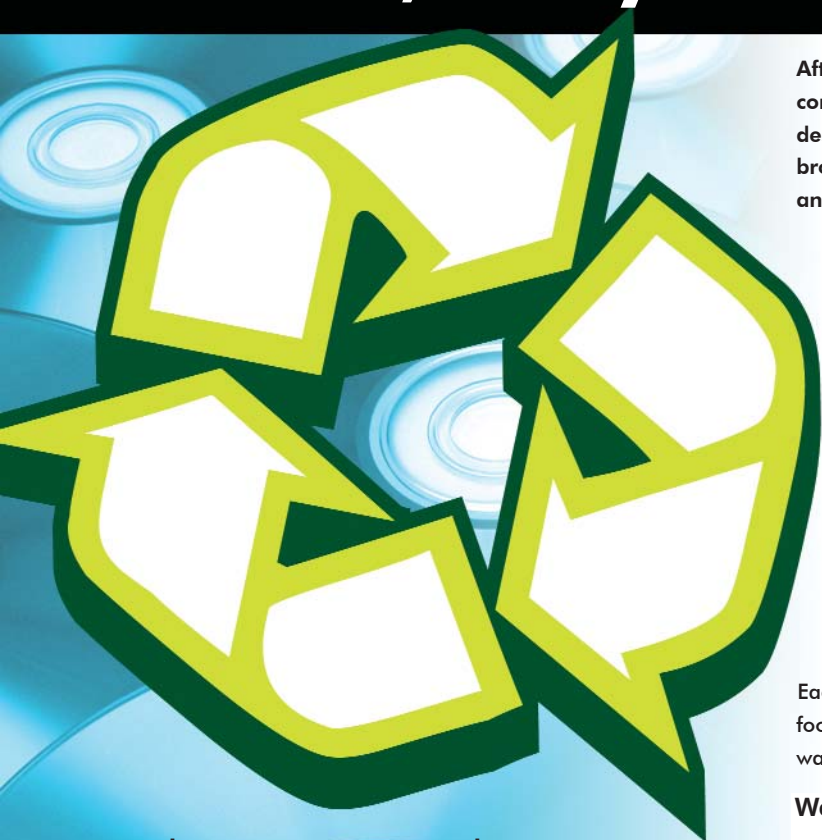# *Postcode*NEWS

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Reduce, Recycle

After careful research AFD Software has chosen an innovative recycling company to handle all its CD waste. Until recently, most UK CD waste destined for recycling was shipped overseas where a chemical process broke down the CD. The chemical process is not environmentally friendly and results in caustically contaminated materials with limited use.

A UK firm has developed a unique, patented chemical-free process which results in the re-use of virtually the entire CD.

Firstly, the CD package is separated into its constituent parts - case, insert and CD. The polystyrene case is granulated and pelletised then used to produce items such as fish bowls. The paper insert is pulped and recycled. The top 15% of each CD, which includes ink and a layer of aluminium, is removed, making data irrecoverable. Uses have included filler for road parking bollards. The remaining 85% of the CD is clear uncontaminated polycarbonate. This is granulated and re-compounded to produce injection grade material used for alarm boxes, mobile phones and fuse boxes.

Each week the firm, Polymer Reprocessors, receive an average of ten forty foot trailers containing a total of one million items - mainly CD and DVD waste. The patented recycling process is believed to be unique in the world.

Want to have your waste CDs recycled? For information visit:
www.afd.co.uk/recycled

www.polymer-reprocessors.co.uk

Recycling Cds into practical use

David Dorricott - AFD Managing Director
"For some years we have replicated and produced CD and DVD based product in-house. This has enabled us to minimise waste by closely matching supply and demand. Now even the small amount of remaining CD waste is expertly recycled to re-appear as fish bowls, road bollards or roadwork warning lights."

Reduce, Recycle

1. Paperless Administration

Over the past three years paperless administration of invoices, statements and license certificates has rolled out to the network of over 300 AFD Partners.

