

EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT

MEMORANDUM

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	
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.

SIGNATURE OF STUDENT

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

- Allocate a mark for the correct comparison (5 marks)
- Allocate a mark for any correct ticks (4 marks)
- Allocate a mark for each of the 5 correct findings (5 marks)
- Allocate a mark for each of the 5 correct reasons for variations (5 marks)

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	15	x	Incorrect description	Ordered 15x A4 1 Quire 192-page Book Feint and Margin Delivered 15x A4 1 Quire 96-page Book Quad and Margin
A4 2 Quire 192-page Book Quad and Margin	5	5	5	√	Correct	Accepted/Received
A4 72-page Book Feint and Margin	10	10	10	x	Incorrect description	Ordered 10x A4 72-page Book Feint and Margin Delivered 10x A4 72-page Book Accounting Book (cash)
A4 Typex x 80 GSM (Ream)	3	3	3	√	Correct	Accepted/ Received
A4 Smart Copy paper 80 GSM (Ream)	5	5	5	√	Correct	Accepted/ Received
Treeline Koki pens (12)	10	10	10	x	Incorrect description	Ordered 10 x Treeline Koki pens (12) Delivered 10 x Treeline 30cm plastic ruler assorted colours
40g Staedler glue stick	3	3	3	√	Correct	Accepted/ Received

80-page exam pad punched	5	5	5	√	Correct	Accepted/ Received
1 x Big Crystal Ultra Fine Pens	2	2	2	x	Incorrect description	Ordered 2x Staedtler colouring pens (10s) Delivered 2x Staedtler colouring pens (10s)
Treeline colour pencils (12)	2	2	1	x	Incorrect quantity	Ordered 2x Treeline colour pencils (12) Delivered 1x Treeline colour pencils (12)
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.

Allocate a mark for each correct match.	
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>3 boxes of 12 x A4 notebooks.</p>
<p>Forklift.</p>  <p>Copied from www.indiamart.com on 14 -07-2021</p>	<p>Pallet with 10 boxes of baked beans wrapped with stretch wrap</p>
<p>Flat trolley.</p>  <p>Copied from www.alibaba.com on 14 -07-2021</p>	<p>4 x boxes of 12 x 500g of Koo baked beans.</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)**

Allocate a mark for each one (1) of the two (2) correct answers.
Not paying attention during the receiving / offloading process. (Taking a call during the receiving process)
Poor handling of received stock. Leaving stock in the rolltainer.

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

Allocate a mark for each one (1) of the two (2) correct answers.
Capturing received stock into the system to update stock records.
Accepting a delivery with shortages and noting this in the dispatch note for the supplier to credit.

3.2.

a. How will the identified bad practices impact on shrinkage in receiving? **(4 marks)**

Allocate two (2) marks for each of the two (2) correct answers.
Delivery team taking advantage and hide some of the stock. No one taking responsibility of the missing stock. Company will pay for stock not delivered.
Received stock that goes missing inside the stock cost the company money as it has been paid for and cannot be sold. Therefore, be less sales.

b. How can the identified bad practice be improved? **(4 marks)**

Allocate two (2) marks for each of the two (2) correct answers.
Be always attentive during the delivery process.
Be responsible for stock that has been received until has been moved into the stock storage area of store floor.

(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.	
To: Norman Supermarket 532 Nonyane Street Mapetla SOWETO 1803		Florence Dikotla Tel No. 011 4657 7821 Email address: norman65@gmail.com		99965	
DISPATCHED ITEMS					
Goods description:		SKU No.	Quantity	Unit Price	Total
10 x45g Royco Regular Packet Soup		0333	5	R34.00.	R170.00
10x 200g Nescafe Ricoffy 3 in 1		0334	2	R273.00.	R546.00
200x25g Five Roses Black envelope tea bags		0335	1	R372.00	R372.00
1x 1000 Joko Tag less tea bags		0336	1	R329.00.	R329.00
200 x 2,5kg Ellis Brown Creamer Stick Pack		0337	2	R162.00.	R324.00
				Sub Total:	R1741.00
				Vat:	R261.15
				Grand Total:	R2002.15
Customer signature:	Date Received:	Name of transport agent: Prince Transport		Delivery Time:	Name of driver: Mathew Maraba
		Vehicle plate Reg No. TRS 459 GP			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 below. (1 mark)

Allocate one (1) mark for correctly captured information.
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

4.1.2. Identify and fill in details of the transport or carrier agent and the driver collecting and delivering this order.. **(1 mark)**

Allocate one (1) mark for correctly captured information.
Prince Transport Driver's name: Mathew Maraba Vehicle plate registration number: TRS 459 GP

4.1.3. Use information provided on the Store Order Form to complete the provided dispatch advice template provided. **(3 marks)**

Allocate one (1) mark each for any three (3) of the correctly identified stock items captured on the dispatch note as indicated below.		
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

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.	
To: Batho Bohle Store No. 269 Maraba Street Vorna Valley Midrand 1687		Ms. Dikeledi Masa Tel No.011 679 4274 Email address: bathobohle@gmail.com		97628	
DISPATCHED ITEMS					
Description:		SKU No.	Quantity	Unit Price	Total
12 x 375ml Sunfoil Sunflower Oil		0329	3	R160.00.	R480.00
12 x 420g KOO Vegetable Curry		0330	2	R193.00	R386.00
12x215g KOO Chakalaka Mild		0331	3	R153.00.	R459.00
10x 70g Knorr Aromat Seasoning		0332	4	R95.00.	R380.00
10 x45g Royco Regular Packet Soup		0333	5	R34.00.	R170.00
			Sub Total:	R1875.00	
			Vat:	R281.25	
			Grand Total:	R2156.25	
Customer signature:	Date Received:	Name of transport agent: Mosima Deliveries		Delivery Time:	Name of driver: Peter Kannete
		Vehicle plate Reg No. PWR 692 GP			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 below.

