

TEMS

CEVA TOTAL EVENT MANAGEMENT SYSTEM



SUPPLIER USER MANUAL



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1. Introduction

Supplier will have access to the TEMS system via the web. Each user logs on with the allocated login ID and password.

The Login ID and password will be validated against the CEVA web user identity management system. If the authentication fails, the access to the user is denied at this stage.

An automatic email notification will be sent to internal user email id after successful creation of an enquiry and regular automated email updates will be sent at various stages on the enquiry.

The following four major functions will be performed via the web.

- Create New Enquiry
- View Enquiry Status
- Re-Open Enquiry
- Adding additional comments to enquiries while CEVA employee is investigating enquiry.

2. Login

TEMS is accessed via the CEVA website:

<http://logwebprod.au.cevalogistics.com/Temslogin/default.as>

- Enter your TEMs login



Customer Front Screen



3. Creating New Enquiry

- Select “New Enquiry”

Contract: IBM / TELSTRA

Business Unit: TELSTRA GENERAL BUSINESS

Enquiry Type: Discrepancy

Enquiry Sub Type: Short Supply

Definition: 1. Received less than ordered quantity 2. Use this selection if reporting both short and over on the one form

- Select “Business Unit” from drop down list
- Select “Enquiry Type” from drop down list
- Select “Enquiry Sub Type” from drop down list




4. Enquiries subtype only required to be used.

Examples:

- WH Pack-list reprint
- Short Supply
- Wrong Item
- Oversupply
- Damage
- Other

5. Enquiry Subtype definitions

- Once you have selected an enquiry type, by clicking on the  button, a list of the definitions of the subtypes will appear for that enquiry type.

Name	Definition
▶ Short Supply	1. Received less than ordered quantity 2. Use this selection if reporting both short and over on the one form
▶ Wrong Item	1. Did not order item 2. Use this selection for wrong and under / over on same form
▶ Over supply	Received greater than quantity ordered
▶ Damaged	Only to be used when proven to be damaged in transit
▶ Supplier error	Vendor short/over/wrong supply



6. Create a new enquiry – Short Supply Enquiry



Enquiry Type:

Enq Sub Type:

Date: Time: :

Source:

Subject:

Contact Name:

Phone No: Fax No:

Email: Use " ; " (semi-colon) for multiple emails

State:

Reservation: DC Picked: *

Resupply Address: *

Resupply Suburb: * Resupply State: *

Resupply Postcode: *

Details:

Order #	Reservation Line #	Reservation #	Material #	Qty Ordered	Qty Received

Notes:

Attachment(s): Attach Files :

7. Creating a General Enquiry – WH Pack-list reprint



Enquiry Type:

Enq Sub Type:

Date: Time: :

Subject:

Source:

Contact Name:

Phone No: Fax No:

Email: Use " ; "(semi-colon) for multiple emails

State:*

Reservation: DC:*

Details:*

Attachments:

8. Enquiry Statuses

Submitted – Date and time enquiry submitted

Assigned - Date time and which site the enquiry has been send to

Work Progress – Enquiry is in the process of being investigated

Updated – Indicates a customer update

Completed – Enquiry is completed, awaiting NCS to review



Escalated - Escalated to management if sites have not responded to customer
Resolve – Enquiry Completed.

Eg.

Audit Type	Audit Time	Site	Operator	
SUBMITTED	3/06/2014 9:14:12 AM		Marcus Clark	
ASSIGNED	3/06/2014 9:14:12 AM	VIC - TIL - ISSUING	TEMS System	
WORK IN PROGRESS	3/06/2014 9:25:34 AM		Luke Buza	
COMPLETED	3/06/2014 12:12:02 PM		Luke Buza	CEVA NOTES: Request completed - Stock held - Awaiting T/O. CUST NOTES: Request completed - Stock held - Awaiting T/O.
ASSIGNED	3/06/2014 12:14:40 PM	NCS	Maggie Tusa	
WORK IN PROGRESS	3/06/2014 12:15:10 PM		Maggie Tusa	CUST NOTES: Hi Marcus, Please be advised your order has been put aside awaiting for Transported order number.
WORK IN PROGRESS	17/06/2014 4:13:38 PM		Maggie Tusa	CUST NOTES: Hi Marcus, Please provide update
UPDATED	17/06/2014 4:23:00 PM		Marcus Clark	CUST NOTES: Hi Maggie, Still awaiting T/O from LC support.
WORK IN PROGRESS	17/06/2014 4:46:21 PM		Maggie Tusa	CUST NOTES: thank you
WORK IN PROGRESS	24/06/2014 3:06:11 PM		Maggie Tusa	CUST NOTES: Hi Marcus, Please provide update



9. Select Search Enquiry

- Select Search Enquiry

Search Option:
 Search Criteria:
 (OR)
 Contract:
 Bus Unit:
 Enquiry Type:
 Enquiry Sub Type:
 Site:
 Subject:
 Contact Name:
 Submitted Date:
 Show Active Enquiries Only


- User logged into the system will automatically populate in contact name field
- Select "Refresh" or "Search" to view all open and WIP enquiries

▲	Enq ID	Submitted	Bus Unit	Enq Type	Sub Type	Name	Subject	Status	State
	125223	23/07/2010 12:33:23 PM	IBM / TIL	General	WH Pack-list reprint	Melanie Koelmeyer	TEST	ASSIGNED	NCS
	125216	20/07/2010 3:09:12 PM	IBM / TIL	Discrepancy	Damaged	Melanie Koelmeyer	Damaged Tooth	RESOLVED	VIC
	125217	20/07/2010 3:39:30 PM	IBM / TIL	General	Other	Melanie Koelmeyer		RESOLVED	VIC
	125218	20/07/2010 10:52:41 PM	OTHER - INTERNAL	General	Other	Melanie Koelmeyer		REJECT & REQUEST	
	125221	22/07/2010 1:58:17 PM	IBM / TIL	General	TR POD	Melanie Koelmeyer	POD Require for Reservation 1234567	RESOLVED	NCS

- A list of all your logged open and WIP enquires will appear.



