



## Question & Answer WinTree® App

IT solutions in green

**WinTree® Always and Everywhere!**  
(manual version 201905)

[For which mobile devices is the WinTree® App suitable?](#)

[How important is the connection with my own WinTree®?](#)

[What do I need to know about the internet-/network connection?](#)

[How do I install the App on my phone?](#)

[What do I need to arrange to be able to use the App?](#)

[How do I log in on the App?](#)

[How do I log off?](#)

[How do I arrange more licenses?](#)

[How do I edit the authorisation?](#)

[How do I revoke a license of an employee?](#)

[How do I perform an update of the App?](#)

[How do I delete the App?](#)

[What if I get a new mobile device?](#)

[On how many devices can I use a license?](#)

[What to do in case of theft or loss of my mobile device?](#)

[How do the functions in the App work?](#)

[How does the feedback button work?](#)

[What do I need to do in the event of a malfunction?](#)

[How can I share an idea for the App with TSD?](#)

[Frequently asked questions about the Picking list function](#)



IT solutions in green

## Question & Answer WinTree® App

### Elaboration:

#### For which mobile devices is the WinTree® App suitable?

The WinTree® App is built for the use of the latest version of Android and iOS-smartphones. In case you have another or older device, this can mean that the App does not function or does not function correctly.

#### How important is the connection with my own WinTree®?

The WinTree® App makes a connection with your WinTree® administration. With this there has to be an internet connection available. The internet is required on your smartphone as well as your PC or server to be able to use the App. Namely, when the PC or server on which WinTree® is installed can not be reached, the App will not be able to make a connection. An error will pop on screen within the App. WinTree® Nursery Manager does not have to be in use, but the PC or server has to be operational. This means that this device has to be turned on and is not allowed to be in 'stand-by' mode.

To be able to make use of the WinTree® App, WinTree® version 8810.11 is minimally required.

#### What do I need to know about the internet-/ network connection on a Server or PC?

For a correct functioning of the WinTree® App, a trustworthy internet connection on the WinTree® Server or PC is necessary. The most stable connection can be made with the help of a network cable. With a wireless connection, disruption can be expected to happen earlier. For a correct use of the App, the internet connection has to be 512 Kbit at the minimum. The slower the upload speed of the internet connection on your PC or server is, the slower the App will be during the use.

The testing of the speed of the internet connection can for example be done via:

<https://www.speedtest.net>

#### How do I install the App on my phone?

The App can be downloaded via the App-store (iOS) or Google Play store (Android). Before being able to log on your own WinTree® environment, you will need to manage the registration and authorisation in your WinTree® administration. After all, you only want the correct persons (or employees) to have access to your data. For this process read: "How do I manage the registration?".

#### What do I need to arrange to be able to use the App?

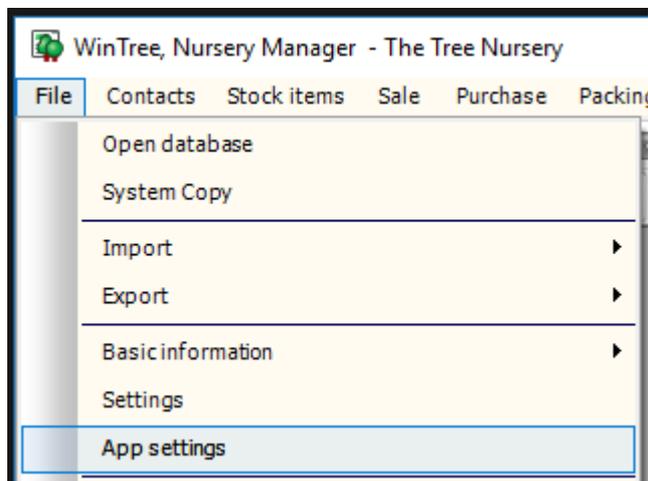
Registration for the use of the WinTree® App can be managed by yourself within your WinTree® administration. TSD will then automatically be notified of your registration. So you do not have to report to an employee of TSD separately. You will receive by a confirmation of your license agreement by mail.

To be able to make use of the WinTree® App you minimally require WinTree® version 8810.11.

