DIANO

DIANO ACADEMY · CHECK

M01 Customers: the 5-question check

Answer on your own. Choose one answer for each question unless it says otherwise.

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M01 Customers: the 5-question check

NAME	DATE
COMPANY	SCORE / 5

1. Which field must you fill in to save a new customer?

- ☐ a) The VAT No
- ☐ b) The Customer Name
- ☐ c) The e-mail address
- ☐ d) The Credit Limit

2. A customer is not registered for VAT. What do you do?

- ☐ a) Leave the VAT No empty and tick Not VAT registered
- ☐ b) Type 0000000000 as the VAT No
- ☐ c) Type "none" in the address
- ☐ d) Nothing: DIANO guesses

3. What does a tax invoice over R5 000 also need?

- ☐ a) The customer's ID number
- ☐ b) The customer's bank details
- ☐ c) The customer's address and VAT number
- ☐ d) A signature from the customer

4. You import a customer spreadsheet. When is anything saved?

- ☐ a) When you choose the file
- ☐ b) When you press Preview
- ☐ c) Only after you press Import twice
- ☐ d) The next morning

5. Which role can see customers but not change them?

- ☐ a) Sales
- ☐ b) Finance User
- ☐ c) Delivery
- ☐ d) Company Admin

Pass mark: 4 out of 5. Your trainer marks this check. Nothing you write here is stored by DIANO.