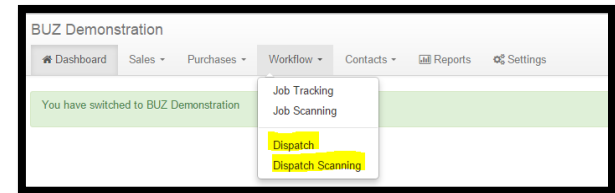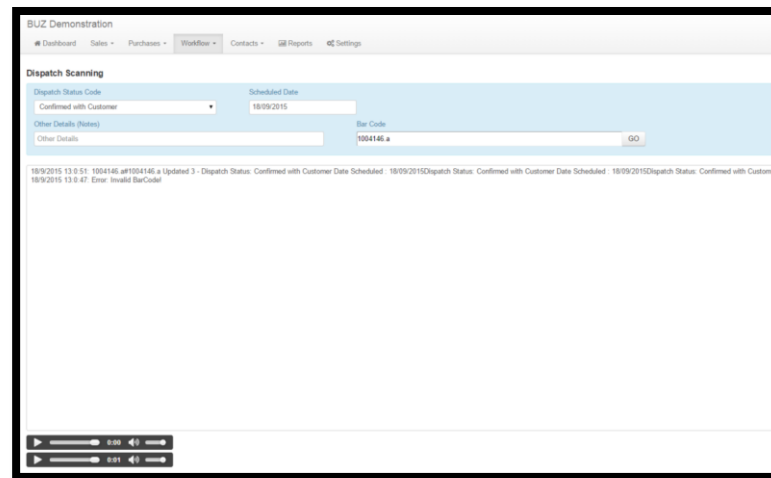# BUZ Dispatch

Dispatch

There are 2 areas in Dispatch to access this go to Workflow

1. Dispatch Scanning to access this go to Workflow -> Dispatch Scanning

Dispatch scanning allows you to move items through Dispatch quickly, to do this

- Workflow -> Dispatch Scanning
- Select the Status you wish to scan to
- Select the date you want then to show as being scheduled to this status
- Enter any notes about the scan you might have IE: On hold due to Freight Strike
- Either enter the Order No. along with the Letter and select GO or Scan the barcode

NB: *if you have been successful you will hear a present melody and you will see the status change on screen. If you are not successful you will hear a Error Sound and an error on the screen*

Dispatch

2. Dispatch to access this go to Workflow -> Dispatch

Dispatch allows you to manage your Check Measures, Installs and Installer Calendars. You are able to view, change, rework, apply money, print, email and export information directly from here either by Order, Customer, Tracking Status, Dispatch Status, Dispatch Type or Installer.

From the Dispatch screen you can Select

- Manage – to Manage your entire dispatch
- Calendar – to see the Installers Calendar

Or select one of the quick filter buttons

- Check Measure – to view all awaiting check measures
- Pending or Work in Progress – to view all Unconfirmed upcoming Dispatches
- Scheduled – to view all Dispatches that are not completed or Cancelled

You can search by order Number or Barcode by adding this to the quick find box on the top right and press GO!
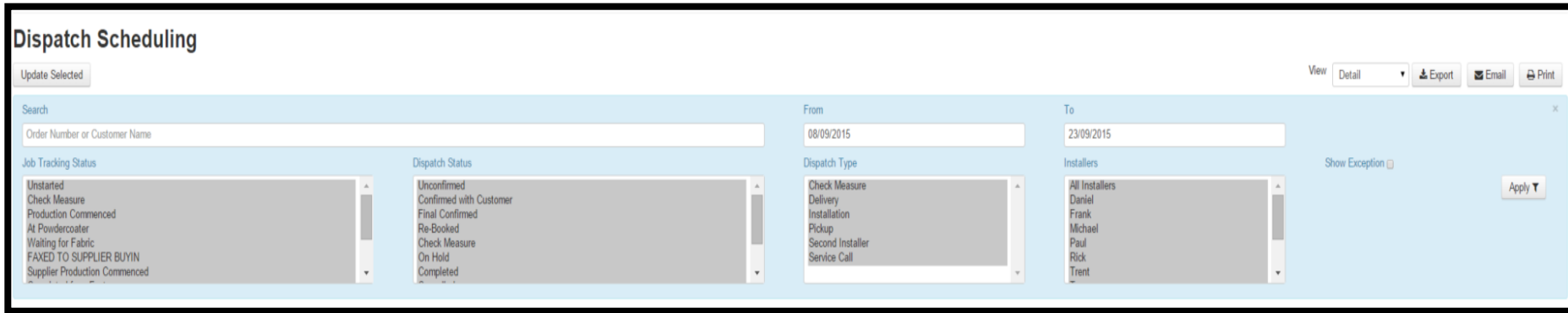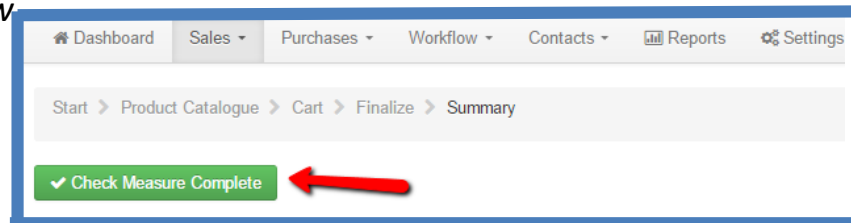
Dispatch

