



Logistics Manager Pro

Revised: 20 June 2018

The most current version of this document can be found under "Manuals" on the DOLI home page.

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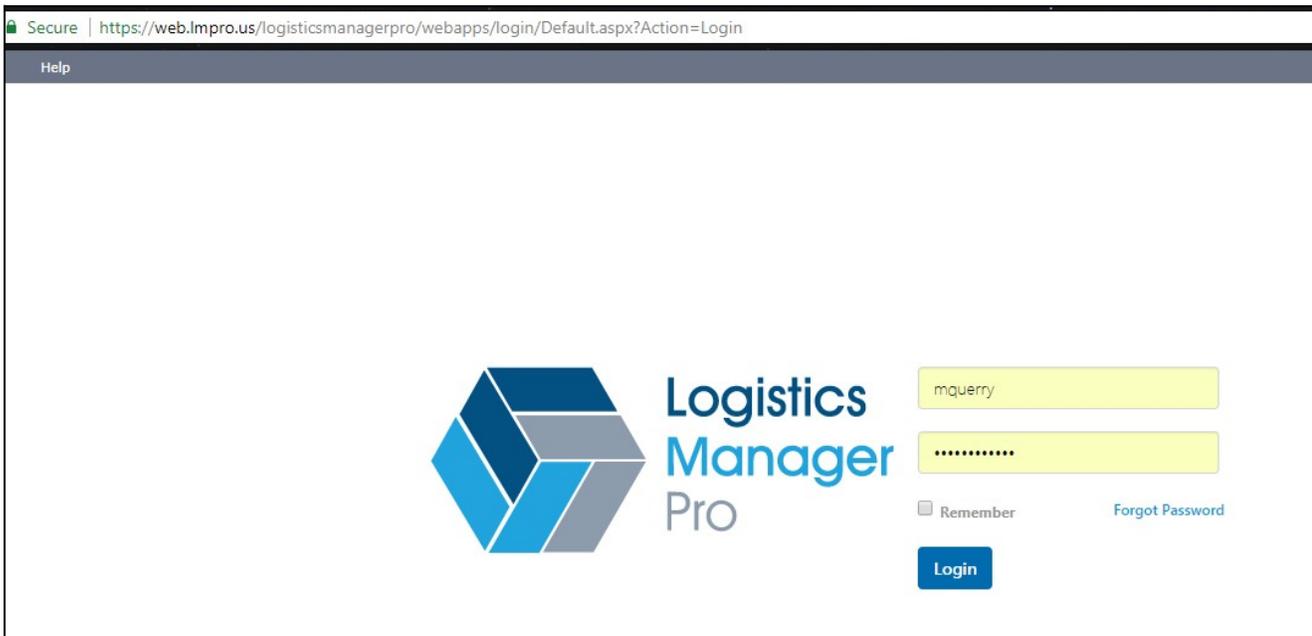
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INTRODUCTION TO LOGISTICS MANAGER PRO

Logistics Manager Pro (LMP) is the event management system used by CRST Home Solutions. This system allows the tracking and updating of delivery and service events.

ACCESSING LMP

1. Open **Google Chrome**
2. Go to **nal.logisticsmanagerpro.com**
3. Enter your username and password.
4. Click on **Login**.



HOME PAGE

At the top of the LMP homepage there is a navigation bar used to navigate to other tools in the system.

The screenshot shows the top navigation bar with links: Home, Apps, Search, Reports, Profile, Help, Log Out, and Logged in mquery. Below the navigation bar is the 'Launch Pad' section for 'North American Logistics'. A welcome message reads: 'Welcome to Logistics Manager Pro. Use the top menu to navigate to other parts of the application, or use the search below to find an order.' There is an 'Enter Order' button and a 'Search Orders' input field. The main content area features a 'Warehouse: American Canyon It' dropdown and a 'Refresh' button. On the left is an 'Order Status Summary' horizontal bar chart. On the right is a 'Previously Viewed Orders' table.

Date	Number of Orders
5/28/2018	18
5/29/2018	148
5/30/2018	142
5/31/2018	125
6/1/2018	110
6/2/2018	104
6/3/2018	42

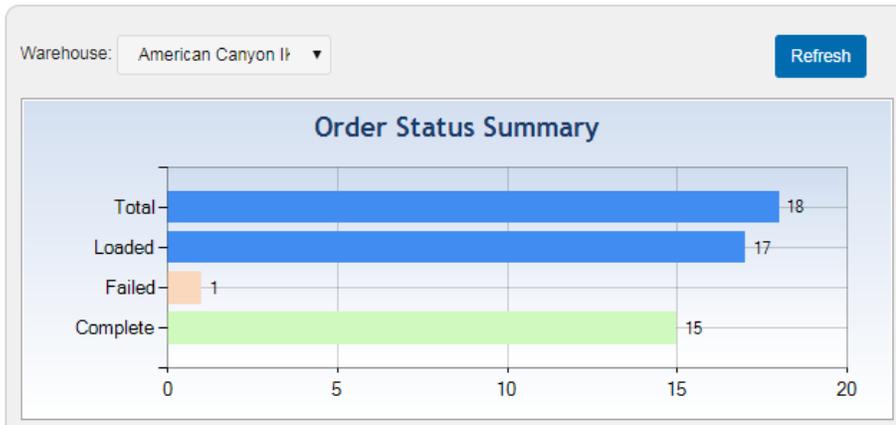
#	Order	First	Last	Entered	#
<input type="checkbox"/>					
<input checked="" type="checkbox"/>	291277304-2	Store	Manager	05/30/2018 10:33	
<input checked="" type="checkbox"/>	606105	Michael	Buonopane	05/30/2018 11:36	
<input checked="" type="checkbox"/>	291277304	SIDDHARTH	DEVANI * 30 min call	05/30/2018 10:34	

