



## **American Hotel Register Company – Descartes Supplier Training Manual**

In an effort to better serve our suppliers and our customers, American Hotel Register Company will be switching to the Descartes Transportation Management System (TMS) in 2014. Enclosed is a detailed explanation of how to effectively utilize the Descartes TMS.

### **American Hotel Register contacts**

Bob Reed	Inbound Transportation Planner	847-743-4376
Kevin Wenzel	Senior Transportation Planner	847-743-4342
Bob Hudec	Director of Transportation	847-743-4367

For questions about Descartes TMS, including log in and password information please email [inbound@americanhotel.com](mailto:inbound@americanhotel.com).

## Table of Contents

Logging into Descartes TMS	2
Viewing New or Partially Fulfilled Orders	2
Viewing Cancelled or Fulfilled Orders	4
Viewing Orders by Advanced Search	5
Using My Saved Searches for Orders	6
Fulfilling Orders	7

## Logging into Descartes TMS

- Go to <http://tms.americanhotel.com>
- Enter *Company Name*, *Login Name*, and *Password* and click the “Login” button.

**Note:** *Company Name* will always be **American**

## Viewing New or Partially Fulfilled Orders

To view a new or partially fulfilled order:

- A. Select **Orders** → **Orders**.
  - a. The **Orders** page appears, listing new and/or partially fulfilled orders that are currently in the system.
- B. Select one of the tabs at the top of the **Orders** page, depending on the type of order you want to view. The appropriate **Orders** page appears.
  - a. Right-click the order you want to view and select **View Order** from the right-click menu. *Do not double-click an order as this will allow you to **Edit Order** and this may lead to the order quantities being incorrect.*

SAVE SAVE AND CLOSE CLOSE

Order	Carrier
Order Number: <input type="text" value="5227051"/>	Carrier Number: <input type="text"/>
Release Order Number: <input type="text"/>	Carrier Name: <input type="text"/>
Order Type: <input type="text" value="PS"/>	
Promised Date: <input type="text" value="1/27/2014 12:00 AM"/>	
FOB: <input type="text" value="Destination"/> Shipment Method of Payment: <input type="text" value="Collect"/>	
Trade Terms: <input type="text"/> Promotion Code: <input type="text"/>	
Total Money Amount: <input type="text"/> Currency Code: <input type="text"/> Exchange Rate: <input type="text"/>	
Notify Company Name: <input type="text"/>	
Notify Ship-To Company Name: <input type="text"/>	
Agent Name: <input type="text"/>	
Origin Date: <input type="text"/>	
Destination Date: <input type="text"/>	
Transport Mode: <input type="text"/>	
Service Level: <input type="text"/>	
	<b>Address Information</b>
	<b>ORIGIN ADDRESS</b>
	<input type="checkbox"/> New/Edit Address <input type="text"/> <input type="button" value="SELECT FROM ADDRESS BOOK"/>
	Georgia Pac Order Fulfillment Atlanta DC Georgia Pacific MS7001 133 Peachtree St. NE Atlanta, GA 30303, US
	<b>DESTINATION ADDRESS</b>
	<input type="checkbox"/> New/Edit Address <input type="text"/> <input type="button" value="SELECT FROM ADDRESS BOOK"/>
<b>Buyer</b>	
Buyer Number: <input type="text"/>	ORL DC
Internal Buyer Number: <input type="text"/>	AHR
Buyer Name: <input type="text"/>	ORL
Buyer Contact Name: <input type="text"/>	1750 CYPRESS LAKE DRIVE
Buyer Phone Number: <input type="text"/>	Orlando, FL 32837, US 407-888-3400,

- b. To view the order's lines, right-click an order and select **View Line**.  
The **Lines** page appears in the lower portion of the window, listing the order's lines.

