

**EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT**

**EXEMPLAR 001 - MEMORANDUM**

|   |   |
|---|---|
| <b>STUDENT NAME &amp; SURNAME</b>             |   |
| <b>ID NUMBER</b>                              |   |
| <b>EISA REGISTRATION NUMBER</b>               |   |
| <b>ASSESSMENT CENTRE</b>                      |   |
| <b>ASSESSMENT CENTRE ACCREDITATION NUMBER</b> |   |
| <b>QUALIFICATION</b>                          | <b>Occupational Certificate: Dispatching and Receiving Clerk. Part Qualification 1: Receiving Clerk</b> |
| <b>SAQA ID</b>                                | <b>99446</b>  |
| <b>CREDITS</b>                                | <b>23</b>   |
| <b>PAPER</b>                                  |   |
| <b>DATE OF EISA</b>                           | DD/MM/YYYY  |
| <b>DURATION</b>                               | <b>1H30</b>   |
| <b>TOTAL MARKS</b>                            | <b>35</b>   |
| <b>PASS MARK</b>                              | <b>26</b>   |

**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)

Read the following case study and answer the questions that follow:

As the dispatching clerk at Mentjies Supermarket, one of your responsibilities is to receive deliveries at the store. One Monday morning, an order with baby care goods has arrived at your store. As you went about physically checking the delivered stock, you noticed discrepancies with a few stock items. Some of the discrepancies that you noticed were on stock items such as Huggies New Baby Diaper, Nestle Cerelac Infant Cereal Honey, Nestle Nestum Infant Cereal Regular, Purity 2nd Foods Apples and Johnson's Baby Aqueous Cream Light.

Use documents listed below to receive this order and answer questions that follow.

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

### Store Order Form

| Mentjies Supermarket                                  |  | Delivery Order Number: 94589 |          |
|---|--|------------------------------|----------|
| Goods ordered   |  |                              |          |
| Goods Description                                     |  | SKU No.                      | Quantity |
| <b>Huggies New Baby Diaper Size 1 (2 X 42'S)</b>      |  | <b>01111</b>                 | <b>3</b> |
| Cherubs Baby Wipes Trio (1 X 216'S)                   |  | 01112                        | 4        |
| Pampers Active Jumbo Pack Diapers Junior (1 X 52'S)   |  | 01113                        | 2        |
| <b>Nestle Cerelac Infant Cereal Honey (6 X 500g)</b>  |  | <b>01114</b>                 | <b>2</b> |
| <b>Nestle Nestum Infant Cereal Regular (6 X 250g)</b> |  | <b>01115</b>                 | <b>3</b> |
| Nestle Nan Pelargon 3 (6 X 900g)                      |  | 01116                        | 1        |
| <b>Purity 2nd Foods Apples (6 X 125ML)</b>            |  | <b>01117</b>                 | <b>4</b> |
| Johnson's Baby Lotion (6 X 500ml)                     |  | 01118                        | 2        |
| <b>Johnson's Baby Aqueous Cream Light (6 X 350ml)</b> |  | <b>01119</b>                 | <b>3</b> |
| Johnson's Baby Oil (6 X 125ml)                        |  | 01120                        | 5        |

