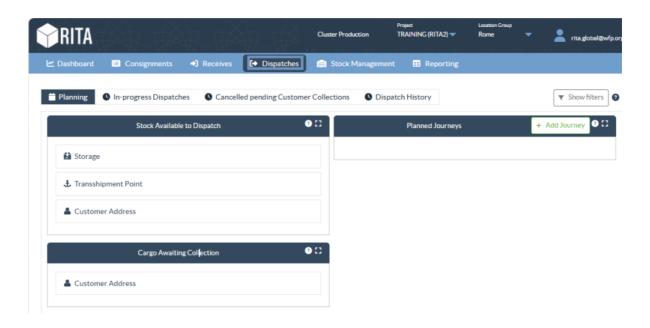
Dispatching Cargo

Dispatching cargo is the act of telling RITA that cargo has physically departed to a location or has been released to the customer and is no longer in stock at the current site. When RITA operators dispatch cargo to another RITA Site, it instantly becomes available for receipt at that site. In this way, the receiving warehouse can see what is being sent and determine how much warehouse space to prepare.

This chapter explains how to Dispatch cargo (either to another RITA Site or for delivery to a customer).

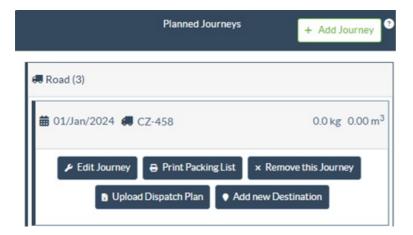


The dispatches are divided into four key parts:

- 1. Planning:
 - 1. Planning and Managing a Journey
 - 2. Stock Available to Dispatch
 - 3. Cargo Awaiting Collection
- 2. In-Progress Dispatches.
- 3. Cancelled pending Customer Collections.
- 4. Dispatch History.

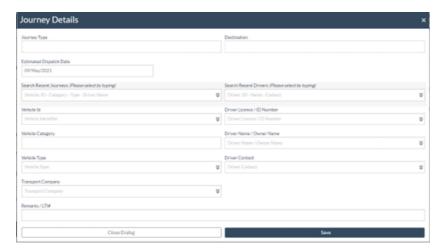
Planning and Managing a Journey

The "**Planned Journey**" section is essential for organizing a dispatch or collection. Depending on the type of service requested for the consignment, you can either create a new Journey (a specific trip for a particular vehicle), add a new Dispatch Destination to an existing Journey, or override the dispatch destination recorded in the **Service Identification** section of the Consignment.



Add New Journey

The "Add New Journey" option allows the operator to create "Journey Plans" for the collection of full or partial consignments from one point to another. These consignments are usually collected from a Storage, a Customer Address, or a Transshipment Point to be sent to other warehouses or released to the customer. A journey can have multiple consignments assigned to it.



Within the "**Add a New Journey**" box, the operator will provide the following information about the Journey Plans:

Journey Type: This option will show a drop-down menu with two journey types:

- 1. **Customer Delivery:** If the cargo is to be transferred and delivered to the customer, the "Customer Delivery" option must be selected from the dropdown menu.
- 2. **Internal Transfer:** When the planned journey is into the storage or a transshipment point such as an airport or port, the operator must select the "**Internal Transfer**" option from the drop-down list.



When a consignment is created, it records the final destination the customer requested. However, there are times when the

Destination: consignment must also plan for an intermediate destination, such as a transshipment hub. When this takes place, the user must choose a new destination.

Dispatch

Estimated The operator should enter the estimated dispatch date for the cargo Date: collection.

Select Selecting the recent journey type will automatically fill in all the **Recent** information about the vehicle used for the new journey, which will be **Journeys:** based on the previous journey made.

Select Selecting recent drivers will automatically fill in the details of the **Recent** driver for the new journey created based on the previous journey **Drivers:** made.

Vehicle ID The license plate number and flight number – any identifier (Plate): differentiating this vehicle from any other.