Order	Current Status	Tracking Event	Line Count	Promised Date	Vendor	Vendor Number	Origin	Destination	Buyer
5227052	Partially Fulfilled	2/18/2014 9:07:40 AM Georgia Pacific Partially Ful...	7	1/27/2014 12:00 AM	Georgia Pacific	MS7		Vernon Hills, IL 60061, US	
5227051	New		4	1/27/2014 12:00 AM	Georgia Pacific	MS7	Georgia Pacific, Atlanta, GA 30303, US	AHR, Orlando, FL 32837, US	
5227050	New	2/18/2014 9:18:33 AM American RstAll Completely Un...	9	1/27/2014 12:00 AM	Georgia Pacific	MS7		Orlando, FL 32837, US	
5227049	Partially Fulfilled	3/27/2014 2:48:34 PM Georgia Pacific Partially Ful	9	1/27/2014 12:00 AM	Georgia Pacific	MS7		Lakewood, NJ 08701, US	

Current Status	Order Line Number	Commodity Code	Description	Origin	Destination	Total Weight	Order Quantity	Fulfilled Order Quantity	Container Quantity	SKU
New	10		MS719885	Georgia Pacific, Atlanta, GA 30303, US	Orlando, FL 32837, US	6523.2 lb	216.0000		10	MS719885
New	20		MS7474-10	Georgia Pacific, Atlanta, GA 30303, US	Orlando, FL 32837, US	854.0 lb	70.0000		10	MS7474-10
New	30		MS748580	Georgia Pacific, Atlanta, GA 30303, US	Orlando, FL 32837, US	2178.9 lb	162.0000		10	MS748580
New	40		MS7F273	Georgia Pacific, Atlanta, GA 30303, US	Orlando, FL 32837, US	6930.0 lb	360.0000		10	MS7F273

- c. To view the details of a specific order line, right-click the line and select **View Line** from the right-click menu.  
The **View Line** page appears.

Order Management / Orders / View Line - 5264956 / View Line - 470	
View Line	
<a href="#">BACK</a>	
<b>Line</b>	<b>Address Information</b>
Order Line Number: 470	ORIGIN ADDRESS
Description: SFTB777-W - Towel Bath 27x56 White WholeSo	DESTINATION ADDRESS
Commodity Code:	ORL DC
SKU Number: B777-U-WHT-1-WS00	Orlando Florida D.C.
Unit Price:	American Hotel Register Company
Item Money Amount:	ORL
Order Quantity: 28.0000 dozen	1750 CYPRESS LAKE DRIVE
Container Quantity: 0.0001 Pallet	Orlando, FL 32837, US
Number of Items in Outer Package:	407-888-3400,
Total Weight: 539.00 lb	orlandoreceiving@americanhotel.com
Total Volume: 146701.1 inch3	
UPC Code:	
Engineering Change Order Number:	

## Viewing Cancelled or Fulfilled Orders

The **Cancelled Orders** and **Fulfilled Orders** pages list all of the orders that American Hotel has cancelled or that you have fulfilled in Descartes Transportation Manager. Over time, these lists can become very large, so you can narrow the list down to a range of dates.

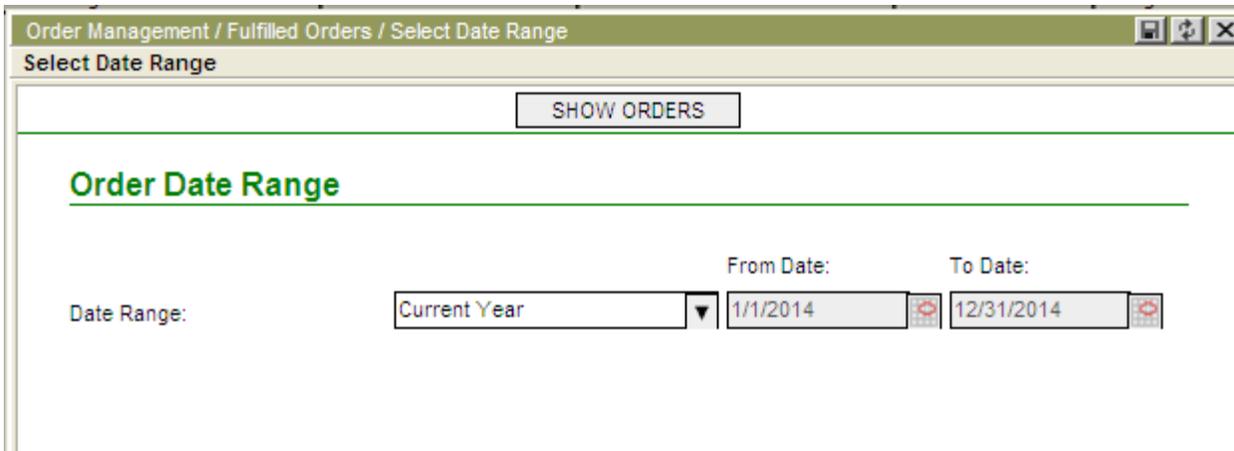
**Note: Cancelling an order should NOT be done by the supplier. If an order needs to be removed from Descartes, the American Hotel Transportation Team will need to do this. If you cancel an order accidentally, please notify [inbound@americanhotel.com](mailto:inbound@americanhotel.com) immediately**