(1 mark)

Allocate a mark for the correct answer.
<p>Batho Bohle Store No. 269 Maraba Street Vorna Valley Midrand 1687</p> <p>Contact details: Ms. Dikeledi Masa Tel No.011 679 4274 Email address: bathobohle@gmail.com</p> <p>Purchase Order No: 97628</p>

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

(1 mark)

Allocate a mark for the correct answer.
<p>Transport agent details: Mosima Deliveries Driver's name: Peter Kannete Vehicle plate registration number: PWR 692 GP</p>

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

(3 marks)

Allocate one (1) mark each for any three (3) of the correctly identified stock items captured on the dispatch note as indicated below.		
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

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.	
To: Ngena Spaza Shop No. 752 Themana Street Tembisa 1632		Goodwill Nthome Tel No. 011 926 2784 Email Address: goodwill4@gmail.com		33338	
DISPATCHED ITEMS					
Goods description:		SKU No.	Quantity	Unit Price	Total
Nature's 4x 2.5 kg Frozen Chips, straight cut		0117	2	R230.00.	R260.00
60 x 100g I & J Frozen Burgers		0118	1	R400.00	R400.00
Everyday Beef Patties 12 x 100g		0119	3	R100.00.	R300.00
I & J Fish Fingers, 2kg Bulk Box		0110	2	R140.00.	R280.00
Frozen chicken 5kg		0111	1	R300.00	R300.00
				Sub Total:	R1540.00
				Vat:	R231.00
				Grand Total	R1771.00
Customer signature:		Date Received:	Name of transport agent: Prinkie Transport	Delivery Time:	Name of driver: Zenzele Kgonthsa
		Driver's name:	Vehicle plate Reg No. KRP 276 GP		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)

Allocate a mark for the correct answer.
<p>Ngena Spaza Shop No. 752 Themana Street Tembisa 1632</p> <p>Contact details: Goodwill Nthome Tel No. 011 926 2784 Email Address: goodwill4@gmail.com</p> <p>Purchase Order No. No: 65321</p>

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

(1 mark)

Allocate a mark for the correctly captured information.
<p>Prinkie Transport Driver's name: Zenzele Kgonthsa Vehicle plate registration number: KRP 276 GP</p>

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

(3 marks)

Allocate one (1) mark each for any three (3) of the correctly identified stock items captured on the dispatch note as indicated below.		
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

(Total Marks for Question 4 = 15)

Question 5

Packaging Material

(3 Marks)




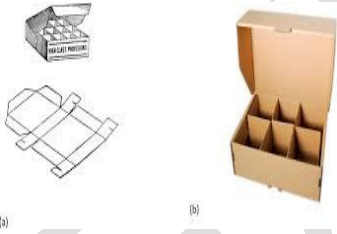




5.1. You are given a list of stock items and pictures of packaging material.

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.

Allocate a mark for each correct match.

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>		24 champagne glasses.
<p>Corrugated box</p> 			6 cups
<p>Pallets</p>  <p>Copied from www.oaklandpallet.com on 07 -03-2023</p>	<p>Packaging blanket</p>  <p>Copied from https://mahavir.biz/ on 23-03-2023</p>	<p>Strapping material</p> 	14 kg Top Load Washing Machine, 305l Bottom Fridge, 900mm 5-burner Gas Stove in their packaging materials.

(Total Marks for Question 5 = 3)

Question 6

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

Read the mini scenarios below and the 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)**

Allocate a mark for each of the two (2) correct answers for the bad practices and a mark for each of the two (2) correct answers for the good practices.		
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>	√	

6.1.1. Identify at least two (2) bad practices from scenario 2. **(2 marks)**

Allocate a mark to each one (1) of the two (2) correct answers.
Poor housekeeping practices in the stock storage area.
Luke forgetting to load a pallet full of stock, into the truck.

6.1.2. Identify at least two (2) good practices from scenario 1. **(2 marks)**

Consolidating stock to ensure that all orders are fulfilled.
Verifying that all the required stock has been picked and sorted according to customers' orders.
Using webbing to protect fragile stock from shifting when transported.

6.2.

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

Allocate two (2) marks for each one (1) of the two (2) correct answers.
Poor housekeeping practices in the stock storage area resulted in mould that caused damages to some of the stock items.
The customer whose stock was not loaded will not get his stock. The customer may look for another supplier.

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

Allocate two (2) marks for each one (1) of the two (2) correct answers.
Practice good hygiene in the stock storage and keep it clean by disposing used packaging material according to company's instructions.
Luke should physically check that all the stock is loaded before closing the doors of the delivery truck to confirm that there are no pallets left.
Staff must be encouraged to pay attention all the time whilst performing their jobs.

(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	