

# VanS

The **VanS MoveTrak** system provides a means to schedule, document, and follow up on key tasks which should be performed during the course of a move. It helps agents monitor the customer service side of their business more effectively.

## Base Dates

- ◆ Use various order dates in VanS (pack, load, deliver, registration date and others) as "base dates" to define and schedule the tasks that are necessary to complete a move.
- ◆ Assign each task a base date and a range of days before and after. The date range assures the tasks are completed on schedule by providing ample lead time.
- ◆ Include recurring responsibilities such as daily customer contact, calls to other agents involved in the move, pack day progress, etc.

## Categories

- ◆ Define separate categories for the sales, dispatch, and customer service departments. **MoveTrak** prompts each of these departments to perform jobs relevant to that particular move.
- ◆ Assign primary responsibility for an order to a specific department coordinator.
- ◆ Delegate tasks to individuals within a department.

## Action Report

- ◆ Select tasks scheduled for action within a specific range of dates.

- ◆ Display an "action list" or print orders that require processing and immediate action.
- ◆ Complete tasks by entering the date and contact.
- ◆ Create memos automatically for completed tasks.
- ◆ Use the Memo System to log important conversations for future reference.

## Missed Action Report

- ◆ Show which tasks were not completed by the scheduled date.
- ◆ Use as a management tool to monitor and follow up on incomplete tasks.
- ◆ Designed to help managers improve efficiency.