Order Status Summary

The Order Status Summary area lets you choose a Warehouse from the drop down and then view the number of orders for that warehouse on each day.

This screenshot is identical to the one above, but the 'Order Status Summary' chart area is highlighted with a red rectangular box to draw attention to it.

If you click on the orders for a particular day, it will break that day's orders out by status.



If you click on any of the categories here, you will see a list of orders.

Previously Viewed Orders

The Previously Viewed Orders section displays the orders you have most recently accessed. You can click on the edit symbol next to these jobs to view the job details.

Home
Apps
Search
Reports
Profile
Help
Log Out
Logged in mquery

Launch Pad

North American Logistics

Welcome to Logistics Manager Pro. Use the top menu to navigate to other parts of the application, or use the search below to find an order.

Enter Order

Warehouse: American Canyon It Refresh

Date	Count
5/28/2018	18
5/29/2018	148
5/30/2018	142
5/31/2018	125
6/1/2018	110
6/2/2018	104
6/3/2018	42

Previously Viewed Orders

#	Order	First	Last	Entered	#
<input type="checkbox"/>					
<input checked="" type="checkbox"/>	291277304-2	Store	Manager	05/30/2018 10:33	<input type="checkbox"/>
<input checked="" type="checkbox"/>	606105	Michael	Buonopane	05/30/2018 11:36	<input type="checkbox"/>
<input checked="" type="checkbox"/>	291277304	SIDDHARTH	DEVANI * 30 min call	05/30/2018 10:34	<input type="checkbox"/>

SEARCH

The Search function in navigation bar at the top of the page allows you to look up orders by last name or order number.

1. Click **Search**
2. Choose **Quick Search**
3. Enter the **Order Number** or **Customer Last Name**

If there are multiple results, they will show in a list. Click on the edit symbol to view the job details.

New Search Click the icon in the left most column to display details for the associated order.

S	Order Code	First Name	Last Name	Address	DeliveryCity	State	HomePhone	Store	ServiceType	DeliveryDate	Entered
	6 289258647-SRV	Liana	Sarnov	92 Heritage Dr	Howell	NJ		IKEAEL	IKEA Elizabeth Assem	05/30/2018	05/12/2018
	6 289258647	Liana	Sarnov	92 Heritage Dr	Howell	NJ		IKEAEL	IKEA Elizabeth Home	05/30/2018	05/12/2018

You may also search by the customer phone number:

1. Click **Search**
2. Choose **Advanced Search**
3. Choose **Phone Number** from the “Search By” drop down
4. Enter the phone number
5. Click **Search**

Quick Search
Advanced Search
Truck Search

Search By:

Date Range:

Scope:

Orders will be color-coded:

- Pink = Out for delivery
- Blue = Service
- Teal = Failed
- Green = Complete

Service orders will also have SRV as part of the job number

There is also a search tool on the homepage. Here you can search by order number or customer last name. The results will appear below the search box. Click on the order number to view the details.

Home
Apps
Search
Reports
Profile
Help
Log Out
Logged in mquery

Launch Pad
North American Logistics

Welcome to Logistics Manager Pro. Use the top menu to navigate to other parts of the application, or use the search below to find an order.

Warehouse:

Previously Viewed Orders

Order Code	First Name	Last Name	Service
224096642 leftbehind	Annie	Tegner	Deliver
224096642	Annie	Tegner	Deliver

ORDERS

Order details can be viewed on the “Edit Delivery/Service Order” screen.

ND 291710444 Job Number

IKEA - IKEA Paramus - xmlimport

Entered: 5/28/2018 12:20:03 PM EST

Scheduled **Job Status**

STK SCH CNF CAR OFD SGN INV

Order	Order Items	Service Items	Notes	Calls	Emails	Survey	Track	Error	IKEA Delivery Updates
-------	-------------	---------------	-------	-------	--------	--------	-------	-------	-----------------------

From (Ctrl+1)

IKEA Paramus
Store Manager
100 IKEA Drive
Paramus, NJ, 07652, US
(844) 218-1762

Where the product is being picked up

[Edit](#)

To (Ctrl+2)

Lee Goddard
74 Augustine Rd
Westchester
N White Plains, NY, 10603, US
h: (516) 524-5162, w: (516) 524-7925
m: (516) 524-7925
leegoddard87@gmail.com

Where the product is being delivered

Address geocoded by Postal Code.

