

Customer Care Tip – 10/2004

Who ya gonna call? -- EDM Customer Care is here to help

Thinking back to my days in school, I chuckle when I remember my teachers saying ‘There are no stupid questions...other than those that go unasked’. There is a timeless truth to this statement that applies even now to our Datalliance® VMI application service offering.

Our Customer Care group looks forward to the calls we receive from you, our valued customers. We realize that VMI is an ongoing learning process and we are committed to helping you along the way. In fact, given the continued enhancements to the Datalliance® functionality and the increasing number of suppliers and distributors supported, we start to wonder how you are doing when we don’t hear from you! Our objective is your complete success and satisfaction.

When should you give us a call? To encourage your questions, here are some thoughts:

Do you find yourself getting frustrated during order reviews with your customers? Are you still faxing the orders to the buyer each week, even though you have been up and running for weeks? Are you making significant order changes due to the buyer’s request? Does it seem like you are removing the same items each week? If so, call us! One key objective of Datalliance® is that it be exception driven, reducing the need for user intervention and positioning the supplier for ‘lights out’ ordering. Working together, we can make this a reality.

Do you ever go to the Daily Workbench on an order day, not see a PO Worksheet built for a location, and assume that there isn’t an order to launch? If so, call us. If it is an order day, the only reason that you shouldn’t launch an order is if it doesn’t meet your minimum requirements or that there is nothing to suggest. Just because a PO Worksheet hasn’t been built doesn’t mean that there isn’t anything to suggest.

Do you ever go to correct EDI 852 errors and get overwhelmed by the sheer number of errors reported for a given location or all locations for a distributor? If so, call us. Whenever you see something abnormal like this, it is likely that it will require additional effort above and beyond your normal error correction activities.

Have you received a call or e-mail from a customer expressing concern about how specific items are being replenished? Do you find yourself searching for the commonality of the items? Do you ask yourself, how can I fix this to make the customer feel better about the process? If so, call. We can walk you through the

reports that can highlight problem planning groups & items and the configuration parameters that can be tweaked to increase your customer's comfort level.

Have you received a call or e-mail from a customer informing you of a situation in which historical demand is not a good predictor of expected future demand for an item and wondered what to do with that information? There are several different ways to override the optimal inventory level calculated for an item based on its historical demand. Give us a call, we can help you determine the best action to take.

Do you get confused as to whether you need to rebuild the suggested warehouse orders or rebuild the PO Worksheets for a location? We know that this can be tricky at times, so give us a call.

If any of these situations have sounded familiar, call our Customer Care Line (888.364.3361).

We look forward to hearing from you!

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