

OVERDUE SALES ORDER REPORT

Purpose and Scope .

PURPOSE:

To provide a overdue sales order report for all late orders.

SCOPE:

This work instruction applied to all overdue sales orders that have not shipped out.

Responsibilities:

CSR - Customer Service Representative
Instructions

OVERDUE SALES ORDER REPORT:

Go into the following: Order Processing>Reports>Dailey Order Detail Reports>
Overdue Sales Order Detail

Enter the necessary information needed

<Execute>

Enter desired method of output

Print, Email, or Fax(to Print – r2 – printer name, Email – Email Address, Fax – Fax Number)

CSR will then go through report, determine why order is overdue, contact purchasing or supplier for a status update on delivery and then notify the ISR and the customer of the delay/overdue order.

Revision Notes:

This document has been changed from Rev 'C' to Rev 'N/C' and re-released because prior changes were not noted here.

Approved by Mark Blumenfeld – COO, Insulation Supply Company, Inc. November 14, 2007

NOTE: This is an uncontrolled document when printed. You must check <http://iexserver/quality-web> to assure you have the latest revision