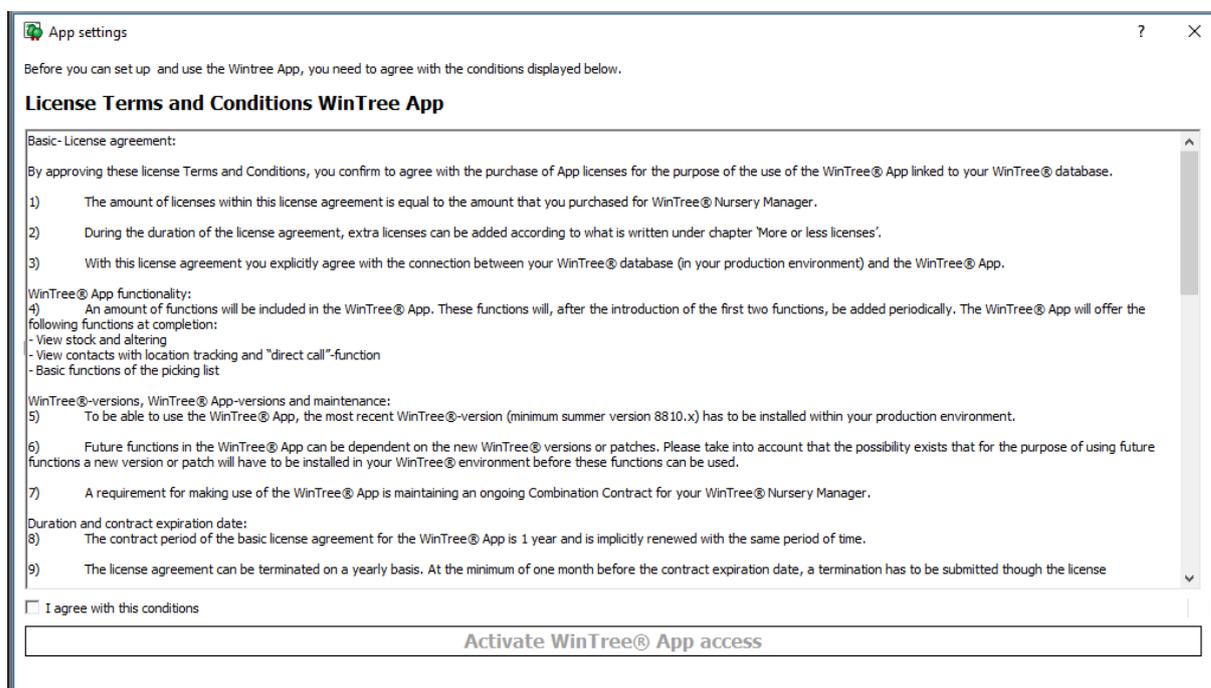
After the registration and activating your App it is necessary that you manage who, within your company is allowed to make use of it. Within WinTree® you manage which employees get access and which components they are allowed to use.

The steps to managing your registration in WinTree®:

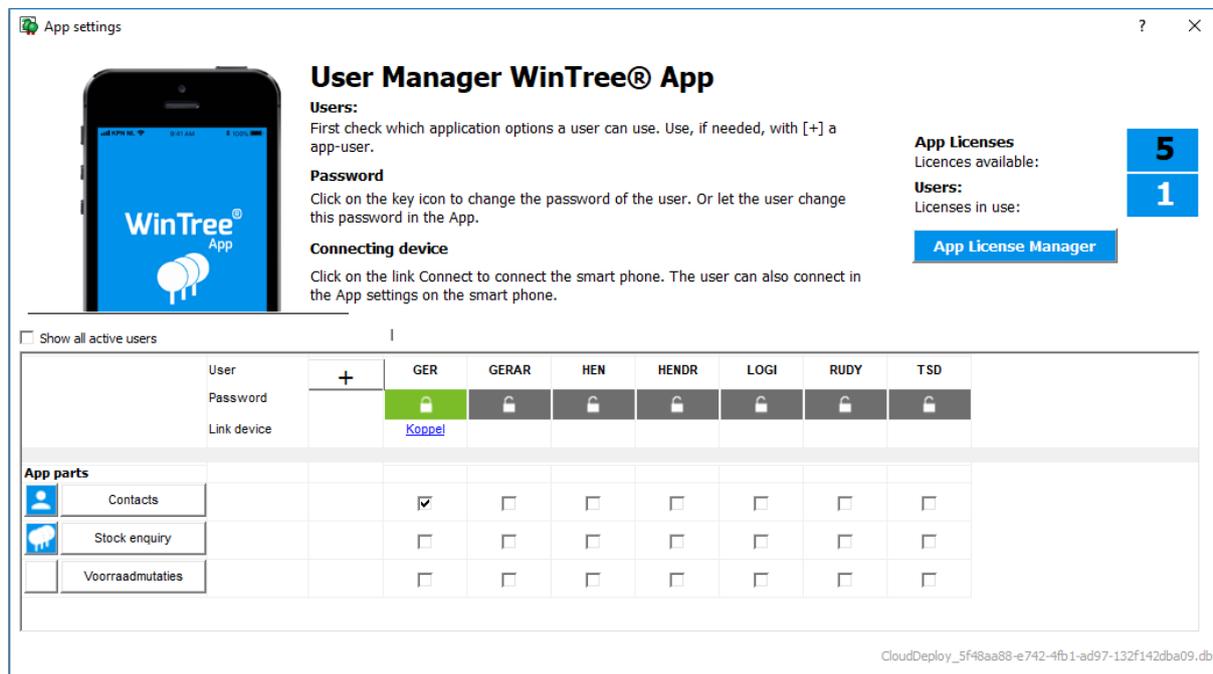
1. Go to File > App settings



2. Agree to the license terms and conditions. By agreeing, you confirm the purchase of App licenses and you agree with the terms. These can also be found on the “App license management” page.



3. You will see the window App settings in which users can be authorised.



**User Manager WinTree® App**

**Users:**  
First check which application options a user can use. Use, if needed, with [+] a app-user.

**Password**  
Click on the key icon to change the password of the user. Or let the user change this password in the App.

**Connecting device**  
Click on the link Connect to connect the smart phone. The user can also connect in the App settings on the smart phone.

