



LEADERS HOLDING CO.TM

Est. 1971

Credit Memos Review

1. A Credit Memo can be written on an item with an Open Service.
 - a. True
 - b. False
2. What is a Credit Memo?
 - a. A discount offered to a previous customer.
 - b. Something offered to the customer when there are service issues.
 - c. An In-Store Credit that expires within one year.
 - d. A Ticket used to Process a Return and bring merchandise back into inventory.
 - e. The Special Instructions on a Sales Order.
3. If Customer is doing an exchange, what are the first steps that should be taken?
 - a. Enter all items that are being returned and new purchases on the credit memo
 - b. Enter new invoice, then enter credit memo.
 - c. Call the Solutions Center and wait for instructions.
 - d. Call Sales Leadership for approval on all returns.
 - e. Enter Credit Memo, then enter new invoice.
4. When is it appropriate to select "YES" when prompted "Create Even Exchange?"
 - a. Every time an exchange is processed.
 - b. When the exchange occurs the same day the original sale was written.
 - c. Only when the new order is the same dollar amount as the items being returned.
 - d. Never, we do not use the Even Exchange function in F.R.O.G.
5. All exchanges need to be approved and processed through the Solutions Center.
 - a. True
 - b. False
6. When should a detailed explanation of the return be entered into the "Memo Data" Field of the Credit Memo?
 - a. Any time the exchange happens after 7 days of customer having possession of product.
 - b. Only when processing an Exchange; not necessary on Returns.
 - c. Never, Memos/comments are only necessary on Sales Orders.
 - d. Always
7. If Processing an Exchange Only, "\$0.00" should be entered when prompted "Refund Amount"
 - a. True
 - b. False

_____ Sales Associate Name _____ SLM # _____ Date _____