



W1 QSL Bureau  
PO Box 73  
Marlborough, MA 01752-0073

Email : [w1qsl@w1qsl.org](mailto:w1qsl@w1qsl.org)

# QSL Bureau Accounting Program Manual – Version 4.00a

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Software developed by David Robbins, K1TTT and the W1 QSL Bureau team  
KM1D Program Liaison  
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# The QSL Bureau Accounting Program Operating Manual

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## 1. Introduction

This manual describes the use of the version 4.00 of the QSL Bureau Accounting program.

QSL sorting consists of several operations:

- Receiving Cards
- Receiving Credits
- Sorting Cards
- Recording Cards
- Shipping Cards
- Notifications

QSL Bureau Accounting has been designed and written to assist with tracking the flow of cards and credits from the Incoming Bureau to the Ham. From recording incoming credits to the generating of reports to balance the books with the Bureau, QSL Bureau Accounting will assist with every step.

You can practice using this program by first saving your “good” data file in a safe place and then experiment with the program. When done, simply refresh the program with the “good” data using the restore feature.

***It is very important that you always have a copy of your current data stored in a safe place. This should be a different storage device than your active program area so that you are protected in the event of disk failures or virus attacks. See the Backup and Restore section of this manual.***

This program may be used to manage one or more letter groups. Each letter group becomes a separate database that can be accessed by this program.

## 2. Installation

### System Requirements

1. The program works on Vista, Windows 7, 8 or 10. You should install the program in a directory other than Program Files. The installation will default to using a top directory “QSL Bureau Accounting”. If using Windows XP operating system, you must have Service Pack 3 installed.
2. If you do not have Office 2010 or 2012 with Access, install the Access 2010 runtime. Download from Microsoft at:  
<http://microsoft.com/en-us/download/details.aspx?id=10910> .
  - Note that there is a 32 bit and a 64 bit version. Please select the 32 bit version even if you have a 64 bit operating system.
  - Save the file *AccessRuntime.exe* making a note of where it is saved
  - Find the file and double click on it to execute.
  - Follow the prompts to install Access 2010.
3. The installer may check for the dotNET 4.0 Client Framework and send you to MS to get it. If the installer says you need it then follow the instructions the installer gives you and get it from the link provided.

### Installing the program

1. Download the program. A link to the installer is located at:  
<http://www.w1qsl.org/qslsort/> (provides a link to the K1TTT site)
2. Save the installer ZIP file. The ZIP file will have two files
  - *QSLBureauInstaller.msi*      - *setup.exe*
3. Double click on *setup.exe* to start the setup procedure. Follow the prompts to run the installer
4. If this is a new installation or if you are installing in a different directory than the previous installation, make sure you put a copy of your letter data file in the new installation directory. For example, the letter data file for the letter A is *bureau\_a.mdb*. You can also put a copy of your data in your backup area and then do a restore function.
5. New with version 4, your settings information is preserved when updating the program with a reinstall or a new version (providing the previous version was version 4 or later).
6. Copy the latest Admin Database File (*bureau\_admin.mdb*) into the directory you installed the program. The file is available from your Bureau and includes the latest postage rates and your Bureau specific information. See Chapter 17.

The program creates the following database files:

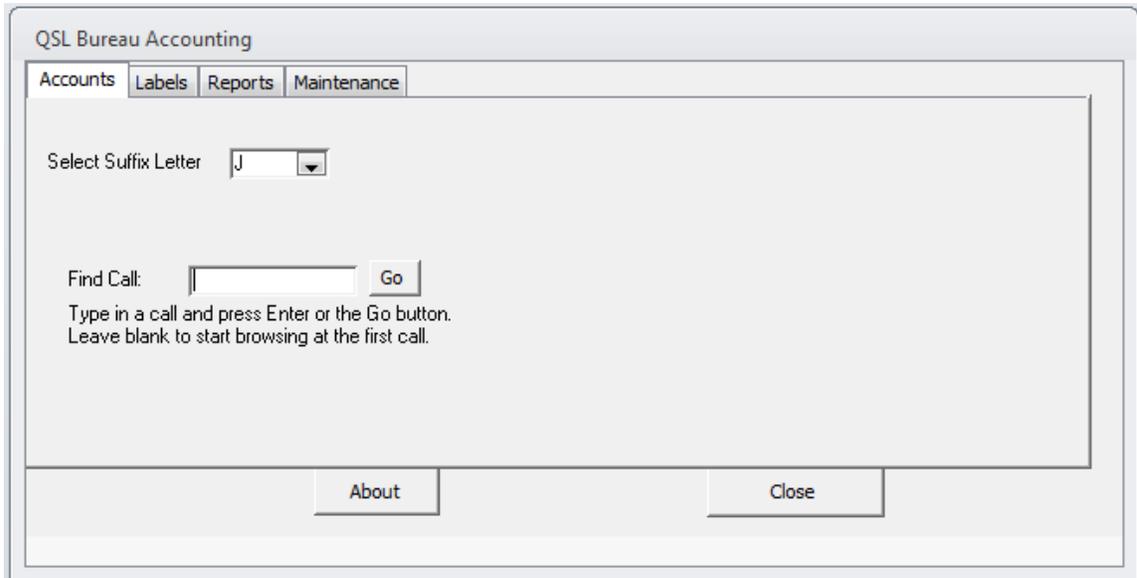
<i>bureau_fe.mdb</i>	This contains the forms and the program code
<i>bureau_sorter.mdb</i>	This is the sorter's settings. Backup location, email choices, printing
<i>bureau_admin.mdb</i>	This is settings for the Bureau administration. Text for the email messages, URL on the label, low balance limits, shipping cost table
<i>bureau_x.mdb</i>	This is the actual data for the particular letter, where "x" is the letter.

The *bureau\_admin.mdb* file can be customized with the information unique to a particular QSL Bureau. The current distribution contains the information for the W1 QSL Bureau by default but others may be created. The file also contains the postage rate table from when the program was released. It should be updated with the file containing the latest postage rates.

This allows other Bureaus to use this program by creating a file with their specific information. The Bureau specific *bureau\_admin.mdb* file can then be distributed to the users. The user would then copy the file into the directory where the program was installed.

### 3. Initial Screen

The initial screen of the QSL Bureau Accounting program is shown below. This is the main screen that the program will open to every time you start the program.



The buttons on the initial screen perform the following functions:

**Close** – exit the program. Every time you close, the database is backed up in the program directory.

**About** – display the current version of the program.

## Initial Screen Tabs -

There are four tabs on the top of the initial screen for each of the four areas of the QSL Bureau Accounting program. Each tab takes you to a new screen to perform the following functions:

**Accounts** –locates and processes individual accounts.

**Labels** – processes Shipping and Notify labels.

**Reports** – generates status reports.

**Maintenance** – accesses functions such as backup and restore.

The following two fields are displayed in the default **Accounts** tab:

**Select Suffix Letter** – a pull down list to select the letter to be sorted, for example “J” - all accounts where the first letter in the suffix is the letter “J”.



Select Suffix Letter

**Find Call** – type in a call and click **Go** to go to the Account Record screen for that call. If you click **Go** without entering a call, you will go to the **Account Record** screen and the account for the first call in the database will be shown.



Find Call:

Type in a call and press Enter or the Go button.  
Leave blank to start browsing at the first call.

**NOTE**- On many of the screen buttons you will see (Fx) after the button name. This is the function key that may be used rather than the button. Function keys are screen dependent, i.e. the function performed by F2 may change for different screens.

## 4. Account Record Screen

The **Account Record** screen appears whenever you enter a call on the **Account** tab on the initial screen.

The **Account Record** screen contains information about a particular call and the related account information. Most of the sorting operations are performed from this screen.

Advanced features give you the ability to populate address information directly from QRZ.COM.

The following is a description of the portion of the screen required to do the basic operations. See the screen below:

The screenshot shows the 'Account Record' window for call W1XYX. The window title is 'Account Record'. At the top, there are fields for 'Call' (W1XYX), 'Start Date', and 'End Date'. Below this are two tabs: 'Account Status' (selected) and 'History'. The main area contains several fields and buttons:

- Status: No Acct (dropdown)
- Notes: (empty text area)
- Cards in File: 25
- Name: Joe Ham
- Addr1: 73 Yagi Drive
- Addr2: (empty)
- City: Boston, MA (dropdown), 12345-1234
- E-Mail: nospam@arrl.net
- Balance: \$0.00
- Last Shipment: (empty)
- Notify: 4/5/2016
- ReNotify: (empty)
- Low Bal Notify: (empty)
- Address Updated: 4/5/2016
- Old Call: (empty)
- New Call: (empty)

Buttons at the bottom of the main area: Callbook, QRZ.COM, Paste Addr.

Bottom navigation bar with buttons: Add Credit(F4), Ship(F5), Transfer(F6), Misc(F7), Notify(F8), Low Bal.(F9), Find Call(F3), Re-Issue, Delete, Close (Esc).

Footer: Record: 1072 of 1072, No Filter, Search.

There are four areas to this screen; the common area at the top, the **Account Status** tab and the **History** tab. The fourth area is a set of buttons on the bottom that support the operations which will be described both here and later in this manual.



#### 4.1. Common Area of the Account Record Screen

The common area at the top of this screen has three fields.



**Call** –This field identifies the call sign for the information on this screen is. Note that this field is not an editable. You can change call signs using several possible methods.

- a. Click the Find Call (F3) button
- b. Click the navigation arrows at the bottom of the screen to move forward or backward one call at a time, or completely to the beginning or end of the calls on file.



- c. Use the Page Up and Page Down keys on the keyboard.

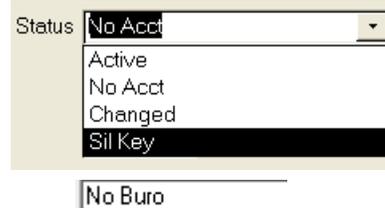
- d. Click the Close button (or Esc on your keyboard). This will close you out of the Account Status screen and bring you back to the initial screen of the QSL Bureau Accounting program where you can enter a new call in the **Find Call** field.

**Start Date & End Date** – These fields are intended for ease of tracking as you add and end accounts or when you want to track an account for a specific period of activity. They can also be used to track when calls are reissued.

## 4.2. Account Status Tab

\*\*\* See also **Section 4 Basic Operations** \*\*\*

**Status** - The current account status. This is a drop down list. The possible entries that can be used here are:



The image shows a screenshot of a software interface. At the top, there is a label 'Status' followed by a dropdown menu. The dropdown menu is open, displaying four options: 'Active', 'No Acct', 'Changed', and 'Sil Key'. The 'No Acct' option is currently selected and highlighted. Below the dropdown menu, there is a text input field containing the text 'No Buro'.

- a. Active – This person has or has had credits in the account with the Bureau
- b. No Acct – This person has no credits in the account. Usually there will be cards in the file for this call.
- c. Changed – This is used to indicate when credits have been transferred to another account, usually due to call sign change.
- d. Sil Key – The Ham has become a Silent Key.
- e. NoBuro – The Ham does not receive Bureau cards

**Notes** - This is a text field that may be used to record miscellaneous information. Typically this will be items such as:

- Preferred shipping method.
- Preferred shipping frequency.
- Minimum quantity for shipping.

**Cards in file** - This should always be an accurate representation of the number of cards in the file for this call. By keeping this up to date you will have a quick and easy reference for inquiries. This will save you lots of time when you get requests rather than having to search through your file of cards. When you do a shipment this number is reset to zero by the program. This data may be used by your Bureau to provide on-line status information.

**If you are receiving cards, sorting, and then shipping then in one process, you do not need to tell the program “Cards in file” since the number would zero out anyway once you shipped the cards.**

**Balance** - This is the current balance on account with the Bureau. This is calculated based on the transactions recorded for this account. This field is not editable.

**Last Shipment** - This is the date of last shipment. This field is automatically updated when you perform a “ship” transaction. This field is not editable.

**Notify** – This is the date when a notify message or label was sent out. This field is filled in by the program when you do a Notify transaction. This field is editable, however if you do not enter a valid date in any common date format (3/23/2017, 23 mar 17, etc) you will see this dialog:



The program did not understand the value that you entered. Simply click **OK** and enter the date in a proper format or click the **Notify** button or press **F8**. You will not be able to move to the next field until you correct this.

**ReNotify** – The date when a ReNotify message or label was sent out, this is filled in by the program when you do a ReNotify. The same rules and procedures for the Notify apply.

**Low Bal Notify** – The date when a Low Balance Notify message or label was sent out, this is filled in by the program when you do a Low Balance Notify.

**Address Updated** – This field represents the last update to the contact information (name, address or email address.) This date information is updated by the application and is not editable.

