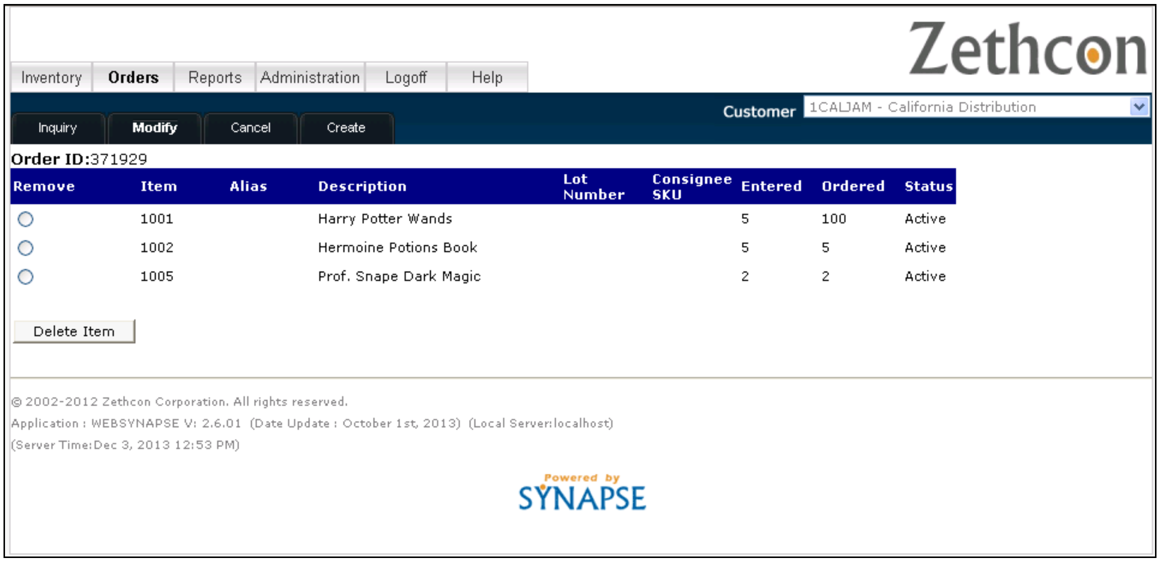
- Use the drop down box, where available, to select a specific value to appear on the screen. For example, if you only want to view orders with LTL shipment types, use the drop down in the Shipment Type column to select LTL.

- Click on an Order ID to view more information about the order.

- Modify orders that have Add Items and/or Remove Items options in the Update Status column.

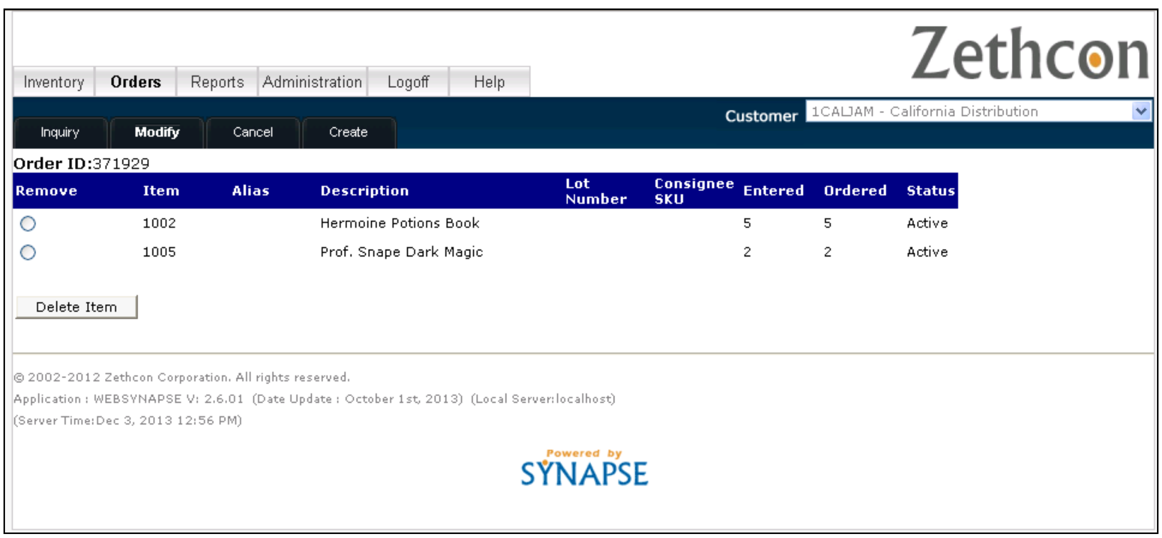
Removing an Item

1. Click the Remove Items link in the Update Status Column. The following screen appears:



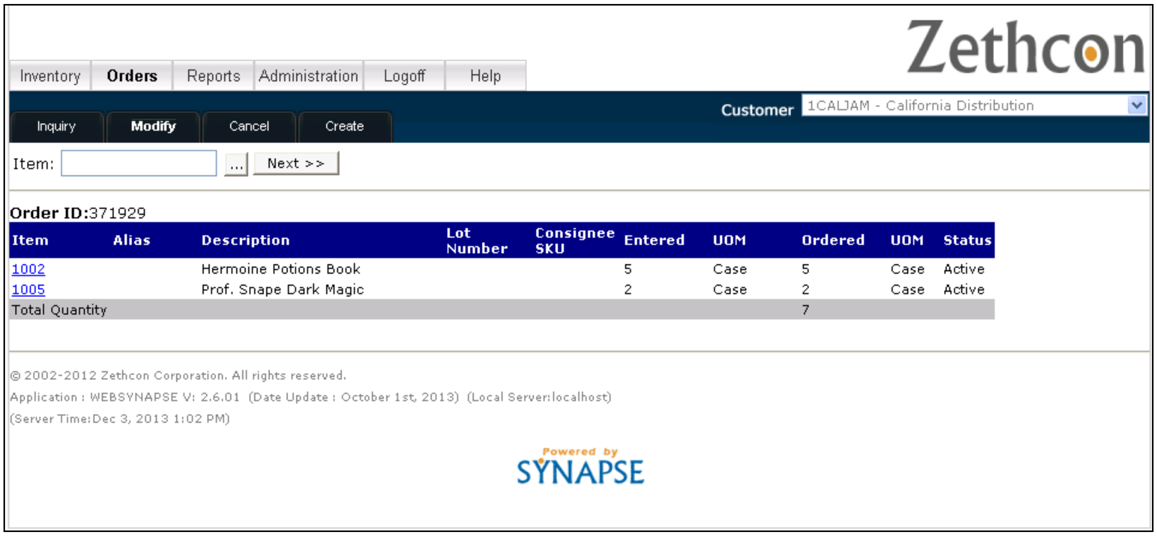
2. Click the radio button next to the item(s) you want to remove.

3. Click on the Delete Item button Delete Item. The screen appears but the item you deleted no longer displays on the screen.



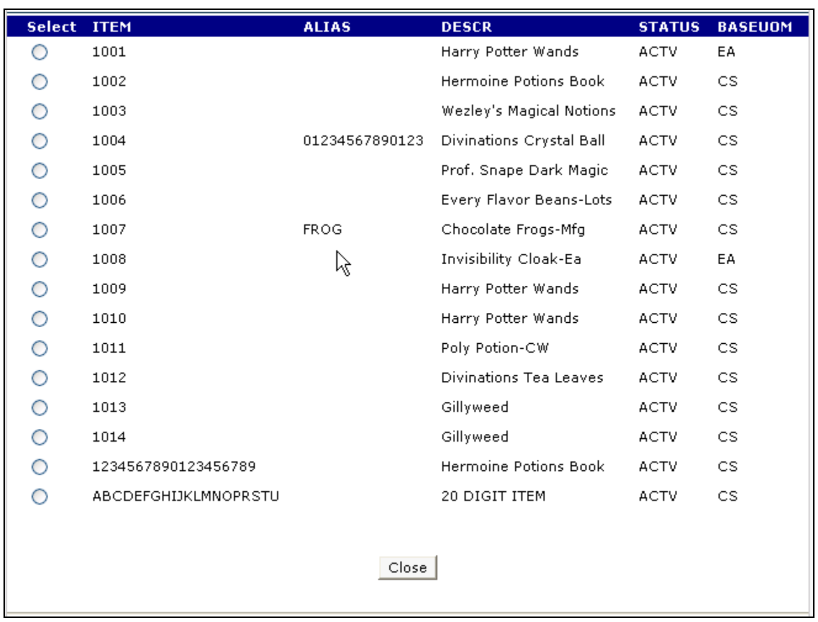
Adding Items

1. Click the Add Items link in the Update Status column. The following screen appears:

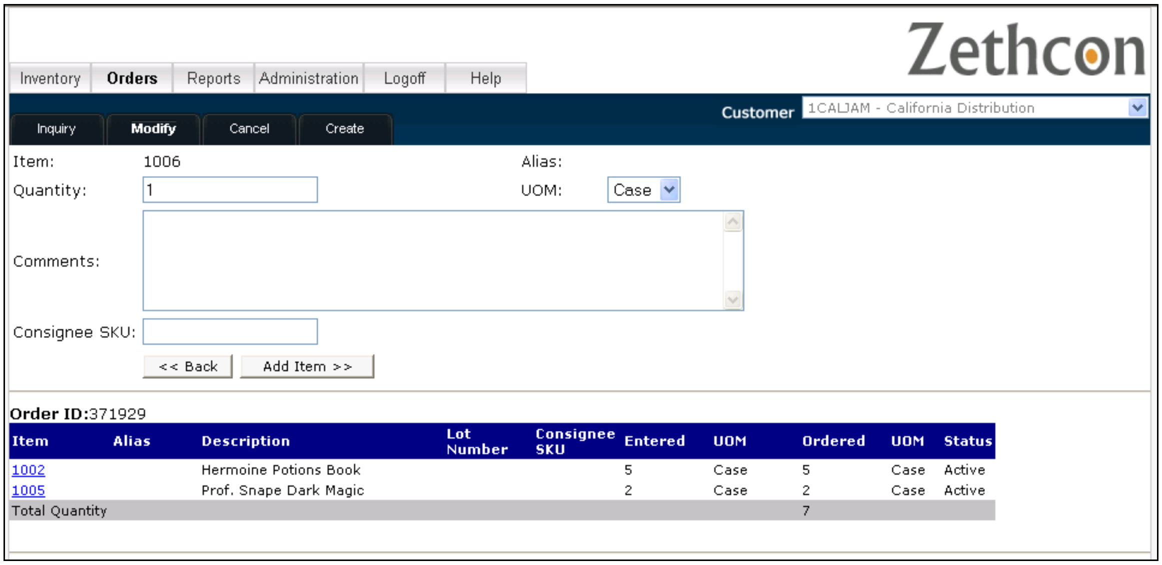


2. Type the item in the Item field.

- Click the ellipsis button ... to select an item from a list.



3. Click Next >> . The following screen appears:

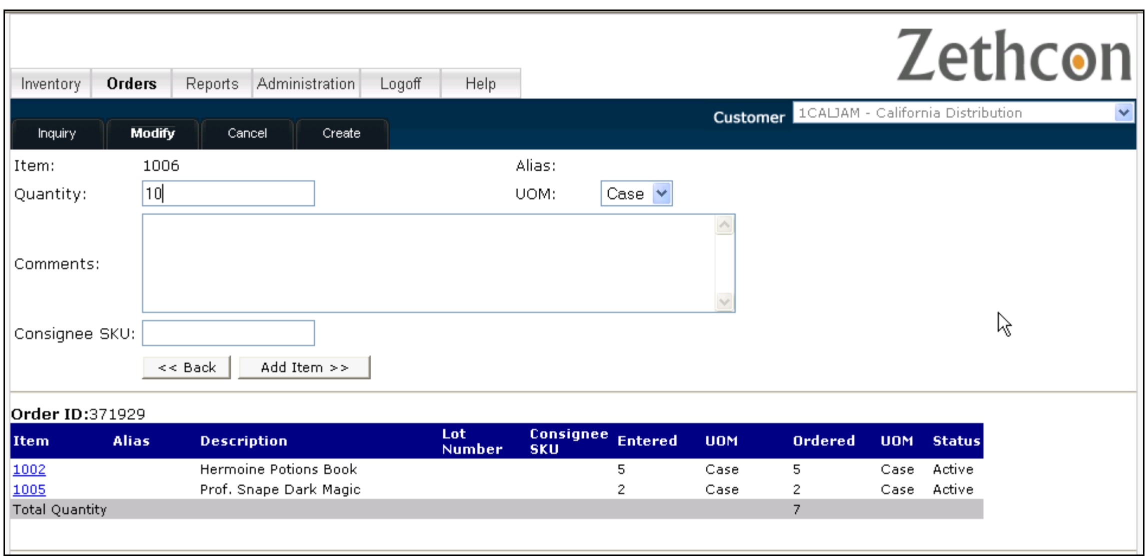


4. Type the quantity for the item.

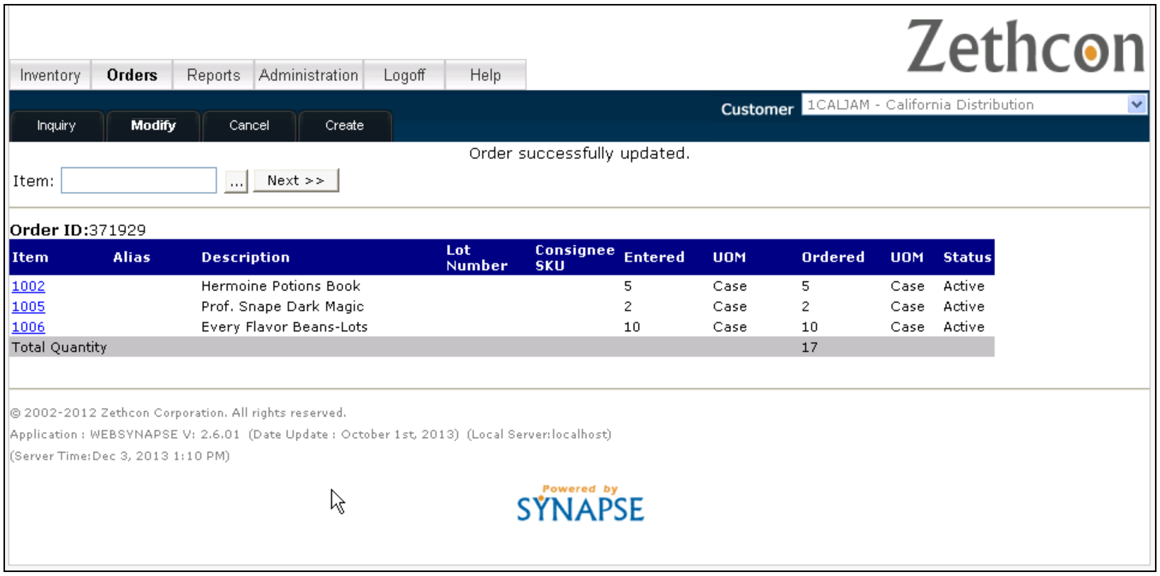
5. Use the drop down to select the correct order unit of measure (UOM).

6. Type any item comments.

7. Enter the Consignee SKU, if applicable.



8. Click Add Item >> . The item you added appears on the screen:



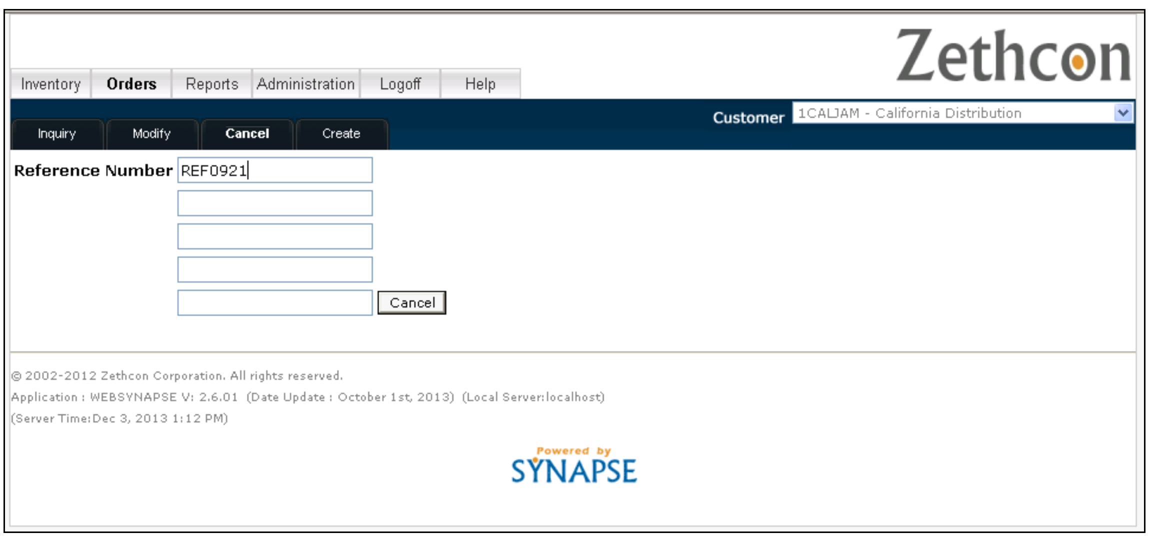
9. Continue adding items using the same process until the order is complete.