Driver's

License/ID An ID number—usually a license or employee ID number, etc. number:

Drivers Their name. Name:

The category of the vehicle. RITA operators should ensure they use a **Vehicle** standardized value for reporting in this category. The Releases in a Category: Period will produce a report identifying the total cargo amount moved by a vehicle category.

Vehicle Type: The broad classification of the vehicle within the category.

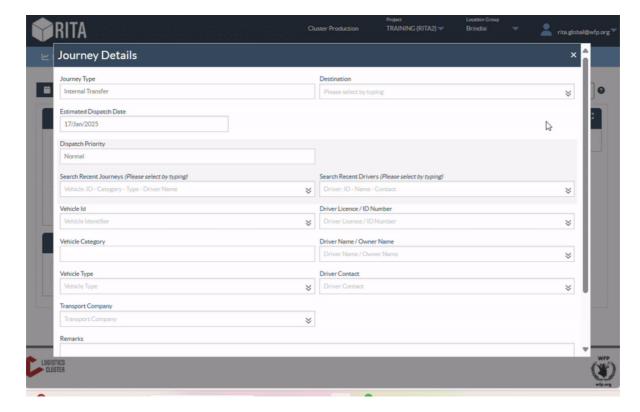
Driver Provide the driver's contact details, such as phone number, radio ID, Contact: email, etc.

Transport The transport company responsible for the vehicle. Company:

Remarks: Any remarks that the dispatcher needs to be aware of

(**If required**) The Landside Transport Instructions (LTI) number (if needed).

Finally, click on the "Save" option to save the details of the new journey.



Edit Journey

The "**Edit Journey**" button shows the details of the journey created. To learn how to add a new journey, refer to the paragraph "**Add new Journey**" in this chapter.

Remove this Journey

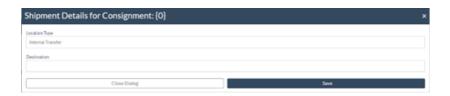
The "**Remove this Journey**" button allows the operator to delete the journey created. When journeys are removed but no cargo has been assigned, cargo owners will not be notified – owners will only be notified if a journey is canceled after it has been dispatched.

Upload Dispatch Plan

The dispatch plan is a document the customer provides to distribute their consignments in storage. RITA operators can upload a dispatch plan while planning a journey for the consignment. This is important for future verification and reconciliation of stock. Though not commonly used by the Logistics Cluster, it is crucial for WFP's on-demand service (ODS). Additionally, a template is available for the dispatch plan that the RITA operator can utilize.

Add New Destination

The "**Add New Destination**" button allows the operator to add or change a new destination and location type to the planned journey.



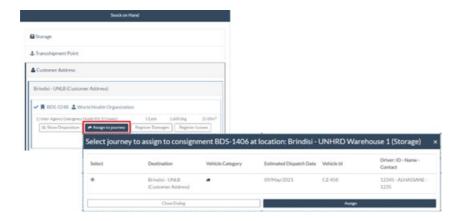
Managing Consignments on a Journey

Add a Consignment to Planned Journeys

Once the new journey is created, we add a consignment to the planned journey as follows:

Method 1:

- **Step 1:** Filter the consignment number that will be added to the planned journey.
- **Step 2:** Within the consignment box, click on the "Assign to Journey" option:



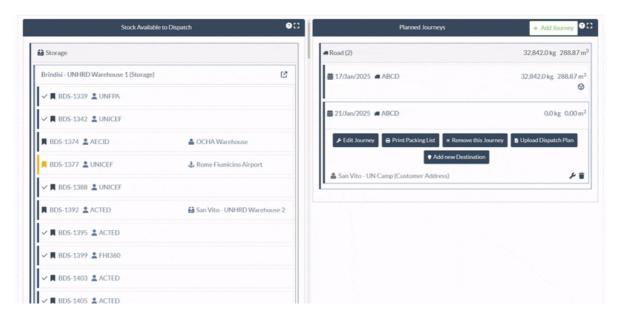
Step 3: Select the Journey planned for the cargo and click on the '**Assign**" button. Within the box, provide the Delivery Time as well as the quantity to be shipped. The users can ship full items in the SRF or only part of the items on the SRF. RITA also allows the operator to input the quantity in damaged condition.