**Old Call** – This field gives you historical tracking of the prior call held by the Ham.

**New Call** – This field is for a new call. You may have received credits for a new call, or have performed a Transfer Out of another account. When a new call is entered, the field is highlighted in **yellow**.

**Close (Esc)** –Clicking this button or pressing **Esc** on the keyboard closes the window and returns you to the initial QSL Bureau Accounting program screen.

### 4.3. History Tab

Date	Type	Cash
2/10/2013	Transfer to: KV1J	(\$1.00)
4/24/2011	Recv	\$19.12
3/20/2011	Ship 7oz Parcel	(\$2.34)
12/16/2010	Ship 11oz Parcel	(\$3.02)
9/20/2010	Ship 6oz Flat	(\$1.83)
7/10/2010	Ship 11oz Parcel	(\$3.02)
2/26/2010	Ship 10oz Parcel	(\$2.85)
12/5/2009	Ship 10oz Parcel	(\$2.85)
8/21/2009	Ship 7oz	(\$2.34)
5/15/2009	Ship 4oz	(\$1.49)
2/26/2009	Ship 6oz	(\$1.78)
2/17/2009	Recv	\$19.12

The **History** screen from the **History** tab provides a ledger of all transactions for this call. All transactions for receiving credits, shipping cards, or transfers are recorded in the database and are displayed here. This information is generated by the program and can not be edited on this screen.

## 5. Basic Operations

The majority of the operations you will do in the QSL Bureau Accounting program will be done in the **Account Records** Screen for each callsign.

As QSLs come in, you will sort them into individual call bundles. Each bundle will require some amount of processing.

Once you have the cards sorted into individual calls, you are ready to process them. You will enter a call sign in the initial screen of the QSL Accounting Program and click the **Go** button. You will then be presented with the information of that call in the **Account Record** screen shown in the figure below.

Once in this screen you will not need to return to the initial program screen to get to a different call.

## 5.1. Using the Account Record Screen

The screenshot shows the 'Account Record' window with several sections highlighted by red boxes and numbered 1 through 6:

- 1:** Call sign (W1XYX), Start Date, and End Date fields.
- 2:** Status (Changed) and Notes (Changed call 2016. Run down this balance until activity drops.)
- 3:** Balance (\$18.34), Last Shipment (4/14/2016), Notify, ReNotify, and Low Bal Notify fields.
- 4:** Name (Joe Ham), Address (73 Yagi Drive), City (Boston, MA), and ZIP (12345-1234).
- 5:** Address Updated (4/5/2016), Old Call, and New Call (W3XYZ).
- 6:** A row of function buttons: Add Credit(F4), Ship(F5), Transfer(F6), Misc(F7), Notify(F8), Low Bal.(F9), Find Call(F3), Re-Issue, Delete, and Close (Esc).

At the bottom, the status bar shows 'Record: 1072 of 1072', 'No Filter', and a search field.

There are many major functions that you will perform in this screen. This is where you will spend most of your time in the QSL Bureau Accounting program. Everything except the printing of labels and reports and some maintenance is done in this screen.

## 5.2. Six Basic Sections of the Screen

- 1) This section identifies the call sign of the information displayed.

A close-up of the top section of the screen, showing the 'Call' field with 'W1XYX', 'Start Date', and 'End Date' fields, all enclosed in a red box with a red '1' next to it.

It includes the start and end dates of this data when that information has

been entered. The dates may not exist unless specifically populated.

2) Basic status of the account:

A screenshot of a software interface showing account status. It features a dropdown menu for 'Status' set to 'Changed', a text area for 'Notes' containing 'Changed call 2016. Run down this balance until activity drops.', and a field for 'Cards in File' with the value '0'. A red number '2' is overlaid on the left side of the form.

- a) **Status** - The Status is Active, No Acct, Changed, Sil Key or No Buro.
- b) **Notes** - Any pertinent notes about how or when the Ham wants cards shipped or perhaps what method of shipping. In some cases this information might be items like when certain cards are inappropriate. Also for when there is a previous owner of the call or even a QSL manager.
- c) **Cards in File** - How many QSL cards are on file. This field clears to zero when a shipment is made.

3) Balance and activity dates of this account.

A screenshot of a software interface showing account balance and activity dates. It includes fields for 'Balance' (\$18.34), 'Last Shipment' (4/14/2016), and three empty fields for 'Notify', 'ReNotify', and 'Low Bal Notify'. A red number '3' is overlaid on the left side of the form.

- a) **Balance** - The dollar amount of credits the Bureau is holding for this call sign.
- b) **Last Shipment** - The date of the last shipment of cards.
- c) **Notify** - Last date a notification was sent
- d) **ReNotify** - The last time a ReNotify was sent. ReNotify is automatically created when a second Notify is created.
- e) **Low Bal Notify** - Date when low balance notification was sent. If the record is updated with credits the Notify, ReNotify, and Low Bal Notify fields clear automatically.

4) Name and address fields.

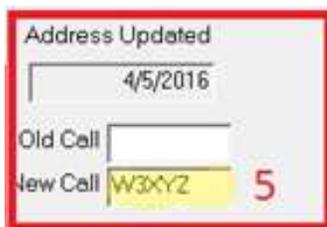
The name and address information is displayed and may be changed. The program will warn you if you try to generate a label with the address line too long. There are three buttons here that enable features for address lookup and updates. These are explained in more detail later in this manual.



A screenshot of a software form with a red border. The form contains the following fields: Name (Joe Ham), Addr1 (73 Yagi Drive), Addr2 (empty), City (Boston), State (MA), Zip (12345-1234), and EMail (nospam@arrl.net). Below the fields are three buttons: 'Callbook', 'QRZ.COM', and 'Paste Addr'. A red number '4' is positioned to the left of the 'Callbook' button.

- a) The **Callbook** button looks up the information from a QRZ CD or the QRZ.COM database using a data transfer function. You need to have a QRZ.COM XML data account to use this feature. Additional database lookups are available.
- b) The **QRZ.COM** button looks up the information on <http://www.qrz.com> for the Ham referenced in the call sign field. You will be asked to log into QRZ.COM in order to view the address information.
- c) The **Paste Addr** button allows you to copy the address from the call book or web site into the program record.

5) These fields are historical data that provide the dates the record was last updated, an old call, if applicable, and a new call.



A screenshot of a software form with a red border. The form contains the following fields: Address Updated (4/5/2016), Old Call (empty), and New Call (W3XYZ). A red number '5' is positioned to the right of the 'New Call' field.

6) These are the buttons that allow you to perform most of the functions needed for recording the various transactions.

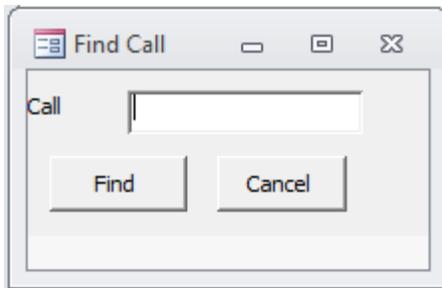
Add Credit(F4)	Ship(F5)	Transfer(F6)	Misc(F7)	Notify(F8)	Low Bal.(F9)
Find Call(F3)	Re-Issue	Delete	<b>6</b>		Close (Esc)

- a) **Add Credit (F4)** – This function adds “credit” to the current account. Add credit when you receive notice of credits received by the Bureau for this particular call. See below.
- b) **Ship (F5)** – Handles the shipping operation when you have cards to ship to a particular call. When you ship, enter the weight of the cards being shipped and the program will calculate the proper postage amount for the weight entered.
- c) **Transfer (F6)** – Transfers the amount in dollars to or from this account to another. This is common, and is sometimes due to someone either changing callsigns or for those who may have several calls.
- d) **Misc (F7)** – Makes an entry to add the amount specified in dollars for a non-standard reason. This may include crediting something or charging something extra, for example, for unusual shipping reasons.
- e) **Notify (F8)** – Initiates a notification process to the callsign. This is usually to let the owner of a callsign know that there is a need to either establish an account or to send more funds. It also updates the Notify field in the account.
- f) **Low Bal (F9)** – Creates a Low Balance notification.
- g) **Find Call (F3)** – Allows you to enter the next call to process. If that call is not found, you can add a new call. See below
- h) **Re-Issue** – This is used to manage a call when the call is reissued to another Ham.
- i) **Delete** – Deletes a call from the database
- j) **Close (Esc)** – Closes the **Account Record** screen

### 5.3. Find Call (and adding a call)

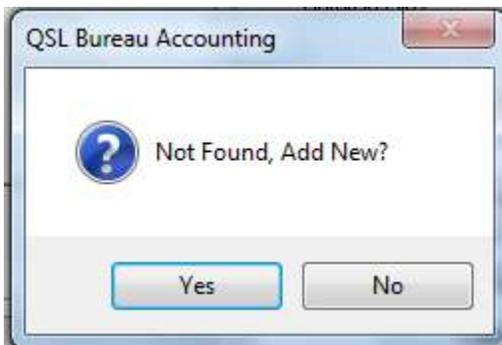
Click **Find Call (F3)** button.

Type the call of interest in the **Find Call** screen.



Click **Find**.

- If the call is in the database, you are presented with the **Account Record** screen for that call.
- If the call is not in the database, a **Not Found** screen appears.



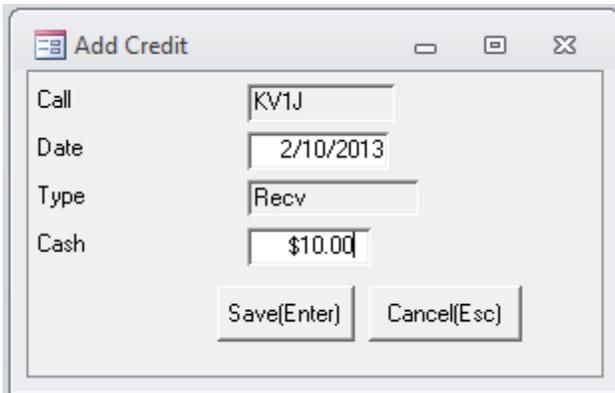
Do you want to add the call to the database?

**No** – The program goes back to the **Find Call** screen.

**Yes** – The program goes to the **Account Record** screen for that new call.

## 5.4. Add Credit

Click **Add Credit (F4)** – to the **Add Credit** screen



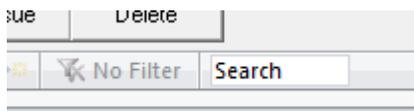
Type in the dollar amount of the credit in the cash window.  
The program fills in the date of the transaction.

**Cancel (Esc)** - No entry and returns to the **Account Record** Screen.

**Save (Enter)** - Enters the amount and returns to the **Account Screen**.  
The balance is updated and the account history is updated.

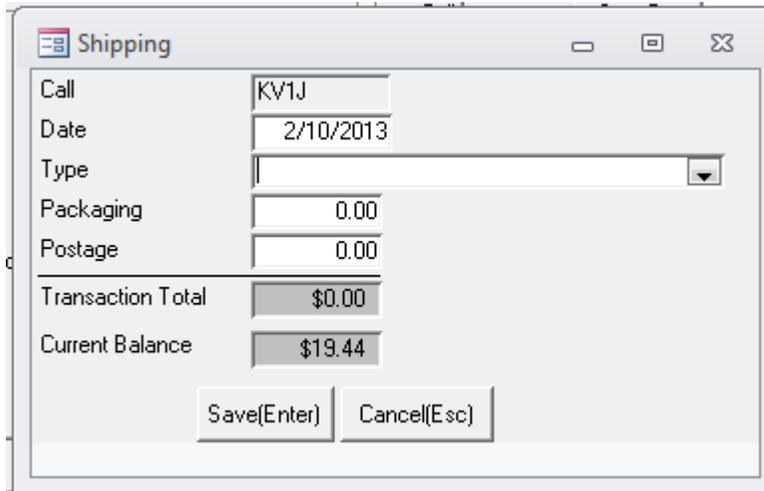
## 5.5. Search

The Search box at the bottom of the screen is part of the Access database structure of the program. It may be used to search the database for items such as callsigns and names. Type the text to be searched in the box. Hit **Enter** to find the next occurrence of the text string. It is recommended to use the **Find Call (F3)** function for callsign lookups.



## 6. Shipping

From the **Account Record** screen, click the **Ship (F5)** button to go to the **Shipping** screen.



Call	KV1J
Date	2/10/2013
Type	
Packaging	0.00
Postage	0.00
Transaction Total	\$0.00
Current Balance	\$19.44

**Type** – Weight in ounces or PP for other postage methods. Use the pull down list or type in the weight in ounces.

**Postage** – The program inserts the cost of postage for the weight selected in **Type**. For PP, you must manually enter the actual cost of the postage in dollars.

