



# TEMS

## TNTL EVENT MANAGEMENT SYSTEM



### CUSTOMER USER MANUAL



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## 1. Introduction

Telstra 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.

If the contract layer access is permitted, the next layer (optional) checks for the business unit's access for the user. When multiple business units (eg: TIL, EZ, TE, TMS Adv Services etc...) are implemented for a contract, the system checks the external users access for the individual business units. The user is expected to select from a drop down list of business units. At any given time only one business unit access is allowed for an external user. Special functions will be provided to swap between allowable contracts without logging out completely from the system.

**Note:** Enquiry type Sundry Request will have only limited access by external Customer. Only Vendor Managers and Regional Manager are permitted to log an inquiry for Sundry storage requests.

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

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

- Create New Enquiry
- View Enquiry Status
- Re-Open Enquiry



## 2. Customer Login


- TEMS is accessed via the CEVA website: [www.au.cevalogistics.com](http://www.au.cevalogistics.com)

HOME | CONTACT | SITEMAP | A A A OUR OFFICES WORLDWIDE

ABOUT CEVA | PRODUCTS & SERVICES | SECTORS | TECHNOLOGY | PEOPLE | PRESS OFFICE

Home

**CEVA Logistics is the new name for TNT Logistics**

 **"Excellence reborn"** [read more...](#)  
Howard Critchley, Managing Director


CEVA Logistics is the new name for the now independent former TNT Logistics. The formation of our new global company, as part of the recent sale of TNT Logistics, allows us to focus 100% of our energies on being your leading Australian service provider in logistics.


Our mission is clear. We are energised with a renewed sense of dedication in making sure CEVA is totally committed to exceeding our customers' expectations. From our extraordinary past as a division of TNT we are committed to an even greater future. Our excellence in this regard will continue. This is our promise.

**News**


12 October 2007 - 12:14 CET  
[Industry-wide international inquiry freight forwarding](#)

19 September 2007 - 09:00 CET  
[CEVA won the ABML 2007 Award for the third time in a row](#)

  
**SECTORS**

  
**SERVICES**

**Merger News**



**CEVA-EGL merger news**

CEVA and EGL partner to create the 4th largest supply chain company in the world. For more details on this merger, please visit:  
• <http://ceva-egl.com>

**BD hotline**

Would you like to do business with us? The number for our Business Development Hotline is:  
• 1300 550 868

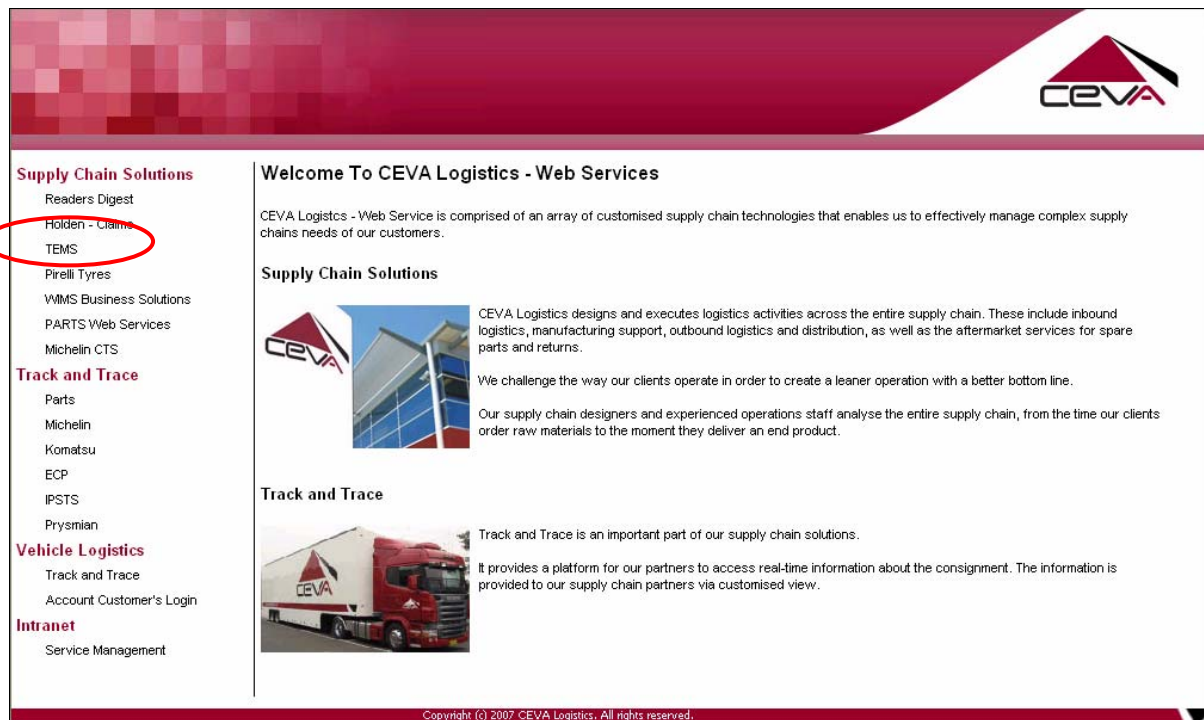
**Customer Service Centre**

Would you like to move your car with us? Why not ring our Customer Service Centre at:  
• 1300 655 594

**Quick link**

• [Web Services](#) for all online applications

- Select the "Web Services" link



**Supply Chain Solutions**

- Readers Digest
- Holden - Claims
- TEMS
- Pirelli Tyres
- WMS Business Solutions
- PARTS Web Services
- Michelin CTS

**Track and Trace**

- Parts
- Michelin
- Komatsu
- ECP
- IPSTS
- Prysmian

**Vehicle Logistics**

- Track and Trace
- Account Customer's Login

**Intranet**

- Service Management

**Welcome To CEVA Logistics - Web Services**

CEVA Logistics - Web Service is comprised of an array of customised supply chain technologies that enables us to effectively manage complex supply chains needs of our customers.