**App Licenses**  
Licences available: **5**  
Users:  
Licenses in use: **1**

[App License Manager](#)

Show all active users

User	+	GER	GERAR	HEN	HENDR	LOGI	RUDY	TSD
Password								
Link device		<a href="#">Koppel</a>						

**App parts**

	+	GER	GERAR	HEN	HENDR	LOGI	RUDY	TSD
Contacts		<input checked="" type="checkbox"/>	<input type="checkbox"/>					
Stock enquiry		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voorraadmutaties		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CloudDeploy\_5f48aa88-e742-4fb1-ad97-132f142dba09.db

- In the upper right, you will see the amount of available App licenses. By default this amount is equal to the amount of WinTree® Nursery Manager licenses that have been purchased. Remark: during the free introduction period 5 licenses are taken as the minimum.

**App Licenses**  
Licences available: **5**

**Users:**  
Licenses in use: **0**

[App License Manager](#)

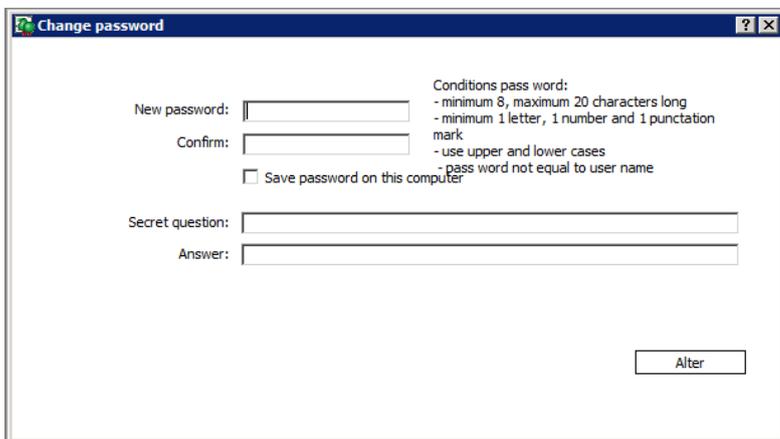
- All WinTree® users are shown on screen. Per user you can indicate which App components they are allowed to access.

User	+	GER	GERAR	HEN	HENDR
Password					
Link device		<a href="#">Koppel</a>		<a href="#">Koppel</a>	

**App parts**

	+	GER	GERAR	HEN	HENDR
Contacts		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stock enquiry		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voorraadmutaties		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- You will see a red lock below the name of the user when the user has an unsafe password or no password at all. In case of a safe password the lock will be green directly.
- You can click on the red lock and create a safe password together with the user.



Change password

New password:

Confirm:

Save password on this computer

Secret question:

Answer:

Conditions pass word:  
- minimum 8, maximum 20 characters long  
- minimum 1 letter, 1 number and 1 punctuation mark  
- use upper and lower cases  
- pass word not equal to user name

Alter

- Below the function a “link” will appear.
- Click on “link” and a QR-code will be shown.



Login information

Open the App, click on “Log in with QR-code” and scan the picture displayed below.



Show code for manual input.  
 Show QR-code.

- The user opens the App on their own mobile device and scans the QR-code to log on. The App can now be used on the device.

## How do I log in on the App?

To log in for the first time, it is necessary that the user of the App agrees with the user terms and conditions. We note that it is important that the user reads the terms and conditions carefully. These terms and conditions are shown first when taking the App into use. Next the login screen is shown. To log in, the own QR-code or manual login information is needed. Note: to log in in the own WinTree® administration it is necessary to activate the “App settings” in WinTree®.

## How do I log off?

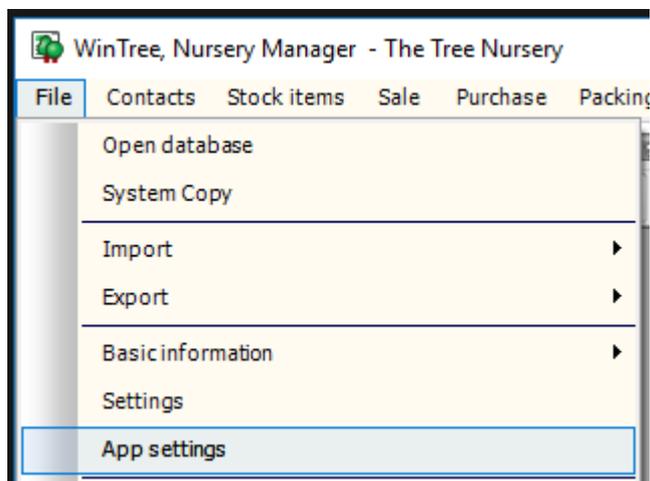
The App can be closed similar to how other apps can be closed on your device, depending on the type of device being used. For example such as with the “home-button”. Important to realise is that your App will remain logged in on the WinTree® administration and when opening the App the company data will be directly visible. This can be undesirable when others also have access to that smartphone. It is also possible to log off completely. This function can be found in the lower-right corner in the App. When the App has to be used again, you need to log in again. For this, the login information is needed again. Information about this can be found at “How do I log in on the App?”.

