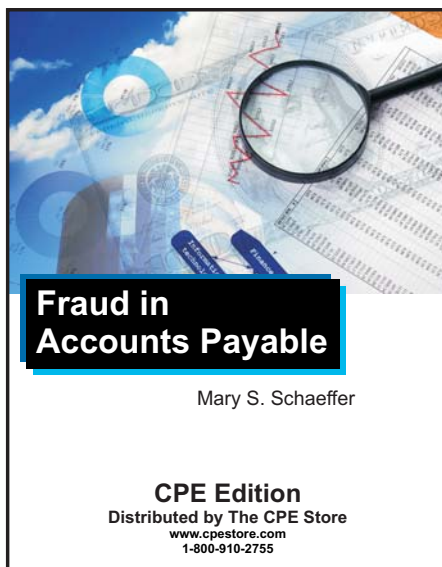


Fraud in Accounts Payable

Course Instructions and Final Examination



The CPE Store
819 Village Square Drive
Tomball, TX 77375
1-800-910-2755

Fraud in Accounts Payable

Table of Contents

	<u>Page</u>
Course Objectives	3
Course Instructions	3
Final Examination	5

COPYRIGHT 2012 - The CPE Store - ALL RIGHTS RESERVED No portion of this material may be reprinted, reproduced, transmitted, stored in a retrieval system, or otherwise utilized, in any form or by any means, electronic or mechanical, including photocopying or recording, now existing or hereinafter invented, nor may any part of this course be used for teaching without written permission from the publisher and the author.

Course Objectives

After completing this course, you will be able to:

- Identify and discuss common misconceptions about fraud
- List the most common frauds related to accounts payable
- Define occupational fraud
- Explain which employees are most likely to commit fraud and how it is most likely to be discovered
- List options for dealing with check fraud
- Identify the three parties that should be considered when assessing responsibility for a check fraud loss
- Define the basic positive pay model
- Explain the best way to eliminate check fraud
- Explain how many security features you should have for due diligence
- List security features that are available on the market today
- List some points that should be included in your written policy governing p-card use
- Identify each ACH security product and explain how it works
- Explain how desktop fraud can occur
- List some travel and entertainment fraud prevention best practices
- Discuss what the petty cash box should consist of and where it should be located
- Identify the two most common ways that criminals emulate legitimate orders
- Identify several of the most common problems with the master vendor file
- Define the concept of ghost employees
- List some low-tech ways of uncovering phantom employees
- Identify the two categories of commission fraud schemes
- List the four primary kinds of phone fraud
- Identify some of the characteristics of fraudulent invoices
- List and discuss various techniques that an organization can use to uncover fraud
- Identify which section of the Sarbanes-Oxley Act focuses on internal controls

Course Instructions

To fully benefit from this course, please follow all of the steps below.

1. Read each chapter in the text to get a good understanding of the material.
2. Answer the study guide problems which appear at the end of each chapter. After answering the problems, compare your answers with the correct answers to ensure that you understand the material.
3. When you feel that you have a good understanding of the material contained in the chapter, answer the questions on the final examination.
4. When you have completed the final examination, record your answers on the answer sheet provided and submit it for grading. A score of 70% or better is required to pass. Please also complete the course evaluation that accompanied the course and submit it to us along with your answer sheet. Upon passing you will receive a Certificate of Completion stating that you have successfully completed the course and earned the continuing education credit.

Prerequisites and Advance Preparation

No prerequisites or advance preparation are required for this course.

CPE Credit

This course is recommended for 10 CPE credits.

Final Exam Grading

- ▶ Online: Our fastest option, with instant results. Simply go to **www.cpestore.com** and click the link for online grading. Just follow the instructions from there. When you finish entering your answers, you'll receive instant test results and a Certificate of Completion to print.
- ▶ By Mail: Mail your test and course evaluation to us in the envelope provided. We grade the tests the day we receive them and mail the results and Certificate of Completion to you the following business day.
- ▶ By Fax: Please use this option only if you need fast turnaround (we want to keep this as a free service). Just fax your answer sheet to 1-281-255-4337. If you need us to fax the Certificate of Completion back to you, please provide us with your fax number and write "please fax back" on your answer sheet. If you don't need the Certificate faxed back, please write "no fax needed" on your answer sheet.

