Quiz #3

1. What makes Master Lock “Pro-Series” different from standard Master Lock products?

*Boron shackle (more difficult to cut)*

*5 or 6 pin cylinder (more pick resistant)*

*Re-keyable*

1. What does “Bumpstop” do?

*Prevents bump key from being used to open*

1. How many pins does the W7000 cylinder have?

*6 pin*

1. What is the best “hasp” to use on the doors of my tractor-trailer, which has overlapping double doors??

*770 or 730*

1. What does “KZ” mean in the Master Lock and American Lock catalogs?

*Zero Bitted*

1. Give a hypothetical example of situation in which a customer would want locks that were “KAMK”:’

*Customer could have multiple locations. Need locks to be keyed alike by location, but different from the next location. With a master key that supervisor can use to open all locks at all locations.*

1. What does “NR” mean in the Master/American lock catalog?

*Key retaining*

1. Can I get model 6200KA with a stainless steel shackle?

*Not a valid part #. The A6200KA can*.

1. What is the standard shackle material for a lock model:

5KA: *Hardened Steel*

1KA: *Hardened Steel*

2KAB: *Brass*

1. What is the “B” dimension for the following:

1KALF: *1-1/2”*

6KA: *1”*

7KALJ: *2-1/2”*

3LH: *2”*

A5460MK: *1-1/8”*

1. What is the phone number used to call Master Lock customer service?

*1-800-308-9244*

1. What payment terms are accepted for customers in Canada?

*Wire or credit card*

1. What company do we use to ship?

*Fedex*

1. What is a drop ship?

*Order that ships directly from a vendor to the customer.*

1. What is good about a drop ship?

*Arrives to the customer quicker than a back order. We do not have to touch the product.*

1. If a customer wants to use his own UPS account to ship, can they do that? Can they do that with a “drop ship order”?

*Yes from us, however since we do not have a UPS account, there will be a pickup fee of $7.00  
We can do this with Abus Lock orders but not with MasterLock orders.*

1. A customer has key number: 2007. What cylinder does this key go to, and what locks use that cylinder?

*W1*

1. List all the “gun locks”:

*107DSPT, 107KADSPT, 90DSPT, 90KADSPT, 90TSPT, 90TRISPT, 94DSPT, 99DSPT, 99KADSPT*

1. Can I get a model 3KA that will match key code “P716”?

*No. Model 7 can*

1. What does it mean if a lock is “TSA approved”?

*Approved for air travel. TSA agents have keys to open*.

1. Is model 647D TSA approved?

*No*

1. Can I get 12 of the model 4683Q keyed alike?

*No – They’re keyed alike per package only.*

1. List the URL to where Master Lock has the instructions to all their resettable combo locks:

<http://www.masterlock.com/products/product_details.jsp?category=MLCOM_CombinationPadlocks&modelNumber=175&showquiz=0>

1. What types of information goes into the S/S notes of an account in MAS?

*Date, order #, lead time, email confirmation sent, any communication that pertains to a particular order or to the customer in general*.

1. Which American locks are made standard with a 4-pin cylinder?

*None. Standard is 5 or 6 pins.*

1. What is a “restricted” or “reserved” keyway?

*Restricted says do not duplicate. Restrict sales of blanks.*

*Reserved only one person in states and close states can have that keyway.*

1. How is “bumpstop” indicated in a part number?

*N*

1. What types of information can be used to find a specific customer in MAS?

*Name, zip code, address, sales order number, customer number, invoice number.*

1. How long does it take to ship from CA to NY via Fed Ex Ground?

*5 business days*

1. Are there any electronic locks or locks I can open with my phone?

*4400D and 4401DLH are both Bluetooth locks that can be activated by your phone*