Cancelling Orders

Reference numbers are used to cancel orders.

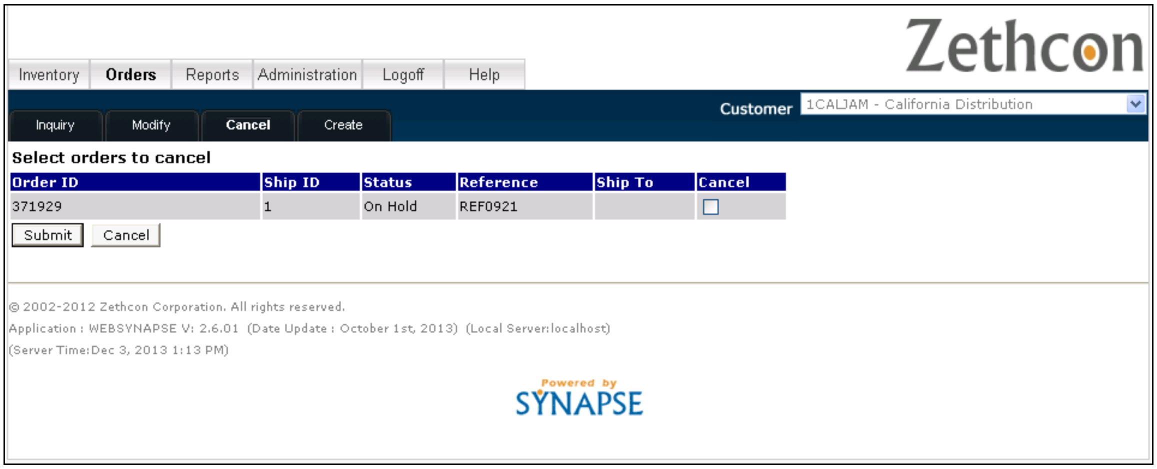
1. Click the Orders Cancel tab.

2. Type up to 5 reference numbers in the fields provided.

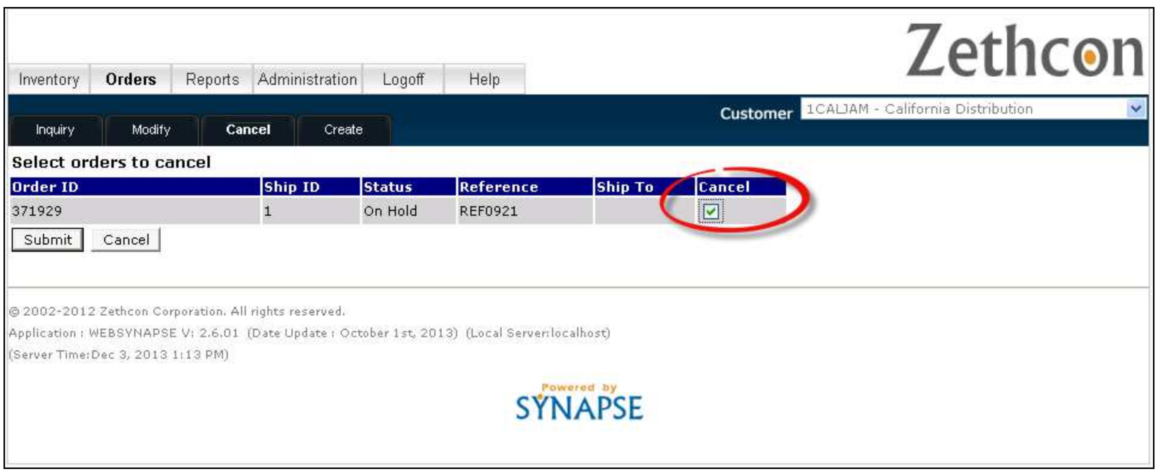


3. Click the Cancel button Cancel.

WebSynapse will display a list of the orders that may be canceled:

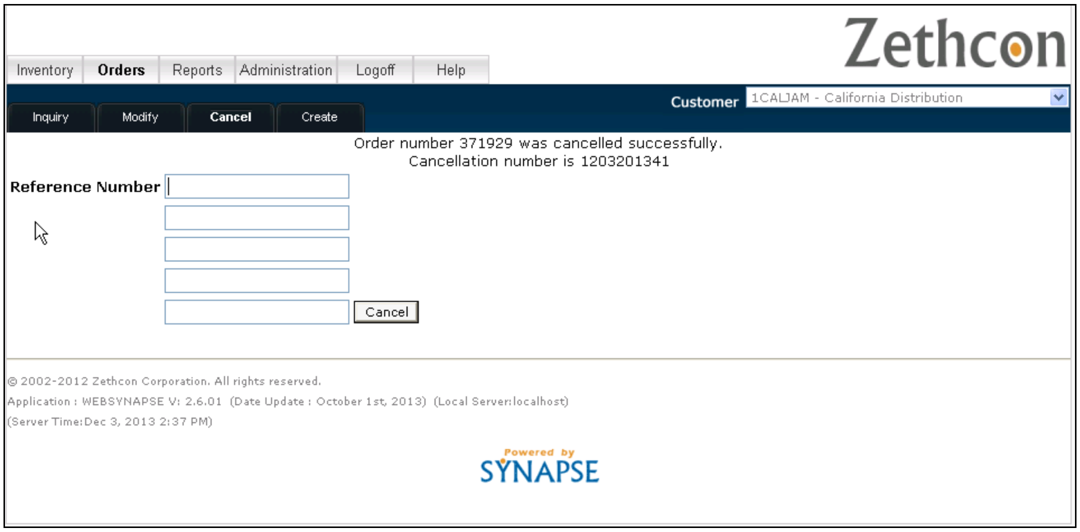


4. Click the box(es) in the Cancel column to confirm the order(s) you want to cancel.



5. Click the Submit button 

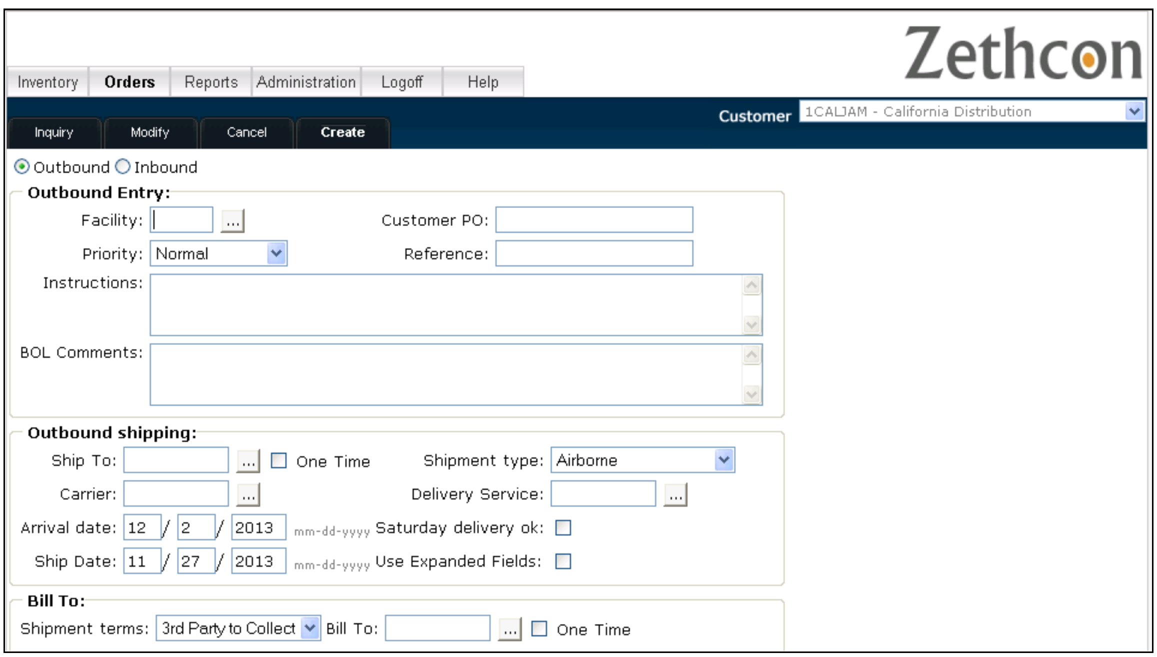
to cancel the orders. A screen appears showing that the order was cancelled successfully. A cancellation number is displayed .



Creating Orders

A new order is created using the Create tab. You may create an Outbound or an Inbound order.

1. Click the Orders Create tab. The following screen appears:



2. Click on the radio button to select either Outbound or Inbound.

Outbound Orders

1. Type the facility.

- Click the ellipsis button to select a facility from a list.

2. Type the Customer PO and Reference for the order.

3. Use the Priority drop down to select a priority.

4. Enter any required Instructions and BOL Comments for this order. The instructions appear on the RF during order processing and the comments print on the Bill of Lading for the order.

5. Enter the Consignee Code in the Ship To field. If this is a One-time customer, check the One Time box. You will be able to enter address information for the Ship-To.

   - Click the ellipsis button to select a Consignee Code from a list.

6. Select a Shipment Type from the drop down box.

7. Type a Carrier Code

   - Click the ellipsis button to select a Carrier Code from a list.

Select	CARRIER	NAME
	3WAY	3WAY TRANSPORT
	42FR	42 FREIGHT
	4SEA	FOUR SEASONS
	905C	905 LOGISTICS % C H ROBINSON %
	905L	905 LOGISTICS
	99TR	99 TRANSPORT
	A&I	A&I
	AACT	AAA COOPER
	AANM	A AND M
	ABBB	ABILENE TRANSPORTATION
	ABER	ABERDEEN EXPRESS
	ABF	ABF FREIGHT SYSTEMS
	ABFR	A & B FREIGHT LINES
	ABFT	ABERDEEN FREIGHT
	ABIL	ABILENE TRANSPORTATION
	ABLM	ABILIENE MOTOR EXPRESS
	ABRO	ABRO
	ABTR	AB TRUCKING
	ACCA	ACCESS AMERICA
	ACCE	ACCELERATED

8. Enter a Delivery Service, if applicable. Note: A Delivery Service selection is required for Small Package Carriers.

- Click the ellipsis button ... to select a Delivery Service from a list.

9. Enter an Arrival Date or Ship Date.

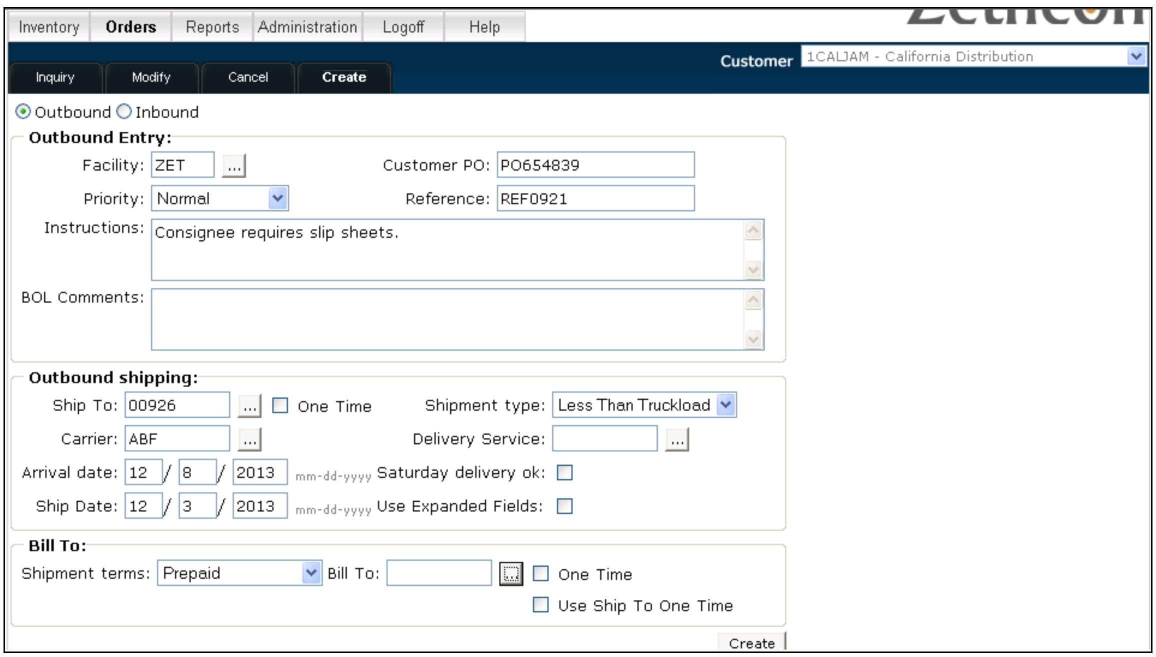
10. Click the Saturday delivery ok button if applicable.

11. To use the expanded fields in WebSynapse, check the Use Expanded Fields box.

12. Use the drop down to select the Shipment Terms.

13. Enter the Bill To Code. Check the One Time box if this is a one-time Bill To. If there is a one-time Ship-to for this order that should also be used for the Bill To, check the Use Ship To One Time box.

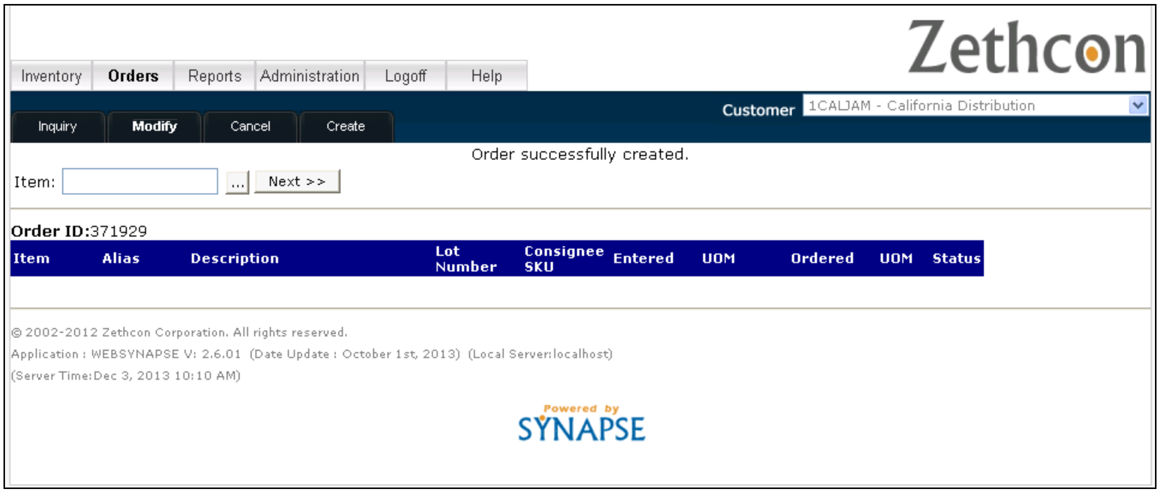
    - Click the ellipsis button ... to select a Bill To from a list.



14. Click the Create button Create to create the order.

    Note: If the Ship-To and/or the Bill To One Time box is checked, an additional address information window appears.

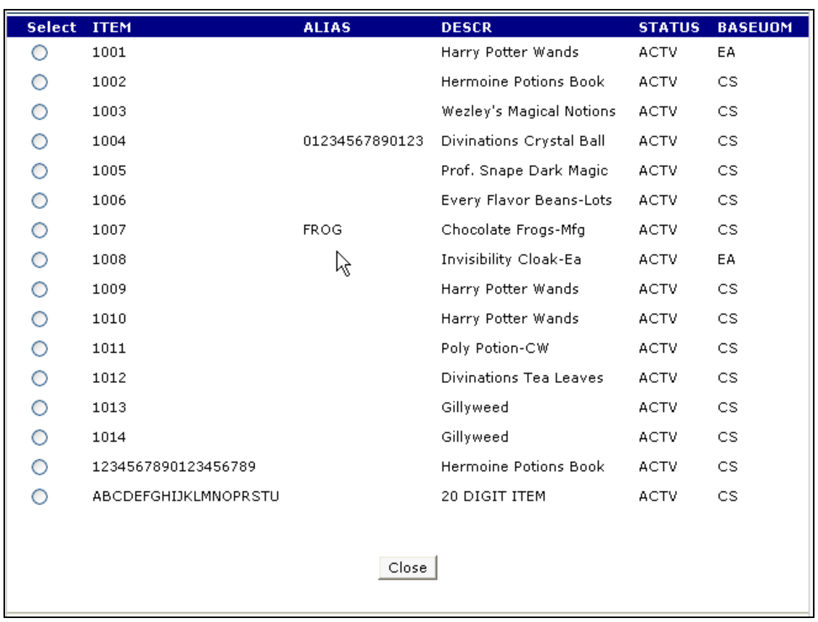
15. A window appears allowing you to enter items for the order.