Refunds

The CPE Store guarantees your satisfaction. If, for any reason, you are not completely satisfied with your purchase, return it to us unused within 30 days for a prompt refund, no questions asked. (Sorry, but shipping fees are not refundable.)

Customer Service

The CPE Store holds itself to the highest standards. If we have not met your expectations, something is missing, or you just have a question please contact us at 1-800-910-2755 or customerservice@cpestore.com.

About Our Courses

The CPE Store's courses are developed to satisfy the continuing education requirements of the American Institute of Certified Public Accountants, each state's Board of Accountancy and the National Association of State Boards of Accountancy (NASBA). If your state requires registration of sponsors, our sponsor number will appear on your Certificate of Completion.

Our courses are designed to meet the continuing education requirements of accounting professionals. A great deal of care has been taken to ensure that the course material is both interesting and relevant to the practice of accounting. The information presented is, to the best of our knowledge, current and accurate. However, The CPE Store is not in the business of rendering legal, accounting or other professional advice and as such, the material presented in our courses is intended as an overview. If legal advice or other expert assistance is required, the services of a competent professional should be sought.

Fraud in Accounts Payable

10-Hour Course

Final Examination

Answer each question on the accompanying answer sheet. A score of 70% or higher is required to pass the exam. If you score less than 70% on your first attempt, we will allow you to take the test a second time.

Chapter 1 – Profiles of Fraud in the Business World

1. Why is occupational fraud a major concern for employers?
 - a. Most employees are eager to find ways to hurt their employers
 - b. Long-time employees, who are unlikely to commit fraud, are outnumbered by newer employees
 - c. Employees are in an excellent position to know where the company is vulnerable
 - d. It is now against the law to do reference checks on new employees
2. How well do statistics on fraud reflect the scope of the problem?
 - a. Statistics probably understate the problem, since only fraud that has been detected can be included
 - b. They overstate the problem in order to scare companies into implementing better controls
 - c. They do not take into account the same fraudster perpetrating fraud in more than one company
 - d. They prove that companies that take measures to prevent fraud have no hope of actually doing so
3. In general, how do companies detect fraud most frequently?
 - a. When they receive tips or stumble upon an indication of fraud by accident
 - b. When the IRS sends them notice that an employee has earned more than his stated salary with the company
 - c. When external auditors discover it
 - d. When employees involved in fraud feel guilty and confess
4. Why would employers fail to prosecute employees who commit fraud?
 - a. They do not want to damage morale in the company
 - b. They cannot prosecute if they get the stolen money back from the perpetrator
 - c. They fear adverse publicity, or prefer to handle the matter through internal discipline
 - d. They are worried about what else an investigator might find going on in the company

Chapter 2 – Check Fraud: Still a Huge Problem

5. Which of the following groups is responsible for investigating and prosecuting fraud involving financial institutions for the federal government?
 - a. The Association of Certified Fraud Examiners
 - b. The Bank Fraud Working Group
 - c. The American Institute of Certified Public Accountants
 - d. ILD Teleservices
6. Why is segregation of duties considered one of the most effective controls in preventing check fraud?
 - a. It ensures that employees will not discuss current fraud investigations
 - b. It separates companies covered by the Sarbanes-Oxley Act from those that are not covered by that law
 - c. It ensures that no single person is issuing purchase orders, handling invoices, and signing checks
 - d. It keeps senior executives from having any opportunity to commit fraud
7. What is the significance of the Uniform Commercial Code for controlling check fraud?
 - a. It completely relieves banks of any responsibility for losses from fraud
 - b. It requires businesses to stop using paper checks in order to avoid charges of negligence
 - c. It requires companies to prosecute any cases of fraud detected
 - d. It describes the responsibilities needed under the concepts of ordinary care and comparative negligence

