

Course Description:

This class will focus upon alternate features and functions that are available in COMMANDseries during the Order Entry, Scheduling, Ticketing and Tracking processes. With the basic knowledge and skills gained during the Order Entry & Scheduling and Ticketing & Tracking classes in hand, students will now learn a variety of time-saving and user-configurable approaches to dispatching using the COMMANDconcrete module. Many companies will choose to implement the processes outlined during this class as daily practices. In addition, this class will take an in-depth look at Tracking & Scheduling Operations and introduce the user to editing time analysis information.

Who should attend and when:

Anyone in your organization who will be responsible for entering and/or scheduling orders or ticketing and/or tracking trucks should attend this class. In addition, any individuals that need a detailed understanding of these processes should attend. This class can be taken immediately following Concrete Order Entry & Schedule and Concrete Ticketing & Tracking, or shortly after execution of your Go-Live on COMMANDconcrete.

Course Prerequisites:

- Concrete Order Entry & Scheduling and/or Concrete Ticketing & Tracking

Course Objectives:

After completing this class students will know how to:

- Creating standing orders to efficiently manage repeat business
- Schedule a standing order
- Utilizing Map Order Entry features to facilitate accuracy of deliveries
- Create orders using the Simplified Order Entry screen to improve order entry time
- Schedule orders using the Simplified Order Entry screen
- Enter new orders using the Customer-Project-Order-Lookup screen to maximize dispatch efficiency
- Copy existing orders using the Customer-Project-Order-Lookup Screen
- View existing orders quickly and easily using the Customer-Project-Order-Lookup screen
- Model an order on the Scheduling screen to promote on-time delivery
- Round trip a truck to fulfill customer delivery requirements
- Use the Order Audit Log
- Read the Order Audit Log Report
- Configure lookup screens for Customers, Orders and Tickets
- Use the Tracking and Scheduling Operations feature to execute all available dispatch operations
- Edit time analysis information
- Select and generate appropriate Time Analysis Reports
- View and control batch interface queued tickets
- Retrieve a message frame to print to assist in program troubleshooting
- Use COMMANDseries Online Help and Workplace Features

In addition, students will master the following skills:

- Order Entry
- Scheduling techniques
- Ticketing
- Tracking
- Selecting appropriate reports