QUIZ #4

1. What are the brass versions of the models : 1, 3, and 5?
2. How many keys come standard with the model 410RED?
3. How long is the cable on model 4603D?
4. How is the model 265DCCSEN used?
5. If a customer orders 13 of the model 10D, can we drop ship this order?
6. What is the “lock express” program from Master/American lock? What type of locks and products is it for?
7. How much does lock express cost to do?
8. In MAS, what do we set as the tax schedule for orders in CA, TX, CT, HI, MA, MD, TN, DC?
9. In MAS, what do we set as the tax schedule for orders outside of CA, TX, CT, HI, MA, MD, TN, DC?
10. Where is the Master Lock factory located?
11. Where is Master Lock’s customer service located?
12. What country are “ABUS” locks from?
13. What is our website that sells ABUS padlocks?
14. 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?
15. Does Abus make locks for LOTO? If so, list a couple different models of locks and products they make for LOTO :
16. Please see customer 642 in your MAS screen and please print out their most recent invoice and attach to this quiz.
17. Does Abus make chain? If so, please list the part number.
18. 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?
19. What does “check ahead” mean in terms of us processing the order?
20. When do we “authorize” a customer’s credit card?
21. When do we “charge” the customer’s credit card?
22. 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.
23. 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?
24. Which locks in the Master Lock catalog can be “color coded”?
25. How many of the model 4140KA can be ‘keyed alike’?
26. How many of the model 527D can be “keyed alike”?
27. 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?
28. How are the models 1710 and 1714 different?
29. What is our fax number here? Can a school fax in a PO?