**Supply Chain Solutions**

CEVA Logistics designs and executes logistics activities across the entire supply chain. These include inbound logistics, manufacturing support, outbound logistics and distribution, as well as the aftermarket services for spare parts and returns.

We challenge the way our clients operate in order to create a leaner operation with a better bottom line.

Our supply chain designers and experienced operations staff analyse the entire supply chain, from the time our clients order raw materials to the moment they deliver an end product.

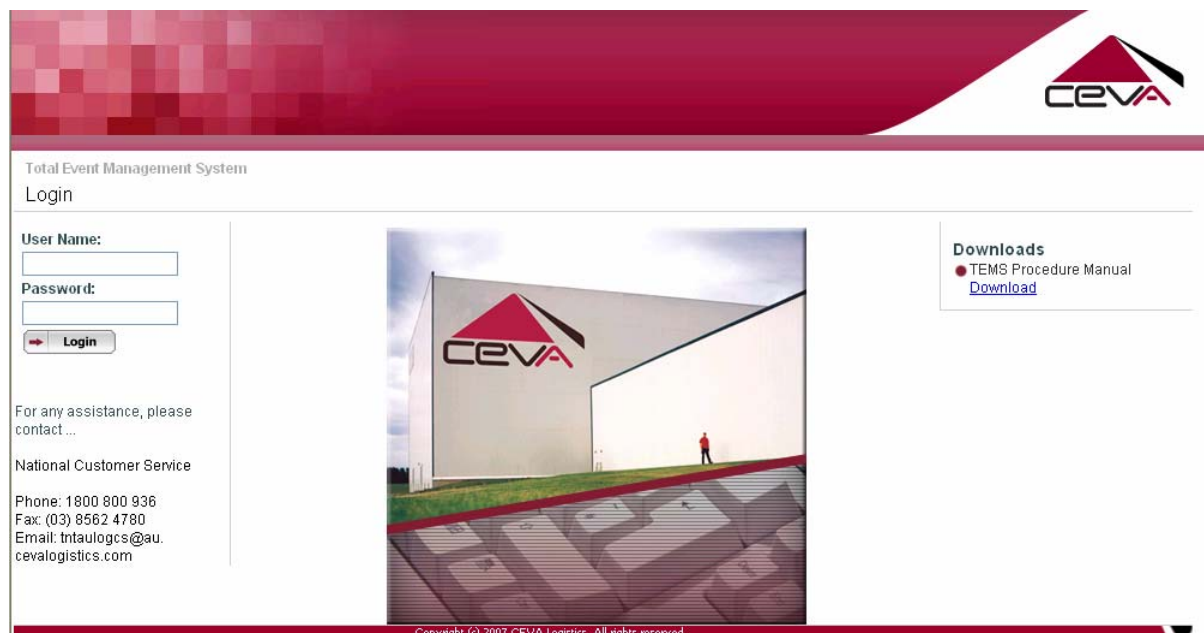
**Track and Trace**

Track and Trace is an important part of our supply chain solutions.

It provides a platform for our partners to access real-time information about the consignment. The information is provided to our supply chain partners via customised view.

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- Select "TEMS" link



**Total Event Management System**

**Login**

User Name:

Password:

[Forgot Password](#)

For any assistance, please contact ...

**National Customer Service**

Phone: 1800 800 936  
 Fax: (03) 8562 4780  
 Email: tntaulogs@au.cevalogistics.com

**Downloads**

- TEMS Procedure Manual  
[Download](#)

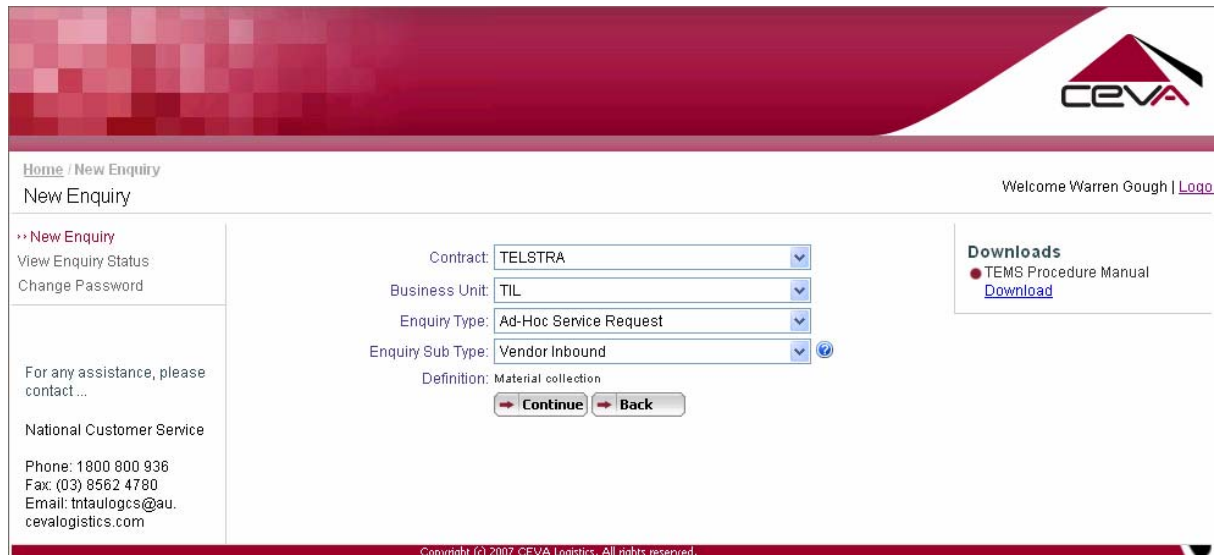
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- Customer login screen



- Customer logged into screen successfully

### 3. New Enquiry



Home / New Enquiry  
New Enquiry

Welcome Warren Gough | [Logo](#)

