

EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT

EXEMPLAR PAPER 1

STUDENT NAME & SURNAME	
ID NUMBER	
EISA REGISTRATION NUMBER	
ASSESSMENT CENTRE	
ASSESSMENT CENTRE ACCREDITATION NUMBER	
QUALIFICATION	Occupational Certificate: Dispatching and Receiving Clerk
SAQA ID	99446
CREDITS	34
PAPER	P3
DATE OF EISA	DD/MM/YYYY
DURATION	2 HOURS
TOTAL MARKS	65
PASS MARK	49

GENERAL EISA RULES

1. Students are **only** allowed to use the supplied EISA booklets.
2. Students are **only** allowed to use a black pen for their answers.
3. Students to ensure that their name, surname and EISA registration number appears on the front of your EISA booklet.
4. This is a closed book examination; therefore, no other material or belongings are to be brought into the assessment centre. Should you bring any other material or belongings into the assessment centre, you will be required to leave such at the front of the assessment centre examination room. The assessment centre will not be held liable for any loss or damage to property brought into the assessment centre examination room.
5. All EISA booklets must be handed back to the invigilator intact. No pages may be torn off from the EISA booklet. The removal of EISA booklets from the examination room is prohibited.
6. Students may make use of a calculator in this EISA.
7. Unless this is an online examination where access to a computer will be made available to you; the use of any communication devices, including smart watches, cell phones, tablets, i-Pads, headphones and laptops are prohibited.
8. All cell phones are to be switched off for the duration of the EISA.
9. The invigilator will not assist you with the explanation of questions related to the EISA.
10. Students are prohibited from conversing in any manner with other students.
11. Students may not leave the examination venue within one hour of the start of the examination and in the last 10 minutes of the allotted examination period.
12. Students who are found to be disruptive and unruly in the assessment centre will be requested to leave the assessment centre by the invigilator.

I HEREBY CONFIRM THAT I HAVE READ THE ABOVE EISA RULES AND DECLARE THAT I UNDERSTAND AND ACCEPT THE RULES.

Question 1

Receive Stock

(20 Marks)

The order that was placed by your supermarket has just arrived. The Store Manager has requested you, as the receiving clerk, to receive the order.

Use the documents provided below to receive this order.

- Store Order Form
- Dispatch note.
- Stock list showing stock that is on the truck.

Store Order Form**Apple Centre of Learning (Pty) Ltd Order Form**

Apple Centre of Learning (Pty) Ltd -Store Order Form		Deliver Order Number: 54901	
Description		SKU No.	Quantity
A4 1 Quire 192-page Book Feint and Margin		01001	15
A4 2 Quire 192-page Book Quad and Margin		01002	5
A4 72-page Book Feint and Margin		01003	10
A4 Typex x 80 GSM (Ream)		01004	3
A4 Smart Copy paper 80 GSM (Ream)		01005	5
Treeline Koki pens (12)		01006	3
40g Staedler glue stick		01007	3
80-page exam pad punched		01008	5
1 x Big Crystal Ultra Fine Pens		01009	2
Treeline colour pencils (12)		01010	2

Delivery Note

Deliver Order Number: 54901		Purchase Order No: 55076	Delivery Date: 20 June 2021
From: Stationery and All (Pty) Ltd No. 74 Dahlia Street Vryburg 8601		Contact Person: Mr. Mrs. Potgieter Tel No. 053 925 7682 Email Address: admin@stioneryandall.co.za	
To: Apple Centre of Learning (Pty) Ltd No. 56 Eike Street Vryburg 8601		Contact person: Ms. Mrs. Smith. Tel No. 053 763 7654 Email Address: admin@applecol.co.za	
DISPATCHED ITEMS			
Goods description:	SKU No.	Quantity	Quantity Delivered
A4 1 Quire 192-page Book Feint and Margin	01001	15	15
A4 2 Quire 192-page Book Quad and Margin	01002	5	5
A4 72-page Book Feint and Margin	01003	10	10
A4 Typex x 80 GSM (Ream)	01004	3	3
A4 Smart Copy paper 80 GSM (Ream)	01005	5	5
Treeline Koki pens (12)	01006	3	10
40g Staedler glue stick	01007	3	3
80-page exam pad punched	01008	5	5
1 x Big Crystal Ultra Fine Pens	01009	2	2
Treeline colour pencils (12)	01010	2	1
Receiving Clerk Name:	Signature:		Date Received:
Goods received in good order and condition			