Finally, click Save', and the cargo will be added to the journey selected.



Method 2:

- **Step 1:** Filter the consignment number that will be added to the planned journey.
- **Step 2:** Select the consignment to be loaded, and "drag and drop" the consignment to the desired journey by clicking and holding the mouse button.



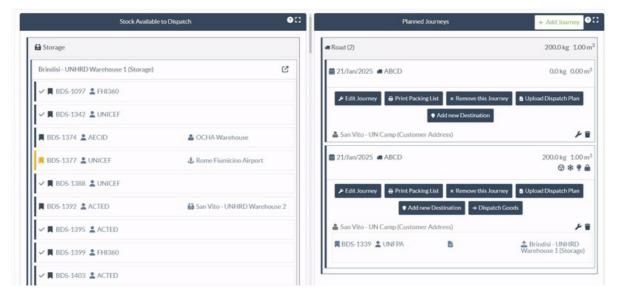
Step 3: Within the box, provide the Delivery Time as well as the quantity to be shipped. The users can ship full items in the SRF or only part of the items on the SRF. RITA also allows the operator to input the quantity in damaged condition.

Finally, click Save', and the cargo will be added to the journey selected



Move Consignments Between Planned Journeys

If a cargo from a consignment is already assigned to a journey, and a RITA operator wishes to assign the already assigned consignment cargo to a new journey, they may drag and drop the assigned consignment cargo directly between two planned journeys



Prior to moving cargo to a new journey, the new journey will still need to be created first.

If RITA operators do not drag and drop assigned cargo, they can also cancelled the assigned journey for the consignment and reassign the consignment to a new journey at a later date.

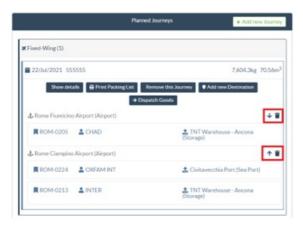
Canceling an Assigned Journey for the Consignment

If the operator needs to cancel the assigned journey, follow the steps below:

Step 1: Go to the "Dispatches" tab and click on 'Planned Journeys."

Step 2: Clicking on the journey will show the nested information: the journey date, vehicle ID, weight, and volume of the consignment. Further clicking on it will show additional information such as the consignment number, organization, and pickup address.

Step 3: Click the delete icon next to the details to delete the consignment assigned to the journey.

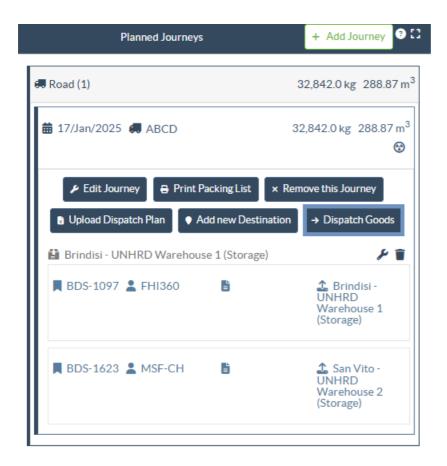


Following the above steps, the dispatch will be reversed, and the consignment will be moved back to "Stock on Hand" or "Cargo Awaiting collection" section depending upon the service type requested.

Confirming a Dispatch

Once the cargo has been added to the journey created, the operator will click on Dispatch Goods to dispatch the cargo in the system.

Step 1: Click on the journey type (Fixed Wing/Road/Sea/Pack Animals, etc.) and click on the consignment that needs to be transported.



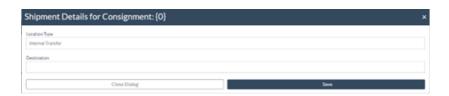
Within the box, the operator will see the following options:

Show Details: It shows the Journey details provided by the operator while planning a journey.