This roll out has been a great success with nearly 90% of partner administration now carried out electronically and with measurable benefits:

Benefits

Paper and printer usage is significantly reduced by electronic documentation, not to mention the reduction in office space for storage.

This provides an environmental advantage.

Driving out related postage, print and administrative costs, helps keep software prices down.

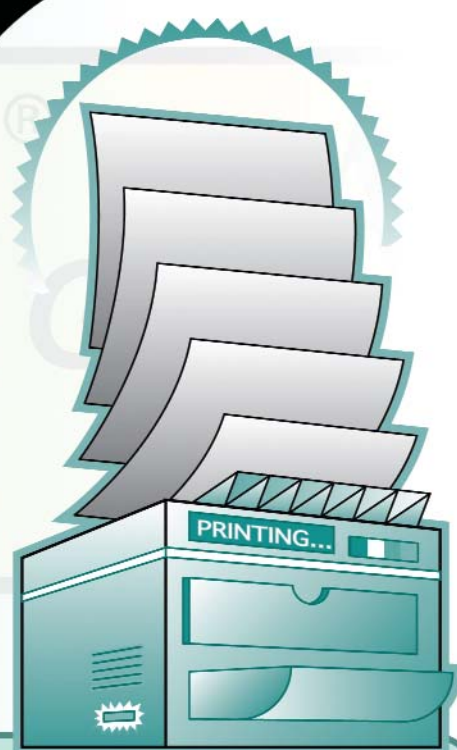Electronic documents are easy to forward or copy.

Internal administration costs are reduced.

David Dorricott continued: *"In addition to the success of the Partner transition to electronic documents, we also have hundreds of other customers who are now receiving electronic documentation in PDF* format. Over the course of the year we are encouraging customers to take another step towards a better environment and business efficiency by switching off paper and switching on to PDF electronic documents."*

* PDF (Portable Document Format) is a worldwide standard for electronic documentation, enabling presentation on different machines in a stable, uniform format. A free viewer can be downloaded from: **www.adobe.com**

Get Acrobat® Reader — Adobe

Switching to electronic documentation is easy. Simply email: **postcode@afd.co.uk**

2. Electronic Software Download

Today an estimated 25% of all software is delivered by Electronic Software Download (ESD). This is set to rise to 50% by 2008.

The rapid increase in take-up and availability of good broadband connections makes a download of 30 Mb seem quite normal.

It makes good sense to back-up software and documentation as part of a standard process rather than relying on finding original media CDs - ESD supports this process.

There is an increasing expectation for instant delivery - ESD makes this a reality.

Graeme Howie - AFD Technical Manager:
"A 2Mbit standard broadband connection will download a 30MB file in less than 3 minutes. With Electronic Software Distribution a customer can order, download and install software within ten minutes of a purchase decision."

Electronic Software Delivery is currently available for AFD Postcode, Plotter, BankFinder and MailSaver

Now you can order a copy of AFD Postcode and be using it within minutes!

www.afd.co.uk/postcode

Address Management Software

Every day, over 7,000 UK organisations save time, improve accuracy and raise service standards by using AFD Postcode address management solutions.

Address errors are easy to make!

There are around 28 million addresses in the UK and it's easy to get them wrong! Many people do not have good keyboard skills and mistakes are made. Illegible handwriting, regional accents and poor phone line quality all lead to data entry errors and on websites, errors are made in online forms.

What are the consequences to your organisation?

Deliveries are delayed, wrongly delivered or are returned, resulting in a variety of costs to the carrier, recipient and the sender. Delays and non delivery can upset customers and absorb valuable customer service or management time. This carries a real and an opportunity cost: 30 minutes spent dealing with a complaint means 30 minutes less developing new opportunities!

