

Tilted Carriers

Operator guide: carrier services, shipments, labels and tracking for Sage 200

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	Contents
1	What Carriers does
2	Before you start – installation, carrier addons, menus, permissions, set-up order
3	The Carrier Settings screen
4	Carriers – the carrier list and carrier set-up
5	Analysis codes, placeholders and the labels folder
6	Services
7	Cartons and contents
8	Service selection rules
9	Tracking, notifications and proof of delivery
10	International and shipping charges
11	Other options – labels, gift messages, Sicon
12	Creating a shipment
13	After the shipment – despatch history, cartons and tracking events
14	Cancelling consignments
15	Collection requests for returns
16	Recommended practice
17	Troubleshooting

1. What Carriers does

Carriers sits between Sage 200 and your carriers. It holds everything that is the same whichever carrier you use, and hands each shipment to the carrier addon that handles its service:

- **Carrier addons** – each carrier (Royal Mail, DPD, DHL, UPS...) is a separate Tilted addon that plugs into Carriers. Installed carriers appear in Carrier Settings, where their own set-up is opened (section 4).
- **Services** – the ways an order can travel (for example “RM Tracked 24”) are the values of one SOP analysis code. The order's value decides which carrier books it (sections 5 and 6).
- **Shipments** – after an order is despatched in Sage, Carriers builds the consignment (addresses, cartons, weights, contents, customs data), asks the carrier addon to book it, stores the tracking numbers and labels, and prints the labels (section 12). The Pack Bench addon does this automatically at the packing bench.
- **Rules** – optional service selection rules choose the service for an order from its country, postcode, weight, value, analysis codes and more (section 8).
- **Tracking** – tracking numbers, links and delivery events are written to the order's analysis codes, which become clickable links on the order (section 9).
- **Housekeeping** – cartons and per-item carton definitions, customs settings, shipping charges, cancellations and collection requests for returns (sections 7, 10, 14 and 15).

A shipment flows like this:

Step	Who	What happens
1	Sage / Pack Bench	The order is despatched.
2	Create Shipment or Pack Bench	Asks Carriers to create a consignment for the despatch.
3	Carriers	Builds the consignment; runs the service selection rules if switched on; checks the service is allowed for the warehouse.

Step	Who	What happens
4	Carrier addon (e.g. Royal Mail)	Books the shipment with the carrier and saves the label files.
5	Carriers	Stores the shipment, cartons, contents and documents, and writes the tracking number, label, carrier and tracking link to the order.
6	Create Shipment or Pack Bench	Prints the labels and documents.

Important: Booking a shipment creates a real, chargeable consignment with the carrier. Set up and test on a test company, or with the carrier's test account, before using Carriers on live orders.

2. Before you start

2.1 Installation and licence

- Carriers needs the **Tilted Sage 200** addon (licensing and Tilted Settings). Install it first.
- Install the **Carriers** addon package through Sage 200 System Administration. It adds Carriers' tables, its menu entries, a sample gift-message layout and the PDF printing components. Then install the addon for **each carrier** you use (this guide's examples use **Royal Mail**). Each user then logs out of Sage 200 and back in.
- Your Tilted licence must include **Carriers**; otherwise its screens show “Feature 'Carriers' is not licensed” in a box titled “Tilted Sage 200 Licensing” and close. The licence may also limit the number of carriers (shown in Carrier Settings).

2.2 Where things are

Task	Location
Carrier Settings (sections 3–11)	Accounting System Manager ► Settings ► Tilted Settings ► Carriers – also Tilted Settings ► System ► select Carriers ► Setup
Create Shipment	Sales Order Processing ► Order Shipping ► Create Shipment
Cancel Consignments	Sales Order Processing ► Order Shipping ► Cancel Consignments
Create Collection Request	Sales Order Processing ► Order Shipping ► Create Collection Request
Despatch history buttons, carton list, tracking events	Sage's SOP Despatch History for an order (section 13)
Apply Carrier Service button	Sage's Enter New Order and Amend Order (section 8.5)
Item cartons	Stock Control ► View / Amend Item Details ► Cartons tab (section 7.3)

2.3 Who can do what

The package adds these features under **Carriers** in System Administration ► Role permissions:

Feature	Gives access to
Settings	Carrier Settings
Create Shipment	Create Shipment
Cancel Consignments	Cancel Consignments
Collections	Create Collection Request
Dummy feature	nothing visible – add it to roles that use none of the above but should see Carriers' additions to the SOP and stock screens, so the addon's files reach their PCs

2.4 Set-up order

1. **Analysis codes** – in Sage, create the SOP analysis codes Carriers writes to and reads from (section 5.1) and attach them to SOP documents; give the **Service** code one value per carrier service.

2. **Carrier Settings ▶ Settings** – choose the analysis codes and the **Labels Creation Folder**, then **Save**. Reopen Carrier Settings: the **Services** tab now lists your services.
3. **Carriers ▶ Setup** for each carrier – the carrier's own settings, where its accounts are entered and its services are linked to the Carriers services (section 4).
4. **Services, Cartons, International, Shipping Charges, Tracking** – as needed (sections 6–10).
5. Despatch a test order and create its shipment with Create Shipment (section 12), then check the label, the tracking number on the order and the Despatch History buttons.

3. The Carrier Settings screen

Open Accounting System Manager ▶ Settings ▶ Tilted Settings ▶ **Carriers**. The screen has twelve tabs:

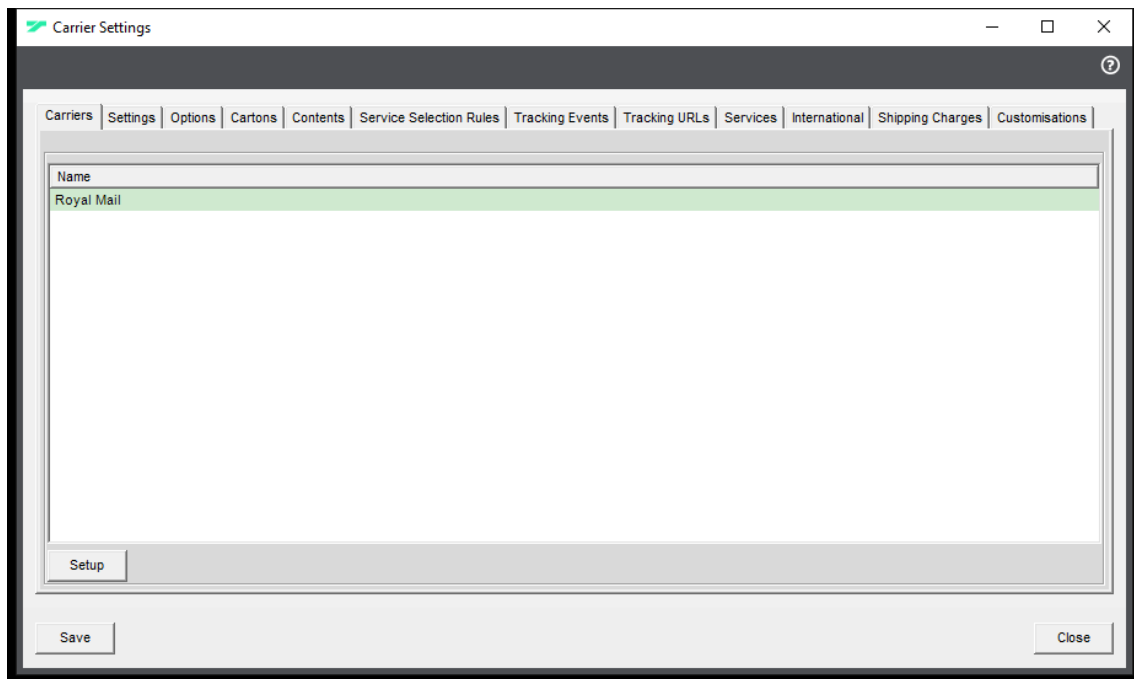
Tab	Covers	Section
Carriers	installed carrier addons and their set-up	4
Settings	the analysis codes Carriers uses, placeholders, labels folder	5
Options	Bit.ly, rules engine switches, sender address, contents entry, gift messages, Sicon	8, 9, 11
Cartons	carton types and packaging stock	7
Contents	commodity code descriptions, composition and square-metre values for customs	7
Service Selection Rules	rule sets that choose an order's service	8
Tracking Events	which tracking events mean delivered / failed / tracking supplied	9
Tracking URLs	how tracking links are built per carrier	9
Services	each service's default carton and weight, printers, warehouses	6
International	goods description, signatory, UKIMS, B2C and per-country tax/EORI settings	10
Shipping Charges	which order lines are the shipping charge	10
Customisations	Carriers' additions to the stock and SOP screens	7.3, 8.5

Save writes the tabs and closes the screen; **Close** closes without saving and without asking. Lists that open their own screen – rule sets, international rows, shipping charges and everything inside a service's Options – save as soon as you press Save there, carton deletes are immediate, and the commodity code **Import** and **Generate** buttons save the commodity codes straight away.

Opening Carrier Settings brings two lists into line with Sage: the **Services** tab follows the values of the Service analysis code and the **Tracking Events** tab follows the values of the Tracking Event analysis code.

