

Accessing and Responding to CAT

- 1 Once email comes in from Costco click on "use this encrypted link"

results

coServiceRequest@contactcos...
:alation** S+/As... Wed 1:56 PM
Access Tubs, You ar... [Inbox](#)

coServiceRequest@contactcos...
broken pieces/P... Mon 7:33 PM
Access Tubs, You ar... [Inbox](#)

coServiceRequest@contactcos...
:alation** S+/As... Wed 8:18 PM
Access Tubs, You ar... [Inbox](#)

results

Exception Summary
lations require atten... 8:57 AM
ss Tubs Inc./Medi-T... [Inbox](#)

coServiceRequest@contactcos...
:alation** S+/As... Wed 8:18 PM

Escalation S+/Assistance with bathtub/PO #00847005344936/Item #2344311



CostcoServiceRequest@contactcostco.com

To: Adria Bethel; Aliesky Cardenas; Account Relations; Account relations Tech; Aim

Dear Access Tubs,

You are receiving this email in reference to a Costco Member and/or Customers'

Please [use this encrypted link](#) to review and respond to the Service Request, as p

Click here to view all open requests for this group.

Thank you,

Costco Member Service Center

~Respond using encrypted link - Do Not reply to this email~

CONFIDENTIALITY NOTICE

This email was sent from Costco Wholesale. This email (and any attachments or hyperlinks within it) may contain
in any way. If you have received this email in error, please notify the sender immediately by telephone or email at

2 Read the concern/issue from Costco

needs a part that could potentially be the fix for her issue.

ch on this order and get back to you.

(01/23/2024 17:33 PST):

Tubs,

is very upset about how she has been treated in regards to wanting to get some support for her tub. She did order the tub for the first few years. She stated the tub was working great last year, but now the pop up drain button is sticking. She stated she contacted in and was bounced around from about 3 different people. She stated she spoke to someone on a higher level who just kept telling her the 5 year warranty was up and he was not going to help. The only offered help was for her to buy the tub so she would have to tear out her bathroom.

I am advocating to see if you guys have any technicians who could go check out the drain. Again, she does not want it replaced. If it was a 5 year warranty, then it would not be up until August of this year. Can we please get assistance for our member? I have

Advisor

3 Copy PO number



Correspond And Track (CAT) Request

[Vendor Home](#)

TO: Access Tubs

Subject **Escalation** S+/Assistance with bathtub/PO #00847005344936/Item #2344311/P CHAND FREESTANDING

