Setting Up the CounterPoint Interface
Version 7.1
March 6, 2002

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Overview

StarShip’s real-time interface to Synchronics CounterPoint lets you process shipments with real-time access to your order entry data to eliminate double entry and costly shipping errors.

Before setting up the Counterpoint interface, please follow the installation and setup steps in the StarShip User’s Guide.

Using this guide

When you click a link that brings you to the User’s Guide, select Documents > Go Back Doc from the Acrobat Reader menu when you want to return to your page here, in this guide.

Next
To flip to the next page, press the Page Down key on your keyboard or click the “Next” link located at the bottom of each page.

Back
To return to the previous page, click the “Back” link.

Note: The “Back” link brings you to the previous page you viewed, regardless of its location. To flip back through pages consecutively, press the Page Up button on your keyboard.

Links
Blue text indicates a link to the indicated topic.

User’s Guide

Click here to open the StarShip User’s Guide.
To ensure that the CounterPoint interface is registered, select **Start > Programs > StarShip**. From the Setup menu, select Registration. “CounterPoint” should appear under Accounting I/F: on the Registration tab. If not, call the V-Technologies Sales department at (800) 462-4016 to receive the correct registration codes.
### Btrieve Client

Since StarShip needs to access CounterPoint’s data files, it is important that StarShip uses Btrieve in the same configuration as CounterPoint. If CounterPoint is installed on the computer that you are installing StarShip on, you will not need to change any Btrieve settings. Exit StarShip and Counterpoint. Then, make sure the Btrieve client is installed. To do this:

### Client/Server Implementation

If CounterPoint is using Btrieve in Client/Server mode, then you must do the following for each workstation using StarShip:

Make sure that the Communications Module (W32BTICM.DLL) is in the System directory (c:\windows\system for Windows 95, or c:\winnt\system32 for 2000/NT). This can be found on the server in the WIN32\BIN subdirectory or in your CounterPoint installed directory.

Next, you need to set up Btrieve to use the Requester.
1. From the StarShip program group on your Start menu, select Run Btrieve Setup.

2. In the Component section, select MKDE interface.
3 Under Settings, select Local and make sure the Current setting is No.

4 Then, select Requester and make sure the Current setting is Yes.

5 Under Memory Settings, set Largest Compressed Record Size to 12.

6 Click Save, then Exit, and restart the workstation engine.
   If you receive error messages because Btrieve is not set up correctly, refer to the Troubleshooting section for more information.

Note: If you had to make any changes to the Btrieve settings, make sure the local engine (W32MKDE) is not loaded. Press Ctrl + Alt + Delete to see if it is still in the Task list, then shut down the PC, if necessary.
Overview

If CounterPoint is set up to use Btrieve in Local mode, then you must do the following for each workstation using StarShip:

<table>
<thead>
<tr>
<th>#</th>
<th>ACTION</th>
</tr>
</thead>
</table>
| 1  | Run Btrieve Setup from the StarShip program group. Under Component, select MKDE Interface.  
   a) Under Settings, select Local and make sure the Current setting is Yes. If other programs are using Btrieve in Client/Server mode, it is OK to leave Requester set to Yes also.
   b) Under Memory Resources, set Largest Compressed Record Size to 12.
| 2  | If you had to make any changes, click on Save, then Exit. 
   **Note:** The Microkernel Database Engine must stop and restart for the changes to take effect. Exit CounterPoint and StarShip to stop the Microkernel. |

If you receive error messages because Btrieve is not set up correctly, refer to the Troubleshooting section for more information.
Overview
StarShip directly accesses the CounterPoint data files using the Btrieve record manager. The format of the data files is determined by the DDF files, which must exist in the same directory as the data. Contact your Counterpoint dealer if you do not have the DDF files.

Specify Data Path
Follow these steps to specify the location of your CounterPoint data for each interface – Order, Customer, and Alt Address.

<table>
<thead>
<tr>
<th>#</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>From StarShip for Windows main menu, select <strong>Setup &gt; Accounting Interfaces &gt; CounterPoint</strong>.</td>
</tr>
<tr>
<td>2</td>
<td>Select the Order interface tab and click Connect.</td>
</tr>
<tr>
<td>3</td>
<td>Enter the drive letter and path (or use the Browse button) to the directory containing your CounterPoint data.</td>
</tr>
<tr>
<td>4</td>
<td>Click OK.</td>
</tr>
<tr>
<td>5</td>
<td>Repeat for the Customer and Alt Address interface tabs.</td>
</tr>
</tbody>
</table>
Customize the Interface

StarShip has a default interface defined for the CounterPoint Order, Customer, and Alternate (Ship-To) Address files. The “interface” determines which files and which fields from those files are used to fill in the StarShip shipment when you select a CounterPoint record to ship against.

To customize an interface, select **Setup > Accounting Interfaces > CounterPoint**. Then, continue with the next sections.

Select Interface

First, click on the Order, Customer, or Alt Address tabs to select the interface you want to modify.

Define Tables

Overview

Click on the Tables button to select which tables to use for the interface you selected. You can define the following information in the Tables window:

- **Master Table**: Main table from which source records are selected for shipping. For the Order interface, this is the Sales Order table.
- **Detail Tables**: Tables containing records that are linked to the master table and supply additional shipment fields.
- **Master Keys**: Defines the key used to access Master Table records, as well as which shipment fields correspond to the master key fields.