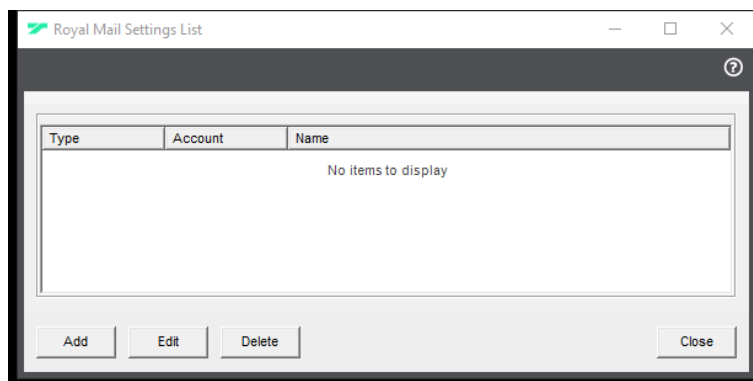
4. Carriers – the carrier list and carrier set-up

Each carrier is a separate Tilted addon (Royal Mail, DPD, DHL, UPS and so on). When Sage 200 starts, every installed carrier addon registers itself with Carriers, and the **Carriers** tab lists them by name. Nothing needs to be entered here – install the carrier's addon package (and make sure it is licensed) and it appears the next time Sage 200 is opened.



Carrier Settings – Carriers tab, with the Royal Mail addon installed

To configure a carrier, select it and click **Setup** (or double-click it). This opens the carrier addon's own settings – for Royal Mail, the **Royal Mail Settings List**, where the Royal Mail accounts are entered:



Setup for Royal Mail opens the Royal Mail Settings List

What each carrier's set-up holds is described in that carrier's own guide. Typically it holds:

- the **account** details and API credentials for the carrier (often a test account and a live account);
- the carrier's own **services** (for Royal Mail, its despatch methods) and, for each, which **Carriers service** it handles – the link between a value of the Carriers Service analysis code (section 6) and the carrier's product code;
- carrier-specific options such as label format, customs documents or collection times.

That link is what decides which carrier books an order: when a shipment is created, every carrier addon is offered the consignment, and the one whose set-up handles the order's service books it. A service that no carrier handles is not booked anywhere.

The carrier list is built afresh each time Sage 200 starts, from the carrier addons installed and licensed on that PC – a carrier missing from the list has not been installed (or its licence has lapsed). If your licence limits the number of carriers, Carrier Settings shows the limit.

5. Analysis codes, placeholders and the labels folder

Carriers keeps an order's carrier details in Sage SOP analysis codes, so they can be seen, searched and reported on like any other analysis code. Create the codes in Sage first (Accounting System Manager ► Settings ► Maintain Analysis Codes) and attach them to **SOP documents** (and the three customer codes to customers).

5.1 The analysis codes Carriers uses

The screenshot shows the 'Carrier Settings' window with the 'Settings' tab selected. The window contains a grid of analysis codes and their corresponding field names. The 'Carrier' field is selected for the 'Carrier Analysis Code'. The 'Shipping Service' field is selected for the 'Service Analysis Code'. The 'Tracking Number' field is selected for the 'Tracking Analysis Code'. The 'Label' field is selected for the 'Label Analysis Code'. The 'Tracking URL' field is selected for the 'Tracking URL Analysis Code'. The 'Tracking Status' field is selected for the 'Tracking Event Analysis Code'. The 'Proof of Delivery' field is selected for the 'POD Analysis Code'. The 'Notifications' field is selected for the 'Notifications Analysis Code'. The 'Delivery Instructions' field is selected for the 'Del. Instruction Analysis Code'. The 'Customer B2B' field is selected for the 'Sales Ledger B2X Analysis Code'. The 'B2B or B2C' field is selected for the 'SOP B2X Analysis Code'. The 'despatch@yourcompany.' field is entered for the 'Missing Email Address'. The '01632 960000' field is entered for the 'Missing Telephone Number'. The 'C:\Sage\Labels' field is entered for the 'Labels Creation Folder'. A 'Save' button is at the bottom left and a 'Close' button is at the bottom right.

Carrier Settings – Settings tab

Setting	Analysis code (example)	What Carriers does with it
Service Analysis Code:	Shipping Service – one value per service, e.g. RM Tracked 24, RM Tracked 48	The order's service. Required: its values are the Services tab (section 6) and decide which carrier books the order.
Carrier Analysis Code:	Carrier – Royal Mail	Receives the carrier's name when a shipment is booked; picks the tracking URL (section 9.2).
Tracking Analysis Code:	Tracking Number – free text	Receives the tracking number; click it on the order to track the parcel.
Label Analysis Code:	Label – free text	Receives the label file name(s).
Tracking URL Analysis Code:	Tracking URL – free text	Receives the tracking link.
Tracking Event Analysis Code:	Tracking Status – Despatched, In transit, Delivered...	Receives the latest tracking event from carriers that report them; its values are the Tracking Events tab (section 9.1).
POD Analysis Code:	Proof of Delivery – free text	Receives the proof-of-delivery link or file from carriers that report it.
Notifications Analysis Code:	Notifications – Opt out	Whether the recipient should get the carrier's e-mail/SMS notifications (section 9.3).
Del. Instruction Analysis Code:	Delivery Instructions – free text	Delivery instructions sent to the carrier (a despatch note comment on an order line takes precedence).
SOP B2X Analysis Code:	B2B or B2C – B2B, B2C	Whether the order goes to a business or a consumer (with the B2C list on the International tab).
Channel Analysis Code:	Sales Channel – Web, Amazon, Trade	The order's sales channel – used by the Pack Bench addon's pick filters.

Setting	Analysis code (example)	What Carriers does with it
Customer EORI Analysis Code:	EORI Number (customer)	The customer's EORI number, sent with international shipments.
Customer UKIMS No Anl Code:	UKIMS Number (customer)	The customer's UK Internal Market Scheme number (Northern Ireland).
Sales Ledger B2X Anl Code:	Customer B2B or B2C (customer)	Business or consumer, for orders that have no SOP B2X value.

Codes that Carriers writes into (Tracking, Label, Tracking URL, POD) should be free-text codes; Service, Tracking Event, Notifications and B2X need value lists. Analysis code values hold up to 60 characters.

5.2 Placeholders and the labels folder

- **Missing Email Address: / Missing Telephone Number:** – sent to the carrier when the delivery address has no e-mail address / telephone number, for carriers that insist on one.
- **Labels Creation Folder:** – where label and customs document files are written, in a sub-folder per day (yyyy-MM-dd). Every PC that creates or reprints shipments must be able to reach it, so use a shared folder (for example \\SERVER\Sage\Carriers\Labels). Proof-of-delivery files go in a PODs folder beside it. The folder must exist – otherwise shipments fail with “Invalid label path '...'”.

5.3 First-time order

1. Choose the Service Analysis Code (and the others you need), set the labels folder and click **Save** – the screen closes.
2. Reopen Carrier Settings. The **Services** tab now lists one service per value, and **Tracking Events** one row per tracking status.
3. Add a service later by adding a value to the Service analysis code in Sage and reopening Carrier Settings.

6. Services

The **Services** tab lists the services – one per value of the Service analysis code – with their default carton and weight. There is no Add or Delete: services follow the analysis code values. Select a service and click **Options** (or double-click) to set it up.

The 'Carrier Settings - Services' window displays a table with the following data:

Name	Default Carton	Default Weight
RM International Tracked	Medium parcel	2.00
RM Special Delivery 1pm	Small parcel	1.00
RM Tracked 24	Small parcel	1.00
RM Tracked 48	Small parcel	1.00

Buttons at the bottom: Options, Save, Close.

Carrier Settings – Services

6.1 Service options

The 'RM Tracked 24 Options' window contains the following sections:

Defaults

- Default carton: Small parcel (dropdown)
- Default weight: 1.00 (text box)
- Cost price: 3.45 (text box)
- Custom carrier: (text box)
- Extra label option: None (dropdown)
- Extra label: (text box)
- ☐ Override all
- ☒ All warehouses
- ☐ Override all
- ☐ Suppress documentation printing

Operator Label Printers

Warehouse	User	Label Printer	Docs Printer
WAREHOUSE		ZDesigner GK420d	Despatch Laser

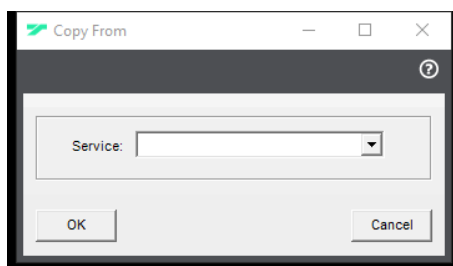
Buttons at the bottom: Delete, Copy From, Save, Warehouses, Cancel.

RM Tracked 24 Options

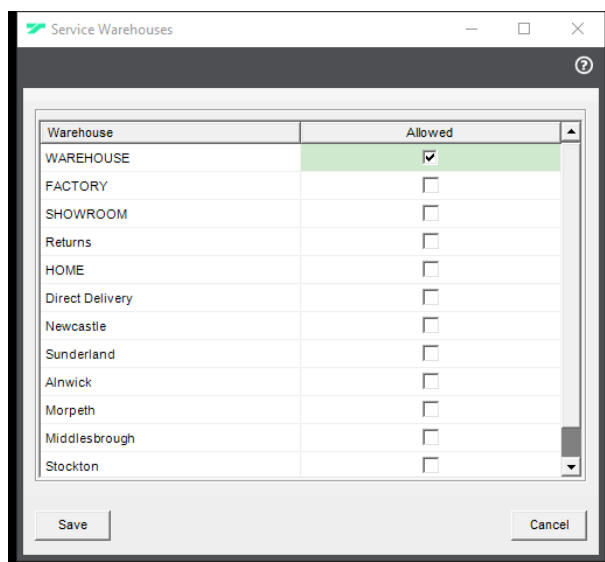
Field	What it does
Default carton: / Override all	Carton type used for any carton sent without dimensions – or, with Override all, for every carton.

