

Tilted Pack Bench

Operator guide: picking, packing and despatch for Sage 200

Version 1.0 · October 2026 · Applies to the Pack Bench addon for Sage 200, version 25.1.26.138, used with the Tilted Carriers addon

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1. What Pack Bench does

Pack Bench turns Sage 200's allocated sales orders into a scan-driven warehouse process:

- **Picks** – group allocated orders into pick lists (by service, customer, dates, priority, analysis codes and more), print a consolidated picking list and a picking note per order, and track each pick from Created to Printed to Complete (section 7).
- **Despatch** – at the packing bench the operator scans the order (or the pick), scans each item into cartons, and Pack Bench despatches the order in Sage, books the parcel with the carrier through the Carriers addon, and prints the carrier labels, customs documents and despatch note on that bench's printers (section 8).
- **Bulk despatch** – despatch every order on a pick in one go, from the Pick screen or Quick Pick Ship (section 9), and reverse a despatch with Undespatch (section 10).
- **Shipping services** – choose how each order travels, either in bulk with Apply Shipping Services (section 11) or automatically from the order priority, and let scanning a barcode change it at the bench (section 5).
- **Automation** – save the pick filters as templates and run them in a job bag, by hand or as a Windows scheduled task, optionally printing and despatching the picks unattended (section 12).

Pack Bench works hand in hand with the **Tilted Carriers** addon, which holds the carrier services, cartons, label folder and the connection to each carrier (Royal Mail, DPD and so on). Carriers has its own operator guide; this guide refers to it where a Carriers setting matters.

Important: Despatching an order on the bench books a real shipment with the carrier and posts the despatch in Sage. Practise on a test company, and check the carrier, printer and service set-up with one order before letting operators loose on a full pick.

2. Before you start

2.1 Installation and licence

- Pack Bench needs the **Tilted Sage 200** addon (licensing, Tilted Settings, logging and the automation folder) and the **Tilted Carriers** addon (carrier services, cartons, labels). Install and license both first.
- Install the **Pack Bench** addon package through Sage 200 System Administration in the usual way. It adds Pack Bench's tables to the company, its screens to the menu and three report layouts (Picking List, Picking Order and Multiple Picking List) to the **pack bench** reports folder. Each user then logs out of Sage 200 and back in.
- Your Tilted licence must include **Pack Bench**. Without it each Pack Bench screen shows “Feature 'PackBench' is not licensed” in a box titled “Tilted Sage 200 Licensing” and closes.
- Sage's own SOP setting **Print despatch notes** must be switched on – the Despatch screen warns “You will need the option to print despatch notes enabled in order to use this software” when it is off.

2.2 Where things are

Task	Location
Picks (pick lists)	Accounting System ▶ Pack Bench ▶ Picks
Quick Pick Ship	Accounting System ▶ Pack Bench ▶ Quick Pick Ship
Despatch (the packing bench)	Accounting System ▶ Pack Bench ▶ Despatch
Undespatch	Accounting System ▶ Pack Bench ▶ Undespatch
Settings (everything in sections 3–6 and 12–14)	Accounting System ▶ Pack Bench ▶ Settings – also Accounting System Manager ▶ Settings ▶ Tilted Settings ▶ Pack Bench , and Tilted Settings ▶ System ▶ select Pack Bench ▶ Setup
Apply Shipping Services	Accounting System ▶ Pack Bench ▶ Apply Shipping Services
Pack Bench barcodes for a stock item	Stock Control ▶ stock item ▶ View / Amend Item Details ▶ Pack Bench Barcodes tab

2.3 Who can do what

The package adds these features under **Pick Despatch** in System Administration ▶ Role permissions (Pick Despatch is the addon's original name):

Feature	Gives access to
Create Picks	Picks
Despatch	Despatch and Quick Pick Ship
Undespatch	Undespatch
Apply Shipping Service	Apply Shipping Services
Settings	Pack Bench Settings (both menu entries)
Dummy Feature	nothing visible – include it in every role that uses Pack Bench so the addon's files are downloaded to the user's PC

2.4 Set-up order

Each step relies on the one before:

1. **Carriers** – in Carrier Settings choose the **Service Analysis Code** (the SOP analysis code whose values are your carrier services), set the labels folder and add your carton types. See the Carriers guide.
2. **Tilted Settings ▶ Options** – set the **Logging folder** and, if you will schedule job bags, the **Automation folder**.

3. **Pack Bench Settings** – tick the **Warehouses** you pick from and **Save** (picks cannot be created until you do), then set the pick number, analysis codes, report layouts and printing options (section 3).
4. **Machines** – on every packing PC open Settings ► **Machines** ► **Add This Machine...** and choose its printers and scales (section 4). The Despatch screen will not open on a PC without a machine record.
5. **Shipping services** – give each service a barcode, its priorities and its confirmation options (section 5); add operators if you want bench log-ins (section 6).
6. Create a pick, print it and despatch one order end to end before going live (sections 7 and 8). Then set up templates and job bags if you want picks created automatically (section 12).

3. The Settings screen

Open Accounting System ► Pack Bench ► **Settings**. The options are on ten tabs. **Save** writes every tab and closes the screen; **Close** closes it without saving and without asking. **Machines** and **Purge** open their own screens (sections 4 and 14). Lists that open their own screen – shipping service options, jigs, users and job bags – save as soon as you press Save on that screen.

Opening Settings brings the **Shipping Services** tab into line with the values of the Carriers Service Analysis Code: a new value gets a row, and a row whose value has been removed is deleted together with its barcode and options. Change the service analysis code values in Sage first, then open Pack Bench Settings.

3.1 General

The screenshot shows the 'Settings - General' window. It features a tabbed interface with the following tabs: General, Barcodes & Weights, Sicon Integration, Processing, Printing, Shipping Services, Warehouses, Personalisation Jigs, Users, and Automation. The 'General' tab is active, displaying the following options:

- ☐ Despatch using pick number
- ☒ Use stock item weight
- ☒ Partial allocation warning
- ☒ Enable templates
- ☐ Despatch items without scanning
- ☒ Popup confirm options
- ☐ Bypass bulk despatch validation
- ☐ Use item cartons for single units shipments

Below the checkboxes, there are several input fields:

- Pick Number Prefix:
- Pick Analysis Code:
- Pick State Analysis Code:
- Next Pick Number:
- Packer Analysis Code:

At the bottom of the window, there are four buttons: 'Save', 'Machines', 'Purge', and 'Close'.

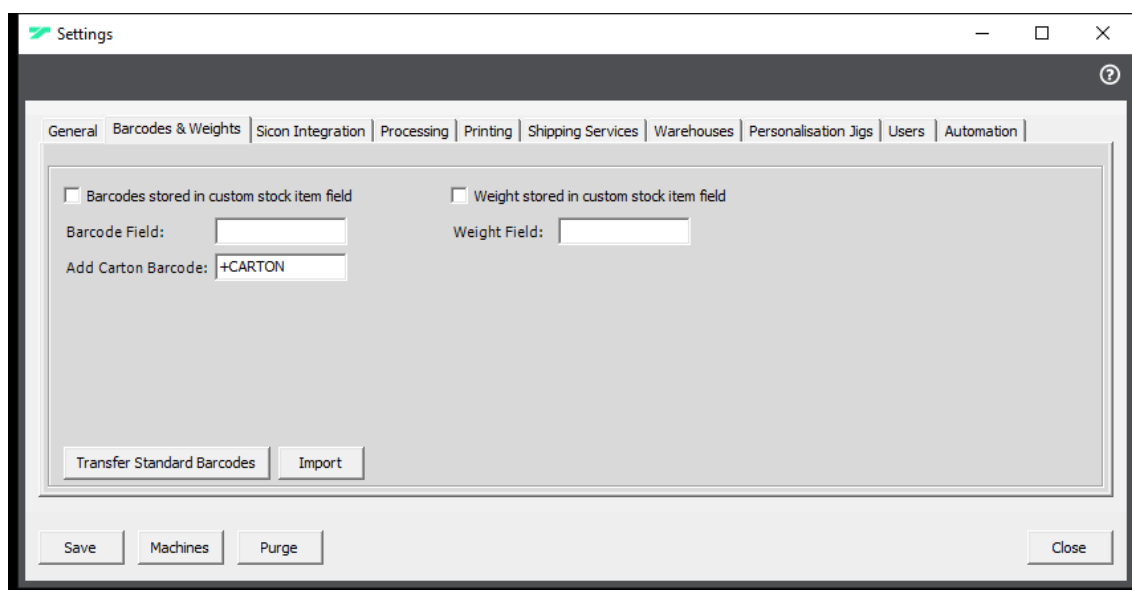
Settings – General

Option	What it does
Despatch using pick number	The Despatch screen expects a pick number as the first scan, then works through the orders on that pick (section 8.3). Off: the first scan is an order number .
Despatch items without scanning	When an order is loaded on the Despatch screen every allocated unit is added at once, so the order despatches straight away. Also lets a whole pick of mixed items be despatched in bulk (section 9).
Use stock item weight	Each scanned unit adds its Sage stock item weight to the carton.
Popup confirm options	Before every despatch, ask for the number of parcels and the despatch date (Delivery Data, section 8.6).

Option	What it does
Partial allocation warning	When an order loaded on the Despatch screen is only partly allocated, ask “This order is only partially allocated, do you want to continue?”.
Bypass bulk despatch validation	Skip the check that a pick contains a single item before a whole-pick despatch (section 9).
Enable templates	Shows Load Template and Save Template on Add Sales Orders – needed to create the templates that job bags run (section 12).
Use item cartons for single units shipments	When a despatch is a single unit, send the carrier the dimensions from the item's own carton (the stock item's Cartons tab in Carriers) instead of the scanned box.
Pick Number Prefix: / Next Pick Number:	Pick numbers are the prefix (up to 5 characters) followed by the next number, zero-padded to 10 characters in all – for example PK00001250.
Picker Analysis Code:	SOP analysis code that receives the Sage user name of whoever added the order to a pick.
Packer Analysis Code:	SOP analysis code that receives the Sage user name of whoever despatched the order.
Pick State Analysis Code:	SOP analysis code that shows where the order is: “Added to pick PK...”, “Printed on pick PK...”, “Despatched on pick PK...”.

Use three different, free-text SOP analysis codes for Picker, Packer and Pick State – Pack Bench writes text into them, so they should not be restricted to a list of values.

3.2 Barcodes & Weights

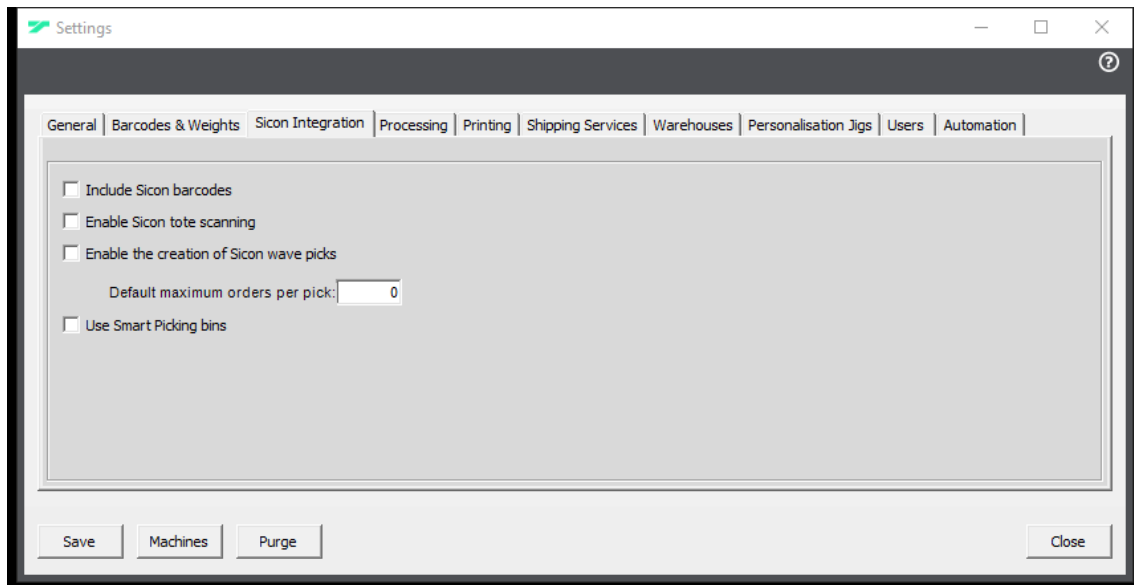


Settings – Barcodes & Weights

Option	What it does
Barcodes stored in custom stock item field / Barcode Field:	Use the named stock item field as the item barcode instead of Sage's standard Barcode. Save checks that the field exists.
Weight stored in custom stock item field / Weight Field:	When “Use stock item weight” is off, take each unit's weight from this stock item field.
Add Carton Barcode:	A barcode that adds a new carton when scanned on the Despatch screen – print it on a card at the bench (e.g. +CARTON).
Transfer Standard Barcodes	Moves the standard Sage barcode of every active stock item into Pack Bench barcodes (unit Each) and clears the Sage barcode. Take a backup first.
Import	Imports Pack Bench barcodes from a file (section 5.4).