**New Enquiry**  
View Enquiry Status  
Change Password

For any assistance, please contact ...  
National Customer Service  
Phone: 1800 800 936  
Fax: (03) 8562 4780  
Email: [tntalogcs@au.cevalogistics.com](mailto:tntalogcs@au.cevalogistics.com)

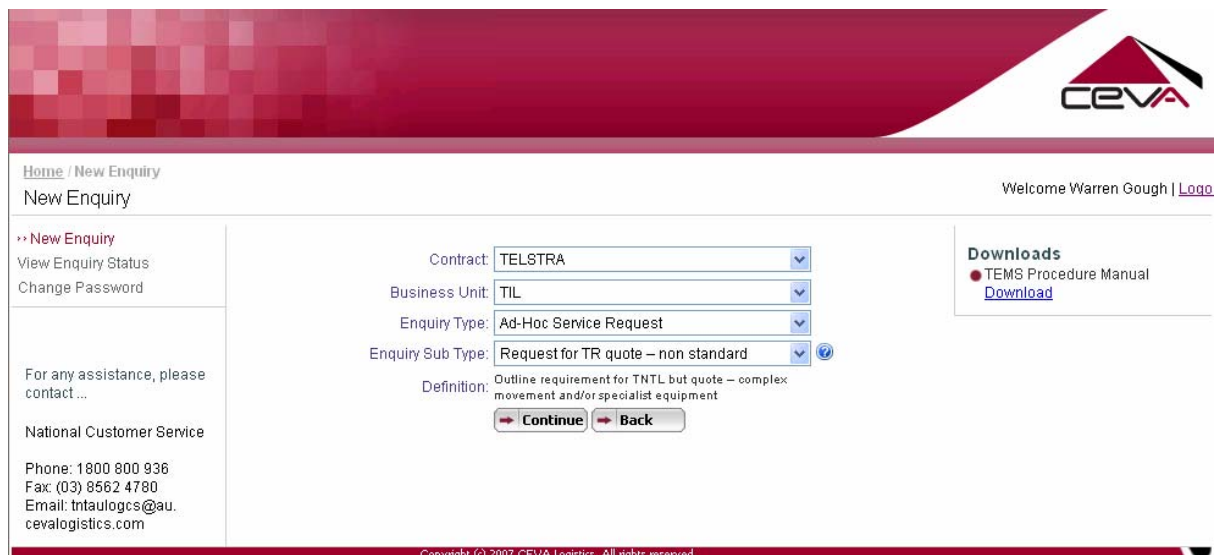
Contract: TELSTRA  
Business Unit: TIL  
Enquiry Type: Ad-Hoc Service Request  
Enquiry Sub Type: Vendor Inbound  
Definition: Material collection

[Continue](#) [Back](#)

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TEMS Procedure Manual  
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- Select "New Enquiry"
- Select "Business Unit" from drop down list
- Select "Enquiry Type" from drop down list
- Select "Enquiry Sub Type" from drop down list



Home / New Enquiry  
New Enquiry

Welcome Warren Gough | [Logo](#)

**New Enquiry**  
View Enquiry Status  
Change Password

For any assistance, please contact ...  
National Customer Service  
Phone: 1800 800 936  
Fax: (03) 8562 4780  
Email: [tntalogcs@au.cevalogistics.com](mailto:tntalogcs@au.cevalogistics.com)

Contract: TELSTRA  
Business Unit: TIL  
Enquiry Type: Ad-Hoc Service Request  
Enquiry Sub Type: Request for TR quote – non standard  
Definition: Outline requirement for TNTL but quote – complex movement and/or specialist equipment

[Continue](#) [Back](#)

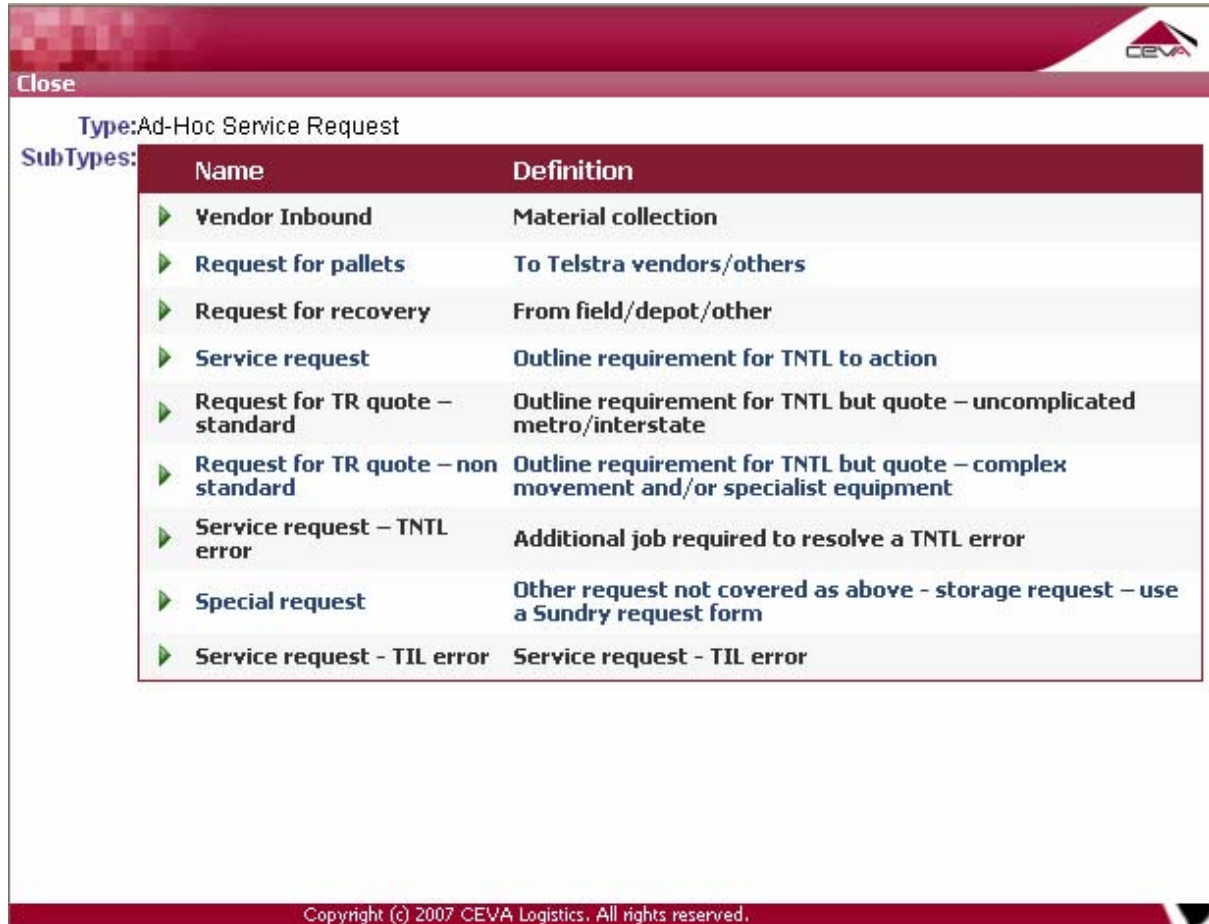
**Downloads**  
TEMS Procedure Manual  
[Download](#)