**Delivery Note**

| Deliver Order Number: 7920   | Purchase Order No: 26715 | Delivery Date: 14 May 2021   |          |                    |
|--|--------------------------|--|----------|--------------------|
| From: All You Need Wholesalers<br>No. 873 Smith Street<br>Roodepoort<br>1724 |                          | Contact Person:<br>Mr. Chisto Morgan<br>Tel No. 011 667 9436<br>Email Address:<br>iallyouneed56@telkomsa.net |          |                    |
| To: Mentjies Supermarket<br>No. 465 Blessing Street<br>Krugersdorp<br>1740   |                          | Contact person:<br>Ms. Rebecca Kholofelo<br>Tel No. 011 556 7329<br>Email Address: mentjiessup2@gmail.com    |          |                    |
| <b>DISPATCHED ITEMS</b>  |                          |  |          |                    |
| Goods description:   |                          | SKU No.  | Quantity | Quantity Delivered |
| <b>Huggies New Baby Diaper Size 1 (2 X 42'S)</b>                             |                          | <b>01111</b>   | <b>3</b> | <b>3</b>           |
| Cherubs Baby Wipes Trio (1 X 216'S)  |                          | 01112  | 4        | 4                  |
| Pampers Active Jumbo Pack Diapers Junior (1 X 52'S)                          |                          | 01113  | 2        | 2                  |
| <b>Nestle Cerelac Infant Cereal Honey (6 X 500g)</b>                         |                          | <b>01114</b>   | <b>2</b> | <b>2</b>           |
| <b>Nestle Nestum Infant Cereal Regular (6 X 250g)</b>                        |                          | <b>01115</b>   | <b>3</b> | <b>3</b>           |
| Nestle Nan Pelargon 3 (6 X 900g)   |                          | 01116  | 1        | 1                  |
| <b>Purity 2nd Foods Apples (6 X 125ml)</b>                                   |                          | <b>01117</b>   | <b>4</b> | <b>4</b>           |
| Johnson's Baby Lotion (6 X 500ml)  |                          | 01118  | 2        | 2                  |
| <b>Johnson's Baby Aqueous Cream Light (6 X 350ml)</b>                        |                          | <b>01119</b>   | <b>3</b> | <b>3</b>           |
| Johnson's Baby Oil (6 X 125ml)   |                          | 01120  | 5        | 5                  |
| Receiving Clerk Name:  | Signature:               | Date Received:   |          |                    |
| <b>Goods received in good order and condition</b>                            |                          |  |          |                    |

**Stock list (Actual stock quantities on the truck)**

| <b>Goods description:</b>                               | <b>SKU No.</b> | <b>Quantity</b> |
|---|----------------|-----------------|
| Huggies New Baby Diaper Size 2 (1 X 66'S)               | <b>01122</b>   | <b>3</b>        |
| Cherubs Baby Wipes Trio (1 X 216'S)                     | 01112          | 4               |
| Pampers Active Jumbo Pack Diapers Junior (1 X 52'S)     | 01113          | 2               |
| Nestle Cerelac Infant Cereal Regular (6 X 500g)         | <b>01114</b>   | <b>2</b>        |
| Nestle Nestum Infant Cereal Maize (6 X 250g)            | <b>01123</b>   | <b>3</b>        |
| Nestle Nan Pelargon 3 (6 X 900g)                        | 01116          | 1               |
| Purity 2nd Foods Peach and Yoghurt (6 X 125ml)          | <b>01124</b>   | <b>4</b>        |
| Johnson's Baby Lotion (6 X 500ml)                       | 01118          | 2               |
| Johnson's Baby Aqueous Cream Fragrance Free (6 X 350ml) | <b>01124</b>   | <b>3</b>        |
| Johnson's Baby Oil (6 X 125ml)                          | 01120          | 5               |

- 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. Put a tick (✓) for accepted stock and cross (x) for incorrect stock. **(4 marks)**
- 1.1.3. 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)

