DRAMS
Distillery Records And Management System

Ask the Expert

2026 Schedule

18th Mar

EMCS –
Niall Robertson,
Senior Customer Care
Analyst

This session is designed to provide clarity around how despatch documents are managed, and what steps to take when documents need to be re-linked — helping ensure compliance and accuracy across your EMCS processes.

Access Recording

29th Apr

UAT –
Niall Robertson,
Senior Customer Care
Analyst

This session will explore User Acceptance Testing (UAT) in DRAMS 5, outlining key principles from our Professional Services guidance and clarifying business responsibilities. Attendees will also see a practical example of UAT in action, including a walkthrough of a sample test script and a short parcel addition demonstration to illustrate structured testing before go-live.

Register Now

3rd Jun

Super Users –
Christina Weston,
Customer Experience
Specialist

This session will explore the role of the Super User in DRAMS, outlining why it is critical to successful adoption and long-term system value. Attendees will gain clarity on Super User responsibilities across training, UAT, go-live, and business-as-usual, as well as how both DRAMS and your organisation can provide the support and structure needed for the role to succeed.

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12th Aug

Stock History by Cask Number -
Hayley McMinn,
Product Manager

This session will explore recent enhancements to Stock History by Cask Number in DRAMS 5, including more flexible search options for Scotch customers and new support for tag ID searches for US customers. Attendees will see how the transaction provides history for previously dumped or despatched stock and how it supports improved traceability, an increasingly important focus across the industry.

[Register Now]

2nd Sep

Printing Single Customer Invoices in DRAMS -
Patricia Simpson,
Senior Customer Care Analyst

This session will provide an overview of the invoice printing process in DRAMS 4, including how invoices are generated, configured within Document Maintenance, and produced for output. Attendees will also be introduced to the new Single Customer Invoice printing feature, exploring how it works and how it adds greater flexibility within the wider invoicing workflow.

[Register Now]

21st Oct

Wood Management - Progression Rules -
Matthew Kirkland,
Customer Care Analyst

This session will explore Wood Management in DRAMS 5, focusing on how Progression Rules work and how to configure them effectively. Attendees will also receive a practical overview of Event Codes, including how they function within wood movements and how to set them up to support operational control and consistency.

[Register Now]