

Control Tower User Guide

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1. About this Guide

Blume's **Control Tower** is designed for Logistics Services Providers (LSPs), Beneficiary Cargo Owners (BCOs), transportation planners, and buyers to configure, manage, collaborate, and resolve shipment and purchase order related exceptions. The **Control Tower** has the feature of **What If** simulations to help users to predict shipment health and identify alternate options in case of location disruption.

The **Control Tower User Guide** provides an overview of the **Control Tower** and its features. The main purpose of this guide is to provide a walk-through of **Control Tower** tool functionalities.

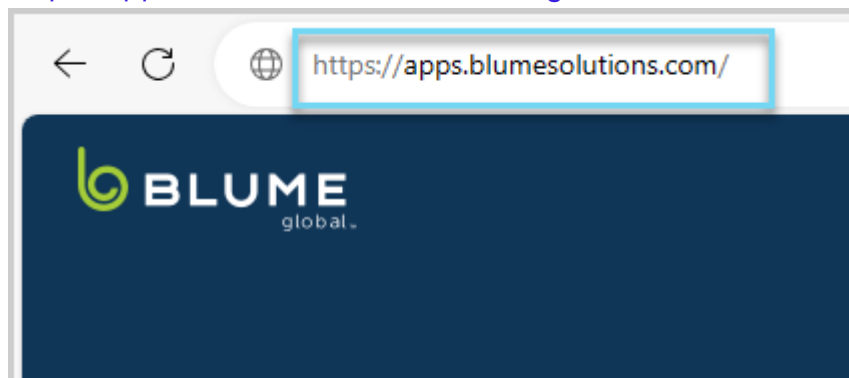
The various modules and sections of the product are briefly explained and the procedure to use them are described in a series of steps.

1.1. Navigating to Control Tower

To access the **Control Tower**, users must subscribe to it. The outlined procedure on the page guides users in navigating to **Control Tower**.

Perform the following steps to navigate to **Control Tower**:



1. Navigate to <https://apps.blumesolutions.com/cas/login>





2. Enter the **Username** and **Password** in the **Login** page displayed.

Login

Username


 farzana.a@blumeglobal.com 

Password

OR

Company Access Code

 Enter Company Access Code


Sign In

[Forgot your password?](#) [Click here for Sign Up](#)


3. Tick the **I'm not a robot** reCAPTCHA check-box.
4. Click on the **Sign In** button.

Login

Username


 farzana.a@blumeglobal.com

Password



OR

Company Access Code

 Enter Company Access Code

Sign In

←

[Forgot your password?](#)
[Click here for Sign Up](#)



Note: If you have forgotten your password click on **Forgot your password?** link . Alternatively, if you have not registered for **Control Tower** yet, click on the **Click here for Sign Up** link.

5. Navigate to the **Control Tower** in the left navigation menu.
6. Click on the required **Control Tower** options.

Option Name	Description
Summary	Displays the overall Summary related to Shipments and Orders.
Exception and Alerts	Users can further navigate to Shipments, Orders and Assets.
Operating Process	Users can Create, Delete, Clone and Enable Exceptions and Alerts.
Scenario Management	The What If scenario management functionality is available.
Manage Tasks	View the various Tasks.

2. Introduction to the Grid Toolbar


Users can utilize the **Grid Toolbar** to explore the content on the page and customize the page's display to align with their preferences and requirements.

A **Grid Toolbar** is available in the **Exceptions and Alerts** and **Operating Process** pages.



The **Grid Toolbar** has the following components:

Component Name	Component Icon	Component Description
Search		The Search Bar enables users to search for information related to the selected criteria.
Advance Filters		Users can manage existing filters and build new ones using the Advance Filters. Users can also select the default filter with this.
Manage Views		Users can manage existing views and build new ones using the Manage Views. Users can also select the default view with this.
Manage Columns		Users can add or remove columns from the current view using the Manage Columns option. Users can create a new view or modify the one they already have by adding or removing necessary columns.
Download		Users can export the data to access in the current view in Excel format by using the Download option. Users can perform a search, apply filters, or design a

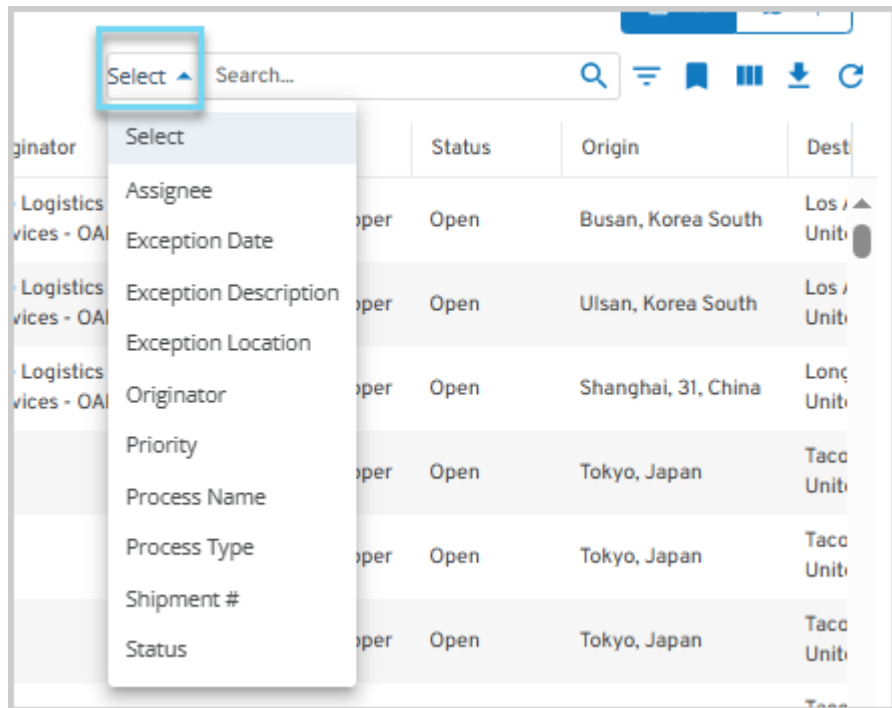
Component Name	Component Icon	Component Description
		view to find the necessary data, then download it in Excel format.
Refresh		This functionality ensures that users consistently have access to the most recent and accurate information, enhancing the overall user experience and facilitating timely decision-making. The refresh button is a convenient tool for maintaining data accuracy, especially in dynamic environments where information is subject to frequent changes or updates.

2.1. Navigating to the Search Bar

Users can use the **Search Bar** to look up information pertaining to the chosen criteria.

Perform the following steps to search the information with any respective attribute:

1. Navigate to **Control Tower > Exceptions and Alerts > / > Operating Process**.
2. Click on the **Select** drop-down menu in the **Exceptions and Alerts/Operating Process** page.



3. Click on the required **Attribute**.
4. Enter the required information related to the selected attribute in the **Search Bar**.



Note: Click on the **Cancel** icon to clear the **Search** field.

5. Click on the **Search** icon and the required information related to the selected attribute and criteria is displayed.

2.2. Introduction to Advance Filters

Users can use the filters to organize and analyse large amounts of data quickly and efficiently. **Control Tower** enables users to create filters as per requirements. The **Advance Filters** option enables users to create, edit, delete, and manage filters.

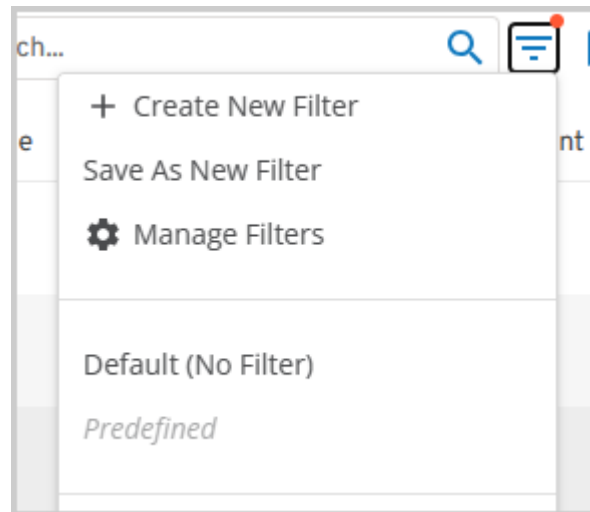


The **Advance Filters** functionality has the following components:

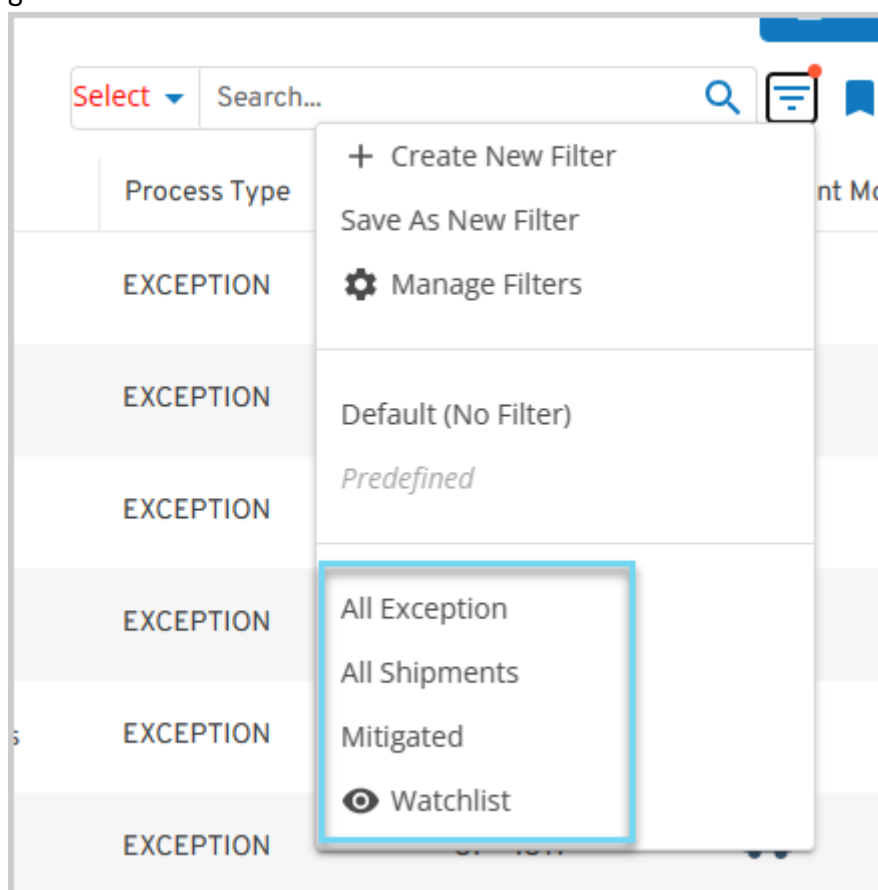
- **Create a New Filter**
- **Save as a New Filter**

- **Manage Filters**

- **Default (No Filter)**



The following are the default filters available in **Advance Filters**:



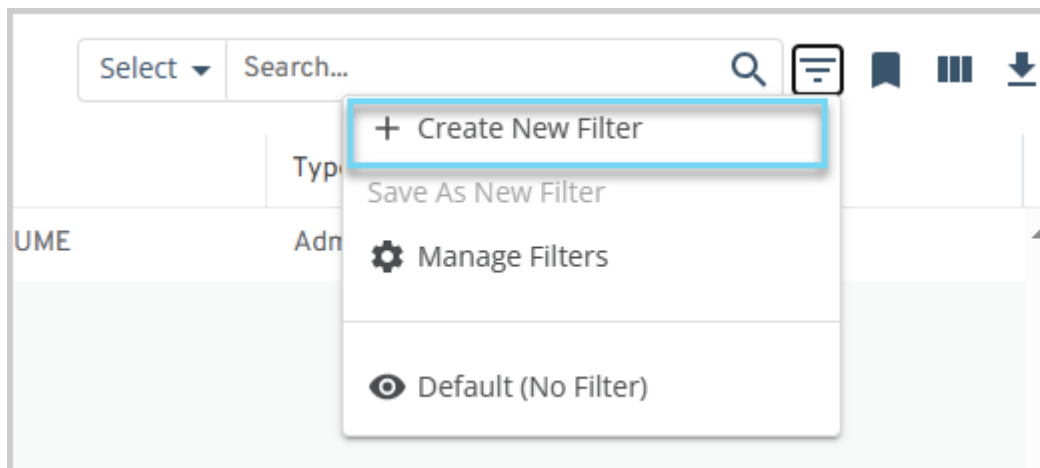
- All Exceptions
- All Shipments
- Mitigated
- Watchlist

2.2.1. Create a new filter

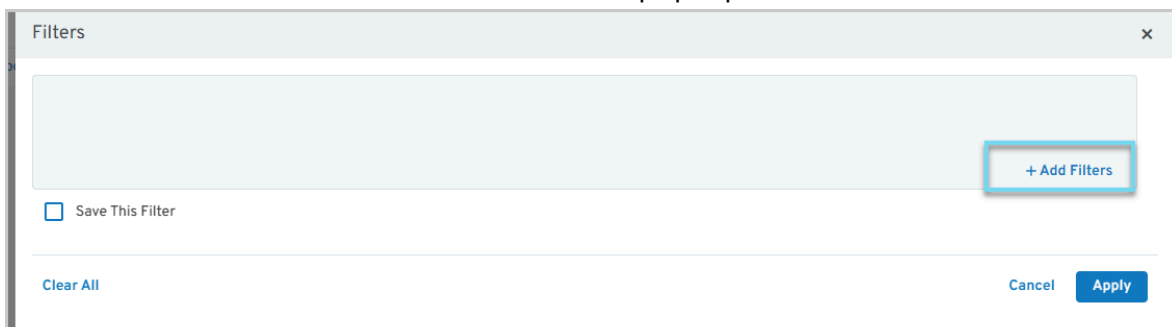
Creating a new filter in **Control Tower** is immensely helpful for users. Filters serve as powerful tools that enhance the overall user experience by enabling users to narrow down their search results or preferences in the application.

Perform the following steps to create a new filter:

1. Click on the **Advance Filters** icon in the **Grid Toolbar**.
2. Select **+ Create New Filter**.



3. Click on the **+ Add Filters** button in the **Filters** pop-up window.





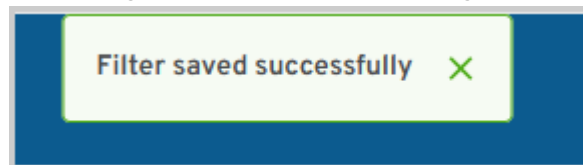
Note: Users can add multiple filtering criteria as per their requirement.

4. Click on the required criteria and condition in the drop-down menu.
5. Enter the required value or attribute.
6. Tick the **Save This filter** check-box.
7. Enter the **Filter Name** .
8. Click on the **Private** or **Public** button as per requirement.
9. Click on the **Save & Apply** button .



