QUIZ #4

1. What are the brass versions of the models : 1, 3, and 5?

*2, 4, 6*

1. How many keys come standard with the model 410RED?

*one*

1. How long is the cable on model 4603D?

*24”*

1. How is the model 265DCCSEN used? *You wedge the top under your door knob and the rubber boot on the ground to keep someone from opening your door. Or you can put it in your patio door to keep from sliding open*
2. If a customer orders 13 of the model 10D, can we drop ship this order?

*No. They are sold in multiples of 4.*

1. What is the “lock express” program from Master/American lock? What type of locks and products is it for? *With the lock express program if you place an order before 2pm central the order will ship in 48-72 hours. It is only for safety products.*
2. How much does lock express cost to do? *It adds 15% to the cost of the locks, but nothing extra for other safety products.*
3. In MAS, what do we set as the tax schedule for orders in CA or TX? *AVATAX*
4. In MAS, what do we set as the tax schedule for orders outside of CA or TX? *Out\_of\_CA*
5. Where is the Master Lock factory located? *Nogales, AZ (and Mexico. It’s on the border)*
6. Where is Master Lock’s customer service located?

*Oak Creek, WI (or Milwaukee,WI)*

1. What country are “ABUS” locks from? *Germany*
2. What is our website that sells ABUS padlocks? *www.abuslocks.com*
3. Some of the most popular Abus locks are the diskus locks. How many different models of diskus locks does Abus make, please list the part numbers? *11  
   20/70B, 20/80B, 24IB/50B, 24IB/60B, 24IB/70B, 25/70B, 26/70B, 26/80B, 26/90B, 28/60B, 28/70B*
4. Does Abus make locks for LOTO? If so, list a couple different models of locks and products they make for LOTO :*74 SERIES – NON CONDUCTIVE, 41 SERIES – LAMINATED LOCKS, 72 SERIES – ALUMINUM  
   701 – HASP, 901 HASP*
5. Please see customer 642 in your MAS screen and please print out their most recent invoice and attach to this quiz.
6. Does Abus make chain? If so, please list the part number.*6KS, 8KS, 10KS, 12KS, 14KS*
7. If a customer wants to do “check ahead”, what payment terms code is used on the front (header tab) of the sales order module in MAS? *CHECK AHEAD - 06*
8. What does “check ahead” mean in terms of us processing the order?  *That the order will be on hold until a check is received.*
9. When do we “authorize” a customer’s credit card? *At the time the order is placed*
10. When do we “charge” the customer’s credit card? *When the items ship if BO – or when we are invoiced if DS*
11. How do I find what a particular customer has ordered in the past? Please look at customer 121 and tell me the last two items they purchased. *Pull up the customer and go into the invoices tab. Open the most recent invoice*
12. A customer called and asks “I’ve lost my combination to my padlock, there is a serial number on the back, what can I do?”. What do we tell them? *They would need to take the lock to a home or hardware store. There the person helping them can call the master lock company (with lock in hand) to ask them to retrieve the combination for them. You’ll first want to ask what the serial number is. If it starts with an “M” Master Lock will not have it on file.*
13. Which locks in the Master Lock catalog can be “color coded”? *1525, 1502, 6835, 1,3,5,7, 410, 411, S31, S30*
14. How many of the model 4140KA can be ‘keyed alike’? *there are 3 different key numbers to choose from. You can have as many as you need to one of those key numbers.*
15. How many of the model 527D can be “keyed alike”? *none*
16. Can a customer by key blanks for a model 5 padlock? If so, what is the part number for the key blanks and how many blanks will they get? *Yes. Model: K1BOX – 50 per box*
17. How are the models 1710 and 1714 different? *One is a deadbolt and one is a spring bolt.*
18. What is our fax number here? Can a school fax in a PO? *619-444-5677; yes*