In my view;

I’m the only person, from my team, who’s here at or usually before 8 am. And I’m usually the only person who emails if I’ll be late, working from home or missing a day of work.

I need help getting orders caught up in SAP, but I can't get/use the help until the part numbers are fully entered.

Entering partial orders in SAP causes issues and there are consequences if we do it, just to create demand.

Partial-order shipping causes more work and potential issues with customers due to part availability and added shipping charges for the customer.

EV customer service issues/RMA's need to be tracked so we are and remain ISO compliant, especially considering the ISO audit we failed last year for the Customer Case Tracking KPI.

I cannot do customer service, chasing down orders and where they are at if they shipped and making sure they are getting worked on.

RMA request replies and chasing down status, plus orders.

ORDER TYPES not covering all situations for orders.

Not having a general PII customer master in SAP to get parts ordered into inventory.

All orders entry and tracking and managing for ev sales and ups and mro and rma with no systems to assist not all information provided on the issues.

tracking what parts have been added into SAP and assigned  to my sales org

Invoicing AND BILLING ON ALL ORDERS

All internal orders

the old overview was my Bible and how I kept track of everything and the new overview is confusing and not helpful at all.

all services and trainings

All training on SAP for a system I don't know or understand well.

Kevin doesn't know what is going on and is very manipulative with how he gets things done and is awful

Tammy can't help, she's too busy and overwhelmed to assist.

It takes at least a full day to get a reply to questions from TAIWAN when a lot of the issues need to be resolved by end of day.

Getting mixed messages and told to do things with no power to disagree or explain why that's an issue.

I'm trying to do multiple jobs as one person with a lack of help, lack of systems to track and support the jobs that need done. I was told dynamics then maybe sales force...

too many things to keep track of with no way to track them.

Exceptions made for EV, but not for UPS.

Needing to get parts ordered without a purchase order or not a part needed on a purchase order, but needed for the order.

Need to create demand by creating a sales order, but that's not how it typically works for service jobs.

Still don't have service part numbers in SAP.

I need someone technical here for when customer support issues come in so I can get the customer taken care of in a timely manner.

With Jennifer quitting, Kaya is saying she wants me trained for things I don't want to do and shouldn't be part of my job.

Entering information into multiple places, but not everything being in one place.

People not understanding the processes, what it entails or what it takes for things to get done and happen.

Being told I need to do all billing, invoicing, and communicate with customers without any training, guidance or support. Then the training is not training at all, it’s a slide show.

Orders are being held up because of past-due bills for customers, But orders being past due themselves.

If I change anything on the sales order including the ship date, it blocks the order again so I need to request it to be unblocked from Kaya again

the dates on the SAP orders do not reflect the dates agreed to by the customer.

no one can provide me with when an order will ship.

not having access or permission or the ability to do what I need or find what I need to complete the tasks needed within SAP.

doing a ton of work with no visibility or permission or processes in place.

not having an appropriate job title for all the work and jobs I'm being asked to do and complete.

being disrespected and treated unprofessionally when all I'm doing is my job.

ASK TIM ABOUT MAINTAINING PRICES FOR PARTS IN SAP. WE DONT CHOOSE THE PRICE FOR PARTS

WE WOULD LOOK UP THE PRICE IN FISHBOWL THAT EMILY PRIVIDED.

ASK TIM ABOUT HOW WE GET NOTIFIED IF A DOWN PAYMENT HAS BEEN MADE ON A 50% DOWN. We are required to know the date the pre-payment was made in order to create the sales order.

billing/invoices it's absolutely silly to have the sales create down payment sales orders because we need to speak back and forth with accounting because we don't have assess or permission back and forth in order to complete it.

sales and customer service need to be 2 separate departments. Combining them creates issues of who is taking care of what. Lines get blurred and too much is put on me one person when it sounds like the SALES departmentis helping. We need more people for internal sales and more people for customer service for sure!!