DESCARTES™

Descartes Transport Management System Infodis
Website Optimization

Introduction

You can manually interact with the Transport Management System Infodis (TMS ID) using the website. To make sure customers benefit from the functionality the customer support team can optimize the functionality of this front-end. Based on your needs we optimize your address book, clean up current reporting, adjust reason code mappings and offer training to end users. It is recommended to start this project every three years.

Reason codes

During transport several status messages are sent by carriers. Unfortunately, different carriers use different status codes and status descriptions. Moreover, sometimes customers are using organization specific status codes. These code tables should be revised regularly.

Address book

Your address book contains a lot of information about bookers, carriers and other parties. An address book is only useful if it contains relevant information. Therefore it is advised to remove addresses that have not been used recently. Descartes can remove addresses that are unused. This will keep your address book a useful source of information.

Reporting

After a few years many customers created a number of reports. It makes sense to clean-up the number of reports and to modify the user rights for each report. For instance, who is able to create new reports and who is able to view them?

Kick-off

Customer Support will start this project by providing your users a half-day kick-off / training: What to expect from this project, what are best practices using the Transport Management System Infodis website and what are your expectations and wishes? If the customer is located in the Netherlands, the training is on premise.

Scope

Website Optimization is provided by our Customer Support team as a project implemented within a few months.

The project includes:

- Half day training on premise.
- Check if the default reason code list is complete.
- Remove irrelevant codes and reason code tables.
- Enable applicable reason code tables for each carrier.
- Remove addresses that are not in use.
- Delete bookers and carriers that are not related to current shipments.
- Create an overview of all reports that have been created in the past.
- Select the reports that are in use and mutual agree what reports can be deleted.
- Adjust user rights so that only a few people are able to create reports.

Excluded are:

- Communication between Descartes and other parties related to customers.
- Training outside the Netherlands.
- The duration of this project must be less than five months. Activities after this period are excluded.
- Project Management: Descartes will propose and implement changes, but internal communication is the responsibility of the customer. Therefore, this project depends on involvement of your key users.