10. Enquiry Audit History

By selecting the  icon next to the enquiry, you can view the initial TEMS request and below is the audit history which will show you what stage your enquiry is at (below)

- Submitted / Posted
- Work in progress
- Completed
- Resolved (by National Customer Service)
- Satisfied

Audit Type	Audit Time	Site	Operator	
SUBMITTED	23/07/2010 3:30:36 PM		Melanie Koelmeyer	
ASSIGNED	23/07/2010 3:30:36 PM	VIC - TIL - ISSUING	TEMS System	
UPDATED	23/07/2010 3:31:50 PM		Melanie Koelmeyer	CUST NOTES: Please advise status of enquiry.
WORK IN PROGRESS	23/07/2010 3:35:11 PM		Melanie Koelmeyer	CUST NOTES: Hello Melanie. Please be advised address had been changed. We will resolve enquire once connote has been produced and material has left the DC. Regards NCS
COMPLETED	23/07/2010 3:38:23 PM		Melanie Koelmeyer	CUST NOTES: Address changed material sent on connote 123456789.
RESOLVED	23/07/2010 3:39:47 PM		Melanie Koelmeyer	CUST NOTES: Melanie. Please be advised address has been changed and material has left DC53 on Connote 123456789. Regards NCS
SATISFIED	23/07/2010 3:40:24 PM		Melanie Koelmeyer	CEVA NOTES: Customer accepted resolution. CUST NOTES: Met expectations.#



11. Add additional comments

At any stage during the investigation of your enquiry you can add additional comments or ask questions through TEMS. This function allows all correspondence to be kept centralised, and contained within the enquiry. The process for doing this is:

- Selecting the enquiry you would like to comment on by using the icon next to the enquiry.
- Audit history and comments can be viewed.

Audits:

Audit Type	Audit Time	Site	Operator	
SUBMITTED	24/11/2008 3:34:23 PM		Test Dummy 2	
ASSIGNED	24/11/2008 3:39:14 PM	NSC	Melanie Koelmeyer	CUS NOTES: Sent to NCS for action
WORK IN PROGRESS	24/11/2008 3:41:19 PM		Melanie Koelmeyer	
WORK INSTR	24/11/2008 3:42:56 PM		Melanie Koelmeyer	CUS NOTES: please send us more details
UPDATED	24/11/2008 3:52:41 PM		Test Dummy 2	CUS NOTES: What information do you need?
WORK IN PROGRESS	26/11/2008 3:31:33 PM		Melanie Koelmeyer	CUS NOTES: sku address

← Edit

← Back

← **Add Comments**

- Select "Add Comments"

Comments

Enquiry ID: 72657

Cust Comments:

Submit Close

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- Add required comments and submit.



12. Re-open Enquiry – User can reopen enquiry only when it resolved

[\[Re-Open\]](#) [Print](#) | [Process](#)

Enquiry ID: 313938 Enquiry Status: RESOLVED

Enquiry Type: General

Enq Sub Type: Urgent Confirmation

Date: 29/05/2012 Time: 12 : 00 PM

Subject: 3171707 ONFC

Source: Web

Contact Name: Nicole Warner

Phone No: 1300357788 Fax No: 0000000000

Email: matsprt@au1.ibm.com

State: QLD

Reservation: 3171707 DC: 54

Details: Please send on overnight first class to toowoomba 3171707

Attachments: Attach Files:

Audits:

Audit Type	Audit Time	Site	Operator
SUBMITTED	29/05/2012 12:17:32 PM		Nicole Warner
ASSIGNED	29/05/2012 12:17:32 PM	QLD - TIL - ISSUING	TEMS System
WORK IN PROGRESS	29/05/2012 12:19:28 PM		Hoang Nguyen
COMPLETED	29/05/2012 1:47:11 PM		Hoang Nguyen
RESOLVED	29/05/2012 2:00:54 PM		Donna Walters

Are you satisfied with the resolution: YES NO

Please enter reasons for your opinion.



- At this stage of the process the system will also allow you to print your resolved enquiry. Select the “Re-Open” link
- This will enable you to create a new enquiry linking it to a previous resolved enquiry

13. Contingency

- In the event that the TEMS system is unavailable, TEMS user are to contact National Customer Service to log an enquiry.
- CEVAL National Customer service can be contacted via fax, phone or email

Email: NationalCS@Cevalogistics.com

Phone: 1800 800 936

Fax: 03 8562 4780

- If TEMS is unable to be accessed by the TEMS user the contingency plan is to revert back to the manual form process.
- As a result of TEMS being unavailable the TEMS user will be required to complete & submit an enquiry via the standard Telstra form and either fax or email to national Customer Service for actioning.
- The following pages will include the current forms used which are available on G Drive via National Customer Service

14. Manual Forms



FMNCS01 Customer Service Enquiry Form



FMNCS02 - Reprioritisation Request



FMNCS03 - Advise of Material Discrepancy request for short time



FMNCS04 - Sundry for Transport or Ad-H



FMNCS05 - Request for Transport or Ad-H



15. Escalation Matrix

