

Course Description:

This class will introduce new users to the basic process of entering and scheduling orders in COMMANDseries. Demonstrations, hands-on practice, and group discussions will be used to provide students with the knowledge and skills needed to perform basic order entry and scheduling operations, generate related reports, and execute a smooth Go-Live using the COMMANDconcrete module.

Who should attend and when:

Anyone in your organization who is new to COMMANDseries and will be responsible for entering and/or scheduling orders should attend this class. In addition, any individuals that need a detailed understanding of these basic processes should attend. If your company is new to COMMANDseries, this class should be taken prior to Go-Live.

Prerequisites:

Prior to attending this class the student should:

- Possess basic Windows Operating System skills
- Be comfortable with the use of a keyboard and mouse
- Be familiar with concrete order entry and scheduling operations within your company
- Understand their specific job responsibilities within your organization

Course Objectives:

After completing this class students will know how to:

- Enter charge orders using the Order Entry Screen
- Enter cash orders and verify COD amounts using the Order Entry Screen
- Enter orders using Projects using the Order Entry Screen
- Enter orders with Metric units of measure
- Create orders on willcall or weather permitting status
- Retrieve existing orders
- Cancel existing orders
- Reactivate cancelled orders
- Edit existing orders
- Copy existing orders for a new day
- Enter mix products on an order
- Enter associated and extra products on an order, using the appropriate screens
- Select Map Pages for improved travel time calculations
- Select Lien Locations to ensure accurate record keeping
- Calculate order quantities using the Volume Calculator
- Schedule orders for delivery or pickup
- Schedule orders using truck spacing intervals, desired quantity per hour, or number of trucks required for the job
- Schedule a single order to be produced out of multiple plants
- Schedule a single order to be produced at various times during the day
- Schedule a single order with a specified hold quantity
- Read and utilize the Scheduling Screen or the Order Monitoring Screen
- Make scheduling decisions using the Scheduling Screen or Order Monitoring Screen
- Edit specific load times, statuses, or truck assignments
- Select Pricing Plant to ensure the customer receives the correct price on an order
- Apply additional charges, such as Unloading Charges, Minimum Load Charges, or Seasonal Charges
- Select taxability status and tax code
- Generate a report using the report selections screens
- Select and generate appropriate Scheduling and Dispatch Reports.
- Use COMMANDseries Online Help and Workplace Features.