Final Exam

8. How does “positive pay” contribute to the prevention of check fraud?
 - a. It ensures that the company's master vendor file is cleansed on a regular basis
 - b. It requires companies to hand-deliver checks to employees and vendors
 - c. It ensures that the company's bank is aware of authorized payments and that checks are not paid more than once
 - d. It is a technology that makes it harder to produce counterfeit checks
9. Which modification of “positive pay” would shift responsibility for payment on a fraudulent check to the company?
 - a. Teller positive pay
 - b. Reverse positive pay
 - c. Payee name positive pay
 - d. UCC permission for a bank to disclaim any responsibility
10. What is one of the security measures that should be exercised by a company using paper checks?
 - a. Allowing as little access as possible to the area where check stock is stored
 - b. Never attaching documentation to checks when they are presented for signature
 - c. Transmitting the positive pay file as soon as the monthly checking account statement is received
 - d. Making sure all employees have the company's checking account number
11. What is the best way for a company to protect its signed checks before mailing?
 - a. Returning checks to the person who authorized the payment
 - b. Keeping signed checks under lock and key until they are mailed
 - c. Arranging to have as many checks as possible hand-delivered by a number of employees
 - d. Getting them to the mailroom as early as possible and ensuring everyone knows they are no longer in the accounts payable department
12. Which scenario would be most likely to expose the company to check fraud?
 - a. Maintaining separate accounts with low balances for refund or rebate payments
 - b. Providing the company's wire transfer information to all customers
 - c. Having policies and procedures that make “rush checks” a rare occurrence used only in extraordinary circumstances
 - d. Insisting on mailing checks to vendors instead of returning them to the requisitioner

Chapter 3 – Check Stock: Stop the Fraudsters' Presses

13. What is considered sufficient “due diligence” with respect to check stock security features?
 - a. Approval of the company's checks by the ANSI Committee that oversees check-writing standards
 - b. Evidence that the company has built every available technology into its checks
 - c. Choosing checks with at least three features that include a mix of feature objectives
 - d. Continuing to use preprinted paper check stock at all is automatically considered a failure to exercise ordinary care
14. Which of the following check security features would prevent a thief from changing the amount on a signed check?
 - a. Non-negotiable stub backer
 - b. Sequential numbering
 - c. Artificial watermarks
 - d. Erasure protection
15. Why are there so many technologies and types of security measures for check stock?
 - a. Technology that thieves use to override check security measures is becoming more sophisticated and affordable, and more effort is required to thwart them
 - b. Check security is a relatively easy business to start with low barriers to entry into the market
 - c. The more security features a company uses in its check stock, the less it needs positive pay
 - d. Security measures can be very attractive and serve as a marketing device for the company

Chapter 4 – P-Card: Not as Big an Issue as You Might Think

16. How significant is the problem of purchase card fraud?
 - a. It is now the only type of vendor fraud that ever occurs
 - b. It doesn't happen often, but it does happen occasionally
 - c. It is not a problem because so few companies use p-cards
 - d. It has been a problem that will soon cease because Sarbanes-Oxley has made p-cards illegal
17. What is one of the most effective deterrents to p-card fraud?
 - a. Paying invoices as soon as they are received and inspecting them later
 - b. Making sure there are no spending limits applied to the card
 - c. Alerting employees to the consequences of misusing the card
 - d. Releasing supervisors from any obligation to oversee employee use of the card
18. What is a typical instance of p-card fraud?
 - a. Payments to an employee who chronically "loses" receipts
 - b. Surprise audits
 - c. A supervisor who regularly trains his department in the use of the card
 - d. Cancellation of a terminated employee's p-card
19. Why would split transactions on a p-card warrant investigation?
 - a. It is a likely indication that an employee is sharing his card with others
 - b. It means that spending limits applied to the card are too high
 - c. It may be a sign that the user is trying to get around spending limits
 - d. Vendors who honor split transactions are almost certainly committing fraud

Chapter 5 – Electronic Payment Fraud: Not a Growth Industry – Yet!