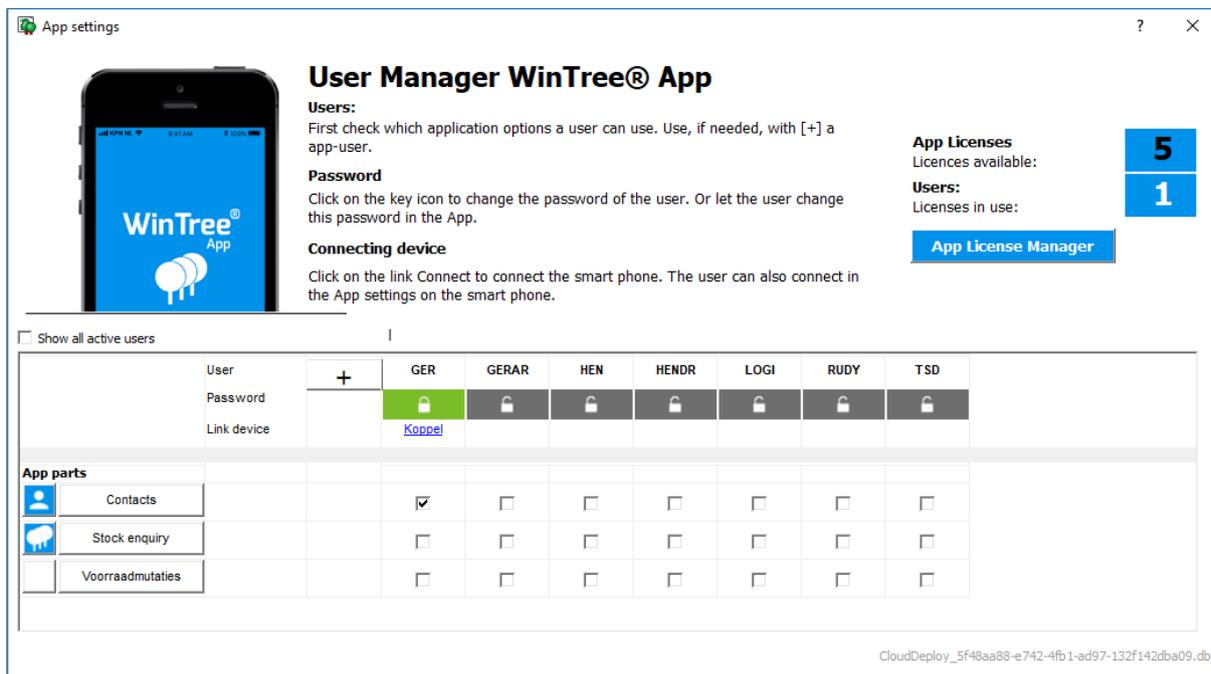
## How do I arrange more licenses?

When over time more App licenses are required, this can be managed by yourself easily. The requested licenses will then be usable directly.

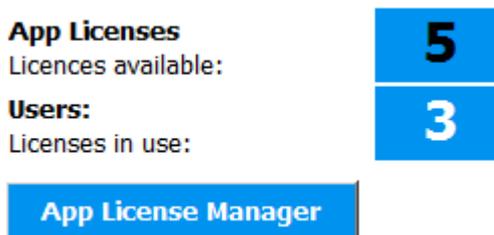
Adding licenses can be done as follows:

1. File > App settings.

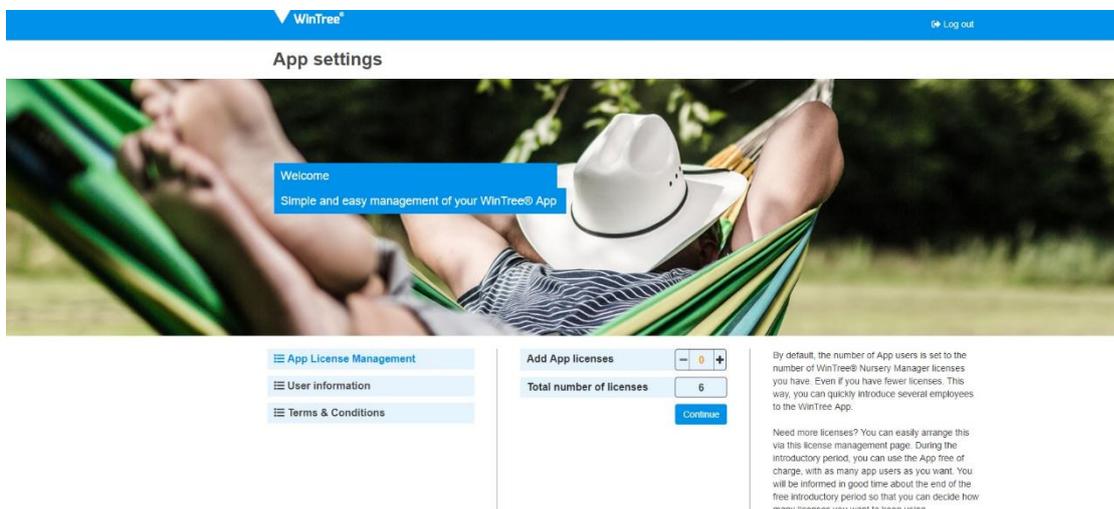




2. On the right on screen, the button “to App license management” can be seen.

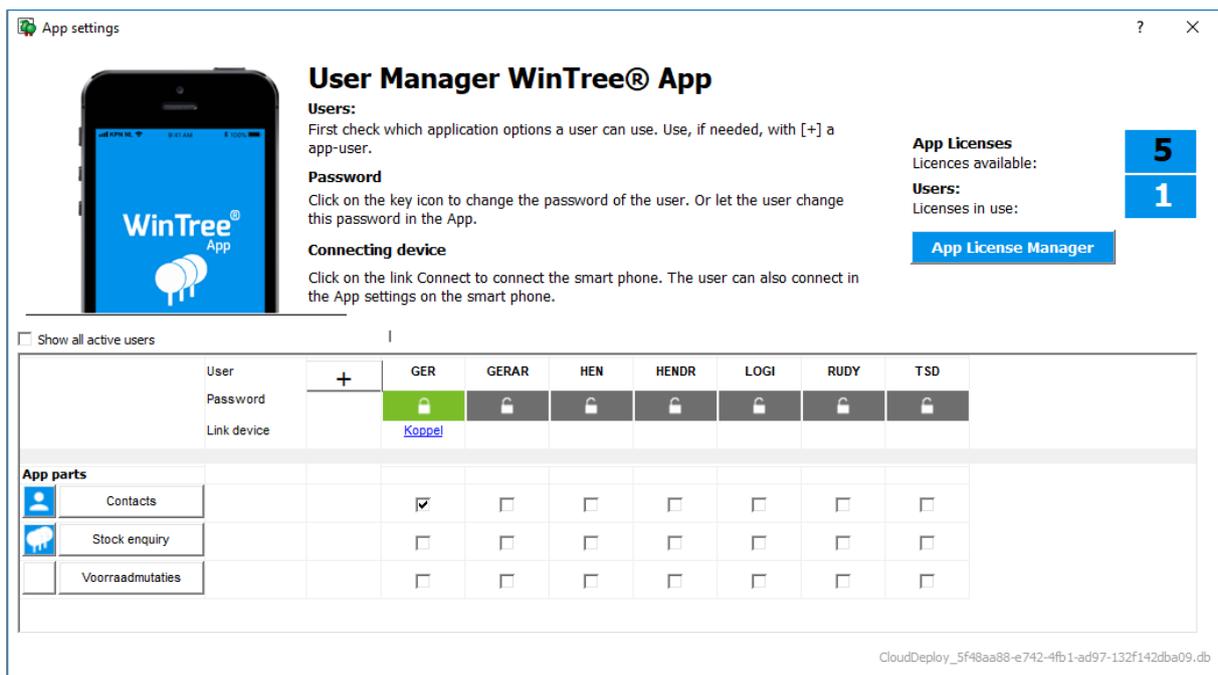
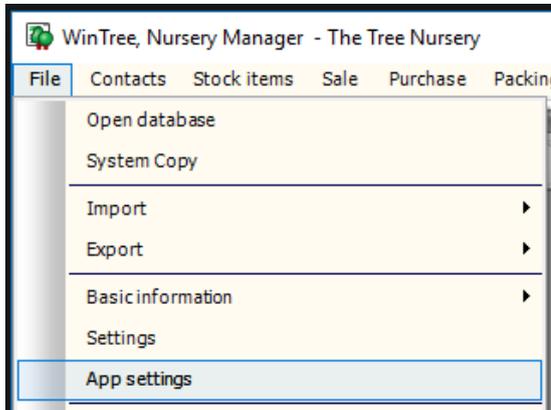


3. You will be redirected to the web page where the App licenses can be managed.
4. You will see the menu “App license management”.
5. With the help of plus or minus the App licenses can be edited.



## How do I edit the authorisations?

1. Log in to WinTree® as the administrator.
2. Go to File > App settings.



3. You will see the window App settings where users can be authorised.
4. The WinTree® App users can be seen on screen
5. Per user, the function that the user is allowed to use can be ticked to activate or ticked off to deactivate.

	User	+	GER	GERAR	HEN	HENDR
Password						
Link device			<a href="#">Koppel</a>		<a href="#">Koppel</a>	
<b>App parts</b>						
	Contacts		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Stock enquiry		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Voorraadmutaties		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### How do I revoke a license of an employee?

When an (ex) employee is no longer allowed to use the App, then you can revoke the license of the user via WinTree®. This can be managed via App-settings in WinTree®. We advise as well to also make sure that this (former) employee deletes the App from their mobile device.

In case you do not want to revoke the license, but the rights (authorisations) of a user needs to be altered, then this can be managed via the management page in WinTree®. You can read more about this at “How do I edit the authorisations?”.

### How do I perform an update for the App?

An update within the App is managed automatically. So you do not need to manage the update via the App-store or Google Play-store and you can be sure that the App will always be up-to-date.

With the update of the App, components can be added for which authorisations have to be managed. You can decide yourself which App-user gains access to the new functions. With an update with such new components, these authorisations need to be altered first. After the authorisation is given, a user will have access to the new function.

### How do I delete the App?

Deleting the App from your device is done similarly to how it is done for all Apps on your device. This depends on the type of device. For this we redirect you to the manual of your own device. In case of an (ex) employee that is no longer allowed to have WinTree®, then make sure that you revoke the authorisation of that (ex) employee in WinTree®. How to do this can be read at “How do I revoke a license of an employee?”.