Note: Click on the **Cancel** button to go back to the **Manage Users** page.

A confirmation pop-up message is displayed on the page.

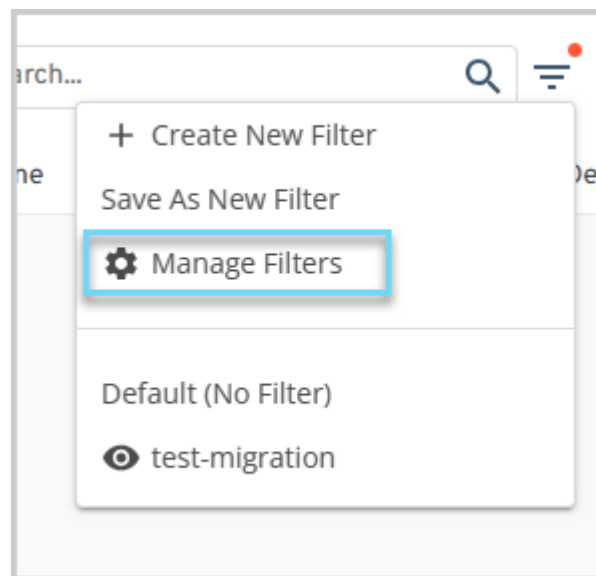


2.2.2. Manage Filters

The process of managing filters involves deleting, editing, and applying filters. It is also possible to remove or clear filters that have been applied, restoring all data to its original state.

Perform the following steps to manage the filters:

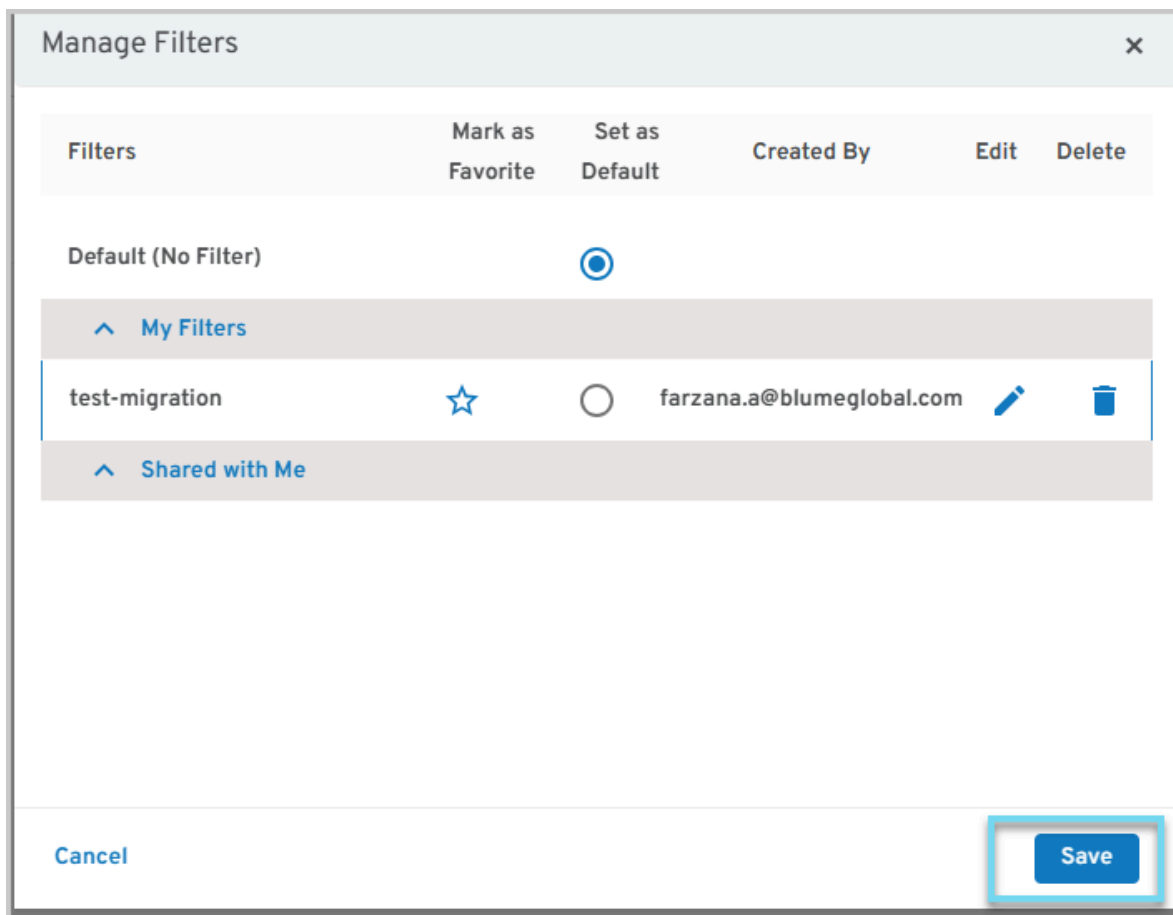
1. Click on the **Advance Filters** in the **Grid Toolbar**.
2. Select **Manage Filters**.



3. Click on the required action on the **Manage Filters** pop-up window.

Action	Description
Mark as Favourite	The selected filter becomes the favourite filter once selected.
Set as Default	The selected filter becomes the default filter.
Edit	The Edit option enables users to edit the filter.
Delete	The Delete option enables users to delete the filter.

4. Click on the **Save** button .



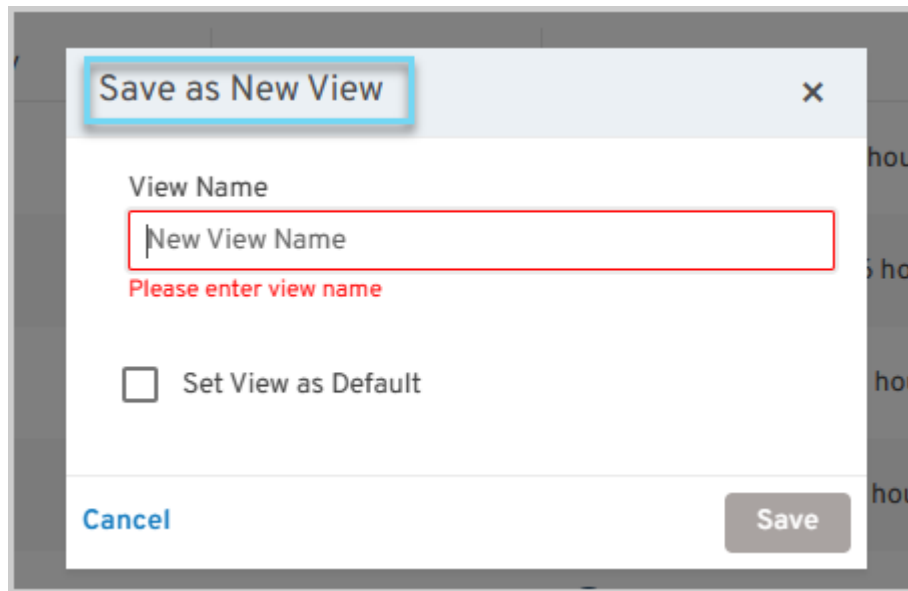
Note: Click on the **Cancel** button to go back to the **Manage Users** page.

2.2.3. Save as a New Filter

Users can provide a new filter name and also set the filter as default.

Perform the following steps to save the newly created filter:

1. Click on the **Advance Filters** icon in the **Grid Toolbar**.
2. Select **Save as a New Filter**.
3. Provide the **Filter Name** in **Save as a New Filter** pop-up window.



Note: Users can tick the tick-box to set the particular filter as default.

4. Click on the **Save & Apply** button.

2.3. Introduction to Manage Views

Control Tower allows users to create, edit, and delete different ways of viewing data within the platform. Users can customize the layout, add or remove columns, and apply filters to the data. Users can create different views of their logistics data using the **Control Tower**.

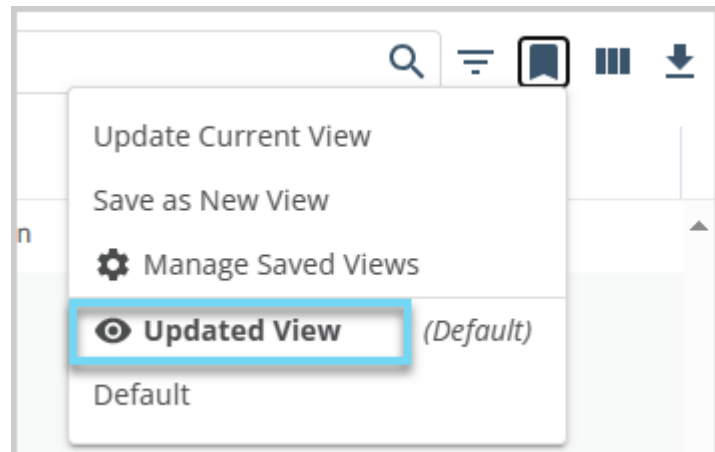
Users can save multiple views and access them later and set one of the views as the default. It is also possible to share views within the platform with other users. It can be useful for teams to have a common view and work on the same data together.

Managing views in **Control Tower** is an invaluable aspect of working with large sets of data. It makes it easier for users to view relevant subsets of data and gain a better understanding of patterns and trends within them.

2.3.1. Update Current View

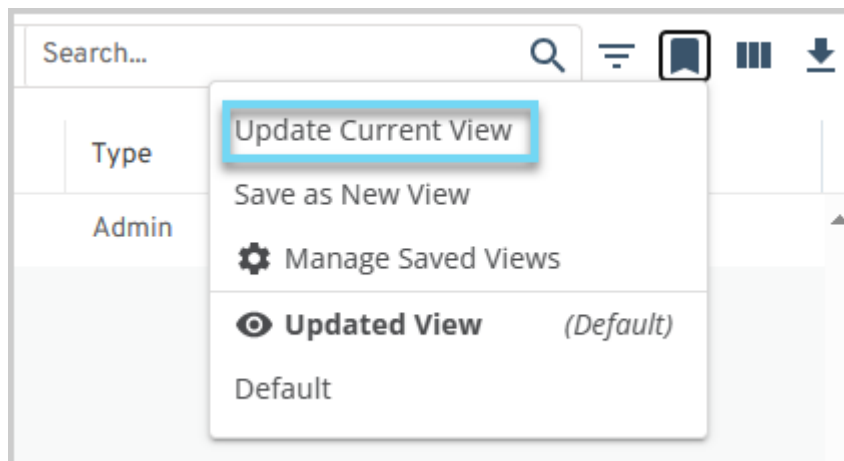
Perform the following steps to update the current view:

1. Click on the **Manage Views** icon in the **Grid Toolbar**.
2. Select the required view.

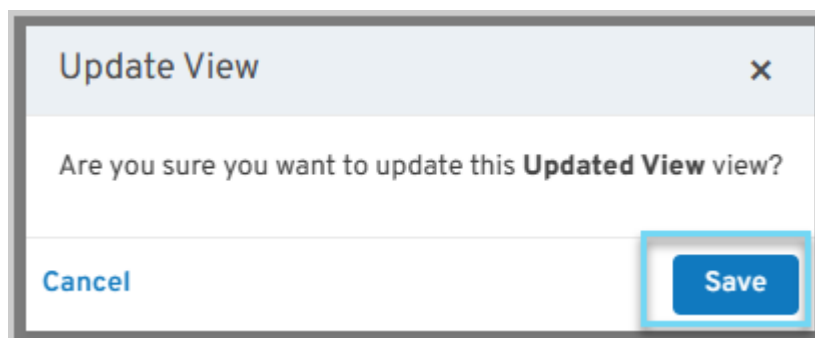


Note: In the above image **Updated View** is the name of sample view that is created.

3. Add or remove the required columns to or from the current view.
4. Click on **Manage Views**.
5. Select **Update Current View**.



6. Click on the **Save** button.



2.3.2. Create a New View

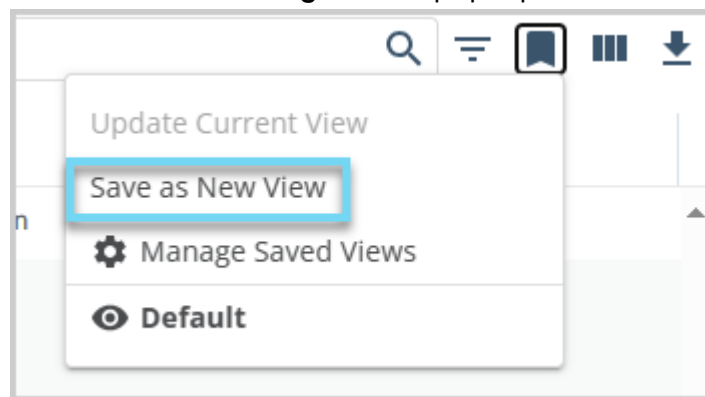
Perform the following steps to create a new view:

1. Add or remove the required columns to or from the current view.

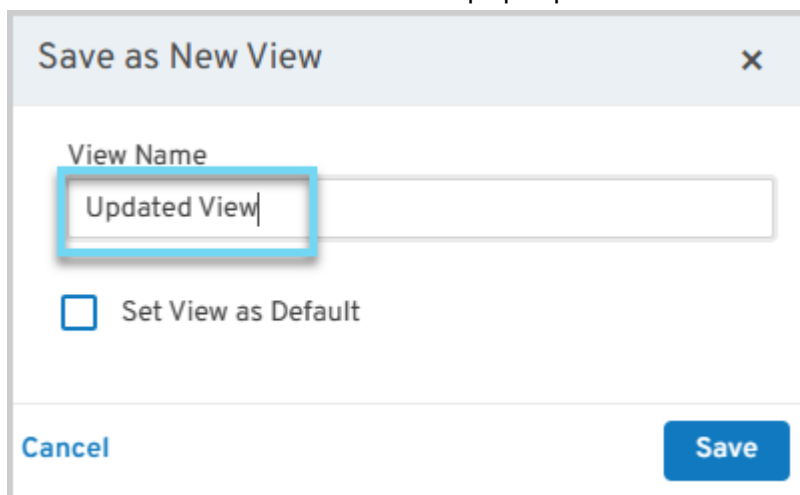


Note: If required drag and drop columns left or right to reorder.

2. Click on **Manage Views** icon in the **Grid Toolbar**.
3. Select **Save as New View** on the **Manage Views** pop-up window.