[Edit](#)

Signature (Ctrl+3) **Customer Signoff**

No Signature Captured

[Edit](#)

Stock (Ctrl+4)

Control No:	Total Pieces: 1
Total Weight: 73.00 lb	Total Vol: 0.46 yd
Load Date: 05/28/2018	Stocked: 1
Drop Date:	Unstocked: 0
Location(s): 08-B-05	
Last Loc(s): 08-B-05	
Return Code:	
RTV: <input type="checkbox"/>	RTVC: <input type="checkbox"/>

Product Availability

[Edit](#)

Schedule (Ctrl+5)

Service: **Deliver**

Service Type: **IKEA Paramus Home Delivery LCD**

Delivery Date: **06/02/2018**

Time Frame: **12:00 AM - 12:00 AM**

Schedule date and time.

[Edit](#)

Dispatch (Ctrl+6)

Account: **IKEA Paramus Home Delivery LCD**

Receiver Code: **LCD-Create-HDN-409**

Reference: **100102489032** Carrier: **unassigned**

Zone Code: **2** Stop: **0**

Time Zone: **EST** Distance: **0**

Currency: **USD** Value: **0.00**

Surcharge:

Assigned Delivery Team

[Edit](#)

If there are any related order, such a service order or a reset order, you will see the order numbers at the top of the page. Click this order number to view the linked order.

Home	Apps	Search	Reports	Profile	Help	Log Out	Logged in mquery
------	------	--------	---------	---------	------	---------	------------------

LNK 292338419

IKEA - IKEA Elizabeth - xmlimport

Failed

Edit Delivery Order

292338419-SRV **Linked order number**

Order Code

Entered: 6/1/2018 4:24:08 PM EST

STK SCH CNF CAR OFD FLD INV

Track

The track tab serves as an event history for the order. Refer to this log to see when changes and updates are made to an order.

Signed STK SCH CNF CAR OFD SGN IN

Order	Order Items	Service Items	Notes	Calls	Emails	Survey	Track	Error	IKEA Delivery Updates
Type		Value		User	Entered				
Reset Order		CreateDuplicate		jacevedo	06-13-2018 09:05				
Signed Manual Edit		(OMon) SignerName updated: - Klein (OMon) Timestamp updated: 12/31/1899 11:00:00 PM - 6/11/2018 10:30:00 AM		jcosme	06-11-2018 16:23				
Out For Delivery Manual Edit		(OMon) Timestamp updated: 6/11/2018 8:32:00 AM - 6/11/2018 8:00 AM		jcosme	06-11-2018 16:23				
Signed Manual Edit		(OMon) SignerName updated: - Klein (OMon) Timestamp updated: 12/31/1899 11:00:00 PM - 6/11/2018 10:30:00 AM		jcosme	06-11-2018 16:21				
Out For Delivery Manual Edit		(OMon) Timestamp updated: 6/11/2018 8:32:00 AM - 6/11/2018 8:00 AM		jcosme	06-11-2018 16:21				
AssignDeliveryWindow Import		4499, 10:00:00, 14:00:00, 2, False		jcosme	06-10-2018 16:31				
Pre Call		Precall Dialed en 9175544845 Pressed 1 ACK delivery on 06/11/2018 btwn 10 AM - 2 PM Completed.		autocall	06-10-2018 12:19				
AssignDeliveryWindow Import		4499, 10:00:00, 14:00:00, 2, TRUE		ywolde	06-10-2018 12:14				
Order Edit		Bulk stock item: Quantity 15 in see notes		dtharrington	06-07-2018 20:39				
Order Edit		Bulk unstock item: Quantity 15 removed from 154SWEEP		dtharrington	06-07-2018 20:39				
Order Edit		Bulk stock item: Quantity 15 in 154SWEEP		gpena	06-07-2018 15:14				
Order Edit		UpdateStock TotalPieces: 0 - 15		gpena	06-07-2018 15:14				
XMLImport Via FTP		LCD180607053024048.xml Dest: priceBuCode: 154 Operation: Create IMid: 343		xmlimport	06-06-2018 23:33				

Note: Updates from IKEA (XMLIMPORT) are manual events from IKEA. These need to be followed by manual event being sent to CRST Home Solutions before the change will take effect.

Notes

The Notes tab is used to document all calls and actions on an order. All You can also view past notations from this tab. You can search for past entries using the fields at the top of each column.

Order	Order Items	Service Items	Notes	Calls	Emails	Survey	Track	Error	IKEA Delivery Updates
Add Note									
Note	Type	Note	User	Entered	#				
<input type="checkbox"/>									
<input checked="" type="checkbox"/>	1	Delivery	MERGED_WITH_ORDER - - NO -	xmlimport	06/06/2018 23:33				
<input checked="" type="checkbox"/>	2	Delivery	UI Update Info SL 20 Middle	dtharrington	06/07/2018 20:40				

1. Click **Add Note** to enter a new notation
2. Note Code – **UI (Update Info)**
3. Note – Type your notation here.
4. Click **Save** to enter your note.
5. Disregard the other fields, they will be filled in by the system as necessary.

