

CONFIGURE SYSTEM

Customize the system under the Administration module begin tracking and tracing shipments

ORDERS INFORMATION

Input order information under the Orders module

1. Go to Orders
2. Add an order
3. Click on order
4. Go to Packages
5. Add package
6. Click on Consignments
7. Add consignment

Notes:

Order definition

Contract (schedule) made with supplier

Packages definition

Template of items and item quantities

Consignments definition

Combination of packages and package quantities assigned to one or more Ship To destinations to be delivered by a courier

START SHIPMENT

Initiate shipments under the Shipments module

1. Go to Shipments
2. Add a shipment
3. Select an order
4. Select one or more consignments
5. Select an estimated delivery date
6. Add delivery route if needed
7. Complete the wizard

Notes:

Creating a shipment triggers an SMS/IVR alert to anyone subscribed to the school.

The status of the shipment is "Initiated" by default.

TRACK AND TRACE ALL SHIPMENTS

Monitor all shipments under the Reports module

Notes:

Access the dashboard to see further details of each shipment including an interactive Map view.



PACK & LABEL SHIPMENTS

Pack items and label under the Shipments module

1. Receive shipment from supplier
2. Conduct quality assurance (QA) for damaged or missing items
3. Print shipment labels and packing lists
4. Pack according to the packing list
5. Attach shipment labels appropriately
6. Notify courier for pickup to continue delivery
7. Add an activity for the shipment

Notes:

Follow these steps if it is the role of the warehouse to pack items and print/affix labels.

Warehouse can be informed of shipments "In Transit" by going to the Activities module, then searching for the warehouse location name in the search field.

ACTIVITIES OF SHIPMENTS

Log activities of shipments under the Activities module

1. Shipment arrives from previous location point
2. Conduct quality assurance (QA) for damaged or missing items
3. Add shipment activity status*
4. Notify courier for pickup to continue delivery
5. Add shipment activity status*

Notes:

In Transit status definition

Shipment is in between the from-and-to destinations

* in the case there is no internet connectivity, send an SMS command: TRANSIT <Shipment Code> to the designated number.

* see SMS/IVR guide for more commands



DELIVERY OF SHIPMENTS

Transit and Deliver shipments under the Activities module

1. Receive job request
2. Go to location where shipment is located
3. Add shipment activity status*
4. Deliver shipment to intended destination
5. Add shipment activity status*

Notes:

In Transit status definition

Shipment is in between the from-and-to destinations

Deliver status definition

Shipment is delivered to the school

Not Delivered status definition

Shipment is not delivered to the school

* in the case there is no internet connectivity, use the OpenEMIS Scanner application on a smartphone to scan barcodes to update confirmation statuses offline. Then reconnect and upload the data once there is connectivity.

* or the following messages could be sent via SMS to the designated number for shipment confirmations:

- TRANSIT <Shipment Code> shipment has arrived/dispatched and is in transit
- DELIVER <Shipment Code> shipment has been delivered to the school



COMMUNITY ENAGEMENT

Stay informed about shipments

1. Subscribe to schools*
2. Short Messaging Service (SMS) or Interactive Voice Response (IVR) will be sent when a shipment has been initiated
3. More information can be queried**

Notes:

* in order to stay informed about a shipment heading to a school, send SUBSCRIBE <Location Code> message via SMS to the designated number.

** other queries via SMS:

** WHO <Shipment Code>
who can I contact for more

** WHAT <Shipment Code>
what books are coming?

** WHEN <Shipment Code>
when are the books coming?

** WHERE <Shipment Code>
where are the books right now?

** SUPPORT
what messages can I send?

RECEIPT OF SHIPMENTS

Confirm receipt of shipments under the Activities module

1. Receive shipment from previous location point
2. Conduct quality assurance (QA) for damaged or missing items
3. Add shipment activity status*

Notes:

Received status definition
Shipment is received by the school

* in the case there is no internet connectivity, send RECEIVE <Shipment Code> message via SMS to the designated number..