Adding Items to an Outbound Order

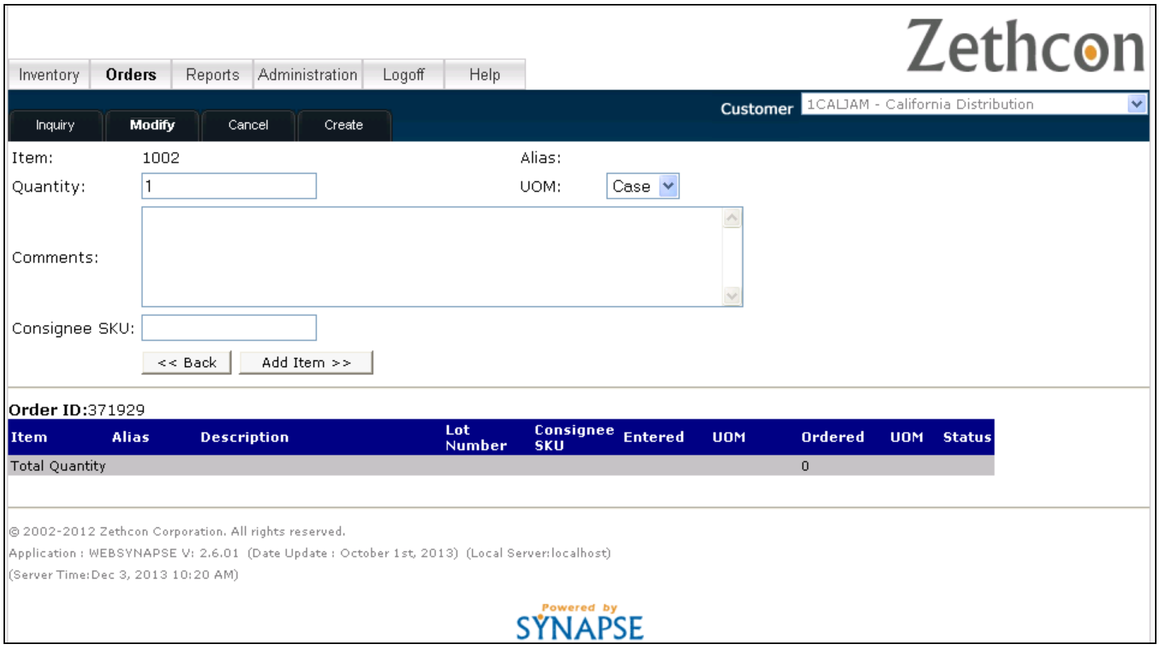
6. Type the item in the Item field.

   - Click the ellipsis button ... to select an item from a list.



Select	ITEM	ALIAS	DESCR	STATUS	BASEUOM
○	1001		Harry Potter Wands	ACTV	EA
○	1002		Hermoine Potions Book	ACTV	CS
○	1003		Wezley's Magical Notions	ACTV	CS
○	1004	01234567890123	Divinations Crystal Ball	ACTV	CS
○	1005		Prof. Snape Dark Magic	ACTV	CS
○	1006		Every Flavor Beans-Lots	ACTV	CS
○	1007	FROG	Chocolate Frogs-Mfg	ACTV	CS
○	1008		Invisibility Cloak-Ea	ACTV	EA
○	1009		Harry Potter Wands	ACTV	CS
○	1010		Harry Potter Wands	ACTV	CS
○	1011		Poly Potion-CW	ACTV	CS
○	1012		Divinations Tea Leaves	ACTV	CS
○	1013		Gillyweed	ACTV	CS
○	1014		Gillyweed	ACTV	CS
○	1234567890123456789		Hermoine Potions Book	ACTV	CS
○	ABCDEFGHIJKLMNOPRSTU		20 DIGIT ITEM	ACTV	CS

7. Click Next >> . The following screen appears:

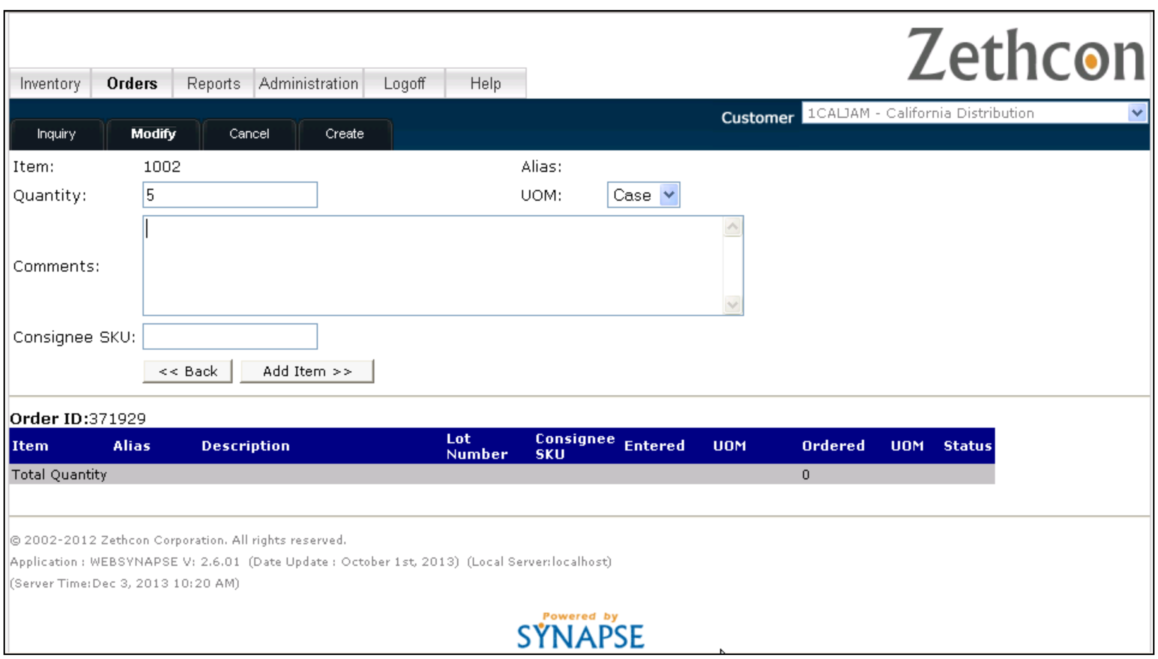


8. Type the quantity for the item.

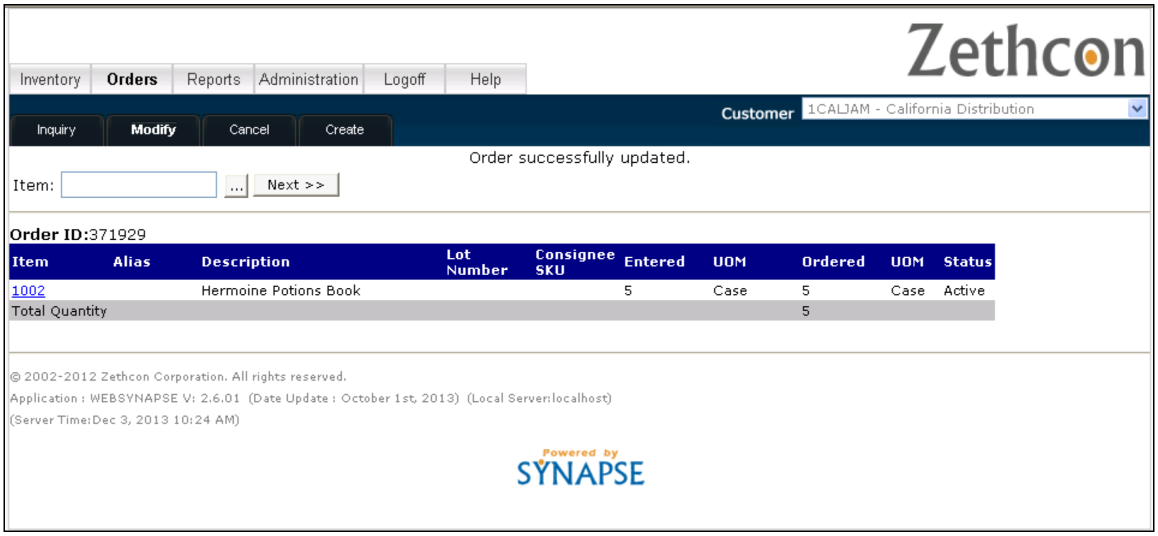
9. Use the drop down to select the correct order unit of measure (UOM).

10. Type any item comments.

11. Enter the Consignee SKU, if applicable.

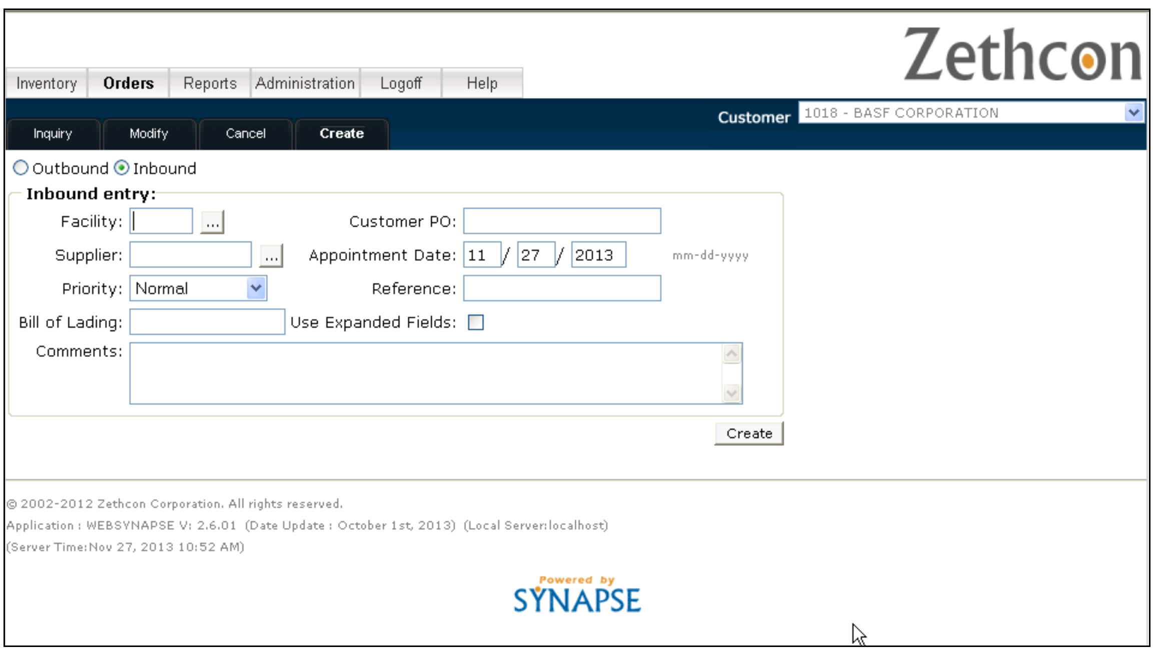


12. Click Add Item >> . The item you added appears on the screen:



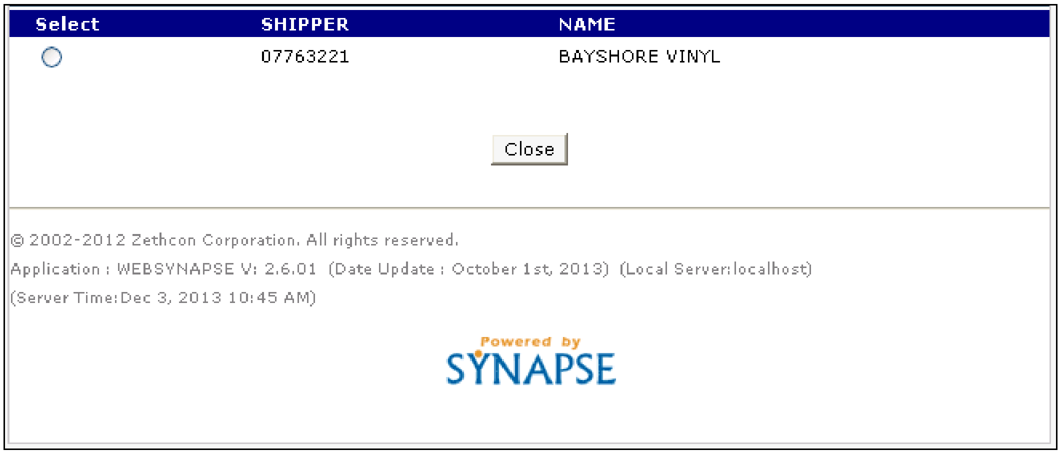
13. Continue entering items using the same process until the order is complete.

Inbound Orders



1. Type the facility.
   - Click the ellipsis button ... to select a facility from a list.
2. Enter the Supplier, if applicable.

- Click the ellipsis button ... to select a Supplier from a list.



3. Type the Customer PO for the order.

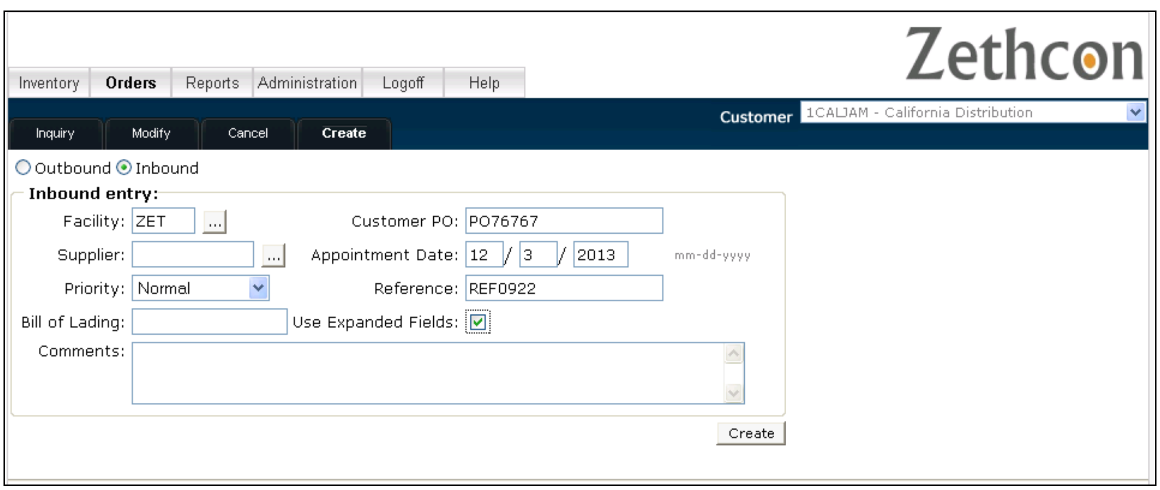
4. Modify the Appointment Date as required.