To view cancelled orders:

- A. Select **Orders** → **Cancelled Orders** from the main menu.
- B. To limit the listed orders to a smaller date range, right-click in the page and select **Select Date Range** from the right-click menu.

To view fulfilled orders:

- A. Select **Orders** → **Fulfilled Orders** from the main menu.
- B. To limit the listed orders to a smaller date range, right-click in the page and select **Select Date Range** from the right-click menu.



Order Management / Fulfilled Orders / Select Date Range

Select Date Range

SHOW ORDERS

Order Date Range

Date Range: Current Year From Date: 1/1/2014 To Date: 12/31/2014

**NOTE** - The date range that you specify refers to the Promised Date (PO Creation Date) for the orders.

## Viewing Orders by Advanced Search

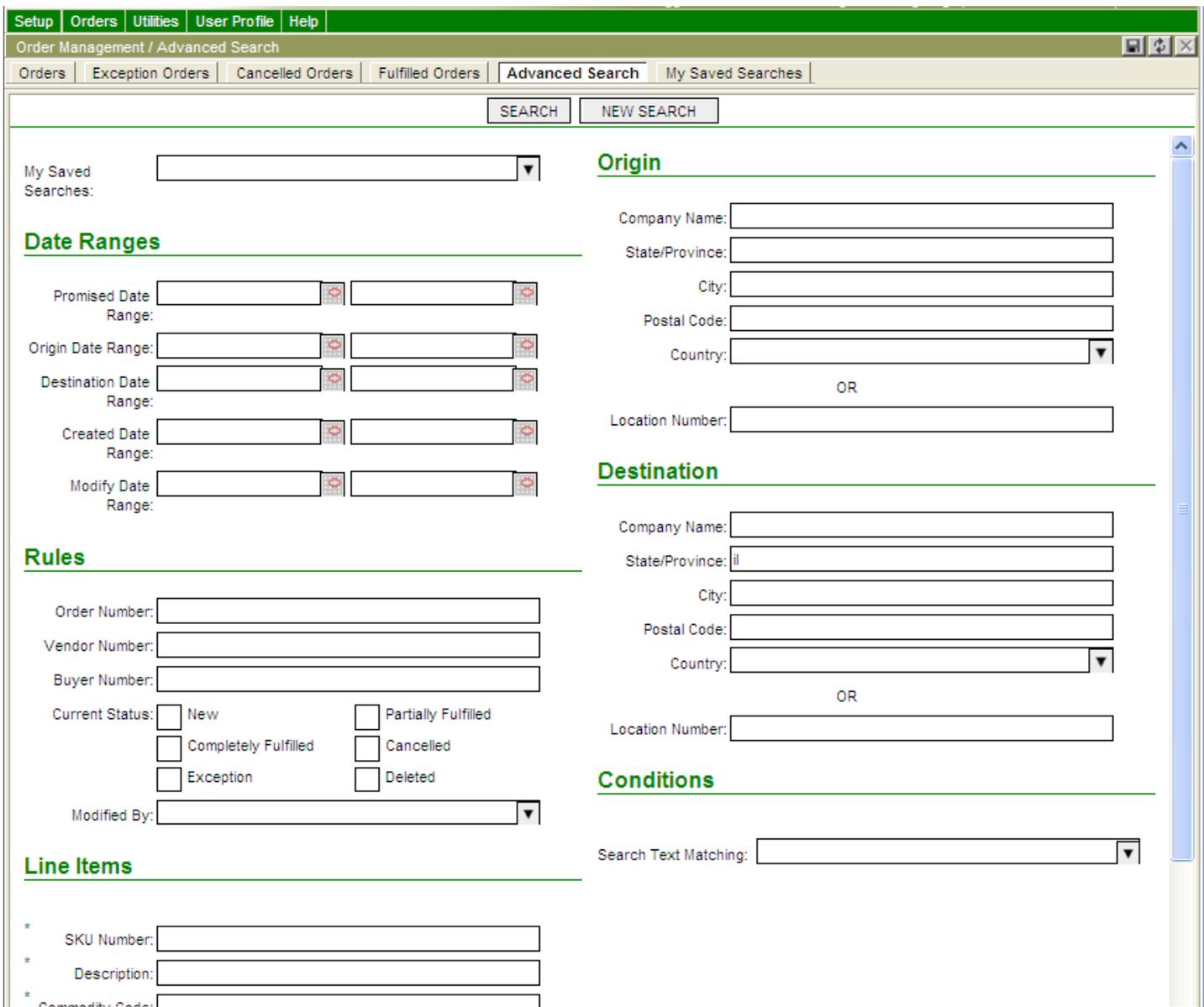
The **Advanced Search** page allows the user to search for any order with various search criteria. You can view all of the historical orders in the system, or you can narrow the listing of orders to a date range.

