

### *Course Description:*

This class will introduce new users to the basic process of ticketing and tracking 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 truck ticketing and truck tracking 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 ticketing trucks and/or tracking trucks 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 ticketing and tracking operations within your company
- Understand their specific job responsibilities within your organization

### *Course Objectives:*

After completing this class students will know how to:

- Ticket trucks from the Concrete Tickets screen
- Read the Tracking Screen or Order Monitoring Screen
- Use the Tracking Screen to perform basic dispatch operations
- Ticket trucks from the Tracking Screen
- Pre-ticket trucks returning to plant
- Retrieve a ticket
- Remove a ticket
- Edit a ticket
- Reprint a ticket
- Reactivate a ticket
- View ticketed loads for an order
- Edit an order
- Remove an order
- Ticket an order using the Tracking or Order Monitoring Screen
- Generate a Report
- Select and generate appropriate Scheduling Reports
- Select and generate appropriate Dispatch Reports
- Use COMMANDseries Online Help and Workplace Features