**Packaging** – The program inserts the handling charge in dollars. For example, \$0.20 for 20 cents. Verify the proper value for these charges with the Bureau Operations. The standard values are preloaded in the **Shipping Costs** screen.

**Transaction Total** – Total cost of postage and packaging is calculated by the program.

**Current Balance** – Account balance prior to this transaction is displayed by the program.

If the transaction total cost is greater than the current balance, the **Transaction Total** area of the screen turns yellow to alert you.

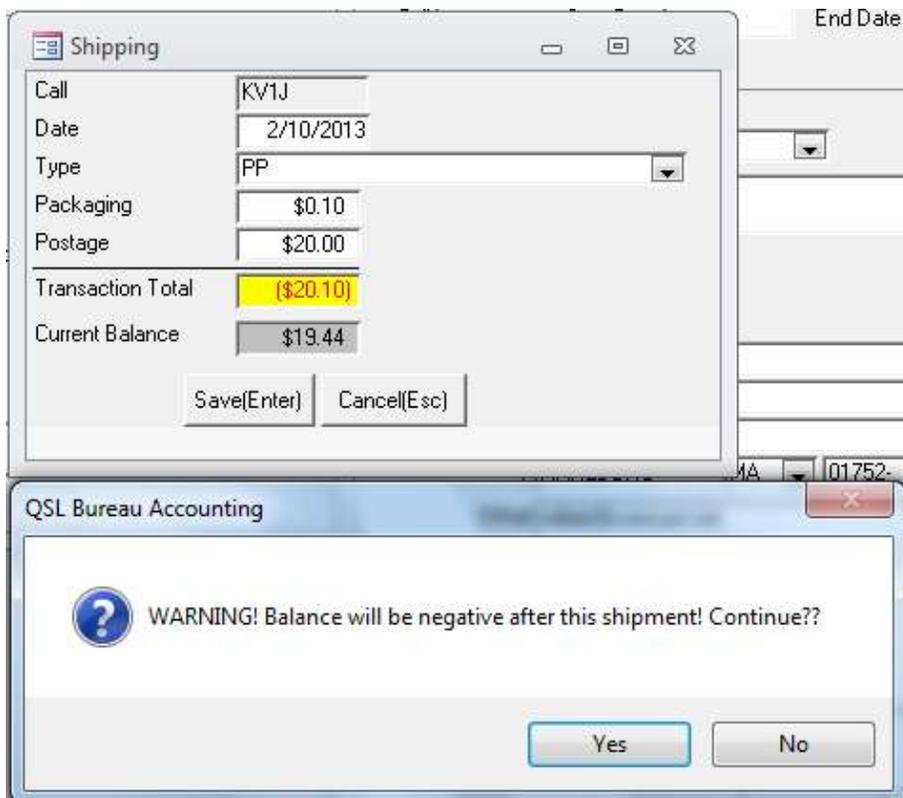
**Save** – Completes the transaction and returns to **Account Record** screen.

The following actions are performed by the program -

- Balance updated
- Last ship updated
- History updated
- Address label to file for future printing
- Balance Label to file for future printing

**Cancel** – No transaction and returns to **Account Record** screen

If the resulting current balance is negative, the following warning screen is displayed.



Continue?

**Yes** - Same as save above with a negative balance

**No** - Cancel the transaction and return to the **Account Record** screen

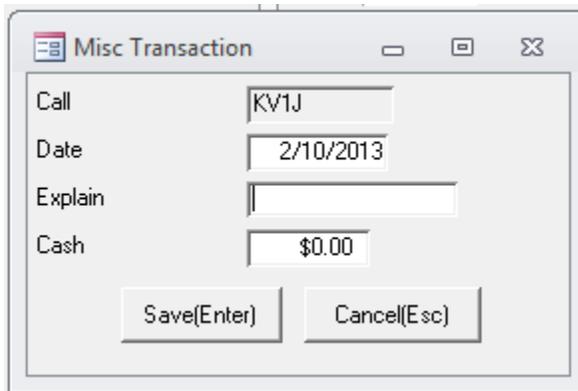
If the account balance goes below the Low Balance Limit as set in the Reports section, the balance label will include a “need money” message.

If you attempt to ship with no address filled in you will get a message that an address is required.

## 7. Miscellaneous Transactions and Delete

### 7.1. Misc Transaction Screen

Click **Misc (F7)** – to go to the **Misc Transaction** screen



The screenshot shows a window titled "Misc Transaction" with a standard Windows-style title bar. Inside the window, there are four input fields arranged vertically. The first field is labeled "Call" and contains the text "KV1J". The second field is labeled "Date" and contains the date "2/10/2013". The third field is labeled "Explain" and is currently empty. The fourth field is labeled "Cash" and contains the value "\$0.00". Below these fields are two buttons: "Save(Enter)" on the left and "Cancel(Esc)" on the right.

The dollar amount to be added is entered in the cash field. It may be a positive or negative value.

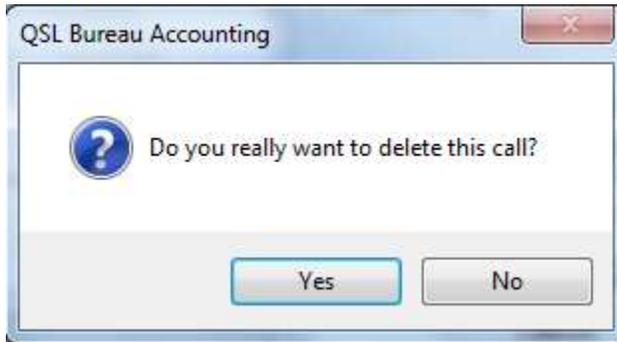
**Explain** – Type in the reason for the transaction. It is recorded in the history file.

**Save** – Records the transaction and returns to the **Account Record** screen.  
Also records the transaction in the history file.

**Cancel** – No transaction and returns to **Account Record** screen

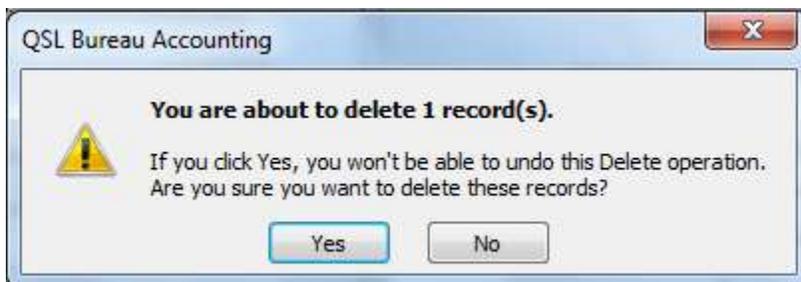
## 7.2. Delete

Click the **Delete** button to delete an account.



**No** – No transaction and returns to **Account Record** screen

**Yes** – You are about to delete an account record- not recoverable



**Yes** – Account record is deleted

**No** – No transaction and returns to **Account Record** screen

## 8. Notify and Low Balance

**Notify (F8)** and ReNotify operations allow you to generate and track notify messages. Adding a credit (**F4**) will erase the Notify and ReNotify dates.

The program will generate different message text information depending on whether this is the first notification (Notify) or a follow-on notification (ReNotify).

If the **Notify** and **ReNotify** date fields are blank the action is Notify.

If the **Notify** field is filled in, the action is ReNotify.

If both fields are filled in, the action is ReNotify.

For example, in the conditions shown in the following screen, clicking on **Notify (F8)** will cause a ReNotify message to be generated:

The screenshot shows the 'Account Record' window for call W1XYX. The account status is 'No Acct' with a balance of \$0.00. The notify date is 4/5/2016, while the renotify date is blank. The account holder is Joe Ham, residing at 73 Yagi Drive, Boston, MA 12345-1234. The interface includes various action buttons at the bottom, such as 'Notify(F8)', 'Add Credit(F4)', and 'Low Bal.(F9)'. The status bar at the bottom indicates 1072 of 1072 records and includes a search field.

Field	Value
Call	W1XYX
Status	No Acct
Balance	\$0.00
Notify	4/5/2016
ReNotify	
Low Bal Notify	
Address Updated	4/5/2016
Name	Joe Ham
Addr1	73 Yagi Drive
Addr2	
City	Boston
State	MA
Zip	12345-1234
E-Mail	nospam@arrl.net
Cards in File	25

To do a notification, click **Notify (F8)**.

The current date is entered by the program in the **Notify** or **Renotify** window on the **Account Record** screen.

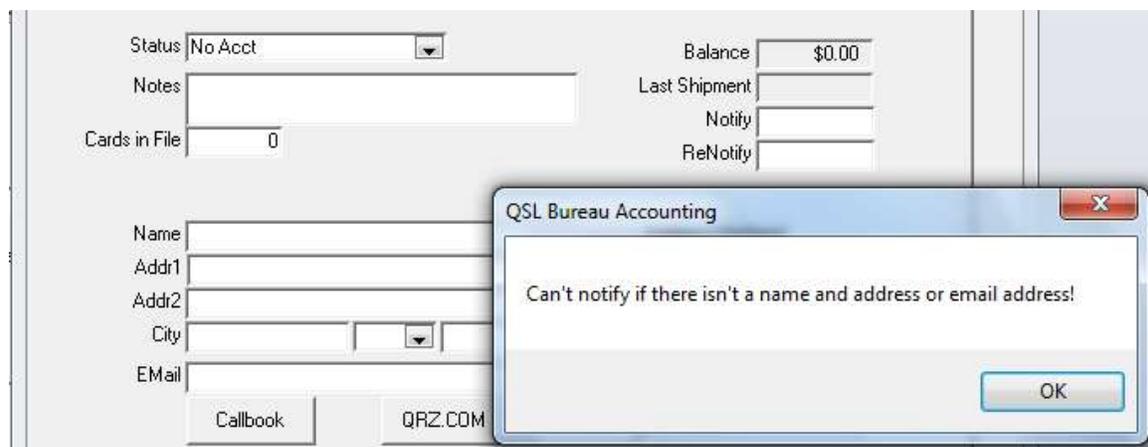
If there is an Email address for the call, the program brings up your default Email program. (If emails are enabled in the Setup screen) The Email message will be preloaded with a subject line such as – “W1XYZ W1 QSL Bureau Notification” and the appropriate Notify or ReNotify sample message as shown in the next sections.

You can then do any additional editing to the message within your Email program and then send it. The functionality varies depending on your Email program.

If there is no email address but there is a postal mail address, an address label is generated and entered into the Notification label file. The sorter can then send a postcard or letter to the Ham.

The program will not open an Email program if the **Allow notify Email** box is unchecked in the **Edit Setup info** screen. In this case, an address label is generated and entered into the Notification label file. The sorter can then send a postcard or letter to the Ham.

If there is no email or no postal address for the call, the program generates an error message.



Click OK and then add the address information to proceed with the notification.

**Low Balance (F9)** – This function will send an email message to the Ham. The content of the email message can be changed; see **Email Composing**. It only works when the Send Email Direct feature is enabled in Setup and there is an Email address for the call. If the Send Email Direct feature is not enabled in Setup; it will open a blank email message that can be used to compose your own notice message. The functionality varies depending on your Email program.

The program will not open an Email program if the **Allow low balance Email** box is unchecked in the **Edit Setup info** screen.

## 8.1. Notify Sample Message

You have DX QSL cards at the W1 QSL Bureau

If you would like to receive these cards, please send funds to open an account to pay for shipment of these cards and future cards. Payments can be made by check, cash, or PayPal.

We do not accept stamps or envelopes.

For more information about the Bureau, including how to send funds, see: [www.w1qsl.org](http://www.w1qsl.org)

Mail:

W1 QSL Bureau

PO Box 73

Marlborough, MA 01752-0073

Email: [w1qsl@w1qsl.org](mailto:w1qsl@w1qsl.org)

The ARRL W1 QSL Bureau is sponsored by the Yankee Clipper Contest Club and staffed by a dedicated group of volunteers who sort and ship DX QSL cards to first call area hams. We ship cards about four times per year.

73 and good DX,

The W1 QSL Bureau staff

## 8.2. Renotify Sample Message

This is the second and final notification that you have DX QSL cards at the W1 QSL Bureau. If you would like to receive these cards, you need to open an account to pay for the shipment of these and future cards. If you do not open an account, the DX QSLs will be destroyed.

Payments can be made by check, cash, or PayPal.

We do not accept stamps or envelopes.

For more information about the Bureau, including how to send funds, see: [www.w1qsl.org](http://www.w1qsl.org)

Mail:

W1 QSL Bureau  
PO Box 73  
Marlborough, MA 01752-0073

Email: [w1qsl@w1qsl.org](mailto:w1qsl@w1qsl.org)

The ARRL W1 QSL Bureau is sponsored by the Yankee Clipper Contest Club and staffed by a dedicated group of volunteers who sort and ship DX QSL cards to first call area hams. We ship cards about four times per year.

