# Introduction

## Director of Operations

The following provides detail regarding daily, weekly and monthly tasks related to the Director of Operations (DOO) position for Vapor Management. The DOO is a director level position with oversight into many areas of the organization and is ultimately responsible for making decisions in an effort to preserve the going concern of the organization. Because of this, it will be extremely difficult to fully encapsulate all responsibilities of the role. This document will attempt to fully describe the major keystone processes the DOO is responsible for but should not be considered an exhaustive list.

# DAILY TASKS:

## ENTERPRISE RESOURCE MANAGEMENT (ERP) OVERSIGHT AND HOUSEKEEPING

**ONLINE ORDER REVIEW**: (In Netsuite: Transactions/Sales/Invoice Sales Orders) review orders that didn’t process/settle properly. These orders will appear available to process but will usually be several days old. (NOTE: Processing orders from the previous day is not advised; it’s possible the orders were placed after the cut-off time set in Netsuite and will process and settle during the next scheduled processing run.)

Determining the issue that caused the transaction not to process requires some light investigation. Typically this can be resolved by viewing the transaction detail under billing/view and viewing the reason under “Response Information.”

If the card is expired the order will have to be cancelled. This should be rare, as Netsuite is now configured to automatically reject orders that fail. Other codes including AVS mismatch or fraud review should be considered carefully.

In the case of a fraud review, you should view the transaction’s information at [www.cybersource.com](http://www.cybersource.com) . Login with your credentials and close the transaction through the portal by going to “Fraud Management/Fraud Dashboard” and view the transaction information on each individual record, or search for the specific transaction using the filtering tools at the top of the page.

**CORRECTIVE ACTION REPORT (CAR) :** This role requires constant overview of CAR reports and the CAR log. This should be checked daily and any open CAR should be followed up on with the individual/party to which it was assigned for a status update.

All CARs are submitted to the DOO. Any CARs submitted that are not assigned a number and entered on the log should be added to the log and assigned to the appropriate team member for resolution.