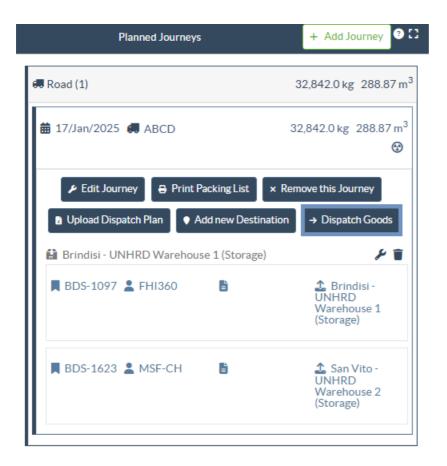
Print Packing List: The packing list is the shipment receipt that can be attached to the waybill for confirming the dispatch of the cargo.

Remove this Journey: This option allows the operator to delete the journey created. If the cargo is already allocated to the journey, this act will simply return the planned cargo to the "Stock on hand" or "Cargo Awaiting Collection" section.

Add new Destination: This option allows the operator to add a new destination and location type to the planned journey.



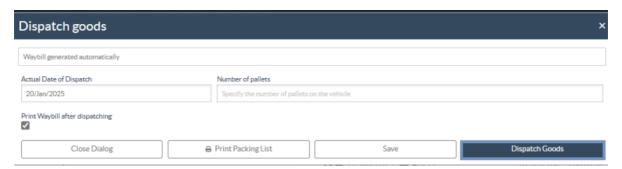
Step 2: Dispatch Goods: Select the consignment and click on 'Dispatch Goods' to confirm the dispatch.





Once the dispatch has been completed, the consignment will move to "Receive from a site/customer" screen where the operator must confirm the reception at the destination, See Chapter "Receiving Cargo".

When the operator clicks on 'Dispatch Goods', the following window will popup:



Actual Date of Dispatch: It allows the operator to enter the actual date of dispatch for the items.

Number of Pallets: RITA operator can specify the number of pallets loaded on the vehicle added to the journey.

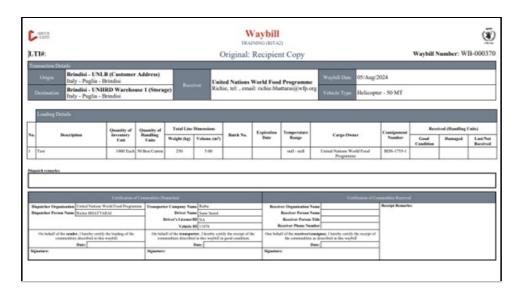
Print Waybill after dispatching: This feature allows RITA operators to automatically generate

waybills when dispatching cargo. Please note:

- Waybills are only printable at the time of dispatching cargo, not before.
- Waybills can always be printed after the fact.

Manual Waybill: If managers choose not to use the automatically generated waybill, they can manually enter the waybill number. There are three methods for entering the journey waybill number:

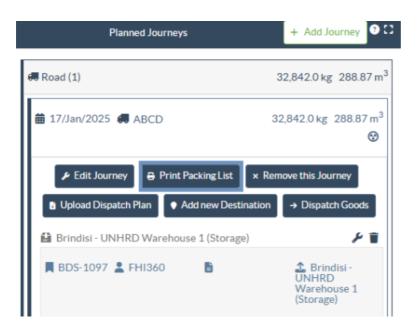
- 1. **Manual Waybill:** RITA operators can input a unique waybill number for each consignment or use a generic one for all consignments dispatched under one journey.
- Manual Waybill, one waybill number for each destination: This option enables the
 operator to include a location-specific waybill number for each destination in the planned
 journey.
- 3. **Manual Waybill, one waybill number for each destination and receiver:** Operators can enter the waybill numbers for each destination and receiver, allowing multiple waybill numbers per customer if there are multiple receivers in the same destination