20. What is the simplest product to use to prevent ACH fraud?
 - a. ACH vendor filters
 - b. ACH blocks
 - c. ACH positive pay
 - d. ACH data filters
21. Where is it most important for a company to tighten controls to prevent electronic payment fraud?
 - a. Its check stock security features
 - b. Its master vendor file
 - c. How its wire transfer information is given out
 - d. Not alienating customers with requests for extensive documentation
22. How can electronic payment fraud be most easily detected?
 - a. Follow up with the payee to be sure payment was received
 - b. Having only one employee involved in setting up vendor information and processing payments
 - c. Doing a criminal background check on all vendors requesting electronic payment
 - d. Making sure that duplicate vendor information is never removed from the master vendor file

Chapter 6 – Desktop Fraud: Few Think About This – But Everyone Should

23. How do "desktop applications" leave a company vulnerable to fraud?
 - a. The applications themselves are faulty and often corrupt data
 - b. Data kept on desktops is restricted to long-time employees who are more likely to engage in fraud
 - c. Supervisors always have access to the desktops in their department
 - d. Data created in such applications is often stored on employee desktops and can escape review, testing, and other controls

Final Exam

24. When a single individual “owns” an application and the data it analyzes, which control is missing?
- Segregation of duties
 - Positive pay
 - Check stock security measures
 - External audit
25. What should a company do to decrease the likelihood that desktop applications will produce errors or enable fraud?
- Encourage employees to develop their own spreadsheet modifications and prevent access by anyone who could inspect them
 - Let employees know that documenting how spreadsheets have been modified is an offense that could get them fired
 - Adopt written standards and procedures for developing new applications, addressing their layout, documentation, internal controls, testing, modification, security, and staff activities
 - Do away altogether with desktop applications as part of financial processes

Chapter 7 – Travel and Entertainment Fraud: Not All Your Employees Are Honest

26. What is the significance of Travel and Entertainment (T&E) fraud in terms of losses to companies?
- T&E fraud leads to larger losses than any other type of corporate fraud
 - Although losses from T&E fraud are generally smaller than those from other types of fraud, instances of T&E fraud occur more frequently than other types
 - Since T&E fraud occurs only among senior executives, it is rarely pursued by companies, and the losses are absorbed without complaint
 - Advances in technology have virtually eliminated T&E fraud
27. Which of the following is a sign of T&E fraud that should be investigated?
- A particular employee who frequently submits handwritten receipts
 - A computer-generated boarding pass for an air flight
 - Any situation in which employees travel together
 - Several receipts from a single vendor
28. What might a company do as a matter of policy with respect to T&E fraud?
- Never use a corporate T&E card; insist that employees use personal credit cards for company travel and entertainment
 - Conduct unannounced audits of expense reports and let employees know how they did on complying with T&E procedures
 - Absorb T&E losses, since they rarely cost as much as investigating and acting on them would cost
 - Let employees know that the company will not pursue T&E errors or fraud because their morale is more important than possible company losses

Chapter 8 – Petty Cash Fraud: Petty Indeed

29. How do petty cash boxes provide opportunities for inappropriate use of corporate funds?
- They are often used to cash checks or borrow from, treating the company as a bank
 - Very few people understand how they work
 - They are often used to hold just cash, when they should be where all negotiable instruments of the company are stored
 - They are impossible to audit
30. If a company maintains a petty cash fund, which of the following is a necessary control?
- Make sure that all senior executives have a key to the box
 - Confirm that only the person who safeguards the box is able to take loans and leave IOUs
 - Require the same level of documentation for petty cash that is expected for any other reimbursement or purchase
 - Keep an amount of money in the box equal to at least ten times the average monthly activity

31. If a company uses an "imprest" approach to managing petty cash, what is it doing?
- a. Enabling any senior executive with whom a regular employee would be "impressed" to take loans from petty cash
 - b. Accepting only third party checks in exchange for cash from the fund
 - c. Replenishing petty cash in the amount of valid receipts for the money that has been used during the period
 - d. Keeping several thousand dollars in its petty cash fund
32. Which of the following statements is true regarding keys to the petty cash box?
- a. Each senior executive should have a key
 - b. There should be just one key and one person responsible for the box
 - c. There should be just one key and the outside auditor should maintain control of it
 - d. There should be only two or three keys, and these should be given to people who will actually handle the petty cash disbursements
33. What would sequentially numbered receipts in the petty cash box from a single employee suggest?
- a. The employee may have a receipt pad and be submitting for fraudulent reimbursements
 - b. The person responsible for the petty cash box has lost or given the key to someone
 - c. No one is approving these payments from petty cash
 - d. Nothing; sequentially numbered receipts are not unusual in an expense reimbursement system

