


# CSR Dashboard

The CSR dashboard should be opened with the Chrome Web Browser  If the CSR dashboard is opened with internet explorer or another browser, it will not function correctly.

## 1. Orders not sent to Chempax

**This area lists route orders which have a ship date of tomorrow and have not been routed.**

After the order is entered into the system, a ship day is assigned. We pull orders for the next day's delivery so these orders are uploaded to the Roadnet dispatching system. The dispatcher will assign these orders to a route then push them back to Chempax with the assigned route so the pullers can pull the order. This list is a list of orders which the dispatcher has not pushed back to chempax. If orders are on this list, they will not be pulled and therefore not ship. This is a live list, so during the day, the dispatcher will be pushing orders throughout the day, but if at the end of the day, something is on this list, it is not scheduled to be delivery.

The orders are colored. The orders listed in:

- White were entered before 9am
- Blue 9 – 11 am (first cutoff time for latch)
- Yellow – 11 am – 1pm (final cutoff for latch)
- Red – after 1pm (past cutoff)

## 2. Order times for the day

This area shows all orders with a ship date for tomorrow and the time entered. Each order is shown in a column for the hour it was entered.

## 3. Orders with old ship dates

This area shows all route orders with an old ship date. These orders will not be able to be routed unless the ship date is changed.

## 4. Missed Orders – CSR View

These are all the missed orders that the dispatcher knows were missed and the status of the order. Status lets you know where the orders stands, and the re-shipped checkbox is checked when the order is actually loaded back onto the route truck for re-delivery.

## 5. Omnitracs Login

A link to the Omnitracs Website

## 6. Google Maps

A link to google maps. It is a good idea to make sure the ship to address that you are entering for the customer file can be found on google maps. If google maps can't find it, neither will the driver!

## 7. Order Lookup

Enter an order number to view the order. The items listed in white were fully picked, if the line items are orange, then they were not fully picked.

## 8. Item Lookup

This area shows an item's status:

- A stock list of items which are unallocated and their locations
- A list of all route orders which require this item, and the number of items picked.
- A list of unpicked wholesale, export, or ltl orders which require this item. If the order in this section is highlighted, the order is supposed to ship this week with this item.
- A list of picked wholesale, export, or ltl orders in which this item has been picked to and the ship date listed on the order. If the order in this section is highlighted green, it is not shipping this week.

