Cambridge International Examinations
Cambridge International Advanced Subsidiary and Advanced Level

CANDIDATE NAME	

CENTRE NUMBER			CANDIDATE NUMBER	

APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY   **9713/04**

Paper 4 Practical Test   **October/November 2017**

2 hours 30 minutes

Additional Materials: Candidate Source Files:
                      Evidence.rtf
                      Notification.rtf
                      TTSstaff.xls
                      TTSstaff.ods

READ THESE INSTRUCTIONS FIRST

Make sure that your **Centre number**, **candidate number** and **name** are written at the top of this page and are clearly visible on every printout, before it is sent to the printer. Printouts with handwritten candidate information on will **not** be marked.

DO **NOT** WRITE IN ANY BARCODES.

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

At the end of the exam put this **Question Paper** and **all** your printouts into the Assessment Record Folder.

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

Any businesses described in this paper are entirely fictitious.

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[Turn over

You are working for Tawara Technology Solutions (TTS).
You are required to carry out some data handling and mail merge tasks.
*You are required to complete the Evidence Document provided as **Evidence.rtf***
It should include details of your work as specified.

You must use the most efficient methods for each task, paying particular attention to precise cell referencing.
All printouts should have your name, Centre number and candidate number in the page footer.

TTS pays bonuses and commission for sales once a year. To calculate the payments you will model a number of options. Data for the modelling has been exported to a spreadsheet named **TTSstaff**

Open the **TTSstaff** file in your spreadsheet application and examine the contents.

The spreadsheet contains named cells in the *Commission Calculation Table* and the *Bonus Calculation Table*. Format the Commission and Bonus cells in the tables as percentages. Embolden all the labels in the worksheet.

All *Pay*, *Sales* and the calculated *Commission* and *Bonus* amounts should be in euros (€), set to 0 decimal places.

1   (a)   The commission calculations are to be based on the *Sales* figures for each member of staff.

The *Commission Calculation Table* shows:

- sales up to and including the *Sales Target* earn 5% commission
- a further 10% commission is paid on the value of sales over the *Sales Target*.

Enter formulae to calculate the *Commission* for each member of staff.
The formulae should refer to the named cells in the *Commission Calculation Table* so that changes to the table can be used for modelling.

Use a screenshot to provide evidence of your formulae in your Evidence Document.

Insert a screenshot displaying the column labels and the data for only the Porto branch in your Evidence Document.

1 **(b)** The bonus payments are based on the pay of each member of staff.

To qualify for a bonus payment, staff must satisfy the following conditions:

- have an appraisal category of A, B or C
- manage 10 or more accounts
- have reached or exceeded the Sales Target.

The level of a bonus payment is based on the number of accounts a member of staff manages.

The *Bonus Calculation Table* shows that managing:

- 10 to 14 accounts earns a bonus of 10%
- 15 to 24 accounts earns a bonus of 15%
- 25 or more accounts earns a bonus of 20%.

Enter formulae to calculate the bonus for each member of staff. The formulae should refer to the named cells in the *Bonus Calculation Table* so that changes to the table can be used for modelling.
If staff fail to qualify for a bonus, the formulae should display €0.

Use a screenshot to provide evidence of your formulae in your Evidence Document.

Insert a screenshot displaying the column labels and the data for only the Amsterdam branch in your Evidence Document.

1 **(c)** TTS needs to calculate the total *Sales, Commission* and *Bonus* amounts for each branch. Display these totals under the data for each branch and a grand total under all the data.

Print the spreadsheet showing only columns D to M ensuring that:

- the document is a single page wide and two pages tall
- the column labels appear on both pages
- branch data and totals are not split over two pages
- all data and labels are fully visible.

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TTS has decided to change the Sales Target.
Sales up to and including €100,000 will now earn 5% commission.
10% commission will now be paid on the value of sales over €100,000.

2 **(a)** Make the change to the *Commission Calculation Table*.
Include a screenshot of this table in your Evidence Document.
Print only the column labels, data and the branch totals for Amsterdam.
The printout should be in landscape orientation and fit on a single page.

It has been decided that the Grand Total for commission payments must be a maximum of €3,000,000.

2 **(b)** Determine at what amount the 10% commission should be applied. Edit this amount to the nearest €5,000 to meet this requirement.

Include details of your method in your Evidence Document.
Reprint the data for the Amsterdam branch.
The printout should be in landscape orientation and fit on a single page.

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The conditions for earning a bonus are to be relaxed. Members of staff still have to have an appraisal category of A, B or C, but now they can earn the bonus payment if they manage 10 or more accounts OR have reached or exceeded the Sales Target.

3 Amend the *Bonus* formulae to meet the new criteria.

Place a screenshot in your Evidence Document showing the bonus calculation formulae for the Porto branch.

Place a screenshot in your Evidence Document showing the column labels and the data for the Porto branch.

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4 **(a)** TTS wants to trial mail merging notifications to its staff.
Open the **Notification.rtf** file and examine the contents.
You are required to insert mergefields where shown by <placeholders>.

The trial will be an exercise just to develop the Notification merge document.
This document will be added to its system at a later date.

Amend your spreadsheet to create a data source suitable for testing and developing the document.

Provide evidence of the structure and content of your data source in your Evidence Document.

4 **(b)** The text for the conditional mergefield is based upon the result of the staff appraisal.

For staff with an appraisal category of *A* or *B*, the text inserted should read:
Congratulations. Thank you for all your effort throughout the year.

For staff with an appraisal category of *C*, the text inserted should read:
Thank you for your work this year.

For staff with an appraisal category of *D*, the text inserted should read:
Please arrange a meeting with your line manager as soon as possible.

Print the merge document showing all the field codes.

Perform the mail merge to create and print the individual letters for:

Bedia	Benjamin	BBE6774031	Amsterdam
Jade	Hobbs	JHO7630032	Antwerp
Henry	Gilbert	HGI4445034	Barcelona
Rafa	Krol	RKR1970048	Gdansk

[35]

Save and print your Evidence Document.

Write today's date in the box below.

Date

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