Whichever source you use, Pack Bench also accepts the barcodes entered on the stock item's **Pack Bench Barcodes** tab (section 5.3).

3.3 Sicon Integration

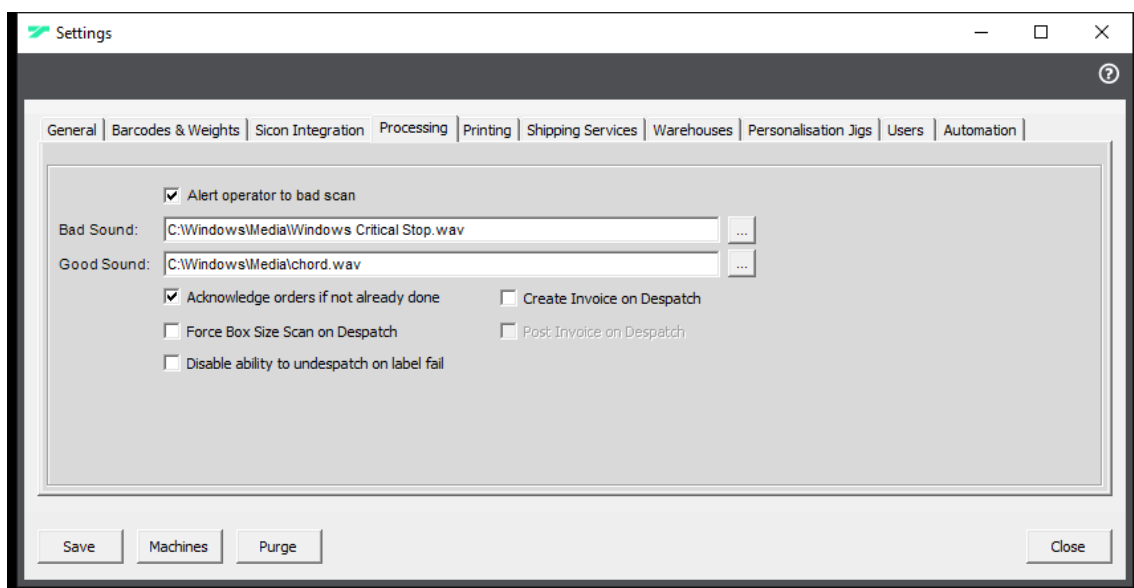


Settings – Sicon Integration

Only for sites running Sicon Warehouse Automation Barcoding:

- **Include Sicon barcodes** – accept Sicon's item supplier barcodes when scanning.
- **Enable Sicon tote scanning** – on the Despatch screen a Sicon tote number can be scanned instead of an order number.
- **Enable the creation of Sicon wave picks** and **Default maximum orders per pick:** – enables Create Sicon Pick on the pick screens and in job bags (section 7.9).
- **Use Smart Picking bins** – the Bins column on Add Sales Orders shows Sicon's smart-picking bins.

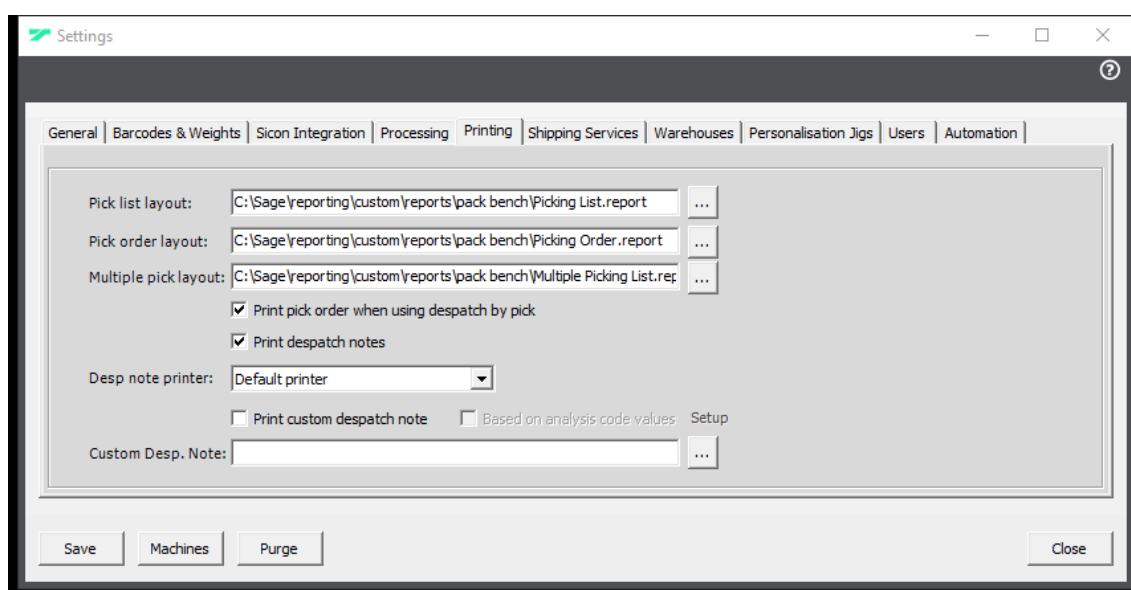
3.4 Processing



Settings – Processing

Option	What it does
Alert operator to bad scan / Bad Sound: / Good Sound:	Show “The scanned item was not recognised” for an unknown scan, and play the chosen WAV files for good and bad scans.
Acknowledge orders if not already done	At despatch, mark the order acknowledgement as printed if it has not been (nothing is sent to a printer).
Force Box Size Scan on Despatch	Every carton must have a box scanned before the order despatches (also settable per shipping service).
Disable ability to undespatch on label fail	When the carrier refuses a label, the operator is only offered “try again” – the Sage despatch is never reversed automatically (section 8.8).
Create Invoice on Despatch / Post Invoice on Despatch	Create the order's invoice at despatch, and post it straight away.

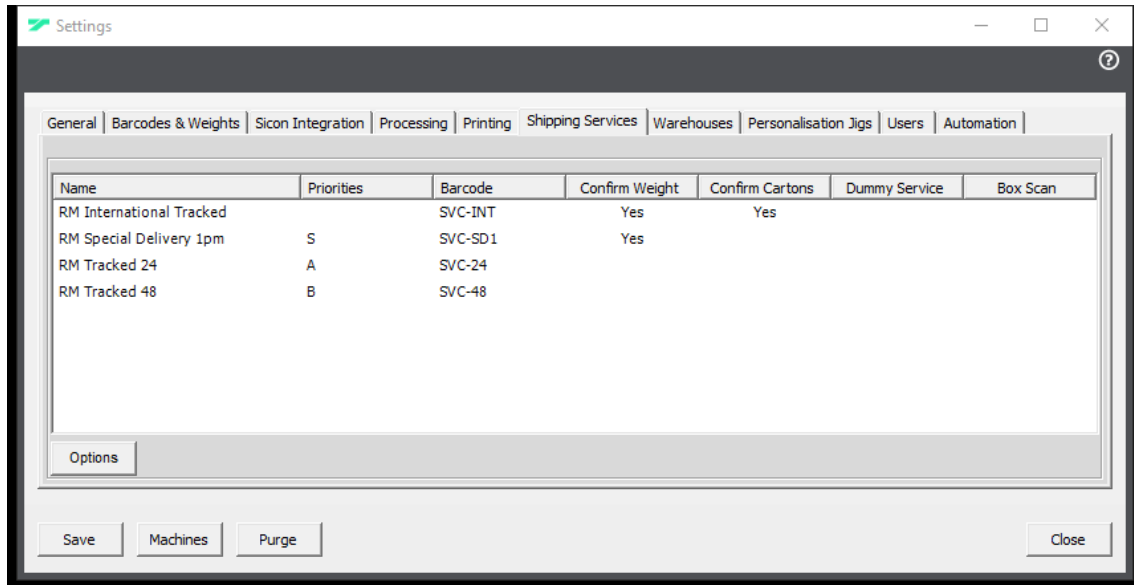
3.5 Printing



Settings – Printing

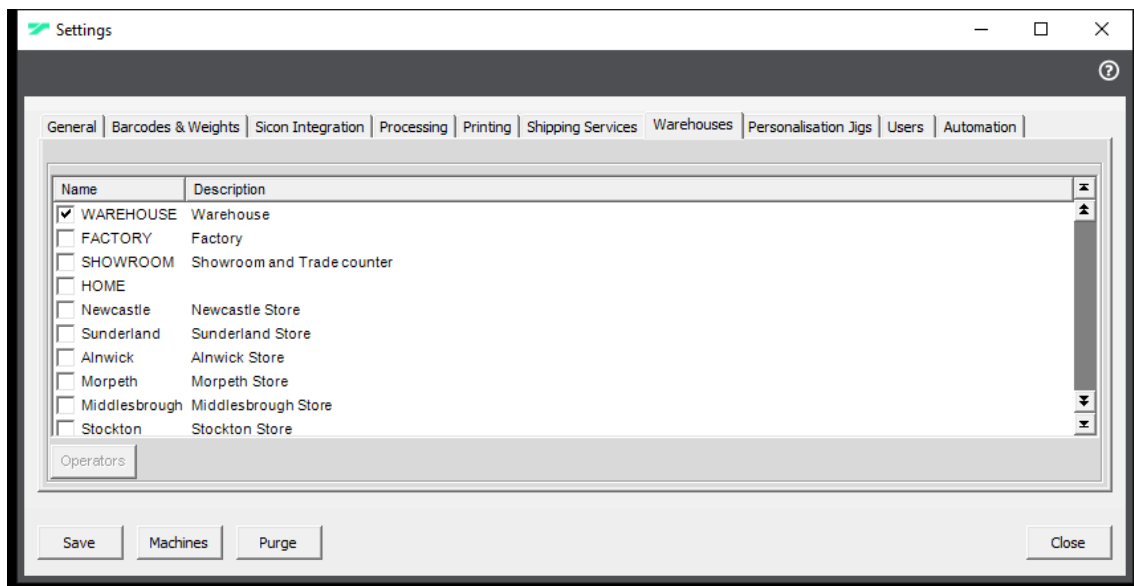
Option	What it does
Pick list layout: / Pick order layout: / Multiple pick layout:	The report layouts used to print picks – point them at the layouts installed in the pack bench reports folder (Picking List, Picking Order, Multiple Picking List) or your own copies. A blank layout is not printed.
Print pick order when using despatch by pick	With “Despatch using pick number”, also print the per-order Picking Order with the pick list.
Print despatch notes	Print a despatch note after each despatch, on the printer chosen in Desp note printer : – the bench's Windows default printer, its documentation printer or its label printer.
Print custom despatch note / Custom Desp. Note:	Use your own despatch note layout instead of Sage's standard one.
Based on analysis code values / Setup	Choose the despatch note layout by the order's analysis codes – for example one note for Amazon orders and another for trade (section 13.1).

3.6 Shipping Services and Warehouses



Settings – Shipping Services

Shipping Services lists one row per value of the Carriers Service Analysis Code, with its priorities, barcode and confirmation options. Select a row and click **Options** to change them (section 5.1).



Settings – Warehouses

Warehouses – tick the warehouses Pack Bench picks from (warehouses used for sales trading are listed). Picks, job bags and the Despatch screen only use the ticked warehouses, and order lines allocated from other warehouses are not offered for despatch. **Operators** opens the warehouse operators of the selected ticked warehouse (section 6.2).

3.7 Personalisation Jigs, Users and Automation

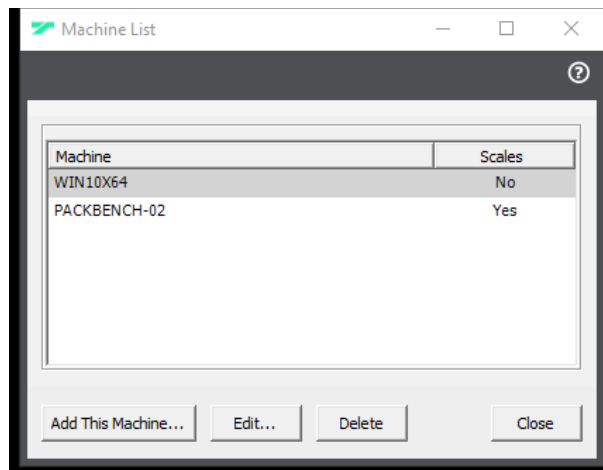
Personalisation Jigs holds the jig image folder and the jig list (section 13.2). **Users** holds the bench operators and the log-in options (section 6). **Automation** holds the job bags and the **Delimiter Label** set-up (section 12).

4. Packing benches (machines), printers and scales

Every PC (or terminal server) that runs the Despatch screen needs a **machine** record holding its printers and scales. The record is keyed on the Windows computer name, so it must be added **from that PC**. A PC without a machine record cannot open Despatch (“Please ensure you setup the machine entry for this workstation first.”) and prints nothing after a despatch.

4.1 Machine List

Settings ► **Machines** lists the machines, with this PC highlighted. **Add This Machine...** adds the PC you are sitting at (“This machine already exists in the list.” if it is there already) and opens it; **Edit...** or double-click opens a machine; **Delete** removes it.



