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2901/301
COMPUTERIZED DOCUMENT
PROCESSING III
July 2023
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE
EXAMINATIONS
DIPLOMA IN SECRETARIAL STUDIES
MODULE III

COMPUTERIZED DOCUMENT PROCESSING III

3 hours

INSTRUCTIONS TO THE CANDIDATE

1. You have **ten** minutes to read through the instructions and the paper before starting the examination.
2. Attempt **ALL** the **five** exercises.
3. Any problem with the computer should be reported to the invigilator immediately.
4. Direct any question(s) to the invigilator only. Conversing with fellow candidates may lead to disqualification.
5. Write your **name** and **index number** on the cover page and on the CD provided.
6. Burning of the CD and printing are not part of the allocated time for the examination.
7. At the end of the examination, ensure that all your printed work is stapled with the cover page provided.
8. Hand over your printed work and the CD to the invigilator at the end of the examination.

This paper consists of 10 printed pages.

The candidate should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SPECIFIC INSTRUCTIONS TO THE CANDIDATE

1. Create a folder named **CDPIII23xxxx** (add the last four digits of your index number, eg *CDPIII230003*) on the desktop where you will save all your work.
2. Ensure that you burn the folder **CDPIII23xxxx** and all its contents on the CD provided.
3. Use font size **12** and font style **Times New Roman** for all the exercises unless otherwise specified.
4. Insert your name and index number as a header on each document.
5. Read the instructions of each exercise carefully.
6. Print on one side of the paper only and use a fresh sheet of paper for each document.
7. Ensure you hand in your work in both soft and hard copy.

easytvvet.com

Exercise 1

1. Prepare a letterhead and key in the following letter as for dispatch today.
2. Using the addresses given below, create a data source and save it as **BBIC23** in your folder to print out later.
3. Insert reference number **BBIC/PoI/23/01**.
4. Using mail merge, send original letters to **KERICHO** and **KISUMU** addresses only.
5. Save the form letter as **EXERCISE1** and the merged document as **EXERCISE1A** in your folder to print out later.
6. Address envelopes.

Bima bora insurance company } Letterhead: use
p o box 4522-0011 } caps, font size
Mombasa } Calibri, size 16,
bold and centre.

Dear << Title >> << Last Name >>

insurance claim /bold

a/ We are writing to inform you that we have received your motor vehicle insurance claim concerning the recent accident involving your <<vehicle>>. We are sorry about this incident and we shall do all that it takes to expedite the matter. This is a stressful and difficult time for you and we wish to assure you of our support throughout the process.

The Claim

stet/ ~~As per our company policy, we have assigned a Claims Adjuster to your case. He will get in touch with you to obtain any additional information that will be required to process your claim.~~ You may also be required to provide additional documentation such as photos of the accident scene and repair estimates. Once we have gathered all the information, our team of experienced professionals will work diligently to ensure that your claim is processed as quickly and efficiently as possible. [Please note that the claims process involves thorough investigation of the accident. This includes the following: (iii) Review of police reports and witness statements. (iv) Swearing an affidavit administered by a Commissioner for Oaths. (i) Interviews with all parties involved. (ii) Examination of any physical evidence.

NP/

inset items (iii)-(iv)

DETAILED REPORT

o/ Once investigations are complete, we shall provide you with a detailed report of the findings. ~~please ensure that you keep a copy of the documents.~~

We will also present to you a Settlement Offer that will take into account the extent of the damage to your vehicle and any injuries sustained by you or your passengers. A breakdown of any deductible or excess amount that may apply to your claim will also be included.

Repairs: We have a network of approved repair shops that provide high quality ~~outcome~~ ^{outcomes} and excellent customer service. If you choose to use any of them, you are assured of good workmanship. Should you have any queries before repair work commences, please get in touch with the respective repair shop managers who will address your concerns.

close up /

run on /

in full /

Display items

Details of the approved shops are shown below.

shop	Town	Manager	Telephone (No)
Kaptet Motors	Kericho	Ms. Julia Kemboi	0819231231
Express Autos	Nairobi	Mr. Malkiat Shah	0427272799
Royale Motors	Kisumu	Mr. Abel Onyango	0933900200

If your insurance policy includes a rental car package while your vehicle is under repair, please let us know. Our claims manager will then make the necessary arrangements to get you a car at a subsidized rate. [Thank you for choosing our company for your motor vehicle insurance needs. We are glad to do business with you and look forward to resolving your claim as smoothly as possible.]

