1. POS replace.

This is with regards to POS update on quote 500xxxxxxx to xxxxxxx (new POS customer name). Upon checking we found / did not find any potential conflicts with new POS customers could you please advise if its ok to replace POS as requested.

1. General pricing queries

Price adjustment. • Volume discounts • Validity related • Quote extension. • Quote Status • System Rejection

If the quote has bene closed from our end check and reply with necessary details requested, if the quote has been closed by BUPA, address it to them with additional findings of the case if any

1. For piggyback Creation:

We received a request from (Distributor) to create piggyback for the following part numbers (PNs) and/or POS customers which is linked to the OEM agreement XXXXXXX. Please find the attached LOA and advise if any additional uplift need to be added

1. For Adding Parts/ POS to Existing Piggyback:

We received a request from (Distributor) to add the following part numbers (PNs) and/or POS customers to the existing Piggyback P000XXX, which is linked to the OEM agreement XXXXXXX

1. Ship & Debit queries. • Conversion from FSA to S&D • POS & END customer address related

If the quote has bene closed from our end check and reply with necessary details requested, if the quote has been closed by BUPA, address it to them with additional findings of the case if any.

1. Opportunities rejected on SFDC

If the opportunity has bene rejected from our end check and reply with necessary details on the rejection, if the quote has been rejected by DMM address it to them with additional findings of the case if any

1. Pending approval on SFDC address to DMM

Could you please approve the opportunity #500xxxxx pending with you for review on SFDC and push it to pricing.

1. Cases where the quote has been closed on GPMS, but customer is not able to get quote document

Verify the quote on GPMS & raise a TEIS ticked if required for re-triggering the quote to SAP again

1. Cases where the quote has been raised by the customer & it has not reached to us for pricing

Verify the quote both on GPMS & SFDC raise a TEIS ticked if required for re-triggering the quote from SAP again & remove any pricing block preventing the quote from entering the GPMS/SFDC

1. Customer data enquiries

Refer to the necessary data that is being asked from customer lookup & reply back to the requestor

1. Enquiry on quotes pending for review on GPMS

Verify the quote on GPMS & if it pending with us reply with a reason & ETA, if its on hold by BUPA, address it to them with additional findings of the case if any.

Could you please look into the below mail with regards to qt # xxx and advise? /

do the needful.

1. Enquiry on opportunities pending for review on SFDC

Verify the Opp on SFDC address it to the correct DMM & ask them to approve & send it to pricing

Could you please approve the opportunity #xxxx pending with you for review on SFDC and push it to pricing.

1. Reply to requestor If opportunity rejected incorrectly on SFDC- POS add case

The opportunity #500xxxx has been rejected on SFDC and unfortunately this cannot be revoked, kindly ask the customer to raise another new opportunity with correct customer chain and share with us the reference number immediately to avoid potential rejections again.

1. LOA related queries.

Verify the LOA received, if LOA is correct update wherever applicable FAP / Piggyback -reply to the sender

If LOA is in-correct reply back with missing details & ask for the updated LOA.

1. Enquires with regards to S&D claim rejection.

Check the concerned quote or piggyback in GPMS & verify if the claim rejection is correct / incorrect & address it to S&D team for resolution

1. Agreement related PN addition / removed parts

Check the concerned agreement on GPMS verify the parts enquired for & address it to the concerned agreement owner for resolution.

1. Issues with related to TE.com where the customer is not able to raise SPR’s issue with regards to particular PN’s

We request the customer to create tickets if facing any issues with te.com