Field	What it does
Default weight: / Override all	Weight used for any carton with no weight – or, with Override all, for every carton.
Cost price:	Cost price of the delivery charge line the service selection rules add (section 8).
Suppress documentation printing	Do not print customs documents for this service at the Pack Bench.
All warehouses / Warehouses	Ticked: the service can be used from any warehouse. Unticked: only from the warehouses ticked under Warehouses – a shipment from any other warehouse is refused (“The service chosen for this order is not allowed for the warehouses on this shipment”).
Custom carrier:	Carrier name written to the order's Carrier analysis code when the rules choose this service.
Extra label option: / Extra label:	Print a fixed file (PDF, ZPL or image) Before or After the carrier labels, on the same printer – for example a returns label or a handling sticker.

Operator Label Printers sets which printers to use for this service. Each row has a **Warehouse**, an optional **User** (Windows log-on name), a **Label Printer** and a **Docs Printer** (exact Windows printer names). Carriers uses the row for the service, the despatch's warehouse and the current Windows user, or the warehouse's row with a blank user. **Copy From** copies another service's printer rows; **Delete** removes the selected row. **Save** writes the service and its printers.



Copy From



Service Warehouses – RM Special Delivery 1pm only from WAREHOUSE

7. Cartons and contents

7.1 Carton types

The **Cartons** tab lists the carton types used to send parcels – they are chosen in Create Shipment and the service options, and scanned by barcode at the Pack Bench. Type a new carton into the blank row: **Name**,

Barcode, Width, Height, Length (in the units your carriers expect – normally centimetres), **Pallet Type** (Box for parcels; Full, Half, Quarter or Oversize for pallet carriers) and an optional packaging **Stock Item**. **Save** writes the grid; **Delete** removes the selected carton immediately.

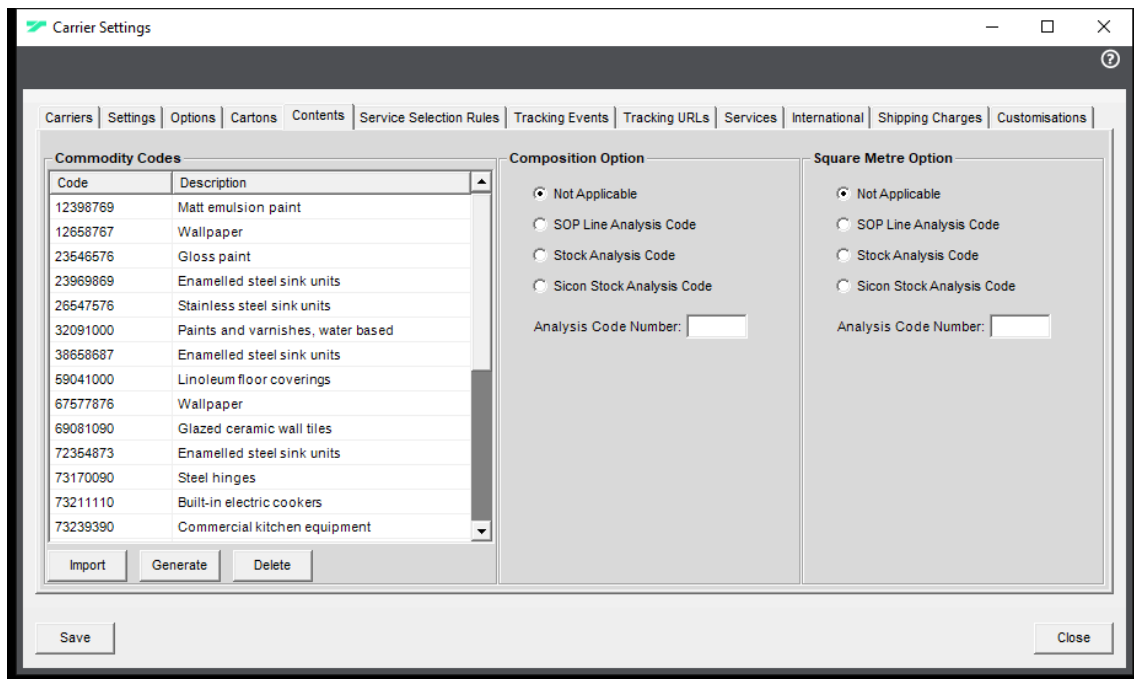
Name	Barcode	Width	Height	Length	Pallet Type	Stock Item
Large letter	BOX-LL	35.30	2.50	25.00	Box	
Small parcel	BOX-S	45.00	16.00	35.00	Box	
Medium parcel	BOX-M	61.00	46.00	46.00	Box	
Euro pallet	PAL-EURO	120.00	150.00	80.00	Full	

Carrier Settings – Cartons

Reduce Carton packaging stock item inventory on despatch – when a shipment is booked, issue one unit of each carton's packaging stock item from the despatch warehouse, so boxes are taken out of stock as they are used.

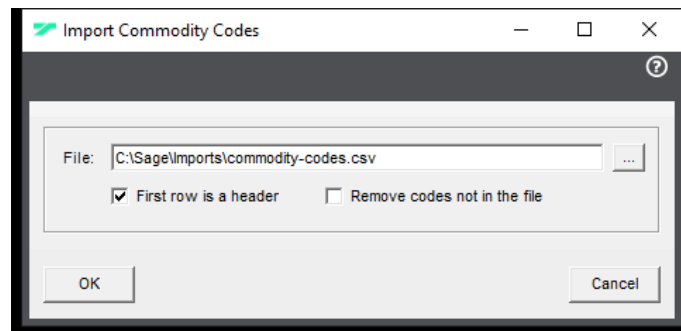
7.2 Contents – commodity codes, composition and square metres

Customs paperwork describes goods by their commodity (tariff) code. Sage holds the code on each stock item but has no description for it, so the **Contents** tab keeps a **Commodity Codes** list – one row per code with the wording carriers print against it. Carriers that group a customs invoice by commodity code (UPS international, for example) take each line's description from this list.



Carrier Settings – Contents

- **Generate** adds a row for every commodity code recorded on a stock item that is not already in the list, with a blank description. Type the descriptions into the grid and **Save**. Pressing it again adds only codes that have appeared since.
- **Import** loads a two-column CSV file – code, description – and saves it at once. Codes already in the list get the file's description, new codes are added, and when a code is repeated in the file the last row wins. Descriptions containing commas can be quoted. Tick **First row is a header** when the file has column headings; tick **Remove codes not in the file** to make the file the whole list (you are asked to confirm). A file with a malformed row is refused and nothing is changed.



Import Commodity Codes

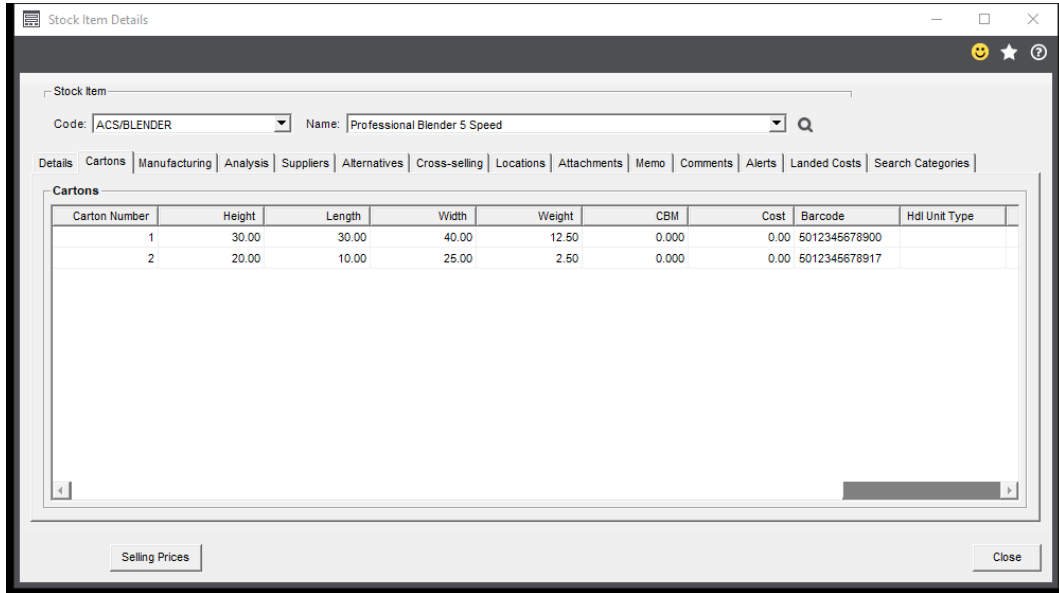
- **Delete** removes the selected code from the grid; the removal is written by **Save**.

Codes are stored trimmed and in upper case, up to 20 characters, with descriptions of up to 256 characters; Save refuses a blank or duplicate code. When a carrier that needs descriptions is asked to book a shipment and an item has no commodity code, or a code is missing from this list or has a blank description, the shipment is stopped and a list of the items and codes that need attention is shown, so the paperwork is never sent with a gap.