5. Select a Priority from the drop down list.

6. Enter a Reference number.

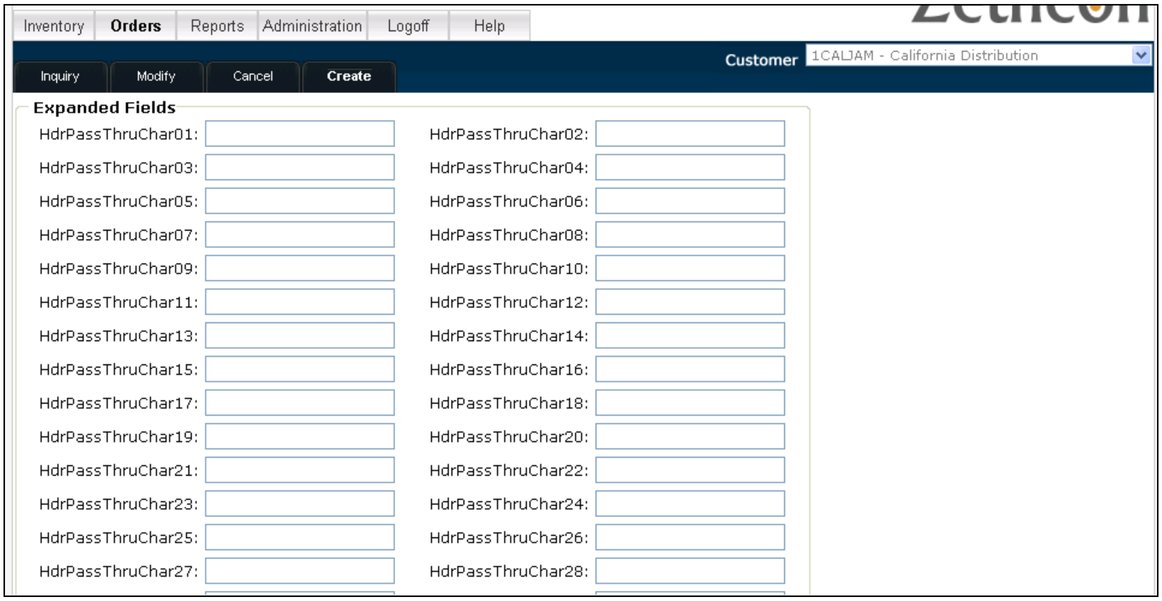
7. Enter the Bill of Lading. The Bill of Lading number is optional.

8. Check the Use Expanded Fields box if you want to enter pass-thru fields.

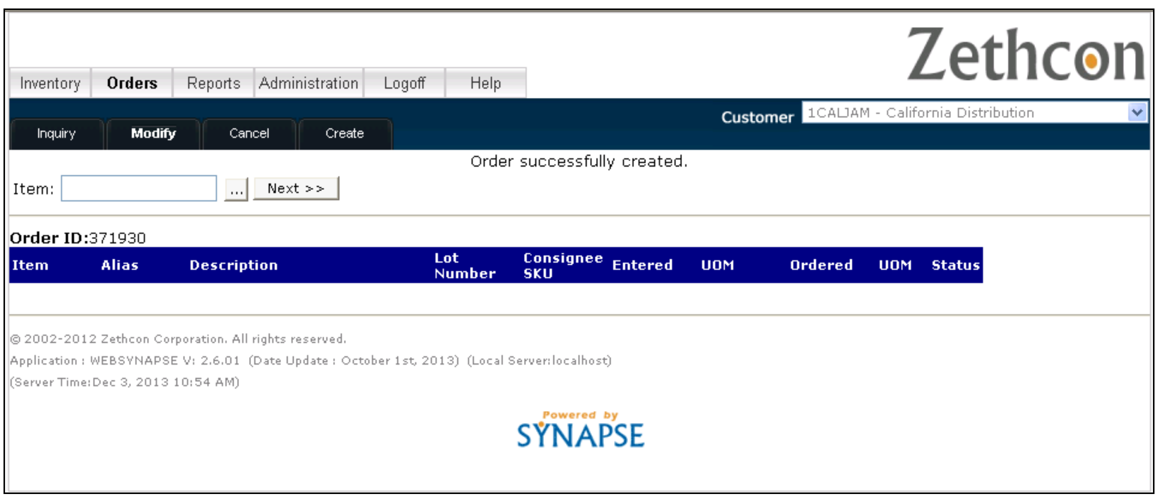


9. Click Create.

   Note: If you checked the Use Expanded Fields box, the Expanded fields appear on the screen for entry:

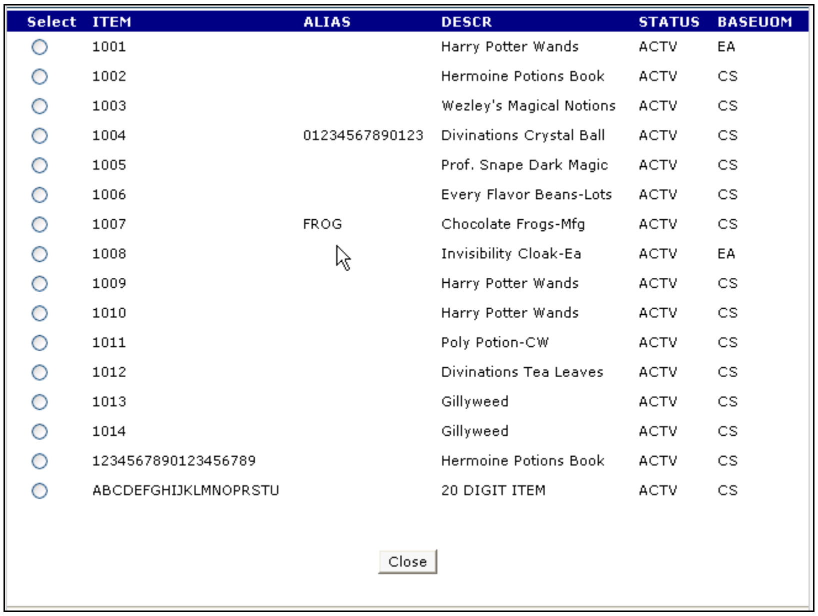


Adding Items to an Inbound Order



1. Type the item in the Item field.

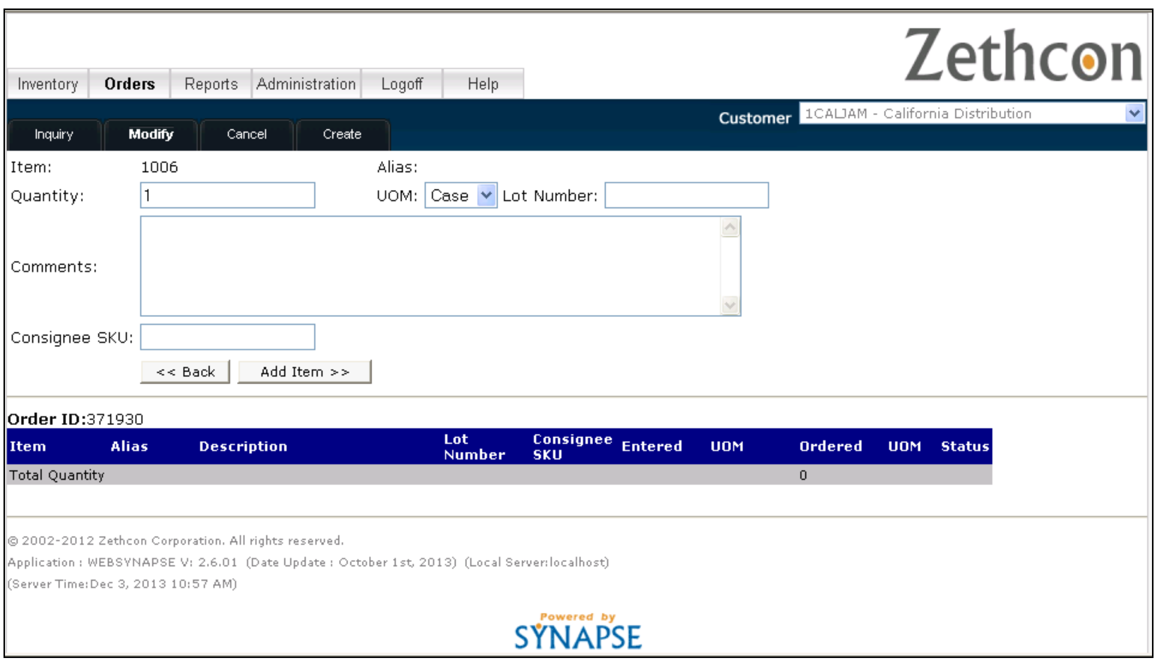
- Click the ellipsis button to select an item from a list.



Select	ITEM	ALIAS	DESCR	STATUS	BASEUOM
	1001		Harry Potter Wands	ACTV	EA
	1002		Hermoine Potions Book	ACTV	CS
	1003		Wezley's Magical Notions	ACTV	CS
	1004	01234567890123	Divinations Crystal Ball	ACTV	CS
	1005		Prof. Snape Dark Magic	ACTV	CS
	1006		Every Flavor Beans-Lots	ACTV	CS
	1007	FROG	Chocolate Frogs-Mfg	ACTV	CS
	1008		Invisibility Cloak-Ea	ACTV	EA
	1009		Harry Potter Wands	ACTV	CS
	1010		Harry Potter Wands	ACTV	CS
	1011		Poly Potion-CW	ACTV	CS
	1012		Divinations Tea Leaves	ACTV	CS
	1013		Gillyweed	ACTV	CS
	1014		Gillyweed	ACTV	CS
	1234567890123456789		Hermoine Potions Book	ACTV	CS
	ABCDEFGHIJKLMNOPRSTU		20 DIGIT ITEM	ACTV	CS

Close

2. Click Next >>. The following screen appears:



3. Type the quantity for the item.

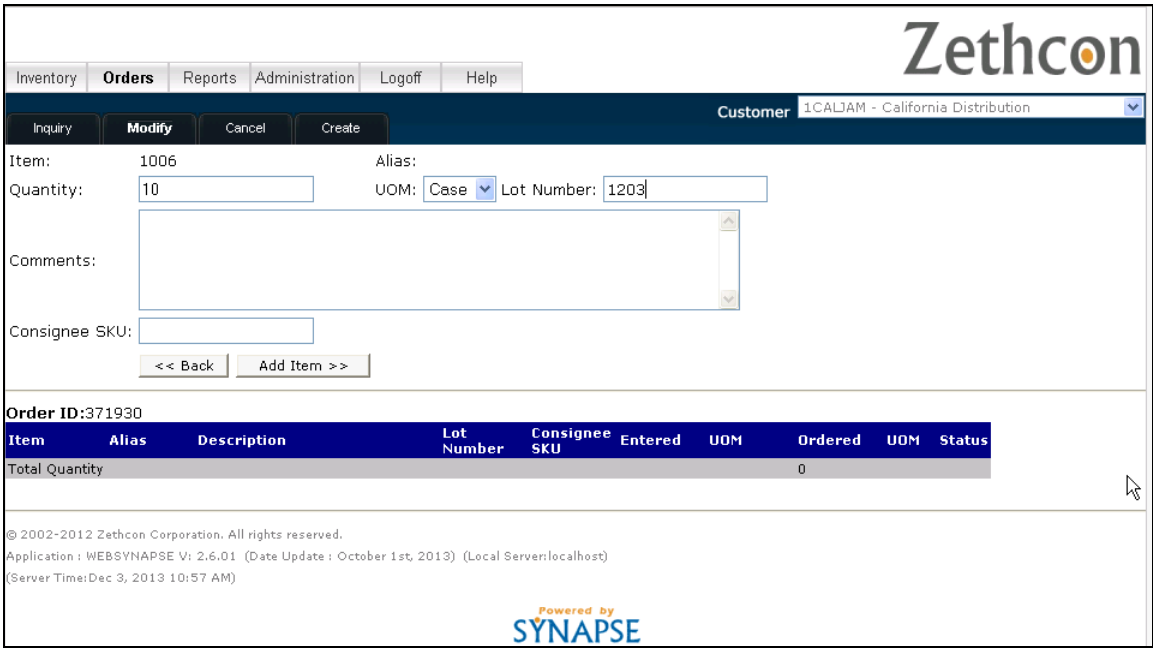
4. Use the drop down to select the correct order unit of measure (UOM).

5. Type the Lot number, if required.

   Note: Other fields may be required for entry, i.e., serial number, manufacture date, expiration date, etc.

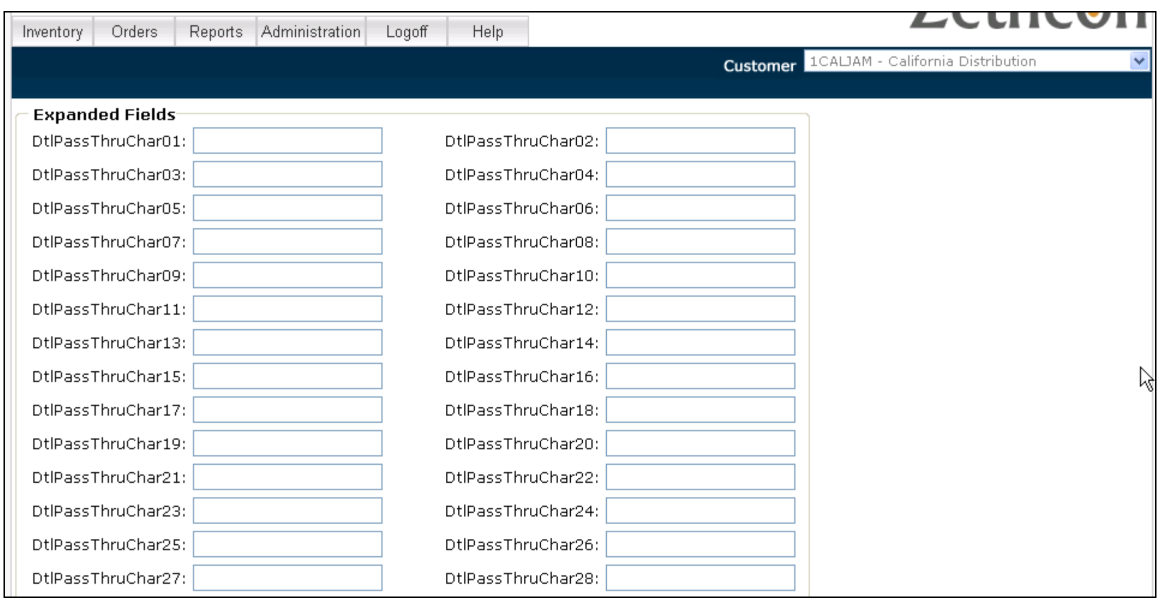
6. Type any item comments.

7. Enter the Consignee SKU, if applicable.



8. Click Add Item >> . The item you added appears on the screen:

   Note: If you checked the Use Expanded Fields box, the Expanded fields appear on the screen for entry:

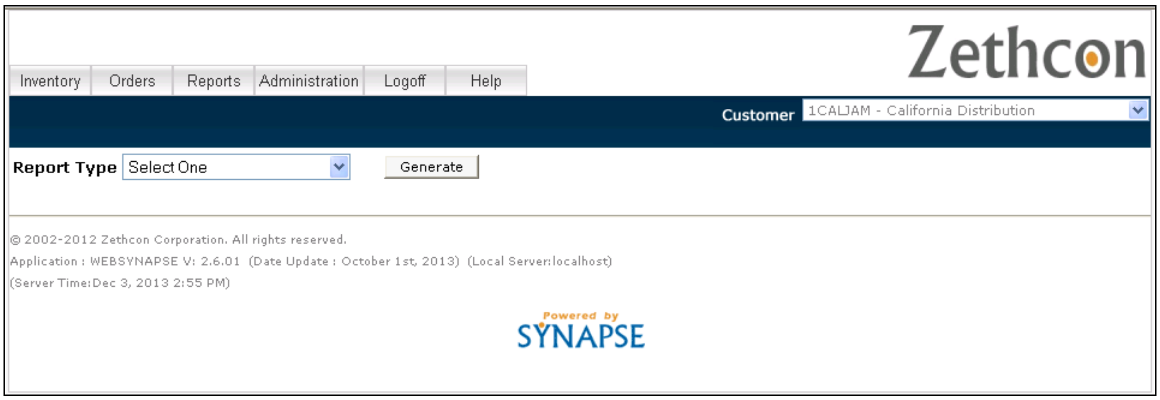


9. Continue entering items using the same process until the order is complete.

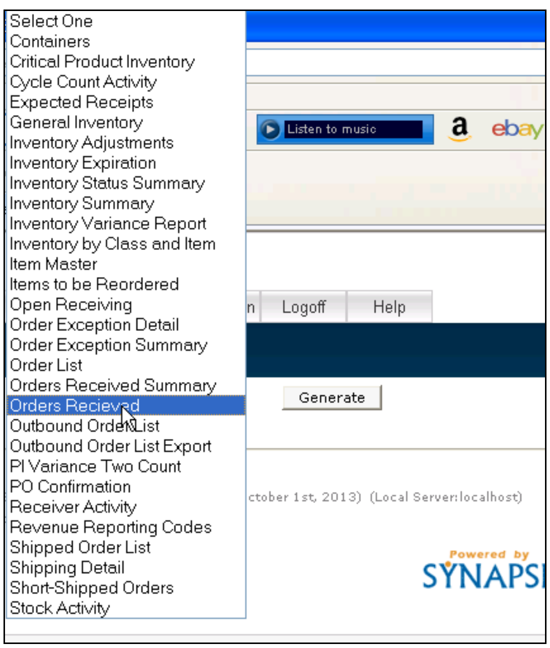
Reports

The Reports feature allows you to select and run an available report. Access to the reports is controlled by the privileges granted in the Edit privileges option on the Administration/Users tab.

