

Transportation Logistics Vocabulary Study Sheet #11

Name _____ Date _____ Block _____

Credit Memo- created when a customer returns a product for credit or refund

CRM- Customer Relationship Management, system for managing a company's customer, clients and sales prospects

Customer Satisfaction- how well a company's sales process, customer service and products and services have met or surpassed customer expectations

Demand History- a comprehensive record of buying and selling activities from the original request to the completion of the order with visibility into current status, progress and activity completion status

Depletion- the act of decreasing the quantity of an item in inventory

Discontinued Inventory- inventory items that will not be manufactured and/or marketed by a company going forward

Distribution- the process of marketing and supplying goods to retailers, other business, or consumers

Dock to Stock- the process of receiving inventory, followed by the putting away of the stock, resulting in the stock available to sell

eCommerce- the buying and selling of products or services over the Internet

Effective Lead Time-the time from purchase order to receipt of inventory, plus additional time for processing until the stock is available

Contact History- history of communications with contacts or customers including email and phone calls

Costing Method- also called valuation method, used to determine the value of inventory

Count Frequency- how often a cycle count occurs

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Count Sheet- used for recording inventory counts or cycle counts

Credit Hold- freezing an account when it becomes delinquent, no longer extending credit

Credit Limit-amount of credit extended to a customer

Consumer Goods- finished goods or products that are ready to be used or consumed by the end user

Consolidated Picking- also called batch picking, allows pick lists to be combined to perform bulk picking operations

Consignment Inventory-in possession by a dealer or customer but still owned by the seller

Code 128- high density barcode used in warehousing and shipping