**Note**: In general, you should not modify the existing table definitions. However, you can add extra detail tables.
Define Shipment Field Mapping

Overview
The 3-column table in the interface setup screen defines the mapping between the shipment fields in StarShip and the CounterPoint data. Each shipment field (shown in the left-most column) has a defined data source, shown to the right in the “Table” and “Field” columns. Sources can be one of the following:

Master Table Field
To map a shipment field to a Master Table field, simply choose the Master Table from the Table column, and the desired field from the Field column.

Detail Table Field
To map a shipment field to a Detail Table field, choose the Detail Table from the Table column, and the desired field from the Field column. Then click on the to define the link between the Master and Detail tables for this piece of data. The Master/Detail link window will display. Select the key to be used to access the detail record. Choose the source of the key values to look up the detail record. You can select the Shipment record or the Master record.

Note: Usually the Master record contains the key values needed to get the detail record. However, if the key value is stored in another detail record or if part of the key is a fixed value, you need to use the Shipment record. The user string 1-4 fields at the end of the shipment can be set up to hold such key values. For each field within that key, select the field in the Shipment or Master record that contains the key value required to access the detail record.
<table>
<thead>
<tr>
<th><strong>Calculated Field</strong></th>
<th>Calculated fields are values which are not directly available in the source files, but which StarShip calculates from the source data. Select Calculated Fields from the Table column and then select the desired field from the Fields column.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixed Field</strong></td>
<td>Select Fixed Field from the Table column to define a fixed value for a shipment field. Then type the fixed value in the Field column. Typically the Fixed Field is used as part of a detail key (see Detail Key Field, above).</td>
</tr>
<tr>
<td><strong>None</strong></td>
<td>If you do not want a shipping field to be automatically filled in, select None from the Table column.</td>
</tr>
</tbody>
</table>
Overview

There are two check boxes related to freight write-back.

- Add Freight to Order - Check this box if you want StarShip to automatically add freight to the order when you save a shipment*.
- Prompt To Add Freight - Check this box if you want StarShip to ask whether freight should be added to the order when you save a shipment.

Limitations

Please note the following limitations to the freight write-back feature:

- Credit hold status of the customer is not checked. If modifying the freight causes a credit violation, the system cannot prevent this.
- Multi-currency is not supported. If freight is modified and a foreign currency is involved, incorrect amounts will be calculated.
- Tax will not be recalculated. If the system is set to charge tax on freight, then altering the freight will cause incorrect amounts to be calculated.
- If the final payment for the order is an EDC credit card, and the charge has already been authorized, then altering the freight amount will not cause re-authorization of the charge, so the document will be out of balance.
Overview

If you make changes to the interface and then decide that you want to return to the default settings, simply erase the initialization file, COUNTER.INI in the \ACCIF subdirectory of the StarShip directory. StarShip will revert to the default settings that are stored in the COUNTER.DEF file.
Overview

The New Shipment dialog box allows you to select a source document to ship against. To ship without a source document, see Ship Without a Source Document.

Click the Document drop-down list to select the document to ship against. Selections are Order, Customer, or Alt Address records, or the StarShip Customer and Deferred lists.

When connecting to orders, you can populate the Shipping window by typing or scanning the number while in the Key field. Press Continue. Or, browse records by clicking the “…” button.
Overview

This procedure briefly shows you how to ship with StarShip. We recommend reading the Shipping portion of the User’s Guide, which contains all shipping procedures, Shipping Window descriptions, and specific carrier-related details.

# | ACTION
--- | ---
1 | On the Shipping Window, press the **New** button.

2 | When the New Shipment dialog box appears, select a Document. If you don’t want to select a source document, click Cancel. If the New Shipment dialog box doesn’t appear, select **File > New Source**.

3 | Enter the weight, or use a scale to read package weight. Also, enter any other required shipment information.

4 | Select **Package Options**. Click the link above to read more about Package and/or Shipment options in the User’s Guide.

5 | Add as many packages as you need by clicking Next, repeating steps 2-3. When you are done, click Save.

**Tip:** After viewing the User’s Guide, you can return to this CounterPoint interface guide by selecting **Documents > Go Back Doc** from the Acrobat Reader menu.

Processing Shipments with CounterPoint
Troubleshooting

If Btrieve is not set up correctly one of two things may happen:

- You get an error 20 creating or opening the general.dat file when you first run StarShip. This usually means the MKDE is set up to use the Requester, but can’t. From the StarShip file menu, click on Help/About/More to check where your StarShip data files are installed. They must be on a server drive accessible by the Microkernel Server Engine. You will also see the current version of the Workstation engine and the Requester. If the Requester version is not shown, then Btrieve is not properly set up to use the requester (see step 1-2 above). If the Requester version is N/A, then the Communications Module may not be in the Windows System directory (step 3, above).

- StarShip runs fine, but locks others out of CounterPoint when you are shipping and have CounterPoint files open. This means StarShip is running Btrieve in Local mode. Make sure Btrieve is setup correctly (see steps 1-2 above). Make sure the MKDE shuts down and restarts after changing the settings. Press Ctrl-Alt-Del to see if it is still in the task list.
Troubleshooting

Error 20

If Btrieve is not set up correctly, you will get an error 20 creating or opening the general.dat file when you first run StarShip. From the StarShip file menu, Click on Help > About > More to check where your StarShip data files are installed. They must be on a local drive or on a server drive accessible by this workstation.

You will also see the current version of the Workstation engine. If the Requester version is shown, then Btrieve is set up in Client/Server mode. If you have both Local and Requester set to Yes in the Btrieve Setup (see step 1 above) and the data is on a drive accessible to the server, then Btrieve will automatically load in Client/Server mode.