CETEC ERP

Training Items - Customer Service / Office Admin

Scenario	Grade	How-To
A customer contact asks about an invoice they received from your company. They give you the invoice number. How do you find the invoice in Cetec ERP? What if they didn't have the invoice number? How else would you possibly help them find information on their part or order?		
A customer contact asks you whether or not your company carries a certain part and whether you currently have it in stock. How do you check on behalf of the customer? Note - difference between part list and BOM list If you don't have the part in stock, the customer then asks how quickly you might be able to get it in stock and fulfill an order. How might you find out this information in Cetec ERP? Note - difference between part lead time and part Build Estimate (earliest completion date) (more advanced, assumptions around data)		

A customer contact asks you around how much a certain part costs. Where would you go in Cetec ERP to find some information to help you answer the customer's question? Repeat build or brand new part?		
A customer contact explains that they've lost a recent quote delivered to them. How do you find their quote? What if it was already ordered or closed? The customer requests that you resend the quote. How do you do so? What if the quote was closed and there are no longer any open lines? How would you resend the quote?		
A customer contact calls wondering about progress on their current open order that is in manufacturing. How would you go about providing them with a status?		
You need to buy office supplies. How do you process this in Cetec ERP?		
How would you process an RMA in Cetec ERP?		
A customer calls with a generic feedback or complaint; your quality standards require you to log the feedback in a controlled manner. How do you record the feedback in Cetec ERP?		
A customer calls and asks for the tracking number on their shipment. How do you look it up in Cetec ERP?		
An end-user of the product your company manufactures, which may or may not be the customer your shipped the product to, calls with a serial and wants information. How do you look up the info in Cetec ERP based on the serial number provided?		