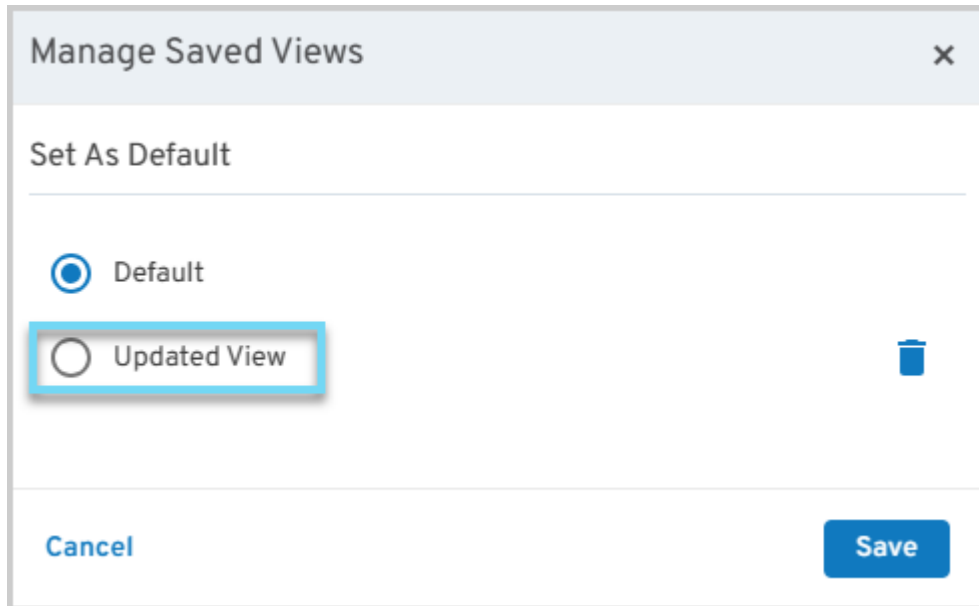


4. Enter the **View Name** in the **Save as New View** pop-up window.



5. Click on the **Save** button.

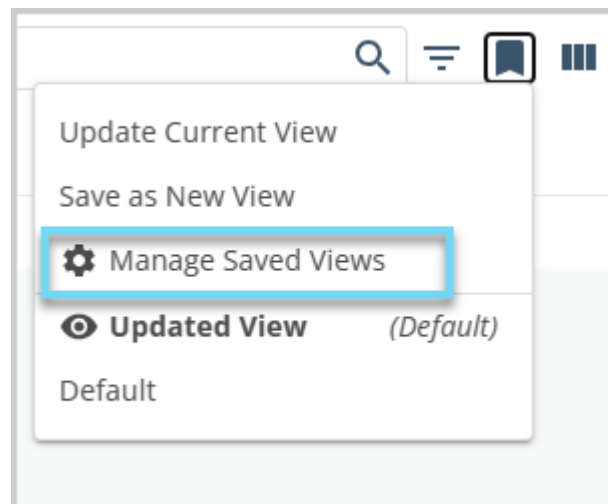
The added view is displayed on the **Manage Saved Views** pop-up window.



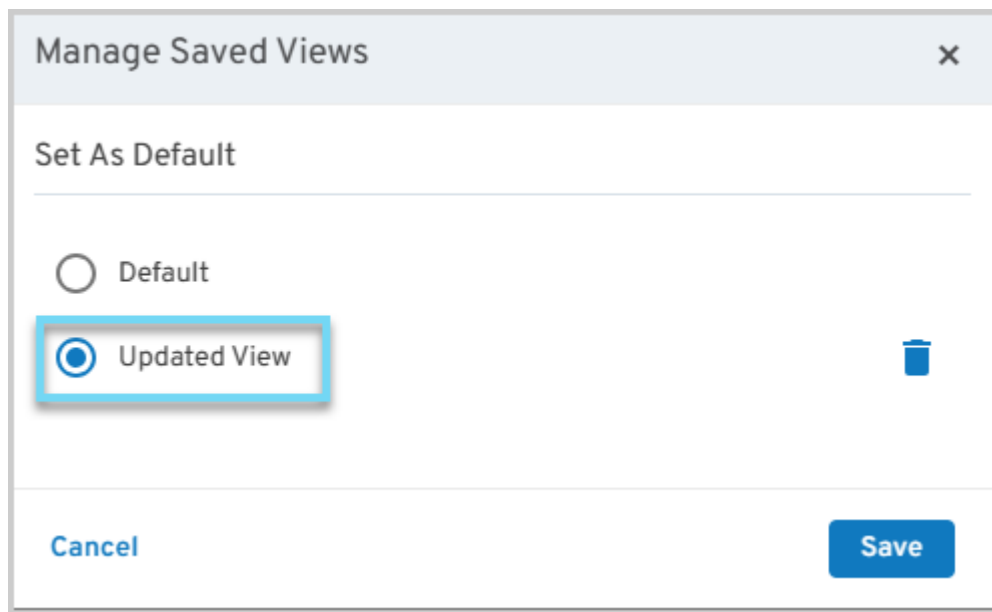
2.3.3. Managing Saved Views

Perform the following steps to manage the saved views:

1. Click on the **Manage Views** icon in the **Grid Toolbar**.
2. Select **Manage Saved Views**.



3. Select the required view in the **Manage Saved Views** pop-up window.



4. Users can choose the required action in the **Manage Saved Views** pop-up window.



Note:

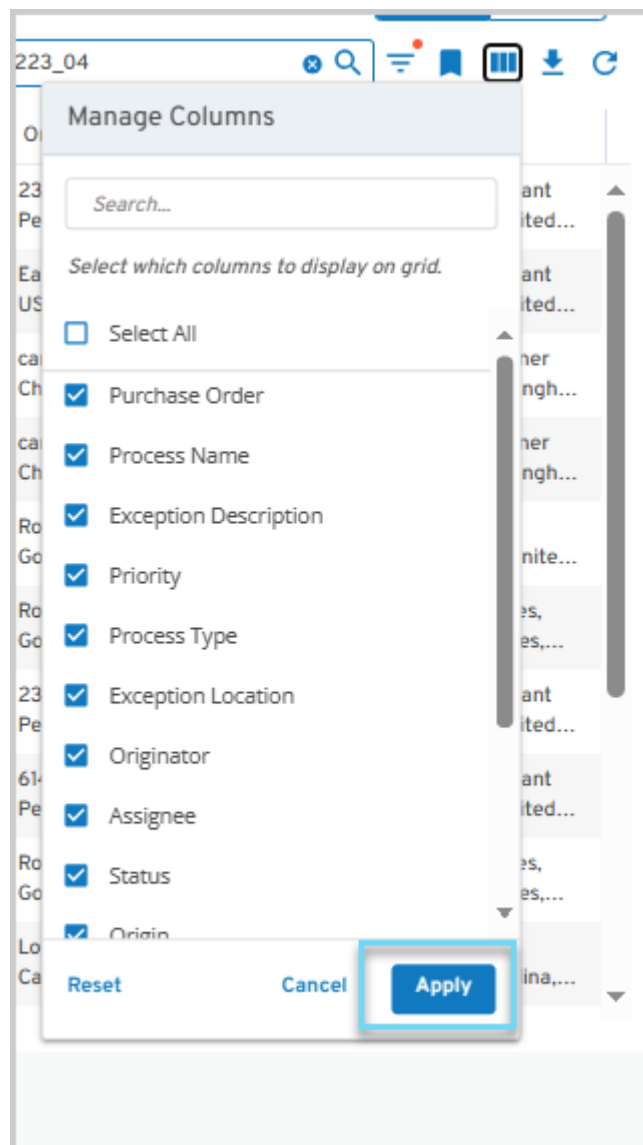
- **Default**– Choose the required view to set it as default view.
- **Delete**– Click on the **Delete** icon to delete the view.

2.4. Navigating to Manage Columns

Users can use the **Manage Columns** to add or remove columns and look up information pertaining to the chosen criteria.

Perform the following steps to add/remove columns:

1. Click on the **Manage Columns** icon in the **Grid Toolbar**.
2. The drop-down menu with respect to various columns is displayed.
3. Tick/untick the box of the respective column that needs to be displayed/removed.
4. Click on the **Apply** button.



The respective column is displayed/removed on the page.

2.5. Downloading Information in Excel Format

Users can download the information available on the view in the Excel format

Perform the following steps to download the information:

1. Tick the required box for which the data needs to be downloaded.

1	0	0	29	29	0	0
Watchlist	Last 7 days	My Assignment	Unassigned	Priority 1	Priority 2	Priority 3

0 Selected

Resolve

Mitigate

Select

Search...

Q

≡

List

<input type="checkbox"/>	Shipment #	Process Name	Priority	Exception Description	Exception Time	Process Type	Exception Location	Current Mod
<input type="checkbox"/>	SHIPGEO05122301	Late Outgate	P1	Late Gate Out	0 months, 0 days, 7 hours	EXCEPTION	Fenix Marine	
<input type="checkbox"/>	QAAP8587957		P1	Late Rail Departure	0 months, 3 days, 16 hours	EXCEPTION	NS - Harrisburg	
<input type="checkbox"/>	NILE1700130040546		P1	Late Gate Out	0 months, 1 days, 13 hours	EXCEPTION	Earl Anthony's Dublin Bowl	
<input type="checkbox"/>	SHIP10001		P1	Late Gate Out	0 months, 5 days, 5 hours	EXCEPTION	UP - ICTF	
<input type="checkbox"/>	MEM2722112		P1	Late Rail Departure	0 months, 14 days, 10 hours	EXCEPTION	BNSF - Ogden Gate	
<input type="checkbox"/>	AHGS64246284		P1	Late Gate Out	1 months, 9 days, 9 hours	EXCEPTION	UP - ICTF	



Note: Users can select one or multiple items for downloading.

2. Click on the Download icon in the Grid Toolbar.

1	0	0	29	29	0	0
Watchlist	Last 7 days	My Assignment	Unassigned	Priority 1	Priority 2	Priority 3

0 Selected

Resolve

Mitigate

Select

Search...

Q

≡

List

Map

Download

Refresh

<input type="checkbox"/>	Shipment #	Process Name	Priority	Exception Description	Exception Time	Process Type	Exception Location	Current Mode	Original
<input type="checkbox"/>	SHIPGEO05122301	Late Outgate	P1	Late Gate Out	0 months, 0 days, 7 hours	EXCEPTION	Fenix Marine		
<input type="checkbox"/>	QAAP8587957		P1	Late Rail Departure	0 months, 3 days, 16 hours	EXCEPTION	NS - Harrisburg		
<input type="checkbox"/>	NILE1700130040546		P1	Late Gate Out	0 months, 1 days, 13 hours	EXCEPTION	Earl Anthony's Dublin Bowl		
<input type="checkbox"/>	SHIP10001		P1	Late Gate Out	0 months, 5 days, 5 hours	EXCEPTION	UP - ICTF		

An Excel file is downloaded in the respective user's device.

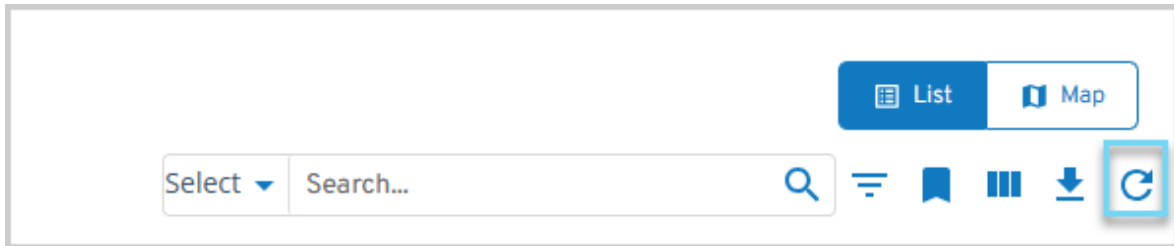
A1	B	C	D	E	F	G	H
	Shipment #	Process Name	Priority	Exception Description	Exception Time	Process Type	Exception Location
1	SHIPGEO05122301	Late Outgate	P1	Late Gate Out	0 months, 0 days, 7 hours	EXCEPTION	Fenix Marine
2	QAAP8587957		P1	Late Rail Departure	0 months, 3 days, 16 hours	EXCEPTION	NS - Harrisburg
3	NILE1700130040546		P1	Late Gate Out	0 months, 1 days, 13 hours	EXCEPTION	Earl Anthony's Dublin Bowl
4	SHIP10001		P1	Late Gate Out	0 months, 5 days, 5 hours	EXCEPTION	UP - ICTF
5	MEM2722112		P1	Late Rail Departure	0 months, 14 days, 10 hours	EXCEPTION	BNSF - Ogden Gate
6	AHGS64246284		P1	Late Gate Out	1 months, 9 days, 9 hours	EXCEPTION	UP - ICTF
7	NILE1699613409718		P1	Late Gate Out	0 months, 3 days, 5 hours	EXCEPTION	Jcpenn
8	SH6423455745654		P1	Late Container Available	0 months, 14 days, 8 hours	EXCEPTION	NS - Chicago
9	SH11010003591886		P1	Late Container Available	0 months, 14 days, 18 hours	EXCEPTION	NS - Chicago
10	SH1101000359179		P1	Late Gate Out	0 months, 15 days, 12 hours	EXCEPTION	FEDEX Global
11	SPN2710105		P1	Late Gate Out	0 months, 12 days, 10 hours	EXCEPTION	FEDEX Global
12	PRPRP112922301		P1	Late Gate Out	0 months, 19 days, 18 hours	EXCEPTION	Chicago
13	PROLMRG23290112091		P1	Late Loaded on Rail	1 months, 17 days, 16 hours	EXCEPTION	Long Beach
14	PROLA232913017		P1	Late Vessel Departure	0 months, 3 days, 20 hours	EXCEPTION	Shanghai
15	PROLA232912891		P1	Late Vessel Departure	0 months, 3 days, 20 hours	EXCEPTION	Shanghai
16	PROLA232913017		P1	Late Vessel Departure	0 months, 3 days, 20 hours	EXCEPTION	Shanghai
17	PROLA232913017		P1	Late Vessel Departure	0 months, 3 days, 20 hours	EXCEPTION	Shanghai
18	PROLA232912891		P1	Late Vessel Departure	0 months, 3 days, 20 hours	EXCEPTION	Shanghai
19	PRPRP112928711		P1	Late Container Unload	0 months, 1 days, 15 hours	EXCEPTION	Long Beach

2.6. Refreshing the Page

Users can refresh the pages to get the latest data.