Stock list (Actual stock quantities on the truck)

Description of Goods	SKU No.	Quantity
A4 1 Quire 96-page Book Quad and Margin	01001	15
A4 2 Quire 192-page Book Quad and Margin	01002	5
A4 72-page Book Accounting Book (cash)	01011	10
A4 Typex x 80 GSM (Ream)	01004	3
A4 Smart Copy paper 80 GSM (Ream)	01005	5
Treeline 30cm plastic ruler assorted colours	01012	10
40g Staedtler glue stick	01007	3
80-page exam pad punched	01008	5
Staedtler colouring pens (10s)	01013	2
Treeline colour pencils (12)	01010	1

- 1.1. Use the table provided below to capture your answers for the following questions.
- 1.1.1. Compare quantity of goods ordered as per the store order form against the delivery note and using the table that is provided capture the quantity of the delivered items. **(5 marks)**
- 1.1.2. 1.1.1. Put a tick (✓) for accepted stock and cross (x) for incorrect stock. **(4 marks)**
- 1.1.3. 1.1.2. Sign the delivery note on the space provided **(1 mark)**
- 1.1.4. Using the same comparison table provided, make notes about your findings in the provided column. For example: Incorrect stock product , Incorrect description, Incorrect package size, Incorrect quantity, Incorrect brand **(5 marks)**
- 1.1.5. Using the same comparison table, give reasons for identified variances. **(5 marks)**

Comparison table for Question 1.1						
Goods description	Quantity on order form	Quantity on the delivery note (1.1.1)	Quantity on the truck	(√) delivered and (x) not delivered (1.1.2)	Notes about your findings. (1.1.4)	Give reasons for identifying variances (1.1.5)
A4 1 Quire 192-page Book Feint and Margin	15		15			
A4 2 Quire 192-page Book Quad and Margin	5		5			
A4 72-page Book Feint and Margin	10		10			
A4 Typex x 80 GSM (Ream)	3		3			
A4 Smart Copy paper 80 GSM (Ream)	5		5			
Treeline Koki pens (12)	10		10			
40g Staedler glue stick	3		3			
80-page exam pad punched	5		5			
1 x Big Crystal Ultra Fine Pens	2		2			
Treeline colour pencils (12)	2		1			
Receiving Clerk Name:			Signature:			Date ordered:

(Total Marks for Question 1 = 20)

Question 2




Equipment

(3 Marks)

2.1. Choose the correct stock moving equipment that must be used to move each stock item listed below by matching the stock moving equipment to the correct stock item.

List of stock items:

- Pallet with 10 boxes of baked beans wrapped with stretch wrap.
- 4 x boxes of 12 x 500g of Koo baked beans.
- 3 boxes of 12 x A4 notebooks.

Stock moving equipment	Stock to be moved
<p>Warehouse transport wire mesh trolley cart.</p>  <p>Copied from www.alibaba.com on 14 -07-2021</p>	
<p>Forklift.</p>  <p>Copied from www.indiamart.com on 14 -07-2021</p>	
<p>Flat trolley.</p>  <p>Copied from www.alibaba.com on 14 -07-2021</p>	

(Total Marks for Question 2 = 3)

Question 3

Shrinkage Control in a Receiving Environment

(12 Marks)

Read the mini scenarios below and identify good and bad shrinkage control practices in the receiving environment. Use a tick (✓) to indicate good practices and bad practices.

3.1. Identify at least two (2) bad practices and two (2) good practices from the scenarios given below. Use a tick (✓) to indicate good practices or bad practices. **(4 marks)**