Some carriers also want each item's material composition or area. Under **Composition Option** and **Square Metre Option** choose where Carriers reads them from – **Not Applicable**, a **SOP Line Analysis Code**, a **Stock Analysis Code** or a **Sicon Stock Analysis Code** – and the **Analysis Code Number**: (the slot number).

7.3 Item cartons on the stock item

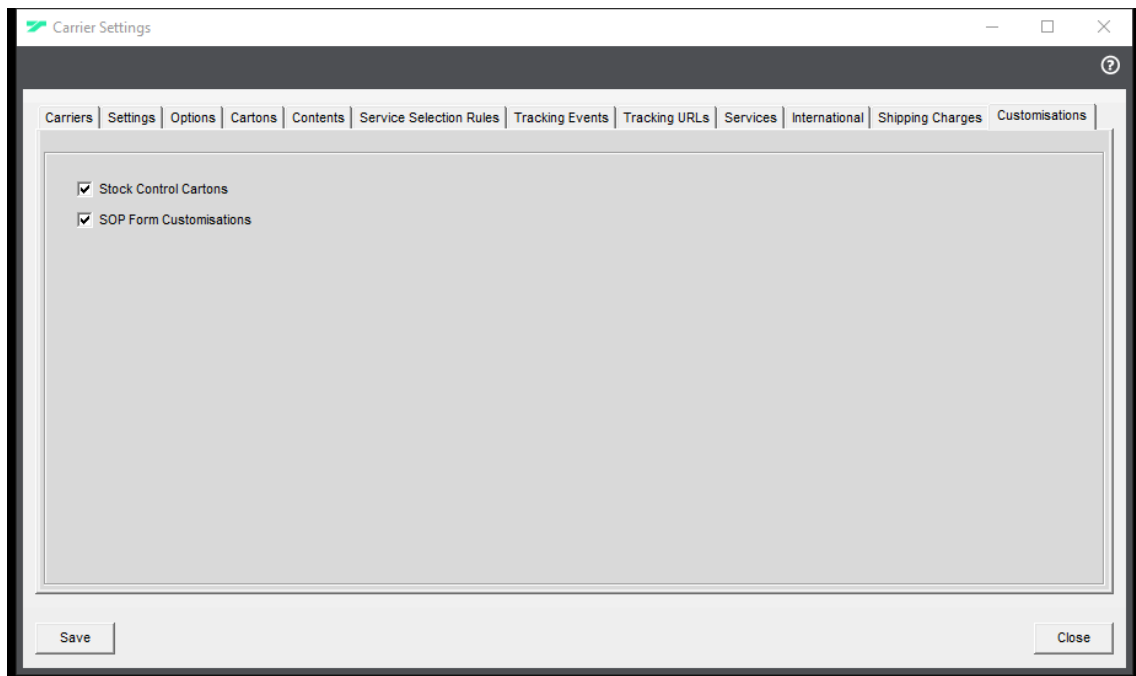
With Customisations ► **Stock Control Cartons** ticked, Sage's stock item screens get a **Cartons** tab: one row per box the item ships in (a flat-pack wardrobe in three boxes, for example) with its **Carton Number**, **Height**, **Length**, **Width**, **Weight**, **Cost** (the customs value of that box) and **Barcode**. It is editable on Amend Item Details and saved with the item.



Carton Number	Height	Length	Width	Weight	CBM	Cost	Barcode	Hdl Unit Type
1	30.00	30.00	40.00	12.50	0.000	0.00	5012345678900	
2	20.00	10.00	25.00	2.50	0.000	0.00	5012345678917	

Stock item – Cartons tab

When a shipment is created without cartons (for example from a handheld or an API), each unit of an item that has carton rows is sent as one parcel per row, with that row's dimensions, weight and value.



☒ Stock Control Cartons

☒ SOP Form Customisations

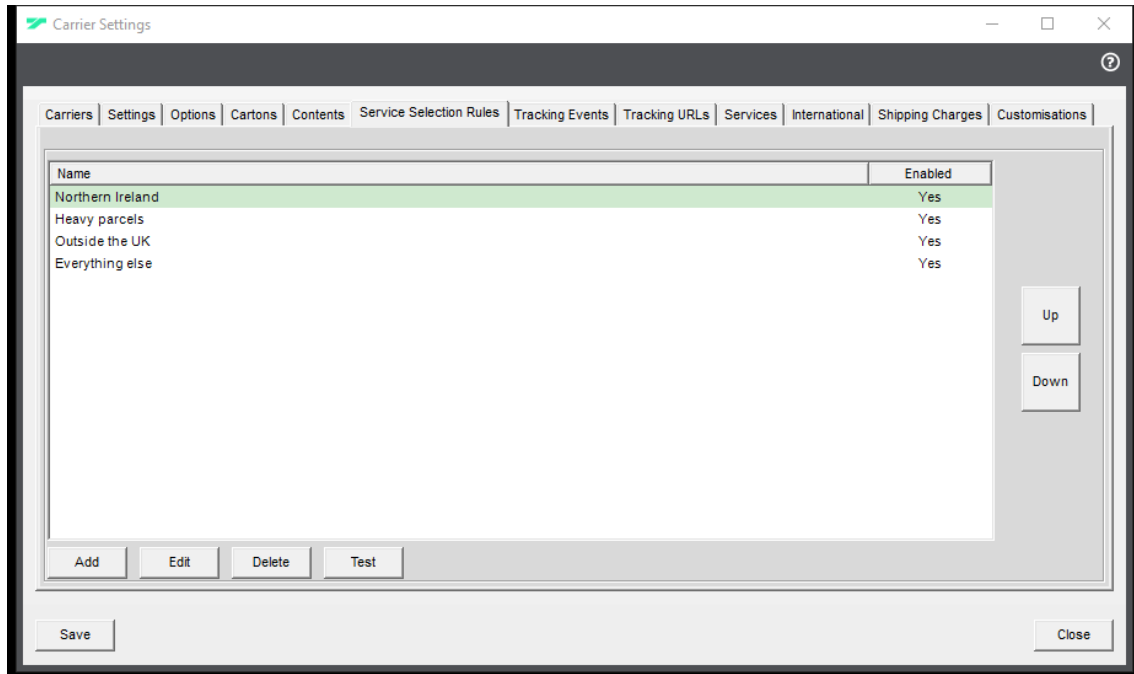
Carrier Settings – Customisations

SOP Form Customisations adds the **Apply Carrier Service** button to Sage's order screens (section 8.5).

8. Service selection rules

Rules choose the service for an order automatically. A **rule set** names a service and lists criteria (country, postcode, weight, value, analysis codes...); the rule sets are tried in order and the **first set whose criteria are all met** wins. A set with no criteria always passes, so put a catch-all set last.

8.1 The rule sets



Carrier Settings – Service Selection Rules

The example sets send Northern Ireland postcodes and heavy parcels by RM Tracked 48, everything outside the UK by RM International Tracked and everything else by RM Tracked 24. **Up** and **Down** change the order; **Add**, **Edit** (or double-click) and **Delete** maintain the sets; **Test** tries the rules on an order (section 8.4). These buttons save straight away.

8.2 Rule Set

Type	Criteria Source	Operator	Value
Country Code		Not Equal To	GB

Rule Set

Field	What it does
Name: / Enabled	The set's name; untick Enabled to leave it out without deleting it.
Service:	The service (a value of the Service analysis code) applied when the set wins.
Priority Code:	Optional Sage order priority applied with the service.
Add delivery charge	Also add a delivery charge line to the order if it has none – a Free text line with your Description :, a Sage Additional charge , or a Stock item .
Criteria	The tests – all must pass. Add / Edit open Criteria; Delete removes one.

Save saves the set. Criteria are saved as soon as you save them in the Criteria window.

8.3 Criteria

Rule Type: Postcode Analysis Code:
Operator: Starts With Value: BT

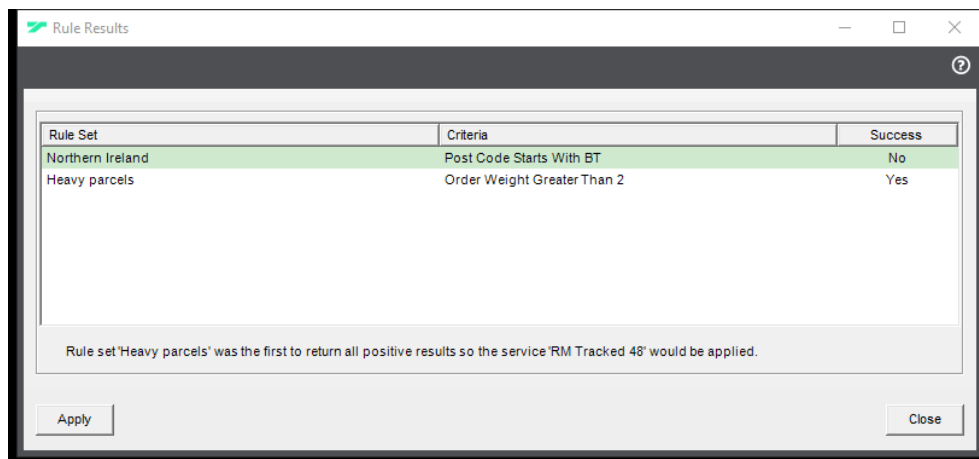
Criteria – Postcode Starts With BT

Choose the **Rule Type**:, the **Operator**: (Equal To, Not Equal To, Contains, Does not Contain, Starts With, Ends With, Greater Than, Less Than, Greater Than or Equal To, Less Than or Equal To, Is in, Is not in) and the **Value**:. Several values can be separated by commas. Numbers are compared as numbers.