Machine List

4.2 Machine

Machine – a packing workstation

Field	What it does
Label Printer:	Printer for carrier labels, extra labels, gift messages and pick delimiter labels. The list shows the printers installed on this PC; you can also type a name.
Documentation Printer:	Printer for customs documents (CN22/CN23, commercial invoices) and for this bench's despatch notes.
Print Despatch Notes	This bench prints a despatch note on its documentation printer after every despatch, whatever the Settings ► Printing options say.
Print Invoices	This bench prints the invoice at despatch (with “Create Invoice on Despatch”).
When tracking applied	Company-wide option: create, print and post the invoice when the carrier returns the tracking number instead of at despatch – on benches with “Print Invoices” ticked.
Terminal	Tick for a terminal server/remote desktop session: printer names such as “Zebra (redirect 3)” are matched to the session's redirected printers by the part before the bracket. ZPL Printer Share UNC: is the share that receives raw ZPL labels on a terminal.
Render PDFs using PDFium / Foxit PDF Reader	How PDF labels are printed – PDFium (built in, recommended) or Foxit Reader (enter its Foxit Reader Location:).
Enable Scales Integration	Read the parcel weight from serial scales: set COM Port: , Parity: , Stop Bits: , Baud Rate: and Data Bits: to match the scales' manual (commonly None / One / 9600 / 8).
Scales Test...	Saves the machine, then opens a window showing the raw data from the scales – Open Port and Start Listening to watch it, Parsed to see just the weight.

A second bench with scales

Scales Test

4.3 What prints where

After each despatch from the bench, in this order:

1. the service's **extra label** if it prints Before (Carriers ► Services ► Options);
2. each **carrier label** – on the label printer;
3. the extra label if it prints After, then any **gift message** labels;
4. **customs documents** – on the documentation printer, unless the Carriers service suppresses documentation printing;
5. the **despatch note** – per the machine's Print Despatch Notes, else Settings ► Printing; not when the shipping service has “Disable despatch note printing”.

Where Carriers has an operator label printer for the service, warehouse and Windows user (Carriers ► Services ► Options ► Operator Label Printers), that printer is used instead of the machine's. A printing problem is reported on screen but never undoes the despatch.

5. Shipping services, priorities and barcodes

5.1 Shipping service options

A **shipping service** is a value of the Carriers Service Analysis Code (for example “RM Tracked 24”). The order's value of that analysis code decides how it travels: Carriers passes it to the carrier add-on that handles that service. Pack Bench adds bench options to each service – Settings ► Shipping Services ► select the service ► **Options**:

Shipping Service

Field	What it does
Carrier:	Written to the order's Carrier analysis code (Carriers settings) when the service is applied.
Barcode:	Scanning this on the Despatch screen switches the order to this service – print a sheet of service barcodes for the bench.
Priority:	Comma-separated order priority codes that mean this service (e.g. A). An order with no service gets one from its priority when it is loaded on the bench or despatched in bulk.
Confirm weight / Weight warning:	Ask the operator to confirm each carton's weight, warning when it is at or above the warning value (section 8.6).
Confirm cartons	Ask for the number of parcels and the date before despatch (Delivery Data).
Force carton scan	Every carton must have a box scanned before the order despatches.
Dummy service	For services with no carrier booking (e.g. collection by the customer): with the company-wide “When tracking applied” invoicing, the invoice is still created at despatch.
Disable despatch note printing / Disable invoice printing	Never print a despatch note / invoice for orders on this service.

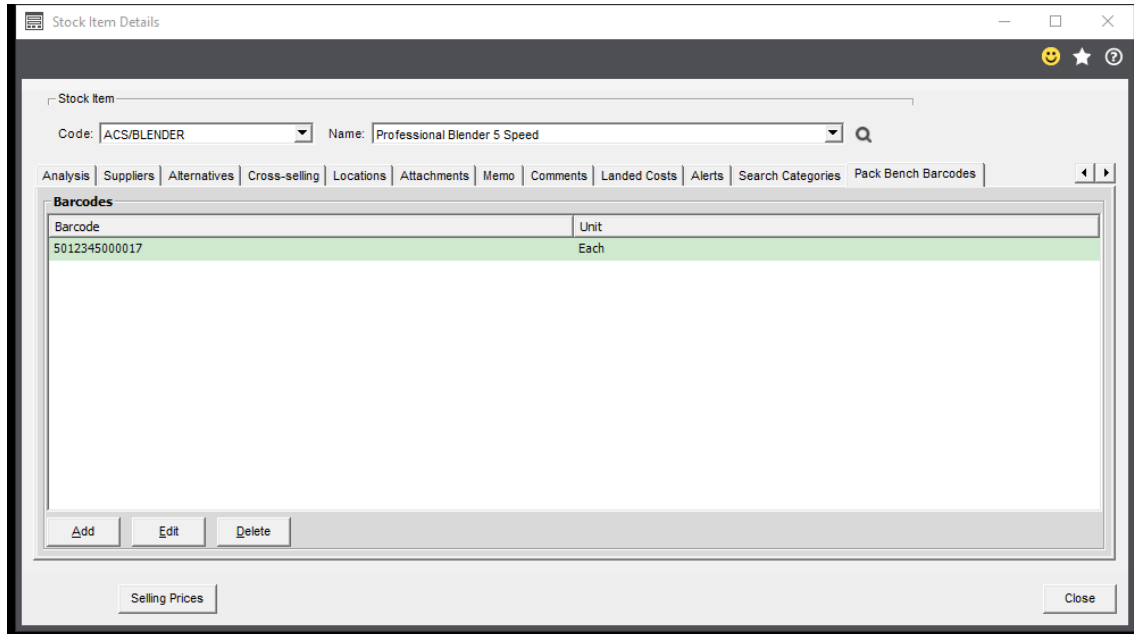
Save writes the options straight away.

5.2 Priorities

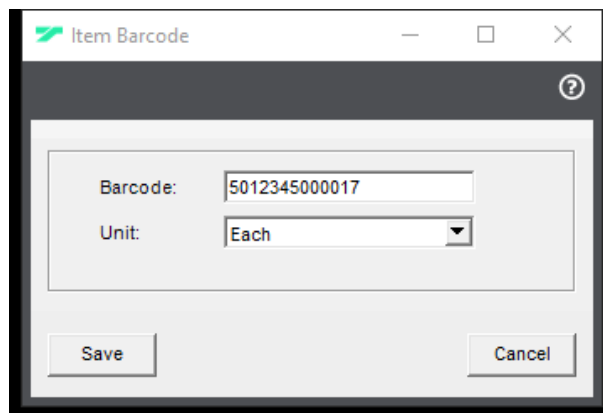
Order priorities (Sage's Priority field on the order – blank or A–Z) drive two things: the **Order Priority** filter when adding orders to a pick, and the default shipping service through each service's **Priority** list. Pack Bench creates the priority codes itself the first time Settings is opened; they are not maintained in Settings.

5.3 Item barcodes – the Pack Bench Barcodes tab

Each unit is scanned by its barcode. Pack Bench accepts, for each order line: the stock item's Pack Bench barcodes, the Sage barcode (or the custom barcode field, section 3.2) and, if enabled, Sicon barcodes. Pack Bench barcodes are kept on the stock item – Stock Control ► View or Amend Item Details ► **Pack Bench Barcodes** – one row per barcode, each with its unit (Each, Box of 4...). **Add**, **Edit** and **Delete** maintain the list on Amend Item Details.



Stock item – Pack Bench Barcodes tab

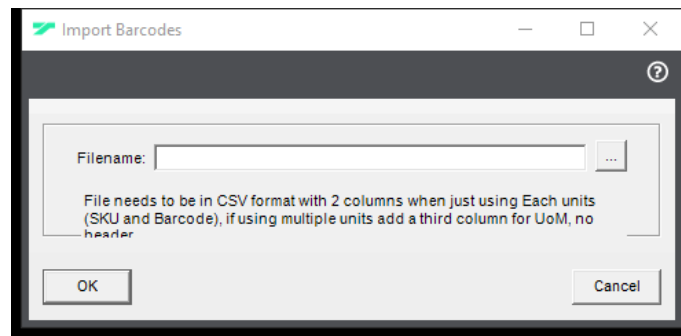


Item Barcode

Item Barcode needs a **Barcode:** (up to 30 characters) and a **Unit:**.

5.4 Importing barcodes

Settings ► Barcodes & Weights ► **Import** loads barcodes from a CSV file with no heading row: two columns (stock code, barcode) for Each units, or three (stock code, barcode, unit) when several units are used. A barcode the item already has is skipped. When every line is accepted you see “All barcodes imported successfully”; otherwise the problems are written to **Barcode Import Results.txt** in your temporary folder, which opens automatically.

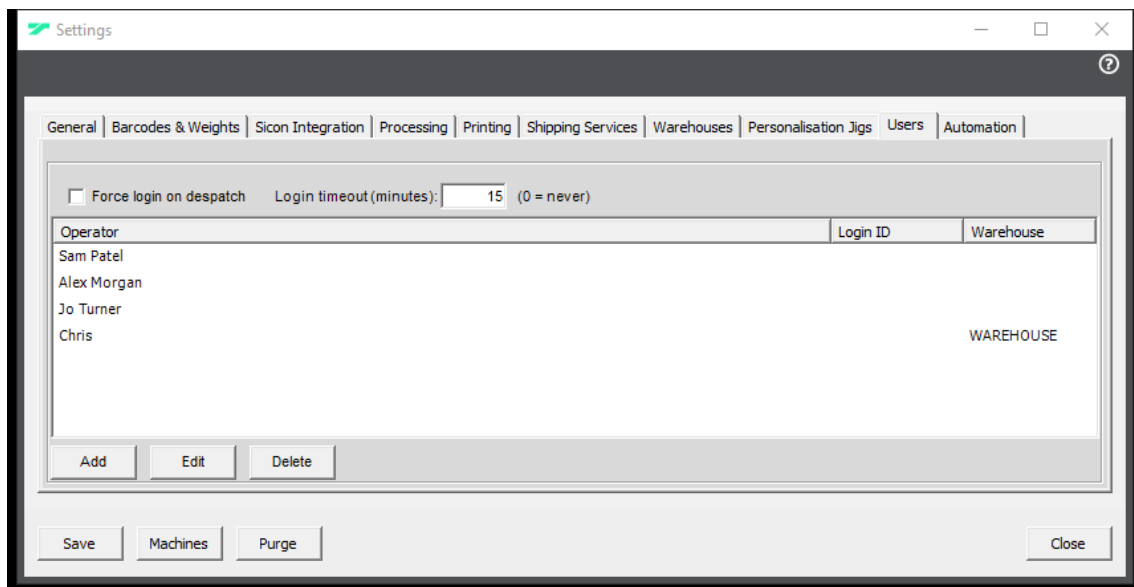


Import Barcodes

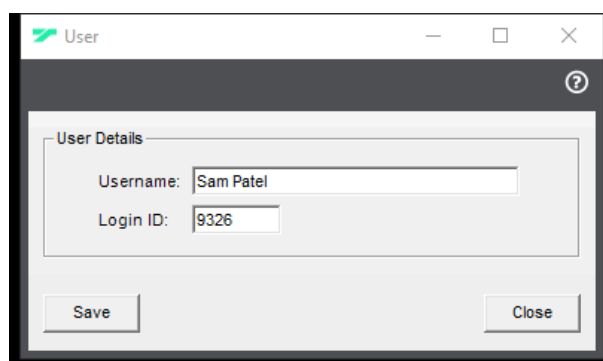
6. Operators and log-in

6.1 Bench operators (Users tab)

Settings ► **Users** lists the people who pack. **Add** a user, type the **Username:** and **Save** – Pack Bench gives each user a random four-digit **Login ID:** that cannot be changed. Print the IDs as barcodes so operators can scan in.



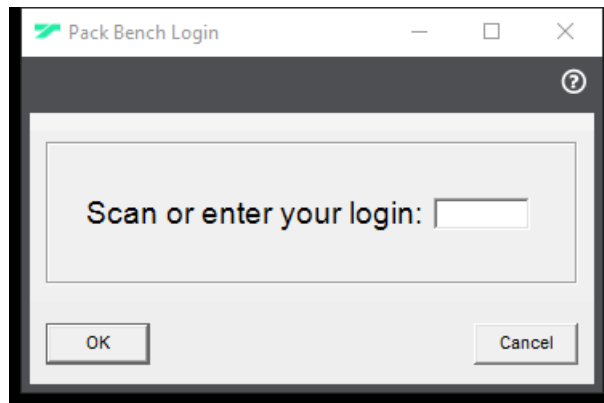
Settings – Users



User

- **Force login on despatch** – the Despatch screen asks for a login when it opens and before each scan or despatch when nobody is logged in. The window title shows the operator (or NOT LOGGED IN).
- **Login timeout (minutes):** – log the operator out after this many minutes without a scan; 0 = never.

The operator logged in is recorded against each despatch for reporting.



Pack Bench Login

Scan or type the Login ID and press Enter. An unknown ID shows “Unknown login ID”.

6.2 Warehouse operators

Settings ► Warehouses ► select a ticked warehouse ► **Operators** lists the people who work in that warehouse. Enter the **Sage 200 user name** of each operator: on the Despatch screen, a Sage user who is an operator of one warehouse can only despatch that warehouse's lines and picks (“The selected pick is for warehouse ... but the current operator is assigned to warehouse ...”). An operator can belong to one warehouse only.