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- Once "Enquiry sub type" selected – definition for that sub-type will appear on screen




## 4. Enquiry Sub-type definitions



Name	Definition
▶ Vendor Inbound	Material collection
▶ Request for pallets	To Telstra vendors/others
▶ Request for recovery	From field/depot/other
▶ Service request	Outline requirement for TNTL to action
▶ Request for TR quote – standard	Outline requirement for TNTL but quote – uncomplicated metro/interstate
▶ Request for TR quote – non standard	Outline requirement for TNTL but quote – complex movement and/or specialist equipment
▶ Service request – TNTL error	Additional job required to resolve a TNTL error
▶ Special request	Other request not covered as above – storage request – use a Sundry request form
▶ Service request - TIL error	Service request - TIL error

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- Once you have selected an enquiry type, by clicking on the  key, a list of the definitions of the sub-types will appear for that enquiry type.
- Complete all fields with-in the below enquiry form.



## 5. Create a new enquiry – Ad- hoc Service Request

Enquiry Type:	Ad-Hoc Service Request	
Enq Sub Type:	Vendor Inbound	
Date:	23/10/2007	Time: 01 : 15 PM
Subject:		
Customer Ref:		CEVA Ref:
Source:	Web	
Name:	Warren Gough	Company Name:
Phone:	0392534053	Fax:
Email:	warren.j.gough@team.telstra.com	
State:	VIC	

**Pick up details:**

Company Name/Depot:	Contact:
Address:	
Suburb:	State:
Postcode:	
Phone:	Required pick up date:

**Receivers details:**

Company Name/Depot:	Contact:
Address:	
Suburb:	State:
Postcode:	
Phone:	Required delivery date:

**Consignment Details:**

Description of Goods	Cost Centre number(6 alpha numeric) or WBS Number(upto 24 alpha numeric) or Network & Activity Number(7&4 alpha numeric)	PO #	# of Items	Weight	L (cm)	W (cm)	H (cm)

**Note for TNTL Parts entry:** Where request references WBS or NAC only, then insert default cost centre: WBSNAC

**Dangerous goods:** (This section MUST be completed. If YES, provide details in Special Requirements section below)

YES NO

**Additional Insurance required:** (Standard cover is \$10,000 per consignment or \$500,000 per linehaul manifest)

YES NO

**Special Requirements/Instruction:**



- Enquiry sub-types for **Ad-hoc Service request**:
  - Vendor Inbound
  - Request for pallets
  - Request for recovery
  - Service request
  - Request for TR quote – standard
  - Request for TR quote – non standard
  - Service request – CEVAL error
  - Special request
  - Service Request – TL Error

#### **SUBJECT FIELD**

In keeping the subject field consistent through out, the subject field needs to be entered with the Pick up suburb and the Delivery suburb i.e. MULGRAVE - KEWDALE

## 6. Create a new enquiry - Advise of Material Discrepancy or Damage form

Enquiry Type:	Discrepancy	
Enq Sub Type:	Short Supply	
Date:	23/10/2007	Time: 01 : 30 PM
Subject:		
Customer Ref:		CEVA Ref:
Source:	Web	
Contact Name:	Warren Gough	
Phone No:	0392534053	Fax No: 0395450654
Email:	warren.j.gough@team.telstra.com	
Resupply Address:		
Resupply Suburb:		Resupply State: VIC
Resupply Postcode:		

Order #	Licence Plate #	Reservation #	Plant #	Material #	Qty Ordered	Qty Received

Integral Project & Sub Project Number:	
BACCHUS ACTIVITY & PART:	
Notes:	

- Enquiry sub-types for **Advise of Material Discrepancy or Damage**:
  - Short supply
  - Wrong item
  - Over supply
  - Damaged
  - Supplier error
  - PMC – Short supply
  - PMC – Over supply
  - PMC – Wrong Item
  - PMC – Damaged
  - PMC – Supplier Error

## 7. Create a new enquiry - General Customer Service Enquiry Form

Enquiry Type:	<input type="text" value="General"/>		
Enq Sub Type:	<input type="text" value="WH Pack-list reprint"/>		
Date:	<input type="text" value="23/10/2007"/>	Time:	<input type="text" value="01"/> : <input type="text" value="30"/> <input type="text" value="PM"/>
Subject:*	<input type="text"/>		
Customer Ref:	<input type="text"/>	CEVA Ref:	<input type="text"/>
Source:	<input type="text" value="Web"/>		
Connote:	<input type="text"/>	Carrier:	<input type="text"/>
Reservation No:	<input type="text"/>	Wave No:	<input type="text"/>
Location:*	<input type="text"/>		
Contact Name:	<input type="text" value="Warren Gough"/>		
Phone No:	<input type="text" value="0392534053"/>	Fax No:	<input type="text" value="0395450654"/>
Email:	<input type="text" value="warren.j.gough@team.telstra.com"/>		
State:	<input type="text" value="VIC"/>		
Details:*	<input type="text"/>		
<div><input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Back"/></div>			