73 and good DX,  
The W1 QSL Bureau staff

### **8.3. Low Balance Sample Message**

The balance in your account in the incoming W1 QSL Bureau is:

CALL: %CALL%

Date: %DATE%

Balance: %BALANCE%

To refresh your account, please send more funds. Payments can be made by check, cash, or PayPal.

We do not accept stamps or envelopes.

For more information about the Bureau, including how to send funds, see: [www.w1qsl.org](http://www.w1qsl.org)

Mail:

W1 QSL Bureau  
PO Box 73  
Marlborough, MA 01752-0073

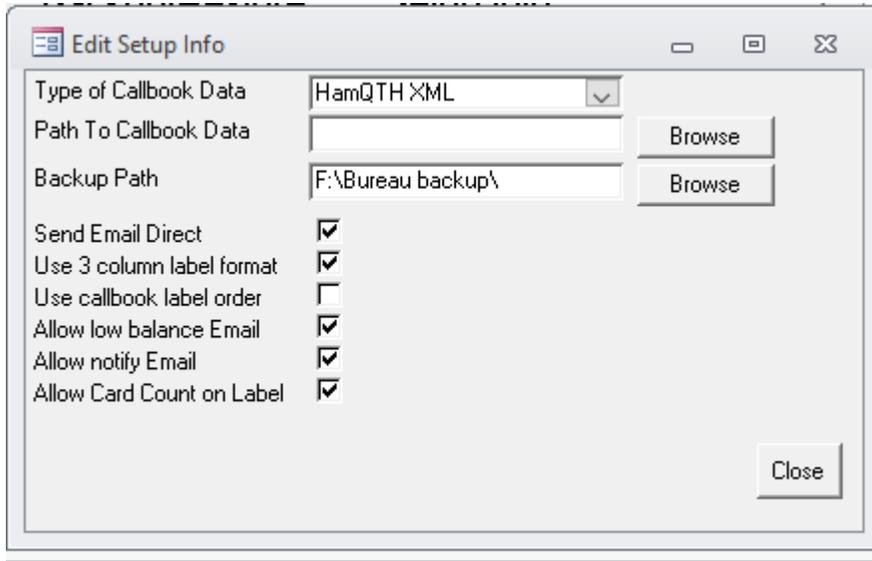
Email: [w1qsl@w1qsl.org](mailto:w1qsl@w1qsl.org)

The ARRL W1 QSL Bureau is sponsored by the Yankee Clipper Contest Club and staffed by a dedicated group of volunteers who sort and ship DX QSL cards to first call area hams. We ship cards about four times per year.

73 and good DX,  
The W1 QSL Bureau staff

## 8.4. Composing Emails

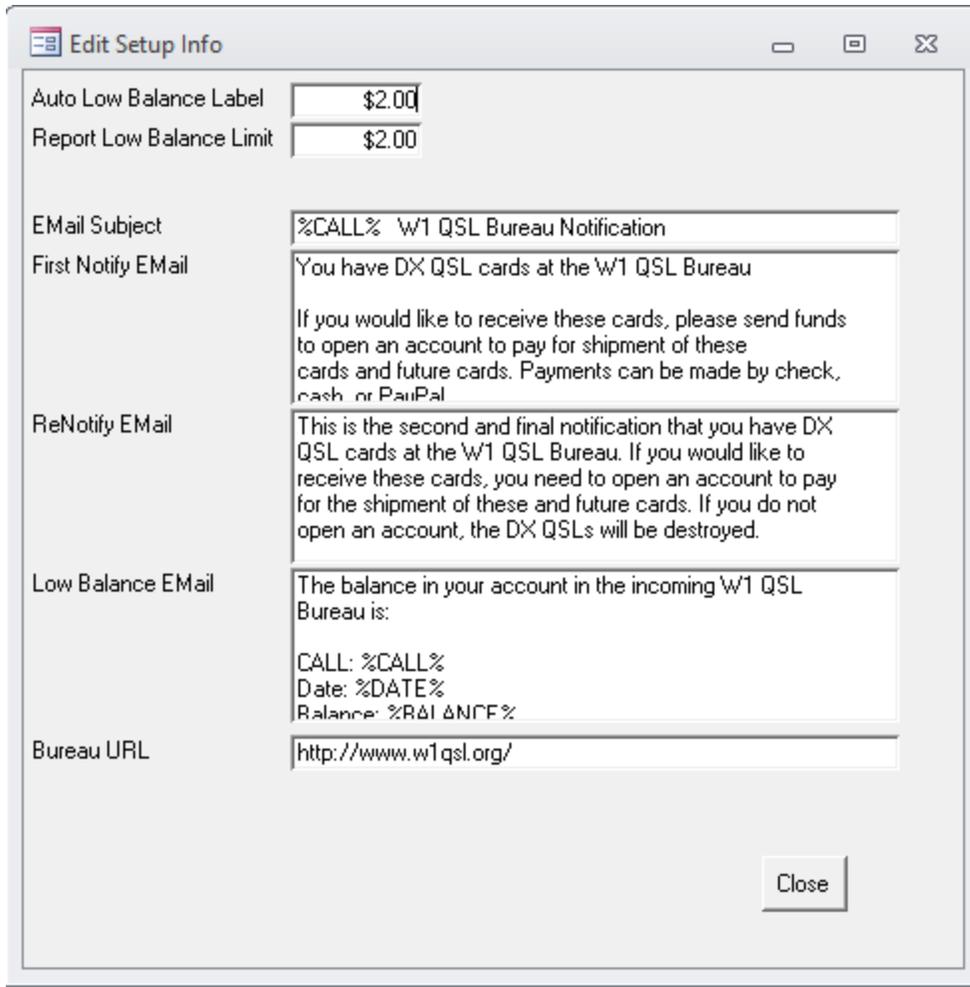
To change how email messages are sent, go to the initial screen of the QSL Bureau Accounting program, click on the **Maintenance** tab. Click on the **Edit Setup Info** button.



You can disable the Notify Email function or the low balance Email functions by unchecking boxes for the **Allow notify Email** or **Allow low balance Email**. If you uncheck the **Allow notify Email** box, the program will generate a Notify label instead when you do a Notify action.

The sorter can modify or write new email messages for **Notify**, **ReNotify**, and **Low Balance**. The text for these messages can be changed using the **Edit Admin Setup Info** button on the **Maintenance** tab.

Each Bureau can customize the default message text.

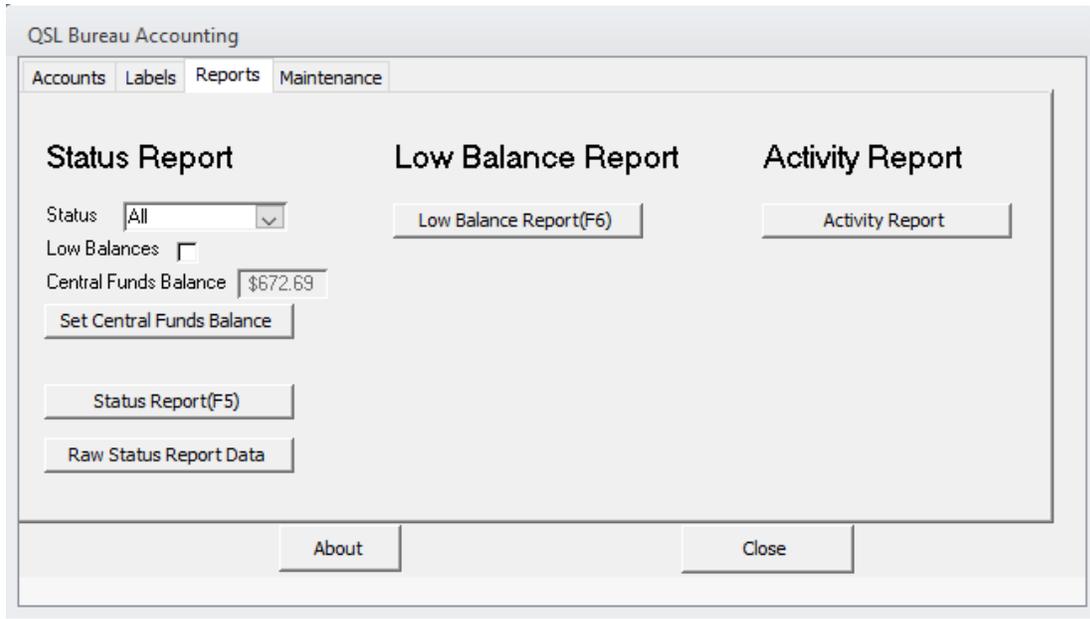


There are special items you can put in emails. When the program sees these it substitutes values from the account. The ones that can be used are:

<b>%CALL%</b>	Replaced by the callsign.
<b>%DATE%</b>	Replaced by today's date.
<b>%BALANCE%</b>	Replaced by the account balance.
<b>%CARDS%</b>	If the cards in file value is greater than zero, this is replaced by "Cards in file: " and then the number of cards. Otherwise it is removed from the text.
<b>%NOTIFY%</b>	Removed if Notify date is blank. If there is a notify date, this message is a ReNotify, and it is replaced by the text "Final Notice, cards will be destroyed soon!"

## 9. Reports

From the initial screen of the QSL Bureau Accounting program, click on the **Reports** tab.



There are six status reports. Select the desired one from the **Status** pull down list. They are; Active, No Acct, Changed, Sil Key, All, and No Buro.

The fields displayed are the same for all Status reports. They are:

<b>Call</b>	<b>Last ship</b>
<b>Notes</b>	<b>Balance</b>
<b>Address updated</b>	<b>Cards in file</b>
<b>Notify</b>	<b>Renotify</b>

---

## Status Report 06-24-2005

---

Status: Active

<u>Call</u>	<u>Notes</u>	<u>Addr Updt</u>	<u>Notify</u>	<u>ReNotify</u>	<u>LastShip</u>	<u>Balance</u>	<u>CardsInFile</u>
K1J	Oct 03 only	11-Nov-04			16-Feb-05	\$2.02	0
AB1J		28-Sep-99			14-May-05	\$13.91	0
AC1J					12-Sep-04	\$8.??	n

## 9.1. Generate a Status Report

**Status** field – select the desired type of status report from the pull-down list.

Click on the **Status Report (F5)** button.

The report may be scrolled.

To magnify left click on the mouse while over the report.

To print the report:

Click on **F**ile and then click **P**rint.

To close the report window select **F**ile and **C**lose. (or use the **Esc** key)

To go to another report:

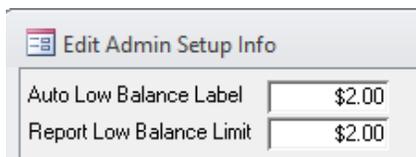
Close the current status report.

Repeat the process above.

The cash totals for the all accounts and the Central Funds balance appears at the end of the “All” status report.

**Low Balances** – check the box and then click on the **Status Report (F5)** button. This will produce a report of all accounts with cash below the value the sorter enters in the low balance limit for any status report.

The low balance limit is set by the value that you enter in the **Report Low Balance Limit** window (under the **Admin Setup Info** screen) –



Edit Admin Setup Info	
Auto Low Balance Label	\$2.00
Report Low Balance Limit	\$2.00

The program default is \$2.00.

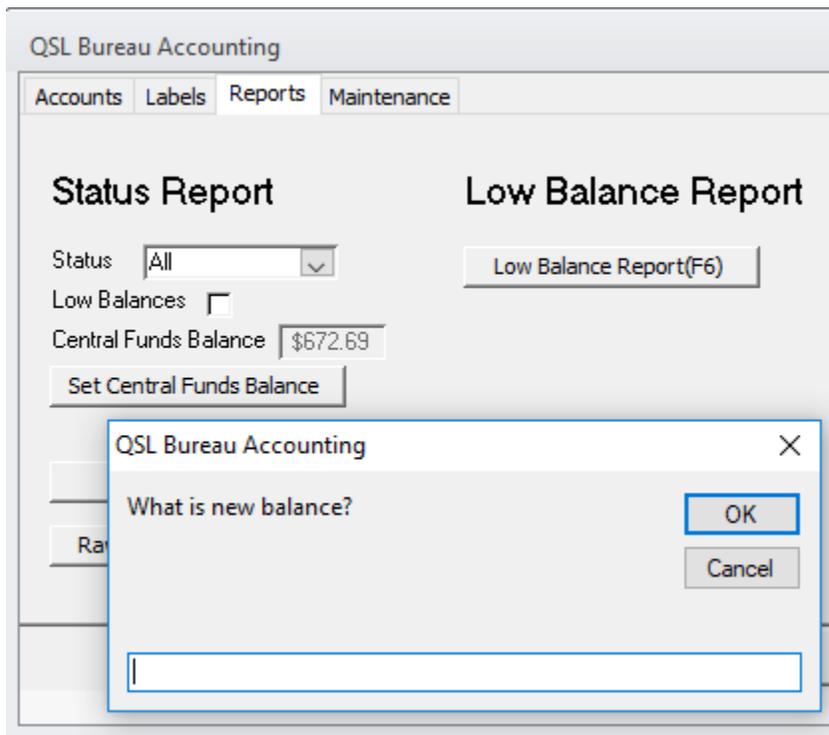
The **Low Balance Report (F6)** button will produce a similar report for those accounts with cards on file. The **Low Balances** box does not need to be checked when using the **Low Balance Report (F6)** button.