Note

Important: Note Code: Alert: Alert Email:

Note:

Save

Edit Customer Information

The **From** and **To** sections on the “Edit Delivery/Service Order” page are the pick and delivery locations. On delivery or service orders, the customer address will be in the To field. For Return/Exchange orders, the customer’s address will be in the From field, as that is where the product is being picked up at.

You can update the customer's contact and address information by clicking on **Edit**.

To (Ctrl+2)

*Lee Goddard
74 Augustine Rd
Westchester
N White Plains, NY, 10603, US
h: (516) 524-5162, w: (516) 524-7925
m: (516) 524-7925
leegoddard87@gmail.com*

Address geocoded by Postal Code.

Edit

Update the customer's information and then click **Save**.

Edit Delivery Address ('Esc' to close)

 **Edit Delivery Address** North American Logistics

Contact

First Name:
Last Name:
Company:
Address:
Apt/Suite:
City:
State:
Postal Code:
Country Code:
Home Phone:
Work Phone:
Mobile Phone:
Email:
Business Address: Yes No

Save

Scheduling

Use the Schedule section of the “Edit Delivery/Service Order” screen to schedule or reschedule a customer’s order.

Schedule (Ctrl+5)

Service: **Deliver**

Service Type: **IKEA Paramus Home Delivery LCD**

Delivery Date: **06/02/2018**

Time Frame: **12:00 AM - 12:00 AM**

Edit

1. Click on **Edit**
2. Requested by – Choose the appropriate party
 - a. TSP (North American Logistics Group, LLC) – When the date change is driven by CRST Home Solutions
 - b. Client – When IKEA requests a date change
 - c. Customer – When the customer requested a date change
3. Consult the Days of Service sheet to determine which day to offer. Then, click on the desired date. **Note:** Clicking on date changes the date in the system.

Edit Schedule ("Esc" to close) x

Edit Schedule
North American Logistics

June 2018						
S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
0	24	10	25	14	17	25
17	18	19	20	21	22	23
0	24	18	7	5	5	0
24	25	26	27	28	29	30
0	2	3	0	1	1	1
1	2	3	4	5	6	7
0	1	3	0	0	0	0

Requested by: Please select

Start Time: 09am

End Time: 09pm

Service: Deliver

Service Type: IKEA Baton Rouge Home Shoppir

Call Result: No Call

Add Call Note

Select to Reset: ▼

Manually trigger precall or re-precalls

Call History
Schedule History

#	CallResult	CallNote	Username	Entered
No data to display				

Save
Pre Call

Use the other fields in the Edit Schedule window to log arrival windows and scheduling calls with the customer.

4. Start Time – Set by Router the evening before the appointment
5. End Time – Set by Router the evening before the appointment
6. Call Result – If calling out to confirm the date with the customer, you will choose the most appropriate option from the dropdown.
7. Add Call Note – Optional area to add notes related to scheduling.
8. Select to Reset –This can be used to Reset the order and generate a RST order.
9. Save – Save your changes. This will log the information under Call History.
10. Pre Call – If an order is imported after the system makes the Pre-Calls, use this button to trigger a pre-call.

Call History		Schedule History	
#	CallResult	CallNote	Entered
1	Confirmed		mquery 06/20/2018 01:27

Dispatch

The Dispatch section of the order displays the assigned delivery team (carrier). Editing this section can change the assigned delivery team or allow the user to update the order status to reflect many types of service issues.

Dispatch (Ctrl+6)

Account: **IKEA Paramus Home Delivery LCD**

Receiver Code: **LCD-Create-HDN-409**

Reference: **100102489032** Carrier: **unassigned**

Zone Code: **2** Stop: **0**

Time Zone: **EST** Distance: **0**

Currency: **USD** Value: **0.00**

Surcharge:

Edit

Click on **Edit** in this section of the order to make changes. This will open a new window over the top of the mail LMP page.

- Carrier – Assigned delivery team
- Stop – stop number of this order on the driver's route for the day
- Delivery Failed: Drop down that allows you to status order based on some types of service issues.
- Delayed Call – Used to place an automated call to the customer when a service is running late.

Edit Dispatch Details ('Esc' to close) x

Dispatch Details North American Logistics

Carrier: **Select** No Mobile Phone #

Stop: **2310**

Account: **IKEA Paramus Home Delivery LCD**

Service Type: **IKEA Paramus Home Delivery LCD**

Unassigned Surcharges:

- Appliance Pickup
- Mattress Pickup
- Upholstery Pickup
- Time Stop
- Additional Labor
- 4th Floor (> 3rd floor)
- 5th Floor (> 3rd floor)
- 6th Floor (> 3rd floor)
- 7th Floor (> 3rd floor)
- 8th Floor (> 3rd floor)

Assigned Surcharges:

Dispatch Board: **IKEA Paramus**

Reference Code: **100102489032**

Service Value: **0** **USD**

Control No:

Receiver Code: **LCD-Create-HDN-409**

Tracking Code:

Delivery Failed: **Please Select**

Failed Note:

Order Alert: **Delayed Call** **09am-11am**

Save

Failing an Order

When certain types of service issues are reported, we will update the Delivery Failed reason in the Dispatch section of LMP.

