

LUXEMAIL V3.00

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This new option is available off the BIG buttons on the main screen or from the Farm Menu - both as EMAIL.

Cattle Passport Applications

1. Choose Cattle Passports off the sub-menu. If there are Held emails, you must deal with those first or clear them
2. Select which calves you are applying for from the left hand list - moving them into the right hand list
3. Click on the OK button
4. These will be vetted before sending, so there may be errors to be corrected
5. Any others NOT TO BE SENT, set Send to 'N'o
6. Click on the EMAIL button and confirm
7. Follow the instruction below for Luxemail window
8. If you stay on line and wait a couple of minutes you should get a resulting email at your 2nd email address
9. If the email was sent successfully, a copy should be saved in Passport Applications Held
10. Acknowledge these when you have a reply from BCMS
11. REMEMBER to DISCONNECT

POSSIBLE PROBLEMS

Often, the format of the dam's eartag is wrong and may have a leading UK which is incompatible with the eartag itself, or the breed may be incorrect. Correct any mistakes or leave them at 'N'o to Send, in which case they'll be ignored.

Cattle Movements

1. Choose Movements off the sub-menu. If there are Held emails, you must deal with those first or clear them
2. The programme will pick up any movements that BCMS need to be notified of and put them in the list to be sent
3. These will be vetted before sending, so there may be errors to be corrected.
4. Enter a reference number if you want to eg. some sort of invoice or paperwork link to the movement
5. Click on the EMAIL button and confirm
6. Follow the instruction below for Luxemail window.

7. If you stay on line and wait a couple of minutes you should get a resulting email at your 2nd email address
8. If the email was sent successfully, a copy should be saved in Notifications Held.
9. Acknowledge these when you have a reply from BCMS
10. REMEMBER to DISCONNECT

See sorting out possible problems on the next page, if you are getting errors.

Sorting out problems with Movements

Often, the format of the dam's eartag is wrong and may have a leading UK which is incompatible with the eartag itself. Correct any mistakes or leave them at 'N'o to Send, in which case they'll be ignored. If they are historical movements (these need to be corrected in the movement book).

If the programme is picking up historical movements, then update the movement book by entering a date in the 'bcms_inf' column. To find these, use the SELECT button, set the date range and click on the option 'bcms needs notification'.

You may have noticed that a Farm Message appears reminding you of these. Check that it's gone after updating the movement book.

As an alternative to this, you can fool the system by picking them up for email as normal, then change the "EMAIL TO" to your own email address, and send them to yourself. That way you can then acknowledge them in the normal way and the movement book will be updated with today's date.

Luxemail Window

SENDING THE EMAIL

Check that the details are correct in the message window

- You can change the 'email to' address, but be it on your own head!
- Check the "Send a copy .." box if you want a copy
- Click on SEND EMAIL. This will call up your dial up connection, if you are not already on line. Make sure you select the correct account if there is a choice.
- Wait while the connection is made
- You will shortly get a message like: cattle passport applications sent successfully or email in outbox or alternatively: connection couldn't be made or server not found...
- If successfully in the outbox, call up your email software and send the email off, if it hasn't already gone.
- If your email is set to be sent every time you start the programme, it will have been sent by now. Check in your "sent items" for confirmation that it was sent.

It is better to remove the email from your outbox, if it hasn't been sent as the email is timestamped e.g. if the connection couldn't be made or it was engaged.

QUITTING LUXEMAIL

- QUIT the luxemail window
- If you stay on line for 2 or 3 minutes, you can check your incoming mail using your normal email software. You should get a reply from BCMS.
- DISCONNECT
- Confirm whether to "hold" the records as "sent emails". If not actually sent yet, hold them and then re-submit them later when they will be re-timestamped.

See troubleshooting if there are any problems.

Acknowledgements from BCMS

1. Print out Email Acknowledgements received from BCMS
2. For Passports, choose Applications Held
3. For Movements, choose BCMS Notifications Held
4. Select Acknowledge ALL if they were all accepted
5. Select Acknowledge SOME if some were rejected and change those accepted to 'Y' in the Update column
6. Update and confirm.
ACKNOWLEDGED EMAILS CANNOT be re-submitted.
7. Print the list on the back of the BCMS acknowledgement
8. If any herd record corrections are needed, CLEAR them from the "held" list, amend the records and re-select them
9. They can be re-submitted, but it's likely that information needs changing so easier to CLEAR and re-select later
ALTHOUGH YOU MUST NOT DUPLICATE YOUR EMAILS!

NOTE - the programme will automatically:

- Set a "held" email to "A"cknowledged, if passport received
- If you clear the registration date, after acknowledging your email, the programme will put it back on Hold!

If you manually clear or set "bcms_inf" in the movement book, any relevant emails will be adjusted accordingly and may be put back on Hold!

Emails Held After Submission

Either Applications Held or Notifications Held off the sub-menu.

A count of each of these is also shown in farm messages. Select whichever option is required .. Acknowledgements are earlier, the rest are itemised below.

RE-SUBMITTING EMAILS

Select Re-submit .., to re-submit the email. HOWEVER DO NOT DUPLICATE YOUR EMAILS. BE THIS ON YOUR OWN HEAD!

The only time this should be used, is when you failed to make a connection and put them on hold. However, as far as the programme is concerned they have been sent.

CLEARING HELD EMAILS

Select CLEAR to selectively remove any "held" emails eg when they have been rejected and you need to edit the original records. Once cleared, they cannot be acknowledged unless selected again for submission.

PRINTING HELD EMAILS

Select PRINT Helds to report those on Hold.

Print Emails Report

Off the sub-menu. Select which type and a date range for a report on all submitted emails.

Saving Emails

With the Email auditing and printing facilities, it's probably not necessary to do this - but if you want to:

- Use the check box in the Luxemail window "Send a copy .. to me"
- When you collect mail, a copy of exactly what MAFF received is there. It's a bit strange, but ...
- A good suggestion is to create new folders within your email software to store these in
- If you set up passports and movements directories separately, the email you'll receive will have IPASIS in the first line for passports and CTSSIS for movements.
- Just pick them up and drop them into the relevant directory.
- You can always print them out!

Trouble Shooting

EMAIL PROGRAMME NOT INSTALLED

If you have definitely installed it, then check HDREG.INI file for the correct directory. Find this file using Windows Explorer (quick way: StartKey+E) and open it with an editor. If the "Email Directory" is set to EMAIL change it to LUXEMAIL and save. BE VERY CAREFUL not to change anything else!

Otherwise, speak to Rosalie

PROBLEMS CONNECTING

Try getting on line using Internet Explorer or your normal email software BEFORE sending emails

BCMS REJECTING EMAIL or not receiving it

Your default internet account MUST have the same "sending" address as that specified to MAFF.

Wordwrap problems in message - see MAFF instructions relating to this