



CUSMs and Re-Sling Review

1. CUSMs invoices are created when we take in customer owned merchandise.
 - a. True
 - b. False
2. CUSMs are created when we take in a customer's merchandise in order to:
 - a. Return it
 - b. Have it repaired or serviced
 - c. Have it exchanged
 - d. Have it inspected
 - e. A & C
 - f. B & D
3. We do not have to create a CUSM if it is being picked up at a customer's house
 - a. True
 - b. False
4. In order to transfer a CUSM from the store to the DC we have to:
 - a. Transfer over by serial number
 - b. Print out a copy of the CUSM invoice and attach it to each item being transferred
 - c. Write on the transfer paperwork the CUSM items and invoice and have the driver sign for it
 - d. Create a credit memo
 - e. A & D
 - f. B & C
5. We will re-sling furniture from every manufacturer, even if it wasn't purchased at Leaders..
 - a. True
 - b. False
6. :Please put in numerical order the steps in having a customer's furniture re-slung:
 - a. Call the customer to inform them that their slings have arrived at the DC and have them bring in their furniture, or schedule a LEAD-PICKUP
 - b. Have the customer select their fabric and price out according to the fabric grade selected
 - c. Identify the proper sling needed based on the manufacturer and model number, and inform them of the order time-frame
 - d. Let the customer know the cost of labor to re-sling each furniture piece
 - e. Send in e-mail template for a re-sling request, and add the re-delivery date requested in subject header
 - f. Create a CUSM invoice
7. The customer has the option of re-slinging their furniture themselves
 - a. True
 - b. False
8. The following are true:
 - a. An invoice for a LEAD-PICKUP must be the only item on the invoice

- b. If the customer drops off their furniture at the store, every piece of furniture must have a copy of the CUSM invoice attached to it before it goes on the shuttle truck.
- c. When a customer has the Tropitone free-sling certificate they can pay the difference in fabric grade if they select a higher grade than originally purchased.
- d. The labor cost to re-sling a chair and a chaise are different.

Sales Associate Name: _____

Employee ID#: _____

Date: _____