Perform the following steps to refresh the pages:

1. Navigate to the **Grid Toolbar**.
2. Click on the **Refresh** button.

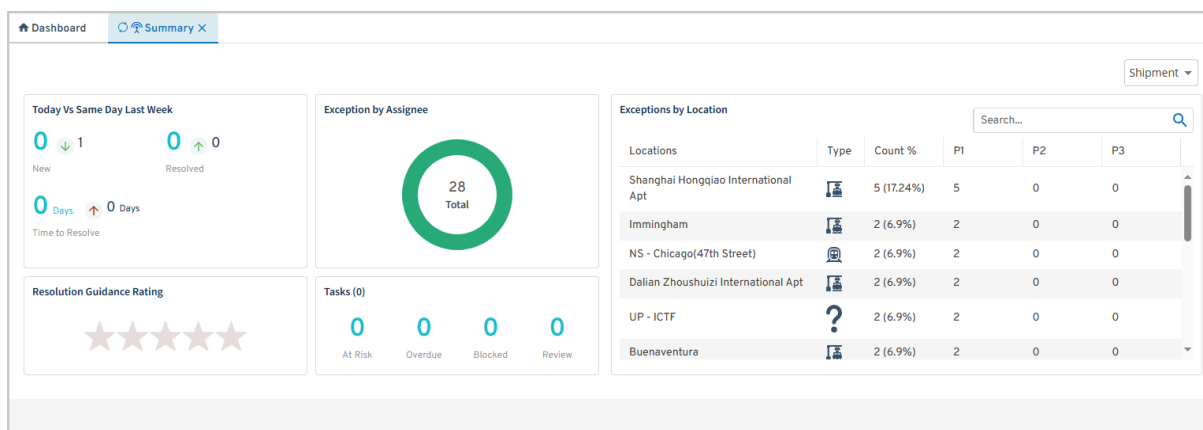


The page is refreshed.

3. Summary

The **Summary** page is a dashboard that contains information related to **Shipments** and **Orders** pertaining to the various factors such as:

- Today's Status Vs Last Week
- Exception by Assignee
- Exception by Location
- Resolution Guidance Rating
- Tasks

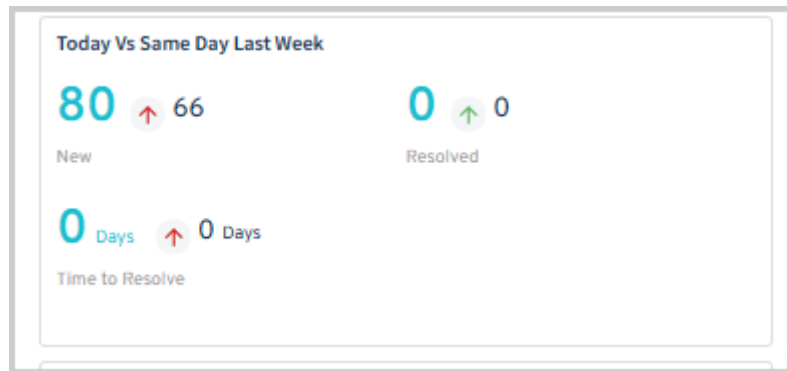


3.1. Summary Components

The **Summary** page consists of the following widgets:

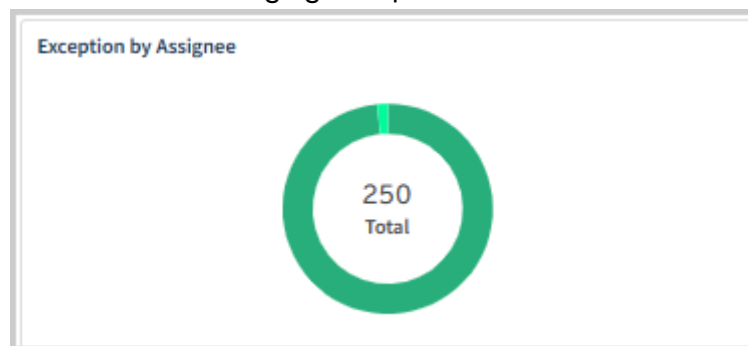
3.1.1. Today's Status Vs Last Week

This widget dynamically presents the current day's tally of both new and resolved exceptions, offering insights into the real-time status of exception management. It includes the time taken to resolve these exceptions, allowing users to compare the metrics with the corresponding day from the previous week for performance analysis and trend identification.



3.1.2. Exception by Assignee

This widget functions by organizing and displaying the count of exceptions based on assignees. It categorizes and presents the number of instances where exceptions have been assigned to different individuals or teams, allowing for a clear and structured overview of responsibilities in managing exceptions.



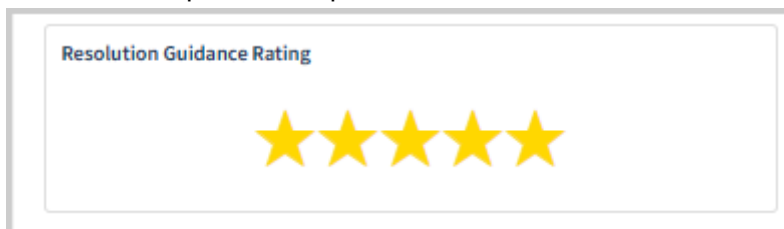
3.1.3. Exceptions by Location

This widget contains information such as **Locations** (name), **Type**, **Count%** and Priority (**P1/P2/P3**). Exceptions by Location sorts the exception count by locations.

Exceptions by Location					
Search...					
Locations	Type	Count %	P1	P2	P3
Long Beach		4786 (20.19%)	0	4786	0
Houston		2043 (8.62%)	0	2042	1
SC Johnson & Son Inc		1136 (4.79%)	0	1136	0
Walkerton		1032 (4.35%)	0	1032	0
Ningbo		942 (3.97%)	0	942	0
Fenix Marine		902 (3.8%)	1	901	0
Elkhart		859 (3.62%)	5	854	0

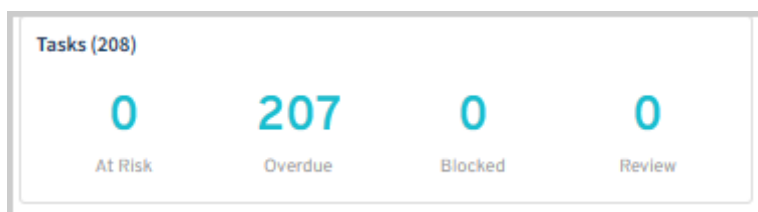
3.1.4. Resolutions Guidance Rating

This widget showcases the average ratings assigned to the resolution guidance provided by users across all processes. It offers a consolidated view of the quality of guidance received, presenting an aggregated assessment of user satisfaction with resolution instructions across various operational processes.



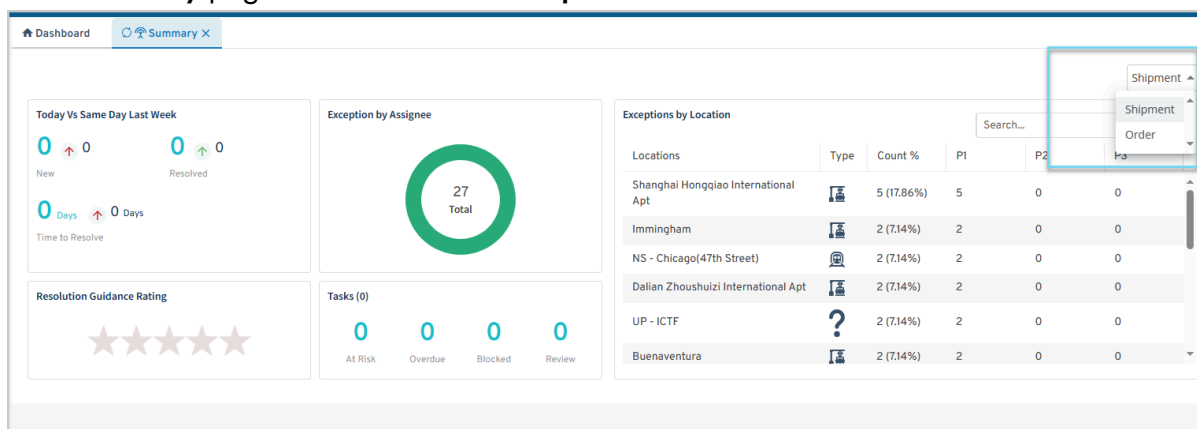
3.1.5. Tasks

This widget displays the information about the tasks that are **At Risk**, **Overdue**, **Blocked** and **Review**.



Note: Under **Tasks**, **At Risk** tasks are the ones with completion deadline less than 24 hours.

The **Summary** page can be viewed in **Shipment** and **Order**.



3.2. Searching Locations

Users can search for locations in the **Summary** page.

Perform the following steps to search for locations in the **Summary** page:

1. Navigate to **Control Tower > Summary > Exception by Location**

2. Enter the location name in the **Search** field.

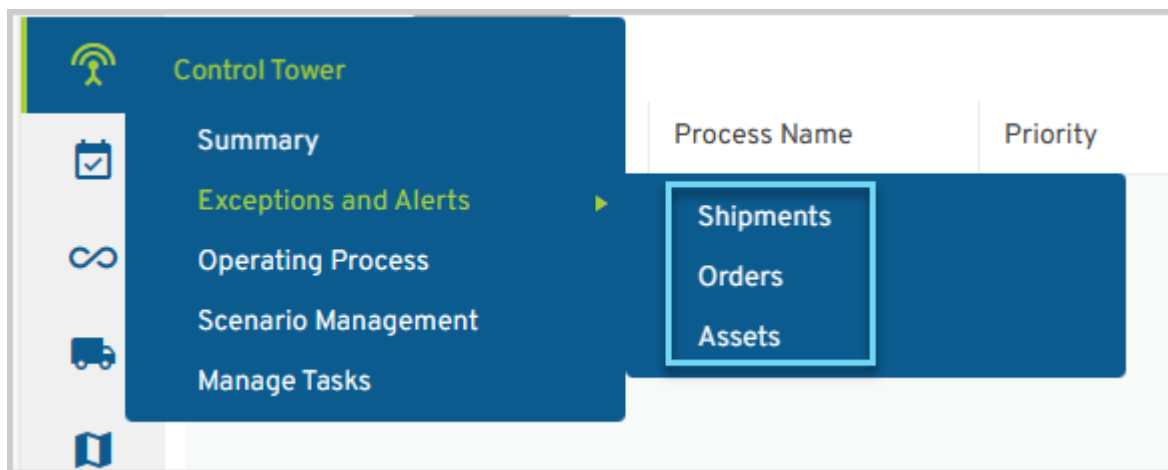
The location name and the associated data is displayed.

Exceptions by Location						
			UP <input type="button" value="x"/> <input type="button" value="Q"/>			
Locations	Type	Count %	P1	P2	P3	
UP - ICTF	?	2 (6.9%)	2	0	0	

4. Exceptions and Alerts

The **Exception and Alerts** page within **Control Tower** serves as a crucial feature, enhancing the operational efficiency of our supply chain management system. This page includes three sub-pages:

- **Shipments**
- **Orders**
- **Assets**



The **Shipments** and **Orders** sub-pages provide users with the powerful capabilities of resolving and mitigating exceptions. This functionality empowers users to take immediate action, ensuring a swift response to challenges in the shipment and order domains. Furthermore, on the **Assets** sub-page, users can utilize the resolve feature to address issues promptly.

By centralizing exception management and alerts within **Control Tower**, the platform enables proactive decision-making and problem-solving. This not only streamlines operations but also enhances the overall resilience of the supply chain, allowing for a more responsive and adaptable system. The active management of exceptions through resolve and mitigate functionalities underscores **Control Tower's** pivotal role in maintaining a seamless and optimized supply chain experience.

Users can view the details in **List** and **Map** view in the **Shipments**, **Orders** and **Assets** sub pages.

The following are the sub-pages on the **Exceptions and Alerts** page:

4.1. Shipments

The **Shipments** page, an integral sub-page under **Exception and Alerts** plays a pivotal role in proactive supply chain management. This dynamic feature offers two essential functionalities: **Resolve** and **Mitigate**, empowering users to address and overcome challenges swiftly.

4.2. Orders

The **Orders** page, a vital sub-page within the **Exception and Alerts** stands as a crucial component in effective supply chain management. Focused on two key functionalities, **Resolve** and **Mitigate**, this feature empowers users to promptly address and proactively manage issues within the order domain.

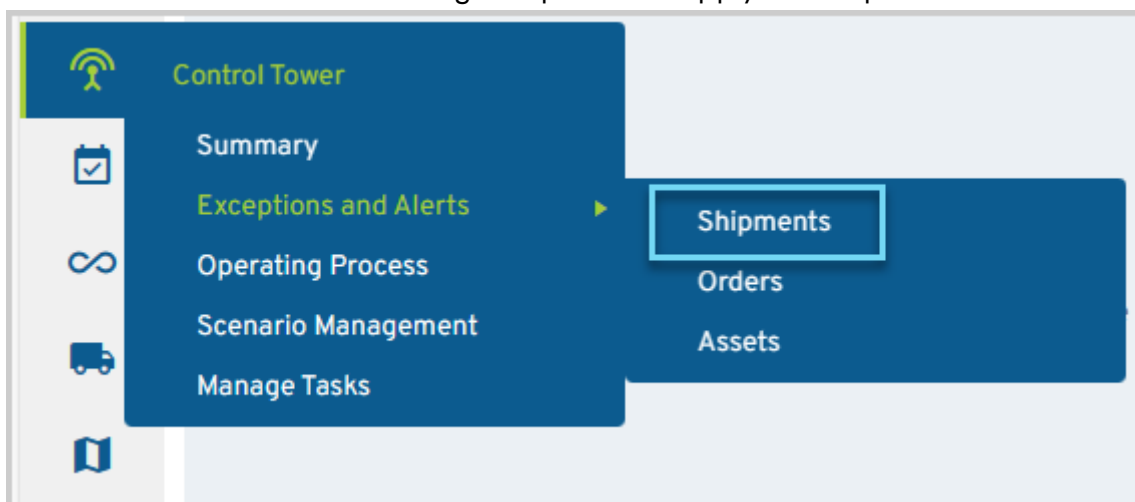
4.3. Assests

Within the **Exception and Alerts** section, the Assets page stands as a pivotal sub-page, playing a crucial role in the optimization of supply chain operations. Its primary functionality lies in the ability to **Resolve**, empowering users to promptly address and rectify issues associated with assets.

4.4. Introduction to Shipments

The **Shipments** is a page within the **Exception and Alerts**.

The **Shipments** page, integral to **Control Towers's Exception and Alerts** section, plays a pivotal role in proactive supply chain management. Offering **Resolve** and **Mitigate** functionalities, users can swiftly address and overcome challenges. The user-friendly interface allows seamless viewing of shipments in both list and map formats, enabling quick and informed decision-making for optimized supply chain operations.



Users can perform the following tasks in the **Shipments** page:

- Viewing Shipment Exception Details (*on page 28*)
- Editing Shipment Exception Details (*on page 30*)

4.4.1. Viewing Shipment Exception Details

The **Shipment Exceptions Details** page contains various crucial elements related to the shipment.

Perform the following task to view the **Shipment Exceptions Details** page:



1. Navigate to **Control Tower > Exception and Alerts > Shipments**.
2. Click on the respective shipment that needs to be viewed.

The **Shipment Exception Details** page is displayed.

The **Shipment Exception Details** page contains the following fields:

Field	Description
Carrier	The name of the carrier.
Container ID	The container ID associated with the carrier.
Origin	The origin of the shipment location.
Destination	The destination location of the shipment.
Service Type	The type of service involved in the movement of the shipment.

