

Order Management

The Logistics Management Solution Designed Expressly for Cement Distribution

Order Management from Process Solutions was designed with and for cement producers. Since the product's initial implementation in 1997, it has evolved to become a comprehensive and flexible front end 'Bill of Lading' solution for the cement industry, able to create and manage a full range of sales and material transfer transactions for bulk and bag cement and associated materials.

As the core module of Process Solutions' **Cement Distribution Management** suite, *Order Management* has been interfaced with a number of different financial/ERP systems, and is designed to work with any or all of Process Solutions' range of *Loading Management* alternatives, including both self-service and operator-controlled automated loading interfaces for bulk product, and simple order completion for both bulk and bag transactions.

Cement Logistics

The diverse and complex logistical requirements for effective distribution of cement and associated construction materials include a number of transaction types which are not easily handled by generic order management systems. These include:

- ↻ Preloads (or 'speculative' loading)
- ↻ Multiple line item shipments
- ↻ Alternative product names ('aliases')
- ↻ Substitutions
- ↻ Certification/specification requirements
- ↻ Shipping document requirements
- ↻ Pickups AND deliveries
- ↻ En route diversions
- ↻ Order type changes
- ↻ Full and partial returns
- ↻ Third party orders

Additionally, unlike other systems, which are designed to be either fully centralized or fully distributed, *Order Management* is configurable to operate in either mode, or even a combination of both.

Preloads

Preloads are commonly used by cement shipping facilities to reduce the demand for loading during peak hours, or to provide a means of distributing inventory closer to customers without having to build expensive fixed storage facilities. The *Order Management* application recognizes Preloads as a distinct transaction type. Unassigned preloads are easily retrieved to assign or 'attach' to a sales or stock transfer order.

Multiple Line Item Shipments

Particularly for bag product, a single truck may be loaded with several 'orders'; either different products for the same destination or for multiple destinations. The *Order Management* application allows each order to be designated as a 'line item', so that multiple orders may be linked together as a single 'shipment'.

Alternative Product Names

Although material is always stored under the producers 'inventory name', the contract with a customer may refer to a different name, possibly reflecting a specific usage or certification requirement. The *Order Management* application allows any order for which an alternative name is specified in the customer contract to be shipped under that alternative name, although the inventory transaction will reflect the inventory name.

Substitutions

In some cases, a customer contract may allow for substitution of a requested material which is not available in inventory with another material with equivalent or better specifications. The *Order Management* application notifies the user if a requested material is not in stock, and provides the option of assigning an authorized substitute. Either the original or substituted material may be identified on the Bill of Lading.