Warehouse Operators

7. Picks

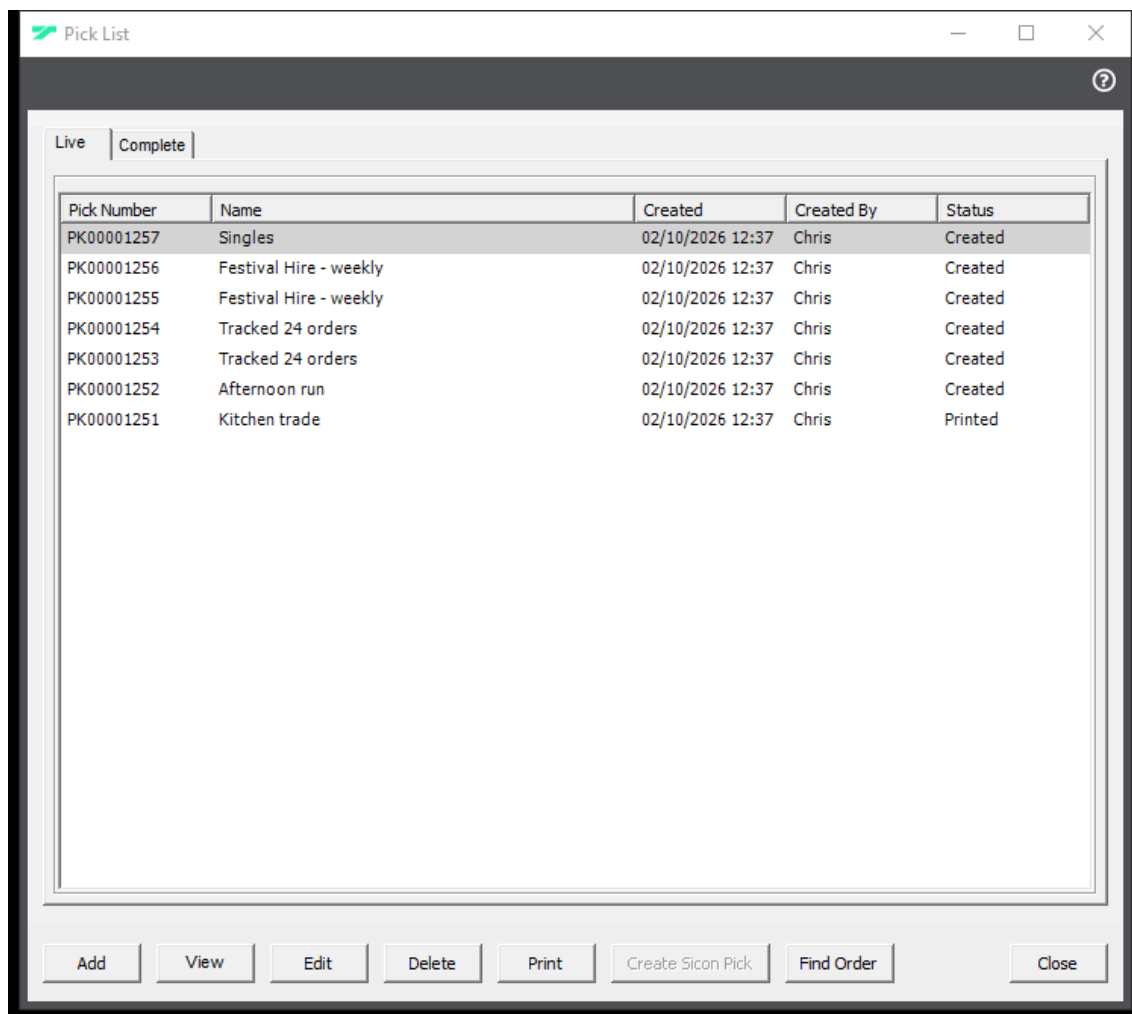
A **pick** is a numbered list of sales orders to be picked from one warehouse together. It moves through these statuses:

Status	Meaning
Created	Orders are being added. The pick has not been printed – an order on a Created pick cannot be added to another pick.

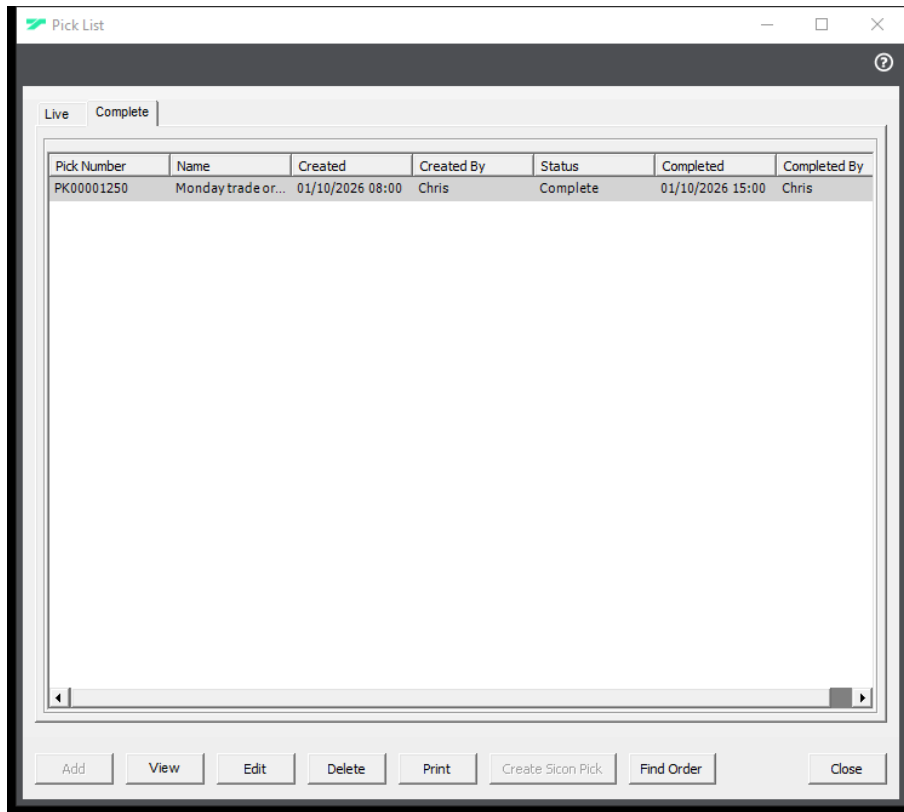
Status	Meaning
Printed	The picking list has been printed and the orders' allocations are marked as picked-printed. Shown on the Live tab.
Complete	Every order on the pick has been despatched through Pack Bench. Shown on the Complete tab.
Deleted	Removed from both tabs.

7.1 The Pick List

Accounting System ► Pack Bench ► **Picks** opens the Pick List. The **Live** tab lists Created and Printed picks; the **Complete** tab lists finished picks with when and by whom they were completed.



Pick List – Live



Pick List – Complete

Button	What it does
Add	Creates a new pick and opens it. Needs at least one warehouse ticked in Settings (“You need to setup the warehouses first”).
View / Edit (or double-click)	Opens the selected pick.
Delete	Deletes the selected picks after “Are you sure you want to delete these n picks?”. For Live picks it then asks “Do you also want to mark the orders as not having been pick printed?” – Yes makes the orders available for picking again (section 7.6).
Print	Prints the selected Live picks: one pick prints its Picking List (and Picking Order); two or more print one Multiple Picking List covering them all.
Create Sicon Pick	Sends the selected picks to Sicon as wave picks (section 7.9).
Find Order	Finds which pick an order is on: opens the pick if there is one, lists the picks if there are several, or says “Sales order has not been added to any picks”.

7.2 The Pick screen

Account	Name	Document No	Cust Doc No	Doc Date	Req Date
FES001	Festival Homes Ltd	0000005007		01/10/2025	04/10/2025
FES001	Festival Homes Ltd	0000005008		01/10/2025	04/10/2025
FES001	Festival Homes Ltd	0000005009		01/10/2025	04/10/2025
FES001	Festival Homes Ltd	0000005011		01/10/2025	04/10/2025
FES001	Festival Homes Ltd	0000005013		01/10/2025	04/10/2025
FES001	Festival Homes Ltd	0000005014		01/10/2025	04/10/2025

Pick

The header shows the **Pick Number**;, **Warehouse**:(fixed once orders are on the pick; filled in automatically when only one warehouse is ticked in Settings), a free-text **Name**;; who created it and its **Status**:. The list shows the orders on the pick.

Button	What it does
Add	Opens Add Sales Orders (section 7.3) and adds the orders you tick. Only while the pick is Created – Unprint a printed pick to add more.
Select all / View Selected	Select every order / open the selected orders in Sage's View Order Details.
Delete	Removes the selected orders from the pick (“Are you sure you want to remove the selected n orders from this pick?”) and marks their allocations as not printed, so they can be picked again.
Save	Saves the name and closes.
Print	Saves the name and prints the pick (section 7.5).
Create Sicon Pick	Section 7.9.
Create Jig Images	Section 13.2.
Unprint	“Are you sure you want to mark all orders and allocations in this pick as 'Pick not Printed'?” – returns the pick to Created and its allocations to not printed.
Despatch	Despatches every order on the pick in one go (section 9).
Close	Closes without saving the name.

7.3 Adding sales orders

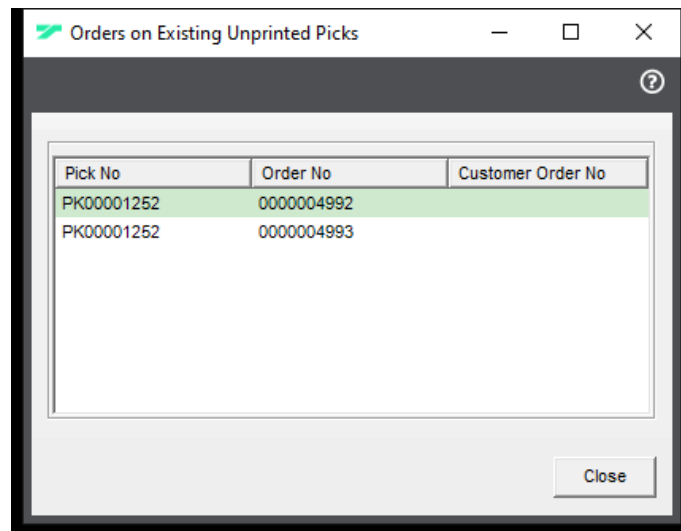
Add opens Add Sales Orders. The list is empty until you click **Find** or change a filter – each change searches again. Tick the orders you want and click **OK**.

Add Sales Orders

Filter	Finds orders where...
Fully Allocated / Partially Allocated	the order is fully / partly allocated. Fully Allocated is ticked to start with; with both unticked nothing is listed.
Shipping Service: / Channel:	the order's Carriers service / channel analysis code has the chosen value.
Created By:	the order was entered by this user (type % as a wildcard).
Order Date Range: / Req. Date Range:	the order date / requested delivery date is between the two dates. With only the first date, that exact day; with only the second, on or before it.
Order Priority: / Multiple	the order has this priority, or one of several (click Multiple and tick them; untick all to clear).
Singles	the order has exactly one stock line for a quantity of one. The Items column then starts with the number of listed orders for the same item (e.g. "3 x ABC123") so identical singles can be grouped.
Ship To Country: / Customer: / Product Group:	the delivery country / customer / an item from the product group.
Unique Items: / more than	the order has exactly this many different stock items in the pick's warehouse (0 = any). Tick more than for orders with more than this many – 1 with more than ticked lists every order with two or more different items. Cannot be combined with Singles.
Just orders with despatch note comments	a line has a despatch note comment.
SOP Analysis Codes / Stock Analysis Codes	the order (or one of its stock items) has the analysis code values you choose (section 7.4). These filters stay with the pick.
Load Template / Save Template / Reset Filters	load or save the filters as a template (section 12.1), or clear every filter on this screen (the pick's analysis code filters are kept).

The list shows the account, order, dates, country, priority, allocation status, unique items, items, quantity, weight, bins, whether there is a despatch note comment, value and, when configured, the service and channel. **Select all** ticks everything; **View Selected** opens the orders in Sage.

Which orders can be picked. Add Sales Orders only lists sales **orders** that are **Live** (not on hold, completed or cancelled), have a line in the pick's warehouse and have allocated stock that has **not yet been printed on a picking list** – by Pack Bench or by Sage's own Print Picking Lists. Unallocated orders never appear, and an order disappears once its allocations are printed until more stock is allocated to it. An order that is already on another **Created** pick is not added: after **OK** it is listed in Orders on Existing Unprinted Picks.