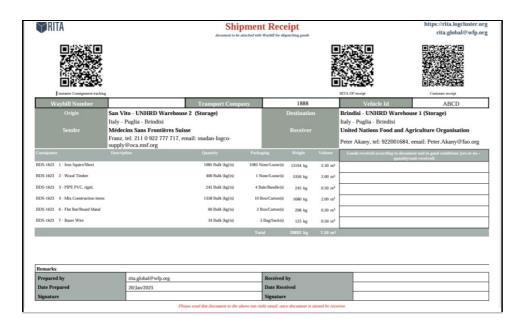


Print Packing Lists and Waybills

Print Packing List

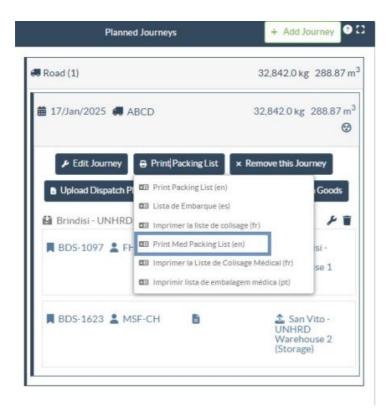
"**Print Packing List**" generates a shipment receipt that can be sent with all outbound cargo. It bears the waybill number, transport company name, vehicle ID, origin and destination location, sender and receiver organization name, and the details of the items shipped, including consignment number, item description, quantity, packaging, weight, volume, and column to specify the condition of goods (good/damaged) when received. Finally, it bears the preparer's signature, which is usually the RITA operator, and a section with the option to provide the receiver's name, date, and signature confirming receipt of the items at the destination.





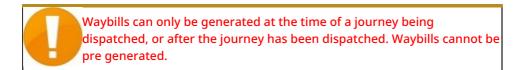
Print Medical Packing List:

RITA enables users to print a packing list layout specifically designed for medical items. The Med Packing List condenses all the items into a single table instead of separating them by consignment. This function is more prevalent when medicines are stored and transported in an operation.

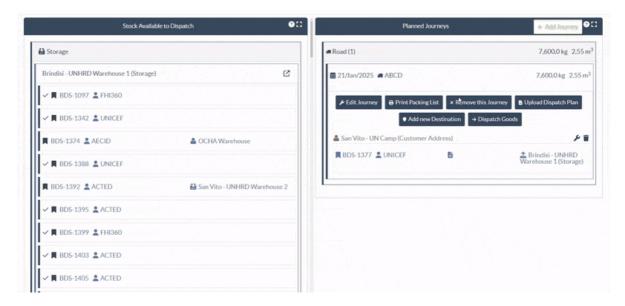


Print Waybills

Waybills can be generated directly from RITA.



If the waybill feature is enabled for the RITA project, operators can generate waybills at the time of dispatching cargo by selecting the "**Print Waybill after Dispatch**" check box, and then selecting the "**Dispatch Goods**" button. A waybill will be automatically created for that journey.



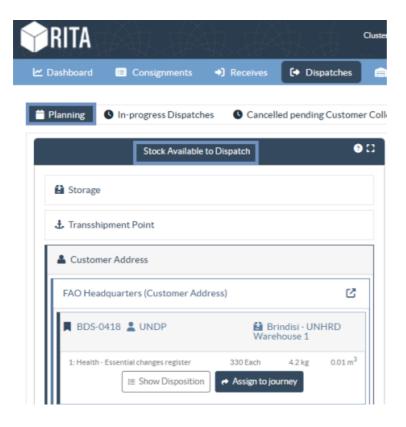
Waybills can also be printed at any time after a journey has been dispatched. This may be done by going to either the "<u>In-Progress Dispatches</u>" or "<u>Dispatch History</u>" tabs.

In the "Options" tab menu to each dispatched journey, users may select 'Print Waybill."



Stock Available to Dispatch

This section shows stock currently available in a) **Storage** (within the current Site and Project), b) **Transshipment Point**, or c) **Customer Address**, where the goods are located. Once the journey has been planned and the consignment is assigned, the consignment is moved from "**Stock Available to Dispatch**" to "**Planned Journeys**."





Storage: When the operator receives cargo in the warehouse registered as storage within the current site and the project, those consignments are listed under the option "**Storage**" in the Stock Available to Dispatch section of the dispatch screen.