Choose the appropriate reason and then click **Save**.

- Not at home – Customer is not at home for the appointment.
- Attempted could not delivery – When we arrive at the customer’s and are unable to complete the delivery or service
- Rescheduled while drive enroute – When the customer chooses to rescheduled day of the appointment or the service is unable to perform the service as scheduled.
- Not loaded at store – The product was not loaded at the pickup location.
- CCD Failure – Trailer did not arrive at IKEA and equipment can’t be pickup
- Not ready for pickup at store – Product is not ready for pickup when the driver arrives at the pickup location
- No driver or truck available - A service cannot be completed because the driver is unavailable or has vehicle issues
- Customer refused delivery – Used when the customer refuses the delivery.

The screenshot shows a software interface with a dropdown menu open for the 'Delivery Failed' field. The dropdown list contains the following options:

- Please Select
- Not at home - OFD Required
- Attempted could not deliver - OFD Required
- Rescheduled while driver enroute - OFD Required
- Not loaded at store
- CCD failure
- Not ready for pickup at store
- No driver or truck available
- Customer refused delivery - OFD Required

Other fields visible in the interface include: DispatchBoard, Reference Code, Service Value, Control No, Receiver Code, Tracking Code, and Delivery Failed (with a dropdown arrow).

The updated Delivery Failed reason will be visible in the Signature section of the order. It can also be found in the Track tab.

The screenshot shows an order management system interface for 'IKEA - IKEA Elizabeth - xmlimport'. The 'Failed' status is selected in a dropdown menu. The interface includes tabs for Order, Order Items, Service Items, Notes, Calls, Emails, Survey, Track, Error, and IKEA Delivery Updates. The 'Signature' section (Ctrl+3) is active, displaying contact information for 'From' and 'To' and a signature capture area.

From (Ctrl+1)

IKEA Elizabeth
Store Manager
1000 Center Drive
Elizabeth, NJ, 07201, US
(844) 218-1762

To (Ctrl+2)

Andrew Kerber*bldg hrs 10-4pm*
155 E 29th St
Apt 27c
New York, NY, 10016, US
w: (215) 285-3382
m: (215) 285-3382
akbball@msn.com

Signature (Ctrl+3)

No Signature Captured

Not loaded at store Edit

Stock

The Stock section of order informs the user of the number, weight, location, and availability date of the items to be delivered.

Stock (Ctrl+4)

Control No:	Total Pieces: 1
Total Weight: 73.00 lb	Total Vol: 0.46 yd
Load Date: 05/28/2018	Stocked: 1
Drop Date:	Unstocked: 0
Location(s): 08-B-05	
Last Loc(s): 08-B-05	
Return Code:	
RTV: <input type="checkbox"/>	RTVC: <input type="checkbox"/>

[Edit](#)

This section can be updated by clicking on **Edit**.

- **Control #** can be edited by typing in the field and then click **Save**.
- **Load Date** and **Drop Date** can be edited by choosing a date from the calendar and then click **Save**.
- **Bulk Stock** - Edit the stock location and quantity of all items in that line.
- **Stock Single** - Split items and place them in different stock locations.

Stock List

North American Logisti

total pieces	control #	return code	load date	drop date
<input type="text" value="1"/>	<input type="text" value="000000170006816"/>	<input type="text"/>	<input type="text" value="1/1/1900"/>	<input type="text" value="1/1/1900"/>

Return to Vendor
 Return to Vendor Complete
 Order Alert
[Save](#)

Combined Order Items

Item Code	Item Name	Stock Location	Source	Identifier	Vol.	lbs.	Stkd.	Qty.	Action
IKEAGENITEM	IKEA Generic Item	unassigned	WarehouseItemSource	100102611320	0.25	190.26	0	1	<div style="border: 1px solid gray; padding: 2px; display: inline-block;"> Select ▼ Select Edit Stock Single Bulk Stock </div>

Order Line Items

Description	Vol yds.	lbs.	Pc Qty	Entered
10394718 - BRIMNES - wardrobe with 3 doors	0.25	86.30	1	5/30/2018 2:15:15 PM
IKEA GENERIC - IKEA Generic Item	0.00	0.00	1	5/31/2018 5:41:35 PM

1. To update the Stock on a line item:
2. Choose **Bulk Stock** or **Single Stock**
 - If single stock you will be asked how many items you would like to move to a new location.
3. Choose the **Stock Location** from the drop down.
4. Set the **Quantity**

5. Click **Save** to save your changes.

The screenshot shows the 'Bulk Stock' window with a dropdown menu open for 'Stock Location'. The dropdown lists several options with columns for 'Stock Location Code', 'Multi', and 'Warehouse Name'. The 'Quantity' dropdown is set to 'Select'. There are 'Back' and 'Save' buttons. A table titled 'Selected Order Item' is partially visible below the dropdown.