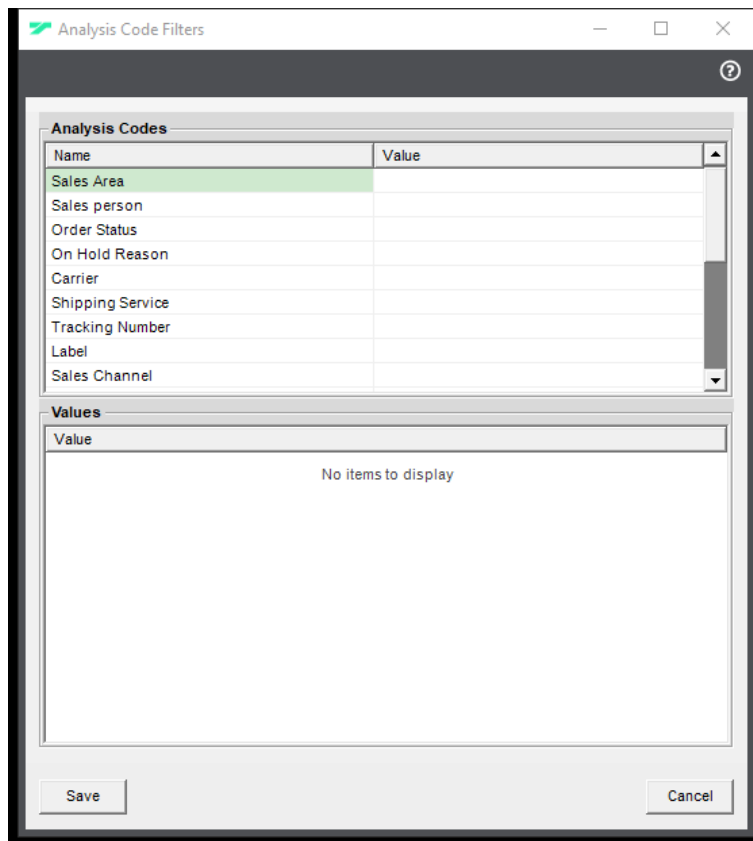


Orders on Existing Unprinted Picks

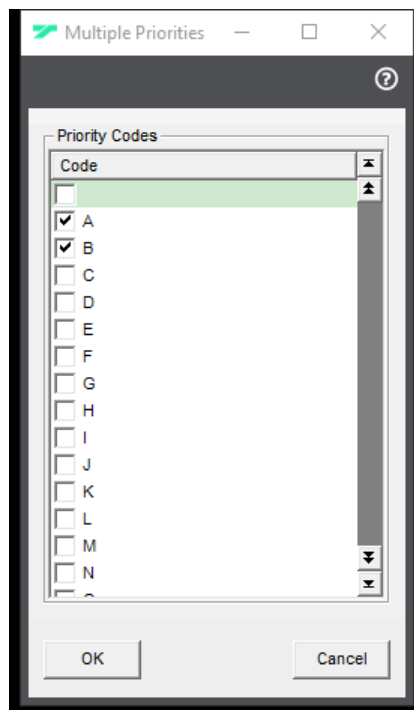
Adding an order stamps the Picker and Pick State analysis codes on it (Settings ► General).

7.4 Analysis code filters

SOP Analysis Codes and **Stock Analysis Codes** open Analysis Code Filters. Select an analysis code on the left and tick the values on the right (or type a value for a free-text code); codes with a value chosen are highlighted. **Save** stores the filters against the pick – they are used again next time you add orders to it and are copied into templates.



Analysis Code Filters



Multiple Priorities

7.5 Printing a pick

Print (on the Pick screen or the Pick List) runs the layouts chosen in Settings ► Printing for the pick's orders:

- **Picking List** – one consolidated list for the whole pick, grouped by bin and item, with quantities to pick, a column for the quantity picked and the pick number as a barcode (scan it on the bench when despatching by pick).

- **Picking Order** – one page per order, with the order number as a barcode, delivery address, priority and lines (left out when despatching by pick, unless “Print pick order when using despatch by pick” is ticked).
- **Multiple Picking List** – used when two or more picks are printed together from the Pick List.

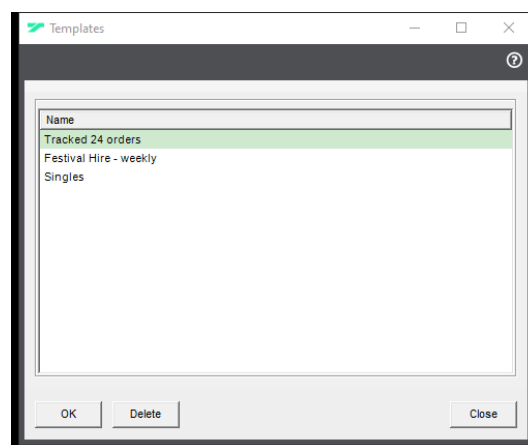
In Sage the reports open in preview for you to print. Printing marks the pick **Printed**, stamps “Printed on pick ...” on each order and marks the orders' allocations in the pick's warehouse as printed – at the moment the preview opens, whether or not it is then sent to the printer. Lines of orders that went on hold are left off the printed list.

7.6 Unprint, removing orders and deleting a pick

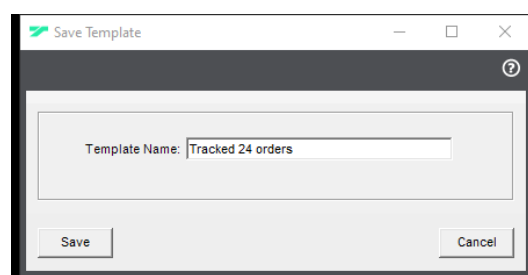
- **Unprint** returns a pick to Created and its allocations to not printed – use it to add more orders or to reprint from scratch.
- **Delete** on the Pick screen takes the selected orders off the pick and marks their allocations not printed, so they show up in Add Sales Orders again.
- **Delete** on the Pick List removes the whole pick. Answer **Yes** to “mark the orders as not having been pick printed” to put the orders back into the picking pool; answer **No** to leave them marked as printed (for example when the goods really were picked and will be despatched some other way).

7.7 Templates

With **Enable templates** ticked (Settings ► General), **Save Template** stores the current filters under a name and **Load Template** applies a saved one. Templates are also what job bags run (section 12).



Templates



Save Template

- **Save Template** saves the filters exactly as the screen shows them – the allocation ticks, service, channel, created by, the priority or the Multiple priorities, country, product group, customer, both order and requested date ranges, unique items with its more-than tick, singles and the despatch-note tick – and the pick's analysis code filters. A filter left blank is blank in the template.

- When you load a template, change the name and save, Pack Bench asks “Do you want to overwrite this template with a new name?” – **Yes** renames the loaded template, **No** saves a new copy.
- **Delete** on the Templates screen deletes the selected template after confirmation.

Dates saved in a template are fixed dates. For a template that should always mean “due in the next few days”, leave the dates blank and use the job bag's Req. within / Prom. within days instead (section 12.3).

7.8 Despatching a pick

A printed pick is despatched either order by order on the Despatch screen (section 8) – scanning the pick number from the Picking List when “Despatch using pick number” is on, or each order number from its Picking Order – or all at once with the Pick screen's **Despatch** button or Quick Pick Ship (section 9). The pick becomes **Complete** when every order on it has been despatched through Pack Bench.

7.9 Sicon wave picks

With **Enable the creation of Sicon wave picks** ticked, **Create Sicon Pick** asks for the **Maximum orders per pick**: (0 = all orders in one wave), creates the Sicon wave picks – named after the pick, with /A, /B... when split – and marks the Pack Bench pick Printed. If waves already exist for the pick you are asked before more are created.

8. Despatch – the packing bench

Accounting System ► Pack Bench ► **Despatch** is the bench screen. Its title shows the set-up in use: “Pack Bench – Workstation or Terminal – PC name – Scales or No Scales – label printer – User ...” (and the operator when log-in is on).

The screenshot shows the 'Despatch' screen in the Pack Bench software. The window title bar indicates the setup: 'Pack Bench - Workstation - WIN10X64 - No Scales - Microsoft Print to PDF - User Chris'. The interface includes a top section with input fields for 'Scanned Item:', 'Ship Type:', 'Priority:', and 'Date: 02/10/2026'. To the right of these fields is a 'Cartons:' table with columns 'Type' and 'Weight', and a '+' button. Below this are two tables: 'Scanned Items' and 'Order Items', both with columns 'Code', 'Name', 'Required', and 'Scanned'. At the bottom of the screen are buttons for 'Despatch', 'Clear', and 'Close'.

Despatch – waiting for the first scan

8.1 Before you start

- This PC has a machine record (section 4) with its label and documentation printers.
- The scanner sends **Enter** after each barcode – everything is driven by the **Scanned Item:** box and Enter.
- Each order has a **shipping service** (Carriers service analysis code) – applied in bulk (section 11), from its priority, or by scanning a service barcode at the bench.

8.2 Despatching an order

1. Scan the **order number** (from the Picking Order; leading zeros can be left off). The order's outstanding lines appear under **Order Items** and the **Ship Type:**, **Priority:** and one empty carton are shown. Only lines allocated from the Pack Bench warehouses (Settings ► Warehouses) are listed.
2. Scan each unit. Each good scan moves a unit into **Scanned Items** and into the current carton; a line disappears from Order Items once all its units are scanned.
3. To use more cartons, click **+** (or scan the add-carton barcode) and carry on scanning – units go into the selected carton. Scan a **box** barcode (a Carriers carton type) to set the current carton's box size; ... opens the carton to change its box, weight or contents; - removes the selected carton.
4. When the last unit is scanned (and any required box sizes are scanned) Pack Bench despatches the order automatically. To despatch part of an order, click **Despatch** and answer **Yes** to “You have not scanned all the items on this order, are you sure you want to carry out a partial despatch?”.
5. The labels, documents and despatch note print (section 4.3) and the screen clears for the next order.

Pack Bench - Workstation - WIN10X64 - No Scales - Microsoft Print to PDF - User Chris

Scanned Item: ...

Ship Type: RM Tracked 24

Priority:

Date: 02/10/2026

Cartons:

Type	Weight
	0.0000

Scanned Items

Code	Name	Required	Scanned
ABFSE/14/21/2	AB Freestanding Electric S-Ring/550mm/White	3	1

Order Items

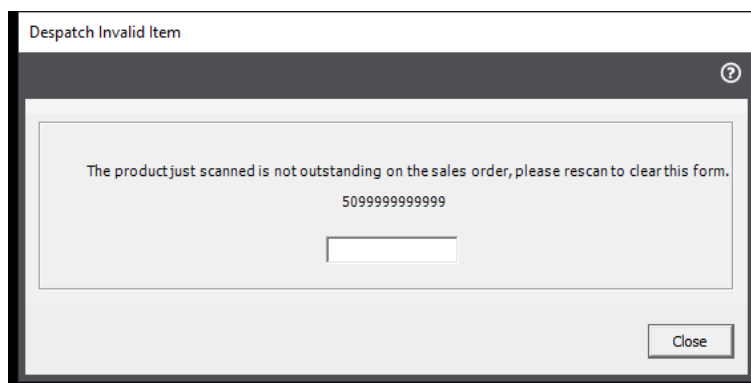
Code	Name	Required	Scanned
TILE/GREY/10X10	Tiles Grey 10cm x 10cm	5	0
ABFSE/14/21/2	AB Freestanding Electric S-Ring/550mm/White	3	1

Despatch Clear Close

Despatch – order 0000005019 with one unit scanned

Scan	What happens
An item barcode for an outstanding line	One unit is scanned into the current carton (its stock weight is added when “Use stock item weight” is on).
A box (carton type) barcode	The current carton's box size is set.
A shipping service barcode	The order switches to that service (saved on the order).

Scan	What happens
The add-carton barcode	A new carton is added.
Anything else	The bad-scan sound, optionally “The scanned item was not recognised”, and the Despatch Invalid Item window: re-scan the same barcode to close it.



Despatch Invalid Item

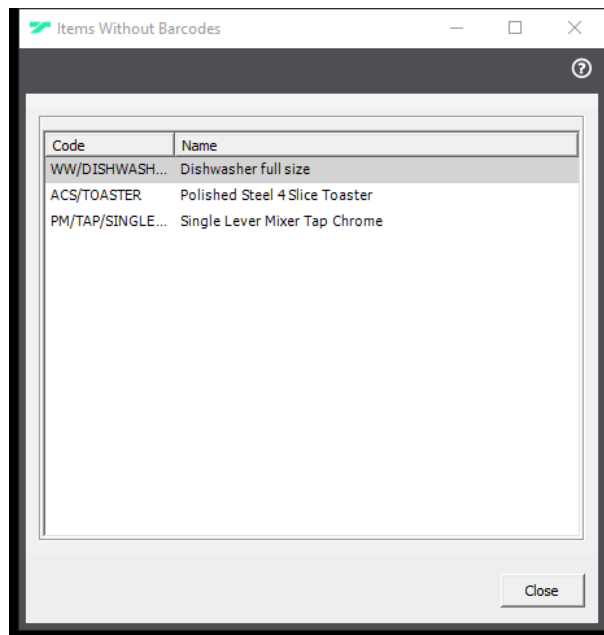
Clear empties the screen without despatching (to start an order again – a scanned unit cannot be “unscanned”). **Close** closes the bench.

If the order is not fully allocated a red **Order is not fully allocated** link appears – click it to see the lines (Partially Allocated Lines). With “Partial allocation warning” on, you are asked whether to continue when the order loads.