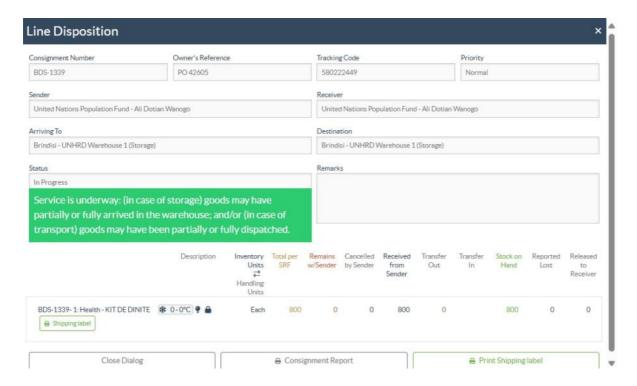
Transshipment Point: When the operator receives cargo in the transit points such as airports or ports registered as transshipment points within the current site and the project, those consignments are listed under the "**Transshipment Point**" in the Stock Available to Dispatch section of the dispatch screen.

Customer Address: When the operator receives cargo in the customer's warehouse or transshipment point registered as customer address within the current site and the project, those consignments are listed under "**Customer Address**" in the Stock Available to Dispatch section of the dispatch screen.

The consignment must still be released to the customer within the receipt confirmed at the destination. Box, the operator will see the following options:

Show Disposition

The "**Show Disposition**" option provides the operator with the current status and information regarding the consignment line items.



Assign to Journey

"Assign to Journey" assigns the consignment to a planned journey. After this step, the consignment will be moved from "Stock on Hand" to the "Planned Journey" section. The details on how to assign a consignment to a planned journey are provided in the paragraphs below:

Cargo Awaiting Collection

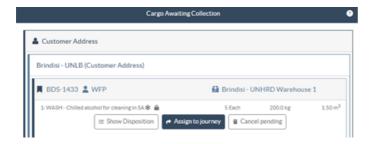
When the service request from the Customer is to collect the cargo from the customer address (not necessarily at the same Site) or a transshipment point, the consignments will be listed under the section "Cargo Awaiting Collection." This section is divided into two parts:

- Customer Address
- Transshipment Point



Customer Address: Within the box, the operator will see the Pickup location listed as "**Customer Address**." Clicking on it will show the nested information of the consignment: Consignment Number, agency name, destination of the cargo, item category, item description, quantity, weight, and volume.

Transshipment Point: Within the box, the operator will see the Pickup location listed as the transit point, such as an airport or a seaport. Clicking on it will show the nested information of the consignment: the Consignment Number, agency name, final destination of the cargo, item category, item description, quantity, weight, and volume.



Within the box, the operator will see the following options:

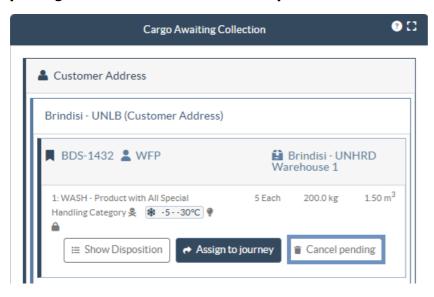
Cancel Pending

The users can cancel the service request in entirety or cancel the pending collection of items. During such instances, the operator can click on "**Cancel Pending**" button.

"Cancel Pending" will result in the following:

- Cancelation of the whole consignment as cargo will never arrive. The consignment will be closed.
- The pending items in the consignment will be canceled. The operator can provide a reason for the cancellation. The consignment will be in progress, but only for the actual quantity transported.

These consignments will be listed as "Cancelled by Service User" under the section "Cancelled pending Customer Collections" in the "Dispatches" tab.



The other options within the box include: "Show Disposition" and "Assign to Journey". They are described in the Stock Available to Dispatch paragraph of this chapter.



When users cancel the request for collections, such consignments are listed under "Cancelled pending Customer Collections" in the "Dispatches" screen. To reverse such consignments, the users must go to the "Cancelled pending customer collections" and follow the reversal process.

In Progress Dispatches

In-Progress Consignments with partial dispatches are listed under In-Progres Dispatches if there is still stock on hand at the current location group.