Rule type	Compares
Country Code / EU Country / Postcode	the delivery address country code, whether it is in the EU (1/0), or its postcode
Order Weight	the order's total weight (ordered quantity × selling unit weight)
Order Value	the order's gross value, including VAT
Order Analysis Code / Order Line Analysis Code	the value of the chosen order (or any line's) analysis code
Stock Item Code / Stock Item Analysis Code / Product Group / Sicon Stock Item Analysis Code	the items on the order
Customer Account Number / Channel	the customer, or the Tilted Channels channel the order came from
Sales Order Field / Sales Order Line Field / Delivery Address Field	any named field of the order, its lines or its delivery address

8.4 Testing the rules

Test asks for an order and shows each rule tried and whether it passed, stopping at the first set that passes:



Rule Results for order 0000004983

Apply applies the winning set to that order (service, priority, carrier and delivery charge) – “Rule set '...', service '...' has been applied”. **Close** leaves the order unchanged.

8.5 When the rules run

Carrier Settings

Carriers | Settings | Options | Cartons | Contents | Service Selection Rules | Tracking Events | Tracking URLs | Services | International | Shipping Charges | Customisations

General

Bit.ly URL:

Bit.ly Token:

☐ Use service stock item for collections

☒ Use service selection engine

☐ Only for empty service analysis codes

☐ Listen out for Channels messages

☐ Listen out for new SOP Order saved

☒ Use warehouse address for pickups

☐ Manual entry of shipment contents

☒ Print gift messages along with the labels [Options](#)

Sicon Integration

☐ WMS Integration Enabled

☐ Simple boxes

☐ Record Lost Sales

Partially Allocated:

Fully Unallocated:

☐ Print error label on failed carrier label request Options

☐ Hold order on label error

Save Close

Carrier Settings – Options

Option (Options tab, General)	Rules run...
Use service selection engine	whenever a shipment is created – from Create Shipment, the Pack Bench or the API – before the carrier is called. The winning set's service replaces the order's service.
Only for empty service analysis codes	only for orders that have no service yet.
Listen out for Channels messages	when Tilted Channels creates an order – the delivery charge line then uses the channel's shipping description and price.
Listen out for new SOP Order saved	when an order is saved in Sage's Enter New Order.

With Customisations ► **SOP Form Customisations** ticked, Sage's Enter New Order and Amend Order have an **Apply Carrier Service** button that runs the rules on the order on screen at any time.

Amend Order

Want to get paid faster by customers? Get paid on time, every time by card payments or Direct Debit. [Find Out More](#)

Invoice Payments

Order Details | Delivery & Invoicing | Analysis Codes | Payment with Order

Account Selection

☒ Customer account ☐ Cash account

Code:

Short name:

Postcode:

Name:

By default supply from:

Order Detail

Order no:

Order status:

Document date:

Date requested:

Date promised:

Customer order no:

☒ Show values ☐ Show quantities

Item	Description	Alerts	Quantity	Unit Price	Disc. %	VAT Rate	Net
DOOR/BASE/5...	Beech Base Door 50cm X 58cm		1.00000	35.20000	0.00	Std Rate	35.20
TILE/GREY/10...	Tiles Grey 10cm x 10cm		5.00000	60.00000	0.00	Std Rate	300.00
CA/BASE/DBL/...	Beech Base Double Cabinet H58cm		5.00000	236.00000	0.00	Std Rate	1180.00
SUM/HIPOWE...	High Powered gas BBQ		1.00000	349.99000	0.00	Std Rate	349.99
ABFSE/14/21/2	AB Freestanding Electric 5-Ring/5...		3.00000	160.00000	0.00	Std Rate	480.00

Add Items... Edit Item... Delete Item Move Up Move Down

Exchange Rate

Rate: Currency:

Subtotals

Goods: £

Charges: £

Order disc: £

Totals

Net: £

VAT: £

Gross: £

Save Save and Generate PO Suggested Items... Save and Print Order Profit... Apply Carrier Service Close

Amend Order with the Apply Carrier Service button

9. Tracking, notifications and proof of delivery

9.1 Tracking events

Carriers that report delivery progress send events to Carriers, which records them against the order (Tracking Events, section 13.3) and writes the latest to the order's Tracking Event analysis code. The **Tracking Events** tab lists the values of that code; tick what each means:

Name	Success	Failure	Tracking Supplied
Delivered	☒	☐	☐
Delivery failed	☐	☒	☐
Despatched	☐	☐	☒
In transit	☐	☐	☐
Out for delivery	☐	☐	☒

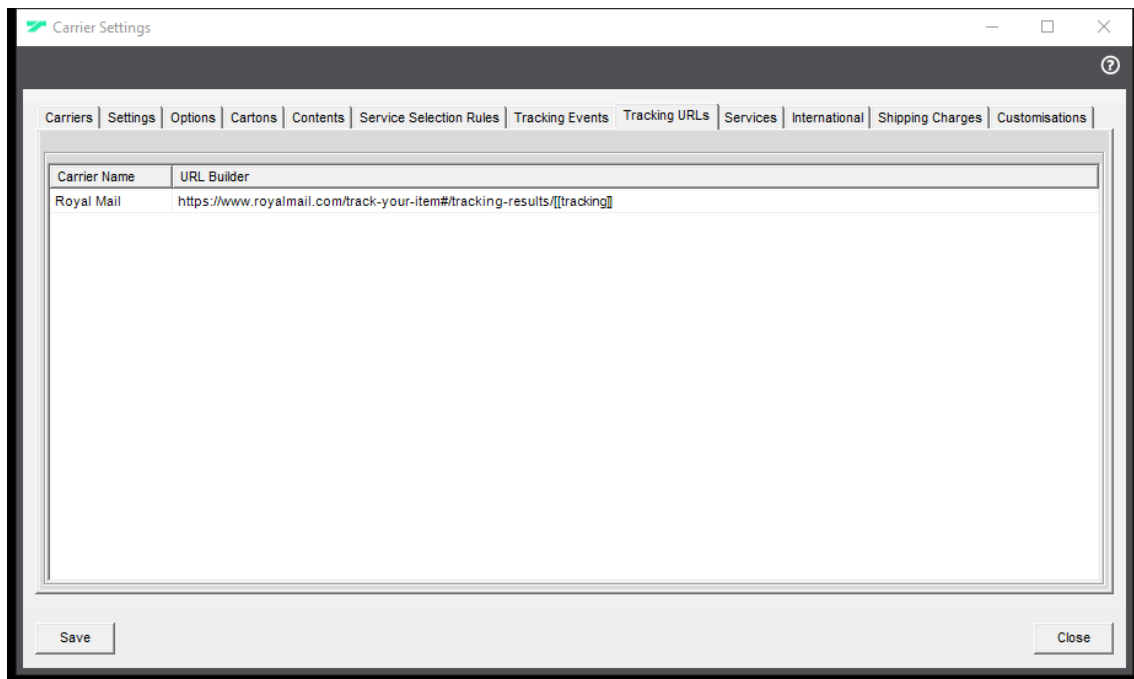
Carrier Settings – Tracking Events

- **Success** – delivered: the order is marked delivered (for example on the sales channel via Tilted Channels) and any proof of delivery is stored in the POD analysis code.
- **Failure** – delivery failed: other addons are told so they can act.
- **Tracking Supplied** – the event that confirms the parcel is in the carrier's network.

An event cannot be both Success and Failure. Rows follow the analysis code's values each time Carrier Settings opens. Whether a carrier reports events depends on its addon – Royal Mail, for example, returns tracking numbers and links but no events.

9.2 Tracking links

The **Tracking URLs** tab builds the link opened when someone clicks the Tracking analysis code on an order. Enter the **Carrier Name** exactly as it appears in the order's Carrier analysis code and the **URL Builder** – the carrier's tracking page with placeholders: `[[tracking]]` (the tracking number), `[[postcode]]`, `[[customerdocumentno]]` and `[[documentno]]`. One link opens per carton.



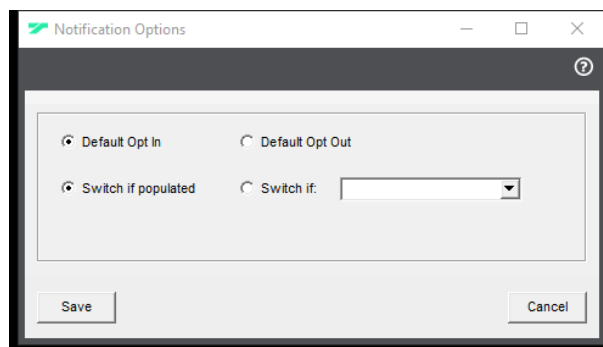
Carrier Settings – Tracking URLs

Clicking the **Tracking URL** analysis code opens the link stored at booking; clicking **Tracking Event** opens the order's Tracking Events; clicking **POD** opens the proof of delivery.

Analysis codes hold 60 characters, so long tracking and POD links are shortened with **Bit.ly** when a token is entered on the Options tab (**Bit.ly URL:** is pre-filled). Using Bit.ly sends the links to Bit.ly's service.