Field	Description
Mode	The mode associated with the shipment.

Shipment #MEM2722112   0 months, 14 days, 10 hours		
Carrier BNSF	Container ID METS534506	Origin NS - Chicago(47th Street), 361 West 47Th St, Chicago, Illinois, United States
Destination BNSF - Ogden Gate, 5010 Ogden Ave, Cicero, Illinois, United States	Service Type ramp to ramp	Mode RAIL

The following are the sections available in the **Shipment Exception Details** page:

Section Name	Description
Resolution Guidance	Users can view the resolution guidance associated with the shipment.
Tasks	Users can perform the following tasks: <ul style="list-style-type: none"> • Create New Task • All Task (View) • Assigned to Me (View) • Created by Me (View)
Comments	Type the necessary comments and post.
Activity	View the activity associated with the shipment.
Items	Users can view the: <ul style="list-style-type: none"> • Purchase Order • Item Name • Item Description

Section Name	Description
	<ul style="list-style-type: none"> • Order Quantity • Quantity UOM

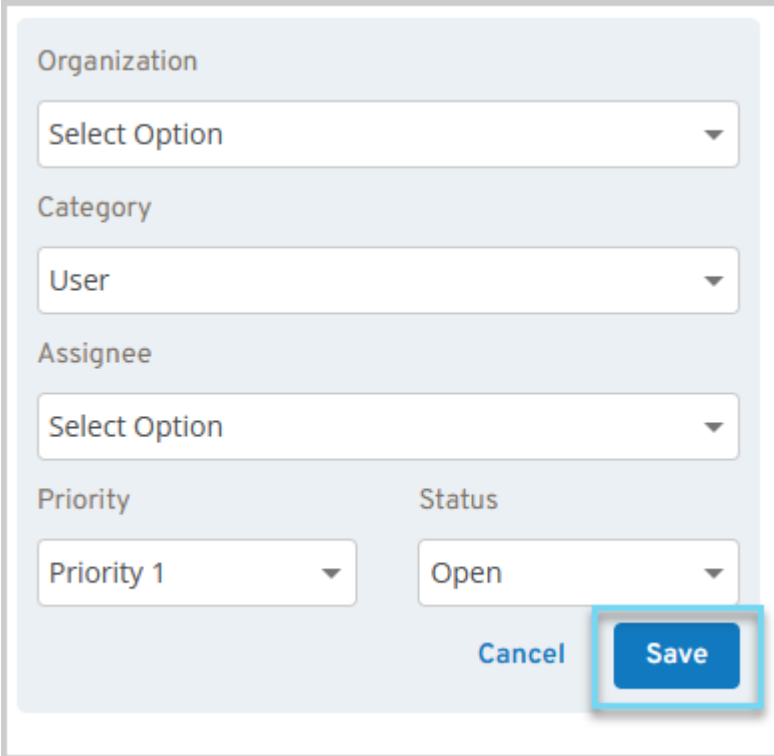
Resolution Guidance	Tasks	Comments	Activity	Items
Purchase Order	Item Name ↑	Item Description	Order Quantity	Quantity UOM
No Records Found				

4.4.2. Editing Shipment Exception Details

Users can edit the **Shipment Exception Details** and update it as per their choice.

Perform the following steps to edit the **Shipment Exception Details** page:

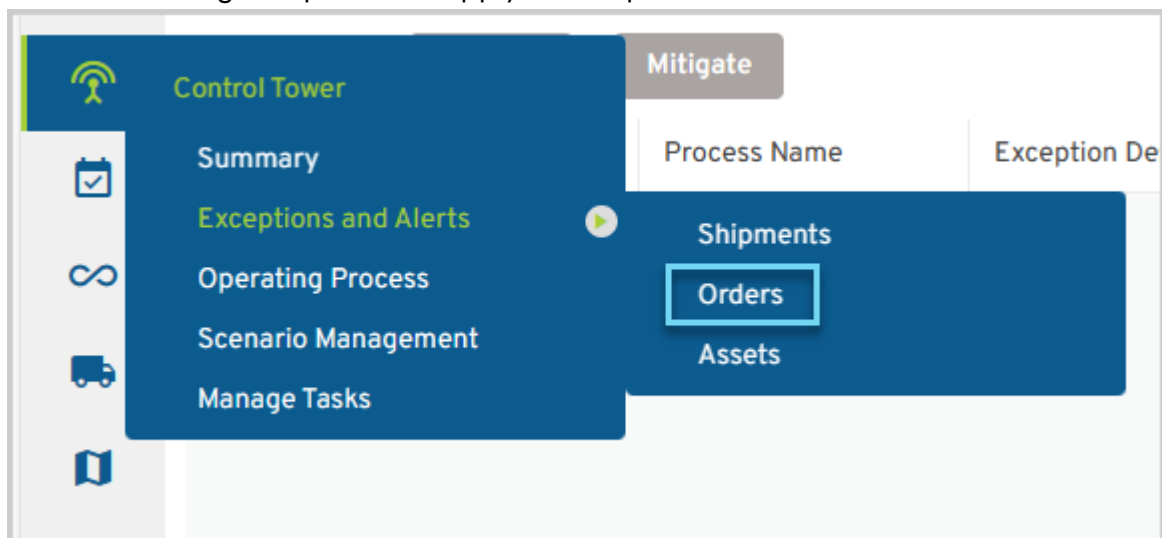
1. Naviagte to **Control Tower > Exception and Alerts > Shipments**.
2. Click on the respective shipment of that needs to be edited.
3. Click on the **Edit** button displayed in the **Shipment Exception Details** page.
4. Enter the necessary changes that need to be made to the shipment.
5. Click on the **Save** button.



The **Shipment Exception Details** page is edited.

4.5. Introduction to Orders

The **Orders** page, situated within **Control Towers's Exception and Alerts** section, is a crucial component for effective supply chain management. With a focus on **Resolve** and **Mitigate** functionalities, users can promptly address and proactively manage issues within the order domain. The **Orders** page provides a seamless interface to allow users to view orders in both list and map formats, enhancing visibility and facilitating quick decision-making for optimized supply chain operations.



Users can perform the following tasks in the **Orders** page:

- Viewing Order Exception Details *(on page 32)*

4.5.1. Viewing Order Exception Details

The **Order Exception Details** page contains various crucial elements related to the **Orders**.

Perform the following task to view the **Order Exception Details** page:

1. Navigate to **Control Tower > Exception and Alerts > Orders**.
2. Click on the respective order that needs to be viewed.
The **Order Exception Details** page is displayed.

The **Order Exception Details** page contains the following fields:

Field	Description
Trading Partner	Name of the Trading Partner associated with the order.
Service Provider	Displays the entity responsible for specific services related to the order.
INCO Terms	Specifies the agreed-upon international commercial terms for the order.
Freight	Indicates the method of transportation for the order.
Mode of Travel	Details the specific mode used for order transportation.

Field	Description
Organization	Identifies the organizational unit associated with the order.
Department	Specifies the department within the organization linked to the order.
Origin	Highlights the starting point of the order.
Destination	Indicates the final destination of the order.
Order Date	Represents the date when the order was placed.
Required Date of Delivery	Specifies the deadline for order delivery.
Shipment Tender Date	Displays the date when the shipment is tendered.

PO#PO0035729623		
Trading Partner Nile Vendor	Service Provider	INCO Terms Ex Works
Freight Collect	Mode Of Travel RAIL	Organization Nile Retailer Inc.
Department	Origin 614 Terminal Way, San Pedro, California, United States, 90731	Destination 9800 72nd Ave, Pleasant Prairie, Wisconsin, United States, 53158
Order Date 07-Dec-2023 16:17	Required Date Of Delivery	Shipment Tender Date

The following are the sections available in the **Order Exception Details** page:

Section Name	Description
Tasks	<p>Users can perform the following activities in this section:</p> <ul style="list-style-type: none"> • Create New Task • All Tasks (View) • Assigned to Me (View) • Created by Me (View)
Comments	Type the necessary comments and post.

Section Name	Description
Activity	View the activity associated with the order.
Items	<p>Users can view the following details:</p> <ul style="list-style-type: none"> • Shipment # • Item Number • Item Description • Order Quantity • Quantity UOM

Shipment #	Item Name	Item Description	Order Quantity	Quantity UOM
	Amul Butter		10	BX
	Nike Airmax 97	Nike Air Max 97 - Black/Anthracite/Picante Red - Mens	100	EA

4.6. Introduction to Assets

The **Assets** is a page within the **Exception and Alerts** section.

The **Assets** page, nestled within the **Exception and Alerts** section of **Control Tower**, actively plays a crucial role in optimizing supply chain operations. The primary function is **Resolve**, which empowers users to promptly address and rectify issues related to assets. Users can actively engage with and resolve asset-specific challenges in the **Resolve** mode, ensuring a swift and targeted response for maintaining operational continuity.

Users can perform the following tasks in the **Assets** page:

- Viewing Asset Exception Details (*on page 34*)
- Editing Asset Exception Details (*on page 36*)

4.6.1. Viewing Asset Exception Details

The **Asset Exception Details** page contains various crucial elements related to the assets.

Perform the following task to view the **Asset Exception Details** page:

1. Navigate **Control Tower > Exception and Alerts > Assets**.

2. Click on the respective asset that needs to be viewed.

The **Asset Exception Details** page is displayed.

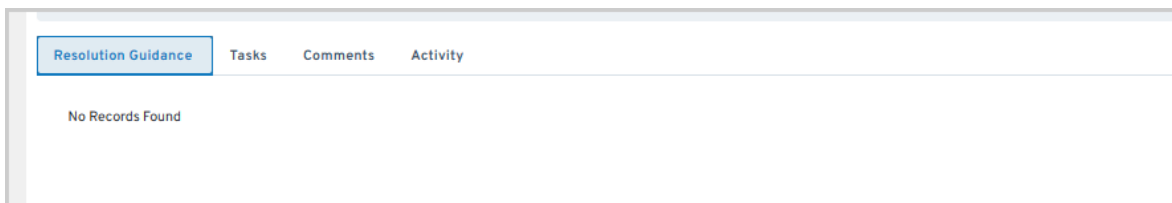
The **Asset Exception Details** page contains the following fields:

Field	Description
ASSET Number	The number allocated to the asset.
Category	The type of asset.
Deviation	Any deviations associated with the asset.
Exception Notes	Additional notes for the asset.
Location	The location of the asset.

The following are the sections available in the **Asset Exception Details** page:

Section Name	Description
Resolution Guidance	The resolution guidance associated with the asset.

Section Name	Description
Tasks	Users can perform the following tasks: <ul style="list-style-type: none"> • Create New Task • All Task (View) • Assigned to Me (View) • Created by Me (View)
Comments	Type the necessary comments and post.
Activity	View the activity associated with the as-set.



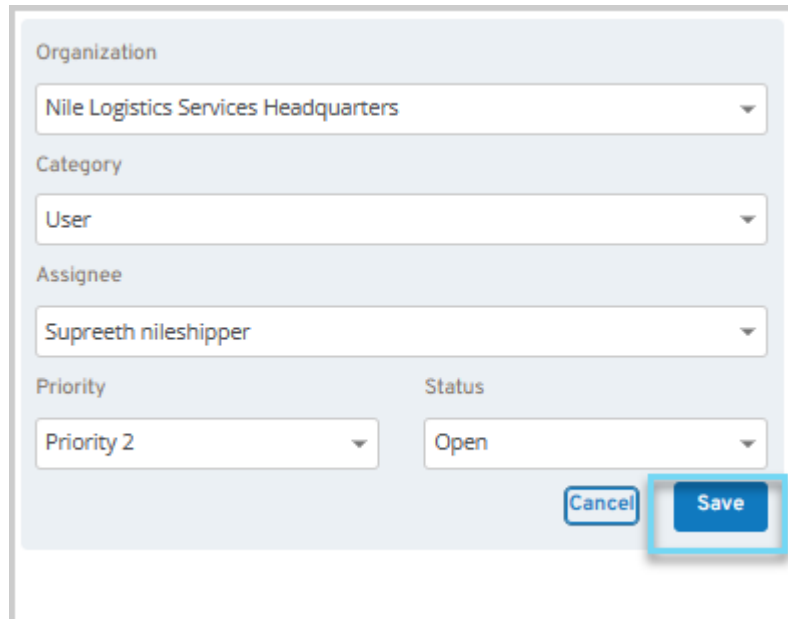
4.6.2. Editing Asset Exception Details

Users can edit the **Asset Exception Details** page and update it as per their choice.

Perform the following steps to edit the **Asset Exception Details** page:

1. Naviagte to **Control Tower > Exception and Alerts > Assets**.
2. Click on the respective shipment of that needs to be edited.
3. Click on the **Edit** button displayed in the **Asset Exception Details** page.
4. Include the necessary changes that need to be made to the asset.

5. Click on the **Save** button.



The screenshot shows a form with the following fields:

- Organization:** Nile Logistics Services Headquarters
- Category:** User
- Assignee:** Supreeth nileshipper
- Priority:** Priority 2
- Status:** Open

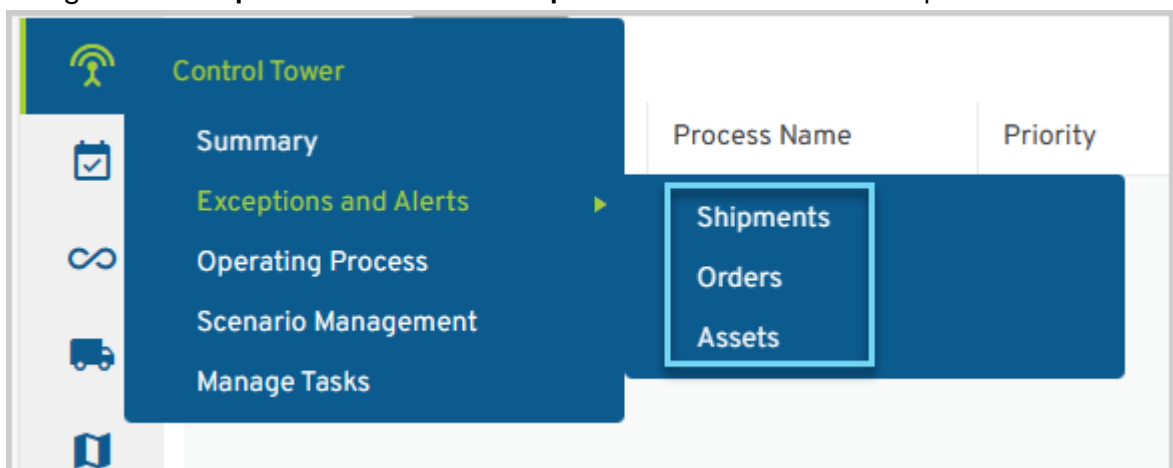
At the bottom right, there are two buttons: **Cancel** and **Save**. The **Save** button is highlighted with a red rectangle.