PO Number 5344936

Order Number 414929758

Item Number 2344311

Item Description P CHAND FREESTANDING TUB ANZII SOAKER TUB W/FAUCET

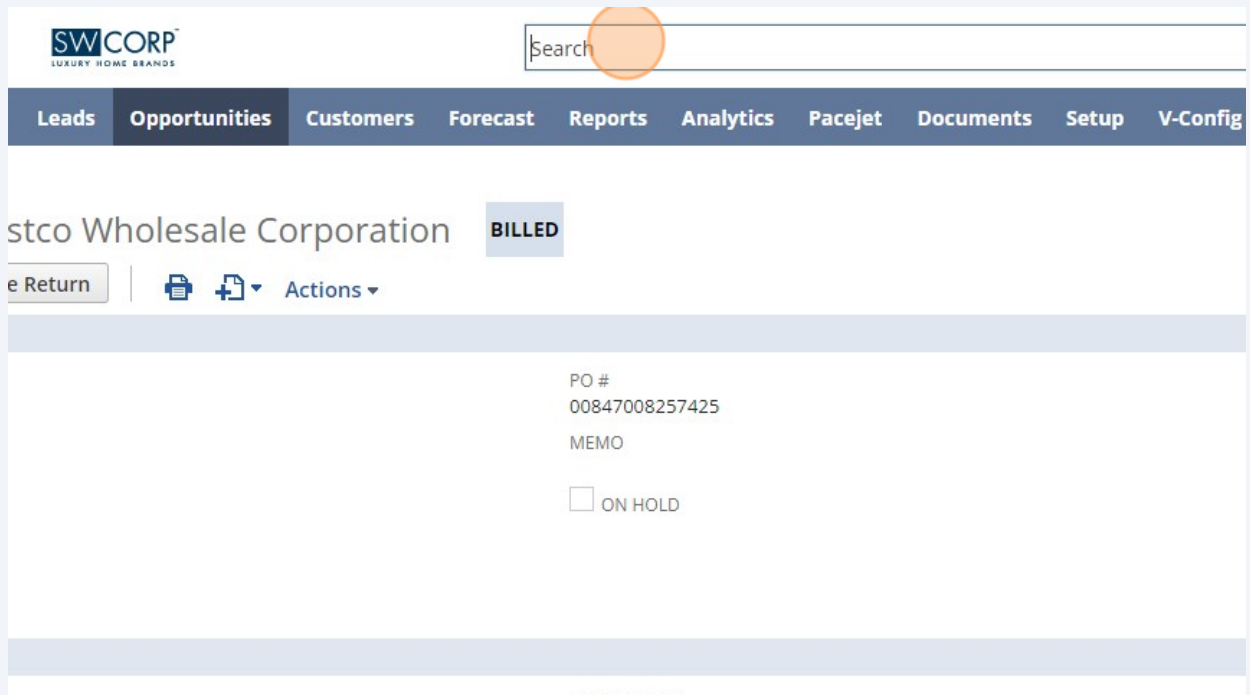
Membership Number: 111932264882

Customer Andrea Spence

Email andrea.c.spence@gmail.com

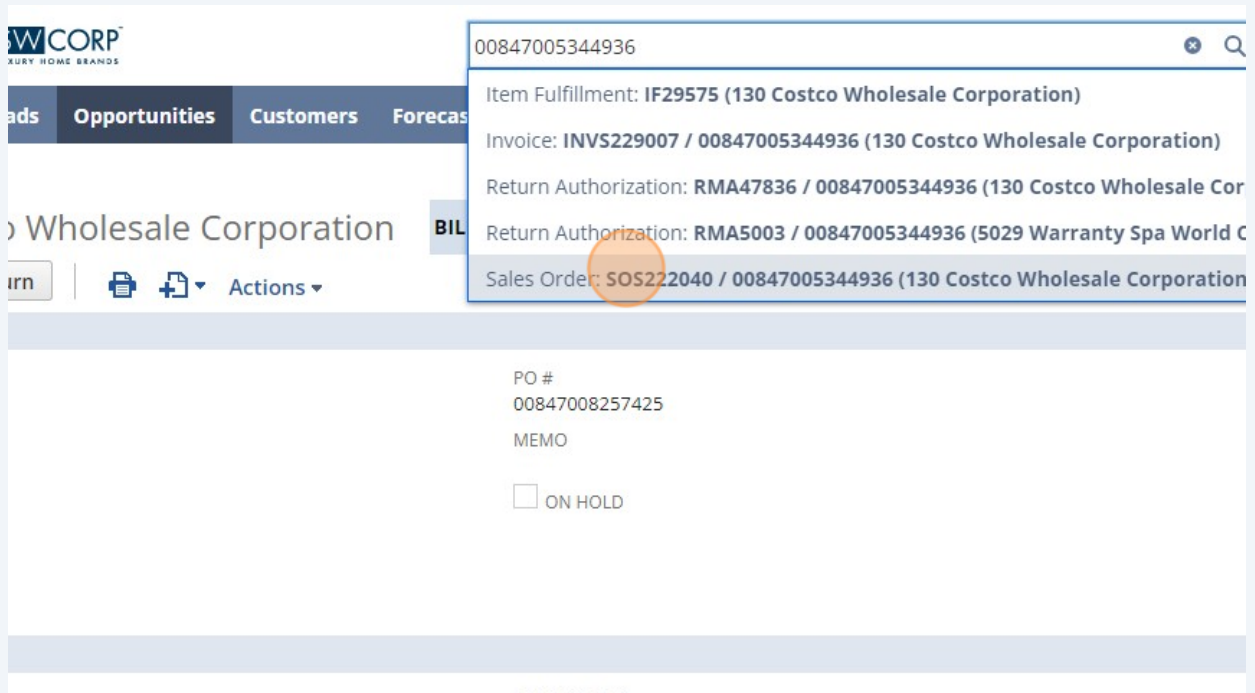
Phones Daytime Phone - 617.522.4780 Mobile Phone - 6173208866 Fax Phone - 6173208866 Alternate Phone -

4 Go to NetSuite and click in the "Search" field.



The screenshot shows the NetSuite interface for a customer record. At the top, there is a search bar with the word "Search" inside, which is highlighted by an orange circle. Below the search bar is a navigation menu with tabs: Leads, Opportunities, Customers, Forecast, Reports, Analytics, Pacejet, Documents, Setup, and V-Config. The main content area displays the customer name "Costco Wholesale Corporation" and a status "BILLED". Below this, there is a "Return" button and a "Print" icon. The "Actions" dropdown menu is open, showing options like "PO #", "00847008257425", "MEMO", and "ON HOLD".

