***SALES ORDER ENTRY***

* What is the difference between drop ship and back order?
* Is it possible to place an order on hold?
* What order information should be placed in SS notes?
* What is a /c note?
* What does SSBOR stand for?
* How would you add a new ship to address to the order?
* What does /PPA mean?
* What are the steps in running a credit card for an order?
* What are the steps in converting a quote to an order?
* What is a campaign code and why is it important to choose the correct one when placing an order?

***SALES ORDER QUOTE HISTORY INQUIRY***

* Why would you use sales order quote history over sales order entry?
* Can you make order changes in sales order quote history?
* What are some search options we can use to find a customer’s past order?
* Please find who submitted PO 55200376 to Hodge? Where did it ship to?
* Can you let me know if my order shipped? I don’t have my order number, my name is Diane Filingeri and my zipcode is 11374?
  + How do you know the order has shipped?
  + What is the tracking number?

***CUSTOMER MAINTENANCE***

* What tab would you use to check the status of an order that has already shipped?
* If you need to reference notes from a customer’s past where can they be found?
* Where can you find open pending orders for a customer?
* Where can you find out if a customer is on NET or credit card terms?
* What are the steps to add a new contact to the account?
* What are the steps to add the customer to paperless invoicing?
* What tab shows you if a customer has an invoices that are past due?
* What is the Sort feature used for in tab 2?