4.7. Applying Quick Filters

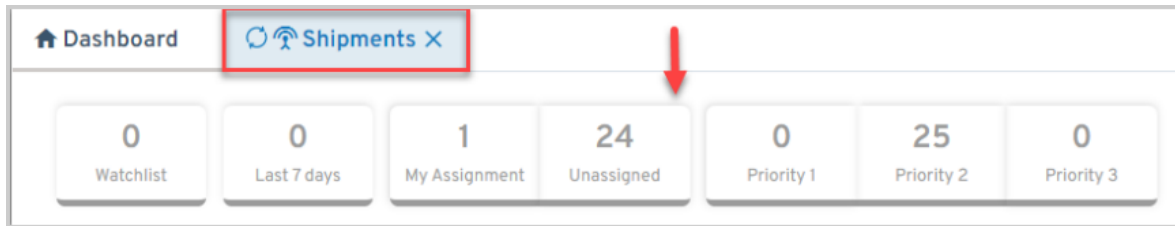
Quick Filters helps to view the active Exceptions and Alerts of **Shipments/ Orders** and **Assets**.

Perform the following steps to apply **Quick Filters**:

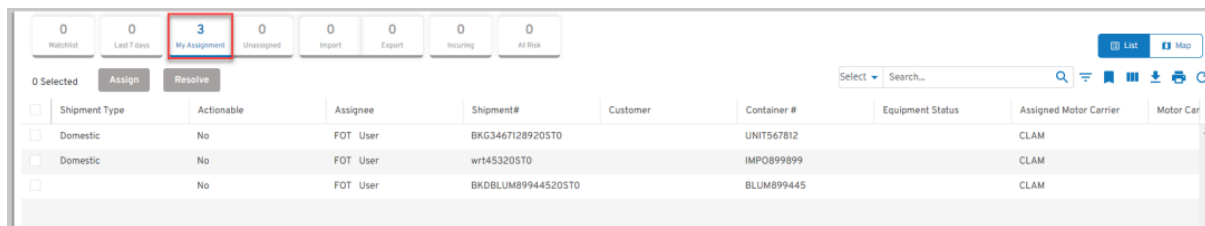
1. Navigate to **Exceptions and Alerts > Shipments/Orders/Assets** as per the choice.



2. The **Shipments** page is displayed (in this task, **Shipments** is used as a sample).



Note: Users can click on any of the above **Quick Filters** and the respective data is displayed.



Quick Filters	Description
Watch list	Shipments that are watch-listed for importance and have exceptions.
Last 7 days	Shipments/ Orders/ Assets exceptions that occurred in the last seven days.
My Assignment	Shipments/ Orders/ Assets that are assigned to the current user.
Unassigned	Shipments/ Orders/ Assets that are not assigned to any user.
Priority 1	Priority 1 Shipments/ Orders/ Assets exceptions.
Priority 2	Priority 2 Shipments/ Orders/ Assets exceptions.
Priority 3	Priority 3 Shipments/ Orders/ Assets exceptions.

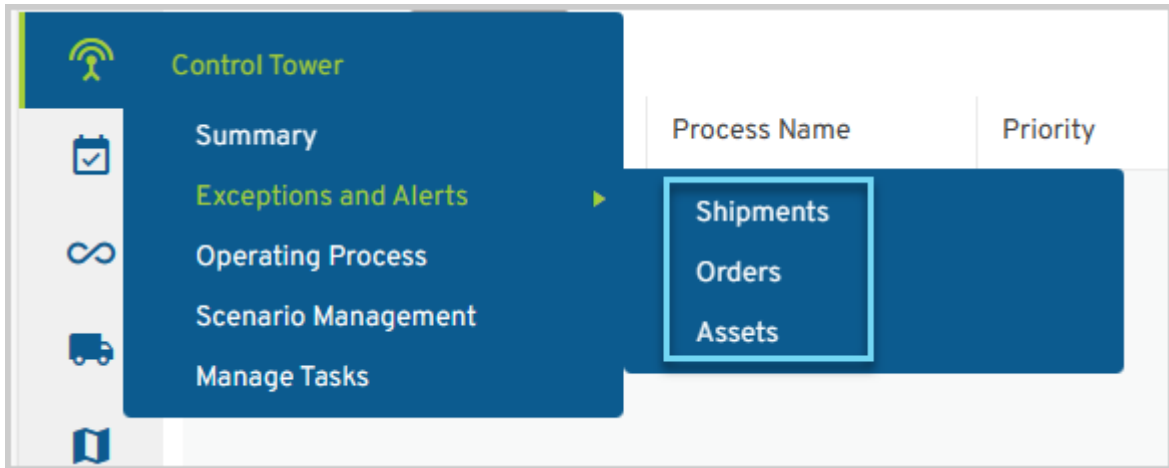
The **Quick Filters** can be viewed on the **Shipments/Orders** and **Assets** page.

4.8. Resolving Exceptions and Alerts

Users can resolve the Exception if the cause for the Exception is no longer valid.

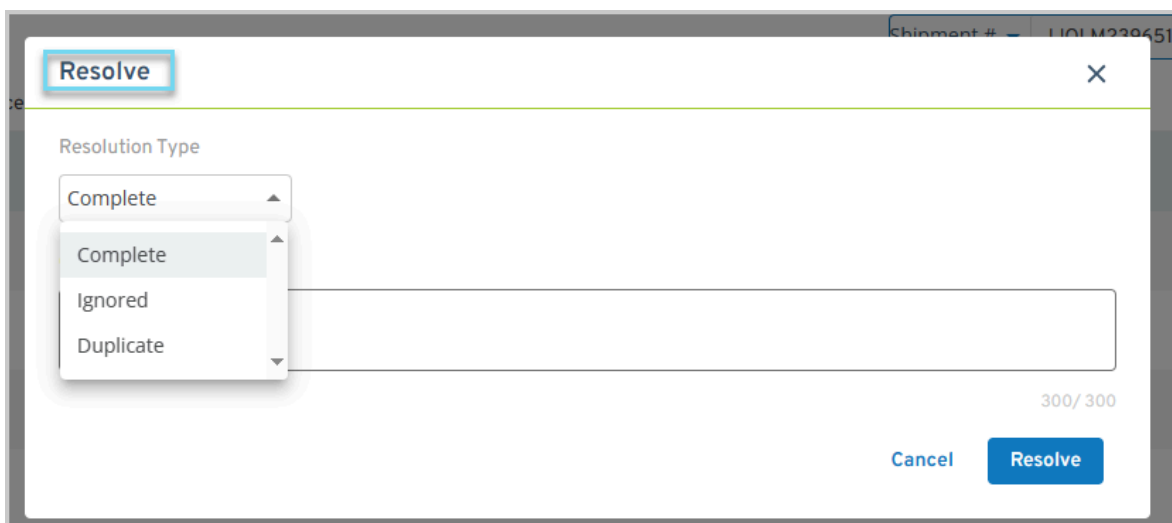
Perform the following steps to resolve Exceptions or Alerts:

1. Navigate to **Exceptions and Alerts > Shipments /Orders/Assets**.



2. Tick the respective **Shipments/ Orders/Assets** box that needs to be resolved.
3. Click on the **Resolve** button.
4. Select the **Resolution Type** in the **Resolve** pop-up window. The following **Resolution Type** are available:

- **Modified:** The exception is modified.
- **Ignored:** The exception is ignored.
- **Duplicate:** The exception is a duplicate and no action is required.



5. Enter user comments in the **Comment** section.

6. Click on the **Resolve** button.



Note: Users can modify the details of the exception such as reduce the priority of the exception or the risk parameters using the **Mitigate** functionality.

4.9. Viewing Notifications

Users can access a comprehensive array of exception notifications and alerts through the notification center, providing a centralized hub for monitoring and addressing issues promptly from the **Notification Center**. This feature proves highly valuable as it allows users to stay informed about critical events, potential errors, and noteworthy updates in a centralized and easily accessible location, streamlining the management of exceptions and enhancing overall system awareness.

Perform the following steps to view notifications in the **Notification Center**:

1. Navigate to **Control Tower > Notification Center**.

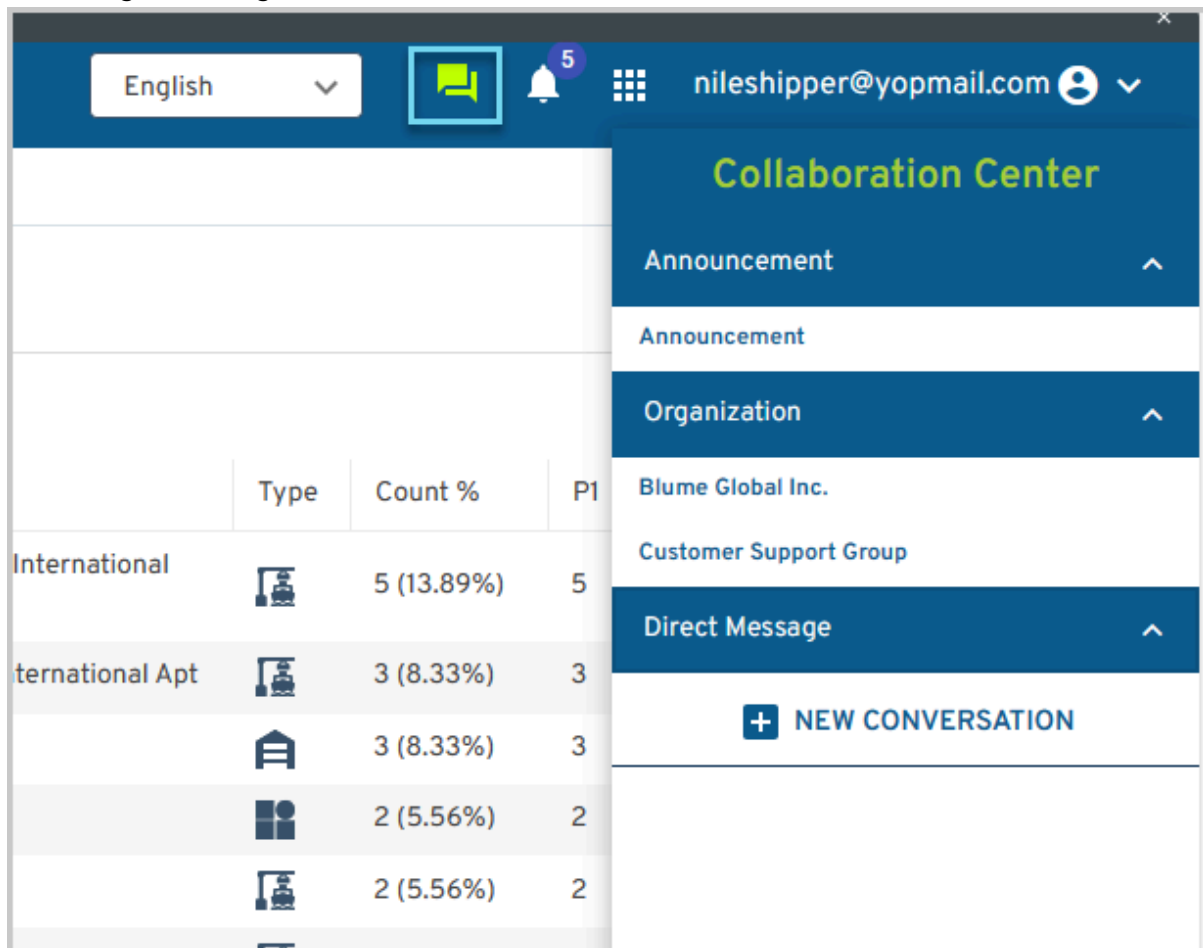
	P1	P2	P3
5	0	0	
3	0	0	
3	0	0	
2	0	0	



Note: The **Notification Center** is available in the Page Header components near the **User Profile** menu.

5. Introduction to the Collaboration Center

The **Collaboration Center** serves as a dynamic platform where users can seamlessly communicate, collaborate, and seek information. This centralized hub facilitates efficient teamwork by providing a space for real-time discussions, document sharing, and knowledge exchange.



The following options are available in the **Collaboration Center**:

Options	Description
Announcemnts	Users have exclusive access to view notifications and announcements disseminated by the Blume Admin. The messaging system is unidirectional, allowing only the Blume Admin to send messages, while users retain the sole functionality of viewing the communicated information. This streamlined approach ensures that users receive important updates and announcements

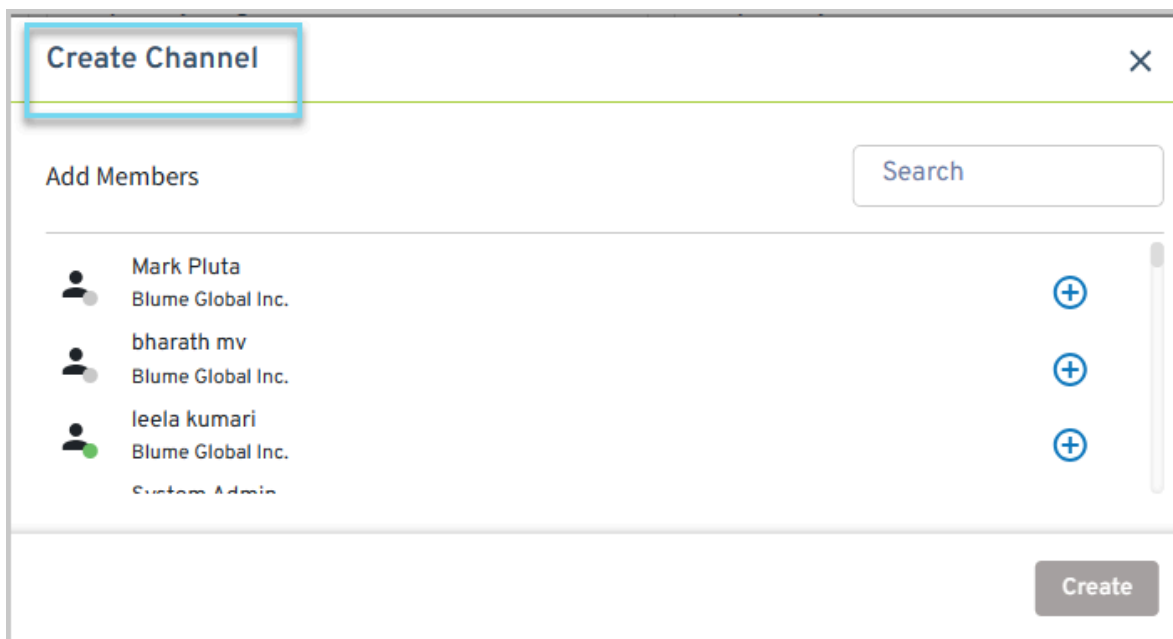
Options	Description
	efficiently, maintaining a clear and controlled communication channel within the platform.
Organization	Users have the capability to engage in seamless communication with peers across various divisions affiliated with the organization. This facilitates efficient collaboration, enabling users to exchange information, insights, and ideas with colleagues from different divisions, thereby fostering a cohesive and interconnected work environment.
Direct Message	Users can establish dedicated communication channels to disseminate general information efficiently among a group of users. This feature empowers users to create focused spaces for sharing relevant updates, facilitating streamlined and targeted communication within the designated user group.