10 ways in which improvements can occur:

1. **Greater Staff Productivity**
2. **More Efficient Working**
3. **Improved Spelling Accuracy**
4. **Precise Information**
5. **Lower Delivery Failure Rates**
6. **Better Service**
7. **Easier Analysis**
8. **Professional Image**
9. **Consistent data format**
10. **Cleaner address lists**

Enhanced Robot®

For over five years, patented AFD Robot has revolutionised the entry of address and bank data into thousands of applications - with no programming. Now Robot is enhanced to make it work even with some difficult programs - where positioning is only possible by mouse - or where the application has tricky "child" windows. Teaching Robot how to enter addresses is easy, even for the complete novice.

Child Windows

AFD patented Robot technology has now been upgraded to support Multiple-Document Interface (MDI) or "child" windows. This means Robot can behave differently in different child windows. For example some child windows should never receive a postal address whereas others may need to do so in a variety of formats. Robot can now individually identify each of these windows and relate each to an appropriate address layout.

Mouse Click Positioning

Address entry fields in some applications cannot be accessed with a keyboard shortcut. Robot now handles this eventuality by supporting mouse clicks with non-scrolling, fixed-size windows. The start position for address insertion is set by capturing the mouse position during Robot setup. This means that where the start point for postcode entry is not used consistently, Robot will still deliver lookup and place address data in the correct field positions. A further advantage is that Robot can handle applications which would normally re-focus the curser on a default position or field.

Fast Find through Robot

The new fast find function in the Robot pop-up window allows the correct postcode to be found quickly without calling up any other program.

Simple Set-up Option

You can now teach Robot exactly how you want it to enter addresses by simply typing an example address into your program whilst Robot is watching you. Do this once and you never need type another address!
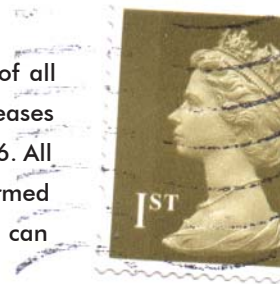

Robot enables all AFD solutions to be used in conjunction with the range of Sage software and with Access applications built using a "child" window approach. In addition, enhanced Robot will support almost any bespoke application written using a Child Window approach.

Enhanced Robot is part of the current April (Q.2/06) release. Full details are included with the installed update and online documentation.

Mailsort Discount - Size Matters

Postal Price Increases

Royal Mail has changed the pricing of all Mailsort tariffs; most of these are increases and came into effect on 3rd April 2006. All AFD MailSaver customers were informed of update availability last month and can download the update from:

ftp.afd.co.uk/mailsaver/mailsave.exe

Size-related Pricing

Major changes are being made to they way in which Royal Mail calculates postage rates. In addition to relating price to item weight, the item size will now affect the mailing cost. This is called 'Pricing In Proportion' (PIP) and the new methodology comes into effect on 21st August. At the beginning of July AFD will release an update of MailSaver which handles PIP as part of the Q.3/06 release.

www.afd.co.uk/mailsaver

Now!... Find an Irish Pot of Gold.

AFD BankFinder can now validate bank and account details for Irish banks. All Irish banks that are part of the Irish Payment Services Organisation are included such as Permanent TSB, Allied Irish and the Bank of Ireland.

Any user will be able to install and use the Irish data option at no extra cost. Users of the AFD BankFinder interface have the option to access Irish Data or to ignore it.

Validation of Irish bank details is an option, and existing integrated BankFinder installations are unaffected. If included, validated data is flagged as validated for use with either the UK or the Irish clearing system. Some branches are members of both clearing systems. In these cases BankFinder indicates this, enabling further checks to be made. Validated bank details can then be routed to the correct clearing system. If Irish data is not included, BankFinder will continue to reject data only suitable for the Irish clearing system.

John Johnson - AFD Partner Manager:
"We are delighted to be able to provide validation of Irish bank information at no extra cost. BankFinder is used today by hundreds of organisations and users benefit from a 'get it right first time' approach to entry of data to any payment and collection systems."

