First Quiz

1. **T/F:** The first step each day is to ensure the correct sales date is shown on the HHC?
   a. **True**
   b. False
2. What is a Load Invoice?
   a. The record of product delivered to all customers for a given sales day.
   b. **The record of product ordered vs product delivered for a given sales day.**
   c. The record of product returned from all customers for a given sales day.
   d. A list of stores who need deliveries for a given day.
3. Why is it important to validate Load Invoice quantities compared to physical product?
   a. It's not.
   b. To make sure you don't leave any product in the sales center.
   c. **To ensure you are being charged for the correct products in the correct quantities.**
   d. To make sure you know which customers to visit.
4. Which below is a best practice for staging and building your load?
   a. **Using the Stop Distribution Report, stage and build out your product load by customer. Use a different set of trays and dollies for each customer, building each load by SKU. Once you have completed your load, a best practice is to "tag" each stack with the name of the customer it is planned for.**
   b. Picking the order for each customer while in their parking lot.
   c. Creating an order while in front of the shelf each day. See what items have low-stock and then deliver that product to the store.
   d. Using the Stop Distribution Report, stage and build out your product load by brand. Use a different set of trays and dollies for each customer, building each load by SKU. Once you have completed your load, a best practice is to "tag" each stack with the name of the brand in the stack.
5. In the HHC, under what menu will you find selections available to adjust your daily load?
   a. **1. Adjust**
   b. 2. Sales
   c. 4. Orders
   d. 7. Info
6. **T/F:** It is important to verify any remaining truck stock at the end of each day and create a plan for distribution on the next sales day.
   a. False
   b. **True**
7. **T/F:** It doesn't matter if you leave the sales center without confirming any needed load adjustments have been made; you can always get it fixed later.
   a. True – you can always get credit later in the week.
   b. **False – once you have left the sales center, the invoice on record is what is charged to your business for that day.**
8. When checking in returns, what order should the product be placed in?
   a. In the order you picked them up in each store.
   b. **In the order the product is printed on the Returns invoice.**
   c. In order by item number.
   d. In order of quantity, largest amount to smallest.

9. Why is proper SBT management crucial to successful route operation?
    a. **Proper SBT management ensures products are accounted for correctly during every step of the product life-cycle which helps in minimizing potential shrink issues.**
    b. To make servicing your customers easier.
    c. So you don't have more product than you need for a given sales day.
    d. SBT management isn't important at all.
10. When should you communicate your handheld computer (HHC)?
    a. Every morning when you arrive at the sales center.
    b. Noon daily.
    c. **At the end of each sales day.**
    d. The end of each week.
11. Which invoice gives credit to the customer for product removed from the account?
    a. Return Invoice
    b. **Credit Invoice**
    c. Buyback Report
    d. Truckstock Report
12. **T/F:** It is a best practice to keep copies of all invoices for all customers for one calendar year.
    a. **True**
    b. False
13. Which day of the week should an SBT inventory be completed?
    a. **First delivery day of the week.**
    b. The last delivery day of the week.
    c. The second delivery day of the week.
    d. What is an SBT inventory?
14. Which is the correct set of steps for properly completing an SBT inventory?
    a. Work all product from the delivery and then count every item on the shelf.
    b. **Remove all return product from shelf and displays; select the Inventory count function in the HHC; count every item on the shelf, displays, and in backstock; finalize inventory count.**
    c. Remove all return product from the shelf and displays, select the Inventory count function in the HHC; count items on the shelf only, finalize inventory count.
    d. Write down the quantities of all products in the store on a notepad and then enter them into the HHC after you leave the store.
15. **T/F:** It is a best practice to create a routine and start in the same place for every SBT inventory to ensure you count all products.
    a. **True**
    b. False

Second Quiz

1. When rotating product on the shelf and displays, what product should be at the front?
   a. **Product with the closest "sell by" date.**
   b. Product you delivered that day.
   c. Product rotation is unimportant, put it where you want.
   d. The product the store manager says needs to sell first.
2. Why is it important to "tuck tails" when filling shelves and displays with product?
   a. Allows the packaging to remain stronger
   b. Protects the product within the packaging
   c. Creates a clean, consistent look.
   d. **All of the above**
3. At most, how many different items should be merchandised on a secondary display?
   a. 7
   b. **4**
   c. Every product on promotion
   d. 1
4. **T/F:** A secondary display looks world class when the best-selling product of each brand is on the display.
   a. True
   b. **False**
5. **T/F:** Safe Carry Over (SCO) is a system developed to take on-hands that were input into the HHC at the beginning of the week and make a one-time adjustment to the current week's orders.
   a. **True**
   b. False
6. **T/F:** Safe Carry Over (SCO) adjustments can roll over into the following week.
   a. **False – SCO adjustments only affect current week's orders**
   b. True- SCO adjustments can roll into the following week's orders
7. Where are you able to view your settlement statement? **(Check all that apply)**
   a. **From the HHC in the EOD menu.**
   b. **Via email from the Settlement department.**
   c. From your MSL.
   d. What's a settlement statement?
8. Which section of the statement shows a summary of all fees/credits for the settlement period?
   a. **Miscellaneous Fees**
   b. Load Charge
   c. Charge Net Sales
   d. Total Allowances
9. The Final Load charge is:
   a. The total units of product purchased for the week.
   b. The total wholesale value of the product purchased for the week.
   c. I have to buy product?!
   d. **The total value of product purchased for the week after the I/O discounts.**
10. Which is the only tab you can adjust your orders from in ION?
    a. **The Overview tab**
    b. The Product tab
    c. The Store tab
    d. The Adjust Orders tab

11. In ION, which Sort By metric is suggested as a best practice?
    a. Volume Low High
    b. Volume High Low
    c. **Freshness**
    d. Brand

12. Which available weeks for ordering can you NOT see in ION?
    a. This Week's Orders
    b. Order Week
    c. **Next Month's Orders**
    d. Plan Week

13. Which of the following variables are NOT included in the ION forecast creation?
    a. **Competitor actions**
    b. Promotions
    c. Consumption patterns
    d. National holidays

14. In ION, what does the Consumer Demand % represent?
    a. How many consumers buy our products versus how many bought them last week.
    b. **The daily % of total sales for a given week.**
    c. What % of our products a consumer buys vs our competition.
    d. The % of total product that each store needs.