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Folding Instructions

FRONT

CLICKARIBERENCE CARD logo

SALES & SUPPORT OPERATIONS

QUICK REFERENCE CARD
2017 EDITION

CONTRACT

DP Dependability	DP2 -	DP21 -
		DP22 -
		DP23 -
		DP24 -
		DP25 -
RS Responsiveness	RS3 -	RS31 -
		RS32 -
		RS33 -
		RS14 -
	RS2 -	RS21 -
		RS22 -
CO Cost	CO2 Cost of Sales	CO21 -
		CO22 -
		CO23 -
AE Asset Efficiency	AE3 -	AE31 -
		AE32 -
		AE33 -
	AE4 -	AE41 -
		AE42 -

P — Plan

P1 Plan Sales & Support Operations	P2 Plan Sales	P3 Plan Contract	P4 Plan Assist
P101	P201	P301	P401
P102	P202	P302	P402
P103	P203	P303	P403
P104	P204	P304	P404
P105	P205	P305	P405
P106			
P107			

S — Sell

S1 Sell-On-Standard Terms	S2 Sell-By-Proposal	S3 Sell Custom Solution	S4 Sell Renewal
S101	S201	S301	S401 Initiate Renewal
S102	S202	S302	S402 Schedule Renewal
S103	S203	S303	S403 Notify Customer
S104	S204	S304	S404 Refresh Customer Needs
S105	S205	S305	S405 Develop Solution
S106	S206	S306	S406 Present Solution
S107	S207	S307	S407 Review Feedback
	S208	S308	
		S309	

C — Contract

C1 Contract-On-Standard Terms	C2 Contract-By-Proposal	C3 Contract Custom Solution	C4 Contract Renewal
C101 Receive Request	C201 Receive Request	C301	C401 Receive Request
C102 Create Pricelist	C202 Initiate Proposal	C302	C402 Develop Renewal
C103 Publish Pricelist	C203 Develop Proposal	C303	C403 Present Renewal
C104 Negotiate	C204 Obtain Proposals	C304	C404 Negotiate
C105 Obtain Signatures	C205 Submit Proposal	C305	C405 Obtain Signatures
C106 Release Contract	C206 Refine & Negotiate	C306	C406 Update Contract
	C207 Obtain Signatures	C307	
	C208 Release Contract	C308	
		C309	

A — Assist

A1 Assist-With-Inquiry	A2 Assist-With-Claim	A3 Assist-With-Custom Solution	A4 Assist-With-Advisory
A101 Receive Inquiry	A201 Receive Claim	A301	D401 Identify Advisory
A102 Route Inquiry	A202 Assign	A302	D402 Initiate Advisory
A103 Identify Solution	A203 Investigate	A303	D403 Develop Action Plan
A104 Present Solution	A204 Determine Action	A304	A404 Implement Action Plan
A105 Transfer	A205 Propose Action	A305	A405 Publish Advisory
A106 Distribute Solution	A206 Trigger Action	A306	A406 Monitor Effectiveness
A107 Close Inquiry	A207 Settle Claim	A307	A407 End Advisory
	A208 Close Claim	A308	
		A309	