

DESCRIPTION:

Join industry expert Jim Wagner in this session focused on concrete dispatch best practices in COMMANDseries for efficiently servicing customers, making cost-effective decisions, and balancing the two.

NOTES:

This session is designed specifically for the experienced Concrete Dispatcher using COMMANDseries.

TOPICS:

Order Entry

- CPOL screen
- Simplified and standard order entry
- COMMANDseries Shortcuts
- Lookups and configuring
- Keyboard shortcuts versus the mouse
- Map page setup/posting travel times
- Geographical locations and geofences
- Zone, map pages on the order screen

Truck and Driver Scheduling

- How it works
- Scheduling rates
 - minutes apart
 - quantity per hour
 - specified number of trucks
 - FOB
- Multiple schedules
 - Start at one plant, continue from another
 - Service from several plants at once
 - Holds, breaks
- Scheduling multiple mixes on one order

Scheduling Setup

- Foreground, background
- Truck types
- Multiple Plants

Scheduling Troubleshooting

- Inaccurate Schedule
- Overbooking
- Running late after first “round”
- The deadly “wave”
- The apparent “perfect schedule” in retrospect



Truck Tracking, Ticketing & Statusing

- Setup
- Statusing
- Autostatusing with GPS
- Canceling tickets, reselling concrete, dumping
- How to give directions to drivers
- Teambuilding with the drivers
- Splitting loads

Reporting & Key Performance Indicators

- Scheduling
- Dispatching
- Time Analysis

Problem Solving

- Reviewing solutions to the problems identified