To search for orders:

- A. Select **Orders** → **Advanced Search** from the main menu.

The **Advanced Search** page appears.

**NOTE:** Always click the “New Search” button first before entering new info in the available fields. This will clear out all of the previous information that was entered during the last Advanced Search.



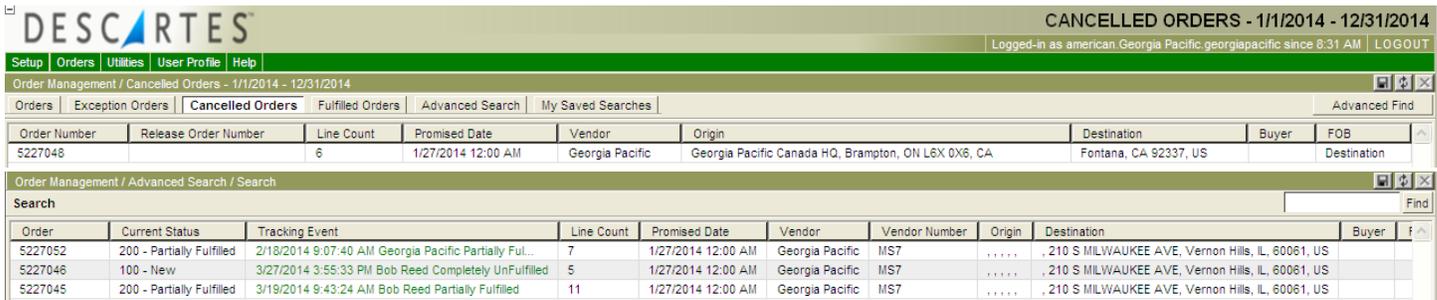
- B. Under **Date Ranges**, enter the desired date range information you want to search by.

- C. Under **Rules**, enter the desired rules information you want to search by.

- D. Under **Line Items**, enter the desired line item information you want to search by.
  - E. Under **Origin**, enter the origin information if you want to search by origin.
  - F. Under **Destination**, enter the destination information if you want to search by destination.
  - G. Under **Conditions**, select the condition information you want to search by.
- NOTE:** Any combination of the above mentioned categories can be filled out to customize a search.
- H. Click **Search**.

The **Advanced Search / Orders** page appears with the result of the search.

This is an example of searching “Vernon Hills” in the **Destination City** field



The screenshot shows the Descartes software interface. At the top, it says 'DESCARTES' and 'CANCELLED ORDERS - 1/1/2014 - 12/31/2014'. Below that, there are navigation tabs: 'Setup', 'Orders', 'Utilities', 'User Profile', 'Help'. The main area shows 'Order Management / Cancelled Orders - 1/1/2014 - 12/31/2014'. There are sub-tabs: 'Orders', 'Exception Orders', 'Cancelled Orders', 'Fulfilled Orders', 'Advanced Search', 'My Saved Searches'. The 'Advanced Search' tab is active. Below the tabs, there is a search criteria table with columns: Order Number, Release Order Number, Line Count, Promised Date, Vendor, Origin, Destination, Buyer, FOB. The search results table below has columns: Order, Current Status, Tracking Event, Line Count, Promised Date, Vendor, Vendor Number, Origin, Destination, Buyer. The results show three orders with destinations in Vernon Hills, IL.

