

### Course Description:

This class will provide new users with an overview of the Order Entry & Ticketing processes and Tracking & Scheduling operations in COMMANDseries. Topics related to the configuration of the COMMANDaggregate module and Scheduling and Dispatch reports will be covered in detail. Demonstrations, hands-on practice, and group discussions will be used to provide students with the knowledge and skills required to configure and use COMMANDaggregate to best support the needs of your dispatch operations.

### Who should attend and when:

Anyone in your organization who is new to COMMANDseries and will be serving in a supervisory role in dispatch operations should attend this class. In addition, other individuals responsible for making decisions about how COMMANDaggregate will be configured and used to support dispatch operations or generating and analyzing dispatch reports should attend. If your company is new to COMMANDseries, this class should be taken prior to Go-Live on COMMANDaggregate.

### 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 dispatch operations within your company
- Understand their specific job responsibilities within your organization

### Course Objectives:

After completing this class students will know how to:

- Enter orders using the Order Entry Screen
- Enter extra products on an order
- Maintain lien information in Order Entry
- Manage haul charge or override pay information in order entry and ticketing
- Retrieve, cancel, reactivate, edit and/or copy existing orders
- Schedule orders using the Order Line Schedule Information Screen
- Read and utilize the Scheduling Screen
- Make scheduling decisions using the Scheduling Screen or Order Monitoring Screen
- Ticket, dispatch, or roster trucks
- Read the Tracking Screen or Order Monitoring Screen
- Use the Tracking Screen to perform basic dispatch operations
- Use the Tracking and Scheduling Operations feature to reset trucks, punch in and out a driver, display loads, and display trucks
- Retrieve, remove, edit, reprint or reactivate a ticket
- Print a temporary ticket
- View ticketed loads for an order
- Change weighmaster scale assignment

In addition, you will be able to perform the following tasks:

- Configure the Tracking and Scheduling screens
- Configure lookup screens for Customers, Orders and Tickets
- Enter products, trucks, trailers and drivers
- Create charge tables
- Configure the Order Audit Log and purge order audit information
- Set workstation preferences
- Select and generate appropriate Scheduling, Dispatch and Time Analysis Reports
- Use COMMANDseries Online Help and Workplace Features