5 Select the Sales Order



The screenshot shows the NetSuite interface for a customer record. The search bar at the top contains the text "00847005344936". A dropdown menu is open below the search bar, displaying a list of search results. The first result is "Item Fulfillment: IF29575 (130 Costco Wholesale Corporation)". The second result is "Invoice: INVS229007 / 00847005344936 (130 Costco Wholesale Corporation)". The third result is "Return Authorization: RMA47836 / 00847005344936 (130 Costco Wholesale Corporation)". The fourth result is "Return Authorization: RMA5003 / 00847005344936 (5029 Warranty Spa World C)". The fifth result is "Sales Order: SOS222040 / 00847005344936 (130 Costco Wholesale Corporation)". The "Sales Order" option is highlighted with an orange circle. Below the search bar, the navigation menu and customer details are visible, including the customer name "Costco Wholesale Corporation" and the status "BILLED".

6 Click "Related Records"

SALES PARTNER
MELISSA VIERA

SHIPPING METHOD USED

☐ COMMISSION PAID

PO # 2

☐ AWAITING INVENTORY

☐ CALL CONFIRMED

g Accounting Relationships Communication **Related Records** System Information Custom NS WMS EET

nsformations

	NUMBER	STATUS
thorization	RMA47836	Closed
ment	IF29575	Shipped

7 Click "Support Cases" to see if any exist

REASON FOR RETURN

RETURN LABEL REQUEST

PO # 2

☐ AWAITING INVENTORY

☐ CALL CONFIRMED

Items Promotions Shipping Billing Accounting Relationships Communication **Related Records** System

SOLE CUSTOM CREATED WORK ORDERS

Related Records • **Support Cases** • Transformations

Print

DATE	TYPE	NUMBER
1/11/2024	Return Authorization	RMA47836
8/27/2019	Item Fulfillment	IF29575
8/27/2019	Invoice	INVS229007
9/19/2019	Return Authorization	RMA5003

8 Click cases and research the issue

URN LABEL REQUEST ☐ AWAITING INVENTORY ☐ CALL CONFIRMED

Items Promotions Shipping Billing Accounting Relationships Communication **Related Records** System Info

OLE CUSTOM CREATED WORK ORDERS

Related Records • **Support Cases** • Transformations

VIEW Case Default STAGE - All - Awaiting Support Reply - All - SUPPORT CASE

New Case Attach Customize View

EDIT	SUBJECT	NUMBER
Edit	wrong part	CASE984
Edit	Pop up drain stuck	CASE369

[Back](#) [Authorize Return](#) [Print](#) [Copy](#) [Action](#)

CASE36952 Pop up drain stuck (130 Costco Wholesale Corporation)

Subject Pop up drain stuck Status Closec

Customer 130 Costco Wholesale Corporation Priority Mediu

Contact Assigned To Ruel Jc

Incident Date 1/10/2024 10:43 am Last Message Date 1/24/2024 4:35 pm

[View](#) [Edit](#)

INCIDENT DATE 1/10/2024 10:43 am INBOUND EMAIL ADDRESS

Return Authorization from Case

REF. NO. FROM 0/13/2023	SEARCH REF. NO. TYPE Sales Order	ENABLE CREATE REF. NO.
REF. NO. TO 1/10/2024	SEARCH REFERENCE NUMBER	

DESCRIPTION

Communication Related Records Escalations Metrics System Information Custom

Messages • Activities Files • User Notes

VIEW Case Default

Email Attach Letter PDF Fax **Refresh** View History Customize View

#	VIEW	DATE	AUTHOR	MESSAGE	EMAIL SENT	PRIMARY RECIPIENT	CC	FILES	ATTACHMENTS
1	View	1/24/2024 4:35 pm	130 Costco Wholesale Corporation	SOS2847745 warranty order	No			No	

9 Once facts are retrieved go back to the CAT, scroll down and click the "First Name" and "Last Name" field enter your information.

Bathroom Set Up.jpg
Drain Cover.jpg
Internal Drain Image.jpg

No file chosen

Please enter YOUR name when submitting a response.

First Name


Please add your response below and click Submit Response.

onse.

Last Name


Response.

- 10 Click the "Please add your response below section and type your response there



First Name

Please add your response below and click Submit Response.



Submit Response

Print This Page

- 11 Click Submit Response



Please add your response below and click Submit Response.



Submit Response

Print This Page