Order Number	Release Order Number	Line Count	Promised Date	Vendor	Origin	Destination	Buyer	FOB
5227048		6	1/27/2014 12:00 AM	Georgia Pacific	Georgia Pacific Canada HQ, Brampton, ON L6X 0X6, CA	Fontana, CA 92337, US		Destination

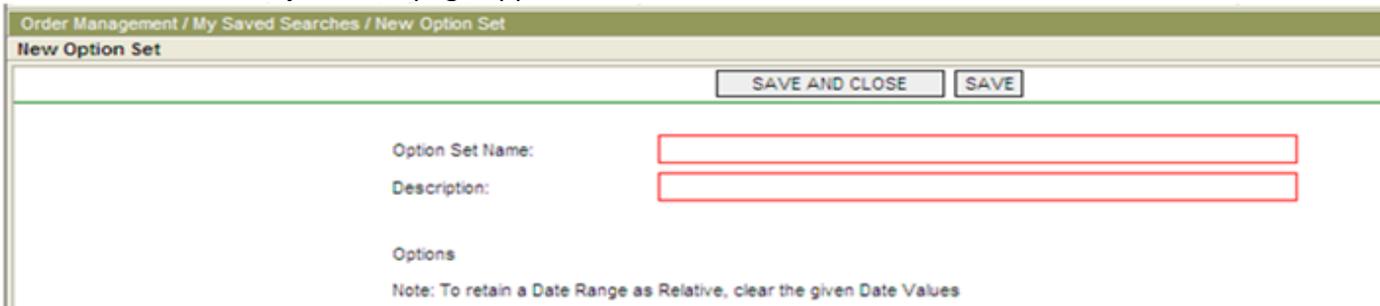
Order	Current Status	Tracking Event	Line Count	Promised Date	Vendor	Vendor Number	Origin	Destination	Buyer
5227052	200 - Partially Fulfilled	2/18/2014 9:07:40 AM Georgia Pacific Partially Ful...	7	1/27/2014 12:00 AM	Georgia Pacific	MS7	.....	,210 S MILWAUKEE AVE, Vernon Hills, IL, 60061, US	
5227046	100 - New	3/27/2014 3:55:33 PM Bob Reed Completely UnFulfilled	5	1/27/2014 12:00 AM	Georgia Pacific	MS7	.....	,210 S MILWAUKEE AVE, Vernon Hills, IL, 60061, US	
5227045	200 - Partially Fulfilled	3/19/2014 9:43:24 AM Bob Reed Partially Fulfilled	11	1/27/2014 12:00 AM	Georgia Pacific	MS7	.....	,210 S MILWAUKEE AVE, Vernon Hills, IL, 60061, US	

## Using My Saved Searches for Orders

Users can save frequently used search criteria using the My Saved Searches function.

To set up a saved search:

- A. Select **Orders** → **My Saved Searches**.
- B. Right-click in the **My Saved Searches** list page and select **New Option Set** from the right-click menu.  
The **New Option Set** page appears.



The screenshot shows the 'New Option Set' form. At the top, it says 'Order Management / My Saved Searches / New Option Set'. Below that, there are two buttons: 'SAVE AND CLOSE' and 'SAVE'. The form has two input fields: 'Option Set Name:' and 'Description:'. Below these fields, there is a section for 'Options' and a note: 'Note: To retain a Date Range as Relative, clear the given Date Values'.

- C. Give the saved search a name and description.
  - a. Example – Predefine a search for all incomplete orders shipping to Vernon Hills
    - i. *Option Set Name:* Ship to Vernon Hills
    - ii. *Description:* New or partially fulfilled orders shipping to Vernon Hills
    - iii. *DESTINATION ADDRESS group – City:* Vernon Hills
    - iv. *Current Status:* New and Partially Fulfilled boxes are checked.
- D. Fill in the desired search criteria.
- E. Click **Save and Close**.