Yours sincerely, Bima Bora Insurance Company ^{bold}
 Julius Omwami, Chief Operating Officer.

Title	First Name	Last Name	Address	Town	Vehicle
Ms	Esther	Tonui	3232-0029	Kericho	Saloon Car
Mr	James	Kamau	6120-0200	Nairobi	Van
Dr	Baptista	Omondi	7948-0110	Kisumu	Pick-up

USE BLOCKED STYLE & SHOULDER HEADINGS

Exercise 2

1. Key in the following manuscript in **double-line** spacing.
2. Save it as **EXERCISE2A** in your folder to print out later.

Warehousing / Bold and centre

A warehouse is a building where goods are received and stored prior to being forwarded to the people who require them. These people may be secondary producers, distributors or ultimate consumers.

Warehouses are also referred to as go-downs or depots. The process of receiving goods into warehouses, storing ~~the goods~~ and dispatching ~~the goods~~ ^{them} to users is what is called warehousing. It serves the following purposes:

- ✓ Removal of the hindrances of time in the challenges of linking production and supply with the ultimate consumer.
- ✓ Regulation of market prices by prevention of major price fluctuations which would arise without storage facilities.
- ✓ Provision of a market for viewing and purchasing of goods by dealers and retail traders.

Warehouses may be broadly divided into different categories depending on ownership as well as the way they are operated. Three categories are discussed below:

Producers' Warehouses: These are warehouses which are owned and operated by producers to receive, store and to dispatch their own products. They are usually situated close to points of production from where they 'feed' smaller smaller warehouses which may be widely spread throughout the area in which the owner-producer sells his products.

EXCISE WAREHOUSES

These are warehouses which are owned by traders or enterprises for purposes of storing goods at a fee until excise duty has been paid to the government. Excise duty is a tax levied by the government on locally manufactured goods. Local manufacturers who do not have adequate warehousing facilities may keep some or all of their finished products in the excise warehouse. This alleviates the problem of enterprises having to tie up their capital in building their own stores.

Bonded Warehouses

stet/ The goods in a bonded warehouse are said to be subject to customs duty. Bonded warehouses reduce the amount of capital which a trader or producer has to tie up in imported stocks. An importer may get the goods out of the warehouse a little at a time by making partial payments of the total customs duty required. If an importer decides to sell goods which are under bond, the liability for customs duty passes on to the purchaser who then has to pay and obtain a release warrant before taking the goods out of the warehouse.

Functional Departments in a Warehouse

2/ Good organization is essential for the efficient running of a warehouse. Therefore, a warehouse can be divided into various departments namely buying, selling, administration and accounts.

The buying department is responsible for meeting the needs of customers and initiates obtaining of new supplies and stimulating demand.

The selling department is responsible for building a reputation for efficiency, speedy service and competitive pricing. The use of

travelling salesmen carrying samples and visiting existing customers.

constantly calling upon new retailers and opening new accounts within an area assists in expanding the sales territories.

The administration department undertakes managerial and human resource functions. Accounts department is charged with the responsibility of handling financial matters such as dealing with debtors, creditors and preparation of final accounts.

The principal function of a warehouse is to ensure that goods are protected against damaging conditions, providing security and at the same time meeting demand factors for goods through storage.

Adapted from A Textbook of commerce by G.R. Rwabutoye and N Spencer, pages 337-342.

Use shoulder headings

Exercise 3

1. Create the following table.
2. Centre the table both vertically and horizontally.
3. Use the sum function to calculate the totals for all the tables.
4. Rank the products in Table 3 from the most profitable to the least profitable.
5. Save it as **EXERCISE3A** in your folder to print out later.

**Zuri Farmers Estate / caps
bold \$ block**

Production, Expenditure and Profit - 2019 to 2022

production-2019 to 2022					
Product	Exports for 2019 to 2022 YEAR				
	2019	2020	2021	2022	
	Tons	Tons	Tons	Tons	
Fruit ^{Passion}	380072	334.129	405131	209.308	
Avocados	278.330	244686	296.681	199740	
Pineapples	284700	250.286	303471	106.600	
Bananas	213.450	187648	227.523	129869	
Macadamia	124.229	109.212	132.420	33.785	
Sugarcane	109296	96085	116503	17704	
Mangoes	100.100	88.000	106700	7.800	
Oranges	272317	157499	141.918	106709	
TOTAL					
EXPENDITURE - 2019 TO 2022					
Year	Expenditure on Selected Items				
	Ploughing	Salaries	Fertilizer	Pesticides	Total
	Ksh	Ksh.	Ksh	Ksh.	Ksh
2019	23071	12,761	24,501	181,619	
2020	105,235	53,563	91,470	149,821	
2021	71637	6,861	101,795	126,868	
2022	83,733	92,120	56,439	94,463	
PROFIT FROM SELECTED PRODUCTS					
Product	Product YEAR				
	2019	2020	2021	2022	TOTAL
	Ksh. 000	Ksh. 000	Ksh. 000	Ksh. 000	
Avocados	103,162	3,630	2,320	165,137	
Bananas	91,432	1233	3,642	365966	
Mangoes	87349	1,324	4937	806,954	
Macadamia	66,462	4370	784	649661	
Sugarcane	3640	3960	4231	736204	