Stock Location Code	Multi	Warehouse Name
01-09A	True	Memphis WH
01-09B	True	Memphis WH
01-09C	True	Memphis WH
01-09D	True	Memphis WH
01-10A	True	Memphis WH
01-10B	True	Memphis WH
01-10C	True	Memphis WH

Stock Location	Source	Identifier	Vol.	Ibs.	Stkd.	Qty.
unassigned	WarehouseItemSource		0.00	1.00	0	2

The screenshot shows the 'Bulk Stock' window with 'Stock Location' set to '01-A-08' and 'Quantity' set to '1'. There is a 'Note' field and 'Back' and 'Save' buttons.

When an order is set for Return to Vendor, the RTV box will be checked. The Return is complete, the RTVC box will be checked. Turnaround time of returns is normally 1-2 weeks.

The screenshot shows the 'Stock (Ctrl+4)' summary window with the following information:

- Control No:
- Total Weight: 148.00 lb
- Load Date:
- Drop Date:
- Location(s):
- Last Loc(s):
- Return Code:
- RTV:
- RTVC:
- Total Pieces: 3
- Total Vol: 0.83 yd
- Stocked: 0
- Unstocked: 3

An 'Edit' button is located at the bottom right.

UNDERSTANDING ORDER NUMBERS

The order number can include letter or number combinations that can give you additional information about the order. These indicators will be separated from the main part of the order number by a hyphen (-).

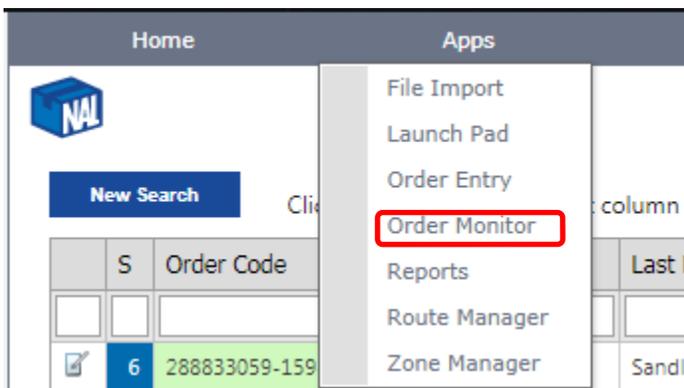
- RST – An order that has been reset or failed. This will be linked to the original order.
- SRV – A service order. May be linked to a delivery order

- CCD – Online order
- 159 – Customer placed the order over the phone or online
- 508 – Customer placed the order at the store
- 154 – Product is out of Elizabeth, NJ
- 409 – Product is out Paramus, NJ
- ND – Orders that come from the store where the customer is requesting service ASAP. The customer can pick their Time Frame.
- SD – Same Day delivery orders

ORDER MONITOR

Order Monitor function provides a dispatch board to view each delivery team's route for the day.

To access Order Monitor, click on **Apps** in the Navigation Bar. Then, choose **Order Monitor**.



You will choose the Warehouse from the drop down and the Order Monitor will display a list of all jobs scheduled for the day. You may change the date at the top of the screen.

Contract Carrier Monitor Dispatch Board IKEA Elizabeth DeliveryDate: May 30, 2018 OrderType: All Include Delivered: Late Only:

	S	Order Code	Last Name	Address	City	Source	Store	Carrier	Stock	Type	TSPNo	S#	Start	End	Est.	Signer Name	DeliveryArrived
	6	291974597	Wang	294 Crowells Rd	Highland	1000 Center Dri	IKEAEL	4106		LCD		5	13:00	17:00	00:00	Mingjia	05/30/2018 13:38
	6	292004050	Wang	294 Crowells Rd	Highland	1000 Center Dri	IKEAEL	4106		LCD	Yes	6	13:00	17:00	00:00	Mingjia wang	05/30/2018 13:38
	6	291891890	Furniture Re	John Jensen	Edison	1000 Center Dri	IKEAEL	4107		LCD		1	09:00	13:00	00:00	john	05/30/2018 11:32
	6	291937762	Goire	450 Clemont Ter	Union	1000 Center Dri	IKEAEL	4107		LCD		3	09:00	13:00	00:00	joshua	05/30/2018 09:44
	6	291912379	Caceres	382 Rutgers Ave	Hillside	1000 Center Dri	IKEAEL	4107		LCD		4	09:00	13:00	00:00	luis	05/30/2018 09:27
	6	291920260	KORNFIELD	3 Mcclean Ave	STATEN I	1000 Center Dri	IKEAEL	4107		LCD		6	13:00	17:00	00:00	rita	05/30/2018 12:14
	6	291986357	Prabha Padma	134 Laidlaw Ave	Jersey C	1000 Center Dri	IKEAEL	4107		LCD		8	13:00	17:00	00:00	padma	05/30/2018 12:56
	6	291917313	Ghanta	417 Riverside S	Secaucus	1000 Center Dri	IKEAEL	4107		LCD		10	17:00	21:00	00:00	danish	05/30/2018 16:30
	6	291890117	Klickpick	A Chokshi	Hoboken	1000 Center Dri	IKEAEL	4109		LCD		1	09:00	13:00	00:00	A chokshi	05/30/2018 10:59

Enter the delivery team's number in the **Carrier** field at the top of the jobs list to limit the results to just that delivery team.

