

CT201-Control Tower - Basic Operational Training

Overview

- ▶ This course provides a basic operational training on the **Control Tower (CT)** system which will help the participants to understand the basic operations essentially used for their business transactions using Control Tower.
- ▶ At the conclusion of the training, participants will have an understanding of the basic operations and key operational related configurations required for the basic operations which would help to understand and maintain the configurations as a responsible administrator and/or superuser.

Objective

- ▶ Topics covered in this training include basic operations of the Control Tower system which are required for Basic Implementation. The participants in this training will follow a thorough walkthrough of the Control Tower application that incorporates a combination of PowerPoint presentations and live system demonstrations of the basic operations and related operational setup for the basic operations.
- ▶ This workshop takes about 2 days and it is intended to expose the participants to the application. Also at the end of the training, users should be able to explore out of the box configurations on their own and to perform basic functions of
 - Track and Trace (TO)
 - Predefined Workflow Operations (TO)
 - Party Management of Company Relations
 - User Creation
 - Track and Trace Criteria Permission assignment to a Party Relation
 - To-Do-List Configurations for users
 - Track and Trace Search Template Maintenance
 - User Defined Report Configurations

Suggested Attendees

- ▶ All designated administrative and/or super users who will be responsible to manage and operate the system and users of the application who is the designated system administrator and/or super users for their organization. Implementation project leaders and integration managers may also benefit from this course.

Prerequisites

- ▶ Knowledge of their company's business process & functions.
- ▶ Attended CT101-Control Tower Product Overview Training.

Duration

- ▶ The standard agenda for this Basic Operational Training is for Two (2) days.

Disclaimer

- ▶ This training session will not provide any hands-on practice during the training or talks about customer-specific scenarios to the users to become an expert on the operational flows.

Agenda

Day and Hours	Topics Covered
Day 1 9:00 a.m. – 5:00 p.m.	Introductions, Review Objectives & Agenda
	Overview of Track & Trace and eBooking Features of Control Tower>>TMFF
	Track & Trace
	How Track & Trace Works for Named Customer
	How Track & Trace Works for Public Customer
	How Track & Trace Criteria useful Operationally
	How to Create Track & Trace Search Template
	eBooking (Transport Order)
	How to do eBooking through the basic workflow process.
	How a Shipment updates from TMFF to Control Tower
	How Shipment Alert/Notification Works
	How to Upload documents to Control Tower
	To-Do-List/Dashboard and Track & Trace Column Format Setting
	How to Change the default To-Do-List of Transport Order
How to Create a new Track & Trace Column Format	

	User Defined Report (UDR)
	Report Formats Designing
	Custom Format – Report Criteria Assignment
	Scheduled Reports
	Recap

Day and Hours	Topics Covered
Day 2 9:00 a.m.–5:00 p.m.	Party Management
	Company Handling
	Party Relationship Management
	Customer Relationship Mapping
	Criteria Setup/Assignment (Criteria Assignment & Track & Trace Criteria Setup)
	User Management
	Document Assignment
	End to End Operational Demonstration by the Trainer on the Predefined Basic Operations
	eBooking
	Track & Trace with Complete Visibility
	Alert/Notification Trigger
	Hands-on Practice on a Predefined Basic Operations
	Party Management
	Basic Workflow Duplication & Configuration
	eBooking
	Customer Track & Trace
	Alert Notification
	Public Track & Trace
	Recap
	Action Items