**Close** – Exits the program. Use one of the tabs instead if you want to continue using the program.

## 9.2. Set Central Funds Balance

The purpose of this feature is to allow you to record the dollar amount of the funds that are held for you by the Bureau's Central Funds account. This value is reported in the "All" status report.

From the **Reports** tab, click the **Set Central Funds Balance** button.



Enter the dollar amount of the funds that you have held by the Bureau's central funds account. Then click **OK**. This will overwrite the previous value.

## 9.3 Activity Report

The Activity Report shows money related transactions for a selected period of time. The default period is activity from 6 months prior to the current date. Other date ranges may be selected.

The activity information may be sorted either by Call or by Date. There is an option to also include the Shipping data. The selection screen is shown below.

The screenshot shows a window titled "ActivityReportForm" with a close button (X) in the top right corner. Inside the window, there are two date selection fields: "Start Date" with the value "8 /15/2015" and "End Date" with the value "2 /15/2016". Below these fields are three radio button options: "Sort by Call then Date", "Sort by Date then Call" (which is selected and highlighted with a dotted border), and "Include Shipping Transactions" (which is checked with a square checkbox). A "Run Report" button is located in the bottom right corner of the form area.

Below is a sample report.

The screenshot shows a window titled "ActivityReport" with standard window controls (minimize, maximize, close) in the top right corner. The main content area displays a table with the following data:

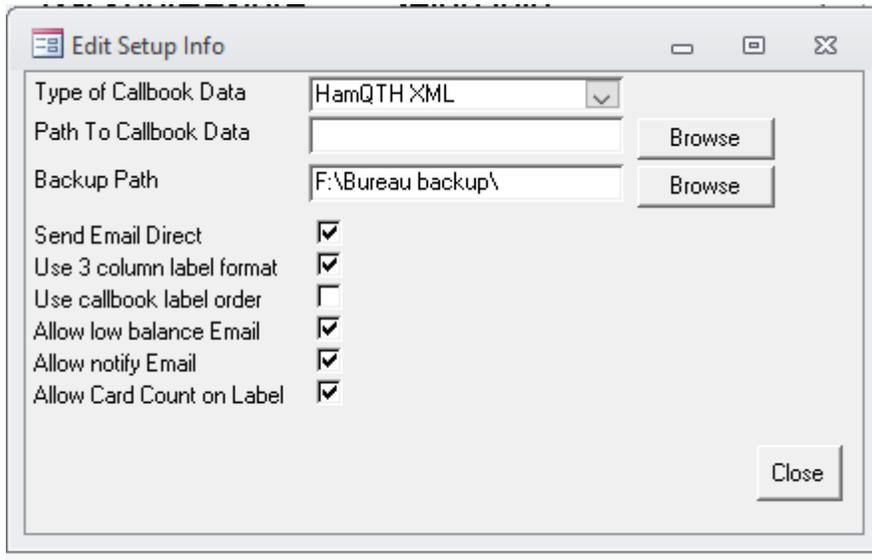
Call	Date	Type	Cash
N1XYZ	2/15/2016	Recv	\$20.00
W1XYZ	2/15/2016	Ship 2oz Letter	\$-0.81
W1XYZ	2/15/2016	Recv	\$15.00

## 10. Labels

To select the type of labels go to the **Maintenance** tab on the initial screen and select **Edit Setup Info**.

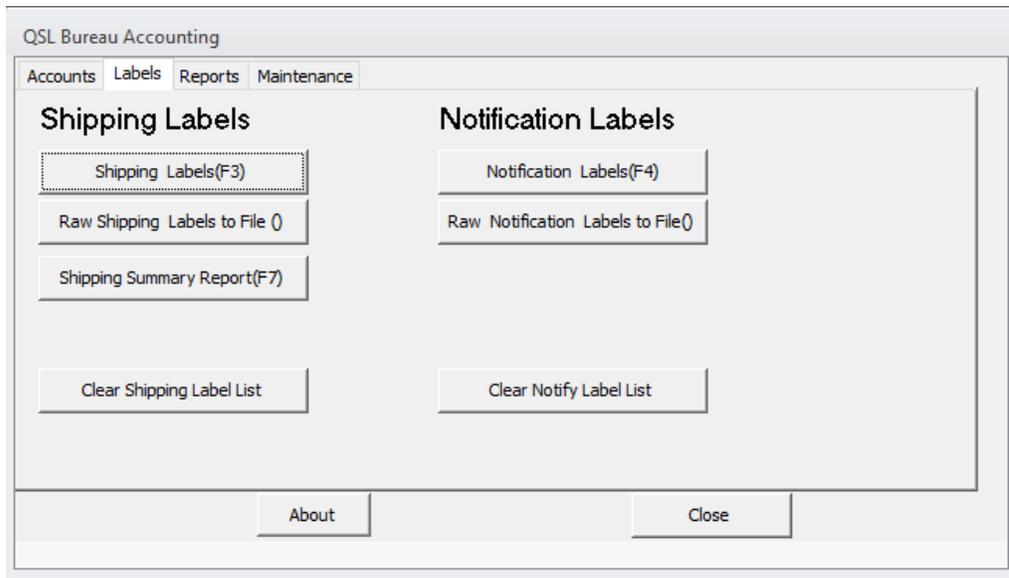
Two label types are supported; Avery 5160/8160 sheet labels and single column matrix printer labels.

The **Use 3 column label format** check box selects the Avery 5160/8160 style sheet labels (or compatible 2.625" x 1", 30 per sheet labels). If the check box is not selected, the program will use the single column style labels (10 labels per page).



Labels are only printed in batch mode. The labels can be printed by the program or stored to a file for printing with the sorters program of choice.

From the initial screen of the QSL Bureau Accounting program, click on the Labels Tab.



## 10.1. Shipping Labels

An address label and a balance label are generated for every ship transaction.

**Auto Low Balance** – Enter a dollar value. A “need money” statement is automatically added to the balance label if the account balance is less than the amount entered in the window. The value can be entered just before printing.

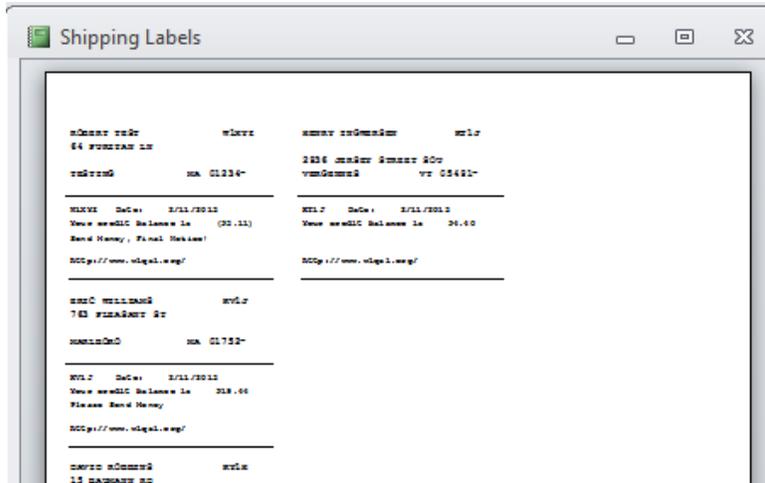
### Print Shipping Labels

**Shipping Labels (F3)** – The program prints the entire file of addresses and balance labels that have been generated since the last **Clear Shipping Label List** action.

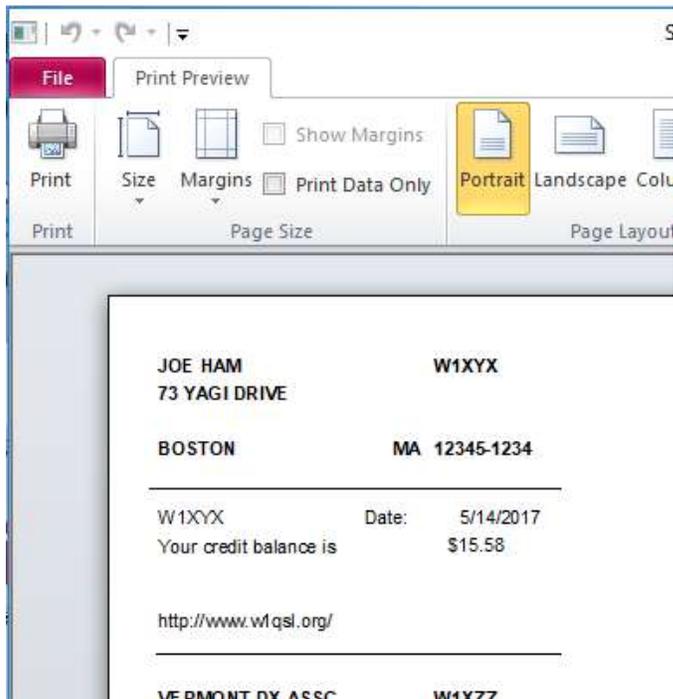
**Shipping Summary report (F7)** – The program prints a summary of shipments in the current print file. The **Clear Shipping Label List** action clears the contents of this report.

## Printing

When printing labels the program will bring up a new window –



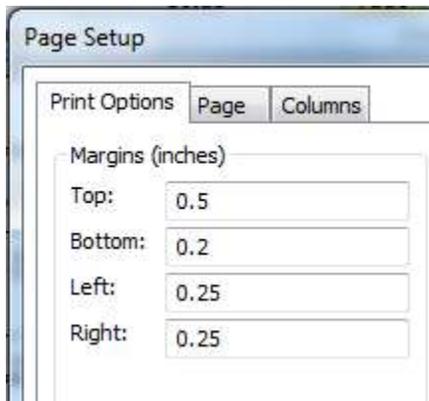
Maximize this window to show the windows toolbar -



Make sure you see a full sheet of labels that line up with your labels. If some are missing on the bottom of the page or it does not line up, then you must make an adjustment to your printer properties. Before printing in the next step, click on “Setup” and set the top and bottom margins. The settings will vary with your operating environment and printer.

**Note: You may need to make the adjustment of these settings for both the mailing and for the Notify labels.**

Here is a sample setup:



Print a sample set on a blank sheet of paper to confirm it will print properly on your label stock.

Select **File** and **Print**. ( or Ctrl+P )

To close the **Shipping Labels** window select **File** and **Close Print Preview**.  
(or use the **Esc** key)

## Clear Shipping Label List

Click on the **Clear Shipping Label List** button.



**Yes** - Clears the print file; action not recoverable.

**No** – The print file not cleared; returns to label screen.

## Raw Shipping Labels to File

**Raw shipping label** – The program goes to a Windows “Save As” screen. Select a directory in which to save the label file.

## 10.2. Notification Labels

The program creates address labels for postcards or letters to notify hams with no accounts that they have cards in the bureau and should send funds.

The program puts a “1” on address labels for a Notify action and a “2” for labels for a ReNotify action. This is to help you remember which message to include in the mailing.

**Notification Labels (F4)** – Prints the entire file of address labels. See the Printing section of the Shipping Labels topic above.

**Clear Notify Label List** – Clears the entire Notify Label List file. This function is not recoverable.

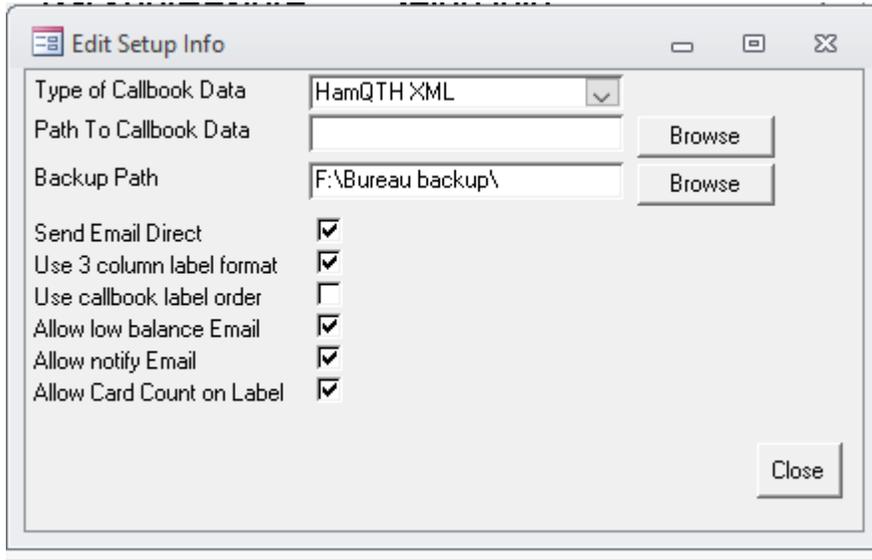
**Close** – Exits the program. Use one of the tabs instead if you want to continue using the program.