- Note: Reports will be displayed using either Crystal Clear or the Crystal Reports Java Reporting Component. If <Report Name>.ccr exists in the reports directory, Crystal Clear will be used. If <Report Name>.ccr does not exist, Crystal Reports will load <Report Name>.rpt

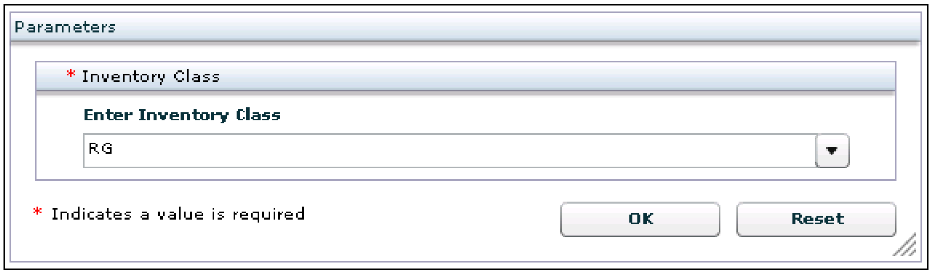


1. Use the Report Type drop down to select the report.



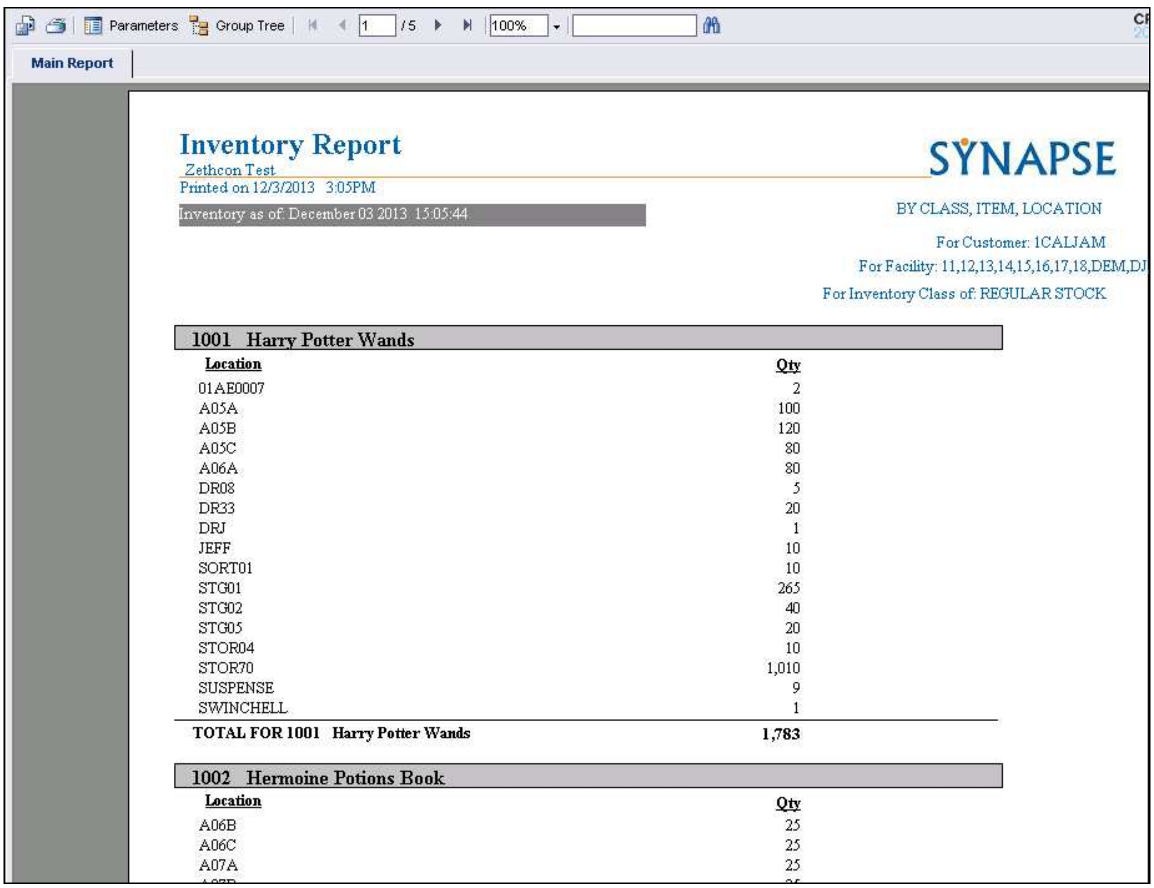
2. Click the Generate button .

- Some reports will require you to enter parameters. If a parameter entry is required, a screen appears allowing you to enter the appropriate information. An example appears on the screen below:



- Click OK after entering the parameters to run the report.

3. The report print preview appears on screen.



Location	Qty
01AE0007	2
A05A	100
A05B	120
A05C	80
A06A	80
DR08	5
DR33	20
DRJ	1
JEFF	10
SORT01	10
STG01	265
STG02	40
STG05	20
STOR04	10
STOR70	1,010
SUSPENSE	9
SWINCHELL	1
TOTAL FOR 1001 Harry Potter Wands	1,783

1002 Hermoine Potions Book

Location	Qty
A06B	25
A06C	25
A07A	25

4. From the print preview screen, you can:

- Click the print icon to print the report.

- Export the report to a file by clicking on the disk icon.

Administration

The Administration option includes the following tabs:

– Profile – Allows you to view and maintain the profile of the current User ID.

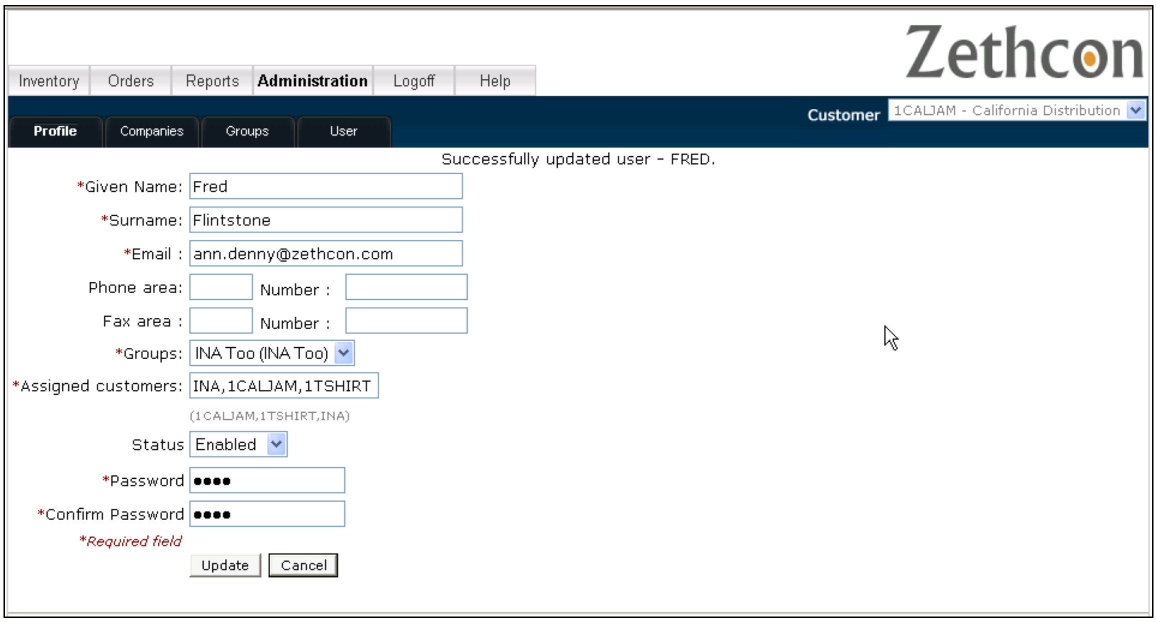
– Companies – Allows you to maintain companies.

– Groups – Allows you to maintain access groups.

– User – Allows you to maintain User IDs.

The selections available to you are controlled by the edit privileges option on the Administration/Users selection.

1. Click the Administration option to access the tabs. The Profile tab appears:



Profiles

1. Click the Profile tab to view the profile of the individual currently logged in to WebSynapse.

   The profile may be modified at this time if you are a Group Manager or Site Manager (see the Edit Privileges option on Administration/User). You can update the password, change the assigned customer, change the status and update the ID information, (i.e. email, surname, etc.).

   Note: If the profile's group needs to be changed, the ID must be deleted and re-added.

2. Click the Update button to save your changes.

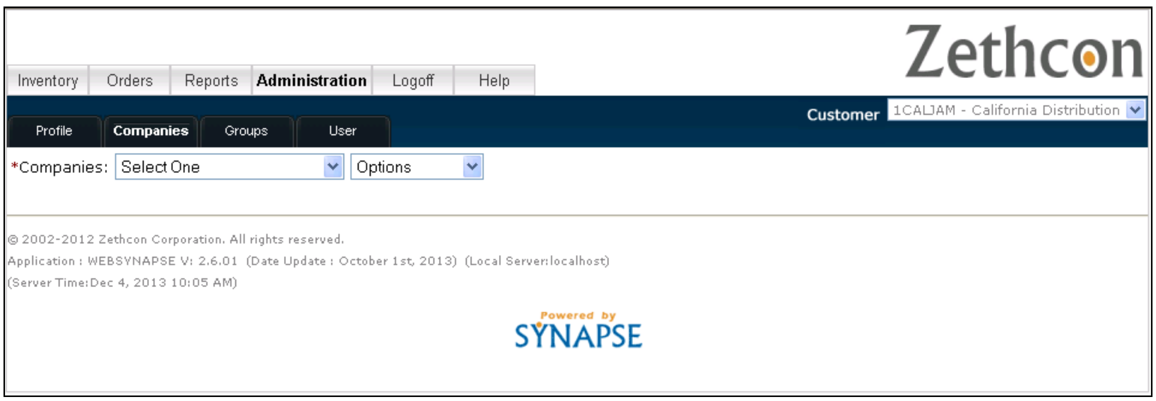
Companies

The Company determines the facilities and customers that you can access. A Company is not the same as a Synapse Customer, but defines a group of customers to whom users for that company may have access.

You can add or maintain a Company in the Companies tab.

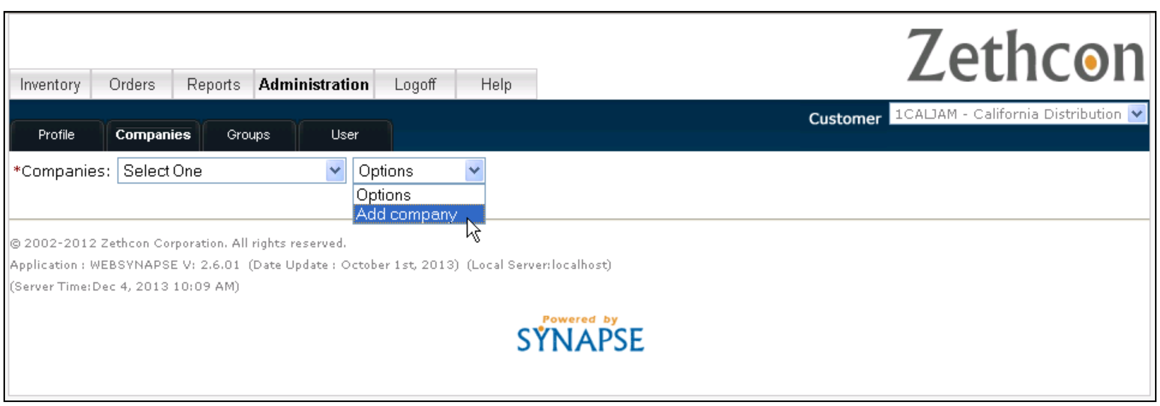
Note: This selection should only be available to the Site Administrator.

1. Click the Companies tab. The following screen appears:

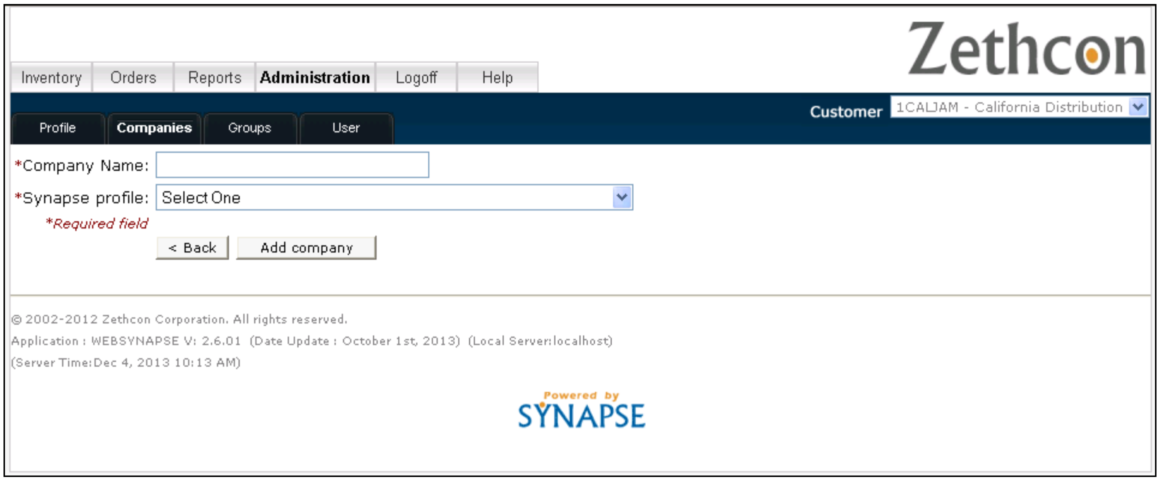


Adding a Company

1. Use the Options drop down to select Add company.



The following screen appears:

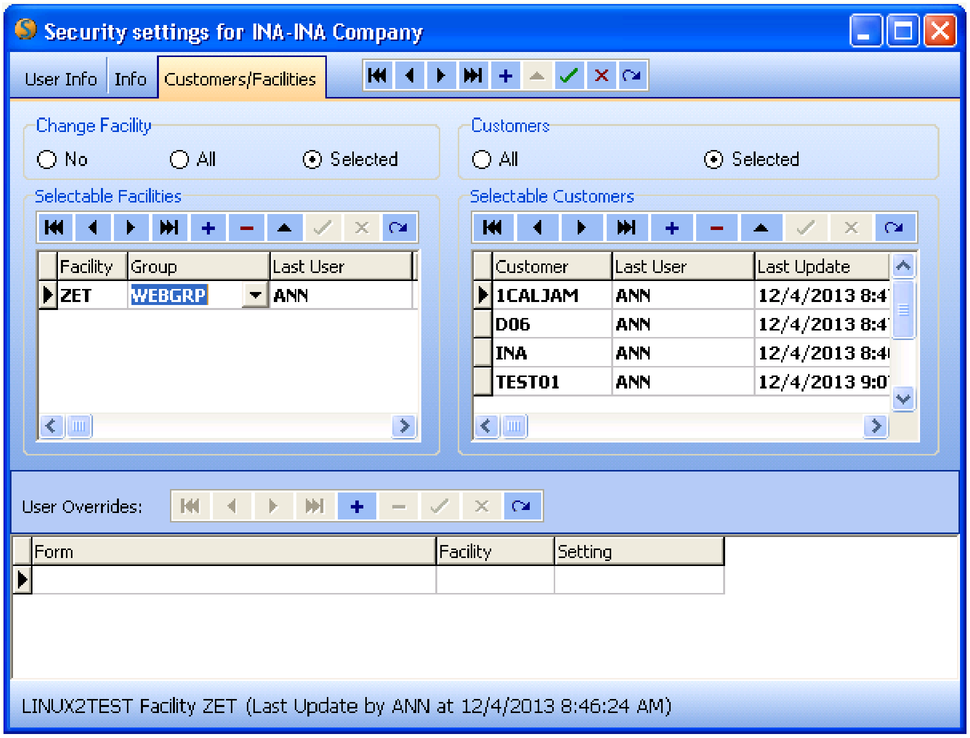


2. Enter the following required fields:

- Company Name - Type the name of the Company. This will be the name that appears in the Companies drop down menu.

- Synapse profile – Use the drop down to select the user profile in Synapse that identifies the Synapse Facilities and Customers to which WebSynapse users associated with this Company may have access. The Facilities and Customers set up in Synapse Security Maintenance on the Customers/Facilities tab (see below) for the profile you enter in this field determine the Facilities and Customers that are associated with the Company.

