DIANO

DIANO ACADEMY · CHECK

M04 Credit notes: the 5-question check

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

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M04 Credit notes: the 5-question check

NAME	DATE
COMPANY	SCORE / 5

1. Part of an issued invoice is wrong. What do you do?

- ☐ a) Void the whole invoice
- ☐ b) Raise a credit note for the wrong part
- ☐ c) Edit the invoice
- ☐ d) Delete the invoice

2. What is a new credit note's status after you press Save?

- ☐ a) Approved
- ☐ b) Issued
- ☐ c) Pending approval
- ☐ d) Paid

3. Goods came back into stock. What do you tick?

- ☐ a) Goods returned to stock
- ☐ b) Not VAT registered
- ☐ c) No invoice yet
- ☐ d) Half day

4. Can a credit note be more than the invoice?

- ☐ a) Yes
- ☐ b) Only with a reason
- ☐ c) No
- ☐ d) Only for a Company Admin

5. You approve your own credit note. What does DIANO ask for?

- ☐ a) Nothing
- ☐ b) A reason
- ☐ c) A second password
- ☐ d) The customer's signature

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