To run a saved search, right-click on an item on the **My Saved Searches** list page and select **Select** from the right-click menu.

## Fulfilling Orders

Fulfilling an order refers to entering the quantities that are ready to ship which allows American Hotel to plan the shipment of your order. An order is completely fulfilled when the entire quantity on every line has been entered as ready to ship, or **fulfilled**. If there are lines that are partially fulfilled, or still in new status, then that order will still show up in your **Available Orders** screen.

**\*\*\*Do not click on Quick Fill. This function does not work properly for American Hotel's set up. If Quick Fill is clicked by mistake, the system will generate 1 shipment per line on the order. If this happens, American Hotel will need to cancel the shipments which will send them back to New Status and they will need to be fulfilled all over again.\*\*\***

To fulfill an order:

Select **Orders** from the main menu.

The **Orders** page appears, listing new and partially fulfilled orders that were entered within the last 7 days. Right-click and select **Select Date Range** to pull up more orders.

### WHEN SHIPPING PALLETIZED ORDERS, ENTER "PALLETS" AS CONTAINER TYPE

- A. To fulfill all of the lines on an order, right-click the order you want to fulfill and select **Fulfill** from the right-click menu. This should only be used when the entire PO is ready to ship complete.
- Quantity, Weight, and Volume will auto-populate on each line to **completely fulfill** that line
  - Freight Class will auto-populate to 92.5. This will need to be manually adjusted if necessary.
  - Container Quantity and Container type auto-populate to 0.0001 pallets
    - For a multi-line order, only the first line needs to be adjusted for container quantity.
    - You will need to enter the total pallet count for the entire order on the first line.
    - The rest of the lines will need to remain at 0.0001 pallets.
    - Once the first line's information is entered, if the rest of the lines are shipping complete, you can simply click on each line to verify the information is accurate, and adjust the freight class if necessary.
    - If there are lines that are not shipping complete, the quantity and weight need to be adjusted accordingly.

Order Line Number:	<input type="text" value="10"/>	<input type="text" value="SFTCHI12X12-W - Wash cloth, 12x12 white cam"/>		
SKU Number:	<input type="text" value="W832-U-WHT-1-CHI0"/>			
Commodity Code:	<input type="text"/>			
Quantity:	<input type="text" value="3140.0000"/>	<input type="text" value="dozen"/>		
Container Quantity:	<input type="text" value="0.0001"/>	<input style="border: 1px solid red;" type="text" value="Pallet"/>		
Weight:	<input type="text" value="3579.6"/>	Total Weight:	<input type="text" value="3579.6"/>	<input type="text" value="lb"/>
Volume:	<input type="text" value="216"/>	Total Volume	<input type="text" value="216"/>	<input type="text" value="inch3"/>
Freight Class:	<input style="border: 1px solid red;" type="text" value="92.5"/>			
Hazardous:	<input type="checkbox"/>			

- B. To fulfill individual lines on an order, right-click on an order and select **Lines** from the right-click menu. Once you are brought to the **Lines** screen, right-click on the line(s) you want fulfilled and select **Fulfill** from the right-click menu.
    - a. To select multiple lines in order to fulfill them, hold control OR shift and click each desired line, then right-click and select fulfill.
- The **Fulfill** dialog box appears using either method.

### Order Line Fulfillment

Total Order Quantity:   Total Container Quantity:

Order Quantity Fulfilled:   Container Quantity Fulfilled:

Order Quantity Remaining:

#### SHIPMENT

Earliest Available Date:

Latest Available Date:

Earliest Delivery Date:

Latest Delivery Date:

#### ORDER LINES

Order Line Number	SKU	Description	Quantity	Container Qty	Fulfilled Qty	Fulfilled Con
10	W832-U-WHT-1-CH10	SFTCHI12X12-W - Wash cloth, 12x12 white cam	3140.0000	0.0001	3140.0000	5
20	W830-U-WHT-1-CH10	SFTCHI13X13-W - Wash cloth, 13x13 white doobby	210	0.0001	0	0
	H832-..	SFTCHI16X27-				

Order Line Number:

SKU Number:

Commodity Code:

Quantity:

Container Quantity:

Weight:  Total Weight:

Volume:  Total Volume:

Freight Class:

Hazardous:

### Origin Address

New/Edit Address

Trisha Ashbrook  
1888 Mills  
904 N Hightower Street  
Thomaston, GA, 30286, United S

### Destination Address

New/Edit Address

LWD DC  
American Hotel Register Compan  
600 JAMES STREET  
Lakewood, NJ, 08701, United Sta

- C. Enter the date range for the order’s availability for **shipment** in the Earliest Available and Latest Available Date fields, and include the earliest time for pick up in the **Earliest Available Date** field and the latest time for pick up in the **Latest Available Date** field, which informs American Hotel of the window (date and time) for picking up this PO.