| <b>Goods description</b>                              | <b>Quantity on order form</b> | <b>Quantity on the delivery note (1.1.1)</b> | <b>Quantity on the truck</b> | <b>(√) delivered and (x) not delivered (1.1.2)</b> | <b>Notes about your findings. (1.1.4)</b> | <b>Give reasons for identifying variances (1.1.5)</b>  |
|---|-------------------------------|--|------------------------------|--|---|--|
| <b>Huggies New Baby Diaper Size 1 (2 X 42'S)</b>      | <b>3</b>                      | <b>3</b>                                     | <b>3</b>                     | <b>x</b>   | <b>Incorrect description</b>              | <b>Ordered 3x Huggies New Baby Diaper Size 1 (2 X 42'S)<br/>Delivered 3x Huggies New Baby Diaper Size 2 (1 X 66'S)</b>           |
| Cherubs Baby Wipes Trio (1 X 216'S)                   | 4                             | 4  | 4                            | √  | Correct                                   | Accepted/ Received   |
| Pampers Active Jumbo Pack Diapers Junior (1 X 52'S)   | 2                             | 2  | 2                            | √  | Correct                                   | Accepted/ Received   |
| <b>Nestle Cerelac Infant Cereal Honey (6 X 500g)</b>  | <b>2</b>                      | <b>2</b>                                     | <b>2</b>                     | <b>x</b>   | <b>Incorrect description</b>              | <b>Ordered 2x Nestle Cerelac Infant Cereal Honey (6 X 500g)<br/>Delivered 2x Nestle Cerelac Infant Cereal Regular (6 X 500g)</b> |
| <b>Nestle Nestum Infant Cereal Regular (6 X 250g)</b> | <b>3</b>                      | <b>3</b>                                     | <b>3</b>                     | <b>x</b>   | <b>Incorrect description</b>              | <b>Ordered 3x Nestle Nestum Infant Cereal Regular (6 X 250g)<br/>Delivered 3x Nestle Nestum Infant Cereal Maize (6 X 250g)</b>   |
| Nestle Nan Pelargon 3 (6 X 900g)                      | 1                             | 1  | 1                            | √  | Correct                                   | Accepted/ Received   |
| <b>Purity 2nd Foods Apples (6 X 125ml)</b>            | <b>4</b>                      | <b>4</b>                                     | <b>4</b>                     | <b>x</b>   | <b>Incorrect description</b>              | <b>Ordered 4x Purity 2nd Foods Apples (6 X 125ML)<br/>Delivered 4x Purity 2nd Foods Peach and Yoghurt (6 X 125ml)</b>            |

|   |          |          |            |          |                              |   |
|---|----------|----------|------------|----------|------------------------------|---|
| Johnson's Baby Lotion (6 X 500ml)                     | 2        | 2        | 2          | √        | Correct                      | Accepted/ Received  |
| <b>Johnson's Baby Aqueous Cream Light (6 X 350ml)</b> | <b>3</b> | <b>3</b> | <b>3</b>   | <b>x</b> | <b>Incorrect description</b> | Ordered 3x Johnson's Baby Aqueous Cream Light (6 X 350ml)<br><br>Delivered 3x Johnson's Baby Aqueous Cream Fragrance Free (6 X 350ml) |
| Johnson's Baby Oil (6 X 125ml)                        | 5        | 5        | 5          | √        | Correct                      | Accepted/ Received  |
| Receiving Clerk Name:                                 |          |          | Signature: |          |                              | Date ordered:   |

**(Total Marks for Question 1 = 20)**

## Question 2




### Equipment

(3 Marks)

2.1 Select the correct stock moving equipment to move stock items listed below by matching stock items to the most appropriate stock moving equipment.

List of stock items:

- Pallet with 20 wrapped loose boxes with washing powder.
- 2 loose boxes with clothing items; and
- Unitised or wrapped 10 boxes with frozen vegetables.

| Allocate a mark for any correct match.   |   |
|--|---|
| Types of stock moving equipment  | Stock items   |
| <p>Pallet jack.</p>  <p><i>Copied from <a href="http://www.aalstore.com.au">www.aalstore.com.au</a> on 08-07-2021</i></p>              | <p>Unitised/ wrapped 10 boxes with frozen vegetables</p>                        |
| <p>Flat bed cargo trolley</p>  <p><i>Copied from <a href="http://www.premiercarts.com">www.premiercarts.com</a> on 23-03-2023</i></p> | <p>2 loose boxes with clothing items<br/>2 loose boxes with washing powder.</p> |
| <p>Forklift</p>   | <p>Pallet with 20 wrapped loose boxes with washing powder</p>                   |

(Total Marks for Question 2 = 3)