Scenario	Practice	
	Good	Bad
<p>The receiving clerk at Luvo Supermarket is observing the delivery that is being offloaded by the delivery team from a supplier. Her phone rang and she took the call.</p> <p>One of the team members saw her taking the call and took advantage of this. The team member put one box of the stock back into the truck.</p> <p>Is the action taken by the receiving clerk a good or bad receiving practice?</p>		
<p>When the receiving clerk at Machel Store was done with physically checking and counting the delivered stock, she signed the invoice and the dispatch note.</p> <p>She then started scanning each item one at a time to capture these into the system.</p> <p>Is this a good or bad receiving practice?</p>		
<p>When physically counting the stock, with clothing items, the receiving clerk at Peter Clothing Store, counted 15 boxes with long-sleeved t-shirts. However, 20 boxes of long-sleeved t-shirts were ordered on the Store Order Form.</p> <p>She accepted this order and noted the 5 missing boxes on the dispatch note.</p> <p>Is this a good or bad receiving practice?</p>		
<p>The receiving clerk at Dube Supermarket always packs received stock inside the Rolltainer in the receiving area as she expects general assistant staff to pack the stock in the stock storage area or move it to the store.</p> <p>However, some stock items go missing from the rolltainer and no one takes responsibility.</p> <p>Is this a good or bad receiving practice?</p>		

3.1.1. Identify at least two (2) bad practices from the scenarios above.

(2 marks)

3.1.2. Identify at least two (2) good practices from the scenario above.

(2 marks)

3.2.

a. How will the identified bad practices impact on shrinkage in receiving?

(4 marks)

b. How can the identified bad practice be improved?

(4 marks)

(Total Marks for Question 3 = 12)

Question 4

Dispatching Stock

(15 Marks)

Your company has just received three orders from their regular customers. These orders must be dispatched tomorrow. As the dispatching clerk, use information and documents provided below to complete the exercise that Nelson was requested to do.

- Stock Available to Sell Record
- Customers details
- Store Order Form (A list of stock items ordered)
- A dispatch advice template

Stock Catalogue.

Qty	Dry goods	SKU No.	Qty	Perishables	SKU No.	Qty	Frozen	SKU No.
200	25x 250g Selati White Sugar, R136.00.	0328	100	500g Enterprise viennas, R35.00.	0200	200	5kg Goldi Chicken Mix, R210.00.	0115
300	12 x 375ml Sunfoil Sunflower Oil, R160.00.	0329	60	200g Shoulder Renown bacon, R30.00.	0201	200	I & J Baby Hake, 5kg, R250.00.	0116
250	12 x 420g KOO Vegetable Curry, R193.00.	0330	200	1,5 kg Granny Smith apples, R30.00.	0202	150	Nature's 4x 2.5 kg Frozen Chips, straight cut, R230.00.	0117
250	12x215g Chakalaka KOO Mild, R153.00.	0331	60	Banana box, R35.00	0203	200	60 x 100g I & J Frozen Burgers, R400.00.	0118
100	10x 70g Knorr Aromat Seasoning, R95.00.	0332	50	Beetroot bag, 10kg, R70.00.	0204	200	Everyday Beef Patties 12 x 100g, R100.00.	0119
300	10 x45g Royco Regular Packet Soup, R34.00.	0333	200	Bag of cabbage,10kg R50.00.	0205	100	I & J Fish Fingers, 2kg Bulk Box, R140.00.	0110
300	10x 200g Nescafe Ricoffy 3 in 1, R273.00.	0334				100	Frozen chicken 5kg, R300.00.	0111
300	200x25g Five Roses Black envelope tea bags, R372.00.	0335						
150	1x 1000 Joko Tag less tea bags, R329.00.	0336						
100	200 x 2,5kg Ellis Brown Creamer Stick Pack, R162.00.	0337						

Question 4.1.

Details about customer 1.

Company name and physical address

Norman Supermarket
532 Nonyane Street
Mapetla
SOWETO
1803

Contact details:

Mr. Florence Dikotla
Tel No. 011 4657 7821
Email address: norman65@gmail.com

Purchase Order No. 99965

Transport agent details:

Prince Transport
Driver's name: Mathew Maraba
Vehicle plate registration number: TRS 459 GP
Date on which the order was placed: 13 July 2021.

Products ordered.

