

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 COMMANDconcrete 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 COMMANDconcrete 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 COMMANDconcrete 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 COMMANDconcrete.

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 mix products on an order
- Enter associated and extra products on an order, using the appropriate screens
- Retrieve, cancel, reactivate and/or edit existing orders
- Copy existing orders for a new day
- Calculate order quantities using the Volume Calculator
- 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 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
- View ticketed loads for an order

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 trucks and drivers
- Maintain accurate product information
- Use charge tables
- Download mix information to a batch panel
- View and control batch interface queued tickets
- Configure the Order Audit Log
- Select and generate appropriate Scheduling, Dispatch and Time Analysis Reports
- Use COMMANDseries Online Help and Workplace Features