

Order Fulfillment Center Test Call

instructions:

Dear Candidate,

As a Supply Chain Representative you are supporting the sales process and operations on a daily basis. You are responsible for order entry and change order processes. You are providing information about the order status as well as handling customer's complaints. The customer who is disappointed with his last order is calling you today. He/she received the radios without batteries. Now he/she needs to make another order but he needs some assistance regarding price and availability. He would also ask for the status of his order. Your role is to answer the phone call and provide him/her with the correct information.

Good luck!

Please note that the provided information like price, availability, order numbers, part numbers, etc. are made up for recruitment purposes.

Mini Price Pages:

Radio Model	R7	XPR 3300e	T600
			
Lead time	4 weeks	8 weeks	1 week
MSRP	\$1,200	\$800	\$120
Reseller 1-9 units	\$800	\$500	\$80
Reseller 10-49 units	\$700	\$430	\$70
Reseller 50+units	\$600	\$360	\$60
Battery Part #	BAT600	BAT466	BAT456
Charger Part #	CHA232	CHA232	CHA222
Antenna Part #	ANT434	ANT224	ANT226

Parts Inventory:

Part Number	Quantity on Hand	Estimated Inventory					
		February 1st	February 14th	March 1st	March 14th	April 1st	April 14th
BAT600	200	300	250	210	130	400	350
BAT466	50	25	15	55	120	100	150
BAT456	2500	2400	2300	2600	2550	2230	2280
CHA232	3000	2700	3200	2900	2950	2900	2950
CHA222	8000	7500	7700	7200	6900	6800	6400
ANT434	1500	1700	1600	1650	1400	1300	1250
ANT224	4500	4450	4650	4400	4500	4450	4550
ANT226	12000	11500	10400	9800	9200	8600	10200

Scranton Radio Company Orders:

Order Number	Total Value	Status	Scheduled Shipping date	Tracking #
32024	\$12,998.00	Awaiting Shipment	12 Feb 2023	N/A
32076	\$800,762	Awaiting Shipment	3 Feb 2023	N/A
32086	\$6,500	Shipped	24 Jan 2023	58205245
32088	\$325	Shipped	12 Jan 2023	58284374
32091	\$30,800	Picked	30 Jan 2023	N/A
32097	\$7,550	Awaiting Shipment	18 Mar 2023	N/A

Glossary:

Term	Meaning
Lead time	Lead time in shipping is the period of time between when an order is first received and when it reaches the customer. It includes the processing of the order and then the time spent delivering a package.
MSRP	Manufacturer's suggested retail price (MSRP) is the price that the maker of a product recommends for it in customer-facing retail stores.
Volume discount	A cheaper price than usual for customers who buy a large quantity of something
Awaiting Shipment	Means the order is being processed and is not ready to ship yet.
Order Picked	When the products listed in an order are retrieved from their respective warehouses.
Order Shipped	The package has been loaded on a truck and departed for the final distribution center.
Quantity on Hand	This number is the total you have physically available (including Qty Reserved), minus any items that have already been picked in a sales order.
Estimated Inventory	Estimation of the amount or value of inventory a company has over a specific amount of time.