Contract Carrier Monitor																
Dispatch Board																
American Canyon CA																
DeliveryDate: May 31, 2018																
OrderType: All																
Include Delivered: <input checked="" type="checkbox"/> Late Only: <input type="checkbox"/>																
S	Order Code	Last Name	Address	City	Source	Store	Carrier	Stock	Type	TSPNc	S#	Start	End	Est.	Signer Name	DeliveryArrived
6	290622342-159-1	Peak Montess	M Hammons	Walnut C	1 Middleton Way	IKEAAM	3538	NALG AC	CCD		1	09:00	13:00	00:00	Mont	05/31/2018 09:24
6	290892568-159-1	Pickering	2669 San Antoni	Walnut C	1 Middleton Way	IKEAAM	3538	NALG AC	CCD		2	09:00	13:00	00:00	Mon	05/31/2018 09:33
5	290543806-159-1	Abdulkader	7001 Sunne Ln	Walnut C	1 Middleton Way	IKEAAM	3538	NALG AC	CCD		3	09:00	13:00	00:00		
5	290821834-159-1	Shiblaq	1445 Treat Blvd	Walnut c	1 Middleton Way	IKEAAM	3538	NALG AC	CCD		4	09:00	13:00	00:00		
5	290723862-159-1	Milow	121 Las Juntas	Walnut C	1 Middleton Way	IKEAAM	3538	NALG AC	CCD		5	09:00	13:00	00:00		
5	290877851-159-1	Mahmood	1196 Flowerwood	walnut C	1 Middleton Way	IKEAAM	3538	NALG AC	CCD		6	10:00	14:00	00:00		
5	290783850-159-1	Janik	700 Savannah Cl	Walnut C	1 Middleton Way	IKEAAM	3538	NALG AC	CCD		7	10:00	14:00	00:00		
5	290562643-159-1	Bertolino	780 Oak Grove R	concord	1 Middleton Way	IKEAAM	3538	NALG AC	CCD		8	10:00	14:00	00:00		
5	290816716-159-1	Avery	3648 Sugarberry	Walnut C	1 Middleton Way	IKEAAM	3538	NALG AC	CCD		9	10:00	14:00	00:00		
5	290618647	Johnson	3015 Lanway Ct	Concord	1 Middleton Way	IKEAAM	3538		CCD		10	11:00	15:00	00:00		
5	290856347-159-1	Henderson	1791 Alray Dr	Concord	1 Middleton Way	IKEAAM	3538	NALG AC	CCD		11	11:00	15:00	00:00		
5	290787847-159-1	Simmons	113 Shadowood D	Pleasant	1 Middleton Way	IKEAAM	3538	NALG AC	CCD		12	11:00	15:00	00:00		

To view the day's routes in a map view, click Contract Carrier Monitor at the top of the screen.

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Order Monitor

North American Logistics

Contract Carrier Monitor
Dispatch Board
American Canyon CA
DeliveryDate: May 31, 2018
OrderType: All
Include Delivered:
Late Only:

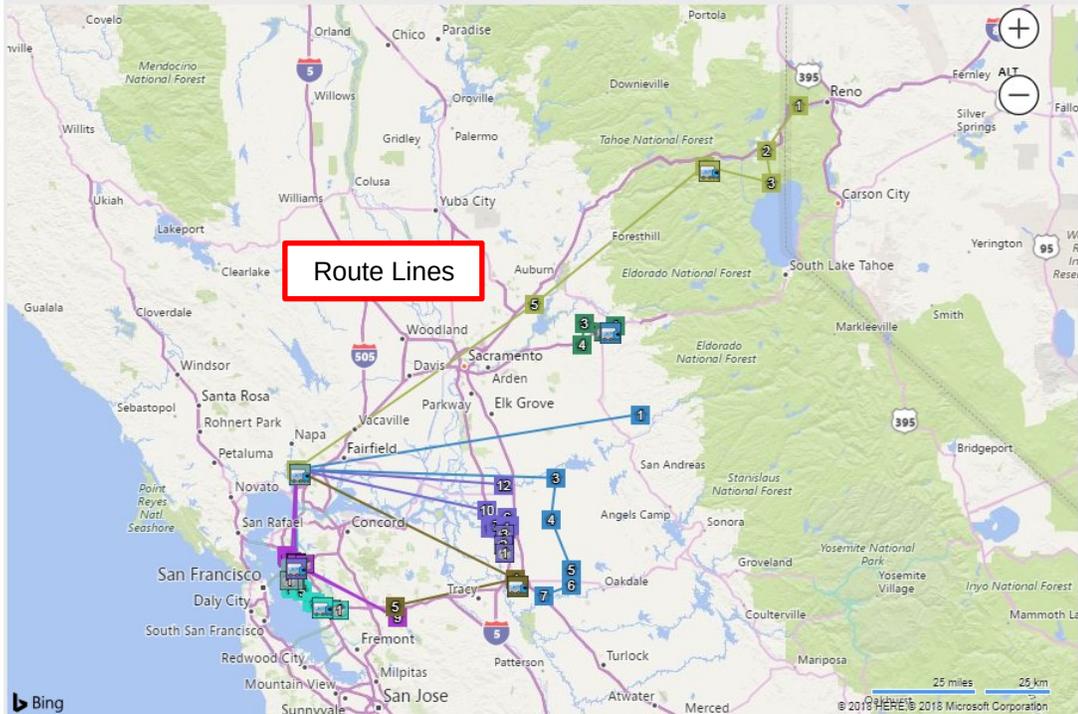
This will give you a view of the scheduled jobs for the day, as well as the servicers, stops and current locations. You can limit the routes showing on the screen by choosing specific carriers from the list to the right of the screen.