  Notice that on the Customers/Facilities Tab the Change Facility and Customers options show **Selected** as the desired setting using the radio button. In Synapse, this limits you to all of the indicated facilities and Customers. This is how the User (not Group) profile must display in Synapse if it is to be used as the value in the Synapse Profile field in WebSynapse.

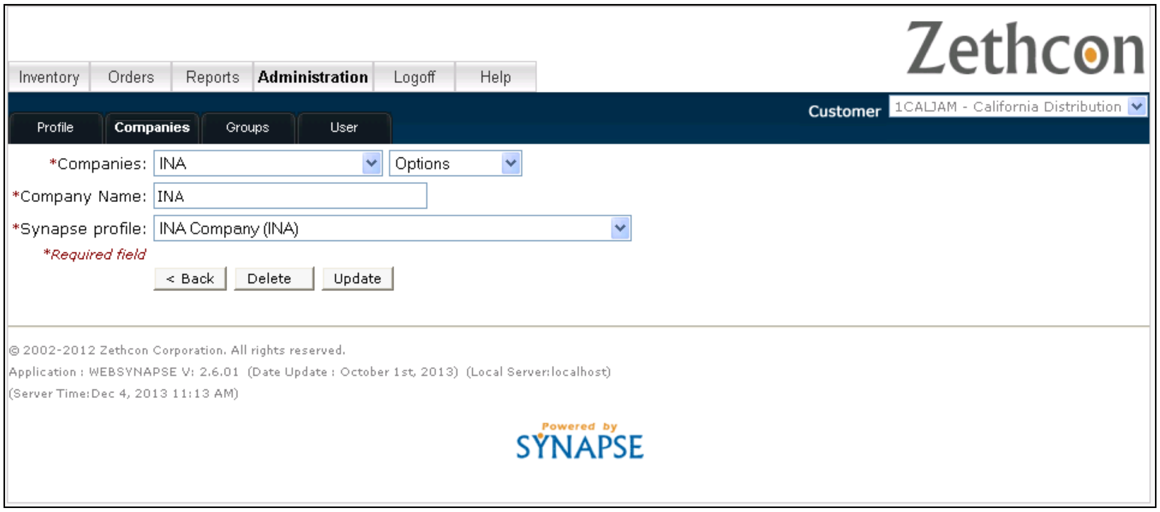


Note: All members of groups assigned to this company may have access to the list of Selected Synapse Facilities, subject to access being granted to the WebSynapse User ID in the Facilities option on the Administrations/Users tab. The list of selected Customers from the Synapse profile controls what can be entered in the "Assigned customer" field when maintaining a User.

3. Click the Add Company button to save your changes.

Updating a Company

1. Use the Select One drop down to select the Company you want to modify. The following screen appears:



2. On this screen you can:

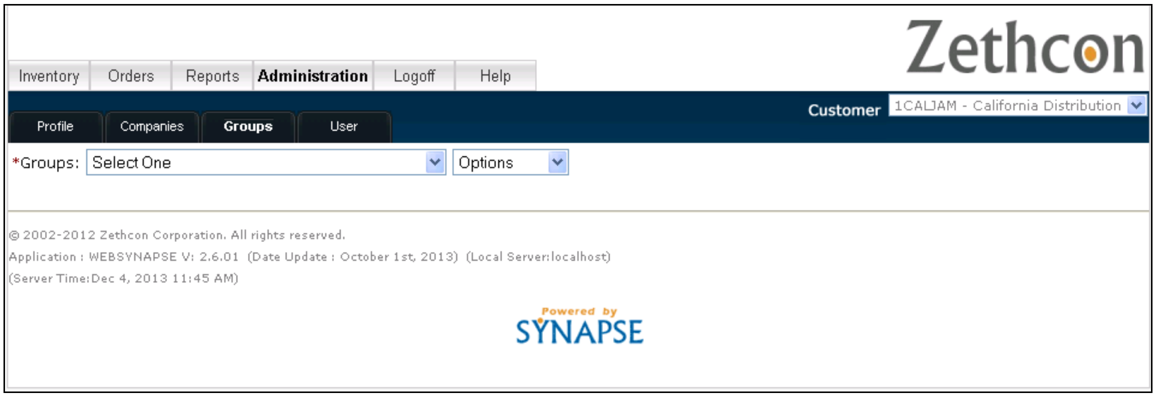
   - Maintain the Company Name.
   - Maintain the Synapse profile.
   - Use the Options drop down to select Add Company.
   - Delete the company by clicking the Delete button Delete. Companies can be deleted if no groups exist for the company.
   - Use the Companies field drop down menu to change to a different Company.
   - Click the Back button < Back to return to the Companies tab.

3. Click Update to save your changes.

Groups

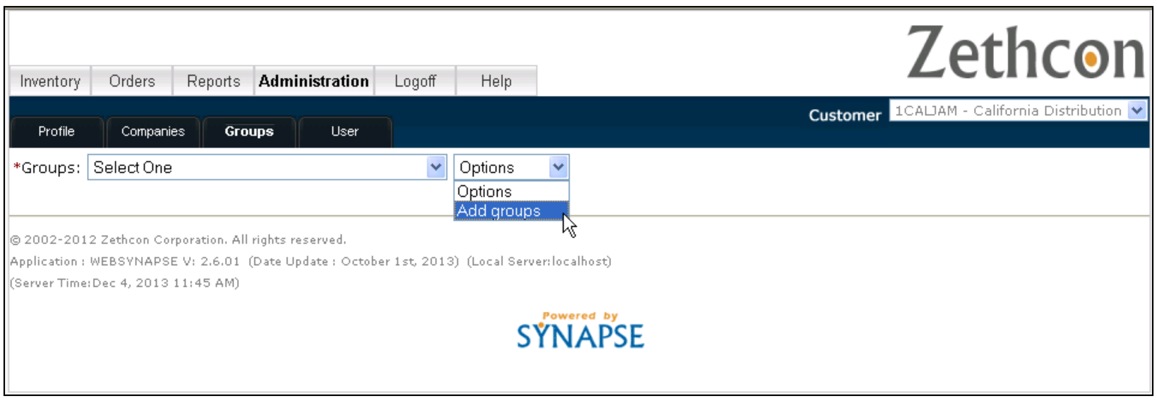
A Group is assigned to each user profile and determines the Company – facility and customer access – for the user profile. Multiple groups can be created for a Company. Only one Company can be assigned to a group.

1. Click the Groups tab. The following screen appears:

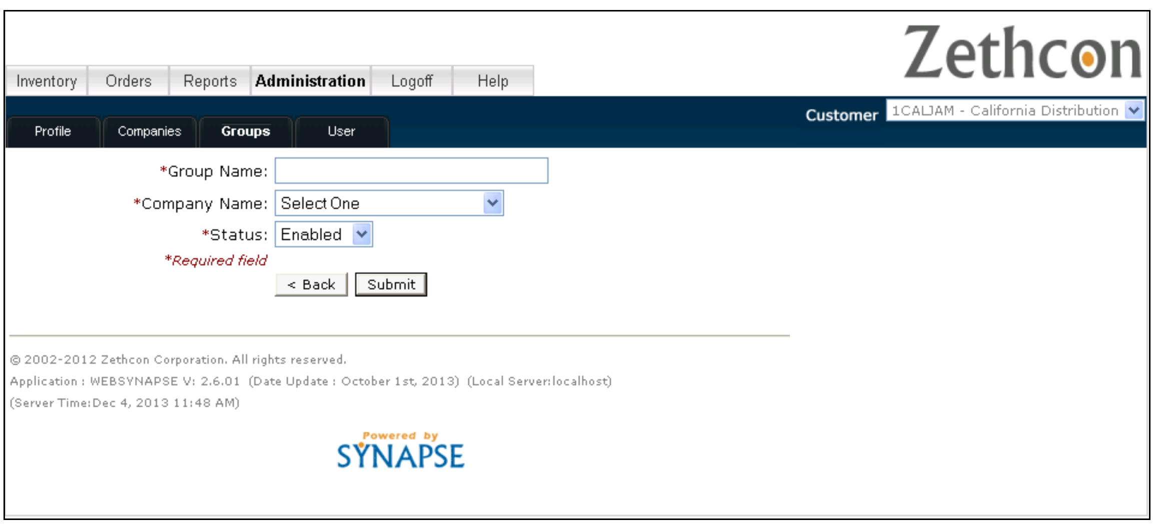


Adding a Group

1. Use the Options drop down to select Add Groups.



The following screen appears:



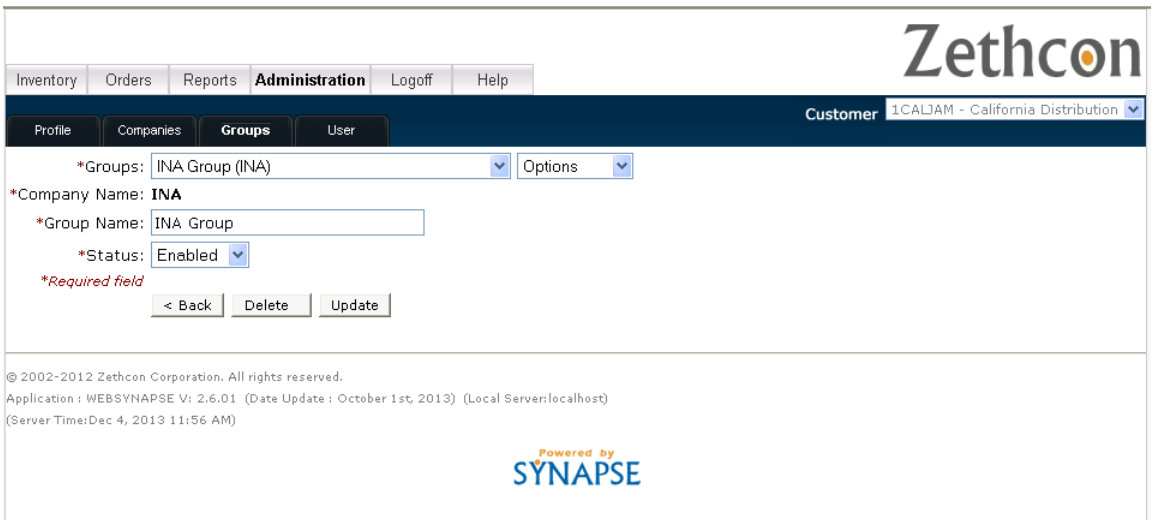
2. Enter the following required fields:

- Group Name - Type the name of the Group. This will be the name that appears in the Groups drop down menu.
- Company Name – Use the drop down to select a company for this group. This will determine what facilities and customers the members of this group may have access to.
- Status – Use the drop down box to select Enabled (active) or Disabled (inactive).

3. Click the Submit button Submit to save your changes.

Updating a Group

1. Use the Select One drop down to select the Group you want to modify. The following screen appears:

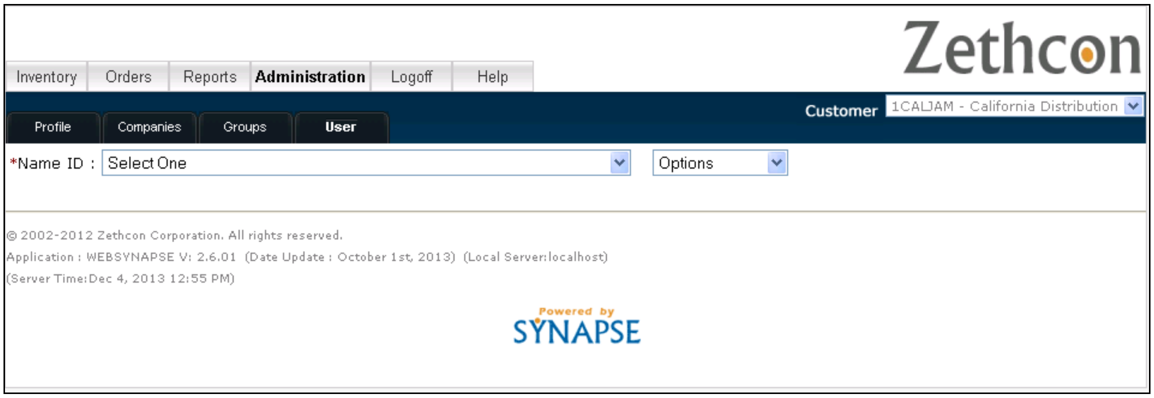


2. On this screen you can:
   - Maintain the Group Name.
   - Maintain the Group Status.
   - Use the Options drop down to select Add Groups.
   - Delete the group by clicking the Delete button Delete. Groups can be deleted if no users are assigned to the group.
   - Use the Groups field drop down menu to change to a different Group.
   - Click the Back button < Back to return to the Groups tab.
3. Click Update to save your changes.

User

The User tab allows you to add, update or delete a User ID. You can assign security to specific screens as well as to the customers and facilities.

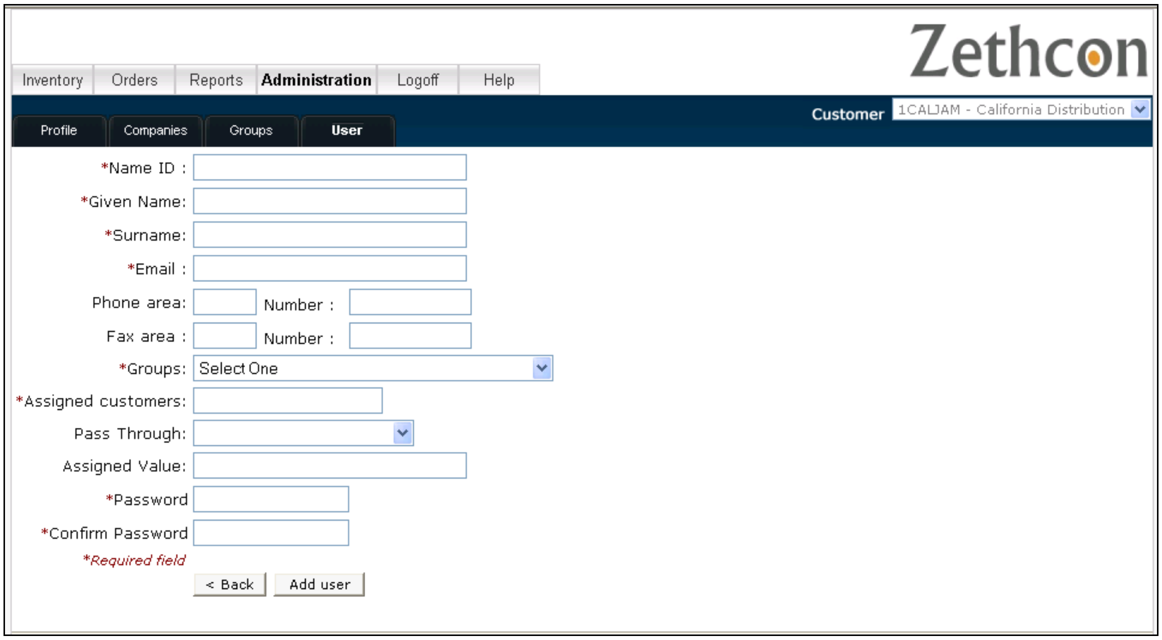
1. Click the User tab. The following screen appears:



Adding a User

1. Use the Options drop down to select the Add user option:

The following screen appears:



2. Enter the following fields. The * indicates the field is required.

- Name ID - This is the unique User sign-on ID that will be used when logging in to WebSynapse. The Name ID is always presented in UPPER Case.

- Given Name - This is the beginning of the User name. Typically it would be the first name, but it can be part of a more general title.

- Surname - This is the end of the User name. Typically it would be the last name, but it can be part of a more general title.

- Email - This is the E-mail address for this profile.'

- Phone - Two fields are provided; the first is for the area code and the second is for the local number. These fields are not required.

- Fax - Two boxes are provided; the first is for the area code and the second is for the local number. These fields are not required.