A guide for developers wishing to upgrade to include Irish data is available now at:

www.afd.co.uk/includeirish

or contact our support department for further assistance:
support@afd.co.uk

BS7666 - Unique Delivery Point Reference Number

Royal Mail Address Key was designed to provide a unique reference to a letterbox level address when used in conjunction with the Organisation Key and Postcode Type. However, where an address amendment such as a change to property detail or correction of a typographical error was made to the Postcode Address File, the record would be deleted, along with the address key. The amended address would then be re-added with a new address key resulting in a discontinuity in a reference to the same address.

The new Unique Delivery Point Reference Number (UDPRN) overcomes this. Where a change is made the original record and any previous records which relate to the same delivery point are retained and linked via the UDPRN, enabling the user to provide a continuous link regardless of changes to details of address over time.

Unlike the old Address Key, the new UDPRN fulfils the BS7666 Part 5 address requirement for a unique property level identifier for each address record.

The UDPRN is included as a standard part of Postcode Plus and Names & Numbers installations from Q.2/06. It is a searchable field and is included for both front end use and for integration with other applications. The UDPRN may be retained at the point of address entry or appended later by AFD Refiner to addresses which are matched to delivery point level.

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Buckingham Palace

PO Boxes
Did you know?

Royal Mail attempts to validate all PO Boxes on PAF on an annual cycle to make sure the details held are correct. As part of this process, 106,000 English PO boxes were mailed at the end of January this year. As a result around 19,000 PO boxes were deleted and over 20,000 amendments were made to remaining boxes. A similar process has already taken place for PO boxes in Scotland, Wales and Northern Ireland. Royal Mail also keeps a record of addresses where a business was previously known to operate but which now appears vacant. These vacant addresses are mailed so that any new occupant organisation has the opportunity to have its organisation name included on the PAF file.

Data News Q2/06

Postal Address Data is constantly changing. New buildings are constructed, existing buildings are changed to apartments or back to large houses, and some are demolished. Also, postcodes are changed and new localities are established.

All changes need to be reflected in the Royal Mail PAF file on which AFD address management solutions are built.

Royal Mail PAF statistics and newly announced changes can be found at: **www.afd.co.uk/news/datanews**

Bank administration is also constantly changing. Consolidation, centralisation, re-organisation and regionalisation are regular occurrences. Without BankFinder updates, details that should be rejected may be accepted and vice versa. Occasional 'emergency updates' from BACS are immediately made available to BankFinder customers who receive updates.

Updates range in price from GBP 60 per annum to GBP 150 per annum depending on the product. For details and to order updates please call **01624 811711** or email **postcode@afd.co.uk**

AFD's monthly Postcode Ownership Plan (POP) covers all costs (including updates & VAT) in a single monthly payment. **www.afd.co.uk/pop**

Please note Names & Numbers Q.2/06 is due in May. All other Q.02/06 product releases are available now.

Hot Spot
Jacqui Murtough - Credit Controller

Jacqui's closest escape was in Zimbabwe when a car she was travelling in was run over by a train - she and all the occupants survived!

The accounts team at AFD doesn't offer that kind of edge - but Jacqui has kept the adrenalin running through her passion for car and super bike racing - one of the things that has drawn her to the Isle of Man.

Racing may be noisy but Jacqui also enjoys a quiet life reading up on motor sporting global heroes like world champion Valentino Rossi or local heroes like Ramsey's James Toseland, or painting portraits in oil.

Jacqui enjoys walking around the tranquil Island, eats anything healthy and is a trained aromatherapist.

Contact AFD

By Phone

01624 811711 (Sales)
01624 811712 (HelpDesk)
0800 083 8424 (FREEPHONE Registration)

By Fax

01624 817695

By Email

postcode@afd.co.uk

By Post

**AFD Software Ltd
Lough House
Approach Road
Ramsey
ISLE OF MAN
IM8 1RG**

Web Site

www.afd.co.uk

Keep in touch with Postcode developments by visiting the AFD Web Site - where you can try out products, collect free software and obtain technical support.