Chapter 9 – Vendor and Invoice Fraud: Not Every Invoice (or Vendor) Is Legit

34. Why may invoice fraud be difficult to detect?
- a. Very few companies ever use purchase orders against which to check invoices
 - b. It may be difficult to tell whether a vendor has made an honest mistake or is attempting to defraud the company
 - c. There should be no need for accounts payable to check with the receiving department
 - d. What appear to be fraudulent invoices are nearly always attempts at fraud by employees of the company, and not its vendors
35. Which of the following represents poor payment practices, rather than attempts at vendor fraud?
- a. Invoices with pricing and charges not agreed to when the order was placed
 - b. Letting payments go so long that a second invoice arrives, and both are paid
 - c. Solicitations made to look like invoices
 - d. Invoices for advertising and other services that a third party would know the company purchased, but not from the true provider of the service
36. Which of the following fraud techniques can be avoided by strict vendor verification?
- a. Collusion between an employee and the vendor's employee
 - b. A dishonest vendor using a PO box to receive payments and being untraceable when goods or services are not received
 - c. Intimidating employees into paying an alleged invoice on a rush basis
 - d. Billing for goods not shipped, or at terms not agreed to

Chapter 10 – Master Vendor File Fraud: How Employees Play Games with Your Records

37. How are coding standards in the master vendor file related to fraud prevention?
- a. They are defined and enforced by the Bank Fraud Working Group
 - b. They increase chances that only one person will need access to the master vendor file
 - c. They help prevent duplicate vendor records and diminish chances of an inactive record being used to commit payment fraud
 - d. They are sent to the company's bank to help the bank pay only authorized checks

Final Exam

Chapter 11 – Payroll Fraud: Ghostbusting and More

38. How is payroll fraud most likely to occur in a company?
- a. When there is insufficient segregation of duties in payroll processing
 - b. When paychecks are hand-delivered to employees
 - c. When a company uses time clock technology that prevents employees from punching in or out for anyone but themselves
 - d. When an employee is on sick or disability leave
39. What should a company include in its procedures for paying commissions to sales staff in order to prevent fraud?
- a. Managers should not be held responsible for the accuracy of sales reports submitted for commission payments
 - b. Commissions should be retrievable when cancellations or returns occur, or only be paid when proceeds from sales have been received
 - c. Inspections of the homes and cars of sales people to be sure they are not stealing inventory
 - d. A statement that a certain amount of overpayment of commissions is to be expected and is simply a cost of doing business

Chapter 12 – Telecom Fraud: Yes, It Can Happen to You

40. What is the primary reason that companies fall victim to telecom or phone fraud?
- a. The means of detecting it, like reviewing every call on a phone bill, are extremely time-consuming
 - b. Receptionists and other employees are over-trained and over-sensitive to phone scams
 - c. It is illegal to try to get a refund on a fraudulent phone charge
 - d. Today's technology does not allow for putting blocks on phone lines that would prevent fraudsters from using them

Chapter 13 – Best Practices – Not: Tactics that Unintentionally Promote Fraud

41. What is one of the best ways to strengthen accounts payable procedures and avoid fraud?
- a. Encouraging employees to share log-in and password information for company systems
 - b. Having policies that make clear the consequences of noncompliance with policies and controls to prevent errors or fraud
 - c. Waiting to produce a purchase order until an invoice is received, so that they match
 - d. Having multiple senior executives able to sign checks

