Owner Maintenance - TTM

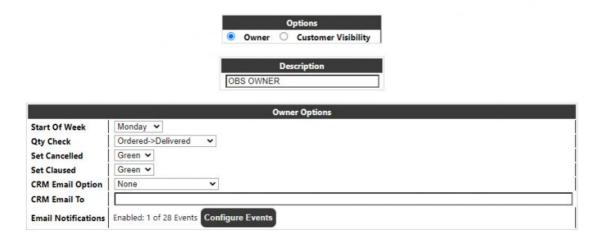# Contents

1 Owner Maintenance - TTM

The Owner Maintenance page allows maintenance of owner level information.

For users in a group which allows "Add Owners" from the Maintenance/Group/TTM Options, there will be an option to create a new owner

For maintenance of existing owners, the user can select an owner from the initial drop-down list that is displayed in the Owner Selection section and will click 'Find Owner' - **Note:** that the list will contain only the owner codes visible for the Users Group.

The options for the selected owner will then be displayed.

Owner Options:

- Start Of Week This defines the start of the week, used in specific pages within the module.
- Qty Check This defines the comparison used to determine short/over quantities. Values:

  - Ordered->Despatched
  - Ordered->Delivered
  - Despatched-> Delivered
- Set Cancelled Defines the RAG status for Cancelled orders. Values: Red, Amber, Green, None.
- Set Claused Defines the RAG status for Claused orders. Values: Red, Amber, Green, None.
- CRM Email Option This is used by the Order Dashboard for controlling emails for CRM. Values:

  - None
  - At Creation Only
  - At Creation And Closure
- CRM Email To The Email address (comma separated list) for admin recipients of CRMs
- Email Notifications Clicking on the Configure Events button allows the configuration of whether Tracking emails will be sent for each event type by owner. This is a different view of the event/email maintenance which is described in section 2.3 The main difference on this
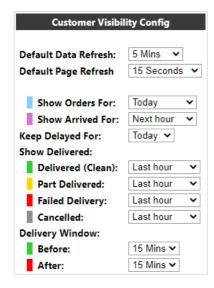
page is the additional "Limit Email Frequency" flag which allows the user to set at owner level whether emails are only sent on the first intance of that messsage type ("Yes") or whether emails are sent each time a message of that type is

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received ("No").

Event	Description	Email	Contacts	Limit Email Frequency
ALC	Order Allocated	Disabled	First contact only	No
POD	POD Confirmed	Disabled	First contact only	No
RBO	Re-Book	Disabled	First contact only	No
REC	Inbound Order Received	Disabled	First contact only	No
REN	Order Ref Change	Disabled	First contact only	No
RET	RET	Disabled	First contact only	No
SCN	Scanned	Disabled	First contact only	No
SIG	Signature Received	Disabled	First contact only	No
STA	Trip Start	Disabled	First contact only	No
VLD	Out for Delivery	Send to both delivery and collection contacts	All contacts	No
VLI	In Transit	Disabled	First contact only	No
VUI	In Transit	Disabled	First contact only	No
PCK	Order Picked	Disabled	First contact only	No
PAC	Order Packed	Disabled	First contact only	No
ARR	Order Arrived	Disabled	First contact only	No
BOO	Booking Update	Disabled	First contact only	No
CAN	Order Cancelled	Disabled	First contact only	No
COL	Order Collected	Disabled	First contact only	No
DEL	Order Delivered	Send to delivery contact	First contact only	Yes
DEP	Order Departed	Disabled	First contact only	No
END	Delivered	Disabled	First contact only	No
LOA	Order Loaded	Disabled	First contact only	No
MAR	Order Marshalled	Disabled	First contact only	No
OIT	In Transit	Disabled	First contact only	No
ORD	Order Received	Disabled	First contact only	No
XDK	X-Dock	Disabled	First contact only	No

[Back] [Update]

Customer Visibility Options:

Customer Visibility Config

Default Data Refresh:	5 Mins
Default Page Refresh	15 Seconds
Show Orders For:	Today
Show Arrived For:	Next hour
Keep Delayed For:	Today

Show Delivered:

Delivered (Clean):	Last hour
Part Delivered:	Last hour
Failed Delivery:	Last hour
Cancelled:	Last hour

Delivery Window:

Before:	15 Mins
After:	15 Mins

These options relate to the Customer Visibility Page / Order Dashboard. See section 3.3 for more details.

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