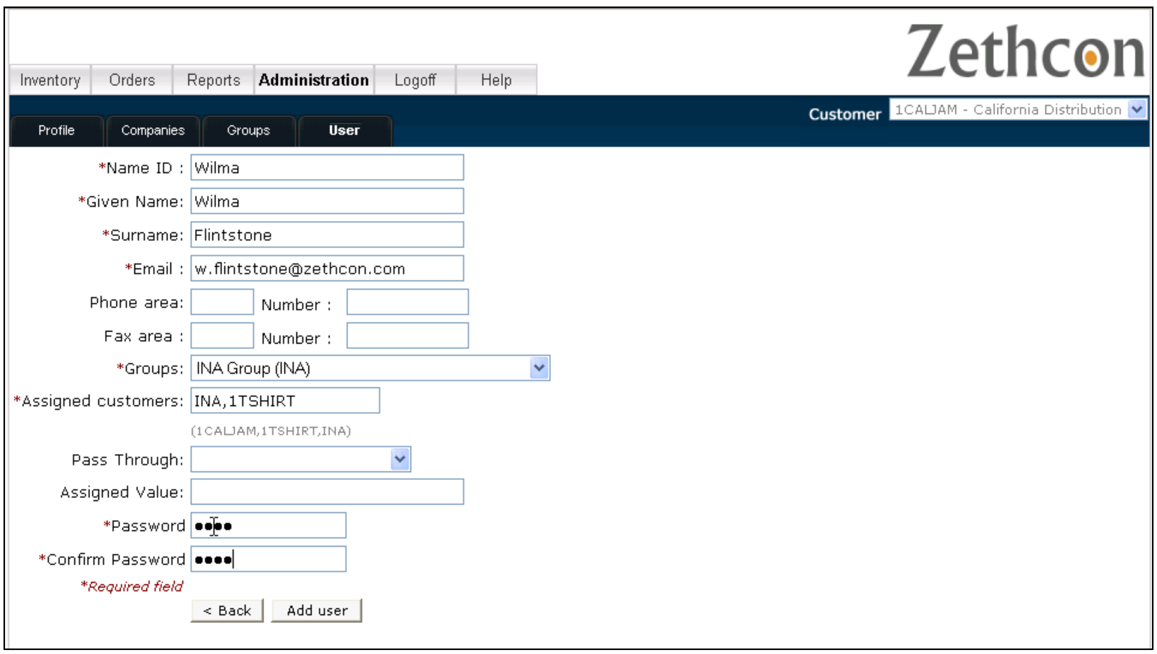
- Groups - Use the drop down to select the group to which the user profile is to be assigned. This establishes a list of Synapse Customers and Facilities to which this WebSynapse profile may have access.

- Assigned customers – Type the customer codes that this user profile will have access to. You can enter multiple customers by separating the codes with a comma. This list is based on the selection in the groups field.

- Pass Through and Assigned Value – These fields restrict the orders a Basic user will see on the order screen. Use the Pass Through drop down list to select an orderhdr.hdrpassthruchar field. Enter a value in the Assigned Value field. The Basic user will now only be able to view the outbound orders that have the chosen orderhdr.hdrpassthruchar matching the Assigned Value. These fields are only valid for Basic users.

- Password - Type the password that the user will be instructed to use with the Name ID. To guard against tampering, the Site Administrator must carefully control passwords. As a security measure, the password is not displayed anywhere in WebSynapse. However, the same or new password may be entered after the user profile has been added. The password may be any combination of upper case or lower case letters and numbers.

- Confirm Password - Retype the password exactly as typed in the Password field. If it is not exactly the same, WebSynapse will issue an error.



3. Click the Add User button [Add user] to save your changes. Error messages for incomplete or inconsistent fields will appear in color near the top of the screen.

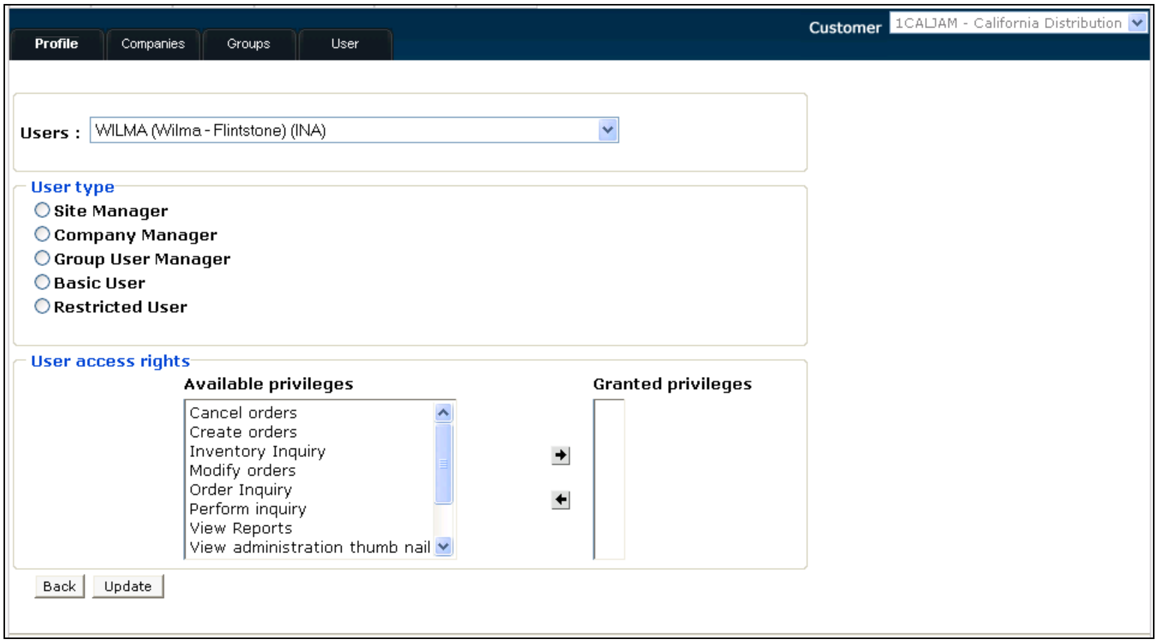
The user profile has now been added. You will need to edit privileges to assign application access to the profile.

Editing Privileges

1. From the User tab, use the Select One drop down to select the User Profile you want to edit.

2. Use the Options drop down to select the Edit Privileges option:

The following screen appears:



User Types/Roles

The impact of granting various User access rights in the following section depends on the role selected for the user. The five possible roles are:

– Site Manager: Controls access to WebSynapse data (within Companies). They have access to all Companies, Groups and Users defined within the database for the WebSynapse site. A Company owns the inventory being managed by Synapse at the WebSynapse site. A Group may be assigned to any Company. A User Profile may be assigned to any Group.

– Company Manager: Has access to create Groups for their company.

– Group User Manager: Has access to assign User Profiles to their group.

– Basic User: Can only view his or her own profile.

– Restricted User: Can view and update his or her own profile.

3. Click the radio button to select one of these roles for the user profile.

User Access Rights

The privileges control whether a user profile has access to various functions on the WebSynapse Toolbar. If no privileges are granted, the WebSynapse Toolbar contains only Logoff and Help. Here are the privileges that control each tab on the WebSynapse Toolbar.

- Cancel orders – Grants access to the Orders Cancel tab.
- Create orders – Grants access to the Orders Create tab.
- Inventory Inquiry – Grants access to the Inventory Inquiry tab.
- Modify orders – Grants access to the Orders Modify tab.
- Order Inquiry - Grants access to the Orders Inquiry tab.
- View Reports – Grants access to the Reports tab.
- View Administration Thumbnail –Grants access to the Administration tab. If used alone, this privilege causes the Administration option to contain only the Profile tab. A Company or Group Manager with this privilege is able to update their own WebSynapse Profile independently of the Administrator.
- View Company Thumbnail – This must be used in conjunction with View Administration Thumbnail; it adds the Company tab to Administration.
- View Groups Thumbnail – This must be used in conjunction with View Administration Thumbnail; it adds the Groups tab to Administration.
- View Users Thumbnail – This must be used in conjunction with View Administration Thumbnail; it adds the User tab to Administration.

Depending on the Role (User Type) of the user profile, security access to Add (A) new Users, Groups and Companies, to modify (U) existing Users, Groups and Companies, to delete (D) existing groups, or merely to view (V) existing Users or Companies will be granted to the user profile. The User Type also affects the scope of access to the data.

Administration Access			
	Administration Thumbnail plus:		
User Type	**User**	**Group**	**Company**
Site Mgr	All Site Users (A,U, D)	All Site Groups (A,U,D)	All Site Companies (A,U, D)
Company Mgr.	Users in Mgr's Company (A,U,D)	Groups in Mgr's Company (A,U,D)	N/A
Group Mgr.	Users in Mgr's Group (A,U*,D)	Groups in Mgr's Company (V)	N/A

Basic User	User Only (V)	User Only (V)	N/A
Restricted User	User Only (V)	User Only (V)	N/A

*Cannot change Group

The privileges appear in the lower half of the screen in two areas:

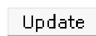
– Available privileges

– Granted privileges

4. To assign or remove a privilege you can:

- Highlight the privilege to be moved by clicking on it, and then click on the arrow that indicates the direction of movement.

- Double Click on the item to move it to the other list.

5. Click the Update button 

to save your changes.

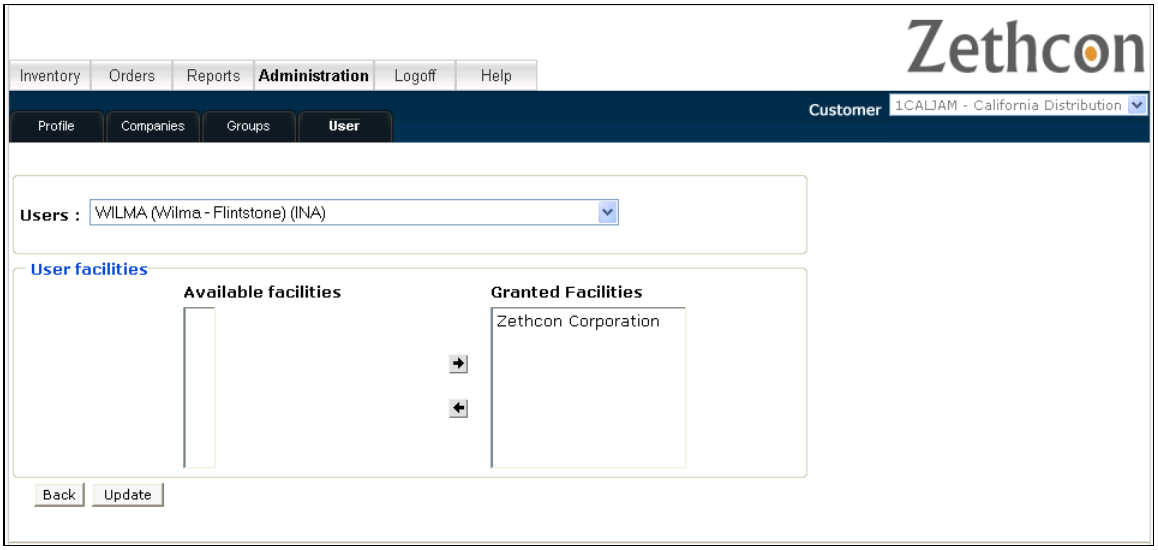
Facilities

Using this option, you can view or update the facility access for a user profile. The facilities that appear on the screen are determined by the user profile's group and the associated company.

1. From the User tab, use the Select One drop down to select the User Profile you want to edit.

2. Use the Options drop down to select the Facilities option:

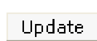
The following screen appears:



The facilities appear in the lower half of the screen in two areas:

- Available facilities
- Granted facilities

3. To assign or remove a facility you can:
    - Highlight the facility to be moved by clicking on it, and then click on the arrow that indicates the direction of movement.
    - Double Click on the item to move it to the other list.

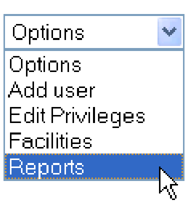
4. Click the Update button  to save your changes.

Reports

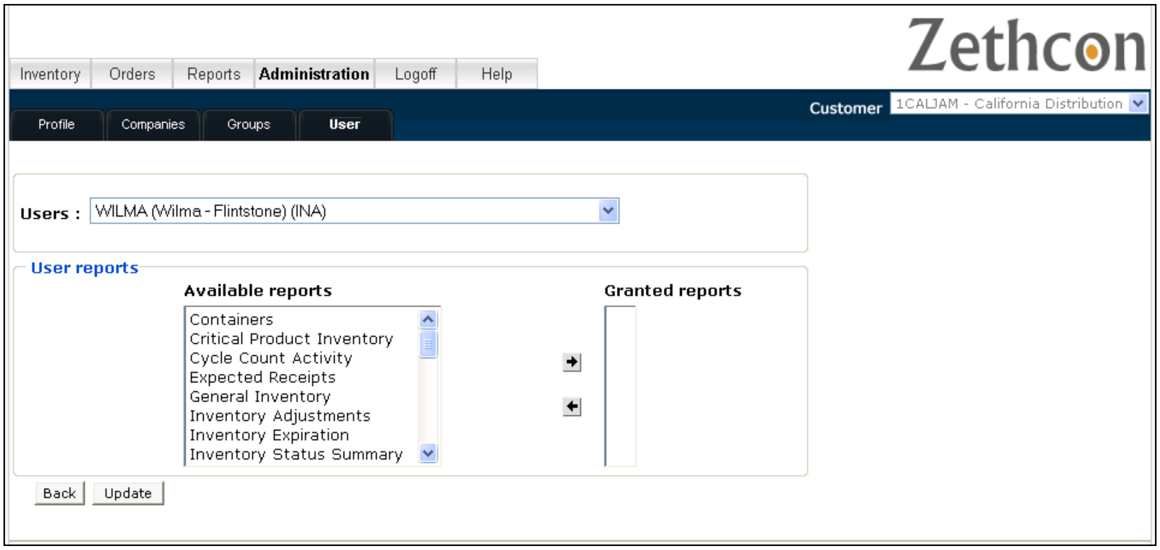
Using this option, you can view or update the report access for a user profile.

1. From the User tab, use the Select One drop down to select the User Profile you want to edit.

2. Use the Options drop down to select the Reports option:



The following screen appears:

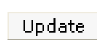


The reports appear in the lower half of the screen in two areas:

- Available reports
- Granted reports

3. To assign or remove a report you can:

   - Highlight the report to be moved by clicking on it, and then click on the arrow that indicates the direction of movement.
   - Double Click on the item to move it to the other list.

4. Click the Update button 

to save your changes.

ESTABLISHING A COMPANY AND USERS

Synapse Warehouse maintains a database that controls the movement of goods in terms of incoming and outgoing orders and the quantity and location of goods within various facilities. Synapse segregates all data by Customer.

The use of WebSynapse in conjunction with a web browser like Internet Explorer (recommended 5.0 or higher) allows limited off-site access to the Synapse database. Authorized users may review the status of orders, cancel them, make modifications and add new orders. Further, they can review inventory and create reports.

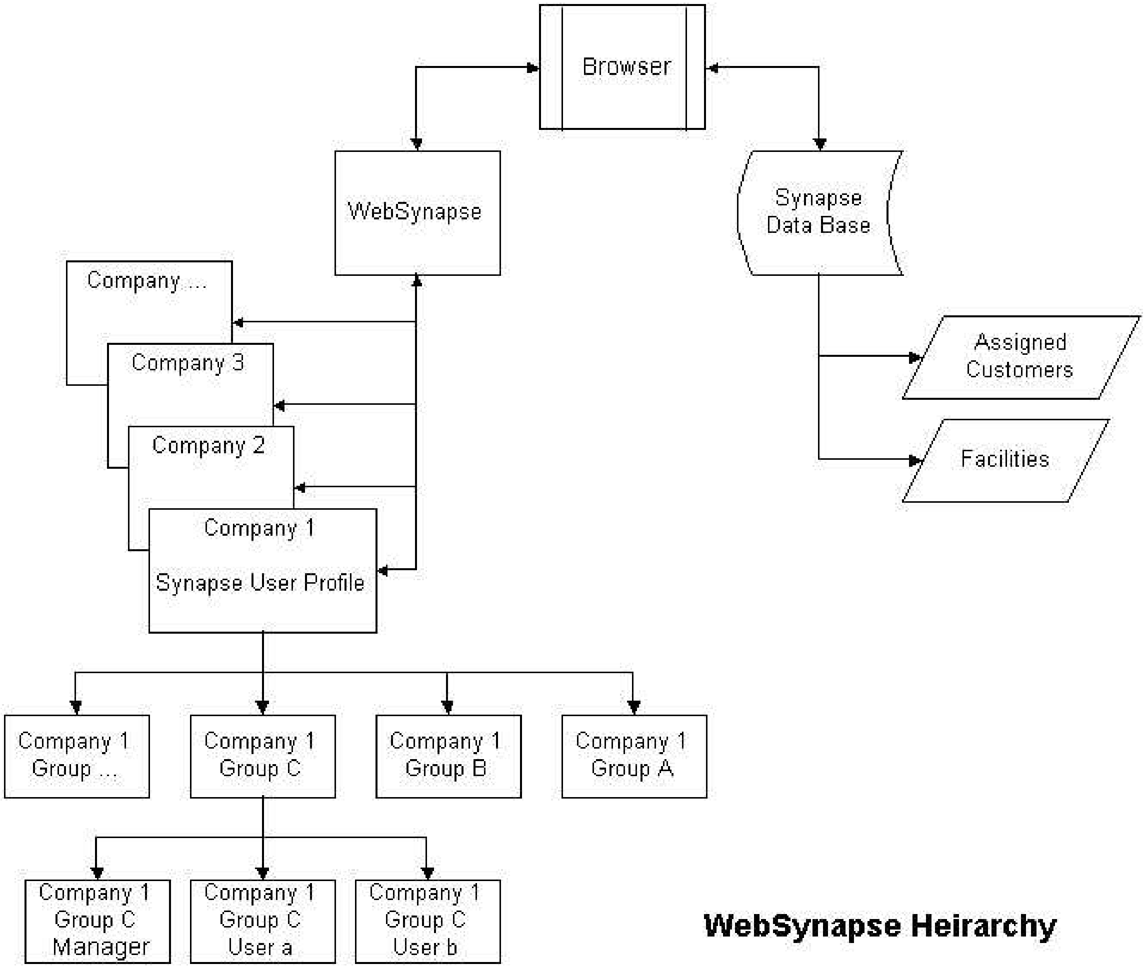
The WebSynapse Site Administrator establishes users with suitable access privileges to utilize the WebSynapse features while maintaining adequate security.