Cancel Dispatches

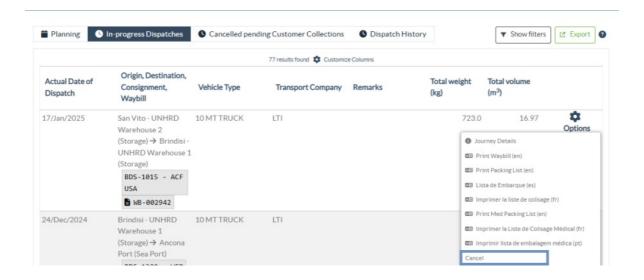
The steps to Cancel Dispatches are listed below:

Step 1: Show Filter: Use the '**Show Filter**" option on top right section, next to Export button to find the dispatch that must be cancelled.



The operator can search the consignment by its number, actual date dispatch, or by providing any other details of the consignment in the search box.

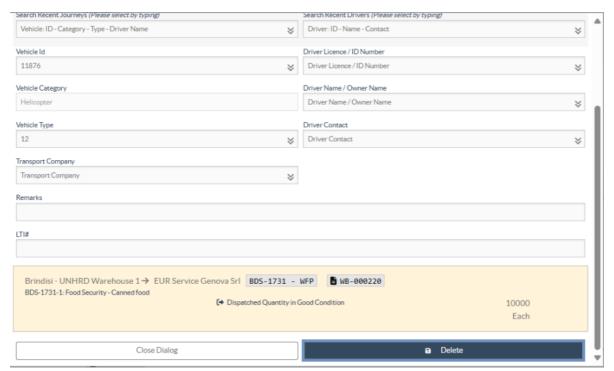
Step 2: Click on the "**Options**" button towards the right end of the consignment and select the button "**Cancel**" from the drop-down menu that appears.





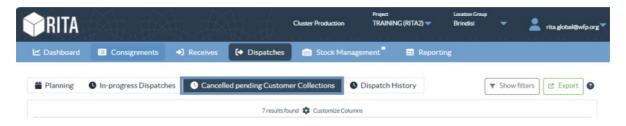
All the consignments with confirmed dispatches will be listed under "Inprogress Dispatches". To cancel the confirmed dispatch, the operator must go to the tab "In-progress dispatches" and follow the steps of reversal **Step 3:** A box with the dispatch details appears. The operator must confirm the details and click on the button "Delete" to confirm the cancellation of the dispatch.

The selected dispatches will be returned to the Planned Journeys section. Note all the boxes are as previously entered by the operator at the time of dispatch and are disabled. The operator cannot make any changes in them. If a dispatch is cancelled, cargo owners and cargo recipients (if different than the owner) will be automatically notified of changes. RITA operators will be asked to provide an explanation for why the dispatch was cancelled.



Cancelled pending Customer Collections

This section, "Cancelled pending customer collections," lists all the consignments with canceled cargo collection requests.



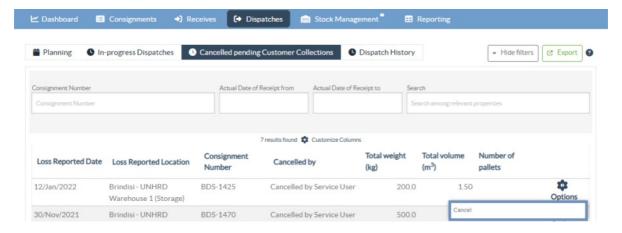
The operator can reverse the consignment that the customers recorded as unsent or canceled. To do so, follow the steps below:

Step 1: Show Filter: Use the "**Show Filter**" option at the top right to find the consignment that must be canceled.



The operator can search the consignment by its number, actual date of dispatch or by providing any other details of the consignment in the search box.

Step 2: Click on the "**Options**" tab towards the right end of the selected consignment and select the option "Cancel".



Step 3: The operator must check the details of the selected consignment and click on **Save**" to confirm the cancellation. By doing so, the cancellation of the pending items will be reversed and the items within the consignment will move back to "**Cargo Awaiting Collection**".



Dispatch History

The dispatch History page lists all dispatches from the current location group confirmed as sent.

A dropdown menu appears when clicking on the options tab. The RITA operator can view the journey details, print waybills, and view the packing list of the cargo dispatch.