9.3 Notifications

Carriers send the recipient's e-mail address and telephone number with each shipment so the carrier can notify them. To let customers opt out, choose the **Notifications Analysis Code** on the Settings tab and click ... beside it:



Notification Options

Choose the default – **Default Opt In** or **Default Opt Out** – and when an order switches from it: **Switch if populated** (the order has any value in the code) or **Switch if:** a chosen value. Orders that end up opted out are sent with no e-mail address or telephone number.

10. International and shipping charges

10.1 International

Country Code	Tax Registration Number	EORI Number	Mapped Country Code	Issuer Country Code
XI	XI123456789	XI123456789000		XI
JE			GB	

Carrier Settings – International

Field	What it does
Goods description:	General description of goods for customs (e.g. “Homeware and kitchen appliances”).
Comm. inv. signatory: / Position: / Comm. inv. signature file:	Name, job title and signature image (JPG, PNG or BMP) printed on commercial invoices by carriers that produce them.
Orig. country declaration:	Default declaration of origin text.
UK IMS number:	Your UK Internal Market Scheme number, for Northern Ireland shipments.
B2C analysis code value list:	The B2X analysis code values that mean a consumer (e.g. B2C) – any other value is a business.

The list below holds **per-country settings**, used when the delivery country matches. **Add**, **Edit** and **Delete** maintain them:

Country Code:	gdom (Northern Ireland)	Tax Registration Number:	XI123456789	EORI Number:	XI123456789000
Issuer Country Code:	XI - United Kingdom (Nor)	Mapped Country Code:			
Orig. Country Declaration:					

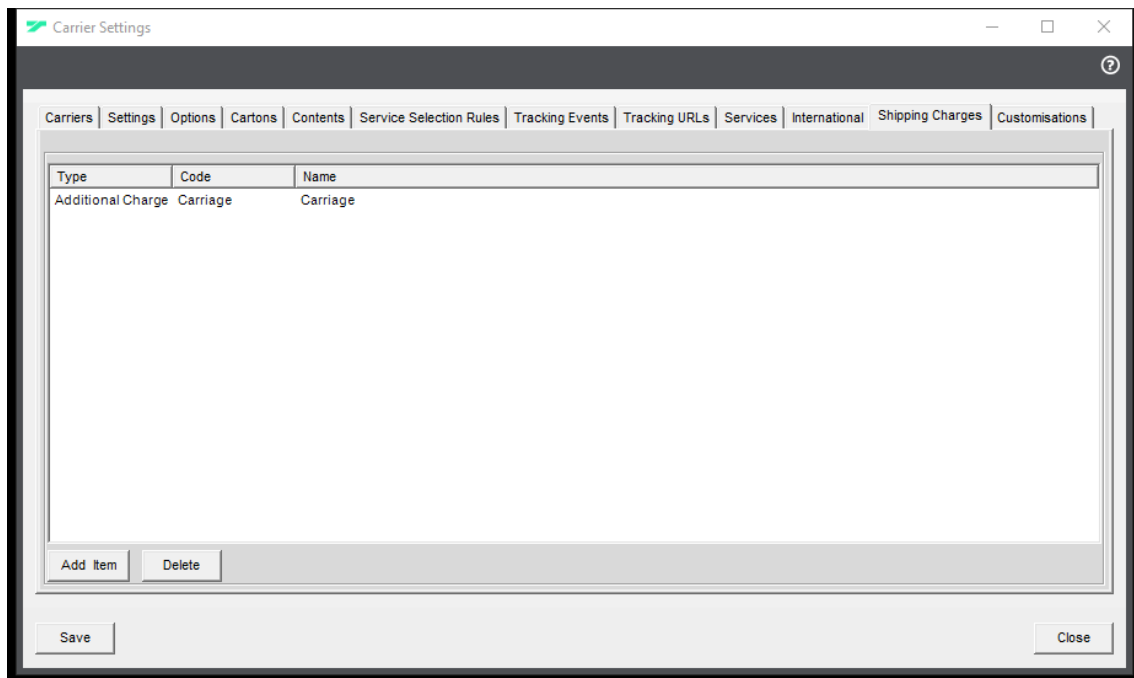
International Setting – XI (Northern Ireland)

- **Tax Registration Number: / EORI Number: / Issuer Country Code:** – your VAT (or IOSS) and EORI numbers for shipments to that country, in place of the company's.

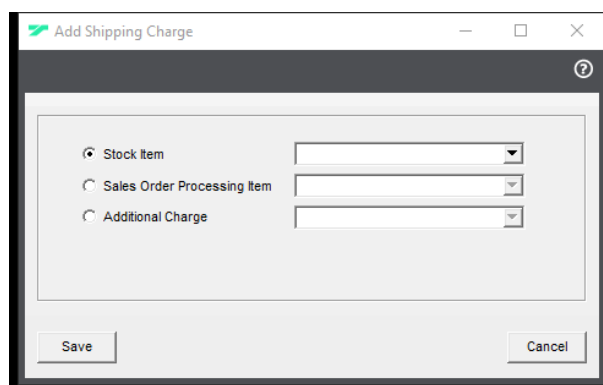
- **Mapped Country Code:** – send a different country code to the carrier (for example Jersey as GB, for a carrier that does not accept JE).
- **Orig. Country Declaration:** – a declaration of origin for that country.

10.2 Shipping charges

The **Shipping Charges** tab tells Carriers which order lines are the delivery charge, so it can be declared to the carrier (on customs paperwork, for example). **Add Item** chooses a **Stock Item**, a **Sales Order Processing Item** or a Sage **Additional Charge**; **Delete** removes one. The matching lines' value (net of discount, excluding VAT) is sent as the shipping cost.



Carrier Settings – Shipping Charges



Add Shipping Charge

11. Other options – labels, gift messages, Sicon

The rest of the **Options** tab (General group):

- **Use service stock item for collections** – collection requests take the service from the first service item on the return (section 15).
- **Use warehouse address for pickups** – the sender address is the order's warehouse address instead of the company address (for businesses shipping from several sites).

- **Manual entry of shipment contents** – Create Shipment asks which items go in which carton (section 12.2).
- **Print gift messages along with the labels** – after the carrier labels, print a gift message label for each gift message on the order (gift messages come from Tilted Channels orders). **Options** sets the gift message label up:

Gift Message Options

A label is either a **Simple PDF** – text centred on a page of the given **Width mm:** and **Height mm:**, margins, font and size – or a **Sage 200 layout** (a report layout, such as the Gift Message Sample layout installed with Carriers). The same screen sets up the error label (below) and the Pack Bench pick delimiter label.

The **Sicon Integration** group is for Sicon Warehouse Automation Barcoding sites that print labels from Sicon handhelds through the Carriers web API: **WMS Integration Enabled**, **Simple boxes**, **Record Lost Sales** with the lost-sale reasons for **Partially Allocated:** and **Fully Unallocated:** lines, and **Print error label on failed carrier label request** with its **Options**, and **Hold order on label error**.

Error Label Options

With **Hold order on label error** ticked, an order whose label is refused by the carrier when it is despatched from a Sicon handheld is put on hold, so it cannot go any further until someone has looked at the error (section 13.3). Take it off hold once the problem is fixed. The option is only available with **WMS Integration Enabled** ticked.

12. Creating a shipment

Despatching an order in Sage does not contact the carrier. The shipment is booked afterwards with **Create Shipment** – or automatically by the Pack Bench addon when the order is despatched on a packing bench (see the Pack Bench guide) – or by other Tilted addons and the Carriers web API.

12.1 Create Shipment

Sales Order Processing ► Order Shipping ► **Create Shipment:**

Carton	Length	Width	Height	Weight
Small parcel	35.00	45.00	16.00	9.20

Create Shipment for order 0000004983

1. Choose the order in **Document No.:** It must have been despatched (“Selected order has not been despatched” otherwise). An order that is on hold is accepted with a reminder – “Please note this order is on hold” – and you can carry on with it. The customer and order date are shown, the despatch is chosen if there is only one (else pick it in **Despatch No.:**), and **Ship Service:** shows the order's service.
2. Check the **Ship Date:** and the **Ship Service:** – choosing a service fills in its default carton.
3. Set the number of **Cartons:** and the **Total Weight:** (pre-filled from the despatched items' weights) – the weight is shared evenly between the cartons. For each carton choose the **Carton** type (dimensions fill in) or type the **Length, Width, Height** and **Weight**. The carton weights must add up to the total.
4. Leave **Use service option printer settings if available** ticked to print on the service's operator printers (section 6.1); otherwise Windows asks which printer to use for the labels (and for any customs documents).
5. Click **OK**. Carriers books the shipment with the carrier, prints the labels and documents and clears the screen for the next order.