Store Order Form

Norman Supermarket	Purchase Order Number: 99965	
Goods ordered		
Description	SKU No.	Quantity
10 x45g Royco Regular Packet Soup	0333	5
10x 200g Nescafe Ricoffy 3 in 1	0334	2
200x25g Five Roses Black envelope tea bags	0335	1
1x 1000 Joko Tag less tea bags	0336	1
200 x 2,5kg Ellis Brown Creamer Stick Pack	0337	2

Delivery Advice Template

Customer's details		Customer's contact details	Purchase Order No.		
DISPATCHED ITEMS					
Goods description:		SKU No.	Quantity	Unit Price	Total
				Sub Total:	
				Vat:	
				Grand Total:	
Customer signature:	Date Received:	Name of transport agent:		Delivery Time:	Name of driver:
		Vehicle plate Reg No.			Signature:
Goods received in good order and condition					

4.1.1. Use the customer's details provided below to complete the relevant section of the dispatch advice template including the purchase order number, on the dispatch advice template provided.

(1 mark)

4.1.2. Identify and fill in details of the transport or carrier agent and the driver collecting and delivering this order..

(1 mark)

4.1.3. Use information provided on the Store Order Form to complete the provided dispatch advice template provided.

(3 marks)

Question 4.2.

Details about customer 2.

Name of company and physical address.

Batho Bohle Store
No. 269 Maraba Street
Vorna Valley
Midrand
1687

Contact details:

Ms. Dikeledi Masa
Tel No.011 679 4274
Email address: bathobohle@gmail.com

Purchase Order No: 97628

Transport agent details:

Mosima Deliveries
Driver's name: Peter Kannete
Vehicle plate registration number: PWR 692 GP
Date on which the order was placed: 19 June 2021.

Products ordered.

Store Order Form

Batho Bohle Store	Purchase Order No: 97628	
<i>Goods ordered</i>		
Description	SKU No.	Quantity
12 x 375ml Sunfoil Sunflower Oil	0329	3
12 x 420g KOO Vegetable Curry	0330	2
12x215g KOO Chakalaka Mild	0331	3
10x 70g Knorr Aromat Seasoning	0332	4
10 x45g Royco Regular Packet Soup	0333	5

Delivery Advice Template

Customer's details		Customer's contact details		Purchase Order No.
DISPATCHED ITEMS				
Description:	SKU No.	Quantity	Unit Price	Total
			Sub Total:	
			Vat:	
			Grand Total:	
Customer signature:	Date Received:	Name of transport agent:		Delivery Time:
		Vehicle plate Reg No.		Name of driver:
				Signature:
Goods received in good order and condition				

4.2.1. Use provided customer's details to complete the relevant section of the dispatch advice template including the purchase order number, on the dispatch advice template provided.

(1 mark)

4.2.2. Identify and fill in details of the transport or carrier agent and the driver collecting and delivering the order.

(1 mark)

4.2.3. Use information provided on the Store Order Form to complete the provided dispatch advice template provided.

(3 marks)

Question 4.3.

Details about customer 3

Customer name and physical address:

Ngena Spaza Shop
No. 752 Themana Street
Tembisa
1632

Contact details:

Goodwill Nthome
Tel No. 011 926 2784
Email Address: goodwill4@gmail.com

Purchase Order No. No: 65321

Transport agent details:

Prinkie Transport
Driver's name: Zenzele Kgonthsa
Vehicle plate registration number: KRP 276 GP
Date on which the order was placed: 18 June 2021.

Products ordered.

Store Order Form

Ngena Spaza Shop		Purchase Order No: 65321	
Goods ordered			
Description		SKU No.	Quantity
Nature's 4x 2.5 kg Frozen Chips, straight cut		0117	2
60 x 100g I & J Frozen Burgers		0118	1
Everyday Beef Patties 12 x 100g		0119	3
I & J Fish Fingers, 2kg Bulk Box		0110	2
Frozen chicken 5kg		0111	1

Delivery Advice Template

Customer's details		Customer's contact details		Purchase Order No.	
DISPATCHED ITEMS					
Goods description:		SKU No.	Quantity	Unit Price	Total
				Sub Total:	
				Vat:	
				Grand Total	
Customer signature:	Date Received:	Name of transport agent:		Delivery Time:	Name of driver:
		Vehicle plate Reg No.			Driver Signature:
Goods received in good order and condition					

4.3.1. Use provided customer's details to complete the relevant section of the dispatch advice template including the purchase order number, on the dispatch advice template provided below.

(1 mark)

4.3.2. Identify and fill in details of the transport or carrier agent and the driver collecting and delivering the order.