- Enquiry sub-types for **General Customer Service**:
  - WH Pack-list reprint
  - WH Quarantined Stock
  - WH Receiving Query
  - WH System Query
  - WH Stock Check
  - WH Transfer Query
  - TR Failed recoveries – other
  - TR Failed recoveries – milk runs
  - TR ETA
  - TR POD
  - TR Futile
  - TR Failed Special requirements – CEVA error
  - TR Failed Special requirements – Customer error



- TR Failed normal – CEVA error urgent M
- TR Failed normal – CEVA error urgent NM
- TR Failed normal – CEVA error non urgent
- TR failed normal – Customer error
- Urgent Confirmation
- Collection from DC
- PMC – Overdue LRA Awaiting Ceva Acceptance
- PMC – Overdue LRA Awaiting Ceva Consolidation
- PMC – Awaiting Ceva to despatch
- PMC – Awaiting Ceva to deliver
- PMC – Awaiting Ceva to complete
- PMC – Track and Trace Enquiry Follow Up
- PMC – Receipt Enquiry
- PMC – Stock Check
- PMC- Ceva System Query
- TR Late Delivery
- Other

**SUBJECT FIELD – URGENT CONFIRMATION**

In keeping the subject field consistent with Urgent Confirmation requests the subject field should be entered with the Reservation Number and the DC that the urgent is being picked from i.e. Res 1234567 DC53

## 8. Create a new enquiry - Reprioritisation Request Form

Enquiry Type:	Reprioritisation ▼								
Enq Sub Type:	Address Change ▼								
Date:	23/10/2007	Time:	01 : 30 PM						
Subject:									
Customer Ref:		CEVA Ref:							
Source:	Web ▼								
Required Date:		Cost Centre:							
Cost Account:		DAC Number:							
Attention:									
Address:									
Suburb:									
State:		Post Code:							
Phone:		Mobile:							
Deliver by:		Time:	01 : 00 AM						
Reservations:	<table border="1"> <thead> <tr> <th>Reservation #</th> <th>Material #</th> <th>Qty</th> </tr> </thead> <tbody> <tr> <td colspan="3"></td> </tr> </tbody> </table>			Reservation #	Material #	Qty			
Reservation #	Material #	Qty							
Contact Name:	Warren Gough								
Phone:	0392534053	Fax:	0395450654						
Email:	warren.j.gough@team.telstra.com								
State:	VIC								
<div> Submit Clear Back </div>									



- Enquiry sub-types for **Reprioritisation**:
  - Address Change
  - Customer Error
  - Service Upgrade
  - Service Upgrade – Collection from DC
  - CEVAL Error
  - Cancellation

## 9. Create a new enquiry - Sundry Storage Request Form

Enquiry Type:	Sundry Storage Request						
Enq Sub Type:	Storage						
Date:	22/10/2007	Time:	01 : 15 PM				
Subject:							
Customer Ref:		CEVA Ref:					
Source:	Web						
<b>Contact details:</b>							
Name:	Samantha Dignan	Employee No:					
Address:							
Suburb:		State:					
Postcode:							
Email:							
Phone:		Fax:					
Cost Centre for sundry material:		Position:					
Section:							
<b>Storage Requirements:</b>							
New Storage:	<input type="radio"/> YES <input type="radio"/> NO	Ongoing Storage:	<input type="radio"/> YES <input type="radio"/> NO				
State/Location:							
Storage:	<table border="1"> <thead> <tr> <th>Material Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td colspan="2"></td> </tr> </tbody> </table>			Material Description	Quantity		
Material Description	Quantity						
No of Pallets:							
Value of total product(\$):		(approx value required)					
Are Pallets standard ?:	<input type="radio"/> YES <input type="radio"/> NO	(Standard Pallet Size 1.2m*1.2m*1.2m. if NO-please describe storage details and estimated size)					
Special storage or handling requirements:							
Reason for storage:							
<small>** Note: Storage beyond 6 months requires exceptional circumstances and details as to why</small>							
Storage start date:		Storage end date:					
<p>I Acknowledge that the storage is for the period listed above and for any extension, I must re-apply before the period has ended and approval to extend is NOT AUTOMATIC and exceptional circumstances must be PROVEN first. I accept all costs associated with the storage, put away and handling costs incurred from CEVA Logistics for such storage. Storage costs will be dependant on the length of storage time.</p>							
Approved by:		Date:					
<b>Telstra Vendor/Regional Logistics Manager Authorisation :</b>							
This application for sundry storage has been approved for(Months):							
Date of Review and forwarding to TNTL Business Manager:							
Name:							
Position:							
Date:							
<input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Back"/>							

- Enquiry sub-types for **Short Timeframe Storage (Sundry)** form:
  - Storage



- Only authorised Telstra users (Regional Managers and Vendor Manager) are permitted to submit a Sundry request
- Complete all new enquiry fields once completed select submit to log the enquiry.
- The submit function will confirm to you your enquiry ID number
- At new enquiry confirmation stage the system will also allow you to create another new enquiry without logging out by selecting  [Create another enquiry](#) or  [Print](#)
- An automatic e-mail notification will be sent to your nominated e-mail address confirming your enquiry has been successfully logged with CEVA National Customer Service
- The audit history of the new enquiry will change when the enquiry has been handled and investigated by CEVA National Customer Service and site support such as –
  - Submitted
  - On Hold
  - Released
  - Assigned
  - Work Instructions (CEVAL site operators have key work step set for some enquiries, as the work steps have been completed TL will receive audit trail of the work instructions completed)
  - Complete (all set work instructions have been completed)
  - Resolved