In Manage you select your requirements and you will then see the Dispatches that match these requirements

Once you see what you are after you can

- Change the View to be Detailed, Summary or Order Summary depending on how you need this information presented
- Export, Email or Print selected items or all items that you have displayed
- Show Exceptions
- Edit an Install and change the Date, Status, Installer, Type, Seq. Number, Time to Install, Preferred Install time and add in Order Notes or Dispatch Notes
- Selecting Option will allow you to use Pay in – for completing order, receipting Money and Reworking or Re Book – to rebook and install that has been cancelled *NB: check measures cannot be payed in these are complete from the quote summary screen below*

Dispatch

Now you have what you need on the screen some of the headings are

- Pick Up Date – Date the Installer can Pick Up their run/product from office/warehouse
- Date Scheduled – Scheduled to be finished/installed by
- Ref No. - the BUZ order Number
- Dispatch Status – the Dispatch Status
- Customer – Customers Name
- Job Tracking Status – the Job Tracking Status (production status)
- Job Tracking Process – the production process (usually used if there are multiple processes this order needs to go through to be manufactured)
- Dispatch Type – This is how it is set in Dispatch IE: Installation, Second Installer, Check Measure
- Installer – Who is the Installer
- Suburb – The install Suburb

NB: *All headings in BLUE can be used to sort by*

Dispatch Calendar

Your Dispatch calendar can be used for the installers to view their run while on the road.

NB: the sequence of these depends on the time to install and the preferred time entered
You cannot edit you install details from this screen this is done through Dispatch
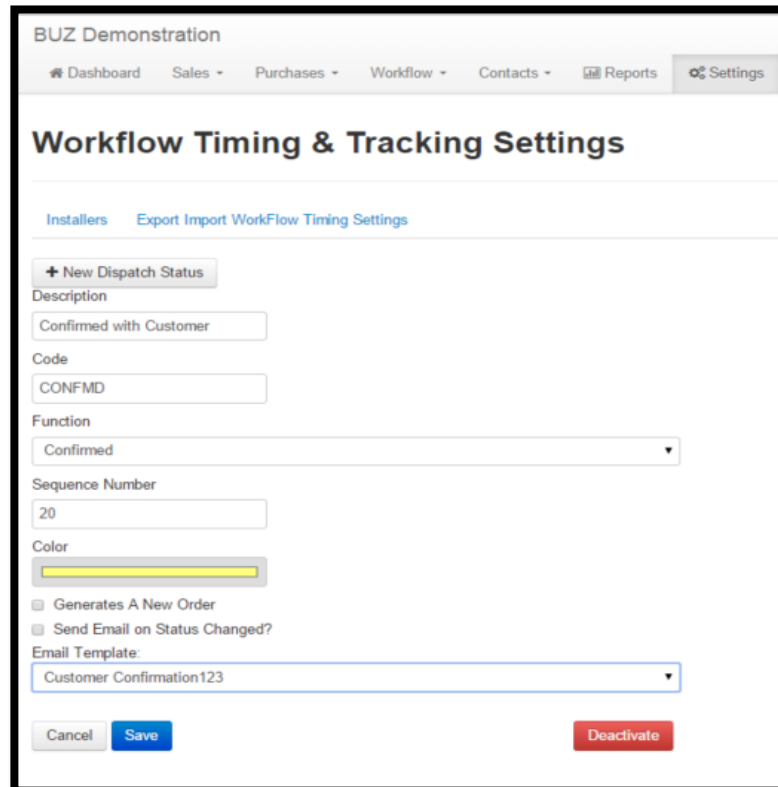
Dispatch

Your Dispatch Status can trigger other things to happen within the system the same way the Job tracking Status' can

The items that the Status change can Trigger are

- Generates a New Order – this is used for Re-Works/Remakes
- Send Email on Status Change – This is used to email your customer when the Status has changed and it might be that the Install is confirmed with the Customer or it could be that the Order is ready to Pick Up (an email template will need to be set up for this as well)

Thank you

Any further questions please contact us at
support@buzsoftware.com.au