Chapter 14 – Fraud Monitoring Reports: A Necessary Evil

42. What is required in order for a company to have a system for monitoring information to detect fraud?
- a. Software specifically designed for the purpose
 - b. An external audit conducted frequently during the year
 - c. A single person involved in all aspects of the accounts payable process who does the review
 - d. A set of reports that compares information from various sources to ensure consistency and integrity of the information underlying payments
43. How should a company determine the extent and frequency of its fraud monitoring reviews?
- a. There are ANSI standards for how often different types of companies should do this
 - b. By considering a number of factors, such as tips, employee attitudes and behaviors, instances of fraud in its industry or area, and any recent failures of controls
 - c. They should conduct such reviews only when troubling signs can no longer be ignored
 - d. According to whether or not there are employees in the company capable of using the sophisticated tools required, such as regression analysis and Monte Carlo simulations
44. In order to check for employee fraud, what is the most important data to review?
- a. The positive pay lists
 - b. Bank statements
 - c. A comparison of human resources data with the master vendor file
 - d. Reference checks at the time of hire

45. Who should review reports on the master vendor file?
- A very senior executive
 - The accounts payable clerk
 - The data should be submitted to the IRS for checking
 - This should only occur during the company's annual external audit as part of the engagement
46. What is an "ACT list"?
- It is specialized software created to automate fraud monitoring
 - It is a list of duplicate payments paid by the bank that the bank provides to the company
 - "ACT" stands for "Always Check Thoroughly" and is a list of payees in company information that reviews have shown to have recurring irregularities on invoices
 - "ACT" stands for "Accomplice Cash Transfer" and is a list of employees who routinely endorse their checks over to others

Chapter 15 – Fraud Detection and Prevention: Simple Tactics You Can Use

47. Based on the ways that most companies detect fraud, what is one of the most effective ways a company can prevent or detect fraud?
- Conduct surprise audits at least weekly
 - Try to ignore signs of low employee morale or questionable behavior so that it doesn't distract senior executives
 - File a report with the local police asking them to keep an eye out for fraud against the company
 - Enable anonymous tips and reporting mechanisms, such as fraud hotlines
48. What is the "three-way match" used in fraud prevention?
- Getting at least three references on a new hire and being sure they all support the belief that this is an honest employee
 - Making sure that at least three employees are involved in every entry or change to the master vendor file
 - Having at least three security features built into the company's check stock
 - Making sure that accounts payable can compare a reliable purchase order, a careful check of goods and services by the receiving department, and the invoice

Chapter 16 – Sarbanes-Oxley

49. What is the purpose of the Sarbanes-Oxley Act?
- It requires sufficient controls and senior executive accountability to prevent accounting or reporting fraud by public companies
 - It focuses on the management of accounts payable and sets standards for A/P procedures
 - It provides courts with minimum sentencing guidelines for employees convicted of fraud
 - It is a temporary provision that requires all corporations to file reports with the Securities and Exchange Commission
50. Which of the following is one of the impacts of Sarbanes-Oxley on accounts payable processes?
- It has called attention of senior executives in all companies to the need for effective controls in accounting systems and procedures
 - Many accounts payable employees have been convicted of sloppy procedures
 - Travel and Entertainment expense fraud has reached an all-time high
 - It has relieved all companies of the need to do ethics training among their employees

**Thank you for taking our course.
We hope you enjoyed it.**

Fraud in Accounts Payable

Course Number: AA92103

Qualifies for 10 hours of CPE credit

If you are mailing or faxing your test to us for grading, please fill in Member ID _____ and Validation number _____.

Name as it should appear on your Certificate:

Where should we send your results?

License State(s): _____

License Number: _____

Date Course Completed: _____

* Answer each question A, B, C, or D, as appropriate.

* Be sure you are answering questions from the Final Examination, not from the Study Guide

* **For instant online grading, go to www.cpestore.com and click the link for Online Services**

- | | | | | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| 1. <input type="checkbox"/> | 11. <input type="checkbox"/> | 21. <input type="checkbox"/> | 31. <input type="checkbox"/> | 41. <input type="checkbox"/> |
| 2. <input type="checkbox"/> | 12. <input type="checkbox"/> | 22. <input type="checkbox"/> | 32. <input type="checkbox"/> | 42. <input type="checkbox"/> |
| 3. <input type="checkbox"/> | 13. <input type="checkbox"/> | 23. <input type="checkbox"/> | 33. <input type="checkbox"/> | 43. <input type="checkbox"/> |
| 4. <input type="checkbox"/> | 14. <input type="checkbox"/> | 24. <input type="checkbox"/> | 34. <input type="checkbox"/> | 44. <input type="checkbox"/> |
| 5. <input type="checkbox"/> | 15. <input type="checkbox"/> | 25. <input type="checkbox"/> | 35. <input type="checkbox"/> | 45. <input type="checkbox"/> |
| 6. <input type="checkbox"/> | 16. <input type="checkbox"/> | 26. <input type="checkbox"/> | 36. <input type="checkbox"/> | 46. <input type="checkbox"/> |
| 7. <input type="checkbox"/> | 17. <input type="checkbox"/> | 27. <input type="checkbox"/> | 37. <input type="checkbox"/> | 47. <input type="checkbox"/> |
| 8. <input type="checkbox"/> | 18. <input type="checkbox"/> | 28. <input type="checkbox"/> | 38. <input type="checkbox"/> | 48. <input type="checkbox"/> |
| 9. <input type="checkbox"/> | 19. <input type="checkbox"/> | 29. <input type="checkbox"/> | 39. <input type="checkbox"/> | 49. <input type="checkbox"/> |
| 10. <input type="checkbox"/> | 20. <input type="checkbox"/> | 30. <input type="checkbox"/> | 40. <input type="checkbox"/> | 50. <input type="checkbox"/> |



The CPE Store

819 Village Square Drive
Tomball, TX 77375
Phone 1-800-910-2755
Fax 281-255-4337
www.cpestore.com

Course Evaluation

Course # _____

Your Name _____

About the Course

Were the stated learning objectives met?

- ☐ 1 - Not at all ☐ 2 - Marginally ☐ 3 - Somewhat ☐ 4 - Mostly ☐ 5 - Absolutely

If applicable, were prerequisite requirements appropriate and sufficient?

- ☐ 1 - Not at all ☐ 2 - Marginally ☐ 3 - Somewhat ☐ 4 - Mostly ☐ 5 - Absolutely ☐ N/A

Was the text well-written, accurate and easy to understand?

- ☐ 1 - Not at all ☐ 2 - Marginally ☐ 3 - Somewhat ☐ 4 - Mostly ☐ 5 - Absolutely

Was the final exam well-written, accurate and easy to understand?

- ☐ 1 - Not at all ☐ 2 - Marginally ☐ 3 - Somewhat ☐ 4 - Mostly ☐ 5 - Absolutely

Were course materials relevant and did they contribute to the achievement of the learning objectives?

- ☐ 1 - Not at all ☐ 2 - Marginally ☐ 3 - Somewhat ☐ 4 - Mostly ☐ 5 - Absolutely

Was the time allotted to the learning activity appropriate?

- ☐ 1 - Not at all ☐ 2 - Marginally ☐ 3 - Somewhat ☐ 4 - Mostly ☐ 5 - Absolutely

If applicable, were the individual instructors effective?

- ☐ 1 - Not at all ☐ 2 - Marginally ☐ 3 - Somewhat ☐ 4 - Mostly ☐ 5 - Absolutely ☐ N/A

About the Service

Were you satisfied with the ordering process?

- ☐ 1 - Not at all ☐ 2 - Marginally ☐ 3 - Somewhat ☐ 4 - Mostly ☐ 5 - Absolutely

Were your course materials in good condition when they arrived?

- ☐ 1 - Not at all ☐ 2 - Marginally ☐ 3 - Somewhat ☐ 4 - Mostly ☐ 5 - Absolutely

Did you receive your materials in a timely manner?

- ☐ 1 - Not at all ☐ 2 - Marginally ☐ 3 - Somewhat ☐ 4 - Mostly ☐ 5 - Absolutely

About You

What is your preferred method for completing your CPE?

- ☐ Textbook ☐ PDF materials downloaded from the internet ☐ Online courses ☐ Live seminars

Would you like us to notify you by email of our weekly specials and new courses?

- ☐ No ☐ Yes, my email address is _____ ☐ Already receiving

Comments Please

Are there any particular topics you would like to see covered in a CPE course or any additional services you would like to see us provide? _____

Please provide any additional feedback, either positive or negative, regarding our products or our service: _____