(1 mark)

4.3.3. Use information provided on the Store Order Form to complete the provided dispatch advice template provided.

(3 marks)

(Total Marks for Question 4 = 15)

Question 5

Packaging Material




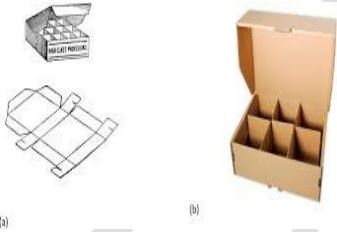




(3 Marks)

5.1. You are given a list of stock items and pictures of packaging material.

Match packaging material list of stock.

List of stock items

- 6 cups:
- 14 kg Top Load Washing Machine, 305l Bottom Fridge, 900mm 5-burner Gas Stove in their packaging materials.
- 24 champagne glasses.

Packaging material			Stock item
<p><i>Corrugated Cardboard Box</i></p>  <p><i>Copied from www.airseacontainers.com</i></p>	<p><i>Bubble Wrap</i></p>  <p><i>Copied from www.ebay.com on 11-07-2021</i></p>		
<p><i>Corrugated box</i></p> 			
<p><i>Pallets</i></p>  <p><i>Copied from www.oaklandpallet.com on 07-03-2023</i></p>	<p><i>Packaging blanket</i></p>  <p><i>Copied from https://mahavir.biz/ on 23-03-2023</i></p>	<p><i>Strapping material</i></p> 	

(Total Marks for Question 5 = 3)

Question 6**Shrinkage Control in the Dispatching Environment****(12 Marks)**

Read the mini scenarios below and identify good and bad shrinkage control practices in the dispatching environment. Use a tick (✓) to indicate good practices and bad practices.

6.1. Identify at least two (2) bad practices and two (2) good practices from the scenarios given below. Use a tick (✓) to indicate good practices and bad practices. **(4 marks)**

Dispatching practices	Good	Bad
<p>Nomsa, the dispatching supervisor at Mooi Clothing Distributors, was surprised by the number of returned damaged and spoiled goods from customers. She decided to go to the stock storage area to check conditions there. She was surprised to find used packaging material such as stretch wrap, shrink wrap and empty boxes left at a corner in the stock storage area. A closer inspection of this revealed mould that was accumulating. The mould had spread to some clothing items causing damages.</p> <p>Is this a good or bad dispatching practice ?</p>		
<p>Zack, the dispatching clerk at Gombi Furnitures, is responsible for consolidating and sorting orders according to customers' details, routes and delivery trucks.</p> <p>He does this by checking that all the ordered stock items as listed on picking slips have been ticked, he compares these with purchase orders and invoices.</p> <p>He also checks and confirms that consolidated orders are sorted according to loading bays as per delivery routes.</p> <p>Is this a good or bad practice?</p>		
<p>Luke, the dispatching clerk, who is assigned the responsibility of loading stock into the delivery truck, forgot to load a pallet with stock into the truck. This happened because, whilst he was busy loading, his phone rang, he then attended to the call. When finished with the call, he signed off the delivery notes and handed these to the delivery truck driver without checking that all were loaded.</p> <p>Is this a good or bad practice?</p>		
<p>The dispatching clerk has used webbing to wrap boxes with lamps, vases and picture frames.</p> <p>Is this a good or bad practice?</p>		

6.2.

a. How has identified bad practices impact on stock shrinkage in dispatching? **(4 marks)**

b. What can be done to improve bad practices identified. **(4 marks)**

(Total Marks for Question 6 = 12)

(TOTAL MARKS FOR THE EXAM: 65)

MARK ALLOCATION GRID (For use by the Assessor only)

QUESTION	MARK	MARKS AWARDED
1.1	10	
1.2	10	
2.1	3	
3.1	2	
3.2	2	
3.3	8	
4.1	15	
5.1	3	
6.1	2	
6.2	2	
6.3	8	
TOTAL Q1	20	
TOTAL Q2	3	
TOTAL Q3	12	
TOTAL Q4	15	
TOTAL Q5	3	
TOTAL Q6	12	
GRAND TOTAL	65	

ASSESSOR DETAILS

ASSESSOR NAME & SURNAME	
REGISTRATION NUMBER	
SIGNATURE	
DATE	

INTERNAL MODERATOR DETAILS

MODERATOR NAME & SURNAME	
REGISTRATION NUMBER	
SIGNATURE	
DATE	