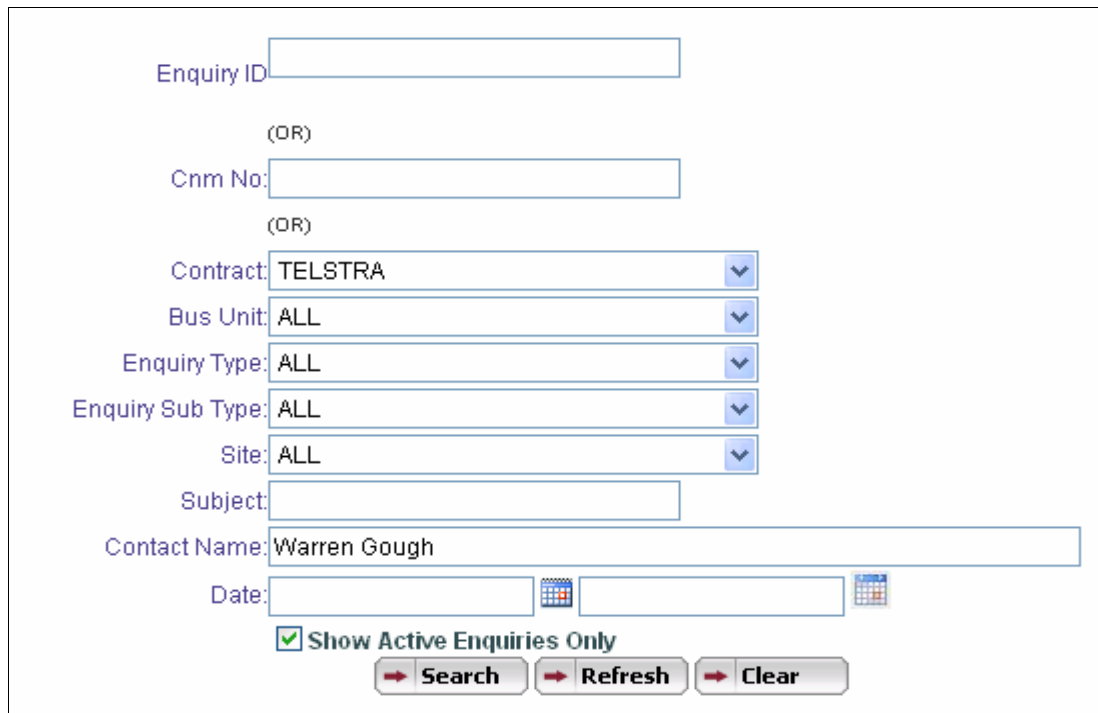
## 10. View Enquiry Status

New Enquiry

» View Enquiry Status

Change Password

- Select View Enquiry Status



The screenshot shows a web form for viewing enquiry status. It includes several input fields and dropdown menus for filtering enquiries. The 'Contact Name' field is pre-populated with 'Warren Gough'. At the bottom, there is a checkbox for 'Show Active Enquiries Only' and three buttons: 'Search', 'Refresh', and 'Clear'.

Enquiry ID:

(OR)

Cnm No:

(OR)

Contract:

Bus Unit:



Enquiry Type:

Enquiry Sub Type:

Site:

Subject:

Contact Name:

Date:    

☒ Show Active Enquiries Only

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

Enquiry ID:

(OR)

Cnm No:

(OR)

Contract:

Bus Unit:

Enquiry Type:

Enquiry Sub Type:

Site:

Subject:

Contact Name:

Date:

☒ Show Active Enquiries Only

▼ Enq ID	Submitted	Bus Unit	Enq Type	Sub Type	Name	Subject	Status
61000298	22/11/2005 9:24:26 AM	TIL	Sundry Storage Request	Storage	Telstra User 2	Storage request	OPEN
61000307	22/11/2005 11:31:07 AM	TIL	General	TR POD	Telstra User 2	POD request	WORK IN PROGRESS VTC
61000308	22/11/2005 11:35:43 AM	TIL	Discrepancy	Over supply	Telstra User 2	oversupplied	OPEN

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

## 11. Enquiry Audit History

Enquiry ID:

(OR)

Cnm No:

(OR)

Contract:

Bus Unit:

Enquiry Type:

Enquiry Sub Type:

Site:


Subject:

Contact Name:

Date:


☒ Show Active Enquiries Only

▼ Enq ID	Submitted	Bus Unit	Enq Type	Sub Type	Name	Subject	Status
61000298	22/11/2005 9:24:26 AM	TIL	Sundry Storage Request	Storage	Telstra User 2	Storage request	OPEN
61000307	22/11/2005 11:31:07 AM	TIL	General	TR POD	Telstra User 2	POD request	WORK IN PROGRESS VEC
61000308	22/11/2005 11:35:43 AM	TIL	Discrepancy	Over supply	Telstra User 2	oversupplied	OPEN

- By selecting the  icon next to the enquiry, you can view the audit history which will show you what stage your enquiry is at (below)
  - Submitted
  - Completed
  - Resolved (by National Customer Service)

Audits:


Audit Type	Audit Time	Summary	Site	Operator
SUBMITTED	22/11/2005 9:24:26 AM	Enquiry Submitted		Telstra User 2
COMPLETED	22/11/2005 5:02:05 PM	Enquiry Completed		Paula Agresta 
RESOLVED	22/11/2005 5:05:31 PM	Enquiry Resolved		Paula Agresta 

- To view completed/resolved audit notes on an enquiry, select the  icon



- The resolution to that enquiry will be inputted into the "notes" field

## 12. Cancel Enquiry

- An enquiry can be cancelled by the both the customer and National Customer Service, this function can only be used when the enquiry is at "Open" status.
- Select the  icon next to the enquiry which is to be cancelled (remember the enquiry can only be at "Open" status)


