



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
General Certificate of Education Advanced Level

APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY

9713/04

Paper 4 Practical Test B

October/November 2008

2 hours 30 minutes

Additional Materials: Candidate Source Files

READ THESE INSTRUCTIONS FIRST

Make sure that your **Centre number**, **candidate number** and **name** are clearly visible on every printout, before it is sent to the printer.

Carry out **every** instruction in each task.

Before each printout you should proof-read the document to make sure that you have followed all the instructions correctly.

At the end of the assignment put **all** your printouts into the Assessment Record Folder.

If you have produced rough copies of printouts, these should be neatly crossed through to indicate that they are **not** the copy to be marked.

The number of marks is given in brackets [] at the end of each question or part question.

This document consists of **6** printed pages.



Read this before attempting the paper

SCENARIO

You work for Millside Tables, a small hire company that rents furniture for local events. You are going to automate some of their business processes.

You will be asked to:

- calculate the costs for customers;
- produce mail merged letters to customers;
- produce address labels for selected customers;
- create a menu which will enable the user to select these calculations, letters or labels;
- automate the production of labels.

You are going to calculate charges using a spreadsheet.

- 1 Copy the files:

CUSTOMERS.CSV

CHARGES.CSV

LABELS.RTF

UPD.RTF

into your work area.

- 2 Create a document named:

Centrenumber_candidatenumbe_evidence.rtf

e.g. ZZ987_0082_evidence.rtf

Make sure your Centre number, candidate number and name are included in the header of this document.

Use this document to provide evidence of your work at various stages.

- 3 Using the layout shown below, create a table to calculate hire costs for customers.

[1]

	A	B	C	D	E
1	Customer Details				
2	Customer id				
3	Company				
4	Add1				
5	Add2				
6	Add3				
7	County				
8	Post code				
9	Contact				
10					
11				Customer Requirements	
12			Venue		
13	Hire cost		Date		
14	Code	Item	Charge	Order	Cost
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25				Subtotal	
26			Discount Code		
27				Total	

- 4 Enter formulae into cells B3 to B9 that will look up the customer details from the file **CUSTOMERS.CSV** using a *Customer id* entered in cell B2. [20]

Paste link the hire costs from the file **CHARGES.CSV** into the cells A15 to C24.

Enter formulae in cells E15 to E24 to calculate the cost of the furniture ordered using the *Charge* and *Order* values.

Enter a formula into cell E25 to calculate the subtotal of the costs.

Enter a formula into cell D26 that will look up the *Discount code* for the customer from the file **CUSTOMERS.CSV**

Enter a formula into cell E26 that will calculate the amount that will be discounted from the *Subtotal* in cell E25 based on the discount rate. The discount rate is based upon the *Discount Code* in cell D26 where:

- a = no discount
- b = 10% discount
- c = 15% discount

Enter a formula into cell E27 to calculate the *Total* after the discount has been taken into account.

- 5 Format the *Charge* column and the *Cost* column into Euros (€) with 2 decimal places.

- 6 Save your spreadsheet with the filename **ORDERS**

Print only the cells A2 to B9 showing the formulae used. Make sure that the contents of all these cells are fully visible and that the printout fits on a single page. Make sure that Centre number, candidate number and name are printed in the footer of the page.

- 7 Print only the cells D12 to E27 showing the formulae used. Make sure that the contents of all these cells are fully visible and that the printout fits on a single page. Make sure that Centre number, candidate number and name are printed in the footer of the page.

- 8 Enter this data into the spreadsheet. [9]

<i>Customer id</i>	<i>Venue</i>	<i>Date</i>	<i>wpf</i>	<i>wrm</i>	<i>gd</i>	<i>wd</i>	<i>2t</i>	<i>3t</i>	<i>1rw</i>	<i>1rw5</i>	<i>1rv</i>	<i>2rv</i>
22	Fawte Towers Hewstead	23/02/2009				150		2		50		

Extract only the items that have been ordered.

Set the page orientation to portrait. Place the text **Quotation for furniture hire** in the header of the page. Make sure that your Centre number, candidate number and name are printed in the footer of the page. Print only the cells B2 to E27 showing the values. Make sure that the contents of all these cells are fully visible and that the printout fits on a single page.

- 9 Amend the number of white dining chairs (*wd*) required to **220** [5]

Reprint the quotation.

Millside Tables has decided to expand the range of hire items.

- 10 Add the following new items to **CHARGES.CSV**

[1]

Code	Item	Charge
chc	Child's high chair	3
5h	5m Horseshoe table	10
2os	2m Ornamental screens	5.5

Format the *Charge* column into Euros (€) with 2 decimal places.

Save the file with the filename **CHARGES.CSV**

You are now going to create a system to print letters to customers. The letters will inform them of the full product range and offer them discounts.

- 11 Use the **UPD.RTF** file as a template. Paste link the *Item* and *Charge* columns from **CHARGES.CSV** into this document.

[12]

Adjust column widths to make sure that *Item* and *Charge* data for each product fit on a single line.

Use **CUSTOMERS.CSV** as the data source for a mail merge to all customers.

Insert, where indicated, a field that will automatically add text as the merge is carried out.

Use **5% discount** as the default text and **an extra 5% discount** if the discount code for the customer is *b* or *c*.

Save this source document showing the merge and field codes as **UPDMAIN** in a format that keeps the merge code information.

Provide screenshots or other evidence of all the fields you inserted and place these in the evidence document which you created at Step 2.

- 12 Merge letters to only the customers with an address in *Doddsey Business Park*

[2]

Provide evidence of the selection method used and place this in your evidence document.

Merge the selected records to a document. Make sure your Centre number, candidate number and name are printed in the footer of the page. Print the document.

You are going to print some address labels for customers.

- 13 Use the file **LABELS.RTF** as a template. Use **CUSTOMERS.CSV** as the data source. [10]

The labels should display the address as follows:

Contact

Company

Add1

Add2

Add3

County

Post_code

Save this source document showing the merge and field codes as **LABELMAIN** in a format that keeps the merge code information.

Merge the labels for customers with an address in *Millside Industrial Centre* only.

Place your Centre number, candidate number and name in the footer of the page. Print the document.

Provide evidence of the selection method used and place this in your evidence document.

You are going to create a menu system.

- 14 The menu should include options to: [15]

- calculate costs using the file **ORDERS**
- produce letters using the file **UPDMAIN**
- prepare address labels using the file **LABELMAIN**
- open the data source **CHARGES.CSV**
- open the data source **CUSTOMERS.CSV**

Each menu item should be accompanied by some explanatory text.

Save the menu as **MillsMenu**

Include evidence of the links, paths and filenames in your evidence document.

- 15 Create a document that automatically generates a full set of labels when it is opened. [16]

Save the document as **Autotags** in the format your applications provides.

Provide screenshots or other evidence that shows the methods you used in your evidence document.

Create another menu item in the file **MillsMenu** to select the **Autotags**. Accompany this item with some explanatory text.

Save the updated menu as **MillsMenu2**.

Include evidence of the the links, paths and filenames in the evidence document that you created at Step 2.

- 16 Print your evidence document.

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