8.3 Despatching by pick

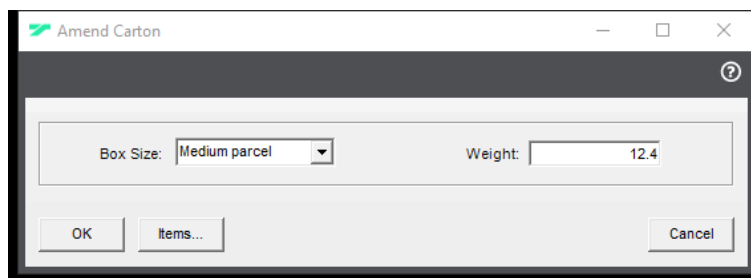
With **Despatch using pick number** ticked, the first scan is the **pick number** from the Picking List. The **Pick Orders** panel lists the pick's orders that still have allocated stock (click an order number to view it; **Items** shows its items and barcodes). Then scan items: the first scan decides which order you are packing – the first remaining order containing that item – and counts as its first unit. Each order despatches as soon as it is complete and drops off the list; the screen clears when the pick is finished. **Switch to Order Ship / Switch to Pick Ship** swaps between the two modes for this window.

When a pick loads, items with no barcode are listed in Items Without Barcodes – those lines cannot be scanned, so add barcodes for them (section 5.3).



Items Without Barcodes

8.4 Cartons and contents



Amend Carton

Amend Carton sets the carton's **Box Size**: (from the Carriers carton types) and **Weight**; **Items...** lists the units in the carton, where you can move, add or change them. The carton contents go to the carrier (for example for customs) and onto the Pack Bench despatch record; Sage's despatch quantities always come from the units scanned.

8.5 Batch and serial numbered items

When Sage's stock setting "allocate individual items" is off, each scanned unit of a batch or serial item reserves one unit of an allocated batch/serial number. If more than one number is available Pack Bench asks for it in **Assign Traceable Item** – scan or type the **Identification No.**; or click **Find...** to choose from the available numbers. At despatch the reserved numbers are despatched.

8.6 Parcels, dates and weights at despatch

Just before despatching, Pack Bench settles the parcels:

- **Scales** – on a bench with scales the reading is used as the current carton's weight.
- **Delivery Data** (Settings "Popup confirm options" or the service's "Confirm cartons") – confirm the **Number of Parcels**: and the despatch **Date**:. Changing the number of parcels shares the units and the weight evenly across the new number of cartons.
- **Confirm Weight** (the service's "Confirm weight") – confirm each carton's weight; at or above the service's weight warning Pack Bench asks you to check it.

Delivery Data

Confirm Weight

8.7 What a despatch does

1. Optionally marks the order acknowledgement as printed (Settings ► Processing).
2. Despatches the scanned quantities in Sage for the despatch date (free-text and charge lines go in full), confirming batch/serial numbers, and stamps the Packer and Pick State analysis codes – all in one transaction. If Sage refuses (for example the order is locked) you are asked to try again.
3. Records the despatch, cartons and contents for Pack Bench (and the operator, when logged in) and links it to the order's pick.
4. Asks **Carriers** to book the shipment for the order's service – Carriers may apply its service selection rules and checks, and the carrier add-on returns the labels and tracking numbers, which Carriers stores on the order (see the Carriers guide).
5. Prints labels, documents and the despatch note (section 4.3), marks the pick Complete when every order on it is despatched, and creates/prints/posts the invoice if set (Settings ► Processing and the machine's Print Invoices).

8.8 When the carrier refuses a label

If the carrier rejects the shipment, Pack Bench shows the carrier's error and asks what to do:

- “...Click Yes to try again or No to stop now and un-despatch the sales order” – **Yes** books again (after you fix, say, the service or address); **No** reverses the Sage despatch so the order can be packed again.
- With **Disable ability to undespatch on label fail** ticked the question is “...Click Yes to try again or No to stop now” – **No** leaves the order despatched without a label; book it later from Carriers ► Create Shipment.

Whichever you choose, Carriers records the refusal against the order: on the order's Analysis Codes tab the **Shipping Service** value becomes a link, shown on a red background while the order has no Tracking Number, and clicking it lists each failed attempt with its date and time, operator and the carrier's message (Carriers guide, section 13.3).

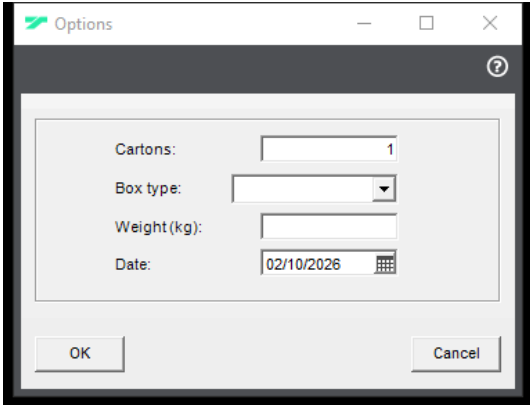
9. Despatching a whole pick and Quick Pick Ship

Picks of a single item – typically singles picks – can be despatched without scanning every unit: from the Pick screen with **Despatch**, or from Accounting System ► Pack Bench ► **Quick Pick Ship** by typing or scanning the **Pick Number**:

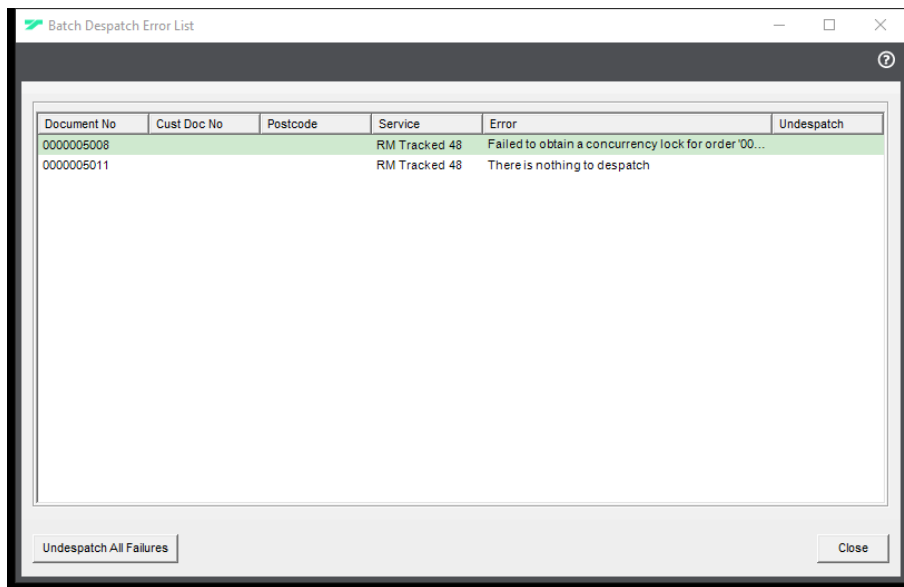
A screenshot of a software dialog box titled "Quick Pick Ship". It features a text input field labeled "Pick Number:" with a small white box next to it. At the bottom of the dialog, there are two buttons: "OK" on the left and "Cancel" on the right. The dialog has a standard Windows-style title bar with minimize, maximize, and close buttons.

Quick Pick Ship

1. Unless “Bypass bulk despatch validation” is ticked, Pack Bench checks the pick (“Validating pick”). Without “Despatch items without scanning” the pick must contain a single item code – otherwise “Pick does not contain unique items - found '...' and '...'”.
2. Confirm (from the Pick screen: “Are you sure you want to despatch this whole pick?”) and fill in **Options**: the number of **Cartons**: per order, the **Box type**:, the **Weight (kg)**: of each unit and the despatch **Date**:
3. Every order on the pick is despatched in turn (“Despatching pick”) with all its allocated units, its service and the chosen box, and labels and documents print on this bench. You can cancel between orders.
4. “Pick fully despatched” when every order succeeded; otherwise the Batch Despatch Error List shows the orders that failed and why.

A screenshot of a software dialog box titled "Options". It contains four input fields: "Cartons:" with a text box containing the number "1"; "Box type:" with a dropdown menu; "Weight (kg):" with a text box; and "Date:" with a text box containing "02/10/2026" and a small calendar icon to its right. At the bottom, there are "OK" and "Cancel" buttons. The dialog has a standard Windows-style title bar.

Options



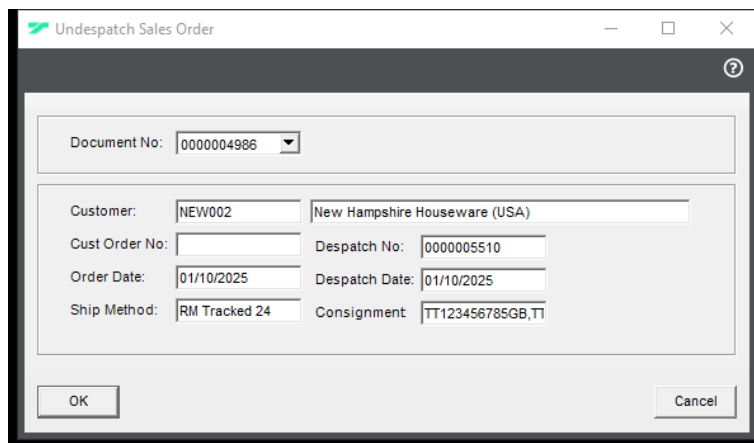
Batch Despatch Error List

Fix the cause and despatch the failed orders on the Despatch screen.

Bulk despatch never asks for an operator log-in and shows no Delivery Data or Confirm Weight windows. This PC must have a machine record.

10. Undespatch

Accounting System ► Pack Bench ► **Undespatch** reverses an order's most recent despatch in Sage and asks Carriers to cancel the shipment.



Undespatch Sales Order

1. Choose the order in **Document No:**. The latest despatch is shown with its customer, despatch number and date, **Ship Method:** and **Consignment:** (tracking).
2. Click **OK** and confirm "Are you sure you want to undespatch the selected order?".
3. Pack Bench cancels any unposted invoice for the despatch, reverses the despatch in Sage (quantities back to allocated), clears the Pick State code and asks Carriers to cancel the consignment with the carrier.

An order whose despatch has been invoiced **and posted** cannot be undespatched ("Order cannot be undespatched as it has been invoiced and posted"). Each OK reverses one despatch; repeat for earlier part-despatches.

11. Apply Shipping Services

Accounting System ► Pack Bench ► **Apply Shipping Services** puts a shipping service (and its carrier) on many orders at once, ready for picking and despatch.

Document No	Cust Document	Date	Account	Name	Requested	Promised	Priority	Postcode	Country	Telephone
0000004988		01/10/2025	SOM001	Sommerhill Ho...	04/10/2025	03/10/2025	A	CH3 9GL	Great Britain	01829923411
0000004989		01/10/2025	SIN001	Sinead Smith In...	04/10/2025	03/10/2025	A	AB23 2JA	Great Britain	01224900322
0000004990		01/10/2025	KIT002	Kitsch Kitchens	04/10/2025	03/10/2025	B	L31 1FW	Great Britain	0151900 6797
0000004991		01/10/2025	MOL001	Molly Inc	04/10/2025	03/10/2025	A	EH7 1TY	Great Britain	0131567 1288
0000004992		01/10/2025	KNO001	Knobs and Kno...	04/10/2025	03/10/2025	B	B13 5YG	Great Britain	0121766 9112
0000004993		01/10/2025	TOT005	Total Home Car...	04/10/2025	03/10/2025	A	N12 1CY	Great Britain	0207832 2655
0000004994		01/10/2025	TOT003	Total Home Car...	04/10/2025	03/10/2025	A	CF11 0WE	Great Britain	0294567 9924
0000004995		01/10/2025	EPOS10	Store>Newcastl...	04/10/2025	03/10/2025	A		Great Britain	
0000004996		01/10/2025	ABB001	Abbey Retail Ltd	04/10/2025	03/10/2025	A	EH12 1WE	Great Britain	0131621 9855
0000004997		01/10/2025	KNO001	Knobs and Kno...	04/10/2025	03/10/2025	B	B13 5YG	Great Britain	0121766 9112
0000004998		01/10/2025	NIE001	Nieve et Oro (Sp)	04/10/2025	03/10/2025	A	18922	Spain	93455 6123
0000004999		01/10/2025	MOL001	Molly Inc	04/10/2025	03/10/2025	A	EH7 1TY	Great Britain	0131567 1288
0000005000		01/10/2025	KNO001	Knobs and Kno...	04/10/2025	03/10/2025	B	B13 5YG	Great Britain	0121766 9112
0000005001		01/10/2025	TOT004	Total Home Car...	04/10/2025	03/10/2025	A	EH6 4JL	Great Britain	0131225 0932

Apply Shipping Service

1. Set the filters – **Account:**, **Weight up to:**, **Ship to country:** (or tick **Exclude country** for everywhere else), **Date range:** on the **Requested** or **Promised** date, **Analysis Codes** – and click **Find**. Live and on-hand orders with no service are listed; tick **Include already applied orders** to see the rest too.
2. Select an order to see its items, weights and values below. **View** and **Amend** open it in Sage.
3. Tick the orders (**Check All**, **Invert**), choose the **Shipping Service:** and click **Apply**. Confirm “Apply '...' to these n orders?”.