[Cancel](#) | [Print](#) | [Process](#)

Enquiry ID: 49732      Enquiry Status: OPEN  
 Enquiry Type: General  
 Enq Sub Type: Urgent Confirmation  
 Date: 26/10/2007      Time: 11 : 00 AM  
 Subject: URGENT 2284138 (DC52)  
 Customer Ref:      CEVA Ref:      Source: Web  
 Connote:      Carrier:      Reservation No: 2284138      Wave No:      Location: TO BOTANY DEPOT  
 Contact Name: George Gosarevski      Phone No: 0297934269      Fax No: 0297437263  
 Email: George.Gosarevski@team.telstra.com      State: NSW  
 Details: REV 2284138 4HRS VIP 26/10/07 (DC52) TO BOTANY DEPOT.NSW  
 Audits:
 

Audit Type	Audit Time	Summary	Site	Operator
SUBMITTED	26/10/2007 11:12:18 AM	Enquiry Submitted		George Gosarevski

[Edit](#)      [Back](#)

- Select the [Cancel](#) button.



Close

**Enquiry ID:** 49732

**Enquiry Type:** General

**Enquiry Sub Type:** Urgent Confirmation

**Name:** George Gosarevski

**Subject:** URGENT 2284138 (DC52)

**Customer Ref:**

**CEVA Ref:**

**Status:** OPEN

**CEVA Note:**

**Customer Note:**

**Cancel Enquiry**

**Cancel Enquiry**

- Enter reason for the enquiry being cancelled; once notes have been entered select "Cancel Enquiry".
- The TEMS system will confirm the enquiry has been cancelled successfully, however an automated e-mail will be sent to your nominated e-mail address also confirming your enquiry has been cancelled.



### 13. Re-open a resolved enquiry

- Select the resolved enquiry you wish to open

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

Enquiry ID: 45723 Enquiry Status: RESOLVED

Enquiry Type: General

Enq Sub Type: WH Pack-list reprint

Date: 12/09/2007 Time: 09 : 15 AM

Subject: 578/28x6 2261082 dc53

Customer Ref: CEVA Ref:

Source: Web

Connote: Carrier:

Reservation No: 2261082 Wave No:

Location: dc53

Contact Name: Domenico Colaci

Phone No: 0388329151 Fax No: 0398092312

Email: Domenico.Colaci@team.telstra.com

State: VIC

Details: neil will pick up 0419516734



Audits:

Audit Type	Audit Time	Summary	Site	Operator
SUBMITTED	12/09/2007 9:17:29 AM	Enquiry Submitted		Domenico Colaci
ASSIGNED	12/09/2007 9:21:14 AM	Site Assigned	VIC - TIL - ISSUING	Kimberley Johnstone
WORK IN PROGRESS	12/09/2007 10:40:17 AM	Work In Progress		Diana Stanton
COMPLETED	12/09/2007 12:54:30 PM	Enquiry Completed		Diana Stanton
RESOLVED	12/09/2007 1:17:02 PM	Enquiry Resolved		Kimberley Johnstone

[Re-Open](#)
[Edit](#)
[Back](#)

- 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

[< Previous](#)

Enquiry Type:	General ▾		
Enq Sub Type:	WH Pack-list reprint ▾		
Date:	26/10/2007 	Time:	11 ▾ : 00 ▾ AM ▾
Subject:	*		
Customer Ref:		CEVA Ref:	
Source:	Web ▾		
Connote:		Carrier:	
Reservation No:		Wave No:	
Location:	*		
Contact Name:	Samantha Dignan 		
Phone No.:	*	Fax No:	
Email:	*		
State:	*		
Details:	*		

[< Previous](#)

[Re-Open](#) [Back](#)

- Complete the new enquiry and select the "Re-open" button to save
- To view the previous enquiry it is linked to, select the "previous" link



## **14. Contingency**

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

**Email:** [tntalogcs@cevalogistics.com](mailto:tntalogcs@cevalogistics.com)

**Phone:** 1800 800 936

**Fax:** 03 8562 4780

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

## CUSTOMER SERVICE ENQUIRY FORM

<b>Date:</b>		<b>Time:</b>		<b>CS Sequence number:</b>	
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<b>Connote:</b>		<b>Carrier:</b>	
<b>Reservation No:</b>		<b>Wave No:</b>	
<b>Business Unit:</b>			
<b>Location:</b>			
<b>Contact Name:</b>			
<b>Phone:</b>		<b>Fax:</b>	

<b>Enquiry Type:</b>	
<b>Details:</b>	

ACTION & RESULT:			
<b>Referred to:</b>		<b>Call back time:</b>	
<b>Date resolved:</b>		<b>Resolved by (name):</b>	

*Original to be kept by Customer Service. To be given to "Referred to" person for actioning and feedback to Customer Service.*

## REPRIORITISATION REQUEST FORM

To:	CEVA – Customer Service (fax or email)
-----	--

Date of request:		Time of request:		Required date:	
Cost Centre:		Cost Account:		DAC Number:	

### PLEASE REPRIORITISE THE FOLLOWING RESERVATIONS AND TREAT AS URGENT ORDERS:

	Reservation # (Integral/Bacchus)	Material #	Qty
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

**FOR ASSISTANCE, PLEASE CALL CUSTOMER SERVICE 1800 800 936**

### URGENTLY DELIVER TO: *Only complete if different to details in reservation*

Attention:			
Address:			
Suburb:			
State:		Post Code:	
Phone:		Mobile:	
Deliver by: (time)	AM / PM	Deliver by: (date)	

Signed:			
Print Name:			
Contact number:		Contact fax:	

### FOR CEVA USE ONLY:

Marc order #		Time received into Marc		Courier/Connote reference #	
Time despatched		CS sequence #		Enquiry date	