**Question 3**

## Shrinkage Control in a Receiving Environment

**(12 Marks)**

3.1. 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. **(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.  |          |     |
|---|----------|-----|
| Scenario  | Practice |     |
|   | Good     | Bad |
| <p>Simson, the receiving clerk at Moroka Supermarket allowed the delivery team to offload stock without checking invoices and dispatch note first. After all the stock was offloaded and brought into the receiving area, Simson, upon receipt and inspection of the dispatch note and invoice, he realised that this delivery was for a different customer.</p> <p>Is this a good or bad practice?</p>           |          | √   |
| <p>The receiving clerk at MT Stores has received palletised stock that needed to be moved to the stock storage area. He used a pallet jack to move this pallet.</p> <p>Is this a good or bad practice?</p>  | √        |     |
| <p>Whilst busy physically checking and counting a delivery with globes and glass ceiling lamps at XYZ Hardware Store, one of the lamps fell and broke, leaving pieces of glass on the floor. The receiving clerk continued counting. When finished, he requested the cleaning lady to come and remove broken glasses and sweep the floor.</p> <p>Is this a good or bad practice?</p>                              |          | √   |
| <p>Whilst counting the stock that has just been received at Jonson Supermarket, one of the staff members came into the receiving area to get the stock that needed to be replenished on the floor.</p> <p>As a receiving clerk, you refused him entry and informed him that the stock will be released once it has been captured into the Inventory Management System.</p> <p>Is this a good or bad 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.   |
| Allowing the delivery team to offload before checking details appearing on the dispatch note about the delivery. i.e., checking if the delivery is expected. |
| Not removing broken glass from the floor.  |

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

**(2 marks)**

|  |
|--|
| Allocate a mark for each one (1) of the two (2) correct answers. |
| Using a pallet jack to move palletised stock.                    |
| Refusing a staff member entry into the receiving area.           |

3.2.

**(4 marks)**

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

|  |
|--|
| Allocate a mark for each one (1) of the two (2) correct answers.               |
| Accepting non ordered stock. Time consuming to reload the stock.               |
| Broken glass on the floor may damage stock or injure you whilst busy counting. |

b. How can the identified bad practice be improved?

**(4 marks)**

|  |
|--|
| Allocate two (2) marks for each of the two (2) correct answers.                                    |
| Always check details about the delivery before the delivery team offloads stock.                   |
| Always keep the receiving area clean and remove broken glasses from the floor as soon as possible. |

**(Total Marks for Question 3 = 12)**

**(TOTAL MARKS FOR THE EXAM: 35)**

**MARK ALLOCATION GRID** (For use by the Assessor only)

| <b>QUESTION</b>    | <b>MARK</b> | <b>MARKS AWARDED</b> |
|--------------------|-------------|----------------------|
| 1.1                | 10          |                      |
| 1.2                | 10          |                      |
| 2.1                | 3           |                      |
| 3.1                | 2           |                      |
| 3.2                | 2           |                      |
| 3.3                | 8           |                      |
| <b>TOTAL Q1</b>    | <b>20</b>   |                      |
| <b>TOTAL Q2</b>    | <b>3</b>    |                      |
| <b>TOTAL Q3</b>    | <b>12</b>   |                      |
| <b>GRAND TOTAL</b> | <b>35</b>   |                      |

**ASSESSOR DETAILS**

|                                    |  |
|------------------------------------|--|
| <b>ASSESSOR NAME &amp; SURNAME</b> |  |
| <b>REGISTRATION NUMBER</b>         |  |
| <b>SIGNATURE</b>                   |  |
| <b>DATE</b>                        |  |

**INTERNAL MODERATOR DETAILS**

|                                     |  |
|-------------------------------------|--|
| <b>MODERATOR NAME &amp; SURNAME</b> |  |
| <b>REGISTRATION NUMBER</b>          |  |
| <b>SIGNATURE</b>                    |  |
| <b>DATE</b>                         |  |