**Tip**— Click the calendar icon to the right of the fields and select the date you want from the pop-up calendar.  
NOTE: If the **Latest Delivery Date** is not *after* the **Latest Available Date**, then there will be an error message that states **“Start Date should not be greater than the End Date.”** This means that the Latest Delivery Date needs to be changed to be a date after the **Latest Available Date**.

- D. Select an origin address from the drop down menu address book.  
a. If the order is shipping from a location that is not already loaded into Descartes, please contact [inbound@americanhotel.com](mailto:inbound@americanhotel.com) and the address will be added to your account prior to fulfillment.
- E. Click the Check Box to the left **New/Edit Address** in the **Origin Address** area. This will expand the Origin Address field to allow you to edit. **Do not edit the address itself**

## Origin Address

New/Edit Address  

John Smith Loc #: 999  
1888 Mills  
150 Main Street  
Chicago, IL, 60612, United States

- a. There is a **Notes** field here, where Case Quantity and Pallet Quantity will need to be manually entered  
b. Verify that the Pickup Days and Operation Hours are accurate (*see screenshot below*)

Notes:

Pickup Days:  Sunday  Monday  Tuesday  Wednesday  
 Thursday  Friday  Saturday

Delivery Days:  Sunday  Monday  Tuesday  Wednesday  
 Thursday  Friday  Saturday

Operation Hours: Open:  Close:

- F. Once everything is accurately filled in, click **Fulfill**.
- G. The American Hotel Transportation Team will plan your shipment and an email will be sent once a carrier has been selected providing the information you will need in order to ship.

**WHEN POTENTIALLY SHIPPING UPS GROUND, ENTER “CASES” AS CONTAINER TYPE**

If you expect an order to ship via UPS Ground, the order will need to be fulfilled using **Cases** as the *container type*, not **Pallets**.

**Orders must meet ALL of the below criteria:**

- “UPSable” meaning that the order meets requirements on UPS website
- Less than 150 lbs per package
- Less than 800 lbs per shipment
- 1 pallet or less
- 40 cases or less
- Need to fulfill all lines on order with CASE quantity
- Need to change Unit of Measure to = Case

**A.** When fulfilling an order in case quantities, every line will need to be fulfilled with that line’s individual case quantity, unlike when using pallets where only the first line needs to have the entire order’s total pallet count.

**a.** Example:

**i.** Line 10 = 3 cases

**ii.** Line 20 = 4 cases

**iii.** Line 30 = 1 case

**B.** If the line is not being completely fulfilled, then the quantity and weight will need to be adjusted accordingly

**C.** Select an origin address from the drop down menu address book.

**a.** If the order is shipping from a location that is not already loaded into Descartes, please contact [inbound@americanhotel.com](mailto:inbound@americanhotel.com) and the address will be added to your account prior to fulfillment.

**D.** Click the Check Box to the left **New/Edit Address** in the **Origin Address** area. This will expand the Origin Address field to allow you to edit. **Do not edit the address itself**

**a.** There is a **Notes** field, where the total Case Quantity for the entire order will need to be manually entered

**E.** Once everything is accurately filled in, click **Fulfill**.

**F.** The American Hotel Transportation Team will plan your shipment and an email will be sent once a carrier has been selected providing the information you will need in order to ship.

**NOTE:** Even though you will be fulfilling these orders with case quantities and you expect them to ship UPS Ground, please wait for the confirmation email from the inbound email address before you physically ship them with UPS. There are instances where it may be best to ship LTL, in which case you will be notified.

**Any questions should be directed to [inbound@americanhotel.com](mailto:inbound@americanhotel.com)**