## ADVICE OF MATERIAL DISCREPANCY OR DAMAGE

THIS FORM MUST BE SUBMITTED FOR ALL DISCREPANCIES

				CS sequence #:				
To:	CUSTOMER SERVICE	Phone:	1800 800 936	CEVA Site:		Site Fax number:		
Contact Name:				Phone:			Fax:	
Address:						Business Unit:		

*All information is supplied on packing list – please fill out all sections*

ORDER #	LICENCE PLATE #	RESERVATION #	PLANT #	MATERIAL #	QTY ORDERED	QTY RECEIVED

INTEGRAL PROJECT & SUB PROJECT NUMBERS	BACCHUS ACTIVITY & PART
RELEVANT REMARKS/SUMMARY OF CEVA ACTIONS	

CEVA Investigating Officer:		Signature:		Date:	
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## CEVAL Customer Service sequence

## Name

[illegible]

## Employee Number

--	--	--	--	--	--	--	--

### Address

[illegible]**Telephone Number**[illegible]

## Email Address

\_\_\_\_\_

### Cost Centre for Sundry Material

\_\_\_\_\_

## Position

\_\_\_\_\_

## Section

Section \_\_\_\_\_

## Business Unit

Business Unit \_\_\_\_\_

## Storage Requirements

<b>New Storage:</b>	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	<b>Ongoing Storage:</b>	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
<b>State/Location:</b>									

**Material Description (Max 15 Characters – this is what will appear on the reports)**

[illegible]

## Quantity

--	--	--	--	--	--	--

**\*\* Note: if more than 1 item enter the first item above then enter the additional items on the second page of this form**

<b>Number of pallets:</b>	<b>Value of total product:</b> \$ _____ <i>(approx value required)</i>
<b>Are pallets standard?</b> <i>(Standard Pallet size 1.2mx1.2mx1.2m)</i> <span style="float: right;"><i>(if NO – please describe storage details and estimated size)</i></span>	
<b>Special storage or handling requirements:</b>	
<b>Reason for storage:</b> _____	

**\*\* Note: Storage beyond 6 months requires exceptional circumstances and detail as to why**

**Storage start date:** \_\_\_\_\_ **Storage end date:** \_\_\_\_\_

I acknowledge that the storage is for the period listed above and for any extension, I must re-apply before the period has ended and approval to extend is NOT AUTOMATIC and exceptional circumstances must be PROVEN first. I accept all costs associated with the storage, put away and handling costs incurred from CEVA for such storage. Storage costs will be dependant on the length of storage time.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Send completed request form for authorisation prior to submission to CEVAL**

## Telstra Vendor/ Regional Logistics Manager Authorisation

This application for sundry storage has been approved for:				_____	Months
Date of Review and forwarding to CEVAL Business Manager:				_____	
Name:		_____		_____	_____
Position:		_____		_____	_____
Signature:		_____		Date:	_____





**\*\*Send authorised form to CEVAL Business Manager at relevant site\*\***

CEVA Warehousing Use Only			
Date received:		Date created as sundry:	
Date customer notified:			
Authorising officer's name:		Authorising officer's signature:	

Additional Items
------------------

2. Material Description (Maximum 15 Characters)	Quantity
<input type="text"/>	<input type="text"/>
3. Material Description (Maximum 15 Characters)	Quantity
<input type="text"/>	<input type="text"/>
4. Material Description (Maximum 15 Characters)	Quantity
<input type="text"/>	<input type="text"/>
5. Material Description (Maximum 15 Characters)	Quantity
<input type="text"/>	<input type="text"/>
6. Material Description (Maximum 15 Characters)	Quantity
<input type="text"/>	<input type="text"/>
7. Material Description (Maximum 15 Characters)	Quantity
<input type="text"/>	<input type="text"/>
8. Material Description (Maximum 15 Characters)	Quantity
<input type="text"/>	<input type="text"/>
9. Material Description (Maximum 15 Characters)	Quantity
<input type="text"/>	<input type="text"/>
10. Material Description (Maximum 15 Characters)	Quantity
<input type="text"/>	<input type="text"/>
11. Material Description (Maximum 15 Characters)	Quantity
<input type="text"/>	<input type="text"/>
12. Material Description (Maximum 15 Characters)	Quantity
<input type="text"/>	<input type="text"/>
13. Material Description (Maximum 15 Characters)	Quantity
<input type="text"/>	<input type="text"/>
14. Material Description (Maximum 15 Characters)	Quantity
<input type="text"/>	<input type="text"/>
15. Material Description (Maximum 15 Characters)	Quantity
<input type="text"/>	<input type="text"/>



The WBS or NAC will appear in this area

# WBS and NAC Parts Connote Process

Consignment - Entry

File Edit Options

Retain Date: 24-JUN-2005 14:18 1 of 1 Consolidate Items

CONTRACT TS1000 TELSTRA-TSR Cnm Ref1: Ref2: Service/Rate Grp: STANDARD Receiver Carrier A/c: Cnm Chg: \$ 0.00 GST: \$ 0.00 Tot Chg: \$ 0.00

Run Name: BROADY Carrier: 75102 TN Service: STANDARD / S Supp Code: VIN VINIEX Address: 231 ST ALBANS Suburb: SUNSHINE Ship By Date: 24/06/2005 DESTN Customer Supp Code: GREENACRE Address: 57-67 ROBERT Suburb: GREENACRE NSW 2190 Dlvr by Date: 27/06/2005 Time: 02:30PM

Item Details

Shipping Unit	Unit Type	Qty	Weight/Unit(kg)	Cube/Unit(m3)	Item Ref	Sales Order	Cost Centre	Comp Dg	Rtn TNT	Code

Total

The WBS or NAC or the word "NA", should be entered here depending on information supplied. Where the WBS or NAC has been supplied and entered in the Parts connote, a Cost Centre of WBSNAC. should be entered in the Cost Centre field of the Parts

All other Parts Entry is to remain as current. If no WBS or NAC supplied, current process applies.