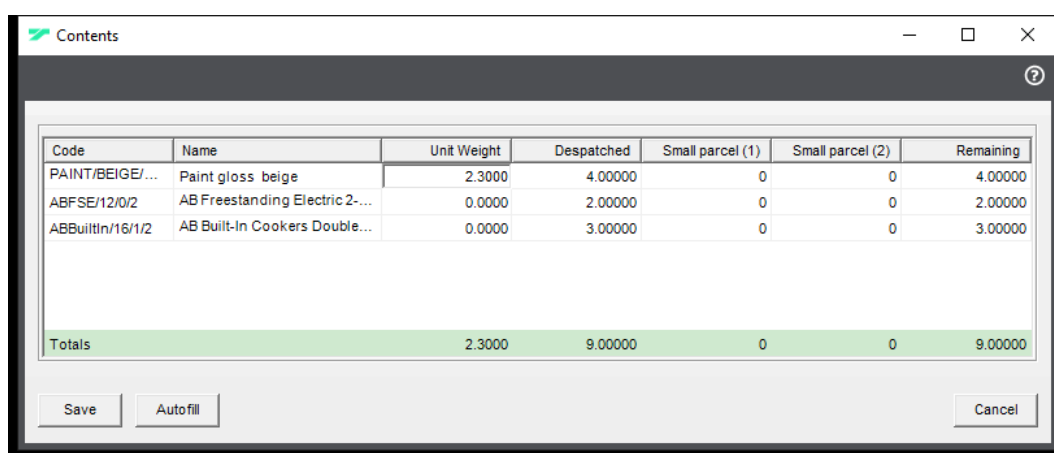
OK checks the details first – for example “You need at least one carton”, “You need to provide all the carton dimensions”, “The sum of the carton weights does not total the consignment weight”. Errors from the

carrier (an invalid postcode, a service not available to the destination...) are shown as the carrier reports them; correct the order and try again.

The chosen Ship Service is saved on the order when you click OK. To reprint the labels of a shipment already booked, use Despatch History (section 13.1).

12.2 Carton contents

With Options ► **Manual entry of shipment contents** ticked, a **Contents** link appears: say which quantities of each despatched item go in which carton. Double-click a carton cell to drop the line's remaining quantity into it; **Autofill** puts everything in carton 1 when there is one carton. With more than one carton it shares the total of all the lines across the cartons: every carton gets the same quantity, and anything left over goes one per carton, starting with carton 1, until it is used up (a line may be split between cartons). You are warned first that this replaces any quantities already entered and will not match what is actually in each carton. The total must be at least the number of cartons – otherwise enter the quantities by hand. With more than one carton the contents must be complete before OK. Up to 100 cartons can be used.



The 'Contents' dialog box displays a table with the following data:

Code	Name	Unit Weight	Despatched	Small parcel (1)	Small parcel (2)	Remaining
PAINT/BEIGE/...	Paint gloss beige	2.3000	4.00000	0	0	4.00000
ABFSE/12/0/2	AB Freestanding Electric 2-...	0.0000	2.00000	0	0	2.00000
ABBuiltIn/16/1/2	AB Built-In Cookers Double...	0.0000	3.00000	0	0	3.00000
Totals		2.3000	9.00000	0	0	9.00000

Buttons at the bottom: Save, Autofill, Cancel.

Contents

12.3 What is sent and what is stored

Carriers sends the carrier the delivery address (or a mapped country, section 10.1), the sender address (company or warehouse), the customer's order number as the reference, the cartons with their dimensions, weights and contents (item, quantity, value excluding VAT, weight, commodity code, country of origin), the shipping charge, delivery instructions, B2B/B2C, EORI/UKIMS and the notification details.

When the carrier has booked it, Carriers stores the shipment (carrier, service, shipment number) with its cartons, contents and customs documents; fills in Sage's own despatch record (courier, consignment number, weight and number of parcels); writes the tracking number, label file, carrier and tracking link to the order's analysis codes; and, if set, issues the cartons' packaging stock (section 7.1). Label files are saved in the labels folder's dated sub-folder.

If the service selection engine is on, the rules run first and may change the service (section 8.5); if the service is restricted to other warehouses the shipment is refused (section 6.1).

13. After the shipment

13.1 Despatch History

Sage's **Despatch History** for an order lists its despatches, now with the courier, consignment number, weight and number of parcels Carriers recorded. Carriers adds four buttons that act on the selected despatch:

Item	Despatch No	Despatch D...	Despatched ...	Quantity	Invoic...	Courier	Consignment No	Incoterm	Reason	Weight	Pieces	N
ABRS/14/0/2	0000005510	01/10/2025	User 3	1.00000	Yes	Royal Mail	TT123456785GB			6.8000	2	
ABRS/12/21/2	0000005510	01/10/2025	User 3	5.00000	Yes	Royal Mail	TT123456785GB			6.8000	2	
SUM/CECREA...	0000005510	01/10/2025	User 3	2.00000	Yes	Royal Mail	TT123456785GB			6.8000	2	
ABCookHoods/...	0000005510	01/10/2025	User 3	4.00000	Yes	Royal Mail	TT123456785GB			6.8000	2	
CA/BASE/DBU...	0000005510	01/10/2025	User 3	4.00000	Yes	Royal Mail	TT123456785GB			6.8000	2	

Despatch History with the Carriers buttons

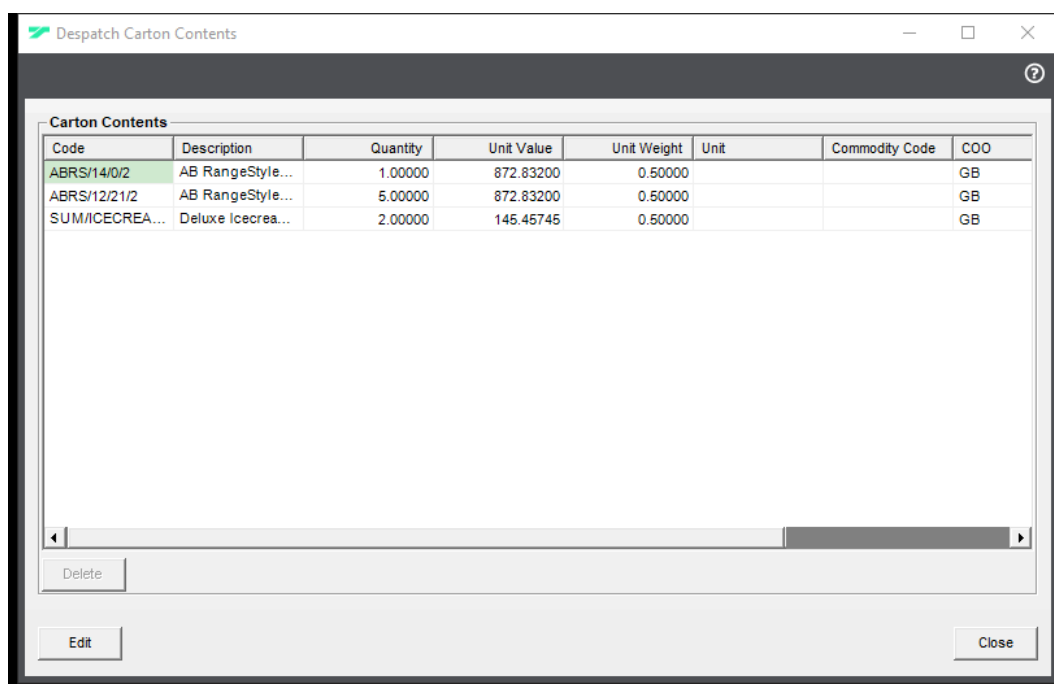
- **Cartons** – the shipment's cartons (section 13.2).
- **Print SSCC Labels** – reprint the cartons' SSCC labels, where a carrier or customer produces them.
- **Print Labels** (Print Label for one carton) – reprint the carrier labels; Windows asks for the printer.
- **Print Documentation** – reprint the customs documents (CN22/CN23, commercial invoice), when there are any.

13.2 Despatch Cartons

SSCC	Tracking Code	Tracking URL	BOL	Location	Width	Height	Length	Weight
TT123456785GB	TT123456785GB	https://www.roy...			45.00	16.00	35.00	
TT123456799GB	TT123456799GB	https://www.roy...			45.00	16.00	35.00	

Despatch Cartons

Each carton of the shipment with its SSCC/identification number, **Tracking Code**, **Tracking URL**, dimensions, **Weight** and **Label**. Select a carton to use **View Label** / **Print Label** (and the SSCC label buttons). **Contents** lists what is in the selected carton:

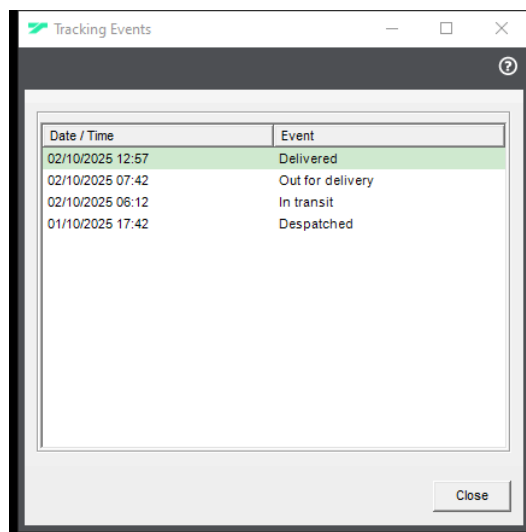


Despatch Carton Contents

Edit lets you correct carton details (for example a carton weight for an export) and **Save** them; **Delete** removes a carton. These change Carriers' record only – not the carrier's booking, the order's analysis codes or Sage's despatch.