The diagram on the next page shows the structure used for Administration. Various Companies utilize the WebSynapse System, but do not have access to the data for the other Companies in the Synapse database. This is achieved by defining WebSynapse Companies with a Synapse user profile that identifies the Synapse Customer codes and Facilities that each company may access. The WebSynapse Site Administrator also defines a user designated as Company Manager for each Company. These users are restricted to a single company.

A Company Manager may define one or more Groups for the Company. A Group has several users associated with it, one of whom can be the Manager of the Group. A user designated as a Group Manager may be given the authority to add additional users to the Group.

The Group Manager (or lacking one, the Company Manager) grants access privileges to Users; these privileges determine which WebSynapse features they may utilize. The various WebSynapse menu selections as presented to the user vary to conform to the access privileges of the user. The details for defining Users and Groups is found under the Administration Tab in the previous section, but the process of establishing a Company would proceed in the following way:

A. The WebSynapse Site Manager adds a Company, associating with it a Synapse User Profile that defines the Assigned Customer(s) and Synapse Facility(ies) to which the Company is limited. If the number of users to be authorized for the Company is small, the WebSynapse Site Manager may retain complete control, defining every user, and maintaining access privileges for them over time. It will probably be more practical for the WebSynapse Site Manager to define a new user designated as Company Manager for the Company, and grant that user the access privileges to define Groups and Users.



WebSynapse Heirarchy

B. The structure allows for several Groups to be defined for each Company. At least one Group must be defined for the Company. By defining multiple Groups, the maintenance of access privileges for users within each Group may be delegated by the Company Manager (or the WebSynapse Site Manager) to users defined as Group Managers.

Users may be defined by the WebSynapse Site Manager, the Company Manager, or the Group Manager. A Group Manager may define new users that are automatically included in the Group, while a Company Manager may select any of the Company's Groups for the user. A Group Manager may only review and modify the access privileges of the Users assigned to the Group, while a Company Manager can control the access privileges for any Users in any Group defined for the Company. Group Managers are used only where the number of Users for the Company is so large that the workload needs to be shared.

C. The final step is to define Users. In addition to identifying information like name, phone and fax numbers, the access privileges and Facility(ies) to which the User is restricted are defined. It is at this step that the Reports and Menu choices for the user are defined.

INSTALLATION INSTRUCTIONS

Install JDK 5.0 Update 6

Download JDK 5.0 Update 7 from http://java.sun.com/j2se/1.5.0/download.jsp. There is an exe for windows or an rpm for Linux.

(Developers Note: There is one download that includes the JDK and the NetBeans IDE.)

Install Tomcat 5.5

To get Tomcat go to http://tomcat.apache.org/download-55.cgi#5.5.17. There is an .exe for Windows. But for Linux, you want to download the .zip (or tar.gz). Note that there is not an rpm for Linux.

Additional installation instructions are here: http://tomcat.apache.org/tomcat-5.5-doc/setup.html.

Install WebSynapse

Initial Deployment

Download WebSynapse.war via FTP from www.zethcon.com. Login as synapse/8473180800.

Put the .war file in $CATALINA_HOME/webapps. Then start Tomcat. When Tomcat starts, the .war file will "explode" and you will have a directory named WebSynapse.

See the "Restarting Tomcat" section under "Technical Notes".

Edit Configuration Files

server.xml

If you get an error about saying port 8080 is already in use you can change the following line to a different port, say 8081. This could happen if you install Tomcat on the same server as Oracle.

```
…
<!-- Define a non-SSL HTTP/1.1 Connector on port 8080 -->
    <Connectorport="8080"               maxHttpHeaderSize="8192"
…
```

web.xml

You need to edit the WebSynapse/WEB-INF/web.xml to point to your database. You need to do this in three places, under env-entry, URL, and under URL 2. Change the HOST value to the ip or host name of your database server and change the SERVER_NAME to the sid of your oracle instance. Also, if you're going to use native Crystal Reports, change the env-entry-name to match the database specified in your reports, so in the below example, the database must be srvsynapseprod.

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE web-app PUBLIC "-//Sun Microsystems, Inc.//DTD Web Application
2.3//EN" "http://java.sun.com/j2ee/dtds/web-app_2_3.dtd">
<web-app>
  …
  <env-entry>
      <env-entry-name>jdbc/srvsynapseprod</env-entry-name>
      <env-entry-
value>!oracle.jdbc.driver.OracleDriver!jdbc:oracle:thin:alps/alps@(DESCR
IPTION=(ADDRESS_LIST=(ADDRESS=(PROTOCOL=TCP)(HOST=192.168.200.5)(PORT =
1521)))(CONNECT_DATA=(SERVICE_NAME=DEV)))</env-entry-value>
      <env-entry-type>java.lang.String</env-entry-type>
  </env-entry>
  …
    <init-param>
      <param-name>URL</param-name>
      <param-
value>jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS_LIST=(ADDRESS=(PROTOCOL=TC
P)(HOST=192.168.200.5)(PORT=1521)))(CONNECT_DATA=(SERVICE_NAME=PROD)(SER
VER=DEDICATED)))</param-value>
    </init-param>
…
    <init-param>
      <param-name>URL2</param-name>
      <param-
value>jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS_LIST=(ADDRESS=(PROTOCOL=TC
P)(HOST=192.168.200.5)(PORT=1521)))(CONNECT_DATA=(SERVICE_NAME=PROD)(SER
VER=DEDICATED)))</param-value>
    </init-param>
```

crystalclear.properties

If you need to export reports to Excel, then you have to use Crystal Clear. You can purchase a license here: https://www.inetsoftware.de/shop/licenses.asp?id=4.

Edit WebSynapse/WEB-INF/class/com/inet/report/crystalclear.properties. First you need to specify your license code at the very top of the file:

```
# ***** License Key *****
licensekey=C0A800-03B3-CA9543-620123-0480
```

Then search for oracle.url and change it to point to your database. Also change the user id and password to alps.

```
…
# ***** Oracle Server *****
…
```

```
oracle.driver=oracle.jdbc.driver.OracleDriver
oracle.url=jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS_LIST=(ADDRESS=(PROTOC
OL=TCP)(HOST=192.168.200.5)(PORT=1521)))(CONNECT_DATA=(SERVICE_NAME=PROD
)(SERVER=DEDICATED)))
oracle.class=com.inet.report.DatabaseOracle
oracle.properties=user=alps&password=alps
…
```

Setup Restore Directory

Move WebSynapse/wsrestore to the same level as WebSynpase. Then copy the web.xml and crystalclear.properties files into the wsretore directory. Then when you install and upgrade to WebSynapse you'll be able to run the dorestore script (in Linux only) to restore your config files (and your branding and reports).

Linux Specific Instructions

Edit root's .bash_profile and add:

```
export JAVA_HOME=<jdk location>
```

Edit /etc/rc.d/rc.local and add:

```
Xvfb :10&
export DISPLAY=:10
```

Note that Xvfb is often not installed by the default Linux install. You may need to search for an rpm for your distribution.

In you WebSynpase directory, give the dorestore scrip execute permission:

```
chmod +x dorestore
```

WEBSYNAPSE BRANDING INSTRUCTIONS

Introduction

This section explains how Zethcon Clients can change the look and feel of WebSynapse to match their corporate website. There are two steps to the branding process. The first step is providing a corporate logo. And the second step is modifying the cascading style sheet used in WebSynapse.

Branding

Legal Note

Zethcon is committed to working with our clients. And we are dedicated to customer satisfaction. If there are any questions about the look and feel of the site after branding has been completed, please contact us. However, none of Zethcon's copyright notice, nor any of the Zethcon or Synapse logos may be removed.

Custom Logo

For branded sites, a special siteHeader.htm file is used to display the custom logo. This updated file must be in the root WebSynapse directory. This file is provided in the tomcat4/webapps/wsrestore directory. So the first step in branding a site is run the restore script. From within your root WebSynapse directory, execute dorestore. (More details about the restore function are documented in the release notes for WebSynapse v1.5.3.)

The custom logo will appear in the upper-left-hand-corner of the site. Create a logo file named clientlogo.jpg and put it in the WebSynapse/graphics directory.

Style Sheet Modification

This document assumes knowledge of Cascading Style Sheets. However, the branding modifications to the existing CSS are small and should be fairly intuitive. The reader interested in more details about CSS is encouraged to reference http://www.htmlgoodies.com/css-ref/.

We'll explain a general process for modifying ZethconStyle.css and provide examples of how to create a primarily black motif instead of the default, white motif. Not all classes and properties used in the site are detailed here. But for any other issues, the general process can be used.

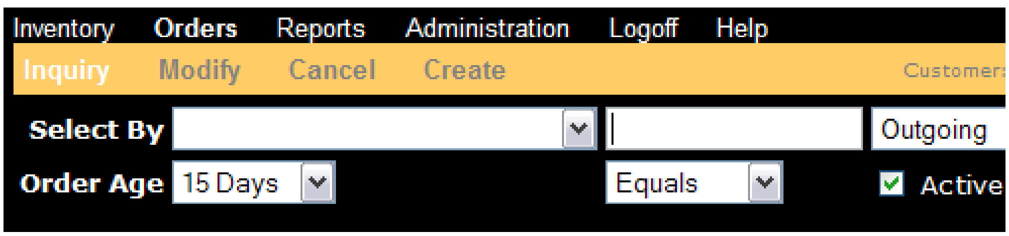
The general process to change the look of any given page is to do a View Source on that page to identify the class being used on the element of interest. Then find the entry for that item in ZethconStyle.css and make the appropriate change.

For example the background color for the overall site is in the Body{} section of the CSS. In this example, we changed the background color from black to white. So the Body{} section would be changed as follows:

Before (White)	After (Black)

`Body{`
`    BACKGROUND-COLOR: white`
`    . . .`
`}`
	`Body{`
	`    BACKGROUND-COLOR: black`
	`    . . .`
	`}`

Here's a more complete example. Assume you're working on the Order Inquiry screen, shown in the Black Motif below:



One of the major issues in branding is making sure your text shows up. Let's look at the field labels on this screen (e.g. Select By, Order Age). The default (white) motif uses a white background with black text. But on the black motif we have a black background, so we can't use black text or the text won't show up. In this case we use white text on the black background.

If you do a View Source on this page and search for one of the labels, say "Select By", you'll see this:

```
<input type="hidden" name="saveActiveOnly" value="true">
<table border="0">
    <tr><th align="right" class="txtLabel">Select By</th>
    <td align="left" >
```

Notice the tag before the "Select By". It has class="txtLabel". So we need to find that class in ZethconStyle.css and change it as follows:

Before (White)	After (Black)

`txtLabel{`
`    COLOR: white`
`    . . .`
`}`
	`txtLabel{`
	`    COLOR: black`
	`    . . .`
	`}`

Save Your Style

Now that you've finished your branding, you need to save your custom clientlogo.jpg and ZethconStyleSheet.css. Copy these files into the tomcat4/webapps/wsrestore directory. Then next time you install a new version of WebSynapse, you just run dorestore and your branding will be applied.

TECHNICAL NOTES

Restarting Tomcat

Under Window, you can just stop and restart the service.

To Start Tomcat in Linux:

```
$CATALINA_HOME/bin/startup.sh
```

To Stop Tomcat in Linux:

```
$CATALINA_HOME/bin/shutdown.sh
```

Adding New Reports

1.0 Modify Reports

1.1 Any parm fields must be in the report layout. If a given parm not already there, just add it to the top of the report and format the field to suppressed, so it doesn't show up.

1.2 Replace any parms for the customer with a formula called custid.

1.3 Replace any parms for the facility with a formula field named facility.

1.4 Change your record selection to <some table>.custid={@custid) and <some table>.facility in split({@facility},",").

2.0 Using Crystal Clear

To use CR 9+ report templates with WebSynapse and be able to export to Excel, you must convert your .rpt files to the Crystal Clear XML format. Follow this procedure:

1. Install the i-net DesignerXML on a computer.
2. Copy the ReportReader.exe into a directory on the computer on that Crystal Reports 9 is installed (e.g. in a directory that contains the CR 9 report templates). You can find the ReportReader.exe in the installation directory of the i-net DesignerXML.
3. Execute the ReportReader.exe on a console to read one or more CR 9 reports, e.g.:
   a. ReportReader -s *.rpt Read all CR 9 rpt files in the current directory and the subdirectories and save them in the i-net Crystal-Clear report format. The file name will be: OldReportName.xml.rpt. It will be located in the same directory as the CR 9 rpt file.
   b. ReportReader -s -d C:\CrystalClearReports *.rpt The i-net Crystal-Clear files will be saved in the directory C:\CrystalClearReports.
4. Copy OldReportName.xml.rpt to WebSynapse/reports/ OldReportName.ccr

a. Note that you remove .xml from the name in this copy. And the file extension is .ccr.

3.0 Install New Report

3.1 Put the .rpt or .ccr file in the WebSynapse/reports AND in the wsrestore directories.
Use Toad or SQLPLUS to perform the following. Note that there is a script $SYN_HOME/db/sql/updaterptlist.sql on your database server that does this.

3.2 Add and entry to tbl_global_tabel_repository

3.2.1 label_id must be unique and >=500 by convention

3.2.2 label_type_id must be 12

3.2.3 EN should be a meaningful, English description of the report

3.3 Add an entry to tbl_report_types

3.3.1 report_type_id must be the name of the .rpt file, without the .rpt extension

3.3.1.1 Example: ORDERLIST.rpt should be entered as ORDERLIST

3.3.1.2 Note that this is case sensitive.

3.3.2 report_label_id should be same as (2.2.1)

3.3.3 action should be the next sequential number

3.4. Add an entry to tbl_lkup_permissions

3.4.1 action_id should be (2.3.3)

3.4.2 action_label_id should be (2.2.1 = 2.3.2)

3.5 Several example reports are included along with an SQL script (updaterptlist.sql) to do their setup as described above.

3.5.1 ORDERLIST - a quick and dirty order list that prompts for an order status.

3.5.2 ODRRECSUM - Orders Received Summary. This one is flaky if there have not been any automatic order cancellations. But please remember these reports are primarily example.

3.5.3 ODRECPTSUM - Order Exception Summary

3.5.4 ODRECPTDTL - Order Exception Detail

Installing An Upgrade

New versions of WebSynapse are distributed as zip files. For example v2.0.5 will be distributed as v250install.zip. It will contain release notes, a WebSynapse.war file and possibly a sql folder.

If there is an sql folder, copy the scripts to your database server and execute them using sqlplus.

Backup your existing copy (e.g. mv WebSynapse wssave). Then move the new WebSynapse.war into $CATALINA_HOME/webapps. Then restart Tomcat.

If you're using Linux, when with in the WebSynpase directory you can ./dorestore and all your config files, branding and reports will be retored automaticly. Otherwise, you'll need to do this manually:

> Edit the WebSynpase/WEB-INF/web.xml file. Set the database connections to point to your database.
>
> Edit the WebSynapse/WEB-INF/classes/com/inet/reports/crystalclear.properties file. Set the license key to your license key and set the oracle.url to point to your database.
>
> Restore your WebSynapse/reports directory.

Finally, restart Tomcat one more time.

Script for Resetting the Login for sitemanager

If the sitemanager login gets disabled, the following script should enable the login.

```
update tbl_user_profile
        set     password='sitemgr',
        user_status=1,
        login_attempts=0
where nameid='Sitemanager';
commit;
exit;
```