



Cyclone iBook.ie
Account Management Software



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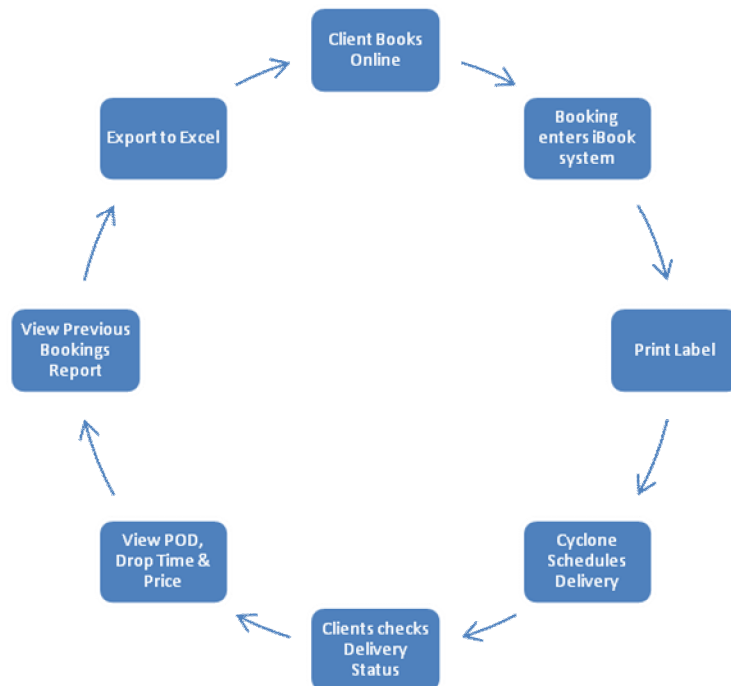
We are proud to introduce Cyclone iBook.ie. iBook.ie is a web based account management software solution, designed by Cyclone for Cyclone clients.

iBook.ie allows clients to book deliveries & collections, check delivery status, view signatures, drop times & prices. It also gives clients the ability to view, download and export invoices.

This is a free service available to Cyclone customers only.

A full list of features, workflow diagram, user guide and reference manual, are included below.

Fig.1a Workflow Capture





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The core concept of the iBook.ie system is that clients can make and access bookings as and when they wish. All data entered on the system is permanently captured and can be viewed at any time. We feel there are considerable benefits for both the user/booker and the accounts dept/bill payer.

User/Booker Benefits

- a. Clients can have single user or multi user account. This allows accounts to be subdivided by department/cost centre/reference.
- b. An address book feature allows clients to develop a data base of regular collection/delivery addresses with 'one click' access.
- c. A Label printing feature allows clients to print labels for every delivery.
- d. Direct bookings can be tracked live using GPS satellite photography.
- e. Booking updates can be checked using our Live Support instant messaging, removing the need for phone calls.
- f. Signatures, drop times and prices can be viewed online.
- g. Going on holidays? No problem - Defer bookings for future dates & times.
- h. The 'Copy a previous booking' feature allows the instant duplication of any previous booking – removing the need to retype details.

Accounts Department Benefits

- a. All bookings are captured on the system.
- b. Names of all individuals using the system are captured.
- c. All bookings can be allocated a cost centre/reference/file reference.
- d. Invoices can be viewed and downloaded online.
- e. All prices can be viewed on online.
- f. Booking reports can be exported to Excel, CSV & XML.
- g. iBook.ie is a free service available to Cyclone customers only.



Cyclone **iBook.ie**

User Guide & Reference Manual



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User Manual & Reference Guide

1. How to Login
2. How to make a booking
3. How to defer a booking
4. How to view previous bookings & POD's
5. How to export an excel spreadsheet of previous bookings
6. How to view & download invoices
7. How to copy a previous booking
8. How to use the address book
9. How to use the memo function
10. How to use Live Support
11. Terms & Conditions
12. Cut off times



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1. How to Login

Open your internet explorer. Enter www.iBook.ie in your address bar. This will bring you to the login page. Enter your user name & password.

2. How to make a booking

First choose which booking type you require.

Pick up from me indicates a collection from your office

Deliver to me indicates a collection to be made else where and brought to your office

Other indicates a collection from and delivery to an address other than your office

You will be required to complete the following:

Your Name (required)

Your Reference (optional)

Delivery Address (required) This can be in short or long form

Return Tick Box (optional)

Service (required) Chose from the drop down service menu

Terms & Conditions Agreement Tick Box (required)

Any additional information can be inserted in the pick up and delivery notes fields

Once completed click **PLACE BOOKING**

3. How to defer a booking

Tick defer box (below service window)

Select date and time required



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4. How to view previous bookings & POD's

Select **previous bookings** in toolbar

Previous bookings can be searched using one or all of the following search filters:

By date

By service

By matching any text that may help to locate a booking

The POD – the name of the person who signs for each delivery – is detailed in the POD column in previous bookings. The name appears in **blue** text. Click on the blue text and a digital image of the original signature will appear.

5. How to export previous bookings to an excel spreadsheet

In previous bookings select 'export to CSV file' – you then have the option to open or save this file.

6. How to view & download invoices

Select **Download Invoices** in the yellow tool bar. A list of invoices will appear by date. Click the invoice number you wish to view or download.

7. How to copy a previous booking

Open a new booking page. Click 'copy a previous booking'. A list of all previous bookings will appear. Select the booking you wish to copy and click **Repeat**

The booking is then duplicated. You can then change any of the individual booking details manually if required.



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8. How to use the address book

Click 'Address Book'. Here you have the option to add a new address or select from an existing list. To find an existing address type some relevant text to help you find the address you require. To add an address click 'add new', type the address details in and click 'save'.

9. How to use the memo function

You can attach a note to any individual booking for in house purposes. Go to previous bookings. In the first column on the left you will see [memo](#)
Click [memo](#) and a note window will open. Type your memo and save.

10. How to use Live Support

Click **Live Support** in the yellow tool bar. A window will open indicating if live support is currently available. Type your message and an agent will respond.

11. Terms & Conditions

Cyclone's Terms & Conditions can be viewed by a) clicking [I accept terms and conditions](#) link on the booking screen or b) clicking 'download sales terms' in the yellow tool bar.



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12. Service times

Service	Times
Pushbike	8.30am - 6pm
Motorbike	8.30am - 6pm
Direct Bike	8.30am - 6pm
Box Bike	8.30am - 6pm
Car	8.30am – 5.30pm
Van	8.30am – 5.30pm
National Overnight*	8.30am - 4pm
International Overnight*	8.30am - 4pm

National* & International* cut off times can be extended by arrangement.
Bookings for all services can be arranged outside these times by telephoning 01 4757000.

If you require any further information or wish to activate your iBook.ie account please contact Rachel King at 087 6725859 or email rachel@cyclone.ie