Each order gets the service in its Carriers service analysis code and, if the shipping service has a Carrier (section 5.1), the carrier code too. Nothing is despatched or sent to a carrier.

12. Automation – templates, job bags and scheduled picking

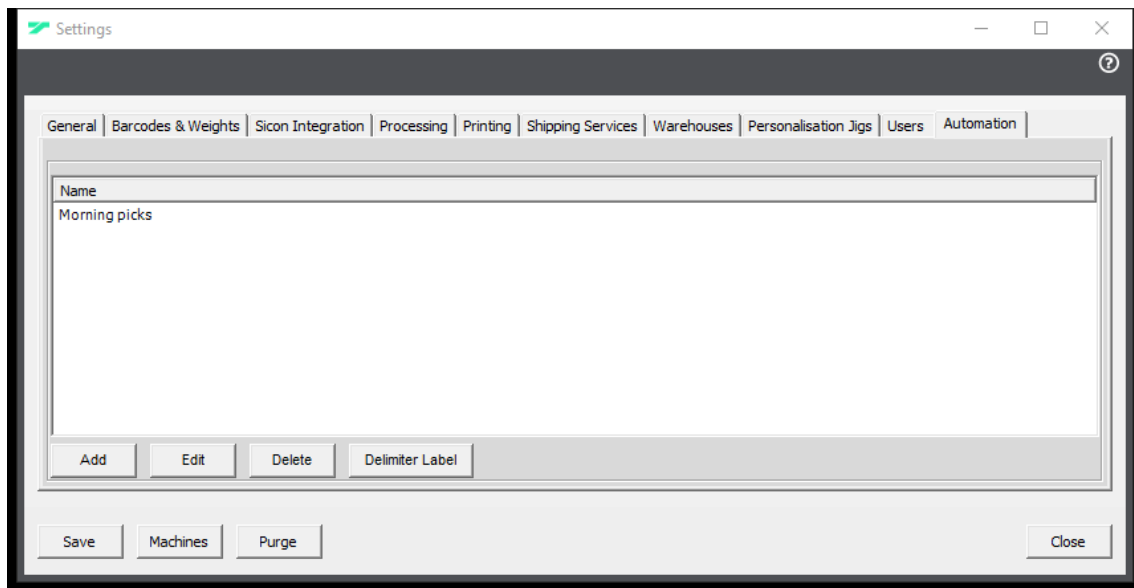
A **job bag** runs one or more pick **templates** in sequence and creates the picks for you – from the Settings screen when you want, or unattended from a Windows scheduled task. Each template can also print its picks, send them to Sicon, or despatch them unattended.

12.1 Creating templates

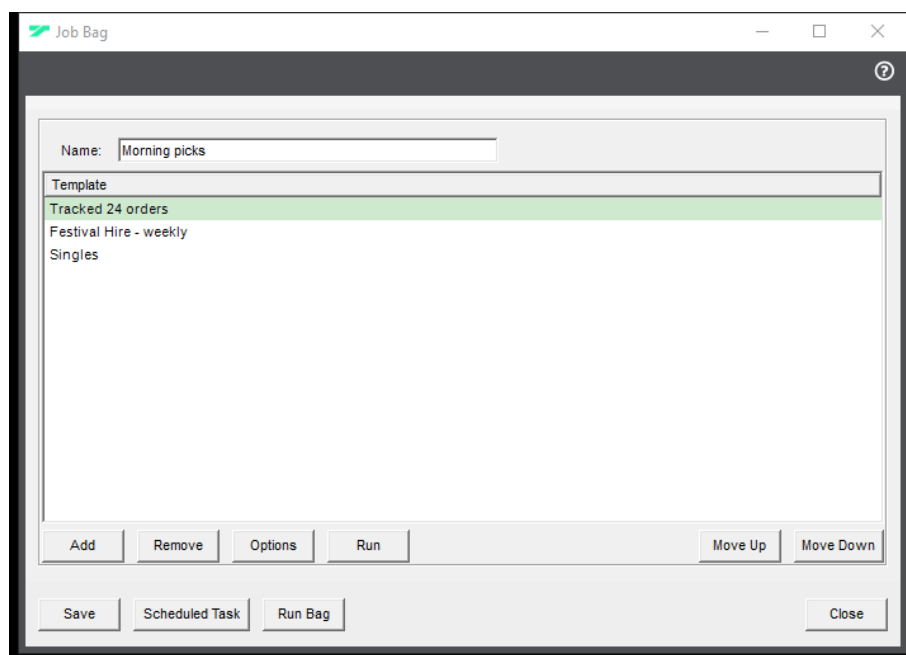
Templates are saved from the Picks screens: create a pick, set the filters on Add Sales Orders and click **Save Template** (section 7.7). A template's warehouse, run limits and printing options are then set in the job bag (section 12.3). Example templates used in this guide: **Tracked 24 orders** (service RM Tracked 24, up to 3 orders per pick), **Festival Hire - weekly** (one customer, 2–6 orders per pick) and **Singles**.

12.2 Job bags

Settings ► **Automation** lists the job bags. **Add** creates one, **Edit** (or double-click) opens it, **Delete** removes it.

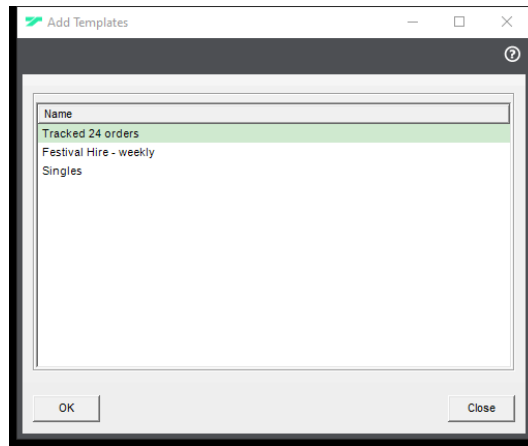


Settings – Automation



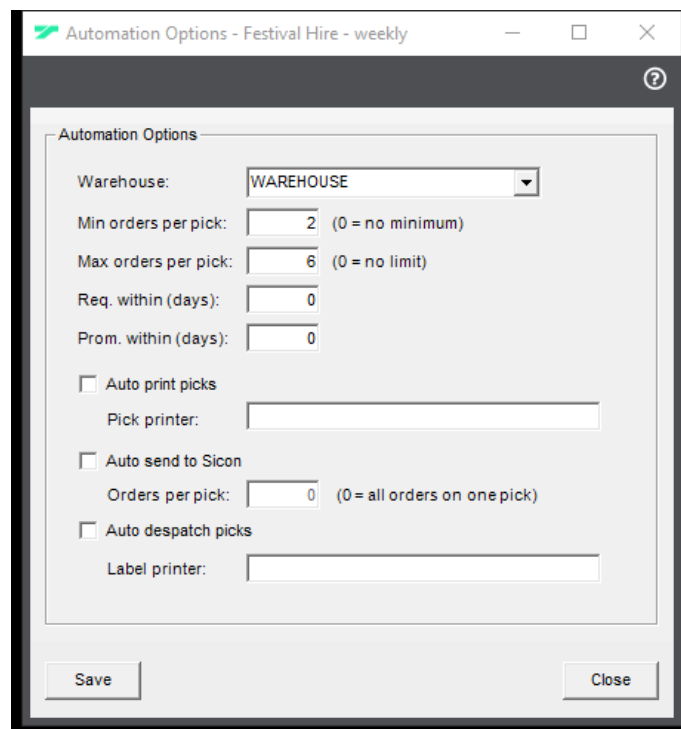
Job Bag

Control	What it does
Name:	The job bag's name – unique; it is also the name of its scheduled task.
Add / Remove	Add templates to the bag (Add Templates lists them all) / remove the selected one. These take effect straight away.
Options (or double-click)	The selected template's Automation Options (section 12.3).
Move Up / Move Down	The order the templates run in (saved by Save).
Run	Saves the bag and runs just the selected template now.
Run Bag	Saves the bag and runs every template now, exactly as the scheduled task would.
Scheduled Task	Saves the bag and creates (or opens) its Windows scheduled task (section 12.5).
Save / Close	Save the name and order and close / close.



Add Templates

12.3 Automation options for a template



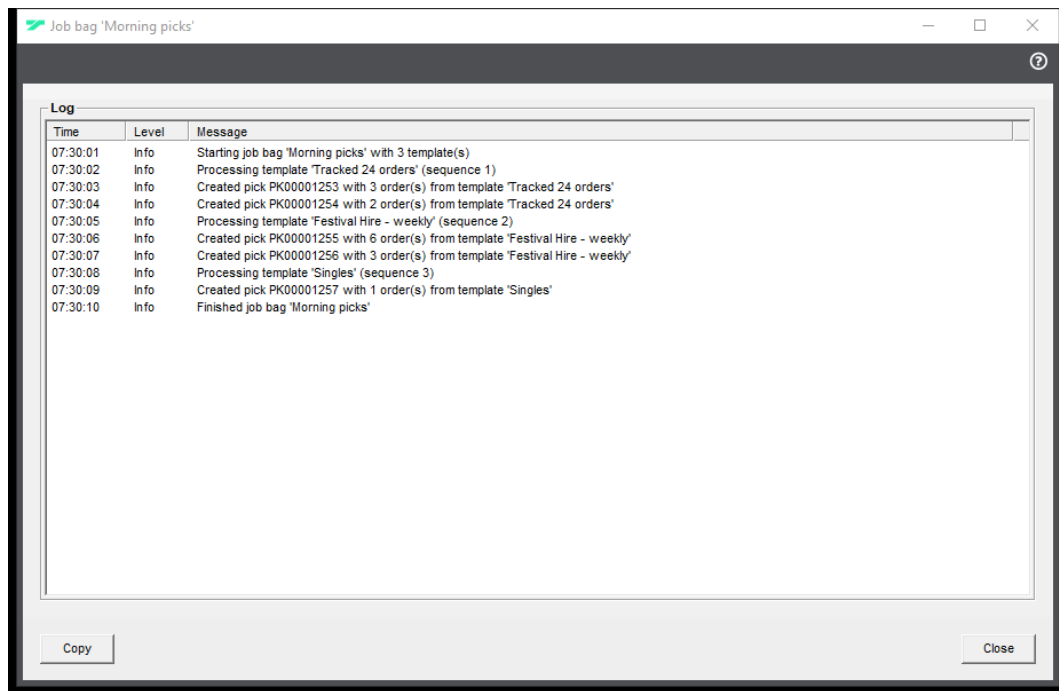
Automation Options

Option	What it does
Warehouse:	The warehouse to pick from (from the warehouses ticked and saved in Settings). Leave blank when only one warehouse is ticked.
Min orders per pick:	Do not create a pick until at least this many orders are ready (0 = no minimum). A final batch smaller than this waits for a later run.
Max orders per pick:	Split the orders into picks of at most this many (0 = no limit) – e.g. 18 orders at 6 per pick gives three picks.
Req. within (days): / Prom. within (days):	Only orders whose requested / promised delivery date is within this many days from today.
Auto print picks / Pick printer:	Print each new pick straight away, to the named printer (blank = the default printer).
Auto send to Sicon / Orders per pick:	Create Sicon wave picks for each new pick (needs “Enable the creation of Sicon wave picks”).
Auto despatch picks / Label printer:	Despatch each new pick unattended (section 12.6), printing to the named printer. Type the printer name as the PC that runs the job sees it. Cannot be combined with Auto send to Sicon.

Singles templates create one pick per item, so each pick holds identical single-unit orders whose labels can go straight onto the boxes. **Save** writes the options straight away.

12.4 Running a job bag from Settings

Run / Run Bag asks “Run job bag 'Morning picks' now, exactly as the scheduled task would?” (and warns when a template will despatch and print from this PC), then shows the run in a log window as it happens. The title afterwards gives the totals, for example “Job bag 'Morning picks' - 5 pick(s) created, 15 order(s) added, 0 pick(s) despatched”. **Copy** copies the log.



Job bag log – the Morning picks run on the Demo company

For each template the run: creates a pick (named after the template), adds the matching orders in order number sequence – logging each order number, and skipping orders already on an unprinted pick – splits them by the min/max orders, and prints, sends to Sicon or despatches as set. When no orders match, no pick is kept. An error in one template is logged and the next template still runs. A run started from the screen also writes log files to the Tilted logging folder.