### What if I have a new mobile device?

With the switch to another mobile device, the App can be installed, activated and logged in. To log in, the “log in information” is needed. More about this can be read at “How do I log in on the App?”.

### On how many devices can I use a license?

A license is personal. The employee can use an App license only once on their mobile device. If someone is starting to use the App on another device, the session on the device that has been used earlier will be ended.

## What in case of theft or loss of my mobile device?

It can happen; loss or theft of a mobile device. When the App is available on that device, it can occur that an unauthorised person gets access to your WinTree®. In such a situation, the authorisation of the user in WinTree® has to be blocked directly, so no connection can be made. The blocking of a user can be done by turning off authorisation of that user and changing the password. When the user wants to install the App-function on a new device, then the user needs to be unblocked in WinTree®. Unblocking can be done by activating the authorisation again, creating a new password and managing the connection with the new device (logging in).

It is important that the administrator within WinTree® judges if there is a possible risk of a data leak due to the loss or the theft. We advise preventively that measures can be taken that reduce the chance of risks (such as for example a pincode on a mobile device). In our WinTree® App terms of use we have included an amount of tips.

*To be able to work with the WinTree® App, connection to the internet is essential. If you notice a limitation in your WIFI functions; then it often helps to switch to the 4G connection.*

## How do the functions in the App work?

### Stock:



With the stock App, you can view the entire stock items and alter the own stock. With help of the search bar at the top of the screen, you can easily search the desired product. This can be done with multiple terms at the same time. Tip: Save search time by for example searching on a part of a plant or a part of a size or make use of the scan function next to the search bar.

Acer pal. 'Deshojo' cont. 5,0L	84
Alchemilla mollis Pot 11 cm	1.770
Astilbe (A) 'Fanal' cont. 10L	148

By selecting a product, you get a view of your stock. At a glance the stock is displayed. By clicking on the components (such as fictitious or purchase) you get an overview of the corresponding suppliers including cost price.

Alchemilla mollis | Pot 11 cm | € 2,75

Quantity  
1000

Aanpassen

Batch information

Alteration reason Voorraadmutatie	Modify
Size Pot 11 cm	Modify
Phase Niet leverbaar	Modify
Location Kas	Modify
Row 14	14
Quality M	Modify
Date ready 29-04-2021	Modify
External text Oeryl	Modify
Internal text Dwtukl	Modify



•   

When you select a batch, you will get more details on screen, such as the origin, passport information and location. Also you have direct insight which part is in a delivery and/or order and the upcoming delivery date is shown.

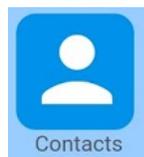
The details that can be altered, can be recognised by the blue colour. Click on this to open the alteration window with all possible alteration options. The chosen detail will get the focus, so the desired alteration can be executed quickly. You can easily switch to another alteration option to change this as well.

Alterations that have been entered, are executed the moment it is confirmed with the green tick. The desired alteration is now for all users within WinTree® or the App directly available. Choose the red cross to cancel all entered alterations.

Amounts can easily be altered by making use of the calculator. This will automatically come up when choosing “altering”. The calculator shows the current amount. Enter the new amount and confirm it with =. Or do you want to increase or decrease it with an number? Use the + or – followed by an amount, to increase or decrease the original amount. You can also make use of the function “Multiply”. By entering for example 8 (trays) x 12 (plants), you can confirm the total (96) as the new amount.

Alterations can only be done within the own stock. Fictitious or Purchase can not be altered. The following details can be altered: amount, size, phase, location, row, quality, date ready, external and internal text. It is not possible to add new batches or split up existing batches.

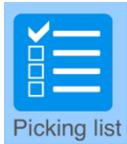
## Contact information:



Contacts can be easily searched for with the component View Contacts. Contacts can be found by entering a specific contact in the search bar. After selecting a contact, the contact information will be shown on screen. If present, the various addresses will be shown (for example postal address and deliver address). In the upper-right the location is shown on the map. When clicking on this, the map can be used for the creation of directions. If in your WinTree® administration notes (memo field) are made for a contact, then these can be read in the contact window in the App. No alterations or additions can be made to the notes within the function of the App.

In case a telephone number is included in the contact information, there will be an image of a phone behind it. Calling the phone number directly, can be done by clicking on the phone number or on the call-button. A possible known email address is shown, but it is not possible to send a direct email with the smartphone via the App, because often it is the case that a private phone is used. This function will be built-in at a later moment with an explicit authorisation function. The administrator will then choose who will be allowed to make use of the email function.

Picking list:



This App function makes the cooperation between office, warehouse and the field more efficient. Collect and then load: organize work via the App. Office and warehouse/field (nursery) colleagues are aware of the progress of the work.

This App function contains:

- Collect by customer or location
- Communication between the office, warehouse and nursery
- Immediately visualize the status of the work
- Registering packing delivery
- Organized loading when collection has completed
- Fast processing at the office

Working with the Picking List:

In order to be able to work efficiently with the Picking List-App, it is necessary to make good working agreements about the use of the App within the work process. This requires preparation. We advise you to follow the following steps:

1. WinTree® version:  
Make sure that at least the WinTree® version 8810.14 is installed. With previous versions of WinTree® the App function Picking List can't be used.
2. Arrange in WinTree®:

*Colour codes:*

To use the App efficiently, we recommend the use of colour codes. Each colour can be allocated its own definition to your needs – just define and select its field description within WinTree® itself. There are 10 available colours. Each colour button has the addition of a 2-letter code to ensure you can differentiate each category, whatever the light conditions. The 2 letters are defined by the colour name – OR for orange, RE for red etc. Both, colour and code, are visible in the App and help to organize the work.