5.1. Creating a Channel

Users can create a channel in the **Collaboration Center**.

Perform the following steps to create a channel:

1. Navigate to **Control Tower > Collaboration Center**.
2. Click on the **Direct Message** option from the drop-down menu.
3. Click on **New Conversation**.
4. Click on the **+** icon next to the members' list in the **Create Channel** pop-up window to add those members who need to be included in the channel.



5. Click on the **Create** button.

The channel is created with the specified members incorporated.

6. Introduction to Operating Process

The **Operating Process** within the **Control Tower** empowers users to proactively manage order and shipment statuses. Users can dynamically configure Alert/Exception Rules, specifying milestone types, desired statuses, and threshold criteria. Upon rule evaluation, the system triggers timely notifications, ensuring users stay informed and can adapt their receiving plans to mitigate potential discrepancies.

Enabled	Process Name	Process Type	Priority	Type	Threshold	Notification Group	Division	Rating
●	Late Flight Departure	EXCEPTION	Priority 2	Flight Departure	1 hour		Default	
●	Late Container Available	EXCEPTION	Priority 2	Container Available	1 hour		Default	
●	Late Delivery	EXCEPTION	Priority 2	Delivery	1 hour		Default	
●	Late Pickup	EXCEPTION	Priority 2		1 hour		Default	
●	Late Container Load	EXCEPTION	Priority 2	Container Load	1 hour		Default	

The following fields are available for the created **Operating Process**:

Table 1. Operating Process Fields and Descriptions Table

Fields	Descriptions
Enabled	Indicates if this Exception or Alert is currently enabled. <ul style="list-style-type: none"> • Red – Not Enabled • Green – Enabled
Process Name	Displays the name of the Exception.
Process Type	Displays if the process triggers an Exception or an Alert.
Priority	Displays the priority of the Exception. Priority 1 is the highest and priority 3 is the least.

Table 1. Operating Process Fields and Descriptions Table (continued)

Fields	Descriptions
Type	Displays the type of event/milestone on which the Exception is configured such as Truck Departure, On Hand, and etc.
Threshold	Displays the threshold for triggering the Exception.
Notification Group	Displays the group of users who are be notified if the Exception or Alert happens.
Division	Organization/Division name for which the process has been configured.
Rating	Average rating of the Resolution Guidance provided by users for the process.

Users can perform the following tasks in the **Operating Process** page:

- Create an **Operating Process**
- Delete an **Operating Process**
- Clone an **Operating Procoess**
- Enable an **Operating Process**
- Disable an **Operating Process**



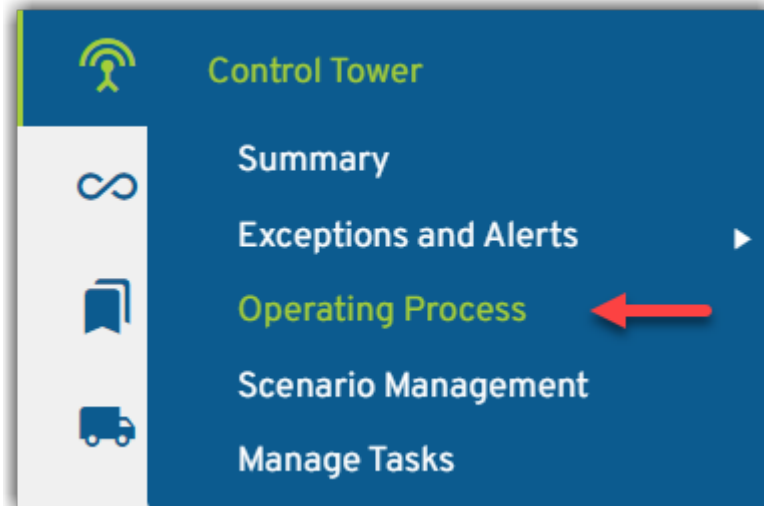
Note: **Process Name**, **Process Type**, **Priority**, **Type**, and **Threshold** columns can be sorted in ascending and descending order by clicking the column name.

6.1. Creating an Operating Process

To mitigate last-minute discrepancies, users can create an **Operating Process** to receive timely notifications if orders or shipments deviate from the defined date or time, whether they are delayed or arrive earlier than expected.

Perform the following steps to create an **Operating Process**:

1. Navigate to **Control Tower > Operating Process**.



2. Click on the **Create** button.

Dashboard Operating Process X										
0 Selected Delete Clone Enable Disable										
<input type="checkbox"/>	Enabled	Process Name	Process Type	Priority	Type	Threshold	Notification Group	Division	Rating	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Late OA @destination loc grp	ALERT	Priority 2	Gate Out	12 hours	Sumedh nileshipper, shrey...	Nile Logistics Services - OAK		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Late AR @destination loc grp	EXCEPTION	Priority 2	Rail Arrival	12 hours	Sumedh nileshipper, shrey...	Nile Logistics Services - OAK		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Late RL @Origin loc grp	EXCEPTION	Priority 2	Rail Departure	12 hours	Sumedh nileshipper, shrey...	Nile Logistics Services - OAK		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Origin loc grp Exception	EXCEPTION	Priority 2	Gate In	12 hours	Sumedh nileshipper, shrey...	Nile Logistics Services - OAK		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	VD est vs pin	EXCEPTION	Priority 1	Vessel Departure	4 hours	shreya nile, sergius nilesh...	Nile Logistics Services - OAK	★☆☆☆☆	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Alert for Late Arrival at dray Destination	ALERT	Priority 2	Gate Out	1 day 0 hours	Ameya Padghan, Sumedh ...	Nile Logistics Services - OAK		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	late VA act	EXCEPTION	Priority 2	Vessel Arrival	12 hours	MAHTEST, sergius nileshi...	Nile Logistics Services - OAK		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	vd oak	EXCEPTION	Priority 2	Vessel Departure	7 hours	shreya nile, sergius nilesh...	Nile Logistics Services - OAK		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	dray pu	EXCEPTION	Priority 2	Pick Up	1 hour		Nile Logistics Services - LAX		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	dray qi	EXCEPTION	Priority 2	Gate In	1 hour		Nile Logistics Services - LAX		

Create Process page is displayed.

Dashboard Operating Process X Create Process X		
Criteria	Notification Settings	Resolution Guidance
<div>General Information</div> <div> <div>Process Name *</div> <div>Process Name</div> </div> <div> <div>Organization *</div> <div>Nile Logistics Services - OAK</div> </div> <div> <div>Criteria Type *</div> <div>Select Option</div> </div> <div> <div>Operation Type *</div> <div>Exception</div> </div> <div> <div>Priority *</div> <div>Priority 2</div> </div> <div> <div>Partner</div> <div>Select Option</div> </div> <div> <div>Exception by Location group</div> <div><input type="checkbox"/> Off</div> </div> <div> <div>Origin</div> <div>Select Location</div> </div> <div> <div>Destination</div> <div>Select Location</div> </div> <div> <div>Cancel</div> <div>Next</div> <div>Submit</div> </div>		


3. Enter the necessary data in the **Criteria** section:

Table 2. General Information View

Fields	Description
Process Name	Specify a name for the created exception and alert.
Organization	Select the organization type.
Partner	Select a partner if the exception or the alert is configured for the specific partner.
Operation Type	Select the operation type.
Priority	Assign a priority for the created exception and alert.
Origin	The origin location of the port.
Destination	The destination location of the port.
Criteria For	Users can mention the respective criteria whether it is for Milestone Notification, Asset Notification, Miscellaneous or Schedule Changes.
Exception by Location group	Enable the toggle button to create exceptions for multiple locations.

More about **Criteria For** drop-down menu:

Criteria For (Options)	Additional Toggle buttons	Applicable
Shipment Milestone Notification	The following additional information needs to be filled/enabled/disabled under the Add Criteria section:	All Users

Criteria For (Options)	Additional Toggle buttons	Ap- plic- able
	<ul style="list-style-type: none"> • Milestone Type • Milestone Mode • Shipment Status • Early/Late • Attribute • Days • Hours 	
Asset Notifi- cation	<p>The following additional information needs to be filled/en-abled/disabled under the Add Criteria section:</p> <ul style="list-style-type: none"> • Asset Number <div>  Note: Users can also choose Assets or Program and if Program is choosen, then they can select the vari-ous programs mentioned in the Program drop-down menu. </div> <ul style="list-style-type: none"> • Door • Tempreature • Battery • Geofence Crossing • Load Status 	All users
Miscella- neous	<p>The following additional information needs to be filled/en-abled/disabled under the Add Criteria section:</p>	All users

Criteria For (Options)	Additional Toggle buttons	Ap- plic- able
	<ul style="list-style-type: none"> • Shipment Damaged • Quantity Short • Quantity Over • Chassis Tie • Chassis Untie • Bad Order • Released From Bad Order 	
Schedule Changes	<p>The following additional information needs to be filled/enabled/disabled under the Add Criteria section:</p> <ul style="list-style-type: none"> • Earliest Return Date • Documentation CutOff Date • Export CutOff Date 	All users
Purchase Order Milestone Notification	<p>The following additional information needs to be filled/enabled/disabled under the Add Criteria section:</p> <ul style="list-style-type: none"> • Milestone Type • Early/Late • Target Date 	Only for BCO users

4. Click on the **Next** button to go to **Notification Settings** page.

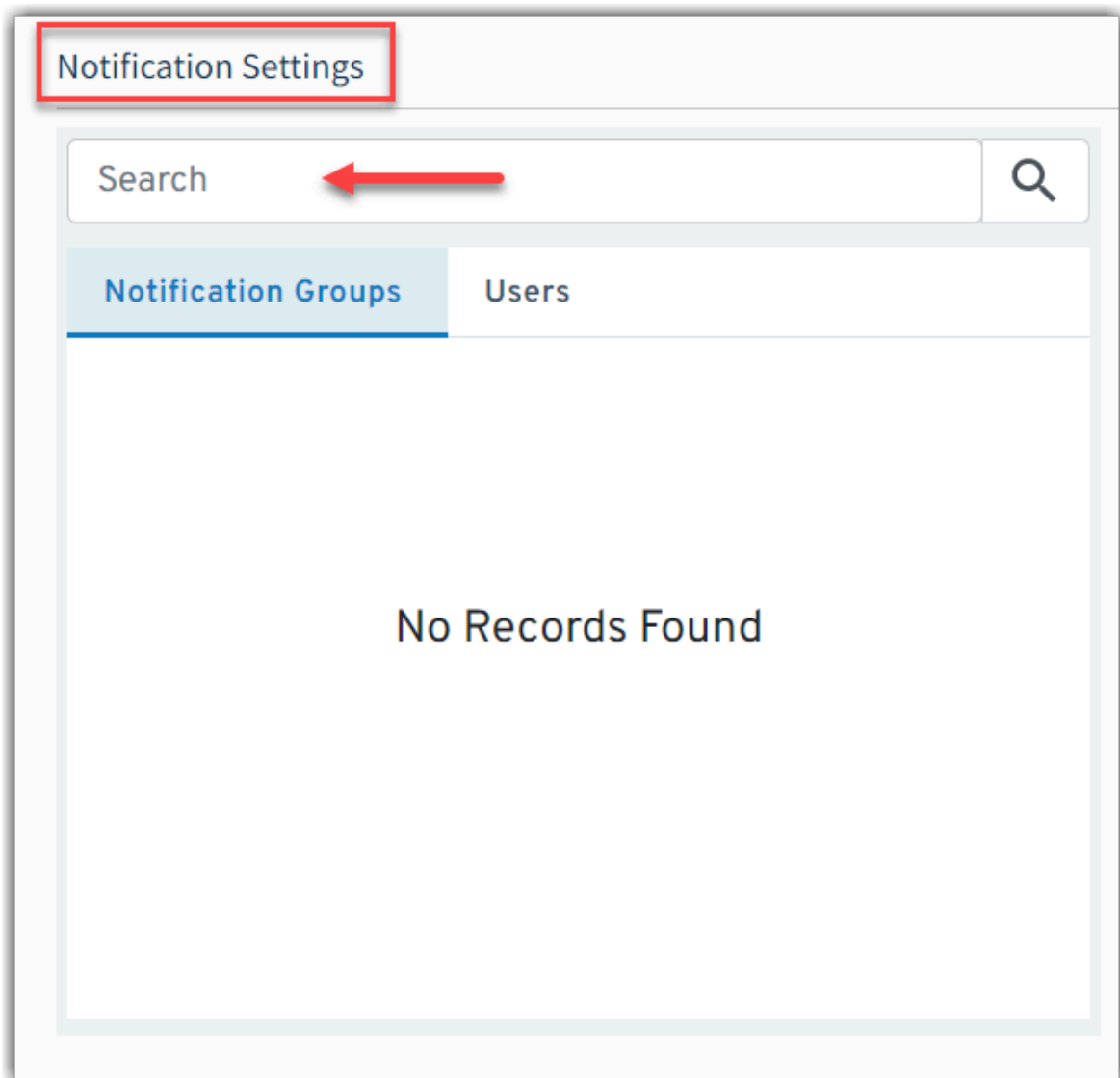


Note: Click on the **Submit** button to create an exception or alert process. Click on the **Cancel** button to go back to **Operating Process** page.

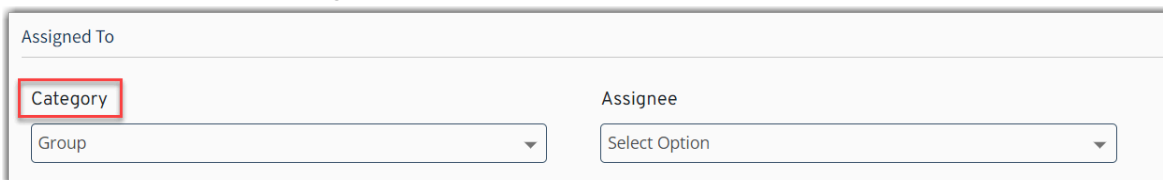
The **Notification Settings** page is displayed.

The screenshot shows the 'Notification Settings' page within the 'Create Process' workflow. The workflow progress bar at the top indicates the current step is 'Notification Settings', which is highlighted with a red box. The page is divided into two main sections. On the left, there is a 'Search' panel with a search bar and a magnifying glass icon. Below the search bar are two tabs: 'Notification Groups' (which is selected) and 'Users'. The content area under the 'Notification Groups' tab displays 'No Records Found'. On the right, there is a large, light blue rectangular area with a dashed border, labeled 'Selected Notification Groups / Users' at the top and 'Drag and Drop Notification Group / User Here' in the center, indicating a drag-and-drop interface for selecting notification groups or users.