**Esc key on the keyboard** - From within the Notify Labels view screen, returns to the initial QSL Bureau Accounting screen with the Label tab window displayed.

If **Allow Card Count on Label** is selected in the **Edit Setup Info** screen, then the card count will also appear on the label. For example “1-15” indicating that this is the first notification and 15 cards are on file.

## 11. Backup and Restore

From the initial screen of the QSL Bureau Accounting program, click on the **Edit Setup Info** button on the **Maintenance** tab.



There are two levels of backup. The first is on your own computer or memory device. The second is on the Bureau’s internet based storage area, referred to “Cloud Backup”. This section describes the backup and restore on your own computer environment.

The **Backup Path** window defines the path to the backup device. Most users will need to change this setting to match where they want to keep the backups.

**It is recommended to use a drive other than your computer’s internal drives for backup.** For example: a “USB Stick” or an external drive. Do not use the Windows “Program Files” directory for backups.

Click on the **browse** button to select another path.

## 11.1. Backup Database

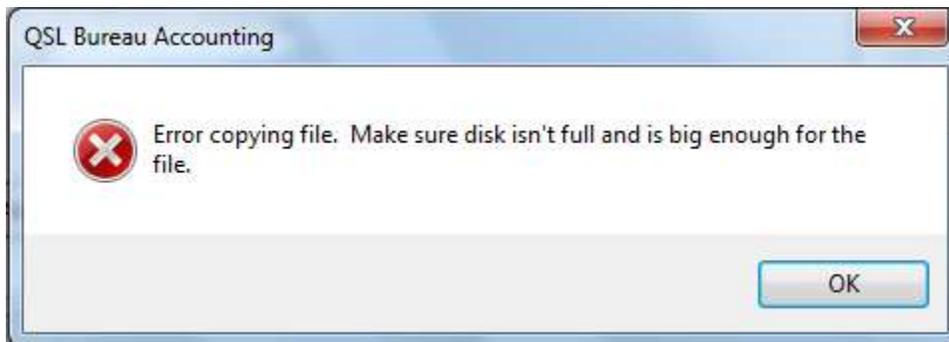
Click on **Backup Database** button – Saves the database to the specified device.

The program displays the Backup completed message when done.



**OK** – Returns to QSL Bureau Accounting screen.

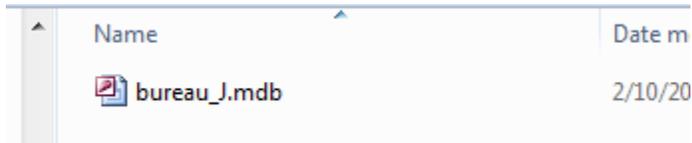
The following message is displayed if there is an error copying the file. For example, if there is no disk available in the A: drive or not enough space for the file.



**OK** - Returns to the Maintenance screen. The sorter should correct the drive problem and repeat the operation.

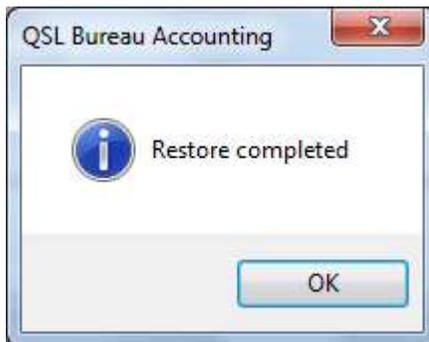
## 11.2. Restore Database

Click on the **Restore Database** button – Goes to an “Open database file” screen. Navigate to the directory where you have the backup file.



Select the database to be restored and click **Open**.

The restore file will be in the form **Bureau\_X.mdb**, where X is the bureau letter being sorted. This function will copy the data from your backup device to the program’s working directory. When the restore function completes, the program will display a Restore completed message.



Click **OK**- Returns to the initial QSL Bureau Accounting screen.

## 12. Cloud Backup

The Cloud Backup function allows you to backup a copy of your database on your QSL Bureau’s internet storage system. This function requires that your computer is connected to the internet. Each time the Cloud backup function is selected, a copy of the database for the current letter is copied to the Bureau’s server.

The file is copied with a unique filename with the current date information. The file for each date is retained on the server. A second CSV format file is

also created with the same file name but with the .CSV extension. This file is used for the Web inquiry tool where users can check the status of their accounts. If multiple backups are done on the same date, only the last backup on that date is retained.

If you are sorting for multiple letters then the Cloud Backup must be performed for each letter individually.

The login information is supplied by the Bureau management. The screen below shows the form to fill in the login information. This needs to be entered once for each letter. The Server and Port defaults are the current ones for the W1 QSL Bureau. These may change in the future or will be different for other QSL Bureaus.

Cloud Backup Form

Doing backup for letter: X

Path

Server

Port

Login

Password

After pressing Send File wait for upload complete message before closing.

### 13. Update from the Callbook Function

The update from the Callbook function performs a bulk update of the name, address, and email address fields.

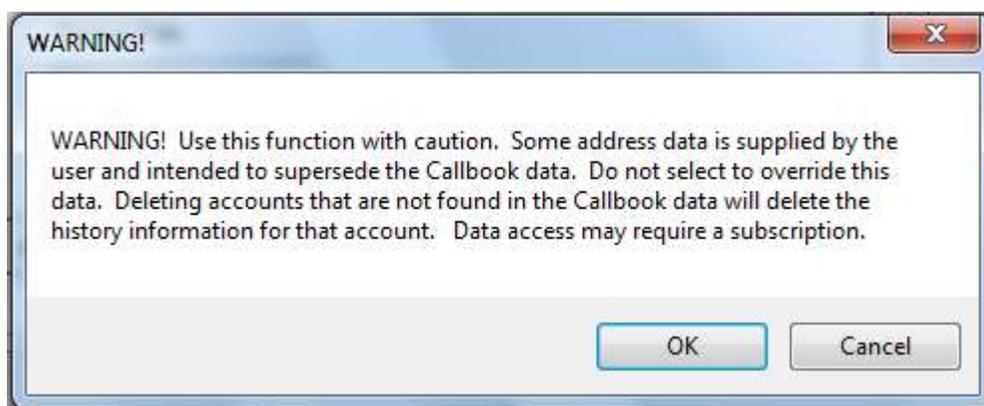
The program allows the user to select from several types of callbook databases to perform the lookups. This list will change as the available databases change. Most will require a subscription and the functionality will vary. This manual describes the QRZ.COM database as an example. The term Lookup Database refers to the external callbook database in the following descriptions.

Available databases include:

Buckmaster  
AR-Technology  
QRZ CD  
QRZ XML  
HamQTH XML

The database is selected from the **Edit Setup Info** pull down menu forum on the **Maintenance** tab.

Use this feature with caution. A warning screen will appear –



Click **OK** to continue using the function.

Click **Cancel** to abort the function.

The utility compares each call record with the call record on the Lookup Database. If one of the address fields in the account record is blank, the data from the Lookup Database is loaded into that field. If the data in the account record is not blank, and is not equal to the data on the Lookup Database, the sorter is asked if they want to replace the existing data.

If a call is not found in the Lookup Database, that is, is not a valid call, the sorter is asked if they want to delete the call recorded in the database. Checks are included for reissued calls, that is, the name field is different, and the sorter is aided in setting up a new account.

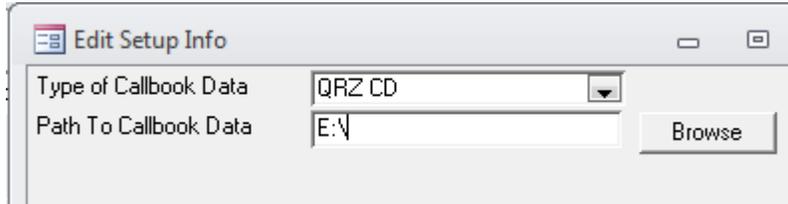
The update can take some time, and the sorter can terminate the operation on any screen by clicking the **Cancel** button, or by clicking the **Esc** key on the keyboard.

The Address Update field is updated if a change is made to the account.

A list of calls deleted is presented at the end; this may be saved as a file on a disk.

### 13.1. Setup for Callbook Update

From the initial screen of the QSL Bureau Accounting program, click on the **Maintenance** tab. Click on the **Edit Setup Info** button.



**Type of Callbook Data** – From the pull down list, select the QRZ CD. Other databases may be selected. Most will require a subscription. The instructions below are for the QRZ CD database.

**Path to Callbook Data** – **Browse** and select the device.

Within the **Browse** screen -

**OK** – Returns to the **Edit Setup Info** screen.

**Cancel** – No change to the **Path to Callbook Data** and returns to the **Edit Setup Info** screen.

**Close** – returns to **Maintenance** tab screen

### 13.2. Initiating the Callbook Update Function

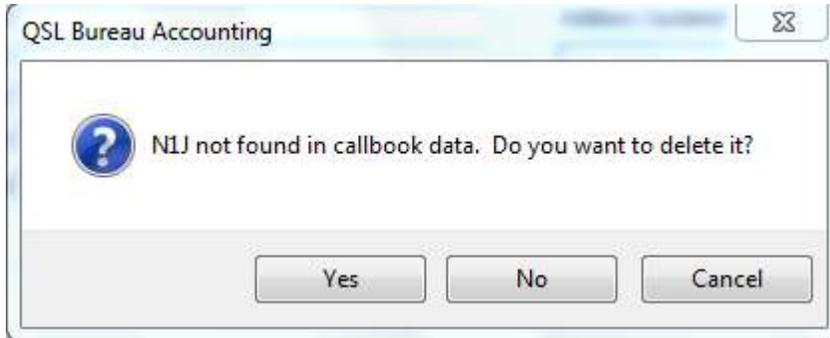
The QRZ CD must be in the drive specified in the **Path to Callbook Data** field.

Click on **Update from Callbook**.

Follow the on-screen instructions to do the update.

You may want to have a pencil and paper ready as you go through this process to note calls that you want to revisit using the individual Callbook Lookup feature as described in the next section

If the call is not in the CD Callbook, the program displays the following message –



Click **Yes** to delete the call.

Click **No** to keep the call and no changes will be made.

After either **Yes** or **No**, the program continues to the next call.

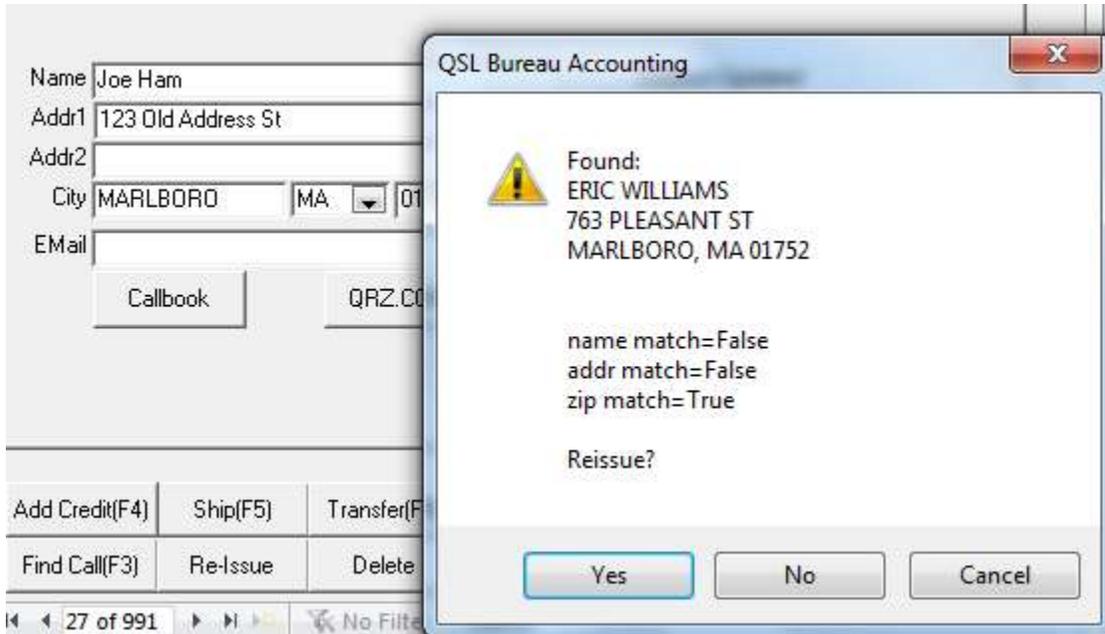
Click **Cancel** to abort the Callbook Update activity.