For example:

Blue (code BL):	Run before 12:00
Red (code RE):	High priority:start immediately

When the meaning of the colours is fixed and known by the employees, after a while the additional information will be clear soon, only by the notice of the colour. In relation to the previous example: An employee with the App then recognizes the blue colour that the order must be processed before 12:00.

Our tip is to agree, at least, one colour as "free text". In the App it is immediately clear that something special is going on that can be read quickly. For example: If it has been agreed that the colour purple always contains a different assignment/special information, an employee will "open" the colour with the App and read the text. The employee knows what to do immediately.

### *Settings:*

Which information and which work order is displayed in the App depends on the settings in WinTree®. When in the screen “confirm deliveries” in WinTree® is chosen for only showing work orders up to (and including) today, this selection will also be shown in the App. If you also want to see work orders with a delivery date after today, choose another term in WinTree®. For instance; 7 days ahead. The same information will then be displayed in the App. Print options from the Picking/Row List also determine which information is visible in the App.

### *Authorization:*

Employees who have installed the App also need authorization for the Picking List function in the App. This can be arranged in App settings in WinTree®. More information can be found in this manual under the question "What do I need to arrange in order to use the App?".

### 3. Update App:

To use the latest feature on the smartphone, the latest version of the App must be installed. An update can be done via the App Store or Google Play. With a first installation of the App via the stores, the latest version will be installed.

### 4. Work agreements:

Make good working arrangements with each other. The assignments to be carried out are displayed by date but how are they divided among themselves? What do colour codes mean and how should everyone deal with it? How does the chat function work within the App? All examples of working arrangements that are important to make with each other. To make the first acquaintance easier, a short presentation is available which shows the first important steps. Click here to open the presentation.

### 5. Frequently asked questions about the Picking list function:

Questions from the first (test) users that are lined up and answered. This information will also help with the introduction of the Picking List function. Click here to go to the FAQ Picking List.

### Photo function:

#### **What does the photo function offer?**

The photo function is linked to WinTree®, just like the other functions within the WinTree® App. This version offers:

#### ✓ **View a photo**

You can view a photo when an article or batch is selected and have one or more photos linked to it. This is easily and quickly denoted by a colored camera icon. Once in the photo screen, existing photos can be viewed and a new one can be added.

#### ✓ **Take a new photo**

If the photo icon is not yet colored, it means that a photo is not yet present. To add an image, choose the camera and take photos. These photos are directly linked to the stock items or a batch, but not stored in the gallery on your own smartphone.

#### ✓ **Select a previously taken photo from your own gallery**

It is of course possible that, without using the WinTree® App, a photo was previously taken with a smartphone that is stored in your phone's gallery. With the “gallery” choice, you can select the relevant image or images, link these to the stock or batch and then these photos will be immediately available in WinTree®.

✓ **Sharing a photo**

A photo can be shared quickly and easily with apps that are installed on the smartphone such as WhatsApp and e-mail. The addressee receives a link to the photo that has been sent. The company name is displayed via both WhatsApp and e-mail so that the recipient always knows which company the photo is from.

**How can the photo be used within WinTree®?**

Any photo taken within the App is available to WinTree®. All photos can be viewed and the link of the photo can be used in documents. For example, you may consider using the link in an e-mail or document.

In WinTree® the photo is linked to the assortment or the stock and can be viewed via < Stock items> Maintain stock items or Maintain stock by plant or location. In future versions, there will be further opportunities to maximise the use of these photos within WinTree®.

**Who can use the photo function in the WinTree® App?**

To be able to use the function on the smartphone, an App user must be authorised to do so. Authorisation and permissions can be selected via app settings in WinTree®.

	User		ADM	ANNE	FEMKE	FLEUR	IRIS	JAN
	+							
Password								
Link device			<a href="#">Link</a>			<a href="#">Link</a>		
<b>App parts</b>								
	Photos		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Picking list		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Contacts		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Stock enquiry		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Stock alterations		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**How many photos can be saved?**

Photos are stored through a cloud solution for which space is reserved on our servers. That space is not unlimited. Every company that stores photos in this cloud solution has a standard space of up to 2 GB. This represents around 5,000 photos. Experience shows that the volume of photos taken increases quickly, leading to the need for a lot more of storage space. It is therefore important to regularly tidy up the photo file so that it remains up to date and sufficient available storage capacity remains. However, if it appears that the storage space is insufficient, it is possible to expand the storage capacity. If this is the case, simply contact us regarding this.

In the coming period we will apply a fair use policy. This means that, for the time being, photos can be taken with the App and are available in WinTree®. This offers ample opportunity to delete old photos and to provide an up-to-date photo library. This period also offers the opportunity to surmise how much storage space is necessary per company. During this period, tips and advice will also be shared to help manage the size and recency of the photo library.



## Question & Answer WinTree® App

IT solutions in green

We will provide ample prior notification of the intended cessation of the period in which unlimited photos can be stored.