13.3 Tracking Events and the order's analysis codes

On the order's Analysis Codes tab the Carrier, Shipping Service, Tracking Number, Label, Tracking Status and Tracking URL values are filled in, and the tracking codes are links. Clicking **Tracking Status** opens the order's tracking events, newest first:



Tracking Events

When a carrier refuses a label – from Create Shipment, Pack Bench, a Sicon handheld or any other screen that requests one – the error is recorded against the order. On the order's Analysis Codes tab (New, Amend or View Sales Order) the **Shipping Service** value becomes a link: click it to see each failed attempt with its date and time, operator and the carrier's message, newest first. While the order has no Tracking Number the value is also shown on a red background, so an order whose label still has to be sorted out stands out. The Tracking Number is never touched, so nothing downstream mistakes an error for a tracking number.

Once a label is later created successfully and the Tracking Number is filled in, the red background goes but the link stays, so the earlier failures can still be looked back at. Each failure is also written to the Tilted log as an error, with the order, despatch, service and operator, so it shows wherever errors are collected – the log file on the workstation and, for a scheduled task or the WebAPI, its error log and results e-mail.

Name	Value
Sales Area	North
Sales person	None
Order Status	
On Hold Reason	
Carrier	
Shipping Service	RM Tracked 48
Tracking Number	
Label	
Sales Channel	
Tracking Status	
Tracking URL	
Proof of Delivery	
Notifications	
Delivery Instructions	
B2B or B2C	
Picker	
Packer	
Pick State	

View Order, Analysis Codes: Shipping Service red while the label is still to be sorted out

Label Errors - 0000004983		
Date / Time	Operator	Message
06/10/2026 10:28	Alex Morgan	Royal Mail Click & Drop: A telephone number or e-mail address is required for RM Tracked 48.
06/10/2026 09:50	Sam Patel	Royal Mail Click & Drop: Package weight must be greater than 0 kg (carton 1 of 1 has no weight).
06/10/2026 09:12	Sam Patel	Royal Mail Click & Drop: The recipient address line 1 is required.

Label Errors for order 0000004983

14. Cancelling consignments

Sales Order Processing ► Order Shipping ► **Cancel Consignments** asks the carrier to cancel the shipments of the orders you tick. It uses Sage's order selection window: enter the selection criteria or click **Show All Orders**, tick the orders and click **OK**.

Selection Criteria

Order no: Invoice no: Code:

Customer order no: Short name:

Order date: Postcode:

Project code:

All Orders

Order No	Order Date	Order Stat...	Code	Name	Customer Order No	Value
☐ 0000005120	02/10/2026	Live	FUT001	Future Homes Real Estate	PO-77120	1118.98
☐ 0000005119	02/10/2026	Live	TIG001	Tiger Build	PO-48213	1022.78
☐ 0000005118	30/09/2026	Completed	BET001	Better Kitchens	ZZGUIDE-TEST	1.58
☐ 0000005117	30/09/2026	Live	BET001	Better Kitchens	ZZGUIDE-TEST	0.00
☐ 0000005116	30/09/2026	Completed	BET001	Better Kitchens	ZZGUIDE-TEST	0.00
☐ 0000005115	30/09/2026	Live	BET001	Better Kitchens	ZZGUIDE-TEST	7.56
☐ 0000005114	30/09/2026	Live	BET001	Better Kitchens	ZZGUIDE-TEST	8.16

Cancel Consignments

For each ticked order Carriers takes its **latest** despatch and asks the carrier addon to cancel that shipment, then clears the order's Tracking, Tracking Status, Tracking URL, Label and Carrier analysis codes (the service stays) and, if packaging stock is issued, books the packaging back. Sage's despatch is not changed – use Sage (or Pack Bench Undespatch) to reverse the despatch itself.

When all went through you see “All consignments successfully cancelled”; otherwise each failure is listed with the carrier's message:

Cancel Consignments Errors

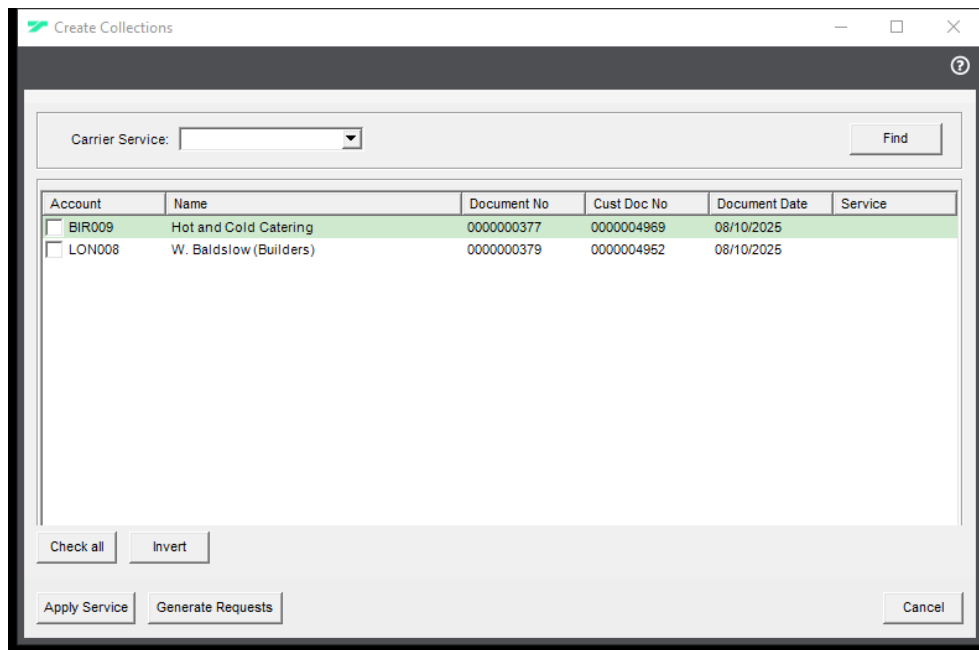
Document No	Customer Docu...	Message
0000004986		Royal Mail Click & Drop is not currently setup to allow cancelling via the API. You'll need to login to th...

Cancel Consignments Errors

Whether a carrier can cancel through its API depends on the carrier and account type – for example Royal Mail Click & Drop accounts are cancelled on the Click & Drop web site.

15. Collection requests for returns

Sales Order Processing ► Order Shipping ► **Create Collection Request** books a carrier to collect returned goods from the customer, for carriers whose addon supports collections.



Create Collections

1. Click **Find** – live SOP returns that have goods still to be received and no tracking number yet are listed.
2. Tick the returns (**Check all**, **Invert**). Choose the **Carrier Service**: and click **Apply Service** to put it on the ticked returns – or tick Options ► **Use service stock item for collections** to take the service from the first service item on each return.
3. Click **Generate Requests** and confirm. The carrier books a collection for each ticked return that has a service, and the tracking number is written to the return's Tracking analysis code, after which the return no longer appears in Find.

Royal Mail's addon does not book collections – use a carrier whose addon supports them.

16. Recommended practice

- **Start with the analysis codes.** Create and attach them before opening Carrier Settings, give the Service code one value per carrier service, and save and reopen Carrier Settings once to generate the services.
- **Link every service to a carrier** in that carrier's Setup, and test each service with one parcel on the carrier's test account first.
- **Use a shared labels folder** reachable from every PC that ships or reprints, and back it up – reprints read the stored files.
- **Give every carton type its real dimensions and a barcode**, and set each service's default carton and weight so a shipment never goes without them.
- **Keep rule sets simple and ordered** from the most specific to a final catch-all; check the order with Test before switching the engine on.
- **Reprint from Despatch History.** Use Despatch History ► Print Labels to reprint the labels of a shipment already booked (section 13.1).

17. Troubleshooting

Message or symptom	What it means / what to do
Feature 'Carriers' is not licensed	Your Tilted licence does not include Carriers – contact your Sage business partner.
A carrier is missing from the Carriers tab	Its add-on is not installed or licensed on this PC – install it and restart Sage 200.
The Services tab is empty	Choose the Service Analysis Code on the Settings tab, Save, and reopen Carrier Settings.
You need to setup the Carriers Service Analysis Code first.	Create Shipment needs the Service Analysis Code set in Carrier Settings.
Selected order has not been despatched	Despatch the order in Sage first.
Failed to locate carrier service for consignment, make sure the Carriers analysis codes are setup.	The order has no value in the Service analysis code – choose a Ship Service or apply one (rules, Pack Bench Apply Shipping Services).
Invalid label path '...'	The Labels Creation Folder does not exist or this PC cannot reach it.
The service chosen for this order is not allowed for the warehouses on this shipment	The service is restricted to other warehouses – Services ► Options ► All warehouses / Warehouses.
There doesn't appear to be enough cartons	Set the number of Cartons so every carton has a row.
You need to provide all the carton dimensions / The sum of the carton weights does not total the consignment weight	Complete every carton's length, width, height and weight.
You need to make sure all the items and quantities are included in the carton contents	Manual contents: allocate every despatched quantity to a carton.
A shipment books but no label prints	Check the service's operator printers (section 6.1), or choose a printer in the Print dialog.
Label file '...' does not exist (reprint)	The label file has been moved or deleted since the shipment was booked – check the labels folder (section 5.2).
No URLs generated for order carrier	Add a Tracking URLs row whose Carrier Name matches the order's Carrier value.
Carrier analysis code has not been setup	Choose the Carrier Analysis Code on the Settings tab.
Tracking event '...' has been set as both Success and Failure	Untick one of the two on the Tracking Events tab.
You need to setup the service analysis code first (rules)	Save the Service Analysis Code before adding rule sets.
There is already a setting for '...' (International)	That country already has a row – edit it instead.