



LEADERS HOLDING CO.TM

Est. 1971

Credit, Damage, Delivery Worksheets

1. When does the Store Delivery Update a Sales Order?
 - a. When the warehouse office tells the store to
 - b. As soon as the order is scheduled for Delivery
 - c. When a Customer signs a Delivery Receipt and takes the goods from store
 - d. On any order that has been delivered on a Leader's Truck
2. ICF Card stands for what?
 - a. Isolated Control Factor
 - b. Inventory Created Fairly
 - c. Identified Customer Frame
 - d. Inventory Control Form
3. If an item on the floor is damaged, but not excessively, what should be done?
 - a. Fill out Manager's Clearance form to have item discounted
 - b. Transfer item out to one of the Clearance locations
 - c. Send item back to warehouse with ICF card attached
 - d. Call Purchasing and wait to be advised
4. If an item of the floor is damaged and poses a safety threat, what should be done?
 - a. Call Purchasing and wait to be advised
 - b. Transfer item out of store immediately with an attached ICF card
 - c. Fill out Manager's Clearance form to have item discounted
 - d. Wait until Inventory comes to the store and advises how to handle
5. If an item comes off the transfer/shuttle truck damaged, what should be done?
 - a. Notify warehouse office and wait for instructions
 - b. Fill out Manager's Clearance form to have item discounted
 - c. Call a Clearance showroom and ask if they have room for the piece
 - d. Transfer item back to warehouse immediately
6. Cash Refunds can be done at the store level?
 - a. True
 - b. False

7. A Credit Memo Can NOT be written on an item with an Open Service.
- True
 - False
8. What are the five required fields to be filled out in the Serialized/Damaged

The screenshot shows a software window titled "Serialized/Damaged Merchandise". The form is organized into several sections:

- Item Information:** Item Number (PALM-138,ES), Description (S/2 SHELL CHAIR W/CUSHION B9 F/), Mfg Serial# (1), Service Email, DMR Number (2352353), Create E/E, Condition Code (U), PO Number (Repair), Invoice Number (01016594), Customer Notified, Customer (KARIN A STELTER), Damage Source, Phone (727-244-3699), and Memo.
- Vendor and Location:** Vendor Code (PALM-), Location (CUS), Rack (!VINCEB), LCost (50.00), Retail (199.99), Spiff, Parts (0.00), Labor (0.00), and Total (0.00).
- Transaction Details:** PO Number (TF1041), Factory Invoice (021/TF/VII/07), Date of Claim (11-25-08), Date Received (10-01-07), Next Activity, Keyed In (ACK), Ackn Number (TCNU9611048), Truck Number, and Approved By.

On the right side of the form, there is a vertical column of buttons: Save, Lookup, Vendor, Print, Print Approval, Reset, Email, Parts PO, Show Folder, Save Files, Cancel, Help, and Change Lcost.

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