Click **OK**.

The program aborts the Callbook Update activity.

If the Callbook Update finds a call with a new person's name it prompts you with a reissue question.

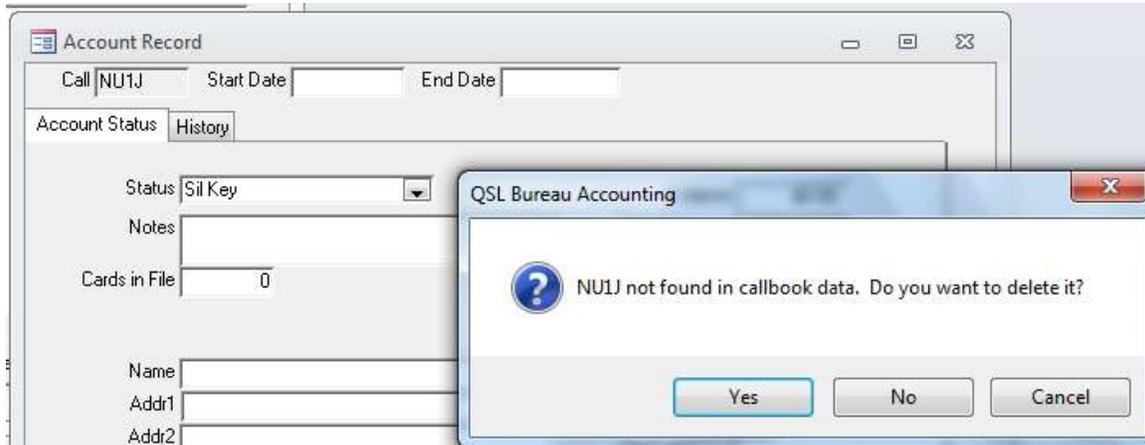


If you answer **Yes**, the program creates the reissue information for that call and you can go back and correct the dates if known.

**Many times the name will be similar but the Ham chooses to use, for example “Bill” instead of the Callbook’s entry of “William”. In this case the call was not reissued and you will want to answer No to the Reissue question.**

Many calls will have legitimate changes that you will want to accept. Some will be minor but you can still accept them. For example “PO” vs. “P O”.

For some calls that are not found, the Status may be **Changed** or **Sil Key**. In these cases you will want to keep the original data.



Click **No**. This will keep the original data.

## 14. Callbook Lookups

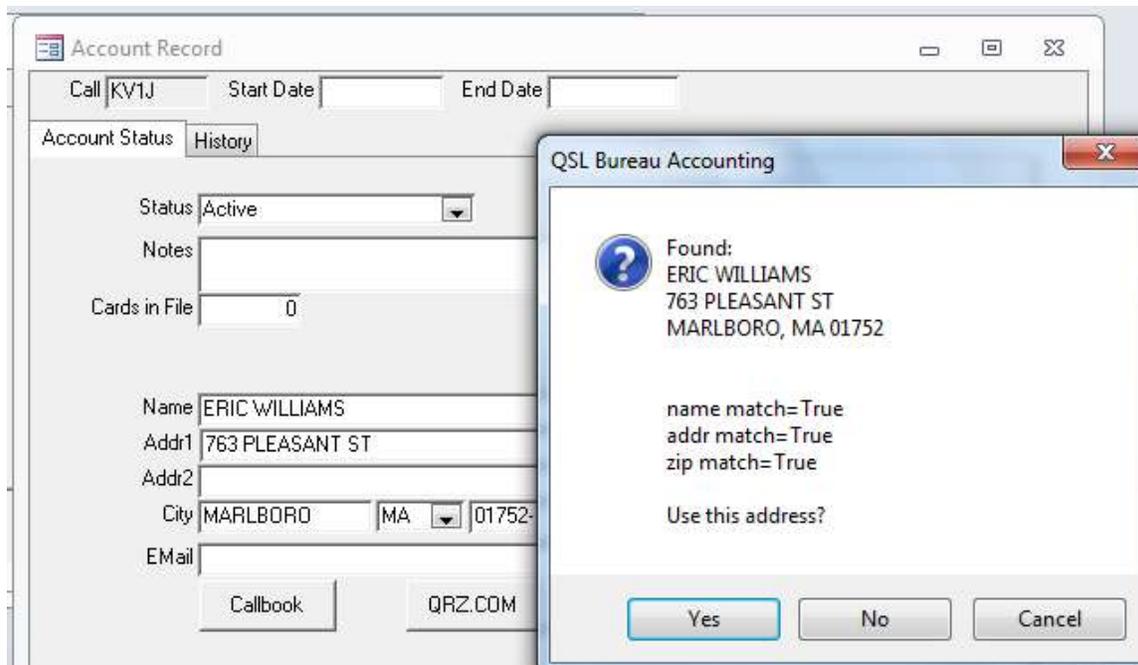
The following operations are initiated from the **Account Record** screen of the call you want to lookup.

### 14.1. Callbook

This operation looks up the call on the QRZ CD, which must be in the drive specified in the **Path to Callbook Data** field.

The name, address, and email address are displayed and compared with that in the **account record**.

Click on **Callbook** – The information and compare results are displayed.



Use this address?

**Yes** – The name, address, and email in the **Account Record** screen are updated with the information from the CD.

**No** or **Cancel** – No operation and returns to the **Account Record** screen.

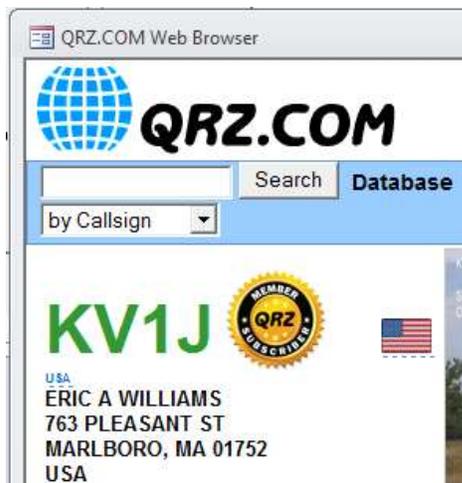
Note that in the above example, the Email address will be updated.

## 14.2. QRZ.COM

This operation goes to [www.QRZ.com](http://www.QRZ.com) on the Internet and displays the information and a comparison of the name and address for the call in the **Account Record** screen.

From the **Account Record** screen of the call to be checked, click the **QRZ.COM** button.

The program displays the QRZ.COM window for that call. It will be necessary to log into QRZ.COM before the address data will be displayed.



To update the account record, the process to cut and paste is as follows:  
Using the mouse, place the cursor over the name in the QRZ.COM screen. Select the name, address, and email address by holding the left button down on the mouse and drag the cursor over the name, address, and email. The area selected is shaded.

Copy the selected info by holding the ctrl key down and clicking the C key (ctrl-c).

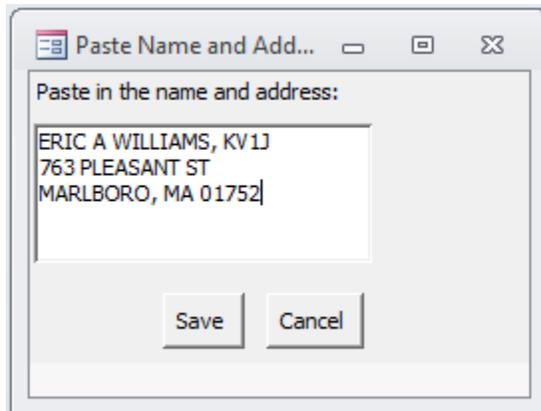
Email addresses are also available for many hams on QRZ.COM. These must be entered in manually since cut and paste will not work for the email addresses displayed on QRZ.COM.

Close the QRZ.COM window by clicking the X in the upper right corner of the window to return to the **Account Record** screen.



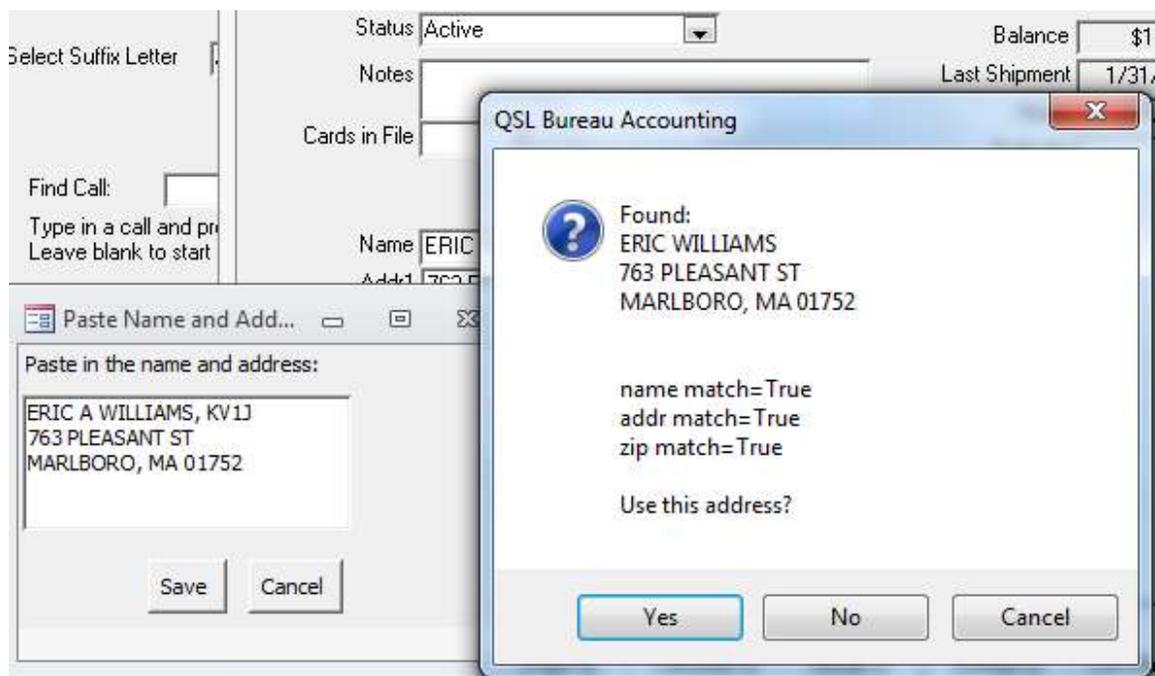
Click on the **Paste Address** button.

Paste the information by holding down the ctrl key while clicking the V key (ctrl-v). The information from QRZ appears in the **Paste Name and Address** screen.



Click **Save**.

The information and a comparison with that in the account record are shown.



Use this address?

**Yes** – Information updated in the account record and returns to the **Account Record** screen.

**No and Cancel** – No operation and returns to the **Account Record** screen.

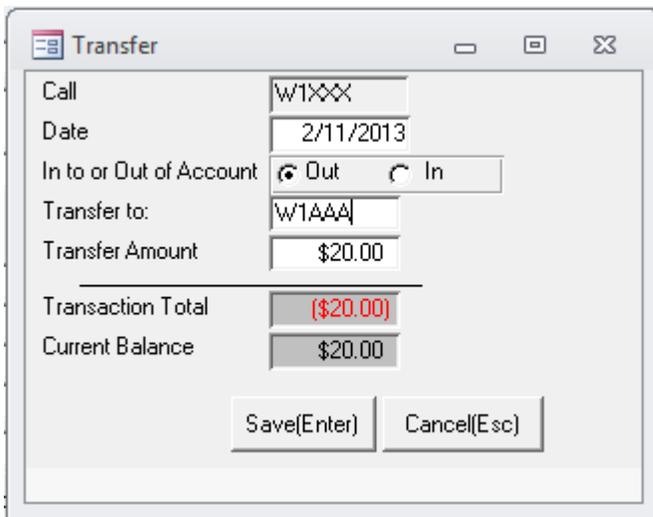
## 15. Transfer and Re-Issue

The Transfer function records the transfer of funds between accounts. It does not transfer the funds. The program can record transfers from or to the account.

Note: Even if the Transfer function is within the same letter database, the program does not automatically do both the “Transfer Out” and then the “Transfer In” to the other call. The steps must be done manually for both calls.

From the **Account Record** screen, click on the **Transfer (F6)** button.