Contract Carrier Monitor

North American Logist

Order Monitor | Dispatch Board
American Canyon CA | DeliveryDate: May 31, 2018 | ContractCarrier Trail: Route Line:
Search Refresh



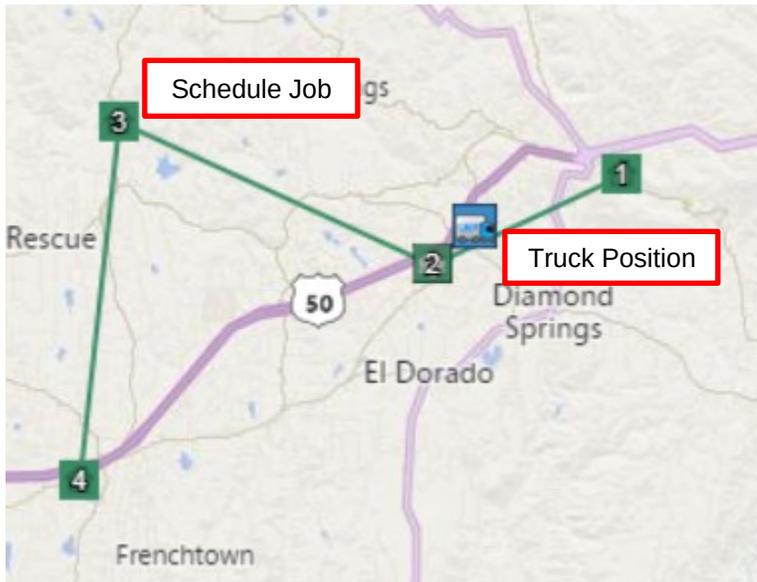
Carriers

Carrier	Total	Complete	Weight	Volume
<input checked="" type="checkbox"/> 3009	6	0	1542	1.737
<input type="checkbox"/> 3538	12	4	2686	3.620
<input type="checkbox"/> 3560				785
<input checked="" type="checkbox"/> 3561				318
<input type="checkbox"/> 3562	8	4	1564	1.921
<input checked="" type="checkbox"/> 3563	11	2	3636	7.711
<input type="checkbox"/> 3564	8	4	1866	3.997
<input checked="" type="checkbox"/> 3565	11	4	3314	4.530
<input checked="" type="checkbox"/> 3567	11	5	2616	5.819
<input type="checkbox"/> 3569	6	6	1213	1.703
<input checked="" type="checkbox"/> 3712	7	0	1645	2.141
<input checked="" type="checkbox"/> 3713	4	1	2237	2.380
<input type="checkbox"/> 3714	5	0	1490	1.413
<input checked="" type="checkbox"/> 3715	4	1	808	0.973

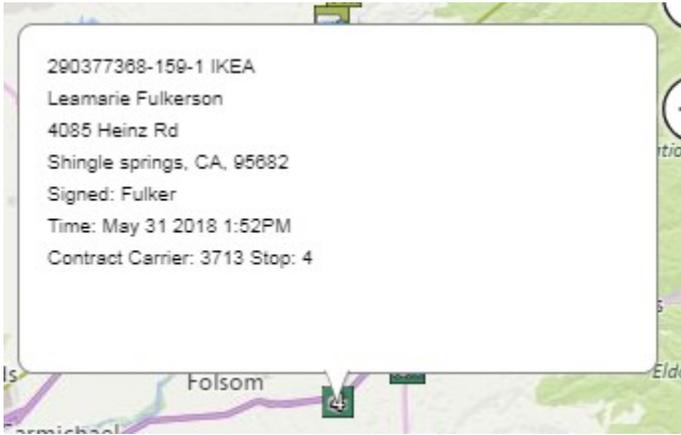
Stop	Carrier	Order	Last	Address	City	State	Postal	HomePhone	Start	End	Signer	Jnt	Volume
1	3009	289577058-159-1-RST	rose	1155 Wakefield Trail	reno	NV	89523	(775) 673-8640	09:00	13:00			0.13
2	3009	290289924-159-1	Cutler	15992 Glenshire Dr	Truckee	CA	96161	(775) 450-2749	10:00	14:00		363	0.78
3	3009	290982298-159-1-DCT	Trujillo	5966 Ophir St	Carnelian Bay	CA	96140	(305) 992-1625	10:00	14:00		358	0.63

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The numbered squares are scheduled job. The squares with trucks in them represent the delivery team's current position.



If you hover over each stop or location check in, you can see the details and time stamp.



If a delivery team reports they will be late for an appointment, the **Delayed Call** button on the job information bubble that triggers a call to make the customer aware of the possible late arrival.