Exercise 4

1. Create the following Personal Accident Insurance Proposal Form using the specimen given below.
2. Save it as **EXERCISE4A** in your folder to print out later.

Design a letterhead for Mvule Insurance Company Ltd, P O BOX 4356-0100 Nairobi. The letterhead should be in capital letters, bold and centred. Create a main heading titled Personal Accident Insurance Proposal form. It should be in initial capitals, bold, centred and in italics. The form has five parts, (a) to (e) as indicated below. All headings should be in initial capitals and bold. Create adequate spaces for filling in the details.

Insert
X here

Part (a) is headed Proposer's Details and contains the following: Surname, other names, date of birth, Postal address, code, town, PIN, ID/Passport number,*

Will the proposer engage in any sport or pastime involving a particular risk of accidental injury?

Yes No

If yes, please give details.

Have you suffered previously from any of the following? Please tick appropriately.

- | | | | | |
|------------------------------------|-----|--------------------------|----|--------------------------|
| (i) Accident(s) | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| (ii) Physical disability | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| (iii) Chronic or recurring illness | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

If you answered yes to any of the above, please give details.

Part (b) has a heading, Beneficiaries' Details. Insert a table with 6 columns and 4 rows. Key in the following as column headings: s/No, name of beneficiary, ID/birth certificate number*, relationship, telephone number and percentage. The column headings should be in initial capitals and bolded.

the information

Part (c) is titled Schedule of Premiums. (Ksh.) Display in tabular form under the following column headings: Type, value, duration and monthly premium (Ksh). The headings should be in initial caps and bolded. The types of premiums are gold, diamond, silver and bronze. The gold premium has a value of Ksh. 10,000,000 payable in 10 years at Ksh. 15,000 per month. The diamond premium has a ~~value~~ value of Ksh. 6,000,000 payable in 10 years at Ksh. 10,000 per month. The silver premium is valued at Ksh. 4,000,000, payable in 10 years at Ksh. 4,000 per month. The last premium is bronze whose monthly premium is Ksh 2,500 payable in 5 years and valued at Ksh. 2,000,000.

Key in ^{the} statement: "Premium selected _____"

Part (d) is titled Proposer's Declaration which has the following statement, "I _____ do hereby declare that the above information is true, and that I have not withheld any important information regarding this proposal." Provide space for signature and date.

The last part is titled Agent/broker's * declaration. Key in the declaration as follows, "I hereby declare that I have explained to the client the terms, exclusions and conditions of this cover." Provide space for name, ~~signature~~ signature, date and ~~any~~ company rubber stamp/seal*.

*Delete appropriately.

'A' email address, telephone number, profession/occupation* and name of previous insurer(s) insurer(s).

The last section of part (a) has the following details as shown in the specimen below:

Exercise 5

1. Key in the following display attractively on A4 paper.
2. Insert a watermark Hot Kitchen.
3. Save it as **EXERCISE5A** in your folder to print out later.

how to cook Kenyan beef pilau / use Comic Sans Ms font size 18 & centre

INGREDIENTS

- Pre-boiled beef
- Onion
- Garlic
- Ginger
- Sunflower Oil
- Salt
- Bay Leaves
- Rice
- Ground Spices
 - Cumin
 - Cinnamon
 - Pepper Flakes

Peel the onions and garlic cloves

chop the onions and garlic

Wash the rice

Is the water clear?

No

Yes

- Heat the oil under low heat.
- Add the onions into the pot and cook until they ~~onions become~~ brown.
- stir to prevent burning

Add salt and spices and stir until brown.

Add the pre-boiled meat and rice into the pot. Stir to mix as you add enough water to cook the rice.

and/

cover to simmer for about 20 minutes to allow the rice to cook.

serve hot with Kachumbari

THIS IS THE LAST PRINTED PAGE