### 15.1. Transfer Out of the Account



Call	W1XXX
Date	2/11/2013
In to or Out of Account	<input checked="" type="radio"/> Out <input type="radio"/> In
Transfer to:	W1AAA
Transfer Amount	\$20.00
Transaction Total	(\$20.00)
Current Balance	\$20.00

Save(Enter)    Cancel(Esc)

**In or out-** Select **Out**.

**Transfer to:** - Enter call.

**Transfer Amount** – Enter the dollar amount of the transfer.

If the balance goes negative, a warning is issued.

**Save** – Balance is updated.

The transfer is recorded in history file. Returns to the **Account Record** screen.

**Cancel** – No operation. Returns to the **Account Record** screen.

## 15.2. Transfer In to the Account

Call	W1XXX
Date	2/11/2013
In to or Out of Account	<input type="radio"/> Out <input checked="" type="radio"/> In
Transfer from:	W1BBB
Transfer Amount	\$5.00
<hr/>	
Transaction Total	\$5.00
Current Balance	\$20.00
Save(Enter)    Cancel(Esc)	

**In or out** – Select **in**.

**Transfer from:** – Enter call.

**Transfer Amount** – Enter dollar amount of transfer.

**Save** – Balance is updated. The transfer is recorded in history file. Returns to the **Account Record** screen.

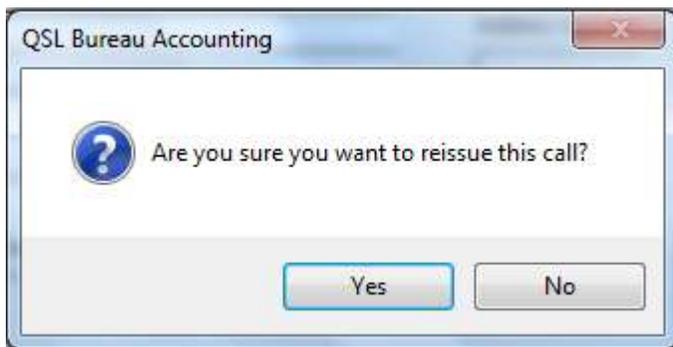
**Cancel** – No operation.

Returns to the **Account Record** screen

### 15.3. Reissue

Calls are sometimes reissued. Special event calls can be reissued multiple times. The Reissue operation handles these. A unique account can be set up for each occurrence. There are three fields on the Account record screen for reissue: **Start Date**, **End Date**, and **Next Start Date** which are given a yellow background if the call is reissued. A reissued file and a reissued tab are added to keep the reissue history.

From the **Account Record** screen, click on the **Re-Issue** button.



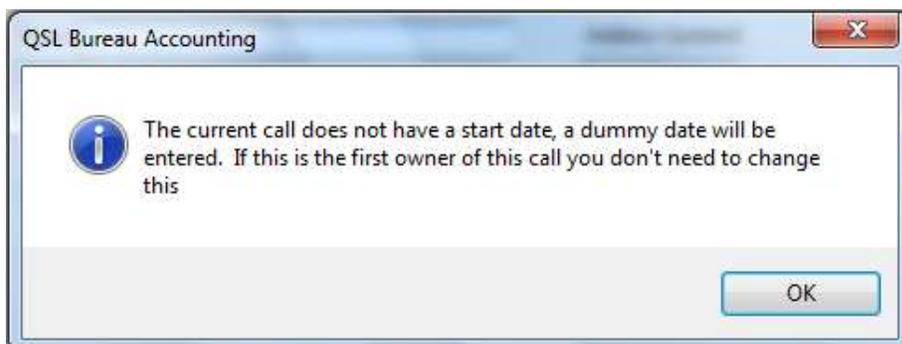
Are you sure you want to reissue this call?

**No** – No operation and returns to the **Account Record** screen.

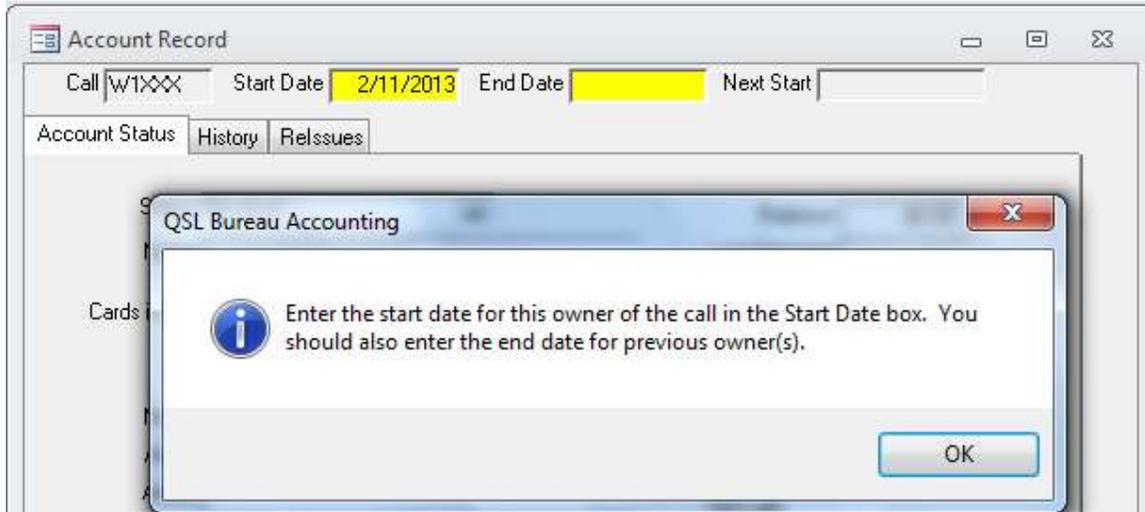
**Yes** – Program enters today's date as a default in the Start Date field.

The date field will have a yellow background for reissues.

If the current call owner did not have a start date the program gives the following warning:



Click **OK**.



Click **OK**.

A **ReIssues** tab is added for the Account record of that call. This new tab will allow you to view the reissued call history.

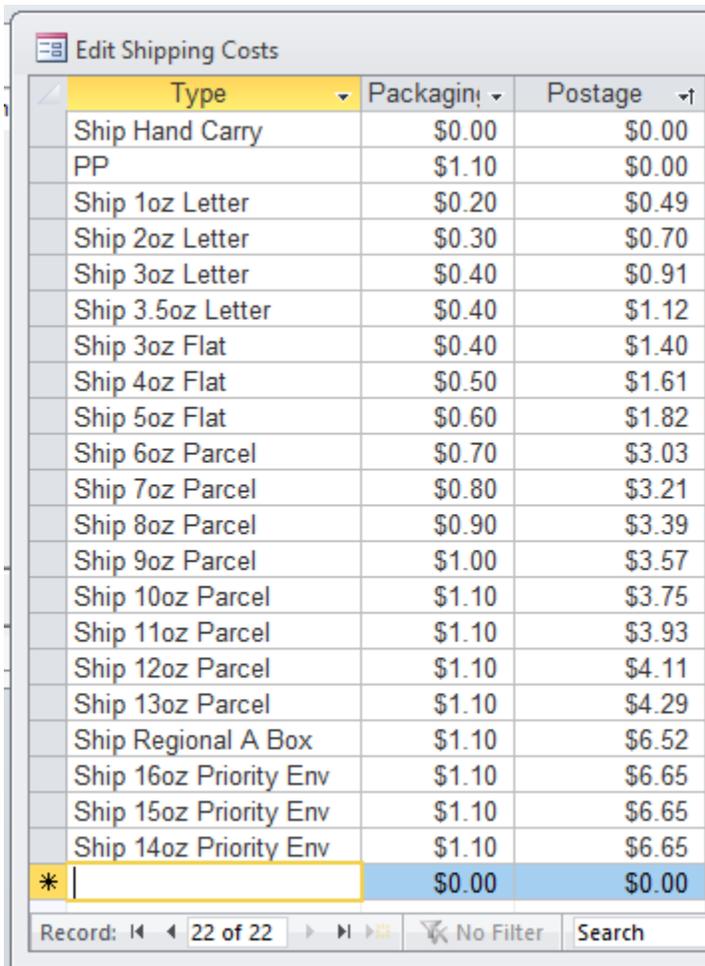
Scroll forward using the scroll arrow at the bottom of the screen. The prior owners account screen is shown. Enter today's date in the **End Date** field for the prior owner.

The sorter can enter the actual start date if known instead of today's date. In the case of multiple reissues, the next reissue date can be filled in by the sorter.

Account information each reissue of a particular call may be viewed using the scroll arrows at the bottom of the **Account Record** screen. Each reissue will appear as an adjacent record.

## 16. Editing Shipping Costs

From the initial screen of the QSL Bureau Accounting program, click on the **Maintenance** tab. Click on the **Edit Shipping Costs** button.



The screenshot shows a window titled "Edit Shipping Costs" with a table of shipping rates. The table has three columns: "Type", "Packaging", and "Postage". The "Type" column lists various shipping methods, and the "Postage" column shows the corresponding cost. The "Packaging" column shows a fixed cost for each method. The table is sorted by "Postage" in ascending order. The last row is highlighted in blue and contains an asterisk in the "Type" column, indicating a new or edited entry.

Type	Packaging	Postage
Ship Hand Carry	\$0.00	\$0.00
PP	\$1.10	\$0.00
Ship 1oz Letter	\$0.20	\$0.49
Ship 2oz Letter	\$0.30	\$0.70
Ship 3oz Letter	\$0.40	\$0.91
Ship 3.5oz Letter	\$0.40	\$1.12
Ship 3oz Flat	\$0.40	\$1.40
Ship 4oz Flat	\$0.50	\$1.61
Ship 5oz Flat	\$0.60	\$1.82
Ship 6oz Parcel	\$0.70	\$3.03
Ship 7oz Parcel	\$0.80	\$3.21
Ship 8oz Parcel	\$0.90	\$3.39
Ship 9oz Parcel	\$1.00	\$3.57
Ship 10oz Parcel	\$1.10	\$3.75
Ship 11oz Parcel	\$1.10	\$3.93
Ship 12oz Parcel	\$1.10	\$4.11
Ship 13oz Parcel	\$1.10	\$4.29
Ship Regional A Box	\$1.10	\$6.52
Ship 16oz Priority Env	\$1.10	\$6.65
Ship 15oz Priority Env	\$1.10	\$6.65
Ship 14oz Priority Env	\$1.10	\$6.65
*	\$0.00	\$0.00

Record: 22 of 22 No Filter Search

The US postage values in this example are from February 2017.

The 14, 15, and 16 oz rates are Priority Flat Rate Mail Envelopes. For other shipments, for example using a Regional Rate Priority Box, use the PP entry and enter the actual cost of the postage.

The program lists the postage for each shipping weight. The values can be updated by the sorter when mail rates change. Use the following instruction to add your own entries to the table:

1. A new entry can be added at the bottom of the table on the line with an \* at the far left.

	Ship 14oz Priority Env	\$1.10	\$6.65
*		\$0.00	\$0.00

2. The first word on the new line must be “Ship” in the Type box followed by the rest of the description.
3. Add the values for Packaging and Postage.

	Ship 14oz Priority Env	\$1.10	\$6.65
	Ship Regional B Box	\$1.10	\$7.17
*		\$0.00	\$0.00

4. Hit the “Enter” key if you need to add another line. After adding the last line, close the screen by clicking on the X at the top right of the screen.
5. The new entry will be sorted by the “postage” column the next time you open this screen.

The Admin Database File (bureau\_admin.mdb) contains the postage rates. The W1 area Bureau maintains a file with the latest rates on their web at <http://www.w1qsl.org/qslsort/> . This file also has the W1 specific information. See next chapter.

## 17. Using the Program by Other Bureaus

The initial distribution of this program comes with information specific to the W1 QSL Bureau. New with version 4, the program can easily be customized for use by other Bureaus.

The file *bureau\_admin.mdb* contains the Bureau specific information. This includes:

- Email message text
- Bureau's web URL printed on the label
- Shipping cost table
- Low balance limits for labels and reports

To make a version specific to your Bureau, go to the initial screen of the QSL Bureau Accounting program, click on the **Maintenance** tab. The **Edit Admin Setup Info** and **Edit Shipping Costs** buttons have information that you can customize for your specific operation. This information is saved in the *bureau\_admin.mdb* file.

You can then distribute this file to your users. They would then copy the *bureau\_admin.mdb* file into the directory where they installed the program, replacing the existing file.

When there are updates to the information, for example a new shipping cost table, the new file can be distributed to the users.

The internet file location for the cloud backup will need to be sent to the users separately for security reasons. The user then enters the file information into the program. You can have one common cloud directory or have unique directories for each sort letter.