### **How is a photo published to a recipient when sharing photos?**

As the use of the WinTree® App broadens, it may arise that an employee may use it on their own private smartphone instead of or as well as on a business phone on which they can determine the settings themselves. It is important to understand and manage who has access and how the photos are shared. When sharing a photo via e-mail, a sent e-mail will be stored in the e-mail account set up on the smartphone. This can be a private e-mail account in the case of the use of private smartphones. The same applies to sharing via WhatsApp. The message is sent in a personal title. To ensure these images and messages are always attributable to and recognizable as coming from your company, the company name is always included. Tip: if a uniform method of sending and sharing photos is desired, make sure you have good working arrangements and have agreed and set up identity settings with your employee / users of the App.

### **How does the feedback button work?**

At the bottom of the App, a text bubble can be seen. With this you will get to the feedback page and you can share your experience with the WinTree® App with us. You can also write substantive feedback to us on this page. We truly appreciate your feedback. This input we can use for the further development of the App. If necessary, we will come back to your feedback. In all cases, we thank you for the effort taken to share your experience with us.

### **What do I need to do in the event of a malfunction?**

On the functioning of the App multiple causes can result in (temporary) malfunctions. To make it simple, we have elaborated on various subjects in this manual. Perhaps you will find the answer to your question.

If the question is not answered in our "Question & Answer" manual or if you get stuck, do not hesitate and send an email to [support@tsd.nl](mailto:support@tsd.nl).

### **How can I share an idea for the App with TSD?**

For this a feedback button is included in the App. The explanation about the working of the feedback button can be read at "How does the feedback button work?".

## Frequently asked questions about the Picking list function

### 1. How is sorted by using "collection on location"?

Sorting on row number, plant sequence number, size sequence number. Sorting in the App can not be changed to a different order.

### 2. Is it true that I can not read all the information that I have available in WinTree® while using the App?

The arrow at the top of the delivery is a fold-out function. This makes more information available but it is more limited than the information available in WinTree®.

### 3. What is the meaning of the icons in the App?

	25 %	% Loaded
	33 %	% Collected
	15	Number of packing
		Purchase
		On the way
		Location
		Not allocated
		Unread message
		Read message
		Send message
		Sent message
	6/12	Loaded

### 4. How does communication via the App and WinTee® work?

You can communicate with each other per line. A message in the App is placed in the line as a "chat message". WinTree® at the office receives a notification of the message. When the office responds, the App user sees a red **i** in the App. This "i" becomes gray when the message is read. App users can view each other's messages and a gray "i" appears.

The username is displayed within the chat. You can see who posted the message.

### 5. Which date is shown in the collecting or loading overview?

The work to be performed is shown on the loading date when the loading date is entered in WinTree®. If no loading date is entered, the delivery date is used.

### 6. What do the colour codes in the app mean for the deliveries?

The colour codes indicate additional information. In WinTree® this information is filled by the employee at the office. Each colour has a meaning. For example: Within a company it can be agreed that the colour code Green stands for "before 12:00 o'clock". The colour codes therefore help to determine which assignments have to be done first or on which specific attention must be paid. Tip: Set a number of colour codes with fixed meaning. Everyone knows (after a while) what it means. The colour does not have to be "opened" anymore. Also allocate a colour that shows a different assignment. For example: Within a company it has been agreed that the colour Purple always contains something special. The colleague in the office has entered that into WinTree®. You open this colour on the App and the comment of your colleague appears in the picture, such as: "let me know in between when this assignment is collected".

### 7. How do I handle non-allocated lines?

In the menus Collect and Load by delivery, the non-allocated lines are visible and recognizable via the black location icon. These lines can not be collected, but you can load them.

### 8. Do I have to use "collect per delivery" to report ready within WinTree®?

No that is not a requirement. In WinTree®, the ready report can be made without using the "collect per delivery" function.

### 9. What can I change in a delivery via the App?

The deliveries can be changed slightly in the App. If a line is open, the number of "collected" can be adjusted. An explanation can easily be passed on via the chat function.

### 10. How do I partially finish a line?

Is a line only partially ready? Just enter the amount collected picked so far and choose 'Ready'. The line will remain open, with showing the remaining outstanding amount.

### 11. Can I also print labels with the App?

No, the App does not contain a print function.

### 12. Can I change the information shown in the deliveries?

That is possible via WinTree®. The displayed information is equal to the print options as they are arranged for the Picking List. If other options are selected in WinTree®, the information that is visible in the App will change.

### 13. How can I review a line that is ready?

A line will disappear when it is finished. At the top right is the button "collected" or "loaded". When clicking on that button, the finished lines appear in blue on the screen.

### 14. How can I look again for jobs that are already collected?

In the Collecting menus (both when collecting per location and per delivery) the assignment



## Question & Answer WinTree® App

IT solutions in green

disappears when it is finished. The "Collected" button is located at the top right. When clicking on that button, the collected jobs appear in blue on the screen

### **15. How far can I see future deliveries in the App?**

In the App the deliveries are shown as set in WinTree®. This can be arranged flexibly in WinTree®. If you would also like to see deliveries with a date later than today, then you will need to choose a different date range within WinTree®: for example, 7 days in advance. The WinTree® App will immediately update and display the same information as defined in WinTree® itself.