12.5 Scheduling a job bag

Scheduled Task needs the **Automation folder** set in Tilted Settings ► Options. It creates a task named after the bag in Task Scheduler under **Sage 200 Pack Bench** ► **<company>** that runs:

```
"<Automation folder>\bin\CLUs200.exe" "<Company>" "<Automation folder>\bin\Tilted.Sage200.PickDespatch.Models.dll::Tilted.Sage200.PickDespatch.Coordinators.AutoCreatePicksCoordinator" "<job bag name>"
```

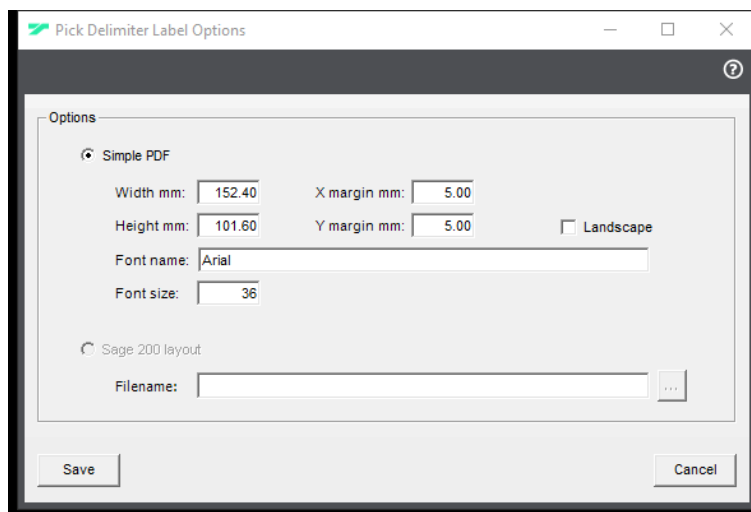
and opens Windows' task editor so you can set the schedule and the user account. Run it as a dedicated Windows user that has logged in to Sage 200 on that machine at least once, with “Run whether user is logged on or not”. Keep the automation **bin** folder up to date when Pack Bench, Carriers or Tilted Sage 200 is upgraded (see the Tilted Sage 200 guide). Each run writes Full, Errors and Warnings log files under <logging folder>\<company>\Tilted.Sage200.PickDespatch.Coordinators.AutoCreatePicksCoordinator\<date>.

Because the job runs the AutoCreatePicksCoordinator console function, it can also be added to a Tilted job bag (Tilted Sage 200 guide) with the Pack Bench job bag name as its parameter.

12.6 Unattended despatch and delimiter labels

A template with **Auto despatch picks** despatches each new pick as soon as it is created, on the PC that runs the job – which needs a machine record (section 4). Each pick is despatched like Quick Pick Ship (one carton per order, stock item weights, today's date); labels go to the template's **Label printer**: and despatch notes are not printed. Orders that could not be despatched are listed in the log for despatching by hand.

To keep the unattended label stream in order, Pack Bench prints a **Start Pick PK...** label before each pick's labels and an **End Pick PK...** label after them. Set the label up with Settings ► Automation ► **Delimiter Label** (page size, margins and font of a simple PDF label). Without one, picks are despatched without start/end labels.

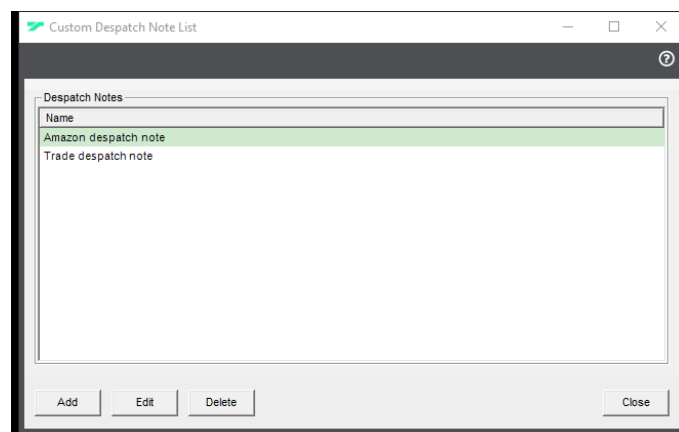


Pick Delimiter Label Options

13. Custom despatch notes and personalisation jigs

13.1 Despatch notes chosen by analysis code

To print different despatch note layouts for different orders, tick Settings ► Printing ► **Print despatch notes**, **Print custom despatch note** and **Based on analysis code values**, then click **Setup**.



Custom Despatch Note List

Custom Despatch Note

Details

Name: Amazon despatch note

Despatch Note: C:\Sage\reporting\custom\layouts\Amazon Despatch Note.layout

Analysis Codes

Name	Value
Sales Area	
Sales person	
Order Status	
On Hold Reason	
Carrier	
Shipping Service	
Tracking Number	
Label	
Sales Channel	

Values

Value

No items to display

Save Cancel

Custom Despatch Note

For each note enter a **Name:** and the **Despatch Note:** layout file, then choose the SOP analysis code values that select it (for example Sales Channel = Amazon). **Save** writes it straight away. At despatch the first note whose values match the order is printed; an order that matches none gets Sage's standard despatch note.

13.2 Personalisation jigs

Jigs lay out personalisation text (names on mugs, engraving...) as print-ready images for a print jig. They need an addon that supplies each order line's personalisation text for your products. Set the **Jig Image Drop Location:** on Settings ► Personalisation Jigs and add a jig:

Jig

Name: Mug jig 4-up

Font Name: Arial

Width: 300 Height: 200

Left Margin: 10 Top Margin: 10

Printable Width: 60 Printable Height: 25

Horizontal Gap: 5 Vertical Gap: 5

Bg Hex Colour: FFFFFFFF

☐ Use custom top printable margin on 2 lines

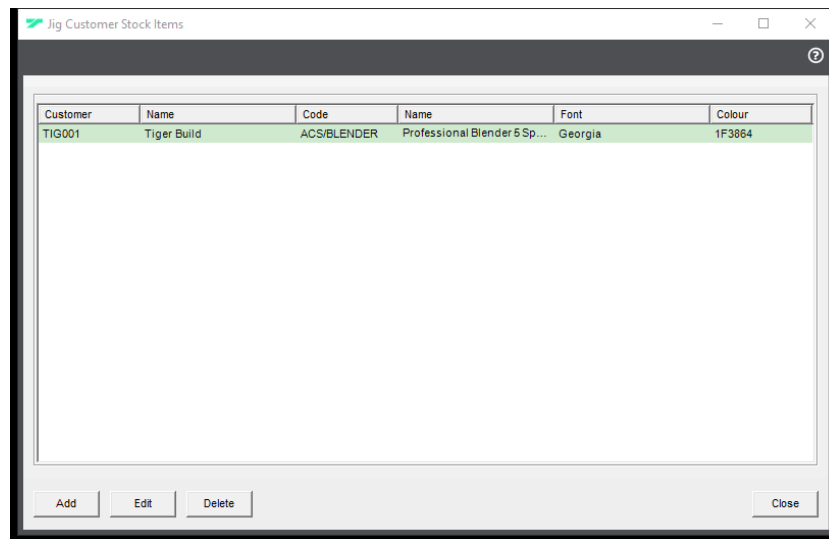
Custom Margin: 0

All dimensions should be in millimetres and the margins / gaps should relate to the printable areas

Save Customer Stock Item Options Cancel

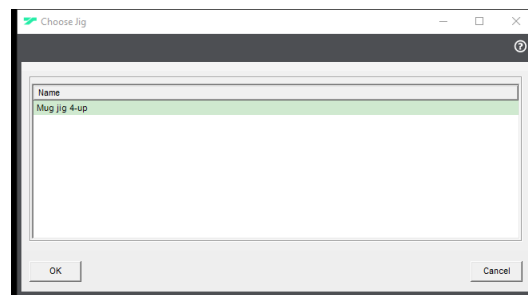
Jig

Enter the jig **Width:/Height:**, the printable area and its margins and gaps (all in millimetres, whole numbers), the **Font Name:** and the **Bg Hex Colour:** (six hex digits, e.g. FFFFFFFF). **Customer Stock Item Options** sets a different font and colour for a customer's stock item.



Jig Customer Stock Items

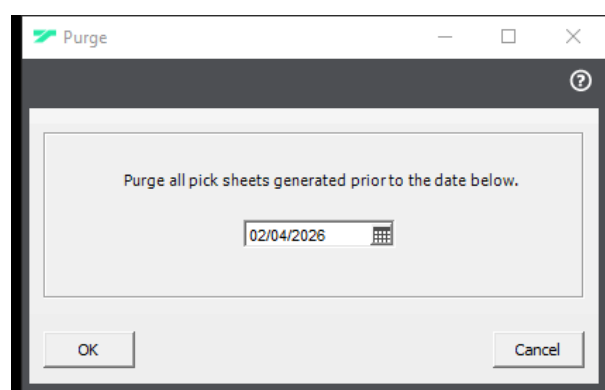
On a pick, **Create Jig Images** asks which jig to use and writes PNG files to <drop location>\<date>\<jig name>\<pick number>_n.png – one cell per personalised line, as many jig images as needed – and offers to open the folder.



Choose Jig

14. Purging old picks

Settings ► **Purge** removes old pick records. Choose the date (six months ago is suggested) and click **OK**; confirm “Are you sure you want to purge all pick sheet data prior to ...?”. The picks created before that date are deleted together with their lists of orders. Sales orders and despatches in Sage are not changed. You can cancel part-way.



Purge

Important: A purged pick cannot be printed, found or despatched by pick. Take a backup before the first purge.

15. Recommended practice

- **One change at a time.** Set up Carriers first, then Pack Bench Settings, then one bench, and despatch a single test order to a test address before going live.
- **Add each bench from the bench.** Machines are keyed on the PC name – log on to each packing PC (or each terminal server) and use Add This Machine.
- **Barcode everything the bench needs.** Item barcodes for every stock item you pick, plus a printed sheet of shipping service barcodes, box barcodes and the add-carton barcode at each bench.
- **Use free-text analysis codes** for Picker, Packer and Pick State, and give the Carriers service analysis code one value per service.
- **Print picks before picking.** Printing is what stops the same allocation being picked twice: an order's printed allocations drop out of Add Sales Orders.
- **Delete picks with care.** Answer Yes to “mark the orders as not having been pick printed” only when the goods were not picked, so the orders go back into the picking pool.
- **Bulk despatch single-item picks only.** Quick Pick Ship and the Pick screen's Despatch suit singles picks; mixed orders are better scanned on the bench.
- **Schedule job bags with a dedicated user** that has logged in to Sage 200 on the automation server, and check the Errors log after the first runs.
- **Purge occasionally, with an old date,** after a backup.

16. Troubleshooting

Message or symptom	What it means / what to do
Feature 'PackBench' is not licensed	Your Tilted licence does not include Pack Bench – contact your Sage business partner.
You need to setup the warehouses first	Tick at least one warehouse on Settings ► Warehouses and click Save.
Please ensure you setup the machine entry for this workstation first.	Add this PC on Settings ► Machines ► Add This Machine... (from this PC).
You will need the option to print despatch notes enabled in order to use this software	Switch on Sage's SOP setting Print despatch notes.
Shipping service has not been applied for '...'	The order has no shipping service. Scan a service barcode, give the order a priority that maps to a service, or use Apply Shipping Services.
Pick / Despatch shipment type not setup, ensure it is created in Pick / Despatch - Settings.	The order's service value has no Pack Bench shipping service yet – open Pack Bench Settings once so the Shipping Services tab picks up new service values.
Unable to locate sales order from scanned item. / Unable to locate pick from scanned item.	The first scan is not an order number (order mode) or a pick number (pick mode) – check “Despatch using pick number” or use Switch to Order/Pick Ship.
Selected sales order is not live	The order is on hold, completed or cancelled.
There are no lines available for despatch on the selected sales order...	Nothing on the order is allocated in the Pack Bench warehouses (or in the operator's warehouse).
The selected pick is for warehouse ... but the current operator is assigned to warehouse ...	The Sage user is a warehouse operator of a different warehouse (section 6.2).
The scanned item was not recognised / Despatch Invalid Item	The barcode is not an outstanding item, box, service or the add-carton barcode for this order. Re-scan it to close the window; check the item's barcodes.

Message or symptom	What it means / what to do
Items Without Barcodes (pick mode)	Those items cannot be scanned – add Pack Bench barcodes (section 5.3).
Pick does not contain unique items - found '...' and '...'	Bulk despatch needs a single-item pick, or “Despatch items without scanning”, or “Bypass bulk despatch validation”.
You need to setup this machine first (Quick Pick Ship)	Add this PC as a machine.
The error below occurred whilst attempting to generate a label...	The carrier refused the shipment – read the carrier's message (address, service, weight), then try again or undespatch (section 8.8).
The service chosen for this order is not allowed for the warehouses on this shipment	The Carriers service is restricted to other warehouses (Carriers ► Services ► Options ► All warehouses / Warehouses).
Failed to locate label printer like '...', printers available: ...	A terminal machine's label printer name does not match a redirected printer in this session – check the printer name on the Machine.
Order cannot be undespatched as it has been invoiced and posted	Credit the invoice in Sage instead.
Job bag log: “No orders matched - no pick created”	Nothing met the template's filters – normal when there is no work.
Job bag log: “Only n order(s) ready which is below the minimum of m - no pick created”	Fewer orders than the template's Min orders per pick – they wait for a later run.
Job bag log: “Machine '...' is not set up in Pack Bench so nothing can be printed - auto despatch skipped...”	Add the automation PC as a machine, or untick Auto despatch picks.
You need to setup the Automation folder in Tilted Settings\Options first	Set the Automation folder before creating a scheduled task.
An order is missing from Add Sales Orders	Check it is a Live order, allocated in the pick's warehouse, not already printed on a picking list and not on another Created pick; check the Fully/Partially Allocated ticks and other filters.