5. Enter the name of the **Notification Group** or **Users** in the **Search** panel.



6. Drag and drop the selected **Notification Group** or a single **User** to the **Selected Notification Groups / Users** window.
7. Select the required category from the **Category** drop-down menu.



8. Select the assignee from the **Assignee** drop-down menu.

Assigned To

Category Assignee

Group Select Option

9. Click on the **Next** button.

Category Assignee

Group Select Option

Back Cancel **Next** Submit

The **Resolution Guidance** page is displayed.

Dashboard | Operating Process | Create Process

Criteria | Notification Settings | **Resolution Guidance**

Resolution Guidance Create

0 Selected Add Task Delete Search...

<input checked="" type="checkbox"/>	Resolution Guidance
-------------------------------------	---------------------

No Records Found

Configure Task Create

0 Selected Delete Search...

<input checked="" type="checkbox"/>	Summary	Assignee	ETA	Priority	Usage
-------------------------------------	---------	----------	-----	----------	-------

No Records Found

These are the following sections available in the **Resolution Guidance** page:

- Resolution Guidance
- Configure Task
- User Created Task

All the tasks mentioned under the **Resolution Guidance** page are optional and is performed as per the choice of the user.

10. Users can perform the following tasks under the **Resolution Guidance** section:

- Search
- Add Task

- Delete

- Create

11. Click on the **Create** button.

12. Enter the name of the **Resolution Guidance** in **New Resolution Guidance** section.

13. Click on the **Save** button.

14. Users can perform the following tasks under **Configure Task** section:

- Delete

- Create

15. Click on the **Create** button in the **Configure Task** section.

16. Enter the necessary details.

17. Click on the **Submit** button.

18. Tick the box of the necessary tasks that needs to be added in the **User Created Task**.

19. Click on the **Add to Process** button.

20. Click on the **Submit** button.



Note: Click on the **Back** button to go back to the **Notification Settings** page.
Click on the **Cancel** button to cancel the **Operating Process**.

The **Operating Process** is created, a notification message pops-up stating the same.

6.2. Deleting an Operating Process

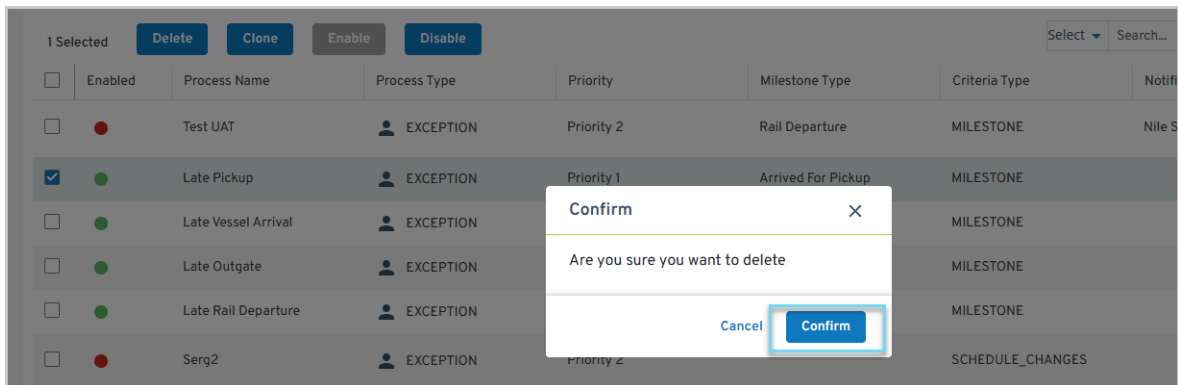
Users can delete an **Operating Process** that is not required anymore.

Perform the following steps to **Delete** an **Operating Process**:

1. Navigate to **Control Tower > Operating Process**.

2. Tick the box of the corresponding **Operating Process** that needs to be deleted.

3. Click on the **Confirm** button in the **Confirm** pop-up window.



The selected **Operating Process** is deleted.

6.3. Cloning an Operating Process

Users can **Clone** an **Operating Process** .

Perform the following steps to **Clone** an **Operating Process**:

1. Navigate to **Control Tower > Operating Process**.
2. Tick the box of the corresponding **Operating Process** that needs to be enabled.
3. Enter the necessary inputs in the **Clone Process** page.

The screenshot shows the 'Clone Process' page. The 'Clone Process' tab is selected. The page contains several input fields for cloning an operating process.

General Information

Process Name *
 Organization *
 Operation Type *
 Exception by Location group ☐ Off
 Origin
 Destination

Add Criteria

Milestone Type *
 Early/Late *
 Attribute *
 Days
 Hours

NOTE: Based on selected criteria, a late EXCEPTION will be generated when difference between system and target date is greater than 1 hour

Buttons: Cancel, Next, Submit

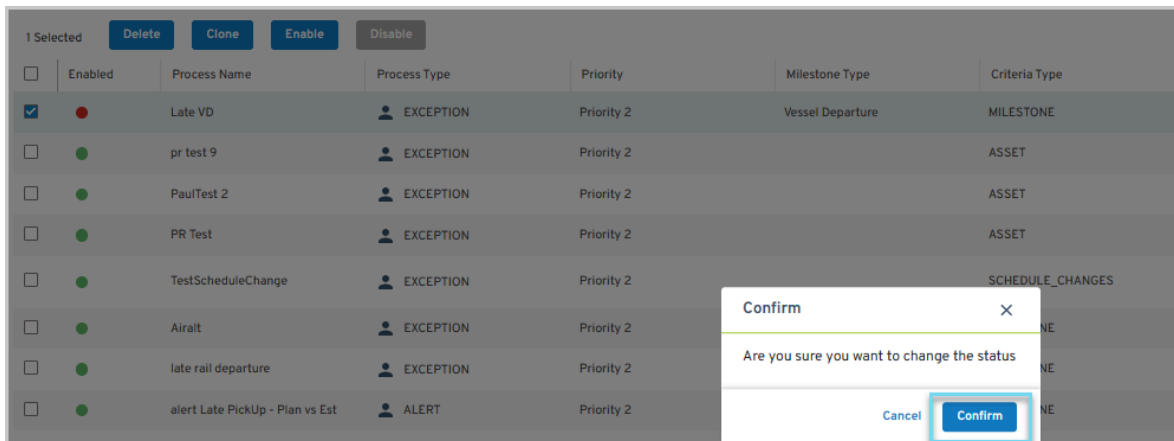
4. Click on the **Submit** button.

6.4. Enabling an Operating Process

Users can **Enable** an **Operating Process** that has been disabled earlier.

Perform the following steps to **Enable** an **Operating Process** :

1. Navigate to **Control Tower > Operating Process**.
2. Tick the box of the corresponding **Operating Process** that needs to be enabled.
3. Click on the **Confirm** button in the **Confirm** pop-up window.



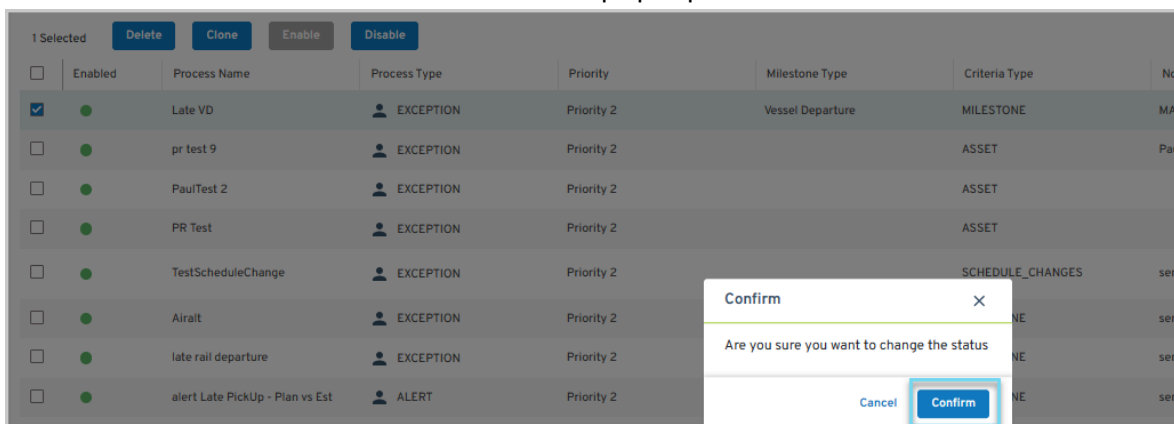
The selected **Operating Process** is enabled.

6.5. Disabling an Operating Process

Users can **Disable** an **Operating Process** that needs to be disabled.

Perform the following steps to **Disable** an **Operating Process** :

1. Navigate to **Control Tower > Operating Process**.
2. Tick the box of the corresponding **Operating Process** that needs to be disabled.
3. Click on the **Confirm** button in the **Confirm** pop-up window.



The selected **Operating Process** is disabled.

Users have a comprehensive view of their tasks in **Manage Tasks**, that includes the following tasks:

- **All Tasks**– Users can access a holistic overview of all tasks within the **Manage Tasks** providing a comprehensive view of tasks across various projects and categories. This inclusive list ensures that users can stay informed about the entirety of tasks within the system, fostering a centralized approach to task management.
- **Assigned To Me**–This category specifically curates tasks that have been assigned to the user. Users can efficiently track and prioritize their responsibilities, ensuring that they stay focused on tasks that require their attention and action. It streamlines task management by highlighting assignments relevant to the specific user.
- **Created By Me**– Users can easily review and manage tasks that they have initiated or created. This section offers a personalized perspective, enabling users to monitor the progress and status of tasks they have generated. It enhances accountability and ownership by providing a dedicated space for tasks originating from the user.

<div> <div>All Tasks</div> <div>Assigned To Me</div> <div>Created By Me</div> </div>									
<div> <div>Select</div> <div>Search...</div> </div>									
Summary	Assignee	Priority	Status	Blocked By	Closure Category	Due Status	Due By	Entity	Reference
assign the task to a u...	Nile Shipper	Medium	Open		Optional		14-Dec-2023 23:27	SP230802002	EXP-1815368

Field	Description
Summary	Provides a summary of the task. Example: Assign the task to a user or a group to resolve the exception.
Assignee	Designates the individual responsible for completing the task.
Priority	Specifies the level of importance or urgency assigned to the task.
Status	Indicates the current stage or progress status of the task. This field displays the present status of the task, and the available status are open, In-Progress, Blocked, Review, and Complete.

Field	Description
Blocked By	Identifies any dependencies or impediments that hinder task progression.
Closure Category	Classifies the type or nature of closure anticipated for the task. This field displays if the current task is mandatory or optional.
Due Status	<p>The following are the colour indicators:</p> <ul style="list-style-type: none"> • Red- The task is past the due date. • Yellow- If the due date is nearing by two days. • Green- The task is completed.
Due By	Specifies the deadline or scheduled completion date for the task.
Entity	Highlights any related entities or elements associated with the task.
Reference	Provides additional context or sources linked to the task for comprehensive understanding.

8. Navigating to Manage Tasks

Perform the following steps to navigate to **Manage Tasks**:

1. Navigate to **Control Tower > Manage Tasks**.

The **Manage Tasks** page is displayed.

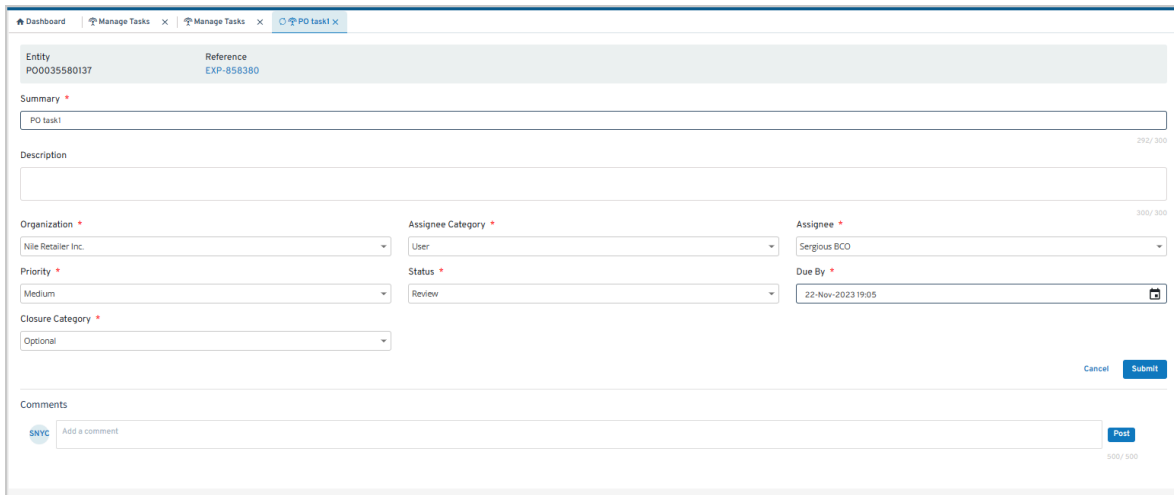
										All Tasks		Assigned To Me		Created By Me	
										Select ▾		Search...			
Summary		Assignee	Priority	Status	Blocked By	Closure Category	Due Status	Due By	Entity	Reference					
assign the task to a u...		Nile Shipper	Medium	Open		Optional	<div></div>	14-Dec-2023 23:27	SP230802002	EXP-1815368					

9. Editing the Task

Users can edit the information available for every task.

Perform the following steps to edit a task:

1. Navigate to **Control Tower > Manage Tasks**.
2. Click on the task that needs to be edited.
3. Fill in the required details in the page displayed.



The screenshot shows the 'PO task1' edit form. At the top, there are tabs for 'Dashboard', 'Manage Tasks', and 'PO task1'. Below the tabs, the form is divided into several sections. The 'Summary' section contains a text field with 'PO task1'. The 'Description' section has a large text area. The 'Organization' section has a dropdown menu with 'Nile Retailer Inc.' selected. The 'Assignee Category' section has a dropdown menu with 'User' selected. The 'Assignee' section has a dropdown menu with 'Sergious BCO' selected. The 'Priority' section has a dropdown menu with 'Medium' selected. The 'Status' section has a dropdown menu with 'Review' selected. The 'Due By' section has a date field with '22-Nov-2023 19:05' and a calendar icon. The 'Closure Category' section has a dropdown menu with 'Optional' selected. At the bottom right of the form, there are 'Cancel' and 'Submit' buttons. Below the form, there is a 'Comments' section with a text area and a 'Post' button.

4. Click on the **Submit** button.
The task is updated, a pop-up message is displayed as a confirmation of the same.